

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

**Final Report for 2011/12 Fiscal Year  
(July 2011 – June 2012)**

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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 2011-2012 Citizens' Satisfaction Research programme. This report presents survey results and comparison to those from three previous waves in 2010/11, 2009/10 and 2008/09. Key areas of interest are citizens' levels of trust and confidence in the New Zealand Police and levels of satisfaction with New Zealand Police services, for those citizens who have used them. 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 presents the results of 9,706 interviews conducted by telephone survey during July 2011 to June 2012 across three elements of the research 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: when comparing Canterbury District results over time: 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 both those who had, and those who had not, had contact with Police in the previous six months) were asked a series of questions around; their trust and confidence in Police, perceptions of safety, and the role of Police in their local community. This comprised providing ratings of the following statements:

- 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.

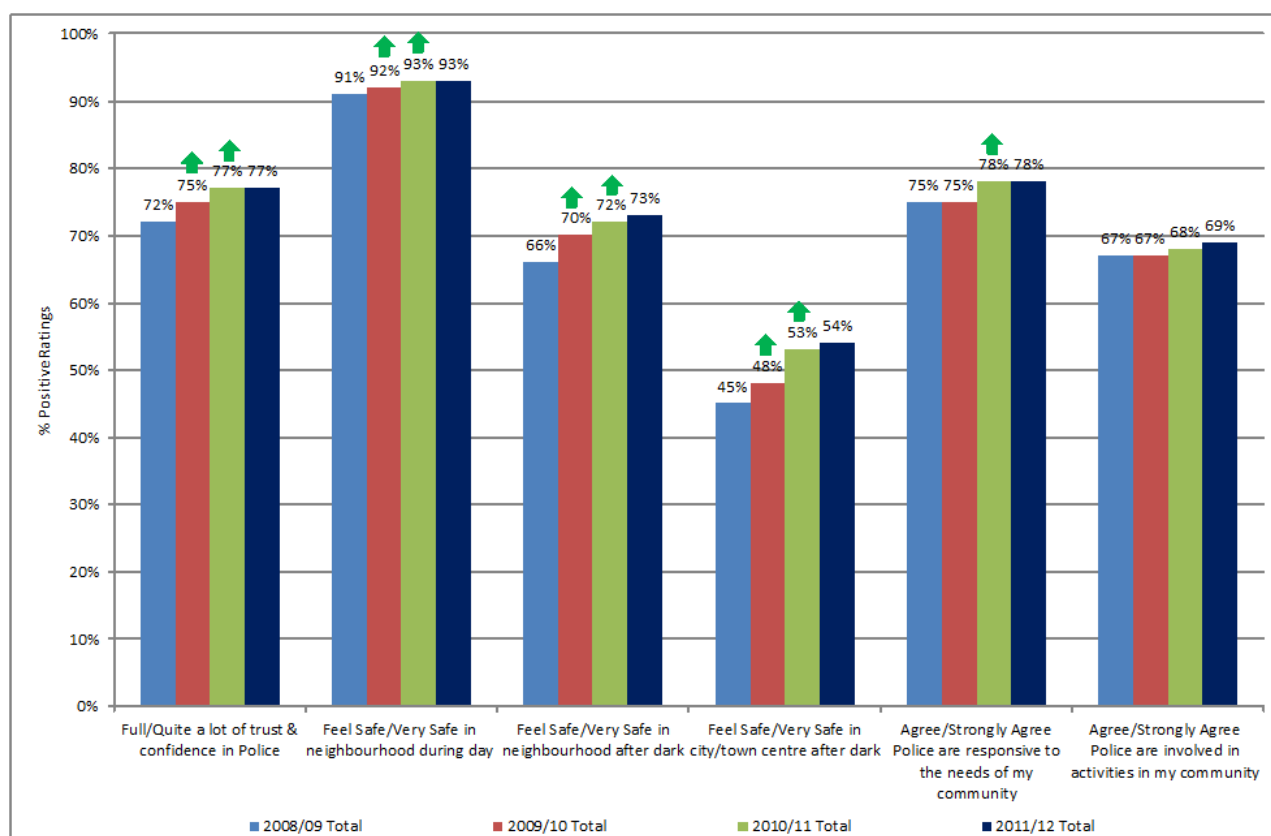
Results for these questions are stable in the 2011/12 survey wave when compared with the 2010/11 results (with no statistically significant changes between the two survey waves in the share of respondents giving positive ratings). This stable result sits in the context of most of these ratings showing an upward trend in positive ratings over the four survey waves. These positive trends are most notable for:

- trust and confidence (share with *full/quite a lot* of trust and confidence up from 72% in 2008/09, and 75% in 2009/10, to 77% in both 2010/11 and 2011/12);
- safety in neighbourhood after dark (share feeling *safe/very safe* up from 66% in 2008/09, 70% in 2009/10 and 72% in 2010/11, to 73% in 2011/12); and
- safety in town centre after dark (share feeling *safe/very safe* up from 45% in 2008/09, 48% in 2009/10 and 53% in 2010/11, to 54% in 2011/12).

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 2011/12**

**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	2011/ 12 FY	2008/ 09 FY	2009/ 10 FY	2010/ 11 FY	2011/ 12 FY	2008/ 09 FY	2009/ 10 FY	2010/ 11 FY	2011/ 12 FY
Trust & Confidence	72	75	77	77	21	19	18	18	6	6	5	5
Safety in neighbourhood during day	91	92	93	93	8	7	6	6	1	1	1	1
Safety in neighbourhood after dark	66	70	72	73	22	20	20	19	12	10	8	8
Safety in city/town after dark	45	48	53	54	28	29	28	28	26	22	18	17
Police are responsive to the needs of my community	75	75	78	78	15	16	14	13	8	6	6	6
Police are involved in activities in my community	67	67	68	69	18	19	18	17	8	7	7	7

Orange highlighting denotes a statistically significant change between survey waves.

Rating scales are: Trust and confidence - Full trust and confidence, Quite a lot, Some, Not much, No trust and confidence in the New Zealand Police; Safety questions - Very safe, Safe, Neutral, Unsafe, Very unsafe; Community questions - Strongly disagree, Disagree, Neither agree nor disagree, Agree, Strongly agree

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

### Reasons for feeling Unsafe/Very Unsafe

The safety after dark questions show higher levels of negative ratings. 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;
- dark/poor lighting
- fights/arguments/attacks on the street;
- lack of Police presence/not enough Police
- 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>. This comprises<sup>2</sup> ratings of the following:

- Overall Satisfaction;
- Expectations met or exceeded;
- Staff were competent;
- Staff did what they said they would do;
- I was treated fairly;
- My individual circumstances were taken into account;
- It’s an example of good value for tax dollars spent.

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.

Positive results for these drivers have either remained unchanged or are stable (with no statistically significant changes) between 2010/11 and 2011/12. The only change of note has been an increase in the share of respondents *disagreeing/strongly disagreeing* that I was treated fairly (up 1 percentage point from 5%, to 6% - a statistically significant increase).

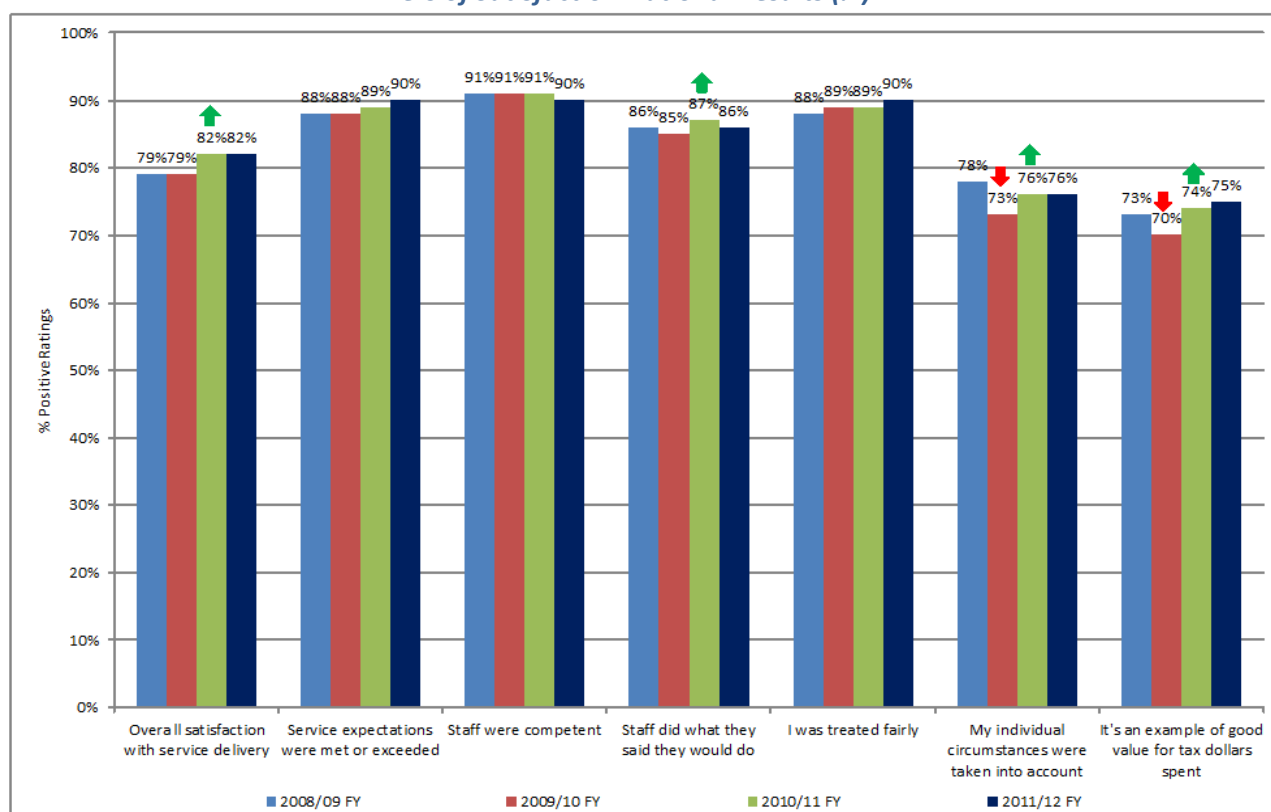
The following graph and table show results at a national level for each of the six key drivers of satisfaction, for people who have had contact with New Zealand Police, in the six months prior to being interviewed.

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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

<sup>2</sup> Rating scale used is: *Very satisfied, Satisfied, Neither satisfied, nor dissatisfied, Dissatisfied, Very dissatisfied*

**Summary Figure 2: Citizens' Satisfaction Survey 2011/12**  
**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	2011/ 12 FY	2008/ 09 FY	2009/ 10 FY	2010/ 11 FY	2011/ 12 FY	2008/ 09 FY	2009/ 10 FY	2010/ 11 FY	2011/ 12 FY
Overall Satisfaction	79	79	82	82	10	11	10	10	10	10	8	8
Expectations met or exceeded*	88	88	89	90	-	-	-	-	12	11	10	10
Staff were competent	91	91	91	90	5	4	5	5	4	5	4	4
Staff did what they said they would do	86	85	87	86	6	6	5	6	4	5	4	4
I was treated fairly	88	89	89	90	5	5	6	4	7	6	5	6
My individual circumstances were taken into account	78	73	76	76	10	15	13	13	12	10	9	9
It's an example of good value for tax dollars spent	73	70	74	75	13	16	15	14	13	13	10	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 2011/12, just over four out of five respondents (82%) were *satisfied* or *very satisfied* with the overall quality of service delivered (unchanged when compared with the result from the previous year). 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, traffic stop or traffic crash or incident;
- aged 65 years or older;
- living in Canterbury or Wellington districts;
- of European descent; and/or
- who are female.

Eight per cent of respondents reported they were dissatisfied to some extent (*dissatisfied/very dissatisfied*) with the overall quality of the service delivered (also unchanged when compared with 2010/11). However, there has been a change in the distribution of negative ratings – the share *dissatisfied* has increased (5%, up statistically significantly from 4% in 2010/11) while the share *very dissatisfied* has declined (3% - down statistically significantly from 4% in 2010/11). 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'<sup>3</sup>, or assault;
- whose point of contact was at the local station, either calling or over the counter in person
- living in Counties Manukau District;
- of Maori descent; and/or
- who are male.

## 3. Service Expectations Met or Exceeded

When asked how the service they actually received compared to what they had expected, nine out of ten respondents (90%) said the service they received was *about the same/better/much better* than they had expected, including 32% mentioning that it was *better* (22%) or *much better* (10%) than expected. These results are stable when compared with those achieved in 2010/11 (89% *same/better/much better*; 31% *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 to follow up on a previous enquiry or burglary
- of Pacific Island or Maori descent;
- living in Canterbury District;
- whose point of contact was in person (other than on the roadside or at a Police station) or calling the Communications Centres;
- aged between 16 and 24 years.

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<sup>3</sup> 'Other crime' includes homicide/murder, fraud, drug offence, abduction, trespass order, family member committed crime, complaint involving animals



Ten percent of respondents said that the service they received was *worse* (7%) or *much worse* (3%) than expected (unchanged when compared with 2010/11 results). Respondents statistically significantly more likely to have received *much worse/worse* service than expected included those:

- whose reason for contact was suspect/perpetrator/bail reporting/prisoner enquiry/pickup or visit, a traffic offence, assault, burglary or theft;
- whose point of contact was with their local station, either by calling or over the counter;
- living in the Eastern or Counties Manukau districts;
- aged between 16 and 34 years; and/or
- who are male.

#### *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; and/or
- the staff member dealt with the situation promptly.

#### *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 take the matter seriously/were not interested;
- 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 2011/12 (90%) *agree* or *strongly agree* that the staff member they dealt with was competent. This share has remained stable when compared with previous survey waves (91% agreement in each fiscal year from 2008/09 to 2010/11).

In contrast, only 4% of respondents *disagree* or *strongly disagree* that staff were competent (unchanged from the previous measure).

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

Respondents in 2011/12 who disagreed, to some extent, that staff were competent, commonly reported the following reasons:

- the staff member had a bad attitude;
- the staff member didn't handle the situation well and/or didn't do all they could have; and/or
- respondent felt picked on/discriminated against.

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

Eighty-six percent of respondents in the 2001/11 survey *agree* or *strongly agree* that staff did what they said they would do. These results are stable when compared with 2010/11 (87% *agreeing/strongly agreeing*).

Only 4% of respondents *disagree/strongly disagree* that staff did what they said they would do, unchanged from 2010/11. However, it should be noted that the share of respondents *strongly disagreeing* has increased significantly (up from 1% in 2010/11, to 2%).

### 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:

- Police did not attend, or that Police response was slow/inadequate;
- 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); and/or
- Police didn't do anything/no outcome/no action taken.

## 6. I Was Treated Fairly

In 2011/12 nine out of ten respondents (90%) who had contact either *agreed* (42%), or *strongly agreed* (48%), that they were treated fairly. These results are similar to the 2010/11 survey wave (89% *agreeing* to some extent).

In contrast, only 6% of respondents *disagree/strongly disagree* with the statement. However, this result represents a statistically significant increase in negative ratings when compared with 2010/11 (5% *disagreeing* to some extent). An increase in the share *strongly disagreeing* is also evident – up from 2% in 2010/11, to 3% (a statistically significant change). (Note: These changes in negative ratings bring the results back in line with results for the 2009/10 survey wave.)

### 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;
- respondents felt picked on, or discriminated against; and/or
- staff didn't take the matter seriously/didn't believe me.

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

In the 2011/12 survey wave, three-quarters of respondents (76%) *agreed* or *strongly agreed* that they felt their individual circumstances were taken into account. This result is unchanged from 2010/11.

Nine percent of respondents either *disagree* (6%), or *strongly disagree* (3%), that their individual circumstances were taken into account. These results are also unchanged when compared with results for the previous fiscal year.

### *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:

- poor communication;
- the staff member(s) I dealt with had a bad attitude;
- Police did not consider the situation/no discretion;
- the matter wasn't taken seriously and/or the staff member did not believe me; and/or
- respondent felt picked on/discriminated against.

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

In 2011/12, three quarters of respondents (75%) *agree* or *strongly agree* that the service they received is an example of good value for tax dollars spent. While this result is stable when compared with the 2010/11 results (74%), it does contribute to an upwards trend in positive ratings over time.

One in ten respondents (10%) disagreed to some extent that it is an example of good value for tax dollars spent (unchanged from 2010/11). However, the share *strongly disagreeing* has increased (up from 3%, to 4%), while the share *disagreeing* has declined (down from 7% to 6%). Both these changes are statistically significant.

### *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;
- too much emphasis on traffic and driving;
- resources are spent in the wrong areas;
- Police are unfair/discriminating/don't give warnings; and/or
- Police never actually solve crimes/resolve issues.

# 1. INTRODUCTION

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## 1.1. Introduction

New Zealand Police commissioned Gravitas to carry out the 2007-2008, 2008-2009, 2009-2010, 2010-2011, and 2011-2012 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 9,706 interviews conducted during the July 2011 to June 2012 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 2011 to June 2012

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 2011-2012 survey was based on the existing Police Citizens' Satisfaction Survey (used for the Baseline survey). At the start of each survey wave, recommendations are made to Police as to how the questionnaire and/or the interview process could be further refined (as necessary). A revised version of the questionnaire is then prepared and signed off by Police as being ready.

The final survey used between July 2011 and June 2012 is attached (see Appendix).

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

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### 2.1. Completed Interviews

A total of 9,706 interviews were obtained during the 2011-2012 surveying period (July 2011 to June 2012) 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=1510
2. Total General Sample n=6988
  - General Sample (no contact) n=4281
  - General Sample (Police contact) n=2707

***Note: From surveying between July 2011 and June 2012 the overall proportion of the general population who have had contact with Police in the last 6 months is 39%.***

*Note: this compares with the 38% who had contact in 2010/11 and the 37% who had contact with Police in both 2008/09 and 2009/10.*

3. Total Māori Booster Sample n=1208
  - Māori Booster Sample (no contact) n=608
  - Māori Booster Sample (Police contact) n=600

***Note: From surveying between July 2011 and June 2012 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 50%.***

*Note: this is significantly higher than the share of all respondents who have had contact with Police in the General Sample in the July 2011 to June 2012 period, but is similar to the share who had contact in the Māori Booster last year (51%) and in 2009/10 (49%).*

### ***A Note About The Canterbury Earthquakes When Comparing Results Over Time***

*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. This should be considered when comparing results over time.*

## 2.2. Interview Length

### 1. Communications Centres Survey

The average interview length across the 1,510 Communications Centres sample interviews conducted in the July 2011 to June 2012 surveying period was 16.4 minutes.

### 2. General Public Survey

The average interview length across the n=4,281 short (no Police contact) interviews conducted in the July 2011 to June 2012 surveying period was 7.5 minutes.

The average interview length across the n=2,707 long (contact) interviews conducted in the July 2011 to June 2012 surveying period was 14.5 minutes.

The average length across the total General sample (short and long interviews) is 11.7 minutes.

### 3. Māori Booster Survey

The average interview length across the n=608 short (no Police contact) Māori Booster interviews was 7.7 minutes.

The average interview length across the n=600 long (contact) Māori Booster interviews was 15.4 minutes.

The average length across the total Māori Booster sample (short and long interviews) was 13.0 minutes.

## 2.3. Margin of Error

The margin of error on the final sample sizes achieved, in the 2011-12 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>9706</b>	<b>± 1.0%</b>
<b>Total General Survey</b>	<b>6988</b>	<b>± 1.2%</b>
No Contact	4281	± 1.5%
Contact	2707	± 1.9%
<b>Total Communications Centres Survey</b>	<b>1510</b>	<b>± 2.5%</b>
<b>Total Māori Booster</b>	<b>1208</b>	<b>± 2.8%</b>
No Contact	608	± 4.0%
Contact	600	± 4.0%
<b><i>District</i></b>		
Northland	706	± 3.7%
• Contact in last 6 months	330	± 5.4%
Waitematā	852	± 3.4%
• Contact in last 6 months	412	± 4.8%
Auckland City	843	± 3.4%
• Contact in last 6 months	411	± 4.8%
Counties Manukau	889	± 3.3%
• Contact in last 6 months	452	± 4.6%
Waikato	918	± 3.2%
• Contact in last 6 months	484	± 4.5%
Bay of Plenty	849	± 3.4%
• Contact in last 6 months	433	± 4.7%
Eastern	765	± 3.5%
• Contact in last 6 months	370	± 5.1%
Central	808	± 3.4%
• Contact in last 6 months	392	± 4.9%
Wellington	916	± 3.2%
• Contact in last 6 months	470	± 4.5%
Tasman	660	± 3.8%
• Contact in last 6 months	321	± 5.5%
Canterbury	803	± 3.5%
• Contact in last 6 months	360	± 5.2%
Southern	687	± 3.7%
• Contact in last 6 months	275	± 5.9%
<b><i>Point of Contact</i></b>		
Called Local Station	257	± 6.1%
Over the Counter (visited local station)	451	± 4.6%
Roadside	1538	± 2.5%
Called Comms (from Comms Sample Only*)	1510	± 2.5%
Other (Police in person)	843	± 3.4%

Margin of Error worked out on un-weighted sample bases

## 2.4. Response Rate

### 1. Communications Centres Survey

The response rate across the 1,510 **Communications Centres** interviews conducted between July and 2011 to June 2012 is **74%** (this compares with 72% in 2008/09, 71% in 2009/10 and 70% in 2010/11).

### 2. General Public Survey

The response rate across the 6,988 **General sample** interviews conducted between July 2011 and June 2012 is **45%\*** (this compares with 44% in 2008/09, 45% in 2009/10 and 43% in 2010/11).

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

### 3. Māori Booster Survey

The response rate across the 1,208 **Māori Booster** interviews conducted between July 2011 and June 2012 is **59%\*** (this compares with 35% in 2008/09, 39% in 2009/10 and 52% in 2010/11).

\*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 six Common Measurement Tool (CMT) 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>4</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 2011 and June 2012 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>4</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	2011/12 FY
Telephone (Total)	24%	24%	21%	<b>22%</b>
- Called Communications Centres	14%	15%	14%	<b>15%</b>
- Called Local Station	10%	9%	7%	<b>7%</b>
Over the Counter (visited local station)	11%	11%	11%	<b>11%</b>
Roadside	42%	44%	46%	<b>46%</b>
Other (Police in person)	23%	21%	22%	<b>21%</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 stable in 2011/12, with just less than four out of five respondents (77%) saying they have *full/quite a lot* of trust and confidence in Police. This result is unchanged when compared with the 2010/11 measure. However it should be noted that the share stating they have *full trust and confidence* has increased statistically significantly when compared with previous years – up from 26% in 2008/09, 28% in 2009/10 and 29% in 2010/11, to 31% for the 2011/12 fiscal year.

Almost all (95%) of respondents said they have at least some (*full/quite a lot/some*) trust and confidence in Police – this share is also unchanged from 95% in 2010/11.

Only 5% of respondents mention they have *not much* (4%) or *no trust and confidence* (1%) in Police – also unchanged from last year.

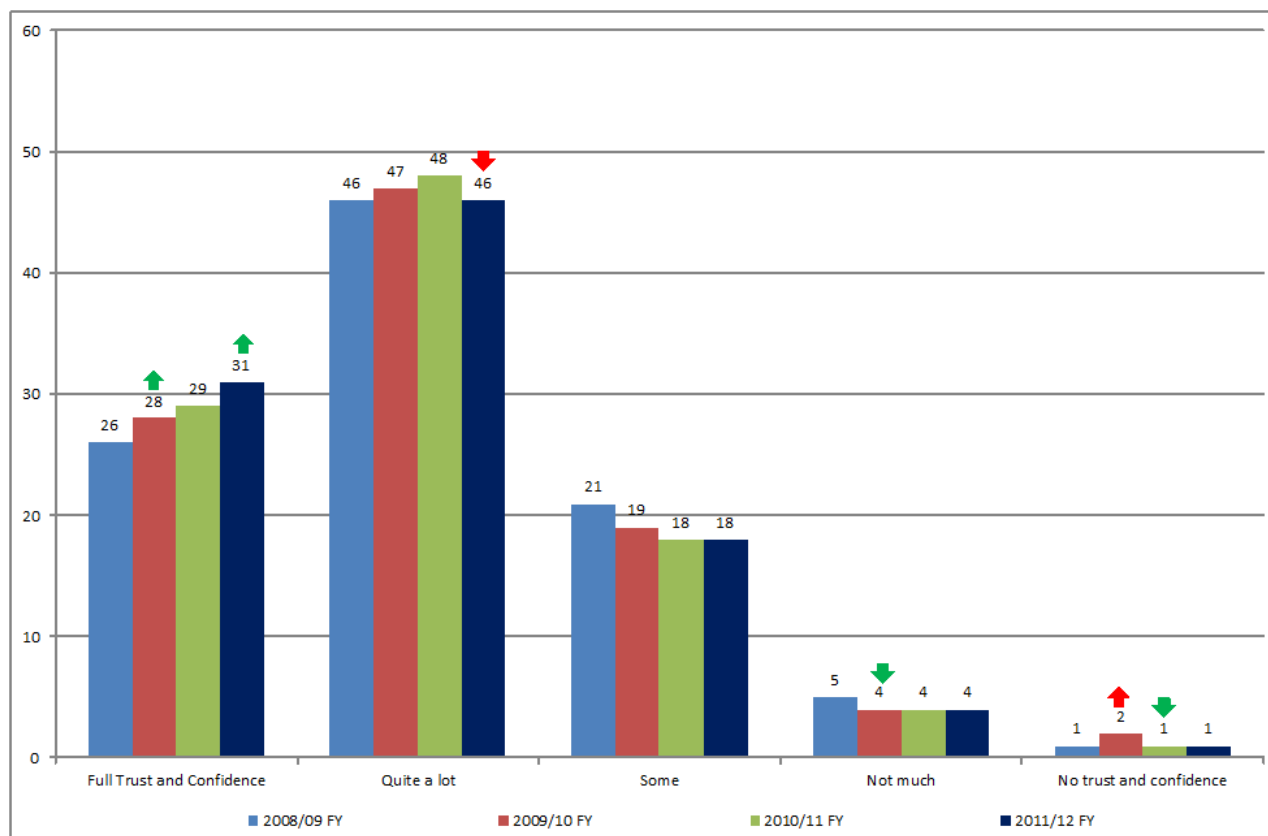
**Table 1: Level of Trust and Confidence in Police – Changes Over Time (%)**

	2008/09 FY	2009/10 FY	2010/11 FY	2011/12 FY
Full Trust and Confidence	26	28	29	31
Quite a lot	46	47	48	46
Some	21	19	18	18
Not much	5	4	4	4
No trust and confidence	1	2	1	1
Don't know	1	0	0	0
<b>Full/quite a lot</b>	<b>72</b>	<b>75</b>	<b>77</b>	<b>77</b>
<b>Full/quite a lot/some</b>	<b>93</b>	<b>94</b>	<b>95</b>	<b>95</b>
<b>Not much/no</b>	<b>6</b>	<b>6</b>	<b>5</b>	<b>5</b>
Base	8471	9241	9939	9677

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, 2011/12 FY n=9677.

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 2011/12 FY

The following statistically significant differences for 2011/12 are evident at the total results level (combined 2011/12 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 73% of all other respondents);
- living in Central (82%, compared with 77% of all other respondents) or Canterbury (81%, compared with 77% of all other respondents) districts;
- of European descent (81%, compared with 67% of all other respondents); and/or
- who are female (79%, 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 (9%, compared with 5% of all other respondents) or Māori (6%, compared with 4% of all other respondents) descent;
- living in Counties Manukau District (7%, compared with 5% 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 (6%, compared with 3% of female respondents).

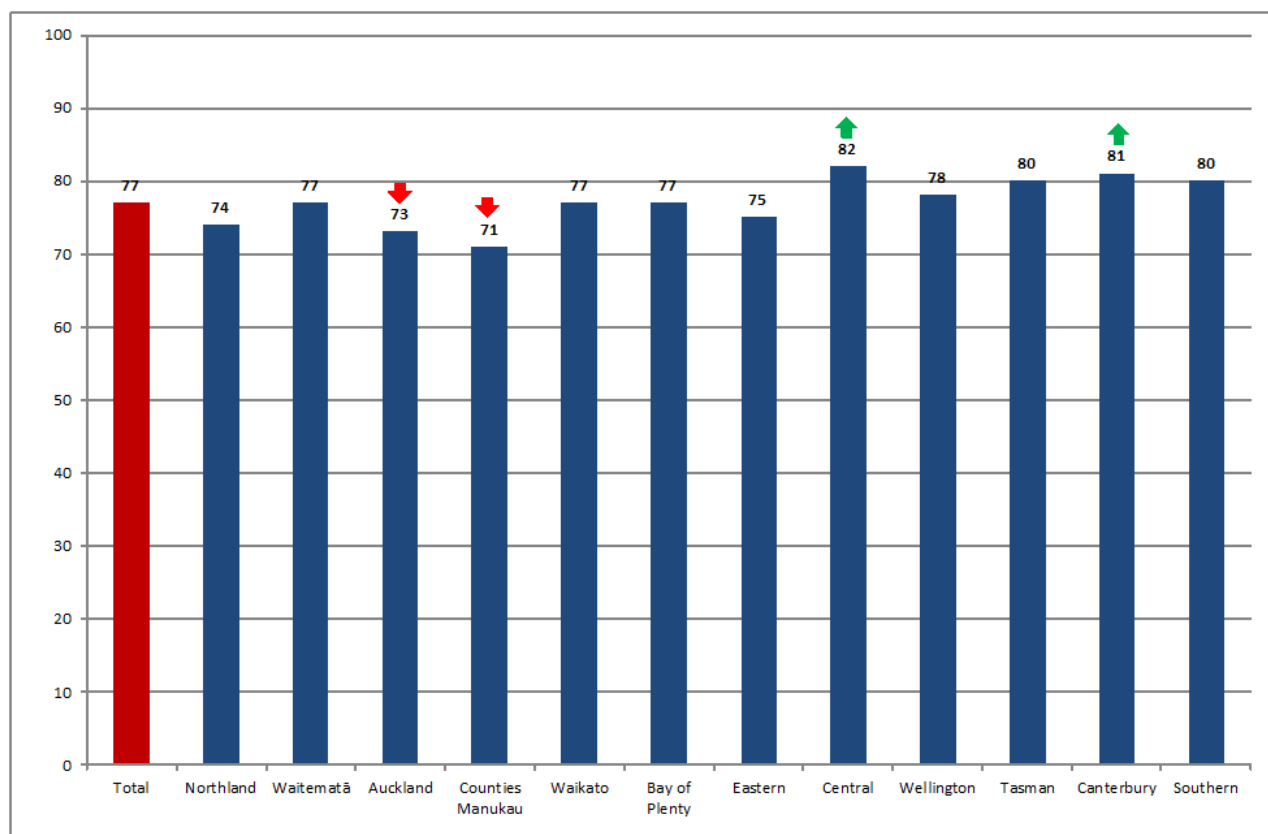
### 3.1.3. Level of Trust and Confidence in Police - Comparison by District

#### 1. 2011/12 FY

In 2011/12, respondents living in the Central (82%) and Canterbury (81%) 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 (71%) and Auckland City (73%) districts were significantly less likely to report that they have *full/quite a lot of trust and confidence* in Police.

**Figure 2: Level of Trust and Confidence in Police - By District in 2011/12**  
(% Quite a Lot/Full Trust and Confidence)



Base: All respondents, excluding 'not applicable' responses. Total 2011/12 FY n=9677; Northland n=703; Waitematā n=850; Auckland n=842; Counties n=889; Waikato n=914; Bay of Plenty n=847; Eastern n=765; Central n=808; Wellington n=912; Tasman n=659; Canterbury n=801; Southern n=687.

Green arrow indicates a significantly higher result than the total.

Red arrow indicates a significantly lower result than the total.

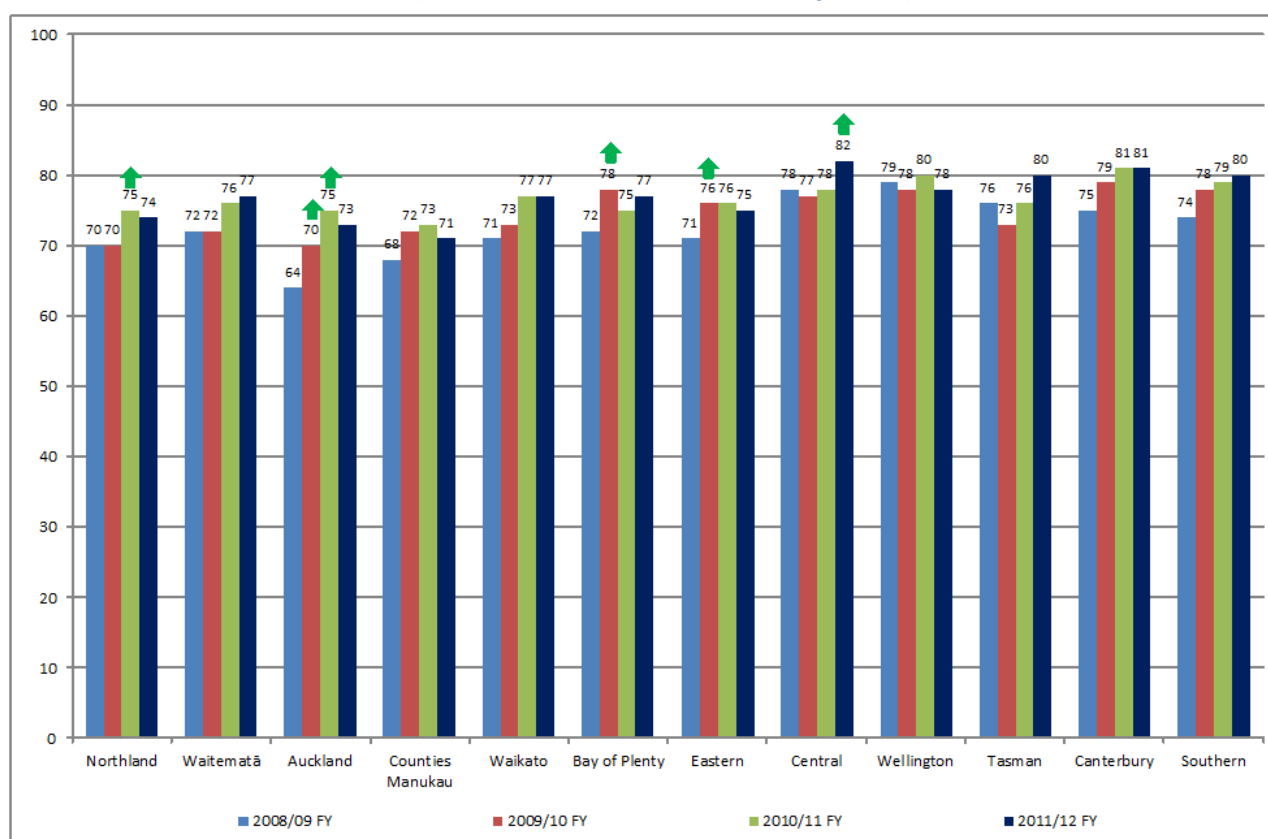
## 2. Changes Over Time

When compared with 2010/11, ratings of *full/quite a lot of trust and confidence* have increased statistically significantly for Central District (with 82% giving a positive rating in 2011/12, compared with 78% in 2010/11).

Also of note (refer to Table 2 for this detail) is that Tasman District has experienced a statistically significant increase in the share of respondents who have *full/quite a lot of/some trust and confidence* in Police (up from 93% in 2010/11, to 97% in 2011/12) and a statistically significant decrease in the share with *no/not much trust and confidence* (down from 7% to 3%).

In contrast, there has been a statistically significant decline in positive ratings for the Counties Manukau District – down from 95% stating they have *full/quite a lot of/some trust and confidence* in Police in 2010/11, to 92% in 2011/12 (refer to Table 2).

**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 2011/12 FY result is significantly higher than the 2010/11 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	11/ 12 FY	08/ 09 FY	09/ 10 FY	10/ 11 FY	11/ 12 FY	08/ 09 FY	09/ 10 FY	10/ 11 FY	11/ 12 FY	08/ 09 FY	09/ 10 FY	10/ 11 FY	11/ 12 FY	08/ 09 FY	09/ 10 FY	10/ 11 FY	11/ 12 FY	08/ 09 FY	09/ 10 FY	10/ 11 FY	11/ 12 FY
Full Trust and Confidence	22	24	27	30	25	28	27	31	20	25	24	28	27	26	31	32	26	28	29	29	28	31	30	30
Quite a Lot	48	46	48	44	47	44	49	46	44	45	51	45	41	46	42	39	45	45	48	48	44	47	45	47
Some Trust and Confidence	24	23	21	21	21	21	20	19	25	23	21	22	24	22	22	21	23	21	19	18	23	17	20	18
Not Much	4	5	3	3	4	6	3	3	9	5	3	3	6	4	4	6	5	5	3	3	4	4	4	4
No Trust and Confidence	2	2	1	2	3	1	1	1	2	2	1	2	2	2	1	1	1	1	1	2	1	1	1	1
Don't know	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	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>74</b>	<b>72</b>	<b>72</b>	<b>76</b>	<b>77</b>	<b>64</b>	<b>70</b>	<b>75</b>	<b>73</b>	<b>68</b>	<b>72</b>	<b>73</b>	<b>71</b>	<b>71</b>	<b>73</b>	<b>77</b>	<b>77</b>	<b>72</b>	<b>78</b>	<b>75</b>	<b>77</b>
<b>Full Trust/Quite a Lot/Some Trust</b>	<b>94</b>	<b>93</b>	<b>96</b>	<b>94</b>	<b>93</b>	<b>93</b>	<b>96</b>	<b>96</b>	<b>89</b>	<b>93</b>	<b>96</b>	<b>95</b>	<b>92</b>	<b>94</b>	<b>95</b>	<b>92</b>	<b>94</b>	<b>94</b>	<b>96</b>	<b>95</b>	<b>95</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>5</b>	<b>7</b>	<b>7</b>	<b>4</b>	<b>4</b>	<b>11</b>	<b>7</b>	<b>4</b>	<b>5</b>	<b>8</b>	<b>6</b>	<b>5</b>	<b>7</b>	<b>6</b>	<b>6</b>	<b>4</b>	<b>5</b>	<b>5</b>	<b>5</b>	<b>5</b>	<b>5</b>
Base	615	681	751	703	741	791	848	850	805	820	868	842	777	873	928	889	698	814	895	914	694	784	875	847

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	11/ 12 FY	08/ 09 FY	09/ 10 FY	10/ 11 FY	11/ 12 FY	08/ 09 FY	09/ 10 FY	10/ 11 FY	11/ 12 FY	08/ 09 FY	09/ 10 FY	10/ 11 FY	11/ 12 FY	08/ 09 FY	09/ 10 FY	10/ 11 FY	11/ 12 FY	08/ 09 FY	09/ 10 FY	10/ 11 FY	11/ 12 FY
Full Trust and Confidence	32	34	32	31	30	31	30	35	25	27	27	28	30	24	30	31	28	32	33	36	27	28	30	32
Quite a Lot	39	42	44	44	48	46	48	47	54	51	53	50	46	49	46	49	47	47	48	45	47	50	49	48
Some Trust and Confidence	24	19	18	18	18	17	17	13	16	18	16	17	21	22	17	17	19	16	15	15	20	17	15	15
Not Much	4	5	4	4	3	5	4	4	3	3	3	4	2	3	6	3	5	3	3	3	5	4	4	3
No Trust and Confidence	1	0	2	2	0	1	1	1	2	1	1	1	1	2	1	0	1	2	1	1	1	1	2	1
Don't know	0	0	0	1	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1
<b>Full Trust/Quite a Lot of Trust</b>	<b>71</b>	<b>76</b>	<b>76</b>	<b>75</b>	<b>78</b>	<b>77</b>	<b>78</b>	<b>82</b>	<b>79</b>	<b>78</b>	<b>80</b>	<b>78</b>	<b>76</b>	<b>73</b>	<b>76</b>	<b>80</b>	<b>75</b>	<b>79</b>	<b>81</b>	<b>81</b>	<b>74</b>	<b>78</b>	<b>79</b>	<b>80</b>
<b>Full Trust/Quite a Lot/Some Trust</b>	<b>95</b>	<b>95</b>	<b>94</b>	<b>93</b>	<b>96</b>	<b>94</b>	<b>95</b>	<b>95</b>	<b>95</b>	<b>96</b>	<b>96</b>	<b>95</b>	<b>97</b>	<b>95</b>	<b>93</b>	<b>97</b>	<b>94</b>	<b>95</b>	<b>96</b>	<b>96</b>	<b>94</b>	<b>95</b>	<b>94</b>	<b>95</b>
<b>Not Much/No Trust and Confidence</b>	<b>5</b>	<b>5</b>	<b>6</b>	<b>6</b>	<b>3</b>	<b>6</b>	<b>5</b>	<b>5</b>	<b>5</b>	<b>4</b>	<b>4</b>	<b>5</b>	<b>3</b>	<b>5</b>	<b>7</b>	<b>3</b>	<b>6</b>	<b>5</b>	<b>4</b>	<b>4</b>	<b>6</b>	<b>5</b>	<b>6</b>	<b>4</b>
Base	643	697	782	765	676	757	826	808	753	848	909	912	615	641	665	659	813	842	884	801	641	693	708	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.



## 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

Results for feelings of safety in the local neighbourhood during the day are high and stable when compared with 2010/11. The majority of respondents (93%) feel *safe/very safe* (this result unchanged when compared with 2010/11), while just less than three out of five respondents (58%) said they feel *very safe* in their neighbourhood during the day (up 1 percentage point from 57%).

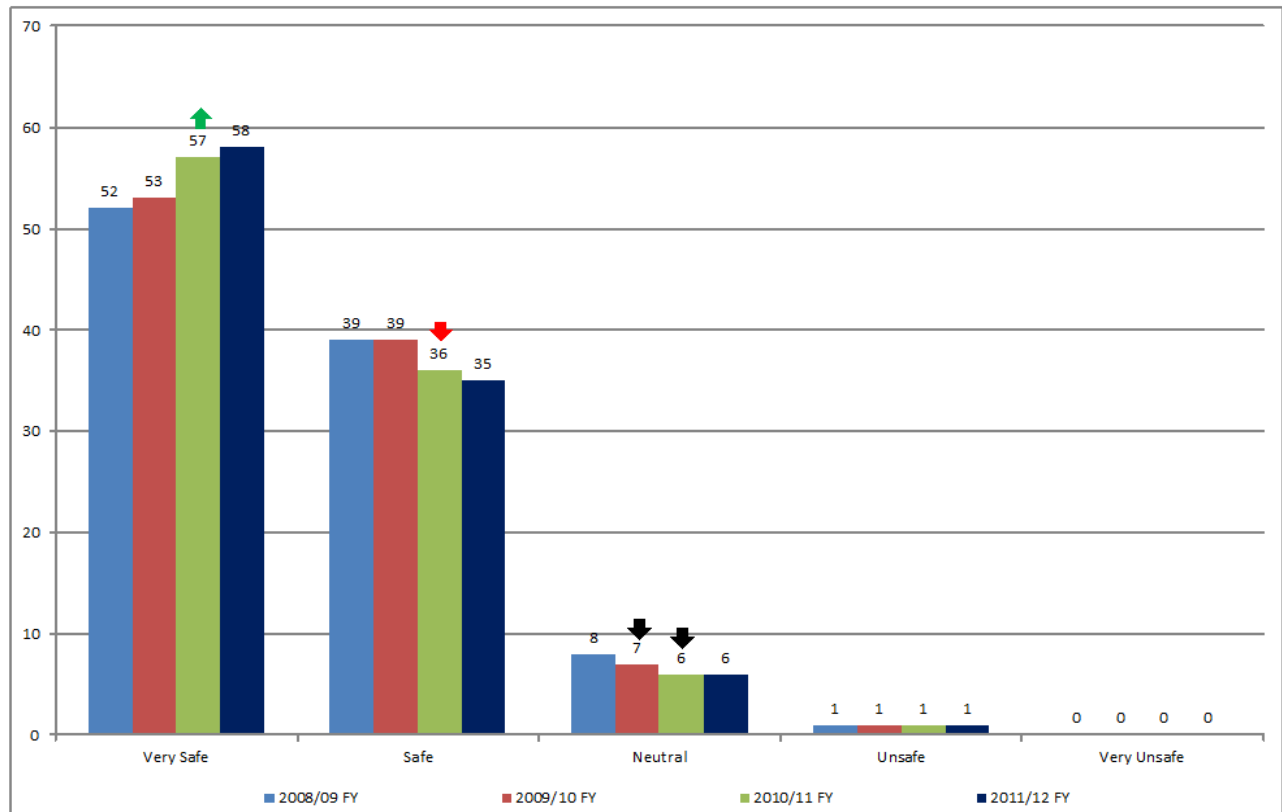
**Table 4: Safety in Local Neighbourhood During the Day – Changes Over Time (%)**

	2008/09 FY	2009/10 FY	2010/11 FY	2011/12 FY
Very Safe	52	53	57	58
Safe	39	39	36	35
Neutral	8	7	6	6
Unsafe	1	1	1	1
Very Unsafe	0	0	0	0
Don't know	0	0	0	0
<b>Total Safe</b>	<b>91</b>	<b>92</b>	<b>93</b>	<b>93</b>
<b>Total Unsafe</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>1</b>
<i>Base</i>	8503	9301	9461	9688

*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, 2011/12 FY n=9688.

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.

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

### 3.2.2. Safety in Local Neighbourhood During the Day - Significant Differences for 2011/12 FY

The following statistically significant differences for 2011/12 are evident at the total results level (combined 2011/12 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%), Tasman (96%), and Canterbury (95%) districts (compared with 92% of all other respondents), or living in Wellington District (94%, compared with 93% of all other respondents);
- who are male (94%, compared with 92% 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:

- of 'other' ethnicities (6%, compared with <1% of all other respondents) or Asian/Indian (2%, compared with <1% of all other respondents) descent;
- living in Counties-Manukau District (2%, compared with <1% of all other respondents);
- aged between 45 and 54 years old (1%, compared with <1% of all other respondents); and/or
- who are female (1%, compared with <1% of male respondents).

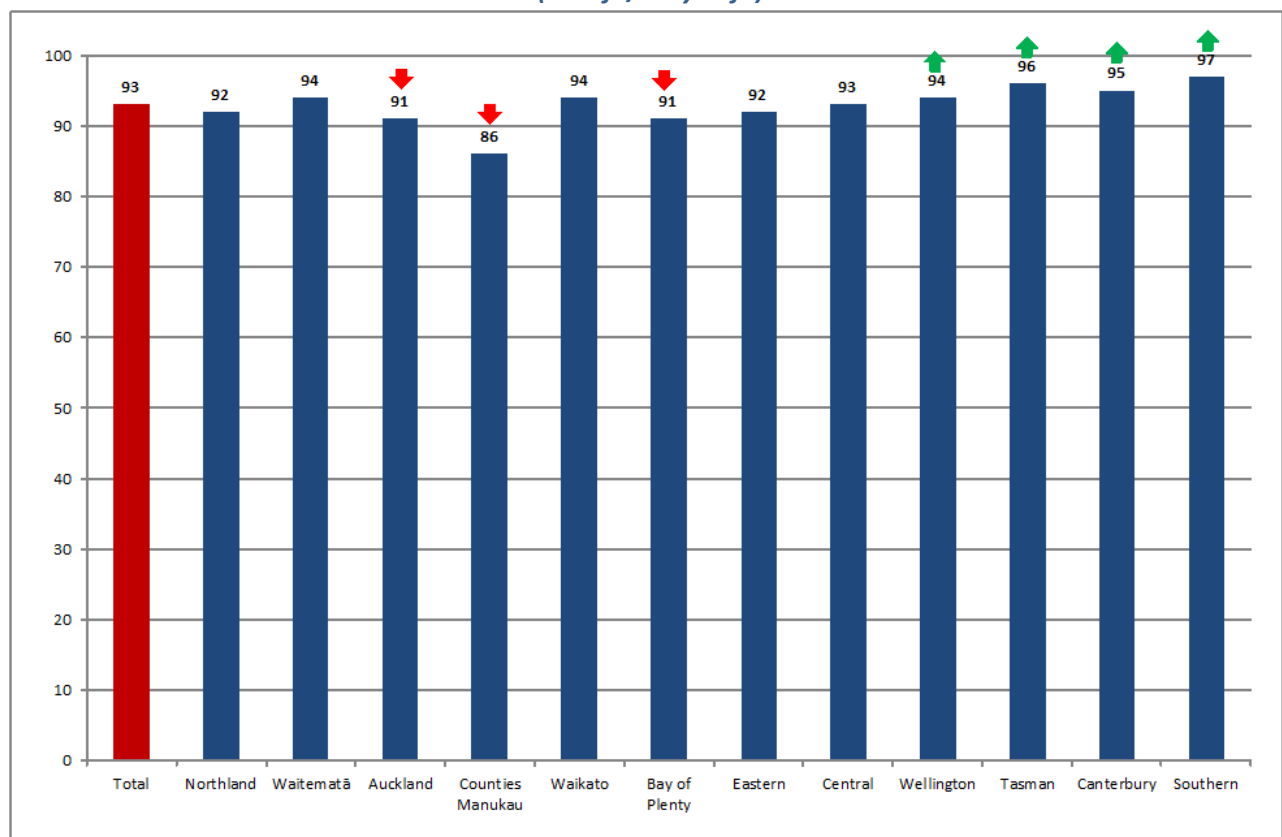
### 3.2.3. Safety in Local Neighbourhood During the Day - Comparison by District

#### 1. 2011/12 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*), Tasman (96%), Canterbury (95%), and Wellington (94%) districts.

In contrast, feelings of safety during the day are significantly lower for those living in Counties Manukau (86% *safe/very safe*), Auckland (91%) and Bay of Plenty (91%) districts.

**Figure 5: Safety in Local Neighbourhood During the Day - By District in 2011/12 FY  
(% Safe/Very Safe)**



Base: All respondents, excluding 'not applicable' responses. Total 2011/12 FY n=9688; Northland n=705; Waitematā n=851; Auckland n=842; Counties Manukau n=889; Waikato n=918; Bay of Plenty n=849; Eastern n=764; Central n=805; Wellington n=915; Tasman n=660; Canterbury n=803; Southern n=687.

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

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

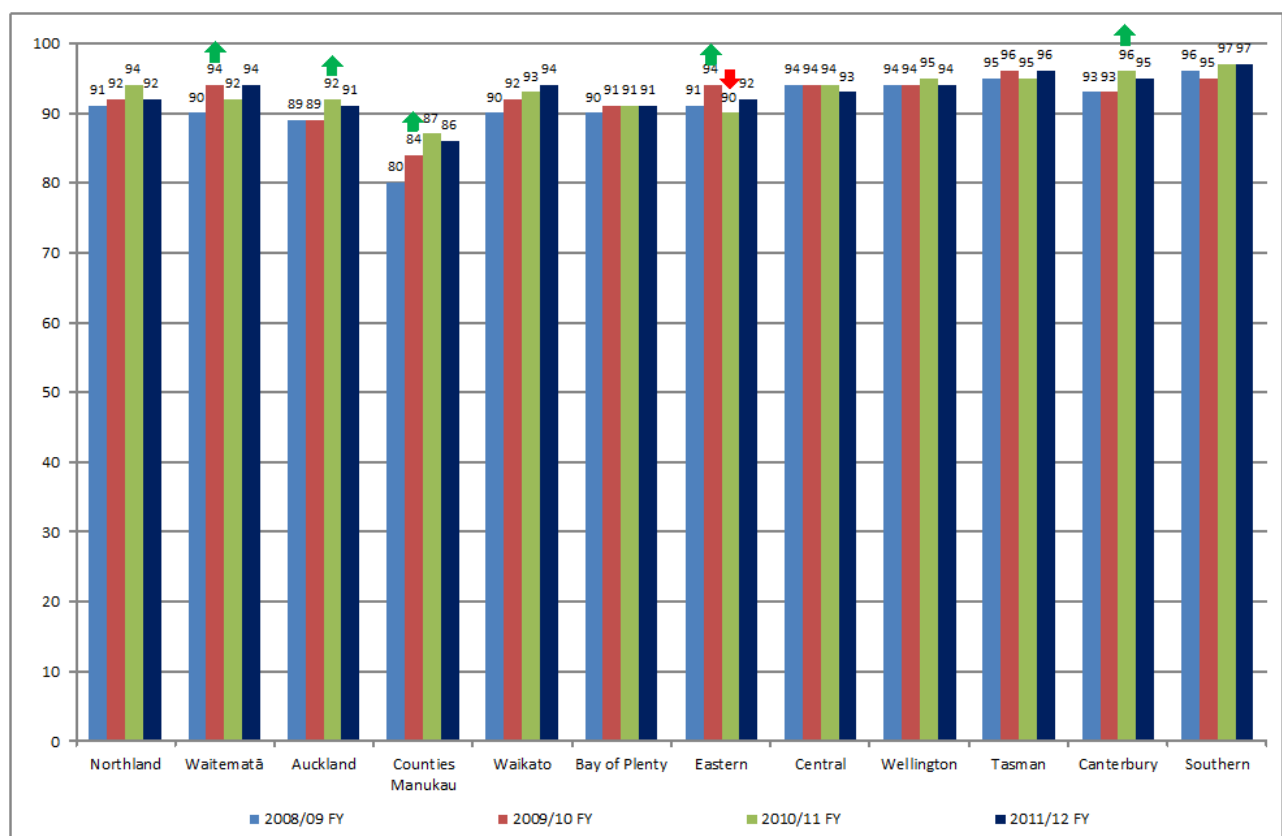
## 2. Changes Over Time

The proportion of respondents who reported that they feel *safe/very safe* in their neighbourhood during the day has remained stable across all districts when compared with 2010/11 (with no statistically significant increases or decreases).

However, it should be noted that respondents living in Waitematā, Waikato, Eastern, Central and Tasman districts were significantly less likely to report that they feel *very unsafe/unsafe* in their local neighbourhood during the day (each with no mentions, 0%) than they did in 2010/11 (each with 1%, with the exception of Eastern District where 2% of respondents felt unsafe). (Please refer to Table 5.)

In contrast, there has been a statistically significant increase in the proportion of respondents living in the Canterbury and Southern districts giving a rating of *unsafe/very unsafe* for their safety in their local neighbourhood during the day, both districts up from no mentions (0%) in 2010/11, to 1% feeling unsafe in 2011/12. (Please refer to Table 5.)

**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	11/ 12 FY	08/ 09 FY	09/ 10 FY	10/ 11 FY	11/ 12 FY	08/ 09 FY	09/ 10 FY	10/ 11 FY	11/ 12 FY	08/ 09 FY	09/ 10 FY	10/ 11 FY	11/ 12 FY	08/ 09 FY	09/ 10 FY	10/ 11 FY	11/ 12 FY	08/ 09 FY	09/ 10 FY	10/ 11 FY	11/ 12 FY
Very Safe	52	51	56	58	50	52	57	57	42	49	51	54	34	38	44	43	51	54	57	53	53	48	49	54
Safe	39	41	38	35	40	42	35	37	47	40	41	37	46	46	43	43	39	38	36	41	37	43	42	37
Neutral	7	7	5	6	9	5	7	6	9	9	7	7	17	14	11	12	8	7	6	6	8	8	8	8
Unsafe	1	1	1	1	1	1	1	0	2	2	1	1	3	2	1	1	2	0	1	0	2	1	1	1
Very Unsafe	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0
Don't know	1	0	0	0	0	0	0	0	0	0	0	1	0	0	1	0	0	1	0	0	0	0	0	0
<b>Total Safe</b>	<b>91</b>	<b>92</b>	<b>94</b>	<b>92</b>	<b>90</b>	<b>94</b>	<b>92</b>	<b>94</b>	<b>89</b>	<b>89</b>	<b>92</b>	<b>91</b>	<b>80</b>	<b>84</b>	<b>87</b>	<b>86</b>	<b>90</b>	<b>92</b>	<b>93</b>	<b>94</b>	<b>90</b>	<b>91</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>1</b>	<b>0</b>	<b>2</b>	<b>2</b>	<b>1</b>	<b>1</b>	<b>3</b>	<b>2</b>	<b>1</b>	<b>2</b>	<b>2</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>2</b>	<b>1</b>	<b>1</b>	<b>1</b>
Base	620	687	731	705	742	797	809	851	809	832	800	842	784	879	880	889	701	815	852	918	696	787	836	849

(Part 2)

	Eastern				Central				Wellington				Tasman				Canterbury				Southern			
	08/ 09 FY	09/ 10 FY	10/ 11 FY	11/ 12 FY	08/ 09 FY	09/ 10 FY	10/ 11 FY	11/ 12 FY	08/ 09 FY	09/ 10 FY	10/ 11 FY	11/ 12 FY	08/ 09 FY	09/ 10 FY	10/ 11 FY	11/ 12 FY	08/ 09 FY	09/ 10 FY	10/ 11 FY	11/ 12 FY	08/ 09 FY	09/ 10 FY	10/ 11 FY	11/ 12 FY
Very Safe	51	52	52	53	55	55	60	60	59	59	63	63	64	67	68	67	61	55	64	67	64	64	65	69
Safe	40	42	38	39	39	39	34	33	35	35	32	31	31	29	27	29	32	38	32	28	32	31	32	28
Neutral	8	5	8	8	5	5	5	7	5	6	4	5	5	4	4	4	6	6	4	4	3	4	3	2
Unsafe	1	1	2	0	0	0	1	0	1	0	1	1	0	0	1	0	1	1	0	1	0	1	0	1
Very Unsafe	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Don't know	0	0	0	0	1	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0
<b>Total Safe</b>	<b>91</b>	<b>94</b>	<b>90</b>	<b>92</b>	<b>94</b>	<b>94</b>	<b>94</b>	<b>93</b>	<b>94</b>	<b>94</b>	<b>95</b>	<b>94</b>	<b>95</b>	<b>96</b>	<b>95</b>	<b>96</b>	<b>93</b>	<b>93</b>	<b>96</b>	<b>95</b>	<b>96</b>	<b>95</b>	<b>97</b>	<b>97</b>
<b>Total Unsafe</b>	<b>1</b>	<b>1</b>	<b>2</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>1</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>1</b>	<b>1</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>1</b>
Base	644	687	759	764	681	797	789	805	753	832	842	915	617	879	655	660	815	815	823	803	641	787	685	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.

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

Just over a third of the (n=115) respondents (36%) who reported that they feel *unsafe/very unsafe* in their neighbourhood during the day mentioned that this was because of people who make them feel unsafe because of their appearance, attitude and/or behaviour. The share mentioning this as a reason has increased significantly when compared with the previous year (up from 19% in 2010/11, to 36%). Burglaries/theft is also commonly mentioned as a reason for feeling unsafe (32%). It should also be noted that the share mentioning that the reason they feel unsafe in their neighbourhood during the day is because of burglaries/theft has increased this year – after declining significantly in 2010/11 to 25%, it is up to 32% this measure (although this is not a statistically significant difference).

Other frequently mentioned reasons for feeling unsafe during the day include gangs (16%), youths, particularly those hanging around in groups (12%), alcohol and drug problems in the area (9%) and an impression that Police aren't reliable/don't do their job properly (9%).

**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)	2010/11 FY (n=112)	2011/12 FY (n=115)	2011/12 FY (n=9688)
People who make you feel unsafe because of their behaviour/attitude/appearance	29	29	19	<b>36</b>	<1
Burglaries/theft	34	43	<b>25</b>	<b>32</b>	<1
Gangs	6	7	14	<b>16</b>	<1
Youths hanging around in groups	25	<b>15</b>	15	<b>12</b>	<1
Alcohol and drug problem in the area	4	8	11	<b>9</b>	<1
Impression that Police aren't reliable/don't do their job properly	3	4	6	<b>9</b>	<1
Dangerous driving (including drink driving and speeding)	2	7	4	<b>7</b>	<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 6 or more of respondents in 2011/12.

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

There are no groups of respondents significantly more likely to mention any of the above reasons for feeling unsafe in their local neighbourhoods during the day.

### 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

In 2011/12, just less than three quarters of respondents (73%) feel *safe/very safe* in their local neighbourhood after dark, including 28% feeling *very safe*. While these results are only up 1 percentage point from the 2010/11 fiscal year (up from 72% and 27% respectively), the trend over time is positive.

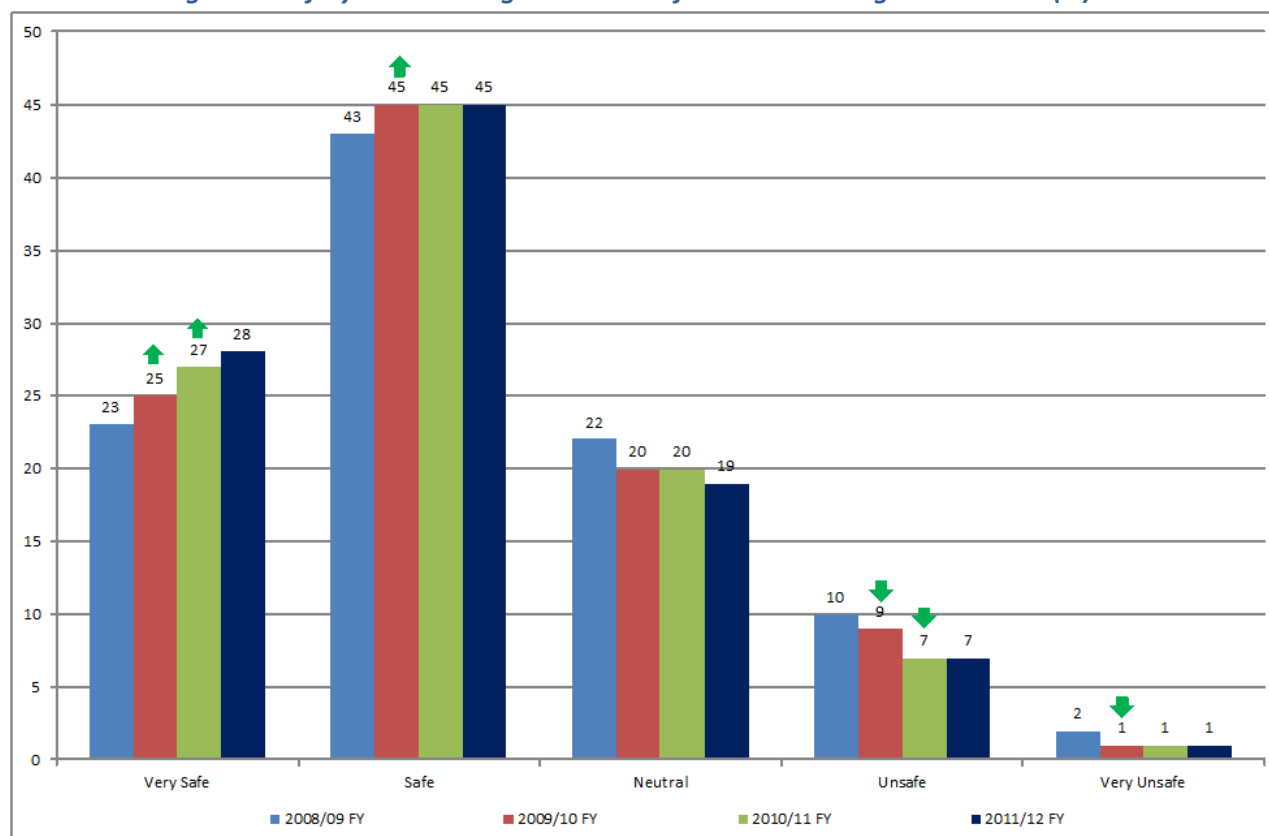
The proportion of respondents who report feeling *unsafe/very unsafe* in their neighbourhood after dark is unchanged from 2010/11 at 8%.

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

	2008/09 FY	2009/10 FY	2010/11 FY	2011/12 FY
Very Safe	23	25	27	28
Safe	43	45	45	45
Neutral	22	20	20	19
Unsafe	10	9	7	7
Very Unsafe	2	1	1	1
Don't know	0	0	0	0
<b>Total Safe</b>	<b>66</b>	<b>70</b>	<b>72</b>	<b>73</b>
<b>Total Unsafe</b>	<b>12</b>	<b>10</b>	<b>8</b>	<b>8</b>
<i>Base</i>	8491	9275	9451	9686

*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, 2011/12 FY n=9686.

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 2011/12 FY

The following statistically significant differences for 2011/12 are evident at the total results level (combined 2011/12 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 (84%), Canterbury (81%) or Tasman (79%) district (compared with 70% of respondents in all other districts);
- who are male (80%, compared with 66% of female respondents);
- aged 55 years or older (77%, compared with 71% of all other respondents);
- who have not had contact with Police (75%, compared with 71% of those who have had contact); and/or
- of European descent (74%, compared with 69% of all other respondents).

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

- living in Counties-Manukau (13%) or Eastern (10%) districts (compared with 7% of all other respondents);
- who are female (11%, compared with 4% of male respondents); and/or
- who have had contact with Police (8%, compared with 7% of those who have not had contact).



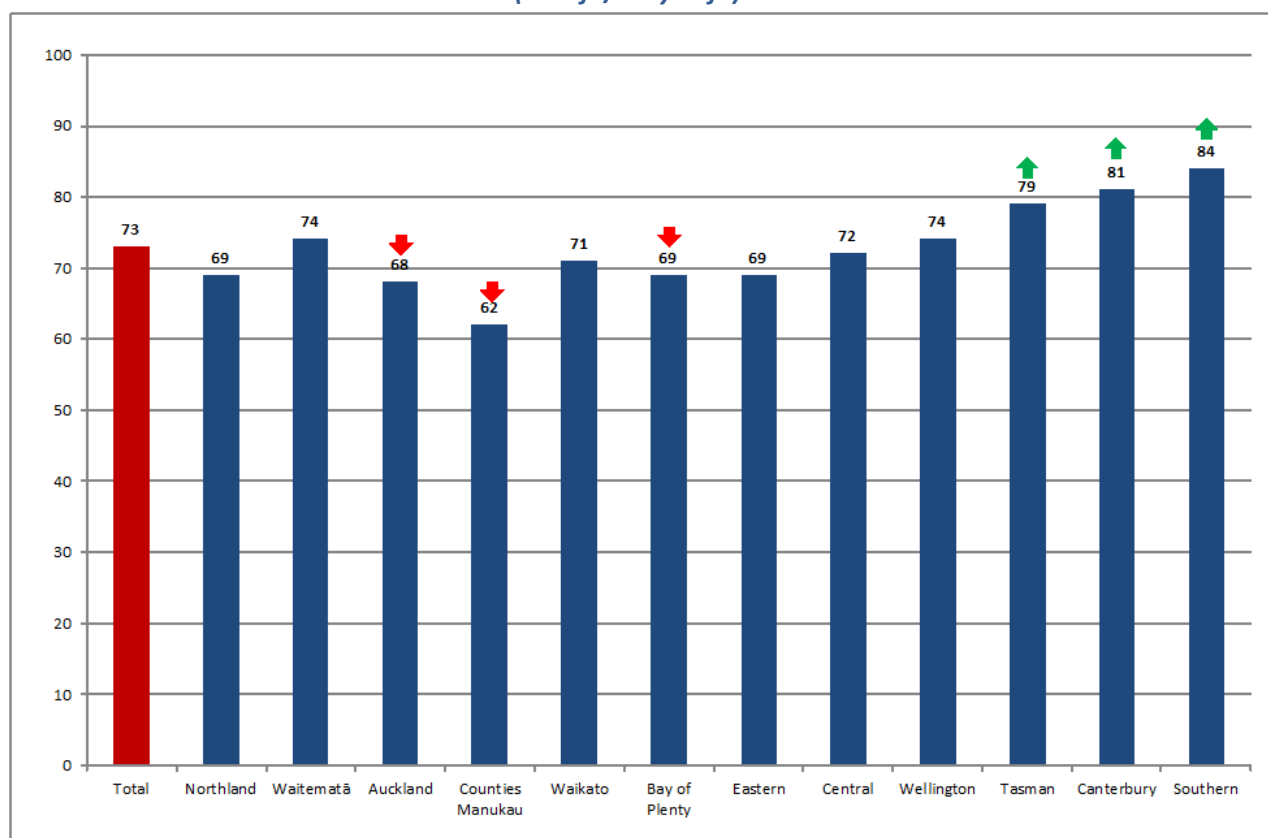
### 3.3.3. Safety in Local Neighbourhood After Dark - Comparison by District

#### 1. 2011/12 FY

In 2011/12, 73% of all respondents reported that they felt *safe/very safe* in their local neighbourhood after dark. Respondents living in the three South Island districts, including the Southern (84%), Canterbury (81%) and Tasman (79%) districts were significantly more likely say they feel *safe/very safe* in their local neighbourhood after dark.

In contrast, respondents living Counties Manukau (62% feeling *safe/very safe*), Auckland City (68%), and Bay of Plenty (69%) districts were significantly less likely to give a positive rating.

**Figure 8: Safety in Local Neighbourhood After Dark - By District in the 2011/12 FY  
(% Safe/Very Safe)**



Base: All respondents, excluding 'not applicable' responses. Total 2011/12 FY n=9686; Northland n=705; Waitematā n=850; Auckland n=841; Counties n=888; Waikato n=918; Bay of Plenty n=848; Eastern n=765; Central n=808; Wellington n=915; Tasman n=658; Canterbury n=803; Southern n=687.

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

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

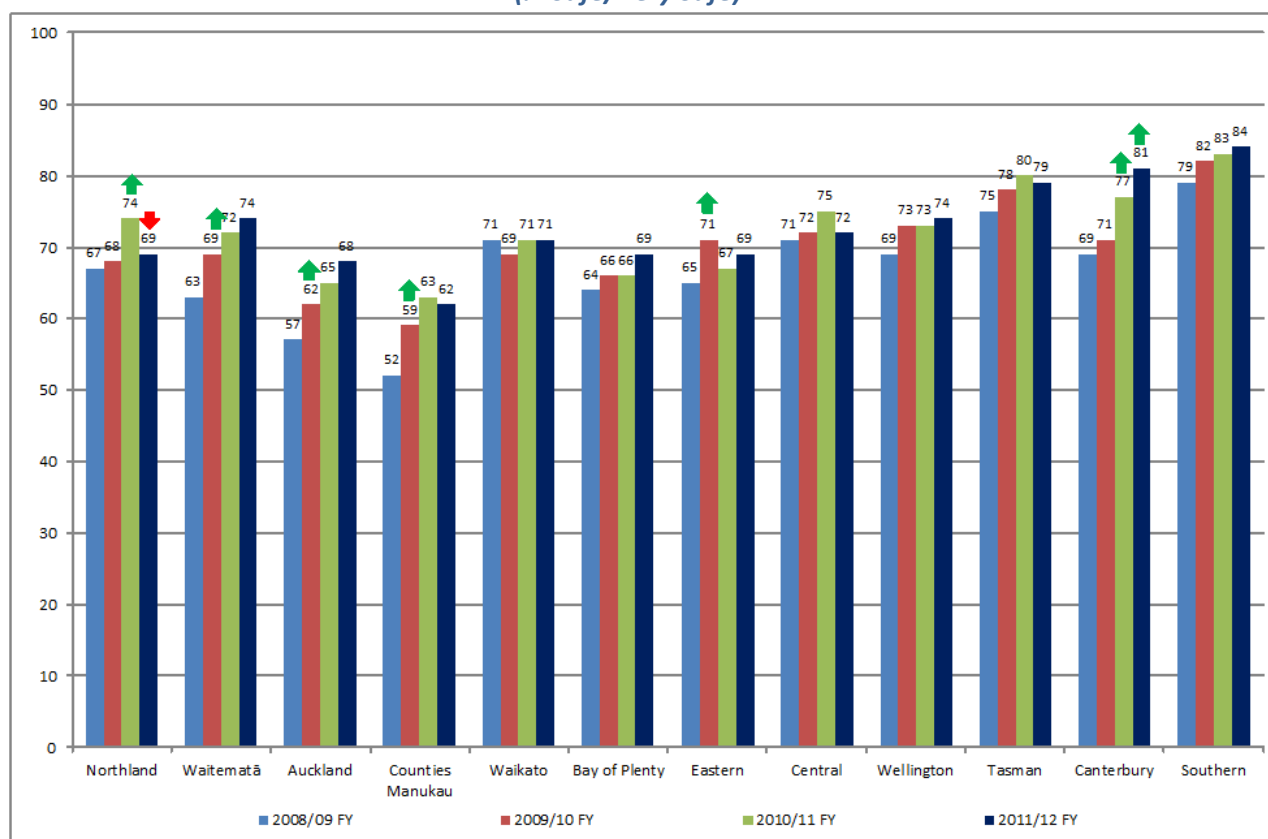
## 2. Changes Over Time

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 Canterbury District (up from 77% to 81% in 2011/12).

Also of note have been statistically significant declines in the share of respondents feeling *unsafe/very unsafe* in Waitematā (down from 9% feeling *unsafe/very unsafe*, to 5%), Bay of Plenty (down from 12%, to 9%), and Eastern (down from 14%, to 10%) districts.

In contrast, the proportion of respondents giving a positive rating for safety in their neighbourhood after dark declined for those living in the Northland District (down from a significant increase to 74% in 2010/11, to 69% this year).

**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.

Red arrow indicates a statistically significantly lower 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	11/ 12 FY	08/ 09 FY	09/ 10 FY	10/ 11 FY	11/ 12 FY	08/ 09 FY	09/ 10 FY	10/ 11 FY	11/ 12 FY	08/ 09 FY	09/ 10 FY	10/ 11 FY	11/ 12 FY	08/ 09 FY	09/ 10 FY	10/ 11 FY	11/ 12 FY	08/ 09 FY	09/ 10 FY	10/ 11 FY	11/ 12 FY
Very Safe	26	25	29	31	22	21	28	29	13	19	19	22	14	19	20	19	24	24	27	26	24	21	21	25
Safe	41	43	45	38	41	48	44	45	44	43	46	46	38	40	43	43	47	45	44	45	40	45	45	44
Neutral	22	20	17	21	25	22	19	21	26	26	25	22	26	25	24	24	19	22	19	20	25	23	22	22
Unsafe	9	10	8	9	11	9	7	5	15	11	9	8	19	14	11	12	8	8	9	8	10	10	9	8
Very Unsafe	1	2	1	1	1	0	2	0	2	1	1	1	3	2	2	1	2	1	1	1	0	1	3	1
Don't know	1	0	0	0	0	0	0	0	0	0	0	1	0	0	0	1	0	0	0	0	1	0	0	0
<b>Total Safe</b>	<b>67</b>	<b>68</b>	<b>74</b>	<b>69</b>	<b>63</b>	<b>69</b>	<b>72</b>	<b>74</b>	<b>57</b>	<b>62</b>	<b>65</b>	<b>68</b>	<b>52</b>	<b>59</b>	<b>63</b>	<b>62</b>	<b>71</b>	<b>69</b>	<b>71</b>	<b>71</b>	<b>64</b>	<b>66</b>	<b>66</b>	<b>69</b>
<b>Total Unsafe</b>	<b>10</b>	<b>12</b>	<b>9</b>	<b>10</b>	<b>12</b>	<b>9</b>	<b>9</b>	<b>5</b>	<b>17</b>	<b>12</b>	<b>10</b>	<b>9</b>	<b>22</b>	<b>16</b>	<b>13</b>	<b>13</b>	<b>10</b>	<b>9</b>	<b>10</b>	<b>9</b>	<b>10</b>	<b>11</b>	<b>12</b>	<b>9</b>
Base	619	674	729	705	742	792	807	850	808	817	799	841	781	871	879	888	698	809	851	918	697	775	834	848

(Part 2)

	Eastern				Central				Wellington				Tasman				Canterbury				Southern			
	08/ 09 FY	09/ 10 FY	10/ 11 FY	11/ 12 FY	08/ 09 FY	09/ 10 FY	10/ 11 FY	11/ 12 FY	08/ 09 FY	09/ 10 FY	10/ 11 FY	11/ 12 FY	08/ 09 FY	09/ 10 FY	10/ 11 FY	11/ 12 FY	08/ 09 FY	09/ 10 FY	10/ 11 FY	11/ 12 FY	08/ 09 FY	09/ 10 FY	10/ 11 FY	11/ 12 FY
Very Safe	26	25	26	23	24	27	26	29	25	25	27	28	30	36	34	34	24	27	32	34	35	32	35	37
Safe	39	46	41	46	47	45	49	43	44	48	46	46	45	42	46	45	45	44	45	47	44	50	48	47
Neutral	23	17	19	21	21	19	19	20	20	20	22	21	18	15	15	16	20	21	17	12	15	13	12	12
Unsafe	10	11	13	9	7	7	5	7	9	6	5	4	6	7	4	4	9	8	6	5	5	4	4	3
Very Unsafe	2	1	1	1	1	2	1	1	1	1	0	1	1	0	1	1	2	0	0	1	1	1	1	1
Don't know	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0
<b>Total Safe</b>	<b>65</b>	<b>71</b>	<b>67</b>	<b>69</b>	<b>71</b>	<b>72</b>	<b>75</b>	<b>72</b>	<b>69</b>	<b>73</b>	<b>73</b>	<b>74</b>	<b>75</b>	<b>78</b>	<b>80</b>	<b>79</b>	<b>69</b>	<b>71</b>	<b>77</b>	<b>81</b>	<b>79</b>	<b>82</b>	<b>83</b>	<b>84</b>
<b>Total Unsafe</b>	<b>12</b>	<b>12</b>	<b>14</b>	<b>10</b>	<b>8</b>	<b>9</b>	<b>6</b>	<b>8</b>	<b>10</b>	<b>7</b>	<b>5</b>	<b>5</b>	<b>7</b>	<b>7</b>	<b>5</b>	<b>5</b>	<b>11</b>	<b>8</b>	<b>6</b>	<b>6</b>	<b>6</b>	<b>5</b>	<b>5</b>	<b>4</b>
Base	644	703	760	765	680	760	787	808	754	849	842	915	613	645	654	658	814	842	823	803	641	693	686	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.

### 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=897), one in three (36%) commented that this was because there are people who make them feel unsafe because of their appearance, attitude and/or behaviour (stable from 37% mentioning this reason in 2010/11). Just over one in five respondents (22%, stable from 23% last year) specifically mentioned that youths, particularly those hanging around in groups, make them feel unsafe, while an additional 11% mentioned gangs in general (however mention of gangs is down significantly from 15% in 2010/11).

Other commonly mentioned reasons for feeling unsafe included poor lighting/dark areas (14%, compared with 16% last year), alcohol and drug problems in the respondent's local area (13%, down significantly from 17% in 2010/11), burglary/theft (11%, unchanged) and/or fights, arguments and/or attacks on the street (11%, stable).

**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)	2011/12 FY (n=897)	2011/12 FY (n=9686)
People who make you feel unsafe because of their behaviour/attitude/appearance	36	39	37	<b>36</b>	3
Youths hanging around in groups	29	<b>22</b>	23	<b>22</b>	2
Dark/poor lighting	13	<b>10</b>	<b>16</b>	<b>14</b>	1
Alcohol and drug problem in the area	15	<b>11</b>	<b>17</b>	<b>13</b>	1
Gangs	10	8	<b>15</b>	<b>11</b>	1
Burglaries/theft	14	13	11	<b>11</b>	1
Fights/arguments/attacks on the street	14	13	9	<b>11</b>	1
Living in an unsafe area where crime takes place a lot	6	7	6	<b>8</b>	1
Dangerous driving (including drink driving, speeding)	9	8	8	<b>7</b>	1
Lack of Police presence/not enough Police	7	6	8	<b>6</b>	1
Crime story (from media or friends)	6	5	4	<b>6</b>	<1
Dogs (dangerous, too many in area)	3	4	4	<b>5</b>	<1
Being alone	3	2	<b>4</b>	<b>5</b>	<1
Unsure of what sort of people around, what might happen	3	4	5	<b>4</b>	<1
Increase in crime rate/level of crime	4	3	4	<b>4</b>	<1
Too many people loitering/groups loitering	1	<b>3</b>	3	<b>4</b>	<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 4% or more of respondents in 2011/12.

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

Respondents significantly more likely to mention **youths/youths hanging around in groups** include those living in Northland (38%, compared with 21% of all other respondents) or Wellington (37%, compared with 21% of all other respondents) districts.

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

- living in Central District (24%, compared with 13% of all other respondents); and/or
- who have had contact with Police (19%, compared with 11% of those who have not had contact).

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

- of Pacific descent (33%, compared with 12% of all other respondents); and/or
- who have had contact with Police (17%, compared with 10% of those who have not had contact).

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

- living in Bay of Plenty (20%, compared with 10% of all other respondents) or Eastern (20%, compared with 10% of all other respondents) districts;
- of Maori descent (17%, compared with 9% of all other respondents); and/or
- aged between 24 and 34 years (16%, compared with 10% of all other respondents).

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

- living in Auckland (20%, compared with 10% of all other respondents) or Wellington (19%, compared with 10% of all other respondents) districts; and/or
- aged between 35 and 44 years (17%, compared with 10% of all other respondents).

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

- aged between 16 and 24 years (18%, compared with 10% of all other respondents);
- who are male (17%, compared with 9% of female respondents); and/or
- of Maori descent (16%, compared with 10% of all other respondents).

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

- aged between 16 and 24 years (14%, compared with 7% of all other respondents); and/or
- living in Counties Manukau District (13%, compared with 7% of all other respondents).

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

- of Pacific Island descent (19%, compared with 6% of all other respondents); and/or
- who have had contact with Police (9%, compared with 5% of those who have not had contact).

Respondents significantly more likely to mention **lack of Police presence** include those who have had contact with Police (8%, compared with 4% of those who have not had contact).

Respondents significantly more likely to mention **dogs** include those aged between 55 and 64 years (9%, compared with 4% of all other respondents).

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

- living in Canterbury District (9%, compared with 4% of all other respondents);
- aged 65 years or older (8%, compared with 4% of all other respondents); and/or
- who are female (6%, compared with 2% of male respondents).

Respondents significantly more likely to mention **unsure of what sort of people are around or what might happen** include those aged between 25 and 34 years (8%, compared with 4% of all other respondents).

Respondents significantly more likely to mention **increase in crime rate** include those living in Wellington District (10%, compared with 4% of all other respondents).

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

- living in Waitematā District (11%, compared with 4% of all other respondents); and/or
- who have had contact with Police (6%, compared with 3% of those who have not had contact).

### 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

Just over half (54%) of all of respondents in the 2011/12 survey period said they feel *safe* or *very safe* in their city or town centre after dark. While these results are stable from 2010/11 (only up 1 percentage point up from 53%), the trend over time is positive.

Similarly, the share feeling *unsafe/very unsafe* in their city or town centre after dark is also stable (down 1 percentage point from 18% in 2010/11, to 17%).

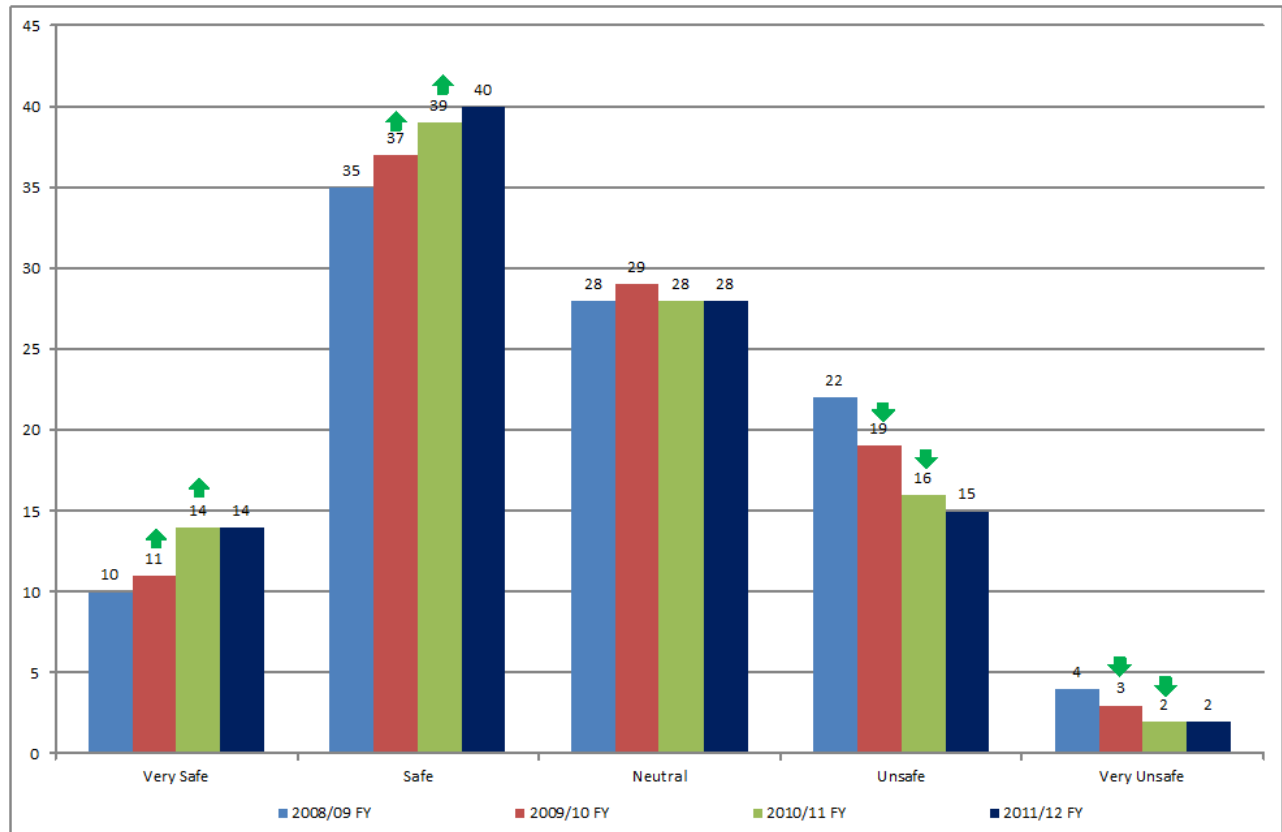
**Table 10: Safety in City or Town Centre After Dark – Changes Over Time (%)**

	2008/09 FY	2009/10 FY	2010/11 FY	2011/12 FY
Very Safe	10	11	14	14
Safe	35	37	39	40
Neutral	28	29	28	28
Unsafe	22	19	16	15
Very Unsafe	4	3	2	2
Don't know	1	1	1	1
<b>Total Safe</b>	<b>45</b>	<b>48</b>	<b>53</b>	<b>54</b>
<b>Total Unsafe</b>	<b>26</b>	<b>22</b>	<b>18</b>	<b>17</b>
Base	7439	9190	9407	9619

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, 2011/12 FY n=9619.

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 2011/12 FY

The following statistically significant differences for 2011/12 are evident at the total results level (combined 2011/12 results for General, Communications Centres and Māori Booster sample).

Respondents significantly more likely to give a rating of *safe/very safe* in their city or town centre after dark included those:

- living in one of the three South Island districts - Southern (66%), Canterbury (60%) or Tasman (59%) district (compared with 51% of respondents in all other districts);
- who are male (61%, compared with 47% of female respondents);
- aged between 55 and 64 years (57%, compared with 53% of all other respondents); and/or
- who have not had contact with Police (55%, compared with 52% of those who have had contact).

Respondents significantly more likely to give a rating of *unsafe/very unsafe* in their city or town centre after dark included those:

- living in Counties-Manukau (25%), Northland (23%), Eastern (22%), or Bay of Plenty (22%), districts (compared with 17% of all other respondents);
- who are female (24%, compared with 11% of male respondents);
- aged 65 years or older (20%, compared with 17% of all other respondents);
- who have had contact with Police (18%, compared with 17% of those who have not had contact); and/or
- of European descent (18%, compared with 16% of all other respondents).



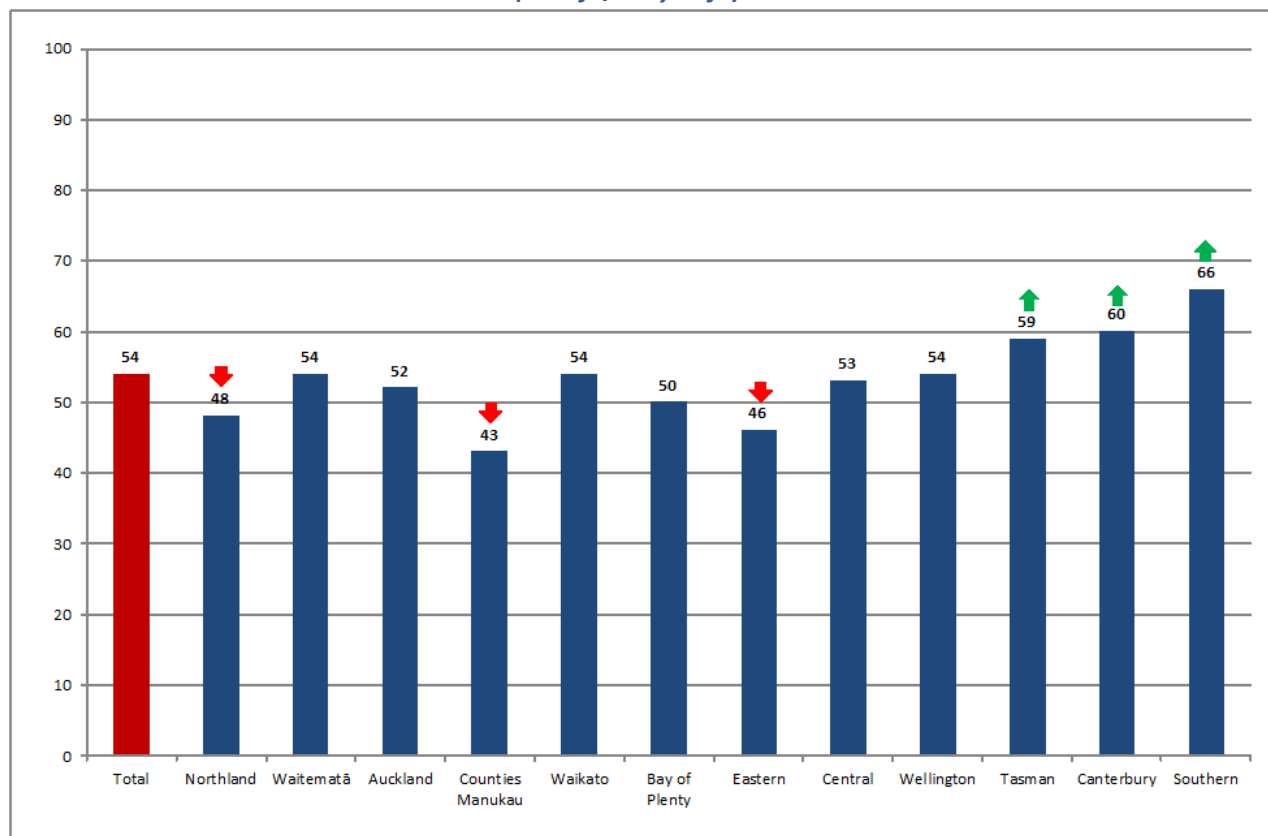
### 3.4.3. Safety in City or Town Centre After Dark - Comparison by District

#### 1. 2011/12 FY

Respondents living in the South Island districts have significantly higher shares of respondents feeling *safe/very safe* in their city or town centre after dark when compared with the overall results of 54%. This includes significantly higher shares of positive ratings for Southern (66% feeling *safe/very safe*), Canterbury (60%) and Tasman (59%) districts.

In contrast, respondents living in Counties Manukau (43%), Eastern (46%), and Northland (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 2011/12 FY**  
(% Safe/Very Safe)



Base: All respondents, excluding 'not applicable' responses. Total 2011/12 FY n=9619; Northland n=700; Waitematā n=844; Auckland n=832; Counties n=884; Waikato n=912; Bay of Plenty n=845; Eastern n=758; Central n=806; Wellington n=914; Tasman n=651; Canterbury n=787; Southern n=686.

Green arrow indicates a significantly higher result than the total.

Red arrow indicates a significantly lower result than the total.

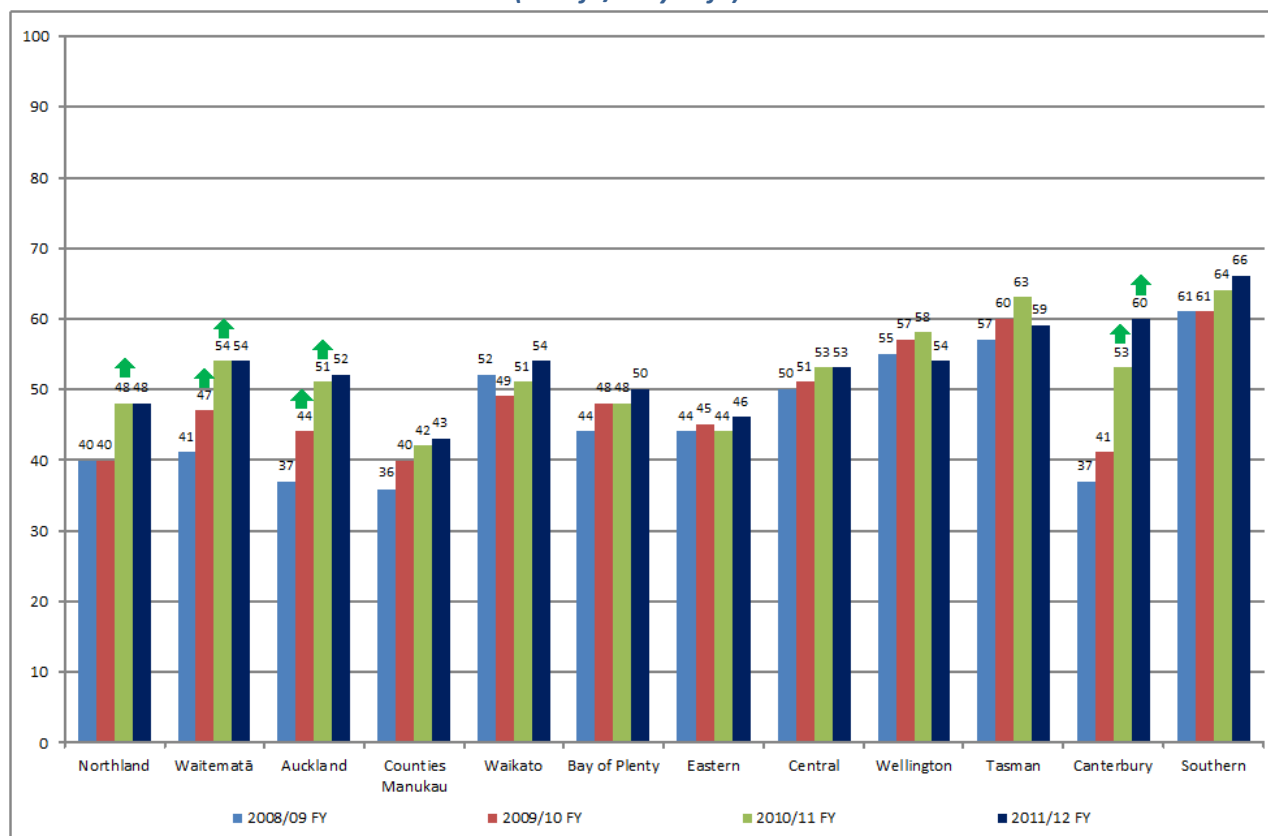
## 2. Changes Over Time

In 2011/12, 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 Canterbury District (up from 53%, to 60%).

Also of note is that the proportion of respondents giving negative ratings for safety in their city/town centre after dark decreased significantly for those living in the Auckland City (15% feeling *unsafe/very unsafe*, down from 19% in 2010/11), and Eastern (22%, down from 28%) districts.

In contrast, there has been a significant increase in the share of respondents from Wellington District feeling *unsafe/very unsafe* in their city/town centre after dark (up from 11% in 2010/11, to 16%).

**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	11/ 12 FY	08/ 09 FY	09/ 10 FY	10/ 11 FY	11/ 12 FY	08/ 09 FY	09/ 10 FY	10/ 11 FY	11/ 12 FY	08/ 09 FY	09/ 10 FY	10/ 11 FY	11/ 12 FY	08/ 09 FY	09/ 10 FY	10/ 11 FY	11/ 12 FY	08/ 09 FY	09/ 10 FY	10/ 11 FY	11/ 12 FY
Very Safe	8	10	13	16	8	11	14	14	5	9	9	12	5	9	9	10	11	11	13	13	10	8	10	11
Safe	32	30	35	32	33	36	40	40	32	35	42	40	31	31	33	33	41	38	38	41	34	40	38	39
Neutral	30	29	24	28	32	31	29	29	35	33	29	32	29	28	33	30	25	31	30	29	30	27	28	27
Unsafe	23	24	22	19	22	19	14	13	24	20	17	14	28	27	20	20	19	16	16	13	22	21	20	19
Very Unsafe	6	6	5	4	4	3	2	2	4	2	2	1	7	4	4	5	3	3	2	3	4	3	3	3
Don't know	1	1	1	1	1	0	1	2	0	1	1	1	0	1	1	2	1	1	1	1	0	1	1	1
<b>Total Safe</b>	<b>40</b>	<b>40</b>	<b>48</b>	<b>48</b>	<b>41</b>	<b>47</b>	<b>54</b>	<b>54</b>	<b>37</b>	<b>44</b>	<b>51</b>	<b>52</b>	<b>36</b>	<b>40</b>	<b>42</b>	<b>43</b>	<b>52</b>	<b>49</b>	<b>51</b>	<b>54</b>	<b>44</b>	<b>48</b>	<b>48</b>	<b>50</b>
<b>Total Unsafe</b>	<b>29</b>	<b>30</b>	<b>27</b>	<b>23</b>	<b>26</b>	<b>22</b>	<b>16</b>	<b>15</b>	<b>28</b>	<b>22</b>	<b>19</b>	<b>15</b>	<b>35</b>	<b>31</b>	<b>24</b>	<b>25</b>	<b>22</b>	<b>19</b>	<b>18</b>	<b>16</b>	<b>26</b>	<b>24</b>	<b>23</b>	<b>22</b>
Base	540	687	723	700	641	797	801	844	717	832	795	832	690	879	877	884	609	815	845	912	617	787	833	845

(Part 2)

	Eastern				Central				Wellington				Tasman				Canterbury				Southern			
	08/ 09 FY	09/ 10 FY	10/ 11 FY	11/ 12 FY	08/ 09 FY	09/ 10 FY	10/ 11 FY	11/ 12 FY	08/ 09 FY	09/ 10 FY	10/ 11 FY	11/ 12 FY	08/ 09 FY	09/ 10 FY	10/ 11 FY	11/ 12 FY	08/ 09 FY	09/ 10 FY	10/ 11 FY	11/ 12 FY	08/ 09 FY	09/ 10 FY	10/ 11 FY	11/ 12 FY
Very Safe	9	10	11	11	12	14	14	14	13	11	12	12	13	18	20	17	8	12	16	17	18	17	22	22
Safe	35	35	33	35	38	37	39	39	42	46	46	42	44	42	43	42	29	29	37	43	43	44	42	44
Neutral	28	26	27	31	27	26	25	29	28	29	30	29	24	24	21	23	26	30	29	21	22	25	21	22
Unsafe	22	24	24	19	20	18	19	16	15	12	10	14	17	13	13	14	29	24	15	13	13	13	13	10
Very Unsafe	6	4	4	3	3	4	2	2	1	2	1	2	2	2	2	3	7	5	2	3	3	1	1	1
Don't know	0	1	1	1	0	1	1	0	1	0	1	1	0	1	1	1	1	0	1	3	1	0	1	1
<b>Total Safe</b>	<b>44</b>	<b>45</b>	<b>44</b>	<b>46</b>	<b>50</b>	<b>51</b>	<b>53</b>	<b>53</b>	<b>55</b>	<b>57</b>	<b>58</b>	<b>54</b>	<b>57</b>	<b>60</b>	<b>63</b>	<b>59</b>	<b>37</b>	<b>41</b>	<b>53</b>	<b>60</b>	<b>61</b>	<b>61</b>	<b>64</b>	<b>66</b>
<b>Total Unsafe</b>	<b>28</b>	<b>28</b>	<b>28</b>	<b>22</b>	<b>23</b>	<b>22</b>	<b>21</b>	<b>18</b>	<b>16</b>	<b>14</b>	<b>11</b>	<b>16</b>	<b>19</b>	<b>15</b>	<b>15</b>	<b>17</b>	<b>36</b>	<b>29</b>	<b>17</b>	<b>16</b>	<b>16</b>	<b>14</b>	<b>14</b>	<b>11</b>
Base	568	691	753	758	596	749	785	806	656	847	842	914	538	641	653	651	713	838	816	787	554	686	684	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.

#### 3.4.4. 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. Twenty-nine per cent of respondents commented that youths, particularly those hanging around in groups, make them feel unsafe, while 24% mentioned an alcohol and/or drug problem in the area (it should also be noted than an additional 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 (13%), a feeling of a lack of Police presence (9%), and gangs (8%).

Key reasons for feeling unsafe are similar to those reported in 2010/11. However, there has been a statistically significant increase in the share of respondents mentioning that the reason they feel unsafe is because they are living in an unsafe area where crime takes place a lot (up from 2% in 2010/11, to 5% this year) and/or because of pick pocket/bag snatching type robberies (up from 1%, 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:

- gangs (down from 10%, to 8%);
- crime stories from media and/or friends (down from 9%, to 7%); and/or
- violent crimes/general violence (down from 5%, to 3%).

**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)	2011/12 FY (n=1852)	2011/12 FY (n=9619)
People who make you feel unsafe because of their behaviour/attitude/appearance	40	38	37	<b>37</b>	7
Youths hanging around in groups	34	31	31	<b>29</b>	5
Alcohol and drug problem in the area	27	24	24	<b>24</b>	4
Fights/arguments/attacks on the street	18	15	13	<b>13</b>	2
Dark/poor lighting	8	8	11	<b>13</b>	2
Lack of Police presence/not enough Police	10	8	9	<b>9</b>	2
Gangs	8	6	10	<b>8</b>	1
Crime story (from media or friends)	10	6	9	<b>7</b>	1
Alcohol/drug use by youth	6	7	6	<b>6</b>	1
Being alone	3	3	5	<b>6</b>	1
Burglaries/theft	8	8	6	<b>5</b>	1
Dangerous driving (including drink driving, speeding)	7	6	6	<b>5</b>	1

	Respondents who feel Unsafe				All Respondents
	2008/09 FY (n=1971)	2009/10 FY (n=2208)	2010/11 FY (n=1950)	2011/12 FY (n=1852)	2011/12 FY (n=9619)
Increase in crime rate/level of crime	4	6	6	5	1
Too many people loitering/groups loitering	3	3	5	5	1
Being a woman/being pregnant	4	3	4	5	1
Living in an unsafe area where crime takes place a lot	3	4	2	5	1
Unsure of what sort of people around, what might happen	3	4	4	4	1
Violent crimes/general violence	4	3	5	3	1
Pick pocket/bag snatching type robberies	<1	0	1	3	1
Too quiet around neighbourhood/deserted/not many people around	3	1	3	3	1
Too old/age	1	2	3	3	1

Base: All respondents who felt unsafe/very unsafe in their city/town centre after dark.

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

Table lists those reasons mentioned by 3% or more of respondents in 2011/12.

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:

- living in Auckland City District (46%, compared with 36% of all other respondents);
- aged between 16 and 24 years (46%, compared with 36% of all other respondents); and/or
- who are female (39%, compared with 33% of male respondents).

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

- living in Northland (47%, compared with 29% of all other respondents), Southern (43%, compared with 29% of all other respondents), Tasman (42%, compared with 29% of all other respondents) or Bay of Plenty (38%, compared with 29% of all other respondents) districts; and/or
- aged between 45 and 64 years (35%, compared with 26% of all other respondents).

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

- living in Tasman (36%, compared with 24% of all other respondents) or Waitematā (30%, compared with 24% of all other respondents) districts; and/or
- aged between 35 and 44 years (31%, compared with 23% of all other respondents).

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

- living in Southern (30%, compared with 13% of all other respondents), Tasman (30%, compared with 13% of all other respondents) or Central (22%, compared with 13% of all other respondents) districts; and/or
- aged between 16 and 24 years (23%, compared with 12% of all other respondents).

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

- living in Waitematā District (20%, compared with 13% of all other respondents);
- aged between 16 and 24 years (18%, compared with 13% of all other respondents); and/or
- who are female (16%, compared with 9% of male respondents).

Respondents significantly more likely to mention **lack of Police/Police presence** include those living in Waitematā District (16%, compared with 8% of all other respondents).

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

- living in Bay of Plenty (15%, compared with 8% of all other respondents) or Wellington (12%, compared with 8% of all other respondents) districts;
- aged between 16 and 24 years (14%, compared with 8% of all other respondents);
- of Maori descent (14%, compared with 7% of all other respondents); and/or
- who are male (13%, compared with 7% of female respondents).

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

- living in Southern (14%, compared with 7% of all other respondents) or Wellington (12%, compared with 7% of all other respondents) districts;
- aged 65 years or older (13%, compared with 6% of all other respondents);
- who have not had contact with Police (9%, compared with 5% of those who have had contact); and/or
- of European descent (8%, compared with 5% of all other respondents).

Respondents significantly more likely to mention **alcohol/drug use by youth** include those of Maori descent (9%, compared with 5% of all other respondents).

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

- aged 65 years or older (10%, compared with 5% of all other respondents);
- living in Auckland City District (10%, compared with 6% of all other respondents);
- who are female (8%, compared with 2% of male respondents); and/or
- of European descent (7%, compared with 4% of all other respondents).

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

- living Waitematā District (11%, compared with 4% of all other respondents); and/or
- of Asian/Indian descent (10%, compared with 5% of all other respondents).

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

- of Pacific Island descent (12%, compared with 5% of all other respondents);
- living Canterbury District (8%, compared with 5% of all other respondents); and/or
- who have had contact with Police (7%, compared with 3% of those who have not had contact).

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

- living in Counties Manukau District (8%, compared with 5% of all other respondents); and/or
- who are female (6%, compared with 3% of male respondents).

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

- of Pacific island descent (11%, compared with 5% of all other respondents);
- living in Counties Manukau District (9%, compared with 5% of all other respondents); and/or
- who are female (6%, compared with 3% of male respondents).

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

- living in Auckland City (11%, compared with 4% of all other respondents) or Central (10%, compared with 5% of all other respondents) districts;
- aged between 25 and 34 years (10%, compared with 4% of all other respondents);
- who are female (7%, compared with 0% of male respondents); and/or
- of European descent (6%, compared with 3% of all other respondents).

Respondents significantly more likely to mention that they **live in an unsafe area where crime takes place a lot** include those:

- living in Counties Manukau District (13%, compared with 3% of all other respondents); and/or
- aged between 25 and 34 years (8%, compared with 4% of all other respondents).

Respondents significantly more likely to mention **violent crimes or violence generally** include those:

- of Pacific island descent (10%, compared with 3% of all other respondents);
- aged between 35 and 44 years (6%, compared with 3% of all other respondents); and/or
- who have had contact with Police (5%, compared with 2% of those who have not had contact).

Respondents significantly more likely to mention **pick pocket/bag snatching type robberies** include those:

- living in Counties Manukau District (7%, compared with 3% of all other respondents); and/or
- aged 65 years or older (6%, compared with 2% 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 (12%, compared with 3% of all other respondents);
- living in Canterbury (7%, compared with 3% of all other respondents) or Auckland City (7%, compared with 3% of all other respondents) districts;
- aged between 16 and 24 years (6%, compared with 3% of all other respondents); and/or
- who are female (4%, compared with 2% of male respondents).

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

- aged 65 years or older (12%, compared with 1% of all other respondents);
- living in Counties Manukau District (5%, compared with 3% of all other respondents); and/or
- of European descent (4%, 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 2011/12, just less than four out of five respondents (78%) agree to some extent that Police are responsive to their community's needs, including 60% *agreeing* and 18% *strongly agreeing*. These results are stable when compared with the previous survey wave.

In contrast, only 6% of respondents *disagree/strongly disagree* that Police are responsive to the needs of their community (this share unchanged from 2010/11).

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

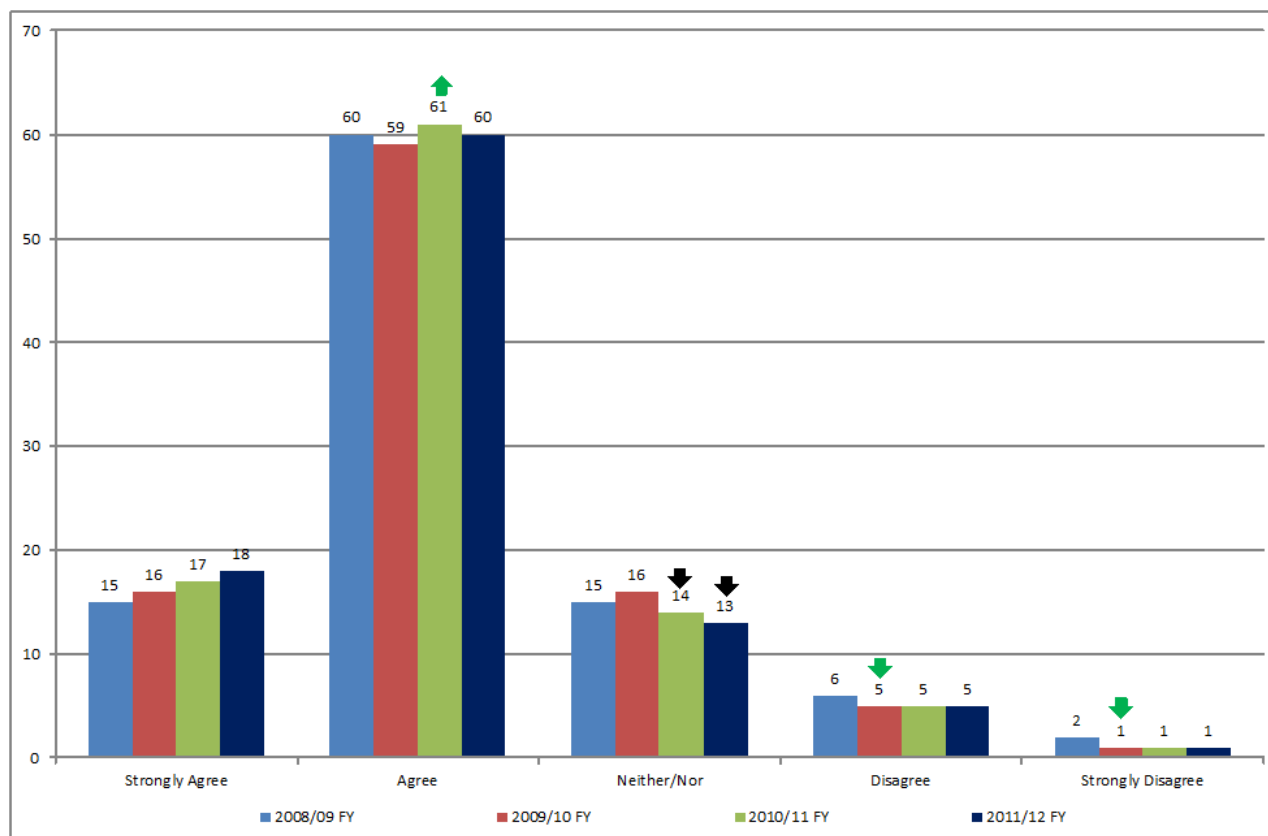
	2008/09 FY	2009/10 FY	2010/11 FY	2011/12 FY
Strongly Agree	15	16	17	18
Agree	60	59	61	60
Neither/Nor	15	16	14	13
Disagree	6	5	5	5
Strongly Disagree	2	1	1	1
Don't know	2	3	2	3
<b>Total Agree</b>	<b>75</b>	<b>75</b>	<b>78</b>	<b>78</b>
<b>Total Disagree</b>	<b>8</b>	<b>6</b>	<b>6</b>	<b>6</b>
Base	8483	9287	9452	9681

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, 2011/12 FY n=9681.

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 2011/12 FY

The following statistically significant differences for 2011/12 are evident at the total results level (combined 2011/12 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 (85%, compared with 77% of all other respondents);
- living in Southern (85%, compared with 78% of all other respondents), Central (85%, compared with 78% of all other respondents) or Canterbury (82%, compared with 78% of all other respondents) districts; and/or
- of European descent (80%, compared with 74% 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 Pacific (10%, compared with 6% of all other respondents) or Māori (8%, compared with 5% of all other respondents) descent;
- living in Northland (9%, compared with 6% of all other respondents), Bay of Plenty (9%, compared with 6% of all other respondents) or Counties Manukau (8%, compared with 6% of all other respondents) districts;
- who are male (7%, compared with 5% of female respondents);
- aged between 45 and 54 years (7%, compared with 6% of all other respondents); and/or
- who have had contact with Police (7%, compared with 5% of those who have not had contact).

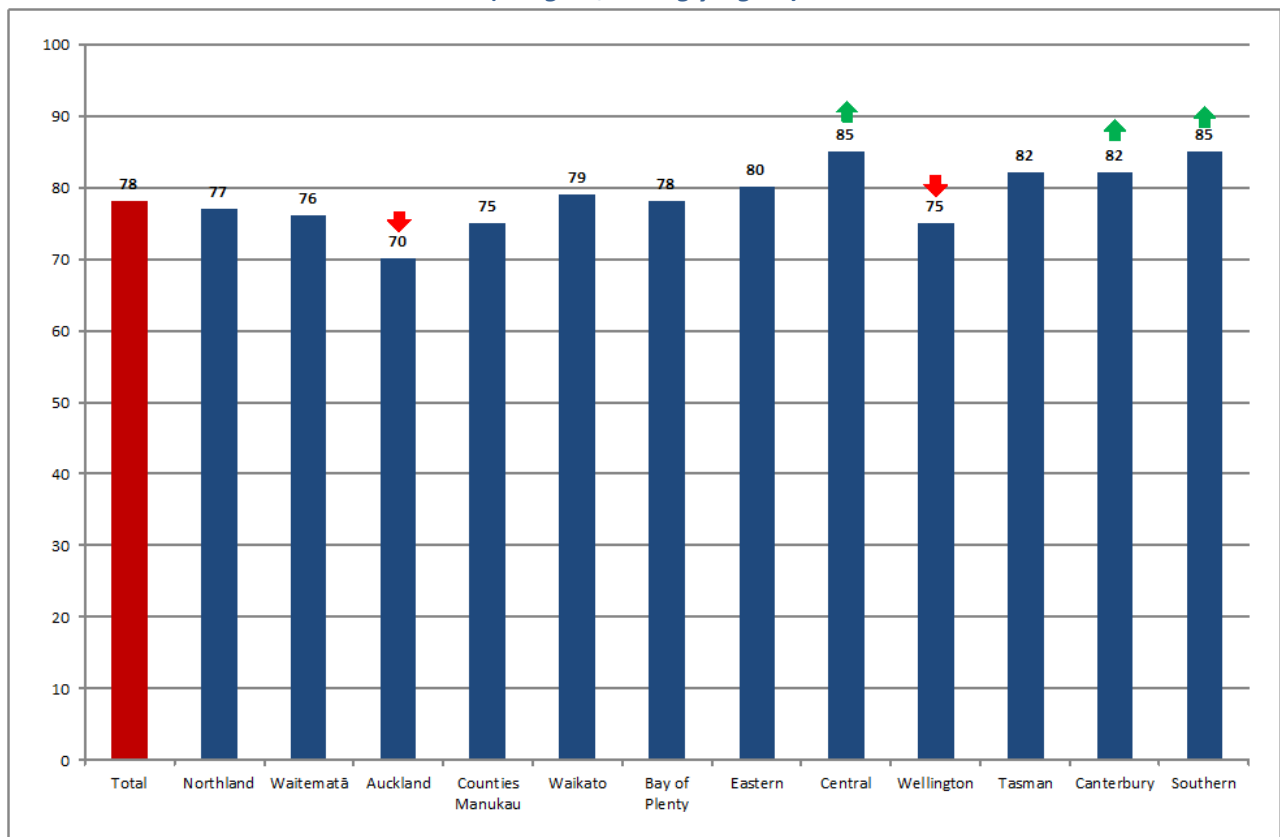
### 3.5.3. Police are Responsive to the Needs of My Community - Comparison by District

#### 1. 2011/12 FY

In 2011/12, respondents were significantly more likely to *agree/strongly agree* that Police are responsive to the needs of their community if they were living in Central (85%), Southern (85%) or Canterbury (82%) districts (compared with the overall total of 78%).

In contrast, those living in Auckland City (70%) and Wellington (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 2011/12 FY (% Agree/Strongly Agree)**



Base: All respondents, excluding 'not applicable' responses. Total 2011/12 FY n=9681; Northland n=705; Waitematā n=852; Auckland n=842; Counties n=889; Waikato n=916; Bay of Plenty n=848; Eastern n=764; Central n=805; Wellington n=914; Tasman n=660; Canterbury n=802; Southern n=684.

Green arrow indicates a significantly higher result than the total.

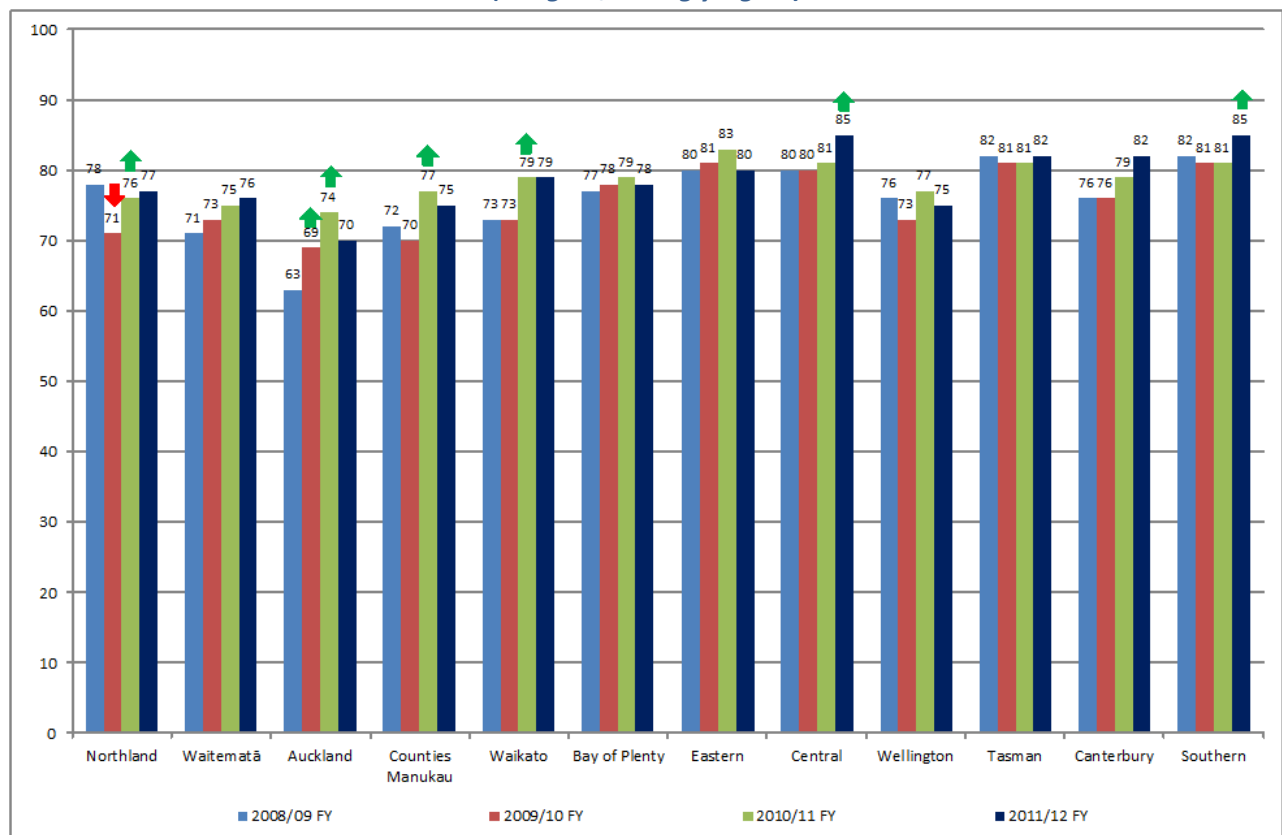
Red arrow indicates a significantly lower result than the total.

## 2. Changes Over Time

The proportion of respondents who *agree/strongly agree* that Police are responsive to the needs of their community has increased significantly for those respondents living in Central and Southern districts (the share agreeing/strongly agreeing both districts up from 81% in 2010/11, to 85% in 2011/12).

Also of note is that the proportion who *disagree/strongly disagree* that Police are responsive to community needs decreased significantly in Tasman District (down from 7%, to 4%).

**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	11/ 12 FY	08/ 09 FY	09/ 10 FY	10/ 11 FY	11/ 12 FY	08/ 09 FY	09/ 10 FY	10/ 11 FY	11/ 12 FY	08/ 09 FY	09/ 10 FY	10/ 11 FY	11/ 12 FY	08/ 09 FY	09/ 10 FY	10/ 11 FY	11/ 12 FY	08/ 09 FY	09/ 10 FY	10/ 11 FY	11/ 12 FY
Strongly Agree	17	11	16	16	13	15	15	17	11	12	14	16	13	14	15	17	15	17	15	18	16	16	16	17
Agree	61	60	60	61	58	58	60	59	52	57	60	54	59	56	62	58	58	56	64	61	61	62	63	61
Neither/nor	12	15	14	12	19	17	16	16	22	22	18	20	14	17	15	14	15	17	14	13	14	13	12	11
Disagree	7	10	6	7	7	6	4	4	9	4	5	6	8	9	5	6	8	6	3	4	5	5	6	8
Strongly Disagree	2	1	1	2	2	1	1	1	2	1	1	1	2	1	1	2	2	1	1	2	2	1	1	1
Don't know	1	3	3	2	1	3	4	3	4	4	2	3	4	3	2	3	2	3	3	2	2	3	2	2
<b>Total Agree</b>	<b>78</b>	<b>71</b>	<b>76</b>	<b>77</b>	<b>71</b>	<b>73</b>	<b>75</b>	<b>76</b>	<b>63</b>	<b>69</b>	<b>74</b>	<b>70</b>	<b>72</b>	<b>70</b>	<b>77</b>	<b>75</b>	<b>73</b>	<b>73</b>	<b>79</b>	<b>79</b>	<b>77</b>	<b>78</b>	<b>79</b>	<b>78</b>
<b>Total Disagree</b>	<b>9</b>	<b>11</b>	<b>7</b>	<b>9</b>	<b>9</b>	<b>7</b>	<b>5</b>	<b>5</b>	<b>11</b>	<b>5</b>	<b>6</b>	<b>7</b>	<b>10</b>	<b>10</b>	<b>6</b>	<b>8</b>	<b>10</b>	<b>7</b>	<b>4</b>	<b>6</b>	<b>7</b>	<b>6</b>	<b>7</b>	<b>9</b>
Base	616	682	730	705	741	796	807	852	806	830	796	842	780	879	880	889	699	814	851	916	697	785	835	848

## (Part 2)

	Eastern				Central				Wellington				Tasman				Canterbury				Southern			
	08/ 09 FY	09/ 10 FY	10/ 11 FY	11/ 12 FY	08/ 09 FY	09/ 10 FY	10/ 11 FY	11/ 12 FY	08/ 09 FY	09/ 10 FY	10/ 11 FY	11/ 12 FY	08/ 09 FY	09/ 10 FY	10/ 11 FY	11/ 12 FY	08/ 09 FY	09/ 10 FY	10/ 11 FY	11/ 12 FY	08/ 09 FY	09/ 10 FY	10/ 11 FY	11/ 12 FY
Strongly Agree	19	17	17	20	19	18	21	21	16	18	15	15	19	17	23	22	16	15	19	19	16	20	22	23
Agree	61	64	66	60	61	62	60	64	60	55	62	60	63	64	58	60	60	61	60	63	66	61	59	62
Neither/nor	12	11	9	11	12	12	12	9	16	19	15	16	11	12	9	9	15	14	14	12	11	11	12	8
Disagree	6	5	4	5	5	5	4	4	5	4	4	6	5	4	5	4	5	5	5	4	5	5	4	3
Strongly Disagree	1	1	2	1	1	1	1	1	1	1	1	1	0	1	2	0	1	1	1	1	1	1	1	0
Don't know	1	2	2	3	2	2	2	1	2	3	3	2	2	2	3	5	3	4	1	1	1	2	2	4
<b>Total Agree</b>	<b>80</b>	<b>81</b>	<b>83</b>	<b>80</b>	<b>80</b>	<b>80</b>	<b>81</b>	<b>85</b>	<b>76</b>	<b>73</b>	<b>77</b>	<b>75</b>	<b>82</b>	<b>81</b>	<b>81</b>	<b>82</b>	<b>76</b>	<b>76</b>	<b>79</b>	<b>82</b>	<b>82</b>	<b>81</b>	<b>81</b>	<b>85</b>
<b>Total Disagree</b>	<b>7</b>	<b>6</b>	<b>6</b>	<b>6</b>	<b>6</b>	<b>6</b>	<b>5</b>	<b>5</b>	<b>6</b>	<b>5</b>	<b>5</b>	<b>7</b>	<b>5</b>	<b>5</b>	<b>7</b>	<b>4</b>	<b>6</b>	<b>6</b>	<b>6</b>	<b>5</b>	<b>6</b>	<b>6</b>	<b>5</b>	<b>3</b>
Base	643	700	761	764	680	762	787	805	752	852	842	914	614	645	655	660	814	847	822	802	641	695	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.

### 3.6. 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 2011/12, just over two thirds of respondents (69%) *agree/strongly agree* that Police are involved in community activities. This share is stable from 2010/11 (68%).

In contrast, only 7% of respondents (unchanged from 2010/11 and 2009/10) *disagree/strongly disagree* that Police are involved in community activities.

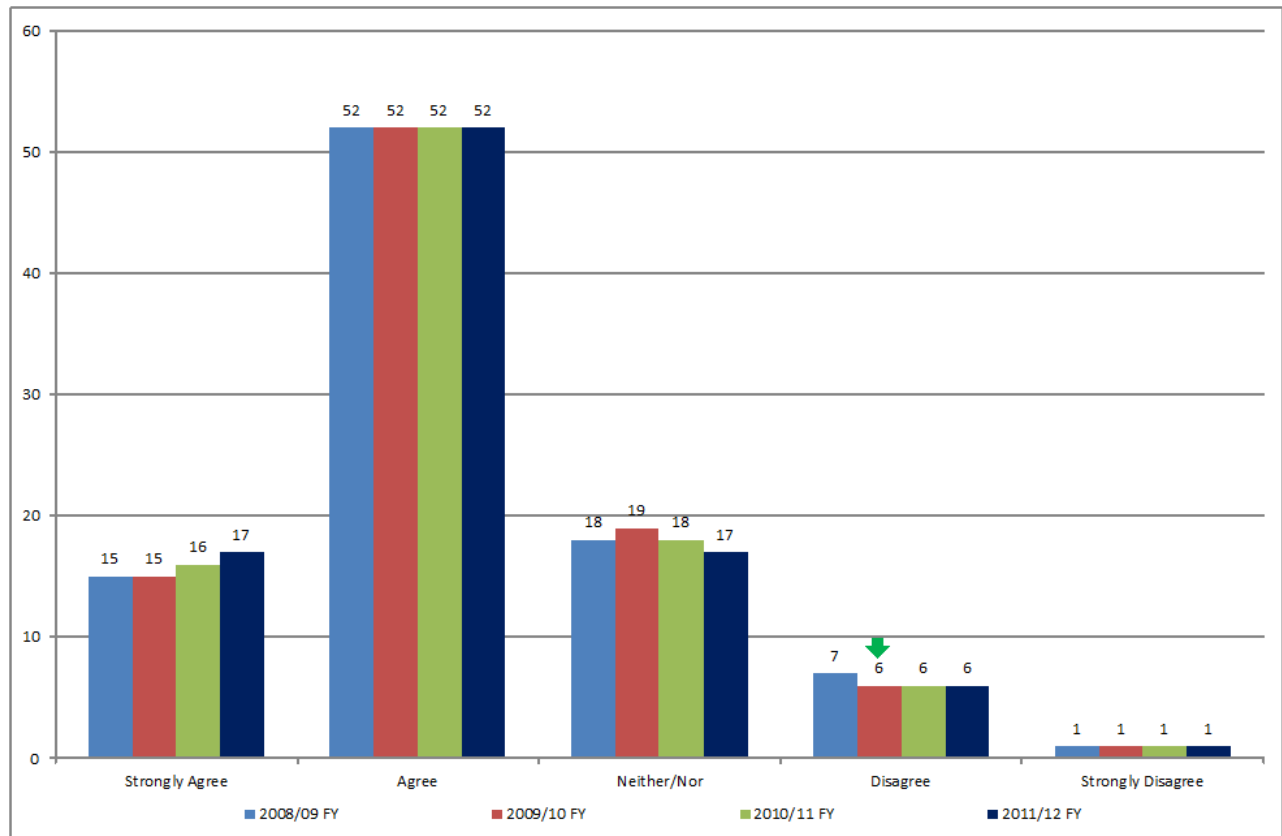
**Table 15: Police are Involved in Activities in My Community – Changes Over Time (%)**

	2008/09 FY	2009/10 FY	2010/11 FY	2011/12 FY
Strongly Agree	15	15	16	17
Agree	52	52	52	52
Neither/Nor	18	19	18	17
Disagree	7	6	6	6
Strongly Disagree	1	1	1	1
Don't know	7	7	7	7
<b>Total Agree</b>	<b>67</b>	<b>67</b>	<b>68</b>	<b>69</b>
<b>Total Disagree</b>	<b>8</b>	<b>7</b>	<b>7</b>	<b>7</b>
<i>Base</i>	<i>8489</i>	<i>9280</i>	<i>9450</i>	<i>9679</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, 2011/12 FY n=9679.

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 2011/12 FY

The following statistically significant differences for 2011/12 are evident at the total results level (combined 2011/12 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:

- aged 65 years or older (77%, compared with 67% of all other respondents);
- living in Tasman (75%, compared with 68% of all other respondents), Central (74%, compared with 68% of all other respondents), or Bay of Plenty (74%, compared with 68% of all other respondents) districts;
- who have not had contact with Police (70%, compared with 67% of those who have had contact); and/or
- of European descent (69%, compared with 67% of all other respondents).

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

- of Pacific (12%, compared with 7% of all other respondents) or Maori (10%, compared with 6% of all other respondents) descent;
- aged between 16 and 24 years (10%, compared with 7% of all other respondents);
- living in Auckland (9%, compared with 7% of all other respondents) or Wellington (9%, compared with 7% of all other respondents) districts; and/or
- who are male (8%, compared with 6% of females).



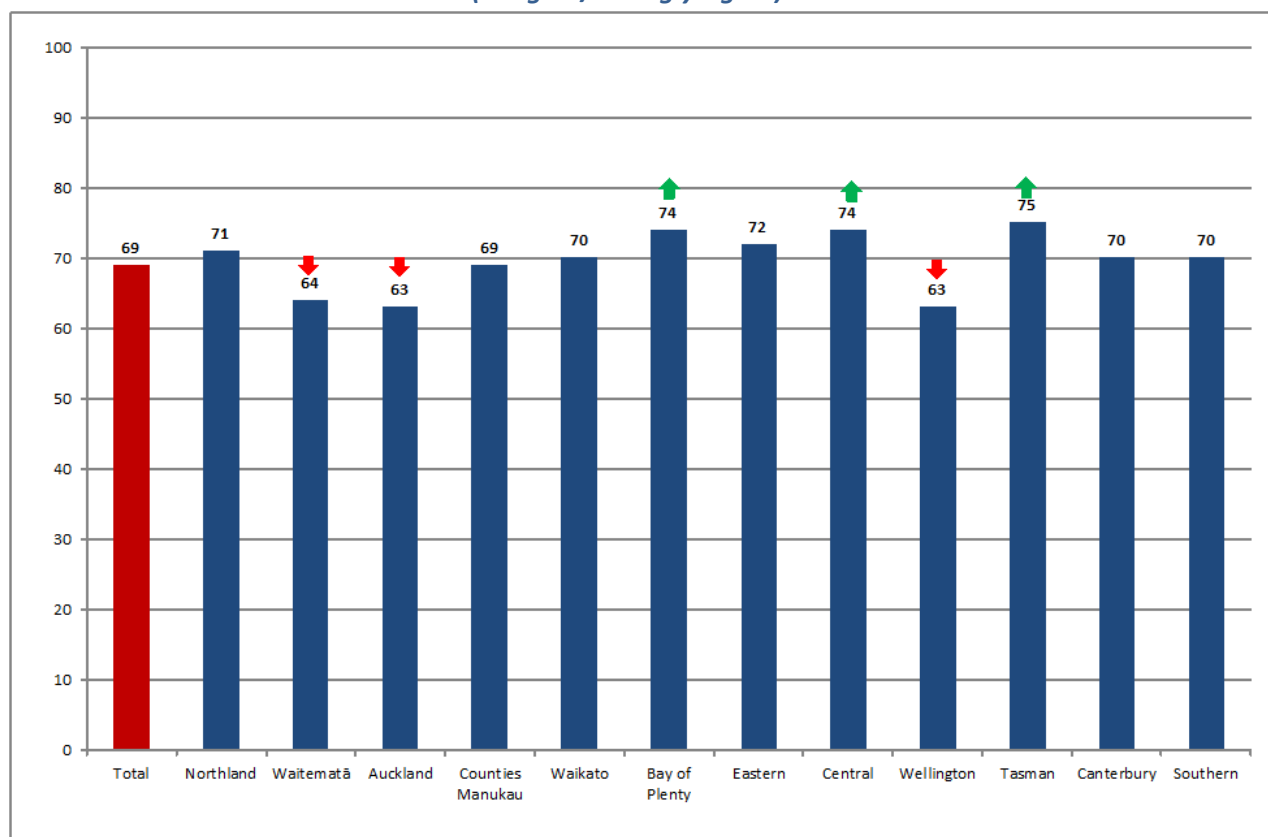
### 3.6.3. Police are Involved in Activities in My Community - Comparison by District

#### 1. 2011/12 FY

In 2011/12, respondents were significantly more likely to agree that Police are involved in community activities if they were living in Tasman (75% *agree/strongly agree*), Central (74%), and Bay of Plenty (74%) districts.

In contrast, respondents living in Auckland City (63%), Wellington (63%) and Waitematā (64%) districts 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 2011/12 FY (% Agree/Strongly Agree)**



Base: All respondents, excluding 'not applicable' responses. Total 2011/12 FY n=9679; Northland n=705; Waitematā n=849; Auckland n=842; Counties n=889; Waikato n=918; Bay of Plenty n=847; Eastern n=765; Central n=807; Wellington n=913; Tasman n=659; Canterbury n=801; Southern n=684.

Green arrow indicates a significantly higher result than the total.

Red arrow indicates a significantly lower result than the total.

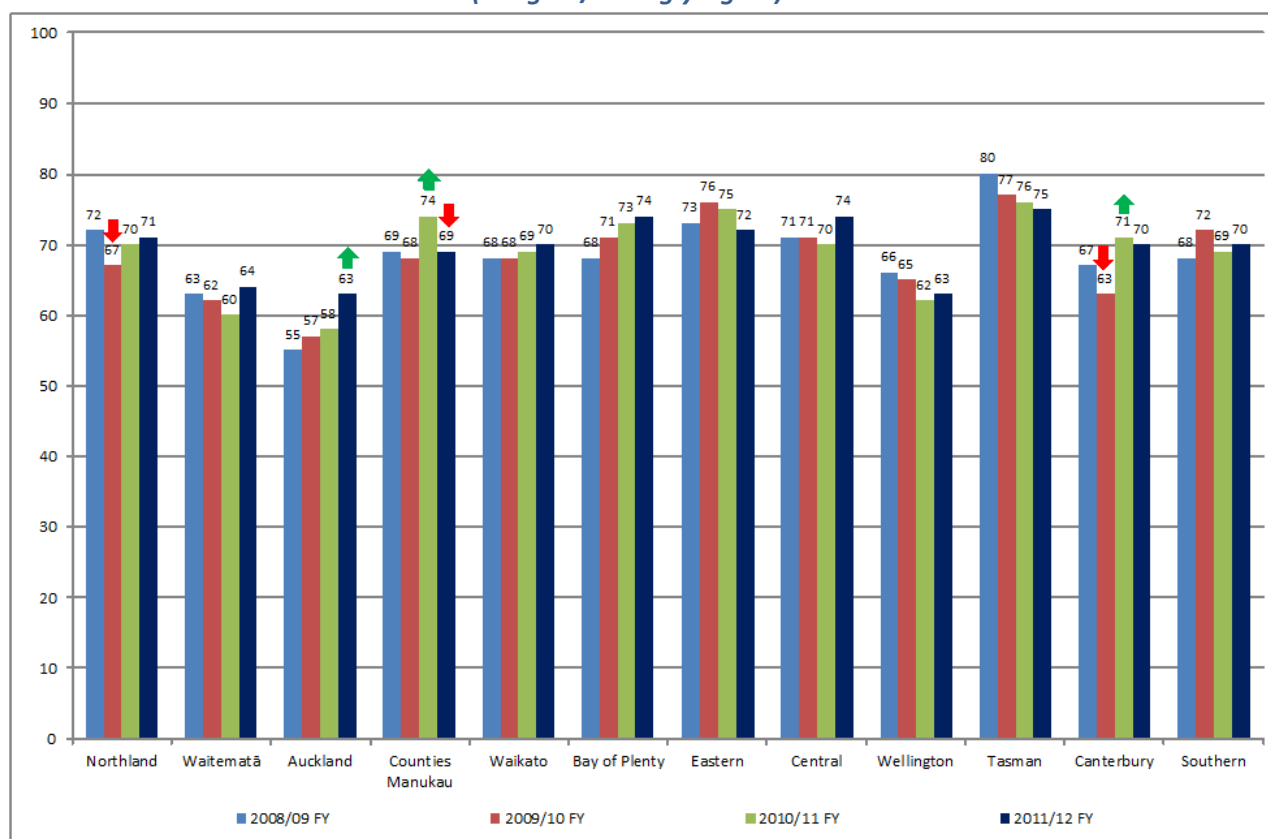
## 2. Changes Over Time

The proportion of respondents who *agreed/strongly agreed* that Police are involved in community activities increased significantly for Auckland City District (up from 58% agreeing in 2010/11, to 63%). Also of note is that the share of respondents in the Tasman District who *disagree/strongly disagree* has declined significantly – down from 7% in 2010/11, to 3%).

In contrast, the proportion of those who *agreed/strongly agreed* that Police are involved in community activities decreased significantly for the Counties Manukau District (down to 69% in 2011/12, after increasing significantly to 74% in 2010/11).

It should also be noted that while there was an increase in agreement ratings for the Auckland City District, there has also been a significant increase in negative ratings for the district during 2011/12 (share *disagreeing/strongly disagreeing* up significantly from 6%, to 9%).

**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	11/ 12 FY	08/ 09 FY	09/ 10 FY	10/ 11 FY	11/ 12 FY	08/ 09 FY	09/ 10 FY	10/ 11 FY	11/ 12 FY	08/ 09 FY	09/ 10 FY	10/ 11 FY	11/ 12 FY	08/ 09 FY	09/ 10 FY	10/ 11 FY	11/ 12 FY	08/ 09 FY	09/ 10 FY	10/ 11 FY	11/ 12 FY
Strongly Agree	17	<b>12</b>	<b>17</b>	16	15	12	13	14	10	13	13	13	13	15	17	19	16	17	16	18	15	16	16	17
Agree	55	55	53	55	48	50	47	50	45	44	45	<b>50</b>	56	53	57	<b>50</b>	52	51	53	52	53	55	57	57
Neither/nor	12	<b>16</b>	16	13	24	22	21	19	26	24	27	<b>20</b>	13	16	15	<b>19</b>	16	18	19	17	17	15	13	13
Disagree	9	7	7	8	6	<b>6</b>	<b>9</b>	7	11	<b>8</b>	<b>5</b>	<b>8</b>	7	6	4	6	8	7	6	<b>3</b>	7	6	6	7
Strongly Disagree	1	2	1	1	1	2	1	1	1	2	1	1	2	1	1	1	1	1	1	2	1	1	1	<b>0</b>
Don't know	6	8	6	7	6	8	9	9	7	9	9	8	9	9	<b>6</b>	<b>5</b>	7	6	5	<b>8</b>	7	7	7	6
<b>Total Agree</b>	<b>72</b>	<b>67</b>	<b>70</b>	<b>71</b>	<b>63</b>	<b>62</b>	<b>60</b>	<b>64</b>	<b>55</b>	<b>57</b>	<b>58</b>	<b>63</b>	<b>69</b>	<b>68</b>	<b>74</b>	<b>69</b>	<b>68</b>	<b>68</b>	<b>69</b>	<b>70</b>	<b>68</b>	<b>71</b>	<b>73</b>	<b>74</b>
<b>Total Disagree</b>	<b>10</b>	<b>9</b>	<b>8</b>	<b>9</b>	<b>7</b>	<b>8</b>	<b>10</b>	<b>8</b>	<b>12</b>	<b>10</b>	<b>6</b>	<b>9</b>	<b>9</b>	<b>7</b>	<b>5</b>	<b>7</b>	<b>9</b>	<b>8</b>	<b>7</b>	<b>5</b>	<b>8</b>	<b>7</b>	<b>7</b>	<b>7</b>
Base	643	685	731	705	680	795	808	849	752	830	799	842	614	878	880	889	814	816	850	918	641	784	834	847

## (Part 2)

	Eastern				Central				Wellington				Tasman				Canterbury				Southern			
	08/ 09 FY	09/ 10 FY	10/ 11 FY	11/ 12 FY	08/ 09 FY	09/ 10 FY	10/ 11 FY	11/ 12 FY	08/ 09 FY	09/ 10 FY	10/ 11 FY	11/ 12 FY	08/ 09 FY	09/ 10 FY	10/ 11 FY	11/ 12 FY	08/ 09 FY	09/ 10 FY	10/ 11 FY	11/ 12 FY	08/ 09 FY	09/ 10 FY	10/ 11 FY	11/ 12 FY
Strongly Agree	18	17	17	17	17	16	19	21	15	13	13	12	19	18	<b>23</b>	<b>18</b>	<b>15</b>	13	16	19	17	19	19	19
Agree	55	59	58	55	54	55	51	53	51	52	49	51	61	59	<b>53</b>	57	<b>52</b>	50	<b>55</b>	51	51	53	50	51
Neither/nor	13	13	13	14	16	16	17	14	20	22	22	20	10	11	12	13	<b>18</b>	<b>21</b>	<b>16</b>	18	18	16	17	18
Disagree	7	<b>3</b>	<b>7</b>	6	7	5	6	6	7	6	8	7	5	5	6	<b>3</b>	7	6	6	5	7	5	5	5
Strongly Disagree	1	1	1	<b>0</b>	1	2	1	<b>0</b>	1	0	<b>1</b>	2	1	1	1	<b>0</b>	1	<b>0</b>	<b>1</b>	1	1	1	1	1
Don't know	6	7	<b>4</b>	<b>8</b>	5	6	6	6	6	7	7	8	4	6	5	<b>9</b>	7	<b>10</b>	<b>6</b>	<b>6</b>	6	6	8	6
<b>Total Agree</b>	<b>73</b>	<b>76</b>	<b>75</b>	<b>72</b>	<b>71</b>	<b>71</b>	<b>70</b>	<b>74</b>	<b>66</b>	<b>65</b>	<b>62</b>	<b>63</b>	<b>80</b>	<b>77</b>	<b>76</b>	<b>75</b>	<b>67</b>	<b>63</b>	<b>71</b>	<b>70</b>	<b>68</b>	<b>72</b>	<b>69</b>	<b>70</b>
<b>Total Disagree</b>	<b>8</b>	<b>4</b>	<b>8</b>	<b>6</b>	<b>8</b>	<b>7</b>	<b>7</b>	<b>6</b>	<b>8</b>	<b>6</b>	<b>9</b>	<b>9</b>	<b>6</b>	<b>6</b>	<b>7</b>	<b>3</b>	<b>8</b>	<b>6</b>	<b>7</b>	<b>6</b>	<b>8</b>	<b>6</b>	<b>6</b>	<b>6</b>
Base	644	699	759	765	679	761	784	807	753	851	842	913	617	644	655	659	811	842	821	801	640	695	687	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.

## 4. SERVICE EXPERIENCE

All respondents were asked if they had any contact with Police in the last 6 months. Those who had contact were asked a series of customer satisfaction questions\*. Responses to the Common Measurements Tool (CMT) questions (asked of all respondents who had contact with Police) have been analysed in this section.

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

### 4.1. Overall Satisfaction with Service Delivery

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

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

#### 4.1.1. Overall Satisfaction with Service Delivery - Changes Over Time

Just over four out of five respondents (82%) were *satisfied* or *very satisfied* with the overall quality of service delivered. The share of positive ratings is unchanged when compared with the result from the previous year (82% *satisfied/very satisfied* in 2010/11).

Eight per cent of respondents report they are dissatisfied to some extent (*dissatisfied/very dissatisfied*) with the overall quality of the service delivered. The share of negative ratings overall is unchanged when compared with 2010/11 (8%). However, there has been a change in the distribution of negative ratings – the share *dissatisfied* has increased (5%, up statistically significantly from 4% in 2010/11) while the share *very dissatisfied* has declined (3% - down statistically significantly from 4% in 2010/11).

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

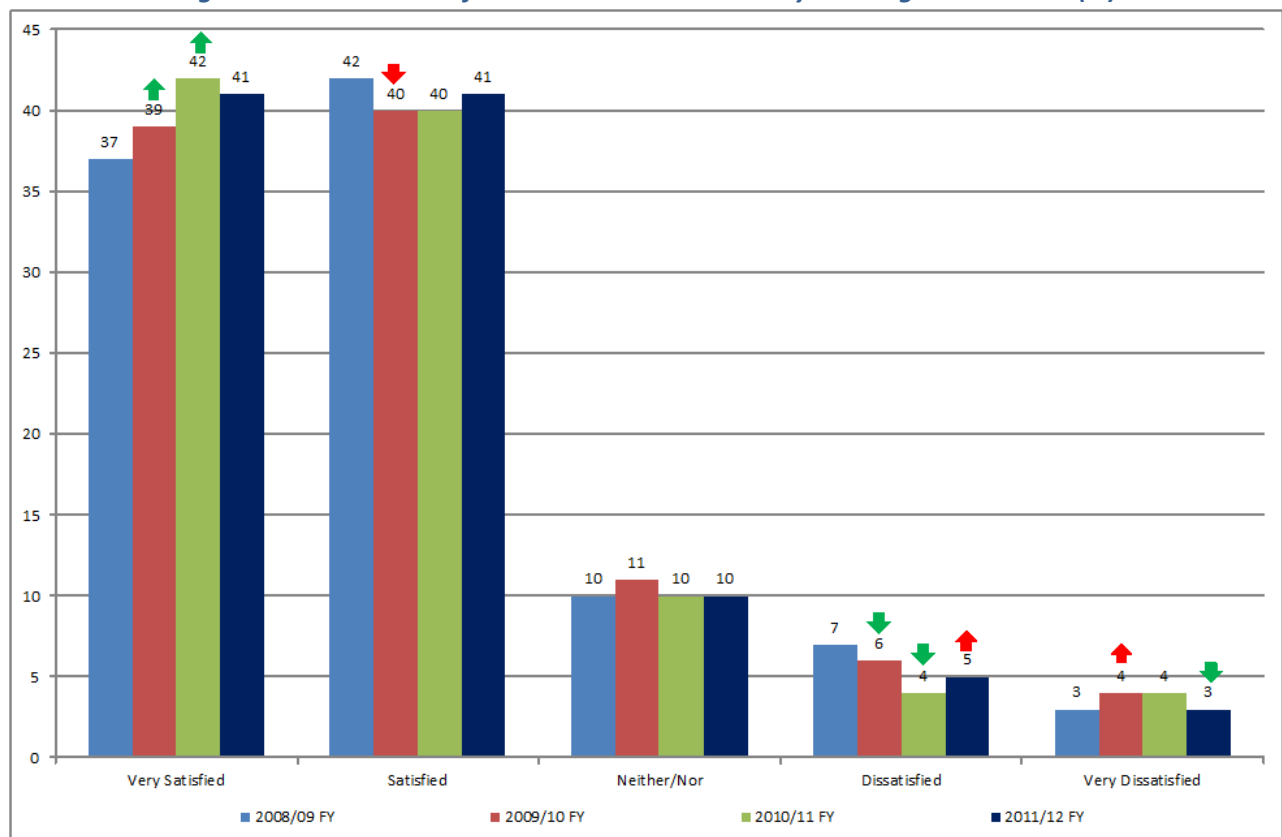
	2008/09 FY	2009/10 FY	2010/11 FY	2011/12 FY
Very Satisfied	37	39	42	41
Satisfied	42	40	40	41
Neither/Nor	10	11	10	10
Dissatisfied	7	6	4	5
Very Dissatisfied	3	4	4	3
Don't know	1	0	0	0
<b>Total Satisfied</b>	<b>79</b>	<b>79</b>	<b>82</b>	<b>82</b>
<b>Total Dissatisfied</b>	<b>10</b>	<b>10</b>	<b>8</b>	<b>8</b>
Mean Rating	4.03	4.06	4.12	4.11
Base	3994	4386	4806	4707

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, 2011/12 FY n=4707.

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 2011/12 FY

The following statistically significant differences for 2011/12 are evident at the total results level (General, Communications Centres and Māori Booster sample 2011/12 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 (92%, compared with 81% 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 (90%, compared with 81% of all other respondents);
- whose reason for contact was a traffic stop (89%, compared with 78% of all other respondents);
- whose reason for contact was a traffic crash or incident (87%, compared with 81% of all other respondents);
- living in Canterbury (86%, compared with 81% of all other respondents) or Wellington (85%, compared with 81% of all other respondents) districts;
- of European descent (83%, compared with 78% of all other respondents); and/or
- who are female (83%, compared with 80% of male 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 (31%, 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'<sup>5</sup> (20%, compared with 8% of all other respondents);
- whose point of contact was at the local station, either calling the local station (15%) or over the counter in person (13%) (compared with 7% of all other respondents);
- whose reason for contact was assault (13%, compared with 8% of all other respondents);
- living in Counties Manukau District (12%, compared with 8% of all other respondents);
- of Maori descent (10%, compared with 8% of all other respondents); and/or
- who are male (10%, compared with 7% of female respondents).

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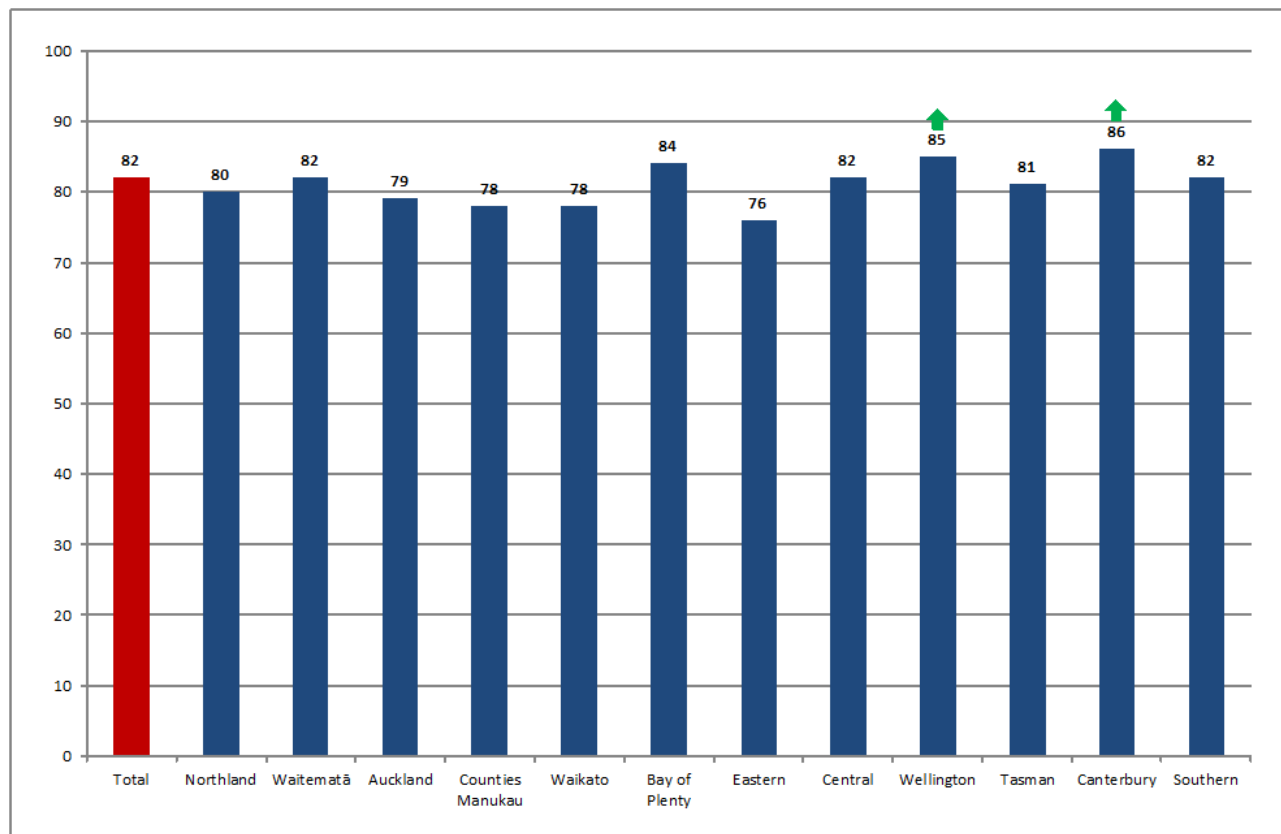
<sup>5</sup> 'Other crime' includes homicide/murder, fraud, drug offence, abduction, trespass order, family member committed crime, complaint involving animals

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

##### 1. 2011/12 FY

In 2011/12, just over four in five respondents (82%) were satisfied to some extent with the overall quality of service delivery. Those living in the Canterbury (86%) and Wellington (85%) districts were significantly more likely to report that they were *satisfied/very satisfied* with the overall quality of service delivery than all other respondents.

**Figure 20: Overall Satisfaction with Service Delivery - by District in the 2011/12 FY**  
(% Satisfied/Very Satisfied)



Base: All respondents, excluding 'not applicable' responses. Total 2011/12 FY n=4707; Northland n=328; Waitematā n=412; Auckland n=410; Counties n=452; Waikato n=484; Bay of Plenty n=433; Eastern n=370; Central n=392; Wellington n=470; Tasman n=321; Canterbury n=360; Southern n=275.

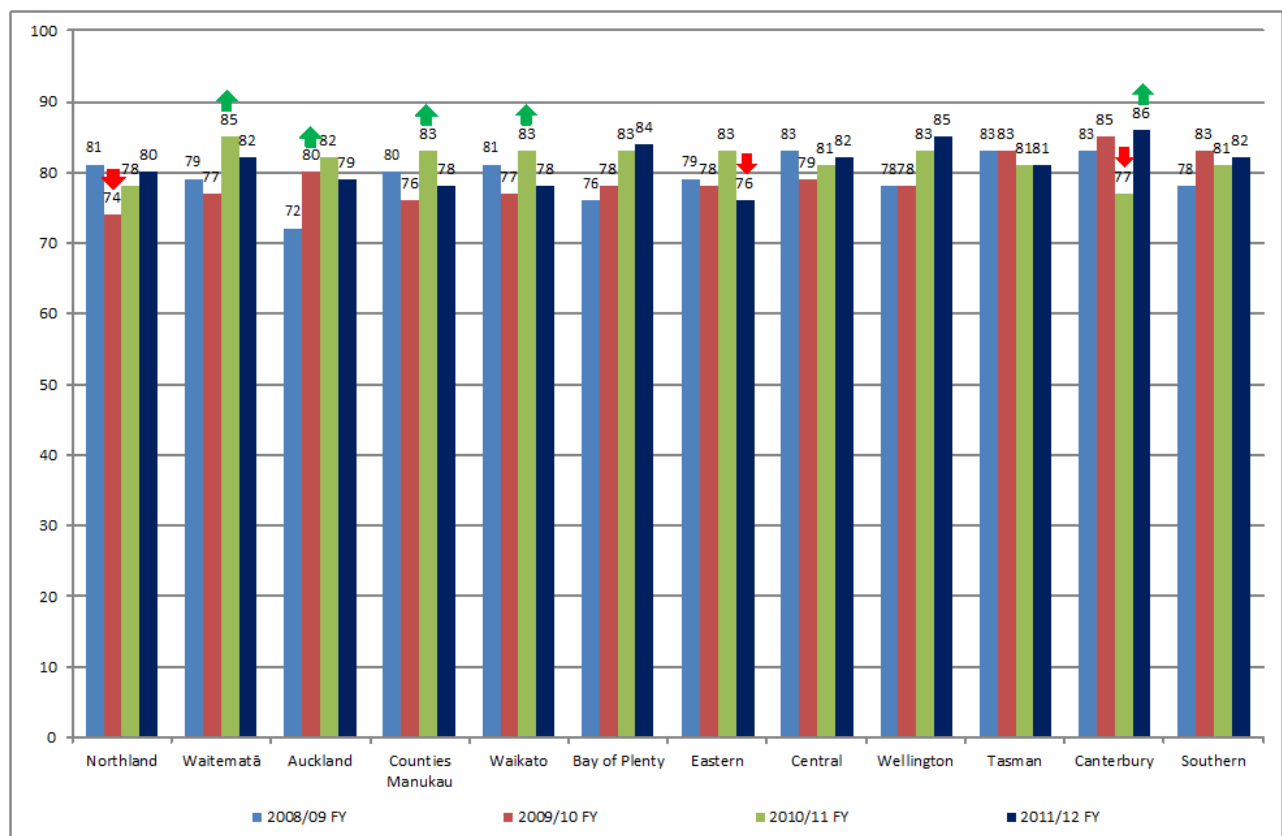
Green arrow indicates a significantly higher result than the total.

## 2. Changes Over Time

When compared with 2010/11, there was a statistically significant increase in the proportion of respondents living in Canterbury District who were *satisfied/very satisfied* with the overall quality of service delivery (up from 77% in 2010/11, to 86% in 2011/12). Also of note is that the share giving a negative rating from the Canterbury District decreased significantly (ratings of dissatisfied/very dissatisfied down from 11%, to 6%). (Note: Results for Canterbury District did decline significantly in 2010/11, these positive changes bring the results back in line with 2009/10 results.)

In contrast, positive ratings of satisfaction with the overall quality of service delivery decreased for those respondents living in Eastern District (down from 83% in 2010/11, to 76% – a significant difference), while the share of negative ratings increased among residents in Counties Manukau District (*dissatisfied/very dissatisfied* ratings up from 6%, to 12%).

**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	11/ 12 FY	08/ 09 FY	09/ 10 FY	10/ 11 FY	11/ 12 FY	08/ 09 FY	09/ 10 FY	10/ 11 FY	11/ 12 FY	08/ 09 FY	09/ 10 FY	10/ 11 FY	11/ 12 FY	08/ 09 FY	09/ 10 FY	10/ 11 FY	11/ 12 FY	08/ 09 FY	09/ 10 FY	10/ 11 FY	11/ 12 FY
Very satisfied	36	41	39	41	36	37	43	38	33	39	40	33	39	34	40	37	35	41	45	36	40	33	37	43
Satisfied	45	33	39	39	43	40	42	44	39	41	42	46	41	42	43	41	46	36	38	42	36	45	46	41
Neither/nor	8	10	14	11	10	13	8	10	14	11	10	11	8	14	10	10	10	12	11	15	12	11	10	7
Dissatisfied	7	8	4	5	4	6	4	5	10	5	4	5	8	7	4	6	6	7	3	4	7	6	4	6
Very dissatisfied	3	7	4	4	6	4	3	3	4	3	3	5	3	3	2	6	3	3	3	3	4	5	2	3
Don't know	1	1	0	0	1	0	0	0	0	1	1	0	1	0	1	0	0	1	0	0	1	0	1	0
<b>Total satisfied</b>	<b>81</b>	<b>74</b>	<b>78</b>	<b>80</b>	<b>79</b>	<b>77</b>	<b>85</b>	<b>82</b>	<b>72</b>	<b>80</b>	<b>82</b>	<b>79</b>	<b>80</b>	<b>76</b>	<b>83</b>	<b>78</b>	<b>81</b>	<b>77</b>	<b>83</b>	<b>78</b>	<b>76</b>	<b>78</b>	<b>83</b>	<b>84</b>
<b>Total dissatisfied</b>	<b>10</b>	<b>15</b>	<b>8</b>	<b>9</b>	<b>10</b>	<b>10</b>	<b>7</b>	<b>8</b>	<b>14</b>	<b>8</b>	<b>7</b>	<b>10</b>	<b>11</b>	<b>10</b>	<b>6</b>	<b>12</b>	<b>9</b>	<b>10</b>	<b>6</b>	<b>7</b>	<b>11</b>	<b>11</b>	<b>6</b>	<b>9</b>
Base	297	313	370	328	335	373	406	412	408	401	445	410	389	433	464	452	339	423	475	484	338	372	436	433

## (Part 2)

	Eastern				Central				Wellington				Tasman				Canterbury				Southern			
	08/ 09 FY	09/ 10 FY	10/ 11 FY	11/ 12 FY	08/ 09 FY	09/ 10 FY	10/ 11 FY	11/ 12 FY	08/ 09 FY	09/ 10 FY	10/ 11 FY	11/ 12 FY	08/ 09 FY	09/ 10 FY	10/ 11 FY	11/ 12 FY	08/ 09 FY	09/ 10 FY	10/ 11 FY	11/ 12 FY	08/ 09 FY	09/ 10 FY	10/ 11 FY	11/ 12 FY
Very satisfied	40	33	40	39	36	39	39	43	40	38	44	46	46	41	47	41	37	49	43	54	36	43	41	40
Satisfied	39	45	43	37	47	40	42	39	38	40	39	39	37	42	34	40	46	36	34	32	42	40	40	42
Neither/nor	11	10	10	14	10	12	9	10	12	10	8	8	10	8	7	10	8	8	12	8	9	7	8	9
Dissatisfied	6	7	3	7	5	6	3	4	6	6	4	5	5	5	8	6	5	3	6	4	9	6	6	7
Very dissatisfied	3	5	4	2	2	2	6	3	4	4	5	2	2	4	4	2	4	4	5	2	4	4	5	1
Don't know	1	0	0	1	0	1	1	1	0	1	0	0	0	0	0	1	0	0	0	0	0	0	0	1
<b>Total satisfied</b>	<b>79</b>	<b>78</b>	<b>83</b>	<b>76</b>	<b>83</b>	<b>79</b>	<b>81</b>	<b>82</b>	<b>78</b>	<b>78</b>	<b>83</b>	<b>85</b>	<b>83</b>	<b>83</b>	<b>81</b>	<b>81</b>	<b>83</b>	<b>85</b>	<b>77</b>	<b>86</b>	<b>78</b>	<b>83</b>	<b>81</b>	<b>82</b>
<b>Total dissatisfied</b>	<b>9</b>	<b>12</b>	<b>7</b>	<b>9</b>	<b>7</b>	<b>8</b>	<b>9</b>	<b>7</b>	<b>10</b>	<b>10</b>	<b>9</b>	<b>7</b>	<b>7</b>	<b>9</b>	<b>12</b>	<b>8</b>	<b>9</b>	<b>7</b>	<b>11</b>	<b>6</b>	<b>13</b>	<b>10</b>	<b>11</b>	<b>8</b>
Base	272	283	348	370	299	348	387	392	377	455	450	470	242	242	284	321	401	416	409	360	297	327	332	275

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.

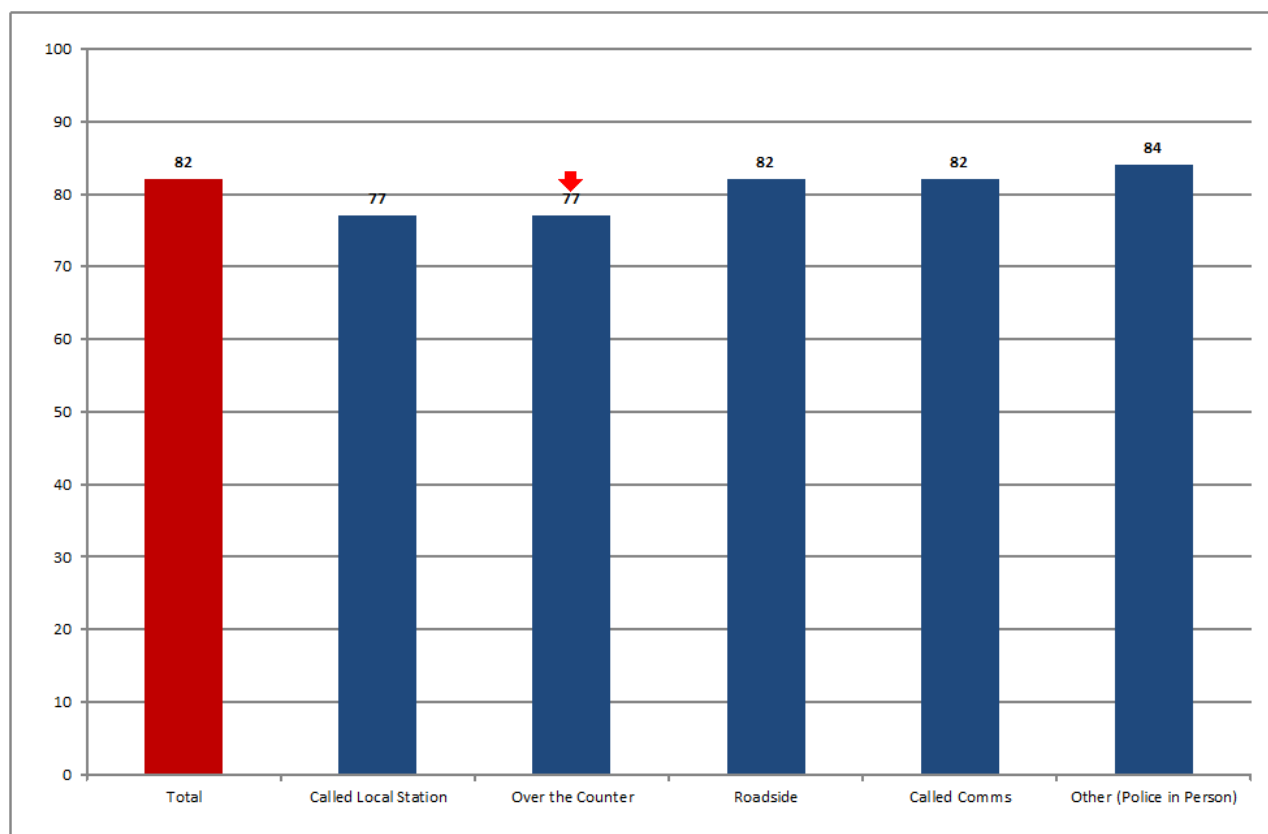
Red highlighting denotes a statistically significant negative change from the previous survey wave.

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

##### 1. 2011/12 FY

Respondents were less likely to be at least satisfied with the overall quality of service delivery if their point of contact was via the local station – either over the counter (77% *satisfied/very satisfied* - a statistically significantly lower share than the total), or by calling their local station (77% - also a lower share, but not a statistically significant difference).

**Figure 22: Overall Satisfaction with Service Delivery - by Point of Contact in the 2011/12 FY**  
(% Satisfied/Very Satisfied)



Base: All respondents, excluding 'not applicable' responses. Total 2011/12 FY n=4711; Called local station n=257; Over the counter n=451; Roadside n=1538; Called the Communications Centres n=1621; Other (Police in person) n=844.

Green arrow indicates a significantly higher result than the total.

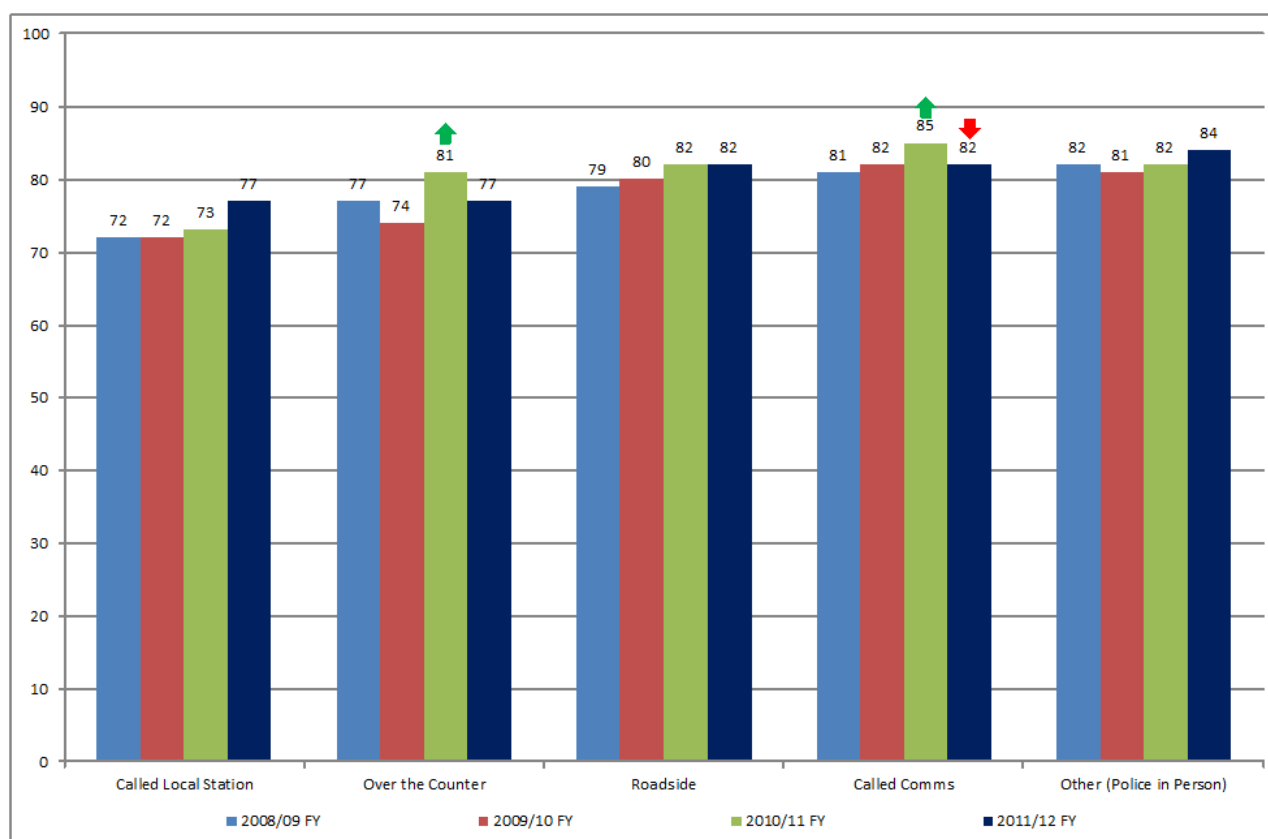
Red arrow indicates a significantly lower result than the total.

## 2. Changes Over Time

In 2011/12, the share of respondents *satisfied* or *very satisfied* with the overall quality of service delivery declined statistically significantly for those whose point of contact was calling the Communications Centres (those *satisfied/very satisfied* down from 85%, to 82%). (Note: Results for the Communications Centres improved significantly in 2010/11, so this decline brings results back in line with the 2009/10 results.)

Also of note is that the share of respondents giving a *very satisfied* rating declined significantly for those whose point of contact was on the roadside (*very satisfied* ratings down from 43% in 2010/11, to 39%). However, it should be noted that satisfaction ratings overall for the roadside are unchanged (at 82%).

**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.

Red arrow indicates a significantly lower 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	11/12 FY	08/09 FY	09/10 FY	10/11 FY	11/12 FY	08/09 FY	09/10 FY	10/11 FY	11/12 FY	08/09 FY	09/10 FY	10/11 FY	11/12 FY	08/09 FY	09/10 FY	10/11 FY	11/12 FY
Very satisfied	30	34	29	38	36	37	43	41	35	40	43	39	38	41	43	41	45	42	43	46
Satisfied	42	38	44	39	41	37	38	36	44	40	39	43	43	41	42	41	37	39	39	38
Neither/nor	11	13	11	8	11	12	9	10	12	12	10	11	9	9	8	11	8	8	9	8
Dissatisfied	10	8	11	10	6	9	5	9	7	5	4	4	6	6	4	4	6	6	5	4
Very dissatisfied	7	7	5	5	6	5	4	4	2	3	4	3	3	2	2	2	3	4	4	4
Don't know	0	0	0	0	0	0	1	0	0	0	0	0	1	1	1	1	1	1	0	0
<b>Total satisfied</b>	<b>72</b>	<b>72</b>	<b>73</b>	<b>77</b>	<b>77</b>	<b>74</b>	<b>81</b>	<b>77</b>	<b>79</b>	<b>80</b>	<b>82</b>	<b>82</b>	<b>81</b>	<b>82</b>	<b>85</b>	<b>82</b>	<b>82</b>	<b>81</b>	<b>82</b>	<b>84</b>
<b>Total dissatisfied</b>	<b>17</b>	<b>15</b>	<b>16</b>	<b>15</b>	<b>12</b>	<b>14</b>	<b>9</b>	<b>13</b>	<b>9</b>	<b>8</b>	<b>8</b>	<b>7</b>	<b>9</b>	<b>8</b>	<b>6</b>	<b>6</b>	<b>9</b>	<b>10</b>	<b>9</b>	<b>8</b>
Base	399	262	278	257	332	372	449	451	1105	1288	1514	1538	1435	1651	1687	1621	723	813	878	844

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

In 2011/12 nine out of ten respondents (90%) who had contact either *agreed* (42%) or *strongly agreed* (48%) that they were treated fairly. These results are similar to the 2010/11 survey wave (89% agreeing to some extent).

In contrast, only 6% of respondents *disagree/strongly disagree* with the statement. However, this result represents a statistically significant increase in negative ratings when compared with 2010/11 (5% disagreeing to some extent). Also of note is an increase in the share *strongly disagreeing* – up from 2% in 2010/11, to 3% (a statistically significant change). (Note: These changes in negative ratings bring the results back in line with results for the 2009/10 survey wave.)

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

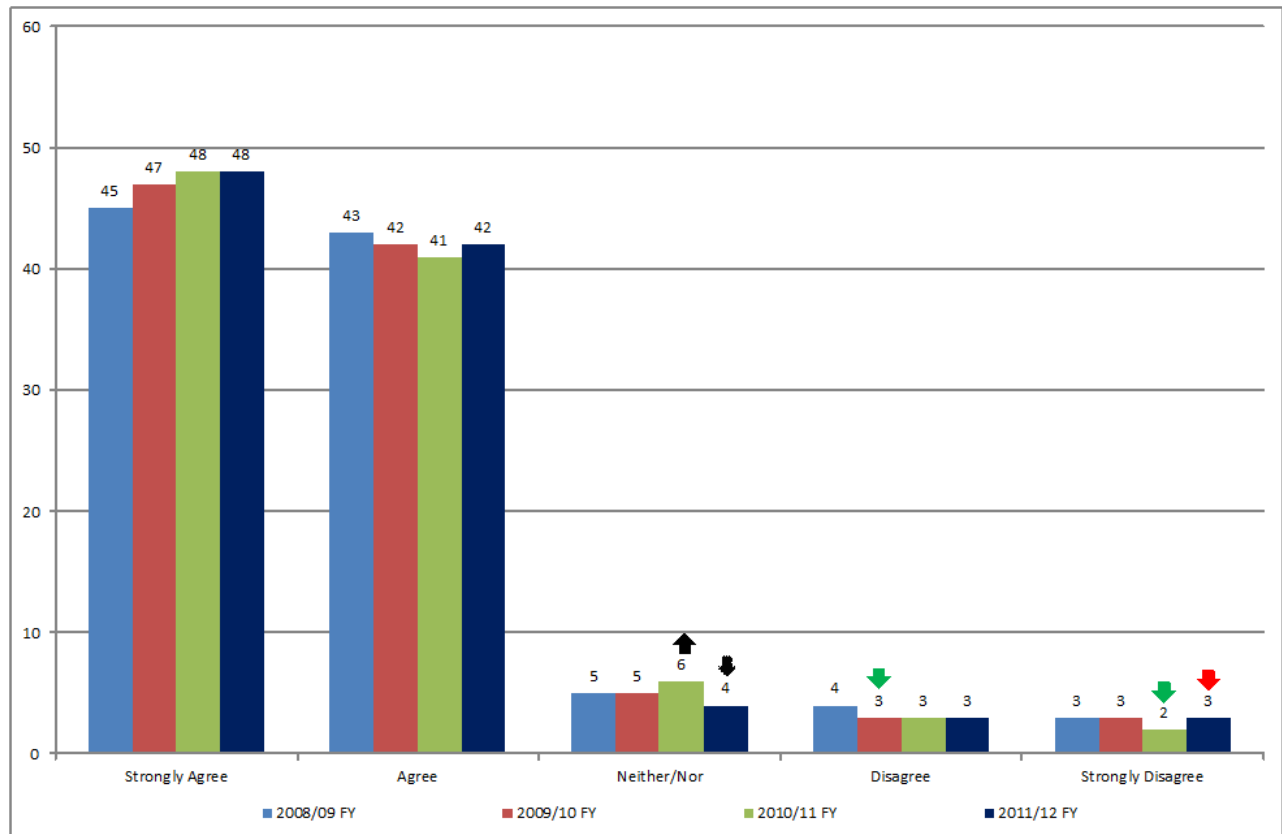
	2008/09 FY	2009/10 FY	2010/11 FY	2011/12 FY
Strongly Agree	45	47	48	48
Agree	43	42	41	42
Neither/Nor	5	5	6	4
Disagree	4	3	3	3
Strongly Disagree	3	3	2	3
Don't know	0	0	0	0
<b>Total Agree</b>	<b>88</b>	<b>89</b>	<b>89</b>	<b>90</b>
<b>Total Disagree</b>	<b>7</b>	<b>6</b>	<b>5</b>	<b>6</b>
Mean Rating	4.23	4.27	4.31	4.30
Base	3953	4350	4764	4670

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, 2011/12 n=4670.

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

Red arrow indicates a significantly lower result than 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 2011/12 FY

The following statistically significant differences for 2011/12 are evident at the total results level (General, Communications Centres and Māori Booster 2011/12 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);
- aged 65 years or older (95%, compared with 89% of all other respondents);
- living in Wellington or Canterbury districts (both with 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 (91%, 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 (27%, compared with 5% of all other respondents);
- whose reason for contact was a traffic offence (17%, compared with 4% of all other respondents);
- whose reason for contact was an assault (10%, compared with 6% of all other respondents);
- living in Counties Manukau District (10%, compared with 5% of all other respondents);
- whose point of contact was in over the counter at the local Police station (9%, compared with 6% of all other respondents);
- whose point of contact was in person (other than on the roadside or at a Police station) (8%, compared with 6% of all other respondents);
- who are male (7%, compared with 4% of female respondents); and/or
- of Māori descent (7%, compared with 5% of all other respondents).

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

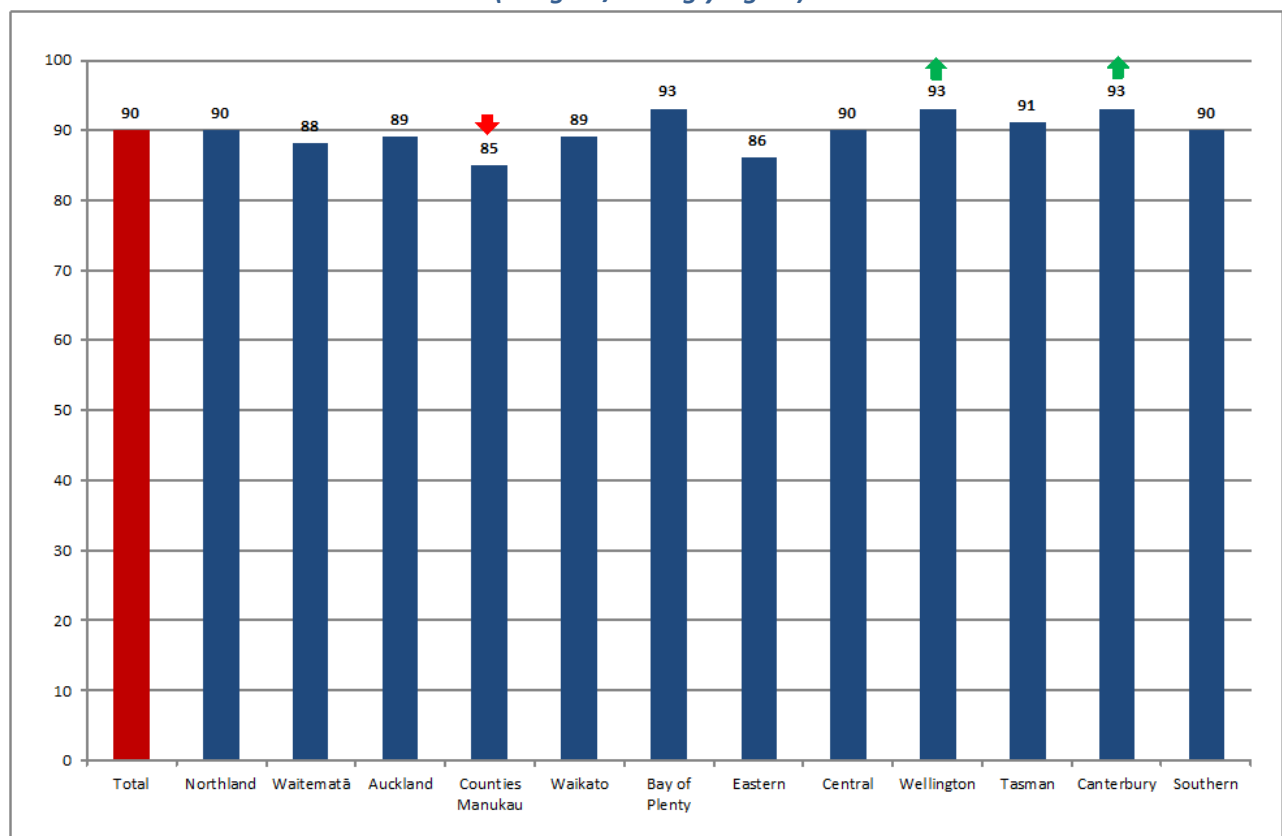
##### 1. 2011/12 FY

While most respondents (90%) *agreed* or *strongly agreed* that they were treated fairly in 2011/12, results vary by district.

Respondents living in Wellington and Canterbury districts were significantly more likely to agree to some extent (both with 93% or respondents *agreeing/strongly agreeing*). The Bay of Plenty District also had a high level of agreement (also with 93% agreeing to some extent, however this result is not statistically significantly higher).

In contrast, those living in the Counties Manukau District were significantly less likely to *agree/strongly agree* that they were treated fairly (85%).

**Figure 25: I Was Treated Fairly - by District in the 2011/12 FY  
(% Agree/Strongly Agree)**



Base: All respondents, excluding 'not applicable' responses. Total 2011/12 FY n=4670; Northland n=327; Waitematā n=408; Auckland n=411; Counties Manukau n=450; Waikato n=478; Bay of Plenty n=429; Eastern n=366; Central n=389; Wellington n=463; Tasman n=318; Canterbury n=359; Southern n=272.

Green arrow indicates a significantly higher result than the total.

Red arrow indicates a significantly lower result than the total.

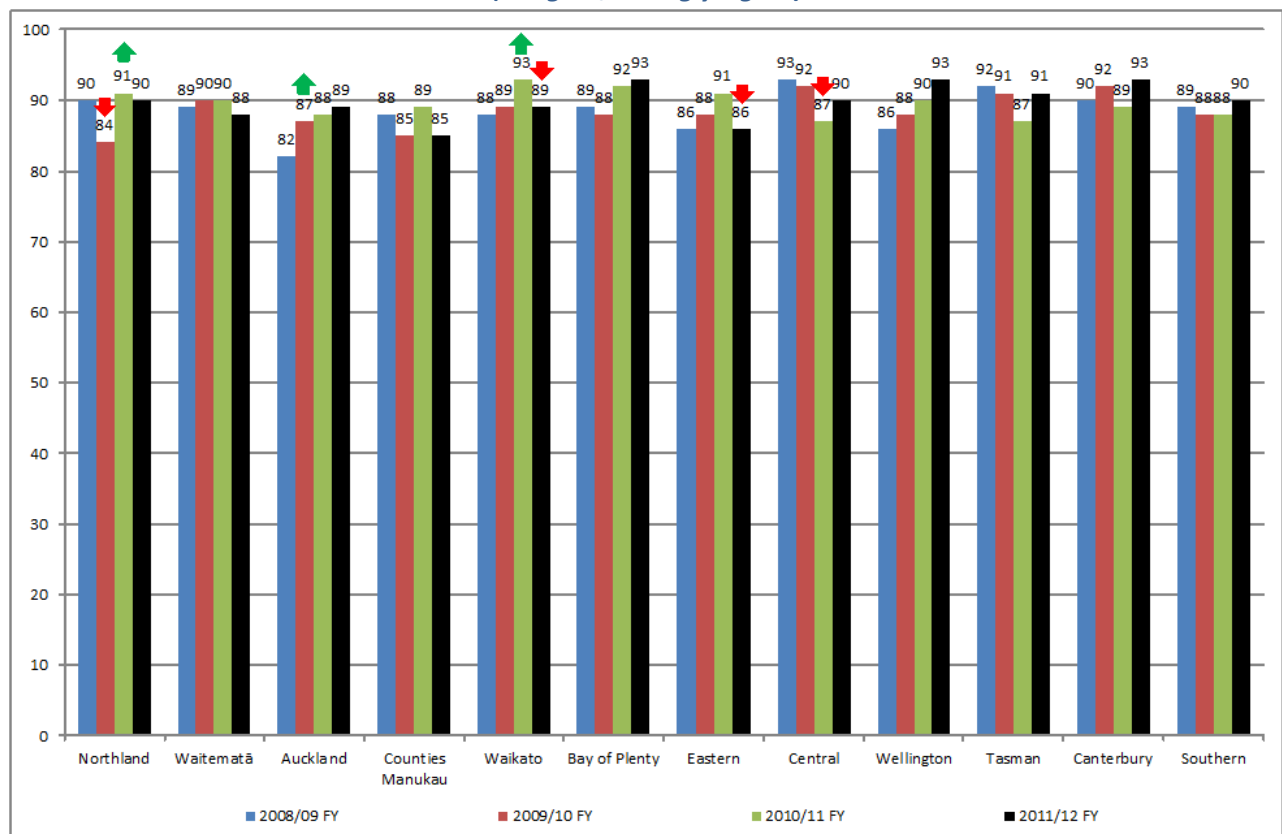


## 2. Changes Over Time

While there have not been any notable increases in positive ratings between 2010/11 and 2011/12, it should be noted that both Auckland City and Wellington districts have shown an upward trend in positive ratings over time (Auckland City District up from 82% in 2008/09, to 89%; Wellington District up from 86% in 2008/09, to 93%).

When compared with the 2010/11 survey wave, the most notable declines in the proportion of respondents who *agree/strongly agree* that they were treated fairly were for those living in Waikato (this share down significantly from 93% to 89%) and Eastern (down significantly from 91% to 86%) districts. These districts have also had a significant increase in disagreement ratings – Waikato District up from 3% to 6% and Eastern District up from 3% to 9%. Counties Manukau District also had a statistically significant increase in the share disagreeing in 2011/12 (10% *disagreeing/strongly disagreeing*, up from 5%).

**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	11/ 12 FY	08/ 09 FY	09/ 10 FY	10/ 11 FY	11/ 12 FY	08/ 09 FY	09/ 10 FY	10/ 11 FY	11/ 12 FY	08/ 09 FY	09/ 10 FY	10/ 11 FY	11/ 12 FY	08/ 09 FY	09/ 10 FY	10/ 11 FY	11/ 12 FY	08/ 09 FY	09/ 10 FY	10/ 11 FY	11/ 12 FY
Strongly Agree	46	47	48	48	43	46	49	42	39	46	48	45	41	40	50	44	42	44	48	44	43	42	45	50
Agree	44	37	43	42	46	44	41	46	43	41	40	44	47	45	39	41	46	46	45	45	46	46	47	43
Neither/nor	4	7	6	5	5	4	4	5	7	6	8	5	4	6	6	5	5	6	4	5	5	6	4	3
Disagree	3	4	1	3	3	4	4	4	6	3	1	3	4	6	3	5	5	2	2	3	4	3	2	2
Strongly Disagree	2	5	2	2	3	2	2	3	5	3	3	3	4	2	2	5	2	2	1	3	2	3	2	2
Don't know	1	0	0	0	0	0	0	0	0	1	0	0	0	1	0	0	0	1	0	0	0	0	0	0
<b>Total Agree</b>	<b>90</b>	<b>84</b>	<b>91</b>	<b>90</b>	<b>89</b>	<b>90</b>	<b>90</b>	<b>88</b>	<b>82</b>	<b>87</b>	<b>88</b>	<b>89</b>	<b>88</b>	<b>85</b>	<b>89</b>	<b>85</b>	<b>88</b>	<b>89</b>	<b>93</b>	<b>89</b>	<b>89</b>	<b>88</b>	<b>92</b>	<b>93</b>
<b>Total Disagree</b>	<b>5</b>	<b>9</b>	<b>3</b>	<b>5</b>	<b>6</b>	<b>6</b>	<b>6</b>	<b>7</b>	<b>11</b>	<b>6</b>	<b>4</b>	<b>6</b>	<b>8</b>	<b>8</b>	<b>5</b>	<b>10</b>	<b>7</b>	<b>4</b>	<b>3</b>	<b>6</b>	<b>6</b>	<b>6</b>	<b>4</b>	<b>4</b>
Base	297	307	364	327	333	371	402	408	398	400	440	411	384	432	463	450	336	423	474	478	335	367	434	429

(Part 2)

	Eastern				Central				Wellington				Tasman				Canterbury				Southern			
	08/ 09 FY	09/ 10 FY	10/ 11 FY	11/ 12 FY	08/ 09 FY	09/ 10 FY	10/ 11 FY	11/ 12 FY	08/ 09 FY	09/ 10 FY	10/ 11 FY	11/ 12 FY	08/ 09 FY	09/ 10 FY	10/ 11 FY	11/ 12 FY	08/ 09 FY	09/ 10 FY	10/ 11 FY	11/ 12 FY	08/ 09 FY	09/ 10 FY	10/ 11 FY	11/ 12 FY
Strongly Agree	44	47	46	47	48	49	49	48	46	51	50	53	47	42	52	51	48	53	47	58	50	49	51	52
Agree	42	41	45	39	45	43	38	42	40	37	40	40	45	49	35	40	42	39	42	35	39	39	37	38
Neither/nor	6	6	6	5	3	5	5	4	6	5	6	2	4	2	5	3	4	4	6	2	2	4	6	6
Disagree	5	2	1	8	2	2	4	3	5	4	2	2	2	4	4	5	5	2	2	3	7	3	3	3
Strongly Disagree	3	4	2	1	2	1	3	3	3	3	2	2	1	3	4	0	1	2	3	2	2	4	3	1
Don't know	0	0	0	0	0	0	1	0	0	0	0	1	1	0	0	1	0	0	0	0	0	1	0	0
<b>Total Agree</b>	<b>86</b>	<b>88</b>	<b>91</b>	<b>86</b>	<b>93</b>	<b>92</b>	<b>87</b>	<b>90</b>	<b>86</b>	<b>88</b>	<b>90</b>	<b>93</b>	<b>92</b>	<b>91</b>	<b>87</b>	<b>91</b>	<b>90</b>	<b>92</b>	<b>89</b>	<b>93</b>	<b>89</b>	<b>88</b>	<b>88</b>	<b>90</b>
<b>Total Disagree</b>	<b>8</b>	<b>6</b>	<b>3</b>	<b>9</b>	<b>4</b>	<b>3</b>	<b>7</b>	<b>6</b>	<b>8</b>	<b>7</b>	<b>4</b>	<b>4</b>	<b>3</b>	<b>7</b>	<b>8</b>	<b>5</b>	<b>6</b>	<b>4</b>	<b>5</b>	<b>5</b>	<b>9</b>	<b>7</b>	<b>6</b>	<b>4</b>
Base	269	279	344	366	297	346	380	389	372	448	446	463	241	241	282	318	400	412	406	359	291	324	329	272

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.

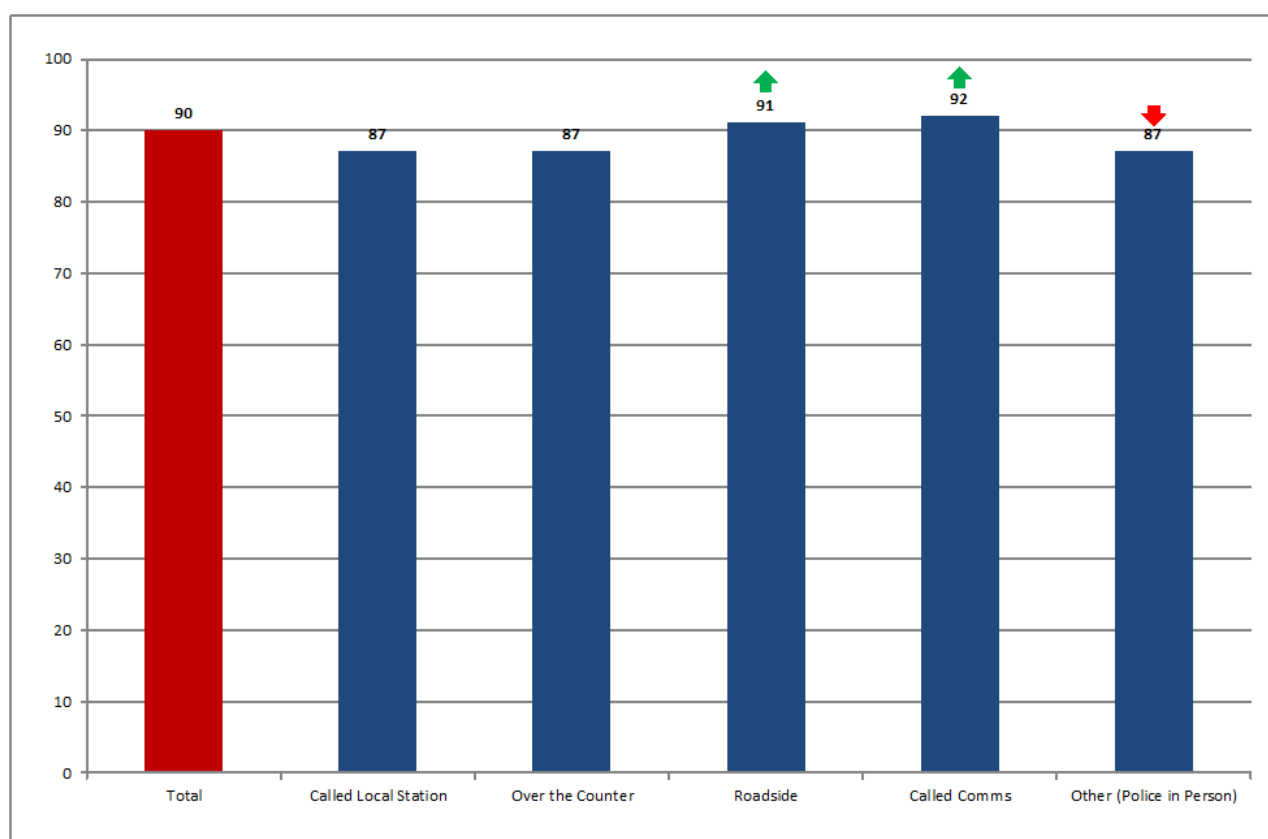
#### 4.2.4. I Was Treated Fairly - Comparison by Point of Contact

##### 1. 2011/12 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 in person (other than at the roadside or at the local station) were significantly less likely to agree to some extent (with 87% *agreeing/strongly agreeing*).

**Figure 27: I Was Treated Fairly - by Point of Contact in the 2011/12 FY**  
(% Agree/Strongly Agree)



Base: All respondents, excluding 'not applicable' responses. Total 2011/12 FY n=4674; Called local station n=253; Over the counter n=448; Roadside n=1536; Called a Communications Centre n=1610; Other (Police in person) n=827.

Green arrow indicates a significantly higher result than the total.

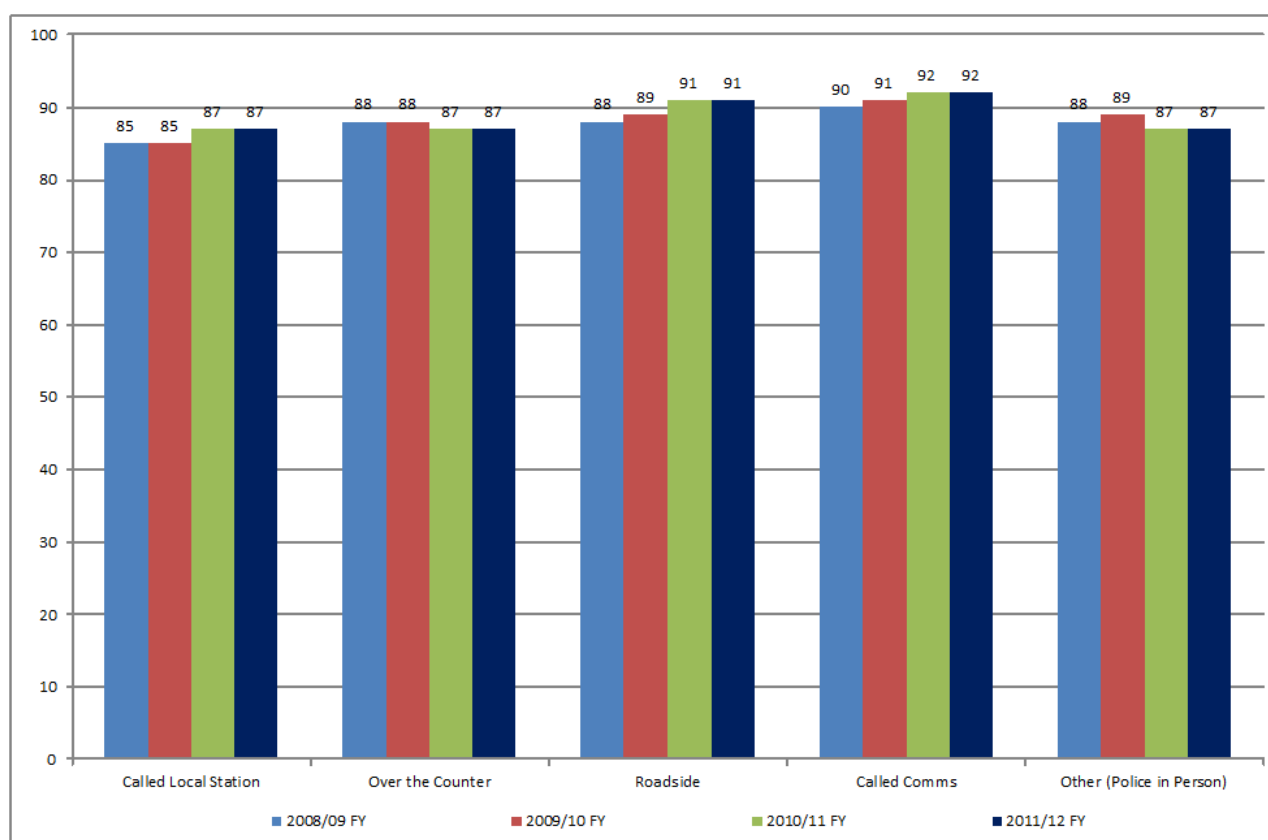
Red arrow indicates a significantly lower result than the total.

## 2. Changes Over Time

The proportion of respondents who agreed to some extent that they were treated fairly remained unchanged for all points of contact between 2010/11 and 2011/12. However, of note has been a significant increase in the share of respondents whose point of contact was calling the local station *strongly agreeing* they were treated fairly (up from 32% in 2010/11, to 40%).

In contrast, negative ratings have also increased for respondents who call the local station - with the share who *disagree/strongly disagree* that they were treated fairly up from 3% in 2010/11 to 8% in 2011/12 (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	11/12 FY	08/09 FY	09/10 FY	10/11 FY	11/12 FY	08/09 FY	09/10 FY	10/11 FY	11/12 FY	08/09 FY	09/10 FY	10/11 FY	11/12 FY	08/09 FY	09/10 FY	10/11 FY	11/12 FY
Strongly Agree	33	34	32	40	44	46	45	48	45	49	53	50	45	44	47	44	49	50	47	50
Agree	52	51	55	47	44	42	42	39	43	40	38	41	45	47	45	48	39	39	40	37
Neither/nor	7	9	10	4	4	5	6	4	4	4	4	4	5	5	5	4	5	5	7	5
Disagree	4	4	2	6	4	3	4	5	5	4	3	3	4	2	2	3	4	3	3	3
Strongly Disagree	4	2	1	2	4	4	3	4	3	3	2	2	1	1	1	1	3	3	3	5
Don't know	0	0	0	1	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0
<b>Total Agree</b>	<b>85</b>	<b>85</b>	<b>87</b>	<b>87</b>	<b>88</b>	<b>88</b>	<b>87</b>	<b>87</b>	<b>88</b>	<b>89</b>	<b>91</b>	<b>91</b>	<b>90</b>	<b>91</b>	<b>92</b>	<b>92</b>	<b>88</b>	<b>89</b>	<b>87</b>	<b>87</b>
<b>Total Disagree</b>	<b>8</b>	<b>6</b>	<b>3</b>	<b>8</b>	<b>8</b>	<b>7</b>	<b>7</b>	<b>9</b>	<b>8</b>	<b>7</b>	<b>5</b>	<b>5</b>	<b>5</b>	<b>3</b>	<b>3</b>	<b>4</b>	<b>7</b>	<b>6</b>	<b>6</b>	<b>8</b>
Base	395	259	273	289	332	369	446	448	1105	1293	1507	1536	1412	1633	1677	1610	709	796	861	827

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 (6% of all respondents), one in five (20%) reported that this was because the staff member they dealt with had a bad attitude. Other commonly mentioned reasons included that the staff member had poor communication/didn't listen/was disinterested/gave explanation (15%), that the respondent felt picked on, or discriminated against (13%), that the staff member didn't take the matter seriously, didn't believe the respondents or didn't care (12%) and/or that the staff member did not consider the situation/did not use their discretion (10%).

The main reasons given for why respondents feel they were not treated fairly are similar to 2010/11 (with any changes not being statistically significant). The only significant change has been a significant decline in the share of respondents who mentioned that the reason they disagreed to some extent that they were treated fairly was that Police didn't consider circumstances, were unsympathetic and/or insensitive (down from 9% mentioning this in 2010/11, to 4%).

**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)	2011/12 FY (6%, n=195)	2011/12 FY (n=4670)
Staff member had a bad attitude/arrogant/indifferent/abrupt	29	24	28	<b>20</b>	1
Poor communication/didn't listen/disinterested/no explanation	4	7	<b>22</b>	<b>15</b>	1
Respondent felt picked on/discriminated against	10	15	10	<b>13</b>	1
Didn't take matter seriously/didn't believe me/didn't care	11	8	8	<b>12</b>	1
Didn't consider situation/no discretion or lenience	0	<b>4</b>	<b>11</b>	<b>10</b>	<1
Police were abusive/threatening	3	2	<b>6</b>	<b>8</b>	<1
Police were incompetent/didn't handle situation well/didn't do all they could	6	4	5	<b>7</b>	<1
Outcome/decision was unfair or incorrect	38	<b>19</b>	<b>11</b>	<b>6</b>	<1
Police didn't do anything/no outcome/no action/Police didn't do their job	3	<b>8</b>	<b>3</b>	<b>6</b>	<1
Police just gathering revenue/giving out tickets for no reason	1	4	6	<b>5</b>	<1
Police took too long to respond/inadequate response/didn't attend	6	5	2	<b>5</b>	<1
Didn't consider circumstances/unsympathetic/insensitive	9	7	9	<b>4</b>	<1
Police didn't call back, no follow-up/feedback	7	7	5	<b>3</b>	<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 2011/12.

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:

- of Māori descent (32%, compared with 16% of all other respondents); and/or
- whose point of contact was on the roadside (28%, compared with 15% of all other respondents)

Respondents significantly more likely to mention that the staff member **had poor communication/didn't listen/disinterested/no explanation**, include those:

- living in Counties Manukau District (28%, compared with 12% of all other respondents); and/or
- of Māori descent (23%, compared with 12% of all other respondents).

Respondents significantly more likely to mention that they **felt picked on, or discriminated against** include those aged between 25 and 34 years (21%, compared with 10% of all other respondents).

Respondents significantly more likely to mention that police **didn't take matter seriously/didn't believe me/didn't care** include those:

- whose point of contact was at the local station (45%, compared with 6% of all other respondents); and/or
- who are female (21%, compared with 6% of male respondents).

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

- whose reason for contact was a traffic offence (24%, compared with 1% of all other respondents);
- whose point of contact was on the roadside (22%, compared with 1% of all other respondents); and/or
- who are male (13%, compared with 3% of female respondents).

Respondents significantly more likely to mention that **Police were abusive or threatening** include those aged between 45 and 54 years (15%, compared with 6% 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 those:

- whose point of contact was in person (other than on the roadside or at the local station) (15%, compared with 4% of all other respondents); and/or
- aged between 25 and 34 years (14%, compared with 5% of all other respondents).

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

- living in Counties Manukau District (13%, compared with 4% of all other respondents);
- aged between 16 and 24 years (12%, compared with 4% of all other respondents);
- whose reason for contact was a traffic offence (11%, compared with 2% of all other respondents); and/or
- whose point of contact was on the roadside (10%, compared with 3% of all other 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 whose point of contact was at the local station (17%, compared with 4% of all other respondents).

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

- aged between 35 and 54 years (13%, compared with 6% of all other respondents);
- whose point of contact was on the roadside (12%, compared with 1% of all other respondents);
- whose reason for contact was a traffic offence (12%, compared with 1% of all other respondents); and/or
- who are male (8%, compared with 1% of female respondents).

Respondents significantly more likely to mention that **Police took too long to respond/inadequate response/didn't attend** include those who are male (7%, compared with 1% of female respondents).

Respondents significantly more likely to mention that **Police didn't consider circumstances/unsympathetic** include those aged between 16 and 24 years (14%, compared with 2% 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 2011/12 (90%) *agree* or *strongly agree* that the staff member they dealt with was competent. This share has remained stable when compared with previous survey waves (91% agreement in each fiscal year from 2008/09 to 2010/11).

In contrast, only 4% of respondents *disagree* or *strongly disagree* that staff were competent. This result is unchanged when compared with the previous measure (4% in 2010/11).

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

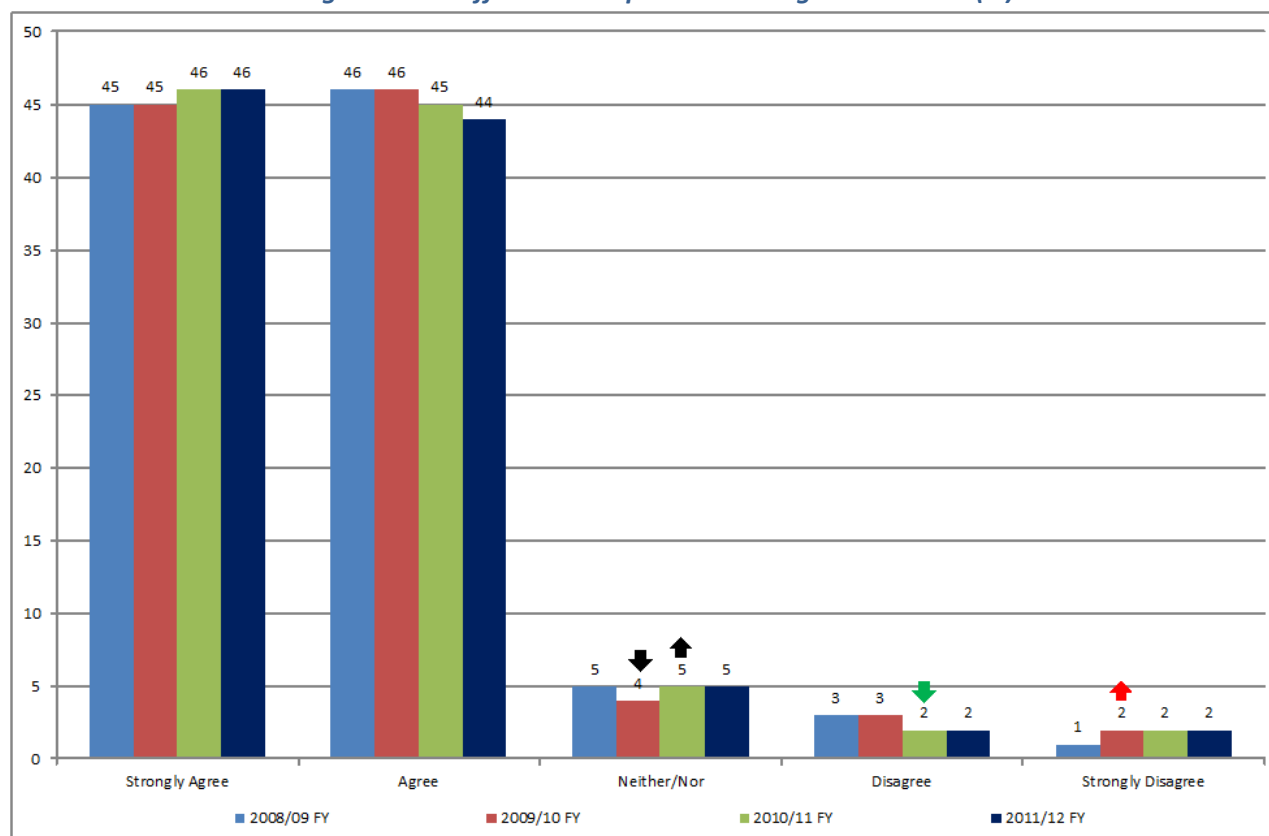
	2008/09 FY	2009/10 FY	2010/11 FY	2011/12 FY
Strongly Agree	45	45	46	46
Agree	46	46	45	44
Neither/Nor	5	4	5	5
Disagree	3	3	2	2
Strongly Disagree	1	2	2	2
Don't know	0	1	1	1
<b>Total Agree</b>	<b>91</b>	<b>91</b>	<b>91</b>	<b>90</b>
<b>Total Disagree</b>	<b>4</b>	<b>5</b>	<b>4</b>	<b>4</b>
Mean Rating	4.30	4.30	4.32	4.30
Base	3989	4381	4803	4707

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, 2011/12 FY n=4707.

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 2011/12 FY

The following statistically significant differences for 2011/12 are evident at the total results level (General, Communications Centres and Māori Booster sample 2011/12 results combined).

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

- whose reason for contact was a traffic stop (97%, compared with 87% of all other respondents);
- aged 65 years or older (95%, compared with 90% of all other respondents);
- whose reason for contact was a general enquiry (94%, compared with 90% of all other respondents);
- whose point of contact was on the roadside (93%, compared with 89% of all other respondents);
- who are female (92%, compared with 89% of male respondents); and/or
- of European descent (91%, compared with 89% of all other respondents).

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

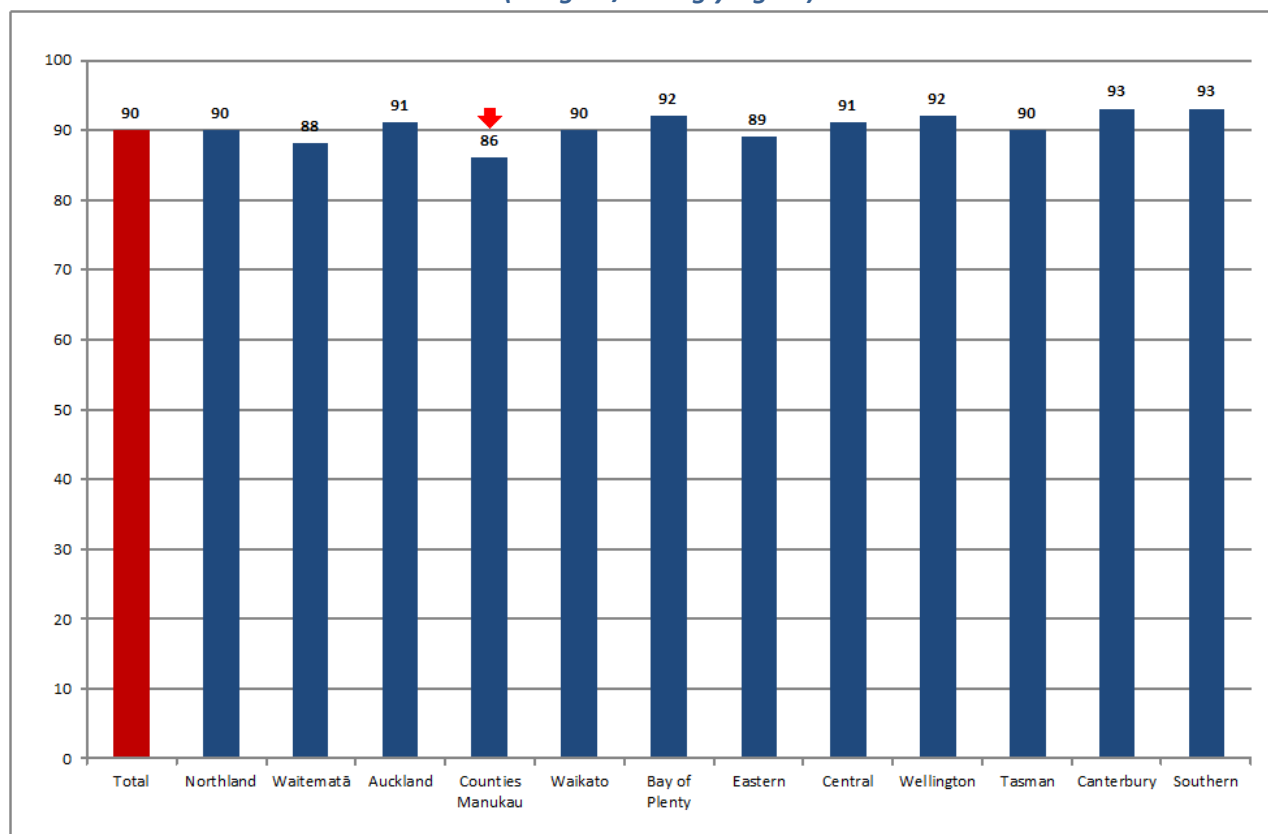
- whose reason for contact was suspect/disorderly behaviour/bail reporting/prisoner enquiry/pickup or visit (20%, compared with 4% of all other respondents);
- whose reason for contact was a traffic offence (12%, compared with 3% of all other respondents);
- living in Counties Manukau District (8%, compared with 4% of all other respondents);
- whose reason for contact was assault (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 point of contact was in person (other than on the roadside or at a Police station) (6%, compared with 4% of all other respondents); and/or
- who are male (5%, compared with 4% of female respondents).

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

#### 1. 2011/12 FY

Nine in ten respondents (90%) *agreed* or *strongly agreed* that staff were competent. While results were similar across all Police districts, those living in the Counties Manukau District were statistically significantly less likely to give a positive rating (86% *agreeing/strongly agreeing*).

**Figure 30: Staff Were Competent - by District in the 2011/12 FY  
(% Agree/Strongly Agree)**



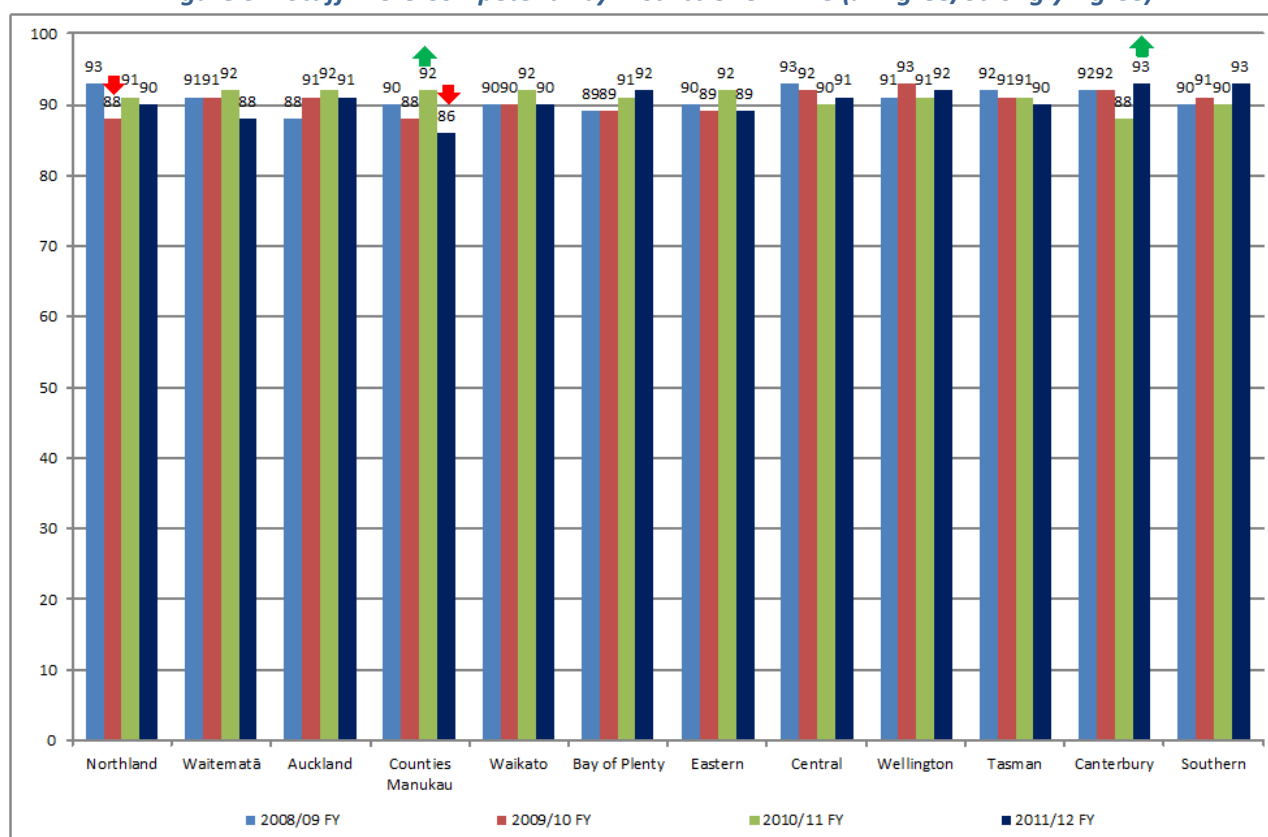
Base: All respondents, excluding 'not applicable' responses. Total 2011/12 FY n=4707; Northland n=330; Waitematā n=412; Auckland n=411; Counties n=451; Waikato n=484; Bay of Plenty n=432; Eastern n=370; Central n=391; Wellington n=470; Tasman n=321; Canterbury n=360; Southern n=275.

## 2. Changes Over Time

When compared with the 2010/11 survey wave, the proportion of respondents who *agreed/ strongly agreed* that staff were competent increased significantly for the Canterbury District (up from 88% to 93%). Also of note is that the share of respondents to *strongly agree* that staff were competent increased significantly for the Bay of Plenty District (up from 41%, to 50%).

In contrast, the proportion who *agreed/strongly agreed* that staff were competent decreased significantly for those living in Counties Manukau District (down from 92% to 86%), while the share who disagreed to some extent increase significantly (up from 3% to 8%). (*Note: these negative changes in ratings follow significant improvements in ratings in 2010/11.*)

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



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

Green arrow indicates a significantly higher result than the previous 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	11/ 12 FY	08/ 09 FY	09/ 10 FY	10/ 11 FY	11/ 12 FY	08/ 09 FY	09/ 10 FY	10/ 11 FY	11/ 12 FY	08/ 09 FY	09/ 10 FY	10/ 11 FY	11/ 12 FY	08/ 09 FY	09/ 10 FY	10/ 11 FY	11/ 12 FY	08/ 09 FY	09/ 10 FY	10/ 11 FY	11/ 12 FY
Strongly Agree	44	48	44	47	44	40	44	41	40	46	43	42	42	38	45	40	42	46	45	43	42	38	41	50
Agree	49	40	47	43	47	51	48	47	48	45	49	49	48	50	47	46	48	44	47	47	47	51	50	42
Neither/nor	4	6	6	6	5	4	4	7	7	3	4	4	4	5	5	5	6	4	6	5	5	4	6	5
Disagree	1	3	2	1	2	3	2	5	4	4	1	2	4	5	2	4	2	3	2	2	4	5	2	2
Strongly Disagree	1	1	1	2	2	2	1	0	1	2	3	2	2	1	1	4	2	2	0	2	2	1	0	0
Don't know	1	2	0	1	0	0	1	0	0	0	0	1	0	1	0	1	0	1	0	1	0	1	1	1
<b>Total Agree</b>	<b>93</b>	<b>88</b>	<b>91</b>	<b>90</b>	<b>91</b>	<b>91</b>	<b>92</b>	<b>88</b>	<b>88</b>	<b>91</b>	<b>92</b>	<b>91</b>	<b>90</b>	<b>88</b>	<b>92</b>	<b>86</b>	<b>90</b>	<b>90</b>	<b>92</b>	<b>90</b>	<b>89</b>	<b>89</b>	<b>91</b>	<b>92</b>
<b>Total Disagree</b>	<b>2</b>	<b>4</b>	<b>3</b>	<b>3</b>	<b>4</b>	<b>5</b>	<b>3</b>	<b>5</b>	<b>5</b>	<b>6</b>	<b>4</b>	<b>4</b>	<b>6</b>	<b>6</b>	<b>3</b>	<b>8</b>	<b>4</b>	<b>5</b>	<b>2</b>	<b>4</b>	<b>6</b>	<b>6</b>	<b>2</b>	<b>2</b>
Base	297	311	372	330	335	375	406	412	407	403	445	411	387	432	464	451	338	423	474	484	338	371	435	432

## (Part 2)

	Eastern				Central				Wellington				Tasman				Canterbury				Southern			
	08/ 09 FY	09/ 10 FY	10/ 11 FY	11/ 12 FY	08/ 09 FY	09/ 10 FY	10/ 11 FY	11/ 12 FY	08/ 09 FY	09/ 10 FY	10/ 11 FY	11/ 12 FY	08/ 09 FY	09/ 10 FY	10/ 11 FY	11/ 12 FY	08/ 09 FY	09/ 10 FY	10/ 11 FY	11/ 12 FY	08/ 09 FY	09/ 10 FY	10/ 11 FY	11/ 12 FY
Strongly Agree	41	44	43	42	43	46	46	46	49	47	50	48	54	42	48	50	49	52	48	53	44	46	48	52
Agree	49	45	49	47	50	46	44	45	42	46	41	44	38	49	43	40	43	40	40	40	46	45	42	41
Neither/nor	4	4	4	7	2	5	4	5	5	2	5	5	4	4	4	6	5	4	5	2	4	4	6	3
Disagree	4	4	2	2	1	2	2	2	2	2	2	2	3	3	2	1	2	3	3	1	5	2	3	3
Strongly Disagree	1	1	1	2	2	1	3	2	1	2	1	1	0	2	3	2	1	1	2	3	0	2	1	1
Don't know	1	2	1	0	2	0	1	0	1	1	1	0	1	0	0	1	0	0	2	1	1	1	0	0
<b>Total Agree</b>	<b>90</b>	<b>89</b>	<b>92</b>	<b>89</b>	<b>93</b>	<b>92</b>	<b>90</b>	<b>91</b>	<b>91</b>	<b>93</b>	<b>91</b>	<b>92</b>	<b>92</b>	<b>91</b>	<b>91</b>	<b>90</b>	<b>92</b>	<b>92</b>	<b>88</b>	<b>93</b>	<b>90</b>	<b>91</b>	<b>90</b>	<b>93</b>
<b>Total Disagree</b>	<b>5</b>	<b>5</b>	<b>3</b>	<b>4</b>	<b>3</b>	<b>3</b>	<b>5</b>	<b>4</b>	<b>3</b>	<b>4</b>	<b>3</b>	<b>3</b>	<b>3</b>	<b>5</b>	<b>5</b>	<b>3</b>	<b>3</b>	<b>4</b>	<b>5</b>	<b>4</b>	<b>5</b>	<b>4</b>	<b>4</b>	<b>4</b>
Base	272	283	347	370	299	346	387	391	377	453	449	470	241	241	283	321	401	415	409	360	297	328	332	275

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.

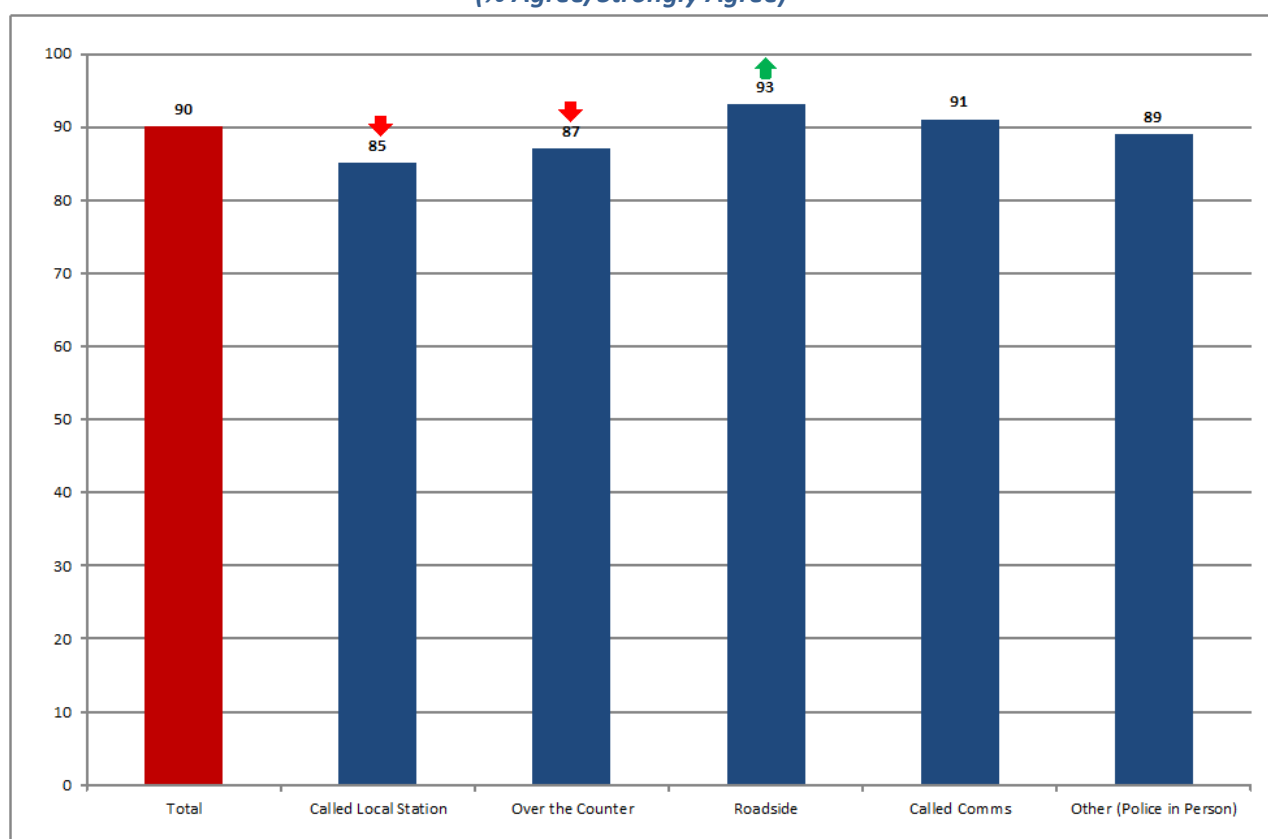
#### 4.3.4. Staff Were Competent - Comparison by Point of Contact

##### 1. 2011/12 FY

Respondents whose point of contact with Police was on the roadside were significantly more likely than all other respondents to agree to some extent that staff were competent (93% *agree/strongly agree*).

By comparison, respondents who had contact at their local station, either by calling their local station (85%) or over the counter (87%), were significantly less likely to *agree* or *strongly agree* that staff were competent.

**Figure 32: Staff Were Competent - by Point of Contact in the 2011/12 FY**  
(% Agree/Strongly Agree)



Base: All respondents, excluding 'not applicable' responses. Total 2011/12 FY n=4711; Called local station n=257; Over the counter n=449; Roadside n=1539; Called the Communications Centres n=1621; Other (Police in person) n=845.

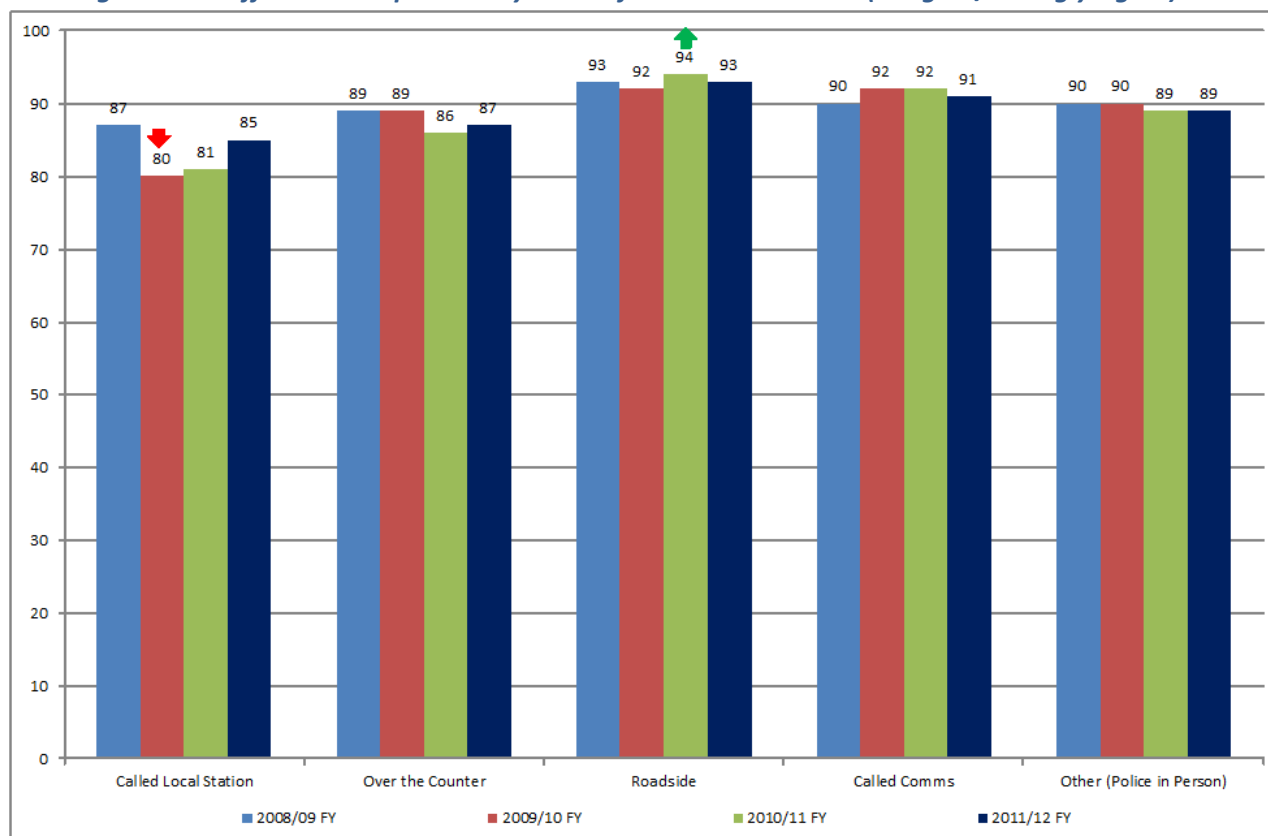
Green arrow indicates a significantly higher result than the total.

Red arrow indicates a significantly lower result than the total.

## 2. Changes Over Time

When compared with the previous year, there have not been any statistically significant increases or decreases in the proportion of respondents who *agree/ strongly agree* or *disagree/strongly disagree* that staff were competent for any points of contact.

**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	11/12 FY	08/09 FY	09/10 FY	10/11 FY	11/12 FY	08/09 FY	09/10 FY	10/11 FY	11/12 FY	08/09 FY	09/10 FY	10/11 FY	11/12 FY	08/09 FY	09/10 FY	10/11 FY	11/12 FY
Strongly Agree	34	34	28	42	44	38	41	44	45	47	49	47	43	44	46	45	50	47	46	46
Agree	53	46	53	43	45	51	45	43	48	45	45	46	47	48	46	46	40	43	43	43
Neither/nor	6	10	13	6	5	5	6	7	4	4	3	4	5	3	4	5	5	3	5	4
Disagree	4	4	2	4	3	3	4	4	2	3	1	2	3	3	2	3	4	4	3	3
Strongly Disagree	2	5	2	3	3	2	3	2	1	1	2	1	2	1	1	1	1	2	2	3
Don't know	1	1	2	2	0	1	1	0	0	0	0	0	0	1	1	0	0	1	1	1
<b>Total Agree</b>	<b>87</b>	<b>80</b>	<b>81</b>	<b>85</b>	<b>89</b>	<b>89</b>	<b>86</b>	<b>87</b>	<b>93</b>	<b>92</b>	<b>94</b>	<b>93</b>	<b>90</b>	<b>92</b>	<b>92</b>	<b>91</b>	<b>90</b>	<b>90</b>	<b>89</b>	<b>89</b>
<b>Total Disagree</b>	<b>6</b>	<b>9</b>	<b>4</b>	<b>7</b>	<b>6</b>	<b>5</b>	<b>7</b>	<b>6</b>	<b>3</b>	<b>4</b>	<b>3</b>	<b>3</b>	<b>5</b>	<b>4</b>	<b>3</b>	<b>4</b>	<b>5</b>	<b>6</b>	<b>5</b>	<b>6</b>
Base	397	259	277	257	333	369	450	449	1105	1293	1514	1539	1432	1650	1684	1621	722	810	878	845

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

Only 4% of respondents disagreed to some extent that staff were competent in the 2011/12 financial year. Of these, one in five (21%) reported that this was because the staff member they dealt with had a bad attitude, while a further 16% reported that the staff member didn't handle the situation well and/or didn't do all they could have, and 11% mentioned they felt picked on or discriminated against.

When compared with 2010/11, 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:

- they felt picked on or discriminated against (up from 4% mentioning this in 2010/11, to 11%);
- the Police were threatening (up from 2%, to 7%); and/or
- they don't have trust/confidence in the Police (up from <1%, to 4%).

**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)	2011/12 FY (4%, n=165)	2010/11 FY (n=4707)
Staff member had a bad attitude/arrogant/ indifferent/abrupt	22	18	16	21	1
Police were incompetent/didn't handle situation well/didn't do all they could	26	17	21	16	1
Respondent felt picked on/discriminated against	3	5	4	11	<1
Didn't take matter seriously/didn't believe me/care	12	9	6	9	<1
Poor communication/didn't listen/disinterested/no explanation	4	13	9	8	<1
Didn't use discretion/no lenience/ just gathering revenue/giving out tickets for no reason	1	1	7	8	<1
Police were not knowledgeable/didn't know where I was	2	13	6	8	<1
Police didn't do anything/no outcome/action/Police didn't do their job	7	5	8	7	<1
Police were abusive/threatening	1	1	2	7	<1
Police didn't call back, no follow-up/feedback	10	9	4	4	<1
Don't have trust/confidence in the Police	1	2	<1	4	<1
Police took too long to respond/inadequate response/didn't attend	2	5	1	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 2011/12.

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** include those whose point of contact was on the roadside (30%, compared with 16% of all other respondents).

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

- aged between 25 and 34 years (34%, compared with 11% of all other respondents);
- of Māori descent (30%, compared with 11% of all other respondents);
- whose point of contact was in person (other than on the roadside or at the local station (27%, compared with 11% of all other respondents); and/or
- who are female (25%, compared with 10% of male respondents).

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

- aged between 25 and 34 years (22%, compared with 8% of all other respondents);
- whose reason for contact was a traffic offence (19%, compared with 7% of all other respondents); and/or
- whose point of contact was on the roadside (18%, compared with 7% of all other respondents).

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

- whose point of contact was on the roadside (14%, compared with 5% of all other respondents); and/or
- whose reason for contact was a traffic offence (14%, compared with 5% of all other respondents).

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

- aged between 45 and 54 years (23%, compared with 4% of all other respondents);
- whose reason for contact was a traffic offence (17%, compared with 3% of all other respondents); and/or
- whose point of contact was on the roadside (16%, compared with 3% of all other respondents).

Respondents significantly more likely to mention that staff **were not knowledgeable/didn't know where I was** include those who are female (13%, compared with 4% of male respondents).

Respondents significantly more likely to mention that the **Police didn't do anything/no outcome/action/Police didn't do their job** include those of European descent (10%, compared with 1% of all other respondents).

Respondents significantly more likely to mention that **Police didn't call back, no follow up, or feedback** include aged between 45 and 54 years (12%, compared with 1% of all other respondents).

Respondents significantly more likely to mention that they **don't have trust/confidence in the Police** include those aged between 25 and 34 years (15%, compared with 1% of all other 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

In 2011/12, 86% of respondents *agree* or *strongly agree* that staff did what they said they would do. While these results are stable when compared with 2010/11 (87% *agreeing/strongly agreeing*), the share *strongly agreeing* is down slightly from 44%, to 42% (although this difference is not statistically significant).

Only 4% of respondents *disagree/strongly disagree* that staff did what they said they would do, unchanged from 2010/11. However, it should be noted that the share of respondents *strongly disagreeing* has increased significantly (up from 1% in 2010/11, to 2%).

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

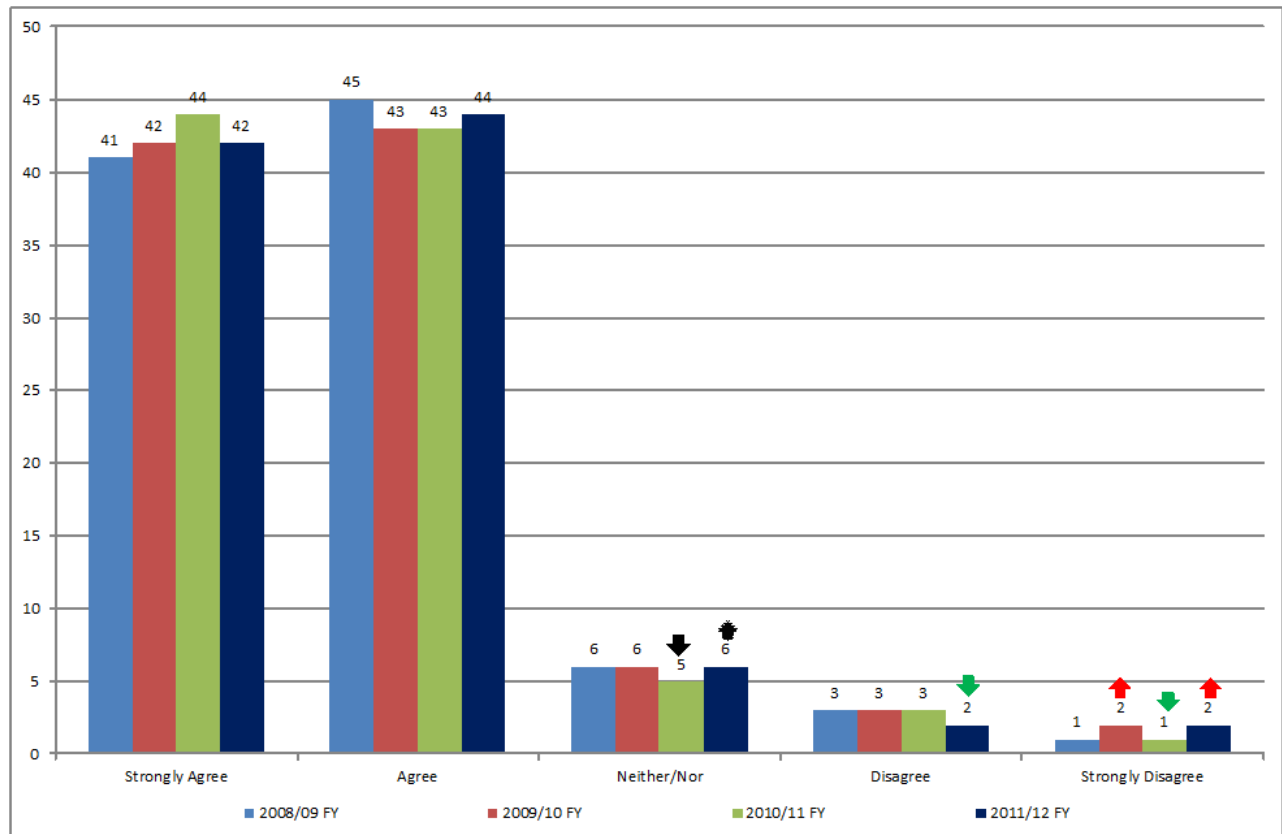
	2008/09 FY	2009/10 FY	2010/11 FY	2011/12 FY
Strongly Agree	41	42	44	42
Agree	45	43	43	44
Neither/Nor	6	6	5	6
Disagree	3	3	3	2
Strongly Disagree	1	2	1	2
Don't know	4	4	4	4
<b>Total Agree</b>	<b>86</b>	<b>85</b>	<b>87</b>	<b>86</b>
<b>Total Disagree</b>	<b>4</b>	<b>5</b>	<b>4</b>	<b>4</b>
Mean Rating	4.25	4.23	4.30	4.29
Base	3830	4199	4638	4579

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, 2011/12 FY n=2579.

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 2011/12 FY

The following statistically significant differences for 2011/12 are evident at the total results level (General, Communications Centres and Māori Booster sample 2011/12 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 82% of all other respondents);
- whose point of contact was on the roadside (94%, compared with 80% of all other respondents); and/or
- aged 65 years or older (90%, compared with 86% 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/prowler/suspicious noises/burglar on premises (17%, compared with 3% of all other respondents);
- whose reason for contact was assault (12%, compared with 3% of all other respondents);
- whose reason for contact was property damage or vandalism (10%, compared with 4% of all other respondents);
- whose point of contact was the local station, either by calling (10%) or over the counter (6%) (compared with 3% of all other respondents);
- whose reason for contact was burglary (6%, compared with 4% of all other respondents);
- of Maori descent (6%, compared with 3% of all other respondents);
- living in Counties Manukau District (6%, compared with 4% of all other respondents); and/or
- whose point of contact was calling the Communications Centres (6%, compared with 3% of all other respondents).

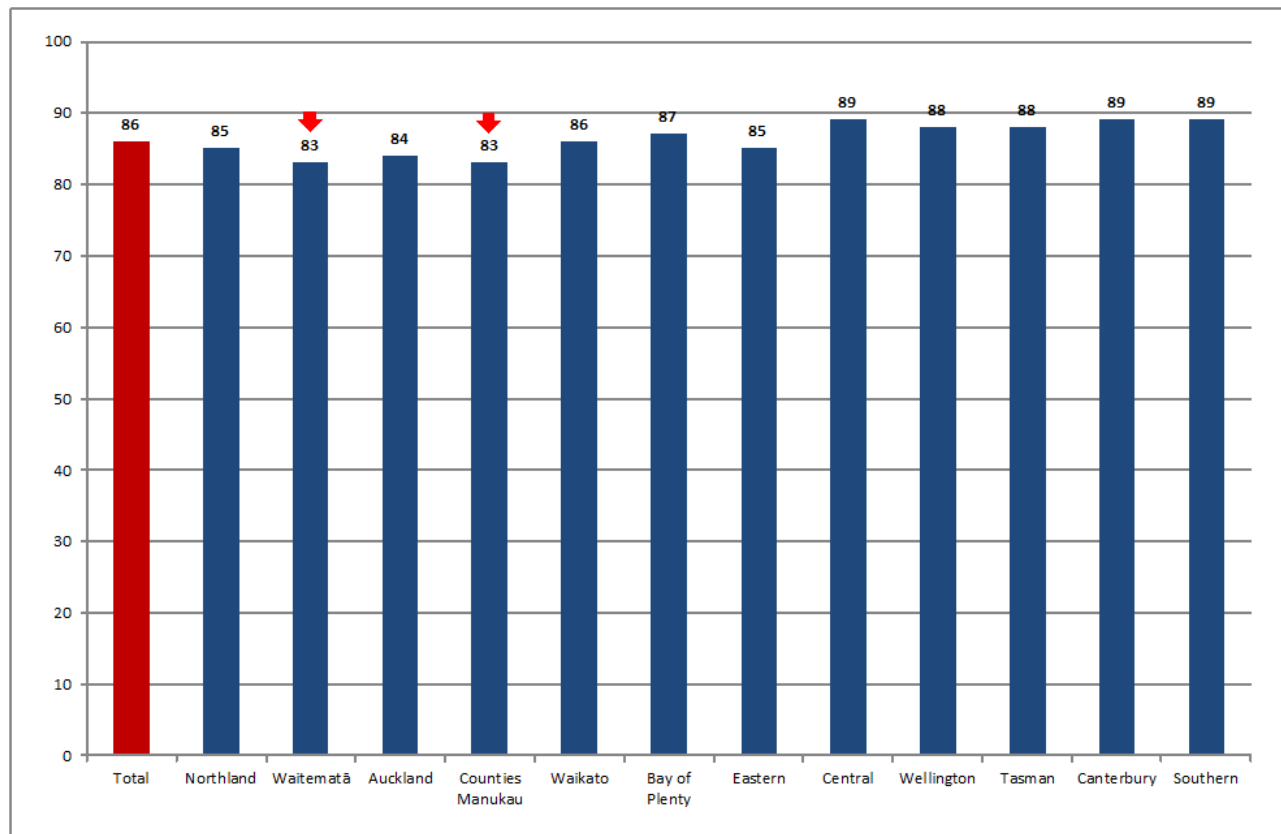
#### 4.4.3. Staff Did What They Said They Would Do - Comparison by District

##### 1. 2011/12 FY

Eighty-six percent of respondents agree to some extent (*agree/strongly agree*) that staff did what they would do in 2011/12.

Levels of agreement were statistically significantly lower among respondents living in the Waitematā and Counties Manukau districts (both with 83% of respondents agreeing to some extent).

**Figure 35: Staff Did What They Said They Would Do - by District in the 2011/12 FY  
(% Agree/Strongly Agree)**



Base: All respondents, excluding 'not applicable' responses. Total 2011/12 FY n=4579; Northland n=318; Waitematā n=407; Auckland n=401; Counties n=443; Waikato n=472; Bay of Plenty n=419; Eastern n=352; Central n=384; Wellington n=452; Tasman n=314; Canterbury n=353; Southern n=264.

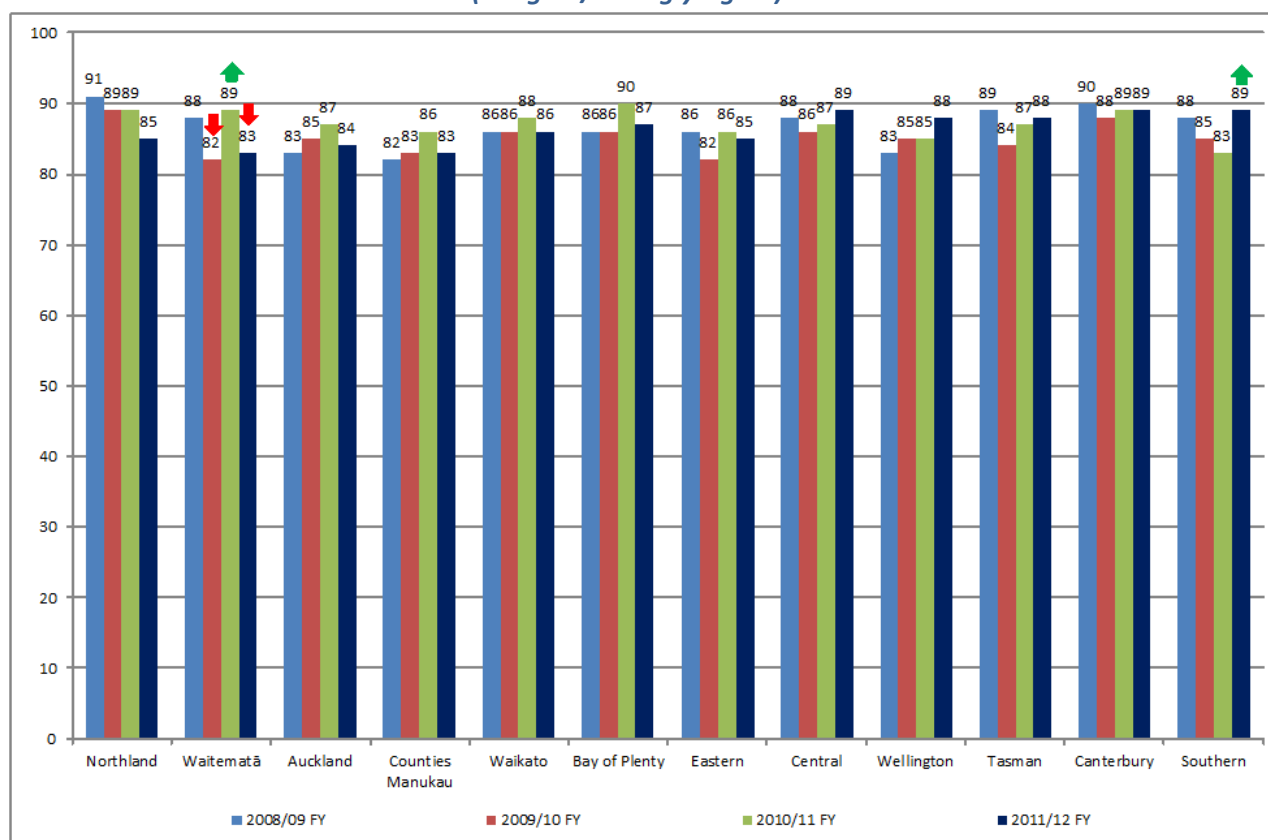
## 2. Changes Over Time

When compared with 2010/11 results, the most notable improvement in positive ratings is a statistically significant increase in the share *agreeing/strongly agreeing* by respondents living in the Southern District (up from 83% to 89%). This result also halts what was a downward trend in positive ratings overtime. The Southern District, along with Canterbury District, also had a significant decline in negative ratings this survey wave (disagreement for Southern District down from 6% to 2%; Canterbury District down from 6%, to 3%).

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 Waitematā District (after a statistically significant increase in 2010/11, agreement is down from 89% to 83%). There have also been significant increases in negative ratings for Counties Manukau (up from 3% to 6%) and Bay of Plenty (up from 1% to 5%) districts in 2011/12.

While changes in results year on year have not been statistically significant, it should also be noted that Central, Wellington and Tasman districts have experienced positive trends in agreement ratings over time. In contrast, Northland District has experienced a negative trend in positive ratings over time (down from 91% *agreeing/strongly agreeing* in 2008/09, to 85% in 2011/12).

**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	11/ 12 FY	08/ 09 FY	09/ 10 FY	10/ 11 FY	11/ 12 FY	08/ 09 FY	09/ 10 FY	10/ 11 FY	11/ 12 FY	08/ 09 FY	09/ 10 FY	10/ 11 FY	11/ 12 FY	08/ 09 FY	09/ 10 FY	10/ 11 FY	11/ 12 FY	08/ 09 FY	09/ 10 FY	10/ 11 FY	11/ 12 FY
Strongly Agree	42	43	40	41	41	41	42	37	33	49	41	37	38	35	41	35	38	43	42	37	41	32	41	42
Agree	49	47	49	44	47	41	47	46	50	37	46	47	44	48	45	48	48	43	46	49	45	54	49	45
Neither/nor	5	4	5	3	5	6	5	8	9	7	5	6	7	9	7	7	7	5	4	6	7	7	5	4
Disagree	3	1	3	2	3	3	2	3	2	2	1	2	3	3	2	4	3	4	4	3	3	2	1	2
Strongly Disagree	1	4	1	3	1	3	1	0	2	2	3	3	4	2	1	2	1	3	1	1	2	1	0	3
Don't know	0	2	2	7	3	6	3	6	4	3	4	5	4	3	4	4	3	2	3	4	2	4	4	4
<b>Total Agree</b>	<b>91</b>	<b>89</b>	<b>89</b>	<b>85</b>	<b>88</b>	<b>82</b>	<b>89</b>	<b>83</b>	<b>83</b>	<b>85</b>	<b>87</b>	<b>84</b>	<b>82</b>	<b>83</b>	<b>86</b>	<b>83</b>	<b>86</b>	<b>86</b>	<b>88</b>	<b>86</b>	<b>86</b>	<b>86</b>	<b>90</b>	<b>87</b>
<b>Total Disagree</b>	<b>4</b>	<b>5</b>	<b>4</b>	<b>5</b>	<b>4</b>	<b>6</b>	<b>3</b>	<b>3</b>	<b>4</b>	<b>4</b>	<b>4</b>	<b>5</b>	<b>7</b>	<b>5</b>	<b>3</b>	<b>6</b>	<b>4</b>	<b>7</b>	<b>5</b>	<b>4</b>	<b>5</b>	<b>3</b>	<b>1</b>	<b>5</b>
Base	285	302	359	318	311	358	385	407	389	384	424	401	375	410	452	443	327	405	461	472	328	350	419	419

## (Part 2)

	Eastern				Central				Wellington				Tasman				Canterbury				Southern			
	08/ 09 FY	09/ 10 FY	10/ 11 FY	11/ 12 FY	08/ 09 FY	09/ 10 FY	10/ 11 FY	11/ 12 FY	08/ 09 FY	09/ 10 FY	10/ 11 FY	11/ 12 FY	08/ 09 FY	09/ 10 FY	10/ 11 FY	11/ 12 FY	08/ 09 FY	09/ 10 FY	10/ 11 FY	11/ 12 FY	08/ 09 FY	09/ 10 FY	10/ 11 FY	11/ 12 FY
Strongly Agree	42	38	43	42	41	43	46	42	43	45	48	46	50	34	44	44	46	45	44	55	41	42	49	45
Agree	44	44	43	43	47	43	41	47	40	40	37	42	39	50	43	44	44	43	45	34	47	43	34	44
Neither/nor	7	5	6	8	5	7	4	5	7	6	7	5	5	4	3	5	5	4	2	4	6	6	7	5
Disagree	4	5	3	4	2	3	5	2	5	3	3	2	2	5	4	2	2	2	3	1	2	3	4	1
Strongly Disagree	2	2	1	0	3	2	2	1	1	2	0	1	1	4	2	1	0	4	3	2	1	3	2	1
Don't know	1	6	4	3	2	3	2	3	4	4	5	4	3	4	4	4	3	3	3	4	3	3	4	4
<b>Total Agree</b>	<b>86</b>	<b>82</b>	<b>86</b>	<b>85</b>	<b>88</b>	<b>86</b>	<b>87</b>	<b>89</b>	<b>83</b>	<b>85</b>	<b>85</b>	<b>88</b>	<b>89</b>	<b>84</b>	<b>87</b>	<b>88</b>	<b>90</b>	<b>88</b>	<b>89</b>	<b>89</b>	<b>88</b>	<b>85</b>	<b>83</b>	<b>89</b>
<b>Total Disagree</b>	<b>6</b>	<b>7</b>	<b>4</b>	<b>4</b>	<b>5</b>	<b>5</b>	<b>7</b>	<b>3</b>	<b>6</b>	<b>5</b>	<b>3</b>	<b>3</b>	<b>3</b>	<b>8</b>	<b>6</b>	<b>3</b>	<b>2</b>	<b>6</b>	<b>6</b>	<b>3</b>	<b>6</b>	<b>6</b>	<b>6</b>	<b>2</b>
Base	264	267	335	352	284	337	378	384	361	439	432	452	228	232	276	314	391	398	397	353	287	317	320	264

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.

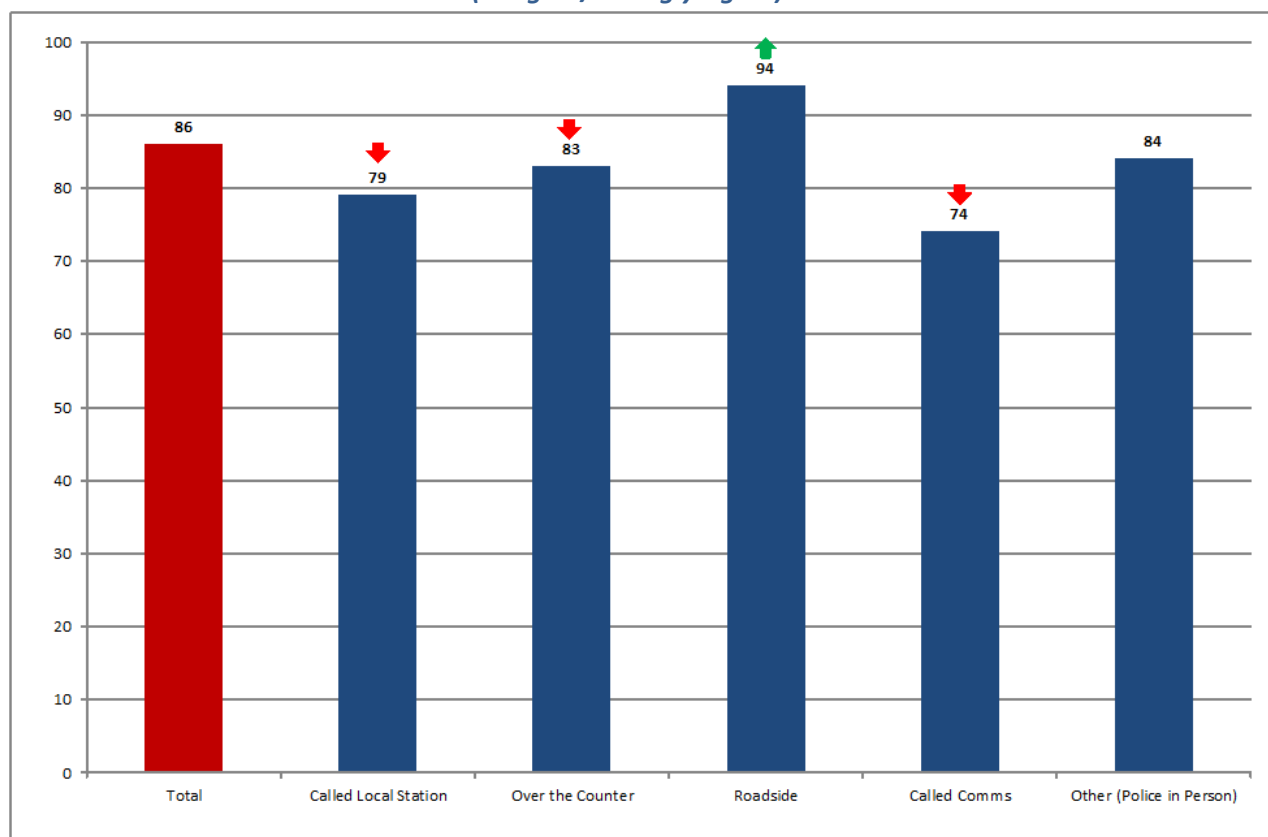
#### 4.4.4. Staff Did What They Said They Would Do – Comparison by Point of Contact

##### 1. 2011/12 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 (74%), calling their local station (79%) or over the counter at the local station (83%) were statistically significantly less likely to agree to some extent. However, it should be noted that 13% 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 2011/12 FY (% Agree/Strongly Agree)**



Base: All respondents, excluding ‘not applicable’ responses. Total 2011/12 FY n=4582; Called local station n=242; Over the counter n=442; Roadside n=1500; Called the Communications Centres n=1583; Other (Police in person) n=815.

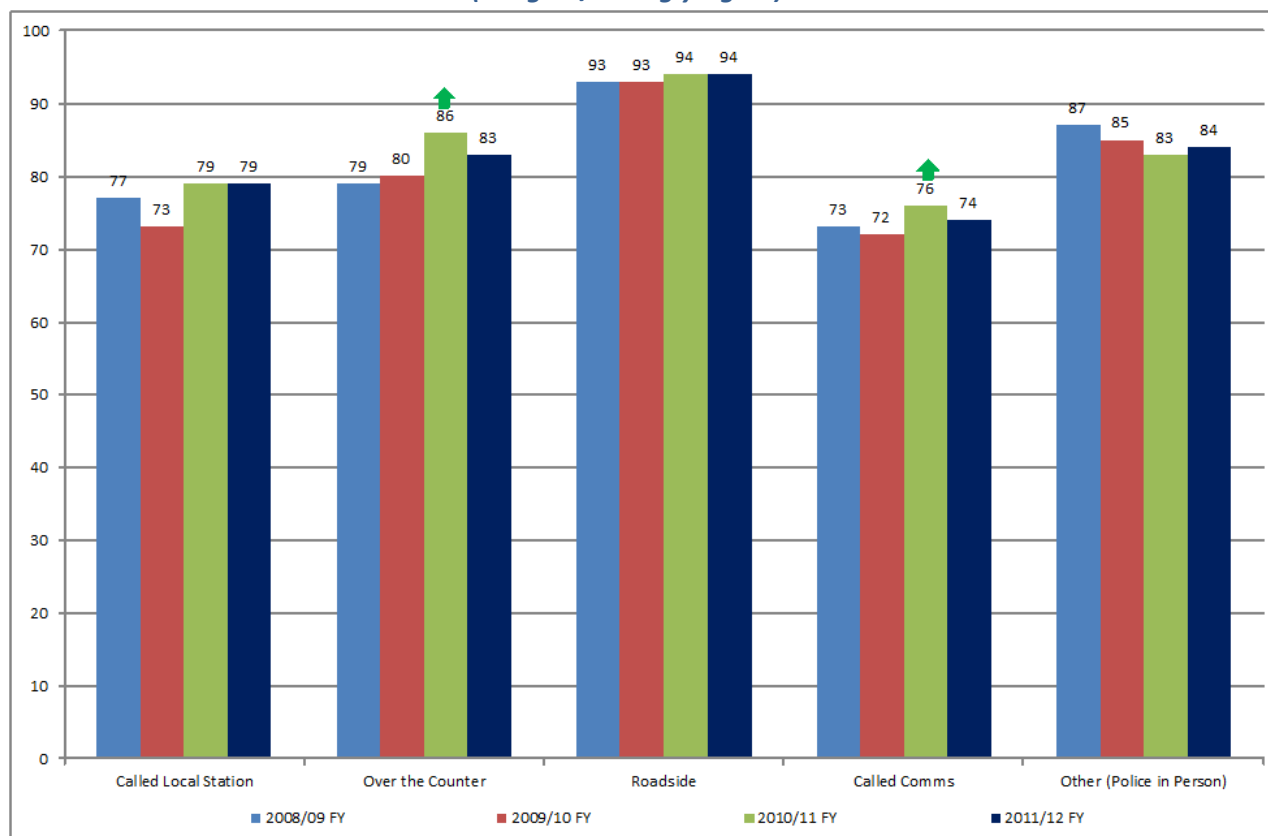
Green arrow indicates a significantly higher result than the total.

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 has remained stable when compared with 2010/11 for each point of contact (with no statistically significant changes in agreement). However, the share of respondents *disagreeing/strongly disagreeing* has decreased for those whose point of contact was on the roadside (down from 2%, to 1%).

**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	11/12 FY	08/09 FY	09/10 FY	10/11 FY	11/12 FY	08/09 FY	09/10 FY	10/11 FY	11/12 FY	08/09 FY	09/10 FY	10/11 FY	11/12 FY	08/09 FY	09/10 FY	10/11 FY	11/12 FY
Strongly Agree	31	34	28	31	38	40	42	41	43	46	50	46	34	34	37	34	46	43	40	44
Agree	46	39	51	48	41	40	44	42	50	47	44	48	39	38	39	40	41	42	43	40
Neither/nor	9	9	8	5	7	8	5	7	5	5	3	4	7	6	7	7	6	5	8	7
Disagree	5	4	7	6	6	5	5	3	1	1	2	1	5	5	4	3	3	4	3	3
Strongly Disagree	5	8	1	4	2	6	2	3	0	0	0	0	2	3	1	3	2	4	3	2
Don't know	4	6	5	6	6	1	2	4	1	1	1	1	13	14	12	13	2	2	3	4
<b>Total Agree</b>	<b>77</b>	<b>73</b>	<b>79</b>	<b>79</b>	<b>79</b>	<b>80</b>	<b>86</b>	<b>83</b>	<b>93</b>	<b>93</b>	<b>94</b>	<b>94</b>	<b>73</b>	<b>72</b>	<b>76</b>	<b>74</b>	<b>87</b>	<b>85</b>	<b>83</b>	<b>84</b>
<b>Total Disagree</b>	<b>10</b>	<b>12</b>	<b>8</b>	<b>10</b>	<b>8</b>	<b>11</b>	<b>7</b>	<b>6</b>	<b>1</b>	<b>1</b>	<b>2</b>	<b>1</b>	<b>7</b>	<b>8</b>	<b>5</b>	<b>6</b>	<b>5</b>	<b>8</b>	<b>6</b>	<b>5</b>
Base	377	248	260	242	318	357	435	442	1073	1244	1454	1500	1367	1576	1630	1583	695	774	859	815

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

In the 2011/12 financial year, the most commonly mentioned reasons given by respondents for *disagreeing* or *strongly disagreeing* that staff did what they said they would do were that police took too long to respond/inadequate response (23%), and that the staff member did not call back or provide any follow-up (21%). That the staff member did not do what they said they would in general (no specific details given) was also commonly cited (14%), along with comments that Police didn't do anything/no outcome/no action taken (10%).

When compared with the reasons given for disagreeing in 2010/11, the most notable difference has been a statistically significant increase in respondents mentioning that police took too long to respond/inadequate response (after a significant decline to 8% last measure, mention is up to 23%). There has also been a significant increase in the share of respondents mentioning that there was no record of their previous call, that records were inaccurate and/or that they had to repeat themselves (up from <1% in 2010/11, to 3%).

**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)	2011/12 FY (4%, n=159)	2010/11 FY (n=4579)
Police took too long to respond/didn't attend/inadequate response	22	15	8	23	1
Police didn't call back, no follow-up/feedback	33	37	28	21	1
Didn't do what they said they would do	18	15	21	14	<1
Police didn't do anything/no outcome/no action/Police didn't do their job	8	17	17	10	<1
Respondent felt picked on/discriminated against	1	1	4	7	<1
Poor communication/didn't listen/disinterested/no explanation	3	6	7	6	<1
Staff member had a bad attitude/arrogant/indifferent/abrupt	14	5	9	5	<1
Didn't take matter seriously/didn't believe me/ care	3	5	5	5	<1
Police were incompetent/didn't handle situation well	7	3	5	4	<1
Don't have trust/confidence in the Police	1	2	2	4	<1
Whole process took too long/slow/waste of time	0	4	3	3	<1
No record of pervious call/records were inaccurate/had to repeat myself	1	<1	<1	3	<1

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

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

Table lists those reasons mentioned by 3% or more of respondents in the 2011/12 FY.

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

Respondents significantly more likely to mention that they **don't have trust/confidence in the Police** include those aged between 25 and 34 years old (12%, compared with 1% of all other respondents).

## 4.5. My Individual Circumstances Were Taken Into Account

**Question:** Please tell me if you agree or disagree with the following statement. **I feel my individual circumstances were taken into account.** Would you say you...

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

### 4.5.1. Individual Circumstances - Changes Over Time

In the 2011/12 survey wave, three-quarters of respondents (76%) *agreed* or *strongly agreed* that they felt their individual circumstances were taken into account. This result is unchanged from 2010/11 (76% agreement).

Nine percent of respondents either *disagree* (6%) or *strongly disagree* (3%) that their individual circumstances were taken into account. These results are also unchanged when compared with results for the previous fiscal year.

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

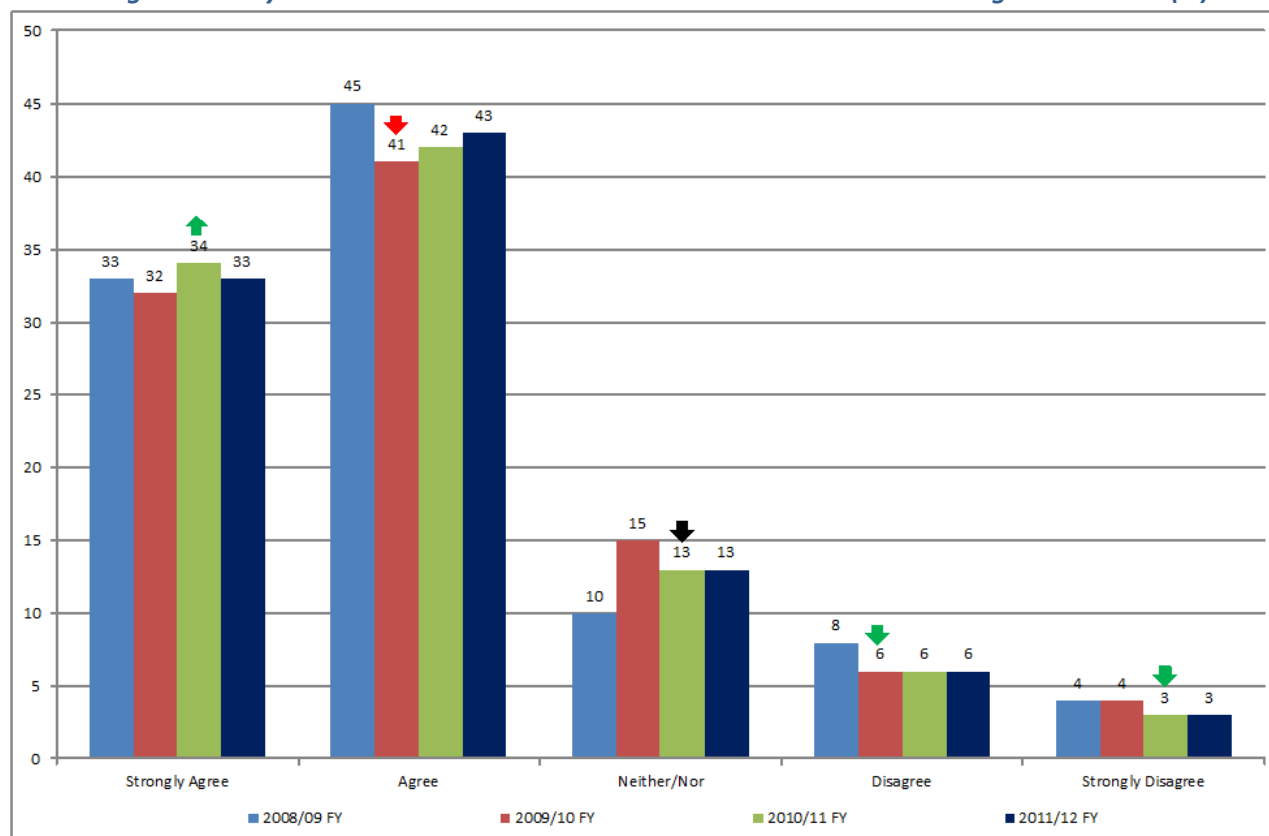
	2008/09 FY	2009/10 FY	2010/11 FY	2011/12 FY
Strongly Agree	33	32	34	33
Agree	45	41	42	43
Neither/Nor	10	15	13	13
Disagree	8	6	6	6
Strongly Disagree	4	4	3	3
Don't know	0	2	2	2
<b>Total Agree</b>	<b>78</b>	<b>73</b>	<b>76</b>	<b>76</b>
<b>Total Disagree</b>	<b>12</b>	<b>10</b>	<b>9</b>	<b>9</b>
Mean Rating	3.96	3.91	3.99	3.99
Base	3770	4138	4570	4525

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, 2011/12 FY n=4525.

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 2011/12 FY

The following statistically significant differences for 2011/12 are evident at the total results level (combined 2011/12 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:

- aged 65 years or older (86%, compared with 76% of all other respondents);
- whose reason for contact was a general enquiry (85%, compared with 76% of all other respondents);
- whose reason for contact was to follow up on a previous enquiry (85%, compared with 76% of all other respondents);
- whose reason for contact was a traffic crash or incident (84%, compared with 76% of all other respondents);
- whose reason for contact was burglary (82%, compared with 76% of all other respondents);
- whose point of contact was in person (other than on the roadside or at a Police station) (82%, compared with 75% of all other respondents);



- living in Canterbury (82%, compared with 76% of all other respondents) or Central (81%, compared with 76% of all other respondents) districts;
- whose point of contact was calling the Communications Centres (80%, compared with 74% of all other respondents); and/or
- who are female (78%, compared with 75% of male respondents).

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

- whose reason for contact was suspect/perpetrator/bail reporting/prisoner enquiry/pickup or visit (32%, compared with 8% of all other respondents);
- whose reason for contact was traffic offence (22%, compared with 7% of all other respondents);
- living in Counties Manukau District (14%, compared with 8% of all other respondents);
- whose point of contact was the local station, either by calling the local station (13%) or over the counter in person (12%) (compared with 8% of all other respondents); and/or
- who are male (10%, compared with 7% of female respondents).

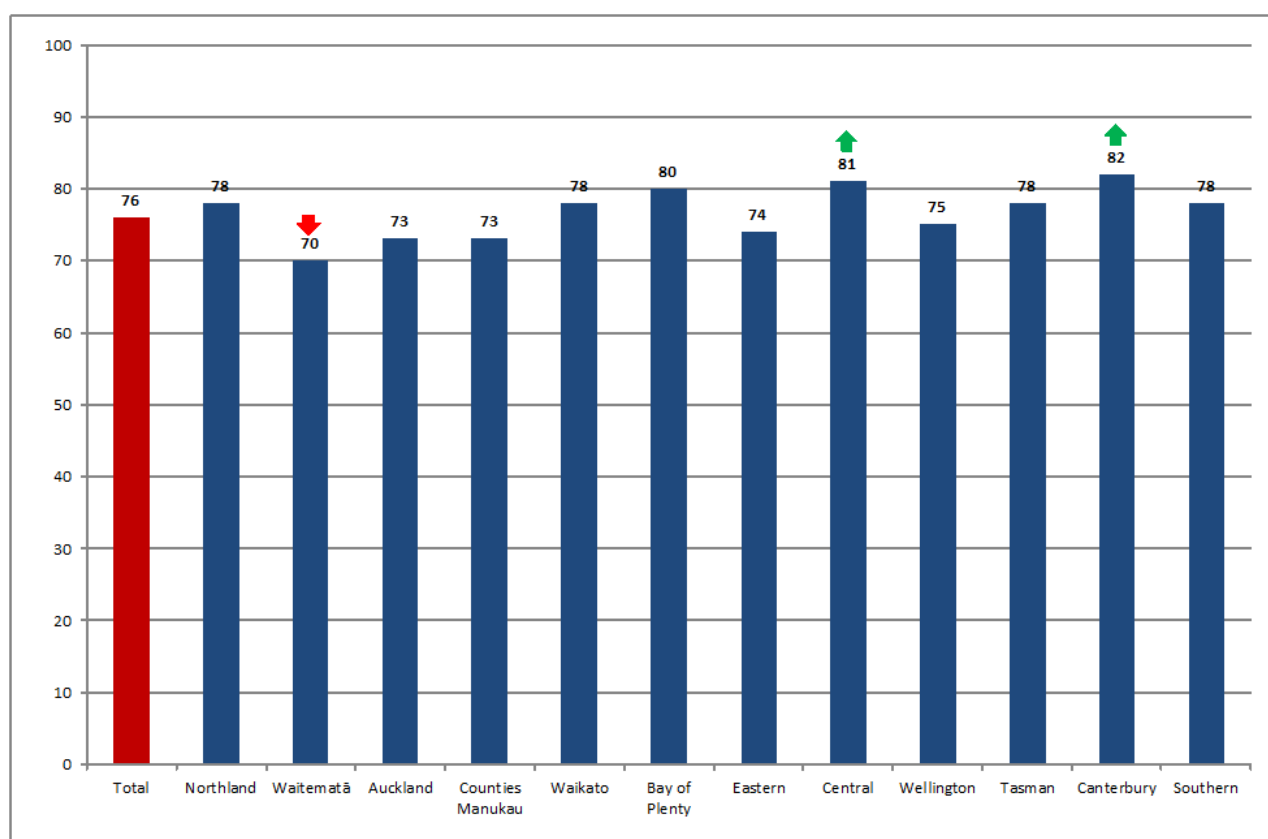
#### 4.5.3. Individual Circumstances - Comparison by District

##### 1. 2011/12 FY

Just over three-quarters of respondents (76%) *agreed/strongly agreed* that they felt their individual circumstances were taken into account. Respondents living in Canterbury (82%) and Central (81%) districts were statistically significantly more likely to agree with this statement to some extent.

In contrast, those living in the Waitematā District (70% agreeing) were statistically significantly less likely to do so.

**Figure 40: My Individual Circumstances Were Taken into Account - by District in the 2011/12 FY**  
(% Agree/Strongly Agree)



Base: All respondents, excluding 'not applicable' responses. Total 2011/12 FY n=4525; Northland n=311; Waitematā n=394; Auckland n=397; Counties n=440; Waikato n=461; Bay of Plenty n=414; Eastern n=358; Central n=384; Wellington n=442; Tasman n=310; Canterbury n=353; Southern n=261.

Green arrow indicates a significantly higher result than the total.

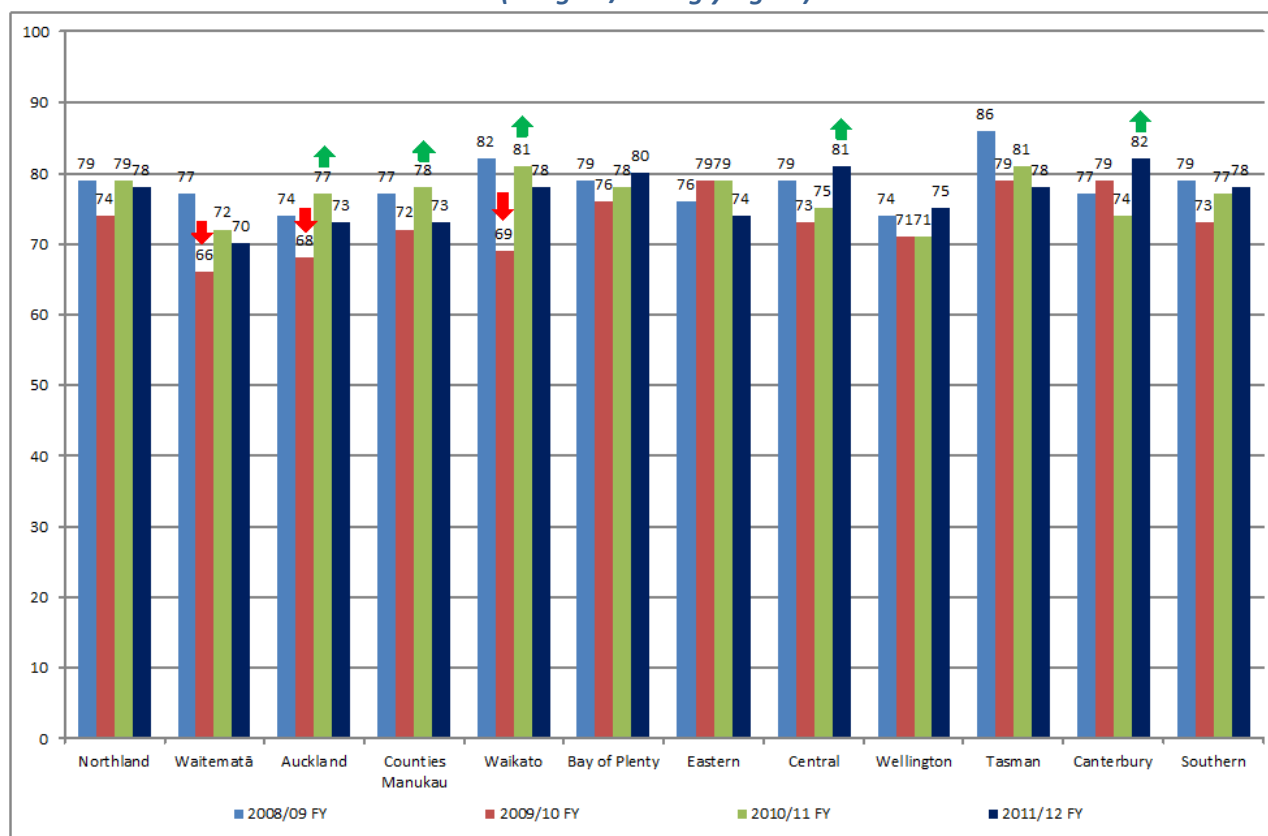
Red arrow indicates a significantly lower result than the total.

## 2. Changes Over Time

When compared with 2010/11 the proportion of respondents who *agreed/strongly agreed* that they felt their individual circumstances were taken into account improved significantly for those living in Canterbury (up from 74%, to 82%) and Central (up 75%, to 81%) districts. Levels of disagreement were also notably down among those living in Canterbury District (*disagree/strongly disagree* ratings down from 15% to 7%) as well as Wellington District (down from 8% to 4%).

In contrast, the share of respondents who *disagreed/strongly disagreed* increased statistically significantly for those living in the Counties Manukau District (up from 9% in 2010/11, to 14%).

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



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

Green arrow indicates a significantly higher result than the previous 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	11/ 12 FY	08/ 09 FY	09/ 10 FY	10/ 11 FY	11/ 12 FY	08/ 09 FY	09/ 10 FY	10/ 11 FY	11/ 12 FY	08/ 09 FY	09/ 10 FY	10/ 11 FY	11/ 12 FY	08/ 09 FY	09/ 10 FY	10/ 11 FY	11/ 12 FY	08/ 09 FY	09/ 10 FY	10/ 11 FY	11/ 12 FY
Strongly Agree	35	34	33	30	31	28	34	25	27	28	31	31	32	31	36	28	31	29	35	30	33	27	32	31
Agree	44	40	46	48	46	38	38	45	47	40	46	42	45	41	42	45	51	40	46	48	46	49	46	49
Neither/nor	11	12	11	11	10	17	18	17	13	19	15	16	10	16	12	12	7	19	12	12	10	12	13	11
Disagree	5	4	6	4	8	7	5	8	9	6	5	5	8	7	8	8	7	6	3	4	7	7	6	5
Strongly Disagree	5	8	3	5	5	7	3	3	3	3	3	4	4	3	1	6	3	5	3	3	3	4	1	3
Don't know	0	2	1	2	0	3	2	2	1	4	0	2	1	2	1	1	1	1	1	3	1	2	2	1
<b>Total Agree</b>	<b>79</b>	<b>74</b>	<b>79</b>	<b>78</b>	<b>77</b>	<b>66</b>	<b>72</b>	<b>70</b>	<b>74</b>	<b>68</b>	<b>77</b>	<b>73</b>	<b>77</b>	<b>72</b>	<b>78</b>	<b>73</b>	<b>82</b>	<b>69</b>	<b>81</b>	<b>78</b>	<b>79</b>	<b>76</b>	<b>78</b>	<b>80</b>
<b>Total Disagree</b>	<b>10</b>	<b>12</b>	<b>9</b>	<b>9</b>	<b>13</b>	<b>14</b>	<b>8</b>	<b>11</b>	<b>12</b>	<b>9</b>	<b>8</b>	<b>9</b>	<b>12</b>	<b>10</b>	<b>9</b>	<b>14</b>	<b>10</b>	<b>11</b>	<b>6</b>	<b>7</b>	<b>10</b>	<b>11</b>	<b>7</b>	<b>8</b>
Base	280	295	343	311	308	344	383	394	389	379	423	397	378	411	454	440	322	403	455	461	321	342	417	414

(Part 2)

	Eastern				Central				Wellington				Tasman				Canterbury				Southern			
	08/ 09 FY	09/ 10 FY	10/ 11 FY	11/ 12 FY	08/ 09 FY	09/ 10 FY	10/ 11 FY	11/ 12 FY	08/ 09 FY	09/ 10 FY	10/ 11 FY	11/ 12 FY	08/ 09 FY	09/ 10 FY	10/ 11 FY	11/ 12 FY	08/ 09 FY	09/ 10 FY	10/ 11 FY	11/ 12 FY	08/ 09 FY	09/ 10 FY	10/ 11 FY	11/ 12 FY
Strongly Agree	33	38	35	36	33	33	32	37	37	32	33	32	39	28	35	37	35	37	34	43	32	36	35	37
Agree	43	41	44	38	46	40	43	44	37	39	38	43	47	51	46	41	42	42	40	39	47	37	42	41
Neither/nor	13	7	12	13	11	17	12	9	14	16	18	18	6	11	7	11	7	11	10	10	10	16	11	13
Disagree	7	9	4	10	7	5	7	5	6	6	6	2	5	5	6	6	8	6	13	5	8	5	6	7
Strongly Disagree	3	4	4	2	2	2	5	5	6	4	2	2	3	4	5	3	6	5	2	2	3	3	4	1
Don't know	1	1	1	1	1	3	1	0	0	3	3	3	0	1	1	2	2	1	1	1	0	3	2	1
<b>Total Agree</b>	<b>76</b>	<b>79</b>	<b>79</b>	<b>74</b>	<b>79</b>	<b>73</b>	<b>75</b>	<b>81</b>	<b>74</b>	<b>71</b>	<b>71</b>	<b>75</b>	<b>86</b>	<b>79</b>	<b>81</b>	<b>78</b>	<b>77</b>	<b>79</b>	<b>74</b>	<b>82</b>	<b>79</b>	<b>73</b>	<b>77</b>	<b>78</b>
<b>Total Disagree</b>	<b>10</b>	<b>13</b>	<b>8</b>	<b>12</b>	<b>9</b>	<b>7</b>	<b>12</b>	<b>10</b>	<b>12</b>	<b>10</b>	<b>8</b>	<b>4</b>	<b>8</b>	<b>9</b>	<b>11</b>	<b>9</b>	<b>14</b>	<b>10</b>	<b>15</b>	<b>7</b>	<b>11</b>	<b>8</b>	<b>10</b>	<b>8</b>
Base	263	268	329	358	282	333	374	384	345	424	427	442	223	228	268	310	381	394	386	353	278	317	311	261

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.

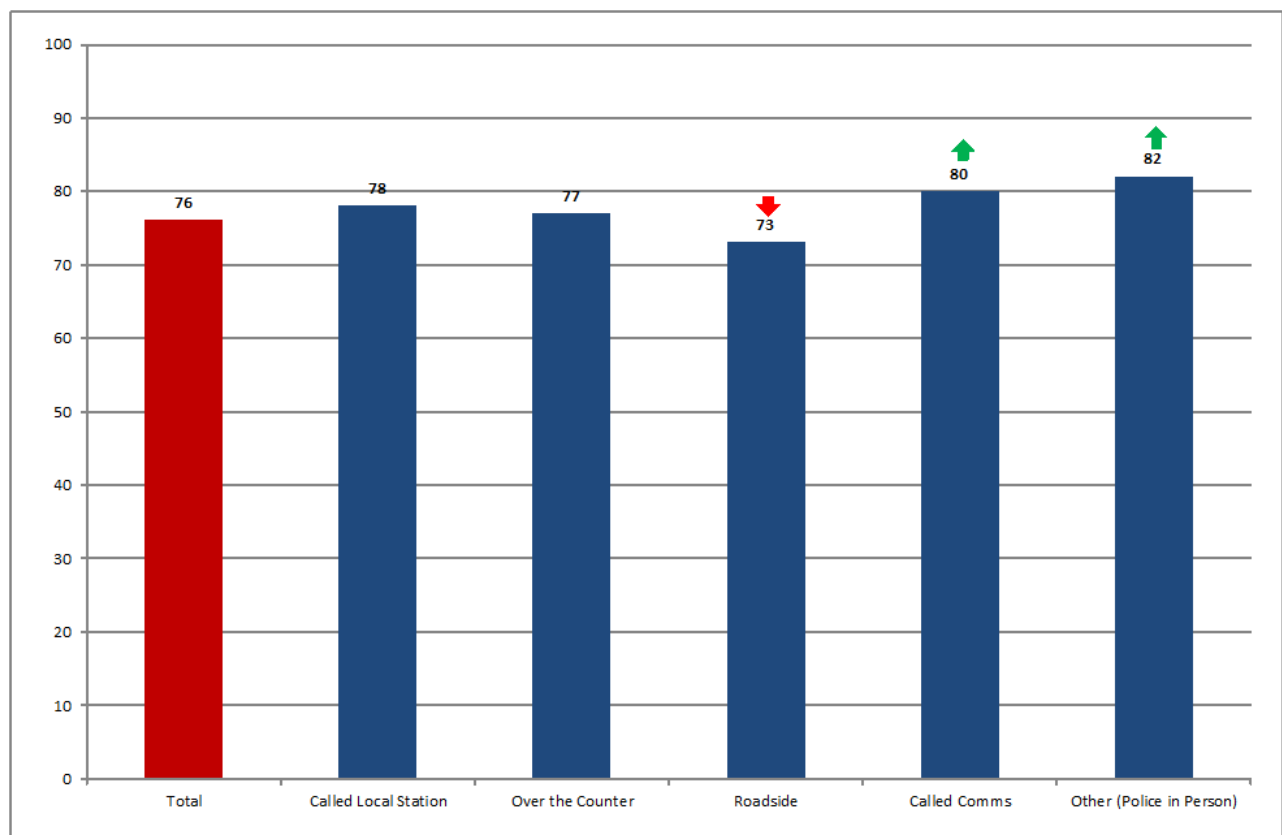
#### 4.5.4. Individual Circumstances - Comparison by Point of Contact

##### 1. 2011/12 FY

Respondents were statistically significantly more likely to agree to some extent that their individual circumstances were taken into account if their point of contact was either in person (other than on the roadside or at a Police station) (82%) or calling the Communications Centres (80%) than for all other points of contact.

In contrast, those whose point of contact was 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 2011/12 FY (% Agree/Strongly Agree)**



Base: All respondents, excluding 'not applicable' responses. Total 2011/12 FY n=4529; Called local station n=243; Over the counter n=441; Roadside n=1461; Called the Communications Centres n=1566; Other (Police in person) n=818.

Green arrow indicates a significantly higher result than the total.

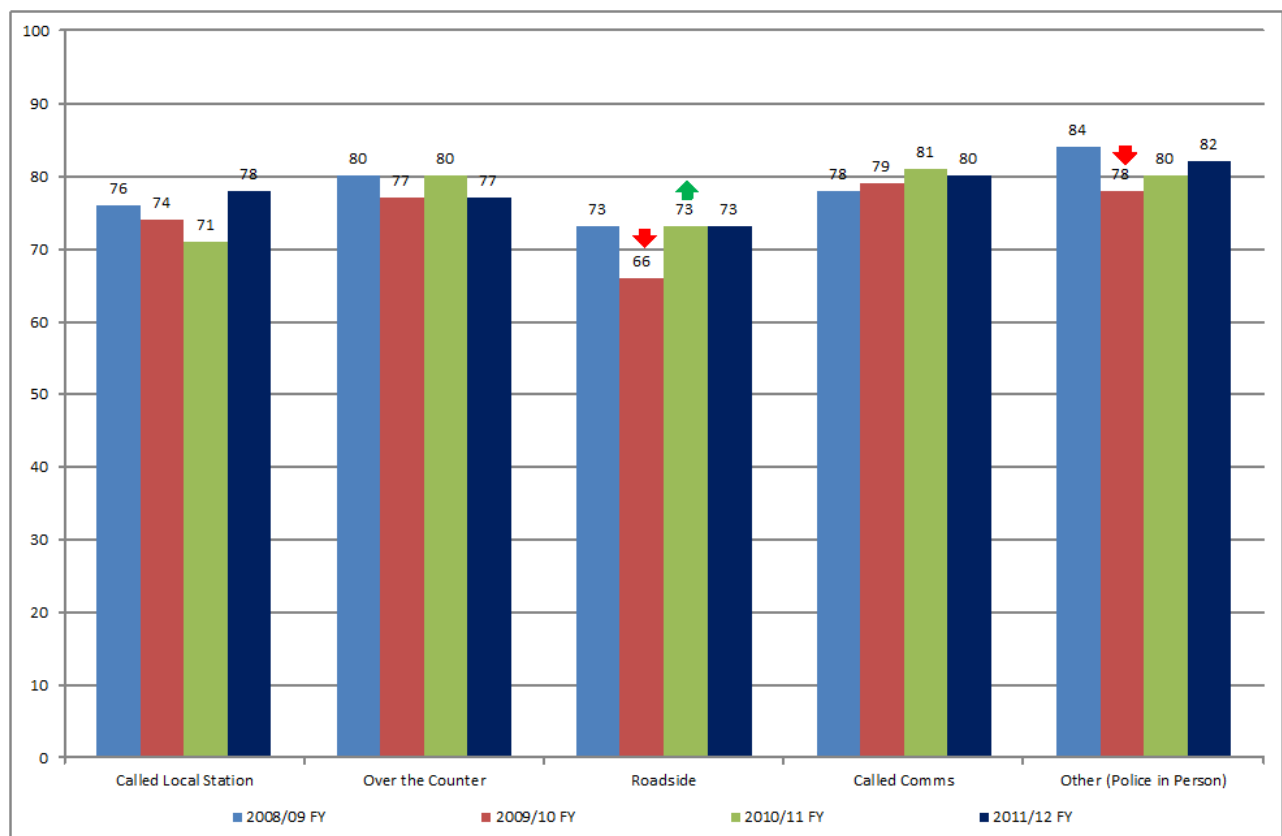
Red arrow indicates a significantly lower result than the total.

## 2. Changes Over Time

While not statistically significant, the proportion of respondents agreeing to some extent that their individual circumstances were taken into account has increased most notably for those calling their local station (up from 71% in 2010/11, to 78% and halting what was a downward trend in positive ratings overtime).

In contrast, there has been a statistically significant decrease in the share of respondents whose point of contact was calling the Communications Centres *strongly agreeing* that their individual circumstances were taken into account (down from 35% to 31%). This survey round there has also been a significant increase in the proportion of those whose point of contact was Police in person (other than on the roadside or at the local station) *strongly disagreeing* (up from 3%, to 5%).

**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	11/12 FY	08/09 FY	09/10 FY	10/11 FY	11/12 FY	08/09 FY	09/10 FY	10/11 FY	11/12 FY	08/09 FY	09/10 FY	10/11 FY	11/12 FY	08/09 FY	09/10 FY	10/11 FY	11/12 FY
Strongly Agree	30	29	27	28	34	35	36	35	29	28	33	31	31	33	35	31	41	38	36	39
Agree	46	45	44	50	46	42	44	42	44	38	40	42	47	46	46	49	43	40	44	43
Neither/nor	10	13	13	7	7	10	8	9	12	21	16	17	11	10	11	12	8	11	12	9
Disagree	9	8	11	8	8	7	7	9	9	5	7	6	7	6	4	4	4	6	4	3
Strongly Disagree	4	4	3	5	5	5	3	3	5	5	3	2	2	2	2	2	3	4	3	5
Don't know	1	1	2	2	0	1	2	2	1	3	1	2	2	3	2	2	1	1	1	1
<b>Total Agree</b>	<b>76</b>	<b>74</b>	<b>71</b>	<b>78</b>	<b>80</b>	<b>77</b>	<b>80</b>	<b>77</b>	<b>73</b>	<b>66</b>	<b>73</b>	<b>73</b>	<b>78</b>	<b>79</b>	<b>81</b>	<b>80</b>	<b>84</b>	<b>78</b>	<b>80</b>	<b>82</b>
<b>Total Disagree</b>	<b>13</b>	<b>12</b>	<b>14</b>	<b>13</b>	<b>13</b>	<b>12</b>	<b>10</b>	<b>12</b>	<b>14</b>	<b>10</b>	<b>10</b>	<b>8</b>	<b>9</b>	<b>8</b>	<b>6</b>	<b>6</b>	<b>7</b>	<b>10</b>	<b>7</b>	<b>8</b>
Base	377	249	264	243	316	357	433	441	1027	1203	1416	1461	1359	1542	1618	1566	691	787	839	818

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

The most common reasons for disagreeing among respondents who disagreed to some extent that their individual circumstances were taken into account was that Police did not consider their circumstances, were unsympathetic or insensitive (15%), that the staff member had a bad attitude (13%), and/or that the staff member did not use their discretion (13%). Other commonly mentioned reasons for dissatisfaction included that the matter wasn't taken seriously and/or the staff member did not believe them (12%), and/or that the respondent felt picked on or discriminated against (11%).

When compared with 2010/11, 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 that they felt picked on or discriminated against (up from 4% mentioning this in 2010/11, to 11% this year).

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 Police didn't consider their circumstances, were unsympathetic or insensitive (8%, down from 20% in 2010/11) and the share commenting that Police just gathering revenue/giving tickets for no reason (down from 11%, to 5%).

**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)	2011/12 FY (9%, n=316)	2011/12 FY (n=4525)
Poor communication/didn't listen/disinterested/no explanation	4	13	19	15	1
Staff member had a bad attitude/arrogant/indifferent/abrupt	20	12	14	13	1
Didn't consider situation/no discretion/lenience	0	3	11	13	1
Didn't take matter seriously/didn't believe me/didn't care	13	14	13	12	1
Respondent felt picked on/discriminated against	6	4	4	11	1
Police didn't do anything/no outcome/action/didn't do their job	4	8	6	9	1
Didn't consider circumstances / unsympathetic/insensitive	11	16	20	8	1
Police just gathering revenue/giving	3	4	11	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)	2011/12 FY (9%, n=316)	2011/12 FY (n=4525)
tickets for no reason					
Police were incompetent/didn't handle situation well	5	2	5	5	<1
Police took too long to respond /inadequate response/didn't attend	7	2	2	4	<1
Outcome/decision was unfair or incorrect	26	20	4	3	<1

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

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

Table lists those reasons mentioned by 3% or more of respondents in the 2011/12 FY.

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

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

- whose point of contact was in person (other than on the roadside or at the station) (31%, compared with 11% of all other respondents);
- living in Counties Manukau District (25%, compared with 13% of all other respondents);
- who are female (24%, compared with 9% of males); and/or
- of Maori descent (23%, compared with 12% of all other respondents).

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

- whose reason for contact was as a suspect/perpetrator/bail reporting/prisoner enquiry/pickup or visit (29%, compared with 11% of all other respondents);
- whose point of contact was in person (other than on the roadside or at the station) (29%, compared with 9% of all other respondents);
- living in Counties Manukau District (24%, compared with 11% of all other respondents); and/or
- whose reason for contact was a traffic offence (20%, compared with 10% of all other respondents).

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

- whose reason for contact was a traffic offence (32%, compared with 5% of all other respondents);
- whose point of contact was on the roadside (26%, compared with 2% of all other respondents);
- aged between 45 and 54 years (21%, compared with 10% of all other respondents); and/or
- who are male (17%, compared with 7% of females).

Respondents significantly more likely to mention that the **matter wasn't taken seriously** include those whose point of contact was at the local station, either by calling (26%) or over the counter (22%) (compared with 7% of all other respondents).

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

- living in Central District (22%, compared with 10% of all other respondents);
- whose reason for contact was a traffic stop (21%, compared with 9% of all other respondents);
- aged between 25 and 34 years (18%, compared with 9% of all other respondents); and/or
- whose point of contact was on the roadside (15%, compared with 7% of all other respondents).

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

- whose point of contact was at the local station, either over the counter (28%) or by calling (24%) (compared with 2% of all other respondents);
- living in Auckland City District (27%, compared with 6% of all other respondents); and/or
- aged between 45 and 54 years (15%, compared with 7% of all other respondents).

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

- whose reason for contact was as a suspect/perpetrator/bail reporting/prisoner enquiry/pickup or visit (22%, compared with 7% of all other respondents); and/or
- of European descent (10%, compared with 3% of all other respondents).

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

- living in Counties Manukau District (11%, compared with 4% of all other respondents);
- whose reason for contact was a traffic offence (10%, compared with 2% of all other respondents); and/or
- whose point of contact was on the roadside (8%, compared with 2% of all other respondents).

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

- whose reason for contact was as a suspect/perpetrator/bail reporting/prisoner enquiry/pickup or visit (14%, compared with 4% of all other respondents); and/or
- aged between 45 and 54 years (9%, compared with 3% of all other respondents).

Respondents significantly more likely to mention that **Police took too long to respond/inadequate response/didn't attend** include those whose point of contact was calling the local station (12%, compared with 3% of all other respondents).

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

- aged between 16 and 24 years (12%, compared with 1% of all other respondents);
- living in Central District (9%, compared with 2% of all other respondents); and/or
- whose reason for contact was a traffic offence (8%, compared with 1% of all other respondents);
- whose point of contact was on the roadside (6%, compared with 1% 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 (75%) *agree* or *strongly agree* that the service they received is an example of good value for tax dollars spent. While this result is stable when compared with the 2010/11 results (74%), it does contribute to an upwards trend in positive ratings over time.

One in ten respondents (10%) disagreed to some extent that it is an example of good value for tax dollars spent (unchanged from 2010/11). However, the share *strongly disagreeing* has increased (up from 3%, to 4%), while the share disagreeing has declined (down from 7% to 6%). Both these changes are statistically significant.

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

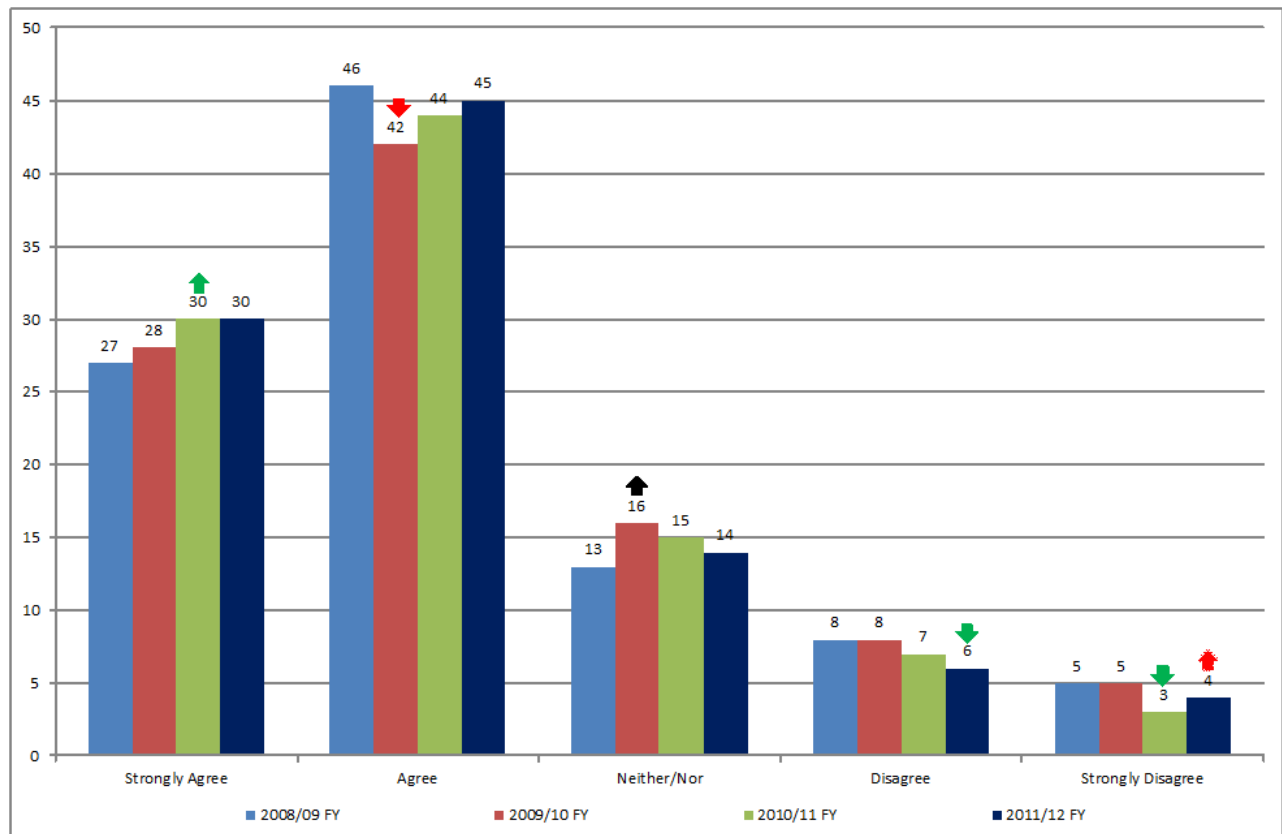
	2008/09 FY	2009/10 FY	2010/11 FY	2011/12 FY
Strongly Agree	27	28	30	30
Agree	46	42	44	45
Neither/Nor	13	16	15	14
Disagree	8	8	7	6
Strongly Disagree	5	5	3	4
Don't know	1	1	1	1
<b>Total Agree</b>	<b>73</b>	<b>70</b>	<b>74</b>	<b>75</b>
<b>Total Disagree</b>	<b>13</b>	<b>13</b>	<b>10</b>	<b>10</b>
Mean Rating	3.83	3.82	3.91	3.92
Base	3996	4380	4796	4694

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, 2011/12 FY n=4694.

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 2011/12 FY

The following statistically significant differences for 2011/12 are evident at the total results level (combined 2011/12 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 (96%, compared with 75% of all other respondents);
- aged 65 years or older (86%) or between 55 and 64 years (80%), (compared with 73% of all other respondents);
- living in Southern District (85%, compared with 74% of all other respondents);
- whose reason for contact was to report dangerous driving (85%, compared with 75% of all other respondents);
- whose reason for contact was disorderly behaviour and intoxication offences (84%, compared with 75% of all other respondents);
- whose reason for contact was a general enquiry (81%, compared with 75% of all other respondents);
- whose reason for contact was a traffic stop (80%, compared with 72% of all other respondents);
- whose point of contact was calling the Communications Centres (79%, compared with 74% of all other respondents);

- who are female (78%, compared with 72% of male respondents);
- whose point of contact was in person (other than on the roadside or at a Police station) (78%, compared with 74% of all other respondents); and/or
- of European descent (77%, 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 suspect/perpetrator/bail reporting/prisoner enquiry/pickup or visit (37%, compared with 9% of all other respondents);
- whose reason for contact was a traffic offence (25%, compared with 8% of all other respondents);
- living in Counties Manukau District (13%, compared with 10% of all other respondents);
- who are male (13%, compared with 7% of female respondents);
- aged between 45 and 54 years (12%, compared with 9% of all other respondents); and/or
- whose point of contact was on the roadside (12%, compared with 8% of all other respondents).

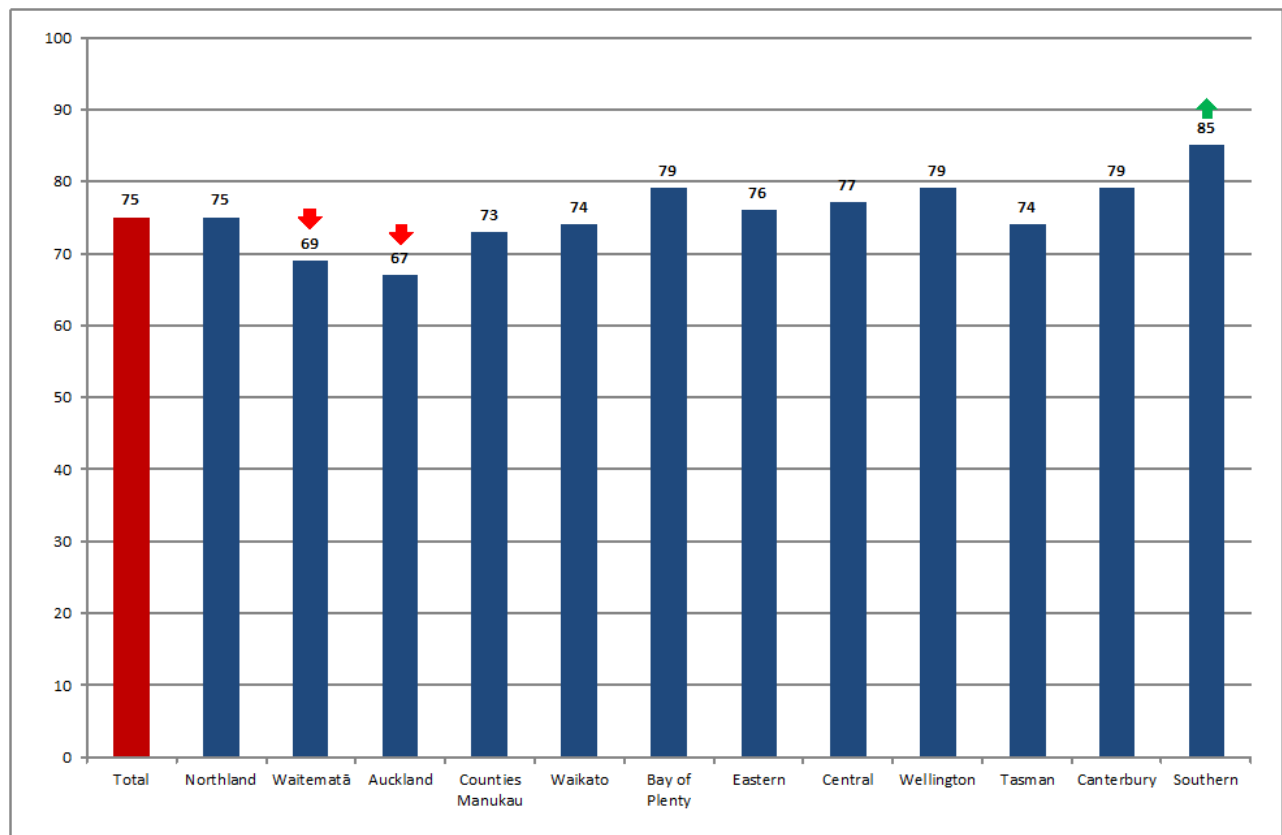
#### 4.6.3. It's an Example of Good Value for Tax Dollars Spent - Comparison by District

##### 1. 2011/12 FY

Three quarters of respondents (75%) *agreed* or *strongly agreed* that the service they received was an example of good value for tax dollars spent. Respondents living in the Southern District were significantly more likely to agree to some extent (85%).

In contrast, those living in Auckland (67%) and Waitematā (69%) districts were significantly less likely to agree/strongly agree.

**Figure 45: It's an Example of Good Value for Tax Dollars Spent - by District in the 2011/12 FY  
(% Agree/Strongly Agree)**



Base: All respondents, excluding 'not applicable' responses. Total 2011/12 FY n=4694; Northland n=329; Waitematā n=411; Auckland n=409; Counties n=451; Waikato n=482; Bay of Plenty n=431; Eastern n=369; Central n=392; Wellington n=467; Tasman n=321; Canterbury n=360; Southern n=272.

Green arrow indicates a significantly higher result than the total.

Red arrow indicates a significantly lower result than the total.

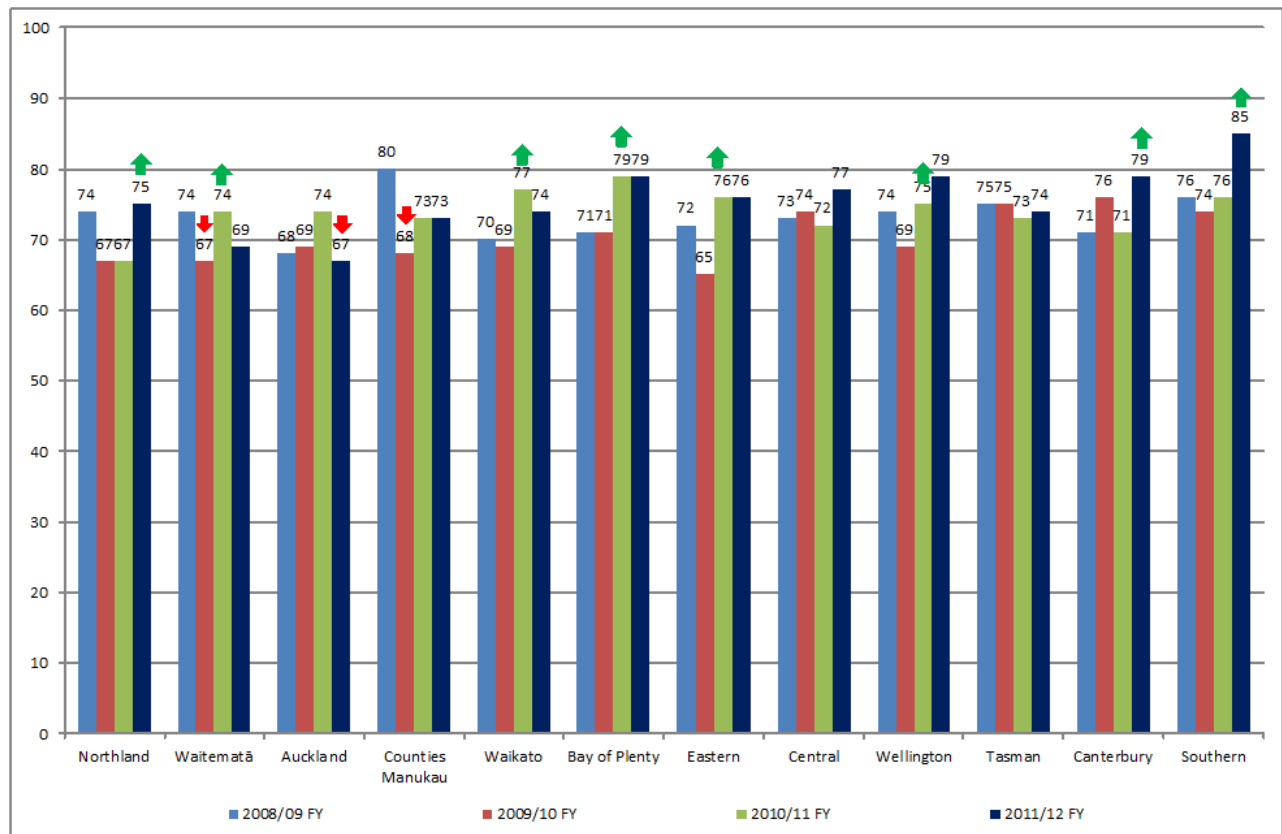
## 2. Changes Over Time

Between 2010/11 and 2011/12, 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:

- Southern District (up 9 percentage points from 76% *agreeing/strongly agreeing* in 2010/11, to 85%);
- Canterbury District (up 8 percentage points from 71%, to 79%); and
- Northland District (up 8 percentage points from 67%, to 75%).

In contrast, there have been statistically significant increases in the share *disagreeing/strongly disagreeing* with this statement for those living in Bay of Plenty (up from 6%, to 10%) and Eastern (up from 8%, to 13%) districts.

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



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

Green arrow indicates a significantly higher result than the previous 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	11/ 12 FY	08/ 09 FY	09/ 10 FY	10/ 11 FY	11/ 12 FY	08/ 09 FY	09/ 10 FY	10/ 11 FY	11/ 12 FY	08/ 09 FY	09/ 10 FY	10/ 11 FY	11/ 12 FY	08/ 09 FY	09/ 10 FY	10/ 11 FY	11/ 12 FY	08/ 09 FY	09/ 10 FY	10/ 11 FY	11/ 12 FY
Strongly Agree	28	24	28	28	24	29	31	24	26	30	29	22	30	24	29	30	31	26	30	28	26	24	30	31
Agree	46	43	39	47	50	38	43	45	42	39	45	45	50	44	44	43	39	43	47	46	45	47	49	48
Neither/nor	15	16	20	12	12	18	10	21	17	17	18	18	8	18	16	13	15	19	14	16	17	17	14	11
Disagree	6	9	9	8	8	9	11	7	10	7	6	5	8	9	8	7	7	8	6	5	9	7	4	5
Strongly Disagree	4	6	3	4	6	5	4	3	5	6	2	7	3	3	2	6	7	3	3	3	3	4	2	5
Don't know	1	2	1	1	0	1	1	0	0	1	0	3	1	2	1	1	1	1	0	2	0	1	1	0
<b>Total Agree</b>	<b>74</b>	<b>67</b>	<b>67</b>	<b>75</b>	<b>74</b>	<b>67</b>	<b>74</b>	<b>69</b>	<b>68</b>	<b>69</b>	<b>74</b>	<b>67</b>	<b>80</b>	<b>68</b>	<b>73</b>	<b>73</b>	<b>70</b>	<b>69</b>	<b>77</b>	<b>74</b>	<b>71</b>	<b>71</b>	<b>79</b>	<b>79</b>
<b>Total Disagree</b>	<b>10</b>	<b>15</b>	<b>12</b>	<b>12</b>	<b>14</b>	<b>14</b>	<b>15</b>	<b>10</b>	<b>15</b>	<b>13</b>	<b>8</b>	<b>12</b>	<b>11</b>	<b>12</b>	<b>10</b>	<b>13</b>	<b>14</b>	<b>11</b>	<b>9</b>	<b>8</b>	<b>12</b>	<b>11</b>	<b>6</b>	<b>10</b>
Base	298	313	372	329	335	374	403	411	408	402	445	409	389	434	464	451	339	420	474	482	336	371	434	431

## (Part 2)

	Eastern				Central				Wellington				Tasman				Canterbury				Southern			
	08/ 09 FY	09/ 10 FY	10/ 11 FY	11/ 12 FY	08/ 09 FY	09/ 10 FY	10/ 11 FY	11/ 12 FY	08/ 09 FY	09/ 10 FY	10/ 11 FY	11/ 12 FY	08/ 09 FY	09/ 10 FY	10/ 11 FY	11/ 12 FY	08/ 09 FY	09/ 10 FY	10/ 11 FY	11/ 12 FY	08/ 09 FY	09/ 10 FY	10/ 11 FY	11/ 12 FY
Strongly Agree	28	29	32	30	27	31	28	35	32	29	32	33	30	29	27	29	22	32	28	34	29	28	30	32
Agree	44	36	44	46	46	43	44	42	42	40	43	46	45	46	46	45	49	44	43	45	47	46	46	53
Neither/nor	10	22	15	11	15	13	14	12	12	14	16	13	15	13	15	16	13	10	20	13	13	12	12	5
Disagree	10	7	4	9	8	8	9	5	7	10	4	4	6	7	7	7	11	9	4	6	6	8	6	7
Strongly Disagree	8	5	4	4	4	4	3	5	7	6	5	3	3	4	4	3	4	4	3	1	5	4	4	2
Don't know	0	1	1	0	0	1	2	1	0	1	0	1	1	1	1	0	1	1	2	1	0	2	2	1
<b>Total Agree</b>	<b>72</b>	<b>65</b>	<b>76</b>	<b>76</b>	<b>73</b>	<b>74</b>	<b>72</b>	<b>77</b>	<b>74</b>	<b>69</b>	<b>75</b>	<b>79</b>	<b>75</b>	<b>75</b>	<b>73</b>	<b>74</b>	<b>71</b>	<b>76</b>	<b>71</b>	<b>79</b>	<b>76</b>	<b>74</b>	<b>76</b>	<b>85</b>
<b>Total Disagree</b>	<b>18</b>	<b>12</b>	<b>8</b>	<b>13</b>	<b>12</b>	<b>12</b>	<b>12</b>	<b>10</b>	<b>14</b>	<b>16</b>	<b>9</b>	<b>7</b>	<b>9</b>	<b>11</b>	<b>11</b>	<b>10</b>	<b>15</b>	<b>13</b>	<b>7</b>	<b>7</b>	<b>11</b>	<b>12</b>	<b>10</b>	<b>9</b>
Base	272	283	347	369	299	349	383	392	377	451	450	467	243	241	283	321	405	414	409	360	295	328	332	272

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.



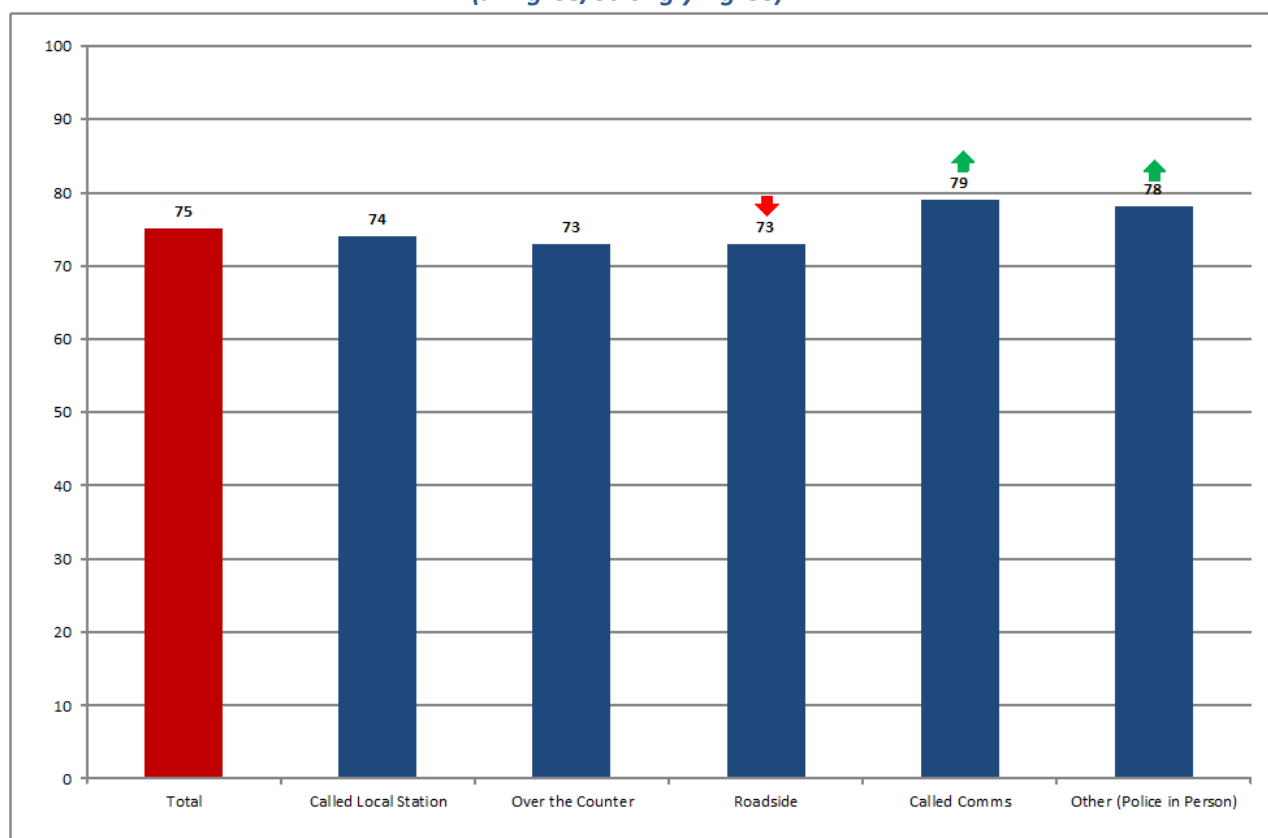
#### 4.6.4. It's an Example of Good Value for Tax Dollars Spent - Comparison by Point of Contact

##### 1. 2011/12 FY

Respondents whose point of contact was either calling the Communications Centres (79% *agreeing/strongly agreeing*) or in person (other than at the roadside or over the counter at the station) (78%) were significantly more likely to agree to some extent that the service they received was an example of good value for tax dollars spent than for all other points of contact.

In contrast, respondents whose point of contact was at the roadside (73%) 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 2011/12 FY (% Agree/Strongly Agree)**



Base: All respondents, excluding 'not applicable' responses. Total 2011/12 FY n=4698; Called local station n=256; Over the counter n=447; Roadside n=1535; Called the Communications Centres n=1618; Other (Police in person) n=842.

Green arrow indicates a significantly higher result than the total.

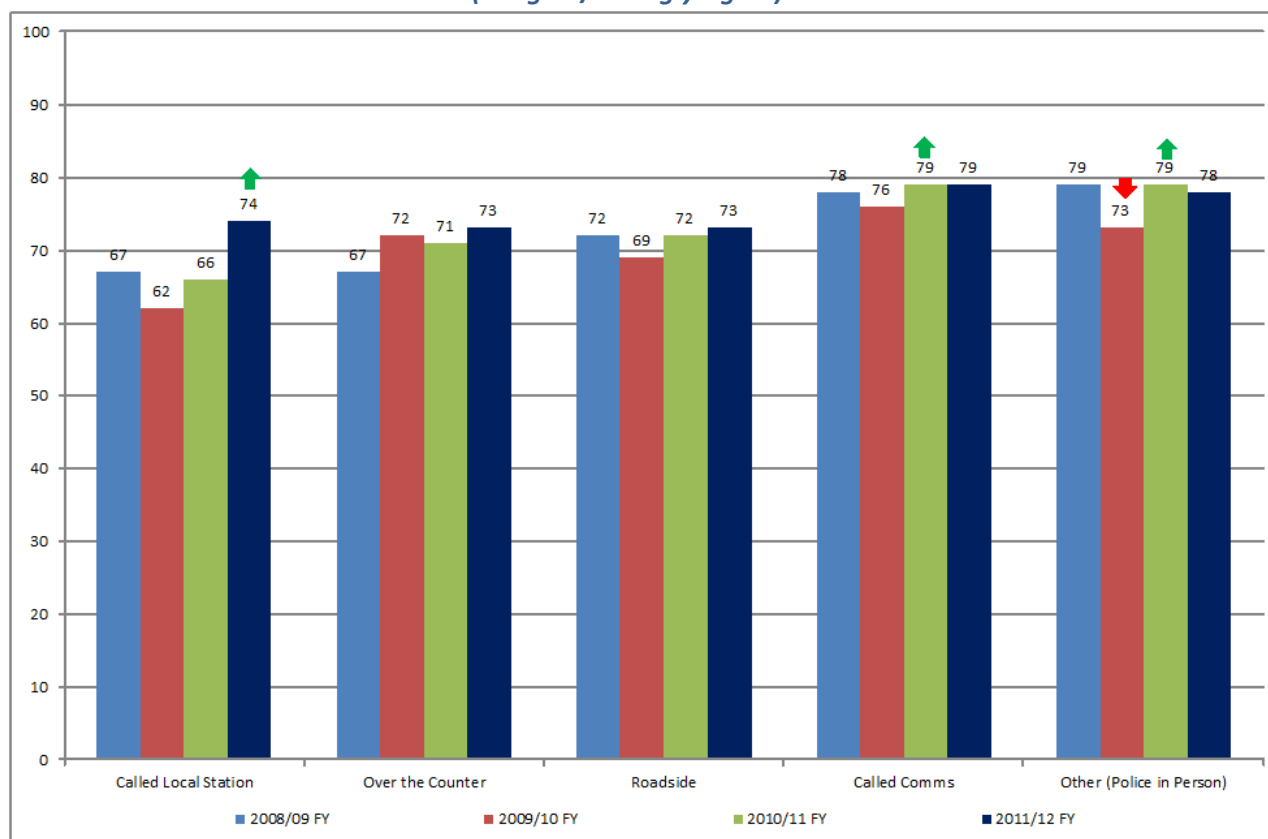
Red arrow indicates a significantly lower result than the total.

## 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 calling the local station (up from 66%, to 74%). This includes a statistically significant increase in the share *strongly agreeing* (up from 17% in 2010/11, to 32%).

In contrast, the share of those calling the Communications Centres to *strongly agree* has declined significantly – down from 33% in 2010/11, to 28%. (However it should be noted that the overall share of positive ratings for the Communications Centres has remained unchanged between the two survey waves at 79%.)

**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	11/12 FY	08/09 FY	09/10 FY	10/11 FY	11/12 FY	08/09 FY	09/10 FY	10/11 FY	11/12 FY	08/09 FY	09/10 FY	10/11 FY	11/12 FY	08/09 FY	09/10 FY	10/11 FY	11/12 FY
Strongly Agree	22	21	17	32	22	25	25	26	26	28	30	30	32	29	33	28	33	34	33	32
Agree	45	41	49	42	45	47	46	47	46	41	42	43	46	47	46	51	46	39	46	46
Neither/nor	17	25	22	15	17	18	18	14	12	14	16	14	13	14	13	14	12	15	11	12
Disagree	10	7	9	5	8	6	8	9	10	11	7	7	6	6	4	4	5	7	4	4
Strongly Disagree	4	5	3	5	7	3	2	2	6	5	4	5	2	2	2	1	4	4	4	5
Don't know	2	1	0	1	1	1	1	2	0	1	1	1	1	2	2	2	0	1	2	1
<b>Total Agree</b>	<b>67</b>	<b>62</b>	<b>66</b>	<b>74</b>	<b>67</b>	<b>72</b>	<b>71</b>	<b>73</b>	<b>72</b>	<b>69</b>	<b>72</b>	<b>73</b>	<b>78</b>	<b>76</b>	<b>79</b>	<b>79</b>	<b>79</b>	<b>73</b>	<b>79</b>	<b>78</b>
<b>Total Disagree</b>	<b>14</b>	<b>12</b>	<b>12</b>	<b>10</b>	<b>15</b>	<b>9</b>	<b>10</b>	<b>11</b>	<b>16</b>	<b>16</b>	<b>11</b>	<b>12</b>	<b>8</b>	<b>8</b>	<b>6</b>	<b>5</b>	<b>9</b>	<b>11</b>	<b>8</b>	<b>9</b>
Base	398	260	275	256	332	371	449	447	1106	1294	1513	1535	1433	1643	1683	1618	722	812	876	842

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

Among those respondents who *disagreed/strongly disagreed* that the service they received was an example of good value for tax dollars spent, the most frequently mentioned reasons for disagreeing include that Police have too much focus on revenue gathering/points (14%) and/or that the Police place too much emphasis on traffic and driving offences (11%). Other commonly mentioned reasons for disagreeing to some extent included that resources are spent in the wrong areas (9%), that Police are unfair/discriminating/don't give warnings (8%) and/or that Police never actually solve crimes/resolve issues (8%).

When compared with 2010/11, 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 emphasis on traffic and driving (up from 7% last year, to 11%);
- Police never actually solve crimes/resolve issues (up from 3% in 2010/11, to 8%);
- that staff have a bad attitude (up from 2%, to 5%); and/or
- do not have trust and confidence in the Police/don't believe in their ability (up from <1% in 2010/11, to 3%).

In contrast, there has been a statistically significant decline in the share mentioning they gave a negative rating because there is too much focus on gathering revenue (down from 20% in 2010/11, to 14%).

**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)	2011/12 FY (10%, n=393)	2010/11 FY (n=4694)
Too much focus on gathering revenue/points	7	14	20	14	1
Too much emphasis on traffic and driving	12	14	7	11	1
Resources spent in wrong area – not targeting right priorities	5	6	11	9	1
Police are unfair/discriminating/don't give warnings	1	4	6	8	1
Never actually solve crimes/resolve issues – ineffective or waste of time	5	5	3	8	1
Don't respond/never turn up/don't help/no action taken/slow	10	11	9	6	<1
Staff have a bad attitude – rude/negative/arrogant/intimidating	4	4	2	5	<1
Low-quality Police officers – unprofessional/incompetent/lack knowledge	3	6	3	4	<1
Poor organisation/poor service	4	4	3	4	<1

	Respondents who Disagree				All Respondents
	2008/09 FY (13%, n=454)	2009/10 FY (13%, n=486)	2010/11 FY (10%, n=436)	2011/12 FY (10%, n=393)	2010/11 FY (n=4694)
Too many Police sent/at checkpoint	2	3	5	3	<1
Don't have trust or confidence in the Police/don't believe in their ability/untrustworthy	1	2	<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 2011/12 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 (28%, compared with 7% of all other respondents);
- whose point of contact was on the roadside (23%, compared with 2% of all other respondents); and/or
- aged between 35 and 44 years (18%, compared with 9% of all other respondents).

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

- whose reason for contact was a traffic offence (19%, compared with 7% of all other respondents); and/or
- whose point of contact was on the roadside (19%, compared with 1% of all other respondents).

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

- living in Central District (19%, compared with 8% of all other respondents);
- whose reason for contact was a traffic offence (14%, compared with 7% of all other respondents); and/or
- whose point of contact was on the roadside (12%, compared with 4% of all other respondents).

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

- living in Wellington District (24%, compared with 6% of all other respondents); and/or
- aged between 25 and 34 years (15%, compared with 5% of all other respondents).

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

- living in Waitemata District (28%, compared with 5% of all other respondents);
- whose point of contact was in person (other than on the roadside or at a Police station) (14%, compared with 6% of all other respondents); and/or
- who are female (12%, compared with 6% of males).

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

- whose point of contact was calling the Communications Centres (20%, compared with 4% of all other respondents); and/or
- living in Canterbury District (18%, compared with 4% of all other respondents).

Respondents significantly more likely to mention **staff have a bad attitude** include those:

- living in Counties Manukau District (13%, compared with 4% of all other respondents);
- whose point of contact was in person (other than on the roadside or at a Police station) (12%, compared with 3% of all other respondents); and/or
- of Maori descent (9%, compared with 4% of all other respondents).

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

- whose reason for contact was suspect/perpetrator/bail reporting/prisoner enquiry/pickup or visit (12%, compared with 3% of all other respondents);
- aged between 35 and 44 years (12%, compared with 2% of all other respondents); and/or
- living in Waitemata District (10%, compared with 3% 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 (13%, compared with 2% of all other respondents); and/or
- living in Counties Manukau District (11%, compared with 3% of all other respondents).

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

- whose reason for contact was a traffic stop (11%, compared with 1% of all other respondents);
- aged between 25 and 34 years (6%, compared with 2% of all other respondents); and/or
- whose point of contact was on the roadside (6%, compared with 0% of all other respondents).

Respondents significantly more likely to mention that they **don't have trust or confidence in the Police/don't believe in their ability/untrustworthy** include those:

- whose reason for contact was suspect/perpetrator/bail reporting/prisoner enquiry/pickup or visit (11%, compared with 2% of all other respondents);
- living in Auckland City District (9%, compared with 2% of all other respondents); and/or
- of European descent (4%, compared with 1% 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, 83% of respondents mentioned that they had expected to receive either *good* or *very good* service. This result is stable when compared with the 2010/11 result (84%).

Only 4% of respondents said they had expected to receive *poor* or *very poor* service. However this is a statistically significant increase from 3% in 2010/11. Also of note is that the share expecting *very poor* service has increased from no mentions in 2010/11, to 1% (a statistically significant difference).

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

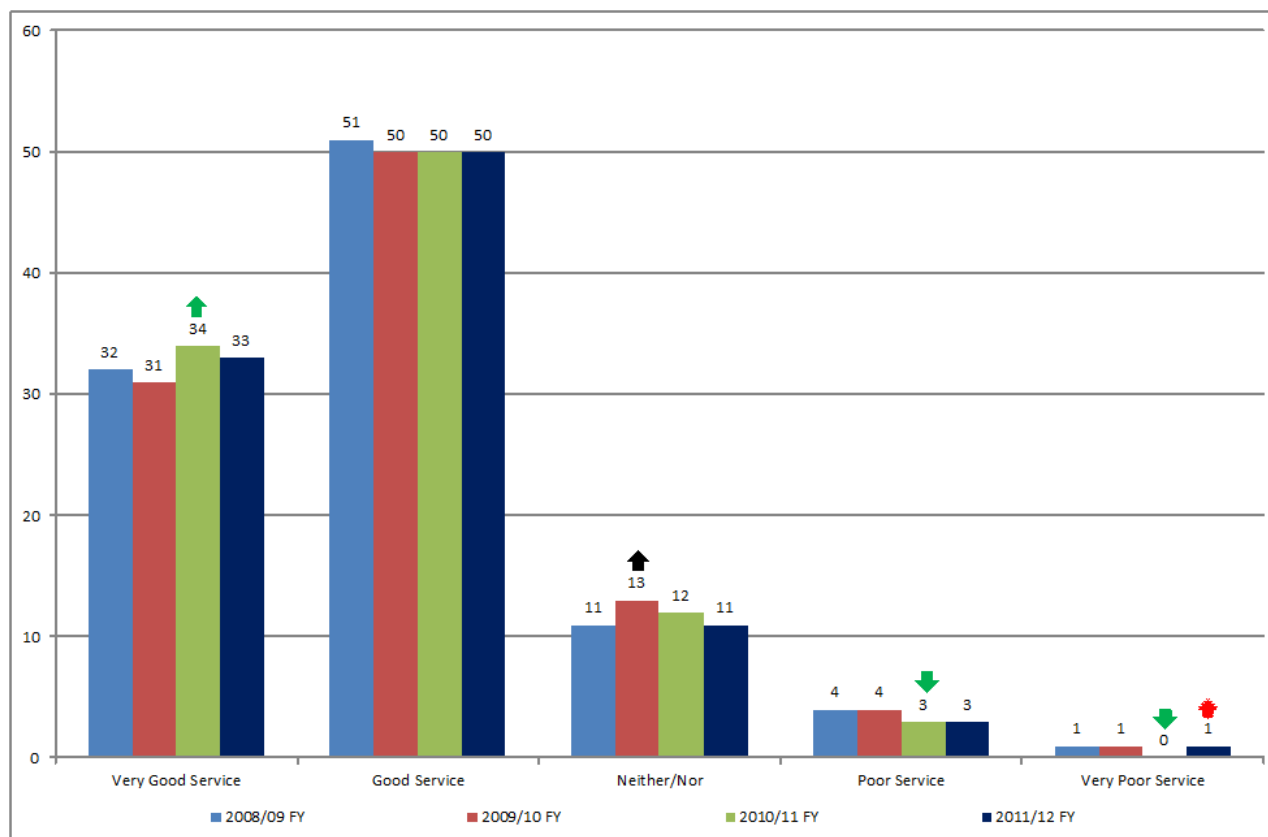
	2008/09 FY	2009/10 FY	2010/11 FY	2011/12 FY
Very Good Service	32	31	34	33
Good Service	51	50	50	50
Neither/Nor	11	13	12	11
Poor Service	4	4	3	3
Very Poor Service	1	1	0	1
Don't know	1	1	1	1
<b>Total Good/Very Good Service</b>	<b>83</b>	<b>81</b>	<b>84</b>	<b>83</b>
<b>Total Poor/Very Poor Service</b>	<b>5</b>	<b>5</b>	<b>3</b>	<b>4</b>
Mean Rating	4.09	4.07	4.15	4.14
Base	3936	4315	4784	4660

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, 2011/12 FY n=4660.

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 2011/12 FY

The following statistically significant differences for 2011/12 are evident at the total results level (combined 2011/12 results for General, Communications Centres and Māori Booster sample).

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

- whose reason for contact was a community activity (96%, compared with 83% of all other respondents);
- aged 55 years or older (90%, compared with 82% of all other respondents) or between 35 and 44 years (86%, compared with 83% of all other respondents);
- living in Central (88%, compared with 83% of all other respondents) or Canterbury (87%, compared with 83% of all other respondents) districts;
- whose reason for contact was a traffic stop (87%, compared with 82% of all other respondents); and/or
- of European descent (85%, compared with 81% of all other respondents).



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

- whose reason for contact was suspect/perpetrator/bail reporting/prisoner enquiry/pickup or visit (19%, compared with 3% of all other respondents);
- whose reason for contact was theft (7%, compared with 3% of all other respondents);
- whose reason for contact was a traffic offence (7%, compared with 3% of all other respondents);
- living in Auckland City District (6%, compared with 4% of all other respondents);
- aged between 16 and 34 years (6%, compared with 3% of all other respondents);
- whose point of contact was calling the Communications Centre (5%, compared with 3% of all other respondents); and/or
- whose point of contact was in person (other than on the roadside or at a Police station) (5%, compared with 3% of all other respondents);

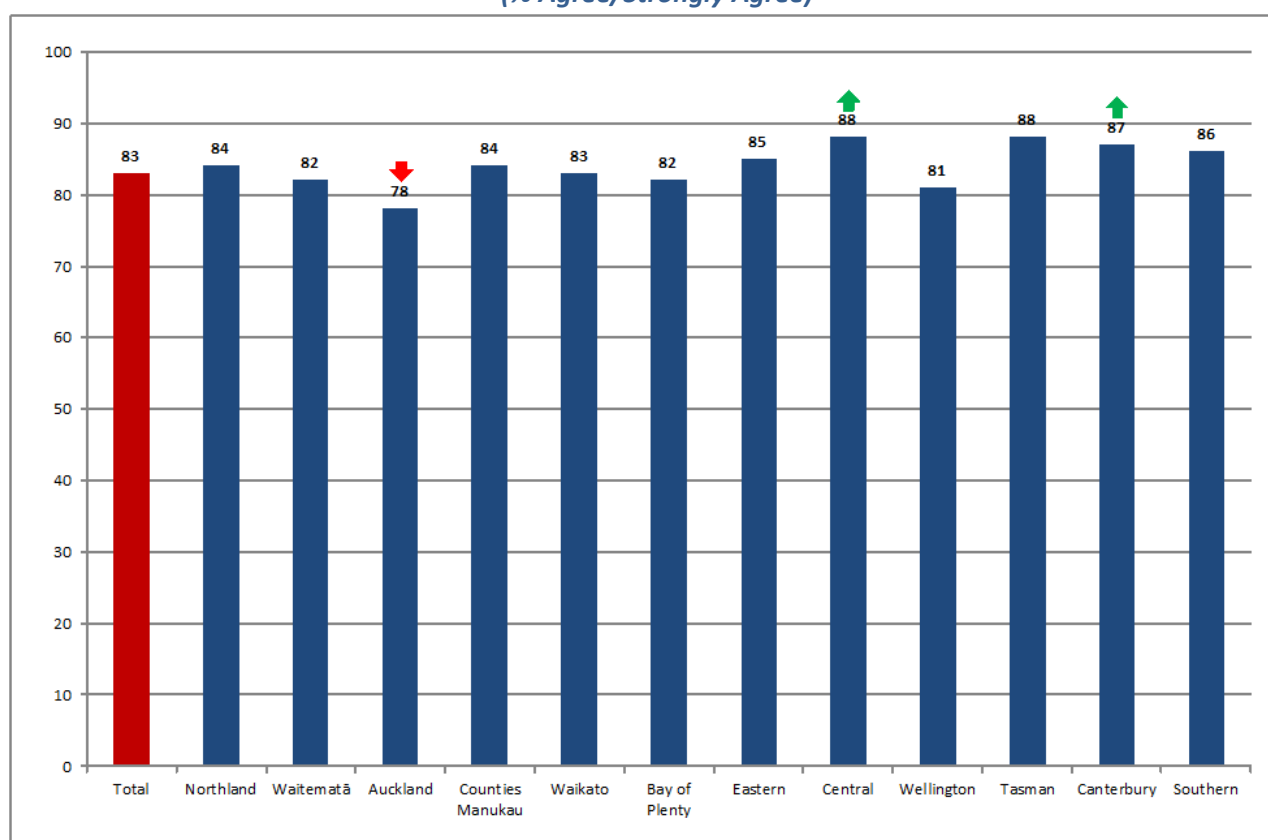
#### 4.7.3. Quality of Service Expected Before Contact with Police - Comparison by District

##### 1. 2011/12 FY

Before their contact with Police, the majority of respondents (83%) expected to receive *good* or *very good* service. In particular, those living in Central (88%) and Canterbury (87%) districts were statistically significantly more likely to expect to receive *good/very good* service. Expectations were also high for those living in Tasman District (88%, however this is not a statistically significantly higher rating).

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 2011/12 FY (% Agree/Strongly Agree)**



Base: All respondents, excluding 'not applicable' responses. Total 2011/12 FY n=4660; Northland n=325; Waitematā n=405; Auckland n=403; Counties n=451; Waikato n=481; Bay of Plenty n=427; Eastern n=368; Central n=385; Wellington n=466; Tasman n=318; Canterbury n=358; Southern n=273.

Green arrow indicates a significantly higher result than the total.

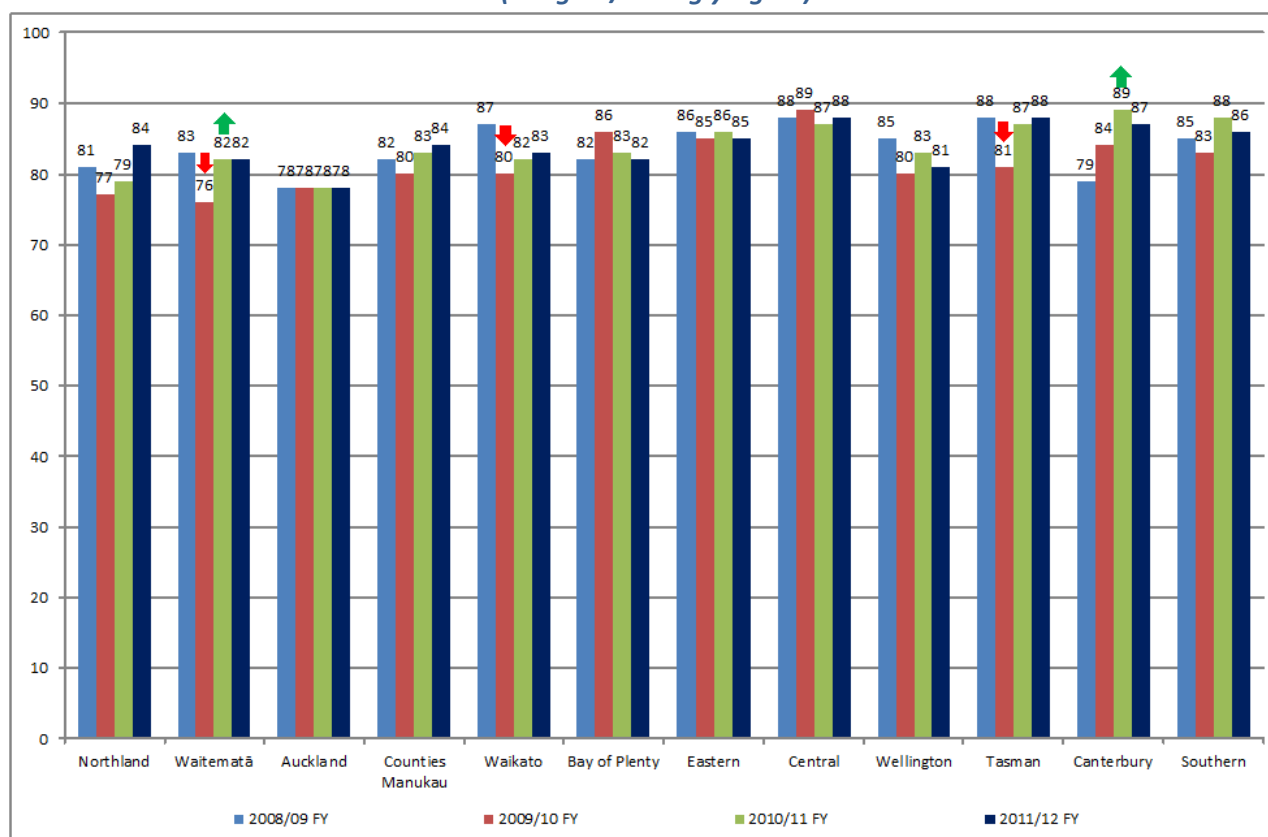
Red arrow indicates a significantly lower result than the total.

## 2. Changes Over Time

Between 2010/11 and 2011/12, there has been an increase in the proportion of respondents who expected *good/very good service* for those living in the Northland District (up from 79% expecting *good/very good service*, to 84%). However this is not a statistically significant change.

In contrast, the proportion of respondents expecting *poor/very poor service* increased for those living in Eastern District (up from 2%, to 6%).

**Figure 51: Quality of Service Expected Before Contact with Police - 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 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	11/ 12 FY	08/ 09 FY	09/ 10 FY	10/ 11 FY	11/ 12 FY	08/ 09 FY	09/ 10 FY	10/ 11 FY	11/ 12 FY	08/ 09 FY	09/ 10 FY	10/ 11 FY	11/ 12 FY	08/ 09 FY	09/ 10 FY	10/ 11 FY	11/ 12 FY	08/ 09 FY	09/ 10 FY	10/ 11 FY	11/ 12 FY
Very good service	36	28	29	34	32	27	31	33	29	29	29	27	29	29	31	33	30	29	32	31	33	34	32	38
Good service	45	49	50	50	51	49	51	49	49	49	49	51	53	51	52	51	57	51	50	52	49	52	51	44
Neither/nor	11	13	14	12	11	15	12	13	14	14	17	15	10	14	13	10	10	14	13	13	12	10	12	12
Poor service	6	6	4	1	3	7	5	3	7	6	4	3	7	4	2	3	2	5	4	3	5	2	3	4
Very poor service	1	3	1	1	1	1	0	1	1	1	0	3	1	1	1	2	1	0	0	1	0	1	1	1
Don't know	1	1	2	1	2	1	1	1	0	1	1	1	0	1	1	1	0	1	1	0	1	1	1	1
<b>Total good service</b>	<b>81</b>	<b>77</b>	<b>79</b>	<b>84</b>	<b>83</b>	<b>76</b>	<b>82</b>	<b>82</b>	<b>78</b>	<b>78</b>	<b>78</b>	<b>78</b>	<b>82</b>	<b>80</b>	<b>83</b>	<b>84</b>	<b>87</b>	<b>80</b>	<b>82</b>	<b>83</b>	<b>82</b>	<b>86</b>	<b>83</b>	<b>82</b>
<b>Total poor service</b>	<b>7</b>	<b>9</b>	<b>5</b>	<b>3</b>	<b>4</b>	<b>8</b>	<b>5</b>	<b>4</b>	<b>8</b>	<b>7</b>	<b>4</b>	<b>6</b>	<b>8</b>	<b>5</b>	<b>3</b>	<b>5</b>	<b>3</b>	<b>5</b>	<b>4</b>	<b>4</b>	<b>5</b>	<b>3</b>	<b>4</b>	<b>5</b>
Base	292	303	366	325	331	366	405	405	401	395	442	403	385	428	459	451	331	420	474	481	331	265	435	427

## (Part 2)

	Eastern				Central				Wellington				Tasman				Canterbury				Southern			
	08/ 09 FY	09/ 10 FY	10/ 11 FY	11/ 12 FY	08/ 09 FY	09/ 10 FY	10/ 11 FY	11/ 12 FY	08/ 09 FY	09/ 10 FY	10/ 11 FY	11/ 12 FY	08/ 09 FY	09/ 10 FY	10/ 11 FY	11/ 12 FY	08/ 09 FY	09/ 10 FY	10/ 11 FY	11/ 12 FY	08/ 09 FY	09/ 10 FY	10/ 11 FY	11/ 12 FY
Very good service	33	31	34	34	34	40	38	36	35	33	31	33	35	27	36	34	29	33	45	34	34	33	31	38
Good service	53	54	52	51	54	49	49	52	50	47	52	48	53	54	51	54	50	51	44	53	51	50	57	48
Neither/nor	9	8	11	8	7	7	7	9	9	15	14	14	9	13	10	9	14	12	9	10	10	11	10	9
Poor service	3	5	2	6	3	3	4	2	5	4	3	2	2	5	2	1	5	2	1	1	3	4	2	3
Very poor service	1	1	0	0	1	0	1	0	1	1	0	1	1	1	0	1	1	2	0	0	1	1	0	0
Don't know	1	1	1	1	1	1	1	1	0	0	0	2	0	0	1	1	1	0	1	2	1	1	0	2
<b>Total good service</b>	<b>86</b>	<b>85</b>	<b>86</b>	<b>85</b>	<b>88</b>	<b>89</b>	<b>87</b>	<b>88</b>	<b>85</b>	<b>80</b>	<b>83</b>	<b>81</b>	<b>88</b>	<b>81</b>	<b>87</b>	<b>88</b>	<b>79</b>	<b>84</b>	<b>89</b>	<b>87</b>	<b>85</b>	<b>83</b>	<b>88</b>	<b>86</b>
<b>Total poor service</b>	<b>4</b>	<b>6</b>	<b>2</b>	<b>6</b>	<b>4</b>	<b>3</b>	<b>5</b>	<b>2</b>	<b>6</b>	<b>5</b>	<b>3</b>	<b>3</b>	<b>3</b>	<b>6</b>	<b>2</b>	<b>2</b>	<b>6</b>	<b>4</b>	<b>1</b>	<b>1</b>	<b>4</b>	<b>5</b>	<b>2</b>	<b>3</b>
Base	269	279	344	368	292	346	386	385	373	443	450	466	240	239	284	318	399	408	408	358	292	323	331	273

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.

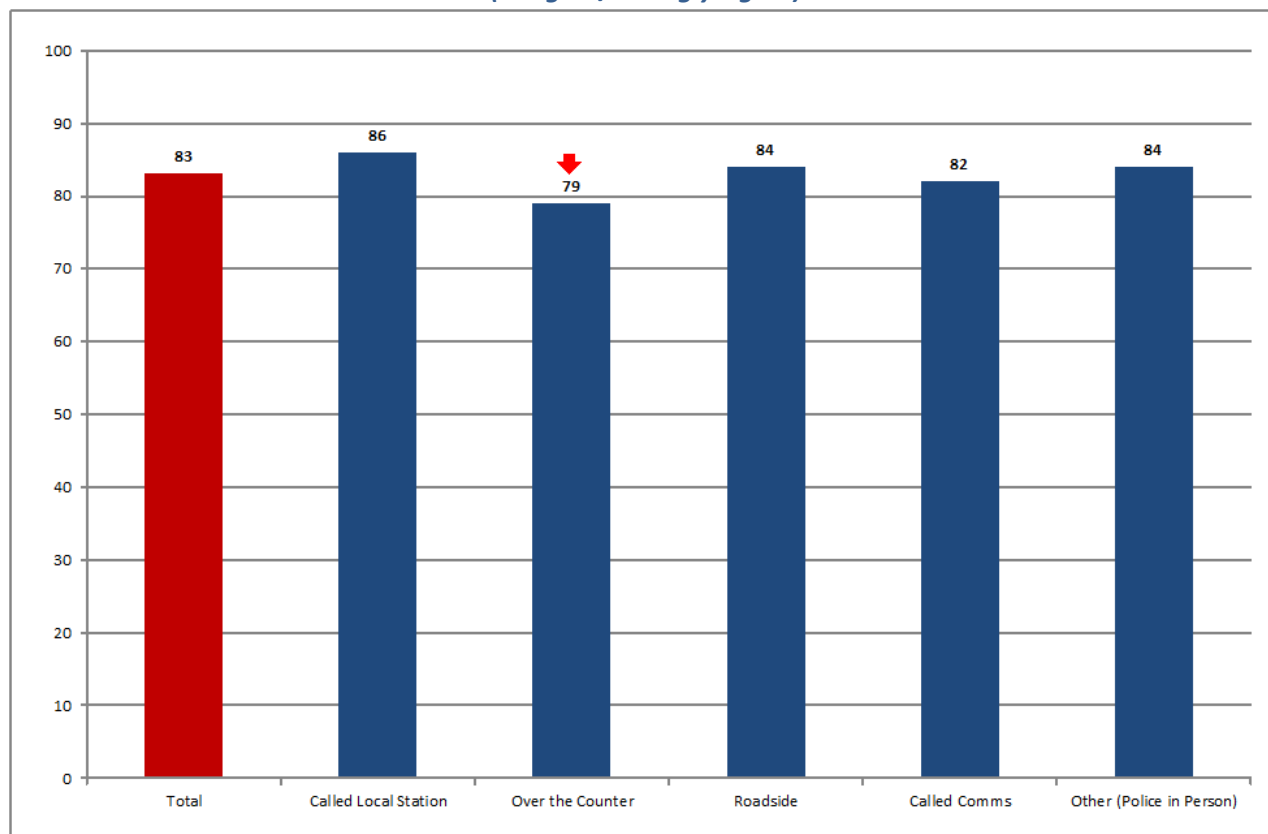
Red highlighting denotes a statistically significant negative change from the previous survey wave.

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

##### 1. 2011/12 FY

Expectations before contact with the Police were significantly lower for those who had contact over the counter at their local Police station (79% expecting *good/very good service*) than for all other points of contact.

**Figure 52: Quality of Service Expected Before Contact with Police - by Point of Contact in the 2011/12 FY (% Agree/Strongly Agree)**



Base: All respondents, excluding 'not applicable' responses. Total 2011/12 FY n=4664; Called local station n=256; Over the counter n=448; Roadside n=1526; Called the Communications Centres n=1592; Other (Police in person) n=842.

Red arrow indicates a significantly lower result than the total.

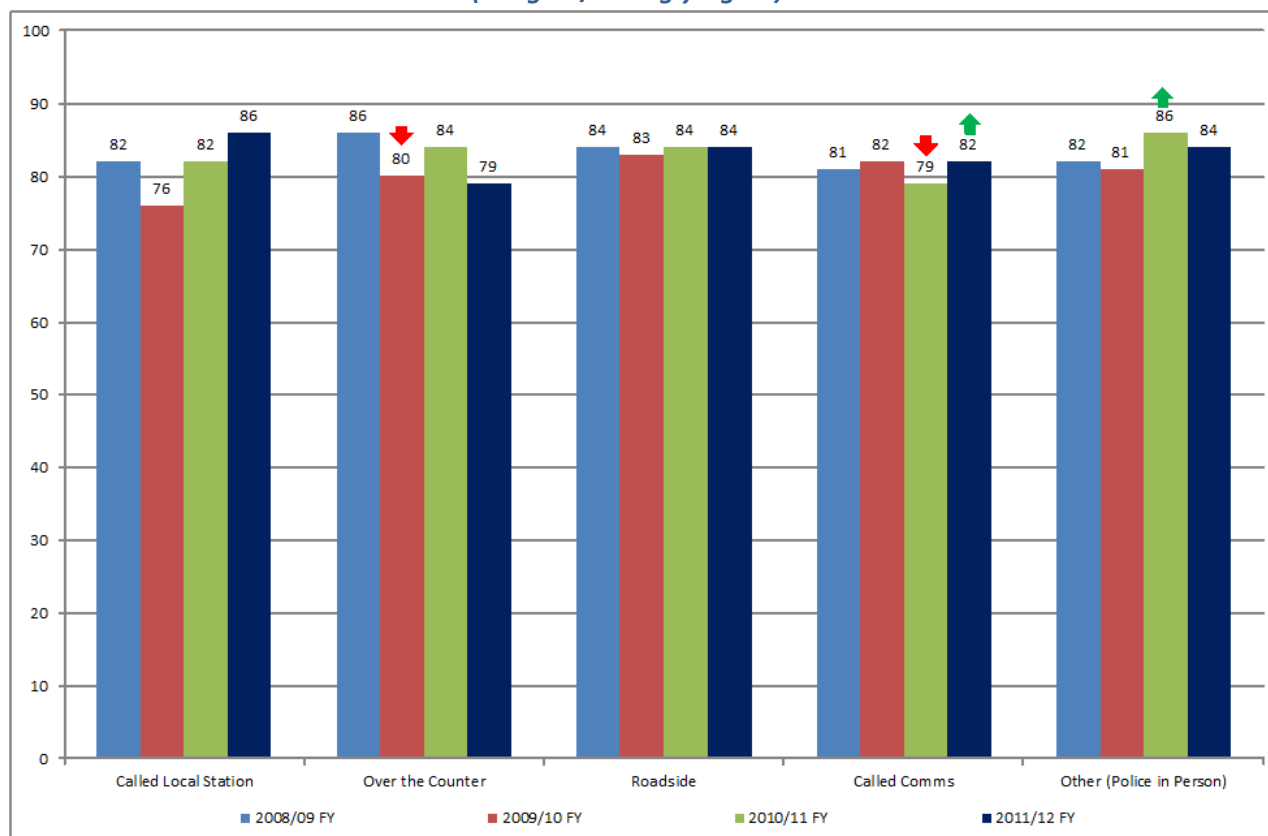
## 2. Changes Over Time

The proportion of respondents who expected *good/very good* service increased significantly between 2010/11 and 2011/12 for those whose point of contact was calling the Communications Centre (after declining to 79% last year, the share with high expectations are up to 82%).

In contrast, negative expectations increased in 2011/12 for those who had contact with Police in person (other than at the roadside or local station) (those expecting *poor/very poor service* up from 3%, to 5%).

Also of note is that the proportion of respondents who expected *very good service* increased significantly among those whose point of contact was over the counter at the local station (up from 27% in 2010/11, to 33%).

**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	11/12 FY	08/09 FY	09/10 FY	10/11 FY	11/12 FY	08/09 FY	09/10 FY	10/11 FY	11/12 FY	08/09 FY	09/10 FY	10/11 FY	11/12 FY	08/09 FY	09/10 FY	10/11 FY	11/12 FY
Very good service	30	26	32	28	26	28	27	33	33	34	35	35	31	31	31	32	33	31	35	31
Good service	52	50	50	58	60	52	57	46	51	49	49	49	50	51	48	50	49	50	51	53
Neither/nor	10	12	14	9	11	13	12	16	11	13	12	12	11	11	14	11	11	12	10	10
Poor service	6	12	3	1	2	5	3	3	3	2	3	2	6	5	5	4	6	5	3	4
Very poor service	2	0	1	2	0	1	0	1	1	1	0	1	2	1	1	1	1	1	0	1
Don't know	0	0	0	2	1	1	1	1	1	1	1	1	0	1	1	2	0	1	1	1
<b>Total good service</b>	<b>82</b>	<b>76</b>	<b>82</b>	<b>86</b>	<b>86</b>	<b>80</b>	<b>84</b>	<b>79</b>	<b>84</b>	<b>83</b>	<b>84</b>	<b>84</b>	<b>81</b>	<b>82</b>	<b>79</b>	<b>82</b>	<b>82</b>	<b>81</b>	<b>86</b>	<b>84</b>
<b>Total poor service</b>	<b>8</b>	<b>12</b>	<b>4</b>	<b>3</b>	<b>2</b>	<b>6</b>	<b>3</b>	<b>4</b>	<b>4</b>	<b>3</b>	<b>3</b>	<b>3</b>	<b>8</b>	<b>6</b>	<b>6</b>	<b>5</b>	<b>7</b>	<b>6</b>	<b>3</b>	<b>5</b>
Base	394	258	277	256	327	368	447	448	1090	1277	1512	1526	1408	1618	1678	1592	717	794	870	842

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, nine out of ten respondents (90%) said the service they received was *about the same/better/much better* than they had expected, including 32% mentioning that it was *better* (22%) or *much better* (10%) than expected. These results are stable when compared with those achieved in 2010/11 (89% *same/better/much better*; 31% *better/much better*).

Ten percent of respondents said that the service they received was *worse* (7%) or *much worse* (3%) than expected (unchanged when compared with 2010/11 results).

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

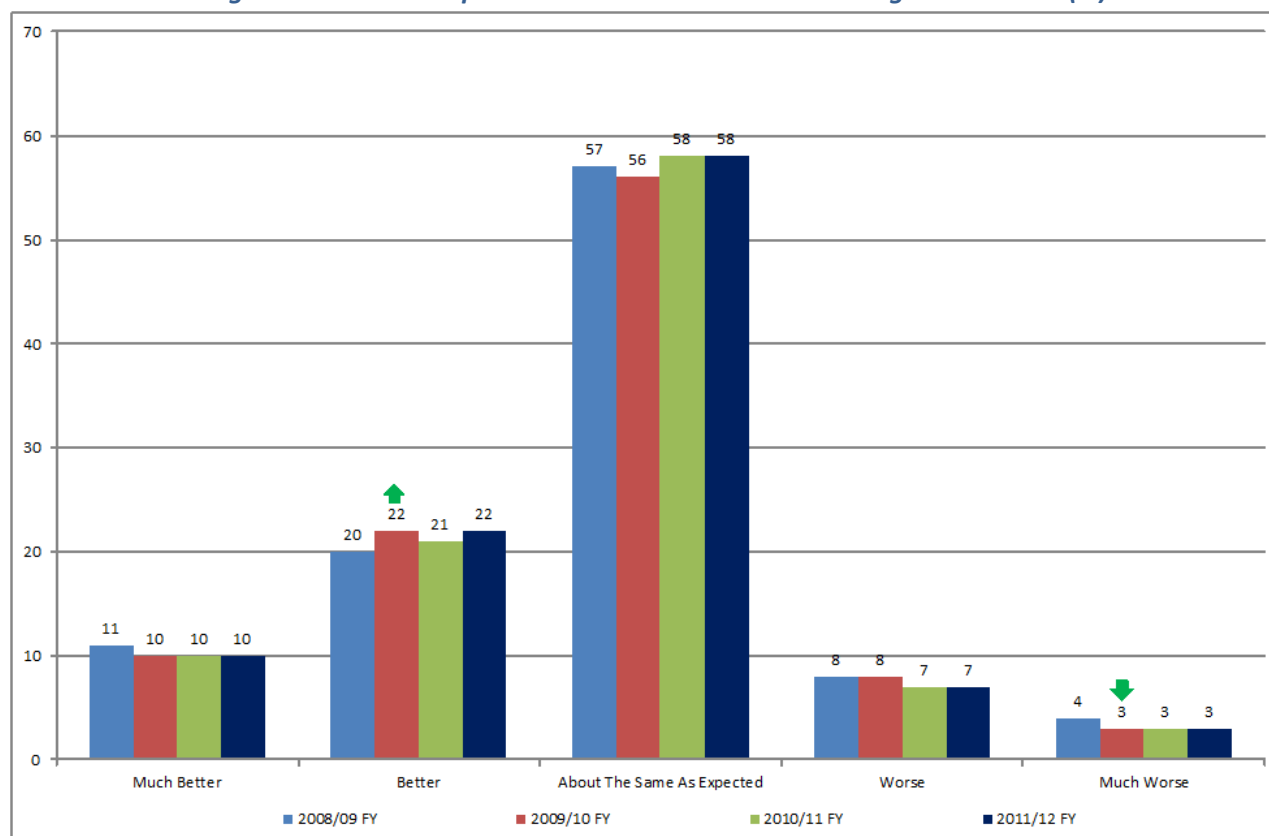
	2008/09 FY	2009/10 FY	2010/11 FY	2011/12 FY
Much Better	11	10	10	10
Better	20	22	21	22
About The Same As Expected	57	56	58	58
Worse	8	8	7	7
Much Worse	4	3	3	3
Don't know	0	1	1	0
<b>Total Better/Much Better</b>	<b>31</b>	<b>32</b>	<b>31</b>	<b>32</b>
<b>Total Better/Much Better/Same</b>	<b>88</b>	<b>88</b>	<b>89</b>	<b>90</b>
<b>Total Worse/Much Worse</b>	<b>12</b>	<b>11</b>	<b>10</b>	<b>10</b>
Mean Rating	3.27	3.30	3.29	3.30
Base	3936	4311	4757	4589

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, 2011/12 FY n=4589.

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

#### 4.8.2. Service Expectations Met or Exceeded - Significant Differences for the 2011/12 FY

The following statistically significant differences for 2011/12 are evident at the total results level (combined 2011/12 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 to follow up on a previous enquiry (42%, compared with 32% of all other respondents);
- of Pacific Island (41%, compared with 32% of all other respondents) or Maori (36%, compared with 31% of all other respondents) descent;
- living in Canterbury District (40%, compared with 31% of all other respondents);
- whose point of contact was in person (other than on the roadside or at a Police station) (40%, compared with 30% of all other respondents);
- whose point of contact was calling the Communications Centres (38%, compared with 31% of all other respondents);
- whose reason for contact was burglary (38%, compared with 32% of all other respondents); and/or
- aged between 16 and 24 years (36%, compared with 32% of all other respondents).

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

- whose reason for contact was suspect/perpetrator/bail reporting/prisoner enquiry/pickup or visit (24%, 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 (18%, compared with 9% of all other respondents) or over the counter (15%, compared with 9% of all other respondents);
- whose reason for contact was assault (16%, compared with 9% of all other respondents);
- whose reason for contact was burglary (15%) or theft (14%) (compared with 9% of all other respondents);
- living in the Eastern (14%, compared with 10% of all other respondents) or Counties Manukau (13%, compared with 9% of all other respondents) districts;
- aged between 16 and 34 years (14%, compared with 9% of all other respondents); and/or
- who are male (11%, compared with 9% of female respondents).

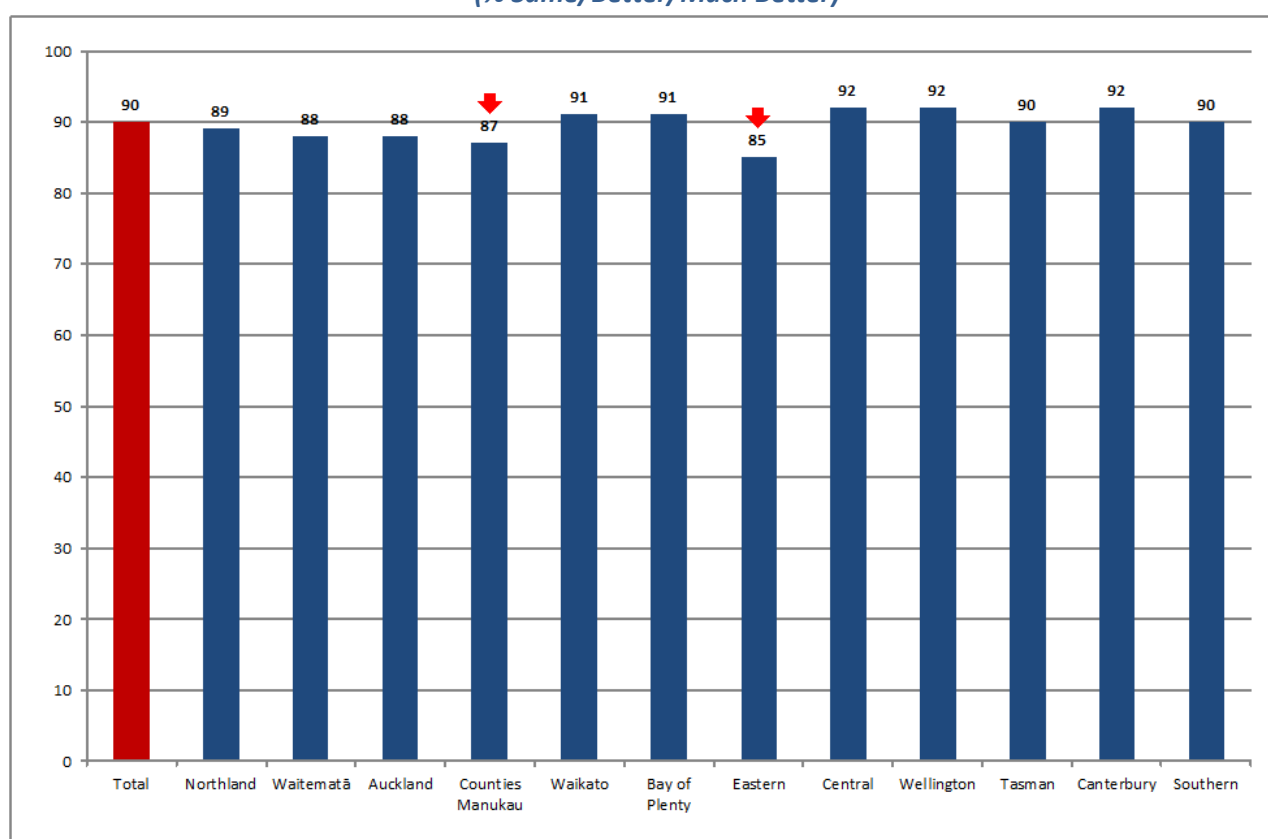
#### 4.8.3. Service Expectations Met or Exceeded - Comparison by District

##### 1. 2011/12 FY

Ninety percent of respondents reported that the service they received either *met* or *exceeded* their expectations. Respondents living in Central, Wellington and Canterbury districts (92%) were the most likely to have had their expectations *met* or *exceeded* (however these results are not statistically significantly higher).

In contrast, respondents from Eastern (85%) and Counties Manukau (87%) districts were statistically significantly less likely to say that their expectations were *met* or *exceeded*.

**Figure 55: Service Expectations Met or Exceeded - by District in the 2011/12 FY**  
(% Same/Better/Much Better)



Base: All respondents, excluding 'not applicable' responses. Total 2011/12 FY n=4589; Northland n=321; Waitematā n=400; Auckland n=396; Counties n=446; Waikato n=478; Bay of Plenty n=418; Eastern n=363; Central n=380; Wellington n=455; Tasman n=313; Canterbury n=353; Southern n=266.

Red arrow indicates a significantly lower result than the total.

## 2. Changes Over Time

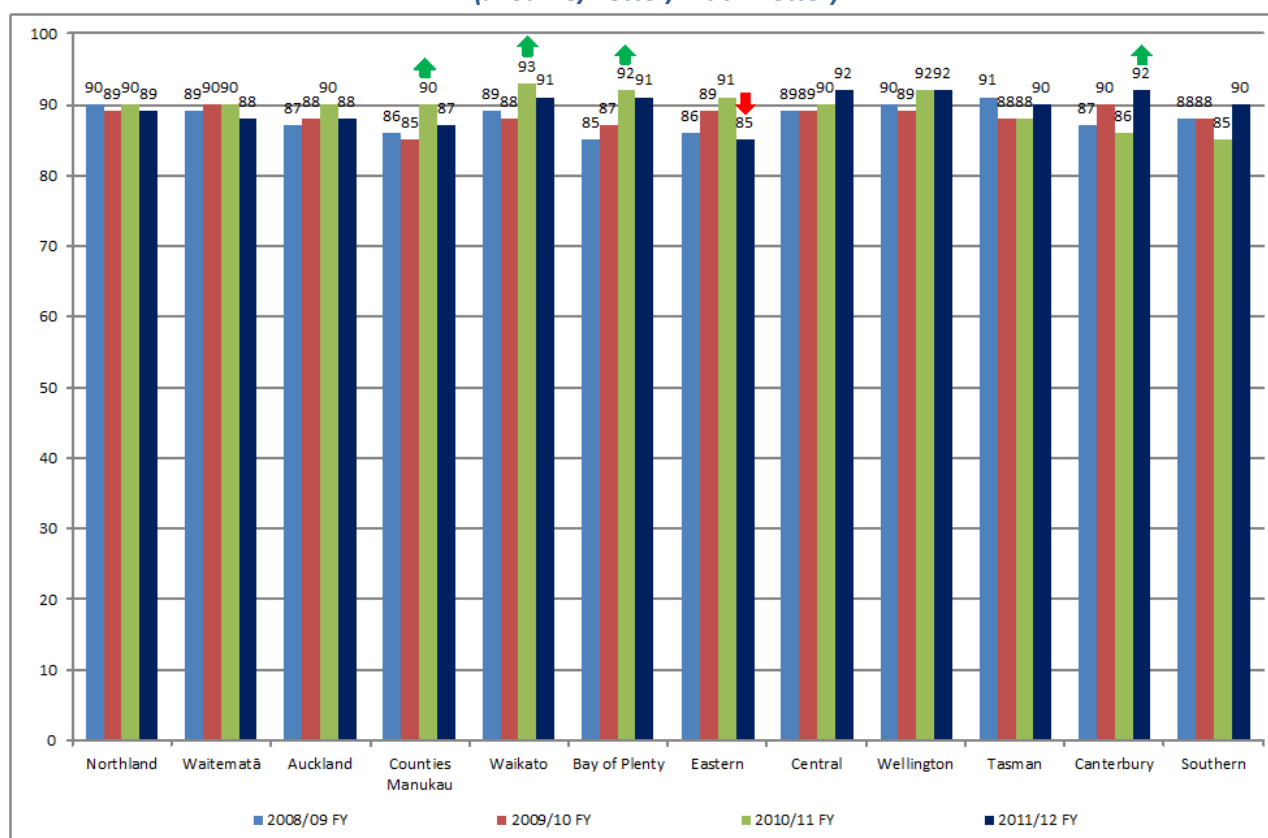
In the 2011/12 survey wave there have been a number of positive changes in ratings for Canterbury District, including statistically significant changes in the proportion of respondents:

- who received *the same/better/much better service than expected* (up from 86%, to 92%);
- who received *better/much better service than expected* (up from 25%, to 40%);
- who received *worse/much worse service than expected* (down from 14%, to 8%).

Also of note has been a statistically significant decline in the share receiving *worse/much worse service than expected* in the Southern District (down from 14% in 2010/11, to 8%).

In contrast, Eastern District had a significant decline in the share of respondents who received the *same/better/much better service than expected* (down from 91% in 2010/11, to 85%), and a significant increase in the share of respondents who received *worse/much worse service than expected* (up from 9%, to 14%). Also of note was that the share of respondents living in the Auckland City District stating that the service they received was *better* or *much better* declined significantly this year (down from 38%, to 30%).

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



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

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

Red arrow indicates a significantly lower 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	11/ 12 FY	08/ 09 FY	09/ 10 FY	10/ 11 FY	11/ 12 FY	08/ 09 FY	09/ 10 FY	10/ 11 FY	11/ 12 FY	08/ 09 FY	09/ 10 FY	10/ 11 FY	11/ 12 FY	08/ 09 FY	09/ 10 FY	10/ 11 FY	11/ 12 FY	08/ 09 FY	09/ 10 FY	10/ 11 FY	11/ 12 FY
Much better than expected	10	10	10	10	8	11	11	9	10	10	11	11	16	13	13	13	10	9	10	11	14	9	14	8
Better than expected	24	21	18	23	20	23	22	21	19	25	27	19	18	23	25	23	24	20	21	20	17	22	22	23
About the same as expected	56	58	62	56	61	56	57	58	58	53	52	58	52	49	52	51	55	59	62	60	54	56	56	60
Worse than expected	7	7	7	7	7	6	8	8	9	9	6	7	9	11	8	7	8	10	5	7	10	9	7	6
Much worse than expected	2	3	2	4	4	3	1	3	4	2	4	5	5	3	2	6	2	1	2	2	4	4	1	3
Don't know	1	1	1	0	0	1	1	1	0	1	0	0	0	1	0	0	1	1	0	0	1	0	0	0
<b>Total better than expected</b>	<b>34</b>	<b>31</b>	<b>28</b>	<b>33</b>	<b>28</b>	<b>34</b>	<b>33</b>	<b>30</b>	<b>29</b>	<b>35</b>	<b>38</b>	<b>30</b>	<b>34</b>	<b>36</b>	<b>38</b>	<b>36</b>	<b>34</b>	<b>29</b>	<b>31</b>	<b>31</b>	<b>31</b>	<b>31</b>	<b>36</b>	<b>31</b>
<b>Total much better/better/same as expected</b>	<b>90</b>	<b>89</b>	<b>90</b>	<b>89</b>	<b>89</b>	<b>90</b>	<b>90</b>	<b>88</b>	<b>87</b>	<b>88</b>	<b>90</b>	<b>88</b>	<b>86</b>	<b>85</b>	<b>90</b>	<b>87</b>	<b>89</b>	<b>88</b>	<b>93</b>	<b>91</b>	<b>85</b>	<b>87</b>	<b>92</b>	<b>91</b>
<b>Total worse than expected</b>	<b>9</b>	<b>10</b>	<b>9</b>	<b>11</b>	<b>11</b>	<b>9</b>	<b>9</b>	<b>11</b>	<b>13</b>	<b>11</b>	<b>10</b>	<b>12</b>	<b>14</b>	<b>14</b>	<b>10</b>	<b>13</b>	<b>10</b>	<b>11</b>	<b>7</b>	<b>9</b>	<b>14</b>	<b>13</b>	<b>8</b>	<b>9</b>
Base	291	302	364	321	331	366	400	400	402	395	440	396	385	428	458	446	331	419	474	478	332	365	431	418

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	11/ 12 FY	08/ 09 FY	09/ 10 FY	10/ 11 FY	11/ 12 FY	08/ 09 FY	09/ 10 FY	10/ 11 FY	11/ 12 FY	08/ 09 FY	09/ 10 FY	10/ 11 FY	11/ 12 FY	08/ 09 FY	09/ 10 FY	10/ 11 FY	11/ 12 FY	08/ 09 FY	09/ 10 FY	10/ 11 FY	11/ 12 FY
Much better than expected	13	10	7	10	12	11	7	8	9	7	9	10	9	11	11	9	12	11	9	14	6	11	10	9
Better than expected	25	21	27	20	20	19	19	22	22	26	21	22	21	23	19	23	19	23	16	26	21	19	20	21
About the same as expected	48	58	57	55	57	59	64	62	59	56	62	60	61	54	58	58	56	56	61	52	61	58	55	60
Worse than expected	9	8	6	12	8	9	5	6	8	8	4	7	7	7	7	7	8	7	10	5	9	8	9	7
Much worse than expected	5	3	3	2	2	2	4	2	2	2	3	1	1	3	5	3	5	3	4	3	3	3	5	1
Don't know	0	0	0	1	1	0	1	0	0	1	1	0	1	2	0	0	0	0	0	0	0	1	1	2
<b>Total better than expected</b>	<b>38</b>	<b>31</b>	<b>34</b>	<b>30</b>	<b>32</b>	<b>30</b>	<b>26</b>	<b>30</b>	<b>31</b>	<b>33</b>	<b>30</b>	<b>32</b>	<b>30</b>	<b>34</b>	<b>30</b>	<b>32</b>	<b>31</b>	<b>34</b>	<b>25</b>	<b>40</b>	<b>27</b>	<b>30</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>85</b>	<b>89</b>	<b>89</b>	<b>90</b>	<b>92</b>	<b>90</b>	<b>89</b>	<b>92</b>	<b>92</b>	<b>91</b>	<b>88</b>	<b>88</b>	<b>90</b>	<b>87</b>	<b>90</b>	<b>86</b>	<b>92</b>	<b>88</b>	<b>88</b>	<b>85</b>	<b>90</b>
<b>Total worse than expected</b>	<b>14</b>	<b>11</b>	<b>9</b>	<b>14</b>	<b>10</b>	<b>11</b>	<b>9</b>	<b>8</b>	<b>10</b>	<b>10</b>	<b>7</b>	<b>8</b>	<b>8</b>	<b>10</b>	<b>12</b>	<b>10</b>	<b>13</b>	<b>10</b>	<b>14</b>	<b>8</b>	<b>12</b>	<b>11</b>	<b>14</b>	<b>8</b>
Base	270	279	342	363	291	346	383	380	372	443	450	455	240	238	281	313	399	408	403	353	292	322	331	266

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

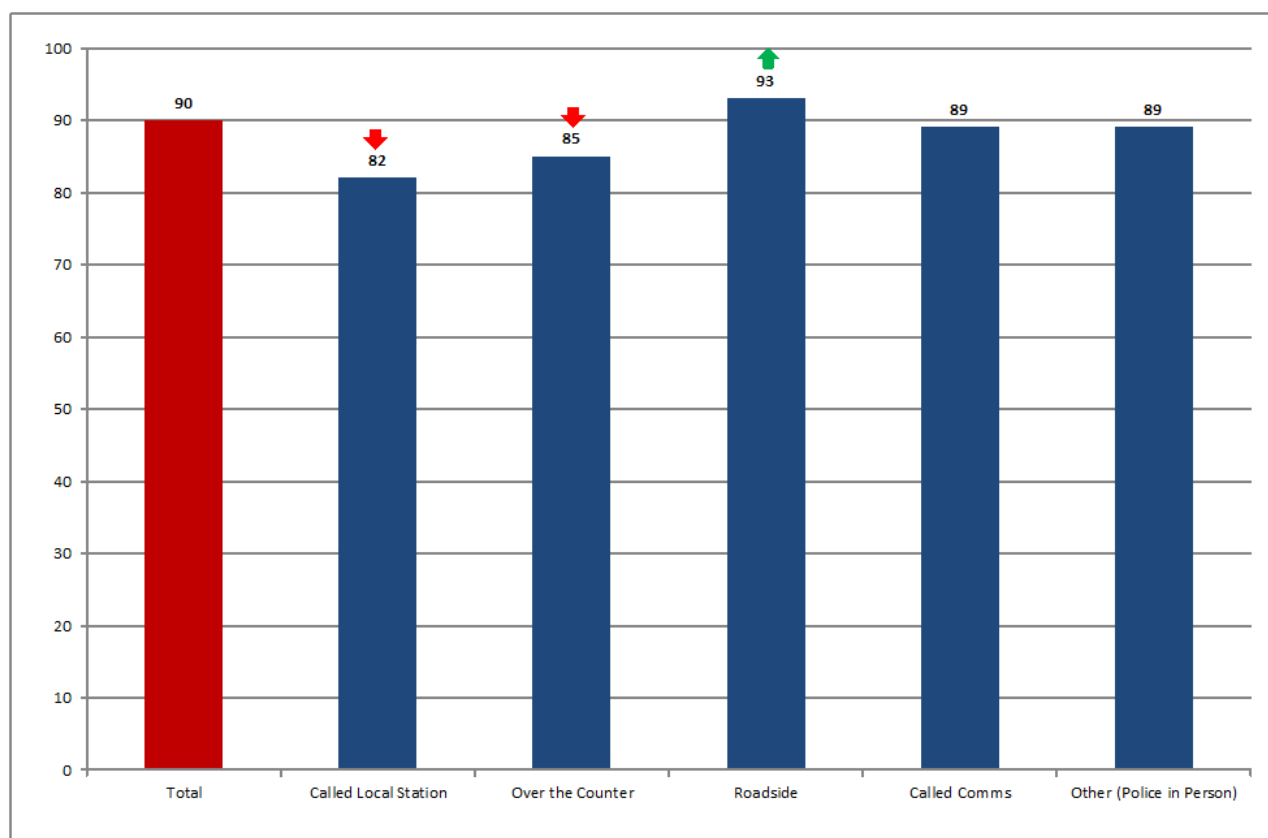
##### 1. 2011/12 FY

As the graph below shows, respondents who had a roadside interaction were significantly more likely to report that the service they received was either the *same/better/much better* than what they expected (93%). However, it should be noted that for roadside contact, the combined rating for the two top measures for exceeding service expectations (28% saying it was *better* and *much better* than expected) was a significantly lower share than for all other points of contact (32%). Two thirds of respondents (65%) said the service received on the roadside was *about the same as expected*.

Also of note is that 40% of those whose point of contact was in person (other than on the roadside or at a Police station) and 38% of those who called the Communications Centres 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 (82%) or going in (85%) 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 2011/12 FY  
(% Same/Better/Much Better)**



Base: All respondents, excluding 'not applicable' responses. Total 2011/12 FY n=4592; Called local station n=250; Over the counter n=443; Roadside n=1506; Called the Communications Centres n=1563; Other (Police in person) n=830.

Green arrow indicates a significantly higher result than the total.

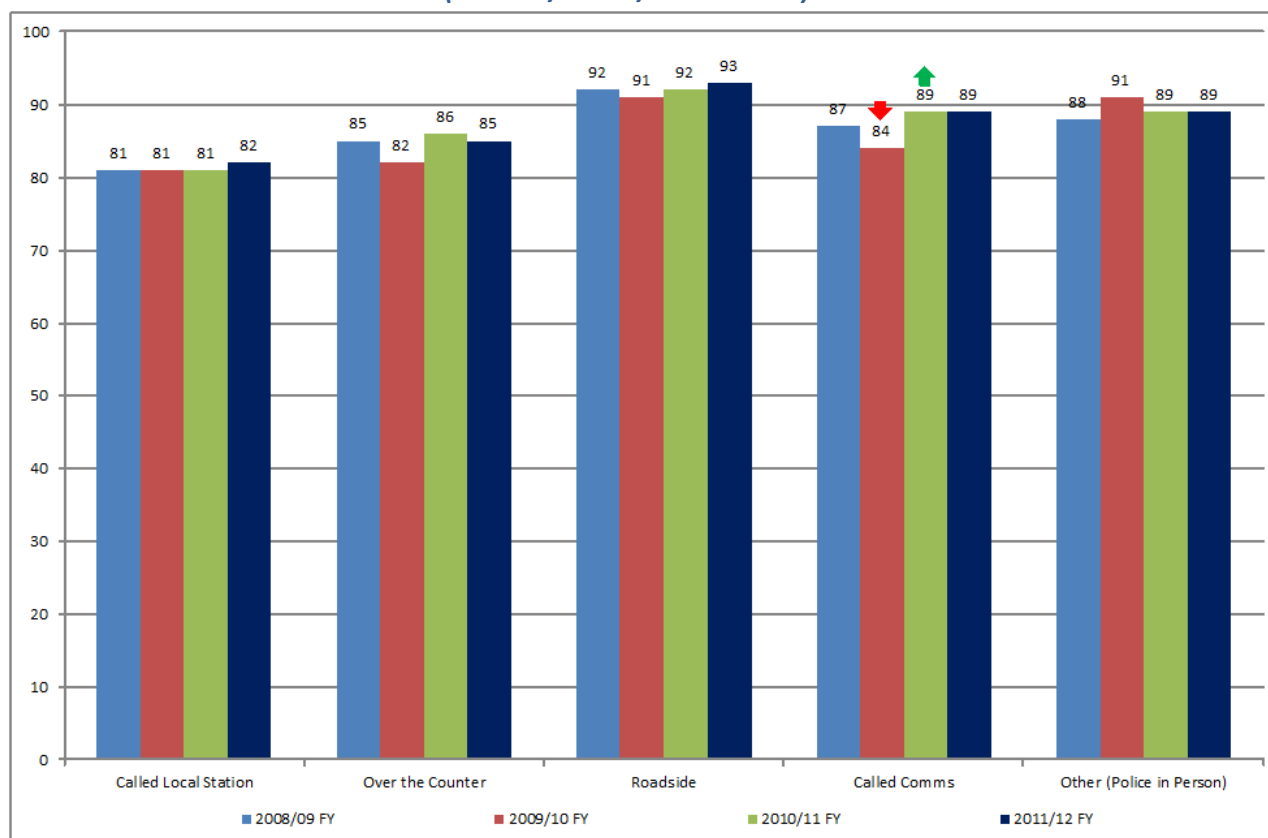
Red arrow indicates a significantly lower result than the total.

## 2. Changes Over Time

The proportion of respondents who received *the same/much better/better service than expected* remained stable across all points of contact in 2011/12. However, 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 increased significantly between 2010/11 (when the share decrease significantly) and 2011/12 (up from 35%, to 40%).

In contrast, the share of those whose point of contact was calling the Communications Centres reporting that the service they received was *better or better much* than they had expected declined significantly (down from 43% in 2010/11, to 38%).

**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	11/ 12 FY	08/ 09 FY	09/ 10 FY	10/ 11 FY	11/ 12 FY	08/ 09 FY	09/ 10 FY	10/ 11 FY	11/ 12 FY	08/ 09 FY	09/ 10 FY	10/ 11 FY	11/ 12 FY	08/ 09 FY	09/ 10 FY	10/ 11 FY	11/ 12 FY
Much better than expected	11	8	7	8	8	12	11	12	7	6	7	7	17	17	17	15	16	13	12	15
Better than expected	22	22	22	17	20	22	23	21	17	19	19	21	24	24	26	23	25	28	23	25
About the same as expected	48	51	52	57	57	48	52	52	68	66	66	65	46	43	46	51	47	50	54	49
Worse than expected	15	15	15	11	8	14	11	12	6	6	4	5	9	11	8	8	9	6	7	6
Much worse than expected	4	4	4	7	7	3	3	3	2	2	3	2	4	3	3	3	3	2	3	4
Don't know	0	0	0	0	0	1	0	0	0	1	1	0	0	2	0	0	0	1	1	1
<b>Total better than expected</b>	<b>33</b>	<b>30</b>	<b>29</b>	<b>25</b>	<b>28</b>	<b>34</b>	<b>34</b>	<b>33</b>	<b>24</b>	<b>25</b>	<b>26</b>	<b>28</b>	<b>41</b>	<b>41</b>	<b>43</b>	<b>38</b>	<b>41</b>	<b>41</b>	<b>35</b>	<b>40</b>
<b>Total much better/better/same as expected</b>	<b>81</b>	<b>81</b>	<b>81</b>	<b>82</b>	<b>85</b>	<b>82</b>	<b>86</b>	<b>85</b>	<b>92</b>	<b>91</b>	<b>92</b>	<b>93</b>	<b>87</b>	<b>84</b>	<b>89</b>	<b>89</b>	<b>88</b>	<b>91</b>	<b>89</b>	<b>89</b>
<b>Total worse than expected</b>	<b>19</b>	<b>19</b>	<b>19</b>	<b>18</b>	<b>15</b>	<b>17</b>	<b>14</b>	<b>15</b>	<b>8</b>	<b>8</b>	<b>7</b>	<b>7</b>	<b>13</b>	<b>14</b>	<b>11</b>	<b>11</b>	<b>12</b>	<b>8</b>	<b>10</b>	<b>10</b>
Base	395	258	275	250	327	366	445	443	1088	1274	1503	1506	1409	1618	1671	1563	717	795	863	830

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* attributed their exceeded expectations to the staff member having a positive attitude (33%). The staff member dealing with the situation promptly was the next most frequently mentioned aspect that exceeded expectations (14%).

Reasons for why the service received was better than expected are similar to those given in 2010/11. The only statistically significant difference this year has been a decline in the share of respondents who mentioned that the reason the service they received was better than expected was because the staff member understood/listened to the respondent (down from 6% last year, to 4%).

**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)	2011/12 FY (n=1586)	2011/12 FY (n=4589)
Staff member had a positive attitude – friendly/courteous/polite/ respectful	39	33	30	33	9
Police acted promptly	18	16	13	14	4
Informative/knowledgeable/good advice/explained what was happening	8	6	5	5	2
Answered phone quickly/easy to get through to	1	6	5	5	2
Provided follow-up/rang back	7	5	4	5	1
Understood me/listened to me – good communication	1	6	6	4	1
Showed interest/concern – took matter seriously	11	7	4	4	1
Empathetic/supportive	<1	<1	4	3	1
Acted professionally	<1	<1	4	3	1
Gave me a warning/used discretion/didn't fine me	1	3	3	3	1
Actually turned up/did something/responded	1	<1	3	3	1
Helpful	1	<1	2	3	1

Base: All respondents who rated the service they received as much better/better than they expected.

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

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 (65%) or a traffic offence (52%) (compared with 14% of all other respondents);
- whose point of contact was roadside (62%, compared with 15% of all other respondents); and/or
- aged 65 years or older (42%, compared with 33% of all other respondents).

Respondents significantly more likely to mention that **Police acted promptly** include those:

- whose reason for contact was burglary (28%, compared with 13% of all other respondents);
- whose reason for contact was disorderly behaviour and intoxication offences (28%, compared with 14% of all other respondents);
- whose point of contact was calling the Communications Centres (28%, compared with 11% of all other respondents);
- whose reason for contact was an assault (23%, compared with 14% of all other respondents); and/or
- whose point of contact was in person (other than at the roadside or local station) (18%, compared with 13% 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 (18%, compared with 5% of all other respondents);
- whose reason for contact was disorderly behaviour and intoxication offences (13%, compared with 5% of all other respondents);
- living in Auckland City District (12%, compared with 5% of all other respondents); and/or
- whose reason for contact was a general enquiry (11%, compared with 5% of all other respondents).

Respondents significantly more likely to mention that the **phone was answered quickly** include those:

- of Asian/Indian descent (14%, compared with 5% of all other respondents);
- aged between 16 and 24 years (9%, compared with 5% of all other respondents); and/or
- whose point of contact was calling the Communications Centres (9%, compared with 5% of all other respondents).

Respondents significantly more likely to mention that the **staff member followed it through** include those:

- whose reason for contact was reporting dangerous driving (17%, compared with 5% of all other respondents);
- whose reason for contact was burglary (15%, compared with 4% of all other respondents);
- living in Northland (13%, compared with 5% of all other respondents), Wellington (10%, compared with 5% of all other respondents) or Waitematā (10%, compared with 5% of all other respondents) districts;
- whose point of contact was over the counter at a Police station (12%, compared with 4% of all other respondents);
- whose reason for contact was a general enquiry (11%, compared with 5% of all other respondents);
- whose point of contact was in person (other than on the roadside or at a Police station) (10%, compared with 3% of all other respondents);
- who are female (7%, compared with 4% of males); and/or
- of European descent (6%, compared with 2% of all other respondents).

Respondents significantly more likely to mention that **Police understood me/listened to me – good communication** include those:

- whose reason for contact was to follow up on a previous enquiry (12%, compared with 3% of all other respondents);
- whose reason for contact an assault (9%, compared with 3% of all other respondents);
- living in Counties Manukau District (7%, compared with 3% of all other respondents); and/or
- whose point of contact was calling the Communications Centres (6%, compared with 3% of all other respondents).

Respondents significantly more likely to mention that the **staff member showed interest/concern** include those:

- whose reason for contact was reporting dangerous driving (14%, compared with 3% of all other respondents);
- whose reason for contact was disorderly behaviour and intoxication offences (10%, compared with 3% of all other respondents);
- whose reason for contact was theft (9%, compared with 3% of all other respondents) or burglary (7%, compared with 3% of all other respondents);
- living in Central District (8%, compared with 3% of all other respondents);
- whose point of contact was over the counter at a Police station (8%, compared with 3% of all other respondents);
- whose point of contact was calling the Communications Centres (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 that **Police were empathetic/understanding/reassuring** include those:

- whose reason for contact was an assault (8%, compared with 2% of all other respondents); and/or
- who are female (4%, compared with 2% of male respondents).

Respondents significantly more likely to mention that **Police acted professionally** include those:

- living in Canterbury District (6%, compared with 2% of all other respondents); and/or
- aged between 35 and 44 years (4%, compared with 2% 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 (10%, compared with 2% of all other respondents) or a traffic stop (4%, compared with 2% of all other respondents);
- living in Canterbury District (6%, compared with 2% of all other respondents);
- whose point of contact was on the roadside (6%, compared with 1% of all other respondents); and/or
- who are male (3%, compared with 1% of female respondents).

Respondents significantly more likely to mention that **Police actually turned up/did something** include those:

- whose reason for contact was theft (11%, compared with 3% of all other respondents);
- whose reason for contact was a traffic crash or incident (7%, compared with 3% of all other respondents);
- whose point of contact was in person (other than at the roadside or local station) (6%, compared with 2% of all other respondents);
- who are female (5%, compared with 2% of male respondents);
- whose point of contact was calling the Communications Centres (5%, compared with 3% of all other respondents); and/or
- of European descent (4%, compared with 2% of all other respondents).

Respondents significantly more likely to mention that **Police were helpful** include those:

- whose reason for contact was theft (12%, compared with 3% of all other respondents);
- whose point of contact was either by calling the local station (11%) or over the counter at a Police station (10%) (compared with 2% of all other respondents);
- living in Auckland City District (9%, compared with 3% of all other respondents);
- whose reason for contact was a general enquiry (8%, compared with 3% of all other respondents); and/or
- who are female (5%, compared with 2% of male respondents).

#### 4.8.6. Reasons Why Service Received Was Worse Than Expected

The most commonly mentioned reasons for rating the service received as *worse/much worse than expected* were that the staff member had a poor attitude (14%) and/or because staff didn't take the matter seriously (14%). A further 9% per cent of respondents whose expectations were not met reported they had not received any follow-up, while 8% mentioned that Police were too slow/took too long.

When compared with 2010/11, 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:

- Staff were incompetent/lacked knowledge/made mistakes (up from 4% in 2010/11, to 7%);
- Staff seemed stressed/were rude/short tempered (up from 1%, to 4%); and/or
- I was wrongly accused/arrested (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 of a poor staff attitude (down from 19% in 2010/11, to 14%). *Note: this continues what has been a declining trend in mention of a poor staff attitude over time (down from 33% in 2008/09, 21% in 2009/10, and 19% in 2010/11).*

**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)	2011/ 12 FY (n=458)	2011/12 FY (n=4589)
Poor attitude/didn't like their attitude	33	21	19	14	1
Didn't take the matter seriously/didn't care/not interested	20	19	14	14	1
No follow-up	12	13	10	9	1
Too slow/took too long	7	8	7	8	1
Incompetent/lacked knowledge/made mistakes	7	9	4	7	1
Didn't consider all factors/particular situation or circumstances	1	1	3	5	<1
No action was taken/Police didn't do anything/didn't help	1	3	5	4	<1
Didn't attend/come to look	6	6	4	4	<1
Staff seemed stressed/were rude/short tempered	<1	0	1	4	<1
Were not fair	5	4	4	3	<1
Service was impersonal/unfriendly/cold	<1	<1	3	3	<1
Poor or lack of communication	3	1	3	3	<1
I was wrongly accused/arrested	<1	<1	<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 (39%) or traffic offence (26%) (compared with 7% of all other respondents); and/or
- whose point of contact was on the roadside (29%, compared with 7% of all other respondents).

Respondents significantly more likely to mention **didn't take the matter seriously** include those:

- whose point of contact was over the counter at the local station (36%, compared with 10% of all other respondents);
- living in Waikato District (29%, compared with 13% of all other respondents);
- whose reason for contact was theft (27%, compared with 13% of all other respondents); and/or
- aged between 55 and 64 years (27%, compared with 12% of all other respondents).

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

- whose reason for contact was theft (22%, compared with 8% of all other respondents);
- whose reason for contact was assault (20%, compared with 8% of all other respondents); and/or
- whose point of contact was calling the Communications Centres (18%, compared with 7% of all other respondents).

Respondents significantly more likely to mention that **Police were too slow/took too long** include those aged between 35 and 44 years (16%, compared with 6% of all other respondents).

Respondents significantly more likely to mention that **staff were incompetent/lacked knowledge/made mistakes** include those living in Waitemata District (14%, compared with 6% of all other respondents).

Respondents significantly more likely to mention that **Police didn't consider all factors, particular situation or circumstances** include those:

- whose reason for contact was a traffic offence (15%, compared with 2% of all other respondents);
- living in Waitemata District (12%, compared with 4% of all other respondents).
- whose point of contact was on the roadside (12%, compared with 1% of all other respondents); and/or
- aged between 16 and 24 years (11%, compared with 3% of all other respondents).

Respondents significantly more likely to mention **no action was taken/Police didn't do anything/didn't help** include those:

- whose point of contact was calling the local station (15%, compared with 3% of all other respondents);
- whose reason for contact was theft (14%, compared with 3% of all other respondents);
- aged between 45 and 54 years (11%, compared with 3% of all other respondents); and/or
- living in Waitemata District (10%, compared with 3% of all other respondents).

Respondents significantly more likely to mention that **Police didn't come to look** include those whose point of contact was calling the Communications Centres (22%, compared with 1% of all other respondents).

Respondents significantly more likely to mention that **staff seemed stressed/were rude/short tempered** include those:

- whose reason for contact was a traffic offence (10%, compared with 1% of all other respondents);
- aged between 45 and 54 years (8%, compared with 2% of all other respondents); and/or
- whose point of contact was on the roadside (7%, compared with 2% of all other respondents).

Respondents significantly more likely to mention that **Police were not fair** include those:

- whose reason for contact was a traffic stop (9%, compared with 2% of all other respondents);
- living in Auckland District (8%, compared with 2% 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 **service was impersonal or unfriendly** include those:

- living in Wellington District (12%, compared with 2% of all other respondents); and/or
- whose reason for contact was a traffic stop (12%, compared with 2% of all other respondents).

Respondents significantly more likely to mention that **there was poor, or a lack of, communication** include those aged between 35 and 44 years (7%, compared with 2% of all other respondents).

Respondents significantly more likely to mention that **I was wrongly accused/arrested** include those:

- living in Waikato District (11%, compared with 2% of all other respondents);
- whose point of contact was in person (other than on the roadside or at a Police station) (8%, compared with 1% of all other respondents);
- aged between 25 and 34 years (8%, compared with 1% of all other respondents); and/or
- whose reason for contact was a traffic offence (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 comparisons before this 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

In the 2011/12 survey wave, the majority of respondents (96%) 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 up 1 percentage point from the previous measures (each with 95%) and is a statistically significant difference.

Four percent of respondents experienced a problem or negative incident in 2011/12 (unchanged when compared with the previous measures).

**Table 49: Any Problems or Negative Incidents – Changes Over Time (%)**

	2008/09 FY	2009/10 FY	2010/11 FY	2011/12 FY
Yes	4	4	4	4
No	95	95	95	96
Don't know/Can't remember	1	1	1	0
Base	4001	4396	4809	4710

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 2011/12 FY

The following statistically significant differences for 2011/12 are evident at the total results level (General, Communications Centres and Māori Booster sample 2011/12 results combined).

Respondents significantly more likely to have not encountered a problem or negative incident included those:

- whose reason for contact was disorderly behaviour and/or intoxication offences (99%, compared with 95% of all other respondents);
- whose reason for contact was a traffic crash or incident (98%, compared with 95% of all other respondents);
- whose reason for contact was a traffic stop (98%, compared with 94% of all other respondents);
- living in Southern District (98%, compared with 95% of all other respondents); and/or
- who are female (96% compared with 95% of male 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 (24%, compared with 4% of all other respondents);
- whose reason for contact was a traffic offence (10%, compared with 4% of all other respondents);
- whose reason for contact was an assault (8%, compared with 4% of all other respondents);
- living in Auckland City District (7%, compared with 4% of all other respondents);
- whose point of contact was in person (other than at the roadside or local station) (6%, compared with 4% of all other respondents);

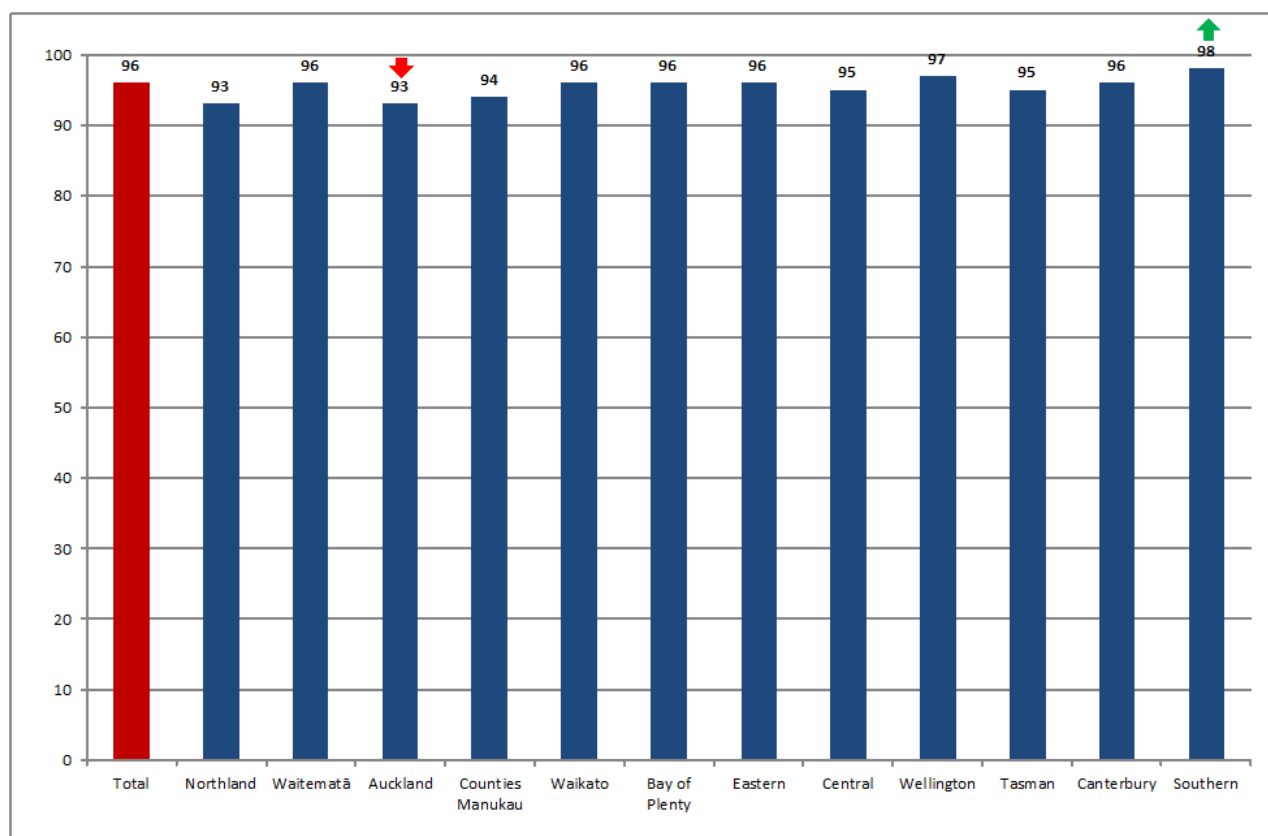
- of Māori descent (6% compared with 4% of all other respondents); and/or
- who are male (5% compared with 4% of female respondents).

### 5.1.3. No Problems or Negative Incidents - Comparison by District

#### 1. 2011/12 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 Southern District (98%) were statistically significantly more likely to mention that they did not have any problems or negative interactions, while those living in Auckland City District (93%) were statistically significantly less likely to.

**Figure 59: No Problems or Negative Incidents - by District in the 2011/12 FY**  
(% No Problems/Incidents)



Base: All respondents, excluding 'not applicable' responses. Total 2011/12 FY n=4710; Northland n=330; Waitematā n=412; Auckland n=411; Counties n=452; Waikato n=484; Bay of Plenty n=433; Eastern n=370; Central n=392; Wellington n=470; Tasman n=321; Canterbury n=360; Southern n=275.

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 the 2010/11 results, there has been a significant increase in the proportion of respondents encountering a problem or negative incident living in the Auckland City (up from 3%, to 7% in 2011/12) and Counties Manukau (up from 3%, to 6%) 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	11/ 12 FY	08/ 09 FY	09/ 10 FY	10/ 11 FY	11/ 12 FY	08/ 09 FY	09/ 10 FY	10/ 11 FY	11/ 12 FY	08/ 09 FY	09/ 10 FY	10/ 11 FY	11/ 12 FY	08/ 09 FY	09/ 10 FY	10/ 11 FY	11/ 12 FY	08/ 09 FY	09/ 10 FY	10/ 11 FY	11/ 12 FY
Yes	5	6	5	6	3	5	4	4	9	3	3	7	4	5	3	6	5	6	3	4	2	5	4	4
No	95	94	95	93	96	95	95	96	91	97	97	93	95	94	96	94	95	92	97	96	97	95	96	96
Don't know	0	0	0	1	1	0	1	0	0	0	0	0	1	1	1	0	0	2	0	0	1	0	0	0
Base	299	313	372	330	336	376	406	412	408	403	445	411	389	434	464	452	339	423	475	484	339	372	436	433

(Part 2)

	Eastern				Central				Wellington				Tasman				Canterbury				Southern			
	08/ 09 FY	09/ 10 FY	10/ 11 FY	11/ 12 FY	08/ 09 FY	09/ 10 FY	10/ 11 FY	11/ 12 FY	08/ 09 FY	09/ 10 FY	10/ 11 FY	11/ 12 FY	08/ 09 FY	09/ 10 FY	10/ 11 FY	11/ 12 FY	08/ 09 FY	09/ 10 FY	10/ 11 FY	11/ 12 FY	08/ 09 FY	09/ 10 FY	10/ 11 FY	11/ 12 FY
Yes	8	4	3	4	3	3	6	5	4	5	3	3	4	2	6	4	4	4	7	4	2	5	4	2
No	92	96	97	96	97	97	93	95	96	95	97	97	96	97	93	95	96	96	93	96	97	94	96	98
Don't know	0	0	0	0	0	0	1	0	0	0	0	0	0	1	1	1	0	0	0	0	1	1	0	0
Base	272	284	348	370	299	349	387	392	378	455	450	470	242	243	284	321	403	416	409	360	297	328	333	275

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.

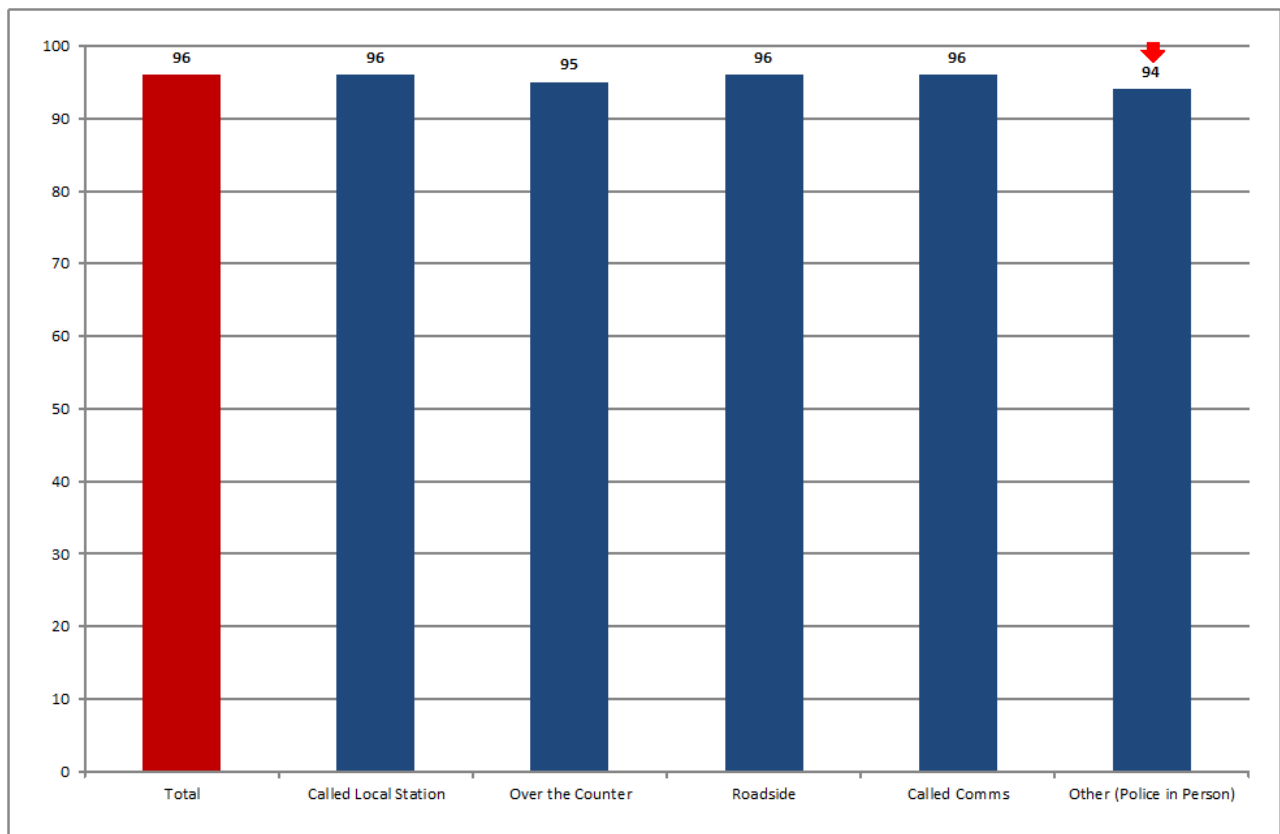
Red highlighting denotes a statistically significant negative change from the previous survey wave.

#### 5.1.4. No Problems or Negative Incidents - Comparison by Point of Contact

##### 1. 2011/12 FY

The majority of respondents mentioned that they did not have any problems or negative interactions with the staff member they dealt with at each point of contact. However, those who had contact in person (other than at the roadside or local station) than were statistically significantly less likely to mention they did not have any problems or negative interactions (94%).

**Figure 60: No Problems or Negative Interactions - by Point of Contact**  
(% No Problems/Incidents)



Base: All respondents, excluding 'not applicable' responses. Total 2011/12 FY n=4714; Called local station n=257; Over the counter n=451; Roadside n=1539; Called the Communications Centres n=1622; Other (Police in person) n=845.

Red arrow indicates a significantly lower result than the total.

## 2. Changes Over Time

This year, there were no statistically significantly higher or lower proportions of respondents reporting that they had, or had not, encountered a problem or negative incident by point of contact when compared with the 2010/11 results.

**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	11/12 FY	08/09 FY	09/10 FY	10/11 FY	11/12 FY	08/09 FY	09/10 FY	10/11 FY	11/12 FY	08/09 FY	09/10 FY	10/11 FY	11/12 FY	08/09 FY	09/10 FY	10/11 FY	11/12 FY
Yes	3	4	5	3	8	5	5	5	3	5	4	4	3	3	5	4	6	5	5	6
No	97	95	94	96	91	94	94	95	96	95	96	96	97	96	95	96	94	95	95	94
Don't know	0	1	1	1	1	1	1	0	1	0	0	0	0	1	0	0	0	0	0	0
Base	399	262	278	257	333	372	450	451	1108	1295	1515	1539	1437	1653	1688	1622	724	814	878	845

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 before this time are not available.

### 5.2.1. Awareness of Complaint Process

Seventy-four percent of respondents are *aware* there is a process to make a complaint against a member of the Police. This represents a significant decline in awareness when compared with 2010/11 (down from 76%, to 74%).

In contrast, a quarter of respondents (25%) mentioned that they are *not aware* (up significantly from 23% in 2010/11).

**Table 52: Awareness of Complaint Process (%)**

	2010/11 FY	2011/12 FY
Yes	76	74
No	23	25
Don't know/Can't remember	1	1
Base	4880	5580

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

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

### 5.2.2. Awareness of Complaint Process - Significant Differences for the 2011/12 FY

The following statistically significant differences for 2011/12 are evident at the total results level (combined 2011/12 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 (89%, compared with 74% of all other respondents);
- aged between 35 and 64 years old (82%, compared with 66% of all other respondents);
- whose reason for contact was a traffic offence (81%, compared with 74% of all other respondents);
- whose reason for contact was burglary (80%, compared with 74% of all other respondents);
- whose reason for contact was a traffic stop (79%, compared with 73% of all other respondents);
- whose point of contact is in person (other than at the roadside or local counter) (79%, compared with 73% of all other respondents);
- who are male (79%, compared with 70% of female respondents);
- whose point of contact is at the roadside (79%, compared with 72% of all other respondents);
- of European descent (78%, compared with 64% of all other respondents); and/or
- who had contact with Police (76%, compared with 68% of those who had not had contact).

Respondents significantly more likely to be *unaware* of the complaint process included those:

- of Asian/Indian (49%, compared with 24% of all other respondents), Pacific Island (37%, compared with 25% of all other respondents), or Maori (31%, compared with 24% of all other respondents) descent;
- whose reason for contact was intruder/prowler/suspicious noises/burglar on premises (41%, compared with 25% of all other respondents);
- aged between 16 and 34 years (35%, compared with 20% of all other respondents);
- whose reason for contact was assault (35%, compared with 25% of all other respondents);
- whose reason for contact was disorderly behaviour and/or intoxication offences (34%, compared with 25% of all other respondents);
- whose point of contact was calling the Communications Centres (33%, compared with 24% of all other respondents);
- living in the Counties Manukau (31%, compared with 25% of all other respondents) or Waikato (29%, compared with 25% of all other respondents) districts;
- who did not have contact with Police (31%, compared with 23% of all other respondents); and/or
- who are female (30%, compared with 21% of male 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 before this 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 and stable, with 87% of respondents stating they had confidence they could find out what to do (unchanged when compared with 2010/11).

**Table 53: Confident I Could Find Out How To Make A Complaint (%)**

	2010/11 FY	2011/12 FY
Yes	87	<b>87</b>
No	12	<b>11</b>
Don't know/Can't remember	1	<b>2</b>
Base	5080	5940

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

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



### 5.3.2. *I'm Confident I Could Find Out What To Do If I Wished To Make a Complaint - Significant Differences for the 2011/12 FY*

The following statistically significant differences for 2011/12 are evident at the total results level (combined 2011/12 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 community activity (99%, compared with 87% of those who had not);
- living in the Southern District (91%, compared with 87% of all other respondents);
- whose point of contact is in person (other than at the roadside or local counter) (90%, compared with 87% of all other respondents);
- whose reason for contact was a traffic stop (90%, compared with 86% of all other respondents);
- aged between 25 and 44 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 86% of female respondents); and/or
- whose point of contact was on the roadside (89%, compared with 87% of all other respondents).

Respondents significantly more likely to say they are *not confident* they could find out what to do included those:

- whose reason for contact was intruder/prowler/suspicious noises/burglar on premises (20%, compared with 11% of all other respondents);
- of Asian/Indian (18%, compared with 11% of all other respondents), Pacific Island (18%, compared with 11% of all other respondents) or Maori (17%, compared with 9% of all other respondents) descent;
- whose reason for contact was assault (18%, compared with 11% of all other respondents);
- aged between 16 and 24 years old (18%, compared with 10% of all other respondents);
- whose point of contact was over the counter at the local station (15%, compared with 11% of all other respondents);
- whose point of contact was calling the Communications Centres (14%, compared with 11% of all other respondents);
- living in Counties Manukau District (14%, compared with 11% of all other respondents); and/or
- who are female (12%, compared with 10% of male respondents).

## 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 5 (from July 11 – June 12)*

#### 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	2011/12 FY
Very Satisfied	41	41	46	43
Satisfied	42	42	39	40
Neither/Nor	8	8	8	10
Dissatisfied	5	5	4	4
Very Dissatisfied	3	2	2	2
Don't know	1	2	1	1
<b>Total Satisfied</b>	<b>83</b>	<b>83</b>	<b>85</b>	<b>83</b>
<b>Total Dissatisfied</b>	<b>8</b>	<b>7</b>	<b>6</b>	<b>6</b>
Mean Rating	4.15	4.16	4.24	4.18
Base	1390	1437	1479	1407

*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	2011/12 FY
Very Satisfied	49	49	50	50
Satisfied	36	38	37	33
Neither/Nor	7	7	7	12
Dissatisfied	5	4	4	3
Very Dissatisfied	2	2	2	1
Don't know	1	0	0	1
<b>Total Satisfied</b>	<b>85</b>	<b>87</b>	<b>87</b>	<b>83</b>
<b>Total Dissatisfied</b>	<b>7</b>	<b>6</b>	<b>6</b>	<b>4</b>
Mean Rating	4.26	4.28	4.30	4.27
Base	1392	1439	1479	1407

*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	11/12 FY	08/09 FY	09/10 FY	10/11 FY	11/12 FY	08/09 FY	09/10 FY	10/11 FY	11/12 FY	08/09 FY	09/10 FY	10/11 FY	11/12 FY	08/09 FY	09/10 FY	10/11 FY	11/12 FY
Strongly Agree	46	44	46	<b>44</b>	44	45	46	<b>44</b>	35	34	37	<b>35</b>	32	34	35	<b>33</b>	33	29	<b>33</b>	<b>28</b>
Agree	45	47	46	<b>48</b>	47	47	46	<b>47</b>	39	38	39	<b>40</b>	48	46	45	<b>48</b>	46	47	46	<b>53</b>
Neither/nor	5	4	4	<b>5</b>	4	3	4	<b>5</b>	6	6	6	<b>7</b>	10	9	11	<b>11</b>	12	13	13	<b>13</b>
Disagree	3	3	2	<b>2</b>	3	3	2	<b>2</b>	4	5	4	<b>3</b>	6	6	5	<b>4</b>	6	6	<b>4</b>	<b>3</b>
Strongly Disagree	1	1	1	<b>1</b>	1	1	1	<b>1</b>	2	2	<b>1</b>	<b>2</b>	2	<b>1</b>	<b>2</b>	<b>2</b>	2	<b>1</b>	2	<b>1</b>
Don't know	0	<b>1</b>	1	<b>0</b>	1	1	1	<b>1</b>	14	15	13	<b>13</b>	2	<b>4</b>	<b>2</b>	<b>2</b>	1	<b>3</b>	2	<b>2</b>
<b>Total Agree</b>	<b>91</b>	<b>91</b>	<b>92</b>	<b>92</b>	<b>91</b>	<b>92</b>	<b>92</b>	<b>91</b>	<b>74</b>	<b>72</b>	<b>76</b>	<b>75</b>	<b>80</b>	<b>80</b>	<b>80</b>	<b>81</b>	<b>79</b>	<b>76</b>	<b>79</b>	<b>81</b>
<b>Total Disagree</b>	<b>4</b>	<b>4</b>	<b>3</b>	<b>3</b>	<b>4</b>	<b>4</b>	<b>3</b>	<b>3</b>	<b>6</b>	<b>7</b>	<b>5</b>	<b>5</b>	<b>8</b>	<b>7</b>	<b>7</b>	<b>6</b>	<b>8</b>	<b>8</b>	<b>6</b>	<b>4</b>
Mean Rating	4.33	4.31	4.34	4.31	4.30	4.34	4.35	4.32	4.16	4.14	4.22	4.19	4.05	4.09	4.10	4.09	4.04	3.99	4.05	4.05
Base	1372	1421	1472	1398	1388	1437	1475	1406	1326	1370	1428	1374	1325	1342	1416	1365	1391	1430	1475	1403

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	2011/12 FY
Very Good Service	31	32	32	<b>32</b>
Good Service	51	50	48	<b>49</b>
Neither/Nor	10	11	14	<b>12</b>
Poor Service	5	4	4	<b>4</b>
Very Poor Service	2	2	1	<b>1</b>
Don't know	1	1	1	<b>2</b>
<b>Total Good/Very Good Service</b>	<b>82</b>	<b>82</b>	<b>80</b>	<b>81</b>
<b>Total Poor/Very Poor Service</b>	<b>7</b>	<b>6</b>	<b>5</b>	<b>5</b>
Mean Rating	4.05	4.09	4.07	4.08
Base	1360	1405	1470	1378

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	2011/12 FY
Much Better	17	18	18	<b>17</b>
Better	24	25	25	<b>21</b>
About The Same As Expected	46	42	46	<b>52</b>
Worse	9	10	8	<b>8</b>
Much Worse	3	3	2	<b>2</b>
Don't know	1	2	1	<b>0</b>
<b>Total Better/Much Better</b>	<b>41</b>	<b>43</b>	<b>43</b>	<b>38</b>
<b>Total Better/Much Better/Same</b>	<b>87</b>	<b>85</b>	<b>89</b>	<b>90</b>
<b>Total Worse/Much Worse</b>	<b>12</b>	<b>13</b>	<b>10</b>	<b>10</b>
Mean Rating	3.43	3.47	3.49	3.42
Base	1360	1405	1464	1353

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.