

# **New Zealand Police Citizens' Satisfaction Survey**

**Final Report for 2010/11 Fiscal Year  
(July 2010 – June 2011)**

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## APPENDICES

# EXECUTIVE SUMMARY

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## 1. Introduction and Research Objectives

New Zealand Police commissioned Gravitas Research and Strategy Ltd to conduct the 2010-2011 Citizens' Satisfaction Research programme. This report presents survey results and comparison to those from two previous waves in 2009/10 and 2008/9. 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 for obtaining, and discusses the outcomes of the 9,973 interviews conducted by telephone survey during July 2010 to June 2011 across three elements of the programme: a random survey of the general population (General Survey), a survey of those who have called a communications centre (Communications Centres Survey) and a survey which boosts the sample of Māori in the General Survey (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 the previous six months) and contact type, by district, to provide one database reflective of the New Zealand population and their interaction with the Police.

*Note: Interviews with residents in Christchurch City were suspended for several periods during the 2010/11 year due to the earthquakes. Therefore, the service provided by Police to Christchurch City residents was not captured for the full year and may have affected results.*

## 2. Trust and Confidence, Safety and Police Community Role

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

All respondents (including 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. This comprised providing ratings of the following:

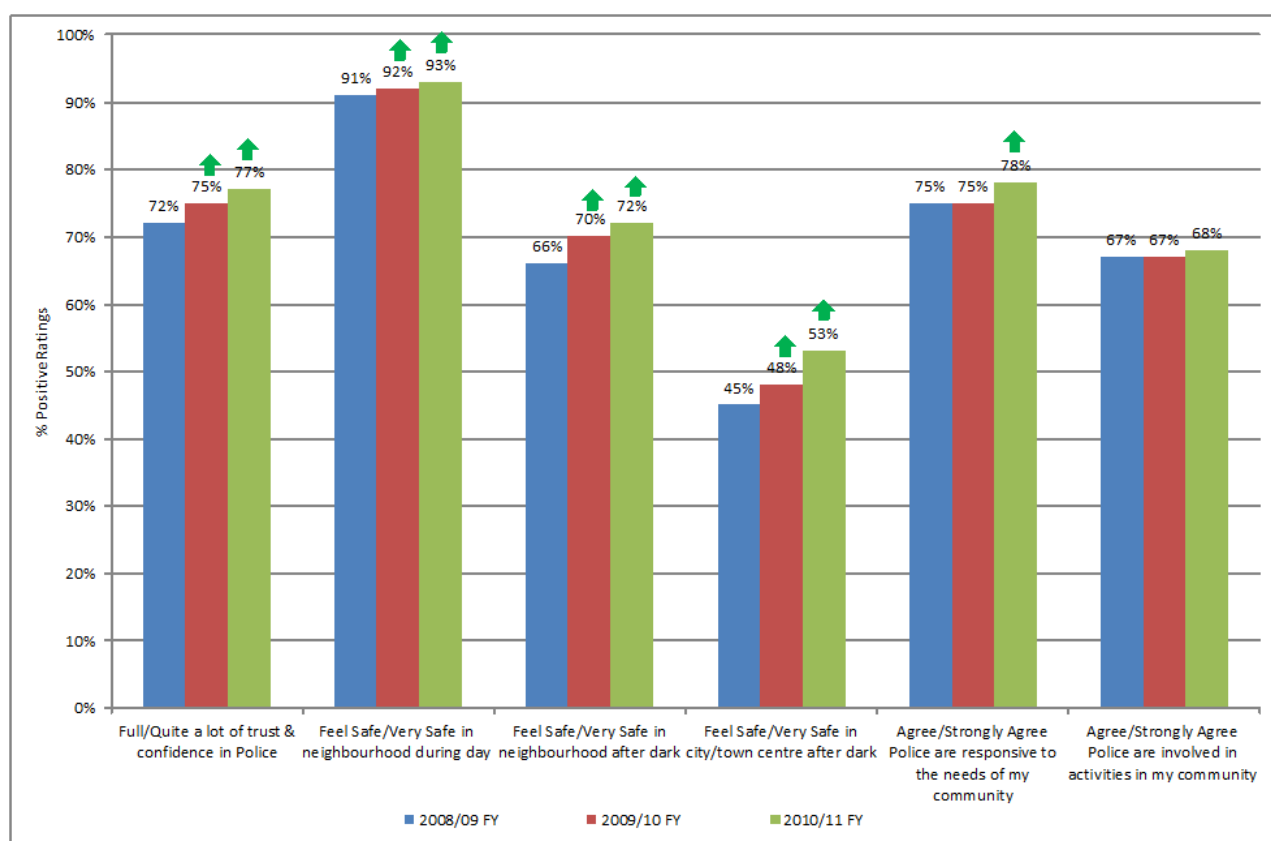
- trust and confidence in Police;
- safety in local neighbourhood after dark;
- safety in local neighbourhood during the day;
- safety in City or Town centre at night;
- Police are responsive to the needs of my community; and
- Police are involved in activities in my community.

Results for these questions have improved in the 2010/11 survey wave when compared with the 2009/10 results. Of note, are statistically 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 75%, to 77%);
- safety in neighbourhood during the day (share feeling *safe/very safe* up from 92%, to 93%);
- safety in neighbourhood after dark (share feeling *safe/very safe* up from 70%, to 72%);
- safety in town centre after dark (share feeling *safe/very safe* up from 48% to 53%); and
- Police are responsive to the needs of my community (share *agreeing/strongly agreeing* up from 75%, to 78%).

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

**Summary Figure 1: Citizens' Satisfaction Survey 2010/11**  
**Trust & Confidence in Police, Perceptions of Safety and Police Role in the Community (%)**



Base varies by attribute and year.

Arrow indicates a statistically significant increase/decrease from the previous survey wave.

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

	Total Positive			Neutral/Some trust and confidence			Total Negative		
	2008/09 FY	2009/10 FY	2010/11 FY	2008/09 FY	2009/10 FY	2010/11 FY	2008/09 FY	2009/10 FY	2010/11 FY
Trust & Confidence	72	75	77	21	19	18	6	6	5
Safety in neighbourhood during day	91	92	93	8	7	6	1	1	1
Safety in neighbourhood after dark	66	70	72	22	20	20	12	10	8
Safety in city/town after dark	45	48	53	28	29	28	26	22	18
Police are responsive to the needs of my community	75	75	78	15	16	14	8	6	6
Police are involved in activities in my community	67	67	68	18	19	18	8	7	7

*Note: Base varies by attribute and year.*

*Orange highlighting denotes a significant change between survey waves.*

*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;
- dark/poor lighting
- gangs; 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<sup>1</sup>. 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 either remained stable or improved between 2009/10 and 2010/11. Of note, are statistically significant increases in the share of respondents:

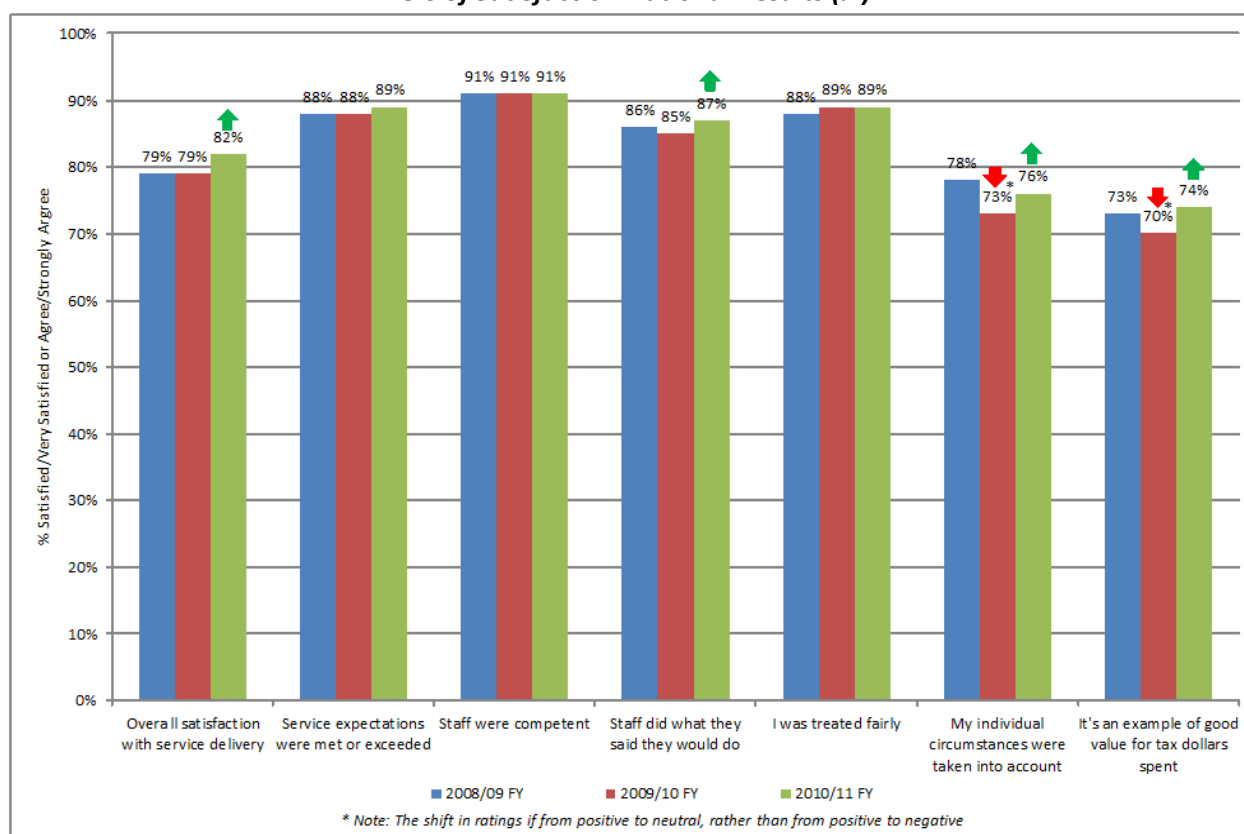
- *satisfied/very satisfied* with service delivery overall (up from 79% in 2009/10, to 82% this year);
- *agreeing/strongly agreeing* that staff did what they said they would do (up from 85%, to 87%);
- *agreeing/strongly agreeing* that individual circumstances were taken into account (up from 73%, to 76%); and
- *agreeing/strongly agreeing* that it's an example of good value for tax dollars spent (up from 70%, to 74%).

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

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<sup>1</sup> Drivers developed by State Services Commission to apply generically across all public services and therefore not specific to the Police

**Summary Figure 2: Citizens' Satisfaction Survey 2010/11**  
**Drivers of Satisfaction National Results (%)**



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

Base varies by attribute and year. Arrow indicates a significant increase/decrease from the previous round of surveying.

**Summary Table 2: Drivers of Satisfaction National Results**  
**Changes between Survey Waves (%)**

	Total Positive			Neutral			Total Negative		
	2008/09 FY	2009/10 FY	2010/11 FY	2008/09 FY	2009/10 FY	2010/11 FY	2008/09 FY	2009/10 FY	2010/11 FY
Overall Satisfaction	79	79	82	10	11	10	10	10	8
Expectations met or exceeded*	88	88	89	-	-	-	12	11	10
Staff were competent	91	91	91	5	4	5	4	5	4
Staff did what they said they would do	86	85	87	6	6	5	4	5	4
I was treated fairly	88	89	89	5	5	6	7	6	5
My individual circumstances were taken into account	78	73	76	10	15	13	12	10	9
It's an example of good value for tax dollars spent	73	70	74	13	16	15	13	13	10

Note: Base varies by attribute and year.

Orange highlighting denotes a significant change between survey waves

\* The expectations question includes the measures “about the same as expected”, “better than expected”, and “much better than expected”.

## 2. Overall Satisfaction with Service Delivery

In 2010/11 there was a statistically significant increase in positive ratings for the overall quality of service delivered, with 82% of respondents *satisfied* or *very satisfied* compared with 79% at least satisfied in both 2008/09 and 2009/10. The share *very satisfied* with the overall quality of service delivered has also increased significantly over the last year – up from 37% in 2008/09 and 39% in 2009/10, to 42% in 2010/11. Respondents statistically 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, general enquiry, or traffic stop;
- aged 65 years or older; and/or
- whose point of contact was calling the Communications Centres.

There was a statically significant decrease in negative ratings for this attribute in 2010/11. Eight per cent of respondents report they are *dissatisfied* or *very dissatisfied* with the overall quality of the service delivered, down from 10% in 2009/10. Respondents statistically 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, a traffic offence, 'other crime', or theft;
- whose point of contact was calling the local station;
- living in Canterbury or Southern district; and/or
- who are male.

## 3. Service Expectations Met or Exceeded

When asked how the service they actually received compared to their expectations, 89% of respondents said the service they received was *about the same/better/much better* than they had expected, including 31% mentioning that it was *better* (21%) or *much better* (10%) than expected. These results are stable when compared with those achieved in the 2009/10 survey wave (88% *same/better/much better*; 32% *better/much better*). Respondents statistically significantly more likely to have received *much better/better* service than they had expected included those:

- whose reason for contact was a community activity, 'other incident', an assault, or a general enquiry;
- whose point of contact was calling the Communications Centres, or in person (other than on the roadside or at a Police station);
- of Pacific Island or Maori descent;
- living in Auckland City or Counties Manukau district;
- aged between 16 and 24 years;
- who are female.



Ten percent of respondents said that the service they received was *worse* or *much worse* than expected (compared with 11% of respondents in 2009/10). Respondents statistically significantly more likely to have received *much worse/worse* service than they had expected included those:

- whose reason for contact was 'other crime', a traffic offence, reporting dangerous driving, or burglary;
- whose point of contact was with their local station, either by calling the local station or over the counter;
- living in the Canterbury or Southern districts; and/or
- aged between 16 and 34 years.

#### *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;
- the staff member dealt with the situation promptly; and/or
- the staff member understood me/listened to me.

#### *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;
- the staff member did not show interest/concern;
- they had not received any follow-up; and/or
- the service was too slow/took too long.

## **4. Staff Were Competent**

The majority of respondents in 2010/11 *agree* or *strongly agree* that the staff member they dealt with was competent (91%). This share has remained unchanged from both 2008/09 and 2009/10. Just under half of all respondents (46%) *strongly agree* that the staff member was competent – up 1 percentage point from the previous survey wave.

In 2010/11, only 4% of respondents *disagree* or *strongly disagree* that staff were competent. This represents a statistically significant decline in negative ratings compared with 2009/10 (down from 5% disagreement), but is consistent with 2008/09 results (4% disagreement).

#### *Reasons for Dissatisfaction - Staff Were Competent*

Respondents in 2010/11 who disagreed to some extent that staff were competent, commonly reported that they disagreed because:

- the staff member didn't handle the situation well and/or didn't do all they could have;
- the staff member had a bad attitude; and/or
- there was poor communication.

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

Eighty-seven percent of respondents in the 20010/11 survey *agree* or *strongly agree* that staff did what they said they would do. This represents a statistically significant increase in agreement when compared with 2009/10 (85% *agreeing/strongly agreeing*).

In 2010/11, only 4% of respondents *disagree/strongly disagree* that staff did what they said they would do; a statistically significant decrease from 5% in 2009/10.

### 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;
- the staff member did not do what they said they would in general (no specific details given);
- Police didn't do anything/no outcome/no action taken;
- the staff member had a bad attitude; and/or
- Police did not attend, or that Police response was slow/inadequate.

## 6. I Was Treated Fairly

In 2010/11, 89% of respondents either *agreed* or *strongly agreed* that they were treated fairly. These results are similar to both the 2008/09 (88%) and 2009/10 (89%) survey waves.

There was a statistically significant decrease in negative ratings for this year. In 2010/11, only 5% of respondents *disagree/strongly disagree* that they were treated fairly, down from 7% in 2008/09 and 6% in 2009/10. Also of note, is the decline in the share *strongly disagreeing* – down from 3% in 2009/10, to 2% (a statistically significant change).

### 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;
- poor communication – didn't listen or seemed disinterested;
- the outcome or decision made was unfair or incorrect;
- staff didn't consider the situation/no discretion used; and/or
- respondents felt picked on, or discriminated against.

## 7. *My Individual Circumstances Were Taken Into Account*

Three-quarters of respondents (76%) *agreed* or *strongly agreed* that they felt their individual circumstances were taken into account. This represents a statistically significant increase when compared with 2009/10, in which positive ratings had declined from 78% in 2008/09 to 73%. Also of note, is a statistically significant increase in the share of respondents *strongly agreeing* (up from 32% in 2009/10, to 34%).

Nine percent of respondents either *disagree* or *strongly disagree* that their individual circumstances were taken into account.

### *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:

- Police did not consider my circumstances and were unsympathetic or insensitive;
- poor communication;
- the staff member(s) I dealt with had a bad attitude; and/or
- the matter wasn't taken seriously and/or the staff member did not believe me.

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

In 2010/11, 74% of respondents *agree* or *strongly agree* that the service they received is an example of good value for tax dollars spent. This represents a statistically significant increase in agreement from 2009/10 (up from 70%). The share of respondents *strongly agreeing* with the statement has also had a statistically significant improvement this year (up from 28%, to 30%).

One in ten respondents (10%) disagreed to some extent that it is an example of good value for tax dollars spent, a statistically significant decrease from 13% in 2009/10. The share *strongly disagreeing* has also declined significantly (down from 5%, to 3%).

### *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 have too much focus on revenue gathering/points;
- resources are spent in the wrong areas; and/or
- Police don't respond/don't turn up/don't help/don't take action/are slow to respond.

# 1. INTRODUCTION

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## 1.1. Introduction

New Zealand Police commissioned Gravitas to carry out the 2007-2008, 2008-2009, 2009-2010 and 2010-2011 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.

This report outlines the process for obtaining, and discusses the outcomes of the 9,973 interviews conducted during the July 2010 to June 2011 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 have been combined and weighted by age, gender, ethnicity, contact (whether the respondent had a service encounter with Police in the previous six months) and contact type by district to reflect the New Zealand population.

## 1.2. Questionnaire - Version July 2010 to June 2011

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 2010-2011 survey was based on the existing Police Citizens' Satisfaction Survey (used for the Baseline survey). Recommendations were made to Police as to how the questionnaire and/or the interview process could be further refined for the 2010-2011 survey. A revised version of the questionnaire was then prepared and signed off by Police as being ready.

The final survey used between July 2010 and June 2011 is attached (see Appendix Three).

## 2. FINAL SAMPLE SIZE, INTERVIEW STATISTICS AND ANALYSIS

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### 2.1. Completed Interviews

A total of 9,973 interviews were obtained during the 2010-2011 surveying period (July 2010 to June 2011) across the General Survey, Communications Centres Survey and Māori Booster Sample. These interviews can be broken down as follows:

1. Communications Centres interviews (sample supplied) n=1519
2. Total General Sample n=7216
  - General Sample (no contact) n= 4494
  - General Sample (Police contact) n=2722

***Note: From surveying between July 2010 and June 2011 the overall proportion of the general population who have had contact with Police in the last 6 months is 38%.***

*Note: this is consistent with the 37% who had contact with Police in both 2008/09 and 2009/10.*

3. Total Māori Booster Sample n=1238
  - Māori Booster Sample (no contact) n= 630
  - Māori Booster Sample (Police contact) n=608

***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 51%.***

*Note: this is significantly higher than the share of all respondents who have had contact with Police in the General Sample in the July 2010 to June 2011 period, but is similar to the share who had contact in the Māori Booster in 2009/10 (49%).*

### ***A Note About The Canterbury Earthquakes***

*Note: Interviews with residents in Christchurch City were suspended for several periods during the 2010/11 year due to the earthquakes. Therefore, the service provided by Police to Christchurch City residents was not captured for the full year and may have affected results.*

## 2.2. Interview Length

### 1. Communications Centres Survey

The average interview length across the 1,519 Communications Centres sample interviews conducted in the July 2010 to June 2011 surveying period was 17.7 minutes.

### 2. General Public Survey

The average interview length across the n=4,494 short (no Police contact) interviews conducted in the July 2010 – June 2011 surveying period was 7.7 minutes.

The average interview length across the n=2,722 long (contact) interviews conducted in the July 2010 – June 2011 surveying period was 15.2 minutes.

The average length across the total General sample (short and long interviews) is 11.9 minutes.

### 3. Māori Booster Survey

The average interview length across the n=630 short (no Police contact) Māori Booster interviews was 8.0 minutes.

The average interview length across the n=608 long (contact) Māori Booster interviews was 15.7 minutes.

The average length across the total Māori Booster sample (short and long interviews) was 13.1 minutes.

## 2.3. Margin of Error

The margin of error on the final sample sizes achieved, in the 2010-11 General (contact/no contact), Māori Booster Sample (contact/no contact) and Communications Centres 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)
<b>TOTAL (General + Comms + Māori Booster)</b>	<b>9973</b>	<b>± 1.0%</b>
<b>Total General Survey</b>	<b>7216</b>	<b>± 1.2%</b>
No Contact	4494	± 1.5%
Contact	2722	± 1.9%
<b>Total Communications Centres Survey</b>	<b>1519</b>	<b>± 2.5%</b>
<b>Total Māori Booster</b>	<b>1238</b>	<b>± 2.8%</b>
No Contact	630	± 3.9%
Contact	608	± 4.0%
<b><i>District</i></b>		
Northland	754	± 4.0%
• Contact in last 6 months	373	± 5.1%
Waitematā	854	± 3.4%
• Contact in last 6 months	406	± 4.9%
Auckland City	874	± 3.3%
• Contact in last 6 months	445	± 4.6%
Counties Manukau	931	± 3.2%
• Contact in last 6 months	464	± 4.5%
Waikato	896	± 3.3%
• Contact in last 6 months	475	± 4.5%
Bay of Plenty	878	± 3.3%
• Contact in last 6 months	436	± 4.7%
Eastern	783	± 3.5%
• Contact in last 6 months	348	± 5.3%
Central	827	± 3.4%
• Contact in last 6 months	387	± 5.0%
Wellington	912	± 3.2%
• Contact in last 6 months	450	± 4.6%
Tasman	668	± 3.8%
• Contact in last 6 months	284	± 5.8%
Canterbury	887	± 3.3%
• Contact in last 6 months	409	± 4.8%
Southern	709	± 3.7%
• Contact in last 6 months	333	± 5.4%
<b><i>Point of Contact</i></b>		
Called Local Station	278	± 5.9%
Over the Counter (visited local station)	450	± 4.6%
Roadside	1515	± 2.5%
Called Comms (from Comms Sample Only*)	1519	± 2.5%
Other (Police in person)	878	± 3.3%

*Margin of Error worked out on un-weighted sample bases*

## 2.4. Response Rate

### 1. Communications Centres Survey

The response rate across the 1, 519 **Communications Centres** interviews conducted between July and 2010 to June 2011 is **70%** (this compares with 72% in 2008/09 and 71% in 2009/10).

### 2. General Public Survey

The response rate across the 6, 992 **General sample** interviews conducted between July 2010 and June 2011 is 43%\* (this compares with 44% in 2008/09 and 45% in 2009/10).

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

### 3. Māori Booster Survey

The response rate across the 1, 238 **Māori Booster** interviews conducted between July 2010 and June 2011 is 52%\* (this compares with 35% in 2008/09 and 39% in 2009/10).

\*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 satisfaction<sup>2</sup>. 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 2010 and June 2011 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

<sup>2</sup> 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.

Point of Contact	2008/09 FY	2009/10 FY	2010/11 FY
Telephone (Total)	24%	24%	<b>21%</b>
- Called Communications Centres	14%	15%	<b>14%</b>
- Called Local Station	10%	9%	<b>7%</b>
Over the Counter (visited local station)	11%	11%	<b>11%</b>
Roadside	42%	44%	<b>46%</b>
Other (Police in person)	23%	21%	<b>22%</b>

### 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 continues to increase in 2010/11, with just less than four out of five respondents (77%) saying they have *full/quite a lot* of trust and confidence in Police. This represents a statistically significant increase in positive ratings when compared with previous years (up from 72% in 2008/09, and 75% in 2009/10).

Almost all (95%) of respondents said they have at least some (*full/quite a lot/some*) trust and confidence in Police - this share has also increased from 94% in 2009/10 (a statistically significant increase).

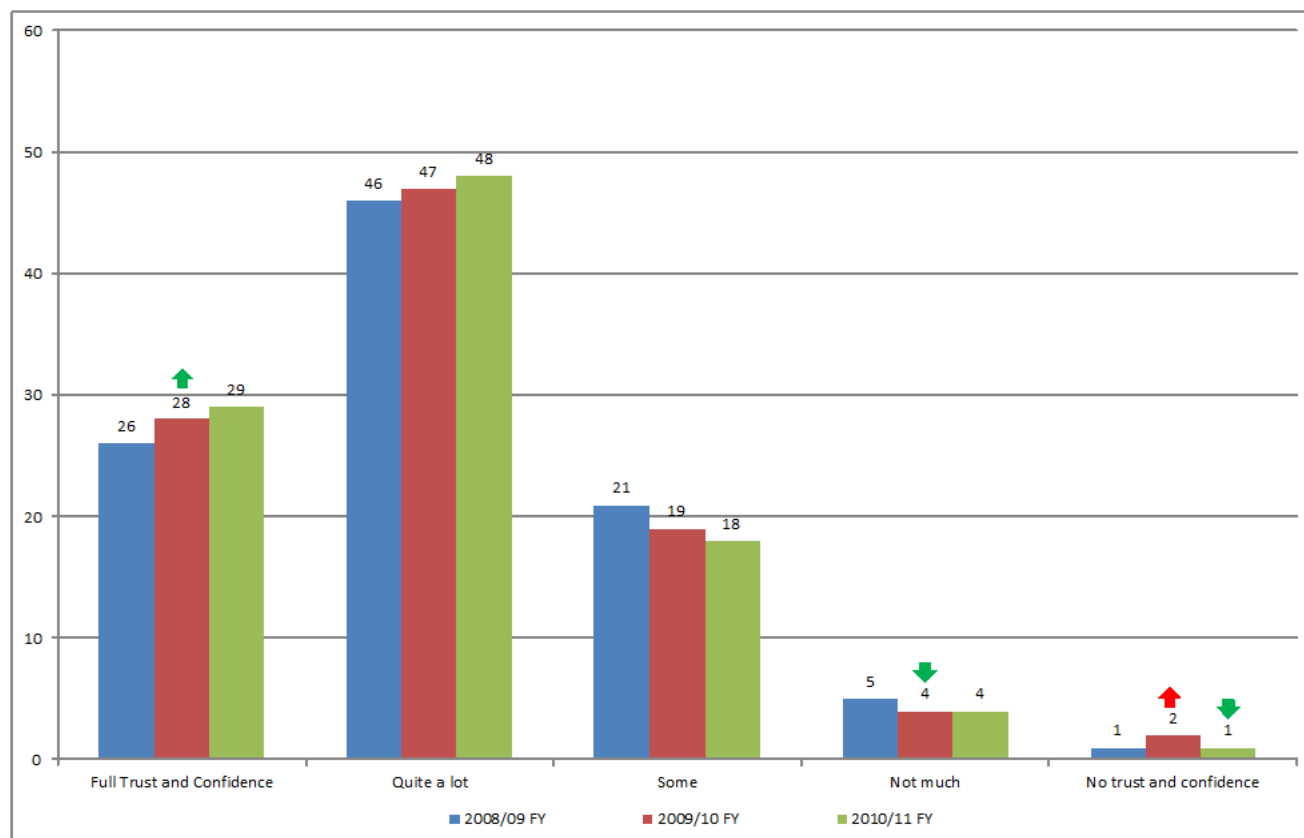
Only 5% of respondents mention they have *not much* (4%) or *no trust and confidence* (1%) in Police – down from 6% giving a negative rating in 2009/10 – a statistically significant decline.

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

	2008/09 FY	2009/10 FY	2010/11 FY
Full Trust and Confidence	26	28	29
Quite a lot	46	47	48
Some	21	19	18
Not much	5	4	4
No trust and confidence	1	2	1
Don't know	1	0	0
<b>Full/quite a lot</b>	<b>72</b>	<b>75</b>	<b>77</b>
<b>Full/quite a lot/some</b>	<b>93</b>	<b>94</b>	<b>95</b>
<b>Not much/no</b>	<b>6</b>	<b>6</b>	<b>5</b>
Base	8471	9241	9939

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

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

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

Base: All respondents excluding those giving a 'not applicable' response. 2008/09 FY n=8471, 2009/10 FY n=9241, 2010/11 FY n=9939.

Green arrow indicates a significant improvement from the previous survey wave.

Red arrow indicates a significant negative change from the previous survey wave.

### 3.1.2. Level of Trust and Confidence in Police - Significant Differences for the 2010/11 FY

The following statistically significant differences for 2010/11 are evident at the total results level (combined 2010/11 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 45 years or older (82%, compared with 72% of all other respondents);
- of European descent (81%, compared with 67% of all other respondents);
- living in Canterbury (81%, compared with 77% of all other respondents) or Wellington (80%, compared with 77% of all other respondents) districts;
- who have not had contact with Police (79%, compared with 75% of those who have had contact); and/or
- who are female (78%, compared with 76% of male respondents).

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

- of Pacific (8%, compared with 4% of all other respondents), Asian/Indian (7%, compared with 4% of all other respondents), or Māori (7%, compared with 4% of all other respondents) descent;
- living in Tasman District (7%, compared with 4% of all other respondents);
- aged between 16 and 34 years (6%, compared with 4% of all other respondents);
- who have had contact with Police (6%, compared with 4% of those who have not had contact); and/or
- who are male (5%, compared with 4% of female respondents).

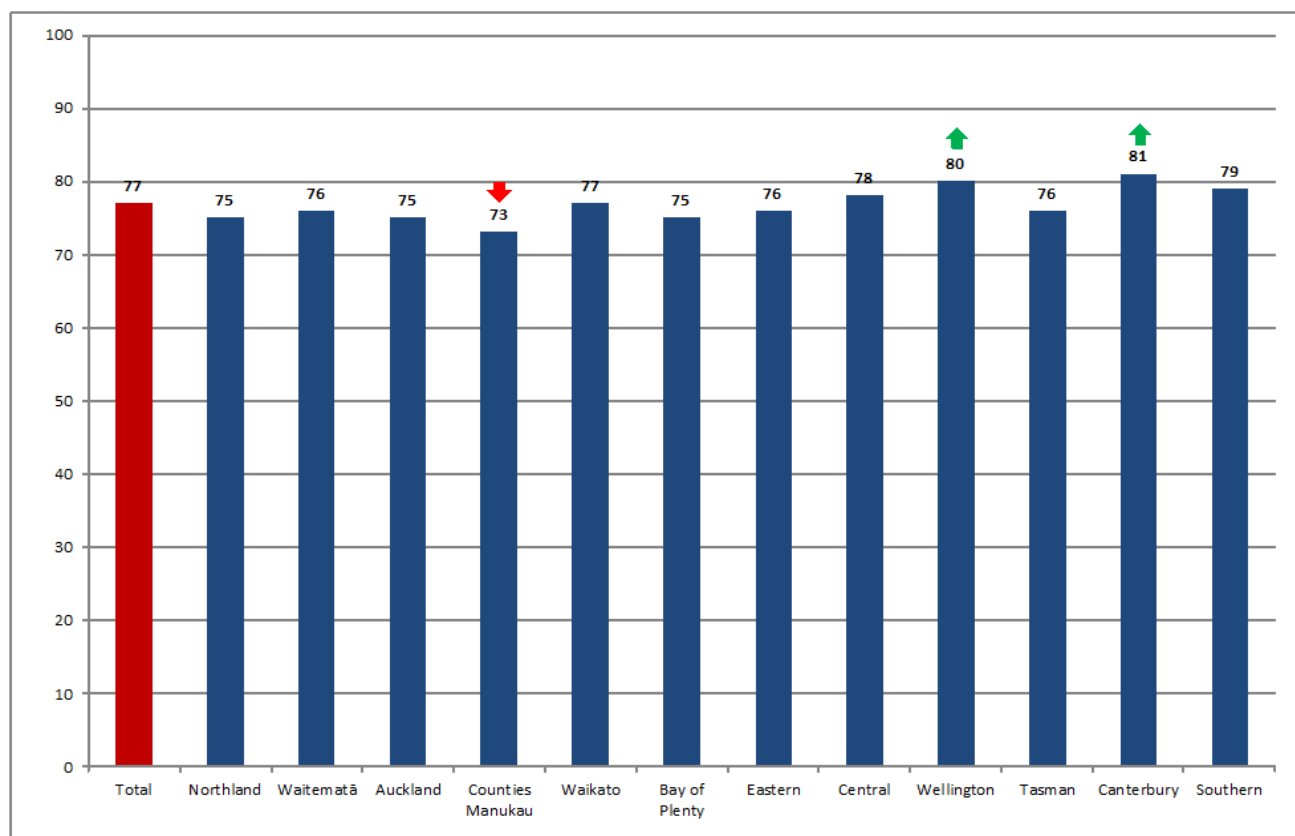
### 3.1.3. Level of Trust and Confidence in Police - Comparison by District

#### 1. 2010/11 FY

In 2010/11, respondents living in the Canterbury (81%) and Wellington (80%) districts were significantly more likely to give a rating of *full/quite a lot of trust and confidence* (compared with 77% of all respondents).

In contrast, those respondents living in the Counties-Manukau District (73%) 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 2010/11**  
(% Quite a Lot/Full Trust and Confidence)



Base: All respondents, excluding 'not applicable' responses. Total 2010/11 FY n=9939; Northland n=751; Waitematā n=848; Auckland n=868; Counties n=928; Waikato n=895; Bay of Plenty n=875; Eastern n=782; Central n=826; Wellington n=909; Tasman n=665; Canterbury n=884; Southern n=708.

Green arrow indicates a significantly higher result than the total.

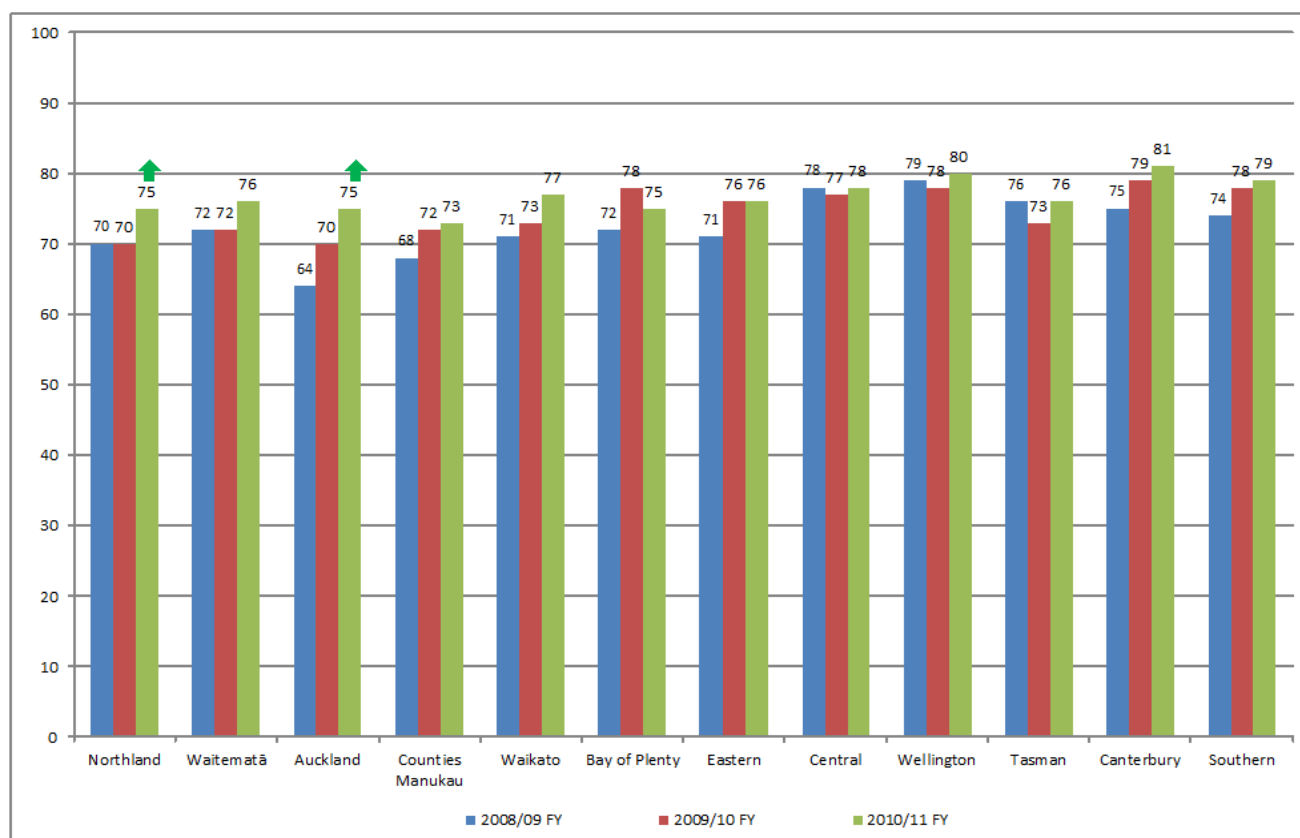
Red arrow indicates a significantly lower result than the total.

## 2. Changes Over Time

When compared with 2009/10, ratings of *full/quite a lot of trust and confidence* have increased statistically significantly for both Northland and Auckland districts (both with 75% giving a positive rating, compared with 70% for both in 2009/10).

Further, there has been a statistically significant decrease in the share of respondents living in both Auckland City and Northland districts who have *not much/no trust and confidence* in Police (both down from 7% in 2009/10, to 4% in 2010/11). Waitemata District also shows a statistically significant decline in negative ratings (also down from 7% in 2009/10, to 4% in 2010/11).

**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 statistically significantly higher result than the previous survey wave (i.e. the 2010/11 FY result is significantly higher than the 2009/10 result).

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

	Northland			Waitematā			Auckland City			Counties Manukau			Waikato			Bay Of Plenty		
	08/09 FY	09/10 FY	10/11 FY	08/09 FY	09/10 FY	10/11 FY	08/09 FY	09/10 FY	10/11 FY	08/09 FY	09/10 FY	10/11 FY	08/09 FY	09/10 FY	10/11 FY	08/09 FY	09/10 FY	10/11 FY
Full Trust and Confidence	22	24	27	25	28	27	20	25	24	27	26	31	26	28	29	28	31	30
Quite a Lot	48	46	48	47	44	49	44	45	51	41	46	42	45	45	48	44	47	45
Some Trust and Confidence	24	23	21	21	21	20	25	23	21	24	22	22	23	21	19	23	17	20
Not Much	4	5	3	4	6	3	9	5	3	6	4	4	5	5	3	4	4	4
No Trust and Confidence	2	2	1	3	1	1	2	2	1	2	2	1	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
<b>Full Trust/Quite a Lot of Trust</b>	<b>70</b>	<b>70</b>	<b>75</b>	<b>72</b>	<b>72</b>	<b>76</b>	<b>64</b>	<b>70</b>	<b>75</b>	<b>68</b>	<b>72</b>	<b>73</b>	<b>71</b>	<b>73</b>	<b>77</b>	<b>72</b>	<b>78</b>	<b>75</b>
<b>Full Trust/Quite a Lot/Some Trust</b>	<b>94</b>	<b>93</b>	<b>96</b>	<b>93</b>	<b>93</b>	<b>96</b>	<b>89</b>	<b>93</b>	<b>96</b>	<b>92</b>	<b>94</b>	<b>95</b>	<b>94</b>	<b>94</b>	<b>96</b>	<b>95</b>	<b>95</b>	<b>95</b>
<b>Not Much/No Trust and Confidence</b>	<b>6</b>	<b>7</b>	<b>4</b>	<b>7</b>	<b>7</b>	<b>4</b>	<b>11</b>	<b>7</b>	<b>4</b>	<b>8</b>	<b>6</b>	<b>5</b>	<b>6</b>	<b>6</b>	<b>4</b>	<b>5</b>	<b>5</b>	<b>5</b>
Base	615	681	751	741	791	848	805	820	868	777	873	928	698	814	895	694	784	875

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

Note: Bold indicates a statistically significant change in neutral or don't know responses from the previous survey wave.

Green highlighting denotes a statistically significant improvement from the previous survey wave.

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



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

	Eastern			Central			Wellington			Tasman			Canterbury			Southern		
	08/09 FY	09/10 FY	10/11 FY	08/09 FY	09/10 FY	10/11 FY	08/09 FY	09/10 FY	10/11 FY	08/09 FY	09/10 FY	10/11 FY	08/09 FY	09/10 FY	10/11 FY	08/09 FY	09/10 FY	10/11 FY
Full Trust and Confidence	32	34	32	30	31	30	25	27	27	30	24	30	28	32	33	27	28	30
Quite a Lot	39	42	44	48	46	48	54	51	53	46	49	46	47	47	48	47	50	49
Some Trust and Confidence	24	19	18	18	17	17	16	18	16	21	22	17	19	16	15	20	17	15
Not Much	4	5	4	3	5	4	3	3	3	2	3	6	5	3	3	5	4	4
No Trust and Confidence	1	0	2	0	1	1	2	1	1	1	2	1	1	2	1	1	1	2
Don't know	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0
<b>Full Trust/Quite a Lot of Trust</b>	<b>71</b>	<b>76</b>	<b>76</b>	<b>78</b>	<b>77</b>	<b>78</b>	79	<b>78</b>	<b>80</b>	<b>76</b>	<b>73</b>	<b>76</b>	<b>75</b>	<b>79</b>	<b>81</b>	<b>74</b>	<b>78</b>	<b>79</b>
<b>Full Trust/Quite a Lot/Some Trust</b>	<b>95</b>	<b>95</b>	<b>94</b>	<b>96</b>	<b>94</b>	<b>95</b>	<b>95</b>	<b>96</b>	<b>96</b>	<b>97</b>	<b>95</b>	<b>93</b>	<b>94</b>	<b>95</b>	<b>96</b>	<b>94</b>	<b>95</b>	<b>94</b>
<b>Not Much/No Trust and Confidence</b>	<b>5</b>	<b>5</b>	<b>6</b>	<b>3</b>	<b>6</b>	<b>5</b>	<b>5</b>	<b>4</b>	<b>4</b>	<b>3</b>	<b>5</b>	<b>7</b>	<b>6</b>	<b>5</b>	<b>4</b>	<b>6</b>	<b>5</b>	<b>6</b>
Base	643	697	782	676	757	826	753	848	909	615	641	665	813	842	884	641	693	708

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

Note: Bold indicates a statistically significant change in neutral or don't know responses from the previous survey wave.

Green highlighting denotes a statistically significant improvement from the previous survey wave.

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

## 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 (93%) feel *safe/very safe* in their neighbourhood during the day (this represents a statistically significant increase from 92% in 2009/10). *(Note: This compares with 72% who feel safe/very safe in their neighbourhood after dark.)*

Just less than three out of five respondents in 2010/11 (57%) said they feel *very safe* in their neighbourhood during the day – a significant increase from 53% in 2009/10.

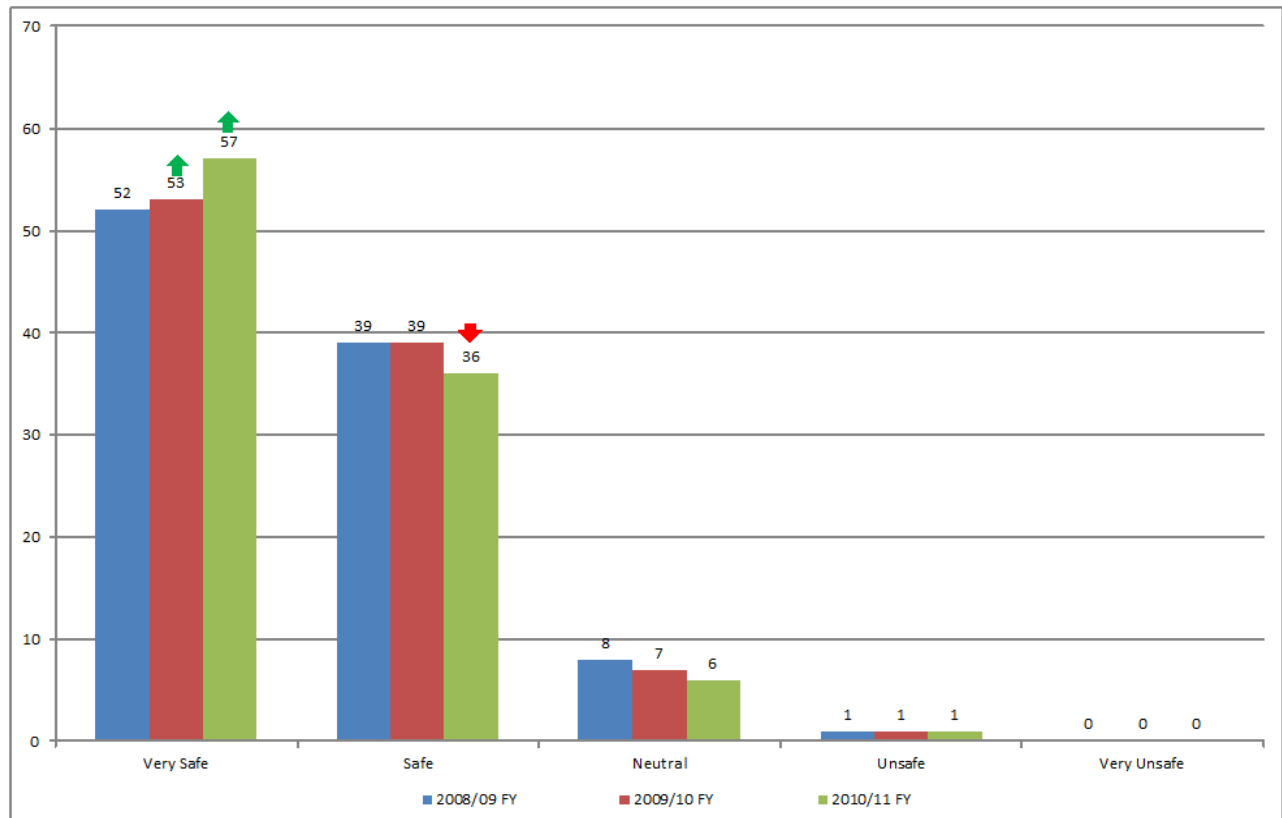
**Table 4: Safety in Local Neighbourhood During the Day – Changes Over Time (%)**

	2008/09 FY	2009/10 FY	2010/11 FY
Very Safe	52	53	57
Safe	39	39	36
Neutral	8	7	6
Unsafe	1	1	1
Very Unsafe	0	0	0
Don't know	0	0	0
<b>Total Safe</b>	<b>91</b>	<b>92</b>	<b>93</b>
<b>Total Unsafe</b>	<b>1</b>	<b>1</b>	<b>1</b>
<i>Base</i>	8503	9301	9461

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

*Orange highlighting indicates a statistically significant increase/decrease in results from the previous survey wave.*

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



Base: All respondents excluding those giving a 'not applicable' response. 2008/09 FY n=8503, 2009/10 FY n=9301, 2010/11 FY n=9461.

Green arrow indicates a statistically significant improvement from the previous survey wave.

Red arrow indicates a statistically significant negative change from the previous survey wave.

### 3.2.2. Safety in Local Neighbourhood During the Day - Significant Differences for 2010/11 FY

The following statistically significant differences for 2010/11 are evident at the total results level (combined 2010/11 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 one of the three South Island Districts including Southern (97%), Canterbury (96%) and Tasman (95%) districts (compared with 92% of all other respondents), or living in Wellington District (95%, compared with 93% of all other respondents);
- aged 65 years or older (96%, compared with 93% of all other respondents);
- who are male (94%, compared with 93% of female respondents); and/or
- of European descent (94%, 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:

- living in Eastern (2%, compared with <1% of all other respondents) or Counties-Manukau (1%, compared with <1% of all other respondents) districts;
- aged between 55 and 65 years old (1%, compared with <1% of all other respondents); and/or
- who are male (1%, compared with <1% of female respondents).

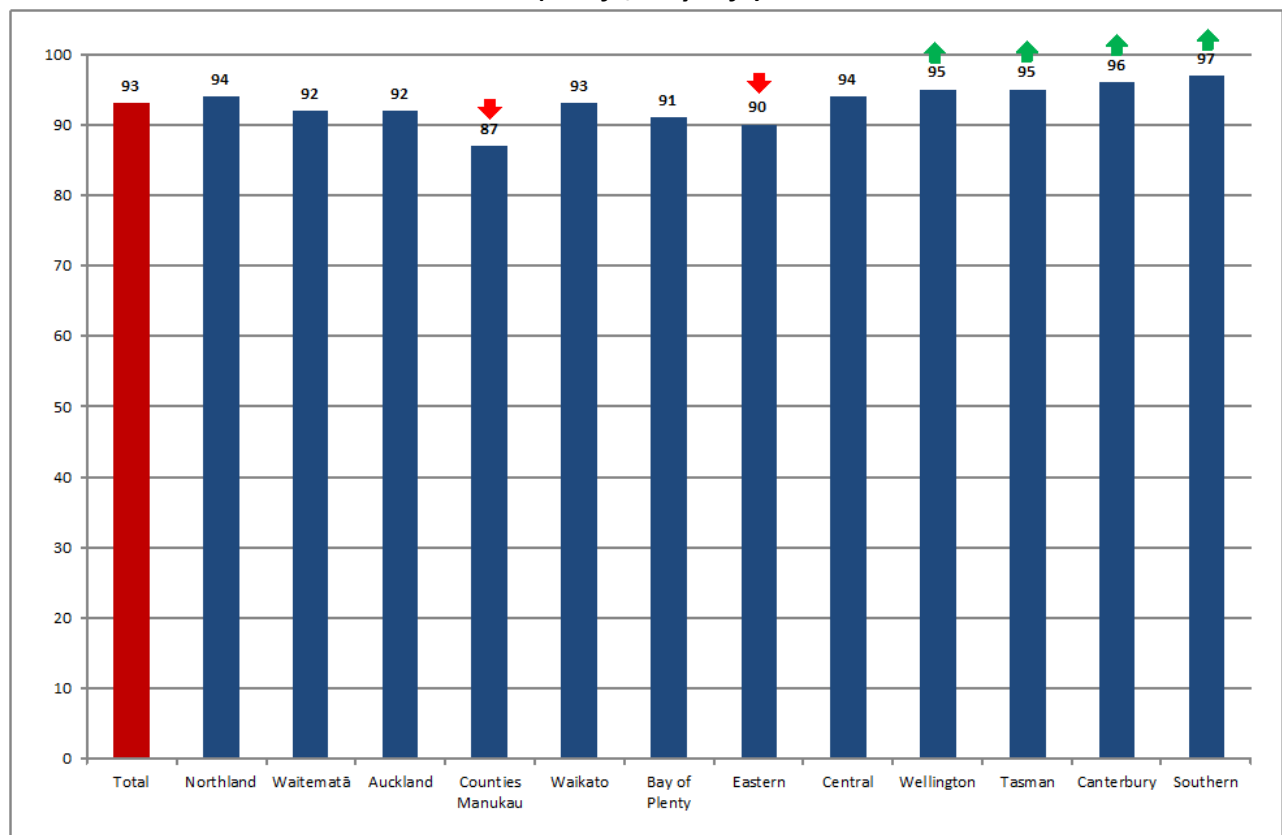
### 3.2.3. Safety in Local Neighbourhood During the Day - Comparison by District

#### 1. 2010/11 FY

While the majority of all respondents (93%) 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 Southern (97% *safe/very safe*), Canterbury (96%), Tasman (95%) and Wellington (95%) districts.

In contrast, feelings of safety are significantly lower in both Counties Manukau (87% *safe/very safe*) and Eastern (90%) districts during the day.

**Figure 5: Safety in Local Neighbourhood During the Day - By District in 2010/11 FY  
(% Safe/Very Safe)**



Base: All respondents, excluding 'not applicable' responses. Total 2010/11 FY n=9461; Northland n=731; Waitematā n=809; Auckland n=800; Counties n=880; Waikato n=852; Bay of Plenty n=836; Eastern n=759; Central n=789; Wellington n=842; Tasman n=655; Canterbury n=823; Southern n=685.

Green arrow indicates a statistically significantly higher result than the total.

Red arrow indicates a statistically significantly lower result than the total.

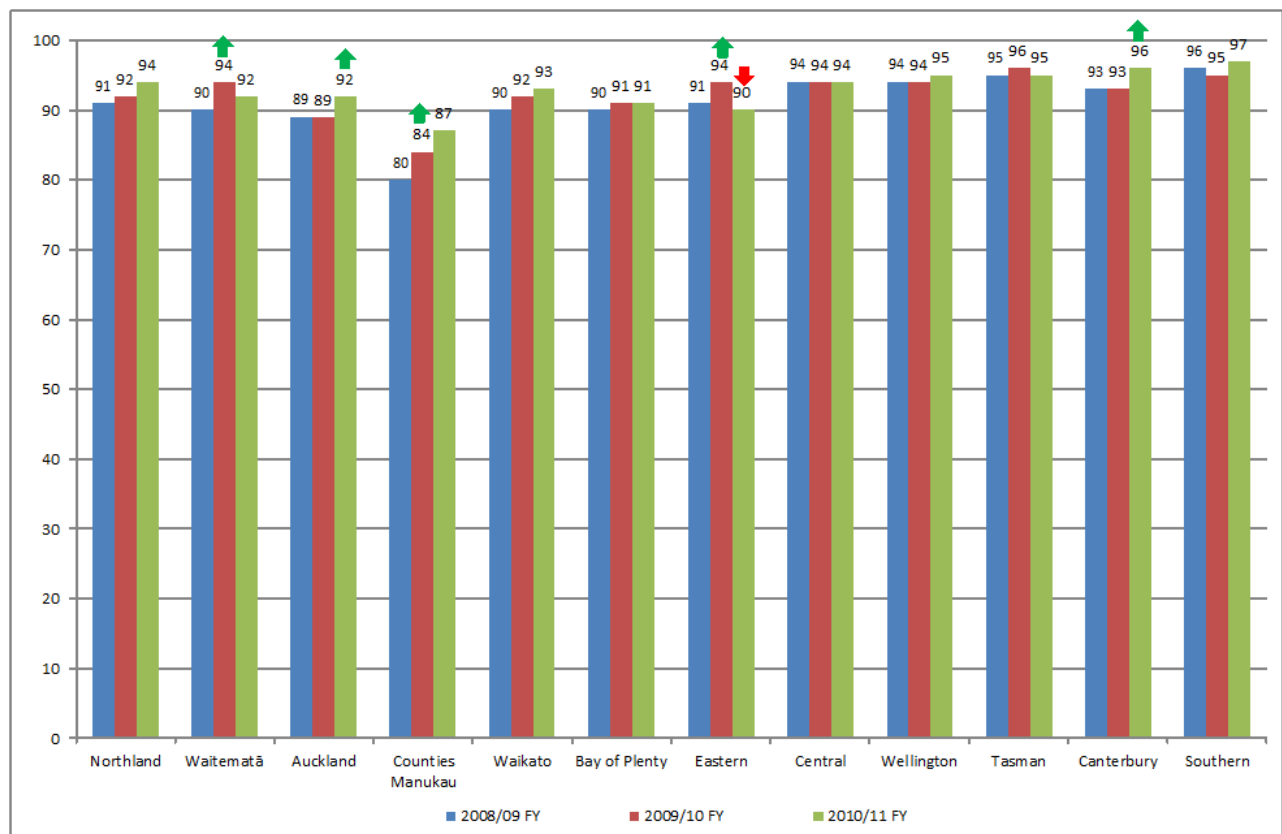
## 2. Changes Over Time

The proportion of respondents who reported that they feel *safe/very safe* in their neighbourhood during the day has increased significantly when compared with 2009/10 for both Canterbury (96%, up from 93% in 2009/10) and Auckland City (92%, up from 89% in 2009/10) districts.

In contrast, there has been a statistically significant increase in the proportion of respondents living in the Waikato, Central, Wellington, and Tasman districts giving a rating of *unsafe/very unsafe* for their safety in their local neighbourhood during the day, all districts up from no mentions (0%) in 2009/10, to 1% feeling unsafe in 2010/11.

It should also be noted that respondents living in Canterbury and Southern districts were significantly less likely to report that they feel *very unsafe/unsafe* in their local neighbourhood during the day (no mentions, 0%) than they did in 2009/10 (1%).

**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 survey wave.

Red arrow indicates a significantly lower result than the previous survey wave.

(Part 1)

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

	Northland			Waitematā			Auckland City			Counties Manukau			Waikato			Bay Of Plenty		
	08/09 FY	09/10 FY	10/11 FY	08/09 FY	09/10 FY	10/11 FY	08/09 FY	09/10 FY	10/11 FY	08/09 FY	09/10 FY	10/11 FY	08/09 FY	09/10 FY	10/11 FY	08/09 FY	09/10 FY	10/11 FY
Very Safe	52	51	56	50	52	57	42	49	51	34	38	44	51	54	57	53	48	49
Safe	39	41	38	40	42	35	47	40	41	46	46	43	39	38	36	37	43	42
Neutral	7	7	5	9	5	7	9	9	7	17	14	11	8	7	6	8	8	8
Unsafe	1	1	1	1	1	1	2	2	1	3	2	1	2	0	1	2	1	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	0	0	0	0	0	0	0	1	0	1	0	0	0	0
<b>Total Safe</b>	<b>91</b>	<b>92</b>	<b>94</b>	<b>90</b>	<b>94</b>	<b>92</b>	<b>89</b>	<b>89</b>	<b>92</b>	<b>80</b>	<b>84</b>	<b>87</b>	<b>90</b>	<b>92</b>	<b>93</b>	<b>90</b>	<b>91</b>	<b>91</b>
<b>Total Unsafe</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>2</b>	<b>2</b>	<b>1</b>	<b>3</b>	<b>2</b>	<b>1</b>	<b>2</b>	<b>0</b>	<b>1</b>	<b>2</b>	<b>1</b>	<b>1</b>
Base	620	687	731	742	797	809	809	832	800	784	879	880	701	815	852	696	787	836

(Part 2)

	Eastern			Central			Wellington			Tasman			Canterbury			Southern		
	08/09 FY	09/10 FY	10/11 FY	08/09 FY	09/10 FY	10/11 FY	08/09 FY	09/10 FY	10/11 FY	08/09 FY	09/10 FY	10/11 FY	08/09 FY	09/10 FY	10/11 FY	08/09 FY	09/10 FY	10/11 FY
Very Safe	51	52	52	55	55	60	59	59	63	64	67	68	61	55	64	64	64	65
Safe	40	42	38	39	39	34	35	35	32	31	29	27	32	38	32	32	31	32
Neutral	8	5	8	5	5	5	5	6	4	5	4	4	6	6	4	3	4	3
Unsafe	1	1	2	0	0	1	1	0	1	0	0	1	1	1	0	0	1	0
Very Unsafe	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Don't know	0	0	0	1	1	0	0	0	0	0	0	0	0	0	0	1	0	0
<b>Total Safe</b>	<b>91</b>	<b>94</b>	<b>90</b>	<b>94</b>	<b>94</b>	<b>94</b>	<b>94</b>	<b>94</b>	<b>95</b>	<b>95</b>	<b>96</b>	<b>95</b>	<b>93</b>	<b>93</b>	<b>96</b>	<b>96</b>	<b>95</b>	<b>97</b>
<b>Total Unsafe</b>	<b>1</b>	<b>1</b>	<b>2</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>1</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>0</b>
Base	644	687	759	681	797	789	753	832	842	617	879	655	815	815	823	641	787	685

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

Note: Bold indicates a statistically significant change in neutral or don't know responses from the previous survey wave.

Green highlighting denotes a statistically significant improvement from the previous survey wave.

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

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

One in four of the (n=112) respondents (25%) who reported that they feel *unsafe/very unsafe* in their neighbourhood during the day mentioned that this was because of burglaries/theft. However, when compared with 2009/10, there has been a statistically significant decline in the share of respondents mentioning that the reason they feel unsafe in their neighbourhood during the day is because of burglaries/theft (down from 43% in 2009/10, to 25%)

Other frequently mentioned reasons for feeling unsafe during the day include people who make them feel unsafe because of their appearance, attitude and/or behaviour (19%), youths, particularly those hanging around in groups (15%), gangs (14%), living in unsafe areas (12%) and/or alcohol and drug problems in the area (11%).

Also of note in 2010/11 is that there has been a statistically significant decline in the share of respondents mentioning that the reason they feel unsafe in their neighbourhood during the day is because of fights and arguments on the street (down from 14% in 2009/10, to 6%).

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

	Respondents who feel Unsafe			All Respondents
	2008/09 FY (n=133)	2009/10 FY (n=116)	2010/10 FY (n=112)	2010/11 FY (n=9461)
Burglaries/theft	34	43	25	<1
People who make you feel unsafe because of their behaviour/attitude/appearance	29	29	19	<1
Youths hanging around in groups	25	15	15	<1
Gangs	6	7	14	<1
Living in an unsafe area where crime takes place a lot	6	7	12	<1
Alcohol and drug problem in the area	4	8	11	<1
Lack of Police presence/not enough Police	4	5	7	<1
Fights/arguments/attacks on the street	7	14	6	<1
Car theft/damage to cars/theft from cars	3	7	6	<1
Home invasion/easy access to peoples' homes	4	5	6	<1
Impression that Police aren't reliable/don't do their job properly	3	4	6	<1
Lack of immediate response from 111 or emergency calls	4	2	6	<1
Violence generally/violent crimes	1	5	5	<1
Dangerous driving (including drink driving and speeding)	2	7	4	<1
Dogs	2	3	4	<1
Past events in neighbourhood (e.g. murders, muggings)	4	4	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 2010/11.

Orange highlighting denotes a significant difference from the previous survey wave.

Respondents significantly more likely to mention **lack of Police presence, not enough Police** include those who have had contact with Police (13%, compared with 1% of respondents who had not had contact).

Respondents significantly more likely to mention **lack of immediate response from Police in 111 or emergency calls** include those who have had contact with Police (12%, compared with 1% of respondents who had not had contact).



### 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-two percent of respondents in 2010/11 feel *safe/very safe* in their local neighbourhood after dark (up significantly from 66% in 2008/09, and 70% in 2009/10). The share of respondents who said they feel *very safe* in their neighbourhood after dark has also increased significantly when compared with the previous years (up from 23% in 2008/09 and 25% in 2009/10, to 27%).

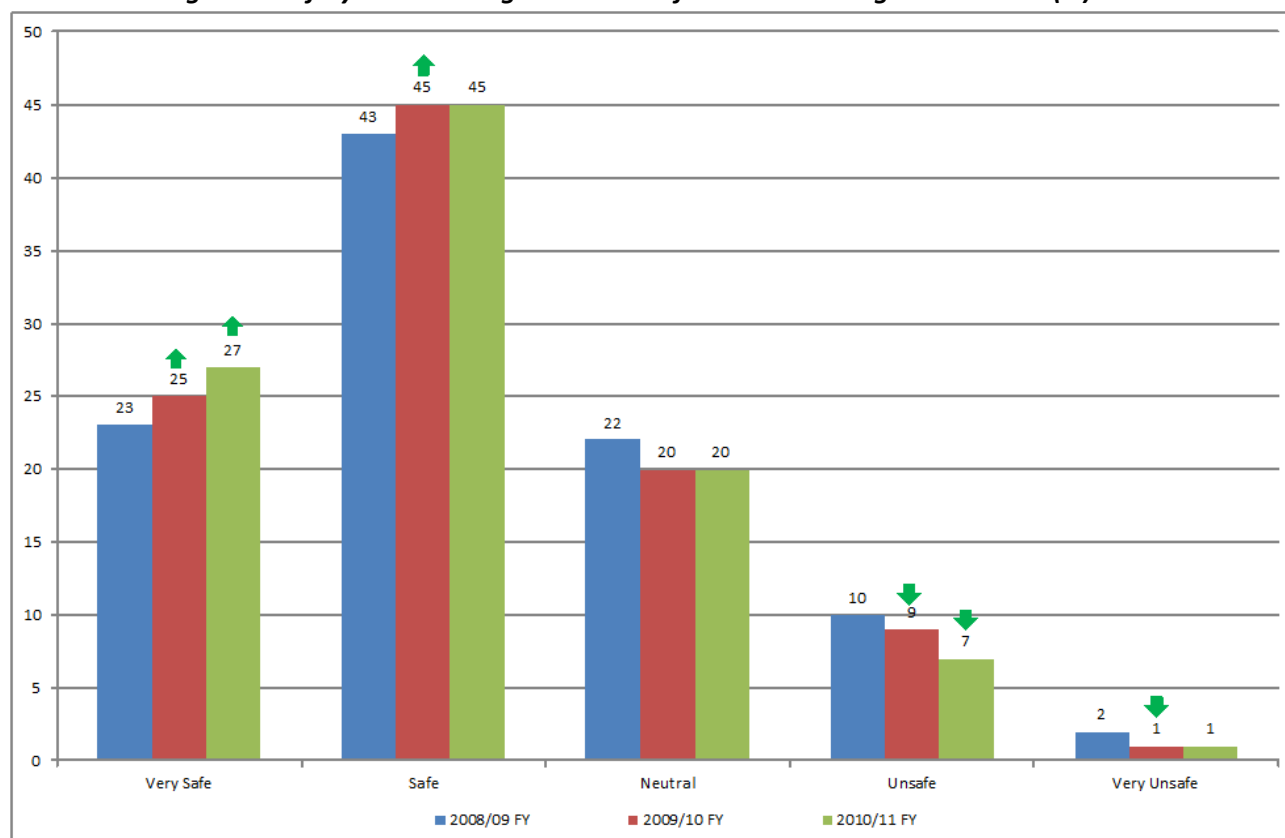
In addition, the proportion of respondents who report feeling *unsafe/very unsafe* in their neighbourhood after dark has declined from 12% in 2008/09, and 10% in 2009/10, to 8% in 2010/11 (these are all statistically significant changes between survey waves).

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

	2008/09 FY	2009/10 FY	2010/11 FY
Very Safe	23	25	27
Safe	43	45	45
Neutral	22	20	20
Unsafe	10	9	7
Very Unsafe	2	1	1
Don't know	0	0	0
<b>Total Safe</b>	<b>66</b>	<b>70</b>	<b>72</b>
<b>Total Unsafe</b>	<b>12</b>	<b>10</b>	<b>8</b>
Base	8491	9275	9451

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

Orange highlighting indicates a statistically significant increase/decrease in results from the previous survey wave.

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

Base: All respondents excluding those giving a 'not applicable' response. 2008/09 FY n=8491, 2009/10 FY n=9275, 2010/11 FY n=9451.

Green arrow indicates a statistically significant improvement from the previous survey wave.

Red arrow indicates a statistically significant negative change from the previous survey wave.

### 3.3.2. Safety in Local Neighbourhood After Dark - Significant Differences for the 2010/11 FY

The following statistically significant differences for 2010/11 are evident at the total results level (combined 2010/11 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 one of the three South Island districts - Southern (83%), Tasman (80%) or Canterbury (77%) district (compared with 69% of respondents in all other districts);
- who are male (78%, compared with 67% of female respondents);
- aged 45 years or older (76%, compared with 68% of all other respondents);
- of European descent (74%, compared with 68% of all other respondents); and/or
- who have not had contact with Police (73%, compared with 70% of those who have had contact).

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

- living in Eastern (14%), Counties-Manukau (13%) or Bay of Plenty (12%) districts (compared with 8% of all other respondents);
- aged between 16 and 24 years old (11%, compared with 5% of all other respondents);
- who are female (11%, compared with 5% of male respondents);
- of Maori descent (10%, compared with 8% of all other respondents); and/or
- who have had contact with Police (9%, compared with 8% of those who have not had contact).

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

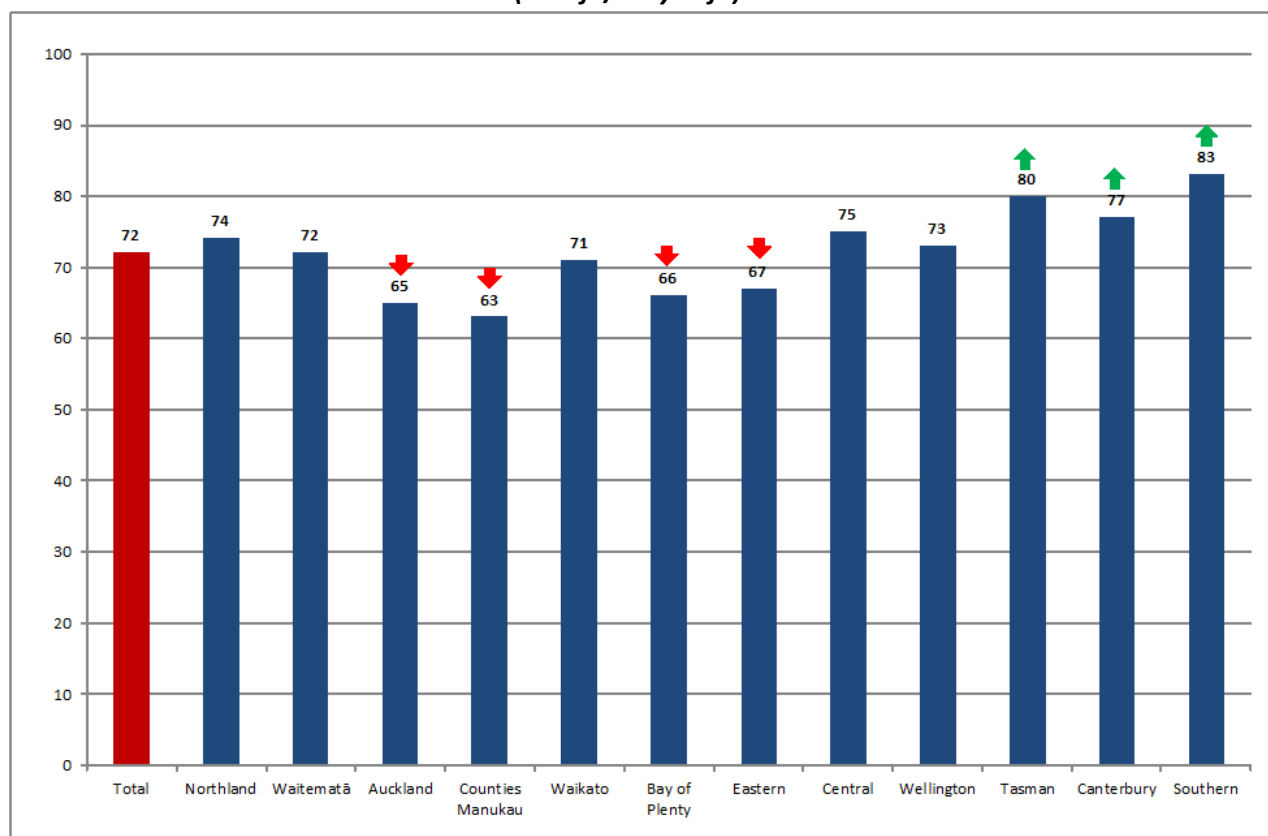
#### 1. 2010/11 FY

Seventy-two per cent of all respondents in 2010/11 reported that they felt *safe/ very safe* in their local neighbourhood after dark. Respondents living in the three South Island districts, including the Southern (83%), Tasman (80%) and Canterbury (77%) districts were significantly more likely say they feel *safe/very safe* in their local neighbourhood after dark.

In contrast, respondents living in following districts were significantly less likely to give a positive rating:

- the Counties Manukau District (63% feeling *safe/very safe*);
- Auckland City District (65%);
- Bay of Plenty District (66%); and
- Eastern District (67%).

**Figure 8: Safety in Local Neighbourhood After Dark - By District in the 2010/11 FY  
(% Safe/Very Safe)**



Base: All respondents, excluding 'not applicable' responses. Total 2010/11 FY n=9451; Northland n=729; Waitematā n=807; Auckland n=799; Counties n=879; Waikato n=851; Bay of Plenty n=834; Eastern n=760; Central n=787; Wellington n=842; Tasman n=654; Canterbury n=823; Southern n=686.

Green arrow indicates a statistically significantly higher result than the total.

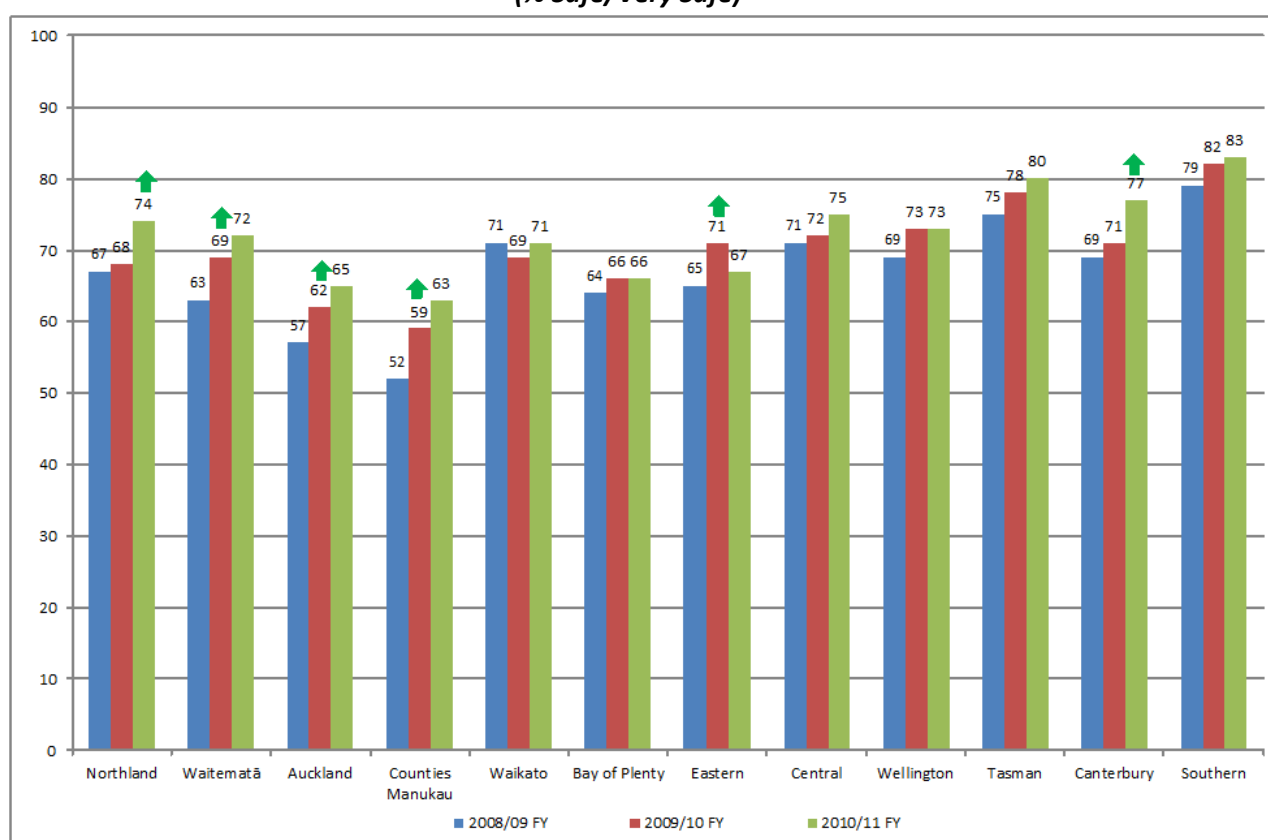
Red arrow indicates a statistically significantly lower result than the total.

## 2. Changes Over Time

The proportion of respondents who reported that they feel *safe/very safe* in their local neighbourhood after dark increased significantly for respondents living in the Northland (up from 68% to 74%) and Canterbury (up from 71% to 77%) districts.

In contrast, the proportion of respondents giving a positive rating for safety in their neighbourhood after dark declined for those living in the Eastern District (down from a significant increase to 71% in 2009/10, to 67% this year). *Note: this is not a statistically significant decline in ratings between 2009/10 and 2010/11.*

**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 survey wave.

(Part 1)

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

	Northland			Waitematā			Auckland City			Counties Manukau			Waikato			Bay Of Plenty		
	08/09 FY	09/10 FY	10/11 FY	08/09 FY	09/10 FY	10/11 FY	08/09 FY	09/10 FY	10/11 FY	08/09 FY	09/10 FY	10/11 FY	08/09 FY	09/10 FY	10/11 FY	08/09 FY	09/10 FY	10/11 FY
Very Safe	26	25	29	22	21	28	13	19	19	14	19	20	24	24	27	24	21	21
Safe	41	43	45	41	48	44	44	43	46	38	40	43	47	45	44	40	45	45
Neutral	22	20	17	25	22	19	26	26	25	26	25	24	19	22	19	25	23	22
Unsafe	9	10	8	11	9	7	15	11	9	19	14	11	8	8	9	10	10	9
Very Unsafe	1	2	1	1	0	2	2	1	1	3	2	2	2	1	1	0	1	3
Don't know	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0
<b>Total Safe</b>	<b>67</b>	<b>68</b>	<b>74</b>	<b>63</b>	<b>69</b>	<b>72</b>	<b>57</b>	<b>62</b>	<b>65</b>	<b>52</b>	<b>59</b>	<b>63</b>	<b>71</b>	<b>69</b>	<b>71</b>	<b>64</b>	<b>66</b>	<b>66</b>
<b>Total Unsafe</b>	<b>10</b>	<b>12</b>	<b>9</b>	<b>12</b>	<b>9</b>	<b>9</b>	<b>17</b>	<b>12</b>	<b>10</b>	<b>22</b>	<b>16</b>	<b>13</b>	<b>10</b>	<b>9</b>	<b>10</b>	<b>10</b>	<b>11</b>	<b>12</b>
Base	619	674	729	742	792	807	808	817	799	781	871	879	698	809	851	697	775	834

(Part 2)

	Eastern			Central			Wellington			Tasman			Canterbury			Southern		
	08/09 FY	09/10 FY	10/11 FY	08/09 FY	09/10 FY	10/11 FY	08/09 FY	09/10 FY	10/11 FY	08/09 FY	09/10 FY	10/11 FY	08/09 FY	09/10 FY	10/11 FY	08/09 FY	09/10 FY	10/11 FY
Very Safe	26	25	26	24	27	26	25	25	27	30	36	34	24	27	32	35	32	35
Safe	39	46	41	47	45	49	44	48	46	45	42	46	45	44	45	44	50	48
Neutral	23	17	19	21	19	19	20	20	22	18	15	15	20	21	17	15	13	12
Unsafe	10	11	13	7	7	5	9	6	5	6	7	4	9	8	6	5	4	4
Very Unsafe	2	1	1	1	2	1	1	1	0	1	0	1	2	0	0	1	1	1
Don't know	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0
<b>Total Safe</b>	<b>65</b>	<b>71</b>	<b>67</b>	<b>71</b>	<b>72</b>	<b>75</b>	<b>69</b>	<b>73</b>	<b>73</b>	<b>75</b>	<b>78</b>	<b>80</b>	<b>69</b>	<b>71</b>	<b>77</b>	<b>79</b>	<b>82</b>	<b>83</b>
<b>Total Unsafe</b>	<b>12</b>	<b>12</b>	<b>14</b>	<b>8</b>	<b>9</b>	<b>6</b>	<b>10</b>	<b>7</b>	<b>5</b>	<b>7</b>	<b>7</b>	<b>5</b>	<b>11</b>	<b>8</b>	<b>6</b>	<b>6</b>	<b>5</b>	<b>5</b>
Base	644	703	760	680	760	787	754	849	842	613	645	654	814	842	823	641	693	686

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

Note: Bold indicates a statistically significant change in neutral or don't know responses from the previous survey wave.

Green highlighting denotes a statistically significant improvement from the previous survey wave.

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

### 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=902), one in three (37%) commented that this was because there are people who make them feel unsafe because of their appearance, attitude and/or behaviour. Twenty-three percent specifically mentioned that youths, particularly those hanging around in groups, make them feel unsafe, while an additional 15% mentioned gangs in general. Other commonly mentioned reasons for feeling unsafe included alcohol and drug problems in the respondents' local area (17%), poor lighting/dark areas (16%), and burglary/theft (11%).

When compared with 2009/10, there have been statistically significant increases in the share of respondents mentioning that the reason they feel unsafe is:

- alcohol and drug problems in the respondents' local area (17%, compared with 11% in 2009/10);
- dark areas/poor lighting (16%, compared with 10% in 2009/10);
- gangs (15%, compared with 8% in 2009/10);
- too many criminals/undesirable people around (4%, compared with 2% in 2009/10);
- being alone (4%, compared with 2% in 2009/10);
- unfamiliar cars/strangers around (3%, compared with 1% in 2009/10); and/or
- being too old/age (3%, compared with 1% in 2009/10).

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

	Respondents who feel Unsafe			All Respondents
	2008/09 FY (n=1046)	2009/10 FY (n=1020)	2010/11 FY (n=902)	2010/11 FY (n=9451)
People who make you feel unsafe because of their behaviour/attitude/appearance	36	39	<b>37</b>	3
Youths hanging around in groups	29	22	<b>23</b>	2
Alcohol and drug problem in the area	15	11	<b>17</b>	1
Dark/poor lighting	13	10	<b>16</b>	1
Gangs	10	8	<b>15</b>	1
Burglaries/theft	14	13	<b>11</b>	1
Fights/arguments/attacks on the street	14	13	<b>9</b>	1
Dangerous driving (including drink driving, speeding)	9	8	<b>8</b>	1
Lack of Police presence/not enough Police	7	6	<b>8</b>	1
Living in an unsafe area where crime takes place a lot	6	7	<b>6</b>	<1
Unsure of what sort of people around, what might happen	3	4	<b>5</b>	<1
Crime story (from media or friends)	6	5	<b>4</b>	<1
Dogs (dangerous, too many in area)	3	4	<b>4</b>	<1
Increase in crime rate/level of crime	4	3	<b>4</b>	<1

	Respondents who feel Unsafe			All Respondents
	2008/09 FY (n=1046)	2009/10 FY (n=1020)	2010/11 FY (n=902)	2010/11 FY (n=9451)
Being a woman/being pregnant	4	3	4	<1
Too many criminals/undesirable people around	3	2	4	<1
Being alone	3	2	4	<1
Alcohol/drug use by youth	3	3	3	<1
Too many people loitering/groups loitering	1	3	3	<1
Unfamiliar cars/strangers around	<1	1	3	<1
Parties	<1	2	3	<1
Too old/age	<1	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 2010/11.

Orange highlighting denotes a significant difference from the previous survey wave.

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

- aged between 16 and 33 years (54%, compared with 33% of all other respondents); and/or
- living in Waikato (48%, compared with 35% of all other respondents) or Auckland City (46%, compared with 35% of all other respondents) districts.

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

- living in Waikato District (36%, compared with 21% of all other respondents); and/or
- aged 65 years or older (34%, compared with 21% of all other respondents).

Respondents significantly more likely to mention **alcohol/drug problems in the area** include those of Pacific descent (40%, compared with 16% of all other respondents).

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

- living in Auckland City (27%, compared with 14% of all other respondents) or Waitematā (23%, compared with 15% of all other respondents) districts;
- aged between 25 and 44 years (22%, compared with 12% of all other respondents); and/or
- who are female (18%, compared with 10% of male respondents).

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

- living in Eastern District (29%, compared with 14% of all other respondents);
- of Maori descent (23%, compared with 12% of all other respondents);
- aged between 24 and 34 years (20%, compared with 13% of all other respondents); and/or
- who are male (19%, compared with 13% of female respondents).



Respondents significantly more likely to mention **burglaries/theft** include those:

- of Asian/Indian descent (30%, compared with 10% of all other respondents);
- living in Waitematā District (19%, compared with 10% of all other respondents); and/or
- aged between 35 and 44 years (16%, compared with 10% of all other respondents) or between 55 and 64 years (17%, compared with 10% of all other respondents).

Respondents significantly more likely to mention **fight, arguments, attacks on the street** include those:

- of Asian/Indian descent (17%, compared with 8% of all other respondents);
- living in Waitematā District (14%, compared with 8% of all other respondents);
- who are male (13%, compared with 6% of female 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:

- of Asian/Indian descent (16%, compared with 7% of all other respondents);
- living in Auckland City District (14%, compared with 7% of all other respondents); and/or
- who have had contact with Police (11%, compared with 6% of those who have not had contact).

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

- living in Canterbury District (16%, compared with 7% of all other respondents);
- who have had contact with Police (11%, compared with 5% of those who have not had contact);
- who are male (11%, compared with 6% of female respondents); and/or
- of European descent (10%, compared with 4% of all other respondents).

Respondents significantly more likely to mention **living in an unsafe area where there is a lot of crime** include those:

- living in Counties Manukau District (10%, compared with 5% of all other respondents); and/or
- who have had contact with Police (8%, compared with 4% of those who have not had contact).

Respondents significantly more likely to mention **unsure of what sort of people are around or what might happen** include those:

- living in Central (13%, compared with 4% of all other respondents) or Canterbury (12%, compared with 4% of all other respondents) districts; and/or
- who are female (6%, compared with 2% of male respondents).

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

- living in Waitematā District (12%, compared with 3% of all other respondents); and/or
- aged 65 years or older (8%, compared with 4% of all other respondents).

Respondents significantly more likely to mention **increase in crime rate** include those:

- living in Waitematā District (14%, compared with 3% of all other respondents); and/or
- who are female (6%, compared with 2% of male respondents).

Respondents significantly more likely to mention **being a woman/being pregnant** include those:

- living in Waikato District (9%, compared with 4% of all other respondents);
- aged between 25 and 34 years (8%, compared with 3% of all other respondents);
- who are female (6%, compared with 0% of male respondents); and/or
- of European descent (5%, compared with 2% of all other respondents).

Respondents significantly more likely to mention **too many criminals or undesirable people around** include those:

- living in Canterbury District (11%, compared with 3% of all other respondents);
- who are male (6%, compared with 3% of female respondents); and/or
- of European descent (5%, compared with 2% of all other respondents).

Respondents significantly more likely to mention **being alone** include those:

- aged 65 years or older (7%, compared with 3% of all other respondents); and/or
- who are female (5%, compared with 2% of male respondents).

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

- aged between 25 and 34 years (7%, compared with 3% of all other respondents); and/or
- who are female (5%, compared with <1% of male respondents).

Respondents significantly more likely to mention **unfamiliar cars/strangers around** include those:

- of Asian/Indian descent (13%, compared with 3% of all other respondents); and/or
- living in Eastern (10%, compared with 3% of all other respondents) or Counties Manukau (6%, compared with 3% of all other respondents) district.

Respondents significantly more likely to mention **alcohol/drug use by youth** include those aged between 45 and 54 years (7%, compared with 3% of all other respondents).

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

- of Asian/Indian descent (11%, compared with 3% of all other respondents);
- living in Waitematā District (7%, compared with 2% of all other respondents); and/or
- aged between 25 and 34 years (5%, compared with 2% of all other respondents).

Respondents significantly more likely to mention **too many people in groups hanging out/loitering** include those:

- of Pacific descent (9%, compared with 3% of all other respondents); and/or
- aged 65 years or older (7%, compared with 2% of all other respondents).

Respondents significantly more likely to mention **too old/age** include those:

- aged 65 years or older (12%, compared with 1% of all other respondents);
- living in Waitematā District (10%, compared with 2% of all other respondents); and/or
- of European descent (4%, compared with 1% 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 the 2010/11 survey wave, just over half (53%) of all of respondents said they feel *safe* (39%) or *very safe* (14%) in their city or town centre after dark. This share is up significantly from 45% in 2008/09, and 48% in 2009/10. Also of note is that the share of respondents feeling *very safe* has increased significantly for the third year in a row (this measure up from 11% in 2009/10, to 14%).

Similarly, the share feeling *unsafe/very unsafe* in their city or town centre after dark has continued to decline (down significantly from 26% in 2008/09, 22% in 2009/10, to 18% in 2010/11).

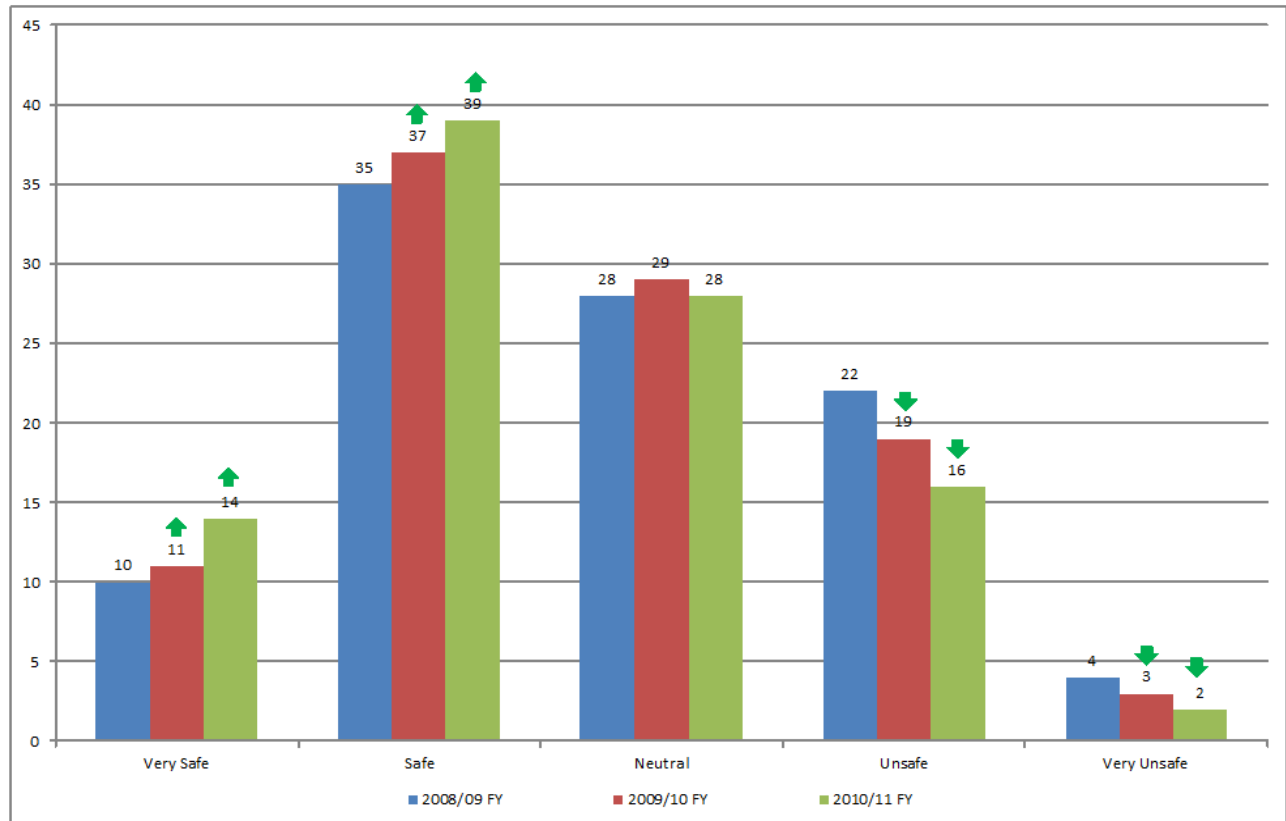
**Table 10: Safety in City or Town Centre After Dark – Changes Over Time (%)**

	2008/09 FY	2009/10 FY	2010/11 FY
Very Safe	10	11	14
Safe	35	37	39
Neutral	28	29	28
Unsafe	22	19	16
Very Unsafe	4	3	2
Don't know	1	1	1
<b>Total Safe</b>	<b>45</b>	<b>48</b>	<b>53</b>
<b>Total Unsafe</b>	<b>26</b>	<b>22</b>	<b>18</b>
Base	7439	9190	9407

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

Orange highlighting indicates a statistically significant increase/decrease in results from the previous survey wave.

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



Base: All respondents excluding those giving a 'not applicable' response. 2008/09 FY n=7439, 2009/10 FY n=9190, 2010/11 FY n=9407. Green arrow indicates a statistically significant improvement from the previous survey wave.

### 3.4.2. Safety in City or Town Centre After Dark - Significant Differences for the 2010/11 FY

The following statistically significant differences for 2010/11 are evident at the total results level (combined 2010/11 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:

- of 'other' ethnicities (71%, compared with 53% of all other respondents) or Pacific Island descent (59%, compared with 53% of all other respondents);
- living in Southern (64%, compared with 52% of all other respondents), Tasman (63%, compared with 52% of all other respondents) or Wellington (58%, compared with 52% of all other respondents) districts;
- who are male (59%, compared with 47% of female respondents); and/or
- aged 65 years or older (57%, compared with 52% 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 Eastern (28%, compared with 18% of all other respondents), Northland (27%, compared with 18% of all other respondents), Counties-Manukau (24%, compared with 18% of all other respondents), Bay of Plenty (23%, compared with 18% of all other respondents), or Central (21%, compared with 18% of all other respondents) districts;
- who are female (24%, compared with 13% of male respondents); and/or
- aged between 55 and 64 years (21%, compared with 18% of all other respondents).

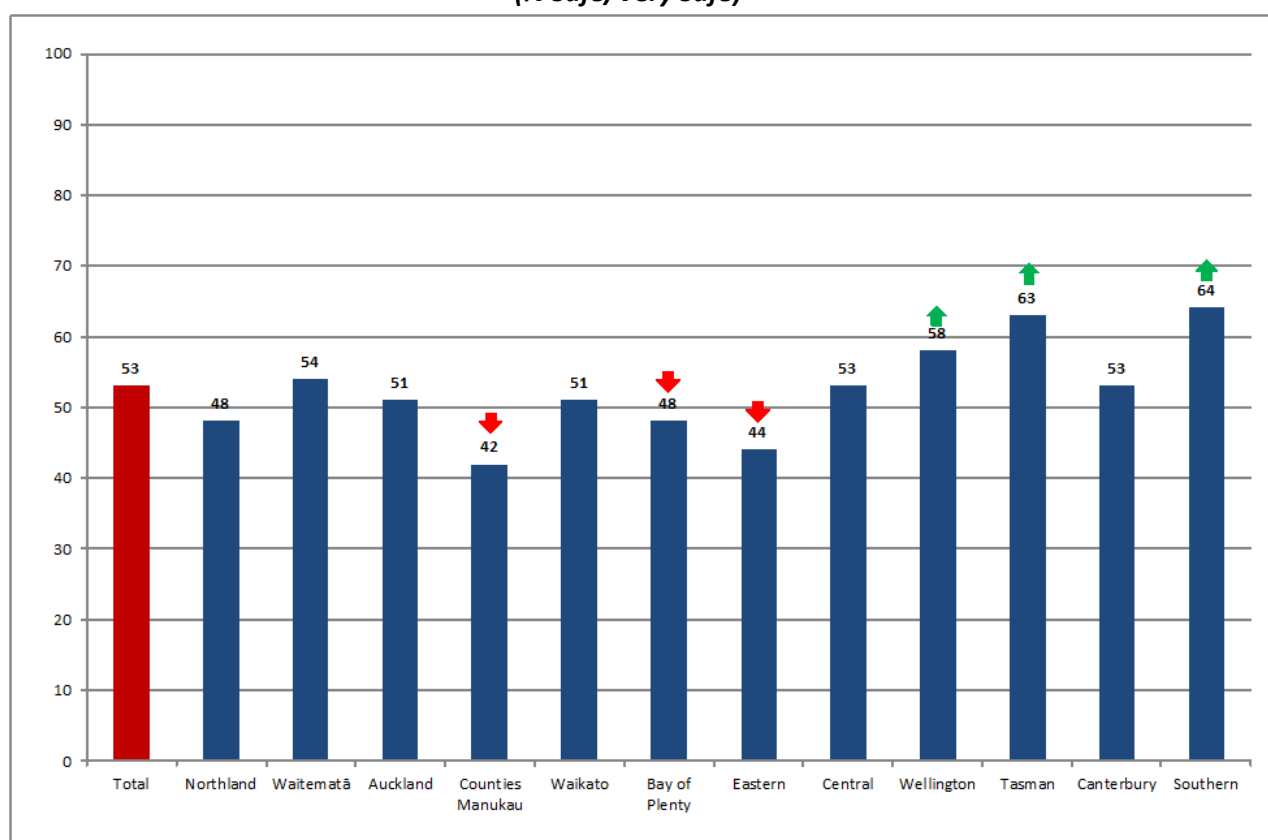
### 3.4.3. Safety in City or Town Centre After Dark - Comparison by District

#### 1. 2010/11 FY

Respondents living in the Southern (64%), Tasman (63%) and Wellington (58%) 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 2010/11 overall total of 53%.

In contrast, respondents living in Counties Manukau (42%), Eastern (44%), and Bay of Plenty (48%) 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 the 2010/11 FY  
(% Safe/Very Safe)**



Base: All respondents, excluding 'not applicable' responses. Total 2010/11 FY n=9407; Northland n=723; Waitematā n=801; Auckland n=795; Counties n=877; Waikato n=845; Bay of Plenty n=833; Eastern n=753; Central n=785; Wellington n=842; Tasman n=653; Canterbury n=816; Southern n=684.

Green arrow indicates a significantly higher result than the total.

Red arrow indicates a significantly lower result than the total.

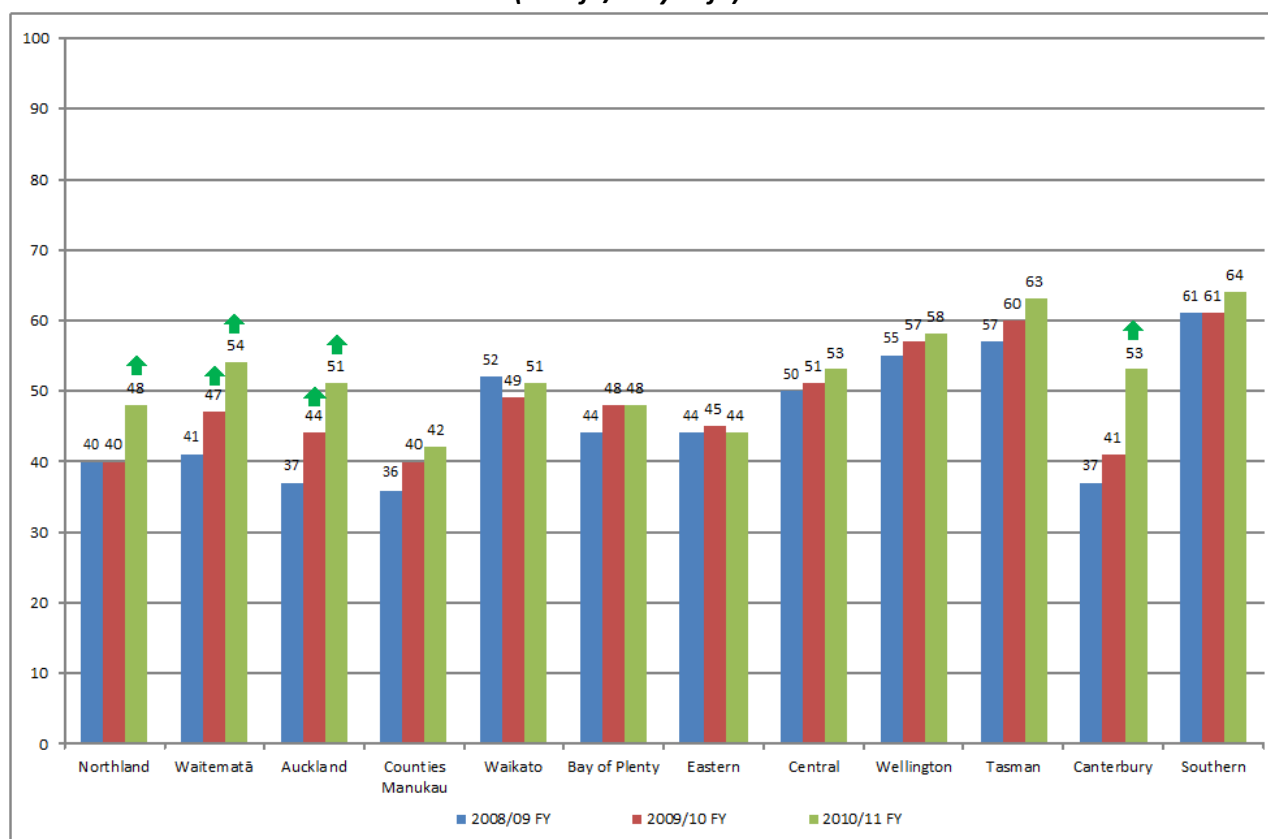
## 2. Changes Over Time

The proportion of respondents who reported that they feel *safe/very safe* in their city/town centre after dark has increased significantly for those respondents living in:

- Waitematā District (up from 47% feeling *safe/very safe*, to 54%);
- Canterbury District (up from 41%, to 53%);
- Auckland City District (up from 44% to 51%); and
- Northland District (up from 40%, to 48%).

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 Waitematā (16% feeling *unsafe/very unsafe*, down from 22% in 2009/10), Counties Manukau (down from 31% to 24%), and Canterbury (down from 29% to 17%) 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 survey wave.

(Part 1)

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

	Northland			Waitematā			Auckland City			Counties Manukau			Waikato			Bay Of Plenty		
	08/09 FY	09/10 FY	10/11 FY	08/09 FY	09/10 FY	10/11 FY	08/09 FY	09/10 FY	10/11 FY	08/09 FY	09/10 FY	10/11 FY	08/09 FY	09/10 FY	10/11 FY	08/09 FY	09/10 FY	10/11 FY
Very Safe	8	10	13	8	11	14	5	9	9	5	9	9	11	11	13	10	8	10
Safe	32	30	35	33	36	40	32	35	42	31	31	33	41	38	38	34	40	38
Neutral	30	29	24	32	31	29	35	33	29	29	28	33	25	31	30	30	27	28
Unsafe	23	24	22	22	19	14	24	20	17	28	27	20	19	16	16	22	21	20
Very Unsafe	6	6	5	4	3	2	4	2	2	7	4	4	3	3	2	4	3	3
Don't know	1	1	1	1	0	1	0	1	1	0	1	1	1	1	1	0	1	1
<b>Total Safe</b>	<b>40</b>	<b>40</b>	<b>48</b>	<b>41</b>	<b>47</b>	<b>54</b>	<b>37</b>	<b>44</b>	<b>51</b>	<b>36</b>	<b>40</b>	<b>42</b>	<b>52</b>	<b>49</b>	<b>51</b>	<b>44</b>	<b>48</b>	<b>48</b>
<b>Total Unsafe</b>	<b>29</b>	<b>30</b>	<b>27</b>	<b>26</b>	<b>22</b>	<b>16</b>	<b>28</b>	<b>22</b>	<b>19</b>	<b>35</b>	<b>31</b>	<b>24</b>	<b>22</b>	<b>19</b>	<b>18</b>	<b>26</b>	<b>24</b>	<b>23</b>
Base	540	687	723	641	797	801	717	832	795	690	879	877	609	815	845	617	787	833

(Part 2)

	Eastern			Central			Wellington			Tasman			Canterbury			Southern		
	08/09 FY	09/10 FY	10/11 FY	08/09 FY	09/10 FY	10/11 FY	08/09 FY	09/10 FY	10/11 FY	08/09 FY	09/10 FY	10/11 FY	08/09 FY	09/10 FY	10/11 FY	08/09 FY	09/10 FY	10/11 FY
Very Safe	9	10	11	12	14	14	13	11	12	13	18	20	8	12	16	18	17	22
Safe	35	35	33	38	37	39	42	46	46	44	42	43	29	29	37	43	44	42
Neutral	28	26	27	27	26	25	28	29	30	24	24	21	26	30	29	22	25	21
Unsafe	22	24	24	20	18	19	15	12	10	17	13	13	29	24	15	13	13	13
Very Unsafe	6	4	4	3	4	2	1	2	1	2	2	2	7	5	2	3	1	1
Don't know	0	1	1	0	1	1	1	0	1	0	1	1	1	0	1	1	0	1
<b>Total Safe</b>	<b>44</b>	<b>45</b>	<b>44</b>	<b>50</b>	<b>51</b>	<b>53</b>	<b>55</b>	<b>57</b>	<b>58</b>	<b>57</b>	<b>60</b>	<b>63</b>	<b>37</b>	<b>41</b>	<b>53</b>	<b>61</b>	<b>61</b>	<b>64</b>
<b>Total Unsafe</b>	<b>28</b>	<b>28</b>	<b>28</b>	<b>23</b>	<b>22</b>	<b>21</b>	<b>16</b>	<b>14</b>	<b>11</b>	<b>19</b>	<b>15</b>	<b>15</b>	<b>36</b>	<b>29</b>	<b>17</b>	<b>16</b>	<b>14</b>	<b>14</b>
Base	568	691	753	596	749	785	656	847	842	538	641	653	713	838	816	554	686	684

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

Note: Bold indicates a statistically significant change in neutral or don't know responses from the previous survey wave.

Green highlighting denotes a statistically significant improvement from the previous survey wave.

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



#### 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 over a third (37%) 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. Just less than a third (31%) 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 that an additional 6% specifically mentioned alcohol/drug use by youth). Other commonly mentioned reasons for feeling unsafe were fights/arguments/attacks on the street (13%), dark areas and poor lighting (11%), and gangs (10%).

Key reasons for feeling unsafe are similar to those reported in 2009/10. However, there has been a statistically significant increase in the share of respondents mentioning that the reason they feel unsafe is:

- its dark/poor lighting (up from 8% in 2009/10, to 11%);
- gangs (up from 6%, to 10%);
- crime stories from media and/or friends (up from 6%, to 9%);
- violent crimes/general violence (up from 3%, to 5%);
- too many people loitering/groups loitering (up from 3%, to 5%);
- being alone (up from 3%, to 5%);
- too many criminals/undesirable people around (up from 2%, to 3%);
- neighbourhood is too quiet/deserted (up from 1%, to 3%); and/or
- too old/age (up from 2%, to 3%).

In contrast, there has been a significant decrease in the share of respondents mentioning that the reason they feel unsafe is because of burglaries/theft (down from 8% in 2009/10, to 6% in 2010/11).

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

	Respondents who feel Unsafe			All Respondents
	2008/09 FY (n=1971)	2009/10 FY (n=2208)	2010/11 FY (n=1950)	2010/11 FY (n=9407)
People who make you feel unsafe because of their behaviour/attitude/appearance	40	38	<b>37</b>	7
Youths hanging around in groups	34	<b>31</b>	<b>31</b>	6
Alcohol and drug problem in the area	27	<b>24</b>	<b>24</b>	4
Fights/arguments/attacks on the street	18	<b>15</b>	<b>13</b>	2
Dark/poor lighting	8	8	<b>11</b>	2
Gangs	8	<b>6</b>	<b>10</b>	2
Lack of Police presence/not enough Police	10	<b>8</b>	<b>9</b>	2
Crime story (from media or friends)	10	<b>6</b>	<b>9</b>	2
Burglaries/theft	8	8	<b>6</b>	1
Alcohol/drug use by youth	6	7	<b>6</b>	1
Dangerous driving (including drink driving, speeding)	7	6	<b>6</b>	1
Increase in crime rate/level of crime	4	<b>6</b>	<b>6</b>	1
Violent crimes/general violence	4	3	<b>5</b>	1
Too many people loitering/groups loitering	3	3	<b>5</b>	1
Being alone	3	3	<b>5</b>	1
Unsure of what sort of people around, what might happen	3	4	<b>4</b>	1
Being a woman/being pregnant	4	3	<b>4</b>	1
Too many criminals/undesirable people around	3	2	<b>3</b>	1
Too quiet around neighbourhood/deserted/not many people around	3	1	<b>3</b>	1
Too old/age	1	2	<b>3</b>	<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 2010/11.

Orange highlighting denotes a significant difference from the previous survey wave.

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

- of Pacific descent (64%, compared with 36% of all other respondents);
- aged between 16 and 24 years (52%, compared with 35% of all other respondents); and/or
- living in Auckland City District (46%, compared with 36% of all other respondents).

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

- living in Northland (40%, compared with 30% of all other respondents) or Bay of Plenty (39%, compared with 30% of all other respondents) districts;
- aged between 45 and 64 years (38%, compared with 27% of all other respondents);
- who have had contact with Police (34%, compared with 28% of those who have not had contact); and/or
- of European descent (32%, compared with 27% of all other respondents).

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

- of Asian/Indian descent (36%, compared with 23% of all other respondents);
- living Auckland City District (34%, compared with 22% of all other respondents); and/or
- aged between 45 and 54 years (28%, compared with 23% of all other respondents).

Respondents significantly more likely to mention **fights, arguments, attacks on the street** include those living in Tasman (24%, compared with 13% of all other respondents) or Southern (24%, compared with 12% of all other respondents) districts.

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

- living in Wellington District (19%, compared with 11% of all other respondents);
- aged between 25 and 34 years (16%, compared with 10% of all other respondents); and/or
- who are female (14%, compared with 6% of male respondents).

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

- living in Bay of Plenty District (18%, compared with 10% of all other respondents);
- aged between 16 and 24 years (15%, compared with 10% of all other respondents); and/or
- who have had contact with Police (12%, compared with 9% of those who have not had contact).

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

- living in Wellington District (17%, compared with 9% of all other respondents);
- who are male (13%, compared with 8% of female respondents);
- aged between 55 and 64 years (13%, compared with 9% of all other respondents); and/or
- of European descent (10%, compared with 7% of all other respondents).

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

- living in Waitematā District (16%, compared with 8% of all other respondents);
- aged 65 years or older (14%, compared with 7% of all other respondents);
- who are female (10%, compared with 6% of male respondents); and/or
- of European descent (10%, compared with 5% of all other respondents).

Respondents significantly more likely to mention **burglaries/theft** include those:

- of Asian/Indian descent (18%, compared with 6% of all other respondents);
- living Auckland City District (13%, compared with 6% of all other respondents); and/or
- aged between 35 and 44 years (9%, compared with 6% of all other respondents).

Respondents significantly more likely to mention **alcohol/drug use by youth** include those:

- living Canterbury District (12%, compared with 5% of all other respondents);
- of Asian/Indian descent (11%, compared with 6% of all other respondents); and/or
- aged between 45 and 54 years (10%, compared with 5% of all other respondents).

Respondents significantly more likely to mention **increase in crime rate/level of crime** include those living in Waitematā District (12%, compared with 5% of all other respondents).

Respondents significantly more likely to mention **dangerous driving** include those:

- aged between 16 and 24 years (9%, compared with 5% of all other respondents) or between 45 and 54 years (8%, compared with 5% of all other respondents); and/or
- who are female (7%, compared with 3% of male respondents).

Respondents significantly more likely to mention **being alone** include females (7%, compared with 3% of male respondents).

Respondents significantly more likely to mention **too many people in groups hanging out/loitering** include those:

- living in Wellington (12%, compared with 5% of all other respondent) or Waitematā (9%, compared with 5% of all other respondents) districts; and/or
- who are male (7%, compared with 4% of female respondents).

Respondents significantly more likely to mention **violent crimes or violence generally** include those living in Southern District (14%, compared with 4% of all other respondents).

Respondents significantly more likely to mention being **unsure of what type of people are around or what might happen** include those living in Southern (9%, compared with 4% of all other respondents) or Counties Manukau (9%, compared with 4% of all other respondents) districts.

Respondents significantly more likely to mention **being a woman and/or being pregnant** include those:

- who are female (6%, compared with 0% of male respondents); and/or
- of European descent (5%, compared with 2% of all other respondents).

Respondents significantly more likely to mention **too many criminals/undesirable people around** include those living in Auckland City District (6%, compared with 3% of all other respondents).

Respondents significantly more likely to mention that it is **too quiet around their neighbourhood, not many people around** include those:

- of Asian/Indian descent (7%, compared with 2% of all other respondents);
- aged between 25 and 34 years (5%, compared with 2% of all other respondents);
- who are female (4%, compared with 1% of male respondents); and/or
- who have had contact with Police (4%, compared with 2% of those who have not had contact).

Respondents significantly more likely to mention **too old/age** include those:

- aged 65 years or older (13%, compared with 0% of all other respondents);
- living in Waitematā District (5%, compared with 2% of all other respondents);
- who have not had contact with Police (4%, compared with 1% of those who have had contact);
- who are female (3%, compared with 1% of male respondents); and/or
- of European descent (3%, compared with 1% 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...

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

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

In 2010/11, Just less than four out of five respondents (78%) agree to some extent that Police are responsive to their community's needs, including 61% *agreeing* (up significantly from 59% in 2009/10) and 17% *strongly agreeing* (up 1 percentage point from 16%). This represents a statistically significant increase in positive ratings when compared with the previous survey wave (up from 75% *agreeing/strongly agreeing* in 2009/10, to 78%).

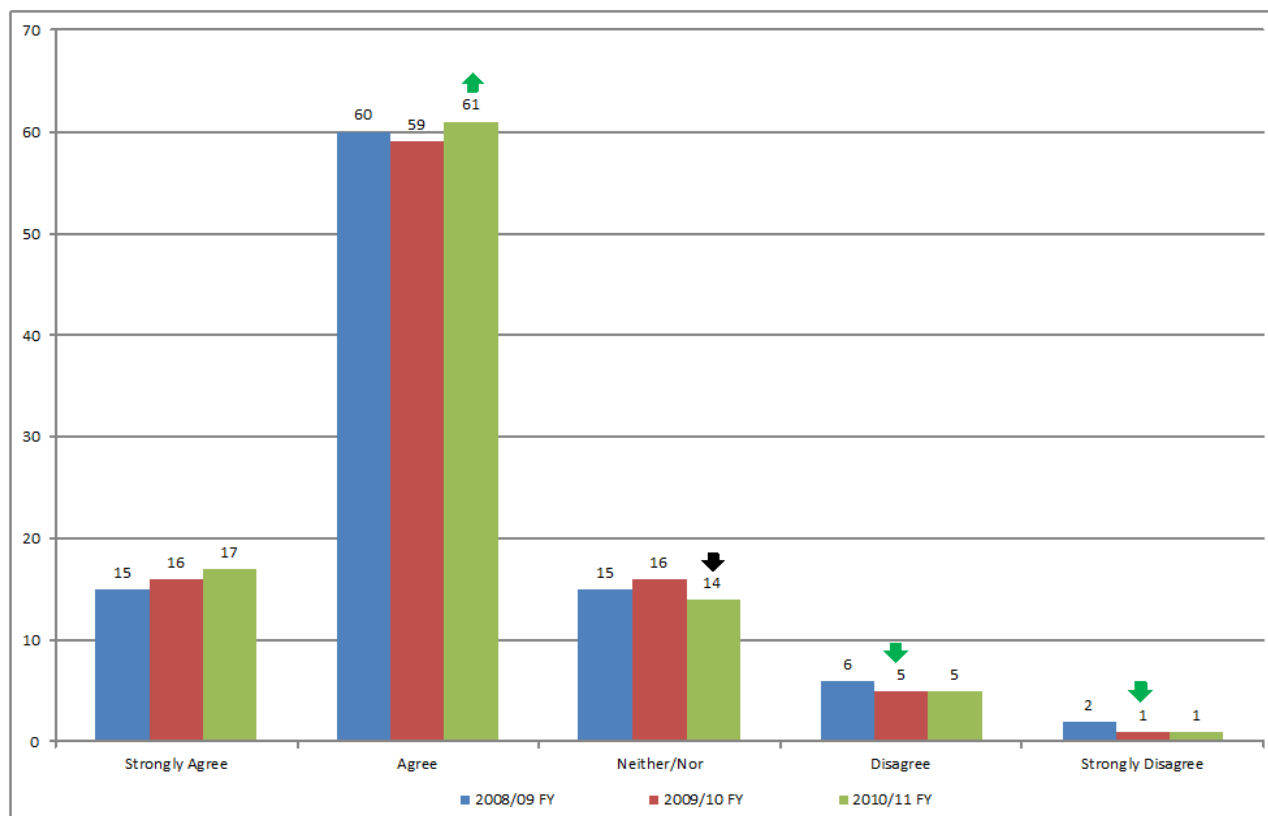
In contrast, only 6% of respondents *disagree/strongly disagree* that Police are responsive to the needs of their community (this share unchanged from 2009/10).

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

	2008/09 FY	2009/10 FY	2010/11 FY
Strongly Agree	15	16	<b>17</b>
Agree	60	59	<b>61</b>
Neither/Nor	15	16	<b>14</b>
Disagree	6	<b>5</b>	<b>5</b>
Strongly Disagree	2	<b>1</b>	<b>1</b>
Don't know	2	<b>3</b>	<b>2</b>
<b>Total Agree</b>	<b>75</b>	<b>75</b>	<b>78</b>
<b>Total Disagree</b>	<b>8</b>	<b>6</b>	<b>6</b>
Base	8483	9287	9452

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

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

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

Base: All respondents excluding those giving a 'not applicable' response. 2008/09 FY n=8483, 2009/10 FY n=9287, 2010/11 FY n=9452.

Black arrow indicates a significant change in neutral ratings from the previous survey wave.

Green arrow indicates a significant improvement from the previous survey wave.

Red arrow indicates a significant negative change from the previous survey wave.

### 3.5.2. Police are Responsive to the Needs of My Community - Significant Differences for the 2010/11 FY

The following statistically significant differences for 2010/11 are evident at the total results level (combined 2010/11 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 (86%, compared with 77% of all other respondents);
- living in Eastern (83%, compared with 78% of all other respondents) or Central (81%, compared with 78% of all other respondents) districts;
- who are female (79%, compared with 77% of male respondents); and/or
- of European descent (79%, compared with 75% of all other respondents).

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

- of Asian/Indian (8%, compared with 5% of all other respondents) or Māori (7%, compared with 5% of all other respondents) descent; and/or
- who have had contact with Police (6%, compared with 5% of those who have not had contact).

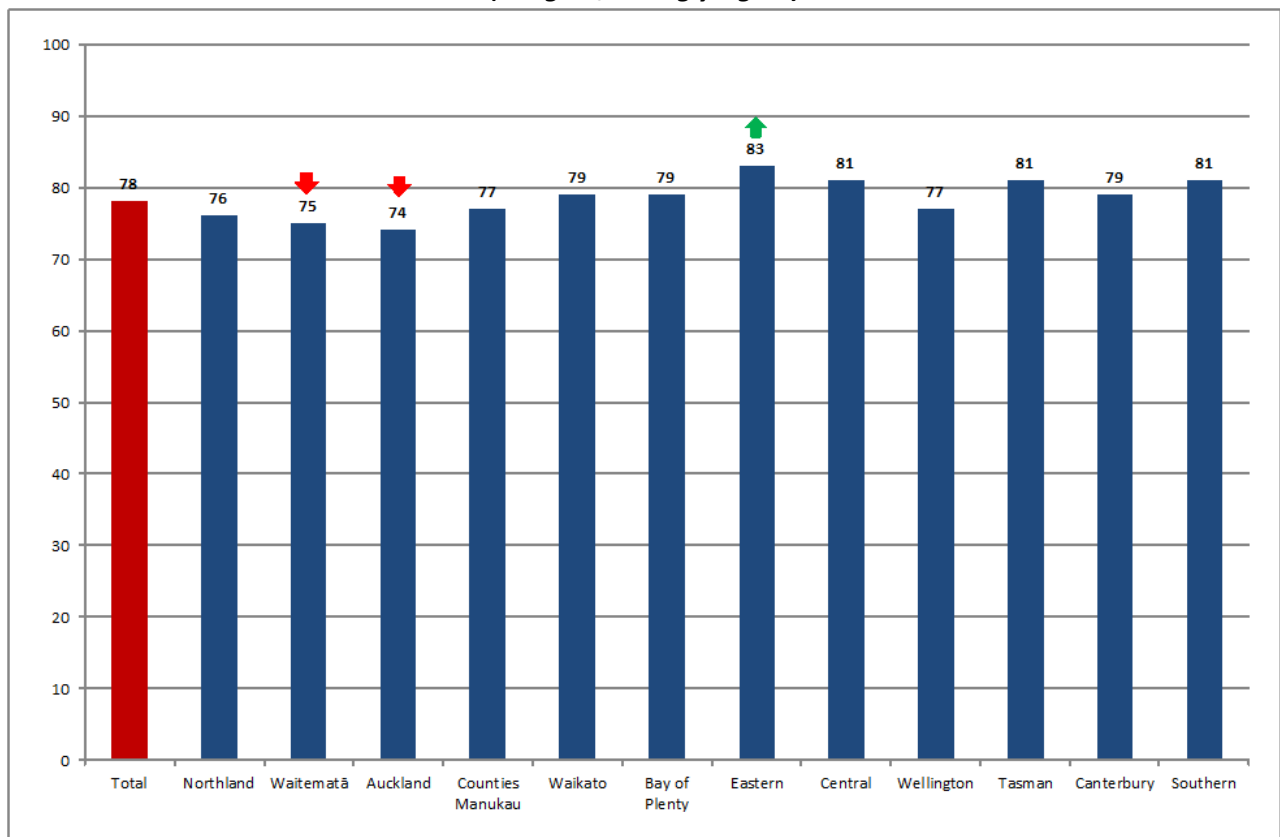
### 3.5.3. Police are Responsive to the Needs of My Community - Comparison by District

#### 1. 2010/11 FY

In 2010/11, respondents living in the Eastern District were significantly more likely to *agree/strongly agree* that Police are responsive to the needs of their community (83% agreeing, compared with the overall total of 78% for 2010/11).

In contrast, those living in Auckland City (74%) and Waitematā (75%) districts were significantly less likely to agree with this statement.

**Figure 14: Police are Responsive to the Needs of My Community - by District in the 2010/11 FY (% Agree/Strongly Agree)**



Base: All respondents, excluding 'not applicable' responses. Total 2010/11 FY n=9452; Northland n=730; Waitematā n=807; Auckland n=796; Counties n=880; Waikato n=851; Bay of Plenty n=835; Eastern n=761; Central n=787; Wellington n=842; Tasman n=655; Canterbury n=822; Southern n=686.

Green arrow indicates a significantly higher result than the total.

Red arrow indicates a significantly lower result than the total.

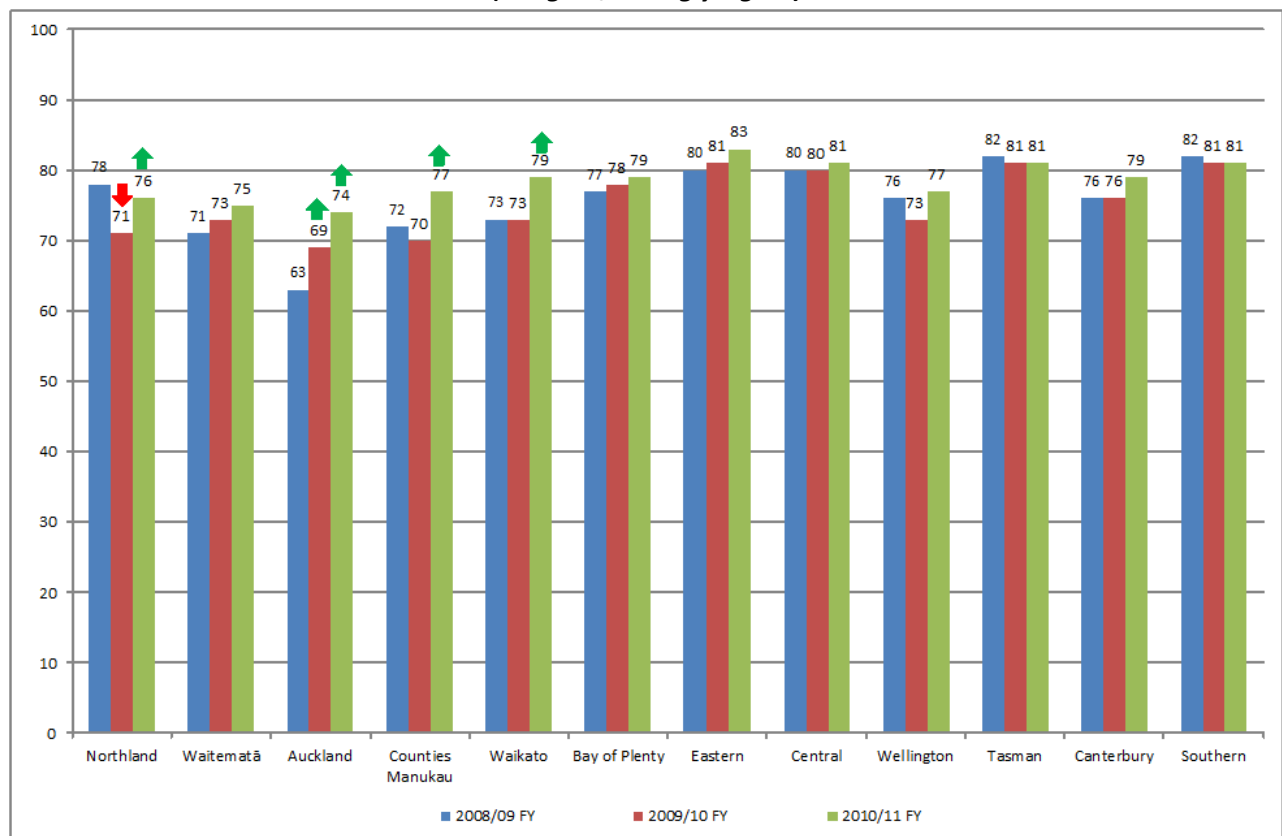
## 2. Changes Over Time

The proportion of respondents who *agree/strongly agree* that Police are responsive to the needs of their community has increased or remained stable for all 12 Police districts when compared with 2009/10. In particular, positive ratings for Police being responsive to community needs increased significantly for those respondents living in:

- Waikato District (up from 73% agreeing/strongly agreeing in 2009/10, to 79%);
- Counties Manukau District (up from 70%, to 77%);
- Northland District (up from 71%, to 76%); and
- Auckland City District (up from 69%, to 74%).

Furthermore, the proportion who *disagree/strongly disagree* that Police are responsive to community needs decreased significantly in Northland (down from 11%, to 7%), Counties Manukau (down from 10%, to 6%), and Waikato (down from 7%, to 4%) districts.

**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 survey wave.

Red arrow indicates a significantly lower result than the previous survey wave.



(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		
	08/09 FY	09/10 FY	10/11 FY	08/09 FY	09/10 FY	10/11 FY	08/09 FY	09/10 FY	10/11 FY	08/09 FY	09/10 FY	10/11 FY	08/09 FY	09/10 FY	10/11 FY	08/09 FY	09/10 FY	10/11 FY
Strongly Agree	17	11	16	13	15	15	11	12	14	13	14	15	15	17	15	16	16	16
Agree	61	60	60	58	58	60	52	57	60	59	56	62	58	56	64	61	62	63
Neither/nor	12	15	14	19	17	16	22	22	18	14	17	15	15	17	14	14	13	12
Disagree	7	10	6	7	6	4	9	4	5	8	9	5	8	6	3	5	5	6
Strongly Disagree	2	1	1	2	1	1	2	1	1	2	1	1	2	1	1	2	1	1
Don't know	1	3	3	1	3	4	4	4	2	4	3	2	2	3	3	2	3	2
<b>Total Agree</b>	<b>78</b>	<b>71</b>	<b>76</b>	<b>71</b>	<b>73</b>	<b>75</b>	<b>63</b>	<b>69</b>	<b>74</b>	<b>72</b>	<b>70</b>	<b>77</b>	<b>73</b>	<b>73</b>	<b>79</b>	<b>77</b>	<b>78</b>	<b>79</b>
<b>Total Disagree</b>	<b>9</b>	<b>11</b>	<b>7</b>	<b>9</b>	<b>7</b>	<b>5</b>	<b>11</b>	<b>5</b>	<b>6</b>	<b>10</b>	<b>10</b>	<b>6</b>	<b>10</b>	<b>7</b>	<b>4</b>	<b>7</b>	<b>6</b>	<b>7</b>
Base	616	682	730	741	796	807	806	830	796	780	879	880	699	814	851	697	785	835

(Part 2)

	Eastern			Central			Wellington			Tasman			Canterbury			Southern		
	08/09 FY	09/10 FY	10/11 FY	08/09 FY	09/10 FY	10/11 FY	08/09 FY	09/10 FY	10/11 FY	08/09 FY	09/10 FY	10/11 FY	08/09 FY	09/10 FY	10/11 FY	08/09 FY	09/10 FY	10/11 FY
Strongly Agree	19	17	17	19	18	21	16	18	15	19	17	23	16	15	19	16	20	22
Agree	61	64	66	61	62	60	60	55	62	63	64	58	60	61	60	66	61	59
Neither/nor	12	11	9	12	12	12	16	19	15	11	12	9	15	14	14	11	11	12
Disagree	6	5	4	5	5	4	5	4	4	5	4	5	5	5	5	5	5	4
Strongly Disagree	1	1	2	1	1	1	1	1	1	0	1	2	1	1	1	1	1	1
Don't know	1	2	2	2	2	2	2	3	3	2	2	3	3	4	1	1	2	2
<b>Total Agree</b>	<b>80</b>	<b>81</b>	<b>83</b>	<b>80</b>	<b>80</b>	<b>81</b>	<b>76</b>	<b>73</b>	<b>77</b>	<b>82</b>	<b>81</b>	<b>81</b>	<b>76</b>	<b>76</b>	<b>79</b>	<b>82</b>	<b>81</b>	<b>81</b>
<b>Total Disagree</b>	<b>7</b>	<b>6</b>	<b>6</b>	<b>6</b>	<b>6</b>	<b>5</b>	<b>6</b>	<b>5</b>	<b>5</b>	<b>5</b>	<b>5</b>	<b>7</b>	<b>6</b>	<b>6</b>	<b>6</b>	<b>6</b>	<b>6</b>	<b>5</b>
Base	643	700	761	680	762	787	752	852	842	614	645	655	814	847	822	641	695	686

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

Note: Bold indicates a statistically significant change in neutral or don't know responses from the previous survey wave.

Green highlighting denotes a statistically significant improvement from the previous survey wave.

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

### 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 2010/11, two thirds of respondents (68%) *agree/strongly agree* that Police are involved in community activities, this share is stable from 2009/10 (67%).

In contrast, only 7% of respondents (unchanged from 2009/10) *disagree/strongly disagree* that Police are involved in community activities.

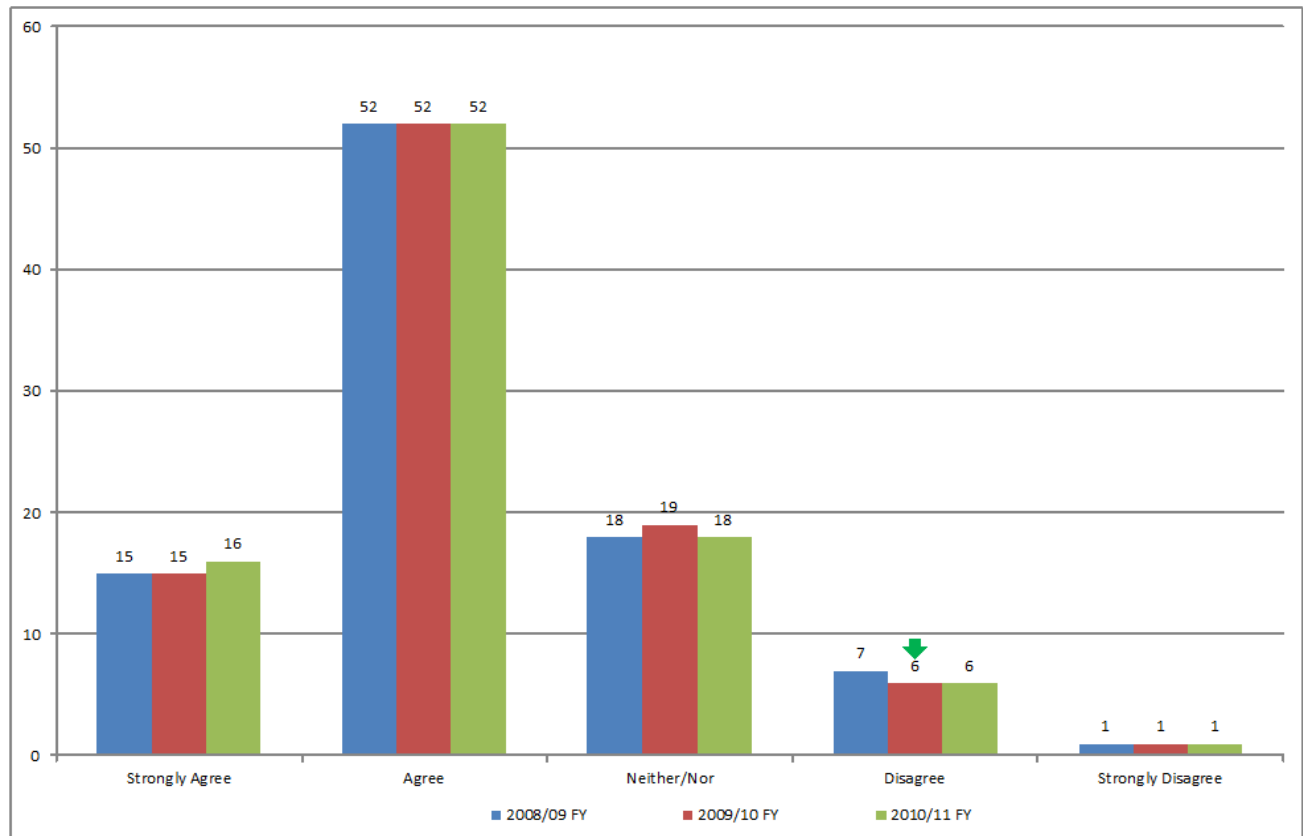
**Table 15: Police are Involved in Activities in My Community – Changes Over Time (%)**

	2008/09 FY	2009/10 FY	2010/11 FY
Strongly Agree	15	15	16
Agree	52	52	52
Neither/Nor	18	19	18
Disagree	7	6	6
Strongly Disagree	1	1	1
Don't know	7	7	7
<b>Total Agree</b>	<b>67</b>	<b>67</b>	<b>68</b>
<b>Total Disagree</b>	<b>8</b>	<b>7</b>	<b>7</b>
<i>Base</i>	<i>8489</i>	<i>9280</i>	<i>9450</i>

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

*Orange highlighting indicates a significant increase/decrease in results from the previous survey wave.*

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



Base: All respondents excluding those giving a 'not applicable' response. 2008/09 FY n=8489, 2009/10 FY n=9280, 2010/11 FY n=9450. Green arrow indicates a significant improvement from the previous survey wave.

### 3.6.2. Police are Involved in Activities in My Community - Significant Differences for 2010/11 FY

The following statistically significant differences for 2010/11 are evident at the total results level (combined 2010/11 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 (76%, compared with 67% of all other respondents), Eastern (75%, compared with 67% of all other respondents), Counties Manukau (74%, compared with 67% of all other respondents), Bay of Plenty (73%, compared with 67% of all other respondents) or Canterbury (71%, compared with 67% of all other respondents) districts; and/or
- aged 55 years or older (73%, compared with 65% of all other respondents).

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

- living in Waitematā District (10%, compared with 7% of all other respondents);
- of Pacific Island (10%, compared with 7% of all other respondents) or Maori (9%, compared with 7% of all other respondents) descent;
- aged between 25 and 24 years (8%, compared with 7% of all other respondents); and/or
- who are male (8%, compared with 6% of females).

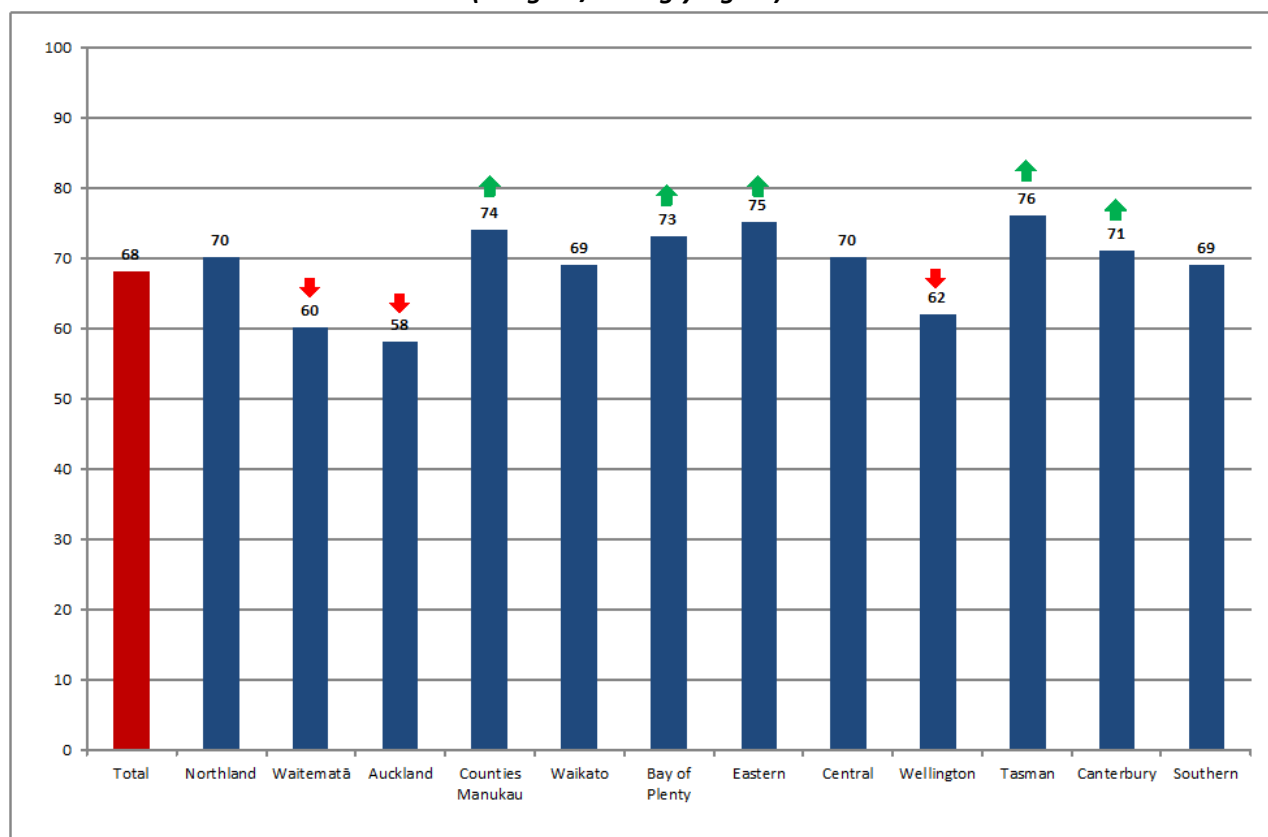
### 3.6.3. Police are Involved in Activities in My Community - Comparison by District

#### 1. 2010/11 FY

In 2010/11, agreement that Police are involved in community activities was significantly higher among those in Tasman (76% *agree/strongly agree*), Eastern (75%), Counties Manukau (74%), Bay of Plenty (73%) and Canterbury (71%) districts.

In contrast, respondents living in Auckland City (58%), Waitematā (60%) and Wellington (62%) were significantly less likely to *agree/strongly agree* with the statement.

**Figure 17: Police are Involved in Activities in My Community - By District in the 2010/11 FY (% Agree/Strongly Agree)**



Base: All respondents, excluding 'not applicable' responses. Total 2010/11 FY n=9450; Northland n=731; Waitematā n=808; Auckland n=799; Counties n=880; Waikato n=850; Bay of Plenty n=834; Eastern n=759; Central n=784; Wellington n=842; Tasman n=655; Canterbury n=821; Southern n=687.

Green arrow indicates a significantly higher result than the total.

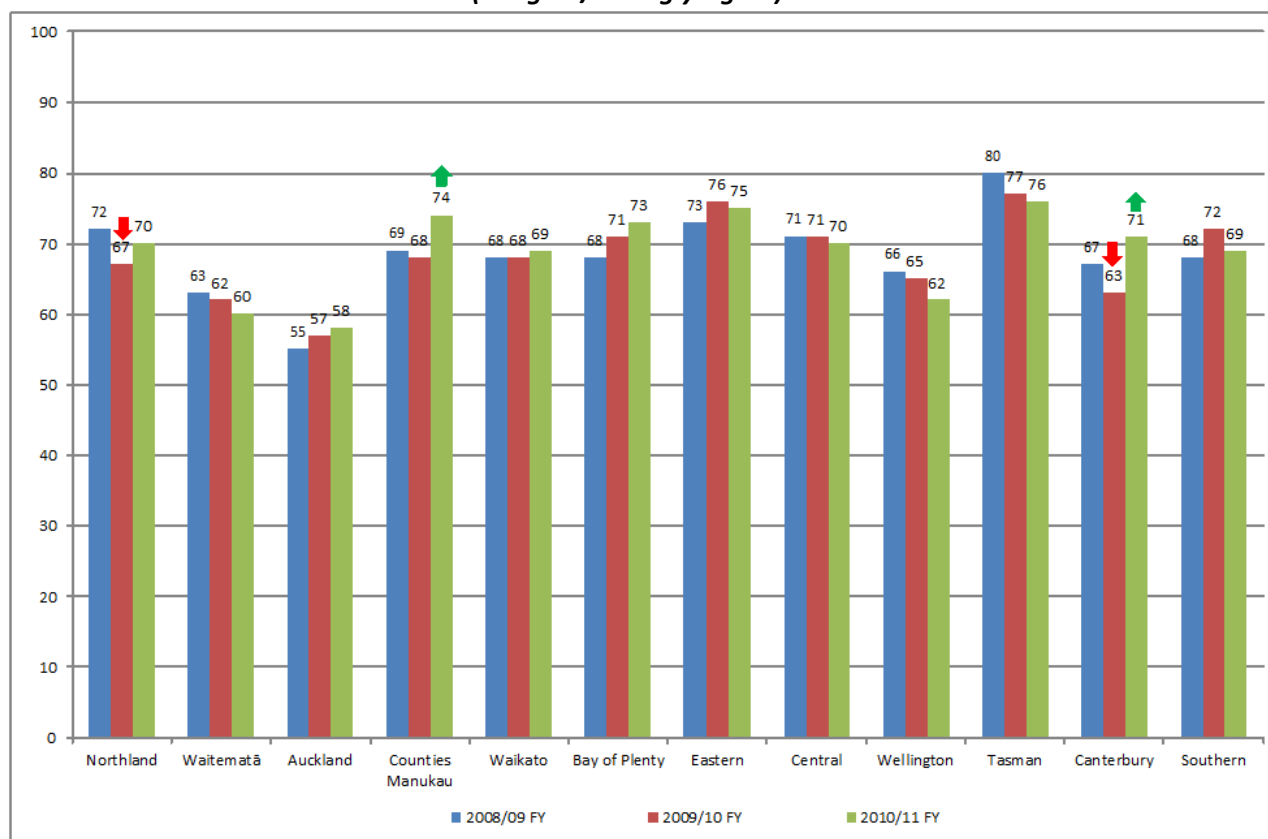
Red arrow indicates a significantly lower result than the total.

## 2. Changes Over Time

The proportion of respondents who *agreed/strongly agreed* that Police are involved in community activities increased significantly for Counties Manukau (up from 68% agreeing in 2009/10, to 74%) and Canterbury (up from 63%, to 71%) districts. Also of note is that the share of respondents in the Auckland City District who *disagree/strongly disagree* has declined significantly - from 10% in 2009/10, to 6%).

In contrast, the proportion of those who *disagreed/strongly disagreed* that Police are involved in community activities increased significantly for the Eastern (up from 4% to 8%) and Wellington (up from 6% to 9%) 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 survey wave.

Red arrow indicates a significantly lower result than the previous survey wave.

(Part 1)

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

	Northland			Waitematā			Auckland City			Counties Manukau			Waikato			Bay Of Plenty		
	08/09 FY	09/10 FY	10/11 FY	08/09 FY	09/10 FY	10/11 FY	08/09 FY	09/10 FY	10/11 FY	08/09 FY	09/10 FY	10/11 FY	08/09 FY	09/10 FY	10/11 FY	08/09 FY	09/10 FY	10/11 FY
Strongly Agree	17	12	17	15	12	13	10	13	13	13	15	17	16	17	16	15	16	16
Agree	55	55	53	48	50	47	45	44	45	56	53	57	52	51	53	53	55	57
Neither/nor	12	16	16	24	22	21	26	24	27	13	16	15	16	18	19	17	15	13
Disagree	9	7	7	6	6	9	11	8	5	7	6	4	8	7	6	7	6	6
Strongly Disagree	1	2	1	1	2	1	1	2	1	2	1	1	1	1	1	1	1	1
Don't know	6	8	6	6	8	9	7	9	9	9	9	6	7	6	5	7	7	7
<b>Total Agree</b>	<b>72</b>	<b>67</b>	<b>70</b>	<b>63</b>	<b>62</b>	<b>60</b>	<b>55</b>	<b>57</b>	<b>58</b>	<b>69</b>	<b>68</b>	<b>74</b>	<b>68</b>	<b>68</b>	<b>69</b>	<b>68</b>	<b>71</b>	<b>73</b>
<b>Total Disagree</b>	<b>10</b>	<b>9</b>	<b>8</b>	<b>7</b>	<b>8</b>	<b>10</b>	<b>12</b>	<b>10</b>	<b>6</b>	<b>9</b>	<b>7</b>	<b>5</b>	<b>9</b>	<b>8</b>	<b>7</b>	<b>8</b>	<b>7</b>	<b>7</b>
Base	643	685	731	680	795	808	752	830	799	614	878	880	814	816	850	641	784	834

(Part 2)

	Eastern			Central			Wellington			Tasman			Canterbury			Southern		
	08/09 FY	09/10 FY	10/11 FY	08/09 FY	09/10 FY	10/11 FY	08/09 FY	09/10 FY	10/11 FY	08/09 FY	09/10 FY	10/11 FY	08/09 FY	09/10 FY	10/11 FY	08/09 FY	09/10 FY	10/11 FY
Strongly Agree	18	17	17	17	16	19	15	13	13	19	18	23	15	13	16	17	19	19
Agree	55	59	58	54	55	51	51	52	49	61	59	53	52	50	55	51	53	50
Neither/nor	13	13	13	16	16	17	20	22	22	10	11	12	18	21	16	18	16	17
Disagree	7	3	7	7	5	6	7	6	8	5	5	6	7	6	6	7	5	5
Strongly Disagree	1	1	1	1	2	1	1	0	1	1	1	1	1	0	1	1	1	1
Don't know	6	7	4	5	6	6	6	7	7	4	6	5	7	10	6	6	6	8
<b>Total Agree</b>	<b>73</b>	<b>76</b>	<b>75</b>	<b>71</b>	<b>71</b>	<b>70</b>	<b>66</b>	<b>65</b>	<b>62</b>	<b>80</b>	<b>77</b>	<b>76</b>	<b>67</b>	<b>63</b>	<b>71</b>	<b>68</b>	<b>72</b>	<b>69</b>
<b>Total Disagree</b>	<b>8</b>	<b>4</b>	<b>8</b>	<b>8</b>	<b>7</b>	<b>7</b>	<b>8</b>	<b>6</b>	<b>9</b>	<b>6</b>	<b>6</b>	<b>7</b>	<b>8</b>	<b>6</b>	<b>7</b>	<b>8</b>	<b>6</b>	<b>6</b>
Base	644	699	759	679	761	784	753	851	842	617	644	655	811	842	821	640	695	687

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

Note: Bold indicates a statistically significant change in neutral or don't know responses from the previous survey wave.

Green highlighting denotes a statistically significant improvement from the previous survey wave.

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

## 4. SERVICE EXPERIENCE

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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

Just over four out of five respondents (82%) were *satisfied* or *very satisfied* with the overall quality of service delivered. This represents a statistically significant increase in positive ratings when compared with both 2008/09 and 2009/10 (79% at least satisfied in both years). Also of note is that the share *very satisfied* with the overall quality of service delivered has also increased significantly over the last year – up from 37% in 2008/09 and 39% in 2009/10, to 42% in 2010/11.

Eight per cent of respondents report they are *dissatisfied* (4% - down statistically significant from 6% in 2009/10) or *very dissatisfied* (4%, unchanged) with the overall quality of the service delivered. This represents a statistically significant decline in negative ratings – down from 10% in 2009/10, to 8% this year.

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

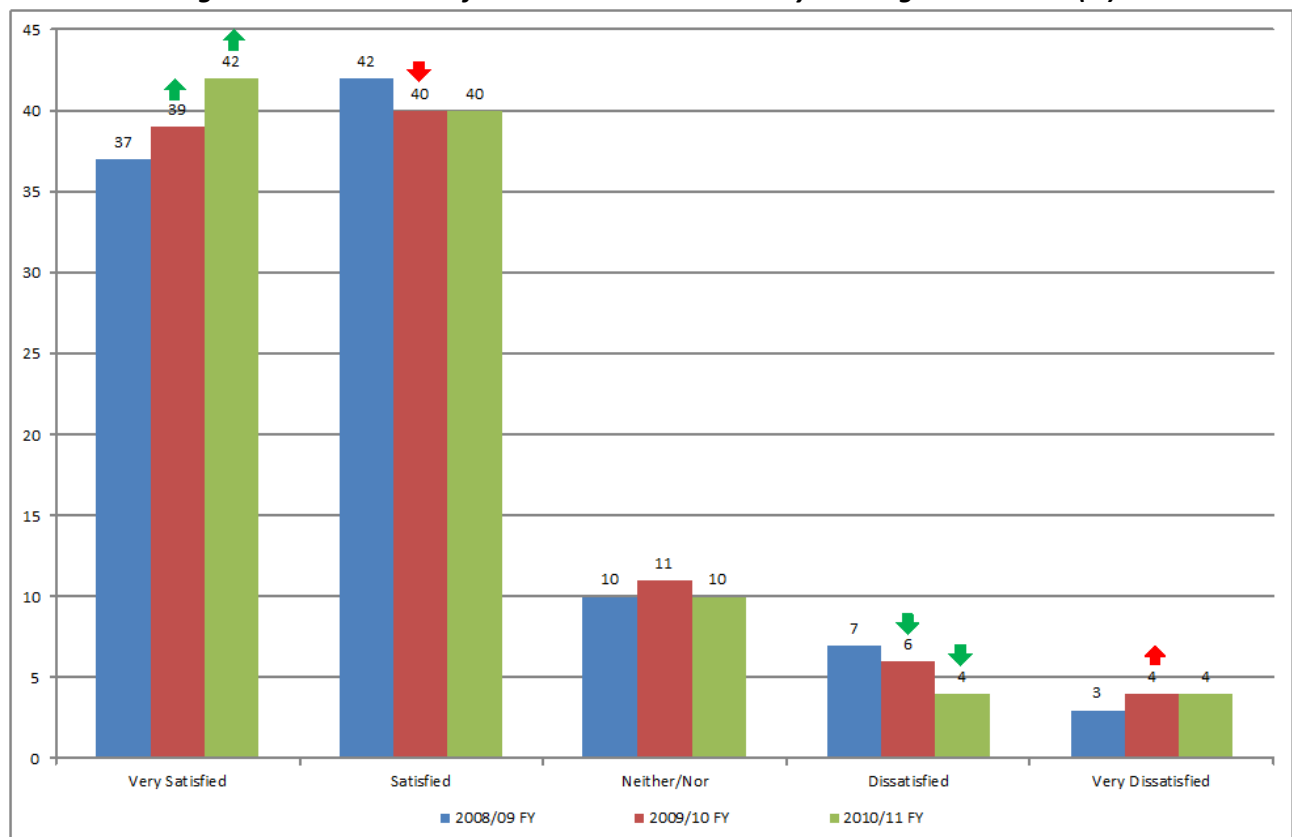
	2008/09 FY	2009/10 FY	2010/11 FY
Very Satisfied	37	39	42
Satisfied	42	40	40
Neither/Nor	10	11	10
Dissatisfied	7	6	4
Very Dissatisfied	3	4	4
Don't know	1	0	0
<b>Total Satisfied</b>	<b>79</b>	<b>79</b>	<b>82</b>
<b>Total Dissatisfied</b>	<b>10</b>	<b>10</b>	<b>8</b>
Mean Rating	4.03	4.06	4.12
Base	3994	4386	4806

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

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

Mean rating is out of a maximum rating of 5.0 (where 5 represents a rating of very satisfied).

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



Base: All respondents excluding those giving a 'not applicable' response. 2008/09 FY n=3994, 2009/10 FY n=4386, 2010/11 FY n=4806.

Green arrow indicates a significant improvement from the previous survey wave.

Red arrow indicates a significant negative change from the previous survey wave.



#### 4.1.2. Overall Satisfaction with Service Delivery - Significant Differences for the 2010/11 FY

The following statistically significant differences for 2010/11 are evident at the total results level (General, Communications Centres and Māori Booster sample 2010/11 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 (93%, compared with 82% of all other respondents);
- whose reason for contact was a general enquiry (92%, compared with 81% of all other respondents);
- aged 65 years or older (91%, compared with 81% of all other respondents);
- whose reason for contact was a traffic stop (89%, compared with 78% of all other respondents); and/or
- whose point of contact was calling the Communications Centres (85%, compared with 81% of all other respondents).

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

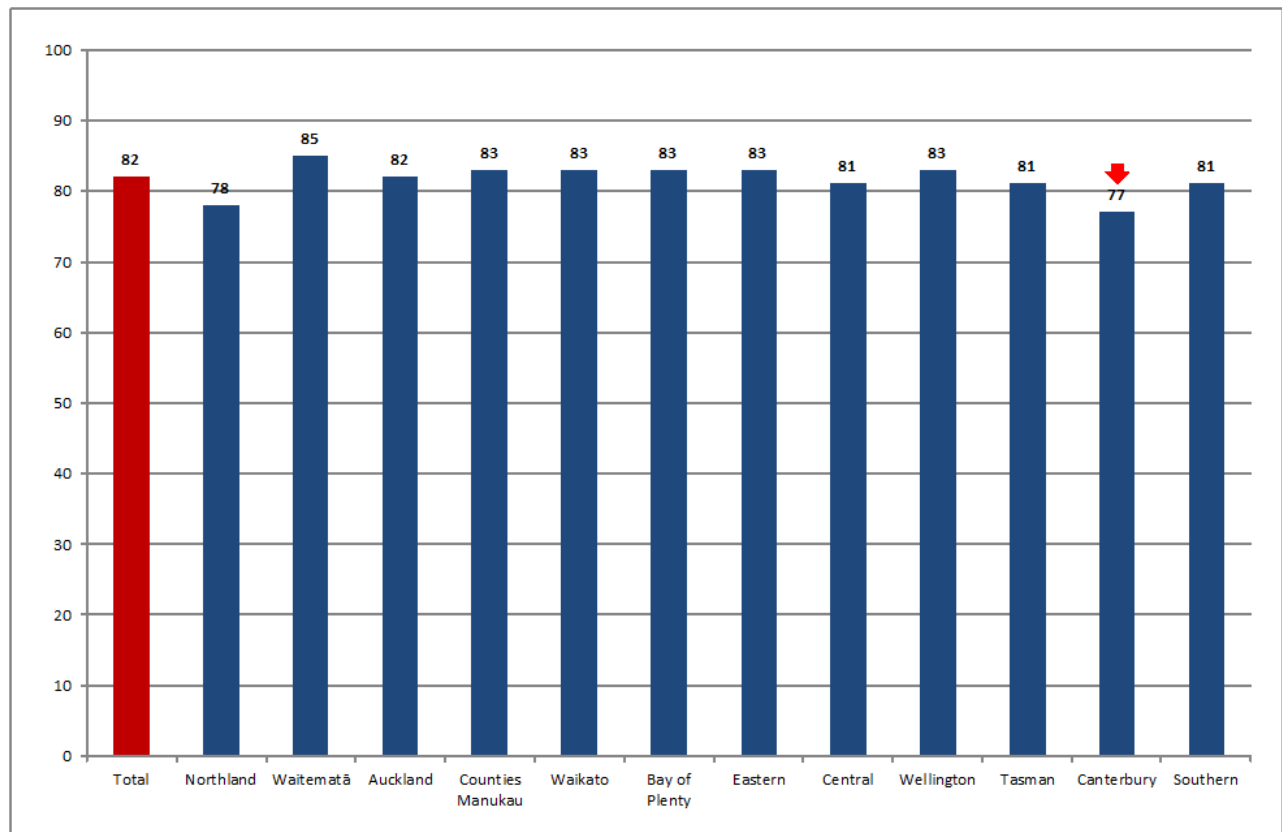
- whose reason for contact was suspect/perpetrator/bail reporting/prisoner enquiry/pick up or visit (26%, compared with 8% of all other respondents);
- whose reason for contact was a traffic offence (20%, compared with 7% of all other respondents);
- whose reason for contact was 'other crime' (16%, compared with 8% of all other respondents);
- whose point of contact was calling the local station (16%, compared with 8% of all other respondents);
- whose reason for contact was theft (12%, compared with 8% of all other respondents);
- living in Canterbury (11%, compared with 8% of all other respondents) or Southern (11%, compared with 8% of all other respondents) districts; and/or
- who are male (9%, compared with 7% of female respondents).

#### 4.1.3. Overall Satisfaction with Service Delivery - Comparison by District

##### 1. 2010/11 FY

Just over four in five respondents (82%) were satisfied to some extent with the overall quality of service delivery. Those living in the Canterbury District (77%) were significantly less 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 the 2010/11 FY**  
(% Satisfied/Very Satisfied)



Base: All respondents, excluding 'not applicable' responses. Total 2010/11 FY n=4806; Northland n=370; Waitematā n=406; Auckland n=445; Counties n=464; Waikato n=475; Bay of Plenty n=436; Eastern n=348; Central n=387; Wellington n=450; Tasman n=284; Canterbury n=409; Southern n=332.

Red arrow indicates a significantly lower result than the total.

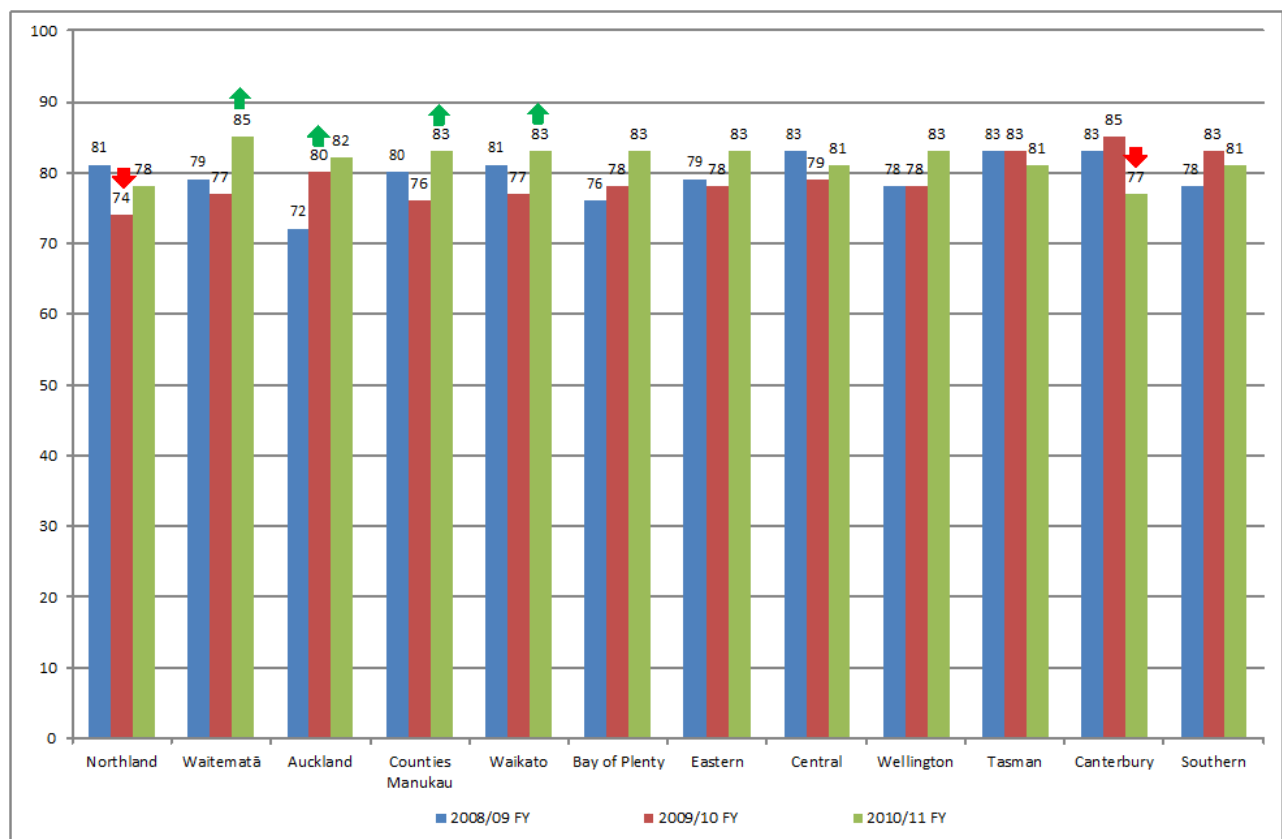
## 2. Changes Over Time

Between 2009/10 and 2010/11, there was a statistically significant increase in the proportion of respondents who were *satisfied/very satisfied* with the overall quality of service delivery for those living in:

- Waitematā District (those *satisfied/very satisfied* up from 77% in 2009/10, to 85% in 2010/11);
- Counties Manukau District (up from 76%, to 83%); and
- Waikato District (up from 77%, to 83%).

In contrast, negative ratings of satisfaction with the overall quality of service delivery increased for those respondents living in Canterbury District (up from 7% in 2009/10, to 11% - a significant difference).

**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 survey wave.

Red arrow indicates a significantly lower result than the previous survey wave.

(Part 1)

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

	Northland			Waitematā			Auckland City			Counties Manukau			Waikato			Bay Of Plenty		
	08/09 FY	09/10 FY	10/11 FY	08/09 FY	09/10 FY	10/11 FY	08/09 FY	09/10 FY	10/11 FY	08/09 FY	09/10 FY	10/11 FY	08/09 FY	09/10 FY	10/11 FY	08/09 FY	09/10 FY	10/11 FY
Very satisfied	36	41	39	36	37	43	33	39	40	39	34	40	35	41	45	40	33	37
Satisfied	45	33	39	43	40	42	39	41	42	41	42	43	46	36	38	36	45	46
Neither/nor	8	10	14	10	13	8	14	11	10	8	14	10	10	12	11	12	11	10
Dissatisfied	7	8	4	4	6	4	10	5	4	8	7	4	6	7	3	7	6	4
Very dissatisfied	3	7	4	6	4	3	4	3	3	3	3	2	3	3	3	4	5	2
Don't know	1	1	0	1	0	0	0	1	1	1	0	1	0	1	0	1	0	1
<b>Total satisfied</b>	<b>81</b>	<b>74</b>	<b>78</b>	<b>79</b>	<b>77</b>	<b>85</b>	<b>72</b>	<b>80</b>	<b>82</b>	<b>80</b>	<b>76</b>	<b>83</b>	<b>81</b>	<b>77</b>	<b>83</b>	<b>76</b>	<b>78</b>	<b>83</b>
<b>Total dissatisfied</b>	<b>10</b>	<b>15</b>	<b>8</b>	<b>10</b>	<b>10</b>	<b>7</b>	<b>14</b>	<b>8</b>	<b>7</b>	<b>11</b>	<b>10</b>	<b>6</b>	<b>9</b>	<b>10</b>	<b>6</b>	<b>11</b>	<b>11</b>	<b>6</b>
Base	297	313	370	335	373	406	408	401	445	389	433	464	339	423	475	338	372	436

(Part 2)

	Eastern			Central			Wellington			Tasman			Canterbury			Southern		
	08/09 FY	09/10 FY	10/11 FY	08/09 FY	09/10 FY	10/11 FY	08/09 FY	09/10 FY	10/11 FY	08/09 FY	09/10 FY	10/11 FY	08/09 FY	09/10 FY	10/11 FY	08/09 FY	09/10 FY	10/11 FY
Very satisfied	40	33	40	36	39	39	40	38	44	46	41	47	37	49	43	36	43	41
Satisfied	39	45	43	47	40	42	38	40	39	37	42	34	46	36	34	42	40	40
Neither/nor	11	10	10	10	12	9	12	10	8	10	8	7	8	8	12	9	7	8
Dissatisfied	6	7	3	5	6	3	6	6	4	5	5	8	5	3	6	9	6	6
Very dissatisfied	3	5	4	2	2	6	4	4	5	2	4	4	4	4	5	4	4	5
Don't know	1	0	0	0	1	1	0	1	0	0	0	0	0	0	0	0	0	0
<b>Total satisfied</b>	<b>79</b>	<b>78</b>	<b>83</b>	<b>83</b>	<b>79</b>	<b>81</b>	<b>78</b>	<b>78</b>	<b>83</b>	<b>83</b>	<b>83</b>	<b>81</b>	<b>83</b>	<b>85</b>	<b>77</b>	<b>78</b>	<b>83</b>	<b>81</b>
<b>Total dissatisfied</b>	<b>9</b>	<b>12</b>	<b>7</b>	<b>7</b>	<b>8</b>	<b>9</b>	<b>10</b>	<b>10</b>	<b>9</b>	<b>7</b>	<b>9</b>	<b>12</b>	<b>9</b>	<b>7</b>	<b>11</b>	<b>13</b>	<b>10</b>	<b>11</b>
Base	272	283	348	299	348	387	377	455	450	242	242	284	401	416	409	297	327	332

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

Note: Bold indicates a statistically significant change in neutral or don't know responses from the previous survey wave.

Green highlighting denotes a statistically significant improvement from the previous survey wave.

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

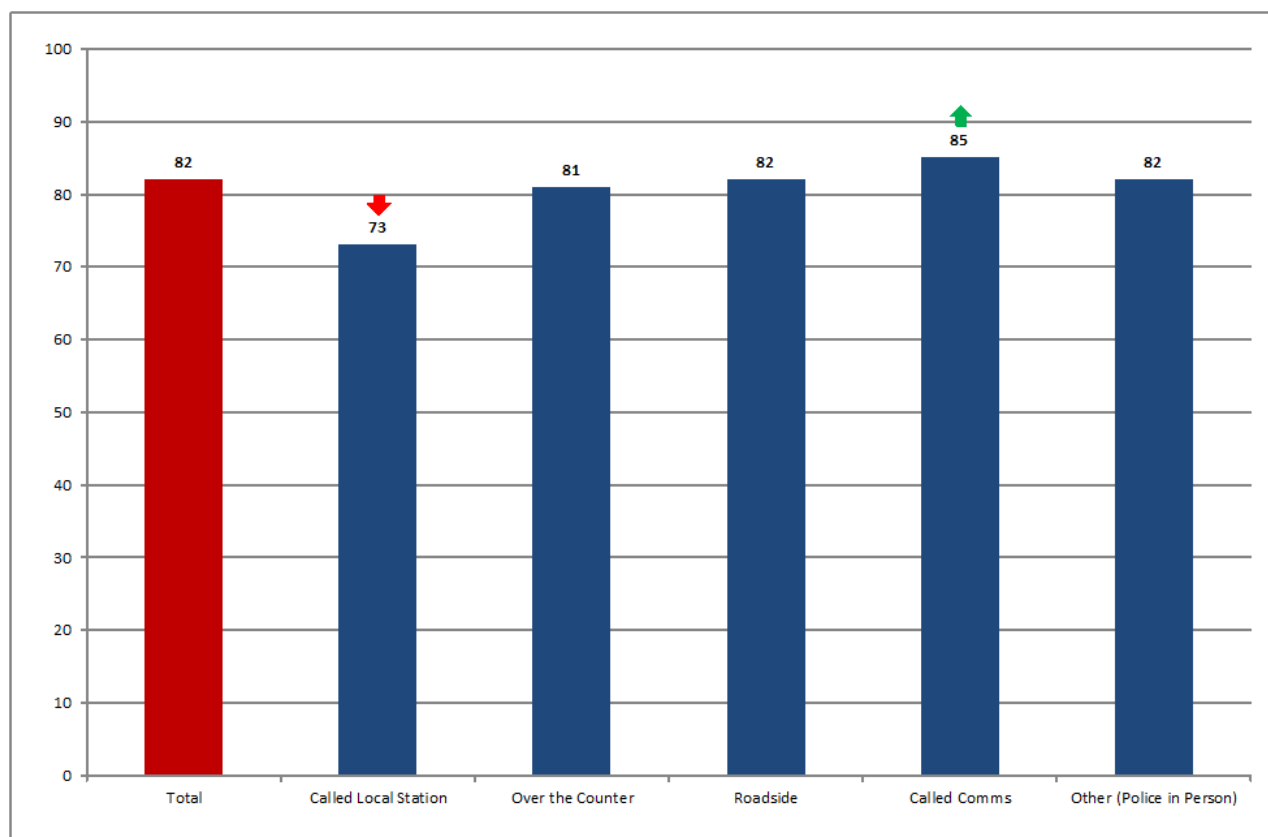
#### 4.1.4. Overall Satisfaction with Service Delivery - Comparison by Point of Contact

##### 1. 2010/11 FY

Respondents whose point of contact was calling the Communications Centres were significantly more likely to be *satisfied* or *very satisfied* with the overall quality of service delivery (85%).

In contrast, those calling their local station were significantly less likely to be *satisfied/very satisfied* with the overall quality of service delivery (73% at least satisfied).

**Figure 22: Overall Satisfaction with Service Delivery - by Point of Contact in the 2010/11 FY**  
(% Satisfied/Very Satisfied)



Base: All respondents, excluding 'not applicable' responses. Total 2010/11 FY n=4806; Called local station n=278; Over the counter n=449; Roadside n=1514; Called the Communications Centres n=1687; Other (Police in person) n=878.

Green arrow indicates a significantly higher result than the total.

Red arrow indicates a significantly lower result than the total.

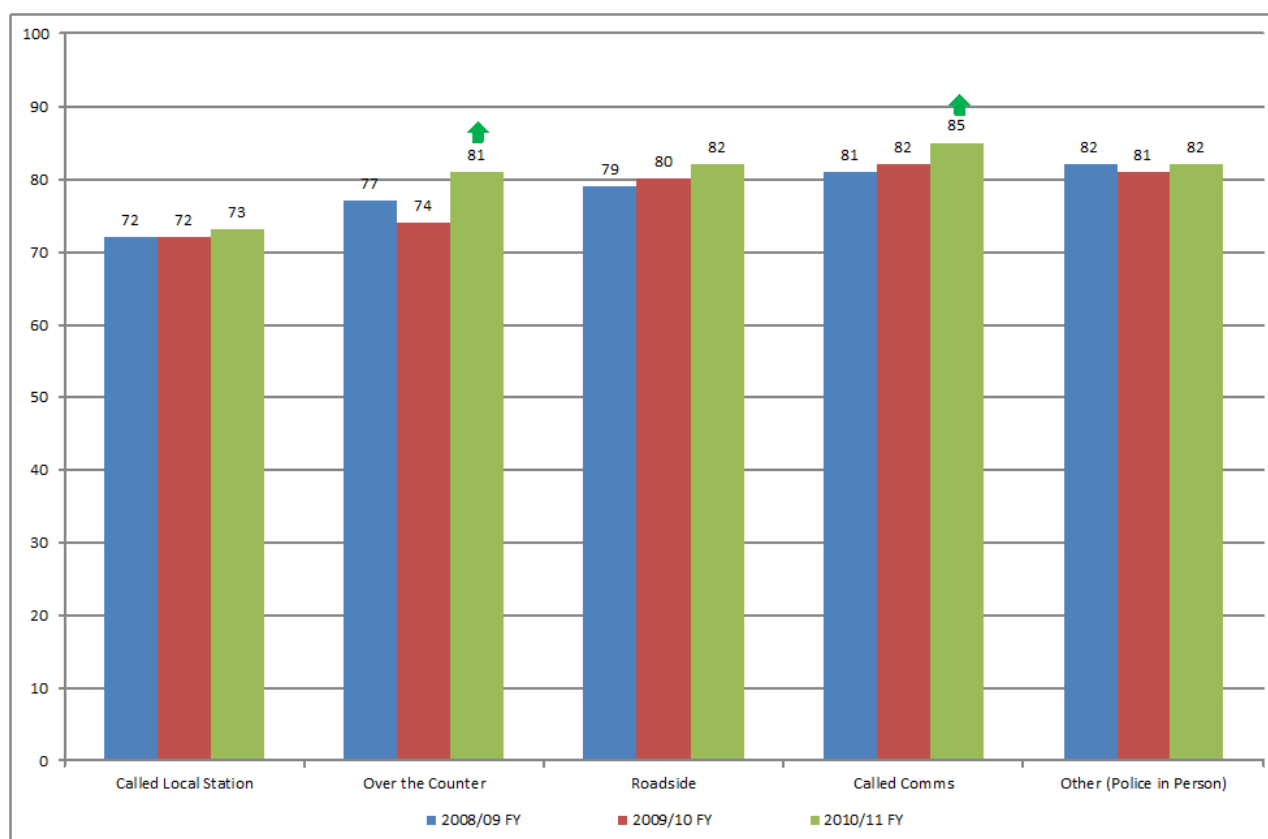
## 2. Changes Over Time

The proportion of respondents who were *satisfied/very satisfied* with the overall quality of service delivery increased significantly between 2009/10 and 2010/11 for those whose point of contact was:

- calling the Communications Centres (those *satisfied/very satisfied* up from 82%, to 85%); and
- over the counter at the local station (up from 74% in 2009/10, to 81%).

In 2010/11, the share of respondents *dissatisfied* or *very dissatisfied* with the overall quality of service delivery declined statistically significantly for those going into the local station (down from 14%, to 9%) and calling the Communications Centres (down from 8%, to 6%).

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



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

Green arrow indicates a significantly higher result than the previous survey wave.

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

	Called Local Station			Over the Counter			Roadside			Called Comms			Other (Police in person)		
	08/09 FY	09/10 FY	10/11 FY	08/09 FY	09/10 FY	10/11 FY	08/09 FY	09/10 FY	10/11 FY	08/09 FY	09/10 FY	10/11 FY	08/09 FY	09/10 FY	10/11 FY
Very satisfied	30	34	29	36	37	43	35	40	43	38	41	43	45	42	43
Satisfied	42	38	44	41	37	38	44	40	39	43	41	42	37	39	39
Neither/nor	11	13	11	11	12	9	12	12	10	9	9	8	8	8	9
Dissatisfied	10	8	11	6	9	5	7	5	4	6	6	4	6	6	5
Very dissatisfied	7	7	5	6	5	4	2	3	4	3	2	2	3	4	4
Don't know	0	0	0	0	0	1	0	0	0	1	1	1	1	1	0
<b>Total satisfied</b>	<b>72</b>	<b>72</b>	<b>73</b>	<b>77</b>	<b>74</b>	<b>81</b>	<b>79</b>	<b>80</b>	<b>82</b>	<b>81</b>	<b>82</b>	<b>85</b>	<b>82</b>	<b>81</b>	<b>82</b>
<b>Total dissatisfied</b>	<b>17</b>	<b>15</b>	<b>16</b>	<b>12</b>	<b>14</b>	<b>9</b>	<b>9</b>	<b>8</b>	<b>8</b>	<b>9</b>	<b>8</b>	<b>6</b>	<b>9</b>	<b>10</b>	<b>9</b>
Base	399	262	278	332	372	449	1105	1288	1514	1435	1651	1687	723	813	878

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

Note: Bold indicates a statistically significant change in neutral or don't know responses from the previous survey wave.

Green highlighting denotes a statistically significant improvement from the previous survey wave.

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

## 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

Of all respondents who had contact in 2010/11, 89% either *agreed* (41%) or *strongly agreed* (48%) that they were treated fairly. These results are similar to both the 2008/09 (88% agreeing to some extent) and 2009/10 (89%) survey waves.

In contrast, only 5% of respondents *disagree/strongly disagree* with the statement. This result represents a statistically significant decline in negative ratings when compared with both 2008/09 (7%) and 2009/10 (6%). Also of note is the decline in the share *strongly disagreeing* – down from 3% in 2009/10, to 2% (a statistically significant change).

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

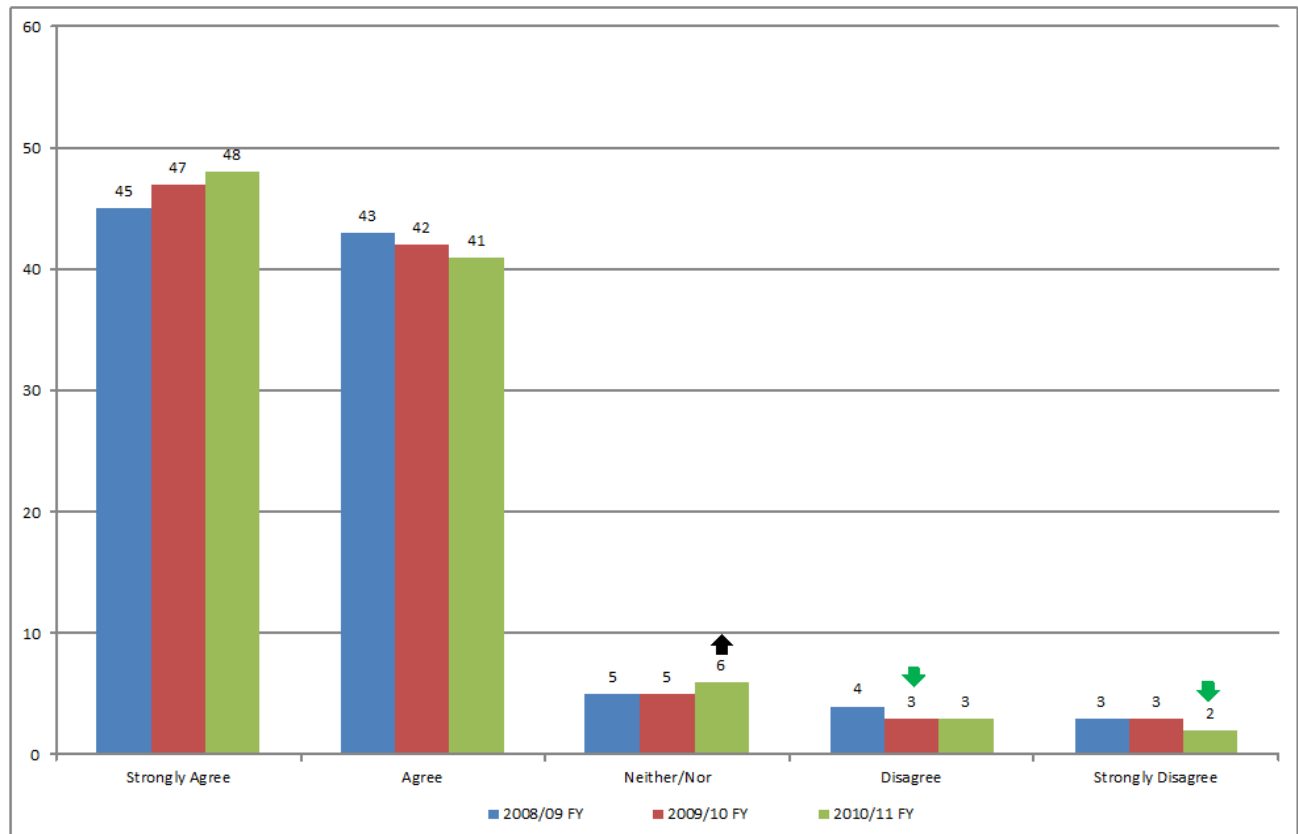
	2008/09 FY	2009/10 FY	2010/11 FY
Strongly Agree	45	47	<b>48</b>
Agree	43	42	<b>41</b>
Neither/Nor	5	5	<b>6</b>
Disagree	4	<b>3</b>	<b>3</b>
Strongly Disagree	3	3	<b>2</b>
Don't know	0	0	<b>0</b>
<b>Total Agree</b>	<b>88</b>	<b>89</b>	<b>89</b>
<b>Total Disagree</b>	<b>7</b>	<b>6</b>	<b>5</b>
Mean Rating	4.23	4.27	<b>4.31</b>
Base	3953	4350	4764

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

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

Mean rating is out of a maximum rating of 5.0 (where 5 represents a rating of strongly agree).



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

Base: All respondents excluding those giving a 'not applicable' response. 2008/09 FY n=3953, 2009/10 FY n=4350, 2010/11 FY n=4764.

Green arrow indicates a significant improvement from the previous survey wave.

Black arrow indicates a significant change in neutral ratings from the previous survey wave.

#### 4.2.2. I Was Treated Fairly - Significant Differences for the 2010/11 FY

The following statistically significant differences for 2010/11 are evident at the total results level (General, Communications Centres and Māori Booster 2010/11 results combined).

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

- whose reason for contact was a traffic stop (96%, compared with 86% of all other respondents);
- whose reason for contact was property damage or vandalism (96%, compared with 89% of all other respondents);
- whose reason for contact was a general enquiry (95%, compared with 89% of all other respondents);
- aged 65 years or older (94%, compared with 89% of all other respondents);
- living in Waikato District (93%, compared with 89% of all other respondents);
- whose point of contact was calling the Communications Centres (92%, compared with 89% of all other respondents);
- whose point of contact was on the roadside (91%, compared with 88% of all other respondents);
- who are female (91%, compared with 88% of male respondents); and/or
- of European descent (90%, compared with 87% of all other respondents).

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

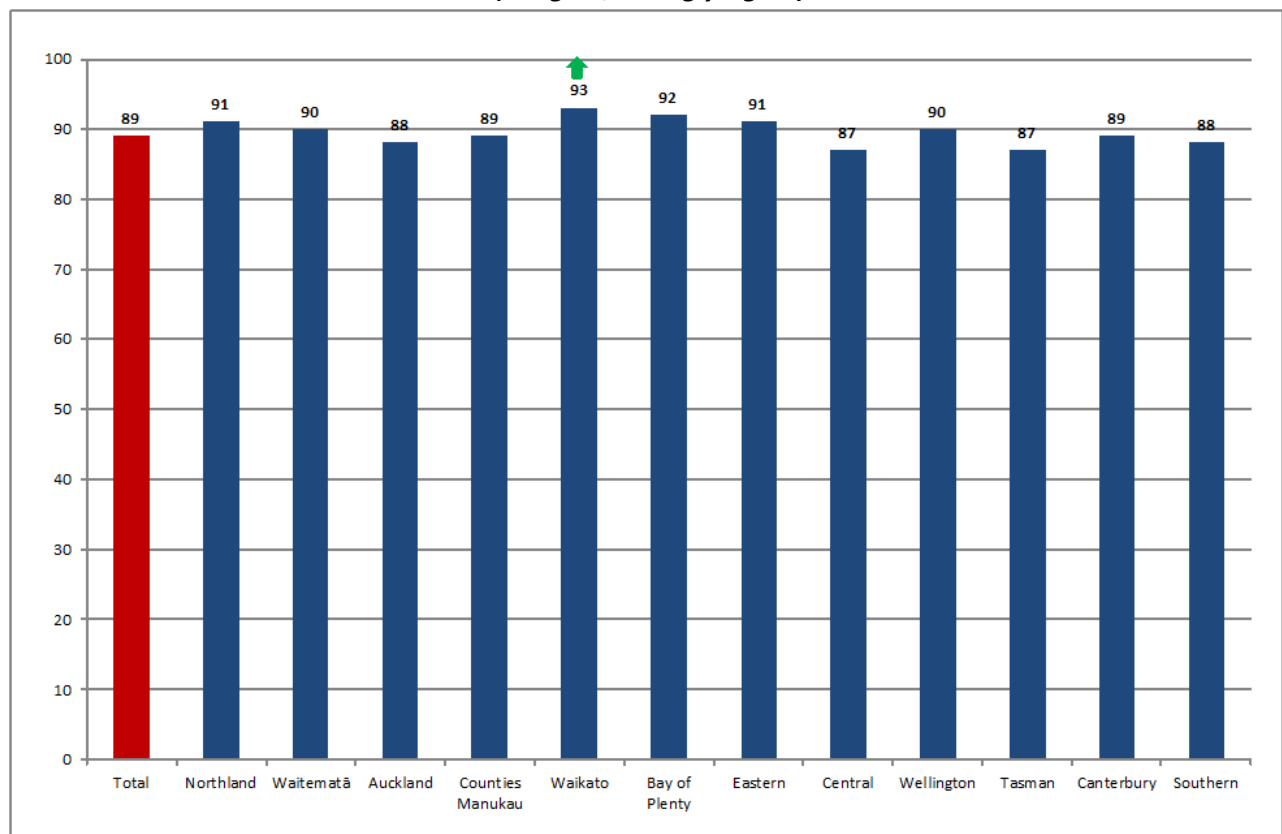
- whose reason for contact was suspect/perpetrator/bail reporting/prisoner enquiry/pickup or visit (23%, compared with 5% of all other respondents);
- whose reason for contact was a traffic offence (15%, compared with 4% of all other respondents);
- whose reason for contact was an assault (8%, compared with 5% of all other respondents);
- aged between 16 and 24 years (8%, compared with 5% of all other respondents);
- living in Central District (7%, compared with 5% of all other respondents);
- whose point of contact was in person (other than on the roadside or at a Police station) (6%, compared with 5% of all other respondents); and/or
- of Māori descent (6%, compared with 5% of all other respondents).

#### 4.2.3. I Was Treated Fairly - Comparison by District

##### 1. 2010/11 FY

While most respondents (89%) *agreed* or *strongly agreed* that they were treated fairly in 2010/11, respondents living in the Waikato District (93%) were significantly more likely to agree to some extent.

**Figure 25: I Was Treated Fairly - by District in the 2010/11 FY  
(% Agree/Strongly Agree)**



Base: All respondents, excluding 'not applicable' responses. Total 2010/11 FY n=4764; Northland n=364; Waitematā n=402; Auckland n=440; Counties Manukau n=463; Waikato n=474; Bay of Plenty n=434; Eastern n=344; Central n=380; Wellington n=446; Tasman n=282; Canterbury n=406; Southern n=329.

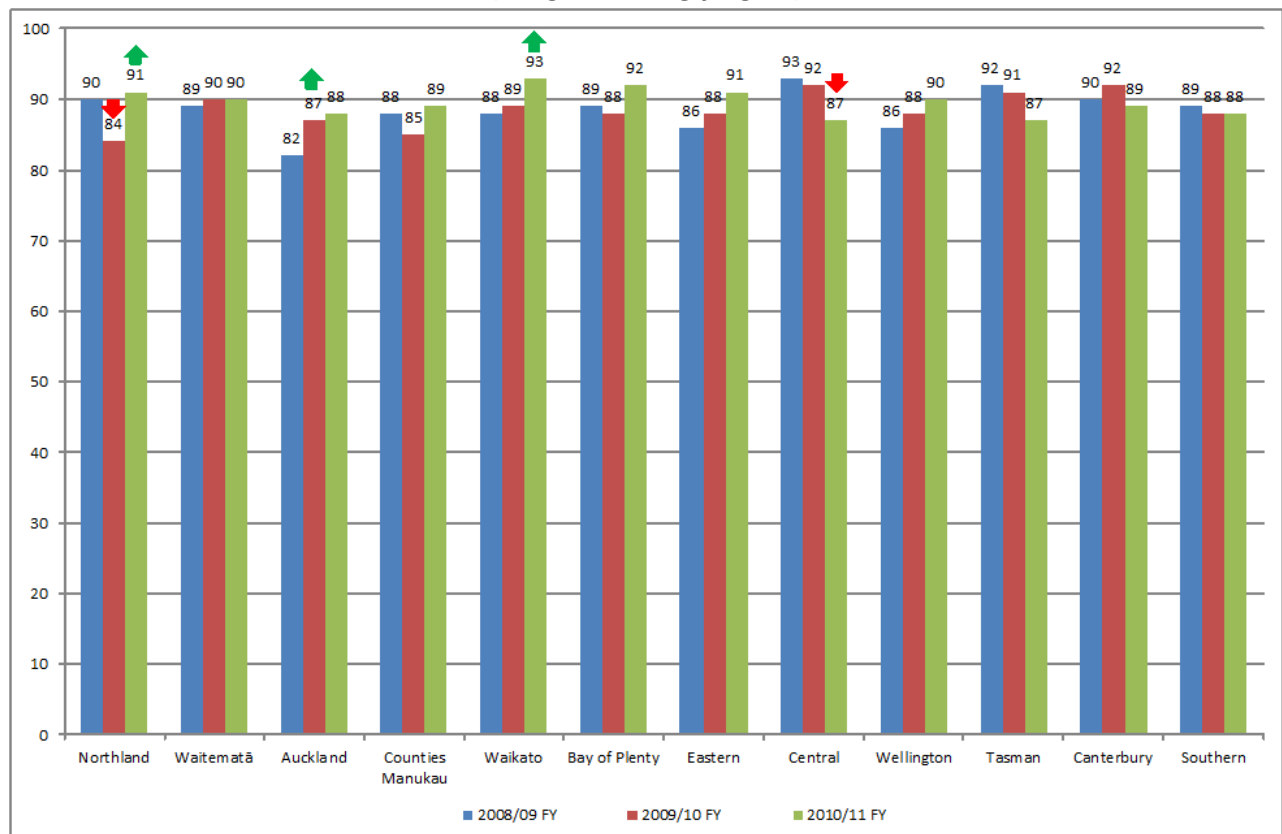
Green arrow indicates a significantly higher result than the total.

## 2. Changes Over Time

Between 2009/10 and 2010/11, the most notable increases in positive ratings reported were for Waikato District (up from 89% *agreeing/strongly agreeing* in 2009/10, to 93%) and Northland District (up from 84%, to 91%) (both increases statistically significant). Also of note is that the proportion of who *strongly agree* that they were treated fairly increased significantly in 2010/11 for those living in the Tasman (up from 42% in 2009/10, to 52%) and Counties Manukau (up from 40% to 50%) districts.

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 Central District (this share down significantly from 92% to 87%). Central District also had a statistically significant increase in the share disagreeing in 2010/11 (7% *disagreeing/strongly disagreeing*, up from 3%).

**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 survey wave.

Red arrow indicates a significantly lower result than the previous survey wave.

(Part 1)

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

	Northland			Waitematā			Auckland City			Counties Manukau			Waikato			Bay Of Plenty		
	08/09 FY	09/10 FY	10/11 FY	08/09 FY	09/10 FY	10/11 FY	08/09 FY	09/10 FY	10/11 FY	08/09 FY	09/10 FY	10/11 FY	08/09 FY	09/10 FY	10/11 FY	08/09 FY	09/10 FY	10/11 FY
Strongly Agree	46	47	48	43	46	49	39	46	48	41	40	50	42	44	48	43	42	45
Agree	44	37	43	46	44	41	43	41	40	47	45	39	46	46	45	46	46	47
Neither/nor	4	7	6	5	4	4	7	6	8	4	6	6	5	6	4	5	6	4
Disagree	3	4	1	3	4	4	6	3	1	4	6	3	5	2	2	4	3	2
Strongly Disagree	2	5	2	3	2	2	5	3	3	4	2	2	2	2	1	2	3	2
Don't know	1	0	0	0	0	0	0	1	0	0	1	0	0	1	0	0	0	0
<b>Total Agree</b>	<b>90</b>	<b>84</b>	<b>91</b>	<b>89</b>	<b>90</b>	<b>90</b>	<b>82</b>	<b>87</b>	<b>88</b>	<b>88</b>	<b>85</b>	<b>89</b>	<b>88</b>	<b>89</b>	<b>93</b>	<b>89</b>	<b>88</b>	<b>92</b>
<b>Total Disagree</b>	<b>5</b>	<b>9</b>	<b>3</b>	<b>6</b>	<b>6</b>	<b>6</b>	<b>11</b>	<b>6</b>	<b>4</b>	<b>8</b>	<b>8</b>	<b>5</b>	<b>7</b>	<b>4</b>	<b>3</b>	<b>6</b>	<b>6</b>	<b>4</b>
Base	297	307	364	333	371	402	398	400	440	384	432	463	336	423	474	335	367	434

(Part 2)

	Eastern			Central			Wellington			Tasman			Canterbury			Southern		
	08/09 FY	09/10 FY	10/11 FY	08/09 FY	09/10 FY	10/11 FY	08/09 FY	09/10 FY	10/11 FY	08/09 FY	09/10 FY	10/11 FY	08/09 FY	09/10 FY	10/11 FY	08/09 FY	09/10 FY	10/11 FY
Strongly Agree	44	47	46	48	49	49	46	51	50	47	42	52	48	53	47	50	49	51
Agree	42	41	45	45	43	38	40	37	40	45	49	35	42	39	42	39	39	37
Neither/nor	6	6	6	3	5	5	6	5	6	4	2	5	4	4	6	2	4	6
Disagree	5	2	1	2	2	4	5	4	2	2	4	4	5	2	2	7	3	3
Strongly Disagree	3	4	2	2	1	3	3	3	2	1	3	4	1	2	3	2	4	3
Don't know	0	0	0	0	0	1	0	0	0	1	0	0	0	0	0	0	1	0
<b>Total Agree</b>	<b>86</b>	<b>88</b>	<b>91</b>	<b>93</b>	<b>92</b>	<b>87</b>	<b>86</b>	<b>88</b>	<b>90</b>	<b>92</b>	<b>91</b>	<b>87</b>	<b>90</b>	<b>92</b>	<b>89</b>	<b>89</b>	<b>88</b>	<b>88</b>
<b>Total Disagree</b>	<b>8</b>	<b>6</b>	<b>3</b>	<b>4</b>	<b>3</b>	<b>7</b>	<b>8</b>	<b>7</b>	<b>4</b>	<b>3</b>	<b>7</b>	<b>8</b>	<b>6</b>	<b>4</b>	<b>5</b>	<b>9</b>	<b>7</b>	<b>6</b>
Base	269	279	344	297	346	380	372	448	446	241	241	282	400	412	406	291	324	329

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

Note: Bold indicates a statistically significant change in neutral or don't know responses from the previous survey wave.

Green highlighting denotes a statistically significant improvement from the previous survey wave.

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

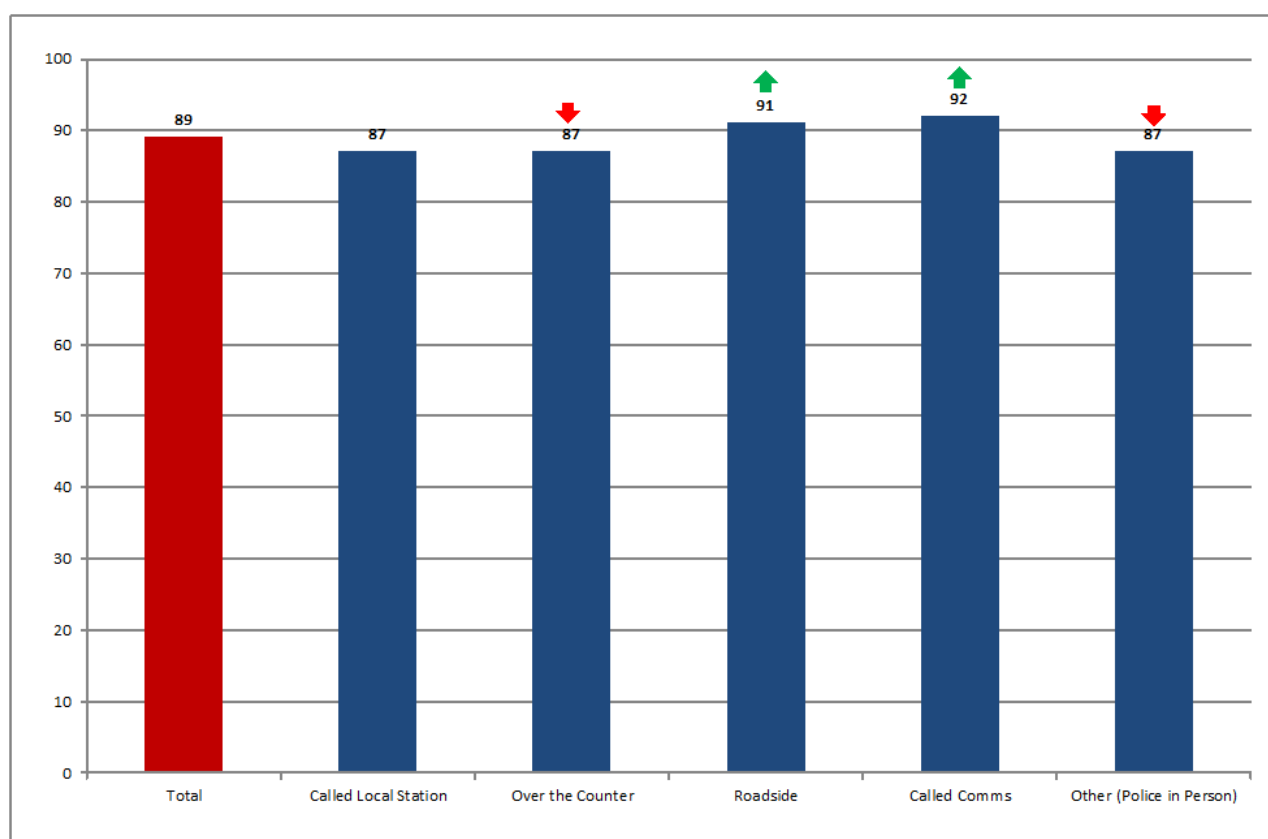
#### 4.2.4. I Was Treated Fairly - Comparison by Point of Contact

##### 1. 2010/11 FY

Those who called the Communications Centres (92%) and who had contact on the roadside (91%) were significantly more likely to *agree* or *strongly agree* that they were treated fairly.

In contrast, respondents whose point of contact with Police was over the counter at their local station or in person (other than at the roadside or at the local station) were significantly less likely to agree to some extent (both with 87% *agreeing/strongly agreeing*).

**Figure 27: I Was Treated Fairly - by Point of Contact in the 2010/11 FY**  
(% Agree/Strongly Agree)



Base: All respondents, excluding 'not applicable' responses. Total 2010/11 FY n=4764; Called local station n=273; Over the counter n=446; Roadside n=1507; Called a Communications Centre n=1677; Other (Police in person) n=861.

Green arrow indicates a significantly higher result than the total.

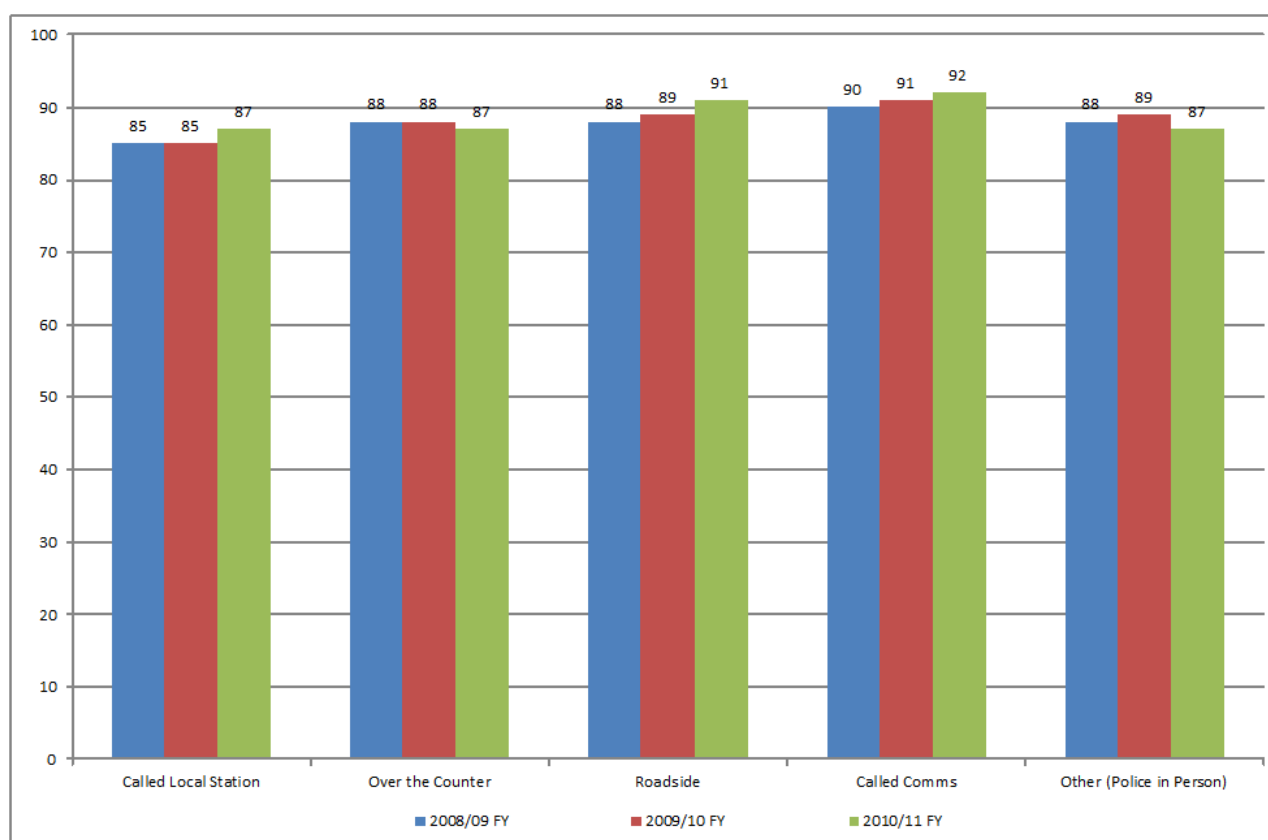
Red arrow indicates a significantly lower result than the total.

## 2. Changes Over Time

The proportion of respondents who *agree/strongly agree* that they were treated fairly remained stable for all points of contact between 2009/10 and 2010/11 (any increases or decreases were not statistically significant).

Furthermore, negative ratings have decreased or remained unchanged for each point of contact. In particular, the share of respondents whose point of contact was on the roadside who *disagree/strongly disagree* that they were treated fairly declined from 7% in 2009/10 to 5% in 2010/11 (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.

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

	Called Local Station			Over the Counter			Roadside			Called Comms			Other (Police in person)		
	08/09 FY	09/10 FY	10/11 FY	08/09 FY	09/10 FY	10/11 FY	08/09 FY	09/10 FY	10/11 FY	08/09 FY	09/10 FY	10/11 FY	08/09 FY	09/10 FY	10/11 FY
Strongly Agree	33	34	32	44	46	45	45	49	53	45	44	47	49	50	47
Agree	52	51	55	44	42	42	43	40	38	45	47	45	39	39	40
Neither/nor	7	9	10	4	5	6	4	4	4	5	5	5	5	5	7
Disagree	4	4	2	4	3	4	5	4	3	4	2	2	4	3	3
Strongly Disagree	4	2	1	4	4	3	3	3	2	1	1	1	3	3	3
Don't know	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0
<b>Total Agree</b>	<b>85</b>	<b>85</b>	<b>87</b>	<b>88</b>	<b>88</b>	<b>87</b>	<b>88</b>	<b>89</b>	<b>91</b>	<b>90</b>	<b>91</b>	<b>92</b>	<b>88</b>	<b>89</b>	<b>87</b>
<b>Total Disagree</b>	<b>8</b>	<b>6</b>	<b>3</b>	<b>8</b>	<b>7</b>	<b>7</b>	<b>8</b>	<b>7</b>	<b>5</b>	<b>5</b>	<b>3</b>	<b>3</b>	<b>7</b>	<b>6</b>	<b>6</b>
Base	395	259	273	332	369	446	1105	1293	1507	1412	1633	1677	709	796	861

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

Note: Bold indicates a statistically significant change in neutral or don't know responses from the previous survey wave.

Green highlighting denotes a statistically significant improvement from the previous survey wave.

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

#### 4.2.5. I Was Treated Fairly - Reasons for Dissatisfaction

Of those respondents who *disagree* or *strongly disagree* that they were treated fairly (5% of all respondents), the greatest single share (28%) reported that this was because the staff member they dealt with had a bad attitude. Just over one in five respondents (22%) said that the staff member had poor communication/didn't listen/was disinterested/gave explanation. Other commonly mentioned reasons included a belief that the outcome or decision made was unfair or incorrect (11%), that the staff member did not consider the situation/did not use their discretion (11%) and/or that the respondent felt picked on, or discriminated against (10%).

Compared to 2009/10, 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:

- Poor communication/didn't listen/disinterested/no explanation (22%, compared with 7% in 2009/10);
- Police didn't consider the situation/no discretion or lenience (11%, compared with 4% in 2009/10); and
- Police were abusive/threatening (6%, compared with 2% in 2009/10).

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 (11%, compared with 19% in 2009/10) and/or that Police didn't do anything/no outcome/no action/Police didn't do their job (3%, down from 8% in 2009/10).

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

	Respondents who Disagree			All Respondents
	2008/09 FY (7%, n=194)	2009/10 FY (6%, n=215)	2010/11 FY (5%, n=186)	2010/11 FY (n=4764)
Staff member had a bad attitude/arrogant/indifferent/abrupt	29	24	28	1
Poor communication/didn't listen/disinterested/no explanation	4	7	22	1
Outcome/decision was unfair or incorrect	38	19	11	<1
Didn't consider situation/no discretion or lenience	0	4	11	<1
Respondent felt picked on/discriminated against	10	15	10	<1
Didn't consider circumstances/unsympathetic/insensitive	9	7	9	<1
Didn't take matter seriously/didn't believe me/didn't care	11	8	8	<1
Police just gathering revenue/giving out tickets for no reason	1	4	6	<1
Police were abusive/threatening	3	2	6	<1
Police didn't call back, no follow-up/feedback	7	7	5	<1
Police were incompetent/didn't handle situation well/didn't do all they could	6	4	5	<1
Police didn't do anything/no outcome/no action/Police didn't do their job	3	8	3	<1



	Respondents who Disagree			All Respondents
	2008/09 FY (7%, n=194)	2009/10 FY (6%, n=215)	2010/11 FY (5%, n=186)	2010/11 FY (n=4764)
Police didn't do what they said they would do	<1	<1	3	<1

Base: All respondents who disagreed to some extent that they were treated fairly.

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

Table lists those reasons mentioned by 3% or more of respondents in 2010/11.

Orange highlighting denotes a significant difference from the previous survey wave.

Respondents significantly more likely to mention that the staff member **had a bad attitude/arrogant/indifferent/abrupt**, include those aged between 16 and 24 years (46%, compared with 23% of all other respondents).

Respondents significantly more likely to mention that the **outcome was unfair, or incorrect**, include males (15%, compared with 6% of female 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 (21%, compared with 2% of all other respondents); and/or
- whose reason for contact was a traffic offence (17%, compared with 7% of all other respondents).

Respondents significantly more likely to mention that they **felt picked on, or discriminated against** include those aged between 16 and 24 years (20%, compared with 8% of all other respondents).

Respondents significantly more likely to mention that **Police didn't consider circumstances/unsympathetic** include those aged between 45 and 54 years (20%, compared with 6% of all other respondents).

Respondents significantly more likely to mention that **Police were abusive or threatening** include those:

- aged between 16 and 24 years (18%, compared with 3% of all other respondents).
- whose point of contact was in person (other than on the roadside or at the local station (16%, compared with 2% of all other respondents); and/or
- of Māori descent (14%, compared with 3% of all other respondents).

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

- whose reason for contact was a traffic offence (13%, compared with 1% of all other respondents); and/or
- whose point of contact was on the roadside (11%, compared with 2% of all other respondents).

Respondents significantly more likely to mention that **Police were incompetent, didn't handle situation well, or didn't do all they could** include females (9%, compared with 2% of male respondents).

Respondents significantly more likely to mention that **Police didn't do anything, no outcome, no action, or Police didn't do their job** include those aged between 45 and 54 years (8%, compared with 2% of all other respondents).

Respondents significantly more likely to mention that **Police didn't do what they said they would do** include those aged between 25 and 34 years (12%, 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 2010/11 (91%) *agree* or *strongly agree* that the staff member they dealt with was competent. This share has remained unchanged from both 2008/09 and 2009/10 (both with 91% agreement). Just under half of all respondents (46%) *strongly agree* that the staff member was competent – up 1 percentage point from the previous year.

In contrast, only 4% of respondents *disagree* or *strongly disagree* that staff were competent. This represents a decline in negative ratings compared with 2009/10 (down from 5% disagreeing to some extent – a statistically significant difference), but is consistent with 2008/09 results (4% *disagreeing*).

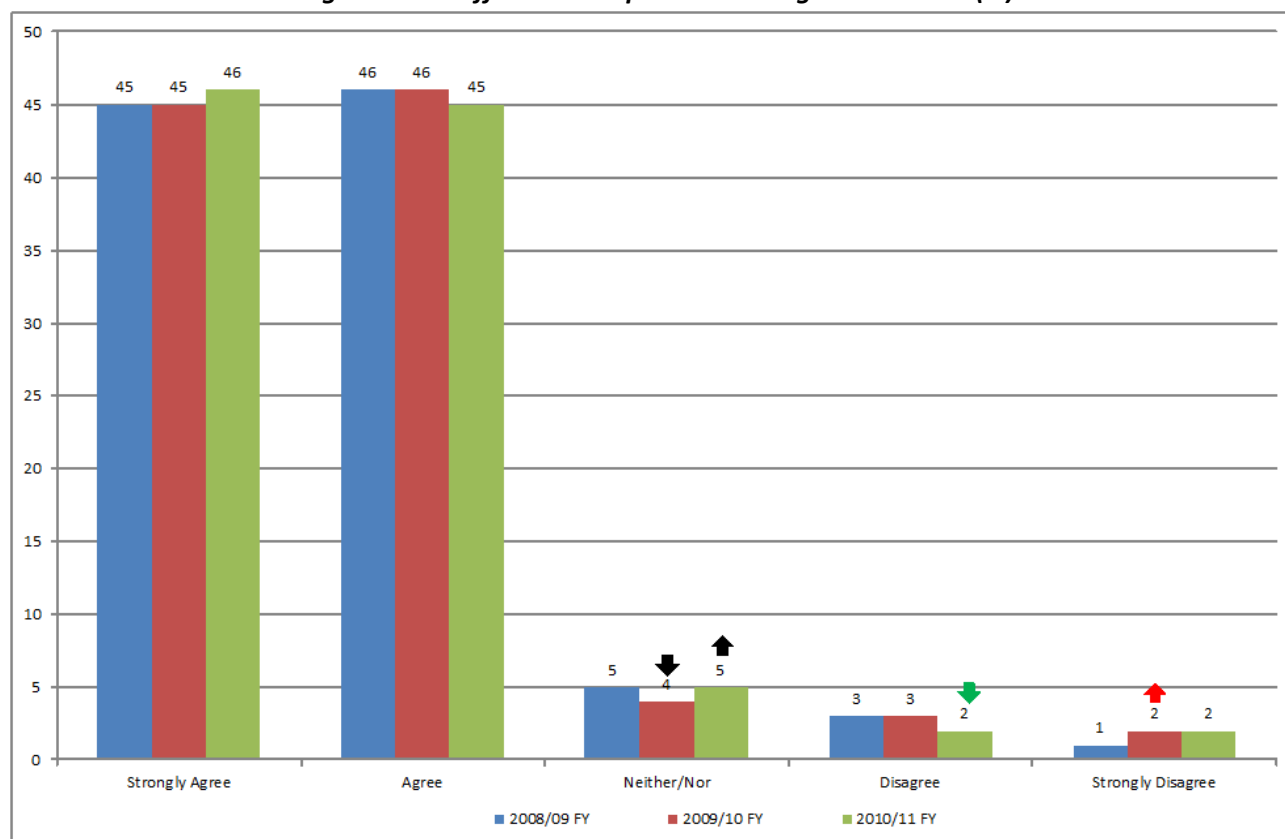
**Table 24: Staff Were Competent – Changes Over Time (%)**

	2008/09 FY	2009/10 FY	2010/11 FY
Strongly Agree	45	45	<b>46</b>
Agree	46	46	<b>45</b>
Neither/Nor	5	<b>4</b>	<b>5</b>
Disagree	3	3	<b>2</b>
Strongly Disagree	1	<b>2</b>	<b>2</b>
Don't know	0	<b>1</b>	<b>1</b>
<b>Total Agree</b>	<b>91</b>	<b>91</b>	<b>91</b>
<b>Total Disagree</b>	<b>4</b>	<b>5</b>	<b>4</b>
Mean Rating	4.30	4.30	4.32
Base	3989	4381	4803

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

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

Mean rating is out of a maximum rating of 5.0 (where 5 represents a rating of strongly agree).

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

Base: All respondents excluding those giving a 'not applicable' response. 2008/09 FY n=3989, 2009/10 FY n=4381, 2010/11 FY n=4803.

Black arrow indicates a significant change in neutral ratings from the previous survey wave.

Green arrow indicates a significant improvement from the previous survey wave.

Red arrow indicates a significant negative change from the previous survey wave.

#### **4.3.2. Staff Were Competent - Significant Differences for the 2010/11 FY**

The following statistically significant differences for 2010/11 are evident at the total results level (General, Communications Centres and Māori Booster sample 2010/11 results combined).

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

- whose reason for contact was a community activity (98%, compared with 91% of all other respondents);
- whose reason for contact was a traffic stop (97%, compared with 88% of all other respondents);
- whose point of contact was on the roadside (94%, compared with 88% of all other respondents); and/or
- aged 65 years or older (95%, compared with 90% of all other respondents).

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

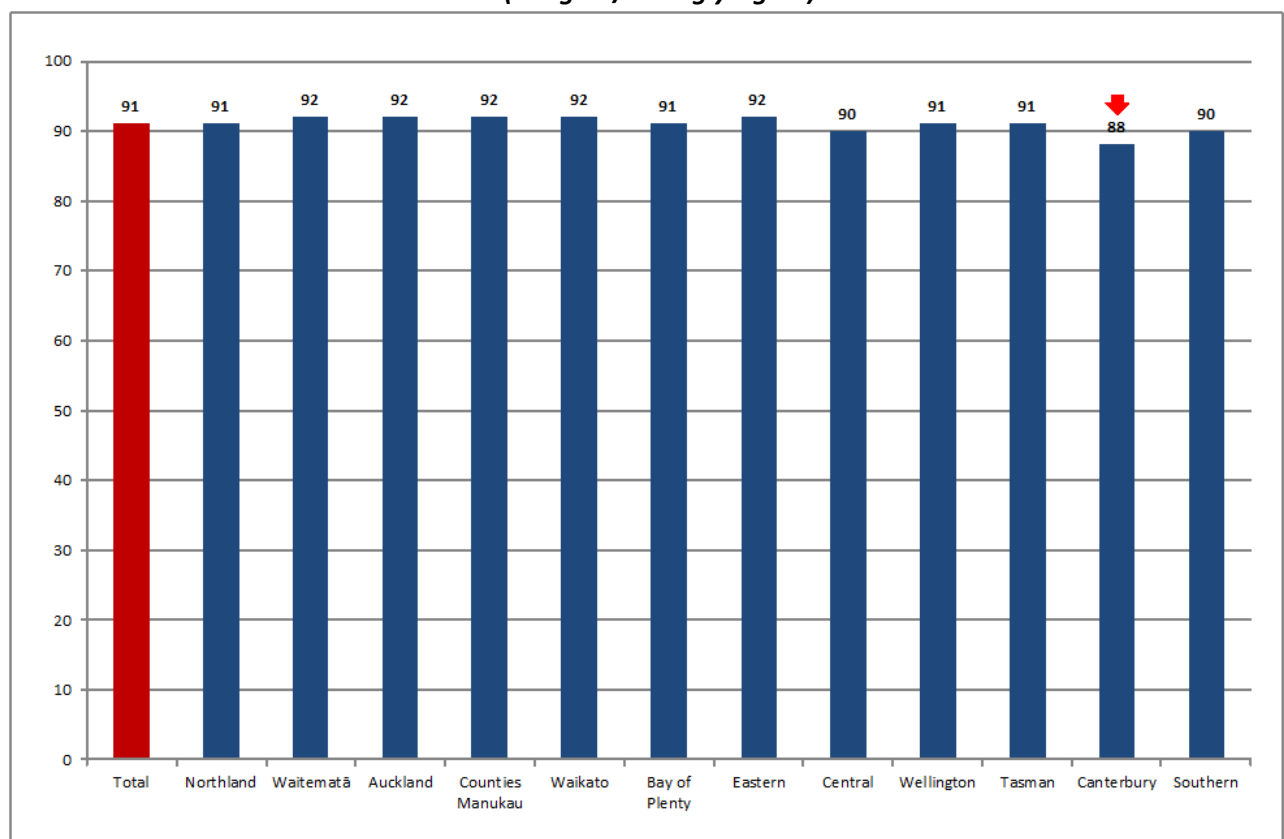
- whose reason for contact was suspect/disorderly behaviour/bail reporting/prisoner enquiry/pickup or visit (13%, compared with 4% of all other respondents);
- whose reason for contact was an intruder/prowler/suspicious noises (10%, compared with 4% of all other respondents);
- whose reason for contact was a traffic offence (10%, compared with 3% of all other respondents);
- whose reason for contact was theft (8%, compared with 4% of all other respondents);
- whose point of contact was over the counter at the local station (7%, compared with 4% of all other respondents);
- whose reason for contact was assault (6%, compared with 4% of all other respondents); and/or
- aged between 25 and 34 years (5%, compared with 3% of all other respondents).

#### 4.3.3. Staff Were Competent - Comparison by District

##### 1. 2010/11 FY

More than nine in ten respondents (91%) agreed to some extent that staff were competent. Results were similar across all Police districts, with agreement rating ranging from 90% to 92%. The only exception was that those living in the Canterbury District were statistically significantly less likely to give a positive rating (88% agreeing/strongly agreeing).

**Figure 30: Staff Were Competent - by District in the 2010/11 FY  
(% Agree/Strongly Agree)**



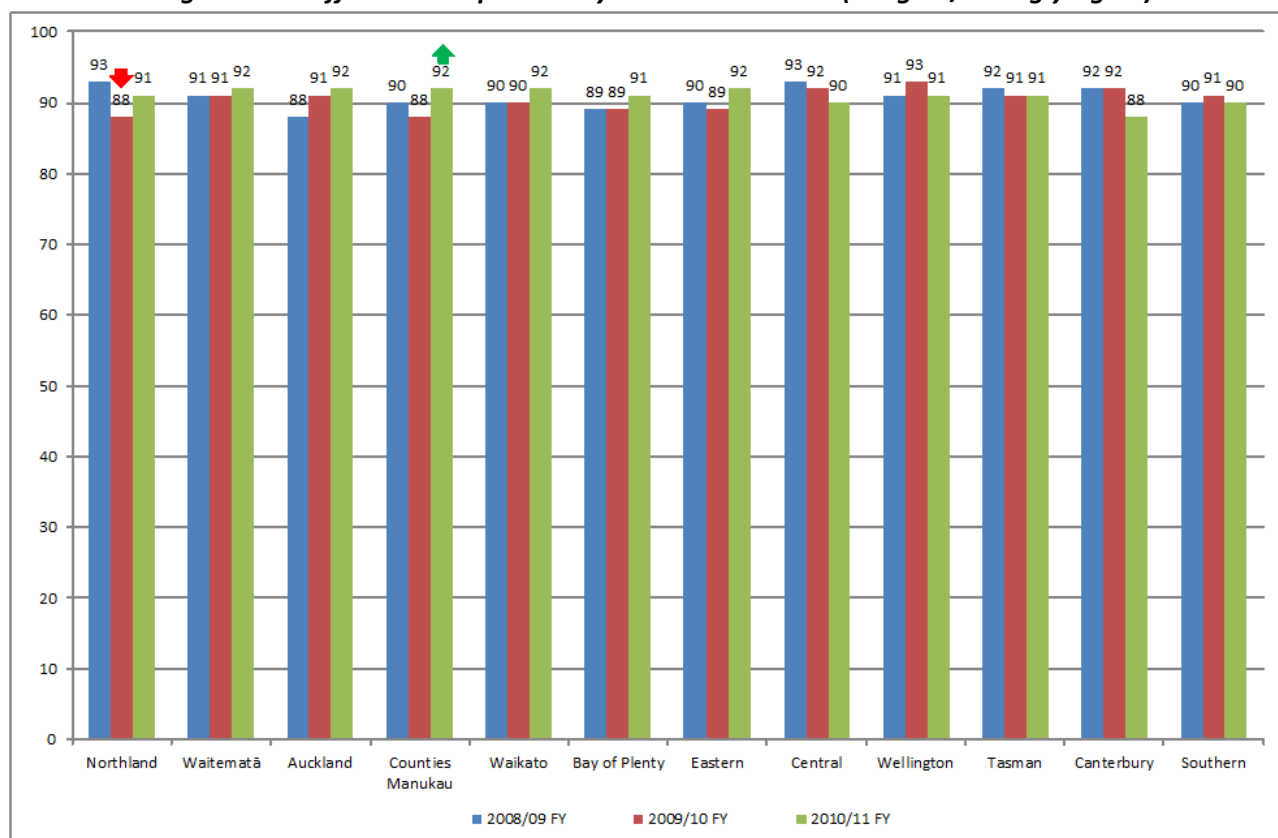
ase: All respondents, excluding 'not applicable' responses. Total 2010/11 FY n=4803; Northland n=372; Waitematā n=406; Auckland n=445; Counties n=464; Waikato n=474; Bay of Plenty n=435; Eastern n=347; Central n=387; Wellington n=449; Tasman n=283; Canterbury n=409; Southern n=332.

## 2. Changes Over Time

When compared with 2009/10, the proportion of respondents who *agreed/ strongly agreed* that staff were competent increased significantly for the Counties Manukau District (up from 88% to 92%).

In contrast, the proportion who *agreed/strongly agreed* that staff were competent decreased for those living in Canterbury District (down from 92% to 88%) (Note: that this declines was not statistically significant).

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



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

Green arrow indicates a significantly higher result than the previous survey wave.

Red arrow indicates a significantly lower result than the previous survey wave.

(Part 1)

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

	Northland			Waitematā			Auckland City			Counties Manukau			Waikato			Bay Of Plenty		
	08/09 FY	09/10 FY	10/11 FY	08/09 FY	09/10 FY	10/11 FY	08/09 FY	09/10 FY	10/11 FY	08/09 FY	09/10 FY	10/11 FY	08/09 FY	09/10 FY	10/11 FY	08/09 FY	09/10 FY	10/11 FY
Strongly Agree	44	48	44	44	40	44	40	46	43	42	38	45	42	46	45	42	38	41
Agree	49	40	47	47	51	48	48	45	49	48	50	47	48	44	47	47	51	50
Neither/nor	4	6	6	5	4	4	7	3	4	4	5	5	6	4	6	5	4	6
Disagree	1	3	2	2	3	2	4	4	1	4	5	2	2	3	2	4	5	2
Strongly Disagree	1	1	1	2	2	1	1	2	3	2	1	1	2	2	0	2	1	0
Don't know	1	2	0	0	0	1	0	0	0	0	1	0	0	1	0	0	1	1
<b>Total Agree</b>	<b>93</b>	<b>88</b>	<b>91</b>	<b>91</b>	<b>91</b>	<b>92</b>	<b>88</b>	<b>91</b>	<b>92</b>	<b>90</b>	<b>88</b>	<b>92</b>	<b>90</b>	<b>90</b>	<b>92</b>	<b>89</b>	<b>89</b>	<b>91</b>
<b>Total Disagree</b>	<b>2</b>	<b>4</b>	<b>3</b>	<b>4</b>	<b>5</b>	<b>3</b>	<b>5</b>	<b>6</b>	<b>4</b>	<b>6</b>	<b>6</b>	<b>3</b>	<b>4</b>	<b>5</b>	<b>2</b>	<b>6</b>	<b>6</b>	<b>2</b>
Base	297	311	372	335	375	406	407	403	445	387	432	464	338	423	474	338	371	435

(Part 2)

	Eastern			Central			Wellington			Tasman			Canterbury			Southern		
	08/09 FY	09/10 FY	10/11 FY	08/09 FY	09/10 FY	10/11 FY	08/09 FY	09/10 FY	10/11 FY	08/09 FY	09/10 FY	10/11 FY	08/09 FY	09/10 FY	10/11 FY	08/09 FY	09/10 FY	10/11 FY
Strongly Agree	41	44	43	43	46	46	49	47	50	54	42	48	49	52	48	44	46	48
Agree	49	45	49	50	46	44	42	46	41	38	49	43	43	40	40	46	45	42
Neither/nor	4	4	4	2	5	4	5	2	5	4	4	4	5	4	5	4	4	6
Disagree	4	4	2	1	2	2	2	2	2	3	3	2	2	3	3	5	2	3
Strongly Disagree	1	1	1	2	1	3	1	2	1	0	2	3	1	1	2	0	2	1
Don't know	1	2	1	2	0	1	1	1	1	1	0	0	0	0	2	1	1	0
<b>Total Agree</b>	<b>90</b>	<b>89</b>	<b>92</b>	<b>93</b>	<b>92</b>	<b>90</b>	<b>91</b>	<b>93</b>	<b>91</b>	<b>92</b>	<b>91</b>	<b>91</b>	<b>92</b>	<b>92</b>	<b>88</b>	<b>90</b>	<b>91</b>	<b>90</b>
<b>Total Disagree</b>	<b>5</b>	<b>5</b>	<b>3</b>	<b>3</b>	<b>3</b>	<b>5</b>	<b>3</b>	<b>4</b>	<b>3</b>	<b>3</b>	<b>5</b>	<b>5</b>	<b>3</b>	<b>4</b>	<b>5</b>	<b>5</b>	<b>4</b>	<b>4</b>
Base	272	283	347	299	346	387	377	453	449	241	241	283	401	415	409	297	328	332

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

Note: Bold indicates a statistically significant change in neutral or don't know responses from the previous survey wave.

Green highlighting denotes a statistically significant improvement from the previous survey wave.

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



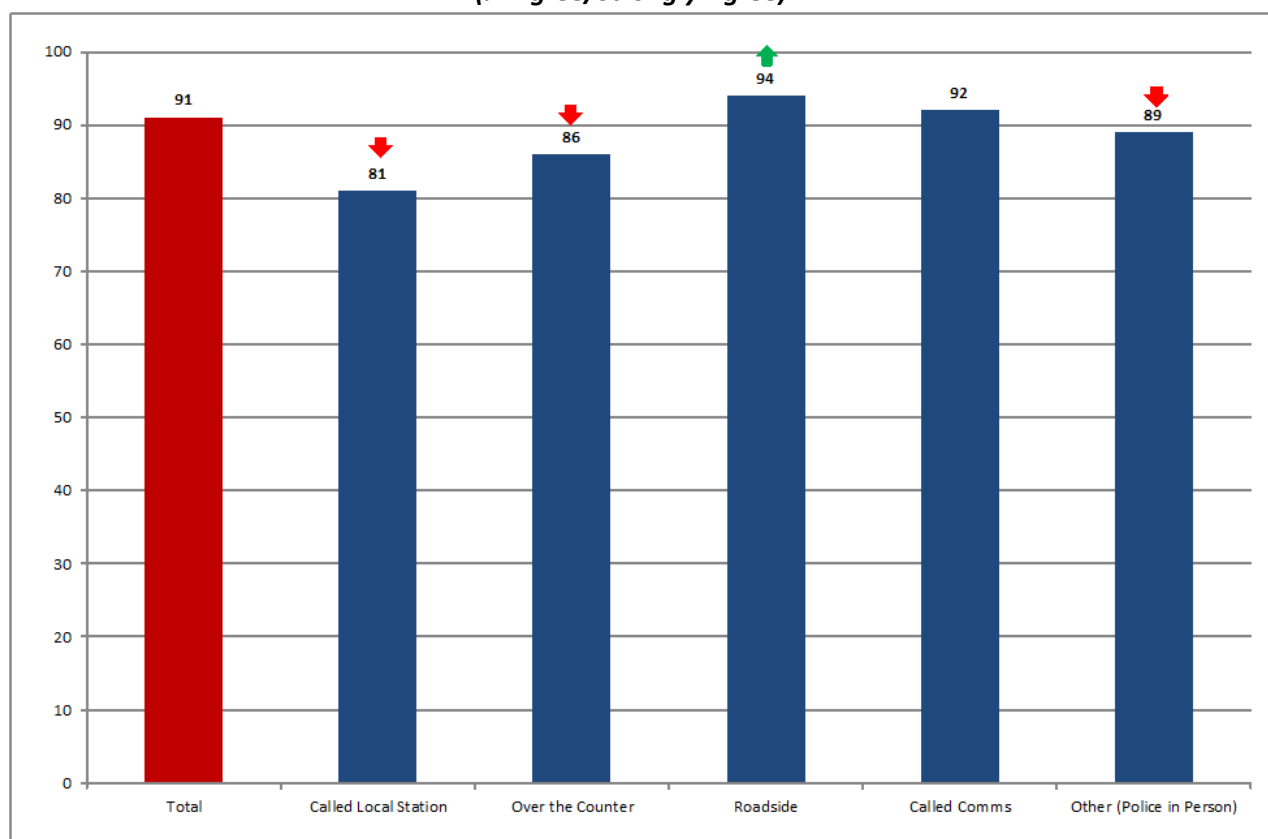
#### 4.3.4. Staff Were Competent - Comparison by Point of Contact

##### 1. 2010/11 FY

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 (94%).

By comparison, respondents who had contact at their local station, either by calling their local station (81%) or over the counter (86%), were significantly less likely to *agree* or *strongly agree* that staff were competent. Those who had contact with Police in person (other than at the roadside or local station) were also less likely to agree to some extent with this statement (89%).

**Figure 32: Staff Were Competent - by Point of Contact in the 2010/11 FY  
(% Agree/Strongly Agree)**



Base: All respondents, excluding 'not applicable' responses. Total 2010/11 FY n=4803; Called local station n=277; Over the counter n=450; Roadside n=1514; Called the Communications Centres n=1684; Other (Police in person) n=878.

Green arrow indicates a significantly higher result than the total.

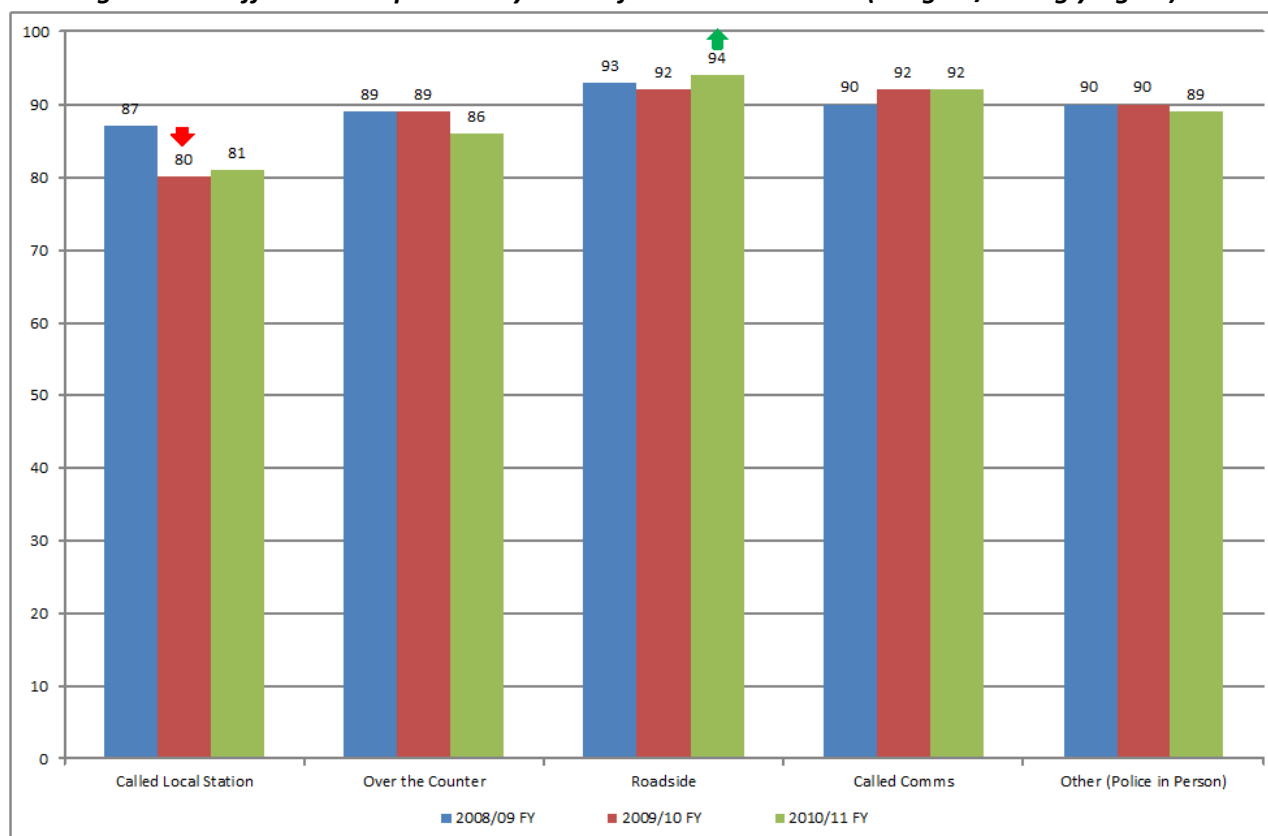
Red arrow indicates a significantly lower result than the total.

## 2. Changes Over Time

The proportion of respondents who had contact on the roadside who *agreed/ strongly agreed* that staff were competent increased from 92%, to 94% between the 2009/10 and 2010/11 (a statistically significant increase). Also of note is that the share of respondents calling the local station to *disagree/strongly disagree* that staff were competent decreased significantly in 2010/11 (down from 9%, to 4%).

In contrast, the share of respondents agreeing to some extent that staff were competent declined for those visiting their local station (over the counter), down from 89% to 86% (note this difference is not statistically significant).

**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 survey wave.

Red arrow indicates a significantly lower result than the previous survey wave.

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

	Called Local Station			Over the Counter			Roadside			Called Comms			Other (Police in Person)		
	08/09 FY	09/10 FY	10/11 FY	08/09 FY	09/10 FY	10/11 FY	08/09 FY	09/10 FY	10/11 FY	08/09 FY	09/10 FY	10/11 FY	08/09 FY	09/10 FY	10/11 FY
Strongly Agree	34	34	28	44	38	41	45	47	49	43	44	46	50	47	46
Agree	53	46	53	45	51	45	48	45	45	47	48	46	40	43	43
Neither/nor	6	10	13	5	5	6	4	4	3	5	3	4	5	3	5
Disagree	4	4	2	3	3	4	2	3	1	3	3	2	4	4	3
Strongly Disagree	2	5	2	3	2	3	1	1	2	2	1	1	1	2	2
Don't know	1	1	2	0	1	1	0	0	0	0	1	1	0	1	1
<b>Total Agree</b>	<b>87</b>	<b>80</b>	<b>81</b>	<b>89</b>	<b>89</b>	<b>86</b>	<b>93</b>	<b>92</b>	<b>94</b>	<b>90</b>	<b>92</b>	<b>92</b>	<b>90</b>	<b>90</b>	<b>89</b>
<b>Total Disagree</b>	<b>6</b>	<b>9</b>	<b>4</b>	<b>6</b>	<b>5</b>	<b>7</b>	<b>3</b>	<b>4</b>	<b>3</b>	<b>5</b>	<b>4</b>	<b>3</b>	<b>5</b>	<b>6</b>	<b>5</b>
Base	397	259	277	333	369	450	1105	1293	1514	1432	1650	1684	722	810	878

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

Note: Bold indicates a statistically significant change in neutral or don't know responses from the previous survey wave.

Green highlighting denotes a statistically significant improvement from the previous survey wave.

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

#### 4.3.5. Staff Were Competent - Reasons for Dissatisfaction

In 2010/11, only 4% of respondents disagreed to some extent that staff were competent. Of these, one in five (21%) reported that this was because the staff member didn't handle the situation well and/or didn't do all they could have, while a further 16% reported that the staff member they dealt with had a bad attitude.

When compared with 2009/10, 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 because the staff member did not use their discretion (up from 1% mentioning this in 2009/10, to 7%) and/or because they didn't consider circumstances, were unsympathetic, or insensitive (up from 2% in 2009/10, to 7%).

In contrast the share mentioning that they *disagree/strongly disagree* because Police were not knowledgeable/didn't know where I was declined significantly (down from 13% in 2009/10, to 6%).

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

	Respondents who Disagree			All Respondents
	2008/09 FY (4%, n=151)	2009/10 FY (5%, n=183)	2010/11 FY (4%, n=149)	2010/11 FY (n=4803)
Police were incompetent/didn't handle situation well/didn't do all they could	26	17	21	1
Staff member had a bad attitude/arrogant/indifferent/abrupt	22	18	16	<1
Poor communication/didn't listen/disinterested/no explanation	4	13	9	<1
Outcome/decision was unfair or incorrect	7	9	8	<1
Police didn't do anything/no outcome/action/Police didn't do their job	7	5	8	<1
Didn't use discretion/no lenience	1	1	7	<1
Didn't consider circumstances/unsympathetic/insensitive	6	2	7	<1
Police were not knowledgeable/didn't know where I was	2	13	6	<1
Didn't take matter seriously/didn't believe me/care	12	9	6	<1
Didn't do what they said they would	1	2	6	<1
Police didn't call back, no follow-up/feedback	10	9	4	<1
Respondent felt picked on/discriminated against	3	5	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 in 2010/11.

Orange highlighting denotes a significant difference from the previous survey wave,

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

- whose point of contact was in person (other than on the roadside or at the local station (41%, compared with 14% of all other respondents); and/or
- of Māori descent (34%, compared with 17% of all other respondents).

Respondents significantly more likely to mention that the **staff member had a bad attitude** include those of Māori descent (28%, compared with 11% of all other respondents).

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

- who are male (13%, compared with 3% of female respondents); and/or
- of European descent (12%, compared with 1% of all other respondents).

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

- whose reason for contact was a traffic offence (22%, compared with 0% of all other respondents);
- whose point of contact was on the roadside (21%, compared with 0% of all other respondents);
- who are male (15%, compared with 0% of female respondents); and/or
- of European descent (11%, compared with 0% of all other respondents).

Respondents significantly more likely to mention that staff **didn't use their discretion** include those:

- aged between 25 and 34 years (20%, compared with <1% of all other respondents);
- whose reason for contact was a traffic offence (19%, compared with 0% of all other respondents); and/or
- whose point of contact was on the roadside (13%, compared with 7% of all other respondents).

Respondents significantly more likely to mention that staff **didn't consider circumstances, unsympathetic, or insensitive** include those:

- whose reason for contact was a traffic offence (14%, compared with 3% of all other respondents);
- whose point of contact was on the roadside (13%, compared with 3% of all other respondents); and/or
- who are male (12%, compared with 1% of female respondents).

Respondents significantly more likely to mention that **Police didn't call back, no follow up, or feedback** include female respondents (8%, compared with 0% of male respondents).

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

- whose point of contact was in person (other than on the roadside or at a Police station) (9%, compared with 2% of all other respondents); and/or
- who are male (7%, compared with 0% of female 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-seven percent of respondents in 2010/11 *agree* (43%) or *strongly agree* (44%) that staff did what they said they would do. This represents a statistically significant increase in agreement when compared with 2009/10 (85% *agreeing/strongly agreeing*).

Only 4% of respondents *disagree/strongly disagree* that staff did what they said they would do; a statistically significant decrease from 5% in 2009/10.

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

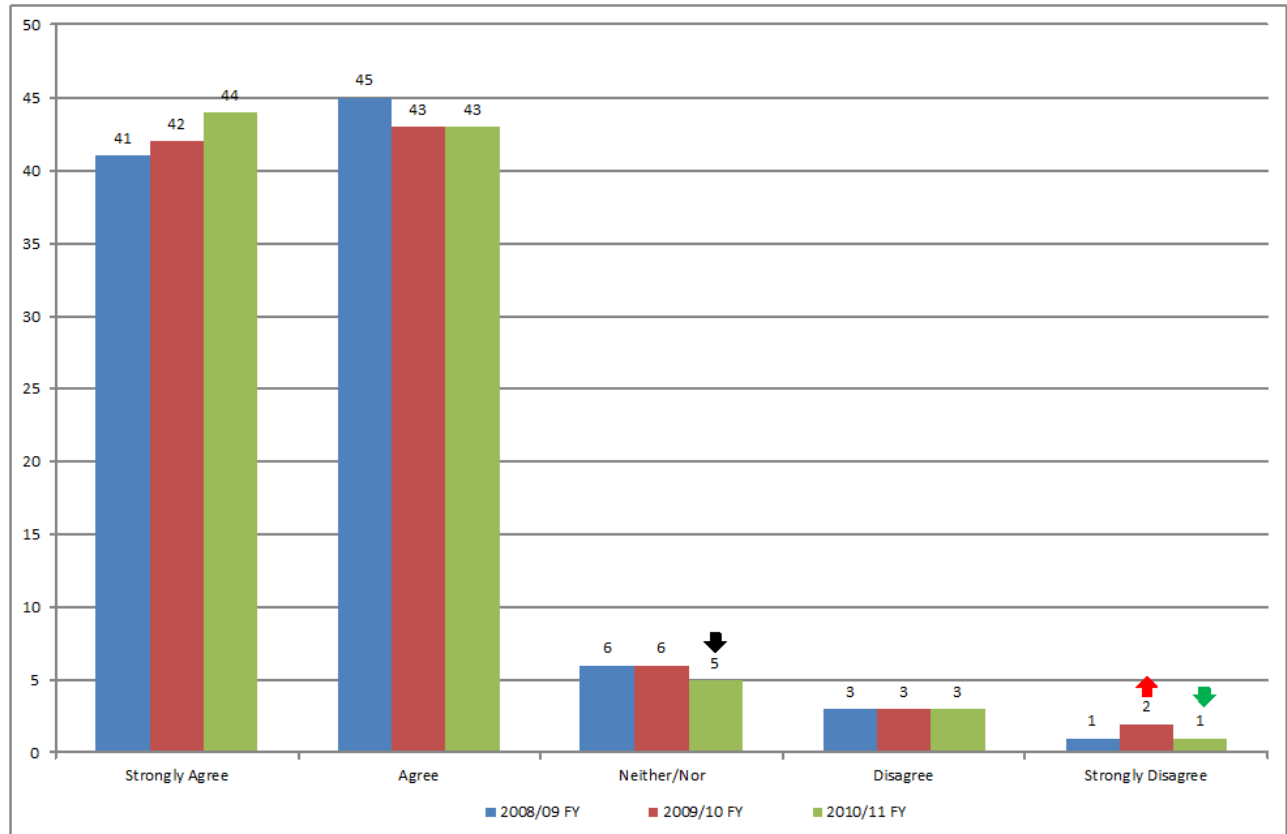
	2008/09 FY	2009/10 FY	2010/11 FY
Strongly Agree	41	42	<b>44</b>
Agree	45	43	<b>43</b>
Neither/Nor	6	6	<b>5</b>
Disagree	3	3	<b>3</b>
Strongly Disagree	1	<b>2</b>	<b>1</b>
Don't know	4	4	<b>4</b>
<b>Total Agree</b>	<b>86</b>	<b>85</b>	<b>87</b>
<b>Total Disagree</b>	<b>4</b>	<b>5</b>	<b>4</b>
Mean Rating	4.25	4.23	4.30
Base	3830	4199	4638

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

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

Mean rating is out of a maximum rating of 5.0 (where 5 represents a rating of strongly agree).

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



Base: All respondents excluding those giving a 'not applicable' response. 2008/09 FY n=3830, 2009/10 FY n=4199, 2010/11 FY n=4638.

Green arrow indicates a significant improvement from the previous survey wave.

Red arrow indicates a significant negative change from the previous survey wave.

Black arrow indicates a significant change in neutral ratings from the previous survey wave.

#### 4.4.2. Staff Did What They Said They Would Do - Significant Differences for the 2010/11 FY

The following statistically significant differences for 2010/11 are evident at the total results level (General, Communications Centres and Māori Booster sample 2010/11 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 traffic stop (95%, compared with 83% of all other respondents);
- whose point of contact was on the roadside (94%, compared with 81% of all other respondents); and/or
- whose reason for contact was a traffic offence (91%, compared with 87% of all other respondents).

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

- whose reason for contact was an intruder/proowler/suspicious noises/burglar on premises (11%, compared with 4% of all other respondents);
- whose reason for contact was assault (9%, compared with 4% of all other respondents);
- whose reason for contact was property damage or vandalism (9%, compared with 4% of all other respondents);

- whose reason for contact was following up on a previous enquiry (9%, compared with 4% of all other respondents);
- whose reason for contact was theft (8%, compared with 4% of all other respondents);
- whose point of contact was the local station, either by calling (8%, compared with 4% of all other respondents) or over the counter (7%, compared with 4% of all other respondents);
- living in Central District (7%, compared with 4% of all other respondents); and/or
- whose point of contact was in person (other than on the roadside or at a Police station) (6%, compared with 4% of all other respondents).



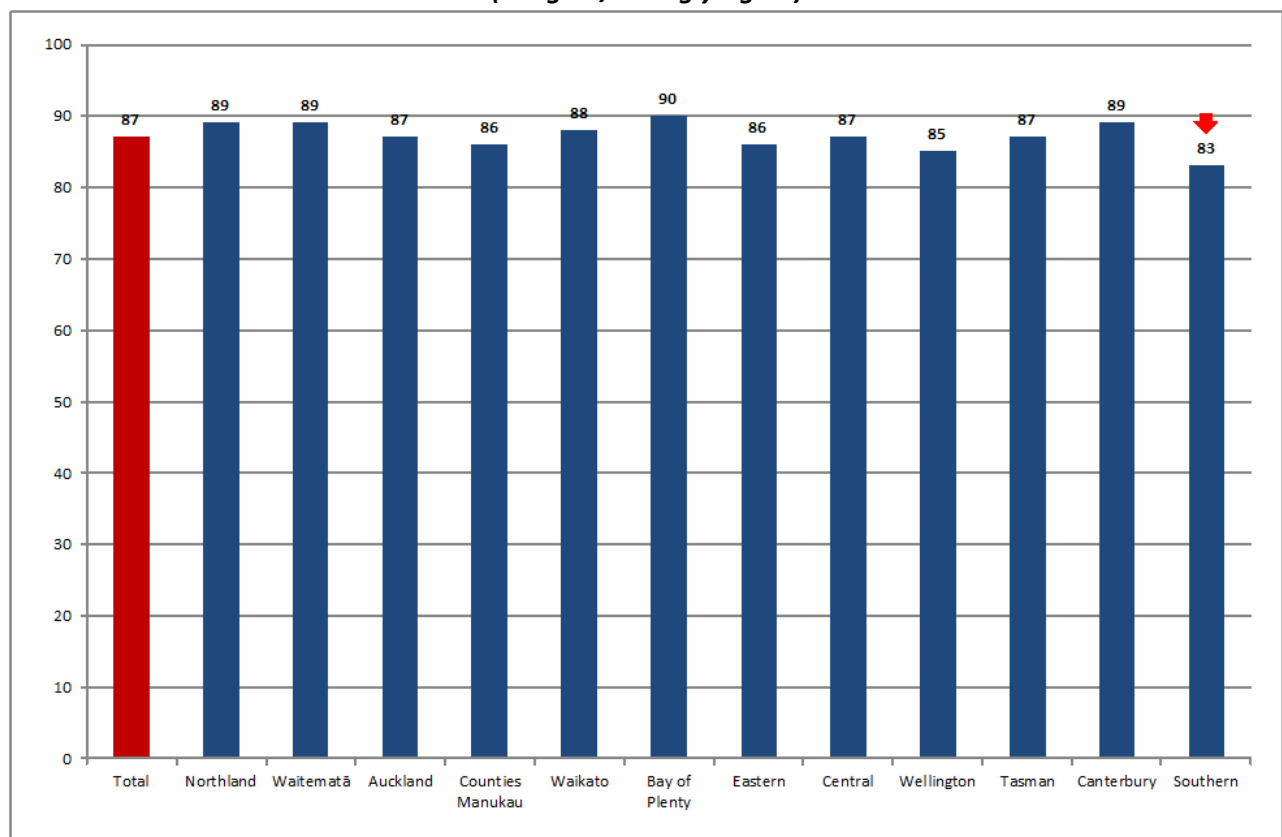
#### 4.4.3. Staff Did What They Said They Would Do - Comparison by District

##### 1. 2010/11 FY

In 2010/11, just less than nine out of ten respondents (87%) agree to some extent (*agree/strongly agree*) that staff did what they would do. Agreement is highest for Bay of Plenty District, with 90% *agreeing or strongly agreeing* with the statement.

In contrast, agreement was statistically significantly lower among respondents living in the Southern District (83% agreeing to some extent).

**Figure 35: Staff Did What They Said They Would Do - by District in the 2010/11 FY  
(% Agree/Strongly Agree)**



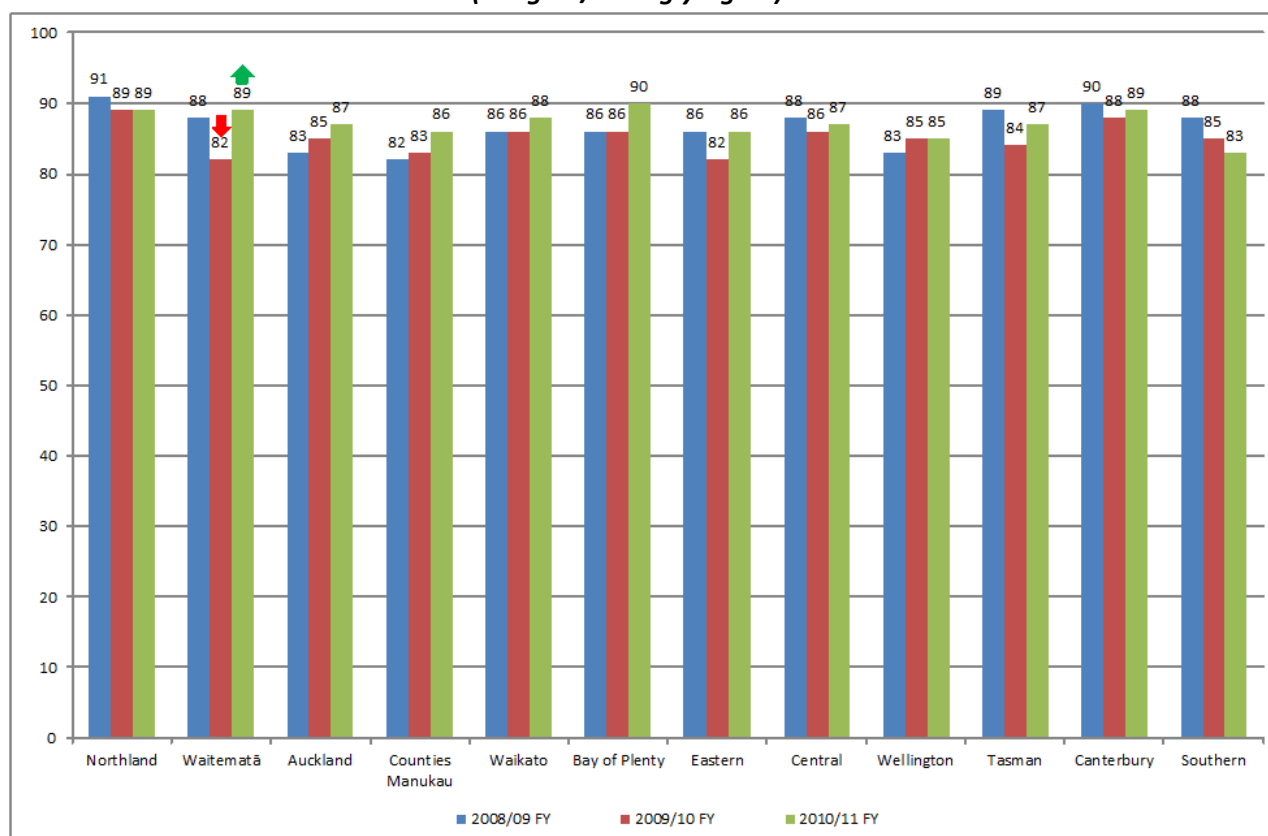
Base: All respondents, excluding 'not applicable' responses. Total 2010/11 FY n=4638; Northland n=359; Waitematā n=385; Auckland n=424; Counties n=452; Waikato n=461; Bay of Plenty n=419; Eastern n=335; Central n=378; Wellington n=432; Tasman n=276; Canterbury n=397; Southern n=320.

## 2. Changes Over Time

When compared with 2009/10 results, the most notable improvement in positive ratings was a statistically significant increase in the share *agreeing/strongly agreeing* by respondents living in the Waitematā District (after a statistically significant decline in 2009/10, agreement is up from 82% to 89%). Also of note is that the Bay of Plenty District had the greatest share of respondents agreeing to some extent (90%), and the proportion *strongly agreeing* has increased significantly (up from 32% in 2009/10, to 41%).

In contrast, the proportion of respondents who *agreed/strongly agreed* that staff did what they said they would do decreased for those living in the Southern District (down from 85% in 2009/10, to 83%). While this decrease was not statistically significant, it does represent a downward trend in positive ratings overtime – down from 88% in 2008/09, to 85% in 2009/10 and 83% in 2010/11.

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



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

Green arrow indicates a significant improvement from the previous survey wave.

Red arrow indicates a significantly lower result than the previous survey wave.

(Part 1)

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

	Northland			Waitematā			Auckland City			Counties Manukau			Waikato			Bay Of Plenty		
	08/09 FY	09/10 FY	10/11 FY	08/09 FY	09/10 FY	10/11 FY	08/09 FY	09/10 FY	10/11 FY	08/09 FY	09/10 FY	10/11 FY	08/09 FY	09/10 FY	10/11 FY	08/09 FY	09/10 FY	10/11 FY
Strongly Agree	42	43	40	41	41	42	33	49	41	38	35	41	38	43	42	41	32	41
Agree	49	47	49	47	41	47	50	37	46	44	48	45	48	43	46	45	54	49
Neither/nor	5	4	5	5	6	5	9	7	5	7	9	7	7	5	4	7	7	5
Disagree	3	1	3	3	3	2	2	2	1	3	3	2	3	4	4	3	2	1
Strongly Disagree	1	4	1	1	3	1	2	2	3	4	2	1	1	3	1	2	1	0
Don't know	0	2	2	3	6	3	4	3	4	4	3	4	3	2	3	2	4	4
<b>Total Agree</b>	<b>91</b>	<b>89</b>	<b>89</b>	<b>88</b>	<b>82</b>	<b>89</b>	<b>83</b>	<b>85</b>	<b>87</b>	<b>82</b>	<b>83</b>	<b>86</b>	<b>86</b>	<b>86</b>	<b>88</b>	<b>86</b>	<b>86</b>	<b>90</b>
<b>Total Disagree</b>	<b>4</b>	<b>5</b>	<b>4</b>	<b>4</b>	<b>6</b>	<b>3</b>	<b>4</b>	<b>4</b>	<b>4</b>	<b>7</b>	<b>5</b>	<b>3</b>	<b>4</b>	<b>7</b>	<b>5</b>	<b>5</b>	<b>3</b>	<b>1</b>
Base	285	302	359	311	358	385	389	384	424	375	410	452	327	405	461	328	350	419

(Part 2)

	Eastern			Central			Wellington			Tasman			Canterbury			Southern		
	08/09 FY	09/10 FY	10/11 FY	08/09 FY	09/10 FY	10/11 FY	08/09 FY	09/10 FY	10/11 FY	08/09 FY	09/10 FY	10/11 FY	08/09 FY	09/10 FY	10/11 FY	08/09 FY	09/10 FY	10/11 FY
Strongly Agree	42	38	43	41	43	46	43	45	48	50	34	44	46	45	44	41	42	49
Agree	44	44	43	47	43	41	40	40	37	39	50	43	44	43	45	47	43	34
Neither/nor	7	5	6	5	7	4	7	6	7	5	4	3	5	4	2	6	6	7
Disagree	4	5	3	2	3	5	5	3	3	2	5	4	2	2	3	2	3	4
Strongly Disagree	2	2	1	3	2	2	1	2	0	1	4	2	0	4	3	1	3	2
Don't know	1	6	4	2	3	2	4	4	5	3	4	4	3	3	3	3	3	4
<b>Total Agree</b>	<b>86</b>	<b>82</b>	<b>86</b>	<b>88</b>	<b>86</b>	<b>87</b>	<b>83</b>	<b>85</b>	<b>85</b>	<b>89</b>	<b>84</b>	<b>87</b>	<b>90</b>	<b>88</b>	<b>89</b>	<b>88</b>	<b>85</b>	<b>83</b>
<b>Total Disagree</b>	<b>6</b>	<b>7</b>	<b>4</b>	<b>5</b>	<b>5</b>	<b>7</b>	<b>6</b>	<b>5</b>	<b>3</b>	<b>3</b>	<b>8</b>	<b>6</b>	<b>2</b>	<b>6</b>	<b>6</b>	<b>3</b>	<b>6</b>	<b>6</b>
Base	264	267	335	284	337	378	361	439	432	228	232	276	391	398	397	287	317	320

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

Note: Bold indicates a statistically significant change in neutral or don't know responses from the previous survey wave.

Green highlighting denotes a statistically significant improvement from the previous survey wave.

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

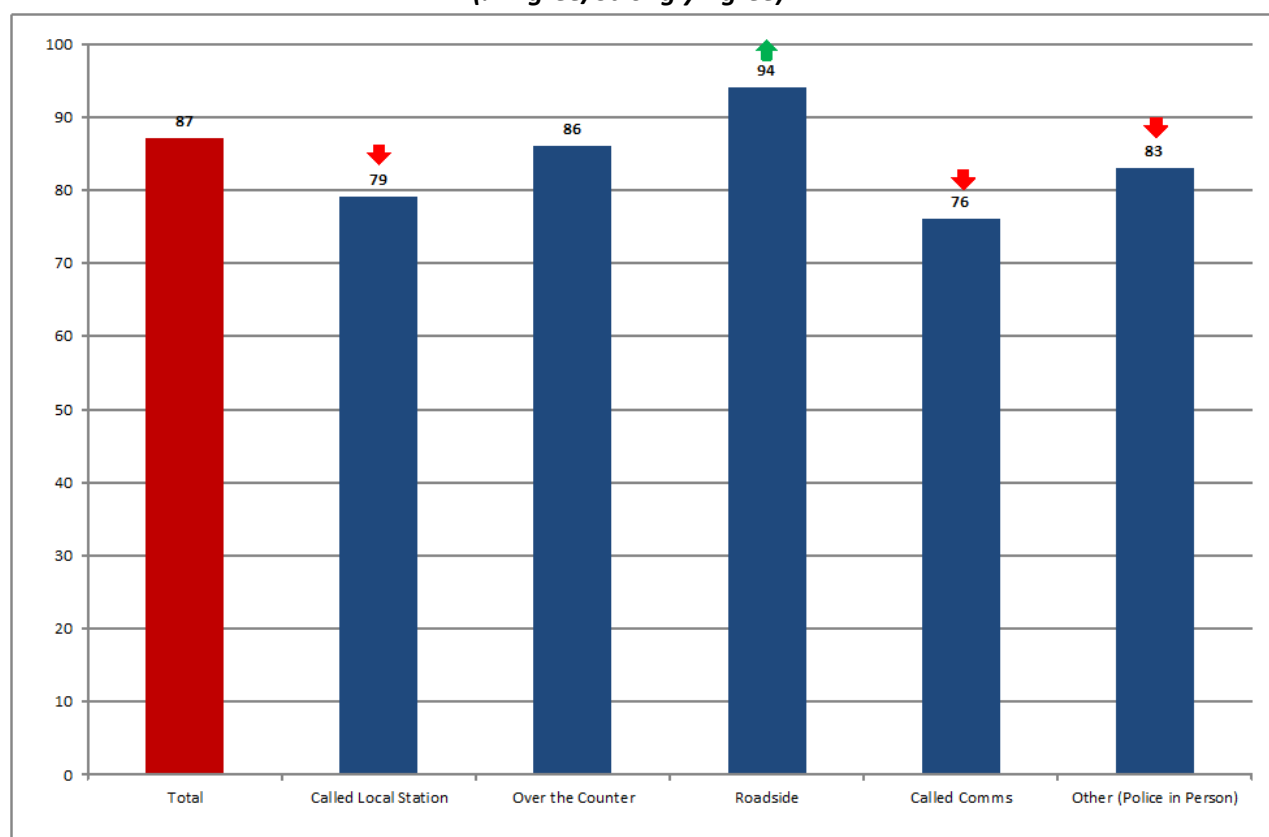
#### 4.4.4. Staff Did What They Said They Would Do – Comparison by Point of Contact

##### 1. 2010/11 FY

Almost all respondents whose point of contact was on the roadside (94%) *agreed* or *strongly agreed* that staff did what they said they would do - this share statistically significantly higher than for all other points of contact.

In contrast, those whose point of contact was calling one of the Communications Centres (76%), calling their local station (79%) or Police in person (other than at the roadside or local station) (83%) were statistically significantly less likely to have given a positive rating. However, it should be noted that 12% 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 the 2010/11 FY  
(% Agree/Strongly Agree)**



Base: All respondents, excluding 'not applicable' responses. Total 2010/11 FY n=4638; Called local station n=260; Over the counter n=435; Roadside n=1454; Called the Communications Centres n=1630; Other (Police in person) n=859.

Green arrow indicates a significantly higher result than the total.

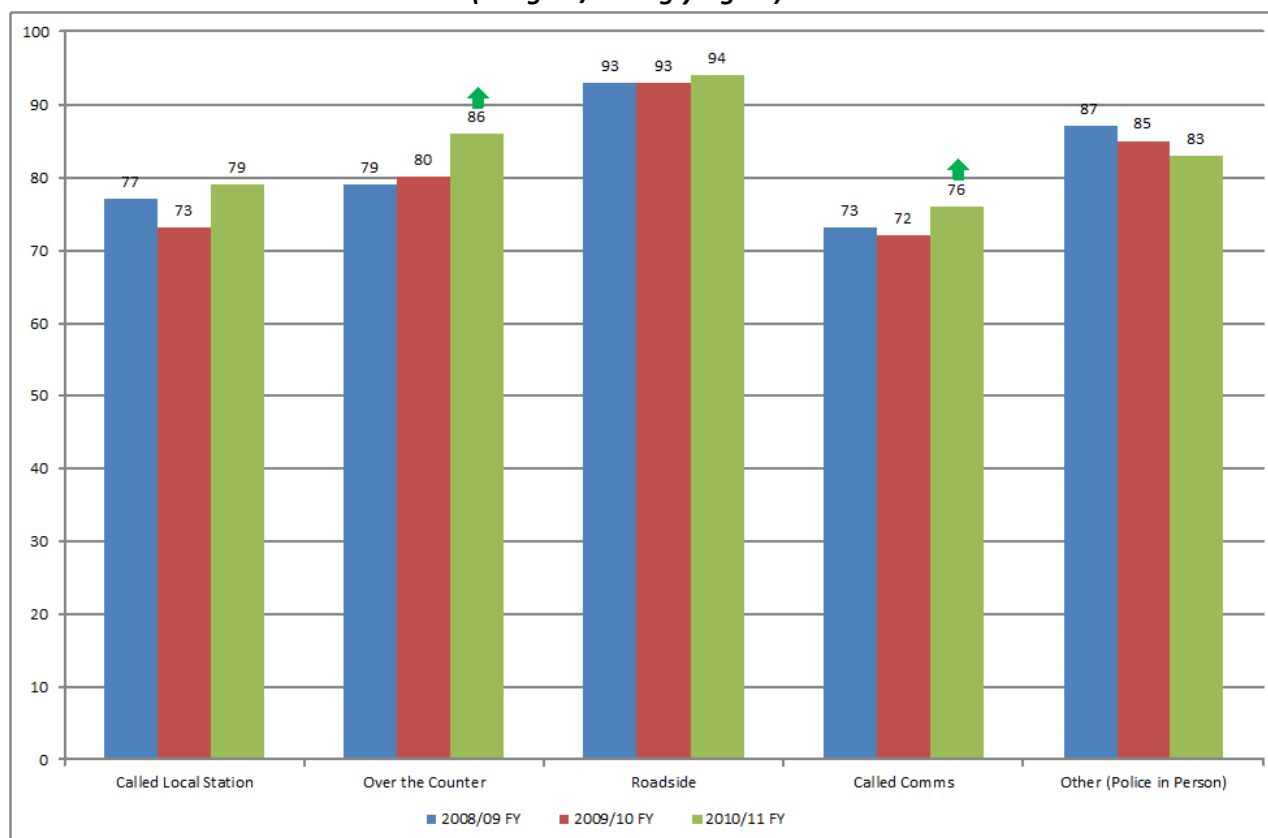
Red arrow indicates a significantly lower result than the total.

## 2. Changes Over Time

The proportion of respondents who *agreed/strongly agreed* that staff did what they said they would do improved significantly for both over the counter contact (up from 80% in 2009/10, to 86%) and calling the Communications Centres (up from 72%, to 76%). These points of contact also had a statistically significant decline in the share *disagreeing/strongly disagreeing* in 2010/11 - down from 11%, to 7% for those having contact over the counter at the local station, and down from 8%, to 5% for those calling the Communications Centres.

In contrast, the share of respondents whose point of contact was in person (other than on the roadside or at a Police station) agreeing to some extent declined (from 85% to 83%). However it should be noted that this decline is not statistically significant. Also of note is that the share of respondents who *strongly disagreed* that staff did what they said they would do increased for those whose point of contact was on the roadside (up from 1% to 2% - a statistically significant increase).

**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.

Green arrow indicates a significant improvement from the previous survey wave.

**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)		
	08/09 FY	09/10 FY	10/11 FY	08/09 FY	09/10 FY	10/11 FY	08/09 FY	09/10 FY	10/11 FY	08/09 FY	09/10 FY	10/11 FY	08/09 FY	09/10 FY	10/11 FY
Strongly Agree	31	34	28	38	40	42	43	46	50	34	34	37	46	43	40
Agree	46	39	51	41	40	44	50	47	44	39	38	39	41	42	43
Neither/nor	9	9	8	7	8	5	5	5	3	7	6	7	6	5	8
Disagree	5	4	7	6	5	5	1	1	2	5	5	4	3	4	3
Strongly Disagree	5	8	1	2	6	2	0	0	0	2	3	1	2	4	3
Don't know	4	6	5	6	1	2	1	1	1	13	14	12	2	2	3
<b>Total Agree</b>	<b>77</b>	<b>73</b>	<b>79</b>	<b>79</b>	<b>80</b>	<b>86</b>	<b>93</b>	<b>93</b>	<b>94</b>	<b>73</b>	<b>72</b>	<b>76</b>	<b>87</b>	<b>85</b>	<b>83</b>
<b>Total Disagree</b>	<b>10</b>	<b>12</b>	<b>8</b>	<b>8</b>	<b>11</b>	<b>7</b>	<b>1</b>	<b>1</b>	<b>2</b>	<b>7</b>	<b>8</b>	<b>5</b>	<b>5</b>	<b>8</b>	<b>6</b>
Base	377	248	260	318	357	435	1073	1244	1454	1367	1576	1630	695	774	859

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

Note: Bold indicates a statistically significant change in neutral or don't know responses from the previous survey wave.

Green highlighting denotes a statistically significant improvement from the previous survey wave.

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

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

The most commonly mentioned reasons given by respondents for *disagreeing* or *strongly disagreeing* that staff did what they said they would do were that the staff member did not call back or provide any follow-up (28%) and that the staff member did not do what they said they would in general (no specific details given) (21%). Seventeen percent of these respondents commented that Police didn't do anything/no outcome/no action taken.

When compared with the reasons given for disagreeing in 2009/10, the only statistically significant difference is a decline in respondents mentioning that police took too long to respond/inadequate response (down from 15% in 2009/10, to 8%).

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

	Respondents who Disagree			All Respondents
	2008/09 FY (4%, n=169)	2009/10 FY (5%, n=212)	2010/11 FY (4%, n=181)	2010/11 FY (n=4638)
Police didn't call back, no follow-up/feedback	33	<b>37</b>	<b>28</b>	1
Didn't do what they said they would do	18	<b>15</b>	<b>21</b>	1
Police didn't do anything/no outcome/no action/Police didn't do their job	8	<b>17</b>	<b>17</b>	<1
Staff member had a bad attitude/arrogant/indifferent/abrupt	14	<b>5</b>	<b>9</b>	<1
Police took too long to respond/didn't attend/inadequate response	22	<b>15</b>	<b>8</b>	<1
Poor communication/didn't listen/disinterested/no explanation	3	<b>6</b>	<b>7</b>	<1
Didn't take matter seriously/didn't believe me/ care	3	<b>5</b>	<b>5</b>	<1
No information or advice was given	4	<b>2</b>	<b>5</b>	<1
Police were incompetent/didn't handle situation well	7	<b>3</b>	<b>5</b>	<1
Respondent felt picked on/discriminated against	1	<b>1</b>	<b>4</b>	<1
Whole process took too long/slow/waste of time	0	<b>4</b>	<b>3</b>	<1
Perpetrator was not caught/no justice/no punishment	1	<b>1</b>	<b>3</b>	<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 in the 2010/11 FY.

Orange highlighting denotes a significant difference from the previous survey wave.

Respondents significantly more likely to mention that the **Staff member had a bad attitude, were arrogant, indifferent, or abrupt** include males (14%, compared with 3% of female respondents).

Respondents significantly more likely to mention that **No information or advice was given** include females (9%, compared with 2% of male 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

Three-quarters of respondents (76%) *agreed* or *strongly agreed* that they felt their individual circumstances were taken into account. When compared with 2009/10 (where positive ratings declined significantly), this represents a significant increase in the proportion of respondents *agreeing/strongly agreeing* – up 3 percentage points from 73%. Also of note is a statistically significant increase in the share of respondents *strongly agreeing* (up from 32% in 2009/10, to 34%).

Nine percent of respondents either *disagree* (6%) or *strongly disagree* (3%) that their individual circumstances were taken into account.

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

	2008/09 FY	2009/10 FY	2010/11 FY
Strongly Agree	33	32	34
Agree	45	41	42
Neither/Nor	10	15	13
Disagree	8	6	6
Strongly Disagree	4	4	3
Don't know	0	2	2
<b>Total Agree</b>	<b>78</b>	<b>73</b>	<b>76</b>
<b>Total Disagree</b>	<b>12</b>	<b>10</b>	<b>9</b>
Mean Rating	3.96	3.91	3.99
Base	3770	4138	4570

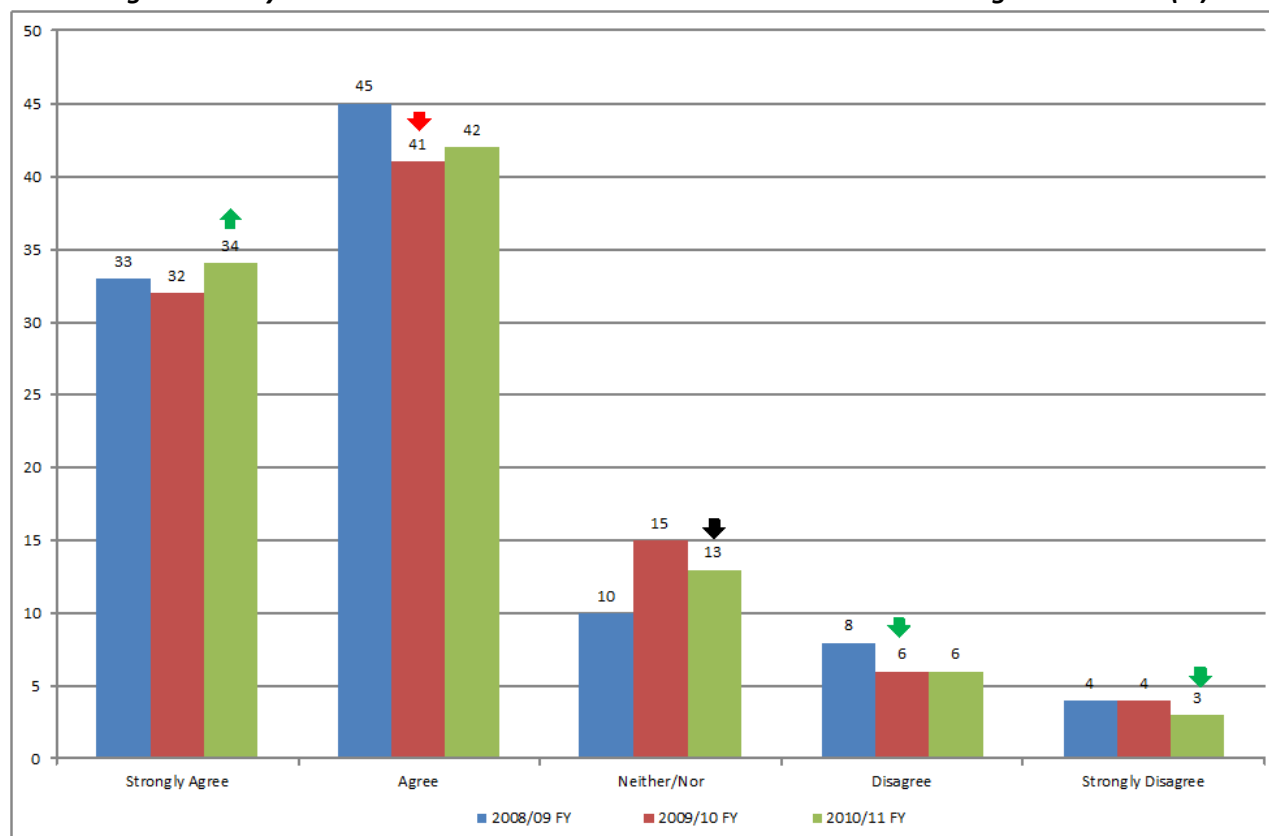
Base: All respondents excluding those giving a 'not applicable' response.

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

Mean rating is out of a maximum rating of 5.0 (where 5 represents a rating of strongly agree).



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



Base: All respondents excluding those giving a 'not applicable' response. 2008/09 FY n=3770, 2009/10 FY n=4138, 2010/11 FY n=4570.

Green arrow indicates a significant improvement from the previous survey wave.

Red arrow indicates a significant negative change from the previous survey wave.

Black arrow represents a significant change in neutral ratings from the previous survey wave.

#### 4.5.2. Individual Circumstances - Significant Differences for 2010/11 FY

The following statistically significant differences for 2010/11 are evident at the total results level (combined 2010/11 results for General, Communications Centres and Māori Booster sample).

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

- whose reason for contact was a general enquiry (89%, compared with 75% of all other respondents);
- whose reason for contact a community activity (87%, compared with 76% of all other respondents);
- aged 55 years or older (84%, compared with 74% of all other respondents);
- whose reason for contact was a traffic crash or incident (82%, compared with 76% of all other respondents);
- living in Waikato District (81%, compared with 76% of all other respondents);
- whose point of contact was calling the Communications Centres (81%, compared with 76% of all other respondents);
- whose point of contact was in person (other than on the roadside or at a Police station) (80%, compared with 75% of all other respondents); and/or
- of European descent (77%, compared with 73% of all other respondents).

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

- whose reason for contact was 'other crime' (27%, compared with 9% of all other respondents);
- whose reason for contact was suspect/perpetrator/bail reporting/prisoner enquiry/pickup or visit (25%, compared with 9% of all other respondents);
- whose reason for contact was traffic offence (25%, compared with 7% of all other respondents);
- living in Canterbury District (15%, compared with 9% of all other respondents);
- whose point of contact was calling the local station (14%, compared with 9% of all other respondents); and/or
- whose point of contact was on the roadside (10%, compared with 8% of all other respondents).

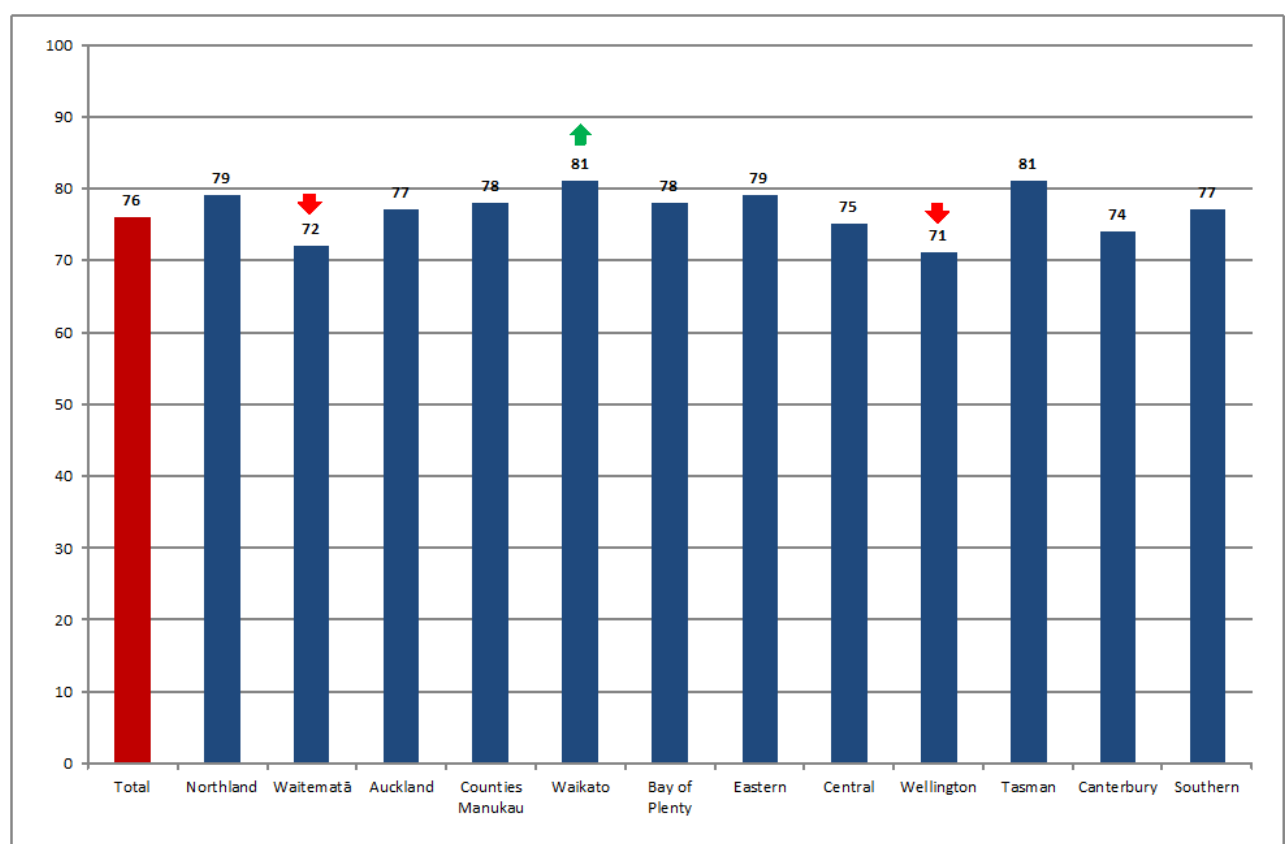
#### 4.5.3. Individual Circumstances - Comparison by District

##### 1. 2010/11 FY

Three-quarters of respondents (76%) *agreed/strongly agreed* that they felt their individual circumstances were taken into account. Respondents living in the Waikato District were statistically significantly more likely to agree with this statement to some extent (81%).

In contrast, those living in the Wellington (71%) or Waitematā (72%) districts were statistically significantly less likely to do so.

**Figure 40: My Individual Circumstances Were Taken into Account - by District in the 2010/11 FY**  
(% Agree/Strongly Agree)



ase: All respondents, excluding 'not applicable' responses. Total 2010/11 FY n=4570; Northland n=343; Waitematā n=383; Auckland n=423; Counties n=454; Waikato n=455; Bay of Plenty n=417; Eastern n=329; Central n=374; Wellington n=427; Tasman n=268; Canterbury n=386; Southern n=311.

Green arrow indicates a significantly higher result than the total.

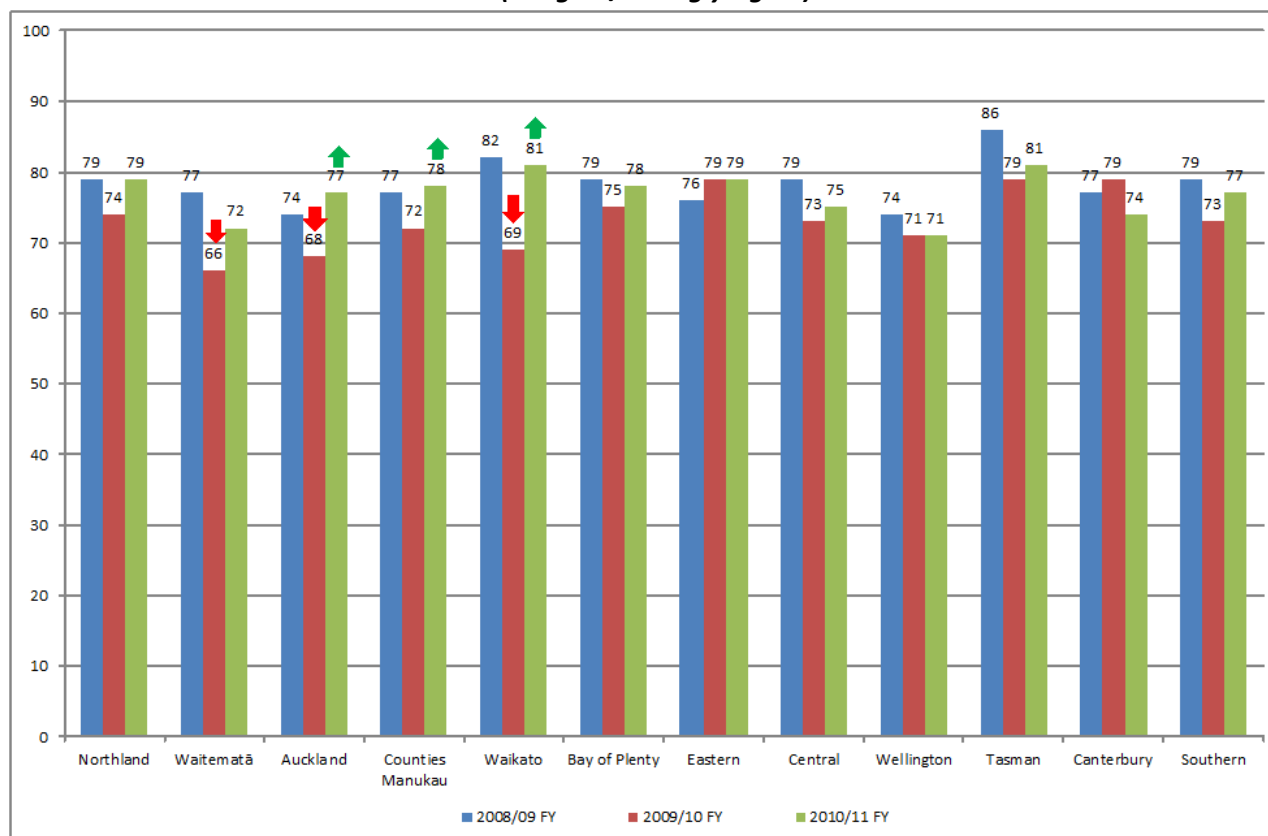
Red arrow indicates a significantly lower result than the total.

## 2. Changes Over Time

When compared with 2009/10 (where there were a number of declines) the proportion of respondents who *agreed/strongly agreed* that they felt their individual circumstances were taken into account improved or remained stable for most districts this year. In particular, improvements in positive ratings were statistically significant for those living in the Waikato (up from 69%, to 81%), Counties Manukau (up from 72%, to 78%) and Auckland City (up 68%, to 77%) districts.

In contrast, the proportion of respondents who agreed to some extent that their individual circumstances were taken into account declined from 79%, to 74% for Canterbury District (note this decrease was not statistically significant). Also of note was that the share of respondents who *disagreed/strongly disagreed* increased statistically significantly for both those living in the Canterbury District (up from 10%, to 15%) and Central District (up from 7%, to 12%).

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



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

Green arrow indicates a significantly higher result than the previous survey wave.

Red arrow indicates a significantly lower result than the previous survey wave.

(Part 1)

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

	Northland			Waitematā			Auckland City			Counties Manukau			Waikato			Bay Of Plenty		
	08/09 FY	09/10 FY	10/11 FY	08/09 FY	09/10 FY	10/11 FY	08/09 FY	09/10 FY	10/11 FY	08/09 FY	09/10 FY	10/11 FY	08/09 FY	09/10 FY	10/11 FY	08/09 FY	09/10 FY	10/11 FY
Strongly Agree	35	34	33	31	28	34	27	28	31	32	31	36	31	29	35	33	27	32
Agree	44	40	46	46	38	38	47	40	46	45	41	42	51	40	46	46	49	46
Neither/nor	11	12	11	10	17	18	13	19	15	10	16	12	7	19	12	10	12	13
Disagree	5	4	6	8	7	5	9	6	5	8	7	8	7	6	3	7	7	6
Strongly Disagree	5	8	3	5	7	3	3	3	3	4	3	1	3	5	3	3	4	1
Don't know	0	2	1	0	3	2	1	4	0	1	2	1	1	1	1	1	2	2
<b>Total Agree</b>	<b>79</b>	<b>74</b>	<b>79</b>	<b>77</b>	<b>66</b>	<b>72</b>	<b>74</b>	<b>68</b>	<b>77</b>	<b>77</b>	<b>72</b>	<b>78</b>	<b>82</b>	<b>69</b>	<b>81</b>	<b>79</b>	<b>76</b>	<b>78</b>
<b>Total Disagree</b>	<b>10</b>	<b>12</b>	<b>9</b>	<b>13</b>	<b>14</b>	<b>8</b>	<b>12</b>	<b>9</b>	<b>8</b>	<b>12</b>	<b>10</b>	<b>9</b>	<b>10</b>	<b>11</b>	<b>6</b>	<b>10</b>	<b>11</b>	<b>7</b>
Base	280	295	343	308	344	383	389	379	423	378	411	454	322	403	455	321	342	417

(Part 2)

	Eastern			Central			Wellington			Tasman			Canterbury			Southern		
	08/09 FY	09/10 FY	10/11 FY	08/09 FY	09/10 FY	10/11 FY	08/09 FY	09/10 FY	10/11 FY	08/09 FY	09/10 FY	10/11 FY	08/09 FY	09/10 FY	10/11 FY	08/09 FY	09/10 FY	10/11 FY
Strongly Agree	33	38	35	33	33	32	37	32	33	39	28	35	35	37	34	32	36	35
Agree	43	41	44	46	40	43	37	39	38	47	51	46	42	42	40	47	37	42
Neither/nor	13	7	12	11	17	12	14	16	18	6	11	7	7	11	10	10	16	11
Disagree	7	9	4	7	5	7	6	6	6	5	5	6	8	6	13	8	5	6
Strongly Disagree	3	4	4	2	2	5	6	4	2	3	4	5	6	5	2	3	3	4
Don't know	1	1	1	1	3	1	0	3	3	0	1	1	2	1	1	0	3	2
<b>Total Agree</b>	<b>76</b>	<b>79</b>	<b>79</b>	<b>79</b>	<b>73</b>	<b>75</b>	<b>74</b>	<b>71</b>	<b>71</b>	<b>86</b>	<b>79</b>	<b>81</b>	<b>77</b>	<b>79</b>	<b>74</b>	<b>79</b>	<b>73</b>	<b>77</b>
<b>Total Disagree</b>	<b>10</b>	<b>13</b>	<b>8</b>	<b>9</b>	<b>7</b>	<b>12</b>	<b>12</b>	<b>10</b>	<b>8</b>	<b>8</b>	<b>9</b>	<b>11</b>	<b>14</b>	<b>10</b>	<b>15</b>	<b>11</b>	<b>8</b>	<b>10</b>
Base	263	268	329	282	333	374	345	424	427	223	228	268	381	394	386	278	317	311

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

Note: Bold indicates a statistically significant change in neutral or don't know responses from the previous survey wave.

Green highlighting denotes a statistically significant improvement from the previous survey wave.

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

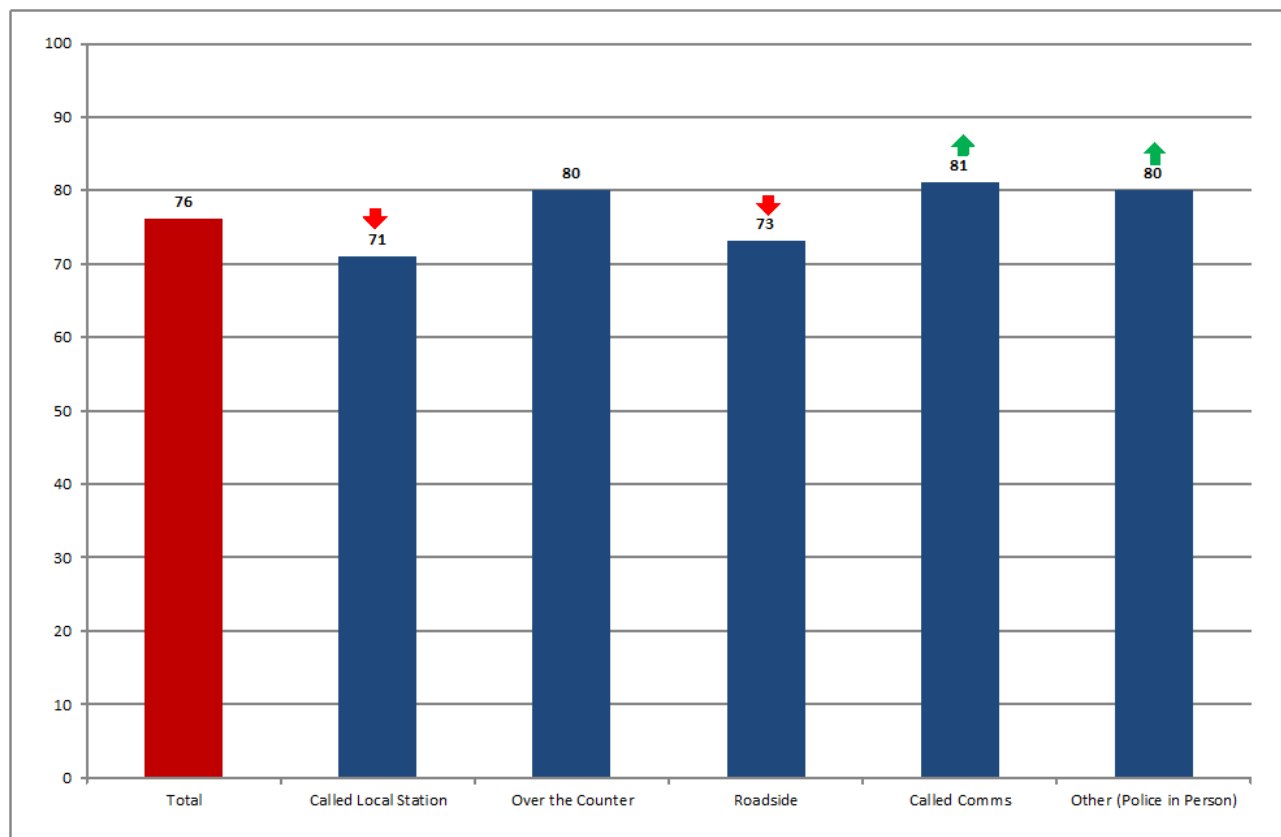
#### 4.5.4. Individual Circumstances - Comparison by Point of Contact

##### 1. 2010/11 FY

Respondents whose point of contact was either calling the Communications Centres (81%) or in person (other than on the roadside or at a Police station) (80%) were statistically 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, those whose point of contact was either calling their local station (71%) or on the roadside (73%) were significantly less likely to *agree* or *strongly agree* that their individual circumstances were taken into account.

**Figure 42: My Individual Circumstances Were Taken into Account - by Point of Contact in the 2010/11 FY**  
(% Agree/Strongly Agree)



Base: All respondents, excluding 'not applicable' responses. Total 2010/11 FY n=4570; Called local station n=264; Over the counter n=433; Roadside n=1416; Called the Communications Centres n=1618; Other (Police in person) n=839.

Green arrow indicates a significantly higher result than the total.

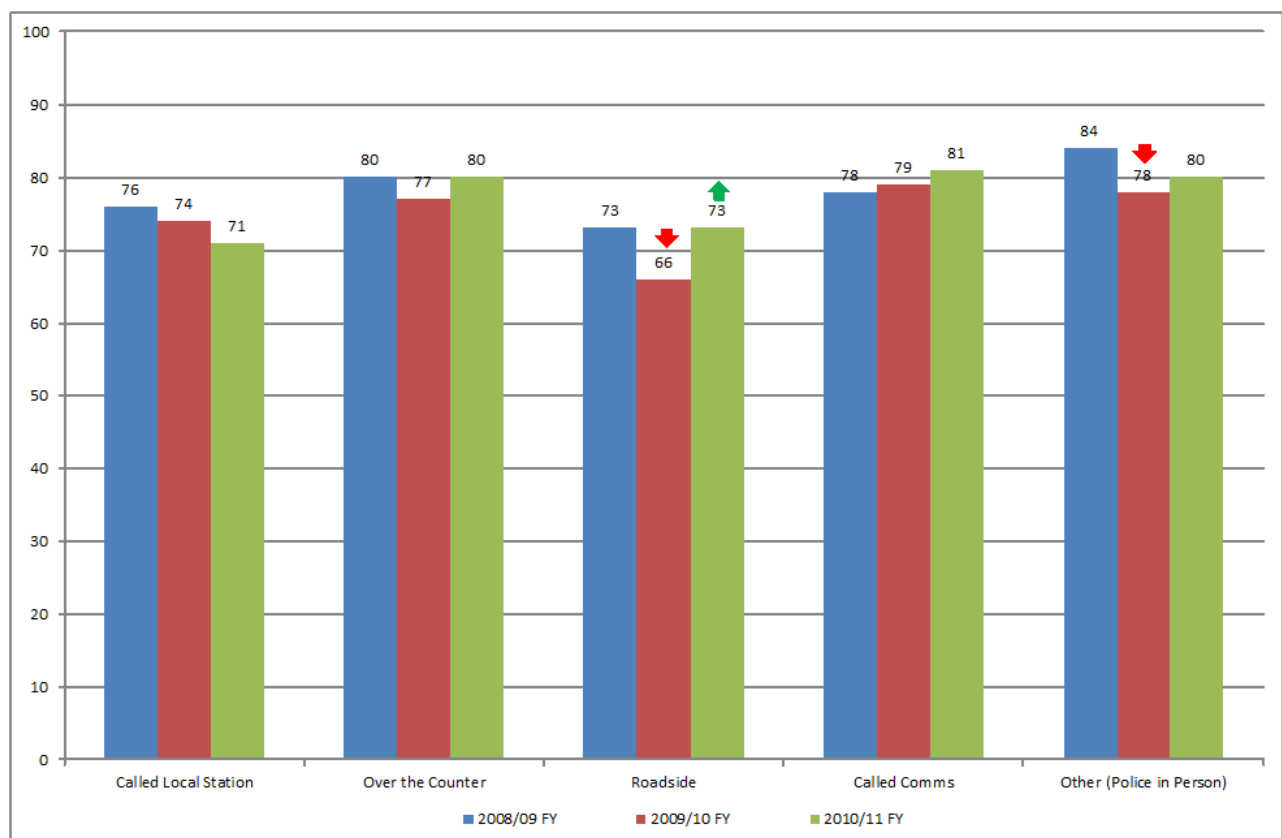
Red arrow indicates a significantly lower result than the total.

## 2. Changes Over Time

The proportion of respondents agreeing to some extent that their individual circumstances were taken into account has increased significantly between 2009/10 and 2010/11 for respondents whose point of contact was on the roadside (up from 66%, to 73% *agreeing/strongly agreeing* with this statement). Also of note is that the share of respondents disagreeing to some extent that their individual circumstances were taken into account declined for those whose point of contact was calling the Communications Centres (down from 8%, to 6%) or Police in person (other than on the roadside or at the local station) (down from 10%, to 7%).

In contrast, agreement ratings for those calling their local station declined between 2009/10 and 2010/11 (those *agreeing/strongly agreeing* down from 74%, to 71%). While this decrease was not statistically significant, it does represent a downward trend in positive ratings overtime – down from 76% in 2008/09, to 74% in 2009/10 and 71% in 2010/11.

**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 survey wave.

Red arrow indicates a significantly lower result than the previous survey wave.

**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)		
	08/09 FY	09/10 FY	10/11 FY	08/09 FY	09/10 FY	10/11 FY	08/09 FY	09/10 FY	10/11 FY	08/09 FY	09/10 FY	10/11 FY	08/09 FY	09/10 FY	10/11 FY
Strongly Agree	30	29	27	34	35	36	29	28	33	31	33	35	41	38	36
Agree	46	45	44	46	42	44	44	38	40	47	46	46	43	40	44
Neither/nor	10	13	13	7	10	8	12	21	16	11	10	11	8	11	12
Disagree	9	8	11	8	7	7	9	5	7	7	6	4	4	6	4
Strongly Disagree	4	4	3	5	5	3	5	5	3	2	2	2	3	4	3
Don't know	1	1	2	0	1	2	1	3	1	2	3	2	1	1	1
<b>Total Agree</b>	<b>76</b>	<b>74</b>	<b>71</b>	<b>80</b>	<b>77</b>	<b>80</b>	<b>73</b>	<b>66</b>	<b>73</b>	<b>78</b>	<b>79</b>	<b>81</b>	<b>84</b>	<b>78</b>	<b>80</b>
<b>Total Disagree</b>	<b>13</b>	<b>12</b>	<b>14</b>	<b>13</b>	<b>12</b>	<b>10</b>	<b>14</b>	<b>10</b>	<b>10</b>	<b>9</b>	<b>8</b>	<b>6</b>	<b>7</b>	<b>10</b>	<b>7</b>
Base	377	249	264	316	357	433	1027	1203	1416	1359	1542	1618	691	787	839

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

Note: Bold indicates a statistically significant change in neutral or don't know responses from the previous survey wave.

Green highlighting denotes a statistically significant improvement from the previous survey wave.

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



#### 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 commented that Police did not consider their circumstances, were unsympathetic or insensitive (20%) and/or that the staff member they dealt with had poor communication skills (19%). Other commonly mentioned reasons for dissatisfaction included that the staff member had a bad attitude (14%), that the matter wasn't taken seriously and/or the staff member did not believe them (13%), Police were just revenue gathering (11%) and/or that the staff member did not use their discretion (11%).

When compared with 2009/10, 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 (19%, compared with 4% in 2008/09, and 13% in 2009/10);
- Police didn't consider situation/no discretion (11%, compared with 0% in 2008/09 and 3% in 2009/10); and
- Police were incompetent or didn't handle the situation well (5%, compared with 2% in 2009/10).

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 outcome or decision was unfair or incorrect (4%, down from 20% in 2009/10).

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

	Respondents who Disagree			All Respondents
	2008/09 FY (12%, n=330)	2009/10 FY (10%, n=367)	2010/11 FY (9%, n=342)	2010/11 FY (n=4570)
Didn't consider circumstances/unsympathetic/insensitive	11	16	20	2
Poor communication/didn't listen/disinterested/no explanation	4	13	19	1
Staff member had a bad attitude/arrogant/indifferent/abrupt	20	12	14	1
Didn't take matter seriously/didn't believe me/didn't care	13	14	13	1
Police just gathering revenue/giving tickets for no reason	3	4	11	1
Didn't consider situation/no discretion/lenience	0	3	11	1
Police didn't call back, no follow-up/feedback	7	9	6	<1
Police didn't do anything/no outcome/action/Police didn't do their job	4	8	6	<1
No information/help/advice given –didn't help	2	3	5	<1

	Respondents who Disagree			All Respondents
	2008/09 FY (12%, n=330)	2009/10 FY (10%, n=367)	2010/11 FY (9%, n=342)	2010/11 FY (n=4570)
at all				
Police were incompetent/didn't handle situation well	5	2	5	<1
Outcome/decision was unfair or incorrect	26	20	4	<1
Respondent felt picked on/discriminated against	6	4	4	<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 in the 2010/11 FY.

Orange highlighting denotes a significant difference from the previous survey wave.

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

- whose reason for contact was a traffic offence (31%, compared with 14% of all other respondents); and/or
- whose point of contact was on the roadside (29%, compared with 10% of all other respondents).

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

- living in Central District (37%, compared with 17% of all other respondents); and/or
- whose point of contact was in person (other than on the roadside or at the station) (30%, compared with 17% of all other respondents); and/or
- whose reason for contact was a traffic offence (25%, compared with 15% of all other respondents).

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

- living in Canterbury District (25%, compared with 12% of all other respondents);
- whose reason for contact was a traffic offence (24%, compared with 8% of all other respondents);
- aged between 25 and 34 years (22%, compared with 11% of all other respondents); and/or
- whose point of contact was on the roadside (22%, compared with 4% of all other respondents).

Respondents significantly more likely to mention that the **matter wasn't taken seriously** include those whose point of contact was over the counter at their local station (37%, compared with 10% of all other respondents).

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

- living in Waitematā District (26%, compared with 9% of all other respondents);
- whose reason for contact was a traffic offence (22%, compared with 4% of all other respondents);
- whose point of contact was on the roadside (20%, compared with <1% of all other respondents);
- aged between 45 and 54 years (18%, compared with 9% of all other respondents); and/or
- who are male (15%, compared with 6% of females).

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

- aged between 45 and 54 years (22%, compared with 9% of all other respondents);
- whose reason for contact was a traffic offence (16%, compared with 7% of all other respondents);
- whose point of contact was on the roadside (15%, compared with 5% of all other respondents); and/or
- who are male (14%, compared with 7% of females).

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

- whose point of contact was either calling their local station (22%, compared with 4% of all other respondents) or in person (other than at the roadside or local station) (17%, compared with 5% of all other respondents).
- living in Canterbury District (16%, compared with 4% of all other respondents); and/or
- for are female (9%, compared with 3% of males).

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 (20%, compared with 4% of all other respondents).

Respondents significantly more likely to mention that **no information/help/advice was given** include those whose point of contact was calling their local station (11%, compared with 4% of all other respondents).

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

- aged between 55 and 64 years (12%, compared with 3% of all other respondents);
- living in Central District (11%, compared with 3% 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 they **felt picked on or discriminated against** include those:

- aged between 16 and 24 years (14%, compared with 3% of all other respondents) or between 55 and 64 years (11%, compared with 3% of all other respondents);
- whose point of contact was over the counter at their local station (14%, compared with 3% of all other respondents); and/or
- living in Southern District (11%, compared with 3% 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

Three quarters of respondents (74%) *agree* or *strongly agree* that the service they received is an example of good value for tax dollars spent. This represents a statistically significant increase in agreement from 2009/10 (up from 70%, to 74%). Also of note is that the share of respondents *strongly agreeing* with the statement has also had a statistically significant improvement this year (up from 28%, to 30%).

One in ten respondents (10%) disagreed to some extent that it is an example of good value for tax dollars spent, down from 13% in 2009/10. The share *strongly disagreeing* has also declined (down from 5%, to 3%). Both these declines are statistically significant.

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

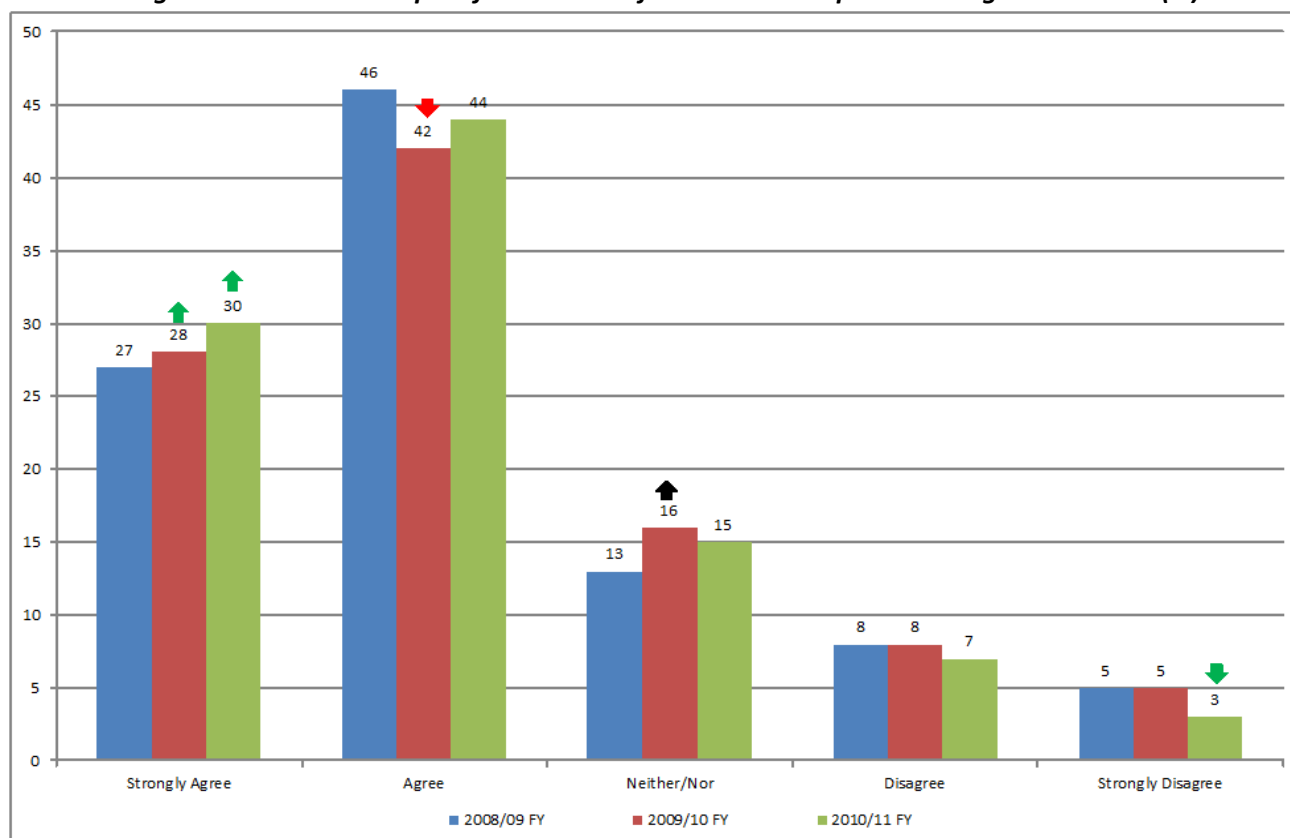
	2008/09 FY	2009/10 FY	2010/11 FY
Strongly Agree	27	28	30
Agree	46	42	44
Neither/Nor	13	16	15
Disagree	8	8	7
Strongly Disagree	5	5	3
Don't know	1	1	1
<b>Total Agree</b>	<b>73</b>	<b>70</b>	<b>74</b>
<b>Total Disagree</b>	<b>13</b>	<b>13</b>	<b>10</b>
Mean Rating	3.83	3.82	3.91
Base	3996	4380	4796

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

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

Mean rating is out of a maximum rating of 5.0 (where 5 represents a rating of strongly agree).

**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. 2008/09 FY n=3996, 2009/10 FY n=4380, 2010/11 FY n=4796.

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

Green arrow indicates a significant improvement from the previous survey wave.

Red arrow indicates a significant negative change from the previous survey wave.

#### 4.6.2. It's an Example of Good Value for Tax Dollars Spent - Significant Differences for 2010/11 FY

The following statistically significant differences for 2010/11 are evident at the total results level (combined 2010/11 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 (87%, compared with 74% of all other respondents);
- aged 65 years or older (86%, compared with 72% of all other respondents);
- whose reason for contact was a general enquiry (84%, compared with 73% of all other respondents);
- whose point of contact was calling the Communications Centres (79%, compared with 73% of all other respondents);
- whose point of contact was in person (other than on the roadside or at a Police station) (79%, compared with 72% of all other respondents);
- whose reason for contact was a traffic stop (78%, compared with 72% of all other respondents); and/or
- of European descent (76%, compared with 70% of all other respondents).

Respondents significantly more likely to *disagree/strongly disagree* that it is good value for tax dollars spent included those:

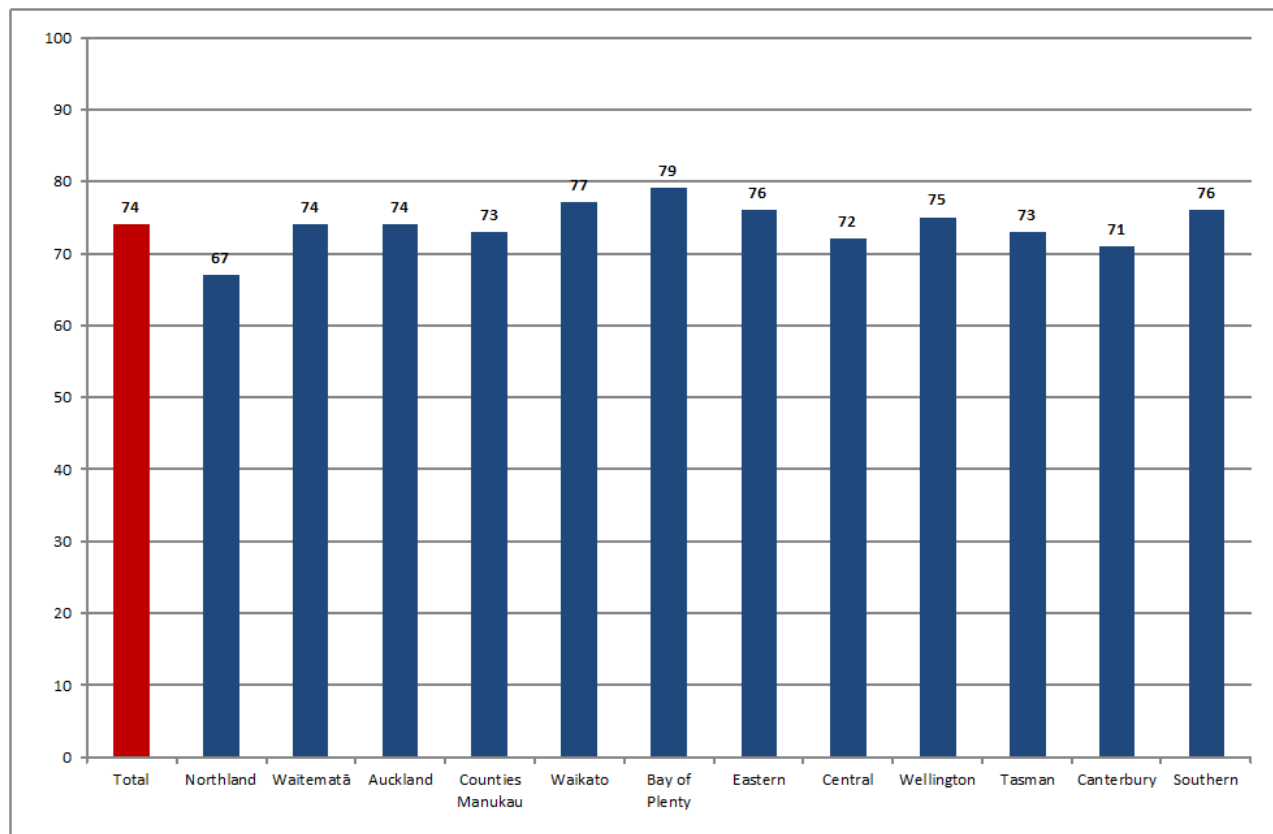
- whose reason for contact was a traffic offence (23%, compared with 8% of all other respondents);
- living in Waitematā District (15%, compared with 9% of all other respondents);
- aged between 55 and 64 years (13%, compared with 9% of all other respondents);
- who are male (12%, compared with 8% of female respondents); and/or
- whose point of contact was on the roadside (11%, compared with 8% of all other respondents).

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

##### 1. 2010/11 FY

Three quarters of respondents *agreed* or *strongly agreed* that the service they received was an example of good value for tax dollars spent. While the differences are not statistically significant, agreement ratings range from 79% of respondents agreeing to some extent in the Bay of Plenty District, down to 67% of respondents *agreeing/strongly agreeing* in Northland District.

**Figure 45: It's an Example of Good Value for Tax Dollars Spent - by District in the 2010/11 FY  
(% Agree/Strongly Agree)**



Bas

e: All respondents, excluding 'not applicable' responses. Total 2010/11 FY n=4796; Northland n=372; Waitematā n=403; Auckland n=445; Counties n=464; Waikato n=474; Bay of Plenty n=434; Eastern n=347; Central n=383; Wellington n=450; Tasman n=283; Canterbury n=409; Southern n=332.

## 2. Changes Over Time

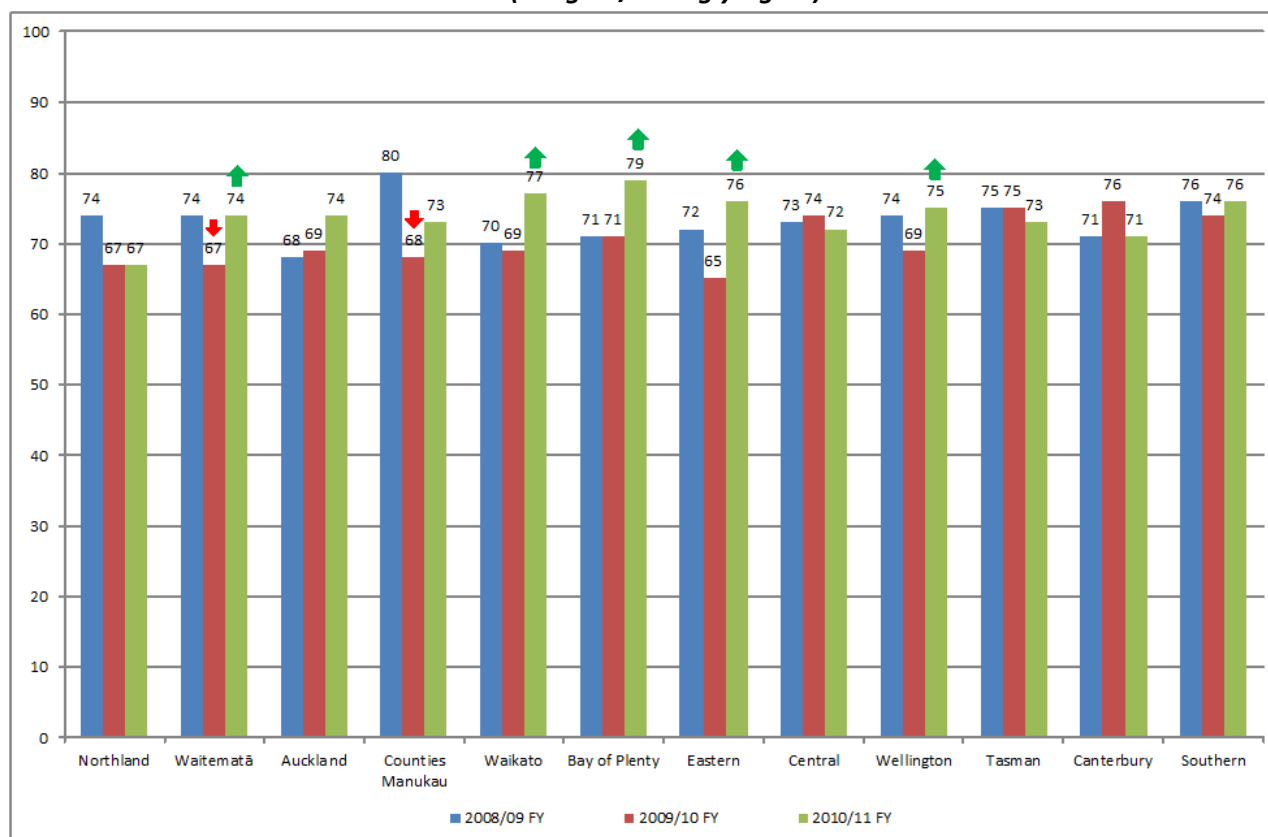
Between 2009/10 and 2010/11, the proportion of respondents who agreed to some extent that the service provided was an example of good value for tax dollars spent increased statistically significantly for those living in:

- Eastern District (up 11 percentage points from 65% *agreeing/strongly agreeing* in 2009/10, to 76%);
- Waikato District (up 8 percentage points from 69%, to 77%);
- Bay of Plenty District (up 8 percentage points from 71%, to 79%);
- Waitematā District (up 7 percentage points from 67%, to 74%); and
- Wellington District (up 6 percentage points from 69%, to 75%).

In contrast, positive ratings declined for Central, Tasman and Canterbury districts between 2009/10 and 2010/11 (however the differences were not statistically significant).

Also of note in 2010/11 are statistically significant declines in the share *disagreeing/strongly disagreeing* with this statement for those living in Bay of Plenty (down from 11%, to 6%), Canterbury (down from 13%, to 7%), Auckland City (down from 13%, to 8%) and Wellington (down from 16%, to 9%) districts.

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



Bas

*e: All respondents, excluding 'not applicable' responses.*

*Green arrow indicates a significantly higher result than the previous survey wave.*

*Red arrow indicates a significantly lower result than the previous survey wave.*



(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		
	08/09 FY	09/10 FY	10/11 FY	08/09 FY	09/10 FY	10/11 FY	08/09 FY	09/10 FY	10/11 FY	08/09 FY	09/10 FY	10/11 FY	08/09 FY	09/10 FY	10/11 FY	08/09 FY	09/10 FY	10/11 FY
Strongly Agree	28	24	28	24	29	31	26	<b>30</b>	<b>29</b>	30	24	29	31	<b>26</b>	30	26	24	30
Agree	46	43	39	50	<b>38</b>	43	42	39	45	50	44	44	39	<b>43</b>	47	45	47	49
Neither/nor	15	16	20	12	<b>18</b>	<b>10</b>	17	17	18	8	<b>18</b>	16	15	19	<b>14</b>	17	17	14
Disagree	6	9	9	8	9	11	10	7	6	8	9	8	7	8	6	9	7	4
Strongly Disagree	4	6	3	6	5	4	5	6	<b>2</b>	3	3	2	7	<b>3</b>	3	3	4	2
Don't know	1	2	1	0	1	1	0	<b>1</b>	<b>0</b>	1	2	1	1	1	<b>0</b>	0	1	1
<b>Total Agree</b>	<b>74</b>	<b>67</b>	<b>67</b>	<b>74</b>	<b>67</b>	<b>74</b>	<b>68</b>	<b>69</b>	<b>74</b>	<b>80</b>	<b>68</b>	<b>73</b>	<b>70</b>	<b>69</b>	<b>77</b>	<b>71</b>	<b>71</b>	<b>79</b>
<b>Total Disagree</b>	<b>10</b>	<b>15</b>	<b>12</b>	<b>14</b>	<b>14</b>	<b>15</b>	<b>15</b>	<b>13</b>	<b>8</b>	<b>11</b>	<b>12</b>	<b>10</b>	<b>14</b>	<b>11</b>	<b>9</b>	<b>12</b>	<b>11</b>	<b>6</b>
Base	298	313	372	335	374	403	408	402	445	389	434	464	339	420	474	336	371	434

(Part 2))

	Eastern			Central			Wellington			Tasman			Canterbury			Southern		
	08/09 FY	09/10 FY	10/11 FY	08/09 FY	09/10 FY	10/11 FY	08/09 FY	09/10 FY	10/11 FY	08/09 FY	09/10 FY	10/11 FY	08/09 FY	09/10 FY	10/11 FY	08/09 FY	09/10 FY	10/11 FY
Strongly Agree	28	29	32	27	31	28	32	29	32	30	29	27	22	<b>32</b>	28	29	28	30
Agree	44	36	<b>44</b>	46	43	44	42	40	43	45	46	46	49	44	43	47	46	46
Neither/nor	10	<b>22</b>	<b>15</b>	15	13	14	12	14	16	15	13	15	13	10	<b>20</b>	13	12	12
Disagree	10	7	4	8	8	9	7	10	<b>4</b>	6	7	7	11	9	<b>4</b>	6	8	6
Strongly Disagree	8	<b>5</b>	4	4	4	3	7	6	5	3	4	4	4	4	3	5	4	4
Don't know	0	1	1	0	1	2	0	1	<b>0</b>	1	1	1	1	1	2	0	<b>2</b>	<b>2</b>
<b>Total Agree</b>	<b>72</b>	<b>65</b>	<b>76</b>	<b>73</b>	<b>74</b>	<b>72</b>	<b>74</b>	<b>69</b>	<b>75</b>	<b>75</b>	<b>75</b>	<b>73</b>	<b>71</b>	<b>76</b>	<b>71</b>	<b>76</b>	<b>74</b>	<b>76</b>
<b>Total Disagree</b>	<b>18</b>	<b>12</b>	<b>8</b>	<b>12</b>	<b>12</b>	<b>12</b>	<b>14</b>	<b>16</b>	<b>9</b>	<b>9</b>	<b>11</b>	<b>11</b>	<b>15</b>	<b>13</b>	<b>7</b>	<b>11</b>	<b>12</b>	<b>10</b>
Base	272	283	347	299	349	383	377	451	450	243	241	283	405	414	409	295	328	332

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

Note: Bold indicates a statistically significant change in neutral or don't know responses from the previous survey wave.

Green highlighting denotes a statistically significant improvement from the previous survey wave.

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

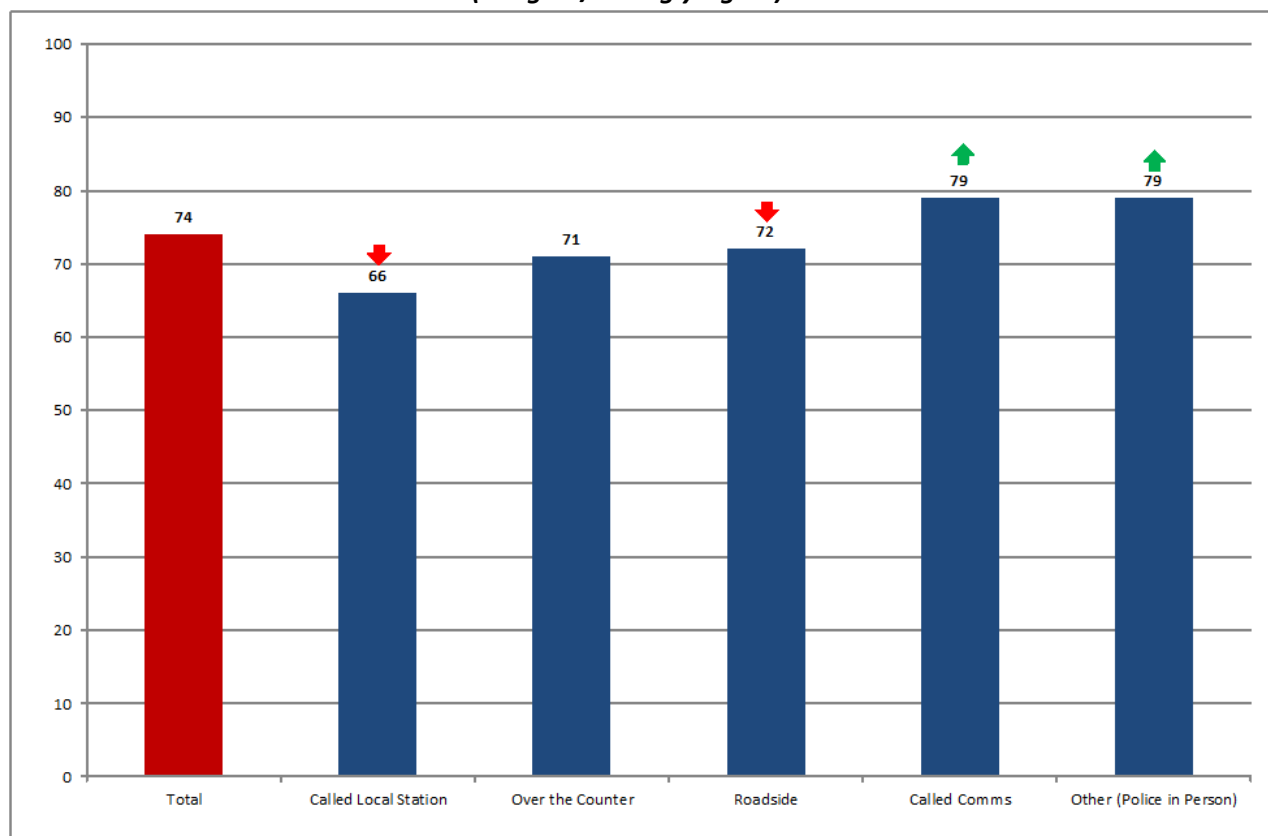
#### 4.6.4. It's an Example of Good Value for Tax Dollars Spent - Comparison by Point of Contact

##### 1. 2010/11 FY

Respondents whose point of contact was either calling the Communications Centres or in person (other than at the roadside or over the counter at the station) were significantly more likely to agree to some extent that the service they received was an example of good value for tax dollars spent (both with 79% *agreeing/strongly agreeing*) than for all other points of contact.

In contrast, respondents whose point of contact was through calling their local station (66%) or at the roadside (72%) 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 2010/11 FY (% Agree/Strongly Agree)**



Base: All respondents, excluding 'not applicable' responses. Total 2010/11 FY n=4796; Called local station n=275; Over the counter n=449; Roadside n=1513; Called the Communications Centres n=1683; Other (Police in person) n=876.

Green arrow indicates a significantly higher result than the total.

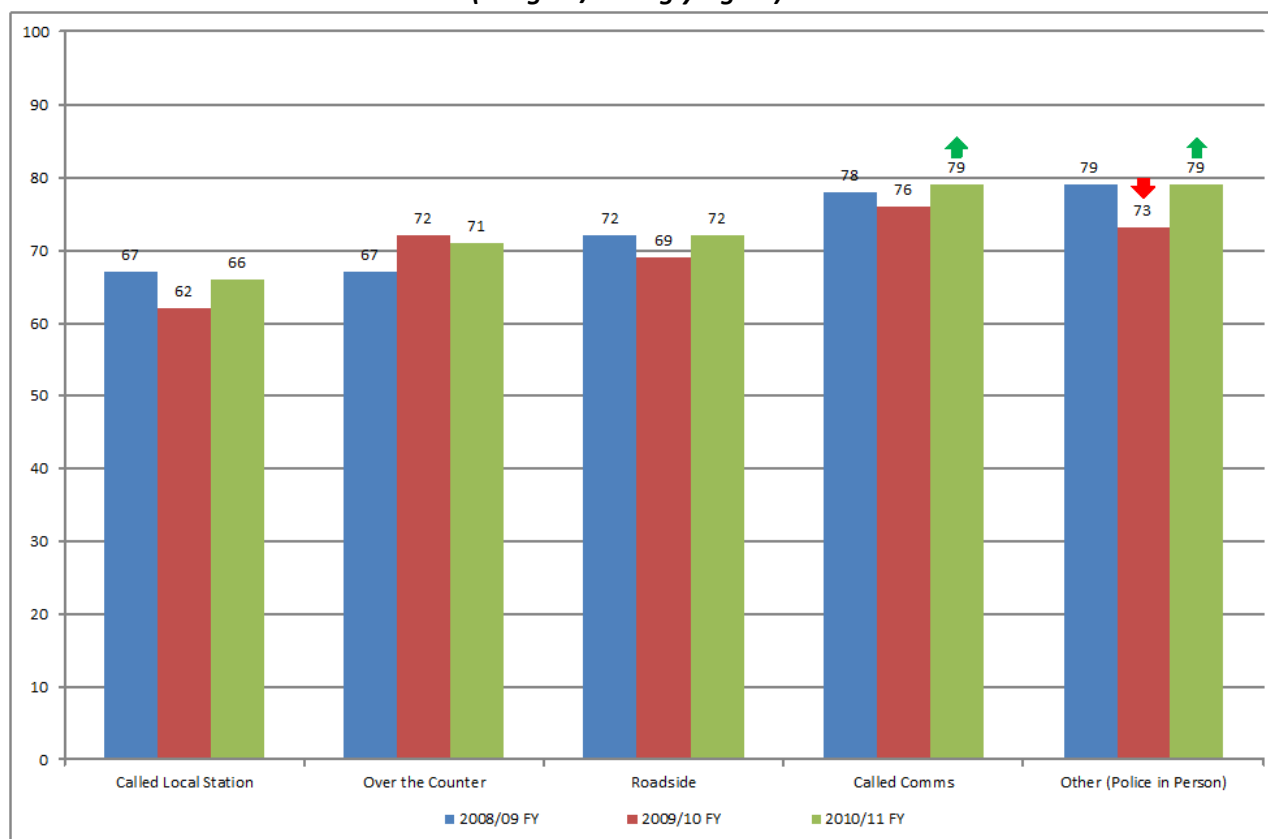
Red arrow indicates a significantly lower result than the total.

## 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 increased statistically significantly for those whose point of contact was in person (other than on the roadside or at a Police station) (up from 73%, to 79%) and for those calling the Communications Centres (up from 76%, to 79%).

Negative ratings for these points of contact also decreased significantly in 2010/11 (the share *disagreeing/strongly disagreeing* down from 8%, to 6% for those calling the Communications Centres and down from 11%, to 8% for those who had contact in person). The share disagreeing also declined significantly for those whose point of contact was on the roadside (down from 16%, to 11%).

**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 survey wave.

Red arrow indicates a significantly lower result than the previous survey wave.

**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)		
	08/09 FY	09/10 FY	10/11 FY	08/09 FY	09/10 FY	10/11 FY	08/09 FY	09/10 FY	10/11 FY	08/09 FY	09/10 FY	10/11 FY	08/09 FY	09/10 FY	10/11 FY
Strongly Agree	22	21	17	22	25	25	26	28	30	32	29	33	33	34	33
Agree	45	41	49	45	47	46	46	41	42	46	47	46	46	39	46
Neither/nor	17	25	22	17	18	18	12	14	16	13	14	13	12	15	11
Disagree	10	7	9	8	6	8	10	11	7	6	6	4	5	7	4
Strongly Disagree	4	5	3	7	3	2	6	5	4	2	2	2	4	4	4
Don't know	2	1	0	1	1	1	0	1	1	1	2	2	0	1	2
<b>Total Agree</b>	<b>67</b>	<b>62</b>	<b>66</b>	<b>67</b>	<b>72</b>	<b>71</b>	<b>72</b>	<b>69</b>	<b>72</b>	<b>78</b>	<b>76</b>	<b>79</b>	<b>79</b>	<b>73</b>	<b>79</b>
<b>Total Disagree</b>	<b>14</b>	<b>12</b>	<b>12</b>	<b>15</b>	<b>9</b>	<b>10</b>	<b>16</b>	<b>16</b>	<b>11</b>	<b>8</b>	<b>8</b>	<b>6</b>	<b>9</b>	<b>11</b>	<b>8</b>
Base	398	260	275	332	371	449	1106	1294	1513	1433	1643	1683	722	812	876

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

Note: Bold indicates a statistically significant change in neutral or don't know responses from the previous survey wave.

Green highlighting denotes a statistically significant improvement from the previous survey wave.

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

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

One in five respondents (20%) who *disagreed/strongly disagreed* that the service they received was an example of good value for tax dollars spent commented that Police have too much focus on revenue gathering/points. Other more commonly mentioned reasons for disagreeing to some extent included that resources are spent in the wrong areas (11%), a perception that Police don't respond/don't turn up/don't help/don't take action/are slow to respond (9%), that they don't 'do what they need to do'/focus on the wrong things/don't catch real criminals (7%), and that Police place too much emphasis on traffic and driving offences (7%).

When compared with 2009/10, there has been a significant increase in the share of respondents who mention that the reason they disagree to some extent that the service they received was an example of good value for tax dollars spent is because there is too much focus on gathering revenue/points (up from 7% in 2008/09 and 14% in 2009/10, to 20%) and/or because resources are spent in the wrong areas (up from 6% in 2009/10, to 11%).

In contrast, there have been statistically significant declines in mentions of:

- Police not doing what they need to do (down from 25% in 2009/10, to 7%);
- too much emphasis on traffic and driving (down from 14%, to 7%);
- patrols/breath testing/checkpoints are in the wrong locations/at the wrong times (down from 7%, to 4%); and/or
- low-quality Police officers (down from 6%, to 3%).

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

	Respondents who Disagree			All Respondents
	2008/09 FY (13%, n=454)	2009/10 FY (13%, n=486)	2010/11 FY (10%, n=436)	2010/11 FY (n=4796)
Too much focus on gathering revenue/points	7	14	20	2
Resources spent in wrong area – not targeting right priorities	5	6	11	1
Don't respond/never turn up/don't help/no action taken/slow	10	11	9	1
Don't do what they need to – catch real criminals/focus on wrong things	17	25	7	<1
Too much emphasis on traffic and driving	12	14	7	<1
Police are unfair/discriminating/don't give warnings/abrupt	1	4	6	<1
Too many Police sent/at checkpoint	2	3	5	<1
Money could be better spent (i.e. not on Police)/	2	3	5	<1

	Respondents who Disagree			All Respondents
	2008/09 FY (13%, n=454)	2009/10 FY (13%, n=486)	2010/11 FY (10%, n=436)	2010/11 FY (n=4796)
shouldn't be taxpayer's money				
Patrols/breath testing/checkpoints at wrong time of day/wrong locations	4	7	4	<1
Police are short-staffed/not enough Police	2	2	4	<1
Low-quality Police officers – unprofessional/incompetent/lack knowledge	3	6	3	<1
Never actually solve crimes/resolve issues – ineffective or waste of time	5	5	3	<1
Poor organisation/poor service	4	4	3	<1
Need more police walking around on the streets	1	<1	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 in 2010/11 FY.

Orange highlighting denotes a significant difference from the previous survey wave.

Respondents significantly more likely to mention **too much focus on revenue gathering/points** include those:

- whose reason for contact was a traffic offence (41%, compared with 10% of all other respondents);
- living in Southern District (34%, compared with 18% of all other respondents);
- whose point of contact was on the roadside (33%, compared with 4% of all other respondents); and/or
- who are male (23%, compared with 14% of female respondents).

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

- living in Central district (26%, compared with 10% of all other respondents);
- whose reason for contact was a traffic offence (19%, compared with 8% of all other respondents); and/or
- whose point of contact was on the roadside (17%, compared with 5% of all other respondents).

Respondents significantly more likely to mention that **Police don't turn up/help/no action taken** include those:

- whose point of contact was calling either the Communications Centres (33%, compared with 6% of all other respondents), or their local station (32%, compared with 6% of all other respondents); and/or
- of European descent (11%, compared with 3% of all other respondents).

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

- living in Waikato District (19%, compared with 5% of all other respondents);

- aged between 25 and 34 years (12%, compared with 5% of all other respondents); and/or
- who are male (9%, compared with 3% of female respondents).

Respondents significantly more likely to mention **too much emphasis on traffic and driving** include those:

- living in Waitematā District (13%, compared with 5% of all other respondents); and/or
- whose point of contact was on the roadside (10%, compared with 2% of all other respondents).

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

- living in Canterbury District (22%, compared with 4% of all other respondents); and/or
- who are male (8%, compared with 2% of females).

Respondents significantly more likely to mention that there are **too many Police sent/at checkpoints** include those:

- living in Auckland City District (14%, compared with 5% of all other respondents);
- whose reason for contact was a traffic stop (12%, compared with 3% of all other respondents);
- aged between 25 and 43 years (10%, compared with 4% of all other respondents); and/or
- whose point of contact was on the roadside (8%, compared with 3% of all other respondents).

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

- aged between 16 and 24 years (16%, compared with 3% of all other respondents); and/or
- who are male (7%, compared with 2% of female respondents).

Respondents significantly more likely to mention that **Police are short staffed/not enough Police** include those:

- whose point of contact was calling the local station (21%, compared with 3% of all other respondents);
- who are female (7%, compared with 2% of male respondents); and/or
- of European descent (6%, compared with 1% of all other respondents).

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

- whose reason for contact was a traffic stop (13%, compared with 1% of all other respondents);
- living in Waitematā District (8%, compared with 3% of all other respondents);
- whose point of contact was on the roadside (7%, compared with 0% of all other respondents);
- who are female (7%, compared with 2% of male respondents); and/or
- of European descent (5%, compared with 1% of all other respondents).

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

- whose point of contact was in person (other than on the roadside or at a Police station) (11%, compared with 2% of all other respondents); and/or
- of Maori descent (8%, compared with 2% of all other respondents).

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

- whose point of contact was over the counter at their local station (9%, compared with 3% of all other respondents); and/or
- who are female (6%, compared with 2% of male respondents).

Respondents significantly more likely to mention **needing more police walking around on the streets** include those:

- living in Waikato District (8%, compared with 2% of all other respondents);
- aged between 25 and 34 years (7%, compared with 2% of all other respondents); and/or
- whose reason for contact was a traffic stop (6%, 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, 84% of respondents mentioned that they had expected to receive either *good* (50%) or *very good* (34%) service. This result represents a statistically significant increase in the share expecting at least good service (up from 81% in 2009/10, to 84%) and in the share expecting *very good* service (up from 31%, to 34%).

Only 3% of respondents said they had expected to receive *poor* or *very poor* service – a statistically significant decline from 5% in 2009/10. Also of note is that the share expecting *very poor* service has declined from 1%, to no mentions in 2010/11 (a statistically significant difference).

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

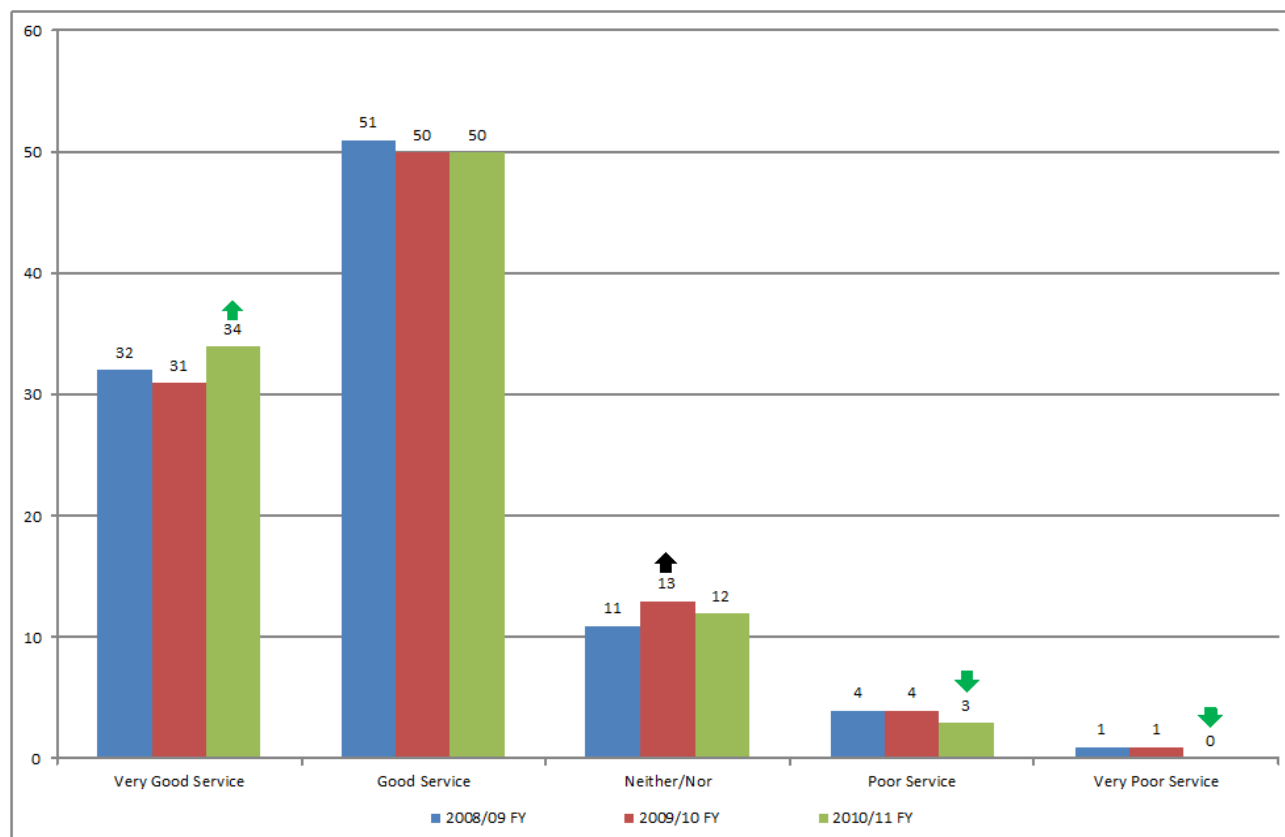
	2008/09 FY	2009/10 FY	2010/11 FY
Very Good Service	32	31	34
Good Service	51	50	50
Neither/Nor	11	13	12
Poor Service	4	4	3
Very Poor Service	1	1	0
Don't know	1	1	1
<b>Total Good/Very Good Service</b>	<b>83</b>	<b>81</b>	<b>84</b>
<b>Total Poor/Very Poor Service</b>	<b>5</b>	<b>5</b>	<b>3</b>
Mean Rating	4.09	4.07	4.15
Base	3936	4315	4784

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

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

Mean rating is out of a maximum rating of 5.0 (where 5 represents a rating of very good service).

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



Base: All respondents excluding those giving a 'not applicable' response. 2008/09 FY n=3936, 2009/10 FY n=4315, 2010/11 FY n=4784. Black arrow indicates a significant change from the previous survey wave (neutral 'neither/nor' change). Green arrow indicates a significant improvement from the previous survey wave.

#### 4.7.2. Quality of Service Expected Before Contact - Significant Differences for the 2010/11 FY

The following statistically significant differences for 2010/11 are evident at the total results level (combined 2010/11 results for General, Communications Centres and Māori Booster sample).

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

- aged 55 years or older (90%, compared with 82% of all other respondents);
- living in Canterbury District (89%, compared with 83% of all other respondents);
- whose reason for contact was a traffic stop (87%, compared with 82% of all other respondents);
- of European descent (86%, compared with 78% of all other respondents); and/or
- who are female (85%, compared with 83% of male 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 (16%, compared with 3% of all other respondents);
- aged between 16 and 24 years (9%, compared with 2% of all other respondents);
- of Māori descent (7%, compared with 2% of all other respondents);
- whose reason for contact was an assault (6%, compared with 3% of all other respondents);
- whose point of contact was calling the Communications Centre (6%, compared with 3% of all other respondents); and/or
- who are male (4%, compared with 3% of female respondents).

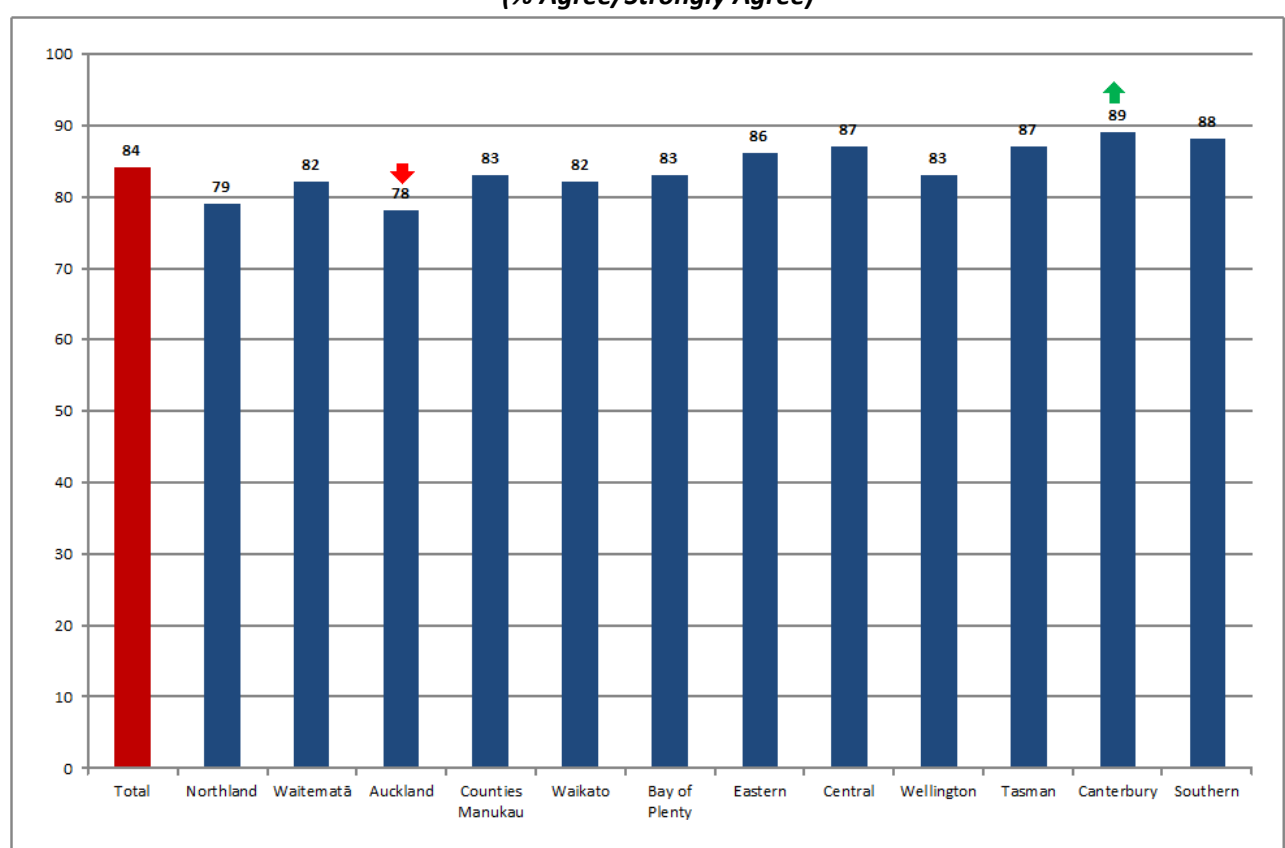
#### 4.7.3. Quality of Service Expected Before Contact with Police - Comparison by District

##### 1. 2010/11 FY

Before their contact with Police, the majority of respondents (84%) expected to receive *good* or *very good* service. In particular, those living in the Canterbury District (89%) were statistically significantly more likely to expect to receive *good/very good* service.

In contrast, respondents living in the Auckland City District (78%) were statistically 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 the 2010/11 FY (% Agree/Strongly Agree)**



ase: All respondents, excluding 'not applicable' responses. Total 2010/11 FY n=4784; Northland n=366; Waitematā n=405; Auckland n=442; Counties n=459; Waikato n=474; Bay of Plenty n=435; Eastern n=344; Central n=386; Wellington n=450; Tasman n=284; Canterbury n=408; Southern n=331.

Green arrow indicates a significantly higher result than the total.

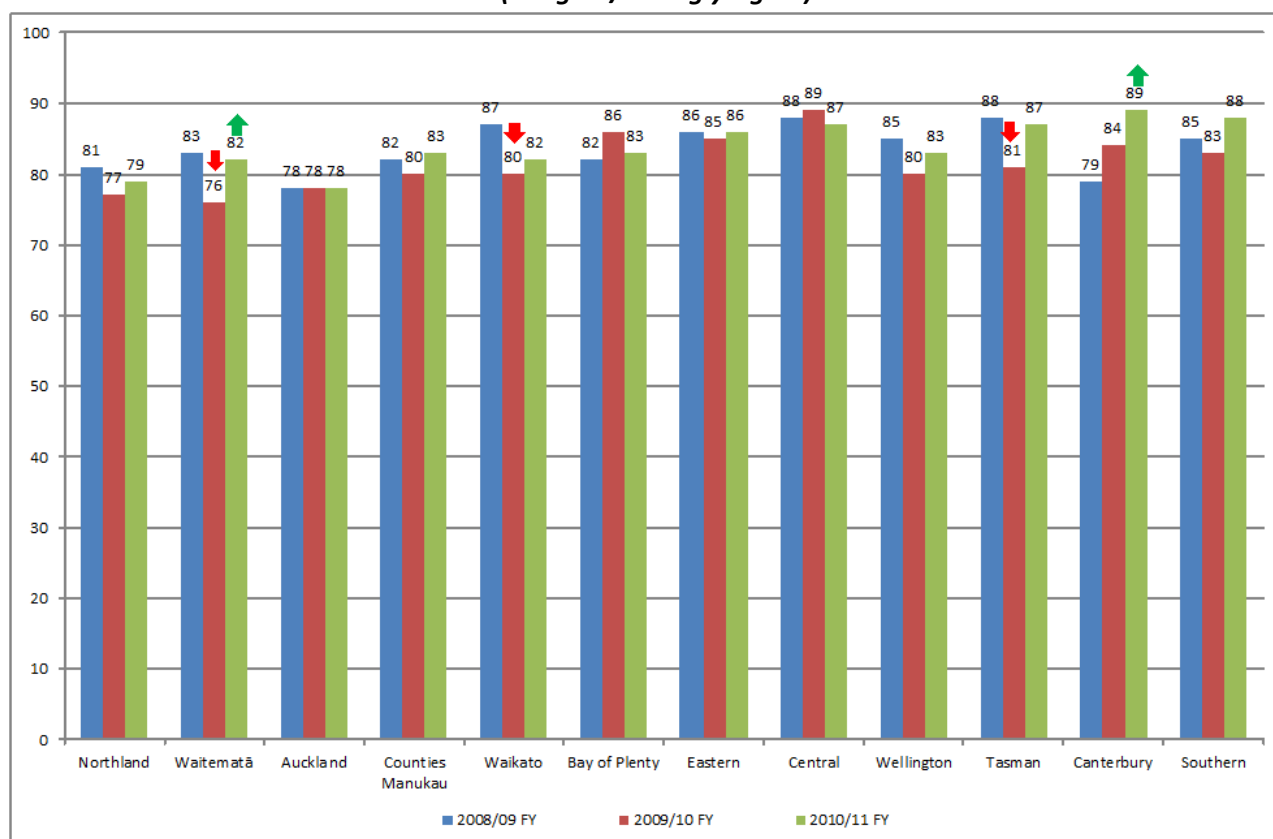
Red arrow indicates a significantly lower result than the total.

## 2. Changes Over Time

Between 2009/10 and 2010/11, There has been a statistically significant increase in the proportion of respondents who expected *good/very good service* for those living in the Waitematā (up from 76% expecting *good/very good service*, to 82%), and Canterbury (up from 84%, to 89%) districts.

In contrast, the proportion of respondents expecting *good/very good service* declined between 2009/10 and 2010/11 for Bay of Plenty (down from 86%, to 83%) and Central (down from 89%, to 87%) districts, although these declines were not statistically significant.

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



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

Green arrow indicates a significantly higher result than the previous survey wave.

Red arrow indicates a significantly lower result than the previous survey wave.

(Part 1)

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

	Northland			Waitematā			Auckland City			Counties Manukau			Waikato			Bay Of Plenty		
	08/09 FY	09/10 FY	10/11 FY	08/09 FY	09/10 FY	10/11 FY	08/09 FY	09/10 FY	10/11 FY	08/09 FY	09/10 FY	10/11 FY	08/09 FY	09/10 FY	10/11 FY	08/09 FY	09/10 FY	10/11 FY
Very good service	36	<b>28</b>	29	32	27	31	29	29	29	29	29	31	30	29	32	33	34	32
Good service	45	49	50	51	49	51	49	49	49	53	51	52	57	51	50	49	52	51
Neither/nor	11	13	14	11	15	12	14	14	17	10	14	13	10	14	13	12	10	12
Poor service	6	6	4	3	<b>7</b>	5	7	6	4	7	4	2	2	<b>5</b>	4	5	2	3
Very poor service	1	3	1	1	1	<b>0</b>	1	1	<b>0</b>	1	1	1	1	<b>0</b>	0	0	1	1
Don't know	1	1	2	2	1	1	0	<b>1</b>	<b>1</b>	0	<b>1</b>	<b>1</b>	0	1	1	1	1	1
<b>Total good service</b>	<b>81</b>	<b>77</b>	<b>79</b>	<b>83</b>	<b>76</b>	<b>82</b>	<b>78</b>	<b>78</b>	<b>78</b>	<b>82</b>	<b>80</b>	<b>83</b>	<b>87</b>	<b>80</b>	<b>82</b>	<b>82</b>	<b>86</b>	<b>83</b>
<b>Total poor service</b>	<b>7</b>	<b>9</b>	<b>5</b>	<b>4</b>	<b>8</b>	<b>5</b>	<b>8</b>	<b>7</b>	<b>4</b>	<b>8</b>	<b>5</b>	<b>3</b>	<b>3</b>	<b>5</b>	<b>4</b>	<b>5</b>	<b>3</b>	<b>4</b>
Base	292	303	366	331	366	405	401	395	442	385	428	459	331	420	474	331	265	435

(Part 2)

	Eastern			Central			Wellington			Tasman			Canterbury			Southern		
	08/09 FY	09/10 FY	10/11 FY	08/09 FY	09/10 FY	10/11 FY	08/09 FY	09/10 FY	10/11 FY	08/09 FY	09/10 FY	10/11 FY	08/09 FY	09/10 FY	10/11 FY	08/09 FY	09/10 FY	10/11 FY
Very good service	33	31	34	34	40	38	35	33	31	35	27	<b>36</b>	29	33	<b>45</b>	34	33	31
Good service	53	54	52	54	49	49	50	47	52	53	54	51	50	51	<b>44</b>	51	50	57
Neither/nor	9	8	11	7	7	7	9	<b>15</b>	14	9	13	10	14	12	9	10	11	10
Poor service	3	5	<b>2</b>	3	3	4	5	4	3	2	5	2	5	<b>2</b>	1	3	4	2
Very poor service	1	1	0	1	0	1	1	1	<b>0</b>	1	1	0	1	2	<b>0</b>	1	1	0
Don't know	1	1	1	1	1	1	0	0	0	0	0	1	1	<b>0</b>	<b>1</b>	1	1	0
<b>Total good service</b>	<b>86</b>	<b>85</b>	<b>86</b>	<b>88</b>	<b>89</b>	<b>87</b>	<b>85</b>	<b>80</b>	<b>83</b>	<b>88</b>	<b>81</b>	<b>87</b>	<b>79</b>	<b>84</b>	<b>89</b>	<b>85</b>	<b>83</b>	<b>88</b>
<b>Total poor service</b>	<b>4</b>	<b>6</b>	<b>2</b>	<b>4</b>	<b>3</b>	<b>5</b>	<b>6</b>	<b>5</b>	<b>3</b>	<b>3</b>	<b>6</b>	<b>2</b>	<b>6</b>	<b>4</b>	<b>1</b>	<b>4</b>	<b>5</b>	<b>2</b>
Base	269	279	344	292	346	386	373	443	450	240	239	284	399	408	408	292	323	331

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

Note: Bold indicates a statistically significant change in neutral or don't know responses from the previous survey wave.

Green highlighting denotes a statistically significant improvement from the previous survey wave.

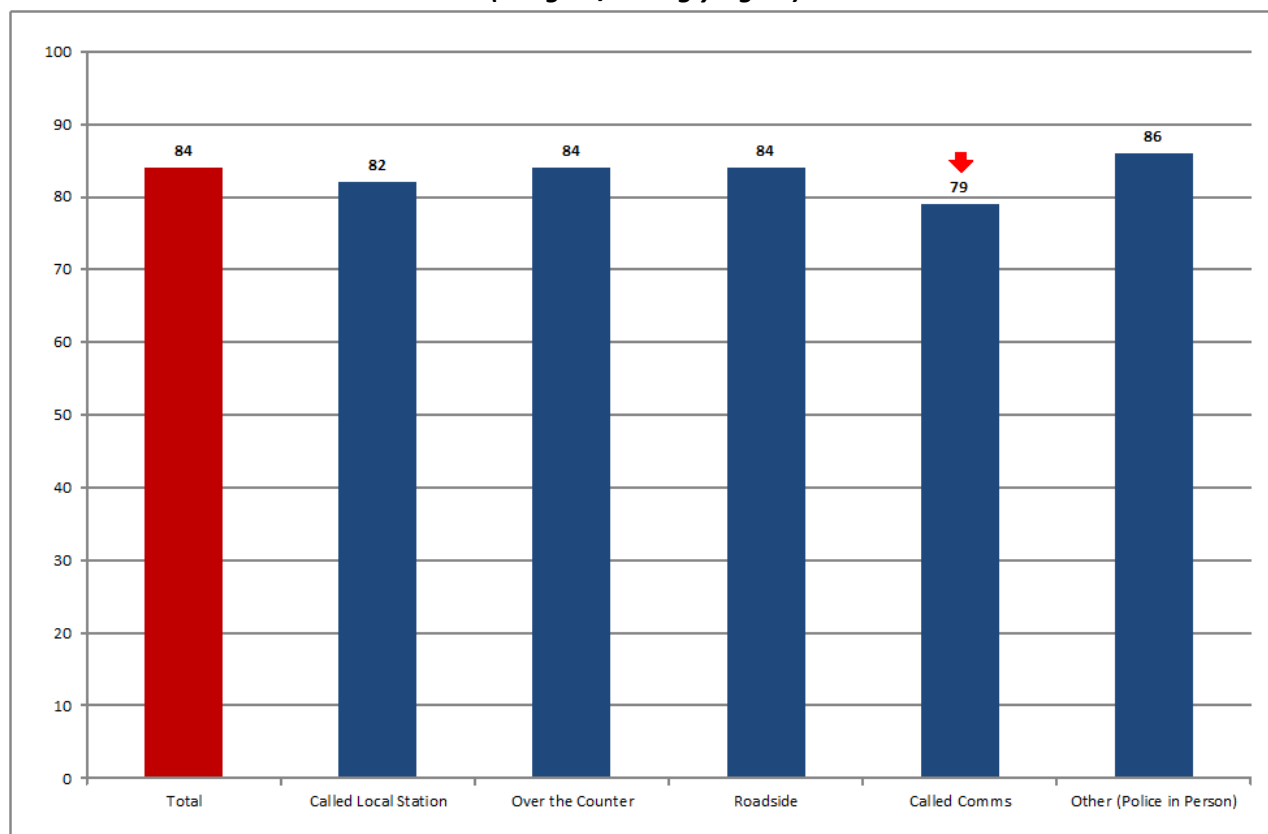
Red highlighting denotes a statistically significant negative change from the previous survey wave.

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

##### 1. 2010/11 FY

Expectations before contact with the Police were significantly lower for those who called the Communications Centres, with 79% expecting *good/very good service* before they made their call.

**Figure 52: Quality of Service Expected Before Contact with Police - by Point of Contact in the 2010/11 FY (% Agree/Strongly Agree)**



Base: All respondents, excluding 'not applicable' responses. Total 2010/11 FY n=4784; Called local station n=277; Over the counter n=447; Roadside n=1512; Called the Communications Centres n=1678; Other (Police in person) n=870.

Red arrow indicates a significantly lower result than the total.

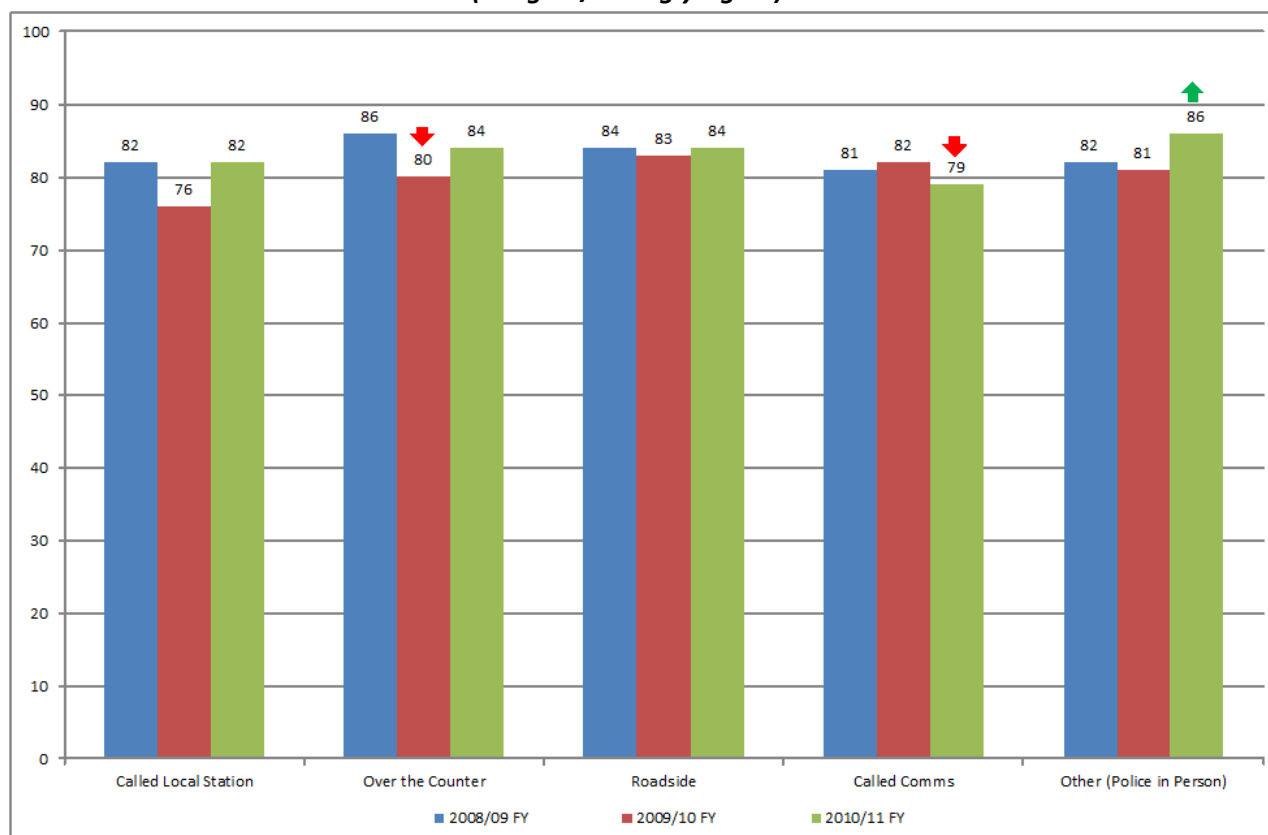
## 2. Changes Over Time

The proportion of respondents who expected *good/very good* service increased significantly between 2009/10 and 2010/11 for those whose point of contact was Police in person (other than at the roadside or local police station) (up from 81%, to 86%).

In contrast, positive expectations declined in 2010/11 for those calling the Communications Centres (those expecting good/very good service down from 82%, to 79%). *However it should be noted that this significant decline did not result in an increase in negative expectations, rather an increase in neutral ratings.*

Also of note is that the proportion of respondents who expected *poor/very poor* service decreased or remained unchanged for all five points of contact. Of note were statistically significant declines for those whose point of contact was calling the local station (down from 12%, to 4%), over the counter at the local station (down from 6%, to 3%) and Police in person (other than at the roadside or local station) (down from 6%, to 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 survey wave.

Red arrow indicates a significantly lower result than the previous survey wave.

**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)		
	08/09 FY	09/10 FY	10/11 FY	08/09 FY	09/10 FY	10/11 FY	08/09 FY	09/10 FY	10/11 FY	08/09 FY	09/10 FY	10/11 FY	08/09 FY	09/10 FY	10/11 FY
Very good service	30	26	32	26	28	27	33	34	35	31	31	31	33	31	35
Good service	52	50	50	60	52	57	51	49	49	50	51	48	49	50	51
Neither/nor	10	12	14	11	13	12	11	13	12	11	11	14	11	12	10
Poor service	6	12	3	2	5	3	3	2	3	6	5	5	6	5	3
Very poor service	2	0	1	0	1	0	1	1	0	2	1	1	1	1	0
Don't know	0	0	0	1	1	1	1	1	1	0	1	1	0	1	1
<b>Total good service</b>	<b>82</b>	<b>76</b>	<b>82</b>	<b>86</b>	<b>80</b>	<b>84</b>	<b>84</b>	<b>83</b>	<b>84</b>	<b>81</b>	<b>82</b>	<b>79</b>	<b>82</b>	<b>81</b>	<b>86</b>
<b>Total poor service</b>	<b>8</b>	<b>12</b>	<b>4</b>	<b>2</b>	<b>6</b>	<b>3</b>	<b>4</b>	<b>3</b>	<b>3</b>	<b>8</b>	<b>6</b>	<b>6</b>	<b>7</b>	<b>6</b>	<b>3</b>
Base	394	258	277	327	368	447	1090	1277	1512	1408	1618	1678	717	794	870

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

Note: Bold indicates a statistically significant change in neutral or don't know responses from the previous survey wave.

Green highlighting denotes a statistically significant improvement from the previous survey wave.

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



## 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, just less than nine out of ten respondents (89%) said the service they received was *about the same/better/much better* than they had expected, including 31% mentioning that it was *better* (21%) or *much better* (10%) than expected. These results are stable when compared with those achieved in 2009/10 (88% *same/better/much better*; 32% *better/much better*).

Ten percent of respondents said that the service they received was *worse* (7%) or *much worse* (3%) than expected (compared with 11% of respondents in 2009/10).

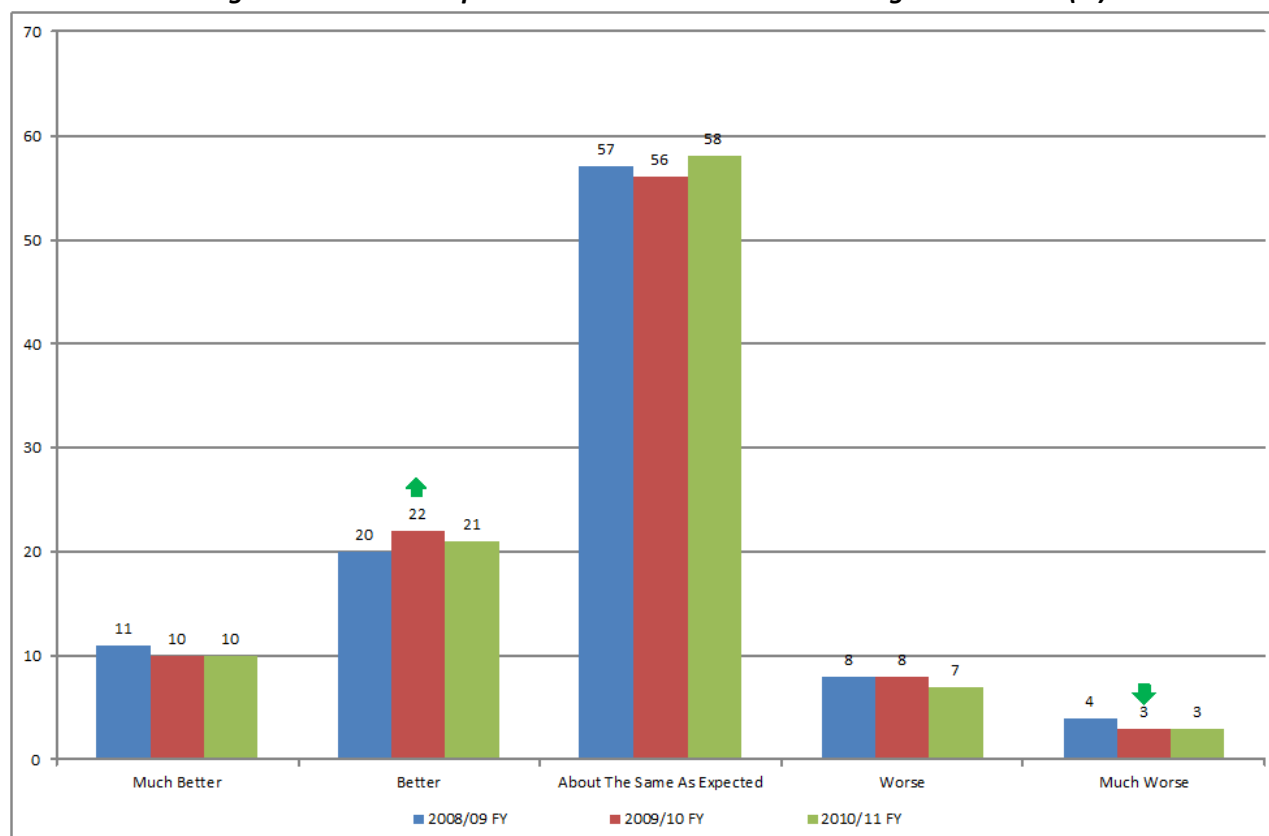
**Table 43: Service Expectations Met or Exceeded – Changes Over Time (%)**

	2008/09 FY	2009/10 FY	2010/11 FY
Much Better	11	10	<b>10</b>
Better	20	<b>22</b>	<b>21</b>
About The Same As Expected	57	56	<b>58</b>
Worse	8	8	<b>7</b>
Much Worse	4	<b>3</b>	<b>3</b>
Don't know	0	<b>1</b>	<b>1</b>
<b>Total Better/Much Better</b>	<b>31</b>	<b>32</b>	<b>31</b>
<b>Total Better/Much Better/Same</b>	<b>88</b>	<b>88</b>	<b>89</b>
<b>Total Worse/Much Worse</b>	<b>12</b>	<b>11</b>	<b>10</b>
Mean Rating	3.27	3.30	3.29
Base	3936	4311	4757

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

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

Mean rating is out of a maximum rating of 5.0 (where 5 represents a rating of much better than expected).

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

Base: All respondents excluding those giving a 'not applicable' response. 2008/09 FY n=3936, 2009/10 FY n=4311, 2010/11 FY n=4757.  
Green arrow indicates a significant improvement from the previous survey wave.

#### 4.8.2. Service Expectations Met or Exceeded - Significant Differences for the 2010/11 FY

The following statistically significant differences for 2010/11 are evident at the total results level (combined 2010/11 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 a community activity (49%, compared with 31% of all other respondents);
- whose reason for contact was 'other incident' (43%, compared with 31% of all other respondents);
- whose point of contact was calling the Communications Centres (43%, compared with 30% of all other respondents);
- of Pacific Island (42%, compared with 31% of all other respondents) or Maori (37%, compared with 30% of all other respondents) descent;
- whose reason for contact was an assault (39%, compared with 31% of all other respondents);
- whose reason for contact was a general enquiry (39%, compared with 31% of all other respondents);
- living in Auckland City (38%, compared with 31% of all other respondents) or Counties Manukau (38%, compared with 31% of all other respondents) district;
- aged between 16 and 24 years (37%, compared with 30% of all other respondents);
- whose point of contact was in person (other than on the roadside or at a Police station) (35%, compared with 30% of all other respondents); and/or
- who are female (34%, compared with 29% of male respondents).

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

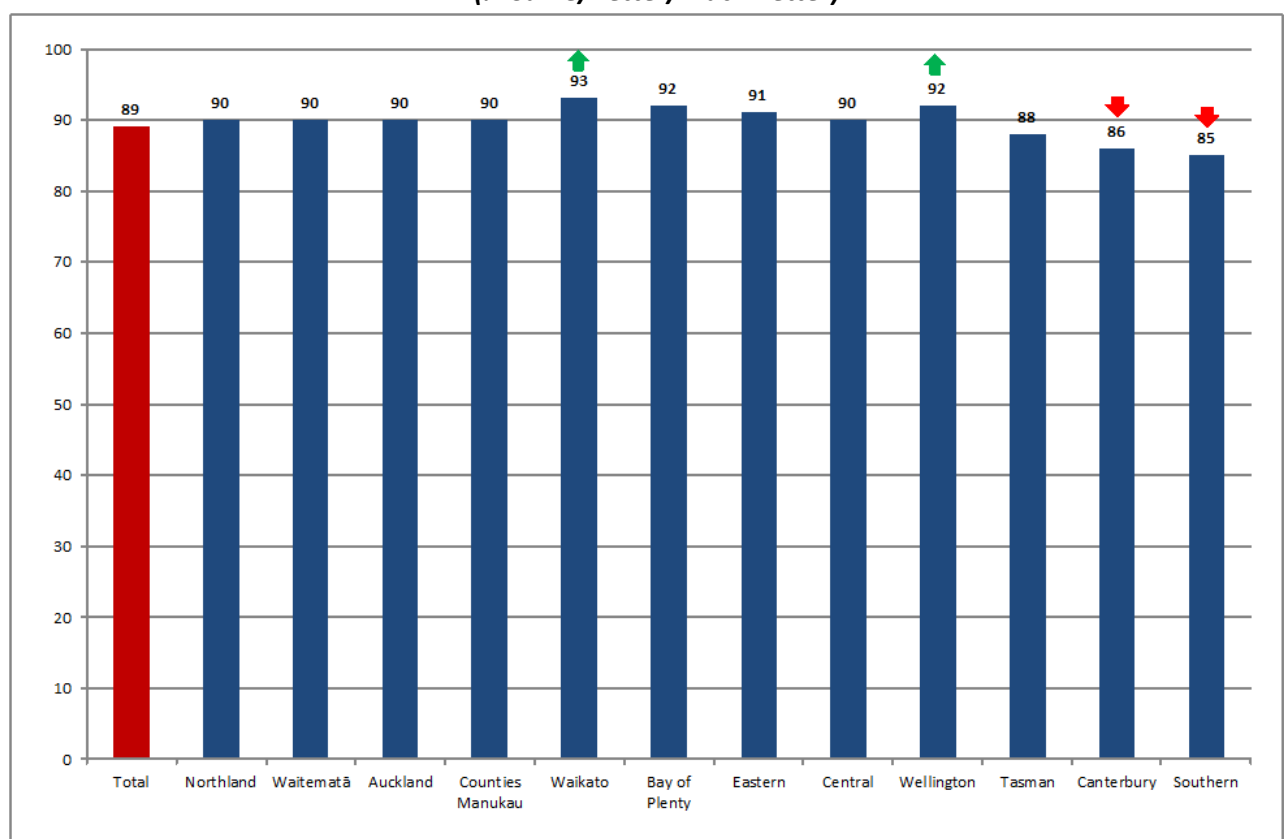
- whose reason for contact was 'other crime' (21%, compared with 10% of all other respondents);
- whose reason for contact was a traffic offence (20%, compared with 8% of all other respondents);
- whose point of contact was with their local station, either by calling the local station (19%, compared with 9% of all other respondents) or over the counter (14%, compared with 9% of all other respondents);
- whose reason for contact was reporting dangerous driving (18%, compared with 10% of all other respondents);
- whose reason for contact was burglary (17%, compared with 9% of all other respondents);
- living in the Canterbury (14%, compared with 9% of all other respondents) or Southern (14%, compared with 10% of all other respondents) districts; and/or
- aged between 16 and 34 years (12%, compared with 9% of all other respondents).

#### 4.8.3. Service Expectations Met or Exceeded - Comparison by District

##### 1. 2010/11 FY

Eighty-nine percent of respondents reported that the service they received either *met* or *exceeded* their expectations. Respondents living in Waikato (93%) and Wellington (92%) districts were statistically significantly more likely to have had their expectations *met* or *exceeded*. In contrast, Southern (85%) and Canterbury (86%) districts had a statistically significantly smaller share stating that their expectations were *met* or *exceeded*.

**Figure 55: Service Expectations Met or Exceeded - by District in the 2010/11 FY  
(% Same/Better/Much Better)**



ase: All respondents, excluding 'not applicable' responses. Total 2010/11 FY n=4757; Northland n=364; Waitematā n=400; Auckland n=440; Counties n=458; Waikato n=474; Bay of Plenty n=431; Eastern n=342; Central n=383; Wellington n=450; Tasman n=281; Canterbury n=403; Southern n=331.

Red arrow indicates a significantly lower result than the total.

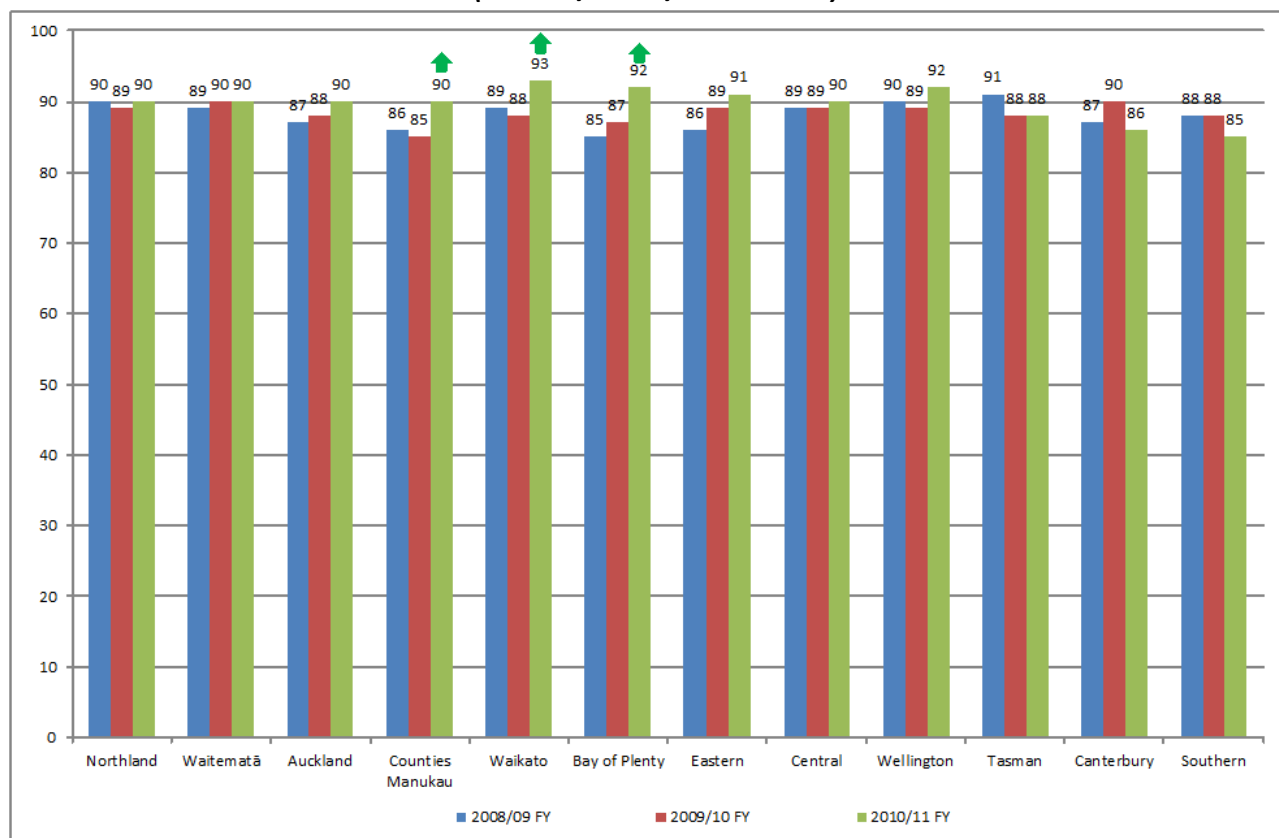
Green arrow indicates a significantly higher result than the total.

## 2. Changes Over Time

The proportion of respondents who received *the same/better/much better service than expected* increased significantly for those living in Waikato (*the same/better/much better service than expected* up from 88%, to 93%), Bay of Plenty (up from 87%, to 93%) and Counties Manukau (up from 85%, to 90%) districts.

In contrast, the share of respondents who received the *same/better/much better service than expected* decreased for those living in Southern (down from 88%, to 85%) and Canterbury (down from 90% to 86%) districts. However these declines were not statistically significant. Also of note was that the share of respondents living in the Canterbury District stating that the service they received was *better* or *much better* declined significantly this year (down from 34%, to 25%).

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



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

Green arrow indicates a significantly higher result than the previous survey wave.

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

	Northland			Waitematā			Auckland City			Counties Manukau			Waikato			Bay Of Plenty		
	08/09 FY	09/10 FY	10/11 FY	08/09 FY	09/10 FY	10/11 FY	08/09 FY	09/10 FY	10/11 FY	08/09 FY	09/10 FY	10/11 FY	08/09 FY	09/10 FY	10/11 FY	08/09 FY	09/10 FY	10/11 FY
Much better than expected	10	10	10	8	11	11	10	10	11	16	13	13	10	9	10	14	9	14
Better than expected	24	21	18	20	23	22	19	25	27	18	23	25	24	20	21	17	22	22
About the same as expected	56	58	62	61	56	57	58	53	52	52	49	52	55	59	62	54	56	56
Worse than expected	7	7	7	7	6	8	9	9	6	9	11	8	8	10	5	10	9	7
Much worse than expected	2	3	2	4	3	1	4	2	4	5	3	2	2	1	2	4	4	1
Don't know	1	1	1	0	1	1	0	1	0	0	1	0	1	1	0	1	0	0
<b>Total better than expected</b>	<b>34</b>	<b>31</b>	<b>28</b>	<b>28</b>	<b>34</b>	<b>33</b>	<b>29</b>	<b>35</b>	<b>38</b>	<b>34</b>	<b>36</b>	<b>38</b>	<b>34</b>	<b>29</b>	<b>31</b>	<b>31</b>	<b>31</b>	<b>36</b>
<b>Total much better/better/same as expected</b>	<b>90</b>	<b>89</b>	<b>90</b>	<b>89</b>	<b>90</b>	<b>90</b>	<b>87</b>	<b>88</b>	<b>90</b>	<b>86</b>	<b>85</b>	<b>90</b>	<b>89</b>	<b>88</b>	<b>93</b>	<b>85</b>	<b>87</b>	<b>92</b>
<b>Total worse than expected</b>	<b>9</b>	<b>10</b>	<b>9</b>	<b>11</b>	<b>9</b>	<b>9</b>	<b>13</b>	<b>11</b>	<b>10</b>	<b>14</b>	<b>14</b>	<b>10</b>	<b>10</b>	<b>11</b>	<b>7</b>	<b>14</b>	<b>13</b>	<b>8</b>
Base	291	302	364	331	366	400	402	395	440	385	428	458	331	419	474	332	365	431

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

Note: Bold indicates a statistically significant change in neutral or don't know responses from the previous survey wave.

Green highlighting denotes a statistically significant improvement from the previous survey wave.

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

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

	Eastern			Central			Wellington			Tasman			Canterbury			Southern		
	08/09 FY	09/10 FY	10/11 FY	08/09 FY	09/10 FY	10/11 FY	08/09 FY	09/10 FY	10/11 FY	08/09 FY	09/10 FY	10/11 FY	08/09 FY	09/10 FY	10/11 FY	08/09 FY	09/10 FY	10/11 FY
Much better than expected	13	10	7	12	11	7	9	7	9	9	11	11	12	11	9	6	11	10
Better than expected	25	21	27	20	19	19	22	26	21	21	23	19	19	23	16	21	19	20
About the same as expected	48	58	57	57	59	64	59	56	62	61	54	58	56	56	61	61	58	55
Worse than expected	9	8	6	8	9	5	8	8	4	7	7	7	8	7	10	9	8	9
Much worse than expected	5	3	3	2	2	4	2	2	3	1	3	5	5	3	4	3	3	5
Don't know	0	0	0	1	0	1	0	1	1	1	2	0	0	0	0	0	1	1
<b>Total better than expected</b>	<b>38</b>	<b>31</b>	<b>34</b>	<b>32</b>	<b>30</b>	<b>26</b>	<b>31</b>	<b>33</b>	<b>30</b>	<b>30</b>	<b>34</b>	<b>30</b>	<b>31</b>	<b>34</b>	<b>25</b>	<b>27</b>	<b>30</b>	<b>30</b>
<b>Total much better/better/same as expected</b>	<b>86</b>	<b>89</b>	<b>91</b>	<b>89</b>	<b>89</b>	<b>90</b>	<b>90</b>	<b>89</b>	<b>92</b>	<b>91</b>	<b>88</b>	<b>88</b>	<b>87</b>	<b>90</b>	<b>86</b>	<b>88</b>	<b>88</b>	<b>85</b>
<b>Total worse than expected</b>	<b>14</b>	<b>11</b>	<b>9</b>	<b>10</b>	<b>11</b>	<b>9</b>	<b>10</b>	<b>10</b>	<b>7</b>	<b>8</b>	<b>10</b>	<b>12</b>	<b>13</b>	<b>10</b>	<b>14</b>	<b>12</b>	<b>11</b>	<b>14</b>
Base	270	279	342	291	346	383	372	443	450	240	238	281	399	408	403	292	322	331

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

Note: Bold indicates a statistically significant change in neutral or don't know responses from the previous survey wave.

Green highlighting denotes a statistically significant improvement from the previous survey wave.

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

#### 4.8.4. Service Expectations Met or Exceeded - Comparison by Point of Contact

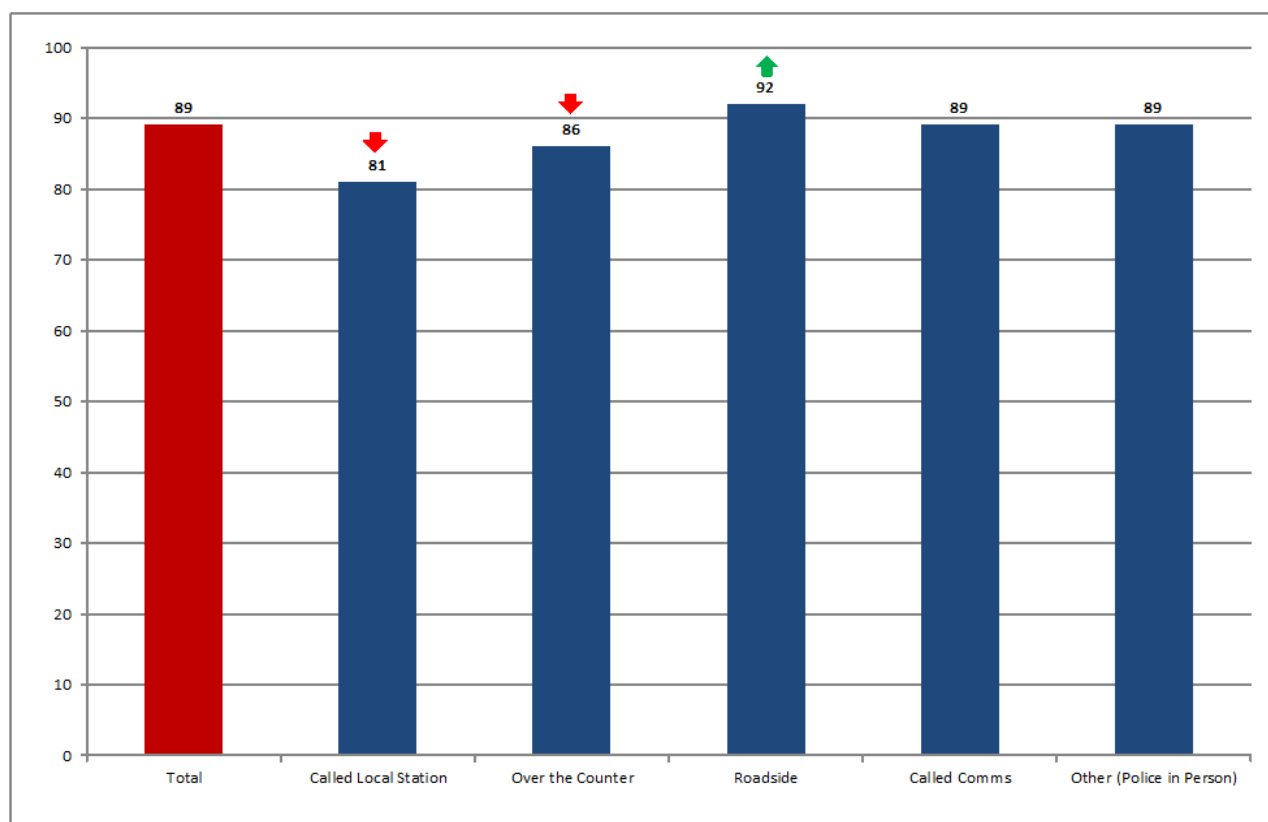
##### 1. 2010/11 FY

As the graph below shows, the majority of respondents who had a roadside interaction (92%) reported that the service they received was either the *same/better/much better* than what they expected – significantly higher than all other points of contact. However, it should be noted that for roadside contact, the combined rating for the two top measures for exceeding service expectations (26% saying it was *better* and *much better* than expected) was a significantly lower share than for all other points of contact (31%). Two thirds of respondents (66%) said the service received on the roadside was *about the same as expected*.

Also of note is that 43% of those who called the Communications Centres and 35% 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.

In contrast, those who had contact at their local station, either by calling (81%) or going in (86%) 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.

**Figure 57: Service Expectations Met or Exceeded - by Point of Contact in the 2010/11 FY**  
(% Same/Better/Much Better)



Base: All respondents, excluding 'not applicable' responses. Total 2010/11 FY n=4757; Called local station n=275; Over the counter n=445; Roadside n=1503; Called the Communications Centres n=1671; Other (Police in person) n=863.

Green arrow indicates a significantly higher result than the total.

Red arrow indicates a significantly lower result than the total.

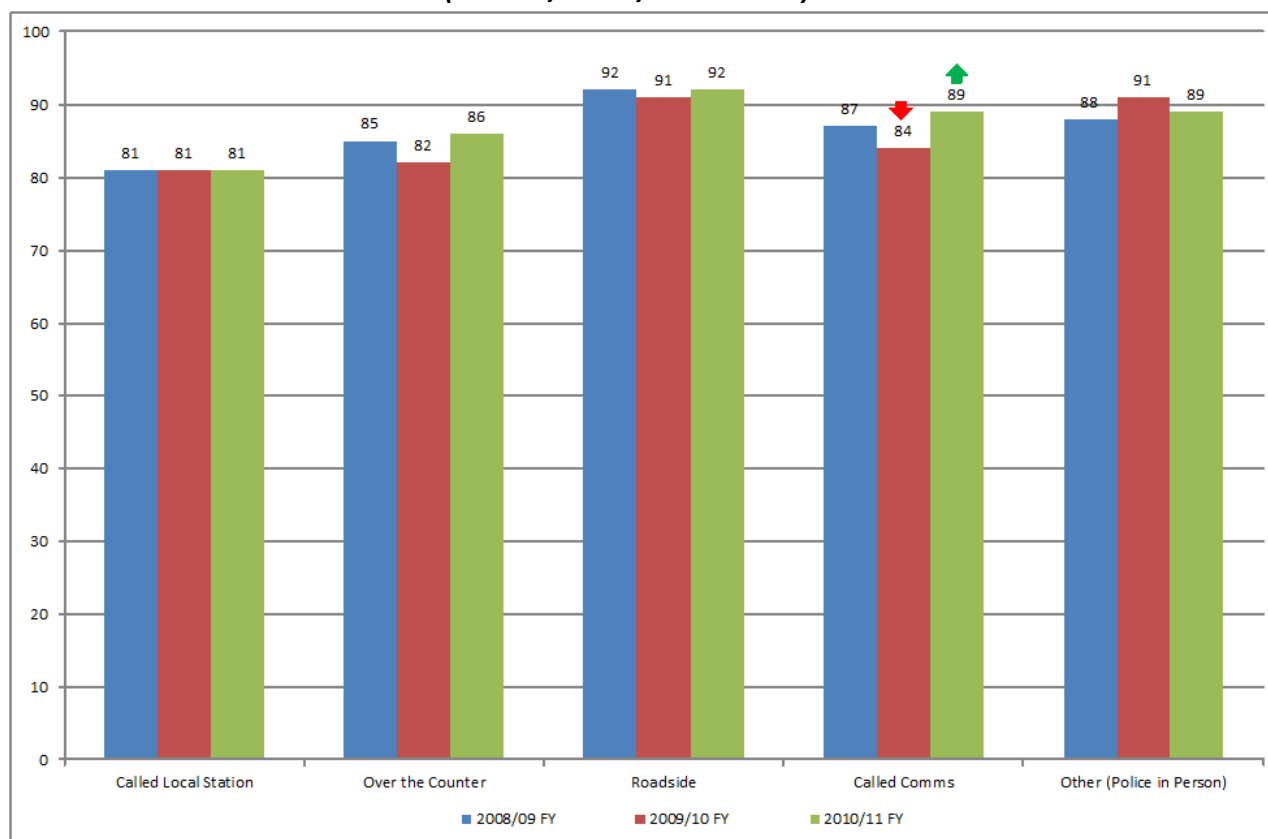


## 2. Changes Over Time

The proportion of respondents who received *the same/much better/better service than expected* increased significantly in 2010/11 for those whose point of contact was calling the Communications Centres (up from 84%, to 89%). This point of contact also experienced a statistically significant decline in negative service experience during 2010/11 (down from 14% *worse/much worse than expected*, to 11%).

Also of note is that the share of those who contact with Police in person (other than at the roadside or local station) to report that the service they received was *better or better much* than they had expected declined significantly between 2009/10 and 2010/11 (down from 41%, to 35%).

**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 survey wave.

Red arrow indicates a significantly lower result than the previous survey wave.

**Table 46: Service Expectations Met or Exceeded – By Point Of Contact (%)**

	Called Local Station			Over the Counter			Roadside			Called Comms			Other (Police in Person)		
	08/09 FY	09/10 FY	10/11 FY	08/09 FY	09/10 FY	10/11 FY	08/09 FY	09/10 FY	10/11 FY	08/09 FY	09/10 FY	10/11 FY	08/09 FY	09/10 FY	10/11 FY
Much better than expected	11	8	7	8	12	11	7	6	7	17	17	17	16	13	12
Better than expected	22	22	22	20	22	23	17	19	19	24	24	26	25	28	23
About the same as expected	48	51	52	57	48	52	68	66	66	46	43	46	47	50	54
Worse than expected	15	15	15	8	14	11	6	6	4	9	11	8	9	6	7
Much worse than expected	4	4	4	7	3	3	2	2	3	4	3	3	3	2	3
Don't know	0	0	0	0	1	0	0	1	1	0	2	0	0	1	1
<b>Total better than expected</b>	<b>33</b>	<b>30</b>	<b>29</b>	<b>28</b>	<b>34</b>	<b>34</b>	<b>24</b>	<b>25</b>	<b>26</b>	<b>41</b>	<b>41</b>	<b>43</b>	<b>41</b>	<b>41</b>	<b>35</b>
<b>Total much better/better/same as expected</b>	<b>81</b>	<b>81</b>	<b>81</b>	<b>85</b>	<b>82</b>	<b>86</b>	<b>92</b>	<b>91</b>	<b>92</b>	<b>87</b>	<b>84</b>	<b>89</b>	<b>88</b>	<b>91</b>	<b>89</b>
<b>Total worse than expected</b>	<b>19</b>	<b>19</b>	<b>19</b>	<b>15</b>	<b>17</b>	<b>14</b>	<b>8</b>	<b>8</b>	<b>7</b>	<b>13</b>	<b>14</b>	<b>11</b>	<b>12</b>	<b>8</b>	<b>10</b>
Base	395	258	275	327	366	445	1088	1274	1503	1409	1618	1671	717	795	863

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

Note: Bold indicates a statistically significant change in neutral or don't know responses from the previous survey wave.

Green highlighting denotes a statistically significant improvement from the previous survey wave.

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

#### 4.8.5. Reasons Why Service Was Better Than Expected

The greatest share of those who rated the service they received as *better/much better than expected* commented that the staff member had a positive attitude (30%). The staff member dealing with the situation promptly was the next most frequently mentioned aspect that exceeded expectations (13%).

This year there has been a statistically significant increase in the share of respondents who mentioned that the reason the service they received was better than expected was because:

- Police were empathetic/supportive (up from <1% mentioning this in 2009/10, to 4%);
- Staff acting professionally (up from <1%, to 4%); and/or
- Police actually turning up/doing something/responding (up from <1%, to 3%).

In contrast, there has been a statistically significant decline in the share of respondents who mentioned that the reason the service they received was better than expected was because:

- Police acted promptly (13%, down from 16% in 2009/10); and
- Police showed interest/concern – took matter seriously (4%, down from 7%).

**Table 47: Reasons Why Service Received Was Better Than Expected (%)**

	Respondents who received better than expected service			All Respondents
	2008/09 FY (n=1355)	2009/10 FY (n=1545)	2010/11 FY (n=1681)	2010/11 FY (n=4757)
Staff member had a positive attitude – friendly/courteous/polite/ respectful	39	33	30	8
Police acted promptly	18	16	13	3
Understood me/listened to me – good communication	1	6	6	2
Informative/knowledgeable/good advice/expained what was happening	8	6	5	1
Answered phone quickly/easy to get through to	1	6	5	1
Showed interest/concern – took matter seriously	11	7	4	1
Provided follow-up/rang back	7	5	4	1
Whole process was straightforward/clear/efficient	1	4	4	1
Empathetic/supportive	<1	<1	4	1
Acted professionally	<1	<1	4	1
Gave me a warning/used discretion/didn't fine me	1	3	3	1
Actually turned up/did something/responded	1	<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 survey wave.

Respondents significantly more likely to mention **positive staff attitude** include those:

- whose reason for contact was a traffic stop (60%, compared with 19% of all other respondents) or a traffic offence (44%, compared with 29% of all other respondents);
- whose point of contact was roadside (56%, compared with 14% of all other respondents);
- living in Central District (40%, compared with 30% of all other respondents); and/or
- aged between 55 and 64 years (38%, compared with 30% of all other respondents).

Respondents significantly more likely to mention that **Police acted promptly** include those:

- whose reason for contact was burglary (36%, compared with 11% of all other respondents);
- whose reason for contact was disorderly behaviour and intoxication offences (27%, compared with 12% of all other respondents);
- whose reason for contact was an assault (26%, compared with 12% of all other respondents);
- whose point of contact was calling the Communications Centres (23%, compared with 10% of all other respondents); and/or
- whose point of contact was in person (other than at the roadside or local station) (16%, compared with 12% of all other respondents).

Respondents significantly more likely to mention that **Police understood me/listened to me – good communication** include those:

- whose point of contact was calling the local station (17%, compared with 5% of all other respondents);
- living in Southern District (11%, compared with 5% of all other respondents); and/or
- whose reason for contact was a traffic offence (10%, compared with 5% of all other respondents).

Respondents significantly more likely to mention that the **phone was answered quickly** include those:

- aged between 16 and 24 years (10%, compared with 4% of all other respondents);
- living in Waikato (10%, compared with 5% of all other respondents) or Bay of Plenty (10%, compared with 5% of all other respondents) districts;
- whose point of contact was calling the Communications Centres (9%, compared with 5% of all other respondents); and/or
- who are male (7%, compared with 4% 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 4% of all other respondents);
- whose reason for contact was a traffic crash or incident (10%, compared with 4% of all other respondents); and/or
- living in Auckland City District (8%, compared with 4% of all other respondents).

Respondents significantly more likely to mention that the **staff member showed interest/concern** include those:

- whose reason for contact was disorderly behaviour and intoxication offences (15%, compared with 4% of all other respondents);

- whose point of contact was either calling their local station (12%, compared with 4% of all other respondents) or the Communications Centres (8%, compared with 4% of all other respondents);
- whose reason for contact was assault (9%, compared with 4% of all other respondents);
- who are female (6%, compared with 3% of male respondents); and/or
- of European descent (5%, compared with 2% of all other respondents).

Respondents significantly more likely to mention that the **staff member followed it through** include those:

- whose reason for contact was reporting dangerous driving (20%, compared with 4% of all other respondents);
- whose reason for contact was a traffic crash or incident (11%, compared with 4% of all other respondents);
- whose point of contact was in person (other than on the roadside or at a Police station) (11%, compared with 2% of all other respondents);
- whose reason for contact was burglary (10%, compared with 4% of all other respondents); and/or
- living in Waikato (8%, compared with 4% of all other respondents) or Wellington (8%, compared with 4% of all other respondents) districts.

Respondents significantly more likely to mention that the **whole process was straightforward/clear/efficient** include those:

- living in Southern (16%, compared with 3% of all other respondents) or Tasman (10%, compared with 4% of all other respondents) districts;
- whose reason for contact was a general enquiry (8%, compared with 4% of all other respondents);
- whose point of contact was over the counter at the local station (7%, compared with 4% of all other respondents); and/or
- aged between 25 and 34 years (7%, compared with 3% of all other respondents).

Respondents significantly more likely to mention that **Police were empathetic/understanding/reassuring** include those:

- whose reason for contact was an assault (11%, compared with 3% of all other respondents);
- whose reason for contact was a traffic offence (8%, compared with 3% of all other respondents); and/or
- whose point of contact was calling the Communications Centres (7%, compared with 4% of all other respondents).

Respondents significantly more likely to mention that **Police acted professionally** include those:

- living in Waitematā District (8%, compared with 3% of all other respondents);
- whose reason for contact was a traffic stop (7%, compared with 3% of all other respondents);
- whose point of contact was calling the Communications Centres (6%, compared with 2% of all other respondents);
- whose point of contact was in person (other than at the roadside or local station) (5%, compared with 2% of all other respondents); and/or

- whose point of contact was on the roadside (5%, compared with 1% of all other 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 (13%, compared with 2% of all other respondents);
- whose point of contact was on the roadside (7%, compared with 1% of all other respondents);
- aged between 35 and 44 years (6%, compared with 3% of all other respondents); and/or
- of Maori descent (6%, compared with 2% of all other respondents).

Respondents significantly more likely to mention that **Police actually turned up/did something** include those:

- whose reason for contact was a burglary (7%, compared with 3% of all other respondents);
- living in Waitematā District (6%, compared with 3% of all other respondents);
- whose point of contact was calling the Communications Centres (6%, compared with 2% of all other respondents); and/or
- whose point of contact was in person (other than at the roadside or local station) (5%, compared with 2% of all other respondents).

#### 4.8.6. Reasons Why Service Received Was Worse Than Expected

One in five respondents (19%) who rated the service they received as *worse/much worse than expected* commented that the staff member had a poor attitude. A further 14% percent of respondents whose expectations were not met reported that the staff member they dealt with did not show interest or concern, while 10% had not received any follow-up.

When compared with 2009/10, there has been a statistically significant increase in the share of respondents who mentioned that the reason the service they received was worse than expected was:

- the service was impersonal or unfriendly (up from <1% in 2009/10, to 3%);
- Police didn't provide enough information (up from <1%, to 3%);
- Police didn't consider all factors, the particular situation or circumstances (up from 1%, to 3%); and/or
- poor or lack of communication (up from 1%, to 3%).

In contrast, there has been a statistically significant decrease in the share of respondents who mentioned that the reason the service they received was worse than expected was because staff didn't take the matter seriously (down from 19% in 2009/10, to 14%) and/or that staff were incompetent or lacked knowledge (down from 9%, to 4%).

**Table 48: Reasons Why Service Received Was Worse Than Expected (%)**

	Respondents who received worse service			All Respondents
	2008/09 FY (n=460)	2009/10 FY (n=492)	2010/11 FY (n=471)	2010/11 FY (n=4757)
Poor attitude/didn't like their attitude	33	21	19	2
Didn't take the matter seriously/didn't care/not interested	20	19	14	1
No follow-up	12	13	10	1
Too slow/took too long	7	8	7	1
No action was taken/Police didn't do anything/didn't help	1	3	5	<1
Incompetent/lacked knowledge/made mistakes	7	9	4	<1
Didn't attend/come to look	6	6	4	<1
Were not fair	5	4	4	<1
Service was impersonal/unfriendly/cold	<1	<1	3	<1
Didn't provide enough information	<1	<1	3	<1
Didn't consider all factors/particular situation or circumstances	1	1	3	<1
Poor or lack of communication	3	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 survey wave.

Respondents significantly more likely to mention **poor attitude of staff** include those:

- whose reason for contact was a traffic stop (48%, compared with 17% of all other respondents) or traffic offence (31%, compared with 16% of all other respondents);
- living in Southern District (38%, compared with 17% of all other respondents);
- whose point of contact was on the roadside (37%, compared with 11% of all other respondents); and/or
- aged between 45 and 54 years (28%, compared with 17% of all other respondents).

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

- whose reason for contact was burglary (34%, compared with 6% of all other respondents);
- whose point of contact was calling the local station (24%, compared with 7% of all other respondents);
- living in Canterbury District (17%, compared with 8% of all other respondents); and/or
- of Māori descent (16%, compared with 8% of all other respondents).

Respondents significantly more likely to mention that **Police were too slow/took too long** include those:

- living in Counties Manukau District (20%, compared with 5% of all other respondents);
- whose point of contact was calling the Communications Centres (17%, compared with 5% of all other respondents); and/or
- whose reason for contact was burglary (16%, compared with 5% of all other respondents).

Respondents significantly more likely to mention **no action was taken/Police didn't do anything/didn't help** include those:

- living in Auckland City District (13%, compared with 4% of all other respondents); and/or
- whose point of contact was calling the local station (12%, 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 (13%, compared with 1% of all other respondents);
- whose point of contact was on the roadside (11%, compared with 1% of all other respondents);
- living in Canterbury District (9%, compared with 3% 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 come to look** include those:

- living in Wellington District (24%, compared with 3% of all other respondents);
- whose reason for contact was theft (24%, compared with 3% of all other respondents); and/or
- whose point of contact was calling the Communications Centres (14%, compared with 3% of all other respondents).

Respondents significantly more likely to mention that **staff were incompetent/lacked knowledge/made mistakes** include those aged between 35 and 44 years (12%, compared with 3% of all other respondents).

Respondents significantly more likely to mention that **service was impersonal or unfriendly** include those living in Wellington District (14%, compared with 2% of all other respondents).



Respondents significantly more likely to mention that **Police didn't provide enough information** include those:

- living in Auckland City District (10%, compared with 3% of all other respondents);
- whose point of contact was in person (other than at the roadside or local station) (7%, compared with 2% of all other respondents); and/or
- of European descent (5%, compared with <1% of all other respondents).

Respondents significantly more likely to mention that **Police didn't consider all factors, particular situation or circumstances** include those aged between 55 and 64 years (8%, compared with 2% of all other respondents).

Respondents significantly more likely to mention that **there was poor, or a lack of, communication** include those:

- living in Counties Manukau District (11%, compared with 2% of all other respondents); and/or
- of Māori descent (6%, 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. All those who had contact, along with one in every four of those who did not have contact, were then asked if they were aware there is a process for making a complaint against a member of Police and if they were confident they could find out what to do if they wished to make a complaint\*.

*\*Note: The complaints process questions were altered at the start of the 2010/11 fiscal year, therefore a comparison over time can't be made.*

*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

*Ask All (ask all those who had contact and 1 in every 4 respondents who had no contact)*

**Question:** Are you aware there is a process for making a complaint against a member of the police?

1. Yes
2. No
3. **(don't read)** Don't know

*Ask All (ask all those who had contact and 1 in every 4 respondents who had no contact)*

**Question:** Are you confident you could find out what to do if you wished to make a complaint against a member of the police? **(if needed:** by this I mean are you confident you could find out who to call, where to go or the right person to talk to).

1. Yes
2. No
3. **(don't read)** Don't know

## 5.1. Any Problems or Negative Incidents

### 5.1.1. Any Problems or Negative Incidents - Changes Over Time

The majority of respondents in 2010/11 (95%) mentioned that they had not experienced any problems or negative interactions with the staff member they dealt with during the service encounter. This share is unchanged when compared both 2008/09 and 2009/10 (both 95%).

The 4% of respondents experiencing a problem or negative incident in 2010/11 was also unchanged when compared with both the 2008/09 and 2009/10 figure.

**Table 49: Any Problems or Negative Incidents – Changes Over Time (%)**

	2008/09 FY	2009/10 FY	2010/11 FY
Yes	4	4	4
No	95	95	95
Don't know/Can't remember	1	1	1
Base	4001	4396	4809

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

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

### 5.1.2. Any Problems or Negative Incidents - Significant Differences for the 2010/11 FY

The following statistically significant differences for 2010/11 are evident at the total results level (General, Communications Centres and Māori Booster sample 2010/11 results combined).

Respondents significantly more likely to have not encountered a problem or negative incident included those:

- aged 65 years or older (99%, compared with 95% of all other respondents);
- whose reason for contact was a traffic stop (99%, compared with 94% of all other respondents);
- of Asian/Indian descent (99%, compared with 95% of all other respondents);
- living in Auckland City District (97%, compared with 95% of all other respondents); and/or
- whose point of contact was on the roadside (96%, compared with 94% of all other respondents).

Respondents significantly more likely to have encountered a problem or negative incident included those:

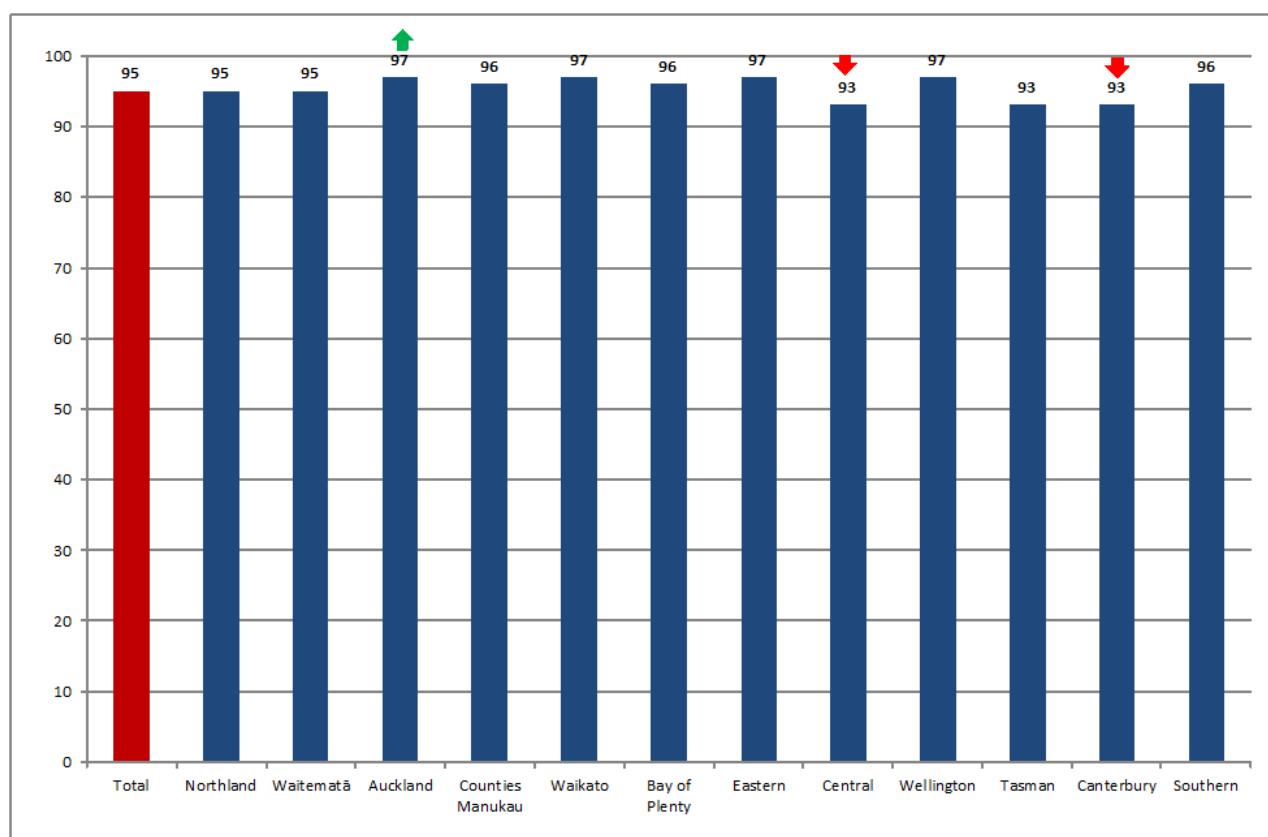
- whose reason for contact was suspect/perpetrator/bail reporting/prisoner enquiry/pick up or visit (18%, compared with 4% of all other respondents);
- whose reason for contact was an intruder/prowler/suspicious noises/burglar on premises (11%, compared with 4% of all other respondents);
- whose reason for contact was a traffic offence (10%, compared with 3% of all other respondents);
- whose reason for contact was an assault (8%, compared with 4% of all other respondents);
- living in Canterbury District (7%, compared with 4% of all other respondents); and/or
- of Māori descent (6% compared with 4% of all other respondents).

### 5.1.3. No Problems or Negative Incidents - Comparison by District

#### 1. 2010/11 FY

The majority of respondents in each Police district mentioned that they did not have any problems or negative interactions with the staff member they dealt with. However, those living in Auckland City District were statistically significantly more likely to mention that they did not have any problems or negative interactions (97%), while those living in Central and Canterbury districts were statistically significantly less likely to (each with 93%).

**Figure 59: No Problems or Negative Incidents - by District in the 2010/11 FY**  
(% No Problems/Incidents)



Base: All respondents, excluding 'not applicable' responses. Total 2010/11 FY n=4809; Northland n=372; Waitematā n=406; Auckland n=445; Counties n=464; Waikato n=475; Bay of Plenty n=436; Eastern n=348; Central n=387; Wellington n=450; Tasman n=284; Canterbury n=409; Southern n=333.

Green arrow indicates a significantly higher result than the total.

Red arrow indicates a significantly lower result than the total.

## 2. Changes Over Time

There has been a statistically significant decrease in the proportion of respondents living in the Waikato District who encountered a problem/negative incident in 2010/11 (3%, compared with 6% in 2009/10).

In contrast, there has been a significant increase in the proportion of respondents encountering a problem or negative incident living in the Tasman (up from 2%, to 6%) and Canterbury (up from 4%, to 7%) districts.

**(Part 1)** **Table 50: Any Problems or Negative Incidents – By District (%)**

	Northland			Waitematā			Auckland City			Counties Manukau			Waikato			Bay Of Plenty		
	08/09 FY	09/10 FY	10/11 FY	08/09 FY	09/10 FY	10/11 FY	08/09 FY	09/10 FY	10/11 FY	08/09 FY	09/10 FY	10/11 FY	08/09 FY	09/10 FY	10/11 FY	08/09 FY	09/10 FY	10/11 FY
Yes	5	6	5	3	5	4	9	3	3	4	5	3	5	6	3	2	5	4
No	95	94	95	96	95	95	91	97	97	95	94	96	95	92	97	97	95	96
Don't know	0	0	0	1	0	1	0	0	0	1	1	1	0	2	0	1	0	0
Base	299	313	372	336	376	406	408	403	445	389	434	464	339	423	475	339	372	436

### **(Part 2)**

	Eastern			Central			Wellington			Tasman			Canterbury			Southern		
	08/09 FY	09/10 FY	10/11 FY	08/09 FY	09/10 FY	10/11 FY	08/09 FY	09/10 FY	10/11 FY	08/09 FY	09/10 FY	10/11 FY	08/09 FY	09/10 FY	10/11 FY	08/09 FY	09/10 FY	10/11 FY
Yes	8	4	3	3	3	6	4	5	3	4	2	6	4	4	7	2	5	4
No	92	96	97	97	97	93	96	95	97	96	97	93	96	96	93	97	94	96
Don't know	0	0	0	0	0	1	0	0	0	0	1	1	0	0	0	1	1	0
Base	272	284	348	299	349	387	378	455	450	242	243	284	403	416	409	297	328	333

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

Note: Bold indicates a statistically significant change in don't know responses from the previous survey wave.

Green highlighting denotes a statistically significant improvement from the previous survey wave.

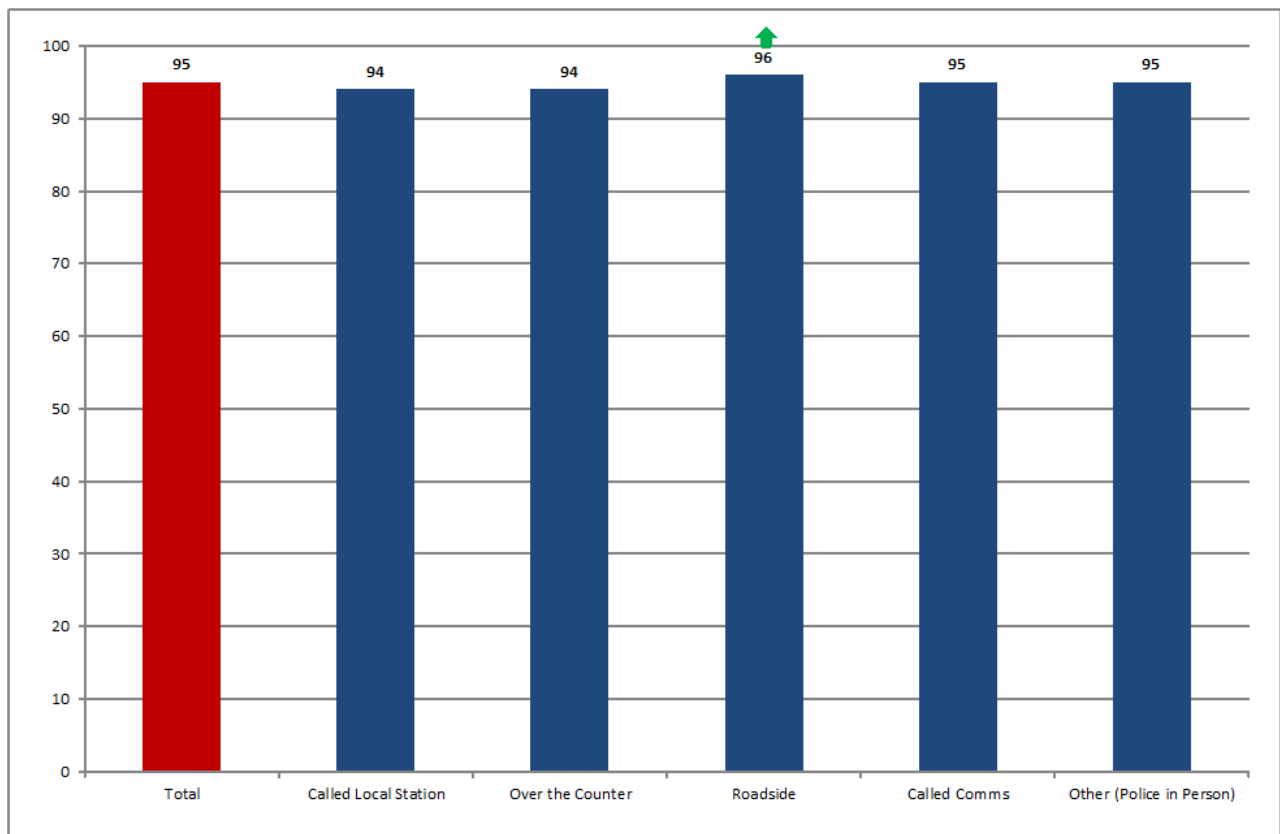
Red highlighting denotes a statistically significant negative change from the previous survey wave.

#### 5.1.4. No Problems or Negative Incidents - Comparison by Point of Contact

##### 1. 2010/11 FY

The majority of respondents (95%) mentioned that they did not have any problems or negative interactions with the staff member they dealt with at each point of contact. However, those who had contact at the roadside were statistically significantly more likely to mention they did not have any problems or negative interactions (96%).

**Figure 60: No Problems or Negative Interactions - by Point of Contact**  
(% No Problems/Incidents)



Base: All respondents, excluding 'not applicable' responses. Total 2010/11 FY n=4809; Called local station n=278; Over the counter n=450; Roadside n=1515; Called the Communications Centres n=1688; Other (Police in person) n=878.

## 2. Changes Over Time

This year, a statistically significantly higher proportion of respondents whose point of contact was calling the Communications Centres reported that they had encountered a problem or negative incident (up from 3% in 2009/10, to 5%).

**Table 51: Any Problems or Negative Incidents – By Point Of Contact (%)**

	Called Local Station			Over the Counter			Roadside			Called Comms			Other (Police in Person)		
	08/09 FY	09/10 FY	10/11 FY	08/09 FY	09/10 FY	10/11 FY	08/09 FY	09/10 FY	10/11 FY	08/09 FY	09/10 FY	10/11 FY	08/09 FY	09/10 FY	10/11 FY
Yes	3	4	5	8	5	5	3	5	4	3	3	5	6	5	5
No	<b>97</b>	<b>95</b>	<b>94</b>	<b>91</b>	<b>94</b>	<b>94</b>	<b>96</b>	<b>95</b>	<b>96</b>	<b>97</b>	<b>96</b>	<b>95</b>	<b>94</b>	<b>95</b>	<b>95</b>
Don't know	0	1	1	1	1	1	1	0	0	0	1	0	0	0	0
Base	399	262	278	333	372	450	1108	1295	1515	1437	1653	1688	724	814	878

Base: All respondents, excluding 'not applicable' responses

Note: Bold indicates a statistically significant change in don't know responses from the previous survey wave.

Green highlighting denotes a statistically significant improvement from the previous survey wave.

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

## 5.2. Awareness of Complaint Process

All respondents who had contact with Police and (as of part-way through the 2010/11 fiscal year) one in four respondents who did not have contact were asked this question.

Note: This question was altered at the start of the 2010/11 fiscal year. Therefore results over time are not available.

### 5.2.1. Awareness of Complaint Process

Three quarters of respondents (76%) are *aware* there is a process to make a complaint against a member of the Police. In contrast, a quarter of respondents (23%) mentioned that they are *not aware*.

**Table 52: Awareness of Complaint Process (%)**

	2010/11 FY
Yes	76
No	23
Don't know/Can't remember	1
Base	4880

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

### 5.2.2. Awareness of Complaint Process - Significant Differences for the 2010/11 FY

The following statistically significant differences for 2010/11 are evident at the total results level (combined 2010/11 results for General, Communications Centres and Māori Booster sample).

Respondents significantly more likely to be *aware* of the complaint process included those:

- whose reason for contact was a community activity (96%, compared with 76% of all other respondents);
- whose reason for contact was a traffic offence (86%, compared with 75% of all other respondents);
- aged between 35 and 64 years old (83%, compared with 69% of all other respondents);
- whose point of contact is in person (other than at the roadside or local counter) (82%, compared with 75% of all other respondents);
- whose reason for contact was a general enquiry (82%, compared with 76% of all other respondents);
- who are male (81%, compared with 71% of females);
- of European descent (80%, compared with 67% of all other respondents);
- who live in the Canterbury District (80%, compared with 75% of all other respondents);
- whose point of contact is over the counter at the local station (80%, compared with 76% of all other respondents);
- whose point of contact is at the roadside (80%, compared with 73% of all other respondents); and/or
- who had contact with Police (78%, compared with 69% of those who had not had contact).



Respondents significantly more likely to be *unaware* of the complaint process included those:

- of Asian/Indian (47%, compared with 22% of all other respondents), Pacific Island (44%, compared with 22% of all other respondents), or Maori (27%, compared with 22% of all other respondents) descent;
- aged between 16 and 34 years (33%, compared with 17% of all other respondents);
- living in the Counties Manukau District (33%, compared with 22% of all other respondents);
- whose point of contact was calling the Communications Centres (33%, compared with 22% of all other respondents);
- who did not have contact with Police (29%, compared with 21% of all other respondents); and/or
- who are female (28%, compared with 18% of all other respondents).

### 5.3. I'm Confident I Could Find Out What To Do If I Wished to Make a Complaint

*All respondents who had contact with Police and (as of part-way through the 2010/11 fiscal year) one in four respondents who did not have contact were asked this question.*

*Note: This question was altered at the start of the 2010/11 fiscal year. Therefore results over time are not available.*

#### 5.3.1. I'm Confident I Could Find Out What To Do If I Wished to Make a Complaint

Confidence in the ability to find out how to make a complaint is high, with 87% of respondents stating they had confidence they could find out what to do.

**Table 53: Confident I Could Find Out How To Make A Complaint (%)**

	2010/11 FY
Yes	87
No	12
Don't know/Can't remember	1
Base	5080

*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 Wished To Make a Complaint - Significant Differences for the 2010/11 FY*

The following statistically significant differences for 2010/11 are evident at the total results level (combined 2010/11 results for General, Communications Centres and Māori Booster sample).

Respondents significantly more likely to say they are *confident* that they could find out what to do included those:

- whose reason for contact was a traffic stop (91%, compared with 86% of all other respondents);
- aged between 45 and 54 years (90%, compared with 86% of all other respondents);
- of European descent (90%, compared with 80% of all other respondents).
- who are male (89%, compared with 85% of females);
- whose point of contact was on the roadside (89%, compared with 86% of all other respondents); and/or
- who had contact with Police (88%, compared with 85% of those who had not).

Respondents significantly more likely to say they are *not confident* they could find out what to do included those:

- of Asian/Indian (27%, compared with 12% of all other respondents), Pacific Island (25%, compared with 11% of all other respondents) or Maori (16%, compared with 10% of all other respondents) descent;
- whose reason for contact was following up on a previous enquiry (20%, compared with 11% of all other respondents);
- whose point of contact was calling the local station (16%, compared with 11% of all other respondents);
- aged between 16 and 34 years old (15%, compared with 10% of all other respondents);
- living in Counties Manukau District (15%, compared with 11% of all other respondents); and/or
- who are female (13%, compared with 10% 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 4 (from July 10 – June 11)*

#### 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 Gravitas. We are conducting a confidential telephone survey on behalf of the New Zealand Police to find out what people think of the services provided by the Police.*

*Could I please speak to the person who lives in this household and is aged 16 years or over who has the next birthday?*

***Arrange call back if not available***

***Reintroduce if necessary***

***If respondent wishes to speak directly to the Police:*** *You can contact Susan Campbell, National Quality Improvement Manager on (04) 470 7307*

*We are an independent market research company and all our work is completely confidential. Your answers will be combined with those of others and there will be nothing in the results that could identify you.*

*Is now a convenient time for you to answer some questions please? The survey will take 4 to 10 minutes depending on your answers. IF NECESSARY I can give you a better idea of the length after the 1<sup>st</sup> 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



- The sites search engines work well

1. **(Do not read)** Strongly disagree
2. **(Do not read)** Disagree
3. **(Do not read)** Neither agree nor disagree
4. **(Do not read)** Agree
5. **(Do not read)** 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 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)
26. International airport/customs
27. Search and rescue
28. Other (please specify)
29. Contact with police about making a complaint
30. Assist – officer helping someone at the road side (e.g. fixing a tyre/car broken down)
31. Reporting bad/dangerous driving (includes those calling \*555)
32. Pulled over for a Car Warrant of Fitness/Registration/licence/seatbelt check
33. Police came to inform (me/family/household) of a death
34. Noise control issues
35. Follow up on an incident/previous enquiry
36. Police stopped them to tell them something (road closed/crash ahead etc)
37. Social contact/friends with police officers
38. Refused

**For each reason mentioned – excluding codes 11, 12, 13, 16, 34 ask:**

**Q9c.** And how was this contact made (*if needed:* how or where did you go to make this contact. *If telephone/cell phone mentioned ask:* ‘what number did you call? 111, \*555 or a local police station’)

**Interviewer note:** respondents may have had more than one point of contact for each reason – i.e. calling 111 then an officer attending the incident

**Read out if necessary. Multiple response for each reason**

1. Called Comms (includes 111, \*555, 911, 112, 999)
2. Called the local police station
3. Went in to the local police station
4. Police came after someone else contacted them
5. Police came to home/business/other location (door to door/home visit)
6. Pulled over by police while driving
7. Police were in the area (driving/walking by)
8. Police website
9. Other (please specify)
10. Can’t remember
11. Police called/contacted respondent
12. Called a police officer personally (i.e. on their private number)

### Customer Satisfaction Questions

For this next set of questions I would like you to only think about the contact you had with the Police when you *[insert point of contact/called the police]* about/on *[insert reason for contact/ date of contact]*

**If necessary:** The computer has randomly picked one of the reasons for you contact with police.

**If pulled over for speeding (code 11 at Q9a)**

**Q10a2** Firstly, were you given a speeding ticket?

**Don't read out. Single response.**

1. Yes (given a ticket)
2. No (not given a ticket)
3. **(don't read)** Don't know/can't remember
4. **(don't read)** Refused

**Q10a.** These questions are about how you have experienced the service you got from the Police. This will help them to make improvements in the future.

**For those involved in a roadside interaction, for example speeding, seatbelts, breath testing etc:** When answering these questions, please think about the interaction with the officer and how you were spoken to, rather than if you were issued with a ticket or not.

Regarding your contact with the police, please tell me if you agree or disagree with the following statements. **Rotate and read out**

- **I was treated fairly** (note: if respondent has dealt with more than one person take an average over all staff "if you dealt with more than one staff member, give a rating overall")
- **Staff were competent** (*if necessary:* by competent I mean they were capable or they knew what they were doing)
- **Staff did what they said they would do**
- **I feel my individual circumstances were taken into account**

**For all excluding speeding, traffic offence, Breath testing, commercial vehicle check points, police came to inform me of a death at Q9a**

- **Staff made me feel my situation mattered to them**

**Additional Questions for Comms and those calling the local police station (Comms sample and/or codes 1 and 2 Q9c) also ask**

- **I was able to get through to a staff member without difficulty**
- **The process was 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

**Ask all who had contact**

**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

**Ask All (ask all those who had contact + 1 in every 4 respondents who had no contact)**

**Q15b.** Are you aware there is a process for making a complaint against a member of the police?

1. Yes
2. No
3. Don't know
4. I assume there is a process

**Q15c.** Are you confident you could find out what to do if you wished to make a complaint against a member of the police? (*if needed:* by this I mean are you confident you could find out who to call, where to go or the right person to talk to).

1. Yes
2. No
3. 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?"**

1. Other **(Please state)**
2. Don't know

**For all excluding speeding, traffic offence, Breath testing, commercial vehicle check points, police came to inform me of a death at Q9a**

**Q17a.** Thinking about all the interaction you had with the police about **[insert reason for contact from Q9a if general]** up until now, this includes all contact you may have had with the police regarding this incident, including contact you may have had in person, over the telephone, in writing and so on, please tell me how strongly you agree or disagree with the following statement **'in the end I got what I needed'**

Would you say you:

**Rotate statements. Read out. Single response for each statement**

1. Strongly disagree
2. Disagree
3. Neither agree nor disagree
4. Agree
5. Strongly agree
6. **(Do not read)** Still in contact with police about this/issue is still unresolved
7. **(Do not read)** Not Applicable
8. **(Do not read)** Don't know
9. **(Do not read)** Refused

**If Disagree/strongly disagree:**

**Q17b.** Why do you feel this way? **If needed:** Why do you disagree with the statement?

**Don't read out. Multiple response. Probe: "what other reasons?"**

1. Other **(Please state)**
2. Don't know

**Q18.** Based on your own experience with the New Zealand Police, which areas of the service provided by the police need improvement? **(if necessary:** this includes any experience you have had with the police in the past and can be about the New Zealand Police Organisation as a whole)

**Interviewer note:** Only enter improvements.

**Don't read out. Multiple response. Probe: "what other improvements are needed?"**

1. Other (*please specify*)
2. (**Do not read**) Don't know
3. (**Do not read**) Nothing/no improvements
4. (**Do not read**) New to country/have not had enough experience to comment

**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 your 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](http://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
- The sites search engines work well

1. **(Do not read)** Strongly disagree
2. **(Do not read)** Disagree
3. **(Do not read)** Neither agree nor disagree
4. **(Do not read)** Agree
5. **(Do not read)** 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 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?"**

3. Other **(Please state)**
4. 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. Maori
3. Samoan
4. Cook Island Maori..
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 (%)**

	2008/09 FY	2009/10 FY	2010/11 FY
Very Satisfied	41	41	46
Satisfied	42	42	39
Neither/Nor	8	8	8
Dissatisfied	5	5	4
Very Dissatisfied	3	2	2
Don't know	1	2	1
<b>Total Satisfied</b>	<b>83</b>	<b>83</b>	<b>85</b>
<b>Total Dissatisfied</b>	<b>8</b>	<b>7</b>	<b>6</b>
Mean Rating	4.15	4.16	4.24
Base	1390	1437	1479

*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 survey wave.*

**Appendix Table 2: Overall Satisfaction with Staff who Provided Service – Communications Centres Results (%)**

	2008/09 FY	2009/10 FY	2010/11 FY
Very Satisfied	49	49	50
Satisfied	36	38	37
Neither/Nor	7	7	7
Dissatisfied	5	4	4
Very Dissatisfied	2	2	2
Don't know	1	0	0
<b>Total Satisfied</b>	<b>85</b>	<b>87</b>	<b>87</b>
<b>Total Dissatisfied</b>	<b>7</b>	<b>6</b>	<b>6</b>
Mean Rating	4.26	4.28	4.30
Base	1392	1439	1479

*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 survey wave.*

**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		
	08/09 FY	09/10 FY	10/11 FY	08/09 FY	09/10 FY	10/11 FY	08/09 FY	09/10 FY	10/11 FY	08/09 FY	09/10 FY	10/11 FY	08/09 FY	09/10 FY	10/11 FY
Strongly Agree	46	44	46	44	45	46	35	34	37	32	34	35	33	29	33
Agree	45	47	46	47	47	46	39	38	39	48	46	45	46	47	46
Neither/nor	5	4	4	4	3	4	6	6	6	10	9	11	12	13	13
Disagree	3	3	2	3	3	2	4	5	4	6	6	5	6	6	4
Strongly Disagree	1	1	1	1	1	1	2	2	1	2	1	2	2	1	2
Don't know	0	1	1	1	1	1	14	15	13	2	4	2	1	3	2
<b>Total Agree</b>	<b>91</b>	<b>91</b>	<b>92</b>	<b>91</b>	<b>92</b>	<b>92</b>	<b>74</b>	<b>72</b>	<b>76</b>	<b>80</b>	<b>80</b>	<b>80</b>	<b>79</b>	<b>76</b>	<b>79</b>
<b>Total Disagree</b>	<b>4</b>	<b>4</b>	<b>3</b>	<b>4</b>	<b>4</b>	<b>3</b>	<b>6</b>	<b>7</b>	<b>5</b>	<b>8</b>	<b>7</b>	<b>7</b>	<b>8</b>	<b>8</b>	<b>6</b>
Mean Rating	4.33	4.31	4.34	4.30	4.34	4.35	4.16	4.14	4.22	4.05	4.09	4.10	4.04	3.99	4.05
Base	1372	1421	1472	1388	1437	1475	1326	1370	1428	1325	1342	1416	1391	1430	1475

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 survey wave.

**Appendix Table 4: Quality of Service Expected Before Contact with Police – Communications Centres Results (%)**

	2008/09 FY	2009/10 FY	2010/11 FY
Very Good Service	31	32	<b>32</b>
Good Service	51	50	<b>48</b>
Neither/Nor	10	11	<b>14</b>
Poor Service	5	4	<b>4</b>
Very Poor Service	2	2	<b>1</b>
Don't know	1	1	<b>1</b>
<b>Total Good/Very Good Service</b>	<b>82</b>	<b>82</b>	<b>80</b>
<b>Total Poor/Very Poor Service</b>	<b>7</b>	<b>6</b>	<b>5</b>
Mean Rating	4.05	4.09	4.07
Base	1360	1405	1470

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 survey wave.

**Appendix Table 5: Service Expectations Met or Exceeded – Communications Centres Results (%)**

	2008/09 FY	2009/10 FY	2010/11 FY
Much Better	17	18	<b>18</b>
Better	24	25	<b>25</b>
About The Same As Expected	46	<b>42</b>	<b>46</b>
Worse	9	10	<b>8</b>
Much Worse	3	3	<b>2</b>
Don't know	1	<b>2</b>	<b>1</b>
<b>Total Better/Much Better</b>	<b>41</b>	<b>43</b>	<b>43</b>
<b>Total Better/Much Better/Same</b>	<b>87</b>	<b>85</b>	<b>89</b>
<b>Total Worse/Much Worse</b>	<b>12</b>	<b>13</b>	<b>10</b>
Mean Rating	3.43	3.47	3.49
Base	1360	1405	1464

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 survey wave.