

New Zealand Police Citizens' Satisfaction Survey

Final Report for 2012/13 Fiscal Year
(July 2012 – June 2013)

Table of Contents

EXECUTIVE SUMMARY

1.	INTRODUCTION	1
1.1.	Introduction	1
1.2.	Questionnaire - Version July 2010 to June 2011	1
2.	FINAL SAMPLE SIZE, INTERVIEW STATISTICS AND ANALYSIS	2
2.1.	Completed Interviews	2
2.2.	Interview Length	3
2.3.	Margin of Error	3
2.4.	Response Rate.....	5
2.5.	Analysis	5
2.6.	Weighting.....	7
3.	PERCEPTIONS – TRUST AND CONFIDENCE, SAFETY AND POLICE ROLE	8
3.1.	Level of Trust and Confidence in Police	8
3.2.	Safety in Local Neighbourhood During the Day.....	15
3.3.	Safety in Local Neighbourhood After Dark	22
3.4.	Safety In City or Town Centre After Dark.....	32
3.5.	Police are Responsive to the Needs of My Community.....	43
3.6.	Police are Involved in Activities in My Community.....	50
4.	SERVICE EXPERIENCE	57
4.1.	Overall Satisfaction with Service Delivery	57
4.2.	I Was Treated Fairly	67
4.3.	Staff Were Competent	80
4.4.	Staff Did What They Said They Would Do.....	93
4.5.	My Individual Circumstances Were Taken Into Account	106
4.6.	It's an Example of Good Value for Tax Dollars Spent.....	120
4.7.	Quality of Service Expected Before Contact with Police	134
4.8.	Service Expectations Met or Exceeded	144
5.	COMPLAINTS PROCESS.....	160
5.1.	Any Problems or Negative Incidents.....	161
5.2.	Awareness of Complaint Process.....	167
5.3.	I'm Confident I Could Find Out What To Do If I Wished to Make a Complaint	168

APPENDICES

EXECUTIVE SUMMARY

1. Introduction and Research Objectives

New Zealand Police commissioned Gravitas Research and Strategy Ltd to conduct the 2012-2013 Citizens' Satisfaction Research programme. This report presents survey results for this period and comparison to four previous survey waves in 2011/12, 2010/11, 2009/10 and 2008/09. Key areas of interest are citizens' levels of trust and confidence in the New Zealand Police, perceptions of safety and levels of satisfaction for those citizens who have used Police services. The survey is structured to provide reporting at a national level, 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 9,664 interviews conducted by telephone survey during July 2012 to June 2013 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, within each 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 contact, 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 during the day;
- safety in local neighbourhood after dark;
- 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 either stable or have improved significantly in the 2012/13 survey wave when compared with the 2011/12 results.

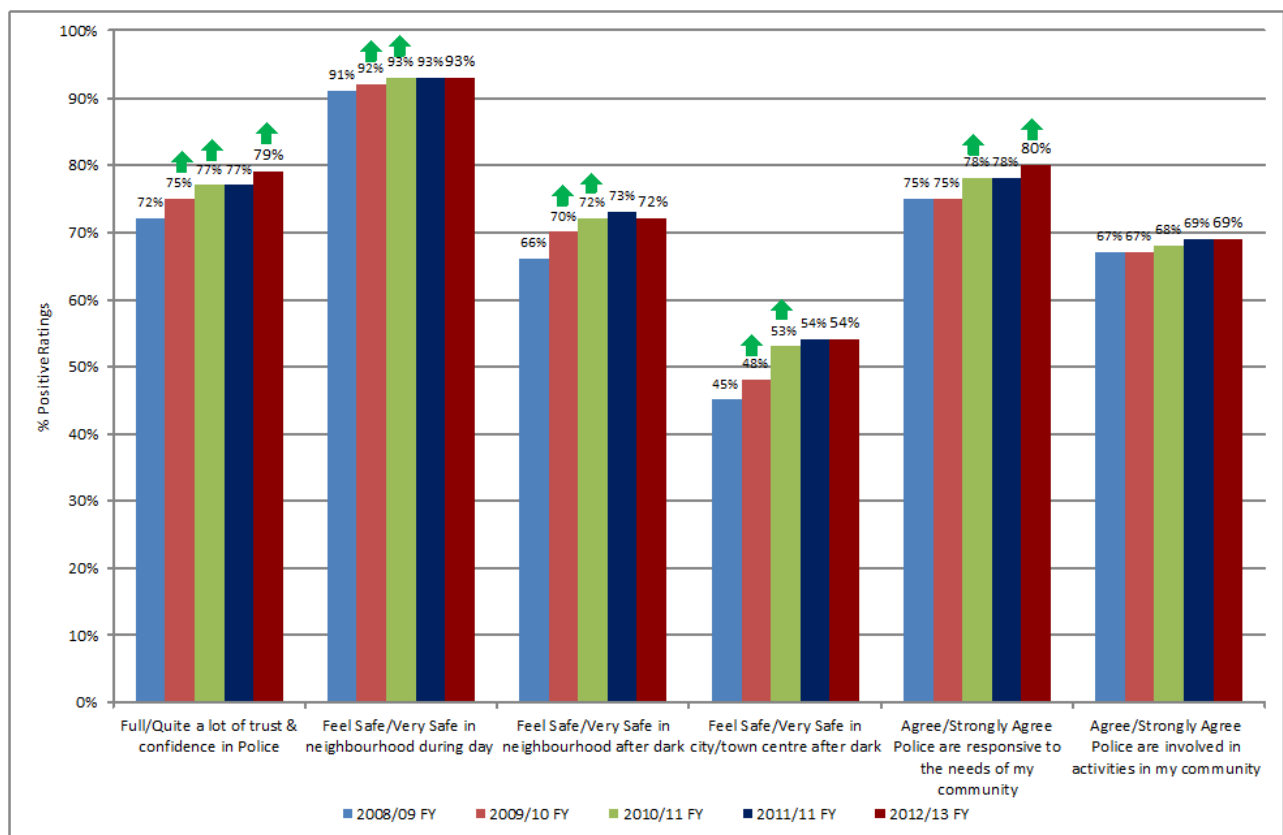
Of note are statistically significant improvements for trust and confidence and Police being responsive to the needs of the community. It should also be noted that these significant changes also sit in the context of an upward trend in positive ratings over the five survey waves. These positive changes include:

- for trust and confidence – the share with *full/quite a lot* of trust and confidence up from 72% in 2008/09, 75% in 2009/10, and 77% in both 2010/11 and 2011/12, to 79% this measure; and
- for Police are responsive to the needs of my community – the share agreeing/strongly agreeing up from 75% in 2008/09 and 2009/10, and 78% in 2010/11 and 2011/12, to 80% this measure.

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

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

Summary Figure 1: Citizens' Satisfaction Survey 2012/13
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 - Change between Survey Waves (%)

	Total Positive					Neutral/Some trust and confidence					Total Negative				
	2008/ 09 FY	2009/ 10 FY	2010/ 11 FY	2011/ 12 FY	2012/ 13 FY	2008/ 09 FY	2009/ 10 FY	2010/ 11 FY	2011/ 12 FY	2012/ 13 FY	2008/ 09 FY	2009/ 10 FY	2010/ 11 FY	2011/ 12 FY	2012/ 13 FY
Trust & Confidence	72	75	77	77	79	21	19	18	18	17	6	6	5	5	4
Safety in neighbourhood during day	91	92	93	93	93	8	7	6	6	6	1	1	1	1	1
Safety in neighbourhood after dark	66	70	72	73	72	22	20	20	19	20	12	10	8	8	8
Safety in city/town after dark	45	48	53	54	54	28	29	28	28	28	26	22	18	17	17
Police are responsive to the needs of my community	75	75	78	78	80	15	16	14	13	13	8	6	6	6	5
Police are involved in activities in my community	67	67	68	69	69	18	19	18	17	19	8	7	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

Reasons for feeling Unsafe/Very Unsafe

The safety after dark questions show higher levels of negative ratings than other variables (particularly for respondents in Counties Manukau and Waikato districts when rating safety in their local neighbourhoods after dark, and for those in Counties Manukau, Northland and Eastern districts when rating safety in their city or town centres after dark). 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;
- burglaries/theft; and
- living in an unsafe area where crime takes place a lot.

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. Service 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 services¹. This comprises² 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* or *worse* than expected. For all other drivers respondents indicating dissatisfaction are asked what made them dissatisfied.

Positive results for these drivers are either stable or have improved statistically significantly between 2011/12 and 2012/13. Of note are statistically significant changes in ratings for:

- staff were **competent** (share *agreeing/strongly agreeing* up from 90% in 2011/12, to 93%; share *disagreeing/strongly disagreeing* down from 4%, to 3%);
- staff **did what they said they would do** (share *agreeing/strongly agreeing* up from 86%, to 88%);
- I was **treated fairly** (share *agreeing/strongly agreeing* up from 90%, to 92%; share *disagreeing/strongly disagreeing* down from 6%, to 4%);
- my **individual circumstances** were taken into account (share *agreeing/strongly agreeing* up from 76%, to 78%; share *disagreeing/strongly disagreeing* down from 9%, to 7%);
- it's an example of **good value for tax dollars spent** (share *agreeing/strongly agreeing* up from 75%, to 77%; share *disagreeing/strongly disagreeing* down from 10%, to 8%);

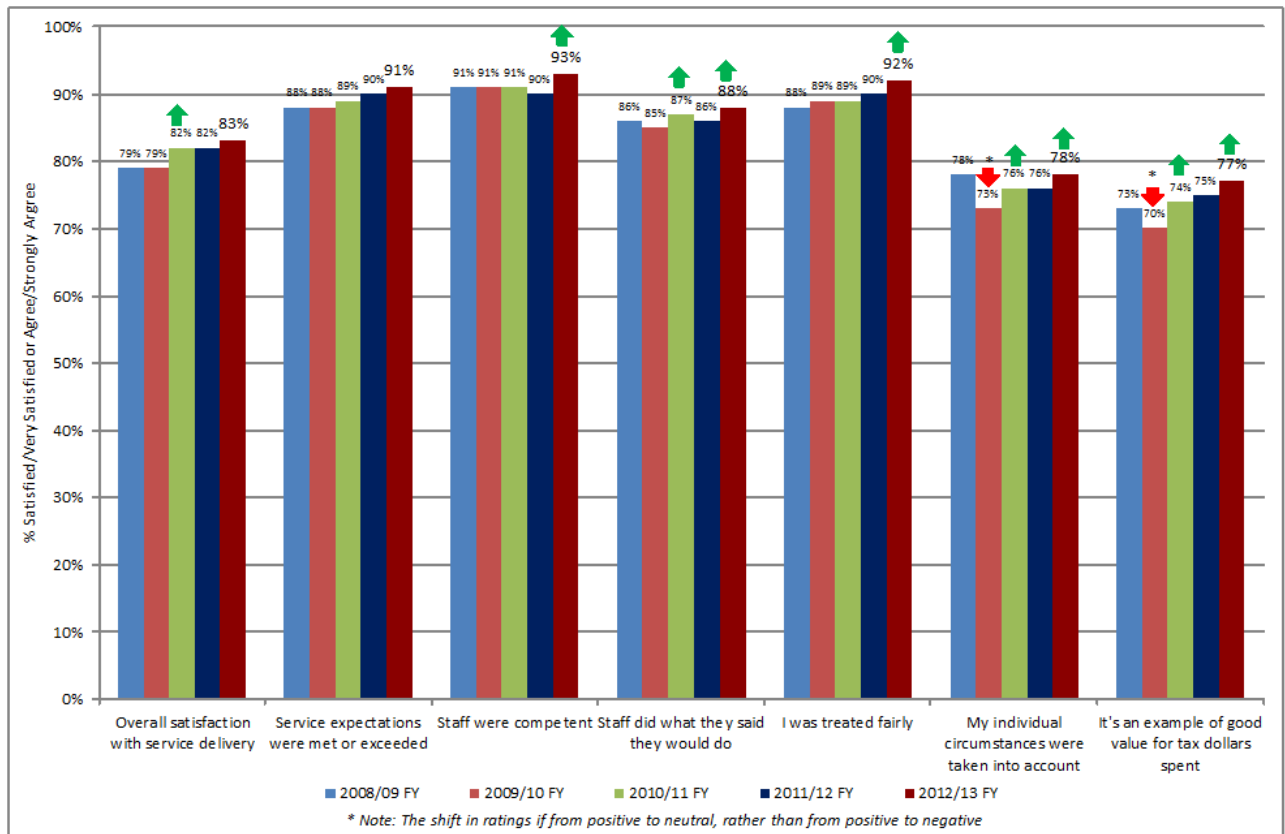
The following graph and table show results at a national level for each of the six key drivers of satisfaction, for people who have had contact with New Zealand Police in the six months prior to being interviewed.

Note: See Section 4 for more detail on each of the drivers of satisfaction questions.

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

² Rating scale used is: *Very satisfied, Satisfied, Neither satisfied, nor dissatisfied, Dissatisfied, Very dissatisfied*

Summary Figure 2: Citizens' Satisfaction Survey 2012/13
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 - Change between Survey Waves (%)

	Total Positive					Neutral					Total Negative				
	2008/ 09 FY	2009/ 10 FY	2010/ 11 FY	2011/ 12 FY	2012/ 13 FY	2008/ 09 FY	2009/ 10 FY	2010/ 11 FY	2011/ 12 FY	2012/ 13 FY	2008/ 09 FY	2009/ 10 FY	2010/ 11 FY	2011/ 12 FY	2012/ 13 FY
Overall Satisfaction	79	79	82	82	83	10	11	10	10	9	10	10	8	8	8
Expectations met or exceeded*	88	88	89	90	91	-	-	-	-	-	12	11	10	10	9
Staff were competent	91	91	91	90	93	5	4	5	5	4	4	5	4	4	3
Staff did what they said they would do	86	85	87	86	88	6	6	5	6	5	4	5	4	4	4
I was treated fairly	88	89	89	90	92	5	5	6	4	4	7	6	5	6	4
My individual circumstances were taken into account	78	73	76	76	78	10	15	13	13	13	12	10	9	9	7
It's an example of good value for tax dollars spent	73	70	74	75	77	13	16	15	14	14	13	13	10	10	8

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 2012/13, just over four out of five respondents (83%) were *satisfied* or *very satisfied* with the overall quality of service delivered (stable when compared with 82% in the previous year). However, a statistically significantly higher proportion of respondents gave a rating of *very satisfied* in this survey wave (44%, compared with 41% in 2011/12). Respondents statistically significantly more likely to be *satisfied/very satisfied* with the overall quality of service delivery included those:

- whose reason for contact was a community activity, general enquiry, or traffic stop;
- whose point of contact was being pulled over while driving;
- aged 65 years or older;
- 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 (unchanged since 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, theft, or assault;
- whose point of contact was calling the local station;
- aged between 55 and 64 years; 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, 91% respondents said the service they received was about the *same/better/much better* than they had expected (stable from 90% in 2011/12). A third of respondents (34%) mentioned that service was *better* or *much better* than expected (this share up significantly from 32% last measure), including 12% stating the service they received was *much better* than they had expected (also up significantly from 10% last year). Respondents statistically significantly more likely to have received *much better/better* service than they had expected included those:

- whose reason for contact was to report dangerous driving, assault, or burglary;
- of Pacific Island or Māori descent;
- living in Counties Manukau District;
- whose point of contact was in person (other than on the roadside or at a Police station) or calling the Communications Centres;
- who are female; and/or
- aged between 16 and 24 years.

Nine per cent of respondents said that the service they received was *worse* (7%, unchanged from 2011/12) or *much worse* (2%, down from 3% in 2011/12) than expected. Respondents statistically significantly more likely to have received *worse/much worse* service than expected included those:

- whose reason for contact was suspect/perpetrator/bail reporting/prisoner enquiry/pickup or visit, property damage/vandalism a traffic offence, assault, disorderly behaviour and intoxication offences, burglary or theft;
- whose point of contact was by calling either their local station or the Communications Centres;
- of Māori descent; and/or
- who are male.

4. *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.

5. *Reasons Service was Worse than Expected and/or for Disagreeing with Service Delivery Statements*

Levels of negative ratings are low across all service delivery attributes. The main reasons given for why service was *worse/much worse* than expected and/or for *disagreeing/strongly disagreeing* with service delivery statements that are commonly mentioned in 2012/13 include:

- the staff member had a bad attitude;
- the matter wasn't taken seriously and/or the staff member did not believe me;
- the staff member did not call back or provide any follow-up;
- Police did not attend, or that Police response was slow/inadequate;
- Police didn't do anything/no outcome/no action taken;
- poor communication – didn't listen or seemed uninterested;
- respondent felt picked on/discriminated against; and/or
- Police did not consider the situation/no discretion.

1. INTRODUCTION

4.1. Introduction

New Zealand Police commissioned Gravitas to carry out the 2007-2008, 2008-2009, 2009-2010, 2010-2011, 2011-2012 and 2012-2013 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, perceptions of safety and of Police community involvement and, for those citizens who have used New Zealand Police services, levels of satisfaction with those services. The survey is designed to provide statistically robust 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 findings of 9,664 interviews conducted during the July 2012 to June 2013 surveying period across three survey elements: 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 within district, to reflect the New Zealand population.

4.2. Questionnaire - Version July 2012 to June 2013

The initial Baseline survey was designed collaboratively by Gravitas and the 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, an existing 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 2012-2013 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. A revised version of the questionnaire is then prepared and signed off by Police.

The final survey used between July 2012 and June 2013 is attached (see Appendix One).

2. FINAL SAMPLE SIZE, INTERVIEW STATISTICS AND ANALYSIS

4.3. Completed Interviews

A total of 9,664 interviews were conducted during the 2012-2013 surveying period (July 2012 to June 2013) across the General Survey, Communications Centres Survey and Māori Booster Sample, as follows:

1. Communications Centres interviews (sample supplied) n=1,509
2. Total General Sample n=6,949
 - General Sample (no contact with Police in previous 6 months) n=4,290
 - General Sample (Police contact) n=2,659

Note: From surveying between July 2012 and June 2013 the overall proportion of the general population who have had contact with Police in the last 6 months is 38%.

Note: this compares with the 39% who had contact in 2011/12, 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=1,206
 - Māori Booster Sample (no contact) n=626
 - Māori Booster Sample (Police contact) n=580

Note: From surveying between July 2012 and June 2013 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 48%.

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 (50%), in 2010/11 (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.

4.4. Interview Length

1. Communications Centres Survey

The average interview length across the 1,509 Communications Centres sample interviews conducted in the July 2012 to June 2013 surveying period was 15.2 minutes.

2. General Public Survey

The average interview length across the n=4,290 short (no Police contact) interviews conducted in the July 2012 to June 2013 surveying period was 7.2 minutes.

The average interview length across the n=2,659 long (contact) interviews conducted in the July 2012 to June 2013 surveying period was 12.9 minutes.

The average length across the total General sample (short and long interviews) is 10.8 minutes.

3. Māori Booster Survey

The average interview length across the n=626 short (no Police contact) Māori Booster interviews was 7.7 minutes.

The average interview length across the n=580 long (contact) Māori Booster interviews was 14.2 minutes.

The average length across the total Māori Booster sample (short and long interviews) was 12.1 minutes.

4.5. Margin of Error

The margin of error on the final sample sizes achieved, in the 2012-13 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)
TOTAL (General + Comms + Māori Booster)	9664	± 1.0%
Total General Survey	6949	± 1.2%
No Contact	4290	± 1.5%
Contact	2659	± 1.9%
Total Communications Centres Survey	1509	± 2.5%
Total Māori Booster	1206	± 2.8%
No Contact	626	± 3.9%
Contact	580	± 4.1%
District		
Northland	726	± 3.6%
• Contact in last 6 months	308	± 5.6%
Waitematā	835	± 3.4%
• Contact in last 6 months	372	± 5.1%
Auckland City	794	± 3.5%
• Contact in last 6 months	336	± 5.3%
Counties Manukau	856	± 3.3%
• Contact in last 6 months	412	± 4.8%
Waikato	888	± 3.3%
• Contact in last 6 months	511	± 4.3%
Bay of Plenty	835	± 3.4%
• Contact in last 6 months	434	± 4.7%
Eastern	791	± 3.5%
• Contact in last 6 months	371	± 5.1%
Central	844	± 3.4%
• Contact in last 6 months	435	± 4.7%
Wellington	852	± 3.3%
• Contact in last 6 months	425	± 4.7%
Tasman	698	± 3.7%
• Contact in last 6 months	323	± 5.4%
Canterbury	828	± 3.4%
• Contact in last 6 months	383	± 5.0%
Southern	718	± 3.6%
• Contact in last 6 months	317	± 5.5%
Point of Contact		
Called Local Station	243	± 6.3%
Over the Counter (visited local station)	421	± 4.8%
Roadside	1519	± 2.5%
Called Comms (from Comms Sample Only*)	1509	± 2.5%
Other (Police in person)	832	± 3.4%

Margin of Error worked out on un-weighted sample bases

4.6. Response Rate

1. Communications Centres Survey

The response rate across the 1,509 **Communications Centres** interviews conducted between July 2012 and June 2013 is **74%** (this compares with 72% in 2008/09, 71% in 2009/10, 70% in 2010/11 and 74% in 2011/12).

2. General Public Survey

The response rate across the 6,949 **General sample** interviews conducted between July 2012 and June 2013 is **56%*** (this compares with 44% in 2008/09, 45% in 2009/10, 43% in 2010/11 and 45% in 2011/12). *Note: This is the adjusted response rate accounting for quota closures.

3. Māori Booster Survey

The response rate across the 1,206 **Māori Booster** interviews conducted between July 2012 and June 2013 is **56%*** (this compares with 35% in 2008/09, 39% in 2009/10, 52% in 2010/11 and 59% in 2011/12). *Note: This is the adjusted response rate accounting for quota closures.

4.7. Analysis

A Note on Significant Differences

The results for each question have been tested to identify where “true” (statistical significant) 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 statistically 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/under represented group have been excluded).

Significance testing has also been used to identify statistically significant 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 satisfaction³. 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 2012 and June 2013 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

³ Colmar Brunton, Prepared for the State Services Commission (2007) *Satisfaction and Trust in the State Services – Report*. Wellington, New Zealand.

4.8. 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 way(s) 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	2012/ 13 FY
Roadside	42%	44%	46%	46%	47%
Telephone (Total)	24%	24%	21%	22%	22%
- Called Communications Centres	14%	15%	14%	15%	15%
- Called Local Station	10%	9%	7%	7%	7%
Other (Police in person)	23%	21%	22%	21%	20%
Over the Counter (visited local station)	11%	11%	11%	11%	11%

Note: Weighting is based on all contact types recorded before selection of the one (if respondent had more than one contact with Police) to be rated/discussed further.

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 - Change Over Time

In 2012/13 four out of five respondents (79%) say they have *full/quite a lot* of trust and confidence in Police. This result represents a statistically significant increase in trust and confidence when compared with previous survey waves - up from 72% in 2008/09, 75% in 2009/10 and 77% in both 2010/11 and 2011/12, to 79% in the 2012/13 fiscal year. It should also be noted that the share stating they have *full trust and confidence* has also increased statistically significantly when compared with previous years (up from 26% in 2008/09, 28% in 2009/10, 29% in 2010/11 and 31% in 2011/12, to 33%).

Almost all (96%) respondents said they have at least some (*full/quite a lot/some*) trust and confidence in Police. This share has also increased significantly from 95% in 2011/12.

Only 4% of respondents mention they have *not much* (3%) or *no trust and confidence* (1%) in Police – also a statistically significant improvement from last year (decreased from 5%).

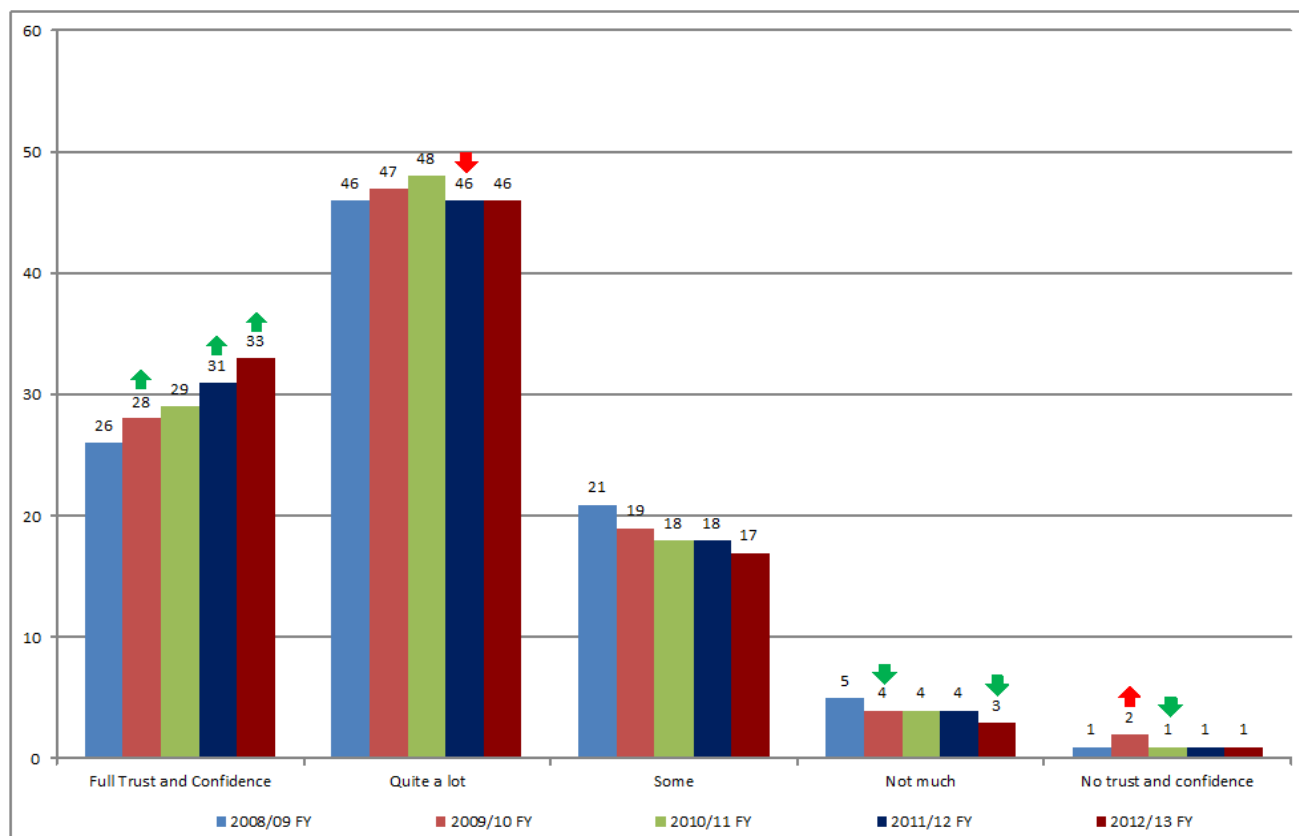
Table 1: Level of Trust and Confidence in Police – Change Over Time (%)

	2008/09 FY	2009/10 FY	2010/11 FY	2011/12 FY	2012/13 FY
Full Trust and Confidence	26	28	29	31	33
Quite a lot	46	47	48	46	46
Some	21	19	18	18	17
Not much	5	4	4	4	3
No trust and confidence	1	2	1	1	1
Don't know	1	0	0	0	0
Full/quite a lot	72	75	77	77	79
Full/quite a lot/some	93	94	95	95	96
Not much/no	6	6	5	5	4
Base	8471	9241	9939	9677	9646

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 – Change 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, 2012/13 FY n=9646.

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 2012/13 FY

The following statistically significant differences for 2012/13 are evident at the total results level (combined 2012/13 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 65 years or older (87%, compared with 77% of all other respondents);
- of European descent (82%, compared with 68% of all other respondents);
- living in Canterbury District (82%, compared with 78% of all other respondents); and/or
- who are female (81%, compared with 75% of male respondents).

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

- of Asian/Indian (8%, compared with 4% of all other respondents) or Māori (6%, compared with 4% of all other respondents) descent;
- living in Northland District (7%, compared with 4% of all other respondents) or Central (6%, compared with 4% of all other respondents) districts;
- aged between 25 and 34 years (6%, compared with 4% of all other respondents);
- who are male (5%, compared with 3% of female respondents); and/or
- who have had contact with Police (5%, compared with 4% of those who have not had contact).

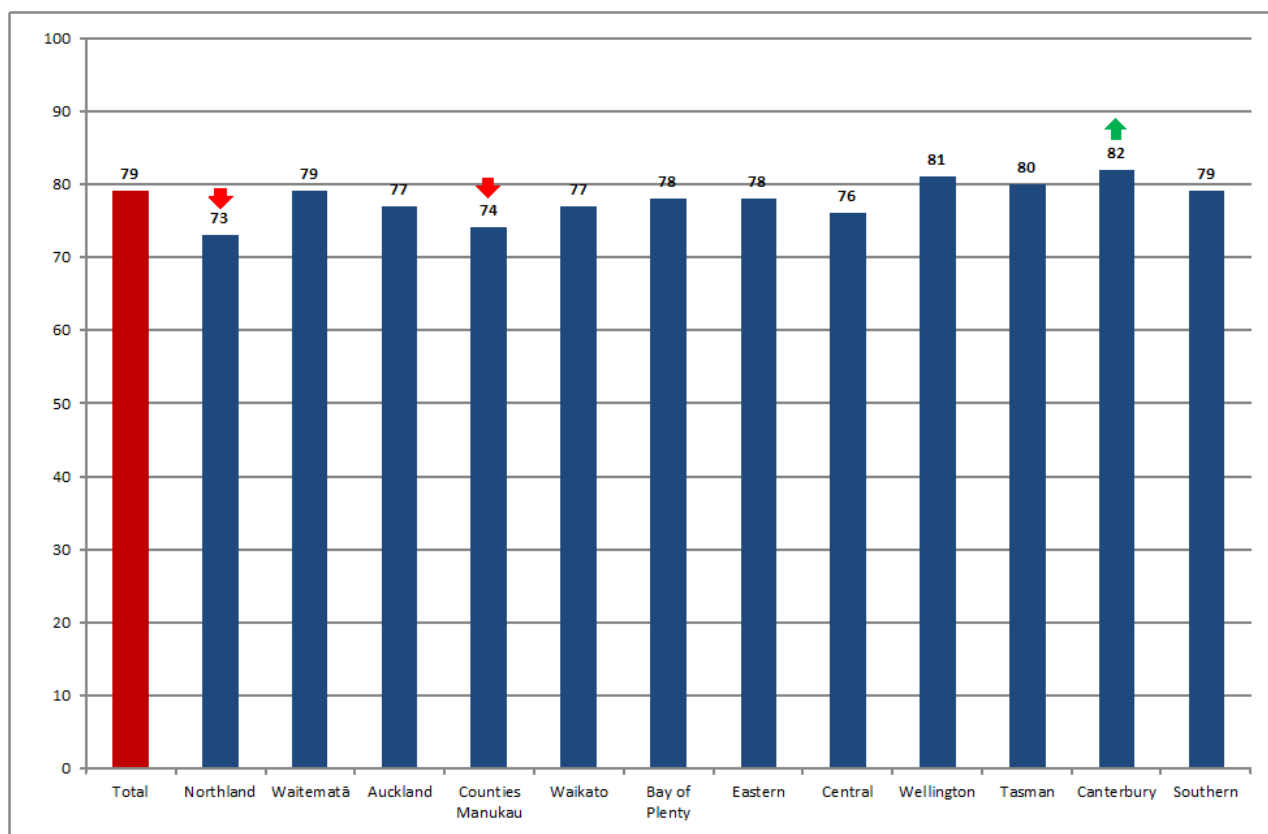
3.1.3. Level of Trust and Confidence in Police - Comparison by District

1. 2012/13 FY

In 2012/13, respondents living in Canterbury District were significantly more likely to give a rating of *full/quite a lot of trust and confidence* (82%, compared with 79% of all respondents).

In contrast, respondents living in Northland (73%) and Counties-Manukau (74%) 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 2012/13
(% Quite a Lot/Full Trust and Confidence)



Base: All respondents, excluding 'not applicable' responses. Total 2012/13 FY n=9646; Northland n=720; Waitematā n=835; Auckland n=794; Counties n=855; Waikato n=886; Bay of Plenty n=833; Eastern n=790; Central n=843; Wellington n=852; Tasman n=697; Canterbury n=826; Southern n=715.

Green arrow indicates a significantly higher result than the total.

Red arrow indicates a significantly lower result than the total.

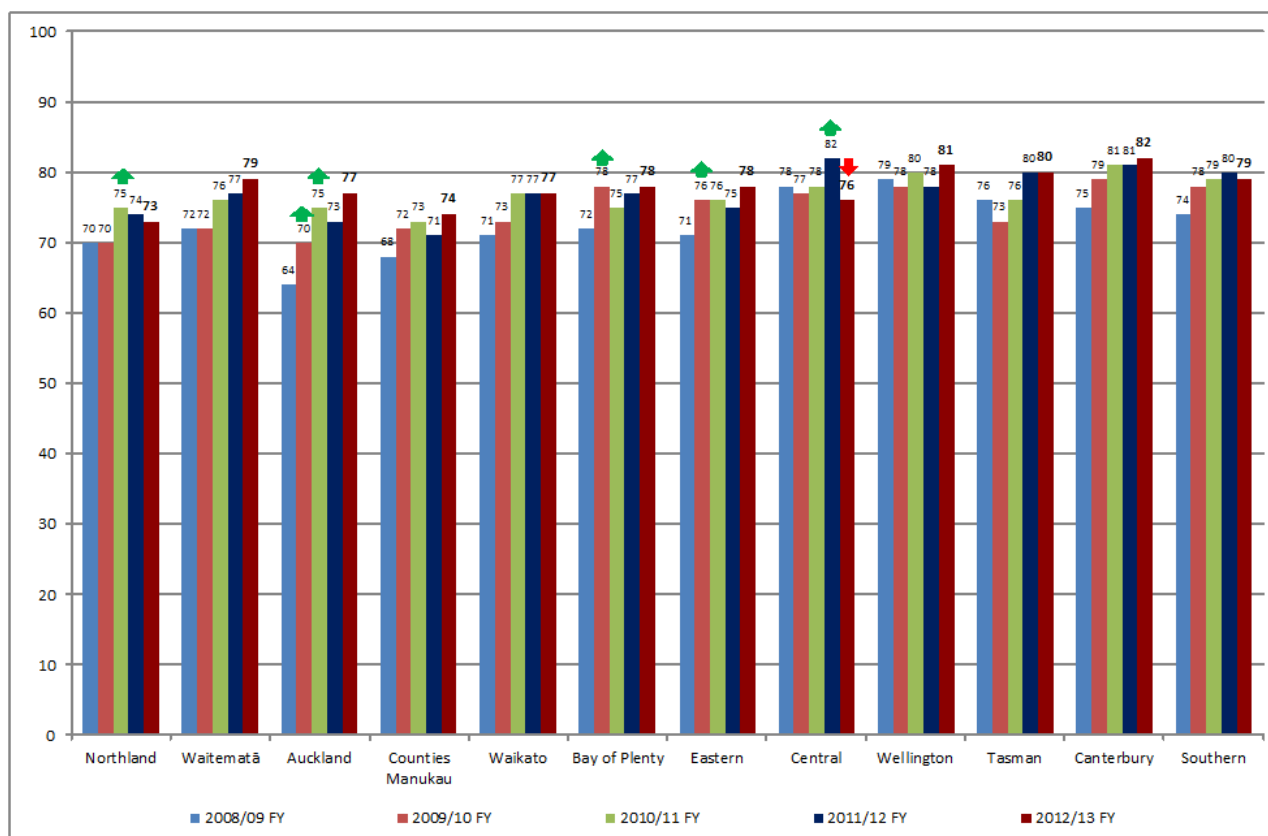
2. Change Over Time

When compared with 2011/12, ratings of *full/quite a lot of trust and confidence* have decreased statistically significantly for Central District (with 76% giving a positive rating in 2012/13, compared with 82% in 2011/12).

Note: that the 2011/12 result represented a significant increase in ratings.

Also of note (refer to Table 2 for this detail) is that Wellington (up from 95% in 2011/12, to 97%) and Eastern (up from 93%, to 96%) districts experienced statistically significant increases in the share of respondents who have *full/quite a lot of/some trust and confidence* in Police. Wellington District also had a statistically significant increase in the share stating they have *full trust and confidence* (up from 28% in 2011/12, to 34%) and a significant decrease in the share with *no/not much trust and confidence* (down from 5% to 3%).

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

Red arrow indicates a statistically significant lower result than the previous survey wave (i.e. the 2012/13 FY result is significantly lower than the 2011/12 result).

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

	Northland					Waitematā					Auckland City					Counties Manukau				
	08/ 09 FY	09/ 10 FY	10/ 11 FY	11/ 12 FY	12/ 13 FY	08/ 09 FY	09/ 10 FY	10/ 11 FY	11/ 12 FY	12/ 13 FY	08/ 09 FY	09/ 10 FY	10/ 11 FY	11/ 12 FY	12/ 13 FY	08/ 09 FY	09/ 10 FY	10/ 11 FY	11/ 12 FY	12/ 13 FY
Full Trust and Confidence	22	24	27	30	28	25	28	27	31	31	20	25	24	28	29	27	26	31	32	31
Quite a Lot	48	46	48	44	45	47	44	49	46	48	44	45	51	45	48	41	46	42	39	43
Some Trust and Confidence	24	23	21	21	20	21	21	20	19	17	25	23	21	22	18	24	22	22	21	20
Not Much	4	5	3	3	6	4	6	3	3	3	9	5	3	3	4	6	4	4	6	4
No Trust and Confidence	2	2	1	2	1	3	1	1	1	1	2	2	1	2	1	2	2	1	1	1
Don't know	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	1
Full Trust/Quite a Lot of Trust	70	70	75	74	73	72	72	76	77	79	64	70	75	73	77	68	72	73	71	74
Full Trust/Quite a Lot/ Some Trust	94	93	96	94	93	93	93	96	96	96	89	93	96	95	95	92	94	95	92	94
Not Much/ No Trust and Confidence	6	7	4	5	7	7	7	4	4	4	11	7	4	5	5	8	6	5	7	5
Base	615	681	751	703	720	741	791	848	850	835	805	820	868	842	794	777	873	928	889	855

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) (%)

	Waikato					Bay Of Plenty					Eastern					Central				
	08/ 09 FY	09/ 10 FY	10/ 11 FY	11/ 12 FY	12/ 13 FY	08/ 09 FY	09/ 10 FY	10/ 11 FY	11/ 12 FY	12/ 13 FY	08/ 09 FY	09/ 10 FY	10/ 11 FY	11/ 12 FY	12/ 13 FY	08/ 09 FY	09/ 10 FY	10/ 11 FY	11/ 12 FY	12/ 13 FY
Full Trust and Confidence	26	28	29	29	33	28	31	30	30	33	32	34	32	31	32	30	31	30	35	35
Quite a Lot	45	45	48	48	44	44	47	45	47	45	39	42	44	44	46	48	46	48	47	41
Some Trust and Confidence	23	21	19	18	18	23	17	20	18	16	24	19	18	18	18	18	17	17	13	18
Not Much	5	5	3	3	3	4	4	4	4	3	4	5	4	4	3	3	5	4	4	5
No Trust and Confidence	1	1	1	2	1	1	1	1	1	2	1	0	2	1	1	0	1	1	1	1
Don't know	0	0	0	0	1	0	0	0	0	1	0	0	0	1	0	1	0	0	0	0
Full Trust/Quite a Lot of Trust	71	73	77	77	77	72	78	75	77	78	71	76	76	75	78	78	77	78	82	76
Full Trust/Quite a Lot/ Some Trust	94	94	96	95	95	95	95	95	95	94	95	95	94	93	96	96	94	95	95	94
Not Much/ No Trust and Confidence	6	6	4	5	4	5	5	5	5	5	5	5	6	6	4	3	6	5	5	6
Base	698	814	895	914	886	694	784	875	847	833	643	697	782	765	790	676	757	826	808	843

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

	Wellington					Tasman					Canterbury					Southern				
	08/ 09 FY	09/ 10 FY	10/ 11 FY	11/ 12 FY	12/ 13 FY	08/ 09 FY	09/ 10 FY	10/ 11 FY	11/ 12 FY	12/ 13 FY	08/ 09 FY	09/ 10 FY	10/ 11 FY	11/ 12 FY	12/ 13 FY	08/ 09 FY	09/ 10 FY	10/ 11 FY	11/ 12 FY	12/ 13 FY
Full Trust and Confidence	25	27	27	28	34	30	24	30	31	34	28	32	33	36	38	27	28	30	32	31
Quite a Lot	54	51	53	50	47	46	49	46	49	46	47	47	48	45	45	47	50	49	48	48
Some Trust and Confidence	16	18	16	17	16	21	22	17	17	16	19	16	15	15	15	20	17	15	15	18
Not Much	3	3	3	4	2	2	3	6	3	3	5	3	3	3	2	5	4	4	3	1
No Trust and Confidence	2	1	1	1	1	1	2	1	0	1	1	2	1	1	1	1	1	2	1	2
Don't know	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0
Full Trust/Quite a Lot of Trust	79	78	80	78	81	76	73	76	80	80	75	79	81	81	82	74	78	79	80	79
Full Trust/Quite a Lot/ Some Trust	95	96	96	95	97	97	95	93	97	96	94	95	96	96	97	94	95	94	95	97
Not Much/ No Trust and Confidence	5	4	4	5	3	3	5	7	3	4	6	5	4	4	3	6	5	6	4	3
Base	753	848	909	912	852	615	641	665	659	697	813	842	884	801	826	641	693	708	687	715

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

Note: Due to high and consistent results, this question was removed part way through the final quarter of the 2012/13 in order to test new survey questions. Therefore the total base size for 2012/13 is lower when compared with previous years.

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

Results for feelings of safety in the local neighbourhood during the day are high and stable when compared with 2011/12. The majority of respondents (93%) feel *safe/very safe* (this result unchanged when compared with 2011/12 and 2010/11), while just less than three out of five respondents (59%) said they feel *very safe* in their neighbourhood during the day (up 1 percentage point from 58%).

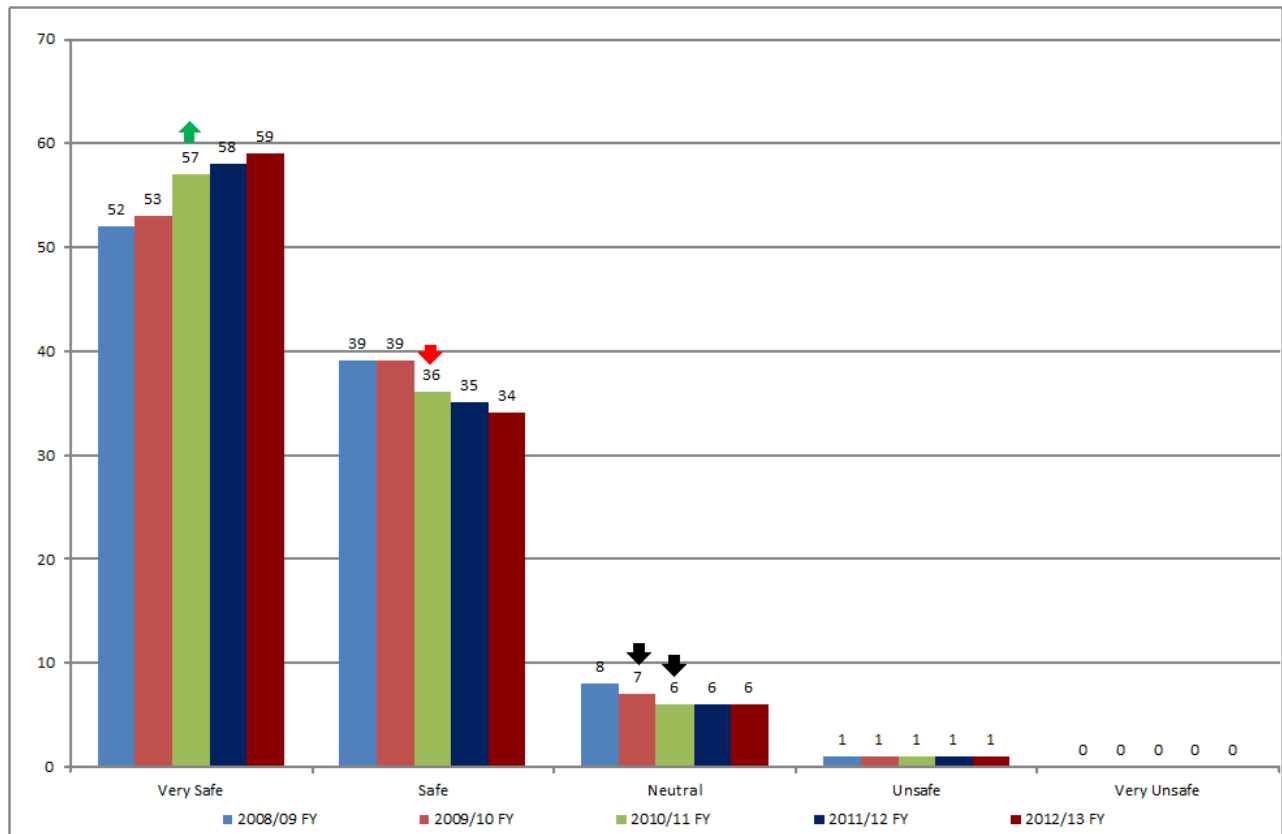
Table 5: Safety in Local Neighbourhood During the Day – Change Over Time (%)

	2008/09 FY	2009/10 FY	2010/11 FY	2011/12 FY	2012/13 FY
Very Safe	52	53	57	58	59
Safe	39	39	36	35	34
Neutral	8	7	6	6	6
Unsafe	1	1	1	1	1
Very Unsafe	0	0	0	0	0
Don't know	0	0	0	0	0
Total Safe	91	92	93	93	93
Total Unsafe	1	1	1	1	1
<i>Base</i>	8503	9301	9461	9688	8721

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 – Change 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, 2012/13 FY n=8721.

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 2012/13 FY

The following statistically significant differences for 2012/13 are evident at the total results level (combined 2012/13 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 Tasman (97%), Southern (96%), and Canterbury (95%) districts (compared with 92% of all other respondents);
- of European descent (94%, compared with 90% of all other respondents);
- aged 65 years or older (94%, compared with 92% of all other respondents); and/or
- who are male (94%, compared with 92% of female respondents).

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

- living in Counties-Manukau District (3%, compared with 1% of all other respondents);
- who have had contact with Police (1%, compared with <1% of those who have not had contact); and/or
- who are female (1%, compared with <1% of male respondents).

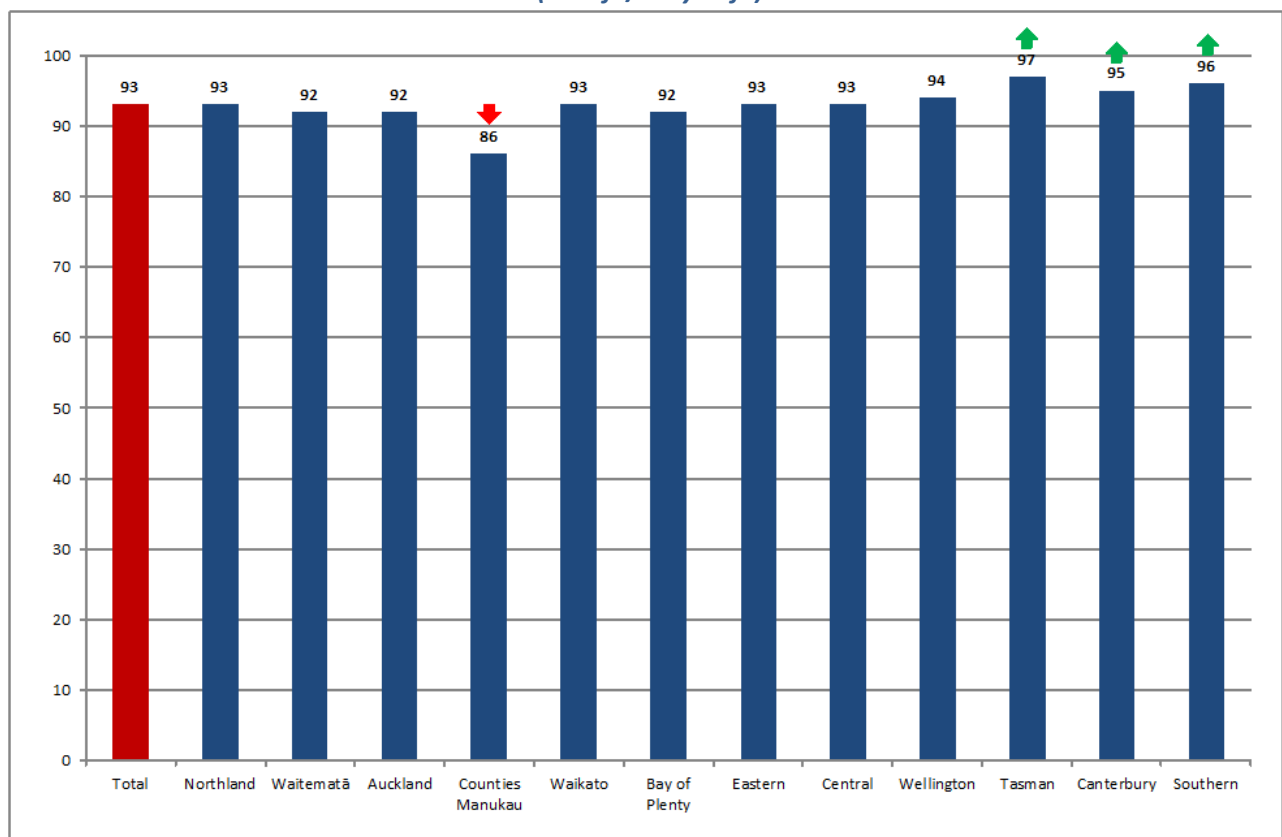
3.2.3. Safety in Local Neighbourhood During the Day - Comparison by District

1. 2012/13 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 the South Island are more likely to feel *safe/very safe* in their neighbourhood during the day – with significantly higher ratings for Tasman (97% *safe/very safe*), Southern (96%), Canterbury (95%) districts.

In contrast, feelings of safety during the day are significantly lower for those living in Counties Manukau District (86% feeling *safe/very safe*).

**Figure 5: Safety in Local Neighbourhood During the Day - By District in 2012/13 FY
(% Safe/Very Safe)**



Base: All respondents, excluding 'not applicable' responses. Total 2012/13 FY n=8721; Northland n=639; Waitematā n=762; Auckland n=730; Counties Manukau n=771; Waikato n=793; Bay of Plenty n=751; Eastern n=716; Central n=766; Wellington n=776; Tasman n=624; Canterbury n=752; Southern n=641.

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

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

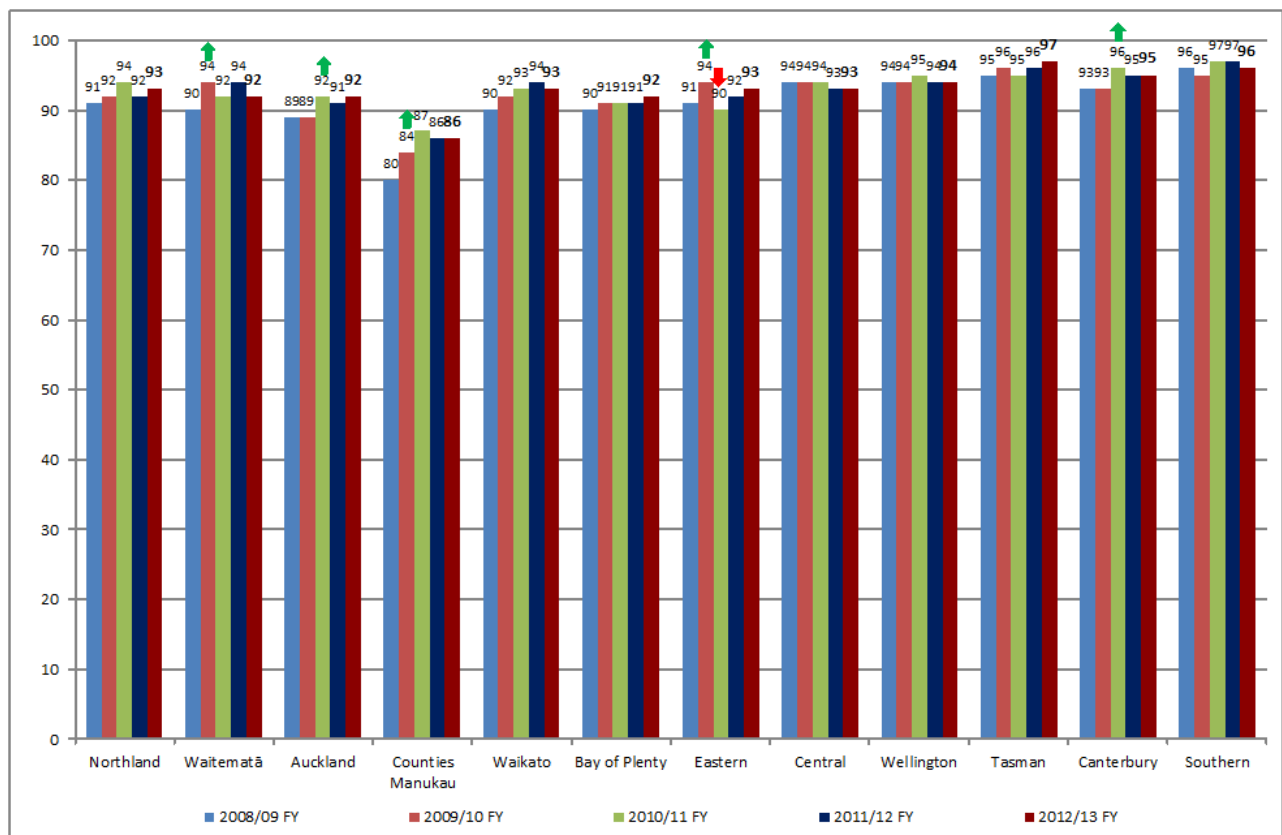
2. Change Over Time

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 2011/12 (with no statistically significant increases or decreases). However, it should be noted that there has been a statistically significant increase in the share of respondents feeling *very safe* in their neighbourhood during the day in the Tasman (up from 67% in 2011/12, to 73%), Waikato (up from 53% in 2011/12, to 60%), and Bay of Plenty (up from 54%, to 59%) districts. (Please refer to Table 5.)

It should also be noted that respondents living in Canterbury and Wellington districts were significantly less likely to report that they feel *very unsafe/unsafe* in their local neighbourhood during the day (both districts with no mentions, 0%) than they did in 2011/12 (both with 1% of respondents feeling unsafe).

In contrast, there has been a statistically significant increase in the proportion of respondents living in the Waitematā, Waikato, Eastern, Central and Tasman districts giving a rating of *unsafe/very unsafe* for their safety in their local neighbourhood during the day, all five districts up from no mentions (0%) in 2011/12, to 1% feeling unsafe in 2012/13. (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 6: Safety in Local Neighbourhood During the Day – By District (%)

	Northland					Waitematā					Auckland City					Counties Manukau				
	08/ 09 FY	09/ 10 FY	10/ 11 FY	11/ 12 FY	12/ 13 FY	08/ 09 FY	09/ 10 FY	10/ 11 FY	11/ 12 FY	12/ 13 FY	08/ 09 FY	09/ 10 FY	10/ 11 FY	11/ 12 FY	12/ 13 FY	08/ 09 FY	09/ 10 FY	10/ 11 FY	11/ 12 FY	12/ 13 FY
Very Safe	52	51	56	58	54	50	52	57	57	56	42	49	51	54	52	34	38	44	43	43
Safe	39	41	38	35	39	40	42	35	37	36	47	40	41	37	40	46	46	43	43	43
Neutral	7	7	5	6	6	9	5	7	6	7	9	9	7	7	6	17	14	11	12	11
Unsafe	1	1	1	1	1	1	1	1	0	1	2	2	1	1	1	3	2	1	1	3
Very Unsafe	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0
Don't know	1	0	0	0	0	0	0	0	0	0	0	0	0	1	1	0	0	1	0	0
Total Safe	91	92	94	92	93	90	94	92	94	92	89	89	92	91	92	80	84	87	86	86
Total Unsafe	1	1	1	1	1	1	1	1	0	1	2	2	1	1	1	3	2	1	2	3
Base	620	687	731	705	639	742	797	809	851	762	809	832	800	842	730	784	879	880	889	771

(Part 2)

	Waikato					Bay Of Plenty					Eastern					Central				
	08/ 09 FY	09/ 10 FY	10/ 11 FY	11/ 12 FY	12/ 13 FY	08/ 09 FY	09/ 10 FY	10/ 11 FY	11/ 12 FY	12/ 13 FY	08/ 09 FY	09/ 10 FY	10/ 11 FY	11/ 12 FY	12/ 13 FY	08/ 09 FY	09/ 10 FY	10/ 11 FY	11/ 12 FY	12/ 13 FY
Very Safe	51	54	57	53	60	53	48	49	54	59	51	52	52	53	55	55	55	60	60	59
Safe	39	38	36	41	33	37	43	42	37	33	40	42	38	39	38	39	39	34	33	34
Neutral	8	7	6	6	6	8	8	8	8	6	8	5	8	8	6	5	5	5	7	6
Unsafe	2	0	1	0	1	2	1	1	1	2	1	1	2	0	1	0	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
Don't know	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	1	1	0	0	0
Total Safe	90	92	93	94	93	90	91	91	91	92	91	94	90	92	93	94	94	94	93	93
Total Unsafe	2	0	1	0	1	2	1	1	1	2	1	1	2	0	1	0	0	1	0	1
Base	701	815	852	918	793	696	787	836	849	751	644	687	759	764	716	681	797	789	805	766

(Part 3)

	Wellington					Tasman					Canterbury					Southern				
	08/ 09 FY	09/ 10 FY	10/ 11 FY	11/ 12 FY	12/ 13 FY	08/ 09 FY	09/ 10 FY	10/ 11 FY	11/ 12 FY	12/ 13 FY	08/ 09 FY	09/ 10 FY	10/ 11 FY	11/ 12 FY	12/ 13 FY	08/ 09 FY	09/ 10 FY	10/ 11 FY	11/ 12 FY	12/ 13 FY
Very Safe	59	59	63	63	61	64	67	68	67	73	61	55	64	67	66	64	64	65	69	70
Safe	35	35	32	31	33	31	29	27	29	24	32	38	32	28	29	32	31	32	28	26
Neutral	5	6	4	5	6	5	4	4	4	2	6	6	4	4	5	3	4	3	2	4
Unsafe	1	0	1	1	0	0	0	1	0	1	1	1	0	1	0	0	1	0	1	0
Very Unsafe	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	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0
Total Safe	94	94	95	94	94	95	96	95	96	97	93	93	96	95	95	96	95	97	97	96
Total Unsafe	1	0	1	1	0	0	0	1	0	1	1	1	0	1	0	0	1	0	1	1
Base	753	832	842	915	776	617	879	655	660	624	815	815	823	803	752	641	787	685	687	641

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 less than a third of the (n=109) respondents (29%) 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. Burglaries/theft is also commonly mentioned as a reason for feeling unsafe (21%).

Other frequently mentioned reasons for feeling unsafe during the day include living in an unsafe area where crime takes place a lot (13%), youths, particularly those hanging around in groups (12%), alcohol and drug problems in the area (9%) and an impression that there is a lack of immediate response from police on 111 or emergency calls (9%). It should also be noted that the share mentioning that the reason they feel unsafe in their neighbourhood during the day is because they feel they live in an unsafe area where crime takes place a lot, has increased significantly this year – after declining significantly in 2011/12 to 3%, it is up to 13% this measure. In contrast, there has been a statistically significant decline in the share mentioning that the presence of gangs make them feel unsafe during the day (down from 16% in 2011/12, to 7%).

Table 7: 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)	2012/ 13 FY (n=109)	2012/ 13 FY (n=8721)
People who make you feel unsafe because of their behaviour/attitude/appearance	29	29	19	36	29	<1
Burglaries/theft	34	43	25	32	21	<1
Living in an unsafe area where crime takes place a lot	6	7	12	3	13	<1
Youths hanging around in groups	25	15	15	12	12	<1
Alcohol and drug problem in the area	4	8	11	9	9	<1
Lack of immediate response from Police on 111 or emergency calls	4	2	6	5	9	<1
Dangerous driving (including drink driving and speeding)	2	7	4	7	8	<1
Lack of Police presence/not enough Police	4	5	7	6	8	<1
Gangs	6	7	14	16	7	<1
Fights/arguments/attacks on the street	7	14	6	6	7	<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 2012/13.

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 - Change Over Time

In 2012/13, just less than three quarters of respondents (72%) feel *safe/very safe* in their local neighbourhood after dark. This is consistent with the 2011/12 results (where 73% reported feeling *safe/very safe*). However, of note this measure has been a statistically significant increase in the share of respondents feeling *very safe* - up from 28% in 2011/12 to 30% - continuing the positive trend over time.

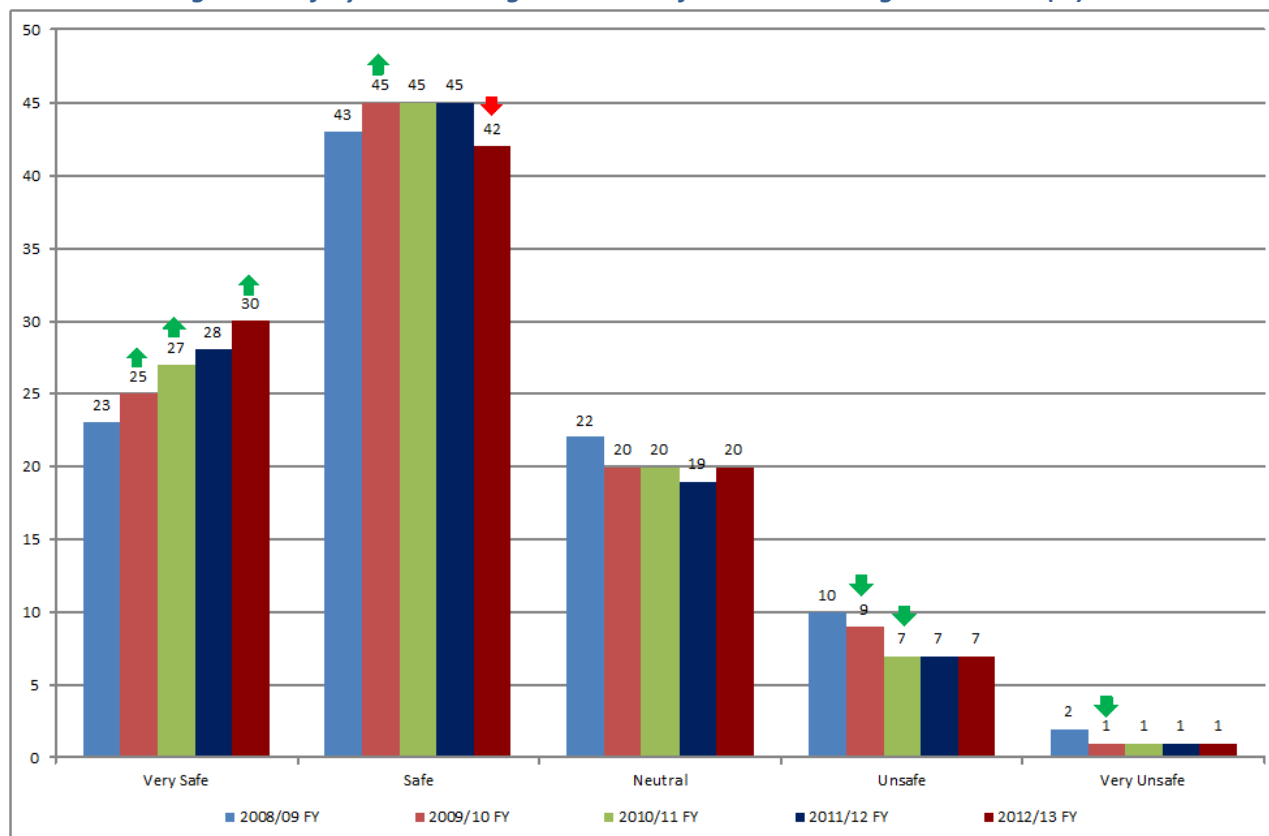
The proportion of respondents who report feeling unsafe in their neighbourhood after dark is unchanged from the previous two measures (2010/11 and 2011/12), with 8% feeling *unsafe/very unsafe*.

Table 8: Safety in Local Neighbourhood After Dark – Change Over Time (%)

	2008/09 FY	2009/10 FY	2010/11 FY	2011/12 FY	2012/13 FY
Very Safe	23	25	27	28	30
Safe	43	45	45	45	42
Neutral	22	20	20	19	20
Unsafe	10	9	7	7	7
Very Unsafe	2	1	1	1	1
Don't know	0	0	0	0	0
Total Safe	66	70	72	73	72
Total Unsafe	12	10	8	8	8
Base	8491	9275	9451	9686	9644

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 – Change 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, 2012/13 FY n=9644.

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 2012/13 FY

The following statistically significant differences for 2012/13 are evident at the total results level (combined 2012/13 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%), Tasman (83%) or Canterbury (76%) district (compared with 70% of respondents in all other districts);
- who are male (80%, compared with 67% of female respondents);
- aged 35 years or older (75%, compared with 66% of all other respondents);
- of European descent (74%, compared with 70% of all other respondents); and/or
- who have not had contact with Police (74%, compared with 71% of those who have had contact).

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

- living in Counties-Manukau (13%, compared with 7% of all other respondents) or Waikato (10%) districts (compared with 8% of all other respondents);
- who are female (11%, compared with 4% of male respondents);

- of Pacific descent (11%, compared with 8% of all other respondents);
- aged between 16 to 24 years (10%, compared with 7% of all other respondents); and/or
- who have had contact with Police (9%, compared with 7% of those who have not had contact).

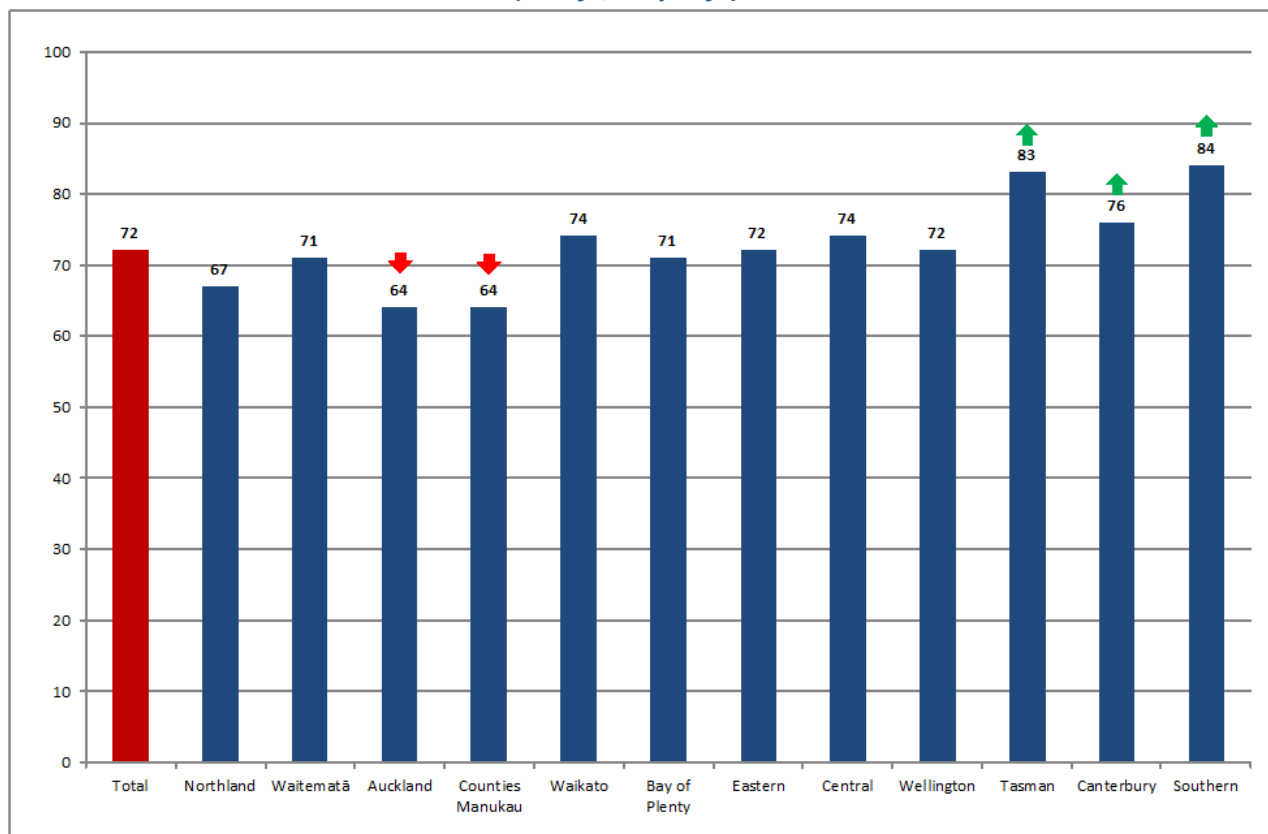
3.3.3. Safety in Local Neighbourhood After Dark - Comparison by District

1. 2012/13 FY

In 2012/13, 72% 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%), Tasman (83%) and Canterbury (76%) districts were significantly more likely say they feel *safe/very safe* in their local neighbourhood after dark.

In contrast, respondents living Counties Manukau or Auckland City districts were significantly less likely to give a positive rating (both with 64% feeling *safe/very safe*).

**Figure 8: Safety in Local Neighbourhood After Dark - By District in the 2012/13 FY
(% Safe/Very Safe)**



Base: All respondents, excluding 'not applicable' responses. Total 2012/13 FY n=9644; Northland n=723; Waitematā n=834; Auckland n=793; Counties Manukau n=853; Waikato n=885; Bay of Plenty n=832; Eastern n=789; Central n=842; Wellington n=852; Tasman n=698; Canterbury n=828; Southern n=715.

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

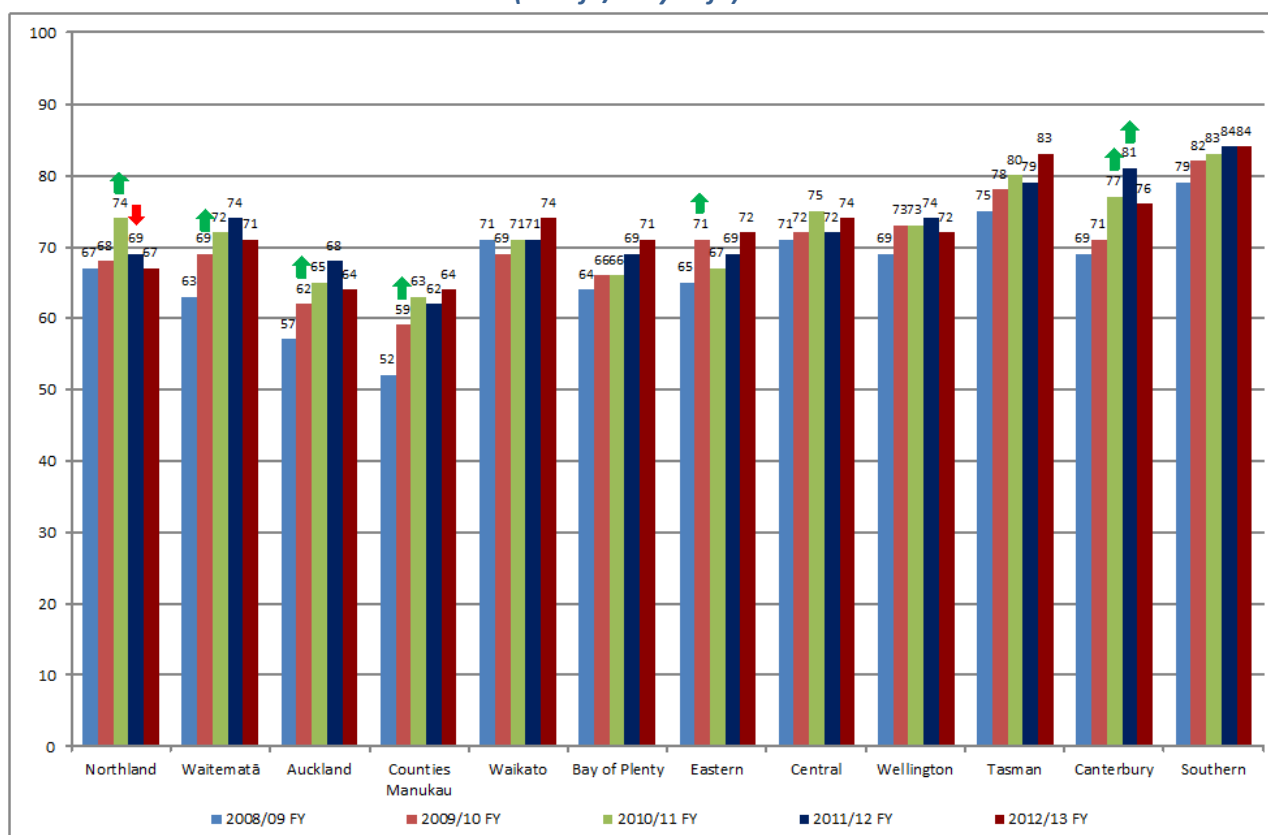
Red arrow indicates a statistically significantly lower result than the total.

2. Change Over Time

As with safety during the day, the proportion of respondents who reported that they feel *safe/very safe* in their neighbourhood after dark has remained stable across all districts, when compared with 2011/12 (with no statistically significant increases or decreases). However, it should be noted that there has been a statistically significant increase in the share of respondents feeling *very safe* in their neighbourhood after dark in the Tasman (up from 34% in 2011/12, to 46%), Bay of Plenty (up from 25%, to 30%), Waikato (up from 26% in 2011/12, to 31%), and Eastern (up from 23%, to 28%) districts. (Please refer to Table 9.). *Note: With the exception of Eastern District, these are the same districts that have also experienced a significant increase in very safe ratings this measure for the local neighbourhoods during the day.*

In contrast, the proportion of respondents giving a positive rating for safety in their neighbourhood after dark declined for those living in the Canterbury District (down from a significant increase to 81% in 2011/12, to 76% this year). Also of note have been statistically significant increases in the share of respondents feeling *unsafe/very unsafe* in Waitematā and Wellington districts (both up from 5% feeling *unsafe/very unsafe* in 2011/12, to 8% this measure).

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

	Northland					Waitematā					Auckland City					Counties Manukau				
	08/ 09 FY	09/ 10 FY	10/ 11 FY	11/ 12 FY	12/ 13 FY	08/ 09 FY	09/ 10 FY	10/ 11 FY	11/ 12 FY	12/ 13 FY	08/ 09 FY	09/ 10 FY	10/ 11 FY	11/ 12 FY	12/ 13 FY	08/ 09 FY	09/ 10 FY	10/ 11 FY	11/ 12 FY	12/ 13 FY
Very Safe	26	25	29	31	28	22	21	28	29	26	13	19	19	22	22	14	19	20	19	20
Safe	41	43	45	38	39	41	48	44	45	45	44	43	46	46	42	38	40	43	43	44
Neutral	22	20	17	21	25	25	22	19	21	21	26	26	25	22	27	26	25	24	24	23
Unsafe	9	10	8	9	7	11	9	7	5	7	15	11	9	8	8	19	14	11	12	10
Very Unsafe	1	2	1	1	1	1	0	2	0	1	2	1	1	1	1	3	2	2	1	3
Don't know	1	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	1	0
Total Safe	67	68	74	69	67	63	69	72	74	71	57	62	65	68	64	52	59	63	62	64
Total Unsafe	10	12	9	10	8	12	9	9	5	8	17	12	10	9	9	22	16	13	13	13
Base	619	674	729	705	723	742	792	807	850	834	808	817	799	841	793	781	871	879	888	853

(Part 2)

	Waikato					Bay Of Plenty					Eastern					Central				
	08/ 09 FY	09/ 10 FY	10/ 11 FY	11/ 12 FY	12/ 13 FY	08/ 09 FY	09/ 10 FY	10/ 11 FY	11/ 12 FY	12/ 13 FY	08/ 09 FY	09/ 10 FY	10/ 11 FY	11/ 12 FY	12/ 13 FY	08/ 09 FY	09/ 10 FY	10/ 11 FY	11/ 12 FY	12/ 13 FY
Very Safe	24	24	27	26	31	24	21	21	25	30	26	25	26	23	28	24	27	26	29	33
Safe	47	45	44	45	43	40	45	45	44	41	39	46	41	46	44	47	45	49	43	41
Neutral	19	22	19	20	16	25	23	22	22	19	23	17	19	21	19	21	19	19	20	20
Unsafe	8	8	9	8	9	10	10	9	8	7	10	11	13	9	8	7	7	5	7	5
Very Unsafe	2	1	1	1	1	0	1	3	1	3	2	1	1	1	1	1	2	1	1	1
Don't know	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Total Safe	71	69	71	71	74	64	66	66	69	71	65	71	67	69	72	71	72	75	72	74
Total Unsafe	10	9	10	9	10	10	11	12	9	10	12	12	14	10	9	8	9	6	8	6
Base	698	809	851	918	885	697	775	834	848	832	644	703	760	765	789	680	760	787	808	842

(Part 3)

	Wellington					Tasman					Canterbury					Southern				
	08/ 09 FY	09/ 10 FY	10/ 11 FY	11/ 12 FY	12/ 13 FY	08/ 09 FY	09/ 10 FY	10/ 11 FY	11/ 12 FY	12/ 13 FY	08/ 09 FY	09/ 10 FY	10/ 11 FY	11/ 12 FY	12/ 13 FY	08/ 09 FY	09/ 10 FY	10/ 11 FY	11/ 12 FY	12/ 13 FY
Very Safe	25	25	27	28	30	30	36	34	34	46	24	27	32	34	36	35	32	35	37	39
Safe	44	48	46	46	42	45	42	46	45	37	45	44	45	47	40	44	50	48	47	45
Neutral	20	20	22	21	20	18	15	15	16	14	20	21	17	12	17	15	13	12	12	13
Unsafe	9	6	5	4	7	6	7	4	4	3	9	8	6	5	6	5	4	4	3	3
Very Unsafe	1	1	0	1	1	1	0	1	1	0	2	0	0	1	1	1	1	1	1	0
Don't know	1	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0
Total Safe	69	73	73	74	72	75	78	80	79	83	69	71	77	81	76	79	82	83	84	84
Total Unsafe	10	7	5	5	8	7	7	5	5	3	11	8	6	6	7	6	5	5	4	3
Base	754	849	842	915	852	613	645	654	658	698	814	842	823	803	828	641	693	686	687	715

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=843), two in five (41%) commented that this was because there are people who make them feel unsafe because of their appearance, attitude and/or behaviour. This represents a significant increase in the share mentioning that other people's appearance, attitude and/or behaviour makes them feel unsafe when compared with the previous measure – up from 36% in 2011/12. Just under one in five respondents (17%) specifically mentioned that youths, particularly those hanging around in groups, make them feel unsafe (however mention of youths is down significantly from 22% in 2011/12), while an additional 9% mentioned gangs in general (down slightly, but not significantly, from 11% last measure).

Other commonly mentioned reasons for feeling unsafe included poor lighting/dark areas (15%, compared with 14% last year), burglary/theft (13%, compared with 11% last year), alcohol and drug problems in the respondent's local area (12%, compared with 13% last year), respondent feeling they live in an unsafe area where crime takes place often (12%, up significantly from 8% in 2011/12), and/or fights, arguments and/or attacks on the street (10%, compared with 11% last measure).

Table 10: 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)	2012/13 FY (n=843)	2012/13 FY (n=9644)
People who make you feel unsafe because of their behaviour/attitude/appearance	36	39	37	36	41	2
Youths hanging around in groups	29	22	23	22	17	1
Dark/poor lighting	13	10	16	14	15	1
Burglaries/theft	14	13	11	11	13	1
Alcohol and drug problem in the area	15	11	17	13	12	<1
Living in an unsafe area where crime takes place a lot	6	7	6	8	12	<1
Fights/arguments/attacks on the street	14	13	9	11	10	<1
Gangs	10	8	15	11	9	<1
Lack of Police presence/not enough Police	7	6	8	6	8	<1
Dangerous driving (including drink driving, speeding)	9	8	8	7	7	<1
Being alone	3	2	4	5	7	<1
Unsure of what sort of people around, what might happen	3	4	5	4	6	<1
Increase in crime rate/level of crime	4	3	4	4	5	<1
Alcohol/drug use by youth	3	3	3	3	5	<1
Past events in neighbourhood (murder/muggings)	3	2	2	3	5	<1
Too many people loitering/groups loitering	1	3	3	4	4	<1
Crime story (from media or friends)	6	5	4	6	4	<1
Being a woman/being pregnant	4	3	4	3	4	<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 2012/13.

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

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

- aged 16 to 24 years (41%, compared with 25% of all other respondents);
- living in Waikato and Bay of Plenty districts (39%, compared with 26% of all other respondents); and/or
- of European descent (32%, compared with 21% of all other respondents).

Respondents significantly more likely to mention **youths hanging around in groups** include those living in the Waikato District (32%, compared with 15% of all other respondents).

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

- living in Wellington (29%, compared with 13% of all other respondents) or Auckland (26%, compared with 14% all other respondents) districts;
- aged 16 to 24 years (23%, compared with 13% of all other respondents); and/or
- who are female (19%, compared with 4% of male respondents).

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

- living in Waitematā District (22%, compared with 12% of all other respondents); and/or
- of Māori descent (18%, compared with 12% of all other respondents).

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

- of Asian or Indian descent (28%, compared with 11% of all other respondents); and/or
- aged 35 to 44 years (23%, 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 (18%, compared with 10% of all other respondents).

Respondents significantly more likely to mention **fight, arguments, attacks on the street** include those living in Counties Manukau District (17%, compared with 9% of all other respondents).

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

- living in Bay of Plenty (27%, compared with 8% of all other respondents) or Wellington (19%, compared with 8% of all other respondents) districts;
- of Māori descent (16%, compared with 8% of all other respondents); and/or
- aged between 25 and 34 years (14%, compared with 8% of all other respondents).

Respondents significantly more likely to mention **lack of Police presence** include those aged between 45 and 54 years (13%, compared with 7% of all other respondents).

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

- living in Canterbury District (14%, 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 **being alone** include those:

- aged 65 years or older (15%, compared with 6% of all other respondents); and/or
- who are female (9%, 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 living in Canterbury District (10%, compared with 5% of all other respondents).

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

- living in Canterbury District (11%, compared with 5% of all other respondents);
- aged 35 to 44 years (10%, compared with 5% of all other respondents); and/or
- who are male (9%, compared with 4% of female respondents).

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

- living in Canterbury District (10%, compared with 4% of all other respondents);
- who are male (8%, compared with 4% of female respondents); and/or
- who have had contact with Police (7%, compared with 3% of all other respondents).

Respondents significantly more likely to mention **past events in neighbourhood (murder/muggings)** include those aged 35 to 44 years (10%, compared with 4% of all other respondents).

Respondents significantly more likely to mention **crime story (from media or friends)** include those:

- living in Counties Manukau District (12%, compared with 3% of all other respondents);
- aged 65 years or over (8%, compared with 4% of all other respondents); and/or
- who have not had contact with Police (6%, compared with 2% of those who have had contact).

Respondents significantly more likely to mention **being a woman/being pregnant** include those living in Canterbury (9%, compared with 3% of all other respondents) or Wellington (9%, compared with 4% of all other respondents) districts.

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 - Change Over Time

Just over half (54%) of all of respondents in the 2012/13 survey period said they feel *safe* or *very safe* in their city or town centre after dark. While positive safety results are unchanged from 2011/12, the share mentioning they feel very safe in their city or town centre after dark has increased from 14% to 15% (at statistically significant increase).

The share feeling *unsafe/very unsafe* in their city or town centre after dark is also stable (unchanged from the 2011/12 measure at 17%).

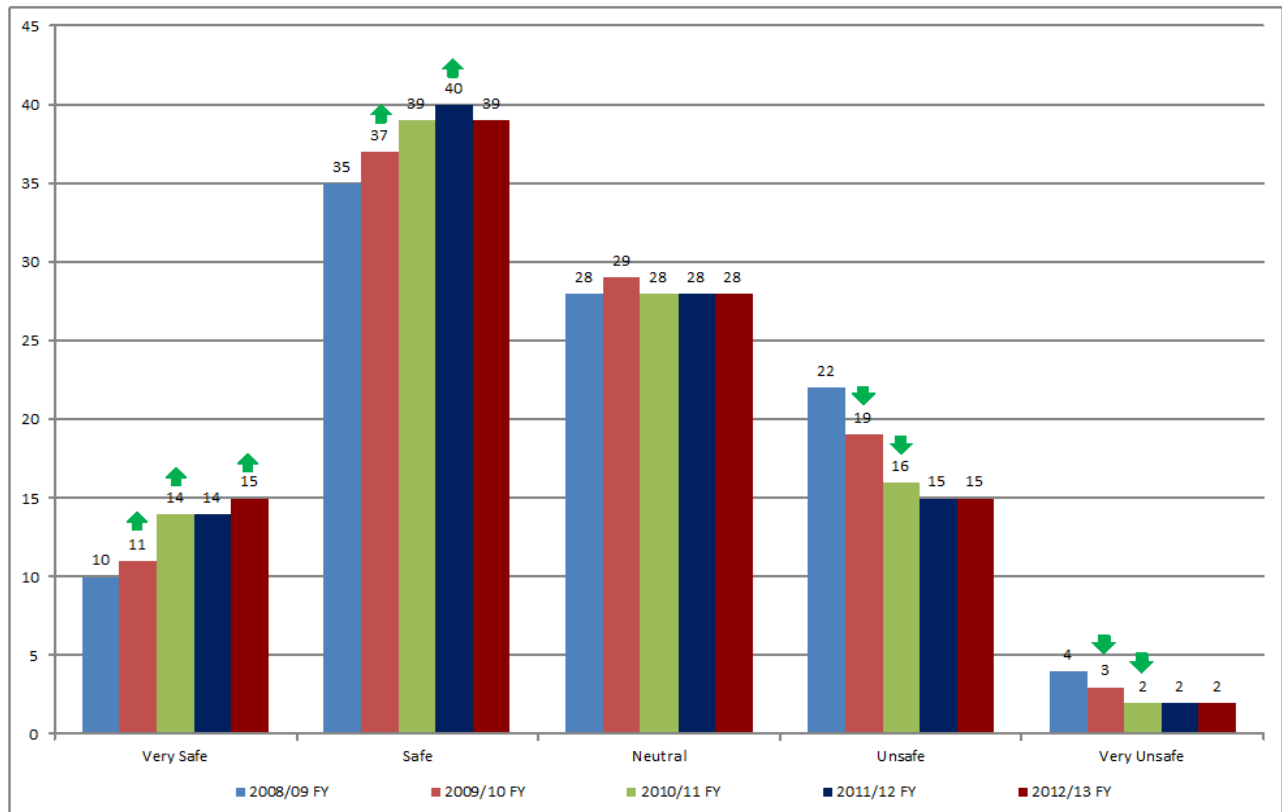
Table 11: Safety in City or Town Centre After Dark – Change Over Time (%)

	2008/09 FY	2009/10 FY	2010/11 FY	2011/12 FY	2012/13 FY
Very Safe	10	11	14	14	15
Safe	35	37	39	40	39
Neutral	28	29	28	28	28
Unsafe	22	19	16	15	15
Very Unsafe	4	3	2	2	2
Don't know	1	1	1	1	1
Total Safe	45	48	53	54	54
Total Unsafe	26	22	18	17	17
Base	7439	9190	9407	9619	9571

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 – Change 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, 2012/13 FY n=9589.

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 2012/13 FY

The following statistically significant differences for 2012/13 are evident at the total results level (combined 2012/13 results for General, Communications Centres and Māori Booster sample).

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

- living in Southern (67%), Tasman (65%), Waikato (59%), or Central (58%) districts (compared with 51% of respondents in all other districts);
- who are male (61%, compared with 47% of female respondents);
- aged between 45 and 54 years (56%, compared with 53% of all other respondents) or over 65 years (56%, 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 Northland (24%), Eastern (24%) or Counties-Manukau (23%) districts (compared with 15% of all other respondents);
- who are female (23%, compared with 11% of male respondents);
- aged 65 years or older (20%, compared with 16% of all other respondents);
- who have had contact with Police (18%, compared with 16% of those who have not had contact); and/or
- of European descent (17%, compared with 16% of all other respondents).

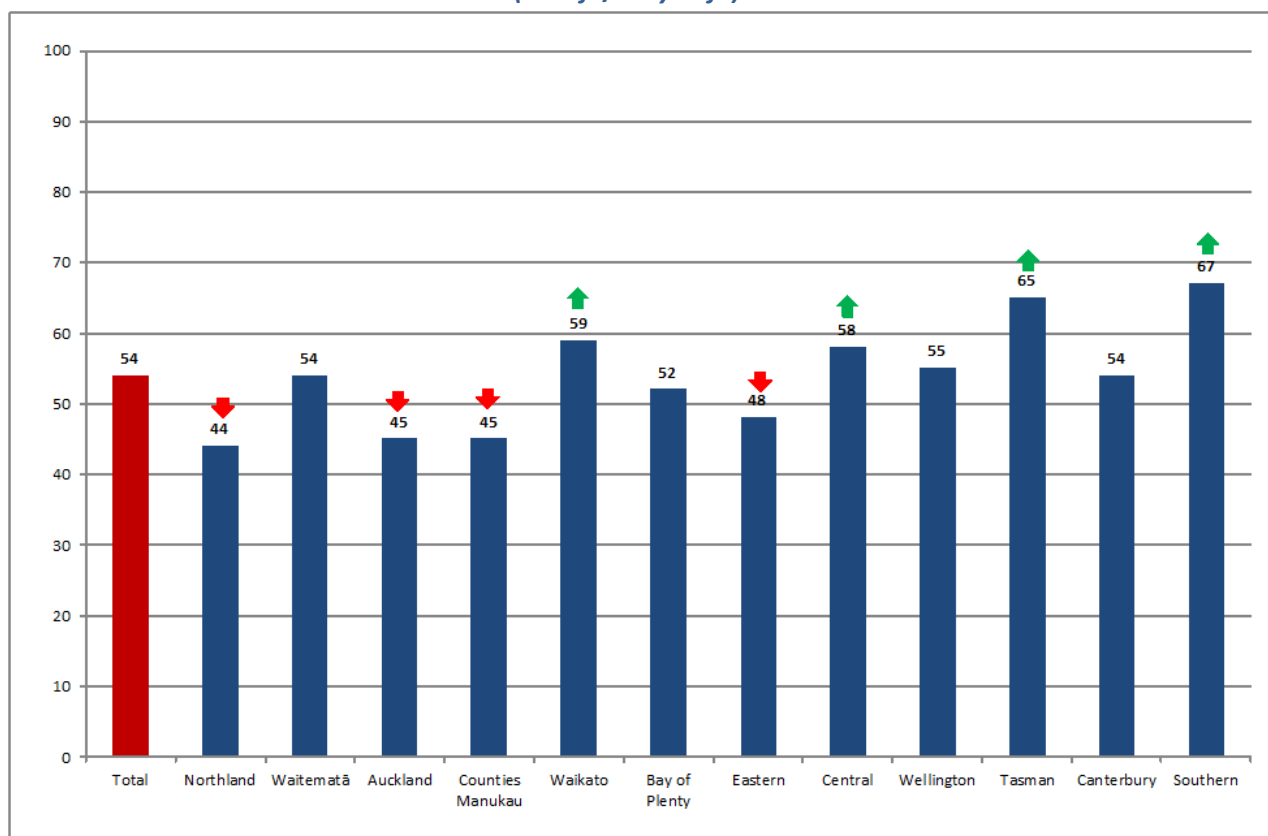
3.4.3. Safety in City or Town Centre After Dark - Comparison by District

1. 2012/13 FY

Safety ratings for city or town centres after dark are mixed, with four districts receiving statistically significantly higher shares, and four districts receiving significantly lower shares of respondents feeling *safe/very safe* in their city or town centre after dark when compared with the overall result of 54%. Districts with significantly higher shares of positive safety ratings include Southern (67% feeling *safe/very safe*), Tasman (65%), Waikato (59%) and Central (58%) districts.

In contrast, respondents living in Northland (44%), Auckland (45%), Counties Manukau (45%), and Eastern (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 2012/13 FY
(% Safe/Very Safe)**



Base: All respondents, excluding 'not applicable' responses. Total 2012/13 FY n=9571; Northland n=714; Waitematā n=829; Auckland n=786; Counties n=852; Waikato n=880; Bay of Plenty n=828; Eastern n=784; Central n=836; Wellington n=847; Tasman n=692; Canterbury n=813; Southern n=710.

Green arrow indicates a significantly higher result than the total.

Red arrow indicates a significantly lower result than the total.

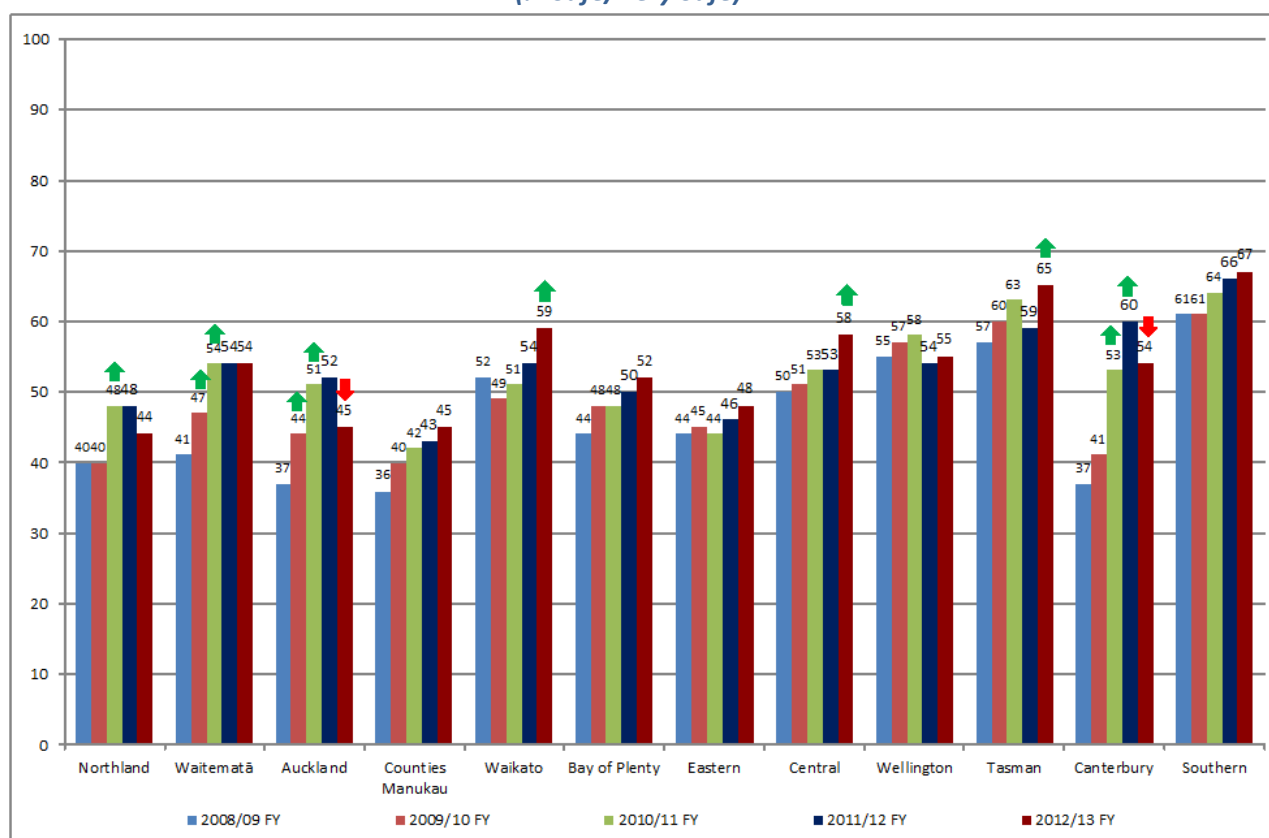
2. Change Over Time

In 2012/13, the proportion of respondents who reported that they feel *safe/very safe* in their city/town centre after dark and/or the share feeling *unsafe/very unsafe* have improved significantly for those respondents living in:

- Tasman District (*safe/very safe* ratings up from 59%, to 65%; *unsafe/very unsafe* ratings down from 17%, to 13%);
- Central District (*safe/very safe* ratings up from 53%, to 58%; *unsafe/very unsafe* ratings down from 18%, to 13%).
- Waikato District (*safe/very safe* ratings up from 54%, to 59%)
- Bay of Plenty District (*unsafe/very unsafe* ratings down from 22%, to 18%).

In contrast, there has been a significant decrease in the share of respondents feeling *safe/very safe* in their city/town centre after dark from Auckland (down from 52% in 2011/12, to 45%) and Canterbury (down from 60%, to 54%) districts.

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



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

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

Red arrow indicates a statistically significant lower result than the previous survey wave (i.e. the 2012/13 FY result is significantly lower than the 2011/12 result).

(Part 1)

Table 12: Safety in City or Town Centre After Dark – By District (%)

	Northland					Waitematā					Auckland City					Counties Manukau				
	08/ 09 FY	09/ 10 FY	10/ 11 FY	11/ 12 FY	12/ 13 FY	08/ 09 FY	09/ 10 FY	10/ 11 FY	11/ 12 FY	12/ 13 FY	08/ 09 FY	09/ 10 FY	10/ 11 FY	11/ 12 FY	12/ 13 FY	08/ 09 FY	09/ 10 FY	10/ 11 FY	11/ 12 FY	12/ 13 FY
Very Safe	8	10	13	16	13	8	11	14	14	14	5	9	9	12	12	5	9	9	10	9
Safe	32	30	35	32	31	33	36	40	40	40	32	35	42	40	33	31	31	33	33	36
Neutral	30	29	24	28	30	32	31	29	29	28	35	33	29	32	36	29	28	33	30	31
Unsafe	23	24	22	19	19	22	19	14	13	15	24	20	17	14	15	28	27	20	20	20
Very Unsafe	6	6	5	4	5	4	3	2	2	1	4	2	2	1	3	7	4	4	5	3
Don't know	1	1	1	1	2	1	0	1	2	1	0	1	1	1	1	0	1	1	2	1
Total Safe	40	40	48	48	44	41	47	54	54	54	37	44	51	52	45	36	40	42	43	45
Total Unsafe	29	30	27	23	24	26	22	16	15	16	28	22	19	15	18	35	31	24	25	23
Base	540	687	723	700	714	641	797	801	844	829	717	832	795	832	786	690	879	877	884	852

(Part 2)

	Waikato					Bay Of Plenty					Eastern					Central				
	08/ 09 FY	09/ 10 FY	10/ 11 FY	11/ 12 FY	12/ 13 FY	08/ 09 FY	09/ 10 FY	10/ 11 FY	11/ 12 FY	12/ 13 FY	08/ 09 FY	09/ 10 FY	10/ 11 FY	11/ 12 FY	12/ 13 FY	08/ 09 FY	09/ 10 FY	10/ 11 FY	11/ 12 FY	12/ 13 FY
Very Safe	11	11	13	13	18	10	8	10	11	13	9	10	11	11	13	12	14	14	14	17
Safe	41	38	38	41	41	34	40	38	39	39	35	35	33	35	35	38	37	39	39	41
Neutral	25	31	30	29	25	30	27	28	27	29	28	26	27	31	27	27	26	25	29	29
Unsafe	19	16	16	13	14	22	21	20	19	14	22	24	24	19	21	20	18	19	16	11
Very Unsafe	3	3	2	3	2	4	3	3	3	4	6	4	4	3	3	3	4	2	2	2
Don't know	1	1	1	1	0	0	1	1	1	1	0	1	1	1	1	0	1	1	0	1
Total Safe	52	49	51	54	59	44	48	48	50	52	44	45	44	46	48	50	51	53	53	58
Total Unsafe	22	19	18	16	16	26	24	23	22	18	28	28	28	22	24	23	22	21	18	13
Base	609	815	845	912	880	617	787	833	845	828	568	691	753	758	784	596	749	785	806	836

(Part 3)

	Wellington					Tasman					Canterbury					Southern				
	08/ 09 FY	09/ 10 FY	10/ 11 FY	11/ 12 FY	12/ 13 FY	08/ 09 FY	09/ 10 FY	10/ 11 FY	11/ 12 FY	12/ 13 FY	08/ 09 FY	09/ 10 FY	10/ 11 FY	11/ 12 FY	12/ 13 FY	08/ 09 FY	09/ 10 FY	10/ 11 FY	11/ 12 FY	12/ 13 FY
Very Safe	13	11	12	12	13	13	18	20	17	26	8	12	16	17	17	18	17	22	22	23
Safe	42	46	46	42	42	44	42	43	42	39	29	29	37	43	37	43	44	42	44	44
Neutral	28	29	30	29	31	24	24	21	23	20	26	30	29	21	27	22	25	21	22	21
Unsafe	15	12	10	14	11	17	13	13	14	11	29	24	15	13	15	13	13	13	10	10
Very Unsafe	1	2	1	2	2	2	2	2	3	2	7	5	2	3	3	3	1	1	1	1
Don't know	1	0	1	1	1	0	1	1	1	2	1	0	1	3	1	1	0	1	1	1
Total Safe	55	57	58	54	55	57	60	63	59	65	37	41	53	60	54	61	61	64	66	67
Total Unsafe	16	14	11	16	13	19	15	15	17	13	36	29	17	16	18	16	14	14	11	11
Base	656	847	842	914	847	538	641	653	651	692	713	838	816	787	813	554	686	684	686	710

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. A third (33%) 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-two per cent of respondents commented that youths, particularly those hanging around in groups, make them feel unsafe, while the same proportion of respondents (22%) mentioned an alcohol and/or drug problem in the area (it should also be noted that an additional 8% specifically mentioned alcohol/drug use by youth).

Other commonly mentioned reasons for feeling unsafe were a feeling of a lack of Police presence (11%), dark areas and poor lighting (11%), fights/arguments/attacks on the street (10%), crime stories (9%), being alone (8%), and/or too many people loitering (7%).

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

- a lack of Police presence (up from 9% in 2011/12, to 11% this year);
- crime stories (up from 7%, to 9%);
- alcohol and/or drug use by youth (up from 6%, to 8%);
- being alone (up from 6%, to 8%);
- too many people loitering (up from 5%, to 7%);
- being unsure of what sort of people are around/what might happen (up from 4%, to 6%); and
- violent crimes and/or general violence (up from 3%, to 5%).

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

- people's behaviour, attitude, and/or appearance (down from 37%, to 33%);
- youths hanging around in groups (down from 29%, to 22%);
- fights, arguments and/or attacks on the street (down from 13%, to 10%).

Table 13: 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)	2012/13 FY (n=1827)	2012/13 FY (n=)
People who make you feel unsafe because of their behaviour/attitude/appearance	40	38	37	37	33	6
Youths hanging around in groups	34	31	31	29	22	4
Alcohol and drug problem in the area	27	24	24	24	22	4
Lack of Police presence/not enough Police	10	8	9	9	11	2
Dark/poor lighting	8	8	11	13	11	2
Fights/arguments/attacks on the street	18	15	13	13	10	2
Crime story (from media or friends)	10	6	9	7	9	2
Alcohol/drug use by youth	6	7	6	6	8	1
Being alone	3	3	5	6	8	1
Too many people loitering/groups loitering	3	3	5	5	7	1
Gangs	8	6	10	8	7	1
Unsure of what sort of people around, what might happen	3	4	4	4	6	<1
Living in an unsafe area where crime takes place a lot	3	4	2	5	6	<1
Violent crimes/general violence	4	3	5	3	5	<1
Burglaries/theft	8	8	6	5	5	<1
Increase in crime rate/level of crime	4	6	6	5	5	<1
Dangerous driving (including drink driving, speeding)	7	6	6	5	5	<1
Too quiet around neighbourhood/ deserted/not many people around	3	1	3	3	4	<1
Being a woman/being pregnant	4	3	4	5	4	<1
Too old/age	1	2	3	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 2012/13.

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

Respondents significantly more likely to mention **people that make them feel unsafe because of their attitude/behaviour/appearance** include those aged between 16 and 24 years (45%, compared with 31% of all other respondents).

Respondents significantly more likely to mention **youths/youths hanging around in groups** include those living in Eastern (40%, compared with 22% of all other respondents), Southern (33%, compared with 22% of all other respondents) or Central (33%, compared with 22% of all other respondents) districts.

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

- of Asian/Indian descent (48%, compared with 21% of all other respondents); and/or
- living in Southern (31%, compared with 22% of all other respondents), Waitematā (29%, compared with 21% of all other respondents) or Auckland (28%, compared with 21% of all other respondents) districts.

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

- aged 55-64 years (18%, compared with 10% of all other respondents);
- living in Waitematā District (17%, compared with 10% of all other respondents);
- who are male (15%, compared with 9% of female respondents); and/or
- who have had contact with Police (13%, compared with 9% of those who have not had contact).

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

- living in Wellington or Auckland districts (both 17%, compared with 10% of all other respondents);
- aged between 25 and 34 years (14%, compared with 10% of all other respondents); and/or
- who are female (12%, compared with 7% of male respondents).

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

- aged between 16 and 24 years (19%, compared with 9% of all other respondents); and/or
- who have had contact with Police (14%, compared with 8% of those who have not had contact).

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

- aged 65 years or older (14%, compared with 8% of all other respondents); and/or
- living in Waitematā District (14%, compared with 9% of all other respondents).

Respondents significantly more likely to mention **alcohol/drug use by youth** include those who have not had a contact with Police (9%, compared with 7% of those who have had contact).

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

- living in Canterbury District (15%, compared with 7% of all other respondents);
- who are female (11%, compared with 3% of male respondents); and/or
- who have not had contact with Police (10%, compared with 7% of those who have had contact).

Respondents significantly more likely to mention **too many people in groups hanging out/loitering** include those living in Auckland City District (12%, compared with 7% of all other respondents); and/or

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

- living in Eastern (18%, compared with 6% of all other respondents) or Wellington (14%, compared with 6% of all other respondents) districts;
- aged between 25 and 34 years (11%, compared with 6% of all other respondents); and/or
- who have had contact with Police (8%, compared with 6% of those who have not had contact).

Respondents significantly more likely to mention **unsure of what sort of people around, what might happen** include those living in Counties Manukau District (10%, compared with 5% 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 (10%, compared with 5% of all other respondents), Waikato (9%, compared with 5% of all other respondents) or Canterbury (9%, compared with 5% of all other respondents) districts;
- aged between 25 and 34 years (8%, compared with 4% of all other respondents); and/or
- who are female (7%, compared with 3% of male respondents).

Respondents significantly more likely to mention **violent crimes or violence generally** include those who are male (7%, compared with 4% of female respondents).

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

- of Māori descent (8%, compared with 4% of all other respondents); and/or
- who are male (7%, compared with 4% of female respondents).

Respondents significantly more likely to mention **increase in crime rate/level of crime** include those living in Canterbury District (9%, compared with 4% of all other respondents).

Respondents significantly more likely to mention **dangerous driving** include those aged between 25 and 34 years (8%, compared with 4% of all other respondents).

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

- living in Canterbury District (11%, compared with 3% of all other respondents);
- of Asian/Indian descent (11%, compared with 4% of all other respondents);
- aged between 25 and 34 years (8%, compared with 4% of all other respondents); and/or
- who are female (5%, compared with 2% of male respondents).

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

- living in Wellington District (9%, compared with 4% of all other respondents); and/or
- aged between 35 and 44 years (7%, compared with 4% of all other respondents).

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

- aged 65 years or older (13%, compared with 1% of all other respondents);
- living in Auckland City District (6%, compared with 3% of all other respondents);
- of European descent (4%, compared with 1% of all other respondents);
- who have not had contact with Police (4%, compared with 2% of all other respondents); and/or
- who are female (4%, compared with 2% 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 - Change Over Time

In 2012/13, four out of five respondents (80%) agree to some extent that Police are responsive to their community's needs. This result represents a significant increase in the share of respondents *agreeing/strongly agreeing* when compared with the previous survey wave – up from 78%, to 80%.

In contrast, only 5% of respondents *disagree/strongly disagree* that Police are responsive to the needs of their community (a significant decrease from 6% in the 2011/12 result).

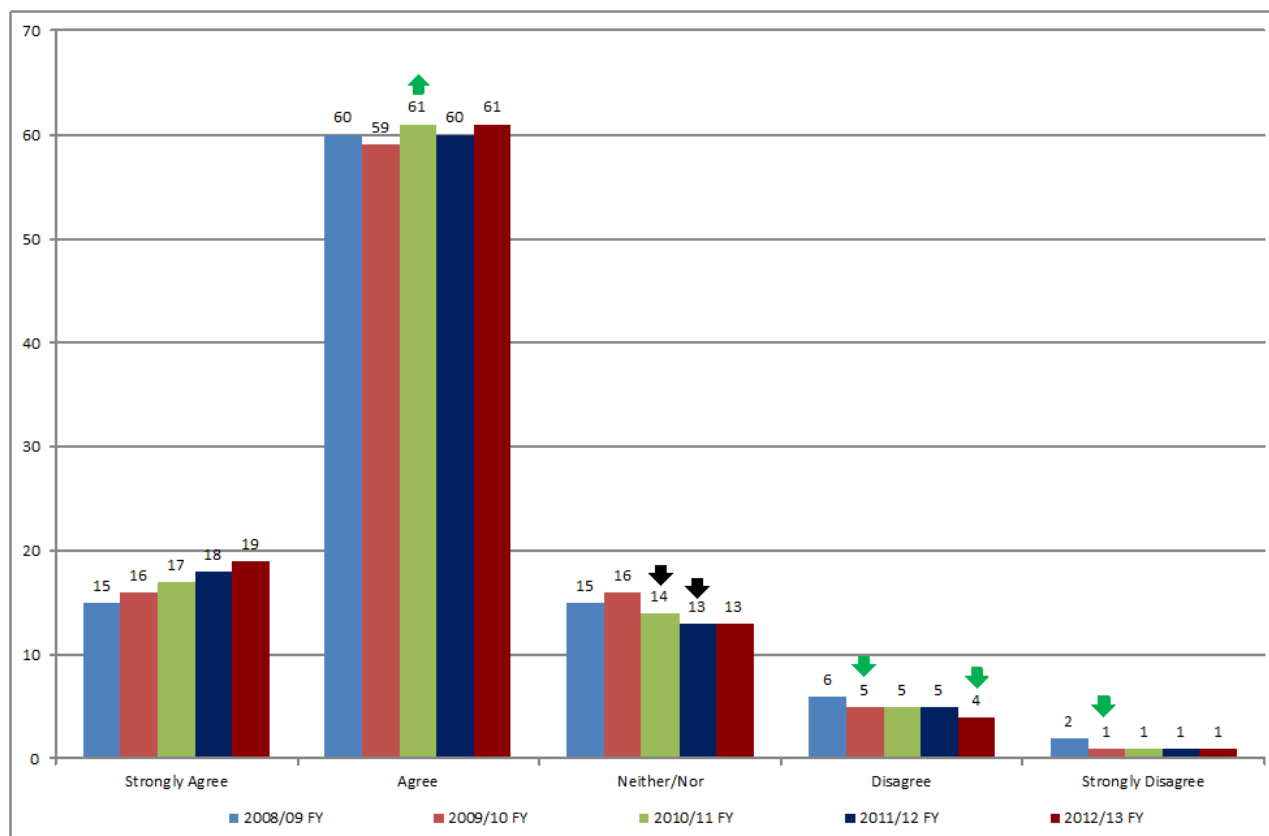
Table 14: Police are Responsive to the Needs of My Community – Change Over Time (%)

	2008/09 FY	2009/10 FY	2010/11 FY	2011/12 FY	2012/13 FY
Strongly Agree	15	16	17	18	19
Agree	60	59	61	60	61
Neither/Nor	15	16	14	13	13
Disagree	6	5	5	5	4
Strongly Disagree	2	1	1	1	1
Don't know	2	3	2	3	2
Total Agree	75	75	78	78	80
Total Disagree	8	6	6	6	5
Base	8483	9287	9452	9681	9648

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 – Change 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, 2012/13 FY n=9648.

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 2012/13 FY

The following statistically significant differences for 2012/13 are evident at the total results level (combined 2012/13 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:

- living in Tasman District (87%, compared with 80% of all other respondents), the central North Island – Bay of Plenty or Eastern districts (85%, compared with 79% of all other respondents) or the Southern District (83%, compared with 80% of all other respondents);
- aged 65 years or older (86%, compared with 77% of all other respondents); and/or
- of Pacific descent (86%, compared with 80% of all other respondents) or European descent (82%, compared with 75% of all other respondents).

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

- living in Northland District (8%, compared with 4% of all other respondents);
- of Māori descent (6%, compared with 4% of all other respondents);
- aged between 45 and 54 years (5%, compared with 4% of all other respondents); and/or
- who have had contact with Police (5%, compared with 4% of those who have not had contact).

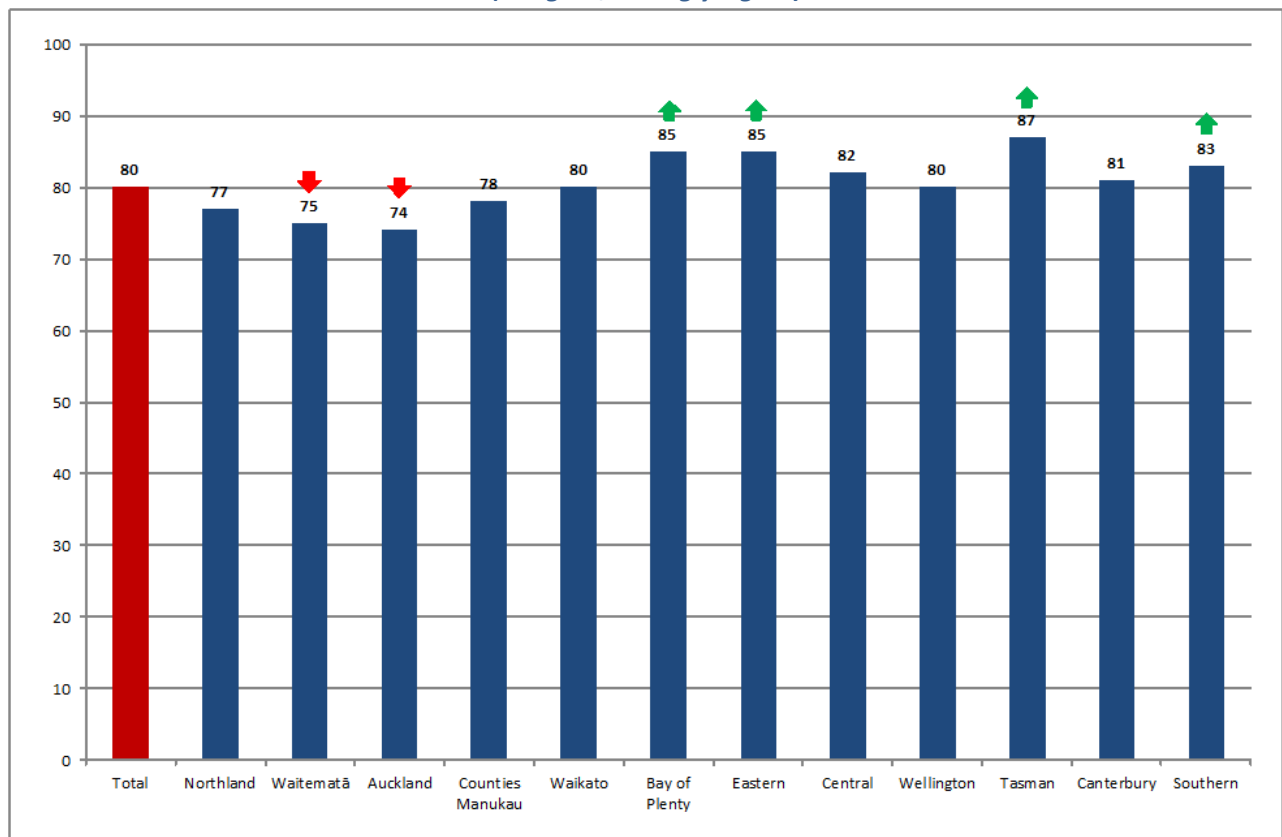
3.5.3. Police are Responsive to the Needs of My Community - Comparison by District

1. 2012/13 FY

In 2012/13, respondents were significantly more likely to *agree/strongly agree* that Police are responsive to the needs of their community if they were living in Tasman (87%), Bay of Plenty (85%), Central (85%) or Southern (83%) districts (compared with the overall total of 80%).

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

Figure 14: Police are Responsive to the Needs of My Community - by District in the 2012/13 FY (% Agree/Strongly Agree)



Base: All respondents, excluding 'not applicable' responses. Total 2012/13 FY n=9648; Northland n=723; Waitematā n=835; Auckland n=792; Counties n=855; Waikato n=884; Bay of Plenty n=834; Eastern n=790; Central n=840; Wellington n=851; Tasman n=698; Canterbury n=828; Southern n=718.

Green arrow indicates a significantly higher result than the total.

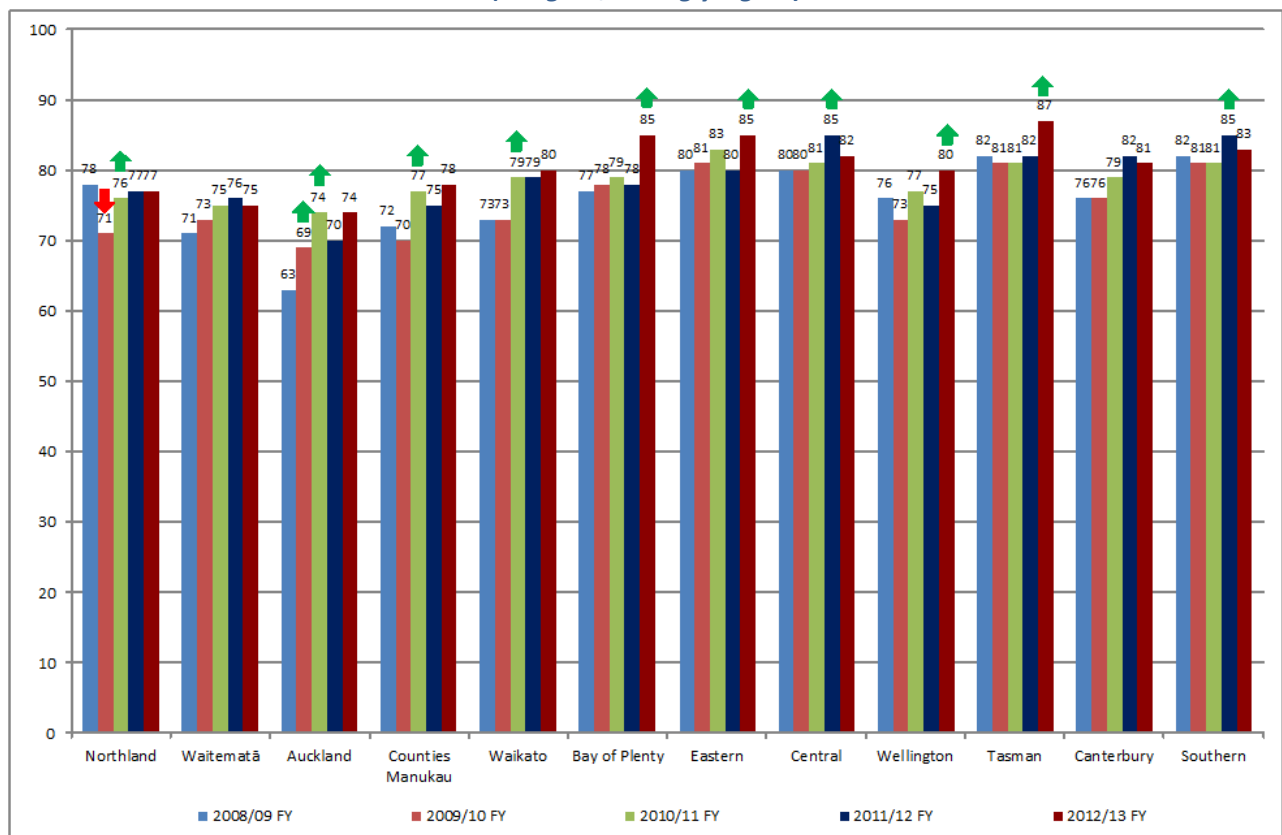
Red arrow indicates a significantly lower result than the total.

2. Change Over Time

The proportion of respondents who *agree/strongly agree* that Police are responsive to the needs of their community has increased significantly for Bay of Plenty (85%, up from 78% in 2011/12), Eastern (85%, up from 80%), Wellington (80%, up from 75%), and Tasman (87%, up from 82%) districts.

Also of note is that the share who *disagree/strongly disagree* that Police are responsive to community needs has decreased significantly in Bay of Plenty (4%. down from 9% in the previous measure), Counties Manukau (5%, down from 8%) and Wellington (4%, down from 7%) districts.

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



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

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

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

(Part 1)

Table 15: Police are Responsive to the Needs of My Community – By District (%)

	Northland					Waitematā					Auckland City					Counties Manukau				
	08/09 FY	09/10 FY	10/11 FY	11/12 FY	12/13 FY	08/09 FY	09/10 FY	10/11 FY	11/12 FY	12/13 FY	08/09 FY	09/10 FY	10/11 FY	11/12 FY	12/13 FY	08/09 FY	09/10 FY	10/11 FY	11/12 FY	12/13 FY
Strongly Agree	17	11	16	16	20	13	15	15	17	18	11	12	14	16	16	13	14	15	17	17
Agree	61	60	60	61	57	58	58	60	59	57	52	57	60	54	58	59	56	62	58	61
Neither/nor	12	15	14	12	13	19	17	16	16	16	22	22	18	20	17	14	17	15	14	14
Disagree	7	10	6	7	7	7	6	4	4	4	9	4	5	6	3	8	9	5	6	4
Strongly Disagree	2	1	1	2	1	2	1	1	1	1	2	1	1	1	2	2	1	1	2	1
Don't know	1	3	3	2	2	1	3	4	3	4	4	4	2	3	4	4	3	2	3	3
Total Agree	78	71	76	77	77	71	73	75	76	75	63	69	74	70	74	72	70	77	75	78
Total Disagree	9	11	7	9	8	9	7	5	5	5	11	5	6	7	5	10	10	6	8	5
Base	616	682	730	705	723	741	796	807	852	835	806	830	796	842	792	780	879	880	889	855

(Part 2)

	Waikato					Bay Of Plenty					Eastern					Central				
	08/09 FY	09/10 FY	10/11 FY	11/12 FY	12/13 FY	08/09 FY	09/10 FY	10/11 FY	11/12 FY	12/13 FY	08/09 FY	09/10 FY	10/11 FY	11/12 FY	12/13 FY	08/09 FY	09/10 FY	10/11 FY	11/12 FY	12/13 FY
Strongly Agree	15	17	15	18	17	16	16	16	17	19	19	17	17	20	21	19	18	21	21	22
Agree	58	56	64	61	63	61	62	63	61	66	61	64	66	60	64	61	62	60	64	60
Neither/nor	15	17	14	13	13	14	13	12	11	9	12	11	9	11	10	12	12	12	9	10
Disagree	8	6	3	4	4	5	5	6	8	3	6	5	4	5	3	5	5	4	4	4
Strongly Disagree	2	1	1	2	1	2	1	1	1	1	1	1	2	1	1	1	1	1	1	1
Don't know	2	3	3	2	2	2	3	2	2	2	1	2	2	3	1	2	2	2	1	3
Total Agree	73	73	79	79	80	77	78	79	78	85	80	81	83	80	85	80	80	81	85	82
Total Disagree	10	7	4	6	5	7	6	7	9	4	7	6	6	6	4	6	6	5	5	5
Base	699	814	851	916	884	697	785	835	848	834	643	700	761	764	790	680	762	787	805	840

(Part 3)

	Wellington					Tasman					Canterbury					Southern				
	08/09 FY	09/10 FY	10/11 FY	11/12 FY	12/13 FY	08/09 FY	09/10 FY	10/11 FY	11/12 FY	12/13 FY	08/09 FY	09/10 FY	10/11 FY	11/12 FY	12/13 FY	08/09 FY	09/10 FY	10/11 FY	11/12 FY	12/13 FY
Strongly Agree	16	18	15	15	17	19	17	23	22	27	16	15	19	19	20	16	20	22	23	21
Agree	60	55	62	60	63	63	64	58	60	60	60	61	60	63	61	66	61	59	62	62
Neither/nor	16	19	15	16	13	11	12	9	9	8	15	14	14	12	12	11	11	12	8	13
Disagree	5	4	4	6	3	5	4	5	4	3	5	5	5	4	5	5	5	4	3	2
Strongly Disagree	1	1	1	1	1	0	1	2	0	1	1	1	1	1	0	1	1	1	0	0
Don't know	2	3	3	2	3	2	2	3	5	1	3	4	1	1	2	1	2	2	4	2
Total Agree	76	73	77	75	80	82	81	81	82	87	76	76	79	82	81	82	81	81	85	83
Total Disagree	6	5	5	7	4	5	5	7	4	4	6	6	6	5	5	6	6	5	3	3
Base	752	852	842	914	851	614	645	655	660	698	814	847	822	802	828	641	695	686	684	718

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 - Change Over Time

In 2012/13, just over two thirds of respondents (69%) *agree/strongly agree* that Police are involved in community activities. This share is unchanged from 2011/12.

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

Table 16: Police are Involved in Activities in My Community – Change Over Time (%)

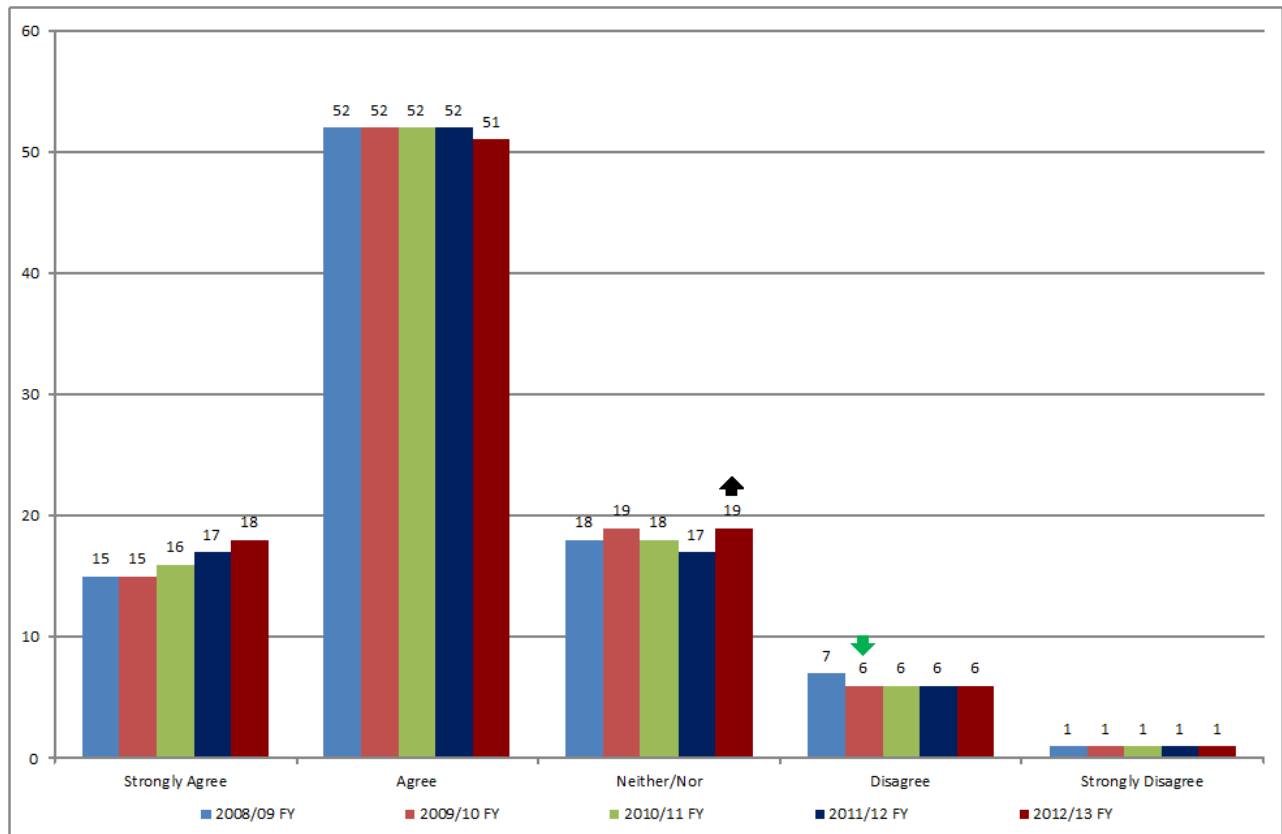
	2008/09 FY	2009/10 FY	2010/11 FY	2011/12 FY	2012/13 FY
Strongly Agree	15	15	16	17	18
Agree	52	52	52	52	51
Neither/Nor	18	19	18	17	19
Disagree	7	6	6	6	6
Strongly Disagree	1	1	1	1	1
Don't know	7	7	7	7	5
Total Agree	67	67	68	69	69
Total Disagree	8	7	7	7	7
Base	8489	9280	9450	9679	9640

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

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

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

Figure 16: Police are Involved in Activities in My Community – Change 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, 2012/13 FY n=9640.

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

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

3.6.2. Police are Involved in Activities in My Community - Significant Differences for 2012/13 FY

The following statistically significant differences for 2012/13 are evident at the total results level (combined 2012/13 results for General, Communications Centres and Māori Booster sample).

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

- living in Tasman (77%, compared with 68% of all other respondents), Central (76%, compared with 68% of all other respondents), Bay of Plenty (74%, compared with 68% of all other respondents), Northern (74%, compared with 69% of all other respondents) or Waikato (73%, compared with 68% of all other respondents) districts;
- aged 65 years and over (75%, compared with 67% of all other respondents) or between 45-54 years (71%, compared with 68% of all other respondents); and/or
- of European descent (70%, compared with 65% of all other respondents).

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

- of “other” ethnic groups (23%, compared with 7% of all other respondents) or of Māori descent (9%, compared with 6% of all other respondents);
- aged between 16 and 24 years (8%, compared with 6% of all other respondents);
- who have had contact with Police (7%, compared with 6% of all other respondents); and/or
- who are male (7%, compared with 6% of females).

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

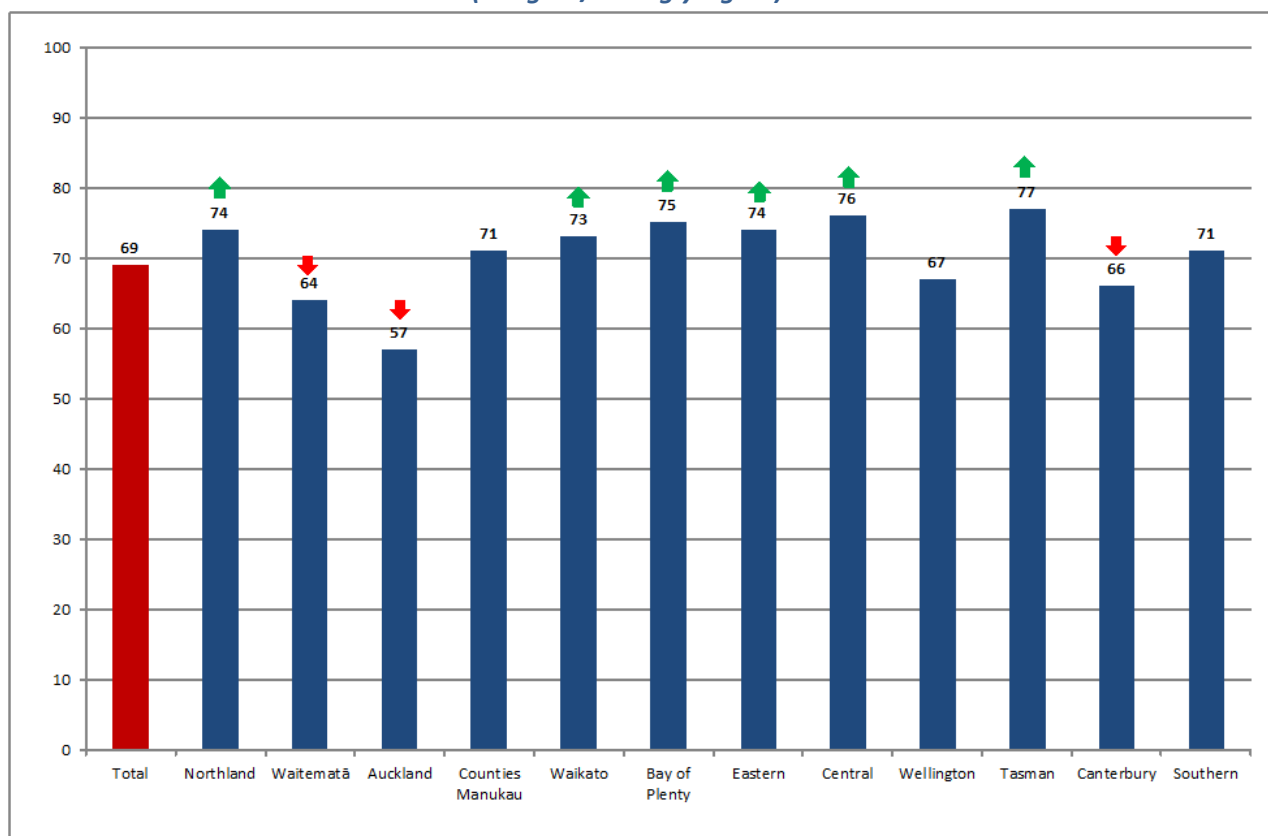
1. 2012/13 FY

Agreement that Police are involved in community activities varies by district. Respondents were significantly more likely to agree that Police are involved in community activities if they were living in:

- Tasman District (77% agree/strongly agree);
- the Central North Island – including Central (76%), Bay of Plenty (75%), Eastern (74%), and Waikato (73%) districts; and
- Northland District (74%).

In contrast, respondents living in Auckland City (57%), Waitematā (64%) and Canterbury (66%) 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 2012/13 FY (% Agree/Strongly Agree)



Base: All respondents, excluding 'not applicable' responses. Total 2012/13 FY n=9640; Northland n=725; Waitematā n=832; Auckland n=793; Counties n=853; Waikato n=886; Bay of Plenty n=832; Eastern n=787; Central n=841; Wellington n=851; Tasman n=698; Canterbury n=827; Southern n=715.

Green arrow indicates a significantly higher result than the total.

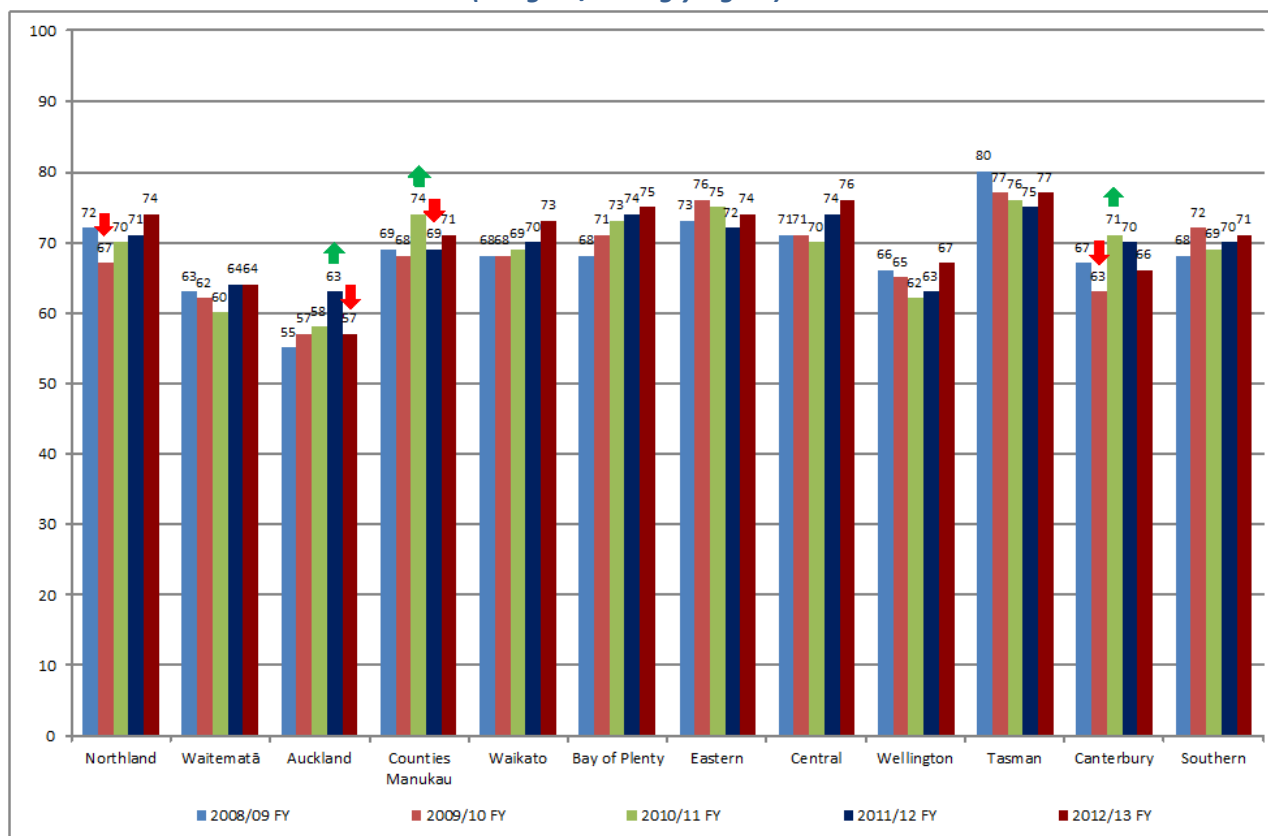
Red arrow indicates a significantly lower result than the total.

2. Change Over Time

This measure, there have been no significant increases in the proportion of respondents who *agreed/strongly agreed* that Police are involved in community activities for any districts. However, there has been a significant increase in the share *strongly agreeing* among respondents from Tasman (up from 18% *strongly agreeing* in 2011/12, to 26%), Bay of Plenty (up from 17%, to 21%), and Eastern (up from 17%, to 21%) districts. Also of note is that the share of respondents in the Wellington District who *disagree/strongly disagree* has declined significantly (down from 9% in 2011/12, to 6%).

In contrast, the proportion of those who *agreed/strongly agreed* that Police are involved in community activities decreased significantly for the Auckland City District (down to 57% in 2012/13, after increasing significantly to 63% in 2011/12).

**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 17: Police are Involved in Activities in My Community – By District (%)

	Northland					Waitematā					Auckland City					Counties Manukau				
	08/ 09 FY	09/ 10 FY	10/ 11 FY	11/ 12 FY	12/ 13 FY	08/ 09 FY	09/ 10 FY	10/ 11 FY	11/ 12 FY	12/ 13 FY	08/ 09 FY	09/ 10 FY	10/ 11 FY	11/ 12 FY	12/ 13 FY	08/ 09 FY	09/ 10 FY	10/ 11 FY	11/ 12 FY	12/ 13 FY
Strongly Agree	17	12	17	16	17	15	12	13	14	14	10	13	13	13	15	13	15	17	19	18
Agree	55	55	53	55	57	48	50	47	50	50	45	44	45	50	42	56	53	57	50	53
Neither/nor	12	16	16	13	13	24	22	21	19	23	26	24	27	20	27	13	16	15	19	17
Disagree	9	7	7	8	6	6	6	9	7	5	11	8	5	8	7	7	6	4	6	5
Strongly Disagree	1	2	1	1	1	1	2	1	1	1	1	2	1	1	1	2	1	1	1	1
Don't know	6	8	6	7	6	6	8	9	9	7	7	9	9	8	8	9	9	6	5	6
Total Agree	72	67	70	71	74	63	62	60	64	64	55	57	58	63	57	69	68	74	69	71
Total Disagree	10	9	8	9	7	7	8	10	8	6	12	10	6	9	8	9	7	5	7	6
Base	643	685	731	705	725	680	795	808	849	832	752	830	799	842	793	614	878	880	889	853

(Part 2)

	Waikato					Bay Of Plenty					Eastern					Central				
	08/ 09 FY	09/ 10 FY	10/ 11 FY	11/ 12 FY	12/ 13 FY	08/ 09 FY	09/ 10 FY	10/ 11 FY	11/ 12 FY	12/ 13 FY	08/ 09 FY	09/ 10 FY	10/ 11 FY	11/ 12 FY	12/ 13 FY	08/ 09 FY	09/ 10 FY	10/ 11 FY	11/ 12 FY	12/ 13 FY
Strongly Agree	16	17	16	18	19	15	16	16	17	21	18	17	17	17	21	17	16	19	21	19
Agree	52	51	53	52	54	53	55	57	57	54	55	59	58	55	53	54	55	51	53	57
Neither/nor	16	18	19	17	15	17	15	13	13	12	13	13	13	14	15	16	16	17	14	14
Disagree	8	7	6	3	6	7	6	6	7	6	7	3	7	6	6	7	5	6	6	5
Strongly Disagree	1	1	1	2	1	1	1	1	0	1	1	1	1	0	0	1	2	1	0	1
Don't know	7	6	5	8	5	7	7	7	6	6	6	7	4	8	5	5	6	6	6	4
Total Agree	68	68	69	70	73	68	71	73	74	75	73	76	75	72	74	71	71	70	74	76
Total Disagree	9	8	7	5	7	8	7	7	7	7	8	4	8	6	6	8	7	7	6	6
Base	814	816	850	918	886	641	784	834	847	832	644	699	759	765	787	679	761	784	807	841

(Part 3)

	Wellington					Tasman					Canterbury					Southern				
	08/ 09 FY	09/ 10 FY	10/ 11 FY	11/ 12 FY	12/ 13 FY	08/ 09 FY	09/ 10 FY	10/ 11 FY	11/ 12 FY	12/ 13 FY	08/ 09 FY	09/ 10 FY	10/ 11 FY	11/ 12 FY	12/ 13 FY	08/ 09 FY	09/ 10 FY	10/ 11 FY	11/ 12 FY	12/ 13 FY
Strongly Agree	15	13	13	12	15	19	18	23	18	26	15	13	16	19	18	17	19	19	19	17
Agree	51	52	49	51	52	61	59	53	57	51	52	50	55	51	48	51	53	50	51	54
Neither/nor	20	22	22	20	20	10	11	12	13	13	18	21	16	18	21	18	16	17	18	18
Disagree	7	6	8	7	6	5	5	6	3	4	7	6	6	5	6	7	5	5	5	5
Strongly Disagree	1	0	1	2	0	1	1	1	0	1	1	0	1	1	1	1	1	1	1	0
Don't know	6	7	7	8	7	4	6	5	9	5	7	10	6	6	6	6	6	8	6	6
Total Agree	66	65	62	63	67	80	77	76	75	77	67	63	71	70	66	68	72	69	70	71
Total Disagree	8	6	9	9	6	6	6	7	3	5	8	6	7	6	7	8	6	6	6	5
Base	753	851	842	913	851	617	644	655	659	698	811	842	821	801	827	640	695	687	684	715

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 - Change Over Time

Just over four out of five respondents (83%) were *satisfied* or *very satisfied* with the overall quality of service delivered. This result is stable from previous measure (82% in 2011/12). However, a statistically significantly higher proportion of respondents gave a rating of *very satisfied* in this survey wave (44%, compared with 41% in 2011/12).

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 2011/12.

Table 18: Overall Satisfaction with Service Delivery – Change Over Time (%)

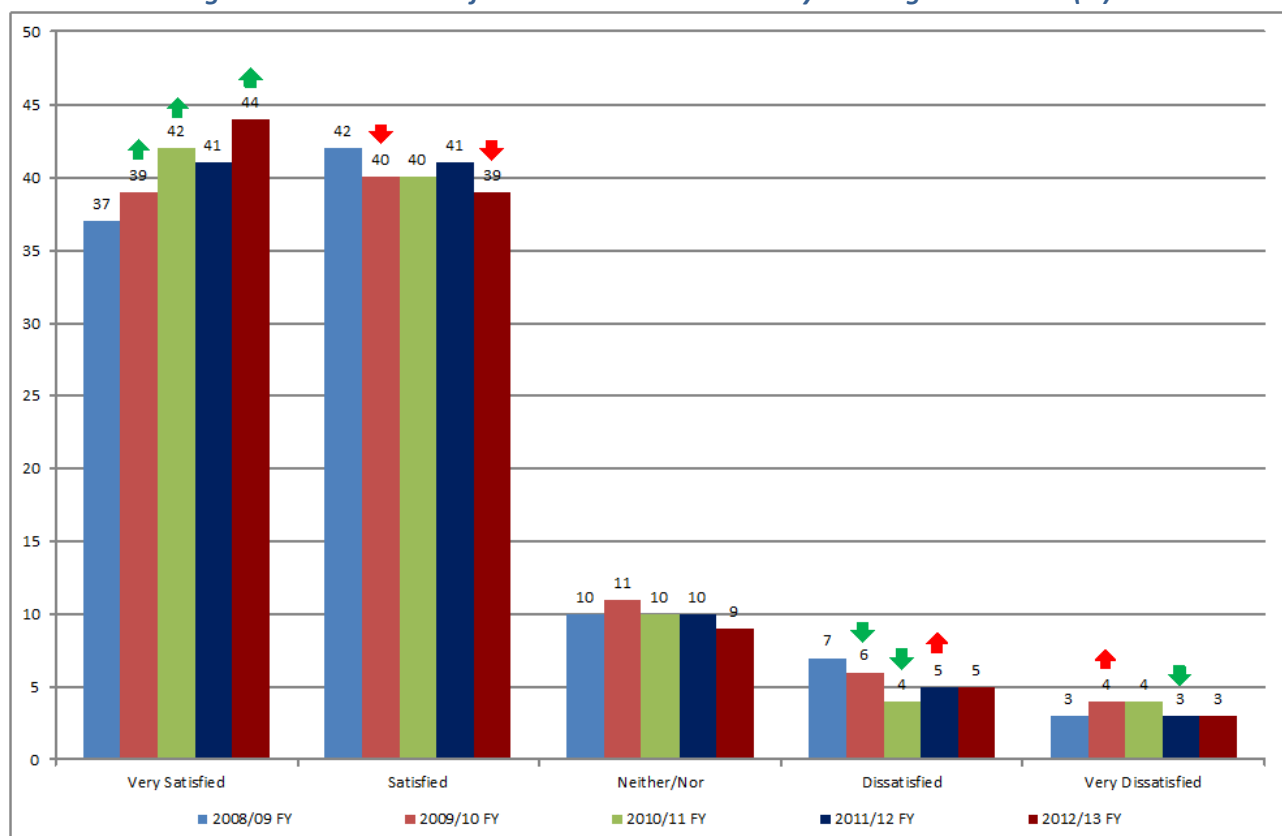
	2008/09 FY	2009/10 FY	2010/11 FY	2011/12 FY	2012/13 FY
Very Satisfied	37	39	42	41	44
Satisfied	42	40	40	41	39
Neither/Nor	10	11	10	10	9
Dissatisfied	7	6	4	5	5
Very Dissatisfied	3	4	4	3	3
Don't know	1	0	0	0	0
Total Satisfied	79	79	82	82	83
Total Dissatisfied	10	10	8	8	8
Mean Rating	4.03	4.06	4.12	4.11	4.16
Base	3994	4386	4806	4707	4649

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 – Change 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, 2012/13 FY n=4649.

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 2012/13 FY

The following statistically significant differences for 2012/13 are evident at the total results level (General, Communications Centres and Māori Booster sample 2012/13 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 (94%, compared with 83% of all other respondents);
- aged 65 years or older (91%, compared with 83% of all other respondents);
- whose reason for contact was a general enquiry (90%, compared with 83% of all other respondents);
- whose reason for contact was a traffic stop (89%, compared with 80% of all other respondents);
- who are female (86%, compared with 81% of male respondents);
- whose point of contact was being pulled over while driving (85%, compared with 82% of all other respondents); and/or
- of European descent (85%, compared with 80% of all other respondents).

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

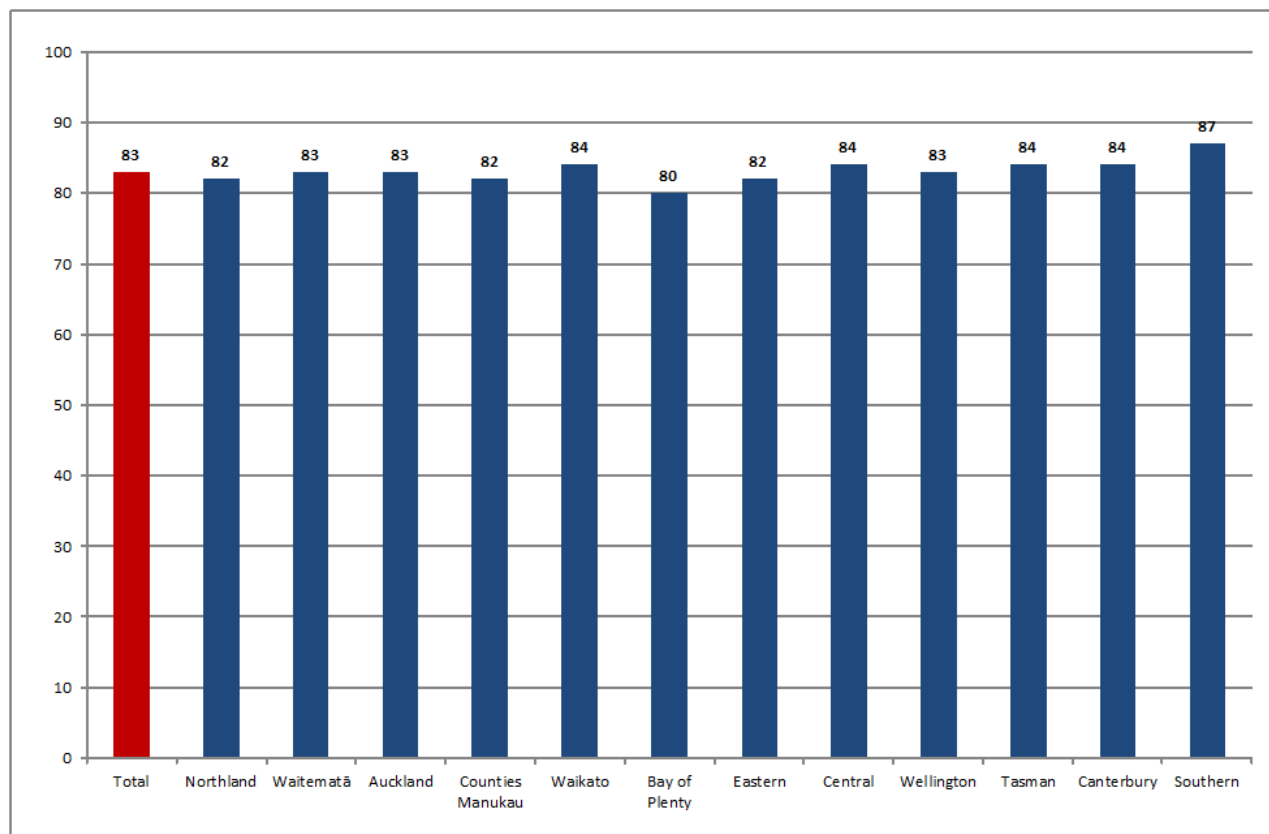
- whose reason for contact was suspect/perpetrator/bail reporting/prisoner enquiry/pick up or visit (34%, compared with 8% of all other respondents);
- whose reason for contact was a traffic offence (18%, compared with 7% of all other respondents);
- whose point of contact was calling the local station (16%, compared with 8% of all other respondents);
- whose reason for contact was theft (15%, compared with 8% of all other respondents);
- whose reason for contact was assault (13%, compared with 8% of all other respondents);
- aged between 55 to 64 years (11%, compared with 8% of all other respondents); and/or
- who are male (10%, compared with 6% of female respondents).

4.1.3. Overall Satisfaction with Service Delivery - Comparison by District

1. 2012/13 FY

In 2012/13, just over four in five respondents (83%) were satisfied to some extent with the overall quality of service delivery. No particular Police district was found significantly more, or less likely, to be rated *satisfied/very satisfied* with the overall quality of service delivery.

Figure 20: Overall Satisfaction with Service Delivery - by District in the 2012/13 FY
(% Satisfied/Very Satisfied)



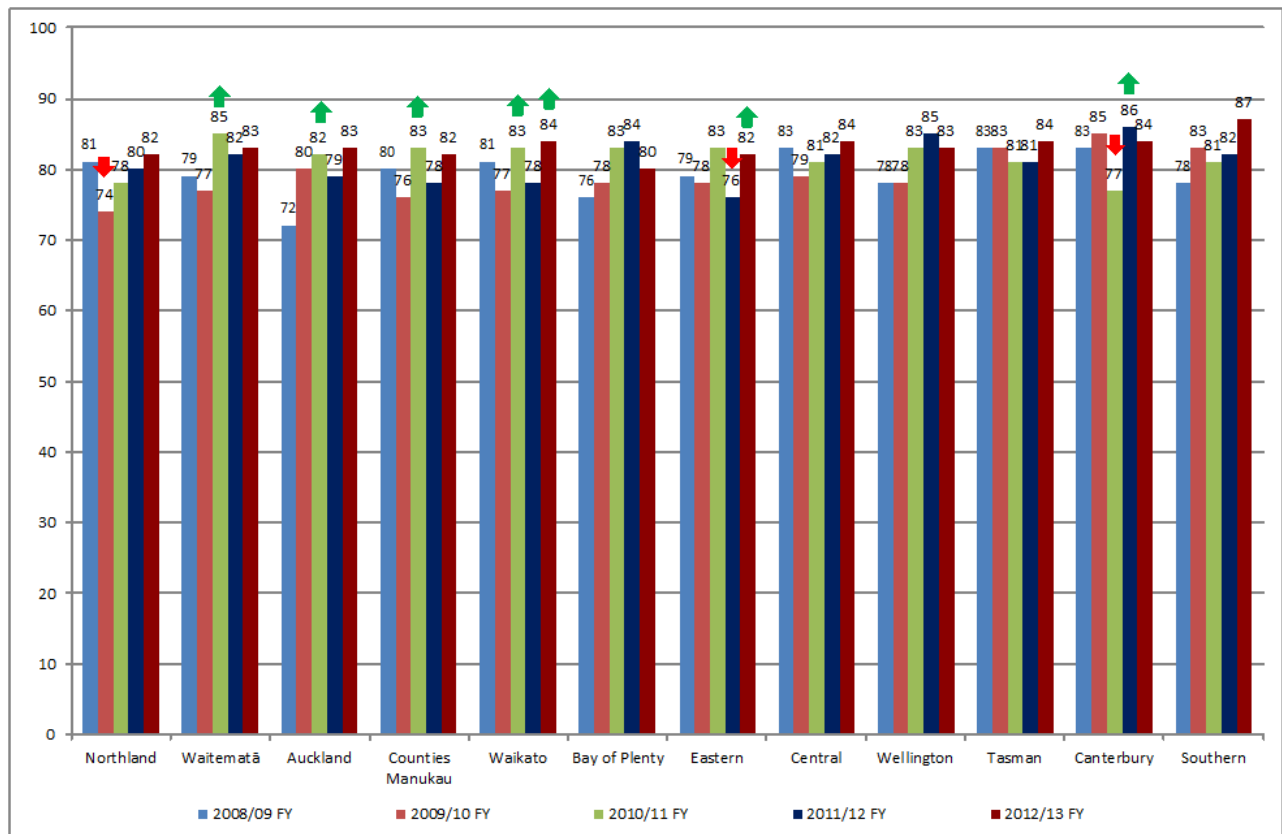
Base: All respondents, excluding 'not applicable' responses. Total 2012/13 FY n=4649; Northland n=307; Waitematā n=372; Auckland n=365; Counties n=412; Waikato n=511; Bay of Plenty n=434; Eastern n=369; Central n=433; Wellington n=423; Tasman n=323; Canterbury n=383; Southern n=317.

2. Change Over Time

When compared with 2011/12, there was a statistically significant increase in the proportion of respondents who were *satisfied/very satisfied* with the overall quality of service delivery living in Waikato (up from 78% in 2011/12, to 84% this measure) and Eastern (up from 76%, to 82%) districts. Also of note is that the share giving a negative rating from the Auckland City District decreased significantly (ratings of *dissatisfied/very dissatisfied* down from 10%, to 6%).

This measure, there have not been any districts to experience any statistically significant declines in positive ratings (shares of *satisfied/very satisfied*), or increases in negative ratings (shares of *dissatisfied/very dissatisfied* ratings).

Figure 21: Overall Satisfaction with Service Delivery – Change 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 19: Overall Satisfaction with Service Delivery – By District (%)

	Northland					Waitematā					Auckland City					Counties Manukau				
	08/ 09 FY	09/ 10 FY	10/ 11 FY	11/ 12 FY	12/ 13 FY	08/ 09 FY	09/ 10 FY	10/ 11 FY	11/ 12 FY	12/ 13 FY	08/ 09 FY	09/ 10 FY	10/ 11 FY	11/ 12 FY	12/ 13 FY	08/ 09 FY	09/ 10 FY	10/ 11 FY	11/ 12 FY	12/ 13 FY
Very satisfied	36	41	39	41	47	36	37	43	38	45	33	39	40	33	39	39	34	40	37	42
Satisfied	45	33	39	39	35	43	40	42	44	38	39	41	42	46	44	41	42	43	41	40
Neither/nor	8	10	14	11	8	10	13	8	10	9	14	11	10	11	11	8	14	10	10	8
Dissatisfied	7	8	4	5	7	4	6	4	5	5	10	5	4	5	4	8	7	4	6	7
Very dissatisfied	3	7	4	4	3	6	4	3	3	3	4	3	3	5	2	3	3	2	6	2
Don't know	1	1	0	0	0	1	0	0	0	0	0	1	1	0	0	1	0	1	0	1
Total satisfied	81	74	78	80	82	79	77	85	82	83	72	80	82	79	83	80	76	83	78	82
Total dissatisfied	10	15	8	9	10	10	10	7	8	8	14	8	7	10	6	11	10	6	12	9
Base	297	313	370	328	307	335	373	406	412	372	408	401	445	410	365	389	433	464	452	412

(Part 2)

	Waikato					Bay Of Plenty					Eastern					Central				
	08/ 09 FY	09/ 10 FY	10/ 11 FY	11/ 12 FY	12/ 13 FY	08/ 09 FY	09/ 10 FY	10/ 11 FY	11/ 12 FY	12/ 13 FY	08/ 09 FY	09/ 10 FY	10/ 11 FY	11/ 12 FY	12/ 13 FY	08/ 09 FY	09/ 10 FY	10/ 11 FY	11/ 12 FY	12/ 13 FY
Very satisfied	35	41	45	36	43	40	33	37	43	42	40	33	40	39	40	36	39	39	43	45
Satisfied	46	36	38	42	41	36	45	46	41	38	39	45	43	37	42	47	40	42	39	39
Neither/nor	10	12	11	15	9	12	11	10	7	11	11	10	10	14	8	10	12	9	10	9
Dissatisfied	6	7	3	4	5	7	6	4	6	4	6	7	3	7	9	5	6	3	4	4
Very dissatisfied	3	3	3	3	2	4	5	2	3	5	3	5	4	2	1	2	2	6	3	3
Don't know	0	1	0	0	0	1	0	1	0	0	1	0	0	1	0	0	1	1	1	0
Total satisfied	81	77	83	78	84	76	78	83	84	80	79	78	83	76	82	83	79	81	82	84
Total dissatisfied	9	10	6	7	7	11	11	6	9	9	9	12	7	9	10	7	8	9	7	7
Base	339	423	475	484	511	338	372	436	433	434	272	283	348	370	369	299	348	387	392	433

(Part 3)

	Wellington					Tasman					Canterbury					Southern				
	08/ 09 FY	09/ 10 FY	10/ 11 FY	11/ 12 FY	12/ 13 FY	08/ 09 FY	09/ 10 FY	10/ 11 FY	11/ 12 FY	12/ 13 FY	08/ 09 FY	09/ 10 FY	10/ 11 FY	11/ 12 FY	12/ 13 FY	08/ 09 FY	09/ 10 FY	10/ 11 FY	11/ 12 FY	12/ 13 FY
Very satisfied	40	38	44	46	43	46	41	47	41	46	37	49	43	54	45	36	43	41	40	50
Satisfied	38	40	39	39	40	37	42	34	40	38	46	36	34	32	39	42	40	40	42	37
Neither/nor	12	10	8	8	7	10	8	7	10	9	8	8	12	8	7	9	7	8	9	6
Dissatisfied	6	6	4	5	7	5	5	8	6	5	5	3	6	4	4	9	6	6	7	5
Very dissatisfied	4	4	5	2	3	2	4	4	2	2	4	4	5	2	5	4	4	5	1	1
Don't know	0	1	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	1	1
Total satisfied	78	78	83	85	83	83	83	81	81	84	83	85	77	86	84	78	83	81	82	87
Total dissatisfied	10	10	9	7	10	7	9	12	8	7	9	7	11	6	9	13	10	11	8	6
Base	377	455	450	470	423	242	242	284	321	323	401	416	409	360	383	297	327	332	275	317

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.

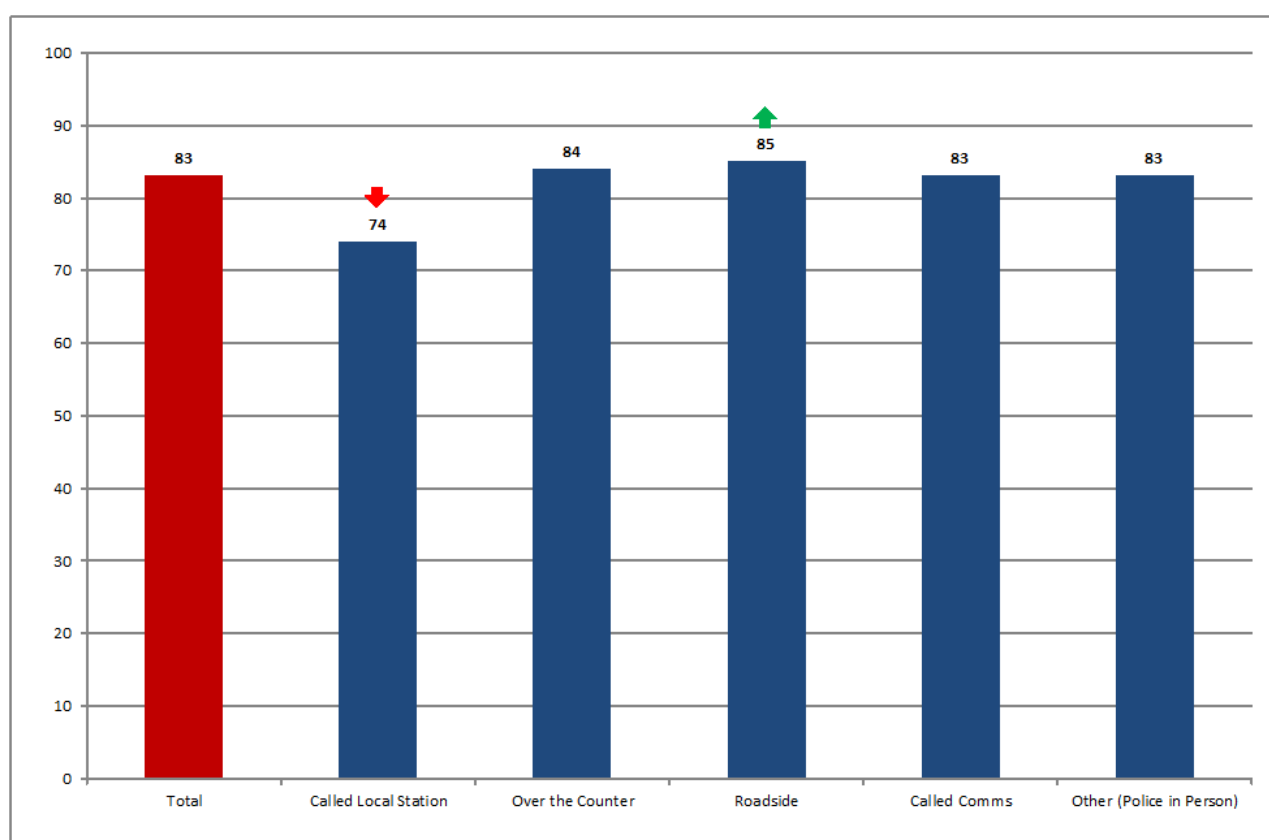
4.1.4. Overall Satisfaction with Service Delivery - Comparison by Point of Contact

1. 2012/13 FY

Respondents were more likely to be at least satisfied with the overall quality of service delivery if their point of contact was at the roadside (85% *satisfied/very satisfied* - a statistically significantly higher share than the total).

In contrast, respondents whose point of contact was a phone call to their local station were less likely to be satisfied (74% *satisfied/very satisfied* - a statistically significantly lower share than the total).

Figure 22: Overall Satisfaction with Service Delivery - by Point of Contact in the 2012/13 FY
(% Satisfied/Very Satisfied)



Base: All respondents, excluding 'not applicable' responses. Total 2012/13 FY n=4649; Called local station n=243; Over the counter n=421; Roadside n=1515; Called the Communications Centres n=1639; Other (Police in person) n=831.

Green arrow indicates a significantly higher result than the total.

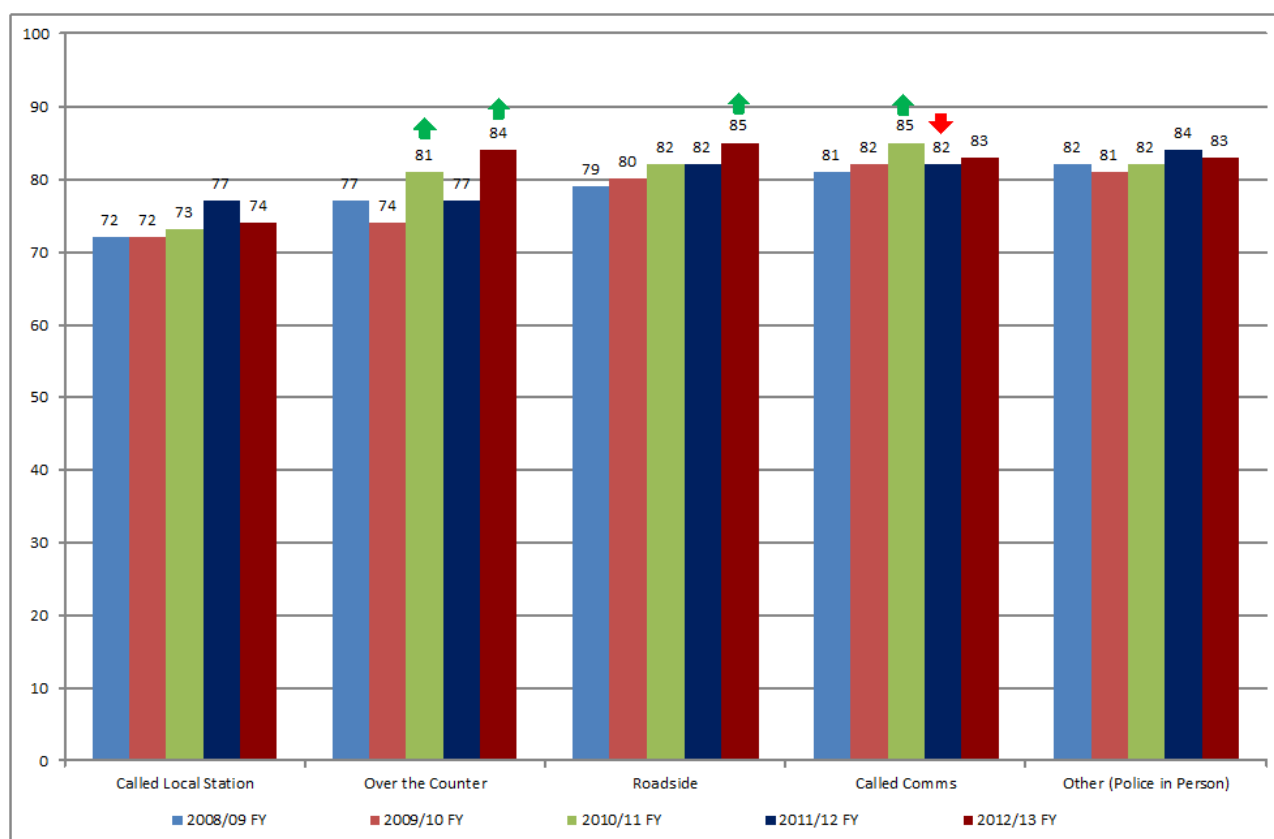
Red arrow indicates a significantly lower result than the total.

2. Change Over Time

In 2012/13, the share of respondents *satisfied* or *very satisfied* with the overall quality of service delivery increased statistically significantly for those whose point of contact was either roadside (up from 82%, to 85%), or over the counter at their local station (up from 77%, to 84%).

Also of note is that while the share of satisfied respondents increased slightly for those whose point of contact was by calling the Communications Centres (*satisfied/very satisfied* ratings up from 82% in 2011/12, to 83%), the share of dissatisfied respondents also increased (*dissatisfied/very dissatisfied* ratings up statistically significantly from 6% in 2011/12, to 8%).

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 20: 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	12/ 13 FY	08/ 09 FY	09/ 10 FY	10/ 11 FY	11/ 12 FY	12/ 13 FY	08/ 09 FY	09/ 10 FY	10/ 11 FY	11/ 12 FY	12/ 13 FY	08/ 09 FY	09/ 10 FY	10/ 11 FY	11/ 12 FY	12/ 13 FY	08/ 09 FY	09/ 10 FY	10/ 11 FY	11/ 12 FY	12/ 13 FY
Very satisfied	30	34	29	38	35	36	37	43	41	43	35	40	43	39	44	38	41	43	41	44	45	42	43	46	45
Satisfied	42	38	44	39	39	41	37	38	36	41	44	40	39	43	41	43	41	42	41	39	37	39	39	38	38
Neither/nor	11	13	11	8	10	11	12	9	10	6	12	12	10	11	8	9	9	8	11	9	8	8	9	8	9
Dissatisfied	10	8	11	10	12	6	9	5	9	7	7	5	4	4	4	6	6	4	4	6	6	6	5	4	4
Very dissatisfied	7	7	5	5	4	6	5	4	4	3	2	3	4	3	3	3	2	2	2	2	3	4	4	4	4
Don't know	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	1	1	1	1	0	1	1	0	0	0
Total satisfied	72	72	73	77	74	77	74	81	77	84	79	80	82	82	85	81	82	85	82	83	82	81	82	84	83
Total dissatisfied	17	15	16	15	16	12	14	9	13	10	9	8	8	7	7	9	8	6	6	8	9	10	9	8	8
Base	399	262	278	257	243	332	372	449	451	421	1105	1288	1514	1538	1515	1435	1651	1687	1621	1639	723	813	878	844	831

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 - Change Over Time

More than nine out of ten respondents (92%) who had contact with Police either *agreed* (41%) or *strongly agreed* (51%) that they were treated fairly. These results represent a significant increase when compared with 2011/12 for both the share of respondents agreeing to some extent (92% *agreeing/strongly agreeing*, up from 90% in 2011/12) and *strongly agreeing* (51%, up from 48% last measure).

In contrast, only 4% of respondents *disagree/strongly disagree* with the statement. This result represents a statistically significant decrease in negative ratings when compared with 2011/12 (where 6% disagreed to some extent). Also of note is a decrease in the share *strongly disagreeing* – down from 3% in 2011/12, to 1% (a statistically significant change).

Table 21: I Was Treated Fairly – Change Over Time (%)

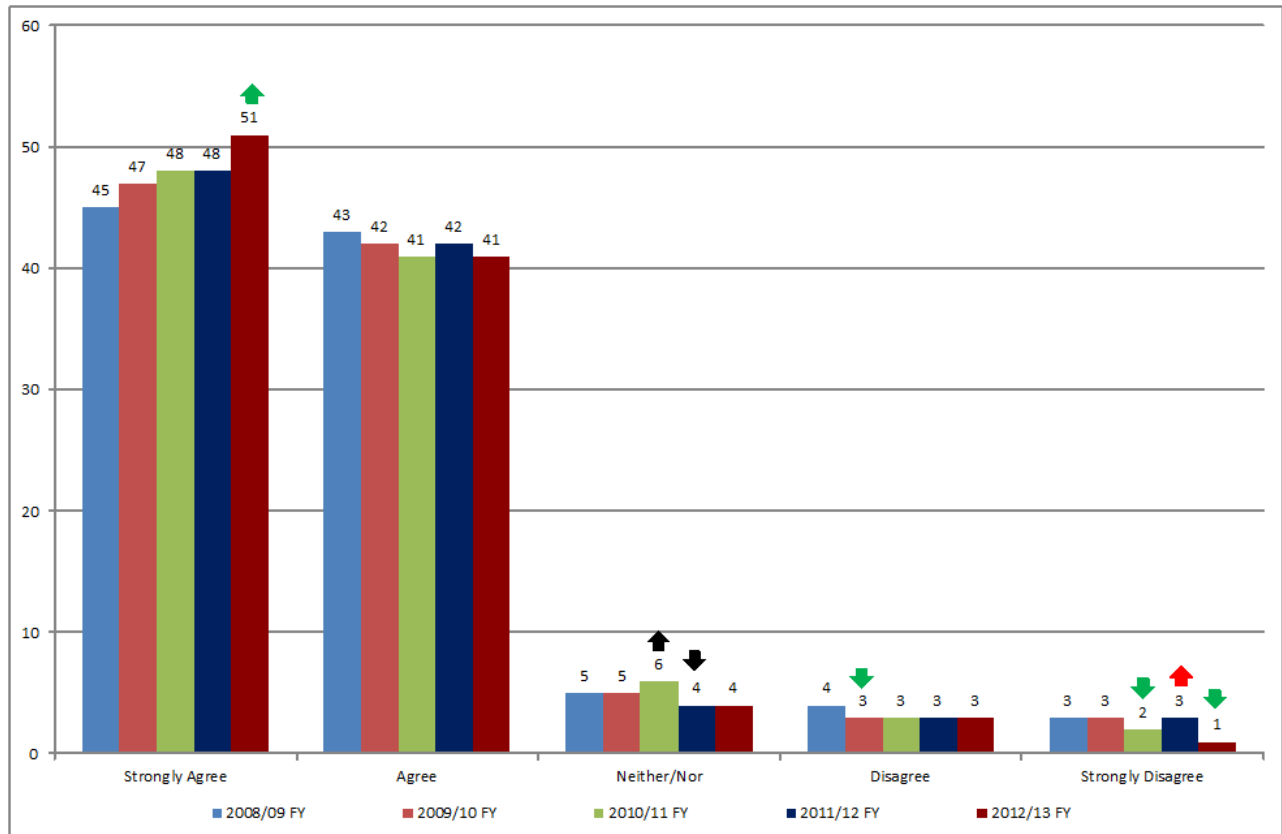
	2008/09 FY	2009/10 FY	2010/11 FY	2011/12 FY	2012/13 FY
Strongly Agree	45	47	48	48	51
Agree	43	42	41	42	41
Neither/Nor	5	5	6	4	4
Disagree	4	3	3	3	3
Strongly Disagree	3	3	2	3	1
Don't know	0	0	0	0	0
Total Agree	88	89	89	90	92
Total Disagree	7	6	5	6	4
Mean Rating	4.23	4.27	4.31	4.30	4.36
Base	3953	4350	4764	4670	4626

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 – Change 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, 2012/13 n=4626.

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 2012/13 FY

The following statistically significant differences for 2012/13 are evident at the total results level (General, Communications Centres and Māori Booster 2012/13 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 89% of all other respondents);
- whose reason of contact was disorderly behaviour and intoxication offences (96%, compared with 91% of all other respondents);
- who are female (93%, compared with 90% of male respondents); and/or
- of European descent (92%, compared with 89% of all other respondents).

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

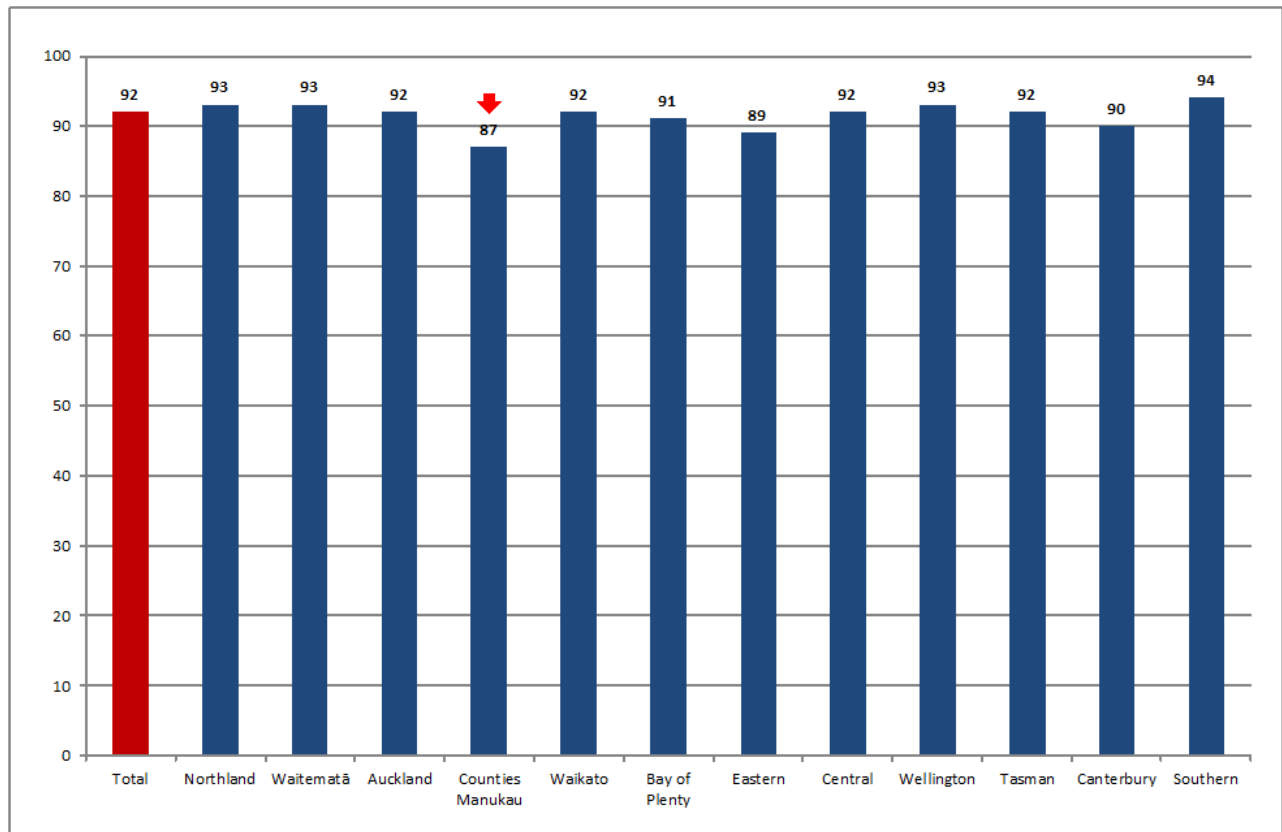
- whose reason for contact was suspect/perpetrator/bail reporting/prisoner enquiry/pickup or visit (25%, compared with 4% of all other respondents);
- whose reason for contact was a traffic offence (12%, compared with 3% of all other respondents);
- living in Bay of Plenty District (10%, compared with 5% of all other respondents);
- of Māori descent (7%, compared with 4% of all other respondents); and/or
- who are male (6%, compared with 3% of female respondents).

4.2.3. I Was Treated Fairly - Comparison by District

1. 2012/13 FY

While most respondents (92%) *agreed* or *strongly agreed* that they were treated fairly in 2012/13, those living in the Counties Manukau District were significantly less likely to *agree/strongly agree* that they were treated fairly (87%).

**Figure 25: I Was Treated Fairly - by District in the 2012/13 FY
(% Agree/Strongly Agree)**



Base: All respondents, excluding 'not applicable' responses. Total 2012/13 FY n=4626; Northland n=305; Waitematā n=370; Auckland n=362; Counties Manukau n=411; Waikato n=507; Bay of Plenty n=432; Eastern n=367; Central n=432; Wellington n=424; Tasman n=322; Canterbury n=380; Southern n=314.

Red arrow indicates a significantly lower result than the total.

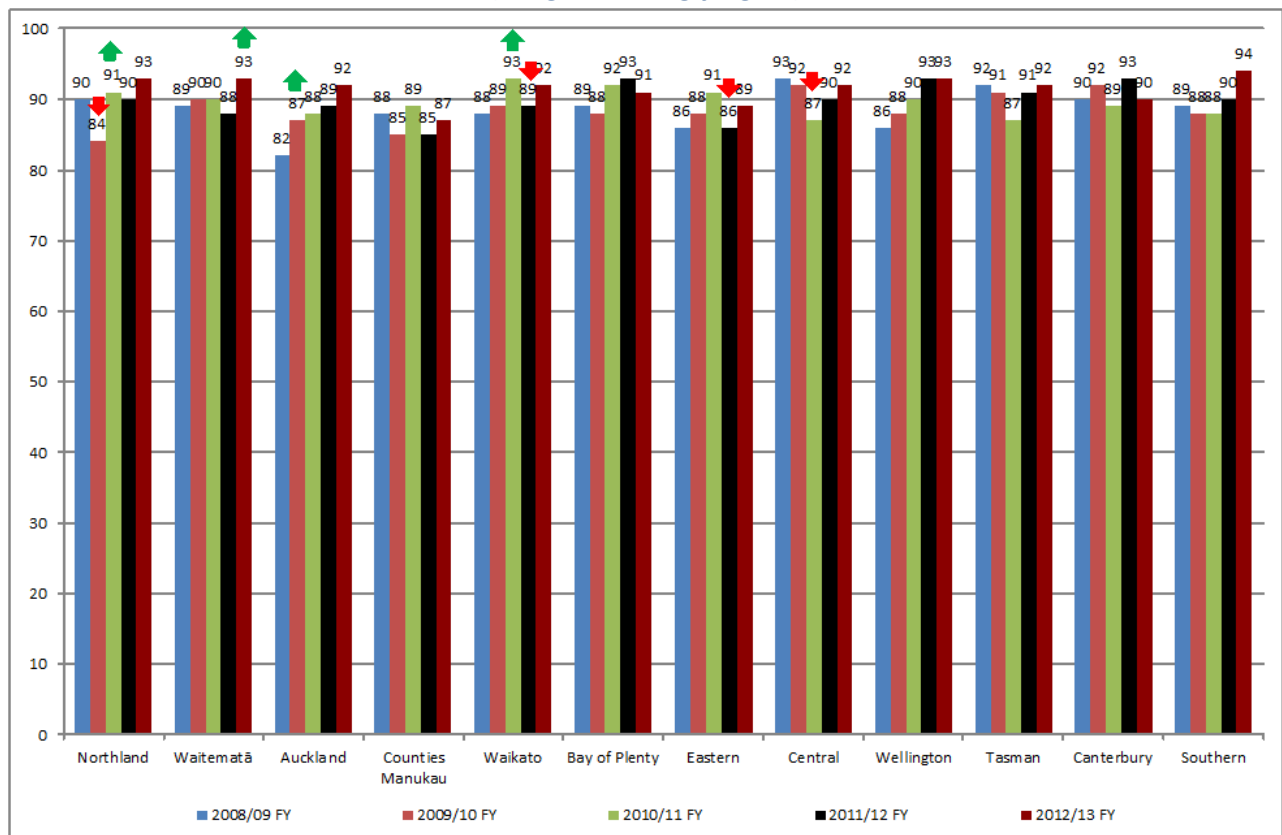
2. Change Over Time

When compared with the 2011/12 survey wave, there has been a significant increase in the share of respondents in the Waitematā District agreeing to some extent that they were treated fairly (up from 88% *agreeing/strongly agreeing* in the last survey measure, to 93%), including a significant increase in the share strongly agreeing (up from 42%, to 56%). While there have not been any other significant increases in positive ratings between 2011/12 and 2012/13, it should be noted that Auckland City, Wellington and Southern districts have shown an upward trend in positive ratings over time.

This measure, there have also been significant declines in the share of negative ratings for Auckland City (those *disagreeing/strongly disagreeing* down from 6% to 2%), Waikato (down from 6% to 3%), Eastern (down from 9% to 5%), and Counties Manukau (down from 10% to 6%) districts.

When compared with the previous measure, no districts show any statistically significant declines in positive ratings (shares of *satisfied/very satisfied*) or increases in negative ratings (shares of *dissatisfied/very dissatisfied* ratings).

**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 22: I Was Treated Fairly – By District (%)

	Northland					Waitematā					Auckland City					Counties Manukau				
	08/ 09 FY	09/ 10 FY	10/ 11 FY	11/ 12 FY	12/ 13 FY	08/ 09 FY	09/ 10 FY	10/ 11 FY	11/ 12 FY	12/ 13 FY	08/ 09 FY	09/ 10 FY	10/ 11 FY	11/ 12 FY	12/ 13 FY	08/ 09 FY	09/ 10 FY	10/ 11 FY	11/ 12 FY	12/ 13 FY
Strongly Agree	46	47	48	48	47	43	46	49	42	56	39	46	48	45	46	41	40	50	44	44
Agree	44	37	43	42	46	46	44	41	46	37	43	41	40	44	46	47	45	39	41	43
Neither/nor	4	7	6	5	4	5	4	4	5	2	7	6	8	5	6	4	6	6	5	7
Disagree	3	4	1	3	2	3	4	4	4	3	6	3	1	3	1	4	6	3	5	4
Strongly Disagree	2	5	2	2	1	3	2	2	3	2	5	3	3	3	1	4	2	2	5	2
Don't know	1	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	1	0	0	0
Total Agree	90	84	91	90	93	89	90	90	88	93	82	87	88	89	92	88	85	89	85	87
Total Disagree	5	9	3	5	3	6	6	6	7	5	11	6	4	6	2	8	8	5	10	6
Base	297	307	364	327	305	333	371	402	408	370	398	400	440	411	362	384	432	463	450	411

(Part 2)

	Waikato					Bay Of Plenty					Eastern					Central				
	08/ 09 FY	09/ 10 FY	10/ 11 FY	11/ 12 FY	12/ 13 FY	08/ 09 FY	09/ 10 FY	10/ 11 FY	11/ 12 FY	12/ 13 FY	08/ 09 FY	09/ 10 FY	10/ 11 FY	11/ 12 FY	12/ 13 FY	08/ 09 FY	09/ 10 FY	10/ 11 FY	11/ 12 FY	12/ 13 FY
Strongly Agree	42	44	48	44	52	43	42	45	50	50	44	47	46	47	46	48	49	49	48	54
Agree	46	46	45	45	40	46	46	47	43	41	42	41	45	39	43	45	43	38	42	38
Neither/nor	5	6	4	5	5	5	6	4	3	2	6	6	6	5	6	3	5	5	4	3
Disagree	5	2	2	3	2	4	3	2	2	4	5	2	1	8	4	2	2	4	3	3
Strongly Disagree	2	2	1	3	1	2	3	2	2	3	3	4	2	1	1	2	1	3	3	2
Don't know	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0
Total Agree	88	89	93	89	92	89	88	92	93	91	86	88	91	86	89	93	92	87	90	92
Total Disagree	7	4	3	6	3	6	6	4	4	7	8	6	3	9	5	4	3	7	6	5
Base	336	423	474	478	507	335	367	434	429	432	269	279	344	366	367	297	346	380	389	432

(Part 3)

	Wellington					Tasman					Canterbury					Southern				
	08/ 09 FY	09/ 10 FY	10/ 11 FY	11/ 12 FY	12/ 13 FY	08/ 09 FY	09/ 10 FY	10/ 11 FY	11/ 12 FY	12/ 13 FY	08/ 09 FY	09/ 10 FY	10/ 11 FY	11/ 12 FY	12/ 13 FY	08/ 09 FY	09/ 10 FY	10/ 11 FY	11/ 12 FY	12/ 13 FY
Strongly Agree	46	51	50	53	52	47	42	52	51	53	48	53	47	58	50	50	49	51	52	54
Agree	40	37	40	40	41	45	49	35	40	39	42	39	42	35	40	39	39	37	38	40
Neither/nor	6	5	6	2	3	4	2	5	3	5	4	4	6	2	5	2	4	6	6	2
Disagree	5	4	2	2	2	2	4	4	5	2	5	2	2	3	4	7	3	3	3	3
Strongly Disagree	3	3	2	2	2	1	3	4	0	1	1	2	3	2	1	2	4	3	1	1
Don't know	0	0	0	1	0	1	0	0	1	0	0	0	0	0	0	0	1	0	0	0
Total Agree	86	88	90	93	93	92	91	87	91	92	90	92	89	93	90	89	88	88	90	94
Total Disagree	8	7	4	4	4	3	7	8	5	3	6	4	5	5	5	9	7	6	4	4
Base	372	448	446	463	424	241	241	282	318	322	400	412	406	359	380	291	324	329	272	314

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.

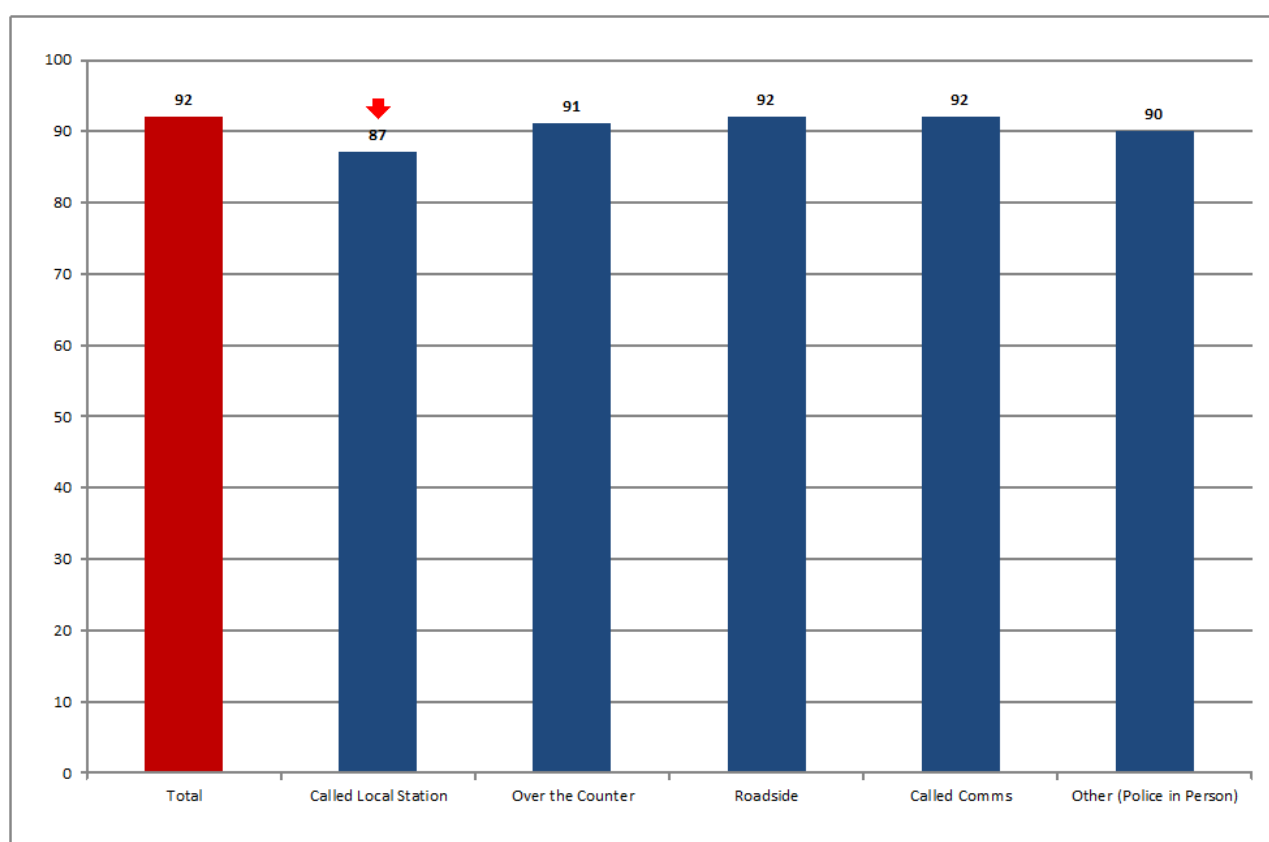
4.2.4. I Was Treated Fairly - Comparison by Point of Contact

1. 2012/13 FY

Those who called the Communications Centres and who had contact on the roadside (both with 92%) were the most likely to *agree* or *strongly agree* that they were treated fairly (however, these shares are not significantly higher than the total result, also 92%).

In contrast, respondents whose point of contact with Police was calling 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 2012/13 FY
(% Agree/Strongly Agree)



Base: All respondents, excluding 'not applicable' responses. Total 2012/13 FY n=4626; Called local station n=240; Over the counter n=420; Roadside n=1516; Called a Communications Centre n=1632; Other (Police in person) n=818.

Green arrow indicates a significantly higher result than the total.

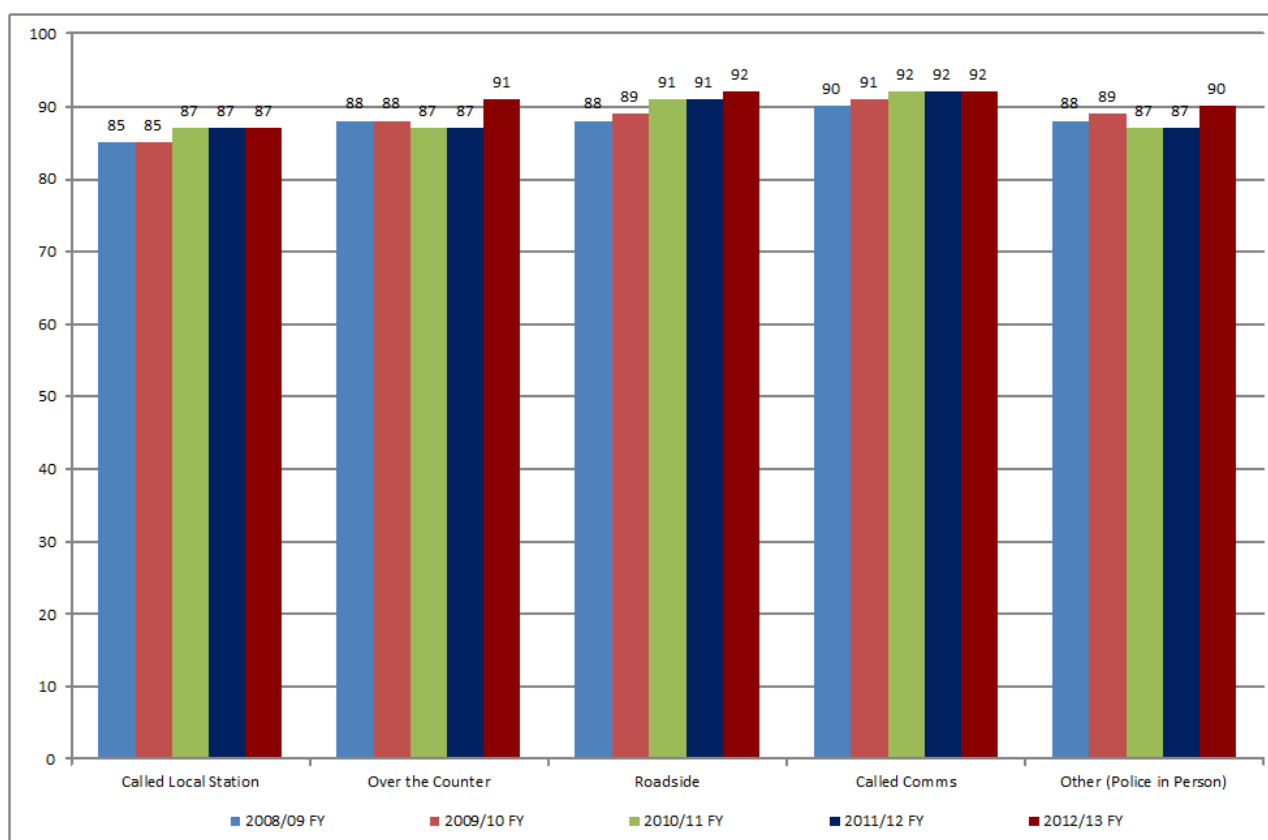
Red arrow indicates a significantly lower result than the total.

2. Change Over Time

The proportion of respondents who agreed to some extent that they were treated fairly remained stable for all points of contact between 2011/12 and 2012/13, with no significant changes. However, of note has been a significant increase in the share of respondents whose point of contact was calling the Communications Centre *strongly agreeing* they were treated fairly (up from 44% in 2011/12, to 49%).

Also of note is that negative ratings have declined significantly for respondents who visited the local station (with the share who *disagree/strongly disagree* down from 9% in 2011/12, to 5%) and who had contact in person (other than at the local station or roadside) (down from 8%, to 5%).

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



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

Table 23: 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	12/ 13 FY	08/ 09 FY	09/ 10 FY	10/ 11 FY	11/ 12 FY	12/ 13 FY	08/ 09 FY	09/ 10 FY	10/ 11 FY	11/ 12 FY	12/ 13 FY	08/ 09 FY	09/ 10 FY	10/ 11 FY	11/ 12 FY	12/ 13 FY	08/ 09 FY	09/ 10 FY	10/ 11 FY	11/ 12 FY	12/ 13 FY
Strongly Agree	33	34	32	40	36	44	46	45	48	49	45	49	53	50	53	45	44	47	44	49	49	50	47	50	51
Agree	52	51	55	47	51	44	42	42	39	42	43	40	38	41	39	45	47	45	48	43	39	39	40	37	39
Neither/nor	7	9	10	4	7	4	5	6	4	4	4	4	4	4	4	5	5	5	4	5	5	5	7	5	4
Disagree	4	4	2	6	3	4	3	4	5	3	5	4	3	3	3	4	2	2	3	2	4	3	3	3	3
Strongly Disagree	4	2	1	2	2	4	4	3	4	2	3	3	2	2	1	1	1	1	1	1	3	3	3	5	2
Don't know	0	0	0	1	1	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	1
Total Agree	85	85	87	87	87	88	88	87	87	91	88	89	91	91	92	90	91	92	92	92	88	89	87	87	90
Total Disagree	8	6	3	8	5	8	7	7	9	5	8	7	5	5	4	5	3	3	4	3	7	6	6	8	5
Base	395	259	273	289	240	332	369	446	448	420	1105	1293	1507	1536	1516	1412	1633	1677	1610	1632	709	796	861	827	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.

4.2.5. I Was Treated Fairly - Reasons for Dissatisfaction

Of those respondents who *disagree* or *strongly disagree* that they were treated fairly (only 4% of all respondents), a quarter (24%) reported that this was because the staff member they dealt with had a bad attitude. Other commonly mentioned reasons included that the respondent felt picked on, or discriminated against (18%), that the outcome was unfair or incorrect (16%), the staff member had poor communication/didn't listen/was uninterested/gave no explanation (10%), and/or that the staff member didn't take the matter seriously, didn't believe the respondents or didn't care (10%).

The main reasons given for why respondents feel they were not treated fairly are similar to those given in previous years. However, this measure there has been a significant increase in the share of respondents stating that the outcome was unfair or incorrect (up from 6%, to 16%) and/or that the Police don't have enough staff and/or resources (up from <1%, to 5%). In contrast, there has been a significant decline in the share of respondents stating that they were not treated fairly because the staff member did not consider the situation/did not use their discretion (down from 10%, to 4%).

Table 24: 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)	2012/13 FY (4%, n=152)	2012/13 FY (n=4626)
Staff member had a bad attitude/arrogant/indifferent/abrupt	29	24	28	20	24	<1
Respondent felt picked on/discriminated against	10	15	10	13	18	<1
Outcome/decision was unfair or incorrect	38	19	11	6	16	<1
Poor communication/didn't listen/uninterested/no explanation	4	7	22	15	10	<1
Didn't take matter seriously/didn't believe me/didn't care	11	8	8	12	10	<1
Police just gathering revenue/giving out tickets for no reason	1	4	6	5	8	<1
Police didn't do anything/no outcome/no action/Police didn't do their job	3	8	3	6	8	<1
Didn't consider circumstances/unsympathetic/insensitive	9	7	9	4	6	<1
Police were incompetent/didn't handle situation well/didn't do all they could	6	4	5	7	5	<1
Police don't have enough staff/resources	<1	<1	<1	<1	5	<1
Didn't consider situation/no discretion or lenience	0	4	11	10	4	<1
Police took too long to respond/inadequate response/didn't attend	6	5	2	5	4	<1

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

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

Table lists those reasons mentioned by 3% or more of respondents in 2012/13.

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

Respondents significantly more likely to mention that the staff member **had a bad attitude/arrogant/indifferent/abrupt** include those aged between 25 and 34 years (63%, compared with 15% of all other respondents).

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

- of Māori descent (35%, compared with 11% of all other respondents); and/or
- aged 16-24 years (34%, compared with 14% of all other respondents).

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

- aged 16-24 years (30%, compared with 12% of all other respondents); and/or
- whose reason for contact was a traffic offence (23%, compared with 11% of all other respondents).

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

- whose reason for contact was a traffic offence (17%, compared with 6% of all other respondents); and/or
- whose point of contact was roadside (15%, compared with 5% 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:

- who are female (25%, compared with 4% of male respondents); and/or
- aged 25-34 years (20%, compared with 8% of all other respondents).

Respondents significantly more likely to mention that **Police were just gathering revenue** include those whose point of contact was on the roadside (15%, compared with 0% of all other respondents).

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

- whose reason for contact was a traffic offence (13%, compared with 1% of all other respondents); and/or
- whose point of contact was roadside (10%, compared with 1% of all other respondents).

Respondents significantly more likely to mention that **Police don't have enough staff or resources** include those of European descent (7%, compared with 0% of all other respondents).

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

- aged 25-34 years (12%, compared with 2% of all other respondents);
- whose reason for contact was a traffic offence (10%, compared with 0% of all other respondents); and/or
- whose point of contact was on the roadside (8%, compared with 0% 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 - Change Over Time

In 2012/13, the majority of respondents (93%) either *agree* (44%) or *strongly agree* (49%) that the staff member they dealt with was competent. The share of respondents agreeing to some extent has increased significantly when compared with 2011/12 (those *agreeing/strongly agreeing* up from 90%, to 93%), as has the share *strongly agreeing* (up from 46%, to 49%).

Only 4% of respondents *disagree* or *strongly disagree* that staff were competent. This result has also improved significantly when compared with the previous measure (the share disagreeing/strongly disagreeing down from 4% in 2010/11, to 3%).

Table 25: Staff Were Competent – Change Over Time (%)

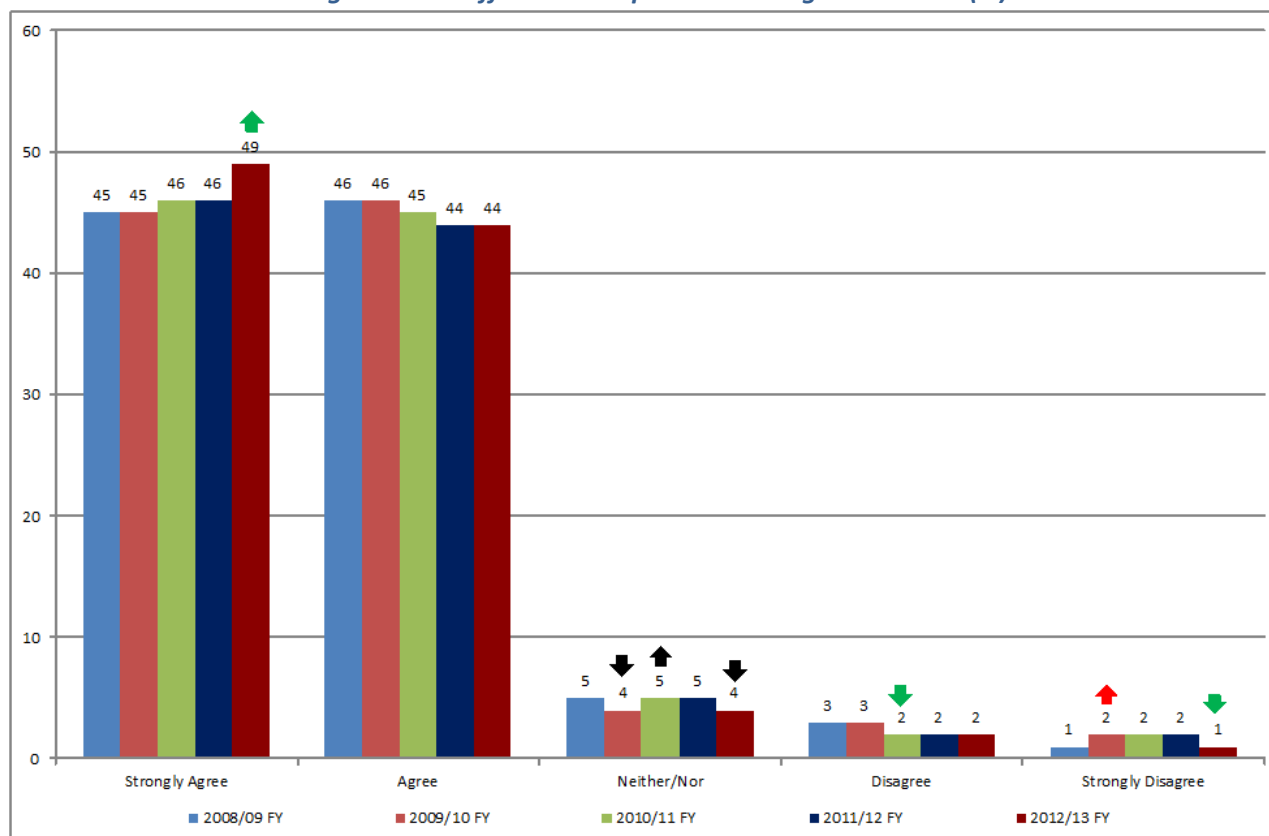
	2008/09 FY	2009/10 FY	2010/11 FY	2011/12 FY	2012/13 FY
Strongly Agree	45	45	46	46	49
Agree	46	46	45	44	44
Neither/Nor	5	4	5	5	4
Disagree	3	3	2	2	2
Strongly Disagree	1	2	2	2	1
Don't know	0	1	1	1	0
Total Agree	91	91	91	90	93
Total Disagree	4	5	4	4	3
Mean Rating	4.30	4.30	4.32	4.30	4.38
Base	3989	4381	4803	4707	4652

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 – Change 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, 2012/13 FY n=4652.

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 2012/13 FY

The following statistically significant differences for 2012/13 are evident at the total results level (General, Communications Centres and Māori Booster sample 2012/13 results combined).

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

- whose reason for contact was a general enquiry (97%, compared with 92% of all other respondents);
- whose reason for contact was a traffic stop (96%, compared with 91% of all other respondents);
- who are female (95%, compared with 91% of male respondents);
- living in Canterbury District (95%, compared with 92% of all other respondents); and/or
- of European descent (94%, compared with 90% of all other respondents).

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

- whose reason for contact was suspect/disorderly behaviour/bail reporting/prisoner enquiry/pickup or visit (24%, compared with 3% of all other respondents);
- whose reason for contact was a traffic offence (6%, compared with 3% of all other respondents);
- living in Bay of Plenty (6%, compared with 3% of all other respondents) or Wellington (5%, compared with 3% of all other respondents) districts;
- whose reason for contact was assault (5%, compared with 3% of all other respondents);
- aged between 25 to 34 years (5%, compared with 3% of all other respondents); and/or
- who are male (4%, compared with 2% of female respondents).

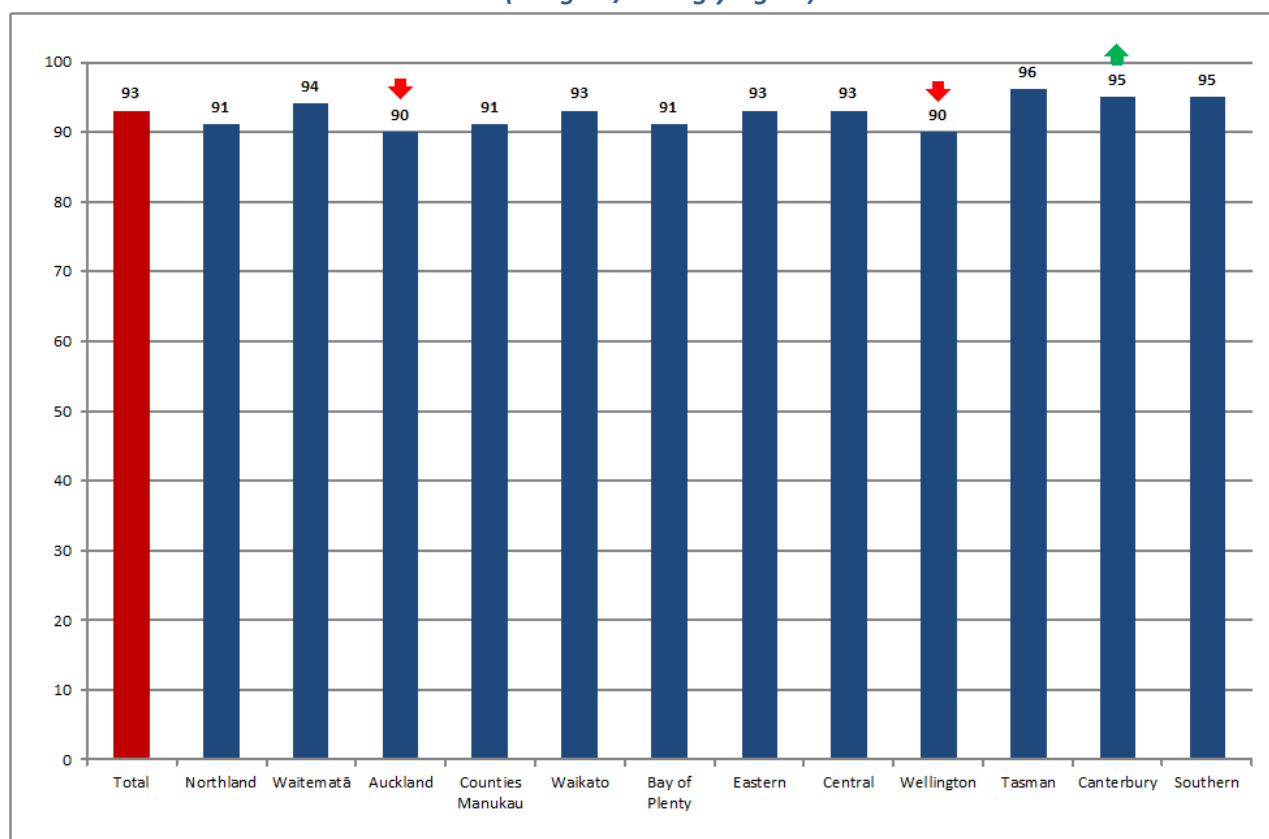
4.3.3. Staff Were Competent - Comparison by District

1. 2012/13 FY

Ninety three percent of all respondents *agreed* or *strongly agreed* that staff were competent, however results varied by district. Those living in the South Island were most likely to agreeing to some extent, including larger shares of respondents from Tasman (96%), Canterbury (95%) and Southern (95%) districts *agreeing/strongly agreeing*. *Note: Only the Canterbury District result is statistically significantly higher than the total result.*

In contrast, respondents in Auckland City and Wellington districts were statistically significantly less likely to give a positive rating (both with 90% of respondents *agreeing/strongly agreeing*).

**Figure 30: Staff Were Competent - by District in the 2012/13 FY
(% Agree/Strongly Agree)**



Base: All respondents, excluding 'not applicable' responses. Total 2012/13 FY n=4652; Northland n=307; Waitematā n=371; Auckland n=366; Counties n=412; Waikato n=511; Bay of Plenty n=433; Eastern n=371; Central n=435; Wellington n=424; Tasman n=323; Canterbury n=382; Southern n=317.

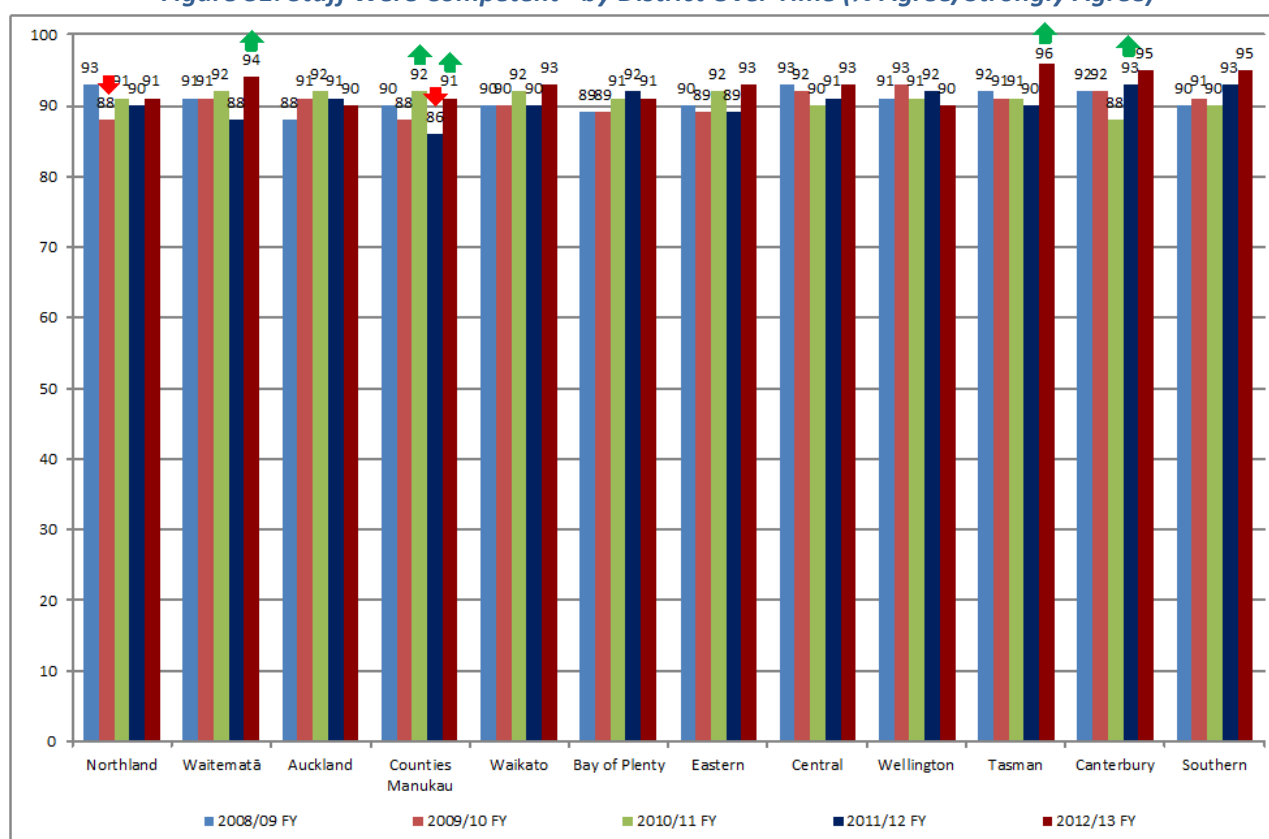
2. Change Over Time

When compared with the 2011/12 survey wave, the proportion of respondents who *agreed/strongly agreed* that staff were competent increased significantly for Waitematā (up from 88% to 94%), Counties Manukau (up from 86% to 91%) and Tasman (up from 90% to 96%) districts. Also of note is that the share of respondents to *strongly agree* that staff were competent increased significantly for Waitematā (up from 41% to 51%), Auckland City (up from 42% to 50%), and Waikato (up from 43% to 50%) districts.

The share to disagree to some extent that staff were competent decreased significantly for both Counties Manukau (down from 8% to 3%) and Southern (down from 4% to 1%) districts this measure.

In contrast, the proportion who disagreed to some extent increase significantly in 2012/13 for Bay of Plenty District (those *disagreeing/strongly disagreeing* up from 2% last measure, to 6%).

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 26: Staff Were Competent – By District (%)

	Northland					Waitematā					Auckland City					Counties Manukau				
	08/ 09 FY	09/ 10 FY	10/ 11 FY	11/ 12 FY	12/ 13 FY	08/ 09 FY	09/ 10 FY	10/ 11 FY	11/ 12 FY	12/ 13 FY	08/ 09 FY	09/ 10 FY	10/ 11 FY	11/ 12 FY	12/ 13 FY	08/ 09 FY	09/ 10 FY	10/ 11 FY	11/ 12 FY	12/ 13 FY
Strongly Agree	44	48	44	47	44	44	40	44	41	51	40	46	43	42	50	42	38	45	40	38
Agree	49	40	47	43	47	47	51	48	47	43	48	45	49	49	40	48	50	47	46	53
Neither/nor	4	6	6	6	4	5	4	4	7	3	7	3	4	4	7	4	5	5	5	5
Disagree	1	3	2	1	4	2	3	2	5	3	4	4	1	2	1	4	5	2	4	2
Strongly Disagree	1	1	1	2	1	2	2	1	0	0	1	2	3	2	2	2	1	1	4	1
Don't know	1	2	0	1	0	0	0	1	0	0	0	0	0	1	0	0	1	0	1	1
Total Agree	93	88	91	90	91	91	91	92	88	94	88	91	92	91	90	90	88	92	86	91
Total Disagree	2	4	3	3	5	4	5	3	5	3	5	6	4	4	3	6	6	3	8	3
Base	297	311	372	330	307	335	375	406	412	371	407	403	445	411	366	387	432	464	451	412

(Part 2)

	Waikato					Bay Of Plenty					Eastern					Central				
	08/ 09 FY	09/ 10 FY	10/ 11 FY	11/ 12 FY	12/ 13 FY	08/ 09 FY	09/ 10 FY	10/ 11 FY	11/ 12 FY	12/ 13 FY	08/ 09 FY	09/ 10 FY	10/ 11 FY	11/ 12 FY	12/ 13 FY	08/ 09 FY	09/ 10 FY	10/ 11 FY	11/ 12 FY	12/ 13 FY
Strongly Agree	42	46	45	43	50	42	38	41	50	47	41	44	43	42	47	43	46	46	46	52
Agree	48	44	47	47	43	47	51	50	42	44	49	45	49	47	46	50	46	44	45	41
Neither/nor	6	4	6	5	4	5	4	6	5	2	4	4	4	7	3	2	5	4	5	4
Disagree	2	3	2	2	2	4	5	2	2	3	4	4	2	2	3	1	2	2	2	2
Strongly Disagree	2	2	0	2	1	2	1	0	0	3	1	1	1	2	1	2	1	3	2	1
Don't know	0	1	0	1	0	0	1	1	1	1	1	2	1	0	0	2	0	1	0	0
Total Agree	90	90	92	90	93	89	89	91	92	91	90	89	92	89	93	93	92	90	91	93
Total Disagree	4	5	2	4	3	6	6	2	2	6	5	5	3	4	4	3	3	5	4	3
Base	338	423	474	484	511	338	371	435	432	433	272	283	347	370	371	299	346	387	391	435

(Part 3)

	Wellington					Tasman					Canterbury					Southern				
	08/ 09 FY	09/ 10 FY	10/ 11 FY	11/ 12 FY	12/ 13 FY	08/ 09 FY	09/ 10 FY	10/ 11 FY	11/ 12 FY	12/ 13 FY	08/ 09 FY	09/ 10 FY	10/ 11 FY	11/ 12 FY	12/ 13 FY	08/ 09 FY	09/ 10 FY	10/ 11 FY	11/ 12 FY	12/ 13 FY
Strongly Agree	49	47	50	48	49	54	42	48	50	50	49	52	48	53	49	44	46	48	52	57
Agree	42	46	41	44	41	38	49	43	40	46	43	40	40	40	46	46	45	42	41	38
Neither/nor	5	2	5	5	5	4	4	4	6	2	5	4	5	2	2	4	4	6	3	3
Disagree	2	2	2	2	4	3	3	2	1	1	2	3	3	1	2	5	2	3	3	1
Strongly Disagree	1	2	1	1	1	0	2	3	2	1	1	1	2	3	0	0	2	1	1	0
Don't know	1	1	1	0	0	1	0	0	1	0	0	0	2	1	1	1	1	0	0	1
Total Agree	91	93	91	92	90	92	91	91	90	96	92	92	88	93	95	90	91	90	93	95
Total Disagree	3	4	3	3	5	3	5	5	3	2	3	4	5	4	2	5	4	4	4	1
Base	377	453	449	470	424	241	241	283	321	323	401	415	409	360	382	297	328	332	275	317

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.

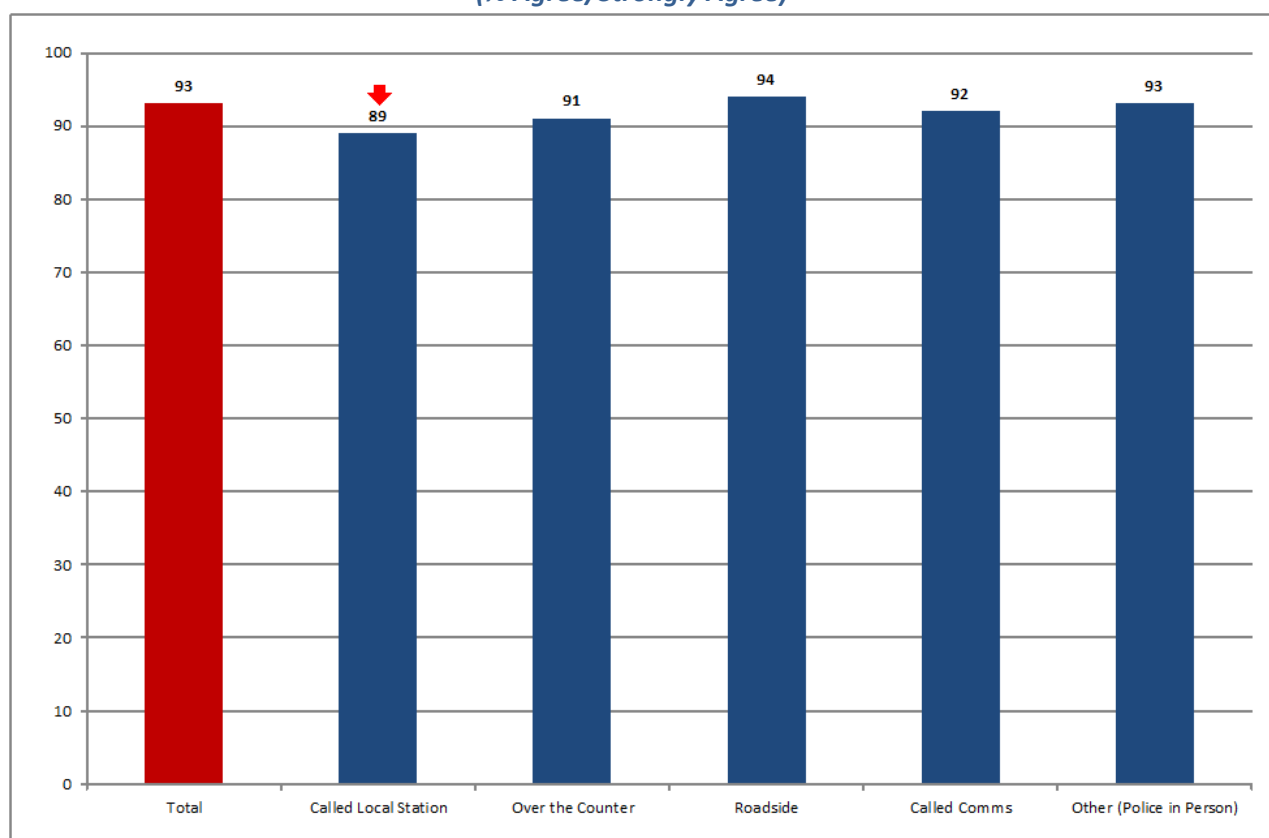
4.3.4. Staff Were Competent - Comparison by Point of Contact

1. 2012/13 FY

Respondents whose point of contact with Police was on the roadside were the most likely to agree to some extent that staff were competent (94% *agree/strongly agree*). However, this is not a statistically significant higher result than the total.

By comparison, respondents who had contact by calling their local station were significantly less likely to *agree* or *strongly agree* that staff were competent (89%, compared with 93% of all respondents).

**Figure 32: Staff Were Competent - by Point of Contact in the 2012/13 FY
(% Agree/Strongly Agree)**



Base: All respondents, excluding 'not applicable' responses. Total 2012/13 FY n=4652; Called local station n=242; Over the counter n=420; Roadside n=1519; Called the Communications Centres n=1642; Other (Police in person) n=829.

Green arrow indicates a significantly higher result than the total.

Red arrow indicates a significantly lower result than the total.

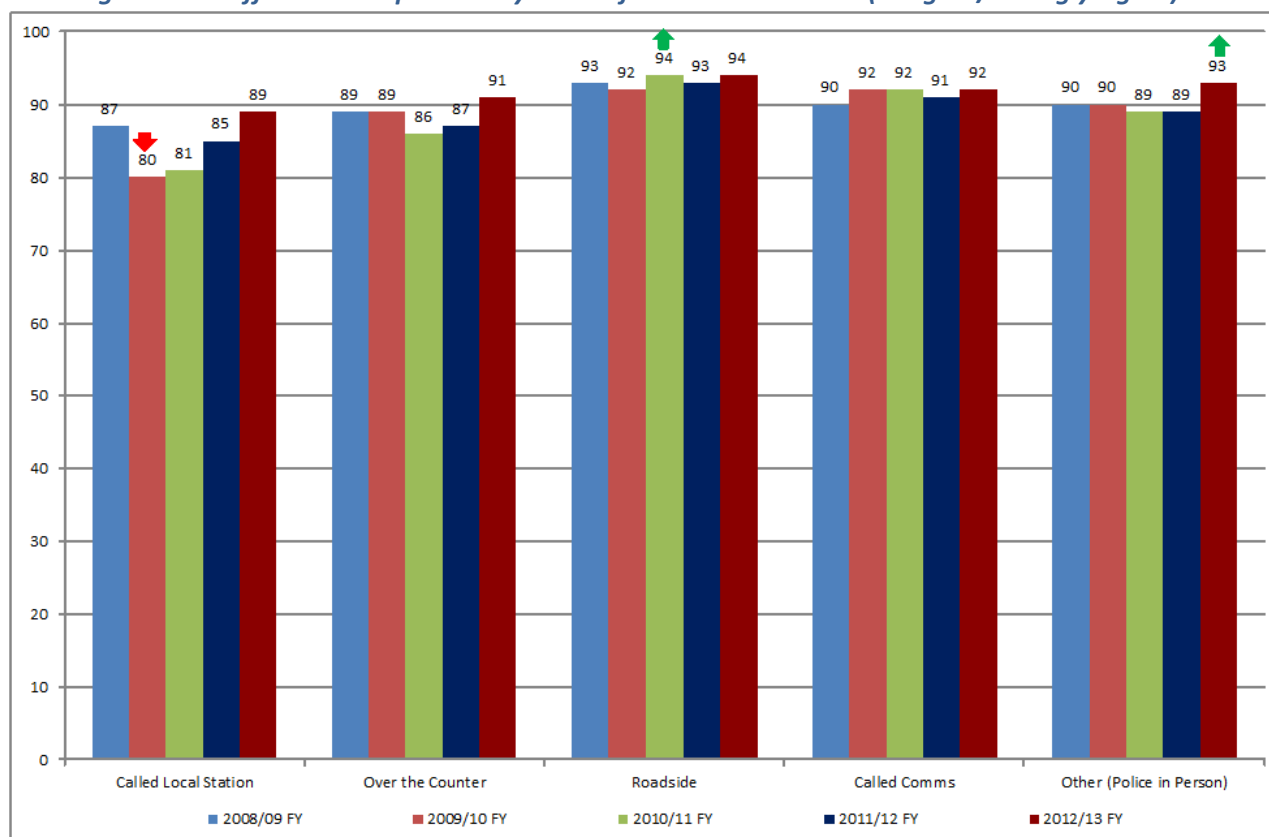
2. Change Over Time

When compared with the previous year, the share of respondents who had contact with Police in person, other than at the local station or roadside, who *agree/strongly agree* that staff were competent has increased significantly (up from 89% in 2011/12, to 93%), while the share to *disagree/strongly disagree* has decreased significantly (down from 6%, to 3%).

Also of note has been a significant increase in the share of respondents who had contact at the roadside to strongly agree that staff were competent (up from 47%, to 52%).

This measure, there have not been any significant decreases in positive ratings or significant increases in negative ratings for staff competency 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 27: 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	12/ 13 FY	08/ 09 FY	09/ 10 FY	10/ 11 FY	11/ 12 FY	12/ 13 FY	08/ 09 FY	09/ 10 FY	10/ 11 FY	11/ 12 FY	12/ 13 FY	08/ 09 FY	09/ 10 FY	10/ 11 FY	11/ 12 FY	12/ 13 FY	08/ 09 FY	09/ 10 FY	10/ 11 FY	11/ 12 FY	12/ 13 FY
Strongly Agree	34	34	28	42	34	44	38	41	44	47	45	47	49	47	52	43	44	46	45	47	50	47	46	46	49
Agree	53	46	53	43	55	45	51	45	43	44	48	45	45	46	42	47	48	46	46	45	40	43	43	43	44
Neither/nor	6	10	13	6	7	5	5	6	7	5	4	4	3	4	3	5	3	4	5	4	5	3	5	4	4
Disagree	4	4	2	4	2	3	3	4	4	3	2	3	1	2	2	3	3	2	3	2	4	4	3	3	2
Strongly Disagree	2	5	2	3	2	3	2	3	2	1	1	1	2	1	1	2	1	1	1	1	1	2	2	3	1
Don't know	1	1	2	2	0	0	1	1	0	0	0	0	0	0	0	0	1	1	0	1	0	1	1	1	0
Total Agree	87	80	81	85	89	89	89	86	87	91	93	92	94	93	94	90	92	92	91	92	90	90	89	89	93
Total Disagree	6	9	4	7	4	6	5	7	6	4	3	4	3	3	3	5	4	3	4	3	5	6	5	6	3
Base	397	259	277	257	242	333	369	450	449	420	1105	1293	1514	1539	1519	1432	1650	1684	1621	1642	722	810	878	845	829

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 3% of respondents disagreed to some extent that staff were competent in the 2012/13 financial year. Of these, a third (33%) reported that this was because the staff member they dealt with had a bad attitude, while a further 17% reported that the staff member didn't handle the situation well and/or didn't do all they could have, and 14% mentioned that the staff member was not knowledgeable.

When compared with 2011/12, there has been a significant increase in the share of respondents who mentioned that the reason they disagreed to some extent that staff were competent was because the staff member they dealt with had a bad attitude (up from 21%, to 33%). In contrast, the share disagreeing because they felt the staff member didn't take matter seriously, didn't believe them or didn't care decreased significantly (down from 9% in 2011/12, to 3%).

Table 28: 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)	2012/13 FY (3%, n=132)	2012/13 FY (n=4652)
Staff member had a bad attitude/arrogant/indifferent/abrupt	22	18	16	21	33	<1
Police were incompetent/didn't handle situation well/didn't do all they could	26	17	21	16	17	<1
Police were not knowledgeable/didn't know where I was	2	13	6	8	14	<1
Police didn't do anything/no outcome/action/Police didn't do their job	7	5	8	7	8	<1
Outcome or decision was unfair/incorrect	7	9	8	3	8	<1
Poor communication/didn't listen/uninterested/no explanation	4	13	9	8	6	<1
Police didn't call back, no follow-up/feedback	10	9	4	4	6	<1
Respondent felt picked on/discriminated against	3	5	4	11	5	<1
Police took too long to respond/inadequate response/didn't attend	2	5	1	4	5	<1
Didn't consider circumstances/unsympathetic/insensitive	6	2	7	2	4	<1
Didn't answer questions	1	1	1	2	4	<1
Didn't use discretion/no lenience/ just gathering revenue/giving out tickets for no reason	1	1	7	8	4	<1
Police too inexperienced/young	1	1	1	2	3	<1
Didn't take matter seriously/didn't believe me/care	12	9	6	9	3	<1

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

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

Table lists those reasons mentioned by 3% or more of respondents in 2012/13.

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 (50%, compared with 16% of all other respondents); and/or
- of European descent (39%, compared with 23% of all other respondents).

Respondents significantly more likely to mention that the **outcome or decision was unfair/incorrect** include those whose reason for contact was a traffic offence (20%, compared with 4% of all other respondents).

Respondents significantly more likely to mention that **Police didn't call back, no follow up, or feedback** include those whose reason for contact was a traffic offence (16%, compared with 1% of all other respondents).

Respondents significantly more likely to mention that **Police didn't answer questions** include those who are female (9%, compared with 1% of male respondents).

Respondents significantly more likely to mention that **Police were just gathering revenue** include those whose point of contact was roadside (7%, compared with 0% 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 - Change Over Time

In 2012/13, 88% of respondents *agree* (41%) or *strongly agree* (47%) that staff did what they said they would do. Agreement ratings have increased significantly when compared with 2011/12 – with the share *agreeing/strongly agreeing* up from 86% to 88% and the share *strongly agreeing* up from 42% to 47%.

Only 4% of respondents *disagree/strongly disagree* that staff did what they said they would do, unchanged from 2010/11 and 2011/12. However, it should be noted that the share of respondents *strongly disagreeing* has decreased significantly (down from 2% in 2011/12, to 1%).

Table 29: Staff Did What They Said They Would Do – Change Over Time (%)

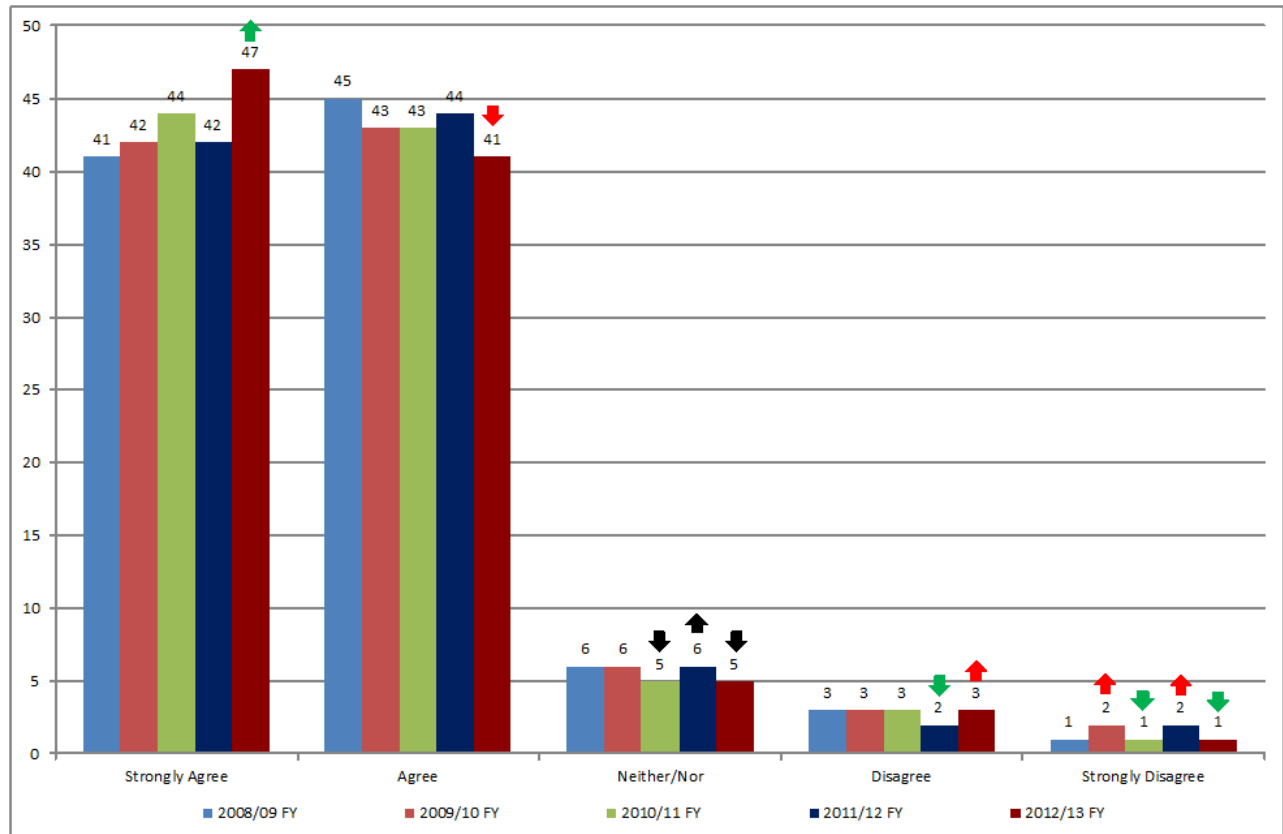
	2008/09 FY	2009/10 FY	2010/11 FY	2011/12 FY	2012/13 FY
Strongly Agree	41	42	44	42	47
Agree	45	43	43	44	41
Neither/Nor	6	6	5	6	5
Disagree	3	3	3	2	3
Strongly Disagree	1	2	1	2	1
Don't know	4	4	4	4	3
Total Agree	86	85	87	86	88
Total Disagree	4	5	4	4	4
Mean Rating	4.25	4.23	4.30	4.29	4.35
Base	3830	4199	4638	4579	4575

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 – Change 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=4579, 2012/13 FY n=4575.

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 2012/13 FY

The following statistically significant differences for 2012/13 are evident at the total results level (General, Communications Centres and Māori Booster sample 2012/13 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 (96%, compared with 84% of all other respondents);
- whose reason for contact was a community activity (96%, compared with 88% of all other respondents);
- whose point of contact was on the roadside (95%, compared with 82% of all other respondents);
- living in the Southern District (95%, compared with 87% of all other respondents);
- whose reason for contact was a traffic offence (93%, compared with 87% of all other respondents); and/or
- whose reason for contact was a general enquiry (92%, compared with 88% 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 suspect/disorderly behaviour/bail reporting/prisoner enquiry/pickup or visit (21%, compared with 4% of all other respondents);
- whose reason for contact was an intruder/prowler/suspicious noises/burglar on premises (13%, compared with 4% of all other respondents);
- whose reason for contact was assault (11%, compared with 3% of all other respondents);
- whose reason for contact was burglary (10%, compared with 3% of all other respondents);
- whose point of contact was calling the local station (9%, compared with 3% of all other respondents);
- whose point of contact was in person (other than on the roadside or at a Police station) (6%, compared with 3% of all other respondents);
- of Māori descent (6%, compared with 3% of all other respondents);
- whose point of contact was calling the Communications Centres (6%, compared with 3% of all other respondents); and/or
- aged between 16 to 24 years (5%, compared with 3% of all other respondents).

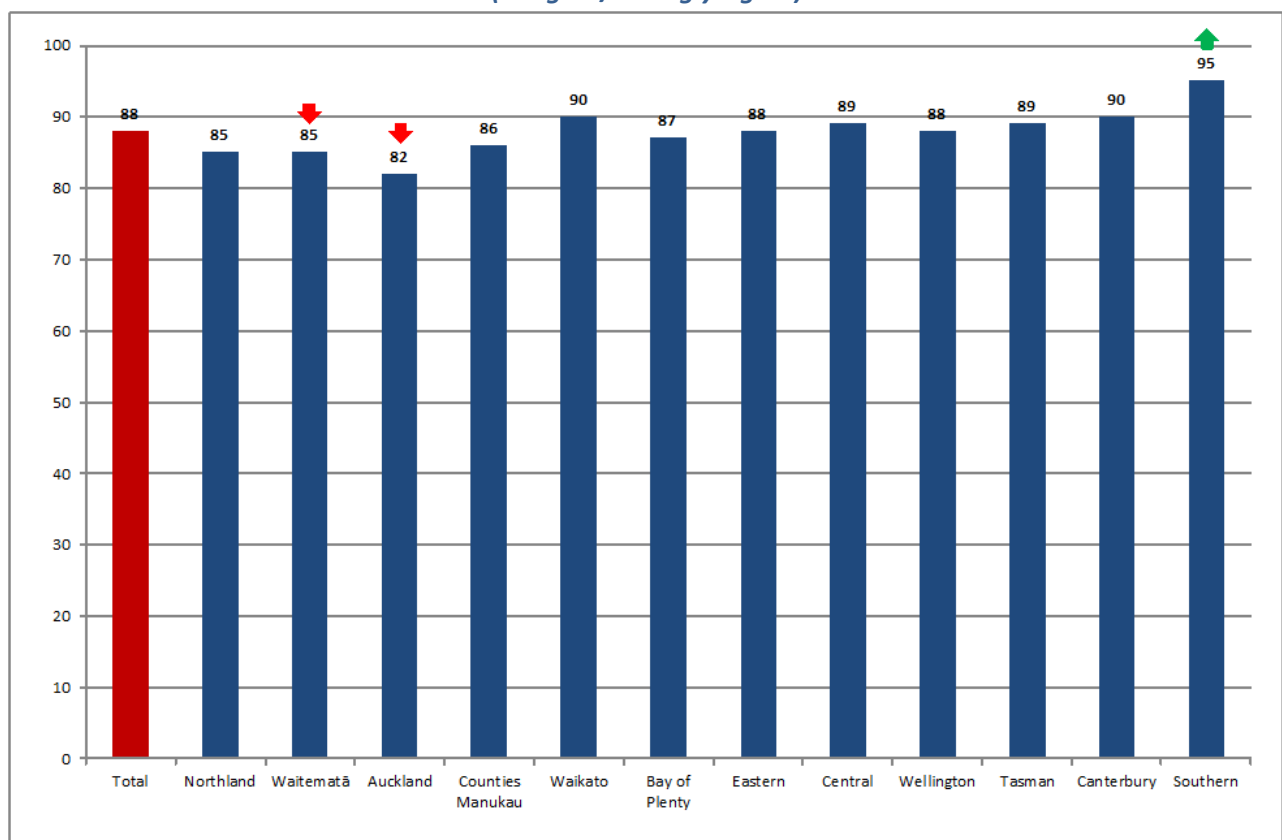
4.4.3. Staff Did What They Said They Would Do - Comparison by District

1. 2012/13 FY

Overall, 86% of respondents agree to some extent (*agree/strongly agree*) that staff did what they would do in 2012/13. However, respondents in Southern District were significantly more likely to agree to some extent (95% *agreeing/strongly agreeing*).

In contrast, levels of agreement were statistically significantly lower among respondents living in the Auckland City (with 82% of respondents agreeing to some extent) and Waitematā (85%) districts.

**Figure 35: Staff Did What They Said They Would Do - by District in the 2012/13 FY
(% Agree/Strongly Agree)**



Base: All respondents, excluding 'not applicable' responses. Total 2012/13 FY n=4575; Northland n=302; Waitematā n=367; Auckland n=364; Counties n=404; Waikato n=508; Bay of Plenty n=427; Eastern n=366; Central n=427; Wellington n=416; Tasman n=314; Canterbury n=374; Southern n=308.

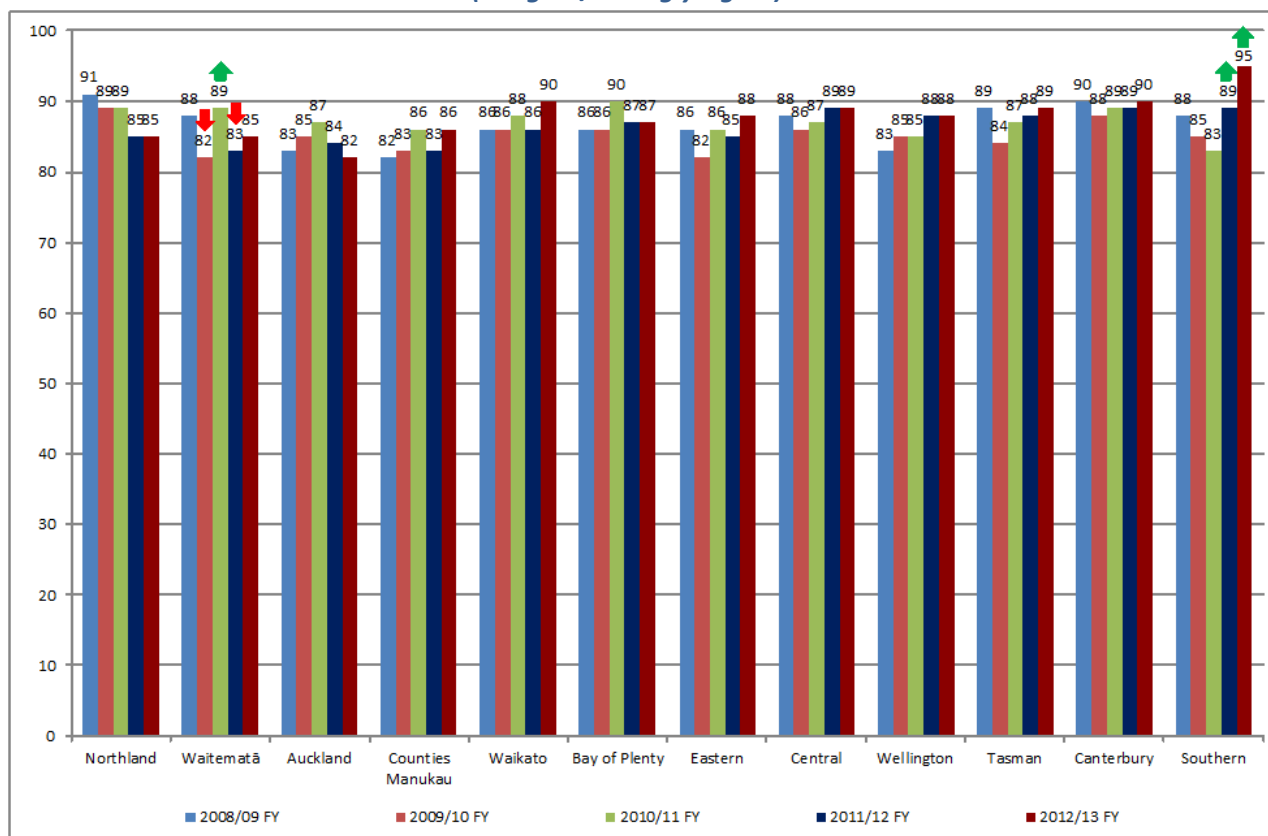
2. Change Over Time

When compared with the previous measures results, the most notable improvement in positive ratings for staff doing what they said they would do is a statistically significant increase in the share of respondents living in the Southern District *agreeing/strongly agreeing* (up from 89% to 95%). This result is on top of a significant increase in positive ratings for Southern District Respondents in 2011/12 which halted what was a downward trend in positive ratings over time.

Also of note is that Counties Manukau District has had a significant decline in negative ratings this survey wave (the share disagreeing/strongly disagreeing down from 6% to 2%).

In 2012/13, there have not been any significant increases in the proportion of respondents to *agreed/strongly agreed* or decreases in the proportion to *disagree/strongly disagree* that staff did what they said they would do across the 12 Police districts.

**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 30: Staff Did What They Said They Would Do – By District (%)

	Northland					Waitematā					Auckland City					Counties Manukau				
	08/ 09 FY	09/ 10 FY	10/ 11 FY	11/ 12 FY	12/ 13 FY	08/ 09 FY	09/ 10 FY	10/ 11 FY	11/ 12 FY	12/ 13 FY	08/ 09 FY	09/ 10 FY	10/ 11 FY	11/ 12 FY	12/ 13 FY	08/ 09 FY	09/ 10 FY	10/ 11 FY	11/ 12 FY	12/ 13 FY
Strongly Agree	42	43	40	41	40	41	41	42	37	49	33	49	41	37	45	38	35	41	35	39
Agree	49	47	49	44	45	47	41	47	46	36	50	37	46	47	37	44	48	45	48	47
Neither/nor	5	4	5	3	5	5	6	5	8	7	9	7	5	6	6	7	9	7	7	7
Disagree	3	1	3	2	6	3	3	2	3	4	2	2	1	2	3	3	3	2	4	2
Strongly Disagree	1	4	1	3	1	1	3	1	0	1	2	2	3	3	2	4	2	1	2	0
Don't know	0	2	2	7	3	3	6	3	6	3	4	3	4	5	7	4	3	4	4	5
Total Agree	91	89	89	85	85	88	82	89	83	85	83	85	87	84	82	82	83	86	83	86
Total Disagree	4	5	4	5	7	4	6	3	3	5	4	4	4	5	5	7	5	3	6	2
Base	285	302	359	318	302	311	358	385	407	367	389	384	424	401	364	375	410	452	443	404

(Part 2)

	Waikato					Bay Of Plenty					Eastern					Central				
	08/ 09 FY	09/ 10 FY	10/ 11 FY	11/ 12 FY	12/ 13 FY	08/ 09 FY	09/ 10 FY	10/ 11 FY	11/ 12 FY	12/ 13 FY	08/ 09 FY	09/ 10 FY	10/ 11 FY	11/ 12 FY	12/ 13 FY	08/ 09 FY	09/ 10 FY	10/ 11 FY	11/ 12 FY	12/ 13 FY
Strongly Agree	38	43	42	37	49	41	32	41	42	47	42	38	43	42	42	41	43	46	42	46
Agree	48	43	46	49	41	45	54	49	45	40	44	44	43	43	46	47	43	41	47	43
Neither/nor	7	5	4	6	4	7	7	5	4	7	7	5	6	8	4	5	7	4	5	4
Disagree	3	4	4	3	2	3	2	1	2	2	4	5	3	4	3	2	3	5	2	3
Strongly Disagree	1	3	1	1	1	2	1	0	3	2	2	2	1	0	2	3	2	2	1	1
Don't know	3	2	3	4	3	2	4	4	4	2	1	6	4	3	3	2	3	2	3	3
Total Agree	86	86	88	86	90	86	86	90	87	87	86	82	86	85	88	88	86	87	89	89
Total Disagree	4	7	5	4	3	5	3	1	5	4	6	7	4	4	5	5	5	7	3	4
Base	327	405	461	472	508	328	350	419	419	427	264	267	335	352	366	284	337	378	384	427

(Part 3)

	Wellington					Tasman					Canterbury					Southern				
	08/ 09 FY	09/ 10 FY	10/ 11 FY	11/ 12 FY	12/ 13 FY	08/ 09 FY	09/ 10 FY	10/ 11 FY	11/ 12 FY	12/ 13 FY	08/ 09 FY	09/ 10 FY	10/ 11 FY	11/ 12 FY	12/ 13 FY	08/ 09 FY	09/ 10 FY	10/ 11 FY	11/ 12 FY	12/ 13 FY
Strongly Agree	43	45	48	46	49	50	34	44	44	48	46	45	44	55	49	41	42	49	45	53
Agree	40	40	37	42	39	39	50	43	44	41	44	43	45	34	41	47	43	34	44	42
Neither/nor	7	6	7	5	5	5	4	3	5	6	5	4	2	4	3	6	6	7	5	1
Disagree	5	3	3	2	2	2	5	4	2	2	2	2	3	1	3	2	3	4	1	2
Strongly Disagree	1	2	0	1	1	1	4	2	1	2	0	4	3	2	0	1	3	2	1	0
Don't know	4	4	5	4	4	3	4	4	4	1	3	3	3	4	4	3	3	4	4	2
Total Agree	83	85	85	88	88	89	84	87	88	89	90	88	89	89	90	88	85	83	89	95
Total Disagree	6	5	3	3	3	3	8	6	3	4	2	6	6	3	3	3	6	6	2	2
Base	361	439	432	452	416	228	232	276	314	312	391	398	397	353	374	287	317	320	264	308

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.

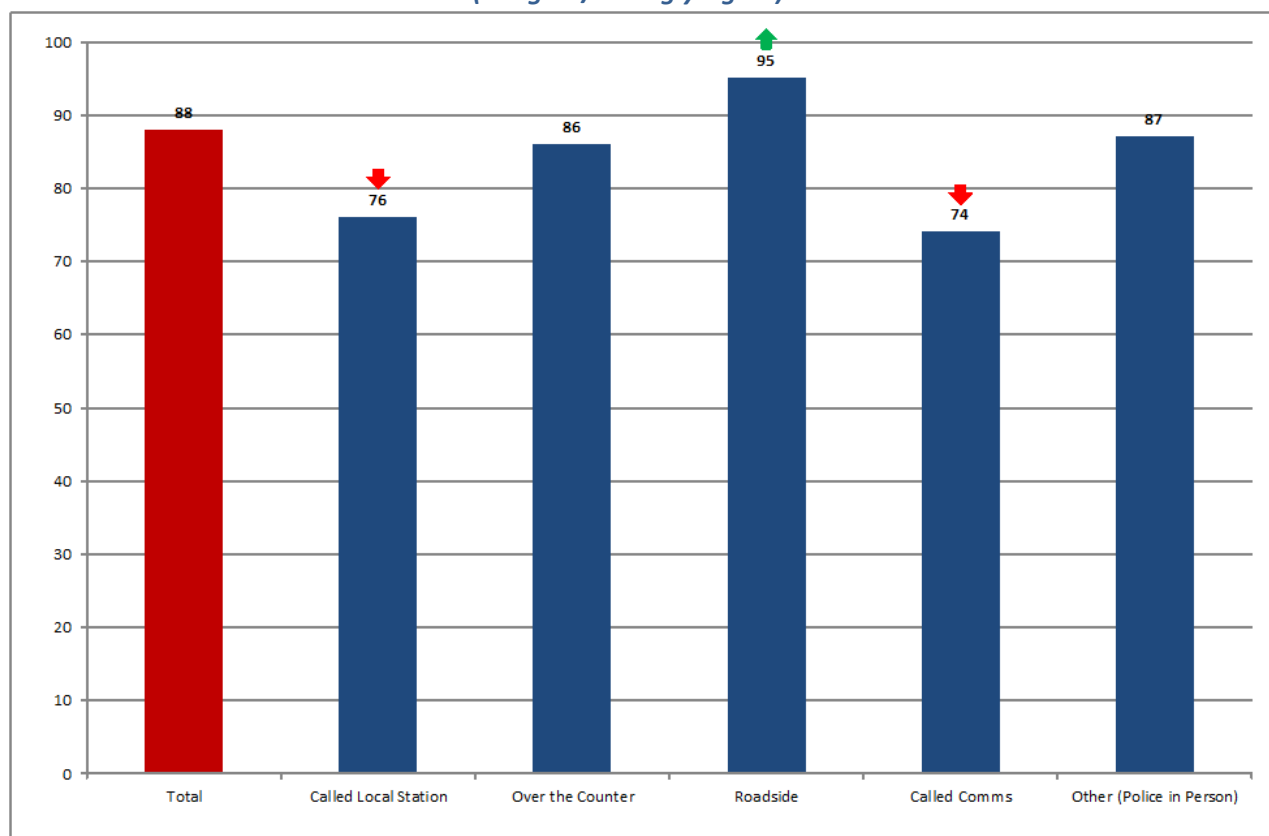
4.4.4. Staff Did What They Said They Would Do – Comparison by Point of Contact

1. 2012/13 FY

Almost all respondents whose point of contact was on the roadside (95%) *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 either one of the Communications Centres (74%) or their local station (76%) 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 2012/13 FY (% Agree/Strongly Agree)



Base: All respondents, excluding ‘not applicable’ responses. Total 2012/13 FY n=4575; Called local station n=237; Over the counter n=414; Roadside n=1492; Called the Communications Centres n=1628; Other (Police in person) n=804.

Green arrow indicates a significantly higher result than the total.

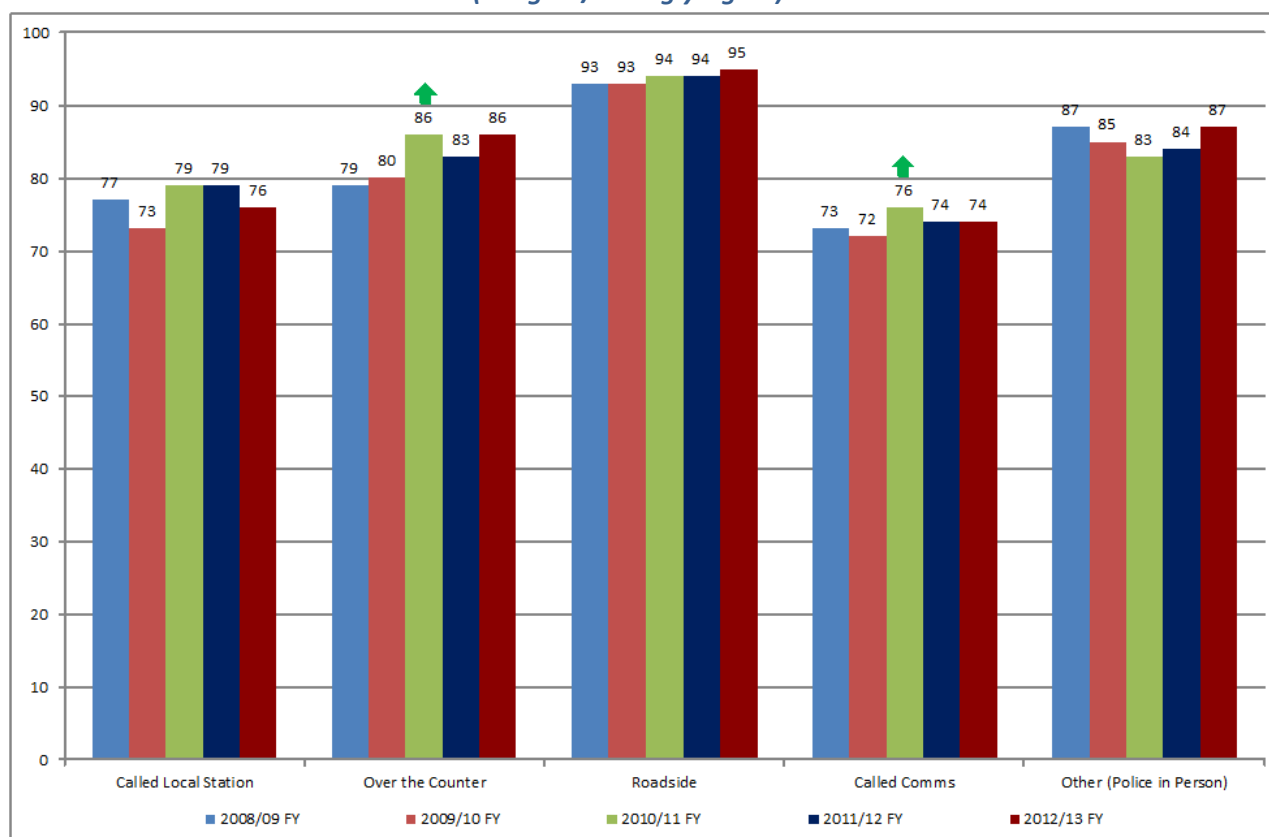
Red arrow indicates a significantly lower result than the total.

2. Change Over Time

The proportion of respondents who *agreed/strongly agreed* that staff did what they said they would do has remained stable when compared with 2011/12 for each point of contact, as has the share of respondents *disagreeing/strongly disagreeing* (with no statistically significant changes in overall agreement or disagreement).

However, this measure there has been a significant increase in the share of respondents *strongly agreeing* for those whose point of contact was on the roadside (up from 46% in 2011/12, to 52%), over the counter at the local station (up from 41%, to 49%) and calling one of the Communications Centres (up from 34%, to 38%).

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 31: 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	12/ 13 FY	08/ 09 FY	09/ 10 FY	10/ 11 FY	11/ 12 FY	12/ 13 FY	08/ 09 FY	09/ 10 FY	10/ 11 FY	11/ 12 FY	12/ 13 FY	08/ 09 FY	09/ 10 FY	10/ 11 FY	11/ 12 FY	12/ 13 FY	08/ 09 FY	09/ 10 FY	10/ 11 FY	11/ 12 FY	12/ 13 FY
Strongly Agree	31	34	28	31	31	38	40	42	41	49	43	46	50	46	52	34	34	37	34	38	46	43	40	44	45
Agree	46	39	51	48	45	41	40	44	42	37	50	47	44	48	43	39	38	39	40	36	41	42	43	40	42
Neither/nor	9	9	8	5	9	7	8	5	7	6	5	5	3	4	3	7	6	7	7	7	6	5	8	7	5
Disagree	5	4	7	6	6	6	5	5	3	3	1	1	2	1	0	5	5	4	3	4	3	4	3	3	5
Strongly Disagree	5	8	1	4	3	2	6	2	3	2	0	0	0	0	1	2	3	1	3	2	2	4	3	2	1
Don't know	4	6	5	6	6	6	1	2	4	3	1	1	1	1	1	13	14	12	13	13	2	2	3	4	2
Total Agree	77	73	79	79	76	79	80	86	83	86	93	93	94	94	95	73	72	76	74	74	87	85	83	84	87
Total Disagree	10	12	8	10	9	8	11	7	6	5	1	1	2	1	1	7	8	5	6	6	5	8	6	5	6
Base	377	248	260	242	237	318	357	435	442	414	1073	1244	1454	1500	1492	1367	1576	1630	1583	1628	695	774	859	815	804

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 the staff member did not do what they said they would in general (no specific details given) (31%), and that the staff member did not call back or provide any follow-up (20%). Police didn't do anything/no outcome/no action taken (14%), and police took too long to respond/inadequate response (11%), were also commonly cited.

When compared with the reasons given for disagreeing in 2011/12, the most notable differences have been statistically significant increases in respondents mentioning that the staff member did not do what they said they would in general (no specific details given) (up from 14%, to 31%), that the outcome or decision was unfair or incorrect (up from 2%, to 9%), that the perpetrator was not caught or not punished (up from 1%, to 8%) and/or that no information or help or advice was given (up from <1%, to 5%).

In contrast, there has been a significant decrease in the share mentioning that police took too long to respond/inadequate response (after a significant increase to 23% last measure, mention is down to 11%).

Table 32: 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)	2012/13 FY (4%, n=160)	2012/13 FY (n=4575)
Didn't do what they said they would do	18	15	21	14	31	<1
Police didn't call back, no follow-up/feedback	33	37	28	21	20	<1
Police didn't do anything/no outcome/no action/Police didn't do their job	8	17	17	10	14	<1
Police took too long to respond/didn't attend/inadequate response	22	15	8	23	11	<1
Outcome or decision was unfair/incorrect	5	2	<1	2	9	<1
Perpetrator not caught or not punished/no justice/lenient	1	1	3	1	8	<1
No information or help or advice given/Police didn't help at all	4	2	5	<1	5	<1
Don't have trust/confidence in the Police	1	2	2	4	4	<1
Didn't take matter seriously/didn't believe me/ care	3	5	5	5	3	<1
Police were not knowledgeable/didn't know where I was	1	1	1	2	3	<1
Staff member had a bad attitude/arrogant/indifferent/abrupt	14	5	9	5	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 2012/13 FY.

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

Respondents significantly more likely to mention that **Police don't do anything/no outcome/no action/Police didn't do their job** include those of European descent (22%, compared with 2% of all other respondents).

Respondents significantly more likely to mention that **Police took too long to respond/inadequate response/didn't attend** include those who are female (18%, compared with 6% of male respondents).

Respondents significantly more likely to mention that they **don't have trust/confidence in the Police** include those of Māori descent (11%, compared with 0% of all other respondents).

Respondents significantly more likely to mention that **Police didn't take matter seriously/didn't believe/didn't care** include those who are female (7%, compared with 0% of male respondents).

4.5. My Individual Circumstances Were Taken Into Account

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

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

4.5.1. Individual Circumstances - Change Over Time

In the 2012/13 survey wave, just less than four out of five respondents (78%) *agreed* or *strongly agreed* that they felt their individual circumstances were taken into account. This result represents a significant increase in agreement ratings from 2011/12 (up from 76% last measure, to 78%), including a significant increase in the share *strongly agreeing* (up from 33%, to 37%).

This measure, 7% of respondents either *disagree* (5%) or *strongly disagree* (2%) that their individual circumstances were taken into account. These results have also improved significantly when compared with results for the previous fiscal year – the share *disagreeing/strongly disagreeing* down from 9% to 7%, including the share *strongly disagreeing* down from 3%, to 2%.

Table 33: My Individual Circumstances Were Taken Into Account – Change Over Time (%)

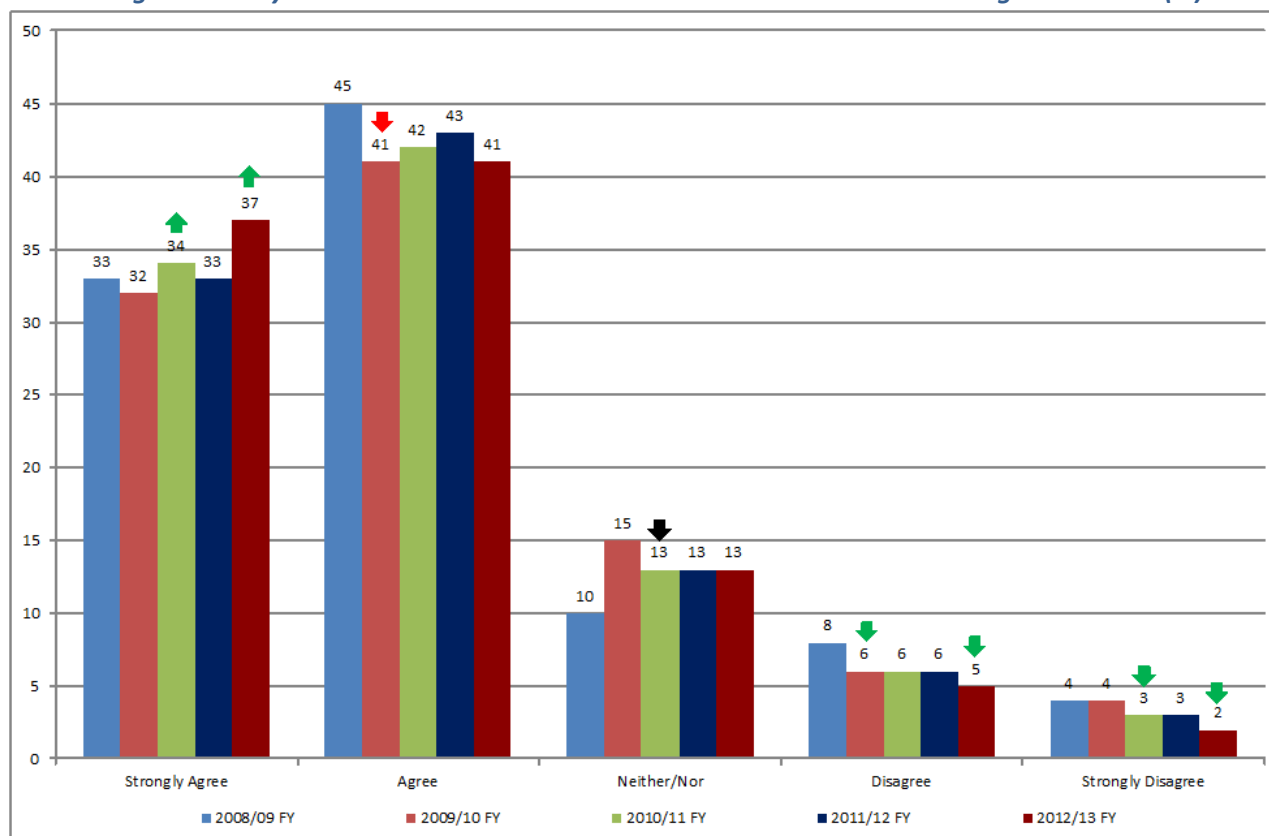
	2008/09 FY	2009/10 FY	2010/11 FY	2011/12 FY	2012/13 FY
Strongly Agree	33	32	34	33	37
Agree	45	41	42	43	41
Neither/Nor	10	15	13	13	13
Disagree	8	6	6	6	5
Strongly Disagree	4	4	3	3	2
Don't know	0	2	2	2	2
Total Agree	78	73	76	76	78
Total Disagree	12	10	9	9	7
Mean Rating	3.96	3.91	3.99	3.99	4.07
Base	3770	4138	4570	4525	4515

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 – Change 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, 2012/13 FY n=4515.

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 2012/13 FY

The following statistically significant differences for 2012/13 are evident at the total results level (combined 2012/13 results for General, Communications Centres and Māori Booster sample).

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

- whose reason for contact was a community activity (88%, compared with 78% of all other respondents);
- whose reason for contact was a general enquiry (86%, compared with 77% of all other respondents);
- whose reason for contact was to follow up on previous enquiry (86%, compared with 78% of all other respondents);
- aged 65 years or older (85%, compared with 77% of all other respondents);
- whose reason for contact was a theft (85%, compared with 78% of all other respondents);
- whose reason for contact was a traffic crash or incident (84%, compared with 77% of all other respondents);
- living in the Central District (83%, compared with 77% of all other respondents);

- whose point of contact was over the counter at a Police station (83%, compared with 77% of all other respondents);
- whose point of contact was in person (other than on the roadside or at a Police station) (83%, compared with 77% of all other respondents);
- whose point of contact was calling the Communications Centres (83%, compared with 77% of all other respondents); and/or
- who are female (79%, compared with 76% 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 (25%, compared with 7% of all other respondents);
- whose reason for contact was traffic offence (20%, compared with 5% of all other respondents);
- whose reason for contact was a burglary (11%, compared with 7% of all other respondents);
- whose reason for contact was an assault (10%, compared with 7% of all other respondents);
- of Māori descent (9%, compared with 7% of all other respondents); and/or
- who are male (8%, compared with 6% of female respondents).

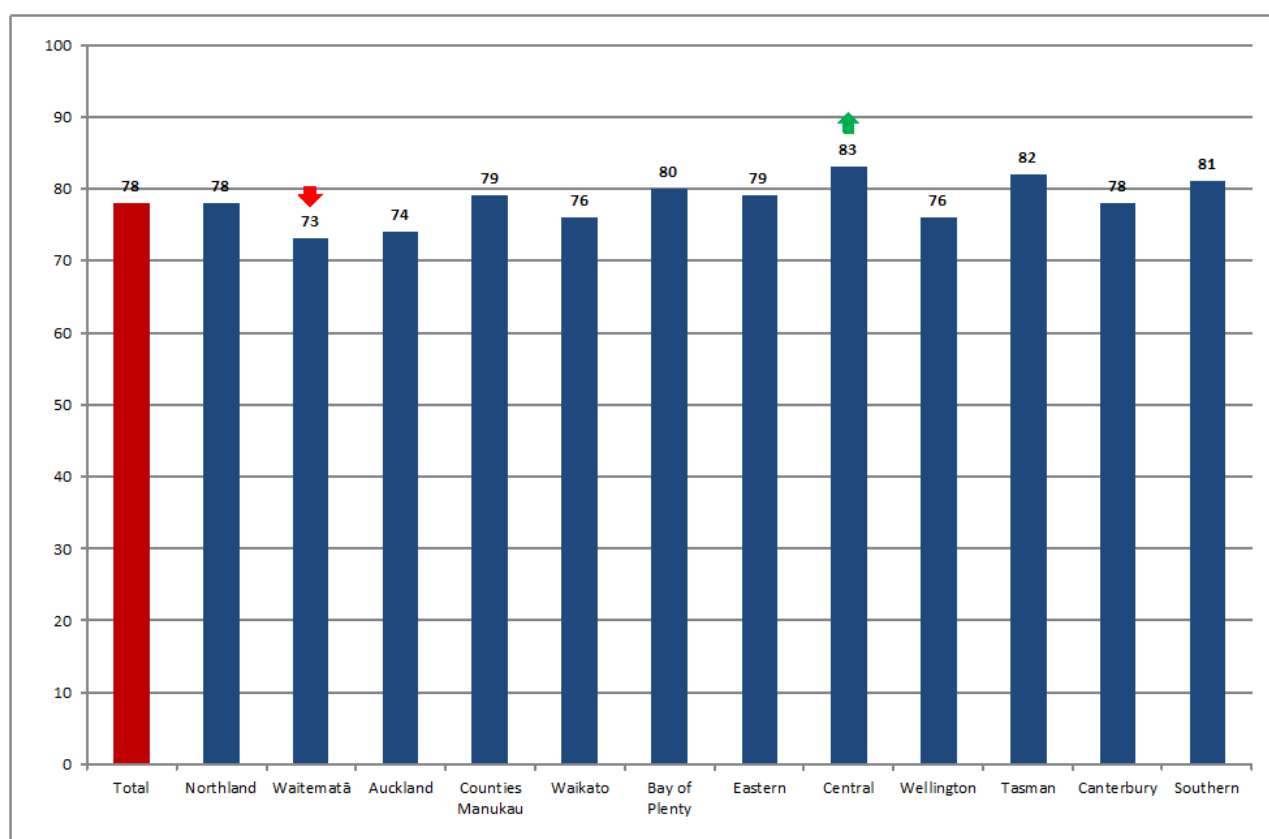
4.5.3. Individual Circumstances - Comparison by District

1. 2012/13 FY

Seventy-eight percent of all respondents *agreed/strongly agreed* that they felt their individual circumstances were taken into account, with respondents living in Central District statistically significantly more likely to agree with this statement to some extent (83% agreeing).

In contrast, those living in the Waitematā District (73% agreeing) were statistically significantly less likely to do so.

Figure 40: My Individual Circumstances Were Taken into Account - by District in the 2012/13 FY
(% Agree/Strongly Agree)



Base: All respondents, excluding 'not applicable' responses. Total 2012/13 FY n=4515; Northland n=297; Waitematā n=358; Auckland n=352; Counties n=403; Waikato n=497; Bay of Plenty n=424; Eastern n=366; Central n=420; Wellington n=414; Tasman n=307; Canterbury n=370; Southern n=307.

Green arrow indicates a significantly higher result than the total.

Red arrow indicates a significantly lower result than the total.

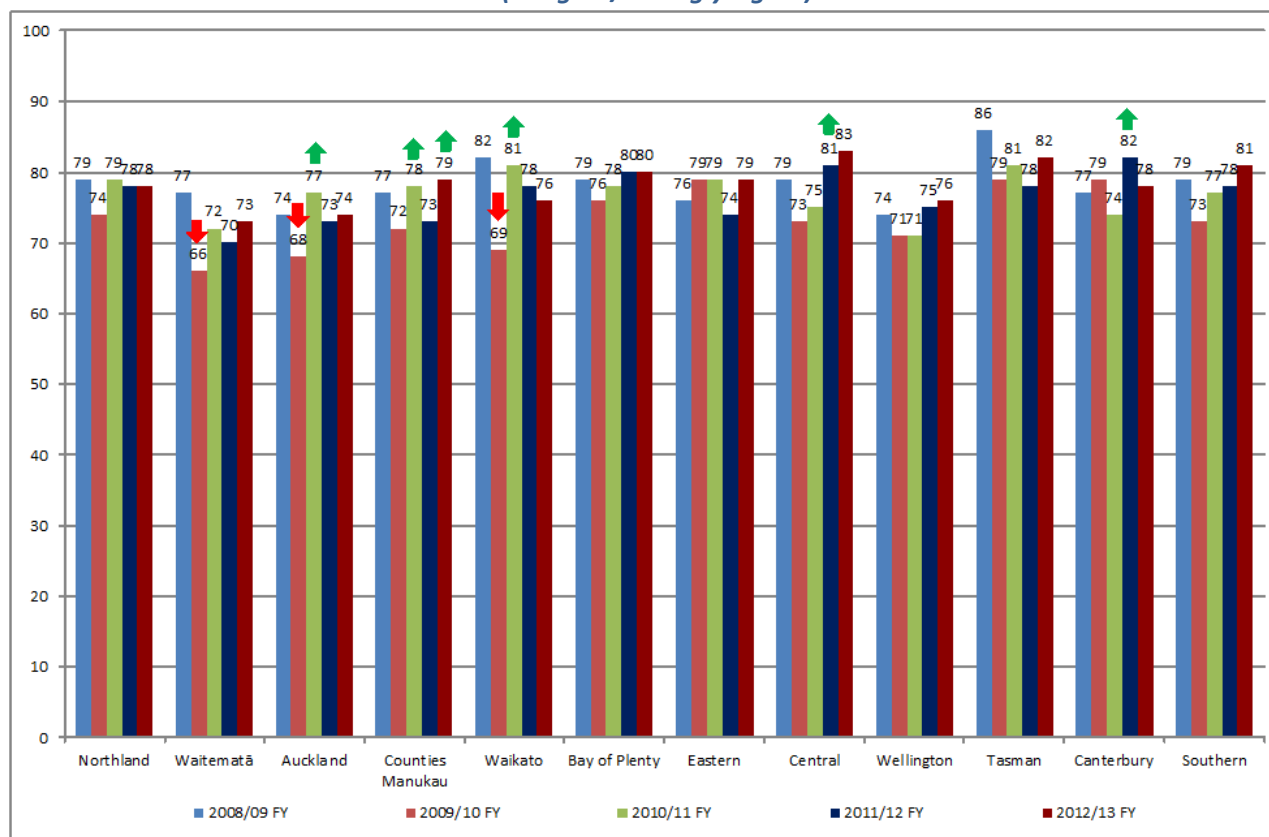
2. Change Over Time

When compared with 2011/12 the proportion of respondents who *agreed/strongly agreed* that they felt their individual circumstances were taken into account improved significantly for those living in Counties Manukau District (up from 73%, to 79%). Levels of disagreement were also notably down among those living in Counties Manukau District (after a significant increase last year, *disagree/strongly disagree* ratings down from 14% to 9%) and for those in Southern District (down from 8% to 4%).

Also of note is a significant increase in the share strongly agreeing that individual circumstances were taken into account for both Waitematā (up from 25%, to 40%) and Counties Manukau (up from 28%, to 37%) districts. *Note: This increase follows a significant decline in the shares strongly agreeing for both districts in 2011/12.*

This measure, there have not been any statistically significant negative changes in ratings across all 12 districts – with no district experiencing significant declines in agreement ratings or significant increases in disagreement ratings.

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

	Northland					Waitematā					Auckland City					Counties Manukau				
	08/ 09 FY	09/ 10 FY	10/ 11 FY	11/ 12 FY	12/ 13 FY	08/ 09 FY	09/ 10 FY	10/ 11 FY	11/ 12 FY	12/ 13 FY	08/ 09 FY	09/ 10 FY	10/ 11 FY	11/ 12 FY	12/ 13 FY	08/ 09 FY	09/ 10 FY	10/ 11 FY	11/ 12 FY	12/ 13 FY
Strongly Agree	35	34	33	30	36	31	28	34	25	40	27	28	31	31	31	32	31	36	28	37
Agree	44	40	46	48	42	46	38	38	45	33	47	40	46	42	43	45	41	42	45	42
Neither/nor	11	12	11	11	12	10	17	18	17	19	13	19	15	16	18	10	16	12	12	10
Disagree	5	4	6	4	6	8	7	5	8	4	9	6	5	5	5	8	7	8	8	7
Strongly Disagree	5	8	3	5	1	5	7	3	3	3	3	3	3	4	2	4	3	1	6	2
Don't know	0	2	1	2	2	0	3	2	2	1	1	4	0	2	1	1	2	1	1	2
Total Agree	79	74	79	78	78	77	66	72	70	73	74	68	77	73	74	77	72	78	73	79
Total Disagree	10	12	9	9	7	13	14	8	11	7	12	9	8	9	7	12	10	9	14	9
Base	280	295	343	311	297	308	344	383	394	358	389	379	423	397	352	378	411	454	440	403

(Part 2)

	Waikato					Bay Of Plenty					Eastern					Central				
	08/ 09 FY	09/ 10 FY	10/ 11 FY	11/ 12 FY	12/ 13 FY	08/ 09 FY	09/ 10 FY	10/ 11 FY	11/ 12 FY	12/ 13 FY	08/ 09 FY	09/ 10 FY	10/ 11 FY	11/ 12 FY	12/ 13 FY	08/ 09 FY	09/ 10 FY	10/ 11 FY	11/ 12 FY	12/ 13 FY
Strongly Agree	31	29	35	30	35	33	27	32	31	34	33	38	35	36	35	33	33	32	37	42
Agree	51	40	46	48	41	46	49	46	49	46	43	41	44	38	44	46	40	43	44	42
Neither/nor	7	19	12	12	15	10	12	13	11	11	13	7	12	13	11	11	17	12	9	8
Disagree	7	6	3	4	5	7	7	6	5	3	7	9	4	10	6	7	5	7	5	7
Strongly Disagree	3	5	3	3	3	3	4	1	3	4	3	4	4	2	3	2	2	5	5	2
Don't know	1	1	1	3	1	1	2	2	1	2	1	1	1	1	1	1	3	1	0	0
Total Agree	82	69	81	78	76	79	76	78	80	80	76	79	79	74	79	79	73	75	81	83
Total Disagree	10	11	6	7	8	10	11	7	8	7	10	13	8	12	9	9	7	12	10	9
Base	322	403	455	461	497	321	342	417	414	424	263	268	329	358	366	282	333	374	384	420

(Part 3)

	Wellington					Tasman					Canterbury					Southern				
	08/ 09 FY	09/ 10 FY	10/ 11 FY	11/ 12 FY	12/ 13 FY	08/ 09 FY	09/ 10 FY	10/ 11 FY	11/ 12 FY	12/ 13 FY	08/ 09 FY	09/ 10 FY	10/ 11 FY	11/ 12 FY	12/ 13 FY	08/ 09 FY	09/ 10 FY	10/ 11 FY	11/ 12 FY	12/ 13 FY
Strongly Agree	37	32	33	32	32	39	28	35	37	40	35	37	34	43	38	32	36	35	37	40
Agree	37	39	38	43	44	47	51	46	41	42	42	42	40	39	40	47	37	42	41	41
Neither/nor	14	16	18	18	15	6	11	7	11	11	7	11	10	10	12	10	16	11	13	14
Disagree	6	6	6	2	3	5	5	6	6	4	8	6	13	5	6	8	5	6	7	2
Strongly Disagree	6	4	2	2	2	3	4	5	3	1	6	5	2	2	3	3	3	4	1	2
Don't know	0	3	3	3	4	0	1	1	2	2	2	1	1	1	1	0	3	2	1	1
Total Agree	74	71	71	75	76	86	79	81	78	82	77	79	74	82	78	79	73	77	78	81
Total Disagree	12	10	8	4	5	8	9	11	9	5	14	10	15	7	9	11	8	10	8	4
Base	345	424	427	442	414	223	228	268	310	307	381	394	386	353	370	278	317	311	261	307

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.

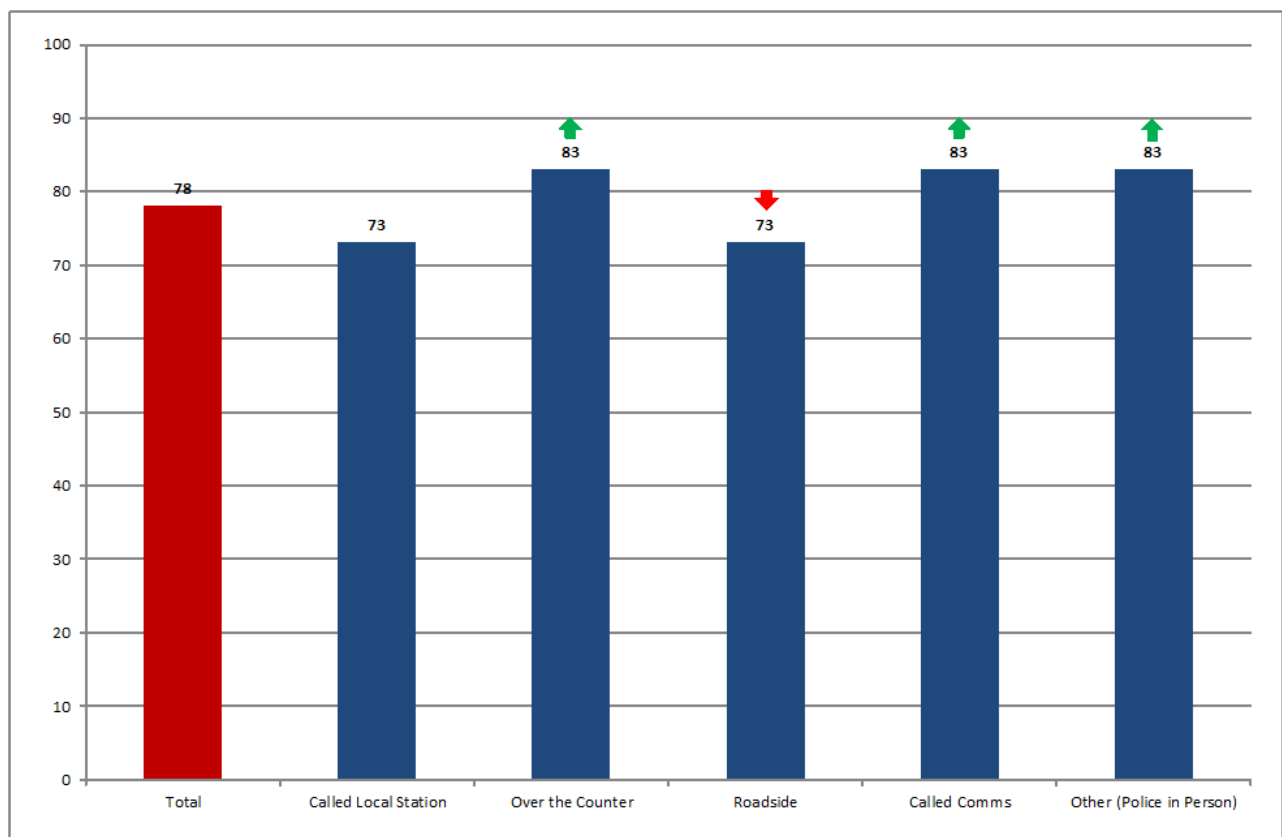
4.5.4. Individual Circumstances - Comparison by Point of Contact

1. 2012/13 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), calling the Communications Centres or over the counter at a local station (each with 83% of respondents *agreeing/strongly agreeing*) 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. Respondents who called a local station were also less likely to agree to some extent (73% *agreeing/strongly agreeing*), however this result is not significantly different from the total result.

Figure 42: My Individual Circumstances Were Taken into Account - by Point of Contact in the 2012/13 FY (% Agree/Strongly Agree)



Base: All respondents, excluding 'not applicable' responses. Total 2012/13 FY n=4515; Called local station n=241; Over the counter n=411; Roadside n=1471; Called the Communications Centres n=1591; Other (Police in person) n=801.

Green arrow indicates a significantly higher result than the total.

Red arrow indicates a significantly lower result than the total.

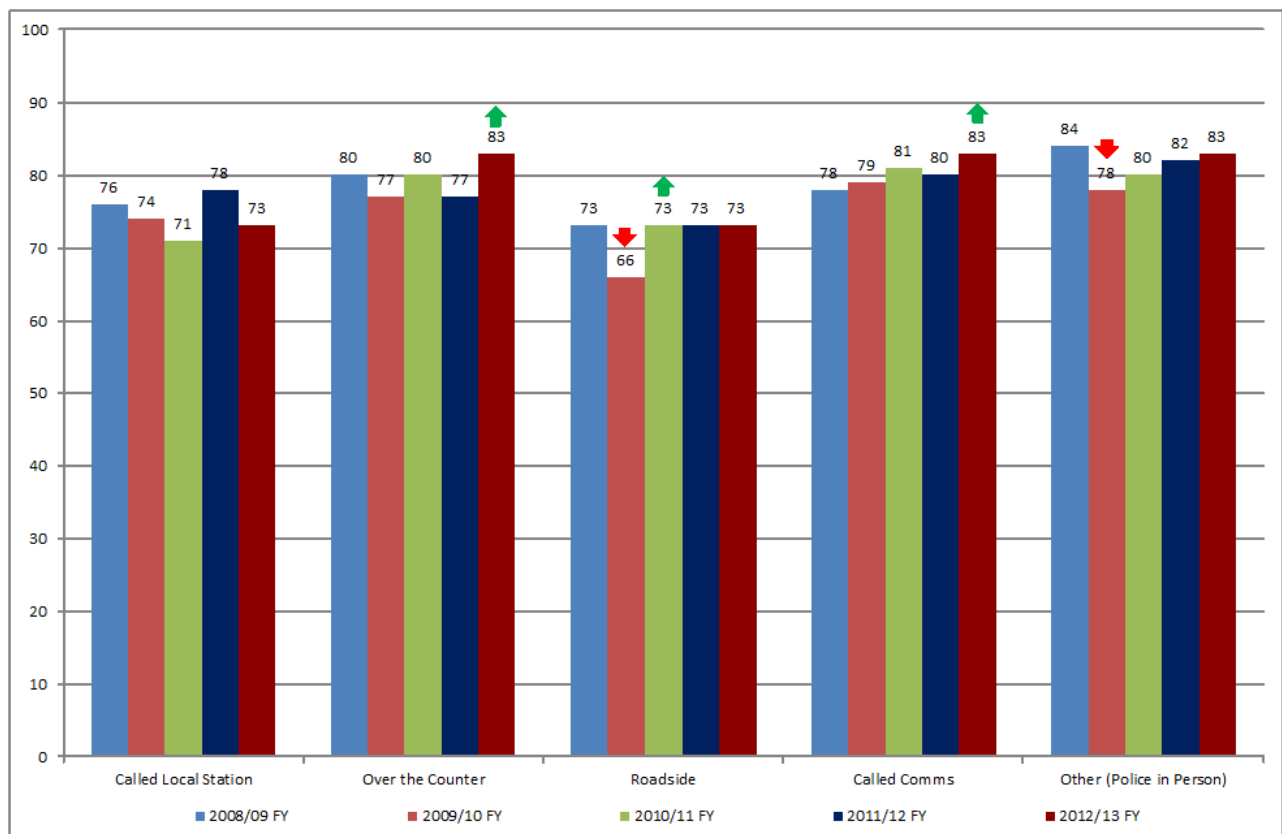
2. Change Over Time

The proportion of respondents agreeing to some extent that their individual circumstances were taken into account has increased significantly for those visiting a local station (up from 77%, to 83% this measure) and those calling the Communications Centres (up from 80%, to 83%).

This measure, there have also been significant increases in the share of respondents *strongly agreeing* that their individual circumstances were taken into account for those visiting a local station (up from 35% in 2011/12, to 43%), calling the Communications Centres (up from 31%, to 38%) and for those whose contact was at the roadside (up from 31%, to 35%).

There have not been any statistically declines in agreement ratings or significant increases in disagreement ratings for any of the point of contact in 2012/13.

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 35: 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	12/ 13 FY	08/ 09 FY	09/ 10 FY	10/ 11 FY	11/ 12 FY	12/ 13 FY	08/ 09 FY	09/ 10 FY	10/ 11 FY	11/ 12 FY	12/ 13 FY	08/ 09 FY	09/ 10 FY	10/ 11 FY	11/ 12 FY	12/ 13 FY	08/ 09 FY	09/ 10 FY	10/ 11 FY	11/ 12 FY	12/ 13 FY
Strongly Agree	30	29	27	28	25	34	35	36	35	43	29	28	33	31	35	31	33	35	31	38	41	38	36	39	39
Agree	46	45	44	50	48	46	42	44	42	40	44	38	40	42	38	47	46	46	49	45	43	40	44	43	44
Neither/nor	10	13	13	7	16	7	10	8	9	8	12	21	16	17	18	11	10	11	12	10	8	11	12	9	9
Disagree	9	8	11	8	8	8	7	7	9	4	9	5	7	6	5	7	6	4	4	4	4	6	4	3	4
Strongly Disagree	4	4	3	5	2	5	5	3	3	4	5	5	3	2	2	2	2	2	2	1	3	4	3	5	3
Don't know	1	1	2	2	1	0	1	2	2	1	1	3	1	2	2	2	3	2	2	2	1	1	1	1	1
Total Agree	76	74	71	78	73	80	77	80	77	83	73	66	73	73	73	78	79	81	80	83	84	78	80	82	83
Total Disagree	13	12	14	13	10	13	12	10	12	8	14	10	10	8	7	9	8	6	6	5	7	10	7	8	7
Base	377	249	264	243	241	316	357	433	441	411	1027	1203	1416	1461	1471	1359	1542	1618	1566	1591	691	787	839	818	801

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 were that the staff member had a bad attitude (15%), that staff didn't listen, seemed uninterested and/or gave no explanation (15%), the matter wasn't taken seriously and/or the staff member did not believe them (14%), Police did not consider their circumstances, were unsympathetic or insensitive (14%), and/or that the outcome and/or decision was unfair or incorrect (12%).

When compared with 2011/12, 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 Police didn't consider their circumstances, were unsympathetic or insensitive (up from 8% in 2011/12, to 14%) and/or that the outcome and/or decision was unfair or incorrect (up from 3%, to 12%).

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 staff didn't consider the situation and/or didn't use discretion (down from 13%, to 4%).

Table 36: 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)	2012/13 FY (7%, n=258)	2012/13 FY (n=4515)
Staff member had a bad attitude/arrogant/indifferent/abrupt	20	12	14	13	15	<1
Poor communication/didn't listen/uninterested/no explanation	4	13	19	15	15	<1
Didn't take matter seriously/didn't believe me/didn't care	13	14	13	12	14	<1
Didn't consider circumstances / unsympathetic/insensitive	11	16	20	8	14	<1
Outcome/decision was unfair or incorrect	26	20	4	3	12	<1
Police just gathering revenue/giving tickets for no reason	3	4	11	5	9	<1
Police didn't do anything/no outcome/action/didn't do their job	4	8	6	9	9	<1
Respondent felt picked on/discriminated against	6	4	4	11	8	<1
Didn't consider situation/no discretion/lenience	0	3	11	13	4	<1
Police took too long to respond /inadequate response/didn't attend	7	2	2	4	4	<1
Police were incompetent/didn't handle situation well	5	2	5	5	4	<1
Police didn't call back, no follow-up/feedback	7	9	6	2	4	<1
Police didn't consider the privacy or safety of respondent	<1	1	1	2	3	<1

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

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

Table lists those reasons mentioned by 3% or more of respondents in the 2012/13 FY.

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

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

- aged 25-34 years (28%, compared with 12% of all other respondents);
- whose reason for contact was a traffic offence (21%, compared with 10% of all other respondents); and/or
- whose point of contact was on the roadside (19%, compared with 10% of all other respondents).

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

- whose reason for contact was a traffic offence (26%, compared with 6% of all other respondents); and/or
- whose point of contact was on the roadside (21%, 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 a traffic offence (24%, compared with 6% of all other respondents);
- whose point of contact was on the roadside (23%, compared with 3% of all other respondents); and/or
- aged 16-24 years (25%, compared with 11% of all other respondents).

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

- whose reason for contact was a traffic offence (20%, compared with 6% of all other respondents);
- aged between 16 and 24 years (20%, compared with 9% of all other respondents); and/or
- who are male (16%, compared with 5% of female respondents).

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

- aged between 45 and 54 years (22%, compared with 6% of all other respondents);
- living in Waikato District (21%, compared with 7% of all other respondents);
- whose reason for contact was a traffic stop (19%, compared with 8% of all other respondents) or a traffic offence (15%, compared with 5% of all other respondents);
- whose point of contact was on the roadside (17%, compared with 0% of all other respondents); and/or
- of European descent (13%, compared with 1% of all other respondents).

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

- living in Auckland City District (27%, compared with 6% of all other respondents); and/or
- aged between 35 and 44 years (16%, compared with 7% of all other respondents).

Respondents significantly more likely to mention that it was **routine situation/individual circumstances not relevant** include those:

- whose reason for contact was a traffic stop (26%, compared with 1% of all other respondents); and/or
- whose point of contact was on the roadside (8%, compared with 0% of all other respondents).

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

- who are male (11%, compared with 0% of females);
- whose reason for contact was a traffic offence (11%, compared with 0% of all other respondents); and/or
- whose point of contact was on the roadside (8%, compared with 0% of all other respondents).

Respondents significantly more likely to mention that **Police were incompetent/didn't handle situation well** include those whose point of contact was in person (other than on the roadside or over the counter at a local station) (10%, compared with 3% of all other respondents).

Respondents significantly more likely to mention that **Police didn't call back or follow up** include those whose aged between 25 and 34 years old (11%, compared with 2% of all other respondents).

Respondents significantly more likely to mention that **Police didn't consider the privacy or safety of respondents** include those:

- aged between 25 and 34 years (10%, compared with 2% of all other respondents); and/or
- who are female (7%, compared with 0% of males).

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 - Change Over Time

Just over three quarters of respondents (77%) agree or strongly agree that the service they received is an example of good value for tax dollars spent. Levels of agreement have increased significantly when compared with the previous measure (up from 75% agreeing/strongly agreeing in 2011/12, to 77%) and continues the upwards trend in positive ratings over time.

Eight percent of respondents either disagreed (5%) or strongly disagreed (3%) that it is an example of good value for tax dollars spent. When compared with 2011/12, negating ratings have decreased – the share disagreeing/strongly disagreeing down from 10% last year to 8%, including the share strongly disagreeing decreasing from 4% to 3%. Both these changes are statistically significant.

Table 37: It's an Example of Good Value for Tax Dollars Spent – Change Over Time (%)

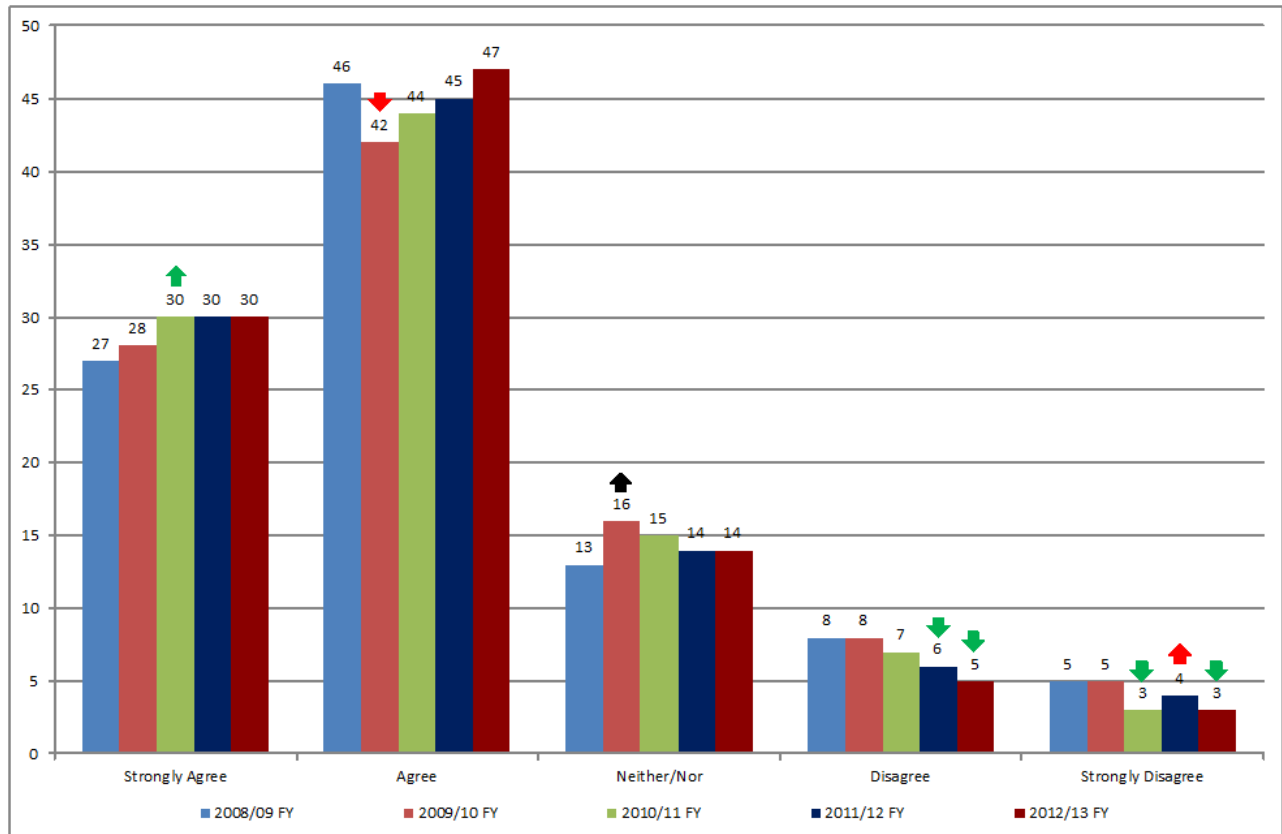
	2008/09 FY	2009/10 FY	2010/11 FY	2011/12 FY	2012/13 FY
Strongly Agree	27	28	30	30	30
Agree	46	42	44	45	47
Neither/Nor	13	16	15	14	14
Disagree	8	8	7	6	5
Strongly Disagree	5	5	3	4	3
Don't know	1	1	1	1	1
Total Agree	73	70	74	75	77
Total Disagree	13	13	10	10	8
Mean Rating	3.83	3.82	3.91	3.92	3.97
Base	3996	4380	4796	4694	4641

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 – Change 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, 2012/13 FY n=4641.

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 2012/13 FY

The following statistically significant differences for 2012/13 are evident at the total results level (combined 2012/13 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 (93%, compared with 77% of all other respondents);
- aged 65 years or older (86%, compared with 76% of all other respondents);
- whose reason for contact was disorderly behaviour and intoxication offences (84%, compared with 75% of all other respondents);
- whose point of contact was calling the Communications Centres (82%, compared with 76% of all other respondents);
- whose reason for contact was a traffic stop (82%, compared with 77% of all other respondents);
- whose reason for contact was a general enquiry (81%, compared with 75% of all other respondents);
- who are female (79%, compared with 75% of male respondents); and/or
- of European descent (79%, compared with 71% of all other respondents).

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

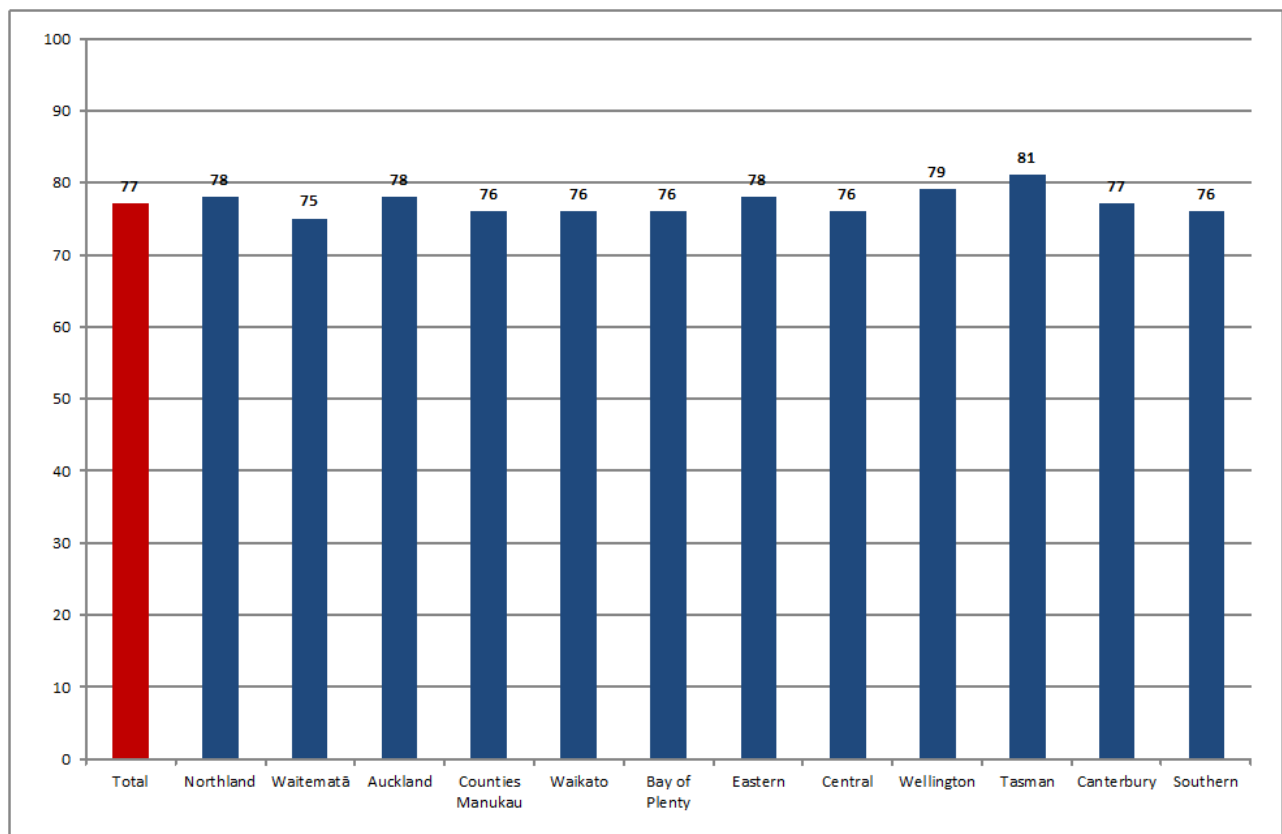
- whose reason for contact was suspect/perpetrator/bail reporting/prisoner enquiry/pickup or visit (27%, compared with 8% of all other respondents);
- whose reason for contact was a traffic offence (21%, compared with 6% of all other respondents);
- aged between 55 and 64 years (12%, compared with 8% of all other respondents);
- whose point of contact was calling into a local station (12%, compared with 8% of all other respondents);
- who are male (10%, compared with 6% of female respondents); and/or
- whose point of contact was on the roadside (10%, compared with 7% of all other respondents).

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

1. 2012/13 FY

There are no districts with significantly higher or lower shares of agreement ratings when compared with the total (77%). However, agreement ratings range from 81% of Tasman District respondents agreeing/strongly agreeing, to 75% of Waitematā District respondents agreeing to some extent.

Figure 45: It's an Example of Good Value for Tax Dollars Spent - by District in the 2012/13 FY (% Agree/Strongly Agree)



Base: All respondents, excluding 'not applicable' responses. Total 2012/13 FY n=4641; Northland n=308; Waitematā n=372; Auckland n=412; Counties n=412; Waikato n=508; Bay of Plenty n=433; Eastern n=369; Central n=435; Wellington n=423; Tasman n=321; Canterbury n=381; Southern n=315.

Green arrow indicates a significantly higher result than the total.

Red arrow indicates a significantly lower result than the total.

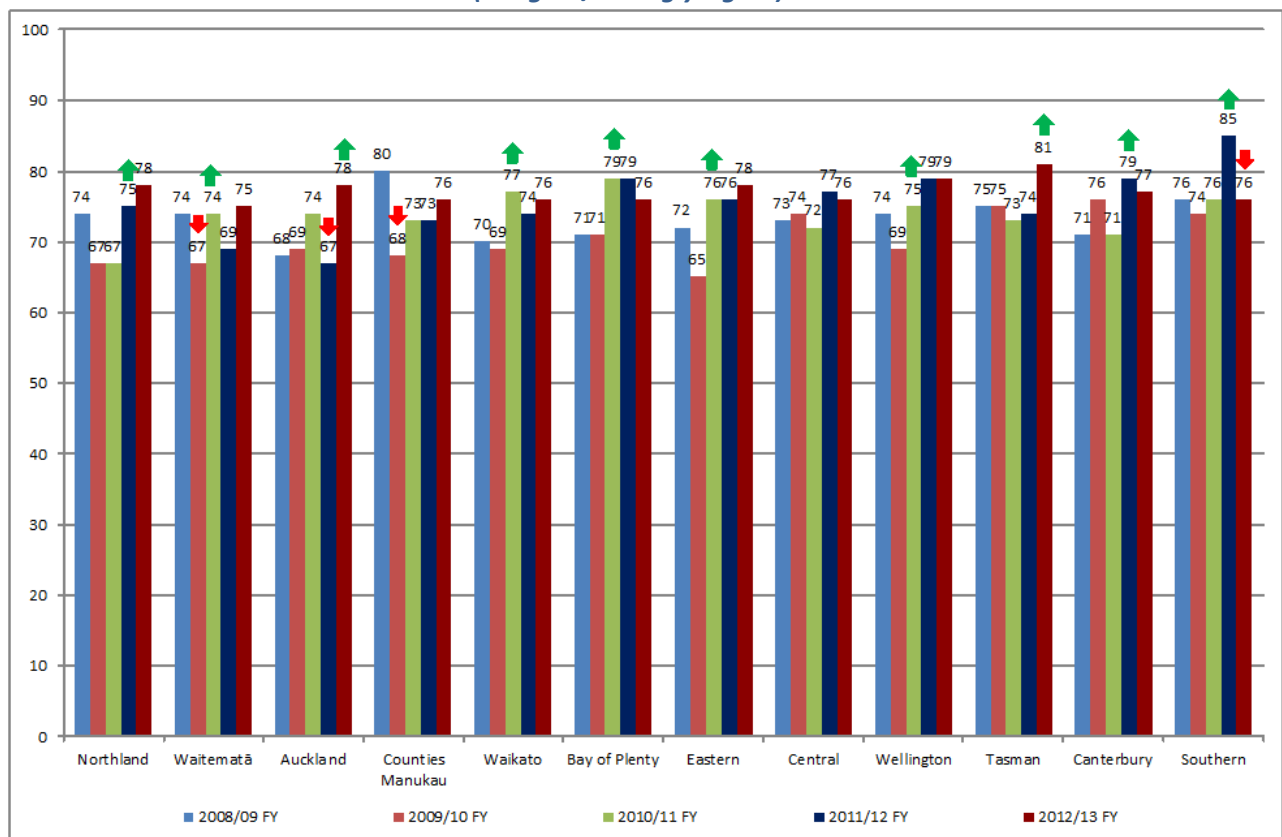
2. Change Over Time

Between 2011/12 and 2012/13, 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 Tasman (up from 74% *agreeing/strongly agreeing*, to 81%) and Auckland (up from 67%, to 78%) districts.

This measure, there has also been a significant decline in the share *disagreeing/strongly disagreeing* with this statement for those living in Waitematā (down from 10%, to 6%, continuing the downwards trend in negative ratings over time) and Eastern (down from 13%, to 6%) districts.

In contrast, there have been statistically significant decrease in the share *agreeing/strongly agreeing* with this statement for those living in Southern District (down from what was the highest rating across districts in 2011/12 of 85% agreeing to some extent, to 76%).

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

	Northland					Waitematā					Auckland City					Counties Manukau				
	08/ 09 FY	09/ 10 FY	10/ 11 FY	11/ 12 FY	12/ 13 FY	08/ 09 FY	09/ 10 FY	10/ 11 FY	11/ 12 FY	12/ 13 FY	08/ 09 FY	09/ 10 FY	10/ 11 FY	11/ 12 FY	12/ 13 FY	08/ 09 FY	09/ 10 FY	10/ 11 FY	11/ 12 FY	12/ 13 FY
Strongly Agree	28	24	28	28	33	24	29	31	24	37	26	30	29	22	28	30	24	29	30	26
Agree	46	43	39	47	45	50	38	43	45	38	42	39	45	45	50	50	44	44	43	50
Neither/nor	15	16	20	12	11	12	18	10	21	19	17	17	18	18	12	8	18	16	13	13
Disagree	6	9	9	8	7	8	9	11	7	3	10	7	6	5	6	8	9	8	7	6
Strongly Disagree	4	6	3	4	3	6	5	4	3	3	5	6	2	7	4	3	3	2	6	4
Don't know	1	2	1	1	1	0	1	1	0	0	0	1	0	3	0	1	2	1	1	1
Total Agree	74	67	67	75	78	74	67	74	69	75	68	69	74	67	78	80	68	73	73	76
Total Disagree	10	15	12	12	10	14	14	15	10	6	15	13	8	12	10	11	12	10	13	10
Base	298	313	372	329	308	335	374	403	411	372	408	402	445	409	364	389	434	464	451	412

(Part 2)

	Waikato					Bay Of Plenty					Eastern					Central				
	08/ 09 FY	09/ 10 FY	10/ 11 FY	11/ 12 FY	12/ 13 FY	08/ 09 FY	09/ 10 FY	10/ 11 FY	11/ 12 FY	12/ 13 FY	08/ 09 FY	09/ 10 FY	10/ 11 FY	11/ 12 FY	12/ 13 FY	08/ 09 FY	09/ 10 FY	10/ 11 FY	11/ 12 FY	12/ 13 FY
Strongly Agree	31	26	30	28	28	26	24	30	31	32	28	29	32	30	24	27	31	28	35	33
Agree	39	43	47	46	48	45	47	49	48	44	44	36	44	46	54	46	43	44	42	43
Neither/nor	15	19	14	16	15	17	17	14	11	16	10	22	15	11	14	15	13	14	12	15
Disagree	7	8	6	5	4	9	7	4	5	5	10	7	4	9	4	8	8	9	5	5
Strongly Disagree	7	3	3	3	5	3	4	2	5	3	8	5	4	4	2	4	4	3	5	3
Don't know	1	1	0	2	0	0	1	1	0	0	0	1	1	0	2	0	1	2	1	1
Total Agree	70	69	77	74	76	71	71	79	79	76	72	65	76	76	78	73	74	72	77	76
Total Disagree	14	11	9	8	9	12	11	6	10	8	18	12	8	13	6	12	12	12	10	8
Base	339	420	474	482	508	336	371	434	431	433	272	283	347	369	369	299	349	383	392	435

(Part 3)

	Wellington					Tasman					Canterbury					Southern				
	08/ 09 FY	09/ 10 FY	10/ 11 FY	11/ 12 FY	12/ 13 FY	08/ 09 FY	09/ 10 FY	10/ 11 FY	11/ 12 FY	12/ 13 FY	08/ 09 FY	09/ 10 FY	10/ 11 FY	11/ 12 FY	12/ 13 FY	08/ 09 FY	09/ 10 FY	10/ 11 FY	11/ 12 FY	12/ 13 FY
Strongly Agree	32	29	32	33	33	30	29	27	29	33	22	32	28	34	29	29	28	30	32	29
Agree	42	40	43	46	46	45	46	46	45	48	49	44	43	45	48	47	46	46	53	47
Neither/nor	12	14	16	13	12	15	13	15	16	10	13	10	20	13	14	13	12	12	5	17
Disagree	7	10	4	4	6	6	7	7	7	6	11	9	4	6	7	6	8	6	7	4
Strongly Disagree	7	6	5	3	3	3	4	4	3	2	4	4	3	1	1	5	4	4	2	2
Don't know	0	1	0	1	0	1	1	1	0	1	1	1	2	1	1	0	2	2	1	1
Total Agree	74	69	75	79	79	75	75	73	74	81	71	76	71	79	77	76	74	76	85	76
Total Disagree	14	16	9	7	9	9	11	11	10	8	15	13	7	7	8	11	12	10	9	6
Base	377	451	450	467	423	243	241	283	321	321	405	414	409	360	381	295	328	332	272	315

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.

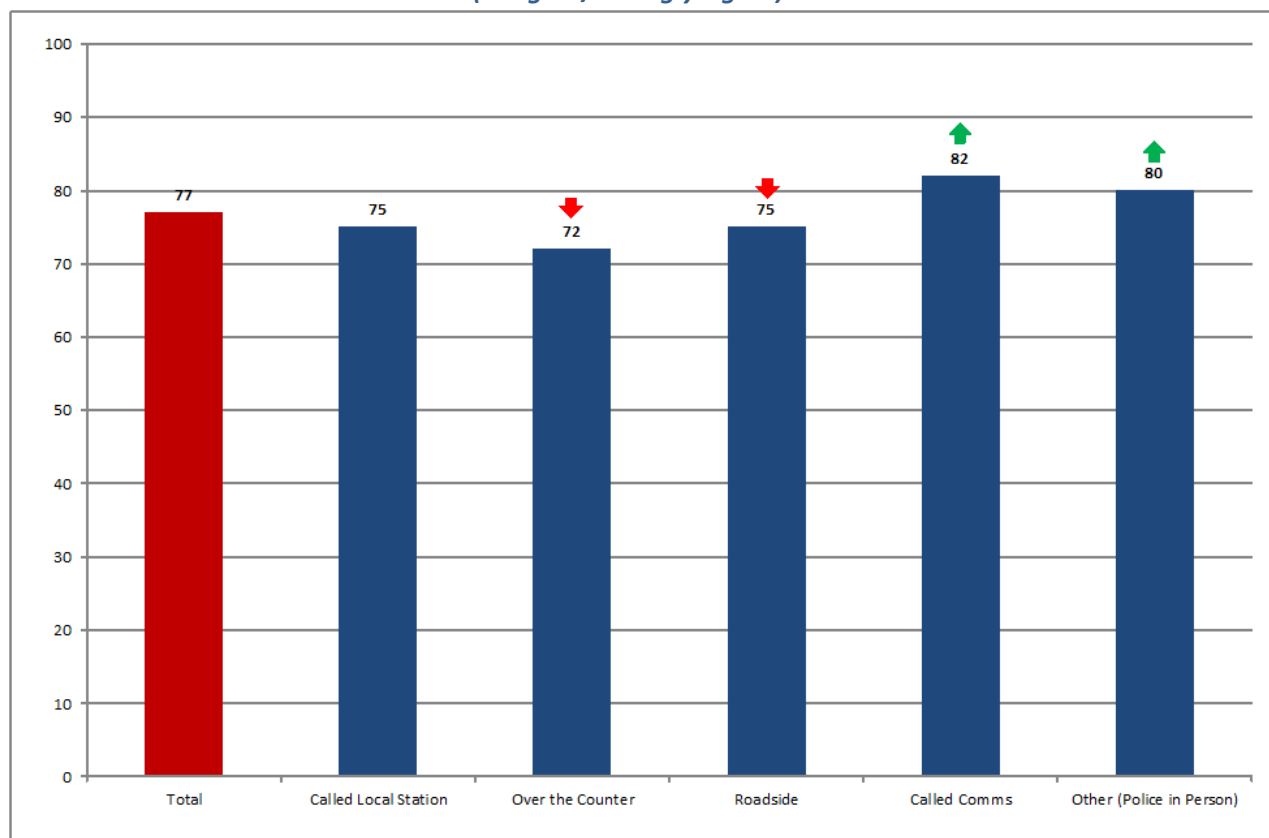
4.6.4. It's an Example of Good Value for Tax Dollars Spent - Comparison by Point of Contact

1. 2012/13 FY

Respondents whose point of contact was either calling the Communications Centres (82% *agreeing/strongly agreeing*) or in person (other than at the roadside or over the counter at the station) (80%) 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 over the counter at a local station (72%) or at the roadside (75%) 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 2012/13 FY (% Agree/Strongly Agree)



Base: All respondents, excluding 'not applicable' responses. Total 2012/13 FY n=4641; Called local station n=242; Over the counter n=421; Roadside n=1516; Called the Communications Centres n=1634; Other (Police in person) n=828.

Green arrow indicates a significantly higher result than the total.

Red arrow indicates a significantly lower result than the total.

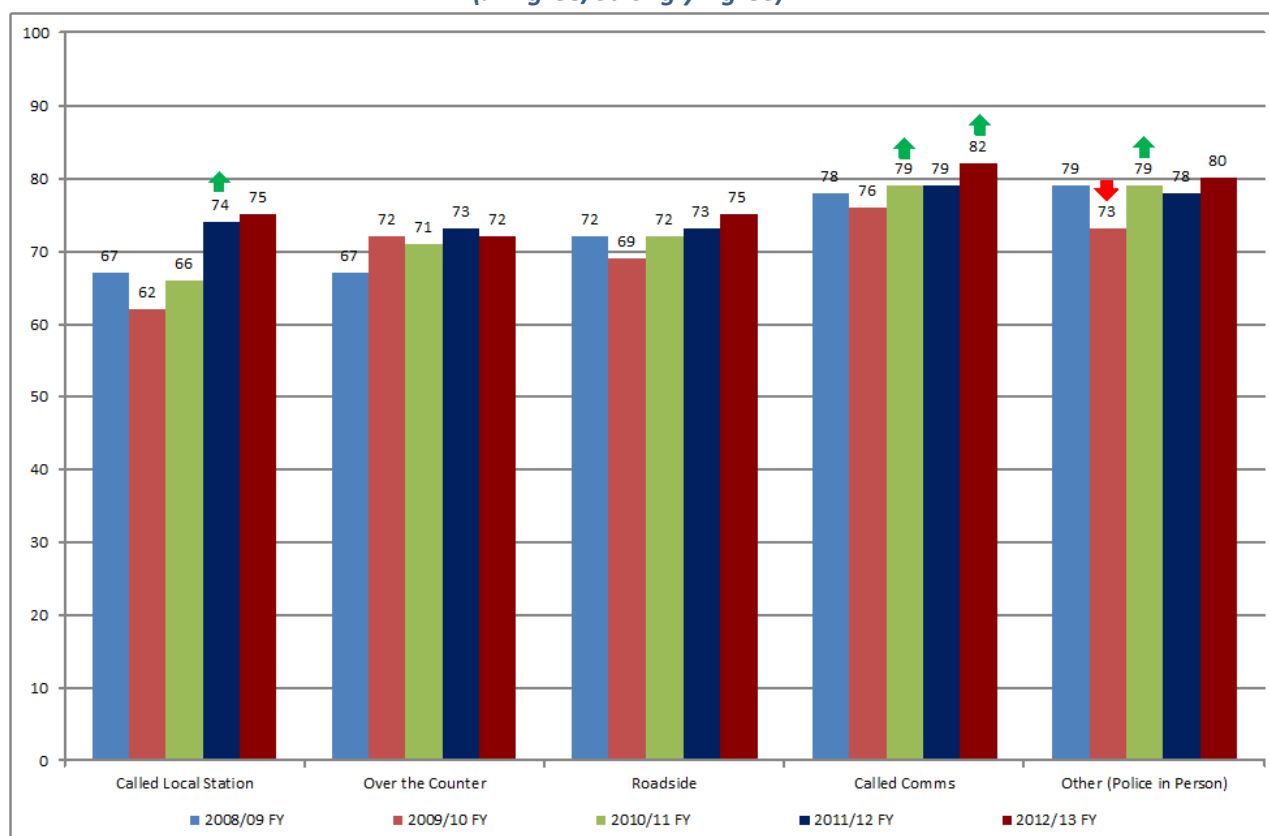
2. Change Over Time

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 Communications Centres (up from 79% in 2011/12, to 82%). This includes a statistically significant increase in the share *strongly agreeing* (up from a significant decline to 28% in 2011/12, to 32% this measure).

It should also be noted that while all changes year on year have not been significant, calling the Communications Centres, calling the local station and roadside have all experienced increases in positive ratings over time.

This measure, there has also been a significant decline in negative ratings for those who had contact in person (other than at the local station or at the roadside) (the share *disagreeing/strongly disagreeing* down from 9%, to 5%).

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 39: 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	12/ 13 FY	08/ 09 FY	09/ 10 FY	10/ 11 FY	11/ 12 FY	12/ 13 FY	08/ 09 FY	09/ 10 FY	10/ 11 FY	11/ 12 FY	12/ 13 FY	08/ 09 FY	09/ 10 FY	10/ 11 FY	11/ 12 FY	12/ 13 FY	08/ 09 FY	09/ 10 FY	10/ 11 FY	11/ 12 FY	12/ 13 FY
Strongly Agree	22	21	17	32	23	22	25	25	26	26	26	28	30	30	31	32	29	33	28	32	33	34	33	32	32
Agree	45	41	49	42	52	45	47	46	47	46	46	41	42	43	44	46	47	46	51	50	46	39	46	46	48
Neither/nor	17	25	22	15	12	17	18	18	14	19	12	14	16	14	14	13	14	13	14	16	12	15	11	12	14
Disagree	10	7	9	5	7	8	6	8	9	5	10	11	7	7	6	6	6	4	4	4	5	7	4	4	3
Strongly Disagree	4	5	3	5	5	7	3	2	2	3	6	5	4	5	4	2	2	2	1	1	4	4	4	5	2
Don't know	2	1	0	1	1	1	1	1	2	1	0	1	1	1	1	1	2	2	2	1	0	1	2	1	1
Total Agree	67	62	66	74	75	67	72	71	73	72	72	69	72	73	75	78	76	79	79	82	79	73	79	78	80
Total Disagree	14	12	12	10	12	15	9	10	11	8	16	16	11	12	10	8	8	6	5	5	9	11	8	9	5
Base	398	260	275	256	242	332	371	449	447	421	1106	1294	1513	1535	1516	1433	1643	1683	1618	1634	722	812	876	842	828

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 resources are spent in the wrong areas (17%), Police have too much focus on revenue gathering/points (15%) and/or that Police don't respond, turn up, help and/or take action, or that they are too slow to do so (11%).

When compared with 2011/12, 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:

- resources are spent in the wrong areas (up from 9% last year, to 17%);
- Police don't respond, turn up, help and/or take action or they are too slow to do so (up from 6%, to 11%);
- Police focus on the wrong things (6%, up from 2%);
- respondent does not agree with the decision made, it was unfair and/or unnecessary (up from 1%, to 6%);
- checkpoints are at the wrong time of the day and/or wrong locations (up from 2%, to 5%); and/or
- Police shouldn't have roadblocks and/or checkpoints at all (up from <1%, 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 on traffic and driving (down from 11% in 2011/12, to 5%), Police are unfair/discriminating/don't give warnings (down from 8%, to 4%) and/or Police never actually solve crimes/resolve issues (down from 8%, to 4%).

Table 40: 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)	2012/13 FY (8%, n=350)	2012/13 FY (n=4641)
Resources spent in wrong area – not targeting right priorities	5	6	11	9	17	1
Too much focus on gathering revenue/points	7	14	20	14	15	1
Don't respond/never turn up/don't help/no action taken/slow	10	11	9	6	11	<1
Staff have a bad attitude – rude/negative/arrogant/intimidating	4	4	2	5	7	<1
Focus on the wrong things/waste of time/not worthwhile	2	1	1	2	6	<1
Don't agree with decision made/was unfair/unnecessary	6	8	1	1	6	<1
Checkpoints/breath testing/work at wrong time of day or wrong locations	4	7	1	2	5	<1
Too much emphasis on traffic and driving	12	14	7	11	5	<1
Police are unfair/discriminating/don't give warnings	1	4	6	8	4	<1
Never actually solve crimes/resolve issues – ineffective or waste of time	5	5	3	8	4	<1
Very slow to respond when they actually do	1	1	2	2	4	<1
Too many Police sent/at checkpoint	2	3	5	3	3	<1
Low-quality Police officers – unprofessional/ incompetent/lack knowledge	3	6	3	4	3	<1
Shouldn't have roadblocks/checkpoints	<1	1	1	<1	3	<1

Base: All respondents who encountered a problem/negative interaction.

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

Table lists those reasons mentioned by 3% or more of respondents in 2012/13 FY.

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

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

- living in the Auckland City District (29%, compared with 15% of all other respondents);
- whose point of contact was on the roadside (25%, compared with 7% of all other respondents); and/or
- whose reason for contact was a traffic stop (25%, compared with 14% of all other respondents) or a traffic offence (23%, compared with 14% of all other respondents).

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

- whose reason for contact was a traffic offence (34%, compared with 5% of all other respondents);
- whose point of contact was on the roadside (26%, compared with 1% of all other respondents);
- aged between 55 and 64 years (24%, compared with 13% of all other respondents); and/or
- who are male (18%, compared with 9% of all other respondents).

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

- whose point of contact was calling a local station (40%, compared with 8% of all other respondents);
- aged 16-34 years (21%, compared with 7% of all respondents); and/or
- living in the Auckland City District (21%, compared with 10% of all other respondents).

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

- living in the Wellington District (21%, compared with 5% of all other respondents); and/or
- aged 25-34 years (14%, compared with 4% of all other respondents).

Respondents significantly more likely to mention that the Police **focus on the wrong things** include those:

- whose reason for contact was a traffic stop (12%, compared with 5% of all other respondents); and/or
- whose point of contact was on the roadside (10%, compared with 1% of all other respondents).

Respondents significantly more likely to mention that they **don't agree with decisions made/felt unfair** include those whose reason for contact was a traffic offence (11%, compared with 3% of all other respondents).

Respondents significantly more likely to mention **the checkpoints/breathing testing were at the wrong time of the day or wrong locations** include those:

- whose reason for contact was a traffic stop (13%, compared with 2% of all other respondents);
- aged 45-54 years (10%, compared with 3% of all other respondents); and/or
- whose point of contact was on the roadside (9%, compared with 0% 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 (13%, compared with 1% of all other respondents); and/or
- whose point of contact was on the roadside (8%, compared with 0% of all other respondents).

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

- of Māori descent (10%, compared with 2% of all other respondents); and/or
- who are male (6%, compared with 0% of females).

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

- whose point of contact was at a local Police station (18%, compared with 2% of all other respondents);
- aged 16-24 years (13%, compared with 2% of all other respondents); and/or
- living in the Waikato District (12%, compared with 2% of all other respondents).

Respondents significantly more likely to mention that Police are **very slow to respond when they actually do** include those:

- whose point of contact was calling the Communications Centres (12%, compared with 2% of all other respondents); and/or
- aged 25-34 years (9%, compared with 2% 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 **low-quality Police officers** include those:

- living in Wellington District (15%, compared with 1% of all other respondents).
- aged between 25 and 34 years (10%, compared with 2% of all other respondents); and/or
- whose reason for contact was a traffic stop (9%, compared with 1% of all other respondents).

Respondents significantly more likely to mention that there **should be no roadblocks or checkpoints** include those:

- whose reason for contact was a traffic stop (13%, compared with 0% of all other respondents);
- whose point of contact was on the roadside (6%, compared with 0% of all other respondents); and/or
- aged 45-54 years (9%, 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 - Change Over Time

When asked what type of service they had expected before their contact with Police, 85% of respondents mentioned that they had expected to receive either *good* or *very good* service. The share expecting *good/very good service* has increased significantly when compared with the 2011/12 result (83%), and includes a significant increase in the proportion of respondents expecting very good service (up from 33% last measure, to 35%).

Only 3% of respondents said they had expected to receive *poor* or *very poor* service. This is a statistically significant decrease from 4% in 2011/12.

Table 41: Quality of Service Expected Before Contact with Police – Change Over Time (%)

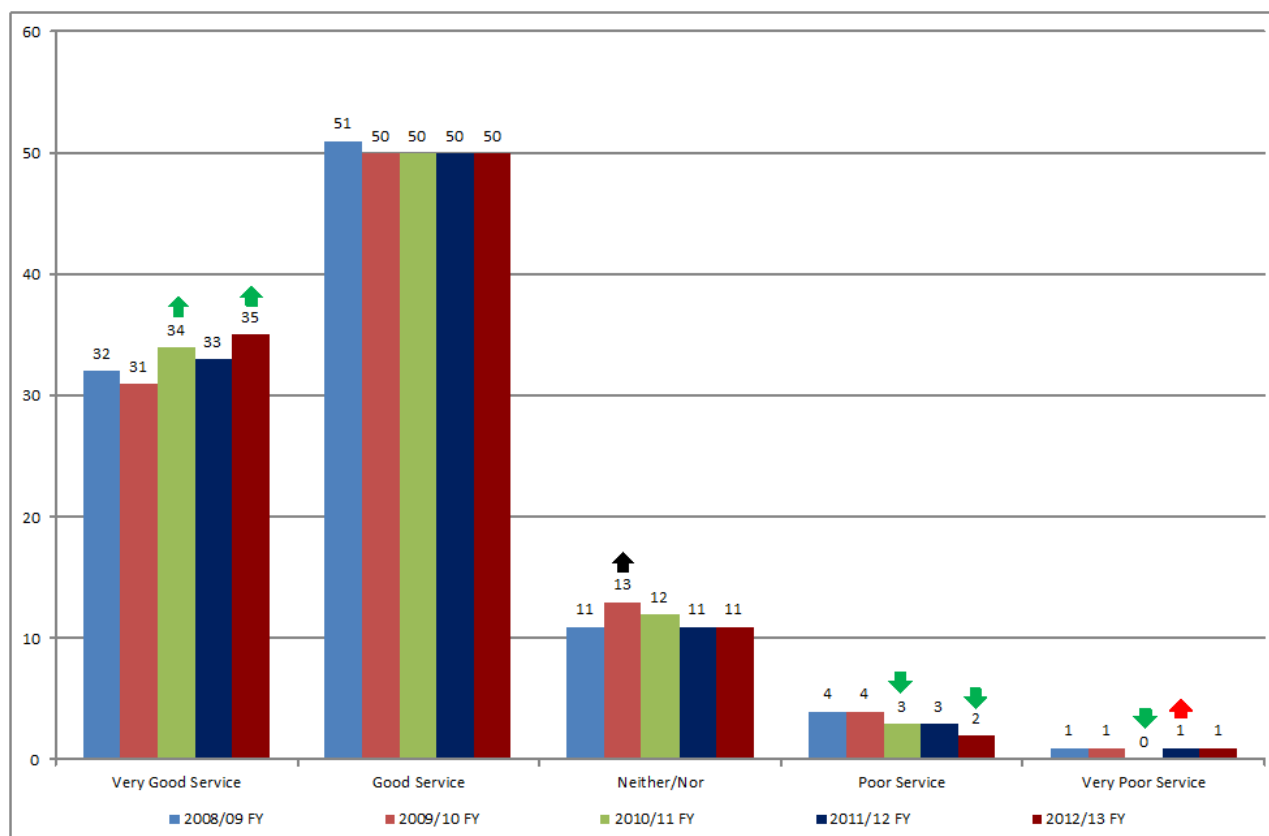
	2008/09 FY	2009/10 FY	2010/11 FY	2011/12 FY	2012/13 FY
Very Good Service	32	31	34	33	35
Good Service	51	50	50	50	50
Neither/Nor	11	13	12	11	11
Poor Service	4	4	3	3	2
Very Poor Service	1	1	0	1	1
Don't know	1	1	1	1	1
Total Good/Very Good Service	83	81	84	83	85
Total Poor/Very Poor Service	5	5	3	4	3
Mean Rating	4.09	4.07	4.15	4.14	4.17
Base	3936	4315	4784	4660	4607

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 – Change 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, 2012/13 FY n=4607.

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 2012/13 FY

The following statistically significant differences for 2012/13 are evident at the total results level (combined 2012/13 results for General, Communications Centres and Māori Booster sample).

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

- living in Eastern or Canterbury districts (both 91%, compared with 85% of all other respondents);
- whose point of contact was calling the local station (91%, compared with 85% of all other respondents);
- whose reason for contact was a traffic stop (88%, compared with 84% of all other respondents);
- aged 45 years or older (89%, compared with 82% of all other respondents); and/or
- of European descent (88%, compared with 77% 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 (11%, compared with 3% of all other respondents);
- living in Northland (7%, compared with 3% of all other respondents) or Counties Manukau (6%, compared with 3% of all other respondents) districts;
- whose reason for contact was burglary (6%, compared with 3% of all other respondents);
- aged between 16 and 24 years (5%, compared with 3% of all other respondents);
- of Māori descent (5%, compared with 3% of all other respondents);
- whose reason for contact was a traffic offence (5%, compared with 3% of all other respondents); and/or
- whose point of contact was calling the Communications Centre (5%, compared with 3% of all other respondents).

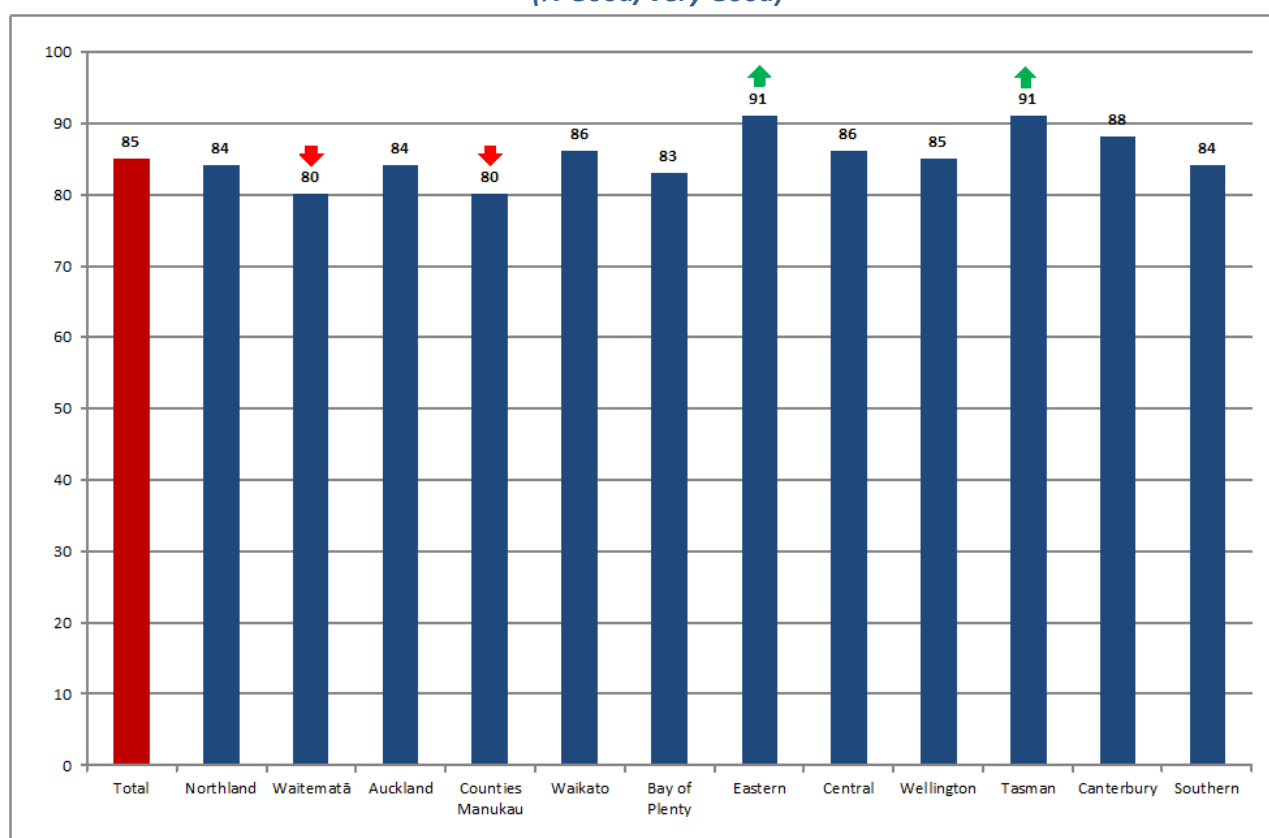
4.7.3. Quality of Service Expected Before Contact with Police - Comparison by District

1. 2012/13 FY

Before their contact with Police, the great majority of respondents (85%) expected to receive *good* or *very good* service. In particular, those living in Eastern and Tasman districts were statistically significantly more likely to expect to receive at least good service (both with 91% of respondents expecting *good/very good* service).

In contrast, respondents living in the Auckland City and Waitematā districts were statistically significantly less likely to report that they expected *good/very good* service before their contact with Police (both with 80% expecting at least good service).

Figure 50: Quality of Service Expected Before Contact with Police - by District in the 2012/13 FY (% Good/Very Good)



Base: All respondents, excluding 'not applicable' responses. Total 2012/13 FY n=4607; Northland n=303; Waitematā n=368; Auckland n=363; Counties n=410; Waikato n=505; Bay of Plenty n=429; Eastern n=367; Central n=425; Wellington n=423; Tasman n=322; Canterbury n=379; Southern n=313.

Green arrow indicates a significantly higher result than the total.

Red arrow indicates a significantly lower result than the total.

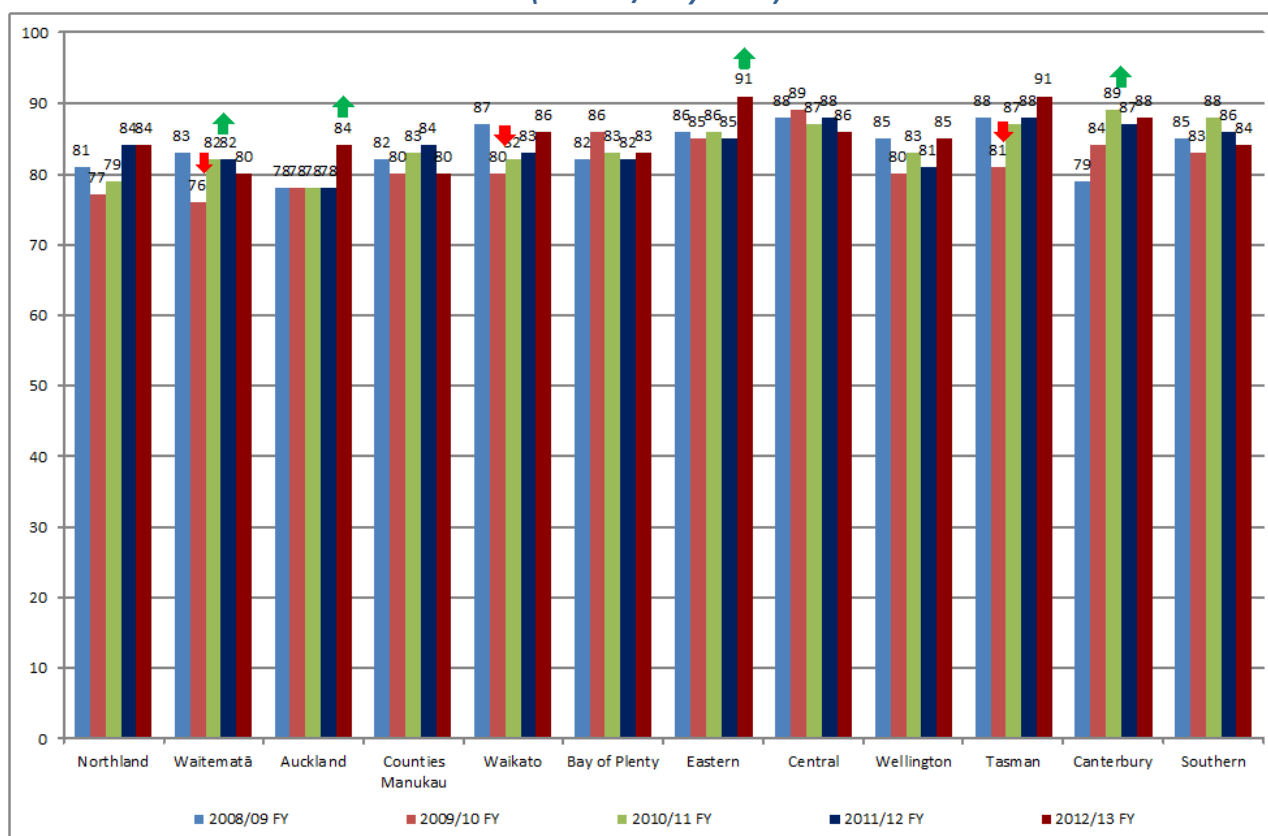
2. Change Over Time

When compared with 2011/12, there has been significant increases in the proportion of respondents who expected *good/very good* service for those living in the Eastern (up from 85% expecting *good/very good* service, to 91%) and Auckland (up from 78%, to 84%) districts.

Also of note have been significant declines in the share expecting *poor/very poor* service for both Eastern (down from 6%, to 2%) and Auckland (down from 6%, to 3%) districts as well as for the Wellington District (down from 3%, to 1%).

In contrast, the proportion of respondents expecting *poor/very poor* service increased for those living in both Northland (up from 3%, to 7%) and Central (up from 2%, to 5%) districts.

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



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

	Northland					Waitematā					Auckland City					Counties Manukau				
	08/ 09 FY	09/ 10 FY	10/ 11 FY	11/ 12 FY	12/ 13 FY	08/ 09 FY	09/ 10 FY	10/ 11 FY	11/ 12 FY	12/ 13 FY	08/ 09 FY	09/ 10 FY	10/ 11 FY	11/ 12 FY	12/ 13 FY	08/ 09 FY	09/ 10 FY	10/ 11 FY	11/ 12 FY	12/ 13 FY
Very good service	36	28	29	34	40	32	27	31	33	34	29	29	29	27	32	29	29	31	33	29
Good service	45	49	50	50	44	51	49	51	49	46	49	49	49	51	52	53	51	52	51	51
Neither/nor	11	13	14	12	9	11	15	12	13	15	14	14	17	15	13	10	14	13	10	12
Poor service	6	6	4	1	6	3	7	5	3	2	7	6	4	3	1	7	4	2	3	5
Very poor service	1	3	1	1	1	1	1	0	1	2	1	1	0	3	2	1	1	1	2	1
Don't know	1	1	2	1	0	2	1	1	1	1	0	1	1	1	0	0	1	1	1	2
Total good service	81	77	79	84	84	83	76	82	82	80	78	78	78	78	84	82	80	83	84	80
Total poor service	7	9	5	3	7	4	8	5	4	4	8	7	4	6	3	8	5	3	5	6
Base	292	303	366	325	303	331	366	405	405	368	401	395	442	403	363	385	428	459	451	410

(Part 2)

	Waikato					Bay Of Plenty					Eastern					Central				
	08/ 09 FY	09/ 10 FY	10/ 11 FY	11/ 12 FY	12/ 13 FY	08/ 09 FY	09/ 10 FY	10/ 11 FY	11/ 12 FY	12/ 13 FY	08/ 09 FY	09/ 10 FY	10/ 11 FY	11/ 12 FY	12/ 13 FY	08/ 09 FY	09/ 10 FY	10/ 11 FY	11/ 12 FY	12/ 13 FY
Very good service	30	29	32	31	39	33	34	32	38	34	33	31	34	34	38	34	40	38	36	34
Good service	57	51	50	52	47	49	52	51	44	49	53	54	52	51	53	54	49	49	52	52
Neither/nor	10	14	13	13	8	12	10	12	12	13	9	8	11	8	5	7	7	7	9	7
Poor service	2	5	4	3	3	5	2	3	4	2	3	5	2	6	1	3	3	4	2	3
Very poor service	1	0	0	1	1	0	1	1	1	1	1	1	0	0	1	1	0	1	0	2
Don't know	0	1	1	0	1	1	1	1	1	1	1	1	1	1	2	1	1	1	1	2
Total good service	87	80	82	83	86	82	86	83	82	83	86	85	86	85	91	88	89	87	88	86
Total poor service	3	5	4	4	4	5	3	4	5	3	4	6	2	6	2	4	3	5	2	5
Base	331	420	474	481	505	331	265	435	427	429	269	279	344	368	367	292	346	386	385	425

(Part 3)

	Wellington					Tasman					Canterbury					Southern				
	08/ 09 FY	09/ 10 FY	10/ 11 FY	11/ 12 FY	12/ 13 FY	08/ 09 FY	09/ 10 FY	10/ 11 FY	11/ 12 FY	12/ 13 FY	08/ 09 FY	09/ 10 FY	10/ 11 FY	11/ 12 FY	12/ 13 FY	08/ 09 FY	09/ 10 FY	10/ 11 FY	11/ 12 FY	12/ 13 FY
Very good service	35	33	31	33	36	35	27	36	34	40	29	33	45	34	38	34	33	31	38	35
Good service	50	47	52	48	49	53	54	51	54	51	50	51	44	53	50	51	50	57	48	49
Neither/nor	9	15	14	14	13	9	13	10	9	6	14	12	9	10	9	10	11	10	9	13
Poor service	5	4	3	2	1	2	5	2	1	2	5	2	1	1	1	3	4	2	3	3
Very poor service	1	1	0	1	0	1	1	0	1	1	1	2	0	0	2	1	1	0	0	0
Don't know	0	0	0	2	1	0	0	1	1	0	1	0	1	2	0	1	1	0	2	0
Total good service	85	80	83	81	85	88	81	87	88	91	79	84	89	87	88	85	83	88	86	84
Total poor service	6	5	3	3	1	3	6	2	2	3	6	4	1	1	3	4	5	2	3	3
Base	373	443	450	466	423	240	239	284	318	322	399	408	408	358	379	292	323	331	273	313

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.

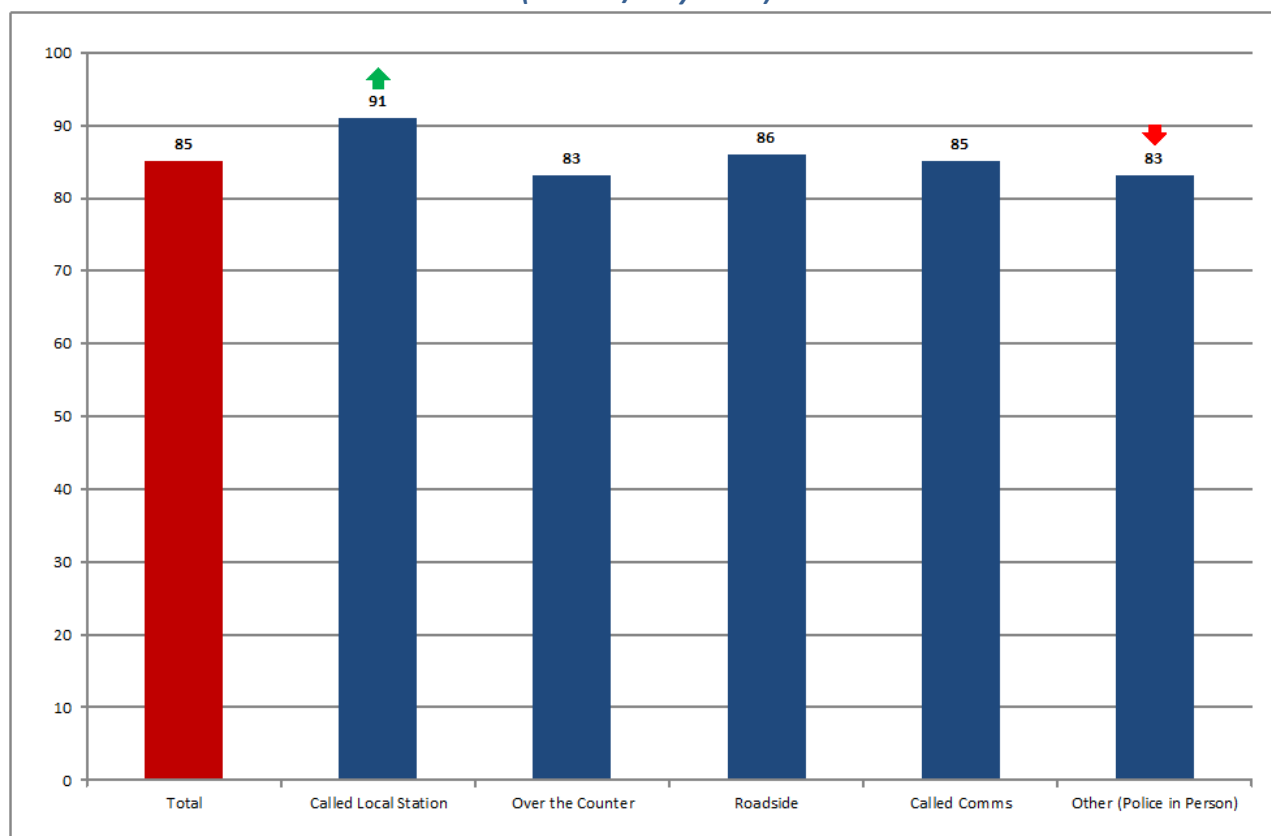
4.7.4. Quality of Service Expected Before Contact with Police - Comparison by Point of Contact

1. 2012/13 FY

Expectations before contact with the Police were significantly higher for those who had contact by calling their local Police station (91% expecting *good/very good service*) than for all other points of contact.

In contrast, those who had contact with police in person (other than at the local station or at the roadside) were significantly less likely to expect *good/very good service* (83%). Those visiting their local station were also less likely to expect good service (83%), however this results was not statistically significantly lower than the total result.

Figure 52: Quality of Service Expected Before Contact with Police - by Point of Contact in the 2012/13 FY (% Good/Very Good)



Base: All respondents, excluding 'not applicable' responses. Total 2012/13 FY n=4607; Called local station n=243; Over the counter n=417; Roadside n=1512; Called the Communications Centres n=1614; Other (Police in person) n=821.

Green arrow indicates a significantly higher result than the total.

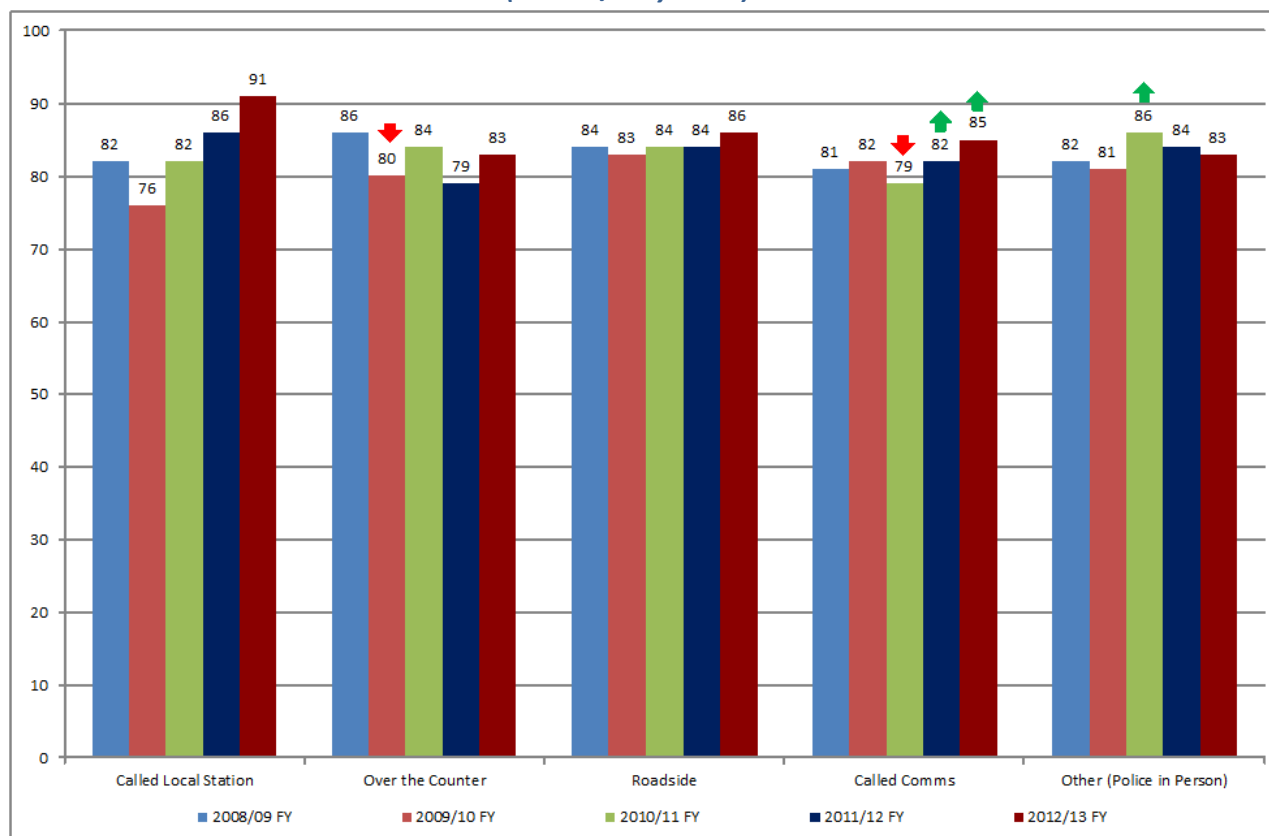
Red arrow indicates a significantly lower result than the total.

2. Change Over Time

The proportion of respondents who expected *good/very good* service increased significantly between 2011/12 and 2012/13 for those whose point of contact was calling the Communications Centre (after increasing to 82% last year, the share with high expectations is up to 85%). The proportion of respondents who expected *very good service* also increased significantly among those calling the Communications Centres (up from 32% in 2011/12, to 37%) as well as for those whose point of contact was calling the local station (up from 28% in 2011/12, to 39%).

It should also be noted, that while year on year changes have not been significant, the share with high expectations prior to call the local station has increased over time (from 76% in 2009/10 up to 91% this measure).

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



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 43: 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	12/ 13 FY	08/ 09 FY	09/ 10 FY	10/ 11 FY	11/ 12 FY	12/ 13 FY	08/ 09 FY	09/ 10 FY	10/ 11 FY	11/ 12 FY	12/ 13 FY	08/ 09 FY	09/ 10 FY	10/ 11 FY	11/ 12 FY	12/ 13 FY	08/ 09 FY	09/ 10 FY	10/ 11 FY	11/ 12 FY	12/ 13 FY
Very good service	30	26	32	28	39	26	28	27	33	29	33	34	35	35	37	31	31	31	32	37	33	31	35	31	33
Good service	52	50	50	58	52	60	52	57	46	54	51	49	49	49	49	50	51	48	50	48	49	50	51	53	50
Neither/nor	10	12	14	9	6	11	13	12	16	13	11	13	12	12	10	11	11	14	11	10	11	12	10	10	12
Poor service	6	12	3	1	2	2	5	3	3	2	3	2	3	2	2	6	5	5	4	4	6	5	3	4	2
Very poor service	2	0	1	2	1	0	1	0	1	2	1	1	0	1	1	2	1	1	1	1	1	1	0	1	1
Don't know	0	0	0	2	0	1	1	1	1	0	1	1	1	1	1	0	1	1	2	0	0	1	1	1	2
Total good service	82	76	82	86	91	86	80	84	79	83	84	83	84	84	86	81	82	79	82	85	82	81	86	84	83
Total poor service	8	12	4	3	3	2	6	3	4	4	4	3	3	3	3	8	6	6	5	5	7	6	3	5	3
Base	394	258	277	256	243	327	368	447	448	417	1090	1277	1512	1526	1512	1408	1618	1678	1592	1614	717	794	870	842	821

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 - Change Over Time

When asked how the service they actually received compared to what they had expected, 91% respondents said the service they received was *about the same/better/much better* than they had expected (stable from 90% in 2011/12). A third of respondents (34%) mentioned that service was *better* or *much better* than expected (this share up significantly from 32% last measure), including 12% stating the service they received was *much better* than they had expected (also up significantly from 10% last year).

Nine per cent of respondents said that the service they received was *worse* (7%, unchanged from 2011/12) or *much worse* (2%, down from 3% in 2011/12) than expected.

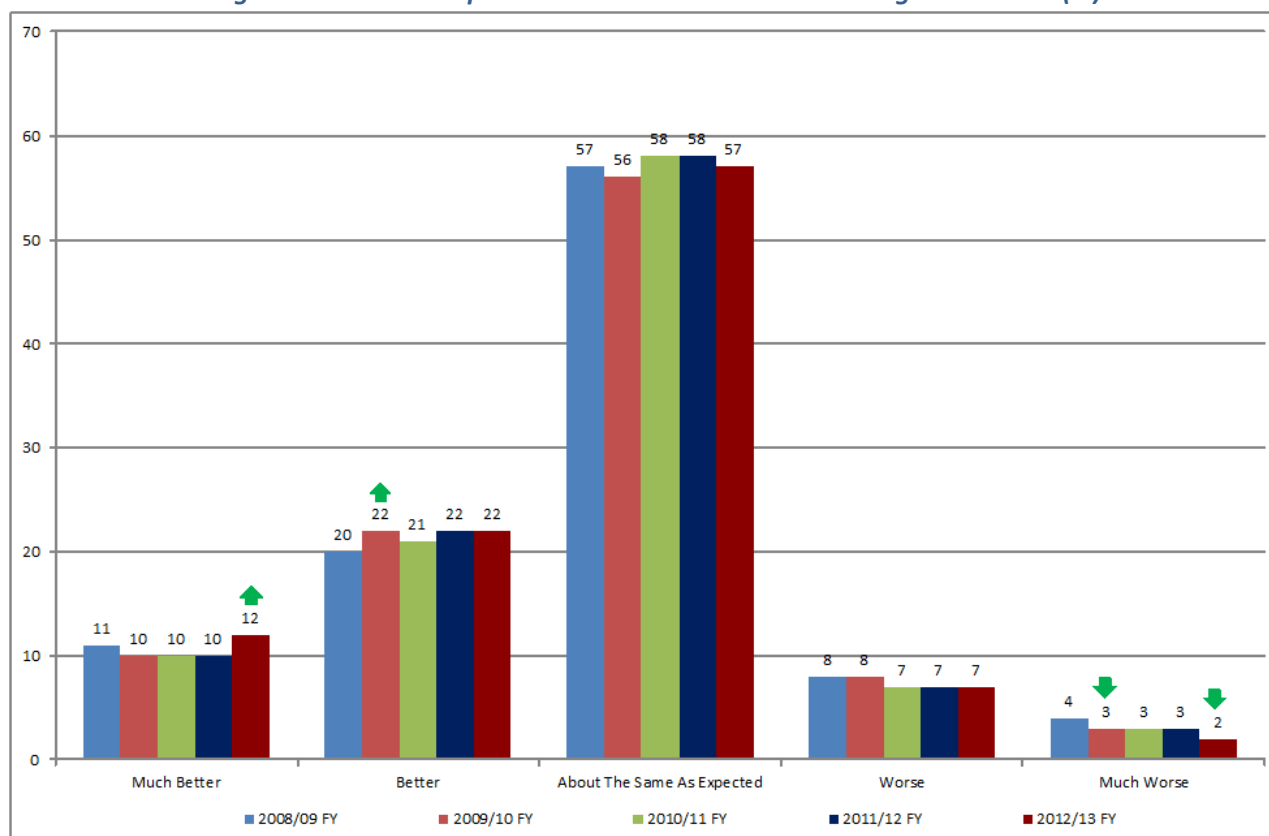
Table 44: Service Expectations Met or Exceeded – Change Over Time (%)

	2008/09 FY	2009/10 FY	2010/11 FY	2011/12 FY	2012/13 FY
Much Better	11	10	10	10	12
Better	20	22	21	22	22
About The Same As Expected	57	56	58	58	57
Worse	8	8	7	7	7
Much Worse	4	3	3	3	2
Don't know	0	1	1	0	0
Total Better/Much Better	31	32	31	32	34
Total Better/Much Better/Same	88	88	89	90	91
Total Worse/Much Worse	12	11	10	10	9
Mean Rating	3.27	3.30	3.29	3.30	3.34
Base	3936	4311	4757	4589	4553

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 – Change 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, 2012/13 FY n=4553.

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

4.8.2. Service Expectations Met or Exceeded - Significant Differences for the 2012/13 FY

The following statistically significant differences for 2012/13 are evident at the total results level (combined 2012/13 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 report dangerous driving (49%, compared with 33% of all other respondents);
- whose reason for contact was assault (47%, compared with 33% of all other respondents);
- of Pacific Island (44%, compared with 33% of all other respondents) or Māori (39%, compared with 32% of all other respondents) descent;
- living in Counties Manukau District (42%, compared with 33% of all other respondents);
- whose point of contact was calling the Communications Centres (42%, compared with 32% of all other respondents);
- whose point of contact was in person (other than on the roadside or at a Police station) (41%, compared with 32% of all other respondents);
- whose reason for contact was burglary (40%, compared with 32% of all other respondents);
- who are female (37%, compared with 31% of male respondents); and/or
- aged between 16 and 24 years (37%, compared with 33% 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 (36%, compared with 9% of all other respondents);
- whose reason for contact was property damage/vandalism (17%, compared with 9% of all other respondents);
- whose point of contact was by calling the local station (17%, compared with 9% of all other respondents), or calling the Communications Centres (12%, compared with 9% of all other respondents);
- whose reason for contact was a traffic offence (15%, compared with 8% of all other respondents);
- whose reason for contact was burglary (15%) or theft (13%) (compared with 9% of all other respondents);
- whose reason for contact was assault (15%, compared with 9% of all other respondents);
- whose reason for contact was disorderly behaviour and intoxication offences (15%, compared with 9% of all other respondents);
- of Māori descent (11%, compared with 9% of all other respondents); and/or
- who are male (10%, compared with 8% of female respondents).

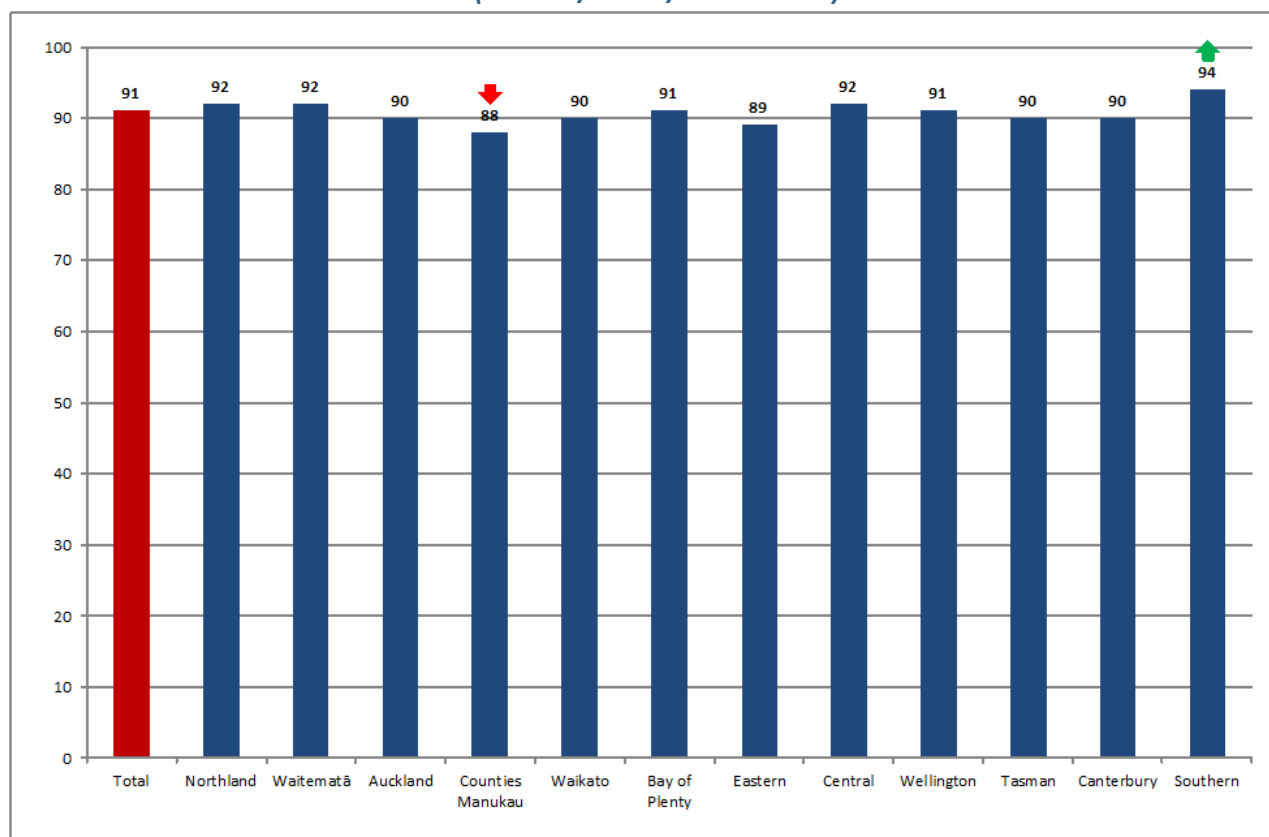
4.8.3. Service Expectations Met or Exceeded - Comparison by District

1. 2012/13 FY

Ninety-one per cent of respondents reported that the service they received either *met* or *exceeded* their expectations. Respondents living in Southern District (94%) were statistically significantly more likely to have had their expectations *met* or *exceeded*.

In contrast, respondents from Counties Manukau District (88%) 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 2012/13 FY
(% Same/Better/Much Better)**



Base: All respondents, excluding 'not applicable' responses. Total 2012/13 FY n=4553; Northland n=301; Waitematā n=365; Auckland n=359; Counties n=402; Waikato n=501; Bay of Plenty n=422; Eastern n=362; Central n=415; Wellington n=418; Tasman n=320; Canterbury n=376; Southern n=312.

Green arrow indicates a significantly higher result than the total.

Red arrow indicates a significantly lower result than the total.

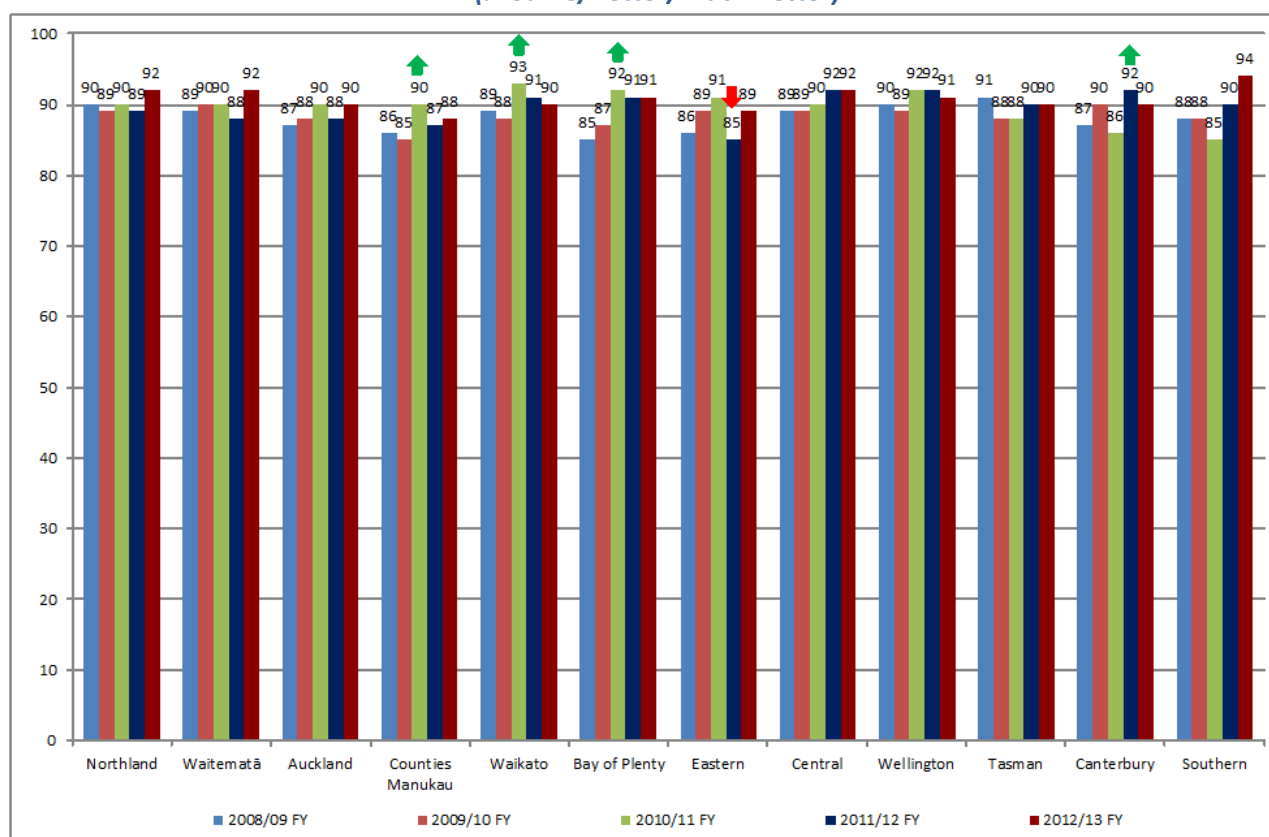
2. Change Over Time

In the 2012/13 survey wave the proportion of respondents receiving *much better service than expected* has increased significantly in Waitamatā District (up from 9% in 2011/12 to 14%).

Also of note is that there has been a statistically significant decline in the share receiving *worse service than expected* in the Southern District for the second year in a row (down from 14% in 2010/11 and 8% in 2011/12, to 6% this year).

In contrast, Canterbury District had a significant decrease in the share of respondents who received *better/much better service than expected* (down from 40% in 2011/12, to 33%).

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.

(Part 1)

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

	Northland					Waitematā					Auckland City					Counties Manukau				
	08/09 FY	09/10 FY	10/11 FY	11/12 FY	12/13 FY	08/09 FY	09/10 FY	10/11 FY	11/12 FY	12/13 FY	08/09 FY	09/10 FY	10/11 FY	11/12 FY	12/13 FY	08/09 FY	09/10 FY	10/11 FY	11/12 FY	12/13 FY
Much better than expected	10	10	10	10	13	8	11	11	9	14	10	10	11	11	13	16	13	13	13	17
Better than expected	24	21	18	23	21	20	23	22	21	21	19	25	27	19	20	18	23	25	23	25
About the same as expected	56	58	62	56	58	61	56	57	58	58	58	53	52	58	57	52	49	52	51	46
Worse than expected	7	7	7	7	6	7	6	8	8	5	9	9	6	7	8	9	11	8	7	8
Much worse than expected	2	3	2	4	2	4	3	1	3	2	4	2	4	5	2	5	3	2	6	3
Don't know	1	1	1	0	0	0	1	1	1	0	0	1	0	0	0	0	1	0	0	1
Total better than expected	34	31	28	33	34	28	34	33	30	35	29	35	38	30	33	34	36	38	36	42
Total much better/better/same as expected	90	89	90	89	92	89	90	90	88	92	87	88	90	88	90	86	85	90	87	88
Total worse than expected	9	10	9	11	8	11	9	9	11	7	13	11	10	12	10	14	14	10	13	11
Base	291	302	364	321	301	331	366	400	400	365	402	395	440	396	359	385	428	458	446	402

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.

(Part 2)

	Waikato					Bay Of Plenty					Eastern					Central				
	08/09 FY	09/10 FY	10/11 FY	11/12 FY	12/13 FY	08/09 FY	09/10 FY	10/11 FY	11/12 FY	12/13 FY	08/09 FY	09/10 FY	10/11 FY	11/12 FY	12/13 FY	08/09 FY	09/10 FY	10/11 FY	11/12 FY	12/13 FY
Much better than expected	10	9	10	11	12	14	9	14	8	12	13	10	7	10	10	12	11	7	8	11
Better than expected	24	20	21	20	18	17	22	22	23	23	25	21	27	20	18	20	19	19	22	23
About the same as expected	55	59	62	60	60	54	56	56	60	56	48	58	57	55	60	57	59	64	62	58
Worse than expected	8	10	5	7	9	10	9	7	6	5	9	8	6	12	9	8	9	5	6	6
Much worse than expected	2	1	2	2	1	4	4	1	3	4	5	3	3	2	2	2	2	4	2	2
Don't know	1	1	0	0	0	1	0	0	0	0	0	0	0	1	0	1	0	1	0	0
Total better than expected	34	29	31	31	30	31	31	36	31	35	38	31	34	30	28	32	30	26	30	34
Total much better/better/same as expected	89	88	93	91	90	85	87	92	91	91	86	89	91	85	89	89	89	90	92	92
Total worse than expected	10	11	7	9	10	14	13	8	9	9	14	11	9	14	11	10	11	9	8	8
Base	331	419	474	478	501	332	365	431	418	422	270	279	342	363	362	291	346	383	380	415

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.

(Part 3)

	Wellington					Tasman					Canterbury					Southern				
	08/09 FY	09/10 FY	10/11 FY	11/12 FY	12/13 FY	08/09 FY	09/10 FY	10/11 FY	11/12 FY	12/13 FY	08/09 FY	09/10 FY	10/11 FY	11/12 FY	12/13 FY	08/09 FY	09/10 FY	10/11 FY	11/12 FY	12/13 FY
Much better than expected	9	7	9	10	10	9	11	11	9	8	12	11	9	14	12	6	11	10	9	10
Better than expected	22	26	21	22	24	21	23	19	23	21	19	23	16	26	21	21	19	20	21	21
About the same as expected	59	56	62	60	57	61	54	58	58	61	56	56	61	52	57	61	58	55	60	63
Worse than expected	8	8	4	7	6	7	7	7	7	6	8	7	10	5	8	9	8	9	7	3
Much worse than expected	2	2	3	1	3	1	3	5	3	4	5	3	4	3	2	3	3	5	1	3
Don't know	0	1	1	0	0	1	2	0	0	0	0	0	0	0	0	0	1	1	2	0
Total better than expected	31	33	30	32	34	30	34	30	32	29	31	34	25	40	33	27	30	30	30	31
Total much better/better/same as expected	90	89	92	92	91	91	88	88	90	90	87	90	86	92	90	88	88	85	90	94
Total worse than expected	10	10	7	8	9	8	10	12	10	10	13	10	14	8	10	12	11	14	8	6
Base	372	443	450	455	418	240	238	281	313	320	399	408	403	353	376	292	322	331	266	312

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

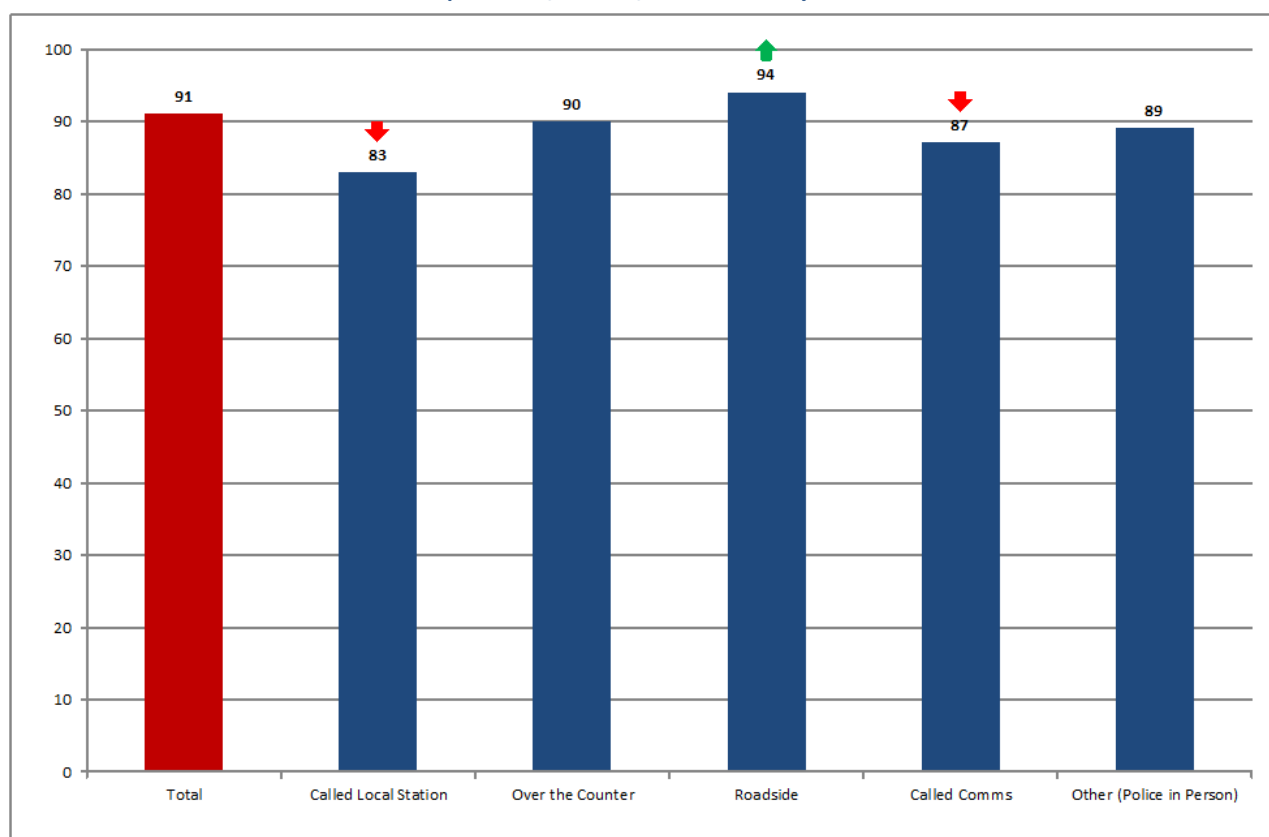
1. 2012/13 FY

As the chart 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 (94%). For roadside contact, the combined rating for the two top measures for exceeding service expectations (27% saying it was *better* and *much better* than expected) was a significantly lower share than for all points of contact combined (34%). Two thirds of roadside respondents (67%) said the service received on the roadside was *about the same as expected*, which is consistent with the simple transactional nature of routine stops which constitute the bulk of roadside encounters.

Also of note is that 42% of those who called the Communications Centres and 41% of those whose point of contact was in person (other than on the roadside or at a Police station) reported that the service they received was *better* or *better much* than they had expected - significantly higher than for all other points of contact.

However, those who had either called their local station (83%) or the Communications Centres (87%) 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 2012/13 FY
(% Same/Better/Much Better)



Base: All respondents, excluding 'not applicable' responses. Total 2012/13 FY n=4553; Called local station n=240; Over the counter n=412; Roadside n=1497; Called the Communications Centres n=1602; Other (Police in person) n=802.

Green arrow indicates a significantly higher result than the total.

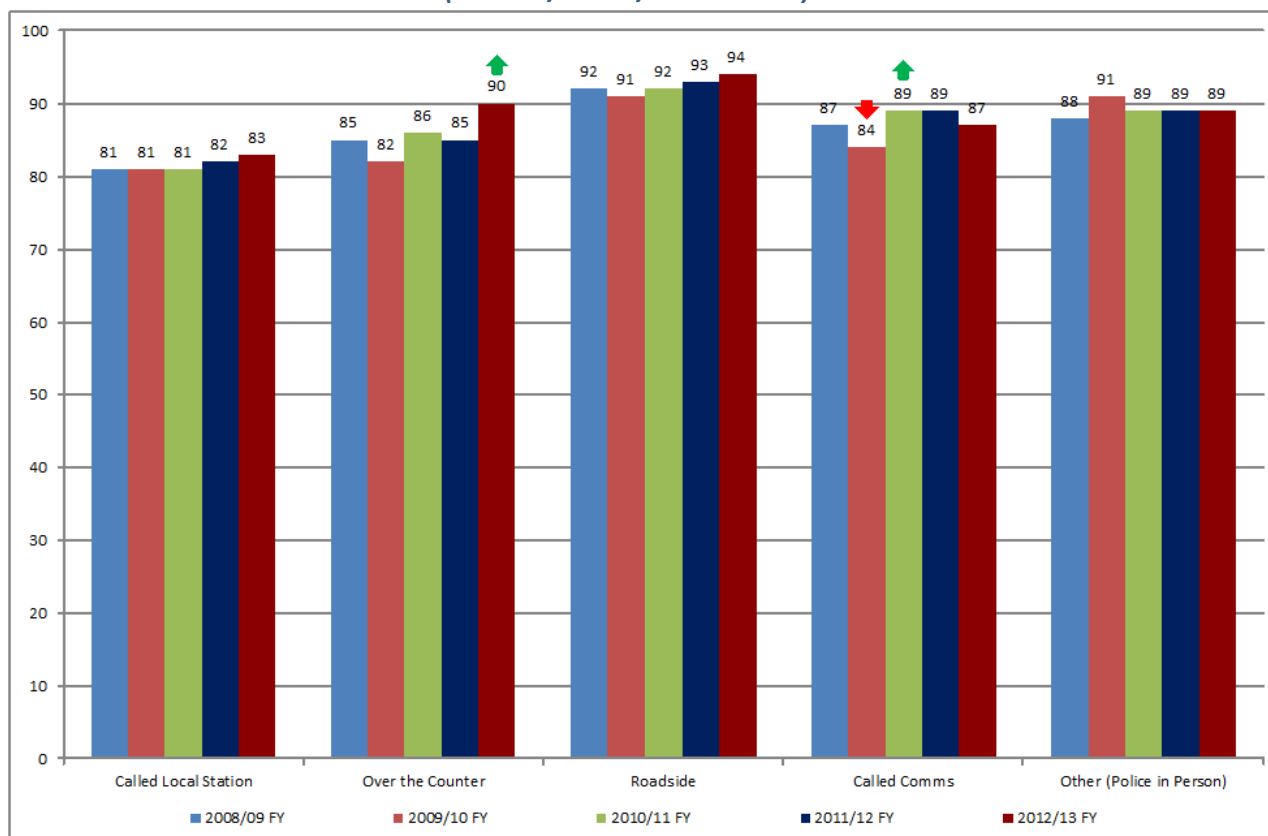
Red arrow indicates a significantly lower result than the total.

2. Change Over Time

The proportion of respondents who received *the same/much better/better service than expected* has increased significantly since 2011/12 for those whose point of contact was over the counter at the local station (up from 85% last measure, to 90%). As a result, those visiting the local station also had a significantly smaller share of respondents mentioning that service was worse or much worse than expected in the most recent measure (down from 15% in 2011/12, to 10%).

Also of note in 2012/13 is that a significantly higher share of respondents who called the Communications Centres reported that the service they received was *better* or *better much* than they had expected (up from 38%, to 42%), including a significant increase stating the service was *much better* than expected (up from 15%, to 18%).

**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 465: 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	12/ 13 FY	08/ 09 FY	09/ 10 FY	10/ 11 FY	11/ 12 FY	12/ 13 FY	08/ 09 FY	09/ 10 FY	10/ 11 FY	11/ 12 FY	12/ 13 FY	08/ 09 FY	09/ 10 FY	10/ 11 FY	11/ 12 FY	12/ 13 FY	08/ 09 FY	09/ 10 FY	10/ 11 FY	11/ 12 FY	12/ 13 FY
Much better than expected	11	8	7	8	10	8	12	11	12	13	7	6	7	7	8	17	17	17	15	18	16	13	12	15	15
Better than expected	22	22	22	17	18	20	22	23	21	24	17	19	19	21	19	24	24	26	23	24	25	28	23	25	26
About the same as expected	48	51	52	57	55	57	48	52	52	53	68	66	66	65	67	46	43	46	51	45	47	50	54	49	48
Worse than expected	15	15	15	11	13	8	14	11	12	7	6	6	4	5	5	9	11	8	8	9	9	6	7	6	8
Much worse than expected	4	4	4	7	4	7	3	3	3	3	2	2	3	2	1	4	3	3	3	3	3	2	3	4	3
Don't know	0	0	0	0	0	0	1	0	0	0	0	1	1	0	0	0	2	0	0	1	0	1	1	1	0
Total better than expected	33	30	29	25	28	28	34	34	33	37	24	25	26	28	27	41	41	43	38	42	41	41	35	40	41
Total much better/better/same as expected	81	81	81	82	83	85	82	86	85	90	92	91	92	93	94	87	84	89	89	87	88	91	89	89	89
Total worse than expected	19	19	19	18	17	15	17	14	15	10	8	8	7	7	6	13	14	11	11	12	12	8	10	10	11
Base	395	258	275	250	240	327	366	445	443	412	1088	1274	1503	1506	1497	1409	1618	1671	1563	1602	717	795	863	830	802

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 (30%). The staff member dealing with the situation promptly was the next most frequently mentioned aspect that exceeded expectations (15%).

Reasons for why the service received was better than expected are similar to those given in previous years. 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 had a positive attitude (down from 33% last year, to 30%).

Table 476: 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)	2012/13 FY (n=1679)	2012/13 FY (n=4553)
Staff member had a positive attitude – friendly/courteous/polite/ respectful	39	33	30	33	30	9
Police acted promptly	18	16	13	14	15	4
Informative/knowledgeable/good advice/explained what was happening	8	6	5	5	6	2
Empathetic/supportive	<1	<1	4	3	5	2
Understood me/listened to me – good communication	1	6	6	4	5	1
Answered phone quickly/easy to get through to	1	6	5	5	5	1
Provided follow-up/rang back	7	5	4	5	4	1
Showed interest/concern – took matter seriously	11	7	4	4	4	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 (62%, compared with 18% of all other respondents) or a traffic offence (41%, compared with 28% of all other respondents);
- whose point of contact was roadside (56%, compared with 14% of all other respondents);
- living in Bay of Plenty (47%) or Tasman (46%) districts (compared with 29% of all other respondents); and/or
- aged 65 years or older (44%, compared with 28% of all other respondents).

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

- whose reason for contact was disorderly behaviour and intoxication offences (35%, compared with 14% of all other respondents);
- whose point of contact was calling either the Communications Centres (28%, compared with 12% of all other respondents) or a local station (28%, compared with 14% of all other respondents);
- whose reason for contact was burglary or theft (28%, compared with 14% of all other respondents);
- whose reason for contact was an assault (28%, compared with 14% of all other respondents);
- living in Waikato District (27%, compared with 14% of all other respondents); and/or
- aged 25-34 years (21%, compared with 14% of all other respondents).

Respondents significantly more likely to mention that the **staff member was informative/offered good advice** include those:

- whose reason for contact was community activities (24%, compared with 5% of all other respondents);
- whose reason for contact was to follow up on previous enquiry (19%, compared with 5% of all other respondents);
- whose point of contact was calling their local station (14%, compared with 5% of all other respondents);
- living in Counties Manukau District (11%, compared with 5% of all other respondents); and/or
- whose point of contact was in person (other than on the roadside or at a Police station) (10%, compared with 4% of all other respondents).

Respondents significantly more likely to mention that **Police were empathetic/supportive/reassuring** include those:

- whose reason for contact was to follow up on previous enquiry (17%, compared with 5% of all other respondents);
- whose point of contact was calling a local station (13%, compared with 5% of all other respondents);
- living in Counties Manukau District (12%, compared with 4% of all other respondents); and/or
- who are female (7%, compared with 3% of male respondents).

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

- living in Tasman District (11%, compared with 5% of all other respondents); and/or
- whose reason for contact was disorderly behaviour and intoxication offences (10%, compared with 5% of all other respondents).

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

- of Polynesian descent (13%, compared with 5% of all other respondents);
- whose reason for contact was reporting dangerous driving (11%, compared with 5% of all other respondents);
- whose reason for contact was a theft (11%, compared with 5% of all other respondents);
- living in Central or Wellington districts (9%, compared with 4% of all other respondents);
- whose point of contact was calling the Communications Centres (9%, compared with 4% of all other respondents);
- aged between 16 and 24 years (8%, compared with 4% of all other respondents); and/or
- who are male (7%, compared with 4% of females).

Respondents significantly more likely to mention that **staff followed up/rang back** include those:

- whose reason for contact was a burglary (20%, compared with 3% of all other respondents);
- whose reason for contact was to follow up on previous enquiry (17%, compared with 4% of all other respondents);
- whose point of contact was in person (other than at the local station or roadside) (11%, compared with 2% of all other respondents) or at a local station (7%, compared with 4% of all other respondents); and/or
- living in Auckland City District (9%, compared with 4% of all other respondents).

Respondents significantly more likely to mention that the **staff showed interest/concern and took matter seriously** include those:

- whose reason for contact was reporting dangerous driving (10%, compared with 3% of all other respondents);
- whose point of contact was calling a local Police station (10%, compared with 3% of all other respondents), or calling the Communications Centres (7%, compared with 3% of all other respondents);
- whose reason for contact was burglary (9%, compared with 3% of all other respondents);
- living in Southern District (8%, compared with 3% of all other respondents);
- whose point of contact was in person (other than on the roadside or at a Police station) (6%, compared with 3% of all other respondents);
- who are female (5%, compared with 2% of males); and/or
- of European descent (4%, compared with 2% of all other 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 (16%), because staff didn't take the matter seriously (15%) and/or respondent had not received any follow-up (10%).

Reasons service was *worse* or *much worse* than expected are similar to those given in previous years. The only statistically significant difference in reasons given has been an increase in the share of respondents who mentioned that the reason the service they received was worse than expected was a feeling at staff were not fair (up from 3% in 2011/12, to 7% this measure).

Table 47: 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)	2012/13 FY (n=449)	2012/13 FY (n=4553)
Poor attitude/didn't like their attitude	33	21	19	14	16	1
Didn't take the matter seriously/didn't care/not interested	20	19	14	14	15	1
No follow-up	12	13	10	9	10	<1
Too slow/took too long	7	8	7	8	8	<1
Were not fair	5	4	4	3	7	<1
Incompetent/lacked knowledge/made mistakes	7	9	4	7	6	<1
Didn't attend/come to look	6	6	4	4	4	<1
Staff seemed stressed/were rude/short tempered	<1	0	1	4	4	<1
Didn't listen/Communications Centre operator didn't listen	1	1	2	2	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 (34%, compared with 14% of all other respondents) or traffic offence (29%, compared with 13% of all other respondents);
- whose point of contact was on the roadside (29%, compared with 11% of all other respondents); and/or
- living in Canterbury District (25%, compared with 14% 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 (29%, compared with 13% of all other respondents); and/or
- whose reason for contact was assault (29%, compared with 13% of all other respondents).

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

- whose point of contact was calling the Communications Centres (21%, compared with 7% of all other respondents) or calling into a local station (19%, compared with 9% of all other respondents); and/or
- whose reason for contact was burglary (20%, compared with 9% of all other respondents).

Respondents significantly more likely to mention that **Police were too slow/took too long** include those:

- whose reason for contact was burglary (24%, compared with 7% of all other respondents);
- living in Auckland City District (21%, compared with 7% of all other respondents); and/or
- whose point of contact was in person (other than on the roadside or at a Police station) (15%, compared with 6% of all other respondents).

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

- whose reason for contact was a traffic offence (25%, compared with 2% of all other respondents);
- whose point of contact was on the roadside (19%, compared with 2% of all other respondents); and/or
- living in Canterbury District (14%, compared with 6% 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 (17%, compared with 1% of all other respondents).

Respondents significantly more likely to mention that **staff/Communications Centres operator didn't listen** include those:

- whose reason for contact was a traffic offence (9%, compared with 2% of all other respondents); and/or
- aged between 16 and 24 years (8%, 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, and whether they knew what they could do about it (in accordance with Recommendation 7 of the 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 service encounter. All those who had contact, along with all respondents 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.*

Also note that in previous years only one in every four of those who did not have contact were asked the complaint process questions. Therefore base sizes may vary year on year.

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 - Change Over Time

In the 2012/13 survey wave, the great 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 unchanged from the previous measure.

Four per cent of respondents experienced a problem or negative incident in 2012/13 (also unchanged when compared with the previous measures).

Table 488: Any Problems or Negative Incidents – Change Over Time (%)

	2008/09 FY	2009/10 FY	2010/11 FY	2011/12 FY	2012/13 FY
Yes	4	4	4	4	4
No	95	95	95	96	96
Don't know/Can't remember	1	1	1	0	0
Base	4001	4396	4809	4710	4657

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 2012/13 FY

The following statistically significant differences for 2012/13 are evident at the total results level (General, Communications Centres and Māori Booster sample 2012/13 results combined).

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

- whose reason for contact was a traffic stop (98%, compared with 95% of all other respondents);
- whose reason for contact was a general enquiry (98%, compared with 96% of all other respondents);
- living in Waikato District (98%, compared with 96% of all other respondents); and/or
- whose point of contact was on roadside (96%, compared with 95% of male respondents).

Respondents significantly more likely to have encountered a problem or negative incident included those:

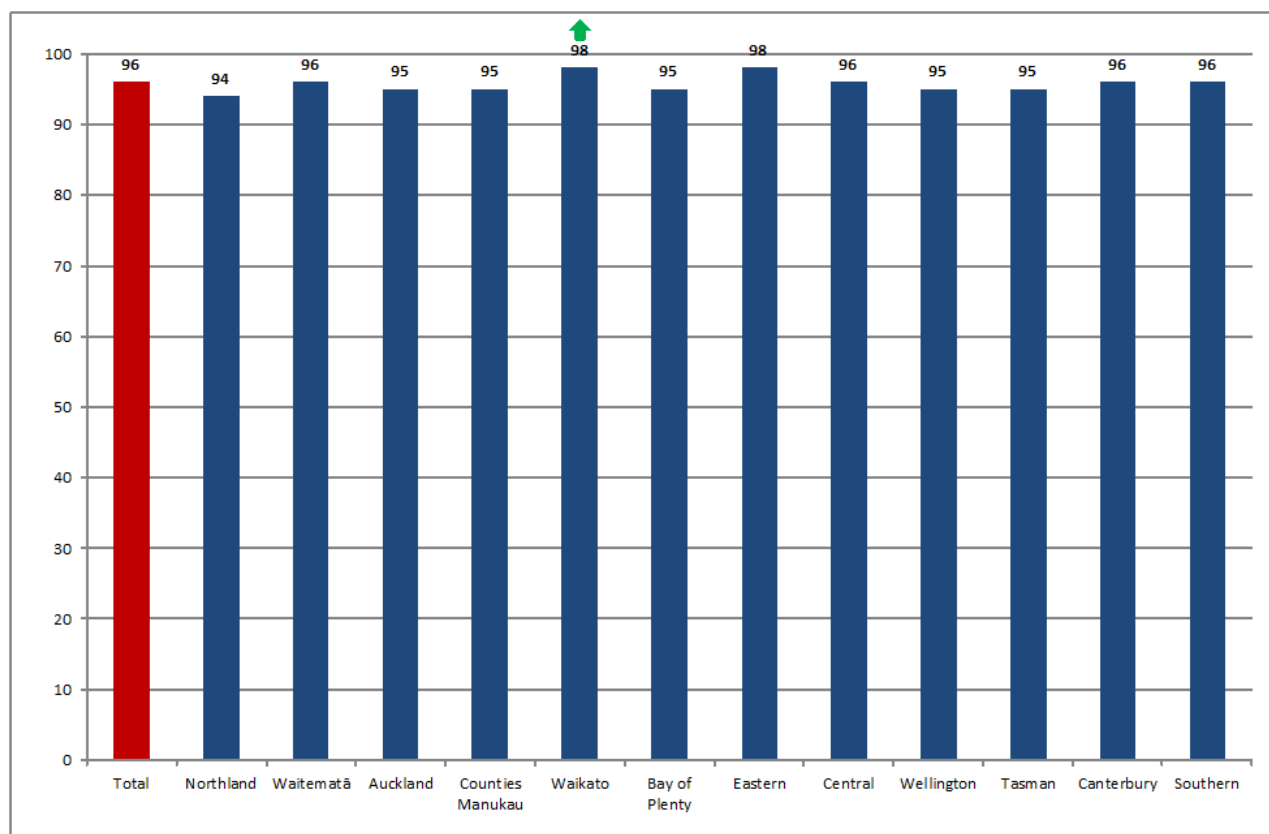
- whose reason for contact was suspect/perpetrator/bail reporting/prisoner enquiry/pick up or visit (15%, compared with 4% of all other respondents);
- whose reason for contact was 'other incident' (10%, compared with 4% of female respondents);
- whose reason for contact was a traffic offence (8%, compared with 4% of all other respondents);
- whose reason for contact was a traffic crash or accident (7%, compared with 4% of all other respondents); and/or
- whose point of contact was in person (other than at the roadside or local station) (6%, compared with 4% of all other respondents).

5.1.3. No Problems or Negative Incidents - Comparison by District

1. 2012/13 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 Waikato District (98%) were statistically significantly more likely to mention that they did not have any problems or negative interactions.

Figure 59: No Problems or Negative Incidents - by District in the 2012/13 FY
(% No Problems/Incidents)



Base: All respondents, excluding 'not applicable' responses. Total 2012/13 FY n=4657; Northland n=308; Waitematā n=372; Auckland n=366; Counties n=412; Waikato n=511; Bay of Plenty n=434; Eastern n=371; Central n=435; Wellington n=425; Tasman n=323; Canterbury n=383; Southern n=317.

Green arrow indicates a significantly higher result than the total.

Red arrow indicates a significantly lower result than the total.

2. Change Over Time

When compared with the 2011/12 results, there were no statistically significantly higher or lower proportions of respondents reporting that they had, or had not, encountered a problem or a negative incident in any Police district.

(Part 1)

Table 49: Any Problems or Negative Incidents – By District (%)

	Northland					Waitematā					Auckland City					Counties Manukau				
	08/ 09 FY	09/ 10 FY	10/ 11 FY	11/ 12 FY	12/ 13 FY	08/ 09 FY	09/ 10 FY	10/ 11 FY	11/ 12 FY	12/ 13 FY	08/ 09 FY	09/ 10 FY	10/ 11 FY	11/ 12 FY	12/ 13 FY	08/ 09 FY	09/ 10 FY	10/ 11 FY	11/ 12 FY	12/ 13 FY
Yes	5	6	5	6	6	3	5	4	4	4	9	3	3	7	5	4	5	3	6	5
No	95	94	95	93	94	96	95	95	96	96	91	97	97	93	95	95	94	96	94	95
Don't know	0	0	0	1	0	1	0	1	0	0	0	0	0	0	1	1	1	1	0	0
Base	299	313	372	330	308	336	376	406	412	372	408	403	445	411	366	389	434	464	452	412

(Part 2)

	Waikato					Bay Of Plenty					Eastern					Central				
	08/ 09 FY	09/ 10 FY	10/ 11 FY	11/ 12 FY	12/ 13 FY	08/ 09 FY	09/ 10 FY	10/ 11 FY	11/ 12 FY	12/ 13 FY	08/ 09 FY	09/ 10 FY	10/ 11 FY	11/ 12 FY	12/ 13 FY	08/ 09 FY	09/ 10 FY	10/ 11 FY	11/ 12 FY	12/ 13 FY
Yes	5	6	3	4	2	2	5	4	4	5	8	4	3	4	2	3	3	6	5	4
No	95	92	97	96	98	97	95	96	96	95	92	96	97	96	98	97	97	93	95	96
Don't know	0	2	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	1	0	0
Base	339	423	475	484	511	339	372	436	433	434	272	284	348	370	371	299	349	387	392	435

(Part 3)

	Wellington					Tasman					Canterbury					Southern				
	08/ 09 FY	09/ 10 FY	10/ 11 FY	11/ 12 FY	12/ 13 FY	08/ 09 FY	09/ 10 FY	10/ 11 FY	11/ 12 FY	12/ 13 FY	08/ 09 FY	09/ 10 FY	10/ 11 FY	11/ 12 FY	12/ 13 FY	08/ 09 FY	09/ 10 FY	10/ 11 FY	11/ 12 FY	12/ 13 FY
Yes	4	5	3	3	5	4	2	6	4	5	4	4	7	4	4	2	5	4	2	4
No	96	95	97	97	95	96	97	93	95	95	96	96	93	96	96	97	94	96	98	96
Don't know	0	0	0	0	0	0	1	1	1	0	0	0	0	0	0	1	1	0	0	0
Base	378	455	450	470	425	242	243	284	321	323	403	416	409	360	383	297	328	333	275	317

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.

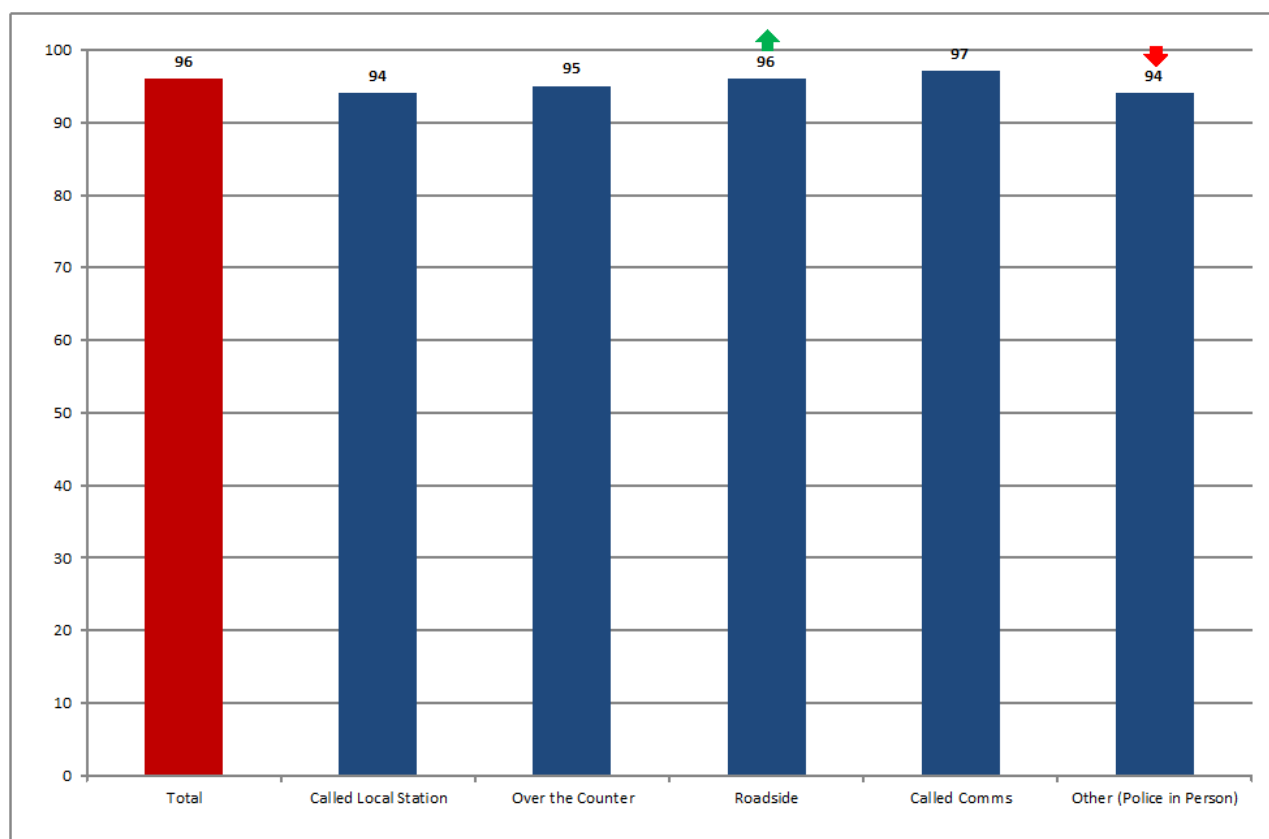
5.1.4. No Problems or Negative Incidents - Comparison by Point of Contact

1. 2012/13 FY

Those who had contact on the roadside were statistically significantly more likely to mention they did not have any problems or negative interactions (96%). Respondents who called the Communications Centres were also more likely to mention they had not experience any problem (97%), however this was not a statistically significantly higher share.

In contrast, those who had contact in person (other than at the roadside or local station) were statistically significantly less likely to indicate they did not experience any problems or negative incidents (94%) – possibly reflecting the more involved nature of these types of interaction.

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



Base: All respondents, excluding 'not applicable' responses. Total 2012/13 FY n=4657; Called local station n=243; Over the counter n=421; Roadside n=1519; Called the Communications Centres n=1642; Other (Police in person) n=832.
Red arrow indicates a significantly lower result than the total.

2. Change 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 2011/12 results.

Table 490: 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	12/ 13 FY	08/ 09 FY	09/ 10 FY	10/ 11 FY	11/ 12 FY	12/ 13 FY	08/ 09 FY	09/ 10 FY	10/ 11 FY	11/ 12 FY	12/ 13 FY	08/ 09 FY	09/ 10 FY	10/ 11 FY	11/ 12 FY	12/ 13 FY	08/ 09 FY	09/ 10 FY	10/ 11 FY	11/ 12 FY	12/ 13 FY
Yes	3	4	5	3	5	8	5	5	5	5	3	5	4	4	4	3	3	5	4	3	6	5	5	6	6
No	97	95	94	96	94	91	94	94	95	95	96	95	96	96	96	97	96	95	96	97	94	95	95	94	94
Don't know	0	1	1	1	1	1	1	1	0	0	1	0	0	0	0	0	1	0	0	0	0	0	0	0	0
Base	399	262	278	257	243	333	372	450	451	421	1108	1295	1515	1539	1519	1437	1653	1688	1622	1642	724	814	878	845	832

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 all respondents who did not have contact were asked this question. During 2012/13 all respondents who had not had contact were asked this question (previously only one in four had been asked), therefore base sizes may vary year on year.

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-one per cent of respondents are *aware* there is a process to make a complaint against a member of the Police. This represents a significant decline in the level of awareness when compared with 2011/12 (74%).

In contrast, more than a quarter of respondents (28%) mentioned that they are *not aware* (up significantly from 25% in 2011/12).

Table 501: Awareness of Complaint Process (%)

	2010/11 FY	2011/12 FY	2012/13 FY
Yes	76	74	71
No	23	25	28
Don't know/Can't remember	1	1	1
Base	4880	5580	8668

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 2012/13 FY

The following statistically significant differences for 2012/13 are evident at the total results level (combined 2012/13 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 (85%, compared with 71% of all other respondents);
- whose reason for contact was to report on dangerous driving (81%, compared with 71% of all other respondents);
- aged between 35 and 64 years old (80%, compared with 64% of all other respondents);
- whose reason for contact was a traffic stop (80%, compared with 70% of all other respondents);
- whose point of contact is in person (other than at the roadside or a local station) (80%, compared with 71% of all other respondents);
- whose point of contact is at the roadside (79%, compared with 70% of all other respondents);
- who are male (77%, compared with 66% of female respondents);

- who had contact with Police (77%, compared with 67% of those who had not had contact);
- whose reason for contact was a traffic offence (77%, compared with 71% of all other respondents);
- whose reason for contact was a general enquiry (77%, compared with 71% of all other respondents);
- whose reason for contact was burglary (77%, compared with 71% of all other respondents);
- whose point of contact was with a local Police station (over the phone or the counter) (77%, compared with 71% of all other respondents);
- of European descent (76%, compared with 61% of all other respondents); and/or
- living in Tasman (76%, compared with 71% of all other respondents) or Canterbury (75%, compared with 71% of all other respondents) districts.

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

- of Asian/Indian (58%, compared with 26% of all other respondents), Pacific Island (37%, compared with 27% of all other respondents), or Māori (31%, compared with 27% of all other respondents) descent;
- aged between 16 and 34 years (39%, compared with 21% of all other respondents);
- whose point of contact was calling the Communications Centres (33%, compared with 27% of all other respondents);
- living in Auckland City or Counties Manukau district (32%, compared with 26% of all other respondents);
- who did not have contact with Police (31%, compared with 23% of those who had had contact); and/or
- who are female (33%, compared with 22% 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 all respondents who did not have contact were asked this question. During 2012/13 all respondents who had not had contact were asked this question (previously only one in four had been asked), therefore base sizes may vary year on year.

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 since 2010/11).

Table 512: Confident I Could Find Out How To Make A Complaint (%)

	2010/11 FY	2011/12 FY	2012/13 FY
Yes	87	87	87
No	12	11	12
Don't know/Can't remember	1	2	1
Base	5080	5940	9357

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 2012/13 FY*

The following statistically significant differences for 2012/13 are evident at the total results level (combined 2012/13 results for General, Communications Centres and Māori Booster sample).

Respondents significantly more likely to say they are *confident* that they could find out what to do included those:

- whose reason for contact was a traffic crash/accident (92%) or a traffic stop (91%) (compared with 87% of all other respondents);
- living in the South Island – including those living in Tasman (92%), Southern (91%) and Canterbury (89%) districts (compared with 86% of all other respondents);
- of European descent (90%, compared with 79% of all other respondents);
- whose point of contact was on the roadside (90%, compared with 87% of all other respondents);
- aged between 35 and 64 years (89%, compared with 85% of all other respondents);
- who had contact with Police (89%, compared with 86% of those who had not had contact); and/or
- who are male (88%, compared with 86% of female respondents).

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

- of 'other ethnicities' (52%, compared with 12% of all other respondents), Pacific Island (24%, compared with 11% of all other respondents), Asian/Indian (23%, compared with 11% of all other respondents) or Māori (17%, compared with 11% of all other respondents) descent;
- whose reason for contact was for property damage/vandalism (20%, compared with 12% of all other respondents);
- whose reason for contact was assault (18%, compared with 12% of all other respondents);
- living in Counties Manukau District (17%, compared with 11% of all other respondents);
- aged between 16 and 34 years old (15%, compared with 10% of all other respondents);
- who are female (13%, compared with 11% of male respondents); and/or
- who did not have contact with Police (12%, compared with 11% who had had contact).

APPENDICES

Appendix One: Current Questionnaire

Appendix Two: Communications Centres Sample Results

APPENDIX ONE: CURRENT QUESTIONNAIRE

NZ Police Citizens' Satisfaction Survey

Base Questionnaire Used for Round 6 (from July 2012 – June 2013)

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 Julie Batchelor, Senior Research Advisor, Police National Headquarters 027 218 8184 (after hours), or (04) 474 9465 (business hours) or Mike Webb, National Manager Planning and Performance, 474 9579

We are an independent 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, 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 Julie Batchelor, Senior Research Advisor, Police National Headquarters 027 218 8184 (after hours), or (04) 474 9465 (business hours).

We are an independent research company and all our work is completely confidential. Your answers will be combined with those of others and there will be nothing in the results that could identify you.

Is now a convenient time for you to answer some questions please? The survey will take 4 to 10 minutes depending on your answers. IF NECESSARY I can give you a better idea of the length after the 1st few questions? .

If no, arrange call back.

If refuse, thank and close.

Before we begin, can I just check whether you or anyone in your household works in any of the following please:

Read out.

- the market research industry
- the New Zealand Police

If yes to any, thank and close

2. Trust and Confidence and Community Safety

All: These first questions are about your perceptions of the New Zealand Police in general.

Q1. Which of the following best describes the level of trust and confidence you have in the Police?

Rotate scale. Read out. Single response

1. Full trust and confidence in the New Zealand Police
2. Quite a lot
3. Some trust and confidence
4. Not much
5. No trust or confidence in the New Zealand Police
6. (don't read) Don't know

Q2a. Thinking about your overall sense of freedom from crime, how safe or unsafe do you feel in the following situations?

Interviewer note: if respondents say it depends on the time/ who I am with/how dark it is etc ask:

“Overall how safe or unsafe do you feel”

Rotate statements. Read out

- In your local neighbourhood after dark
- In your local neighbourhood during the day
- In your City or Town centre at night

Would you say you feel.....

Rotate scale. Read out. Single response

1. Very safe
2. Safe
3. Neutral
4. Unsafe
5. Very unsafe
6. **(don't read)** Don't know
7. **(don't read)** Not Applicable

If code 4 or 5 for day and/or night for each of the above ask

Q2b. What is it that makes you feel unsafe/very unsafe in your [home/local neighbourhood/city or town centre]?

[If needed, read: 'your neighbourhood / community' means the streets around you. Rural 'your neighbourhood', means your 'district'.]

[Do NOT read out. Multiple responses, Probe “what else makes you feel unsafe” Interviewer note: if a respondent answers 'bad/undesirable location' ask “what makes it bad/undesirable” so as to gain clarification. A more specific answer is required.]

Q3. From your own personal experience or knowledge, please tell me whether you agree, disagree or neither agree nor disagree with the following statements:

- **‘The Police are responsive to the needs of my community’** *If Needed:* Do you think police listen to what your community wants
- **‘The Police are involved in activities in my community’.**

Would you say you:

Rotate scale. Read out. Single response

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

For those who have not had contact:

Q17. Based on your own experience or what you know about the New Zealand Police, which areas of the service provided by the police need improvement? (*if necessary:* this includes any experience you have had with the police in the past and can be about the New Zealand Police Organisation as a whole)

Interviewer note: Only enter improvements.

Don't read out. Multiple response. Probe: "what other improvements are needed?"

1. **Other** (please specify)
2. **(Do not read)** Don't know
3. **(Do not read)** Nothing/no improvements
4. **(Do not read)** New to country/have not had enough experience to comment

3. Recent Contact

If comms sample provided

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:

Q8. I'd now like to focus on recent contact you may have had with the Police. In the last 6 months have you had any contact with the Police, such as reporting a crime, being stopped for a traffic offence or crash, being breath tested or other police checks, to seek information or any other reasons. This includes contact you may have had in person or over the telephone. (**INTERVIEWER NOTE:** this question is to establish respondents contact with the NZ Police and is not limited to the above examples).

Don't read out. Single response

1. Yes
2. No (***skip to demos – Q18***)
3. Don't know (***skip to demos – Q18***)
4. Refused (***skip to demos – Q18***)

If yes – sample not provided:

Q9a. All: What were the reasons for your contact with the police in the last 6 months?

Do not read out. Multiple response. Probe: "And what other recent contacts have you had"

1. A house theft or burglary
2. A vehicle theft or burglary
3. Other theft or burglary
4. An intruder, a prowler, noises
5. Suspicious or disorderly behaviour
6. Property damage or vandalism
7. A traffic crash
8. A domestic incident
9. An assault (including sexual)
10. A missing person
11. Traffic offence (speeding
12. Traffic offence (excluding speeding)
13. Breath testing
14. Perpetrator of crime/suspect
15. Lost property (reporting / claiming /handing in lost property)
16. Heard a talk from an officer (i.e. youth education in schools)
17. Police participated in some group or community activity I was involved in
18. For a Crime Prevention activity, project, or program (includes asking advice on crime prevention)
19. Asked for directions
20. Asked for other advice, help or information
21. Applied for a licence (e.g. firearm's licence)
22. Bail reporting
23. Visiting prisoners in cells

24. Commercial vehicle check points
25. Professional – in the course of work/business for work purposes (immigration/work and income/lawyer/ambulance driver/etc) **(do not question further about this code)**
26. International airport/customs
27. Search and rescue
28. Other (please specify)
29. Can't remember **(if comms sample provided continue with comms questions. If general sample skip to demos)**
30. Police serving a summons to court
31. Contact with police about making a complaint
32. Assist – officer helping someone at the road side (e.g. fixing a tyre/car broken down)
33. Reporting bad/dangerous driving (includes those calling *555)
34. Pulled over for a Car Warrant of Fitness/Registration/licence/seatbelt check
35. Police came to inform (me/family/household) of a death
36. Noise control issues
37. Follow up on an incident/previous enquiry
38. Police stopped them to tell them something (road closed/crash ahead etc)
39. Social contact/friends with police officers **(do not question further about this code)**
40. Refused **(if comms sample provided continue with comms questions. If general sample skip to demos)**

For each reason mentioned – excluding codes 11, 12, 13, 16, 34 ask:

Q9c. And how was this contact made **(if needed:** how or where did you go to make this contact. **If telephone/cell phone mentioned ask:** 'what number did you call? 111, *555 or a local police station')

Interviewer note: respondents may have had more than one point of contact for each reason – i.e. calling 111 then an officer attending the incident

Read out if necessary. Multiple response for each reason

1. Called Comms (includes 111, *555, 911, 112, 999)
2. Called the local police station
3. Went in to the local police station
4. Police came after someone else contacted them
5. Police came to home/business/other location (door to door/home visit)
6. Pulled over by police while driving
7. Police were in the area (driving/walking by)
8. Police website
9. Other (please specify)
10. Can't remember
11. Police called/contacted respondent
12. Called a police officer personally (i.e. on their private number)

Customer Satisfaction Questions

For this next set of questions I would like you to only think about the contact you had with the Police when you *[insert point of contact/called the police]* about/on *[insert reason for contact/ date of contact]*

If necessary: The computer has randomly picked one of the reasons for your contact with police.

If pulled over for speeding (code 11 at Q9a)

Q10a2 Firstly, were you given a speeding ticket or a written traffic warning?

Don't read out. Single response.

1. Yes (given a ticket)
2. Yes (given a written traffic warning)
3. No (not given a ticket or written traffic warning)
4. **(don't read)** Don't know/can't remember
5. **(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 Q11b 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

If Very satisfied/satisfied/dissatisfied/very dissatisfied ask:

Q11b. You said that you are *very satisfied/satisfied/ dissatisfied/very dissatisfied* with the staff who provided the service why do you feel this way? **If needed:** Why were you satisfied/dissatisfied?

Don't read out. Multiple response. Probe: "Any other reasons?"

3. Other **(Please state)**
4. Don't know

Ask all:

Q12. And how satisfied were you with the overall quality of service you received? Were you....

Read out. Single response

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

Q13. Before your contact with the Police about **[insert reason for contact]** what quality of service did you expect? Would you say you expected.....

Read out. Single response

1. Very poor service
2. Poor service
3. Neither good nor poor service
4. Good service
5. Very good service
6. **(Do not read)** Don't know
7. **(Do not read)** Refused

Q14a. Looking back, how did the service you received from the Police compare to what you expected? Would you say the service you received was....

Read out. Single response

1. Much worse than expected
2. Worse than expected
3. About the same as expected
4. Better than expected
5. Much better than expected
6. **(Do not read)** Don't know
7. **(Do not read)** Refused

If better than thought it would be (codes 4 or 5 at Q14a), ask:

Q14b. What one thing made the service better than you expected it would be?

Don't read out. Single response

1. Positive Police attitude – including friendly, courteous
2. Acted promptly
3. Did everything they could
4. Showed interest/concern – took the matter seriously
5. Followed it through, rang back
6. Solved the situation, sorted it out
7. Informative / offered good advice / knowledgeable / competent
8. Were fair
9. Other **(specify)**
10. Don't know
11. Refused

If worse than thought it would be (codes 1 or 2 at Q14a), ask:

Q14c. What one thing made the service worse than you expected it would be?

Don't read out. Single response

1. Don't like their attitude
2. Too slow / took too long
3. Police didn't take the matter seriously / not interested / didn't care
4. Didn't come to look
5. No follow-up
6. Police were not available
7. Were not fair
8. Incompetent / made mistake(s) / lacked knowledge
9. Other (*specify*)
10. Don't know
11. Refused

Q15a. Did you have any problems or experience any negative incidents or interactions with the [Communication Centre Staff/Police Officers] involved in the service you received?

1. Yes
2. No

Ask all contact no contact

Q15c.

- Are you aware there's a process to make complaint against a member of police or their associates?

Don't read out. Single response

1. Yes
2. No
3. Not Applicable
4. Don't know
5. Refused

- Are you confident you could find out what to do if wished to make a complaint against a member of police or their associates? (*if needed*: by this I mean you are confident you could find out who to call, where to go or the right person to talk to).

Don't read out. Single response

1. Yes
2. No
3. Not Applicable
4. Don't know
5. Refused

Q16a Thinking about your contact with the New Zealand Police when you *[insert point of contact about reason]*, please indicate if you agree or disagree with the following statement 'it's an example of good value for tax dollars spent'

Would you say you:

Rotate statements. Read out. Single response for each statement

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

If Disagree/strongly disagree:

Q16b. Why do you feel this way? **If needed:** Why do you disagree with the statement?

Don't read out. Multiple response. Probe: "what other reasons?"

1. Other **(Please state)**
2. Don't know

For all excluding speeding, traffic offence, Breath testing, commercial vehicle check points, police came to inform me of a death at Q9a

Q17a. Thinking about all the interaction you had with the police about *[insert reason for contact from Q9a if general]* up until now, this includes all contact you may have had with the police regarding this incident, including contact you may have had in person, over the telephone, in writing and so on, please tell me how strongly you agree or disagree with the following statement '**in the end I got what I needed**'

Would you say you:

Rotate statements. Read out. Single response for each statement

1. Strongly disagree
2. Disagree
3. Neither agree nor disagree
4. Agree
5. Strongly agree
6. **(Do not read)** Still in contact with police about this/issue is still unresolved
7. **(Do not read)** Not Applicable
8. **(Do not read)** Don't know
9. **(Do not read)** Refused

If Disagree/strongly disagree:

Q17b. Why do you feel this way? **If needed:** Why do you disagree with the statement?

Don't read out. Multiple response. Probe: "what other reasons?"

1. Other **(Please state)**
2. Don't know

Q18. Based on your own experience with the New Zealand Police, which areas of the service provided by the police need improvement? (*if necessary*: this includes any experience you have had with the police in the past and can be about the New Zealand Police Organisation as a whole)

Interviewer note: Only enter improvements.

Don't read out. Multiple response. Probe: "what other improvements are needed?"

1. Other (*please specify*)
2. (*Do not read*) Don't know
3. (*Do not read*) Nothing/no improvements
4. (*Do not read*) New to country/have not had enough experience to comment

DEMOGRAPHICS

And finally, just a couple of questions about you.

Q21. Which of the following describes your age group?

Read out. Single response

1. 15 - 24
2. 25 - 34
3. 35 - 44
4. 45 - 54
5. 55 - 64
6. 65+
7. (*Do not read*) **Don't know**
8. (**Do not read**) Refused

Q22. Which ethnic group or groups do you belong to?

Read out. Multiple response

1. NZ European/Pakeha
2. Māori
3. Samoan
4. Cook Island Māori..
5. Tongan
6. Niuean
7. Chinese
8. Indian
9. Other (*Specify*)
10. (**Do not read**) Don't know
11. (**Do not read**) Refused
12. Other European (i.e. Australian, British, etc)
13. Other Pacific Islander (i.e. Fijian, Tokelauan etc)
14. Fijian Indian
15. Korean
16. Japanese
17. Malaysian
18. Vietnamese
19. Philippino
20. Other Asian (specify)

Ask All:

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 Q20b

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 *Julie Batchelor, Senior Research Advisor, Police National Headquarters 027 218 8184 (after hours), or (04) 474 9465 (business hours).*

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 Māori 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	2012/13 FY
Very Satisfied	41	41	46	43	46
Satisfied	42	42	39	40	39
Neither/Nor	8	8	8	10	8
Dissatisfied	5	5	4	4	5
Very Dissatisfied	3	2	2	2	2
Don't know	1	2	1	1	0
Total Satisfied	83	83	85	83	85
Total Dissatisfied	8	7	6	6	7
Mean Rating	4.15	4.16	4.24	4.18	4.23
Base	1390	1437	1479	1407	1415

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	2012/13 FY
Very Satisfied	49	49	50	50	53
Satisfied	36	38	37	33	33
Neither/Nor	7	7	7	12	9
Dissatisfied	5	4	4	3	3
Very Dissatisfied	2	2	2	1	2
Don't know	1	0	0	1	0
Total Satisfied	85	87	87	83	86
Total Dissatisfied	7	6	6	4	5
Mean Rating	4.26	4.28	4.30	4.27	4.33
Base	1392	1439	1479	1407	1418

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	12/ 13 FY	08/ 09 FY	09/ 10 FY	10/ 11 FY	11/ 12 FY	12/ 13 FY	08/ 09 FY	09/ 10 FY	10/ 11 FY	11/ 12 FY	12/ 13 FY	08/ 09 FY	09/ 10 FY	10/ 11 FY	11/ 12 FY	12/ 13 FY	08/ 09 FY	09/ 10 FY	10/ 11 FY	11/ 12 FY	12/ 13 FY
Strongly Agree	46	44	46	44	49	44	45	46	44	48	35	34	37	35	38	32	34	35	33	39	33	29	33	28	34
Agree	45	47	46	48	44	47	47	46	47	45	39	38	39	40	36	48	46	45	48	45	46	47	46	53	50
Neither/nor	5	4	4	5	4	4	3	4	5	4	6	6	6	7	7	10	9	11	11	9	12	13	13	13	10
Disagree	3	3	2	2	2	3	3	2	2	2	4	5	4	3	4	6	6	5	4	4	6	6	4	3	4
Strongly Disagree	1	1	1	1	1	1	1	1	1	1	2	2	1	2	1	2	1	2	2	1	2	1	2	1	1
Don't know	0	1	1	0	0	1	1	1	1	0	14	15	13	13	14	2	4	2	2	2	1	3	2	2	1
Total Agree	91	91	92	92	93	91	92	92	91	93	74	72	76	75	74	80	80	80	81	84	79	76	79	81	84
Total Disagree	4	4	3	3	3	4	4	3	3	3	6	7	5	5	5	8	7	7	6	5	8	8	6	4	5
Mean Rating	4.33	4.31	4.34	4.31	4.39	4.30	4.34	4.35	4.32	4.36	4.16	4.14	4.22	4.19	4.23	4.05	4.09	4.10	4.09	4.19	4.04	3.99	4.05	4.05	4.13
Base	1372	1421	1472	1398	1412	1388	1437	1475	1406	1418	1326	1370	1428	1374	1409	1325	1342	1416	1365	1378	1391	1430	1475	1403	1411

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	2012/13 FY
Very Good Service	31	32	32	32	37
Good Service	51	50	48	49	49
Neither/Nor	10	11	14	12	9
Poor Service	5	4	4	4	3
Very Poor Service	2	2	1	1	1
Don't know	1	1	1	2	1
Total Good/Very Good Service	82	82	80	81	86
Total Poor/Very Poor Service	7	6	5	5	4
Mean Rating	4.05	4.09	4.07	4.08	4.17
Base	1360	1405	1470	1378	1390

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	2012/13 FY
Much Better	17	18	18	17	19
Better	24	25	25	21	25
About The Same As Expected	46	42	46	52	45
Worse	9	10	8	8	8
Much Worse	3	3	2	2	2
Don't know	1	2	1	0	1
Total Better/Much Better	41	43	43	38	44
Total Better/Much Better/Same	87	85	89	90	89
Total Worse/Much Worse	12	13	10	10	10
Mean Rating	3.43	3.47	3.49	3.42	3.50
Base	1360	1405	1464	1353	1379

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.