

# New Zealand Police Citizens' Satisfaction Survey

Final Report for 2013/14 Fiscal Year  
(July 2013 – June 2014)

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# 1. EXECUTIVE SUMMARY

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## 1.1. Introduction and Research Objectives

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New Zealand Police commissioned Gravitas Research and Strategy Ltd to conduct the 2013-2014 Citizens' Satisfaction Research programme. This report presents survey results for this period and comparison to five previous survey waves in 2012/13, 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. Analysis of the perceptions of police measures (trust and confidence, safety and police in the community) and the CMT service satisfaction questions are included in this report.

This report presents the results of 9,260 interviews conducted by telephone survey during July 2013 to June 2014 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.

Throughout the report, statistically significant differences in results (significant increases or decreases from the previous year or groups with significantly higher or lower results when compared with the total) have been noted. Changes in results that are referred to as stable are differences that are not statistically significant.

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

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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 2013/14 survey wave when compared with the 2012/13 results.

The overall national measure for trust and confidence in the Police is high and stable when compared with 2012/13, with 78% of respondents saying they have *full/quite a lot of trust and confidence* (compared with 79% in 2012/13).

Of note are statistically significant improvements for feelings of safety in local neighbourhoods during both the day time and after dark. It should also be noted that these significant changes also sit in the context of an upward trend in positive ratings over the six survey waves. These positive changes include:

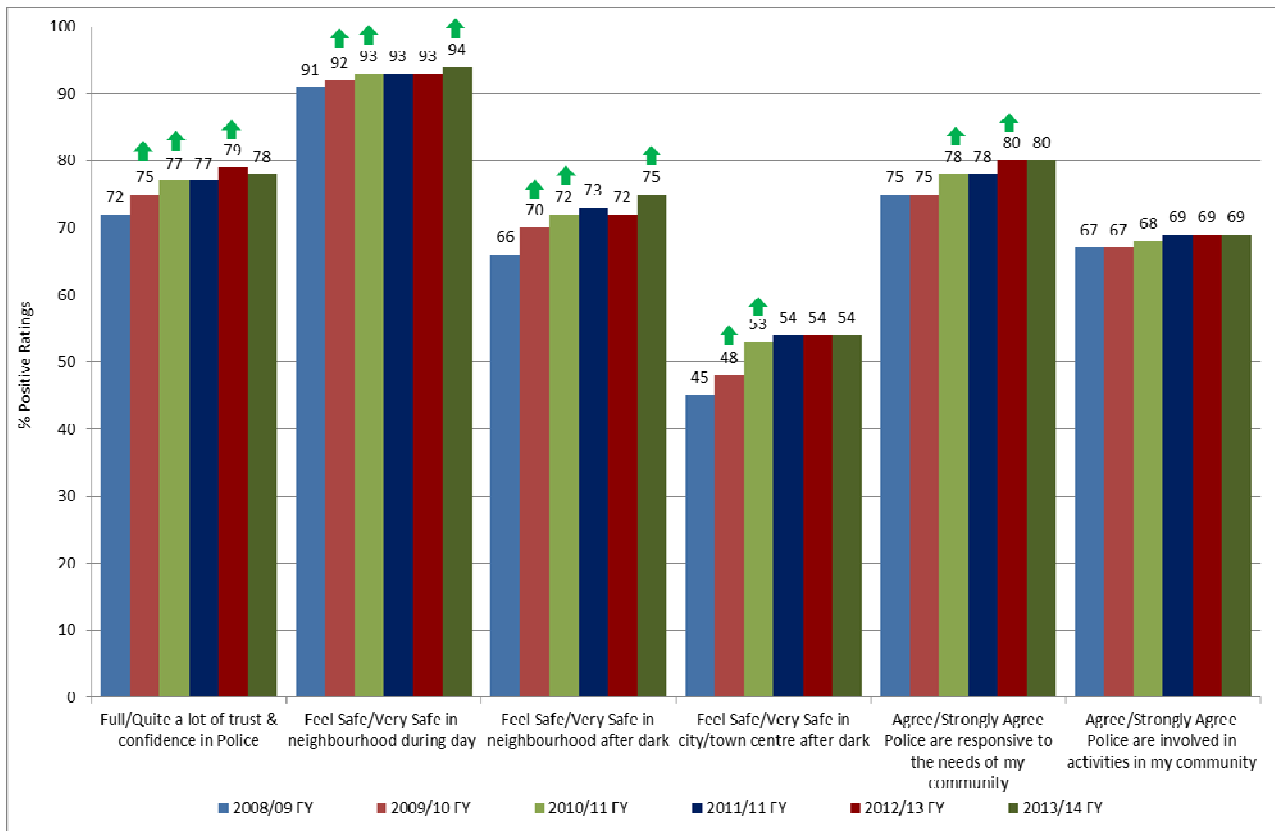
- for safety in the local neighbourhood during the day – the share feeling *safe/very safe* up from 91% in 2008/09, 92% in 2009/10, 93% in 2010/11, 2011/12, and 2012/13, to 94% this measure; and
- for safety in the local neighbourhood after dark – the share feeling *safe/very safe* up from 66% in 2008/09, 70% in 2009/10, 72% in 2010/11, 73% in 2011/12, and 72% in 2012/13, to 75% this measure.

The safety after dark questions show higher levels of negative ratings than other variables - particularly for respondents in Northland, Waitematā and Counties Manukau districts when rating safety in their local neighbourhoods after dark, and for those in Northland, Counties Manukau, and Eastern districts when rating safety in their city or town centres after dark.

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 2013/14

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	2013/ 14 FY	2008/ 09 FY	2009/ 10 FY	2010/ 11 FY	2011/ 12 FY	2012/ 13 FY	2013/ 14 FY	2008/ 09 FY	2009/ 10 FY	2010/ 11 FY	2011/ 12 FY	2012/ 13 FY	2013/ 14 FY
Trust & Confidence	72	<b>75</b>	<b>77</b>	77	<b>79</b>	78	21	19	18	18	17	18	6	6	<b>5</b>	5	<b>4</b>	4
Safety in neighbourhood during day	91	<b>92</b>	<b>93</b>	93	93	<b>94</b>	8	<b>7</b>	<b>6</b>	6	6	<b>5</b>	1	1	1	1	1	1
Safety in neighbourhood after dark	66	<b>70</b>	<b>72</b>	73	72	<b>75</b>	22	20	20	19	20	<b>16</b>	12	<b>10</b>	<b>8</b>	8	8	8
Safety in city/town after dark	45	<b>48</b>	<b>53</b>	54	54	54	28	29	28	28	28	<b>26</b>	26	<b>22</b>	<b>18</b>	17	17	18
Police are responsive to the needs of my community	75	75	<b>78</b>	78	<b>80</b>	80	15	16	<b>14</b>	<b>13</b>	13	13	8	<b>6</b>	6	6	<b>5</b>	<b>4</b>
Police are involved in activities in my community	67	67	68	69	69	69	18	19	18	17	19	19	8	<b>7</b>	7	7	7	<b>6</b>

*Bold indicates a statistically significant change in neutral 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.*

*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*

### 1.3. Service Satisfaction Results – Summary of National Results

#### 1. Commitment of Service

Police has made a Commitment of Service to the public that incorporates delivery standards for the six most important aspects of service that people expect from the public sector<sup>1</sup>. Police uses this survey to monitor levels of satisfaction with these aspects of service (called ‘drivers of satisfaction’) along with overall satisfaction<sup>2</sup>. The drivers<sup>3</sup> are:

- 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.

For all public services in New Zealand, 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.

Results for these drivers are mixed, with several ratings increasing or decreasing statistically significantly between 2012/13 and 2013/14.

There was a significant increase in the share of people who believed their **individual circumstances** were taken into account, with the share who *agree/strongly agree* increasing from 78% to 80%.

There have also been significant increases in the *very satisfied* or *strongly agree* ratings or the share stating the service was *better* or *much better than expected* for the following drivers (as shown in Table 2):

- overall satisfaction (the share of *very satisfied* ratings up from 44% last measure, to 49%);
- service compared with **expectations** (share stating service was *better/much better than expected* up from 34%, to 39%);
- I was **treated fairly** (the share of *strongly agree* ratings up from 51%, to 55%);
- staff were **competent** (the share of *strongly agree* ratings up from 49%, to 53%); and
- my **individual circumstances** were taken into account (the share of *strongly agree* ratings up from 37%, to 44%).

<sup>1</sup> As identified by the State Services Commission’s Kiwis Count survey, part of the ‘New Zealanders’ Experiences’ research programme.

<sup>2</sup> The rating scale used for overall satisfaction is: Very satisfied, Satisfied, neither satisfied nor dissatisfied, Dissatisfied, Very dissatisfied. The rating scale used for aspects of service is: Strongly agree, Agree, neither agree nor disagree, Disagree, Strongly disagree.

<sup>3</sup> The driver questions are from the Common Measurements Tool, and used under licence and reproduced with the permission of the Institute for Citizen-Centred Service.

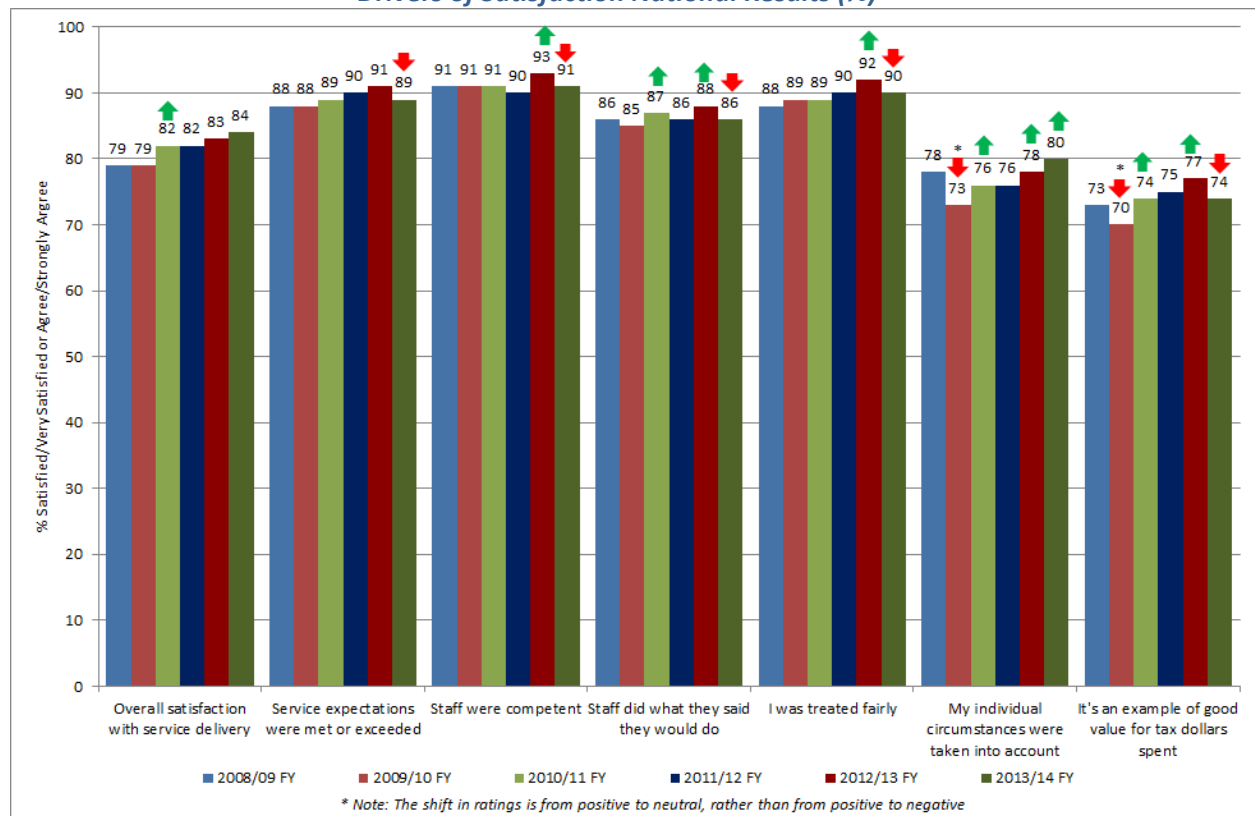


In contrast, there have been statistically significant decreases in overall positive ratings and/or increases in overall negative ratings for:

- service compared with **expectations** (share stating service was *same/better/much better* down from 91% in 2012/13, to 89%; share stating it was *worse/much worse* up from 9%, to 11%);
- staff were **competent** (share *agreeing/strongly agreeing* down from 93% in 2012/13, to 91%; share *disagreeing/strongly disagreeing* up from 3%, to 4%);
- staff **did what they said they would do** (share *agreeing/strongly agreeing* down from 88%, to 86%; share *disagreeing/strongly disagreeing* up from 4%, to 5%);
- I was **treated fairly** (share *agreeing/strongly agreeing* down from 92%, to 90%; share *disagreeing/strongly disagreeing* up from 4%, to 6%); and/or
- it's an example of **good value for tax dollars spent** (share *agreeing/strongly agreeing* down from 77%, to 74%; share *disagreeing/strongly disagreeing* up from 8%, to 11%).

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.*

**Summary Figure 2: Citizens' Satisfaction Survey 2013/14**  
**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	2013/ 14 FY	2008/ 09 FY	2009/ 10 FY	2010/ 11 FY	2011/ 12 FY	2012/ 13 FY	2013/ 14 FY	2008/ 09 FY	2009/ 10 FY	2010/ 11 FY	2011/ 12 FY	2012/ 13 FY	2013/ 14 FY
Overall Satisfaction	79	79	82	82	83	84	10	11	10	10	9	9	10	10	8	8	8	7
Expectations met or exceeded*	88	88	89	90	91	89	-	-	-	-	-	-	12	11	10	10	9	11
Staff were competent	91	91	91	90	93	91	5	4	5	5	4	4	4	5	4	4	3	4
Staff did what they said they would do	86	85	87	86	88	86	6	6	5	6	5	6	4	5	4	4	4	5
I was treated fairly	88	89	89	90	92	90	5	5	6	4	4	4	7	6	5	6	4	6
My individual circumstances were taken into account	78	73	76	76	78	80	10	15	13	13	13	10	12	10	9	9	7	9
It's an example of good value for tax dollars spent	73	70	74	75	77	74	13	16	15	14	14	13	13	13	10	10	8	11

Note: Base varies by attribute and year.

Bold indicates a statistically significant change in neutral 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.

\* 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 2013/14, just over four out of five respondents (84%) were *satisfied* or *very satisfied* with the overall quality of service delivered (stable when compared with 83% in the previous year). However, a statistically significantly higher proportion of respondents gave a rating of *very satisfied* in this survey wave (49%, compared with 44% in 2012/13). 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, traffic stop, or general enquiry;
- whose point of contact was being pulled over while driving;
- aged 55 years or older; and/or
- living in Central District.

Seven per cent of respondents reported they were dissatisfied to some extent (*dissatisfied/very dissatisfied*) with the overall quality of the service delivered (stable when compared with 8% in 2012/13). 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, burglary, or assault;
- whose point of contact was calling the local station; and/or
- aged between 25 and 34 years.

### 3. *Service Expectations Met or Exceeded*

When asked how the service they actually received compared to what they had expected, 89% respondents said the service they received was about the *same/better/much better* than they had expected (down significantly from 91% in 2012/13). Two in five respondents (39%) mentioned that service was *better* or *much better* than expected (this share up significantly from 34% last measure), including 13% stating the service they received was *much better* than they had expected. Respondents statistically significantly more likely to have received *much better/better* service than they had expected included those:

- whose reason for contact was disorderly behaviour and intoxication offences or burglary;
- of Pacific Island descent;
- living in Southern or Auckland City district;
- whose point of contact was in person (other than on the roadside or at a Police station) or calling the Communications Centres; and/or
- aged between 16 and 24 years.

Eleven per cent of respondents said that the service they received was *worse* (8%, stable from 7% in 2012/13) or *much worse* (3%, up from 2% in 2012/13) 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, a traffic offence, assault, or theft;
- whose point of contact was by calling their local station; and/or
- aged between 16 and 24 years.

### 4. *Reasons why Service was Better than Expected*

Those who said the service they received was *better/much better than expected* most commonly indicated that this was because the staff member had a positive attitude.

Other reasons commonly given for why service was better than expected in 2013/14 include:

- the staff member dealt with the situation promptly;
- the staff member showed interest/concern – took matter seriously;

- Police provided follow up;
- Staff were informative/knowledgeable;
- staff gave good advice/explained what was happening
- good communication – staff listened and understood situation; and/or
- staff were empathetic/supportive.

## 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 2013/14 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;
- the staff member didn't consider circumstances/unsympathetic/insensitive;
- staff seemed stressed/were rude/short tempered;
- 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; and/or
- respondent felt picked on/discriminated against.

## 2. INTRODUCTION

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### 2.1. Introduction

New Zealand Police commissioned Gravitas to carry out the 2007-2008, 2008-2009, 2009-2010, 2010-2011, 2011-2012, 2012-2013 and 2013-14 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. Analysis of the perceptions of police measures (trust and confidence, safety and police in the community) and the CMT service satisfaction questions are included in this report.

This report outlines the process for obtaining, and discusses the findings of, 9,260 interviews conducted during the July 2013 to June 2014 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.

### 2.2. Questionnaire - Version July 2013 to June 2014

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 2013-2014 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.

A key change to the 2013-2014 survey was the reduction in the overall length of each survey (by removing certain questions from the survey either altogether or for certain types of contact). All Perception and CMT questions were retained in the 2013-2014 survey, however those in the

General/Maori Booster Survey who had contact via the Communications Centre (as these results are picked up in the Communications Centres Survey) and for 3 out of 4 respondents who were pulled over for a check point/random stop were asked every CMT question. Full details of the changes to the survey are outlined in the 2013/14 *Final Feedback* document<sup>4</sup>.

*Note: Due to high and consistent results, 'safety in local neighbourhood during the day' was removed part way through the final quarter of the 2012/13 in order to test new survey questions. It was also removed at the start of 2013/14 from all versions of the survey, before it was reintroduced again (excluding the Communications Centre Survey). Therefore the total base size for 2012/13 and 2013/14 is lower when compared with previous years' base.*

The final survey used between July 2013 and June 2014 is attached (see Appendix Three).

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<sup>4</sup> New Zealand Police – Citizen's Satisfaction Survey. "Final Feedback On 2013-14 Survey".

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

#### 3.1. Completed Interviews

A total of 9,260 interviews were conducted during the 2013-2014 surveying period (July 2013 to June 2014) across the General Survey, Communications Centres Survey and Māori Booster Sample, as follows:

1. Communications Centres interviews (sample supplied) n=1,227
2. Total General Sample n=7,001
  - General Sample (no contact with Police in previous 6 months) n=4,048
  - General Sample (Police contact) n=2,953

**Note: From surveying between July 2013 and June 2014 the overall proportion of the general population who have had contact with Police in the last 6 months is 42%.**

*Note: this compares with the 38% who had contact in 2012/13, 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=1,032
  - Māori Booster Sample (no contact) n=492
  - Māori Booster Sample (Police contact) n=540

**Note: From surveying between July 2013 and June 2014 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 52%.**

*Note: this is significantly higher than the share of all respondents who have had contact with Police in the General Sample in the July 2013 to June 2014 period, but is similar to the share who had contact in the Māori Booster last year (48%), in 2011/12 (50%), 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.*

### 3.2. Interview Length

*Note: The interview lengths recorded below are taken from when the new survey length was piloted in September 2013 changing from two survey lengths (no contact and contact) to three survey lengths (no contact, contact – long, and contact – short). Full details of the changes to the survey are outlined in the 2013/14 Final Feedback document<sup>5</sup>.*

#### 1. Communications Centres Survey

The average interview length across the 1,227 Communications Centres sample interviews conducted in the July 2013 to June 2014 surveying period was 12.6 minutes.

#### 2. General Public Survey

The average length across the total General sample (no contact, contact-short and contact-long interviews) conducted in the July 2013 to June 2014 surveying period was 10.5 minutes.

- The average interview length across the no Police contact interviews was 7.1 minutes.
- The average interview length across the contact-short interviews was 10.0 minutes.
- The average interview length across the contact-long interviews was 13.2 minutes.

#### 3. Māori Booster Survey

The average length across the total Māori Booster sample (short and long interviews) conducted in the July 2013 to June 2014 surveying period was 11.6 minutes.

- The average interview length across the no Police contact Māori Booster interviews was 7.1 minutes.
- The average interview length across the contact-short Māori Booster interviews was 10.6 minutes.
- The average interview length across the contact-long Māori Booster interviews was 13.8 minutes.

### 3.3. Margin of Error

The margin of error on the final sample sizes achieved, in the 2013-14 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.

<sup>5</sup> New Zealand Police – Citizen's Satisfaction Survey. "Final Feedback On 2013-14 Survey".



Table 2.1: Margin of Error

	No. of Surveys Completed (n)	Margin of Error (at 95% confidence interval)
<b>TOTAL (General + Comms + Māori Booster)</b>	<b>9260</b>	<b>± 1.0%</b>
<b>Total General Survey</b>	<b>7001</b>	<b>± 1.2%</b>
No Contact	4048	± 1.5%
Contact	2953	± 1.8%
<b>Total Communications Centres Survey</b>	<b>1227</b>	<b>± 2.8%</b>
<b>Total Māori Booster</b>	<b>1032</b>	<b>± 3.0%</b>
No Contact	492	± 4.4%
Contact	540	± 4.2%
<b>District</b>		
Northland	757	± 3.6%
• Contact in last 6 months	403	± 4.9%
Waitematā	795	± 3.5%
• Contact in last 6 months	401	± 4.9%
Auckland City	738	± 3.6%
• Contact in last 6 months	331	± 5.4%
Counties Manukau	794	± 3.5%
• Contact in last 6 months	393	± 4.9%
Waikato	839	± 3.4%
• Contact in last 6 months	454	± 4.6%
Bay of Plenty	802	± 3.5%
• Contact in last 6 months	445	± 4.6%
Eastern	758	± 3.6%
• Contact in last 6 months	397	± 4.9%
Central	797	± 3.5%
• Contact in last 6 months	406	± 4.9%
Wellington	799	± 3.5%
• Contact in last 6 months	403	± 4.9%
Tasman	704	± 3.7%
• Contact in last 6 months	376	± 5.0%
Canterbury	760	± 3.6%
• Contact in last 6 months	350	± 5.2%
Southern	717	± 3.7%
• Contact in last 6 months	330	± 5.4%
<b>Point of Contact</b>		
Called Local Station	245	± 6.3%
Over the Counter (visited local station)	450	± 4.6%
Roadside	1773	± 2.3%
Called Comms (from Comms provided sample only)	1227	± 2.8%
Other (Police in person)	818	± 3.4%

Margin of Error worked out on un-weighted sample bases

### 3.4. Response Rate<sup>6</sup>

#### 1. Communications Centres Survey

The response rate for the 1,227 **Communications Centres** interviews conducted between July and 2013 to June 2014 is **76%** (this compares with 72% in 2008/09, 71% in 2009/10, 70% in 2010/11, 74% in 2011/12, and 74% in 2012/13).

#### 2. General Public Survey

The response rate for the 7,001 **General sample** interviews conducted between July 2013 and June 2014 is **48%**<sup>7</sup> (this compares with 44% in 2008/09, 45% in 2009/10, 43% in 2010/11, 45% in 2011/12 and 56% in 2012/13).

#### 3. Māori Booster Survey

The response rate for the 1,032 **Māori Booster** interviews conducted between July 2013 and June 2014 is **58%**<sup>8</sup> (this compares with 35% in 2008/09, 39% in 2009/10, 52% in 2010/11, 59% in 2011/12 and 56% in 2012/13).

### 3.5. 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).

<sup>6</sup> Response rates are calculated by dividing the number of people who were interviewed by the total number of people contacted who were eligible to participate and could have been interviewed

<sup>7</sup> This is the adjusted response rate accounting for general sample quota closures.

<sup>8</sup> This is the adjusted response rate accounting for Māori Booster quota closures.

Significance testing has also been used to identify statistically significant changes in results over time.

### A Note on Service Experience Questions

All respondents were asked if they had any contact with Police in the last 6 months. Those who had contact were asked a series of questions taken from the State Services Commission's Common Measurement Tool (CMT) about the quality of their service experience with Police.

In 2013/14 a shorter version of the "contact" survey was used for those in the General/Maori Booster Survey who had contact via the Communications Centre (as these results are picked up in the Communications Centres Survey) and for 3 out of 4 respondents who were pulled over for a check point/random stop. These respondents were not asked every CMT question. Full details of the changes to the survey are outlined in the 2013/14 *Final Feedback* document<sup>9</sup>.

The service experience questions ask people about their overall levels of satisfaction with the service they received and about their satisfaction in relation to six undertakings made in the Police Commitment of Service<sup>10</sup>. The Commitment of Service and associated service delivery standards<sup>11</sup> are built around the six most important aspects of service that people expect from the public sector. These aspects (called 'drivers of satisfaction') were identified through the 'Kiwis Count' survey, part of the State Services Commission's 'New Zealanders' Experience' research programme as 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 service experience questions have been analysed by district and point of contact as well as other demographic and contact characteristics.

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<sup>9</sup> New Zealand Police – Citizen's Satisfaction Survey. "Final Feedback On 2013-14 Survey".

<sup>10</sup> Colmar Brunton, Prepared for the State Services Commission (2007) *Satisfaction and Trust in the State Services – Report*. Wellington, New Zealand.

<sup>11</sup> The service delivery standards describe the behaviours that contribute to a positive service experience for members of the public when they have contact with the Police. There are standards for the telephone, public counter and operational policing.

## 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 2013 and June 2014 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

## 3.6. Weighting

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

### \*A Note on Point of Contact

Respondents are asked for all the reasons for contact with Police in the previous six months and 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 natural incidence of each point of contact among the general population who have had contact with Police in the previous six months. Total results have been weighted<sup>12</sup> to represent the distribution of all service experience respondents by point of contact (i.e. the table below indicates the extent each point of contact contributes to the total result).

Point of Contact	2008/ 09 FY	2009/ 10 FY	2010/ 11 FY	2011/ 12 FY	2012/ 13 FY	2013/ 14 FY
Roadside	42%	44%	46%	46%	47%	<b>50%</b>
Telephone (Total)	24%	24%	21%	22%	22%	<b>19%</b>
- Called Communications Centres	14%	15%	14%	15%	15%	<b>13%</b>
- Called Local Station	10%	9%	7%	7%	7%	<b>6%</b>
Other (Police in person)	23%	21%	22%	21%	20%	<b>20%</b>
Over the Counter (visited local station)	11%	11%	11%	11%	11%	<b>11%</b>

<sup>12</sup> 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.

## 4. PERCEPTIONS – TRUST AND CONFIDENCE, SAFETY AND POLICE ROLE

### 4.1. Level of Trust and Confidence in Police

#### 4.1.1. Level of Trust and Confidence in Police - Change Over Time

Overall results for trust and confidence in the Police are high and stable when compared with 2012/13, with 78% of respondents saying they have *full/quite a lot* of trust and confidence in Police (compared with 79% in 2012/13). However, it should be noted that the share stating they have *full trust and confidence* has decreased statistically significantly when compared with the previous year, halting what had been an increasing trend year on year (down from 33% in 2012/13, to 30%).

Almost all (96%) respondents said they have at least some (*full/quite a lot/some*) trust and confidence in Police. This share unchanged from 2012/13 (also 96%).

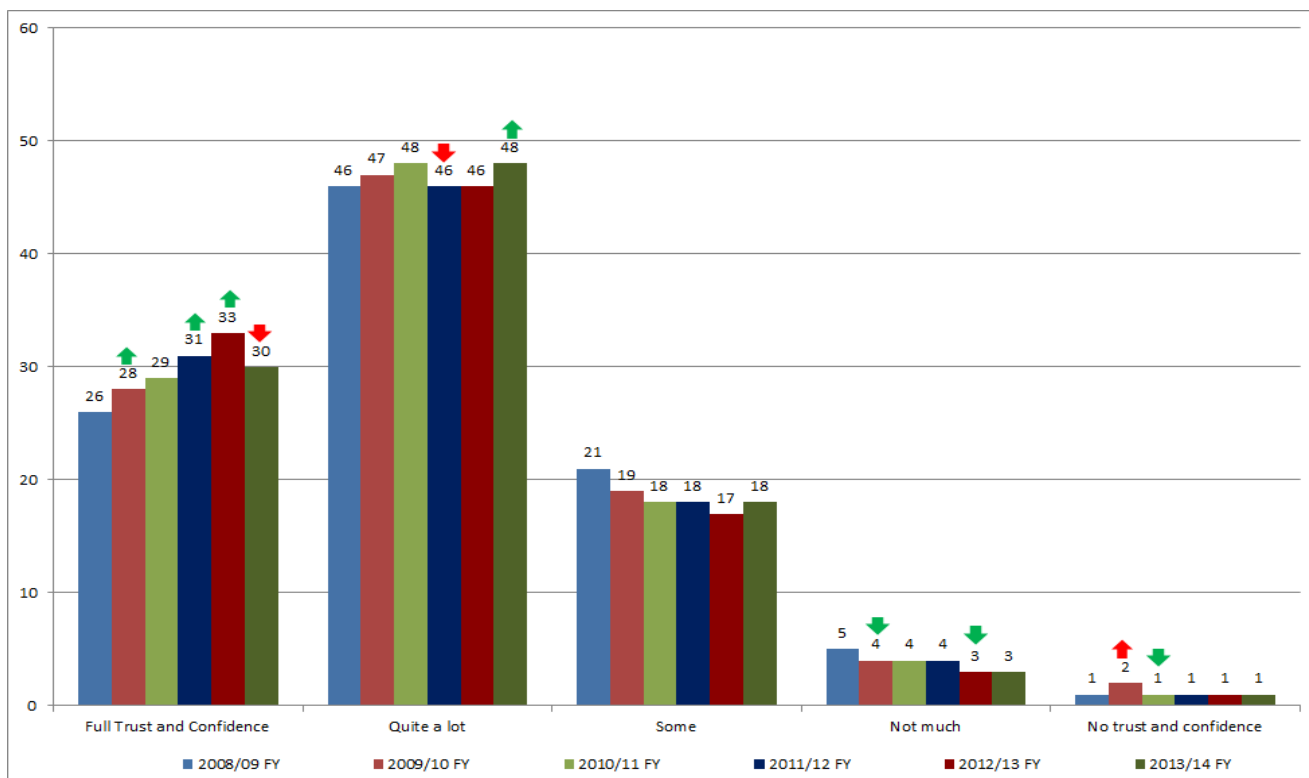
Only 4% of respondents mention they have *not much* (3%) or *no trust and confidence* (1%) in Police – also unchanged from last year.

**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	2013/14 FY
Full Trust and Confidence	26	28	29	31	33	30
Quite a lot	46	47	48	46	46	48
Some	21	19	18	18	17	18
Not much	5	4	4	4	3	3
No trust and confidence	1	2	1	1	1	1
Don't know	1	0	0	0	0	0
<b>Full/quite a lot</b>	<b>72</b>	<b>75</b>	<b>77</b>	<b>77</b>	<b>79</b>	<b>78</b>
<b>Full/quite a lot/some</b>	<b>93</b>	<b>94</b>	<b>95</b>	<b>95</b>	<b>96</b>	<b>96</b>
<b>Not much/no</b>	<b>6</b>	<b>6</b>	<b>5</b>	<b>5</b>	<b>4</b>	<b>4</b>
Base	8471	9241	9939	9677	9646	9241

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

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, 2013/14 FY n=9241.

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. Level of Trust and Confidence in Police - Significant Differences for the 2013/14 FY

The following statistically significant differences for 2013/14 are evident at the total results level (combined 2013/14 results for General, Communications Centres and Māori Booster sample).

Respondent groups marked with an \* were also significantly more likely to give this rating in the 2012/13 survey.

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

- aged 65 years or older\* (85%) or between 55 and 64 years (81%) (compared with 76% of respondents under 55 years old);
- of European descent\* (82%, compared with 66% of all other respondents);
- living in Canterbury\* (81%, compared with 78% of all other respondents) or Southern (81%, compared with 78% of all other respondents) districts;
- who are female\* (80%, compared with 76% of male respondents); and/or
- who have not had contact with Police (79%, compared with 77% of those who have had contact).

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

- of Māori\* (7%, compared with 4% of all other respondents) or Asian/Indian\* (6%, compared with 4% of all other respondents) descent;
- aged between 25 and 34 years\* (7%) or 16 and 24 years (6%) (compared with 3% of respondents 25 years or older);
- living in Northland\* (7%, compared with 4% of all other respondents), Counties Manukau (6%, compared with 4% of all other respondents) or Waikato (6%, compared with 4% of all other respondents) districts; and/or
- who are male\* (5%, compared with 3% of female respondents).

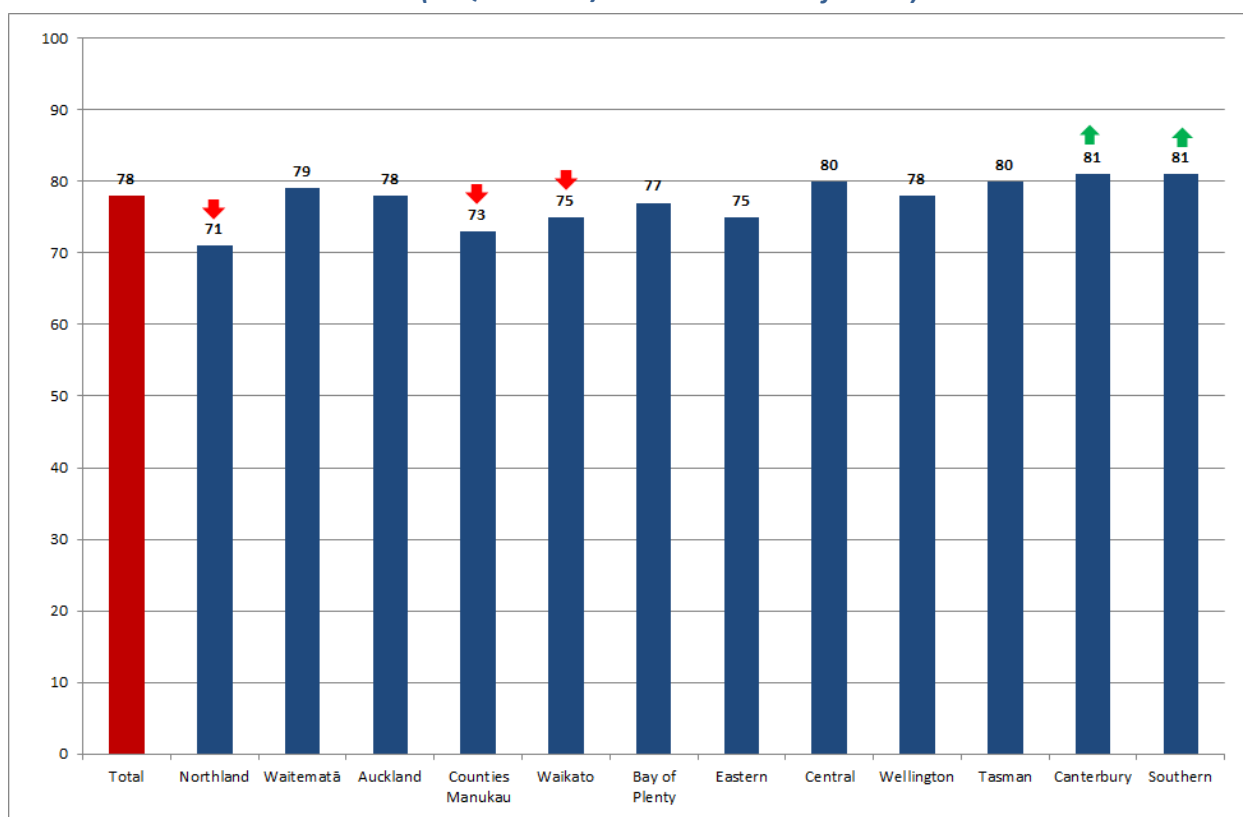
#### 4.1.3. Level of Trust and Confidence in Police - Comparison by District

##### 1. 2013/14 FY

In 2013/14, respondents living in Canterbury District and Southern District were significantly more likely to give a rating of *full/quite a lot of trust and confidence* (both with 81%, compared with 78% of all respondents).

In contrast, respondents living in Northland (71%), Counties Manukau (73%) and Waikato (75%) 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 2013/14**  
(% Quite a Lot/Full Trust and Confidence)



Base: All respondents, excluding 'not applicable' responses. Total 2013/14 FY n=9241; Northland n=755; Waitematā n=794; Auckland n=738; Counties n=792; Waikato n=838; Bay of Plenty n=800; Eastern n=755; Central n=794; Wellington n=799; Tasman n=702; Canterbury n=758; Southern n=716.

Green arrow indicates a significantly higher result than the total.

Red arrow indicates a significantly lower result than the total.

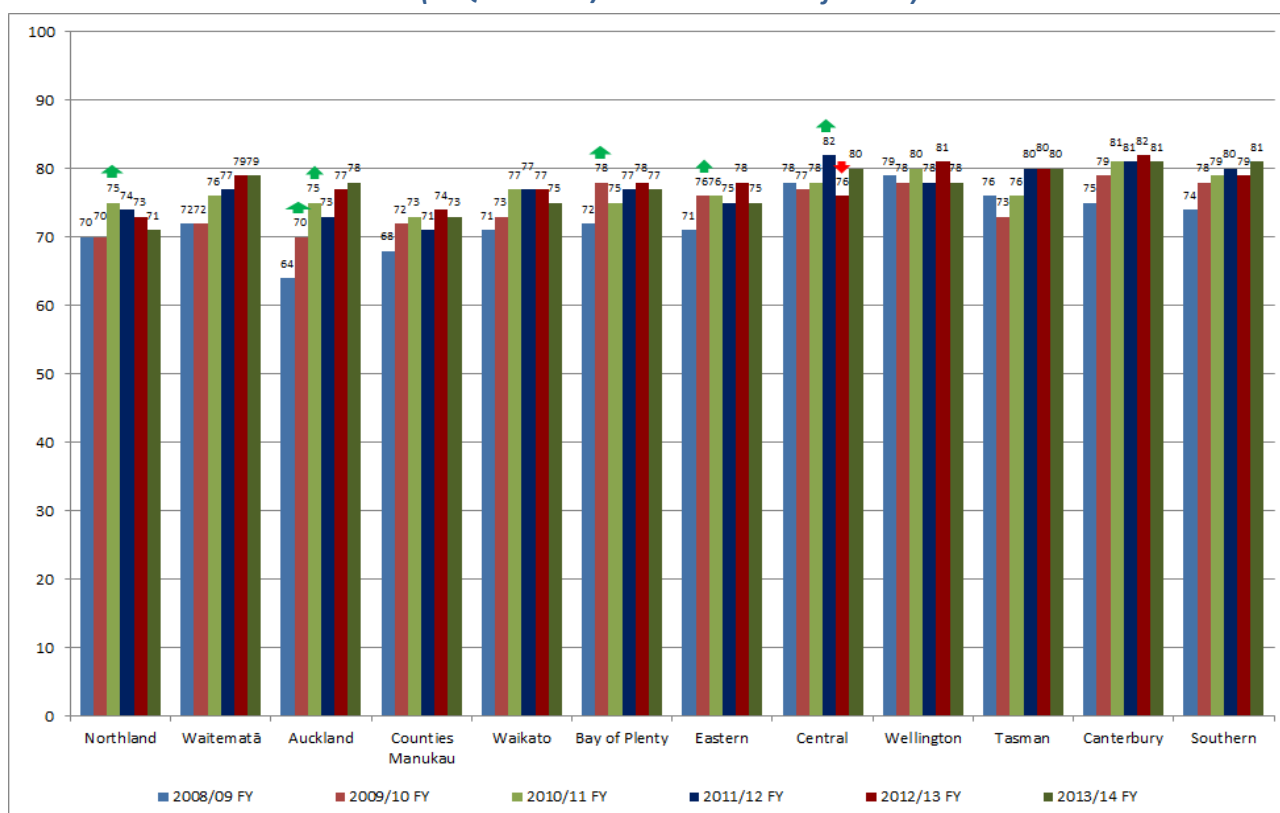
## 2. Change Over Time

The proportion of respondents who reported that they have *full/quite a lot of trust and confidence* in the Police has remained stable across all districts when compared with 2012/13 (with no statistically significant increases or decreases). However, it should be noted that while year on year changes have not been statistically significant, *full/quite a lot of trust and confidence* ratings for Northland District do show a downward trend over time since 2010/11.

Also of note (refer to Table 4 for this detail) is that Central District has experienced a statistically significant increase in the share of respondents who have *full/quite a lot of/some trust and confidence* in Police (up from 94% in 2012/13, to 97%) and a significant decrease in the share with *no/not much trust and confidence* (down from 6% to 3%). In contrast, Southern District has had a significant decline in the share with *full/quite a lot of/some trust and confidence* (down from 97%, to 94% - see Table 5).

It should be noted that there has been a statistically significant decrease in the share of respondents with *full trust and confidence* in the Police in the Wellington (down from 34% in 2012/13, to 28%) and Waikato (down from 33% in 2012/13, to 28%) districts. (Please refer to Tables 3 and 4.)

**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 2013/14 FY result is significantly lower than the 2012/13 result).



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

	Northland						Waitematā						Auckland City					
	08/ 09 FY	09/ 10 FY	10/ 11 FY	11/ 12 FY	12/ 13 FY	13/ 14 FY	08/ 09 FY	09/ 10 FY	10/ 11 FY	11/ 12 FY	12/ 13 FY	13/ 14 FY	08/ 09 FY	09/ 10 FY	10/ 11 FY	11/ 12 FY	12/ 13 FY	13/ 14 FY
Full Trust and Confidence	22	24	27	30	28	28	25	28	27	31	31	30	20	25	24	28	29	27
Quite a Lot	48	46	48	44	45	43	47	44	49	46	48	49	44	45	51	45	48	51
Some Trust and Confidence	24	23	21	21	20	21	21	21	20	19	17	17	25	23	21	22	18	18
Not Much	4	5	3	3	6	5	4	6	3	3	3	3	9	5	3	3	4	3
No Trust and Confidence	2	2	1	2	1	2	3	1	1	1	1	1	2	2	1	2	1	1
Don't know	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0
<b>Full Trust/Quite a Lot of Trust</b>	<b>70</b>	<b>70</b>	<b>75</b>	<b>74</b>	<b>73</b>	<b>71</b>	<b>72</b>	<b>72</b>	<b>76</b>	<b>77</b>	<b>79</b>	<b>79</b>	<b>64</b>	<b>70</b>	<b>75</b>	<b>73</b>	<b>77</b>	<b>78</b>
<b>Full Trust/Quite a Lot/Some Trust</b>	<b>94</b>	<b>93</b>	<b>96</b>	<b>94</b>	<b>93</b>	<b>92</b>	<b>93</b>	<b>93</b>	<b>96</b>	<b>96</b>	<b>96</b>	<b>96</b>	<b>89</b>	<b>93</b>	<b>96</b>	<b>95</b>	<b>95</b>	<b>96</b>
<b>Not Much/No Trust and Confidence</b>	<b>6</b>	<b>7</b>	<b>4</b>	<b>5</b>	<b>7</b>	<b>7</b>	<b>7</b>	<b>7</b>	<b>4</b>	<b>4</b>	<b>4</b>	<b>4</b>	<b>11</b>	<b>7</b>	<b>4</b>	<b>5</b>	<b>5</b>	<b>4</b>
Base	615	681	751	703	720	755	741	791	848	850	835	794	805	820	868	842	794	738

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

	Counties Manukau						Waikato						Bay Of Plenty					
	08/ 09 FY	09/ 10 FY	10/ 11 FY	11/ 12 FY	12/ 13 FY	13/ 14 FY	08/ 09 FY	09/ 10 FY	10/ 11 FY	11/ 12 FY	12/ 13 FY	13/ 14 FY	08/ 09 FY	09/ 10 FY	10/ 11 FY	11/ 12 FY	12/ 13 FY	13/ 14 FY
Full Trust and Confidence	27	26	31	32	31	30	26	28	29	29	33	28	28	31	30	30	33	32
Quite a Lot	41	46	42	39	43	43	45	45	48	48	44	47	44	47	45	47	45	45
Some Trust and Confidence	24	22	22	21	20	20	23	21	19	18	18	19	23	17	20	18	16	18
Not Much	6	4	4	6	4	5	5	5	3	3	3	5	4	4	4	4	3	4
No Trust and Confidence	2	2	1	1	1	1	1	1	1	2	1	1	1	1	1	1	2	1
Don't know	0	0	0	1	1	1	0	0	0	0	1	0	0	0	0	0	1	0
<b>Full Trust/Quite a Lot of Trust</b>	<b>68</b>	<b>72</b>	<b>73</b>	<b>71</b>	<b>74</b>	<b>73</b>	<b>71</b>	<b>73</b>	<b>77</b>	<b>77</b>	<b>77</b>	<b>75</b>	<b>72</b>	<b>78</b>	<b>75</b>	<b>77</b>	<b>78</b>	<b>77</b>
<b>Full Trust/Quite a Lot/Some Trust</b>	<b>92</b>	<b>94</b>	<b>95</b>	<b>92</b>	<b>94</b>	<b>93</b>	<b>94</b>	<b>94</b>	<b>96</b>	<b>95</b>	<b>95</b>	<b>94</b>	<b>95</b>	<b>95</b>	<b>95</b>	<b>95</b>	<b>94</b>	<b>95</b>
<b>Not Much/No Trust and Confidence</b>	<b>8</b>	<b>6</b>	<b>5</b>	<b>7</b>	<b>5</b>	<b>6</b>	<b>6</b>	<b>6</b>	<b>4</b>	<b>5</b>	<b>4</b>	<b>6</b>	<b>5</b>	<b>5</b>	<b>5</b>	<b>5</b>	<b>5</b>	<b>5</b>
Base	777	873	928	889	855	792	698	814	895	914	886	838	694	784	875	847	833	800

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) (%)**

	Eastern						Central						Wellington					
	08/ 09 FY	09/ 10 FY	10/ 11 FY	11/ 12 FY	12/ 13 FY	13/ 14 FY	08/ 09 FY	09/ 10 FY	10/ 11 FY	11/ 12 FY	12/ 13 FY	13/ 14 FY	08/ 09 FY	09/ 10 FY	10/ 11 FY	11/ 12 FY	12/ 13 FY	13/ 14 FY
Full Trust and Confidence	32	34	32	31	32	33	30	31	30	35	35	32	25	27	27	28	34	28
Quite a Lot	39	42	44	44	46	42	48	46	48	47	41	48	54	51	53	50	47	50
Some Trust and Confidence	24	19	18	18	18	21	18	17	17	13	18	17	16	18	16	17	16	18
Not Much	4	5	4	4	3	3	3	5	4	4	5	2	3	3	3	4	2	3
No Trust and Confidence	1	0	2	2	1	1	0	1	1	1	1	1	2	1	1	1	1	0
Don't know	0	0	0	1	0	0	1	0	0	0	0	0	0	0	0	0	0	1
<b>Full Trust/Quite a Lot of Trust</b>	<b>71</b>	<b>76</b>	<b>76</b>	<b>75</b>	<b>78</b>	<b>75</b>	<b>78</b>	<b>77</b>	<b>78</b>	<b>82</b>	<b>76</b>	<b>80</b>	<b>79</b>	<b>78</b>	<b>80</b>	<b>78</b>	<b>81</b>	<b>78</b>
<b>Full Trust/Quite a Lot/Some Trust</b>	<b>95</b>	<b>95</b>	<b>94</b>	<b>93</b>	<b>96</b>	<b>96</b>	<b>96</b>	<b>94</b>	<b>95</b>	<b>95</b>	<b>94</b>	<b>97</b>	<b>95</b>	<b>96</b>	<b>96</b>	<b>95</b>	<b>97</b>	<b>96</b>
<b>Not Much/No Trust and Confidence</b>	<b>5</b>	<b>5</b>	<b>6</b>	<b>6</b>	<b>4</b>	<b>4</b>	<b>3</b>	<b>6</b>	<b>5</b>	<b>5</b>	<b>6</b>	<b>3</b>	<b>5</b>	<b>4</b>	<b>4</b>	<b>5</b>	<b>3</b>	<b>3</b>
Base	643	697	782	765	790	755	676	757	826	808	843	794	753	848	909	912	852	799

**Table 5: Level of Trust and Confidence in Police – By District (Part 4) (%)**

	Tasman						Canterbury						Southern					
	08/ 09 FY	09/ 10 FY	10/ 11 FY	11/ 12 FY	12/ 13 FY	13/ 14 FY	08/ 09 FY	09/ 10 FY	10/ 11 FY	11/ 12 FY	12/ 13 FY	13/ 14 FY	08/ 09 FY	09/ 10 FY	10/ 11 FY	11/ 12 FY	12/ 13 FY	13/ 14 FY
Full Trust and Confidence	30	24	30	31	34	31	28	32	33	36	38	34	27	28	30	32	31	33
Quite a Lot	46	49	46	49	46	49	47	47	48	45	45	47	47	50	49	48	48	48
Some Trust and Confidence	21	22	17	17	16	16	19	16	15	15	15	16	20	17	15	15	18	13
Not Much	2	3	6	3	3	2	5	3	3	3	2	3	5	4	4	3	1	4
No Trust and Confidence	1	2	1	0	1	1	1	2	1	1	1	0	1	1	2	1	2	1
Don't know	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	1	0	1
<b>Full Trust/Quite a Lot of Trust</b>	<b>76</b>	<b>73</b>	<b>76</b>	<b>80</b>	<b>80</b>	<b>80</b>	<b>75</b>	<b>79</b>	<b>81</b>	<b>81</b>	<b>82</b>	<b>81</b>	<b>74</b>	<b>78</b>	<b>79</b>	<b>80</b>	<b>79</b>	<b>81</b>
<b>Full Trust/Quite a Lot/Some Trust</b>	<b>97</b>	<b>95</b>	<b>93</b>	<b>97</b>	<b>96</b>	<b>96</b>	<b>94</b>	<b>95</b>	<b>96</b>	<b>96</b>	<b>97</b>	<b>97</b>	<b>94</b>	<b>95</b>	<b>94</b>	<b>95</b>	<b>97</b>	<b>94</b>
<b>Not Much/No Trust and Confidence</b>	<b>3</b>	<b>5</b>	<b>7</b>	<b>3</b>	<b>4</b>	<b>3</b>	<b>6</b>	<b>5</b>	<b>4</b>	<b>4</b>	<b>3</b>	<b>3</b>	<b>6</b>	<b>5</b>	<b>6</b>	<b>4</b>	<b>3</b>	<b>5</b>
Base	615	641	665	659	697	702	813	842	884	801	826	758	641	693	708	687	715	716

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. Safety in Local Neighbourhood During the Day

*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. It was also removed at the start of 2013/14 from all version of the survey, before it was reintroduced again (excluding the Communications Centre Survey). Therefore the total base size for 2012/13 and 2013/14 is lower when compared with previous years.*

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

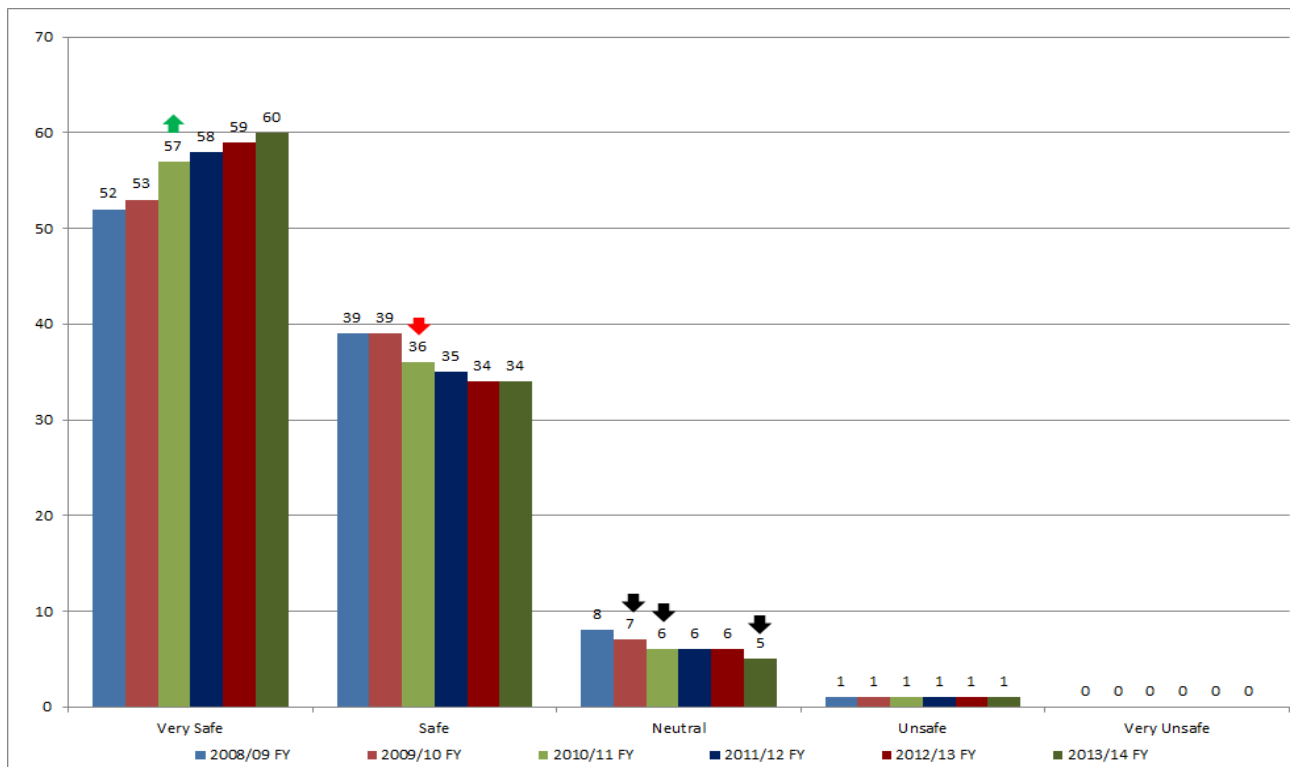
Results for feelings of safety in the local neighbourhood during the day have increased from 93% in 2012/13, to 94% - a statistically significant increase. This result includes three out of five respondents (60%) saying they feel *very safe* in their neighbourhood during the day (up 1 percentage point from 59% and continuing an increasing trend year on year).

**Table 6: 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	2013/14 FY
Very Safe	52	53	<b>57</b>	58	59	60
Safe	39	39	<b>36</b>	35	34	34
Neutral	8	<b>7</b>	<b>6</b>	6	6	<b>5</b>
Unsafe	1	1	1	1	1	1
Very Unsafe	0	0	0	0	0	0
Don't know	0	0	0	0	0	0
<b>Total Safe</b>	<b>91</b>	<b>92</b>	<b>93</b>	<b>93</b>	<b>93</b>	<b>94</b>
<b>Total Unsafe</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>1</b>
<i>Base</i>	8503	9301	9461	9688	8721	6257

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

**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, 2013/14 FY n=6257.

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.

#### 4.2.2. Safety in Local Neighbourhood During the Day - Significant Differences for 2013/14 FY

The following statistically significant differences for 2013/14 are evident at the total results level (combined 2013/14 results for General and Māori Booster sample). *Note: this question is no longer asked in the Communications Centres Survey. Respondent groups marked with an \* were also significantly more likely to give this rating in the 2012/13 survey.*

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 (97%), and Canterbury (96%) districts (compared with 93% of all other respondents);
- aged between 25 and 34 years old (96%, compared with 94% of all other respondents);
- of European descent\* (95%, compared with 93% of all other respondents); and/or
- who are male\* (95%, compared with 93% 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\* (2%, compared with 1% of all other respondents) or Eastern (2%, compared with 1% of all other respondents) districts;
- aged between 45 and 54 years old (2%, compared with 1% of all other respondents); and/or
- who have had contact with Police\* (1%, compared with <1% of those who have not had contact).

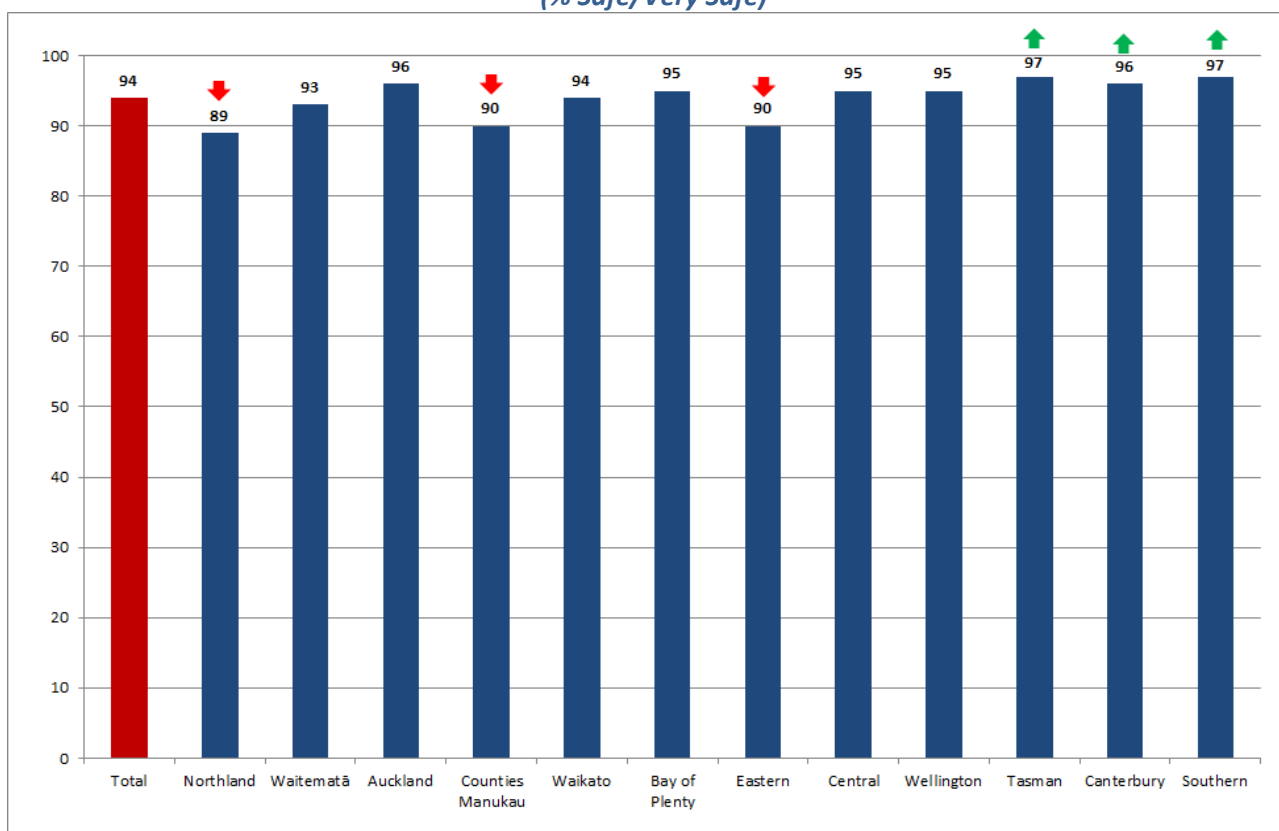
#### 4.2.3. Safety in Local Neighbourhood During the Day - Comparison by District

##### 1. 2013/14 FY

While the majority of all respondents (94%) 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 (97%), Canterbury (96%) districts.

In contrast, feelings of safety during the day are significantly lower for those living in Northland (89% feeling *safe/very safe*), Counties Manukau (90%), and Eastern (90%) districts.

**Figure 5: Safety in Local Neighbourhood During the Day - By District in 2013/14 FY  
(% Safe/Very Safe)**



Base: All respondents, excluding 'not applicable' responses. Total 2013/14 FY n=6257; Northland n=523; Waitematā n=523; Auckland n=485; Counties Manukau n=545; Waikato n=557; Bay of Plenty n=542; Eastern n=528; Central n=540; Wellington n=539; Tasman n=489; Canterbury n=503; Southern n=483.

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

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

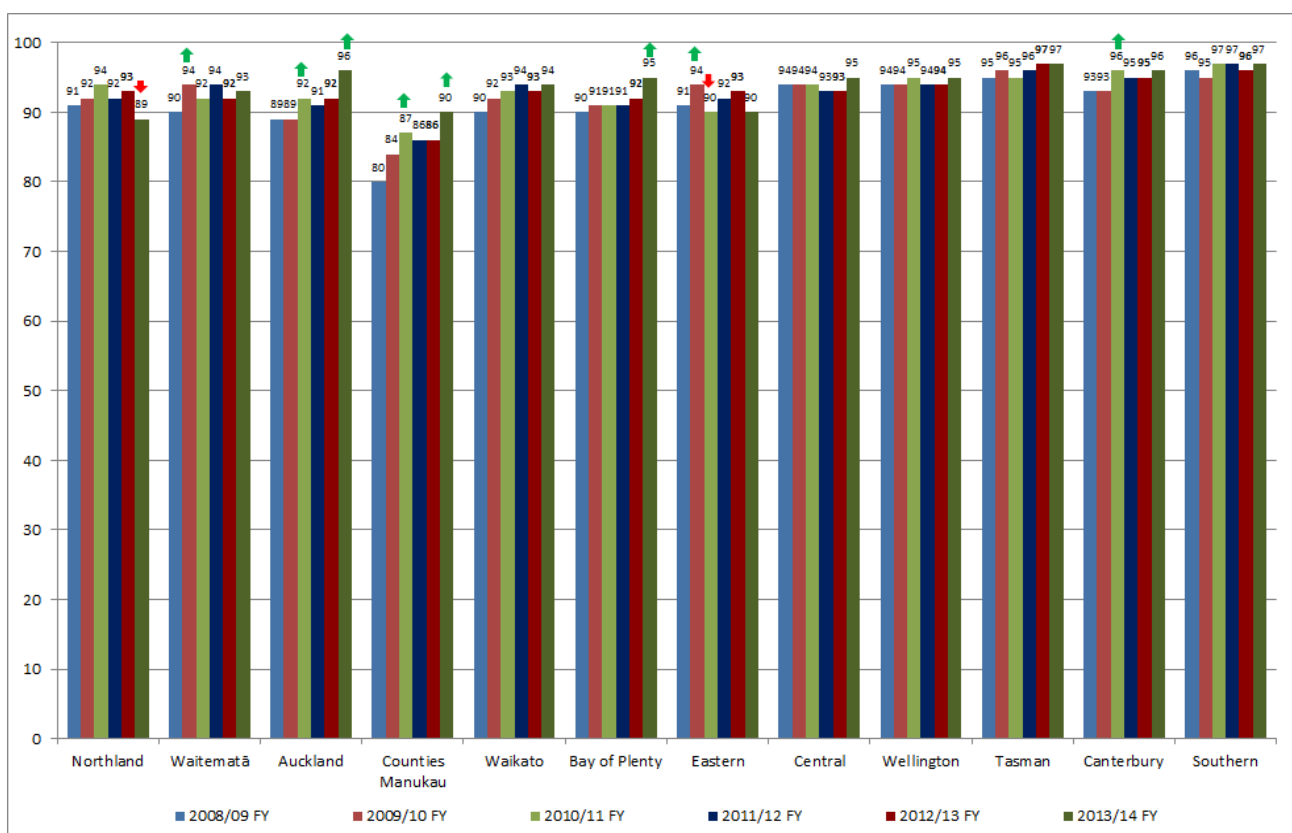
## 2. Change Over Time

The proportion of respondents who reported that they feel *safe/very safe* in their neighbourhood during the day has increased statistically significantly when compared with last year for Auckland City (up from 92% in 2012/13, to 96%), Bay of Plenty (up from 92% in 2012/13, to 95%), and Counties Manukau (up from 86% in 2012/13, to 90%) districts. There has also been a statistically significant increase in the share of respondents feeling *very safe* in their neighbourhood during the day in the Auckland City District (up from 52% in 2012/13, to 63%). (Please refer to Table 7.)

It should also be noted that respondents living in Southern and Auckland City districts were significantly less likely to report that they feel *very unsafe/unsafe* in their local neighbourhood during the day than they did in 2012/13 (both down from 1%, to no mentions).

In contrast, there has been a statistically significant decrease in the proportion of Northland District respondents feeling *safe/very safe* in their neighbourhood during the day (down from 93% in 2012/13, to 89%) and a significant increase of those living in Wellington District saying they feel *unsafe/very unsafe* (up from no mentions in 2012/13, to 1% feeling unsafe in 2013/14. (Please refer to the tables below.)

**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.

**Table 7: Safety in Local Neighbourhood During the Day – By District (Part 1) (%)**

	Northland						Waitematā						Auckland City					
	08/ 09 FY	09/ 10 FY	10/ 11 FY	11/ 12 FY	12/ 13 FY	13/ 14 FY	08/ 09 FY	09/ 10 FY	10/ 11 FY	11/ 12 FY	12/ 13 FY	13/ 14 FY	08/ 09 FY	09/ 10 FY	10/ 11 FY	11/ 12 FY	12/ 13 FY	13/ 14 FY
Very Safe	52	51	56	58	54	50	50	52	57	57	56	54	42	49	51	54	52	63
Safe	39	41	38	35	39	39	40	42	35	37	36	39	47	40	41	37	40	33
Neutral	7	7	5	6	6	9	9	5	7	6	7	7	9	9	7	7	6	4
Unsafe	1	1	1	1	1	1	1	1	1	0	1	0	2	2	1	1	1	0
Very Unsafe	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Don't know	1	0	0	0	0	1	0	0	0	0	0	0	0	0	0	1	1	0
<b>Total Safe</b>	<b>91</b>	<b>92</b>	<b>94</b>	<b>92</b>	<b>93</b>	<b>89</b>	<b>90</b>	<b>94</b>	<b>92</b>	<b>94</b>	<b>92</b>	<b>93</b>	<b>89</b>	<b>89</b>	<b>92</b>	<b>91</b>	<b>92</b>	<b>96</b>
<b>Total Unsafe</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>0</b>	<b>1</b>	<b>1</b>	<b>2</b>	<b>2</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>0</b>
Base	620	687	731	705	639	523	742	797	809	851	762	523	809	832	800	842	730	485

**Table 8: Safety in Local Neighbourhood During the Day – By District (Part 2) (%)**

	Counties Manukau						Waikato						Bay Of Plenty					
	08/ 09 FY	09/ 10 FY	10/ 11 FY	11/ 12 FY	12/ 13 FY	13/ 14 FY	08/ 09 FY	09/ 10 FY	10/ 11 FY	11/ 12 FY	12/ 13 FY	13/ 14 FY	08/ 09 FY	09/ 10 FY	10/ 11 FY	11/ 12 FY	12/ 13 FY	13/ 14 FY
Very Safe	34	38	44	43	43	46	51	54	57	53	60	61	53	48	49	54	59	62
Safe	46	46	43	43	43	44	39	38	36	41	33	33	37	43	42	37	33	33
Neutral	17	14	11	12	11	8	8	7	6	6	6	4	8	8	8	8	6	4
Unsafe	3	2	1	1	3	2	2	0	1	0	1	1	2	1	1	1	2	1
Very Unsafe	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Don't know	0	0	1	0	0	0	0	1	0	0	0	1	0	0	0	0	0	0
<b>Total Safe</b>	<b>80</b>	<b>84</b>	<b>87</b>	<b>86</b>	<b>86</b>	<b>90</b>	<b>90</b>	<b>92</b>	<b>93</b>	<b>94</b>	<b>93</b>	<b>94</b>	<b>90</b>	<b>91</b>	<b>91</b>	<b>91</b>	<b>92</b>	<b>95</b>
<b>Total Unsafe</b>	<b>3</b>	<b>2</b>	<b>1</b>	<b>2</b>	<b>3</b>	<b>2</b>	<b>2</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>1</b>	<b>1</b>	<b>2</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>2</b>	<b>1</b>
Base	784	879	880	889	771	545	701	815	852	918	793	557	696	787	836	849	751	542

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 9: Safety in Local Neighbourhood During the Day – By District (Part 3) (%)**

	Eastern						Central						Wellington					
	08/ 09 FY	09/ 10 FY	10/ 11 FY	11/ 12 FY	12/ 13 FY	13/ 14 FY	08/ 09 FY	09/ 10 FY	10/ 11 FY	11/ 12 FY	12/ 13 FY	13/ 14 FY	08/ 09 FY	09/ 10 FY	10/ 11 FY	11/ 12 FY	12/ 13 FY	13/ 14 FY
Very Safe	51	52	52	53	55	56	55	55	60	60	59	58	59	59	63	63	61	62
Safe	40	42	38	39	38	34	39	39	34	33	34	37	35	35	32	31	33	33
Neutral	8	5	8	8	6	8	5	5	5	7	6	3	5	6	4	5	6	4
Unsafe	1	1	2	0	1	2	0	0	1	0	1	1	1	0	1	1	0	1
Very Unsafe	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Don't know	0	0	0	0	0	0	1	1	0	0	0	1	0	0	0	0	0	0
<b>Total Safe</b>	<b>91</b>	<b>94</b>	<b>90</b>	<b>92</b>	<b>93</b>	<b>90</b>	<b>94</b>	<b>94</b>	<b>94</b>	<b>93</b>	<b>93</b>	<b>95</b>	<b>94</b>	<b>94</b>	<b>95</b>	<b>94</b>	<b>94</b>	<b>95</b>
<b>Total Unsafe</b>	<b>1</b>	<b>1</b>	<b>2</b>	<b>0</b>	<b>1</b>	<b>2</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>0</b>	<b>1</b>	<b>1</b>	<b>0</b>	<b>1</b>
Base	644	687	759	764	716	528	681	797	789	805	766	540	753	832	842	915	776	539

**Table 10: Safety in Local Neighbourhood During the Day – By District (Part 4) (%)**

	Tasman						Canterbury						Southern					
	08/ 09 FY	09/ 10 FY	10/ 11 FY	11/ 12 FY	12/ 13 FY	13/ 14 FY	08/ 09 FY	09/ 10 FY	10/ 11 FY	11/ 12 FY	12/ 13 FY	13/ 14 FY	08/ 09 FY	09/ 10 FY	10/ 11 FY	11/ 12 FY	12/ 13 FY	13/ 14 FY
Very Safe	64	67	68	67	73	70	61	55	64	67	66	67	64	64	65	69	70	74
Safe	31	29	27	29	24	27	32	38	32	28	29	29	32	31	32	28	26	23
Neutral	5	4	4	4	2	2	6	6	4	4	5	3	3	4	3	2	4	2
Unsafe	0	0	1	0	1	1	1	1	0	1	0	0	0	1	0	1	0	0
Very Unsafe	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Don't know	0	0	0	0	0	0	0	0	0	0	0	1	1	0	0	0	0	1
<b>Total Safe</b>	<b>95</b>	<b>96</b>	<b>95</b>	<b>96</b>	<b>97</b>	<b>97</b>	<b>93</b>	<b>93</b>	<b>96</b>	<b>95</b>	<b>95</b>	<b>96</b>	<b>96</b>	<b>95</b>	<b>97</b>	<b>97</b>	<b>96</b>	<b>97</b>
<b>Total Unsafe</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>1</b>	<b>1</b>	<b>0</b>
Base	617	879	655	660	624	489	815	815	823	803	752	503	641	787	685	687	641	483

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. Safety in Local Neighbourhood After Dark

#### 4.3.1. Safety in Local Neighbourhood After Dark - Change Over Time

In 2013/14, there has been a statistically significant increase in the share of respondents feeling *safe/very safe* in their local neighbourhood after dark - with three quarters of respondents (75%) giving a positive rating, up from 72% last year. Also of note this measure has been a statistically significant increase in the share of respondents feeling *very safe* - up from 30% in 2012/13, to 32% - continuing the positive trend over time.

The proportion of respondents who report feeling unsafe in their neighbourhood after dark is unchanged from the previous three measures (2010/11, 2011/12 and 2012/13), with 8% feeling *unsafe/very unsafe*.

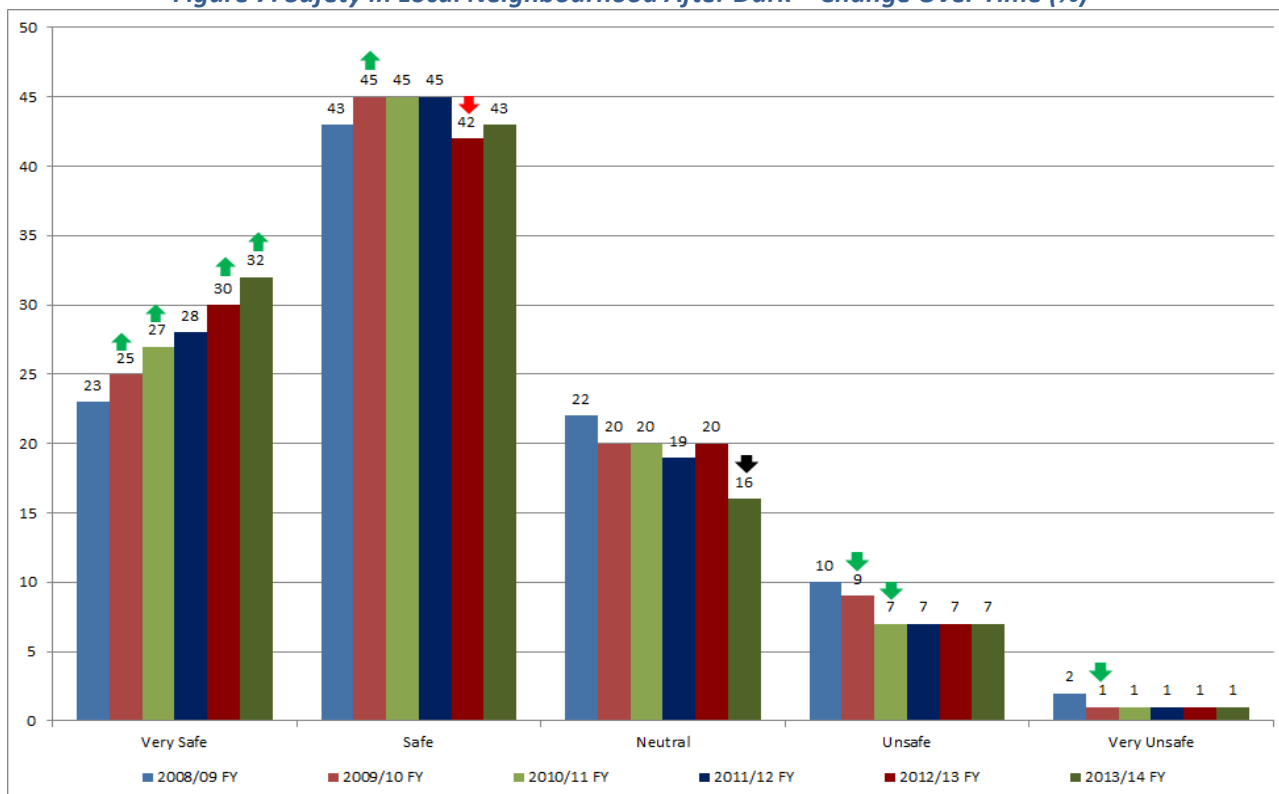
**Table 11: Safety in Local Neighbourhood After Dark – Change Over Time (%)**

	2008/09 FY	2009/10 FY	2010/11 FY	2011/12 FY	2012/13 FY	2013/14 FY
Very Safe	23	25	27	28	30	32
Safe	43	45	45	45	42	43
Neutral	22	20	20	19	20	16
Unsafe	10	9	7	7	7	7
Very Unsafe	2	1	1	1	1	1
Don't know	0	0	0	0	0	1
<b>Total Safe</b>	<b>66</b>	<b>70</b>	<b>72</b>	<b>73</b>	<b>72</b>	<b>75</b>
<b>Total Unsafe</b>	<b>12</b>	<b>10</b>	<b>8</b>	<b>8</b>	<b>8</b>	<b>8</b>
Base	8491	9275	9451	9686	9644	8216

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

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

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, 2013/14 FY n=8216.

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.

#### 4.3.2. Safety in Local Neighbourhood After Dark - Significant Differences for 2013/14 FY

The following statistically significant differences for 2013/14 are evident at the total results level (combined 2013/14 results for General and Māori Booster sample). *Note: this question is no longer asked in the Communications Centres Survey. Respondent groups marked with an \* were also significantly more likely to give this rating in the 2012/13 survey.*

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 (86%), Tasman (83%) or Canterbury (79%) district (compared with 73% of respondents in all other districts);
- who are male\* (82%, compared with 70% of female respondents);
- aged between 45 and 64 years old (79%, compared with 74% of all other respondents); and/or
- of European descent\* (77%, compared with 73% of all other respondents).

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

- living in Counties-Manukau\* (12%, compared with 8% of all other respondents), Northland (12%, compared with 8% of all other respondents), or Waitematā (11% compared with 8% of all other respondents) districts;
- who are female\* (12%, compared with 4% of male respondents); and/or
- of Pacific\* (12%, compared with 8% of all other respondents), or Maori (10%, compared with 8% of all other respondents) descent.

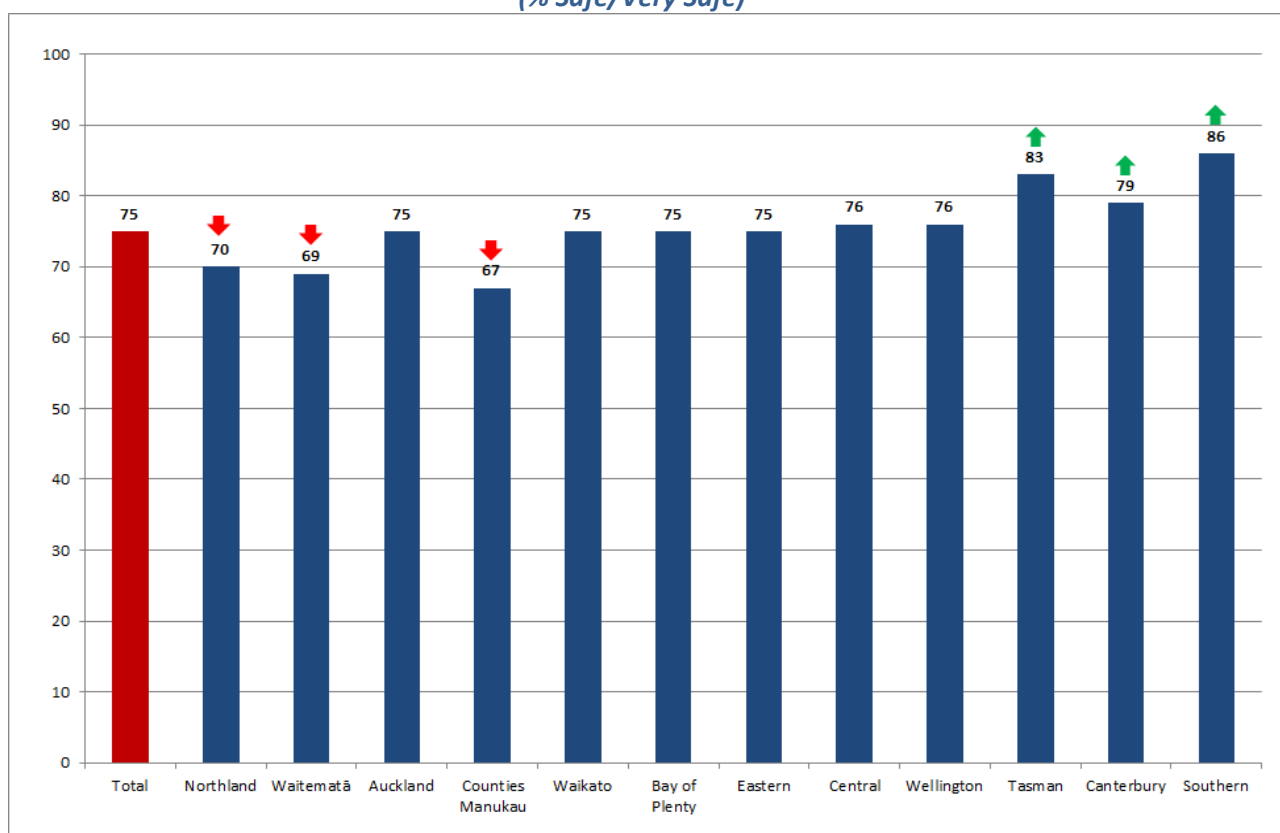
### 4.3.3. Safety in Local Neighbourhood After Dark - Comparison by District

#### 1. 2013/14 FY

In 2013/14, three quarters (75%) of all respondents reported that they felt *safe/very safe* in their local neighbourhood after dark, however feelings of safety vary by district. Respondents living in the three South Island districts, including the Southern (86%), Tasman (83%) and Canterbury (79%) districts were significantly more likely say they feel *safe/very safe* in their local neighbourhood after dark.

In contrast, respondents living Counties Manukau (67% feeling *safe/very safe*), Waitematā (69%) and Northland (70%) districts were significantly less likely to give a positive rating.

**Figure 8: Safety in Local Neighbourhood After Dark - By District in the 2013/14 FY  
(% Safe/Very Safe)**



Base: All respondents, excluding 'not applicable' responses. Total 2013/14 FY n=8216; Northland n=684; Waitematā n=686; Auckland n=639; Counties Manukau n=715; Waikato n=739; Bay of Plenty n=715; Eastern n=697; Central n=700; Wellington n=703; Tasman n=635; Canterbury n=658; Southern n=645.

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

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

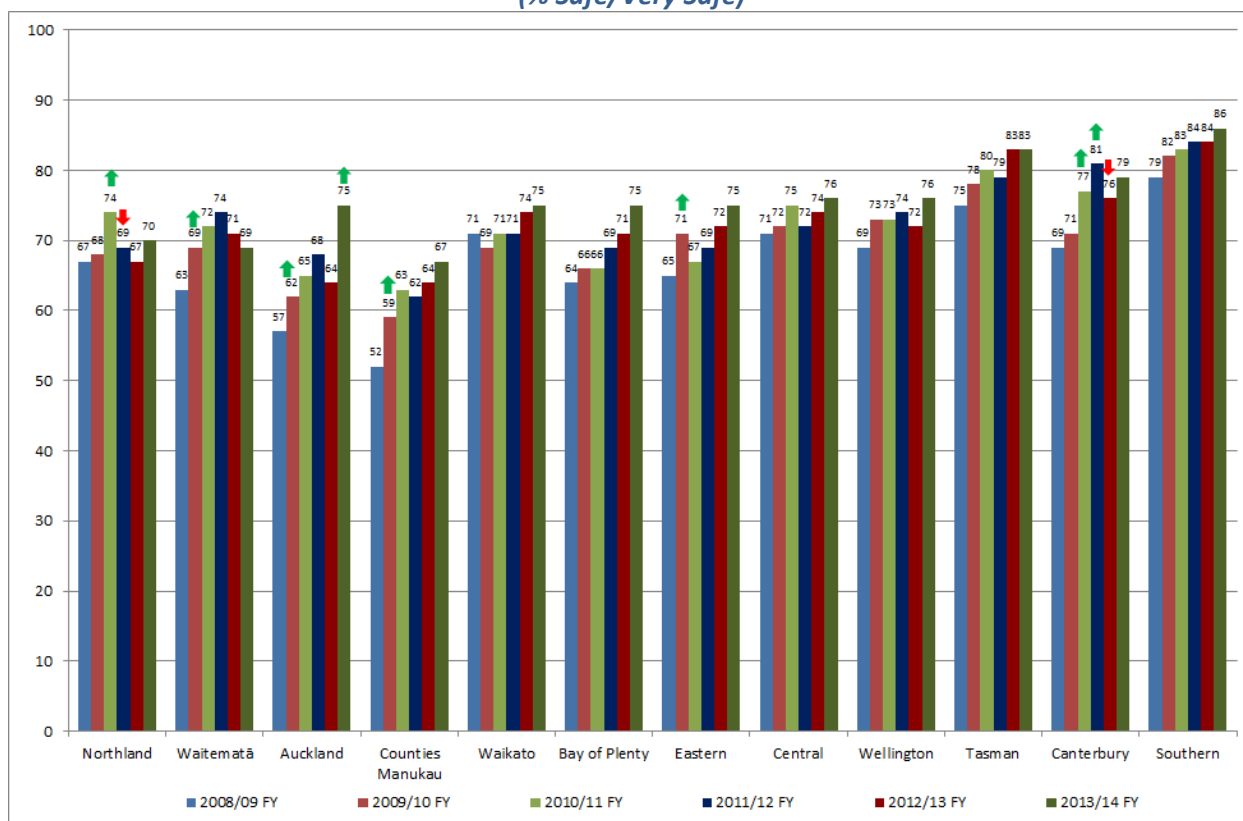
## 2. Change Over Time

The proportion of Auckland City District respondents who reported that they feel *safe/very safe* in their neighbourhood after dark has increased significantly when compared with 2012/13 (up from 64% last year, to 75%). Auckland City District has also had a statistically significant increase in the share of respondents feeling *very safe* in their neighbourhood after dark (up from 22%, to 30%), along with Southern (up from 39% in 2012/13, to 46%), Bay of Plenty (up from 30%, to 36%), and Counties Manukau (up from 20%, to 25%) districts. (Please refer to Tables 13-16.).

It should also be noted that the share of respondents in the Waikato District who felt *unsafe/very unsafe* in their neighbourhood after dark declined significantly (down from 10% in 2012/13, to 7%).

In contrast, there have been statistically significant increases in the share of respondents feeling *unsafe/very unsafe* in their neighbourhood after in Northland (up from 8% feeling *unsafe/very unsafe* in 2012/13, to 12% this measure) and Waitematā (up from 8%, to 11%) districts.

**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.

**Table 12: Safety in Local Neighbourhood After Dark – By District (Part 1) (%)**

	Northland						Waitematā						Auckland City					
	08/ 09 FY	09/ 10 FY	10/ 11 FY	11/ 12 FY	12/ 13 FY	13/ 14 FY	08/ 09 FY	09/ 10 FY	10/ 11 FY	11/ 12 FY	12/ 13 FY	13/ 14 FY	08/ 09 FY	09/ 10 FY	10/ 11 FY	11/ 12 FY	12/ 13 FY	13/ 14 FY
Very Safe	26	25	29	31	28	29	22	21	28	29	26	28	13	19	19	22	22	30
Safe	41	43	45	38	39	41	41	48	44	45	45	41	44	43	46	46	42	45
Neutral	22	20	17	21	25	17	25	22	19	21	21	19	26	26	25	22	27	16
Unsafe	9	10	8	9	7	10	11	9	7	5	7	10	15	11	9	8	8	8
Very Unsafe	1	2	1	1	1	2	1	0	2	0	1	1	2	1	1	1	1	1
Don't know	1	0	0	0	0	1	0	0	0	0	0	1	0	0	0	1	0	0
<b>Total Safe</b>	<b>67</b>	<b>68</b>	<b>74</b>	<b>69</b>	<b>67</b>	<b>70</b>	<b>63</b>	<b>69</b>	<b>72</b>	<b>74</b>	<b>71</b>	<b>69</b>	<b>57</b>	<b>62</b>	<b>65</b>	<b>68</b>	<b>64</b>	<b>75</b>
<b>Total Unsafe</b>	<b>10</b>	<b>12</b>	<b>9</b>	<b>10</b>	<b>8</b>	<b>12</b>	<b>12</b>	<b>9</b>	<b>9</b>	<b>5</b>	<b>8</b>	<b>11</b>	<b>17</b>	<b>12</b>	<b>10</b>	<b>9</b>	<b>9</b>	<b>9</b>
Base	619	674	729	705	723	684	742	792	807	850	834	686	808	817	799	841	793	639

**Table 13: Safety in Local Neighbourhood After Dark – By District (Part 2) (%)**

	Counties Manukau						Waikato						Bay Of Plenty					
	08/ 09 FY	09/ 10 FY	10/ 11 FY	11/ 12 FY	12/ 13 FY	13/ 14 FY	08/ 09 FY	09/ 10 FY	10/ 11 FY	11/ 12 FY	12/ 13 FY	13/ 14 FY	08/ 09 FY	09/ 10 FY	10/ 11 FY	11/ 12 FY	12/ 13 FY	13/ 14 FY
Very Safe	14	19	20	19	20	25	24	24	27	26	31	33	24	21	21	25	30	36
Safe	38	40	43	43	44	42	47	45	44	45	43	42	40	45	45	44	41	39
Neutral	26	25	24	24	23	20	19	22	19	20	16	18	25	23	22	22	19	14
Unsafe	19	14	11	12	10	10	8	8	9	8	9	6	10	10	9	8	7	8
Very Unsafe	3	2	2	1	3	2	2	1	1	1	1	1	0	1	3	1	3	2
Don't know	0	0	0	1	0	1	0	0	0	0	0	0	1	0	0	0	0	1
<b>Total Safe</b>	<b>52</b>	<b>59</b>	<b>63</b>	<b>62</b>	<b>64</b>	<b>67</b>	<b>71</b>	<b>69</b>	<b>71</b>	<b>71</b>	<b>74</b>	<b>75</b>	<b>64</b>	<b>66</b>	<b>66</b>	<b>69</b>	<b>71</b>	<b>75</b>
<b>Total Unsafe</b>	<b>22</b>	<b>16</b>	<b>13</b>	<b>13</b>	<b>13</b>	<b>12</b>	<b>10</b>	<b>9</b>	<b>10</b>	<b>9</b>	<b>10</b>	<b>7</b>	<b>10</b>	<b>11</b>	<b>12</b>	<b>9</b>	<b>10</b>	<b>10</b>
Base	781	871	879	888	853	715	698	809	851	918	885	739	697	775	834	848	832	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

**Table 14: Safety in Local Neighbourhood After Dark – By District (Part 3) (%)**

	Eastern						Central						Wellington					
	08/ 09 FY	09/ 10 FY	10/ 11 FY	11/ 12 FY	12/ 13 FY	13/ 14 FY	08/ 09 FY	09/ 10 FY	10/ 11 FY	11/ 12 FY	12/ 13 FY	13/ 14 FY	08/ 09 FY	09/ 10 FY	10/ 11 FY	11/ 12 FY	12/ 13 FY	13/ 14 FY
Very Safe	26	25	26	23	28	31	24	27	26	29	33	32	25	25	27	28	30	33
Safe	39	46	41	46	44	44	47	45	49	43	41	44	44	48	46	46	42	43
Neutral	23	17	19	21	19	16	21	19	19	20	20	15	20	20	22	21	20	14
Unsafe	10	11	13	9	8	7	7	7	5	7	5	7	9	6	5	4	7	8
Very Unsafe	2	1	1	1	1	1	1	2	1	1	1	1	1	1	0	1	1	1
Don't know	0	0	0	0	0	1	0	0	0	0	0	1	1	0	0	0	0	1
<b>Total Safe</b>	<b>65</b>	<b>71</b>	<b>67</b>	<b>69</b>	<b>72</b>	<b>75</b>	<b>71</b>	<b>72</b>	<b>75</b>	<b>72</b>	<b>74</b>	<b>76</b>	<b>69</b>	<b>73</b>	<b>73</b>	<b>74</b>	<b>72</b>	<b>76</b>
<b>Total Unsafe</b>	<b>12</b>	<b>12</b>	<b>14</b>	<b>10</b>	<b>9</b>	<b>8</b>	<b>8</b>	<b>9</b>	<b>6</b>	<b>8</b>	<b>6</b>	<b>8</b>	<b>10</b>	<b>7</b>	<b>5</b>	<b>5</b>	<b>8</b>	<b>9</b>
Base	644	703	760	765	789	697	680	760	787	808	842	700	754	849	842	915	852	703

**Table 15: Safety in Local Neighbourhood After Dark – By District (Part 4) (%)**

	Tasman						Canterbury						Southern					
	08/ 09 FY	09/ 10 FY	10/ 11 FY	11/ 12 FY	12/ 13 FY	13/ 14 FY	08/ 09 FY	09/ 10 FY	10/ 11 FY	11/ 12 FY	12/ 13 FY	13/ 14 FY	08/ 09 FY	09/ 10 FY	10/ 11 FY	11/ 12 FY	12/ 13 FY	13/ 14 FY
Very Safe	30	36	34	34	46	41	24	27	32	34	36	33	35	32	35	37	39	46
Safe	45	42	46	45	37	42	45	44	45	47	40	46	44	50	48	47	45	40
Neutral	18	15	15	16	14	13	20	21	17	12	17	15	15	13	12	12	13	11
Unsafe	6	7	4	4	3	3	9	8	6	5	6	6	5	4	4	3	3	3
Very Unsafe	1	0	1	1	0	1	2	0	0	1	1	0	1	1	1	1	0	0
Don't know	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0
<b>Total Safe</b>	<b>75</b>	<b>78</b>	<b>80</b>	<b>79</b>	<b>83</b>	<b>83</b>	<b>69</b>	<b>71</b>	<b>77</b>	<b>81</b>	<b>76</b>	<b>79</b>	<b>79</b>	<b>82</b>	<b>83</b>	<b>84</b>	<b>84</b>	<b>86</b>
<b>Total Unsafe</b>	<b>7</b>	<b>7</b>	<b>5</b>	<b>5</b>	<b>3</b>	<b>4</b>	<b>11</b>	<b>8</b>	<b>6</b>	<b>6</b>	<b>7</b>	<b>6</b>	<b>6</b>	<b>5</b>	<b>5</b>	<b>4</b>	<b>3</b>	<b>3</b>
Base	613	645	654	658	698	635	814	842	823	803	828	658	641	693	686	687	715	645

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. Safety in City or Town Centre After Dark

### 4.4.1. Safety in City or Town Centre After Dark - Change Over Time

Just over half (54%) of all of respondents in the 2013/14 survey period said they feel *safe* or *very safe* in their city or town centre after dark. The proportion of positive safety results (54%), including the share stating they feel *very safe* (15%), are unchanged from 2012/13.

The share feeling *unsafe/very unsafe* in their city or town centre after dark is also stable (up 1 percentage point, from 17% in the 2012/13 measure, to 18%).

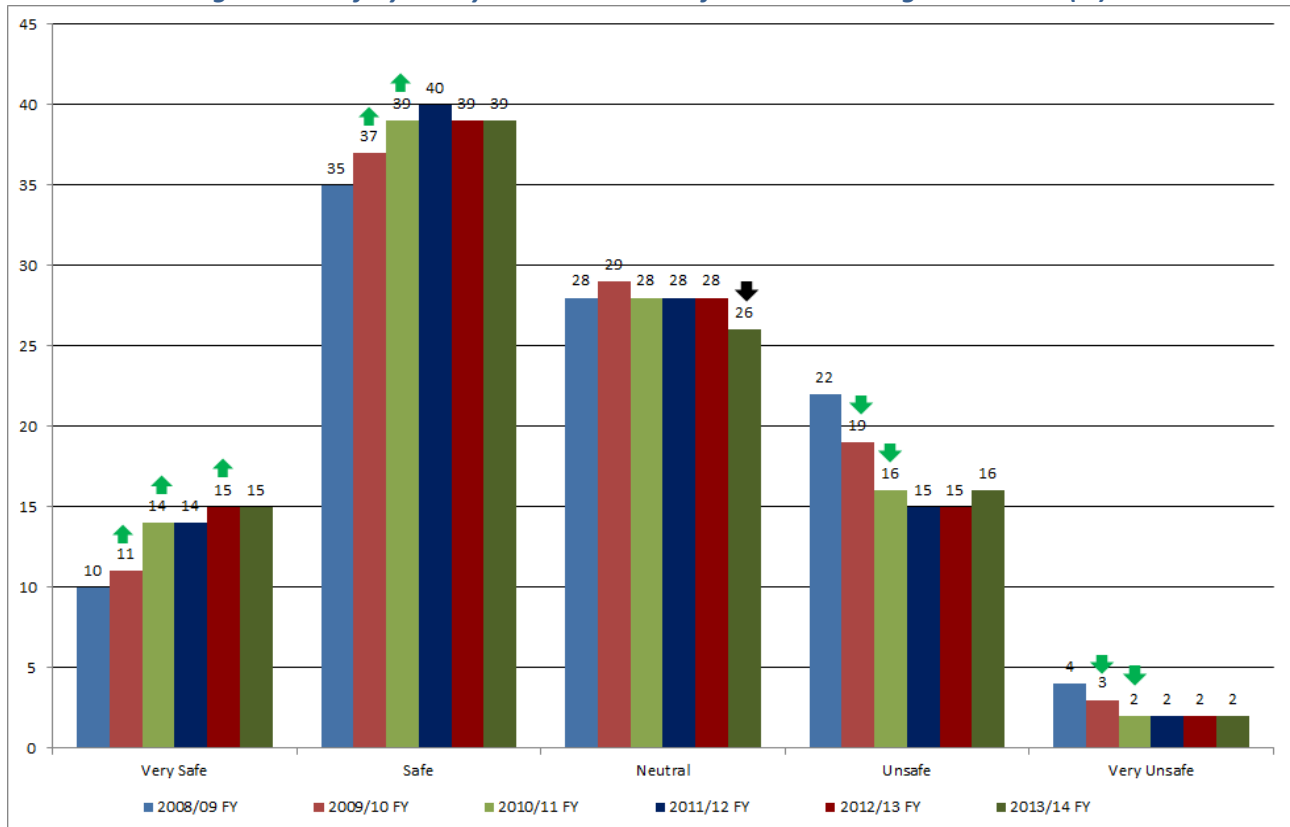
**Table 16: Safety in City or Town Centre After Dark – Change Over Time (%)**

	2008/09 FY	2009/10 FY	2010/11 FY	2011/12 FY	2012/13 FY	2013/14 FY
Very Safe	10	11	14	14	15	15
Safe	35	37	39	40	39	39
Neutral	28	29	28	28	28	26
Unsafe	22	19	16	15	15	16
Very Unsafe	4	3	2	2	2	2
Don't know	1	1	1	1	1	2
<b>Total Safe</b>	<b>45</b>	<b>48</b>	<b>53</b>	<b>54</b>	<b>54</b>	<b>54</b>
<b>Total Unsafe</b>	<b>26</b>	<b>22</b>	<b>18</b>	<b>17</b>	<b>17</b>	<b>18</b>
Base	7439	9190	9407	9619	9571	8114

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

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

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, 2013/14 FY n=8114.

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

#### 4.4.2. Safety in City or Town Centre After Dark - Significant Differences for the 2013/14 FY

The following statistically significant differences for 2013/14 are evident at the total results level (combined 2013/14 results for General and Māori Booster sample). Note: this question is no longer asked in the Communications Centres Survey. Respondent groups marked with an \* were also significantly more likely to give this rating in the 2012/13 survey.

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\* (68%), Tasman\* (62%), Bay of Plenty (59%), or Wellington (58%) districts (compared with 49% of respondents in all other districts);
- who are male\* (62%, compared with 47% of female respondents); and/or
- of Pacific Island descent (61%, compared with 54% of all other respondents).

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

- living in Northland\* (30%), Counties-Manukau\* (24%), or Eastern\* (23%) districts (compared with 17% of all other respondents);
- who are female\* (23%, compared with 13% of male respondents);
- aged 65 years or older\* (22%, compared with 17% of all other respondents); and/or
- of European descent\* (20%, compared with 15% of all other respondents).



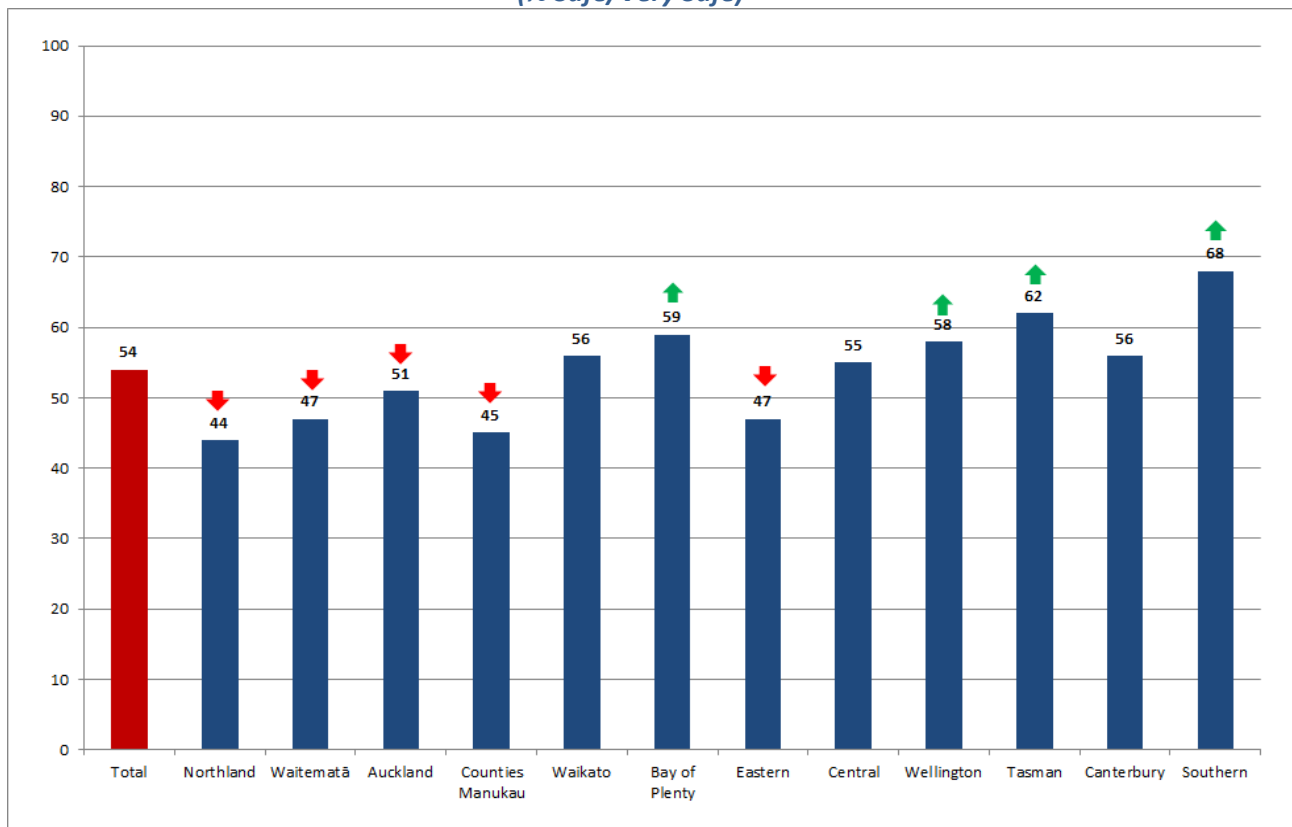
#### 4.4.3. Safety in City or Town Centre After Dark - Comparison by District

##### 1. 2013/14 FY

When compared with the overall result of 54%, the share of respondents feeling *safe/very safe* in their city or town centre after dark vary by district. Four districts receive statistically significantly higher shares of positive safety ratings when compared to the national result, including Southern (68% feeling *safe/very safe*), Tasman (62%), Bay of plenty (59%) and Wellington (58%) districts.

In contrast, ratings are lower for those living in the upper North Island districts or in Eastern District, with respondents living in Northland (44%), Counties Manukau (45%), Waitematā (47%), Auckland (51%), and Eastern (47%) districts 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 2013/14 FY (% Safe/Very Safe)**



Base: All respondents, excluding 'not applicable' responses. Total 2013/14 FY n=8114; Northland n=672; Waitematā n=677; Auckland n=633; Counties n=710; Waikato n=731; Bay of Plenty n=703; Eastern n=685; Central n=695; Wellington n=701; Tasman n=628; Canterbury n=643; Southern n=636.

Green arrow indicates a significantly higher result than the total.

Red arrow indicates a significantly lower result than the total.

## 2. Change Over Time

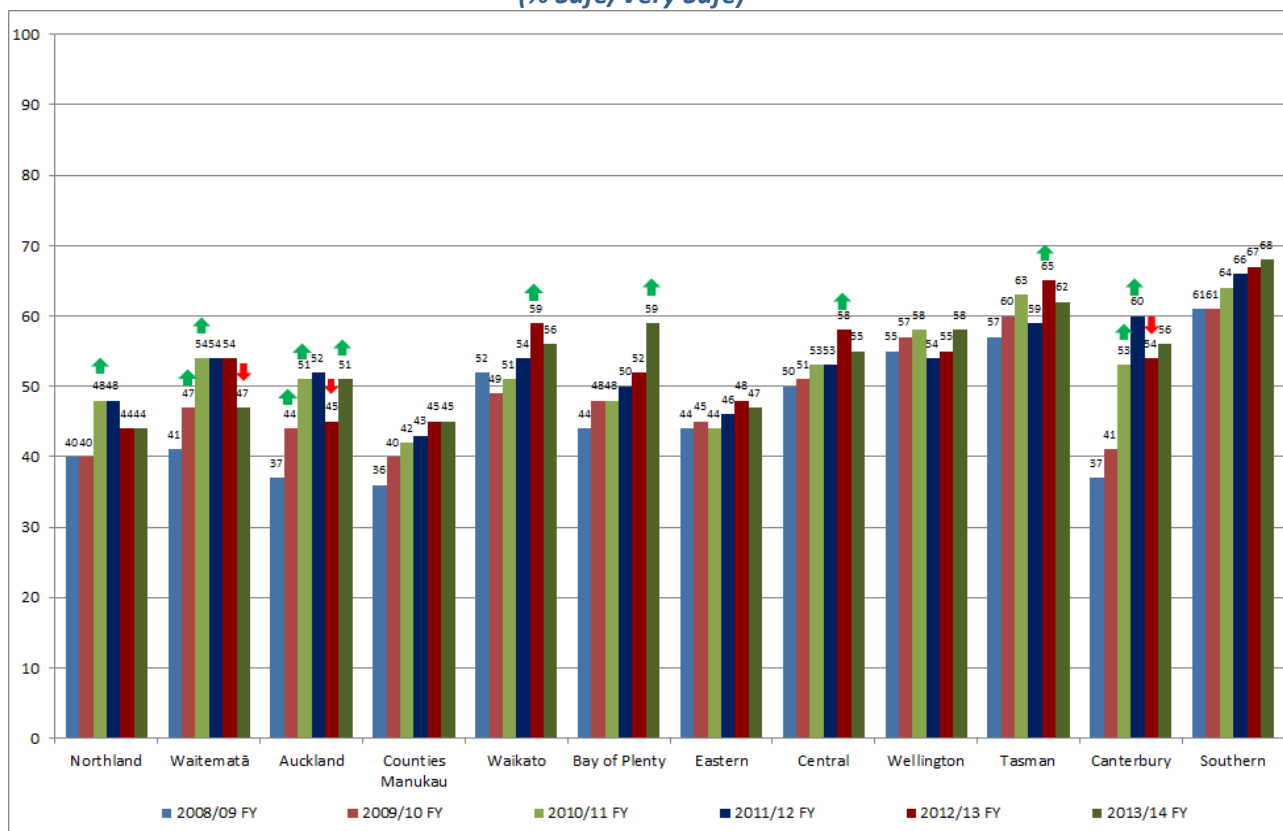
In 2013/14, the proportion of respondents who reported that they feel *safe/very safe* in their city/town centre after dark improved significantly for those respondents living in Auckland (*safe/very safe* ratings up from 45%, to 51%) and Bay of Plenty (up from 52%, to 59%) districts.

Also of note is that the share of respondents in Wellington District feeling *very safe* in their city/town centre after dark increased significantly when compared with last year (up from 13%, to 17%).

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 Waitematā District (down from 54% in 2012/13, to 47%) and a significant increase in the share feeling *unsafe/very unsafe* in Northland (up from 24%, to 30%) and Tasman (up from 13%, to 17%) districts.

This measure there have also been significant declines in *very safe* ratings for Tasman (down from 26% in 2012/13, to 21%), Waikato (down from 18%, to 14%), and Waitematā (down from 14%, to 9%).

**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 2013/14 FY result is significantly lower than the 2012/13 result).

**Table 17: Safety in City or Town Centre After Dark – By District (Part 1) (%)**

	Northland						Waitematā						Auckland City					
	08/ 09 FY	09/ 10 FY	10/ 11 FY	11/ 12 FY	12/ 13 FY	13/ 14 FY	08/ 09 FY	09/ 10 FY	10/ 11 FY	11/ 12 FY	12/ 13 FY	13/ 14 FY	08/ 09 FY	09/ 10 FY	10/ 11 FY	11/ 12 FY	12/ 13 FY	13/ 14 FY
Very Safe	8	10	13	16	13	11	8	11	14	14	14	9	5	9	9	12	12	15
Safe	32	30	35	32	31	33	33	36	40	40	40	38	32	35	42	40	33	36
Neutral	30	29	24	28	30	24	32	31	29	29	28	32	35	33	29	32	36	28
Unsafe	23	24	22	19	19	24	22	19	14	13	15	17	24	20	17	14	15	18
Very Unsafe	6	6	5	4	5	6	4	3	2	2	1	2	4	2	2	1	3	2
Don't know	1	1	1	1	2	2	1	0	1	2	1	2	0	1	1	1	1	1
<b>Total Safe</b>	<b>40</b>	<b>40</b>	<b>48</b>	<b>48</b>	<b>44</b>	<b>44</b>	<b>41</b>	<b>47</b>	<b>54</b>	<b>54</b>	<b>54</b>	<b>47</b>	<b>37</b>	<b>44</b>	<b>51</b>	<b>52</b>	<b>45</b>	<b>51</b>
<b>Total Unsafe</b>	<b>29</b>	<b>30</b>	<b>27</b>	<b>23</b>	<b>24</b>	<b>30</b>	<b>26</b>	<b>22</b>	<b>16</b>	<b>15</b>	<b>16</b>	<b>19</b>	<b>28</b>	<b>22</b>	<b>19</b>	<b>15</b>	<b>18</b>	<b>20</b>
Base	540	687	723	700	714	672	641	797	801	844	829	677	717	832	795	832	786	633

**Table 18: Safety in City or Town Centre After Dark – By District (Part 2) (%)**

	Counties Manukau						Waikato						Bay Of Plenty					
	08/ 09 FY	09/ 10 FY	10/ 11 FY	11/ 12 FY	12/ 13 FY	13/ 14 FY	08/ 09 FY	09/ 10 FY	10/ 11 FY	11/ 12 FY	12/ 13 FY	13/ 14 FY	08/ 09 FY	09/ 10 FY	10/ 11 FY	11/ 12 FY	12/ 13 FY	13/ 14 FY
Very Safe	5	9	9	10	9	10	11	11	13	13	18	14	10	8	10	11	13	14
Safe	31	31	33	33	36	35	41	38	38	41	41	42	34	40	38	39	39	45
Neutral	29	28	33	30	31	30	25	31	30	29	25	24	30	27	28	27	29	25
Unsafe	28	27	20	20	20	20	19	16	16	13	14	16	22	21	20	19	14	13
Very Unsafe	7	4	4	5	3	4	3	3	2	3	2	2	4	3	3	3	4	2
Don't know	0	1	1	2	1	1	1	1	1	1	0	2	0	1	1	1	1	1
<b>Total Safe</b>	<b>36</b>	<b>40</b>	<b>42</b>	<b>43</b>	<b>45</b>	<b>45</b>	<b>52</b>	<b>49</b>	<b>51</b>	<b>54</b>	<b>59</b>	<b>56</b>	<b>44</b>	<b>48</b>	<b>48</b>	<b>50</b>	<b>52</b>	<b>59</b>
<b>Total Unsafe</b>	<b>35</b>	<b>31</b>	<b>24</b>	<b>25</b>	<b>23</b>	<b>24</b>	<b>22</b>	<b>19</b>	<b>18</b>	<b>16</b>	<b>16</b>	<b>18</b>	<b>26</b>	<b>24</b>	<b>23</b>	<b>22</b>	<b>18</b>	<b>15</b>
Base	690	879	877	884	852	710	609	815	845	912	880	731	617	787	833	845	828	703

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 19: Safety in City or Town Centre After Dark – By District (Part 3) (%)**

	Eastern						Central						Wellington					
	08/ 09 FY	09/ 10 FY	10/ 11 FY	11/ 12 FY	12/ 13 FY	13/ 14 FY	08/ 09 FY	09/ 10 FY	10/ 11 FY	11/ 12 FY	12/ 13 FY	13/ 14 FY	08/ 09 FY	09/ 10 FY	10/ 11 FY	11/ 12 FY	12/ 13 FY	13/ 14 FY
Very Safe	9	10	11	11	13	13	12	14	14	14	17	14	13	11	12	12	13	17
Safe	35	35	33	35	35	34	38	37	39	39	41	41	42	46	46	42	42	41
Neutral	28	26	27	31	27	28	27	26	25	29	29	26	28	29	30	29	31	24
Unsafe	22	24	24	19	21	20	20	18	19	16	11	14	15	12	10	14	11	15
Very Unsafe	6	4	4	3	3	3	3	4	2	2	2	2	1	2	1	2	2	1
Don't know	0	1	1	1	1	2	0	1	1	0	1	3	1	0	1	1	1	2
<b>Total Safe</b>	<b>44</b>	<b>45</b>	<b>44</b>	<b>46</b>	<b>48</b>	<b>47</b>	<b>50</b>	<b>51</b>	<b>53</b>	<b>53</b>	<b>58</b>	<b>55</b>	<b>55</b>	<b>57</b>	<b>58</b>	<b>54</b>	<b>55</b>	<b>58</b>
<b>Total Unsafe</b>	<b>28</b>	<b>28</b>	<b>28</b>	<b>22</b>	<b>24</b>	<b>23</b>	<b>23</b>	<b>22</b>	<b>21</b>	<b>18</b>	<b>13</b>	<b>16</b>	<b>16</b>	<b>14</b>	<b>11</b>	<b>16</b>	<b>13</b>	<b>16</b>
Base	568	691	753	758	784	685	596	749	785	806	836	695	656	847	842	914	847	701

**Table 20: Safety in City or Town Centre After Dark – By District (Part 4) (%)**

	Tasman						Canterbury						Southern					
	08/ 09 FY	09/ 10 FY	10/ 11 FY	11/ 12 FY	12/ 13 FY	13/ 14 FY	08/ 09 FY	09/ 10 FY	10/ 11 FY	11/ 12 FY	12/ 13 FY	13/ 14 FY	08/ 09 FY	09/ 10 FY	10/ 11 FY	11/ 12 FY	12/ 13 FY	13/ 14 FY
Very Safe	13	18	20	17	26	21	8	12	16	17	17	14	18	17	22	22	23	26
Safe	44	42	43	42	39	41	29	29	37	43	37	42	43	44	42	44	44	42
Neutral	24	24	21	23	20	19	26	30	29	21	27	21	22	25	21	22	21	21
Unsafe	17	13	13	14	11	14	29	24	15	13	15	17	13	13	13	10	10	8
Very Unsafe	2	2	2	3	2	3	7	5	2	3	3	2	3	1	1	1	1	1
Don't know	0	1	1	1	2	2	1	0	1	3	1	4	1	0	1	1	1	2
<b>Total Safe</b>	<b>57</b>	<b>60</b>	<b>63</b>	<b>59</b>	<b>65</b>	<b>62</b>	<b>37</b>	<b>41</b>	<b>53</b>	<b>60</b>	<b>54</b>	<b>56</b>	<b>61</b>	<b>61</b>	<b>64</b>	<b>66</b>	<b>67</b>	<b>68</b>
<b>Total Unsafe</b>	<b>19</b>	<b>15</b>	<b>15</b>	<b>17</b>	<b>13</b>	<b>17</b>	<b>36</b>	<b>29</b>	<b>17</b>	<b>16</b>	<b>18</b>	<b>19</b>	<b>16</b>	<b>14</b>	<b>14</b>	<b>11</b>	<b>11</b>	<b>9</b>
Base	538	641	653	651	692	628	713	838	816	787	813	643	554	686	684	686	710	636

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. Police are Responsive to the Needs of My Community

### 4.5.1. Police are Responsive to the Needs of My Community - Change Over Time

In 2013/14, four out of five respondents (80%) *agree/strongly agree* that Police are responsive to their community's needs. This result is unchanged from the 2012/13 survey wave (also 80%). However, of note this measure is that there has been a significant increase in the share of respondents strongly agreeing that Police are responsive to their community's needs (up from 19% last year, to 21%).

In contrast, only 4% of respondents *disagree/strongly disagree* that Police are responsive to the needs of their community (a significant decrease from 5% in the 2012/13 result).

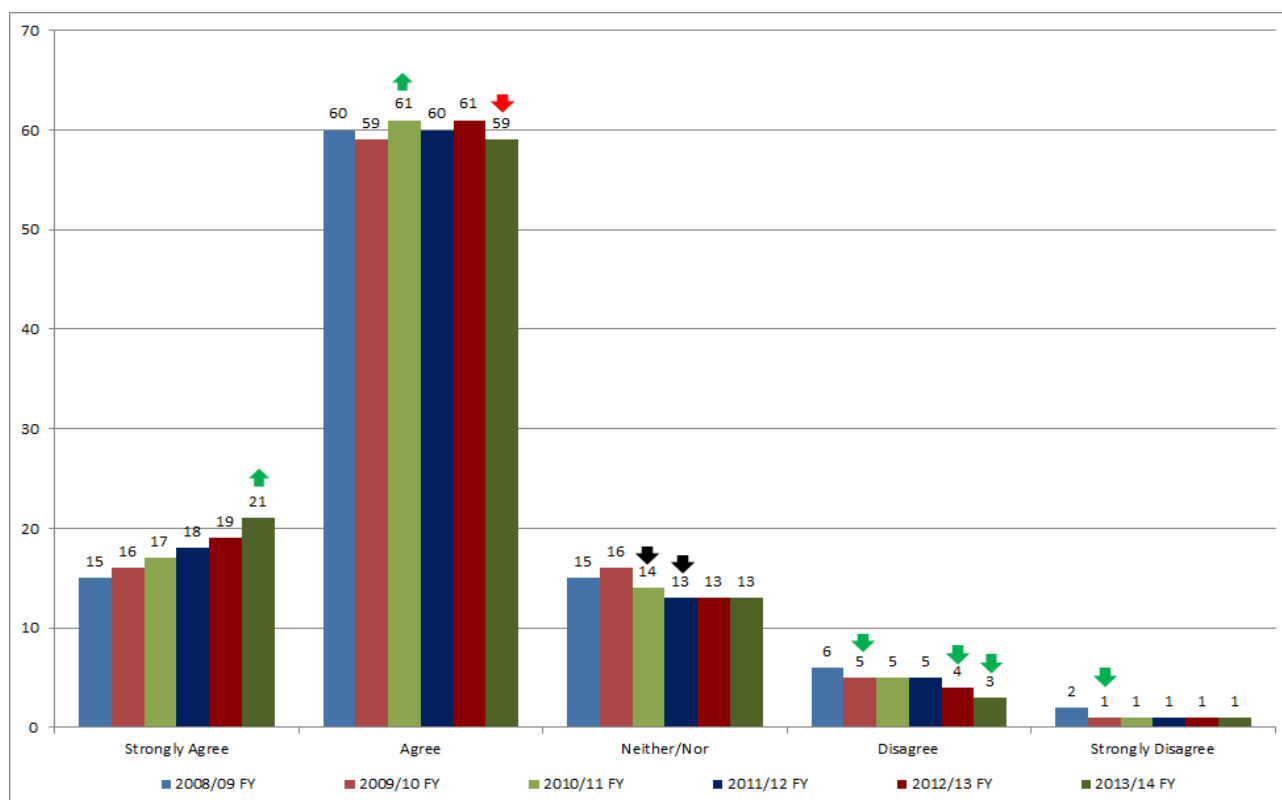
**Table 21: Police are Responsive to the Needs of My Community – Change Over Time (%)**

	2008/09 FY	2009/10 FY	2010/11 FY	2011/12 FY	2012/13 FY	2013/14 FY
Strongly Agree	15	16	17	18	19	21
Agree	60	59	61	60	61	59
Neither/Nor	15	16	14	13	13	13
Disagree	6	5	5	5	4	3
Strongly Disagree	2	1	1	1	1	1
Don't know	2	3	2	3	2	3
<b>Total Agree</b>	<b>75</b>	<b>75</b>	<b>78</b>	<b>78</b>	<b>80</b>	<b>80</b>
<b>Total Disagree</b>	<b>8</b>	<b>6</b>	<b>6</b>	<b>6</b>	<b>5</b>	<b>4</b>
Base	8483	9287	9452	9681	9648	8223

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

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

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, 2013/14 FY n=8223.

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.

#### 4.5.2. Police are Responsive to the Needs of My Community - Significant Differences for the 2013/14 FY

The following statistically significant differences for 2013/14 are evident at the total results level (combined 2013/14 results for General and Māori Booster sample). Respondent groups marked with an \* were also significantly more likely to give this rating in the 2012/13 survey.

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

- living in the South Island districts – Tasman\* (84%), Southern\* (83%) and Canterbury (82%) - (compared with 79% of North Island respondents), or Bay of Plenty\* District (84%, compared with 80% of all other respondents);
- aged 65 years or older\* (84%, compared with 79% of all other respondents);
- who are male (81%, compares with 79% of females); and/or
- of European descent\* (81%, compared with 77% 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\* (9%) or Waikato (6%) districts (compared with 4% of all other respondents);
- of Māori descent\* (6%, compared with 4% of all other respondents);
- who are male (5%, compares with 4% of females); and/or
- who have had contact\* with Police (5%, compared with 4% of those who have not had contact).

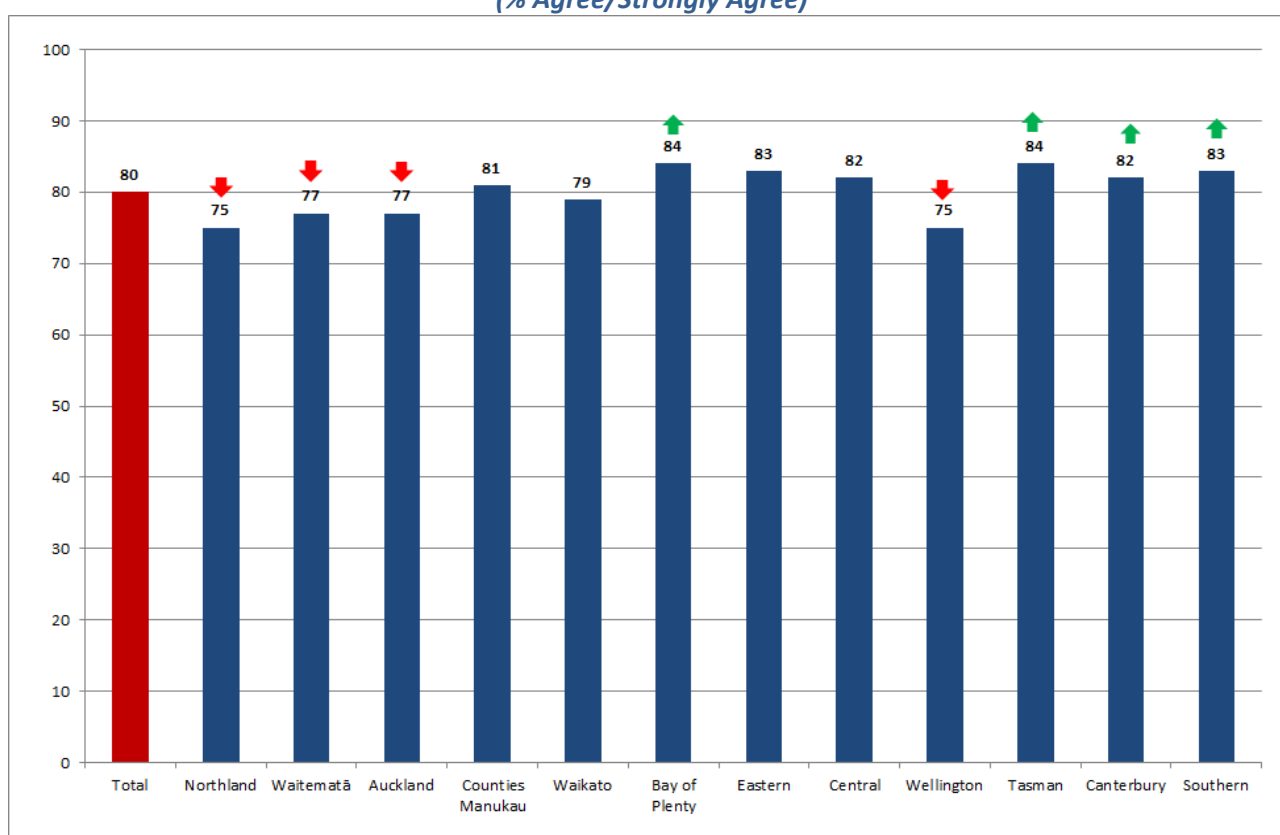
#### 4.5.3. Police are Responsive to the Needs of My Community - Comparison by District

##### 1. 2013/14 FY

In 2013/14, respondents were significantly more likely to *agree/strongly agree* that Police are responsive to the needs of their community if they were living in the Bay of Plenty District (84%, compared with 80% of all other respondents), or in one of the South Island districts of Tasman (84%), Southern (83%), or Canterbury (82%) districts (compared with 79% of North Island districts).

In contrast, those living in Northland (75%), Wellington (75%), Auckland City (77%) or Waitematā (77%) 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 2013/14 FY (% Agree/Strongly Agree)**



Base: All respondents, excluding 'not applicable' responses. Total 2013/14 FY n=8223; Northland n=687; Waitematā n=687; Auckland n=639; Counties n=718; Waikato n=738; Bay of Plenty n=716; Eastern n=697; Central n=703; Wellington n=701; Tasman n=635; Canterbury n=656; Southern n=646.

Green arrow indicates a significantly higher result than the total.

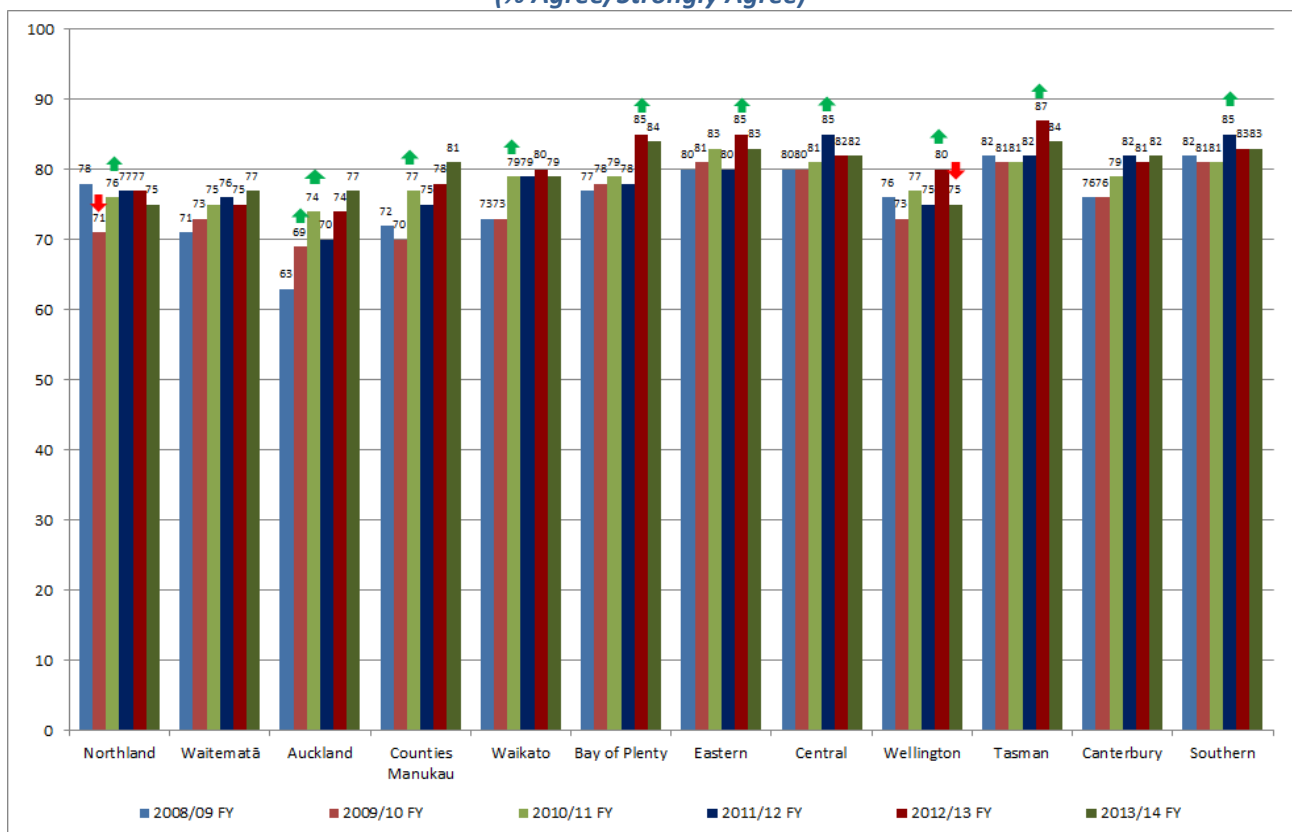
Red arrow indicates a significantly lower result than the total.

## 2. Change Over Time

This year the proportion of respondents who *agree/strongly agree* that Police are responsive to the needs of their community has remained stable across most districts, with no statistically significant changes (with the exception of Wellington, see below). However, this measure there has been a significant increase in the share of respondents strongly agreeing with this statement in Southern (26%, up from 21% in 2012/13), Bay of Plenty (24%, up from 19%), Waikato (23%, up from 17%), and Counties Manukau (22%, up from 17%) districts.

In contrast, after a significant increase in the share who *agree/strongly agree* that Police are responsive to community needs last year, positive ratings for Wellington District have decreased significantly this year (down from 80% in the previous measure, to 75% *agreeing/strongly agreeing*).

**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.



**Table 22: Police are Responsive to the Needs of My Community – By District (Part 1) (%)**

	Northland						Waitematā						Auckland City					
	08/ 09 FY	09/ 10 FY	10/ 11 FY	11/ 12 FY	12/ 13 FY	13/ 14 FY	08/ 09 FY	09/ 10 FY	10/ 11 FY	11/ 12 FY	12/ 13 FY	13/ 14 FY	08/ 09 FY	09/ 10 FY	10/ 11 FY	11/ 12 FY	12/ 13 FY	13/ 14 FY
Strongly Agree	17	11	16	16	20	17	13	15	15	17	18	19	11	12	14	16	16	18
Agree	61	60	60	61	57	58	58	58	60	59	57	58	52	57	60	54	58	59
Neither/nor	12	15	14	12	13	13	19	17	16	16	16	15	22	22	18	20	17	17
Disagree	7	10	6	7	7	7	7	6	4	4	4	4	9	4	5	6	3	2
Strongly Disagree	2	1	1	2	1	2	2	1	1	1	1	0	2	1	1	1	2	1
Don't know	1	3	3	2	2	3	1	3	4	3	4	4	4	4	2	3	4	3
<b>Total Agree</b>	<b>78</b>	<b>71</b>	<b>76</b>	<b>77</b>	<b>77</b>	<b>75</b>	<b>71</b>	<b>73</b>	<b>75</b>	<b>76</b>	<b>75</b>	<b>77</b>	<b>63</b>	<b>69</b>	<b>74</b>	<b>70</b>	<b>74</b>	<b>77</b>
<b>Total Disagree</b>	<b>9</b>	<b>11</b>	<b>7</b>	<b>9</b>	<b>8</b>	<b>9</b>	<b>9</b>	<b>7</b>	<b>5</b>	<b>5</b>	<b>5</b>	<b>4</b>	<b>11</b>	<b>5</b>	<b>6</b>	<b>7</b>	<b>5</b>	<b>3</b>
Base	616	682	730	705	723	687	741	796	807	852	835	687	806	830	796	842	792	639

**Table 23: Police are Responsive to the Needs of My Community – By District (Part 2) (%)**

	Counties Manukau						Waikato						Bay Of Plenty					
	08/ 09 FY	09/ 10 FY	10/ 11 FY	11/ 12 FY	12/ 13 FY	13/ 14 FY	08/ 09 FY	09/ 10 FY	10/ 11 FY	11/ 12 FY	12/ 13 FY	13/ 14 FY	08/ 09 FY	09/ 10 FY	10/ 11 FY	11/ 12 FY	12/ 13 FY	13/ 14 FY
Strongly Agree	13	14	15	17	17	22	15	17	15	18	17	23	16	16	16	17	19	24
Agree	59	56	62	58	61	59	58	56	64	61	63	56	61	62	63	61	66	60
Neither/nor	14	17	15	14	14	14	15	17	14	13	13	13	14	13	12	11	9	9
Disagree	8	9	5	6	4	3	8	6	3	4	4	5	5	5	6	8	3	3
Strongly Disagree	2	1	1	2	1	1	2	1	1	2	1	1	2	1	1	1	1	2
Don't know	4	3	2	3	3	1	2	3	3	2	2	2	2	3	2	2	2	2
<b>Total Agree</b>	<b>72</b>	<b>70</b>	<b>77</b>	<b>75</b>	<b>78</b>	<b>81</b>	<b>73</b>	<b>73</b>	<b>79</b>	<b>79</b>	<b>80</b>	<b>79</b>	<b>77</b>	<b>78</b>	<b>79</b>	<b>78</b>	<b>85</b>	<b>84</b>
<b>Total Disagree</b>	<b>10</b>	<b>10</b>	<b>6</b>	<b>8</b>	<b>5</b>	<b>4</b>	<b>10</b>	<b>7</b>	<b>4</b>	<b>6</b>	<b>5</b>	<b>6</b>	<b>7</b>	<b>6</b>	<b>7</b>	<b>9</b>	<b>4</b>	<b>5</b>
Base	780	879	880	889	855	718	699	814	851	916	884	738	697	785	835	848	834	716

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 24: Police are Responsive to the Needs of My Community – By District (Part 3) (%)**

	Eastern						Central						Wellington					
	08/ 09 FY	09/ 10 FY	10/ 11 FY	11/ 12 FY	12/ 13 FY	13/ 14 FY	08/ 09 FY	09/ 10 FY	10/ 11 FY	11/ 12 FY	12/ 13 FY	13/ 14 FY	08/ 09 FY	09/ 10 FY	10/ 11 FY	11/ 12 FY	12/ 13 FY	13/ 14 FY
Strongly Agree	19	17	17	20	21	21	19	18	21	21	22	22	16	18	15	15	17	20
Agree	61	64	66	60	64	62	61	62	60	64	60	60	60	55	62	60	63	55
Neither/nor	12	11	9	11	10	11	12	12	12	9	10	12	16	19	15	16	13	16
Disagree	6	5	4	5	3	2	5	5	4	4	4	2	5	4	4	6	3	5
Strongly Disagree	1	1	2	1	1	1	1	1	1	1	1	0	1	1	1	1	1	0
Don't know	1	2	2	3	1	3	2	2	2	1	3	4	2	3	3	2	3	4
<b>Total Agree</b>	<b>80</b>	<b>81</b>	<b>83</b>	<b>80</b>	<b>85</b>	<b>83</b>	<b>80</b>	<b>80</b>	<b>81</b>	<b>85</b>	<b>82</b>	<b>82</b>	<b>76</b>	<b>73</b>	<b>77</b>	<b>75</b>	<b>80</b>	<b>75</b>
<b>Total Disagree</b>	<b>7</b>	<b>6</b>	<b>6</b>	<b>6</b>	<b>4</b>	<b>3</b>	<b>6</b>	<b>6</b>	<b>5</b>	<b>5</b>	<b>5</b>	<b>2</b>	<b>6</b>	<b>5</b>	<b>5</b>	<b>7</b>	<b>4</b>	<b>5</b>
Base	643	700	761	764	790	697	680	762	787	805	840	703	752	852	842	914	851	701

**Table 25: Police are Responsive to the Needs of My Community – By District (Part 4) (%)**

	Tasman						Canterbury						Southern					
	08/ 09 FY	09/ 10 FY	10/ 11 FY	11/ 12 FY	12/ 13 FY	13/ 14 FY	08/ 09 FY	09/ 10 FY	10/ 11 FY	11/ 12 FY	12/ 13 FY	13/ 14 FY	08/ 09 FY	09/ 10 FY	10/ 11 FY	11/ 12 FY	12/ 13 FY	13/ 14 FY
Strongly Agree	19	17	23	22	27	25	16	15	19	19	20	19	16	20	22	23	21	26
Agree	63	64	58	60	60	59	60	61	60	63	61	63	66	61	59	62	62	57
Neither/nor	11	12	9	9	8	10	15	14	14	12	12	11	11	11	12	8	13	11
Disagree	5	4	5	4	3	3	5	5	5	4	5	4	5	5	4	3	2	3
Strongly Disagree	0	1	2	0	1	0	1	1	1	1	0	0	1	1	1	0	0	1
Don't know	2	2	3	5	1	3	3	4	1	1	2	3	1	2	2	4	2	2
<b>Total Agree</b>	<b>82</b>	<b>81</b>	<b>81</b>	<b>82</b>	<b>87</b>	<b>84</b>	<b>76</b>	<b>76</b>	<b>79</b>	<b>82</b>	<b>81</b>	<b>82</b>	<b>82</b>	<b>81</b>	<b>81</b>	<b>85</b>	<b>83</b>	<b>83</b>
<b>Total Disagree</b>	<b>5</b>	<b>5</b>	<b>7</b>	<b>4</b>	<b>4</b>	<b>3</b>	<b>6</b>	<b>6</b>	<b>6</b>	<b>5</b>	<b>5</b>	<b>4</b>	<b>6</b>	<b>6</b>	<b>5</b>	<b>3</b>	<b>3</b>	<b>4</b>
Base	614	645	655	660	698	635	814	847	822	802	828	656	641	695	686	684	718	646

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. Police are Involved in Activities in My Community

### 4.6.1. Police are Involved in Activities in My Community - Change Over Time

In 2013/14, just over two thirds of respondents (69%) *agree/strongly agree* that Police are involved in community activities. This share is unchanged from the previous two measures (2011/12 and 2012/13).

While the year on year change has not been significant, it should also be noted that there has been an upward trend in the share of respondents *strongly agreeing* with this statement over time (up from 15% in 2009/10, to 19% this year).

Only 6% of respondents *disagree/strongly disagree* that Police are involved in community activities (down from 7% in 2012/13 – a statistically significant change).

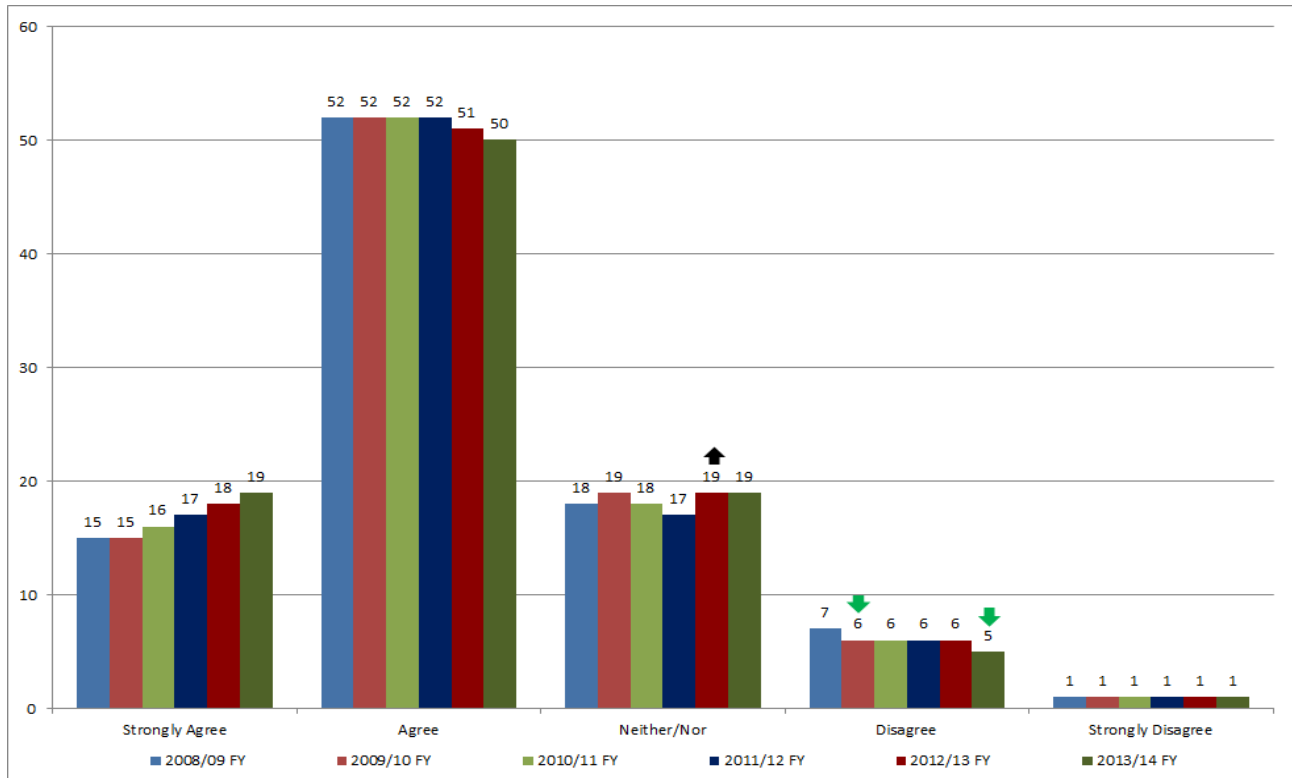
**Table 26: Police are Involved in Activities in My Community – Change Over Time (%)**

	2008/09 FY	2009/10 FY	2010/11 FY	2011/12 FY	2012/13 FY	2013/14 FY
Strongly Agree	15	15	16	17	18	19
Agree	52	52	52	52	51	50
Neither/Nor	18	19	18	17	<b>19</b>	19
Disagree	7	6	6	6	6	5
Strongly Disagree	1	1	1	1	1	1
Don't know	7	7	7	7	5	6
<b>Total Agree</b>	<b>67</b>	<b>67</b>	<b>68</b>	<b>69</b>	<b>69</b>	<b>69</b>
<b>Total Disagree</b>	<b>8</b>	<b>7</b>	<b>7</b>	<b>7</b>	<b>7</b>	<b>6</b>
Base	8489	9280	9450	9679	9640	8224

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

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.

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, 2013/14 FY n=8224.

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

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

#### 4.6.2. Police are Involved in Activities in My Community - Significant Differences 2013/14 FY

The following statistically significant differences for 2013/14 are evident at the total results level (combined 2013/14 results for General and Māori Booster sample). Respondent groups marked with an \* were also significantly more likely to give this rating in the 2012/13 survey.

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

- living in Eastern (78%), Tasman\* (77%), Bay of Plenty\* (78%), Counties Manukau (77%), Central\* (75%) or Southern (73%) districts (compared with 64% of all other respondents);
- of Pacific Island descent (78%, compared with 68% of all other respondents); and/or
- aged 65 years and over\* (76%, compared with 67% of all other respondents).

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

- of Māori descent\* (8%, compared with 6% of all other respondents);
- living in Southern District (8%, compared with 6% of all other respondents);
- aged between 16 and 24\* and between 25 and 34 years (8%, compared with 6% of all other respondents);
- who are male\* (8%, compared with 5% of females); and/or
- who have had contact\* with Police (7%, compared with 6% of all other respondents).

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

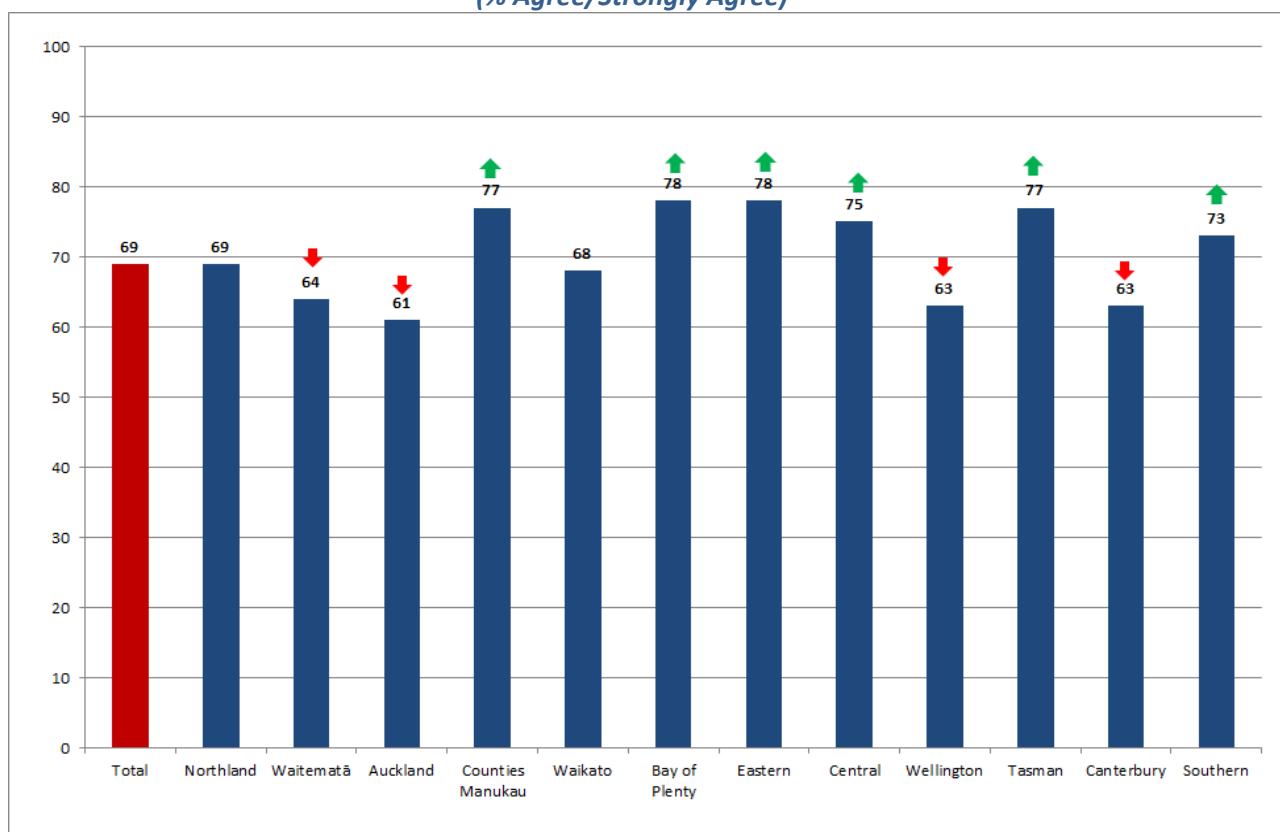
##### 1. 2013/14 FY

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:

- Bay of Plenty District (78% agree/strongly agree);
- Eastern District (78%);
- Counties Manukau District (77%);
- Tasman District (77%);
- Central District (75%); and
- Southern District (73%).

In contrast, respondents living in Auckland City (61%), Wellington (63%), Canterbury (63%) and Waitematā (64%) districts were significantly less likely to *agree/strongly agree* with the statement.

**Figure 17: Police are Involved in Activities in My Community - By District in the 2013/14 FY (% Agree/Strongly Agree)**



Base: All respondents, excluding 'not applicable' responses. Total 2013/14 FY n=8224; Northland n=686; Waitematā n=687; Auckland n=639; Counties n=719; Waikato n=739; Bay of Plenty n=714; Eastern n=897; Central n=703; Wellington n=705; Tasman n=635; Canterbury n=656; Southern n=644.

Green arrow indicates a significantly higher result than the total.

Red arrow indicates a significantly lower result than the total.

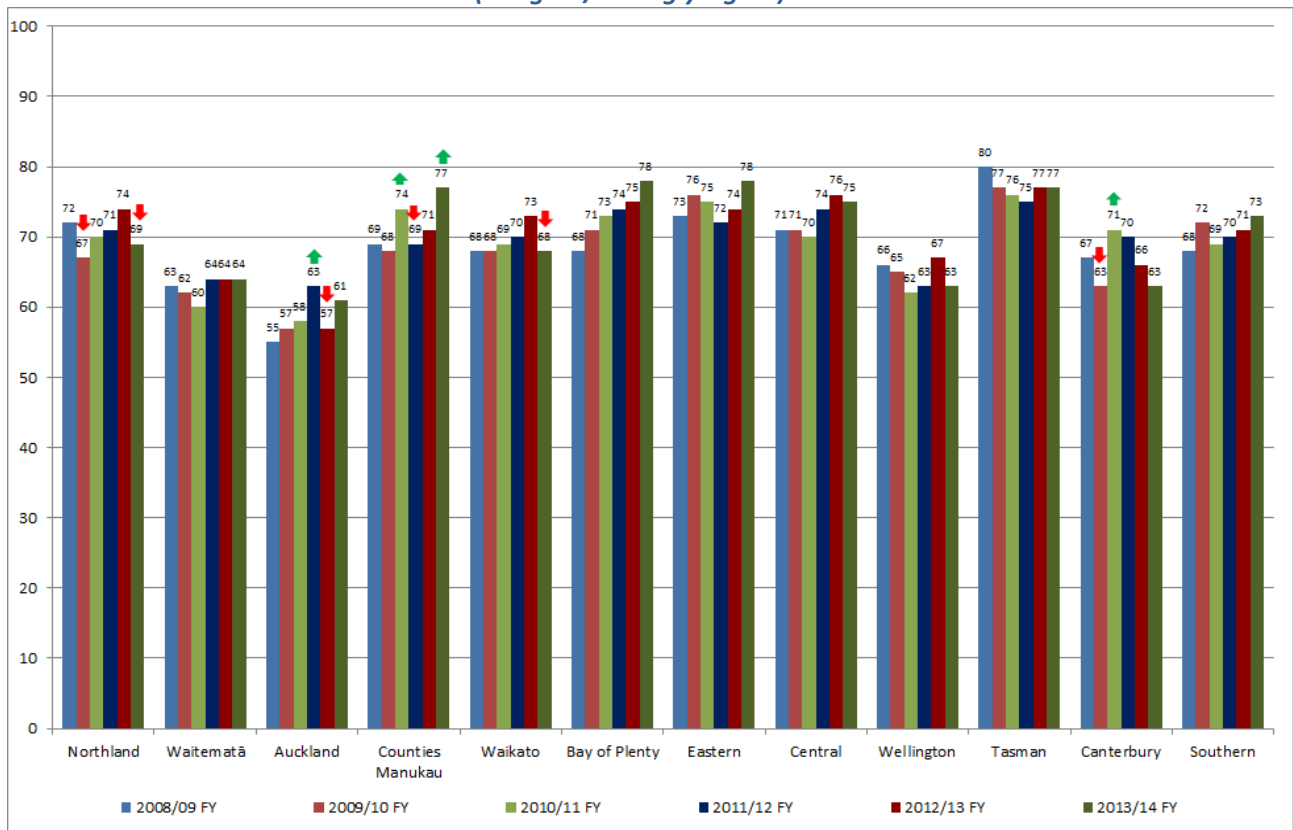
##### 2. Change Over Time

In 2013/14, there has been a significant increase in the proportion of respondents who *agreed/strongly agreed* that Police are involved in community activities for the Counties Manukau District (up from 71% last year, to 77%).

In contrast, the proportion of those who *agreed/strongly agreed* that Police are involved in community activities decreased significantly for Northland (down from 74% last year, to 69%) and Waikato (down from 73%, to 68%) districts.

Also of note this year has been a significant increase in the share of Southern District respondents disagreeing to some extent with the statement (8% *disagreeing/strongly disagreeing*, up from 5%).

**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.

**Table 27: Police are Involved in Activities in My Community – By District (Part 1) (%)**

	Northland						Waitematā						Auckland City					
	08/ 09 FY	09/ 10 FY	10/ 11 FY	11/ 12 FY	12/ 13 FY	13/ 14 FY	08/ 09 FY	09/ 10 FY	10/ 11 FY	11/ 12 FY	12/ 13 FY	13/ 14 FY	08/ 09 FY	09/ 10 FY	10/ 11 FY	11/ 12 FY	12/ 13 FY	13/ 14 FY
Strongly Agree	17	<b>12</b>	<b>17</b>	16	17	17	15	12	13	14	14	15	10	13	13	13	15	14
Agree	55	55	53	55	57	52	48	50	47	50	50	49	45	44	45	<b>50</b>	<b>42</b>	47
Neither/nor	12	<b>16</b>	16	13	13	<b>17</b>	24	22	21	19	<b>23</b>	21	26	24	27	<b>20</b>	<b>27</b>	26
Disagree	9	7	7	8	6	7	6	6	<b>9</b>	7	5	6	11	<b>8</b>	<b>5</b>	<b>8</b>	7	<b>4</b>
Strongly Disagree	1	2	1	1	1	2	1	2	1	1	1	1	1	2	1	1	1	2
Don't know	6	8	6	7	6	5	6	8	9	9	7	8	7	9	9	8	8	7
<b>Total Agree</b>	<b>72</b>	<b>67</b>	<b>70</b>	<b>71</b>	<b>74</b>	<b>69</b>	<b>63</b>	<b>62</b>	<b>60</b>	<b>64</b>	<b>64</b>	<b>64</b>	<b>55</b>	<b>57</b>	<b>58</b>	<b>63</b>	<b>57</b>	<b>61</b>
<b>Total Disagree</b>	<b>10</b>	<b>9</b>	<b>8</b>	<b>9</b>	<b>7</b>	<b>9</b>	<b>7</b>	<b>8</b>	<b>10</b>	<b>8</b>	<b>6</b>	<b>7</b>	<b>12</b>	<b>10</b>	<b>6</b>	<b>9</b>	<b>8</b>	<b>6</b>
Base	643	685	731	705	725	686	680	795	808	849	832	687	752	830	799	842	793	639

**Table 28: Police are Involved in Activities in My Community – By District (Part 2) (%)**

	Counties Manukau						Waikato						Bay Of Plenty					
	08/ 09 FY	09/ 10 FY	10/ 11 FY	11/ 12 FY	12/ 13 FY	13/ 14 FY	08/ 09 FY	09/ 10 FY	10/ 11 FY	11/ 12 FY	12/ 13 FY	13/ 14 FY	08/ 09 FY	09/ 10 FY	10/ 11 FY	11/ 12 FY	12/ 13 FY	13/ 14 FY
Strongly Agree	13	15	17	19	18	<b>23</b>	16	17	16	18	19	21	15	16	16	17	<b>21</b>	23
Agree	56	53	57	<b>50</b>	53	54	52	51	53	52	54	<b>47</b>	53	55	57	57	54	55
Neither/nor	13	16	15	<b>19</b>	17	14	16	18	19	17	15	<b>19</b>	17	15	13	13	12	12
Disagree	7	6	4	6	5	<b>3</b>	8	7	6	<b>3</b>	<b>6</b>	7	7	6	6	7	6	4
Strongly Disagree	2	1	1	1	1	1	1	1	1	2	1	1	1	1	1	<b>0</b>	<b>1</b>	1
Don't know	9	9	<b>6</b>	<b>5</b>	6	5	7	6	5	<b>8</b>	<b>5</b>	5	7	7	7	6	6	<b>5</b>
<b>Total Agree</b>	<b>69</b>	<b>68</b>	<b>74</b>	<b>69</b>	<b>71</b>	<b>77</b>	<b>68</b>	<b>68</b>	<b>69</b>	<b>70</b>	<b>73</b>	<b>68</b>	<b>68</b>	<b>71</b>	<b>73</b>	<b>74</b>	<b>75</b>	<b>78</b>
<b>Total Disagree</b>	<b>9</b>	<b>7</b>	<b>5</b>	<b>7</b>	<b>6</b>	<b>4</b>	<b>9</b>	<b>8</b>	<b>7</b>	<b>5</b>	<b>7</b>	<b>8</b>	<b>8</b>	<b>7</b>	<b>7</b>	<b>7</b>	<b>7</b>	<b>5</b>
Base	614	878	880	889	853	719	814	816	850	918	886	739	641	784	834	847	832	714

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 29: Police are Involved in Activities in My Community – By District (Part 3) (%)**

	Eastern						Central						Wellington					
	08/ 09 FY	09/ 10 FY	10/ 11 FY	11/ 12 FY	12/ 13 FY	13/ 14 FY	08/ 09 FY	09/ 10 FY	10/ 11 FY	11/ 12 FY	12/ 13 FY	13/ 14 FY	08/ 09 FY	09/ 10 FY	10/ 11 FY	11/ 12 FY	12/ 13 FY	13/ 14 FY
Strongly Agree	18	17	17	17	21	22	17	16	19	21	19	21	15	13	13	12	15	14
Agree	55	59	58	55	53	56	54	55	51	53	57	54	51	52	49	51	52	49
Neither/nor	13	13	13	14	15	12	16	16	17	14	14	13	20	22	22	20	20	23
Disagree	7	3	7	6	6	5	7	5	6	6	5	5	7	6	8	7	6	4
Strongly Disagree	1	1	1	0	0	0	1	2	1	0	1	1	1	0	1	2	0	2
Don't know	6	7	4	8	5	5	5	6	6	6	4	6	6	7	7	8	7	8
<b>Total Agree</b>	<b>73</b>	<b>76</b>	<b>75</b>	<b>72</b>	<b>74</b>	<b>78</b>	<b>71</b>	<b>71</b>	<b>70</b>	<b>74</b>	<b>76</b>	<b>75</b>	<b>66</b>	<b>65</b>	<b>62</b>	<b>63</b>	<b>67</b>	<b>63</b>
<b>Total Disagree</b>	<b>8</b>	<b>4</b>	<b>8</b>	<b>6</b>	<b>6</b>	<b>5</b>	<b>8</b>	<b>7</b>	<b>7</b>	<b>6</b>	<b>6</b>	<b>6</b>	<b>8</b>	<b>6</b>	<b>9</b>	<b>9</b>	<b>6</b>	<b>6</b>
Base	644	699	759	765	787	697	679	761	784	807	841	703	753	851	842	913	851	705

**Table 30: Police are Involved in Activities in My Community – By District (Part 4) (%)**

	Tasman						Canterbury						Southern					
	08/ 09 FY	09/ 10 FY	10/ 11 FY	11/ 12 FY	12/ 13 FY	13/ 14 FY	08/ 09 FY	09/ 10 FY	10/ 11 FY	11/ 12 FY	12/ 13 FY	13/ 14 FY	08/ 09 FY	09/ 10 FY	10/ 11 FY	11/ 12 FY	12/ 13 FY	13/ 14 FY
Strongly Agree	19	18	23	18	26	24	15	13	16	19	18	16	17	19	19	19	17	24
Agree	61	59	53	57	51	53	52	50	55	51	48	47	51	53	50	51	54	49
Neither/nor	10	11	12	13	13	13	18	21	16	18	21	24	18	16	17	18	18	15
Disagree	5	5	6	3	4	3	7	6	6	5	6	5	7	5	5	5	5	7
Strongly Disagree	1	1	1	0	1	1	1	0	1	1	1	1	1	1	1	1	0	1
Don't know	4	6	5	9	5	6	7	10	6	6	6	7	6	6	8	6	6	4
<b>Total Agree</b>	<b>80</b>	<b>77</b>	<b>76</b>	<b>75</b>	<b>77</b>	<b>77</b>	<b>67</b>	<b>63</b>	<b>71</b>	<b>70</b>	<b>66</b>	<b>63</b>	<b>68</b>	<b>72</b>	<b>69</b>	<b>70</b>	<b>71</b>	<b>73</b>
<b>Total Disagree</b>	<b>6</b>	<b>6</b>	<b>7</b>	<b>3</b>	<b>5</b>	<b>4</b>	<b>8</b>	<b>6</b>	<b>7</b>	<b>6</b>	<b>7</b>	<b>6</b>	<b>8</b>	<b>6</b>	<b>6</b>	<b>6</b>	<b>5</b>	<b>8</b>
Base	617	644	655	659	698	635	811	842	821	801	827	656	640	695	687	684	715	644

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



## 5. SERVICE EXPERIENCE

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All respondents were asked if they had any contact with Police in the last 6 months. Those who had contact were asked a series of questions<sup>13</sup> that relate to Police's Commitment of Service to the public that states:

- We will treat you fairly
- Our staff will be competent
- We will do what we say we'll do
- We aim to meet your service expectations
- We will take your individual circumstances into account
- Our service will be good value for your tax dollars

The Commitment of Service and associated service delivery standards<sup>14</sup> are built around the six most important aspects of service that people expect from the public sector. These aspects (called 'drivers of satisfaction') were identified through the 'Kiwis Count' survey, part of the State Services Commission's 'New Zealanders' Experience' research programme. The six service experience questions<sup>15</sup> and the overall satisfaction question have been analysed in this section.

### 5.1. Overall Satisfaction with Service Delivery

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#### *5.1.1. Overall Satisfaction with Service Delivery - Change Over Time*

Just over four out of five respondents (84%) were *satisfied* or *very satisfied* with the overall quality of service delivered. This result is stable from previous measure (83% in 2012/13). However, it should be noted that a statistically significantly higher proportion of respondents gave a rating of *very satisfied* in this survey wave - with almost half of all respondents (49%) *very satisfied* with the service delivery overall, up from 44% in 2012/13.

Seven 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 down 1 percentage point when compared with 2012/13 (8%).

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<sup>13</sup> Some questions did not apply for some reasons and methods of contact.

<sup>14</sup> The service delivery standards describe the behaviours that contribute to a positive service experience for members of the public when they have contact with the Police. There are standards for the telephone, public counter and operational policing.

<sup>15</sup> The service experience questions are from the Common Measurements Tool, used under licence to the State Services Commission and reproduced with the permission of the Institute for Citizen-Centred Service, Canada.

**Table 31: Overall Satisfaction with Service Delivery – Change Over Time (%)**

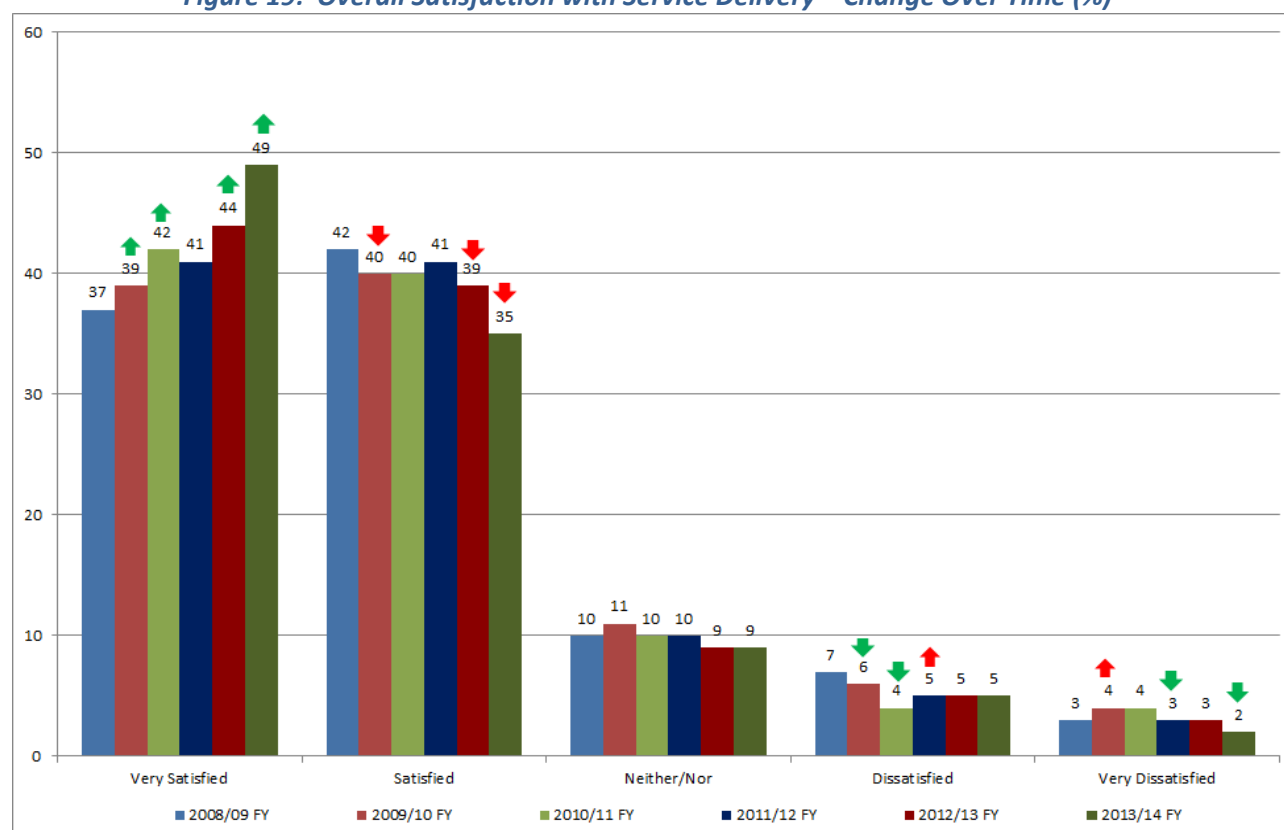
	2008/09 FY	2009/10 FY	2010/11 FY	2011/12 FY	2012/13 FY	2013/14 FY
Very Satisfied	37	39	42	41	44	49
Satisfied	42	40	40	41	39	35
Neither/Nor	10	11	10	10	9	9
Dissatisfied	7	6	4	5	5	5
Very Dissatisfied	3	4	4	3	3	2
Don't know	1	0	0	0	0	0
<b>Total Satisfied</b>	<b>79</b>	<b>79</b>	<b>82</b>	<b>82</b>	<b>83</b>	<b>84</b>
<b>Total Dissatisfied</b>	<b>10</b>	<b>10</b>	<b>8</b>	<b>8</b>	<b>8</b>	<b>7</b>
Mean Rating	4.03	4.06	4.12	4.11	4.16	4.24
Base	3994	4386	4806	4707	4649	4681

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

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.

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, 2013/14 FY n=4681.

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

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

### 5.1.2. Overall Satisfaction with Service Delivery - Significant Differences for the 2013/14 FY

The following statistically significant differences for 2013/14 are evident at the total results level (General, Communications Centres and Māori Booster sample 2013/14 results combined). *Respondent groups marked with an \* were also significantly more likely to give this rating in the 2012/13 survey.*

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\* (95%, compared with 83% of all other respondents);
- aged 65 years or older\* (90%) or between 55 and 64 years (88%) (compared with 82% of respondents under 55 years old);
- whose reason for contact was a traffic stop\* (90%, compared with 80% of all other respondents);
- whose reason for contact was a general enquiry\* (89%, compared with 83% of all other respondents);
- living in Central District (89%, compared with 83% of all other respondents); and/or
- whose point of contact was being pulled over while driving\* (85%, compared with 82% of all other respondents).

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

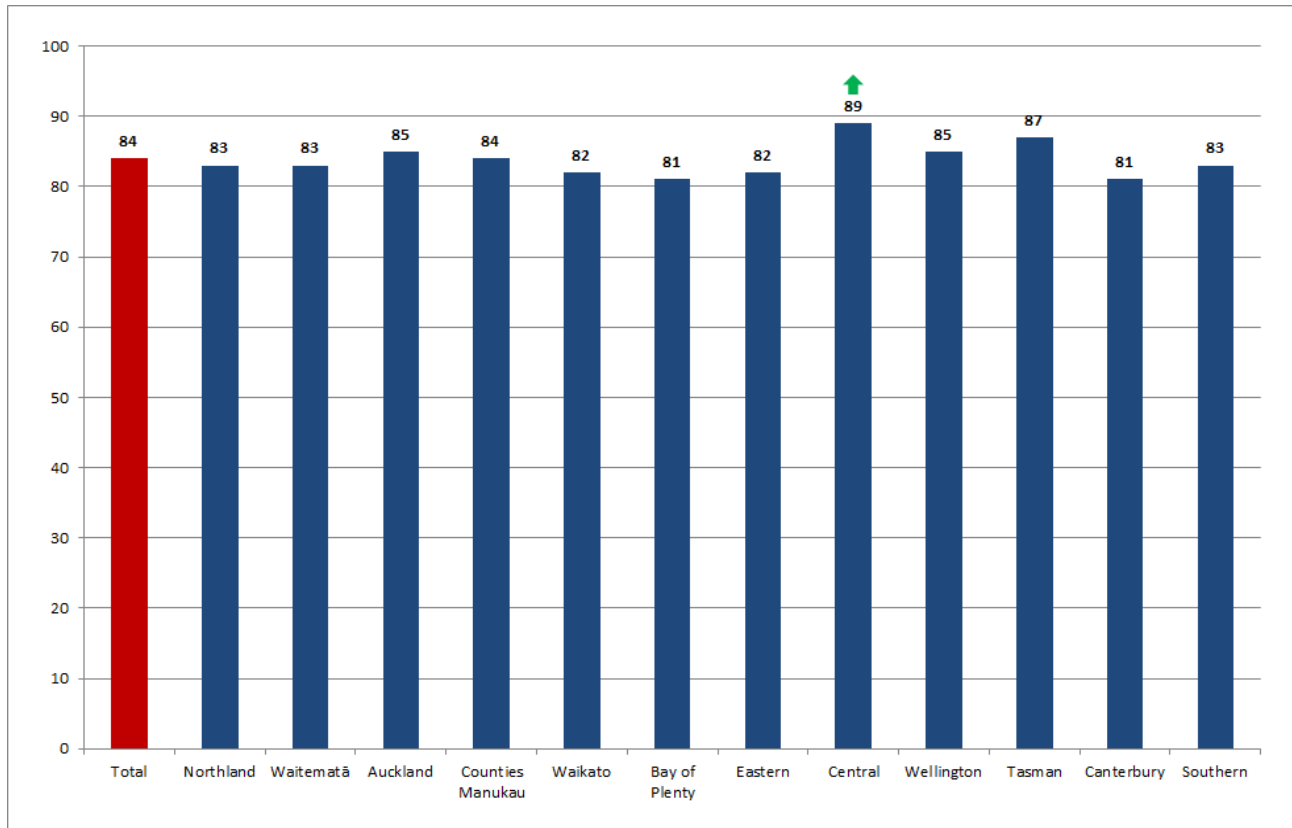
- whose point of contact was calling the local station\* (18%, compared with 7% of all other respondents);
- whose reason for contact was suspect/perpetrator/bail reporting/prisoner enquiry/pick up or visit\* (16%, compared with 7% of all other respondents);
- whose reason for contact was theft\* (15%) or burglary (13%) (compared with 6% of all other respondents);
- whose reason for contact was assault\* (15%, compared with 7% of all other respondents);
- whose reason for contact was a traffic offence\* (13%, compared with 7% of all other respondents); and/or
- aged between 25 and 34 years (11%, compared with 6% of all other respondents).

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

#### 1. 2013/14 FY

While just over four in five respondents (84%) were satisfied to some extent with the overall quality of service delivery overall, respondents living in Central District were significantly more likely to be satisfied to some extent with the service delivery overall (89% *satisfied/very satisfied*).

**Figure 20: Overall Satisfaction with Service Delivery - by District in the 2013/14 FY**  
(% Satisfied/Very Satisfied)



Base: All respondents, excluding 'not applicable' responses. Total 2013/14 FY n=4681; Northland n=402; Waitematā n=399; Auckland n=331; Counties n=393; Waikato n=454; Bay of Plenty n=444; Eastern n=396; Central n=406; Wellington n=402; Tasman n=376; Canterbury n=348; Southern n=330.

## 2. Change Over Time

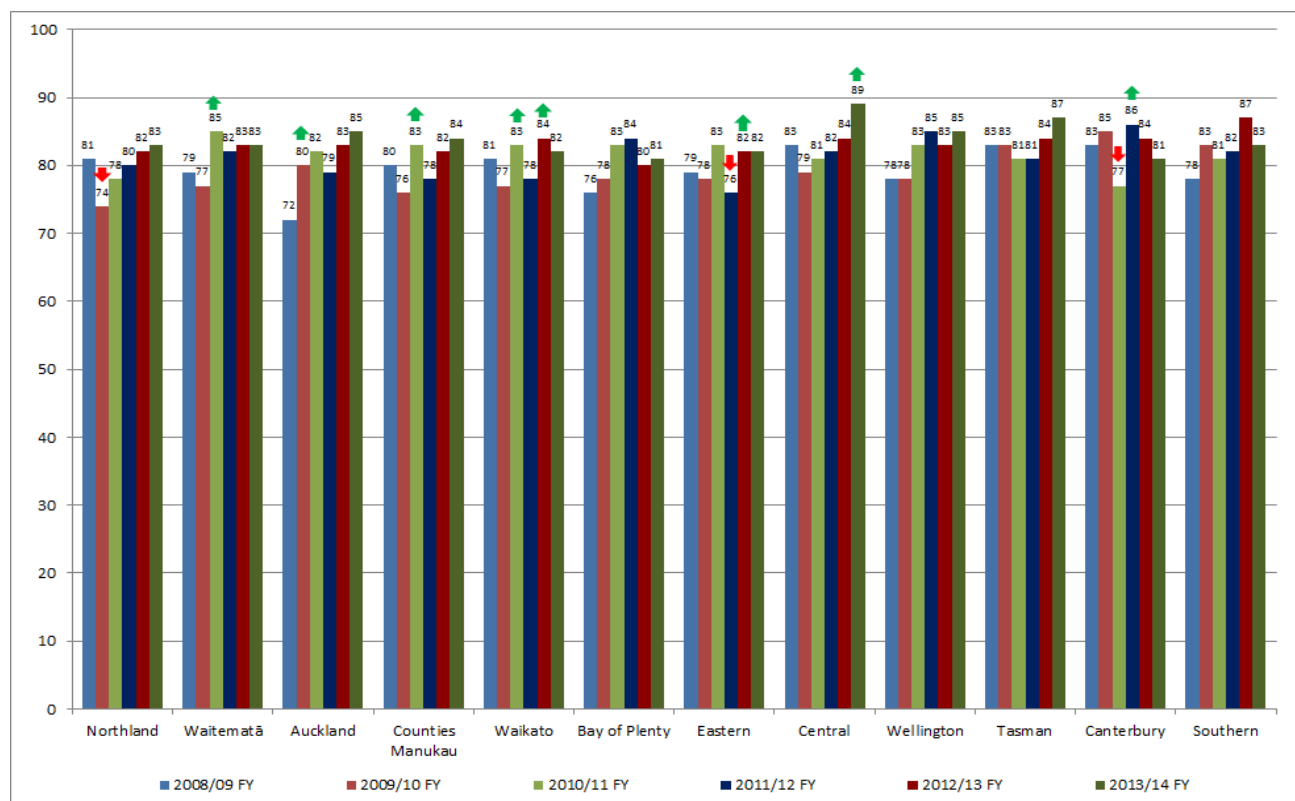
When compared with last year, there has been a statistically significant increase in the proportion of Central District respondents who were *satisfied/very satisfied* with the overall quality of service delivery (up from 84% in 2012/13, to 89% this measure).

Also of note is that the share of respondents giving an overall service rating of *very satisfied* has increase significantly in the following districts:

- Central District (up from 45% *very satisfied* in 2012/13, to 54%);
- Waikato District (up from 43%, to 51%);
- Eastern District (up from 40%, to 49%);
- Bay of Plenty District (up from 42%, to 49%); and
- Auckland City District (up from 39%, to 48%).

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.

**Table 32: Overall Satisfaction with Service Delivery – By District (Part 1) (%)**

	Northland						Waitematā						Auckland City					
	08/ 09 FY	09/ 10 FY	10/ 11 FY	11/ 12 FY	12/ 13 FY	13/ 14 FY	08/ 09 FY	09/ 10 FY	10/ 11 FY	11/ 12 FY	12/ 13 FY	13/ 14 FY	08/ 09 FY	09/ 10 FY	10/ 11 FY	11/ 12 FY	12/ 13 FY	13/ 14 FY
Very satisfied	36	41	39	41	47	51	36	37	43	38	45	48	33	39	40	33	39	48
Satisfied	45	33	39	39	35	32	43	40	42	44	38	35	39	41	42	46	44	37
Neither/nor	8	10	14	11	8	5	10	13	8	10	9	9	14	11	10	11	11	8
Dissatisfied	7	8	4	5	7	6	4	6	4	5	5	5	10	5	4	5	4	6
Very dissatisfied	3	7	4	4	3	5	6	4	3	3	3	3	4	3	3	5	2	1
Don't know	1	1	0	0	0	1	1	0	0	0	0	0	0	1	1	0	0	0
<b>Total satisfied</b>	<b>81</b>	<b>74</b>	<b>78</b>	<b>80</b>	<b>82</b>	<b>83</b>	<b>79</b>	<b>77</b>	<b>85</b>	<b>82</b>	<b>83</b>	<b>83</b>	<b>72</b>	<b>80</b>	<b>82</b>	<b>79</b>	<b>83</b>	<b>85</b>
<b>Total dissatisfied</b>	<b>10</b>	<b>15</b>	<b>8</b>	<b>9</b>	<b>10</b>	<b>11</b>	<b>10</b>	<b>10</b>	<b>7</b>	<b>8</b>	<b>8</b>	<b>8</b>	<b>14</b>	<b>8</b>	<b>7</b>	<b>10</b>	<b>6</b>	<b>7</b>
Base	297	313	370	328	307	402	335	373	406	412	372	399	408	401	445	410	365	331

**Table 33: Overall Satisfaction with Service Delivery – By District (Part 2) (%)**

	Counties Manukau						Waikato						Bay Of Plenty					
	08/ 09 FY	09/ 10 FY	10/ 11 FY	11/ 12 FY	12/ 13 FY	13/ 14 FY	08/ 09 FY	09/ 10 FY	10/ 11 FY	11/ 12 FY	12/ 13 FY	13/ 14 FY	08/ 09 FY	09/ 10 FY	10/ 11 FY	11/ 12 FY	12/ 13 FY	13/ 14 FY
Very satisfied	39	34	40	37	42	45	35	41	45	36	43	51	40	33	37	43	42	49
Satisfied	41	42	43	41	40	39	46	36	38	42	41	31	36	45	46	41	38	32
Neither/nor	8	14	10	10	8	7	10	12	11	15	9	11	12	11	10	7	11	13
Dissatisfied	8	7	4	6	7	6	6	7	3	4	5	4	7	6	4	6	4	5
Very dissatisfied	3	3	2	6	2	3	3	3	3	3	2	3	4	5	2	3	5	1
Don't know	1	0	1	0	1	0	0	1	0	0	0	0	1	0	1	0	0	0
<b>Total satisfied</b>	<b>80</b>	<b>76</b>	<b>83</b>	<b>78</b>	<b>82</b>	<b>84</b>	<b>81</b>	<b>77</b>	<b>83</b>	<b>78</b>	<b>84</b>	<b>82</b>	<b>76</b>	<b>78</b>	<b>83</b>	<b>84</b>	<b>80</b>	<b>81</b>
<b>Total dissatisfied</b>	<b>11</b>	<b>10</b>	<b>6</b>	<b>12</b>	<b>9</b>	<b>9</b>	<b>9</b>	<b>10</b>	<b>6</b>	<b>7</b>	<b>7</b>	<b>7</b>	<b>11</b>	<b>11</b>	<b>6</b>	<b>9</b>	<b>9</b>	<b>6</b>
Base	389	433	464	452	412	393	339	423	475	484	511	454	338	372	436	433	434	444

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 34: Overall Satisfaction with Service Delivery – By District (Part 3) (%)**

	Eastern						Central						Wellington					
	08/ 09 FY	09/ 10 FY	10/ 11 FY	11/ 12 FY	12/ 13 FY	13/ 14 FY	08/ 09 FY	09/ 10 FY	10/ 11 FY	11/ 12 FY	12/ 13 FY	13/ 14 FY	08/ 09 FY	09/ 10 FY	10/ 11 FY	11/ 12 FY	12/ 13 FY	13/ 14 FY
Very satisfied	<b>40</b>	33	40	39	40	<b>49</b>	36	39	39	43	45	<b>54</b>	40	38	44	46	43	49
Satisfied	<b>39</b>	45	43	37	42	<b>33</b>	47	40	42	39	39	35	38	40	39	39	40	36
Neither/nor	11	10	10	14	<b>8</b>	11	10	12	9	10	9	<b>4</b>	12	10	8	8	7	7
Dissatisfied	6	7	<b>3</b>	<b>7</b>	9	<b>4</b>	5	6	3	4	4	4	6	6	4	5	7	5
Very dissatisfied	3	5	4	2	1	3	2	2	<b>6</b>	<b>3</b>	3	2	4	4	5	<b>2</b>	3	2
Don't know	1	0	0	1	0	0	0	1	1	1	<b>0</b>	<b>1</b>	0	1	<b>0</b>	0	0	<b>1</b>
<b>Total satisfied</b>	<b>79</b>	<b>78</b>	<b>83</b>	<b>76</b>	<b>82</b>	<b>82</b>	<b>83</b>	<b>79</b>	<b>81</b>	<b>82</b>	<b>84</b>	<b>89</b>	<b>78</b>	<b>78</b>	<b>83</b>	<b>85</b>	<b>83</b>	<b>85</b>
<b>Total dissatisfied</b>	<b>9</b>	<b>12</b>	<b>7</b>	<b>9</b>	<b>10</b>	<b>7</b>	<b>7</b>	<b>8</b>	<b>9</b>	<b>7</b>	<b>7</b>	<b>6</b>	<b>10</b>	<b>10</b>	<b>9</b>	<b>7</b>	<b>10</b>	<b>7</b>
Base	272	283	348	370	369	396	299	348	387	392	433	406	377	455	450	470	423	402

**Table 35: Overall Satisfaction with Service Delivery – By District (Part 4) (%)**

	Tasman						Canterbury						Southern					
	08/ 09 FY	09/ 10 FY	10/ 11 FY	11/ 12 FY	12/ 13 FY	13/ 14 FY	08/ 09 FY	09/ 10 FY	10/ 11 FY	11/ 12 FY	12/ 13 FY	13/ 14 FY	08/ 09 FY	09/ 10 FY	10/ 11 FY	11/ 12 FY	12/ 13 FY	13/ 14 FY
Very satisfied	46	41	47	41	46	51	37	<b>49</b>	43	<b>54</b>	<b>45</b>	49	36	43	41	40	<b>50</b>	49
Satisfied	37	42	34	40	38	36	46	<b>36</b>	34	32	<b>39</b>	<b>32</b>	42	40	40	42	37	34
Neither/nor	10	8	7	10	9	6	8	8	12	8	7	<b>11</b>	9	7	8	9	6	7
Dissatisfied	5	5	8	6	5	5	5	3	<b>6</b>	4	4	5	9	6	6	7	5	4
Very dissatisfied	2	4	4	2	2	2	4	4	5	<b>2</b>	<b>5</b>	3	4	4	5	<b>1</b>	1	<b>4</b>
Don't know	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	1	1	<b>2</b>
<b>Total satisfied</b>	<b>83</b>	<b>83</b>	<b>81</b>	<b>81</b>	<b>84</b>	<b>87</b>	<b>83</b>	<b>85</b>	<b>77</b>	<b>86</b>	<b>84</b>	<b>81</b>	<b>78</b>	<b>83</b>	<b>81</b>	<b>82</b>	<b>87</b>	<b>83</b>
<b>Total dissatisfied</b>	<b>7</b>	<b>9</b>	<b>12</b>	<b>8</b>	<b>7</b>	<b>7</b>	<b>9</b>	<b>7</b>	<b>11</b>	<b>6</b>	<b>9</b>	<b>8</b>	<b>13</b>	<b>10</b>	<b>11</b>	<b>8</b>	<b>6</b>	<b>8</b>
Base	242	242	284	321	323	376	401	416	409	360	383	348	297	327	332	275	317	330

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.

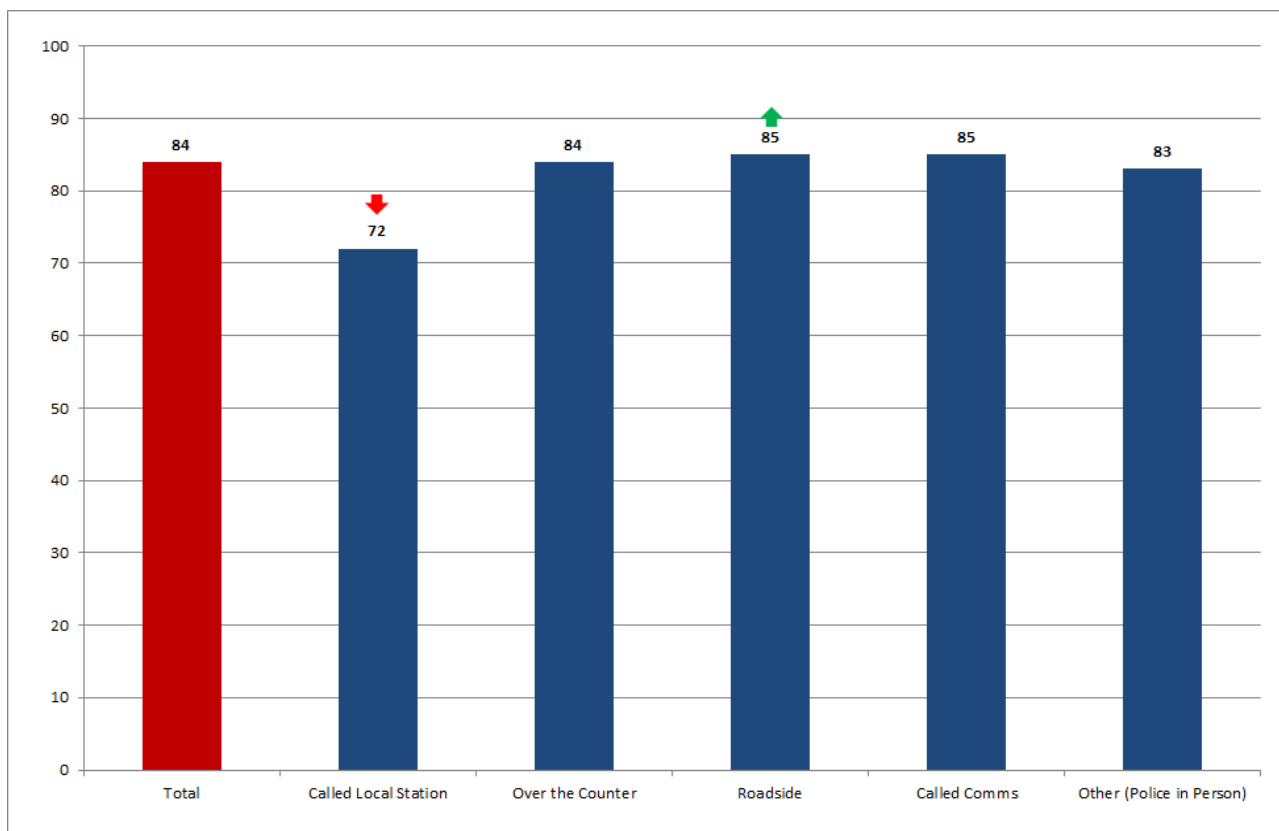
#### 5.1.4. Overall Satisfaction with Service Delivery - Comparison by Point of Contact

##### 1. 2013/14 FY

Respondents were more likely to be 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). Those calling the Communications Centre also showed high levels of satisfaction (85% *satisfied/very satisfied*, however this result is not statistically significantly higher share than respondents having contact for all other points of contact).

In contrast, respondents whose point of contact was a phone call to their local station were less likely to be satisfied (72% *satisfied/very satisfied* - a statistically significantly lower share than the total).

**Figure 22: Overall Satisfaction with Service Delivery - by Point of Contact in the 2013/14 FY**  
(% Satisfied/Very Satisfied)



Base: All respondents, excluding 'not applicable' responses. Total 2013/14 FY n=4681; Called local station n=245; Over the counter n=450; Roadside n=1768; Called the Communications Centres n=1400; 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.



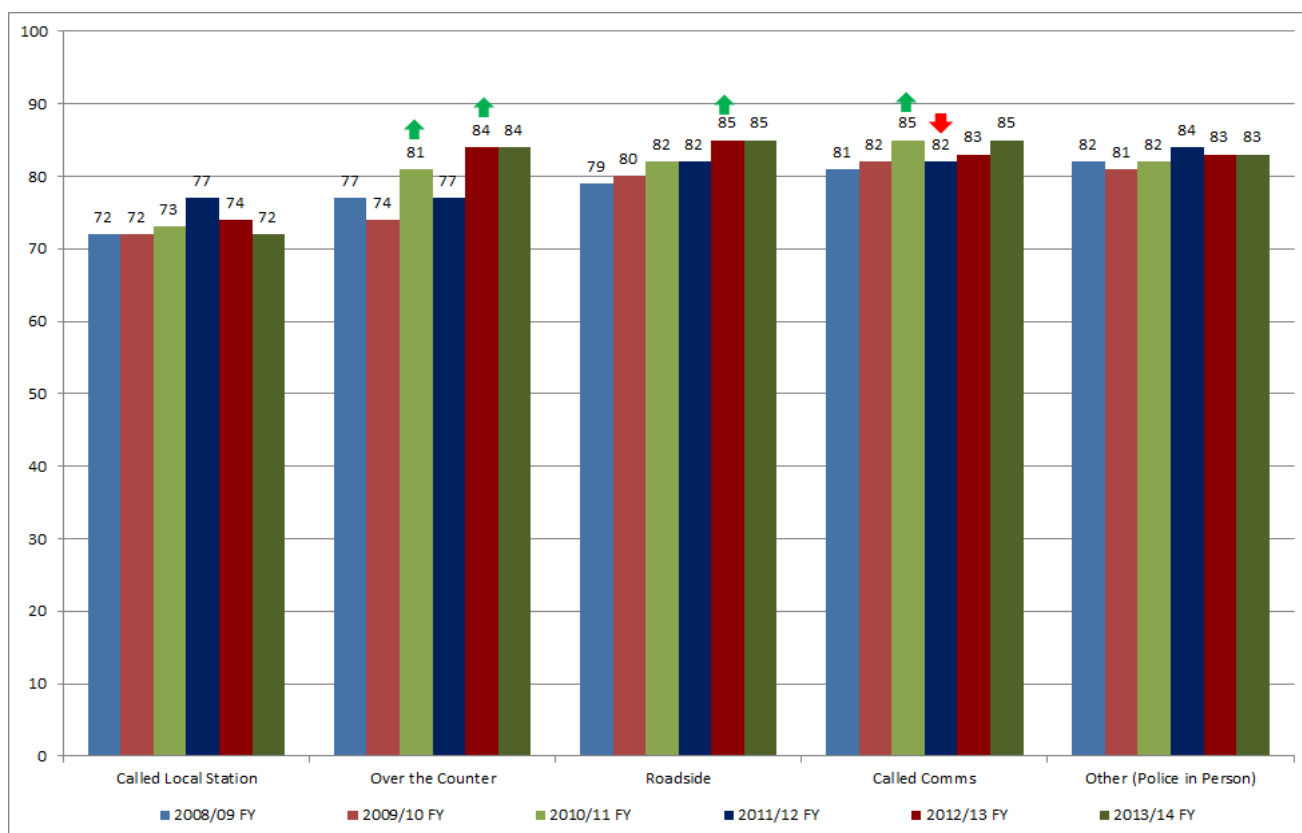
## 2. Change Over Time

In 2013/14, the share of respondents *satisfied* or *very satisfied* with the overall quality of service delivery has remained stable across all points of contact (with no significant increase or decreases compared with 2012/13 results). However, while the year on year changes have not been statistically significant, it should be noted that the share of *satisfied/very satisfied* respondents calling the local station has declined again this measure – down from 77% in 2011/12, to 74% in 2012/13, and 72% in 2013/14.

Also of note is that the share of *very satisfied* respondents increased significantly this measure for those whose point of contact was:

- in person (other than at the roadside or over the counter at the station) (share *very satisfied* up from 45%, to 52%);
- over the counter at the local station (up from 43%, to 50%);
- at the roadside (up from 44%, to 49%); and
- calling the Communications Centre (up from 44%, to 49%).

**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 36: Overall Satisfaction with Service Delivery – By Point Of Contact (Part 1) (%)**

	Called Local Station						Over the Counter						Roadside					
	08/ 09 FY	09/ 10 FY	10/ 11 FY	11/ 12 FY	12/ 13 FY	13/ 14 FY	08/ 09 FY	09/ 10 FY	10/ 11 FY	11/ 12 FY	12/ 13 FY	13/ 14 FY	08/ 09 FY	09/ 10 FY	10/ 11 FY	11/ 12 FY	12/ 13 FY	13/ 14 FY
Very satisfied	30	34	29	<b>38</b>	35	41	36	37	43	41	43	<b>50</b>	35	<b>40</b>	43	<b>39</b>	<b>44</b>	<b>49</b>
Satisfied	42	38	44	39	39	31	41	37	38	36	41	<b>34</b>	44	<b>40</b>	39	<b>43</b>	41	<b>36</b>
Neither/nor	11	13	11	8	10	10	11	12	9	10	<b>6</b>	8	12	12	10	11	<b>8</b>	9
Dissatisfied	10	8	11	10	12	12	6	9	<b>5</b>	<b>9</b>	7	5	7	<b>5</b>	4	4	4	3
Very dissatisfied	7	7	5	5	4	6	6	5	4	4	3	3	2	3	4	3	3	2
Don't know	0	0	0	0	0	0	0	0	1	<b>0</b>	0	0	0	0	0	0	0	<b>1</b>
<b>Total satisfied</b>	<b>72</b>	<b>72</b>	<b>73</b>	<b>77</b>	<b>74</b>	<b>72</b>	<b>77</b>	<b>74</b>	<b>81</b>	<b>77</b>	<b>84</b>	<b>84</b>	<b>79</b>	<b>80</b>	<b>82</b>	<b>82</b>	<b>85</b>	<b>85</b>
<b>Total dissatisfied</b>	<b>17</b>	<b>15</b>	<b>16</b>	<b>15</b>	<b>16</b>	<b>18</b>	<b>12</b>	<b>14</b>	<b>9</b>	<b>13</b>	<b>10</b>	<b>8</b>	<b>9</b>	<b>8</b>	<b>8</b>	<b>7</b>	<b>7</b>	<b>5</b>
Base	399	262	278	257	243	245	332	372	449	451	421	450	1105	1288	1514	1538	1515	1768

**Table 37: Overall Satisfaction with Service Delivery – By Point Of Contact (Part 2) (%)**

	Called Comms						Other (Police in person)					
	08/ 09 FY	09/ 10 FY	10/ 11 FY	11/ 12 FY	12/ 13 FY	13/ 14 FY	08/ 09 FY	09/ 10 FY	10/ 11 FY	11/ 12 FY	12/ 13 FY	13/ 14 FY
Very satisfied	38	41	43	41	44	<b>49</b>	45	42	43	46	45	<b>52</b>
Satisfied	43	41	42	41	39	36	37	39	39	38	38	<b>31</b>
Neither/nor	9	9	8	<b>11</b>	9	<b>7</b>	8	8	9	8	9	8
Dissatisfied	6	6	<b>4</b>	4	<b>6</b>	6	6	6	5	4	4	6
Very dissatisfied	3	2	2	2	2	2	3	4	4	4	4	<b>2</b>
Don't know	1	1	1	1	<b>0</b>	0	1	1	<b>0</b>	0	0	<b>1</b>
<b>Total satisfied</b>	<b>81</b>	<b>82</b>	<b>85</b>	<b>82</b>	<b>83</b>	<b>85</b>	<b>82</b>	<b>81</b>	<b>82</b>	<b>84</b>	<b>83</b>	<b>83</b>
<b>Total dissatisfied</b>	<b>9</b>	<b>8</b>	<b>6</b>	<b>6</b>	<b>8</b>	<b>8</b>	<b>9</b>	<b>10</b>	<b>9</b>	<b>8</b>	<b>8</b>	<b>8</b>
Base	1435	1651	1687	1621	1639	1400	723	813	878	844	831	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

## 5.2. I Was Treated Fairly

### 5.2.1. I Was Treated Fairly - Change Over Time

Nine out of ten respondents (90%) who had contact with Police either *agreed* or *strongly agreed* that they were treated fairly. While this result does represent a significant decline in total positive ratings when compared with 2012/13 (down from 92% *agreeing/strongly agreeing* in 2012/13, to 90%), it should be noted that there has been a significant increase in the share *strongly agreeing* (55%, up from 51% last measure).

In contrast, 6% of respondents *disagree/strongly disagree* with the statement. This result represents a statistically significant increase in negative ratings when compared with 2012/13 (where 4% disagreed to some extent), bringing the result back in line with the 2011/12 result.

**Table 38: I Was Treated Fairly – Change Over Time (%)**

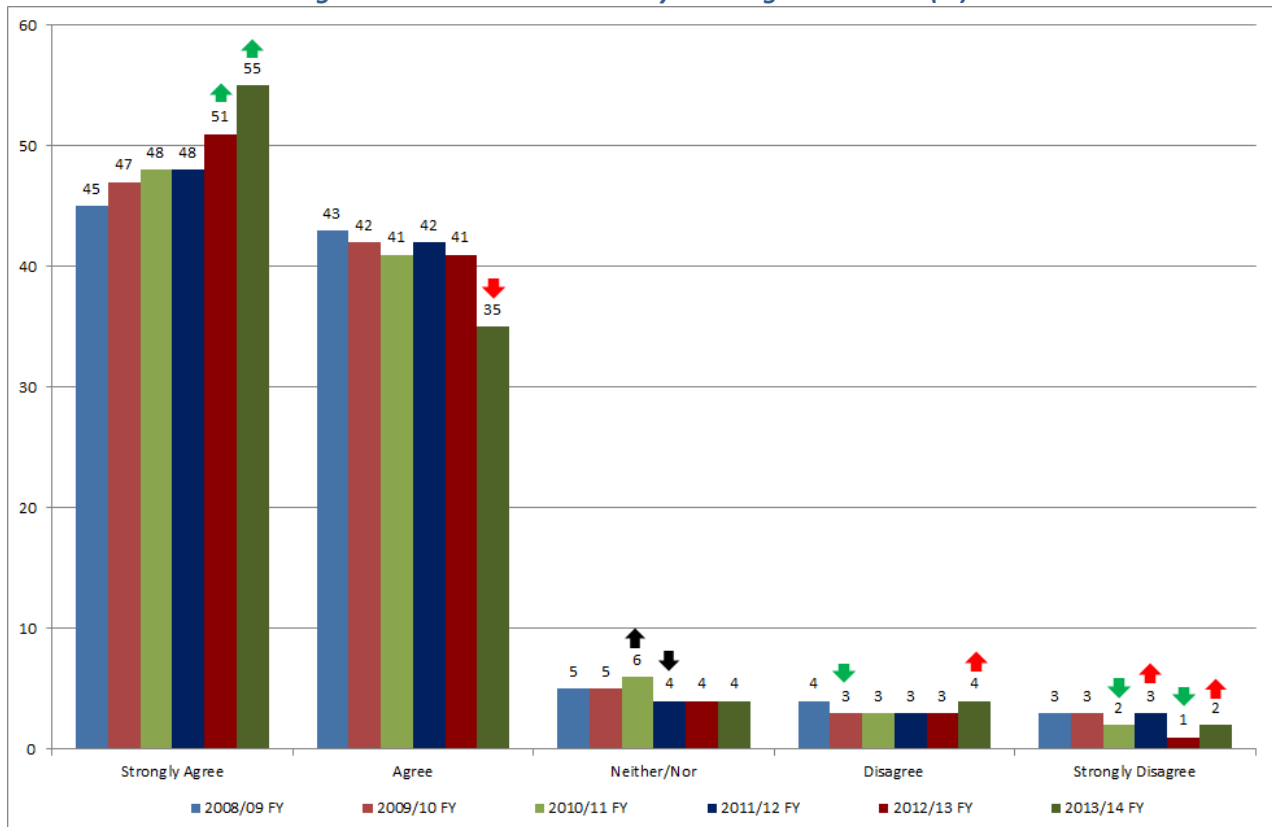
	2008/09 FY	2009/10 FY	2010/11 FY	2011/12 FY	2012/13 FY	2013/14 FY
Strongly Agree	45	47	48	48	51	55
Agree	43	42	41	42	41	35
Neither/Nor	5	5	6	4	4	4
Disagree	4	3	3	3	3	4
Strongly Disagree	3	3	2	3	1	2
Don't know	0	0	0	0	0	0
<b>Total Agree</b>	<b>88</b>	<b>89</b>	<b>89</b>	<b>90</b>	<b>92</b>	<b>90</b>
<b>Total Disagree</b>	<b>7</b>	<b>6</b>	<b>5</b>	<b>6</b>	<b>4</b>	<b>6</b>
Mean Rating	4.23	4.27	4.31	4.30	4.36	4.38
Base	3953	4350	4764	4670	4626	3551

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

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.

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, 2013/14 n=3551.

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.

### 5.2.2. I Was Treated Fairly - Significant Differences for the 2013/14 FY

The following statistically significant differences for 2013/14 are evident at the total results level (General, Communications Centres and Māori Booster 2013/14 results combined).

Respondent groups marked with an \* were also significantly more likely to give this rating in the 2012/13 survey.

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);
- living in Central District (95%, compared with 90% of all other respondents);
- aged 65 years or older (95%, compared with 90% of all other respondents);
- whose reason for contact was a general enquiry (95%, compared with 90% of all other respondents);
- whose point of contact was calling the Communications Centre (95%, compared with 89% of all other respondents); and/or
- of European descent\* (91%, compared with 88% 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\* (28%, compared with 5% of all other respondents);
- whose reason for contact was a traffic crash or incident (12%) or a traffic offence\* (11%) (compared with 5% of all other respondents);
- living in Canterbury District (11%, compared with 5% of all other respondents);
- who called the local station (10%, compared with 6% of all other respondents); and/or
- aged between 16 and 24 years old (9%) or between 25 and 34 years old (8%) (compared with 5% of respondents aged 35 years or older).

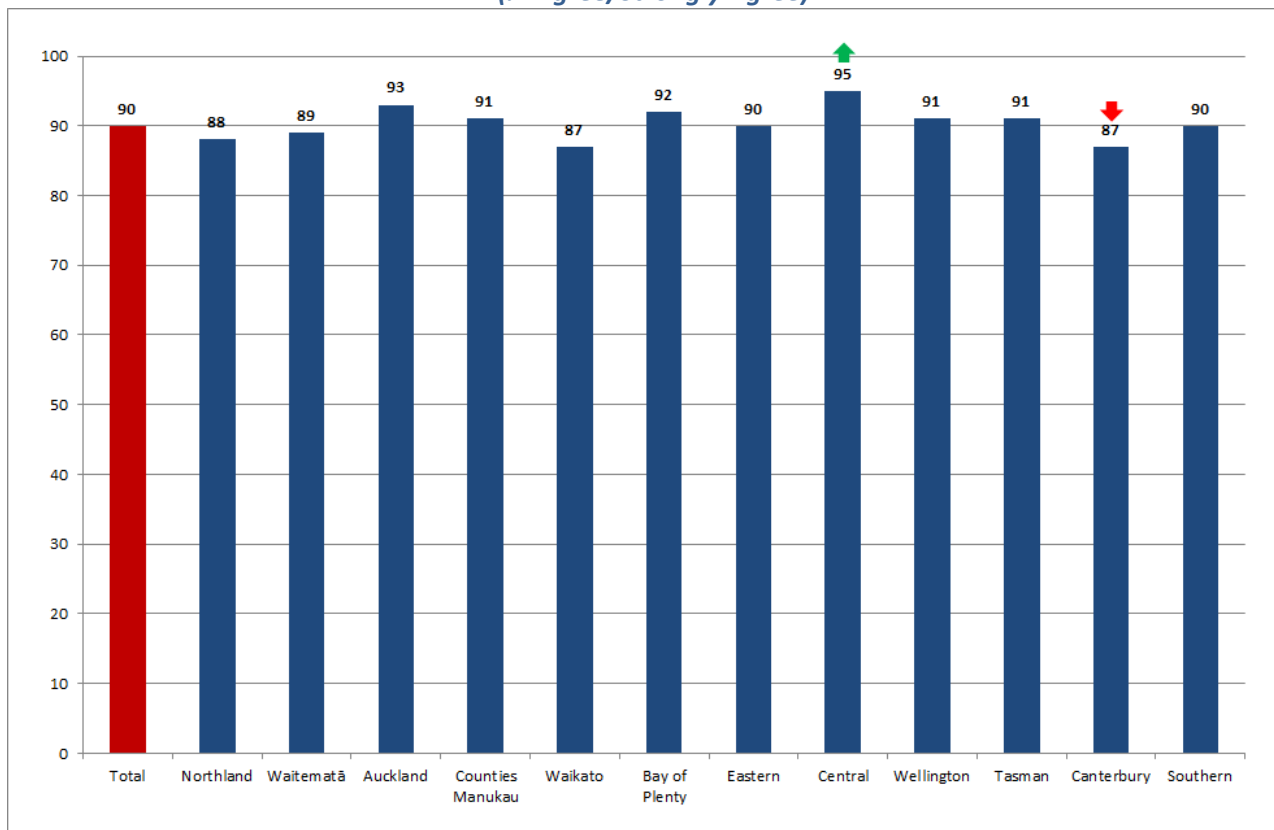
### 5.2.3. I Was Treated Fairly - Comparison by District

#### 1. 2013/14 FY

While most respondents (90%) *agreed* or *strongly agreed* that they were treated fairly in 2013/14, those living in the Central District were significantly more likely to *agree/strongly agree* that they were treated fairly (95%).

In contrast, those living in Canterbury District were significantly less likely to agree to some extent (87% agreeing/strongly agreeing).

**Figure 25: I Was Treated Fairly - by District in the 2013/14 FY  
(% Agree/Strongly Agree)**



Base: All respondents, excluding 'not applicable' responses. Total 2013/14 FY n=3551; Northland n=298; Waitematā n=300; Auckland n=257; Counties Manukau n=282; Waikato n=328; Bay of Plenty n=320; Eastern n=308; Central n=313; Wellington n=303; Tasman n=285; Canterbury n=293; Southern n=264.

Green arrow indicates a significantly higher result than the total.

Red arrow indicates a significantly lower result than the total.

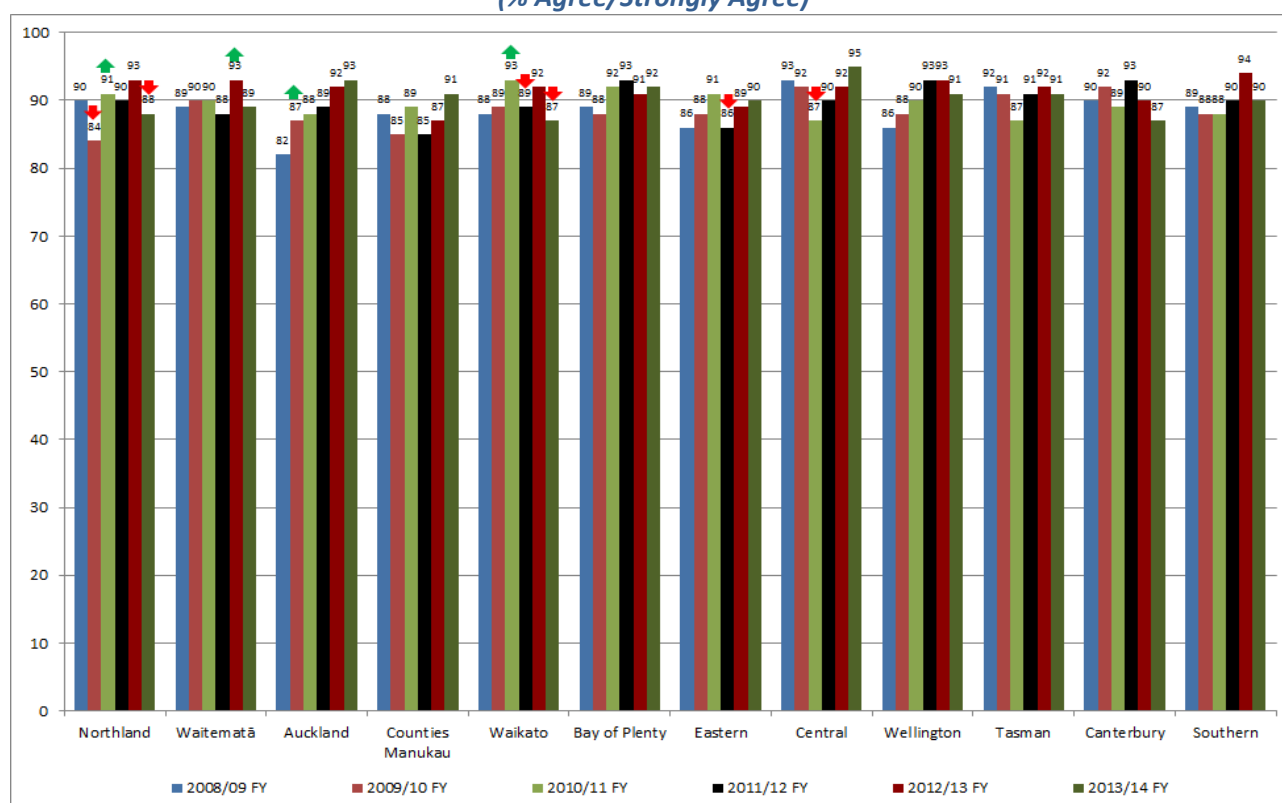
## 2. Change Over Time

When compared with the previous measure, no districts show any statistically significant increases in positive ratings (shares of *satisfied/very satisfied*) or decreases in negative ratings (shares of *dissatisfied/very dissatisfied* ratings). However, it should be noted that while year on year changes have not been significant, Auckland City District has continued to show an upward trend in positive ratings over time.

It should also be noted that when compared with the 2012/13 survey wave, there has been a significant increase in the share of respondents *strongly agreeing* that they were treated fairly in Auckland City (up from 46% strongly agreeing, to 56%), Eastern (up from 46%, to 55%) and Counties Manukau (up from 44%, to 54%) districts.

In contrast, this measure there has been significant declines in the share of positive ratings and/or increases in the share of negative ratings for Waikato (the share *agreeing/strongly agreeing* down from 92%, to 87%; those *disagreeing/strongly disagreeing* up from 3% to 8%), Northland (the share *agreeing/strongly agreeing* down from 93%, to 88%; those *disagreeing/strongly disagreeing* up from 3% to 7%), and Canterbury (the share *disagreeing/strongly disagreeing* up from 5% to 11%) districts.

**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.

Table 39: I Was Treated Fairly – By District (Part 1) (%)

	Northland						Waitematā						Auckland City					
	08/ 09 FY	09/ 10 FY	10/ 11 FY	11/ 12 FY	12/ 13 FY	13/ 14 FY	08/ 09 FY	09/ 10 FY	10/ 11 FY	11/ 12 FY	12/ 13 FY	13/ 14 FY	08/ 09 FY	09/ 10 FY	10/ 11 FY	11/ 12 FY	12/ 13 FY	13/ 14 FY
Strongly Agree	46	47	48	48	47	52	43	46	49	42	56	60	39	46	48	45	46	56
Agree	44	37	43	42	46	36	46	44	41	46	37	29	43	41	40	44	46	37
Neither/nor	4	7	6	5	4	4	5	4	4	5	2	4	7	6	8	5	6	5
Disagree	3	4	1	3	2	4	3	4	4	4	3	4	6	3	1	3	1	1
Strongly Disagree	2	5	2	2	1	3	3	2	2	3	2	3	5	3	3	3	1	1
Don't know	1	0	0	0	0	1	0	0	0	0	0	0	0	1	0	0	0	0
<b>Total Agree</b>	<b>90</b>	<b>84</b>	<b>91</b>	<b>90</b>	<b>93</b>	<b>88</b>	<b>89</b>	<b>90</b>	<b>90</b>	<b>88</b>	<b>93</b>	<b>89</b>	<b>82</b>	<b>87</b>	<b>88</b>	<b>89</b>	<b>92</b>	<b>93</b>
<b>Total Disagree</b>	<b>5</b>	<b>9</b>	<b>3</b>	<b>5</b>	<b>3</b>	<b>7</b>	<b>6</b>	<b>6</b>	<b>6</b>	<b>7</b>	<b>5</b>	<b>7</b>	<b>11</b>	<b>6</b>	<b>4</b>	<b>6</b>	<b>2</b>	<b>2</b>
Base	297	307	364	327	305	298	333	371	402	408	370	300	398	400	440	411	362	257

Table 40: I Was Treated Fairly – By District (Part 2) (%)

	Counties Manukau						Waikato						Bay Of Plenty					
	08/ 09 FY	09/ 10 FY	10/ 11 FY	11/ 12 FY	12/ 13 FY	13/ 14 FY	08/ 09 FY	09/ 10 FY	10/ 11 FY	11/ 12 FY	12/ 13 FY	13/ 14 FY	08/ 09 FY	09/ 10 FY	10/ 11 FY	11/ 12 FY	12/ 13 FY	13/ 14 FY
Strongly Agree	41	40	50	44	44	54	42	44	48	44	52	58	43	42	45	50	50	51
Agree	47	45	39	41	43	37	46	46	45	45	40	29	46	46	47	43	41	41
Neither/nor	4	6	6	5	7	3	5	6	4	5	5	4	5	6	4	3	2	3
Disagree	4	6	3	5	4	5	5	2	2	3	2	4	4	3	2	2	4	3
Strongly Disagree	4	2	2	5	2	1	2	2	1	3	1	4	2	3	2	2	3	2
Don't know	0	1	0	0	0	0	0	1	0	0	0	1	0	0	0	0	0	0
<b>Total Agree</b>	<b>88</b>	<b>85</b>	<b>89</b>	<b>85</b>	<b>87</b>	<b>91</b>	<b>88</b>	<b>89</b>	<b>93</b>	<b>89</b>	<b>92</b>	<b>87</b>	<b>89</b>	<b>88</b>	<b>92</b>	<b>93</b>	<b>91</b>	<b>92</b>
<b>Total Disagree</b>	<b>8</b>	<b>8</b>	<b>5</b>	<b>10</b>	<b>6</b>	<b>6</b>	<b>7</b>	<b>4</b>	<b>3</b>	<b>6</b>	<b>3</b>	<b>8</b>	<b>6</b>	<b>6</b>	<b>4</b>	<b>4</b>	<b>7</b>	<b>5</b>
Base	384	432	463	450	411	282	336	423	474	478	507	328	335	367	434	429	432	320

Base: All respondents, excluding 'not applicable' responses. Note: Bold indicates a statistically significant change in neutral or don't know responses from the previous survey wave. Green highlighting denotes a statistically significant improvement from the previous survey wave. Red highlighting denotes a statistically significant negative change from the previous survey wave



Table 41: I Was Treated Fairly – By District (Part 3) (%)

	Eastern						Central						Wellington					
	08/ 09 FY	09/ 10 FY	10/ 11 FY	11/ 12 FY	12/ 13 FY	13/ 14 FY	08/ 09 FY	09/ 10 FY	10/ 11 FY	11/ 12 FY	12/ 13 FY	13/ 14 FY	08/ 09 FY	09/ 10 FY	10/ 11 FY	11/ 12 FY	12/ 13 FY	13/ 14 FY
Strongly Agree	44	47	46	47	46	55	48	49	49	48	54	56	46	51	50	53	52	55
Agree	42	41	45	39	43	35	45	43	38	42	38	39	40	37	40	40	41	36
Neither/nor	6	6	6	5	6	5	3	5	5	4	3	1	6	5	6	2	3	5
Disagree	5	2	1	8	4	3	2	2	4	3	3	2	5	4	2	2	2	1
Strongly Disagree	3	4	2	1	1	2	2	1	3	3	2	2	3	3	2	2	2	3
Don't know	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	1	0	0
<b>Total Agree</b>	<b>86</b>	<b>88</b>	<b>91</b>	<b>86</b>	<b>89</b>	<b>90</b>	<b>93</b>	<b>92</b>	<b>87</b>	<b>90</b>	<b>92</b>	<b>95</b>	<b>86</b>	<b>88</b>	<b>90</b>	<b>93</b>	<b>93</b>	<b>91</b>
<b>Total Disagree</b>	<b>8</b>	<b>6</b>	<b>3</b>	<b>9</b>	<b>5</b>	<b>5</b>	<b>4</b>	<b>3</b>	<b>7</b>	<b>6</b>	<b>5</b>	<b>5</b>	<b>8</b>	<b>7</b>	<b>4</b>	<b>4</b>	<b>4</b>	<b>4</b>
Base	269	279	344	366	367	308	297	346	380	389	432	313	372	448	446	463	424	303

Table 42: I Was Treated Fairly – By District (Part 4) (%)

	Tasman						Canterbury						Southern					
	08/ 09 FY	09/ 10 FY	10/ 11 FY	11/ 12 FY	12/ 13 FY	13/ 14 FY	08/ 09 FY	09/ 10 FY	10/ 11 FY	11/ 12 FY	12/ 13 FY	13/ 14 FY	08/ 09 FY	09/ 10 FY	10/ 11 FY	11/ 12 FY	12/ 13 FY	13/ 14 FY
Strongly Agree	47	42	52	51	53	59	48	53	47	58	50	51	50	49	51	52	54	60
Agree	45	49	35	40	39	32	42	39	42	35	40	36	39	39	37	38	40	30
Neither/nor	4	2	5	3	5	3	4	4	6	2	5	2	2	4	6	6	2	4
Disagree	2	4	4	5	2	2	5	2	2	3	4	10	7	3	3	3	3	1
Strongly Disagree	1	3	4	0	1	4	1	2	3	2	1	1	2	4	3	1	1	5
Don't know	1	0	0	1	0	0	0	0	0	0	0	0	0	1	0	0	0	0
<b>Total Agree</b>	<b>92</b>	<b>91</b>	<b>87</b>	<b>91</b>	<b>92</b>	<b>91</b>	<b>90</b>	<b>92</b>	<b>89</b>	<b>93</b>	<b>90</b>	<b>87</b>	<b>89</b>	<b>88</b>	<b>88</b>	<b>90</b>	<b>94</b>	<b>90</b>
<b>Total Disagree</b>	<b>3</b>	<b>7</b>	<b>8</b>	<b>5</b>	<b>3</b>	<b>6</b>	<b>6</b>	<b>4</b>	<b>5</b>	<b>5</b>	<b>5</b>	<b>11</b>	<b>9</b>	<b>7</b>	<b>6</b>	<b>4</b>	<b>4</b>	<b>6</b>
Base	241	241	282	318	322	285	400	412	406	359	380	293	291	324	329	272	314	264

Base: All respondents, excluding 'not applicable' responses. Note: Bold indicates a statistically significant change in neutral or don't know responses from the previous survey wave. Green highlighting denotes a statistically significant improvement from the previous survey wave. Red highlighting denotes a statistically significant negative change from the previous survey wave

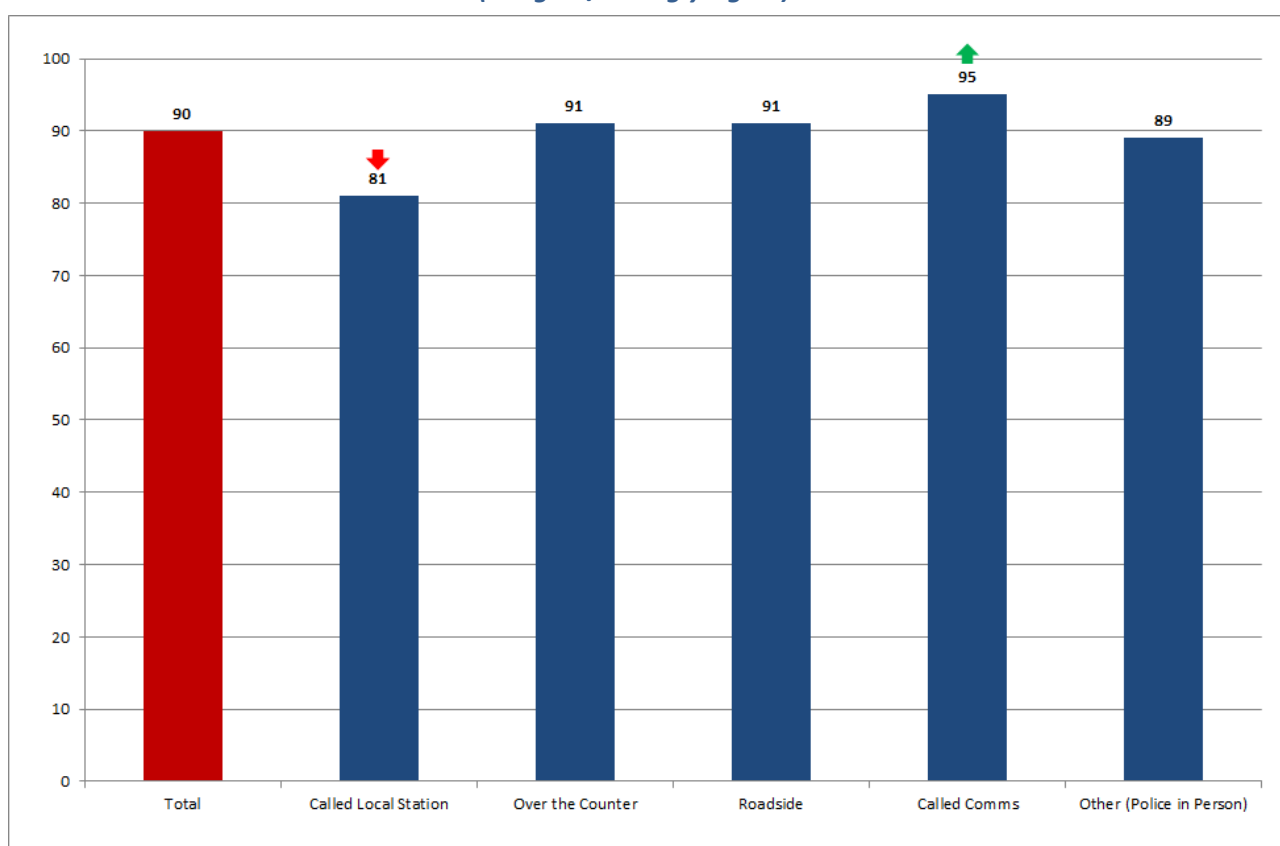
#### 5.2.4. I Was Treated Fairly - Comparison by Point of Contact

##### 1. 2013/14 FY

Those who called the Communications Centres were significantly more likely to *agree* or *strongly agree* that they were treated fairly (95%).

In contrast, respondents whose point of contact with Police was calling the local station were significantly less likely to agree to some extent (with 81% *agreeing/strongly agreeing*).

**Figure 27: I Was Treated Fairly - by Point of Contact in the 2013/14 FY**  
(% Agree/Strongly Agree)



Base: All respondents, excluding 'not applicable' responses. Total 2013/14 FY n=3551; Called local station n=240; Over the counter n=443; Roadside n=843; Called a Communications Centre n=1219; Other (Police in person) n=806.

Green arrow indicates a significantly higher result than the total.

Red arrow indicates a significantly lower result than the total.

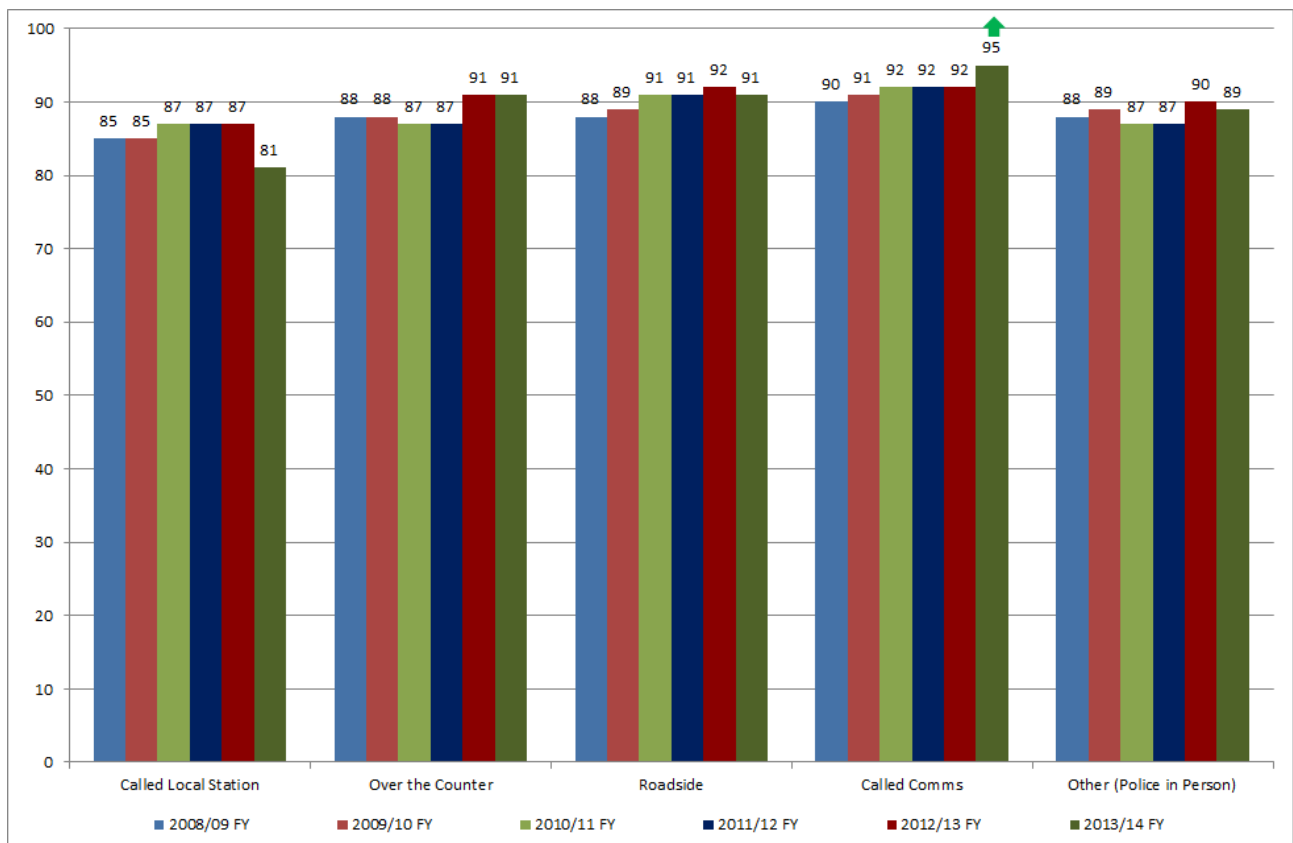
## 2. Change Over Time

The proportion of respondents who agreed to some extent that they were treated fairly has increased significantly among respondents whose point of contact was calling the Communications Centre (up from 92% *agreeing/strongly agreeing* in 2012/13, to 95%).

Also of note, have been significant increases in the share of respondents *strongly agreeing* across almost all points of contact, including those visiting the location station (up from 49% *strongly agreeing*, to 59%), who had contact in person (other than at the local station or roadside) (up from 51%, to 57%), calling the Communications Centre (up from 49%, to 57%), and calling the local station (up from 36%, to 51%). (Note: the share *strongly agreeing* who had roadside contact is unchanged on 53%).

There has been a significant increase in the share of negative ratings for respondents who called the local station (with the share who *disagree/strongly disagree* up from 5% in 2012/13, to 10%) and who had contact at the roadside (up from 4%, to 6%).

**Figure 28: I Was Treated Fairly - 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.

**Table 43: I Was Treated Fairly – By Point Of Contact (Part 1) (%)**

	Called Local Station						Over the Counter						Roadside					
	08/ 09 FY	09/ 10 FY	10/ 11 FY	11/ 12 FY	12/ 13 FY	13/ 14 FY	08/ 09 FY	09/ 10 FY	10/ 11 FY	11/ 12 FY	12/ 13 FY	13/ 14 FY	08/ 09 FY	09/ 10 FY	10/ 11 FY	11/ 12 FY	12/ 13 FY	13/ 14 FY
Strongly Agree	33	34	32	40	36	51	44	46	45	48	49	59	45	49	53	50	53	53
Agree	52	51	55	47	51	30	44	42	42	39	42	32	43	40	38	41	39	38
Neither/nor	7	9	10	4	7	9	4	5	6	4	4	5	4	4	4	4	4	3
Disagree	4	4	2	6	3	6	4	3	4	5	3	2	5	4	3	3	3	3
Strongly Disagree	4	2	1	2	2	4	4	4	3	4	2	2	3	3	2	2	1	3
Don't know	0	0	0	1	1	0	0	0	0	0	0	0	0	0	0	0	0	0
<b>Total Agree</b>	<b>85</b>	<b>85</b>	<b>87</b>	<b>87</b>	<b>87</b>	<b>81</b>	<b>88</b>	<b>88</b>	<b>87</b>	<b>87</b>	<b>91</b>	<b>91</b>	<b>88</b>	<b>89</b>	<b>91</b>	<b>91</b>	<b>92</b>	<b>91</b>
<b>Total Disagree</b>	<b>8</b>	<b>6</b>	<b>3</b>	<b>8</b>	<b>5</b>	<b>10</b>	<b>8</b>	<b>7</b>	<b>7</b>	<b>9</b>	<b>5</b>	<b>4</b>	<b>8</b>	<b>7</b>	<b>5</b>	<b>5</b>	<b>4</b>	<b>6</b>
Base	395	259	273	289	240	240	332	369	446	448	420	443	1105	1293	1507	1536	1516	843

**Table 44: I Was Treated Fairly – By Point Of Contact (Part 2) (%)**

	Called Comms						Other (Police in person)					
	08/ 09 FY	09/ 10 FY	10/ 11 FY	11/ 12 FY	12/ 13 FY	13/ 14 FY	08/ 09 FY	09/ 10 FY	10/ 11 FY	11/ 12 FY	12/ 13 FY	13/ 14 FY
Strongly Agree	45	44	47	44	49	57	49	50	47	50	51	57
Agree	45	47	45	48	43	38	39	39	40	37	39	32
Neither/nor	5	5	5	4	5	2	5	5	7	5	4	4
Disagree	4	2	2	3	2	2	4	3	3	3	3	5
Strongly Disagree	1	1	1	1	1	1	3	3	3	5	2	2
Don't know	0	1	0	0	0	0	0	0	0	0	1	0
<b>Total Agree</b>	<b>90</b>	<b>91</b>	<b>92</b>	<b>92</b>	<b>92</b>	<b>95</b>	<b>88</b>	<b>89</b>	<b>87</b>	<b>87</b>	<b>90</b>	<b>89</b>
<b>Total Disagree</b>	<b>5</b>	<b>3</b>	<b>3</b>	<b>4</b>	<b>3</b>	<b>3</b>	<b>7</b>	<b>6</b>	<b>6</b>	<b>8</b>	<b>5</b>	<b>7</b>
Base	1412	1633	1677	1610	1632	1219	709	796	861	827	818	806

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

### 5.3. Staff Were Competent

#### 5.3.1. Staff Were Competent - Change Over Time

While the majority of respondents (91%) either *agree* or *strongly agree* that the staff member they dealt with was competent in 2013/14, the share of respondents agreeing to some extent has decreased significantly when compared with 2012/13 (down from 93%). However, it should be noted that the share *strongly agreeing* that staff were competent has increase significantly (up from 49% last measure, to 53%).

Only 4% of respondents *disagree* or *strongly disagree* that staff were competent. However, this result is up significantly when compared with the previous measure (the share *disagreeing/strongly disagreeing* up from 3% in 2011/12, to 4%).

**Table 45: Staff Were Competent – Change Over Time (%)**

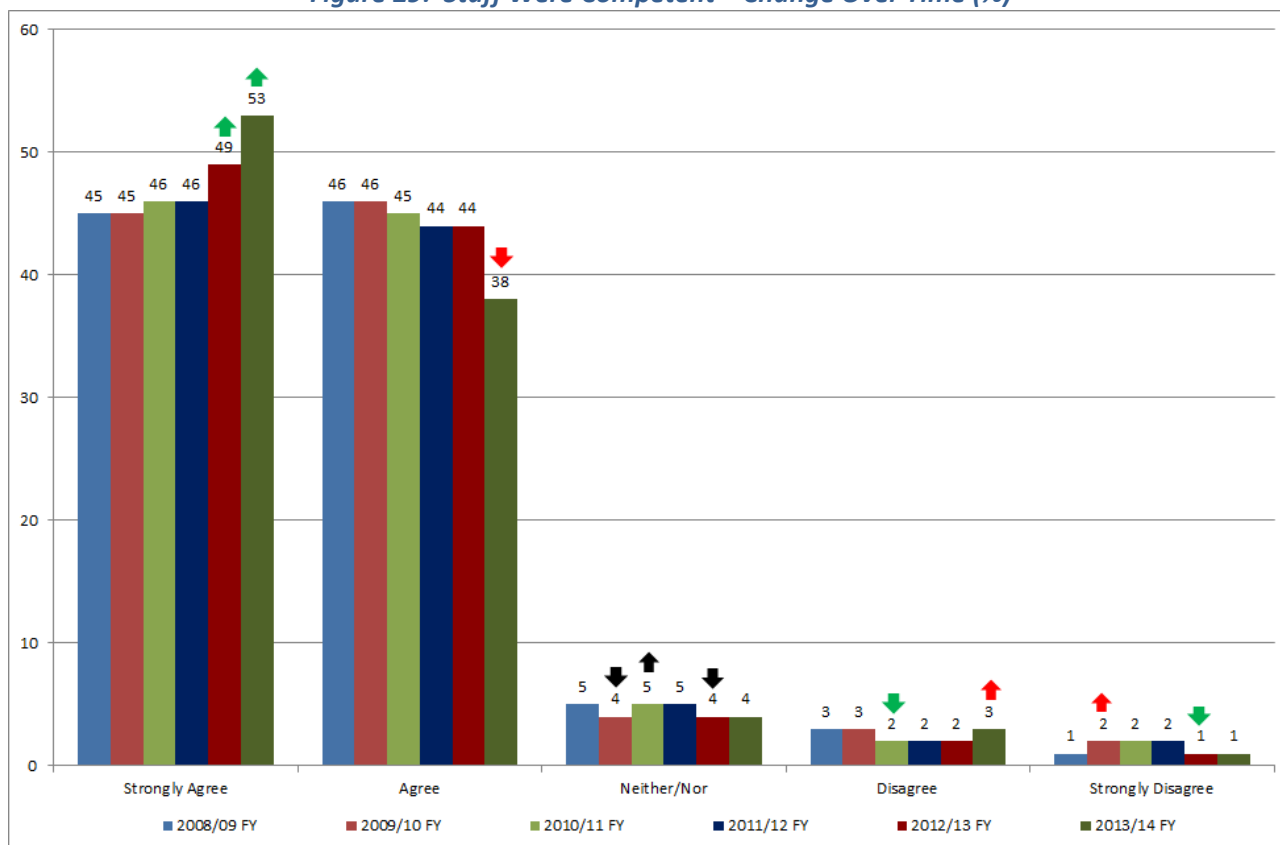
	2008/09 FY	2009/10 FY	2010/11 FY	2011/12 FY	2012/13 FY	2013/14 FY
Strongly Agree	45	45	46	46	49	53
Agree	46	46	45	44	44	38
Neither/Nor	5	4	5	5	4	4
Disagree	3	3	2	2	2	3
Strongly Disagree	1	2	2	2	1	1
Don't know	0	1	1	1	0	1
<b>Total Agree</b>	<b>91</b>	<b>91</b>	<b>91</b>	<b>90</b>	<b>93</b>	<b>91</b>
<b>Total Disagree</b>	<b>4</b>	<b>5</b>	<b>4</b>	<b>4</b>	<b>3</b>	<b>4</b>
Mean Rating	4.30	4.30	4.32	4.30	4.38	4.40
Base	3989	4381	4803	4707	4652	3575

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

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.

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, 2013/14 FY n=3575.

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.

### 5.3.2. Staff Were Competent - Significant Differences for the 2013/14 FY

The following statistically significant differences for 2013/14 are evident at the total results level (General, Communications Centres and Māori Booster sample 2013/14 results combined).

Respondent groups marked with an \* were also significantly more likely to give this rating in the 2012/13 survey.

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

- whose reason for contact was a traffic stop\* (97%, compared with 90% of all other respondents);
- whose point of contact was calling the Communications Centre (95%, compared with 91% of all other respondents);
- whose point of contact was at the roadside (93%, compared with 91% of all other respondents); and or
- of European descent\* (92%, compared with 89% of all other respondents).

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

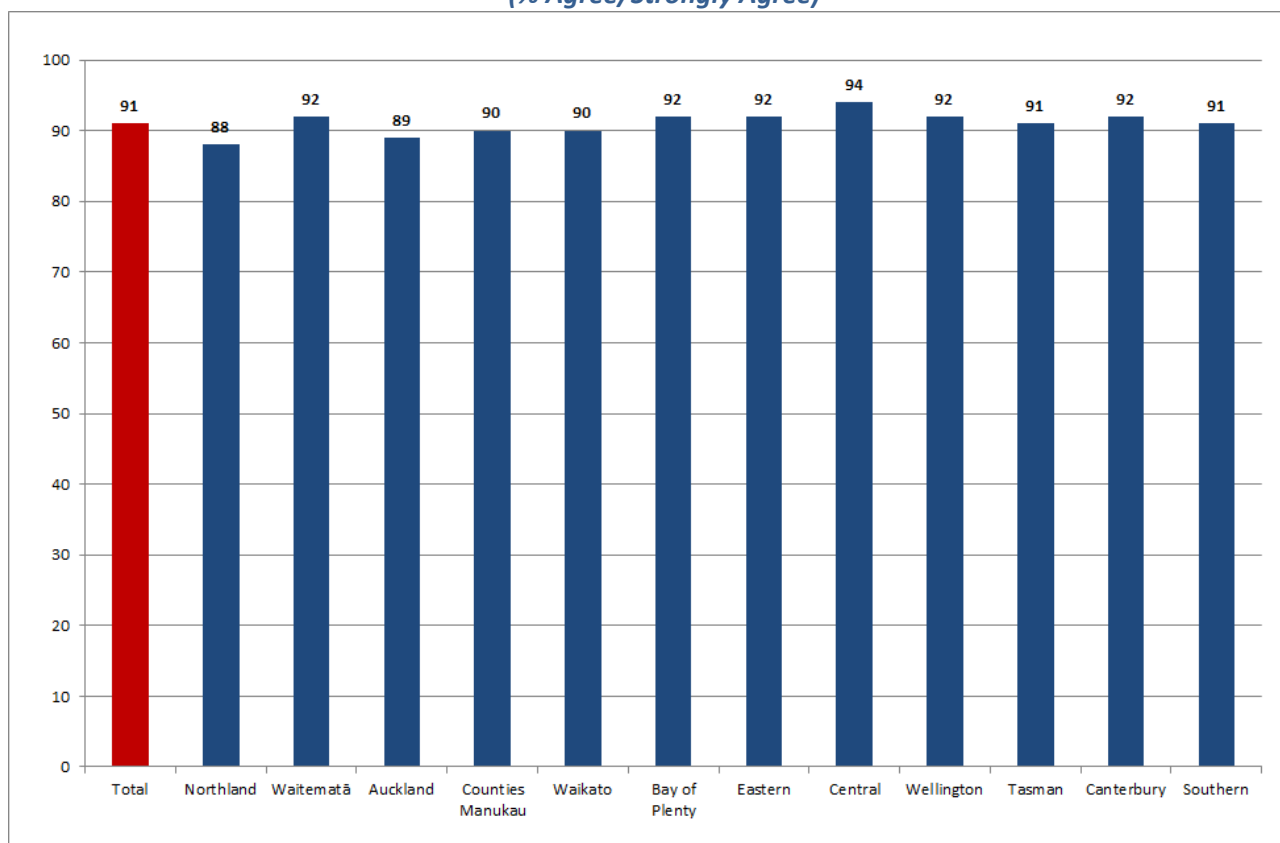
- whose reason for contact was suspect/disorderly behaviour/bail reporting/prisoner enquiry/pickup or visit\* (14%, compared with 4% of all other respondents);
- whose point of contact was calling the local station (10%, compared with 4% of all other respondents);
- of Asian or Indian descent (9%, compared with 4% of all other respondents);
- whose reason for contact was a traffic offence\* (9%, compared with 4% of all other respondents);
- living in Waikato District (7%, compared with 4% of all other respondents); and/or
- aged between 25 and 34 years\* (6%, compared with 4% of all other respondents).

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

#### 1. 2013/14 FY

Ninety one percent of all respondents *agreed* or *strongly agreed* that staff were competent. While there are no statistically significant differences between any of the districts and the total, results range from 94% agreeing to some extent for Central District, down to 88% for Northland District.

**Figure 30: Staff Were Competent - by District in the 2013/14 FY  
(% Agree/Strongly Agree)**



Base: All respondents, excluding 'not applicable' responses. Total 2013/14 FY n=3575; Northland n=298; Waitematā n=305; Auckland n=257; Counties n=283; Waikato n=330; Bay of Plenty n=324; Eastern n=309; Central n=314; Wellington n=308; Tasman n=288; Canterbury n=295; Southern n=264.



## 2. Change Over Time

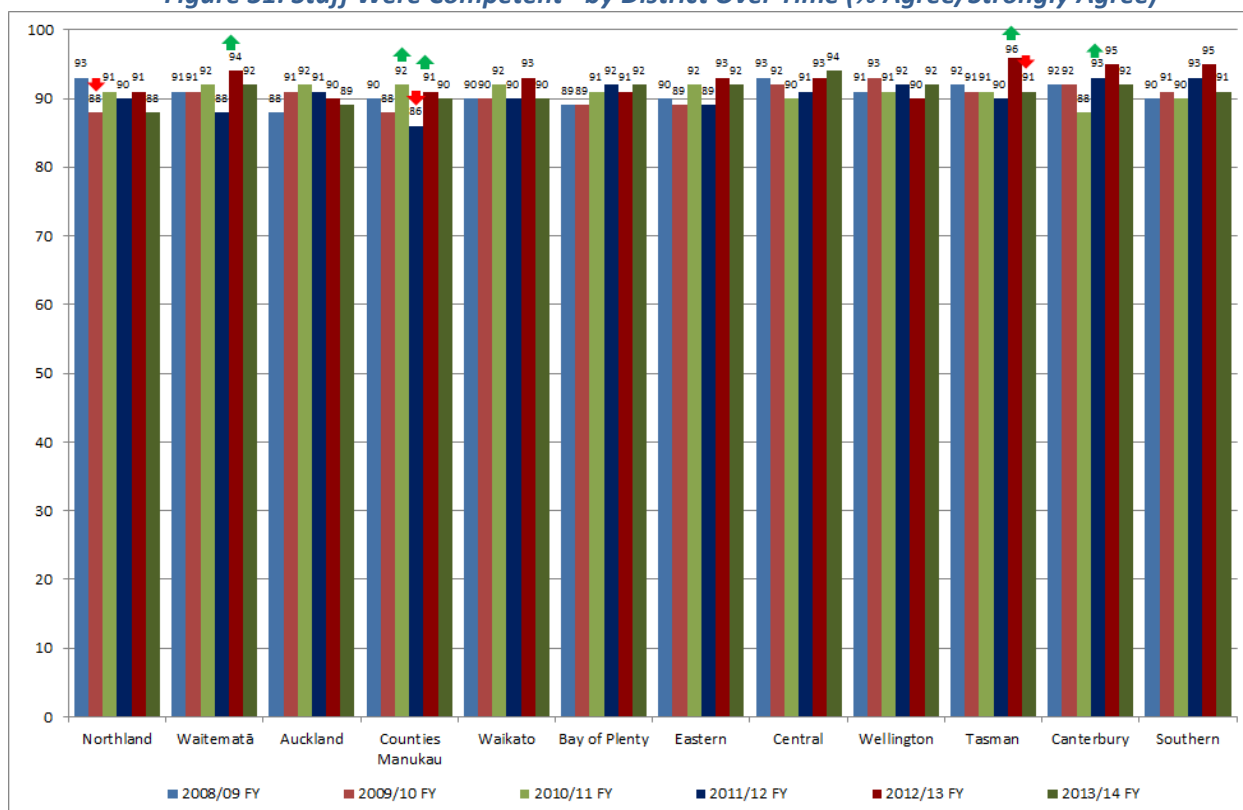
When compared with the 2012/13 survey wave, there have not been any significant increases in the proportion of respondents who *agreed/ strongly agreed* that staff were competent for any of the 12 districts. However, the share of respondents to *strongly agree* that staff were competent increased significantly for Central (up from 52% to 62%), Tasman (up from 50% to 58%), and Counties Manukau (up from 38% to 50%) districts.

The share that disagreed to some extent that staff were competent decreased significantly for Bay of Plenty District (after increasing significantly last measure, negative ratings are down from 6% to 2%).

Tasman District has had mixed results. While the share *strongly agreeing* increased significantly (see above), the total proportion who *agreed/strongly agreed* that staff were competent decreased significantly for Tasman District (down from 96% last measure, to 91%), and the share who disagreed to some extent increase significantly (up from 2%, to 5%).

Also of note in 2013/14 is that the share of respondents disagreeing to some extent that staff were competent also increased for both Waikato (those *disagreeing/strongly disagreeing* up from 3% last measure, to 7%) and Southern (up from 1%, to 4%) districts.

**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.

**Table 46: Staff Were Competent – By District (Part 1) (%)**

	Northland						Waitematā						Auckland City					
	08/ 09 FY	09/ 10 FY	10/ 11 FY	11/ 12 FY	12/ 13 FY	13/ 14 FY	08/ 09 FY	09/ 10 FY	10/ 11 FY	11/ 12 FY	12/ 13 FY	13/ 14 FY	08/ 09 FY	09/ 10 FY	10/ 11 FY	11/ 12 FY	12/ 13 FY	13/ 14 FY
Strongly Agree	44	48	44	47	44	50	44	40	44	41	51	57	40	46	43	42	50	53
Agree	49	40	47	43	47	38	47	51	48	47	43	35	48	45	49	49	40	36
Neither/nor	4	6	6	6	4	5	5	4	4	7	3	2	7	3	4	4	7	6
Disagree	1	3	2	1	4	4	2	3	2	5	3	4	4	4	1	2	1	3
Strongly Disagree	1	1	1	2	1	2	2	2	1	0	0	1	1	2	3	2	2	1
Don't know	1	2	0	1	0	1	0	0	1	0	0	1	0	0	0	1	0	1
<b>Total Agree</b>	<b>93</b>	<b>88</b>	<b>91</b>	<b>90</b>	<b>91</b>	<b>88</b>	<b>91</b>	<b>91</b>	<b>92</b>	<b>88</b>	<b>94</b>	<b>92</b>	<b>88</b>	<b>91</b>	<b>92</b>	<b>91</b>	<b>90</b>	<b>89</b>
<b>Total Disagree</b>	<b>2</b>	<b>4</b>	<b>3</b>	<b>3</b>	<b>5</b>	<b>6</b>	<b>4</b>	<b>5</b>	<b>3</b>	<b>5</b>	<b>3</b>	<b>5</b>	<b>5</b>	<b>6</b>	<b>4</b>	<b>4</b>	<b>3</b>	<b>4</b>
Base	297	311	372	330	307	298	335	375	406	412	371	305	407	403	445	411	366	257

**Table 47: Staff Were Competent – By District (Part 2) (%)**

	Counties Manukau						Waikato						Bay Of Plenty					
	08/ 09 FY	09/ 10 FY	10/ 11 FY	11/ 12 FY	12/ 13 FY	13/ 14 FY	08/ 09 FY	09/ 10 FY	10/ 11 FY	11/ 12 FY	12/ 13 FY	13/ 14 FY	08/ 09 FY	09/ 10 FY	10/ 11 FY	11/ 12 FY	12/ 13 FY	13/ 14 FY
Strongly Agree	42	38	45	40	38	50	42	46	45	43	50	54	42	38	41	50	47	52
Agree	48	50	47	46	53	40	48	44	47	47	43	36	47	51	50	42	44	40
Neither/nor	4	5	5	5	5	4	6	4	6	5	4	2	5	4	6	5	2	5
Disagree	4	5	2	4	2	3	2	3	2	2	2	5	4	5	2	2	3	1
Strongly Disagree	2	1	1	4	1	1	2	2	0	2	1	2	2	1	0	0	3	1
Don't know	0	1	0	1	1	2	0	1	0	1	0	1	0	1	1	1	1	1
<b>Total Agree</b>	<b>90</b>	<b>88</b>	<b>92</b>	<b>86</b>	<b>91</b>	<b>90</b>	<b>90</b>	<b>90</b>	<b>92</b>	<b>90</b>	<b>93</b>	<b>90</b>	<b>89</b>	<b>89</b>	<b>91</b>	<b>92</b>	<b>91</b>	<b>92</b>
<b>Total Disagree</b>	<b>6</b>	<b>6</b>	<b>3</b>	<b>8</b>	<b>3</b>	<b>4</b>	<b>4</b>	<b>5</b>	<b>2</b>	<b>4</b>	<b>3</b>	<b>7</b>	<b>6</b>	<b>6</b>	<b>2</b>	<b>2</b>	<b>6</b>	<b>2</b>
Base	387	432	464	451	412	283	338	423	474	484	511	330	338	371	435	432	433	324

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 48: Staff Were Competent – By District (Part 3) (%)**

	Eastern						Central						Wellington					
	08/ 09 FY	09/ 10 FY	10/ 11 FY	11/ 12 FY	12/ 13 FY	13/ 14 FY	08/ 09 FY	09/ 10 FY	10/ 11 FY	11/ 12 FY	12/ 13 FY	13/ 14 FY	08/ 09 FY	09/ 10 FY	10/ 11 FY	11/ 12 FY	12/ 13 FY	13/ 14 FY
Strongly Agree	41	44	43	42	47	53	43	46	46	46	52	62	49	47	50	48	49	54
Agree	49	45	49	47	46	39	50	46	44	45	41	32	42	46	41	44	41	38
Neither/nor	4	4	4	7	3	4	2	5	4	5	4	1	5	2	5	5	5	2
Disagree	4	4	2	2	3	2	1	2	2	2	2	3	2	2	2	2	4	4
Strongly Disagree	1	1	1	2	1	2	2	1	3	2	1	1	1	2	1	1	1	1
Don't know	1	2	1	0	0	0	2	0	1	0	0	1	1	1	1	0	0	1
<b>Total Agree</b>	<b>90</b>	<b>89</b>	<b>92</b>	<b>89</b>	<b>93</b>	<b>92</b>	<b>93</b>	<b>92</b>	<b>90</b>	<b>91</b>	<b>93</b>	<b>94</b>	<b>91</b>	<b>93</b>	<b>91</b>	<b>92</b>	<b>90</b>	<b>92</b>
<b>Total Disagree</b>	<b>5</b>	<b>5</b>	<b>3</b>	<b>4</b>	<b>4</b>	<b>4</b>	<b>3</b>	<b>3</b>	<b>5</b>	<b>4</b>	<b>3</b>	<b>4</b>	<b>3</b>	<b>4</b>	<b>3</b>	<b>3</b>	<b>5</b>	<b>5</b>
Base	272	283	347	370	371	309	299	346	387	391	435	314	377	453	449	470	424	308

**Table 49: Staff Were Competent – By District (Part 4) (%)**

	Tasman						Canterbury						Southern					
	08/ 09 FY	09/ 10 FY	10/ 11 FY	11/ 12 FY	12/ 13 FY	13/ 14 FY	08/ 09 FY	09/ 10 FY	10/ 11 FY	11/ 12 FY	12/ 13 FY	13/ 14 FY	08/ 09 FY	09/ 10 FY	10/ 11 FY	11/ 12 FY	12/ 13 FY	13/ 14 FY
Strongly Agree	54	42	48	50	50	58	49	52	48	53	49	48	44	46	48	52	57	53
Agree	38	49	43	40	46	33	43	40	40	40	46	44	46	45	42	41	38	38
Neither/nor	4	4	4	6	2	2	5	4	5	2	2	4	4	4	6	3	3	5
Disagree	3	3	2	1	1	2	2	3	3	1	2	3	5	2	3	3	1	2
Strongly Disagree	0	2	3	2	1	3	1	1	2	3	0	1	0	2	1	1	0	2
Don't know	1	0	0	1	0	2	0	0	2	1	1	0	1	1	0	0	1	0
<b>Total Agree</b>	<b>92</b>	<b>91</b>	<b>91</b>	<b>90</b>	<b>96</b>	<b>91</b>	<b>92</b>	<b>92</b>	<b>88</b>	<b>93</b>	<b>95</b>	<b>92</b>	<b>90</b>	<b>91</b>	<b>90</b>	<b>93</b>	<b>95</b>	<b>91</b>
<b>Total Disagree</b>	<b>3</b>	<b>5</b>	<b>5</b>	<b>3</b>	<b>2</b>	<b>5</b>	<b>3</b>	<b>4</b>	<b>5</b>	<b>4</b>	<b>2</b>	<b>4</b>	<b>5</b>	<b>4</b>	<b>4</b>	<b>4</b>	<b>1</b>	<b>4</b>
Base	241	241	283	321	323	288	401	415	409	360	382	295	297	328	332	275	317	264

Base: All respondents, excluding 'not applicable' responses. Note: Bold indicates a statistically significant change in neutral or don't know responses from the previous survey wave. Green highlighting denotes a statistically significant improvement from the previous survey wave. Red highlighting denotes a statistically significant negative change from the previous survey wave.

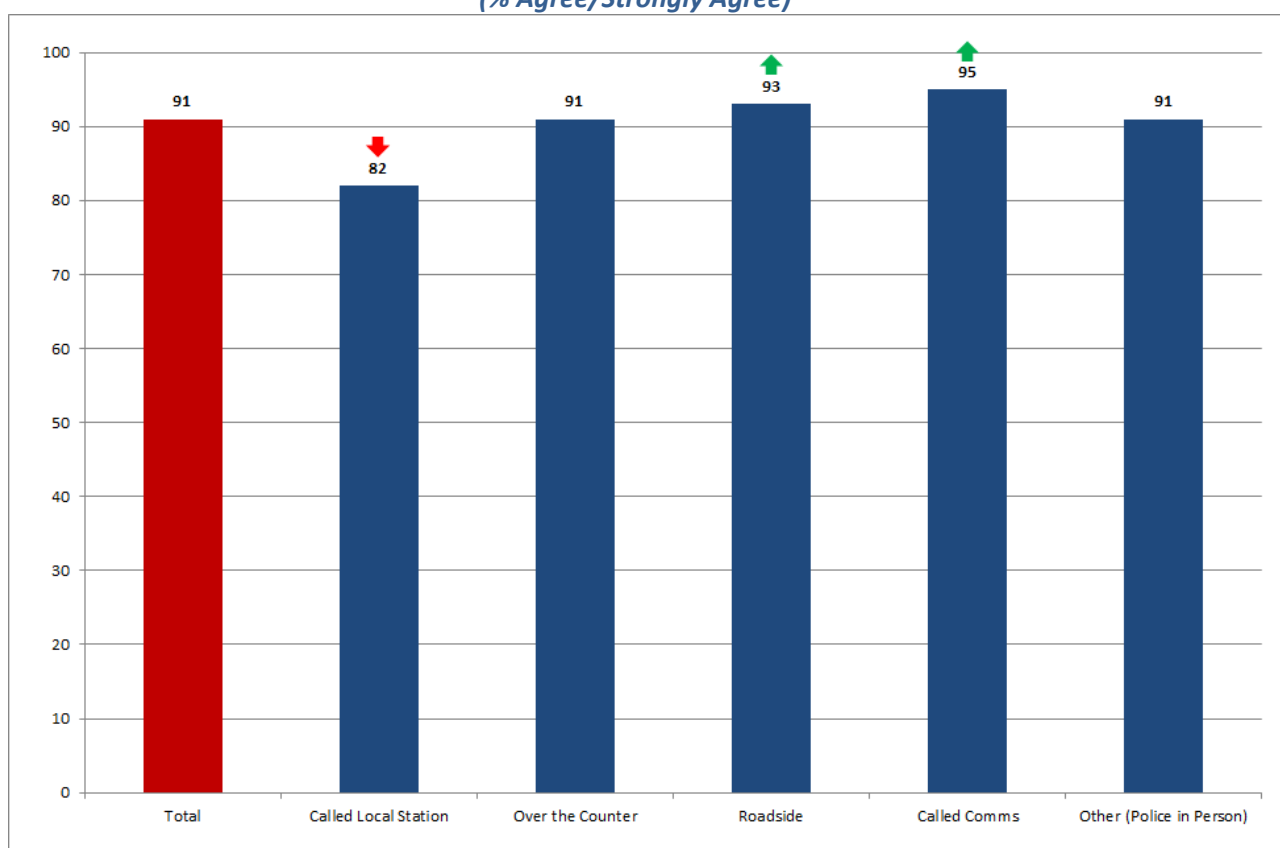
### 5.3.4. Staff Were Competent - Comparison by Point of Contact

#### 1. 2013/14 FY

Respondents whose point of contact with Police was either by calling one of the Communication Centres (95%) or on the roadside (93%) were significantly more likely to *agree/strongly agree* that staff were competent.

By comparison, respondents who had contact by calling their local station were significantly less likely to agree to some extent that staff were competent (82%, compared with 91% of all respondents).

**Figure 32: Staff Were Competent - by Point of Contact in the 2013/14 FY  
(% Agree/Strongly Agree)**



Base: All respondents, excluding 'not applicable' responses. Total 2013/14 FY n=3575; Called local station n=243; Over the counter n=448; Roadside n=844; Called the Communications Centres n=1226; Other (Police in person) n=814.

Green arrow indicates a significantly higher result than the total.

Red arrow indicates a significantly lower result than the total.

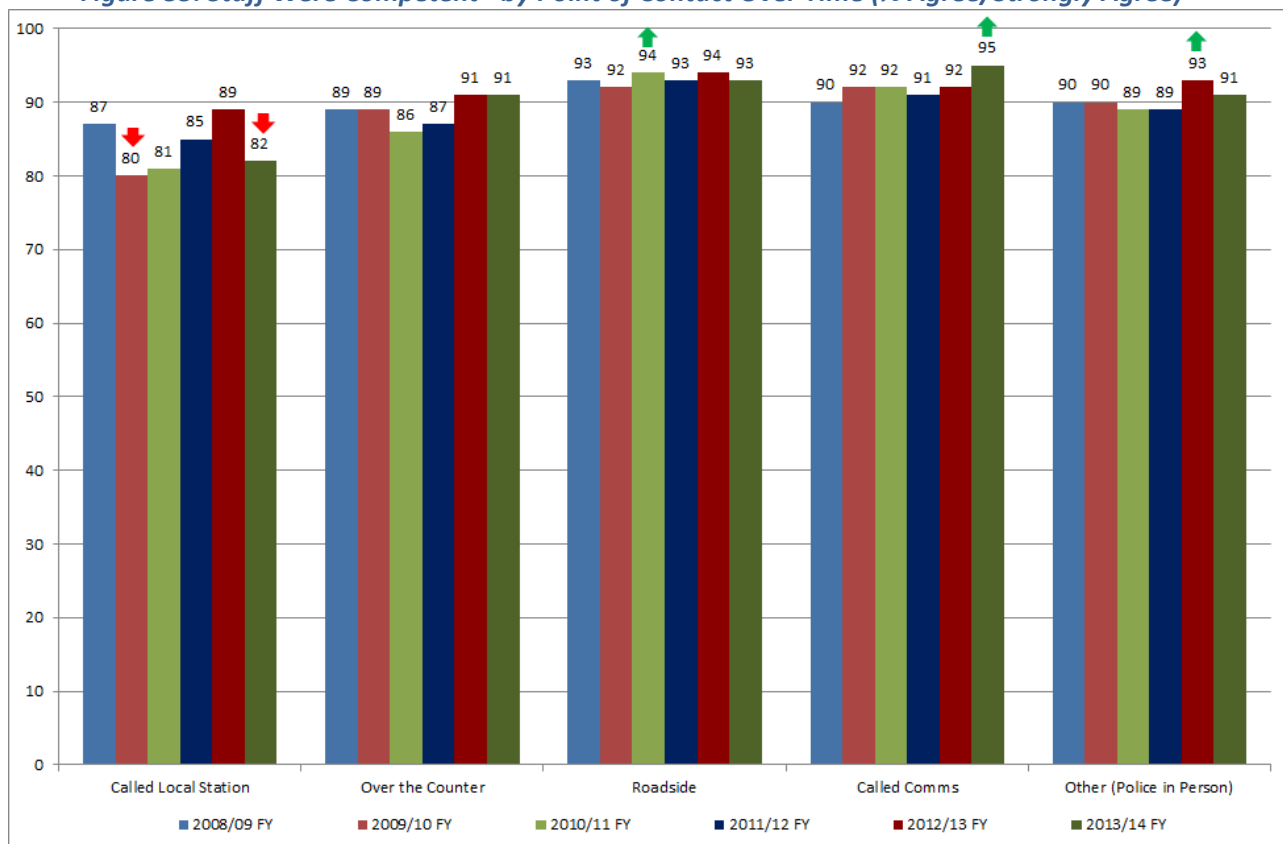
## 2. Change Over Time

When compared with 2012/13, the share of respondents who had contact with Police by calling the Communications Centre who *agree/strongly agree* that staff were competent has increased significantly (up from 92% last measure, to 95%).

Also of note has been a significant increase in the share of respondents *strongly agreeing* that staff were competent across almost all points of contact, including among those who had contact with Police in person (other than at the local station or at the roadside) (up from 49%, to 57%), who called the Communications Centre (up from 47%, to 56%), and by either going into (up from 47%, to 54) or calling (up from 34%, to 50%) the local station. Results are stable for roadside contact.

This measure, results for calling the local station have been mixed. While the share *strongly agreeing* that staff were competent have increased (see above), there have also been significant decreases in overall positive ratings (after an upwards trend in previous years, the share *agreeing/strongly agreeing* down from 89% in 2012/13, to 82%) and significant increases in negative ratings (share *disagreeing/strongly disagreeing* up from 4%, to 10%).

**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 50: Staff Were Competent – By Point Of Contact (Part 1) (%)**

	Called Local Station						Over the Counter						Roadside					
	08/ 09 FY	09/ 10 FY	10/ 11 FY	11/ 12 FY	12/ 13 FY	13/ 14 FY	08/ 09 FY	09/ 10 FY	10/ 11 FY	11/ 12 FY	12/ 13 FY	13/ 14 FY	08/ 09 FY	09/ 10 FY	10/ 11 FY	11/ 12 FY	12/ 13 FY	13/ 14 FY
Strongly Agree	34	34	28	42	34	50	44	38	41	44	47	54	45	47	49	47	52	50
Agree	53	46	53	43	55	32	45	51	45	43	44	37	48	45	45	46	42	43
Neither/nor	6	10	13	6	7	7	5	5	6	7	5	5	4	4	3	4	3	2
Disagree	4	4	2	4	2	8	3	3	4	4	3	2	2	3	1	2	2	4
Strongly Disagree	2	5	2	3	2	2	3	2	3	2	1	1	1	1	2	1	1	1
Don't know	1	1	2	2	0	1	0	1	1	0	0	1	0	0	0	0	0	0
<b>Total Agree</b>	<b>87</b>	<b>80</b>	<b>81</b>	<b>85</b>	<b>89</b>	<b>82</b>	<b>89</b>	<b>89</b>	<b>86</b>	<b>87</b>	<b>91</b>	<b>91</b>	<b>93</b>	<b>92</b>	<b>94</b>	<b>93</b>	<b>94</b>	<b>93</b>
<b>Total Disagree</b>	<b>6</b>	<b>9</b>	<b>4</b>	<b>7</b>	<b>4</b>	<b>10</b>	<b>6</b>	<b>5</b>	<b>7</b>	<b>6</b>	<b>4</b>	<b>3</b>	<b>3</b>	<b>4</b>	<b>3</b>	<b>3</b>	<b>3</b>	<b>5</b>
Base	397	259	277	257	242	243	333	369	450	449	420	448	1105	1293	1514	1539	1519	844

**Table 51: Staff Were Competent – By Point Of Contact (Part 2) (%)**

	Called Comms						Other (Police in person)					
	08/ 09 FY	09/ 10 FY	10/ 11 FY	11/ 12 FY	12/ 13 FY	13/ 14 FY	08/ 09 FY	09/ 10 FY	10/ 11 FY	11/ 12 FY	12/ 13 FY	13/ 14 FY
Strongly Agree	43	44	46	45	47	56	50	47	46	46	49	57
Agree	47	48	46	46	45	39	40	43	43	43	44	34
Neither/nor	5	3	4	5	4	2	5	3	5	4	4	4
Disagree	3	3	2	3	2	2	4	4	3	3	2	3
Strongly Disagree	2	1	1	1	1	1	1	2	2	3	1	1
Don't know	0	1	1	0	1	0	0	1	1	1	0	1
<b>Total Agree</b>	<b>90</b>	<b>92</b>	<b>92</b>	<b>91</b>	<b>92</b>	<b>95</b>	<b>90</b>	<b>90</b>	<b>89</b>	<b>89</b>	<b>93</b>	<b>91</b>
<b>Total Disagree</b>	<b>5</b>	<b>4</b>	<b>3</b>	<b>4</b>	<b>3</b>	<b>3</b>	<b>5</b>	<b>6</b>	<b>5</b>	<b>6</b>	<b>3</b>	<b>4</b>
Base	1432	1650	1684	1621	1642	1226	722	810	878	845	829	814

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.

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

### 5.4.1. Staff Did What They Said They Would Do - Change Over Time

In 2013/14, 86% of respondents *agree* (37%) or *strongly agree* (49%) that staff did what they said they would do. Agreement ratings have decreased significantly when compared with 2012/13 – with the share *agreeing/strongly agreeing* down from 88% to 86%.

Only 5% of respondents *disagree/strongly disagree* that staff did what they said they would do. This result is up one percentage point, from 4% in 2012/13 (a statistically significant increase).

**Table 52: Staff Did What They Said They Would Do – Change Over Time (%)**

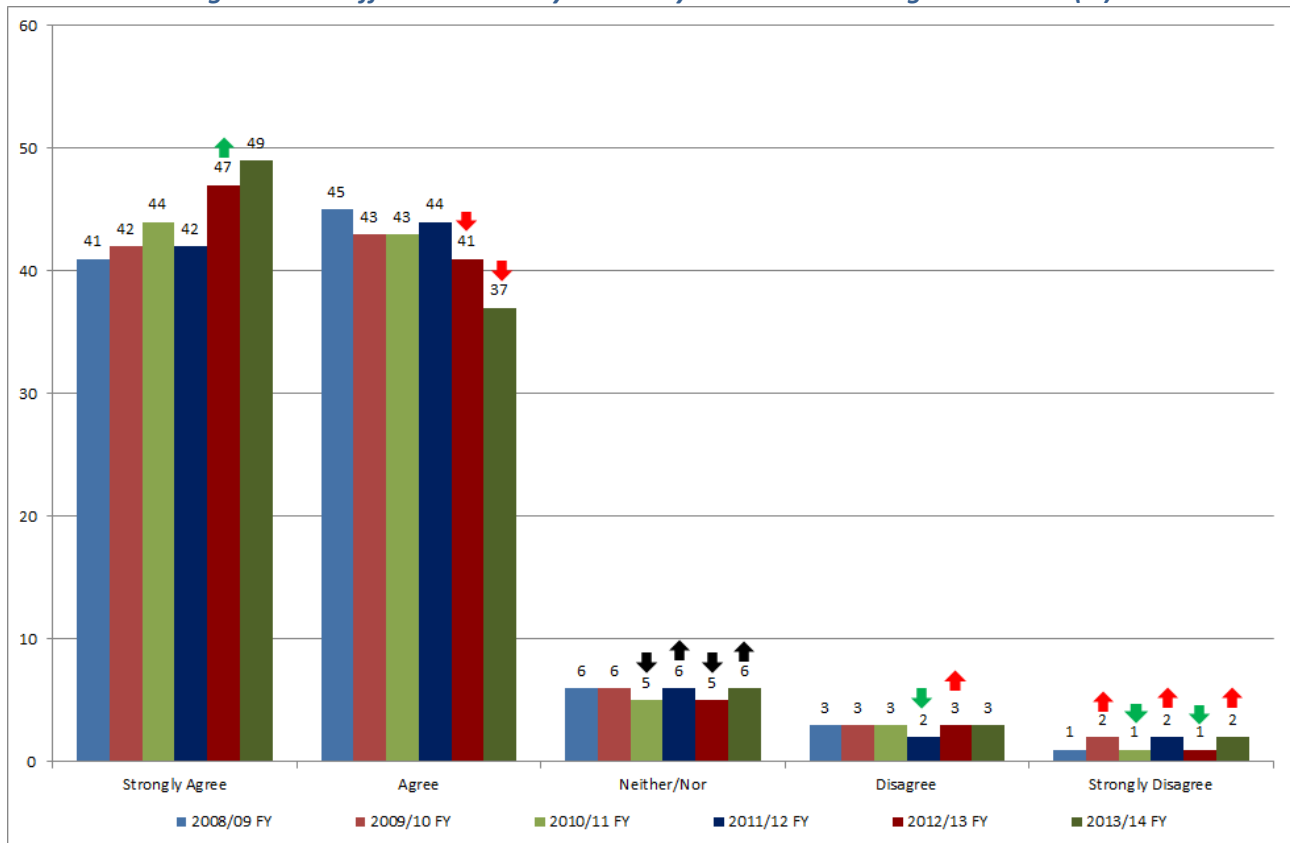
	2008/09 FY	2009/10 FY	2010/11 FY	2011/12 FY	2012/13 FY	2013/14 FY
Strongly Agree	41	42	44	42	47	49
Agree	45	43	43	44	41	37
Neither/Nor	6	6	5	6	5	6
Disagree	3	3	3	2	3	3
Strongly Disagree	1	2	1	2	1	2
Don't know	4	4	4	4	3	3
<b>Total Agree</b>	<b>86</b>	<b>85</b>	<b>87</b>	<b>86</b>	<b>88</b>	<b>86</b>
<b>Total Disagree</b>	<b>4</b>	<b>5</b>	<b>4</b>	<b>4</b>	<b>4</b>	<b>5</b>
Mean Rating	4.25	4.23	4.30	4.29	4.35	4.32
Base	3830	4199	4638	4579	4575	3489

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

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.

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, 2013/14 FY n=3489.

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.

#### 5.4.2. Staff Did What They Said They Would Do - Significant Differences for the 2013/14 FY

The following statistically significant differences for 2013/14 are evident at the total results level (General, Communications Centres and Māori Booster sample 2013/14 results combined).

Respondent groups marked with an \* were also significantly more likely to give this rating in the 2012/13 survey.

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 point of contact was on the roadside\* (93%, compared with 82% of all other respondents);
- whose reason for contact was a traffic offence\* (90%, compared with 85% of all other respondents);
- whose reason for contact was a general enquiry\* (90%, compared with 85% of all other respondents); and/or
- of European descent (87%, compared with 84% of all other respondents).



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

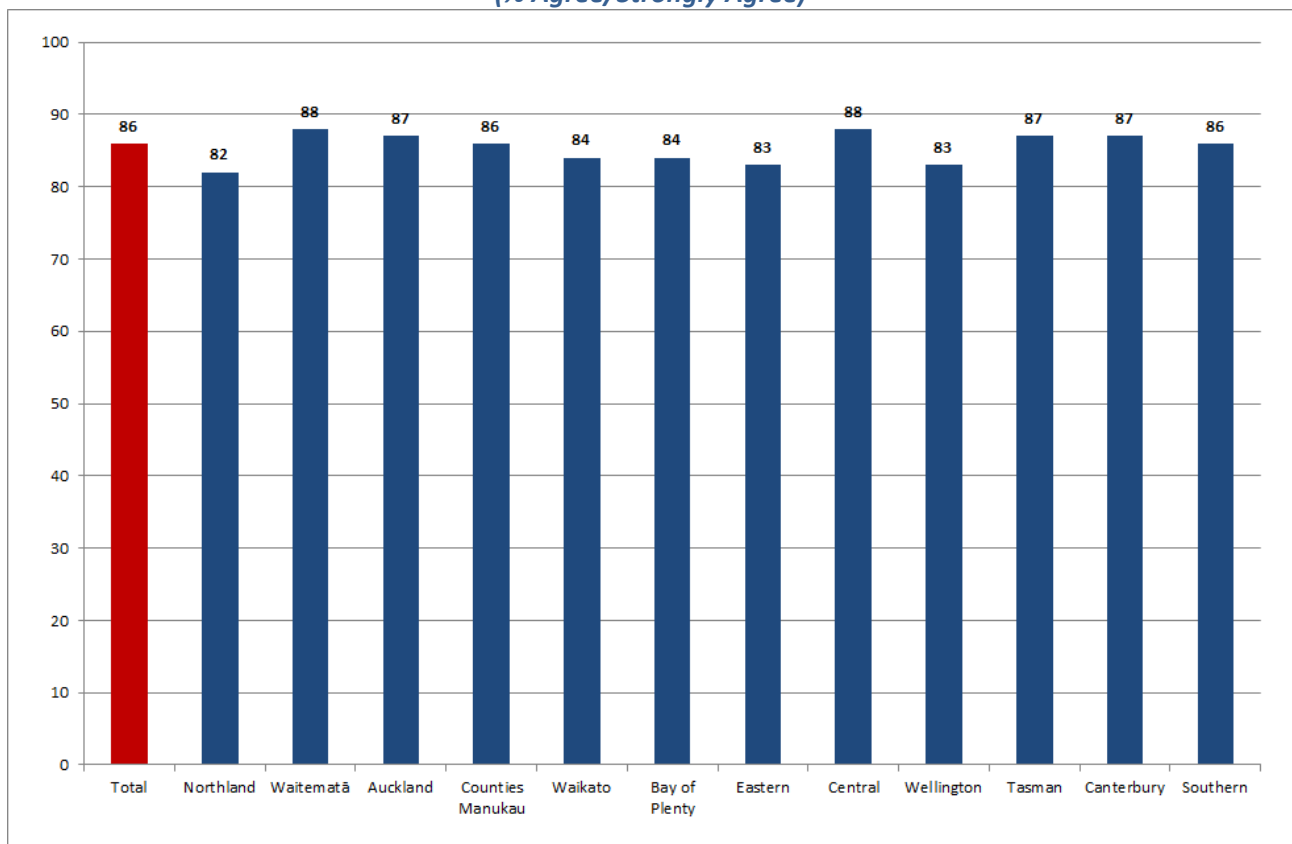
- whose reason for contact was suspect/disorderly behaviour/bail reporting/prisoner enquiry/pickup or visit\* (19%, compared with 5% of all other respondents);
- whose point of contact was calling the local station\* (15%, compared with 4% of all other respondents);
- of Asian or Indian descent (11%, compared with 5% of all other respondents);
- whose reason for contact was assault\* (10%, compared with 5% of all other respondents);
- whose reason for contact was burglary\* (10%) or theft (9%) (compared with 5% of all other respondents);
- living in Northland (10%, compared with 5% of all other respondents) or Waikato (9%, compared with 5% of all other respondents) districts; and/or
- aged between 16 to 24 years\* (8%, compared with 5% of all other respondents).

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

#### 1. 2013/14 FY

Overall, 86% of respondents agree to some extent (*agree/strongly agree*) that staff did what they would do in 2013/14. This measure, there are no districts with statistically significant higher or lower agreement ratings when compared with the total. However, agreement ratings range from 88% of respondents *agreeing/strongly agreeing* in both Waitematā and Eastern districts, down to 82% *agreeing/strongly agreeing* in Northland.

**Figure 35: Staff Did What They Said They Would Do - by District in the 2013/14 FY  
(% Agree/Strongly Agree)**



Base: All respondents, excluding 'not applicable' responses. Total 2013/14 FY n=3489; Northland n=292; Waitematā n=296; Auckland n=247; Counties n=279; Waikato n=325; Bay of Plenty n=317; Eastern n=300; Central n=309; Wellington n=298; Tasman n=283; Canterbury n=287; Southern n=256.

## 2. Change Over Time

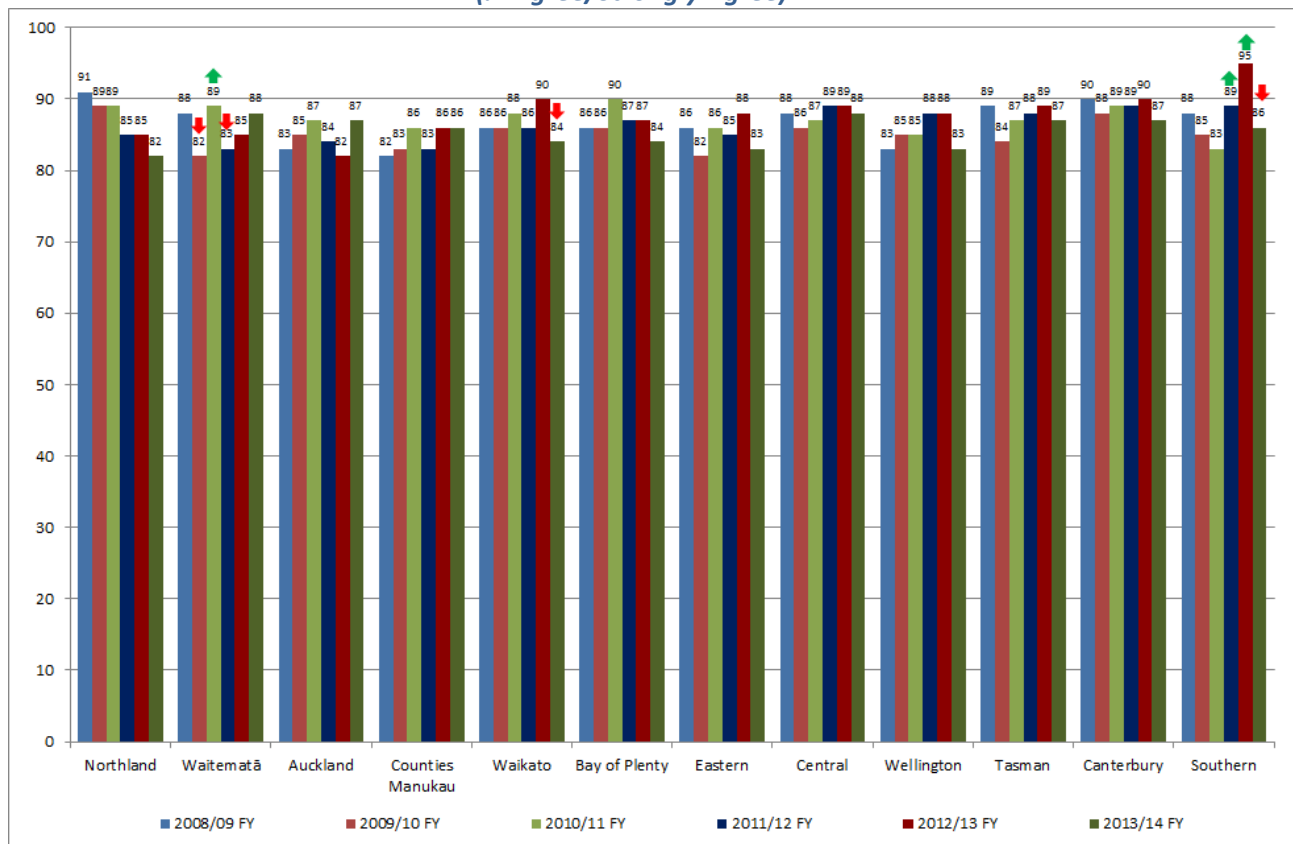
When compared with the results for the 2012/13 measure, the most notable improvements in positive ratings for staff doing what they said they would do is a statistically significant increase in the share of respondents *strongly agreeing* for both Central (up from 46%, to 54%) and Northland (up from 40% to 50%) districts.

In contrast, Waikato District has had a significant decline in positive ratings this survey wave (the share *agreeing/strongly agreeing* down from 90%, to 84%) and an increase in negative ratings (the share *disagreeing/strongly disagreeing* up from 3%, to 9%). After a significant increase last year, Southern District has also experienced a significant decline in agreement ratings (down from 95% *agreeing/strongly agreeing*, to 86%).

Also of note is that Counties Manukau District has also had an increase in negative ratings this measure (up from 2% last year, to 5%).

While year on year changes have not been statistically significant, it should also be noted that agreement ratings for Northland District have shown a decreasing trend over time (down from 91% *agreeing/strongly agreeing* in 2008/09, to 82% this measure).

**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.

**Table 53: Staff Did What They Said They Would Do – By District (Part 1) (%)**

	Northland						Waitematā						Auckland City					
	08/ 09 FY	09/ 10 FY	10/ 11 FY	11/ 12 FY	12/ 13 FY	13/ 14 FY	08/ 09 FY	09/ 10 FY	10/ 11 FY	11/ 12 FY	12/ 13 FY	13/ 14 FY	08/ 09 FY	09/ 10 FY	10/ 11 FY	11/ 12 FY	12/ 13 FY	13/ 14 FY
Strongly Agree	42	43	40	41	40	50	41	41	42	37	49	52	33	49	41	37	45	51
Agree	49	47	49	44	45	32	47	41	47	46	36	36	50	37	46	47	37	36
Neither/nor	5	4	5	3	5	4	5	6	5	8	7	5	9	7	5	6	6	6
Disagree	3	1	3	2	6	4	3	3	2	3	4	2	2	2	1	2	3	3
Strongly Disagree	1	4	1	3	1	6	1	3	1	0	1	1	2	2	3	3	2	1
Don't know	0	2	2	7	3	4	3	6	3	6	3	4	4	3	4	5	7	3
<b>Total Agree</b>	<b>91</b>	<b>89</b>	<b>89</b>	<b>85</b>	<b>85</b>	<b>82</b>	<b>88</b>	<b>82</b>	<b>89</b>	<b>83</b>	<b>85</b>	<b>88</b>	<b>83</b>	<b>85</b>	<b>87</b>	<b>84</b>	<b>82</b>	<b>87</b>
<b>Total Disagree</b>	<b>4</b>	<b>5</b>	<b>4</b>	<b>5</b>	<b>7</b>	<b>10</b>	<b>4</b>	<b>6</b>	<b>3</b>	<b>5</b>	<b>3</b>	<b>3</b>	<b>4</b>	<b>4</b>	<b>4</b>	<b>5</b>	<b>5</b>	<b>4</b>
Base	285	302	359	318	302	292	311	358	385	407	367	296	389	384	424	401	364	247

**Table 54: Staff Did What They Said They Would Do – By District (Part 2) (%)**

	Counties Manukau						Waikato						Bay Of Plenty					
	08/ 09 FY	09/ 10 FY	10/ 11 FY	11/ 12 FY	12/ 13 FY	13/ 14 FY	08/ 09 FY	09/ 10 FY	10/ 11 FY	11/ 12 FY	12/ 13 FY	13/ 14 FY	08/ 09 FY	09/ 10 FY	10/ 11 FY	11/ 12 FY	12/ 13 FY	13/ 14 FY
Strongly Agree	38	35	41	35	39	46	38	43	42	37	49	49	41	32	41	42	47	44
Agree	44	48	45	48	47	40	48	43	46	49	41	35	45	54	49	45	40	40
Neither/nor	7	9	7	7	7	6	7	5	4	6	4	5	7	7	5	4	7	7
Disagree	3	3	2	4	2	5	3	4	4	3	2	7	3	2	1	2	2	4
Strongly Disagree	4	2	1	2	0	0	1	3	1	1	1	2	2	1	0	3	2	2
Don't know	4	3	4	4	5	3	3	2	3	4	3	2	2	4	4	4	2	3
<b>Total Agree</b>	<b>82</b>	<b>83</b>	<b>86</b>	<b>83</b>	<b>86</b>	<b>86</b>	<b>86</b>	<b>86</b>	<b>88</b>	<b>86</b>	<b>90</b>	<b>84</b>	<b>86</b>	<b>86</b>	<b>90</b>	<b>87</b>	<b>87</b>	<b>84</b>
<b>Total Disagree</b>	<b>7</b>	<b>5</b>	<b>3</b>	<b>6</b>	<b>2</b>	<b>5</b>	<b>4</b>	<b>7</b>	<b>5</b>	<b>4</b>	<b>3</b>	<b>9</b>	<b>5</b>	<b>3</b>	<b>1</b>	<b>5</b>	<b>4</b>	<b>6</b>
Base	375	410	452	443	404	279	327	405	461	472	508	325	328	350	419	419	427	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

**Table 55: Staff Did What They Said They Would Do – By District (Part 3) (%)**

	Eastern						Central						Wellington					
	08/ 09 FY	09/ 10 FY	10/ 11 FY	11/ 12 FY	12/ 13 FY	13/ 14 FY	08/ 09 FY	09/ 10 FY	10/ 11 FY	11/ 12 FY	12/ 13 FY	13/ 14 FY	08/ 09 FY	09/ 10 FY	10/ 11 FY	11/ 12 FY	12/ 13 FY	13/ 14 FY
Strongly Agree	42	38	43	42	42	47	41	43	46	42	46	54	43	45	48	46	49	49
Agree	44	44	43	43	46	36	47	43	41	47	43	34	40	40	37	42	39	34
Neither/nor	7	5	6	8	4	6	5	7	4	5	4	2	7	6	7	5	5	7
Disagree	4	5	3	4	3	6	2	3	5	2	3	2	5	3	3	2	2	4
Strongly Disagree	2	2	1	0	2	2	3	2	2	1	1	2	1	2	0	1	1	1
Don't know	1	6	4	3	3	3	2	3	2	3	3	6	4	4	5	4	4	5
<b>Total Agree</b>	<b>86</b>	<b>82</b>	<b>86</b>	<b>85</b>	<b>88</b>	<b>83</b>	<b>88</b>	<b>86</b>	<b>87</b>	<b>89</b>	<b>89</b>	<b>88</b>	<b>83</b>	<b>85</b>	<b>85</b>	<b>88</b>	<b>88</b>	<b>83</b>
<b>Total Disagree</b>	<b>6</b>	<b>7</b>	<b>4</b>	<b>4</b>	<b>5</b>	<b>8</b>	<b>5</b>	<b>5</b>	<b>7</b>	<b>3</b>	<b>4</b>	<b>4</b>	<b>6</b>	<b>5</b>	<b>3</b>	<b>3</b>	<b>3</b>	<b>5</b>
Base	264	267	335	352	366	300	284	337	378	384	427	309	361	439	432	452	416	298

**Table 56: Staff Did What They Said They Would Do – By District (Part 4) (%)**

	Tasman						Canterbury						Southern					
	08/ 09 FY	09/ 10 FY	10/ 11 FY	11/ 12 FY	12/ 13 FY	13/ 14 FY	08/ 09 FY	09/ 10 FY	10/ 11 FY	11/ 12 FY	12/ 13 FY	13/ 14 FY	08/ 09 FY	09/ 10 FY	10/ 11 FY	11/ 12 FY	12/ 13 FY	13/ 14 FY
Strongly Agree	50	34	44	44	48	51	46	45	44	55	49	46	41	42	49	45	53	49
Agree	39	50	43	44	41	36	44	43	45	34	41	41	47	43	34	44	42	37
Neither/nor	5	4	3	5	6	3	5	4	2	4	3	7	6	6	7	5	1	9
Disagree	2	5	4	2	2	4	2	2	3	1	3	3	2	3	4	1	2	1
Strongly Disagree	1	4	2	1	2	2	0	4	3	2	0	2	1	3	2	1	0	2
Don't know	3	4	4	4	1	4	3	3	3	4	4	1	3	3	4	4	2	2
<b>Total Agree</b>	<b>89</b>	<b>84</b>	<b>87</b>	<b>88</b>	<b>89</b>	<b>87</b>	<b>90</b>	<b>88</b>	<b>89</b>	<b>89</b>	<b>90</b>	<b>87</b>	<b>88</b>	<b>85</b>	<b>83</b>	<b>89</b>	<b>95</b>	<b>86</b>
<b>Total Disagree</b>	<b>3</b>	<b>8</b>	<b>6</b>	<b>3</b>	<b>4</b>	<b>6</b>	<b>2</b>	<b>6</b>	<b>6</b>	<b>3</b>	<b>3</b>	<b>5</b>	<b>3</b>	<b>6</b>	<b>6</b>	<b>2</b>	<b>2</b>	<b>3</b>
Base	228	232	276	314	312	283	391	398	397	353	374	287	287	317	320	264	308	256

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

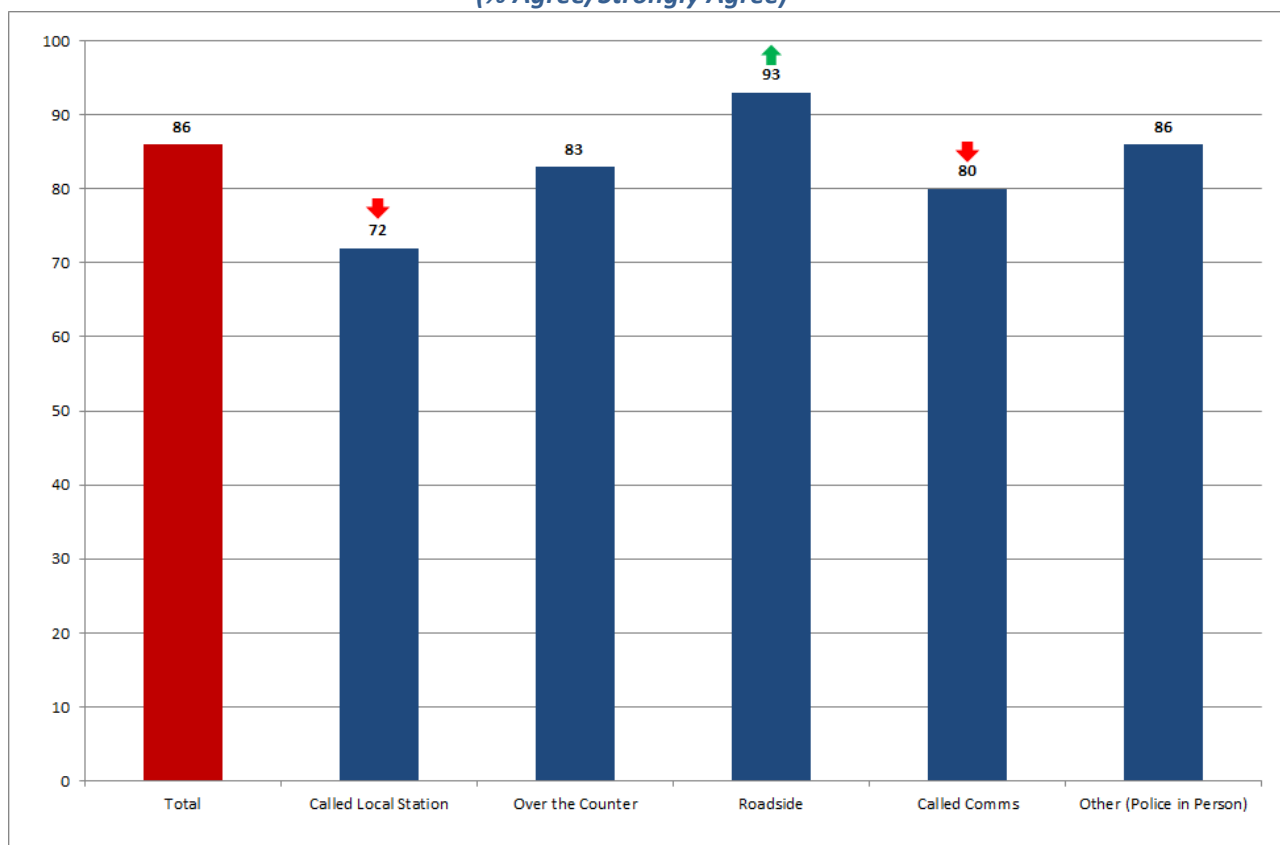
#### 5.4.4. Staff Did What They Said They Would Do – Comparison by Point of Contact

##### 1. 2013/14 FY

Respondents whose point of contact was on the roadside were statistically significantly more likely to agree to some extent that staff did what they said they would do than for all other points of contact (93% agreeing/strongly agreeing).

In contrast, those whose point of contact was calling either one of the Communication Centres (80%) or their local station (72%) were statistically significantly less likely to agree to some extent. However, it should be noted that 8% of those who called the Communications Centre 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 2013/14 FY  
(% Agree/Strongly Agree)**



Base: All respondents, excluding 'not applicable' responses. Total 2013/14 FY n=3489; Called local station n=233; Over the counter n=435; Roadside n=830; Called the Communications Centres n=1200; Other (Police in person) n=791.

Green arrow indicates a significantly higher result than the total.

Red arrow indicates a significantly lower result than the total.

## 2. Change Over Time

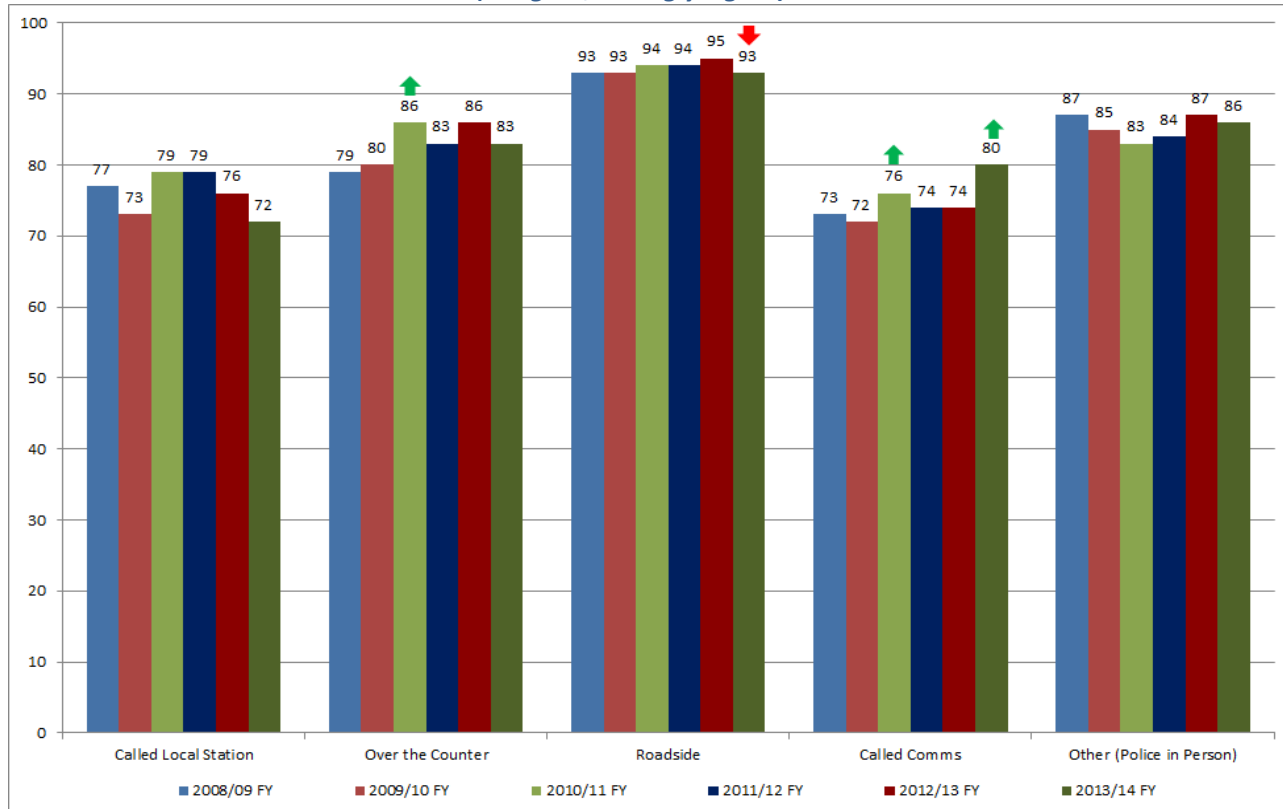
This survey wave, the proportion of respondents who called the Communications Centre who *agreed/strongly agreed* that staff did what they said they would do has increased significantly (up from 74% in 2012/13, to 80%), including a significant increase in the share who *strongly agreed* (up from 38%, to 47%).

There has also been a significant increase in the share of respondents *strongly agreeing* for those whose point of contact was in person (other than at the local station or on the roadside) (up from 45% in 2012/13, to 52%) and calling the local station (up from 31%, to 45%).

While agreement ratings by point of contact are highest for roadside contact, positive roadside results have declined significantly, while negative results have increased, when compared with last year's results (the share *agreeing/strongly agreeing* down from 95%, to 93%; the share *strongly agreeing* down from 52%, to 47%; the share *disagreeing/strongly disagreeing* up from 1%, to 2%).

Negative ratings for calling the local station have also increased significantly this measure (up from 9% *disagreeing/strongly disagreeing*, to 15%).

**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.

Red arrow indicates a significant decline from the previous survey wave.

**Table 57: Staff Did What They Said They Would Do – By Point Of Contact (Part 1) (%)**

	Called Local Station						Over the Counter						Roadside					
	08/ 09 FY	09/ 10 FY	10/ 11 FY	11/ 12 FY	12/ 13 FY	13/ 14 FY	08/ 09 FY	09/ 10 FY	10/ 11 FY	11/ 12 FY	12/ 13 FY	13/ 14 FY	08/ 09 FY	09/ 10 FY	10/ 11 FY	11/ 12 FY	12/ 13 FY	13/ 14 FY
Strongly Agree	31	34	28	31	31	45	38	40	42	41	49	55	43	46	50	46	52	47
Agree	46	39	51	48	45	27	41	40	44	42	37	28	50	47	44	48	43	46
Neither/nor	9	9	8	5	9	9	7	8	5	7	6	7	5	5	3	4	3	4
Disagree	5	4	7	6	6	11	6	5	5	3	3	4	1	1	2	1	0	1
Strongly Disagree	5	8	1	4	3	4	2	6	2	3	2	2	0	0	0	0	1	1
Don't know	4	6	5	6	6	4	6	1	2	4	3	4	1	1	1	1	1	1
<b>Total Agree</b>	<b>77</b>	<b>73</b>	<b>79</b>	<b>79</b>	<b>76</b>	<b>72</b>	<b>79</b>	<b>80</b>	<b>86</b>	<b>83</b>	<b>86</b>	<b>83</b>	<b>93</b>	<b>93</b>	<b>94</b>	<b>94</b>	<b>95</b>	<b>93</b>
<b>Total Disagree</b>	<b>10</b>	<b>12</b>	<b>8</b>	<b>10</b>	<b>9</b>	<b>15</b>	<b>8</b>	<b>11</b>	<b>7</b>	<b>6</b>	<b>5</b>	<b>6</b>	<b>1</b>	<b>1</b>	<b>2</b>	<b>1</b>	<b>1</b>	<b>2</b>
Base	377	248	260	242	237	233	318	357	435	442	414	435	1073	1244	1454	1500	1492	830

**Table 58: Staff Did What They Said They Would Do – By Point Of Contact (Part 2) (%)**

	Called Comms						Other (Police in person)					
	08/ 09 FY	09/ 10 FY	10/ 11 FY	11/ 12 FY	12/ 13 FY	13/ 14 FY	08/ 09 FY	09/ 10 FY	10/ 11 FY	11/ 12 FY	12/ 13 FY	13/ 14 FY
Strongly Agree	34	34	37	34	38	47	46	43	40	44	45	52
Agree	39	38	39	40	36	33	41	42	43	40	42	34
Neither/nor	7	6	7	7	7	6	6	5	8	7	5	7
Disagree	5	5	4	3	4	5	3	4	3	3	5	3
Strongly Disagree	2	3	1	3	2	1	2	4	3	2	1	2
Don't know	13	14	12	13	13	8	2	2	3	4	2	2
<b>Total Agree</b>	<b>73</b>	<b>72</b>	<b>76</b>	<b>74</b>	<b>74</b>	<b>80</b>	<b>87</b>	<b>85</b>	<b>83</b>	<b>84</b>	<b>87</b>	<b>86</b>
<b>Total Disagree</b>	<b>7</b>	<b>8</b>	<b>5</b>	<b>6</b>	<b>6</b>	<b>6</b>	<b>5</b>	<b>8</b>	<b>6</b>	<b>5</b>	<b>6</b>	<b>5</b>
Base	1367	1576	1630	1583	1628	1200	695	774	859	815	804	791

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.



## 5.5. My Individual Circumstances Were Taken Into Account

### 5.5.1. Individual Circumstances - Change Over Time

In the 2013/14 survey wave, four out of five respondents (80%) *agreed* or *strongly agreed* that they felt their individual circumstances were taken into account. This result represents a significant increase in agreement ratings from 2012/13 (up from 78% last measure), including a significant increase in the share *strongly agreeing* (up from 37%, to 44%).

This year, 9% of respondents either *disagree* (5%) or *strongly disagree* (4%) that their individual circumstances were taken into account. The share of negative results have increase significantly when compared with results for the previous fiscal year – the share *disagreeing/strongly disagreeing* up from 7% to 9%, including the share *strongly disagreeing* up from 2%, to 4%.

**Table 59: My Individual Circumstances Were Taken Into Account – Change Over Time (%)**

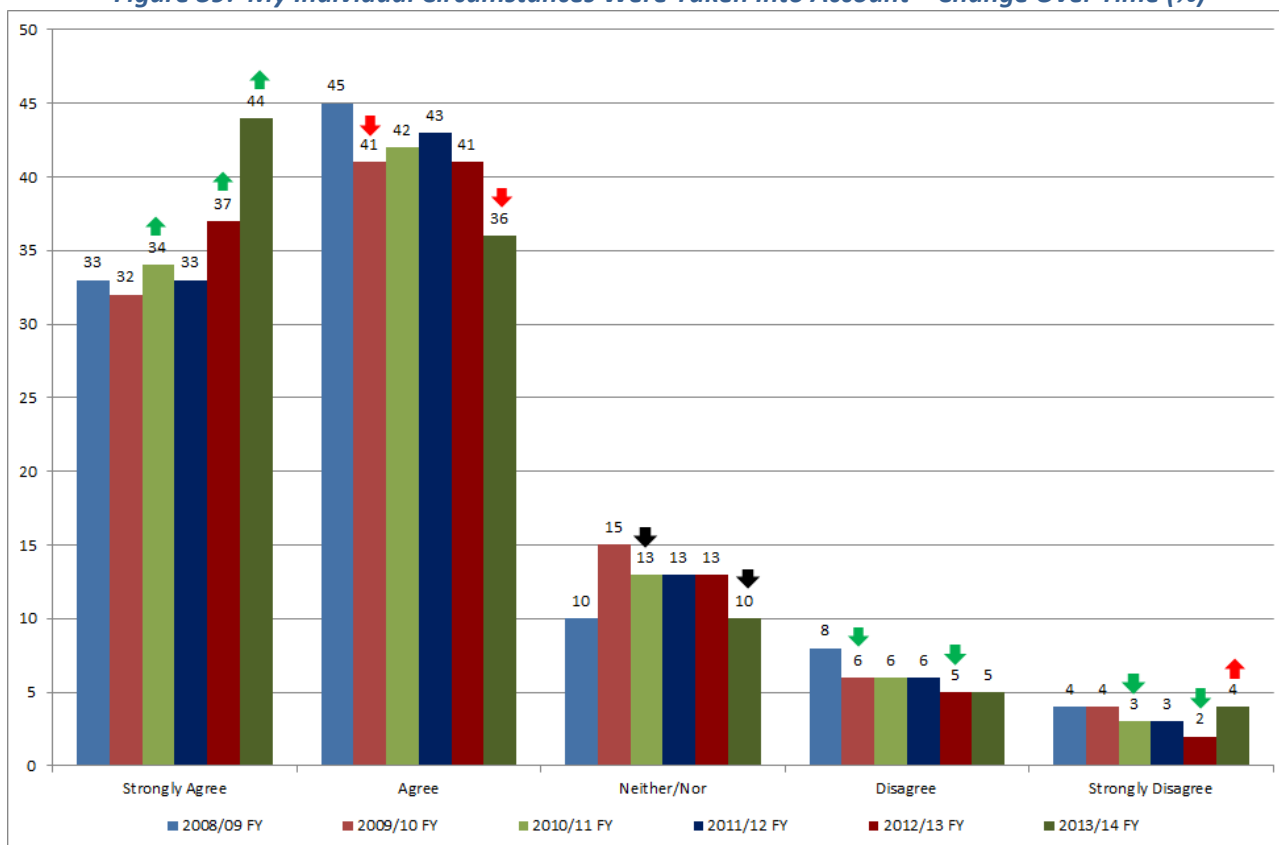
	2008/09 FY	2009/10 FY	2010/11 FY	2011/12 FY	2012/13 FY	2013/14 FY
Strongly Agree	33	32	34	33	37	44
Agree	45	41	42	43	41	36
Neither/Nor	10	15	13	13	13	10
Disagree	8	6	6	6	5	5
Strongly Disagree	4	4	3	3	2	4
Don't know	0	2	2	2	2	1
<b>Total Agree</b>	<b>78</b>	<b>73</b>	<b>76</b>	<b>76</b>	<b>78</b>	<b>80</b>
<b>Total Disagree</b>	<b>12</b>	<b>10</b>	<b>9</b>	<b>9</b>	<b>7</b>	<b>9</b>
Mean Rating	3.96	3.91	3.99	3.99	4.07	4.14
Base	3770	4138	4570	4525	4515	3444

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

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.

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, 2013/14 FY n=3444.

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.

### 5.5.2. Individual Circumstances - Significant Differences for 2013/14 FY

The following statistically significant differences for 2013/14 are evident at the total results level (combined 2013/14 results for General, Communications Centres and Māori Booster sample).

Respondent groups marked with an \* were also significantly more likely to give this rating in the 2012/13 survey.

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\* (94%, compared with 80% of all other respondents);
- whose reason for contact was a general enquiry\* (92%, compared with 79% of all other respondents);
- living in Central\* (89%, compared with 80% of all other respondents) or Southern (88%, compared with 80% of all other respondents) districts;
- aged 65 years or older\* (88%, compared with 79% of all other respondents);
- whose reason for contact was disorderly behaviour and intoxication offences (86%, compared with 80% of all other respondents);
- whose point of contact was calling the Communications Centres\* (86%, compared with 79% of all other respondents); and/or

- whose point of contact was in person\* (other than on the roadside or at a Police station) (85%, compared with 79% of all other respondents).

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

- whose reason for contact was suspect/perpetrator/bail reporting/prisoner enquiry/pickup or visit\* (29%, compared with 8% of all other respondents);
- whose reason for contact was traffic offence\* (18%, compared with 7% of all other respondents); and/or
- whose point of contact was calling the local station (14%, compared with 8% of all other respondents).

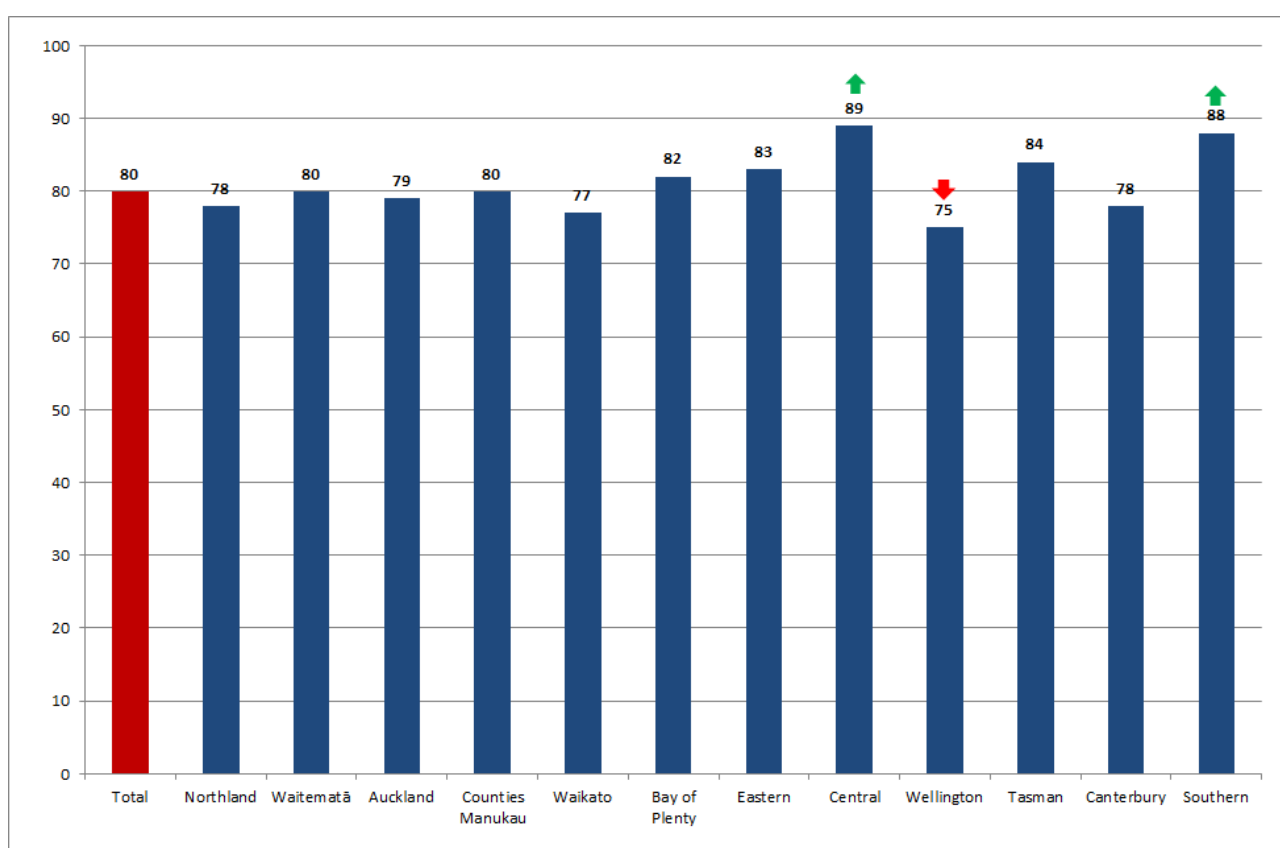
### 5.5.3. Individual Circumstances - Comparison by District

#### 1. 2013/14 FY

Four out of five respondents (80%) agreed to some extent that they felt their individual circumstances were taken into account, with respondents living in Central (89% *agreeing/strongly agreeing*) and Southern (88%) districts statistically significantly more likely to agree with this statement to some extent.

In contrast, those living in the Wellington District (75% *agreeing/strongly agreeing*) were statistically significantly less likely to agree.

**Figure 40: My Individual Circumstances Were Taken into Account - by District in the 2013/14 FY**  
(% Agree/Strongly Agree)



Base: All respondents, excluding 'not applicable' responses. Total 2013/14 FY n=3444; Northland n=289; Waitematā n=288; Auckland n=242; Counties n=276; Waikato n=325; Bay of Plenty n=315; Eastern n=301; Central n=301; Wellington n=288; Tasman n=278; Canterbury n=281; Southern n=260.

Green arrow indicates a significantly higher result than the total.

Red arrow indicates a significantly lower result than the total.

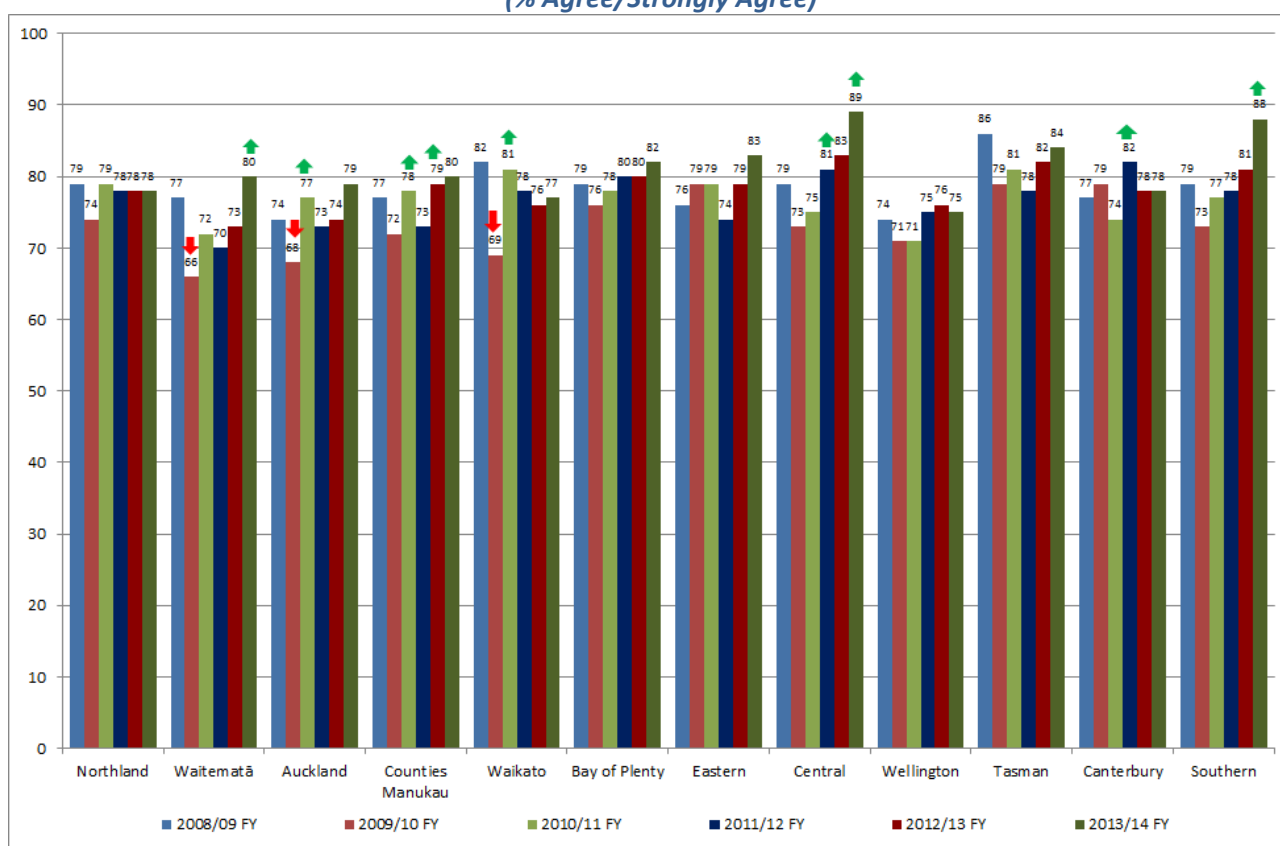
## 2. Change Over Time

When compared with the previous measure, the proportion of respondents who *agreed/strongly agreed* that they felt their individual circumstances were taken into account improved significantly, continuing the trend over time, for those living in Central (up from 83% in 2012/13, to 89%), Southern (up from 81%, to 88%) and Waitematā (up from 73%, to 80%) districts.

In 2013/14 there has also been a significant increase in the share *strongly agreeing* that individual circumstances were taken into account across 6 districts, including improvements for Southern (up from 40%, to 54%), Waitematā (up from 40%, to 48%), Waikato (up from 35%, to 46%), Auckland City (up from 31%, to 43%), Eastern (up from 35%, to 43%), and Wellington (up from 32%, to 41%).

This measure, no district experienced significant declines in agreement ratings. However, levels of disagreement increased significantly among those living in Wellington District (up from 5% *disagree/strongly disagree*, to 11%).

**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.

**Table 60: My Individual Circumstances Were Taken Into Account – By District (Part 1) (%)**

	Northland						Waitematā						Auckland City					
	08/ 09 FY	09/ 10 FY	10/ 11 FY	11/ 12 FY	12/ 13 FY	13/ 14 FY	08/ 09 FY	09/ 10 FY	10/ 11 FY	11/ 12 FY	12/ 13 FY	13/ 14 FY	08/ 09 FY	09/ 10 FY	10/ 11 FY	11/ 12 FY	12/ 13 FY	13/ 14 FY
Strongly Agree	35	34	33	30	36	41	31	28	34	25	40	48	27	28	31	31	31	43
Agree	44	40	46	48	42	37	46	38	38	45	33	32	47	40	46	42	43	36
Neither/nor	11	12	11	11	12	10	10	17	18	17	19	11	13	19	15	16	18	13
Disagree	5	4	6	4	6	7	8	7	5	8	4	4	9	6	5	5	5	5
Strongly Disagree	5	8	3	5	1	3	5	7	3	3	3	3	3	3	3	4	2	2
Don't know	0	2	1	2	2	2	0	3	2	2	1	2	1	4	0	2	1	1
<b>Total Agree</b>	<b>79</b>	<b>74</b>	<b>79</b>	<b>78</b>	<b>78</b>	<b>78</b>	<b>77</b>	<b>66</b>	<b>72</b>	<b>70</b>	<b>73</b>	<b>80</b>	<b>74</b>	<b>68</b>	<b>77</b>	<b>73</b>	<b>74</b>	<b>79</b>
<b>Total Disagree</b>	<b>10</b>	<b>12</b>	<b>9</b>	<b>9</b>	<b>7</b>	<b>10</b>	<b>13</b>	<b>14</b>	<b>8</b>	<b>11</b>	<b>7</b>	<b>7</b>	<b>12</b>	<b>9</b>	<b>8</b>	<b>9</b>	<b>7</b>	<b>7</b>
Base	280	295	343	311	297	289	308	344	383	394	358	288	389	379	423	397	352	242

**Table 61: My Individual Circumstances Were Taken Into Account – By District (Part 2) (%)**

	Counties Manukau						Waikato						Bay Of Plenty					
	08/ 09 FY	09/ 10 FY	10/ 11 FY	11/ 12 FY	12/ 13 FY	13/ 14 FY	08/ 09 FY	09/ 10 FY	10/ 11 FY	11/ 12 FY	12/ 13 FY	13/ 14 FY	08/ 09 FY	09/ 10 FY	10/ 11 FY	11/ 12 FY	12/ 13 FY	13/ 14 FY
Strongly Agree	32	31	36	28	37	38	31	29	35	30	35	46	33	27	32	31	34	41
Agree	45	41	42	45	42	42	51	40	46	48	41	31	46	49	46	49	46	41
Neither/nor	10	16	12	12	10	12	7	19	12	12	15	10	10	12	13	11	11	7
Disagree	8	7	8	8	7	6	7	6	3	4	5	6	7	7	6	5	3	7
Strongly Disagree	4	3	1	6	2	0	3	5	3	3	3	5	3	4	1	3	4	3
Don't know	1	2	1	1	2	2	1	1	1	3	1	2	1	2	2	1	2	1
<b>Total Agree</b>	<b>77</b>	<b>72</b>	<b>78</b>	<b>73</b>	<b>79</b>	<b>80</b>	<b>82</b>	<b>69</b>	<b>81</b>	<b>78</b>	<b>76</b>	<b>77</b>	<b>79</b>	<b>76</b>	<b>78</b>	<b>80</b>	<b>80</b>	<b>82</b>
<b>Total Disagree</b>	<b>12</b>	<b>10</b>	<b>9</b>	<b>14</b>	<b>9</b>	<b>6</b>	<b>10</b>	<b>11</b>	<b>6</b>	<b>7</b>	<b>8</b>	<b>11</b>	<b>10</b>	<b>11</b>	<b>7</b>	<b>8</b>	<b>7</b>	<b>10</b>
Base	378	411	454	440	403	276	322	403	455	461	497	325	321	342	417	414	424	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.

**Table 62: My Individual Circumstances Were Taken Into Account – By District (Part 3) (%)**

	Eastern						Central						Wellington					
	08/ 09 FY	09/ 10 FY	10/ 11 FY	11/ 12 FY	12/ 13 FY	13/ 14 FY	08/ 09 FY	09/ 10 FY	10/ 11 FY	11/ 12 FY	12/ 13 FY	13/ 14 FY	08/ 09 FY	09/ 10 FY	10/ 11 FY	11/ 12 FY	12/ 13 FY	13/ 14 FY
Strongly Agree	33	38	35	36	35	43	33	33	32	37	42	46	37	32	33	32	32	41
Agree	43	41	44	38	44	40	46	40	43	44	42	43	37	39	38	43	44	34
Neither/nor	13	7	12	13	11	9	11	17	12	9	8	4	14	16	18	18	15	13
Disagree	7	9	4	10	6	3	7	5	7	5	7	5	6	6	6	2	3	7
Strongly Disagree	3	4	4	2	3	4	2	2	5	5	2	1	6	4	2	2	2	4
Don't know	1	1	1	1	1	1	1	3	1	0	0	1	0	3	3	3	4	1
<b>Total Agree</b>	<b>76</b>	<b>79</b>	<b>79</b>	<b>74</b>	<b>79</b>	<b>83</b>	<b>79</b>	<b>73</b>	<b>75</b>	<b>81</b>	<b>83</b>	<b>89</b>	<b>74</b>	<b>71</b>	<b>71</b>	<b>75</b>	<b>76</b>	<b>75</b>
<b>Total Disagree</b>	<b>10</b>	<b>13</b>	<b>8</b>	<b>12</b>	<b>9</b>	<b>7</b>	<b>9</b>	<b>7</b>	<b>12</b>	<b>10</b>	<b>9</b>	<b>6</b>	<b>12</b>	<b>10</b>	<b>8</b>	<b>4</b>	<b>5</b>	<b>11</b>
Base	263	268	329	358	366	301	282	333	374	384	420	301	345	424	427	442	414	288

**Table 63: My Individual Circumstances Were Taken Into Account – By District (Part 4) (%)**

	Tasman						Canterbury						Southern					
	08/ 09 FY	09/ 10 FY	10/ 11 FY	11/ 12 FY	12/ 13 FY	13/ 14 FY	08/ 09 FY	09/ 10 FY	10/ 11 FY	11/ 12 FY	12/ 13 FY	13/ 14 FY	08/ 09 FY	09/ 10 FY	10/ 11 FY	11/ 12 FY	12/ 13 FY	13/ 14 FY
Strongly Agree	39	28	35	37	40	47	35	37	34	43	38	40	32	36	35	37	40	54
Agree	47	51	46	41	42	37	42	42	40	39	40	38	47	37	42	41	41	34
Neither/nor	6	11	7	11	11	7	7	11	10	10	12	11	10	16	11	13	14	6
Disagree	5	5	6	6	4	7	8	6	13	5	6	4	8	5	6	7	2	4
Strongly Disagree	3	4	5	3	1	2	6	5	2	2	3	6	3	3	4	1	2	2
Don't know	0	1	1	2	2	0	2	1	1	1	1	1	0	3	2	1	1	0
<b>Total Agree</b>	<b>86</b>	<b>79</b>	<b>81</b>	<b>78</b>	<b>82</b>	<b>84</b>	<b>77</b>	<b>79</b>	<b>74</b>	<b>82</b>	<b>78</b>	<b>78</b>	<b>79</b>	<b>73</b>	<b>77</b>	<b>78</b>	<b>81</b>	<b>88</b>
<b>Total Disagree</b>	<b>8</b>	<b>9</b>	<b>11</b>	<b>9</b>	<b>5</b>	<b>9</b>	<b>14</b>	<b>10</b>	<b>15</b>	<b>7</b>	<b>9</b>	<b>10</b>	<b>11</b>	<b>8</b>	<b>10</b>	<b>8</b>	<b>4</b>	<b>6</b>
Base	223	228	268	310	307	278	381	394	386	353	370	281	278	317	311	261	307	260

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.

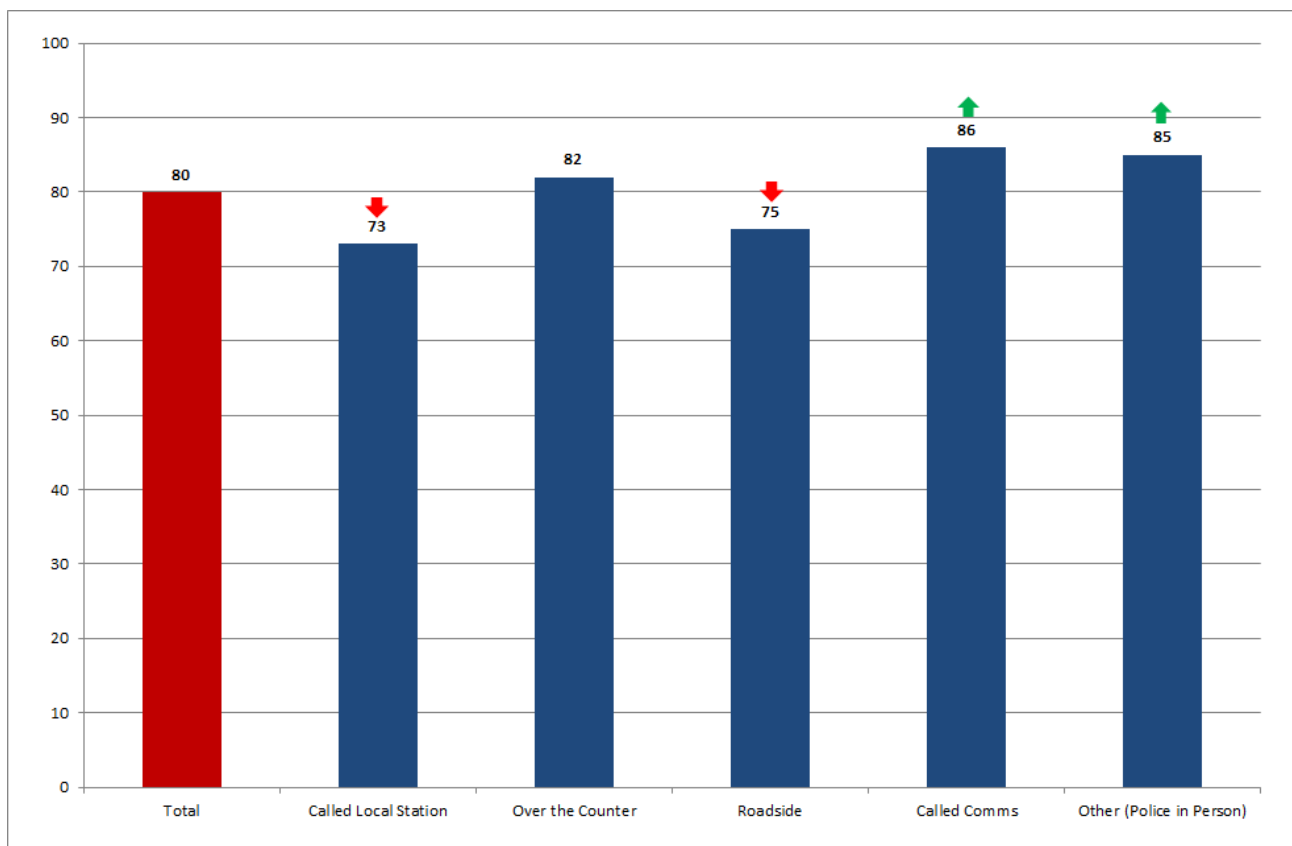
#### 5.5.4. Individual Circumstances - Comparison by Point of Contact

##### 1. 2013/14 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 calling the Communications Centres (86% of respondents *agreeing/strongly agreeing*) or in person (other than on the roadside or at a Police station) (85%) than for all other points of contact.

In contrast, respondents who called a local station (73% *agreeing/strongly agreeing*) and those whose point of contact was on the roadside (75%) were significantly less likely to agree that their individual circumstances were taken into account.

**Figure 42: My Individual Circumstances Were Taken into Account - by Point of Contact in the 2013/14 FY (% Agree/Strongly Agree)**



Base: All respondents, excluding 'not applicable' responses. Total 2013/14 FY n=3444; Called local station n=233; Over the counter n=431; Roadside n=804; Called the Communications Centres n=1193; Other (Police in person) n=783.

Green arrow indicates a significantly higher result than the total.

Red arrow indicates a significantly lower result than the total.



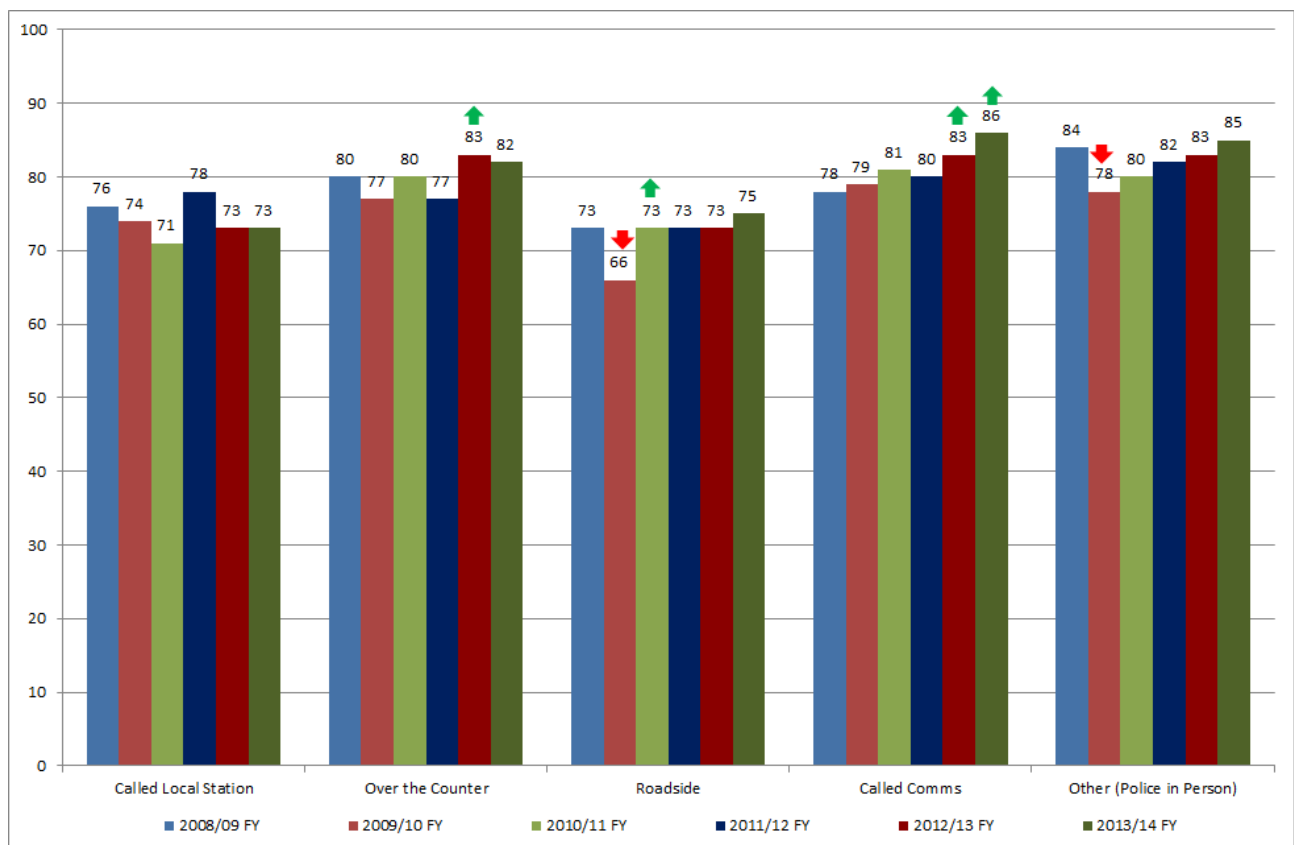
## 2. Change Over Time

In 2013/14, the proportion of respondents agreeing to some extent that their individual circumstances were taken into account has increased significantly for those calling the Communications Centre (up from 83% *agreeing/strongly agreeing*, to 86%).

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 whose contact was in person (other than at the local station or on the roadside) (up from 39% in 2012/13, to 49%) and for those either calling the Communications Centres (up from 38%, to 47%) or calling a local station (up from 25%, to 44%).

There have not been any statistically declines in agreement ratings for any of the point of contact in 2013/14, however the share disagreeing whose contact was at the roadside has increased significantly (up from 7% *disagreeing/strongly disagreeing* in 2012/13, to 10%).

**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 64: My Individual Circumstances Were Taken into Account - by Point of Contact (Part 1) (%)**

	Called Local Station						Over the Counter						Roadside					
	08/ 09 FY	09/ 10 FY	10/ 11 FY	11/ 12 FY	12/ 13 FY	13/ 14 FY	08/ 09 FY	09/ 10 FY	10/ 11 FY	11/ 12 FY	12/ 13 FY	13/ 14 FY	08/ 09 FY	09/ 10 FY	10/ 11 FY	11/ 12 FY	12/ 13 FY	13/ 14 FY
Strongly Agree	30	29	27	28	25	44	34	35	36	35	43	49	29	28	33	31	35	35
Agree	46	45	44	50	48	29	46	42	44	42	40	33	44	38	40	42	38	40
Neither/nor	10	13	13	7	16	12	7	10	8	9	8	9	12	21	16	17	18	14
Disagree	9	8	11	8	8	10	8	7	7	9	4	6	9	5	7	6	5	5
Strongly Disagree	4	4	3	5	2	4	5	5	3	3	4	2	5	5	3	2	2	5
Don't know	1	1	2	2	1	1	0	1	2	2	1	1	1	3	1	2	2	1
<b>Total Agree</b>	<b>76</b>	<b>74</b>	<b>71</b>	<b>78</b>	<b>73</b>	<b>73</b>	<b>80</b>	<b>77</b>	<b>80</b>	<b>77</b>	<b>83</b>	<b>82</b>	<b>73</b>	<b>66</b>	<b>73</b>	<b>73</b>	<b>73</b>	<b>75</b>
<b>Total Disagree</b>	<b>13</b>	<b>12</b>	<b>14</b>	<b>13</b>	<b>10</b>	<b>14</b>	<b>13</b>	<b>12</b>	<b>10</b>	<b>12</b>	<b>8</b>	<b>8</b>	<b>14</b>	<b>10</b>	<b>10</b>	<b>8</b>	<b>7</b>	<b>10</b>
Base	377	249	264	243	241	233	316	357	433	441	411	431	1027	1203	1416	1461	1471	804

**Table 65: My Individual Circumstances Were Taken into Account - by Point of Contact (Part 2) (%)**

	Called Comms						Other (Police in person)					
	08/ 09 FY	09/ 10 FY	10/ 11 FY	11/ 12 FY	12/ 13 FY	13/ 14 FY	08/ 09 FY	09/ 10 FY	10/ 11 FY	11/ 12 FY	12/ 13 FY	13/ 14 FY
Strongly Agree	31	33	35	31	38	47	41	38	36	39	39	49
Agree	47	46	46	49	45	39	43	40	44	43	44	36
Neither/nor	11	10	11	12	10	6	8	11	12	9	9	7
Disagree	7	6	4	4	4	4	4	6	4	3	4	4
Strongly Disagree	2	2	2	2	1	2	3	4	3	5	3	3
Don't know	2	3	2	2	2	2	1	1	1	1	1	1
<b>Total Agree</b>	<b>78</b>	<b>79</b>	<b>81</b>	<b>80</b>	<b>83</b>	<b>86</b>	<b>84</b>	<b>78</b>	<b>80</b>	<b>82</b>	<b>83</b>	<b>85</b>
<b>Total Disagree</b>	<b>9</b>	<b>8</b>	<b>6</b>	<b>6</b>	<b>5</b>	<b>6</b>	<b>7</b>	<b>10</b>	<b>7</b>	<b>8</b>	<b>7</b>	<b>7</b>
Base	1359	1542	1618	1566	1591	1193	691	787	839	818	801	783

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.

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

### 5.6.1. It's an Example of Good Value for Tax Dollars Spent - Change Over Time

This measure, just less than three quarters of respondents (74%) *agree* or *strongly agree* that the service they received is an example of good value for tax dollars spent. However, levels of agreement have decreased significantly when compared with 2012/13 results (down from 77% *agreeing/strongly agreeing*, to 74%) and halts what had been an upwards trend in positive ratings over time.

Eleven percent of respondents either *disagreed* (7%) or *strongly disagreed* (4%) that it is an example of good value for tax dollars spent. After a significant decrease in 2012/13, negative ratings have increased significantly this measure – the share *disagreeing/strongly disagreeing* up from 8% last year to 11%, including the share *strongly disagreeing* increasing from 3% to 4%.

**Table 66: It's an Example of Good Value for Tax Dollars Spent – Change Over Time (%)**

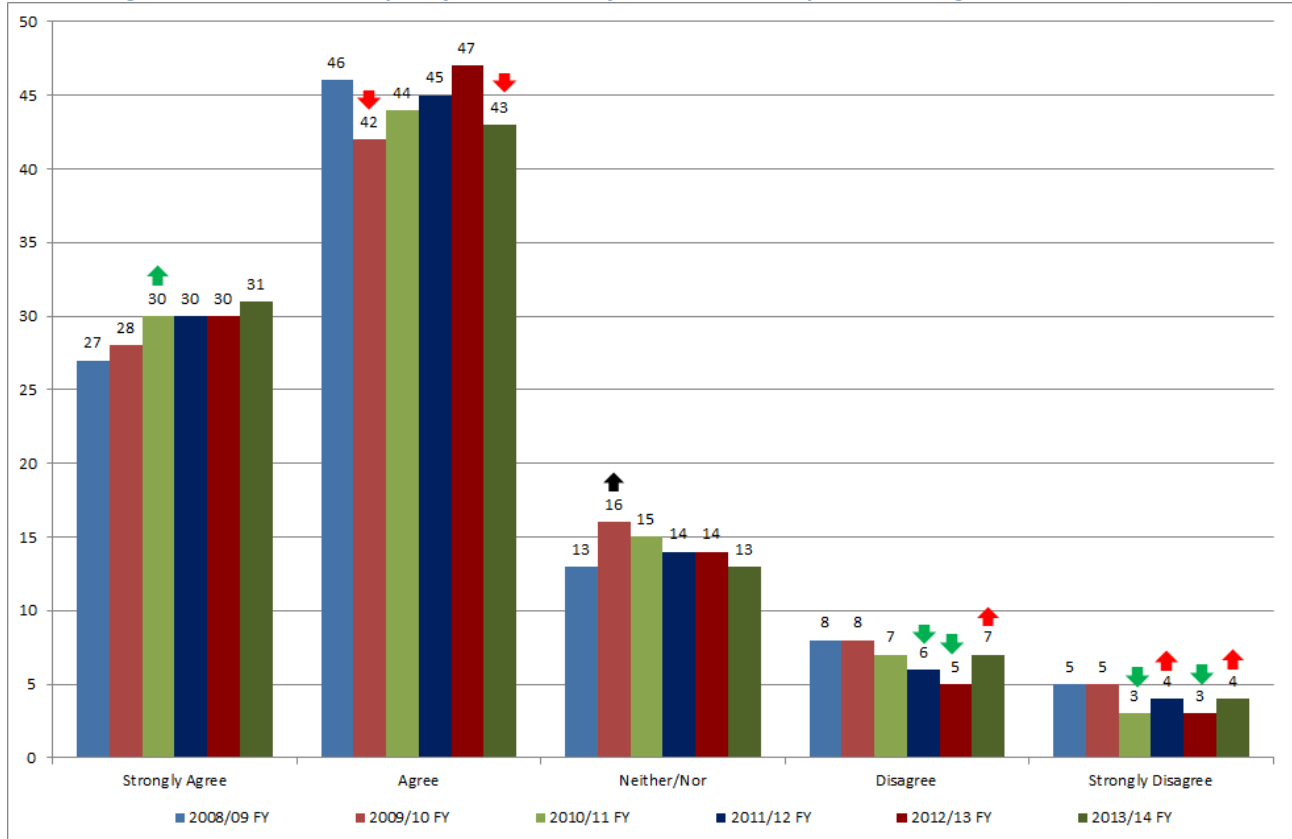
	2008/09 FY	2009/10 FY	2010/11 FY	2011/12 FY	2012/13 FY	2013/14 FY
Strongly Agree	27	28	30	30	30	31
Agree	46	42	44	45	47	43
Neither/Nor	13	16	15	14	14	13
Disagree	8	8	7	6	5	7
Strongly Disagree	5	5	3	4	3	4
Don't know	1	1	1	1	1	2
<b>Total Agree</b>	<b>73</b>	<b>70</b>	<b>74</b>	<b>75</b>	<b>77</b>	<b>74</b>
<b>Total Disagree</b>	<b>13</b>	<b>13</b>	<b>10</b>	<b>10</b>	<b>8</b>	<b>11</b>
Mean Rating	3.83	3.82	3.91	3.92	3.97	3.93
Base	3996	4380	4796	4694	4641	3564

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

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.

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, 2013/14 FY n=3564.

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.

### 5.6.2. It's an Example of Good Value for Tax Dollars Spent - Significant Differences for 2013/14 FY

The following statistically significant differences for 2013/14 are evident at the total results level (combined 2013/14 results for General, Communications Centres and Māori Booster sample).

Respondent groups marked with an \* were also significantly more likely to give this rating in the 2012/13 survey.

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\* (94%, compared with 74% of all other respondents);
- living in Central District (85%, compared with 73% of all other respondents);
- whose reason for contact was to report dangerous driving (85%, compared with 74% of all other respondents);
- whose reason for contact was a traffic stop\* (85%, compared with 72% of all other respondents);
- whose reason for contact was a general enquiry\* (83%, compared with 73% of all other respondents);
- aged between 45 and 54 years old (79%, compared with 73% of all other respondents) or 65 years or older\* (85%, compared with 73% of all other respondents);
- whose point of contact was calling the Communications Centres\* (79%, compared with 73% of all other respondents); and/or

- of European descent\* (76%, compared with 69% of all other respondents).

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

- whose reason for contact was a traffic offence\* (24%, compared with 8% of all other respondents);
- whose reason for contact was suspect/perpetrator/bail reporting/prisoner enquiry/pickup or visit\* (18%, compared with 10% of all other respondents); and/or
- whose point of contact was on the roadside\* (16%, compared with 7% of all other respondents).

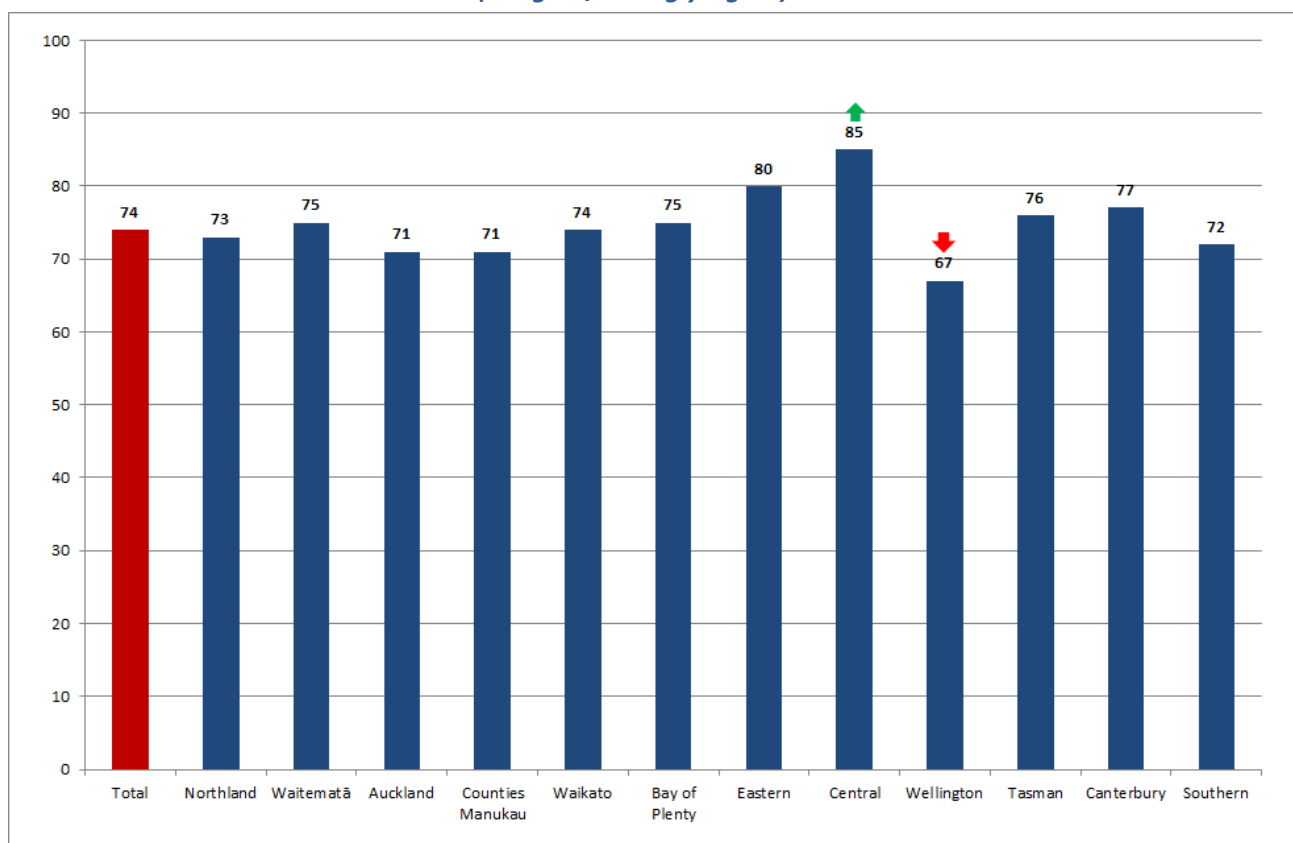
### 5.6.3. It's an Example of Good Value for Tax Dollars Spent - Comparison by District

#### 1. 2013/14 FY

This year respondents living in Central District are significantly more likely to agree to some extent that the service they received is an example of good value for tax dollars spent (85% *agreeing/strongly agreeing*, compared with 74% of all respondents).

In contrast, Wellington District received a significantly lower share of agreement ratings (67% *agreeing/strongly agreeing*).

**Figure 45: It's an Example of Good Value for Tax Dollars Spent - by District in the 2013/14 FY (% Agree/Strongly Agree)**



Base: All respondents, excluding 'not applicable' responses. Total 2013/14 FY n=3564; Northland n=298; Waitematā n=302; Auckland n=256; Counties n=283; Waikato n=329; Bay of Plenty n=321; Eastern n=308; Central n=313; Wellington n=307; Tasman n=287; Canterbury n=295; Southern n=265.

Green arrow indicates a significantly higher result than the total.

Red arrow indicates a significantly lower result than the total.

## 2. Change Over Time

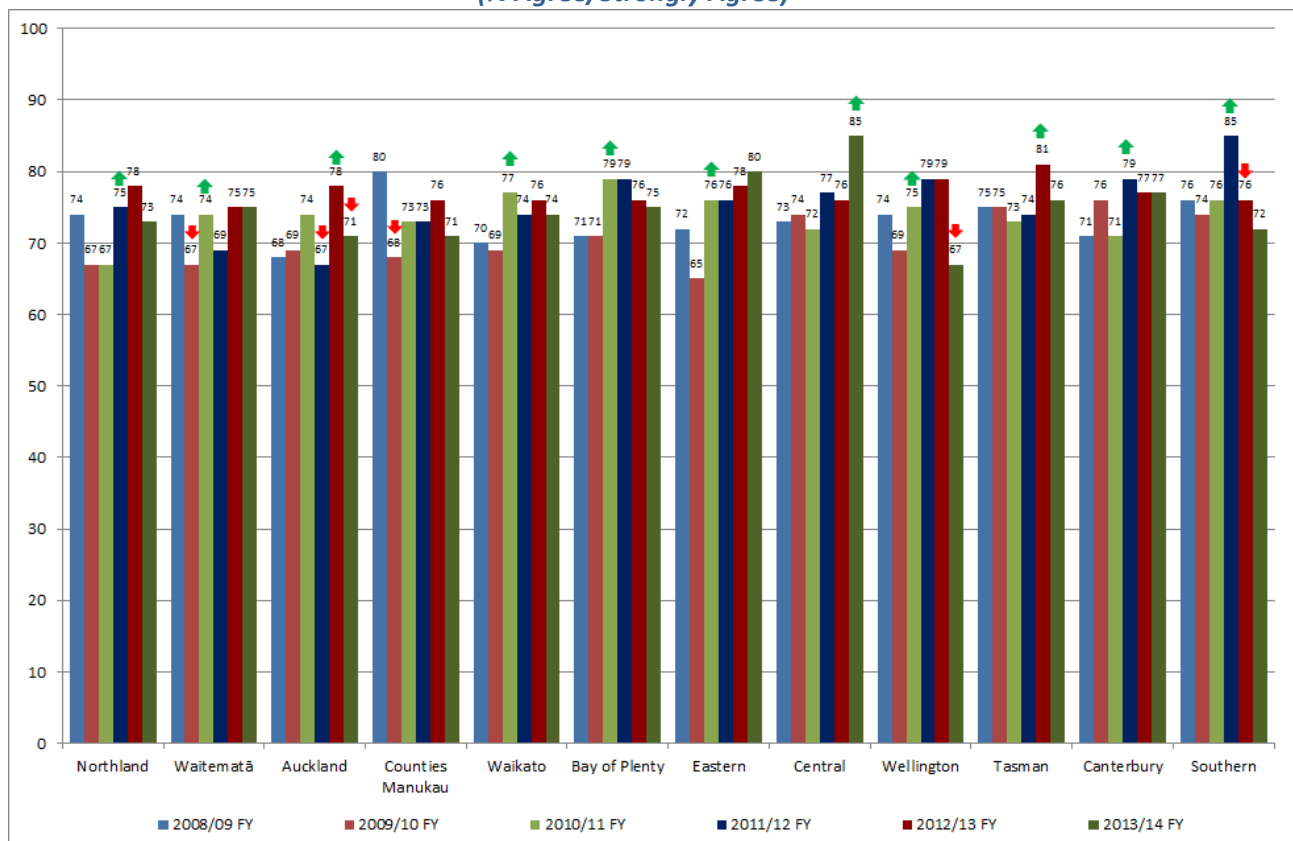
Between 2012/13 and 2013/14, the proportion of respondents who agreed to some extent that the service provided was an example of good value for tax dollars spent increased statistically significantly for those living in the Central District (up from 76% *agreeing/strongly agreeing*, to 85%).

This measure, there has also been a significant increase in the share *strongly agreeing* with this statement for Eastern District (up from 24% *strongly agreeing*, to 32%).

In contrast, there have been statistically significant decreases in the shares *agreeing/strongly agreeing* with this statement for those living in Auckland City (after a significant increase last measure, down from 78% *agreeing to some extent*, to 71%) and Wellington (down from 79%, to 67%) districts.

There has also been a significant increase in the share *disagreeing/strongly disagreeing* with this statement for those living in the Southern District (up from 6% in 2012/13, to 11%).

**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.

**Table 67: It's an Example of Good Value for Tax Dollars Spent – By District (Part 1) (%)**

	Northland						Waitematā						Auckland City					
	08/ 09 FY	09/ 10 FY	10/ 11 FY	11/ 12 FY	12/ 13 FY	13/ 14 FY	08/ 09 FY	09/ 10 FY	10/ 11 FY	11/ 12 FY	12/ 13 FY	13/ 14 FY	08/ 09 FY	09/ 10 FY	10/ 11 FY	11/ 12 FY	12/ 13 FY	13/ 14 FY
Strongly Agree	28	24	28	28	33	30	24	29	31	24	37	38	26	30	29	22	28	30
Agree	46	43	39	47	45	43	50	38	43	45	38	37	42	39	45	45	50	41
Neither/nor	15	16	20	12	11	13	12	18	10	21	19	13	17	17	18	18	12	17
Disagree	6	9	9	8	7	8	8	9	11	7	3	5	10	7	6	5	6	7
Strongly Disagree	4	6	3	4	3	5	6	5	4	3	3	3	5	6	2	7	4	2
Don't know	1	2	1	1	1	1	0	1	1	0	0	4	0	1	0	3	0	3
<b>Total Agree</b>	<b>74</b>	<b>67</b>	<b>67</b>	<b>75</b>	<b>78</b>	<b>73</b>	<b>74</b>	<b>67</b>	<b>74</b>	<b>69</b>	<b>75</b>	<b>75</b>	<b>68</b>	<b>69</b>	<b>74</b>	<b>67</b>	<b>78</b>	<b>71</b>
<b>Total Disagree</b>	<b>10</b>	<b>15</b>	<b>12</b>	<b>12</b>	<b>10</b>	<b>13</b>	<b>14</b>	<b>14</b>	<b>15</b>	<b>10</b>	<b>6</b>	<b>8</b>	<b>15</b>	<b>13</b>	<b>8</b>	<b>12</b>	<b>10</b>	<b>9</b>
Base	298	313	372	329	308	298	335	374	403	411	372	302	408	402	445	409	364	256

**Table 68: It's an Example of Good Value for Tax Dollars Spent – By District (Part 2) (%)**

	Counties Manukau						Waikato						Bay Of Plenty					
	08/ 09 FY	09/ 10 FY	10/ 11 FY	11/ 12 FY	12/ 13 FY	13/ 14 FY	08/ 09 FY	09/ 10 FY	10/ 11 FY	11/ 12 FY	12/ 13 FY	13/ 14 FY	08/ 09 FY	09/ 10 FY	10/ 11 FY	11/ 12 FY	12/ 13 FY	13/ 14 FY
Strongly Agree	30	24	29	30	26	27	31	26	30	28	28	30	26	24	30	31	32	33
Agree	50	44	44	43	50	44	39	43	47	46	48	44	45	47	49	48	44	42
Neither/nor	8	18	16	13	13	17	15	19	14	16	15	13	17	17	14	11	16	11
Disagree	8	9	8	7	6	7	7	8	6	5	4	7	9	7	4	5	5	10
Strongly Disagree	3	3	2	6	4	3	7	3	3	3	5	3	3	4	2	5	3	2
Don't know	1	2	1	1	1	2	1	1	0	2	0	3	0	1	1	0	0	2
<b>Total Agree</b>	<b>80</b>	<b>68</b>	<b>73</b>	<b>73</b>	<b>76</b>	<b>71</b>	<b>70</b>	<b>69</b>	<b>77</b>	<b>74</b>	<b>76</b>	<b>74</b>	<b>71</b>	<b>71</b>	<b>79</b>	<b>79</b>	<b>76</b>	<b>75</b>
<b>Total Disagree</b>	<b>11</b>	<b>12</b>	<b>10</b>	<b>13</b>	<b>10</b>	<b>10</b>	<b>14</b>	<b>11</b>	<b>9</b>	<b>8</b>	<b>9</b>	<b>10</b>	<b>12</b>	<b>11</b>	<b>6</b>	<b>10</b>	<b>8</b>	<b>12</b>
Base	389	434	464	451	412	283	339	420	474	482	508	329	336	371	434	431	433	321

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 69: It's an Example of Good Value for Tax Dollars Spent – By District (Part 3) (%)**

	Eastern						Central						Wellington					
	08/ 09 FY	09/ 10 FY	10/ 11 FY	11/ 12 FY	12/ 13 FY	13/ 14 FY	08/ 09 FY	09/ 10 FY	10/ 11 FY	11/ 12 FY	12/ 13 FY	13/ 14 FY	08/ 09 FY	09/ 10 FY	10/ 11 FY	11/ 12 FY	12/ 13 FY	13/ 14 FY
Strongly Agree	28	29	32	30	24	32	27	31	28	35	33	30	32	29	32	33	33	30
Agree	44	36	44	46	54	48	46	43	44	42	43	55	42	40	43	46	46	37
Neither/nor	10	22	15	11	14	9	15	13	14	12	15	6	12	14	16	13	12	20
Disagree	10	7	4	9	4	5	8	8	9	5	5	4	7	10	4	4	6	7
Strongly Disagree	8	5	4	4	2	4	4	4	3	5	3	3	7	6	5	3	3	5
Don't know	0	1	1	0	2	2	0	1	2	1	1	2	0	1	0	1	0	1
<b>Total Agree</b>	<b>72</b>	<b>65</b>	<b>76</b>	<b>76</b>	<b>78</b>	<b>80</b>	<b>73</b>	<b>74</b>	<b>72</b>	<b>77</b>	<b>76</b>	<b>85</b>	<b>74</b>	<b>69</b>	<b>75</b>	<b>79</b>	<b>79</b>	<b>67</b>
<b>Total Disagree</b>	<b>18</b>	<b>12</b>	<b>8</b>	<b>13</b>	<b>6</b>	<b>9</b>	<b>12</b>	<b>12</b>	<b>12</b>	<b>10</b>	<b>8</b>	<b>7</b>	<b>14</b>	<b>16</b>	<b>9</b>	<b>7</b>	<b>9</b>	<b>12</b>
Base	272	283	347	369	369	308	299	349	383	392	435	313	377	451	450	467	423	307

**Table 70: It's an Example of Good Value for Tax Dollars Spent – By District (Part 4) (%)**

	Tasman						Canterbury						Southern					
	08/ 09 FY	09/ 10 FY	10/ 11 FY	11/ 12 FY	12/ 13 FY	13/ 14 FY	08/ 09 FY	09/ 10 FY	10/ 11 FY	11/ 12 FY	12/ 13 FY	13/ 14 FY	08/ 09 FY	09/ 10 FY	10/ 11 FY	11/ 12 FY	12/ 13 FY	13/ 14 FY
Strongly Agree	30	29	27	29	33	34	22	32	28	34	29	30	29	28	30	32	29	28
Agree	45	46	46	45	48	42	49	44	43	45	48	47	47	46	46	53	47	44
Neither/nor	15	13	15	16	10	11	13	10	20	13	14	9	13	12	12	5	17	16
Disagree	6	7	7	7	6	6	11	9	4	6	7	6	6	8	6	7	4	7
Strongly Disagree	3	4	4	3	2	5	4	4	3	1	1	6	5	4	4	2	2	4
Don't know	1	1	1	0	1	2	1	1	2	1	1	2	0	2	2	1	1	1
<b>Total Agree</b>	<b>75</b>	<b>75</b>	<b>73</b>	<b>74</b>	<b>81</b>	<b>76</b>	<b>71</b>	<b>76</b>	<b>71</b>	<b>79</b>	<b>77</b>	<b>77</b>	<b>76</b>	<b>74</b>	<b>76</b>	<b>85</b>	<b>76</b>	<b>72</b>
<b>Total Disagree</b>	<b>9</b>	<b>11</b>	<b>11</b>	<b>10</b>	<b>8</b>	<b>11</b>	<b>15</b>	<b>13</b>	<b>7</b>	<b>7</b>	<b>8</b>	<b>12</b>	<b>11</b>	<b>12</b>	<b>10</b>	<b>9</b>	<b>6</b>	<b>11</b>
Base	243	241	283	321	321	287	405	414	409	360	381	295	295	328	332	272	315	265

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.



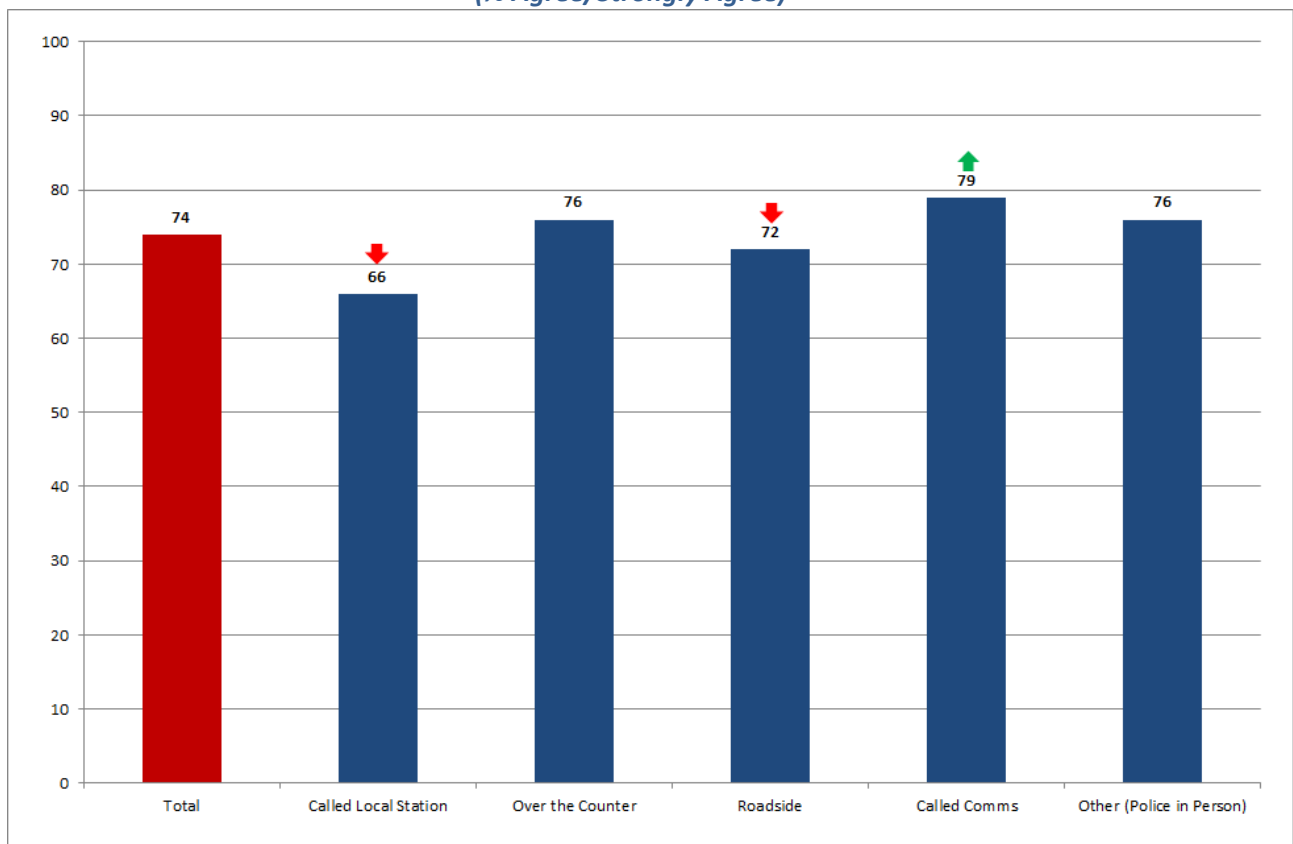
#### 5.6.4. It's an Example of Good Value for Tax Dollars Spent - Comparison by Point of Contact

##### 1. 2013/14 FY

Respondents whose point of contact was calling the Communications Centres were significantly more likely to agree to some extent that the service they received was an example of good value for tax dollars spent (79% agreeing/strongly agreeing).

In contrast, respondents whose point of contact was calling a local station (66%) or at the roadside (72%) were significantly less likely to agree to some extent.

**Figure 47: It's an Example of Good Value for Tax Dollars Spent - by Point of Contact in 2013/14 FY (% Agree/Strongly Agree)**



Base: All respondents, excluding 'not applicable' responses. Total 2013/14 FY n=3564; Called local station n=243; Over the counter n=446; Roadside n=845; Called the Communications Centres n=1215; Other (Police in person) n=815.

Green arrow indicates a significantly higher result than the total.

Red arrow indicates a significantly lower result than the total.

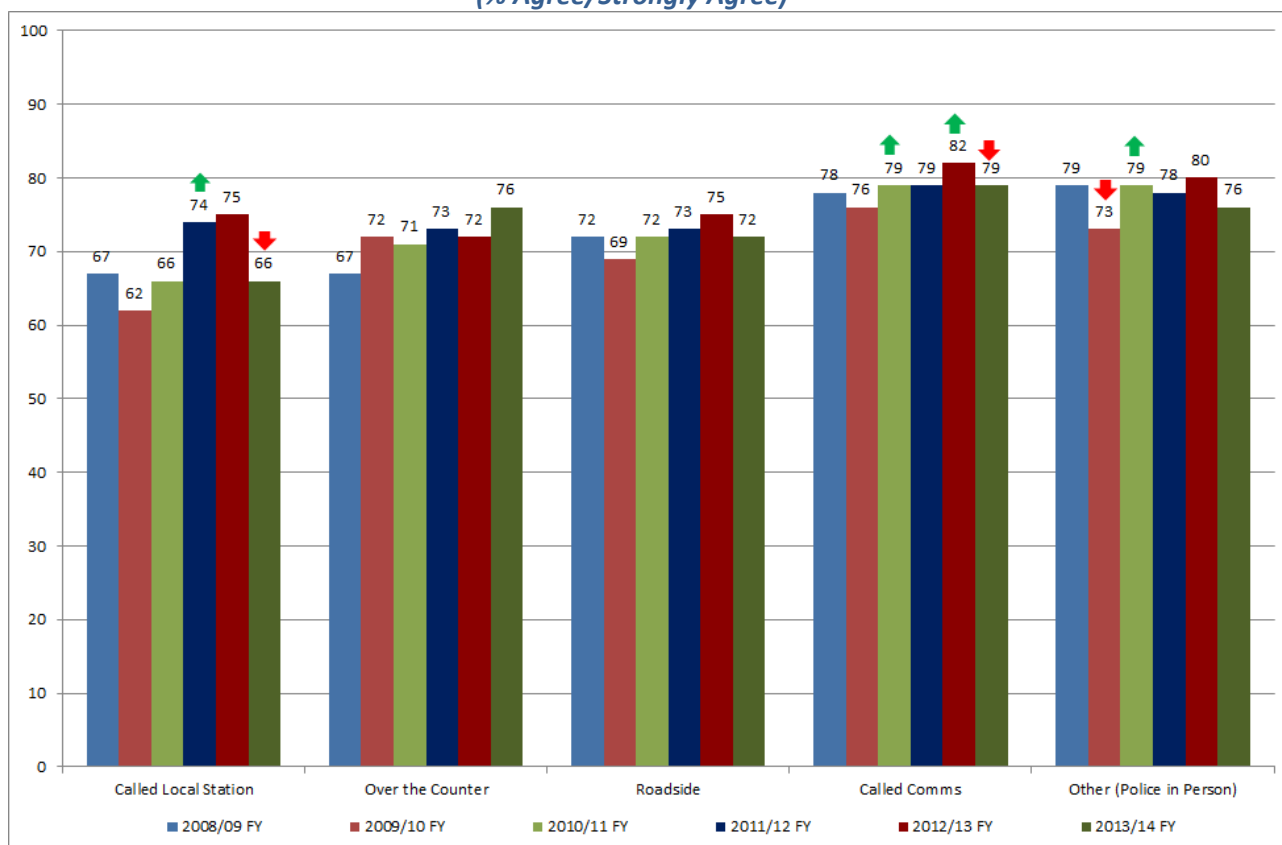
## 2. Change Over Time

There have not been any statistically significant increases in the share of respondents agreeing that the service provided was an example of good value for tax dollars spent across the 12 Police districts. However, it should be noted that there has been a significant increase in the share *strongly agreeing* with this statement among those who visited a local station (up from 26% in 2012/13, to 33% this measure).

While those who called the Communications Centre were significantly more likely than all other points of contact to agree with this statement to some extent, the share *agreeing/strongly agreeing* has decreased significantly when compared with last year (down from 82%, to 79%). Agreement ratings have also declined among those calling a local station (down from 75% last year, to 66%).

This measure, there has also been a significant increase in negative ratings for those who had contact at the roadside (the share *disagreeing/strongly disagreeing* up from 10%, to 16%).

**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 71: It's an Example of Good Value for Tax Dollars Spent – By Point Of Contact (Part 1) (%)**

	Called Local Station						Over the Counter						Roadside					
	08/ 09 FY	09/ 10 FY	10/ 11 FY	11/ 12 FY	12/ 13 FY	13/ 14 FY	08/ 09 FY	09/ 10 FY	10/ 11 FY	11/ 12 FY	12/ 13 FY	13/ 14 FY	08/ 09 FY	09/ 10 FY	10/ 11 FY	11/ 12 FY	12/ 13 FY	13/ 14 FY
Strongly Agree	22	21	17	32	23	26	22	25	25	26	26	33	26	28	30	30	31	27
Agree	45	41	49	42	52	40	45	47	46	47	46	43	46	41	42	43	44	45
Neither/nor	17	25	22	15	12	21	17	18	18	14	19	16	12	14	16	14	14	11
Disagree	10	7	9	5	7	8	8	6	8	9	5	5	10	11	7	7	6	10
Strongly Disagree	4	5	3	5	5	3	7	3	2	2	3	2	6	5	4	5	4	6
Don't know	2	1	0	1	1	2	1	1	1	2	1	1	0	1	1	1	1	1
<b>Total Agree</b>	<b>67</b>	<b>62</b>	<b>66</b>	<b>74</b>	<b>75</b>	<b>66</b>	<b>67</b>	<b>72</b>	<b>71</b>	<b>73</b>	<b>72</b>	<b>76</b>	<b>72</b>	<b>69</b>	<b>72</b>	<b>73</b>	<b>75</b>	<b>72</b>
<b>Total Disagree</b>	<b>14</b>	<b>12</b>	<b>12</b>	<b>10</b>	<b>12</b>	<b>11</b>	<b>15</b>	<b>9</b>	<b>10</b>	<b>11</b>	<b>8</b>	<b>7</b>	<b>16</b>	<b>16</b>	<b>11</b>	<b>12</b>	<b>10</b>	<b>16</b>
<i>Base</i>	398	260	275	256	242	243	332	371	449	447	421	446	1106	1294	1513	1535	1516	845

**Table 72: It's an Example of Good Value for Tax Dollars Spent – By Point Of Contact (Part 2) (%)**

	Called Comms						Other (Police in person)					
	08/ 09 FY	09/ 10 FY	10/ 11 FY	11/ 12 FY	12/ 13 FY	13/ 14 FY	08/ 09 FY	09/ 10 FY	10/ 11 FY	11/ 12 FY	12/ 13 FY	13/ 14 FY
Strongly Agree	32	29	33	28	32	35	33	34	33	32	32	34
Agree	46	47	46	51	50	44	46	39	46	46	48	42
Neither/nor	13	14	13	14	16	12	12	15	11	12	14	13
Disagree	6	6	4	4	4	4	5	7	4	4	3	5
Strongly Disagree	2	2	2	1	1	3	4	4	4	5	2	2
Don't know	1	2	2	2	1	2	0	1	2	1	1	4
<b>Total Agree</b>	<b>78</b>	<b>76</b>	<b>79</b>	<b>79</b>	<b>82</b>	<b>79</b>	<b>79</b>	<b>73</b>	<b>79</b>	<b>78</b>	<b>80</b>	<b>76</b>
<b>Total Disagree</b>	<b>8</b>	<b>8</b>	<b>6</b>	<b>5</b>	<b>5</b>	<b>7</b>	<b>9</b>	<b>11</b>	<b>8</b>	<b>9</b>	<b>5</b>	<b>7</b>
<i>Base</i>	1433	1643	1683	1618	1634	1215	722	812	876	842	828	815

*Base: All respondents, excluding 'not applicable' responses. Note: Bold indicates a statistically significant change in neutral or don't know responses from the previous survey wave. Green highlighting denotes a statistically significant improvement from the previous survey wave. Red highlighting denotes a statistically significant negative change from the previous survey wave.*

## 5.7. Service Experience Attributes - Reasons for Dissatisfaction

Note: Reasons for dissatisfaction with CMT attributes was asked differently in 2013/14 to how it had been asked in previous years. In 2013/14, after all individual CMT attributes had been rated (including the attributes: *I was treated fairly, staff were competent, staff did what they said they would do, my individual circumstances were taken into account, and it's an example of good value for tax dollars spent*) respondents were asked why they disagreed with the one (or more) statement (i.e. reasons for disagreement were asked as one global question). Prior to this survey wave, reasons for disagreement were asked for each individual CMT attribute. Because of this change, results over time for the new global question are not available.

The most common reasons for disagreeing among the 12% of respondents who *disagree* or *strongly disagree* with any one (or more) of the individual CMT attributes were that the matter wasn't taken seriously and/or the staff member did not believe them (20%) and/or that the staff member had a bad attitude (20%). Other commonly mentioned reasons included that Police did not consider their circumstances, were unsympathetic or insensitive (15%), that the Police didn't call back, there was no follow-up or feedback (13%), and that staff were incompetent and didn't handle the situation well (13%).

**Table 73: CMT Attributes – Reasons for Dissatisfaction (%)**

	Respondents to disagree with at least 1 attribute	All Respondents
	2013/14 FY (12%, n=417)	2013/14 FY (n=3583)
Didn't take matter seriously/didn't believe me/didn't care	20	2
Staff member had a bad attitude/arrogant/indifferent/abrupt	20	2
Didn't consider circumstances / unsympathetic/insensitive	15	1
Police didn't call back, no follow-up/feedback	13	1
Police were incompetent/didn't handle situation well	13	1
Police didn't do anything/no outcome/action/didn't do their job	11	1
Respondent felt picked on/discriminated against	11	1
Outcome/decision was unfair or incorrect	9	1
Poor communication/didn't listen/uninterested/no explanation	6	1
No information or help or advice given/Police didn't help at all	5	1
Police took too long to respond /inadequate response/didn't attend	5	1
Police just gathering revenue/giving tickets for no reason	3	<1
Didn't do what they said they would do	3	<1
Police were not knowledgeable/didn't know where I was	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 2013/14 FY.

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

- whose reason for contact was theft (52%) or burglary (35%) (compared with 14% of all other respondents);
- whose point of contact was either calling the local station (46%, compared with 15% of all other respondents) or the Communications Centres (31%, compared with 19% of all other respondents);
- living in Auckland City (45%, compared with 18% of all other respondents) or Counties Manukau (33%, compared with 19% of all other respondents) district; and/or
- whose reason for contact was a traffic crash or incident (42%, compared with 18% of all other respondents).

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

- whose reason for contact was a traffic crash or incident (37%, compared with 18% of all other respondents); and/or
- whose point of contact was at the roadside (32%, compared with 15% of all other respondents).

Respondents significantly more likely to mention that **Police didn't call back or follow up** include those:

- whose point of contact was at the local station (26%, compared with 11% of all other respondents);
- whose point of contact was calling the Communications Centres (25%, compared with 11% of all other respondents); and/or
- of European descent (16%, compared with 8% 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 calling the local station (28%, compared with 10% of all other respondents);
- living in Auckland City (26%, compared with 12% of all other respondents) or Waitematā (23%, compared with 12% of all other respondents) district; and/or
- whose reason for contact was burglary (25%) or theft (23%) (compared with 10% of all other respondents).

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

- living in Waitematā District (27%, compared with 9% of all other respondents);
- whose point of contact was calling the local station (26%, compared with 8% of all other respondents);
- whose reason for contact was a traffic crash or incident (26%, compared with 10% of all other respondents); and/or
- whose reason for contact was burglary or theft (24%, compared with 8% of all other respondents).

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

- whose reason for contact was suspect/perpetrator/bail reporting/prisoner enquiry/pickup or visit (45%, compared with 8% of all other respondents);
- aged 16-24 years (23%, compared with 8% of all other respondents);
- whose point of contact was in person (other than on the roadside or over the counter at a local station) (21%, compared with 8% of all other respondents);
- living in Canterbury District (21%, compared with 9% of all other respondents); and/or
- whose point of contact was roadside (17%, compared with 8% of all other respondents).

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

- living in Auckland City District (50%, compared with 12% of all other respondents);
- whose reason for contact was suspect/perpetrator/bail reporting/prisoner enquiry/pickup or visit (32%, compared with 14% of all other respondents);
- of Maori descent (25%, compared with 12% of all other respondents);
- aged between 25 and 34 years (23%, compared with 12% of all other respondents);
- whose reason for contact was a traffic offence (22%, compared with 13% of all other respondents); and/or
- whose point of contact was on the roadside (22%, compared with 12% of all other respondents).

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

- whose reason for contact was a traffic offence (29%, compared with 3% of all other respondents);
- whose point of contact was roadside (26%, compared with 2% of all other respondents);
- living in Wellington (23%, compared with 7% of all other respondents) or Waikato (18%, compared with 8% of all other respondents) district; and/or
- aged between 25 and 34 years (19%, compared with 6% 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:

- aged between 55 and 64 years (17%, compared with 5% of all other respondents);
- whose reason for contact was a traffic offence (15%, compared with 4% of all other respondents); and/or
- whose point of contact was roadside (12%, compared with 4% of all other respondents).

Respondents significantly more likely to mention that **no information or help or advice was given/Police didn't help at all** include those:

- whose reason for contact was a traffic crash or incident (17%, compared with 4% of all other respondents);
- living in Canterbury District (12%, compared with 4% of all other respondents);
- aged between 16 and 24 years (12%, compared with 4% of all other respondents);
- whose reason for contact was theft (12%, compared with 4% of all other respondents); and/or
- whose point of contact was in person (other than on the roadside or over the counter at a local station) (11%, compared with 4% of all other respondents).

Respondents significantly more likely to mention that the staff member **Police took too long to respond /inadequate response/didn't attend**, include those:

- whose reason for contact was burglary (19%, compared with 3% of all other respondents); and/or
- whose point of contact was calling the Communications Centres (16%, compared with 3% of all other respondents).

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

- living in Waikato District (23%, compared with 1% of all other respondents);
- whose reason for contact was a traffic offence (11%, compared with 1% of all other respondents); and/or
- whose point of contact was on the roadside (10%, compared with 0% of all other respondents).

Respondents significantly more likely to mention that **Police didn't what they said they would do** include those:

- whose point of contact was calling the Communications Centres (9%, compared with 2% of all other respondents); and/or
- aged between 35 and 44 years (8%, compared with 2% of all other respondents).

Respondents significantly more likely to mention that **Police were not knowledgeable/didn't know where I was** include those:

- whose reason for contact was a traffic offence (7%, compared with 1% of all other respondents);
- whose point of contact was on the roadside (6%, compared with 1% of all other respondents); and/or
- aged between 16 and 24 years (6%, compared with 2% of all other respondents).

## 5.8. Quality of Service Expected Before Contact with Police

### 5.8.1. 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, 83% of respondents mentioned that they had expected to receive either *good* or *very good* service. This is a significant decline in the share expecting *good/very good service* when compared with the 2012/13 result (85%), but brings the result back in line with the 2011/12 result (also 83%).

Only 3% of respondents said they had expected to receive *poor* or *very poor* service. This share is unchanged from 2012/13.

**Table 74: 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	2013/14 FY
Very Good Service	32	31	34	33	35	36
Good Service	51	50	50	50	50	47
Neither/Nor	11	13	12	11	11	13
Poor Service	4	4	3	3	2	2
Very Poor Service	1	1	0	1	1	1
Don't know	1	1	1	1	1	1
<b>Total Good/Very Good Service</b>	<b>83</b>	<b>81</b>	<b>84</b>	<b>83</b>	<b>85</b>	<b>83</b>
<b>Total Poor/Very Poor Service</b>	<b>5</b>	<b>5</b>	<b>3</b>	<b>4</b>	<b>3</b>	<b>3</b>
Mean Rating	4.09	4.07	4.15	4.14	4.17	4.17
Base	3936	4315	4784	4660	4607	3511

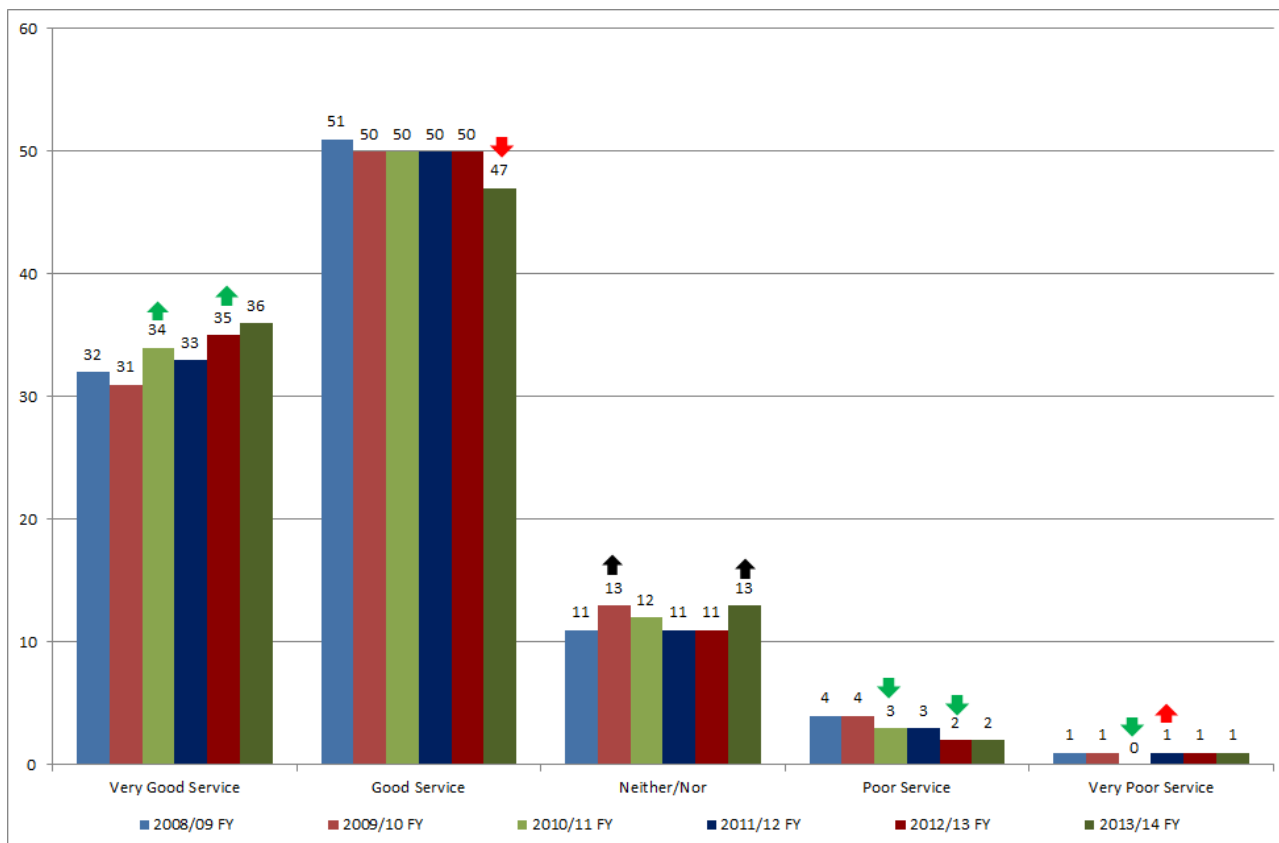
Base: All respondents excluding those giving a 'not applicable' response.

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.

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, 2013/14 FY n=3511.

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.

### 5.8.2. Quality of Service Expected Before Contact - Significant Differences for the 2013/14 FY

The following statistically significant differences for 2013/14 are evident at the total results level (combined 2013/14 results for General, Communications Centres and Māori Booster sample).

Respondent groups marked with an \* were also significantly more likely to give this rating in the 2012/13 survey.

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

- whose reason for contact was a traffic stop\* (91%, compared with 81% of all other respondents);
- whose point of contact was at the roadside (87%, compared with 81% of all other respondents);
- living in Eastern District\* (92%, compared with 82% of all other respondents);
- aged 45 years or older\* (88%, compared with 79% of all other respondents); and/or
- of European descent\* (85%, compared with 78% 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\* (13%, compared with 3% of all other respondents);
- of Māori descent\* (6%, compared with 2% of all other respondents); and/or
- whose reason for contact was theft (6%, compared with 3% of all other respondents).

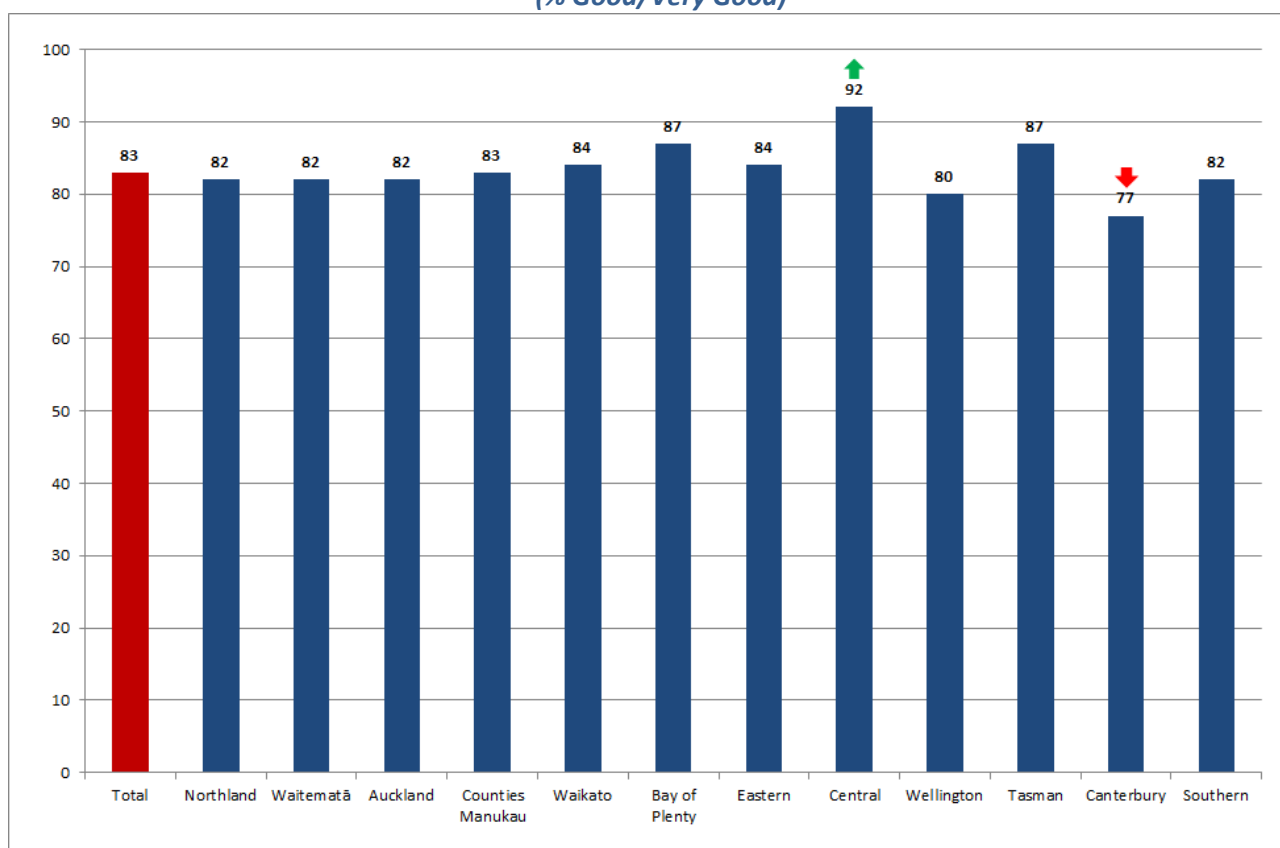
### 5.8.3. Quality of Service Expected Before Contact with Police - Comparison by District

#### 1. 2013/14 FY

Before their contact with Police, the great majority of respondents (83%) expected to receive *good* or *very good* service. In particular, those living in Central District were statistically significantly more likely to expect to receive at least good service (92% of respondents expecting *good/very good* service).

In contrast, respondents living in Canterbury District were statistically significantly less likely to report that they expected *good/very good* service before their contact with Police (with 77% expecting at least good service).

**Figure 50: Quality of Service Expected Before Contact with Police - by District in the 2013/14 FY (% Good/Very Good)**



Base: All respondents, excluding 'not applicable' responses. Total 2013/14 FY n=3511; Northland n=293; Waitematā n=297; Auckland n=251; Counties n=277; Waikato n=324; Bay of Plenty n=316; Eastern n=303; Central n=308; Wellington n=306; Tasman n=286; Canterbury n=288; Southern n=262.

Green arrow indicates a significantly higher result than the total.

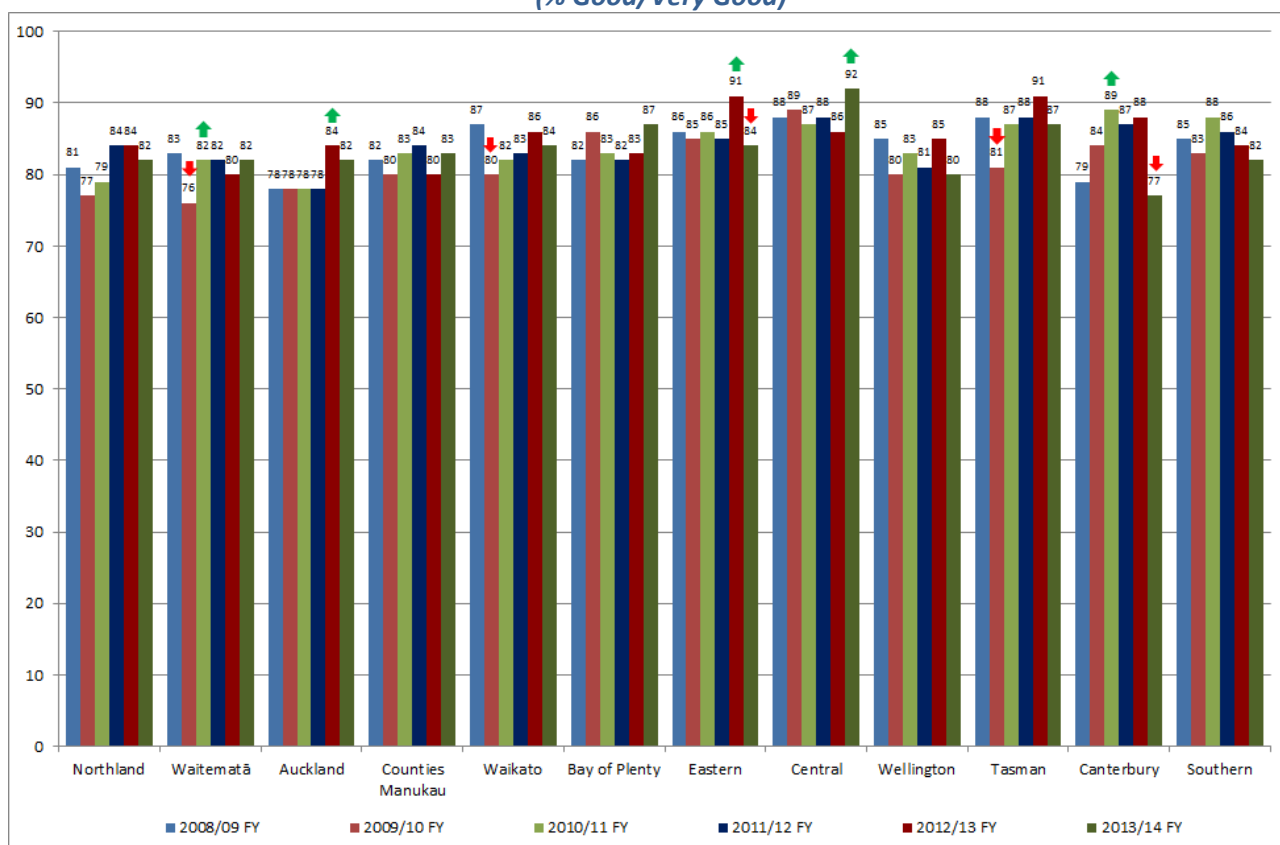
Red arrow indicates a significantly lower result than the total.

## 2. Change Over Time

When compared with the previous measure, there has been a significant increase in the proportion of respondents expecting at least good service and/or a decrease in the share expecting poor service for both Central (share expecting *good/very good service* up from 86%, to 92%; share expecting *poor/very poor service* down from 5%, to 1%) and Northland (share expecting *poor/very poor service* down from 7%, to 3%) districts.

In contrast, there has been a significant decrease in the proportion of respondents expecting at least good service and/or an increase in the share expecting poor service for Eastern (share expecting *good/very good service* down from 91%, to 84%; share expecting *poor/very poor service* up from 2%, to 5%) and Canterbury (share expecting *good/very good service* down from 88%, to 77%) 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.

**Table 75: Quality of Service Expected Before Contact with Police – By District (Part 1) (%)**

	Northland						Waitematā						Auckland City					
	08/ 09 FY	09/ 10 FY	10/ 11 FY	11/ 12 FY	12/ 13 FY	13/ 14 FY	08/ 09 FY	09/ 10 FY	10/ 11 FY	11/ 12 FY	12/ 13 FY	13/ 14 FY	08/ 09 FY	09/ 10 FY	10/ 11 FY	11/ 12 FY	12/ 13 FY	13/ 14 FY
Very good service	36	<b>28</b>	29	34	40	35	32	27	31	33	34	37	29	29	29	27	32	36
Good service	45	49	50	50	44	47	51	49	51	49	46	45	49	49	49	51	52	46
Neither/nor	11	13	14	12	9	11	11	15	12	13	15	13	14	14	17	15	13	13
Poor service	6	6	4	<b>1</b>	<b>6</b>	<b>2</b>	3	<b>7</b>	5	3	2	2	7	6	4	3	1	<b>4</b>
Very poor service	1	3	1	1	1	1	1	1	<b>0</b>	<b>1</b>	2	2	1	1	<b>0</b>	<b>3</b>	2	1
Don't know	1	1	2	1	0	<b>4</b>	2	1	1	1	1	1	0	<b>1</b>	<b>1</b>	<b>1</b>	0	0
<b>Total good service</b>	<b>81</b>	<b>77</b>	<b>79</b>	<b>84</b>	<b>84</b>	<b>82</b>	<b>83</b>	<b>76</b>	<b>82</b>	<b>80</b>	<b>82</b>	<b>82</b>	<b>78</b>	<b>78</b>	<b>78</b>	<b>78</b>	<b>84</b>	<b>82</b>
<b>Total poor service</b>	<b>7</b>	<b>9</b>	<b>5</b>	<b>3</b>	<b>7</b>	<b>3</b>	<b>4</b>	<b>8</b>	<b>5</b>	<b>4</b>	<b>4</b>	<b>4</b>	<b>8</b>	<b>7</b>	<b>4</b>	<b>6</b>	<b>3</b>	<b>5</b>
Base	292	303	366	325	303	293	331	366	405	405	368	297	401	395	442	403	363	251

**Table 76: Quality of Service Expected Before Contact with Police – By District (Part 2) (%)**

	Counties Manukau						Waikato						Bay Of Plenty					
	08/ 09 FY	09/ 10 FY	10/ 11 FY	11/ 12 FY	12/ 13 FY	13/ 14 FY	08/ 09 FY	09/ 10 FY	10/ 11 FY	11/ 12 FY	12/ 13 FY	13/ 14 FY	08/ 09 FY	09/ 10 FY	10/ 11 FY	11/ 12 FY	12/ 13 FY	13/ 14 FY
Very good service	29	29	31	33	29	34	30	29	32	31	<b>39</b>	35	33	34	32	38	34	37
Good service	53	51	52	51	51	49	57	51	50	52	47	49	49	52	51	<b>44</b>	49	50
Neither/nor	10	14	13	10	12	13	10	14	13	13	<b>8</b>	12	12	10	12	12	13	10
Poor service	7	4	2	3	5	<b>2</b>	2	<b>5</b>	4	3	3	2	5	2	3	4	2	2
Very poor service	1	1	1	2	1	1	1	<b>0</b>	0	<b>1</b>	1	0	0	1	1	1	1	0
Don't know	0	<b>1</b>	<b>1</b>	<b>1</b>	2	1	0	1	1	<b>0</b>	<b>1</b>	2	1	1	1	1	1	<b>1</b>
<b>Total good service</b>	<b>82</b>	<b>80</b>	<b>83</b>	<b>84</b>	<b>80</b>	<b>83</b>	<b>87</b>	<b>80</b>	<b>82</b>	<b>83</b>	<b>86</b>	<b>84</b>	<b>82</b>	<b>86</b>	<b>83</b>	<b>82</b>	<b>83</b>	<b>87</b>
<b>Total poor service</b>	<b>8</b>	<b>5</b>	<b>3</b>	<b>5</b>	<b>6</b>	<b>3</b>	<b>3</b>	<b>5</b>	<b>4</b>	<b>4</b>	<b>4</b>	<b>2</b>	<b>5</b>	<b>3</b>	<b>4</b>	<b>5</b>	<b>3</b>	<b>2</b>
Base	385	428	459	451	410	277	331	420	474	481	505	324	331	265	435	427	429	316

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 77: Quality of Service Expected Before Contact with Police – By District (Part 3) (%)**

	Eastern						Central						Wellington					
	08/ 09 FY	09/ 10 FY	10/ 11 FY	11/ 12 FY	12/ 13 FY	13/ 14 FY	08/ 09 FY	09/ 10 FY	10/ 11 FY	11/ 12 FY	12/ 13 FY	13/ 14 FY	08/ 09 FY	09/ 10 FY	10/ 11 FY	11/ 12 FY	12/ 13 FY	13/ 14 FY
Very good service	33	31	34	34	38	39	34	40	38	36	34	41	35	33	31	33	36	38
Good service	53	54	52	51	53	45	54	49	49	52	52	51	50	47	52	48	49	42
Neither/nor	9	8	11	8	5	10	7	7	7	9	7	5	9	15	14	14	13	16
Poor service	3	5	2	6	1	4	3	3	4	2	3	1	5	4	3	2	1	2
Very poor service	1	1	0	0	1	1	1	0	1	0	2	0	1	1	0	1	0	0
Don't know	1	1	1	1	2	1	1	1	1	1	2	2	0	0	0	2	1	2
<b>Total good service</b>	<b>86</b>	<b>85</b>	<b>86</b>	<b>85</b>	<b>91</b>	<b>84</b>	<b>88</b>	<b>89</b>	<b>87</b>	<b>88</b>	<b>86</b>	<b>92</b>	<b>85</b>	<b>80</b>	<b>83</b>	<b>81</b>	<b>85</b>	<b>80</b>
<b>Total poor service</b>	<b>4</b>	<b>6</b>	<b>2</b>	<b>6</b>	<b>2</b>	<b>5</b>	<b>4</b>	<b>3</b>	<b>5</b>	<b>2</b>	<b>5</b>	<b>1</b>	<b>6</b>	<b>5</b>	<b>3</b>	<b>3</b>	<b>1</b>	<b>2</b>
Base	269	279	344	368	367	303	292	346	386	385	425	308	373	443	450	466	423	306

**Table 78: Quality of Service Expected Before Contact with Police – By District (Part 4) (%)**

	Tasman						Canterbury						Southern					
	08/ 09 FY	09/ 10 FY	10/ 11 FY	11/ 12 FY	12/ 13 FY	13/ 14 FY	08/ 09 FY	09/ 10 FY	10/ 11 FY	11/ 12 FY	12/ 13 FY	13/ 14 FY	08/ 09 FY	09/ 10 FY	10/ 11 FY	11/ 12 FY	12/ 13 FY	13/ 14 FY
Very good service	35	27	36	34	40	44	29	33	45	34	38	26	34	33	31	38	35	38
Good service	53	54	51	54	51	43	50	51	44	53	50	51	51	50	57	48	49	44
Neither/nor	9	13	10	9	6	11	14	12	9	10	9	18	10	11	10	9	13	14
Poor service	2	5	2	1	2	1	5	2	1	1	1	2	3	4	2	3	3	3
Very poor service	1	1	0	1	1	0	1	2	0	0	2	1	1	1	0	0	0	1
Don't know	0	0	1	1	0	1	1	0	1	2	0	2	1	1	0	2	0	0
<b>Total good service</b>	<b>88</b>	<b>81</b>	<b>87</b>	<b>88</b>	<b>91</b>	<b>87</b>	<b>79</b>	<b>84</b>	<b>89</b>	<b>87</b>	<b>88</b>	<b>77</b>	<b>85</b>	<b>83</b>	<b>88</b>	<b>86</b>	<b>84</b>	<b>82</b>
<b>Total poor service</b>	<b>3</b>	<b>6</b>	<b>2</b>	<b>2</b>	<b>3</b>	<b>1</b>	<b>6</b>	<b>4</b>	<b>1</b>	<b>1</b>	<b>3</b>	<b>3</b>	<b>4</b>	<b>5</b>	<b>2</b>	<b>3</b>	<b>3</b>	<b>4</b>
Base	240	239	284	318	322	286	399	408	408	358	379	288	292	323	331	273	313	262

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.

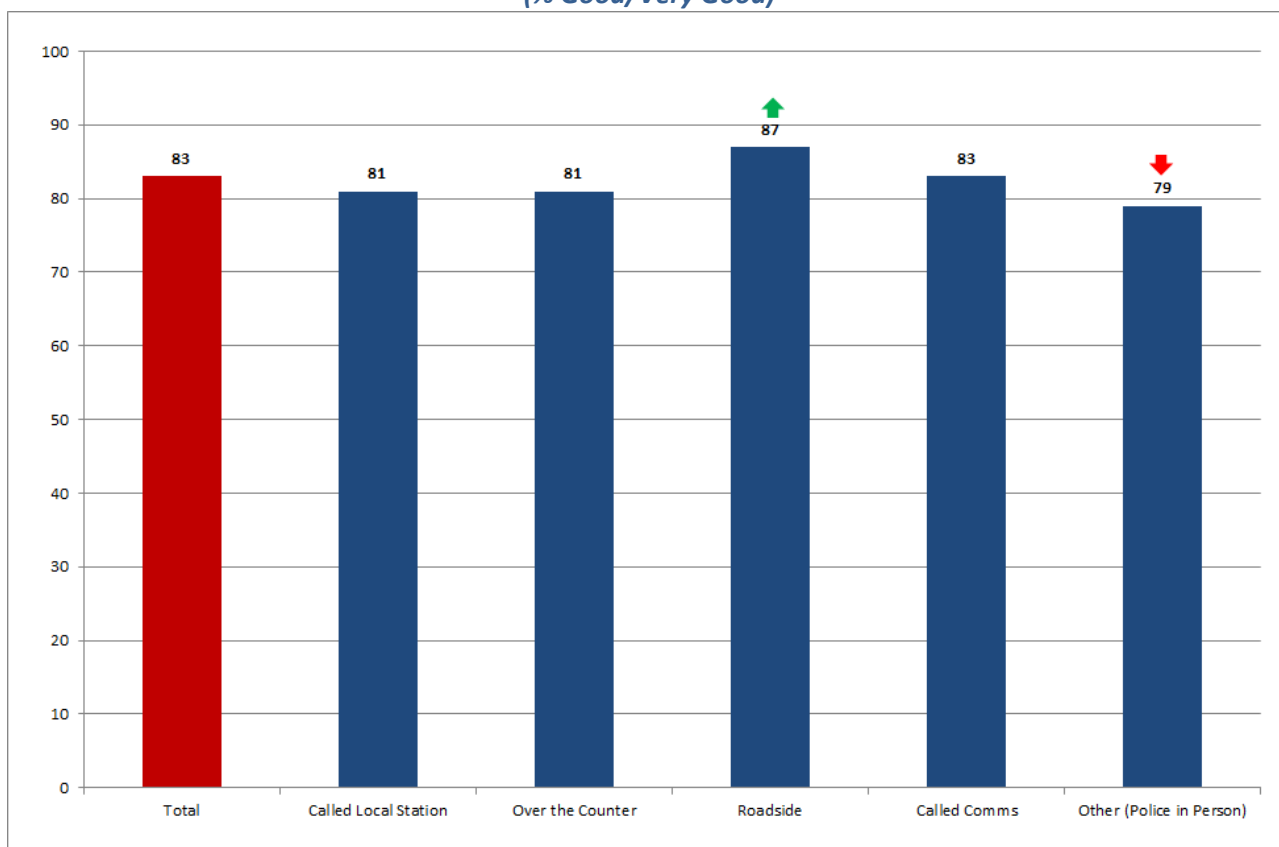
#### 5.8.4. Quality of Service Expected Before Contact with Police - Comparison by Point of Contact

##### 1. 2013/14 FY

In 2013/14, expectations before contact with the Police were significantly higher for those who had contact at the road side (87% 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* (79%).

**Figure 52: Quality of Service Expected Before Contact with Police - by Point of Contact in the 2013/14 FY (% Good/Very Good)**



Base: All respondents, excluding 'not applicable' responses. Total 2013/14 FY n=3511; Called local station n=245; Over the counter n=439; Roadside n=834; Called the Communications Centres n=1201; Other (Police in person) n=792.

Green arrow indicates a significantly higher result than the total.

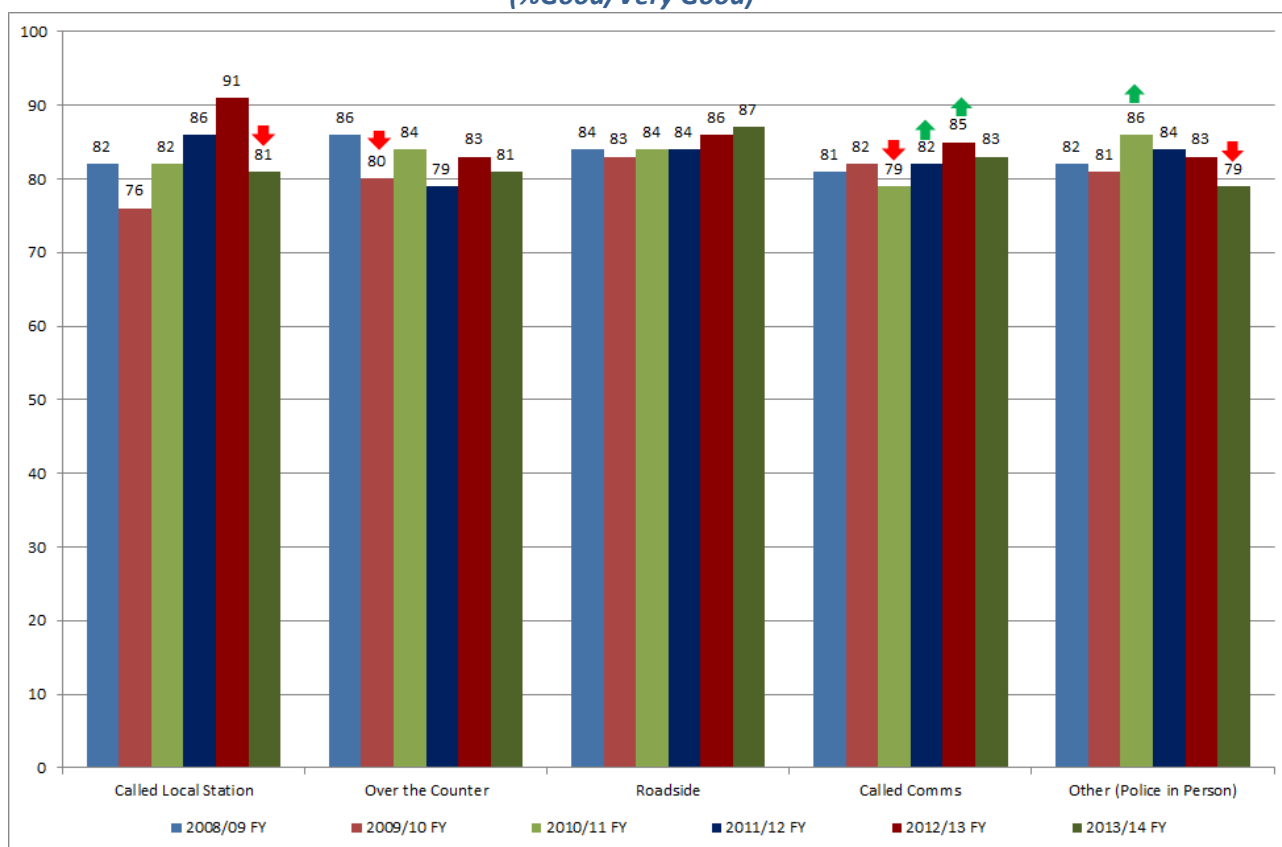
Red arrow indicates a significantly lower result than the total.

## 2. Change Over Time

The proportion of respondents who expected *good/very good service* has not increased significantly for any point of contact between 2012/13 and 2013/14. However, the proportion of respondents who expected *very good service* has increased significantly among those visiting the local station (up from 29% in 2012/13, to 36%).

In contrast, there has been a significant decline in the share expecting at least good service among those who have called a local station (down from 91% expecting *good/very good service*, to 81%) and those who had contact in person (other than at a local station or at the roadside) (83%, down from 79%).

**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 79: Quality of Service Expected Before Contact with Police – By Point Of Contact (Part 1) (%)**

	Called Local Station						Over the Counter						Roadside					
	08/ 09 FY	09/ 10 FY	10/ 11 FY	11/ 12 FY	12/ 13 FY	13/ 14 FY	08/ 09 FY	09/ 10 FY	10/ 11 FY	11/ 12 FY	12/ 13 FY	13/ 14 FY	08/ 09 FY	09/ 10 FY	10/ 11 FY	11/ 12 FY	12/ 13 FY	13/ 14 FY
Strongly Agree	30	26	32	28	39	37	26	28	27	33	29	36	33	34	35	35	37	37
Agree	52	50	50	58	52	44	60	52	57	46	54	45	51	49	49	49	49	50
Neither/nor	10	12	14	9	6	13	11	13	12	16	13	15	11	13	12	12	10	10
Disagree	6	12	3	1	2	3	2	5	3	3	2	2	3	2	3	2	2	1
Strongly Disagree	2	0	1	2	1	1	0	1	0	1	2	0	1	1	0	1	1	1
Don't know	0	0	0	2	0	2	1	1	1	1	0	2	1	1	1	1	1	1
<b>Total Agree</b>	<b>82</b>	<b>76</b>	<b>82</b>	<b>86</b>	<b>91</b>	<b>81</b>	<b>86</b>	<b>80</b>	<b>84</b>	<b>79</b>	<b>83</b>	<b>81</b>	<b>84</b>	<b>83</b>	<b>84</b>	<b>84</b>	<b>86</b>	<b>87</b>
<b>Total Disagree</b>	<b>8</b>	<b>12</b>	<b>4</b>	<b>3</b>	<b>3</b>	<b>4</b>	<b>2</b>	<b>6</b>	<b>3</b>	<b>4</b>	<b>4</b>	<b>2</b>	<b>4</b>	<b>3</b>	<b>3</b>	<b>3</b>	<b>3</b>	<b>2</b>
Base	394	258	277	256	243	245	327	368	447	448	417	439	1090	1277	1512	1526	1512	834

**Table 80: Quality of Service Expected Before Contact with Police – By Point Of Contact (Part 2) (%)**

	Called Comms						Other (Police in person)					
	08/ 09 FY	09/ 10 FY	10/ 11 FY	11/ 12 FY	12/ 13 FY	13/ 14 FY	08/ 09 FY	09/ 10 FY	10/ 11 FY	11/ 12 FY	12/ 13 FY	13/ 14 FY
Strongly Agree	31	31	31	32	37	37	33	31	35	31	33	33
Agree	50	51	48	50	48	46	49	50	51	53	50	46
Neither/nor	11	11	14	11	10	12	11	12	10	10	12	16
Disagree	6	5	5	4	4	3	6	5	3	4	2	3
Strongly Disagree	2	1	1	1	1	1	1	1	0	1	1	1
Don't know	0	1	1	2	0	1	0	1	1	1	2	1
<b>Total Agree</b>	<b>81</b>	<b>82</b>	<b>79</b>	<b>82</b>	<b>85</b>	<b>83</b>	<b>82</b>	<b>81</b>	<b>86</b>	<b>84</b>	<b>83</b>	<b>79</b>
<b>Total Disagree</b>	<b>8</b>	<b>6</b>	<b>6</b>	<b>5</b>	<b>5</b>	<b>4</b>	<b>7</b>	<b>6</b>	<b>3</b>	<b>5</b>	<b>3</b>	<b>4</b>
Base	1408	1618	1678	1592	1614	1201	717	794	870	842	821	792

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.



## 5.9. Service Expectations Met or Exceeded

### 5.9.1. Service Expectations Met or Exceeded - Change Over Time

When asked how the service they actually received compared to what they had expected, 89% respondents said the service they received was *about the same/better/much better* than they had expected. However, this result represents a significant decline from 91% in 2012/13. Two out of five respondents (39%) mentioned that service was *better* or *much better* than expected (this share up significantly from 34% last measure), including 13% stating the service they received was *much better* than they had expected (stable when compared with last measures result of 12%).

This year, 11% of respondents said that the service they received was *worse* or *much worse* than expected. When compared with 2012/13, this is a significantly higher share of respondents receiving *worse/much worse* service than they expected (up from 9%, to 11%), including a significantly higher share stating the service was *much worse* than they expected (up from 2%, to 3%).

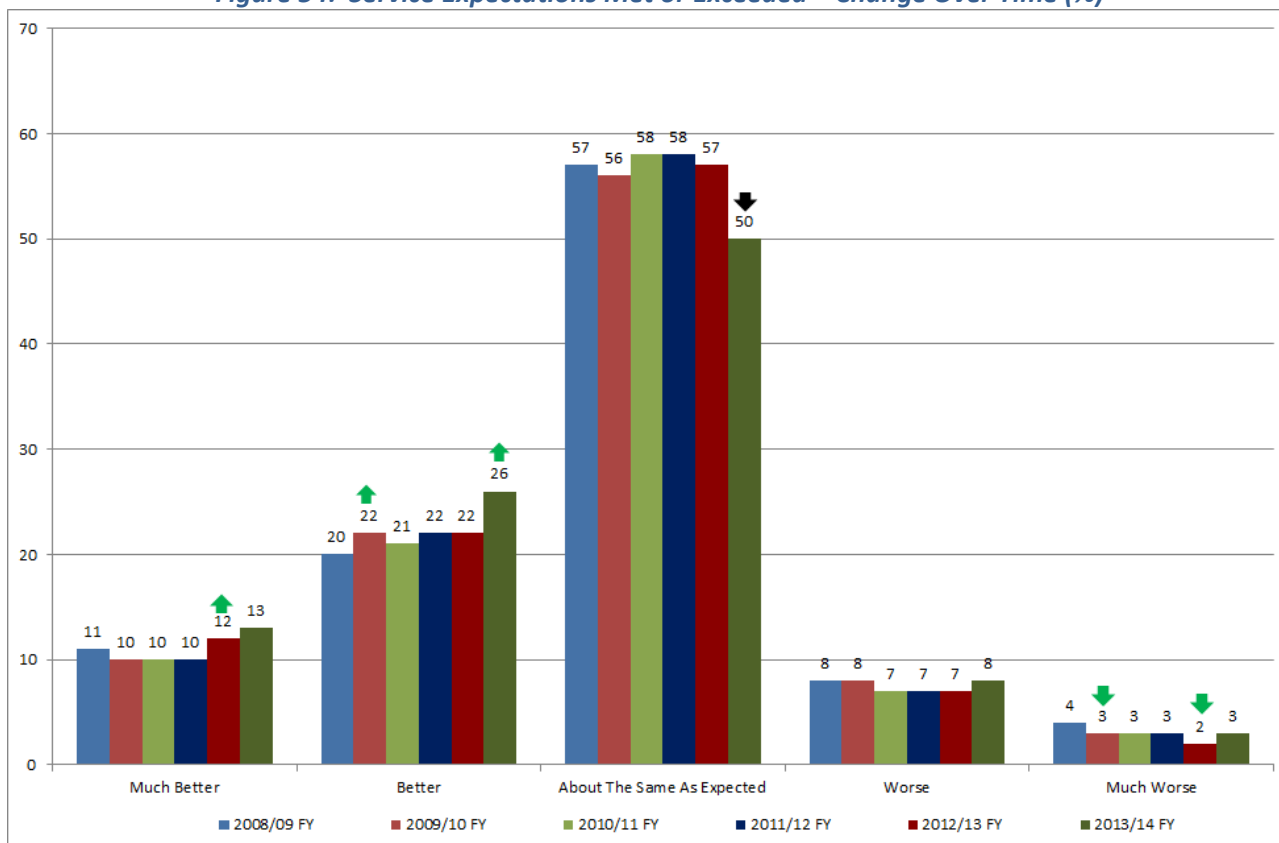
**Table 81: Service Expectations Met or Exceeded – Change Over Time (%)**

	2008/09 FY	2009/10 FY	2010/11 FY	2011/12 FY	2012/13 FY	2013/14 FY
Much Better	11	10	10	10	12	13
Better	20	22	21	22	22	26
About The Same As Expected	57	56	58	58	57	50
Worse	8	8	7	7	7	8
Much Worse	4	3	3	3	2	3
Don't know	0	1	1	0	0	0
<b>Total Better/Much Better</b>	<b>31</b>	<b>32</b>	<b>31</b>	<b>32</b>	<b>34</b>	<b>39</b>
<b>Total Better/Much Better/Same</b>	<b>88</b>	<b>88</b>	<b>89</b>	<b>90</b>	<b>91</b>	<b>89</b>
<b>Total Worse/Much Worse</b>	<b>12</b>	<b>11</b>	<b>10</b>	<b>10</b>	<b>9</b>	<b>11</b>
Mean Rating	3.27	3.30	3.29	3.30	3.34	3.38
Base	3936	4311	4757	4589	4553	3451

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

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.

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, 2013/14 FY n=3451.

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

### 5.9.2. Service Expectations Met or Exceeded - Significant Differences for the 2013/14 FY

The following statistically significant differences for 2013/14 are evident at the total results level (combined 2013/14 results for General, Communications Centres and Māori Booster sample).

Respondent groups marked with an \* were also significantly more likely to give this rating in the 2012/13 survey.

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

- of Pacific Island descent\* (55%, compared with 38% of all other respondents);
- whose reason for contact was burglary\* (48%, compared with 38% of all other respondents);
- aged between 16 and 24 years\* (48%, compared with 37% of all other respondents);
- whose reason for contact was disorderly behaviour and intoxication offences (47%, compared with 38% of all other respondents);
- whose point of contact was calling the Communications Centres\* (46%, compared with 37% of all other respondents);
- living in Southern (46%) or Auckland City (45%) districts (compared with 38% of all other respondents); and/or
- whose point of contact was in person\* (other than on the roadside or at a Police station) (45%, compared with 36% 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\* (41%, compared with 10% of all other respondents);
- whose point of contact was by calling the local station\* (22%, compared with 10% of all other respondents);
- whose reason for contact was theft (17%, compared with 10% of all other respondents);
- whose reason for contact was assault\* (17%, compared with 10% of all other respondents);
- aged between 16 and 24 years (16%, compared with 10% of all other respondents); and/or
- whose reason for contact was a traffic offence\* (14%, compared with 10% of all other respondents).

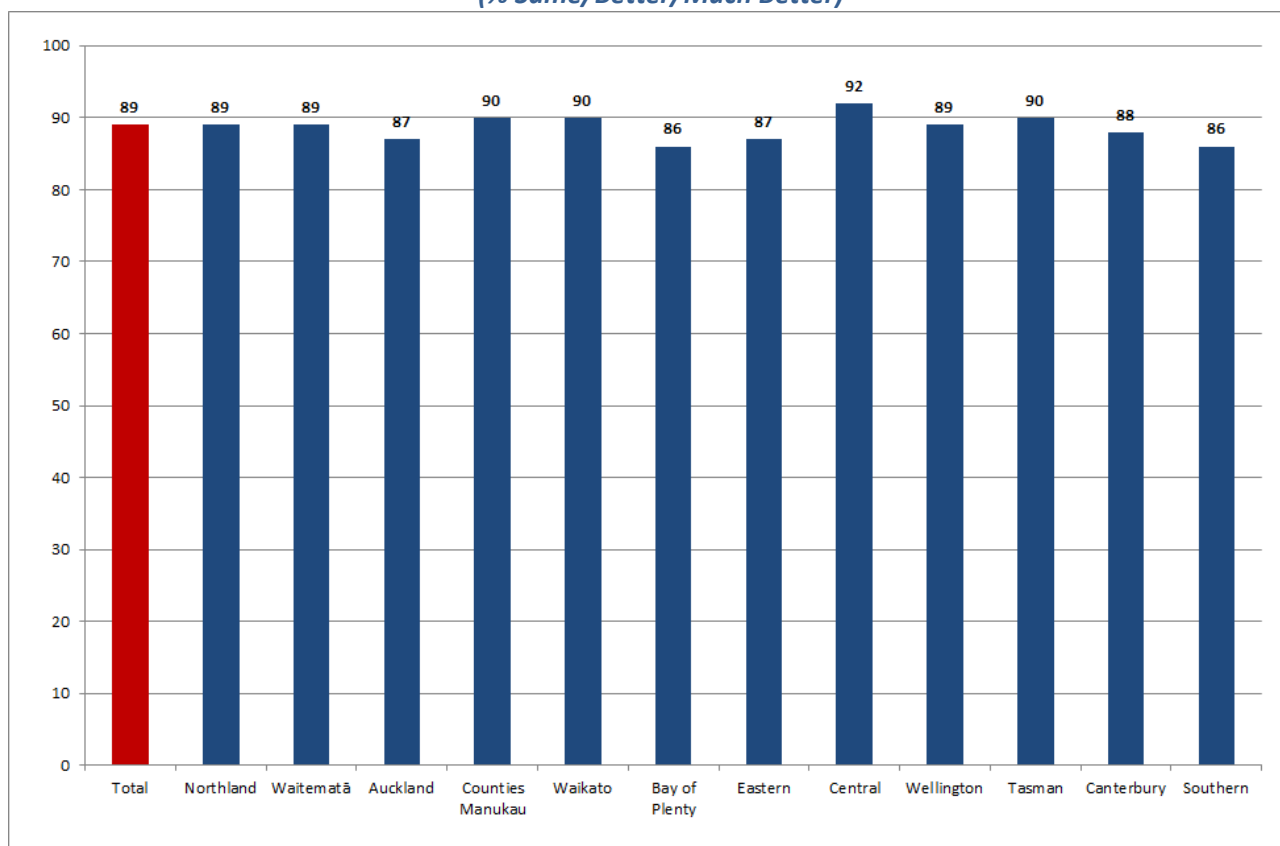
### 5.9.3. Service Expectations Met or Exceeded - Comparison by District

#### 1. 2013/14 FY

While there are no districts with a statistically significant higher or lower share of respondents reporting that the service they received either *met* or *exceeded* their expectations when compared with the total (89%), results vary by district.

Respondents living in Central District the most likely to have had their expectations *met* or *exceeded* (92%), while those living in either Bay of Plenty or Southern districts are the least likely to (both with 86%).

**Figure 55: Service Expectations Met or Exceeded - by District in the 2013/14 FY**  
(% Same/Better/Much Better)



Base: All respondents, excluding 'not applicable' responses. Total 2013/14 FY n=3451; Northland n=283; Waitematā n=292; Auckland n=250; Counties n=275; Waikato n=317; Bay of Plenty n=309; Eastern n=298; Central n=304; Wellington n=300; Tasman n=283; Canterbury n=281; Southern n=259.

Green arrow indicates a significantly higher result than the total.

Red arrow indicates a significantly lower result than the total.

## 2. Change Over Time

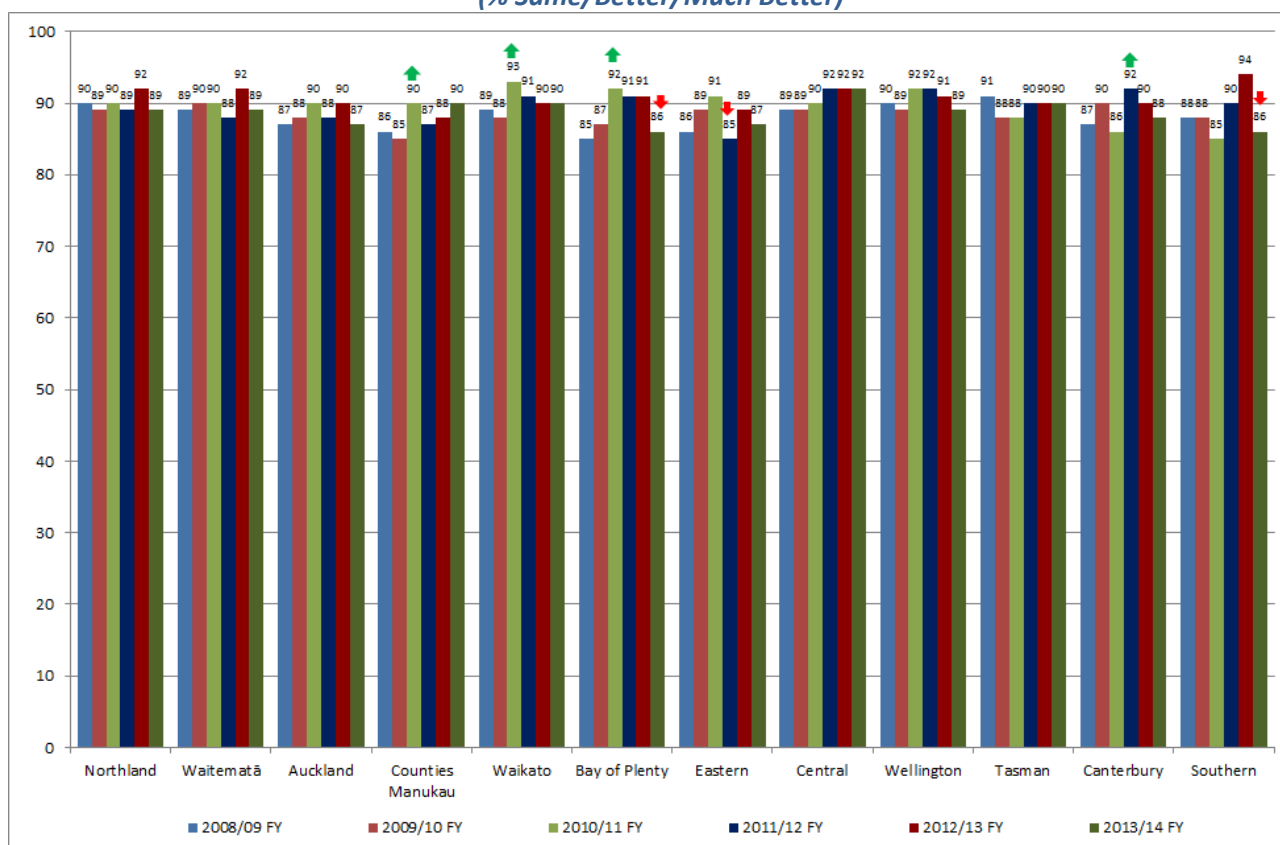
In the 2013/14 survey wave the proportion of respondents receiving *better* or *much better* service than expected has increased significantly in 4 districts, including:

- Southern District (up from 31% in 2012/13, to 46%);
- Auckland City District (up from 33%, to 45%);
- Eastern District (up from 28%, to 39%); and
- Waikato District (up from 30%, to 39%).

In contrast, there have been significant decreases in the share of respondents who received the same or better service than expected in both Southern (share *same/better/much better* service than expected down from 94%, to 86%) and Bay of Plenty (down from 91%, to 86%) districts.

It should also be noted that Southern District also had an increase in the share stating the service was *worse/much worse* than they expected (up from 6% in 2012/13, to 14%).

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



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

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

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

**Table 82: Service Expectations Met or Exceeded – By District (Part 1) (%)**

	Northland						Waitematā						Auckland City					
	08/ 09 FY	09/ 10 FY	10/ 11 FY	11/ 12 FY	12/ 13 FY	13/ 14 FY	08/ 09 FY	09/ 10 FY	10/ 11 FY	11/ 12 FY	12/ 13 FY	13/ 14 FY	08/ 09 FY	09/ 10 FY	10/ 11 FY	11/ 12 FY	12/ 13 FY	13/ 14 FY
Much better than expected	10	10	10	10	13	12	8	11	11	9	14	15	10	10	11	11	13	15
Better than expected	24	21	18	23	21	22	20	23	22	21	21	23	19	25	27	19	20	30
About the same as expected	56	58	62	56	58	55	61	56	57	58	58	51	58	53	52	58	57	42
Worse than expected	7	7	7	7	6	4	7	6	8	8	5	8	9	9	6	7	8	9
Much worse than expected	2	3	2	4	2	6	4	3	1	3	2	3	4	2	4	5	2	3
Don't know	1	1	1	0	0	1	0	1	1	1	0	0	0	1	0	0	0	1
<b>Total better than expected</b>	<b>34</b>	<b>31</b>	<b>28</b>	<b>33</b>	<b>34</b>	<b>34</b>	<b>28</b>	<b>34</b>	<b>33</b>	<b>30</b>	<b>35</b>	<b>38</b>	<b>29</b>	<b>35</b>	<b>38</b>	<b>30</b>	<b>33</b>	<b>45</b>
<b>Total much better/better/same</b>	<b>90</b>	<b>89</b>	<b>90</b>	<b>89</b>	<b>92</b>	<b>89</b>	<b>89</b>	<b>90</b>	<b>90</b>	<b>88</b>	<b>92</b>	<b>89</b>	<b>87</b>	<b>88</b>	<b>90</b>	<b>88</b>	<b>90</b>	<b>87</b>
<b>Total worse than expected</b>	<b>9</b>	<b>10</b>	<b>9</b>	<b>11</b>	<b>8</b>	<b>10</b>	<b>11</b>	<b>9</b>	<b>9</b>	<b>11</b>	<b>7</b>	<b>11</b>	<b>13</b>	<b>11</b>	<b>10</b>	<b>12</b>	<b>10</b>	<b>12</b>
Base	291	302	364	321	301	283	331	366	400	400	365	292	402	395	440	396	359	250

**Table 83: Service Expectations Met or Exceeded – By District (Part 2) (%)**

	Counties Manukau						Waikato						Bay Of Plenty					
	08/ 09 FY	09/ 10 FY	10/ 11 FY	11/ 12 FY	12/ 13 FY	13/ 14 FY	08/ 09 FY	09/ 10 FY	10/ 11 FY	11/ 12 FY	12/ 13 FY	13/ 14 FY	08/ 09 FY	09/ 10 FY	10/ 11 FY	11/ 12 FY	12/ 13 FY	13/ 14 FY
Much better than expected	16	13	13	13	17	14	10	9	10	11	12	15	14	9	14	8	12	12
Better than expected	18	23	25	23	25	27	24	20	21	20	18	24	17	22	22	23	23	22
About the same as expected	52	49	52	51	46	49	55	59	62	60	60	51	54	56	56	60	56	52
Worse than expected	9	11	8	7	8	7	8	10	5	7	9	7	10	9	7	6	5	12
Much worse than expected	5	3	2	6	3	3	2	1	2	2	1	3	4	4	1	3	4	1
Don't know	0	1	0	0	1	0	1	1	0	0	0	0	1	0	0	0	0	1
<b>Total better than expected</b>	<b>34</b>	<b>36</b>	<b>38</b>	<b>36</b>	<b>42</b>	<b>41</b>	<b>34</b>	<b>29</b>	<b>31</b>	<b>31</b>	<b>30</b>	<b>39</b>	<b>31</b>	<b>31</b>	<b>36</b>	<b>31</b>	<b>35</b>	<b>34</b>
<b>Total much better/better/same</b>	<b>86</b>	<b>85</b>	<b>90</b>	<b>87</b>	<b>88</b>	<b>90</b>	<b>89</b>	<b>88</b>	<b>93</b>	<b>91</b>	<b>90</b>	<b>90</b>	<b>85</b>	<b>87</b>	<b>92</b>	<b>91</b>	<b>91</b>	<b>86</b>
<b>Total worse than expected</b>	<b>14</b>	<b>14</b>	<b>10</b>	<b>13</b>	<b>11</b>	<b>10</b>	<b>10</b>	<b>11</b>	<b>7</b>	<b>9</b>	<b>10</b>	<b>10</b>	<b>14</b>	<b>13</b>	<b>8</b>	<b>9</b>	<b>9</b>	<b>13</b>
Base	385	428	458	446	402	275	331	419	474	478	501	317	332	365	431	418	422	309

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 84: Service Expectations Met or Exceeded – By District (Part 3) (%)**

	Eastern						Central						Wellington					
	08/ 09 FY	09/ 10 FY	10/ 11 FY	11/ 12 FY	12/ 13 FY	13/ 14 FY	08/ 09 FY	09/ 10 FY	10/ 11 FY	11/ 12 FY	12/ 13 FY	13/ 14 FY	08/ 09 FY	09/ 10 FY	10/ 11 FY	11/ 12 FY	12/ 13 FY	13/ 14 FY
Much better than expected	13	10	7	10	10	16	12	11	7	8	11	14	9	7	9	10	10	10
Better than expected	25	21	27	20	18	23	20	19	19	22	23	25	22	26	21	22	24	31
About the same as expected	48	58	57	55	60	48	57	59	64	62	58	53	59	56	62	60	57	48
Worse than expected	9	8	6	12	9	9	8	9	5	6	6	7	8	8	4	7	6	9
Much worse than expected	5	3	3	2	2	3	2	2	4	2	2	1	2	2	3	1	3	2
Don't know	0	0	0	1	0	1	1	0	1	0	0	0	0	1	1	0	0	0
<b>Total better than expected</b>	<b>38</b>	<b>31</b>	<b>34</b>	<b>30</b>	<b>28</b>	<b>39</b>	<b>32</b>	<b>30</b>	<b>26</b>	<b>30</b>	<b>34</b>	<b>39</b>	<b>31</b>	<b>33</b>	<b>30</b>	<b>32</b>	<b>34</b>	<b>41</b>
<b>Total much better/better/same</b>	<b>86</b>	<b>89</b>	<b>91</b>	<b>85</b>	<b>89</b>	<b>87</b>	<b>89</b>	<b>89</b>	<b>90</b>	<b>92</b>	<b>92</b>	<b>92</b>	<b>90</b>	<b>89</b>	<b>92</b>	<b>92</b>	<b>91</b>	<b>89</b>
<b>Total worse than expected</b>	<b>14</b>	<b>11</b>	<b>9</b>	<b>14</b>	<b>11</b>	<b>12</b>	<b>10</b>	<b>11</b>	<b>9</b>	<b>8</b>	<b>8</b>	<b>8</b>	<b>10</b>	<b>10</b>	<b>7</b>	<b>8</b>	<b>9</b>	<b>11</b>
Base	270	279	342	363	362	298	291	346	383	380	415	304	372	443	450	455	418	300

**Table 85: Service Expectations Met or Exceeded – By District (Part 4) (%)**

	Tasman						Canterbury						Southern					
	08/ 09 FY	09/ 10 FY	10/ 11 FY	11/ 12 FY	12/ 13 FY	13/ 14 FY	08/ 09 FY	09/ 10 FY	10/ 11 FY	11/ 12 FY	12/ 13 FY	13/ 14 FY	08/ 09 FY	09/ 10 FY	10/ 11 FY	11/ 12 FY	12/ 13 FY	13/ 14 FY
Much better than expected	9	11	11	9	8	13	12	11	9	14	12	11	6	11	10	9	10	15
Better than expected	21	23	19	23	21	19	19	23	16	26	21	21	21	19	20	21	21	31
About the same as expected	61	54	58	58	61	58	56	56	61	52	57	56	61	58	55	60	63	40
Worse than expected	7	7	7	7	6	5	8	7	10	5	8	9	9	8	9	7	3	8
Much worse than expected	1	3	5	3	4	5	5	3	4	3	2	3	3	3	5	1	3	6
Don't know	1	2	0	0	0	0	0	0	0	0	0	0	0	1	1	2	0	0
<b>Total better than expected</b>	<b>30</b>	<b>34</b>	<b>30</b>	<b>32</b>	<b>29</b>	<b>32</b>	<b>31</b>	<b>34</b>	<b>25</b>	<b>40</b>	<b>33</b>	<b>32</b>	<b>27</b>	<b>30</b>	<b>30</b>	<b>30</b>	<b>31</b>	<b>46</b>
<b>Total much better/better/same</b>	<b>91</b>	<b>88</b>	<b>88</b>	<b>90</b>	<b>90</b>	<b>90</b>	<b>87</b>	<b>90</b>	<b>86</b>	<b>92</b>	<b>90</b>	<b>88</b>	<b>88</b>	<b>88</b>	<b>85</b>	<b>90</b>	<b>94</b>	<b>86</b>
<b>Total worse than expected</b>	<b>8</b>	<b>10</b>	<b>12</b>	<b>10</b>	<b>10</b>	<b>10</b>	<b>13</b>	<b>10</b>	<b>14</b>	<b>8</b>	<b>10</b>	<b>12</b>	<b>12</b>	<b>11</b>	<b>14</b>	<b>8</b>	<b>6</b>	<b>14</b>
Base	240	238	281	313	320	283	399	408	403	353	376	281	292	322	331	266	312	259

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.

#### 5.9.4. Service Expectations Met or Exceeded - Comparison by Point of Contact

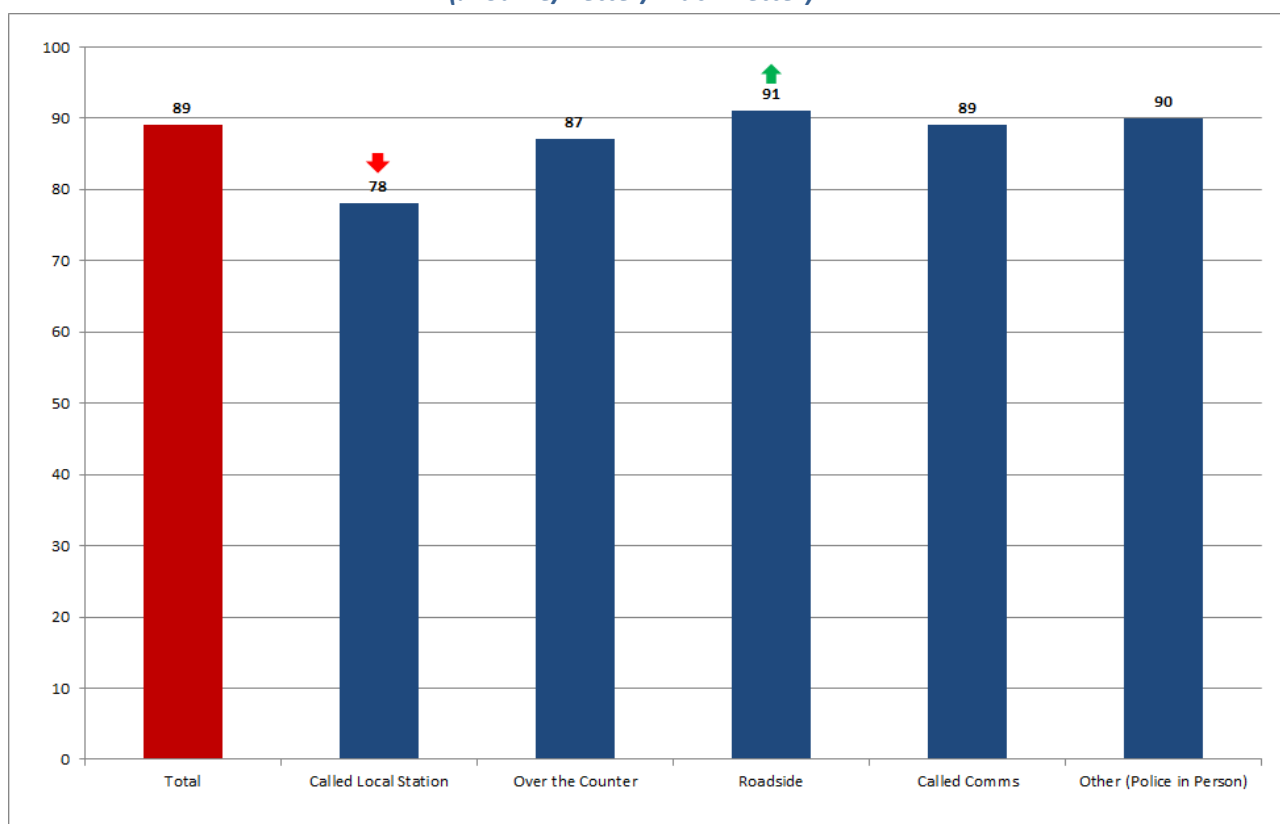
##### 1. 2013/14 FY

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 (91%). However, it should be noted that for roadside contact, the combined rating for the two top measures for exceeding service expectations (31% saying it was *better* and *much better* than expected) was a significantly lower share than for all points of contact combined (39%). Three out of five roadside respondents (60%) 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 46% of those who called the Communications Centres and 45% 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 called their local station (78%) were significantly less likely to mention that the service was the *same/better/much better* than expected and more likely to say it was *worse/much worse* than expected (22%, compared with 11% overall).

**Figure 57: Service Expectations Met or Exceeded - by Point of Contact in the 2013/14 FY  
(% Same/Better/Much Better)**



Base: All respondents, excluding 'not applicable' responses. Total 2013/14 FY n=3451; Called local station n=241; Over the counter n=427; Roadside n=820; Called the Communications Centres n=1187; Other (Police in person) n=776.

Green arrow indicates a significantly higher result than the total.

Red arrow indicates a significantly lower result than the total.

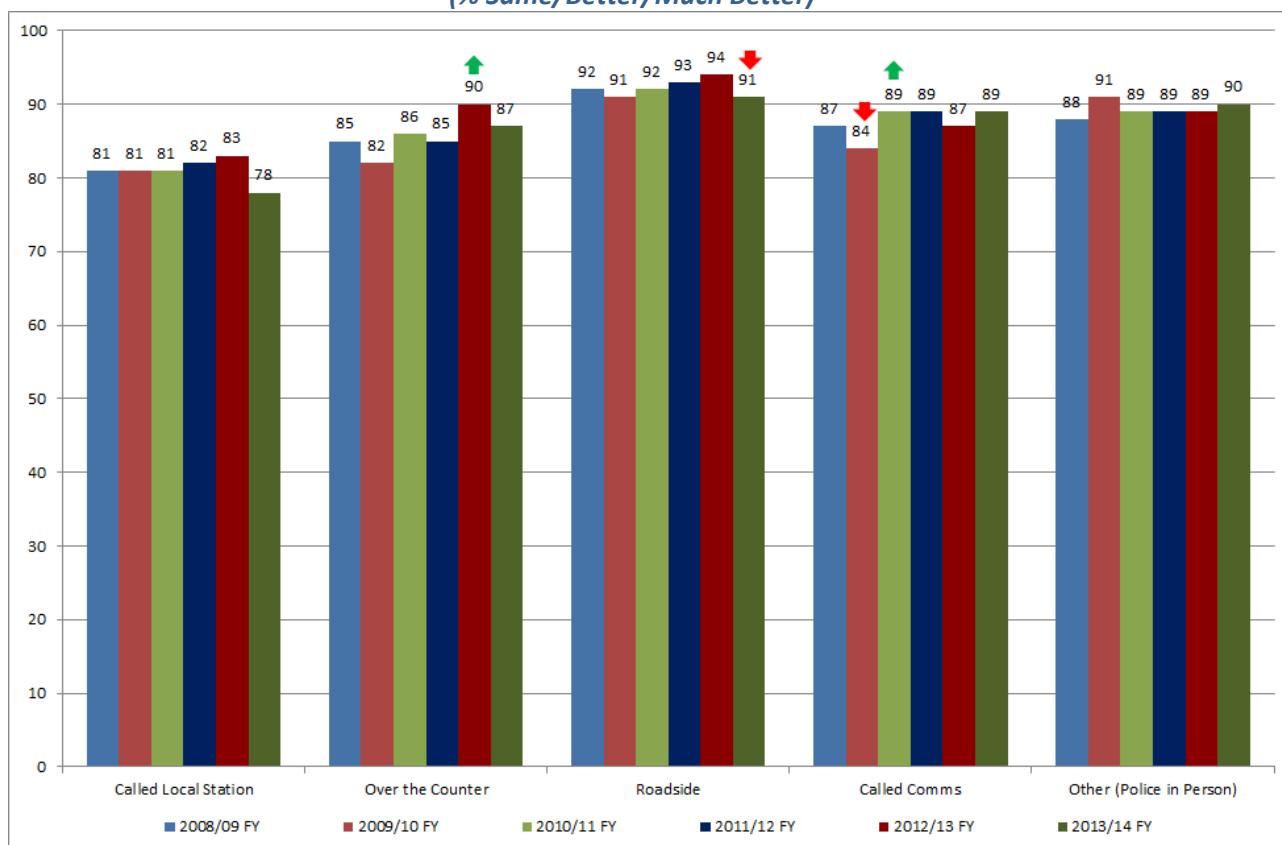


## 2. Change Over Time

When compared with 2012/13, the proportion of respondents who received *much better* or *better service than expected* has increased significantly for those whose point of contact was calling the Communications Centres (up from 42%, to 46%), at the roadside (up from 27%, to 31%) and by calling the local station (up from 28%, to 38%).

However, it should be noted that the share of respondents who had roadside contact saying that the service was the same or better than expected has decreased significantly when compared with last year (down from 94% mentioning it was the *same/better/much better*, to 91%), while the share saying the service was *worse/much worse* than expected has increased (up from 6%, to 9%).

**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 86: Service Expectations Met or Exceeded – By Point Of Contact (Part 1) (%)**

	Called Local Station						Over the Counter						Roadside					
	08/ 09 FY	09/ 10 FY	10/ 11 FY	11/ 12 FY	12/ 13 FY	13/ 14 FY	08/ 09 FY	09/ 10 FY	10/ 11 FY	11/ 12 FY	12/ 13 FY	13/ 14 FY	08/ 09 FY	09/ 10 FY	10/ 11 FY	11/ 12 FY	12/ 13 FY	13/ 14 FY
Much better than expected	11	8	7	8	10	15	8	12	11	12	13	12	7	6	7	7	8	7
Better than expected	22	22	22	17	18	23	20	22	23	21	24	26	17	19	19	21	19	24
About the same as expected	48	51	52	57	55	40	57	48	52	52	53	49	68	66	66	65	67	60
Worse than expected	15	15	15	11	13	14	8	14	11	12	7	9	6	6	4	5	5	6
Much worse than expected	4	4	4	7	4	8	7	3	3	3	3	4	2	2	3	2	1	3
Don't know	0	0	0	0	0	0	0	1	0	0	0	0	0	1	1	0	0	0
<b>Total better than expected</b>	<b>33</b>	<b>30</b>	<b>29</b>	<b>25</b>	<b>28</b>	<b>38</b>	<b>28</b>	<b>34</b>	<b>34</b>	<b>33</b>	<b>37</b>	<b>38</b>	<b>24</b>	<b>25</b>	<b>26</b>	<b>28</b>	<b>27</b>	<b>31</b>
<b>Total much better/better/same</b>	<b>81</b>	<b>81</b>	<b>81</b>	<b>82</b>	<b>83</b>	<b>78</b>	<b>85</b>	<b>82</b>	<b>86</b>	<b>85</b>	<b>90</b>	<b>87</b>	<b>92</b>	<b>91</b>	<b>92</b>	<b>93</b>	<b>94</b>	<b>91</b>
<b>Total worse than expected</b>	<b>19</b>	<b>19</b>	<b>19</b>	<b>18</b>	<b>17</b>	<b>22</b>	<b>15</b>	<b>17</b>	<b>14</b>	<b>15</b>	<b>10</b>	<b>13</b>	<b>8</b>	<b>8</b>	<b>7</b>	<b>7</b>	<b>6</b>	<b>9</b>
Base	395	258	275	250	240	241	327	366	445	443	412	427	1088	1274	1503	1506	1497	820

**Table 87: Service Expectations Met or Exceeded – By Point Of Contact (Part 2) (%)**

	Called Comms						Other (Police in person)					
	08/ 09 FY	09/ 10 FY	10/ 11 FY	11/ 12 FY	12/ 13 FY	13/ 14 FY	08/ 09 FY	09/ 10 FY	10/ 11 FY	11/ 12 FY	12/ 13 FY	13/ 14 FY
Much better than expected	17	17	17	15	18	18	16	13	12	15	15	18
Better than expected	24	24	26	23	24	28	25	28	23	25	26	27
About the same as expected	46	43	46	51	45	43	47	50	54	49	48	45
Worse than expected	9	11	8	8	9	9	9	6	7	6	8	7
Much worse than expected	4	3	3	3	3	2	3	2	3	4	3	2
Don't know	0	2	0	0	1	0	0	1	1	1	0	1
<b>Total better than expected</b>	<b>41</b>	<b>41</b>	<b>43</b>	<b>38</b>	<b>42</b>	<b>46</b>	<b>41</b>	<b>41</b>	<b>35</b>	<b>40</b>	<b>41</b>	<b>45</b>
<b>Total much better/better/same</b>	<b>87</b>	<b>84</b>	<b>89</b>	<b>89</b>	<b>87</b>	<b>89</b>	<b>88</b>	<b>91</b>	<b>89</b>	<b>89</b>	<b>89</b>	<b>90</b>
<b>Total worse than expected</b>	<b>13</b>	<b>14</b>	<b>11</b>	<b>11</b>	<b>12</b>	<b>11</b>	<b>12</b>	<b>8</b>	<b>10</b>	<b>10</b>	<b>11</b>	<b>9</b>
Base	1409	1618	1671	1563	1602	1187	717	795	863	830	802	776

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.

### 5.9.5. 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 (27%). The staff member dealing with the situation promptly was the next most frequently mentioned aspect that exceeded expectations (10%).

Reasons for why the service received was better than expected are similar to those given in previous years, however there have been some changes to the share of respondents mentioning each reason when compared with 2012/13. This year there has been a significant increase in the share of respondents who mentioned that the reason the service they received was *better/much better than expected* was because the staff member showed interest or concern and took the matter seriously (up from 4% last year, to 8%) and in the mentioning that Police provided follow up and/or rang back (up from 4%, to 7%).

In contrast, there has been a significant decline in the share stating that their expectations were exceeded due to Police acting promptly (down from 15% in 2012/13, to 10%), police having good communication - understanding/listening (down from 5%, to 3%), and in the share mentioning that staff were empathetic/supportive (down from 5%, to 3%).

**Table 88: 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)	2013/ 14 FY (n=1410)	2013/ 14 FY (n=3451)
Staff member had a positive attitude – friendly / courteous / polite / respectful	39	<b>33</b>	30	33	<b>30</b>	<b>27</b>	9
Police acted promptly	18	<b>16</b>	<b>13</b>	14	15	<b>10</b>	3
Showed interest/concern – took matter seriously	11	<b>7</b>	<b>4</b>	4	4	<b>8</b>	3
Provided follow-up/rang back	7	<b>5</b>	4	5	4	<b>7</b>	2
Informative/knowledgeable/good advice/explained what was happening	8	<b>6</b>	5	5	6	<b>5</b>	2
Understood me/listened to me – good communication	1	<b>6</b>	6	<b>4</b>	5	<b>3</b>	1
Empathetic/supportive	<1	<1	<b>4</b>	3	5	<b>3</b>	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.

*Respondent groups marked with an \* were also significantly more likely to mention each of the following reasons in the 2012/13 survey.*

Respondents significantly more likely to mention **positive staff attitude** include those:

- whose reason for contact was a traffic offence\* (45%) or a traffic stop\* (40%) (compared with 21% of all other respondents);
- whose point of contact was roadside\* (42%, compared with 22% of all other respondents);
- living in Wellington District (38%, compared with 26% of all other respondents); and/or
- aged 65 years or older\* (35%, compared with 26% of all other respondents).

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

- whose reason for contact was burglary\* (19%) or theft\* (17%) (compared with 8% of all other respondents);
- whose point of contact was calling the Communications Centre\* (18%, compared with 8% of all other respondents); and/or
- whose reason for contact was a traffic crash or incident (18%, compared with 9% 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 assault (18%, compared with 7% of all other respondents);
- whose point of contact was calling the Communications Centres\* (17%, compared with 6% of all other respondents);
- whose reason for contact was disorderly behaviour and intoxication offences (14%, compared with 7% of all other respondents);
- whose reason for contact was a traffic crash or incident (14%, compared with 7% of all other respondents); and/or
- who are female\* (11%, compared with 5% of males).

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

- whose reason for contact was a theft (15%) or burglary\* (12%) (compared with 6% of all other respondents);
- whose point of contact was calling a local station (15%, compared with 6% of all other respondents);
- living in Waitematā District (15%, compared with 6% of all other respondents);
- aged between 45 and 54 years (14%, compared with 5% of all other respondents);
- whose reason for contact was following up on a previous enquiry\* (14%, compared with 7% of all other respondents);
- whose point of contact was in person\* (other than at the local station or roadside) (12%, compared with 5% of all other respondents); and/or
- of European descent (8%, compared with 4% of all other respondents).

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

- aged between 45 and 54 years (10%, compared with 4% of all other respondents); and/or
- whose reason for contact was a general enquiry (9%, compared with 5% of all other respondents).

Respondents significantly more likely to mention that **Police understood me/listened to me – good communication** include those whose reason for contact was theft (9%, compared with 3% of all other respondents).

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

- whose reason for contact was burglary (7%, compared with 3% of all other respondents);
- living in Canterbury District (6%, compared with 3% of all other respondents); and/or
- who are female\* (5%, compared with 1% of male respondents).

### 5.9.6. 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 (17%), because staff didn't take the matter seriously (13%), that the respondent had not received any follow-up (10%) and/or that the staff member seemed stressed/were rude/short tempered (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 that staff seemed stressed/were rude/short tempered (up from 4% in 2012/13, to 10% 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)	2013/ 14 FY (n=378)	2013/ 14 FY (n=3451)
Poor attitude/didn't like their attitude	33	21	19	14	16	17	2
Didn't take the matter seriously/didn't care/not interested	20	19	14	14	15	13	2
No follow-up	12	13	10	9	10	10	1
Staff seemed stressed/were rude/short tempered	<1	0	1	4	4	10	1
Too slow/took too long	7	8	7	8	8	9	1
Didn't attend/come to look	6	6	4	4	4	7	1
Incompetent/lacked knowledge/made mistakes	7	9	4	7	6	5	1
Staff were not fair	5	4	4	3	7	4	<1
Didn't listen/Communications Centre operator didn't listen	1	1	2	2	3	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.

*Respondent groups marked with an \* were also significantly more likely to mention each of the following reasons in the 2012/13 survey.*

Respondents significantly more likely to mention **poor attitude of staff** include those:

- whose point of contact was on the roadside\* (38%, compared with 9% of all other respondents);
- whose reason for contact was a traffic offence\* (28%, compared with 14% of all other respondents); and/or
- of Maori descent (25%, compared with 15% of all other respondents).

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

- whose reason for contact was theft (36%, compared with 11% of all other respondents);
- whose point of contact was over the counter at the local station\* (29%, compared with 10% of all other respondents); and/or
- living in Waitematā (25%, compared with 12% of all other respondents) or Canterbury (24%, compared with 12% of all other respondents) district.

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

- whose reason for contact was theft (31%, compared with 8% of all other respondents);
- living in Auckland City District (26%, compared with 9% of all other respondents);
- whose point of contact was calling a local station\* (25%, compared with 7% of all other respondents); and/or
- aged between 55 and 64 years old (21%, compared with 9% of all other respondents);

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

- aged between 16 and 24 years old (34%, compared with 3% of all other respondents);
- living in Canterbury District (26%, compared with 8% of all other respondents); and/or
- whose point of contact was on the roadside (22%, compared with 5% 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 assault (35%, compared with 6% of all other respondents);
- whose point of contact was in person\* (other than on the roadside or at a Police station) (18%, compared with 7% of all other respondents);
- aged between 25 and 34 years old (15%, compared with 7% of all other respondents); and/or
- who are female (14%, compared with 5% of male 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\* (18%, compared with 5% of all other respondents).

Respondents significantly more likely to mention that **Police were incompetent/lacked knowledge/made mistakes** include those:

- living in Wellington District (22%, compared with 3% of all other respondents);
- whose reason for contact was a traffic offence (13%, compared with 3% of all other respondents); and/or
- whose point of contact was on the roadside (10%, compared with 3% of all other respondents).

Respondents significantly more likely to mention that **Police were not fair** include those whose point of contact was in person (other than on the roadside or at a Police station) (8%, compared with 2% of all other respondents).

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

- whose point of contact was in person (other than on the roadside or at a Police station) (8%, compared with 1% of all other respondents);
- living in Waitematā District (8%, compared with 2% of all other respondents);
- aged between 45 and 54 years (8%, compared with 2% of all other respondents); and/or
- of Maori descent (7%, compared with 2% of all other respondents).



## 6. 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, 2007). 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 one in four 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<sup>16</sup>.

*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

<sup>16</sup> The wording of the complaints process questions was altered at the start of the 2010/11 fiscal year, therefore comparisons before this time can't be made.

Also note that in 2012/13 all respondents who did not have contact were asked the complaint process questions. Prior to 2012/13, and in 2013/14, only one in every four of those who did not have contact were asked these questions. Therefore base sizes may vary year on year.

## 6.2. Any Problems or Negative Incidents - Change Over Time

In the 2013/14 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 two measures.

Four per cent of respondents experienced a problem or negative incident in 2013/14 (also unchanged when compared with the previous measures).

**Table 89: Any Problems or Negative Incidents – Change Over Time (%)**

	2008/09 FY	2009/10 FY	2010/11 FY	2011/12 FY	2012/13 FY	2013/14 FY
Yes	4	4	4	4	4	4
No	<b>95</b>	<b>95</b>	<b>95</b>	96	96	96
Don't know	1	1	1	0	0	0
Base	4001	4396	4809	4710	4657	4689

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

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.

## 6.3. Any Problems or Negative Incidents - Significant Differences for the 2013/14 FY

The following statistically significant differences for 2013/14 are evident at the total results level (General, Communications Centres and Māori Booster sample 2013/14 results combined).

Respondent groups marked with an \* were also significantly more likely to give this rating in the 2012/13 survey.

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 94% of all other respondents);
- whose reason for contact was a general enquiry\* (98%, compared with 95% of all other respondents);
- aged 65 years or older (98%, compared with 95% of all other respondents);
- living in Bay of Plenty District (98%, compared with 95% of all other respondents); and/or
- of European descent (96%, compared with 93% of all other respondents).

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

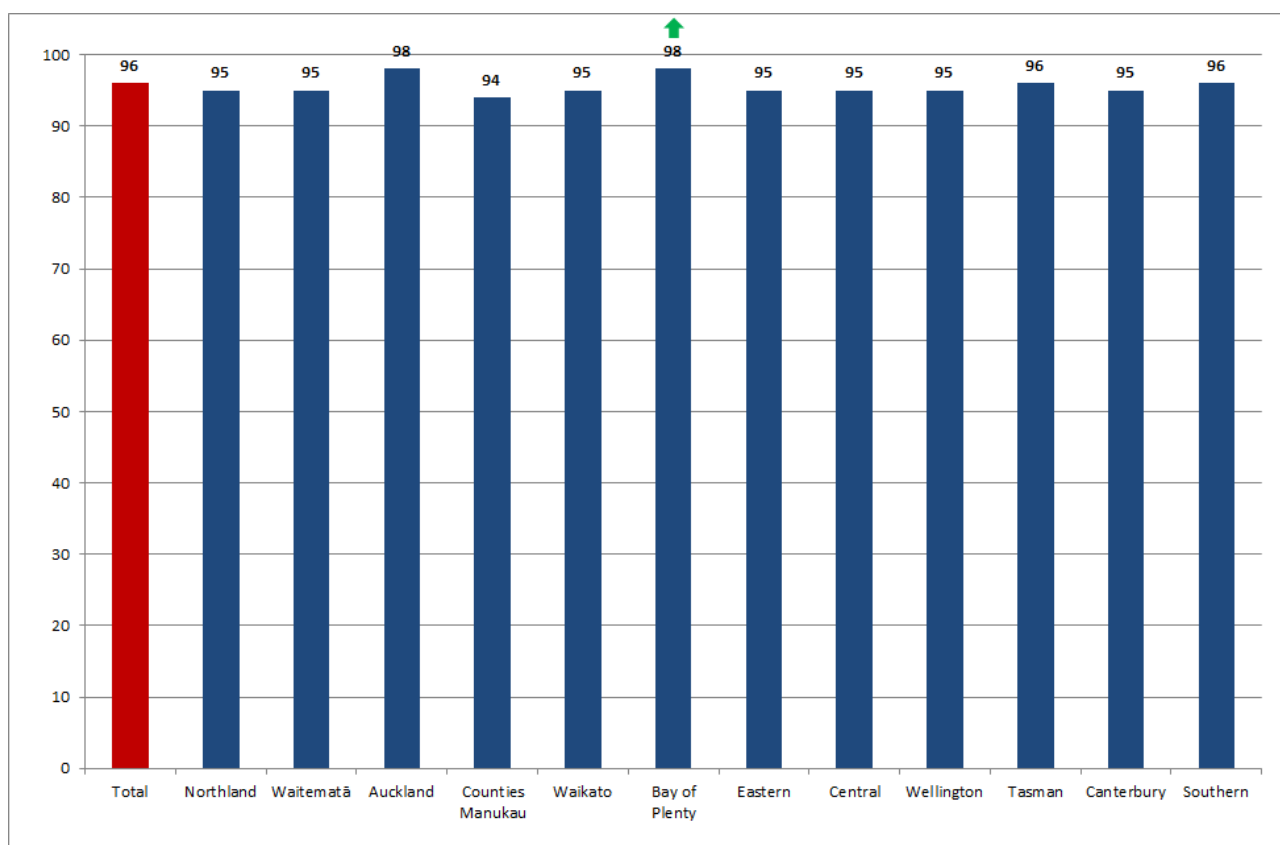
- whose reason for contact was suspect/perpetrator/bail reporting/prisoner enquiry/pick up or visit\* (36%, compared with 4% of all other respondents);
- aged between 16 and 24 years older (9%, compared with 4% of all other respondents);
- whose reason for contact was disorderly behaviour and intoxication offences (9%, compared with 4% of all other respondents);
- whose reason for contact was a traffic offence\* (9%, compared with 4% of all other respondents); and/or
- of Maori descent (7%, compared with 4% of all other respondents).

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

### 1. 2013/14 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 the Bay of Plenty 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 2013/14 FY**  
(% No Problems/Incidents)



Base: All respondents, excluding 'not applicable' responses. Total 2013/14 FY n=4689; Northland n=403; Waitematā n=401; Auckland n=331; Counties n=393; Waikato n=454; Bay of Plenty n=445; Eastern n=397; Central n=406; Wellington n=403; Tasman n=376; Canterbury n=350; Southern n=330.

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 2012/13 results, there has been a statistically significantly higher proportion of respondents in both the Auckland City and Bay of Plenty districts reporting that they had not encountered a problem or a negative incident (up from 95%, to 98% in both districts) and a significantly lower share stating they had encountered a problem or a negative incident (down from 5%, to 2% in each district).

In contrast, both Eastern and Waikato districts have had a significant increase in the share of respondents who have encountered a problem or a negative incident (up from 2%, to 5% in both districts) and a significant decrease in the share who have not (up down from 98%, to 95% in both districts).

**Table 90: No Problems or Negative Interactions – By District (Part 1) (%)**

	Northland						Waitematā						Auckland City					
	08/ 09 FY	09/ 10 FY	10/ 11 FY	11/ 12 FY	12/ 13 FY	13/ 14 FY	08/ 09 FY	09/ 10 FY	10/ 11 FY	11/ 12 FY	12/ 13 FY	13/ 14 FY	08/ 09 FY	09/ 10 FY	10/ 11 FY	11/ 12 FY	12/ 13 FY	13/ 14 FY
Yes	5	6	5	6	6	5	3	5	4	4	4	5	9	<b>3</b>	3	<b>7</b>	5	<b>2</b>
No	<b>95</b>	<b>94</b>	<b>95</b>	<b>93</b>	<b>94</b>	<b>95</b>	<b>96</b>	<b>95</b>	<b>95</b>	<b>96</b>	<b>96</b>	<b>95</b>	<b>91</b>	<b>97</b>	<b>97</b>	<b>93</b>	<b>95</b>	<b>98</b>
Don't know	0	0	0	1	0	0	1	0	1	<b>0</b>	0	0	0	0	0	0	1	0
Base	299	313	372	330	308	403	336	376	406	412	372	401	408	403	445	411	366	331

**Table 91: No Problems or Negative Interactions – By District (Part 2) (%)**

	Counties Manukau						Waikato						Bay Of Plenty					
	08/ 09 FY	09/ 10 FY	10/ 11 FY	11/ 12 FY	12/ 13 FY	13/ 14 FY	08/ 09 FY	09/ 10 FY	10/ 11 FY	11/ 12 FY	12/ 13 FY	13/ 14 FY	08/ 09 FY	09/ 10 FY	10/ 11 FY	11/ 12 FY	12/ 13 FY	13/ 14 FY
Yes	4	5	3	<b>6</b>	5	6	5	6	<b>3</b>	4	2	<b>5</b>	2	<b>5</b>	<b>4</b>	4	5	<b>2</b>
No	<b>95</b>	<b>94</b>	<b>96</b>	<b>94</b>	<b>95</b>	<b>94</b>	<b>95</b>	<b>92</b>	<b>97</b>	<b>96</b>	<b>98</b>	<b>95</b>	<b>97</b>	<b>95</b>	<b>96</b>	<b>96</b>	<b>95</b>	<b>98</b>
Don't know	1	1	1	0	0	0	0	<b>2</b>	<b>0</b>	<b>0</b>	0	0	1	0	0	0	0	0
Base	389	434	464	452	412	393	339	423	475	484	511	454	339	372	436	433	434	445

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 92: No Problems or Negative Interactions – By District (Part 3) (%)**

	Eastern						Central						Wellington					
	08/ 09 FY	09/ 10 FY	10/ 11 FY	11/ 12 FY	12/ 13 FY	13/ 14 FY	08/ 09 FY	09/ 10 FY	10/ 11 FY	11/ 12 FY	12/ 13 FY	13/ 14 FY	08/ 09 FY	09/ 10 FY	10/ 11 FY	11/ 12 FY	12/ 13 FY	13/ 14 FY
Yes	8	4	3	4	2	5	3	3	6	5	4	5	4	5	3	3	5	5
No	92	96	97	96	98	95	97	97	93	95	96	95	96	95	97	97	95	95
Don't know	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0
Base	272	284	348	370	371	397	299	349	387	392	435	406	378	455	450	470	425	403

**Table 93: No Problems or Negative Interactions – By District (Part 4) (%)**

	Tasman						Canterbury						Southern					
	08/ 09 FY	09/ 10 FY	10/ 11 FY	11/ 12 FY	12/ 13 FY	13/ 14 FY	08/ 09 FY	09/ 10 FY	10/ 11 FY	11/ 12 FY	12/ 13 FY	13/ 14 FY	08/ 09 FY	09/ 10 FY	10/ 11 FY	11/ 12 FY	12/ 13 FY	13/ 14 FY
Yes	4	2	6	4	5	4	4	4	7	4	4	5	2	5	4	2	4	4
No	96	97	93	95	95	96	96	96	93	96	96	95	97	94	96	98	96	96
Don't know	0	1	1	1	0	0	0	0	0	0	0	0	1	1	0	0	0	0
Base	242	243	284	321	323	376	403	416	409	360	383	350	297	328	333	275	317	330

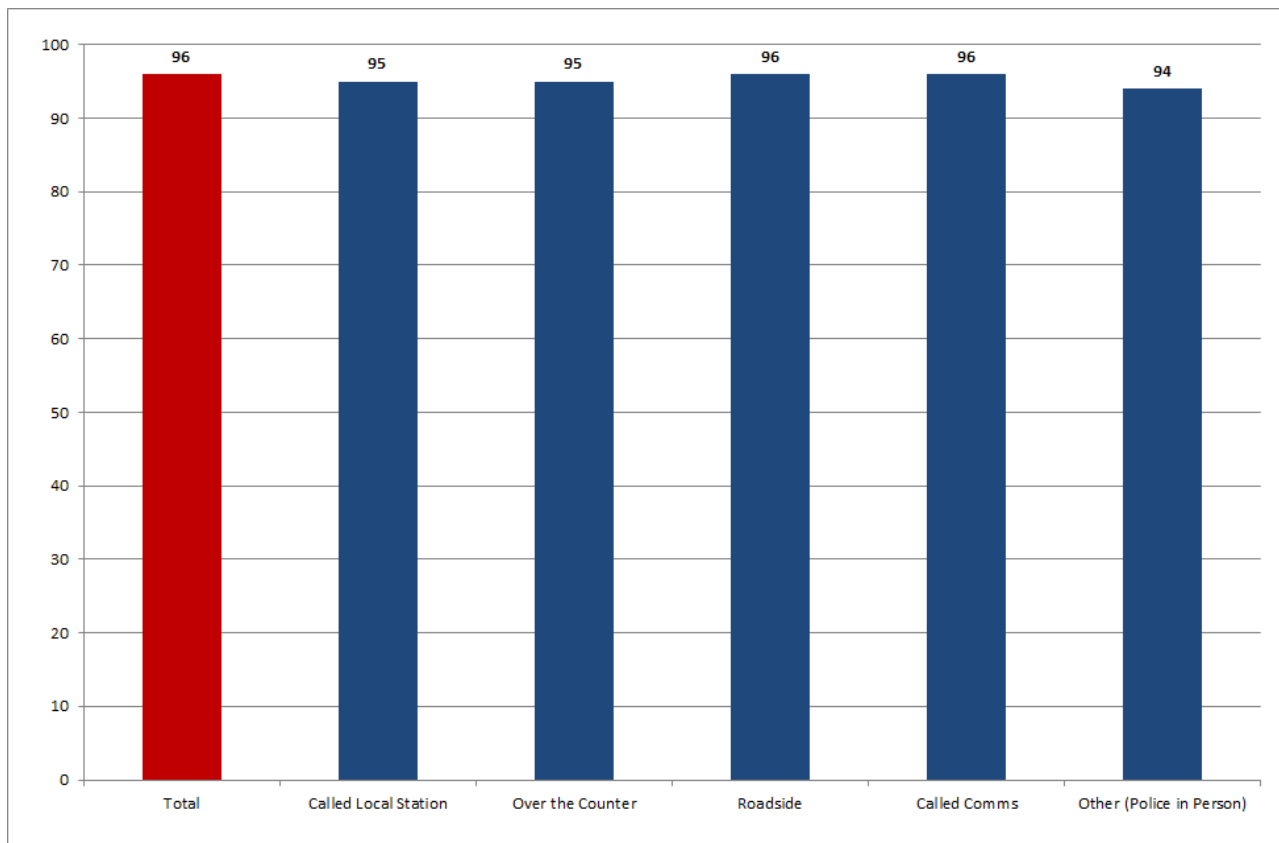
Base: All respondents, excluding 'not applicable' responses. Note: Bold indicates a statistically significant change in neutral or don't know responses from the previous survey wave. Green highlighting denotes a statistically significant improvement from the previous survey wave. Red highlighting denotes a statistically significant negative change from the previous survey wave.

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

### 1. 2013/14 FY

There are no points of contact with significantly higher or lower shares of respondents mentioning that they either did, or did not, have any problems or negative interactions.

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



Base: All respondents, excluding 'not applicable' responses. Total 2013/14 FY n=4689; Called local station n=245; Over the counter n=450; Roadside n=1773; Called the Communications Centres n=1403; Other (Police in person) n=818.

Red arrow indicates a significantly lower result than the total.

## 2. Change Over Time

When compared with the 2012/13 results, there are no statistically significantly higher or lower proportions of respondents reporting that they had, or had not, encountered a problem or negative incident across the 5 points of contact.

**Table 940: Any Problems or Negative Incidents – By Point Of Contact (%)**

	Called Local Station						Over the Counter						Roadside					
	08/ 09 FY	09/ 10 FY	10/ 11 FY	11/ 12 FY	12/ 13 FY	13/ 14 FY	08/ 09 FY	09/ 10 FY	10/ 11 FY	11/ 12 FY	12/ 13 FY	13/ 14 FY	08/ 09 FY	09/ 10 FY	10/ 11 FY	11/ 12 FY	12/ 13 FY	13/ 14 FY
Yes	3	4	5	3	5	5	8	5	5	5	5	5	3	5	4	4	4	4
No	<b>97</b>	<b>95</b>	<b>94</b>	<b>96</b>	<b>94</b>	<b>95</b>	<b>91</b>	<b>94</b>	<b>94</b>	<b>95</b>	<b>95</b>	<b>95</b>	<b>96</b>	<b>95</b>	<b>96</b>	<b>96</b>	<b>96</b>	<b>96</b>
Don't know	0	1	1	1	1	0	1	1	1	0	0	0	1	0	0	0	0	0
Base	399	262	278	257	243	245	333	372	450	451	421	450	1108	1295	1515	1539	1519	1773

	Called Comms						Other (Police in Person)					
	08/ 09 FY	09/ 10 FY	10/ 11 FY	11/ 12 FY	12/ 13 FY	13/ 14 FY	08/ 09 FY	09/ 10 FY	10/ 11 FY	11/ 12 FY	12/ 13 FY	13/ 14 FY
Yes	3	<b>3</b>	5	4	3	4	6	5	5	6	6	6
No	<b>97</b>	<b>96</b>	<b>95</b>	<b>96</b>	<b>97</b>	<b>96</b>	<b>94</b>	<b>95</b>	<b>95</b>	<b>94</b>	<b>94</b>	<b>94</b>
Don't know	0	1	0	0	0	0	0	0	0	0	0	0
Base	1437	1653	1688	1622	1642	1403	724	814	878	845	832	818

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.

## 6.6. Awareness of Complaint Process

In 2012/13 all respondents who had contact with Police and all respondents who did not have contact were asked this question. Prior to 2012/13, and in 2013/14, only one in every four of those who did not have contact were asked this questions. Therefore base sizes may vary year on year.

*Note: The wording of this question was altered at the start of the 2010/11 fiscal year. Therefore results before this time are not available.*

## 6.7. Awareness of Complaint Process

Just less than three quarters of respondents (74%) are *aware* there is a process to make a complaint against a member of the Police. This represents a significant increase in the level of awareness when compared with 2012/13 (71%).

In contrast, a quarter of respondents (25%) mentioned that they are *not aware* (down significantly from 28% in 2012/13).

**Table 95: Awareness of Complaint Process (%)**

	2010/11 FY	2011/12 FY	2012/13 FY	2013/14 FY
Yes	76	<b>74</b>	<b>71</b>	<b>74</b>
No	23	<b>25</b>	<b>28</b>	<b>25</b>
Don't know/Can't remember	1	1	1	1
Base	4880	5580	8668	5981

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

*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.*



## 6.8. Awareness of Complaint Process - Significant Differences for the 2013/14FY

The following statistically significant differences for 2013/14 are evident at the total results level (combined 2013/14 results for General, Communications Centres and Māori Booster sample).

*Respondent groups marked with an \* were also significantly more likely to give this rating in the 2012/13 survey.*

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

- whose reason for contact was burglary\* (83%, compared with 74% of all other respondents);
- aged between 35 and 64 years old\* (82%, compared with 67% of all other respondents);
- whose point of contact was with a local Police station, either over the phone\* (82%) or at the counter\* (79%) (compared with 73% of all other respondents);
- whose point of contact is in person (other than at the roadside\* or a local station\*) (81%, compared with 73% of all other respondents);
- living in Tasman District\* (80%, compared with 73% of all other respondents);
- who are male\* (79%, compared with 70% of female respondents);
- whose reason for contact was a general enquiry\* (79%, compared with 74% of all other respondents);
- of European descent\* (78%, compared with 65% of all other respondents);
- whose point of contact was at the roadside\* (77%, compared with 73% of all other respondents);
- who had contact\* with Police (77%, compared with 68% of those who had not had contact); and/or
- whose reason for contact was a traffic stop\* (76%, compared with 73% of all other respondents).

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

- of Asian/Indian\* (49%, compared with 24% of all other respondents), Pacific Island\* (34%, compared with 25% of all other respondents), or Māori\* (30%, compared with 24% of all other respondents) descent;
- aged between 16 and 24\* (45%) or 25 and 34\* (29%) years (compared with 19% of all other respondents);
- whose point of contact was calling the Communications Centres\* (32%, compared with 25% of all other respondents);
- who did not have contact with Police\* (31%, compared with 23% of those who had had contact);
- living in Auckland City\* or Counties Manukau district\* (each with 30%, compared with 25% of all other respondents); and/or
- who are female\* (30%, compared with 21% of male respondents).

## 6.9. I'm Confident I Could Find Out What to do If I Wished to Make a Complaint

In 2012/13 all respondents who had contact with Police and all respondents who did not have contact were asked this question. Prior to 2012/13, and in 2013/14, only one in every four of those who did not have contact were asked this questions. Therefore base sizes may vary year on year.

Note: The wording of this question was altered at the start of the 2010/11 fiscal year. Therefore results before this time are not available.

### 6.9.1. I'm Confident I Could Find Out What To Do If I Wished to Make a Complaint

Confidence in the ability to find out how to make a complaint is high, with 89% of respondents stating they had confidence they could find out what to do. This represents a significant increase when compared with the previous measures (up from 87% in all survey waves since 2010/11).

**Table 96: Confident I Could Find Out How To Make A Complaint (%)**

	2010/11 FY	2011/12 FY	2012/13 FY	2013/14 FY
Yes	87	87	87	89
No	12	11	12	10
Don't know/Can't remember	1	2	1	1
Base	5080	5940	9357	6451

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

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.

### 6.9.2. I'm Confident I Could Find Out What To Do If I Wished To Make a Complaint - Significant Differences for the 2013/14 FY

The following statistically significant differences for 2013/14 are evident at the total results level (combined 2013/14 results for General, Communications Centres and Māori Booster sample).

Respondent groups marked with an \* were also significantly more likely to give this rating in the 2012/13 survey.

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

- living in Canterbury\* (94%), Tasman\* (93%) or Wellington (92%) districts (compared with 87% of all other respondents);
- whose reason for contact was a general enquiry (92%, compared with 89% of all other respondents);
- of European descent\* (91%, compared with 83% of all other respondents);
- aged between 35 and 64 years\* (91%, compared with 87% of all other respondents);
- whose reason for contact was a traffic stop\* (91%, compared with 88% of all other respondents); and/or
- whose point of contact was at the roadside\* (91%, compared with 88% of all other respondents).

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

- of Asian/Indian\* (22%), Pacific Island\* (20%) or Māori\* (14%) descent (compared with 8% of all other respondents);
- whose point contact was calling the police, either by calling the local station (15%) or the Communications Centre (13%) (compared with 9% of all other respondents);
- living in Auckland City or Counties Manukau\* district (each with 15%, compared with 9% of all other respondents);
- aged between 16 and 24 years old\* (15%, compared with 9% of all other respondents); and/or
- whose reason for contact was assault\* (14%, compared with 10% of all other respondents).

## **APPENDICES**

**Appendix One: Current Questionnaire**

**Appendix Two: Communications Centres Sample Results**

## 7. APPENDIX ONE: CURRENT QUESTIONNAIRE

*This questionnaire contains questions from the Common Measurements Tool, used under licence to the State Services Commission and reproduced with the permission of the Institute for Citizen-Centered Service*

### **NZ Police Citizens' Satisfaction Survey**

**Base Questionnaire Used for 2013/14 Year – Changes as of October 2013**

#### **1. INTRODUCTION**

##### **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 XXX, XXX, Police National Headquarters XXX (after hours), or (04) XXX (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 1<sup>st</sup> few questions? .*

**If no, arrange call back.**

**If refuse, thank and close.**

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

**Read out.**

- the market research industry
- the New Zealand Police

**If yes to any, thank and close**

## 2. Trust and Confidence and Community Safety

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

**Q1a.** 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

**Q1b.** Compared with 12 months ago, would you say your level of trust and confidence in the Police has...

**Rotate scale. Read out. Single response.**

1. Increased
2. Decreased
3. Stayed the same
4. **(don't read)** Don't know

**If increases (code 1 at Q1b) or decreased (code 2 at Q1b) ask:**

**Q1X.** How would you have described your Trust and Confidence in the Police 12 months ago?

**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

**If increased (code 1 at Q1b) ask:**

**Q1c.** Why has your level of trust and confidence in the Police increased in the last 12 months?

**Probe if needed:** What has happened to change how you feel about the Police?

**Type in \*Codeframe to be developed**

**If decreased (code 2 at Q1b) ask:**

**Q1d.** Why has your level of trust and confidence in the Police decreased in the last 12 months?

**Probe if needed:** What has happened to change how you feel about the Police?

**Type in \*Codeframe to be developed**

***If stayed the same (code 3 at Q1b) OR Don't know (code 4 at Q1b) and less than full trust and confidence at Q1a (codes 2-5 at Q1b) ask:***

**Q1e.** Why don't you have full trust and confidence in the Police?

***Probe if needed:*** What would the Police need to do for you to have full trust and confidence in them?

***Type in \*Codeframe to be developed***

***If stayed the same (code 3 at Q1b) OR Don't know (code 4 at Q1b) and full trust and confidence at Q1a (code 1 at Q1b) ask:***

**Q1f.** What are your reasons for having full trust and confidence in the Police?

***If needed:*** What is the key thing that gives you full trust and confidence in the Police?

***Type in \*Codeframe to be developed***

**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 neighbourhood during the day ask***

**Q2b.** What is it that makes you feel unsafe/very unsafe in your [local neighbourhood]? [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

### 3. Recent Contact

**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 ( **(1/4 skip to Q15c, rest skip to demos/end of survey)**)
3. Don’t know ( **(1/4 skip to Q15c, rest skip to demos/end of survey)**)
4. Refused ( **(1/4 skip to Q15c, rest skip to demos/end of survey)**)

**If yes:**

**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)

**Programming: Contact – Short Version**

**All those who only had contact by calling Comms** (Code 1 at Q9c) and **3 out of 4 of those who were pulled over for a check point/random stop** at Q9a – including Breath testing (code 13 @ Q9a), Commercial vehicle check points (code 24 @ Q9a), Pulled over for a Car Warrant of Fitness/Registration/licence/seatbelt check (code 34 @Q9a), Police stopped them to tell them something (road closed/crash ahead etc.) (code 38 @ Q9a) are to skip to be asked the single overall rating question (with slightly different intro wording – Q12).

**Programming: Contact – Long Version**

All other respondents, including 1 in 4 of those who were pulled over for a check point/random stop, should be asked the questions as currently programmed (but with any of the additions/deletions/changes as indicated below).

#### 4. Customer Satisfaction Questions

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

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

*If pulled over for speeding (code 11 at Q9a)*

**Q10a2** Firstly, were you given a speeding ticket 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**

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 once:**

**Q10b.** You said that you disagree/strongly disagree that **[insert statement]** ....and [insert statement]....why do you feel this way? **If needed:** Why do you disagree with the statement(s)?

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

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

**Q12X For all those who only had contact by calling Comms (Code 1 at Q9c) and 3 out of 4 of those who were pulled over for a check point/random stop at Q9a**

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

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

This question is 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.

**Q12X** Regarding your contact with the police, 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

**If “Contact - Short version” and dissatisfied/very dissatisfied ask:**

Q12Xb. You said that you are satisfied/dissatisfied with the overall quality of service you received, 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

**These “Contact - short version” people should now skip to Q15a**

**Ask all “contact - long version” (including the 1 in 4 check point/random stop selected for long survey):**

**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

***If same as expected at Q14a and expected good/very good service at Q13, ask:***

**Q14d.** What one thing made the service as good as you had expected it to 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 about the same as expected (code 3 at Q14a) and expected poor/very poor service at Q13 (codes 1 or 2 at Q13), ask:***

**Q14e. What one thing made the service as poor as you had expected it to be?**

**Don't read out. Single response**

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

***Ask all contact (including those who called Comms and the 3 out of 4 checkpoint respondents)***

**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 and 1 in 4 no contact***

**Q15b.** 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

**Q15c.** 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

***Those who called Comms and the 3 out of 4 checkpoint respondents should now skip to the demographic questions.***

**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

***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



## DEMOGRAPHICS

And finally, just a couple of questions about you.

**Q21.** Which of the following describes your age group?

**Read out. Single response**

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

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

**Read out. Multiple response**

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

**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 respondent wishes to speak directly to the Police:** You can contact XXX, XXX, Police National Headquarters XXX (after hours), or (04) XXX (business hours).

## 8. 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	2013/14 FY
Very Satisfied	41	41	46	43	46	50
Satisfied	42	42	39	40	39	37
Neither/Nor	8	8	8	10	8	6
Dissatisfied	5	5	4	4	5	5
Very Dissatisfied	3	2	2	2	2	2
Don't know	1	2	1	1	0	0
<b>Total Satisfied</b>	<b>83</b>	<b>83</b>	<b>85</b>	<b>83</b>	<b>85</b>	<b>87</b>
<b>Total Dissatisfied</b>	<b>8</b>	<b>7</b>	<b>6</b>	<b>6</b>	<b>7</b>	<b>7</b>
Mean Rating	4.15	4.16	4.24	4.18	4.23	4.29
Base	1390	1437	1479	1407	1415	1193

*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	2013/14 FY
Very Satisfied	49	49	50	50	53	58
Satisfied	36	38	37	33	33	33
Neither/Nor	7	7	7	12	9	4
Dissatisfied	5	4	4	3	3	4
Very Dissatisfied	2	2	2	1	2	1
Don't know	1	0	0	1	0	0
<b>Total Satisfied</b>	<b>85</b>	<b>87</b>	<b>87</b>	<b>83</b>	<b>86</b>	<b>91</b>
<b>Total Dissatisfied</b>	<b>7</b>	<b>6</b>	<b>6</b>	<b>4</b>	<b>5</b>	<b>5</b>
Mean Rating	4.26	4.28	4.30	4.27	4.33	4.43
Base	1392	1439	1479	1407	1418	1195

*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 – Service Experience Questions (Part 1) (%)**

	I was treated fairly						Staff were competent						Staff did what they said they would do					
	08/09 FY	09/10 FY	10/11 FY	11/12 FY	12/13 FY	13/14 FY	08/09 FY	09/10 FY	10/11 FY	11/12 FY	12/13 FY	13/14 FY	08/09 FY	09/10 FY	10/11 FY	11/12 FY	12/13 FY	13/14 FY
Strongly Agree	46	44	46	44	49	58	44	45	46	44	48	56	35	34	37	35	38	47
Agree	45	47	46	48	44	36	47	47	46	47	45	38	39	38	39	40	36	33
Neither/nor	5	4	4	5	4	2	4	3	4	5	4	2	6	6	6	7	7	5
Disagree	3	3	2	2	2	3	3	3	2	2	2	2	4	5	4	3	4	4
Strongly Disagree	1	1	1	1	1	1	1	1	1	1	1	1	2	2	1	2	1	2
Don't know	0	1	1	0	0	0	1	1	1	1	0	1	14	15	13	13	14	9
<b>Total Agree</b>	<b>91</b>	<b>91</b>	<b>92</b>	<b>92</b>	<b>93</b>	<b>94</b>	<b>91</b>	<b>92</b>	<b>92</b>	<b>91</b>	<b>93</b>	<b>94</b>	<b>74</b>	<b>72</b>	<b>76</b>	<b>75</b>	<b>74</b>	<b>80</b>
<b>Total Disagree</b>	<b>4</b>	<b>4</b>	<b>3</b>	<b>3</b>	<b>3</b>	<b>4</b>	<b>4</b>	<b>4</b>	<b>3</b>	<b>3</b>	<b>3</b>	<b>3</b>	<b>6</b>	<b>7</b>	<b>5</b>	<b>5</b>	<b>5</b>	<b>6</b>
Mean Rating	4.33	4.31	4.34	4.31	4.39	4.47	4.30	4.34	4.35	4.32	4.36	4.48	4.16	4.14	4.22	4.19	4.23	4.31
Base	1372	1421	1472	1398	1412	1189	1388	1437	1475	1406	1418	1196	1326	1370	1428	1374	1409	1171

**Appendix Table 4: Communications Centres Results – Service Experience Questions (Part 2) (%)**

	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	13/14 FY	08/09 FY	09/10 FY	10/11 FY	11/12 FY	12/13 FY	13/14 FY
Strongly Agree	32	34	35	33	39	49	33	29	33	28	34	37
Agree	48	46	45	48	45	38	46	47	46	53	50	45
Neither/nor	10	9	11	11	9	5	12	13	13	13	10	9
Disagree	6	6	5	4	4	4	6	6	4	3	4	4
Strongly Disagree	2	1	2	2	1	2	2	1	2	1	1	3
Don't know	2	4	2	2	2	2	1	3	2	2	1	2
<b>Total Agree</b>	<b>80</b>	<b>80</b>	<b>80</b>	<b>81</b>	<b>84</b>	<b>87</b>	<b>79</b>	<b>76</b>	<b>79</b>	<b>81</b>	<b>84</b>	<b>82</b>
<b>Total Disagree</b>	<b>8</b>	<b>7</b>	<b>7</b>	<b>6</b>	<b>5</b>	<b>6</b>	<b>8</b>	<b>8</b>	<b>6</b>	<b>4</b>	<b>5</b>	<b>7</b>
Mean Rating	4.05	4.09	4.10	4.09	4.19	4.32	4.04	3.99	4.05	4.05	4.13	4.12
Base	1325	1342	1416	1365	1378	1165	1391	1430	1475	1403	1411	1185

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: 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	2013/14 FY
Very Good Service	31	32	32	32	37	37
Good Service	51	50	48	49	49	48
Neither/Nor	10	11	14	12	9	10
Poor Service	5	4	4	4	3	3
Very Poor Service	2	2	1	1	1	1
Don't know	1	1	1	2	1	1
<b>Total Good/Very Good Service</b>	<b>82</b>	<b>82</b>	<b>80</b>	<b>81</b>	<b>86</b>	<b>85</b>
<b>Total Poor/Very Poor Service</b>	<b>7</b>	<b>6</b>	<b>5</b>	<b>5</b>	<b>4</b>	<b>4</b>
Mean Rating	4.05	4.09	4.07	4.08	4.17	4.18
Base	1360	1405	1470	1378	1390	1172

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 6: Service Expectations Met or Exceeded – Communications Centres Results (%)**

	2008/09 FY	2009/10 FY	2010/11 FY	2011/12 FY	2012/13 FY	2013/14 FY
Much Better	17	18	18	17	19	20
Better	24	25	25	21	25	27
About The Same As Expected	46	42	46	52	45	42
Worse	9	10	8	8	8	9
Much Worse	3	3	2	2	2	2
Don't know	1	2	1	0	1	0
<b>Total Better/Much Better</b>	<b>41</b>	<b>43</b>	<b>43</b>	<b>38</b>	<b>44</b>	<b>47</b>
<b>Total Better/Much Better/Same</b>	<b>87</b>	<b>85</b>	<b>89</b>	<b>90</b>	<b>89</b>	<b>89</b>
<b>Total Worse/Much Worse</b>	<b>12</b>	<b>13</b>	<b>10</b>	<b>10</b>	<b>10</b>	<b>11</b>
Mean Rating	3.43	3.47	3.49	3.42	3.50	3.56
Base	1360	1405	1464	1353	1379	1158

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.