

New Zealand Police Citizens' Satisfaction Survey

**Final Report for Year 3 Results
(July 2009 – June 2010)**

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EXECUTIVE SUMMARY

1. Introduction and Research Objectives

New Zealand Police commissioned Gravitas to carry out the 2007-2008, 2008-2009 and 2009-2010 Citizens' Satisfaction Research using a Computer Assisted Telephone Interviewing (CATI) 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 those services. 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) used under licence from the State Services Commission.

This report outlines the process, and discusses the outcomes, of the 9,311 interviews obtained during the July 2009 to June 2010 surveying period across the General Survey, Communications Centres Survey and Māori Booster Sample. Throughout the report (unless otherwise specified) General, Communications Centres and Māori Booster data has been combined and weighted by age, gender, ethnicity, contact (whether the respondent had a service encounter with Police in previous six months) and contact type by district to reflect the New Zealand population.

2. Trust and Confidence, Safety and Police Role

The New Zealand Police has *Confident, safe and secure communities* as one of the two strategic outcomes it seeks to deliver.

All respondents, both those who had and those who had not had contact with Police in the previous six months, were asked a series of questions around their trust and confidence in Police, perceptions of safety, and the role of Police in their local community. They include ratings of:

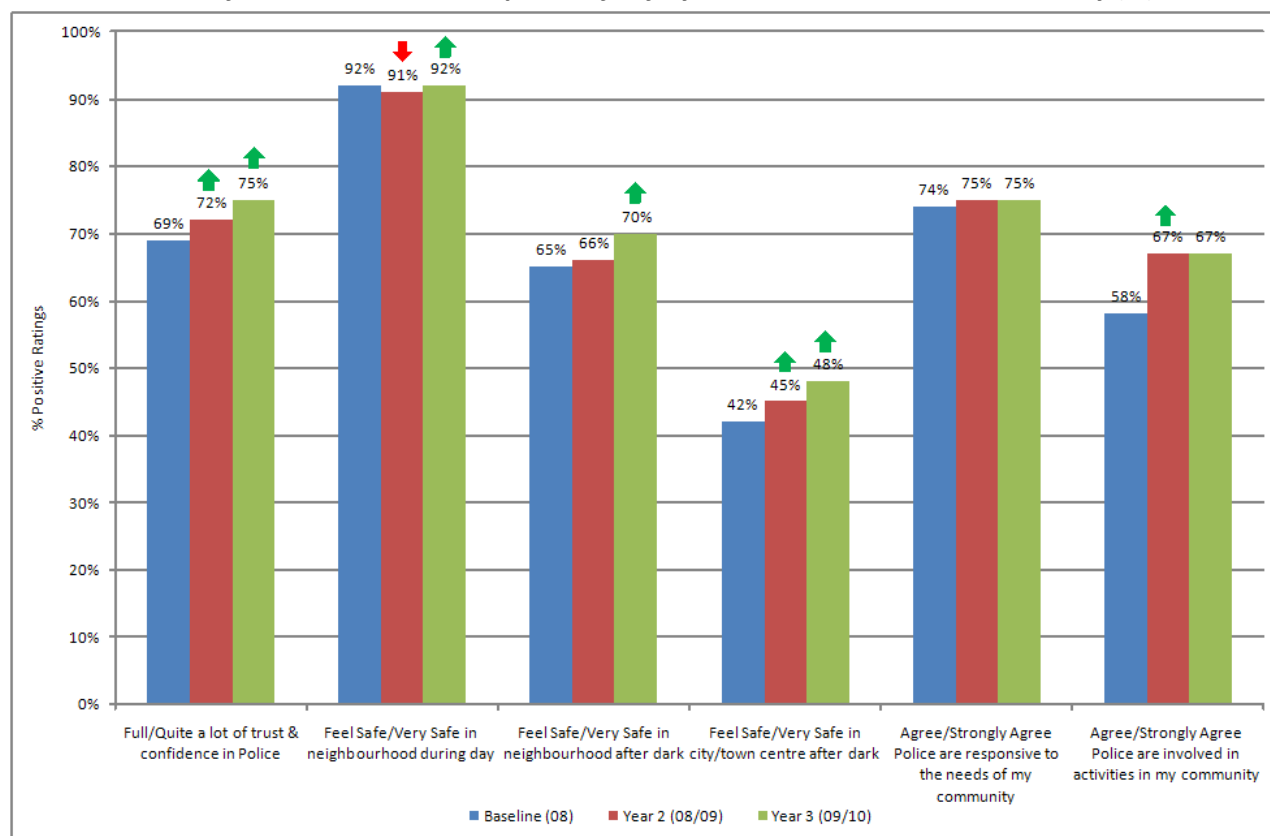
- trust and confidence in Police;
- safety in local neighbourhood after dark;
- safety in local neighbourhood during the day;
- safety in City or Town centre at night;
- Police are responsive to the needs of my community; and
- Police are involved in activities in my community.

Results for all community perception questions have either improved or remained stable between the Year 2 and Year 3 survey measures. Of note are significant increases between the two survey waves in the share of respondents giving positive ratings for:

- trust and confidence (share with full/quite a lot of trust and confidence up from 72%, to 75%);
- safety in neighbourhood during the day (share feeling safe/very safe up from 91%, to 92%);
- safety in neighbourhood after dark (share feeling safe/very safe up from 66%, to 70%); and
- safety in town centre after dark (share feeling safe/very safe up from 45% to 48%).

The following graph and table outline the key results and changes between measures for each of the perception questions.

Summary Figure 1: Citizens' Satisfaction Survey 2009/10
Trust & Confidence in Police, Perceptions of Safety and Police Role in the Community (%)



Base varies by attribute and year.

Arrow indicates a significant increase/decrease from the previous measure.

Summary Table 1: Trust and Confidence, Safety and Police Role
Changes between Measures (%)

	Total Positive			Neutral/Some trust and confidence			Total Negative		
	Baseline 2008	Year 2 2008/09	Year 3 2009/10	Baseline 2008	Year 2 2008/09	Year 3 2009/10	Baseline 2008	Year 2 2008/09	Year 3 2009/10
Trust & Confidence	69	72	75	24	21	19	7	6	6
Safety in neighbourhood during day	92	91	92	7	8	7	1	1	1
Safety in neighbourhood after dark	65	66	70	23	22	20	12	12	10
Safety in city/town after dark	42	45	48	30	28	29	28	26	22
Police are responsive to the needs of my community	74	75	75	15	15	16	8	8	6
Police are involved in activities in my community	58	67	67	23	18	19	10	8	7

Note: Base varies by attribute and year.

Orange highlighting denotes a significant change between measures.

Note: See Section 3 for more detail on each of the perception questions.

Reasons for feeling Unsafe/Very Unsafe

The main reasons for feeling *unsafe/very unsafe* that are commonly mentioned across the three safety questions (neighbourhood during day and after dark 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; and
- Burglaries/theft.

Note: The three safety questions (neighbourhood during day and after dark and city/town after dark) are the only perception questions where respondents are asked why they gave a negative rating(s).

3. Customer Satisfaction Results – Summary of National Results

1. CMT 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”. The drivers of satisfaction are the key factors that have the greatest influence on New Zealanders’ satisfaction with, and trust in, all public services. The ‘expectations’ driver is the most influential driver of satisfaction with service delivery and respondents are asked to identify what made the service *better/worse* than expected. For all other drivers respondents are only asked what made them dissatisfied.

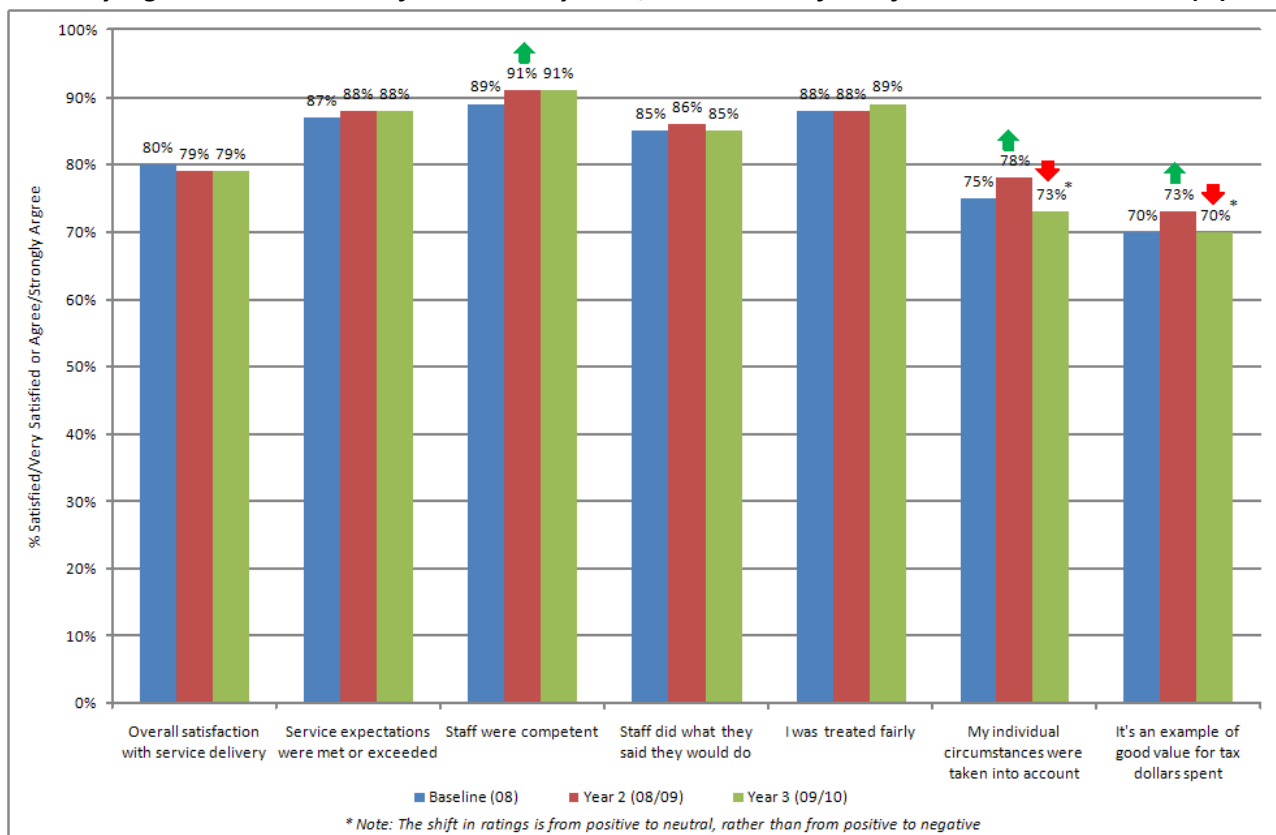
Results for these drivers have mostly remained stable across the two survey waves. However, there have been statistically significant decreases in the share of respondents *agreeing/strongly agreeing* that:

- individual circumstances were taken into account (down from 78%, to 73%); and
- it’s an example of good value for tax dollars spent (down from 73%, to 70%).

Note: The shift in ratings for these drivers is from positive to neutral, rather than from positive to negative.

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

Summary Figure 2: Citizens’ Satisfaction Survey 2009/10 – Drivers of Satisfaction National Results (%)



NB: The expectations question includes the measures “about the same as expected”, “better then expected”, and “much better than expected”.

Base varies by attribute and year.

Arrow indicates a significant increase/decrease from the previous round of surveying.

2. Overall Satisfaction with Service Delivery

Seventy-nine percent of respondents were *satisfied* or *very satisfied* with the overall quality of service delivered by Police. This is unchanged from Year 2 (79%) and stable when compared with the Baseline measure (80% *satisfied/very satisfied*). While the total proportion satisfied has remained stable across the three rounds of surveying, the share *very satisfied* with the overall quality of service delivered has increased significantly over the last year – up from 37% in Year 2, to 39% in Year 3. 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 (96%), or a traffic stop (86%);
- living in Canterbury District (85%);
- aged 65 years or older (85%); and/or
- of European descent (81%).

One in ten respondents (10%) report they are *dissatisfied* or *very dissatisfied* with the overall quality of the service delivered (unchanged from 10% in both the Baseline measure and in Year 2). However, the share of respondents *very dissatisfied* with the overall quality of the service has increased slightly from Year 2, up from 3% to 4% (a statistically significant change). 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 (41% *dissatisfied/very dissatisfied*), 'other crime' (26%), or a traffic offence (20%);
- living in Northland District (15%)
- whose point of contact was with their local station, either by calling the local station (15%), or over the counter (14%); and/or
- aged between 16 and 24 years (15%) or between 45 and 54 years (12%).

3. Service Expectations Met or Exceeded

When asked how the service they actually received compared to their expectations, the great majority of respondents (88%), said the service they received was *about the same/better/much better* than they had expected, including 32% mentioning that it was *better* (22%) or *much better* (10%) than expected. These results are very similar to those achieved in Year 2 (88% *same/better/much better*; 31% *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 an intruder/prowler/suspicious noises/burglar on premises (51%), a community activity (49%), theft (42%), burglary (40%) or an assault (39%);
- whose point of contact was calling the Communications Centres (41%) or interacting in person (other than on the roadside or at a Police station) (41%); and/or
- who are female (35%).

Eleven percent of respondents said that the service they received was *worse* (8%) or *much worse* (3%) than expected (compared with 12% of respondents in Year 2). Respondents significantly more likely to have received *much worse/worse* service than they had expected included those:

- whose reason for contact was ‘other crime’ (36%), a suspect/perpetrator/bail reporting/prisoner enquiry/pickup or visit (23%), an assault (17%) or a traffic offence (17%);
- whose point of contact was calling the local station (19%) or over the counter at the local station (17%), or calling the Communications Centres (14%); and/or
- aged between 16 and 24 years (18%).

Reasons why Service was Better than Expected

Those who said the service they received was *better/much better than expected* commonly indicated that this was because:

- the staff member had a positive attitude (33%);
- the staff member dealt with the situation promptly (16%); and/or
- reported that the staff member showed interest/concern (7%).

Reasons why Service was Worse than Expected

Those who said the service they received was *worse/much worse than expected* commonly indicated that this was because:

- the staff member had a poor attitude (21%);
- the staff member did not show interest/concern (19%);
- they had not received any follow-up (13%);
- staff were incompetent/lacked knowledge (9%); and/or
- the service was slow/took too long (8%).

4. Staff Were Competent

The majority of respondents in Year 3 (91%) *agreed* or *strongly agreed* that the staff member they dealt with was competent. This share has remained unchanged from Year 2 (91%) but represents a statistically significant increase from the Baseline measure (89% *agreeing/strongly agreeing*). Just less than half of all respondents (45%) *strongly agree* that the staff member was competent – also unchanged from the previous measure.

In contrast, only 5% of respondents *disagree* (3%) or *strongly disagree* (2%) that staff were competent. However, this represents a significant increase when compared with Year 2 (4% disagreeing to some extent).

Reasons for Dissatisfaction - Staff were Competent

Respondents in Year 3 who disagreed to some extent that staff were competent, commonly reported that they disagreed because:

- the staff member had a bad attitude (18%);
- the staff member didn't handle the situation well and/or didn't do all they could have (17%);
- the staff member was not knowledgeable (13%); and/or
- there was poor communication (13%).

5. *Staff Did What They Said They Would Do*

Eighty-five percent of respondents in Year 3 *agreed* (43%) or *strongly agreed* (42%) that staff did what they said they would do. A similar proportion agreed with this statement in Year 2 (86%) and in the Baseline measure (85%).

Only 5% of respondents *disagreed/strongly disagreed* that staff did what they said they would do; however this share is up slightly from 4% in Year 2 (a statistically significant increase).

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

Of those respondents who *disagreed* or *strongly disagreed* that staff did what they said they would do, most indicated that this was because:

- the staff member did not call back or provide any follow-up (37%);
- Police didn't do anything/no outcome/no action taken (17%);
- Police did not attend, or that Police response was slow/inadequate (15%); and/or
- the staff member did not do what they said they would in general (no specific details given) (15%).

6. *I Was Treated Fairly*

Eighty-nine percent of all respondents who had contact in Year 3 either *agreed* (42%) or *strongly agreed* (47%) that they were treated fairly. These results are similar to both the Year 2 and Baseline measure, each with 88% *agreeing/strongly agreeing*.

In contrast, only 6% of respondents *disagreed/strongly disagreed* with the statement. This compares with 7% in both Year 2 and the Baseline measure (note: this difference is not statistically significant).

Reasons for Dissatisfaction – I Was Treated Fairly

Of those respondents who *disagreed* or *strongly disagreed* that they were treated fairly, the most common reasons given for disagreeing included:

- the staff member had a bad attitude (24%);
- the outcome or decision made was unfair or incorrect (19%); and/or
- respondents felt picked on or discriminated against (15%).

7. *My Individual Circumstances Were Taken Into Account*

Just less than three-quarters of respondents (73%) agreed to some extent that they felt their individual circumstances were taken into account, including 32% *strongly agreeing* and 41% *agreeing*. When compared with Year 2, this represents a significant decline in the proportion of respondents *agreeing/strongly agreeing* - down 5 percentage points from 78%. *Note: The decline in positive ratings has not resulted in an increase in negative ratings – but rather an increase in neutral (or neither/nor) ratings. This shift is most notable among those who have had roadside contact.*

One in ten respondents (10%) either *disagree* (6%) or *strongly disagree* (4%) that their individual circumstances were taken into account - down significantly in comparison with Year 2 results (down from 12%).

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, the most common reasons given for dissatisfaction included:

- the decision/outcome of their contact was unfair or incorrect (20%);
- Police did not consider my circumstances and were unsympathetic or insensitive (16%);
- the matter wasn't taken seriously and/or the staff member did not believe me (14%);
- poor communication (13%); and/or
- the staff member(s) I dealt with had a bad attitude (12%).

8. *It's An Example of Good Value for Tax Dollars Spent*

Seventy percent of respondents *agreed/strongly agreed* that the service they received is an example of good value for tax dollars spent, including 28% *strongly agreeing*. However, when compared with Year 2, there has been a significant decrease in the share of respondents agreeing to some extent (down from 73% in Year 2, to 70% in Year 3). *Note: The shift in ratings have gone from positive to neutral, rather than from positive to negative.*

Thirteen percent of respondents *disagreed* (8%) or *strongly disagreed* (5%) that it is an example of good value for tax dollars spent. This share is unchanged when compared with Year 2 (13%).

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

Of those respondents who *disagreed* or *strongly disagreed* that it is an example of good value for tax dollars spent, the most common reasons given for dissatisfaction included:

- Police don't 'do what they need to do' and focus on the wrong things/don't catch real criminals (25%);
- Police place too much emphasis on traffic and driving offences (14%);
- Police have too much focus on revenue gathering/points (14%);
- Police don't respond/don't turn up/don't help/don't take action/are slow to respond (11%); and/or
- respondents did not agree with the decision/outcome of their contact with Police (8%).

1. INTRODUCTION

1.1. Introduction

New Zealand Police commissioned Gravitas to carry out the 2007-2008, 2008-2009 and 2009-2010 Citizens' Satisfaction Research using a Computer Assisted Telephone Interviewing (CATI) approach. Key areas of interest are citizens' levels of trust and confidence in New Zealand Police and, for those citizens who have used New Zealand Police services, levels of satisfaction with those services. 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) used under licence from the State Services Commission.

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1.2. Questionnaire - Version July 2009 to June 2010

The initial Baseline survey was designed collaboratively by Gravitas and Police and 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. When possible, additional questions were taken from the CMT question bank.

The questionnaire used for the 2009-2010 survey was based on the existing Police Citizens' Satisfaction Survey (used for the Baseline measure). Recommendations were made to Police as to how the questionnaire and/or the interview process could be further refined for the 2009-2010 survey. A revised version of the questionnaire was then prepared and signed off by Police as being ready.

The final survey used between July 2009 and June 2010 is attached (see Appendix Three).

2. FINAL SAMPLE SIZE, INTERVIEW STATISTICS AND ANALYSIS

2.1. Completed Interviews

A total of 9,311 interviews were obtained during the 2009-2010 surveying period (July 2009 – June 2010) across the General Survey, Communications Centres Survey and Māori Booster Sample. These interviews can be broken down as follows:

1. Communications Centres interviews n=1514

2. Total General Sample n=6992

- General Sample (no contact) n= 4432
- General Sample (Police contact) n=2560

Note: From surveying between July 2009 and June 2010 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 Police in both the Baseline and Year 2.

3. Total Māori Booster Sample n=805

- Māori Booster Sample (no contact) n= 408
- Māori Booster Sample (Police contact) n=397

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 49%.

Note: this is significantly higher than the share of all respondents who have had contact with Police in the General Sample in the July 09 – June 10 period, but is similar to the share who had contact in the Māori Booster in Year 2 (46%).

2.2. Interview Length

1. Communications Centres Survey

The average interview length across the 1,514 Communications Centres sample interviews conducted in the July 2009 – June 2010 surveying period was 17.2 minutes.

2. General Public Survey

The average interview length across the n=4,432 short (no Police contact) interviews conducted in the July 2009 – June 2010 surveying period was 7.0 minutes.

The average interview length across the n=2,560 long (contact) interviews conducted in the July 2009 – June 2010 surveying period was 13.9 minutes.

The average length across the total General sample (short and long interviews) is 10.9 minutes.

3. Māori Booster Survey

The average interview length across the n=408 short (no Police contact) Māori Booster interviews was 6.9 minutes.

The average interview length across the n=397 long (contact) Māori Booster interviews was 14.4 minutes.

The average length across the total Māori Booster sample (short and long interviews) was 12.0 minutes.

2.3. Margin of Error

The margin of error on the final sample sizes achieved, in the General (contact/no contact), Māori Booster Sample (contact/no contact) and Communications Centres 2009-2010 Surveys, as well by District and point of contact are shown below. These are the maximum error levels at the 95% confidence interval.

Table 2.1: Margin of Error

	No. of Surveys Completed (n)	Margin of Error (at 95% confidence interval)
TOTAL (General + Comms + Māori Booster)	9311	± 1.0%
Total General Survey	6992	± 1.2%
No Contact	4432	± 1.5%
Contact	2560	± 1.9%
Total Communications Centres Survey	1514	± 2.5%
Total Māori Booster	805	± 3.5%
No Contact	408	± 4.9%
Contact	397	± 4.9%
<i>District</i>		
Northland	688	± 3.7%
• Contact in last 6 months	313	± 5.5%
Waitematā	797	± 3.5%
• Contact in last 6 months	376	± 5.0%
Auckland City	832	± 3.4%
• Contact in last 6 months	403	± 4.9%
Counties Manukau	880	± 3.3%
• Contact in last 6 months	434	± 4.7%
Waikato	818	± 3.4%
• Contact in last 6 months	423	± 4.8%
Bay of Plenty	789	± 3.5%
• Contact in last 6 months	372	± 5.1%
Eastern	703	± 3.7%
• Contact in last 6 months	284	± 5.8%
Central	763	± 3.5%
• Contact in last 6 months	349	± 5.2%
Wellington	853	± 3.4%
• Contact in last 6 months	455	± 4.6%
Tasman	645	± 3.9%
• Contact in last 6 months	243	± 6.3%
Canterbury	848	± 3.4%
• Contact in last 6 months	416	± 4.8%
Southern	695	± 3.7%
• Contact in last 6 months	328	± 5.4%
<i>Point of Contact</i>		
Called Local Station	262	± 6.0%
Over the Counter (visited local station)	372	± 5.1%
Roadside	1295	± 2.7%
Called Comms (from Comms Sample Only*)	1514	± 2.5%
Other (Police in person)	814	± 3.4%

Margin of Error worked out on un-weighted sample bases

2.4. Response Rate

1. Communications Centres Survey

The response rate across the 1, 514 **Communications Centres** interviews conducted between July 2009 to June 2010 is **71%** (this compares with 70% in the Baseline Survey and 72% in Year 2).

2. General Public Survey

The response rate across the 6, 992 **General sample** interviews conducted between July 2009 and June 2010 is **45%*** (this compares with 44% in the Baseline survey and 44% in Year 2).

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

3. Māori Booster Survey

The response rate across the 805 **Māori Booster** interviews conducted between July 2009 and June 2010 is **39%*** (this compares with 35% in Y2).

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

2.5. 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 Police or not;
- point of contact with Police; and
- main reason for contact with 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 all other respondents giving the same response (that is, 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 – CMT 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. All respondents who had had contact were questioned on the CMT's six drivers of satisfaction. The CMT asks people about their overall levels of satisfaction with the service they received and about their satisfaction in relation to six drivers of satisfaction¹. 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 are:

- 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

Throughout the report, responses to these CMT questions have been analysed by district and point of contact as well as other demographic and contact characteristics.

Note: The additional service experience questions asked as part of the survey have not been analysed in this report, as these questions do not apply for all reasons and methods of contact.

A Note On Rating Scales

The CMT asks questions using a 5 point scale. For consistency, all other ratings questions in the survey also use a 5 point scale. An example of the agreement scale is shown below. *The final survey, including all scales, used between July 2009 and June 2010 is attached (see Appendix Three).*

Question: Please tell me if you agree or disagree with the following statement: **[Enter statement].**

Would you say you...

1. Strongly Disagree
2. Disagree
3. Neither agree nor disagree
4. Agree
5. Strongly Agree

¹ Colmar Brunton, Prepared for the State Services Commission (2007) *Satisfaction and Trust in the State Services – Report*. Wellington, New Zealand.

2.6. Weighting

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

A Note on Point of Contact

*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 for further questioning.

The following table shows the distribution of all service experience respondents (weighted) by point of contact for Year 2 and Year 3.

Point of Contact	Year 2 2008/09	Year 3 2009/10
Telephone (Total)	24%	24%
- Called Communications Centres	14%	15%
- Called Local Station	10%	9%
Over the Counter (visited local station)	11%	11%
Roadside	42%	44%
Other (Police in person)	23%	21%

3. PERCEPTIONS – TRUST AND CONFIDENCE, SAFETY AND POLICE ROLE

3.1. Level of Trust and Confidence in Police

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

3.1.1. Level of Trust and Confidence in Police - Changes Over Time

Trust and Confidence in Police has remained high and positive in Year 3, with three-quarters of respondents (75%) saying they have *full/quite a lot* of trust and confidence in Police. This represents a significant increase when compared with Year 2 (up from 72%). Also of note is the significant increase in respondents stating they have *full trust and confidence* in Police – up from 26% in Year 2, to 28% in Year 3.

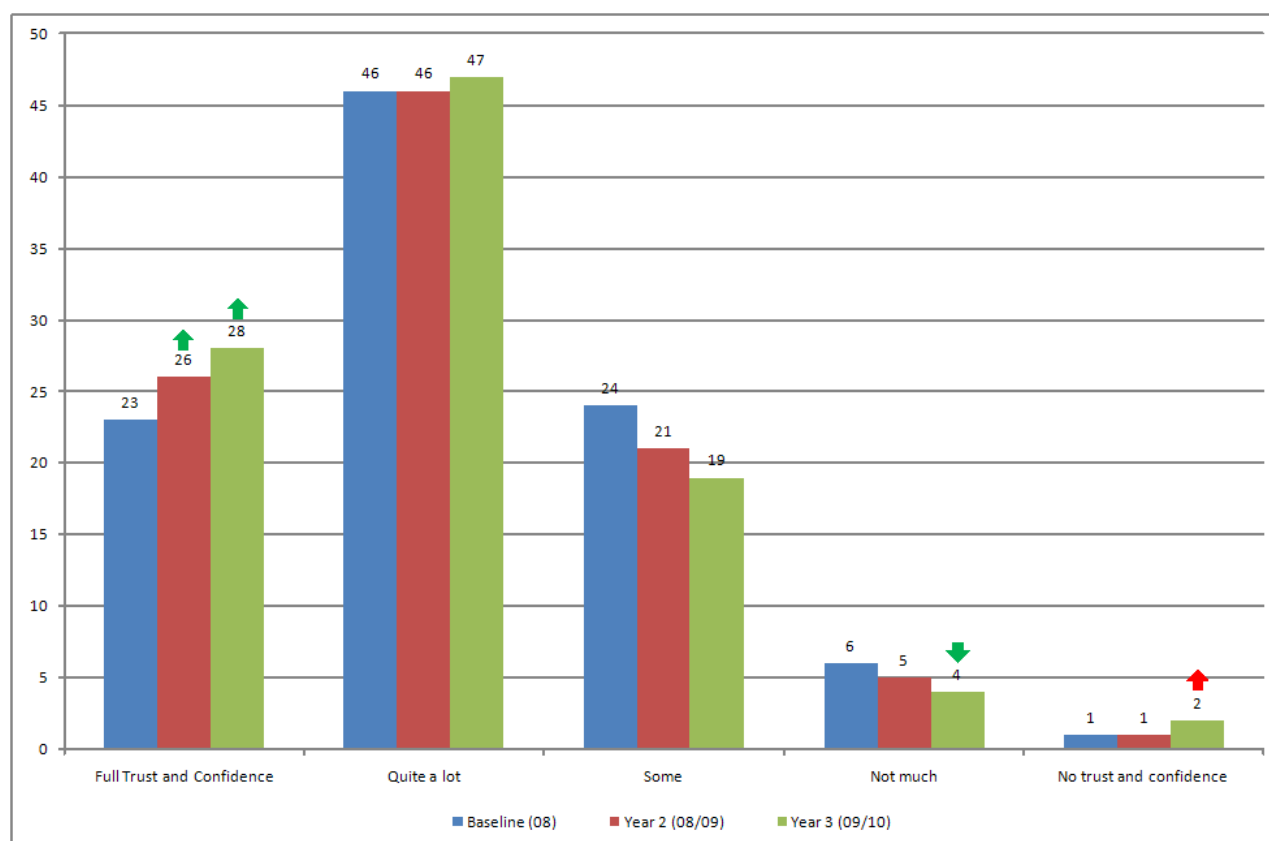
Almost all (94%) of respondents said they have at least some (*full/quite a lot/some*) trust and confidence in Police - this share has also increased slightly from 93% in Year 2 (a statistically significant increase). Only 4% mention they have *not much* and 2% mention they have *no trust and confidence* in Police.

Table 1: Level of Trust and Confidence in Police – Changes Over Time (%)

	Baseline 2008	Year 2 2008/09	Year 3 2009/10
Full Trust and Confidence	23	26	28
Quite a lot	46	46	47
Some	24	21	19
Not much	6	5	4
No trust and confidence	1	1	2
Don't know	0	1	0
Full/quite a lot	69	72	75
Full/quite a lot/some	93	93	94
Not much/no	7	6	6
Base	8272	8471	9241

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

Orange highlighting indicates a significant increase/decrease in results from the previous measure.

Figure 1: Level of Trust and Confidence in Police – Changes Over Time (%)

Base: All respondents excluding those giving a 'not applicable' response. Baseline n=8272, Year 2 n=8471, Year 3 n=9241.

Green arrow indicates a significant improvement from the previous measure.

Red arrow indicates a significant negative change from the previous measure.

3.1.2. Level of Trust and Confidence in Police - Significant Differences for Year 3

The following statistically significant differences for Year 3 total are evident at the total results level (combined Year 3 results for General, Communications Centres and Māori Booster sample).

Respondents significantly more likely to give a rating of *full/quite a lot of trust and confidence* included those:

- aged 55 years or older (84%, compared with 70% of all other respondents);
- living in Canterbury District (79%, compared with 74% of all other respondents);
- of European descent (79%, compared with 66% of all other respondents);
- living in Wellington (78%, compared with 75% of all other respondents) or Southern (78%, compared with 75% of all other respondents) districts;
- who have not had contact with Police (76%, compared with 73% of those who have had contact); and/or
- who are female (76%, compared with 73% of male respondents).

Respondents significantly more likely to give a rating of *not much/no trust and confidence* included those:

- aged between 16 and 24 years (10%, compared with 5% of all other respondents);
- of Asian/Indian (10%, compared with 5% of all other respondents), Pacific (10%, compared with 6% of all other respondents) or Māori (8%, compared with 5% of all other respondents) descent;
- who have had contact with Police (8%, compared with 4% of those who have not had contact); and/or
- who are male (7%, compared with 5% of female respondents).

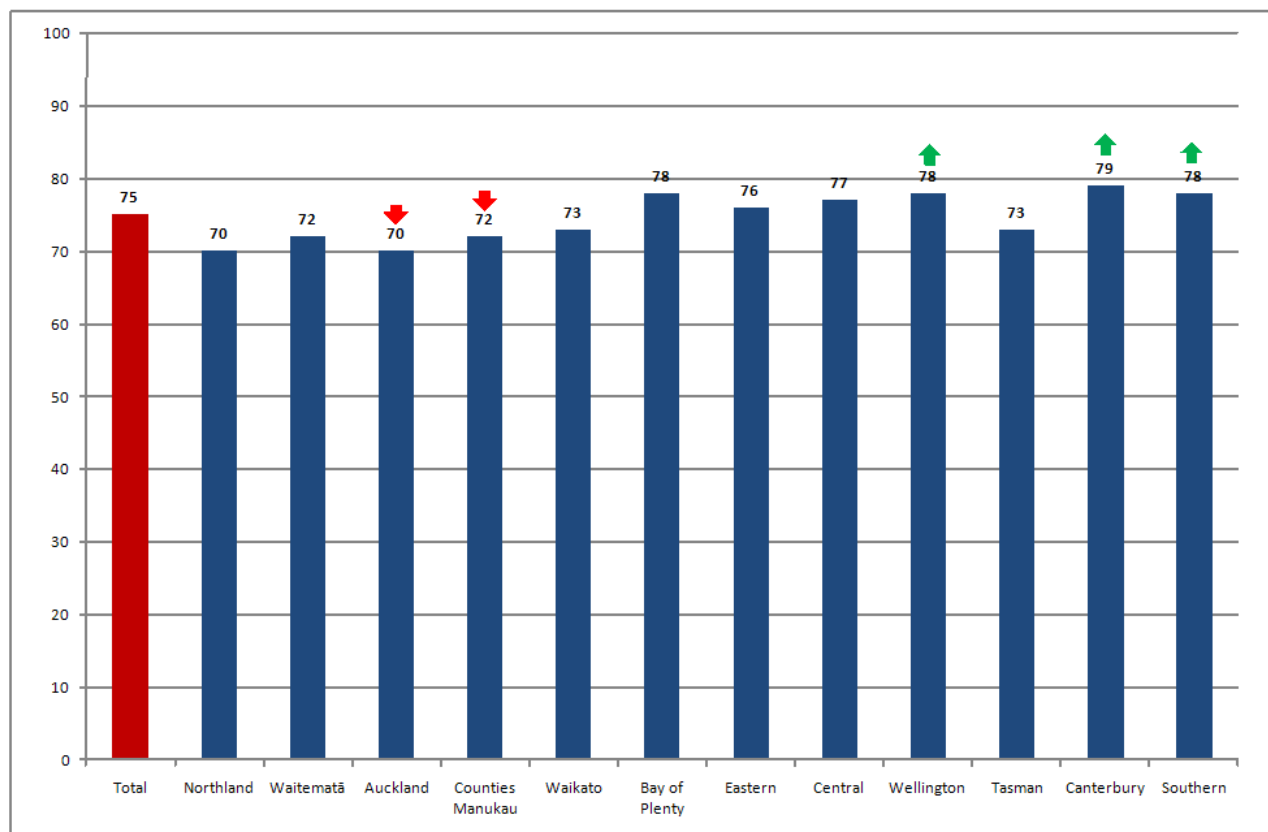
3.1.3. Level of Trust and Confidence in Police - Comparison by District

1. Year 3

In Year 3, respondents living in the Canterbury (79%), Southern (78%) and Wellington (78%) districts were significantly more likely to give a rating of *full/quite a lot of trust and confidence* (compared with 75% of all respondents).

In contrast, those respondents living in the Auckland City (70%) and Counties-Manukau (72%) districts were significantly less likely to report that they have *full/quite a lot of trust and confidence* in Police.

Figure 2: Level of Trust and Confidence in Police - By District in Year 3
(% Quite a Lot/Full Trust and Confidence)



Base: All respondents, excluding 'not applicable' responses. Total Year 3 n=9241; Northland n=681; Waitematā n=791; Auckland n=820; Counties n=873; Waikato n=814; Bay of Plenty n=784; Eastern n=697; Central n=757; Wellington n=848; Tasman n=641; Canterbury n=842; Southern n=693.

Green arrow indicates a significantly higher result than the total.

Red arrow indicates a significantly lower result than the total.

2. Changes Over Time

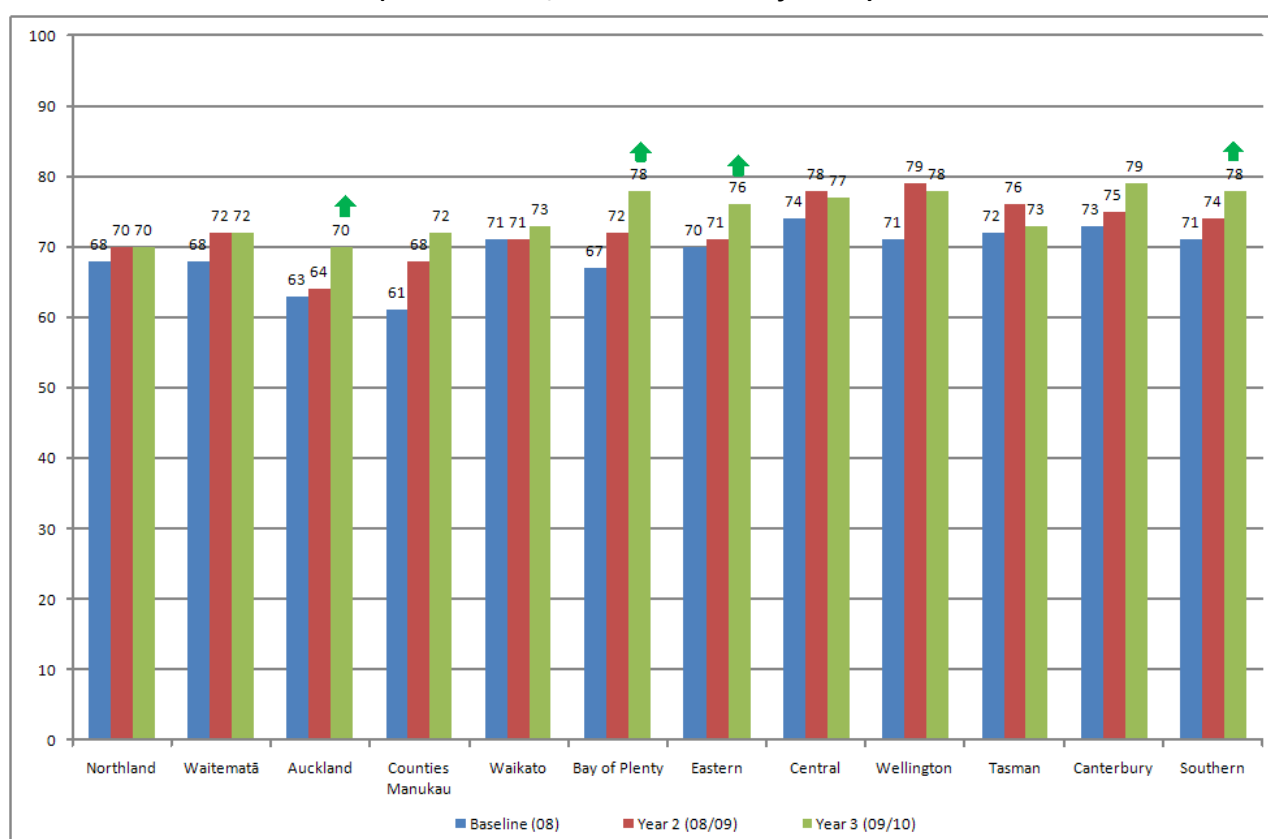
Ratings of *full/quite a lot of trust and confidence* have increased across nine of the 12 districts when compared with Year 2. The proportion of respondents giving positive ratings of trust and confidence in Police has increased significantly for the following districts:

- Southern (78% giving a positive rating, compared with 74% in Year 2);
- Bay of Plenty (78%, compared with 72%);
- Eastern (76%, compared with 71%); and
- Auckland (70%, compared with 64%).

Further, there has been a significant decrease in the share of respondents living in Auckland City District who have *not much/no trust and confidence* in Police (down from 11% in Year 2, to 7% in Year 3), Tasman District also shows a significant decrease (down from 7% to 3%).

There were no other significant changes in negative ratings between Year 2 and Year 3 by district.

Figure 3: Level of Trust and Confidence in Police - By District Over Time
(% Quite a Lot/Full Trust and Confidence)



Base: All respondents, excluding 'not applicable' responses.

Green arrow indicates a significantly higher result than the previous measure.

Table 2: Level of Trust and Confidence in Police – By District (Part 1)(%)

	Northland			Waitematā			Auckland City			Counties Manukau			Waikato			Bay Of Plenty		
	B'line 08	Y2 08/09	Y3 09/10	B'line 08	Y2 08/09	Y3 09/10	B'line 08	Y2 08/09	Y3 09/10	B'line 08	Y2 08/09	Y3 09/10	B'line 08	Y2 08/09	Y3 09/10	B'line 08	Y2 08/09	Y3 09/10
Full Trust and Confidence	23	22	24	23	25	28	19	20	25	20	27	26	23	26	28	24	28	31
Quite a Lot	45	48	46	45	47	44	44	44	45	41	41	46	48	45	45	43	44	47
Some Trust and Confidence	25	24	23	26	21	21	28	25	23	29	24	22	23	23	21	27	23	17
Not Much	5	4	5	6	4	6	7	9	5	8	6	4	5	5	5	5	4	4
No Trust and Confidence	2	2	2	0	3	1	2	2	2	2	2	2	1	1	1	1	1	1
Don't know	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Full Trust/Quite a Lot of Trust	68	70	70	68	72	72	63	64	70	61	68	72	71	71	73	67	72	78
Full Trust/Quite a Lot/Some Trust	93	94	93	94	93	93	91	89	93	90	92	94	94	94	94	94	95	95
Not Much/No Trust and Confidence	7	6	7	6	7	7	9	11	7	10	8	6	6	6	6	6	5	5
Base	595	615	681	688	741	791	706	805	820	720	777	873	715	698	814	691	694	784

Base: All respondents, excluding 'not applicable' responses.

Note: Bold indicates a statistically significant change from the previous measure.

Green highlighting denotes a statistically significant improvement from the previous measure.

Red highlighting denotes a statistically significant negative change from the previous measure.

Table 3: Level of Trust and Confidence in Police – By District (Part 2) (%)

	Eastern			Central			Wellington			Tasman			Canterbury			Southern		
	B'line 08	Y2 08/09	Y3 09/10	B'line 08	Y2 08/09	Y3 09/10	B'line 08	Y2 08/09	Y3 09/10	B'line 08	Y2 08/09	Y3 09/10	B'line 08	Y2 08/09	Y3 09/10	B'line 08	Y2 08/09	Y3 09/10
Full Trust and Confidence	26	32	34	27	30	31	22	25	27	24	30	24	25	28	32	26	27	28
Quite a Lot	44	39	42	47	48	46	49	54	51	48	46	49	48	47	47	45	47	50
Some Trust and Confidence	21	24	19	20	18	17	24	16	18	21	21	22	22	19	16	23	20	17
Not Much	8	4	5	5	3	5	4	3	3	6	2	3	4	5	3	4	5	4
No Trust and Confidence	1	1	0	1	0	1	1	2	1	1	1	2	1	1	2	1	1	1
Don't know	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	1	0	0
Full Trust/Quite a Lot of Trust	70	71	76	74	78	77	71	79	78	72	76	73	73	75	79	71	74	78
Full Trust/Quite a Lot/Some Trust	91	95	95	94	96	94	95	95	96	93	97	95	95	94	95	94	94	95
Not Much/No Trust and Confidence	9	5	5	6	3	6	5	5	4	7	3	5	5	6	5	5	6	5
Base	659	643	697	706	676	757	757	753	848	645	615	641	739	813	842	651	641	693

Base: All respondents, excluding 'not applicable' responses.

Note: Bold indicates a statistically significant change from the previous measure.

Green highlighting denotes a statistically significant improvement from the previous measure.

Red highlighting denotes a statistically significant negative change from the previous measure.

3.2. Safety in Local Neighbourhood During the Day

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't read)** Not Applicable

3.2.1. Safety in Local Neighbourhood During the Day - Changes Over Time

The majority of respondents (92%) feel *safe/very safe* in their neighbourhood during the day (up significantly from 91% in Year 2). *(Note: This compares with 70% who feel safe/very safe in their neighbourhood after dark.)*

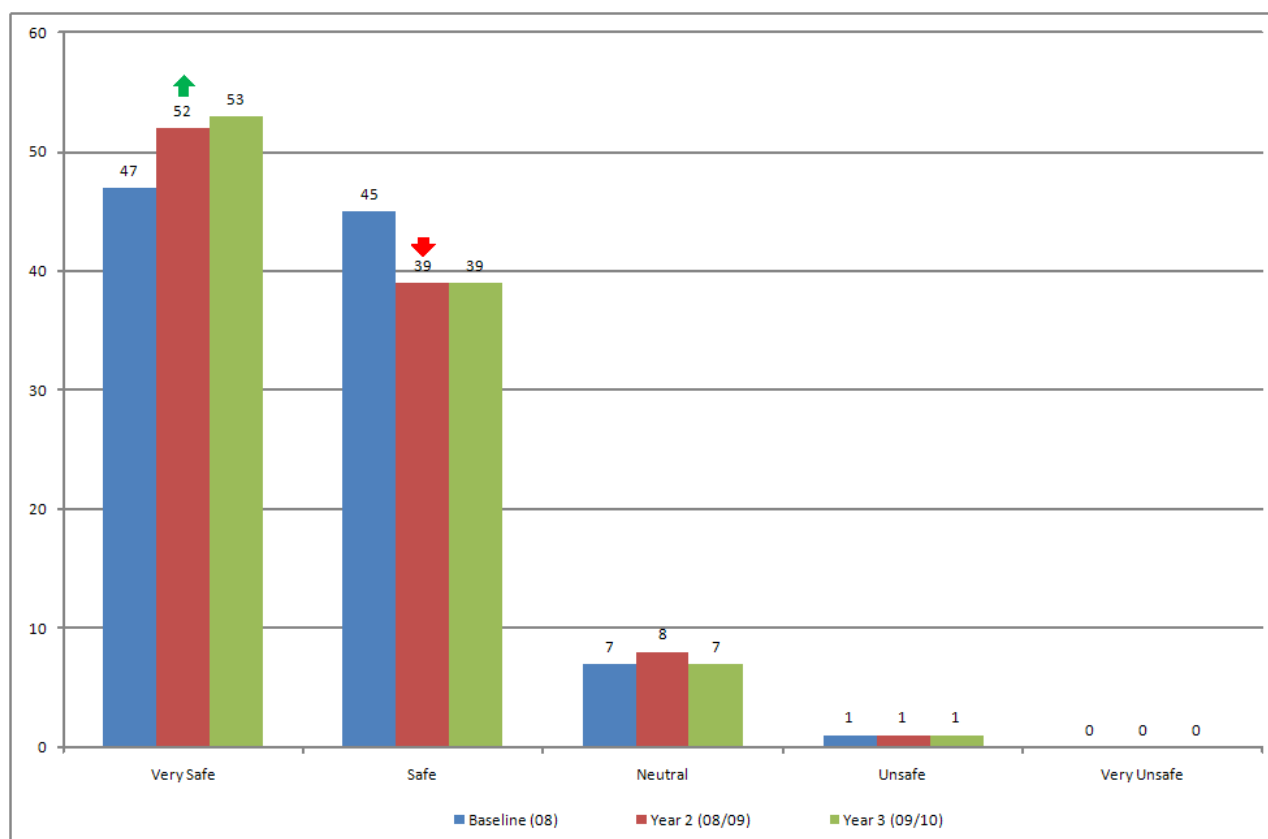
Just over half of all respondents in Year 3 (53%) said they feel *very safe* in their neighbourhood during the day – up slightly from 52% in Year 2.

Table 4: Safety in Local Neighbourhood During the Day – Baseline versus Year 2 (%)

	Baseline 2008	Year 2 2008/09	Year 3 2009/10
Very Safe	47	52	53
Safe	45	39	39
Neutral	7	8	7
Unsafe	1	1	1
Very Unsafe	0	0	0
Don't know	0	0	0
Total Safe	92	91	92
Total Unsafe	1	1	1
<i>Base</i>	7180	8503	9301

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

Orange highlighting indicates a significant increase/decrease in results from the previous measure.

Figure 4: Safety in Local Neighbourhood During the Day – Changes Over Time (%)

Base: All respondents excluding those giving a 'not applicable' response. Baseline n=7180, Year 2 n=8503, Year 3 n=9301.

Green arrow indicates a significant improvement from the previous measure.

Red arrow indicates a significant negative change from the previous measure.

3.2.2. Safety in Local Neighbourhood During the Day - Significant Differences for Year 3

The following statistically significant differences for Year 3 total are evident at the total results level (combined Year 3 results for General, Communications Centres and Māori Booster sample).

Respondents significantly more likely to give a rating of *safe/very safe* in their local neighbourhood during the day included those:

- living in Tasman (96%, compared with 92% of all other respondents) and Southern (95%, compared with 92% of all other respondents) districts;
- aged 65 years or older (94%, compared with 92% of all other respondents);
- who are male (94%, compared with 91% of female respondents); and/or
- of European descent (93%, compared with 90% of all other respondents).

Respondents significantly more likely to give a rating of *unsafe/very unsafe* in their local neighbourhood during the day included those:

- of Asian/Indian (3%, compared with 1% of all other respondents) or Pacific (3%, compared with 1% of all other respondents) descent; and/or
- living in Counties-Manukau (2%, compared with 1% of all other respondents) or Auckland City (2%, compared with 1% of all other respondents) districts.

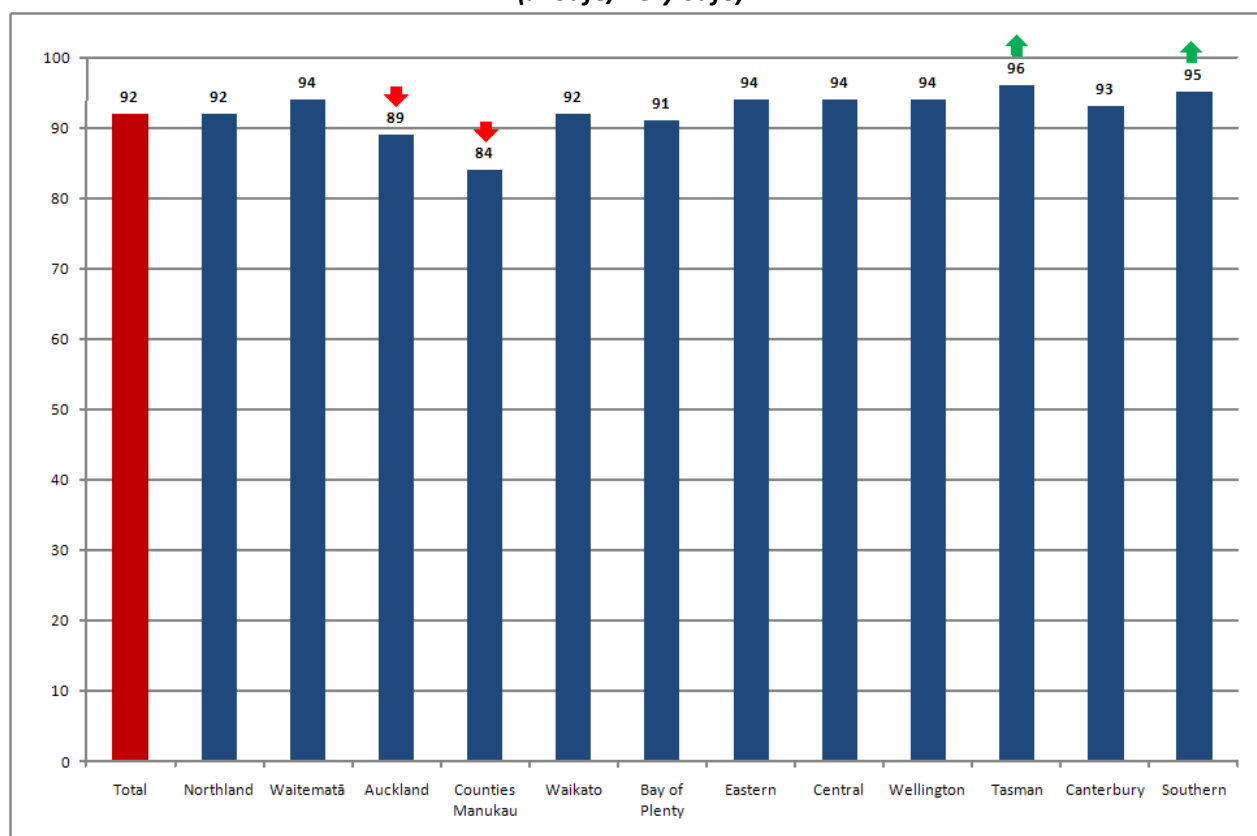
3.2.3. Safety in Local Neighbourhood During the Day - Comparison by District

1. Year 3

While the majority of all respondents (92%) 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 more likely to feel *safe/very safe* in their neighbourhood during the day – with significantly higher ratings for Tasman (96% safe/very safe) and Southern (95%) districts.

In contrast, feelings of safety are significantly lower in both Counties Manukau (84% *safe/very safe*) and Auckland City (89%) districts during the day.

**Figure 5: Safety in Local Neighbourhood During the Day - By District in Year 3
(% Safe/Very Safe)**



Base: All respondents, excluding 'not applicable' responses. Total Year 3 n=9301; Northland n=687; Waitematā n=797; Auckland n=832; Counties n=879; Waikato n=815; Bay of Plenty n=787; Eastern n=703; Central n=762; Wellington n=853; Tasman n=645; Canterbury n=846; Southern n=695.

Green arrow indicates a significantly higher result than the total.

Red arrow indicates a significantly lower result than the total.

2. Changes Over Time

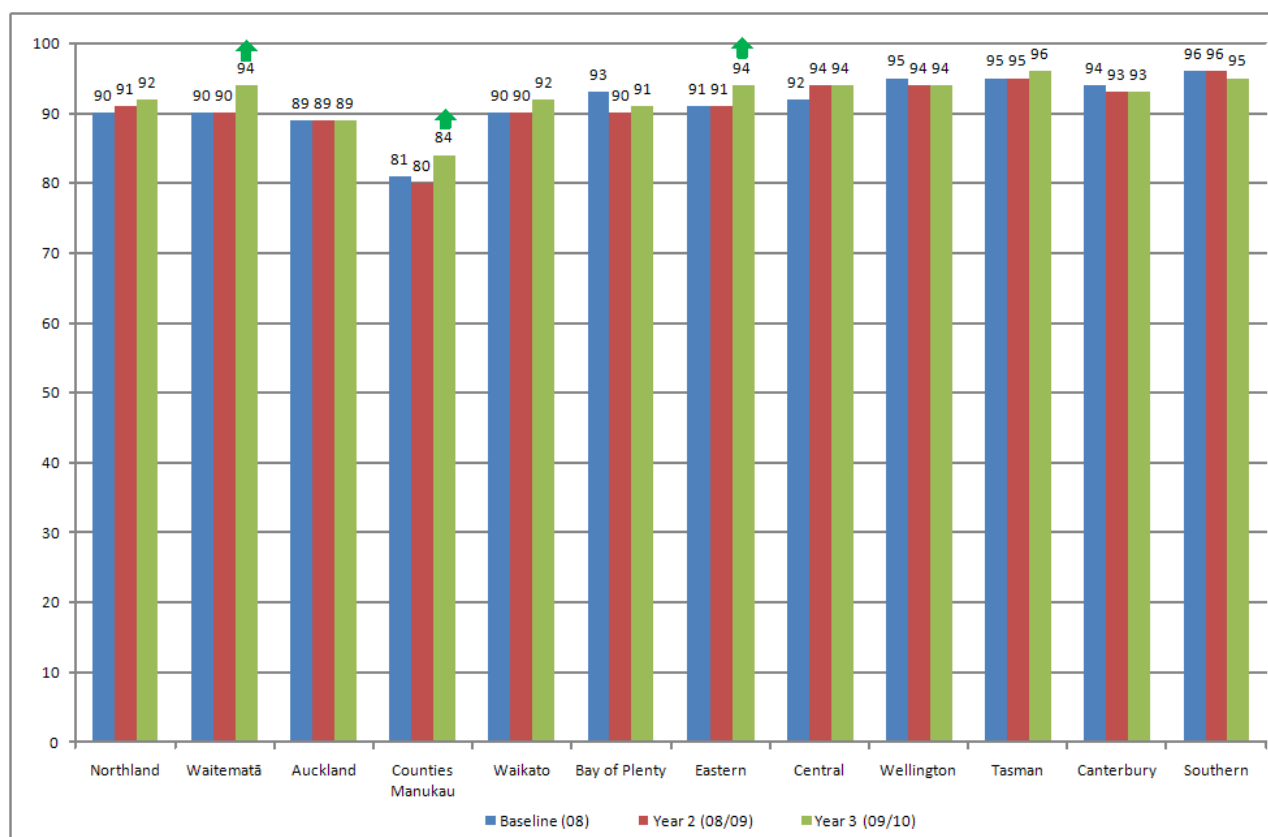
The proportion of respondents who reported that they feel *safe/very safe* in their neighbourhood during the day has increased or remained stable for all districts when compared with Year 2. In particular, the proportion of respondents feeling *safe/very safe* has increased significantly for the following districts:

- Waitematā (94%, up from 90% in Year 2);
- Eastern (94%, up from 91% in Year 2); and
- Counties Manukau (84%, up from 80% in Year 2).

Furthermore, there has been a significant decrease in the proportion of respondents living in the Waikato and Wellington Districts giving a rating of *unsafe/very unsafe* for their safety in their local neighbourhood during the day, down from 2% and 1% of respondents respectively in Year 2 to no mentions in Year 3 (0%).

However it should be noted that respondents living in Southern District were significantly more likely to report that they feel *very unsafe/unsafe* in their local neighbourhood during the day (1%) than they did in Year 2 (0%).

**Figure 6: Safety in Local Neighbourhood During the Day - By District Over Time
(% Safe/Very Safe)**



Base: All respondents, excluding 'not applicable' responses.

Green arrow indicates a significantly higher result than the previous measure.

Red arrow indicates a significantly lower result than the previous measure.

(Part 1)

Table 5: Safety in Local Neighbourhood During the Day – By District (%)

	Northland			Waitematā			Auckland City			Counties Manukau			Waikato			Bay Of Plenty		
	B'line 08	Y2 08/09	Y3 09/10	B'line 08	Y2 08/09	Y3 09/10	B'line 08	Y2 08/09	Y3 09/10	B'line 08	Y2 08/09	Y3 09/10	B'line 08	Y2 08/09	Y3 09/10	B'line 08	Y2 08/09	Y3 09/10
Very Safe	44	52	51	44	50	52	36	42	49	28	34	38	48	51	54	45	53	48
Safe	46	39	41	46	40	42	53	47	40	53	46	46	42	39	38	48	37	43
Neutral	9	7	7	9	9	5	8	9	9	15	17	14	8	8	7	6	8	8
Unsafe	1	1	1	1	1	1	2	2	2	4	3	2	2	2	0	1	2	1
Very Unsafe	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Don't know	0	1	0	0	0	0	1	0	0	0	0	0	0	0	1	0	0	0
Total Safe	90	91	92	90	90	94	89	89	89	81	80	84	90	90	92	93	90	91
Total Unsafe	1	1	1	1	1	1	2	2	2	4	3	2	2	2	0	1	2	1
Base	568	620	687	482	742	797	561	809	832	540	784	879	648	701	815	615	696	787

(Part 2)

	Eastern			Central			Wellington			Tasman			Canterbury			Southern		
	B'line 08	Y2 08/09	Y3 09/10	B'line 08	Y2 08/09	Y3 09/10	B'line 08	Y2 08/09	Y3 09/10	B'line 08	Y2 08/09	Y3 09/10	B'line 08	Y2 08/09	Y3 09/10	B'line 08	Y2 08/09	Y3 09/10
Very Safe	43	51	52	48	55	55	53	59	59	59	64	67	50	61	55	59	64	64
Safe	48	40	42	44	39	39	42	35	35	36	31	29	44	32	38	37	32	31
Neutral	7	8	5	7	5	5	5	5	6	4	5	4	4	6	6	4	3	4
Unsafe	1	1	1	1	0	0	0	1	0	1	0	0	2	1	1	0	0	1
Very Unsafe	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Don't know	1	0	0	0	1	1	0	0	0	0	0	0	0	0	0	0	1	0
Total Safe	91	91	94	92	94	94	95	94	94	95	95	96	94	93	93	96	96	95
Total Unsafe	1	1	1	1	0	0	0	1	0	1	0	0	2	1	1	0	0	1
Base	624	644	687	641	681	797	652	753	832	624	617	879	630	815	815	598	641	787

Base: All respondents, excluding 'not applicable' responses.

Note: Bold indicates a statistically significant change from the previous measure.

Green highlighting denotes a statistically significant improvement from the previous measure.

Red highlighting denotes a statistically significant negative change from the previous measure.

3.2.4. Safety in Local Neighbourhood During the Day - Reasons for Feeling Unsafe

More than two in five respondents (43%) who reported that they feel *unsafe/very unsafe* in their neighbourhood during the day (n=116) 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 15% mentioned that youths, particularly those hanging around in groups, make them feel unsafe. Fights/arguments/attacks on the street were cited by 14% of respondents as a reason they feel unsafe in their neighbourhood during the day.

When compared with Year 2, 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 there are no Police stations near their house (4%, compared with no mentions in Year 2).

There has been a significant decrease in the share of respondents mentioning that the reason they feel unsafe is youths hanging around in groups (15%, compared with 25% in Year 2).

Table 6: Safety in Local Neighbourhood During the Day – Reasons for Feeling Unsafe (%)

	Respondents who feel Unsafe			All Respondents
	Baseline 2008 (n=116)	Year 2 2008/09 (n=133)	Year 3 2009/10 (n=116)	Year 3 2009/10 (n=9311)
Burglaries/theft	35	34	43	<1
People who make you feel unsafe because of their behaviour/attitude/appearance	28	29	29	<1
Youths hanging around in groups	32	25	15	<1
Fights/arguments/attacks on the street	14	7	14	<1
Alcohol and drug problem in the area	11	4	8	<1
Gangs	8	6	7	<1
Living in an unsafe area where crime takes place a lot	7	6	7	<1
Dangerous driving (including drink driving and speeding)	14	2	7	<1
Car theft/damage to cars/theft from cars	4	3	7	<1
Crime story (from media or friends)	3	6	6	<1
Being alone	1	2	6	<1
Lack of Police presence/not enough Police	6	4	5	<1
Home invasion/easy access to peoples' homes	0	4	5	<1
Violence generally/violent crimes	0	1	5	<1
Vandalism	6	4	4	<1
Past events in neighbourhood (e.g. murders, muggings)	0	4	4	<1

	Respondents who feel Unsafe			All Respondents
	Baseline 2008 (n=116)	Year 2 2008/09 (n=133)	Year 3 2009/10 (n=116)	Year 3 2009/10 (n=9311)
No Police station near my house/open after hours	0	0	4	<1
Unfamiliar cars/strangers	1	0	4	<1
Alcohol/drug use by youth	1	1	4	<1
Impression that Police aren't reliable/don't do their job properly	2	3	4	<1
Age/too old	0	2	3	<1
Dogs	1	2	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%.

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

Orange highlighting denotes a significant difference from the previous measure.

Respondents significantly more likely to mention **fights/arguments/attacks on the street** include those who are female (19%, compared with 4% of male respondents).

Respondents significantly more likely to mention **dangerous driving** include those who are female (11%, compared with no mentions from male respondents).

Respondents significantly more likely to mention **no Police station open near my house** include those who are male (9%, compared with no mentions from female respondents).

3.3. Safety in Local Neighbourhood After Dark

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't read)** Not Applicable

3.3.1. Safety in Local Neighbourhood After Dark - Changes Over Time

Seventy percent of respondents in Year 3 feel *safe/very safe* in their local neighbourhood after dark (up significantly by 4 percentage points from 66% in Year 2). In addition, the proportion of respondents who report feeling *unsafe/very unsafe* in their neighbourhood after dark has declined from Year 2, down from 12% to 10% this measure (a statistically significant change).

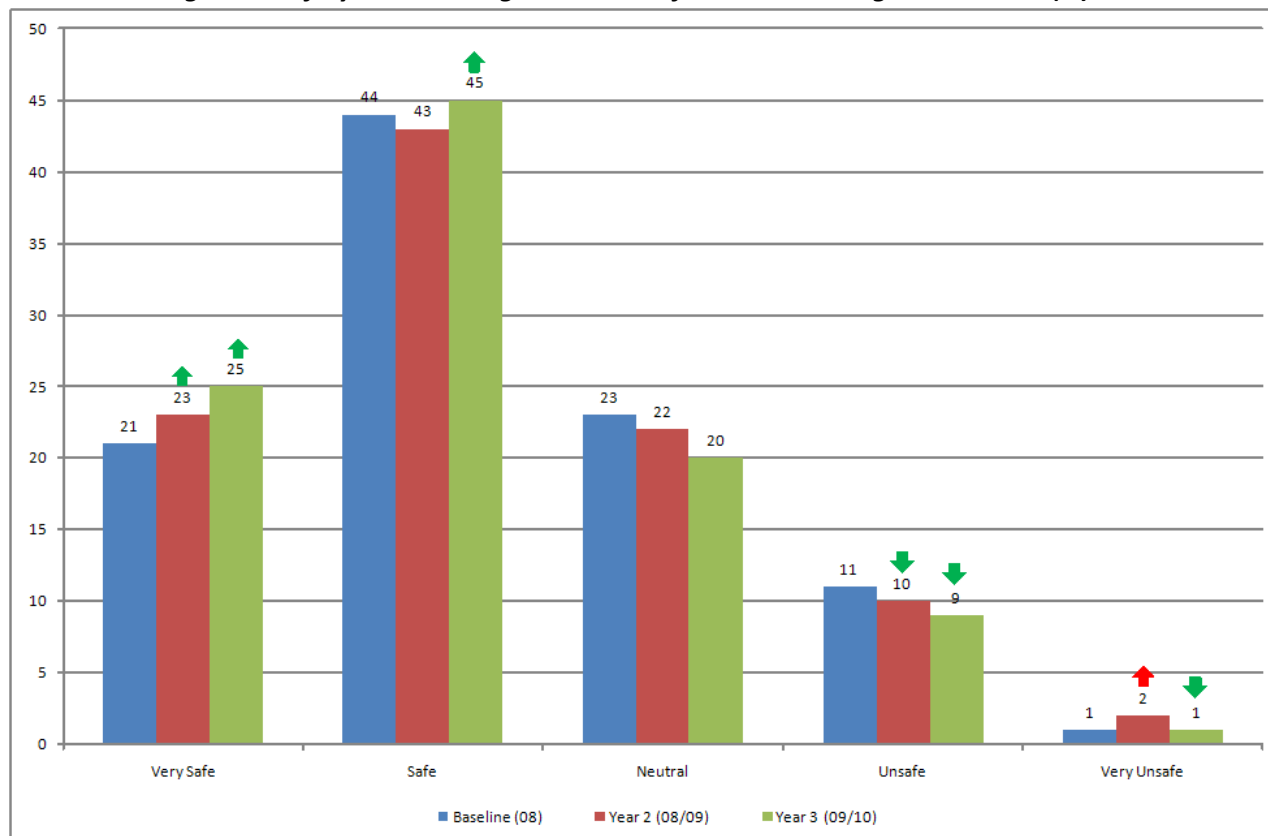
A quarter of respondents (25%) said they feel *very safe* in their neighbourhood after dark, a statistically significant increase when compared with Year 2 (23%).

Table 7: Safety in Local Neighbourhood After Dark – Changes Over Time (%)

	Baseline 2008	Year 2 2008/09	Year 3 2009/10
Very Safe	21	23	25
Safe	44	43	45
Neutral	23	22	20
Unsafe	11	10	9
Very Unsafe	1	2	1
Don't know	0	0	0
Total Safe	65	66	70
Total Unsafe	12	12	10
<i>Base</i>	8245	8491	9275

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

Orange highlighting indicates a significant increase/decrease in results from the previous measure.

Figure 7: Safety in Local Neighbourhood After Dark – Changes Over Time (%)

Base: All respondents excluding those giving a 'not applicable' response. Baseline n=8245, Year 2 n=8491, Year 3 n=9275.

Green arrow indicates a significant improvement from the previous measure.

Red arrow indicates a significant negative change from the previous measure.

3.3.2. Safety in Local Neighbourhood After Dark - Significant Differences for Year 3

The following statistically significant differences for Year 3 total are evident at the total results level (combined Year 3 results for General, Communications Centres and Māori Booster sample).

Respondents significantly more likely to give a rating of *safe/very safe* in their local neighbourhood after dark included those:

- living in the Southern (82%, compared with 68% of all other respondents), Tasman (78%, compared with 69% of all other respondents) or Wellington (73%, compared with 69% of all other respondents) districts;
- who are male (77%, compared with 62% of female respondents);
- aged 45 years or older (73%, compared with 65% of all other respondents); and/or
- of European descent (71%, compared with 67% 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 (16%, compared with 9% of all other respondents) or Auckland City (12%, compared with 9% of all other respondents) districts; and/or
- who are female (13%, compared with 6% of male respondents);

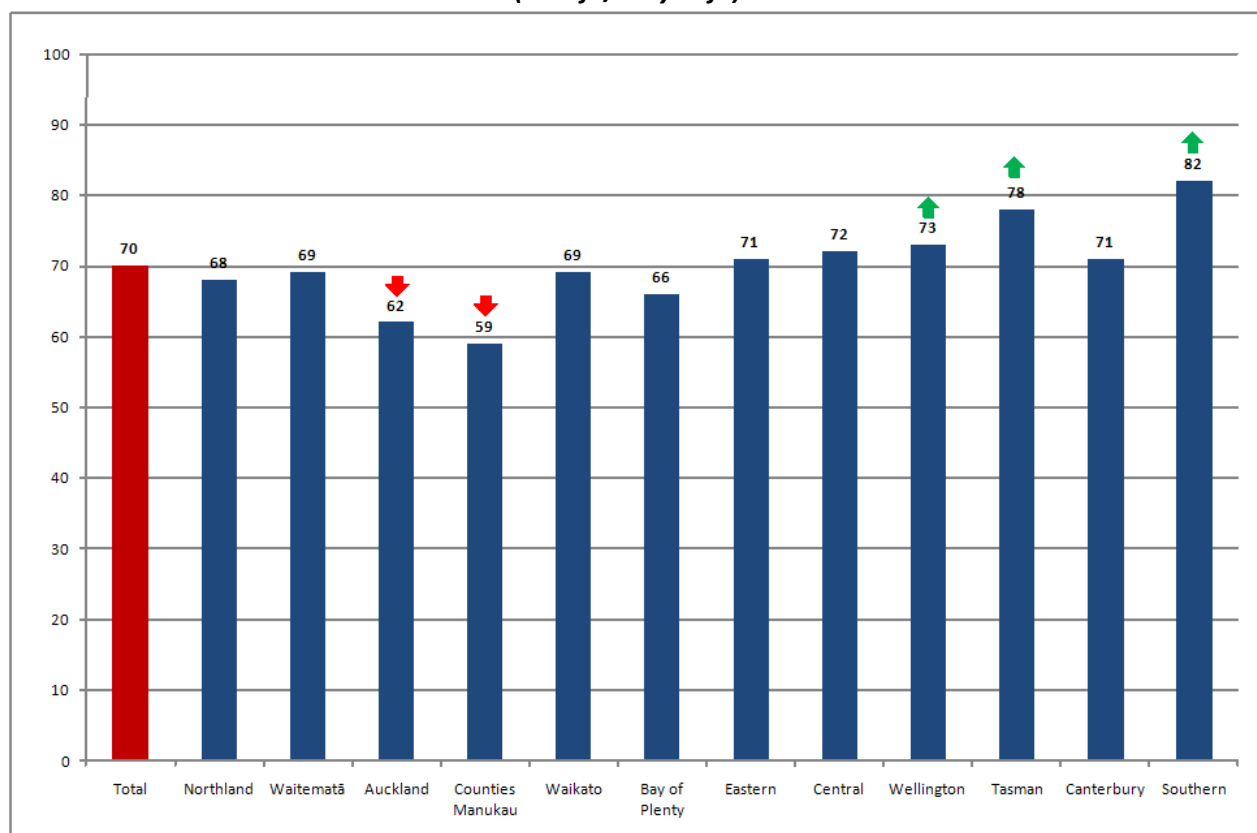
3.3.3. Safety in Local Neighbourhood After Dark - Comparison by District

1. Year 3

In Year 3, 70% of all respondents reported that they felt *safe/ very safe* in their local neighbourhood after dark. Respondents living in the Southern (82%), Tasman (78%) and Wellington (73%) districts were significantly more likely say they feel *safe/very safe* in their local neighbourhood after dark.

In contrast, respondents living in the Counties Manukau (59%) and Auckland City (62%) districts were significantly less likely to give a positive rating.

**Figure 8: Safety in Local Neighbourhood After Dark - By District in Year 3
(% Safe/Very Safe)**



Base: All respondents, excluding 'not applicable' responses. Total Year 3 n=9275; Northland n=686; Waitematā n=794; Auckland n=824; Counties n=878; Waikato n=816; Bay of Plenty n=785; Eastern n=703; Central n=760; Wellington n=849; Tasman n=645; Canterbury n=842; Southern n=693.

Green arrow indicates a significantly higher result than the total.

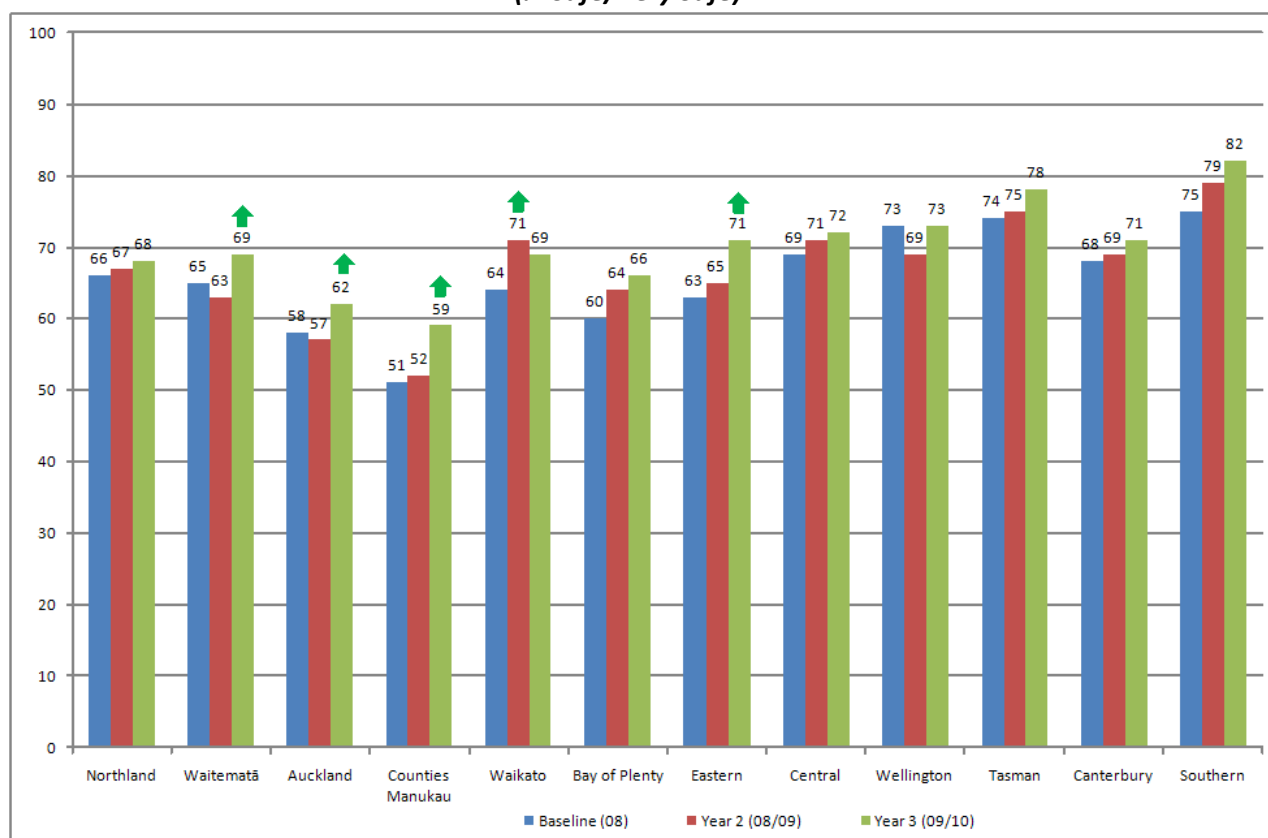
Red arrow indicates a significantly lower result than the total.

2. Changes Over Time

The proportion of respondents who reported that they feel *safe/very safe* in their local neighbourhood after dark increased for all but one district (Waikato District) when compared with Year 2 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 Eastern (up from 65% to 71%), Waitematā (up from 63% to 69%), Auckland (up from 57% to 62%) and Counties Manukau (up from 52% to 59%) districts.

In contrast, the proportion of respondents giving a positive rating for safety in their neighbourhood after dark declined slightly for those living in the Waikato District (down from 71% in Year 2 to 69% this measure). *Note: this is not a statistically significant decline in ratings.*

**Figure 9: Safety in Local Neighbourhood After Dark - By District Over Time
(% Safe/Very Safe)**



Base: All respondents, excluding 'not applicable' responses.

Green arrow indicates a significantly higher result than the previous measure.

(Part 1)

Table 8: Safety in Local Neighbourhood After Dark – By District (%)

	Northland			Waitematā			Auckland City			Counties Manukau			Waikato			Bay Of Plenty		
	B'line 08	Y2 08/09	Y3 09/10	B'line 08	Y2 08/09	Y3 09/10	B'line 08	Y2 08/09	Y3 09/10	B'line 08	Y2 08/09	Y3 09/10	B'line 08	Y2 08/09	Y3 09/10	B'line 08	Y2 08/09	Y3 09/10
Very Safe	22	26	25	16	22	21	14	13	19	15	14	19	23	24	24	20	24	21
Safe	44	41	43	49	41	48	44	44	43	36	38	40	41	47	45	40	40	45
Neutral	21	22	20	23	25	22	28	26	26	27	26	25	22	19	22	25	25	23
Unsafe	11	9	10	11	11	9	12	15	11	18	19	14	12	8	8	13	10	10
Very Unsafe	2	1	2	1	1	0	1	2	1	3	3	2	2	2	1	2	0	1
Don't know	0	1	0	0	0	0	1	0	0	1	0	0	0	0	0	0	1	0
Total Safe	66	67	68	65	63	69	58	57	62	51	52	59	64	71	69	60	64	66
Total Unsafe	13	10	12	12	12	9	13	17	12	21	22	16	14	10	9	15	10	11
Base	592	619	674	684	742	792	708	808	817	718	781	871	713	698	809	690	697	775

(Part 2)

	Eastern			Central			Wellington			Tasman			Canterbury			Southern		
	B'line 08	Y2 08/09	Y3 09/10	B'line 08	Y2 08/09	Y3 09/10	B'line 08	Y2 08/09	Y3 09/10	B'line 08	Y2 08/09	Y3 09/10	B'line 08	Y2 08/09	Y3 09/10	B'line 08	Y2 08/09	Y3 09/10
Very Safe	18	26	25	22	24	27	23	25	25	30	30	36	23	24	27	35	35	32
Safe	45	39	46	47	47	45	50	44	48	44	45	42	45	45	44	40	44	50
Neutral	21	23	17	22	21	19	19	20	20	19	18	15	21	20	21	18	15	13
Unsafe	13	10	11	8	7	7	7	9	6	7	6	7	9	9	8	6	5	4
Very Unsafe	2	2	1	0	1	2	1	1	1	0	1	0	2	2	0	0	1	1
Don't know	1	0	0	1	0	0	0	1	0	0	0	0	0	0	0	1	0	0
Total Safe	63	65	71	69	71	72	73	69	73	74	75	78	68	69	71	75	79	82
Total Unsafe	15	12	12	8	8	9	8	10	7	7	7	7	11	11	8	6	6	5
Base	654	644	703	700	680	760	752	754	849	645	613	645	741	814	842	648	641	693

Base: All respondents, excluding 'not applicable' responses.

Note: Bold indicates a statistically significant change from the previous measure.

Green highlighting denotes a statistically significant improvement from the previous measure.

Red highlighting denotes a statistically significant negative change from the previous measure.

3.3.4. 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=1020), 39% commented that this was because there are people who make them feel unsafe because of their appearance, attitude and/or behaviour. Twenty-two percent specifically mentioned that youths, particularly those hanging around in groups, make them feel unsafe. Other commonly mentioned reasons for feeling unsafe included fights/arguments/attacks on the street (13%), burglary/theft (13%), alcohol and drug problems in the respondents' local area (11%) and poor lighting/dark areas (10%).

When compared with Year 2, there has been a significant increase in the share of respondents mentioning that the reason they feel unsafe is:

- Too many people hanging around in groups/loitering (3%, compared with 1% in Year 2); and
- Car theft, damage to cars, theft from cars (3%, compared with 1% in Year 2).

In contrast, there has been a significant decrease in the share of respondents mentioning that they the reason they feel unsafe is:

- Youths hanging around in groups (22%, compared with 29% in Year 2);
- Alcohol and drug problems in the respondents' local area (11%, compared with 15% in Year 2); and
- Dark areas/poor lighting (10%, compared with 13% in Year 2).

Table 9: Safety in Local Neighbourhood After Dark - Reasons for Feeling Unsafe (%)

	Respondents who feel Unsafe			All Respondents
	Baseline 2008 (n=914)	Year 2 2008/09 (n=1046)	Year 3 2009/10 (n=1020)	Year 3 2009/10 (n=9311)
People who make you feel unsafe because of their behaviour/attitude/appearance	33	36	39	4
Youths hanging around in groups	31	29	22	2
Fights/arguments/attacks on the street	14	14	13	1
Burglaries/theft	11	14	13	1
Alcohol and drug problem in the area	16	15	11	1
Dark/poor lighting	14	13	10	1
Gangs	6	10	8	1
Dangerous driving (including drink driving, speeding)	10	9	8	1
Living in an unsafe area where crime takes place a lot	5	6	7	1
Lack of Police presence/not enough Police	4	7	6	1
Crime story (from media or friends)	6	6	5	<1
Vandalism	3	4	4	<1
Lack of immediate response from Police on 111 or emergency calls	2	4	4	<1
Unsure of what sort of people around, what might happen	1	3	4	<1
Dogs (dangerous, too many in area)	3	3	4	<1
Increase in crime rate/level of crime	6	4	3	<1
Being a woman/being pregnant	2	4	3	<1
Alcohol/drug use by youth	0	3	3	<1
Too many people loitering/groups loitering	2	1	3	<1
Car theft, damage to cars, theft from cars	3	1	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%.

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

Orange highlighting denotes a significant difference from the previous measure.

Respondents significantly more likely to mention **people that make them feel unsafe because of their attitude/behaviour/appearance** include those:

- living in Canterbury District (53%, compared with 38% of all other respondents);
- aged between 25 and 34 years (48%, compared with 37% of all other respondents); and/or
- who have had contact with Police (44%, compared with 36% of those who have not had contact).

Respondents significantly more likely to mention **youths/youths hanging around in groups** include those of Pacific (38%, compared with 21% of all other respondents) or Māori (28%, compared with 20% of all other respondents) descent.

Respondents significantly more likely to mention **burglaries/theft** include those of Asian/Indian descent (31%, compared with 12% of all other respondents).

Respondents significantly more likely to mention **alcohol/drug problems in the area** include those who have had contact with Police (14%, compared with 9% of those who have not had contact).

Respondents significantly more likely to mention **dark/poor lighting** include those:

- living in Auckland City District (17%, compared with 10% of all other respondents);
- aged between 16 and 24 years (17%, compared with 9% of all other respondents); and/or
- who are female (12%, compared with 7% of male respondents).

Respondents significantly more likely to mention **gangs** include those:

- of Pacific descent (31%, compared with 7% of all other respondents);
- aged between 16 and 24 years (20%, compared with 7% of all other respondents); and/or
- who have had contact with Police (12%, compared with 6% of those who have not had contact).

Respondents significantly more likely to mention **dangerous driving** include those living in Canterbury District (15%, compared with 7% of all other respondents).

Respondents significantly more likely to mention **living in an unsafe area** include those:

- living in Wellington District (18%, compared with 7% of all other respondents); and/or
- who have had contact with Police (10%, compared with 5% of those who have not had contact).

Respondents significantly more likely to mention **lack of Police presence** include those living in Waitematā District (12%, compared with 5% of all other respondents).

Respondents significantly more likely to mention **crime stories** include those aged 65 years or older (11%, compared with 3% of all other respondents).

3.4. Safety In City or Town Centre After Dark

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't read)* Not Applicable

3.4.1. Safety in City or Town Centre After Dark - Changes Over Time

In Year 3, 48% of respondents said they feel *safe* (37%) or *very safe* (11%) in their city or town centre after dark. This share is up significantly from 45% in Year 2.

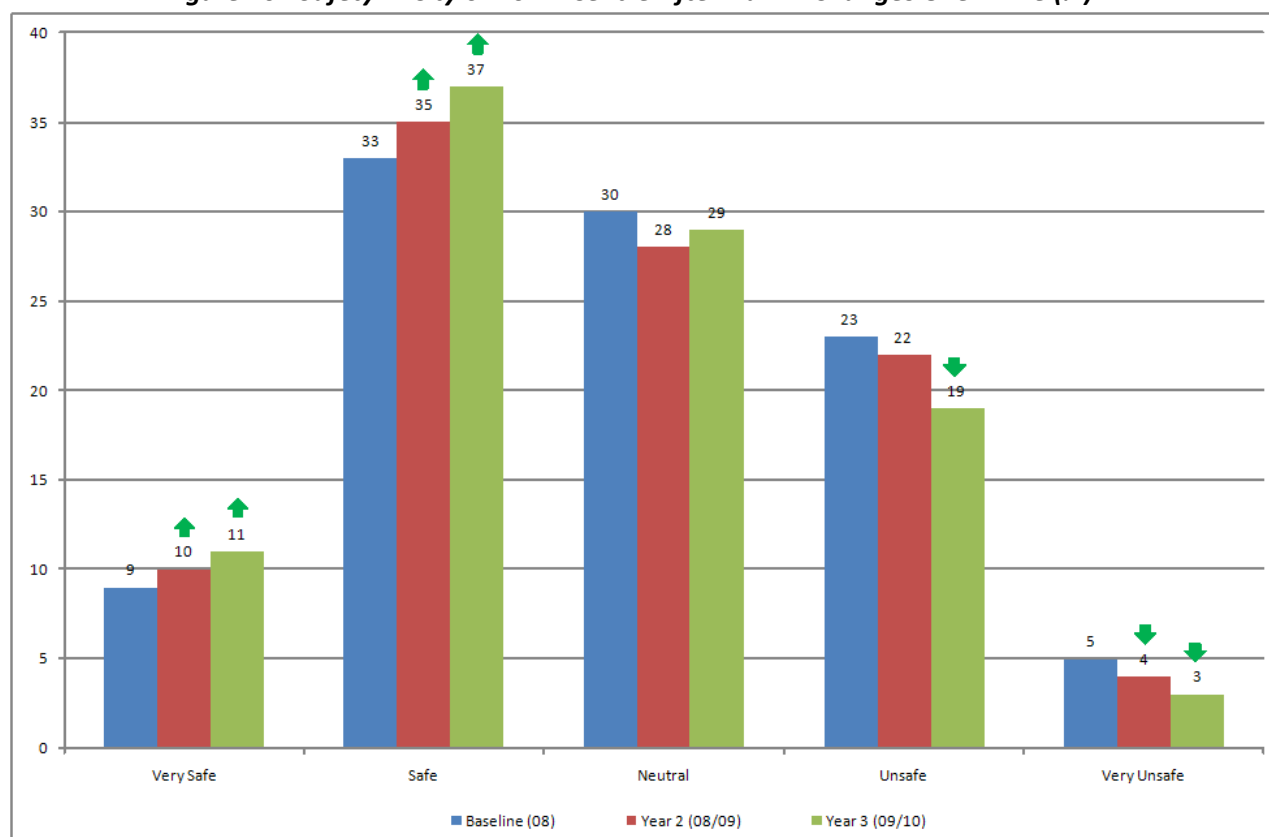
Similarly, the share feeling *unsafe/very unsafe* in their city or town centre after dark has decreased significantly since the Baseline and Year 2 measures (down from 28% of respondents in the Baseline and 26% in Year 2, to 22% in Year 3).

Table 10: Safety in City or Town Centre After Dark – Changes Over Time (%)

	Baseline 2008	Year 2 2008/09	Year 3 2009/10
Very Safe	9	10	11
Safe	33	35	37
Neutral	30	28	29
Unsafe	23	22	19
Very Unsafe	5	4	3
Don't know	0	1	1
Total Safe	42	45	48
Total Unsafe	28	26	22
<i>Base</i>	8047	7439	9190

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

Orange highlighting indicates a significant increase/decrease in results from the previous measure.

Figure 10: Safety in City or Town Centre After Dark – Changes Over Time (%)

Base: All respondents excluding those giving a 'not applicable' response. Baseline n=8047, Year 2 n=7439, Year 3 n=9190.

Green arrow indicates a significant improvement from the previous measure.

3.4.2. Safety in City or Town Centre After Dark - Significant Differences for Year 3

The following statistically significant differences for Year 3 total are evident at the total results level (combined Year 3 results for General, Communications Centres and Māori Booster sample).

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%, compared with 47% of all other respondents), Tasman (60%, compared with 47% of all other respondents) or Wellington (57%, compared with 47% of all other respondents) districts;
- who are male (56%, compared with 40% of female respondents);
- of Pacific (56%, compared with 48% of all other respondents) or Māori (51%, compared with 47% of all other respondents) descent; and/or
- aged between 55 and 64 years (52%, compared with 47% 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 Counties-Manukau (34%, compared with 22% of all other respondents), Canterbury (29%, compared with 22% of all other respondents) or Eastern (28%, compared with 22% of all other respondents) districts;
- who are female (29%, compared with 15% of male respondents); and/or
- of European descent (23%, compared with 21% of all other respondents).

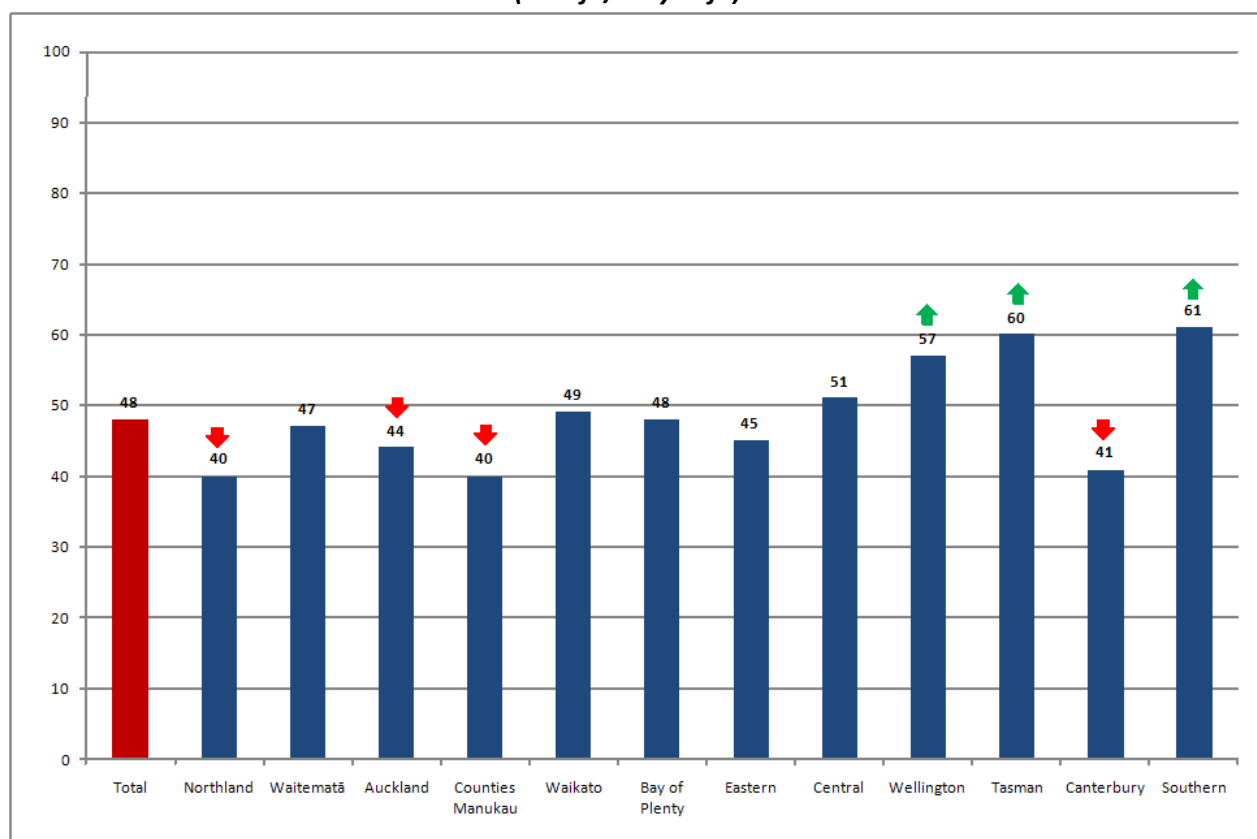
3.4.3. Safety in City or Town Centre After Dark - Comparison by District

1. Year 3

In Year 3, respondents living in the Southern (61%) and Tasman (60%) districts were the most likely to mention that they feel *safe/very safe* in their city or town centre after dark, significantly higher than the overall total of 48%. Those living in Wellington District (57%) are also significantly more likely to mention feeling *safe/very safe* in their city or town centre after dark.

In contrast, respondents living in Auckland City (44%), Canterbury (41%), Northland (40%) and Counties Manukau (40%) districts were significantly less likely to feel *safe/very safe* in their city or town centre after dark.

**Figure 11: Safety in City or Town Centre After Dark - By District in Year 3
(% Safe/Very Safe)**



Base: All respondents, excluding 'not applicable' responses. Total Year 3 n=9190; Northland n=674; Waitematā n=792; Auckland n=817; Counties n=871; Waikato n=809; Bay of Plenty n=775; Eastern n=691; Central n=749; Wellington n=847; Tasman n=641; Canterbury n=838; Southern n=686.

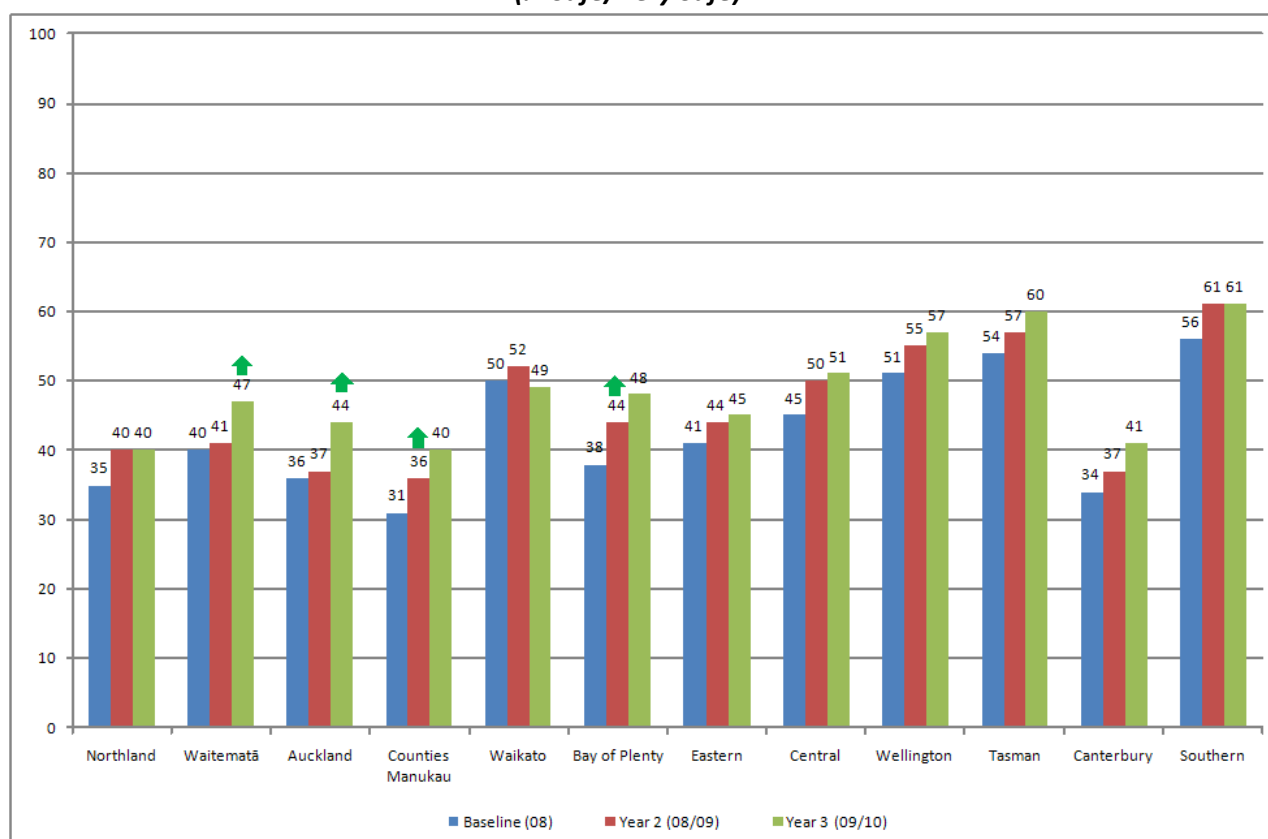
Green arrow indicates a significantly higher result than the total.

Red arrow indicates a significantly lower result than the total.

2. Changes Over Time

The proportion of respondents who reported that they feel *safe/very safe* in their city/town centre after dark has increased or remained unchanged across almost all districts when compared with Year 2. In particular, positive ratings for safety after dark in local cities/town centres increased significantly for those respondents living in the Waitematā (up from 41% to 47%) and Auckland City (up from 37% to 44%) districts. The only district that experienced a decline in the proportion of those who feel *safe/very safe* was the Waikato District – positive ratings decreasing slightly from 52% to 49%. 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 Auckland City (22% feeling *unsafe/very unsafe*, down from 28% in Year 2) and Canterbury (down from 36% to 29%) districts.

Figure 12: Safety in City or Town Centre After Dark - By District Over Time (% Safe/Very Safe)



Base: All respondents, excluding 'not applicable' responses.

Green arrow indicates a significantly higher result than the previous measure.

(Part 1)

Table 11: Safety in City or Town Centre After Dark – By District (%)

	Northland			Waitematā			Auckland City			Counties Manukau			Waikato			Bay Of Plenty		
	B'line 08	Y2 08/09	Y3 09/10	B'line 08	Y2 08/09	Y3 09/10	B'line 08	Y2 08/09	Y3 09/10	B'line 08	Y2 08/09	Y3 09/10	B'line 08	Y2 08/09	Y3 09/10	B'line 08	Y2 08/09	Y3 09/10
Very Safe	6	8	10	7	8	11	7	5	9	5	5	9	12	11	11	8	10	8
Safe	29	32	30	33	33	36	29	32	35	26	31	31	38	41	38	30	34	40
Neutral	27	30	29	33	32	31	33	35	33	30	29	28	27	25	31	30	30	27
Unsafe	31	23	24	22	22	19	26	24	20	29	28	27	19	19	16	26	22	21
Very Unsafe	6	6	6	4	4	3	4	4	2	9	7	4	3	3	3	4	4	3
Don't know	1	1	1	1	1	0	1	0	1	1	0	1	1	1	1	2	0	1
Total Safe	35	40	40	40	41	47	36	37	44	31	36	40	50	52	49	38	44	48
Total Unsafe	37	29	30	26	26	22	30	28	22	38	35	31	22	22	19	30	26	24
Base	565	540	687	670	641	797	697	717	832	701	690	879	699	609	815	673	617	787

(Part 2)

	Eastern			Central			Wellington			Tasman			Canterbury			Southern		
	B'line 08	Y2 08/09	Y3 09/10	B'line 08	Y2 08/09	Y3 09/10	B'line 08	Y2 08/09	Y3 09/10	B'line 08	Y2 08/09	Y3 09/10	B'line 08	Y2 08/09	Y3 09/10	B'line 08	Y2 08/09	Y3 09/10
Very Safe	8	9	10	11	12	14	10	13	11	14	13	18	7	8	12	17	18	17
Safe	33	35	35	34	38	37	41	42	46	40	44	42	27	29	29	39	43	44
Neutral	28	28	26	30	27	26	29	28	29	27	24	24	29	26	30	26	22	25
Unsafe	26	22	24	22	20	18	18	15	12	15	17	13	28	29	24	15	13	13
Very Unsafe	4	6	4	3	3	4	2	1	2	3	2	2	9	7	5	3	3	1
Don't know	1	0	1	0	0	1	0	1	0	1	0	1	0	1	0	0	1	0
Total Safe	41	44	45	45	50	51	51	55	57	54	57	60	34	37	41	56	61	61
Total Unsafe	30	28	28	25	23	22	20	16	14	18	19	15	37	36	29	18	16	14
Base	631	568	691	680	596	749	740	656	847	627	538	641	723	713	838	641	554	686

Base: All respondents, excluding 'not applicable' responses.

Note: Bold indicates a statistically significant change from the previous measure.

Green highlighting denotes a statistically significant improvement from the previous measure.

Red highlighting denotes a statistically significant negative change from the previous measure.

3.4.4. Safety in City or Town Centre After Dark - Reasons for Feeling Unsafe

Reasons given for feeling *unsafe/very unsafe* in the city or town centre after dark are closely aligned with reasons given by those feeling unsafe in their local neighbourhood after dark. Just less than two-fifths (38%) 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-one percent commented that youths, particularly those hanging around in groups, make them feel unsafe, while 24% mentioned an alcohol and/or drug problem in the area (it should also be noted than an additional 7% specifically mentioned alcohol/drug use by youth). Another commonly mentioned reason for feeling unsafe was fights/arguments/attacks on the street (15%).

When compared with Year 2, there has been a significant increase in the share of respondents mentioning that the reason they feel unsafe is because here has been an increase in the crime rate/level of crime (6%, compared with 4% in Year 2), and/or because of a lack of immediate response from Police on 111 or emergency calls (3%, compared with 2% in Year 2).

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 (31%, compared with 34% in Year 2);
- an alcohol and drug problem in the area (24%, compared with 27% in Year 2);
- fights/arguments/attacks on the street (15%, compared with 18% in Year 2);
- lack of Police presence/not enough Police (8%, compared with 10% in Year 2);
- crime stories from media and/or friends (6%, compared with 10% in Year 2); and
- gangs (6%, compared with 8% at baseline).

Table 12: Safety in City/Town Centre after Dark – Reasons for Feeling Unsafe (%)

	Respondents who feel Unsafe			All Respondents
	Baseline 2008 (n=1922)	Year 2 2008/09 (n=1971)	Year 3 2009/10 (n=2208)	Year 3 2009/10 (n=9311)
People who make you feel unsafe because of their behaviour/attitude/appearance	34	40	38	9
Youths hanging around in groups	39	34	31	7
Alcohol and drug problem in the area	27	27	24	5
Fights/arguments/attacks on the street	20	18	15	3
Lack of Police presence/not enough Police	10	10	8	2
Burglaries/theft	8	8	8	2
Dark/poor lighting	9	8	8	2
Alcohol/drug use by youth	0	6	7	2
Crime story (from media or friends)	8	10	6	1
Gangs	5	8	6	1
Dangerous driving (including drink driving, speeding)	8	7	6	1
Increase in crime rate/level of crime	6	4	6	1
Living in an unsafe area where crime takes place a lot	2	3	4	1
Unsure of what sort of people around, what might happen	2	3	4	1
Being a woman/being pregnant	1	4	3	1
Violent crimes/general violence	1	4	3	1
Too many people loitering/groups loitering	2	3	3	1
Lack of immediate response from Police on 111 or emergency calls	1	2	3	1
Being alone	1	3	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%.

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

Orange highlighting denotes a significant difference from the previous measure.

Respondents significantly more likely to mention **people that make them feel unsafe because of their attitude/behaviour/appearance** include those aged between 16 and 24 years (49%, compared with 38% of all other respondents).

Respondents significantly more likely to mention **youths/youths hanging around in groups** include those:

- living in Eastern (45%, compared with 30% of all other respondents), Tasman (43%, compared with 31% of all other respondents), Wellington (42%, compared with 31% of all other respondents) or Northland (41%, compared with 30% of all other respondents) districts; and/or
- aged between 35 and 44 years (40%, compared with 29% of all other respondents) or between 55 and 64 years (37%, compared with 30% of all other respondents).

Respondents significantly more likely to mention **alcohol/drug problem in the area** include those:

- living in Canterbury (33%, compared with 23% of all other respondents) or Auckland City (30%, compared with 24% of all other respondents) districts;
- aged between 35 and 44 years (30%, compared with 23% of all other respondents);
- who have had contact with Police (27%, compared with 22% of those who have not had contact); and/or
- who are male (27%, compared with 23% of female respondents).

Respondents significantly more likely to mention **lack of Police/Police presence** include those:

- living in Auckland City District (13%, compared with 8% of all other respondents); and/or
- of Asian/Indian descent (13%, compared with 8% of all other respondents);

Respondents significantly more likely to mention **burglaries/theft** include those of Asian/Indian descent (30%, compared with 7% of all other respondents).

Respondents significantly more likely to mention **dark/poor lighting** include those:

- living in Counties Manukau District (17%, compared with 7% of all other respondents);
- of Pacific descent (17%, compared with 8% of all other respondents);
- who are female (10%, compared with 3% of male respondents); and/or
- who have had contact with Police (9%, compared with 7% of those who have not had contact).

Respondents significantly more likely to mention **alcohol/drug use by youth** include those aged between 25 and 34 years (11%, compared with 6% of all other respondents).

Respondents significantly more likely to mention **crime stories** include those:

- living in Central District (11%, compared with 6% of all other respondents); and/or
- aged 65 years or older (11%, compared with 6% of all other respondents).

Respondents significantly more likely to mention **gangs** include those:

- of Pacific (15%, compared with 6% of all other respondents) or Māori (12%, compared with 5% of all other respondents) descent;
- aged between 16 and 24 years (12%, compared with 6% of all other respondents);
- living in Central District (11%, compared with 6% of all other respondents); and/or
- who are male (8%, compared with 5% of female respondents).

Respondents significantly more likely to mention **increase in crime rate/level of crime** include those aged between 55 and 64 years (8%, compared with 5% of all other respondents).

3.5. Police are Responsive to the Needs of My Community

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't read)** Not Applicable

3.5.1. Police are Responsive to the Needs of My Community - Changes Over Time

Three quarters of respondents in Year 3 (75%) *agree* (59%, down 1 percentage point from Year 2) or *strongly agree* (16%, unchanged) that Police are responsive to their communities needs.

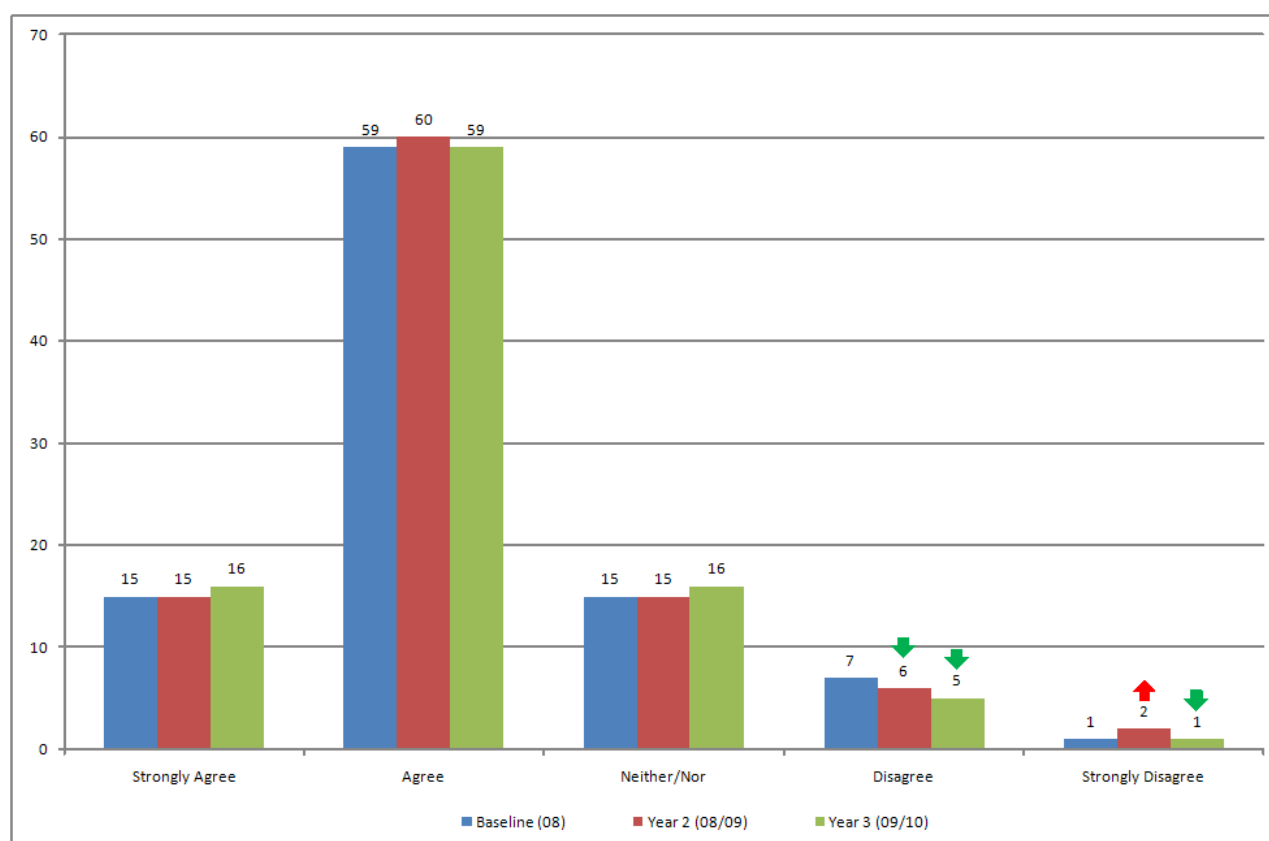
In contrast, only 6% of respondents *disagree/strongly disagree* (this share down from 8% in Year 2 – a statistically significant change).

Table 13: Police are Responsive to the Needs of My Community – Changes Over Time (%)

	Baseline 2008	Year 2 2008/09	Year 3 2009/10
Strongly Agree	15	15	16
Agree	59	60	59
Neither/Nor	15	15	16
Disagree	7	6	5
Strongly Disagree	1	2	1
Don't know	3	2	3
Total Agree	74	75	75
Total Disagree	8	8	6
<i>Base</i>	8297	8483	9287

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

Orange highlighting indicates a significant increase/decrease in results from the previous measure.

Figure 13: Police are Responsive to the Needs of My Community – Changes Over Time (%)

Base: All respondents excluding those giving a 'not applicable' response. Baseline n=8297, Year 2 n=8483, Year 3 n=9287.

Green arrow indicates a significant improvement from the previous measure.

Red arrow indicates a significant negative change from the previous measure.

3.5.2. Police are Responsive to the Needs of My Community - Significant Differences for Year 3

The following statistically significant differences for Year 3 total are evident at the total results level (combined Year 3 results for General, Communications Centres and Māori Booster sample).

Respondents significantly more likely to *agree/strongly agree* that Police are responsive to the needs of their community included those:

- aged 65 years or older (84%, compared with 73% of all other respondents);
- living in Southern (81%, compared with 74% of all other respondents), Tasman (81%, compared with 74% of all other respondents), Eastern (81%, compared with 74% of all other respondents) or Central (80%, compared with 74% of all other respondents) districts;
- who have not had contact with Police (76%, compared with 73% of those who have had contact); and/or
- of European descent (76%, compared with 72% of all other respondents).

Respondents significantly more likely to *disagree/strongly disagree* that Police are responsive to the needs of their community included those:

- living in Northland (11%) or Counties-Manukau (10%) districts (compared with 6% of all other respondents);
- of Māori descent (9%, compared with 6% of all other respondents);
- who have had contact with Police (9%, compared with 5% of those who have not had contact);
- those aged between 45 and 54 years (9%, compared with 6% of all other respondents); and/or
- who are male (7%, compared with 6% of female respondents).

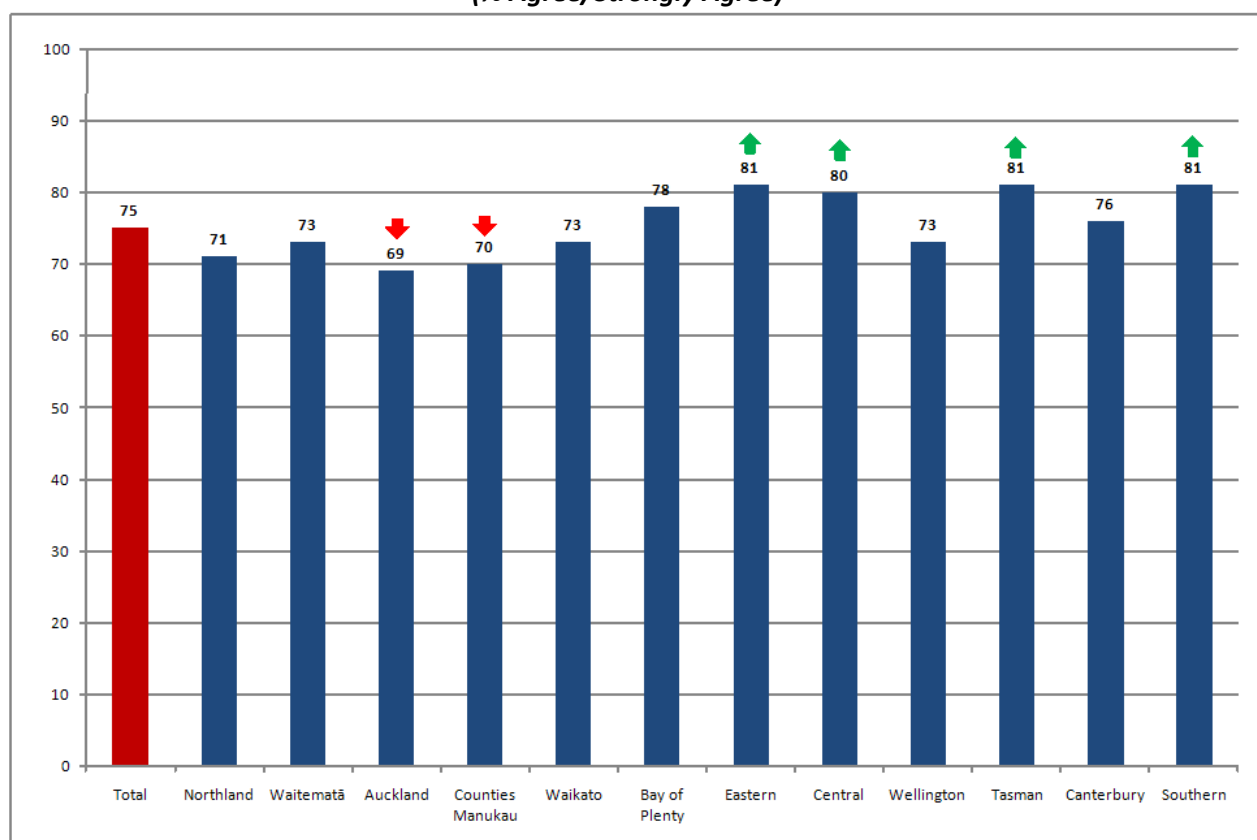
3.5.3. Police are Responsive to the Needs of My Community - Comparison by District

1. Year 3

In Year 3, respondents living in the Tasman (81%), Southern (81%), Eastern (81%) and Central (80%) districts were significantly more likely to *agree/strongly agree* that Police are responsive to the needs of their community.

In contrast, those living in Auckland City (69%) and Counties Manukau (70%) districts were significantly less likely to agree with this statement.

**Figure 14: Police are Responsive to the Needs of My Community - by District in Year 3
(% Agree/Strongly Agree)**



Base: All respondents, excluding 'not applicable' responses. Total Year 3 n=9287; Northland n=682; Waitematā n=796; Auckland n=830; Counties n=879; Waikato n=814; Bay of Plenty n=785; Eastern n=700; Central n=762; Wellington n=852; Tasman n=645; Canterbury n=847; Southern n=695.

Green arrow indicates a significantly higher result than the total.

Red arrow indicates a significantly lower result than the total.

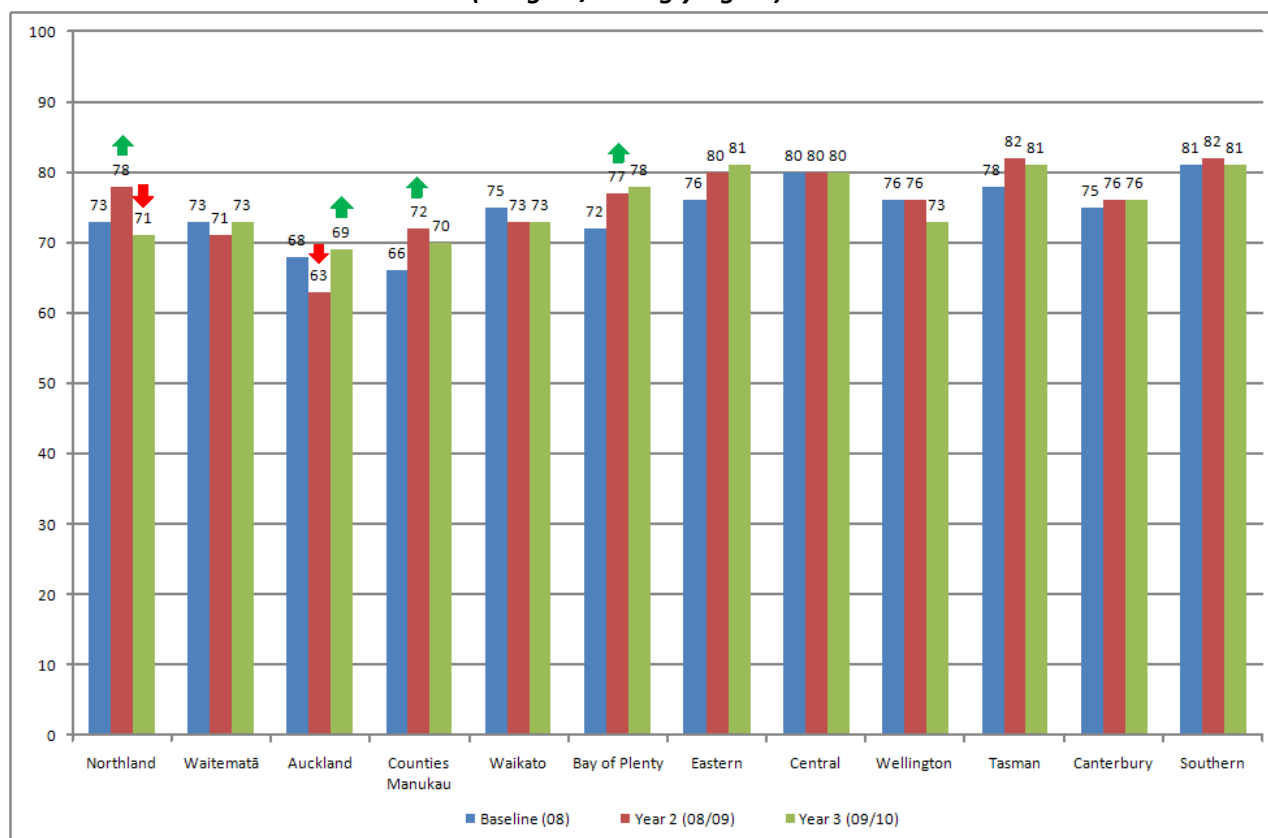
2. Changes Over Time

The proportion of respondents who *agree/strongly agree* that Police are responsive to the needs of their community increased or remained unchanged for six of the 12 districts when compared with Year 2. In particular, positive ratings for Police being responsive to community needs increased significantly for those respondents living in the Auckland City District (up from 63% in Year 2, to 69% in Year 3).

Furthermore, the proportion of those living in the Auckland City and Waikato Districts who *disagree/strongly disagree* that Police are responsive to community needs decreased significantly, down from 11% to 5% and from 10% to 7% respectively.

In contrast, respondents living in the Northland District were significantly less likely to agree that Police are responsive to community needs (71% *agreeing/strongly agreeing*) than they were in Year 2 (78%).

Figure 15: Police are Responsive to the Needs of My Community - by District Over Time (% Agree/Strongly Agree)



Base: All respondents, excluding 'not applicable' responses.

Green arrow indicates a significantly higher result than the previous measure.

Red arrow indicates a significantly lower result than the previous measure.

(Part 1)

Table 14: Police are Responsive to the Needs of My Community – By District (%)

	Northland			Waitematā			Auckland City			Counties Manukau			Waikato			Bay Of Plenty		
	B'line 08	Y2 08/09	Y3 09/10	B'line 08	Y2 08/09	Y3 09/10	B'line 08	Y2 08/09	Y3 09/10	B'line 08	Y2 08/09	Y3 09/10	B'line 08	Y2 08/09	Y3 09/10	B'line 08	Y2 08/09	Y3 09/10
Strongly Agree	15	17	11	16	13	15	11	11	12	12	13	14	14	15	17	15	16	16
Agree	58	61	60	57	58	58	57	52	57	54	59	56	61	58	56	57	61	62
Neither/nor	15	12	15	17	19	17	20	22	22	20	14	17	14	15	17	14	14	13
Disagree	9	7	10	6	7	6	8	9	4	10	8	9	9	8	6	10	5	5
Strongly Disagree	1	2	1	1	2	1	2	2	1	2	2	1	1	2	1	1	2	1
Don't know	2	1	3	3	1	3	2	4	4	2	4	3	1	2	3	3	2	3
Total Agree	73	78	71	73	71	73	68	63	69	66	72	70	75	73	73	72	77	78
Total Disagree	10	9	11	7	9	7	10	11	5	12	10	10	10	10	7	11	7	6
Base	598	616	682	690	741	796	712	806	830	723	780	879	717	699	814	695	697	785

(Part 2)

	Eastern			Central			Wellington			Tasman			Canterbury			Southern		
	B'line 08	Y2 08/09	Y3 09/10	B'line 08	Y2 08/09	Y3 09/10	B'line 08	Y2 08/09	Y3 09/10	B'line 08	Y2 08/09	Y3 09/10	B'line 08	Y2 08/09	Y3 09/10	B'line 08	Y2 08/09	Y3 09/10
Strongly Agree	17	19	17	17	19	18	14	16	18	17	19	17	15	16	15	17	16	20
Agree	59	61	64	63	61	62	62	60	55	61	63	64	60	60	61	64	66	61
Neither/nor	12	12	11	12	12	12	15	16	19	12	11	12	15	15	14	11	11	11
Disagree	8	6	5	5	5	5	6	5	4	6	5	4	5	5	5	4	5	5
Strongly Disagree	2	1	1	2	1	1	1	1	1	1	0	1	2	1	1	1	1	1
Don't know	2	1	2	1	2	2	2	2	3	3	2	2	3	3	4	3	1	2
Total Agree	76	80	81	80	80	80	76	76	73	78	82	81	75	76	76	81	82	81
Total Disagree	10	7	6	7	6	6	7	6	5	7	5	5	7	6	6	5	6	6
Base	665	643	700	707	680	762	755	752	852	644	614	645	738	814	847	653	641	695

Base: All respondents, excluding 'not applicable' responses.

Note: Bold indicates a statistically significant change from the previous measure.

Green highlighting denotes a statistically significant improvement from the previous measure.

Red highlighting denotes a statistically significant negative change from the previous measure.

3.6. Police are Involved in Activities in My Community

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't read)** Not Applicable

3.6.1. Police are Involved in Activities in My Community - Changes Over Time

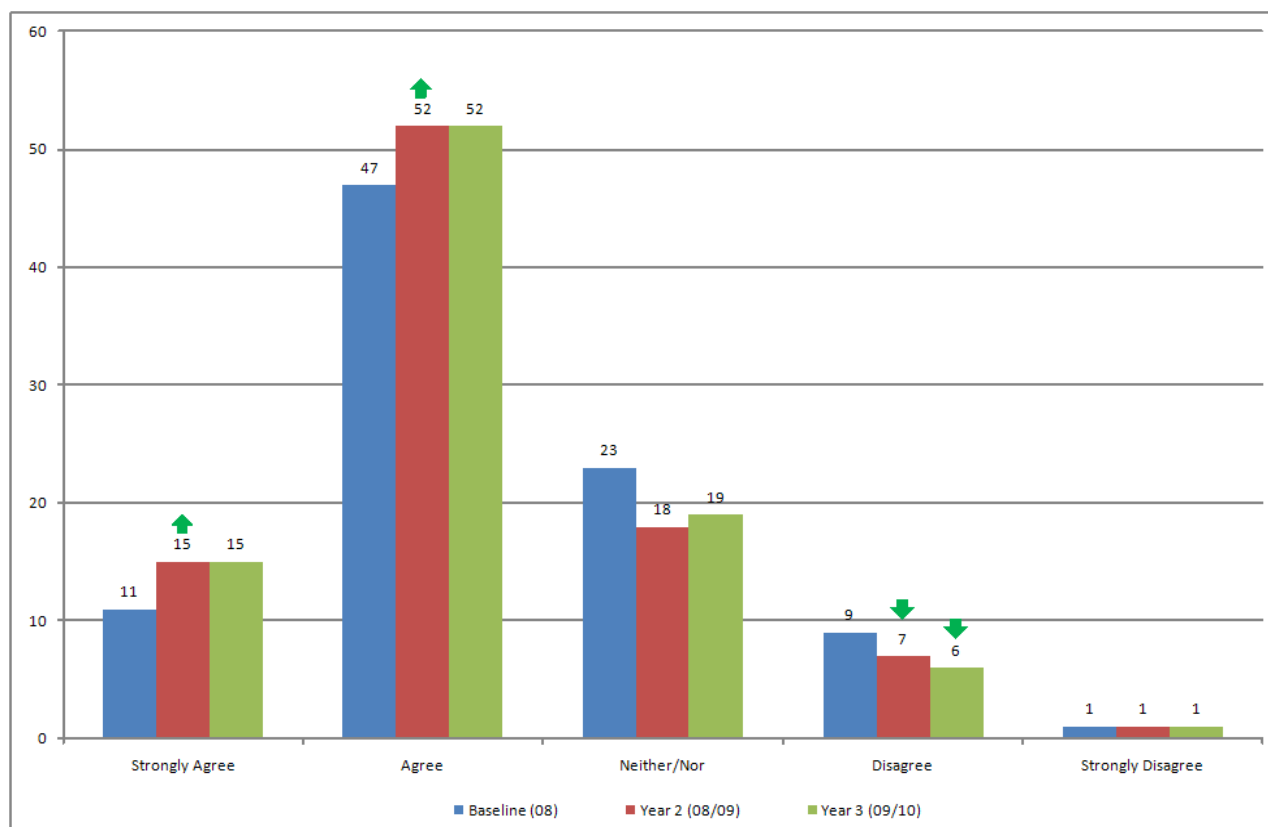
In Year 3, two thirds of respondents (67%) *agree/strongly agree* that Police are involved in community activities, this share is unchanged from Year 2. However, it should be noted that the share of respondents who *disagree/strongly disagree* that Police are involved in community activities has decreased slightly this surveying round, down from 8% in Year 2, to 7% in Year 3 (a statistically significant change).

Table 15: Police are Involved in Activities in My Community – Changes Over Time (%)

	Baseline 2008	Year 2 2008/09	Year 3 2009/10
Strongly Agree	11	15	15
Agree	47	52	52
Neither/Nor	23	18	19
Disagree	9	7	6
Strongly Disagree	1	1	1
Don't know	9	7	7
Total Agree	58	67	67
Total Disagree	10	8	7
Base	8260	8489	9280

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

Orange highlighting indicates a significant increase/decrease in results from the previous measure.

Figure 16: Police are Involved in Activities in My Community – Changes Over Time (%)

Base: All respondents excluding those giving a 'not applicable' response. Baseline n=8260, Year 2 n=8489, Year 3 n=9280.

Green arrow indicates a significant improvement from the previous measure.

3.6.2. Police are Involved in Activities in My Community - Significant Differences for Year 3

The following statistically significant differences for Year 3 total are evident at the total results level (combined Year 3 results for General, Communications Centres and Māori Booster sample).

Respondents significantly more likely to *agree/ strongly agree* that Police are involved in community activities included those:

- living in Tasman (77%, compared with 66% of all other respondents), Eastern (76%, compared with 66% of all other respondents), Southern (72%, compared with 66% of all other respondents), Bay of Plenty (71%, compared with 66% of all other respondents) or Central (71%, compared with 66% of all other respondents) districts;
- aged 65 years or older (74%, compared with 65% of all other respondents);
- of Pacific descent (73%, compared with 66% of all other respondents); and/or
- who have not had contact with Police (67%, compared with 65% of those who have had contact).

Respondents significantly more likely to *disagree/ strongly disagree* that Police are involved in community activities included those:

- living in Auckland City District (9%, compared with 7% of all other respondents);
- who have had contact with Police (8%, compared with 6% of those who have not had contact); and/or
- aged between 16 and 24 years (8%, compared with 7% of all other respondents), or between 45 and 54 years (8%, compared with 7% of all other respondents).

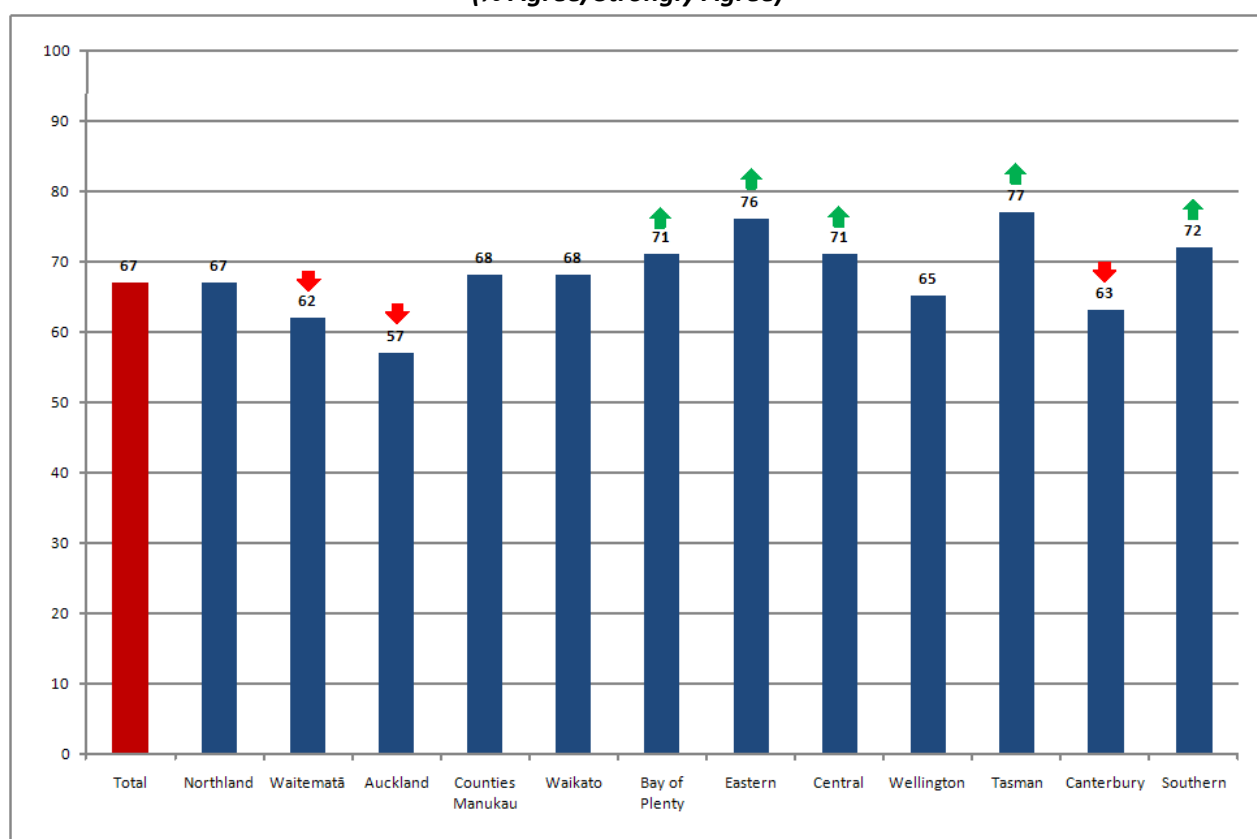
3.6.3. Police are Involved in Activities in My Community - Comparison by District

1. Year 3

In Year 3, agreement that Police are involved in community activities was significantly higher among those in Tasman (77% *agree/strongly agree*), Eastern (76%), Southern (72%), Bay of Plenty (71%) and Central (71%) districts.

In contrast, respondents living in Auckland City (57%), Waitematā (62%) and Canterbury (63%) were significantly less likely to *agree/strongly agree* with the statement.

**Figure 17: Police are Involved in Activities in My Community - By District in Year 3
(% Agree/Strongly Agree)**



Base: All respondents, excluding 'not applicable' responses. Total Year 3 n=9280; Northland n=685; Waitematā n=795; Auckland n=830; Counties n=878; Waikato n=816; Bay of Plenty n=784; Eastern n=699; Central n=761; Wellington n=851; Tasman n=644; Canterbury n=842; Southern n=695.

Green arrow indicates a significantly higher result than the total.

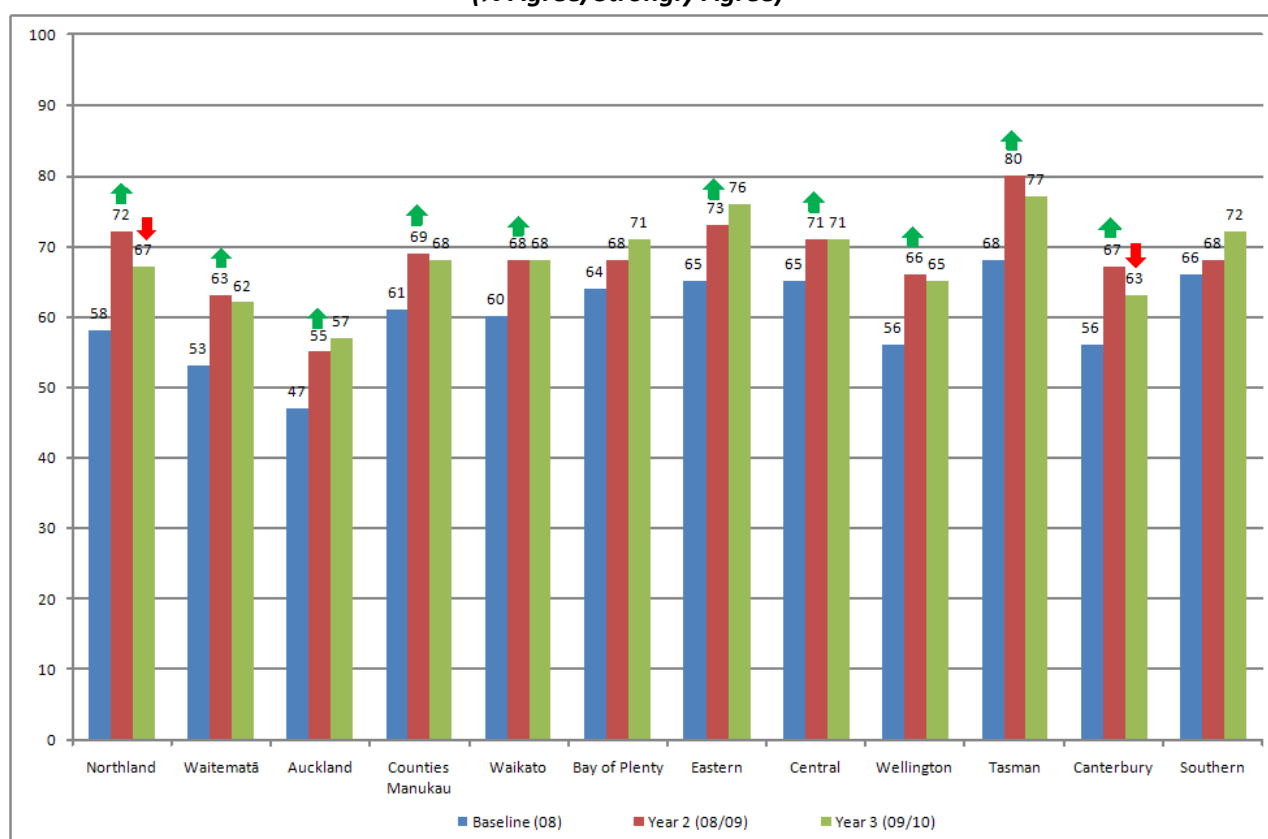
Red arrow indicates a significantly lower result than the total.

2. Changes Over Time

The proportion of respondents who *agreed/strongly agreed* that Police are involved in community activities increased or remained stable for 8 of the 12 districts when compared with Year 2 (though none of these increases were statistically significant). However, the share of respondents in the Eastern District who *disagree/strongly disagree* declined significantly from 8% in Year 2, to 4% in Year 3.

In contrast, the proportion of those who *agreed/strongly agreed* that Police are involved in community activities decreased significantly for the Northland (down from 72% to 67%) and Canterbury (down from 67% to 63%) districts.

Figure 18: Police are Involved in Activities in My Community - By District Over Time (% Agree/Strongly Agree)



Base: All respondents, excluding 'not applicable' responses.

Green arrow indicates a significantly higher result than the previous measure.

Red arrow indicates a significantly lower result than the previous measure.

(Part 1)

Table 16: Police are Involved in Activities in My Community – By District (%)

	Northland			Waitematā			Auckland City			Counties Manukau			Waikato			Bay Of Plenty		
	B'line 08	Y2 08/09	Y3 09/10	B'line 08	Y2 08/09	Y3 09/10	B'line 08	Y2 08/09	Y3 09/10	B'line 08	Y2 08/09	Y3 09/10	B'line 08	Y2 08/09	Y3 09/10	B'line 08	Y2 08/09	Y3 09/10
Strongly Agree	11	17	12	10	15	12	5	10	13	12	13	15	11	16	17	11	15	16
Agree	47	55	55	43	48	50	42	45	44	49	56	53	49	52	51	53	53	55
Neither/nor	19	12	16	26	24	22	29	26	24	21	13	16	22	16	18	19	17	15
Disagree	11	9	7	9	6	6	12	11	8	9	7	6	10	8	7	8	7	6
Strongly Disagree	2	1	2	1	1	2	2	1	2	2	2	1	1	1	1	1	1	1
Don't know	10	6	8	11	6	8	10	7	9	7	9	9	7	7	6	8	7	7
Total Agree	58	72	67	53	63	62	47	55	57	61	69	68	60	68	68	64	68	71
Total Disagree	13	10	9	10	7	8	14	12	10	11	9	7	11	9	8	9	8	7
Base	665	643	685	707	680	795	755	752	830	644	614	878	738	814	816	653	641	784

(Part 2)

	Eastern			Central			Wellington			Tasman			Canterbury			Southern		
	B'line 08	Y2 08/09	Y3 09/10	B'line 08	Y2 08/09	Y3 09/10	B'line 08	Y2 08/09	Y3 09/10	B'line 08	Y2 08/09	Y3 09/10	B'line 08	Y2 08/09	Y3 09/10	B'line 08	Y2 08/09	Y3 09/10
Strongly Agree	14	18	17	14	17	16	10	15	13	11	19	18	12	15	13	13	17	19
Agree	51	55	59	51	54	55	46	51	52	57	61	59	44	52	50	53	51	53
Neither/nor	17	13	13	17	16	16	27	20	22	17	10	11	25	18	21	16	18	16
Disagree	10	7	3	10	7	5	8	7	6	6	5	5	8	7	6	9	7	5
Strongly Disagree	1	1	1	1	1	2	1	1	0	1	1	1	1	1	0	1	1	1
Don't know	7	6	7	7	5	6	8	6	7	8	4	6	10	7	10	8	6	6
Total Agree	65	73	76	65	71	71	56	66	65	68	80	77	56	67	63	66	68	72
Total Disagree	11	8	4	11	8	7	9	8	6	7	6	6	9	8	6	10	8	6
Base	663	644	699	700	679	761	752	753	851	640	617	644	740	811	842	643	640	695

Base: All respondents, excluding 'not applicable' responses.

Note: Bold indicates a statistically significant change from the previous measure.

Green highlighting denotes a statistically significant improvement from the previous measure.

Red highlighting denotes a statistically significant negative change from the previous measure.

4. 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 the Common Measurements Tool (CMT) questions (asked of all respondents who had contact with Police) have been analysed in this section.

**Note: Some questions did not apply for some reasons and methods of contact.*

4.1. Overall Satisfaction with Service Delivery

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

4.1.1. Overall Satisfaction with Service Delivery - Changes Over Time

Seventy-nine percent of respondents were *satisfied* or *very satisfied* with the overall quality of service delivered. This is unchanged from Year 2 (79%) and stable when compared with the baseline measure (80% *satisfied/very satisfied*). While the proportion at least satisfied (those *satisfied/very satisfied*) has remained stable across the three survey rounds, the share *very satisfied* with the overall quality of service delivered has increased significantly over the last year – up from 37% in Year 2, to 39% in Year 3. (Note: This share is significantly lower than that reported in the baseline measure, where 51% were *satisfied/very satisfied*. 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%) report they are *dissatisfied* or *very dissatisfied* with the overall quality of the service delivered (unchanged from 10% in both the baseline measure and in Year 2). However the share of respondents *very dissatisfied* with the overall quality of the service has increased slightly from Year 2, up from 3% to 4% (a statistically significant change).

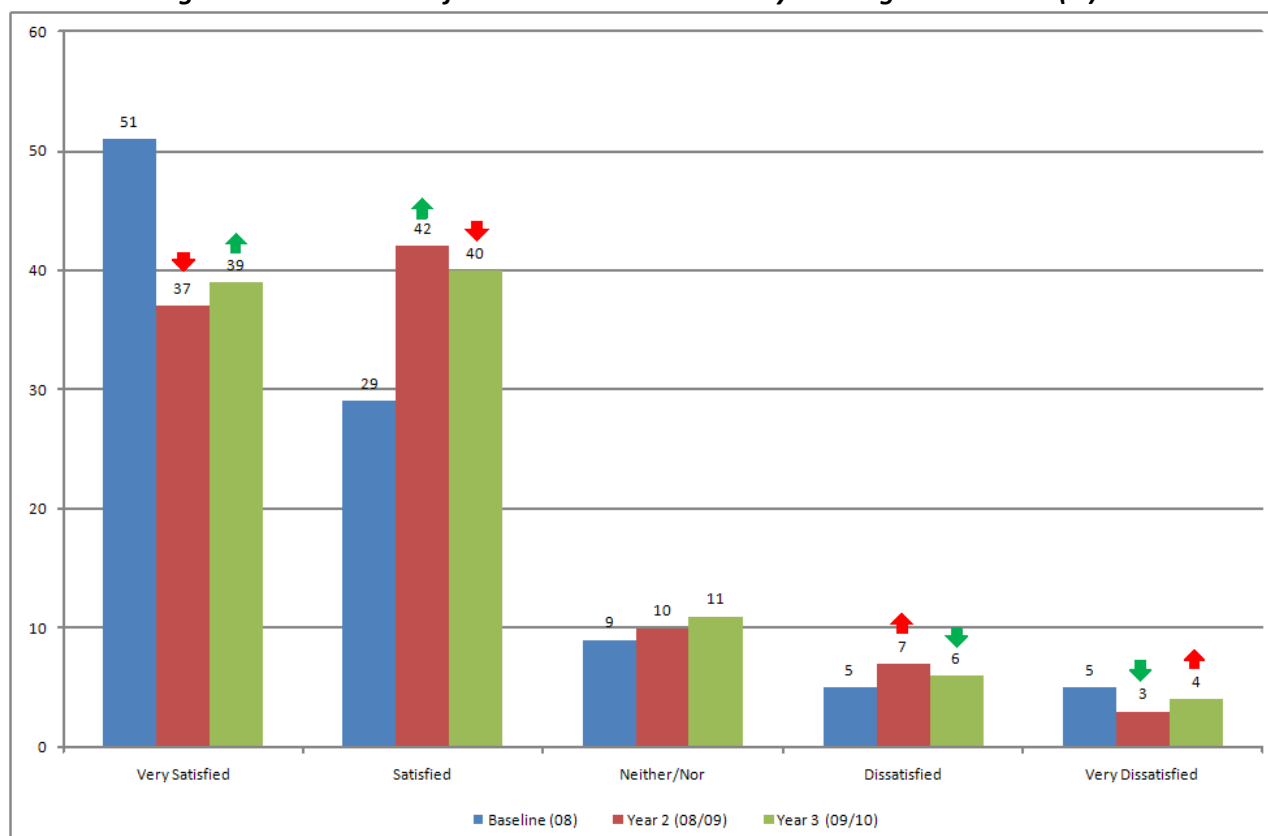
Table 17: Overall Satisfaction with Service Delivery – Changes Over Time (%)

	Baseline 2008	Year 2 2008/09	Year 3 2009/10
Very Satisfied	51	37	39
Satisfied	29	42	40
Neither/Nor	9	10	11
Dissatisfied	5	7	6
Very Dissatisfied	5	3	4
Don't know	1	1	0
Total Satisfied	80	79	79
Total Dissatisfied	10	10	10
Mean Rating	4.17	4.03	4.06
Base	4015	3994	4386

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

Orange highlighting indicates a significant increase/decrease in results from the previous measure.

Figure 19: Overall Satisfaction with Service Delivery – Changes Over Time (%)



Base: All respondents excluding those giving a 'not applicable' response. Baseline n=4015, Year 2 n=3994, Year 3 n=4386.

Green arrow indicates a significant improvement from the previous measure.

Red arrow indicates a significant negative change from the previous measure.

4.1.2. Overall Satisfaction with Service Delivery - Significant Differences for Year 3

The following statistically significant differences for Year 3 total are evident at the total results level (General, Communications Centres and Māori Booster sample Year 3 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 (96%, compared with 79% of all other respondents);
- whose reason for contact was a traffic stop (86%, compared with 77% of all other respondents);
- living in Canterbury District (85%, compared with 79% of all other respondents);
- aged 65 years or older (85%, compared with 79% of all other respondents); and/or
- of European descent (81%, compared with 77% of all other respondents).

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

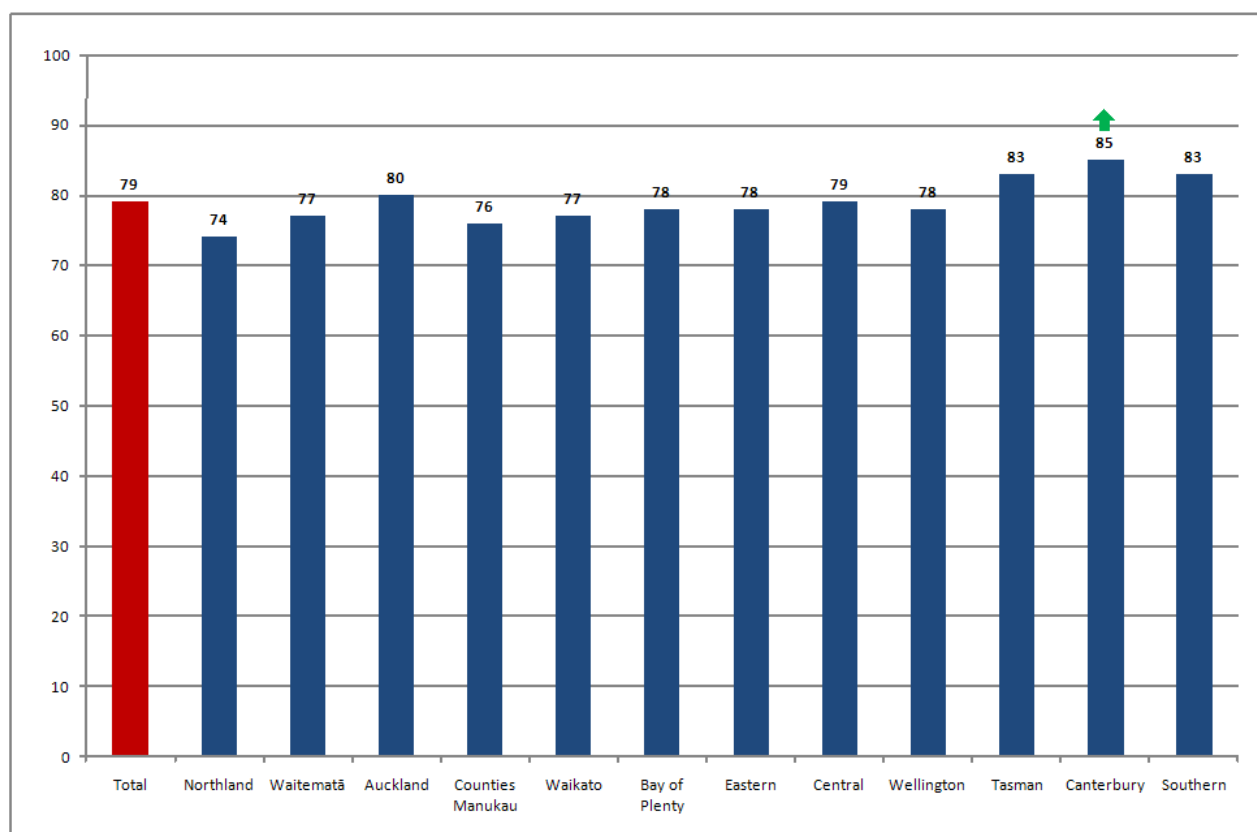
- whose reason for contact was suspect/perpetrator/bail reporting/prisoner enquiry/pick up or visit (41%, compared with 9% of all other respondents);
- whose reason for contact was 'other crime' (26%, compared with 9% of all other respondents);
- whose reason for contact was a traffic offence (20%, compared with 9% of all other respondents);
- living in Northland District (15%, compared with 9% of all other respondents);
- whose point of contact was with their local station, either by calling the local station (15%, compared with 9% of all other respondents) or over the counter (14%, compared with 9% of all other respondents); and/or
- aged between 16 and 24 years (15%, compared with 9% of all other respondents) or between 45 and 54 years (12%, compared with 9% of all other respondents).

4.1.3. Overall Satisfaction with Service Delivery - Comparison by District

1. Year 3

Seventy-nine percent of respondents were satisfied to some extent with the overall quality of service delivery. Those living in the Canterbury District (85%) were significantly more likely to report that they were *satisfied/very satisfied* with the overall quality of service delivery than all other respondents.

Figure 20: Overall Satisfaction with Service Delivery - by District in Year 3
(% Satisfied/Very Satisfied)



Base: All respondents, excluding 'not applicable' responses. Total Year 3 n=4386; Northland n=313; Waitematā n=373; Auckland n=401; Counties n=433; Waikato n=423; Bay of Plenty n=372; Eastern n=283; Central n=348; Wellington n=455; Tasman n=242; Canterbury n=416; Southern n=327.

Green arrow indicates a significantly higher result than the total.

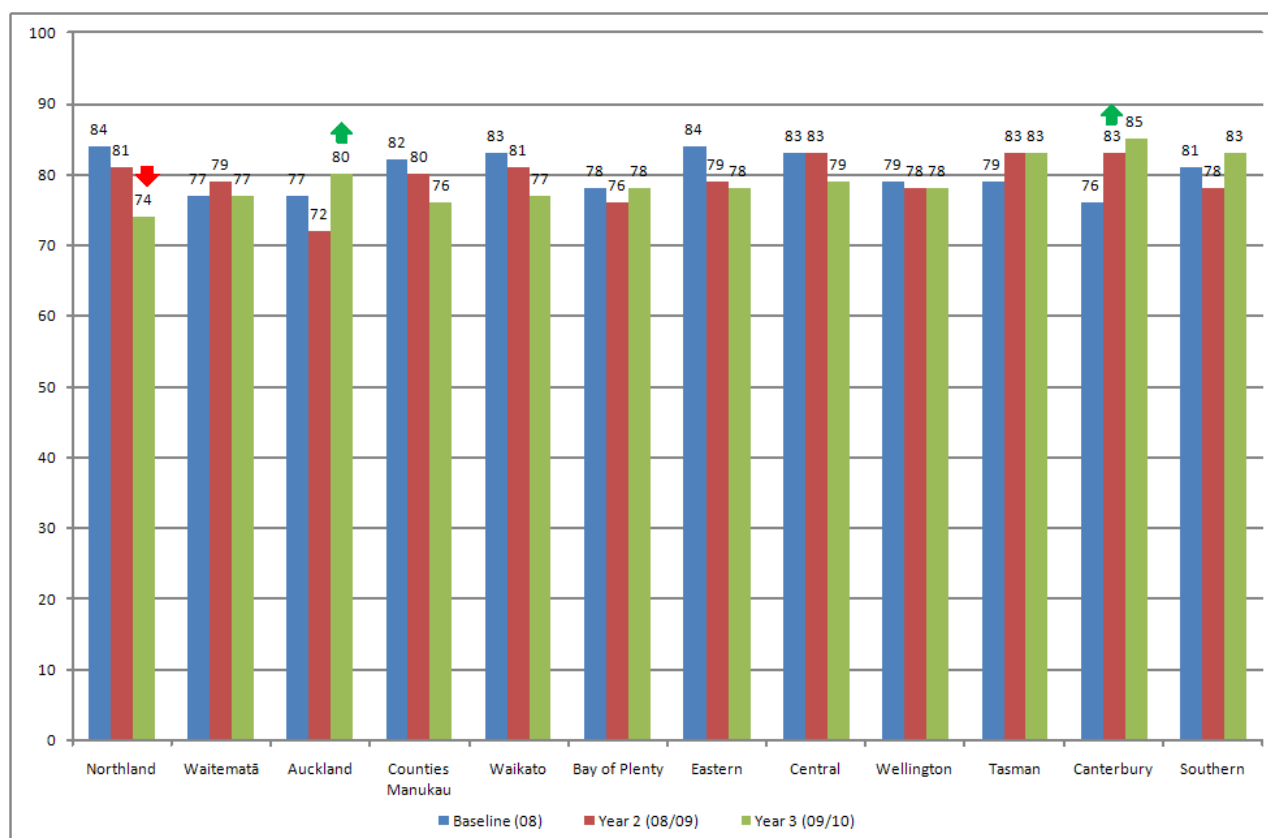
2. Changes Over Time

The proportion of respondents who were *satisfied/very satisfied* with the overall quality of service delivery declined for six of the 12 districts between Year 2 and Year 3, although just one of these decreases was statistically significant (the share of those living in the Northland District who were at least satisfied down from 81% in Year 2, to 74%).

In contrast, positive ratings of satisfaction with the overall quality of service delivery increased for those respondents living in four districts. This increase was statistically significant for those living in the Auckland City District (up from 72% in Year 2, to 80%).

The proportion of respondents who were *very satisfied* increased significantly for those living in the Waikato (up from 35% to 41%) and Canterbury (up from 37% to 49%) districts.

Figure 21: Overall Satisfaction with Service Delivery – Changes Over Time by District
(% Satisfied/Very Satisfied)



Base: All respondents, excluding 'not applicable' responses.

Green arrow indicates a significantly higher result than the previous measure.

Red arrow indicates a significantly lower result than the previous measure.

(Part 1)

Table 18: Overall Satisfaction with Service Delivery – By District (%)

	Northland			Waitematā			Auckland City			Counties Manukau			Waikato			Bay Of Plenty		
	B'line 08	Y2 08/09	Y3 09/10	B'line 08	Y2 08/09	Y3 09/10	B'line 08	Y2 08/09	Y3 09/10	B'line 08	Y2 08/09	Y3 09/10	B'line 08	Y2 08/09	Y3 09/10	B'line 08	Y2 08/09	Y3 09/10
Very satisfied	54	36	41	52	36	37	48	33	39	55	39	34	50	35	41	50	40	33
Satisfied	30	45	33	25	43	40	29	39	41	27	41	42	33	46	36	28	36	45
Neither/nor	8	8	10	10	10	13	11	14	11	9	8	14	7	10	12	10	12	11
Dissatisfied	3	7	8	7	4	6	6	10	5	6	8	7	6	6	7	4	7	6
Very dissatisfied	4	3	7	5	6	4	5	4	3	3	3	3	4	3	3	5	4	5
Don't know	1	1	1	1	1	0	1	0	1	0	1	0	0	0	1	3	1	0
Total satisfied	84	81	74	77	79	77	77	72	80	82	80	76	83	81	77	78	76	78
Total dissatisfied	7	10	15	12	10	10	11	14	8	9	11	10	10	9	10	9	11	11
Base	308	297	313	319	335	373	326	408	401	353	389	433	370	339	423	346	338	372

(Part 2)

	Eastern			Central			Wellington			Tasman			Canterbury			Southern		
	B'line 08	Y2 08/09	Y3 09/10	B'line 08	Y2 08/09	Y3 09/10	B'line 08	Y2 08/09	Y3 09/10	B'line 08	Y2 08/09	Y3 09/10	B'line 08	Y2 08/09	Y3 09/10	B'line 08	Y2 08/09	Y3 09/10
Very satisfied	55	40	33	51	36	39	50	40	38	51	46	41	45	37	49	53	36	43
Satisfied	29	39	45	32	47	40	29	38	40	28	37	42	31	46	36	28	42	40
Neither/nor	7	11	10	6	10	12	11	12	10	8	10	8	10	8	8	7	9	7
Dissatisfied	6	6	7	5	5	6	6	6	6	5	5	5	5	5	3	5	9	6
Very dissatisfied	2	3	5	5	2	2	3	4	4	7	2	4	6	4	4	5	4	4
Don't know	1	1	0	1	0	1	1	0	1	1	0	0	3	0	0	2	0	0
Total satisfied	84	79	78	83	83	79	79	78	78	79	83	83	76	83	85	81	78	83
Total dissatisfied	8	9	12	10	7	8	9	10	10	12	7	9	11	9	7	10	13	10
Base	297	272	283	334	299	348	405	377	455	283	242	242	365	401	416	309	297	327

Base: All respondents, excluding 'not applicable' responses.

Note: Bold indicates a statistically significant change from the previous measure.

Green highlighting denotes a statistically significant improvement from the previous measure.

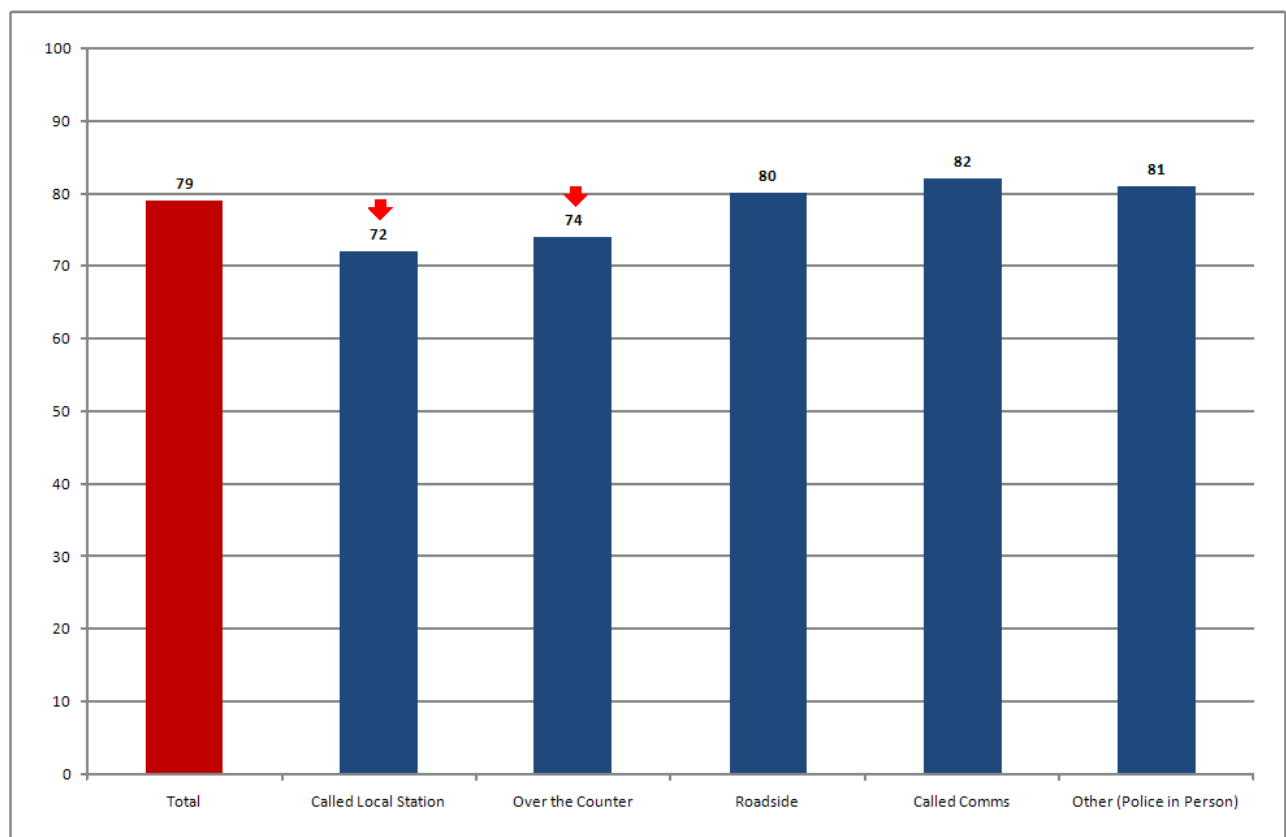
Red highlighting denotes a statistically significant negative change from the previous measure.

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

1. Year 3

Respondents whose point of contact was with their local station were significantly less likely to be *satisfied/very satisfied* with the overall quality of service delivery, with 72% of those who called their local station and 74% who visited their local station satisfied with the overall quality of service delivery to some extent.

Figure 22: Overall Satisfaction with Service Delivery - by Point of Contact in Year 3
(% Satisfied/Very Satisfied)



Base: All respondents, excluding 'not applicable' responses. Total Year 3 n=4386; Called local station n=262; Over the counter n=372; Roadside n=1288; Called the Communications Centres n=1651; Other (Police in person) n=813.

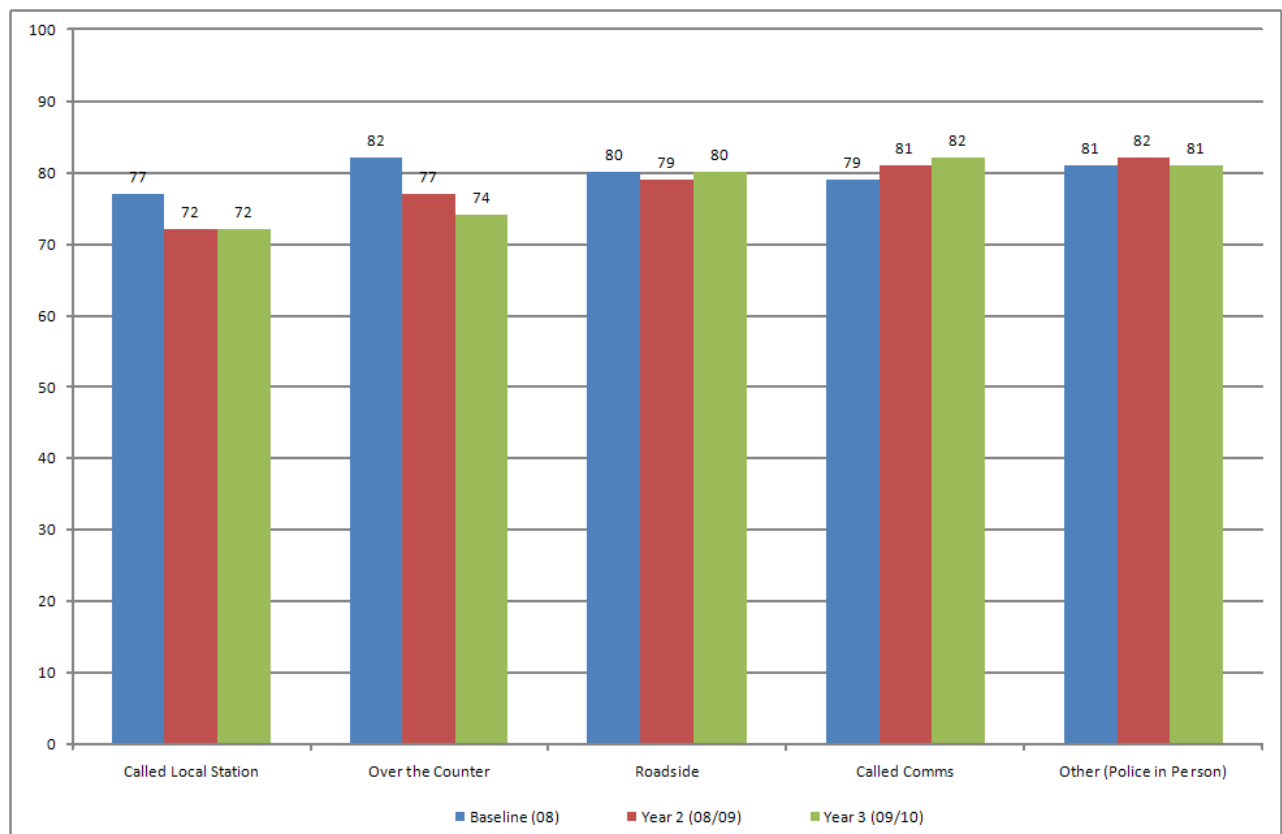
Red arrow indicates a significantly lower result than the total.

2. Changes Over Time

There were no statistically significant changes in the proportion of respondents who were *satisfied/very satisfied* with the overall quality of service delivery by point of contact.

The proportion of respondents who were *very satisfied* increased significantly for those whose point of contact was on the roadside (up from 35% in Year 2 to 40% in Year 3).

**Figure 23: Overall Satisfaction with Service Delivery - by Point of Contact Over Time
(% Satisfied/Very Satisfied)**



Base: All respondents, excluding 'not applicable' responses.

Table 19: Overall Satisfaction with Service Delivery – By Point Of Contact (%)

	Called Local Station			Over the Counter			Roadside			Called Comms			Other (Police in person)		
	B'line 08	Y2 08/09	Y3 09/10	B'line 08	Y2 08/09	Y3 09/10	B'line 08	Y2 08/09	Y3 09/10	B'line 08	Y2 08/09	Y3 09/10	B'line 08	Y2 08/09	Y3 09/10
Very satisfied	45	30	34	52	36	37	52	35	40	53	38	41	51	45	42
Satisfied	32	42	38	30	41	37	28	44	40	26	43	41	30	37	39
Neither/nor	7	11	13	5	11	12	12	12	12	7	9	9	9	8	8
Dissatisfied	8	10	8	7	6	9	4	7	5	7	6	6	5	6	6
Very dissatisfied	6	7	7	5	6	5	4	2	3	5	3	2	5	3	4
Don't know	2	0	0	1	0	0	0	0	0	2	1	1	0	1	1
Total satisfied	77	72	72	82	77	74	80	79	80	79	81	82	81	82	81
Total dissatisfied	14	17	15	12	12	14	8	9	8	12	9	8	10	9	10
Base	739	399	262	377	332	372	990	1105	1288	1277	1435	1651	632	723	813

Base: All respondents, excluding 'not applicable' responses.

Note: Bold indicates a statistically significant change from the previous measure.

Green highlighting denotes a statistically significant improvement from the previous measure.

Red highlighting denotes a statistically significant negative change from the previous measure.

4.2. I Was Treated Fairly

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't read)** Not Applicable
8. **(don't read)** Refused

4.2.1. I Was Treated Fairly - Changes Over Time

Results for being treated fairly show a positive trend year on year.

Eighty-nine percent of all respondents who had contact in Year 3 either *agreed* (42%) or *strongly agreed* (47%) that they were treated fairly. These results are similar to both the Year 2 and Baseline measure each with 88% *agreeing/strongly agreeing*.

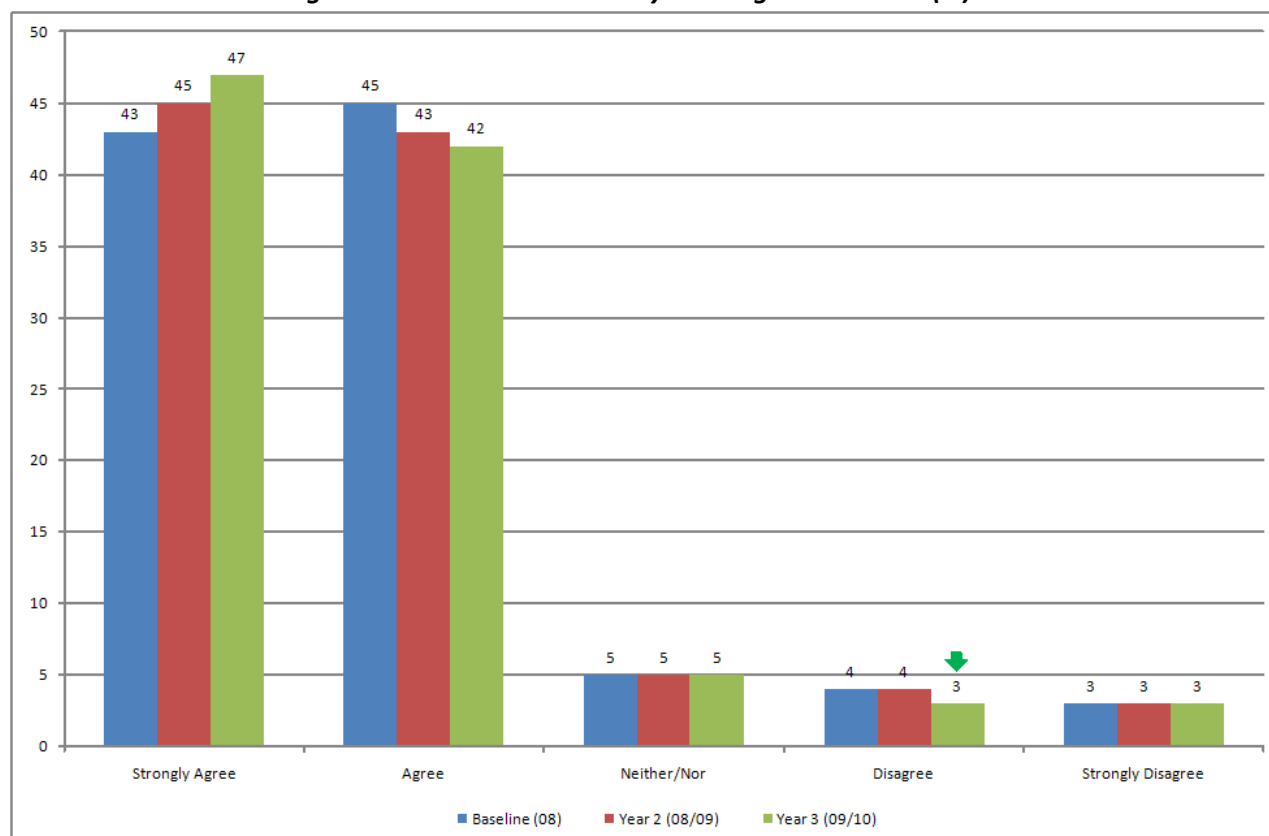
In contrast, only 6% of respondents *disagree/strongly disagree* with the statement. This compares with 7% in both Year 2 and the Baseline measure. The proportion of those *disagreeing* has decreased from 4% in Year 2, to 3% in Year 3 (a statistically significant change).

Table 20: I Was Treated Fairly – Changes Over Time (%)

	Baseline 2008	Year 2 2008/09	Year 3 2009/10
Strongly Agree	43	45	47
Agree	45	43	42
Neither/Nor	5	5	5
Disagree	4	4	3
Strongly Disagree	3	3	3
Don't know	0	0	0
Total Agree	88	88	89
Total Disagree	7	7	6
Mean Rating	4.22	4.23	4.27
Base	3960	3953	4350

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

Orange highlighting indicates a significant increase/decrease in results from the previous measure.

Figure 24: I Was Treated Fairly – Changes Over Time (%)

Base: All respondents excluding those giving a 'not applicable' response. Baseline n=3960, Year 2 n=3953, Year 3 n=4350.

Green arrow indicates a significant improvement from the previous measure.

4.2.2. I Was Treated Fairly - Significant Differences for Year 3

The following statistically significant differences for Year 3 are evident at the total results level (General, Communications Centres and Māori Booster Year 3 results combined).

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

- whose reason for contact was an intruder/prowler/suspicious noises/burglar on premises (98%, compared with 88% of all other respondents);
- whose reason for contact was a traffic stop (95%, compared with 87% of all other respondents);
- those whose reason for contact was a general enquiry (95%, compared with 88% of all other respondents);
- those whose reason for contact was burglary (93%, compared with 88% of all other respondents);
- living in Canterbury (92%, compared with 88% of all other respondents) or Central (92%, compared with 88% of all other respondents) districts;
- aged 65 years or older (92%, compared with 88% of all other respondents) or between 25 and 44 years (91%, compared with 87% of all other respondents); and/or
- of European descent (90%, compared with 86% of all other respondents).

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

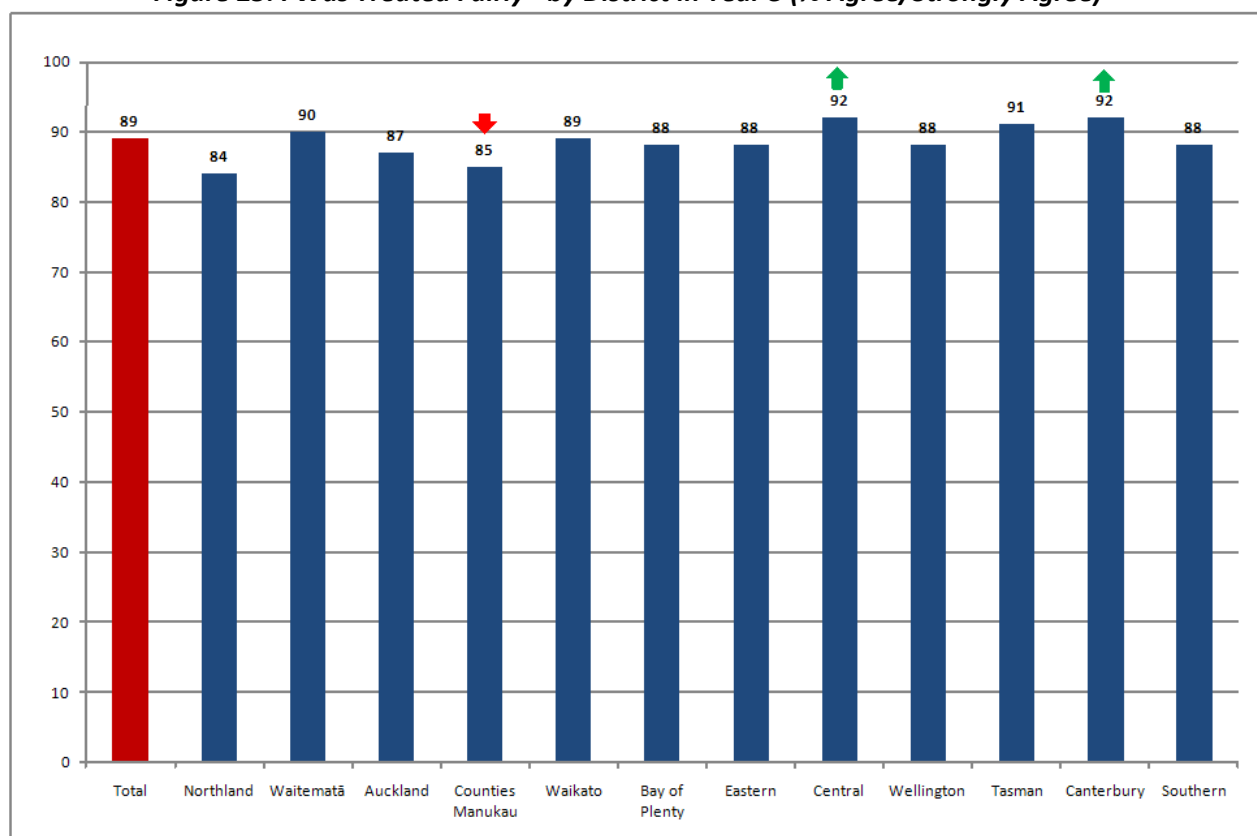
- whose reason for contact was suspect/perpetrator/bail reporting/prisoner enquiry/pickup or visit (32%, compared with 6% of all other respondents);
- whose reason for contact was a traffic offence (18%, compared with 5% of all other respondents);
- aged between 16 and 24 years (10%, compared with 5% of all other respondents) or between 35 and 44 years (8%, compared with 5% of all other respondents); and/or
- of Māori descent (8%, compared with 5% of all other respondents).

4.2.3. I Was Treated Fairly - Comparison by District

1. Year 3

While most respondents (89%) *agreed* or *strongly agreed* that they were treated fairly in Year 3, respondents living in the Central (92%) or Canterbury (92%) districts were significantly more likely to agree to some extent, while those living in the Counties Manukau District were significantly less likely to do so (85%).

Figure 25: I Was Treated Fairly - by District in Year 3 (% Agree/Strongly Agree)



Base: All respondents, excluding 'not applicable' responses. Total Year 3 n=4350; Northland n=307; Waitematā n=371; Auckland n=400; Counties n=432; Waikato n=423; Bay of Plenty n=367; Eastern n=279; Central n=346; Wellington n=448; Tasman n=241; Canterbury n=412; Southern n=324.

Green arrow indicates a significantly higher result than the total.

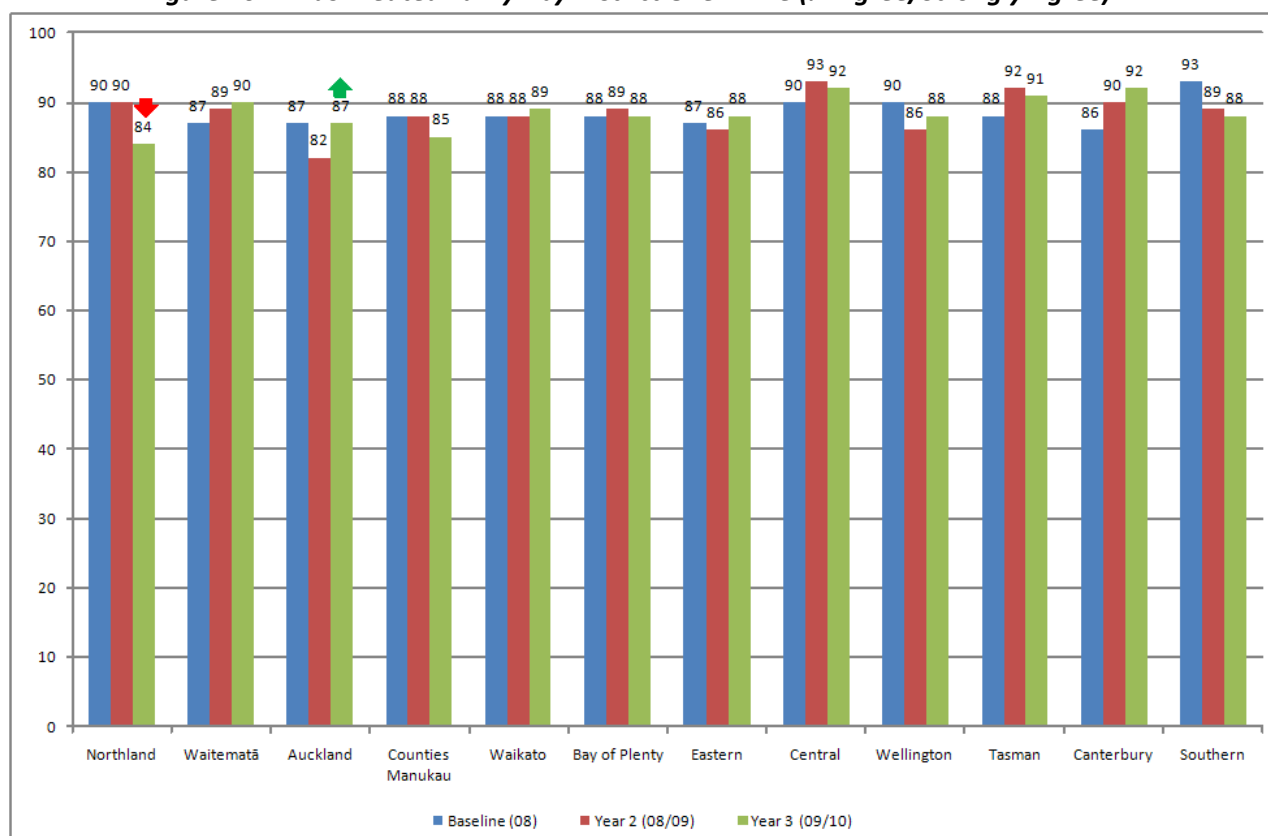
Red arrow indicates a significantly lower result than the total.

2. Changes Over Time

Positive ratings increased or remained stable in nine of the 12 districts. The most notable increase was reported for Auckland City District, up 5 percentage points to 87% (a statistically significant increase). Also of note is that the proportion of those living in the Auckland City District who *strongly agree* that they were treated fairly also increased significantly, up from 39% in Year 2 to 46% in Year 3.

In contrast, the most notable decline in the proportion of respondents who *agree/strongly agree* that they were treated fairly was for those living in the Northland District (this share down significantly from 90% to 84%).

Figure 26: I Was Treated Fairly - by District Over Time (% Agree/Strongly Agree)



Base: All respondents, excluding 'not applicable' responses.

Green arrow indicates a significantly higher result than the previous measure.

Red arrow indicates a significantly lower result than the previous measure.

(Part 1)

Table 21: I Was Treated Fairly – By District (%)

	Northland			Waitematā			Auckland City			Counties Manukau			Waikato			Bay Of Plenty		
	B'line 08	Y2 08/09	Y3 09/10	B'line 08	Y2 08/09	Y3 09/10	B'line 08	Y2 08/09	Y3 09/10	B'line 08	Y2 08/09	Y3 09/10	B'line 08	Y2 08/09	Y3 09/10	B'line 08	Y2 08/09	Y3 09/10
Strongly Agree	43	46	47	43	43	46	44	39	46	42	41	40	39	42	44	40	43	42
Agree	47	44	37	44	46	44	43	43	41	46	47	45	49	46	46	48	46	46
Neither/nor	5	4	7	5	5	4	5	7	6	4	4	6	5	5	6	4	5	6
Disagree	2	3	4	4	3	4	5	6	3	7	4	6	3	5	2	5	4	3
Strongly Disagree	3	2	5	4	3	2	2	5	3	0	4	2	4	2	2	3	2	3
Don't know	0	1	0	0	0	0	1	0	1	1	0	1	0	0	1	0	0	0
Total Agree	90	90	84	87	89	90	87	82	87	88	88	85	88	88	89	88	89	88
Total Disagree	5	5	9	8	6	6	7	11	6	7	8	8	7	7	4	8	6	6
Base	305	297	307	315	333	371	324	398	400	346	384	432	368	336	423	342	335	367

(Part 2)

	Eastern			Central			Wellington			Tasman			Canterbury			Southern		
	B'line 08	Y2 08/09	Y3 09/10	B'line 08	Y2 08/09	Y3 09/10	B'line 08	Y2 08/09	Y3 09/10	B'line 08	Y2 08/09	Y3 09/10	B'line 08	Y2 08/09	Y3 09/10	B'line 08	Y2 08/09	Y3 09/10
Strongly Agree	42	44	47	46	48	49	42	46	51	53	47	42	41	48	53	46	50	49
Agree	45	42	41	44	45	43	48	40	37	35	45	49	45	42	39	47	39	39
Neither/nor	4	6	6	4	3	5	4	6	5	3	4	2	7	4	4	2	2	4
Disagree	6	5	2	4	2	2	4	5	4	5	2	4	4	5	2	3	7	3
Strongly Disagree	3	3	4	2	2	1	2	3	3	4	1	3	3	1	2	2	2	4
Don't know	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	1
Total Agree	87	86	88	90	93	92	90	86	88	88	92	91	86	90	92	93	89	88
Total Disagree	9	8	6	6	4	3	6	8	7	9	3	7	7	6	4	5	9	7
Base	288	269	279	331	297	346	403	372	448	280	241	241	355	400	412	303	291	324

Base: All respondents, excluding 'not applicable' responses.

Note: Bold indicates a statistically significant change from the previous measure.

Green highlighting denotes a statistically significant improvement from the previous measure.

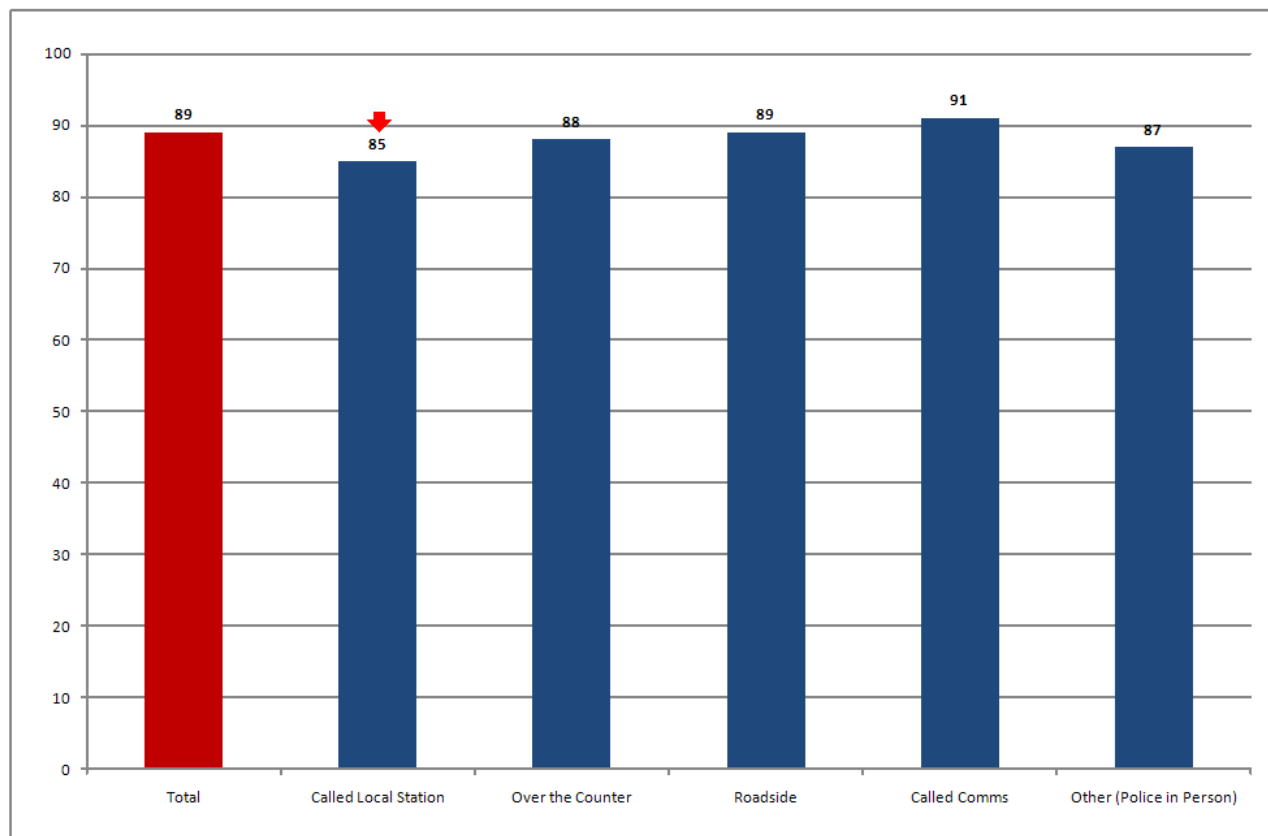
Red highlighting denotes a statistically significant negative change from the previous measure.

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

1. Year 3

Those who called the Communications Centres were slightly more likely to *agree* or *strongly agree* that they were treated fairly (91%). In contrast, respondents whose point of contact with Police was calling their local station were significantly less likely to agree to some extent (85%).

Figure 27: I Was Treated Fairly - by Point of Contact in Year 3 (% Agree/Strongly Agree)



Base: All respondents, excluding 'not applicable' responses. Total Year 3 n=4350; Called local station n=259; Over the counter n=369; Roadside n=1293; Called a Communications Centre n=1633; Other (Police in person) n=796.

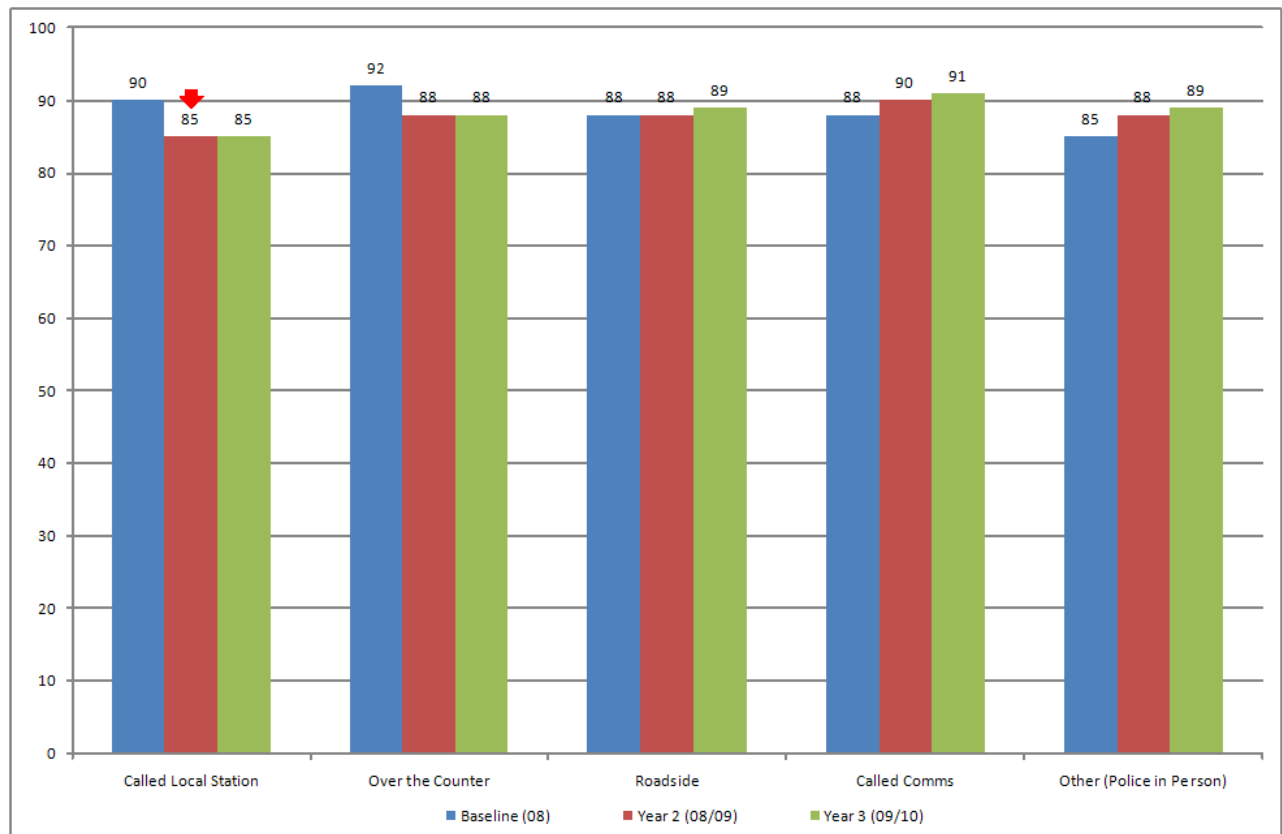
Red arrow indicates a significantly lower result than the total.

2. Changes Over Time

The proportion of respondents who *agree/strongly agree* that they were treated fairly remained stable for each point of contact between Year 2 and Year 3, with the share of respondents agreeing to some extent, unchanged for two of the points of contact and increasing by one percentage point for three of the points of contact.

Furthermore, negative ratings have decreased by one or two percentage points for each point of contact. In particular, the share of respondents whose point of contact was calling a Communications Centre who *disagree/strongly disagree* that they were treated fairly declined from 5% in Year 2 to 3% in Year 3 (a statistically significant change).

Figure 28: I Was Treated Fairly - by Point of Contact Over Time (% Agree/Strongly Agree)



Base: All respondents, excluding 'not applicable' responses.

Red arrow indicates a significantly lower result than the previous measure.

Table 22: I Was Treated Fairly – By Point Of Contact (%)

	Called Local Station			Over the Counter			Roadside			Called Comms			Other (Police in person)		
	B'line 08	Y2 08/09	Y3 09/10	B'line 08	Y2 08/09	Y3 09/10	B'line 08	Y2 08/09	Y3 09/10	B'line 08	Y2 08/09	Y3 09/10	B'line 08	Y2 08/09	Y3 09/10
Strongly Agree	40	33	34	47	44	46	40	45	49	46	45	44	45	49	50
Agree	50	52	51	45	44	42	48	43	40	42	45	47	40	39	39
Neither/nor	4	7	9	2	4	5	5	4	4	5	5	5	7	5	5
Disagree	4	4	4	4	4	3	5	5	4	4	4	2	3	4	3
Strongly Disagree	2	4	2	2	4	4	2	3	3	2	1	1	4	3	3
Don't know	0	0	0	0	0	0	0	0	0	1	0	1	1	0	0
Total Agree	90	85	85	92	88	88	88	88	89	88	90	91	85	88	89
Total Disagree	6	8	6	6	8	7	7	8	7	6	5	3	7	7	6
Base	728	395	259	375	332	369	991	1105	1293	1248	1412	1633	618	709	796

Base: All respondents, excluding 'not applicable' responses.

Note: Bold indicates a statistically significant change from the previous measure.

Green highlighting denotes a statistically significant improvement from the previous measure.

Red highlighting denotes a statistically significant negative change from the previous measure.

4.2.5. I Was Treated Fairly - Reasons for Dissatisfaction

Of those respondents who *disagree* or *strongly disagree* that they were treated fairly (n=215), the greatest single share (24%) reported that this was because the staff member they dealt with had a bad attitude. A further 19% reported that they believed the outcome or decision made was unfair or incorrect. Approximately one in seven (15%) of these respondents felt picked on, or discriminated against.

Compared to Year 2, 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:

- Police didn't do anything/no outcome or action taken (8%, compared with 3% in Year 2); and
- Police didn't consider the situation/no discretion or lenience (4%, compared with 0% in Year 2).

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 outcome/decision was unfair or incorrect (19%, compared with 38% in Year 2).

Table 23: I Was Treated Fairly – Reasons for Dissatisfaction (%)

	Respondents who Disagree			All Respondents
	Baseline 2008 (7%, n=228)	Year 2 2008/09 (7%, n=194)	Year 3 2009/10 (6%, n=215)	Year 3 2009/10 (n=9311)
Staff member had a bad attitude/arrogant/indifferent/abrupt	41	29	24	1
Outcome/decision was unfair or incorrect	22	38	19	<1
Respondent felt picked on/discriminated against	8	10	15	<1
Didn't take matter seriously/didn't believe me/didn't care	0	11	8	<1
Police didn't do anything/no outcome/no action/Police didn't do their job	10	3	8	<1
Didn't consider circumstances/unsympathetic/insensitive	0	9	7	<1
Police didn't call back, no follow-up/feedback	8	7	7	<1
Poor communication/didn't listen/disinterested/no explanation	0	4	7	<1
Police took too long to respond/didn't attend/inadequate response	3	6	5	<1
Police were incompetent/didn't handle situation well/didn't do all they could	7	6	4	<1
Police just gathering revenue/giving out tickets for no reason	0	1	4	<1
Didn't consider situation/no discretion or lenience	0	0	4	<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%.

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

Orange highlighting denotes a significant difference from the previous measure.

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

- whose reason for contact was a traffic offence (37%, compared with 12% of all other respondents);
- whose point of contact was on the roadside (28%, compared with 13% of all other respondents); and/or
- who are male (25%, compared with 12% of female respondents).

Respondents significantly more likely to mention that they **felt picked on, or discriminated against** include those aged between 16 and 24 years (29%, compared with 12% of all other respondents).

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

- of Māori descent (13%, compared with 4% of all other respondents); and/or
- whose reason for contact was a traffic offence (13%, compared with 4% of all other respondents).

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

- who are male (8%, compared with 0% of female 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 **Police didn't consider the situation/no discretion or lenience**, include those whose point of contact was on the roadside (7%, compared with 1% of all other respondents).

4.3. Staff Were Competent

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't read)** Not Applicable
8. **(don't read)** Refused

4.3.1. Staff Were Competent - Changes Over Time

The majority of respondents in Year 3 (91%) *agree* or *strongly agree* that the staff member they dealt with was competent. This share has remained unchanged from Year 2 (91%) but is a statistically significant increase from the Baseline measure (89% *agreeing/strongly agreeing*). Just under half of all respondents (45%) *strongly agree* that the staff member was competent – also unchanged from the previous measure.

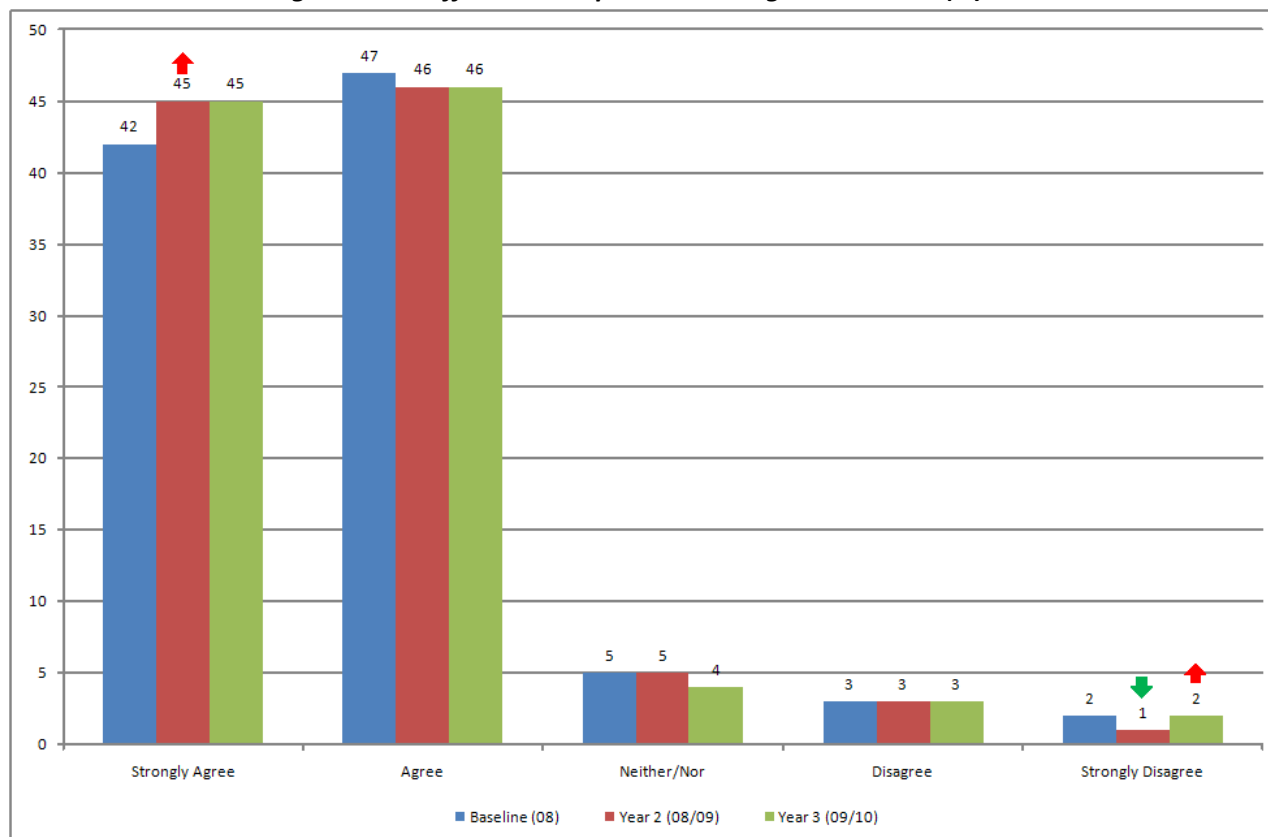
In contrast, only 5% of respondents *disagree* (3%) or *strongly disagree* (2%) that staff were competent. However, this represents an increase when compared with Year 2 (4% disagreeing to some extent), with the share who *strongly disagree* increasing from 1% to 2% (both increases being statistically significant).

Table 24: Staff Were Competent – Changes Over Time (%)

	Baseline 2008	Year 2 2008/09	Year 3 2009/10
Strongly Agree	42	45	45
Agree	47	46	46
Neither/Nor	5	5	4
Disagree	3	3	3
Strongly Disagree	2	1	2
Don't know	1	0	1
Total Agree	89	91	91
Total Disagree	5	4	5
Mean Rating	4.26	4.30	4.30
Base	4008	3989	4381

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

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

Figure 29: Staff Were Competent – Changes Over Time (%)

Base: All respondents excluding those giving a 'not applicable' response. Baseline n=4008, Year 2 n=3989, Year 3 n=4381.

Green arrow indicates a significant improvement from the previous measure.

Red arrow indicates a significant negative change from the previous measure.

4.3.2. Staff Were Competent - Significant Differences for Year 3

The following statistically significant differences for Year 3 total are evident at the total results level (General, Communications Centres and Māori Booster sample Year 3 results combined).

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

- whose reason for contact was a traffic stop (96%, compared with 89% of all other respondents);
- aged 65 years or older (94%, compared with 90% of all other respondents) or between 25 and 34 years (93%, compared with 90% of all other respondents);
- whose point of contact was on the roadside (92%, compared with 90% of all other respondents); and/or
- of European descent (92%, compared with 88% of all other respondents).

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

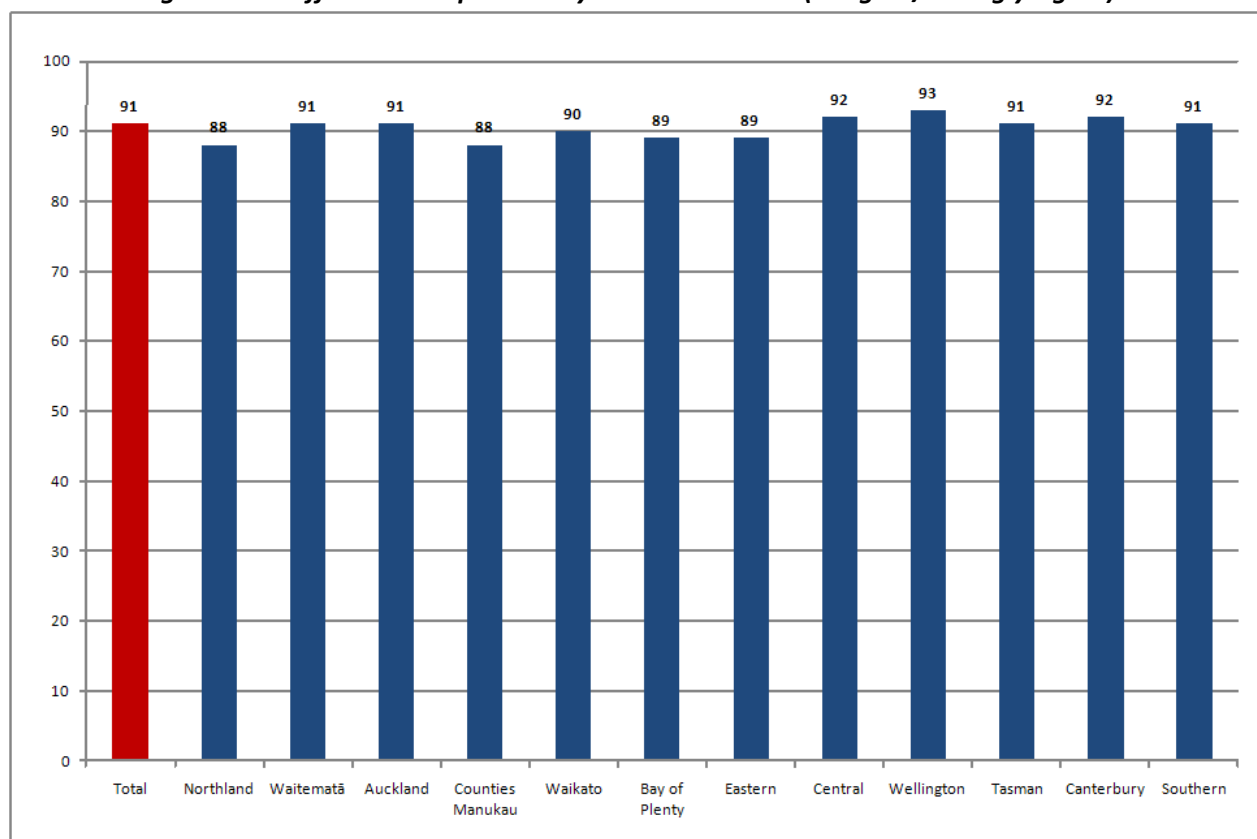
- whose reason for contact was suspect/disorderly behaviour/bail reporting/prisoner enquiry/pickup or visit (24%, compared with 5% of all other respondents);
- whose reason for contact was 'other crime' (20%, compared with 5% of all other respondents);
- whose reason for contact was 'other reason' (13%, compared with 5% of all other respondents);
- whose reason for contact was assault (10%, compared with 4% of all other respondents);
- whose reason for contact was a traffic offence (10%, compared with 1% of all other respondents); and/or
- whose point of contact was calling their local station (9%, compared with 5% of all other respondents).

4.3.3. Staff Were Competent - Comparison by District

1. Year 3

More than nine in ten respondents (91%) agreed to some extent that staff were competent. Respondents living in the Wellington District (93%) were the most likely to *agree/strongly agree* that staff were competent, although this result was not significantly higher than the total. In contrast, those living in the Northland or Counties Manukau districts (both with 88% *agree/strongly agree*), were the least likely to give a positive rating (note that the difference between the total and these results was not statistically significant).

Figure 30: Staff Were Competent - by District in Year 3 (% Agree/Strongly Agree)



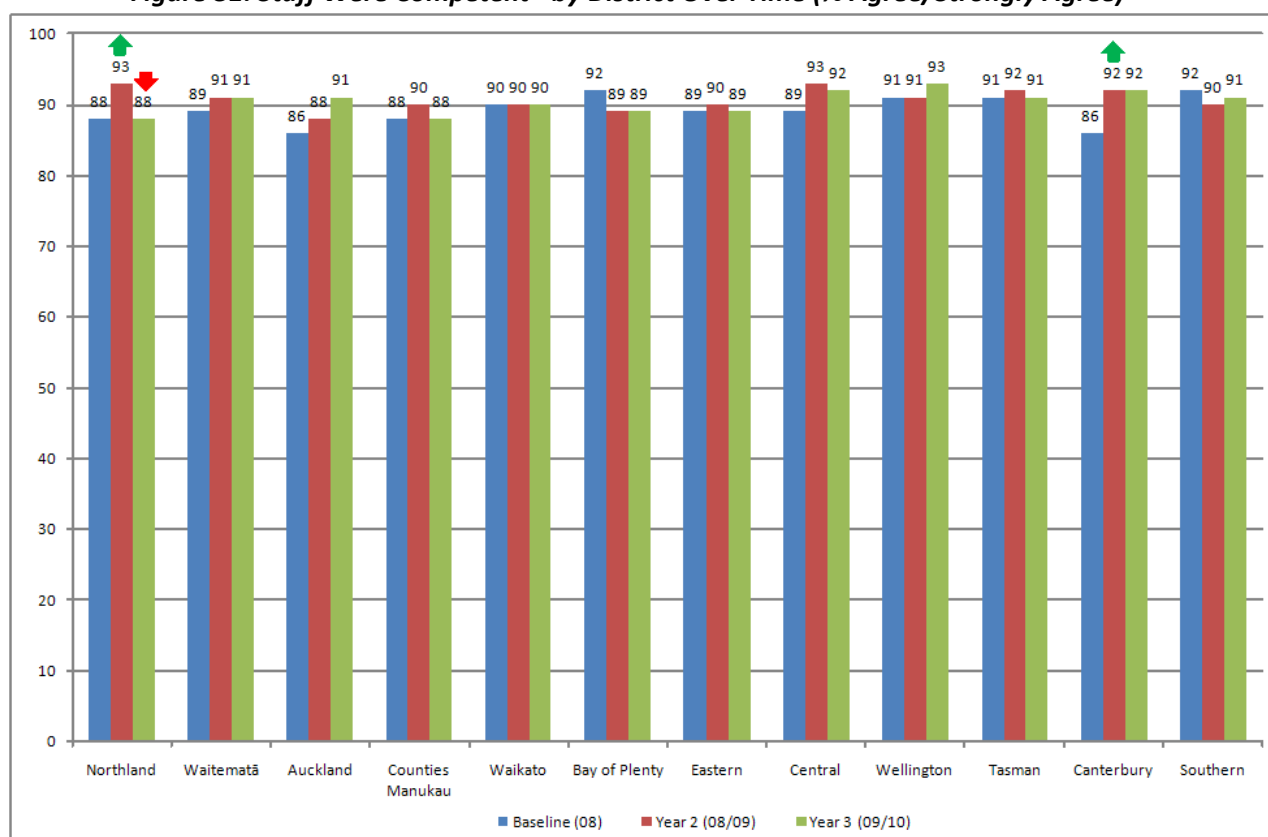
Base: All respondents, excluding 'not applicable' responses. Total Year 3 n=4381; Northland n=311; Waitematā n=375; Auckland n=403; Counties n=432; Waikato n=423; Bay of Plenty n=371; Eastern n=283; Central n=346; Wellington n=453; Tasman n=241; Canterbury n=415; Southern n=328.

2. Changes Over Time

When compared with Year 2 data, positive perceptions (the proportion of respondents who *agreed/strongly agreed* that staff were competent) increased or remained stable in 10 of the 12 districts. The most notable increase in positive ratings was reported for the Auckland City District (up from 88% to 91%).

However, the proportion of those living in the Northland District who *agreed/strongly agreed* that staff were competent decreased significantly - down five percentage points from 93% to 88%.

Figure 31: Staff Were Competent - by District Over Time (% Agree/Strongly Agree)



Base: All respondents, excluding 'not applicable' responses.

Green arrow indicates a significantly higher result than the previous measure.

Red arrow indicates a significantly lower result than the previous measure.

(Part 1)

Table 25: Staff Were Competent – By District (%)

	Northland			Waitematā			Auckland City			Counties Manukau			Waikato			Bay Of Plenty		
	B'line 08	Y2 08/09	Y3 09/10	B'line 08	Y2 08/09	Y3 09/10	B'line 08	Y2 08/09	Y3 09/10	B'line 08	Y2 08/09	Y3 09/10	B'line 08	Y2 08/09	Y3 09/10	B'line 08	Y2 08/09	Y3 09/10
Strongly Agree	40	44	48	42	44	40	40	40	46	44	42	38	36	42	46	37	42	38
Agree	48	49	40	47	47	51	46	48	45	44	48	50	54	48	44	55	47	51
Neither/nor	4	4	6	6	5	4	7	7	3	8	4	5	5	6	4	3	5	4
Disagree	4	1	3	3	2	3	4	4	4	3	4	5	2	2	3	3	4	5
Strongly Disagree	3	1	1	2	2	2	1	1	2	1	2	1	2	2	2	1	2	1
Don't know	1	1	2	0	0	0	2	0	0	0	0	1	1	0	1	1	0	1
Total Agree	88	93	88	89	91	91	86	88	91	88	90	88	90	90	90	92	89	89
Total Disagree	7	2	4	5	4	5	5	5	6	4	6	6	4	4	5	4	6	6
Base	308	297	311	318	335	375	326	407	403	349	387	432	368	338	423	346	338	371

(Part 2)

	Eastern			Central			Wellington			Tasman			Canterbury			Southern		
	B'line 08	Y2 08/09	Y3 09/10	B'line 08	Y2 08/09	Y3 09/10	B'line 08	Y2 08/09	Y3 09/10	B'line 08	Y2 08/09	Y3 09/10	B'line 08	Y2 08/09	Y3 09/10	B'line 08	Y2 08/09	Y3 09/10
Strongly Agree	41	41	44	46	43	46	44	49	47	51	54	42	40	49	52	48	44	46
Agree	48	49	45	43	50	46	47	42	46	40	38	49	46	43	40	44	46	45
Neither/nor	4	4	4	5	2	5	5	5	2	4	4	4	6	5	4	3	4	4
Disagree	4	4	4	3	1	2	3	2	2	3	3	3	4	2	3	3	5	2
Strongly Disagree	2	1	1	1	2	1	1	1	2	2	0	2	2	1	1	2	0	2
Don't know	1	1	2	2	2	0	0	1	1	0	1	0	2	0	0	0	1	1
Total Agree	89	90	89	89	93	92	91	91	93	91	92	91	86	92	92	92	90	91
Total Disagree	6	5	5	4	3	3	4	3	4	5	3	5	6	3	4	5	5	4
Base	295	272	283	333	299	346	405	377	453	283	241	241	365	401	415	312	297	328

Base: All respondents, excluding 'not applicable' responses.

Note: Bold indicates a statistically significant change from the previous measure.

Green highlighting denotes a statistically significant improvement from the previous measure.

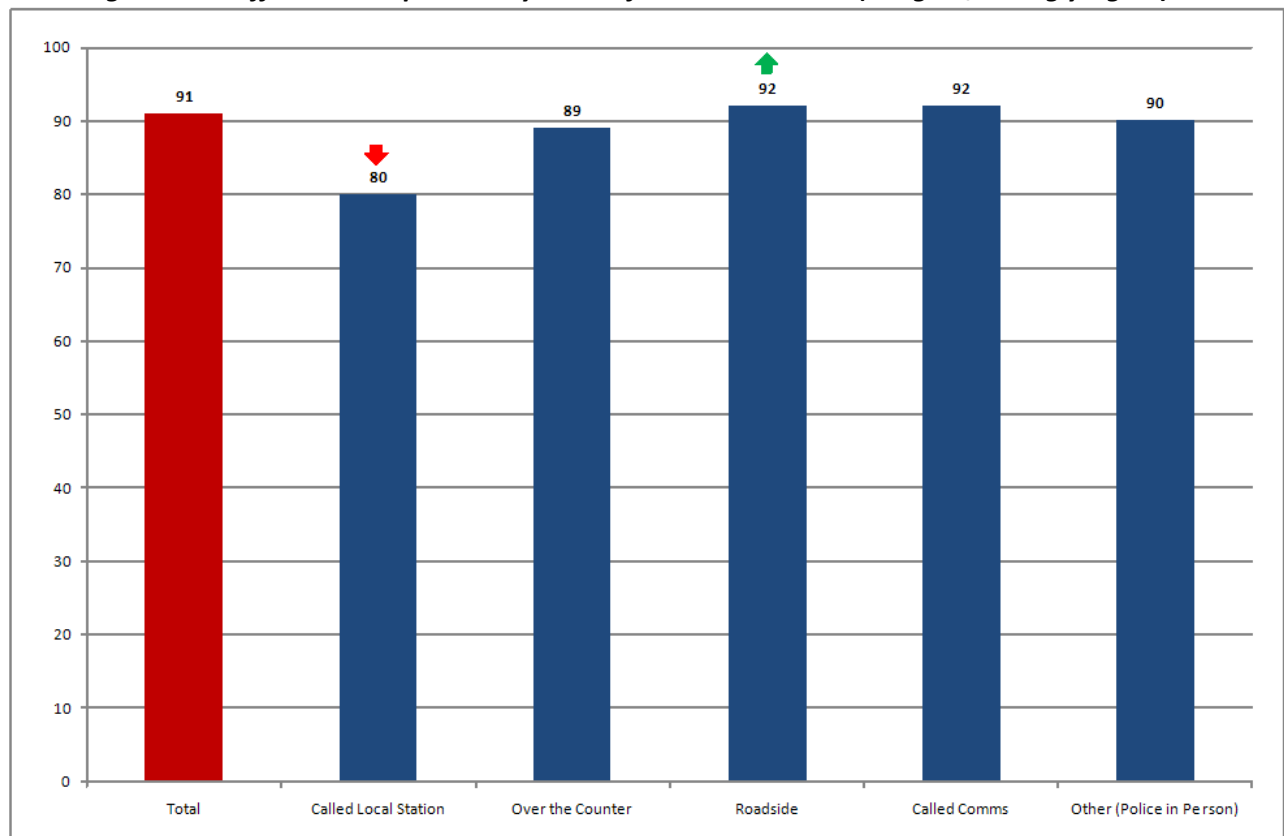
Red highlighting denotes a statistically significant negative change from the previous measure.

4.3.4. Staff Were Competent - Comparison by Point of Contact

1. Year 3

Respondents whose point of contact with Police was on the roadside were significantly more likely than all other respondents to *agree* or *strongly agree* that staff were competent (92%). By comparison, respondents who called their local station were significantly less likely to agree to some extent with this statement (80%).

Figure 32: Staff Were Competent - by Point of Contact in Year 3 (% Agree/Strongly Agree)



Base: All respondents, excluding 'not applicable' responses. Total Year 3 n=4381; Called local station n=259; Over the counter n=369; Roadside n=1293; Called the Communications Centres n=1650; Other (Police in person) n=810.

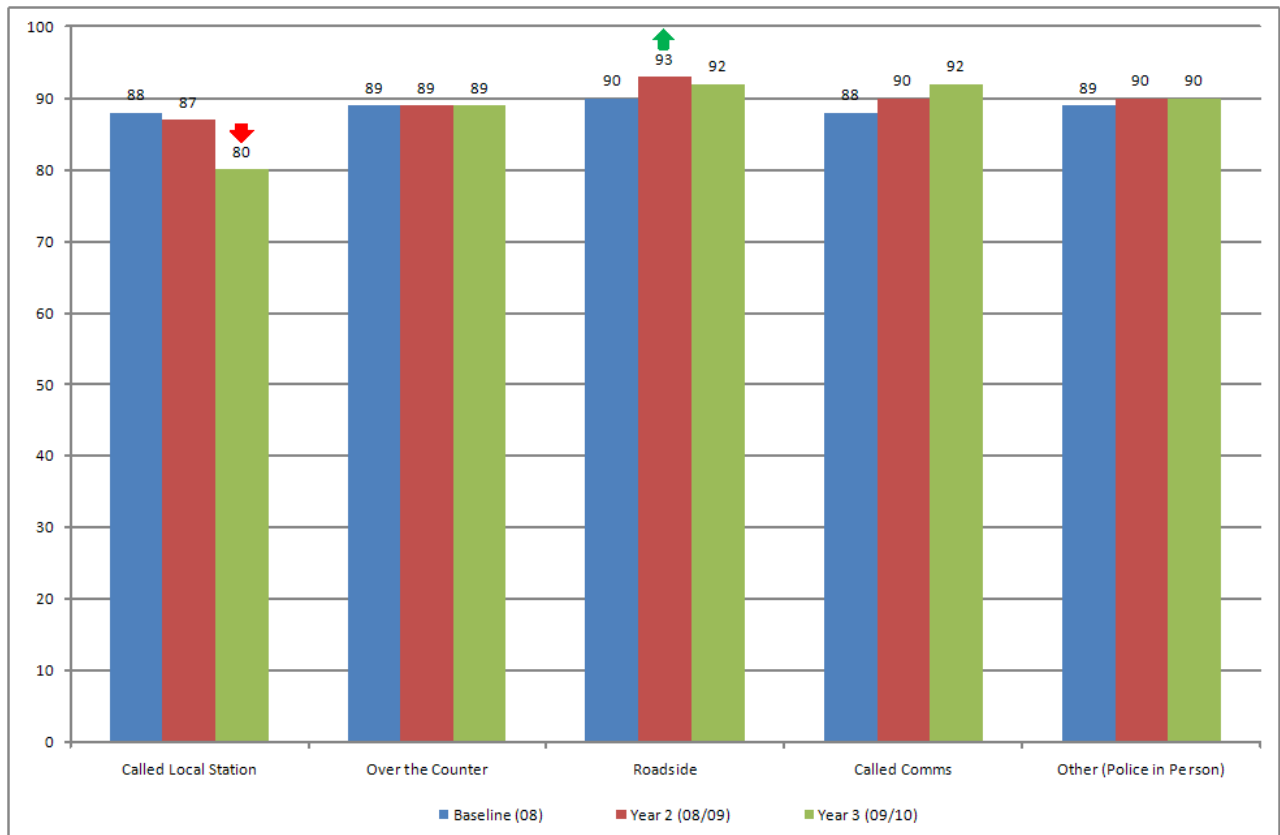
Green arrow indicates a significantly higher result than the total.

Red arrow indicates a significantly lower result than the total.

2. Changes Over Time

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 Year 2 and Year 3. However, the share of respondents agreeing to some extent that staff were competent decreased significantly for those calling their local station, down from 87% in Year 2, to 80% in Year 3.

Figure 33: Staff Were Competent - by Point of Contact Over Time (% Agree/Strongly Agree)



Base: All respondents, excluding 'not applicable' responses.

Green arrow indicates a significantly higher result than the previous measure.

Red arrow indicates a significantly lower result than the previous measure.

Table 26: Staff Were Competent – By Point Of Contact (%)

	Called Local Station			Over the Counter			Roadside			Called Comms			Other (Police in Person)		
	B'line 08	Y2 08/09	Y3 09/10	B'line 08	Y2 8/09	Y3 09/10	B'line 08	Y2 08/09	Y3 09/10	B'line 08	Y2 08/09	Y3 09/10	B'line 08	Y2 8/09	Y3 09/10
Strongly Agree	40	34	34	47	44	38	38	45	47	47	43	44	45	50	47
Agree	48	53	46	42	45	51	52	48	45	41	47	48	44	40	43
Neither/nor	6	6	10	4	5	5	6	4	4	6	5	3	4	5	3
Disagree	5	4	4	5	3	3	2	2	3	3	3	3	4	4	4
Strongly Disagree	1	2	5	2	3	2	1	1	1	1	2	1	2	1	2
Don't know	0	1	1	0	0	1	1	0	0	2	0	1	1	0	1
Total Agree	88	87	80	89	89	89	90	93	92	88	90	92	89	90	90
Total Disagree	6	6	9	7	6	5	3	3	4	4	5	4	6	5	6
Base	738	397	259	374	333	369	991	1105	1293	1273	1432	1650	632	722	810

Base: All respondents, excluding 'not applicable' responses.

Note: Bold indicates a statistically significant change from the previous measure.

Green highlighting denotes a statistically significant improvement from the previous measure.

Red highlighting denotes a statistically significant negative change from the previous measure.

4.3.5. Staff Were Competent - Reasons for Dissatisfaction

In Year 3, 5% of respondents disagreed to some extent that staff were competent. Of these, just less than one in four (18%) reported that this was because the staff member they dealt with had a bad attitude. A further 17% reported that the staff member didn't handle the situation well and/or didn't do all they could have. Thirteen percent of these respondents thought that the staff member they dealt with was not knowledgeable, while a further 13% mentioned poor communication as a reason they disagree or strongly disagree that staff were competent.

When compared with Year 2, 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 were not knowledgeable/didn't know where I was (13%, compared with 2% in Year 2);
- the whole process was slow/took too long/waste of time (6%, compared with 0% in Year 2); and
- poor communication (13%, compared with 4% in Year 2).

Table 27: Staff Were Competent – Reasons for Dissatisfaction (%)

	Respondents who Disagree			All Respondents
	Baseline 2008 (5%, n=172)	Year 2 2008/09 (4%, n=151)	Year 3 2009/10 (5%, n=183)	Year 3 2009/10 (n=9311)
Staff member had a bad attitude/arrogant/ indifferent/abrupt	28	22	18	<1
Police were incompetent/didn't handle situation well/didn't do all they could	26	26	17	<1
Police were not knowledgeable/didn't know where I was	0	2	13	<1
Poor communication/didn't listen/disinterested/no explanation	0	4	13	<1
Didn't take matter seriously/didn't believe me/ care	0	12	9	<1
Police didn't call back, no follow-up/feedback	8	10	9	<1
Outcome/decision was unfair or incorrect	11	7	9	<1
Whole process slow/took too long/waste of time	0	0	6	<1
Police took too long to respond/didn't attend/inadequate response	3	8	5	<1
Police didn't do anything/no outcome/action/Police didn't do their job	12	7	5	<1
Respondent felt picked on/discriminated against	1	3	5	<1
No information/help/advice given – Police didn't help	11	2	4	<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%.

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

Orange highlighting denotes a significant difference from the previous measure.

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

- whose reason for contact was a traffic offence (35%, compared with 14% of all other respondents); and/or
- whose point of contact was on the roadside (31%, compared with 13% of all other respondents).

Respondents significantly more likely to mention that **Police were incompetent and didn't handle the situation well** include those of Māori descent (36%, compared with 9% of all other respondents).

Respondents significantly more likely to mention **poor communication** include those aged between 35 and 44 years (25%, compared with 9% of all other respondents).

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

- whose reason for contact was a traffic offence (25%, compared with 5% of all other respondents);
- whose point of contact was on the roadside (23%, compared with 3% of all other respondents); and/or
- aged between 45 and 54 years (20%, compared with 4% of all other respondents).

Respondents significantly more likely to mention that the **whole process took too long**, include those whose point of contact was in person (other than on the roadside or at a Police station) (18%, compared with 3% of all other respondents).

Respondents significantly more likely to mention that **Police didn't do anything/no action taken** include those who are female (10%, compared with 2% 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 (11%, compared with 2% of all other respondents); and/or
- who are male (8%, compared with 1% of female respondents).

Respondents significantly more likely to mention that **Police didn't give any information/help/advice** include those:

- aged between 35 and 44 years (12%, compared with 2% of all other respondents); and/or
- who are female (9%, compared with 1% of male respondents).

4.4. Staff Did What They Said They Would Do

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... *[read out scale]*

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

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

Eighty-five percent of respondents in Year 3 *agree* (43%) or *strongly agree* (42%) that staff did what they said they would do. A similar proportion agreed with this statement in Year 2 (86%) and in the Baseline measure (85%).

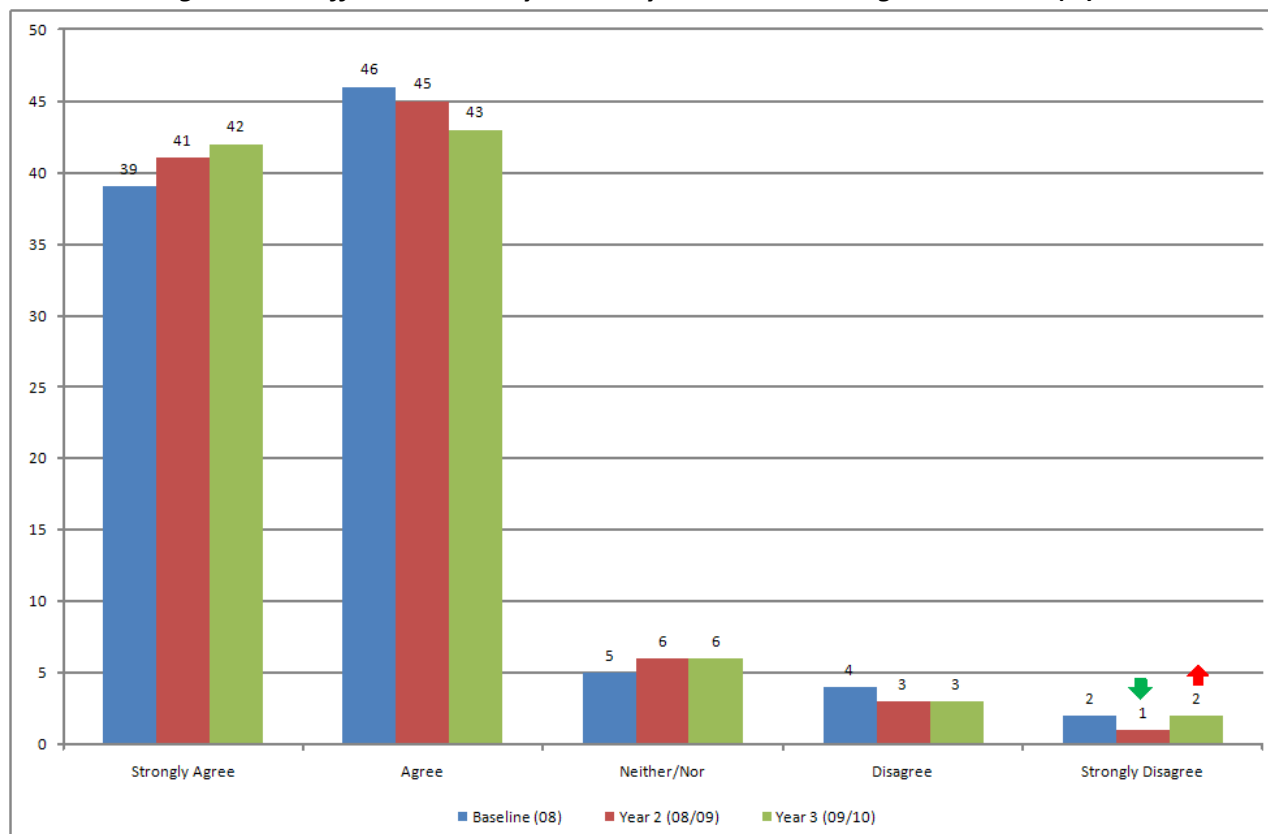
Only 5% of respondents *disagree/strongly disagree* that staff did what they said they would do; however this share is up significantly from 4% in Year 2.

Table 28: Staff Did What They Said They Would Do – Changes Over Time (%)

	Baseline 2008	Year 2 2008/09	Year 3 2009/10
Strongly Agree	39	41	42
Agree	46	45	43
Neither/Nor	5	6	6
Disagree	4	3	3
Strongly Disagree	2	1	2
Don't know	4	4	4
Total Agree	85	86	85
Total Disagree	6	4	5
Mean Rating	4.21	4.25	4.23
Base	3860	3830	4199

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

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

Figure 34: Staff Did What They Said They Would Do – Changes Over Time (%)

Base: All respondents excluding those giving a 'not applicable' response. Baseline n=3860, Year 2 n=3830, Year 3 n=4199.

Green arrow indicates a significant improvement from the previous measure.

Red arrow indicates a significant negative change from the previous measure.

4.4.2. Staff Did What They Said They Would Do - Significant Differences for Year 3

The following statistically significant differences for Year 3 total are evident at the total results level (General, Communications Centres and Māori Booster sample Year 3 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 (95%, compared with 85% 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 (93%, compared with 82% of all other respondents);
- aged 65 years or older (91%, compared with 85% of all other respondents);
- whose reason for contact was a general enquiry (90%, compared with 85% of all other respondents);
- whose reason for contact was a traffic offence (90%, compared with 85% of all other respondents); and/or
- who are male (87%, compared with 83% of female respondents).

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

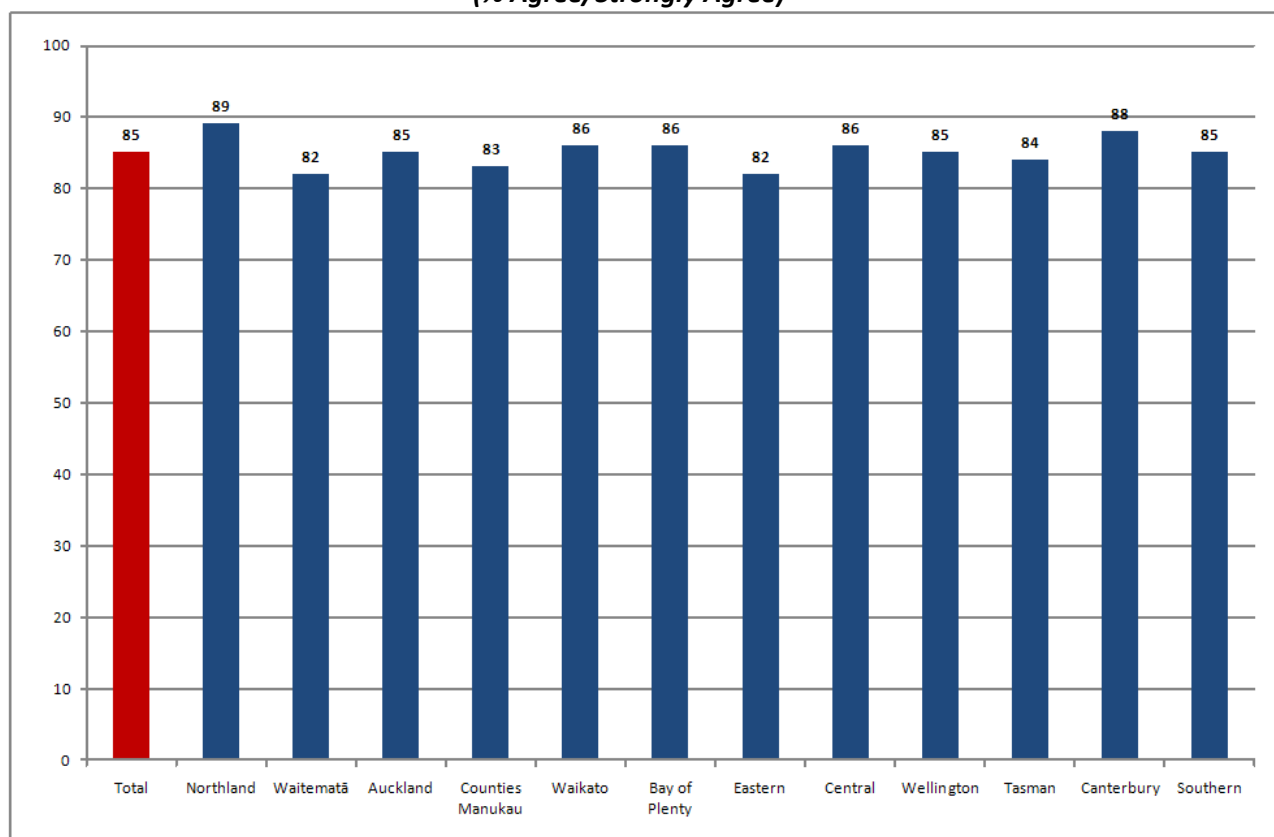
- whose reason for contact was suspect/perpetrator/bail reporting/prisoner enquiry/pickup or visit (25%, compared with 5% of all other respondents);
- whose reason for contact was 'other crime' (17%, compared with 5% of all other respondents);
- whose reason for contact was assault (16%, compared with 4% of all other respondents);
- whose reason for contact was reporting dangerous driving (12%, compared with 5% of all other respondents);
- whose reason for contact was 'other' (12%, compared with 5% of all other respondents);
- whose point of contact was over the phone, either by calling their local station (12%, compared with 5% of all other respondents) or the Communications Centres (8%, compared with 4% of all other respondents);
- whose point of contact was over the counter at the local station (11%, compared with 5% of all other respondents);
- whose reason for contact was a traffic crash or incident (10%, compared with 5% of all other respondents);
- whose reason for contact was theft (9%, compared with 5% of all other respondents);
- whose point of contact was in person (other than on the roadside or at a Police station) (8%, compared with 5% of all other respondents); and/or
- aged between 16 and 24 years (8%, compared with 5% of all other respondents).

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

1. Year 3

Eighty-five percent of respondents in Year 3 agree to some extent (*agree/strongly agree*) that staff did what they would do. There were no significant differences by district.

**Figure 35: Staff Did What They Said They Would Do - by District in Year 3
(% Agree/Strongly Agree)**



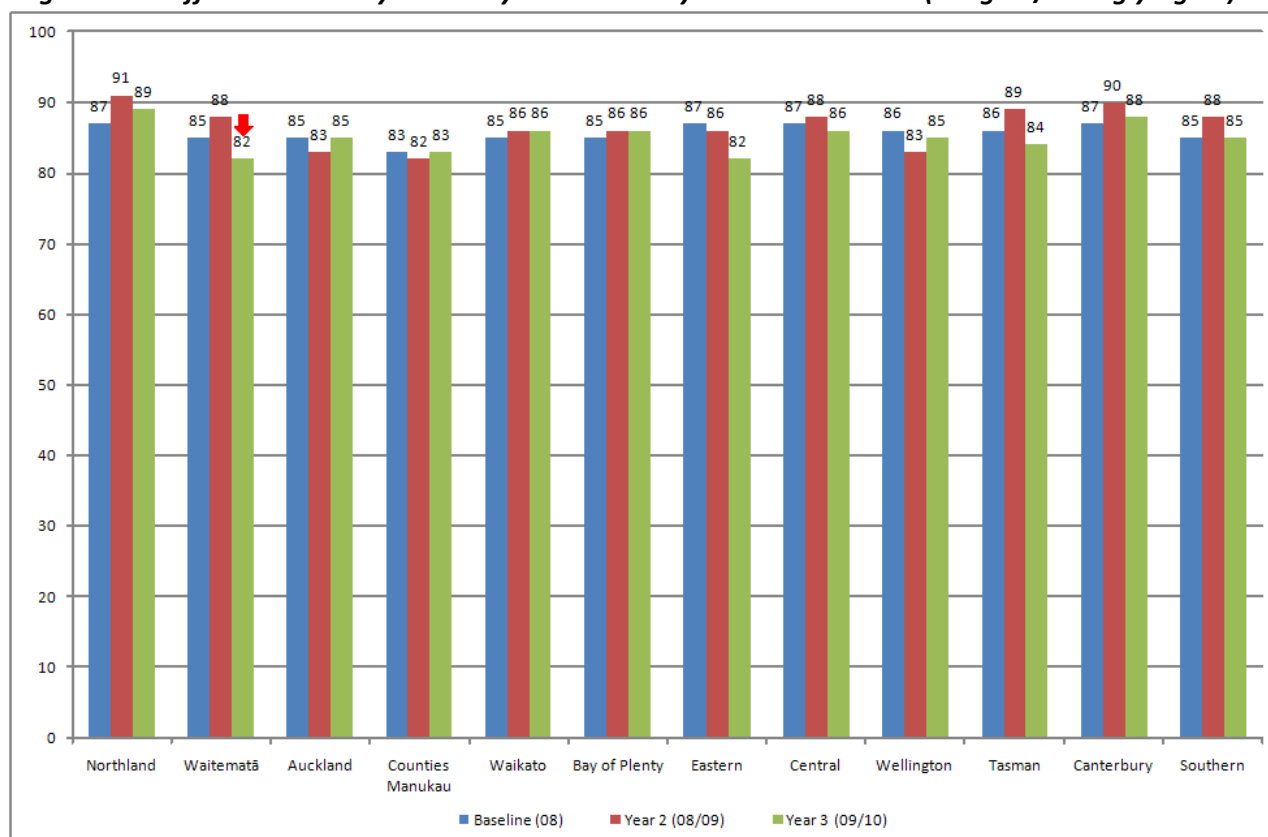
Base: All respondents, excluding 'not applicable' responses. Total Year 3 n=4199; Northland n=302; Waitematā n=358; Auckland n=384; Counties n=410; Waikato n=405; Bay of Plenty n=350; Eastern n=267; Central n=337; Wellington n=439; Tasman n=232; Canterbury n=398; Southern n=317.

2. Changes Over Time

When compared with Year 2 data, the change in 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 5 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 Wellington District (up from 83% to 86%). Also of note is that the proportion of those living in Auckland City District who *strongly agreed* increased significantly (from 33% in Year 2, to 49%).

The proportion of respondents who *agreed/strongly agreed* that staff did what they said they would do decreased in seven districts between Year 2 and Year 3. This decrease was statistically significant for those living in the Waitematā District (down from 88% to 82%). Of those living in the Tasman and Canterbury districts, the proportion of respondents who *disagreed/strongly disagreed* that staff did what they said they would do increased significantly. In Year 3, 8% of those living in the Tasman District and 6% of those living in the Canterbury District disagreed to some extent that staff did what they said they would do. This compares with 3% and 2% of respondents respectively in Year 2. Also of note is that the proportion of those living in the Bay of Plenty and Tasman districts who *strongly agreed* decreased significantly between Year 2 and Year 3 (down 9 and 16 percentage points respectively).

Figure 36: Staff Did What They Said They Would Do - by District Over Time (% Agree/Strongly Agree)



Base: All respondents, excluding 'not applicable' responses.

Red arrow indicates a significantly lower result than the previous measure.

(Part 1)

Table 29: Staff Did What They Said They Would Do – By District (%)

	Northland			Waitematā			Auckland City			Counties Manukau			Waikato			Bay Of Plenty		
	B'line 08	Y2 08/09	Y3 09/10	B'line 08	Y2 08/09	Y3 09/10	B'line 08	Y2 08/09	Y3 09/10	B'line 08	Y2 08/09	Y3 09/10	B'line 08	Y2 08/09	Y3 09/10	B'line 08	Y2 08/09	Y3 09/10
Strongly Agree	39	42	43	41	41	41	38	33	49	37	38	35	32	38	43	35	41	32
Agree	48	49	47	44	47	41	47	50	37	46	44	48	53	48	43	50	45	54
Neither/nor	7	5	4	5	5	6	6	9	7	5	7	9	5	7	5	4	7	7
Disagree	1	3	1	4	3	3	4	2	2	5	3	3	3	3	4	3	3	2
Strongly Disagree	1	1	4	2	1	3	3	2	2	1	4	2	2	1	3	3	2	1
Don't know	4	0	2	4	3	6	2	4	3	6	4	3	5	3	2	5	2	4
Total Agree	87	91	89	85	88	82	85	83	85	83	82	83	85	86	86	85	86	86
Total Disagree	2	4	5	6	4	6	7	4	4	6	7	5	5	4	7	6	5	3
Base	295	285	302	300	311	358	313	389	384	342	375	410	356	327	405	336	328	350

(Part 2)

	Eastern			Central			Wellington			Tasman			Canterbury			Southern		
	B'line 08	Y2 08/09	Y3 09/10	B'line 08	Y2 08/09	Y3 09/10	B'line 08	Y2 08/09	Y3 09/10	B'line 08	Y2 08/09	Y3 09/10	B'line 08	Y2 08/09	Y3 09/10	B'line 08	Y2 08/09	Y3 09/10
Strongly Agree	38	42	38	41	41	43	39	43	45	45	50	34	41	46	45	40	41	42
Agree	49	44	44	46	47	43	47	40	40	41	39	50	46	44	43	45	47	43
Neither/nor	5	7	5	6	5	7	8	7	6	5	5	4	4	5	4	5	6	6
Disagree	2	4	5	3	2	3	3	5	3	4	2	5	3	2	2	5	2	3
Strongly Disagree	3	2	2	2	3	2	2	1	2	2	1	4	3	0	4	3	1	3
Don't know	3	1	6	2	2	3	1	4	4	3	3	4	3	3	3	2	3	3
Total Agree	87	86	82	87	88	86	86	83	85	86	89	84	87	90	88	85	88	85
Total Disagree	5	6	7	5	5	5	5	6	5	6	3	8	6	2	6	8	3	6
Base	290	264	267	323	284	337	389	361	439	272	228	232	351	391	398	293	287	317

Base: All respondents, excluding 'not applicable' responses.

Note: Bold indicates a statistically significant change from the previous measure.

Green highlighting denotes a statistically significant improvement from the previous measure.

Red highlighting denotes a statistically significant negative change from the previous measure.

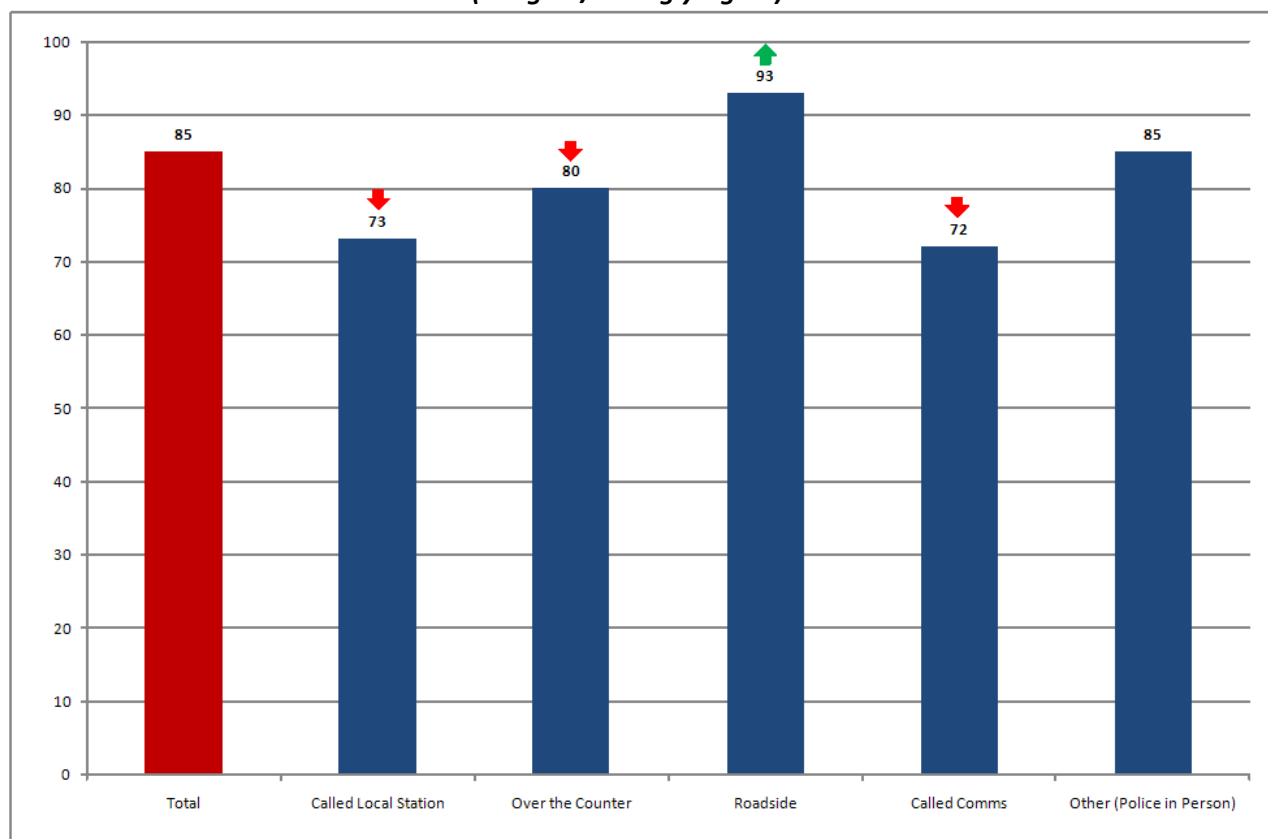
4.4.4. Staff Did What They Said They Would Do - Comparison by Point of Contact

1. Year 3

Almost all respondents whose point of contact was on the roadside (93%) *agreed* or *strongly agreed* that staff did what they said they would do - this share significantly higher than for all other points of contact.

In contrast, those whose point of contact was calling one of the Communications Centres (72%), calling their local station (73%) or over the counter at the station (80%) were significantly less likely to have given a positive rating. However, it should be noted that 14% of those who called one of the Communications Centres gave a 'don't know' response (indicating that they are unaware of the outcome of their call).

**Figure 37: Staff Did What They Said They Would Do - by Point of Contact in Year 3
(% Agree/Strongly Agree)**



Base: All respondents, excluding 'not applicable' responses. Total Year 3 n=4199; Called local station n=248; Over the counter n=357; Roadside n=1244; Called the Communications Centres n=1576; Other (Police in person) n=774.

Green arrow indicates a significantly higher result than the total.

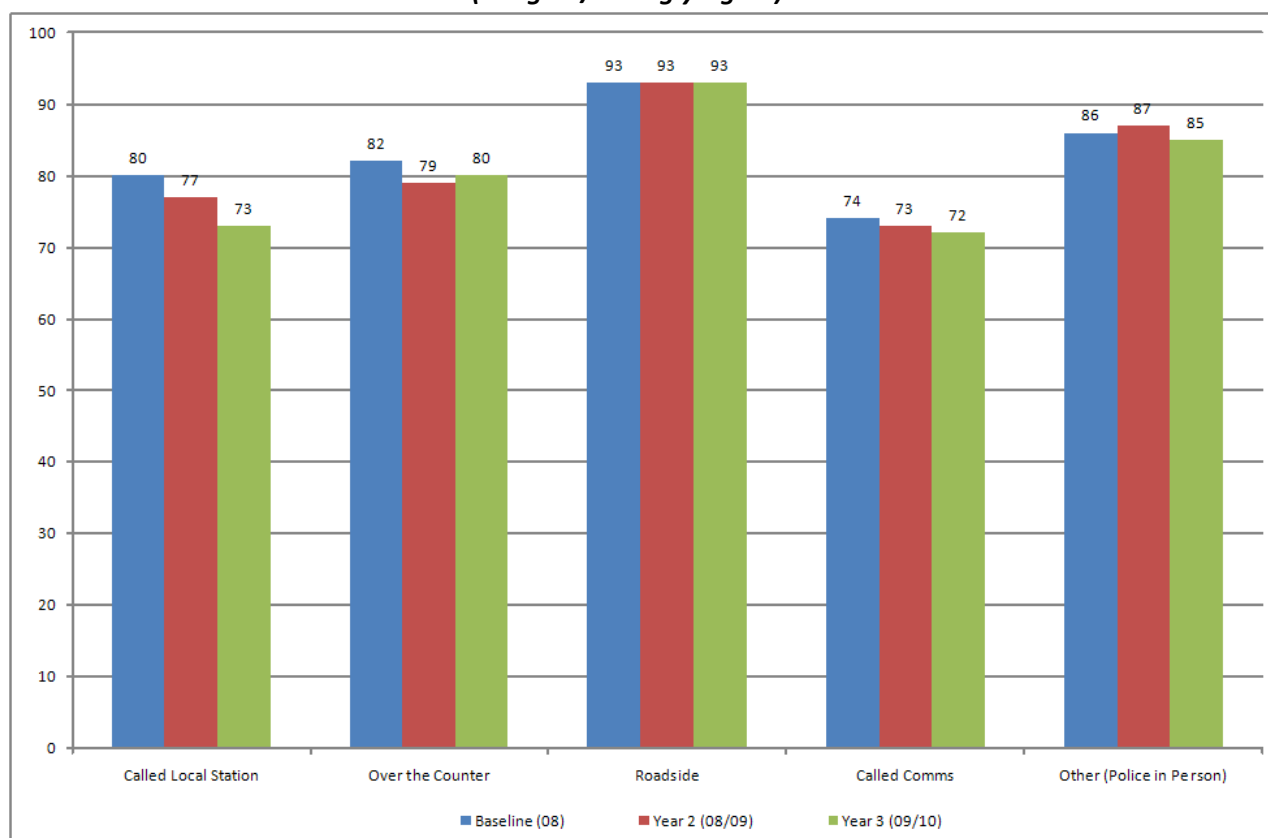
Red arrow indicates a significantly lower result than the total.

2. Changes Over Time

The proportion of respondents who *agreed/strongly agreed* that staff did what they said they would do remained stable for both over the counter contact (up slightly from 79% in Year 2, to 80%) and roadside contact (93% in both Year 2 and Year 3).

However, the proportion agreeing to some extent declined between Year 2 and Year 3 for the other three points of contact. The share of respondents whose point of contact was in person (other than on the roadside or at a Police station) disagreeing to some extent increased significantly (from 5% to 8% *disagreeing/strongly disagreeing*). Also of note is that the share of respondents who *strongly disagreed* increased significantly for both those whose point of contact was over the counter (up from 2% to 6%) and in person (other than on the roadside or at a Police station) (up from 2% to 4%).

Figure 38: Staff Did What They Said They Would Do - by Point of Contact Over Time (% Agree/Strongly Agree)



Base: All respondents, excluding 'not applicable' responses.

Table 30: 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)		
	B'line 08	Y2 08/09	Y3 09/10	B'line 08	Y2 08/09	Y3 09/10	B'line 08	Y2 08/09	Y3 09/10	B'line 08	Y2 08/09	Y3 09/10	B'line 08	Y2 08/09	Y3 09/10
Strongly Agree	35	31	34	44	38	40	37	43	46	36	34	34	43	46	43
Agree	45	46	39	38	41	40	56	50	47	38	39	38	43	41	42
Neither/nor	5	9	9	4	7	8	4	5	5	7	7	6	8	6	5
Disagree	5	5	4	8	6	5	1	1	1	5	5	5	4	3	4
Strongly Disagree	4	5	8	3	2	6	1	0	0	3	2	3	2	2	4
Don't know	6	4	6	3	6	1	1	1	1	11	13	14	0	2	2
Total Agree	80	77	73	82	79	80	93	93	93	74	73	72	86	87	85
Total Disagree	9	10	12	11	8	11	2	1	1	8	7	8	6	5	8
Base	703	377	248	364	318	357	944	1073	1244	1241	1367	1576	608	695	774

Base: All respondents, excluding 'not applicable' responses.

Note: Bold indicates a statistically significant change from the previous measure.

Green highlighting denotes a statistically significant improvement from the previous measure.

Red highlighting denotes a statistically significant negative change from the previous measure.

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

The greatest single share (37%) of those respondents who *disagreed* or *strongly disagreed* that staff did what they said they would do mentioned that this was because the staff member did not call back or provide any follow-up. Seventeen percent of these respondents commented that Police didn't do anything/no outcome/no action taken. Just over one in seven (15%) reported that Police did not attend or that Police response was slow/inadequate, while a further 15% mentioned that the staff member did not do what they said they would in general (no specific details given).

When compared with Year 2, 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 didn't do anything/no action or outcome (17%, compared with 8% in Year 2); and
- the whole process took too long/slow/waste of time (4%, compared with 0% in Year 2).

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 because the staff member had a bad attitude/arrogant/indifferent/abrupt (5%, compared with 14% in Year 2).

Table 31: Staff Did What They Said They Would Do – Reasons for Dissatisfaction (%)

	Respondents who Disagree			All Respondents
	Baseline 2008 (6%, n=209)	Year 2 2008/09 (4%, n=169)	Year 3 2009/10 (5%, n=212)	Year 3 2009/10 (n=9311)
Police didn't call back, no follow-up/feedback	30	33	37	1
Police didn't do anything/no outcome/no action/Police didn't do their job	30	8	17	<1
Police took too long to respond/didn't attend/inadequate response	6	22	15	<1
Didn't do what they said they would do	0	18	15	<1
Poor communication/didn't listen/disinterested/no explanation	0	3	6	<1
Staff member had a bad attitude/arrogant/indifferent/abrupt	12	14	5	<1
Didn't take matter seriously/didn't believe me/ care	0	3	5	<1
Whole process took too long/slow/waste of time	0	0	4	<1
Poor/confusing process – transferred/got computer message/couldn't speak to the person I needed to	2	7	3	<1
Police were incompetent/didn't handle situation well	9	7	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%.

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

Orange highlighting denotes a significant difference from the previous measure.

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

- whose point of contact was calling their local station (69%, compared with 32% of all other respondents); and/or
- of European descent (45%, compared with 25% of all other respondents).

Respondents significantly more likely to mention that **Police took too long to respond/inadequate response** include those whose point of contact was calling the Communications Centres (39%, compared with 4% of all other respondents).

Respondents significantly more likely to mention that **the whole process took too long/slow/waste of time** include those whose point of contact was over the counter at their local station (14%, compared with 2% of all other respondents).

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

- whose point of contact was over the counter at their local station (11%, compared with 2% of all other respondents); and/or
- of Māori descent (8%, compared with 1% of all other respondents).

4.5. My Individual Circumstances Were Taken Into Account

Question: 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't read)** Not Applicable
8. **(don't read)** Refused

4.5.1. Individual Circumstances - Changes Over Time

Just less than three-quarters of respondents (73%) agreed to some extent that they felt their individual circumstances were taken into account, including 32% *strongly agreeing* and 41% *agreeing*. When compared with Year 2, this represents a significant decline in the proportion of respondents *agreeing/strongly agreeing* - down 5 percentage points from 78%. *Note: That the decline in positive ratings has not resulted in an increase in negative ratings – but rather an increase in neutral (or neither/nor) ratings. This shift is most notable among those who have had roadside contact.*

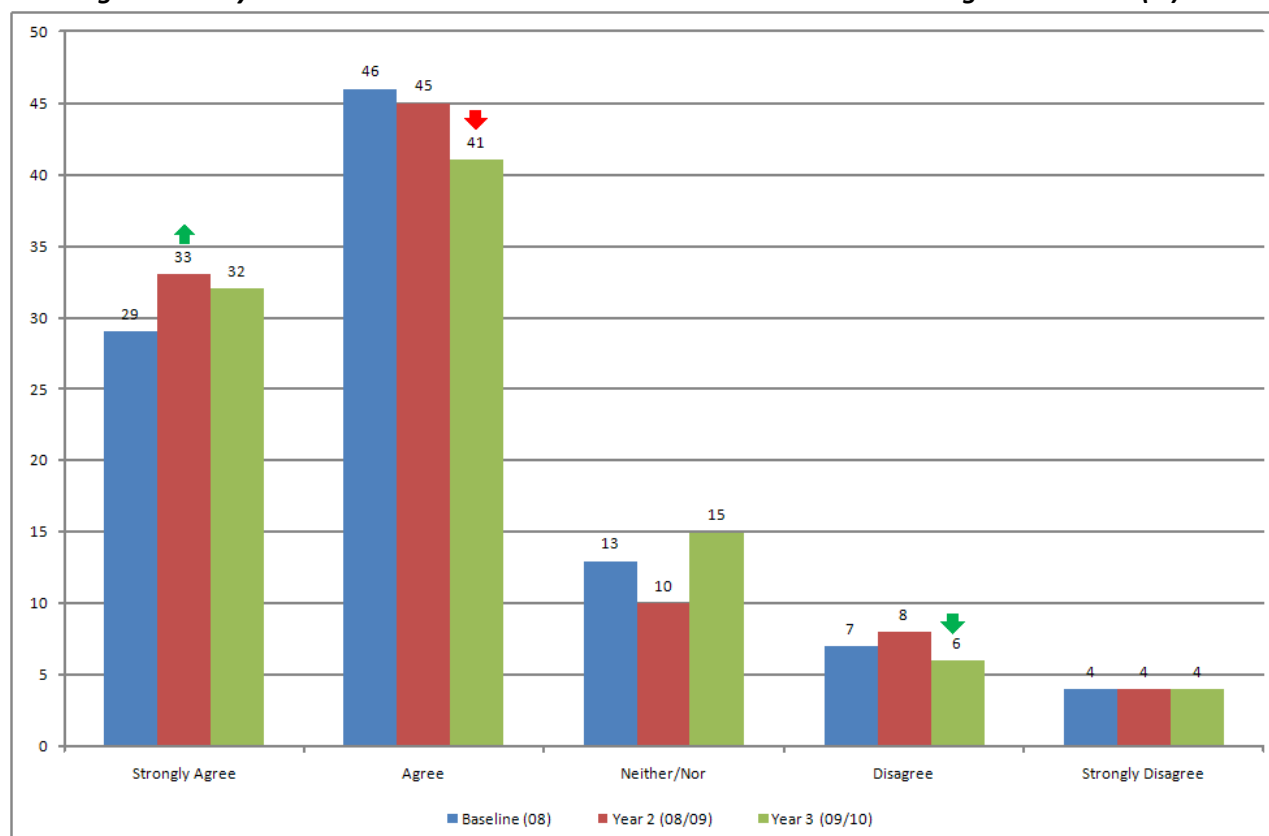
One in ten respondents (10%), either *disagree* (6%) or *strongly disagree* (4%) that their individual circumstances were taken into account. However, it should be noted that this share is down significantly in comparison with Year 2 results (down from 12%).

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

	Baseline 2008	Year 2 2008/09	Year 3 2009/10
Strongly Agree	29	33	32
Agree	46	45	41
Neither/Nor	13	10	15
Disagree	7	8	6
Strongly Disagree	4	4	4
Don't know	1	0	2
Total Agree	75	78	73
Total Disagree	11	12	10
Mean Rating	3.90	3.96	3.91
Base	3769	3770	4138

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

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

Figure 39: My Individual Circumstances Were Taken Into Account – Changes Over Time (%)

Base: All respondents excluding those giving a 'not applicable' response. Baseline n=3769, Year 2 n=3770, Year 3 n=4138.

Green arrow indicates a significant improvement from the previous measure.

Red arrow indicates a significant negative change from the previous measure.

4.5.2. Individual Circumstances - Significant Differences for Year 3

The following statistically significant differences for Year 3 are evident at the total results level (combined Year 3 results for General, Communications Centres and Māori Booster sample).

Respondents significantly more likely (than the total for Y3) to *agree/strongly agree* that their individual circumstances were taken into account included those:

- whose reason for contact was 'other incident' (88%, compared with 72% of all other respondents);
- whose reason for contact was an intruder/prowler/suspicious noises/burglar on premises (86%, compared with 72% of all other respondents);
- whose reason for contact was a general enquiry (84%, compared with 72% of all other respondents);
- whose reason for contact was burglary (81%, compared with 72% of all other respondents) or theft (79%, compared with 72% of all other respondents);
- aged 55 years or older (80%, compared with 69% of all other respondents);
- living in Canterbury District (79%, compared with 72% of all other respondents);
- whose point of contact was calling the Communications Centres (79%, compared with 69% of all other respondents);

- whose point of contact was in person (other than on the roadside or at a Police station) (78%, compared with 71% of all other respondents); and/or
- whose point of contact was over the counter at their local station (77%, compared with 72% of all other respondents).

Respondents significantly more likely (than the total for Y3) to *disagree/strongly disagree* that their individual circumstances were taken into account included those:

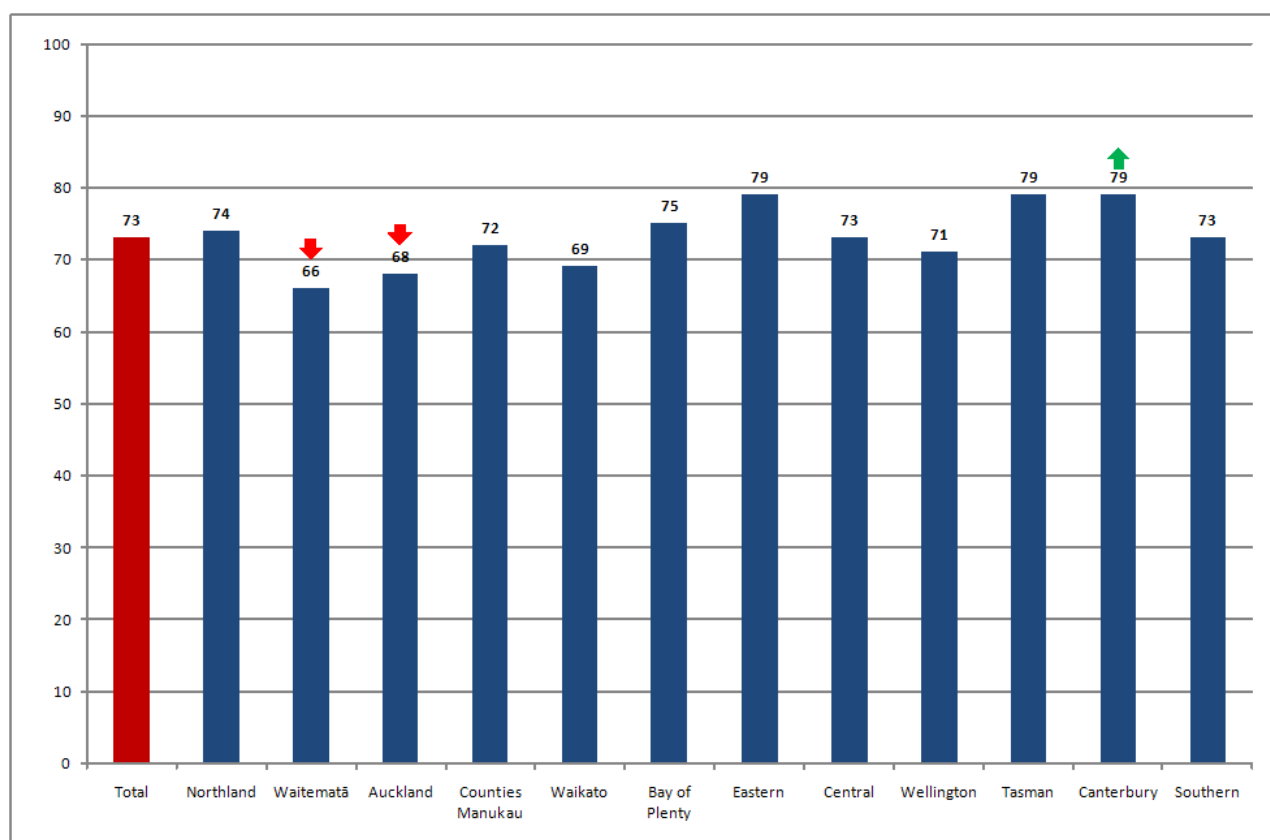
- whose reason for contact was suspect/perpetrator/bail reporting/prisoner enquiry/pickup or visit (52%, compared with 10% of all other respondents);
- whose reason for contact was 'other crime' (28%, compared with 10% of all other respondents);
- whose reason for contact was traffic offence (25%, compared with 9% of all other respondents);
- whose reason for contact was 'other' (19%, compared with 10% of all other respondents);
- living in Waitematā District (14%, compared with 10% of all other respondents); and/or
- aged between 16 and 24 years (14%, compared with 10% of all other respondents) or between 45 and 54 years (13%, compared with 9% of all other respondents).

4.5.3. Individual Circumstances - Comparison by District

1. Year 3

Just less than three-quarters (73%) of respondents *agreed/strongly agreed* that they felt their individual circumstances were taken into account. In particular, respondents living in the Canterbury District were significantly more likely to agree to some extent (79%), while those living in the Auckland City (68%) or Waitematā (66%) districts were significantly less likely to do so.

Figure 40: My Individual Circumstances Were Taken into Account - by District in Year 3
(% Agree/Strongly Agree)



Base: All respondents, excluding 'not applicable' responses. Total Year 3 n=4138; Northland n=295; Waitematā n=344; Auckland n=379; Counties n=411; Waikato n=403; Bay of Plenty n=342; Eastern n=268; Central n=333; Wellington n=424; Tasman n=228; Canterbury n=394; Southern n=317.

Green arrow indicates a significantly higher result than the total.

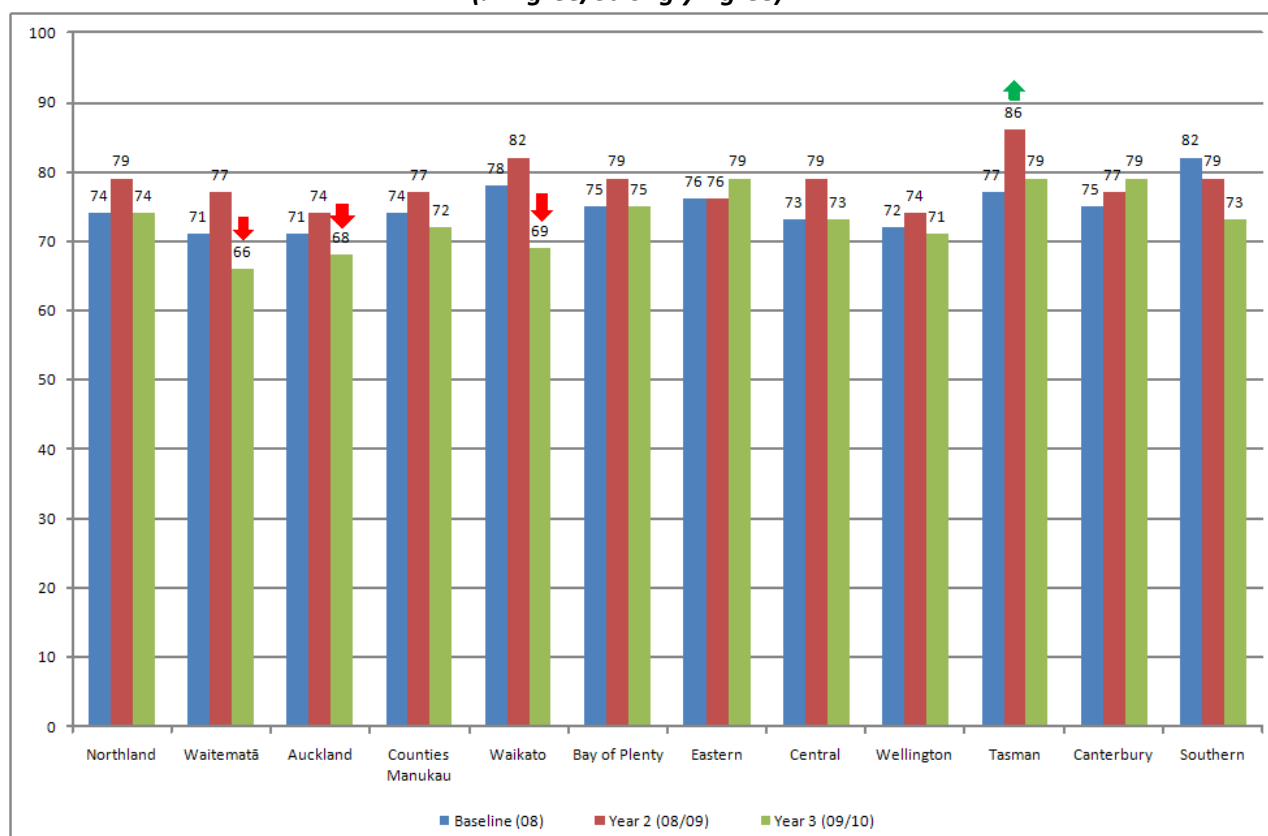
Red arrow indicates a significantly lower result than the total.

2. Changes Over Time

The proportion of respondents who *agreed/strongly agreed* that they felt their individual circumstances were taken into account decreased for all but two districts when compared with Year 2. In particular, the declines in positive ratings were statistically significant for those living in the Waikato (down from 82% to 69%), Waitematā (down from 77% to 66%) and Auckland City (down from 74% to 68%) districts. The share of respondents who *strongly agreed* declined significantly for those living in the Tasman District (down 11 percentage points from 39% in Year 2 to 28%).

In contrast, the proportion of respondents who agreed to some extent that their individual circumstances were taken into account increased for two of the twelve districts (however, these increases were not statistically significant). The share of respondents who *agreed/strongly agreed* increased from 76% to 79% for those living in the Eastern District, and from 77% to 79% for those living in the Canterbury District.

Figure 41: My Individual Circumstances Were Taken into Account - by District Over Time (% Agree/Strongly Agree)



Base: All respondents, excluding 'not applicable' responses.

Green arrow indicates a significantly higher result than the previous measure.

Red arrow indicates a significantly lower result than the previous measure.

(Part 1)

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

	Northland			Waitematā			Auckland City			Counties Manukau			Waikato			Bay Of Plenty		
	B'line 08	Y2 08/09	Y3 09/10	B'line 08	Y2 08/09	Y3 09/10	B'line 08	Y2 08/09	Y3 09/10	B'line 08	Y2 08/09	Y3 09/10	B'line 08	Y2 08/09	Y3 09/10	B'line 08	Y2 08/09	Y3 09/10
Strongly Agree	32	35	34	30	31	28	23	27	28	28	32	31	23	31	29	30	33	27
Agree	42	44	40	41	46	38	48	47	40	46	45	41	55	51	40	45	46	49
Neither/nor	13	11	12	16	10	17	17	13	19	15	10	16	11	7	19	9	10	12
Disagree	7	5	4	9	8	7	5	9	6	7	8	7	5	7	6	9	7	7
Strongly Disagree	4	5	8	4	5	7	5	3	3	2	4	3	5	3	5	5	3	4
Don't know	2	0	2	0	0	3	2	1	4	2	1	2	1	1	1	2	1	2
Total Agree	74	79	74	71	77	66	71	74	68	74	77	72	78	82	69	75	79	76
Total Disagree	11	10	12	13	13	14	10	12	9	9	12	10	10	10	11	14	10	11
Base	282	280	295	289	308	344	309	389	379	335	378	411	353	322	403	329	321	342

(Part 2)

	Eastern			Central			Wellington			Tasman			Canterbury			Southern		
	B'line 08	Y2 08/09	Y3 09/10	B'line 08	Y2 08/09	Y3 09/10	B'line 08	Y2 08/09	Y3 09/10	B'line 08	Y2 08/09	Y3 09/10	B'line 08	Y2 08/09	Y3 09/10	B'line 08	Y2 08/09	Y3 09/10
Strongly Agree	34	33	38	31	33	33	28	37	32	37	39	28	28	35	37	34	32	36
Agree	42	43	41	42	46	40	44	37	39	40	47	51	47	42	42	48	47	37
Neither/nor	7	13	7	16	11	17	15	14	16	8	6	11	13	7	11	7	10	16
Disagree	10	7	9	6	7	5	9	6	6	7	5	5	6	8	6	5	8	5
Strongly Disagree	4	3	4	3	2	2	4	6	4	7	3	4	4	6	5	5	3	3
Don't know	3	1	1	2	1	3	0	0	3	1	0	1	2	2	1	1	0	3
Total Agree	76	76	79	73	79	73	72	74	71	77	86	79	75	77	79	82	79	73
Total Disagree	14	10	13	9	9	7	13	12	10	14	8	9	10	14	10	10	11	8
Base	283	263	268	319	282	333	372	345	424	270	223	228	347	381	394	281	278	317

Base: All respondents, excluding 'not applicable' responses.

Note: Bold indicates a statistically significant change from the previous measure.

Green highlighting denotes a statistically significant improvement from the previous measure.

Red highlighting denotes a statistically significant negative change from the previous measure.

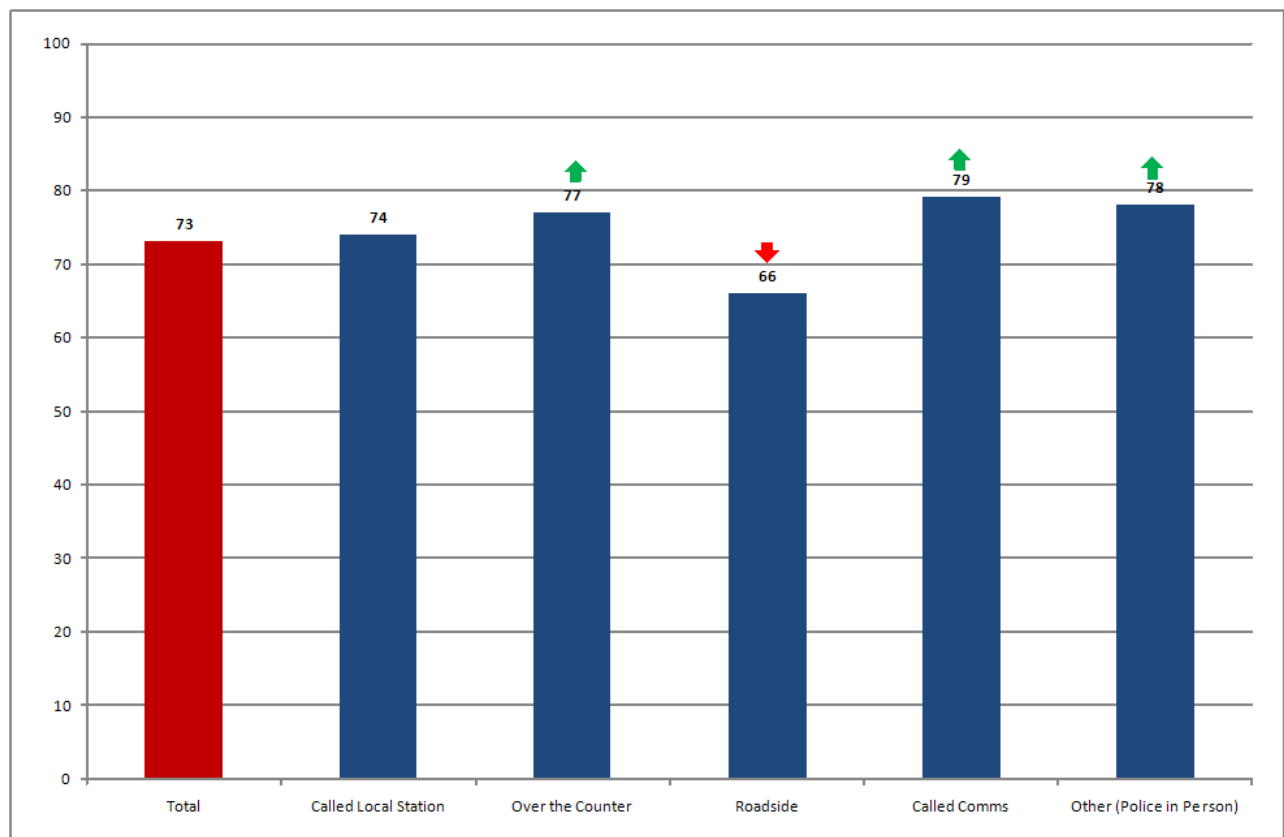
4.5.4. Individual Circumstances - Comparison by Point of Contact

1. Year 3

Respondents whose point of contact was calling the Communications Centres (79%), in person (other than on the roadside or at a Police station) (79%) or over the counter at their local station (77%) were significantly more likely to agree to some extent that their individual circumstances were taken into account than for all other points of contact.

In contrast, two-thirds (66%) 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 42: My Individual Circumstances Were Taken into Account - by Point of Contact in Year 3
(% Agree/Strongly Agree)



Base: All respondents, excluding 'not applicable' responses. Total Year 3 n=4138; Called local station n=249; Over the counter n=357; Roadside n=1203; Called the Communications Centres n=1542; Other (Police in person) n=787.

Green arrow indicates a significantly higher result than the total.

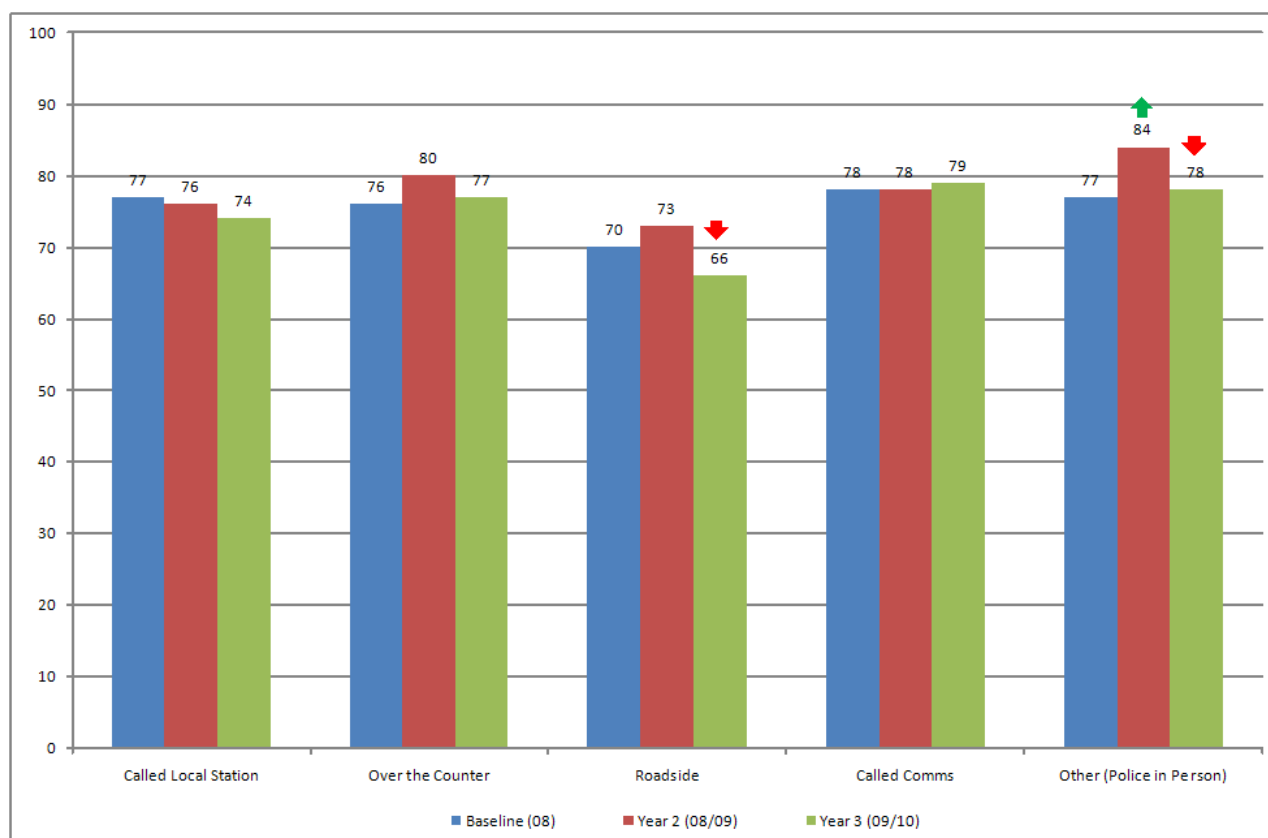
Red arrow indicates a significantly lower result than the total.

2. Changes Over Time

The proportion of respondents *agreeing/strongly agreeing* that their individual circumstances were taken into account has decreased for all but one point of contact (those calling the Communications Centres – stable at 79%) between Year 2 and Year 3. Of note were significant decreases* in the proportion of respondents whose point of contact was in person (other than on the roadside or at a Police station) (down from 84% to 78%) or on the roadside (down from 73% to 66%) agreeing to some extent with this statement. However, the share of respondents whose point of contact was on the roadside giving a negative rating (*disagree/strongly disagree*) also decreased significantly, from 14% in Year 2 to 10% in Year 3.

**Note: There has been an increase in neutral ratings (rather than negative ratings) for both roadside and Police in person.*

**Figure 43: My Individual Circumstances Were Taken into Account - by Point of Contact Over Time
(% Agree/Strongly Agree)**



Base: All respondents, excluding 'not applicable' responses.

Green arrow indicates a significantly higher result than the previous measure.

Red arrow indicates a significantly lower result than the previous measure.

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)		
	B'line 08	Y2 08/09	Y3 09/10	B'line 08	Y2 08/09	Y3 09/10	B'line 08	Y2 08/09	Y3 09/10	B'line 08	Y2 08/09	Y3 09/10	B'line 08	Y2 08/09	Y3 09/10
Strongly Agree	32	30	29	34	34	35	23	29	28	32	31	33	32	41	38
Agree	45	46	45	42	46	42	47	44	38	46	47	46	45	43	40
Neither/nor	11	10	13	11	7	10	17	12	21	9	11	10	12	8	11
Disagree	7	9	8	7	8	7	8	9	5	7	7	6	6	4	6
Strongly Disagree	4	4	4	4	5	5	4	5	5	4	2	2	4	3	4
Don't know	1	1	1	2	0	1	1	1	3	2	2	3	1	1	1
Total Agree	77	76	74	76	80	77	70	73	66	78	78	79	77	84	78
Total Disagree	11	13	12	11	13	12	12	14	10	11	9	8	10	7	10
Base	700	377	249	367	316	357	907	1027	1203	1202	1359	1542	593	691	787

Base: All respondents, excluding 'not applicable' responses.

Note: Bold indicates a statistically significant change from the previous measure.

Green highlighting denotes a statistically significant improvement from the previous measure.

Red highlighting denotes a statistically significant negative change from the previous measure.

4.5.5. Individual Circumstances - Reasons for Dissatisfaction

Of those respondents who disagreed to some extent that their individual circumstances were taken into account, one in five (20%) mentioned that they felt the decision/outcome of their contact was unfair or incorrect. A further 16% commented that Police did not consider their circumstances and were unsympathetic or insensitive, while 14% reported that their matter wasn't taken seriously and/or the staff member did not believe them. Thirteen percent of those who disagreed to some extent that their individual circumstances were taken into account mentioned poor communication, and 12% of these respondents mentioned that the staff member they dealt with had a bad attitude.

When compared with Year 2, 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:

- poor communication (13%, compared with 4% in Year 2);
- Police didn't do anything/no outcome or action taken (8%, compared with 4% in Year 2); and
- Police didn't consider situation/no discretion (3%, compared with 0% in Year 2).

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 because the staff member had a bad attitude (12%, compared with 20% in Year 2).

Table 35: My Individual Circumstances Were Taken Into Account – Reasons for Dissatisfaction (%)

	Respondents who Disagree			All Respondents
	Baseline 2008 (11%, n=356)	Year 2 2008/09 (12%, n=330)	Year 3 2009/10 (10%, n=367)	Year 3 2009/10 (n=9311)
Outcome/decision was unfair or incorrect	24	26	20	1
Didn't consider circumstances/unsympathetic/insensitive	0	11	16	1
Didn't take matter seriously/didn't believe me/didn't care	0	13	14	1
Poor communication/didn't listen/disinterested/no explanation	0	4	13	1
Staff member had a bad attitude/arrogant/indifferent/abrupt	34	20	12	<1
Police didn't call back, no follow-up/feedback	8	7	9	<1
Police didn't do anything/no outcome/action/Police didn't do their job	13	4	8	<1
Respondent felt picked on/discriminated against	5	6	4	<1
Police just gathering revenue/giving tickets for no reason	0	3	4	<1
Didn't consider situation/no discretion/lenience	0	0	3	<1
No information/help/advice given –didn't help at all	2	2	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%.

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

Orange highlighting denotes a significant difference from the previous measure.

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

- whose reason for contact was a traffic offence (46%, compared with 12% of all other respondents);
- whose point of contact was on the roadside (38%, compared with 10% of all other respondents);
- living in Canterbury District (36%, compared with 19% of all other respondents); and/or
- who are male (26%, compared with 14% of female respondents).

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

- aged between 16 and 24 years (28%, compared with 14% of all other respondents); and/or
- who are female (21%, compared with 12% of male 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 (32%, compared with 12% of all other respondents) or over the counter at their local station (24%, compared with 12% of all other respondents); and/or
- whose point of contact was calling the Communications Centres (26%, compared with 9% of all other respondents).

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

- aged between 35 and 44 years (23%, compared with 10% of all other respondents);
- whose reason for contact was a traffic offence (22%, compared with 9% of all other respondents); and/or
- whose point of contact was on the roadside (18%, compared with 9% of all other respondents).

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

- of Māori descent (24%, compared with 7% of all other respondents);
- living in Counties Manukau District (23%, compared with 11% of all other respondents); and/or
- whose point of contact was on the roadside (17%, compared with 9% of all other respondents).

Respondents significantly more likely to mention that **Police didn't call back/no follow-up** include those whose point of contact was calling either their local station (31%, compared with 6% of all other respondents) or the Communications Centres (18%, compared with 5% of all other respondents).

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

- whose point of contact was over the counter at their local station (21%, compared with 6% of all other respondents), calling the Communications Centres (18%, compared with 4% of all other respondents) or calling their local station (17%, compared with 7% of all other respondents); and/or
- living in Canterbury District (17%, compared with 7% of all other respondents).

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

- living in Waitematā District (12%, compared with 3% of all other respondents); and/or
- aged between 16 and 24 years (9%, compared with 3% of all other respondents).

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

- living in Waikato District (14%, compared with 2% of all other respondents);
- aged between 45 and 54 years (10%, compared with 1% of all other respondents);
- whose reason for contact was a traffic offence (9%, compared with 2% of all other respondents); and/or
- whose point of contact was on the roadside (8%, compared with 1% of all other respondents).

Respondents significantly more likely to mention **Police didn't consider the situation/no discretion/lenience** include those:

- whose reason for contact was a traffic offence (8%, compared with 1% of all other respondents); and/or
- whose point of contact was on the roadside (6%, compared with 1% of all other respondents).

Respondents significantly more likely to mention that **no information/help/advice was given** include those:

- living in Auckland City (14%, compared with 2% of all other respondents) or Wellington (9%, compared with 2% of all other respondents) districts; and/or
- aged between 25 and 34 years (7%, compared with 2% of all other respondents).

4.6. It's an Example of Good Value for Tax Dollars Spent

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't read)** Not Applicable
8. **(don't read)** Refused

4.6.1. It's an Example of Good Value for Tax Dollars Spent - Changes Over Time

Seventy percent of respondents *agree/strongly agree* that the service they received is an example of good value for tax dollars spent, including 28% *strongly agreeing*. However, when compared with Year 2, there has been a significant decrease in the share of respondents agreeing to some extent (down from 73% in Year 2, to 70% in Year 3). *Note: The shift in ratings have gone from positive to neutral, rather than to negative.*

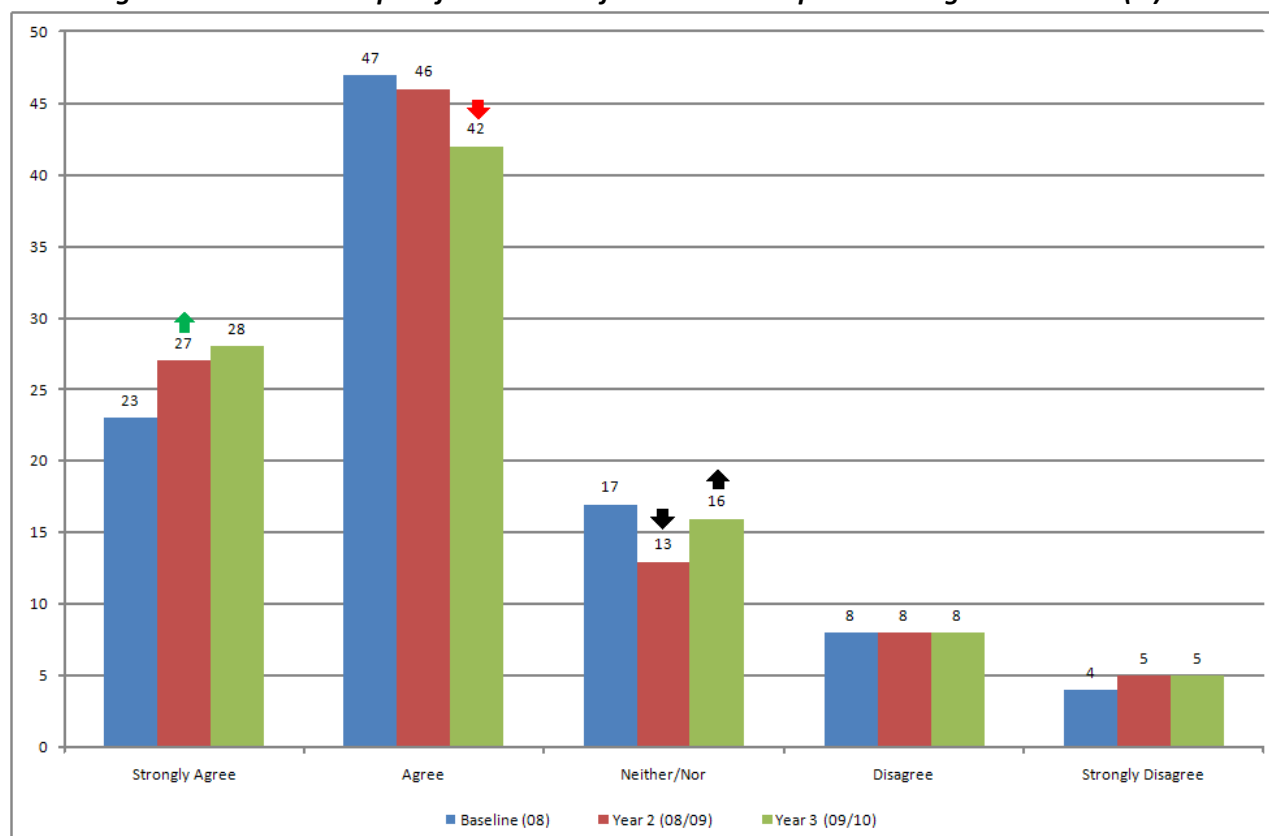
Thirteen percent of respondents *disagreed* (8%) or *strongly disagreed* (5%) that it is an example of good value for tax dollars spent. This share is unchanged when compared with Year 2 (13%).

Table 36: It's an Example of Good Value for Tax Dollars Spent – Changes Over Time (%)

	Baseline 2008	Year 2 2008/09	Year 3 2009/10
Strongly Agree	23	27	28
Agree	47	46	42
Neither/Nor	17	13	16
Disagree	8	8	8
Strongly Disagree	4	5	5
Don't know	1	1	1
Total Agree	70	73	70
Total Disagree	12	13	13
Mean Rating	3.78	3.83	3.82
Base	4118	3996	4380

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

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

Figure 44: It's an Example of Good Value for Tax Dollars Spent – Changes Over Time (%)

Base: All respondents, excluding those giving a 'not applicable' response. Baseline n=4118, Year 2 n=3996, Year 3 n=4380.

Black arrow indicates a significant change from the previous measure (neutral 'neither/nor' change).

Green arrow indicates a significant improvement from the previous measure.

Red arrow indicates a significant negative change from the previous measure.

4.6.2. It's an Example of Good Value for Tax Dollars Spent - Significant Differences for Year 3

The following statistically significant differences for Year 3 total are evident at the total results level (combined Year 3 results for General, Communications Centres and Māori Booster sample).

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 (80%, compared with 70% of all other respondents);
- whose reason for contact was a general enquiry (80%, compared with 70% of all other respondents);
- aged 65 years or older (79%, compared with 70% of all other respondents);
- whose reason for contact was a traffic stop (78%, compared with 68% of all other respondents);
- living in Canterbury District (76%, compared with 70% of all other respondents); and/or
- whose point of contact was calling the Communications Centres (76%, compared with 68% of all other respondents).

Respondents significantly more likely to *disagree/strongly 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 (33%, compared with 13% of all other respondents);
- whose reason for contact was a traffic offence (32%, compared with 11% of all other respondents);
- whose reason for contact was 'other' (26%, compared with 13% of all other respondents);
- living in Wellington District (16%, compared with 13% of all other respondents);
- whose point of contact was on the roadside (16%, compared with 11% of all other respondents);
- aged between 16 and 24 years (16%, compared with 12% of all other respondents) or between 45 and 54 years (15%, compared with 12% of all other respondents); and/or
- who are male (15%, compared with 10% of female respondents).

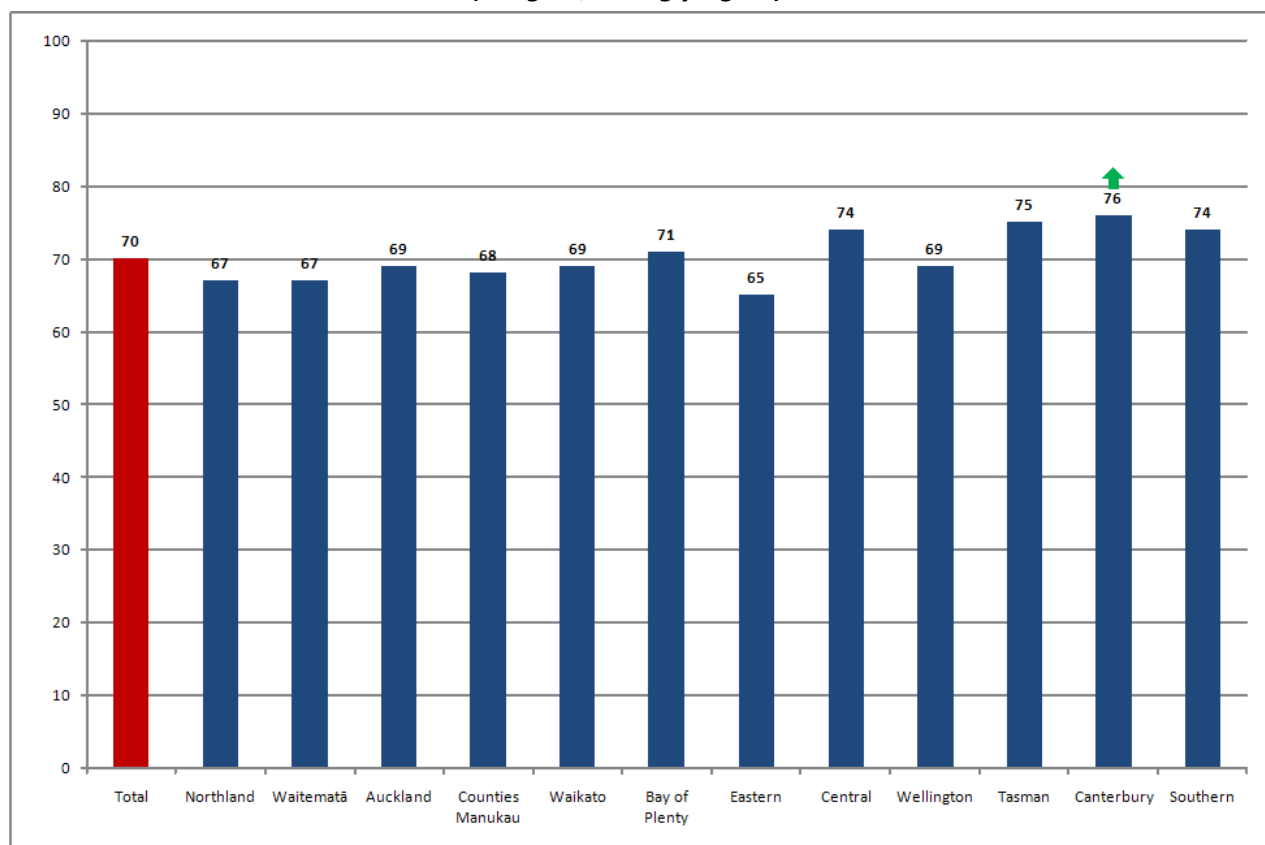
4.6.3. It's an Example of Good Value for Tax Dollars Spent - Comparison by District

1. Year 3

Seventy 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 Canterbury District (76%) were significantly more likely to *agree/strongly agree* with this statement than all other respondents.

Those living in the Eastern District were the least likely to agree to some extent that the service was an example of good value for tax dollars spent (65% *agreeing/strongly agreeing*). However this share is not significantly lower than the total.

Figure 45: It's an Example of Good Value for Tax Dollars Spent - by District in Year 3
(% Agree/Strongly Agree)



Base: All respondents, excluding 'not applicable' responses. Total Year 3 n=4380; Northland n=313; Waitematā n=374; Auckland n=402; Counties n=434; Waikato n=420; Bay of Plenty n=371; Eastern n=283; Central n=349; Wellington n=451; Tasman n=241; Canterbury n=414; Southern n=328.

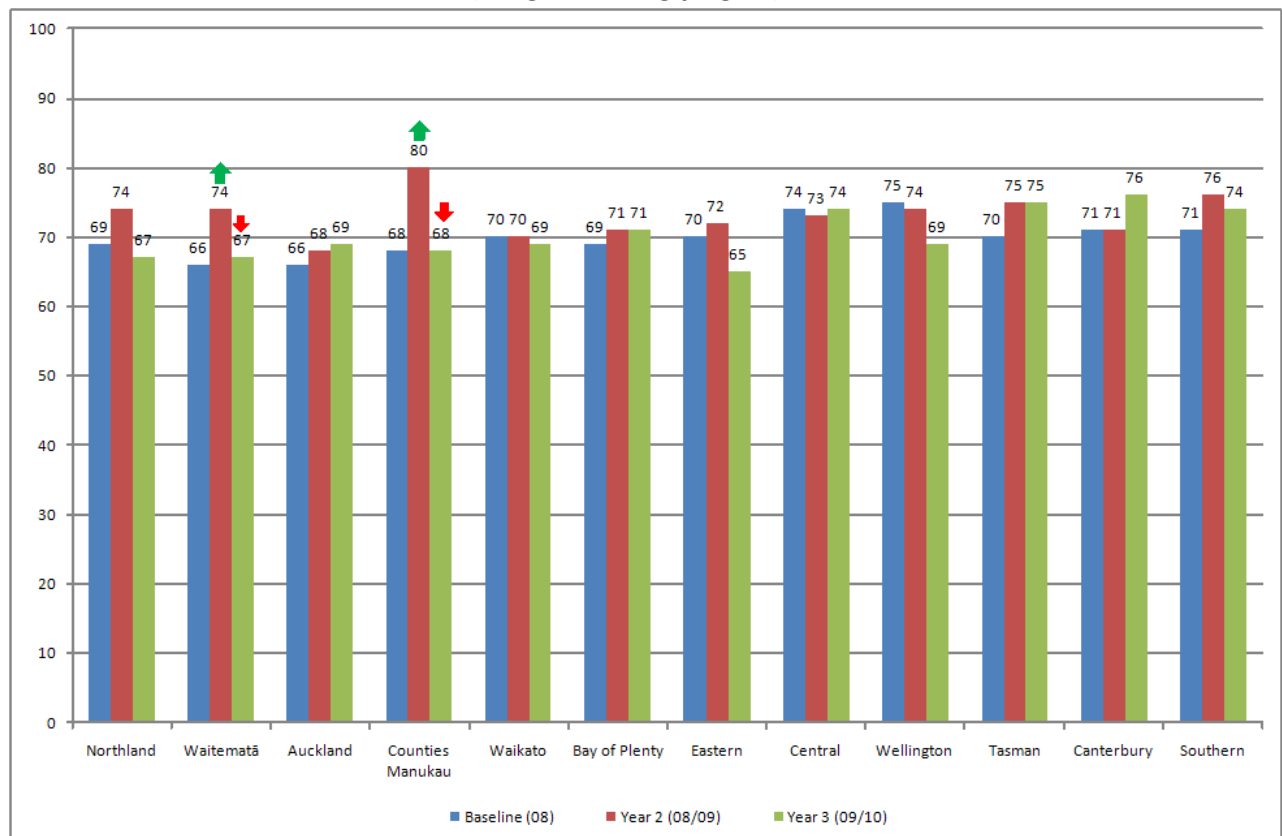
Green arrow indicates a significantly higher result than the total.

2. Changes Over Time

The proportion of respondents who *agree/strongly agree* that the service provided was an example of good value for tax dollars spent increased or remained unchanged between Year 2 and Year 3 for half of the districts. While not statistically significant, the largest increase in positive ratings was for those living in the Canterbury District (up 5 percentage points from 71% to 76%).

In contrast, respondents living in the remaining six districts were less likely to give a positive rating for good value for tax dollars spent than they were in Year 2. In particular, the proportion of respondents who *agree/strongly agree* decreased significantly for those living in the Waitematā (down from 74% to 67%) and Counties Manukau (down from 80% to 68%) districts. Both these districts saw a spike in positive ratings in 2009, Counties Manukau's most likely as a result of the announcement of 300 additional officers for the District.

Figure 46: It's an Example of Good Value for Tax Dollars Spent - by District Over Time (% Agree/Strongly Agree)



Base: All respondents, excluding 'not applicable' responses.

Green arrow indicates a significantly higher result than the previous measure.

Red arrow indicates a significantly lower result than the previous measure.

(Part 1)

Table 37: It's an Example of Good Value for Tax Dollars Spent – By District (%)

	Northland			Waitematā			Auckland City			Counties Manukau			Waikato			Bay Of Plenty		
	B'line 08	Y2 08/09	Y3 09/10	B'line 08	Y2 08/09	Y3 09/10	B'line 08	Y2 08/09	Y3 09/10	B'line 08	Y2 08/09	Y3 09/10	B'line 08	Y2 08/09	Y3 09/10	B'line 08	Y2 08/09	Y3 09/10
Strongly Agree	25	28	24	23	24	29	19	26	30	23	30	24	18	31	26	22	26	24
Agree	44	46	43	43	50	38	47	42	39	45	50	44	52	39	43	47	45	47
Neither/nor	17	15	16	18	12	18	18	17	17	18	8	18	18	15	19	17	17	17
Disagree	10	6	9	9	8	9	8	10	7	8	8	9	8	7	8	9	9	7
Strongly Disagree	3	4	6	5	6	5	6	5	6	4	3	3	4	7	3	4	3	4
Don't know	1	1	2	2	0	1	2	0	1	2	1	2	0	1	1	1	0	1
Total Agree	69	74	67	66	74	67	66	68	69	68	80	68	70	70	69	69	71	71
Total Disagree	13	10	15	14	14	14	14	15	13	12	11	12	12	14	11	13	12	11
Base	314	298	313	330	335	374	333	408	402	361	389	434	383	339	420	358	336	371

(Part 2))

	Eastern			Central			Wellington			Tasman			Canterbury			Southern		
	B'line 08	Y2 08/09	Y3 09/10	B'line 08	Y2 08/09	Y3 09/10	B'line 08	Y2 08/09	Y3 09/10	B'line 08	Y2 08/09	Y3 09/10	B'line 08	Y2 08/09	Y3 09/10	B'line 08	Y2 08/09	Y3 09/10
Strongly Agree	27	28	29	30	27	31	25	32	29	27	30	29	22	22	32	25	29	28
Agree	43	44	36	44	46	43	50	42	40	43	45	46	49	49	44	46	47	46
Neither/nor	16	10	22	15	15	13	16	12	14	17	15	13	17	13	10	16	13	12
Disagree	9	10	7	6	8	8	6	7	10	7	6	7	8	11	9	7	6	8
Strongly Disagree	3	8	5	4	4	4	3	7	6	5	3	4	3	4	4	5	5	4
Don't know	2	0	1	1	0	1	0	0	1	1	1	1	1	1	1	1	0	2
Total Agree	70	72	65	74	73	74	75	74	69	70	75	75	71	71	76	71	76	74
Total Disagree	12	18	12	10	12	12	9	14	16	12	9	11	11	15	13	12	11	12
Base	302	272	283	341	299	349	413	377	451	292	243	241	374	405	414	317	295	328

Base: All respondents, excluding 'not applicable' responses.

Note: Bold indicates a statistically significant change from the previous measure.

Green highlighting denotes a statistically significant improvement from the previous measure.

Red highlighting denotes a statistically significant negative change from the previous measure.

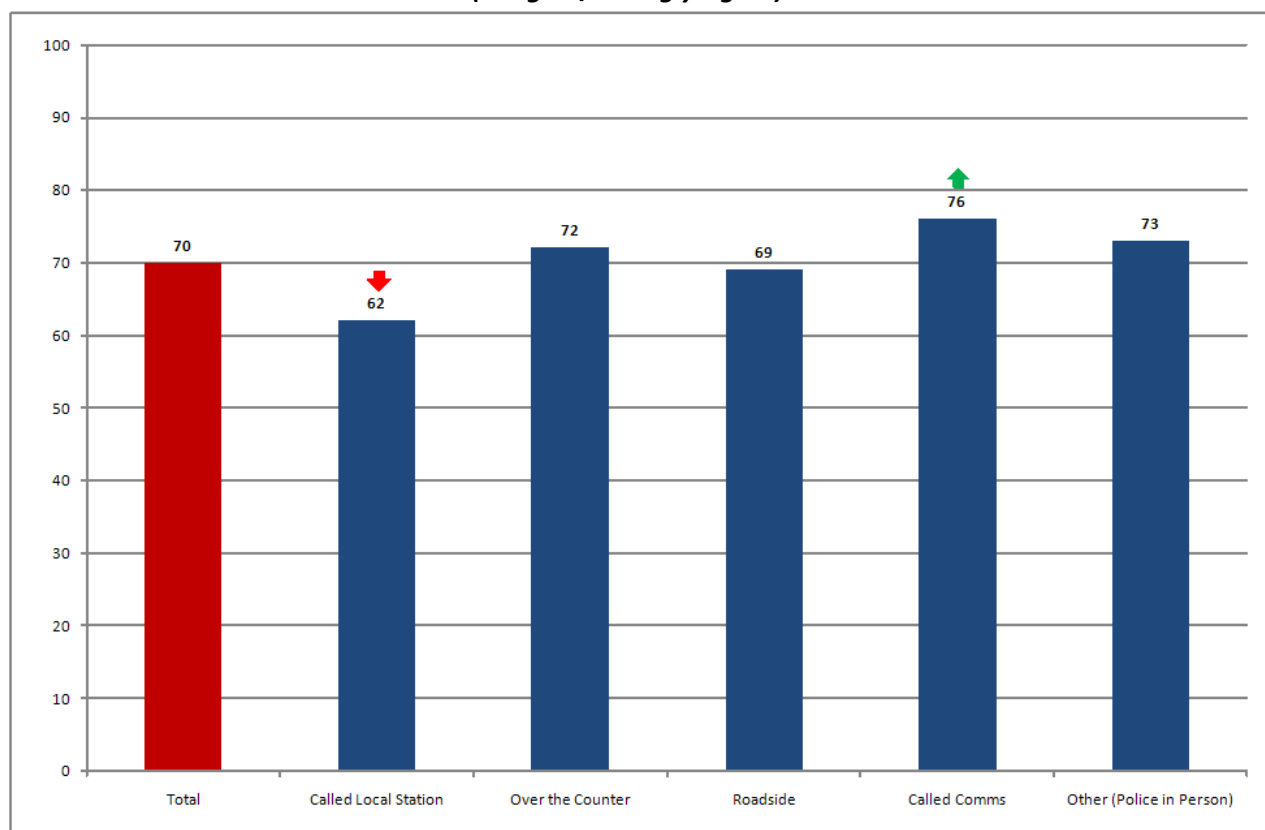
4.6.4. It's an Example of Good Value for Tax Dollars Spent - Comparison by Point of Contact

1. Year 3

Respondents whose point of contact was calling the Communications Centres (76%) were significantly more likely to *agree/strongly agree* that the service they received was an example of good value for tax dollars spent than for all other points of contact.

In contrast, respondents whose point of contact was through calling their local station (62%) were significantly less likely to agree to some extent.

Figure 47: It's an Example of Good Value for Tax Dollars Spent - by Point of Contact in Year 3 (% Agree/Strongly Agree)



Base: All respondents, excluding 'not applicable' responses. Total Year 3 n=4380; Called local station n=260; Over the counter n=371; Roadside n=1294; Called the Communications Centres n=1643; Other (Police in person) n=812.

Green arrow indicates a significantly higher result than the total.

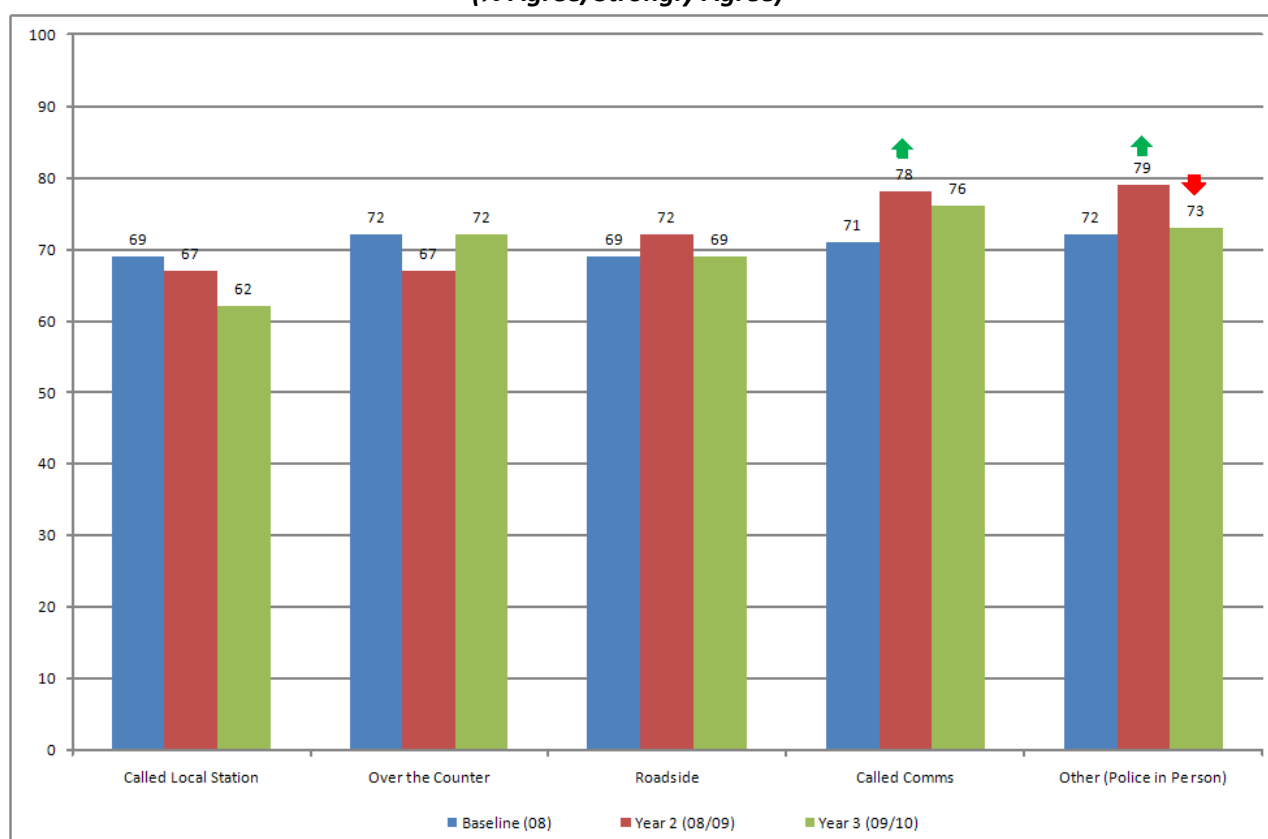
Red arrow indicates a significantly lower result than the total.

2. Changes Over Time

The proportion of respondents who *agree/strongly agree* that the service provided was an example of good value for tax dollars spent decreased for all but one point of contact between Year 2 and Year 3. In particular, this decrease was significant for those whose point of contact was in person (other than on the roadside or at a Police station) (73%, down from 79% in Year 2).

By comparison, the share of respondents whose point of contact was over the counter at their local station *agreeing/strongly agreeing* with this statement increased slightly, from 67% to 72%. Furthermore, just 9% of these respondents disagreed to some extent that the service provided was an example of good value for tax dollars spent, down significantly 6 percentage points from 15% in Year 2.

Figure 48: It's an Example of Good Value for Tax Dollars Spent - by Point of Contact Over Time (% Agree/Strongly Agree)



Base: All respondents, excluding 'not applicable' responses.

Green arrow indicates a significantly higher result than the previous measure.

Red arrow indicates a significantly lower result than the previous measure.

Table 38: 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)		
	B'line 08	Y2 08/09	Y3 09/10	B'line 08	Y2 08/09	Y3 09/10	B'line 08	Y2 08/09	Y3 09/10	B'line 08	Y2 08/09	Y3 09/10	B'line 08	Y2 08/09	Y3 09/10
Strongly Agree	25	22	21	30	22	25	20	26	28	27	32	29	23	33	34
Agree	44	45	41	42	45	47	49	46	41	44	46	47	49	46	39
Neither/nor	18	17	25	16	17	18	18	12	14	16	13	14	16	12	15
Disagree	10	10	7	9	8	6	8	10	11	7	6	6	7	5	7
Strongly Disagree	3	4	5	3	7	3	5	6	5	5	2	2	5	4	4
Don't know	0	2	1	0	1	1	0	0	1	1	1	2	0	0	1
Total Agree	69	67	62	72	67	72	69	72	69	71	78	76	72	79	73
Total Disagree	13	14	12	12	15	9	13	16	16	12	8	8	12	9	11
Base	735	398	260	375	332	371	990	1106	1294	1275	1433	1643	635	722	812

Base: All respondents, excluding 'not applicable' responses.

Note: Bold indicates a statistically significant change from the previous measure.

Green highlighting denotes a statistically significant improvement from the previous measure.

Red highlighting denotes a statistically significant negative change from the previous measure.

4.6.5. It's an Example of Good Value for Tax Dollars Spent – Reasons for Dissatisfaction

One in four respondents (25%) who *disagreed/strongly disagreed* that the service they received was an example of good value for tax dollars spent commented that Police don't 'do what they need to do' and focus on the wrong things/don't catch real criminals. Fourteen percent perceive that Police place too much emphasis on traffic and driving offences, while a further 14% mentioned that Police have too much focus on revenue gathering/points. Other more commonly mentioned reasons for disagreeing to some extent included a perception that Police don't respond/don't turn up/don't help/don't take action/are slow to respond (11%) and that respondents did not agree with the decision/outcome of their contact with Police (8%).

When compared with Year 2, 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:

- Police don't do what they need to do (25%, compared with 17% in Year 2);
- too much focus on gathering revenue/points (14%, compared with 7% in Year 2);
- patrols/breath testing/checkpoints are in the wrong locations/at the wrong times (7%, compared with 4% in Year 2);
- low quality Police officers (6%, compared with 3% in Year 2);
- Police are unfair/discriminating/don't give warnings/abrupt (4%, compared with 1% in Year 2); and
- not enough Police presence in the community (esp. small/local)/too focussed on the city (3%, compared with 1% in Year 2).

Table 39: It's an Example of Good Value for Tax Dollars Spent – Reasons for Dissatisfaction (%)

	Respondents who Disagree			All Respondents
	Baseline 2008 (12%, n=472)	Year 2 2008/09 (13%, n=454)	Year 3 2009/10 (13%, n=486)	Year 3 2009/10 (n=9311)
Don't do what they need to – catch real criminals/focus on wrong things	30	17	25	1
Too much emphasis on traffic and driving	16	12	14	1
Too much focus on gathering revenue/points	9	7	14	1
Don't respond/never turn up/don't help/no action taken/slow	13	10	11	1
Don't agree with decision made – unfair/unnecessary	0	6	8	<1
Patrols/breath testing/checkpoints at wrong time of day/wrong locations	0	4	7	<1
Resources spent in wrong area – not targeting right priorities	11	5	6	<1
Low quality Police officers – unprofessional/incompetent/lack knowledge	12	3	6	<1
Never actually solve crimes/resolve issues – ineffective or waste of time	8	5	5	<1
No follow up	3	5	4	<1
Poor organisation/poor service	8	4	4	<1
Bad attitude – rude/negative/arrogant/intimidating	5	4	4	<1
Police are unfair/discriminating/don't give warnings/abrupt	3	1	4	<1
Not enough presence in the community (esp. small/local)/too focussed on the city	8	1	3	<1
Too many Police sent/at checkpoint	0	2	3	<1
Money could be better spent (ie not on Police), shouldn't be taxpayer's money	1	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%.

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

Orange highlighting denotes a significant difference from the previous measure.

Respondents significantly more likely to mention that **Police don't do what they need to do** include those:

- aged between 45 and 54 years (35%, compared with 21% of all other respondents);
- whose reason for contact was a traffic stop (35%, compared with 22% of all other respondents) or a traffic offence (33%, compared with 22% of all other respondents); and/or
- whose point of contact was on the roadside (34%, compared with 18% 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%, compared with 11% of all other respondents) or traffic offence (23%, compared with 11% of all other respondents);
- whose point of contact was on the roadside (24%, compared with 7% of all other respondents); and/or
- aged between 25 and 34 years (21%, compared with 13% 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 (28%, compared with 10% of all other respondents);
- whose point of contact was on the roadside (22%, compared with 8% of all other respondents); and/or
- who are male (17%, compared with 9% of female 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 the Communications Centres (22%, compared with less than 1% of all other respondents), or their local station (21%, compared with 10% 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 (16%, compared with 5% of all other respondents).

Respondents significantly more likely to mention that **patrols/breath testing/checkpoints are at the wrong times/locations** include those:

- living in Wellington District (19%, compared with 6% of all other respondents);
- whose reason for contact was a traffic stop (19%, compared with 4% of all other respondents); and/or
- whose point of contact was on the roadside (13%, compared 3% of all other respondents).

Respondents significantly more likely to mention that **resources are spent in the wrong areas** include those:

- aged between 55 and 64 years (11%, compared with 5% of all other respondents);
- whose reason for contact was a traffic stop (11%, compared with 5% of all other respondents); and/or
- who are male (9%, compared with 1% of female respondents).

Respondents significantly more likely to mention **low quality Police officers** include those:

- living in Counties Manukau District (22%, compared with 5% of all other respondents); and/or
- whose point of contact was either in person (other than on the roadside or at a Police station) (17%, compared with 5% of all other respondents) or over the counter at their local station (13%, compared with 5% of all other respondents).

Respondents significantly more likely to mention that **Police never actually solve crimes/resolve issues** include those:

- whose point of contact was calling the Communications Centres (12%, compared with 2% of all other respondents);
- living in Waikato District (11%, compared with 4% of all other respondents); and/or
- aged between 55 and 64 years (10%, compared with 4% of all other respondents).

Respondents significantly more likely to mention **no follow-up** include those:

- whose point of contact was either calling the Communications Centres (15%, compared with less than 1% of all other respondents) or over the counter at their local station (12%, compared with 4% of all other respondents); and/or
- who are female (6%, compared with 3% of male respondents).

Respondents significantly more likely to mention that **Police are a poor organisation/provide poor service** include those:

- whose point of contact was calling their local station (20%, compared with 2% of all other respondents);
- aged between 45 and 54 years (7%, compared with 3% of all other respondents); and/or
- who are female (7%, compared with 2% of male respondents).

Respondents significantly more likely to mention that **Police have a bad attitude** include those living in Waikato (11%, compared with 3% of all other respondents) or Counties Manukau (10%, compared with 3% of all other respondents) districts.

Respondents significantly more likely to mention that **Police are unfair/discriminating/don't give warnings/abrupt** include those:

- whose reason for contact was a traffic offence (13%, compared with 2% of all other respondents); and/or
- whose point of contact was on the roadside (7%, compared with 2% of all other respondents).

Respondents significantly more likely to mention that **Police do not have enough presence in the community** include those:

- whose point of contact was calling their local station (9%, compared with 2% of all other respondents); and/or
- living in Waikato District (8%, compared with 2% of all other respondents).

Respondents significantly more likely to mention that there are **too many Police sent/at checkpoints** include those living in Waikato (11%, compared with 2% of all other respondents) or Central (10%, compared with 3% of all other respondents) districts.

Respondents significantly more likely to mention that **money could be better spent (that is, not on Police)** include those:

- living in Auckland City District (10%, compared with 2% of all other respondents); and/or
- whose point of contact was in person (other than on the roadside or at a Police station) (7%, compared with 2% of all other respondents).

4.7. Quality of Service Expected Before Contact with Police

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't read)** Refused

4.7.1. Quality of Service Expected Before Contact with Police - Changes Over Time

When asked what type of service they had expected before their contact with Police, 81% of respondents mentioned that they had expected to receive either *good* (50%) or *very good* (31%) service. However, this result represents a statistically significant decline when compared with Year 2 (83% expecting *good/very good* service).

Only 5% of respondents (unchanged from the baseline and Year 2) said they had expected to receive *poor* (4%) or *very poor* (1%) service.

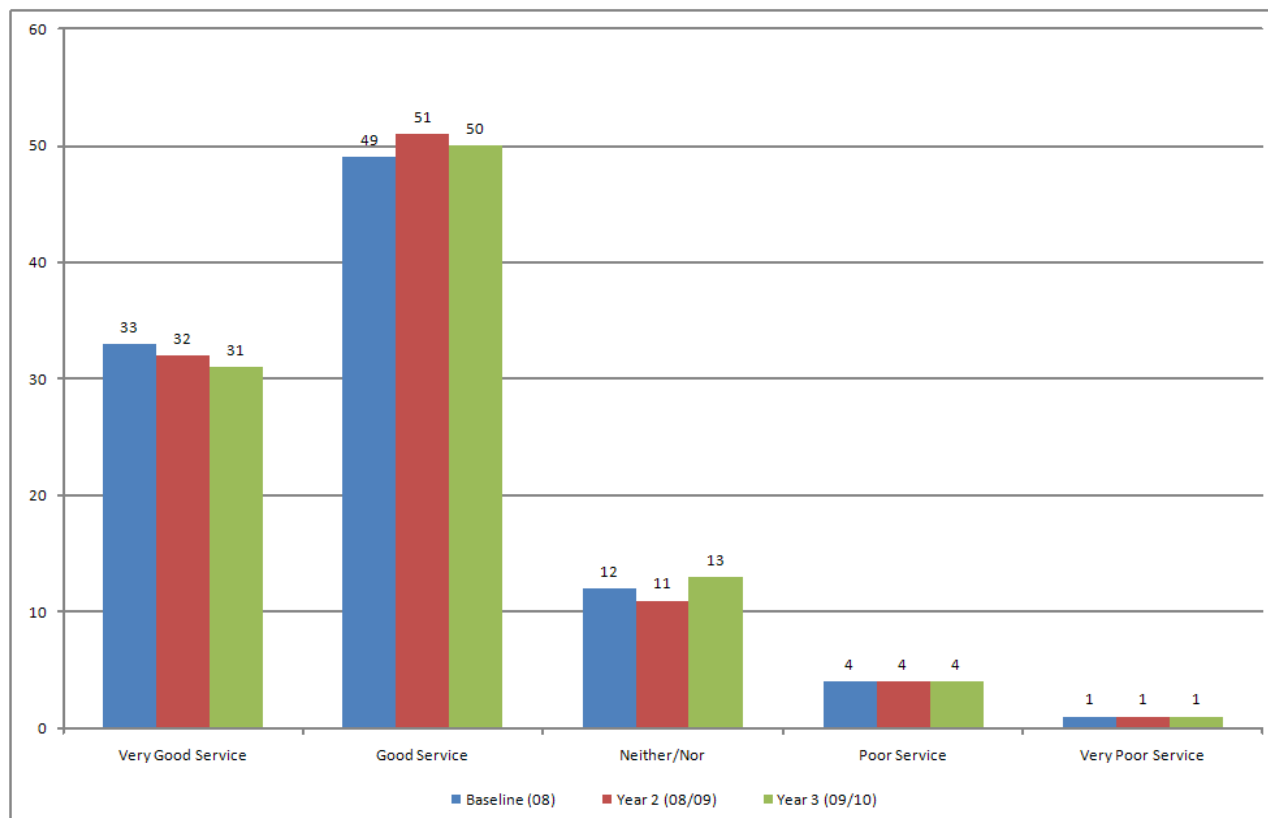
Table 40: Quality of Service Expected Before Contact with Police – Changes Over Time (%)

	Baseline 2008	Year 2 2008/09	Year 3 2009/10
Very Good Service	33	32	31
Good Service	49	51	50
Neither/Nor	12	11	13
Poor Service	4	4	4
Very Poor Service	1	1	1
Don't know	1	1	1
Total Good/Very Good Service	82	83	81
Total Poor/Very Poor Service	5	5	5
Mean Rating	4.10	4.09	4.07
Base	3981	3936	4315

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

Orange highlighting indicates a significant increase/decrease in results from the previous measure.

Figure 49: Quality of Service Expected Before Contact with Police – Changes Over Time (%)



Base: All respondents excluding those giving a 'not applicable' response. Baseline n=3981, Year 2 n=3936, Year 3 n=4315.

4.7.2. Quality of Service Expected Before Contact - Significant Differences for Year 3

The following statistically significant differences for Year 3 total are evident at the total results level (combined Year 3 results for General, Communications Centres and Māori Booster sample).

Respondents significantly more likely to expect *good service/very good service* overall included those:

- whose reason for contact was a community activity (94%, compared with 81% of all other respondents);
- living in Central District (89%, compared with 81% of all other respondents);
- aged 55 years or older (88%, compared with 80% of all other respondents);
- whose reason for contact was a traffic stop (85%, compared with 81% of all other respondents); and/or
- of European descent (83%, compared with 79% of all other respondents).

Respondents significantly more likely to expect *poor service/very poor service* overall included those:

- whose reason for contact was suspect/perpetrator/bail reporting/prisoner enquiry/pickup or visit (28%, compared with 5% of all other respondents);
- whose reason for contact was 'other' (13%, compared with 5% of all other respondents);
- whose point of contact was calling their local station (12%, compared with 5% of all other respondents);
- whose reason for contact was disorderly behaviour and intoxication offences (11%, compared with 5% of all other respondents);
- aged between 16 and 24 years (8%, compared with 5% of all other respondents);
- living in Waitematā District (8%, compared with 5% of all other respondents);
- whose reason for contact was burglary (8%, compared with 5% of all other respondents); and/or
- of Māori descent (7%, compared with 5% of all other respondents).

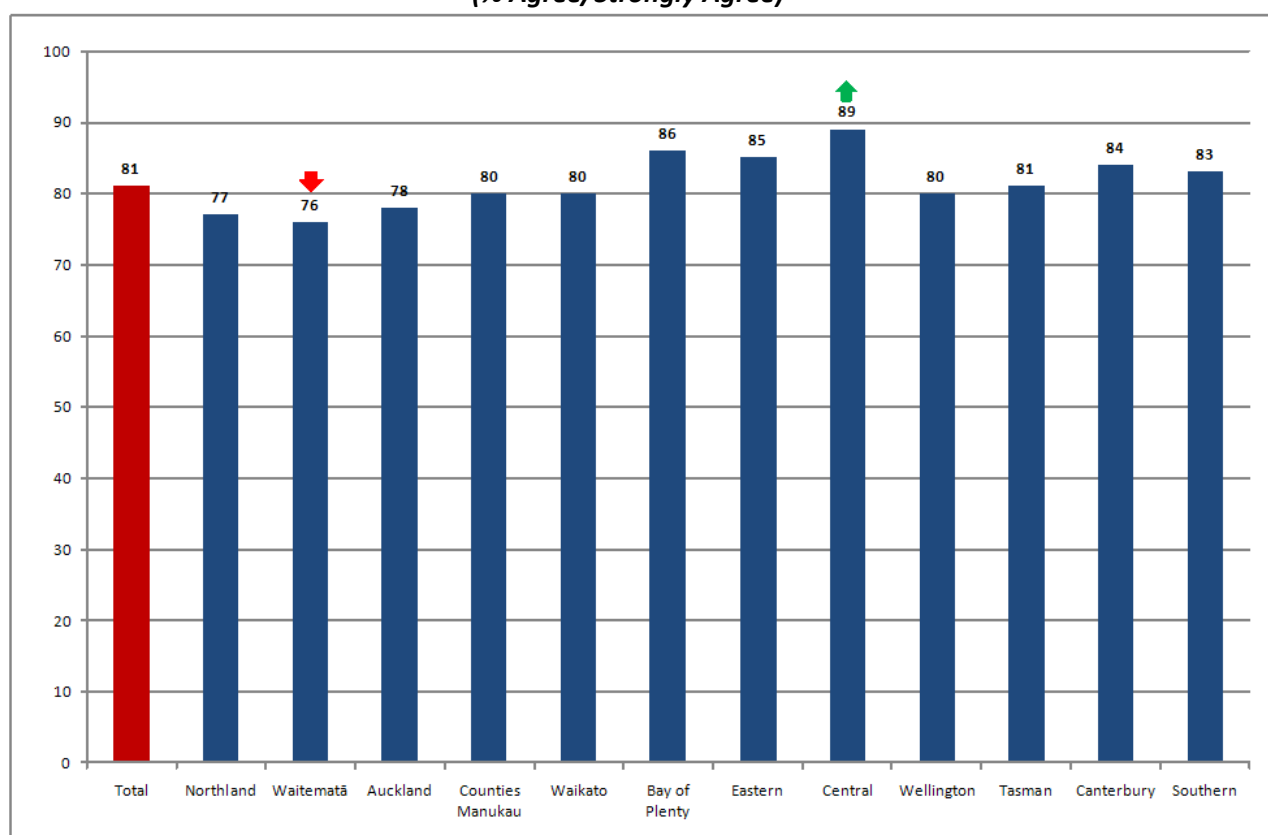
4.7.3. Quality of Service Expected Before Contact with Police - Comparison by District

1. Year 3

Before their contact with Police, most respondents in Year 3 (81%) expected to receive *good* or *very good* service. In particular, those living in the Central District (89%) were over-represented among those who expected to receive *good/very good* service.

In contrast, respondents living in the Waitematā District (76%) were significantly less likely to report that they expected *good/very good* service before their contact with Police.

**Figure 50: Quality of Service Expected Before Contact with Police - by District in Year 3
(% Agree/Strongly Agree)**



Base: All respondents, excluding 'not applicable' responses. Total Year 3 n=4315; Northland n=303; Waitematā n=366; Auckland n=395; Counties n=428; Waikato n=420; Bay of Plenty n=365; Eastern n=279; Central n=346; Wellington n=443; Tasman n=239; Canterbury n=408; Southern n=323.

Green arrow indicates a significantly higher result than the total.

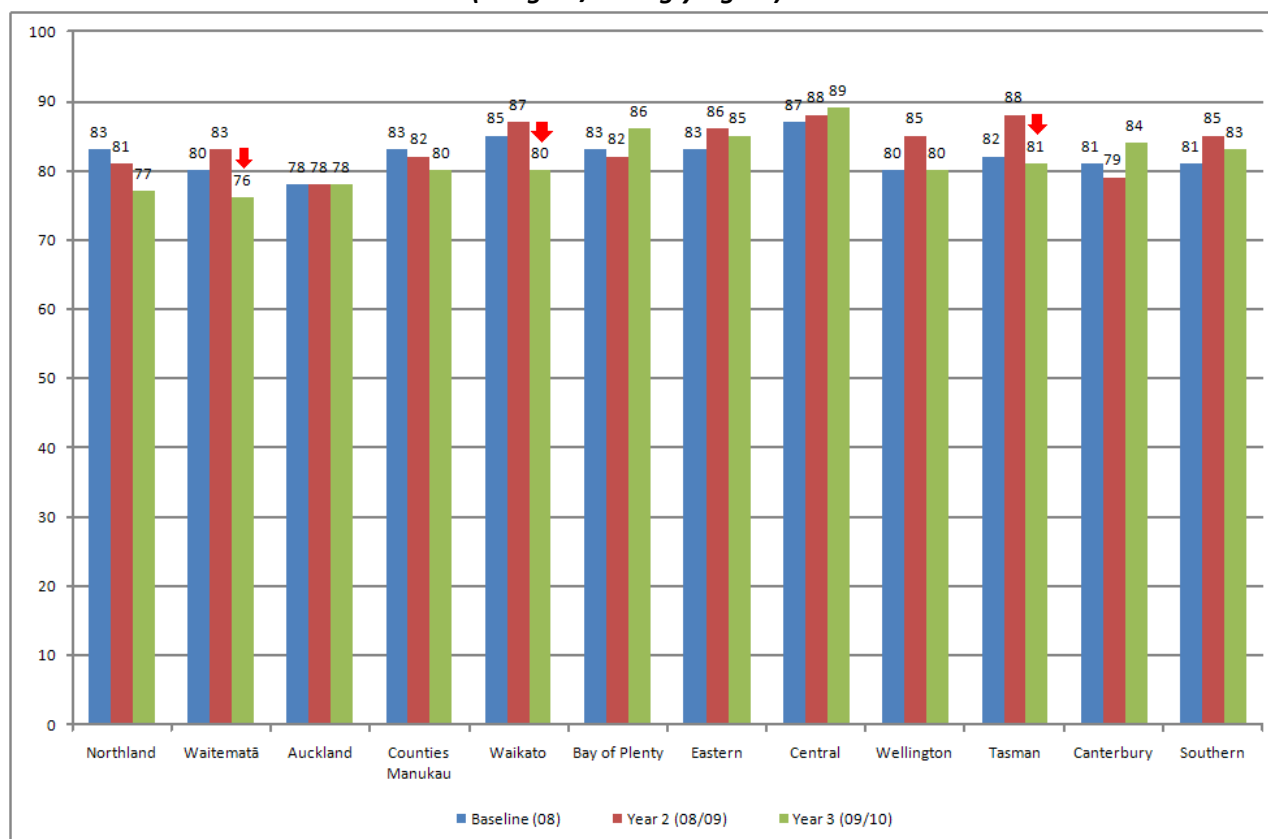
Red arrow indicates a significantly lower result than the total.

2. Changes Over Time

The proportion of respondents who expected *good/very good service* decreased for seven of the 12 districts between Year 2 and Year 3. In particular, these declines were statistically significant for those living in the Waitematā (down from 83% to 76%), Waikato (down from 87% to 80%) and Tasman (down from 88% to 81%) districts.

In contrast, the proportion of respondents expecting *good/very good service* increased or remained stable for the remaining five districts between Year 2 and Year 3, although none of these increases were statistically significant. The most notable increase was for respondents living in the Canterbury District, up 5 percentage points to 74%.

Figure 51: Quality of Service Expected Before Contact with Police - by District Over Time (% Agree/Strongly Agree)



Base: All respondents, excluding 'not applicable' responses.

Red arrow indicates a significantly lower result than the previous measure.

(Part 1)

Table 41: Quality of Service Expected Before Contact with Police – By District (%)

	Northland			Waitematā			Auckland City			Counties Manukau			Waikato			Bay Of Plenty		
	B'line 08	Y2 08/09	Y3 09/10	B'line 08	Y2 08/09	Y3 09/10	B'line 08	Y2 08/09	Y3 09/10	B'line 08	Y2 08/09	Y3 09/10	B'line 08	Y2 08/09	Y3 09/10	B'line 08	Y2 08/09	Y3 09/10
Very good service	31	36	28	33	32	27	28	29	29	38	29	29	35	30	29	35	33	34
Good service	52	45	49	47	51	49	50	49	49	45	53	51	50	57	51	48	49	52
Neither/nor	11	11	13	12	11	15	16	14	14	12	10	14	11	10	14	9	12	10
Poor service	4	6	6	7	3	7	4	7	6	3	7	4	3	2	5	6	5	2
Very poor service	1	1	3	1	1	1	2	1	1	2	1	1	0	1	0	2	0	1
Don't know	1	1	1	0	2	1	0	0	1	0	0	1	1	0	1	0	1	1
Total good service	83	81	77	80	83	76	78	78	78	83	82	80	85	87	80	83	82	86
Total poor service	5	7	9	8	4	8	6	8	7	5	8	5	3	3	5	8	5	3
Base	305	292	303	317	331	366	326	401	395	348	385	428	364	331	420	344	331	265

(Part 2)

	Eastern			Central			Wellington			Tasman			Canterbury			Southern		
	B'line 08	Y2 08/09	Y3 09/10	B'line 08	Y2 08/09	Y3 09/10	B'line 08	Y2 08/09	Y3 09/10	B'line 08	Y2 08/09	Y3 09/10	B'line 08	Y2 08/09	Y3 09/10	B'line 08	Y2 08/09	Y3 09/10
Very good service	33	33	31	34	34	40	30	35	33	39	35	27	32	29	33	34	34	33
Good service	50	53	54	53	54	49	50	50	47	43	53	54	49	50	51	47	51	50
Neither/nor	12	9	8	10	7	7	13	9	15	11	9	13	13	14	12	11	10	11
Poor service	3	3	5	3	3	3	5	5	4	4	2	5	4	5	2	5	3	4
Very poor service	2	1	1	0	1	0	0	1	1	2	1	1	0	1	2	1	1	1
Don't know	0	1	1	0	1	1	2	0	0	1	0	0	2	1	0	2	1	1
Total good service	83	86	85	87	88	89	80	85	80	82	88	81	81	79	84	81	85	83
Total poor service	5	4	6	3	4	3	5	6	5	6	3	6	4	6	4	6	4	5
Base	294	269	279	332	292	346	405	373	443	280	240	239	360	399	408	306	292	323

Base: All respondents, excluding 'not applicable' responses.

Note: Bold indicates a statistically significant change from the previous measure.

Green highlighting denotes a statistically significant improvement from the previous measure.

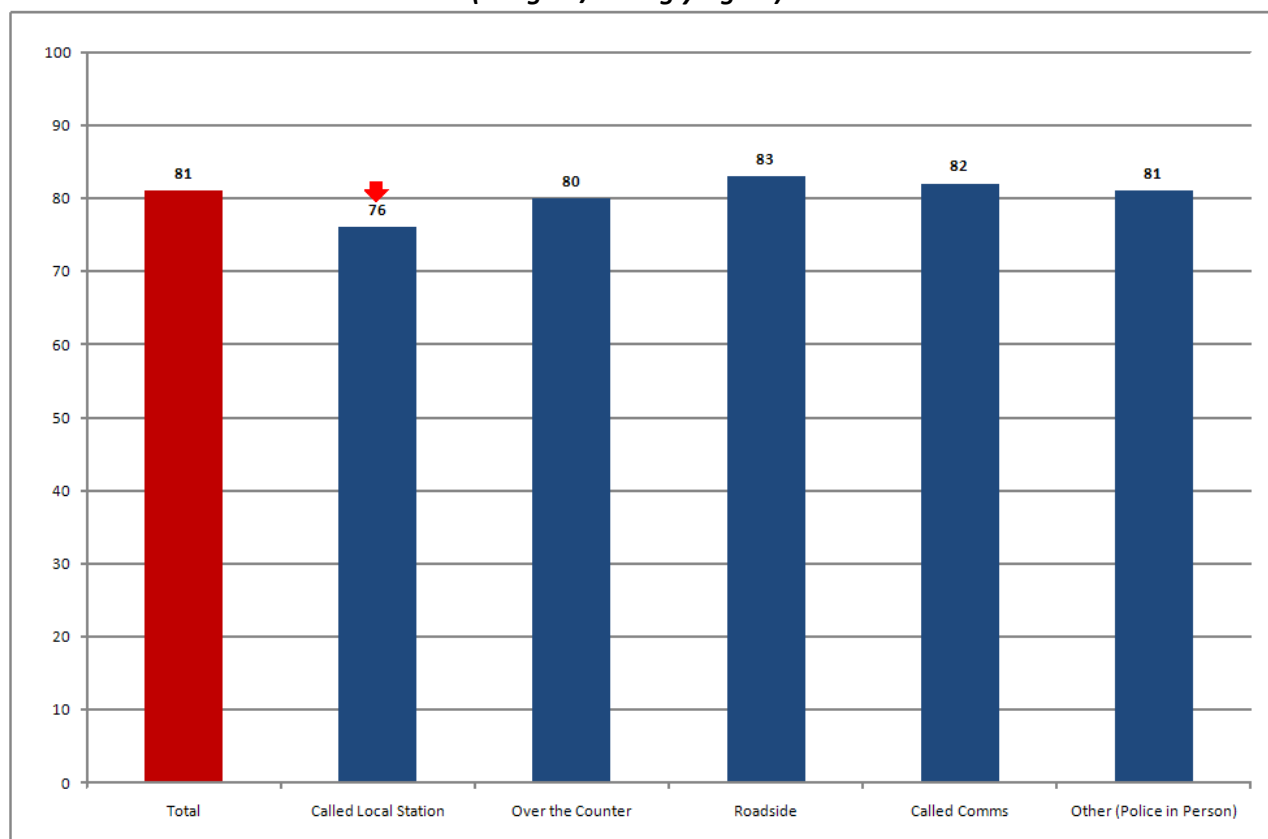
Red highlighting denotes a statistically significant negative change from the previous measure.

4.7.4. Quality of Service Expected Before Contact with Police - Comparison by Point of Contact

1. Year 3

Respondents who called their local station (76%) were significantly less likely than all other respondents to report that they expected to receive *good/very good* service before their contact with Police.

Figure 52: Quality of Service Expected Before Contact with Police - by Point of Contact in Year 3 (% Agree/Strongly Agree)



Base: All respondents, excluding 'not applicable' responses. Total Year 3 n=4315; Called local station n=258; Over the counter n=368; Roadside n=1277; Called the Communications Centres n=1618; Other (Police in person) n=794.

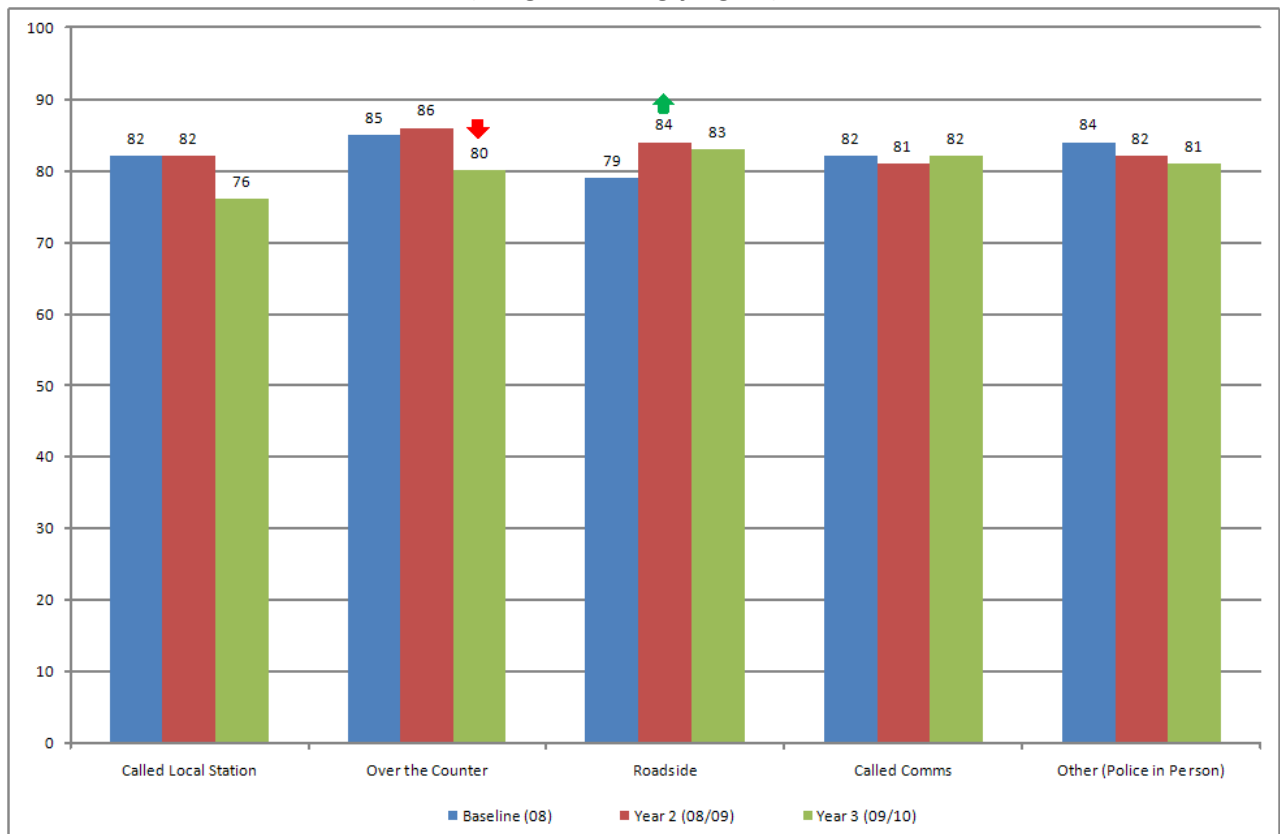
Red arrow indicates a significantly lower result than the total.

2. Changes Over Time

The proportion of respondents who expected *good/very good* service declined notably for those whose point of contact was their local station - either calling their local station (down from 82% to 76%) or over the counter at their local station (down significantly from 86% to 80%).

The proportion of respondents who expected *poor/very poor* service decreased significantly for those whose point of contact was calling a Communications Centres, down from 8% in Year 2 to 6% in Year 3.

Figure 53: Quality of Service Expected Before Contact with Police - by Point of Contact Over Time (% Agree/Strongly Agree)



Base: All respondents, excluding 'not applicable' responses.

Green arrow indicates a significantly higher result than the previous measure.

Red arrow indicates a significantly lower result than the previous measure.

Table 42: 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)		
	B'line 08	Y2 08/09	Y3 09/10	B'line 08	Y2 08/09	Y3 09/10	B'line 08	Y2 08/09	Y3 09/10	B'line 08	Y2 08/09	Y3 09/10	B'line 08	Y2 08/09	Y3 09/10
Very good service	31	30	26	34	26	28	30	33	34	39	31	31	35	33	31
Good service	51	52	50	51	60	52	49	51	49	43	50	51	49	49	50
Neither/nor	9	10	12	12	11	13	14	11	13	11	11	11	11	11	12
Poor service	6	6	12	2	2	5	4	3	2	5	6	5	4	6	5
Very poor service	1	2	0	0	0	1	1	1	1	2	2	1	1	1	1
Don't know	2	0	0	1	1	1	2	1	1	0	0	1	0	0	1
Total good service	82	82	76	85	86	80	79	84	83	82	81	82	84	82	81
Total poor service	7	8	12	2	2	6	5	4	3	7	8	6	5	7	6
Base	733	394	258	373	327	368	982	1090	1277	1268	1408	1618	625	717	794

Base: All respondents, excluding 'not applicable' responses.

Note: Bold indicates a statistically significant change from the previous measure.

Green highlighting denotes a statistically significant improvement from the previous measure.

Red highlighting denotes a statistically significant negative change from the previous measure .

4.8. Service Expectations Met or Exceeded

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't read)** Refused

4.8.1. Service Expectations Met or Exceeded - Changes Over Time

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 32% mentioning that it was *better* (22%) or *much better* (10%) than expected. These results are similar to those achieved in Year 2 (88% *same/better/much better*; 31% *better/much better*).

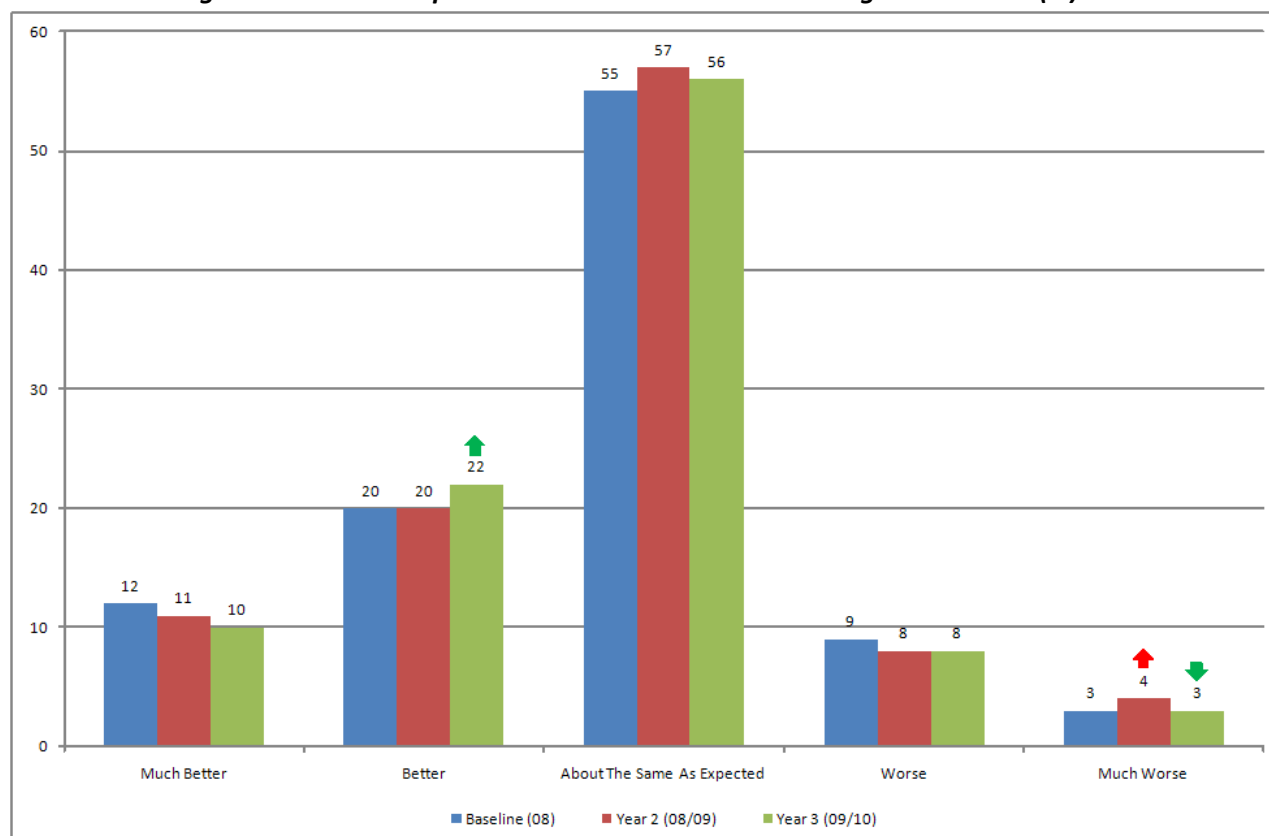
Eleven percent of respondents said that the service they received was *worse* (8%) or *much worse* (3%) than expected (compared with 12% of respondents in Year 2).

Table 43: Service Expectations Met or Exceeded – Changes Over Time (%)

	Baseline 2008	Year 2 2008/09	Year 3 2009/10
Much Better	12	11	10
Better	20	20	22
About The Same As Expected	55	57	56
Worse	9	8	8
Much Worse	3	4	3
Don't know	1	0	1
Total Better/Much Better	32	31	32
Total Better/Much Better/Same	87	88	88
Total Worse/Much Worse	12	12	11
Mean Rating	3.29	3.27	3.30
Base	3992	3936	4311

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

Orange highlighting indicates a significant increase/decrease in results from the previous measure.

Figure 54: Service Expectations Met or Exceeded – Changes Over Time (%)

Base: All respondents excluding those giving a 'not applicable' response. Baseline n=3992, Year 2 n=3936, Year 3 n=4311.

Green arrow indicates a significant improvement from the previous measure.

Red arrow indicates a significant negative change from the previous measure.

4.8.2. Service Expectations Met or Exceeded - Significant Differences for Year 3

The following statistically significant differences for Year 3 total are evident at the total results level (combined Year 3 results for General, Communications Centres and Māori Booster sample).

Respondents significantly more likely to have received *better/much better* service than they had expected included those:

- whose reason for contact was an intruder/prowler/suspicious noises/burglar on premises (51%, compared with 32% of all other respondents);
- whose reason for contact was a community activity (49%, compared with 32% of all other respondents);
- whose reason for contact was theft (42%, compared with 32% of all other respondents) or burglary (40%, compared with 32% of all other respondents);
- whose point of contact was calling the Communications Centres (41%, compared with 27% of all other respondents);
- whose point of contact was in person (other than on the roadside or at a Police station) (41%, compared with 31% of all other respondents);
- whose reason for contact was an assault (39%, compared with 32% of all other respondents); and/or
- who are female (35%, compared with 30% of male respondents).

Respondents significantly more likely to have received *worse/much worse* service than they had expected included those:

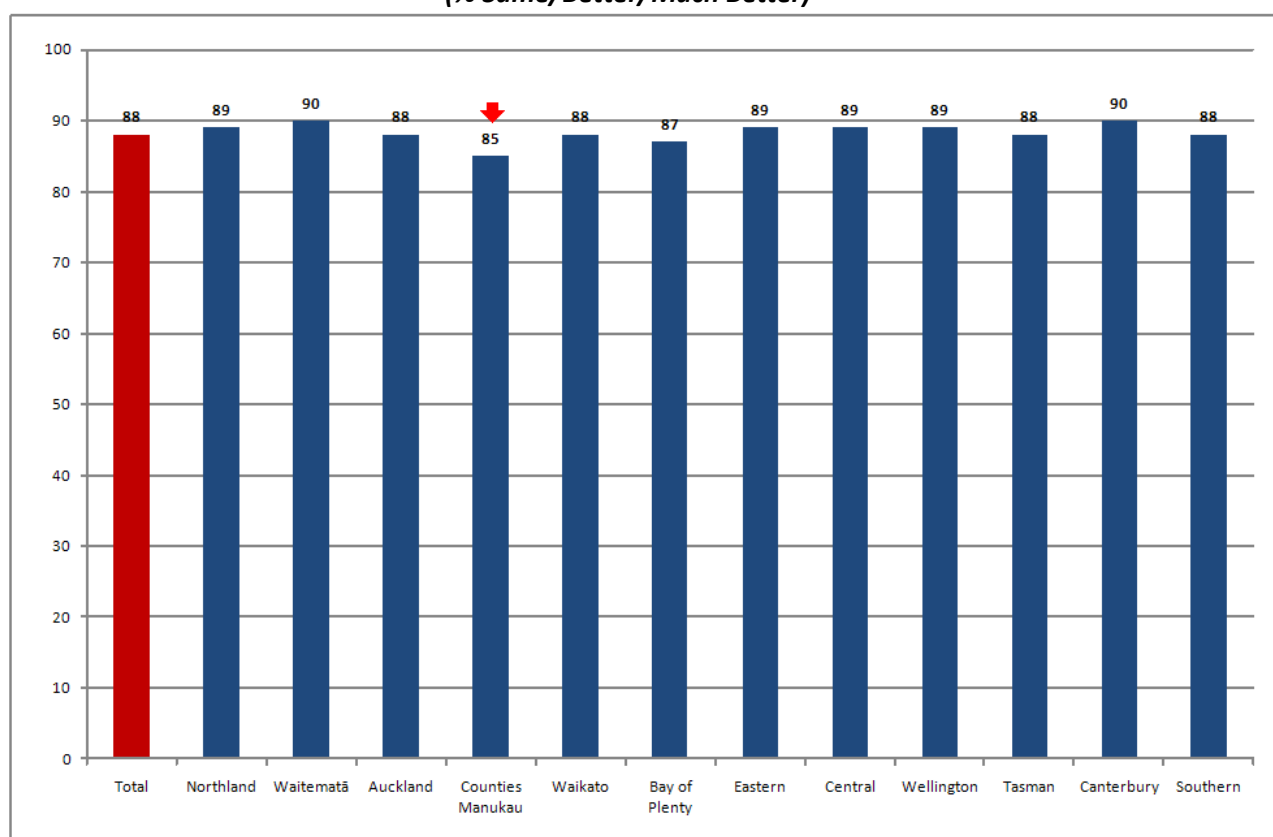
- whose reason for contact was 'other crime' (36%, compared with 10% of all other respondents);
- whose reason for contact was suspect/perpetrator/bail reporting/prisoner enquiry/pickup or visit (23%, compared with 11% of all other respondents);
- whose point of contact was with their local station, either by calling the local station (19%, compared with 10% of all other respondents) or over the counter (17%, compared with 10% of all other respondents);
- aged between 16 and 24 years (18%, compared with 10% of all other respondents);
- whose reason for contact was an assault (17%, compared with 10% of all other respondents);
- whose reason for contact was a traffic offence (17%, compared with 10% of all other respondents); and/or
- whose point of contact was calling the Communications Centres (14%, compared with 9% of all other respondents).

4.8.3. Service Expectations Met or Exceeded - Comparison by District

1. Year 3

Eighty-eight percent of respondents reported that the service they received either *met* or *exceeded* their expectations, including almost one in three respondents (32%) reporting that the service they received *exceeded* their expectations. However, whilst respondents living in the Counties Manukau District were significantly less likely to have had their expectations *met* or *exceeded* (85%), this district has the highest proportion of all districts rating the service received as better, or much better than expected (36%).

**Figure 55: Service Expectations Met or Exceeded - by District in Year 3
(% Same/Better/Much Better)**



Base: All respondents, excluding 'not applicable' responses. Total Year 3 n=4311; Northland n=302; Waitematā n=306; Auckland n=395; Counties n=428; Waikato n=419; Bay of Plenty n=365; Eastern n=279; Central n=346; Wellington n=443; Tasman n=238; Canterbury n=408; Southern n=322.

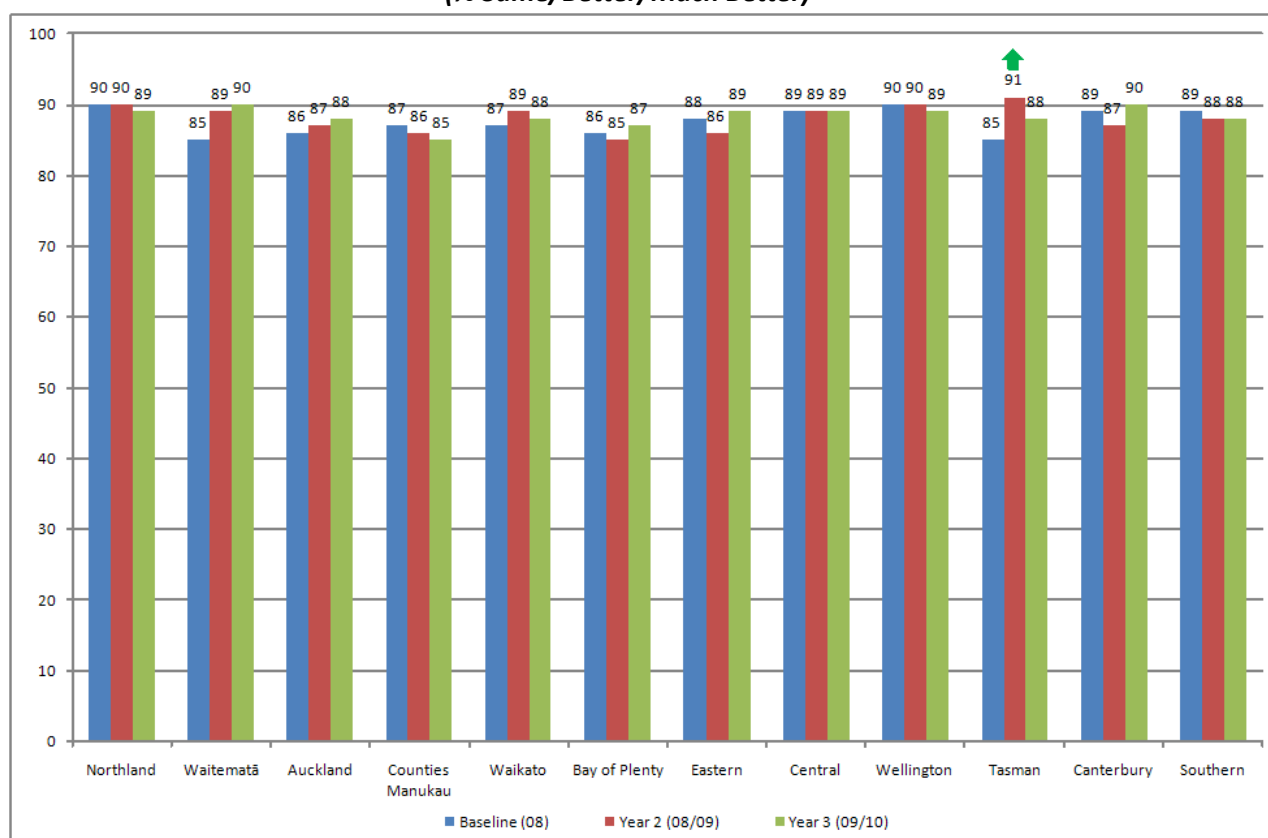
Red arrow indicates a significantly lower result than the total.

2. Changes Over Time

The proportion of respondents who received *the same/better/much better service than expected* increased or remained stable for all but one district. While none of these differences were statistically significant, the greatest increases were reported by those living in the Eastern (up from 86% to 89%) and Canterbury (up from 87% to 90%) districts. In contrast, the only decline reported was for those living in the Tasman District (down from 91% to 88% - however this decline is not statistically significant).

The share of respondents in the Southern District who mentioned that the service they received was *much better service than expected* increased significantly this year (up from 6% in Year 2, to 11%). In contrast, the share of respondents living in the Bay of Plenty District who received *much better service than expected* decreased significantly from 14% to 9%.

**Figure 56: Service Expectations Met or Exceeded - by District Over Time
(% Same/Better/Much Better)**



Base: All respondents, excluding 'not applicable' responses.

Green arrow indicates a significantly higher result than the previous measure.

Table 44: Service Expectations Met or Exceeded – By District (Part 1)(%)

	Northland			Waitematā			Auckland City			Counties Manukau			Waikato			Bay Of Plenty		
	B'line 08	Y2 08/09	Y3 09/10	B'line 08	Y2 08/09	Y3 09/10	B'line 08	Y2 08/09	Y3 09/10	B'line 08	Y2 08/09	Y3 09/10	B'line 08	Y2 08/09	Y3 09/10	B'line 08	Y2 08/09	Y3 09/10
Much better than expected	11	10	10	12	8	11	11	10	10	17	16	13	12	10	9	10	14	9
Better than expected	19	24	21	21	20	23	22	19	25	19	18	23	20	24	20	24	17	22
About the same as expected	60	56	58	52	61	56	53	58	53	51	52	49	55	55	59	52	54	56
Worse than expected	5	7	7	11	7	6	9	9	9	10	9	11	9	8	10	10	10	9
Much worse than expected	3	2	3	2	4	3	3	4	2	2	5	3	4	2	1	3	4	4
Don't know	2	1	1	2	0	1	2	0	1	1	0	1	0	1	1	1	1	0
Total better than expected	30	34	31	33	28	34	33	29	35	36	34	36	32	34	29	34	31	31
Total much better/better/same as expected	90	90	89	85	89	90	86	87	88	87	86	85	87	89	88	86	85	87
Total worse than expected	8	9	10	13	11	9	12	13	11	12	14	14	13	10	11	13	14	13
Base	306	291	302	320	331	366	325	402	395	349	385	428	365	331	419	344	332	365

Base: All respondents, excluding 'not applicable' responses.

Note: Bold indicates a statistically significant change from the previous measure.

Green highlighting denotes a statistically significant improvement from the previous measure.

Red highlighting denotes a statistically significant negative change from the previous measure.

Table 45: Service Expectations Met or Exceeded – By District (Part 2) (%)

	Eastern			Central			Wellington			Tasman			Canterbury			Southern		
	B'line 08	Y2 08/09	Y3 09/10	B'line 08	Y2 08/09	Y3 09/10	B'line 08	Y2 08/09	Y3 09/10	B'line 08	Y2 08/09	Y3 09/10	B'line 08	Y2 08/09	Y3 09/10	B'line 08	Y2 08/09	Y3 09/10
Much better than expected	10	13	10	8	12	11	12	9	7	9	9	11	10	12	11	13	6	11
Better than expected	22	25	21	17	20	19	19	22	26	21	21	23	18	19	23	24	21	19
About the same as expected	56	48	58	64	57	59	59	59	56	55	61	54	61	56	56	52	61	58
Worse than expected	10	9	8	7	8	9	7	8	8	10	7	7	7	8	7	6	9	8
Much worse than expected	2	5	3	3	2	2	1	2	2	5	1	3	4	5	3	4	3	3
Don't know	0	0	0	1	1	0	2	0	1	0	1	2	0	0	0	1	0	1
Total better than expected	32	38	31	25	32	30	31	31	33	30	30	34	28	31	34	37	27	30
Total much better/better/same as expected	88	86	89	89	89	89	90	90	89	85	91	88	89	87	90	89	88	88
Total worse than expected	12	14	11	10	10	11	8	10	10	15	8	10	11	13	10	10	12	11
Base	294	270	279	334	291	346	405	372	443	280	240	238	363	399	408	307	292	322

Base: All respondents, excluding 'not applicable' responses.

Note: Bold indicates a statistically significant change from the previous measure.

Green highlighting denotes a statistically significant improvement from the previous measure.

Red highlighting denotes a statistically significant negative change from the previous measure.

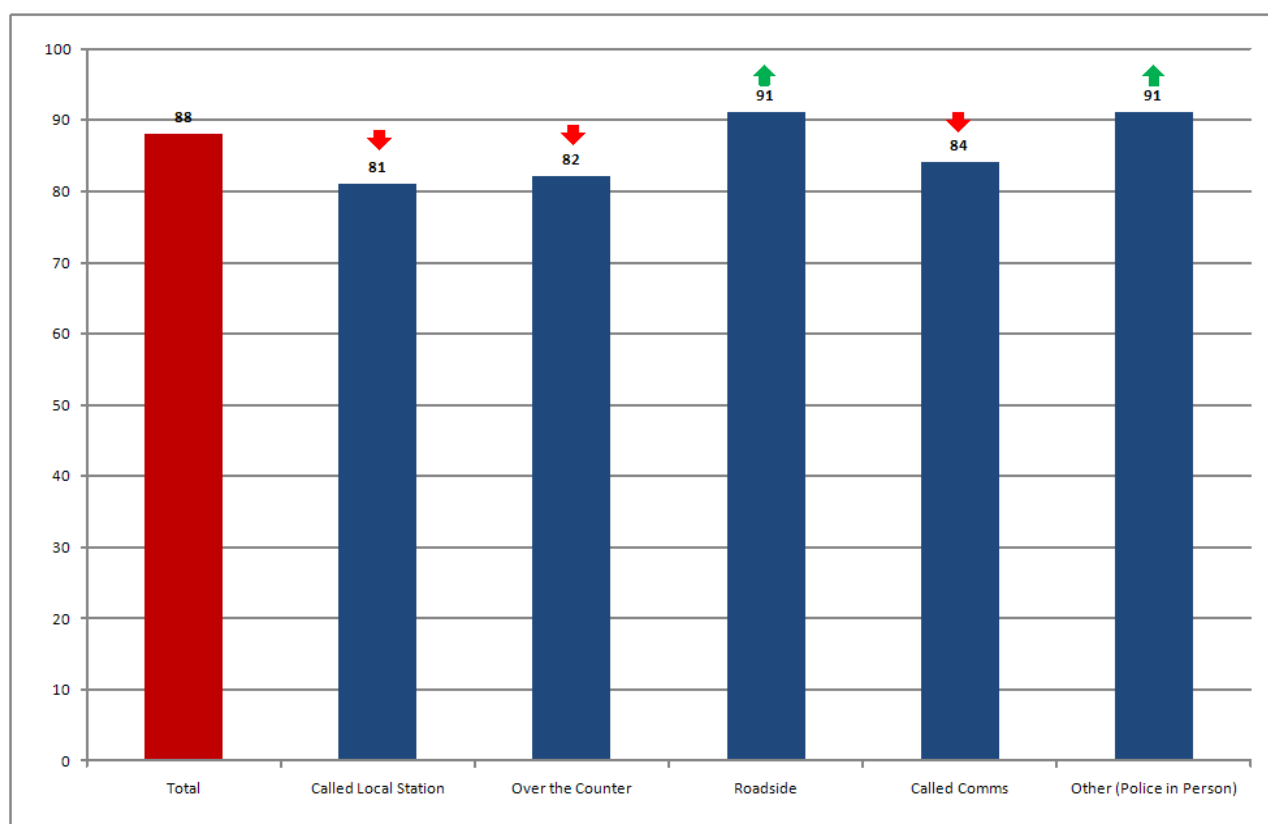
4.8.4. Service Expectations Met or Exceeded - Comparison by Point of Contact

1. Year 3

As the graph below shows, the majority of respondents who had a roadside interaction (91%) or whose point of contact was in person (other than on the roadside or over the counter) (91%), 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, it should be noted that for roadside contact, the combined rating for the two top measures for exceeding service expectations (25% saying it was *better* and *much better* than expected) was a significantly lower share than for all other points of contact (30%). The majority of respondents said the service received on the roadside was *about the same as expected*.

In contrast, those who had called the local Police station (81%), gone into their local station (82%) or who had called the Communications Centres (84%) 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. However, of note is that 41% of those who called the Communications Centres and 41% of those whose point of contact was in person (other than on the roadside or at a Police station) reported that the service they received was *better* or *better much* than they had expected - significantly higher than for all other points of contact.

**Figure 57: Service Expectations Met or Exceeded - by Point of Contact in Year 3
(% Same/Better/Much Better)**



Base: All respondents, excluding 'not applicable' responses. Total Year 3 n=4311; Called local station n=258; Over the counter n=366; Roadside n=1274; Called the Communications Centres n=1618; Other (Police in person) n=795.

Green arrow indicates a significantly higher result than the total.

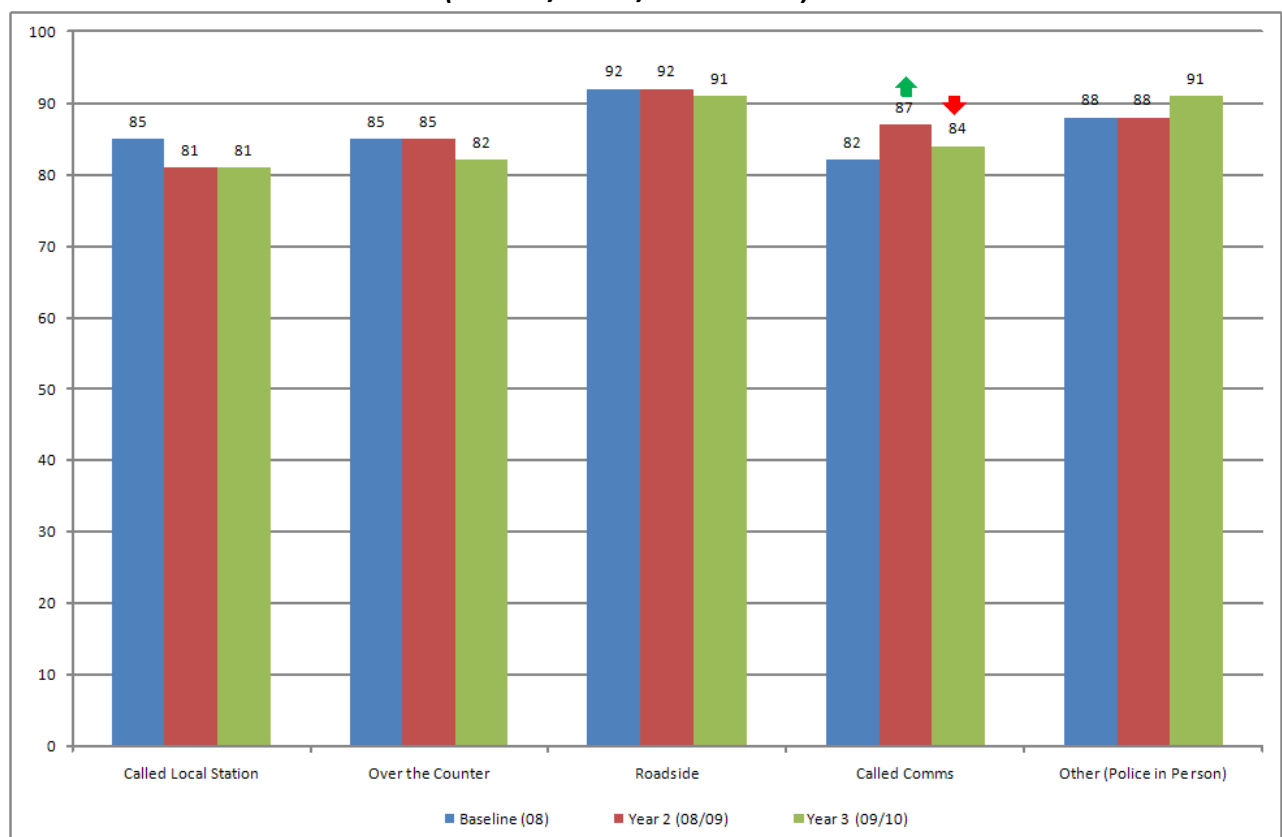
Red arrow indicates a significantly lower result than the total.

2. Changes Over Time

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 (down significantly from 87% in Year 2, to 84% in Year 3, but still higher than the Baseline survey result).

The proportion of respondents whose point of contact was in person (other than on the roadside or at a Police station) who received *worse/much worse service than expected* decreased significantly, down from 12% to 8%.

**Figure 58: Service Expectations Met or Exceeded - by Point of Contact Over Time
(% Same/Better/Much Better)**



Base: All respondents, excluding 'not applicable' responses.

Green arrow indicates a significantly higher result than the previous measure.

Red arrow indicates a significantly lower result than the previous measure.

Table 46: Service Expectations Met or Exceeded – By Point Of Contact (%)

	Called Local Station			Over the Counter			Roadside			Called Comms			Other (Police in Person)		
	B'line 08	Y2 08/09	Y3 09/10	B'line 08	Y2 08/09	Y3 09/10	B'line 08	Y2 08/09	Y3 09/10	B'line 08	Y2 08/09	Y3 09/10	B'line 08	Y2 08/09	Y3 09/10
Much better than expected	13	11	8	11	8	12	9	7	6	18	17	17	12	16	13
Better than expected	20	22	22	23	20	22	17	17	19	23	24	24	23	25	28
About the same as expected	52	48	51	51	57	48	66	68	66	41	46	43	53	47	50
Worse than expected	12	15	15	10	8	14	6	6	6	11	9	11	9	9	6
Much worse than expected	3	4	4	5	7	3	1	2	2	5	4	3	3	3	2
Don't know	0	0	0	0	0	1	1	0	1	2	0	2	0	0	1
Total better than expected	33	33	30	34	28	34	26	24	25	41	41	41	35	41	41
Total much better/better/same as expected	85	81	81	85	85	82	92	92	91	82	87	84	88	88	91
Total worse than expected	15	19	19	15	15	17	7	8	8	16	13	14	12	12	8
Base	737	395	258	374	327	366	985	1088	1274	1273	1409	1618	623	717	795

Base: All respondents, excluding 'not applicable' responses.

Note: Bold indicates a statistically significant change from the previous measure.

Green highlighting denotes a statistically significant improvement from the previous measure.

Red highlighting denotes a statistically significant negative change from the previous measure.

4.8.5. Reasons Why Service Was Better Than Expected

One-third (33%) of those who rated the service they received as *better/much better than expected* commented that the staff member had a positive attitude. Approximately one in six (16%) reported that the staff member dealt with the situation promptly, while 7% reported that the staff member showed interest/concern.

When compared with Year 2, 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 understood me/listened to me – good communication (6%, compared with 1% in Year 2);
- the phone was answered quickly/Police were easy to get through to (6%, compared with 1% in Year 2);
- the whole process was straightforward/clear/efficient (4%, compared with 1% in Year 2);
- Police were generally helpful (3%, compared with 0% in Year 2);
- Police gave me a warning/used discretion/didn't fine me (3%, compared with 1% in Year 2); and
- Police were reassuring/made me feel at ease/comfortable (3%, compared with less than 1% in Year 2).

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:

- the staff member had a positive attitude (33%, compared with 39% in Year 2); and
- Police provided follow-up/rang back (5%, compared with 7% in Year 2).

Table 47: Reasons Why Service Received Was Better Than Expected (%)

	Respondents who received better than expected service			All Respondents
	Baseline 2008 (n=1369)	Year 2 2008/09 (n=1355)	Year 3 2009/10 (n=1545)	Year 3 2009/10 (n=9311)
Staff member had a positive attitude – friendly/courteous/polite/ respectful	38	39	33	4
Police acted promptly	22	18	16	2
Showed interest/concern – took matter seriously	11	11	7	1
Understood me/listened to me – good communication	2	1	6	1
Informative/knowledgeable/good advice/explained what was happening	10	8	6	1
Answered phone quickly/easy to get through to	<1	1	6	1
Provided follow-up/rang back	5	7	5	1
Whole process was straightforward/clear/efficient	1	1	4	1
Helpful	0	0	3	<1
Gave me a warning/used discretion/didn't fine me	1	1	3	<1
Did what they could/did a thorough job	2	3	3	<1
Police were reassuring/made me feel at ease/comfortable	0	<1	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%.

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

Orange highlighting denotes a significant difference from the previous measure.

Respondents significantly more likely to mention **positive staff attitude** include those:

- whose reason for contact was a traffic stop (65%, compared with 27% of all other respondents) or a traffic offence (49%, compared with 32% of all other respondents);
- whose point of contact was roadside (62%, compared with 26% of all other respondents);
- aged between 16 and 24 years (40%, compared with 32% of all other respondents); and/or
- of European descent (36%, compared with 29% of all other respondents).

Respondents significantly more likely to mention that **Police acted promptly** include those:

- whose reason for contact was burglary (37%, compared with 13% of all other respondents);
- whose reason for contact was reporting dangerous driving (33%, compared with 14% of all other respondents);
- whose point of contact was over the phone, either through calling the Communications Centres (31%, compared with 4% of all other respondents) or through calling their local station (24%, compared with 15% of all other respondents);
- whose reason for contact was disorderly behaviour and intoxication offences (30%, compared with 14% of all other respondents); and/or
- whose reason for contact was assault (24%, compared with 15% of all other respondents).

Respondents significantly more likely to mention that the **staff member showed interest/concern** include those:

- whose point of contact was either over the counter at their local station (19%, compared with 6% of all other respondents) or through calling the Communications Centres (12%, compared with 4% of all other respondents);
- living in Waitematā District (15%, compared with 6% of all other respondents);
- whose reason for contact was assault (13%, compared with 6% of all other respondents);
- whose reason for contact was burglary (12%, compared with 6% of all other respondents);
- aged between 45 and 54 years (11%, compared with 6% of all other respondents); and/or
- who are female (10%, compared with 4% of male respondents).

Respondents significantly more likely to mention that **Police understood me/listened to me – good communication** include those:

- whose reason for contact was assault (17%, compared with 5% of all other respondents);
- living in Central District (12%, compared with 6% of all other respondents); and/or
- aged between 45 and 54 years (9%, compared with 5% of all other respondents).

Respondents significantly more likely to mention that the **staff member was informative/offered good advice** include those:

- whose point of contact was calling their local station (11%, compared with 6% of all other respondents); and/or
- who are female (7%, compared with 4% of male respondents).

Respondents significantly more likely to mention that the **phone was answered quickly** include those:

- of Asian/Indian descent (17%, compared with 5% of all other respondents); and/or
- whose reason for contact was a traffic crash or incident (16%, compared with 5% of all other respondents).

Respondents significantly more likely to mention that the **staff member followed it through** include those:

- whose reason for contact was property damage or vandalism (16%, compared with 5% of all other respondents);
- whose reason for contact was burglary (13%, compared with 5% of all other respondents) or theft (13%, compared with 5% of all other respondents);
- whose point of contact was either in person (other than on the roadside or at a Police station) (12%, compared with 4% of all other respondents) or calling their local station (11%, compared with 5% of all other respondents); and/or
- whose reason for contact was assault (11%, compared with 5% of all other respondents).

Respondents significantly more likely to mention that the **whole process was straightforward/clear/efficient** include those:

- whose reason for contact was a general enquiry (10%, compared with 4% of all other respondents);
- whose reason for contact was a traffic stop (7%, compared with 4% of all other respondents); and/or
- of European descent (5%, compared with 3% of all other respondents).

Respondents significantly more likely to mention that **Police were helpful** include those:

- whose reason for contact was theft (8%, compared with 3% of all other respondents);
- whose reason for contact was a general enquiry (7%, compared with 3% of all other respondents);
- whose point of contact was in person (other than on the roadside or at a Police station) (5%, compared with 3% of all other respondents); and/or
- who are female (4%, compared with 2% of male respondents).

Respondents significantly more likely to mention that **Police gave me a warning/used discretion/didn't fine me** include those:

- whose reason for contact was a traffic offence (8%, compared with 2% of all other respondents) or a traffic stop (5%, compared with 2% of all other respondents);
- whose point of contact was on the roadside (6%, compared with 2% of all other respondents); and/or
- living in Wellington District (5%, compared with 2% of all other respondents).

Respondents significantly more likely to mention that **Police were thorough/did all they could** include those:

- whose reason for contact was a general enquiry (8%, compared with 3% of all other respondents);
- aged between 55 and 64 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 a Police station) (5%, compared with 3% of all other respondents).

Respondents significantly more likely to mention that **Police were reassuring/made me feel at ease/comfortable** include those:

- whose reason for contact was a community activity (11%, compared with 3% of all other respondents);
- of Māori descent (5%, compared with 2% of all other respondents);
- whose point of contact was in person (other than on the roadside or at a Police station) (5%, compared with 2% of all other respondents); and/or
- who are female (4%, compared with 2% of male respondents).

4.8.6. Reasons Why Service Received Was Worse Than Expected

One-fifth (21%) of those who rated the service they received as *worse/much worse than expected* commented that the staff member had a poor attitude. A further 19% percent reported that the staff member they dealt with did not show interest or concern. Thirteen percent of respondents whose expectations were not met 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 (9%) and that the service was slow/took too long (8%).

When compared with Year 2, 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 that no action was taken/Police didn't do anything/didn't help (3%, compared with 1% in Year 2).

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 because of poor staff attitude (21%, compared with 33% in Year 2).

Table 48: Reasons Why Service Received Was Worse Than Expected (%)

	Respondents who received worse service			All Respondents
	Baseline 2008 (n=506)	Year 2 2008/09 (n=460)	Year 3 2009/10 (n=492)	Year 3 2009/10 (n=9311)
Poor attitude/didn't like their attitude	20	33	21	1
Didn't take the matter seriously/didn't care/not interested	21	20	19	1
No follow-up	12	12	13	1
Incompetent/lacked knowledge/made mistakes	12	7	9	<1
Too slow/took too long	13	7	8	<1
Didn't attend/come to look	7	6	6	<1
Were not fair	4	5	4	<1
No action was taken/Police didn't do anything/didn't help	2	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%.

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

Orange highlighting denotes a significant difference from the previous measure.

Respondents significantly more likely to mention **poor attitude of staff** include those:

- whose reason for contact was a traffic stop (49%, compared with 18% of all other respondents) or traffic offence (43%, compared with 18% of all other respondents);
- whose point of contact was on the roadside (45%, compared with 15% of all other respondents); and/or
- living in Southern District (40%, compared with 19% of all other respondents).

Respondents significantly more likely to mention that **Police didn't take the matter seriously** include those:

- whose point of contact was with their local station, either through calling their local station (38%, compared with 17% of all other respondents) or over the counter (32%, compared with 18% of all other respondents); and/or
- of European descent (23%, compared with 14% of all other respondents).

Respondents significantly more likely to mention **no follow-up** include those:

- whose reason for contact was assault (26%, compared with 12% of all other respondents);
- living in Waikato District (24%, compared with 12% of all other respondents); and/or
- aged between 35 and 44 years (21%, compared with 11% of all other respondents).

Respondents significantly more likely to mention that **staff were incompetent/lacked knowledge/made mistakes** include those:

- aged between 25 and 34 years (20%, compared with 6% of all other respondents);
- whose reason for contact was a traffic offence (17%, compared with 8% of all other respondents);
- of Māori descent (16%, compared with 7% of all other respondents); and/or
- whose point of contact was on the roadside (14%, compared with 8% of all other respondents).

Respondents significantly more likely to mention that **Police were too slow/took too long** include those whose point of contact was over the counter at their local station (17%, compared with 7% of all other respondents).

Respondents significantly more likely to mention that **Police didn't come to look** include those:

- whose point of contact was over the phone, either through calling a Communications Centres (19%, compared with 4% of all other respondents) or by calling their local station (13%, compared with 5% of all other respondents); and/or
- aged between 25 and 34 years (14%, compared with 4% of all other respondents).

Respondents significantly more likely to mention that **Police were not fair** include those:

- whose reason for contact was a traffic offence (12%, compared with 2% of all other respondents) or a traffic stop (9%, compared with 3% of all other responses); and/or
- whose point of contact was on the roadside (10%, compared with 2% of all other respondents).

Respondents significantly more likely to mention **no action was taken/Police didn't do anything/didn't help** include those aged between 55 and 64 years (12%, compared with 2% of all other respondents).

5. COMPLAINTS PROCESS

A question from the CMT is asked to determine whether citizens who had a problem with Police service delivery or with Police staff, knew what they could do about it (in accordance with Recommendation 7 Commission of Inquiry into Police Conduct). All respondents who had contact with Police were asked if they had any problems or negative interactions during their interaction. Those who did have a problem were asked if it was clear what to do about their problem. This question was expanded partway through Year 3 to include those who did not have a problem. These respondents were asked if they were confident they could find out what to do if they did have a problem*.

All respondents who had contact with Police were asked:

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't read)** Refused

All respondents who reported having a problem or negative interaction with the staff member they dealt with were asked:

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't read)** Refused

**All respondents who reported that they did not have a problem or negative interaction were asked:*

Question: Please tell me if you agree or disagree with the following statement: **I am confident I could find out what to do if I had a problem with the Police (if needed:** by this I mean you are confident you could find out who to call, where to go or the right person to talk to). 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't read)** Refused

5.1. Any Problems or Negative Incidents

5.1.1. Any Problems or Negative Incidents - Changes Over Time

The majority of respondents in Year 3 (95%) mentioned that they had not experienced any problems or negative interactions with the staff member they dealt with during the service encounter. This is a similar proportion when compared with both Year 2 (95%) and the Baseline survey (94%).

The 4% of respondents experiencing a problem or negative incident in Year 3 was unchanged when compared with the Year 2 figure for this measure.

Table 49: Any Problems or Negative Incidents – Changes Over Time (%)

	Baseline 2008	Year 2 2008/09	Year 3 2009/10
Yes	6	4	4
No	94	95	95
Don't know/Can't remember	0	1	1
Base	4026	4001	4396

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

Orange highlighting indicates a significant increase/decrease in results from the previous measure.

5.1.2. Any Problems or Negative Incidents - Significant Differences for Year 3

The following statistically significant differences for Year 3 are evident at the total results level (General, Communications Centres and Māori Booster sample Year 3 results combined).

Respondents significantly more likely to have not encountered a problem or negative incident included those:

- whose reason for contact was disorderly behaviour and/or intoxication offences (99%, compared with 95% of all other respondents);
- aged 65 years or older (98%, compared with 95% of all other respondents);
- whose reason for contact was a traffic stop (97%, compared with 94% of all other respondents); and/or
- of European descent (96%, compared with 94% of all other respondents).

Respondents significantly more likely to have encountered a problem or negative incident included those:

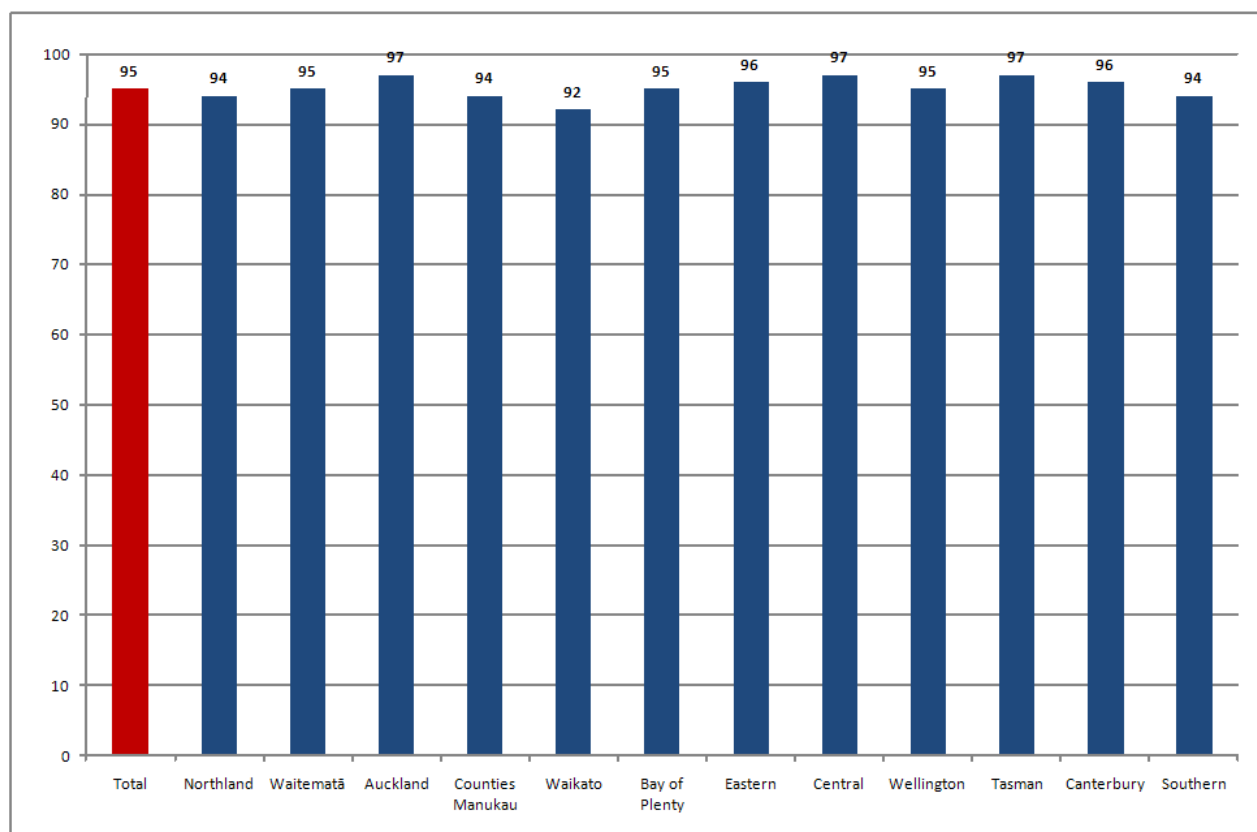
- whose reason for contact was suspect/perpetrator/bail reporting/prisoner enquiry/pick up or visit (30%, compared with 4% of all other respondents);
- whose reason for contact was a traffic offence (11%, compared with 4% of all other respondents);
- aged between 16 and 24 years (7%, compared with 4% of all other respondents); and/or
- of Māori descent (7% compared with 4% of all other respondents).

5.1.3. No Problems or Negative Incidents - Comparison by District

1. Year 3

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. There were no significant differences by district.

Figure 59: No Problems or Negative Incidents - by District in Year 3
(% No Problems/Incidents)



Base: All respondents, excluding 'not applicable' responses. Total (Year 3) n=4396; Northland n=313; Waitematā n=376; Auckland n=403; Counties n=434; Waikato n=423; Bay of Plenty n=372; Eastern n=284; Central n=349; Wellington n=455; Tasman n=243; Canterbury n=416; Southern n=328.

2. Changes Over Time

There has been a decrease in the proportion of respondents living in the Auckland City (3%, compared with 9%) and Eastern districts (4%, compared with 8%) who encountered a problem/negative incident in Year 3 when compared with Year 2.

In contrast, there has been a significant increase in the proportion of respondents living in the Bay of Plenty and Southern districts encountering a problem or negative incident (both with 5% in Year 3, compared with 2% in Year 2).

(Part 1) **Table 50: Any Problems or Negative Incidents – By District (%)**

	Northland			Waitematā			Auckland City			Counties Manukau			Waikato			Bay Of Plenty		
	B'line 08	Y2 08/09	Y3 09/10	B'line 08	Y2 08/09	Y3 09/10	B'line 08	Y2 08/09	Y3 09/10	B'line 08	Y2 08/09	Y3 09/10	B'line 08	Y2 08/09	Y3 09/10	B'line 08	Y2 08/09	Y3 09/10
Yes	4	5	6	6	3	5	6	9	3	3	4	5	6	5	6	6	2	5
No	96	95	94	93	96	95	93	91	97	96	95	94	94	95	92	94	97	95
Don't know	0	0	0	1	1	0	1	0	0	1	1	1	0	0	2	0	1	0
Base	309	299	313	320	336	376	328	408	403	353	389	434	371	339	423	347	339	372

(Part 2)

	Eastern			Central			Wellington			Tasman			Canterbury			Southern		
	B'line 08	Y2 08/09	Y3 09/10	B'line 08	Y2 08/09	Y3 09/10	B'line 08	Y2 08/09	Y3 09/10	B'line 08	Y2 08/09	Y3 09/10	B'line 08	Y2 08/09	Y3 09/10	B'line 08	Y2 08/09	Y3 09/10
Yes	7	8	4	6	3	3	6	4	5	7	4	2	8	4	4	3	2	5
No	93	92	96	94	97	97	94	96	95	93	96	97	91	96	96	96	97	94
Don't know	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	1	1	1
Base	297	272	284	334	299	349	407	378	455	283	242	243	365	403	416	312	297	328

Base: All respondents, excluding 'not applicable' responses.

Note: Bold indicates a statistically significant change from the previous measure.

Green highlighting denotes a statistically significant improvement from the previous measure.

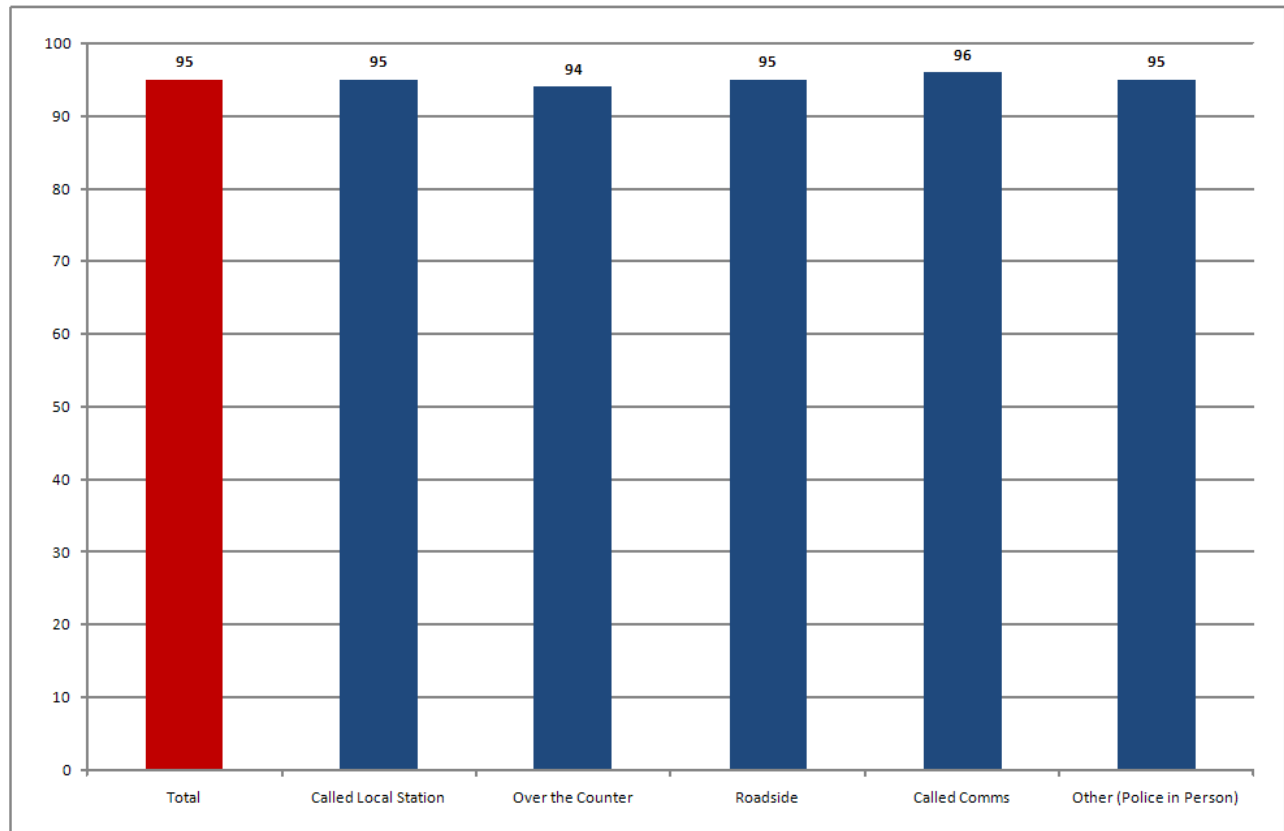
Red highlighting denotes a statistically significant negative change from the previous measure.

5.1.4. No Problems or Negative Incidents - Comparison by Point of Contact

1. Year 3

The majority of respondents mentioned that they did not have any problems or negative interactions with the staff member they dealt with at each point of contact. There were no significant differences by point of contact.

Figure 60: No Problems or Negative Interactions - by Point of Contact
(% No Problems/Incidents)



Base: All respondents, excluding 'not applicable' responses. Total (Year 3) n=4396; Called local station n=262; Over the counter n=372; Roadside n=1295; Called the Communications Centres n=1653; Other (Police in person) n=814.

2. Changes Over Time

In Year 3, a significantly higher proportion of respondents whose point of contact was on the roadside reported that they had encountered a problem or negative incident (up from 3%, to 5%) when compared to Year 2.

Table 51: Any Problems or Negative Incidents – By Point Of Contact (%)

	Called Local Station			Over the Counter			Roadside			Called Comms			Other (Police in Person)		
	B'line 08	Y2 08/09	Y3 09/10	B'line 08	Y2 08/09	Y3 09/10	B'line 08	Y2 08/09	Y3 09/10	B'line 08	Y2 08/09	Y3 09/10	B'line 08	Y2 08/09	Y3 09/10
Yes	5	3	4	6	8	5	6	3	5	5	3	3	7	6	5
No	94	97	95	94	91	94	94	96	95	94	97	96	93	94	95
Don't know	1	0	1	0	1	1	0	1	0	1	0	1	0	0	0
Base	741	399	262	377	333	372	993	1108	1295	1280	1437	1653	635	724	814

Base: All respondents, excluding 'not applicable' responses

Note: Bold indicates a statistically significant change from the previous measure.

Green highlighting denotes a statistically significant improvement from the previous measure.

Red highlighting denotes a statistically significant negative change from the previous measure.

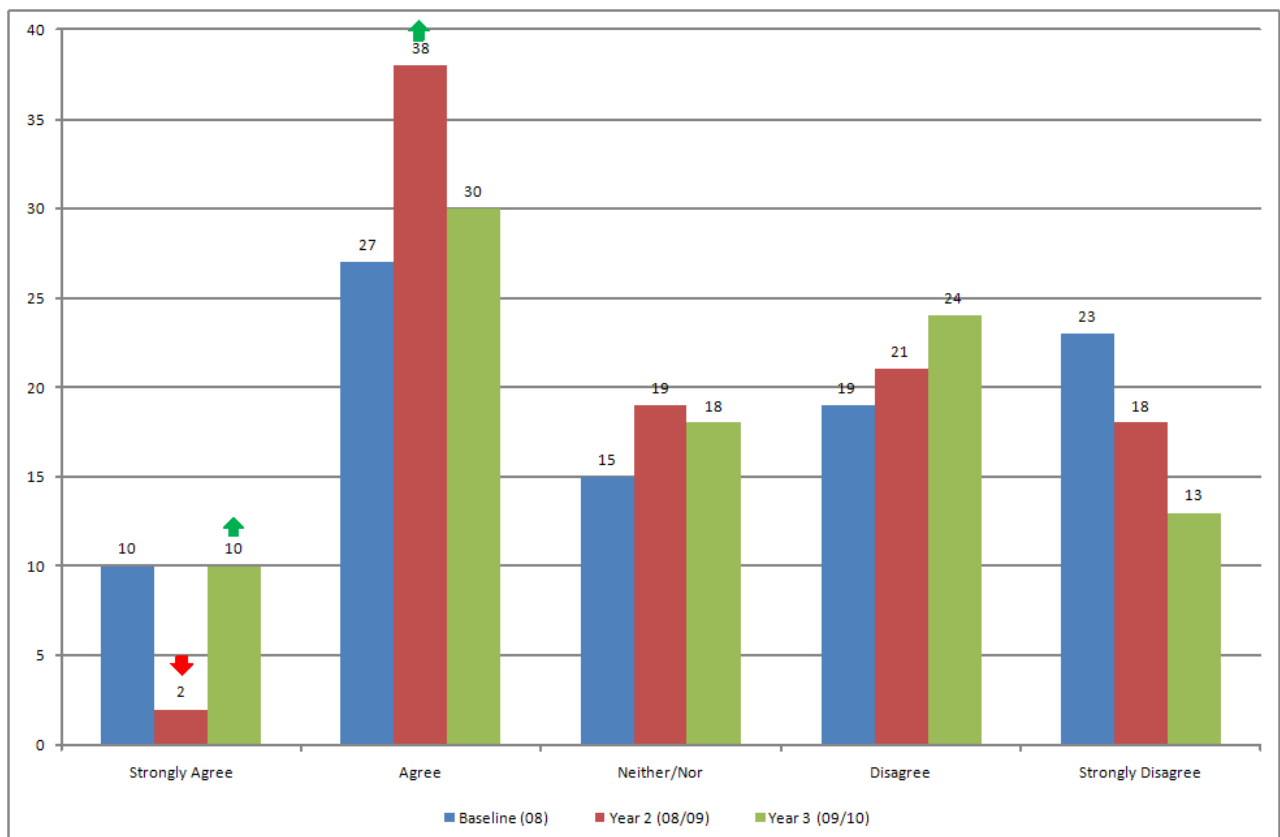
5.2. It Was Clear What to Do If I Had a Problem

All respondents who reported having a problem or negative interaction with the staff member answered this question.

5.2.1. It Was Clear What to Do If I Had a Problem - Changes Over Time

Two in five respondents (40%) *agreed/strongly agreed* that it was clear what to do if they had a problem, while a similar share (37%) *disagreed/strongly disagreed*. These results are stable when compared with the previous survey waves, however it should be noted that the share of respondents *strongly agreeing* has increased significantly in Year 3 – up from 2% in Year 2, to 10%.

Figure 61: It Was Clear What to Do If I Had a Problem – Changes Over Time (%)



Base: All respondents excluding those giving a 'not applicable' response. Baseline n=215, Year 2 n=146, Year 3 n=175.

Green arrow indicates a significant improvement from the previous measure.

Red arrow indicates a significant negative change from the previous measure.

Table 52: It Was Clear What to Do If I Had a Problem – Changes Over Time (%)

	Baseline 2008	Year 2 2008/09	Year 3 2009/10
Strongly Agree	10	2	10
Agree	27	38	30
Neither/Nor	15	19	18
Disagree	19	21	24
Strongly Disagree	23	18	13
Don't know	6	2	5
Total Agree	37	40	40
Total Disagree	42	39	37
<i>Base</i>	<i>215</i>	<i>146</i>	<i>175</i>

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

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

5.2.2. It Was Clear What to Do If I Had a Problem - Significant Differences for Year 3

The following statistically significant differences for Year 3 are evident at the total results level (combined Year 3 results for General, Communications Centres and Māori Booster sample).

Respondents significantly more likely to *strongly agree/agree* that it was clear what to do if they had a problem included those whose reason for contact was a traffic offence (57%, compared with 33% of all other respondents).

Respondents significantly more likely to *disagree/strongly disagree* that it was clear what to do if they had a problem included those whose point of contact was in person (other than on the roadside or at the local station) (60%, compared with 31% of all other respondents).

5.3. I'm Confident I Could Find Out What To Do If I Had a Problem

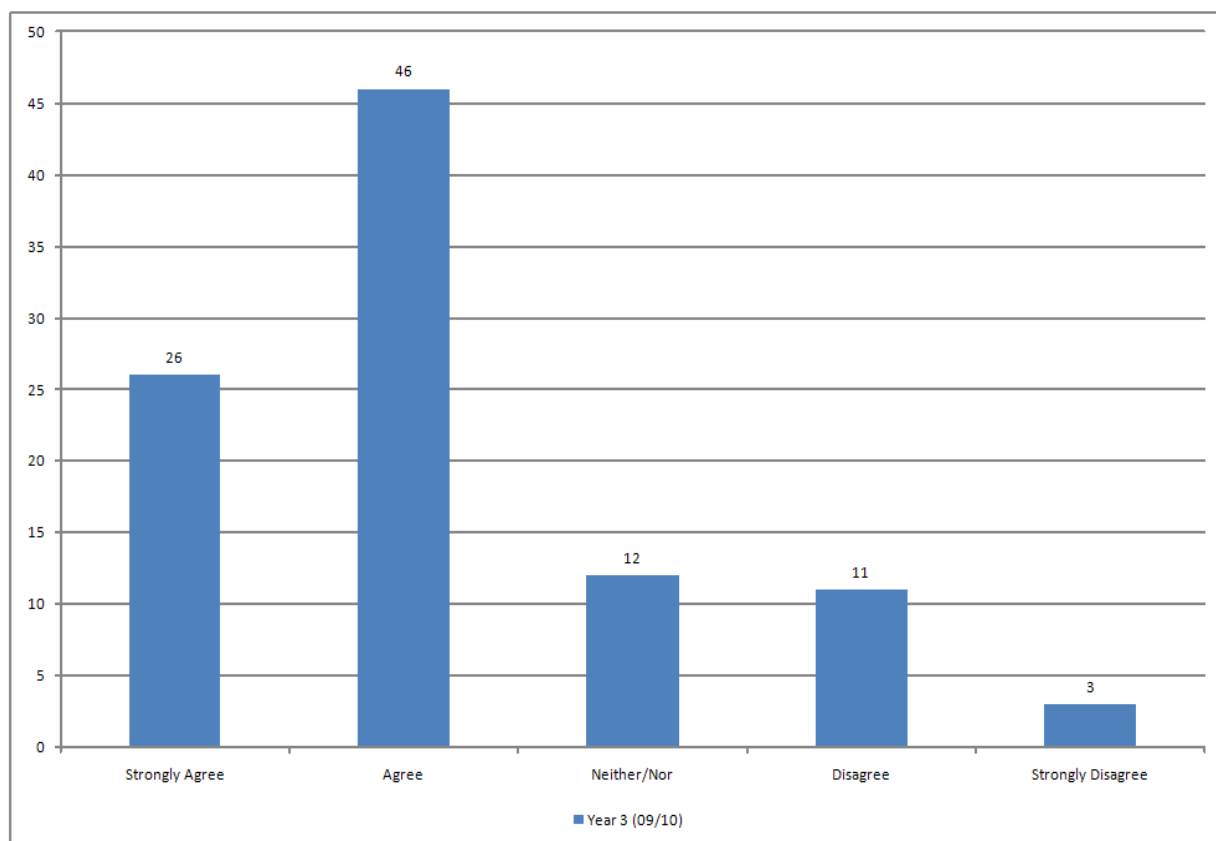
All respondents who reported they *did not* have a problem or negative interaction with the staff member answered this question. Note: This question was added part way through Year 3. Therefore results over time are not available.

5.3.1. I'm Confident I Could Find Out What To Do If I Had A Problem

Seventy-two percent of respondents who did not experience any problems or negative incidents *agreed* or *strongly agreed* that they were confident that they could find out what to do if they did have a problem. In contrast, just over one in ten (14%) *disagreed/strongly disagreed*.

*Note this question was added partway through Year 3. Therefore results over time are not available.

Figure 62: I'm Confident I Could Find Out What To Do If I Had A Problem (%)



Base: All respondents excluding those giving a 'not applicable' response. Year 3 n=2860.

Table 53: I'm Confident I Could Find Out What To Do If I Had A Problem (%)

	Year 3 2009/10
Strongly Agree	26
Agree	46
Neither/Nor	12
Disagree	11
Strongly Disagree	3
Don't know	2
Total Agree	72
Total Disagree	14
Base	2860

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

5.3.2. I'm Confident I Could Find Out What to Do If I Had a Problem - Significant Differences for Year 3

The following statistically significant differences for Year 3 are evident at the total results level (combined Year 3 results for General, Communications Centres and Māori Booster sample).

Respondents significantly more likely to *strongly agree/agree* that they are confident they could find out what to do if they had a problem included those:

- aged 55 years or older (80%, compared with 70% of all other respondents);
- whose reason for contact was a general enquiry (79%, compared with 71% of all other respondents);
- whose reason for contact was a traffic stop (75%, compared with 70% of all other respondents); and/or
- of European descent (73%, compared with 69% of all other respondents).

Respondents significantly more likely to *disagree/strongly disagree* that they are confident they could find out what to do if they had a problem included those:

- aged between 16 and 24 years old (25%, compared with 12% of all other respondents);
- whose reason for contact was a traffic offence (19%, compared with 13% of all other respondents); and/or
- who are female (16%, compared with 12% of males).

APPENDICES

Appendix One: Current Questionnaire

Appendix Two: Communications Centres Sample Results

APPENDIX ONE: CURRENT QUESTIONNAIRE

NZ Police Citizens' Satisfaction Survey

Final Questionnaire Used for Round 3 (from July 09 – June 10)

INTRODUCTION

1.INTRO - If sample supplied from Comms.

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 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? **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 Gravitass. 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

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. If rural 'your neighbourhood', means your 'district'.*]

Type in. 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

3. Recent Contact

If Comms sample provided

Q4. 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 (General sample):

Q8a. 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 (*go to Q9a*)
2. No (*ask 8b-e then skip to demos – Q21*)
3. Don't know (*ask 8b-e then skip to demos – Q21*)
4. Refused (*ask 8b-e then skip to demos – Q21*)

For those who have not had contact:

Q8b. 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

For those who have not had contact

Q8c Have you ever used or looked at the Police website?

1. Yes
2. No
3. Don't know

If Yes at 8c

Q8d. Thinking about when you used or looked at the Police website, please tell me if you agree or disagree with the following statements using a scale where 1 means "Strongly disagree" and 5 means "Strongly agree".

Rotate statements. Check respondent's answer to first statement to ensure they have understood the scale.

Repeat scale if necessary: 1 means "Strongly disagree" and 5 means "Strongly agree".

- When I got to the site it was easy to find what I was looking for
- The site has the information I need
- Search engines work well

Do not read out scale

1. Strongly disagree
2. Disagree
3. Neither agree nor disagree
4. Agree
5. Strongly agree
6. Still in contact with Police about this/issue is still unresolved
7. Not Applicable
8. Don't know
9. Refused

If Disagree/strongly disagree with any of the above, ask for each:

Q8e. 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 those who have had contact (If yes at 8a –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 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 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 your 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 straight forward 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 Q11 and Q11a for Comms Only

Q11. 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 Q11 and Q11a 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?"

1. Other **(Please state)**
2. 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
11. Refused

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 [**Communications 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
7. (**Do not read**) Don't know
8. (**Do not read**) Refused

If no at Q15a

Q15c. Please tell me if you agree or disagree with the following statement:

- **I am confident I could find out what to do if I had a problem with the Police (*if needed*: by this I mean you are confident you could find out who to call, where to go or the right person to talk to).**

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

If Disagree/strongly disagree:

Q15d. 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

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?"

3. Other **(Please state)**
4. 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**

Skip to Q20a for those pulled over while driving

Q19a. If you were to have contact with the Police again for a similar reason, which of the following would you prefer as you main point of contact?

Read out. Select one option only

1. **(For those calling Comms/111)** Telephone 111 – it was an emergency/no other option
2. **(For all other respondents)** Telephone
3. At the Police station front counter
4. Police coming to your home
5. Police on the street
6. Fax
7. Internet
8. **(Don't read) Other (Please state)**
9. **(Don't read) Don't know**

Q19b. And why would you prefer [enter preferred option from Q19a] as your main point of contact?

Don't read out. Multiple response.

Probe: "why else would you prefer this point of contact?"

1. (Don't read) Other (Please state)
2. (Don't read) Don't know

Q20a Have you ever used or looked at the Police website?

(If needed for clarification: the Police website is www.Police.govt.nz)

1. Yes
2. No
3. Don't know

If Yes

Q20b. Thinking about when you used or looked at the Police website, please tell me if you agree or disagree with the following statements using a scale where 1 means "Strongly disagree" and 5 means "Strongly agree".

Rotate statements. Check respondent's answer to first statement to ensure they have understood the scale.

Repeat scale if necessary: 1 means "Strongly disagree" and 5 means "Strongly agree".

- When I got to the site it was easy to find what I was looking for
- The site has the information I need
- Search engines work well

Do not read out

1. Strongly disagree
2. Disagree
3. Neither agree nor disagree
4. Agree
5. Strongly agree
6. Still in contact with Police about this/issue is still unresolved
7. Not Applicable
8. Don't know
9. Refused

If Disagree/strongly disagree with any of the above, ask for each:

Q20c. 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

DEMOGRAPHICS

And finally, just a couple of questions about you.

Q21. 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

Q22. 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
12. Other European (i.e. Australian, British, etc)
13. Other Pacific Islander (i.e. Fijian, Tokelauan etc)
14. Fijian Indian
15. Korean
16. Japanese
17. Malaysian
18. Vietnamese
19. Philippino
20. Other Asian (specify)

If of any Asian ethnic group:

Q23a. Were you born in New Zealand?

Read out. Single response

1. Yes
2. No
3. *(Do not read)* Don't know
4. *(Do not read)* Refused

If no at Q23ab

Q23b. How many years have you lived in New Zealand?

Single response

1. Less than a year
2. ***Please enter number of years***
3. ***(Do not read)*** Don't know
4. ***(Do not read)*** Refused

Q24. *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 Susan Campbell, National Quality Improvement Manager, on 04 4707 307 or 027 4848636.

APPENDIX TWO: COMMUNICATIONS CENTRES SAMPLE RESULTS

Note: These results are from the Communications Centres Sample only (sample is sent through weekly from calls taken in the previous week). Therefore results may differ from the results reported in the Point of Contact Sections throughout this report (those results are from the Comms, General, and Maori Booster samples combined).

Appendix Table 1: Overall Satisfaction with Service Delivery – Communications Centres Results (%)

	Baseline 2008	Year 2 2008/09	Year 3 2009/10
Very Satisfied	54	41	41
Satisfied	25	42	42
Neither/Nor	7	8	8
Dissatisfied	7	5	5
Very Dissatisfied	4	3	2
Don't know	3	1	2
Total Satisfied	79	83	83
Total Dissatisfied	11	8	7
Mean Rating	4.21	4.15	4.16
Base	1437	1390	1437

Base: All respondents surveyed as part of the Communications Centres sample, excluding those picked up as part of the general survey and those giving 'not applicable' responses.

Orange highlighting denotes a statistically significant change (increase/decrease) from the previous measure.

Appendix Table 2: Overall Satisfaction with Staff who Provided Service – Communications Centres Results (%)

	Baseline 2008	Year 2 2008/09	Year 3 2009/10
Very Satisfied	61	49	49
Satisfied	24	36	38
Neither/Nor	5	7	7
Dissatisfied	6	5	4
Very Dissatisfied	3	2	2
Don't know	1	1	0
Total Satisfied	85	85	87
Total Dissatisfied	9	7	6
Mean Rating	4.35	4.26	4.28
Base	1439	1392	1439

Base: All respondents surveyed as part of the Communications Centres sample, excluding those picked up as part of the general survey and those giving 'not applicable' responses.

Orange highlighting denotes a statistically significant change (increase/decrease) from the previous measure.

Appendix Table 3: Communications Centres Results – CMT Questions (%)

	I was treated fairly			Staff were competent			Staff did what they said they would do			Individual circumstances taken into account			Good value for tax dollars spent		
	B'line 08	Y2 08/09	Y3 09/10	B'line 08	Y2 08/09	Y3 09/10	B'line 08	Y2 08/09	Y3 09/10	B'line 08	Y2 08/09	Y3 09/10	B'line 08	Y2 08/09	Y3 09/10
Strongly Agree	47	46	44	47	44	45	37	35	34	33	32	34	28	33	29
Agree	43	45	47	42	47	47	37	39	38	46	48	46	46	46	47
Neither/nor	4	5	4	5	4	3	7	6	6	9	10	9	14	12	13
Disagree	4	3	3	3	3	3	5	4	5	6	6	6	6	6	6
Strongly Disagree	1	1	1	1	1	1	2	2	2	3	2	1	4	2	1
Don't know	1	0	1	2	1	1	12	14	15	2	2	4	2	1	3
Total Agree	90	91	91	89	91	92	74	74	72	79	80	80	74	79	76
Total Disagree	5	4	4	4	4	4	7	6	7	9	8	7	10	8	8
Mean Rating	4.30	4.33	4.31	4.33	4.30	4.34	4.16	4.16	4.14	4.03	4.05	4.09	3.91	4.04	3.99
Base	1413	1372	1421	1433	1388	1437	1393	1326	1370	1362	1325	1342	1473	1391	1430

Base: All respondents surveyed as part of the Communications Centres sample, excluding those picked up as part of the general survey and those giving 'not applicable' responses.

Orange highlighting denotes a statistically significant change (increase/decrease) from the previous measure.

Appendix Table 4: Quality of Service Expected Before Contact with Police – Communications Centres Results (%)

	Baseline 2008	Year 2 2008/09	Year 3 2009/10
Very Good Service	38	31	32
Good Service	44	51	50
Neither/Nor	11	10	11
Poor Service	5	5	4
Very Poor Service	1	2	2
Don't know	1	1	1
Total Good/Very Good Service	82	82	82
Total Poor/Very Poor Service	6	7	6
Mean Rating	4.12	4.05	4.09
Base	1422	1360	1405

Base: All respondents surveyed as part of the Communications Centres sample, excluding those picked up as part of the general survey and those giving 'not applicable' responses.

Orange highlighting denotes a statistically significant change (increase/decrease) from the previous measure.

Appendix Table 5: Service Expectations Met or Exceeded – Communications Centres Results (%)

	Baseline 2008	Year 2 2008/09	Year 3 2009/10
Much Better	18	17	18
Better	21	24	25
About The Same As Expected	46	46	42
Worse	10	9	10
Much Worse	4	3	3
Don't know	1	1	2
Total Better/Much Better	39	41	43
Total Better/Much Better/Same	85	87	85
Total Worse/Much Worse	14	12	13
Mean Rating	3.40	3.43	3.47
Base	1431	1360	1405

Base: All respondents surveyed as part of the Communications Centres sample, excluding those picked up as part of the general survey and those giving 'not applicable' responses.

Orange highlighting denotes a statistically significant change (increase/decrease) from the previous measure.