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Final Research Report

Prepared For New Zealand Police

NEW ZEALAND POLICE – CITIZENS' SATISFACTION SURVEY:

Final Report For Year Two Results (July 2008 – June 2009)

Prepared by Gravitas Research and Strategy Ltd

September 2009

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EXECUTIVE SUMMARY

1.   Introduction and Research Objectives

The New Zealand Police commissioned Gravitas to carry out the 2007-2008 and 2008-2009 Citizens' Satisfaction Research using a Computer Assisted Telephone Interviewing approach.   Key areas of interest are citizens' levels of trust and confidence in the New Zealand Police and, for those citizens who have used New Zealand Police services, levels of satisfaction with the policing services they have encountered. Survey results need to be statistically robust to allow reporting by each of the 12 police districts, and according to various policing services. The survey uses service satisfaction questions from the Common Measurements Tool[1] (CMT).

This report outlines the process, and discusses the outcomes, of the 9,821 interviews obtained during the July 2008 to June 2009 surveying period across the General Survey, Communications Centres Survey and two Booster Samples (Maori and Asian).   Throughout the report (unless otherwise specified) General and Communications Centres data has been combined and weighted by age, gender, ethnicity, contact (whether they had service encounter with Police in previous six months) and contact type by district to reflect the New Zealand population.

2.   Customer Satisfaction Results

Drivers of Satisfaction

The *Common Measurements Tool* asks people about their overall levels of satisfaction with the service they received and about their satisfaction in relation to six drivers of satisfaction[2]. The "drivers of satisfaction" are the key factors that have the greatest influence on New Zealanders' satisfaction with, and trust in, all public services. They include:

*   Service expectations met or exceeded
*   staff were competent
*   staff did what they said they would do
*   I was treated fairly
*   my individual circumstances were taken into account
*   it's an example of good value for tax dollars spent

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[1] Used under licence from the State Services Commission.

[2] Colmar Brunton, Prepared for the State Services Commission. (2007). Satisfaction and Trust in the State Services – Report. Wellington, New Zealand.

Results for these drivers have mostly remained stable across the two survey measures. However, there have been significant[3] increases in the share of respondents *agreeing/strongly agreeing* that:

- Staff were competent (share *agree/strongly agree* up from 89%, to 91%);
- My individual circumstances were taken into account (up from 75%, to 78%);
- It's an example of good value for tax dollars spent (up from 70%, to 73%).

The following graph shows results at a national level for each of the six key drivers of satisfaction results for people who have had contact with the New Zealand Police in the six months prior to being interviewed.

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[3] Statistically significant differences between the two survey waves.

Summary Figure 1: Citizens Satisfaction Survey 2008/09 – Drivers of Satisfaction National Results (%)

Overall satisfaction with service delivery — Baseline: 80, Year 2: 79
My service expectations were met or exceeded — Baseline: 87, Year 2: 88
Staff were competent — Baseline: 89, Year 2: 91 ↑
Staff did what they said they would do — Baseline: 85, Year 2: 86
I was treated fairly — Baseline: 88, Year 2: 88
My individual circumstances were taken into account — Baseline: 75, Year 2: 78 ↑
It's an example of good value for tax dollars spent — Baseline: 70, Year 2: 73 ↑

NB: The expectation question includes the measures "about the same as expected", "better than expected" and "much better than expected"
Arrow indicates a significant increase/decrease form the previous measure. Base varies by attribute and year.

Overall Satisfaction with Service Delivery and Service Expectations Met or Exceeded

Overall Satisfaction with Service Delivery

Seventy-nine percent of respondents were *satisfied* or *very satisfied* with the overall quality of service delivered. This is similar to the share of respondents satisfied with the service delivered overall in the baseline measure (80% *satisfied/very satisfied*). Respondents significantly more likely to be *satisfied/very satisfied* included those:

- whose reason for contact was a community activity (97%) a general enquiry (87%,), a traffic stop (85%) or a traffic crash or incident (84%);
- aged 55 years or older (85%);
- whose point of contact was in person (other than on the roadside or at the Police station) (82%); and/or
- of European descent (81%).

One in ten respondents (10%, unchanged from the baseline) are *dissatisfied* (7%) or *very dissatisfied* (3%, down significantly from 5% in the baseline) with the overall quality of the service delivered. Respondents significantly more likely to be *dissatisfied/very dissatisfied* included those:

- whose reason for contact was suspect/perpetrator/bail reporting/prisoner enquiry/pick up/visit (33%), a traffic offence (20%)or an assault (15%);
- of 'other' (25%) or Asian/Indian (19%) descent;
- whose point of contact was calling the local station(17%);
- living in Auckland City District (14%); and/or
- aged between 16 and 24 years (13%).

Service Expectations Met or Exceeded

When asked how the service they actually received compared to what they had expected, the majority of respondents (88%) said the service they received was *about the same/better/much better* than they had expected, including 31% mentioning that it was *better* (20%) or *much better* (11%) than expected. These results are similar to those achieved in the baseline measure (87% *same/better/much better*; 32% *better/much better*). Respondents significantly more likely to have received *much better/better* service than they had expected included those:

- whose reason for contact was property damage/vandalism (46%), disorderly behaviour/intoxication offences (41%), assault (42%), burglary (40%), 'other incident' (52%) or a community activity (43%);
- whose point of contact was calling one of the Communications Centres (41%) or in person (other than on the roadside or at the Police station) (40%); and/or
- those of Māori descent (38%).

The main reasons given for why the service received was *better/much better than expected* are shown in the table below.

Summary Table 1: Reasons why Service Received was Better than Expected (%)

	% of respondents who said service was better/much better (n=1355)	% of all respondents in Year 2 (n=3936)
Staff member had a positive attitude – friendly/courteous/polite/ respectful	39	12
Police acted promptly	18	6
Showed interest/concern – took matter seriously	11	4
Informative/knowledgeable/good advice/explained what was happening	8	3
Provided follow-up/rang back	7	2

Base: All respondents who rated the service they received as much better/better than they expected
Note: Multiple responses to this question permitted. Table lists the main reasons mentioned by respondents

Twelve percent of respondents said that the service they received was *worse* (8%) or *much worse* (4%) than expected (unchanged from the baseline measure). Those respondents significantly more likely to have received *much worse/worse* service than they had expected included those:

- of 'other' (36%) or Asian/Indian (19%) descent;
- whose reason for contact was suspect/perpetrator/bail reporting/prisoner enquiry/pick up/visit (29%), 'other crime' (22%), assault (22%), reporting dangerous driving (19%), or a traffic offence (16%);
- whose point of contact was calling the local station (19%) or over the counter at the station (16%)
- aged between 16 and 24 years (17%);

The main reasons given for why service was *worse/much worse than expected* are shown in the table below.

Summary Table 2: Reasons why Service Received was Worse than Expected (%)

	% of respondents who said service was worse/much worse (n=460)	% of all respondents in Year 2 (n=3936)
Poor attitude/didn't like their attitude	33	3
Didn't take the matter seriously/didn't care/not interested	20	2
No follow-up	12	1
Incompetent/lacked knowledge/made mistakes	7	1
Too slow/took too long	7	1

Base: All respondents who rated the service they received as much worse/worse than they expected
Note: Multiple responses to this question permitted. Table lists the main reasons mentioned by respondents

Key Results By Question

The following table outlines the key results and changes between measures for the drivers of satisfaction, as well other service delivery measures included in the survey. *Note: These questions are asked of respondents who have had contact with the Police in the last 6 months.*

Summary Table 3: Citizens Satisfaction – Changes between Baseline and Year Two

	Total Positive %		Neutral %		Total Negative %	
Service Experience (n=4119)	**Baseline**	**Year 2**	**Baseline**	**Year 2**	**Baseline**	**Year 2**
Overall satisfaction with service delivery	80	**79**	9	**10**	10	**10**
Service expectations met or exceeded^	87	**88**	-	**-**	12	**12**
I was treated fairly	88	**88**	5	**5**	7	**7**
Staff were competent	89	**91**	5	**5**	5	**4**
Staff did what they said they would do	85	**86**	5	**6**	6	**4**
My individual circumstances were taken into account	75	**78**	13	**10**	11	**12**
It's an example of good value for tax dollars spent	70	**73**	17	**13**	12	**13**
Made to feel situation mattered	N/A	**77**	N/A	**10**	N/A	**12**
In the end I got what I need	72	**73**	13	**12**	13	**14**
Expectations before	82	**83**	12	**11**	5	**5**
Clear what to do if problem (n= 146)	37	**40**	15	**19**	42	**39**
Comms Centre only (from sample) (n=1392)	Baseline	Year 2	Baseline	Year 2	Baseline	Year 2
Overall satisfaction with staff who provided service	85	**85**	5	**7**	9	**7**
Telephone interactions only (n=1915)	Baseline	Year 2	Baseline	Year 2	Baseline	Year 2
Consistent info/advice	78	**78**	8	**8**	12	**13**
Process straightforward & easy to understand	90	**92**	4	**3**	6	**5**
Able to get through	89	**91**	3	**2**	8	**7**
Public Counter interactions only (n=333)	Baseline	Year 2	Baseline	Year 2	Baseline	Year 2
Acceptable wait time*	85	**90**	5	**2**	10	**7**
Easy to find who/what*	90	**88**	3	**3**	7	**9**
Staff went extra mile*	69	**66**	14	**15**	16	**18**

Note: Base varies by attribute and year. Total bases shown are for Year 2 and are unweighted. Orange highlighting denotes a significant change between the baseline and Year 2.

^ Includes those whose expectations were <u>met</u> (neutral) or exceeded

Significant Differences By Question

The following summarises those respondents significantly[4] more likely to give both positive (those *agreeing/strongly agreeing*) and negative (those *disagreeing/strongly disagreeing*) ratings and *reasons for disagreeing* for each of the service delivery measures in the survey (excluding overall satisfaction and service expectations as these have been highlighted above). A full summary table of these significant differences and reasons can be found in *Appendix 1* of the full report.

In summary, the following groups are over represented among those *agreeing/strongly agreeing* with the service delivery measures:

- those whose reason for contact was a community activity, a traffic stop, a traffic crash or incident or a general enquiry;
- those aged 65 years or older; and/or
- those of New Zealand/European descent.

In contrast, the following groups are over represented among those disagreeing/strongly disagreeing with the service delivery measures:

- those whose reason for contact was suspect/perpetrator/bail reporting/prisoner enquiry/pick up or visit, a traffic offence or an assault;
- those of Asian/Indian and Maori descent; and
- those aged between 16 and 24 years old.

The main reasons for disagreeing/strongly disagreeing that are commonly mentioned across the service delivery measures include:

- Staff member had a bad attitude
- Staff member didn't take the matter seriously
- No one provided follow-up or called them back
- Police did not attend or Police response was slow/inadequate

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[4] Note: These groups are statistically significantly over represented in the data. This does not mean that other groups are excluded from giving a positive/negative rating.

3. Trust and Confidence, Safety and Police Role

All respondents, both those who had and those who had not had contact with the Police in the previous six months, were asked a series of questions around their trust and confidence in the Police, perceptions of safety in their neighbourhood and city/town centre, and the role of police. The following graph and table outline the key results and changes between measures for each of the questions.

Summary Figure 2: Trust & Confidence in Police, Perceptions of Safety and Police in the Community (Baseline and Year 2 Comparison) (%)

NB: Base varies by question and year. Arrow indicates a significant increase/decrease form the previous measure
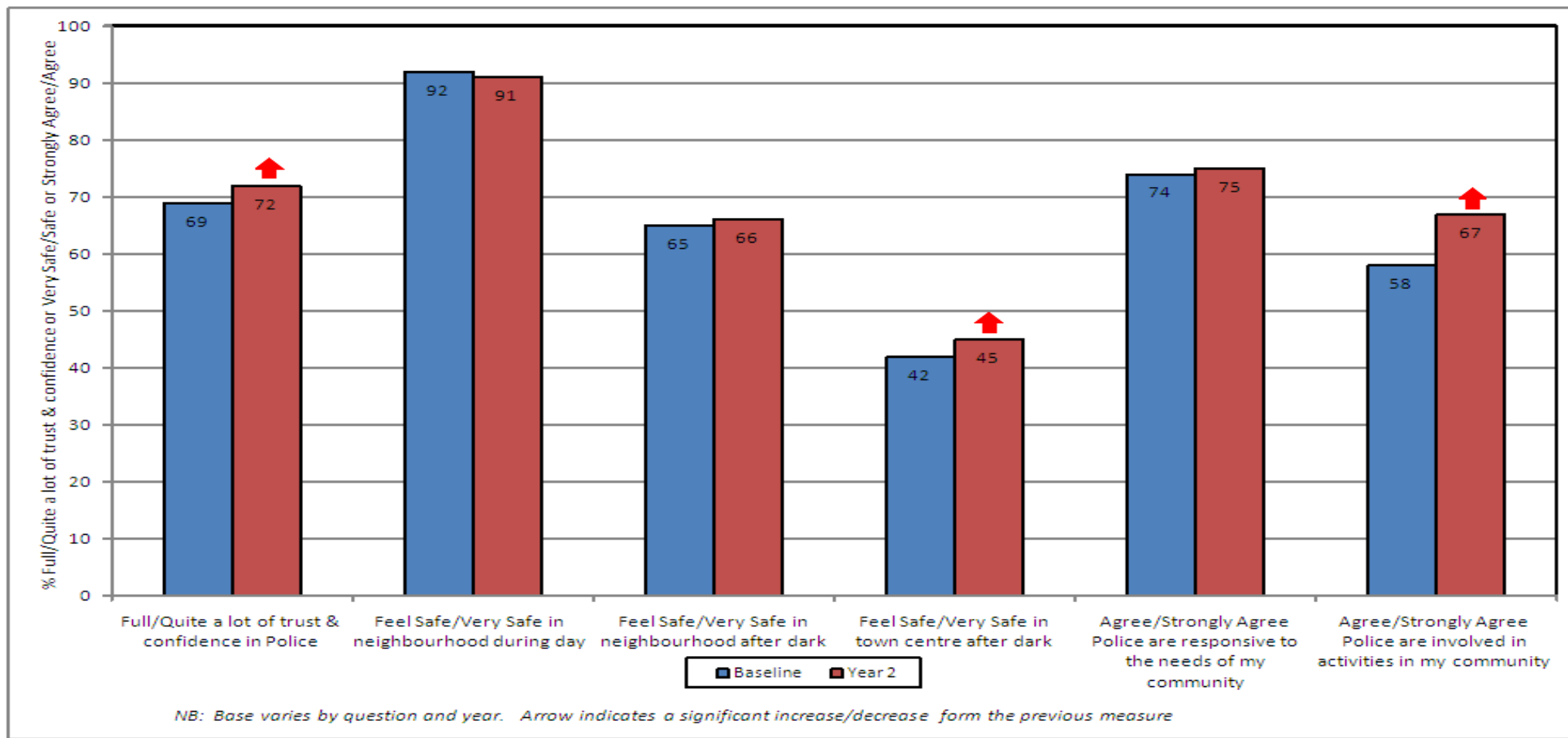
Summary Table 4: Trust and Confidence, Safety and Police Role – Changes between Baseline and Year Two (%)

	Total Positive		Neutral/Some trust and confidence		Total Negative	
	Baseline	**Year 2**	**Baseline**	**Year 2**	**Baseline**	**Year 2**
Trust & Confidence	69	**72**	24	**21**	7	**6**
Safety in neighbourhood during day	92	**91**	7	**8**	1	**1**
Safety in neighbourhood after dark	65	**66**	23	**22**	12	**12**
Safety in city/town after dark	42	**45**	30	**28**	28	**26**
Police are responsive to the needs of my community	74	**75**	15	**15**	8	**8**
Police are involved in activities in my community	58	**67**	23	**18**	10	**8**

Note: Base varies by attribute and year

Orange highlighting denotes a significant change between the Baseline and Year 2

The following outlines the key results and shows the groups significantly[5] more likely to give ratings and reason for feeling safe/unsafe for each of the questions. A full summary table of these significant differences and reasons can be found in *Appendix 2* of the full report.

In summary, the following groups are over represented among those giving a positive rating:

- those aged 65 years or older;
- those of New Zealand/European descent;
- males (for the safety questions); and/or
- those living in Tasman, Eastern or Central Districts.

In contrast, the following groups are over represented among those giving a negative rating:

- those of Asian/Indian, Pacific and Maori descent;
- those aged between 16 and 34 years old;
- those living in Auckland City or Counties-Manukau Districts;
- females (for the safety questions); and
- males (for trust and confidence and Police role questions).

The main reasons for feeling unsafe that are commonly mentioned across the three safety questions (neighbourhood during day and night and city/town after dark) include:

- People who make them feel unsafe because of their appearance, attitude and/or behaviour
- Youths, particularly those hanging around in groups
- Alcohol and drug problems in the local area
- Fights/arguments/attacks on the street

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[5] Note: These groups are statistically significantly over represented in the data. This does not mean that other groups are excluded from giving a positive/negative rating.

1. INTRODUCTION

1.1. Introduction

The New Zealand Police are responsible for reducing crime and enhancing community safety nationwide. The New Zealand Police[6]:

- provide policing services 24 hours a day, 365 days a year.
- operate from more than 400 community-based police stations.
- respond to more than 600,000 '111' calls each year; and
- are involved in crime prevention as well as responding to crime.

The New Zealand Police is a de-centralised organisation divided into 12 districts, a National Headquarters and three Communications Service Centres (Northern, Central, Southern).

The New Zealand Police commissioned Gravitas to carry out the 2007-2008 and 2008-2009 Citizens' Satisfaction Research using a Computer Assisted Telephone Interviewing approach.   Key areas of interest are citizens' levels of trust and confidence in the New Zealand Police and, for those citizens who have used New Zealand Police services, levels of satisfaction with the policing services they have encountered. Survey results need to be statistically robust to allow reporting by each of the 12 police districts, and according to various policing services. The survey uses service satisfaction questions from the Common Measurements Tool (CMT)[7].

This report outlines the process, and discusses the outcomes, of the Police Citizens' Satisfaction Survey July 2008 to June 2009.

1.2. Research Objectives

The overall aim of the research is to undertake a baseline survey with New Zealand citizens generally to identify their levels of trust and confidence in the New Zealand Police and with people who have used Police services to measure their levels of satisfaction with the policing services (based on the drivers of satisfaction with service quality recently identified for New Zealand and other aspects related specifically to Police services) and trust and confidence levels in the New Zealand Police.

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[6] http://www.police.govt.nz/about/
[7] Used under licence from the State Services Commission.

2. PILOT PROCESS AND INTERVIEWER TRAINING

Note: This Pilot Process was undertaken prior to the baseline survey in early 2008. As the questionnaire and interviewing process remained relatively consistent between the baseline and 2008/2009 surveys, a pilot of the subsequent survey was not required. However any changes to the questionnaire (additional questions or adjustments to the wording of questions) were tested.

2.1. Pilot Process

To ensure that the questionnaire met the objectives of the project, is understandable, relevant and culturally safe for participants, and can be administered efficiently by the interviewing team, a two stage questionnaire pilot was undertaken. The pilot process is outlined in Figure 1.1. Each stage is discussed in more detail below:

Figure 1.1: Survey Testing Process

1.	**Questionnaire Development**
	Draft questionnaire designed by Gravitas research team

⬇

	Internal Review
	Gravitas staff provide feedback on questionnaire based on their areas of expertise and experience

⬇

	External Review
	Police Project team and State Services Commission provide feedback on questionnaire *(feedback to Gravitas via meeting, email and conference call)*

⬇

Changes and recommendations to The Police project team for review and discussion
(feedback to Gravitas via email and conference call)

⬇

The Police research team-approved changes made to questionnaire/interview process

⬇

2.	**First Pilot**
	Questionnaire administered to sample of Communication Centre callers
	Feedback collected from all those involved
	Focus on respondent comfort, questionnaire flow, question order, development of skips etc.

⬇

Changes and recommendations to The Police project team for review and discussion
(feedback to Gravitas via email)

⬇

Development and inclusion of additional questions for Road Policing and over the counter points of contact
(feedback to Gravitas via email and conference call)

⬇

The Police research team-approved changes made to questionnaire/interview process

⬇

3.	**Second Pilot**
	Questionnaire administered to random sample of general public and Communication Centre callers
	Feedback collected from all those involved
	Focus on questionnaire length, developing codeframes etc.

⬇

Post-pilot meeting to discuss pilot and approve/reject recommended changes (*via email and conference call*)

⬇

The Police research team-approved changes made to questionnaire/interview process

⬇

Live interviewing begins

2.2. Questionnaire Development

The initial draft of the survey was developed based on the core CMT questions (as identified and tested by the State Services Commission), the start up meeting with the Police project team, the previous Communications Centres Customer Satisfaction Survey, as well as questions identified by the Communications Centres team. Where possible, additional questions were taken from the CMT question bank.

Note: At the initial draft stage, specific additional questions for contact via the local Police station (both calling and visiting in person), and Road Policing had not been decided on. These were developed at a later stage (after consultation with the Road Policing team) and incorporated into the survey for the second pilot and the final survey used for 'live interviewing'.

2.3. Questionnaire Review (Internal and External Review)

Once the initial draft questionnaire was designed the content was reviewed by the Police (to ensure completeness of coverage), the Justice Sector Research Group (to review the introduction – see Appendix 3) and by a range of appropriate staff within the Gravitas organisation. Gravitas staff reviewed the questionnaire in detail, and provided feedback, drawing on their particular area of expertise:

- **EDP team** – suggestions for logic checks, suggestions to address possible programming difficulties or ambiguities, feedback on appropriateness of current skips and jumps and suggestions for additional skips/jumps;
- **Field manager and supervisory team** – feedback on questionnaire introduction, questionnaire flow, wording, suggestions to enhance response rate (eg. re-wording of introduction); and
- **Senior interviewers** – feedback on questionnaire flow, wording/ease of reading/ease of comprehension, length of questions, additions to codeframes, identification of questions where further explanation/information for interviewers ("Interviewer Notes") would be useful.

All feedback was collated by the Gravitas project team, and submitted to the Police research team for review and discussion. Feedback on the suggested enhancements from the Police and the State Services Commission was provided via conference call and email. A revised version of the questionnaire was prepared and signed off by the Police as being ready for programming and pilot-testing.

2.4. Pilots

1. *First Pilot – Communications Centres Sample*

Stage one of the pilot involved contacting respondents using sample from the Police Communications Centres at random by telephone and interviewing them as normal. All respondents were asked about what other contact they had had with the police in the last **6 months**, but for the customer satisfaction section of the survey they were only asked about their call to the Communications Centres.

Feedback from the pre-test was discussed with the Police via email and conference call. Recommendations were made to the Police as to how the questionnaire and/or the interview process could be further refined. The additional questions to be included for *roadside* and *over the counter* points of contact were also developed and included in the survey.

A revised version of the questionnaire was prepared and signed off by the Police as being ready for the second round of testing (general sample and all forms of contact).

2. *Second Pilot (Communications Centres and General Sample)*

Once the changes/enhancements to the first pilot version of the questionnaire were made and signed off, a second pilot was conducted.

While the first pilot focused only on recent calls to the Communications Centres, during the second pilot, respondents from both the Communication Centre sample (if applicable) and the general public were asked about a randomly selected point of contact they had with the Police in the previous 6 months.

The main aim of this pilot was to check interview length, accuracy of programming, and to add to codeframes to be used for open-ended questions with those who have had different points of contact with the Police. Priority was allocated to reasons and methods of contact that were less common so as to allow a good coverage of testing and to ensure the survey questioning was appropriate for all.

As with the first pilot, feedback from the second pilot in terms of respondents ease of understanding the questions in the survey, respondents being able to give appropriate answers, respondents level of comfort with the type of questions being asked and the level of detail required was recorded and reported back to the Gravitas team. Recommendations for any further changes to the questionnaire were made to the Police research team.

This information also formed the basis of the post-pilot conference call with the Police and members of the State Services Commission. During this call, Gravitas presented the feedback from the core questions (previously tested by the State Services Commission) from both pilots and discussed the reasoning behind each of the recommended changes.

The State Services Commission and the Police then provided final feedback.

2.5. Baseline Questionnaire

The final version of the Baseline survey (to June 2008) was then provided to, and given approval by, the Police for the survey to go live.

2.6. Questionnaire - Version July 2008 to June 2009

The questionnaire used for the 2008-2009 survey was based on the existing Police Citizen Satisfaction Baseline Survey as designed collaboratively by Gravitas and the Police. Feedback from the baseline survey (based on respondent and interviewer feedback as well as a review of the dataset) was presented in the Final Feedback Document on 2007-08 Survey[8] and discussed with the police via email and conference call. Recommendations were made to the Police as to how the questionnaire and/or the interview process could be further refined for the 2008-2009 survey. (Refer to the 'Final Feedback Document on 2007-08 Survey' for further details).

Copies of the questionnaires used in the Baseline Survey (to June 2008) were sent to the Police project team with suggested changes arising from the Feedback Document and subsequent discussions shown in "track changes."

A revised version of the questionnaire was then prepared and signed off by the Police as being ready for the 2008/2009 survey.

The final survey used between July 2008 and June 2009 is attached (see Appendix 3).

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[8] New Zealand Police - Citizens' Satisfaction Survey, "Final Feedback On 2007-08 Survey".

2.7. Interviewer Training, Practice and Feedback Sessions

Any new field staff who become involved in the project are briefed in depth by the project manager and field manager. This briefing covers:

- brief explanation of Police, its roles and responsibilities;
- background to the research, including its aims and objectives and how results collected are to be used;
- discussion of 'Police contact' stakeholder group, including review of Police access channels available, how each works, terminology used etc;
- issues relating to how the sample is obtained, maintaining client confidentiality and ensuring the interview process is safe for respondents, including discussion of Action Reports[9]; and
- comprehensive review of the questionnaire, including a background as to the reasons for inclusion of particular questions (i.e. CMT core questions), and explanation as to the importance of accurately recording all field information.

After the briefing sessions, interviewers take part in at least one full evening of practice interviews. Interviews are conducted as normal, but are listened in to by a member of the Gravitas supervisors who listen for correct and consistent administration of the questionnaire (questions being asked in the correct way, open-ended comments being correctly coded etc.). They also ensure that respondents are being dealt with in an appropriate way, and confidentiality is being maintained (client name only disclosed to named person, respondent not being pressured to take part, all information on how to contact the research company or seek further information/verification is being provided etc.).

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[9] Gravitas have established processes for managing disclosure of disturbing circumstances and managing respondent complaints (through Action Reports).   Action Reports are used to record all issues which arise when dealing with respondents who are unhappy about us calling them, unhappy with some aspect of the survey or unhappy with the client in some way.

3. FINAL SAMPLE SIZE, INTERVIEW STATISTICS AND ANALYSIS

3.1. Completed Interviews

A total of 9, 821 interviews were obtained during the 2008-2009 surveying period (July 2008 – June 2009) across the General Survey, Communications Centres Survey and two Booster Samples. These interviews can be broken down as follows:

1. Communication Centre interviews n=1516

2. Total Gerneral Sample n=6988
    - General Sample (no contact) n= 4385
    - General Sample (police contact) n=2603

> **Note: From surveying between July 2008 and June 2009 the overall proportion of the general population who have had contact with police in the last 6 months is 37%.**
> *(Note: this is consistent with the 37% who had contact with the Police in the baseline measure).*

3. Total Māori Booster Sample n=803
    - Māori Booster Sample - no contact n= 430
    - Māori Booster Sample - police contact n=373

> **Note: From surveying in the Māori Booster only (excluding Māori surveyed in the General Sample) the overall proportion of the Māori population who have had contact with police in the last 6 months is 46%.**
> *(Note: this is significantly higher than the share of all respondents who have had contact with the police in the General Sample in the July 08 – June 09 period).*

4. Total Asian Booster Sample n=514
    - Asian Booster Sample - no contact n= 378
    - Asian Booster Sample - police contact n=136

> **Note: From surveying in the Asian Booster only (excluding those of Asian descent surveyed in the General Sample) the overall proportion of the Asian population who have had contact with police in the last 6 months is 26%.**
> *(Note: this is significantly lower than the share of all respondents who have had contact with the police in the General Sample in the July 08 – June 09 period).*

3.2. Interview Length

1. Communication Centre Survey

The average interview length across the 1,516 Communication Centre sample interviews conducted in the July 2008 – June 2009 surveying period was <u>14.7 minutes</u>.

2. General Public Survey

The average interview length across the n=4,385 short (no police contact) interviews conducted in the July 2008 – June 2009 surveying period was 7.1 minutes.

The average interview length across the n=2,603 long (contact) interviews conducted in the July 2008 – June 2009 surveying period was <u>13.7 minutes</u>.

The average length across the total General sample (short and long interviews) is <u>10.0 minutes</u>.

3. Māori Booster Survey

The average interview length across the n=430 short (no police contact) Māori Booster interviews was <u>7.3 minutes</u>.

The average interview length across the n=373 long (contact) Māori Booster interviews was <u>13.7 minutes</u>.

The average length across the total Māori Booster sample (short and long interviews) was <u>10.8 minutes.</u>

4. Asian Booster Survey

The average interview length across the n=378 short (no police contact) Asian Booster interviews was <u>8.1 minutes</u>.

The average interview length across the n=136 long (contact) Asian Booster interviews was <u>16.0 minutes</u>.

The average length across the total Asian Booster sample (short and long interviews) was <u>11.0 minutes</u>.

3.3. Margin of Error

The margin of error on the final sample sizes achieved, in both the General (contact/no contact) and Communication Centre 2008-2009 Surveys, as well by district and Point of Contact and within the Booster Samples (contact/no contact) are shown below. These are the maximum error levels at the 95% confidence interval.

Table 3.1: Margin of Error

	No. of Surveys Completed (n)	Margin of Error *(at 95% confidence interval)*
TOTAL (General + Comms Centre)	**8504**	± **1.1%**
TOTAL (General + Comms + Boosters)	**9821**	± **1.0%**
General Survey		
Total	6988	± 1.2%
No Contact	4385	± 1.5%
Contact	2603	± 1.9%
Communication Centre Survey		
Total	1516	± 2.5%
Māori Booster Survey		
Total	803	± 3.5%
No Contact	430	± 4.7%
Contact	373	± 5.1%
Asian Booster Survey		
Total	514	± 4.3%
No Contact	378	± 5.0%
Contact	136	± 8.3%

	No. of Surveys Completed (n)	Margin of Error (at 95% confidence interval)
District **(General and Comms Combined)**		
Northland	620	± 3.9%
• Contact in last 6 months	299	± 5.7%
Waitemata	742	± 3.6%
• Contact in last 6 months	336	± 5.3%
Auckland City	809	± 3.4%
• Contact in last 6 months	408	± 4.9%
Counties Manukau	784	± 3.5%
• Contact in last 6 months	389	± 5.0%
Waikato	701	± 3.7%
• Contact in last 6 months	339	± 5.3%
Bay of Plenty	697	± 3.7%
• Contact in last 6 months	339	± 5.3%
Eastern	645	± 3.9%
• Contact in last 6 months	272	± 5.9%
Central	682	± 3.8%
• Contact in last 6 months	299	± 5.7%
Wellington	754	± 3.6%
• Contact in last 6 months	378	± 5.0%
Tasman	617	± 3.9%
• Contact in last 6 months	242	± 6.3%
Canterbury	815	± 3.4%
• Contact in last 6 months	403	± 4.9%
Southern	641	± 3.9%
• Contact in last 6 months	297	± 5.7%

	No. of Surveys Completed (n)	Margin of Error *(at 95% confidence interval)*
Point of Contact **(General and Comms Combined)**		
Called Local Station	399	± 4.9%
Over the Counter (visited local station)	333	± 5.4%
Roadside	1108	± 2.9%
Called Comms (from Comms Sample Only)	1516	± 2.5%
Other (police in person)	724	± 3.6%

Margin of Error worked out on un-weighted sample bases

3.4. Response Rate

1. Communication Centre Survey

The response rate across the 1, 516 **Communication Centre** interviews conducted between July 2008 to June 2009 was **72%** (this compares with 70% in the baseline survey).

Note: for the Communications Centres survey it was anticipated that we would achieve a similar response rate to the previous Communications Centres Customers Satisfaction Survey (average of 72% for a 10 minute survey).

2. General Public Survey

The response rate across the 6, 988 **General sample** interviews conducted between July 2008 and June 2009 was **44%*** (this compares with 44% in the baseline survey).

Note: While it is always more difficult to estimate a response rate for the general public, we had anticipated achieving a response rate of around 40%.

*Note: This is the adjusted response rate accounting for quota closures.

3.5. Analysis

A Note On Significant Differences

The results for each question have been significance tested to identify where "true" (statistical) differences exist. *Note that all significant differences have been assessed at the 95% confidence interval*. Results for each question have been cross-tabulated by demographic and contact characteristics of the respondents to identify significant differences by respondent and contact type. Cross tabulations have been carried out by:

- gender;
- age;
- ethnicity;
- location (district);
- if the respondent has had contact with the police or not;
- point of contact with the police
- main reason for contact with the police.

Where statistically significant over and under-representations by respondent and contact type have been identified, these have been detailed in the text. Calculations show the differences between the over/under represented respondent/contact type and <u>all other</u> respondents giving the same response (i.e. the percentage of all other respondents giving the response once the over represented group have been excluded).

Significance testing has also been used to identify true (statistical) changes in results over time.

A Note On Service Experience Questions

All respondents were asked if they had any contact with Police in the last 6 months. Those who had contact were asked a series of customer satisfaction questions. Throughout the report, responses to these questions have been analysed by district and point of contact* as well as other demographic and contact characteristics. However, it should be noted that some questions do not apply for some reasons and methods of contact - this has been indicated throughout the report. The following table summarises what points of contact (and in some cases reasons for contact) were asked each of the service experience questions.

Table 3.1: Service Experience Questions – Who Gets Asked Each Question

Service Experience Question	Called Local Station	Over the Counter	Roadside	Called Comms	Other (Police in person)
Overall satisfaction with service delivery					
Service received compared with expectations					
I was treated fairly					
Staff were competent					
Did what they said					
Individual circumstances					
Good value for tax dollars					
Made to feel situation mattered			*excluding speeding, a traffic offence, breath testing, commercial vehicle checkpoints		*excluding police informing respondent of a death
In the end I got what I need			*excluding speeding, a traffic offence, breath testing, commercial vehicle checkpoints		*excluding police informing respondent of a death
Expectations before					
Clear what to do if problem	*Only those who had a problem	*Only those who had a problem	*Only those who had a problem	*Only those who had a problem	*Only those who had a problem
Overall satisfaction with staff who provided service					
Consistent info/advice					
Process straightforward & easy to understand					
Able to get through					
Acceptable wait time					
Easy to find who/what					
Staff went extra mile					

Grey shading indicates that the question was asked for the point of contact

3.6. Weighting

Throughout the report (unless otherwise specified) General and Communications Centres data has been combined and weighted by age, gender, ethnicity and contact by district* to reflect the New Zealand population - % are weighted, bases are unweighted.

The analysis by ethnicity includes the results from all surveying carried out in Year Two – including the General Sample, Communications Centres Sample and both the Asian and Māori Booster samples. Data has been combined and weighted by age, gender, ethnicity and contact by district to reflect the New Zealand population - % are weighted, bases are unweighted. However, as these results also include the booster samples, the 'totals' in the ethnicity analysis differ from those recorded for each question throughout the rest of the report.

Note: the number of respondents surveyed about calling their local station has decreased between the baseline measure and Year 2.   Respondents are asked for all the reasons for contact with Police in the previous six months and ways the contact was made. One of the reasons for contact (if more than one) and one of the points of contact (if more than one for that reason) are then selected to be surveyed about. The number of respondents surveyed about having contact with Police via calling the local station declined between these two periods most noticeably for those living in the Waikato, Bay of Plenty, Eastern, Central, Wellington Districts and for those living in the South Island Districts. The decline in numbers calling the local station in these areas indicates that respondents are either using different methods of contact or they are also having other, more involved points of contact with Police as well as calling the local station (i.e. police also coming to see them in person) or they have only had a less involved point of contact with police (i.e. breath testing).

4. DRIVERS OF SATISFACTION

4.1. Drivers of Satisfaction– Summary of National Results

The *Common Measurements Tool*[10] asks people about their overall levels of satisfaction with the service they received and about their satisfaction in relation to six drivers of satisfaction[11]. The "drivers of satisfaction" are the key factors that have the greatest influence on New Zealanders' satisfaction with, and trust in, all public services. They include:

- the service experience met your expectations
- staff were competent
- staff did what they said they would do
- you were treated fairly
- your individual circumstances were taken into account
- it's an example of good value for tax dollars spent

Results for these drivers have mostly remained stable across the two survey measures. However, there have been significant[12] increases in the share of respondents *agreeing/strongly agreeing* that:

- Staff were competent (share *agree/strongly agree* up from 89%, to 91%);
- Individual circumstances were taken into account (up from 75%, to 78%);
- It's an example of good value for tax dollars spent (up from 70%, to 73%).

The following graph shows results at a national level for each of the six key drivers of satisfaction results for people who have had contact with the New Zealand Police in the six months prior to being interviewed.

Note: See Appendix 4 for drivers graphs by District and Point of Contact and Section 5 for more detail on each of the drivers of satisfaction.

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[10] Used under licence from the State Services Commission.

[11] Colmar Brunton, Prepared for the State Services Commission. (2007). Satisfaction and Trust in the State Services – Report. Wellington, New Zealand.

[12] Statistically significant differences between the two survey waves.

Figure 7.1: Citizens Satisfaction Survey 2008/09 – Drivers of Satisfaction National Results (%)

NB: The expectation question includes the measures "about the same as expected", "better than expected" and "much better than expected"
Arrow indicates a significant increase/decrease form the previous measure.   Base varies by attribute and year.
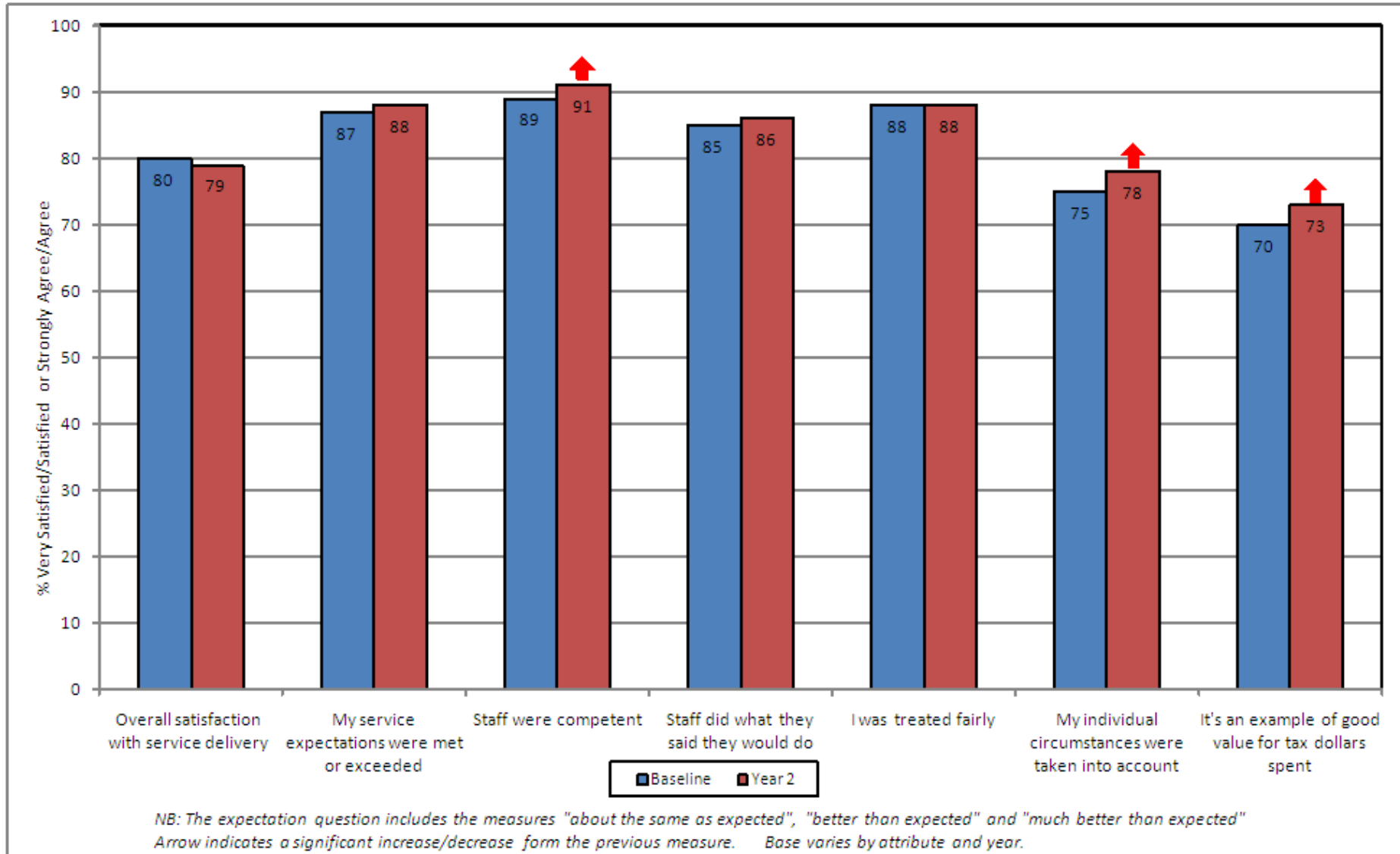
4.1.1. Overall Satisfaction With Service Delivery

Seventy-nine percent of respondents were *satisfied* or *very satisfied* with the overall quality of service delivered. This is similar to the share of respondents satisfied with the service delivered overall in the baseline measure (80% *satisfied/very satisfied*). However, while the proportion at least satisfied has remained stable across the two measures, the share *very satisfied* with the overall quality of service delivered has decreased significantly – down from 51% in the baseline measure, to 37% in Year 2. (Note: This is likely to be due, at least in part, to the removal of the overall staff rating question that was previously asked directly before this question.)

One in ten respondents (10%) are *dissatisfied* or *very dissatisfied* with the overall quality of the service delivered (unchanged from 10% in the baseline measure). However the share of respondents *very dissatisfied* with the overall quality of the service has decreased significantly from the baseline measure – down from 5%, to 3%.

Table 1: Ratings for Overall Quality of Service Delivery – Baseline Versus Year 2 (%)

	Baseline	Year 2
Very Satisfied	51	**37**
Satisfied	29	**42**
Neither/Nor	9	**10**
Dissatisfied	5	**7**
Very Dissatisfied	5	**3**
Don't know	1	**1**
Total Satisfied	**80**	**79**
Total Dissatisfied	**10**	**10**
Base	*4015*	*3994*

Base: All respondents excluding those giving a 'not applicable' response.

Orange highlighting indicates a significant increase/decrease in results between the Baseline and Year 2.

4.1.2. Service Expectations Met Or Exceeded

When asked how the service they actually received compared to what they had expected, the majority of respondents (88%) said the service they received was *about the same/better/much better* than they had expected, including 31% mentioning that it was *better* (20%) or *much better* (11%) than expected. These results are similar to those achieved in the baseline measure (87% *same/better/much better*; 32% *better/much better*).

Twelve percent of respondents said that the service they received was *worse* (8%) or *much worse* (4%) than expected (unchanged from the baseline measure).

Table 2: Ratings for Service Expectations Met or Exceeded – Baseline Versus Year 2 (%)

	Baseline	Year 2
Much Better	12	11
Better	20	20
About The Same As Expected	55	57
Worse	9	8
Much Worse	3	4
Don't know	1	0
Total Better/Much Better	**32**	**31**
Total Better/Much Better/Same	**87**	**88**
Total Worse/Much Worse	**12**	**12**
Base	*3992*	*3936*

Base: All respondents excluding those giving a 'not applicable' response.

Orange highlighting indicates a significant increase/decrease in results between the Baseline and Year 2.

Reasons why Service was Better than Expected

Two in five (39%) of those who rated the service they received as *much better/better than expected* commented that the staff member had a positive attitude. Slightly less than one in five (18%) reported that the staff member dealt with the situation promptly, while 11% reported that the staff member showed interest/concern. Other commonly mentioned reasons for rating the service received as *much better/better than expected* included that staff were informative/knowledgeable (8%) and that staff provided follow-up (7%).

Reasons why Service was Worse than Expected

One-third of those who rated the service they received as *much worse/worse than expected* commented that the staff member had a poor attitude. Twenty percent reported that the staff member they dealt with did not show interest or concern, while 12% had not received any follow-up. Other commonly mentioned reasons for rating the service received as *much worse/worse* than expected included that staff were incompetent/lacked knowledge (7%) and that the service was slow/took too long (7%).

4.1.3. Staff Were Competent

The majority of respondents in Year Two (91%) *agree* or *strongly agree* that the staff member they dealt with was competent. This represents a significant increase from 89% *agree/strongly agree* in the baseline measure. Just less than half of respondents (45%) *strongly agree* that the staff member was competent – also up significantly from 42% in the baseline.

In contrast, only 4% of respondents *disagree* (3%) or *strongly disagree* (1%, down significantly from 2% in the baseline) that staff were competent.

Table 3: Ratings for Staff Were Competent – Baseline Versus Year 2 (%)

	Baseline	Year 2
Strongly Agree	42	**45**
Agree	47	**46**
Neither/Nor	5	**5**
Disagree	3	**3**
Strongly Disagree	2	**1**
Don't know	1	**0**
Total Agree	**89**	**91**
Total Disagree	**5**	**4**
Base	*4008*	*3989*

Base: All respondents excluding those giving a 'not applicable' response.

Orange highlighting indicates a significant increase/decrease in results between the Baseline and Year 2.

Reasons for Dissatisfaction - Staff were Competent

Of those who disagreed that staff were competent in Year Two, one in four respondents (26%) reported that this was because the staff member didn't handle the situation well and/or didn't do all they could have. A further 22% reported that the staff member they dealt with had a bad attitude. Twelve percent of these respondents thought that the staff member didn't take the matter seriously, while 10% reported that they had received no follow-up.

4.1.4. Staff Did What They Said They Would Do

Eighty-six percent of respondents in Year 2 *agreed* (45%) or *strongly agreed* (41%) that staff did what they said they would do. A similar proportion (85%) *agreed/strongly agreed* with this statement in the baseline measure.

Only 4% of respondents *disagreed/strongly disagreed* that staff did what they said they would do – down significantly from 6% in the baseline measure.

Table 4: Ratings for Staff Did What They Said They Would Do – Baseline Versus Year 2 (%)

	Baseline	Year 2
Strongly Agree	39	41
Agree	46	45
Neither/Nor	5	6
Disagree	4	3
Strongly Disagree	2	1
Don't know	4	4
Total Agree	**85**	**86**
Total Disagree	**6**	**4**
Base	*3860*	*3830*

Base: All respondents excluding those giving a 'not applicable' response.
Orange highlighting indicates a significant increase/decrease in results between the Baseline and Year 2.

Reasons for Dissatisfaction - Staff did what they said they would do

The greatest single share (33%) of those respondents who *disagreed* or *strongly disagreed* that staff did what they said they would do that mentioned that this was because the staff member did not call back or provide any follow-up. Just over one in five (22%) reported that Police did not attend or that Police response was slow/inadequate. Eighteen percent of these respondents commented that the staff member did not do what they said they would in general (no specific details given), while 14% reported that the staff member had a bad attitude.

4.1.5. I Was Treated Fairly

Eighty-eight percent of all respondents who had contact in Year 2 either *agreed* (43%) or *strongly agreed* (45%) that they were treated fairly. These results are unchanged when compared with the baseline measure (88% *agree/strongly agree*).

In contrast, only 7% of respondents *disagreed/strongly disagreed* with the statement (also unchanged from the baseline measure).

Table 5: Ratings for I Was Treated Fairly – Baseline Versus Year 2 (%)

	Baseline	Year 2
Strongly Agree	43	**45**
Agree	45	**43**
Neither/Nor	5	**5**
Disagree	4	**4**
Strongly Disagree	3	**3**
Don't know	0	**0**
Total Agree	**88**	**88**
Total Disagree	**7**	**7**
Base	*3960*	*3953*

Base: All respondents excluding those giving a 'not applicable' response.
Orange highlighting indicates a significant increase/decrease in results between the Baseline and Year 2.

Reasons for Dissatisfaction – I Was Treated Fairly

Of those respondents who *strongly disagreed* or *disagreed* that they were treated fairly (n=194), the greatest single share (38%) reported that this was because they believed the outcome and/or decision made was unfair or incorrect. A further 29% reported that the staff member they dealt with had a bad attitude. Just over one in ten (11%) of these respondents thought that the staff member didn't take the matter seriously, while 10% felt picked on or discriminated against.

4.1.6. My Individual Circumstances Were Taken Into Account

Just over three-quarters of respondents (78%) agreed to some extent that they felt their individual circumstances were taken into account, including 33% *strongly agreeing* and 45% *agreeing*. When compared with the baseline measure, there has been a significant increase in the share *agreeing/strongly agreeing* (up from 75%, to 78%) and in particular the share of those *strongly agreeing* that their individual circumstances were taken into account (up from 29%, to 33%).

Twelve percent of respondents *disagree* (8%) or *strongly disagree* (4%) that their individual circumstances were taken into account – stable in comparison with the baseline measure (11%).

Table 6: Ratings for My Individual Circumstances Were Taken into Account – Baseline Versus Year 2 (%)

	Baseline	Year 2
Strongly Agree	29	**33**
Agree	46	**45**
Neither/Nor	13	**10**
Disagree	7	**8**
Strongly Disagree	4	**4**
Don't know	1	**0**
Total Agree	**75**	**78**
Total Disagree	**11**	**12**
Base	*3769*	*3770*

Base: All respondents excluding those giving a 'not applicable' response.

Orange highlighting indicates a significant increase/decrease in results between the Baseline and Year 2.

Reasons for Dissatisfaction - My Individual Circumstances Were Taken into Account

Of those respondents who disagreed to some extent that their individual circumstances were taken into account, one-quarter (26%) mentioned that they felt the decision/outcome of their contact was unfair or incorrect. A further 20% reported that the staff member(s) they dealt with had a bad attitude, while 13% reported that their matter wasn't taken seriously and/or the staff member did not believe them. Just over one in ten of these respondents (11%) commented that the Police did not consider their circumstances and were unsympathetic or insensitive.

4.1.7. It's An Example Of Good Value For Tax Dollars Spent

Just less than three quarters of respondents (73%) *agreed/strongly agreed* that the service they received is an example of good value for tax dollars spent, including 27% *strongly agreeing*. When compared with the baseline measure, there has been a significant increase in the share of respondents *agreeing/strongly agreeing* (up from 70% in the baseline measure, to 73% in Year 2), and in particular those *strongly agreeing* (up from 23%, to 27%).

In contrast, 13% of respondents *disagreed* (8%) or *strongly disagreed* (5%) that it is an example of good value for tax dollars spent (consistent with the baseline measure).

Table 7: Ratings for It's an Example of Good Value for Tax Dollars Spent – Baseline Versus Year 2 (%)

	Baseline	Year 2
Strongly Agree	23	**27**
Agree	47	**46**
Neither/Nor	17	**13**
Disagree	8	**8**
Strongly Disagree	4	**5**
Don't know	1	**1**
Total Agree	**70**	**73**
Total Disagree	**12**	**13**
Base	*4118*	*3996*

Base: All respondents excluding those giving a 'not applicable' response.

Orange highlighting indicates a significant increase/decrease in results between the Baseline and Year 2.

Reasons for Dissatisfaction - It's an Example of Good Value for Tax Dollars Spent

Seventeen percent of respondents who *disagreed/strongly disagreed* that the service they received was an example of good value for tax dollars spent commented that the Police don't 'do what they need to do' and focus on the wrong things/don't catch real criminals. Twelve percent perceive that Police place too much emphasis on traffic and driving offences, while 10% mentioned that the Police don't respond/take action and/or are slow to do so when they do respond. Other more commonly mentioned reasons for disagreeing to some extent included a perception that Police have too much focus on revenue gathering/points (7%) and that respondents did not agree with the decision/outcome of their contact with the Police (6%).

5.   SERVICE EXPERIENCE

All respondents were asked if they had any contact with Police in the last 6 months. Those who had contact were asked a series of customer satisfaction questions. Responses to these questions have been analysed in this section. *Note: some questions did not apply for some reasons and methods of contact.*

5.1. Overall Satisfaction with Service Delivery

Note: This question was asked of all respondents who had contact with the Police.

Question: Still thinking about when you called the police about xxx, **how satisfied were you with the overall quality of service you received**? Were you........

1. Very Satisfied
2. Satisfied
3. Neither satisfied nor dissatisfied
4. Dissatisfied
5. Very Dissatisfied
6. *(don't read)* Don't know
7.   *(don't' read)* Refused

5.1.1.   Overall Satisfaction with Service Delivery - Changes between Baseline and Year 2

Seventy-nine percent of respondents were *satisfied* or *very satisfied* with the overall quality of service delivered.   This is similar to the share of respondents satisfied with the service delivered overall in the baseline measure (80% *satisfied/very satisfied).*   However, while the proportion satisfied has remained stable across the two measures, the share *very satisfied* with the overall quality of service delivered has decreased significantly – down from 51% in the baseline measure, to 37% in Year 2. (Note: This is likely to be due, at least in part, to the removal of the overall staff rating question that was previously asked directly before this question.)

One in ten respondents (10%) are *dissatisfied* or *very dissatisfied* with the overall quality of the service delivered (unchanged from 10% in the baseline measure).   However the share of respondents *very dissatisfied* with the overall quality of the service has decreased significantly from the baseline measure – down from 5%, to 3%.

Figure 1: Overall Satisfaction with Service Delivery – Baseline versus Year 2 (%)
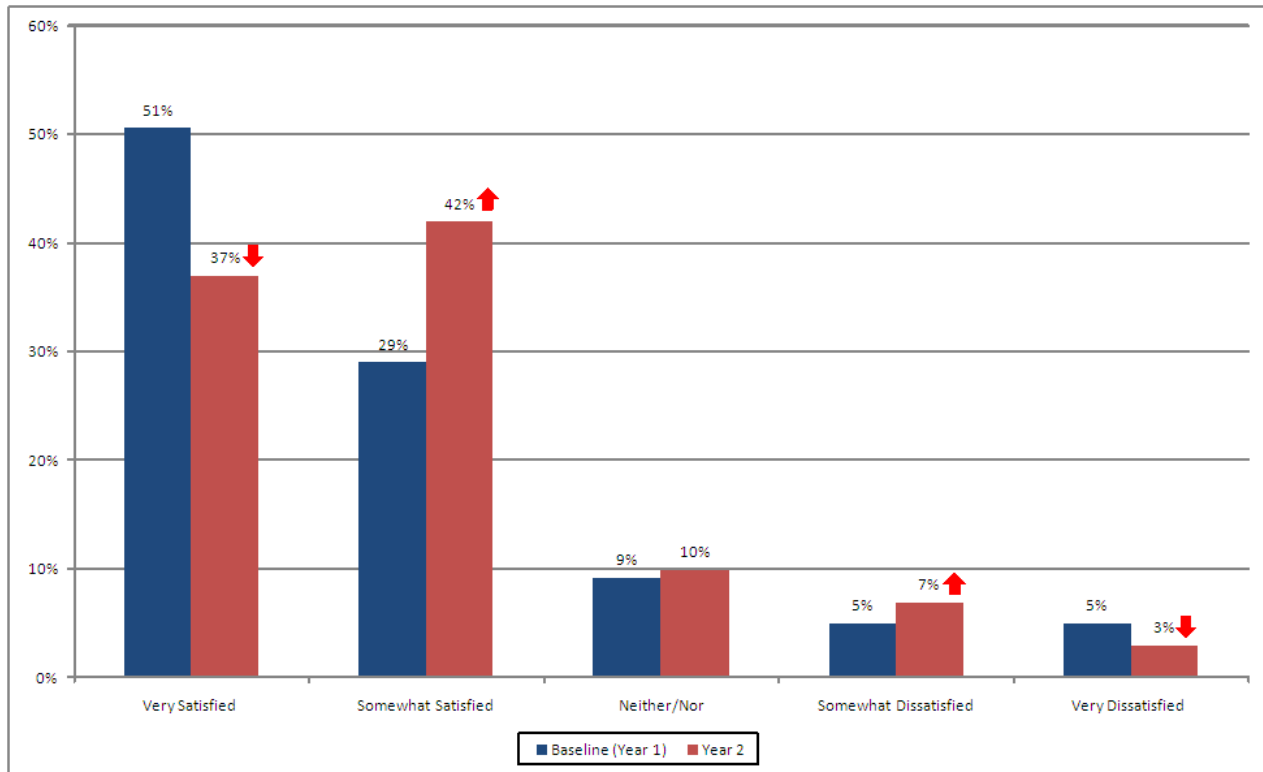
Base: All respondents excluding those giving a 'not applicable' response.   Baseline n=4015, Year 2 n=3994.

Red arrow indicates a significant increase/decrease in ratings between Baseline and Year 2.

Table 8: Overall Satisfaction with Service Delivery – Baseline Versus Year 2 (%)

	Baseline	**Year 2**
Very Satisfied	51	**37**
Satisfied	29	**42**
Neither/Nor	9	**10**
Dissatisfied	5	**7**
Very Dissatisfied	5	**3**
Don't know	1	**1**
Total Satisfied	**80**	**79**
Total Dissatisfied	**10**	**10**
Base	*4015*	*3994*

Base: All respondents excluding those giving a 'not applicable' response.

Orange highlighting indicates a significant increase/decrease in results between the Baseline measure and Year 2.

5.1.2. Overall Satisfaction with Service Delivery - Changes Over Time

Total satisfaction (those *satisfied/very satisfied*) with the overall quality of service delivery remained stable across the first three quarters of Year 2, before declining significantly between Quarter 3 and 4 (down from 79% *satisfied/very satisfied*, to 75%).

Also of note is the significant decrease in the share of respondents *very satisfied* between the baseline and Quarter 1.   However this is likely to be due, at least in part, to the removal of the overall staff rating (as mentioned above) with *very satisfied* ratings then remaining stable across the four quarters of Year 2.

Table 9: Overall Satisfaction with Service Delivery – Changes Over Time (%)

	Baseline	Y2Q1	Y2Q2	Y2Q3	Y2Q4
Very Satisfied	51	**36**	39	37	38
Satisfied	29	**43**	40	42	**37**
Neither/Nor	9	11	9	10	**13**
Dissatisfied	5	6	8	8	6
Very Dissatisfied	5	**3**	3	2	**5**
Don't know	1	1	1	1	1
Total Satisfied	**80**	**79**	**79**	**79**	**75**
Total Dissatisfied	**10**	**9**	**11**	**10**	**11**
Base	*4015*	*996*	*978*	*1039*	*981*

Base: All respondents excluding those giving a 'not applicable' response.

Orange highlighting indicates a significant increase/decrease in results between measures.

5.1.3. Overall Satisfaction with Service Delivery - Significant Differences for Year 2

The following statistically significant differences for Year 2 total are evident at the total results level (General and Communications Centres Year 2 results combined).

Respondents significantly more likely to be *satisfied/very satisfied* with the overall quality of service delivery included those:

- whose reason for contact was a community activity (97%, compared with 79% of all other respondents);
- whose reason for contact was a general enquiry (87%, compared with 79% of all other respondents);
- whose reason for contact was a traffic stop (85%, compared with 76% of all other respondents);
- whose reason for contact was a traffic crash or incident (84%, compared with 79% of all other respondents);

- aged 55 years or older (85%, compared with 77% of all other respondents);
- whose point of contact was in person (other than on the roadside or at the Police station) (82%, compared with 78% of all other respondents); and/or
- of European descent (81%, compared with 74% of all other respondents).

Respondents significantly more likely to be *dissatisfied/very dissatisfied* with the overall quality of service delivery included those:

- whose reason for contact was suspect/perpetrator/bail reporting/prisoner enquiry/pick up or visit (33%, compared with 10% of all other respondents);
- whose reason for contact was a traffic offence (20%, compared with 9% of all other respondents);
- of 'other' (25%) or Asian/Indian (19%) descent (compared with 9% of all other respondents);
- whose point of contact was calling the local station (17%, compared with 9% of all other respondents);
- whose reason for contact was assault (15%, compared with 10% of all other respondents);
- living in Auckland City district (14%, compared with 10% of all other respondents); and/or
- aged between 16 and 24 years (13%, compared with 10% of all other respondents).

5.1.4. Overall Satisfaction with Service Delivery - Comparison by District

1.   Year Two

Seventy-nine percent of respondents were satisfied to some extent with the overall quality of service delivery. However, those living in the Auckland City district (72%) were significantly less likely to report that they were *satisfied/very satisfied* with the overall quality of service delivery than all other respondents.

Figure 2: Overall Satisfaction with Service Delivery - by District in Year Two (% Satisfied/Very Satisfied)
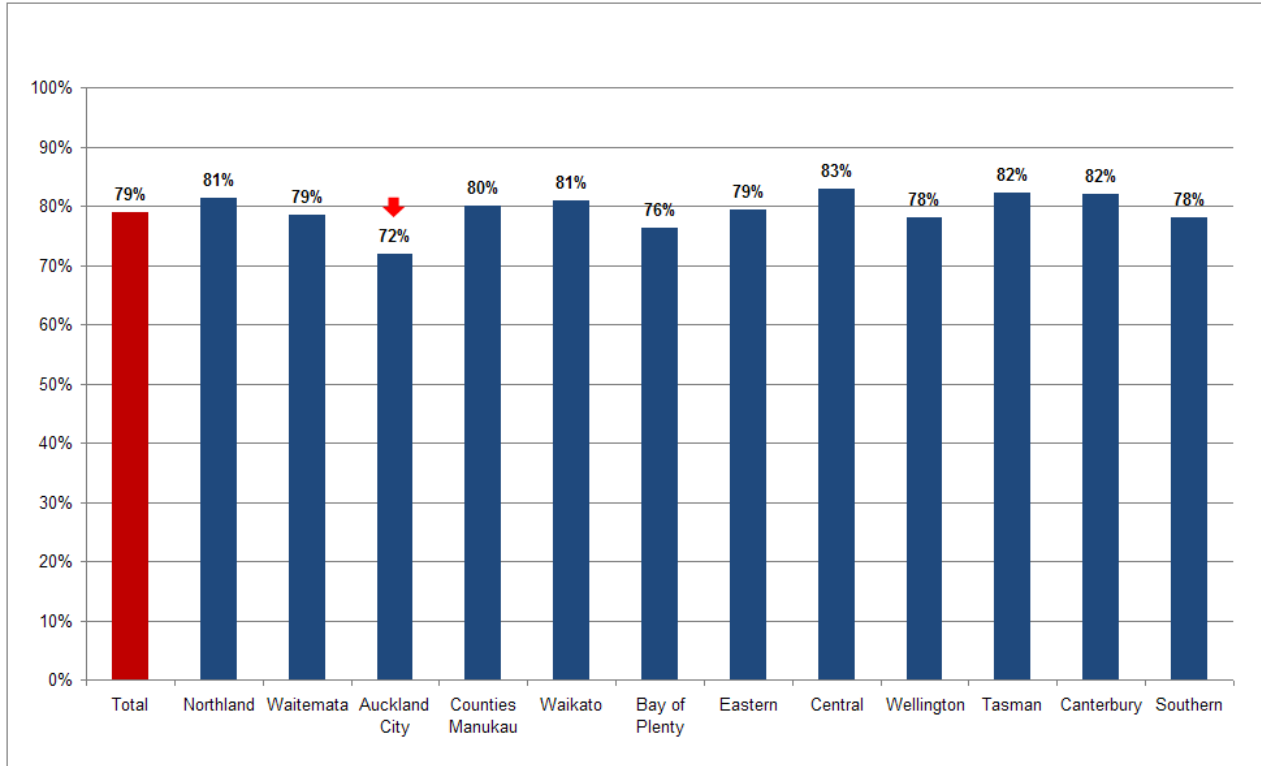
Base: All respondents, excluding 'not applicable' responses. Total (Year Two) n=3994; Northland n=297; Waitemata n=335; Auckland n=408; Counties n=389; Waikato n=339; Bay of Plenty n=338; Eastern n=272; Central n=299; Wellington n=377; Tasman n=242; Canterbury n=401; Southern n=297.

Green arrow indicates a significantly higher result than the total. Red arrow indicates a significantly lower result than the total.

2. Baseline Versus Year Two

The proportion of respondents who were *satisfied/very satisfied* with the overall quality of service delivery decreased for eight of the 12 districts between baseline and Year Two, although none of these decreases were statistically significant.

In contrast, positive ratings of satisfaction with the overall quality of service delivery increased for those respondents living in three districts. This increase was statistically significant for those living in the Canterbury district (up from 76% to 83%).

The proportion of respondents who were *very satisfied* decreased significantly for all but one district, with corresponding significant increases in the proportion of respondents who were *satisfied*[13].

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[13] This is likely to be due to the removal of the overall staff rating question that was previously asked directly before this question, as noted in relation to the results above.

Table 10: Overall Satisfaction with Service Delivery – By District (%)

	Northland		Waitemata		Auckland City		Counties Manukau		Waikato		Bay Of Plenty	
	Baseline	Y2 Total	Baseline	Y2 Total	Baseline	Y2 Total	Baseline	Y2 Total	Baseline	Y2 Total	Baseline	Y2 Total
Very satisfied	54	**36**	52	**36**	48	**33**	55	**39**	50	**35**	50	**40**
Satisfied	30	**45**	25	**43**	29	**39**	27	**41**	33	**46**	28	**36**
Neither/nor	8	8	10	10	11	14	9	8	7	10	10	12
Dissatisfied	3	**7**	7	4	6	**10**	6	8	6	6	4	7
Very dissatisfied	4	3	5	6	5	4	3	3	4	3	5	4
Don't know	1	1	1	1	1	0	0	1	0	0	3	1
Total satisfied	**84**	**81**	**77**	**79**	**77**	**72**	**82**	**80**	**83**	**81**	**78**	**76**
Total dissatisfied	**7**	**10**	**12**	**10**	**11**	**14**	**9**	**11**	**10**	**9**	**9**	**11**
Base	*308*	*297*	*319*	*335*	*326*	*408*	*353*	*389*	*370*	*339*	*346*	*338*

	Eastern		Central		Wellington		Tasman		Canterbury		Southern	
	Baseline	Y2 Total	Baseline	Y2 Total	Baseline	Y2 Total	Baseline	Y2 Total	Baseline	Y2 Total	Baseline	Y2 Total
Very satisfied	55	**40**	51	**36**	50	**40**	51	46	45	**37**	53	**36**
Satisfied	29	**39**	32	**47**	29	**38**	28	**37**	31	**46**	28	**42**
Neither/nor	7	11	6	10	11	12	8	10	10	8	7	9
Dissatisfied	6	6	5	5	6	6	5	5	5	5	5	9
Very dissatisfied	2	3	5	**2**	3	4	7	**2**	6	4	5	4
Don't know	1	1	1	0	1	0	1	0	3	0	2	0
Total satisfied	**84**	**79**	**83**	**83**	**79**	**78**	**79**	**83**	**76**	**83**	**81**	**78**
Total dissatisfied	**8**	**9**	**10**	**7**	**9**	**10**	**12**	**7**	**11**	**9**	**10**	**12**
Base	*297*	*272*	*334*	*299*	*405*	*377*	*283*	*242*	*365*	*401*	*309*	*297*

Base: All respondents, excluding 'not applicable' responses

Note: Bold indicates a statistically significant change from the baseline

Green highlighting denotes a statistically significant improvement from the baseline

Red highlighting denotes a statistically significant negative change from the baseline

5.1.5. Overall Satisfaction with Service Delivery - Comparison by Point of Contact

1.   Year Two

Respondents whose point of contact was in person (other than on the roadside or at the Police station) were significantly more likely to be *satisfied/very satisfied* with the overall quality of service delivery (82%), while those whose point of contact was calling their local station were significantly less likely to be satisfied to some extent (72%).

Figure 3: Overall Satisfaction with Service Delivery - by Point of Contact in Year Two
(% Satisfied/Very Satisfied)
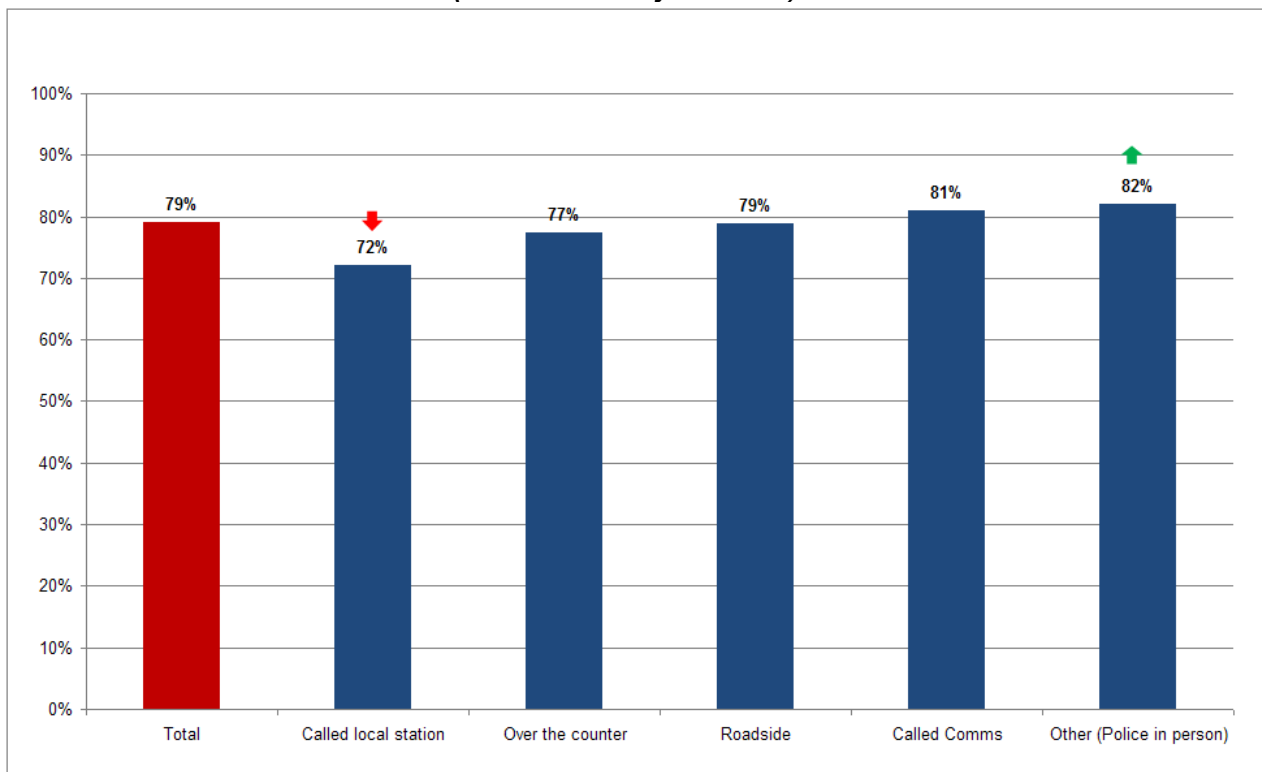
Base: All respondents, excluding 'not applicable' responses. Total (Year Two) n=3994; Called local station n=399; Over the counter n=332; Roadside n=1105; Called the Communications Centres n=1435; Other (Police in person) n=723.
Green arrow indicates a significantly higher result than the total. Red arrow indicates a significantly lower result than the total

2.   Baseline Versus Year Two

There were no significant changes in the proportion of respondents who were *satisfied/very satisfied* with the overall quality of service delivery by point of contact. However, there was a significant decrease in the proportion of respondents who had called a Communication Centre who were *dissatisfied/very dissatisfied* (down from 12% to 9%).

The proportion of respondents who were *very satisfied* decreased significantly for all points of contact, with corresponding significant increases in the proportion of respondents who were *satisfied*[14].

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[14] This is likely to be due to the removal of the overall staff rating question that was previously asked directly before this question, as noted in relation to the results above.

Table 11: Overall Satisfaction with Service Delivery – By Point Of Contact (%)

	Called Local Station		Over the Counter		Roadside		Called Comms		Other (Police in person)	
	Baseline	Y2 Total	Baseline	Y2 Total	Baseline	Y2 Total	Baseline	Y2 Total	Baseline	Y2 Total
Very satisfied	45	**30**	52	**36**	52	**35**	53	**38**	51	**45**
Satisfied	32	**42**	30	**41**	28	**44**	26	**43**	30	**37**
Neither/nor	7	**11**	5	**11**	12	12	7	9	9	8
Dissatisfied	8	10	7	6	4	**7**	7	6	5	6
Very dissatisfied	6	7	5	6	4	**2**	5	**3**	5	3
Don't know	2	0	1	0	0	0	2	1	0	1
Total satisfied	**77**	**72**	**82**	**77**	**80**	**79**	**79**	**81**	**81**	**82**
Total dissatisfied	**14**	**17**	**12**	**12**	**8**	**9**	**12**	**9**	**10**	**9**
Base	*739*	*399*	*377*	*332*	*990*	*1105*	*1277*	*1435*	*632*	*723*

Base: All respondents, excluding 'not applicable' responses

Note: Bold indicates a statistically significant change from the baseline

Green highlighting denotes a statistically significant improvement from the baseline

Red highlighting denotes a statistically significant negative change from the baseline

5.1.6.   Overall Satisfaction with Service Delivery - Comparison by Ethnicity

Note: This question was asked of all respondents who had contact with the Police. The analysis by ethnicity includes the results from all surveying carried out in Year Two – including the General Sample, Communications Centres Sample and both the Asian and Māori Booster samples. As a result the 'totals' in the ethnicity analysis differs from those recorded for this question throughout the rest of the report.

More than four in five NZ European/Pakeha respondents (81%) were *satisfied* or *very satisfied* with the overall quality of service delivery - significantly higher than 77% of all other respondents, including 76% of Māori and 70% of those of Asian/Indian descent. Furthermore, NZ European/Pakeha respondents were significantly more likely to have been *very satisfied* (40%, compared with 35% of all other respondents). By comparison, 17% of Asian/Indian respondents were *dissatisfied* or *very dissatisfied* with the overall quality of service delivery, significantly higher than 10% of all other respondents.

Note: The sample size for those of "other ethnicities" is small. Therefore the results for this group should be considered indicative only.

Table 12: Overall Satisfaction with Service Delivery – By Ethnicity* (%)

	Total	NZ European/ Pakeha	Māori	Pacific People	Asian/ Indian	Other
Very Satisfied	38	40	36	24	24	21
Satisfied	41	41	40	58	46	38
Neither/nor	10	9	14	6	13	18
Dissatisfied	6	6	6	10	13	5
Very Dissatisfied	4	3	4	1	4	18
Don't know	1	1	0	1	0	0
Total Satisfied	79	81	76	82	70	59
Total Dissatisfied	10	9	10	11	17	23
Base	*4394*	*2983*	*1002*	*161*	*208*	*40*

Base: All respondents, excluding 'not applicable' responses

Green highlighting denotes statistically significant higher positive result or lower negative result than the Total

Red highlighting denotes statistically significant lower positive result or higher negative result than the Total

*Includes Asian and Maori Booster samples. As a result, the 'totals' in this table differ from those recorded for this question in the rest of the report.

5.2. I Was Treated Fairly

Note: This question was asked of all respondents who had contact with the Police in the last 6 months

Question: From your contact with the police, please tell me if you agree or disagree with the following statement: **I was treated fairly**. Would you say you........

1. Strongly Disagree
2. Disagree
3. Neither agree nor disagree
4. Agree
5. Strongly Agree
6. *(don't read)* Don't know
7. *(don' read)* Not Applicable
8. *(don' read)* Refused

5.2.1.   I Was Treated Fairly - Changes between Baseline and Year 2

Eighty-eight percent of all respondents who had contact in Year 2 either *agreed* (43%) or *strongly agreed* (45%) that they were treated fairly. These results are similar to the baseline measure of 88% *agree/strongly agree*. However, the proportion of those strongly agreeing has increased with a corresponding decrease in the 'agreeing' measure

In contrast, only 7% of respondents *disagreed/strongly disagreed* with the statement (also unchanged from the baseline measure).

Figure 4: I Was Treated Fairly – Baseline versus Year 2 (%)
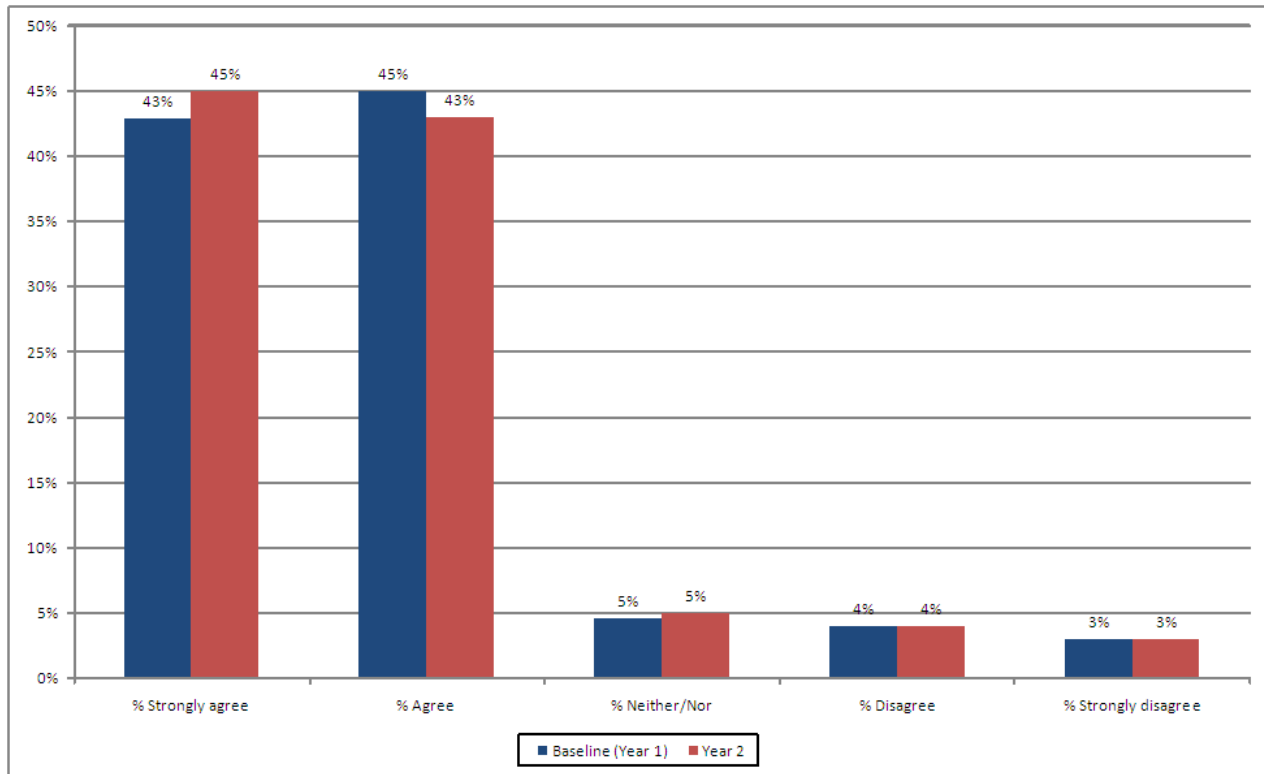
Base: All respondents excluding those giving a 'not applicable' response.   Baseline n=3960, Year 2 n=3953.

Red arrow indicates a significant increase/decrease in ratings between Baseline and Year 2.

Table 13: I Was Treated Fairly – Baseline Versus Year 2 (%)

	Baseline	**Year 2**
Strongly Agree	43	**45**
Agree	45	**43**
Neither/Nor	5	**5**
Disagree	4	**4**
Strongly Disagree	3	**3**
Don't know	0	**0**
Total Agree	**88**	**88**
Total Disagree	**7**	**7**
Base	*3960*	*3953*

Base: All respondents excluding those giving a 'not applicable' response.

Orange highlighting indicates a significant increase/decrease in results between the Baseline measure and Year 2.

5.2.2. I Was Treated Fairly - Changes Over Time

As the table below shows, the only notable change in ratings for being treated fairly during Year 2 was a significant decrease in the share agreeing with the statement between Quarters 3 and 4 (down from 89%, to 85% *agree/strongly agree*).

Table 14: I Was Treated Fairly – Changes Over Time (%)

	Baseline	Y2Q1	Y2Q2	Y2Q3	Y2Q4
Strongly Agree	43	44	46	45	43
Agree	45	43	43	44	42
Neither/Nor	5	6	4	4	5
Disagree	4	5	4	4	6
Strongly Disagree	3	3	3	3	3
Don't know	0	0	0	0	1
Total Agree	**88**	**87**	**89**	**89**	**85**
Total Disagree	**7**	**8**	**7**	**7**	**9**
Base	*3960*	*990*	*960*	*1029*	*974*

Base: All respondents excluding those giving a 'not applicable' response.

Orange highlighting indicates a significant increase/decrease in results between measures.

5.2.3. I Was Treated Fairly - Significant Differences for Year 2

The following statistically significant differences for Year 2 total are evident at the total results level (General and Communications Centres Year 2 results combined).

Respondents significantly more likely to *agree/strongly agree* that they were treated fairly included those:

- whose reason for contact was a community activity (97%, compared with 88% of all other respondents);
- whose reason for contact was a traffic stop (95%, compared with 85% of all other respondents);
- aged 65 years or older (95%, compared with 88% of all other respondents);
- living in Central district (93%, compared with 88% of all other respondents); and/or
- of European descent (90%, compared with 84% of all other respondents).

Respondents significantly more likely to *disagree/strongly disagree* that they were treated fairly included those:

- whose reason for contact was suspect/perpetrator/bail reporting/prisoner enquiry/pick up or visit (29%, compared with 7% of all other respondents);
- whose reason for contact was a traffic offence (18%, compared with 5% of all other respondents);
- of 'other' (18%) or Asian/Indian (12%) descent (compared with 7% of all other respondents);
- aged between 16 and 24 years (14%, compared with 6% of all other respondents);
- whose reason for contact was assault (13%, compared with 7% of all other respondents); and/or
- living in Auckland City district (11%, compared with 7% of all other respondents).

5.2.4.   I Was Treated Fairly - Comparison by District

1.   Year Two

While most respondents (88%) *agreed* or *strongly agreed* that they were treated fairly in Year 2, respondents living in the Central district were significantly more likely to agree to some extent (93%), while those living in the Auckland City district were significantly less likely to do so (82%).

Figure 5: I Was Treated Fairly - by District in Year 2 (% Agree/Strongly Agree)
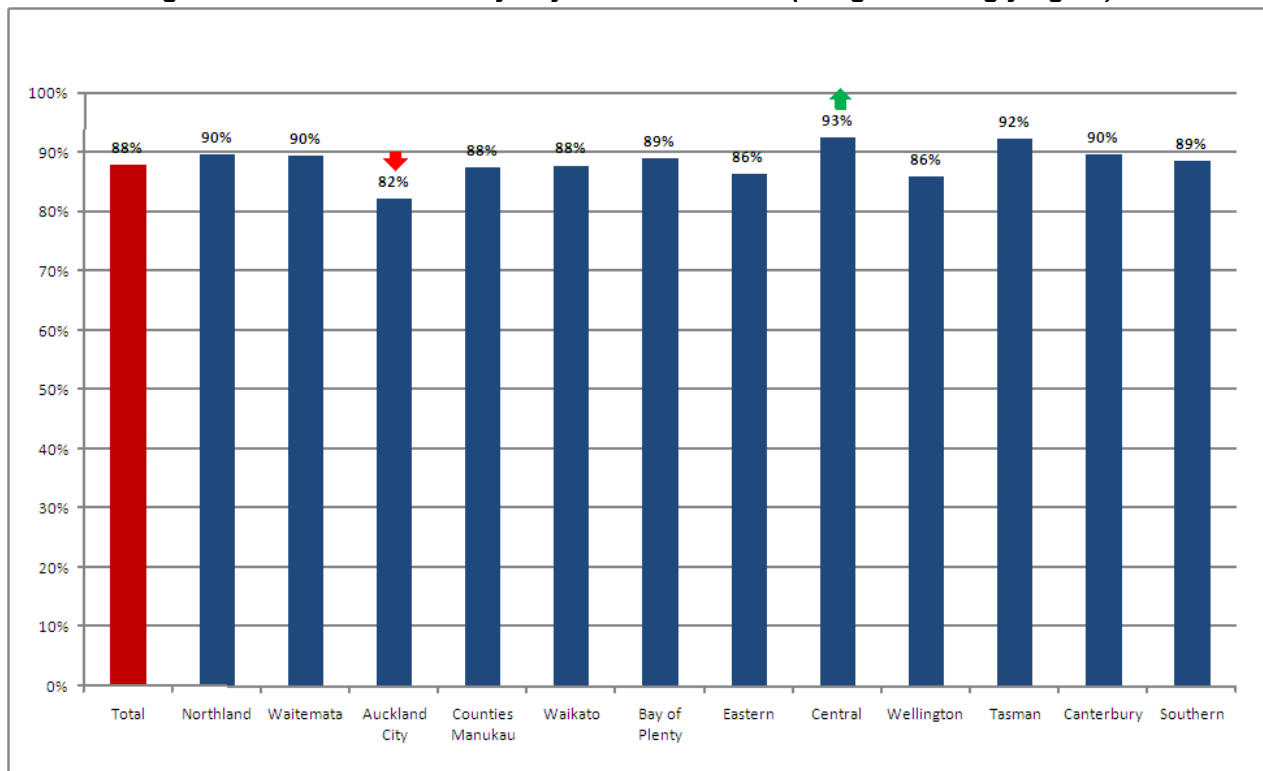
Base: All respondents, excluding 'not applicable' responses. Total (Year Two) n=3953; Northland n=297; Waitemata n=333; Auckland n=398; Counties n=384; Waikato n=336; Bay of Plenty n=335; Eastern n=269; Central n=297; Wellington n=372; Tasman n=241; Canterbury n=400; Southern n=291.

Green arrow indicates a significantly higher result than the total. Red arrow indicates a significantly lower result than the total.

2. Baseline Versus Year Two

When compared with baseline data, the proportion of respondents who *agreed*/*strongly agreed* that they were treated fairly varied by district. Positive perceptions increased or remained stable in eight of the 12 districts. While not statistically significant, the most notable increases were reported for the Tasman and Canterbury districts, each up four percentage points to 92% and 90% respectively. In contrast, the most notable decline in the proportion of respondents who *agreed*/*strongly agreed* that they were treated fairly was for those living in the Auckland City district (down from 87% to 82%).

The proportion of those living in the Tasman district who *disagreed*/ *strongly disagreed* that they were treated fairly decreased significantly, down from 9% at baseline to 3% in Year Two.

Table 15: I Was Treated Fairly – By District (%)

	Northland		Waitemata		Auckland City		Counties Manukau		Waikato		Bay Of Plenty	
	Baseline	Y2 Total	Baseline	Y2 Total	Baseline	Y2 Total	Baseline	Y2 Total	Baseline	Y2 Total	Baseline	Y2 Total
Strongly Agree	43	46	43	43	44	39	42	41	39	42	40	43
Agree	47	44	44	46	43	43	46	47	49	46	48	46
Neither/nor	5	4	5	5	5	7	4	4	5	5	4	5
Disagree	2	3	4	3	5	6	7	4	3	5	5	4
Strongly Disagree	3	2	4	3	2	**5**	0	**4**	4	2	3	2
Don't know	0	1	0	0	1	0	1	0	0	0	0	0
Total Agree	**90**	**90**	**87**	**89**	**87**	**82**	**88**	**88**	**88**	**88**	**88**	**89**
Total Disagree	**5**	**5**	**8**	**6**	**7**	**11**	**7**	**8**	**7**	**7**	**8**	**6**
Base	*305*	*297*	*315*	*333*	*324*	*398*	*346*	*384*	*368*	*336*	*342*	*335*

	Eastern		Central		Wellington		Tasman		Canterbury		Southern	
	Baseline	Y2 Total	Baseline	Y2 Total	Baseline	Y2 Total	Baseline	Y2 Total	Baseline	Y2 Total	Baseline	Y2 Total
Strongly Agree	42	44	46	48	42	46	53	47	41	48	46	50
Agree	45	42	44	45	48	**40**	35	**45**	45	42	47	**39**
Neither/nor	4	6	4	3	4	6	3	4	7	4	2	2
Disagree	6	5	4	2	4	5	5	2	4	5	3	**7**
Strongly Disagree	3	3	2	2	2	3	4	**1**	3	**1**	2	2
Don't know	0	0	0	0	0	0	0	1	0	0	0	0
Total Agree	**87**	**86**	**90**	**93**	**90**	**86**	**88**	**92**	**86**	**90**	**93**	**89**
Total Disagree	**9**	**8**	**6**	**4**	**6**	**8**	**9**	**3**	**7**	**6**	**5**	**9**
Base	*288*	*269*	*331*	*297*	*403*	*372*	*280*	*241*	*355*	*400*	*303*	*291*

Base: All respondents, excluding 'not applicable' responses

Note: Bold indicates a statistically significant change from the baseline

Green highlighting denotes a statistically significant improvement from the baseline

Red highlighting denotes a statistically significant negative change from the baseline

5.2.5. I Was Treated Fairly - Comparison by Point of Contact

1. Year Two

Those who called the Communications Centres were significantly more likely to *agree* or *strongly agree* that they were treated fairly (90%). In contrast, respondents whose point of contact with the Police was calling their local station were significantly less likely to agree to some extent (84%).

Figure 6: I Was Treated Fairly - by Point of Contact in Year 2 (% Agree/Strongly Agree)
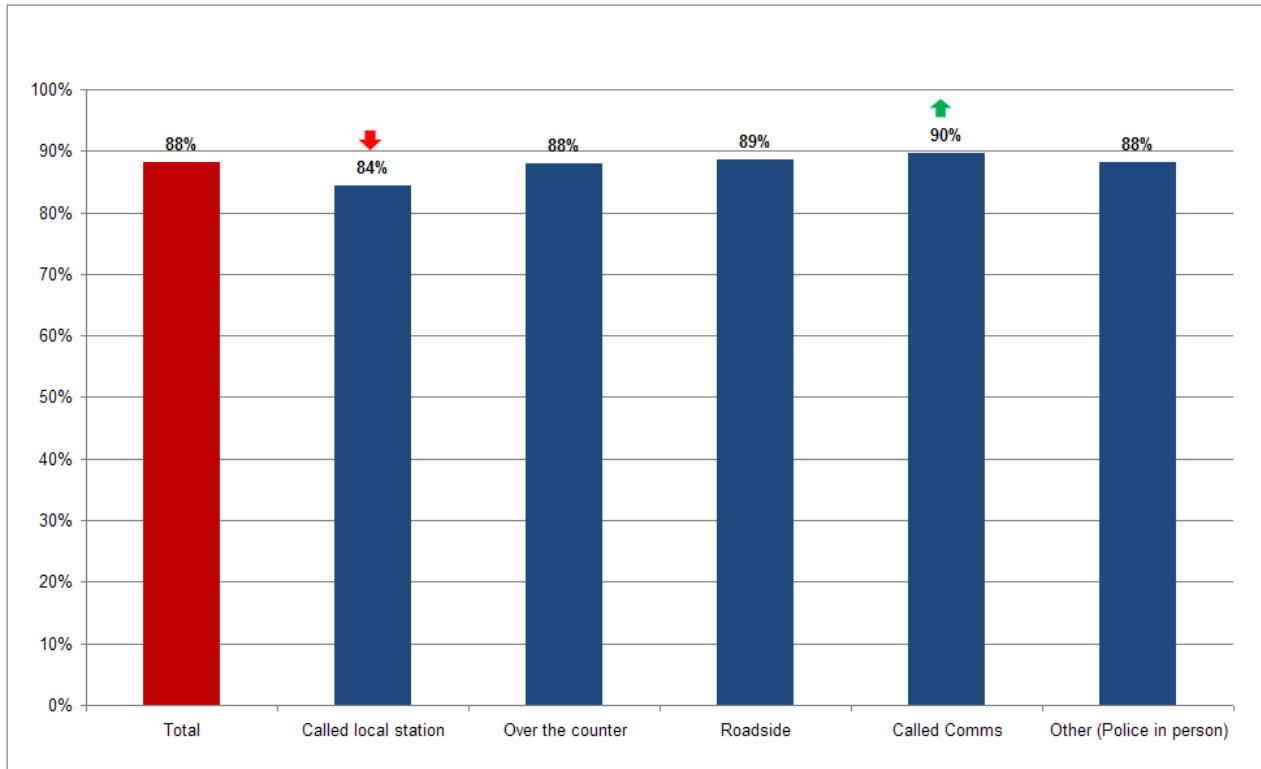
Base: All respondents, excluding 'not applicable' responses. Total (Year Two) n=3953; Called local station n=395; Over the counter n=332; Roadside n=1105; Called a Communication Centre n=1412; Other (Police in person) n=709.
Green arrow indicates a significantly higher result than the total. Red arrow indicates a significantly lower result than the total.

2. Baseline Versus Year Two

Change in the proportion of respondents who *agreed/strongly agreed* that they were treated fairly varied by point of contact between the baseline and Year Two. Slight increases in positive perceptions of being treated fairly were reported by those whose point of contact was calling one of the Communications Centres (up from 88% to 90%) or in person (other than on the roadside or at the Police station) (up from 85% to 88%), although these were not statistically significant. However, the proportion of those respondents whose point of contact was on the roadside who *strongly agreed* increased significantly from 40% at baseline to 45% at Year Two.

In contrast, positive ratings have decreased significantly for those respondents whose point of contact was calling their local station (85%, down from 90% at baseline). This included a significant decrease in the proportion of respondents who *strongly agreed* that they were treated fairly, down from 40% to 33%. The proportion of those whose point of contact was over the counter who *agreed/strongly agreed* also decreased, down from 92% to 88%.

Table 16: I Was Treated Fairly – By Point Of Contact (%)

	Called Local Station		Over the Counter		Roadside		Called Comms		Other (Police in person)	
	Baseline	Y2 Total	Baseline	Y2 Total	Baseline	Y2 Total	Baseline	Y2 Total	Baseline	Y2 Total
Strongly Agree	40	**33**	47	44	40	**45**	46	45	45	49
Agree	50	52	45	44	48	**43**	42	45	40	39
Neither/nor	4	**7**	2	4	5	4	5	5	7	5
Disagree	4	4	4	4	5	5	4	4	3	4
Strongly Disagree	2	**4**	2	4	2	3	2	**1**	4	3
Don't know	0	0	0	0	0	0	1	0	1	0
Total Agree	**90**	**85**	**92**	**88**	**88**	**88**	**88**	**90**	**85**	**88**
Total Disagree	**6**	**8**	**6**	**8**	**7**	**8**	**6**	**5**	**7**	**7**
Base	*728*	*395*	*375*	*332*	*991*	*1105*	*1248*	*1412*	*618*	*709*

Base: All respondents, excluding 'not applicable' responses

Note: Bold indicates a statistically significant change from the baseline

Green highlighting denotes a statistically significant improvement from the baseline

Red highlighting denotes a statistically significant negative change from the baseline

5.2.6. *I Was Treated Fairly - Comparison by Ethnicity*

Note: This question was asked of all respondents who had contact with the Police. The analysis by ethnicity includes the results from all surveying carried out in Year Two – including the General Sample, Communications Centres Sample and both the Asian and Māori Booster samples. As a result the 'totals' in the ethnicity analysis differ from those recorded for this question throughout the rest of the report.

Respondents of NZ European/Pakeha descent were significantly more likely to have agreed to some extent that they were treated fairly (90% *agree/strongly agree*, compared with 85% of all other respondents), including almost half *strongly agreeing* (48%, compared with 35% of all other respondents).

In contrast, respondents of Pacific (12%) and Māori (9%) descent were the most likely to *disagree/strongly disagree* that they were treated fairly - significantly more likely than all other respondents (6%).

Table 17: I Was Treated Fairly – By Ethnicity* (%)

	Total	NZ European/ Pakeha	Māori	Pacific People	Asian/ Indian	Other
Strongly Agree	**44**	49	38	25	30	30
Agree	**44**	41	48	54	56	54
Neither/nor	**5**	4	5	9	4	0
Disagree	**4**	4	5	9	7	13
Strongly Disagree	**3**	2	4	3	3	3
Don't know	**0**	0	0	0	0	0
Total Agree	**88**	**90**	**86**	**79**	**86**	**84**
Total Disagree	**7**	**6**	**9**	**12**	**10**	**16**
Base	*4349*	*2951*	*993*	*160*	*206*	*39*

Base: All respondents, excluding 'not applicable' responses
Green highlighting denotes statistically significant higher positive result or lower negative result than the Total
Red highlighting denotes statistically significant lower positive result or higher negative result than the Total
*Includes Asian and Maori Booster samples. As a result, the 'totals' in this table differ from those recorded for this question in the rest of the report.

5.2.7. I Was Treated Fairly - Reasons for Dissatisfaction

Of those respondents who *disagreed* or *strongly disagreed* that they were treated fairly (n=194), the greatest single share (38%) reported that this was because they believed the outcome or decision made was unfair or incorrect. A further 29% reported that the staff member they dealt with had a bad attitude. Just over one in ten (11%) of these respondents thought that the staff member didn't take the matter seriously, while 10% felt picked on or discriminated against.

When compared with baseline data, there has been a significant increase in the share of respondents who mentioned that the reason they disagreed to some extent that they were treated fairly was:

- The outcome/decision was unfair or incorrect (38%, compared with 22% at baseline);
- Police didn't take the matter seriously (11%, compared with 0% at baseline);
- Police didn't consider circumstances/unsympathetic (9%, compared with 0% at baseline);
- Police were racist (5%, compared with 1% at baseline); and
- Poor communication (4%, compared with 0% at baseline).

In contrast, there has been a significant decrease in the share of respondents who mentioned that the reason they disagreed to some extent that they were treated fairly was:

- The staff member had a bad attitude (29%, compared with 41% at baseline); and
- Police didn't do anything/no outcome or action taken (3%, compared with 10% at baseline).

Table 18: I Was Treated Fairly – Reasons for Dissatisfaction (%)

	Respondents who Disagree		All Respondents
	Baseline *(n=228)*	Year 2 *(n=194)*	Year 2 *(n=3953)*
Outcome/decision was unfair or incorrect	22	38	2
Staff member had a bad attitude/arrogant/indifferent/abrupt	41	29	2
Didn't take matter seriously/didn't believe me/didn't care	0	11	1
Respondent felt picked on/discriminated against	8	10	1
Didn't consider circumstances/unsympathetic/insensitive	0	9	1
Police didn't call back, no follow-up/feedback	8	7	<1
Police took too long to respond/didn't attend/inadequate response	3	6	<1
Police were incompetent/didn't handle situation well/didn't do all they could	7	6	<1
Racism	1	5	<1
Poor communication/didn't listen/disinterested/no explanation	0	4	<1
No information/help/advice given	3	3	<1
Police didn't do anything/no outcome/no action/Police didn't do their job	10	3	<1
Police were threatening/abusive	2	3	<1

Base: All respondents who disagreed to some extent that they were treated fairly
Note: Multiple responses to this question permitted. Therefore, table may total to more than 100%
Orange highlighting denotes a significant difference between Baseline and Y2
Table lists those reasons mentioned by 3% or more of respondents

Respondents significantly more likely to mention that the **outcome was unfair or incorrect** include those:

- aged between 16 and 24 years (51%, compared with 33% of all other respondents);
- whose reason for contact was a traffic offence (69%, compared with 20% of all other respondents); and/or
- whose point of contact was on the roadside (61%, compared with 15% of all other respondents).

Respondents significantly more likely to mention that the **staff member had a bad attitude** include those aged between 25 and 34 years (44%, compared with 25% of all other respondents).

Respondents significantly more likely to mention that the **matter wasn't taken seriously** include those:

- whose point of contact was in person (other than on the roadside or at the Police station) (21%, compared with 9% of all other respondents); and/or
- aged between 25 and 34 years (20%, compared with 9% of all other respondents).

Respondents significantly more likely to mention that they **felt picked on or discriminated against** include those:

- living in the Auckland City district (22%, compared with 8% of all other respondents);
- aged between 16 and 24 years (21%, compared with 5% of all other respondents); and/or
- who are male (15%, compared with 3% of female respondents).

Respondents significantly more likely to mention that the **Police didn't consider circumstances/unsympathetic** include those:

- aged between 35 and 44 years (18%, compared with 7% of all other respondents);
- of Māori descent (18%, compared with 7% of all other respondents); and/or
- whose reason for contact was a traffic offence (15%, compared with 5% of all other respondents).

Respondents significantly more likely to mention that the **Police didn't call back/no follow-up** include those:

- of Māori descent (17%, compared with 5% of all other respondents);
- aged between 25 and 34 years (15%, compared with 6% of all other respondents); and/or
- who are female (15%, compared with 1% of male respondents).

Respondents significantly more likely to mention that the **Police took too long to respond** include those who are female (10%, compared with 2% of male respondents).

Respondents significantly more likely to mention that the **Police were incompetent** include those living in the Auckland City district (13%, compared with 4% of all other respondents).

Respondents significantly more likely to mention that **Police were racist** include those aged between 16 and 24 years (15%, compared with 1% of all other respondents).

Respondents significantly more likely to mention **poor communication** include those whose point of contact was in person (other than on the roadside or at the Police station) (11%, compared with 3% of all other respondents).

Respondents significantly more likely to mention **no information/help/advice given** include those of Māori descent (10%, compared with 2% of all other respondents).

Respondents significantly more likely to mention **Police were threatening/abusive** include those whose point on contact was in person (other than on the roadside or at the Police station) (10%, compared with 1% of all other respondents).

5.3. Staff Were Competent

Note: This question was asked of all respondents who had contact with the Police in the last 6 months

Question: From your contact with the police, please tell me if you agree or disagree with the following statement. **Staff were competent** (if necessary: by competent I mean they were capable or they knew what they were doing). Would you say you........

1. Strongly Disagree
2. Disagree
3. Neither agree nor disagree
4. Agree
5. Strongly Agree
6. *(don't read)* Don't know
7. *(don' read)* Not Applicable
8. *(don' read)* Refused

5.3.1. *Staff Were Competent - Changes between Baseline and Year 2*

The majority of respondents in Year Two (91%) *agreed* or *strongly agreed* that the staff member they dealt with was competent. This represents a significant increase from 89% *agree/strongly agree* in the baseline measure. Just less than half of respondents (45%) *strongly agree* that the staff member was competent – also up significantly from 42% in the baseline.

In contrast, only 4% of respondents *disagree* (3%) or *strongly disagree* (1%, down significantly from 2% in the baseline) that staff were competent.

Figure 7: Staff Were Competent – Baseline versus Year 2 (%)
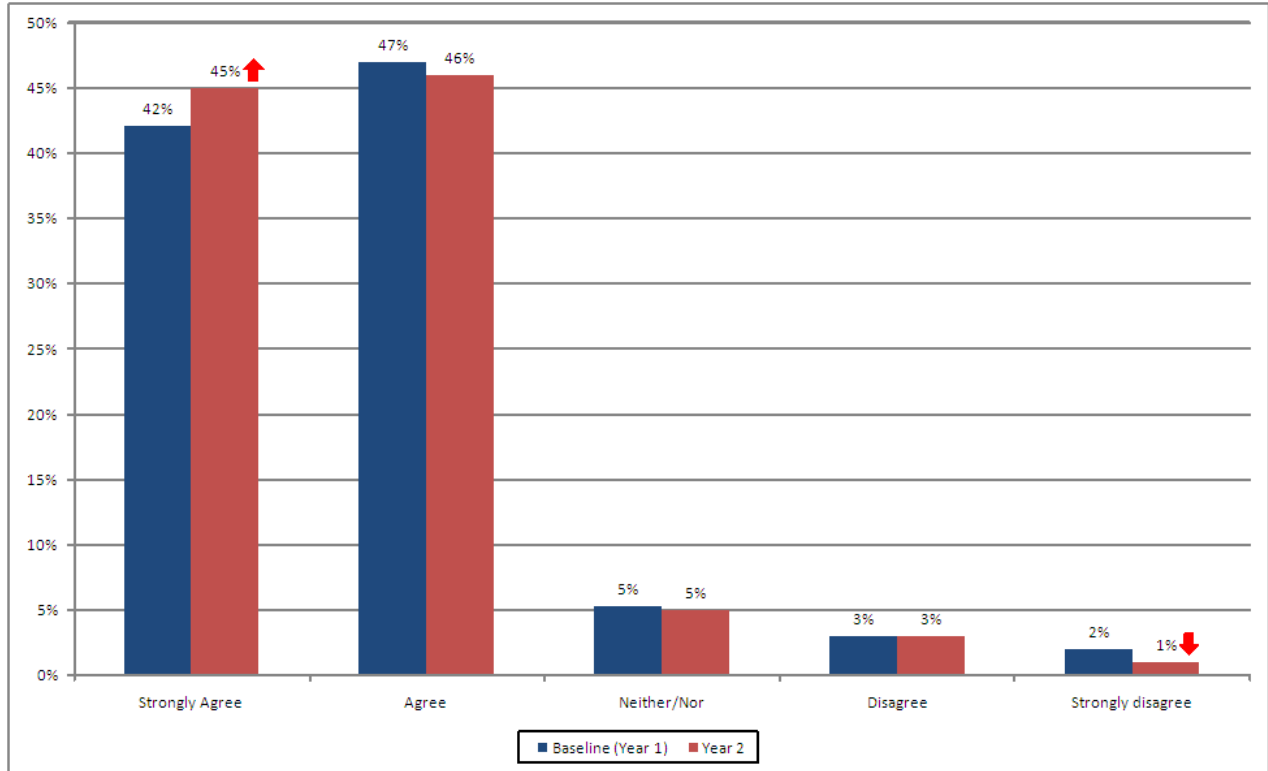
Base: All respondents excluding those giving a 'not applicable' response.   Baseline n=4008, Year 2 n=3989.

Red arrow indicates a significant increase/decrease in ratings between Baseline and Year 2.

Table 19: Staff Were Competent – Baseline versus Year 2 (%)

	Baseline	**Year 2**
Strongly Agree	42	**45**
Agree	47	**46**
Neither/Nor	5	**5**
Disagree	3	**3**
Strongly Disagree	2	**1**
Don't know	1	**0**
Total Agree	**89**	**91**
Total Disagree	**5**	**4**
Base	*4008*	*3989*

Base: All respondents excluding those giving a 'not applicable' response.

Orange highlighting indicates a significant increase/decrease in results between the Baseline measure and Year 2.

5.3.2. Staff Were Competent - Changes Over Time

As the table below shows, ratings have remained relatively stable across Year 2, with the exception of a significant increase in the share *disagreeing/strongly disagreeing* that staff were competent between Quarters 3 and 4 (total disagree up from 4%, to 7%).

Table 20: Staff Were Competent – Changes Over Time (%)

	Baseline	Y2Q1	Y2Q2	Y2Q3	Y2Q4
Strongly Agree	42	45	44	44	45
Agree	47	46	47	47	45
Neither/Nor	5	4	4	4	3
Disagree	3	3	3	3	**5**
Strongly Disagree	2	**1**	1	1	2
Don't know	1	1	1	1	**0**
Total Agree	**89**	**91**	**91**	**91**	**90**
Total Disagree	**5**	**4**	**4**	**4**	**7**
Base	*4008*	*997*	*977*	*1035*	*980*

Base: All respondents excluding those giving a 'not applicable' response.

Orange highlighting indicates a significant increase/decrease in results between measures.

5.3.3. Staff Were Competent - Significant Differences For Year 2

The following statistically significant differences for Year 2 total are evident at the total results level (General and Communications Centres Year 2 results combined).

Respondents significantly more likely to *strongly agree/agree* that staff were competent included those:

- whose reason for contact was a community activity (100%, compared with 90% of all other respondents);
- whose reason for contact was a traffic stop (96%, compared with 89% of all other respondents);
- aged 65 years or older (95%, compared with 90% of all other respondents);
- whose point of contact was on the roadside (93%, compared with 89% of all other respondents); and/or
- of European descent (92%, compared with 88% of all other respondents).

Respondents significantly more likely to *strongly disagree/disagree* that staff were competent included those:

- whose reason for contact was assault (9%, compared with 4% of all other respondents); and/or
- of Asian/Indian (8%) or Māori (6%) descent (compared with 4% of all other respondents).

5.3.4. Staff Were Competent - Comparison by District

1. Year Two

More than nine in ten respondents (91%) agreed to some extent that staff were competent. Respondents living in the Central district (94%) were the most likely to *agree/strongly agree* that staff were competent, although this difference was not significant. In contrast, those living in the Auckland City and Bay of Plenty districts (both with 88% *agree/strongly agree*) were significantly less likely to give a positive rating.

Figure 8: Staff Were Competent - by District in Year 2 (% Agree/Strongly Agree)
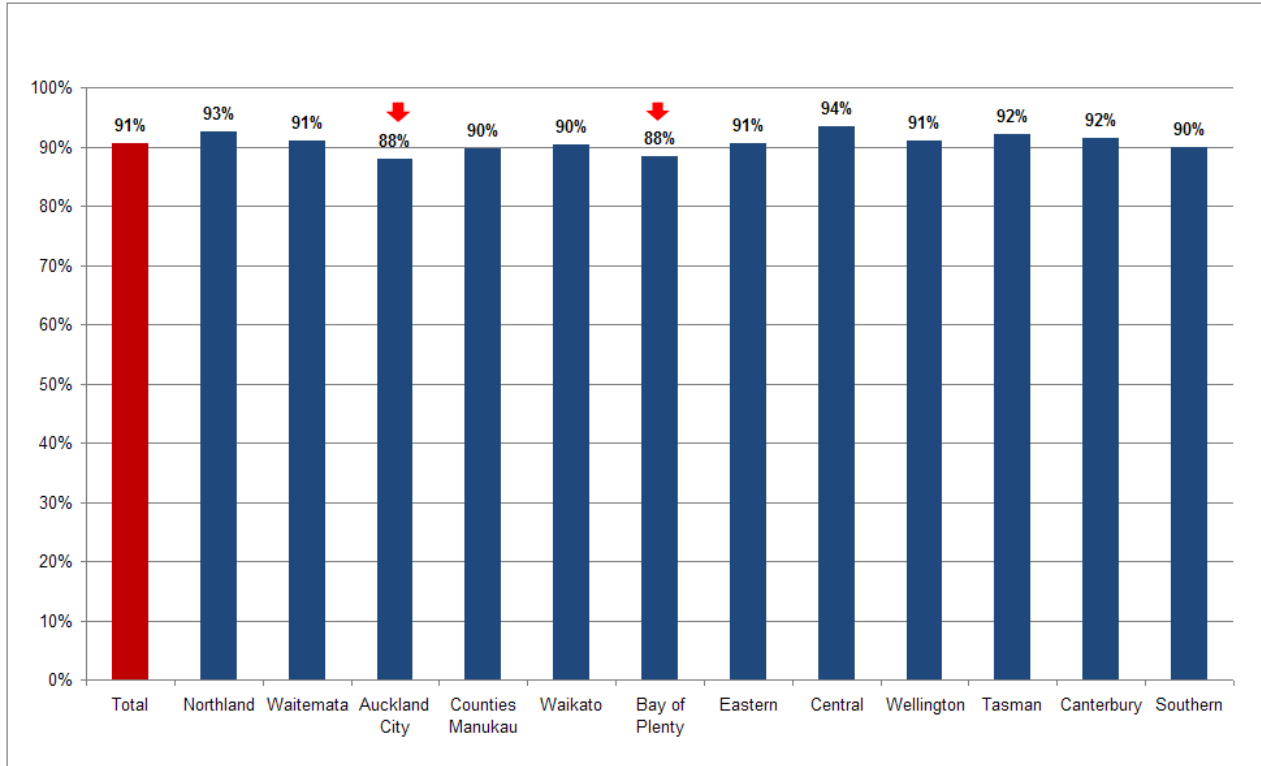
Base: All respondents, excluding 'not applicable' responses. Total (Year Two) n=3989; Northland n=297; Waitemata n=335; Auckland n=407; Counties n=387; Waikato n=338; Bay of Plenty n=338; Eastern n=272; Central n=299; Wellington n=377; Tasman n=241; Canterbury n=401; Southern n=297.

Green arrow indicates a significantly higher result than the total. Red arrow indicates a significantly lower result than the total.

2. Baseline Versus Year Two

When compared with baseline data, the proportion of respondents who *agreed/ strongly agreed* that staff were competent varied by district, with positive perceptions increasing or remaining stable in 10 of the 12 districts. In particular, significant increases in positive ratings were reported for the Northland (up from 88% to 93%) and Canterbury (up from 86% to 92%) districts.

Furthermore, the proportion of those living in the Canterbury and Northland districts who *disagreed/ strongly disagreed* that staff were competent decreased significantly, down three and five percentage points to 3% and 2% respectively.

Table 21: Staff Were Competent – By District (%)

	Northland		Waitemata		Auckland City		Counties Manukau		Waikato		Bay Of Plenty	
	Baseline	Y2 Total	Baseline	Y2 Total	Baseline	Y2 Total	Baseline	Y2 Total	Baseline	Y2 Total	Baseline	Y2 Total
Strongly Agree	40	44	42	44	40	40	44	42	36	42	37	42
Agree	48	49	47	47	46	48	44	48	54	48	55	**47**
Neither/nor	4	4	6	5	7	7	8	**4**	5	6	3	5
Disagree	4	**1**	3	2	4	4	3	4	2	2	3	4
Strongly Disagree	3	1	2	2	1	1	1	2	2	2	1	2
Don't know	1	1	0	0	2	0	0	0	1	0	1	0
Total Agree	**88**	**93**	**89**	**91**	**86**	**88**	**88**	**90**	**90**	**90**	**92**	**89**
Total Disagree	**7**	**2**	**5**	**4**	**5**	**5**	**4**	**6**	**4**	**4**	**4**	**6**
Base	*308*	*297*	*318*	*335*	*326*	*407*	*349*	*387*	*368*	*338*	*346*	*338*

(Part 2)

	Eastern		Central		Wellington		Tasman		Canterbury		Southern	
	Baseline	Y2 Total	Baseline	Y2 Total	Baseline	Y2 Total	Baseline	Y2 Total	Baseline	Y2 Total	Baseline	Y2 Total
Strongly Agree	41	41	46	43	44	49	51	54	40	**49**	48	44
Agree	48	49	43	50	47	42	40	38	46	43	44	46
Neither/nor	4	4	5	**2**	5	5	4	4	6	5	3	4
Disagree	4	4	3	1	3	2	3	3	4	2	3	5
Strongly Disagree	2	1	1	2	1	1	2	**0**	2	1	2	**0**
Don't know	1	1	2	2	0	1	0	1	2	0	0	1
Total Agree	**89**	**90**	**89**	**93**	**91**	**91**	**91**	**92**	**86**	**92**	**92**	**90**
Total Disagree	**6**	**5**	**4**	**3**	**4**	**3**	**5**	**3**	**6**	**3**	**5**	**5**
Base	*295*	*272*	*333*	*299*	*405*	*377*	*283*	*241*	*365*	*401*	*312*	*297*

Base: All respondents, excluding 'not applicable' responses

Note: Bold indicates a statistically significant change from the baseline

Green highlighting denotes a statistically significant improvement from the baseline

Red highlighting denotes a statistically significant negative change from the baseline

5.3.5. Staff Were Competent - Comparison by Point of Contact

1. Year Two

Respondents whose point of contact with the Police was on the roadside were significantly more likely than all other respondents to *agree* or *strongly agree* that staff were competent (93%). By comparison, respondents whose point of contact was not in person were significantly less likely to give a positive rating, with 89% of those who called the Communications Centres and 87% of those who called their local station reporting that they *agreed* or *strongly agreed* with this statement.

Figure 9: Staff Were Competent - by Point of Contact in Year 2 (% Agree/Strongly Agree)
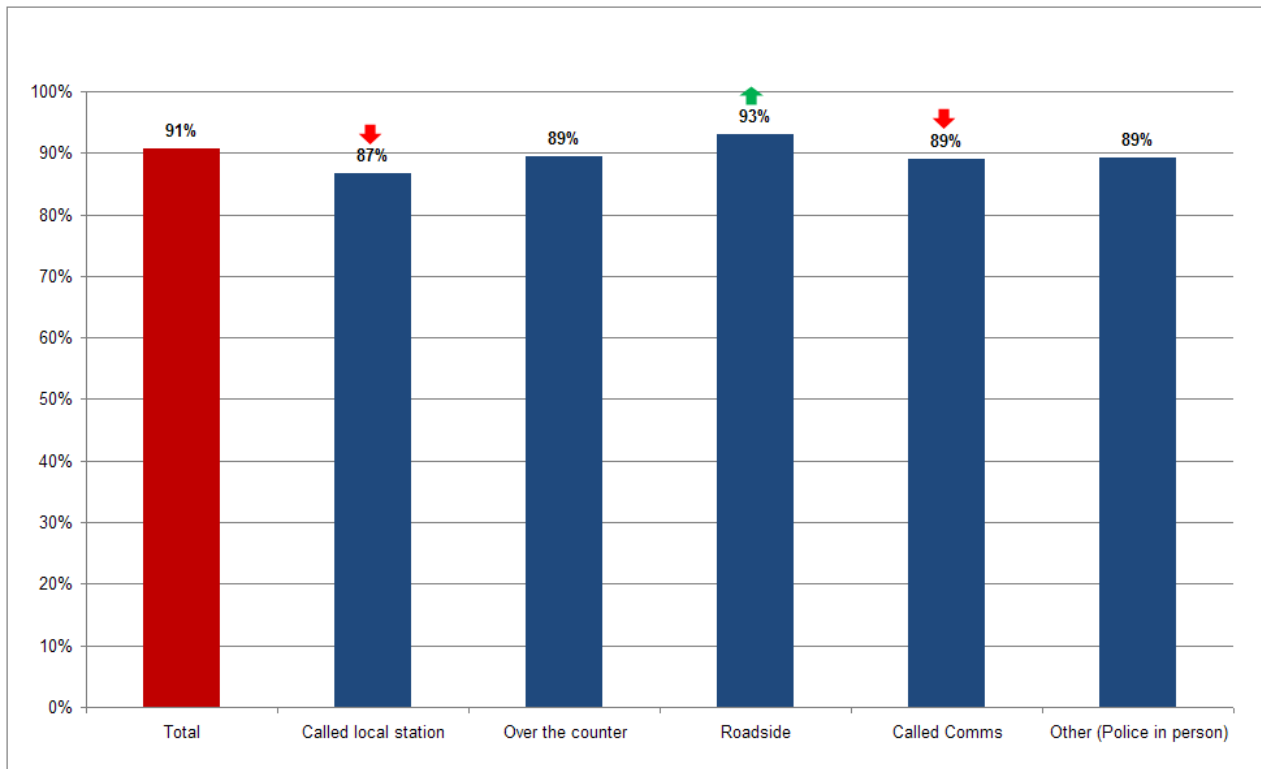
Base: All respondents, excluding 'not applicable' responses. Total (Year Two) n=3989; Called local station n=397; Over the counter n=333; Roadside n=1105; Called the Communications Centres n=1432; Other (Police in person) n=722.
Green arrow indicates a significantly higher result than the total. Red arrow indicates a significantly lower result than the total.

2. Baseline Versus Year Two

In general, there was little change in the proportion of respondents who *agreed/ strongly agreed* that staff were competent by point of contact between the baseline and Year Two. The exception to this was respondents whose point of contact was on the roadside, with the proportion of these respondents giving a positive rating increasing significantly from 90% to 93%. This included a significant increase in the proportion of respondents who *strongly agreed* that staff were competent, up from 38% to 45%.

Table 22: Staff Were Competent – By Point Of Contact (%)

	Called Local Station		Over the Counter		Roadside		Called Comms		Other (Police in person)	
	Baseline	Y2 Total	Baseline	Y2 Total	Baseline	Y2 Total	Baseline	Y2 Total	Baseline	Y2 Total
Strongly Agree	40	**34**	47	44	38	**45**	47	**43**	45	50
Agree	48	53	42	45	52	48	41	**47**	44	40
Neither/nor	6	6	4	5	6	**4**	6	5	4	5
Disagree	5	4	5	3	2	2	3	3	4	4
Strongly Disagree	1	2	2	3	1	1	1	**2**	2	1
Don't know	0	1	0	0	1	0	2	0	1	0
Total Agree	**88**	**87**	**89**	**89**	**90**	**93**	**88**	**90**	**89**	**90**
Total Disagree	**6**	**6**	**7**	**6**	**3**	**3**	**4**	**5**	**6**	**5**
Base	*738*	*397*	*374*	*333*	*991*	*1105*	*1273*	*1432*	*632*	*722*

Base: All respondents, excluding 'not applicable' responses

Note: Bold indicates a statistically significant change from the baseline

Green highlighting denotes a statistically significant improvement from the baseline

Red highlighting denotes a statistically significant negative change from the baseline

5.3.6. Staff Were Competent - Comparison by Ethnicity

Note: This question was asked of all respondents who had contact with the Police. The analysis by ethnicity includes the results from all surveying carried out in Year Two – including the General Sample, Communications Centres Sample and both the Asian and Māori Booster samples. As a result the 'totals' in the ethnicity analysis differ from those recorded for this question throughout the rest of the report.

Ninety-two percent of respondents of NZ European/Pakeha descent *agreed* or *strongly agreed* that staff were competent (significantly higher than 87% of all other respondents), including 49% who *strongly agreed* (compared with a significantly lower share of all respondents who *strongly agreed* – 33%).

In contrast, 6% of Māori respondents disagreed to some extent that staff were competent, significantly higher than 4% of all other respondents *disagreeing/strongly disagreeing*.

Table 23: Staff were Competent – By Ethnicity* (%)

	Total	NZ European/ Pakeha	Māori	Pacific People	Asian/ Indian	Other
Strongly Agree	44	49	37	25	24	26
Agree	46	43	51	64	61	65
Neither/nor	5	4	5	9	8	1
Disagree	3	2	4	2	5	8
Strongly Disagree	1	2	2	0	2	0
Don't know	1	0	1	0	0	0
Total Agree	**90**	**92**	**88**	**89**	**85**	**91**
Total Disagree	**4**	**4**	**6**	**2**	**7**	**8**
Base	*4388*	*2978*	*1003*	*161*	*207*	*39*

Base: All respondents, excluding 'not applicable' responses

Green highlighting denotes statistically significant higher positive result or lower negative result than the Total

Red highlighting denotes statistically significant lower positive result or higher negative result than the Total

*Includes Asian and Maori Booster samples. As a result, the 'totals' in this table differ from those recorded for this question in the rest of the report.

5.3.7. Staff were Competent - Reasons for Dissatisfaction

One in four respondents in Year 2 (26%) who disagreed to some extent that staff were competent reported that this was because the staff member didn't handle the situation well and/or didn't do all they could have. A further 22% reported that the staff member they dealt with had a bad attitude. Twelve percent of these respondents thought that the staff member didn't take the matter seriously, while 10% reported that they had received no follow-up.

When compared with baseline data, there has been a significant increase in the share of respondents who mentioned that the reason they disagreed to some extent that staff were competent was:

- Police didn't take the matter seriously (12%, compared with 0% at baseline);
- Police took too long to respond/inadequate response (8%, compared with 3% at baseline);
- Police didn't consider circumstances/unsympathetic (6%, compared with 0% at baseline); and
- Poor communication (4%, compared with 0% at baseline).

Table 24: Staff Were Competent – Reasons for Dissatisfaction (%)

	Respondents who Disagree		All Respondents
	Baseline *(n=172)*	Year 2 *(n=151)*	Year 2 *(n=3989)*
Police were incompetent/didn't handle situation well/didn't do all they could	26	26	1
Staff member had a bad attitude/arrogant/indifferent/abrupt	28	22	1
Didn't take matter seriously/didn't believe me/didn't care	0	**12**	<1
Police didn't call back, no follow-up/feedback	8	10	<1
Police took too long to respond/didn't attend/inadequate response	3	**8**	<1
Outcome/decision was unfair or incorrect	11	7	<1
Police didn't do anything/no outcome/action/Police didn't do their job	12	7	<1
Didn't consider circumstances/unsympathetic/insensitive	0	**6**	<1
Poor communication/didn't listen/disinterested/no explanation	0	**4**	<1
Respondent felt picked on/discriminated against	1	3	<1
Poor/confusing process – transferred/got computer message/couldn't speak to the person I needed to	2	3	<1

Base: All respondents who disagreed to some extent that staff were competent

Note: Multiple responses to this question permitted. Therefore, table may total to more than 100%

Orange highlighting denotes a significant difference between Baseline and Y2

Table lists those reasons mentioned by 3% or more of respondents

Respondents significantly more likely to mention that **Police were incompetent and didn't handle the situation well** include those whose point of contact was in person (other than on the roadside or at the Police station) (38%, compared with 21% of all other respondents).

Respondents significantly more likely to mention that the **staff member had a bad attitude** include those whose point of contact was on the roadside (37%, compared with 16% of all other respondents).

Respondents significantly more likely to mention that the **outcome/decision was unfair/incorrect** include those whose point of contact was on the roadside (20%, compared with 1% of all other respondents).

Respondents significantly more likely to mention that the **Police didn't consider circumstances/unsympathetic** include those:

- whose point of contact was on the roadside (16%, compared with 2% of all other respondents); and/or
- who are female (12%, compared with 2% of all other respondents).

Respondents significantly more likely to mention **poor communication** include those who are female (9%, compared with 1% of male respondents).

Respondents significantly more likely to mention that they felt **picked on/discriminated against** include those whose point of contact was on the roadside (9%, compared with <1% of all other respondents).

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5.4. Staff Did What They Said They Would Do

Note: This question was asked of all respondents who had contact with the Police in the last 6 months

Question: From your contact with the police, please tell me if you agree or disagree with the following statement. **Staff did what they said they would do**. Would you say you........

1. Strongly Disagree
2. Disagree
3. Neither agree nor disagree
4. Agree
5. Strongly Agree
6. *(don't read)* Don't know
7. *(don' read)* Not Applicable
8. *(don' read)* Refused

5.4.1. *Staff Did What They Said They Would Do - Changes between Baseline and Year 2*

Eighty-six percent of respondents in Year 2 *agreed* (45%) or *strongly agreed* (41%) that staff did what they said they would do. A similar proportion (85%) *agreed/strongly agreed* with this statement in the baseline measure.

Only 4% of respondents *disagreed/strongly disagreed* that staff did what they said they would do – down significantly from 6% in the baseline measure.

Figure 10: Staff Did What They Said They Would Do – Baseline versus Year 2 (%)
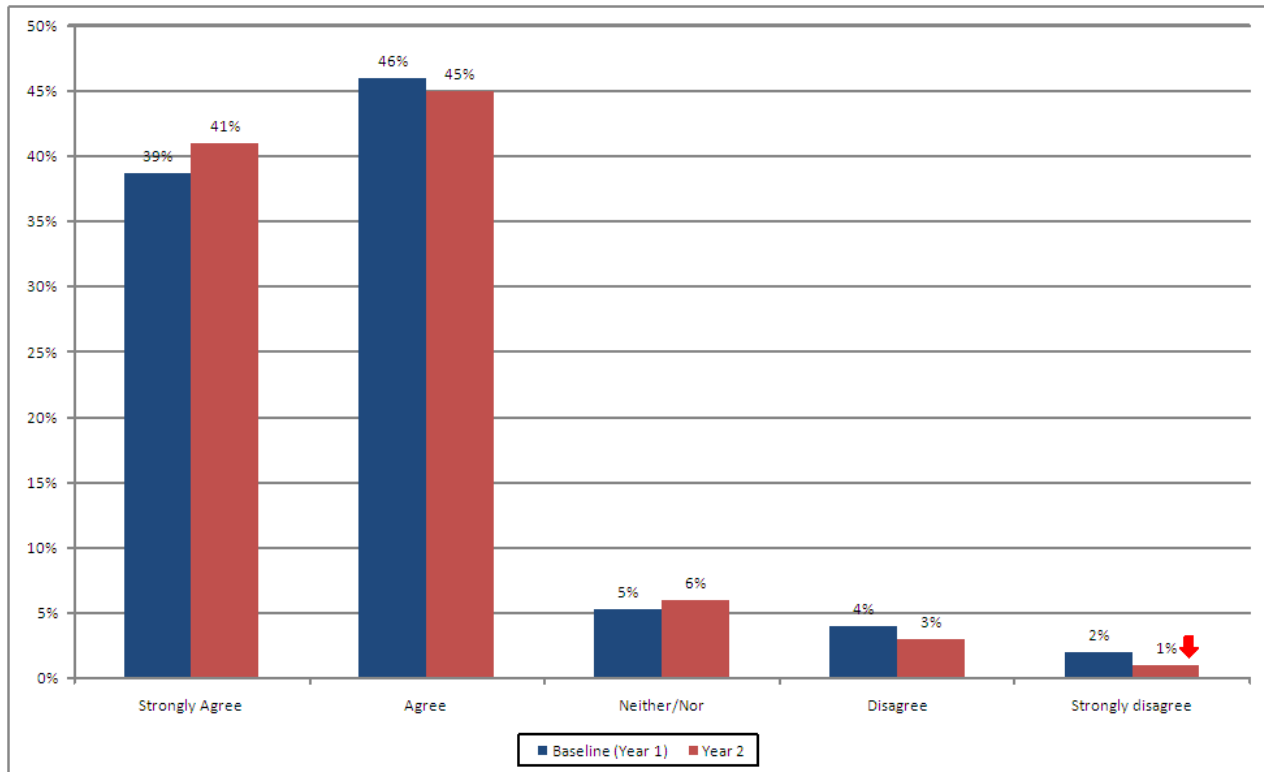
Base: All respondents excluding those giving a 'not applicable' response.   Baseline n=3860, Year 2 n=3830.

Red arrow indicates a significant increase/decrease in ratings between Baseline and Year 2.

Table 25: Staff Did What They Said They Would Do – Baseline Versus Year 2 (%)

	Baseline (n=3860)	Year 2 (n=3830)
Strongly Agree	39	41
Agree	46	45
Neither/Nor	5	6
Disagree	4	3
Strongly Disagree	2	1
Don't know	4	4
Total Agree	**85**	86
Total Disagree	**6**	**4**
Base	3860	3830

Base: All respondents excluding those giving a 'not applicable' response.

Orange highlighting indicates a significant increase/decrease in results between the Baseline measure and Year 2.

5.4.2. Staff Did What They Said They Would Do - Changes Over Time

As the table below shows, ratings for staff did what they said they would do have remained relatively stable across the four quarters of Year 2.

Table 26: Staff Did What They Said They Would Do – Changes Over Time (%)

	Baseline	Y2Q1	Y2Q2	Y2Q3	Y2Q4
Strongly Agree	39	42	39	42	40
Agree	46	43	**48**	45	46
Neither/Nor	5	6	6	5	5
Disagree	4	4	**2**	**4**	**2**
Strongly Disagree	2	**1**	1	1	**3**
Don't know	4	4	4	3	4
Total Agree	**85**	**85**	**87**	**87**	**86**
Total Disagree	**6**	**5**	**3**	**5**	**5**
Base	*3860*	*967*	*922*	*993*	*948*

Base: All respondents excluding those giving a 'not applicable' response.

Orange highlighting indicates a significant increase/decrease in results between measures.

5.4.3. Staff Did What They Said They Would Do - Significant Differences for Year 2

The following statistically significant differences for Year 2 total are evident at the total results level (General and Communications Centres Year 2 results combined).

Respondents significantly more likely to *agree/strongly agree* that staff did what they said they would do included those:

- whose reason for contact was a community activity (96%, compared with 86% of all other respondents);
- whose reason for contact was a traffic stop (95%, compared with 82% of all other respondents);
- whose point of contact was on the roadside (94%, compared with 81% of all other respondents);
- living in Canterbury district (90%, compared with 85% of all other respondents);
- whose reason for contact was a traffic offence (89%, compared with 86% of all other respondents); and/or
- of European descent (88%, compared with 82% of all other respondents).

Respondents significantly more likely to *disagree/strongly disagree* that staff did what they said they would do included those:

- whose reason for contact was assault (11%, compared with 4% of all other respondents);
- whose reason for contact was reporting dangerous driving (11%, compared with 4% of all other respondents);

- whose reason for contact was 'other crime' (11%, compared with 4% of all other respondents);
- whose point of contact was calling their local station (10%) or calling the Communications Centres (7%) (compared with 3% of all other respondents);
- whose reason for contact was suspect/perpetrator/bail reporting/prisoner enquiry/pick up or visit (10%, compared with 4% of all other respondents);
- whose reason for contact was burglary (10%) or theft (8%) (compared with 4% of all other respondents);
- whose point of contact was over the counter (8%, compared with 4% of all other respondents);
- living in Counties-Manukau district (7%, compared with 4% of all other respondents); and/or
- aged between 16 and 24 years (7%, compared with 4% of all other respondents).

5.4.4. Staff Did What They Said They Would Do - Comparison by District

1. Year Two

Eighty-six percent of respondents in Year 2 agreed to some extent that staff did what they would do. Respondents living in the Canterbury district were significantly more likely to *agree/strongly agree* (90%), while those living in the Counties Manukau district were significantly less likely to do so (82%).

Figure 11: Staff Did What They Said They Would Do - by District in Year 2
(% Agree/Strongly Agree)
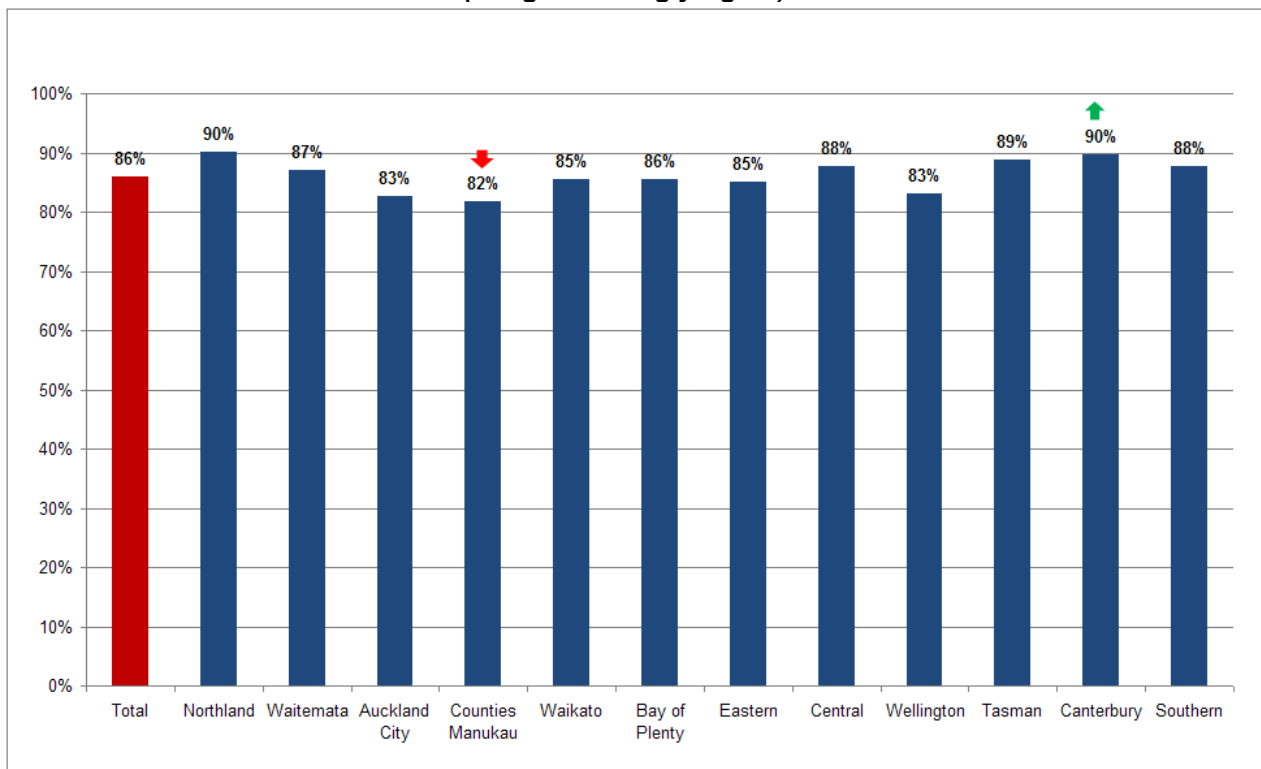
Base: All respondents, excluding 'not applicable' responses. Total (Year Two) n=3830; Northland n=285; Waitemata n=311; Auckland n=389; Counties n=375; Waikato n=327; Bay of Plenty n=328; Eastern n=290; Central n=284; Wellington n=361; Tasman n=228; Canterbury n=391; Southern n=287.

Green arrow indicates a significantly higher result than the total. Red arrow indicates a significantly lower result than the total.

2.   Baseline Versus Year Two

When compared with baseline data, the proportion of respondents who *agreed/ strongly agreed* that staff did what they said they would do varied by district, with positive perceptions increasing or remaining stable in eight of the 12 districts. While there were no significant increases in positive ratings across the districts, the most notable increase in positive ratings was reported by respondents living in the Northland district (up from 87% to 91%).

The proportion of those living in the Canterbury and Southern districts who *disagreed/strongly disagreed* that staff did what they said they would do decreased significantly. In Year Two, 3% of those living in the Southern district and 2% of those living in the Canterbury disagreed to some extent that staff did what they said they would do. This compares with 8% and 6% of respondents at baseline respectively.

(Part 1) **Table 27: Staff Did What They Said They Would Do – By District (%)**

	Northland		Waitemata		Auckland City		Counties Manukau		Waikato		Bay Of Plenty	
	Baseline	Y2 Total	Baseline	Y2 Total	Baseline	Y2 Total	Baseline	Y2 Total	Baseline	Y2 Total	Baseline	Y2 Total
Strongly Agree	39	42	41	41	38	33	37	38	32	38	35	41
Agree	48	49	44	47	47	50	46	44	53	48	50	45
Neither/nor	7	5	5	5	6	9	5	7	5	7	4	7
Disagree	1	3	4	3	4	2	5	3	3	3	3	3
Strongly Disagree	1	1	2	1	3	2	1	**4**	2	1	3	2
Don't know	4	0	4	3	2	4	6	4	5	3	5	2
Total Agree	**87**	**91**	**85**	**88**	**85**	**83**	**83**	**82**	**85**	**86**	**85**	**86**
Total Disagree	**2**	**4**	**6**	**4**	**7**	**4**	**6**	**7**	**5**	**4**	**6**	**5**
Base	*295*	*285*	*300*	*311*	*313*	*389*	*342*	*375*	*356*	*327*	*336*	*328*

(Part 2)

	Eastern		Central		Wellington		Tasman		Canterbury		Southern	
	Baseline	Y2 Total	Baseline	Y2 Total	Baseline	Y2 Total	Baseline	Y2 Total	Baseline	Y2 Total	Baseline	Y2 Total
Strongly Agree	38	42	41	41	39	43	45	50	41	46	40	41
Agree	49	44	46	47	47	40	41	39	46	44	45	47
Neither/nor	5	7	6	5	8	7	5	5	4	5	5	6
Disagree	2	4	3	2	3	5	4	2	3	2	5	2
Strongly Disagree	3	2	2	3	2	1	2	1	3	**0**	3	1
Don't know	3	1	2	2	1	4	3	3	3	3	2	3
Total Agree	**87**	**86**	**87**	**88**	**86**	**83**	**86**	**89**	**87**	**90**	**85**	**88**
Total Disagree	**5**	**6**	**5**	**5**	**5**	**6**	**6**	**3**	**6**	**2**	**8**	**3**
Base	*290*	*264*	*323*	*284*	*389*	*361*	*272*	*228*	*351*	*391*	*293*	*287*

Base: All respondents, excluding 'not applicable' responses
Note: Bold indicates a statistically significant change from the baseline
*Green highlighting denotes a statistically significant improvement from the baseline*
Red highlighting denotes a statistically significant negative change from the baseline

5.4.5. Staff Did What They Said They Would Do - Comparison by Point of Contact

1. Year Two

Almost all respondents whose point of contact was on the roadside (94%) *agreed* or *strongly agreed* that staff did what they said they would do, this share significantly higher than all other respondents. In contrast, those whose point of contact was calling one of the Communications Centres (73%), calling their local station (76%) or over the counter (80%) were significantly less likely to have given a positive rating. However, it should be noted that 13% of those who called one of the Communication Centres gave a *don't know* response (they are unaware of the outcome of their call).

**Figure 12: Staff Did What They Said They Would Do - by Point of Contact in Year 2
(% Agree/Strongly Agree)**
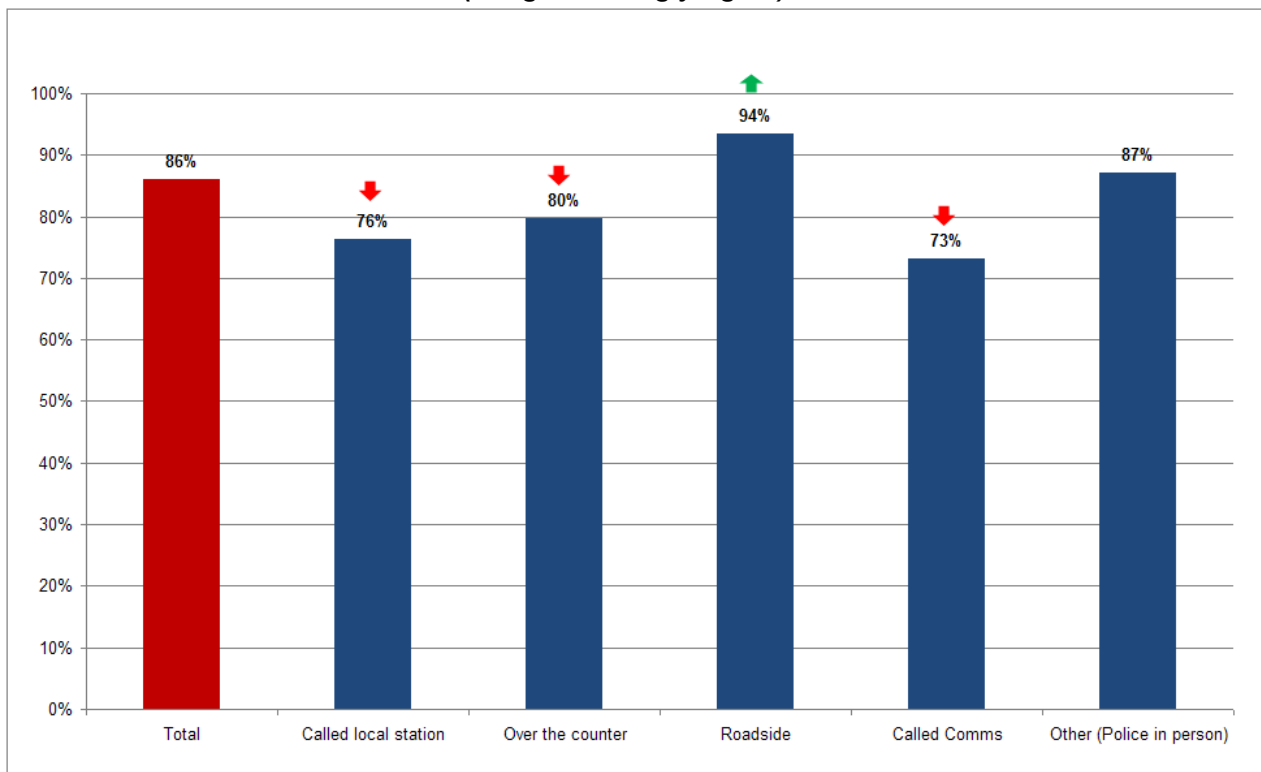
Base: All respondents, excluding 'not applicable' responses. Total (Year Two) n=3830; Called local station n=377; Over the counter n=318; Roadside n=1073; Called the Communications Centres n=1367; Other (Police in person) n=695.
Green arrow indicates a significantly higher result than the total. Red arrow indicates a significantly lower result than the total.

2. Baseline Versus Year Two

In general, there was little change in the proportion of respondents who *agreed/ strongly agreed* that staff did what they said they would do by point of contact between the baseline and Year Two, with no significant differences reported. However, the share of respondents whose point of contact was on the roadside who *strongly agreed* increased significantly (43%, up from 37%), and the share of these respondents who *strongly disagreed* decreased significantly, down from 1% at baseline to 0%.

Table 28: Staff Did What They Said They Would Do – By Point Of Contact (%)

	Called Local Station		Over the Counter		Roadside		Called Comms		Other (Police in person)	
	Baseline	Y2 Total	Baseline	Y2 Total	Baseline	Y2 Total	Baseline	Y2 Total	Baseline	Y2 Total
Strongly Agree	35	31	44	38	37	**43**	36	34	43	46
Agree	45	46	38	41	56	**50**	38	39	43	41
Neither/nor	5	**9**	4	7	4	5	7	7	8	6
Disagree	5	5	8	6	1	1	5	5	4	3
Strongly Disagree	4	5	3	2	1	**0**	3	2	2	2
Don't know	6	4	3	6	1	1	11	13	0	2
Total Agree	**80**	**77**	**82**	**79**	**93**	**93**	**74**	**73**	**86**	**87**
Total Disagree	**9**	**10**	**11**	**8**	**2**	**1**	**8**	**7**	**6**	**5**
Base	*703*	*377*	*364*	*318*	*944*	*1073*	*1241*	*1367*	*608*	*695*

Base: All respondents, excluding 'not applicable' responses

Note: Bold indicates a statistically significant change from the baseline

Green highlighting denotes a statistically significant improvement from the baseline

Red highlighting denotes a statistically significant negative change from the baseline

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5.4.6. Staff Did What They Said They Would Do - Comparison by Ethnicity

Note: This question was asked of all respondents who had contact with the Police. The analysis by ethnicity includes the results from all surveying carried out in Year Two – including the General Sample, Communications Centres Sample and both the Asian and Māori Booster samples. As a result the 'totals' in the ethnicity analysis differ from those recorded for this question throughout the rest of the report.

Eighty-seven percent of NZ European/Pakeha respondents agreed to some extent that staff did what they said they would do. This represents a significantly higher share than for all other respondents (84% *agree/strongly agree*).   In particular, 44% of NZ European/Pakeha respondents *strongly agreed* that staff did what they said they would do, compared with 32% of all other respondents.

In contrast, respondents of Māori descent were over-represented among those who disagreed to some extent that staff did what they said they would do (6%, compared with 4% of all other respondents).

Table 29: Staff Did What They Said They Would Do - By Ethnicity* (%)

	Total	NZ European/ Pakeha	Māori	Pacific People	Asian/ Indian	Other
Strongly Agree	41	44	36	24	21	34
Agree	46	43	49	59	60	45
Neither/nor	6	5	6	9	12	1
Disagree	2	2	3	4	3	10
Strongly Disagree	2	2	3	3	2	0
Don't know	3	4	3	1	2	10
Total Agree	87	87	85	83	81	79
Total Disagree	4	4	6	7	5	10
Base	*4219*	*2851*	*971*	*157*	*201*	*39*

Base: All respondents, excluding 'not applicable' responses

Green highlighting denotes statistically significant higher positive result or lower negative result than the Total

Red highlighting denotes statistically significant lower positive result or higher negative result than the Total

*Includes Asian and Maori Booster samples. As a result, the 'totals' in this table differ from those recorded for this question in the rest of the report.

5.4.7.   Staff Did What They Said They Would Do - Reasons for Dissatisfaction

The greatest single share (33%) of those respondents who *disagreed* or *strongly disagreed* that staff did what they said they would do that mentioned that this was because the staff member did not call back or provide any follow-up. Just over one in five (22%) reported that Police did not attend or that Police response was slow/inadequate. Eighteen percent of these respondents commented that the staff member did not do what they said they would in general (no specific details given), while 14% reported that the staff member had a bad attitude.

When compared with baseline data, there has been a significant increase in the share of respondents who mentioned that the reason they disagreed to some extent that staff did what they said they would do was:

- Police took too long to respond/inadequate response (22%, compared with 6% at baseline);
- Police didn't do what they said they would do generally (18%, compared with 0% at baseline);
- Poor/confusing process (7%, compared with 2% at baseline);
- Police didn't take the matter seriously (3%, compared with 0% at baseline); and
- Poor communication (3%, compared with 0% at baseline).

In contrast, there has been a significant decrease in the share of respondents who mentioned that the reason they disagreed to some extent that staff did what they said they would do was that the Police didn't do anything/no action or outcome (8%, compared with 30% at the baseline).

Table 30: Staff Did What They Said They Would Do – Reasons for Dissatisfaction (%)

	Respondents who Disagree		All Respondents
	Baseline *(n=209)*	Year 2 *(n=169)*	Year 2 *(n=3830)*
Police didn't call back, no follow-up/feedback	30	33	1
Police took too long to respond/didn't attend/inadequate response	6	**22**	1
Didn't do what they said they would do	0	**18**	1
Staff member had a bad attitude/arrogant/indifferent/abrupt	12	14	<1
Police didn't do anything/no outcome/no action/Police didn't do their job	30	**8**	<1
Poor/confusing process – transferred/got computer message/couldn't speak to the person I needed to	2	**7**	<1
Police were incompetent/didn't handle situation well	9	7	<1
Outcome/decision was unfair or incorrect	4	5	<1
No information/help/advice given	9	4	<1

	Respondents who Disagree		All Respondents
	Baseline *(n=209)*	Year 2 *(n=169)*	Year 2 *(n=3830)*
Didn't take matter seriously/didn't believe me/didn't care	0	**3**	<1
Poor communication/didn't listen/disinterested/no explanation	0	**3**	<1

Base: All respondents who disagreed to some extent that staff did what they said they would do

Note: Multiple responses to this question permitted. Therefore, table may total to more than 100%

Orange highlighting denotes a significant difference between Baseline and Y2

Table lists those reasons mentioned by 3% or more of respondents

Respondents significantly more likely to mention that **Police didn't do what they said they would do** include those of European descent (25%, compared with 4% of all other respondents).

Respondents significantly more likely to mention that **the process was confusing/poor** include those who are male (13%, compared with 1% of female respondents).

5.5. My Individual Circumstances Were Taken Into Account

Note: This question was asked of all respondents who had contact with the Police in the last 6 months

Question: From your contact with the police, please tell me if you agree or disagree with the following statement. **I feel my individual circumstances were taken into account**. Would you say you........
1. Strongly Disagree
2. Disagree
3. Neither agree nor disagree
4. Agree
5. Strongly Agree
6. *(don't read)* Don't know
7. *(don' read)* Not Applicable
8. *(don' read)* Refused

5.5.1. My Individual Circumstances Were Taken Into Account - Changes between Baseline and Year 2

Just over three-quarters of respondents (78%) agreed to some extent that they felt their individual circumstances were taken into account, including 33% *strongly agreeing* and 45% *agreeing*. When compared with the baseline measure, there have been significant increases in the share *agree/strongly agree* (up from 75%, to 78%) and in particular the share of those *strongly agreeing* that their individual circumstances were taken into account (up from 29%, to 33%).

Twelve percent of respondents *disagree* (8%) or *strongly disagree* (4%) that their individual circumstances were taken into account – stable in comparison with the baseline measure (11%).

Figure 13: My Individual Circumstances Were Taken Into Account – Baseline versus Year 2 (%)
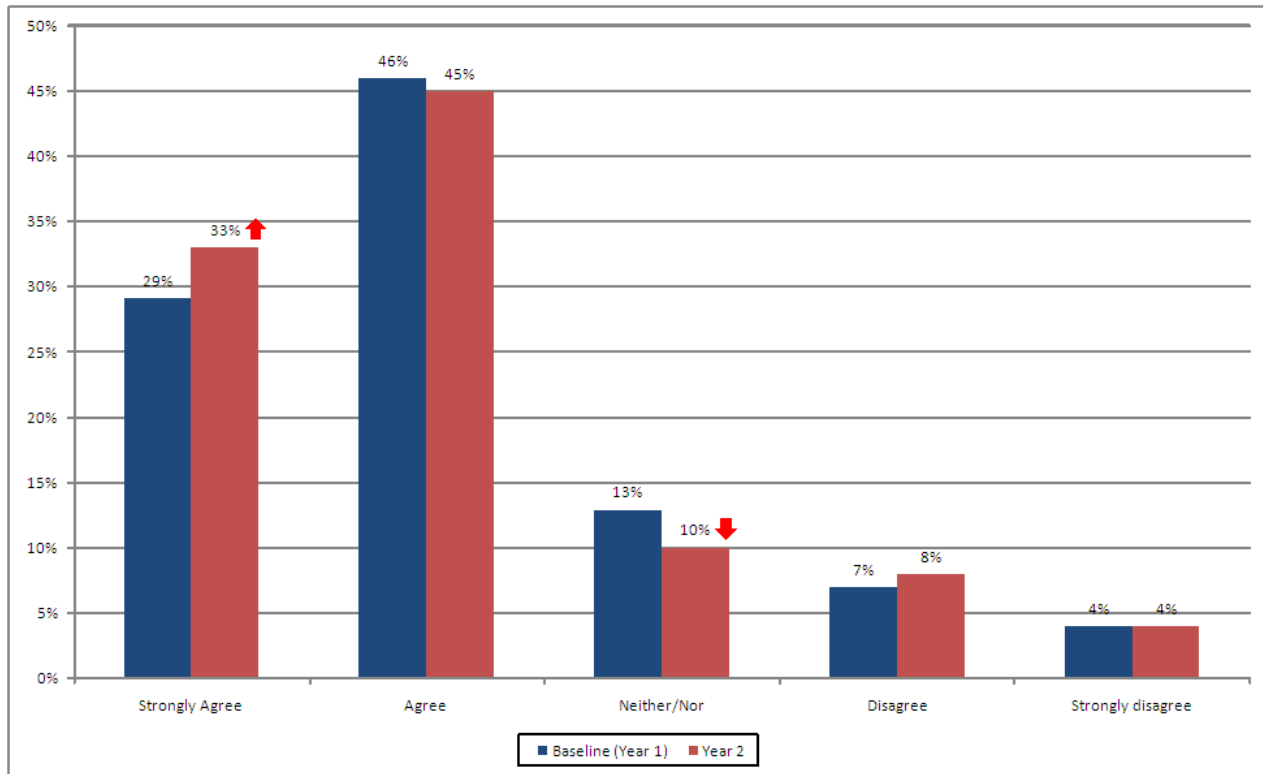
Base: All respondents excluding those giving a 'not applicable' response. Baseline n=3769, Year 2 n=3770.

Red arrow indicates a significant increase/decrease in ratings between Baseline and Year 2.

Table 31: My Individual Circumstances Were Taken Into Account – Baseline Versus Year 2 (%)

	Baseline	**Year 2**
Strongly Agree	29	**33**
Agree	46	**45**
Neither/Nor	13	**10**
Disagree	7	**8**
Strongly Disagree	4	**4**
Don't know	1	**0**
Total Agree	**75**	**78**
Total Disagree	**11**	**12**
Base	*3769*	*3770*

Base: All respondents excluding those giving a 'not applicable' response.

Orange highlighting indicates a significant increase/decrease in results between the Baseline measure and Year 2.

5.5.2. My Individual Circumstances Were Taken Into Account - Changes Over Time

As the table below shows, the share *strongly agreeing* that their individual circumstances were taken into account increased significantly between the baseline (29%) and Quarter 1 (34%) and then remained stable until Quarter 3 (January to March 09). However, the share *strongly agreeing* then declined significantly between Quarters 3 and 4 – down from 34%, to 29%.

During this same period, the share *disagreeing/strongly disagreeing* increased significantly – up from 10% in Quarter 3, to 15% in Quarter 4.

Table 32: My Individual Circumstances Were Taken Into Account – Changes Over Time (%)

	Baseline	Y2Q1	Y2Q2	Y2Q3	Y2Q4
Strongly Agree	29	**34**	33	34	**29**
Agree	46	**42**	44	45	48
Neither/Nor	13	11	11	10	**7**
Disagree	7	8	7	6	**11**
Strongly Disagree	4	4	5	4	4
Don't know	1	1	**0**	**1**	1
Total Agree	**75**	**76**	**77**	**79**	**77**
Total Disagree	**11**	**12**	**12**	**10**	**15**
Base	*3769*	*948*	*929*	*975*	*918*

Base: All respondents excluding those giving a 'not applicable' response.

Orange highlighting indicates a significant increase/decrease in results between measures.

5.5.3. *My Individual Circumstances Were Taken Into Account - Significant Differences for Year 2*

The following statistically significant differences for Year 2 total are evident at the total results level (General and Communications Centres Year 2 results combined).

Respondents significantly more likely to *agree/strongly agree* that their individual circumstances were taken into account included those (Y2 total):

- whose reason for contact was a community activity (91%, compared with 77% of all other respondents);
- living in Tasman district (86%, compared with 77% of all other respondents);
- aged 65 years or older (86%, compared with 77% of all other respondents);
- whose reason for contact was a traffic crash or incident (84%, compared with 77% of all other respondents); and/or
- whose point of contact was in person (other than on the roadside or at the Police station) (84%, compared with 76% of all other respondents).

Respondents significantly more likely to *disagree/strongly disagree* that their individual circumstances were taken into account included those (Y2 total):

- whose reason for contact was suspect/perpetrator/bail reporting/prisoner enquiry/pick up or visit (35%, compared with 11% of all other respondents);
- whose reason for contact was traffic offence (27%, compared with 9% of all other respondents);
- of 'other' (32%) or Asian/Indian descent (19%, compared with 11% of all other respondents);
- living in Canterbury district (14%, compared with 11% of all other respondents);
- aged between 16 and 24 years (15%, compared with 11% of all other respondents); and/or
- whose point of contact was on the roadside (13%, compared with 10% of all other respondents).

5.5.4. My Individual Circumstances Were Taken Into Account - Comparison by District

1. Year Two

Just over three-quarters (78%) of respondents *agreed/strongly agreed* that they felt their individual circumstances were taken into account. In particular, respondents living in the Tasman district were significantly more likely to agree to some extent (86%), while those living in the Auckland City district were significantly less likely to do so (74%).

Figure 14: My Individual Circumstances Were Taken into Account - by District in Year 2 (% Agree/Strongly Agree)
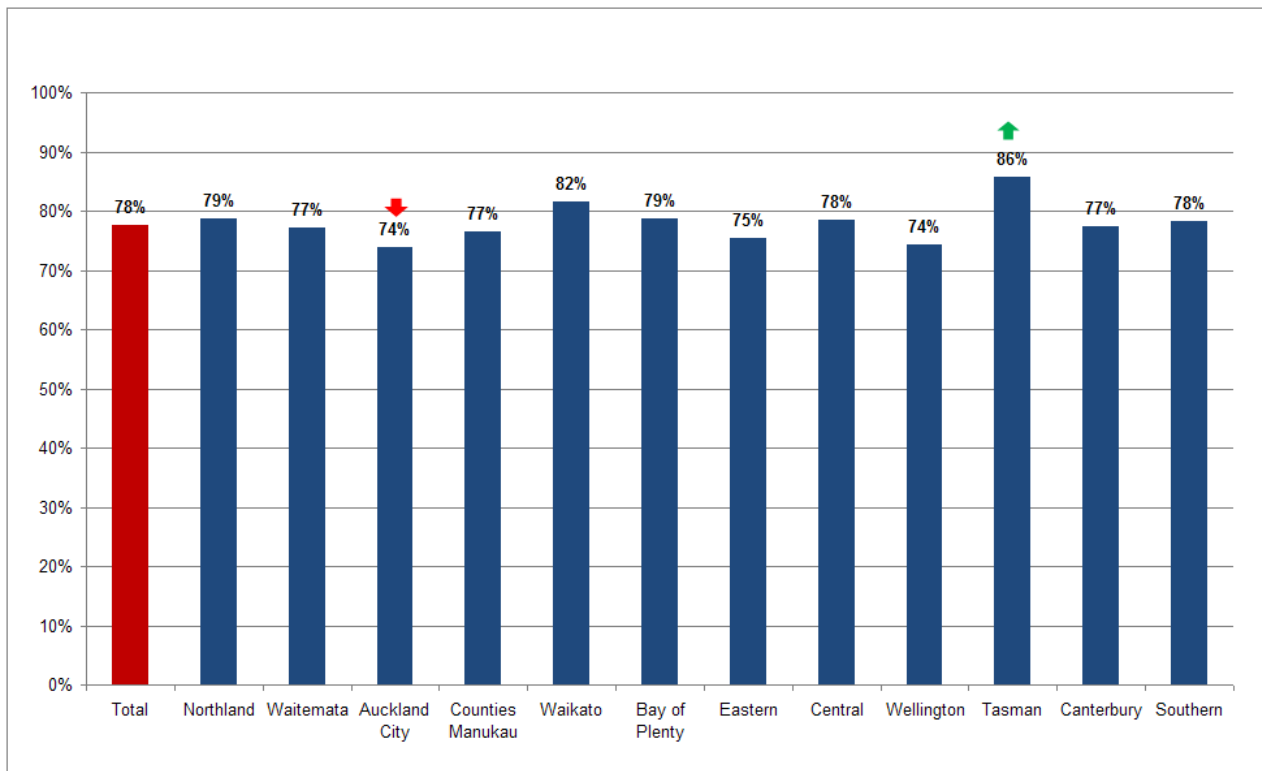
Base: All respondents, excluding 'not applicable' responses. Total (Year Two) n=3770; Northland n=280; Waitemata n=308; Auckland n=389; Counties n=378; Waikato n=322; Bay of Plenty n=321; Eastern n=263; Central n=282; Wellington n=345; Tasman n=223; Canterbury n=381; Southern n=278.

Green arrow indicates a significantly higher result than the total. Red arrow indicates a significantly lower result than the total.

2. Baseline Versus Year Two

The proportion of respondents who *agreed/strongly agreed* that they felt their individual circumstances were taken into account increased for all but one district when compared with baseline data. In particular, this gain in positive ratings was significant for those living in the Tasman district, with the proportion who agreed to some extent increasing from 77% at baseline to 86%. Respondents living in the Tasman district were also significantly less likely to disagree to some extent with this statement, the proportion of negative ratings decreasing from 14% to 8%.

In addition, the share of respondents who *strongly agreed* that their individual circumstances were taken into account increased significantly between the baseline and Year Two for the following districts:

- Wellington (37%, up from 28%) at baseline);
- Canterbury (35%, up from 28% at baseline); and
- Waikato (31%, up from 23% at baseline).

Table 33: My Individual Circumstances Were Taken Into Account – By District (%)

	Northland		Waitemata		Auckland City		Counties Manukau		Waikato		Bay Of Plenty	
	Baseline	Y2 Total	Baseline	Y2 Total	Baseline	Y2 Total	Baseline	Y2 Total	Baseline	Y2 Total	Baseline	Y2 Total
Strongly Agree	32	35	30	31	23	27	28	32	23	**31**	30	33
Agree	42	44	41	46	48	47	46	45	55	51	45	46
Neither/nor	13	11	16	**10**	17	13	15	**10**	11	7	9	10
Disagree	7	5	9	8	5	**9**	7	8	5	7	9	7
Strongly Disagree	4	5	4	5	5	3	2	4	5	3	5	3
Don't know	2	0	0	0	2	1	2	1	1	1	2	1
Total Agree	**74**	**79**	**71**	**77**	**71**	**74**	**74**	**77**	**78**	**82**	**75**	**79**
Total Disagree	**11**	**10**	**13**	**13**	**10**	**12**	**9**	**12**	**10**	**10**	**14**	**10**
Base	*282*	*280*	*289*	*308*	*309*	*389*	*335*	*378*	*353*	*322*	*329*	*321*

(Part 2)

	Eastern		Central		Wellington		Tasman		Canterbury		Southern	
	Baseline	Y2 Total	Baseline	Y2 Total	Baseline	Y2 Total	Baseline	Y2 Total	Baseline	Y2 Total	Baseline	Y2 Total
Strongly Agree	34	33	31	33	28	**37**	37	39	28	**35**	34	32
Agree	42	43	42	46	44	37	40	47	47	42	48	47
Neither/nor	7	**13**	16	11	15	14	8	6	13	**7**	7	10
Disagree	10	7	6	7	9	6	7	5	6	8	5	8
Strongly Disagree	4	3	3	2	4	6	7	3	4	6	5	3
Don't know	3	1	2	1	0	0	1	0	2	2	1	0
Total Agree	**76**	**76**	**73**	**79**	**72**	**74**	**77**	**86**	**75**	**77**	**82**	**79**
Total Disagree	**14**	**10**	**9**	**9**	**13**	**12**	**14**	**8**	**10**	**14**	**10**	**11**
Base	*283*	*263*	*319*	*282*	*372*	*345*	*270*	*223*	*347*	*381*	*281*	*278*

Base: All respondents, excluding 'not applicable' responses

Note: Bold indicates a statistically significant change from the baseline

*Green highlighting denotes a statistically significant improvement from the baseline*

Red highlighting denotes a statistically significant negative change from the baseline

5.5.5. *My Individual Circumstances Were Taken Into Account - Comparison by Point of Contact*

1. Year Two

Respondents whose point of contact was in person (other than on the roadside or at the Police station) were the most likely to agree to some extent that their individual circumstances were taken into account (84%), significantly higher than for all other points of contact. In contrast, just less than three-quarters (74%) of those whose point of contact was on the roadside *agreed* or *strongly agreed* that their individual circumstances were taken into account, a significantly lower share than all other respondents.

Figure 15: My Individual Circumstances Were Taken into Account - by Point of Contact in Year 2 (% Agree/Strongly Agree)
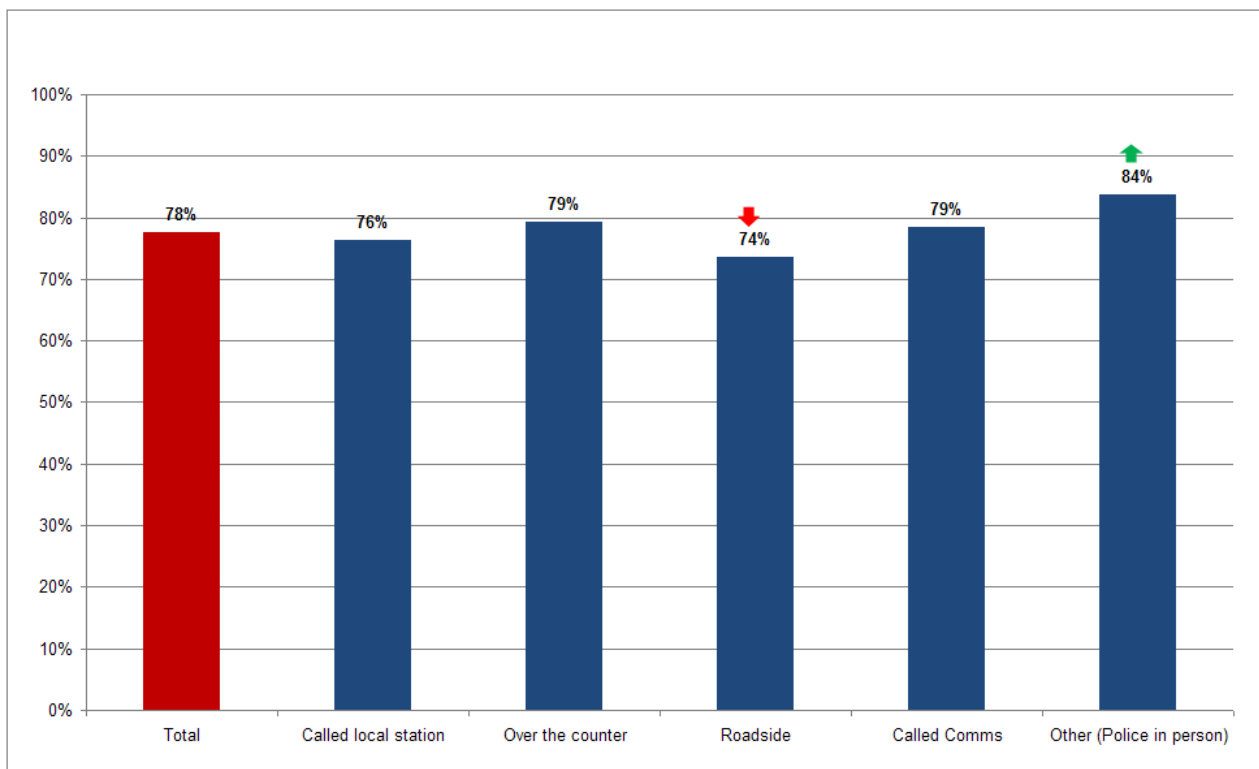
Base: All respondents, excluding 'not applicable' responses. Total (Year Two) n=3770; Called local station n=377; Over the counter n=316; Roadside n=1027; Called the Communications Centres n=1359; Other (Police in person) n=691.
Green arrow indicates a significantly higher result than the total. Red arrow indicates a significantly lower result than the total.

2. Baseline Versus Year Two

The proportion of respondents *agreeing/strongly agreeing* that their individual circumstances were taken into account was stable or had increased for all points of contact. Of note was a significant increase in the proportion of respondents whose point of contact was in person (other than on the roadside or at the Police station) agreeing to some extent with this statement (up from 77% to 84%). While not statistically significant, increases were also reported by those whose point of contact was over the counter (those *agreeing/strongly agreeing* up from 76% to 80%) or roadside (up from 70% to 73%). In addition, the proportion of those respondents whose point of contact was on the roadside who *strongly agreed* increased significantly from 23% at baseline to 29% at Year Two.

Table 34: My Individual Circumstances Were Taken Into Account – By Point Of Contact (%)

	Called Local Station		Over the Counter		Roadside		Called Comms		Other (Police in person)	
	Baseline	Y2 Total	Baseline	Y2 Total	Baseline	Y2 Total	Baseline	Y2 Total	Baseline	Y2 Total
Strongly Agree	32	30	34	34	23	**29**	32	31	32	**41**
Agree	45	46	42	46	47	44	46	47	45	43
Neither/nor	11	10	11	7	17	**12**	9	11	12	**8**
Disagree	7	9	7	8	8	9	7	7	6	4
Strongly Disagree	4	4	4	5	4	5	4	**2**	4	3
Don't know	1	1	2	0	1	1	2	2	1	1
Total Agree	**77**	**76**	**76**	**80**	**70**	**73**	**78**	**78**	**77**	**84**
Total Disagree	**11**	**13**	**11**	**13**	**12**	**14**	**11**	**9**	**10**	**7**
Base	*700*	*377*	*367*	*316*	*907*	*1027*	*1202*	*1359*	*593*	*691*

Base: All respondents, excluding 'not applicable' responses

Note: Bold indicates a statistically significant change from the baseline

Green highlighting denotes a statistically significant improvement from the baseline

Red highlighting denotes a statistically significant negative change from the baseline

5.5.6. My Individual Circumstances Were Taken Into Account - Comparison by Ethnicity

Note: This question was asked of all respondents who had contact with the Police. The analysis by ethnicity includes the results from all surveying carried out in Year Two – including the General Sample, Communications Centres Sample and both the Asian and Māori Booster samples. As a result the 'totals' in the ethnicity analysis differ from those recorded for this question throughout the rest of the report.

There were no significant differences in levels of overall agreement and overall disagreement by ethnicity when respondents were asked whether their individual circumstances were taken into account. However, European respondents were significantly more likely to *strongly agree* (34%) than all other respondents (28%) and in particular Pacific (23%) and Asian/Indian (22%) respondents.

Table 35: My Individual Circumstances Were Taken Into Account – By Ethnicity* (%)

	Total	NZ European/ Pakeha	Māori	Pacific People	Asian/ Indian	Other
Strongly Agree	**32**	34	29	23	22	41
Agree	**45**	44	48	56	51	29
Neither/nor	**11**	10	11	9	10	0
Disagree	**7**	7	7	8	10	11
Strongly Disagree	**4**	4	5	2	6	19
Don't know	**1**	1	0	2	1	0
Total Agree	**77**	**78**	**77**	**79**	**73**	**70**
Total Disagree	**11**	**11**	**12**	**10**	**16**	**30**
Base	*4162*	*2796*	*970*	*155*	*203*	*38*

Base: All respondents, excluding 'not applicable' responses

Green highlighting denotes statistically significant higher positive result or lower negative result than the Total

Red highlighting denotes statistically significant lower positive result or higher negative result than the Total

*Includes Asian and Maori Booster samples. As a result, the 'totals' in this table differ from those recorded for this question in the rest of the report.

5.5.7. My Individual Circumstances Were Taken Into Account - Reasons for Dissatisfaction

Of those respondents who disagreed to some extent that their individual circumstances were taken into account, one-quarter (26%) mentioned that they felt the decision/outcome of their contact was unfair or incorrect. A further 20% reported that the staff member(s) they dealt with had a bad attitude, while 13% reported that their matter wasn't taken seriously and/or the staff member did not believe them. Just over one in ten of these respondents (11%) commented that the Police did not consider their circumstances and were unsympathetic or insensitive.

When compared with baseline data, there has been a significant increase in the share of respondents who mentioned that the reason they disagreed to some extent that their individual circumstances were taken into account was:

- Police didn't take the matter seriously (13%, compared with 0% at baseline);
- Police didn't consider circumstances/unsympathetic (11%, compared with 0% at baseline);
- Police took too long to respond/inadequate response (7%, compared with 2% at baseline);
- Poor/confusing process (4%, compared with 1% at baseline);
- Poor communication (4%, compared with 0% at baseline); and
- Police just gathering revenue (3%, compared with 0% at baseline).

In contrast, there has been a significant decrease in the share of respondents who mentioned that the reason they disagreed to some extent that their individual circumstances were taken into account was:

- The staff member had a bad attitude (20%, compared with 34% at baseline); and
- Police didn't do anything/no outcome or action taken (4%, compared with 13% at baseline).

Table 36: My Individual Circumstances Were Taken Into Account – Reasons for Dissatisfaction (%)

	Respondents who Disagree		All Respondents
	Baseline *(n=356)*	Year 2 *(n=330)*	Year 2 *(n=3770)*
Outcome/decision was unfair or incorrect	24	26	3
Staff member had a bad attitude/arrogant/indifferent/abrupt	34	**20**	2
Didn't take matter seriously/didn't believe me/didn't care	0	**13**	1
Didn't consider circumstances/unsympathetic/insensitive	0	**11**	1
Police didn't call back, no follow-up/feedback	8	7	1
Police took too long to respond/didn't attend/inadequate response	2	**7**	1
Respondent felt picked on/discriminated against	5	6	1
Police were incompetent/didn't handle situation well/didn't do	8	5	1

	Respondents who Disagree		All Respondents
	Baseline *(n=356)*	Year 2 *(n=330)*	Year 2 *(n=3770)*
all they could			
Police didn't do anything/no outcome/action/Police didn't do their job	13	**4**	<1
Poor/confusing process – transferred/got computer message/couldn't speak to the person I needed to	1	**4**	<1
Poor communication/didn't listen/disinterested/no explanation	0	**4**	<1
Police just gathering revenue/giving out tickets for no reason	0	**3**	<1

Base: All respondents who disagreed to some extent that their individual circumstances were taken into account

Note: Multiple responses to this question permitted. Therefore, table may total to more than 100%

Orange highlighting denotes a significant difference between Baseline and Y2

Table lists those reasons mentioned by 3% or more of respondents

Respondents significantly more likely to mention that the **outcome/decision was unfair/incorrect** include those:

- whose reason for contact was a traffic offence (54%, compared with 12% of all other respondents); and/or
- whose point of contact was on the roadside (42%, compared with 10% of all other respondents).

Respondents significantly more likely to mention that the **staff member had a bad attitude** include those:

- aged between 55 and 64 years (38%, compared with 18% of all other respondents); and/or
- whose reason for contact was a traffic stop (35%, compared with 18% of all other respondents).

Respondents significantly more likely to mention that the **matter wasn't taken seriously** include those:

- whose point of contact was either calling their local station (31%) or over the counter at their local station (29%) (compared with 8% of all other respondents);
- of Asian/Indian descent (26%, compared with 12% of all other respondents); and/or
- aged between 45 and 54 years (22%, compared with 11% of all other respondents).

Respondents significantly more likely to mention that the **Police didn't consider circumstances/unsympathetic** include those:

- aged between 35 and 44 years (20%, compared with 9% of all other respondents); and/or
- whose point of contact was on the roadside (15%, compared with 6% of all other respondents).

Respondents significantly more likely to mention that the **Police didn't call back/no follow-up** include those:

- living in the Counties Manukau district (16%, compared with 6% of all other respondents); and/or
- whose point of contact was on the roadside (15%, compared with 5% of all other respondents).

Respondents significantly more likely to mention **Police took too long to respond** include those whose point of contact was calling their local station (15%, compared with 5% of all other respondents).

Respondents significantly more likely to mention that they **felt picked on or discriminated against** include those:

- of Asian/Indian descent (18%, compared with 5% of all other respondents);
- whose reason for contact was a traffic stop (13%) or a traffic offence (11%) (compared with <1% of all other respondents);
- aged between 16 and 24 years (12%, compared with 5% of all other respondents); and/or
- whose point of contact was on the roadside (11%, compared with <1% of all other respondents).

Respondents significantly more likely to mention that **Police were incompetent and didn't handle the situation well** include those:

- living in the Wellington district (19%, compared with 3% of all other respondents);
- whose reason for contact was theft (14%, compared with 4% of all other respondents);
- of Asian/Indian descent (13%, compared with 4% of all other respondents); and/or
- whose point of contact was in person (other than on the roadside or at the Police station) (12%, compared with 4% of all other respondents).

Respondents significantly more likely to mention **poor communication** include those:

- whose point of contact was in person (other than on the roadside or at the Police station) (11%, compared with 3% of all other respondents); and/or
- aged between 16 and 24 years (10%, compared with 3% of all other respondents).

Respondents significantly more likely to mention that the **Police didn't do anything/no action or outcome** include those:

- whose point of contact was calling their local station (18%, compared with 2% of all other respondents);
- whose reason for contact was theft (13%, compared with 3% of all other respondents);
- aged between 45 and 54 years (10%, compared with 3% of all other respondents); and/or
- of European descent (6%, compared with 1% of all other respondents).

Respondents significantly more likely to mention that **the process was confusing/poor** include those:

- living in the Counties Manukau district (12%, compared with 3% of all other respondents);
- whose point of contact was calling their local station (12%, compared with 2% of all other respondents); and/or
- who are male (6%, compared with <1% of female respondents).

Respondents significantly more likely to mention that **Police were just gathering revenue** include those:

- whose reason for contact was a traffic offence (6%, compared with 1% of all other respondents); and/or
- whose point of contact was on the roadside (5%, compared with <1% of all other respondents).

5.6. I Received Consistent Information/Advice

Note: This question was asked of all respondents who had contact with the Police by <u>calling</u> either the <u>Communications Centres</u> or the <u>local Police Station</u> in the last 6 months.

Question: Regarding your contact with the police, please tell me if you agree or disagree with the following statement. **I received consistent information/advice**. Would you say you........

1. Strongly Disagree
2. Disagree
3. Neither agree nor disagree
4. Agree
5. Strongly Agree
6. *(don't read)* Don't know
7. *(don' read)* Not Applicable
8. *(don' read)* Refused

5.6.1. *I Received Consistent Information/Advice - Changes between Baseline and Year 2*

Seventy-eight percent of respondents in Year Two *agreed* (46%) or *strongly agreed* (32%) that they received consistent information and/or advice. This is a similar share to that recorded in the baseline (78%; 43% *agreeing*, 35% *strongly agreeing*).

In contrast, 13% of respondents *disagreed* (9%) or *strongly disagreed* (4%) that they received consistent information or advice (consistent with the baseline measure).

Figure 16: I Received Consistent Information/Advice – Baseline versus Year 2 (%)
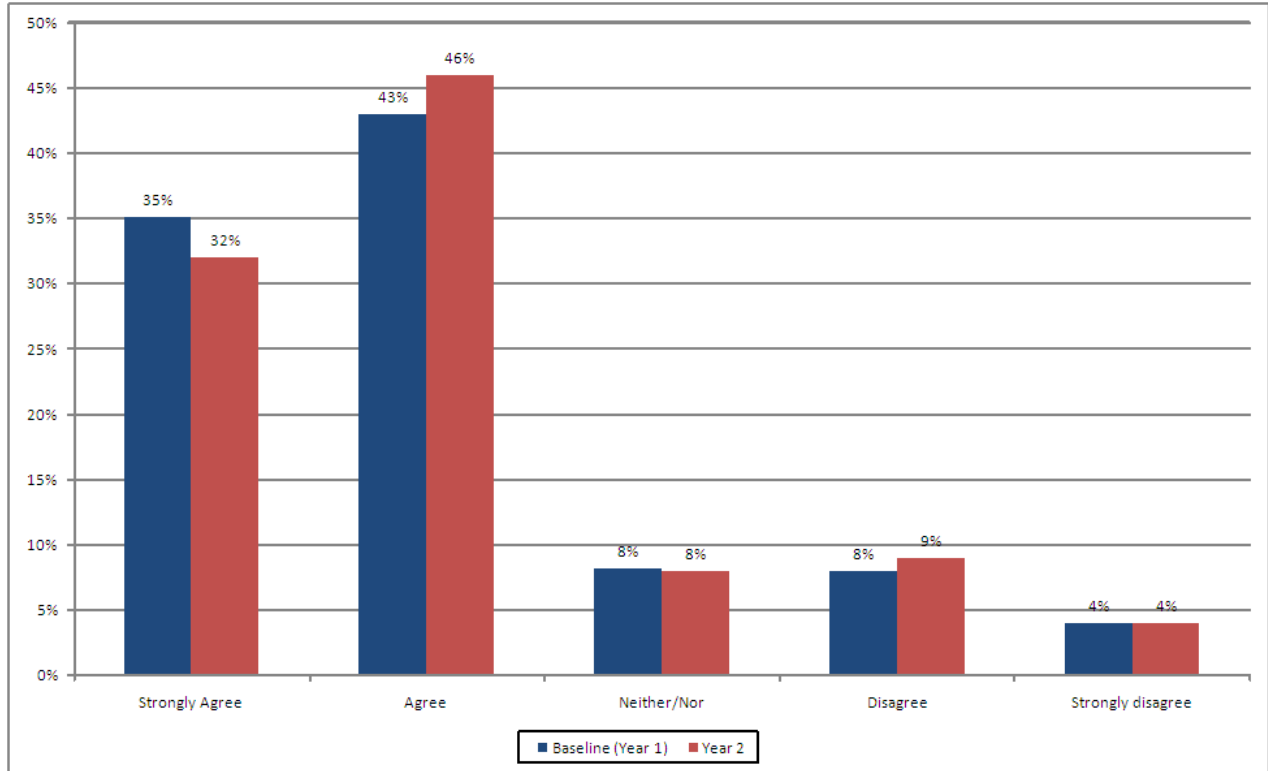
Base: All respondents who called either the Communications Centres or a local station excluding those giving a 'not applicable' response.   Baseline n=1903, Year 2 n=1711.

Red arrow indicates a significant increase/decrease in ratings between Baseline and Year 2.

Table 37: I Received Consistent Information/Advice – Baseline Versus Year 2 (%)

	Baseline	**Year 2**
Strongly Agree	35	**32**
Agree	43	**46**
Neither/Nor	8	**8**
Disagree	8	**9**
Strongly Disagree	4	**4**
Don't know	2	**1**
Total Agree	**78**	**78**
Total Disagree	**12**	**13**
Base	*1903*	*1711*

Base: All respondents who called either the Communications Centres or a local station excluding those giving a 'not applicable' response.

Orange highlighting indicates a significant increase/decrease in results between the Baseline measure and Year 2.

5.6.2.   I received Consistent Information/Advice - Changes Over Time

The share agreeing to some extent that they received consistent information/advice declined across the four quarters of Year 2 – down significantly from 81% *agree/strongly agree* in Quarter 1 (July to September 2008), to 69% in Quarter 4 (April to June 2009).   In contrast, the share *disagreeing/strongly disagreeing* has increased significantly from 12% in Quarter 1, to 19% in Quarter 4.

Note: The decline in ratings is more evident for those calling the local station than it is for those calling the Communications Centres.

Table 38: I Received Consistent Information/Advice – Changes Over Time (%)

	Baseline	Y2Q1	Y2Q2	Y2Q3	Y2Q4
Strongly Agree	35	36	32	34	28
Agree	43	45	48	45	41
Neither/Nor	8	6	**10**	8	11
Disagree	8	7	7	**11**	14
Strongly Disagree	4	5	3	2	**5**
Don't know	2	1	**0**	0	**1**
Total Agree	**78**	**81**	**80**	**79**	**69**
Total Disagree	**12**	**12**	**10**	**13**	**19**
Base	*1903*	*456*	*440*	*413*	*402*

Base: All respondents who called either the Communications Centres or a local station excluding those giving a 'not applicable' response.

Orange highlighting indicates a significant increase/decrease in results between measures.

5.6.3.   I Received Consistent Information/Advice - Significant Differences For Year 2

The following statistically significant differences for Year 2 total are evident at the total results level (General and Communications Centres Year 2 results combined).

Those respondents significantly more likely to *agree/strongly agree* that they received consistent information/advice included those living in Canterbury district (90%, compared with 76% of all other respondents).

Thirteen percent of respondents who had contact with the Police in Year 2 *disagreed/ strongly disagreed* that they received consistent information/advice. No group of respondents was significantly more likely to give a rating of *disagree/ strongly disagree*.

5.6.4.   I Received Consistent Information/Advice - Comparison by District

Note: *Sample sizes for some districts are small. Therefore results should be considered indicative only.*

1.   Year Two

The majority of respondents (78%) *agreed* or *strongly agreed* that they received consistent information/advice. Those living in the Canterbury district were over-represented among those respondents giving a positive rating (90%), while those living in the Waikato district were significantly less likely to agree to some extent that they received consistent information/advice (70%).

**Figure 17: I Received Consistent Information/Advice - by District in Year 2
(% Agree/Strongly Agree)**
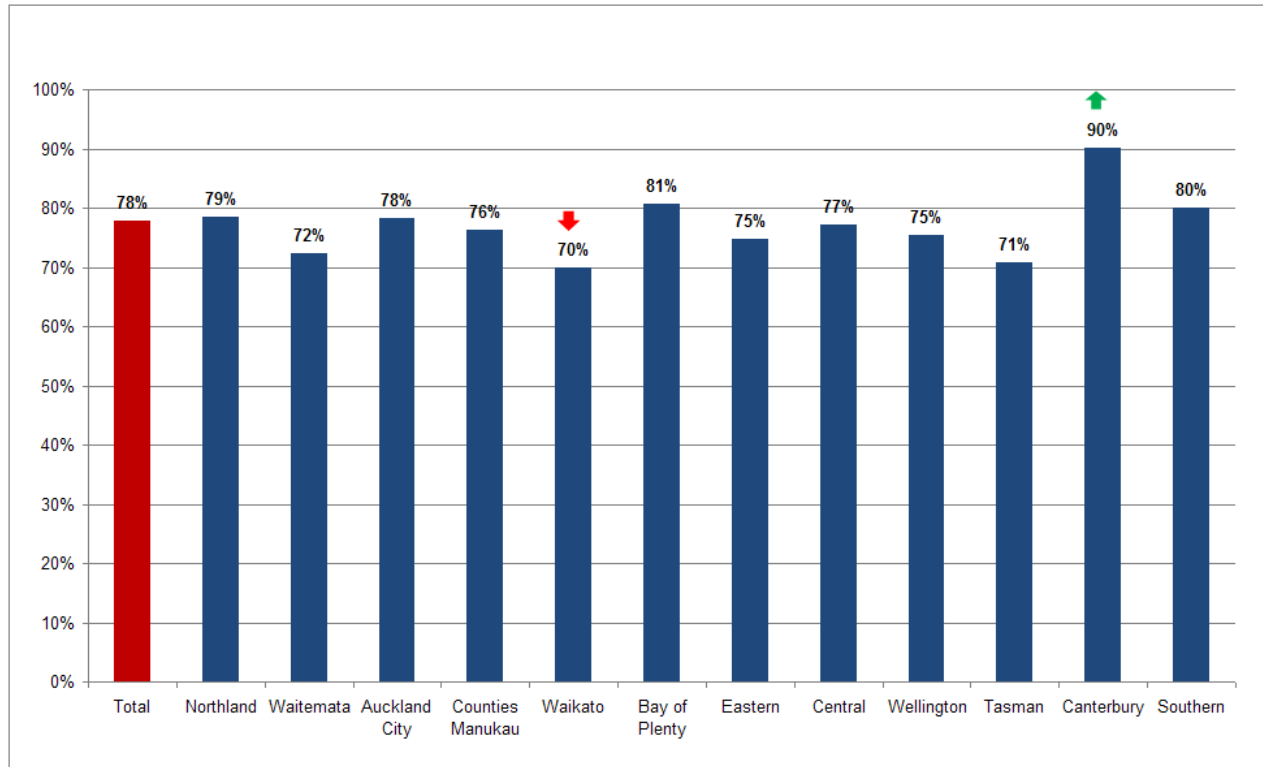
Base: All respondents who called either the Communications Centres or a local station, excluding 'not applicable' responses. Total (Year Two) n=1711; Northland n=58; Waitemata n=164; Auckland n=239; Counties n=217; Waikato n=138; Bay of Plenty n=139; Eastern n=91; Central n=110; Wellington n=184; Tasman n=64; Canterbury n=229; Southern n=78.
Green arrow indicates a significantly higher result than the total. Red arrow indicates a significantly lower result than the total.

2. Baseline Versus Year Two

When compared with baseline data, the proportion of respondents who *agreed/ strongly agreed* that they received consistent information/advice varied by district, with positive perceptions increasing or remaining stable in five of the 12 districts and decreasing in seven districts. A significant increase in the proportion of respondents agreeing to some extent was reported for those living in the Canterbury district (up from 81% at baseline to 90%). Furthermore, the proportion of respondents who disagreed to some extent declined significantly for those living in the Bay of Plenty and Canterbury districts (each down to 6% *disagreeing/strongly disagreeing*, from 14% and 12% respectively).

In contrast, the proportion of respondents who *agreed/strongly agreed* that they received consistent information/advice decreased significantly for respondents living in the Eastern (76%, down from 85%) and Waikato (69%, down from 79%) districts. In addition, there was a significant decrease in the proportion of those living in the Waitemata district who *strongly agree* (down from 43% to 29%). There was also a significant increase in the proportion of respondents living in the Wellington district who disagreed to some extent with this statement, up from 9% at baseline to 16% in Year Two.

Table 39: I Received Consistent Information/Advice – By District (%)

	Northland		Waitemata		Auckland City		Counties Manukau		Waikato		Bay Of Plenty	
	Baseline	Y2 Total	Baseline	Y2 Total	Baseline	Y2 Total	Baseline	Y2 Total	Baseline	Y2 Total	Baseline	Y2 Total
Strongly Agree	27	42	43	**29**	35	30	39	36	30	31	28	29
Agree	46	37	35	43	44	48	35	41	49	**38**	44	52
Neither/nor	9	12	10	7	7	7	9	8	7	10	12	13
Disagree	12	6	7	11	11	9	9	10	9	12	11	6
Strongly Disagree	6	3	5	8	3	5	6	4	4	6	3	**0**
Don't know	0	0	0	2	0	1	2	1	1	3	2	0
Total Agree	**73**	**79**	**78**	**72**	**79**	**78**	**74**	**77**	**79**	**69**	**72**	**81**
Total Disagree	**18**	**9**	**12**	**19**	**14**	**14**	**15**	**14**	**13**	**18**	**14**	**6**
Base	*66*	*58*	*158*	*164*	*173*	*239*	*190*	*217*	*179*	*138*	*165*	*139*

(Part 2)

	Eastern		Central		Wellington		Tasman		Canterbury		Southern	
	Baseline	Y2 Total	Baseline	Y2 Total	Baseline	Y2 Total	Baseline	Y2 Total	Baseline	Y2 Total	Baseline	Y2 Total
Strongly Agree	43	35	21	23	43	41	36	32	35	32	34	29
Agree	43	40	58	54	39	35	35	39	46	**58**	48	51
Neither/nor	6	12	10	9	9	6	6	11	7	4	5	12
Disagree	5	11	8	9	4	**11**	11	17	8	4	5	8
Strongly Disagree	2	2	2	5	5	5	8	**1**	4	2	5	**0**
Don't know	1	0	1	0	0	2	4	0	0	0	3	0
Total Agree	**86**	**75**	**79**	**77**	**82**	**76**	**71**	**71**	**81**	**90**	**82**	**80**
Total Disagree	**7**	**13**	**10**	**14**	**9**	**16**	**19**	**18**	**12**	**6**	**10**	**8**
Base	*141*	*91*	*178*	*110*	*209*	*184*	*117*	*64*	*202*	*229*	*125*	*78*

Base: All respondents who called either the Communications Centres or a local station, excluding 'not applicable' responses

Note: Bold indicates a statistically significant change from the baseline

Green highlighting denotes a statistically significant improvement from the baseline

Red highlighting denotes a statistically significant negative change from the baseline

5.6.5. I Received Consistent Information/Advice - Comparison by Point of Contact

1. Year Two

Respondents who called the Communications Centres were slightly more likely (80%) than those who called their local station (75%) to *strongly agree* or *agree* that they received consistent information/advice, although this difference was not statistically significant.

Figure 18: I Received Consistent Information/Advice - by Point of Contact in Year 2
(% Agree/Strongly Agree)
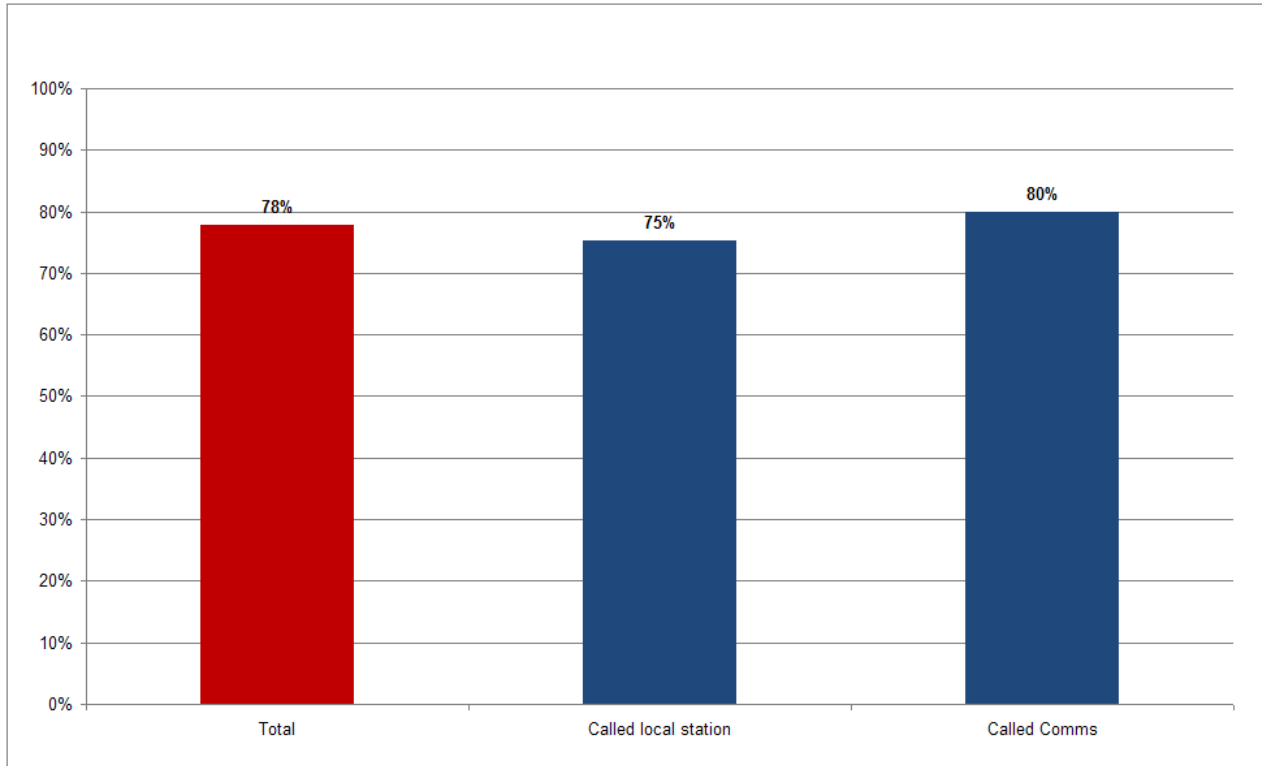
Base: All respondents who called either the Communications Centres or a local station, excluding 'not applicable' responses. Total (Year Two) n=1771; Called local station n=377; Called the Communications Centres n=1334.
Green arrow indicates a significantly higher result than the total. Red arrow indicates a significantly lower result than the total.

2. Baseline Versus Year Two

The proportion of respondents who *agreed/strongly agreed* that they received consistent information/advice increased slightly for those whose point of contact was calling the Communications Centres (up from 78% to 80%). In comparison, the proportion giving a positive rating decreased slightly for those who had called their local station (down from 79% to 75%), due to a significant decrease in the proportion of respondents who *strongly agreed* (down from 34% to 26%).

Table 40: I Received Consistent Information/Advice – By Point Of Contact (%)

	Called Local Station		Over the Counter		Roadside		Called Comms		Other (Police in person)	
	Baseline	Y2 Total	Baseline	Y2 Total	Baseline	Y2 Total	Baseline	Y2 Total	Baseline	Y2 Total
Strongly Agree	34	**26**	N/A	N/A	N/A	N/A	37	37	N/A	N/A
Agree	45	49	N/A	N/A	N/A	N/A	41	43	N/A	N/A
Neither/nor	7	9	N/A	N/A	N/A	N/A	9	8	N/A	N/A
Disagree	9	10	N/A	N/A	N/A	N/A	7	8	N/A	N/A
Strongly Disagree	5	5	N/A	N/A	N/A	N/A	4	3	N/A	N/A
Don't know	0	1	N/A	N/A	N/A	N/A	2	1	N/A	N/A
Total Agree	**79**	**75**	**N/A**	**N/A**	**N/A**	**N/A**	**78**	**80**	**N/A**	**N/A**
Total Disagree	**14**	**15**	**N/A**	**N/A**	**N/A**	**N/A**	**11**	**11**	**N/A**	**N/A**
Base	*714*	*377*	*N/A*	*N/A*	*N/A*	*N/A*	*1189*	*1334*	*N/A*	*N/A*

Base: All respondents who called either the Communications Centres or a local station, excluding 'not applicable' responses

Note: Bold indicates a statistically significant change from the baseline

Green highlighting denotes a statistically significant improvement from the baseline

Red highlighting denotes a statistically significant negative change from the baseline

5.6.6. I Received Consistent Information/Advice - Comparison by Ethnicity

Note: This question was asked of all respondents who had called either the Communications Centres or a local Police station. The analysis by ethnicity includes the results from all surveying carried out in Year Two – including the General Sample, Communications Centres Sample and both the Asian and Māori Booster samples. As a result the 'totals' in the ethnicity analysis differ from those recorded for this question throughout the rest of the report.

There were no significant differences in perceptions of whether respondents received consistent information/advice by ethnicity. However, those of Asian/Indian descent were less likely to *agree/strongly agree* (69%) and the most likely to disagree to some extent (21% *disagreeing/strongly disagreeing*).

Note: The sample size for those of "other ethnicities" is small. Therefore the data for this group has been omitted from the table below (however their results are still included under 'total results').

Table 41: I Received Consistent Information/Advice – By Ethnicity* (%)

	Total	NZ European/ Pakeha	Māori	Pacific People	Asian/ Indian
Strongly Agree	**31**	32	34	34	20
Agree	**46**	46	38	53	49
Neither/nor	**9**	8	10	6	10
Disagree	**9**	9	11	5	16
Strongly Disagree	**4**	4	5	2	5
Don't know	**1**	1	2	0	0
Total Agree	**77**	**78**	**72**	**87**	**69**
Total Disagree	**13**	**13**	**16**	**7**	**21**
Base	*1771*	*1260*	*313*	*83*	*97*

Base: All respondents who called either the Communications Centres or a local station, excluding 'not applicable' responses
Green highlighting denotes statistically significant higher positive result or lower negative result than the Total
Red highlighting denotes statistically significant lower positive result or higher negative result than the Total
*Includes Asian and Maori Booster samples. As a result, the 'totals' in this table differ from those recorded for this question in the rest of the report.

5.6.7. I Received Consistent Information/Advice - Reasons for Dissatisfaction

Thirty-six percent of those who *disagreed* or *strongly disagreed* that they received consistent information/advice reported that no information, help or advice was given. Just over one in five (22%) mentioned that no one called them back or provided follow-up, while a further 12% reported that the Police did not respond or that the response was inadequate or slow. One in ten respondents (10%) mentioned that the staff member had a bad attitude.

When compared with baseline data, there has been a significant increase in the share of respondents who mentioned that the reason they disagreed to some extent that they received consistent information/advice was:

- Police took too long to respond/inadequate response (12%, compared with 5% at baseline);
- Police didn't take the matter seriously (8%, compared with 0%); and
- Police were not knowledgeable/lacked geographical knowledge (4%, compared with 0%).

In contrast, there has been a significant decrease in the share of respondents who mentioned that the reason they disagreed to some extent that they received consistent information/advice that Police didn't do anything/no outcome or action taken (8%, compared with 20% at baseline).

Table 42: I Received Consistent Information/Advice – Reasons for Dissatisfaction (%)

	Respondents who Disagree		All Respondents
	Baseline *(n=191)*	**Year 2** *(n=157)*	**Year 2** *(n=1711)*
No information/help/advice given	36	36	4
Police didn't call back, no follow-up/feedback	30	22	2
Police took too long to respond/didn't attend/inadequate response	5	**12**	1
Staff member had a bad attitude/arrogant/indifferent/abrupt	14	10	1
Didn't take matter seriously/didn't believe me/didn't care	0	**8**	1
Police didn't do anything/no outcome/no action/Police didn't do their job	20	**8**	1
Police were incompetent/didn't handle situation well/didn't do all they could	3	6	1
Police were not knowledgeable/lacked geographical knowledge	0	**4**	<1
Poor/confusing process – transferred/got computer message/couldn't speak to the person I needed to	3	3	<1

Base: All respondents who called either the Communications Centres or a local station who disagreed to some extent that they received consistent information/advice

Note: Multiple responses to this question permitted. Therefore, table may total to more than 100%

Orange highlighting denotes a significant difference between Baseline and Y2

Table lists those reasons mentioned by 3% or more of respondents

There were no significant differences in the reasons given for disagreeing that respondents received consistent information/advice by demographic characteristics, location, point of contact or reason for contact.

5.7. The Process Was Straightforward and Easy to Understand

Note: This question was asked of all respondents who had contact with the Police by calling either the Communications Centres or the local Police Station in the last 6 months.

Question: Regarding your contact with the police, please tell me if you agree or disagree with the following statement. **The process was straightforward and easy to understand**. Would you say you........

1. Strongly Disagree
2. Disagree
3. Neither agree nor disagree
4. Agree
5. Strongly Agree
6. *(don't read)* Don't know
7. *(don' read)* Not Applicable
8. *(don' read)* Refused

5.7.1. The Process Was Straightforward and Easy to Understand - Changes between Baseline and Year 2

The majority of respondents in Year 2 found the process straightforward and easy to understand, with 92% *agreeing* (53%) or *strongly agreeing* (39%) with the statement. The share agreeing to some extent has increased significantly, from 90% *agree/strongly agree* in the baseline measure.

Five percent of respondents disagreed/strongly disagreed that the process was straightforward and easy to understand – down one percentage point from the baseline measure (6%).

Figure 19: The Process Was Straightforward and Easy to Understand – Baseline versus Year 2 (%)
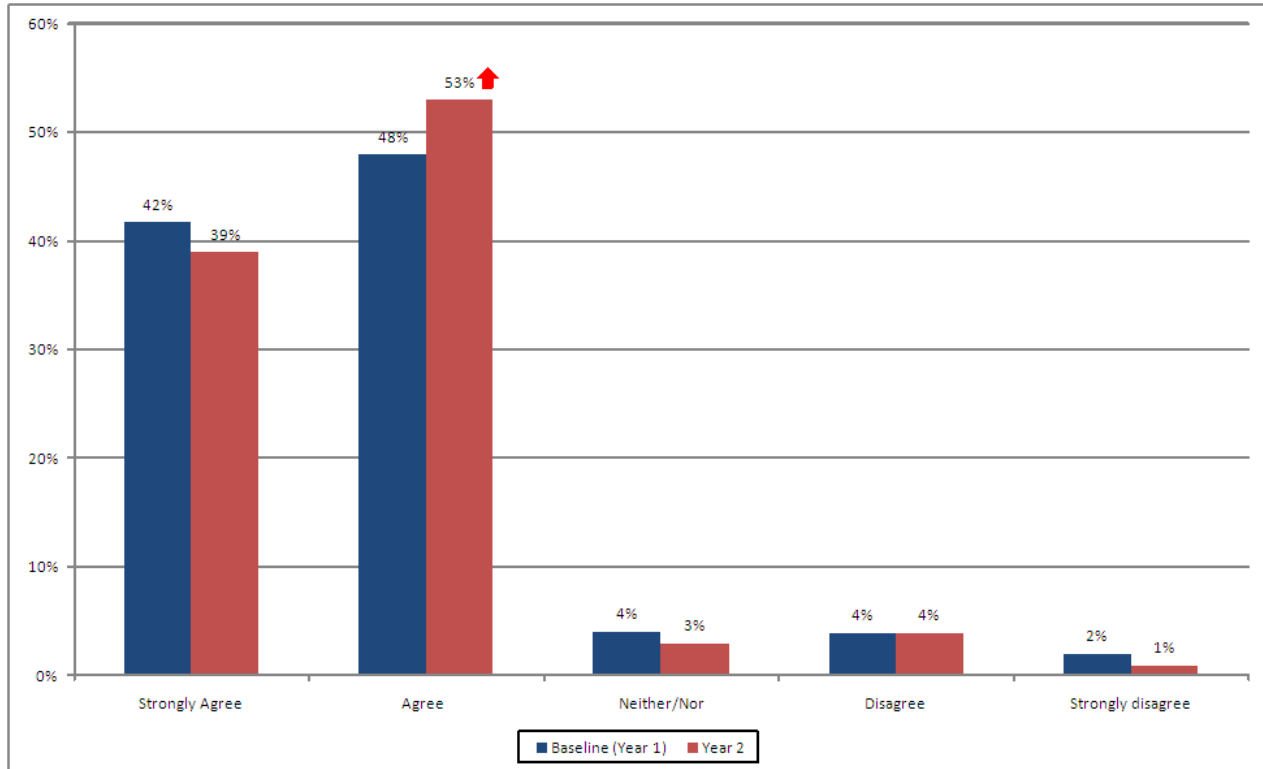
Base: All respondents who called either the Communications Centres or a local station, excluding those giving a 'not applicable' response.   Baseline n=1997, Year 2 n=1818.

Red arrow indicates a significant increase/decrease in ratings between Baseline and Year 2.

Table 43: The Process Was Straightforward and Easy to Understand – Baseline Versus Year 2 (%)

	Baseline	Year 2
Strongly Agree	42	39
Agree	48	53
Neither/Nor	4	3
Disagree	4	4
Strongly Disagree	2	1
Don't know	0	0
Total Agree	**90**	**92**
Total Disagree	**6**	**5**
Base	*1997*	*1818*

Base: All respondents who called either the Communications Centres or a local station, excluding those giving a 'not applicable' response.

Orange highlighting indicates a significant increase/decrease in results between the Baseline measure and Year 2.

5.7.2. The Process Was Straightforward and Easy to Understand - Changes Over Time

After increasing significantly between the baseline measure and Quarter 1, the share *agree/strongly agree* that the process was straightforward and easy to understand declined across the four quarters of Year 2 – down significantly from 95% *agreeing/strongly agreeing* in Quarter 1 (July to September 2008), to 87% in Quarter 4 (April to June 2009). In contrast, there has been a significant increase in the share *disagreeing/strongly disagreeing*, from 2% in Quarter 1, to 6% in Quarter 4.

Table 44: The Process Was Straightforward and Easy to Understand – Changes Over Time(%)

	Baseline	Y2Q1	Y2Q2	Y2Q3	Y2Q4
Strongly Agree	42	43	37	39	37
Agree	48	52	54	53	50
Neither/Nor	4	3	3	3	7
Disagree	4	2	5	3	2
Strongly Disagree	2	0	1	1	4
Don't know	0	0	0	1	0
Total Agree	**90**	**95**	**91**	**92**	**87**
Total Disagree	**6**	**2**	**6**	**4**	**6**
Base	*1997*	*486*	*467*	*442*	*423*

Base: All respondents who called either the Communications Centres or a local station, excluding those giving a 'not applicable' response.

Orange highlighting indicates a significant increase/decrease in results between measures.

5.7.3. The Process Was Straightforward and Easy to Understand - Significant Differences For Year 2

The following statistically significant differences for Year 2 total are evident at the total results level (General and Communications Centres Year 2 results combined).

Ninety-two percent of respondents *agreed/strongly agreed* that the process was straightforward and easy to understand. No group of respondents was significantly more likely to *agree/strongly agree*.

Five percent of respondents *disagreed/strongly disagreed* that the process was straightforward and easy to understand. No group of respondents was significantly more likely to *disagree/strongly disagree*.

5.7.4. The Process Was Straightforward and Easy to Understand - Comparison by District

Note: *Sample sizes for some districts are small. Therefore results should be considered indicative only.*

1. Year Two

Ninety-two percent of respondents agreed to some extent that the process was straightforward and easy to understand. However, those living in the Waitemata (88%) and Northland (85%) districts were significantly less likely to *agree* or *strongly agree* that the process was straightforward.

Figure 20: The Process Was Straightforward and Easy to Understand - by District in Year 2 (% Agree/Strongly Agree)
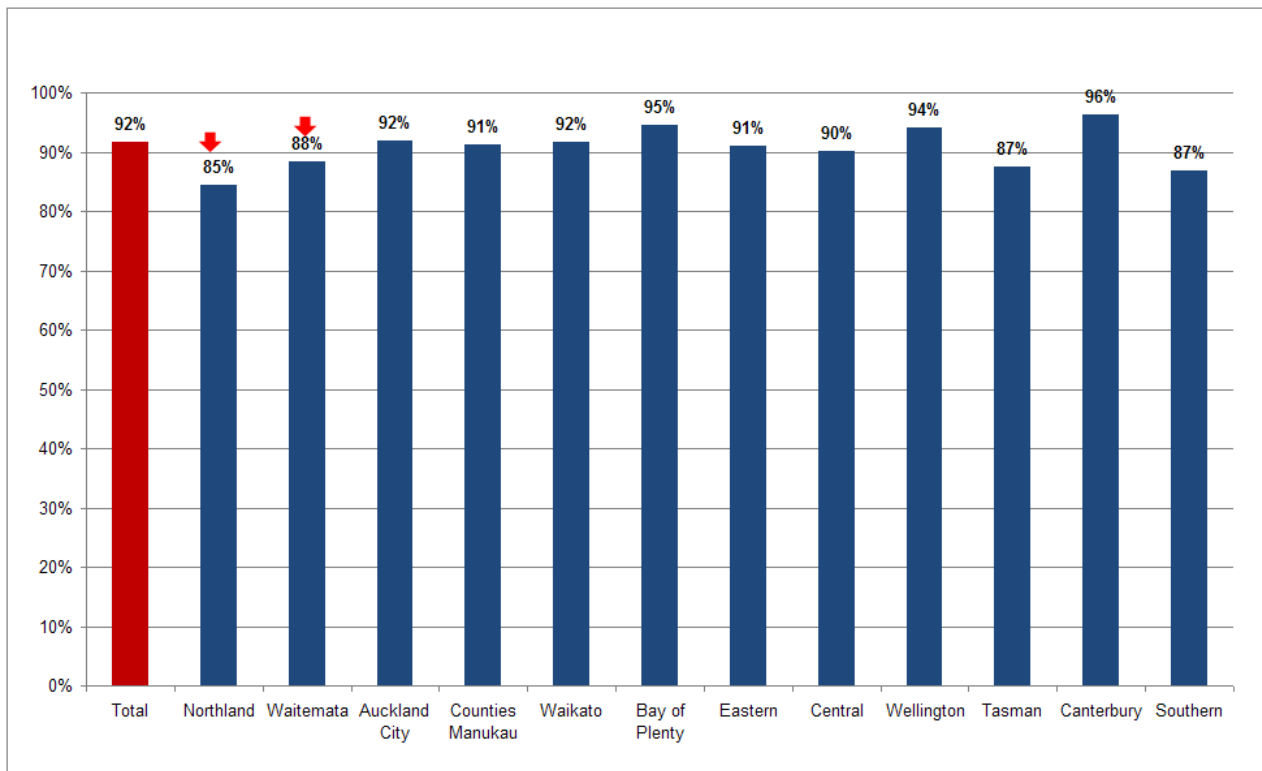
Base: All respondents who called either the Communications Centres or a local station, excluding 'not applicable' responses. Total (Year Two) n=1818; Northland n=59; Waitemata n=177; Auckland n=250; Counties n=233; Waikato n=143; Bay of Plenty n=154; Eastern n=94; Central n=115; Wellington n=197; Tasman n=68; Canterbury n=241; Southern n=87.
Green arrow indicates a significantly higher result than the total. Red arrow indicates a significantly lower result than the total.

2.   Baseline Versus Year Two

When compared with baseline data, the proportion of respondents who *agreed/strongly agreed* that the process was straightforward and easy to understand varied by district, with positive perceptions increasing or remaining stable in seven of the 12 districts. There has been a significant increase in the proportion of respondents agreeing to some extent for those living in the Canterbury district (up from 89% at baseline to 96%), while the proportion of respondents who disagreed to some extent declined significantly (down from 10% to 1%). The share of respondents *disagreeing/strongly disagreeing* that they received consistent information/advice also decreased significantly in the Waikato district (down from 9% to 3%).

(Part 1) **Table 45: The Process Was Straightforward and Easy to Understand – By District (%)**

	Northland		Waitemata		Auckland City		Counties Manukau		Waikato		Bay Of Plenty	
	Baseline	Y2 Total	Baseline	Y2 Total	Baseline	Y2 Total	Baseline	Y2 Total	Baseline	Y2 Total	Baseline	Y2 Total
Strongly Agree	35	47	48	39	44	38	42	38	32	41	27	**38**
Agree	55	**37**	44	50	50	54	49	53	52	50	63	56
Neither/nor	3	4	4	2	3	4	4	3	7	5	6	**1**
Disagree	0	**6**	3	7	1	3	3	4	6	2	1	4
Strongly Disagree	7	6	1	2	2	1	2	2	3	1	3	1
Don't know	0	0	0	0	0	0	0	0	0	1	0	0
Total Agree	**90**	**84**	**92**	**89**	**94**	**92**	**91**	**91**	**84**	**91**	**90**	**94**
Total Disagree	**7**	**12**	**4**	**9**	**3**	**4**	**5**	**6**	**9**	**3**	**4**	**5**
Base	*70*	*59*	*168*	*177*	*180*	*250*	*196*	*233*	*181*	*143*	*175*	*154*

(Part 2)

	Eastern		Central		Wellington		Tasman		Canterbury		Southern	
	Baseline	Y2 Total	Baseline	Y2 Total	Baseline	Y2 Total	Baseline	Y2 Total	Baseline	Y2 Total	Baseline	Y2 Total
Strongly Agree	39	38	37	34	48	44	47	38	44	39	43	37
Agree	53	53	46	56	43	50	39	49	45	**57**	47	50
Neither/nor	6	5	5	1	6	4	8	9	1	3	3	4
Disagree	1	1	9	6	2	1	4	4	6	**0**	3	8
Strongly Disagree	1	3	2	3	1	0	2	0	4	**1**	3	0
Don't know	0	0	1	0	0	1	0	0	0	0	1	1
Total Agree	**92**	**91**	**83**	**90**	**91**	**94**	**86**	**87**	**89**	**96**	**90**	**87**
Total Disagree	**2**	**4**	**11**	**9**	**3**	**1**	**6**	**4**	**10**	**1**	**6**	**8**
Base	*147*	*94*	*181*	*115*	*223*	*197*	*127*	*68*	*213*	*241*	*136*	*87*

Base: All respondents who called either the Communications Centres or a local station, excluding 'not applicable' responses

Note: Bold indicates a statistically significant change from the baseline

Green highlighting denotes a statistically significant improvement from the baseline

Red highlighting denotes a statistically significant negative change from the baseline

5.7.5. *The Process Was Straightforward and Easy to Understand - Comparison by Point of Contact*

1. Year Two

Positive ratings were the same among those whose point of contact was calling one of the Communication Centres and those who called their local station (both with 92% *agree/strongly agree*).

Figure 21: The Process Was Straightforward and Easy to Understand - by Point of Contact in Year 2 (% Agree/Strongly Agree)
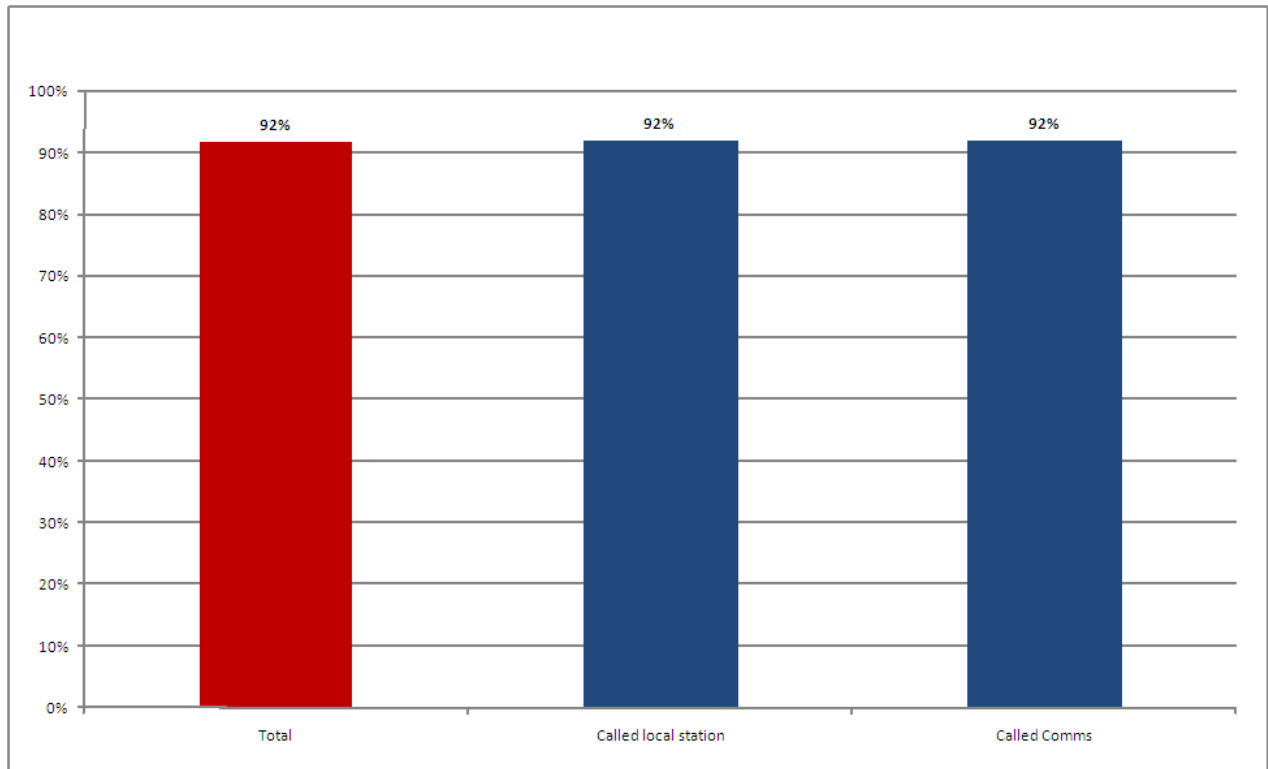
Base: All respondents who called either the Communications Centres or a local station, excluding 'not applicable' responses. Total (Year Two) n=1818; Called local station n=395; the Communications Centres n=1423.
Green arrow indicates a significantly higher result than the total. Red arrow indicates a significantly lower result than the total.

2. Baseline Versus Year Two

The proportion of respondents who *agreed/strongly agreed* that the process was straightforward and easy to understand increased significantly for those who had called their local station (up from 88% to 92%). In comparison, the proportion of those who had called the Communications Centres to *agree/strongly agree* was unchanged at 92%.

Table 46: The Process Was Straightforward and Easy to Understand – By Point Of Contact (%)

	Called Local Station		Over the Counter		Roadside		Called Comms		Other (Police in person)	
	Baseline	Y2 Total	Baseline	Y2 Total	Baseline	Y2 Total	Baseline	Y2 Total	Baseline	Y2 Total
Strongly Agree	38	**32**	N/A	N/A	N/A	N/A	46	45	N/A	N/A
Agree	50	**60**	N/A	N/A	N/A	N/A	46	47	N/A	N/A
Neither/nor	5	3	N/A	N/A	N/A	N/A	4	3	N/A	N/A
Disagree	4	3	N/A	N/A	N/A	N/A	3	4	N/A	N/A
Strongly Disagree	3	2	N/A	N/A	N/A	N/A	1	1	N/A	N/A
Don't know	0	0	N/A	N/A	N/A	N/A	0	0	N/A	N/A
Total Agree	**88**	**92**	**N/A**	**N/A**	**N/A**	**N/A**	**92**	**92**	**N/A**	**N/A**
Total Disagree	**7**	**5**	**N/A**	**N/A**	**N/A**	**N/A**	**4**	**5**	**N/A**	**N/A**
Base	*734*	*395*	*N/A*	*N/A*	*N/A*	*N/A*	*1263*	*1423*	*N/A*	*N/A*

Base: All respondents who called either the Communications Centres or a local station, excluding 'not applicable' responses

Note: Bold indicates a statistically significant change from the baseline

Green highlighting denotes a statistically significant improvement from the baseline

Red highlighting denotes a statistically significant negative change from the baseline

5.7.6. The Process Was Straightforward and Easy to Understand - Comparison by Ethnicity

Note: This question was asked of all respondents who had called either the Communications Centres or a local Police station. The analysis by ethnicity includes the results from all surveying carried out in Year Two – including the General Sample, Communications Centres Sample and both the Asian and Māori Booster samples. As a result the 'totals' in the ethnicity analysis differ from those recorded for this question throughout the rest of the report.

There were no notable significant differences in levels of agreement and disagreement by ethnicity when respondents were asked whether the process was straightforward and easy to understand. Agreement levels ranged from 96% for those of Pacific Island descent, to 87% for those of Māori descent.

Note: The sample size for those of "other ethnicities" is small. Therefore the data for this group has been omitted from the table below (however their results are still included under 'total results').

Table 47: The Process Was Straightforward and Easy to Understand – By Ethnicity* (%)

	Total	NZ European/ Pakeha	Māori	Pacific People	Asian/ Indian
Strongly Agree	**39**	40	43	35	31
Agree	**53**	53	**44**	61	59
Neither/nor	**3**	3	6	2	4
Disagree	**4**	3	5	2	3
Strongly Disagree	**1**	1	2	0	3
Don't know	**0**	0	0	0	0
Total Agree	**92**	**93**	**87**	**96**	**90**
Total Disagree	**5**	**4**	**7**	**2**	**6**
Base	*1878*	*1354*	*322*	*84*	*99*

Base: All respondents who called either the Communications Centres or a local station, excluding 'not applicable' responses
Green highlighting denotes statistically significant higher positive result or lower negative result than the Total
Red highlighting denotes statistically significant lower positive result or higher negative result than the Total
*Includes Asian and Maori Booster samples. As a result, the 'totals' in this table differ from those recorded for this question in the rest of the report.

5.7.7. The Process Was Straightforward and Easy to Understand – Reasons for Dissatisfaction

Note: Sample sizes for those disagreeing are small. Therefore results should be considered indicative only.

The greatest single share (32%) of those who disagreed to some extent that the process was straightforward and easy to understand commented that the process generally was poor or confusing (for example, their call was transferred, they couldn't speak to the person they needed to, or they had to leave a message). Fifteen percent reported that Police were not knowledgeable, while 11% mentioned that it took too long for their call to be answered and/or they were put on hold. One in ten (10%) reported that Police took too long to respond or that the response was inadequate, while a further 10% reported that they received no information, help or advice.

When compared with baseline data, there has been a significant increase in the share of respondents who mentioned that the reason they disagreed to some extent that the process was straightforward and easy to understand was:

- Police were not knowledgeable/lacked geographical knowledge (15%, compared with 0% at baseline);
- Poor communication (5%, compared with 0% at baseline); and/or
- Police didn't take the matter seriously (5%, compared with 0% at baseline).

Table 48: The Process Was Straightforward and Easy to Understand – Reasons for Dissatisfaction (%)

	Respondents who Disagree		All Respondents
	Baseline *(n=75)*	Year 2 *(n=65)*	Year 2 *(n=1818)*
Poor/confusing process – transferred/got computer message/couldn't speak to the person I needed to	24	32	1
Police were not knowledgeable/lacked geographical knowledge	0	**15**	1
Took too long to answer phone/put on hold for too long	9	11	<1
Police took too long to respond/didn't attend/inadequate response	5	10	<1
No information/help/advice given	17	10	<1
Police didn't do anything/no outcome/action/Police didn't do their job	16	8	<1
Police were incompetent/didn't handle situation well/didn't do all they could	9	6	<1

	Respondents who Disagree		All Respondents
	Baseline *(n=75)*	Year 2 *(n=65)*	Year 2 *(n=1818)*
Didn't take matter seriously/didn't believe me/didn't care	0	**5**	<1
Police didn't call back, no follow-up/feedback	13	5	<1
Poor communication/didn't listen/disinterested/no explanation	0	**5**	<1
Police station unattended/not enough staff/had to wait	0	4	<1
Staff member had a bad attitude/arrogant/indifferent/abrupt	10	3	<1

Base: All respondents who called either the Communications Centres or a local station who disagreed to some extent that the process was straightforward and easy to understand

Note: Multiple responses to this question permitted. Therefore, table may total to more than 100%

Orange highlighting denotes a significant difference between Baseline and Y2

Table lists those reasons mentioned by 3% or more of respondents

There were no significant differences in the reasons given for disagreeing that the process was straightforward and easy to understand by demographic characteristics, location, point of contact or reason for contact.

5.8. I Was Able to Get Through to a Staff Member Without Difficulty

Note: This question was asked of all respondents who had contact with the Police by <u>calling</u> either the <u>Communications Centres</u> or the <u>local Police Station</u> in the last 6 months.

Question: Regarding your contact with the police, please tell me if you agree or disagree with the following statement. **I was able to get through to a staff member without difficulty**. Would you say you........

1. Strongly Disagree
2. Disagree
3. Neither agree nor disagree
4. Agree
5. Strongly Agree
6. ***(don't read)*** Don't know
7. ***(don' read)*** Not Applicable
8. ***(don' read)*** Refused

5.8.1. *I Was Able to Get Through to a Staff Member Without Difficulty - Changes between Baseline and Year 2*

Nine out of ten respondents (91%) in Year Two *agreed* (45%) or *strongly agreed* (46%) that they were able to get through to a staff member without difficulty.   This represents a significant increase from the 89% *agreeing/strongly agreeing* with the statement in the baseline measure.

In contrast, 7% or respondents disagreed with the statement to some extent – stable from 8% *disagreeing/strongly disagreeing* in the baseline.

Figure 22: I Was Able to Get Through to a Staff Member Without Difficulty – Baseline versus Year 2 (%)
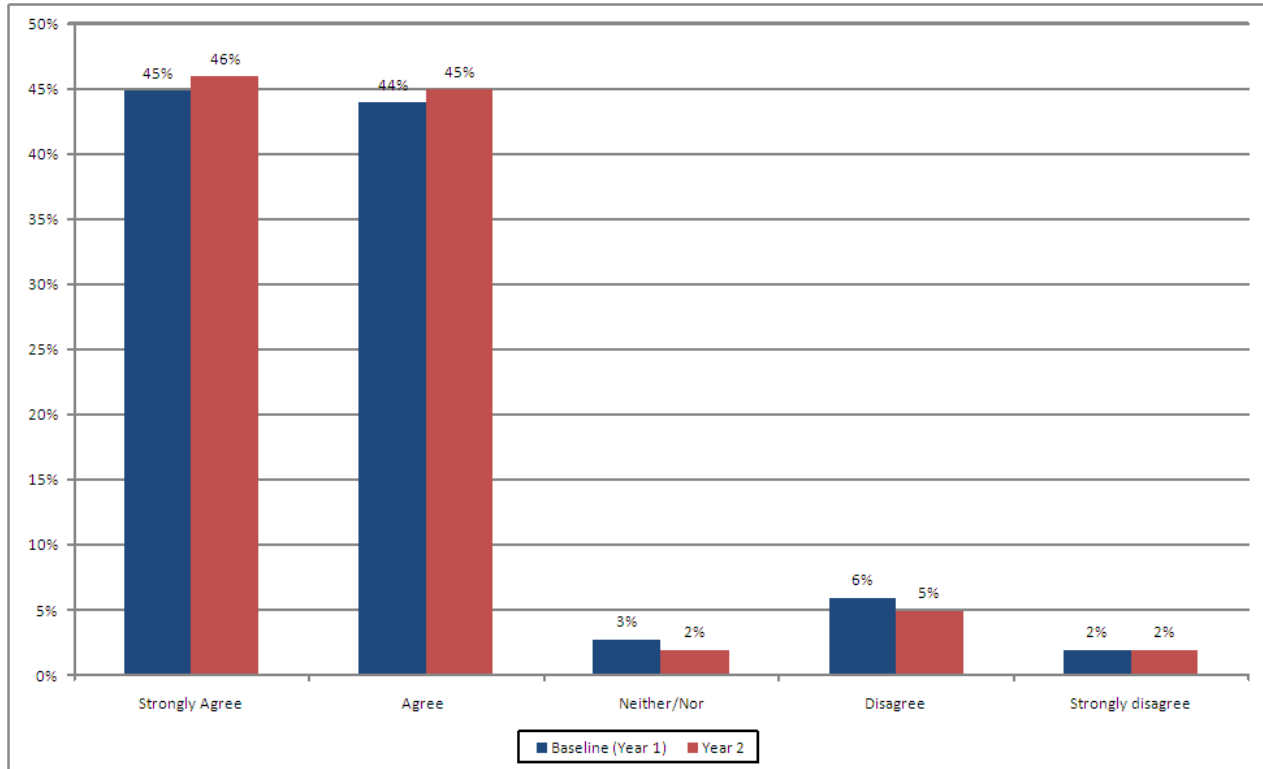
Base: All respondents who called either the Communications Centres or a local station, excluding those giving a 'not applicable' response.   Baseline n=2014, Year 2 n=1831.

Red arrow indicates a significant increase/decrease in ratings between Baseline and Year 2.

Table 49: I Was Able to Get Through to a Staff Member Without Difficulty – Baseline Versus Year 2 (%)

	Baseline	**Year 2**
Strongly Agree	45	**46**
Agree	44	**45**
Neither/Nor	3	**2**
Disagree	6	**5**
Strongly Disagree	2	**2**
Don't know	0	**0**
Total Agree	**89**	**91**
Total Disagree	**8**	**7**
Base	*2014*	*1831*

Base: All respondents excluding those giving a 'not applicable' response.

*Orange highlighting indicates a significant increase/decrease in results between the Baseline measure and Year 2.*

5.8.2. I Was Able to Get Through to a Staff Member Without Difficulty - Changes Over Time

After a significant increase in the share *agreeing/strongly agreeing* that they were able to get through to a staff member without difficulty between the baseline (89%) and Quarter 1 (93%), agreement levels remained high and stable across Year 2. The exception was a significant decline in agreement ratings between Quarter 3 and Quarter 4 (those *agreeing/strongly agreeing* down from 93%, to 87%) and a corresponding significant increase in the share *disagreeing/strongly disagreeing* with the statement (up from 5%, to 10%).

Table 50: I Was Able to Get Through to a Staff Member Without Difficulty –
Baseline Versus Year 2 (%)

	Baseline	Y2Q1	Y2Q2	Y2Q3	Y2Q4
Strongly Agree	45	47	45	50	45
Agree	44	46	46	43	42
Neither/Nor	3	1	2	1	3
Disagree	6	6	4	3	5
Strongly Disagree	2	0	2	2	5
Don't know	0	0	1	1	0
Total Agree	**89**	**93**	**91**	**93**	**87**
Total Disagree	**8**	**6**	**6**	**5**	**10**
Base	*2014*	*487*	*469*	*445*	*430*

Base: All respondents who called either the Communications Centres or a local station, excluding those giving a 'not applicable' response.

Orange highlighting indicates a significant increase/decrease in results between measures.

5.8.3. I Was Able to Get Through to a Staff Member Without Difficulty - Comparison by District

Note: *Sample sizes for some districts are small. Therefore results should be considered indicative only.*

1. Year Two

More than nine in ten respondents (91%) *agreed* or *strongly agreed* that they were able to get through to a staff member without difficulty. Those living in the Bay of Plenty district were the most likely to give a positive rating (95%), although this difference was not statistically significant. In contrast, those living in the Northland district were significantly less likely to agree to some extent that they were able to get through to a staff member without difficulty (83%).

**Figure 23: I Was Able to Get Through to a Staff Member without Difficulty - by District in Year 2
(% Agree/Strongly Agree)**
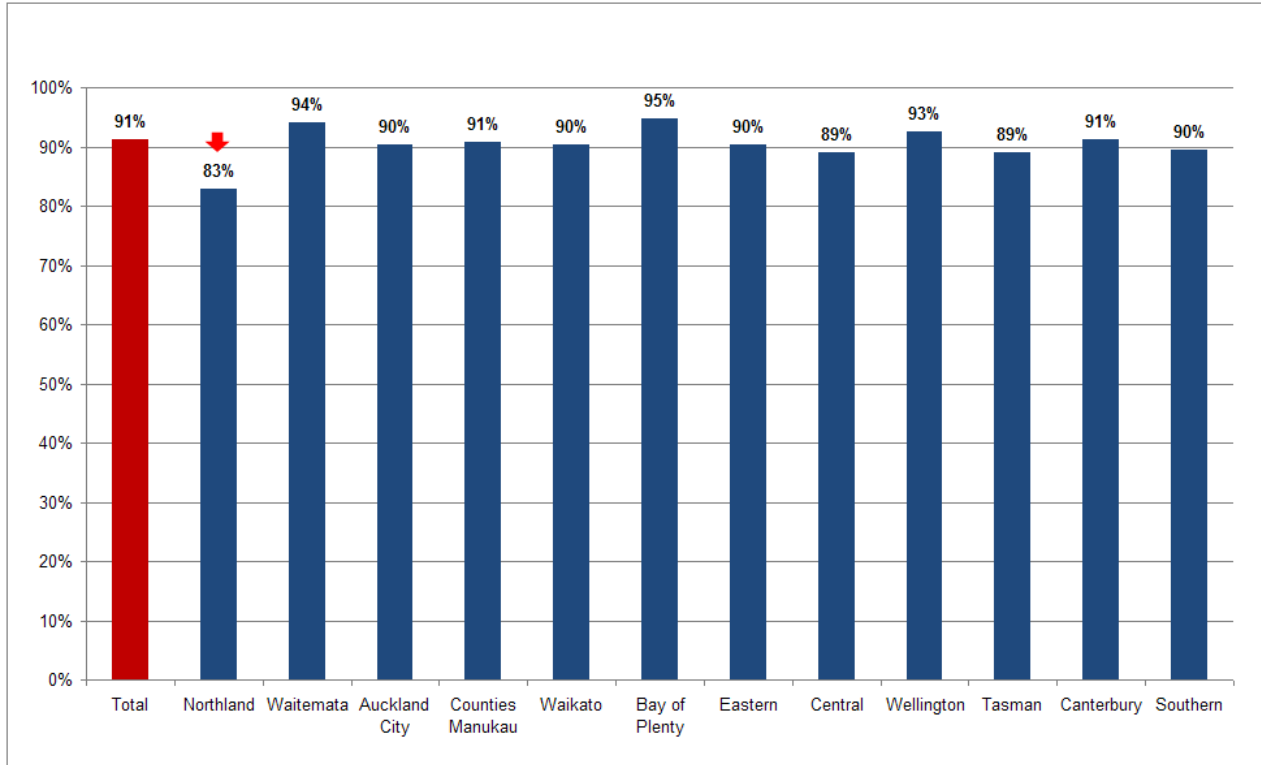
Base: All respondents who called either the Communications Centres or a local station, excluding 'not applicable' responses. Total (Year Two) n=1831; Northland n=59; Waitemata n=179; Auckland n=252; Counties n=234; Waikato n=145; Bay of Plenty n=155; Eastern n=93; Central n=118; Wellington n=198; Tasman n=68; Canterbury n=242; Southern n=88.

Green arrow indicates a significantly higher result than the total. Red arrow indicates a significantly lower result than the total.

2. Baseline Versus Year Two

The proportion of respondents who *agreed/strongly agreed* that they were able to get through to a staff member without difficulty varied by district. Positive perceptions increased or remained stable in seven of the 12 districts. In particular, a significant increase in the proportion of respondents agreeing to some extent was reported for those living in the Bay of Plenty (95%) and Waitemata (94%) districts (up from 84% and 88% at baseline respectively).   Furthermore, the proportion of respondents living in the Bay of Plenty district who disagreed to some extent declined significantly (down from 12% to 4%).

While not statistically significant, the most notable decease in positive ratings was reported by those living in the Eastern district, down from 96% at baseline to 91%.

Table 51: I Was Able to Get Through to a Staff Member Without Difficulty – By District (%)

	Northland		Waitemata		Auckland City		Counties Manukau		Waikato		Bay Of Plenty	
	Baseline	Y2 Total	Baseline	Y2 Total	Baseline	Y2 Total	Baseline	Y2 Total	Baseline	Y2 Total	Baseline	Y2 Total
Strongly Agree	39	51	50	50	45	43	48	48	39	45	32	**47**
Agree	41	32	38	44	45	47	40	43	46	46	52	48
Neither/nor	1	7	3	1	5	3	2	2	5	3	4	1
Disagree	14	6	6	2	2	4	7	4	9	5	7	**2**
Strongly Disagree	4	2	3	2	2	2	3	2	1	1	5	2
Don't know	1	2	0	1	1	1	0	1	0	0	0	0
Total Agree	**80**	**83**	**88**	**94**	**90**	**90**	**88**	**91**	**85**	**91**	**84**	**95**
Total Disagree	**18**	**8**	**9**	**4**	**4**	**6**	**10**	**6**	**10**	**6**	**12**	**4**
Base	70	59	171	179	181	252	201	234	183	145	175	155

(Part 2)

	Eastern		Central		Wellington		Tasman		Canterbury		Southern	
	Baseline	Y2 Total	Baseline	Y2 Total	Baseline	Y2 Total	Baseline	Y2 Total	Baseline	Y2 Total	Baseline	Y2 Total
Strongly Agree	48	45	43	37	54	56	49	43	41	49	44	33
Agree	48	46	41	52	40	37	43	46	51	42	49	56
Neither/nor	2	4	4	2	2	1	1	2	2	1	0	1
Disagree	1	4	11	**3**	3	5	6	8	3	**8**	3	4
Strongly Disagree	1	1	1	**6**	1	1	1	1	2	**0**	3	6
Don't know	0	0	0	0	0	0	0	0	1	0	1	0
Total Agree	**96**	**91**	**84**	**89**	**94**	**93**	**92**	**89**	**92**	**91**	**93**	**89**
Total Disagree	**2**	**5**	**12**	**9**	**4**	**6**	**7**	**9**	**5**	**8**	**6**	**10**
Base	148	93	182	118	223	198	128	68	214	242	138	88

Base: All respondents who called either the Communications Centres or a local station, excluding 'not applicable' responses

Note: Bold indicates a statistically significant change from the baseline

Green highlighting denotes a statistically significant improvement from the baseline

Red highlighting denotes a statistically significant negative change from the baseline

5.8.4.   *I Was Able to Get Through to a Staff Member Without Difficulty - Comparison by Point of Contact*

1.   Year Two

Respondents who had called the Communications Centres were significantly more likely to *agree/strongly agree* that they were able to get through to a staff member without difficulty than those who had called their local station (94% and 88% respectively).

Figure 24: I Was Able to Get Through to a Staff Member Without Difficulty - by Point of Contact in Year 2 (% Agree/Strongly Agree)
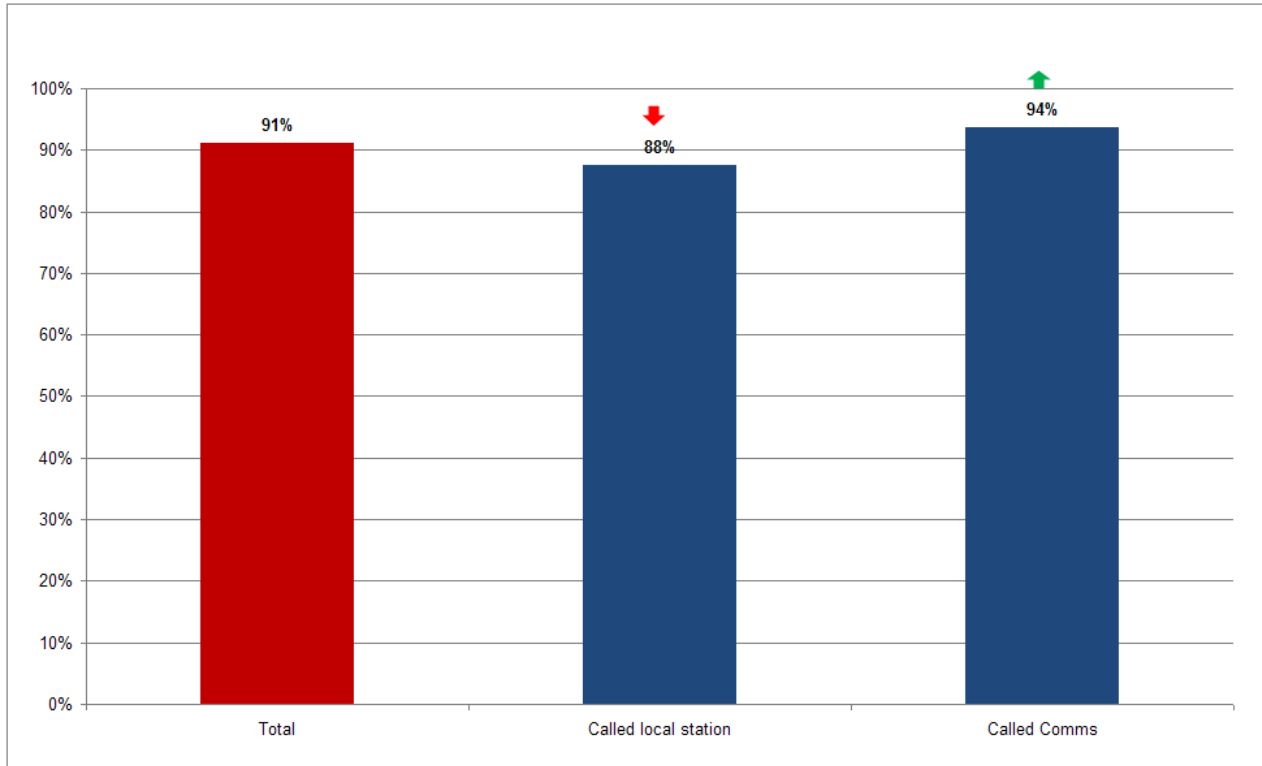
Base: All respondents who called either the Communications Centres or a local station, excluding 'not applicable' responses. Total (Year Two) n=1831; Called local station n=399; Communications Centres n=1432.
Green arrow indicates a significantly higher result than the total. Red arrow indicates a significantly lower result than the total.

2. Baseline Versus Year Two

Of those who had called their local station, the proportion of respondents who *agreed/strongly agreed* that they were able to get through to a staff member without difficulty increased slightly (up from 86% to 88%).   In comparison, the proportion of those who had called the Communications Centres and given a positive rating was unchanged at 94%. However, the share of those who had called the Communications Centres and disagreed to some extent (*disagree/strongly disagree*) that they were able to get through to a staff member without difficulty decreased significantly from 4% to 1%.

Table 52: I Was Able to Get Through to a Staff Member Without Difficulty – By Point Of Contact (%)

	Called Local Station		Over the Counter		Roadside		Called Comms		Other (Police in person)	
	Baseline	Y2 Total	Baseline	Y2 Total	Baseline	Y2 Total	Baseline	Y2 Total	Baseline	Y2 Total
Strongly Agree	38	39	N/A	N/A	N/A	N/A	54	52	N/A	N/A
Agree	48	49	N/A	N/A	N/A	N/A	40	42	N/A	N/A
Neither/nor	4	2	N/A	N/A	N/A	N/A	2	2	N/A	N/A
Disagree	7	7	N/A	N/A	N/A	N/A	3	**1**	N/A	N/A
Strongly Disagree	3	3	N/A	N/A	N/A	N/A	1	**0**	N/A	N/A
Don't know	0	0	N/A	N/A	N/A	N/A	0	3	N/A	N/A
Total Agree	**86**	**88**	**N/A**	**N/A**	**N/A**	**N/A**	**94**	**94**	**N/A**	**N/A**
Total Disagree	**10**	**10**	**N/A**	**N/A**	**N/A**	**N/A**	**4**	**1**	**N/A**	**N/A**
Base	*738*	*399*	*N/A*	*N/A*	*N/A*	*N/A*	*1276*	*1432*	*N/A*	*N/A*

Base: All respondents who called either the Communications Centres or a local station , excluding 'not applicable' responses

Note: Bold indicates a statistically significant change from the baseline

Green highlighting denotes a statistically significant improvement from the baseline

Red highlighting denotes a statistically significant negative change from the baseline

5.8.5. I Was Able to Get Through to a Staff Member Without Difficulty - Comparison by Ethnicity

Note: This question was asked of all respondents who had called either the Communications Centres or a local Police station The analysis by ethnicity includes the results from all surveying carried out in Year Two – including the General Sample, Communications Centres Sample and both the Asian and Māori Booster samples. As a result the 'totals' in the ethnicity analysis differ from those recorded for this question throughout the rest of the report.

There were no significant differences by ethnicity in perceptions of whether respondents were able to get through to a staff member without difficulty. The share of those *agreeing/strongly agreeing* ranged from 93% among Māori and Pacific Peoples, to 82% among respondents of other ethnicities.

Note: The sample size for those of "other ethnicities" is small. Therefore the data for this group has been omitted from the table below (however their results are still included under 'total results').

Table 53: I Was Able to get Through to a Staff Member Without Difficulty – By Ethnicity (%)*

	Total	NZ European/ Pakeha	Māori	Pacific People	Asian/ Indian
Strongly Agree	**47**	48	50	41	39
Agree	**44**	43	43	52	46
Neither/nor	**2**	2	1	2	4
Disagree	**5**	5	4	4	7
Strongly Disagree	**2**	2	2	1	1
Don't know	**0**	0	0	0	3
Total Agree	**91**	**91**	**93**	**93**	**85**
Total Disagree	**7**	**7**	**6**	**5**	**8**
Base	*1891*	*1361*	*325*	*85*	*101*

Base: All respondents who called either the Communications Centres or a local station, excluding 'not applicable' responses
Green highlighting denotes statistically significant higher positive result or lower negative result than the Total
Red highlighting denotes statistically significant lower positive result or higher negative result than the Total
*Includes Asian and Maori Booster samples. As a result, the 'totals' in this table differ from those recorded for this question in the rest of the report.

5.8.6. I Was Able to Get Through to a Staff Member Without Difficulty – Reasons for Dissatisfaction

Note: *Sample sizes for those disagreeing are small. Therefore results should be considered indicative only.*

Two-fifths (41%) of those who *disagreed/strongly disagreed* that they were able to get through to a staff member without difficulty mentioned that it took too long for their call to be answered and/or they were put on hold for too long. A further 35% of these respondents commented that the process was poor or confusing, for example their call was transferred or they couldn't speak to the person they needed to.

When compared with baseline data, there has been a significant increase in the share of respondents who mentioned that the reason they disagreed to some extent that they were able to get through to a staff member without difficulty was:

- Police station unattended/had to wait and call back later (5%, compared with 0% at baseline); and
- Police lacked knowledge (4%, compared with 0% at baseline).

In contrast, there has been a significant decrease in the share of respondents who mentioned that the reason they disagreed to some extent that they were able to get through to a staff member without difficulty was:

- Took too long to answer phone/put on hold (41%, compared with 56% at baseline); and
- Police took too long to respond/inadequate response (5%, compared with 16% at baseline).

Table 54: I Was Able To Get Through to a Staff Member Without Difficulty – Reasons for Dissatisfaction (%)

	Respondents who Disagree		All Respondents
	Baseline (n=105)	Year 2 (n=72)	Year 2 (n=1831)
Took too long to answer phone/put on hold for too long	56	41	2
Poor/confusing process – transferred/got computer message/couldn't speak to the person I needed to	31	35	2
Police didn't call back, no follow-up/feedback	5	6	<1
Staff member had a bad attitude/arrogant/indifferent/abrupt	3	6	<1
Police took too long to respond/didn't attend/inadequate response	16	5	<1
Police station unattended/not enough staff/had to wait	0	5	<1
Police were not knowledgeable/lacked geographical knowledge	0	4	<1
Didn't take matter seriously/didn't believe me/didn't care	0	3	<1
Police were incompetent/didn't handle situation well/didn't do all they could	2	3	<1

Base: All respondents who called either the Communications Centres or a local station who disagreed to some extent that they were able to get through to a staff member without difficulty

Note: Multiple responses to this question permitted. Therefore, table may total to more than 100%

Orange highlighting denotes a significant difference between Baseline and Y2

Table lists those reasons mentioned by 3% or more of respondents

There were no significant differences in the reasons given for disagreeing that respondents were able to get through to a staff member without difficulty by demographic characteristics, location, point of contact or reason for contact.

5.9. I Waited Acceptable Amount of Time at the Police Station

> *Note: This question was asked of all respondents who had contact with the Police over the counter at <u>a local Police Station</u> in the last 6 months.*
>
> ***Question:*** Regarding your contact with the police, please tell me if you agree or disagree with the following statement. **I waited an acceptable amount of time at the Police Station.** Would you say you........
>
>   1.   Strongly Disagree
>   2.   Disagree
>   3.   Neither agree nor disagree
>   4.   Agree
>   5.   Strongly Agree
>   6.   ***(don't read)*** Don't know
>   7.   ***(don' read)*** Not Applicable
>   8.   ***(don' read)*** Refused

5.9.1. I Waited an Acceptable Amount of Time at the Police Station - Changes between Baseline and Year 2

Nine out of ten respondents (90%) either *agreed* (46%) or *strongly agreed* (44%) that they waited an acceptable amount of time at the Police station. While not significant, this is an increase of 5 percentage points when compared with the baseline measure (up from 85% *agree/strongly agree*).

Seven percent of respondents *disagree/strongly disagree* that they waited an acceptable amount of time (down from 10% in the baseline).

**Figure 25: I Waited an Acceptable Amount of Time at the Police Station –
Baseline versus Year 2 (%)**
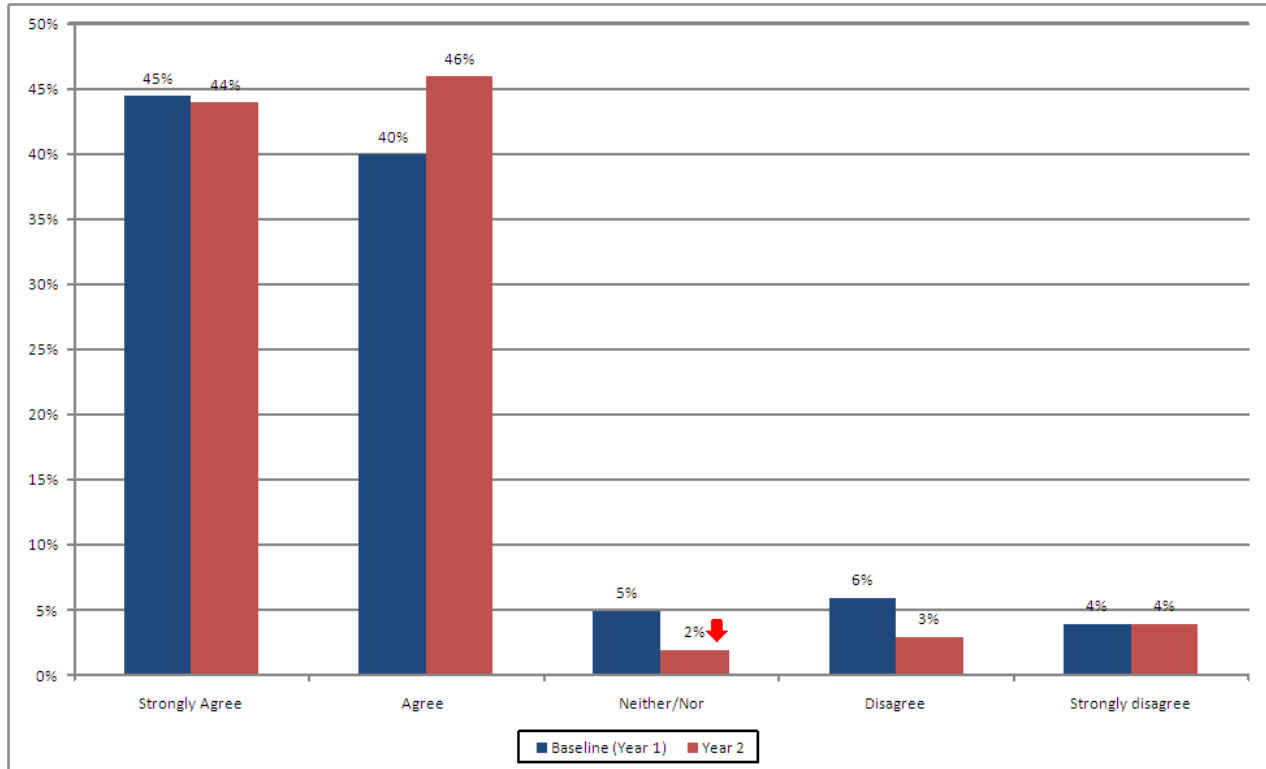
*Base: All respondents who had contact over the counter at a local station, excluding those giving a 'not applicable'
response.   Baseline n=373, Year 2 n=331.*

Red arrow indicates a significant increase/decrease in ratings between Baseline and Year 2.

**Table 55: I Waited an Acceptable Amount of Time at the Police Station –
Baseline Versus Year 2 (%)**

	Baseline	Year 2
Strongly Agree	45	44
Agree	40	46
Neither/Nor	5	2
Disagree	6	3
Strongly Disagree	4	4
Don't know	0	1
Total Agree	**85**	**90**
Total Disagree	**10**	**7**
Base	*373*	*331*

*Base: All respondents who had contact over the counter at a local station, excluding those giving a 'not applicable'
response.*

Orange highlighting indicates a significant increase/decrease in results between the Baseline measure and Year 2.

5.9.2. I Waited an Acceptable Amount of Time at the Police Station - Changes Over Time

Note: *Sample sizes for some measures are small. Therefore results should be considered indicative only.*

As the table below shows, there have not been any significant differences in ratings across the four quarters of Year 2.

Table 56: I Waited an Acceptable Amount of Time at the Police Station – Changes Over Time (%)

	Baseline	Y2Q1	Y2Q2	Y2Q3	Y2Q4
Strongly Agree	45	41	46	46	47
Agree	40	46	46	46	40
Neither/Nor	5	4	3	0	2
Disagree	6	3	2	5	6
Strongly Disagree	4	6	3	3	5
Don't know	0	0	0	0	0
Total Agree	**85**	**87**	**92**	**92**	**87**
Total Disagree	**10**	**9**	**5**	**8**	**11**
Base	*373*	*80*	*72*	*90*	*89*

Base: All respondents who had contact over the counter at a local station, excluding those giving a 'not applicable' response.
Orange highlighting indicates a significant increase/decrease in results between measures.

5.9.3. I Waited an Acceptable Amount of Time at the Police Station - Significant Differences for Year 2

The following statistically significant differences for Year 2 total are evident at the total results level (General and Communications Centres Year 2 results combined).

Respondents significantly more likely to *strongly agree/agree* that they waited an acceptable amount of time at the station included:

- those living in Waitemata district (100%, compared with 89% of all other respondents);
- those whose reason for contact was a general enquiry (95%, compared with 88% of all other respondents);
- males (94%, compared with 86% of female respondents); and/or
- those of European descent (93%, compared with 83% of all other respondents).

Respondents significantly more likely to *strongly disagree/disagree* that they waited an acceptable amount of time at the station included those:

- of Māori descent (20%, compared with 5% of all other respondents);
- living in Wellington district (19%, compared with 5% of all other respondents);
- aged between 25 and 34 years (14%, compared with 6% of all other respondents); and/or
- whose reason for contact was theft (13%, compared with 6% of all other respondents).

5.9.4. I Waited an Acceptable Amount of Time at the Police Station - Comparison by District

Note: *Sample sizes by District are small. Therefore results by District have been excluded from the report.*

5.9.5. I Waited an Acceptable Amount of Time at the Police Station - Comparison by Point of Contact

As this question was only asked of those whose point of contact with the Police was over the counter at a Police Station, this comparison is not applicable.

5.9.6. I Waited an Acceptable Amount of Time at the Police Station - Comparison by Ethnicity

Note: This question was asked of all respondents who had contact over the counter at a local Police station The analysis by ethnicity includes the results from all surveying carried out in Year Two – including the General Sample, Communications Centres Sample and both the Asian and Māori Booster samples. As a result the 'totals' in the ethnicity analysis differ from those recorded for this question throughout the rest of the report.

Respondents of NZ European/Pakeha descent (93%) were significantly more likely than all other respondents (84%) to agree to some extent that they waited an acceptable amount of time at the Police station. This included 48% of NZ European/Pakeha respondents who *strongly agreed* (significantly higher than 30% of all other respondents). In contrast, respondents of Māori descent were significantly more likely (11%) than all other respondents (5%) to *disagree/strongly disagree* that they waited an acceptable amount of time, including 7% of Māori who *strongly disagreed* (compared with 4% of all other respondents).

Note: The sample sizes for those of Pacific People, Asian/Indian and "other ethnicities" are small. Therefore the data for these groups have been omitted from the table below (however their results are still included under 'total results').

Table 57: I Waited an Acceptable Amount of Time at the Police Station – by Ethnicity (%)

	Total	NZ European/ Pakeha	Māori
Strongly Agree	**43**	**48**	34
Agree	**47**	45	48
Neither/nor	**3**	**2**	7
Disagree	**3**	3	4
Strongly Disagree	**4**	**2**	7
Don't know	**0**	0	0
Total Agree	**90**	**93**	**82**
Total Disagree	**7**	**5**	**11**
Base	*379*	*249*	*94*

Base: All respondents who had contact over the counter at a local station, excluding 'not applicable' responses
Green highlighting denotes statistically significant higher positive result or lower negative result than the Total
Red highlighting denotes statistically significant lower positive result or higher negative result than the Total

5.9.7. I Waited an Acceptable Amount of Time at the Police Station - Reasons for Dissatisfaction

Note: *Sample sizes for those disagreeing are small. Therefore results should be considered indicative only.*

The greatest single share (43%) of those who disagreed to some extent that they waited an acceptable amount of time at the station mentioned that the Police station was unattended or there were not enough staff so they had to wait. Approximately one in five (19%) reported that the process was poor or confusing (for example they couldn't speak to the person they needed to), while a further 19% reported that the staff member they dealt with had a bad attitude. Sixteen percent reported that Police took too long to respond or that the response was inadequate.

When compared with baseline data, there has been a significant increase in the share of respondents who mentioned that the reason they disagreed to some extent that they waited an acceptable amount of time at the Police station was:

- Staff member had a bad attitude (19%, compared with 0% at baseline);
- Poor communication (11%, compared with 0% at baseline); and
- Police didn't take the matter seriously (11%, compared with 0% at baseline).

Table 58: I Waited an Acceptable Amount of Time at the Police Station – Reasons for Dissatisfaction (%)

	Respondents who Disagree		All Respondents
	Baseline *(n=34)*	Year 2 *(n=21)*	Year 2 *(n=331)*
Police station unattended/not enough staff/had to wait	37	43	3
Poor/confusing process – transferred/got computer message/couldn't speak to the person I needed to	8	19	1
Staff member had a bad attitude/arrogant/indifferent/abrupt	0	**19**	1
Police took too long to respond/didn't attend/inadequate response	18	16	1
Poor communication/didn't listen/disinterested/no explanation	0	**11**	1
Didn't take matter seriously/didn't believe me/didn't care	0	**11**	1
Police were incompetent/didn't handle situation well/didn't do all they could	4	9	1
Outcome/decision was unfair/incorrect	0	6	<1
No information/help/advice	0	4	<1

Base: All respondents who had contact over the counter at a local station who disagreed to some extent that they waited an acceptable amount of time at the Police station

Note: Multiple responses to this question permitted. Therefore, table may total to more than 100%

Orange highlighting denotes a significant difference between Baseline and Y2

Table lists those reasons mentioned by 3% or more of respondents

There were no significant differences in the reasons given for disagreeing that respondents waited an acceptable amount of time at the Police station by demographic characteristics, location, point of contact or reason for contact.

5.10. Easy to Find What/Who I was Looking For at the Police Station

Note: This question was asked of all respondents who had contact with the Police over the counter at a local Police Station in the last 6 months.

Question: Regarding your contact with the police, please tell me if you agree or disagree with the following statement. **When I got to the Police Station, it was easy to find what or who I was looking for**. Would you say you........
   1. Strongly Disagree
   2. Disagree
   3. Neither agree nor disagree
   4. Agree
   5. Strongly Agree
   6. *(don't read)* Don't know
   7. *(don' read)* Not Applicable
   8. *(don' read)* Refused

5.10.1. Easy to Find What/Who I was Looking For at the Police Station - Changes between Baseline and Year 2

Eighty-eight percent of respondents in Year Two agreed (36%) strongly agreed (52%) that when they got to the station it was easy to find who or what they were looking for. Results are stable from the baseline measure (90% *agree/strongly agree*).

Just less than one in ten respondents did not find it easy to find who/what they were looking for - 9% *disagreeing/strongly disagreeing* (up from 7% in the baseline).

Figure 26: Easy to Find What/Who I was Looking For at the Police Station – Baseline versus Year 2 (%)
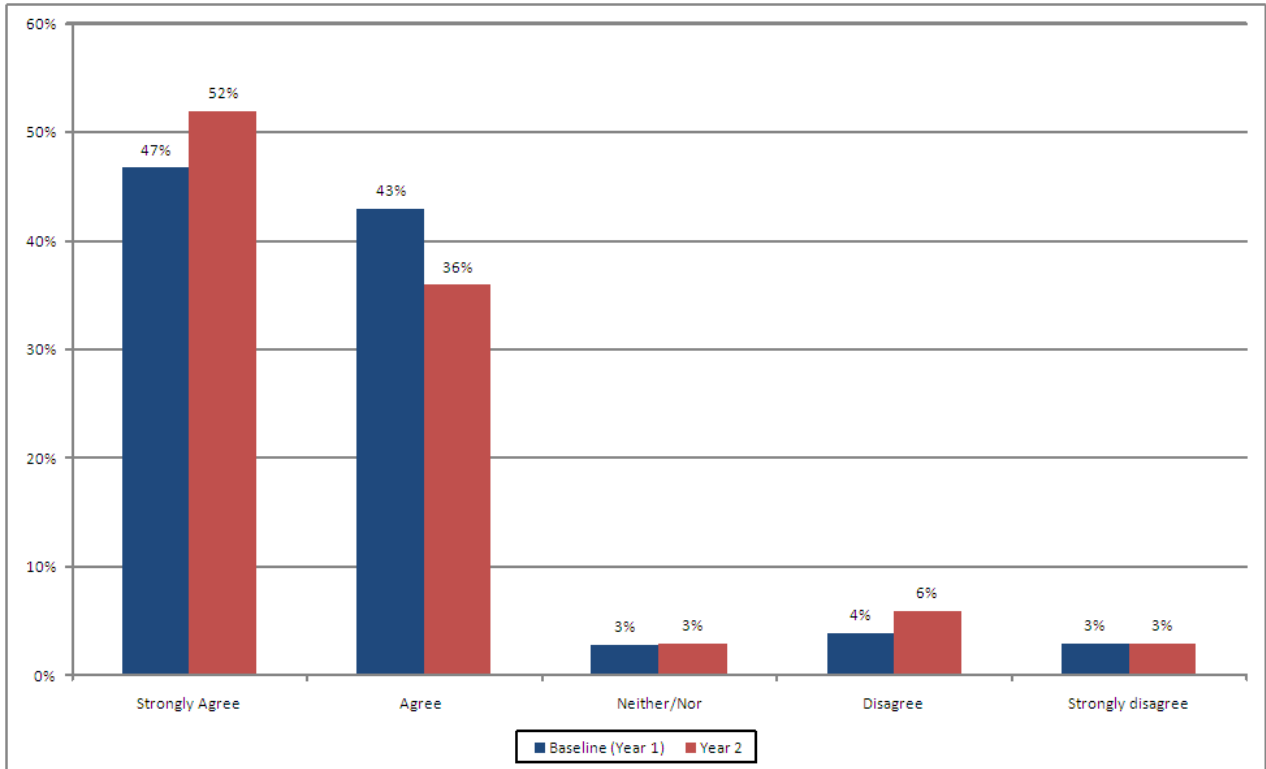
Base: All respondents who had contact over the counter at a local station, excluding those giving a 'not applicable' response.   Baseline n=374, Year 2 n=331.

Red arrow indicates a significant increase/decrease in ratings between Baseline and Year 2.

Table 59: Easy to Find What/Who I was Looking For at the Police Station – Baseline Versus Year 2 (%)

	Baseline	Year 2
Strongly Agree	47	52
Agree	43	36
Neither/Nor	3	3
Disagree	4	6
Strongly Disagree	3	3
Don't know	0	0
Total Agree	**90**	**88**
Total Disagree	**7**	**9**
Base	*374*	*331*

Base: All respondents who had contact over the counter at a local station, excluding those giving a 'not applicable' response.

Orange highlighting indicates a significant increase/decrease in results between the Baseline measure and Year 2.

5.10.2. Easy to Find What/Who I was Looking For at the Police Station - Changes Over Time

Note: *Sample sizes for some measures are small. Therefore results should be considered indicative only.*

The share *disagreeing/strongly disagreeing* that it was easy to find who/what they were looking for increased significantly between the baseline and Quarter 1 (up from 7%, to 16%). However, the share then declined significantly between Quarters 1 and 2 (down from 16%, to 5%) and has remained stable for the remainder of Year 2.

Table 60: Easy to Find What/Who I was Looking For at the Police Station – Changes Over Time (%)

	Baseline	Y2Q1	Y2Q2	Y2Q3	Y2Q4
Strongly Agree	47	55	55	52	50
Agree	43	**29**	36	36	40
Neither/Nor	3	0	4	6	3
Disagree	4	8	3	5	6
Strongly Disagree	3	**8**	2	0	0
Don't know	0	0	0	1	0
Total Agree	**90**	**84**	**91**	**88**	**90**
Total Disagree	**7**	**16**	**5**	**5**	**6**
Base	*374*	*80*	*72*	*90*	*89*

Base: All respondents who had contact over the counter at a local station excluding those giving a 'not applicable' response.

Orange highlighting indicates a significant increase/decrease in results between measures.

5.10.3. Easy to Find What/Who I was Looking For at the Police Station - Significant Differences for Year 2

The following statistically significant differences for Year 2 total are evident at the total results level (General and Communications Centres Year 2 results combined).

Respondents significantly more likely to *agree/strongly agree* that it was easy to find who/what they were looking for included:

- males (92%, compared with 83% of female respondents); and/or
- those of European descent (91%, compared with 79% of all other respondents).

Respondents significantly more likely to *disagree/strongly disagree* that it was easy to find who/what they were looking for included those aged between 25 and 34 years (17%, compared with 6% of all other respondents).

5.10.4. Easy to Find What/Who I was Looking For at the Police Station - Comparison by District

Note: *Sample sizes by District are small. Therefore results by District have been excluded from the report.*

5.10.5. Easy to Find What/Who I was Looking For at the Police Station - Comparison by Point of Contact

As this question was only asked of those whose point of contact with the Police was over the counter at a Police Station, this comparison is not applicable.

5.10.6. Easy to Find What/Who I was Looking For at the Police Station - Comparison by Ethnicity

Note: This question was asked of all respondents who had contact over the counter at a local Police station The analysis by ethnicity includes the results from all surveying carried out in Year Two – including the General Sample, Communications Centres Sample and both the Asian and Māori Booster samples. As a result the 'totals' in the ethnicity analysis differ from those recorded for this question throughout the rest of the report.

Respondents of NZ European/Pakeha descent were significantly more likely to agree to some extent that when they got to the station it was easy to find what they were looking for or who they needed to speak to (92% *agree/strongly agree*, compared with 84% of all other respondents).

Note: The sample sizes for those of Pacific People, Asian/Indian and "other ethnicities" are small. Therefore the data for these groups have been omitted from the table below (however their results are still included under 'total results').

Table 61: Easy to Find What/Who I was Looking For at the Police Station – By Ethnicity* (%)

	Total	NZ European/ Pakeha	Māori
Strongly Agree	52	55	51
Agree	38	37	36
Neither/nor	2	2	1
Disagree	6	5	7
Strongly Disagree	2	1	5
Don't know	0	0	0
Total Agree	90	92	87
Total Disagree	8	6	12

	Total	NZ European/ Pakeha	Māori
Base	*378*	*248*	*94*

Base: All respondents who had contact over the counter at a local station, excluding 'not applicable' responses
Green highlighting denotes statistically significant higher positive result or lower negative result than the Total
Red highlighting denotes statistically significant lower positive result or higher negative result than the Total
*Includes Asian and Maori Booster samples. As a result, the 'totals' in this table differ from those recorded for this question in the rest of the report.

5.10.7. Easy to Find What/Who I was Looking For at the Police Station - Reasons for Dissatisfaction

Note: *Sample sizes for those disagreeing are small. Therefore results should be considered indicative only.*

Almost half (45%) of those who *disagreed/strongly disagreed* that it was easy to find who or what they were looking for mentioned that the Police station was unattended or there were not enough staff so they had to wait. Thirty-one percent reported that the process was poor or confusing (for example they couldn't speak to the person they needed to).

When compared with baseline data, there were no significant differences in the reason(s) respondents disagreed to some extent that it was easy to find what they were looking for or who they needed to speak to.

Table 62: Easy to Find What/Who I was Looking For at the Police Station – Reasons for Dissatisfaction (%)

	Respondents who Disagree		All Respondents
	Baseline *(n=23)*	**Year 2** *(n=30)*	**Year 2** *(n=331)*
Police station unattended/not enough staff/had to wait	26	45	4
Poor/confusing process – transferred/got computer message/couldn't speak to the person I needed to	16	31	3
Staff member had a bad attitude/arrogant/indifferent/abrupt	10	9	1
Didn't take matter seriously/didn't believe me/didn't care	0	5	<1
Police didn't do anything/no outcome/action/Police didn't do their job	1	5	<1
Police were incompetent/didn't handle situation well/didn't do all they could	6	4	<1

Base: All respondents who had contact over the counter at a local station who disagreed to some extent that it was easy to find what they were looking for or who they needed to speak to
Note: Multiple responses to this question permitted. Therefore, table may total to more than 100%
Table lists those reasons mentioned by 3% or more of respondents

There were no significant differences in the reasons given for disagreeing that respondents waited an acceptable amount of time at the Police station by demographic characteristics, location, point of contact or reason for contact.

5.11. Staff Went the Extra Mile to Make Sure I Got What I Needed

Note: This question was asked of all respondents who had contact with the Police over the counter at a local Police Station in the last 6 months.

Question: Regarding your contact with the police, please tell me if you agree or disagree with the following statement. **Staff went the extra mile to make sure I got what I needed**. Would you say you........
1. Strongly Disagree
2. Disagree
3. Neither agree nor disagree
4. Agree
5. Strongly Agree
6. *(don't read)* Don't know
7. *(don' read)* Not Applicable
8. *(don' read)* Refused

5.11.1. Staff Went the Extra Mile to Make Sure I Got What I Needed - Changes between Baseline and Year 2

Two thirds of respondents in Year Two (66%) *agreed* (37%) or *strongly agreed* (29%) that the staff member they dealt with went the extra mile to help them. This compares to 69% *agree/strongly agree* with the statement in the baseline measure.

In contrast, 18% of respondents *disagreed* (10%) or *strongly disagreed* (8%) that staff went the extra mile (consistent with 16% in the baseline).

Figure 27: Staff Went the Extra Mile to Make Sure I Got What I Needed – Baseline versus Year 2 (%)
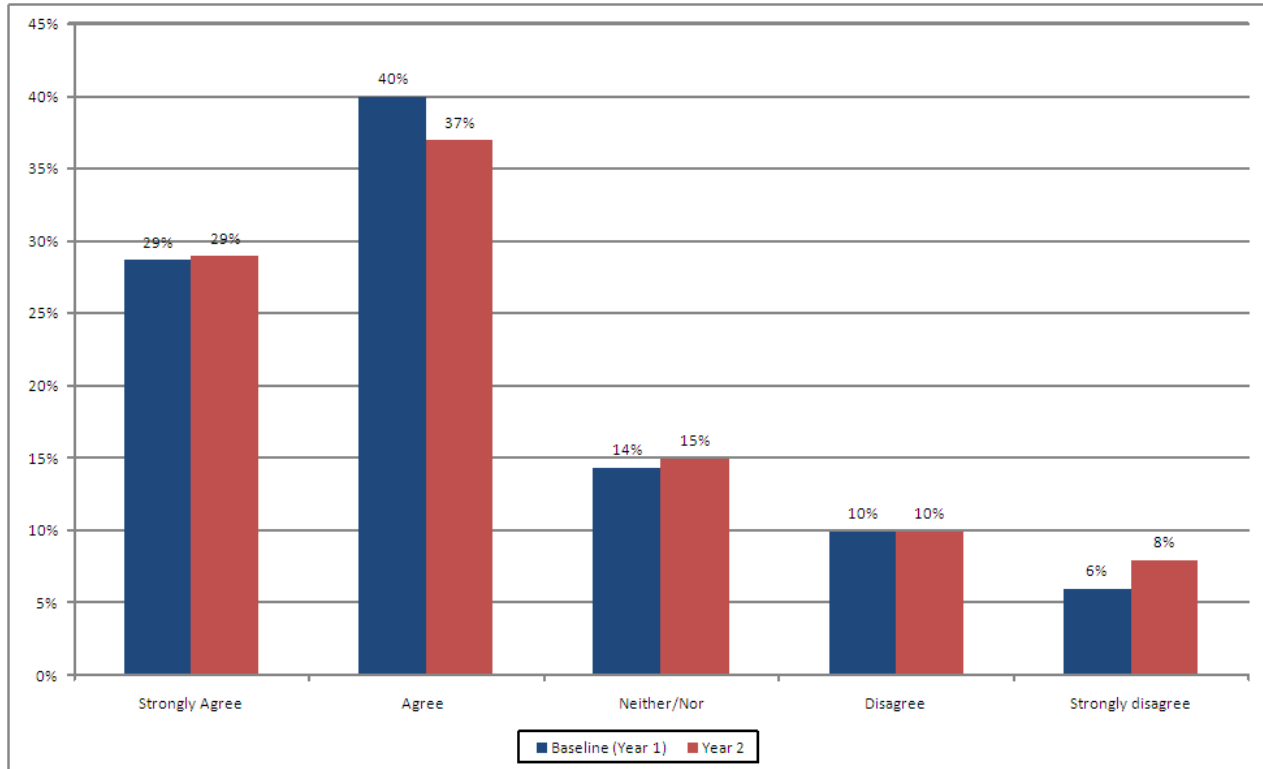
Base: All respondents who had contact over the counter at a local station, excluding those giving a 'not applicable' response. Baseline n=342, Year 2 n=322.

Red arrow indicates a significant increase/decrease in ratings between Baseline and Year 2.

Table 63: Staff Went the Extra Mile to Make Sure I Got What I Needed – Baseline Versus Year 2 (%)

	Baseline	Year 2
Strongly Agree	29	29
Agree	40	37
Neither/Nor	14	15
Disagree	10	10
Strongly Disagree	6	8
Don't know	1	1
Total Agree	**69**	**66**
Total Disagree	**16**	**18**
Base	*342*	*322*

Base: All respondents who had contact over the counter at a local station, excluding those giving a 'not applicable' response.

Orange highlighting indicates a significant increase/decrease in results between the Baseline measure and Year 2.

5.11.2. Staff Went the Extra Mile to Make Sure I Got What I Needed - Changes Over Time

Note: *Sample sizes for some measures are small. Therefore results should be considered indicative only.*

As the table below shows, after declining significantly between the baseline measure and Quarter 1 (down from 69%, to 56%), the proportion of respondents *agree/strongly agree* that staff went the extra mile increased across the four quarters of Year 2 - to 78% agreeing in Quarter 4. However, it should be noted that during this period, the share of respondents *strongly agreeing* has fluctuated from a high of 45% in Quarter 2, to a low of 18% in Quarter 4.

Table 64: Staff Went the Extra Mile to Make Sure I Got What I Needed – Changes Over Time (%)

	Baseline	Y2Q1	Y2Q2	Y2Q3	Y2Q4
Strongly Agree	29	22	**42**	32	**18**
Agree	40	34	26	37	60
Neither/Nor	14	22	15	10	6
Disagree	10	14	10	5	11
Strongly Disagree	6	6	7	14	6
Don't know	1	2	0	2	0
Total Agree	**69**	**56**	**68**	**69**	**78**
Total Disagree	**16**	**20**	**17**	**19**	**17**
Base	*342*	*78*	*69*	*88*	*87*

Base: All respondents who had contact over the counter at a local station, excluding those giving a 'not applicable' response.

Orange highlighting indicates a significant increase/decrease in results between measures.

5.11.3. Staff Went the Extra Mile to Make Sure I Got What I Needed -Significant Differences for Year 2

The following statistically significant differences for Year 2 total are evident at the total results level (General and Communications Centres Year 2 results combined).

Respondents significantly more likely to *agree/strongly agree* that staff went the extra mile included whose:

- living in Southern district (88%, compared with 63% of all other respondents); and/or
- reason for contact was a general enquiry (76%, compared with 61% of all other respondents).

Respondents significantly more likely to *disagree/strongly disagree* that staff went the extra mile included those living in Canterbury district (32%, compared with 17% of all other respondents).

5.11.4. Staff Went the Extra Mile to Make Sure I Got What I Needed -Comparison by District

Note: *Sample sizes by district are small. Therefore results by District have not been included in this report.*

5.11.5. Staff Went the Extra Mile to Make Sure I Got What I Needed - Comparison by Point of Contact

As this question was only asked of those whose point of contact with the Police was over the counter at a Police Station, this comparison is not applicable.

5.11.6. Staff Went the Extra Mile to Make Sure I Got What I Needed - Comparison by Ethnicity

Note: This question was asked of all respondents who had contact over the counter at a local Police station The analysis by ethnicity includes the results from all surveying carried out in Year Two – including the General Sample, Communications Centres Sample and both the Asian and Māori Booster samples. As a result the 'totals' in the ethnicity analysis differ from those recorded for this question throughout the rest of the report.

There were no significant differences by ethnicity in overall levels of agreement or disagreement of whether respondents felt that staff went the extra mile.

Note: The sample sizes for those of Pacific People, Asian/Indian and "other ethnicities" are small. Therefore the data for these groups have been omitted from the table below (however their results are still included under 'total results').

Table 65: Staff Went the Extra Mile to Make Sure I Got What I Needed – By Ethnicity (%)*

	Total	NZ European/ Pakeha	Māori
Strongly Agree	**29**	28	35
Agree	**37**	39	29
Neither/nor	**15**	14	14
Disagree	**10**	9	13
Strongly Disagree	**8**	8	6
Don't know	**1**	2	3
Total Agree	**66**	**67**	**64**
Total Disagree	**18**	**17**	**19**
Base	*370*	*240*	*95*

Base: All respondents who had contact over the counter at a local station, excluding 'not applicable' responses
Green highlighting denotes statistically significant higher positive result or lower negative result than the Total
Red highlighting denotes statistically significant lower positive result or higher negative result than the Total
*Includes Asian and Maori Booster samples. As a result, the 'totals' in this table differ from those recorded for this question in the rest of the report.

5.11.7. Staff Went the Extra Mile to Make Sure I Got What I Needed – Reasons for Dissatisfaction

Note: *Sample sizes for those disagreeing are small. Therefore results should be considered indicative only.*

Of those who disagreed to some extent that staff went the extra mile, 20% mentioned that the staff member had a bad attitude. One in six (16%) reported that the staff member did not take the matter seriously, while a further 16% had not received any follow-up on the matter. Other reasons for disagreement included that no information, help or advice was given (12%) and/or that the Police did not take any action (10%).

When compared with baseline data, there has been a significant increase in the share of respondents who mentioned that the reason they disagreed to some extent that staff went the extra mile was:

- Police didn't take the matter seriously (16%, compared with 0% at baseline); and
- Poor/confusing process (9%, compared with 0% at baseline).

In contrast, there has been a significant decrease in the share of respondents who mentioned that the reason they disagreed to some extent that staff went the extra mile was that Police didn't do anything/inadequate response (10%, compared with 25% at baseline).

Table 66: Staff Went the Extra Mile to Make Sure I Got What I Needed – Reasons for Dissatisfaction (%)

	Respondents who Disagree		All Respondents
	Baseline *(n=55)*	**Year 2** *(n=51)*	**Year 2** *(n=322)*
Staff member had a bad attitude/arrogant/indifferent/abrupt	33	20	4
Didn't take matter seriously/didn't believe me/didn't care	0	**16**	3
Police didn't call back, no follow-up/feedback	26	16	3
No information/help/advice given	14	12	2
Police didn't do anything/no outcome/action/Police didn't do their job	25	**10**	2
Poor/confusing process – transferred/got computer message/couldn't speak to the person I needed to	0	**9**	1
Police took too long to respond/didn't attend/inadequate response	6	5	1
Poor communication/didn't listen/disinterested/no explanation	0	5	1
Police station unattended/not enough staff/had to wait	3	4	1

	Respondents who Disagree		All Respondents
	Baseline *(n=55)*	Year 2 *(n=51)*	Year 2 *(n=322)*
Police were incompetent/didn't handle situation well/didn't do all they could	11	3	1
Police were not knowledgeable/lacked geographical knowledge	0	3	<1

Base: All respondents who had contact over the counter at a local station who disagreed to some extent that staff went the extra mile to make sure they got what they needed

Note: Multiple responses to this question permitted. Therefore, table may total to more than 100%

Orange highlighting denotes a significant difference between Baseline and Y2

Table lists those reasons mentioned by 3% or more of respondents

There were no significant differences in the reasons given for disagreeing that respondents waited an acceptable amount of time at the Police station by demographic characteristics, location, point of contact or reason for contact.

5.12. Staff Made Me Feel My Situation Mattered To Them

Note: This question was asked of all respondents* who had contact with the Police in the last 6 months (*excluding those whose reason for contact was speeding, a traffic offence, breath testing, commercial vehicle checkpoints or police informing respondent of a death)

Question: Regarding your contact with the police, please tell me if you agree or disagree with the following statement. **Staff made me feel my situation mattered to them**. Would you say you........

1. Strongly Disagree
2. Disagree
3. Neither agree nor disagree
4. Agree
5. Strongly Agree
6. *(don't read)* Don't know
7. *(don' read)* Not Applicable
8. *(don' read)* Refused

5.12.1. *Staff Made Me Feel My Situation Mattered To Them - Year 2*

Note: This question was first asked in July 2008. As a result a comparison with Baseline results can not be made.

Just over three quarters of respondents (77%) *agreed/strongly agreed* that staff made them feel that their situation mattered, including 35% *strongly agreeing*.

In contrast, 12% of respondents *disagreed* (8%) or *strongly disagreed* (4%) that staff made them feel their situation mattered.

Figure 28: Staff Made Me Feel My Situation Mattered To Them – Year 2 (%)
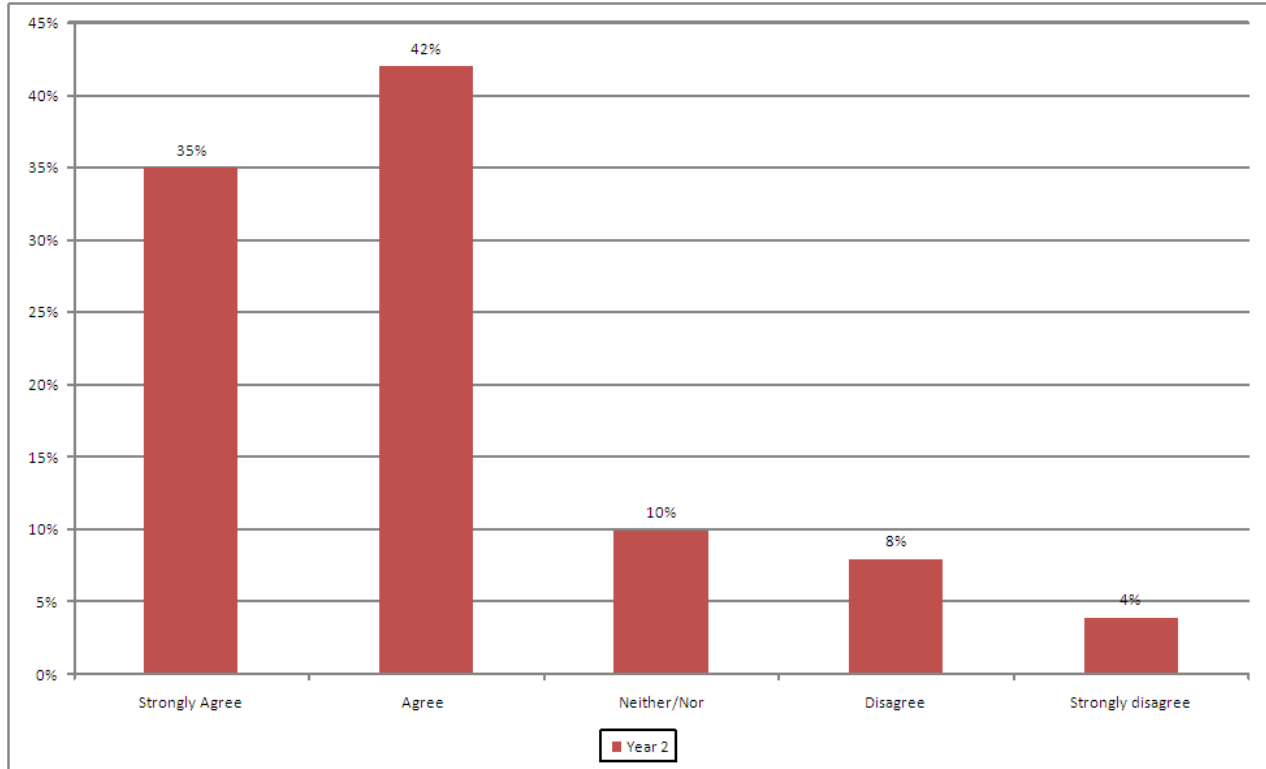
Base: All respondents*, excluding those giving a 'not applicable' response.   Year 2 n=2995.

Red arrow indicates a significant increase/decrease in ratings between Baseline and Year 2.

*Excluding those whose reason for contact was speeding, a traffic offence, breath testing, commercial vehicle checkpoints or police informing respondent of a death.

Table 67: Staff Made Me Feel My Situation Mattered To Them – Year 2 (%)

	Baseline	Year 2
Strongly Agree	N/A	35
Agree	N/A	42
Neither/Nor	N/A	10
Disagree	N/A	8
Strongly Disagree	N/A	4
Don't know	N/A	1
Total Agree	**N/A**	**77**
Total Disagree	**N/A**	**12**
Base	*N/A*	*2995*

Base: All respondents*, excluding those giving a 'not applicable' response.

 *Excluding those whose reason for contact was speeding, a traffic offence, breath testing, commercial vehicle checkpoints or police informing respondent of a death.

5.12.2. Staff Made Me Feel My Situation Mattered To Them - Changes Over Time

As the table below shows, the proportion of respondents *agreeing/strongly agreeing* that staff made them feel that their situation mattered remained consistent across the first three quarters of Year 2. However total agreement decreased significantly between Quarter 3 and 4 (down from 81% *agree/strongly agree*, to 70%) and during this same period, the share *disagreeing/strongly disagreeing* with the statement increased significantly (up from 10%, to 16%).

Table 68: Staff Made Me Feel My Situation Mattered To Them – Changes Over Time (%)

	Baseline	Y2Q1	Y2Q2	Y2Q3	Y2Q4
Strongly Agree	N/A	36	37	38	34
Agree	N/A	39	42	43	**36**
Neither/Nor	N/A	12	9	9	**13**
Disagree	N/A	10	8	7	8
Strongly Disagree	N/A	3	4	3	**8**
Don't know	N/A	0	0	0	**1**
Total Agree	**N/A**	**75**	**79**	**81**	**70**
Total Disagree	**N/A**	**13**	**12**	**10**	**16**
Base	*N/A*	*757*	*744*	*745*	*749*

Base: All respondents*, excluding those giving a 'not applicable' response.

Orange highlighting indicates a significant increase/decrease in results between measures.

*Excluding those whose reason for contact was speeding, a traffic offence, breath testing, commercial vehicle checkpoints or police informing respondent of a death.

5.12.3. Staff Made Me Feel My Situation Mattered To Them - Significant Differences for Year 2

The following statistically significant differences for Year 2 total are evident at the total results level (General and Communications Centres Year 2 results combined).

Respondents significantly more likely to *strongly agree/agree* that staff made them feel their situation mattered included those:

- whose reason for contact was a community activity (94%, compared with 77% of all other respondents);
- aged 65 years or older (88%, compared with 77% of all other respondents);
- whose reason for contact was a traffic crash or incident (84%, compared with 77% of all other respondents);
- whose reason for contact was a general enquiry (84%, compared with 77% of all other respondents);
- living in Counties-Manukau district (83%, compared with 77% of all other respondents);
- whose point of contact was calling the Communications Centres (81%, compared with 76% of all other respondents); and/or
- whose point of contact was in person (other than on the roadside or at the Police station) (81%, compared with 76% of all other respondents).

Respondents significantly more likely to *strongly disagree/disagree* that staff made them feel their situation mattered included those:

- whose reason for contact was suspect/perpetrator/bail reporting/prisoner enquiry/pick up or visit (42%, compared with 11% of all other respondents);
- of 'other' descent (31%, compared with 12% of all other respondents);
- aged between 16 and 24 years (19%, compared with 11% of all other respondents); and/or
- whose reason for contact was assault (17%, compared with 11% of all other respondents).

5.12.4. *Staff Made Me Feel My Situation Mattered To Them - Comparison by District*

1. **Year Two**

Just over three in four respondents (77%) agreed to some extent that staff made them feel that their situation mattered. Those living in the Counties Manukau district (83%) were significantly more likely to *agree/ strongly agree* with this statement than all other respondents. Respondents living in the Northland (82%), Eastern (81%) and Tasman (80%) districts were also more likely to *strongly agree/agree* that staff made them feel their situation mattered.

In contrast, those respondents living in the Auckland City (74%), Waikato (75%) and Wellington (75%) districts were the least likely to agree to some extent.

Figure 29: *Staff Made Me Feel My Situation Mattered To Them - by District in Year 2 (% Agree/Strongly Agree)*
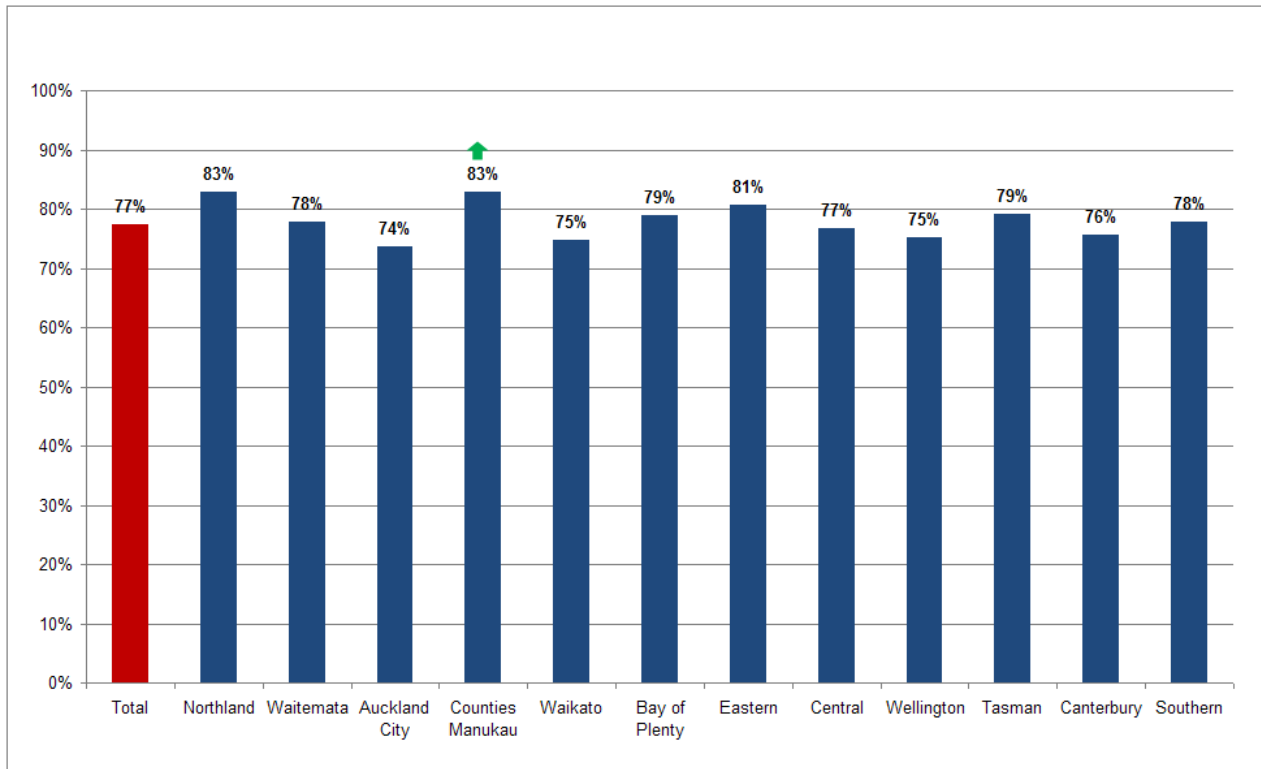
Base: All respondents*, excluding 'not applicable' responses. Total (Year Two) n=2995; Northland n=179; Waitemata n=259; Auckland n=347; Counties n=335; Waikato n=254; Bay of Plenty n=263; Eastern n=193; Central n=230; Wellington n=278; Tasman n=158; Canterbury n=310; Southern n=189.

Green arrow indicates a significantly higher result than the total. Red arrow indicates a significantly lower result than the total.

*Excluding those whose reason for contact was speeding, a traffic offence, breath testing, commercial vehicle checkpoints or police informing respondent of a death.

2. **Baseline Versus Year Two**

Note: This question was first asked in July 2008. As a result a comparison with Baseline results by District can not be made.

Table 69: Staff Made Me Feel My Situation Mattered To Them – By District (%)

	Northland		Waitemata		Auckland City		Counties Manukau		Waikato		Bay Of Plenty	
	Baseline	Y2 Total	Baseline	Y2 Total	Baseline	Y2 Total	Baseline	Y2 Total	Baseline	Y2 Total	Baseline	Y2 Total
Strongly Agree	N/A	37	N/A	32	N/A	32	N/A	35	N/A	34	N/A	34
Agree	N/A	45	N/A	46	N/A	42	N/A	48	N/A	41	N/A	45
Neither/nor	N/A	6	N/A	8	N/A	11	N/A	8	N/A	11	N/A	12
Disagree	N/A	8	N/A	9	N/A	10	N/A	6	N/A	7	N/A	7
Strongly Disagree	N/A	4	N/A	5	N/A	4	N/A	3	N/A	7	N/A	1
Don't know	N/A	0	N/A	0	N/A	1	N/A	0	N/A	0	N/A	1
Total Agree	**N/A**	**82**	**N/A**	**78**	**N/A**	**74**	**N/A**	**83**	**N/A**	**75**	**N/A**	**79**
Total Disagree	**N/A**	**12**	**N/A**	**14**	**N/A**	**14**	**N/A**	**9**	**N/A**	**14**	**N/A**	**8**
Base	*N/A*	*179*	*N/A*	*259*	*N/A*	*347*	*N/A*	*335*	*N/A*	*254*	*N/A*	*263*

	Eastern		Central		Wellington		Tasman		Canterbury		Southern	
	Baseline	Y2 Total	Baseline	Y2 Total	Baseline	Y2 Total	Baseline	Y2 Total	Baseline	Y2 Total	Baseline	Y2 Total
Strongly Agree	N/A	39	N/A	38	N/A	39	N/A	45	N/A	39	N/A	32
Agree	N/A	42	N/A	39	N/A	36	N/A	34	N/A	36	N/A	46
Neither/nor	N/A	6	N/A	12	N/A	12	N/A	9	N/A	14	N/A	10
Disagree	N/A	9	N/A	8	N/A	10	N/A	8	N/A	5	N/A	9
Strongly Disagree	N/A	4	N/A	3	N/A	3	N/A	4	N/A	6	N/A	2
Don't know	N/A	0	N/A	0	N/A	0	N/A	0	N/A	0	N/A	1
Total Agree	**N/A**	**81**	**N/A**	**77**	**N/A**	**75**	**N/A**	**79**	**N/A**	**75**	**N/A**	**78**
Total Disagree	**N/A**	**13**	**N/A**	**11**	**N/A**	**13**	**N/A**	**12**	**N/A**	**11**	**N/A**	**11**
Base	*N/A*	*193*	*N/A*	*230*	*N/A*	*278*	*N/A*	*158*	*N/A*	*310*	*N/A*	*189*

Base: All respondents*, excluding 'not applicable' responses *Excluding those whose contact was speeding, a traffic offence, breath testing, commercial vehicle checkpoints or police informing respondent of a death.
Note: Bold indicates a statistically significant change from the baseline
Green highlighting denotes a statistically significant improvement from the baseline
Red highlighting denotes a statistically significant negative change from the baseline

5.12.5.   Staff Made Me Feel My Situation Mattered To Them - Comparison by Point of Contact

1.   Year Two

Eighty-one percent of respondents whose point of contact was calling the Communications Centres or in person (other that over the counter or on the roadside) *agreed/strongly agreed* that staff made them feel their situation mattered, this share significantly higher than for all other points of contact. In contrast, respondents whose point of contact was on the roadside* were significantly less likely to give a positive rating than all other respondents (63%).

Note: this question excludes those whose reason for contact was speeding, a traffic offence, breath testing, commercial vehicle checkpoints or Police informing respondent of a death. Therefore PoC analysis for roadside should be considered indicative only as it only includes a few types of roadside interaction.

Figure 30: Staff Made Me Feel My Situation Mattered To Them - by Point of Contact in Year 2 (% Agree/Strongly Agree)
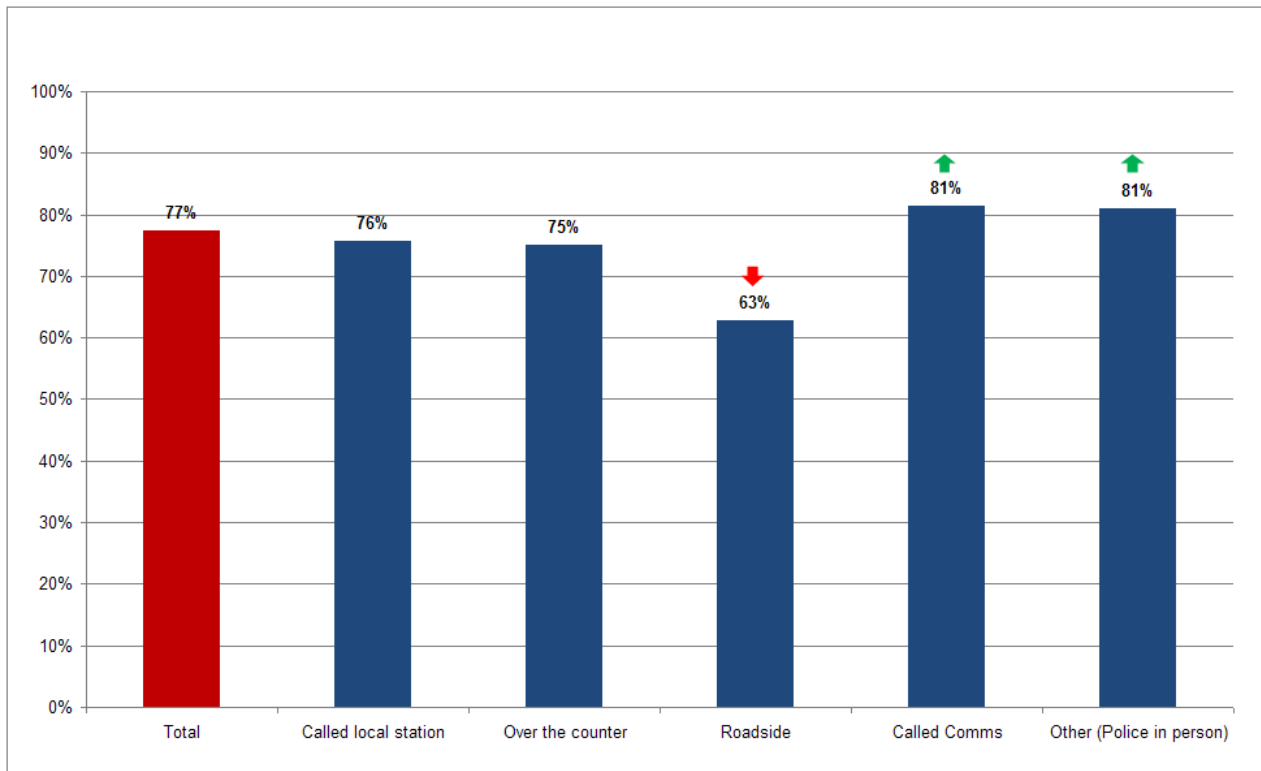
Base: All respondents*, excluding 'not applicable' responses. Total (Year Two) n=2995; Called local station n=394; Over the counter n=323; Roadside n=165; Called the Communications Centres n=1424; Other (Police in person) n=689.
Green arrow indicates a significantly higher result than the total. Red arrow indicates a significantly lower result than the total.
*Excluding those whose reason for contact was speeding, a traffic offence, breath testing, commercial vehicle checkpoints or police informing respondent of a death.

2. Baseline Versus Year Two

Note: This question was first asked in July 2008. As a result a comparison with Baseline results by Point of Contact can not be made.

Table 70: Staff Made Me Feel My Situation Mattered To Them – By Point Of Contact (%)

	Called Local Station		Over the Counter		Roadside		Called Comms		Other (Police in person)	
	Baseline	Y2 Total	Baseline	Y2 Total	Baseline	Y2 Total	Baseline	Y2 Total	Baseline	Y2 Total
Strongly Agree	N/A	28	N/A	32	N/A	25	N/A	39	N/A	41
Agree	N/A	47	N/A	43	N/A	38	N/A	42	N/A	40
Neither/nor	N/A	10	N/A	10	N/A	23	N/A	9	N/A	8
Disagree	N/A	9	N/A	9	N/A	8	N/A	7	N/A	7
Strongly Disagree	N/A	5	N/A	5	N/A	5	N/A	3	N/A	4
Don't know	N/A	1	N/A	1	N/A	1	N/A	0	N/A	0
Total Agree	**N/A**	**75**	**N/A**	**75**	**N/A**	**63**	**N/A**	**81**	**N/A**	**81**
Total Disagree	**N/A**	**14**	**N/A**	**14**	**N/A**	**13**	**N/A**	**10**	**N/A**	**11**
Base	*N/A*	*394*	*N/A*	*323*	*N/A*	*165*	*N/A*	*1424*	*N/A*	*689*

Base: All respondents*, excluding 'not applicable' responses. * Excluding those whose contact was speeding, a traffic offence, breath testing, commercial vehicle checkpoints or police informing respondent of a death.

Note: Bold indicates a statistically significant change from the baseline

Green highlighting denotes a statistically significant improvement from the baseline

Red highlighting denotes a statistically significant negative change from the baseline

5.12.6. Staff Made Me Feel My Situation Mattered To Them - Comparison by Ethnicity

Note: This question was asked of all respondents* who had contact with the Police (*excluding those pulled over for speeding, a traffic offence, breath testing, a commercial vehicle check point or if Police came to inform them of a death.The analysis by ethnicity includes the results from all surveying carried out in Year Two – including the General Sample, Communications Centres Sample and both the Asian and Māori Booster samples. As a result the 'totals' in the ethnicity analysis differ from those recorded for this question throughout the rest of the report.

There were no significant differences by ethnicity in overall levels of agreement when respondents were asked whether staff made them feel that their situation mattered. However, NZ European/Pakeha respondents were significantly more likely to *strongly agree* (37%) than all other respondents (30% - particularly Asian/Indian and Pacific respondents). NZ European/Pakeha respondents were also under-represented among those who *disagreed/strongly disagreed* (11%, compared with 14% of all other respondents).

Note: The sample size for those of "other ethnicities" is small. Therefore the results for this group should be considered indicative only.

Table 71: Staff Made Me Feel My Situation Mattered To Them – By Ethnicity** (%)

	Total	NZ European/ Pakeha	Māori	Pacific People	Asian/ Indian	Other
Strongly Agree	**35**	37	33	24	23	32
Agree	**42**	41	44	53	49	37
Neither/nor	**11**	11	10	12	15	1
Disagree	**8**	7	8	9	11	20
Strongly Disagree	**4**	4	5	2	2	10
Don't know	**0**	0	0	0	0	0
Total Agree	**77**	**78**	**77**	**77**	**72**	**69**
Total Disagree	**12**	**11**	**13**	**11**	**13**	**30**
Base	*3248*	*2215*	*720*	*123*	*153*	*37*

Base: All respondents*, excluding 'not applicable' responses
Green highlighting denotes statistically significant higher positive result or lower negative result than the Total
Red highlighting denotes statistically significant lower positive result or higher negative result than the Total
*Excluding those whose reason for contact was speeding, a traffic offence, breath testing, commercial vehicle checkpoints or police informing respondent of a death.
**Includes Asian and Maori Booster samples. As a result, the 'totals' in this table differ from those recorded for this question in the rest of the report.

5.12.7. Staff Made Me Feel My Situation Mattered To Them - Reasons for Dissatisfaction

One in three respondents (33%) who *disagreed/ strongly disagreed* that staff made them feel their situation mattered reported that the staff member they dealt with had a bad attitude. Twenty-nine percent felt the staff member didn't take their matter seriously, while 15% reported that the Police did not attend and/or the Police response was inadequate. Nine percent had not received any follow-up.

Table 72: Staff Made Me Feel My Situation Mattered To Them – Reasons for Dissatisfaction (%)

	Respondents who Disagree	All Respondents
	Year 2 (n=264)	Year 2 (n=2995)
Staff member had a bad attitude/arrogant/indifferent/abrupt	33	4
Didn't take matter seriously/didn't believe me/didn't care	29	3
Police took too long to respond/didn't attend/inadequate response	15	2
Police didn't call back, no follow-up/feedback	9	1
Police were incompetent/didn't handle situation well/didn't do all they could	8	1
Police didn't do anything/no outcome/action/Police didn't do their job	7	1
Outcome/decision was unfair/incorrect	4	<1
No information/help/advice given	3	<1
Poor communication/didn't listen/disinterested/no explanation	3	<1

Base: All respondents who disagreed to some extent that staff made them feel their situation mattered
Note: Multiple responses to this question permitted. Therefore, table may total to more than 100%
Table lists those reasons mentioned by 3% or more of respondents

Respondents significantly more likely to mention that the **matter wasn't taken seriously** include those whose point of contact was over the counter at a Police station (41%, compared with 26% of all other respondents).

Respondents significantly more likely to mention **Police took too long to respond** include those whose point of contact was calling either their local station (28%) or the Communications Centres (27%) (compared with 8% of all other respondents).

Respondents significantly more likely to mention that the **Police didn't call back/no follow-up** include those:

- of Māori descent (20%, compared with 6% of all other respondents); and/or
- whose point of contact was calling their local station (17%, compared with 7% of all other respondents).

Respondents significantly more likely to mention that **Police were incompetent and didn't handle the situation well** include those:

- whose point of contact was in person (other than on the roadside or at the Police station) (22%, compared with 3% of all other respondents); and/or
- aged between 25 and 34 years (16%, compared with 6% of all other respondents).

Respondents significantly more likely to mention that the **Police didn't do anything/no action or outcome** include those whose reason for contact was theft or burglary (15%, compared with 3% of all other respondents).

Respondents significantly more likely to mention that the **outcome/decision was unfair/incorrect** include those whose point of contact was in person (other than on the roadside or at the Police station) (8%, compared with 2% of all other respondents).

Respondents significantly more likely to mention that **no information/help/advice was given** include those:

- living in the Auckland district (11%, compared with 1% of all other respondents); and/or
- aged between 25 and 34 years (8%, compared with 1% of all other respondents).

Respondents significantly more likely to mention **poor communication** include those whose point of contact was calling the Communications Centres (9%, compared with 2% of all other respondents).

5.13. It's an Example of Good Value for Tax Dollars Spent

> *Note: This question was asked of all respondents who had contact with the Police in the last 6 months*
>
> ***Question:*** Still thinking about your contact with the New Zealand Police when you xxx, please tell me if you agree or disagree with the following statement. **It's an example of good value for tax dollars spent**. Would you say you........
>
>   1. Strongly Disagree
>   2. Disagree
>   3. Neither agree nor disagree
>   4. Agree
>   5. Strongly Agree
>   6. ***(don't read)*** Don't know
>   7. ***(don' read)*** Not Applicable
>   8. ***(don' read)*** Refused

5.13.1. *It's an Example of Good Value for Tax Dollars Spent - Changes between Baseline and Year 2*

Just less than three quarters of respondents (73%) *agreed/strongly agreed* that the service they received is an example of good value for tax dollars spent, including 27% *strongly agreeing.* When compared with the baseline measure, there has been a significant increase in the share of respondents *agreeing/strongly agreeing* (up from 70% in the baseline measure, to 73% in Year 2), and *strongly agreeing* (up from 23%, to 27%).

In contrast, 13% of respondents *disagreed* (8%) or *strongly disagreed* (5%) that it is an example of good value for tax dollars spent (consistent with the baseline measure).

Figure 31: It's an Example of Good Value for Tax Dollars Spent – Baseline versus Year 2 (%)
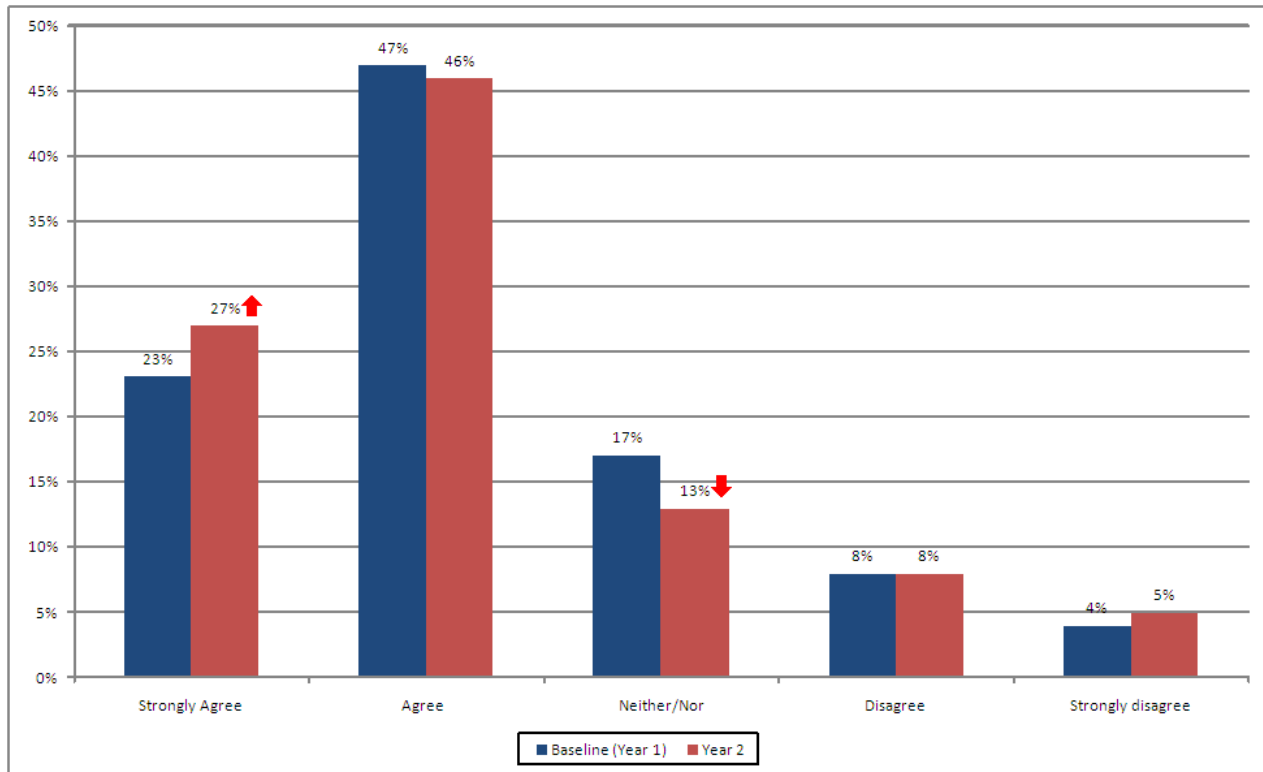
Base: All respondents, excluding those giving a 'not applicable' response.   Baseline n=4118, Year 2 n=3996.
Red arrow indicates a significant increase/decrease in ratings between Baseline and Year 2.

Table 73: It's an Example of Good Value for Tax Dollars Spent – Baseline Versus Year 2 (%)

	Baseline	Year 2
Strongly Agree	23	**27**
Agree	47	**46**
Neither/Nor	17	**13**
Disagree	8	**8**
Strongly Disagree	4	**5**
Don't know	1	**1**
Total Agree	**70**	**73**
Total Disagree	**12**	**13**
Base	*4118*	*3996*

Base: All respondents excluding those giving a 'not applicable' response.
Orange highlighting indicates a significant increase/decrease in results between the Baseline measure and Year 2.

5.13.2. It's an Example of Good Value for Tax Dollars Spent - Changes Over Time

As the table below shows, the share agreeing/strongly agreeing that it is an example of good value for tax has remained relatively stable across the four quarters of Year 2.

Table 74: It's an Example of Good Value for Tax Dollars Spent – Changes Over Time (%)

	Baseline	Y2Q1	Y2Q2	Y2Q3	Y2Q4
Strongly Agree	23	**26**	29	29	26
Agree	47	47	45	43	46
Neither/Nor	17	**14**	12	14	12
Disagree	8	9	8	8	10
Strongly Disagree	4	4	5	6	6
Don't know	1	**0**	**1**	**0**	0
Total Agree	**70**	**73**	**74**	**72**	**72**
Total Disagree	**12**	**13**	**13**	**14**	**16**
Base	*4118*	*1002*	*976*	*1037*	*981*

Base: All respondents excluding those giving a 'not applicable' response.
Orange highlighting indicates a significant increase/decrease in results between measures.

5.13.3. It's an Example of Good Value for Tax Dollars Spent - Significant Differences for Year 2

The following statistically significant differences for Year 2 total are evident at the total results level (General and Communications Centres Year 2 results combined).

Respondents significantly more likely to *agree/strongly agree* that it is good value for tax dollars spent included:

- those whose reason for contact was a community activity (96%, compared with 72% of all other respondents);
- those aged 65 years or older (86%, compared with 72% of all other respondents);
- those whose reason for contact was a traffic crash or incident (80%, compared with 72% of all other respondents);
- those living in Counties-Manukau district (80%, compared with 72% of all other respondents);
- those whose reason for contact was a traffic stop (80%, compared with 70% of all other respondents);
- those whose point of contact was in person (other than on the roadside or at the Police station) (78%, compared with 71% of all other respondents);
- those whose point of contact was calling the Communications Centres (77%, compared with 72% of all other respondents);
- females (76%, compared with 70% of all other respondents); and/or
- those of European descent (74%, compared with 70% of all other respondents).

Respondents significantly more likely to *strongly disagree/disagree* that it is good value for tax dollars spent included:

- those whose reason for contact was suspect/perpetrator/bail reporting/prisoner enquiry/pick up or visit (31%, compared with 13% of all other respondents);
- those whose reason for contact was a traffic offence (27%, compared with 11% of all other respondents);
- those of Asian/Indian descent (18%, compared with 13% of all other respondents);
- those whose point of contact was on the roadside (16%, compared with 11% of all other respondents); and/or
- males (15%, compared with 11% of female respondents).

5.13.4. It's an Example of Good Value for Tax Dollars Spent - Comparison by District

1. Year Two

Seventy-three percent of respondents *agreed* or *strongly agreed* that the service they received was an example of good value for tax dollars spent. In particular, respondents living in the Counties Manukau district (80%) were significantly more likely to *agree/ strongly agree* with this statement than all other respondents. In contrast, those living in the Auckland City district (68%) were significantly less likely to agree to some extent.

Figure 32: It's an Example of Good Value for Tax Dollars Spent - by District in Year 2
(% Agree/Strongly Agree)
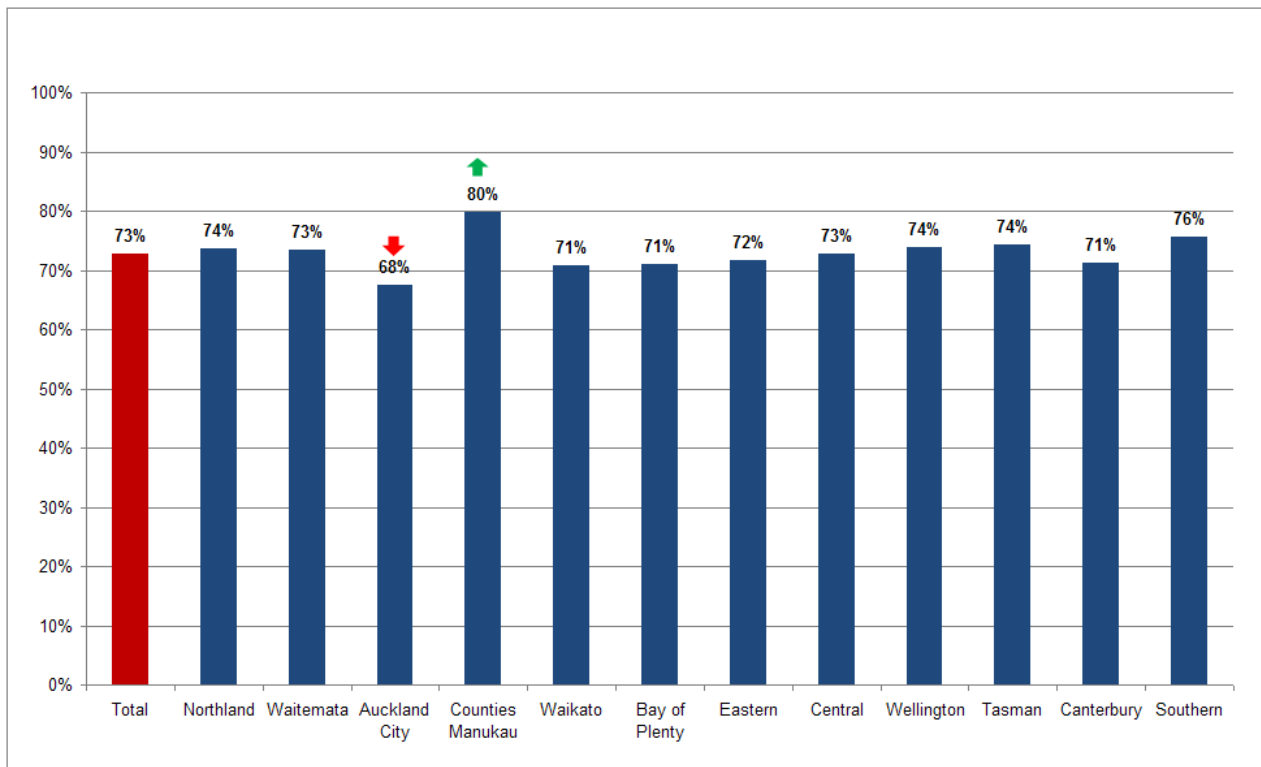
Base: All respondents, excluding 'not applicable' responses. Total (Year Two) n=3996; Northland n=298; Waitemata n=335; Auckland n=408; Counties n=389; Waikato n=339; Bay of Plenty n=336; Eastern n=272; Central n=299; Wellington n=377; Tasman n=243; Canterbury n=405; Southern n=295.
Green arrow indicates a significantly higher result than the total. Red arrow indicates a significantly lower result than the total.

2. Baseline Versus Year Two

The proportion of respondents who *agreed/strongly agreed* that the service provided was an example of good value for tax dollars spent increased or remained unchanged for all but two districts between the baseline measure and Year Two. In particular, positive ratings of good value for tax dollars spent increased significantly for those respondents living in the:

- Counties Manukau district (80%, up from 68% at baseline); and
- Waitemata district (74%, up from 66% at baseline).

Furthermore, the proportion of those who *strongly agreed* increased significantly for those living in the following districts:

- Wellington (32%, up from 25% at baseline);
- Waikato (31%, up from 18% at baseline);
- Counties Manukau (30%, up from 23% at baseline); and
- Auckland City (26%, up from 19% at baseline).

In contrast, respondents living in the Eastern (18%) and Wellington (14%) districts were significantly more likely to give a negative rating of good value for tax dollars spent than they were in the baseline (up from 12% and 9% respectively). In particular, the proportion of respondents who *strongly disagreed* increased significantly – up from 3% to 8% for those living in the Eastern district, and from 3% to 7% for those living in the Wellington district.

Table 75: It's an Example of Good Value for Tax Dollars Spent – By District (%)

	Northland		Waitemata		Auckland City		Counties Manukau		Waikato		Bay Of Plenty	
	Baseline	Y2 Total	Baseline	Y2 Total	Baseline	Y2 Total	Baseline	Y2 Total	Baseline	Y2 Total	Baseline	Y2 Total
Strongly Agree	25	28	23	24	19	**26**	23	**30**	18	**31**	22	26
Agree	44	46	43	50	47	42	45	50	52	**39**	47	45
Neither/nor	17	15	18	**12**	18	17	18	**8**	18	15	17	17
Disagree	10	6	9	8	8	10	8	8	8	7	9	9
Strongly Disagree	3	4	5	6	6	5	4	3	4	7	4	3
Don't know	1	1	2	0	2	0	2	1	0	1	1	0
Total Agree	**69**	**74**	**66**	**74**	**66**	**68**	**68**	**80**	**70**	**70**	**69**	**71**
Total Disagree	**13**	**10**	**14**	**14**	**14**	**15**	**12**	**11**	**12**	**14**	**13**	**12**
Base	*314*	*298*	*330*	*335*	*333*	*408*	*361*	*389*	*383*	*339*	*358*	*336*

	Eastern		Central		Wellington		Tasman		Canterbury		Southern	
	Baseline	Y2 Total	Baseline	Y2 Total	Baseline	Y2 Total	Baseline	Y2 Total	Baseline	Y2 Total	Baseline	Y2 Total
Strongly Agree	27	28	30	27	25	**32**	27	30	22	22	25	29
Agree	43	44	44	46	50	**42**	43	45	49	49	46	47
Neither/nor	16	**10**	15	15	16	12	17	15	17	13	16	13
Disagree	9	10	6	8	6	7	7	6	8	11	7	6
Strongly Disagree	3	**8**	4	4	3	**7**	5	3	3	4	5	5
Don't know	2	0	1	0	0	0	1	1	1	1	1	0
Total Agree	**70**	**72**	**74**	**73**	**75**	**74**	**70**	**75**	**71**	**71**	**71**	**76**
Total Disagree	**12**	**18**	**10**	**12**	**9**	**14**	**12**	**9**	**11**	**15**	**12**	**11**
Base	*302*	*272*	*341*	*299*	*413*	*377*	*292*	*243*	*374*	*405*	*317*	*295*

Base: All respondents, excluding 'not applicable' responses

Note: Bold indicates a statistically significant change from the baseline

Green highlighting denotes a statistically significant improvement from the baseline

Red highlighting denotes a statistically significant negative change from the baseline

5.13.5. It's an Example of Good Value for Tax Dollars Spent - Comparison by Point of Contact

1.   Year Two

Respondents whose point of contact was in person (other than on the roadside or at the Police station) (78%) or calling the Communications Centres (77%) were significantly more likely to *agree/strongly agree* that the service they received was an example of good value for tax dollars spent, this share significantly higher than for all other points of contact. In contrast, respondents whose point of contact was with their local station, either through calling the station (67%) or over the counter (67%) were significantly less likely to agree to some extent.

Figure 33: It's an Example of Good Value for Tax Dollars Spent - by Point of Contact in Year 2 (% Agree/Strongly Agree)
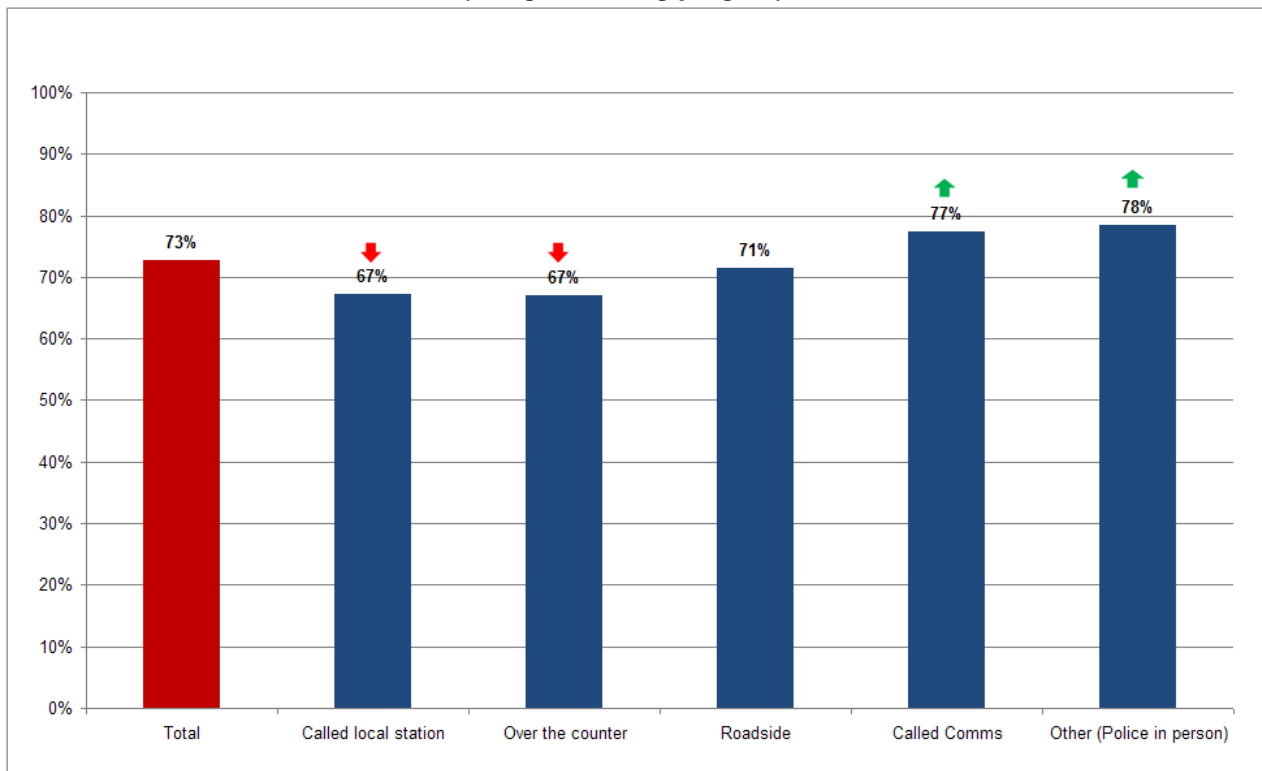
Base: All respondents, excluding 'not applicable' responses. Total (Year Two) n=3996; Called local station n=398; Over the counter n=332; Roadside n=1106; Called the Communications Centres n=1433; Other (Police in person) n=722.

Green arrow indicates a significantly higher result than the total. Red arrow indicates a significantly lower result than the total.

2.   Baseline Versus Year Two

The proportion of respondents who *agreed/strongly agreed* that the service provided was an example of good value for tax dollars spent increased significantly for those whose point of contact was in person (other than on the roadside or at the Police station) (79%) or calling the Communications Centres (78%) (each up 7 percentage points from 72% and 71% respectively).

In addition, the proportion of those who *strongly agreed* increased significantly for those respondents whose point of contact was:

- In person (other than on the roadside or at the Police station) (33%, up from 23% at baseline);
- Calling the Communications Centres (32%, up from 27% at baseline); and
- On the roadside (26%, up from 20% at baseline).

Respondents who had called the Communications Centres were also significantly less likely to disagree to some extent (8%) than they were at baseline (12%).

In contrast, the proportion of respondents whose point of contact was over the counter who *strongly agreed* decreased significantly from 30% to 22%, while the proportion who *strongly disagreed* increased significantly (up from 3% at baseline to 7%).

Table 76: It's an Example of Good Value for Tax Dollars Spent – By Point Of Contact (%)

	Called Local Station		Over the Counter		Roadside		Called Comms		Other (Police in person)	
	Baseline	Y2 Total	Baseline	Y2 Total	Baseline	Y2 Total	Baseline	Y2 Total	Baseline	Y2 Total
Strongly Agree	25	22	30	**22**	20	**26**	27	**32**	23	**33**
Agree	44	45	42	45	49	46	44	46	49	46
Neither/nor	18	17	16	17	18	**12**	16	**13**	16	**12**
Disagree	10	10	9	8	8	10	7	6	7	5
Strongly Disagree	3	4	3	**7**	5	6	5	**2**	5	4
Don't know	0	2	0	1	0	0	1	1	0	0
Total Agree	**69**	**67**	**72**	**67**	**69**	**72**	**71**	**78**	**72**	**79**
Total Disagree	**13**	**14**	**12**	**15**	**13**	**16**	**12**	**8**	**12**	**9**
Base	*735*	*398*	*375*	*332*	*990*	*1106*	*1275*	*1433*	*635*	*722*

Base: All respondents, excluding 'not applicable' responses

Note: Bold indicates a statistically significant change from the baseline

Green highlighting denotes a statistically significant improvement from the baseline

Red highlighting denotes a statistically significant negative change from the baseline

5.13.6. It's an Example of Good Value for Tax Dollars Spent - Comparison by Ethnicity

Note: This question was asked of all respondents who had contact with the Police. The analysis by ethnicity includes the results from all surveying carried out in Year Two – including the General Sample, Communications Centres Sample and both the Asian and Māori Booster samples. As a result the 'totals' in the ethnicity analysis differ from those recorded for this question throughout the rest of the report.

Respondents of NZ European/Pakeha descent were significantly more likely than all other respondents to agree to some extent that the service they received was an example of good value for tax dollars spent (74% *agree/strongly agree*, compared with 70% of all other respondents). This included 29% of NZ European/Pakeha respondents who *strongly agreed* (significantly higher than 23% of all other respondents). In contrast, respondents of Asian descent were significantly less likely (61%) than all other respondents (73%) to *strongly agree/agree* that the service was an example of good value for tax dollars spent.

Note: The sample size for those of "other ethnicities" is small. Therefore the results for this group should be considered indicative only.

Table 77: It's an Example of Good Value for Tax Dollars Spent – By Ethnicity* (%)

	Total	NZ European/ Pakeha	Māori	Pacific People	Asian/ Indian	Other
Strongly Agree	**27**	**29**	26	**16**	**15**	24
Agree	**45**	45	45	**61**	46	48
Neither/nor	**14**	**12**	**17**	12	**21**	10
Disagree	**8**	8	7	6	**13**	11
Strongly Disagree	**5**	5	5	3	4	6
Don't know	**1**	1	0	2	1	1
Total Agree	**72**	**74**	**71**	**77**	**61**	**72**
Total Disagree	**13**	**13**	**12**	**9**	**17**	**17**
Base	*4395*	*2987*	*1001*	*161*	*207*	*39*

Base: All respondents, excluding 'not applicable' responses
Green highlighting denotes statistically significant higher positive result or lower negative result than the Total
Red highlighting denotes statistically significant lower positive result or higher negative result than the Total
*Includes Asian and Maori Booster samples. As a result, the 'totals' in this table differ from those recorded for this question in the rest of the report.

5.13.7. It's an Example of Good Value for Tax Dollars Spent – Reasons for Dissatisfaction

Seventeen percent of respondents who *disagreed/strongly disagreed* that the service they received was an example of good value for tax dollars spent commented that the Police don't 'do what they need to do' and focus on the wrong things/don't catch real criminals. Twelve percent perceive that Police place too much emphasis on traffic and driving offences, while 10% mentioned that the Police don't respond/take action and/or are slow to do so when they do respond. Other more commonly mentioned reasons for disagreeing to some extent included a perception that Police have too much focus on revenue gathering/points (7%) and that respondents did not agree with the decision/outcome of their contact with the Police (6%).

When compared with baseline data, there has been a significant increase in the share of respondents who mentioned that the reason they disagreed to some extent that the service they received was an example of good value for tax dollars spent was:

- They don't agree with the decision made (6%, compared with 0% at baseline); and
- Patrols/breath testing/checkpoints are in the wrong locations/at the wrong times (4%, compared with 0% at baseline).

In contrast, there has been a significant decrease in the share of respondents who mentioned that the reason they disagreed to some extent that the service they received was an example of good value for tax dollars spent was:

- Police don't do what they need to do (17%, compared with 30% at baseline);
- Resources are spent in the wrong area(s) (5%, compared with 11% at baseline);
- Poor organisation/poor service (4%, compared with 8% at baseline); and
- Low quality Police officers (3%, compared with 12% at baseline).

Table 78: It's an Example of Good Value for Tax Dollars Spent – Reasons for Dissatisfaction (%)

	Respondents who Disagree		All Respondents
	Baseline *(n=472)*	Year 2 *(n=454)*	Year 2 *(n=3996)*
Don't do what they need to – catch real criminals/focus on wrong things	30	**17**	2
Too much emphasis on traffic and driving	16	12	1
Don't respond/never turn up/don't help/no action taken/slow	13	10	1
Too much focus on gathering revenue/points	9	7	1
Don't agree with decision made – unfair/unnecessary	0	**6**	1
No follow up	3	5	1
Never actually solve crimes/resolve issues – ineffective or	8	5	1

	Respondents who Disagree		All Respondents
	Baseline *(n=472)*	Year 2 *(n=454)*	Year 2 *(n=3996)*
waste of time			
Resources spent in wrong area – not targeting right priorities	11	**5**	1
Poor organisation/poor service	8	**4**	1
Bad attitude – rude/negative/arrogant/intimidating	5	4	1
Patrols/breath testing/checkpoints at wrong time of day/wrong locations	0	**4**	1
Bad personal experience with Police/heard bad things	4	3	<1
Don't care enough/can't be bothered/lazy	3	3	<1
Low quality Police officers – unprofessional/incompetent/lack knowledge	12	**3**	<1
Don't show interested or concern/don't take concerns seriously	2	3	<1

Base: All respondents who encountered a problem/negative interaction

Note: Multiple responses to this question permitted. Therefore, table may total to more than 100%

Orange highlighting denotes a significant difference between Baseline and Y2

Table lists those reasons mentioned by 3% or more of respondents

Respondents significantly more likely to mention that **Police don't do what they need to do** include those:

- whose reason for contact was a traffic offence (26%, compared with 14% of all other respondents); and/or
- whose point of contact was on the roadside (24%, compared with 10% of all other respondents).

Respondents significantly more likely to mention **too much emphasis on traffic and driving** include those:

- whose reason for contact was a traffic stop (24%) or traffic offence (19%) (compared with 1% of all other respondents);
- whose point of contact was on the roadside (21%, compared with 1% of all other respondents); and/or
- aged between 25 and 34 years (20%, compared with 9% of all other respondents).

Respondents significantly more likely to mention that **Police don't turn up/help/no action taken** include those:

- whose point of contact was calling either their local station (37%) or the Communications Centres (22%) (compared with 5% of all other respondents); and/or
- living in the Auckland City district (20%, compared with 9% of all other respondents).

Respondents significantly more likely to mention **too much focus on revenue gathering/points** include those:

- whose reason for contact was a traffic offence (17%, compared with 3% of all other respondents); and/or
- whose point of contact was on the roadside (12%, compared with 2% of all other respondents).

Respondents significantly more likely to mention that they **didn't agree with the decision made** include those:

- whose reason for contact was a traffic offence (15%, compared with 3% of all other respondents); and/or
- whose point of contact was in person (other than on the roadside or at the Police station) (14%, compared with 5% of all other respondents).

Respondents significantly more likely to mention **no follow-up** include those:

- whose point of contact was either calling their local station (18%) or over the counter at the station (12%) (compared with 2% of all other respondents); and/or
- living in the Waitemata district (14%, compared with 4% of all other respondents).

Respondents significantly more likely to mention that **Police never actually solve crimes/resolve issues** include those aged between 35 and 44 years (9%, compared with 3% of all other respondents).

Respondents significantly more likely to mention that **resources are spent in the wrong areas** include those:

- living in the Waitemata district (13%, compared with 4% of all other respondents);
- whose reason for contact was a traffic stop (9%, compared with 4% of all other respondents); and/or
- whose point of contact was on the roadside (8%, compared with 2% of all other respondents).

Respondents significantly more likely to mention that **the Police are a poor organisation/provide poor service** include those whose reason for contact was assault (18%, compared with 3% of all other respondents).

Respondents significantly more likely to mention that **Police have a bad attitude** include those:

- whose point of contact was over the counter at the Police station (10%, compared with 4% of all other respondents); and/or
- who are female (7%, compared with 3% of male respondents).

Respondents significantly more likely to mention that **patrols/breath testing/checkpoints are at the wrong times/locations** include those:

- whose reason for contact was a traffic stop (17%, compared with less than 1% of all other respondents);
- living in the Canterbury district (11%, compared with 3% of all other respondents);
- aged between 45 and 54 years (9%, compared with 3% of all other respondents); and/or
- whose point of contact was on the roadside (8%, compared to no mention by any other respondents).

Respondents significantly more likely to mention **bad personal experience with the Police/heard bad things** include those living in the Counties Manukau district (13%, compared with 3% of all other respondents).

Respondents significantly more likely to mention that **Police do not care/are lazy/can't be bothered** include those:

- living in the Counties Manukau district (13%, compared with 2% of all other respondents); and/or
- whose reason for contact was assault (12%, compared with 2% of all other respondents).

Respondents significantly more likely to mention **low quality Police officers** include those:

- whose point of contact was in person (other than on the roadside or at the Police station) (11%, compared with 2% of all other respondents); and/or
- living in the Waitemata district (10%, compared with 2% of all other respondents).

Respondents significantly more likely to mention that **Police do not show interest/concern/take matters seriously** include those:

- whose point of contact was with their local Police station, either over the counter at the station (11%) or calling their local station (10%) (compared with 1% of all other respondents);
- living in the Wellington district (8%, compared with 2% of all other respondents);
- aged between 25 and 34 years (6%, compared with 2% of all other respondents); and/or
- who are female (5%, compared with 2% of male respondents).

Respondents significantly more likely to mention that **too many Police offers are sent/too many stationed at check points** include those living in the Canterbury district (8%, compared with 1% of all other respondents).

5.14. In The End I Got What I Needed

Note: This question was asked of all respondents* who had contact with the Police in the last 6 months (*excluding those whose reason for contact was speeding, a traffic offence, breath testing, commercial vehicle checkpoints or police informing respondent of a death)

Question: Thinking about all the interaction you had with the police about XXX up until now, this includes all contact you may have had with the police regarding this incident, including contact you may have had in person, over the telephone, in writing and so on, please tell me how strongly you agree or disagree with the following statement '**In the end I got what I needed**'. Would you say you:

1. Strongly Disagree
2. Disagree
3. Neither agree nor disagree
4. Agree
5. Strongly agree
6. *(don't read)* Not Applicable
7. *(don't read)* Don't know
8. *(don' read)* Refused

5.14.1. In The End I Got What I Needed - Changes between Baseline and Year 2

Note: This question was added to the survey part way through the baseline measure. Consequently the sample size for the baseline measure is smaller than the Year Two sample size.

Seventy-three percent of respondents *agreed* (41%) or *strongly agreed* (32%) that in the end they got what they needed. These results are stable from that achieved in the baseline measure.

In contrast, 14% of respondents *disagreed* (7%) or *strongly disagreed* (7%) that in the end they got what they needed (also stable from the baseline measure).

Figure 34: In The End I Got What I Needed – Baseline versus Year 2 (%)
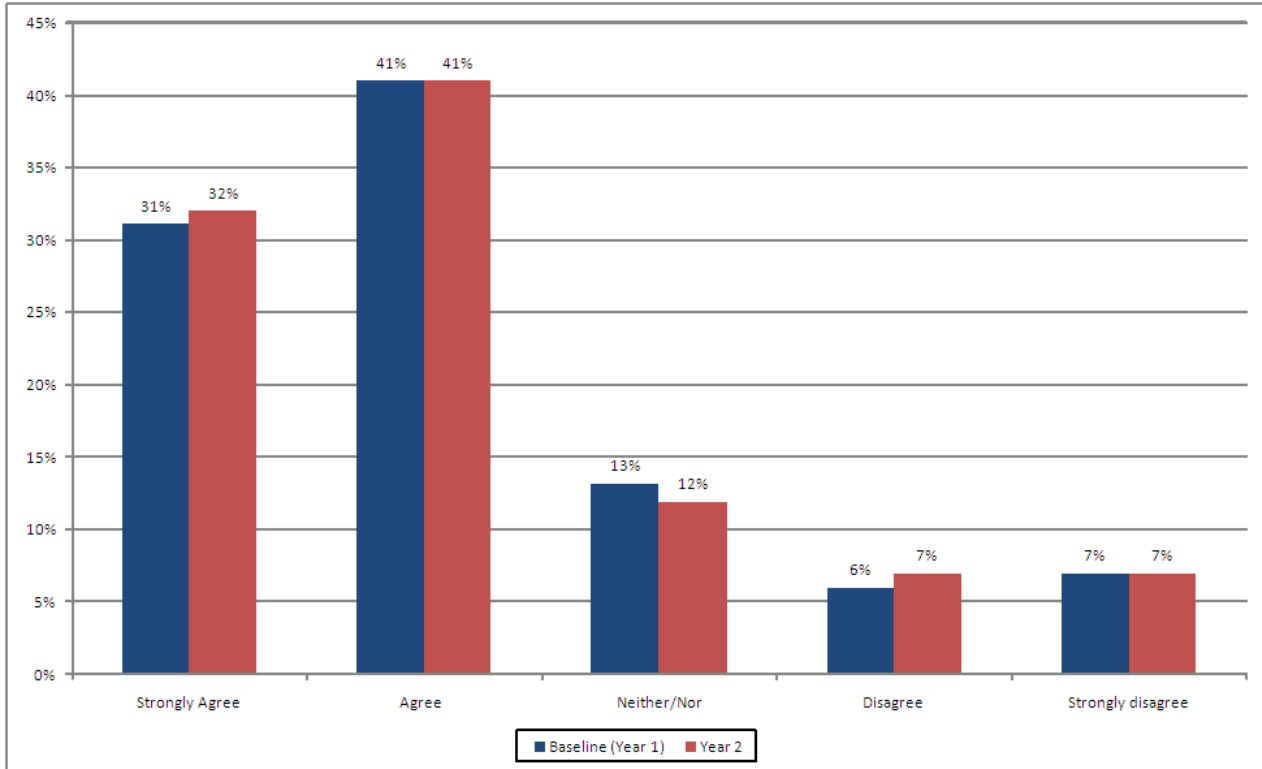
Base: All respondents excluding those giving a 'not applicable' response.   Baseline n=1002, Year 2 n=2945.

Red arrow indicates a significant increase/decrease in ratings between Baseline and Year 2.

Table 79: In The End I Got What I Needed – Baseline Versus Year 2 (%)

	Baseline	Year 2
Strongly Agree	31	32
Agree	41	41
Neither/Nor	13	12
Disagree	6	7
Strongly Disagree	7	7
Don't know	2	1
Total Agree	**72**	**73**
Total Disagree	**13**	**14**
Base	*1002*	*2945*

Base: All respondents excluding those giving a 'not applicable' response.

Orange highlighting indicates a significant increase/decrease in results between the Baseline measure and Year 2.

5.14.2. In The End I Got What I Needed - Changes Over Time

As the table below shows, results for in the end I got what I needed have remained relatively stable across the four quarters of Year 2.

Table 80: In The End I Got What I Needed – Changes Over Time (%)

	Baseline	Y2Q1	Y2Q2	Y2Q3	Y2Q4
Strongly Agree	31	33	32	33	30
Agree	41	38	42	38	43
Neither/Nor	13	11	12	14	**9**
Disagree	6	**9**	7	8	7
Strongly Disagree	7	6	6	7	9
Don't know	2	2	1	1	2
Total Agree	**72**	**71**	**74**	**71**	**73**
Total Disagree	**13**	**15**	**13**	**15**	**16**
Base	*1002*	*750*	*726*	*739*	*730*

Base: All respondents excluding those giving a 'not applicable' response.

Orange highlighting indicates a significant increase/decrease in results between measures.

5.14.3. In The End I Got What I Needed - Significant Differences for Year 2

The following statistically significant differences for Year 2 total are evident at the total results level (General and Communications Centres Year 2 results combined).

Respondents significantly more likely to *agree/strongly agree* that in the end they got what they needed included:

- those whose reason for contact was a community activity (92%, compared with 72% of all other respondents);
- those whose reason for contact was a general enquiry (84%, compared with 72% of all other respondents);
- those aged 65 years or older (84%, compared with 72% of all other respondents);
- those whose reason for contact was a traffic crash or incident (82%, compared with 72% of all other respondents);
- those whose point of contact was in person (other than on the roadside or at the Police station) (80%, compared with 69% of all other respondents); and/or
- females (75%, compared with 70% of male respondents).

Respondents significantly more likely to *disagree/strongly disagree* that in the end they got what they needed included:

- those whose reason for contact was suspect/perpetrator/bail reporting/prisoner enquiry/pick up or visit (31%, compared with 14% of all other respondents);
- those whose reason for contact was reporting dangerous driving (25%, compared with 13% of all other respondents);
- those whose point of contact was calling the local station (21%, compared with 13% of all other respondents);
- those whose reason for contact was theft (20%, compared with 13% of all other respondents);
- those aged between 16 and 24 years (20%, compared with 13% of all other respondents);
- those whose point of contact was over the counter (19%, compared with 13% of all other respondents); and/or
- males (16%, compared with 12% of female respondents).

5.14.4. In The End I Got What I Needed - Comparison by District

1. Year Two

Seventy-three percent of respondents *agreed* or *strongly agreed* that in the end they got what they needed. There were no significant differences in the share of respondents who agreed to some extent with this statement by district.

Figure 35: In The End I Got What I Needed - by District in Year 2
(% Agree/Strongly Agree)
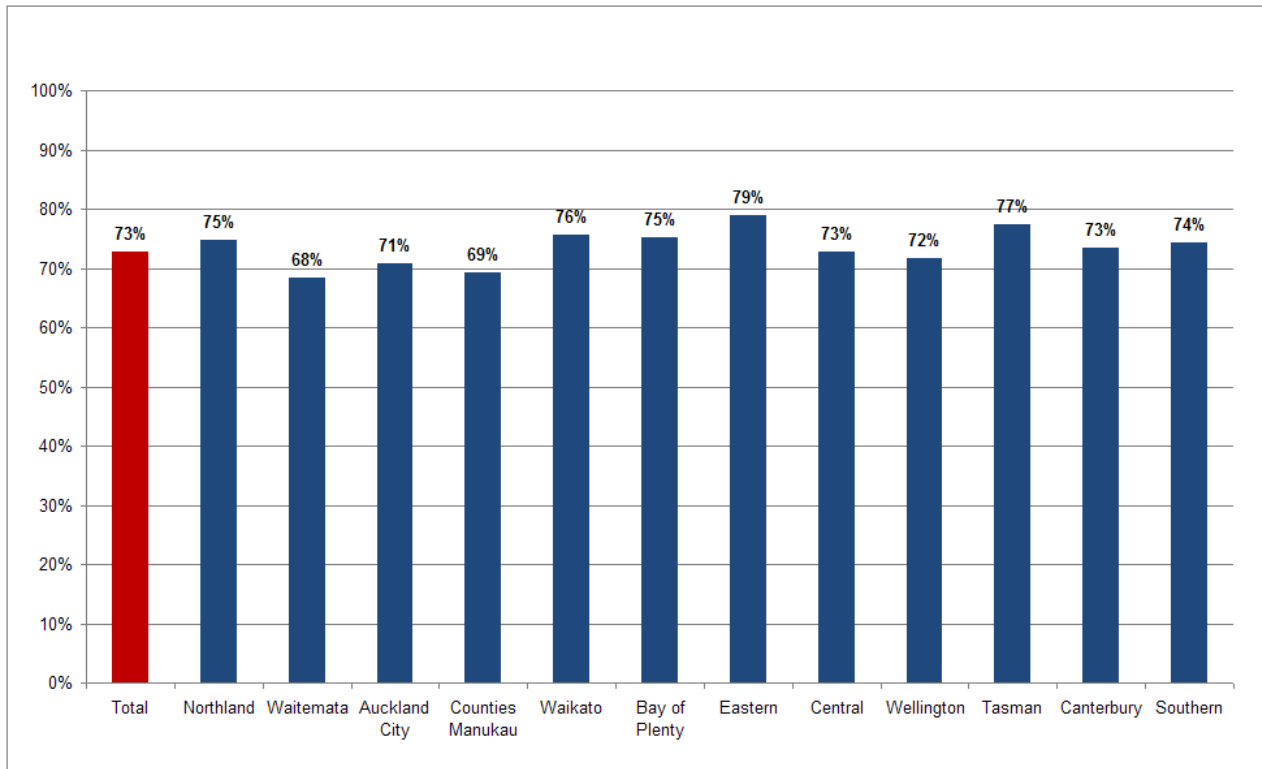
Base: All respondents, excluding 'not applicable' responses. Total (Year Two) n=2945; Northland n=174; Waitemata n=256; Auckland n=339; Counties n=329; Waikato n=250; Bay of Plenty n=256; Eastern n=195; Central n=228; Wellington n=275; Tasman n=154; Canterbury n=308; Southern n=181.
Green arrow indicates a significantly higher result than the total. Red arrow indicates a significantly lower result than the total.

2. Baseline Versus Year Two

The proportion of respondents who *agreed/ strongly agreed* that in the end they got what they needed increased for half of the 12 districts between baseline and Year Two, although none of these increases were statistically significant.

In contrast, the proportion who disagreed to some extent that in the end they got what they needed increased significantly for those living in the Waitemata district (up from 7% to 16%).

Table 81: In The End I Got What I Needed – By District (%)

	Northland		Waitemata		Auckland City		Counties Manukau		Waikato		Bay Of Plenty	
	Baseline	Y2 Total	Baseline	Y2 Total	Baseline	Y2 Total	Baseline	Y2 Total	Baseline	Y2 Total	Baseline	Y2 Total
Strongly Agree	22	27	34	27	21	27	35	33	29	36	28	34
Agree	52	48	36	42	55	44	29	37	36	40	43	41
Neither/nor	12	11	21	13	11	13	24	**11**	15	11	10	12
Disagree	6	7	4	9	6	6	6	10	5	6	13	9
Strongly Disagree	8	6	3	7	7	10	6	8	13	**6**	6	3
Don't know	0	1	2	2	0	0	0	1	2	1	0	1
Total Agree	**74**	**75**	**70**	**69**	**76**	**71**	**64**	**70**	**65**	**76**	**71**	**75**
Total Disagree	**14**	**13**	**7**	**16**	**13**	**16**	**12**	**18**	**18**	**12**	**19**	**12**
Base	*54*	*174*	*112*	*256*	*76*	*339*	*112*	*329*	*81*	*250*	*69*	*256*

	Eastern		Central		Wellington		Tasman		Canterbury		Southern	
	Baseline	Y2 Total	Baseline	Y2 Total	Baseline	Y2 Total	Baseline	Y2 Total	Baseline	Y2 Total	Baseline	Y2 Total
Strongly Agree	37	34	34	28	25	34	37	35	33	42	39	30
Agree	40	45	41	44	49	38	41	42	40	32	38	44
Neither/nor	9	10	16	13	13	13	9	11	12	10	8	13
Disagree	13	**6**	1	**7**	9	9	2	5	5	7	4	6
Strongly Disagree	1	5	8	6	4	6	11	5	9	7	10	6
Don't know	0	0	0	2	0	0	0	2	1	2	1	1
Total Agree	**77**	**79**	**75**	**72**	**74**	**72**	**78**	**77**	**73**	**74**	**77**	**74**
Total Disagree	**14**	**11**	**9**	**13**	**13**	**15**	**13**	**10**	**14**	**14**	**14**	**12**
Base	*88*	*195*	*96*	*228*	*86*	*275*	*75*	*154*	*84*	*308*	*69*	*181*

Base: All respondents, excluding 'not applicable' responses

Note: Bold indicates a statistically significant change from the baseline

Green highlighting denotes a statistically significant improvement from the baseline

Red highlighting denotes a statistically significant negative change from the baseline

5.14.5.   In The End I Got What I Needed - Comparison by Point of Contact

As this question covers all points of contact the respondent may have had regarding their reasons for contact with the Police, analysis by point of contact is not applicable.

5.14.6.   In The End I Got What I Needed - Comparison by Ethnicity

Note: This question was asked of all respondents* who had contact with the Police (*excluding those pulled over for speeding, a traffic offence, breath testing, a commercial vehicle check point or if Police came to inform them of a death. The analysis by ethnicity includes the results from all surveying carried out in Year Two – including the General Sample, Communications Centres Sample and both the Asian and Māori Booster samples. As a result the 'totals' in the ethnicity analysis differ from those recorded for this question throughout the rest of the report.

NZ European/Pakeha respondents were significantly more likely to *strongly agree* that in the end they got what they needed (35%, compared with 29% of all other respondents).

In contrast, respondents of Asian descent (63%) were significantly less likely to agree to some extent that in the end they got what they needed than all other respondents (74%). In particular, Asian respondents were significantly less likely to *strongly agree* (19%, compared with 34% of all other respondents).

Note: The sample size for those of "other ethnicities" is small. Therefore the results for this group should be considered indicative only.

Table 82: In The End I Got What I Needed – By Ethnicity* (%)

	Total	NZ European/ Pakeha	Māori	Pacific People	Asian/ Indian	Other
Strongly Agree	**33**	**35**	32	26	**19**	21
Agree	**40**	39	43	51	44	36
Neither/nor	**12**	12	12	9	15	3
Disagree	**7**	7	**5**	10	12	29
Strongly Disagree	**7**	6	7	4	7	10
Don't know	**1**	1	1	0	3	1
Total Agree	**73**	**74**	**75**	**77**	**63**	**57**
Total Disagree	**14**	**13**	**12**	**14**	**19**	**39**
Base	*3196*	*2174*	*712*	*123*	*153*	*34*

Base: All respondents, excluding 'not applicable' responses

Green highlighting denotes statistically significant higher positive result or lower negative result than the Total

Red highlighting denotes statistically significant lower positive result or higher negative result than the Total

*Includes Asian and Maori Booster samples. As a result, the 'totals' in this table differ from those recorded for this question in the rest of the report.

5.14.7.   In The End I Got What I Needed – Reasons for Dissatisfaction

Just less than one in four (23%) of those who disagreed to some extent that in the end they got what they needed reported that they did not received any follow-up and do not now the outcome of their interaction. Twenty percent commented that no or not enough action was taken by the Police, while 16% reported that the case was never solved or there was no outcome of their interaction. Other more commonly mentioned reasons for disagreeing to some extent included that Police never turned up or responded (7%) that respondents just didn't get what they needed (7%) and/or that Police didn't take the matter seriously and were not interested (6%).

When compared with baseline data, there has been a significant increase in the share of respondents who mentioned that the reason they disagreed to some extent that in the end they got what they needed was that they just didn't get what they needed – nothing else specified (7%, compared with 0% at baseline).

In contrast, there has been a significant decrease in the share of respondents who mentioned that the reason they disagreed to some extent that in the end they got what they needed was:

- No or not enough action taken (20%, compared with 35% at baseline);
- Case never solved/no outcome (16%, compared with 25% at baseline); and
- Police didn't take the matter seriously (6%, compared with 12% baseline).

Table 83: In The End I Got What I Needed – Reasons for Dissatisfaction (%)

	Respondents who Disagree		All Respondents
	Baseline *(n=130)*	Year 2 *(n=414)*	Year 2 *(n=2945)*
No follow up/don't know the outcome	27	23	3
No or not enough action taken/didn't help	35	**20**	3
Case never solved/no outcome/didn't catch the person/still happening	25	**16**	2
Police never turned up/never responded	12	7	1
Just didn't get what I needed – nothing else specified	0	**7**	1
Didn't take the matter seriously/weren't interested	12	**6**	1
Police didn't listen/didn't let me explain/didn't consider my circumstances	4	5	1
Police didn't do a good job/poor service	4	5	1
Police had a bad attitude – rude/impatient/pushy	2	4	1
Too slow/took too long to respond/slow process	7	4	<1
Let down by the justice system/got no justice	1	3	<1
Police discriminate/are judgemental	2	3	<1

Base: All respondents who disagreed to some extent that in the end they got what they needed
Note: Multiple responses to this question permitted. Therefore, table may total to more than 100%
Orange highlighting denotes a significant difference between Baseline and Y2

Table lists those reasons mentioned by 3% or more of respondents

Respondents significantly more likely to mention **no or not enough action/Police didn't help** include those aged between 35 and 44 years (34%, compared with 16% of all other respondents).

Respondents significantly more likely to mention **didn't get what I needed** include those:

- living in the Wellington district (24%, compared with 5% of all other respondents); and/or
- aged between 45 and 54 years (13%, compared with 5% of all other respondents).

Respondents significantly more likely to mention that **Police didn't turn up/never responded** include those aged between 25 and 34 years (13%, compared with 5% of all other respondents).

Respondents significantly more likely to mention **Police didn't take the matter seriously** include those living in the Canterbury (15%) or Waitemata (13%) districts (compared with 4% of all other respondents).

Respondents significantly more likely to mention **Police had a bad attitude** include those:

- aged between 55 and 64 years (11%, compared with 3% of all other respondents); and/or
- of Māori descent (11%, compared with 3% of all other respondents).

Respondents significantly more likely to mention **Police took too long to respond/slow process** include those who are male (6%, compared with 1% of female respondents).

Respondents significantly more likely to mention **they were let down by the justice system** include those living in the Waitemata district (10%, compared with 2% of all other respondents).

Respondents significantly more likely to mention **Police discriminate/are judgemental** include those:

- living in the Auckland City (10%) or Canterbury (9%) districts (compared with less than 1% of all other respondents); and/or
- aged between 16 and 24 years (7%, compared with 2% of all other respondents).

5.15. Overall Satisfaction with Staff who Provided the Service

Note: This question was only asked of respondents* who had called one of the Communications Centres (*only includes those from the Communications Centres weekly sample).

Question: Still thinking about when you called the Communications Centre about XXX, overall how satisfied were you with the staff who provided the service? Would you say you were:

1. Very Satisfied
2. Satisfied
3. Neither satisfied nor dissatisfied
4. Dissatisfied
5. Very Dissatisfied
6. *(don't read)* Not Applicable
7. *(don't read)* Don't know
8. *(don' read)* Refused

5.15.1. Overall Satisfaction with Staff who Provided the Service - Changes between Baseline and Year 2

Note: This analysis only includes respondents selected from the Communications Centres sample.

Eighty-five percent of respondents said that they were either *satisfied* or *very satisfied* overall with the Communications Centres staff member they dealt with (unchanged from the baseline measure). However there has been a decrease in the share mentioning that they were *very satisfied* (down from 61% in the baseline, to 49%).

In contrast, 7% of respondents were *dissatisfied* (5%) or *very dissatisfied* (2%) with the staff member overall.

Figure 36: Overall Satisfaction with Staff who Provided the Service – Baseline versus Year 2 (%)
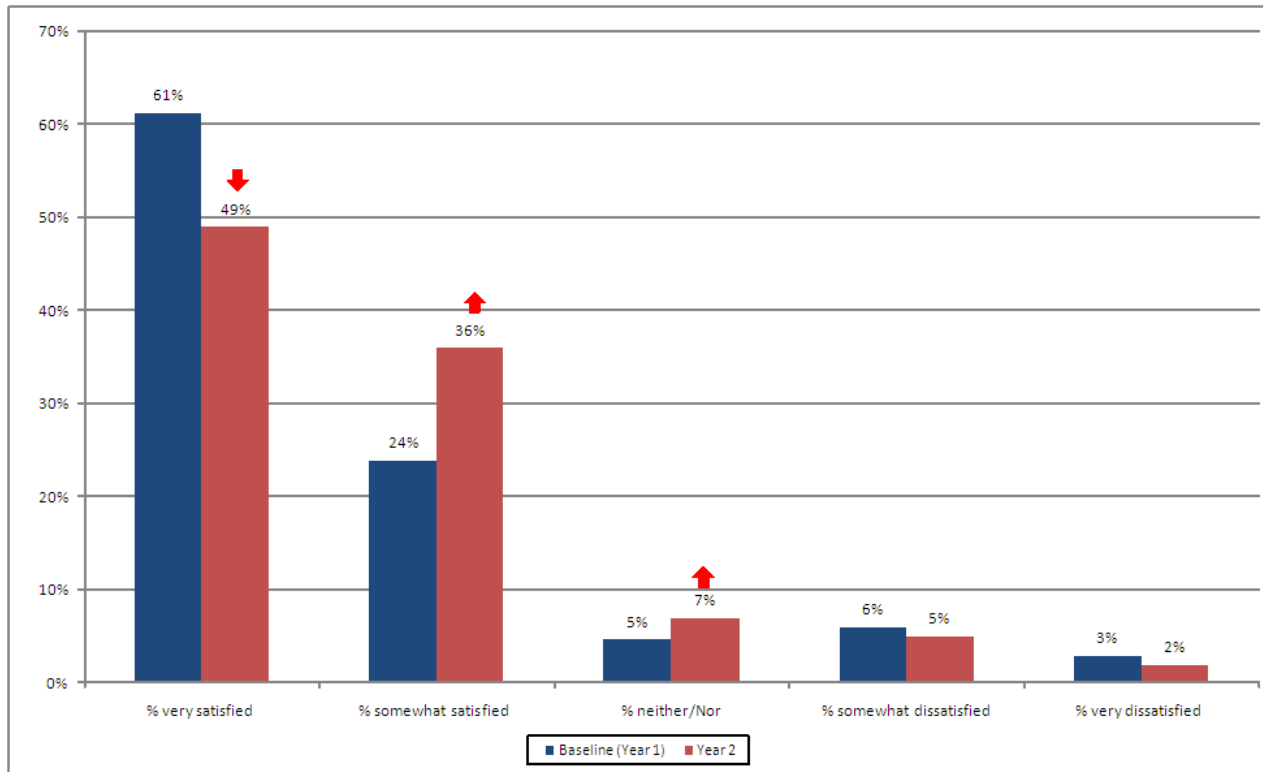
Base: All respondents excluding those giving a 'not applicable' response.   Baseline n=1439, Year 2 n=1392.

Red arrow indicates a significant increase/decrease in ratings between Baseline and Year 2.

Table 84: Overall Satisfaction with Staff who Provided the Service – Baseline Versus Year 2 (%)

	Baseline	Year 2
Very Satisfied	61	49
Satisfied	24	36
Neither/Nor	5	7
Dissatisfied	6	5
Very Dissatisfied	3	2
Don't know	1	1
Total Satisfied	**85**	**85**
Total Dissatisfied	**9**	**7**
Base	*1439*	*1392*

Base: All respondents excluding those giving a 'not applicable' response.

Orange highlighting indicates a significant increase/decrease in results between the Baseline measure and Year 2.

5.15.2. *Overall Satisfaction with Staff who Provided the Service - Changes Over Time*

As the table below shows, results for the overall satisfaction with staff have remained relatively stable across the four quarters of Year 2.

Table 85: Overall Satisfaction with Staff who Provided the Service – Changes Over Time (%)

	Baseline	Y2Q1	Y2Q2	Y2Q3	Y2Q4
Very Satisfied	61	47	51	48	51
Satisfied	24	39	35	35	37
Neither/Nor	5	6	6	9	5
Dissatisfied	6	5	5	5	4
Very Dissatisfied	3	2	3	3	2
Don't know	1	1	0	0	1
Total Satisfied	**85**	**86**	**86**	**83**	**88**
Total Dissatisfied	**9**	**7**	**8**	**8**	**6**
Base	*1439*	*357*	*353*	*342*	*340*

Base: All respondents excluding those giving a 'not applicable' response.

Orange highlighting indicates a significant increase/decrease in results between measures.

5.15.3. *Overall Satisfaction with Staff who Provided the Service - Significant Differences for Year 2*

There are no statistically significant differences for Year 2 total evident at the total results level (Communications Centres Year 2 results only).

5.15.4. *Overall Satisfaction with Staff who Provided the Service - Comparison by District and Point of Contact*

As this was only asked of respondents calling the Communications Centres, analysis by District and point of contact is not applicable.

5.15.5. *Overall Satisfaction with Staff who Provided the Service – Reasons for Satisfaction*

The greatest single share (24%) of those who were satisfied with the staff who provided the service commented that the staff member was informative/knowledgeable and gave good advice/explanations. One in five (19%) reported that the staff member had a positive attitude, while a similar share felt the staff member had good communication skills and/or dealt with the situation promptly and efficiently (each mentioned by 16%). Other commonly mentioned

reasons for satisfaction included staff did what they said they would do (15%), staff were reassuring/understanding (14%), helpful staff (14%) and staff showed interest/concern (12%).

The table below shows the main reasons why respondents were *satisfied/very satisfied* overall with the staff who provided the service.

Table 86: Overall Satisfaction with Staff who Provided the Service – Reasons for Satisfaction (%)

	Total (n=1190)
Informative/knowledgeable/good advice/explained what was happening	24
Staff member had a positive attitude – friendly/courteous/polite/respectful	19
Good communication skills – listened, easy to talk to	16
Dealt with situation promptly/efficiently	16
Did what they said they would, provided follow-up	15
Was reassuring/understanding/sympathetic/kept me calm	14
Helpful/did what they could	14
Showed interest/concern – took matter seriously	12
Responded promptly/arrived straight away	9
Police were competent/knew what they were doing/no problems/mistakes	9
Did what they should be doing/took action/did their job	8
Good outcome/problem solved	7
Asked good questions/direct questions/got all the information/thorough	6
Actually turned up/sent someone out	6
Comms stayed on the line until Police arrived/made sure I was safe	4
Acted professionally	4
Answered the phone quickly/easy to get hold of	3
Process was straightforward/easy/routine	3
Handled situation well in general	3

Base: All respondents who were satisfied to some extent with the staff who provided the service
Note: Multiple responses to this question permitted. Therefore, table may total to more than 100%
Table lists those reasons mentioned by 3% or more of respondents

5.15.6. Overall Satisfaction with Staff who Provided the Service – Reasons for Dissatisfaction

The main reasons why respondents were *dissatisfied/very dissatisfied* overall with the staff who provided the service included:

- No action taken/Police did nothing about the matter (n=30);
- Seemed disinterested/didn't care or take me seriously (n=19);
- No follow-up/no acknowledgement of my call (n=16);
- Police didn't turn up (n=13);
- Staff member was incompetent/didn't do all they could/unhelpful (n=10);
- Slow response time (n=10);
- Staff member was rude/argumentative/condescending (n=6);
- Didn't give me all the information I wanted/needed (n=5); and/or
- Had to contact Police several times to get anything done (n=5).

Base: All respondents who were dissatisfied to some extent with the staff who provided the service
Note: Multiple responses to this question permitted. Therefore, table may total to more than 100%
List includes those reasons mentioned by 5 or more of respondents

5.16. Quality of Service Expected Before Contact with Police

Note: This question was asked of all respondents.

Question: Before your contact with the Police about (xxx) **what quality of service did you expect**? Would you say you expected…….

1. Very Poor Service
2. Poor Service
3. Neither good nor poor service
4. Good service
5. Very good service
6. *(don't read)* Not Applicable
7. *(don't read)* Don't know
8. *(don' read)* Refused

5.16.1. Quality of Service Expected Before Contact with Police - Changes between Baseline and Year 2

When asked what type of service they had expected before their contact with the Police, 83% of respondents mentioned that they had expected to receive either *good* (51%) or *very good* (32%) service.   These results are consistent with the baseline measure (82%; 49% *good*, 33% *very good* service).

Only 5% of respondents (unchanged from the baseline) said they had expected to receive *poor* (4%) or *very poor* (1%) service.

Figure 37: Quality of Service Expected Before Contact with Police – Baseline versus Year 2 (%)
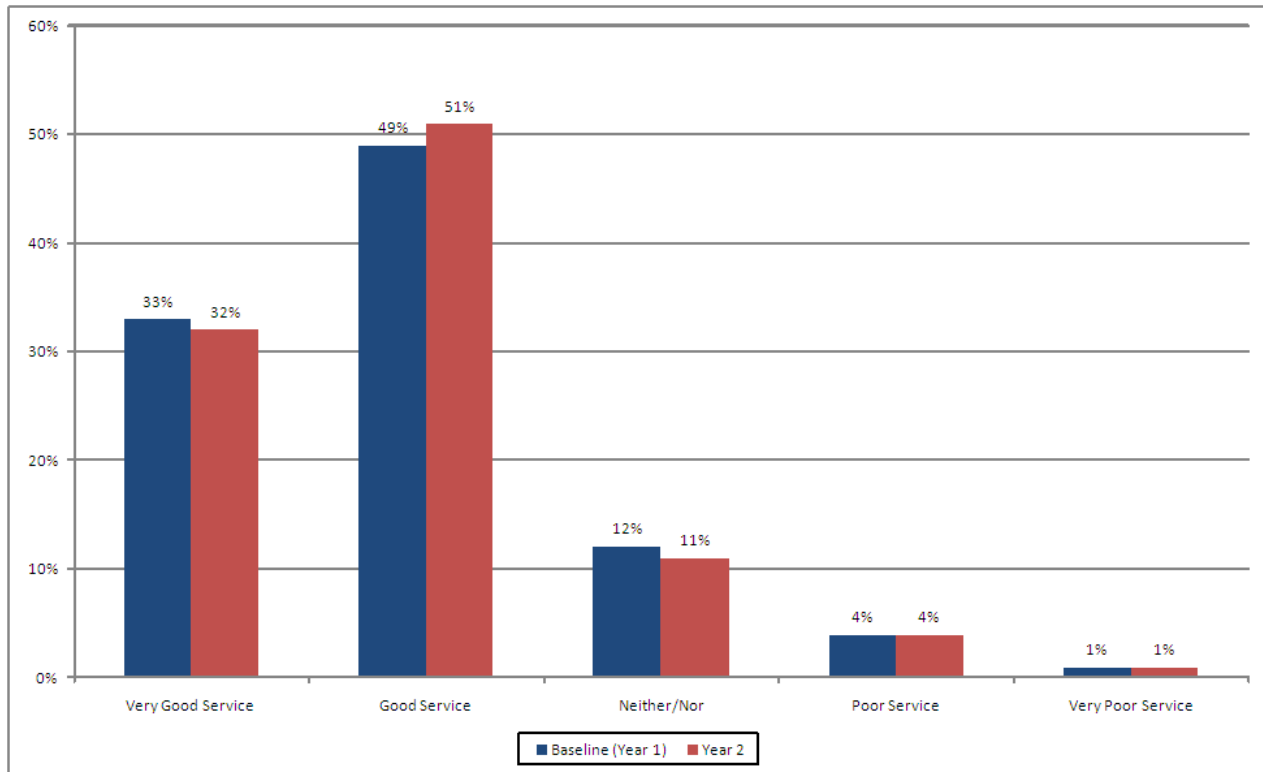
Base: All respondents excluding those giving a 'not applicable' response. Baseline n=3981, Year 2 n=3936.

Red arrow indicates a significant increase/decrease in ratings between Baseline and Year 2.

Table 87: Quality of Service Expected Before Contact with Police – Baseline Versus Year 2 (%)

	Baseline	Year 2
Very Good Service	33	32
Good Service	49	51
Neither/Nor	12	11
Poor Service	4	4
Very Poor Service	1	1
Don't know	1	1
Total Good/Very Good Service	**82**	**83**
Total Poor/Very Poor Service	**5**	**5**
Base	*3981*	*3936*

Base: All respondents excluding those giving a 'not applicable' response.

Orange highlighting indicates a significant increase/decrease in results between the Baseline measure and Year 2.

5.16.2. Quality of Service Expected Before Contact with Police - Changes Over Time

Expectations of *good/very good service* remained relatively stable across the first three quarters of Year 2, before increasing significantly between Quarters 3 and 4 (up from 84%, to 91%).

Table 88: Quality of Service Expected Before Contact with Police – Changes Over Time (%)

	Baseline	Y2Q1	Y2Q2	Y2Q3	Y2Q4
Very Good Service	33	30	30	**35**	39
Good Service	49	51	51	49	52
Neither/Nor	12	13	12	10	**6**
Poor Service	4	4	4	5	**2**
Very Poor Service	1	1	2	1	1
Don't know	1	1	1	1	**0**
Total Good/Very Good Service	**82**	**81**	**81**	**84**	**91**
Total Poor/Very Poor Service	**5**	**5**	**6**	**6**	**3**
Base	*3981*	*990*	*963*	*1019*	*964*

Base: All respondents excluding those giving a 'not applicable' response.

Orange highlighting indicates a significant increase/decrease in results between measures.

5.16.3. Quality of Service Expected Before Contact with Police - Significant Differences for Year 2

The following statistically significant differences for Year 2 are evident at the total results level (General and Communications Centres Year 2 results combined).

Respondents significantly more likely to expect *good service/very good service* overall included:

- those whose reason for contact was a community activity (93%, compared with 83% of all other respondents);
- those whose reason for contact was to follow-up on a previous enquiry (90%, compared with 83% of all other respondents);
- those aged 55 years or older (90%, compared with 81% of all other respondents);
- those living in Central (88%) or Waikato (87%) districts (compared with 82% of all other respondents);
- those whose reason for contact was a traffic stop (87%, compared with 82% of all other respondents);
- those of European descent (85%, compared with 77% of all other respondents); and/or
- females (84%, compared with 82% of male respondents).

Respondents significantly more likely to expect *poor service/very poor service* overall included those:

- whose reason for contact was 'other crime' (13%, compared with 5% of all other respondents);
- whose reason for contact was disorderly behaviour and intoxication offences (12%, compared with 5% of all other respondents);
- whose reason for contact was assault (11%, compared with 5% of all other respondents);
- of Māori (11%) or Asian/Indian (9%) descent (compared with 4% of all other respondents);
- aged between 16 and 24 years (10%, compared with 5% of all other respondents);
- whose point of contact was calling the local station (9%, compared with 5% of all other respondents);
- whose reason for contact was burglary (9%, compared with 5% of all other respondents); and/or
- living in Auckland City district (8%, compared with 5% of all other respondents).

5.16.4.   Quality of Service Expected Before Contact with Police - Comparison by District

1.   Year Two

Before their contact with the Police, most respondents in Year Two (83%) expected to receive *good* or *very good* service.   In particular, those living in the Central (88%) and Waikato (87%) districts were over-represented among those who expected to receive *good/ very good* service. In contrast, respondents living in the Canterbury (79%) and Auckland City (77%) districts were significantly less likely to report that they expected *good/very good* service before their contact with the Police.

Figure 38: Quality of Service Expected Before Contact with Police - by District in Year 2 (% Agree/Strongly Agree)
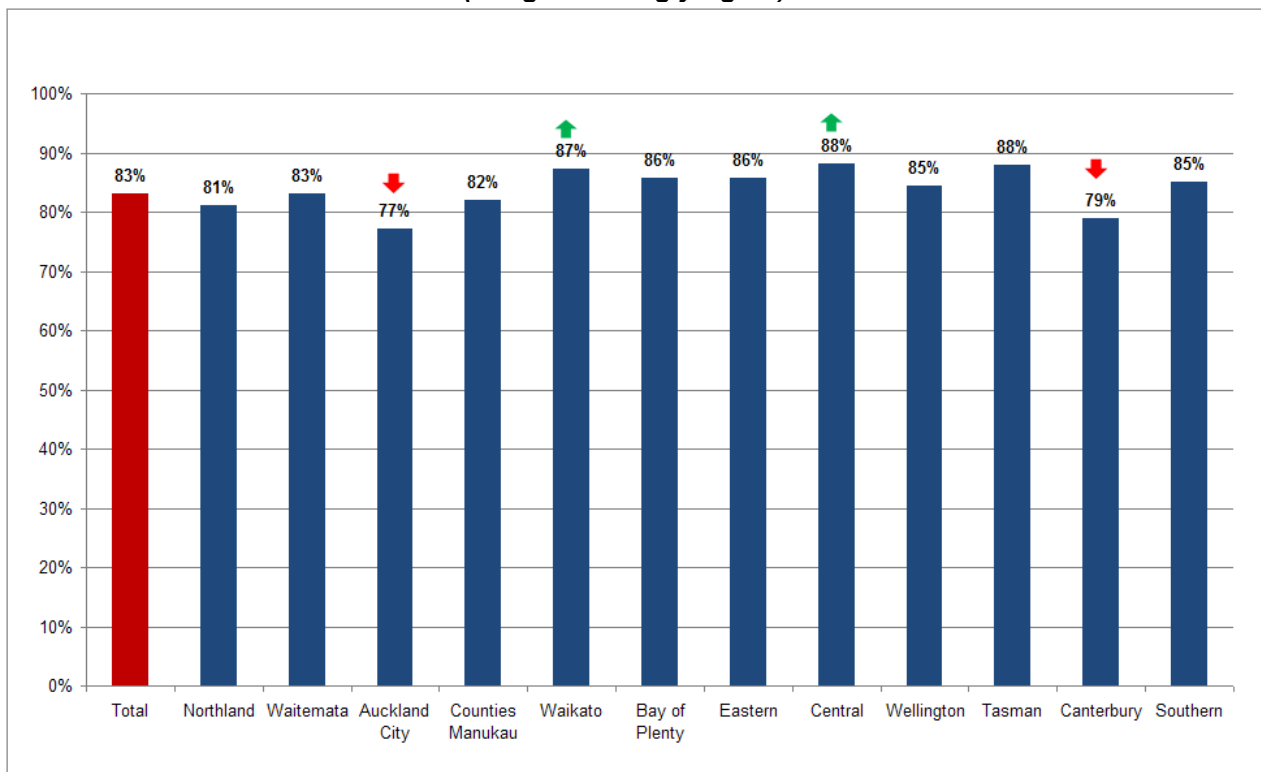
Base: All respondents, excluding 'not applicable' responses. Total (Year Two) n=3936; Northland n=292; Waitemata n=331; Auckland n=401; Counties n=385; Waikato n=331; Bay of Plenty n=331; Eastern n=269; Central n=292; Wellington n=373; Tasman n=240; Canterbury n=399; Southern n=292.

Green arrow indicates a significantly higher result than the total. Red arrow indicates a significantly lower result than the total.

2. Baseline Versus Year Two

The proportion of respondents who expected *good/very good service* increased or remained unchanged for eight of the 12 districts between the baseline measure and Year Two, although none of these increases were statistically significant. Slight decreases of one or two percentage points were reported in the remaining four districts.

There was a significant decline in the proportion of respondents living in the Waitemata district who expected *very poor/poor service*, down from 8% in the baseline to 4% in Year Two.

Table 89: Quality of Service Expected Before Contact with Police – By District (%)

	Northland		Waitemata		Auckland City		Counties Manukau		Waikato		Bay Of Plenty	
	Baseline	Y2 Total	Baseline	Y2 Total	Baseline	Y2 Total	Baseline	Y2 Total	Baseline	Y2 Total	Baseline	Y2 Total
Very good service	31	36	33	32	28	29	38	**29**	35	30	35	33
Good service	52	45	47	51	50	49	45	**53**	50	57	48	49
Neither/nor	11	11	12	11	16	14	12	10	11	10	9	12
Poor service	4	6	7	**3**	4	7	3	**7**	3	2	6	5
Very poor service	1	1	1	1	2	1	2	1	0	1	2	**0**
Don't know	1	1	0	2	0	0	0	0	1	0	0	1
Total good service	**83**	**81**	**80**	**83**	**78**	**78**	**83**	**82**	**85**	**87**	**83**	**82**
Total poor service	**5**	**7**	**8**	**4**	**6**	**8**	**5**	**8**	**3**	**3**	**8**	**5**
Base	*305*	*292*	*317*	*331*	*326*	*401*	*348*	*385*	*364*	*331*	*344*	*331*

	Eastern		Central		Wellington		Tasman		Canterbury		Southern	
	Baseline	Y2 Total	Baseline	Y2 Total	Baseline	Y2 Total	Baseline	Y2 Total	Baseline	Y2 Total	Baseline	Y2 Total
Very good service	33	33	34	34	30	35	39	35	32	29	34	34
Good service	50	53	53	54	50	50	43	**53**	49	50	47	51
Neither/nor	12	9	10	7	13	9	11	9	13	14	11	10
Poor service	3	3	3	3	5	5	4	2	4	5	5	3
Very poor service	2	1	0	1	0	**1**	2	1	0	1	1	1
Don't know	0	1	0	1	2	0	1	0	2	1	2	1
Total good service	**83**	**86**	**87**	**88**	**80**	**85**	**82**	**88**	**81**	**79**	**81**	**85**
Total poor service	**5**	**4**	**3**	**4**	**5**	**6**	**6**	**3**	**4**	**6**	**6**	**4**
Base	*294*	*269*	*332*	*292*	*405*	*373*	*280*	*240*	*360*	*399*	*306*	*292*

Base: All respondents, excluding 'not applicable' responses

Note: Bold indicates a statistically significant change from the baseline

*Green highlighting denotes a statistically significant improvement from the baseline*

Red highlighting denotes a statistically significant negative change from the baseline

5.16.5. Quality of Service Expected Before Contact with Police - Comparison by Point of Contact

1. Year Two

Respondents who called the Communications Centres (81%) were significantly less likely than all other respondents to report that they expected to receive *good/ very good* service before their contact with the Police.

Figure 39: Quality of Service Expected Before Contact with Police - by Point of Contact in Year 2 (% Agree/Strongly Agree)
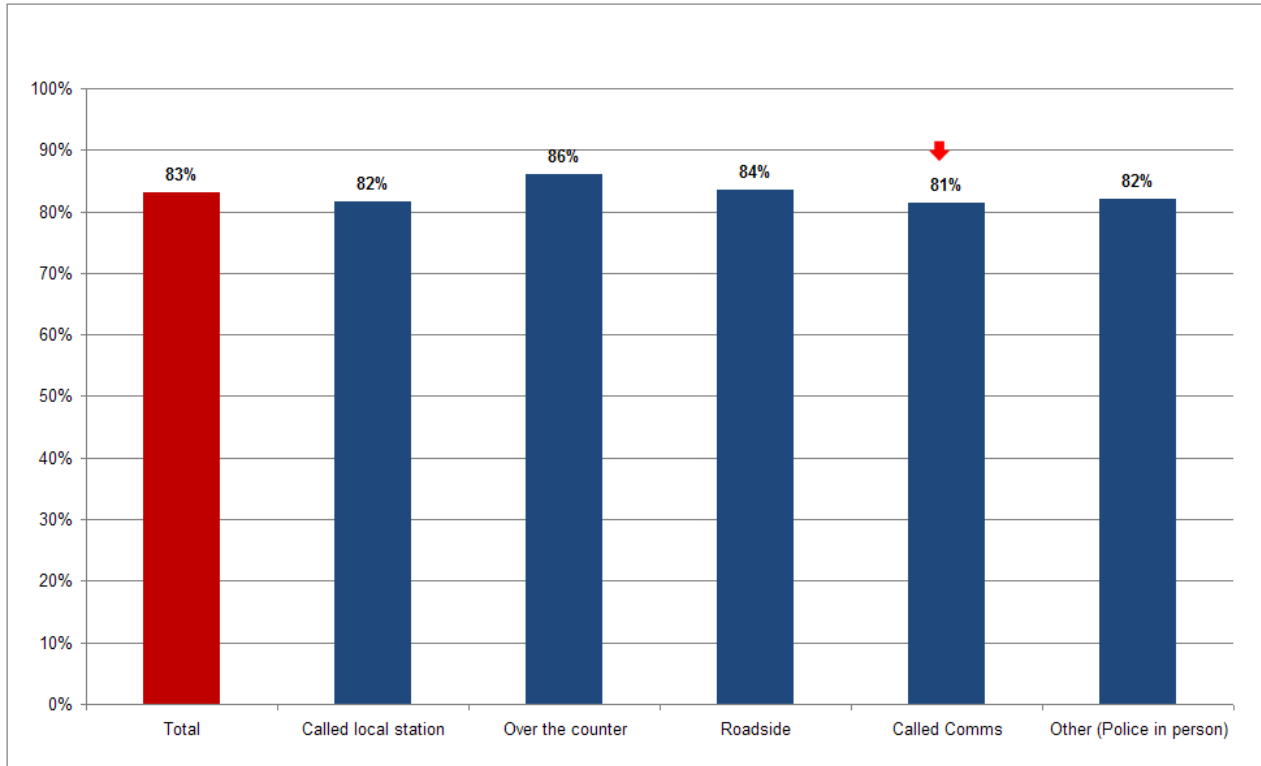
Base: All respondents, excluding 'not applicable' responses. Total (Year Two) n=3936; Called local station n=394; Over the counter n=327; Roadside n=1090; Called the Communications Centres n=1408; Other (Police in person) n=717.
Green arrow indicates a significantly higher result than the total. Red arrow indicates a significantly lower result than the total.

2. Baseline Versus Year Two

The only significant change in the proportion of respondents who expected *good/very good service* was for those whose point of contact was on the roadside (up from 79% to 84%).

The proportion of respondents who expected *very good service* decreased significantly for those whose point of contact was over the counter or through calling a Communications Centre, with corresponding significant increases in the proportion of respondents who expected *good service*.

Table 90: Quality of Service Expected Before Contact with Police – by Point of Contact (%)

	Called Local Station		Over the Counter		Roadside		Called Comms		Other (Police in person)	
	Baseline	Y2 Total	Baseline	Y2 Total	Baseline	Y2 Total	Baseline	Y2 Total	Baseline	Y2 Total
Very good service	31	30	34	**26**	30	33	39	**31**	35	33
Good service	51	52	51	**60**	49	51	43	**50**	49	49
Neither/nor	9	10	12	11	14	**11**	11	11	11	11
Poor service	6	6	2	2	4	3	5	6	4	6
Very poor service	1	2	0	0	1	1	2	2	1	1
Don't know	2	0	1	1	2	1	0	0	0	0
Total good service	**82**	**82**	**85**	**86**	**79**	**84**	**82**	**81**	**84**	**82**
Total poor service	**7**	**8**	**2**	**2**	**5**	**4**	**7**	**8**	**5**	**7**
Base	*733*	*394*	*373*	*327*	*982*	*1090*	*1268*	*1408*	*625*	*717*

Base: All respondents, excluding 'not applicable' responses

Note: Bold indicates a statistically significant change from the baseline

Green highlighting denotes a statistically significant improvement from the baseline

Red highlighting denotes a statistically significant negative change from the baseline

5.16.6. Quality of Service Expected Before Contact with Police - Comparison by Ethnicity

Note: This question was asked of all respondents who had contact with the Police. The analysis by ethnicity includes the results from all surveying carried out in Year Two – including the General Sample, Communications Centres Sample and both the Asian and Māori Booster samples. As a result the 'totals' in the ethnicity analysis differ from those recorded for this question throughout the rest of the report.

Respondents of NZ European/Pakeha descent were significantly more likely than all other respondents to mention that they expected *good service/ very good service* before their contact with the Police (85%, compared with 77% of all other respondents). In contrast, 9% of Māori respondents expected to receive *poor/very poor service* (significantly higher than 4% of all other respondents) and were particularly over-represented among those who expected *very poor service* (2%, compared with 1% of all other respondents).

Note: The sample size for those of "other ethnicities" is small. Therefore the results for this group should be considered indicative only.

Table 91: Quality of Service Expected Before Contact with Police – by Ethnicity* (%)

	Total	NZ European/ Pakeha	Māori	Pacific People	Asian/ Indian	Other
Very good service	32	33	32	26	20	30
Good service	51	52	46	53	53	49
Neither/nor	11	10	13	13	18	11
Poor service	4	3	6	6	8	6
Very poor service	1	1	2	1	0	0
Don't know	1	1	1	1	1	4
Total good service	83	85	78	79	73	79
Total poor service	5	4	9	7	8	6
Base	*4334*	*2938*	*994*	*158*	*206*	*38*

Base: All respondents, excluding 'not applicable' responses

Green highlighting denotes statistically significant higher positive result or lower negative result than the Total

Red highlighting denotes statistically significant lower positive result or higher negative result than the Total

**Includes Asian and Maori Booster samples. As a result, the 'totals' in this table differ from those recorded for this question in the rest of the report.*

5.17. Service Expectations Met or Exceeded

Note: This question was asked of all respondents

Question: Looking back, **how did the service you received from the Police compare to what you expected**? Would you say that the service you received was…….

1. Much worse than expected
2. Worse than expected
3. About the same as expected
4. Better than expected
5. Much better than expected
6. *(don't read)* Don't know
7. *(don' read)* Refused

5.17.1.   *Service Expectations Met or Exceeded - Changes between Baseline and Year 2*

When asked how the service they actually received compared to what they had expected, the majority of respondents (88%) said the service they received was *about the same/better/much better* than they had expected, including 31% mentioning that it was *better* (20%) or *much better* (11%) than expected. These results are similar to those achieved in the baseline measure (87% *same/better/much better*; 32% *better/much better*).

Twelve percent of respondents said that the service they received was *worse* (8%) or *much worse* (4%) than expected (unchanged from the baseline measure).

Figure 40: Service Expectations Met or Exceeded – Baseline versus Year 2 (%)
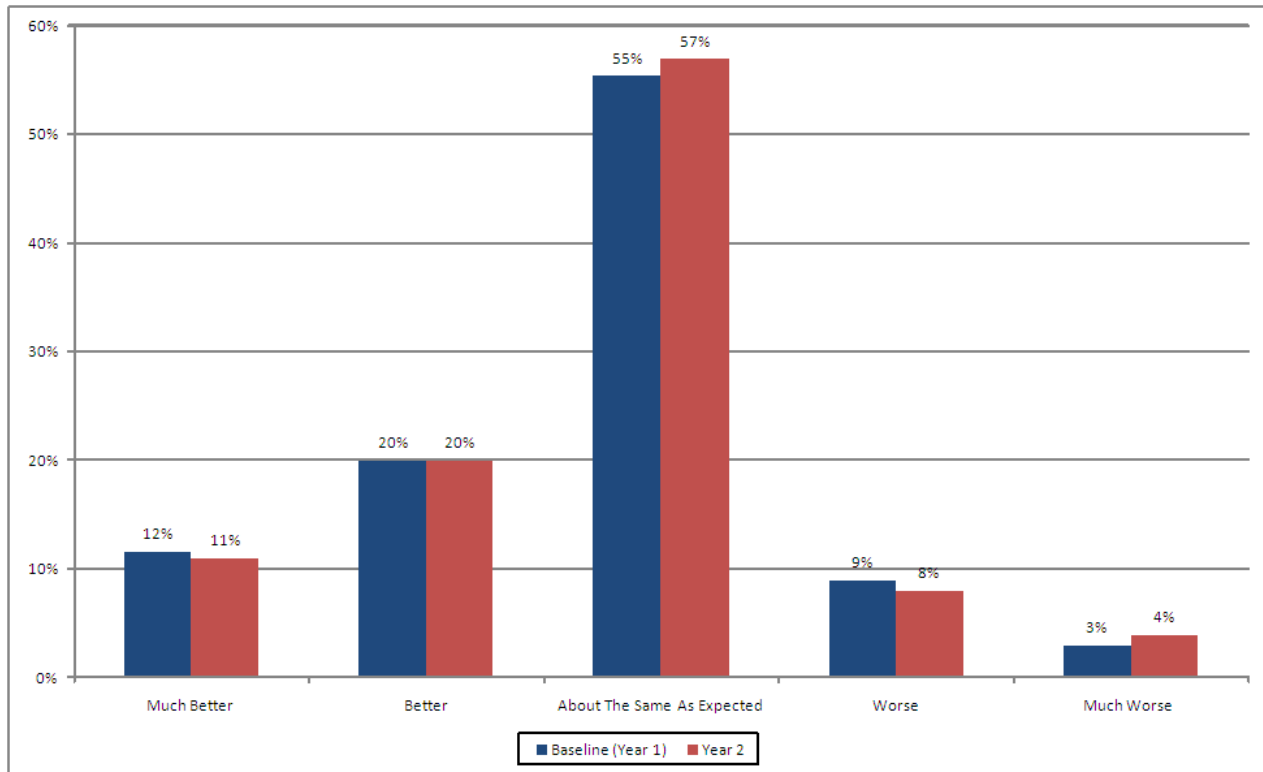
Base: All respondents excluding those giving a 'not applicable' response.   Baseline n=3992, Year 2 n=3936.

Red arrow indicates a significant increase/decrease in ratings between Baseline and Year 2.

Table 92: Service Expectations Met or Exceeded – Baseline Versus Year 2 (%)

	Baseline	Year 2
Much Better	12	11
Better	20	20
About The Same As Expected	55	57
Worse	9	8
Much Worse	3	4
Don't know	1	0
Total Better/Much Better	**32**	**31**
Total Better/Much Better/Same	**87**	**88**
Total Worse/Much Worse	**12**	**12**
Base	3992	3936

Base: All respondents excluding those giving a 'not applicable' response.

Orange highlighting indicates a significant increase/decrease in results between the Baseline measure and Year 2.

5.17.2.   Service Expectations Met or Exceeded - Changes Over Time

The proportion of respondents to mention that their service expectations were met or exceeded (*about the same/better/much better*) remained stable across the first 3 quarters of Year 2, before a slight decrease in the 4th quarter.

Table 93: Service Expectations Met or Exceeded – Changes Over Time (%)

	Baseline	Y2Q1	Y2Q2	Y2Q3	Y2Q4
Much Better	12	12	11	10	10
Better	20	21	23	20	**16**
About The Same As Expected	55	54	55	59	60
Worse	9	8	7	9	9
Much Worse	3	4	3	3	**5**
Don't know	1	1	**0**	0	0
Total Better/Much Better	**32**	**33**	**34**	**30**	**26**
Total Better/Much Better/Same	**87**	**87**	**89**	**89**	**86**
Total Worse/Much Worse	**12**	**12**	**11**	**11**	**14**
Base	*3992*	*990*	*962*	*1021*	*963*

Base: All respondents excluding those giving a 'not applicable' response.
Orange highlighting indicates a significant increase/decrease in results between measures.

5.17.3.   Service Expectations Met or Exceeded - Significant Differences for Year 2

The following statistically significant differences for Year 2 total are evident at the total results level (General and Communications Centres Year 2 results combined).

Respondents significantly more likely to have received *much better/better* service than they had expected included those:

- whose reason for contact was 'other incident' (52%, compared with 31% of all other respondents);
- whose reason for contact was property damage/vandalism (46%, compared with 31% of all other respondents);
- whose reason for contact was a community activity (43%, compared with 31% of all other respondents);
- whose reason for contact was assault (42%, compared with 30% of all other respondents);
- whose reason for contact was disorderly behaviour and intoxication offences (41%, compared with 31% of all other respondents);
- whose point of contact was calling the Communications Centres (41%, compared with 30% of all other respondents);
- whose reason for contact was burglary (40%, compared with 31% of all other respondents);
- whose point of contact was in person (other than on the roadside or at the Police station) (40%, compared with 28% of all other respondents); and/or
- those of Māori descent (38%, compared with 30% of all other respondents).

Respondents significantly more likely to have received *much worse/worse* service than they had expected included those:

- of 'other' (36%) or Asian/Indian (19%) descent (compared with 11% of all other respondents);
- whose reason for contact was suspect/perpetrator/bail reporting/prisoner enquiry/pick up or visit (29%, compared with 11% of all other respondents);
- whose reason for contact was 'other crime' (22%, compared with 12% of all other respondents);
- whose reason for contact was assault (22%, compared with 11% of all other respondents);
- whose reason for contact was reporting dangerous driving (19%, compared with 11% of all other respondents);
- whose point of contact was calling the local station (19%, compared with 11% of all other respondents);
- aged between 16 and 24 years (17%, compared with 11% of all other respondents);
- whose reason for contact was a traffic offence (16%, compared with 11% of all other respondents); and/or
- whose point of contact was over the counter (16%, compared with 11% of all other respondents).

5.17.4. Service Expectations Met or Exceeded - Comparison by District

1. Year Two

Eighty-eight percent of respondents reported that the service they received met or exceeded their expectations, including almost one in three respondents (31%) reporting that the service they received exceeded their expectations. While there were no significant differences by district, those living in the Tasman district were the most likely to rate the service they received as the *same*, *better* or *much better* than they expected (91%).

Figure 41: Service Expectations Met or Exceeded - by District in Year 2
(% Same/Better/Much Better)
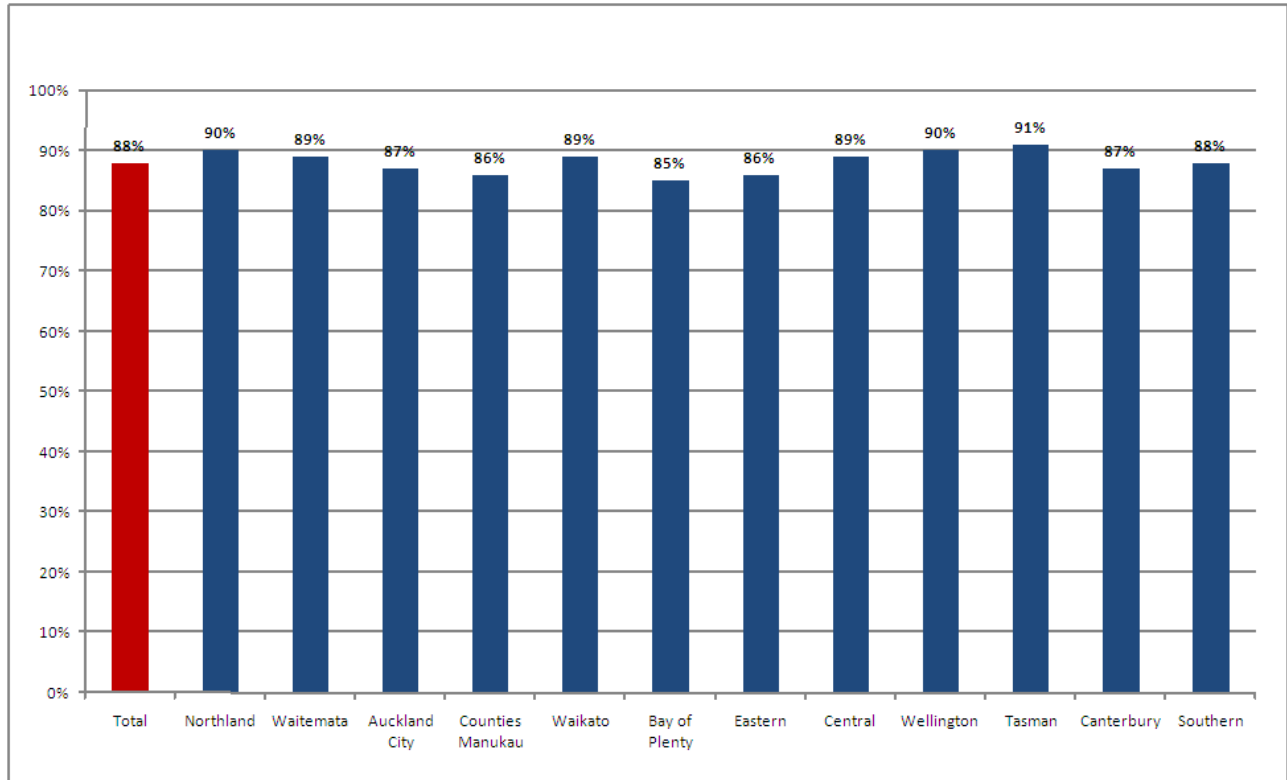
Base: All respondents, excluding 'not applicable' responses. Total (Year Two) n=3936; Northland n=291; Waitemata n=331; Auckland n=402; Counties n=385; Waikato n=331; Bay of Plenty n=332; Eastern n=270; Central n=291; Wellington n=372; Tasman n=240; Canterbury n=399; Southern n=292.

Green arrow indicates a significantly higher result than the total. Red arrow indicates a significantly lower result than the total.

2.   Baseline Versus Year Two

The proportion of respondents who received *the same/better/much better service than expected* increased significantly between baseline measure and Year Two for those in the Tasman district – up from 85%, to 91%. Similarly, the proportion of those living in the Tasman district who reported that the service they received was *worse/ much worse than expected* declined significantly from 15% to 8%.

Also of note is that the share of respondents the Southern district to mention that the service they received was *better/much better service than expected* decreased significantly (down from 37% in the baseline measure, to 27%).

Table 94: Service Expectations Met or Exceeded – By District (Part 1)(%)

	Northland		Waitemata		Auckland City		Counties Manukau		Waikato		Bay Of Plenty	
	Baseline	Y2 Total	Baseline	Y2 Total	Baseline	Y2 Total	Baseline	Y2 Total	Baseline	Y2 Total	Baseline	Y2 Total
Much better than expected	11	10	12	8	11	10	17	16	12	10	10	14
Better than expected	19	24	21	20	22	19	19	18	20	24	24	**17**
About the same as expected	60	56	52	**61**	53	58	51	52	55	55	52	54
Worse than expected	5	7	11	7	9	9	10	9	9	8	10	10
Much worse than expected	3	2	2	4	3	4	2	**5**	4	2	3	4
Don't know	2	1	2	0	2	0	1	0	0	1	1	1
Total better than expected	**30**	**34**	**33**	**28**	**33**	**29**	**36**	**34**	**32**	**34**	**34**	**31**
Total much better/better/same as expected	**90**	**90**	**85**	**89**	**86**	**87**	**87**	**86**	**87**	**89**	**86**	**85**
Total worse than expected	**8**	**9**	**13**	**11**	**12**	**13**	**12**	**14**	**13**	**10**	**13**	**14**
Base	*306*	*291*	*320*	*331*	*325*	*402*	*349*	*385*	*365*	*331*	*344*	*332*

Base: All respondents, excluding 'not applicable' responses

Note: Bold indicates a statistically significant change from the baseline

Green highlighting denotes a statistically significant improvement from the baseline

*Red highlighting denotes a statistically significant negative change from the baseline*

Table 95: Service Expectations Met or Exceeded – By District (Part 2) (%)

	Eastern		Central		Wellington		Tasman		Canterbury		Southern	
	Baseline	Y2 Total	Baseline	Y2 Total	Baseline	Y2 Total	Baseline	Y2 Total	Baseline	Y2 Total	Baseline	Y2 Total
Much better than expected	10	13	8	12	12	9	9	9	10	12	13	**6**
Better than expected	22	25	17	20	19	22	21	21	18	19	24	21
About the same as expected	56	48	64	57	59	59	55	61	61	56	52	**61**
Worse than expected	10	9	7	8	7	8	10	7	7	8	6	9
Much worse than expected	2	5	3	2	1	2	5	**1**	4	5	4	3
Don't know	0	0	1	1	2	0	0	1	0	0	1	0
Total better than expected	**32**	**38**	**25**	**32**	**31**	**31**	**30**	**30**	**28**	**31**	**37**	**27**
Total much better/better/same as expected	**88**	**86**	**89**	**89**	**90**	**90**	**85**	**91**	**89**	**87**	**89**	**88**
Total worse than expected	**12**	**14**	**10**	**10**	**8**	**10**	**15**	**8**	**11**	**13**	**10**	**12**
Base	*294*	*270*	*334*	*291*	*405*	*372*	*280*	*240*	*363*	*399*	*307*	*292*

Base: All respondents, excluding 'not applicable' responses

Note: Bold indicates a statistically significant change from the baseline

Green highlighting denotes a statistically significant improvement from the baseline

Red highlighting denotes a statistically significant negative change from the baseline

5.17.5. Service Expectations Met or Exceeded - Comparison by Point of Contact

1. Year Two

As the graph below shows, the majority of respondents who had a roadside interaction (92%), reported that the service they received was either the *same/better/much better* than what they expected – significantly higher than all other points of contact. However, for those whose point of contact was at the roadside, the combined rating for the two measures for exceeding service expectations (24%) was a significantly lower share than for respondents for all other points of contact. Those who had called the local Police station were significantly less like to mention that the service was the *same/better/much better* than expected than for respondents for all other points of contact.

Also, of note is that 41% of those who called the Communications Centres and 40% of those whose point of contact was in person (other than on the roadside or at the Police station) reported that the service they received was *better* or *better much* than they had expected - significantly higher than all other respondents.

Figure 42: Service Expectations Met or Exceeded - by Point of Contact in Year 2 (% Same/Better/Much Better)
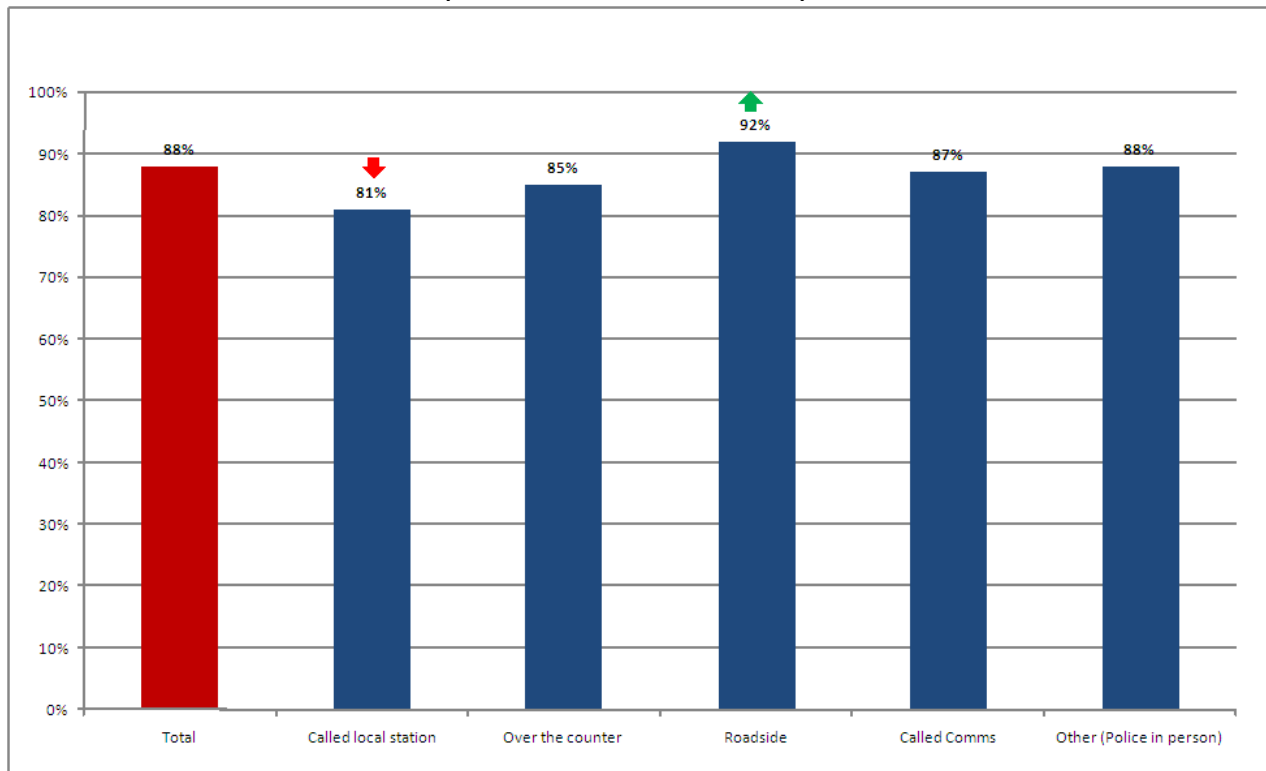
Base: All respondents, excluding 'not applicable' responses. Total (Year Two) n=3936; Called local station n=395; Over the counter n=327; Roadside n=1088; Called the Communications Centres n=1409; Other (Police in person) n=717.
Green arrow indicates a significantly higher result than the total. Red arrow indicates a significantly lower result than the total.

2.   Baseline Versus Year Two

The only significant change in the proportion of respondents who received *the same/much better/better service than expected* was for those whose point of contact was calling the Communications Centres (up from 82% in the baseline measure, to 87% in Year Two).

Similarly, the proportion of respondents calling the Communications Centres who received *worse/much worse service than expected* decreased significantly, down from 16% to 13%.

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Table 96: Service Expectations Met or Exceeded – By Point Of Contact (%)

	Called Local Station		Over the Counter		Roadside		Called Comms		Other (Police in person)	
	Baseline	Y2 Total	Baseline	Y2 Total	Baseline	Y2 Total	Baseline	Y2 Total	Baseline	Y2 Total
Much better than expected	13	11	11	8	9	7	18	17	12	**16**
Better than expected	20	22	23	20	17	17	23	24	23	25
About the same as expected	52	48	51	57	66	68	41	**46**	53	**47**
Worse than expected	12	15	10	8	6	6	11	9	9	9
Much worse than expected	3	4	5	7	1	2	5	4	3	3
Don't know	0	0	0	0	1	0	2	0	0	0
Total better than expected	**33**	**33**	**34**	**28**	**26**	**24**	**41**	**41**	**35**	**41**
Total much better/better/same as expected	**85**	**81**	**85**	**85**	**92**	**92**	**82**	**87**	**88**	**88**
Total worse than expected	**15**	**19**	**15**	**15**	**7**	**8**	**16**	**13**	**12**	**12**
Base	737	395	374	327	985	1088	1273	1409	623	717

Base: All respondents, excluding 'not applicable' responses

Note: Bold indicates a statistically significant change from the baseline

Green highlighting denotes a statistically significant improvement from the baseline

Red highlighting denotes a statistically significant negative change from the baseline

5.17.6.   Service Expectations Met or Exceeded - Comparison by Ethnicity

Note: This question was asked of all respondents who had contact with the Police. The analysis by ethnicity includes the results from all surveying carried out in Year Two – including the General Sample, Communications Centres Sample and both the Asian and Māori Booster samples. As a result the 'totals' in the ethnicity analysis differ from those recorded for this question throughout the rest of the report.

Thirty-seven percent of Māori respondents reported that the service they received was *better* or *much better than expected*, significantly higher than 30% of all other respondents. Also of note is that both Pacific (17%) and Māori (14%) respondents were significantly more likely than all other respondents (9%) to mention that the service received was *much better than expected*. People of NZ European/Pakeha descent were significantly more likely to report that the service received was *about the same as expected* (59%, compared with 51% of all other respondents).

In contrast, respondents of Asian/Indian descent were significantly more likely to report that the service they received was *worse* or *much worse than expected* (17%, compared with 11% of all other respondents).

Note: The sample size for those of "other ethnicities" is small. Therefore the results for this group should be considered indicative only.

Table 97: Service Expectations Met or Exceeded – By Ethnicity* (%)

	Total	NZ European /Pakeha	Māori	Pacific People	Asian/ Indian	Other
Much better than expected	10	9	14	17	9	5
Better than expected	21	20	23	21	24	19
About the same as expected	57	59	50	53	50	42
Worse than expected	8	8	8	7	14	21
Much worse than expected	3	3	4	2	3	13
Don't know	1	1	1	0	0	0
Total better than expected	31	29	37	38	33	24
Total Better/Much Better/Same	88	88	87	91	83	66
Total worse than expected	11	11	12	9	17	34
Base	4334	2938	993	159	206	38

Base: All respondents, excluding 'not applicable' responses
Green highlighting denotes statistically significant higher positive result or lower negative result than the Total
Red highlighting denotes statistically significant lower positive result or higher negative result than the Total
*Includes Asian and Maori Booster samples. As a result, the 'totals' in this table differ from those recorded for this question in the rest of the report.

5.17.7. Reasons why Service was Better than Expected

Almost two in five of those who rated the service they received as *better/much better than expected* commented that the staff member had a positive attitude (39%). Just less than one in five (18%) reported that the staff member dealt with the situation promptly, while 11% reported that the staff member showed interest/concern. Other commonly mentioned reasons for rating the service received as *better/much better than expected* included that staff were informative/knowledgeable (8%) and that staff provided follow-up (7%).

When compared with baseline data, there has been a significant increase in the share of respondents who mentioned that the reason the service they received was better than expected was because Police provided follow-up (7%, compared with 5% at baseline).

In contrast, there has been a significant decrease in the share of respondents who mentioned that the reason the service they received was better than expected was because Police acted promptly (18%, compared with 22% at baseline).

Table 98: Reasons why Service Received was Better than Expected (%)

	Respondents who received better than expected service		All Respondents
	Baseline *(n=1369)*	Year 2 *(n=1355)*	Year 2 *(n=3936)*
Staff member had a positive attitude – friendly/courteous/polite/ respectful	38	39	12
Police acted promptly	22	**18**	6
Showed interest/concern – took matter seriously	11	11	4
Informative/knowledgeable/good advice/explained what was happening	10	8	3
Provided follow-up/rang back	5	**7**	2
Solved the situation/sorted it out/caught the offender	3	3	1
Did what they could/did a thorough job	2	3	1

Base: All respondents who rated the service they received as much better/better than they expected
Note: Multiple responses to this question permitted. Therefore, table may total to more than 100%
Orange highlighting denotes a significant difference between Baseline and Y2
Table lists those reasons mentioned by 3% or more of respondents

Respondents significantly more likely to mention **positive staff attitude** include those:

- whose reason for contact was a traffic stop (73%) or a traffic offence (67%) (compared with 23% of all other respondents);
- whose point of contact was roadside (71%, compared with 24% of all other respondents);
- living in the Tasman (59%), Southern (58%) or Canterbury (46%) districts (compared with 34% of all other respondents);
- aged between 16 and 24 years (46%, compared with 37% of all other respondents); and/or
- who are male (44%, compared with 34% of female respondents).

Respondents significantly more likely to mention that the **Police acted promptly** include those:

- whose reason for contact was burglary (36%) or theft (28%) (compared with 15% of all other respondents);
- whose reason for contact was assault (32%, compared with 17% of all other respondents);
- whose point of contact was over the phone, either through calling the Communications Centres (31%) or through calling their local station (27%) (compared with 13% of all other respondents);
- of Pacific descent (28%, compared with 17% of all other respondents); and/or
- aged between 45 and 54 years (23%, compared with 17% of all other respondents).

Respondents significantly more likely to mention that the **staff member showed interest/concern** include those:

- whose reason for contact was disorderly behaviour and intoxication offences (23%, compared with 11% of all other respondents);
- whose point of contact was over the phone, either through calling a Communications Centre (19%) or calling their local station (18%) (compared with 8% of all other respondents);
- whose reason for contact was theft (18%, compared with 11% of all other respondents);
- whose reason for contact was assault (18%, compared with 11% of all other respondents);
- aged between 25 and 34 years (15%, compared with 10% of all other respondents); and/or
- who are female (14%, compared with 9% of male respondents).

Respondents significantly more likely to mention that the **staff member was informative/offered good advice** include those:

- whose reason for contact was a community activity (27%, compared with 8% of all other respondents);
- whose reason for contact was to follow up on a previous enquiry (17%, compared with 8% of all other respondents);
- whose reason for contact was a general enquiry (15%, compared with 8% of all other respondents); and/or
- living in the Wellington district (14%, compared with 7% of all other respondents).

Respondents significantly more likely to mention that the **staff member followed it through** include those:

- whose reason for contact was disorderly behaviour and intoxication offences (18%, compared with 6% of all other respondents);
- whose reason for contact was burglary (16%) or theft (14%) (compared with 5% of all other respondents);
- living in the Central district (13%, compared with 6% of all other respondents);
- whose point of contact was in person (other than on the roadside or at the Police station) (12%, compared with 4% of all other respondents);
- aged between 35 and 44 years (11%, compared with 5% of all other respondents); and/or
- of European descent (8%, compared with 4% of all other respondents).

Respondents significantly more likely to mention that the **Police were thorough/did all they could** include those:

- living in the Wellington district (7%, compared with 3% of all other respondents);
- of Māori descent (6%, compared with 3% of all other respondents);
- aged between 35 and 44 years (6%, compared with 3% of all other respondents); and/or
- who are female (5%, compared with 2% of male respondents).

Respondents significantly more likely to mention that the **Police solved the situation/caught the offender** include those:

- whose reason for contact was burglary or theft (8%, compared with 2% of all other respondents);
- aged between 16 and 24 years (6%, compared with 3% of all other respondents); and/or
- whose point of contact was in person (other than on the roadside or at the Police station) (5%, compared with 2% of all other respondents).

5.17.8. *Reasons why Service Received was Worse than Expected*

One-third of those who rated the service they received as *worse/much worse than expected* commented that the staff member had a poor attitude. Twenty percent reported that the staff member they dealt with did not show interest or concern, while 12% had not received any follow-up. Other commonly mentioned reasons for rating the service received as *worse/much worse* than expected included that staff were incompetent/lacked knowledge (7%) and that the service was slow/took too long (7%).

When compared with baseline data, there has been a significant increase in the share of respondents who mentioned that the reason the service they received was worse than expected was:

- Staff had a poor attitude (33%, compared with 20% at baseline);
- Bad outcome/matter unresolved (6%, compared with 2% at baseline);
- Poor communication (3%, compared with 1% at baseline).

In contrast, there has been a significant decrease in the share of respondents who mentioned that the reason the service they received was worse than expected was:

- Took too long/too slow (7%, compared with 13% at baseline); and
- Police were incompetent/lacked knowledge (7%, compared with 12% at baseline).

Table 99: Reasons why Service Received was Worse than Expected (%)

	Respondents who received worse service		All Respondents
	Baseline (n=506)	Year 2 (n=460)	Year 2 (n=3936)
Poor attitude/didn't like their attitude	20	**33**	3
Didn't take the matter seriously/didn't care/not interested	21	20	2
No follow-up	12	12	1
Incompetent/lacked knowledge/made mistakes	12	**7**	1
Too slow/took too long	13	**7**	1
Didn't attend/come to look	7	6	1
Bad outcome/matter unresolved	2	**6**	1
Were not fair	4	5	1
Poor communication/lack of communication	1	**3**	<1

Base: All respondents who rated the service they received as much worse/worse than they expected

Note: Multiple responses to this question permitted. Therefore, table may total to more than 100%

Orange highlighting denotes a significant difference between Baseline and Y2

Table lists those reasons mentioned by 3% or more of respondents

Respondents significantly more likely to mention **poor attitude of staff** include those:

- whose reason for contact was a traffic stop (51%) or traffic offence (43%) (compared with 12% of all other respondents); and/or
- whose point of contact roadside (47%, compared with 12% of all other respondents).

Respondents significantly more likely to mention that **Police didn't take the matter seriously** include those:

- whose reason for contact was theft (43%, compared with 17% of all other respondents);
- whose point of contact was with their local station, either over the counter (35%) or through calling their local station (32%) (compared with 13% of all other respondents); and/or
- whose reason for contact was assault (32%, compared with 18% of all other respondents).

Respondents significantly more likely to mention **no follow-up** include those:

- whose point of contact was with their local station, either through calling their local station (30%) or over the counter (19%) (compared with 5% of all other respondents);
- aged between 55 and 64 years (24%, compared with 10% of all other respondents);
- whose reason for contact was theft (22%, compared with 10% of all other respondents);
- who are female (16%; compared with 7% of male respondents); and/or
- of European descent (14%, compared with 5% of all other respondents).

Respondents significantly more likely to mention **staff incompetent/lacked knowledge/made mistakes** include those:

- living in the Counties Manukau district (16%, compared with 6% of all other respondents);
- whose reason for contact was a traffic offence (13%, compared with 6% of all other respondents); and/or
- whose point of contact was on the roadside (13%, compared with 5% of all other respondents).

Respondents significantly more likely to mention **Police were too slow/took too long** include those:

- whose reason for contact was assault (14%, compared with 5% of all other respondents);
- whose point of contact was calling the Communications Centres (14%, compared with 5% of all other respondents); and/or
- whose point of contact was in person (other than on the roadside or at the Police station) (13%, compared with 5% of all other respondents).

Respondents significantly more likely to mention that **Police didn't come to look** include those whose point of contact was calling a Communications Centre (25%, compared with 3% of all other respondents).

Respondents significantly more likely to mention **bad outcome/matter unresolved** include those:

- living in the Canterbury district (13%, compared with 4% of all other respondents); and/or
- who are male (8%, compared with 3% of female respondents).

Respondents significantly more likely to mention that **Police were not fair** include those:

- whose reason for contact was a traffic offence (14%, compared with 3% of all other respondents); and/or
- whose point of contact was on the roadside (13%, compared with 2% of all other respondents).

Respondents significantly more likely to mention **poor communication** include those:

- living in the Auckland City (8%) or Wellington (8%) districts (compared with 1% of all other respondents);
- of Asian/Indian (8%) or Māori (7%) descent (compared with 1% of all other respondents);
- aged between 25 and 34 years (7%, compared with 2% of all other respondents); and/or
- who are female (5%, compared with 1% of male respondents).

5.18. Any Problems or Negative Incidents

> *Note: This question was asked of all respondents*
>
> *Question:* Did you have any problems or experience any negative incidents or interactions with the (staff member) involved in the service you received?…….
>   1. Yes
>   2. No
>   3. *(don't read)* Don't know
>   4. *(don' read)* Refused

5.18.1. Any Problems or Negative Incidents - Changes between Baseline and Year 2

The majority of respondents (95%) mentioned that they had not experienced any problems or negative interactions with the staff member they dealt with during the service encounter. In contrast, 4% of respondents had experienced a problem or negative interaction. However this represents a significant decrease when compared with the share experiencing a problem in the baseline measure – down from 6%.

Table 100: Any Problems or Negative Incidents – Baseline Versus Year 2 (%)

	Baseline	Year 2
Yes	6	4
No	94	95
Don't know/Can't remember	0	1
Base	*4026*	*4001*

Base: All respondents excluding those giving a 'not applicable' response.

Orange highlighting indicates a significant increase/decrease in results between the Baseline measure and Year 2.

5.18.2. Any Problems or Negative Incidents - Significant Differences for Year 2

The following statistically significant differences for Year 2 total are evident at the total results level (General and Communications Centres Year 2 results combined).

Respondents significantly more likely to have <u>not</u> encountered a problem or negative incident included those:

- whose reason for contact was a traffic stop (97%, compared with 94% of all other respondents);
- whose point of contact was on the roadside (96%, compared with 95% of all other respondents); and/or
- of European descent (96%, compared with 93% of all other respondents).

Respondents significantly more likely to have encountered a problem or negative incident included those:

- whose reason for contact was suspect/perpetrator/bail reporting/prisoner enquiry/pick up or visit (26%, compared with 4% of all other respondents);
- whose reason for contact was assault (10%, compared with 4% of all other respondents);
- living in Auckland City district (9%, compared with 4% of all other respondents);
- aged between 16 and 24 years (8%, compared with 4% of all other respondents);
- whose point of contact was over the counter (8%, compared with 4% of all other respondents);
- of Pacific (8%) or Māori (7%) descent (compared with 4% of all other respondents); and/or
- whose point of contact was in person (other than on the roadside or at the Police station) (6%, compared with 4% of all other respondents).

5.18.3.   Any Problems or Negative Incidents - Comparison by District

1.   Year Two

The majority of respondents in each Police district mentioned that they did not have any problems or negative interactions with the staff member they dealt with. However, respondents from the Auckland City district were significantly more likely to mention that they did have a problem – 9%, compared with 4% of all other respondents.

Figure 43: Any Problems or Negative Incidents - by District in Year 2
(% No Problems/Incidents)
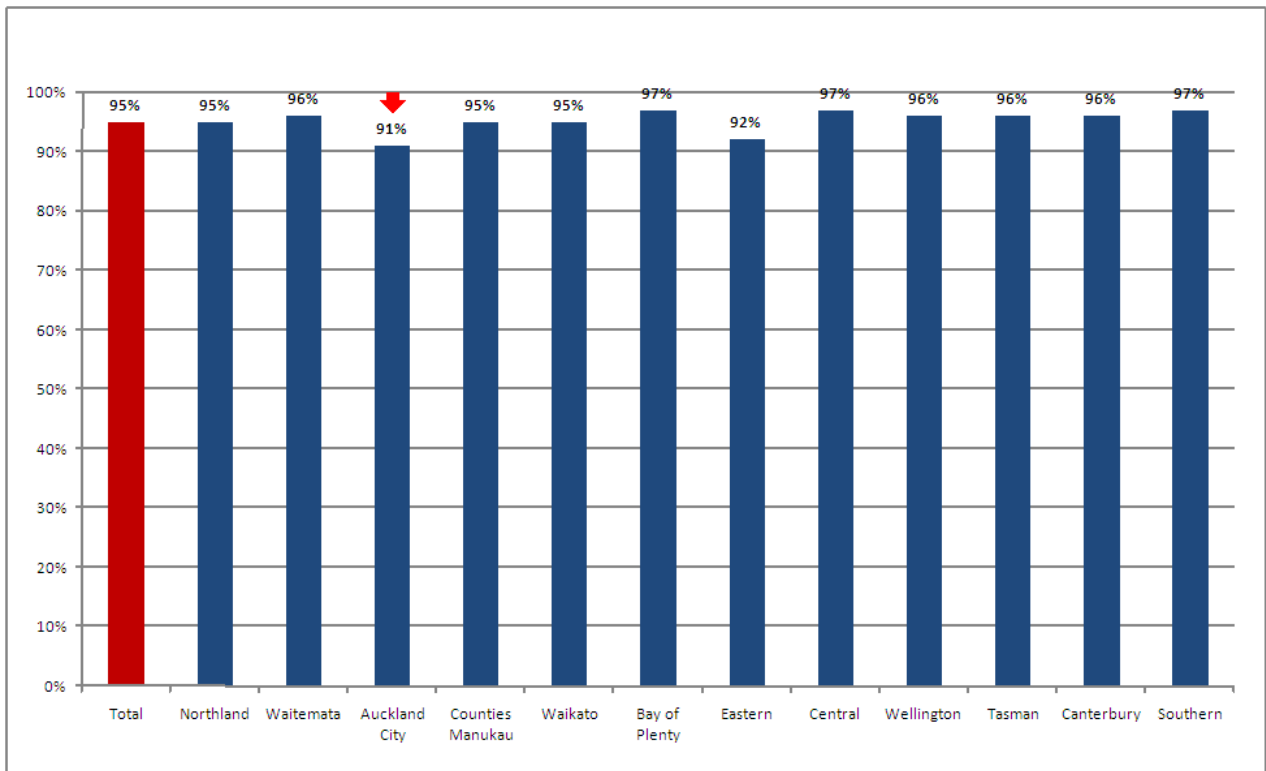
Base: All respondents, excluding 'not applicable' responses. Total (Year Two) n=4001; Northland n=299; Waitemata n=336; Auckland n=408; Counties n=389; Waikato n=339; Bay of Plenty n=339; Eastern n=272; Central n=299; Wellington n=378; Tasman n=242; Canterbury n=403; Southern n=297.
Green arrow indicates a significantly higher result than the total. Red arrow indicates a significantly lower result than the total.

2. Baseline Versus Year Two

When compared with the baseline measure, a significantly lower proportion of respondents living in the Canterbury district encountered a problem/negative incident in Year Two (4%, compared with 8% at baseline).

(Part 1) **Table 101: Any Problems or Negative Incidents – By District (%)**

	Northland		Waitemata		Auckland City		Counties Manukau		Waikato		Bay Of Plenty	
	Baseline	Y2 Total	Baseline	Y2 Total	Baseline	Y2 Total	Baseline	Y2 Total	Baseline	Y2 Total	Baseline	Y2 Total
Yes	4	5	6	3	6	9	3	4	6	5	6	**2**
No	96	95	93	96	93	91	96	95	94	95	94	97
Don't know	0	0	1	1	1	0	1	1	0	0	0	1
Base	*309*	*299*	*320*	*336*	*328*	*408*	*353*	*389*	*371*	*339*	*347*	*339*

(Part 2)

	Eastern		Central		Wellington		Tasman		Canterbury		Southern	
	Baseline	Y2 Total	Baseline	Y2 Total	Baseline	Y2 Total	Baseline	Y2 Total	Baseline	Y2 Total	Baseline	Y2 Total
Yes	7	8	6	3	6	4	7	4	8	**4**	3	2
No	93	92	94	97	94	96	93	96	91	**96**	96	97
Don't know	0	0	0	0	0	0	0	0	0	0	1	1
Base	*297*	*272*	*334*	*299*	*407*	*378*	*283*	*242*	*365*	*403*	*312*	*297*

Base: All respondents, excluding 'not applicable' responses

Note: Bold indicates a statistically significant change from the baseline

Green highlighting denotes a statistically significant improvement from the baseline

Red highlighting denotes a statistically significant negative change from the baseline

5.18.4. Any Problems or Negative Incidents - Comparison by Point of Contact

1. Year Two

The majority of respondents who had each point of contact with the Police mentioned that they did not have any problems or negative interactions with the staff member they dealt with. However, respondents who had contact over the counter at the local Police station were significantly more likely to mention that they did have a problem – 8%, compared with 4% of all other respondents.

Figure 44: Any Problems or Negative Interactions - by Point of Contact (% No Problems/Incidents)
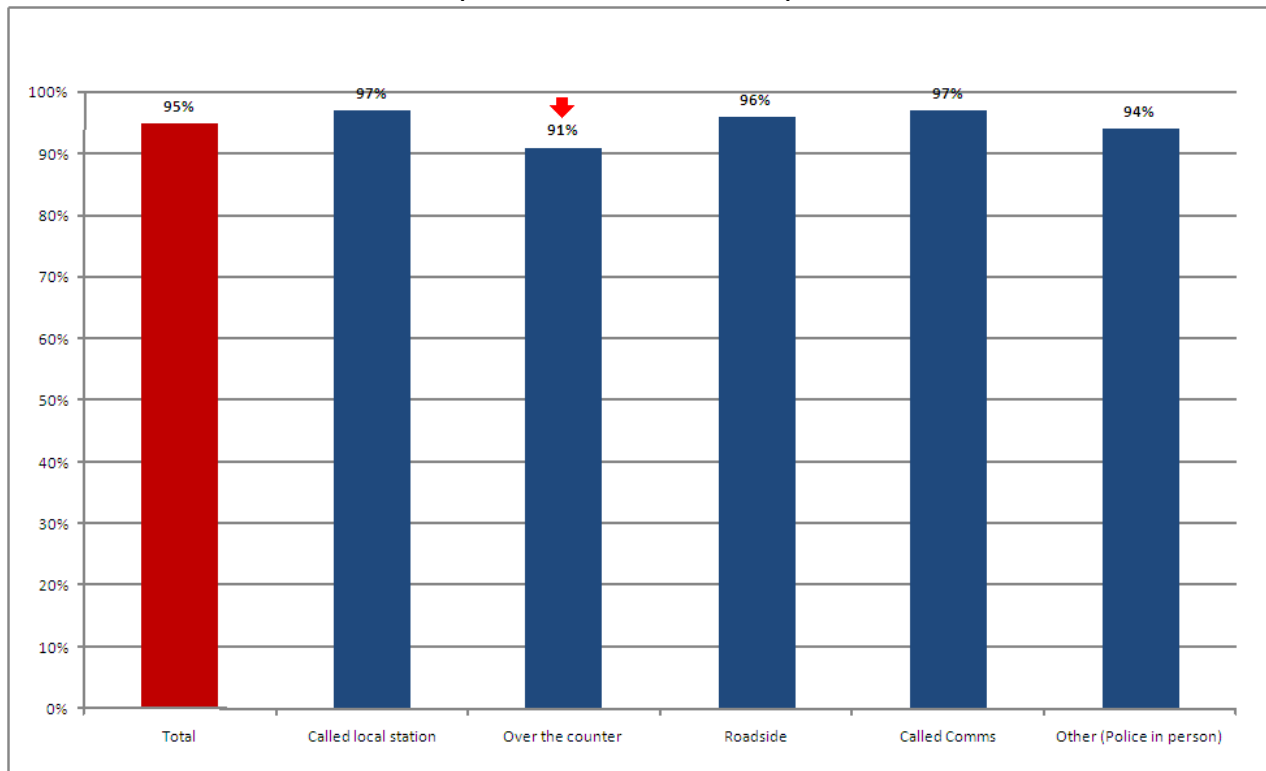
Base: All respondents, excluding 'not applicable' responses. Total (Year Two) n=4001; Called local station n=399; Over the counter n=333; Roadside n=1108; Called the Communications Centres n=1437; Other (Police in person) n=724.
Green arrow indicates a significantly higher result than the total. Red arrow indicates a significantly lower result than the total.

2. Baseline Versus Year Two

When compared to the baseline, a significantly higher proportion of respondents whose point of contact was calling the local station (97%), calling a Communications Centre (97%) or on the roadside (96%) reported that they had not encountered any problems/negative incidents (each up from 94%).

Table 102: Any Problems or Negative Incidents – By Point Of Contact (%)

	Called Local Station		Over the Counter		Roadside		Called Comms		Other (Police in person)	
	Baseline	Y2 Total	Baseline	Y2 Total	Baseline	Y2 Total	Baseline	Y2 Total	Baseline	Y2 Total
Yes	5	3	6	8	6	**3**	5	**3**	7	6
No	94	**97**	94	91	94	**96**	94	**97**	93	94
Don't know	1	0	0	1	0	1	1	0	0	0
Base	*741*	*399*	*377*	*333*	*993*	*1108*	*1280*	*1437*	*635*	*724*

Base: All respondents, excluding 'not applicable' responses

Note: Bold indicates a statistically significant change from the baseline

Green highlighting denotes a statistically significant improvement from the baseline

Red highlighting denotes a statistically significant negative change from the baseline

5.18.5. Any Problems or Negative Incidents - Comparison by Ethnicity

Note: This question was asked of all respondents who had contact with the Police. The analysis by ethnicity includes the results from all surveying carried out in Year Two – including the General Sample, Communications Centres Sample and both the Asian and Māori Booster samples. As a result the 'totals' in the ethnicity analysis differ from those recorded for this question throughout the rest of the report.

Respondents of NZ European/Pakeha descent were significantly more likely to mention that they did not encounter any problems or negative incidents (96%) than all other respondents (93%). In contrast, Pacific (9%) and Māori (7%) respondents were over-represented among those who reported that they encountered a problem or negative incident (compared with 4% of all other respondents).

Note: The sample size for those of "other ethnicities" is small. Therefore the results for this group should be considered indicative only.

Table 103: Any Problems or Negative Incidents – By Ethnicity* (%)

	Total	NZ European /Pakeha	Māori	Pacific People	Asian/ Indian	Other
Yes	5	4	7	9	6	8
No	95	96	93	91	94	92
Don't know/can't remember	0	0	0	0	0	0
Base	*4401*	*2988*	*1004*	*161*	*208*	*40*

Base: All respondents, excluding 'not applicable' responses
Green highlighting denotes statistically significant higher positive result or lower negative result than the Total
Red highlighting denotes statistically significant lower positive result or higher negative result than the Total
*Includes Asian and Maori Booster samples. As a result, the 'totals' in this table differ from those recorded for this question in the rest of the report.

5.19. It Was Clear What to Do If I Had a Problem

> *Note: This question was asked of all respondents who reported having a problem or negative interaction with the staff member they dealt with.*
>
> **Question:** Regarding the problems or negative interactions you had, please indicate if you agree or disagree that **it was clear what to do if I had a problem**. Would you say you......
>
> 1. Strongly disagree
> 2. Disagree
> 3. Neither agree nor disagree
> 4. Agree
> 5. Strongly Agree
> 6. *(don't read)* Not Applicable
> 7. *(don't read)* Don't know
> 8. *(don' read)* Refused

5.19.1. *It Was Clear What to Do If I Had a Problem - Changes between Baseline and Year 2*

Two in five respondents (40%) *agreed/strongly agreed* that it was clear what it do if they had a problem, while a similar share (39%) *disagreed/strongly disagreed*. When compared with the baseline measure, the share of respondents *agreeing/strongly agreeing* has remained stable, however the share of respondents *strongly agreeing* has declined significantly – down from 10% in the baseline measure, to 2%.

Figure 45: It Was Clear What to Do If I Had a Problem – Baseline versus Year 2 (%)
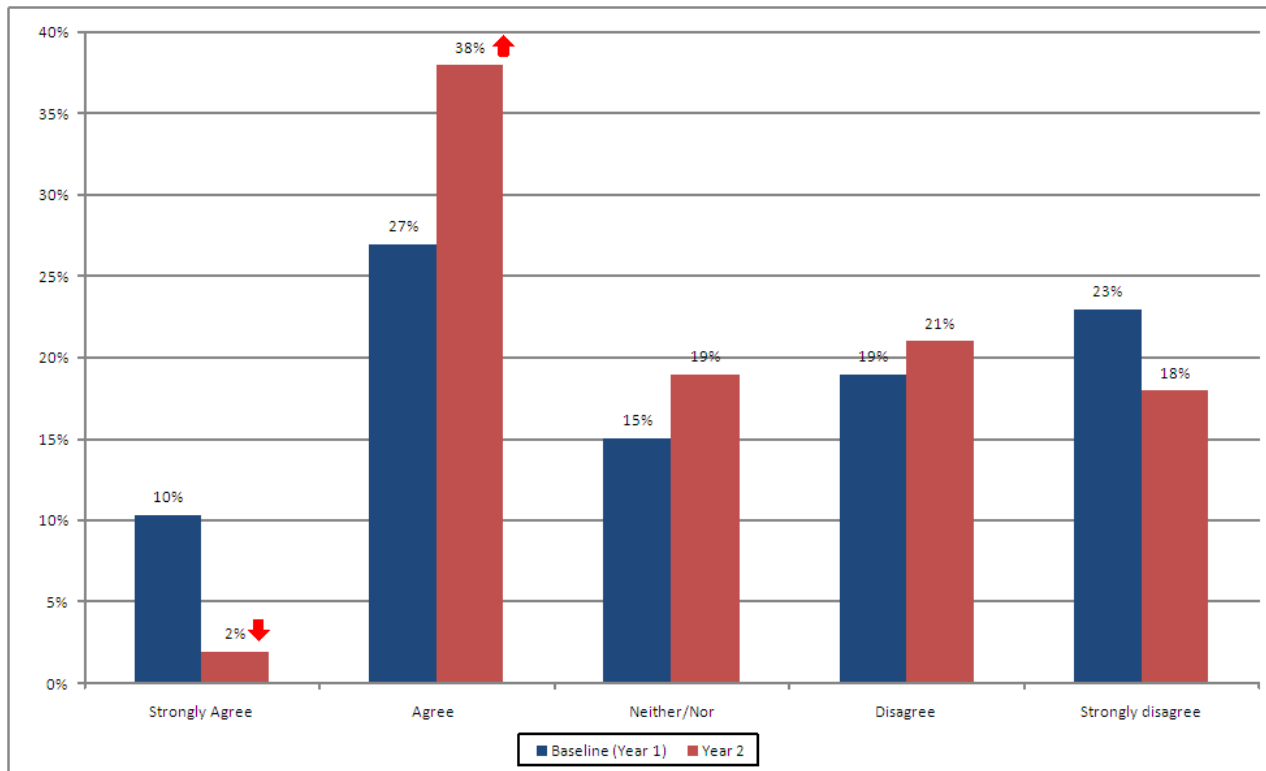
Base: All respondents excluding those giving a 'not applicable' response. Baseline n=215, Year 2 n=146.
Red arrow indicates a significant increase/decrease in ratings between Baseline and Year 2.

Table 104: It Was Clear What to Do If I Had a Problem – Baseline Versus Year 2 (%)

	Baseline	Year 2
Strongly Agree	10	**2**
Agree	27	**38**
Neither/Nor	15	**19**
Disagree	19	**21**
Strongly Disagree	23	**18**
Don't know	6	**2**
Total Agree	**37**	**40**
Total Disagree	**42**	**39**
Base	*215*	*146*

Base: All respondents excluding those giving a 'not applicable' response.

Orange highlighting indicates a significant increase/decrease in results between the Baseline measure and Year 2.

5.19.2.   It Was Clear What to Do If I Had a Problem - Changes Over Time

Note: *Sample sizes for some measures are small. Therefore results should be considered indicative only.*

As the table below shows, results for it was clear what to do if I had a problem did fluctuate across the four quarters of Year 2. However sample sizes are small so results should be considered indicative only.

Table 105: It Was Clear What to Do If I Had a Problem – Changes Over Time (%)

	Baseline	Y2Q1	Y2Q2	Y2Q3	Y2Q4
Strongly Agree	10	1	0	1	5
Agree	27	37	34	42	31
Neither/Nor	15	8	**39**	26	**6**
Disagree	19	**38**	**11**	10	28
Strongly Disagree	23	16	14	16	30
Don't know	6	0	2	5	0
Total Agree	**37**	**38**	**34**	**43**	**36**
Total Disagree	**42**	**54**	**25**	**26**	**58**
Base	*215*	*36*	*36*	*36*	*38*

Base: All respondents excluding those giving a 'not applicable' response.

Orange highlighting indicates a significant increase/decrease in results between measures.

5.19.3.   It Was Clear What to Do If I Had a Problem - Significant Differences for Year 2

The following statistically significant differences for Year 2 total are evident at the total results level (General and Communications Centres Year 2 results combined).

Respondents significantly more likely to *strongly agree/agree* that it was clear what to do if they had a problem included those whose point of contact was on the roadside (64%, compared with 29% of all other respondents).

Thirty nine percent of respondents *strongly disagree/disagree* that it was clear what to do if they had a problem.   No group of respondents was significantly more likely to *strongly disagree/disagree*.

5.19.4.   It Was Clear What to Do If I Had a Problem - Comparison by District

Note: The sample sizes for the Districts are small. Therefore the analysis by District has been omitted from the report.

5.19.5.   It Was Clear What to Do If I Had a Problem - Comparison by Point of Contact

Note: The sample sizes for the different points of contact are small. Therefore the analysis by point of contact has been omitted from the report

5.19.6.   It Was Clear What to Do If I Had a Problem - Comparison by Ethnicity

Note: This question was only asked of respondents who had experienced a problem or negative interaction.The analysis by ethnicity includes the results from all surveying carried out in Year Two – including the General Sample, Communications Centres Sample and both the Asian and Māori Booster samples. As a result the 'totals' in the ethnicity analysis differ from those recorded for this question throughout the rest of the report.

There were no significant differences in overall levels of agreement by ethnicity when respondents were asked whether it was clear what to do if they had a problem. However, Maori respondents were significantly more likely to *strongly disagree* (33%) than all other respondents (13%).

Note: The sample sizes for those of Pacific People, Asian/Indian and "other ethnicities" are small. Therefore the data for these groups have been omitted from the table below (however their results are still included under 'total results').

Table 106: It Was Clear What to Do If I Had a Problem – By Ethnicity* (%)

	Total	NZ European/Pakeha	Māori
Strongly Agree	**2**	2	1
Agree	**36**	37	30
Neither/nor	**19**	18	15
Disagree	**22**	24	19
Strongly Disagree	**19**	16	**33**
Don't know	**2**	3	2
Total Agree	**38**	**39**	**31**
Total Disagree	**41**	**40**	**52**
Base	*171*	*89*	*60*

Base: All respondents who experienced a problem, excluding 'not applicable' responses

Green highlighting denotes statistically significant higher positive result or lower negative result than the Total

Red highlighting denotes statistically significant lower positive result or higher negative result than the Total

*Includes Asian and Maori Booster samples. As a result, the 'totals' in this table differ from those recorded for this question in the rest of the report.

6. TRUST AND CONFIDENCE

6.1. Level of Trust and Confidence in the Police

Note: This question was asked of all respondents

Question: Which of the following best describes the **level of trust and confidence** you have in the Police?

1. Full trust and confidence in the New Zealand Police
2. Quite a lot
3. Some trust and confidence
4. Not much
5. No trust and confidence in the New Zealand Police
6. *(don't read)* Don't know

6.1.1. Level of Trust and Confidence in the Police - Changes Between Baseline and Year 2

Trust and Confidence in the Police has remained high and positive in Year Two (July 2008 – June 2009), just less than three-quarters of respondents (72%) said they had *full/quite a lot* of trust and confidence in the Police. This represents a significant increase when compared to the baseline measure (up from 69% in the 2008 baseline measure, to 72%). Also of note is the significant increase in respondents stating they had *full trust and confidence* in the Police – up from 23% in the baseline measure, to 26% in Year Two.

Almost all (93%) of respondents said they had <u>at least some</u> (*full/quite a lot/some*) trust and confidence in the Police (unchanged from the 2008 baseline measure) - with only 5% mentioning they had *not much* and 1% mentioning they had *no trust and confidence* in the police.

Figure 46: Level of Trust and Confidence in the Police – Baseline versus Year 2 (%)
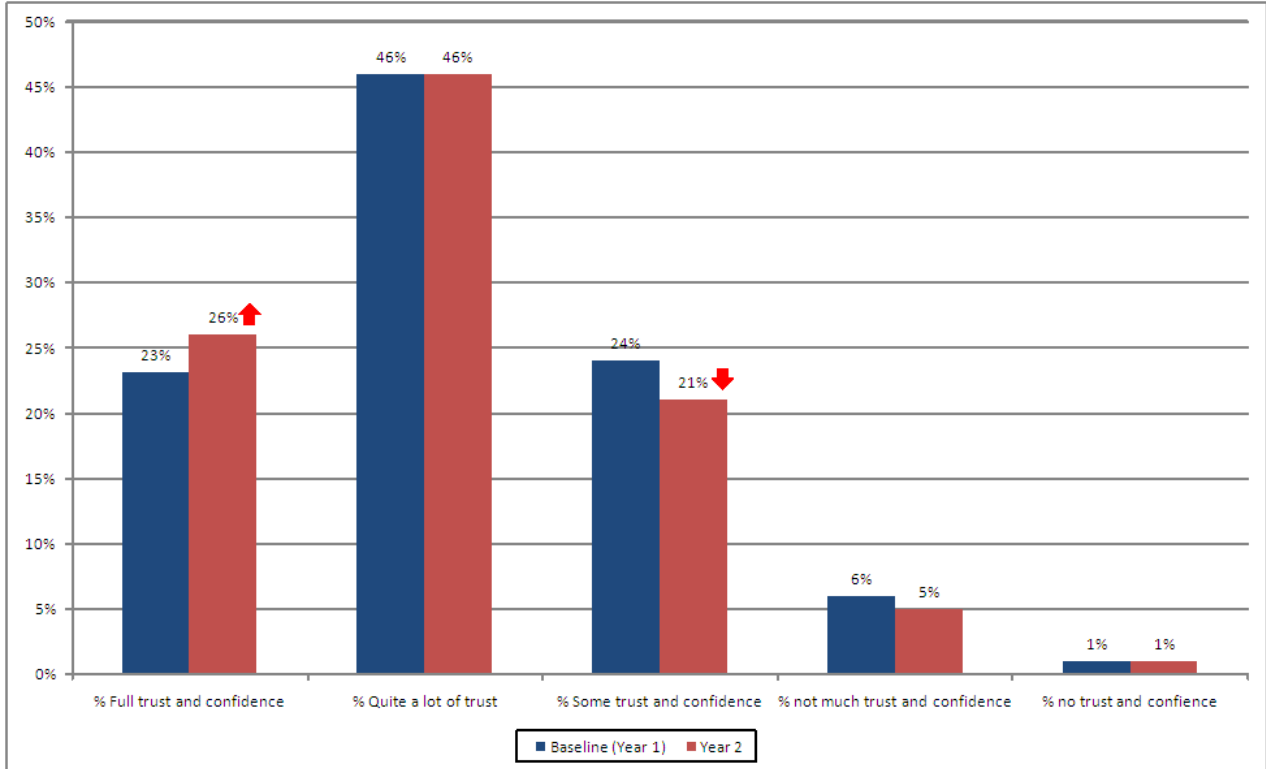
Base: All respondents excluding those giving a 'not applicable' response.   Baseline n=8272, Year 2 n=8471.

Red arrow indicates a significant increase/decrease in ratings between Baseline and Year 2.

Table 107: Level of Trust and Confidence in the Police – Baseline versus Year 2 (%)

	Baseline	Year 2
Full Trust and Confidence	23	**26**
Quite a lot	46	**46**
Some	24	**21**
Not much	6	**5**
No trust and confidence	1	**1**
Don't know	0	**1**
Full/quite a lot	**69**	**72**
Full/quite a lot/some	**93**	**93**
Not much/no	**7**	**6**
Base	*8272*	*8471*

Base: All respondents excluding those giving a 'not applicable' response.

Orange highlighting indicates a significant increase/decrease in results between the Baseline measure and Year 2.

6.1.2. Level of Trust and Confidence in the Police - Changes Over Time

As the table below shows, trust and confidence increased across the four quarters of Year 2. *Full/quite a lot of trust and Confidence* increased from 71% in Y2Q1, to 75% in Y2Q4 (the most notable being a significant increase between Quarters 3 and 4), while *full trust and confidence* increased from 25% in Y2Q1, to 29% in Y2Q4.

Table 108: Level of Trust and Confidence in the Police – Changes Over Time (%)

	Baseline	Y2Q1	Y2Q2	Y2Q3	Y2Q4
Full Trust and Confidence	23	25	26	27	29
Quite a lot	46	46	46	45	46
Some	24	22	21	22	**19**
Not much	6	5	6	5	5
No trust and confidence	1	**2**	**1**	1	**2**
Don't know	0	0	0	0	0
Full/quite a lot	**69**	**71**	**72**	**72**	**75**
Full/quite a lot/some	**93**	**93**	**93**	**94**	**94**
Not much/no	**7**	**7**	**7**	**6**	**7**
Base	*8272*	*2111*	*2107*	*2127*	*2120*

Base: All respondents excluding those giving a 'not applicable' response.

Orange highlighting indicates a significant increase/decrease in results between measures.

6.1.3. Level of Trust and Confidence in the Police - Significant Differences for Year 2

The following statistically significant differences for Year 2 are evident at the total results level (General and Communications Centres Year 2 results combined).

Respondents significantly more likely to give a rating of *full/quite a lot of trust and confidence* included:

- those aged 55 years or older (81%, compared with 69% of all other respondents);
- those living in Wellington (79%) or Central (78%) districts (compared with 71% of all other respondents);
- those of European descent (78%, compared with 59% of all other respondents);
- those who have not had recent contact with the Police (75%, compared with 69% of those who have had recent contact with the Police); and/or
- females (74%, compared with 71% of male respondents).

Respondents significantly more likely to give a rating of *not much/no trust and confidence* included:

- those of Asian/Indian (16%), 'other' (13%), Pacific (11%) or Māori (9%) descent (compared with 6% of all other respondents);
- those living in Auckland City (11%) or Counties-Manukau (9%) districts (compared with 6% of all other respondents);
- those aged between 16 and 34 years (10%, compared with 5% of all other respondents); and/or
- males (8%, compared with 5% of female respondents).

6.1.4. Level of Trust and Confidence in the Police - Contact versus No Contact

1. Year Two

In Year 2, respondents who had not had any contact with the Police in the last 6 months were significantly <u>more</u> likely than those who had contact to have *full/quite a lot of trust and confidence* (74% *full/quite a lot of trust and confidence* among those with no contact, compared with 69% who had contact). Those who had no contact were also significantly <u>more</u> likely to have *full trust and confidence* (29%, compared with 22% among those who had contact).

Table 109: Level of Trust and Confidence in the Police - Contact versus No Contact (%)

	Contact	No Contact
Full trust and confidence	22	**29**
Quite a lot	47	45
Some trust and confidence	24	**20**
Not much trust and confidence	6	**4**
No trust and confidence	1	**2**
Don't know	0	0
Full/quite a lot	**69**	**74**
Full/quite a lot/some	**93**	**94**
Not much/no trust and confidence	**7**	**6**
Base	*3993*	*4478*

Base: All respondents excluding those giving a 'not applicable' response.
Orange highlighting indicates a significant difference in results between Contact and no Contact

2.   Baseline Versus Year Two

As the table below shows, the share of those who had not had contact mentioning that they have *full/quite a lot of trust and confidence* has increased significantly since the baseline measure (up from 70%, to 74% in Year 2). Similarly, the share stating that they have *full trust and confidence* has increased significantly among both those who have had no contact (up from 25% in the baseline measure, to 29% in Year 2), and those who have had contact (up from 20%, to 22%).

Table 110: Level of Trust and Confidence in the Police - Contact versus No Contact (%)

	Contact		No Contact	
	Baseline	Year 2	Baseline	Year 2
Full trust and confidence	20	**22**	25	**29**
Quite a lot	47	**47**	45	**45**
Some trust and confidence	25	**24**	24	**20**
Not much trust and confidence	6	**6**	5	**4**
No trust and confidence	2	**1**	1	**2**
Don't know	0	**0**	0	**0**
Full/quite a lot	**67**	**69**	**70**	**74**
Full/quite a lot/some	**92**	**93**	**94**	**94**
Not much/no trust and confidence	**8**	**7**	**6**	**6**
Base	*4014*	*3993*	*4258*	*4478*

Base: All respondents excluding those giving a 'not applicable' response.

Orange highlighting indicates a significant increase/decrease in results between Baseline and Year 2.

6.1.5. Level of Trust and Confidence in the Police - Comparison by District

1. Year Two

In Year Two, respondents living in the Wellington (79%) and Central (78%) Districts were significantly more likely to give a rating of *full/quite a lot of trust and confidence* (compared with 72% of all respondents). In contrast, those respondents living in the Auckland City (11%) and Counties-Manukau (8%) districts were significantly more likely than all respondents (6%) to report that they have *not much/no trust and confidence* in the Police.

Figure 111: Level of Trust and Confidence in the Police - By District in Year 2
(% Quite a Lot/Full Trust and Confidence)
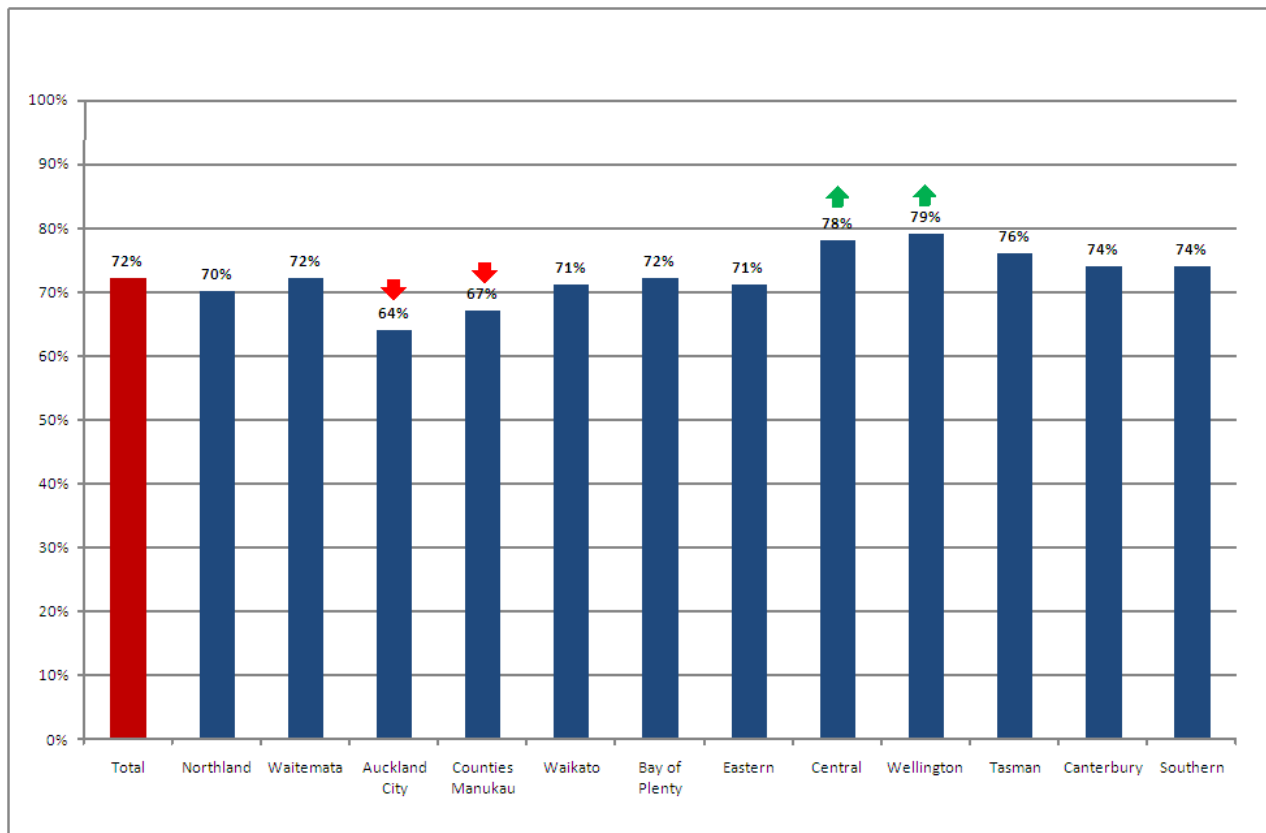
Base: All respondents, excluding 'not applicable' responses. Total (Year Two) n=8471; Northland n=615; Waitemata n=741; Auckland n=805; Counties n=777; Waikato n=698; Bay of Plenty n=694; Eastern n=643; Central n=676; Wellington n=753; Tasman n=615; Canterbury n=813; Southern n=641.

Green arrow indicates a significantly higher result than the total. Red arrow indicates a significantly lower result than the total.

2.   Baseline Versus Year Two

Ratings of *full trust and confidence/quite a lot of trust and confidence* have increased across all districts when compared with the baseline measure.

The proportion of respondents giving positive ratings of trust and confidence in the Police has increased significantly for the following districts:

- Wellington (79% giving a positive rating, compared with 71% in the baseline);
- Bay of Plenty (72%, compared with 67%); and
- Counties-Manukau (68%, compared with 61%).

The proportion of respondents giving negative ratings for trust and confidence in the Police has decreased significantly for the following districts:

- Central (3% giving a negative rating, compared with 6% at baseline);
- Tasman (4%, compared with 7%); and
- Eastern (5%, compared with 9%).

The only statistically significant negative change between the baseline measure and Year Two was a significant increase in the share of respondents from the Waitemata district who had *no trust and confidence*, up from 0% at baseline to 3% in Year Two.

Table 112: Level of Trust and Confidence in the Police – By District (Part 1)(%)

	Northland		Waitemata		Auckland City		Counties Manukau		Waikato		Bay Of Plenty	
	Baseline	Y2 Total	Baseline	Y2 Total	Baseline	Y2 Total	Baseline	Y2 Total	Baseline	Y2 Total	Baseline	Y2 Total
Full Trust and Confidence	23	22	23	25	19	20	20	**27**	23	26	24	28
Quite a Lot	45	48	45	47	44	44	41	41	48	45	43	44
Some Trust and Confidence	25	24	26	**21**	28	25	29	**24**	23	23	27	23
Not Much	5	4	6	4	7	9	8	6	5	5	5	4
No Trust and Confidence	2	2	0	**3**	2	2	2	2	1	1	1	1
Don't know	0	0	0	0	0	0	0	0	0	0	0	0
Full Trust/Quite a Lot of Trust	**68**	**70**	**68**	**72**	**63**	**64**	**61**	**68**	**71**	**71**	**67**	**72**
Full Trust/Quite a Lot/Some Trust	**93**	**94**	**94**	**92**	**91**	**89**	**90**	**92**	**94**	**94**	**94**	**95**
Not Much/No Trust and Confidence	**7**	**6**	**6**	**7**	**9**	**11**	**10**	**8**	**6**	**6**	**6**	**5**
Base	*595*	*615*	*688*	*741*	*706*	*805*	*720*	*777*	*715*	*698*	*691*	*694*

Base: All respondents, excluding 'not applicable' responses

Note: Bold indicates a statistically significant change from the baseline

Green highlighting denotes a statistically significant improvement from the baseline

Red highlighting denotes a statistically significant negative change from the baseline

Table 113: Level of Trust and Confidence in the Police – By District (Part 2) (%)

	Eastern		Central		Wellington		Tasman		Canterbury		Southern	
	Baseline	Y2 Total	Baseline	Y2 Total	Baseline	Y2 Total	Baseline	Y2 Total	Baseline	Y2 Total	Baseline	Y2 Total
Full Trust and Confidence	26	**32**	27	30	22	25	24	**30**	25	28	26	27
Quite a Lot	44	39	47	48	49	54	48	46	48	47	45	47
Some Trust and Confidence	21	24	20	18	24	**16**	21	21	22	19	23	20
Not Much	8	**4**	5	3	4	3	6	**2**	4	5	4	5
No Trust and Confidence	1	1	1	**0**	1	2	1	1	1	1	1	1
Don't know	0	0	0	1	0	0	0	0	0	0	1	0
Full Trust/Quite a Lot of Trust	**70**	**71**	**74**	**78**	**71**	**79**	**72**	**76**	**73**	**75**	**71**	**74**
Full Trust/Quite a Lot/Some Trust	**91**	**95**	**94**	**96**	**95**	**95**	**93**	**97**	**95**	**94**	**94**	**94**
Not Much/No Trust and Confidence	**9**	**5**	**6**	**3**	**5**	**5**	**7**	**4**	**5**	**6**	**5**	**6**
Base	*659*	*643*	*706*	*676*	*757*	*753*	*645*	*615*	*739*	*813*	*651*	*641*

Base: All respondents, excluding 'not applicable' responses

Note: Bold indicates a statistically significant change from the baseline

Green highlighting denotes a statistically significant improvement from the baseline

Red highlighting denotes a statistically significant negative change from the baseline

6.1.6. Level of Trust and Confidence in the Police - Comparison by Ethnicity

Note: This question was asked of all respondents. The analysis by ethnicity includes the results from all surveying carried out in Year Two – including the General Sample, Communications Centres Sample and both the Asian and Māori Booster samples. As a result the 'totals' in the ethnicity analysis differ from those recorded for this question throughout the rest of the report.

Respondents of NZ European/Pakeha descent (78%) were significantly more likely to report that they had *full trust and confidence* or *quite a lot of trust and confidence* in the Police than all other respondents (59%). This includes 28% of NZ European/Pakeha respondents who had *full trust and confidence* - a significantly greater share than 20% of all other respondents.

In contrast, those respondents of Asian/Indian (15%), other (13%), Pacific (12%) or Māori (10%) descent were significantly more likely to report that they had *not much* or *no trust and confidence* in the Police. This compares with 4% of those of NZ European/Pakeha descent.

Table 114: Level of Trust and Confidence in the Police – By Ethnicity* (%)

	Total	NZ European /Pakeha	Māori	Pacific People	Asian/ Indian	Other
Full trust and confidence	26	28	20	27	17	26
Quite a Lot	47	50	40	32	37	37
Some Trust and Confidence	21	18	30	29	31	24
Not Much	5	3	8	7	12	13
No Trust and Confidence	1	1	2	5	3	0
Don't know	0	0	0	0	0	0
Full Trust/Quite a Lot of Trust and Confidence	73	78	60	59	54	63
Full /Quite a lot/some trust and confidence	94	96	90	88	85	87
Not Much/No Trust and Confidence	6	4	10	12	15	13
Base	*9380*	*6276*	*2035*	*380*	*621*	*68*

Base: All respondents, excluding 'not applicable' responses

Green highlighting denotes statistically significant higher positive result or lower negative result than the Total

Red highlighting denotes statistically significant lower positive result or higher negative result than the Total

*Includes Asian and Maori Booster samples. As a result, the 'totals' in this table differ from those recorded for this question in the rest of the report.

7.   SAFETY

7.1. Safety in Local Neighbourhood after Dark

Note: This question was asked of <u>all respondents</u>

Question: Thinking about your overall sense of freedom from crime, how safe or unsafe do you feel **in your local neighbourhood after dark**? Would you say you feel........

1. Very Safe
2. Safe
3. Neutral
4. Unsafe
5. Very Unsafe
6. *(don't read)* Don't know
7. *(don' read)* Not Applicable

7.1.1.   *Safety in Local Neighbourhood after Dark - Changes between Baseline and Year 2*

Two thirds of respondents in Year Two (66%) feel *safe/very safe* in the neighbourhood after dark (up 1 percentage point from 65% in the baseline measure).

Just less than a quarter of respondents (23%) said they feel *very safe* in their neighbourhood after dark – up significantly from 21% in the baseline measure.   However there has also been a significant increase in the share of respondents stating they feel *very unsafe* in their neighbourhood after dark, up from 1% in the baseline measure, to 2% in Year 2.

Figure 47: Safety in Local Neighbourhood after Dark – Baseline versus Year 2 (%)
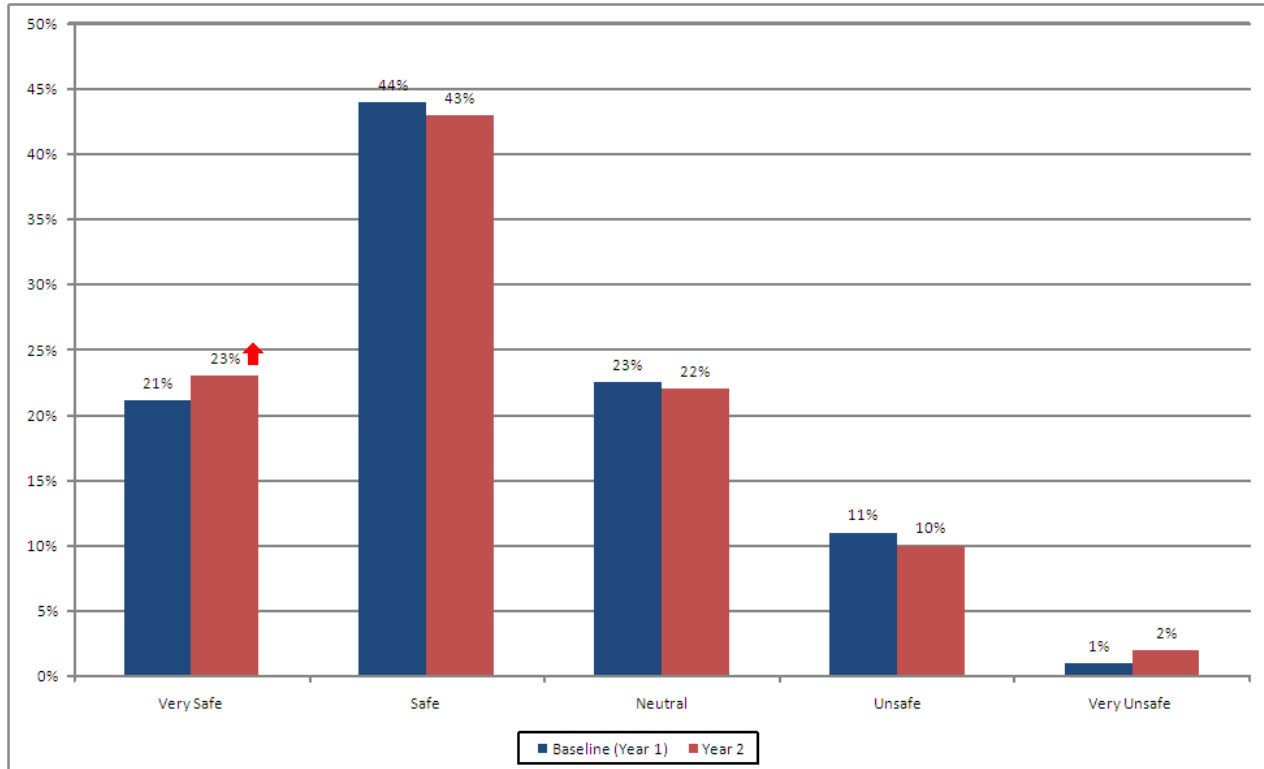
Base: All respondents excluding those giving a 'not applicable' response.   Baseline n=8245, Year 2 n=8491.

Red arrow indicates a significant increase/decrease in ratings between Baseline and Year 2.

Table 115: Safety in Local Neighbourhood after Dark – Baseline Versus Year 2 (%)

	Baseline	**Year 2**
Very Safe	21	**23**
Safe	44	**43**
Neutral	23	**22**
Unsafe	11	**10**
Very Unsafe	1	**2**
Don't know	0	**0**
Total Safe	**65**	**66**
Total Unsafe	**12**	**12**
Base	*8245*	*8491*

Base: All respondents excluding those giving a 'not applicable' response.

Orange highlighting indicates a significant increase/decrease in results between the Baseline measure and Year 2.

7.1.2. Safety in Local Neighbourhood after Dark - Changes Over Time

As the table below shows, ratings for safety in the neighbourhood after dark increase during the spring/summer periods, with *safe/very safe* ratings increasing to 68% in Quarter 2 (October to December 08), and 67% in Quarter 3 (January to March 09).

Table 116: Safety in Local Neighbourhood after Dark – Changes Over Time (%)

	Baseline	Y2Q1	Y2Q2	Y2Q3	Y2Q4
Very Safe	21	21	**24**	23	24
Safe	44	42	44	44	41
Neutral	23	24	**20**	22	21
Unsafe	11	11	11	10	12
Very Unsafe	1	**2**	**1**	1	**2**
Don't know	0	0	0	0	0
Total Safe	**65**	**63**	**68**	**67**	**65**
Total Unsafe	**12**	**13**	**12**	**11**	**14**
Base	*8245*	*2120*	*2111*	*2137*	*2123*

Base: All respondents excluding those giving a 'not applicable' response.

Orange highlighting indicates a significant increase/decrease in results between measures.

7.1.3. Safety in Local Neighbourhood after Dark - Significant Differences for Year 2

The following statistically significant differences for Year 2 total are evident at the total results level (General and Communications Centres Year 2 results combined).

Respondents significantly more likely to give a rating of *safe/ very safe* in their local neighbourhood after dark included:

- those living in Southern (79%), Tasman (75%), Waikato (71%), Central (71%), Wellington (69%) or Canterbury (69%) districts (compared with 60% of all other respondents);
- males (74%, compared with 59% of female respondents);
- those aged 55 years or older (72%, compared with 64% of all other respondents); and/or
- those of European descent (69%, compared with 60% of all other respondents).

Respondents significantly more likely to give a rating of *unsafe/ very unsafe* in their local neighbourhood after dark included:

- those living in Counties-Manukau (22%) or Auckland City (17%) districts (compared with 10% of all other respondents);
- females (16%, compared with 7% of male respondents);
- those of Pacific (17%) or Māori (14%) descent (compared with 11% of all other respondents); and/or
- those aged between 25 and 34 years (14%, compared with 11% of all other respondents).

7.1.4. Safety in Local Neighbourhood after Dark - Contact versus No Contact

1. Year Two

Feelings of safety in the neighbourhood after dark are similar for both those who have had contact with the Police (65% safe/very safe) and those who have not had contact (67% safe/very safe).   However, those who have had contact with the Police are significantly more likely to feel *unsafe/very unsafe* in the neighbourhood after dark (13%), than those who had not had contact (11% *unsafe/very unsafe*).

Table 117: Safety in Local Neighbourhood after Dark - Contact versus No Contact (%)

	Contact	**No Contact**
Very Safe	22	23
Safe	43	44
Neutral	22	22
Unsafe	11	10
Very Unsafe	2	1
Don't know	0	0
Total Safe	**65**	**67**
Total Unsafe	**13**	**11**
Base	*3993*	*4498*

Base: All respondents excluding those giving a 'not applicable' response.

Orange highlighting indicates a significant difference in results between Contact and No Contact

2. Baseline Versus Year Two

As the table below shows, the only notable change between the baseline measure and Year 2 has been a significant increase in the share of respondents who have not had contact feeling *very safe* in their neighbourhood after dark (up from 21% in the baseline measure, to 23%).

Table 118: Safety in Local Neighbourhood after Dark - Contact versus No Contact (%)

	Contact		No Contact	
	Baseline	Year 2	Baseline	Year 2
Very Safe	21	**22**	21	**23**
Safe	43	**43**	45	**44**
Neutral	23	**22**	22	**22**
Unsafe	11	**11**	10	**10**
Very Unsafe	2	**2**	1	**1**
Don't know	0	**0**	1	**0**
Total Safe	**64**	**65**	**66**	**67**
Total Unsafe	**13**	**13**	**11**	**11**
Base	*4007*	*3993*	*4238*	*4498*

Base: All respondents excluding those giving a 'not applicable' response.

Orange highlighting indicates a significant increase/decrease in results between Baseline and Year 2

7.1.5. Safety in Local Neighbourhood after Dark - Comparison by District

1. Year Two

In Year Two, 66% of all respondents reported that they felt *safe/ very safe* in their local neighbourhood after dark. However, respondents living in the Southern district were the most likely to give a rating of *safe/ very safe* (79%) while those living in the Counties-Manukau district were significantly less likely to give the same rating (52%). Respondents who were significantly more likely to give a rating of *safe/ very safe* included those living in the:

- Southern district (79%);
- Tasman district (75%);
- Central district (71%);
- Waikato district (71%);
- Canterbury district (69%); or
- Wellington district (69%).

In contrast, respondents living in the Auckland City (57%) and Counties-Manukau (52%) districts were significantly less likely to give a positive rating.

***Figure 119: Safety in Local Neighbourhood after Dark - By District in Year 2
(% Safe/Very Safe)***
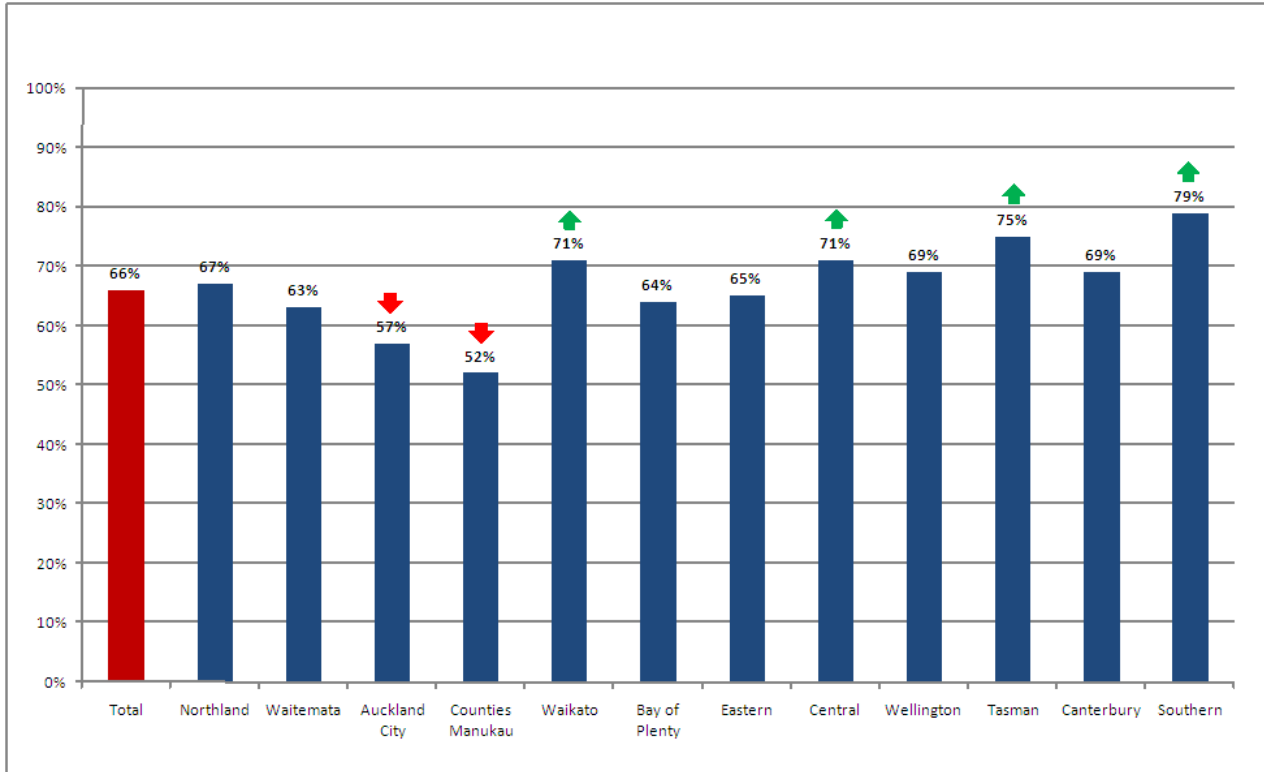
Base: All respondents, excluding 'not applicable' responses. Total (Year Two) n=8491; Northland n=619; Waitemata n=742; Auckland n=808; Counties n=781; Waikato n=698; Bay of Plenty n=697; Eastern n=644; Central n=680; Wellington n=754; Tasman n=613; Canterbury n=814; Southern n=641.

Green arrow indicates a significantly higher result than the total. Red arrow indicates a significantly lower result than the total.

2. Baseline Versus Year Two

The proportion of respondents who reported that they feel *safe/very safe* in their local neighbourhood after dark increased for all but three districts - Waitemata, Auckland City and Wellington - when compared with baseline data. In particular, the proportion of respondents giving positive ratings for safety in their neighbourhood after dark has increased significantly for respondents living in the Waikato district (71% feeling *safe/very safe*, compared with 64% in the baseline measure).

The proportion of respondents giving negative ratings for safety in their neighbourhood after dark has decreased significantly for the following districts:

- Waikato (10% *unsafe/very unsafe*, compared with 14% at baseline); and
- Bay of Plenty (10%, compared with 15% at baseline).

In contrast, there was a significant increase in respondents from the Auckland City district who felt *unsafe/very unsafe* in their neighbourhood after dark, up from 13% in the baseline measure to 17% in Year Two.

(Part 1) **Table 120: Safety in Local Neighbourhood after Dark – By District (%)**

	Northland		Waitemata		Auckland City		Counties Manukau		Waikato		Bay Of Plenty	
	Baseline	Y2 Total	Baseline	Y2 Total	Baseline	Y2 Total	Baseline	Y2 Total	Baseline	Y2 Total	Baseline	Y2 Total
Very Safe	22	26	16	**22**	14	13	15	14	23	24	20	24
Safe	44	41	49	**41**	44	44	36	38	41	**47**	40	40
Neutral	21	22	23	25	28	26	27	26	22	19	25	25
Unsafe	11	9	11	11	12	15	18	19	12	**8**	13	10
Very Unsafe	2	1	1	1	1	2	3	3	2	2	2	**0**
Don't know	0	1	0	0	1	0	1	0	0	0	0	1
Total Safe	**66**	**67**	**65**	**63**	**58**	**57**	**51**	**52**	**64**	**71**	**60**	**64**
Total Unsafe	**13**	**10**	**12**	**12**	**13**	**17**	**21**	**22**	**14**	**10**	**15**	**10**
Base	*592*	*619*	*684*	*742*	*708*	*808*	*718*	*781*	*713*	*698*	*690*	*697*

(Part 2)

	Eastern		Central		Wellington		Tasman		Canterbury		Southern	
	Baseline	Y2 Total	Baseline	Y2 Total	Baseline	Y2 Total	Baseline	Y2 Total	Baseline	Y2 Total	Baseline	Y2 Total
Very Safe	18	**26**	22	24	23	25	30	30	23	24	35	35
Safe	45	**39**	47	47	50	**44**	44	45	45	45	40	44
Neutral	21	23	22	21	19	20	19	18	21	20	18	15
Unsafe	13	10	8	7	7	9	7	6	9	9	6	5
Very Unsafe	2	2	0	**1**	1	1	0	**1**	2	2	0	**1**
Don't know	1	0	1	0	0	1	0	0	0	0	1	0
Total Safe	**63**	**65**	**69**	**71**	**73**	**69**	**74**	**75**	**68**	**69**	**75**	**79**
Total Unsafe	**15**	**12**	**8**	**8**	**8**	**10**	**7**	**7**	**11**	**11**	**6**	**6**
Base	*654*	*644*	*700*	*680*	*752*	*754*	*645*	*613*	*741*	*814*	*648*	*641*

Base: All respondents, excluding 'not applicable' responses

Note: Bold indicates a statistically significant change from the baseline

Green highlighting denotes a statistically significant improvement from the baseline

Red highlighting denotes a statistically significant negative change from the baseline

7.1.6. Safety in Local Neighbourhood after Dark - Comparison by Ethnicity

Note: This question was asked of all respondents. The analysis by ethnicity includes the results from all surveying carried out in Year Two – including the General Sample, Communications Centres Sample and both the Asian and Māori Booster samples. As a result the 'totals' in the ethnicity analysis differ from those recorded for this question throughout the rest of the report.

Those of NZ European/Pakeha descent were significantly more likely to mention that they felt *very safe/safe* in their local neighbourhood after dark (68%, compared with 62% of all other respondents).

In contrast, Pacific (17%) and Asian/Indian (14%) respondents in particular were over-represented among those who felt *very unsafe/unsafe* in their local neighbourhood after dark (compared with 11% of all other respondents). Respondents of Asian/Indian descent were also significantly more likely to report that they felt *neither safe nor unsafe* (30%) than all other respondents (21%).

Table 121: Safety in Local Neighbourhood after Dark – By Ethnicity* (%)

	Total	NZ European/ Pakeha	Māori	Pacific People	Asian/ Indian	Other
Very Safe	23	24	25	14	14	28
Safe	44	44	40	44	43	37
Neutral	22	21	23	25	30	25
Unsafe	10	10	10	15	12	10
Very Unsafe	1	1	2	2	1	0
Don't know	0	0	0	0	0	0
Total Safe	67	68	65	58	57	65
Total Unsafe	11	11	12	17	13	10
Base	*9400*	*6284*	*2039*	*383*	*625*	*69*

Base: All respondents, excluding 'not applicable' responses

Green highlighting denotes statistically significant higher positive result or lower negative result than the Total

Red highlighting denotes statistically significant lower positive result or higher negative result than the Total

*Includes Asian and Maori Booster samples. As a result, the 'totals' in this table differ from those recorded for this question in the rest of the report.

7.1.7. Safety in Local Neighbourhood after Dark - Reasons for Feeling Unsafe/Very Unsafe

Of those respondents who reported that they feel *unsafe/very unsafe* in their local neighbourhood after dark (n=1046), 36% commented that this was because there are people who make them feel unsafe because of their appearance, attitude and/or behaviour. Twenty-nine percent specifically mentioned that youths, particularly those hanging around in groups, make them feel unsafe. Other commonly mentioned reasons for feeling unsafe included alcohol and drug problems in the respondents' local area (15%), fights/arguments/attacks on the street (14%), burglary/theft (14%), poor lighting/dark areas (13%) and/or the presence of gangs (10%).

When compared with baseline data, there has been a significant increase in the share of respondents mentioning that the reason they feel unsafe is:

- Burglaries/theft (14%, compared with 11% at baseline);
- Gangs (10%, compared with 6% at baseline);
- Lack of Police presence/not enough Police (7%, compared with 4% at baseline);
- Lack of immediate response from Police (4%, compared with 2% at baseline);
- Being a woman/being pregnant (4%, compared with 2% at baseline);
- Being alone (3%, compared with 1% at baseline);
- Past events in the neighbourhood (3%, compared with 1% at baseline);
- They are unsure of what might happen or what sort of people are around (3%, compared with 1% at baseline); and
- Alcohol/drug use by youth (3%, compared with 0% at baseline).

In contrast, there has been a significant decrease in the share of respondents mentioning that they the reason they feel unsafe is an increase the crime rate/level of crime (4%, compared with 6% at baseline).

Table 122: Safety in Local Neighbourhood after Dark - Reasons for Feeling Unsafe (%)

	Respondents who feel Unsafe		All Respondents
	Baseline *(n=914)*	Year 2 *(n=1046)*	Year 2 *(n=8491)*
People who make you feel unsafe because of their behaviour/attitude/appearance	33	36	4
Youths hanging around in groups	31	29	3
Alcohol and drug problem in the area	16	15	2
Fights/arguments/attacks on the street	14	14	2
Burglaries/theft	11	**14**	2

	Respondents who feel Unsafe		All Respondents
	Baseline *(n=914)*	Year 2 *(n=1046)*	Year 2 *(n=8491)*
Dark/poor lighting	14	13	1
Gangs	6	**10**	1
Dangerous driving (including drink driving, speeding)	10	9	1
Lack of Police presence/not enough Police	4	**7**	1
Living in an unsafe area where crime takes place a lot	5	6	1
Crime story (from media or friends)	6	6	1
Vandalism	3	4	<1
Increase in crime rate/level of crime	6	**4**	<1
Lack of immediate response from Police on 111 or emergency calls	2	**4**	<1
Being a woman/being pregnant	2	**4**	<1
Graffiti	4	3	<1
Being alone	1	**3**	<1
Past events in neighbourhood (eg. murders, muggings)	1	**3**	<1
Unsure of what sort of people around, what might happen	1	**3**	<1
Alcohol/drug use by youth	0	**3**	<1
Dogs (dangerous, too many in area)	3	3	<1

Base: All respondents who felt unsafe/very unsafe in their local neighbourhood after dark
Note: Multiple responses to this question permitted. Therefore, table may total to more than 100%
Orange highlighting denotes a significant difference between baseline and Year 2
Table lists those reasons mentioned by 3% or more of respondents

Respondents significantly more likely to mention **people that make them feel unsafe because of their attitude/behaviour/appearance** include those living in the Waikato district (48%, compared with 35% of all other respondents).

Respondents significantly more likely to mention **youths/youths hanging around in groups** include those:

- living in the Counties Manukau district (35%, compared with 28% of all other respondents); and/or
- aged between 35 and 44 years (35%, compared with 28% of all other respondents).

Respondents significantly more likely to mention **fights/arguments/attacks on the street** include those:

- living in the Central (24%) or Counties Manukau (20%) districts (compared with 12% of all other respondents); and/or
- of Pacific (22%) or Asian/Indian (22%) descent (compared with 12% of all other respondents).

Respondents significantly more likely to mention **burglaries/theft** include those:

- of Asian/Indian descent (35%, compared with 12% of all other respondents);
- living in the Counties Manukau district (23%, compared with 12% of all other respondents); and/or
- aged between 55 and 64 years (20%, compared with 13% of all other respondents).

Respondents significantly more likely to mention **dark/poor lighting** include those:

- living in the Waitemata district (19%, compared with 12% of all other respondents); and/or
- who are female (15%, compared with 7% of male respondents).

Respondents significantly more likely to mention **gangs** include those:

- living in the Eastern (22%), Waikato (22%) or Central (17%) districts (compared with 7% of all other respondents);
- who are aged between 16 and 34 years (16%, compared with 6% of all other respondents); and/or
- of Māori descent (15%, compared with 9% of all other respondents).

Respondents significantly more likely to mention **dangerous driving** include those:

- living in the Southern district (19%, compared with 9% of all other respondents); and/or
- aged between 35 and 44 years (14%, compared with 8% of all other respondents).

Respondents significantly more likely to mention **lack of Police/Police presence** include those who are male (13%, compared with 5% of female respondents).

Respondents significantly more likely to mention **living in an unsafe area** include those:

- living in the Canterbury (11%) or Counties Manukau (10%) districts (compared with 5% of all other respondents);
- aged between 25 and 34 years (10%, compared with 5% of all other respondents); and/or
- who are female (8%, compared with 3% of male respondents).

Respondents significantly more likely to mention **crime stories** include those:

- aged between 45 and 54 years (11%, compared with 5% of all other respondents);
- living in the Auckland City district (9%, compared with 5% of all other respondents);
- who have not had contact with the Police (7%, compared with 3% of all other respondents); and/or
- who are female (7%, compared with 2% of male respondents).

7.2. Safety In City or Town Centre after Dark

Note: This question was asked of all respondents

Question: Thinking about your overall sense of freedom from crime, how safe or unsafe do you feel **in your city or town centre at night**? Would you say you feel........

1. Very Safe
2. Safe
3. Neutral
4. Unsafe
5. Very Unsafe
6. *(don't read)* Don't know
7. *(don' read)* Not Applicable

7.2.1.   *Safety in City or Town Centre after Dark - Changes between Baseline and Year 2*

In Year Two, 45% of respondents said they feel *safe* (35%) or *very safe* (10%) in their city or town centre after dark. This share is up significantly from 42% in the baseline measure. Similarly, the share feeling *unsafe/very unsafe* in their city or town centre after dark has decreased significantly since the baseline measure (down from 28%, to 26%).

Figure 48: Safety in City or Town Centre after Dark – Baseline versus Year 2 (%)
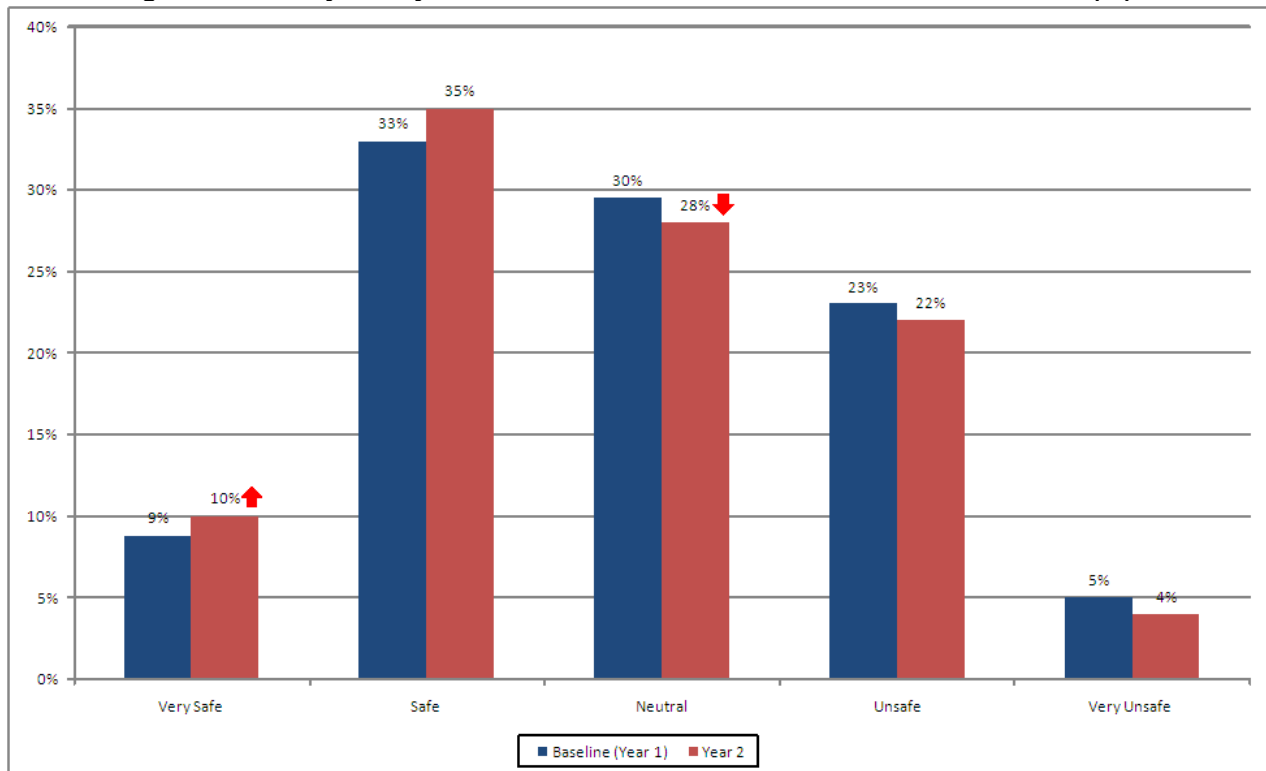
Base: All respondents excluding those giving a 'not applicable' response.   Baseline n=8047, Year 2 n=7439.

Red arrow indicates a significant increase/decrease in ratings between Baseline and Year 2.

Table 123: Safety in City or Town Centre after Dark – Baseline Versus Year 2 (%)

	Baseline	**Year 2**
Very Safe	9	**10**
Safe	33	**35**
Neutral	30	**28**
Unsafe	23	**22**
Very Unsafe	5	**4**
Don't know	0	**1**
Total Safe	**42**	**45**
Total Unsafe	**28**	**26**
Base	*8047*	*7439*

Base: All respondents excluding those giving a 'not applicable' response.

*Orange highlighting indicates a significant increase/decrease in results between the Baseline measure and Year 2.*

7.2.2.   Safety in City or Town Centre after Dark - Changes Over Time

As the table below shows, positive ratings for safety in the city or town centre after dark increased during Quarter 2 (*safe/very safe* ratings up from 43%, to 46%) and has remained relatively stable across the last three quarters of Year 2. However, of note is a significant increase in those feeling *unsafe/very unsafe* in their city/town centre after dark between Quarter 3 and Quarter 4 (up from 24% to 28%).

Table 124: Safety in City or Town Centre after Dark – Baseline Versus Year 2 (%)

	Baseline	Y2Q1	Y2Q2	Y2Q3	Y2Q4
Very Safe	9	9	11	10	9
Safe	33	34	35	36	36
Neutral	30	28	29	29	**26**
Unsafe	23	24	21	20	**24**
Very Unsafe	5	4	4	4	4
Don't know	0	**1**	**0**	**1**	1
Total Safe	**42**	**43**	**46**	**46**	**45**
Total Unsafe	**28**	**28**	**25**	**24**	**28**
Base	*8047*	*1120*	*2098*	*2118*	*2103*

Base: All respondents excluding those giving a 'not applicable' response.

Orange highlighting indicates a significant increase/decrease in results between measures.

7.2.3. Safety in City or Town Centre after Dark - Significant Differences for Year 2

The following statistically significant differences for Year 2 total are evident at the total results level (General and Communications Centres Year 2 results combined).

Respondents significantly more likely to give a rating of *safe/ very safe* in their city or town centre after dark included:

- those living in Southern (61%), Tasman (57%), Wellington (54%), Waikato (52%) or Central (49%) districts (compared with 39% of all other respondents);
- males (51%, compared with 39% of female respondents); and/or
- those aged 65 years or older (50%, compared with 44% of all other respondents).

Respondents significantly more likely to give a rating of *unsafe/ very unsafe* in their city or town centre after dark included:

- those living in the Canterbury (37%) or Counties-Manukau (34%) districts (compared with 24% of all other respondents);
- females (33%, compared with 18% of male respondents);
- those aged between 55 and 64 years (29%, compared with 25% of all other respondents); and/or
- those of European descent (27%, compared with 24% of all other respondents).

7.2.4. Safety in City or Town Centre after Dark - Contact versus No Contact

1. Year Two

Feelings of safety in the neighbourhood after dark in Year 2 are the same for both those who have had contact with the Police and those who have not had contact (both 45% *safe/very safe*).

Table 125: Safety in City or Town Centre after Dark - Contact versus No Contact (%)

	Contact	No contact
Very Safe	9	10
Safe	36	35
Neutral	29	28
Unsafe	21	22
Very Unsafe	4	4
Don't know	1	1
Total Safe	**45**	**45**
Total Unsafe	**25**	**26**
Base	*3519*	*3920*

Base: All respondents excluding those giving a 'not applicable' response.

Orange highlighting indicates a significant difference in results between Contact and No Contact

2. Baseline Versus Year Two

As the table below shows, positive ratings for the city or town centre after dark have increased significantly between the baseline measure and Year 2 for both those who have had contact and those who have not (both up from 42% *safe/very safe*, to 45%). The share of those who have had contact feeling *unsafe/very unsafe* decreased significantly – down from 28% in the baseline measure, to 25%.

Table 126: Safety in City or Town Centre after Dark - Contact versus No Contact (%)

	Contact		No Contact	
	Baseline	Year 2	Baseline	Year 2
Very Safe	9	9	9	10
Safe	33	**36**	33	35
Neutral	30	29	29	28
Unsafe	23	**21**	23	22
Very Unsafe	5	**4**	4	4
Don't know	0	**1**	2	**1**
Total Safe	**42**	**45**	**42**	**45**
Total Unsafe	**28**	**25**	**27**	**26**
Base	*3950*	*3519*	*4097*	*3920*

Base: All respondents excluding those giving a 'not applicable' response.

Orange highlighting indicates a significant increase/decrease in results between Baseline and Year 2.

7.2.5. Safety in City or Town Centre after Dark - Comparison by District

1. Year Two

In Year Two, respondents living in the Southern district were the most likely to mention that they feel *safe/very safe* in their city or town centre after dark (61%, significantly higher than the overall total of 45%). Those living in Tasman (57%), Wellington (55%), Waikato (52%) and Central (50%) districts are also significantly more likely to mention feeling *safe/very safe* in their city or town centre after dark.

In contrast, respondents living in Counties Manukau (36%), Auckland City (37%) and Canterbury (37%) districts were significantly less likely to feel *safe/very safe*.

**Figure 127: Safety in City or Town Centre after Dark - By District in Year 2
(% Safe/Very Safe)**
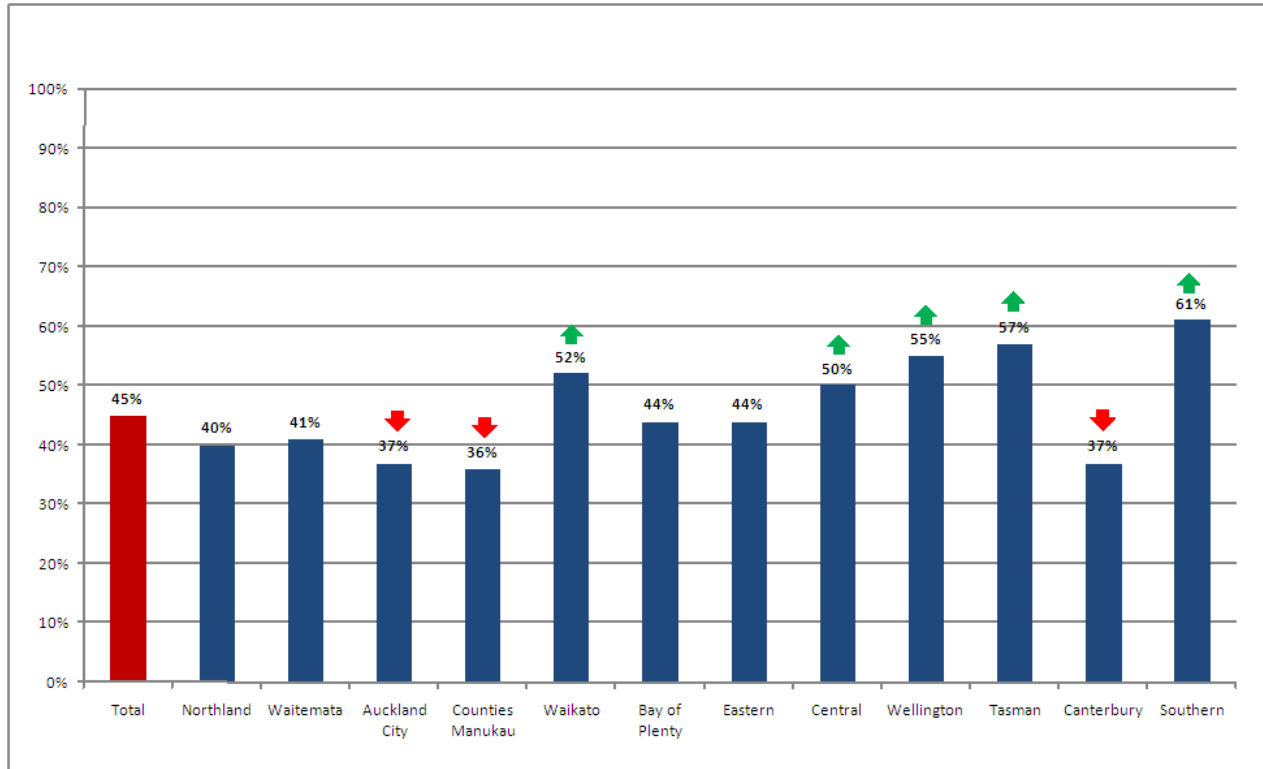
Base: All respondents, excluding 'not applicable' responses. Total (Year Two) n=7439; Northland n=540; Waitemata n=641; Auckland n=717; Counties n=690; Waikato n=609; Bay of Plenty n=617; Eastern n=568; Central n=596; Wellington n=656; Tasman n=538; Canterbury n=713; Southern n=554.

Green arrow indicates a significantly higher result than the total. Red arrow indicates a significantly lower result than the total.

2. Baseline Versus Year Two

The proportion of respondents who reported that they feel *safe/very safe* in their city/town centre after dark has increased across all districts when compared with baseline data. In particular, positive ratings for safety after dark in cities/town centres increased significantly for those respondents living in the Bay of Plenty (*safe/very safe* ratings up from 38% in the baseline measure, to 44%) and Counties Manukau (up from 31%, to 36%) districts.

Also of note is that the proportion of respondents giving negative ratings for safety in their city/town centre after dark decreased significantly for those living in the Northland district (29% feeling *unsafe/very unsafe*, down from 37% in the baseline).

Table 128: Safety in City or Town Centre after Dark – By District (%)

	Northland		Waitemata		Auckland City		Counties Manukau		Waikato		Bay Of Plenty	
	Baseline	Y2 Total	Baseline	Y2 Total	Baseline	Y2 Total	Baseline	Y2 Total	Baseline	Y2 Total	Baseline	Y2 Total
Very Safe	6	8	7	8	7	5	5	5	12	11	8	10
Safe	29	32	33	33	29	32	26	**31**	38	41	30	34
Neutral	27	30	33	32	33	35	30	29	27	25	30	30
Unsafe	31	**23**	22	22	26	24	29	28	19	19	26	22
Very Unsafe	6	6	4	4	4	4	9	7	3	3	4	4
Don't know	1	1	1	1	1	0	1	0	1	1	2	0
Total Safe	**35**	**40**	**40**	**41**	**36**	**37**	**31**	**36**	**50**	**52**	**38**	**44**
Total Unsafe	**37**	**29**	**26**	**26**	**30**	**28**	**38**	**35**	**22**	**22**	**30**	**26**
Base	*565*	*540*	*670*	*641*	*697*	*717*	*701*	*690*	*699*	*609*	*673*	*617*

(Part 2)

	Eastern		Central		Wellington		Tasman		Canterbury		Southern	
	Baseline	Y2 Total	Baseline	Y2 Total	Baseline	Y2 Total	Baseline	Y2 Total	Baseline	Y2 Total	Baseline	Y2 Total
Very Safe	8	9	11	12	10	13	14	13	7	8	17	18
Safe	33	35	34	38	41	42	40	44	27	29	39	43
Neutral	28	28	30	27	29	28	27	24	29	26	26	22
Unsafe	26	22	22	20	18	15	15	17	28	29	15	13
Very Unsafe	4	6	3	3	2	1	3	2	9	7	3	3
Don't know	1	0	0	0	0	1	1	0	0	1	0	1
Total Safe	**41**	**44**	**45**	**50**	**51**	**55**	**54**	**57**	**34**	**37**	**56**	**61**
Total Unsafe	**30**	**28**	**25**	**23**	**20**	**16**	**18**	**19**	**37**	**36**	**18**	**16**
Base	*631*	*568*	*680*	*596*	*740*	*656*	*627*	*538*	*723*	*713*	*641*	*554*

Base: All respondents, excluding 'not applicable' responses
Note: Bold indicates a statistically significant change from the baseline
Green highlighting denotes a statistically significant improvement from the baseline
Red highlighting denotes a statistically significant negative change from the baseline

7.2.6. Safety in City or Town Centre after Dark - Comparison by Ethnicity

Note: This question was asked of all respondents. The analysis by ethnicity includes the results from all surveying carried out in Year Two – including the General Sample, Communications Centres Sample and both the Asian and Māori Booster samples. As a result the 'totals' in the ethnicity analysis differ from those recorded for this question throughout the rest of the report.

Those of Asian/Indian descent were the least likely to report feeling *safe/very safe* in their local city/town centre after dark (38%, significantly lower than 46% of all other respondents). However, Asian/Indian respondents were more likely to mention that they felt *neither safe nor unsafe* (35%, compared with 28% of all other respondents - a significant difference).

In contrast, those of Māori descent were significantly less likely to report feeling *unsafe/very unsafe* in their local city or town centre after dark (22%, compared with 27% of all other respondents), while those of NZ European/Pakeha descent were significantly more likely to feel this way (26% *unsafe/very unsafe*, compared with 24% of all other respondents).

Table 129: Safety in City or Town Centre after Dark – by Ethnicity* (%)

	Total	NZ European/ Pakeha	Māori	Pacific People	Asian/ Indian	Other
Very Safe	9	10	11	8	5	19
Safe	36	36	37	36	33	31
Neutral	28	27	30	29	35	26
Unsafe	22	22	18	21	24	24
Very Unsafe	4	4	4	5	3	0
Don't know	1	1	0	1	0	0
Total Safe	45	46	48	44	38	50
Total Unsafe	26	26	22	26	27	24
Base	*8345*	*5494*	*1894*	*331*	*569*	*57*

Base: All respondents, excluding 'not applicable' responses
Green highlighting denotes statistically significant higher positive result or lower negative result than the Total
Red highlighting denotes statistically significant lower positive result or higher negative result than the Total
*Includes Asian and Maori Booster samples. As a result, the 'totals' in this table differ from those recorded for this question in the rest of the report.

7.2.7. Safety in City or Town Centre after Dark - Reasons for Feeling Unsafe

Reasons given for feeling unsafe in the city or town centre after dark are closely aligned with reasons for feeling unsafe given by those feeling *unsafe/very unsafe* in their local neighbourhood after dark. Two-fifths of those respondents who reported that they feel *unsafe/very unsafe* in their city/town centre after dark mentioned that this was because there are people who make them feel unsafe because of their appearance, attitude and/or behaviour. Thirty-four percent commented that youths, particularly those hanging around in groups, make them feel unsafe, while 27% mentioned an alcohol and/or drug problem in the area (it should also be noted than an additional 6% specifically mentioned alcohol/drug use by youth). Other commonly mentioned reasons for feeling unsafe included fights/arguments/attacks on the street (18%), a lack of Police presence (10%) and crime stories heard from media or friends (10%).

When compared with baseline data, there has been a significant increase in the share of respondents mentioning that the reason they feel unsafe is:

- People who make them feel unsafe because of their attitude/behaviour/appearance (40%, compared with 34% at baseline);
- Crime stories from media and/or friends (10%, compared with 8% at baseline);
- Gangs (8%, compared with 5% at baseline);
- Alcohol/drug use by youth (6%, compared with 0% at baseline);
- Being a woman/being pregnant (4%, compared with 1% at baseline);
- Violent crimes/general violence (4%, compared with 1% at baseline);
- Being in an unsafe area where crime takes place a lot (3%, compared with 2% at baseline);
- Too many people in groups, loitering (3%, compared with 2% at baseline);
- They are unsure of what might happen or what sort of people are around (3%, compared with 2% at baseline);
- Too many criminals/undesirable people around (3%, compared with 1% at baseline);
- Being alone (3%, compared with 1% at baseline); and
- Past events in the city/town centre (3%, compared with 1% at baseline).

In contrast, there has been a significant decrease in the share of respondents mentioning that the reason they feel unsafe is:

- Youths hanging around in groups (34%, compared with 39% at baseline); and
- An increase in the crime rate/level of crime (4%, compared with 6% at baseline).

Table 130: Safety in City/Town Centre after Dark – Reasons for Feeling Unsafe (%)

	Respondents who feel Unsafe		All Respondents
	Baseline (n=1922)	Year 2 (n=1971)	Year 2 (n=7439)
People who make you feel unsafe because of their behaviour/attitude/appearance	34	**40**	10
Youths hanging around in groups	39	**34**	9
Alcohol and drug problem in the area	27	27	7
Fights/arguments/attacks on the street	20	18	5
Lack of Police presence/not enough Police	10	10	3
Crime story (from media or friends)	8	**10**	3
Burglaries/theft	8	8	2
Dark/poor lighting	9	8	2
Gangs	5	**8**	2
Dangerous driving (including drink driving, speeding)	8	7	2
Alcohol/drug use by youth	0	**6**	2
Increase in crime rate/level of crime	6	**4**	1
Being a woman/being pregnant	1	**4**	1
Violent crimes/general violence	1	**4**	1
Being in an unsafe area where crime takes place a lot	2	**3**	1
Too many people loitering/groups loitering	2	**3**	1
Too many criminals/undesirable people around	1	**3**	1
Being alone	1	**3**	1
Past events in city/town centre(eg. murders, muggings)	1	**3**	1
Unsure of what sort of people around, what might happen	2	**3**	1

Base: All respondents who felt unsafe/very unsafe in their city/town centre after dark

Note: Multiple responses to this question permitted. Therefore, table may total to more than 100%

Orange highlighting denotes a significant difference between Baseline and Y2

Table lists those reasons mentioned by 3% or more of respondents

Respondents significantly more likely to mention **people that make them feel unsafe because of their attitude/behaviour/appearance** include those aged between 25 and 34 years (44%, compared with 39% of all other respondents).

Respondents significantly more likely to mention **youths/youths hanging around in groups** include those:

- living in the Eastern (47%) or Wellington (43%) districts (compared with 32% of all other respondents);
- aged between 45 and 54 years (40%, compared with 32% of all other respondents); and/or
- of European descent (35%, compared with 29% of all other respondents).

Respondents significantly more likely to mention **alcohol/drug problem in the area** include those:

- living in the Southern (42%) or Canterbury (37%) districts (compared with 23% of all other respondents); and/or
- who are male (31%, compared with 25% of female respondents).

Respondents significantly more likely to mention **fights/arguments/attacks on the street** include those:

- living in the Southern district (26%, compared with 18% of all other respondents); and/or
- who are male (22%, compared with 16% of female respondents).

Respondents significantly more likely to mention **lack of Police/Police presence** include those who are male (12%, compared with 9% of female respondents).

Respondents significantly more likely to mention **crime stories** include those who are female (11%, compared with 8% of male respondents).

Respondents significantly more likely to mention **dark/poor lighting** include those:

- living in the Waitemata district (13%, compared with 8% of all other respondents);
- who are female (11%, compared with 3% of male respondents); and/or

Respondents significantly more likely to mention **gangs** include those:

- who are aged between 16 and 24 years (21%, compared with 7% of all other respondents);
- of Pacific (21%) or Māori (12%) descent (compared with 6% of all other respondents); and/or
- living in the Eastern district (19%, compared with 7% of all other respondents).

Respondents significantly more likely to mention **burglaries/theft** include those:

- of Asian/Indian (17%) or Pacific (14%) descent (compared with 7% of all other respondents);
- living in the Counties Manukau (13%) or Auckland City (12%) districts (compared with 6% of all other respondents); and/or
- aged between 55 and 64 years (11%, compared with 7% of all other respondents).

Respondents significantly more likely to mention **dangerous driving** include those:

- living in the Canterbury district (14%, compared with 6% of all other respondents); and/or
- aged between 35 and 44 years (10%, compared with 7% of all other respondents).

Respondents significantly more likely to mention **alcohol/drug use by youth** include those:

- living in the Canterbury district (9%, compared with 5% of all other respondents); and/or
- of European descent (7%, compared with 4% of all other respondents).

7.3. Safety in Local Neighbourhood during the Day

Note: This question was asked of <u>all respondents</u>

Question: Thinking about your overall sense of freedom from crime, how safe or unsafe do you feel **in your local neighbourhood during the day**? Would you say you feel........

1. Very Safe
2. Safe
3. Neutral
4. Unsafe
5. Very Unsafe
6. *(don't read)* Don't know
7. *(don' read)* Not Applicable

7.3.1. Safety in Local Neighbourhood during the Day - Changes between Baseline and Year 2

The majority of respondents (91%) feel *safe/very safe* in their neighbourhood during the day (down 1 percentage point from 92% in the baseline measure).   *(Note: This compares with 66% who feel safe/very safe in their neighbourhood after dark.)*

Just over half of all respondents in Year 2 (52%) said they feel *very safe* in their neighbourhood during the day – up significantly from 47% in the baseline measure.   While the share feeling *safe* has declined significantly, down from 45% in the baseline to 39% in Year Two.

Figure 49: Safety in Local Neighbourhood during the Day – Baseline versus Year 2 (%)
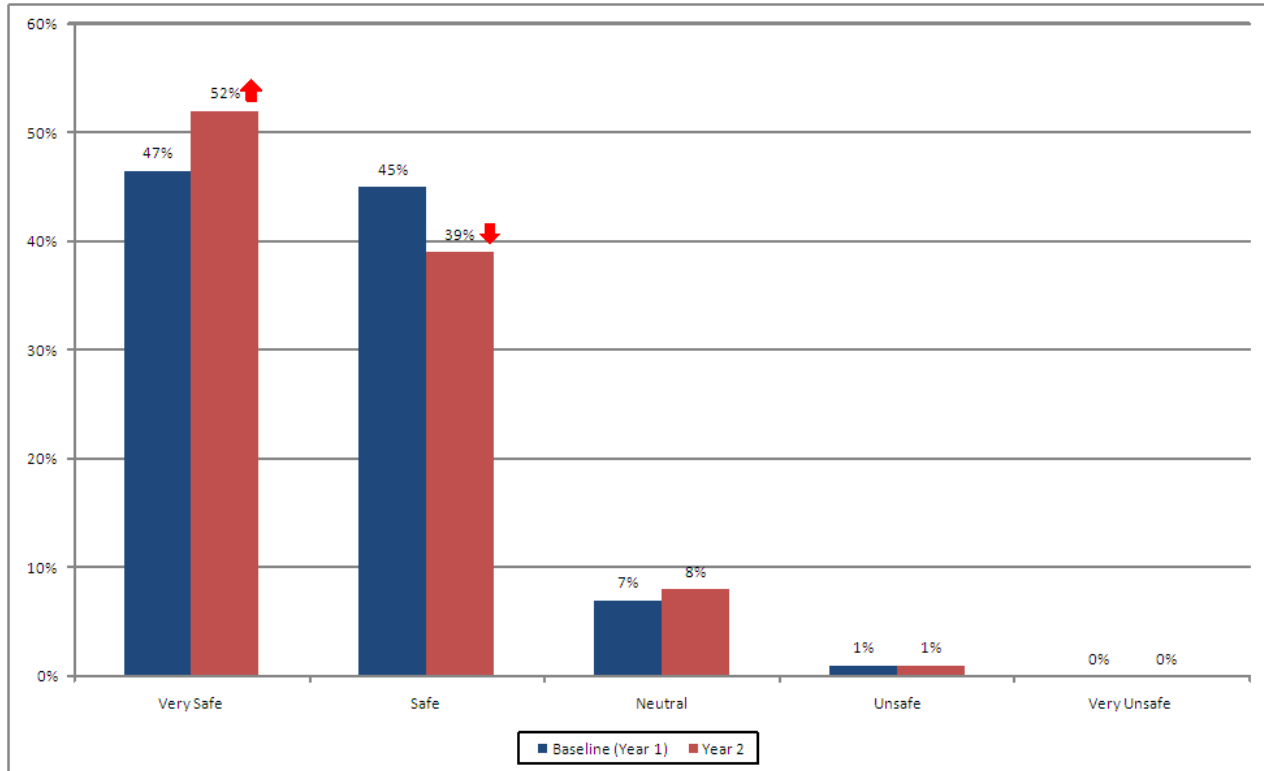
Base: All respondents excluding those giving a 'not applicable' response.   Baseline n=7180, Year 2 n=8503.

Red arrow indicates a significant increase/decrease in ratings between Baseline and Year 2.

Table 131: Safety in Local Neighbourhood during the Day – Baseline versus Year 2 (%)

	Baseline	**Year 2**
Very Safe	47	**52**
Safe	45	**39**
Neutral	7	**8**
Unsafe	1	**1**
Very Unsafe	0	**0**
Don't know	0	**0**
Total Safe	**92**	**91**
Total Unsafe	**1**	**1**
Base	*7180*	*8503*

Base: All respondents excluding those giving a 'not applicable' response.

*Orange highlighting indicates a significant increase/decrease in results between the Baseline measure and Year 2.*

7.3.2. Safety in Local Neighbourhood during the Day - Changes Over Time

As the table below shows, ratings for safety in the neighbourhood during the day have fluctuated during Year 2, but have remained high.

Table 132: Safety in Local Neighbourhood during the Day – Changes Over Time (%)

	Baseline	Y2Q1	Y2Q2	Y2Q3	Y2Q4
Very Safe	**47**	**52**	52	53	54
Safe	**45**	**38**	38	39	37
Neutral	**7**	8	8	7	7
Unsafe	**1**	1	**2**	**1**	**2**
Very Unsafe	**0**	0	0	0	0
Don't know	**0**	0	0	0	0
Total Safe	**92**	**90**	**90**	**92**	**91**
Total Unsafe	**1**	**1**	**2**	**1**	**2**
Base	*7180*	*2121*	*2115*	*2140*	*2127*

Base: All respondents excluding those giving a 'not applicable' response.

Orange highlighting indicates a significant increase/decrease in results between measures.

7.3.3. Safety in Local Neighbourhood during the Day - Significant Differences for Year 2

The following statistically significant differences for Year 2 total are evident at the total results level (General and Communications Centres Year 2 results combined).

Respondents significantly more likely to give a rating of *safe/ very safe* in their local neighbourhood during the day included:

- those living in Southern (96%), Tasman (95%), Central (94%), Wellington (94%) or Canterbury (93%) districts (compared with 88% of all other respondents);
- those aged 65 years or older (94%, compared with 90% of all other respondents);
- those of European descent (93%, compared with 85% of all other respondents);
- those who have not had recent contact with the Police (91%, compared with 90% of those who have had recent contact with the Police); and/or
- males (92%, compared with 90% of female respondents).

Respondents significantly more likely to give a rating of *unsafe/very unsafe* in their local neighbourhood during the day included those:

- living in Counties-Manukau district (3%, compared with 1% of all other respondents); and/or
- of Asian/Indian (3%), Pacific (3%), or Māori (2%) descent (compared with 1% of all other respondents).

7.3.4. Safety in Local Neighbourhood during the Day - Contact versus No Contact

1. Year Two

Feelings of safety in the neighbourhood during the day are similar for both those who have had contact with the Police (90% *safe/very safe*) and those who have not had contact (91% *safe/very safe*).   However, those who have had contact with the Police are significantly more likely to feel *unsafe/very unsafe* in the neighbourhood after dark (2%), than those who had not had contact (1% *unsafe/very unsafe*).

Table 133: Safety in Local Neighbourhood during the Day - Contact versus No Contact (%)

	Contact	**No contact**
Very Safe	52	53
Safe	38	38
Neutral	8	7
Unsafe	2	**1**
Very Unsafe	0	0
Don't know	0	1
Total Safe	**90**	**91**
Total Unsafe	**2**	**1**
Base	*3999*	*4504*

Base: All respondents excluding those giving a 'not applicable' response.

Orange highlighting indicates a significant difference in results between Contact and No Contact

2. Baseline Versus Year Two

As the table below shows, the only notable changes between the baseline measure and Year 2 has been a significant increase in the share of respondents feeling *very safe* in their neighbourhood during the day for both those who have had contact (*very safe* ratings up from 49% in the baseline measure, to 52%) and those who have not had contact (up from 45%, to 53%).

Table 134: Safety in Local Neighbourhood during the Day - Contact versus No Contact (%)

	Contact		No Contact	
	Baseline	Year 2	Baseline	Year 2
Very Safe	49	52	45	53
Safe	42	38	47	38
Neutral	7	8	7	7
Unsafe	2	2	1	1
Very Unsafe	0	0	0	0
Don't know	0	0	0	1
Total Safe	**91**	**90**	**92**	**91**
Total Unsafe	**2**	**2**	**1**	**1**
Base	*3345*	*3999*	*3835*	*4504*

Base: All respondents excluding those giving a 'not applicable' response.

Orange highlighting indicates a significant increase/decrease in results between Baseline and Year 2.

7.3.5. Safety in Local Neighbourhood during the Day - Comparison by District

1. Year Two

While the majority of all respondents (91%) feel safe/very safe in their neighbourhood during the day, feelings of safety vary by district. Those living in lower half of the country are significantly more likely to feel *safe/very safe* in their neighbourhood during the day – with significantly higher ratings for Southern (96% safe/very safe), Tasman (95%), Central (94%), Wellington (94%) and Canterbury (93%) districts.

In contrast, feelings of safety are significantly lower in both Counties Manukau (80% *safe/very safe*) and Auckland City (89%) districts during the day.

Figure 135: Safety in Local Neighbourhood during the Day - By District in Year 2 (% Safe/Very Safe)
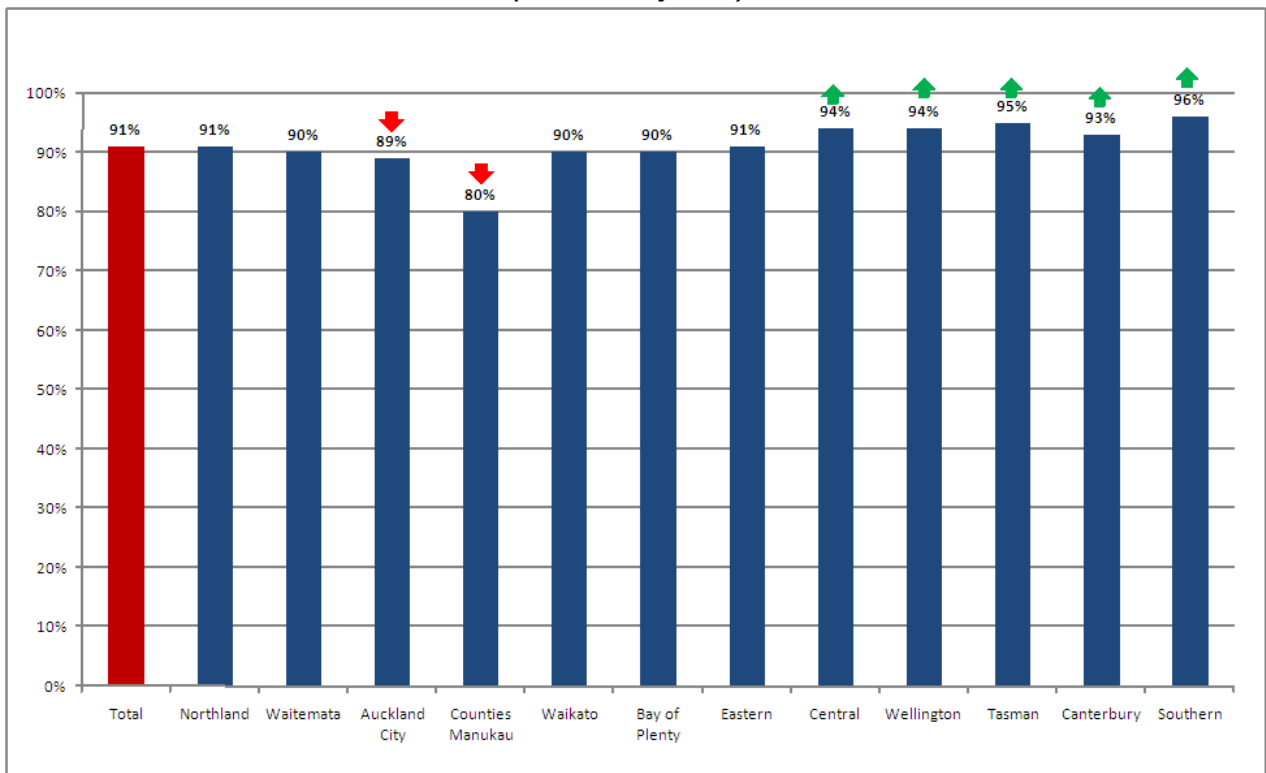
Base: All respondents, excluding 'not applicable' responses. Total (Year Two) n=8503; Northland n=620; Waitemata n=742; Auckland n=809; Counties n=784; Waikato n=701; Bay of Plenty n=696; Eastern n=644; Central n=681; Wellington n=753; Tasman n=617; Canterbury n=815; Southern n=641.

Green arrow indicates a significantly higher result than the total. Red arrow indicates a significantly lower result than the total.

2. Baseline Versus Year Two

The proportion of respondents who reported that they feel *safe/very safe* in their neighbourhood during the day has remained stable for all districts when compared with baseline measure. However, the proportion of respondents giving a rating of *very safe* has increased significantly for the following districts:

- Canterbury (61%, up from 50% in the baseline);
- Wellington (59%, up from 53%);
- Central (55%, up from 48%);
- Bay of Plenty (53%, up from 45%);
- Northland (52%, up from 44%);
- Eastern (51%, up from 43%);
- Waitemata (50%, up from 44%);
- Auckland City (42%, up from 36%); and
- Counties-Manukau (34%, up from 28%).

Furthermore, there has been a significant decrease in the proportion of respondents living in the Central and Tasman districts giving a rating of *unsafe/very unsafe* for their safety in their local neighbourhood during the day, each down from 1% of respondents at baseline to no mentions (0%).

In contrast, respondents living in Wellington were significantly more likely to report that they felt *very unsafe/unsafe* in their local neighbourhood during the day (1%) than they did in the baseline measure (0%).

Table 136: Safety in Local Neighbourhood during the Day – By District (%)

	Northland		Waitemata		Auckland City		Counties Manukau		Waikato		Bay Of Plenty	
	Baseline	Y2 Total	Baseline	Y2 Total	Baseline	Y2 Total	Baseline	Y2 Total	Baseline	Y2 Total	Baseline	Y2 Total
Very Safe	44	**52**	44	**50**	36	**42**	28	**34**	48	51	45	**53**
Safe	46	**39**	46	**40**	53	**47**	53	**46**	42	39	48	**37**
Neutral	9	7	9	9	8	9	15	17	8	8	6	8
Unsafe	1	1	1	1	2	2	4	3	2	2	1	2
Very Unsafe	0	0	0	0	0	0	0	0	0	0	0	0
Don't know	0	1	0	0	1	0	0	0	0	0	0	0
Total Safe	**90**	**91**	**90**	**90**	**89**	**89**	**81**	**80**	**90**	**90**	**93**	**90**
Total Unsafe	**1**	**1**	**1**	**1**	**2**	**2**	**4**	**3**	**2**	**2**	**1**	**2**
Base	*568*	*620*	*482*	*742*	*561*	*809*	*540*	*784*	*648*	*701*	*615*	*696*

	Eastern		Central		Wellington		Tasman		Canterbury		Southern	
	Baseline	Y2 Total	Baseline	Y2 Total	Baseline	Y2 Total	Baseline	Y2 Total	Baseline	Y2 Total	Baseline	Y2 Total
Very Safe	43	**51**	48	**55**	53	**59**	59	64	50	**61**	59	64
Safe	48	**40**	44	39	42	**35**	36	31	44	**32**	37	32
Neutral	7	8	7	5	5	5	4	5	4	6	4	3
Unsafe	1	1	1	**0**	0	**1**	1	**0**	2	1	0	0
Very Unsafe	0	0	0	0	0	0	0	0	0	0	0	0
Don't know	1	0	0	1	0	0	0	0	0	0	0	1
Total Safe	**91**	**91**	**92**	**94**	**95**	**94**	**95**	**95**	**94**	**93**	**96**	**96**
Total Unsafe	**1**	**1**	**1**	**0**	**0**	**1**	**1**	**0**	**2**	**1**	**0**	**0**
Base	*624*	*644*	*641*	*681*	*652*	*753*	*624*	*617*	*630*	*815*	*598*	*641*

Base: All respondents, excluding 'not applicable' responses

Note: Bold indicates a statistically significant change from the baseline

Green highlighting denotes a statistically significant improvement from the baseline

Red highlighting denotes a statistically significant negative change from the baseline

7.3.6. Safety in Local Neighbourhood during the Day - Comparison by Ethnicity

Note: This question was asked of all respondents. The analysis by ethnicity includes the results from all surveying carried out in Year Two – including the General Sample, Communications Centres Sample and both the Asian and Māori Booster samples. As a result the 'totals' in the ethnicity analysis differ from those recorded for this question throughout the rest of the report.

Ninety-three percent of respondents of NZ European/Pakeha descent reported that they felt *safe* or *very safe* in their neighbourhood during the day. This represents a significantly higher share when compared with all other respondents (87%). In particular, NZ European/Pakeha respondents were over-represented among those who felt *very safe* (57%, compared with 43% of all other respondents).

In contrast, those respondents of Pacific (3%) or Asian/Indian (3%) descent were significantly more likely to report that they felt *unsafe/very unsafe* in their local neighbourhood during the day than all other respondents (1%).

Table 137: Safety in Local Neighbourhood during the Day – By Ethnicity* (%)

	Total	NZ European/ Pakeha	Māori	Pacific People	Asian/ Indian	Other
Very Safe	53	57	49	36	29	58
Safe	39	36	40	47	52	31
Neutral	7	6	9	14	16	9
Unsafe	1	1	2	3	3	2
Very Unsafe	0	0	0	0	0	0
Don't know	0	0	0	0	0	0
Total Safe	92	93	89	83	81	89
Total Unsafe	1	1	2	3	3	2
Base	*9411*	*6296*	*2039*	*383*	*624*	*69*

Base: All respondents, excluding 'not applicable' responses

Green highlighting denotes statistically significant higher positive result or lower negative result than the Total

Red highlighting denotes statistically significant lower positive result or higher negative result than the Total

*Includes Asian and Maori Booster samples. As a result, the 'totals' in this table differ from those recorded for this question in the rest of the report.

7.3.7. Safety in Local Neighbourhood during the Day - Reasons for Feeling Unsafe

One in three respondents (34%) who reported that they feel *unsafe/very unsafe* in neighbourhood during the day (n=133) mentioned that this was because of burglaries/theft. Twenty-nine percent commented that there are people who make them feel unsafe because of their appearance, attitude and/or behaviour, while one-quarter (25%) mentioned that youths, particularly those hanging around in groups, make them feel unsafe. Fights/arguments/attacks on the street and a general increase in crime were each mentioned by 7% of respondents who felt *unsafe/very unsafe* in their local neighbourhood during the day.

When compared with baseline data, there has been a significant increase in the share of respondents mentioning that the reason they feel unsafe in their neighbourhood during the day is:

- Home invasion/easy access to peoples' homes (4%, compared with 0% at baseline); and
- Past events in the neighbourhood (4%, compared with 0% at baseline).

There has been a significant decrease in the share of respondents mentioning that the reason they feel unsafe is an alcohol or drug problem in the area (4%, compared with 11% in the baseline).

Table 138: Safety in Local Neighbourhood during the Day – Reasons for Feeling Unsafe (%)

	Respondents who feel Unsafe		All Respondents
	Baseline *(n=116)*	Year 2 *(n=133)*	Year 2 *(n=8503)*
Burglaries/theft	35	34	<1
People who make you feel unsafe because of their behaviour/attitude/appearance	28	29	<1
Youths hanging around in groups	32	25	<1
Fights/arguments/attacks on the street	14	7	<1
Increase in crime rate/level of crime	3	7	<1
Crime story (from media or friends)	3	6	<1
Gangs	8	6	<1
Living in an unsafe area where crime takes place a lot	7	6	<1
Lack of immediate response from the Police on 111 or emergency calls	1	5	<1
Alcohol and drug problem in the area	11	4	<1
Lack of Police presence/not enough Police	6	4	<1
Home invasion/easy access to peoples' homes	0	4	<1

	Respondents who feel Unsafe		All Respondents
	Baseline *(n=116)*	Year 2 *(n=133)*	Year 2 *(n=8503)*
Vandalism	6	4	<1
Past events in neighbourhood (eg. murders, muggings)	0	**4**	<1
Too many criminals/undesirable people around	5	3	<1
Neighbourhood too quiet/deserted/not many people around	0	3	<1
Car theft/damage to cars/theft from cars	4	3	<1
Impression that Police aren't reliable/don't do their job properly	2	3	<1
Rapists/abduction/kidnapping	0	3	<1

Base: All respondents who felt very unsafe/unsafe in their local neighbourhood during the day
Note: Multiple responses to this question permitted. Therefore, table may total to more than 100%
Orange highlighting denotes a significant difference between Baseline and Y2
Table lists those reasons mentioned by 3% or more of respondents

Respondents significantly more likely to mention **youths/youths hanging around in groups** include those who are female (34%, compared with 14% of male respondents).

Respondents significantly more likely to mention **increase in crime rate** include those of European descent (13%, compared with 2% of all other respondents).

8. POLICE ROLE

8.1. Police are Responsive to the Needs of My Community

Note: This question was asked of <u>all respondents</u>

Question: From your own personal experience or knowledge, please tell me whether you agree, disagree or neither agree nor disagree with the following statements: **The Police are responsive to the needs of my community**. If needed: Do you think police listen to what your community wants? Would you say you........

1. Strongly Disagree
2. Disagree
3. Neither agree nor disagree
4. Agree
5. Strongly Agree
6. *(don't read)* Don't know
7. *(don' read)* Not Applicable
8. *(don' read)* Refused

8.1.1. Police are Responsive to the Needs of My Community - Changes between Baseline and Year 2

Three quarters of respondents in Year Two (75%), agreed (60%, up 1 percentage point) or *strongly agree* (15%, unchanged) that the Police are responsive to their communities needs.   In contrast, only 8% of respondents disagreed/strongly disagreed (unchanged from the baseline measure).

Figure 50: Police are Responsive to the Needs of My Community – Baseline versus Year 2 (%)
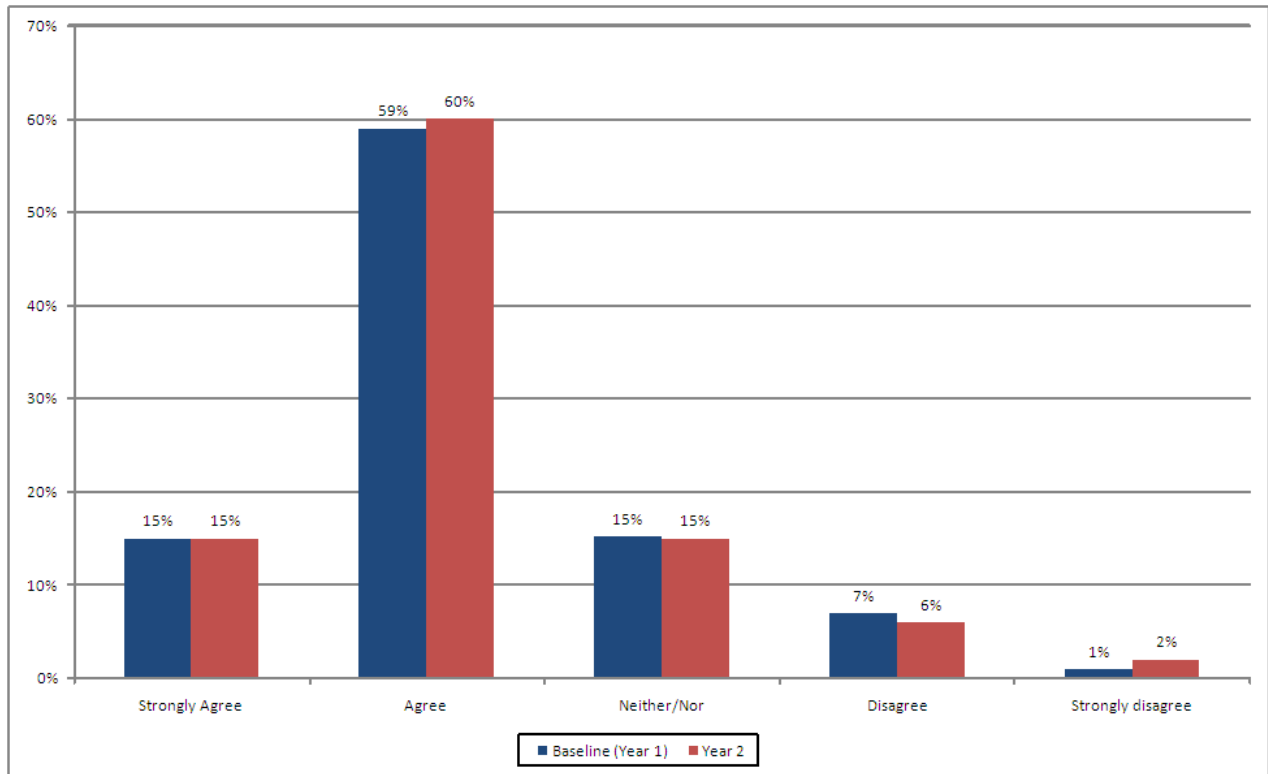
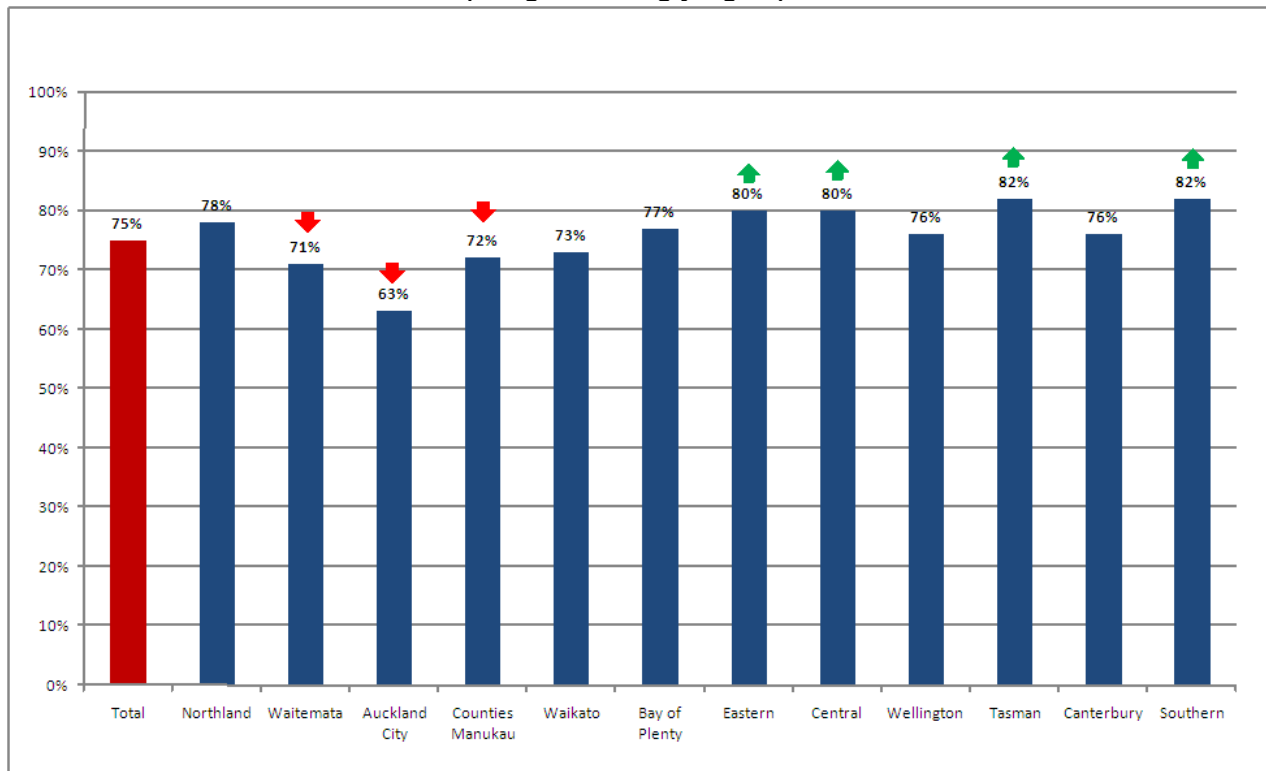*Base: All respondents excluding those giving a 'not applicable' response.   Baseline n=8297, Year 2 n=8483.*

Red arrow indicates a significant increase/decrease in ratings between Baseline and Year 2.

Table 139: Police are Responsive to the Needs of My Community – Baseline versus Year 2 (%)

	Baseline	Year 2
Strongly Agree	15	15
Agree	59	60
Neither/Nor	15	15
Disagree	7	6
Strongly Disagree	1	2
Don't know	3	2
Total Agree	**74**	**75**
Total Disagree	**8**	**8**
Base	*8297*	*8483*

Base: All respondents excluding those giving a 'not applicable' response.

Orange highlighting indicates a significant increase/decrease in results between the Baseline measure and Year 2.

8.1.2. Police are Responsive to the Needs of My Community - Changes Over Time

As the table below shows, ratings for police being responsive to community needs decreased during the spring/summer periods, with *agree/strongly agree* ratings decreasing to 73% in Quarter 2 (October to December 08), and 74% in Quarter 3 (January to March 09).

Table 140: Police are Responsive to the Needs of My Community – Changes Over Time (%)

	Baseline	**Y2Q1**	**Y2Q2**	**Y2Q3**	**Y2Q4**
Strongly Agree	**15**	16	15	16	14
Agree	**59**	60	58	58	**62**
Neither/Nor	**15**	14	16	17	**14**
Disagree	**7**	7	7	6	6
Strongly Disagree	**1**	1	1	1	**2**
Don't know	**3**	**2**	**3**	**2**	2
Total Agree	**74**	**76**	**73**	**74**	**76**
Total Disagree	**8**	**8**	**8**	**7**	**8**
Base	*8297*	*2111*	*2113*	*2138*	*2121*

Base: All respondents excluding those giving a 'not applicable' response.
Orange highlighting indicates a significant increase/decrease in results between measures.

8.1.3. Police are Responsive to the Needs of My Community - Significant Differences for Year 2

The following statistically significant differences for Year 2 total are evident at the total results level (General and Communications Centres Year 2 results combined).

Respondents significantly more likely to *agree/ strongly agree* that the Police are responsive to the needs of their community included those:

- aged 65 years or older (87%, compared with 72% of all other respondents);
- living in Southern (82%), Tasman (82%), Central (79%), or Eastern (80%) districts (compared with 73% of all other respondents); and/or
- those who have not had recent contact with the Police (76%, compared with 73% of those who have had recent contact with the Police);
- of European descent (76%, compared with 70% of all other respondents).

Respondents significantly more likely to *disagree/ strongly disagree* that the Police are responsive to the needs of their community included:

- those of 'other' descent (16%, compared with 8% of all other respondents);
- those of Māori descent (11%, compared with 7% of all other respondents);
- those living in Auckland City (11%), Counties-Manukau (10%) or Waikato (10%) districts (compared with 7% of all other respondents);
- those aged between 35 and 54 years (9%, compared with 7% of all other respondents); and/or
- males (9%, compared with 7% of female respondents).

8.1.4. Police are Responsive to the Needs of My Community - Contact versus No Contact

1. Year Two

Those who have not had contact with the Police are significantly more likely to *agree/strongly agree* that the Police are responsive to the needs of their community (76%, compared with 73% who have had contact). Similarly, those who have had contact are significantly more likely to *disagree* with the statement to some extent (9% *disagreeing/strongly disagreeing*, compared with 7% who have had no contact).

Table 141: Police are Responsive to the Needs of My Community –
Contact versus No Contact (%)

	Contact	No contact
Strongly Agree	15	16
Agree	58	60
Neither/nor	16	15
Disagree	7	6
Strongly Disagree	2	1
Don't know	2	2
Total Agree	**73**	**76**
Total Disagree	**9**	**7**
Base	*3991*	*4492*

Base: All respondents excluding those giving a 'not applicable' response.

Orange highlighting indicates a significant difference in results between Contact and No Contact.

2.   Baseline Versus Year Two

As the table below shows, results have remained relatively stable across the baseline and Year 2 measure for those who have had contact and those who have not.

Table 142: Police are Responsive to the Needs of My Community –
Contact versus No Contact (%)

	Contact		No Contact	
	Baseline	Year 2	Baseline	Year 2
Very Safe	14	15	15	16
Safe	57	58	61	60
Neutral	17	16	14	15
Unsafe	8	7	6	6
Very Unsafe	2	2	1	1
Don't know	2	2	3	2
Total Safe	**71**	**73**	**76**	**76**
Total Unsafe	**10**	**9**	**7**	**7**
Base	*4020*	*3991*	*4277*	*4492*

Base: All respondents excluding those giving a 'not applicable' response.

Orange highlighting indicates a significant increase/decrease in results between Baseline and Year 2.

8.1.5. Police are Responsive to the Needs of My Community - Comparison by District

1. Year Two

In Year Two, respondents living in the Tasman (82%), Southern (82%), Eastern (80%) and Central (80%) districts were significantly more likely to *agree/strongly agree* that the police are responsive to the needs of their community. In contrast, those living in Auckland City (63%), Waitemata (71%) and Counties Manukau (72%) districts were significantly less likely to agree with this statement.

Figure 143: Police are Responsive to the Needs of My Community - by District in Year 2 (% Agree/Strongly Agree)

Base: All respondents, excluding 'not applicable' responses. Total (Year Two) n=8483; Northland n=616; Waitemata n=741; Auckland n=806; Counties n=780; Waikato n=699; Bay of Plenty n=697; Eastern n=643; Central n=680; Wellington n=752; Tasman n=614; Canterbury n=814; Southern n=641.

Green arrow indicates a significantly higher result than the total. Red arrow indicates a significantly lower result than the total.

2. Baseline Versus Year Two

The proportion of respondents who *agreed/strongly agreed* that Police are responsive to the needs of their community increased or remained unchanged for all but three districts when compared with baseline data. In particular, positive ratings of Police being responsive to community needs increased significantly for those respondents living in the:

- Northland district (78%, up from 73% at baseline);
- Bay of Plenty district (77%, up from 72% at baseline); and
- Counties-Manukau district (72%, up from 66% at baseline).

Furthermore, the proportion of those living in the Bay of Plenty who *disagreed/strongly disagreed* that the Police are responsive to community needs decreased significantly, down from 11% to 7% in Year Two.

In contrast, respondents living in the Auckland City district were significantly less likely to agree that Police are responsive to community needs (63%) than they were in the baseline (68%). Agreement ratings also decreased slightly for those living in the Waikato (down from 75% *agree/strongly agree* to 73%) and Waitemata (down from 73% to 71%) districts.

Table 144: Police are Responsive to the Needs of My Community – By District (%)

	Northland		Waitemata		Auckland City		Counties Manukau		Waikato		Bay Of Plenty	
	Baseline	Y2 Total	Baseline	Y2 Total	Baseline	Y2 Total	Baseline	Y2 Total	Baseline	Y2 Total	Baseline	Y2 Total
Strongly Agree	15	17	16	13	11	11	12	13	14	15	15	16
Agree	58	61	57	58	57	52	54	59	61	58	57	61
Neither/nor	15	12	17	19	20	22	20	**14**	14	15	14	14
Disagree	9	7	6	7	8	9	10	8	9	8	10	**5**
Strongly Disagree	1	2	1	2	2	2	2	2	1	2	1	2
Don't know	2	1	3	1	2	4	2	4	1	2	3	2
Total Agree	**73**	**78**	**73**	**71**	**68**	**63**	**66**	**72**	**75**	**73**	**72**	**77**
Total Disagree	**10**	**9**	**7**	**9**	**10**	**11**	**12**	**10**	**10**	**10**	**11**	**7**
Base	*598*	*616*	*690*	*741*	*712*	*806*	*723*	*780*	*717*	*699*	*695*	*697*

(Part 2)

	Eastern		Central		Wellington		Tasman		Canterbury		Southern	
	Baseline	Y2 Total	Baseline	Y2 Total	Baseline	Y2 Total	Baseline	Y2 Total	Baseline	Y2 Total	Baseline	Y2 Total
Strongly Agree	17	19	17	19	14	16	17	19	15	16	17	16
Agree	59	61	63	61	62	60	61	63	60	60	64	66
Neither/nor	12	12	12	12	15	16	12	11	15	15	11	11
Disagree	8	6	5	5	6	5	6	5	5	5	4	5
Strongly Disagree	2	1	2	1	1	1	1	**0**	2	1	1	1
Don't know	2	1	1	2	2	2	3	2	3	3	3	1
Total Agree	**76**	**80**	**80**	**80**	**76**	**76**	**78**	**82**	**75**	**76**	**81**	**82**
Total Disagree	**10**	**7**	**7**	**6**	**7**	**6**	**7**	**5**	**7**	**6**	**5**	**6**
Base	*665*	*643*	*707*	*680*	*755*	*752*	*644*	*614*	*738*	*814*	*653*	*641*

Base: All respondents, excluding 'not applicable' responses

Note: Bold indicates a statistically significant change from the baseline

Green highlighting denotes a statistically significant improvement from the baseline

Red highlighting denotes a statistically significant negative change from the baseline

8.1.6. Police are Responsive to the Needs of My Community - Comparison by Ethnicity

Note: This question was asked of all respondents. The analysis by ethnicity includes the results from all surveying carried out in Year Two – including the General Sample, Communications Centres Sample and both the Asian and Māori Booster samples. As a result the 'totals' in the ethnicity analysis differ from those recorded for this question throughout the rest of the report.

Approximately three-quarters (76%) of respondents of NZ European/Pakeha descent *agreed* or *strongly agreed* that Police are responsive to the needs of their community, this share significantly higher than 70% of all other respondents, and in particular 69% of Māori respondents.

In contrast, 16% of respondents of other ethnicities and 11% of Māori respondents disagreed to some extent with this statement, significantly higher than 7% of all other respondents *disagreeing/strongly disagreeing*.

Table 145: Police are Responsive to the Needs of My Community – By Ethnicity* (%)

	Total	NZ European/ Pakeha	Māori	Pacific People	Asian/ Indian	Other
Strongly Agree	16	16	15	13	11	12
Agree	59	60	54	62	59	59
Neither/nor	15	15	18	15	18	12
Disagree	6	6	9	6	7	14
Strongly Disagree	2	1	2	1	2	2
Don't know	2	2	2	3	3	1
Total Agree	75	76	69	75	70	71
Total Disagree	8	7	11	7	9	16
Base	9391	6282	2037	383	621	68

Base: All respondents, excluding 'not applicable' responses
Green highlighting denotes statistically significant higher positive result or lower negative result than the Total
Red highlighting denotes statistically significant lower positive result or higher negative result than the Total
*Includes Asian and Maori Booster samples. As a result, the 'totals' in this table differ from those recorded for this question in the rest of the report.

8.2. Police are Involved in Activities in My Community

Note: This question was asked of <u>all respondents</u>

Question: From your own personal experience or knowledge, please tell me whether you agree, disagree or neither agree nor disagree with the following statements: **The Police are involved in activities in my community**. Would you say you........

1. Strongly Disagree
2. Disagree
3. Neither agree nor disagree
4. Agree
5. Strongly Agree
6. *(don't read)* Don't know
7. *(don' read)* Not Applicable
8. *(don' read)* Refused

8.2.1.   *Police are Involved in Activities in My Community - Changes between Baseline and Year 2*

In Year 2, two thirds of respondents (67%) *agreed/strongly agreed* that the Police are involved in community activities. This represents a significant increase when compared with the baseline measure where 58% *agreed/strongly agreed* with the statement.   The share of respondents *strongly agreeing* that Police are involved in community activities has also increased significantly (up from 11%, to 15% in Year 2).

In contrast, 8% of respondents disagreed or strongly disagreed with the statement (down significantly from 10% in the baseline measure).

Figure 51: Police are Involved in Activities in My Community – Baseline versus Year 2 (%)
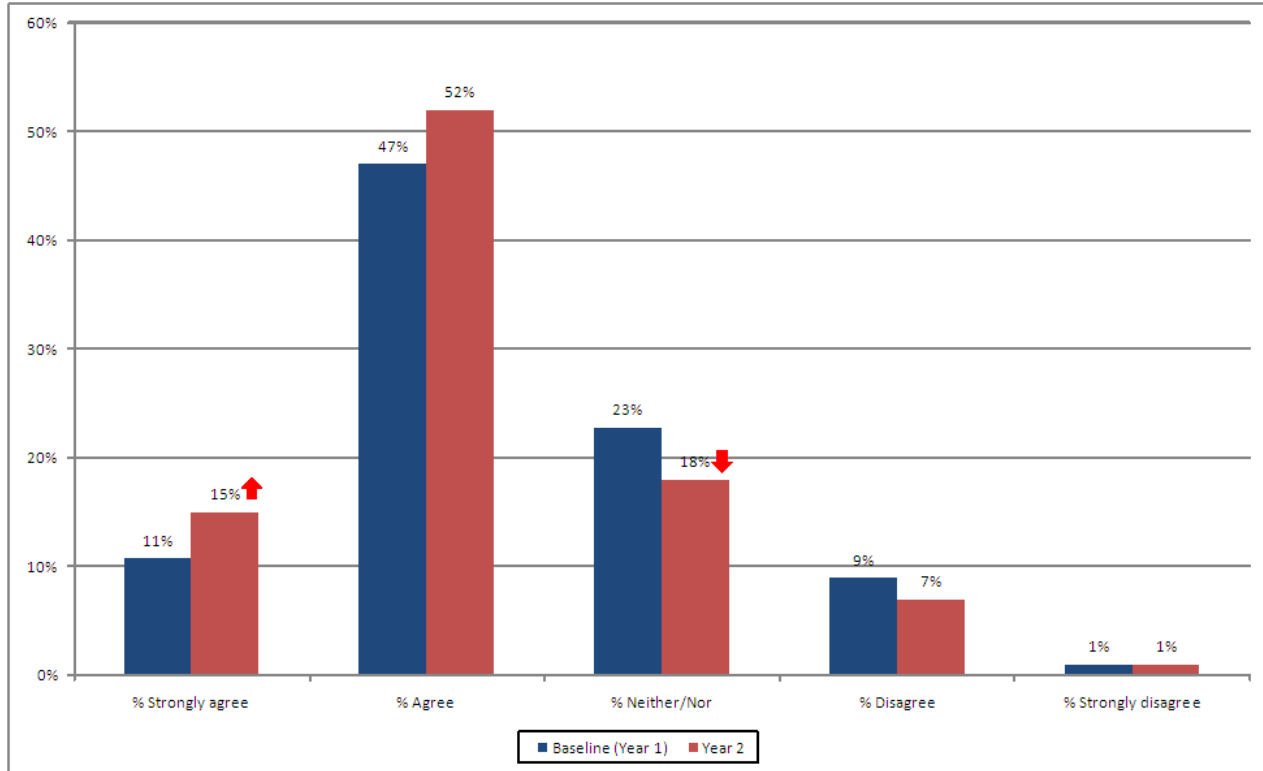
Base: All respondents excluding those giving a 'not applicable' response.   Baseline n=8260, Year 2 n=8489.

Red arrow indicates a significant increase/decrease in ratings between Baseline and Year 2.

Table 146: Police are Involved in Activities in My Community – Baseline versus Year 2 (%)

	Baseline	Year 2
Strongly Agree	11	**15**
Agree	47	**52**
Neither/Nor	23	**18**
Disagree	9	**7**
Strongly Disagree	1	**1**
Don't know	9	**7**
Total Agree	**58**	**67**
Total Disagree	**10**	**8**
Base	*8260*	*8489*

Base: All respondents excluding those giving a 'not applicable' response.

Orange highlighting indicates a significant increase/decrease in results between the Baseline measure and Year 2.

8.2.2. Police are Involved in Activities in My Community - Changes Over Time

As the table below shows, after increasing significantly between the baseline measure and Quarter 1 of Year 2 (*agree/strongly agree* up from 58%, to 65%), agreement ratings for Police involvement in community activities has remained stable across the four quarters of Year 2.

Table 147: Police are Involved in Activities in My Community – Changes Over Time (%)

	Baseline	Y2Q1	Y2Q2	Y2Q3	Y2Q4
Strongly Agree	11	**15**	15	16	15
Agree	47	**50**	51	52	51
Neither/Nor	23	**18**	19	18	19
Disagree	9	8	7	7	6
Strongly Disagree	1	**2**	**1**	1	1
Don't know	9	8	7	6	**8**
Total Agree	**58**	**65**	**66**	**68**	**66**
Total Disagree	**10**	**10**	**8**	**8**	**7**
Base	*8260*	*2117*	*2113*	*2134*	*2125*

Base: All respondents excluding those giving a 'not applicable' response.

Orange highlighting indicates a significant increase/decrease in results between measures.

8.2.3. Police are Involved in Activities in My Community - Significant Differences for Year 2

The following statistically significant differences for Year 2 total are evident at the total results level (General and Communications Centres Year 2 results combined).

Respondents significantly more likely to *agree/ strongly agree* that the Police are involved in community activities included those:

- living in Tasman (80%), Eastern (73%) or Central (71%) districts (compared with 65% of all other respondents); and/or
- aged 65 years or older (78%, compared with 65% of all other respondents).

Respondents significantly more likely to *disagree/ strongly disagree* that the Police are involved in community activities included:

- those living in Auckland City district (13%, compared with 8% of all other respondents);
- those of Māori (12%), Asian/Indian (12%) or Pacific (11%) descent (compared with 7% of all other respondents);
- those aged between 16 and 34 years (11%, compared with 7% of all other respondents); and/or
- males (9%, compared with 8% of female respondents).

8.2.4. Police are Involved in Activities in My Community - Contact versus No Contact

1.   Year Two

Agreement that the Police are involved in community activities is similar among those who have had contact (66% *agree/strongly agree*) and those who have not (67% *agree/strongly agree*).

Table 148: Police are Involved in Activities in My Community - Contact versus No Contact (%)

	Contact	No contact
Strongly Agree	15	15
Agree	51	52
Neither/nor	19	**17**
Disagree	8	7
Strongly Disagree	1	1
Don't know	6	**8**
Total Agree	**66**	**67**
Total Disagree	**9**	**8**
Base	*3994*	*4495*

Base: All respondents excluding those giving a 'not applicable' response.

Orange highlighting indicates a significant difference in results between Contact and No Contact

2. Baseline Versus Year Two

As the table below shows, the share of respondents agreeing to some extent that the police are involved in community activities has increased significantly between the baseline measure and Year 2 for both those who have had contact with the Police (up from 56% *agree/strongly agree*, to 66%) and those who have had no contact (up from 60%, to 67%).   The share *strongly agreeing* has also increased significantly for both contact and no contact (both up from 11% in the baseline, to 15%).

Table 149: Police are Involved in Activities in My Community - Contact versus No Contact (%)

	Contact		No Contact	
	Baseline	Year 2	Baseline	Year 2
Very Safe	11	15	11	15
Safe	45	51	49	52
Neutral	24	19	22	17
Unsafe	10	8	8	7
Very Unsafe	2	1	1	1
Don't know	8	6	9	8
Total Safe	**56**	**66**	**60**	**67**
Total Unsafe	**12**	**9**	**9**	**8**
Base	*4002*	*3994*	*4258*	*4495*

Base: All respondents excluding those giving a 'not applicable' response.

Orange highlighting indicates a significant increase/decrease in results between Baseline and Year 2.

8.2.5. Police are Involved in Activities in My Community - Comparison by District

1.   Year Two

In Year Two, agreement that police are involved in community activities was significantly higher among those in Tasman (80% *agree/strongly agree*), Eastern (73%), Northland (72%) and Central (71%) districts.

In contrast, respondents living in Auckland City (55%) and Waitemata (63%) were significantly less likely to *agree/strongly agree* with the statement.

Figure 150: Police are Involved in Activities in My Community - By District in Year 2 (% Agree/Strongly Agree)
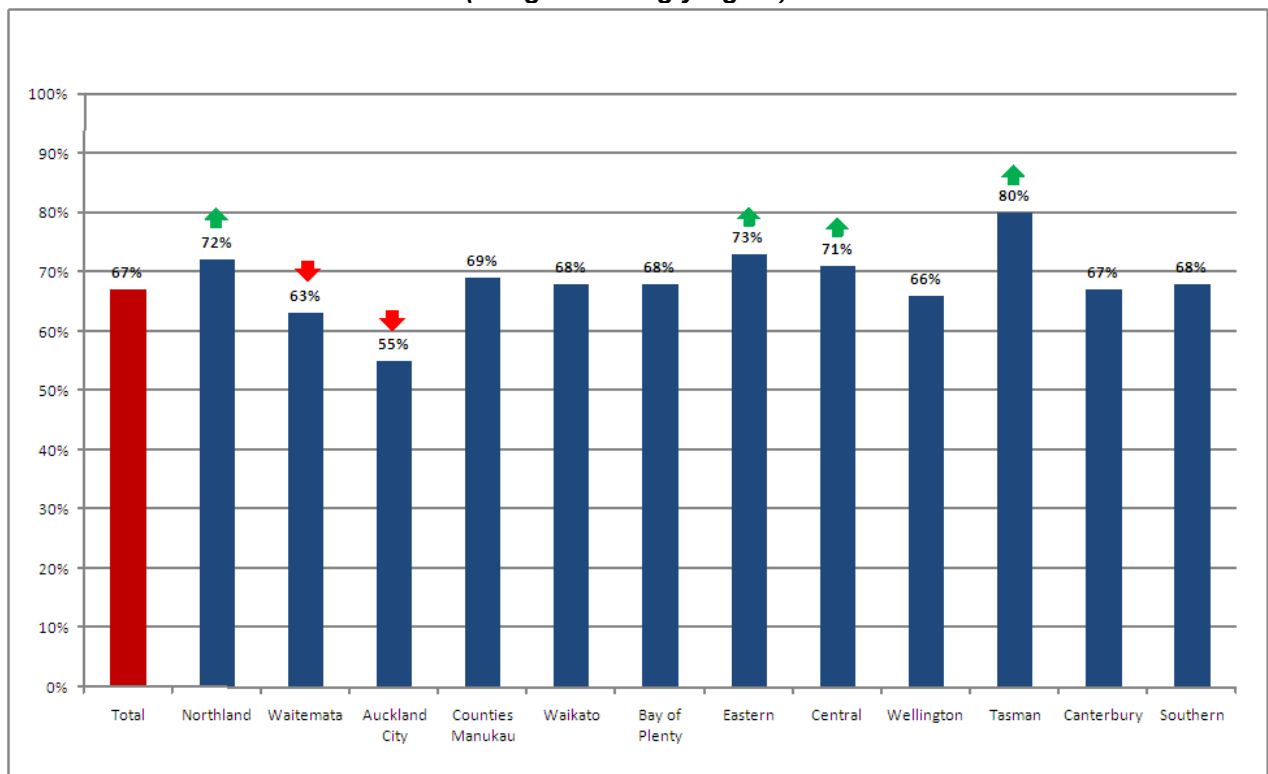
Base: All respondents, excluding 'not applicable' responses. Total (Year Two) n=8489; Northland n=643; Waitemata n=680; Auckland n=752; Counties n=614; Waikato n=814; Bay of Plenty n=641; Eastern n=644; Central n=679; Wellington n=753; Tasman n=617; Canterbury n=811; Southern n=640.
Green arrow indicates a significantly higher result than the total. Red arrow indicates a significantly lower result than the total.

2.   Baseline Versus Year Two

The proportion of respondents who *agreed/strongly agreed* that Police are involved in community activities increased for all districts when compared with baseline data. This increase was significant for all but two districts (Bay of Plenty and Southern). Agreement that Police are involved in community activities increased significantly for those respondents living in the following districts:

- Tasman (80%, up from 68% at baseline);
- Eastern (73%, up from 65%);
- Northland (72%, up from 58%);
- Central (71%, up from 65%);
- Counties-Manukau (69%, up from 61%);
- Waikato (68%, up from 60%);
- Canterbury (67%, up from 58%);
- Wellington (66%, up from 56%);
- Waitemata (63%, up from 53%); and
- Auckland City (55%, up from 47%).

Furthermore, the proportion of those living in the Waitemata district who *disagreed/ strongly disagreed* that the Police are involved in community activities decreased significantly, down from 10% to 7% in Year Two.

Table 151: Police are Involved in Activities in My Community – By District (%)

	Northland		Waitemata		Auckland City		Counties Manukau		Waikato		Bay Of Plenty	
	Baseline	Y2 Total	Baseline	Y2 Total	Baseline	Y2 Total	Baseline	Y2 Total	Baseline	Y2 Total	Baseline	Y2 Total
Strongly Agree	11	**17**	10	**15**	5	**10**	12	13	11	**16**	11	**15**
Agree	47	**55**	43	48	42	45	49	**56**	49	52	53	53
Neither/nor	19	**12**	26	24	29	26	21	**13**	22	**16**	19	17
Disagree	11	9	9	**6**	12	11	9	7	10	8	8	7
Strongly Disagree	2	1	1	1	2	1	2	2	1	1	1	1
Don't know	10	6	11	6	10	7	7	9	7	7	8	7
Total Agree	**58**	**72**	**53**	**63**	**47**	**55**	**61**	**69**	**60**	**68**	**64**	**68**
Total Disagree	**13**	**10**	**10**	**7**	**14**	**12**	**11**	**9**	**11**	**9**	**9**	**8**
Base	*665*	*643*	*707*	*680*	*755*	*752*	*644*	*614*	*738*	*814*	*653*	*641*

(Part 2)

	Eastern		Central		Wellington		Tasman		Canterbury		Southern	
	Baseline	Y2 Total	Baseline	Y2 Total	Baseline	Y2 Total	Baseline	Y2 Total	Baseline	Y2 Total	Baseline	Y2 Total
Strongly Agree	14	**18**	14	17	10	**15**	11	**19**	12	15	13	**17**
Agree	51	55	51	54	46	51	57	61	44	**52**	53	51
Neither/nor	17	**13**	17	16	27	**20**	17	**10**	25	**18**	16	18
Disagree	10	7	10	**7**	8	7	6	5	8	7	9	7
Strongly Disagree	1	1	1	1	1	1	1	1	1	1	1	1
Don't know	7	6	7	5	8	6	8	4	10	7	8	6
Total Agree	**65**	**73**	**65**	**71**	**56**	**66**	**68**	**80**	**56**	**67**	**66**	**68**
Total Disagree	**11**	**8**	**11**	**8**	**9**	**8**	**7**	**6**	**9**	**8**	**10**	**8**
Base	*663*	*644*	*700*	*679*	*752*	*753*	*640*	*617*	*740*	*811*	*643*	*640*

Base: All respondents, excluding 'not applicable' responses

Note: Bold indicates a statistically significant change from the baseline

Green highlighting denotes a statistically significant improvement from the baseline

Red highlighting denotes a statistically significant negative change from the baseline

8.2.6. *Police are Involved in Activities in My Community - Comparison by Ethnicity*

Note: This question was asked of all respondents. The analysis by ethnicity includes the results from all surveying carried out in Year Two – including the General Sample, Communications Centres Sample and both the Asian and Māori Booster samples. As a result the 'totals' in the ethnicity analysis differ from those recorded for this question throughout the rest of the report.

NZ European/Pakeha respondents (67%) were significantly more likely to *agree* or *strongly agree* that Police are involved in activities in their community than all other respondents (64%). This includes 16% of European respondents who *strongly agreed* (compared with 13% of all other respondents).

In contrast, Māori (12%) and Asian/Indian (11%) respondents were significantly more likely to disagree to some extent with this statement (compared with 7% of all other respondents *disagreeing/strongly disagreeing*).

Table 152: Police are Involved in Activities in my Community – By Ethnicity* (%)

	Total	NZ European/ Pakeha	Māori	Pacific People	Asian/ Indian	Other
Strongly Agree	**15**	**16**	15	13	**7**	11
Agree	**51**	51	49	56	53	51
Neither/nor	**19**	19	19	**14**	**22**	19
Disagree	**7**	**6**	**10**	9	**10**	13
Strongly Disagree	**1**	**1**	**2**	2	1	0
Don't know	**7**	7	5	6	7	6
Total Agree	**66**	**67**	**64**	**69**	**60**	**62**
Total Disagree	**8**	**7**	**12**	**11**	**11**	**13**
Base	*9396*	*6282*	*2039*	*383*	*623*	*69*

Base: All respondents, excluding 'not applicable' responses
Green highlighting denotes statistically significant higher positive result or lower negative result than the Total
Red highlighting denotes statistically significant lower positive result or higher negative result than the Total
*Includes Asian and Maori Booster samples. As a result, the 'totals' in this table differ from those recorded for this question in the rest of the report.

9. IMPROVEMENTS TO SERVICE DELIVERY

9.1. Improvements to Service Delivery

The most commonly mentioned improvement was a need for more Police officers, mentioned by 16% of respondents. In particular, respondents who had not had contact with the Police were over-represented among those making this suggestion (17%, compared with 14% of those with contact). Thirteen percent of respondents recommended that Police should be more visible, more available and have more patrols, with those without contact significantly more likely to suggest this (14%) than those without contact (10%). More than one in ten respondents (12%) also suggested that Police should improve response times; again this was significantly more likely to be mentioned by those without contact (14%, compared with 9% of those with contact). Five percent of respondents also mentioned that Police should refocus on priorities and do a better job, and a further 5% recommended a better response to burglaries, particularly those without contact (6%, compared with 3% of those with contact).

Fourteen percent of respondents reported that no improvements were needed, including 19% of those respondents with contact (significantly higher than 11% of those without contact).

Table 153: Improvements to Service Delivery (%)

	Baseline *(n=4134)*	Y2 Total *(n=8313)*	Y2 Contact *(n=4137)*	Y2 No Contact *(n=4186)*
Police are understaffed/need more Police	18	**16**	14	**17**
More visibility/greater numbers on patrol/more Police available/accessible	10	**13**	10	**14**
Improve Police response times	13	**12**	9	**14**
Refocus on priorities and do a better job/do the job they are there for/try harder/find real criminals/show up when needed/called	9	**5**	5	5
Better response to burglaries – higher priority, try harder to catch burglars	4	**5**	3	**6**
Police should be more proactive in the community – more presence/availability at a local level	11	**4**	4	**5**
Police need to spend less time on traffic offenders	4	**4**	**4**	3
Police should have a better attitude – less rude/arrogant/more professional	4	**3**	**5**	3
Better communication – listen/understand/explain/less assumptions/more reasonable/fair	4	**3**	**5**	2

	Baseline *(n=4134)*	Y2 Total *(n=8313)*	Y2 Contact *(n=4137)*	Y2 No Contact *(n=4186)*
Police need to be more personal/less intimidating/more human	6	3	5	2
Police should return calls/more consistent follow-up	5	3	5	2
More focus on traffic offences/safer roads/more patrols/breath testing	3	3	3	4
More night time patrols/presence/availability after hours/24-7 local Police	3	3	3	4
Police need more funding/resources	4	3	3	3
Create more awareness of Police role in society/improve public perception/trust in the Police	3	3	3	3
Police should have more power over offenders, reduce 'political correctness'	3	3	2	3
More focus and activity on youth/youth crime	3	3	2	3
Work more closely with the courts/improve court system/rethink penalties/harsher punishments	1	3	2	3
Police should be more understanding of the situation/victims/use more discretion/be more considerate/take cases seriously	3	2	4	2
Crack down on boy racers/hoons	1	2	2	2
Increase focus on minor crimes	0	2	2	2
More rigorous driver training/up-skill Police/Police lack training/skills	2	2	2	2
More focus on drugs	1	2	2	2
Greater presence/focus on troubled areas (eg. South Auckland, CBD)	0	2	2	2
New to the country/haven't had enough experience to comment	2	2	1	2
Nothing/no improvements needed	16	14	19	11
Don't know	12	17	13	19

Base: All respondents

Blue highlighting denotes a significantly higher result between those with contact and those without contact

Orange highlighting denotes a significant difference between Baseline and Y2

Note: Multiple responses to this question permitted. Therefore, table may total to more than 100%

Table lists those improvements suggested by 2% or more of respondents

Respondents significantly more likely to mention that **Police are understaffed** include those:

- aged 35 years or older (20%, compared with 9% of those aged between 16 and 34 years);
- living in the Counties Manukau district (19%, compared with 16% of all other respondents);
- of European descent (18%, compared with 11% of all other respondents); and/or
- who have not had recent contact with the Police (17%, compared with 14% of those who have had recent contact).

Respondents significantly more likely to mention **more visibility/greater numbers on patrol** include those:

- aged between 45 and 64 years (16%, compared with 9% of all other respondents);
- who have not had recent contact with the Police (14%, compared with 10% of those who have had recent contact with the Police); and/or
- of European descent (14%, compared with 10% of all other respondents).

Respondents significantly more likely to mention **improve Police response times** include those:

- of Asian/Indian (21%) or Pacific (16%) descent (compared with 11% of all other respondents);
- living in the Auckland City (20%) or Counties Manukau (18%) districts (compared with 10% of all other respondents);
- whose reason for contact was assault (19%, compared with 12% of all other respondents);
- who have not had contact with the Police (14%, compared with 10% of those who have had recent contact with the Police); and/or
- aged between 25 and 34 years (14%, compared with 12% of all other respondents).

Respondents significantly more likely to mention **Police should refocus on priorities** include those:

- of Asian/Indian descent (9%, compared with 4% of all other respondents);
- whose reason for contact was a traffic offence (9%, compared with 4% of all other respondents);
- living in the Counties Manukau district (8%, compared with 4% of all other respondents);
- whose point of contact was on the roadside (6%, compared with 4% of all other respondents); and/or
- aged between 45 and 54 years (6%, compared with 4% of all other respondents).

Respondents significantly more likely to mention **better response to burglaries** include those:

- of Asian/Indian descent (11%, compared with 5% of all other respondents);
- living in the Auckland City (10%), Counties Manukau (7%) or Waitemata (7%) districts (compared with 4% of all other respondents);
- aged between 45 and 64 years (7%, compared with 4% of all other respondents); and/or
- who have not had recent contact with the Police (6%, compared with 4% of those who have had recent contact with the Police).

Respondents significantly more likely to mention **Police should be more proactive in the community** include those:

- of Māori descent (7%, compared with 4% of all other respondents); and/or
- aged between 35 and 64 years (6%, compared with 3% of all other respondents).

Respondents significantly more likely to mention **Police should spend less time on traffic offenders** include those:

- of 'other' (8%) or Asian/Indian (6%) descent (compared with 3% of all other respondents);
- whose reason for contact was a traffic offence (7%) or a traffic stop (5%) (compared with 3% of all other respondents);
- whose point of contact was on the roadside (6%, compared with 3% of all other respondents);
- who are male (5%, compared with 3% of female respondents); and/or
- aged between 55 and 64 years (5%, compared with 3% of all other respondents).

Respondents significantly more likely to mention **Police should have a better attitude** include those:

- whose reason for contact was a traffic offence (8%) or a traffic stop (5%) (compared with 3% of all other respondents);
- whose reason for contact was assault (7%, compared with 3% of all other respondents);
- whose point of contact was on the roadside (6%) or in person (other than on the roadside or at the Police station) (5%) (compared with 3% of all other respondents);
- aged between 16 and 24 years (5%, compared with 3% of all other respondents); and/or
- of Māori descent (5%, compared with 3% of all other respondents);

Respondents significantly more likely to mention **better communication** include those:

- whose reason for contact was 'other incident' (13%, compared with 3% of all other respondents);
- whose reason for contact was 'other crime' (11%, compared with 3% of all other respondents);
- whose reason for contact was suspect/perpetrator/bail reporting/prisoner enquiry/pick-up or visit (10%, compared with 3% of all other respondents);
- whose reason for contact was a traffic crash or incident (6%, compared with 3% of all other respondents);
- whose reason for contact was burglary (6%, compared with 3% of all other respondents);
- of Māori descent (6%, compared with 3% of all other respondents);

- whose reason for contact was assault (6%, compared with 3% of all other respondents);
- whose point of contact was through calling the Communications Centres (5%) or in person (other than on the roadside or at the Police station) (5%) (compared with 3% of all other respondents); and/or
- aged between 25 and 34 years (4%, compared with 3% of all other respondents).

Respondents significantly more likely to mention **Police need to be more human/less intimidating** include those:

- whose reason for contact was a community activity (12%, compared with 3% of all other respondents);
- whose reason for contact was suspect/perpetrator/bail reporting/prisoner enquiry/pick-up or visit (9%, compared with 3% of all other respondents);
- whose reason for contact was disorderly behaviour and intoxication offences (7%, comarped with 3% of all other respondents);
- whose point of contact was in person (other than on the roadside or at the Police station) (6%) or on the roadside (5%) (compared with 2% of all other respondents);
- whose reason for contact was a traffic stop (5%) or a traffic offence (5%) (compared with 3% of all other respondents);
- living in the Tasman district (5%, compared with 3% of all other respondents);
- whose reason for contact was a general enquiry (5%, compared with 3% of all other respondents);
- of Māori descent (5%, compared with 3% of all other respondents); and/or
- aged between 25 and 34 years (4%) or between 45 and 54 years (4%) (compared with 2% of all other respondents).

Respondents significantly more likely to mention **Police should return calls and follow up more consistently** include:

- those whose reason for contact was reporting dangerous driving (15%, compared with 3% of all other respondents);
- those whose point of contact was calling their local station (12%), calling the Communications Centres (10%) or over the counter at their local station (6%) (compared with 2% of all other respondents);
- those whose reason for contact was 'other incident' (11%, compared with 3% of all other respondents);
- those whose reason for contact was burglary (11%) or theft (8%) (compared with 3% of all other respondents);
- those whose reason for contact was disorderly behaviour and intoxication offences (10%, compared with 3% of all other respondents);
- those whose reason for contact was assault (9%, compared with 3% of all other respondents);
- those aged between 25 and 34 years (4%) or between 55 and 64 years (4%) (compared with 3% of all other respondents); and/or
- females (4%, compared with 2% of male respondents).

Respondents significantly more likely to mention **more focus on traffic offences/safer roads** include:

- those living in the Southern district (5%, compared with 3% of all other respondents);
- those aged between 25 and 34 years (4%, compared with 3% of all other respondents); and/or
- males (4%, compared with 3% of all other respondents).

Respondents significantly more likely to mention **more night time patrols/after hours availability** include those:

- living in the Eastern (5%) or Wellington (5%) districts (compared with 3% of all other respondents); and/or
- aged between 35 and 44 years (4%, compared with 3% of all other respondents).

Respondents significantly more likely to mention **Police need more funding/resources** include those:

- whose reason for contact was a traffic crash or incident (6%, compared with 3% of all other respondents);
- aged between 45 and 54 years (5%, compared with 3% of all other respondents); and/or
- of European descent (4%, compared with 1% of all other respondents).

Respondents significantly more likely to mention **create more awareness of Police role/improve public image** include those:

- whose reason for contact was a community activity (9%, compared with 3% of all other respondents);
- aged between 45 and 64 years (4%, compared with 2% of all other respondents); and/or
- of European descent (3%, compared with 2% of all other respondents).

Respondents significantly more likely to mention **Police need more power over offenders** include:

- those of 'other' (7%) or Asian/Indian (6%) descent (compared with 3% of all other respondents);
- those living in the Counties-Manukau district (6%, compared with 3% of all other respondents);
- those aged between 45 and 54 years (4%, compared with 3% of all other respondents); and/or
- males (4%, compared with 2% of female respondents).

Respondents significantly more likely to mention **more focus on youth and youth crime** include:

- those living in the Bay of Plenty district (4%, compared with 3% of all other respondents);
- those of Māori descent (4%, compared with 3% of all other respondents);
- females (3%, compared with 2% of male respondents); and/or
- those who have not had recent contact with the Police (3%, compared with 2% of those who have had recent contact).

Respondents significantly more likely to mention **work more closely with the court system/harsher penalties** include:

- those living in the Counties-Manukau district (4%, compared with 2% of all other respondents);
- those of Asian/Indian descent (4%, compared with 2% of all other respondents); and/or
- males (3%, compared with 2% of female respondents).

Respondents significantly more likely to mention **no improvements are needed** include those:

- whose reason for contact was a community activity (27%, compared with 14% of all other respondents);
- whose reason for contact was property damage or vandalism (26%, compared with 14% of all other respondents);
- whose reason for contact was a general enquiry (25%, compared with 14% of all other respondents);
- whose point of contact was in person (other than on the roadside or at the Police station) (23%), over the counter (21%) or on the roadside (17%) (compared with 12% of all other respondents);
- whose reason for contact was to follow up on a previous enquiry (22%, compared with 14% of all other respondents);
- whose reason for contact was burglary (21%, compared with 14% of all other respondents);
- whose reason for contact was a traffic crash or incident (20%, compared with 14% of all other respondents);
- aged between 16 and 24 years (19%, compared with 14% of all other respondents);
- whose reason for contact was a traffic stop (18%, compared with 14% of all other respondents); and/or
- living in the Central district (17%, compared with 14% of all other respondents).

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APPENDICES

Appendix One: Reasons for Agreeing/Disagreeing
Appendix Two: Groups More likely to Give Positive/Negative Rating
Appendix Three: Current Questionnaire
Appendix Four: Drivers Of Satisfaction

APPENDIX 1: THOSE SIGNIFICANTLY MORE LIKELY TO AGREE/DISAGREE AND REASONS FOR DISSATISFACTION

	More likely to agree/strongly agree	More likely disagree/strongly disagree	Reasons for Dissatisfaction
I was treated fairly	• whose reason for contact was a either community activity or a traffic stop; • aged 65 years or older; • living in Central District; and/or • of NZ European descent.	• whose reason for contact was suspect/perpetrator/bail reporting/prisoner enquiry/pick up or visit, a traffic offence or an assault; • of Asian/Indian descent • aged between 16 and 24 years • living in Auckland City District.	• outcome or decision made was unfair or incorrect; • staff member had a bad attitude. • staff member didn't take the matter seriously • respondent felt picked on or discriminated against.
Staff were competent	• whose reason for contact was a community activity or a traffic stop; • aged 65 years or older; • whose point of contact was on the roadside; and/or • of European descent.	• whose reason for contact was assault; and/or • of Asian/Indian or Māori descent.	• the staff member didn't handle the situation well and/or didn't do all they could have • staff member had a bad attitude • staff member didn't take the matter seriously • received no follow-up.
Staff did what they said they would do	• whose reason for contact was a community activity, a traffic stop or a traffic offence; • whose point of contact was on the roadside; • living in Canterbury District; • of European descent.	• whose reason for contact was assault, reporting dangerous driving, suspect/perpetrator/bail/reporting/prisoner enquiry/pick up or visit, burglary or theft and/or 'other crime'; • whose point of contact was calling either their local station or one of the Communications Centres or over the counter at the local station; • living in Counties-Manukau District;	• the staff member did not call back or provide any follow-up; • Police did not attend or Police response was slow/inadequate; • staff member did not do what they said they would in general (no specific details given); • staff member had a bad attitude.

	More likely to agree/strongly agree	More likely disagree/strongly disagree	Reasons for Dissatisfaction
		and/or • aged between 16 and 24 years.	
My Individual circumstances were taken into account	• whose reason for contact was a community activity or a traffic crash or incident; • living in Tasman District; • aged 65 years or older; and/or • whose point of contact was in person (other than on the roadside or at the Police station).	• whose reason for contact was suspect/perpetrator/bail reporting/prisoner enquiry/pick up or visit or a traffic offence; • of Asian/Indian descent; • living in Canterbury District; • aged between 16 and 24 years; and/or • whose point of contact was on the roadside.	• decision/outcome of their contact was unfair or incorrect • staff member had a bad attitude • matter wasn't taken seriously and/or the staff member did not believe them • Police did not consider circumstances and were unsympathetic or insensitive.
It's an example of good value for tax dollars spent	• those whose reason for contact was a community activity, a traffic crash or incident, or a traffic stop; • those aged 65 years or older; • those living in Counties-Manukau District; • those whose point of contact was in person (other than on the roadside or at the Police station) or calling one of the Communications Centres; • females; and/or • those of European descent.	• those whose reason for contact was suspect/perpetrator/bail reporting/prisoner enquiry/pick up/visit or a traffic offence; • those of Asian/Indian descent; • those whose point of contact was on the roadside; and/or • males.	• the Police don't 'do what they need to do' and focus on the wrong things/don't catch real criminals. • Police place too much emphasis on traffic and driving offences • Police don't respond/take action and/or are slow to do so when they do respond • Police have too much focus on revenue gathering/points • respondents did not agree with the decision/outcome of their contact with the Police.
Staff made me feel my situation	• whose reason for contact was a community activity, a traffic crash or incident or a general enquiry;	• whose reason for contact was suspect/perpetrator/bail reporting/prisoner enquiry/pick up/visit	• the staff member had a bad attitude • staff member didn't take their matter seriously • Police did not attend and/or the Police

	More likely to agree/strongly agree	More likely disagree/strongly disagree	*Reasons for Dissatisfaction*
mattered	• aged 65 years or older; • living in Counties-Manukau District; and/or • whose point of contact was calling one of the Communications Centres or in person (other than on the roadside or at the Police station).	or an assault; and/or • aged between 16 and 24 years.	response was inadequate • did not receive any follow-up.
In the end I got what I needed*	• those whose reason for contact was a community activity, a general enquiry or a traffic crash or incident; • those aged 65 years or older; • those whose point of contact was in person (other than on the roadside or at the Police station; and/or • females.	• those whose reason for contact was suspect/perpetrator/bail reporting/prisoner enquiry/pick up/visit, reporting dangerous driving or theft • those whose point of contact was either calling the local station or over the counter at the local station; • those aged between 16 and 24 years; and/or • males.	• did not received any follow-up and do not know the outcome of interaction • no or not enough action was taken by the Police • the case was never solved or there was no outcome of their interaction • Police never turned up or responded • just didn't get what I needed • Police didn't take the matter seriously and were not interested
Expectations before	• those whose reason for contact was a community activity, to follow-up on a previous enquiry, or a traffic stop; • those aged 55 years or older; • those living in the Central or Waikato District; • those of NZ European descent; and/or • females.	• whose reason for contact was disorderly behaviour/intoxication offences, assault, 'other crime' or burglary; • of Māori or Asian/Indian descent; • aged between 16 and 24 years; • whose point of contact was calling the local station; • living in Auckland City District.	**N/A**

	Communications Centres Interactions Only (from sample)		
	More likely to agree/strongly agree	**More likely disagree/strongly disagree**	*Reasons for Dissatisfaction*
	• No groups	• No groups	• No action was taken/nothing was done; • Staff member seemed disinterested/didn't; care/didn't take matter seriously; and/or • No follow up/call back.
	Telephone Interactions Only		
	More likely to agree/strongly agree	**More likely disagree/strongly disagree**	*Reasons for Dissatisfaction*
Consistent info/advice*	• Living in Canterbury District	• No groups	• no information, help or advice was given • no one called them back or provided follow-up • Police did not respond or the response was inadequate or slow • staff member had a bad attitude.
Process straight forward and easy to understand*	• No groups	• No groups	• the process generally was poor or confusing (eg, call was transferred/couldn't speak to the person they needed/had to leave a message) • Police were not knowledgeable • took too long for call to be answered and/or put on hold • Police took too long to respond or response was inadequate • received no information, help or advice.
Able to get through to staff member*	• No groups	• No groups	• took too long for their call to be answered and/or they were put on hold for too long. • process was poor or confusing, for example their call was transferred or they couldn't speak to the person they needed to. •

	Public Counter interactions only		
	More likely to agree/strongly agree	**More likely disagree/strongly disagree**	*Reasons for Dissatisfaction*
Acceptable wait time at station*	• those whose reason for contact was a general enquiry; • males; and/or • those of NZ European descent.	• of Māori descent; • aged between 25 and 34 years; and/or • whose reason for contact was theft.	• Police station was unattended or there were not enough staff; • the process was poor or confusing (for example they couldn't speak to the person they needed to); • staff member had a bad attitude; • Police took too long to respond or response was inadequate.
Easy to find who/what*	• Those of NZ European descent.	• aged between 25 and 34 years	• the Police station was unattended or there were not enough staff; • the process was poor or confusing (for example they couldn't speak to the person they needed to).
Staff went extra mile*	• whose reason for contact was a general enquiry.	• No groups	• the staff member had a bad attitude • the staff member did not take the matter seriously • did not receive any follow-up on the matter • no information, help or advice was given and/or • Police did not take any action.

*Note: Base varies by attribute Note: These questions are asked of respondents who have had contact with the Police in the last 6 months.   Questions marked with an * are only asked for certain points of contact*

APPENDIX 2: MORE LIKELY TO GIVE POSITIVE/NEGATIVE RATING

	More likely to have *Full/Quite a lot* of Trust & Confidence	More likely to have *Not Much/No* Trust & Confidence	
Trust and Confidence	- those aged 55 years or older; - those living in Wellington or Central Districts; - those of New Zealand/European descent; - those who have not had recent contact with the Police; and/or - females.	- those of Asian/Indian, Pacific or Māori descent; - those living in Auckland City or Counties-Manukau Districts; - those aged between 16 and 34 years; and/or - males.	N/A
	More likely to feel *Save/Very Safe*	**More likely to feel *Unsafe/Very Unsafe***	**Reasons for feeling unsafe**
Safety in Neighbourhood during the day	- those living in Southern, Tasman, Central, Wellington or Canterbury districts; - those aged 65 years or older; - those of European descent; - those who have not had recent contact with the Police; and/or - males.	- living in Counties-Manukau District; and/or - of Asian/Indian, Pacific, or Māori descent.	- burglaries/theft - people who make them feel unsafe because of their appearance, attitude and/or behaviour - youths, particularly those hanging around in groups - Fights/arguments/attacks on the street and - a general increase in crime

	More likely to feel *Save/Very Safe*	More likely to feel *Unsafe/Very Unsafe*	Reasons for feeling unsafe
Safety in Neighbourhood after dark	• those living in Southern, Tasman, Waikato, Central, Wellington or Canterbury Districts; • males; • those aged 55 years or older; • those of European descent.	• those living in Counties-Manukau or Auckland City Districts; • females; • those of Pacific or Māori descent; and/or • those aged between 25 and 34 years.	• people who make them feel unsafe because of their appearance, attitude and/or behaviour • youths, particularly those hanging around in groups • alcohol and drug problems in the local area • fights/arguments/attacks on the street • burglary/theft • poor lighting/dark areas and/or • the presence of gangs
Safety in city/town centre after dark	• those living in Southern, Tasman, Wellington, Waikato, or Central Districts; • males; and/or • those aged 65 years or older	• those living in the Canterbury or Counties-Manukau districts; • females; • those aged between 55 and 64 years; and/or • those of European descent.	• people who make them feel unsafe because of their appearance, attitude and/or behaviour. • youths, particularly those hanging around in groups • alcohol and/or drug problem in the area • fights/arguments/attacks on the street • a lack of Police presence and • crime stories heard from media or friends

![gravitas](gravitas logo)

	More likely to *Agree/Strongly Agree*	**More likely to Dis*agree/Strongly Disagree***	
Police are responsive to the needs of my Community	- aged 65 years or older; - living in Southern, Tasman, Central, or Eastern Districts; and/or - those who have not had recent contact with the Police; - of European descent.	- those of Māori descent; - those living in Auckland City, Counties-Manukau or Waikato Districts; - those aged between 35 and 54 years; and/or - males.	N/A
Police are involved in activities in my community	- living in Tasman, Eastern or Central Districts; and/or - aged 65 years or older.	- those living in Auckland City District; - those of Māori, Asian/Indian or Pacific descent; - those aged between 16 and 34 years; and/or - males.	N/A

APPENDIX 3: CURRENT QUESTIONNAIRE

NZ Police Citizens' Satisfaction Survey
Final Questionnaire Used for Round 2 (from July 08)

1.   INTRODUCTION

1. INTRO - If sample supplied from the Communications Centres.

Good afternoon/evening. My name is … from a company called Gravitas. Could I speak with … please?

Interviewer note: If sample is provided, you must only speak to the named person. If this person is not available, you must not reveal the nature of your call. Instead, if asked to explain: "It is just a customer satisfaction survey. I will call back another time."

Arrange call back if necessary.
Re-introduce if necessary

Can I just confirm that you are … (name)?
We are conducting a confidential survey on behalf of the New Zealand Police to find out how satisfied people are with the service they received when they called the Police. Your name and phone number have been provided to us on a confidential basis by the Police for this survey only and you have been randomly chosen from recent callers.

We are only interested in how you felt the call you made to the Police was handled and your expectations regarding service. We will not be asking you specific questions related to the incident that you called them about, however I will ask you, as part of the survey, the main reason as to why you contacted the Police.

If respondent wishes to speak directly to the Police: *You can contact Lucy Dunne, Project Officer, Communications Centres - National Management Group on (04) 463 4436*

We are an independent market research company and all our work is completely confidential. Your answers will be combined with those of others and there will be nothing in the results that could identify you.

Is now a convenient time for you to answer some questions please? **If necessary:** *The survey will take about 10 minutes depending on your answers.*
If no, arrange call back.
If refuse, thank and close.

Before we begin, can I just check whether you or anyone in your household works in any of the following please:

Read out.

- the market research industry
- the New Zealand Police

If yes to any, thank and close

And was the call you made to the Police on [xx date], in the [morning/afternoon/evening/night], work related?

If yes to any, thank and close

2 INTRO - If sample not supplied:

Good morning/afternoon/evening. My name is ….. from Gravitas.   We are conducting a confidential telephone survey on behalf of the New Zealand Police to find out what people think of the services provided by the Police.

Could I please speak to the person who lives in this household and is aged 16 years or over who has the next birthday?

Arrange call back if not available

Reintroduce if necessary

If respondent wishes to speak directly to the Police: *You can contact Susan Campbell, National Quality Improvement Manager on (04) 470 7307*

We are an independent market research company and all our work is completely confidential. Your answers will be combined with those of others and there will be nothing in the results that could identify you.

Is now a convenient time for you to answer some questions please? The survey will take 4 to 10 minutes depending on your answers. IF NECESSARY I can give you a better idea of the length after the 1ˢᵗ few questions? .

If no, arrange call back.

If refuse, thank and close.

Before we begin, can I just check whether you or anyone in your household works in any of the following please:

Read out.

- the market research industry
- the New Zealand Police

If yes to any, thank and close

gravitas

2.   Trust and Confidence and Community Safety

All: These first questions are about your perceptions of the New Zealand Police in general.

Q1. Which of the following best describes the level of trust and confidence you have in the Police?

Rotate scale. Read out. Single response
1.   Full trust and confidence in the New Zealand Police
2.   Quite a lot
3.   Some trust and confidence
4.   Not much
5.   No trust or confidence in the New Zealand Police
6.   (don't read) Don't know

Q2a. Thinking about your overall sense of freedom from crime, how safe or unsafe do you feel in the following situations?

Interviewer note: if respondents say it depends on the time/ who I am with/how dark it is etc ask: "Overall how safe or unsafe do you feel"

Rotate statements. Read out

- **In your local neighbourhood after dark**
- **In your local neighbourhood during the day**
- **In your City or Town centre at night**

Would you say you feel……..
Rotate scale. Read out. Single response
1.   Very safe
2.   Safe
3.   Neutral
4.   Unsafe
5.   Very unsafe
6.   *(don't read)* Don't know
7.   *(don't read)* Not Applicable

If code 4 or 5 for day and/or night for each of the above ask

Q2b. What is it that makes you feel unsafe/very unsafe in your [*home/local neighbourhood/city or town centre*]? **[If needed, read: 'your neighbourhood / community' means the streets around you. Rural 'your neighbourhood', means your 'district'.]**

[*Do NOT read out. Multiple responses, Probe* "what else makes you feel unsafe" *Interviewer note:* if a respondent answers 'bad/undesirable location' ask "what makes it bad/undesirable" so as to gain clarification. A more specific answer is required.]

Q3. From your own personal experience or knowledge, please tell me whether you agree, disagree or neither agree nor disagree with the following statements:

- **'The Police are responsive to the needs of my community'** *If Needed:* Do you think Police listen to what your community wants

- **'The Police are involved in activities in my community'.**

    Would you say you:
    Rotate scale. Read out. Single response
    1. Strongly disagree
    2. Disagree
    3. Neither agree nor disagree
    4. Agree
    5. Strongly agree
    6. *(Do not read)* Not Applicable
    7. *(Do not read)* Don't know
    8. *(Do not read)* Refused

For those who have not had contact:

Q4. Based on your own experience or what you know about the New Zealand Police, which areas of the service provided by the Police need improvement? (*if necessary:* this includes any experience you have had with the Police in the past and can be about the New Zealand Police Organisation as a whole)

Interviewer note: Only enter improvements.

   Don't read out. Multiple response. Probe: "what other improvements are needed?"
   1. **Other** *(please specify)*
   2. *(Do not read)* **Don't know**
   3. *(Do not read)* **Nothing/no improvements**
   4. *(Do not read)* **New to country/have not had enough experience to comment**

3.   Recent Contact

If comms sample provided

Q5.   Thinking about the call you made to the Police on [*xx date*], in the [*morning/afternoon/evening/night*], what was the main reason for your call?

Interviewer note: *If they say that they called on behalf of someone else, ask: 'what did they need you to call the Police about?'*

> ***Do not read. Single response.***

1.   A house theft or burglary
2.   A vehicle theft or burglary
3.   Other theft or burglary
4.   An intruder, a prowler, noises
5.   Suspicious or disorderly behaviour
6.   Property damage or vandalism
7.   A traffic incident
8.   Lost or found property
9.   A domestic incident
10. An assault (including sexual)
11. A missing person
12. Other (specify)
13. Don't recall/Don't know
14. Refused
15. Reporting bad/dangerous driving (includes those calling *555)
16. Noise control issues
17. Follow up on an incident/previous enquiry

If comms sample provided

Q6.   Thinking about the call you made to the Police on [*date*] in the [*afternoon/morning*], did you call 111, *555 or another number?

> ***Do not read. Single response.***

1.   111 (interviewer note this includes '911', '112', '999'
2.   *555
3.   Other number (including local Police station)
4.   Don't recall/don't know
5.   Refused

Q7.   Did a Police officer attend the incident you were calling about?

> ***Do not read. Single response***

1.   Yes
2.   No
3.   Don't recall/don't know

If sample not provided:

Q8. I'd now like to focus on recent contact you may have had with the Police. In the last 6 months have you had any contact with the Police, such as reporting a crime, being stopped for a traffic offence or crash, being breath tested or other Police checks, to seek information or any other reasons. This includes contact you may have had in person or over the telephone. (**INTERVIEWER NOTE**: this question is to establish respondents contact with the NZ Police and is not limited to the above examples).

Don't read out. Single response

1. Yes
2. No *(skip to demos – Q18)*
3. Don't know *(skip to demos – Q18)*
4. Refused *(skip to demos – Q18)*

If yes –sample not provided:

Q9a. *All:* What were the reasons for your contact with the Police in the last 6 months?

Do not read out. Multiple response. Probe: "And what other recent contacts have you had"

1. A house theft or burglary
2. A vehicle theft or burglary
3. Other theft or burglary
4. An intruder, a prowler, noises
5. Suspicious or disorderly behaviour
6. Property damage or vandalism
7. A traffic crash
8. A domestic incident
9. An assault (including sexual)
10. A missing person
11. Traffic offence (speeding
12. Traffic offence (excluding speeding)
13. Breath testing
14. Perpetrator of crime/suspect
15. Lost property (reporting / claiming /handing in lost property)
16. Heard a talk from an officer (i.e. youth education in schools)
17. Police participated in some group or community activity I was involved in
18. For a Crime Prevention activity, project, or program (includes asking advice on crime prevention)
19. Asked for directions
20. Asked for other advice, help or information
21. Applied for a licence (e.g. firearm's licence)

22. Bail reporting

23. Visiting prisoners in cells

24. Commercial vehicle check points

25. Professional – in the course of work/business for work purposes (immigration/work and income/lawyer/ambulance driver/etc) *(do not question further about this code)*

26. International airport/customs

27. Search and rescue

28. Other (please specify)

29. Can't remember *(if comms sample provided continue with comms questions. If general sample skip to demos)*

30. Police serving a summons to court

31. Contact with Police about making a complaint

32. Assist – officer helping someone at the road side (e.g. fixing a tyre/car broken down)

33. Reporting bad/dangerous driving (includes those calling *555)

34. Pulled over for a Car Warrant of Fitness/Registration/licence/seatbelt check

35. Police came to inform (me/family/household) of a death

36. Noise control issues

37. Follow up on an incident/previous enquiry

38. Police stopped them to tell them something (road closed/crash ahead etc)

39. Social contact/friends with Police officers *(do not question further about this code)*

40. Refused *(If comms sample provided continue with comms questions. If general sample skip to demos)*

For each reason mentioned – excluding codes 11, 12, 13, 16, 34 ask:

Q9c. And how was this contact made (if needed: how or where did you go to make this contact. If telephone/cell phone mentioned ask: 'what number did you call? 111, *555 or a local Police station')

Interviewer note: respondents may have had more than one point of contact for each reason – i.e. calling 111 then an officer attending the incident

Read out if necessary. Multiple response for each reason

1. Called Comms (includes 111,*555, 911, 112, 999)

2. Called the local Police station

3. Went in to the local Police station

4. Police came after someone else contacted them

5. Police came to home/business/other location (door to door/home visit)

6. Pulled over by Police while driving

7. Police were in the area (driving/walking by)

8. Police website

9. Other (please specify)
10. Can't remember
11. Police called/contacted respondent
12. Called a Police officer personally (i.e. on their private number)

Customer Satisfaction Questions

For this next set of questions I would like you to only think about the contact you had with the Police when you [*insert point of contact/called the Police*] about/on *[insert reason for contact/ date of contact]*

If necessary: The computer has randomly picked one of the reasons for you contact with Police.

If pulled over for speeding (code 11 at Q9a)
Q10a2 Firstly, were you given a speeding ticket?
Don't read out. Single response.
1. Yes (given a ticket)
2. No (not given a ticket)
3. *(don't read)* Don't know/can't remember
4. *(don't read)* Refused

Q10a. These questions are about how you have experienced the service you got from the Police. This will help them to make improvements in the future. *For those involved in a roadside interaction, for example speeding, seatbelts, breath testing etc:* When answering these questions, please think about the interaction with the officer and how you were spoken to, rather than if you were issued with a ticket or not.

Regarding your contact with the Police, please tell me if you agree or disagree with the following statements.

Rotate and read out
- **I was treated fairly** (note: if respondent has dealt with more than one person take an average over all staff "if you dealt with more than one staff member, give a rating overall")
- **Staff were competent** (*if necessary:* by competent I mean they were capable or they knew what they were doing)
- **Staff did what they said they would do**
- **I feel my individual circumstances were taken into account**

For all excluding speeding, traffic offence, Breath testing, commercial vehicle check points, Police came to inform me of a death at Q9a

- **Staff made me feel my situation mattered to them**

Additional Questions for Comms and those calling the local Police station (Comms sample and/or codes 1 and 2 Q9c) also ask

- **I was able to get through to a staff member without difficulty**
- **The process was straightforward and easy to understand**
- **I received consistent information/advice**

For over the counter also ask (code 3 at Q9c):

- **I waited an acceptable amount of time at the Police station**
- **When I got to the Police Station, it was easy to find what I was looking for**
- **Staff went the extra mile to make sure I got what I needed**

Would you say you…….

Rotate scale. Read out. Single response for each statement

1. Strongly disagree
2. Disagree
3. Neither agree nor disagree
4. Agree
5. Strongly agree
6. *(Do not read)* Not Applicable
6. *(Do not read)* Don't know
7. *(Do not read)* Refused

If Disagree or Strongly Disagree with any of the above, ask for each:

Q10b. You said that you disagree/strongly disagree that [*insert statement*] why do you feel this way? *If needed:* Why do you disagree with the statement?

Don't read out. Multiple response. Probe: "Any other reasons?"

1. Other *(Please state)*
2. Don't know

Ask Q11a for Comms Only

Q11a. Still thinking about when you [*insert point of contact*] about [*insert reason for contact*], overall, how satisfied were you with the staff who provided the service? Were you….

Read out. Single response

1. Very satisfied
2. Satisfied
3. Neither satisfied nor dissatisfied
4. Dissatisfied
5. Very dissatisfied
6. *(Do not read)* Don't know
7. *(Do not read)* Refused

Ask Q11b for Comms Only

If Very satisfied/satisfied/dissatisfied/very dissatisfied ask:

Q11b. You said that you are *very satisfied/satisfied/ dissatisfied/very dissatisfied* with the staff who provided the service why do you feel this way? **If needed:** Why were you satisfied/dissatisfied?

Don't read out. Multiple response. Probe: "Any other reasons?"

3. Other *(Please state)*
4. Don't know

Ask all:

Q12. And how satisfied were you with the overall quality of service you received? Were you….

Read out. Single response

1. Very satisfied
2. satisfied
3. Neither satisfied nor dissatisfied
4. dissatisfied
5. Very dissatisfied
6. *(Do not read)* Don't know
7. *(Do not read)* Refused

Q13. Before your contact with the Police about [*insert reason for contact*] what quality of service did you expect? Would you say you expected……

Read out. Single response

1. Very poor service
2. Poor service
3. Neither good nor poor service
4. Good service
5. Very good service
6. *(Do not read)* Don't know
7. *(Do not read)* Refused

Q14a. Looking back, how did the service you received from the Police compare to what you expected? Would you say the service you received was….

  Read out. Single response

  1. Much worse than expected
  2. Worse than expected
  3. About the same as expected
  4. Better than expected
  5. Much better than expected
  6. *(Do not read)* Don't know
  7. *(Do not read)* Refused

If better than thought it would be (codes 4 or 5 at Q14a), ask:

Q14b. What one thing made the service better than you expected it would be?

  Don't read out. Single response

  1. Positive Police attitude – including friendly, courteous
  2. Acted promptly
  3. Did everything they could
  4. Showed interest/concern – took the matter seriously
  5. Followed it through, rang back
  6. Solved the situation, sorted it out
  7. Informative / offered good advice / knowledgeable / competent
  8. Were fair
  9. Other *(specify)*
  10. Don't know

If worse than thought it would be (codes 1 or 2 at Q14a), ask:

Q14c. What one thing made the service worse than you expected it would be?

  Don't read out. Single response

  1. Don't like their attitude
  2. Too slow / took too long
  3. Police didn't take the matter seriously / not interested / didn't care
  4. Didn't come to look
  5. No follow-up
  6. Police were not available
  7. Were not fair
  8. Incompetent / made mistake(s) / lacked knowledge
  9. Other *(specify)*
  10. Don't know
  11. Refused

Q15a. Did you have any problems or experience any negative incidents or interactions with the [*Communication Centre Staff/Police Officers]* involved in the service you received?

      1.   Yes

      2.   No

If yes at Q15a

Q15b. Regarding the problems or negative interactions you had, please indicate if you agree or disagree that..

- 'It was clear what to do if I had a problem'

Would you say you:

      Rotate scale. Read out. Single response

      1.   Strongly disagree

      2.   Disagree

      3.   Neither agree nor disagree

      4.   Agree

      5.   Strongly agree

      6.   *(Do not read)* Not Applicable

      6.   *(Do not read)* Don't know

      7.   *(Do not read)* Refused

Q16a Thinking about your contact with the New Zealand Police when you **[*insert point of contact* about *reason*]**, please indicate if you agree or disagree with the following statement 'it's an example of good value for tax dollars spent'"

 Would you say you:

      Rotate statements. Read out. Single response for each statement

      1.   Strongly disagree

      2.   Disagree

      3.   Neither agree nor disagree

      4.   Agree

      5.   Strongly agree

      6.   *(Do not read)* Not Applicable

      7.   *(Do not read)* Don't know

      8.   *(Do not read)* Refused

If Disagree/strongly disagree:

Q16b. Why do you feel this way? *If needed:* Why do you disagree with the statement?

　　　Don't read out. Multiple response. Probe: "what other reasons?"
1. Other *(Please state)*
2. Don't know

For all excluding speeding, traffic offence, Breath testing, commercial vehicle check points, Police came to inform me of a death at Q9a

Q17a. Thinking about all the interaction you had with the Police about [*insert reason for contact from Q9a if general*] up until now, this includes all contact you may have had with the Police regarding this incident, including contact you may have had in person, over the telephone, in writing and so on, please tell me how strongly you agree or disagree with the following statement **'in the end I got what I needed'**

　Would you say you:

　　　Rotate statements. Read out. Single response for each statement
1. Strongly disagree
2. Disagree
3. Neither agree nor disagree
4. Agree
5. Strongly agree
6. *(Do not read)* Still in contact with Police about this/issue is still unresolved
7. *(Do not read)* Not Applicable
8. *(Do not read)* Don't know
9. *(Do not read)* Refused

If Disagree/strongly disagree:

Q17b. Why do you feel this way? *If needed:* Why do you disagree with the statement?

Don't read out. Multiple response. Probe: "what other reasons?"
1. Other *(Please state)*
2. Don't know

Q18. Based on your own experience with the New Zealand Police, which areas of the service provided by the Police need improvement? (*if necessary:* this includes any experience you have had with the Police in the past and can be about the New Zealand Police Organisation as a whole)

Interviewer note: Only enter improvements.

　　　Don't read out. Multiple response. Probe: "what other improvements are needed?"
1. **Other** *(please specify)*
2. *(Do not read)* **Don't know**
3. *(Do not read)* **Nothing/no improvements**
4. *(Do not read)* **New to country/have not had enough experience to comment**

DEMOGRAPHICS

And finally, just a couple of questions about you.

Q19.   **Which of the following describes your age group?**

Read out. Single response

1.   **15 - 24**

2.   **25 - 34**

3.   **35 - 44**

4.   **45 - 54**

5.   **55 - 64**

6.   **65+**

7.   *(Do not read)* **Don't know**

8.   *(Do not read)* Refused

Q20.   **Which ethnic group or groups do you belong to?**

Read out. Multiple response

1.   NZ European/Pakeha

2.   Māori

3.   Samoan

4.   Cook Island Māori

5.   Tongan

6.   Niuean

7.   Chinese

8.   Indian

9.   Other *(Specify)*

10.   *(Do not read)* Don't know

11.   *(Do not read)* Refused

Q21.   *Interviewer: Record gender*

1.   **Male**

2.   **Female**

Thank you very much for your time. If you have any queries regarding this survey, you can call our toll free number, 0508 RESEARCH.

If respondents wish to speak directly to the Police: You can contact *if comms sample* Lucy Dunne, Project Officer, Communications Centres – National Management Group on (04) 463 4436 *if general sample* Susan Campbell, National Quality Improvement Manager, on 04 4707 307 or 027 4848636.

APPENDIX 4: DRIVERS OF SATISFACTION BY DISTRICT AND POINT OF CONTACT

The graphs below show satisfaction levels for people contacting the New Zealand Police in each of the twelve Police districts and by each Point of Contact.

Figure 52: Drivers of Satisfaction – Northland District (%)
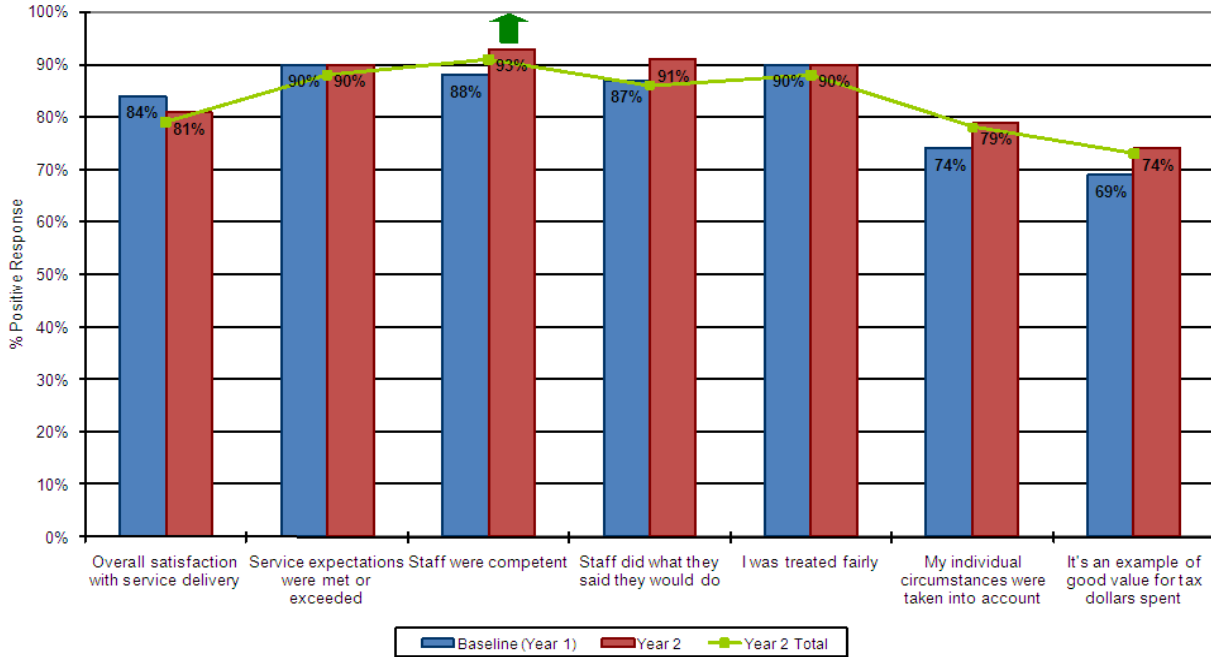
Green arrow indicates a significant increase in positive ratings between Baseline and Year 2.
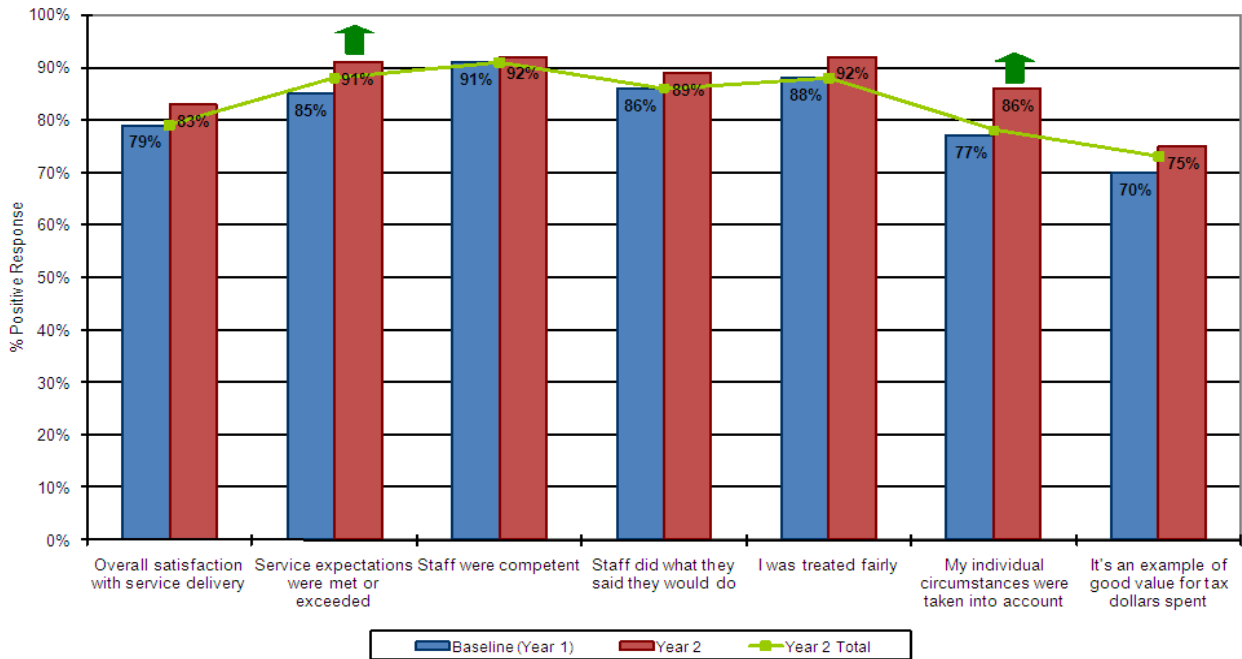*Note: The expectation question includes the measures "about the same as expected", "better than expected" and "much better than expected*

Figure 53: Drivers of Satisfaction – Waitemata District (%)
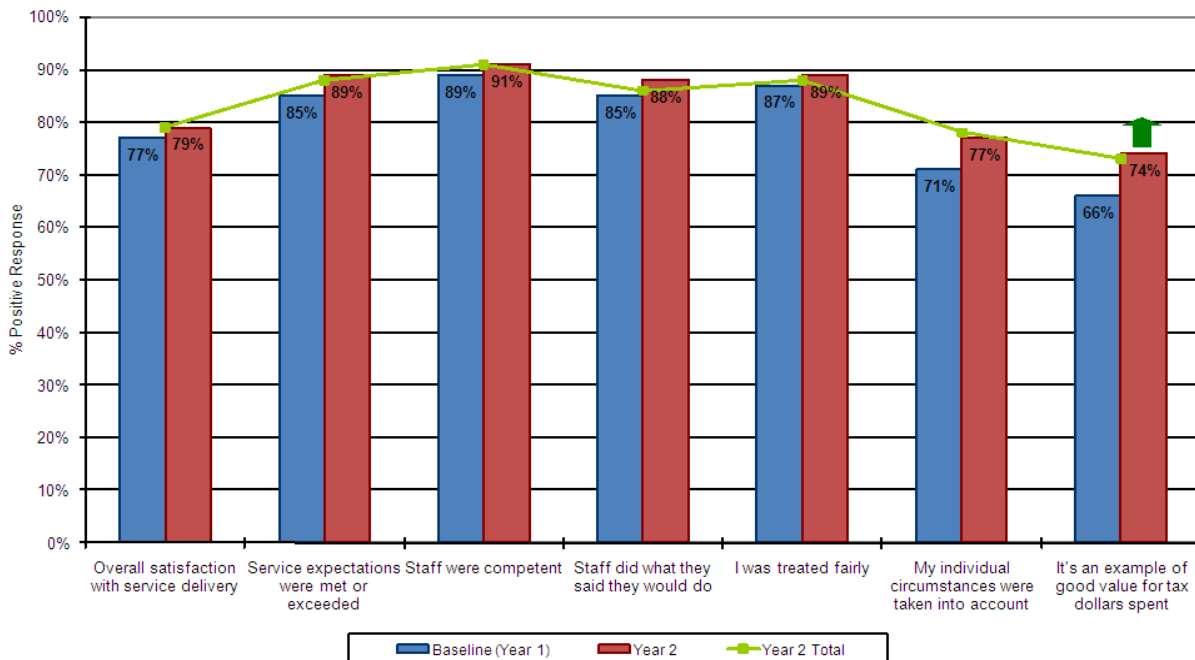
Green arrow indicates a significant increase in positive ratings between Baseline and Year 2.
Note: The expectation question includes the measures "about the same as expected", "better than expected" and "much better than expected

Figure 54: Drivers of Satisfaction – Auckland City District (%)
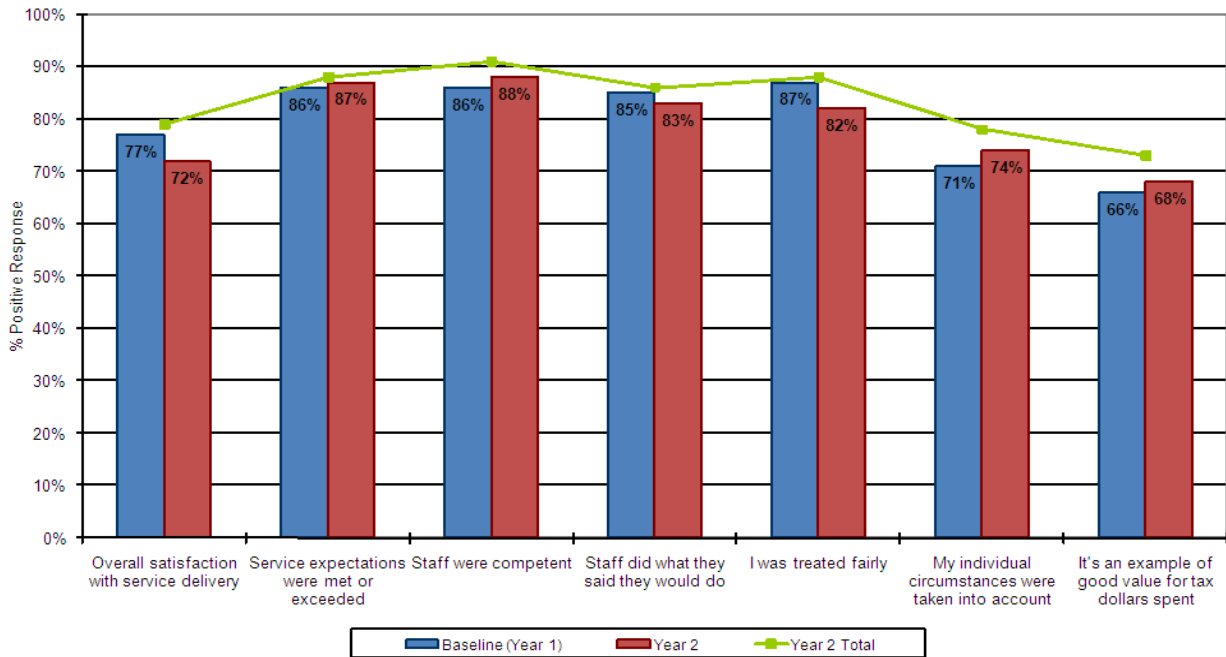
Note: The expectation question includes the measures "about the same as expected", "better than expected" and "much better than expected
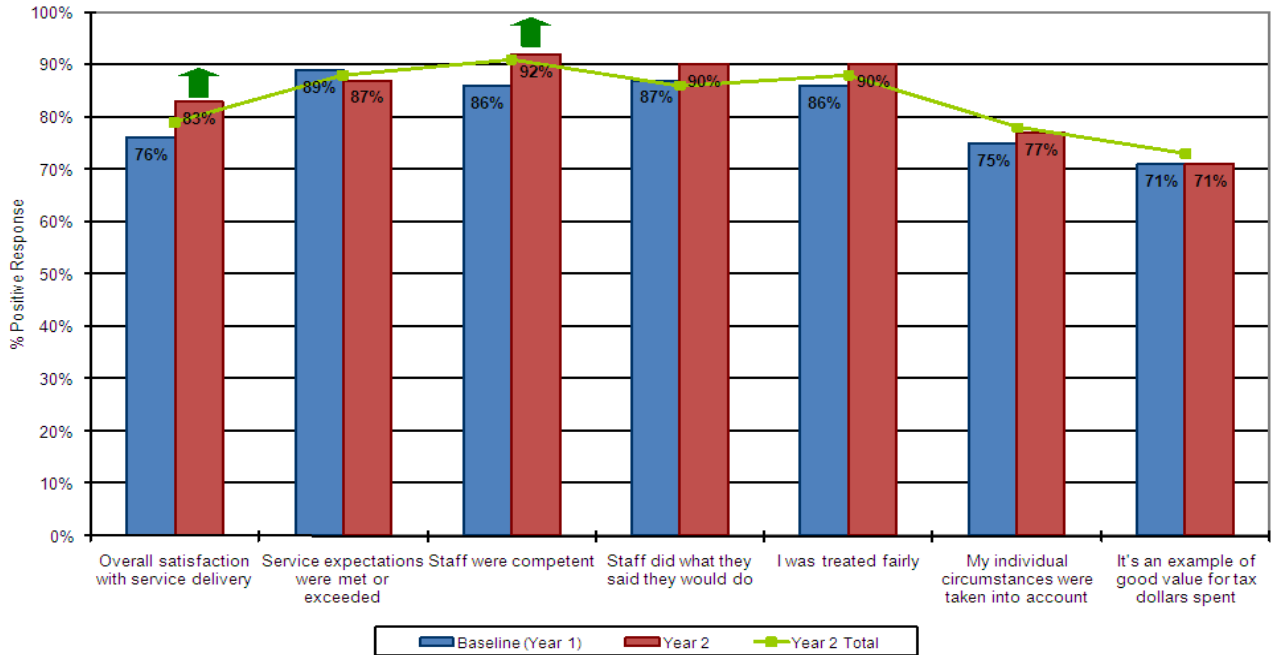

Figure 55: Drivers of Satisfaction – Counties Manukau District (%)
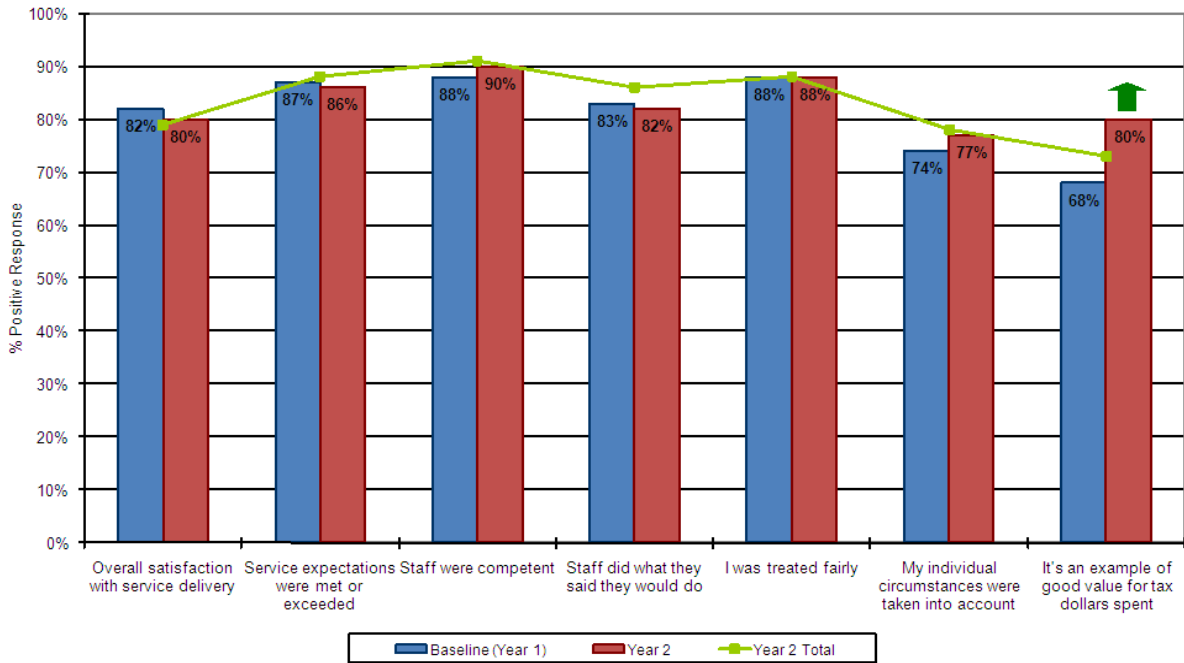
Green arrow indicates a significant increase in positive ratings between Baseline and Year 2.
Note: The expectation question includes the measures "about the same as expected", "better than expected" and "much better than expected

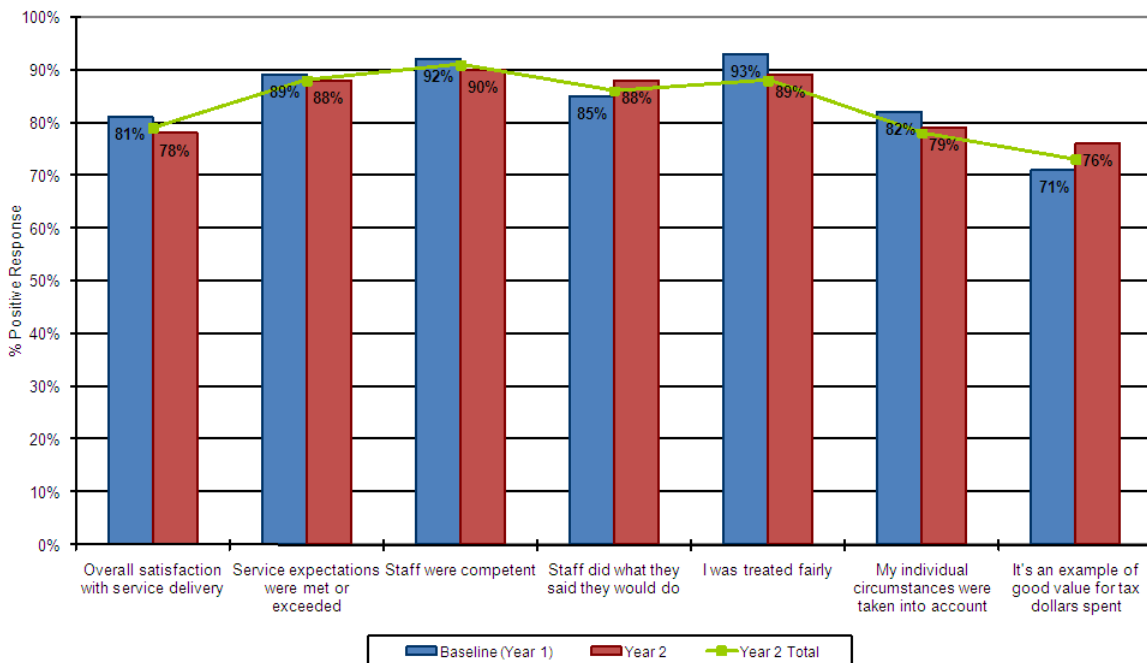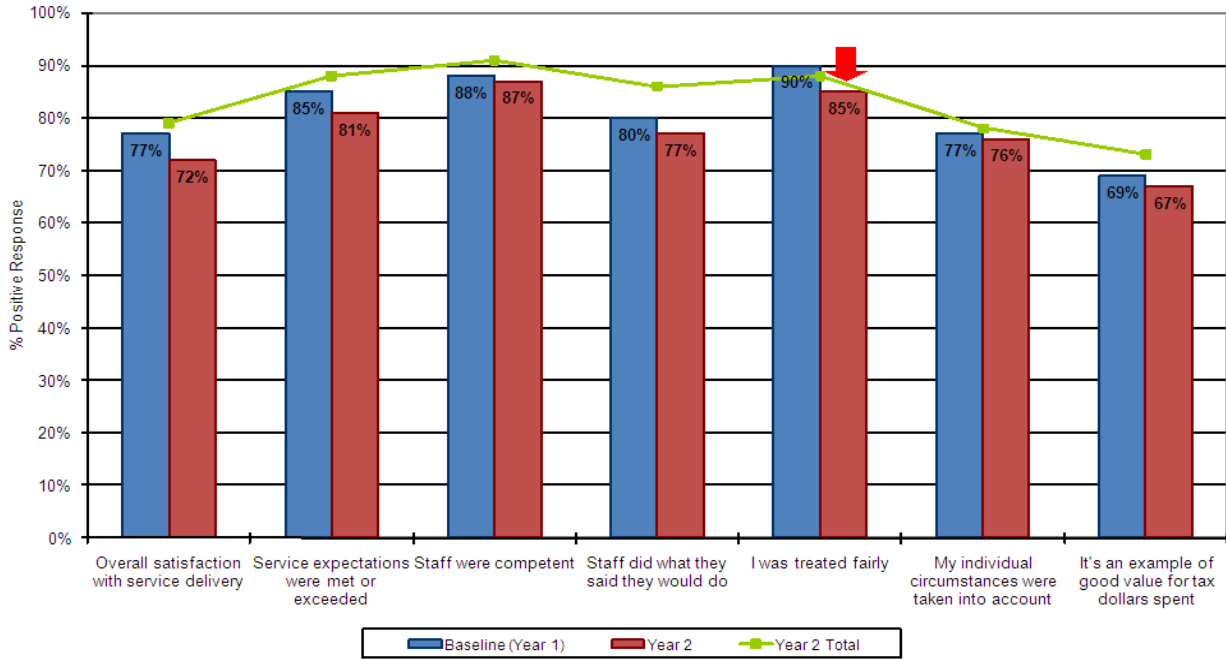*Figure 56: Drivers of Satisfaction – Waikato District (%)*
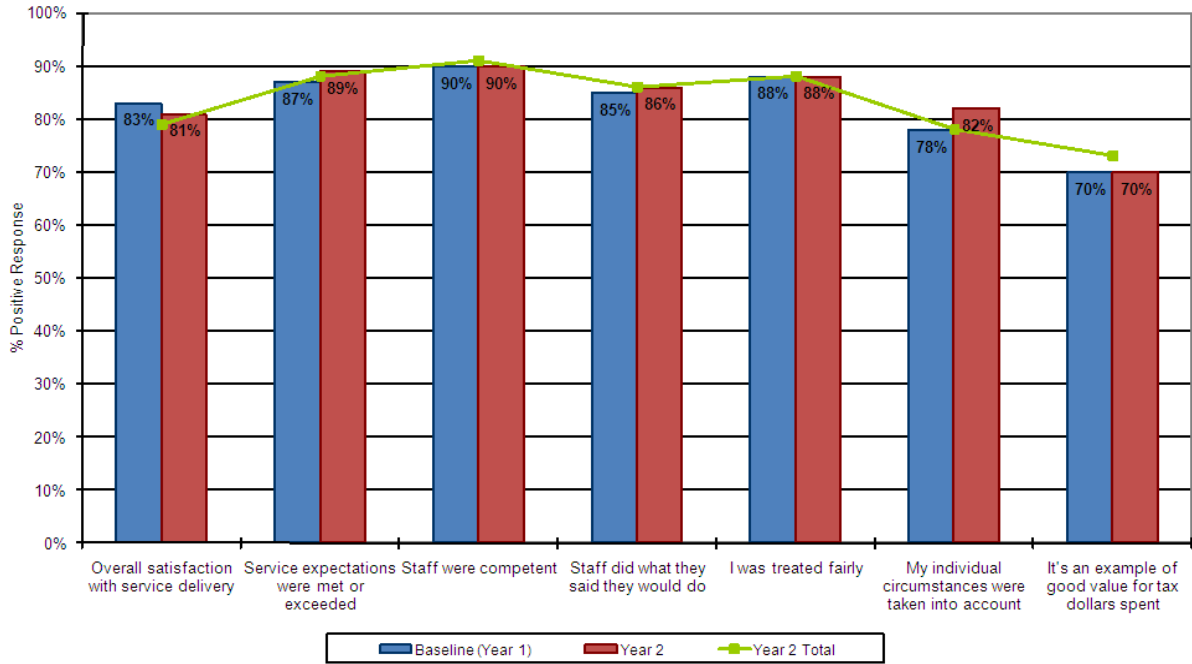
Note: The expectation question includes the measures "about the same as expected", "better than expected" and "much better than expected

Figure 57: Drivers of Satisfaction – Bay of Plenty District (%)
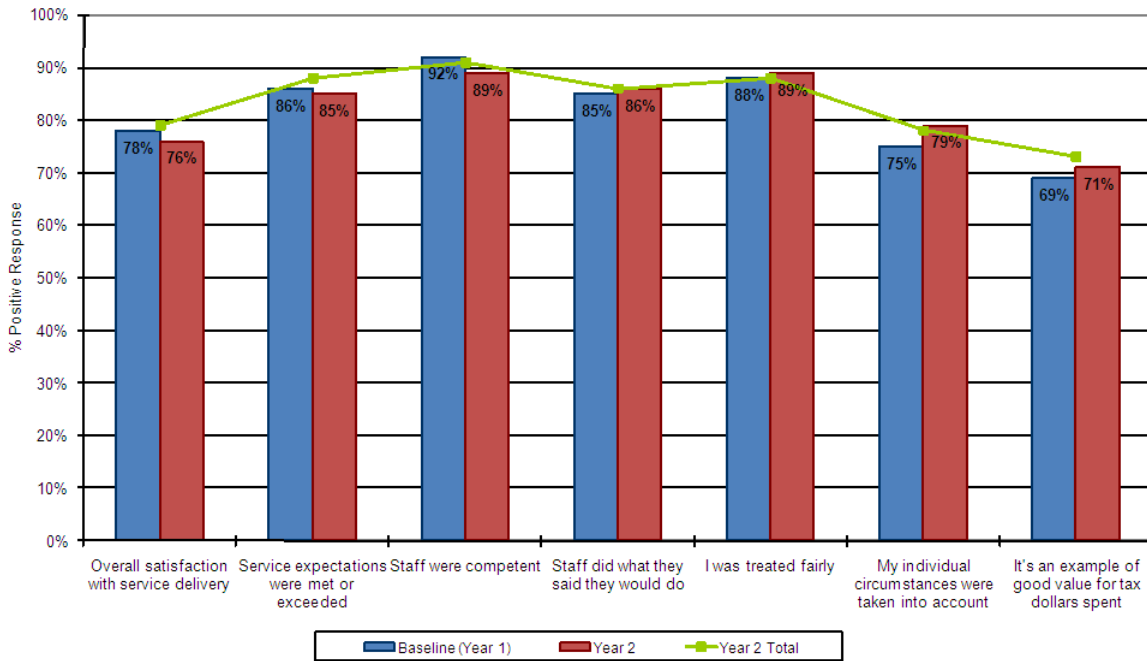
Note: The expectation question includes the measures "about the same as expected", "better than expected" and "much better than expected

Figure 58: Drivers of Satisfaction – Eastern District (%)
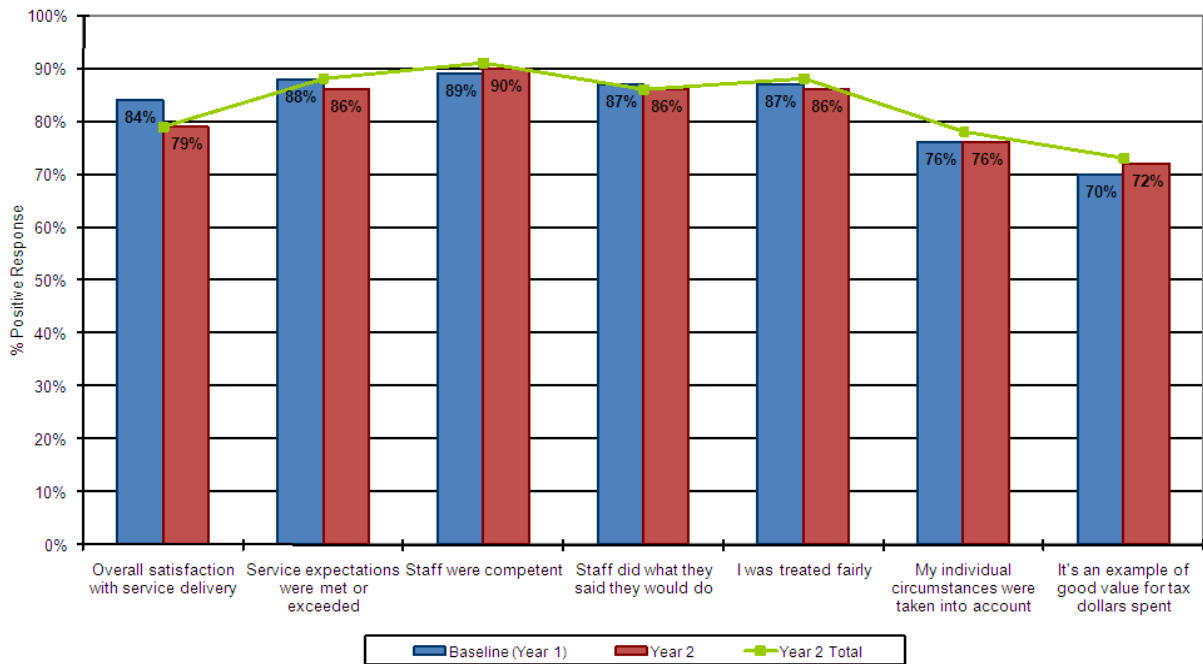
Note: The expectation question includes the measures "about the same as expected", "better than expected" and "much better than expected

Figure 59: Drivers of Satisfaction – Central District (%)
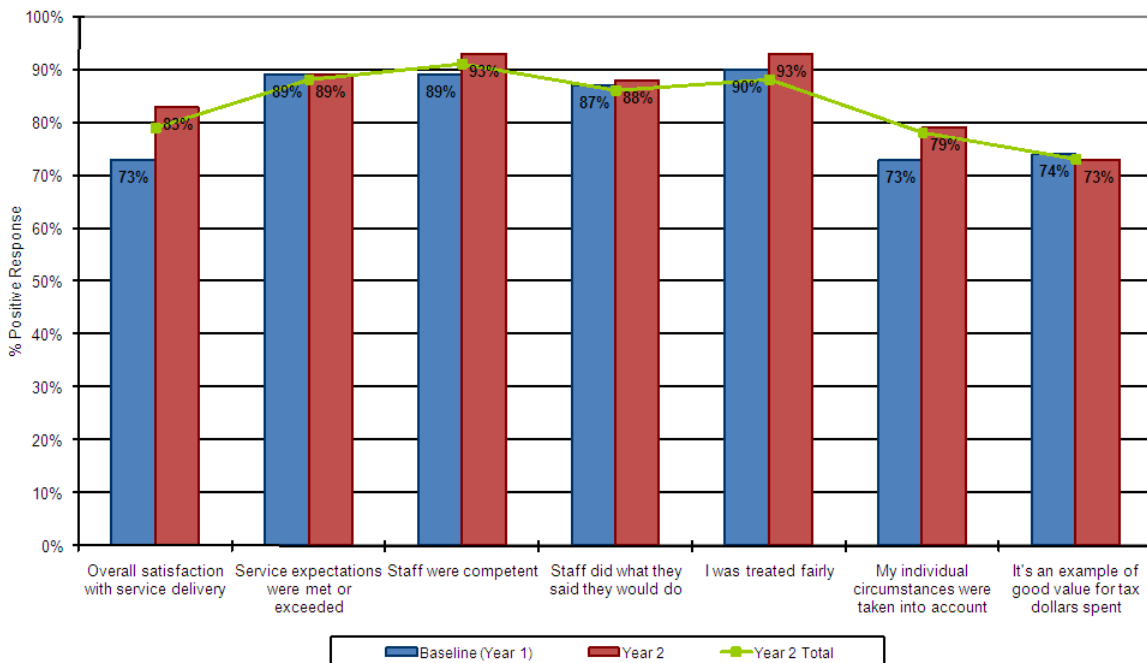
Note: The expectation question includes the measures "about the same as expected", "better than expected" and "much better than expected

Figure 60: Drivers of Satisfaction – Wellington District (%)
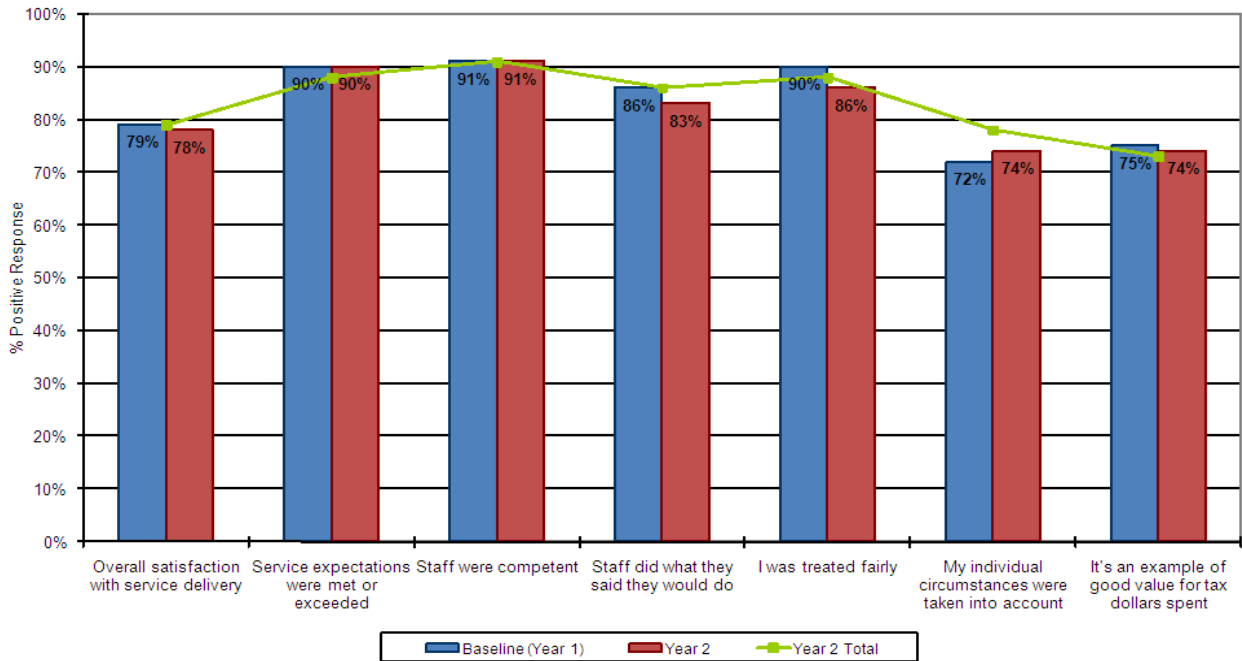
Note: The expectation question includes the measures "about the same as expected", "better than expected" and "much better than expected

Figure 61: Drivers of Satisfaction – Tasman District (%)

Green arrow indicates a significant increase in positive ratings between Baseline and Year 2.
Note: The expectation question includes the measures "about the same as expected", "better than expected" and "much better than expected
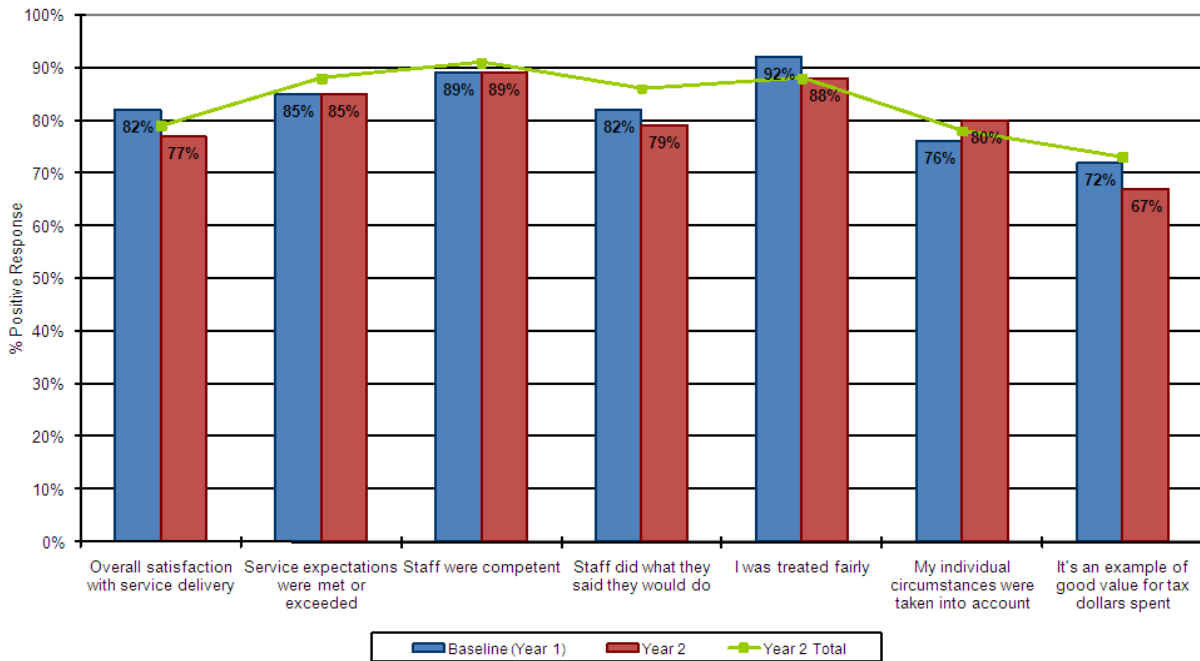
Figure 62: Drivers of Satisfaction – Canterbury District (%)

Green arrow indicates a significant increase in positive ratings between Baseline and Year 2.
Note: The expectation question includes the measures "about the same as expected", "better than expected" and "much better than expected

Figure 63: Drivers of Satisfaction – Southern District (%)

Green arrow indicates a significant increase in positive ratings between Baseline and Year 2.
Note: The expectation question includes the measures "about the same as expected", "better than expected" and "much better than expected

Figure 64: Drivers of Satisfaction – Called Local Station (%)

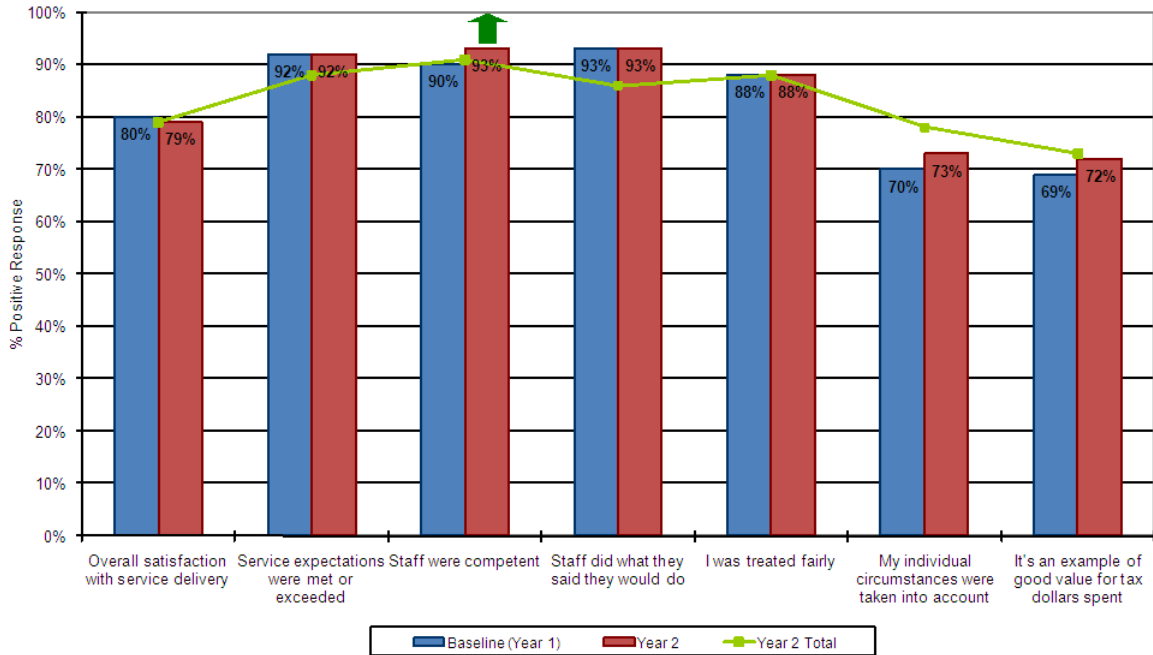Red arrow indicates a significant decrease in positive ratings between Baseline and Year 2.
Note: The expectation question includes the measures "about the same as expected", "better than expected" and "much better than expected

Figure 65: Drivers of Satisfaction – Over the Counter (%)

Note: The expectation question includes the measures "about the same as expected", "better than expected" and "much better than expected
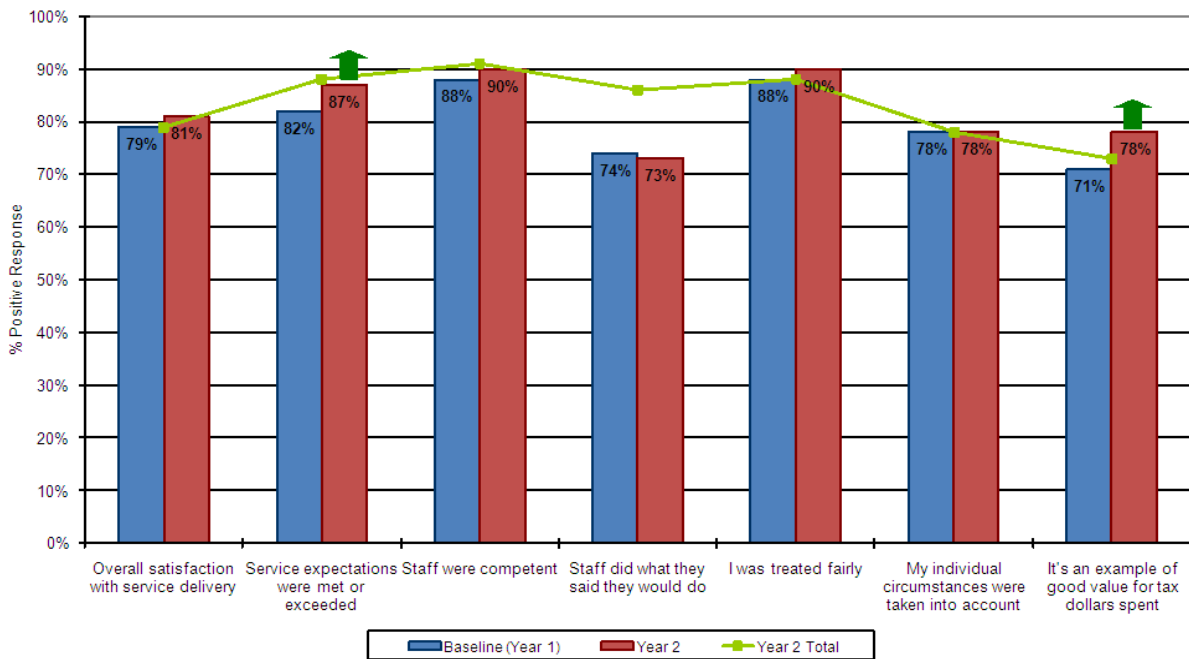
Figure 66: Drivers of Satisfaction – Roadside (%)

Green arrow indicates a significant increase in positive ratings between Baseline and Year 2.
Note: The expectation question includes the measures "about the same as expected", "better than expected" and "much better than expected
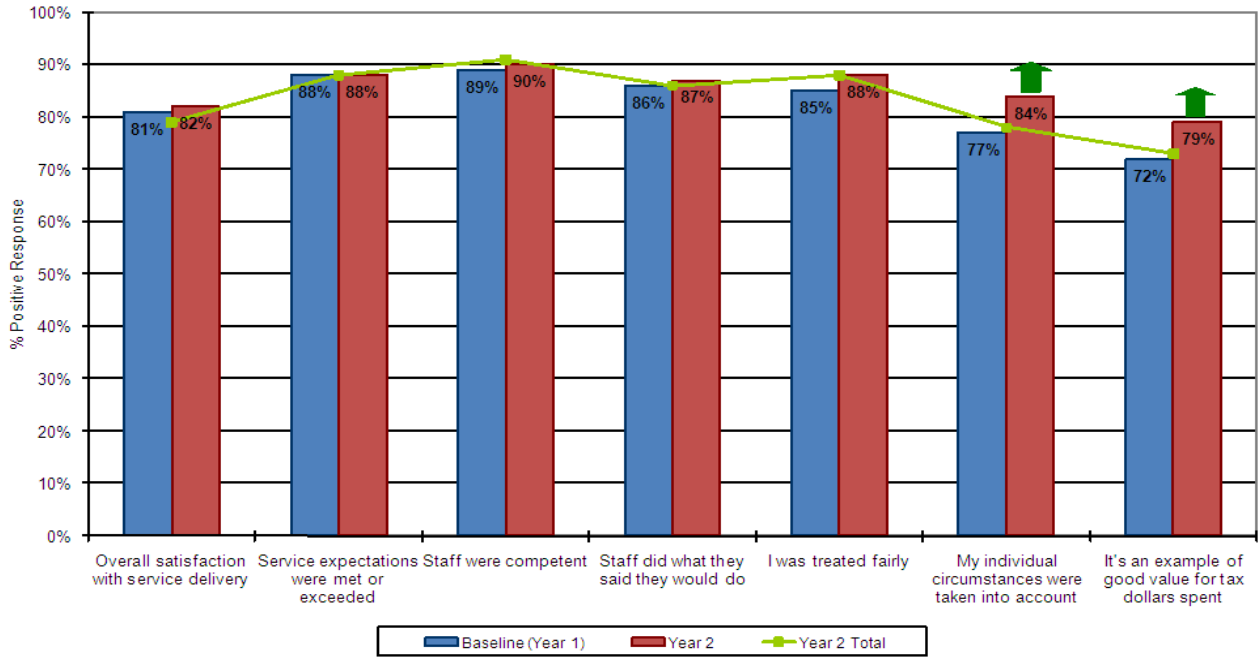
Figure 67: Drivers of Satisfaction – Called the Communications Centres (%)

Green arrow indicates a significant increase in positive ratings between Baseline and Year 2.
Note: The expectation question includes the measures "about the same as expected", "better than expected" and "much better than expected

Figure 68: Drivers of Satisfaction – Other (Police in Person) (%)

Green arrow indicates a significant increase in positive ratings between Baseline and Year 2.
Note: The expectation question includes the measures "about the same as expected", "better than expected" and "much better than expected