

New Zealand Police Citizens' Satisfaction Survey

Report for 2014/15

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EXECUTIVE SUMMARY

1. Introduction and Research Objectives

New Zealand Police commissioned Gravitas Research and Strategy Ltd to conduct the 2014-2015 Citizens' Satisfaction Research programme. This report presents survey results for this period as well as a comparison of results from the six previous survey waves. Key areas of interest are citizens' levels of trust and confidence in the New Zealand Police, perceptions of community involvement, of safety and levels of service satisfaction for those citizens who had contact with Police in the six months prior to being surveyed. The survey is structured to provide reporting at both a national level and by each of the 12 Police districts, and also according to various policing services. The survey uses service satisfaction questions from the *Common Measurements Tool* (CMT) used under licence from the State Services Commission.

This report presents the results of 9,200 interviews conducted by telephone survey between July 2014 and June 2015 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 interactions 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 at the 95% confidence level.

2. Trust and Confidence, Safety and Police Community Role

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

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

Respondents rated 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.

Trust and confidence in the Police remains high and stable, with 78% of respondents saying they have *full/quite a lot of trust and confidence* in the Police. (This compares with 78% in 2013/14 and 79% in 2012/13). Similarly, the share feeling safe in their local neighbourhood during the day (94% feeling *very safe/safe*, unchanged since 2013/14) and the share of respondents agreeing that Police are involved in activities in their community (69% *strongly agreeing/agreeing*, compared with 69% for 2013/14, 2012/13 and 2011/12) are also stable.

Of note this survey wave are statistically significant improvements for feelings of safety in both local neighbourhoods and nearest city or town centre at night. These increases sit in the context of an upward trend in positive ratings over the seven survey waves. These positive changes include:

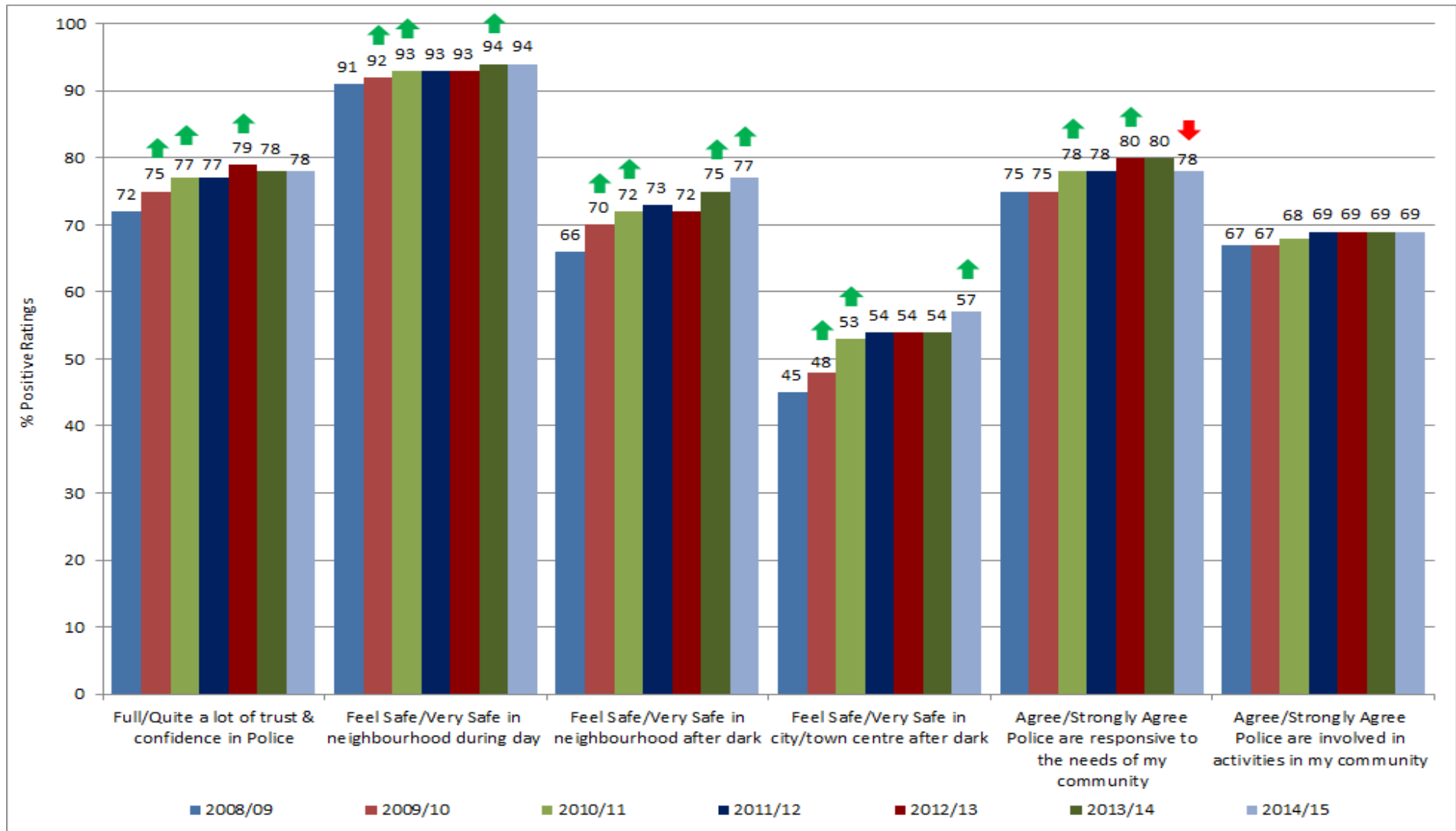
- for safety in the local neighbourhood after dark – the share feeling *very safe/safe* up from 66% in 2008/09 through to 75% in 2013/14 and to 77% this measure.
- for safety in the local city or town centre at night – the share feeling *very safe/safe* up from 45% in 2008/09, through to 54% in 2011/12, 2012/13 and 2013/14, and to 57% this measure.

While positive ratings have been improving, the safety after dark questions show higher levels of negative ratings than other variables - particularly for respondents in Counties Manukau, Eastern and Auckland districts when rating safety in their local neighbourhoods after dark, and for those in Northland, Counties Manukau, Eastern and Waitematā districts when rating safety in their city or town centres at night.

This year there has been a statistically significant decline in the share *strongly agreeing/agreeing* that Police are responsive to community needs (down from 80% last year, to 78%).

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
Trust & Confidence in Police, Perceptions of Safety and Police Role in the Community Over Time (%)



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 – Comparison Over Time (%)

	Total Positive							Neutral/Some trust and confidence							Total Negative						
	2008/ 09	2009/ 10	2010/ 11	2011/ 12	2012/ 13	2013/ 14	2014/ 15	2008/ 09	2009/ 10	2010/ 11	2011/ 12	2012/ 13	2013/ 14	2014/ 15	2008/ 09	2009/ 10	2010/ 11	2011/ 12	2012/ 13	2013/ 14	2014/ 15
Trust & Confidence	72	75	77	77	79	78	78	21	19	18	18	17	18	18	6	6	5	5	4	4	4
Safety in neighbourhood during day	91	92	93	93	93	94	94	8	7	6	6	6	5	5	1	1	1	1	1	1	1
Safety in neighbourhood after dark	66	70	72	73	72	75	77	22	20	20	19	20	16	15	12	10	8	8	8	8	8
Safety in city/town at night	45	48	53	54	54	54	57	28	29	28	28	28	26	24	26	22	18	17	17	18	17
Police are responsive to the needs of my community	75	75	78	78	80	80	78	15	16	14	13	13	13	14	8	6	6	6	5	4	5
Police are involved in activities in my community	67	67	68	69	69	69	69	18	19	18	17	19	19	18	8	7	7	7	7	6	7

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

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 sector¹. Police uses this survey to monitor levels of satisfaction with these aspects of service (called ‘drivers of satisfaction’) along with overall satisfaction². The drivers³ are:

- I was treated fairly;
- Staff were competent;
- Staff did what they said they would do;
- Expectations met or exceeded;
- 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. Survey 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 mostly stable since the last measure, with the exception of ratings for overall satisfaction, which has shown a significant decrease between 2013/14 and 2014/15 (down from 84%, to 82%) and staff doing what they said they would do (also down significantly from 86%, to 84%). This year, respondents are also significantly more likely to *disagree/strongly disagree* that staff are competent (up from 4%, to 5%).

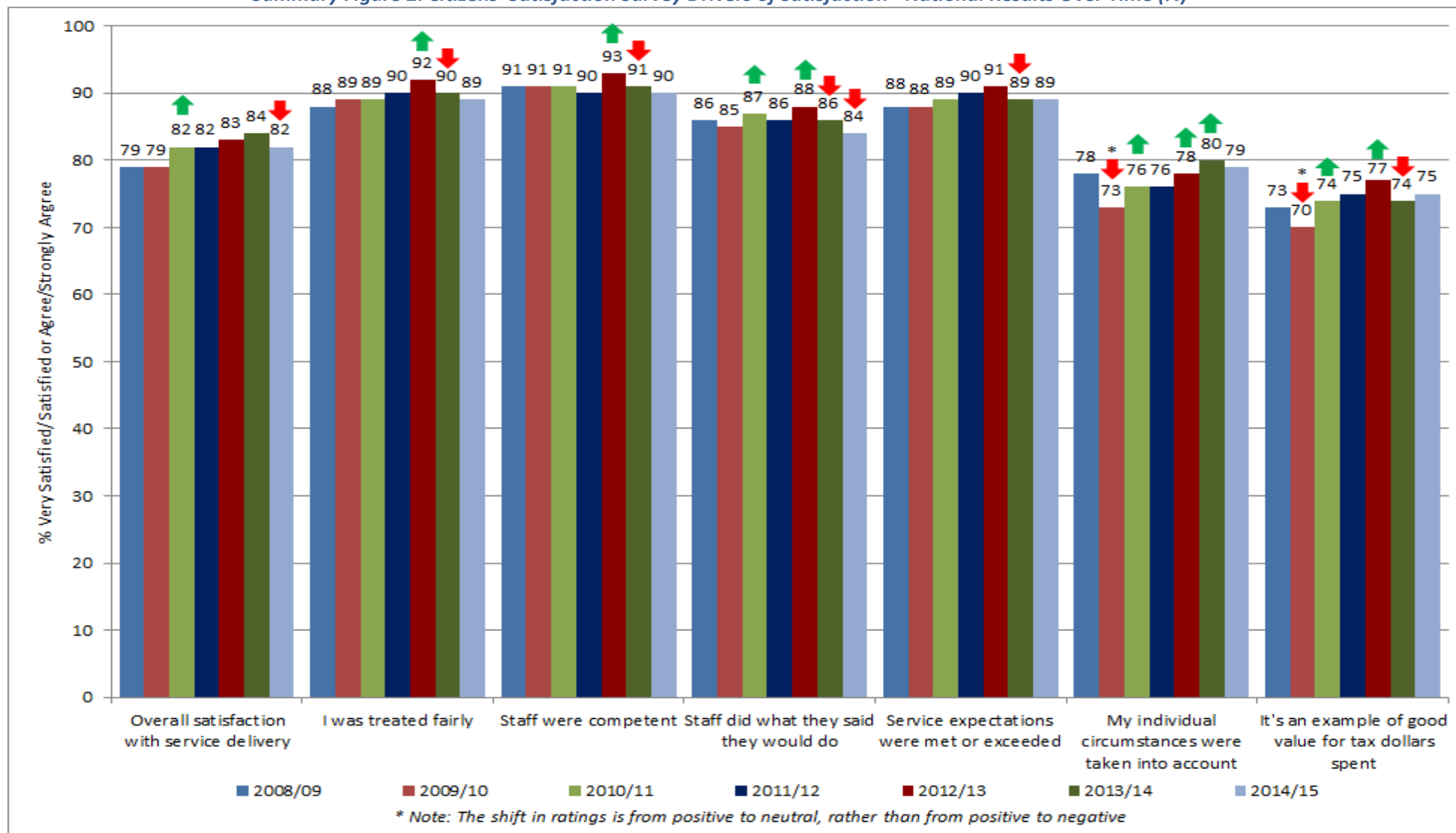
The following graph and table show results at a national level for each of the six key drivers of satisfaction, for people who had contact with New Zealand Police in the six months prior to being interviewed. *Note: See Section 4 for more detail on each of the drivers of satisfaction questions.*

¹ As identified by the State Services Commission’s Kiwis Count survey, part of the ‘New Zealanders’ Experiences’ research programme in 2007.

² 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*.

³ 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.

Summary Figure 2: Citizens' Satisfaction Survey Drivers of Satisfaction - National Results Over Time (%)



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 – Comparison Over Time (%)

	Total Positive							Neutral							Total Negative						
	2008/ 09	2009/ 10	2010/ 11	2011/ 12	2012/ 13	2013/ 14	2014/ 15	2008/ 09	2009/ 10	2010/ 11	2011/ 12	2012/ 13	2013/ 14	2014/ 15	2008/ 09	2009/ 10	2010/ 11	2011/ 12	2012/ 13	2013/ 14	2014/ 15
Overall Satisfaction	79	79	82	82	83	84	82	10	11	10	10	9	9	10	10	10	8	8	8	7	7
I was treated fairly	88	89	89	90	92	90	89	5	5	6	4	4	4	4	7	6	5	6	4	6	6
Staff were competent	91	91	91	90	93	91	90	5	4	5	5	4	4	4	4	5	4	4	3	4	5
Staff did what they said they would do	86	85	87	86	88	86	84	6	6	5	6	5	6	6	4	5	4	4	4	5	5
Expectations met or exceeded*	88	88	89	90	91	89	89	-	-	-	-	-	-	-	12	11	10	10	9	11	11
My individual circumstances were taken into account	78	73	76	76	78	80	79	10	15	13	13	13	10	10	12	10	9	9	7	9	9
It's an example of good value for tax dollars spent	73	70	74	75	77	74	75	13	16	15	14	14	13	13	13	13	10	10	8	11	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 2014/15, just over four out of five respondents (82%) were *very satisfied* or *satisfied* with the overall quality of service delivered. This result is lower than the 2013/14 result of 84% (a statistically significant difference). Respondents statistically significantly more likely to be *very satisfied/satisfied* with the overall quality of service delivery included those:

- aged 65 years or older;
- whose reason for contact was a traffic stop;
- whose reason for contact was a general enquiry;
- whose point of contact was in person⁴;
- of European ethnicity; and/or
- whose point of contact was on the roadside.

Seven percent of respondents report they are dissatisfied to some extent (*dissatisfied/very dissatisfied*) with the overall quality of the service they received; this is unchanged since last year (also 7%). Respondents statistically significantly more likely to be *dissatisfied/very dissatisfied* with the overall quality of service received compared to all other respondents included those:

- whose reason for contact was a traffic offence;
- whose reason for contact was theft;
- whose point of contact was calling the local station;
- whose point of contact was over the counter at the local station;
- aged between 25 and 34 years old;
- of Pacific Island or Māori ethnicity; and/or
- who are male.

3. Service Expectations Met or Exceeded

When asked how the service received compared to expectations, 89% of respondents said the service they received was *much better/better/about the same* as they had expected (unchanged from 2013/14). However, this result includes a slight decline in the share of respondents who received a *much better/better* service than expected (down from 39% last year, to 37% - a statistically significant change). Respondents statistically significantly more likely to have received *much better/better* service than they had expected compared to all other respondents, included those:

- whose reason for contact was to report an intruder, prowler, suspicious noises or a burglar on premises;
- aged between 16 and 24 years;
- of Māori ethnicity;
- living in Counties Manukau district; and/or
- whose point of contact was calling the Communications Centres.

⁴ Note: This includes any contact in person other than contact on the roadside, or at a Police station (as these are grouped as separate points of contact for analysis).

Eleven percent of respondents said that the service they received was *worse* (9%, stable from 8% in 2013/14) or *much worse* (2%, down significantly from 3% in 2013/14) than expected. Respondents statistically significantly more likely to have received *worse/much worse* service than expected included those:

- whose point of contact was by calling the local station;
- of Pacific Island ethnicity;
- whose reason for contact was theft;
- whose reason for contact was assault;
- living in Tasman district;
- whose point of contact was over the counter at a local station; and/or
- whose reason for contact was a traffic offence.

4. *Reasons why Service was Better than Expected*

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

Other reasons commonly given for why the service was better than expected in 2014/15 included:

- 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; and/or
- staff gave good advice/explained what was happening.

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

Levels of negative ratings are low (between 5% and 11% across the service satisfaction drivers) and are generally very stable. The main reasons given for why the service was *worse/much worse* than expected and/or for *disagreeing/strongly disagreeing* with service delivery statements that were commonly mentioned in 2014/15 include:

- the staff member had a bad attitude;
- the matter was not taken seriously and/or the staff member did not believe me;
- the staff member did not call back or provide any follow-up;
- the outcome or decision was unfair or incorrect;
- Police did not attend, or that Police response was slow/inadequate;
- Police did not do anything/no outcome/no action taken;
- poor communication – did not listen or seemed uninterested;
- respondent felt picked on/discriminated against; and/or
- staff seemed stressed/were rude/short tempered.

1. INTRODUCTION

1.1. Introduction

New Zealand Police commissioned Gravitas Research and Strategy Ltd to conduct the 2014-2015 Citizens' Satisfaction Research programme. This report presents survey results for this period as well as a comparison of results from the six previous survey waves. 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 in the previous six months, 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 interviews with 9,200 respondents aged 15 years or over conducted during the July 2014 to June 2015 surveying period across three survey elements: the General Survey, Communications Centres Survey and Māori Booster Sample. Throughout the report (unless otherwise specified) General, Communications Centres⁵ 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.

1.2. Questionnaire - Version July 2014 to June 2015

The initial Baseline survey in early 2008 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 2014-2015 survey was based on the existing Police Citizens' Satisfaction Survey (used for the Baseline survey). At the start of each survey wave, recommendations are made to Police as to how the questionnaire and/or the interview process could be further refined. A revised version of the questionnaire is then prepared and signed off by Police.

The questionnaire used is attached (see Appendix One).

⁵ Results from the Communications Centre sample only can be found in Appendix Two.

2. FINAL SAMPLE SIZE, INTERVIEW STATISTICS AND ANALYSIS

2.1. Completed Interviews

A total of 9,200 interviews were conducted during the 2014-2015 surveying period (July 2014 to June 2015) across the General Survey, Māori Booster Survey and Communications Centres Survey, as follows:

1. Total General Sample n=6,977
 - General Sample (no contact with Police in previous 6 months) n=4,106
 - General Sample (Police contact) n=2,871

Note: From surveying between July 2014 and June 2015 the overall proportion of the general population who have had contact with Police in the last 6 months is 41%.

Note: this compares with the 42% who had contact in 2013/14, 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.

2. Total Māori Booster Sample n=1,023
 - Māori Booster Sample (no contact) n=544
 - Māori Booster Sample (Police contact) n=479

Note: From surveying between July 2014 and June 2015 in the Māori Booster the overall proportion of the Māori population who have had contact with Police in the last 6 months is 47%.

Note: this is significantly higher than the share of all respondents who have had contact with Police in the General Sample in the July 2014 to June 2015 period. However it is similar to, but slight lower than, the share who had contact in the Māori Booster last year (52%), in 2012/13 (48%), in 2011/12 (50%), in 2010/11 (51%) and in 2009/10 (49%).

3. Communications Centres interviews (sample supplied) n=1,200

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

2.2. Interview Length

1. General Sample

The average interview length across the total General sample (no contact, contact-short and contact-long interviews) conducted in the July 2014 to June 2015 surveying period was 11.1 minutes.

The average interview lengths by contact type were:

- 7.4 minutes across the no Police contact interviews.
- 10.7 minutes across the contact-short interviews.
- 13.9 minutes across the contact-long interviews.

2. Māori Booster Sample

The average interview length across the total Māori Booster sample (short and long interviews) conducted in the July 2014 to June 2015 surveying period was 10.8 minutes. The average interview lengths by contact type were:

- 6.8 minutes across the no Police contact interviews.
- 10.1 minutes across the contact-short interviews.
- 13.6 minutes across the contact-long interviews.

3. Communications Centres Sample

The average interview length across the 1,200 Communications Centres sample interviews conducted in the July 2014 to June 2015 surveying period was 12.9 minutes.

2.3. Margin of Error

The margin of error on the n=9,200 surveys completed in the 2014-15 General, Māori Booster Sample, and Communications Centres Surveys is $\pm 1.0\%$ at the 95% confidence interval.

Please refer to Appendix Three for sample sizes and associated margins of error for each survey (and for contact/no contact within each) as well as by district, point of contact, gender, age and ethnicity groupings as well as by the main reasons for contact with Police.

2.4. Response Rate⁶

1. General Sample

The response rate for the 6,977 **General sample** interviews conducted between July 2014 and June 2015 is **48%**⁷ (this compares with 44% in 2008/09, 45% in 2009/10, 43% in 2010/11, 45% in 2011/12, 56% in 2012/13, and 48% in 2013/14).

2. Māori Booster Sample

The response rate for the 1,023 **Māori Booster** interviews conducted between July 2014 and June 2015 is **58%**⁸ (this compares with 35% in 2008/09, 39% in 2009/10, 52% in 2010/11, 59% in 2011/12, 56% in 2012/13, and 58% in 2013/14).

3. Communications Centres Sample

The response rate across the 1,200 **Communications Centres** interviews conducted between July 2014 and June 2015 is **72%** (this compares with 72% in 2008/09, 71% in 2009/10, 70% in 2010/11, 74% in 2011/12, 74% in 2012/13, and 76% in 2013/14).

2.5. Analysis

A Note on Significant Differences

The results for each question have been tested to identify where “true” (statistically 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 and statistically significant differences identified. 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.

⁶ 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

⁷ This is the adjusted response rate accounting for general sample quota closures.

⁸ This is the adjusted response rate accounting for Māori Booster quota closures.

Statistically significant over- and under-representations by respondent and contact type are detailed in the text. Calculations show the differences between the over/under represented respondent/contact type and all other respondents giving the same response (that is, the percentage of all other respondents giving the response once the over/under represented group have been excluded).

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

Note: Some changes that appear to be small differences can still be statistically significant.

A Note on Service Experience Questions

All respondents were asked if they had any contact with Police in the last six 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 reduced number of the "contact" questions were asked of those in the General/Māori Booster Survey who had contact via the Communications Centre (as these results are picked up in the Communications Centres Survey) and for three out of four 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* document⁹. The 2014/15 survey used this same process.

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 Service¹⁰. The Commitment of Service and associated service delivery standards¹¹ 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:

- you were treated fairly
- staff were competent
- staff did what they said they would do
- the service experience met your expectations
- your individual circumstances were taken into account
- it's an example of good value for tax dollars spent

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

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

¹¹ 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.

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

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.

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

Would you say you...

- Strongly Agree
- Agree
- Neither agree nor disagree
- Disagree
- Strongly Disagree

Please refer to Appendix One for the final survey, including all scales, used between July 2014 and June 2015.

A Note on 'Top Two' Combined National Level Results

The rounding rules have been changed for the 'top two' combined national level results (e.g. *Strongly Agree/Agree*) across all measures in 2014/15. Rather than round the result for each of the 'top two' points on the scale separately and then add to create a combined result, the unrounded result for the top two points have been added first and then rounded. Due to rounding some totals may not appear to correspond with the sum of their component figures. These rounding rules will be used across all measures and at all levels from 2015/16.

2.6. Weighting

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

Note: Unweighted results from the Communications Centre sample only can be found in Appendix Two.

*A Note on Point of Contact

Respondents were 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) were then selected for further questioning.

The following table shows the 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 weighted¹² 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).

Table 1: Incidence of each Point of Contact among the General Population – Over Time (%)

Point of Contact	2008/ 09	2009/ 10	2010/ 11	2011/ 12	2012/ 13	2013/ 14	2014/ 15
Roadside	42%	44%	46%	46%	47%	50%	47%
Telephone (Total)	24%	24%	21%	22%	22%	19%	20%
- Called Communications Centres	14%	15%	14%	15%	15%	13%	14%
- Called Local Station	10%	9%	7%	7%	7%	6%	6%
Other (Police in person)	23%	21%	22%	21%	20%	20%	22%
Over the Counter (visited local station)	11%	11%	11%	11%	11%	11%	11%

¹² Weighting is based on all contact types recorded before selection of the one (if respondent had more than one contact with Police) to be rated/discussed further.

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

3.1. Level of Trust and Confidence in Police

3.1.1. Level of Trust and Confidence in Police – Comparison with 2013/14

Overall results for trust and confidence in the Police were high and stable when compared with 2013/14, with 78% of respondents saying they have *full* or *quite a lot* of trust and confidence in Police (unchanged from 78% in 2013/14). *Full trust and confidence* levels are at 31%, with no statistically significant change from 2013/14.

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

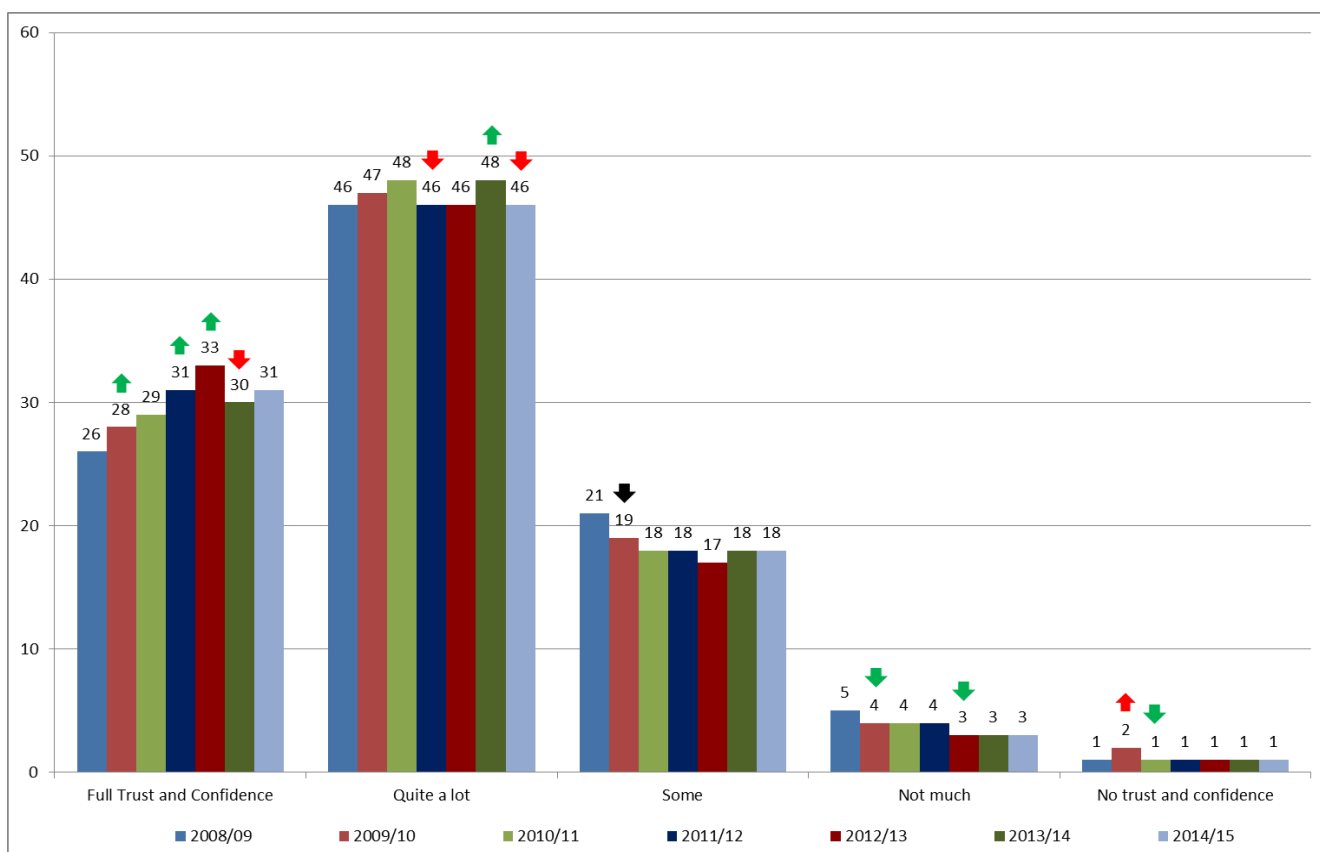
Table 2: Level of Trust and Confidence in Police – Comparison Over Time (%)

	2008/09	2009/10	2010/11	2011/12	2012/13	2013/14	2014/15
Full Trust and Confidence	26	28	29	31	33	30	31
Quite a lot	46	47	48	46	46	48	46
Full/Quite a Lot Trust & Confidence*	72	75	77	77	79	78	78
Some	21	19	18	18	17	18	18
Not much	5	4	4	4	3	3	3
No trust and confidence	1	2	1	1	1	1	1
Not Much/No Trust & Confidence	6	6	5	5	4	4	4
Don't know	1	0	0	0	0	0	1
<i>Base</i>	8471	9241	9939	9677	9646	9241	9145

Base: All respondents excluding those giving a 'not applicable' response. A bold don't know response indicates a statistically significant change 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.

**Note: Due to rounding some totals may not correspond with the sum of the separate figures.*

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



Base: All respondents excluding those giving a 'not applicable' response. 2008/09 n=8471, 2009/10 n=9241, 2010/11 n=9939, 2011/12 n=9677, 2012/13 n=9646, 2013/14 n=9241, 2014/15 n=9145.

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 statistically significant neutral change from the previous survey wave.

3.1.2. Level of Trust and Confidence in Police – Differences Among Sub-Groups in 2014/15

The following statistically significant differences for 2014/15 are evident at the total results level (combined 2014/15 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 2013/14 survey.

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

- living in Canterbury* (81%, compared with 78% of all other respondents);
- aged 65 years or older* (85%, compared with 75% of respondents under 65 years old);
- who are female* (80%, compared with 75% of male respondents); and/or
- of European ethnicity* (81%, compared with 70% of all other respondents).

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

- living in Central (6%, compared with 4% of all other respondents);
- aged between 25 and 34 years* (6% compared with 4% of all other respondents);
- who are male* (5%, compared with 4% of female respondents).
- of Māori* (7%, compared with 4% of all other respondents) or Pacific (9%, compared with 4% of all other respondents) ethnicity; and/or
- who have had contact with Police (5%, compared with 4% of those who have not had contact).

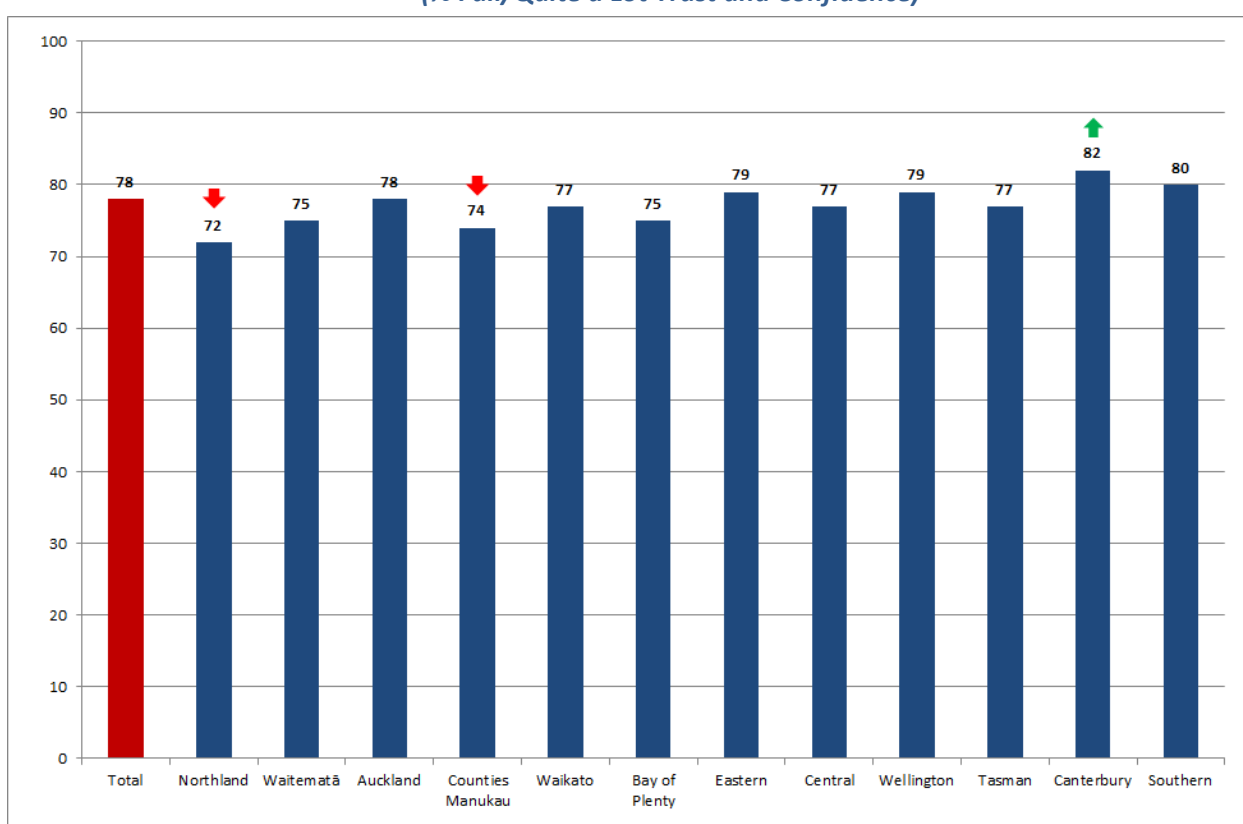
3.1.3. Level of Trust and Confidence in Police - Comparison by District

1. 2014/15

In 2014/15, respondents living in Canterbury District were significantly more likely to give a rating of *full/quite a lot of trust and confidence* (82%) when compared to the rest of the country.

In contrast, and consistent with earlier years, respondents living in Northland (72%) and Counties Manukau (74%) districts were significantly less likely to report that they have *full/quite a lot of trust and confidence* in Police.

Figure 2: Level of Trust and Confidence in Police - By District in 2014/15
(% Full/Quite a Lot Trust and Confidence)



Base: All respondents, excluding 'not applicable' responses. Total 2014/15 n=9245; Northland n=705; Waitematā n=792; Auckland n=757; Counties n=792; Waikato n=829; Bay of Plenty n=770; Eastern n=770; Central n=797; Wellington n=808; Tasman n=643; Canterbury n=813; Southern n=669.

Green arrow indicates a significantly higher result than the total.

Red arrow indicates a significantly lower result than the total.

2. Comparison With 2013/14

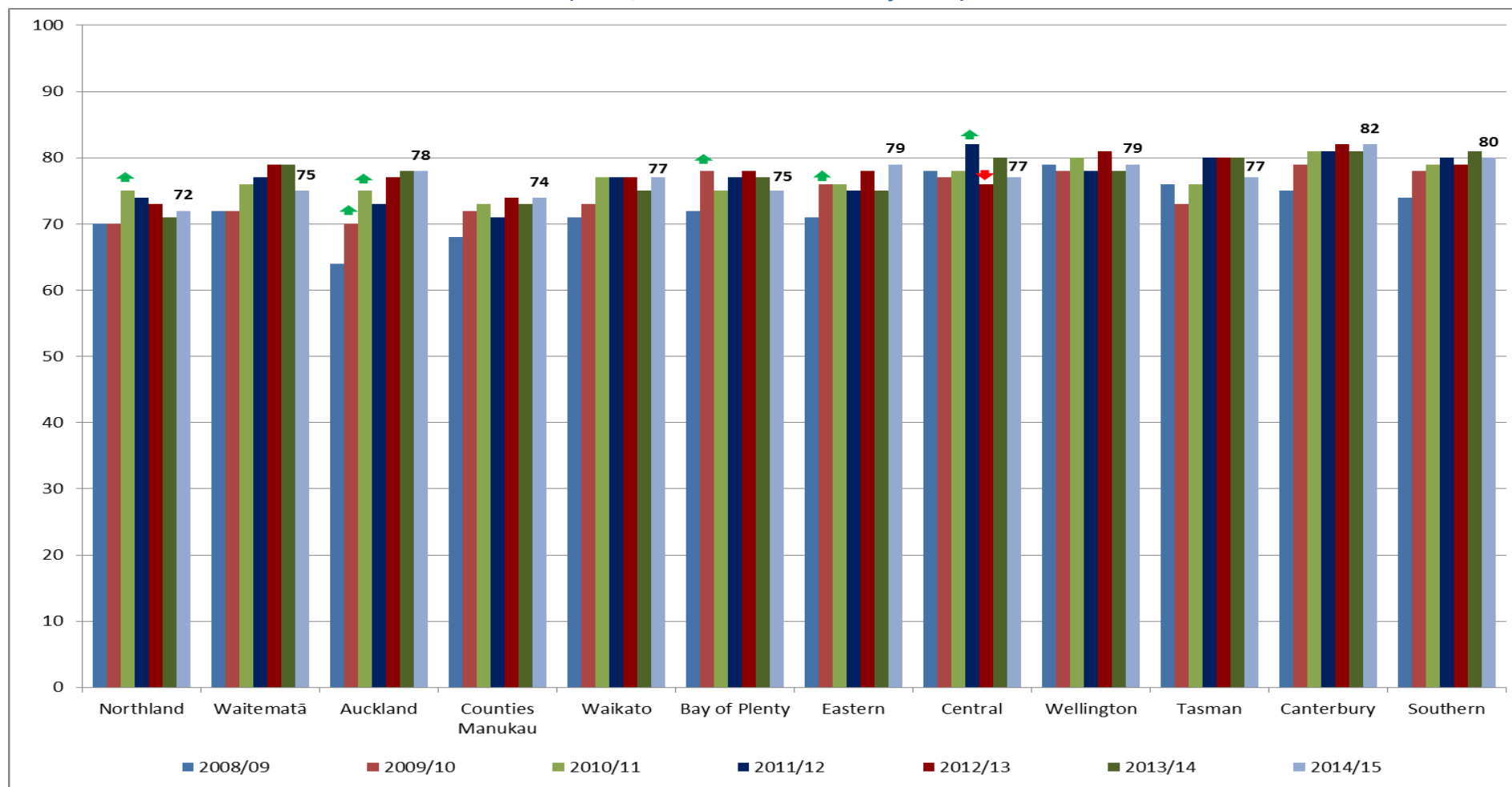
The proportion of respondents who reported that they have *full/quite a lot of trust and confidence* in the Police has remained stable across all districts when compared with 2013/14 (with no statistically significant increases or decreases).

Auckland District has had a notable and statistically significant increase in the share of respondents with *full trust and confidence* (up from 27% to 34%), while respondents living in the Waikato District were significantly less likely to report having *not much/no trust and confidence* compared to last year (down from 6% to 4%). Wellington shows a recovering trend from a declined result for *full trust and confidence* last year moving to 31% from 28% in 2013/14 after a decline from 34%. This year's change is not statistically significant.

In contrast, in the Waitematā district (Table 2) there has been a significant decrease in the share of respondents who have at least some *trust and confidence* in Police (down from 96% in 2013/14, to 94%). Similarly, respondents living in Central District were significantly less likely to report *full/quite a lot of/some trust and confidence* in Police (down from 97% in 2013/14, to 93%), and significantly more likely to report having *no/not much trust and confidence* (up from 3% to 6%).

There has been a statistically significant decrease in the share of respondents with *full trust and confidence* in the Police in the Tasman district (down from 31% in 2013/14, to 28%).

Figure 3: Level of Trust and Confidence in Police - By District Over Time
(% Full/Quite a Lot 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 2014/15 result is significantly lower than the 2013/14 result).

Table 3: Level of Trust and Confidence in Police – By District Over Time (Part 1) (%)

	Northland							Waitematā							Auckland City						
	08/ 09	09/ 10	10/ 11	11/ 12	12/ 13	13/ 14	14/ 15	08/ 09	09/ 10	10/ 11	11/ 12	12/ 13	13/ 14	14/ 15	08/ 09	09/ 10	10/ 11	11/ 12	12/ 13	13/ 14	14/ 15
Full Trust and Confidence	22	24	27	30	28	28	26	25	28	27	31	31	30	29	20	25	24	28	29	27	34
Quite a Lot	48	46	48	44	45	43	46	47	44	49	46	48	49	46	44	45	51	45	48	51	44
Full/Quite a Lot Trust & Confidence	70	70	75	74	73	71	72	72	72	76	77	79	79	75	64	70	75	73	77	78	78
Some Trust and Confidence	24	23	21	21	20	21	22	21	21	20	19	17	17	19	25	23	21	22	18	17	17
Not Much	4	5	3	3	6	5	4	4	6	3	3	3	3	5	9	5	3	3	4	3	4
No Trust and Confidence	2	2	1	2	1	2	1	3	1	1	1	1	1	0	2	2	1	2	1	1	1
Not Much/No Trust & Confidence	6	7	4	5	7	7	5	7	7	4	4	4	4	5	11	7	4	5	5	4	5
Don't know	0	0	0	0	0	1	1	0	0	0	0	0	0	1	0	0	0	0	0	0	0
Base	615	681	751	703	720	755	705	741	791	848	850	835	794	792	805	820	868	842	794	738	757

Table 4: Level of Trust and Confidence in Police – By District Over Time (Part 2) (%)

	Counties Manukau							Waikato							Bay Of Plenty						
	08/ 09	09/ 10	10/ 11	11/ 12	12/ 13	13/ 14	14/ 15	08/ 09	09/ 10	10/ 11	11/ 12	12/ 13	13/ 14	14/ 15	08/ 09	09/ 10	10/ 11	11/ 12	12/ 13	13/ 14	14/ 15
Full Trust and Confidence	27	26	31	32	31	30	31	26	28	29	29	33	28	31	28	31	30	30	33	32	36
Quite a Lot	41	46	42	39	43	43	43	45	45	48	48	44	47	46	44	47	45	47	45	45	39
Full/Quite a Lot Trust & Confidence	68	72	73	71	74	73	74	71	73	77	77	77	75	77	72	78	75	77	78	77	75
Some Trust and Confidence	24	22	22	21	20	20	20	23	21	19	18	18	19	18	23	17	20	18	16	18	18
Not Much	6	4	4	6	4	5	4	5	5	3	3	3	5	3	4	4	4	4	3	4	4
No Trust and Confidence	2	2	1	1	1	1	1	1	1	1	2	1	1	1	1	1	1	1	2	1	2
Not Much/No Trust & Confidence	8	6	5	7	5	6	5	6	6	4	5	4	6	4	5	5	5	5	5	5	6
Don't know	0	0	0	1	1	1	1	0	0	0	0	1	0	1	0	0	0	0	1	0	1
Base	777	873	928	889	855	792	792	698	814	895	914	886	838	829	694	784	875	847	833	800	770

Base: All respondents, excluding 'not applicable' responses. Note: A bold neutral or don't know response indicates a statistically significant change 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 5: Level of Trust and Confidence in Police – By District Over Time (Part 3) (%)

	Eastern							Central							Wellington						
	08/ 09	09/ 10	10/ 11	11/ 12	12/ 13	13/ 14	14/ 15	08/ 09	09/ 10	10/ 11	11/ 12	12/ 13	13/ 14	14/ 15	08/ 09	09/ 10	10/ 11	11/ 12	12/ 13	13/ 14	14/ 15
Full Trust and Confidence	32	34	32	31	32	33	35	30	31	30	35	35	32	31	25	27	27	28	34	28	32
Quite a Lot	39	42	44	44	46	42	44	48	46	48	47	41	48	46	54	51	53	50	47	50	47
Full/Quite a Lot Trust & Confidence	71	76	76	75	78	75	79	78	77	78	82	76	80	77	79	78	80	78	81	78	79
Some Trust and Confidence	24	19	18	18	18	21	18	18	17	17	13	18	17	16	16	18	16	17	16	18	17
Not Much	4	5	4	4	3	3	2	3	5	4	4	5	2	4	3	3	3	4	2	3	3
No Trust and Confidence	1	0	2	2	1	1	1	0	1	1	1	1	1	2	2	1	1	1	1	0	1
Not Much/No Trust & Confidence	5	5	6	6	4	4	3	3	6	5	5	6	3	6	5	4	4	5	3	3	4
Don't know	0	0	0	1	0	0	0	1	0	0	0	0	0	1	0	0	0	0	0	1	0
Base	643	697	782	765	790	755	770	676	757	826	808	843	794	797	753	848	909	912	852	799	808

Table 6: Level of Trust and Confidence in Police – By District Over Time (Part 4) (%)

	Tasman							Canterbury							Southern						
	08/ 09	09/ 10	10/ 11	11/ 12	12/ 13	13/ 14	14/ 15	08/ 09	09/ 10	10/ 11	11/ 12	12/ 13	13/ 14	14/ 15	08/ 09	09/ 10	10/ 11	11/ 12	12/ 13	13/ 14	14/ 15
Full Trust and Confidence	30	24	30	31	34	31	28	28	32	33	36	38	34	31	27	28	30	32	31	33	31
Quite a Lot	46	49	46	49	46	49	49	47	47	48	45	45	47	51	47	50	49	48	48	48	49
Full/Quite a Lot Trust & Confidence	76	73	76	80	80	80	77	75	79	81	81	82	81	82	74	78	79	80	79	81	80
Some Trust and Confidence	21	22	17	17	16	16	20	19	16	15	15	15	16	16	20	17	15	15	18	13	15
Not Much	2	3	6	3	3	2	2	5	3	3	3	2	3	2	5	4	4	3	1	4	3
No Trust and Confidence	1	2	1	0	1	1	1	1	2	1	1	1	0	0	1	1	2	1	2	1	1
Not Much/No Trust & Confidence	3	5	7	3	4	3	3	6	5	4	4	3	3	2	6	5	6	4	3	5	4
Don't know	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	1	0	1	1
Base	615	641	665	659	697	702	643	813	842	884	801	826	758	813	641	693	708	687	715	716	669

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

3.2. Safety in Local Neighbourhood During the Day

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 versions of the survey, it was subsequently reintroduced part way through 2013/14 (excluding the Communications Centre Survey). Therefore the total base sizes for 2012/13 and 2013/14 are lower when compared with other years.

3.2.1. Safety in Local Neighbourhood During the Day - Comparison With 2013/14

Results for feelings of safety in the local neighbourhood during the day remain at very high levels – with 94% of respondents reporting that they feel *very safe/safe*. This overall safety result is unchanged when compared with 2013/14 (94% feeling *very safe/safe*), and individual ratings are also stable (with no significant differences).

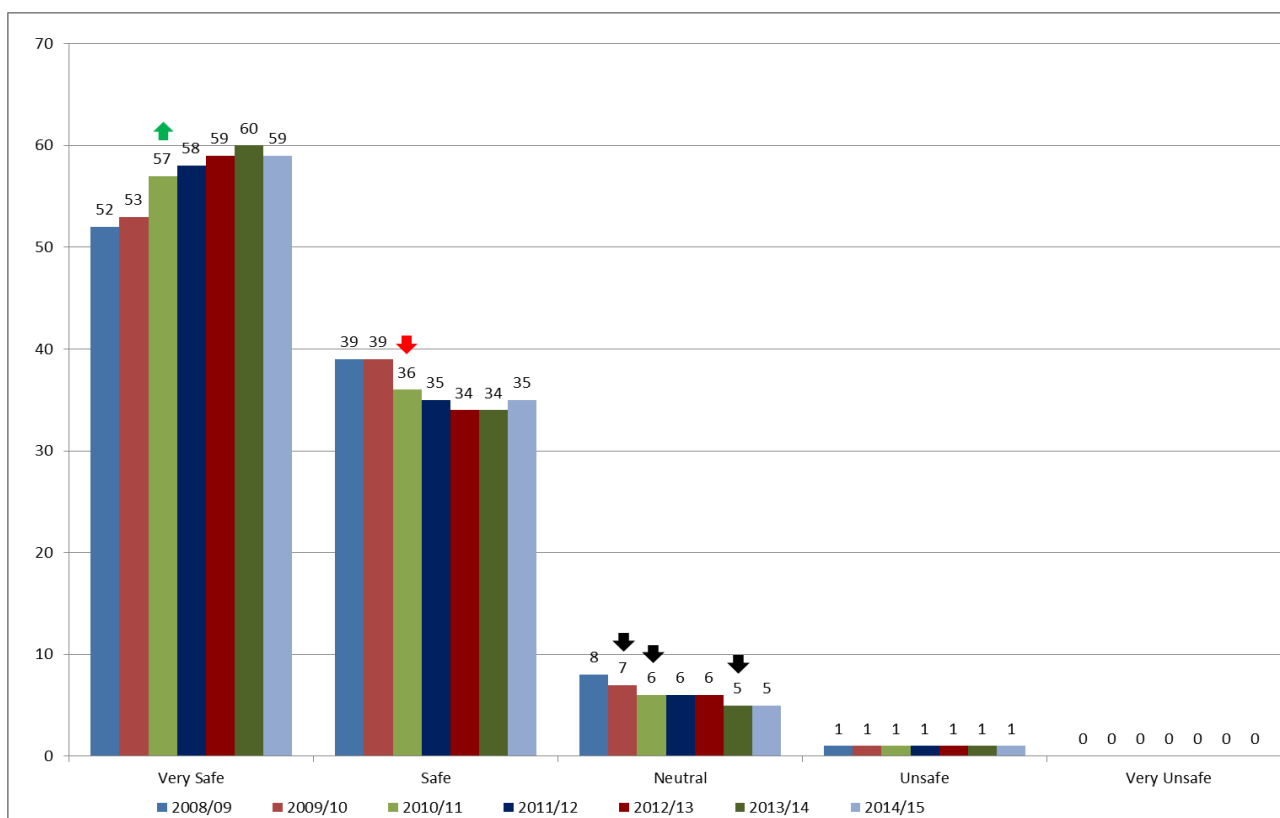
Table 7: Safety in Local Neighbourhood During the Day – Comparison Over Time (%)

	2008/09	2009/10	2010/11	2011/12	2012/13	2013/14	2014/15
Very Safe	52	53	57	58	59	60	59
Safe	39	39	36	35	34	34	35
Very Safe/Safe*	91	92	93	93	93	94	94
Neutral	8	7	6	6	6	5	5
Unsafe	1	1	1	1	1	1	1
Very Unsafe	0	0	0	0	0	0	0
Unsafe/Very Unsafe	1	1	1	1	1	1	1
Don't know	0	0	0	0	0	0	0
Base	8503	9301	9461	9688	8721	6257	7998

Base: All respondents excluding those giving a 'not applicable' response. A bold neutral or don't know response indicates a statistically significant change 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

**Note: Due to rounding some totals may not correspond with the sum of the separate figures.*

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



Base: All respondents excluding those giving a 'not applicable' response. 2008/09 n=8503, 2009/10 n=9301, 2010/11 n=9461, 2011/12 n=9688, 2012/13 n=8721, 2013/14 n=6257, 2014/15 n=7998.

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

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

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

3.2.2. Safety in Local Neighbourhood During the Day - Differences Among Sub-Groups in 2014/15

The following statistically significant differences for 2014/15 are evident at the total results level (combined 2014/15 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 2013/14 survey.*

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

- living in the Southern*(98%, compared with 94% of all other respondents), Canterbury*(97%, compared with 94% of all other respondents) or Wellington (96%, compared with 94% of all other respondents) districts;
- aged 65 years and older (95%, compared with 94% of all other respondents);
- who are male* (95%, compared with 93% of female respondents); and/or
- of European ethnicity * (95%, compared with 92% of all other respondents).

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

- living in the Counties-Manukau* district (2%, compared with 1% of all other respondents);
- who are female (1%, compared with <1% of male respondents);
- who have had contact with Police* (1%, compared with <1% of those who have not had contact).

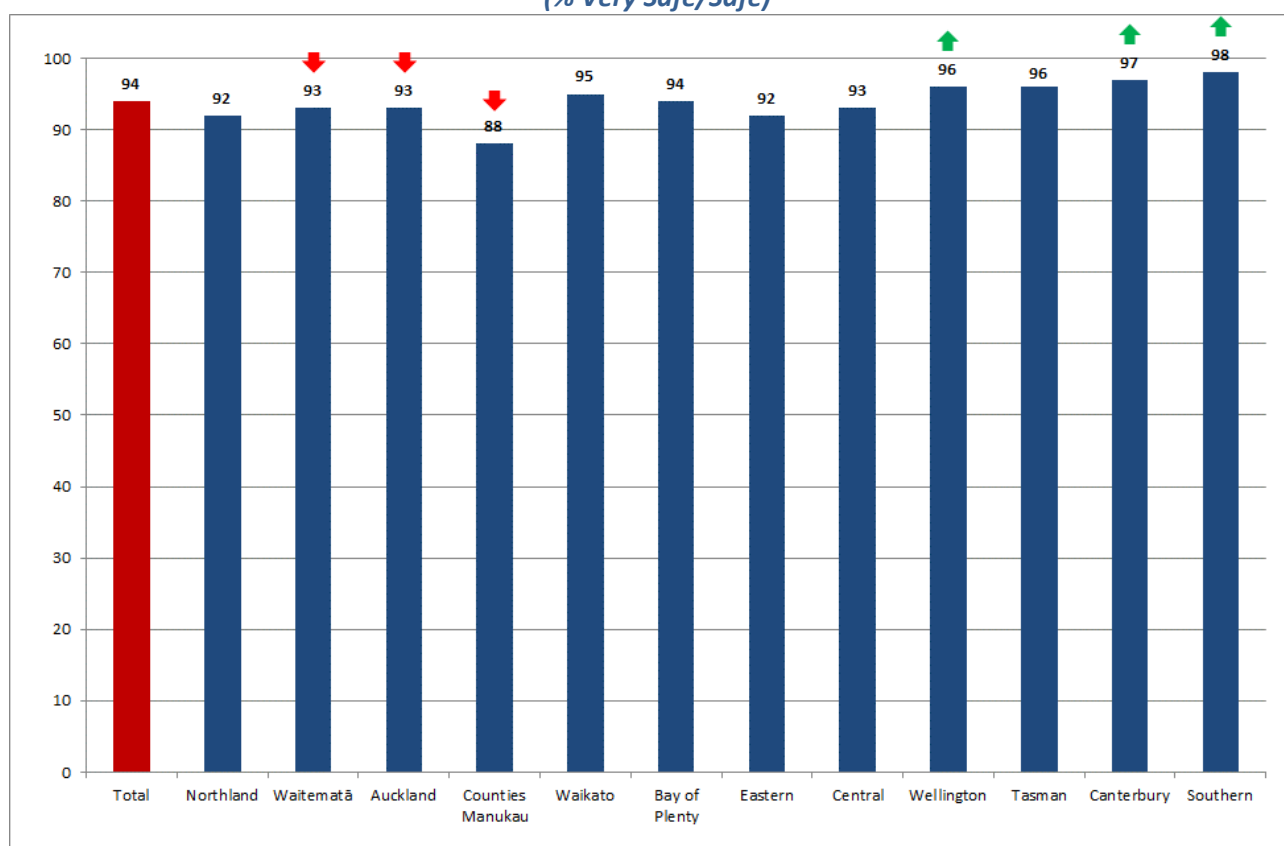
3.2.3. Safety in Local Neighbourhood During the Day - Comparison by District

1. 2014/15

While the majority of respondents (94%) feel *very safe/safe* in their neighbourhood during the day, feelings of safety vary by district. Those living in Southern (98%), Canterbury (97%), and Wellington (96%) districts are more likely to feel *very safe/safe* in their neighbourhood during the day.

In contrast, feelings of safety during the day are significantly lower for those living in Counties Manukau (88% feeling *very safe/safe*), Waitematā (93%) and Auckland City (93%) districts.

Figure 5: Safety in Local Neighbourhood During the Day - By District in 2014/15
(% Very Safe/Safe)



Base: All respondents, excluding 'not applicable' responses. Total 2014/15 n=7998; Northland n=663; Waitematā n=676; Auckland n=628; Counties Manukau n=687; Waikato n=707; Bay of Plenty n=708; Eastern n=711; Central n=689; Wellington n=673; Tasman n=603; Canterbury n=639; Southern n=614.

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

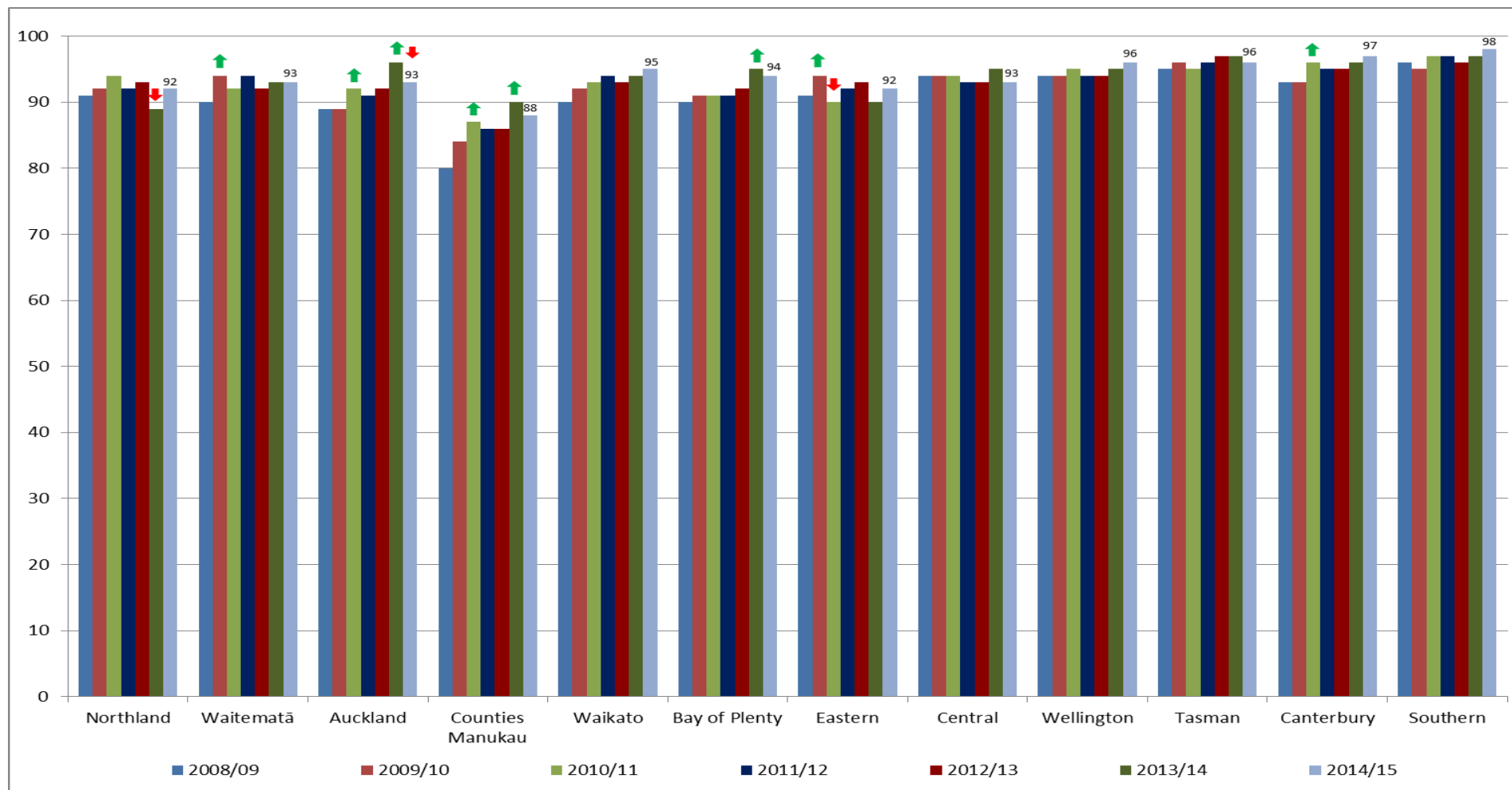
Red arrow indicates a statistically significantly lower result than the total.

2. Comparison With 2013/14

The proportion of respondents who reported that they feel safe in their neighbourhood during the day has decreased statistically significantly when compared with last year for Auckland City District (share feeling *very safe/safe* down from 96% in 2013/14, to 93%). This also includes a significant decline in the share who feel *very safe* in their neighbourhood during the day (down from 63%, to 55%).

Those who live in Bay of Plenty District were also significantly less likely to report feeling *very safe* in their neighbourhood during the day (down from 62% in 2013/14, to 55%).

**Figure 6: Safety in Local Neighbourhood During the Day - By District Over Time
(% Very Safe/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 8: Safety in Local Neighbourhood During the Day – By District Over Time (Part 1) (%)

	Northland							Waitematā							Auckland City						
	08/ 09	09/ 10	10/ 11	11/ 12	12/ 13	13/ 14	14/ 15	08/ 09	09/ 10	10/ 11	11/ 12	12/ 13	13/ 14	14/ 15	08/ 09	09/ 10	10/ 11	11/ 12	12/ 13	13/ 14	14/ 15
Very Safe	52	51	56	58	54	50	53	50	52	57	57	56	54	55	42	49	51	54	52	63	55
Safe	39	41	38	35	39	39	39	40	42	35	37	36	39	38	47	40	41	37	40	33	38
Very Safe/Safe	91	92	94	92	93	89	92	90	94	92	94	92	93	93	89	89	92	91	92	96	93
Neutral	7	7	5	6	6	9	7	9	5	7	6	7	7	6	9	9	7	7	6	4	6
Unsafe	1	1	1	1	1	1	1	1	1	1	0	1	0	1	2	2	1	1	1	0	1
Very Unsafe	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Unsafe/Very Unsafe	1	1	1	1	1	1	1	1	1	1	0	1	1	1	2	2	1	1	1	0	1
Don't know	1	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	1	1	0	0
Base	620	687	731	705	639	523	663	742	797	809	851	762	523	676	809	832	800	842	730	485	628

Table 9: Safety in Local Neighbourhood During the Day – By District Over Time (Part 2) (%)

	Counties Manukau							Waikato							Bay Of Plenty						
	08/ 09	09/ 10	10/ 11	11/ 12	12/ 13	13/ 14	14/ 15	08/ 09	09/ 10	10/ 11	11/ 12	12/ 13	13/ 14	14/ 15	08/ 09	09/ 10	10/ 11	11/ 12	12/ 13	13/ 14	14/ 15
Very Safe	34	38	44	43	43	46	43	51	54	57	53	60	61	58	53	48	49	54	59	62	55
Safe	46	46	43	43	43	44	45	39	38	36	41	33	33	37	37	43	42	37	33	33	39
Very Safe/Safe	80	84	87	86	86	90	88	90	92	93	94	93	94	95	90	91	91	91	92	95	94
Neutral	17	14	11	12	11	8	11	8	7	6	6	6	4	5	8	8	8	8	6	4	4
Unsafe	3	2	1	1	3	2	1	2	0	1	0	1	1	0	2	1	1	1	2	1	1
Very Unsafe	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1
Unsafe/Very Unsafe	3	2	1	2	3	2	1	2	0	1	0	1	1	0	2	1	1	1	2	1	2
Don't know	0	0	1	0	0	0	0	0	1	0	0	0	1	0	0	0	0	0	0	0	0
Base	784	879	880	889	771	545	687	701	815	852	918	793	557	707	696	787	836	849	751	542	708

Base: All respondents, excluding 'not applicable' responses. Note: A bold neutral or don't know response indicates a statistically significant change 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 10: Safety in Local Neighbourhood During the Day – By District Over Time (Part 3) (%)

	Eastern							Central							Wellington						
	08/ 09	09/ 10	10/ 11	11/ 12	12/ 13	13/ 14	14/ 15	08/ 09	09/ 10	10/ 11	11/ 12	12/ 13	13/ 14	14/ 15	08/ 09	09/ 10	10/ 11	11/ 12	12/ 13	13/ 14	14/ 15
Very Safe	51	52	52	53	55	56	55	55	55	60	60	59	58	55	59	59	63	63	61	62	63
Safe	40	42	38	39	38	34	37	39	39	34	33	34	37	38	35	35	32	31	33	33	33
Very Safe/Safe	91	94	90	92	93	90	92	94	94	94	93	93	95	93	94	94	95	94	94	95	96
Neutral	8	5	8	8	6	8	7	5	5	5	7	6	3	6	5	6	4	5	6	4	3
Unsafe	1	1	2	0	1	2	1	0	0	1	0	1	1	1	1	0	1	1	0	1	1
Very Unsafe	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Unsafe/Very Unsafe	1	1	2	0	1	2	1	0	0	1	0	1	1	1	1	0	1	1	0	1	1
Don't know	0	0	0	0	0	0	0	1	1	0	0	0	1	0	0	0	0	0	0	0	0
Base	644	687	759	764	716	528	711	681	797	789	805	766	540	689	753	832	842	915	776	539	673

Table 11: Safety in Local Neighbourhood During the Day – By District Over Time (Part 4) (%)

	Tasman							Canterbury							Southern						
	08/ 09	09/ 10	10/ 11	11/ 12	12/ 13	13/ 14	14/ 15	08/ 09	09/ 10	10/ 11	11/ 12	12/ 13	13/ 14	14/ 15	08/ 09	09/ 10	10/ 11	11/ 12	12/ 13	13/ 14	14/ 15
Very Safe	64	67	68	67	73	70	68	61	55	64	67	66	67	66	64	64	65	69	70	74	71
Safe	31	29	27	29	24	27	28	32	38	32	28	29	29	31	32	31	32	28	26	23	27
Very Safe/Safe	95	96	95	96	97	97	96	93	93	96	95	95	96	97	96	95	97	97	96	97	98
Neutral	5	4	4	4	2	2	4	6	6	4	4	5	3	3	3	4	3	2	4	2	2
Unsafe	0	0	1	0	1	1	0	1	1	0	1	0	0	0	0	1	0	1	0	0	0
Very Unsafe	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Unsafe/Very Unsafe	0	0	1	0	1	1	0	1	1	0	1	0	0	0	0	1	0	1	1	0	0
Don't know	0	0	0	0	0	0	0	0	0	0	0	0	1	0	1	0	0	0	0	1	0
Base	617	879	655	660	624	489	603	815	815	823	803	752	503	639	641	787	685	687	641	483	614

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

3.3. Safety in Local Neighbourhood After Dark

3.3.1. Safety in Local Neighbourhood After Dark - Comparison With 2013/14

In 2014/15, there has been a statistically significant increase in the share of respondents feeling *very safe/safe* in their local neighbourhood *after dark* - with 77% of respondents giving a positive rating, up from 75% in 2013/14 (which was also a significantly higher result than that of 2012/13, 72%).

The proportion of respondents who reported feeling *unsafe/very unsafe* in their neighbourhood after dark (8%) is unchanged from the previous four measures (2010/11, 2011/12, 2012/13 and 2013/14).

Table 12: Safety in Local Neighbourhood After Dark – Comparison Over Time (%)

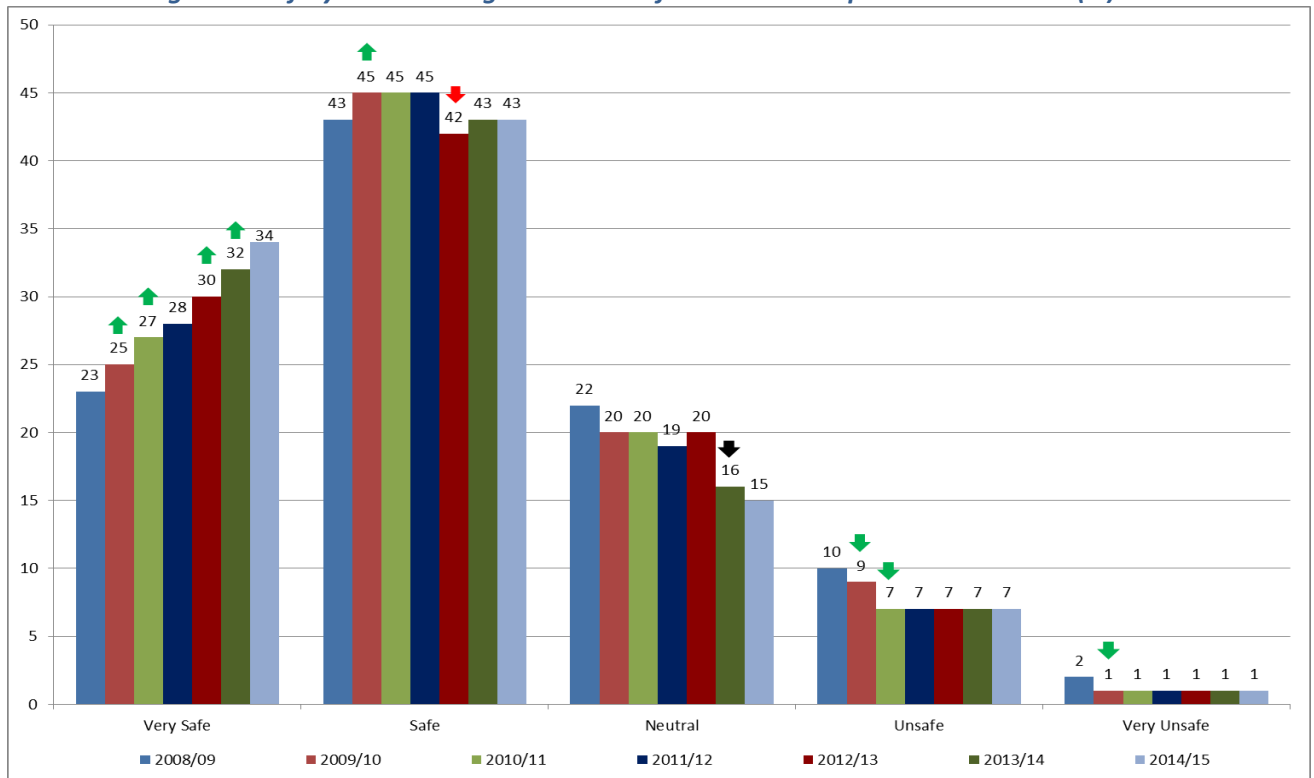
	2008/09	2009/10	2010/11	2011/12	2012/13	2013/14	2014/15
Very Safe	23	25	27	28	30	32	34
Safe	43	45	45	45	42	43	43
Very Safe/Safe*	66	70	72	73	72	75	77
Neutral	22	20	20	19	20	16	15
Unsafe	10	9	7	7	7	7	7
Very Unsafe	2	1	1	1	1	1	1
Unsafe/Very Unsafe	12	10	8	8	8	8	8
Don't know	0	0	0	0	0	1	0
Base	8491	9275	9451	9686	9644	8216	7979

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

A bold neutral or don't know response indicates a statistically significant change 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

*Note: Due to rounding some totals may not correspond with the sum of the separate figures.

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



Base: All respondents excluding those giving a 'not applicable' response. 2008/09 n=8491, 2009/10 n=9275, 2010/11 n=9451, 2011/12 n=9686, 2012/13 n=9644, 2013/14 n=8216, 2014/15 n=7979.

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

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

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

3.3.2. Safety in Local Neighbourhood After Dark - Differences Among Sub-Groups in 2014/15

The following statistically significant differences for 2014/15 are evident at the total results level (combined 2014/15 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 2013/14 survey.*

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

- living in one of the three South Island districts* – Southern (85%), Tasman (84%) or Canterbury (82%) district (compared with 75% of respondents in all other districts) as well as Wellington district (80%, compared with 77% of all other districts);
- who are male* (84%, compared with 71% of female respondents);
- aged between 55 and 64 years old (80%, compared with 76% of all other respondents); and/or
- of European ethnicity* (79%, compared with 74% 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* (14%, compared with 7% of all other respondents) or Auckland (10% compared with 8% of all other respondents) districts;
- of Pacific* ethnicity (14%, compared with 8% of all other respondents); and/or
- who are female* (11%, compared with 4% of male respondents).

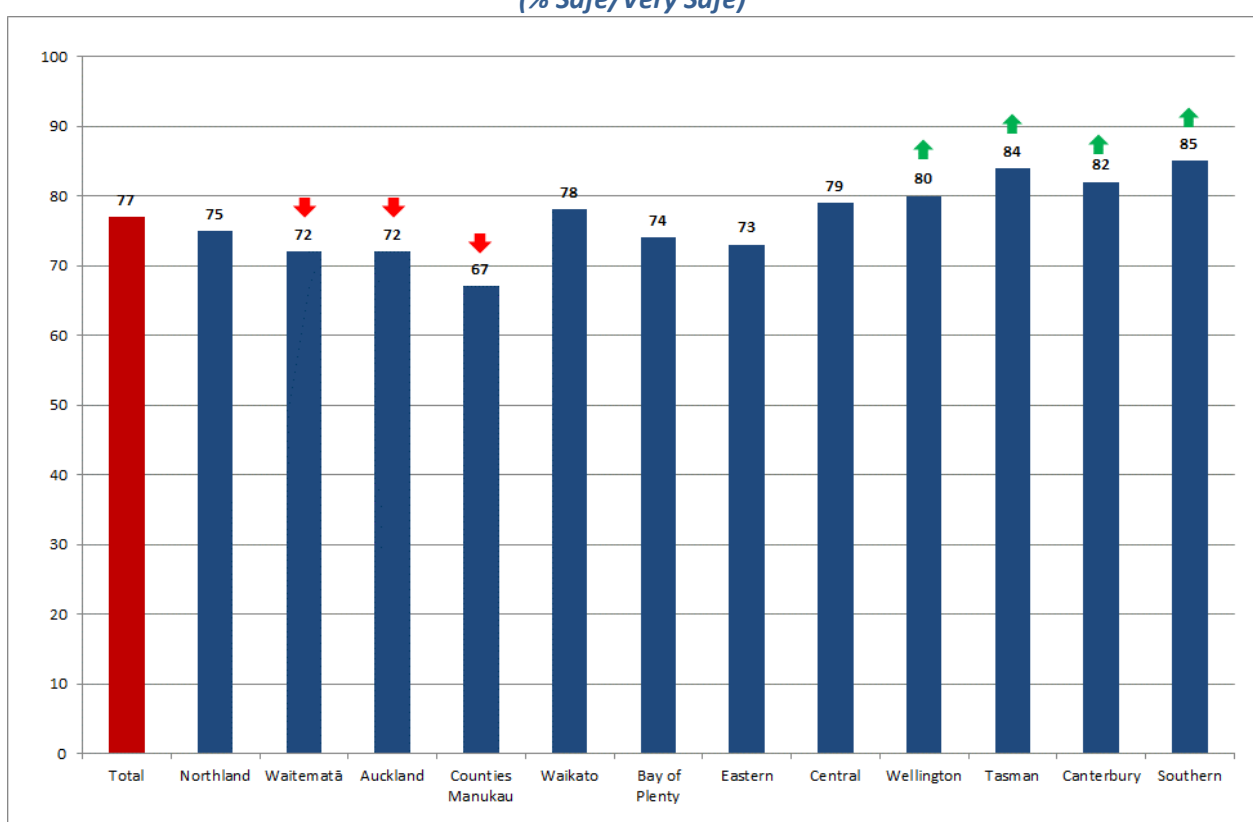
3.3.3. Safety in Local Neighbourhood After Dark - Comparison by District

1. 2014/15

In 2014/15, 77% of all respondents reported that they felt *very safe/safe* in their local neighbourhood after dark. Feelings of safety varied by district. Respondents living in the three South Island districts, including the Southern (85%), Tasman (84%) and Canterbury (82%) districts were significantly more likely say they feel *very safe/safe* in their local neighbourhood after dark. In addition, respondents living in Wellington District were also significantly more likely to say they feel *very safe/safe* (80%).

In contrast, respondents living Counties Manukau (67% feeling *very safe/safe*), Waitematā (72%) and Auckland (72%) districts were significantly less likely to give a positive rating.

**Figure 8: Safety in Local Neighbourhood After Dark - By District in the 2014/15
(% Safe/Very Safe)**



Base: All respondents, excluding 'not applicable' responses. Total 2014/15 n=7979; Northland n=663; Waitematā n=676; Auckland n=627; Counties Manukau n=685; Waikato n=703; Bay of Plenty n=704; Eastern n=711; Central n=686; Wellington n=672; Tasman n=603; Canterbury n=637; Southern n=612.

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

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

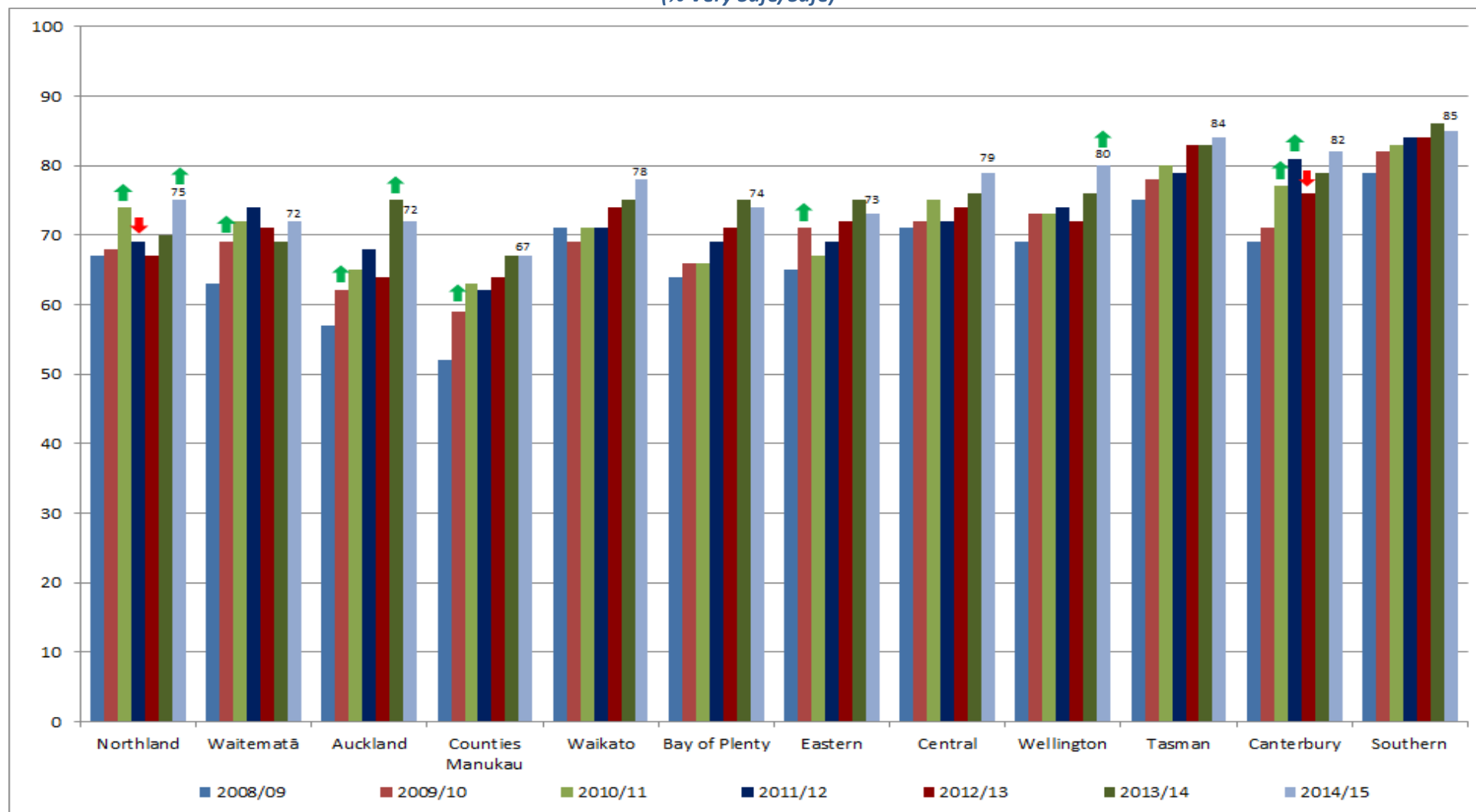
2. Comparison With 2013/14

When compared with 2013/14 results, there have been significant improvements in safety ratings for neighbourhoods after dark for Northland District - including significant increases for both the share feeling *very safe/safe* (up from 70%, to 75%) and the share feeling *very safe* (up from 29%, to 34%).

Wellington District has also had a statistically significant increase in the share of respondents feeling *very safe/safe* in their neighbourhood after dark (up from 76% in 2013/14, to 80%, continuing the upward trend), while Canterbury District had a significant increase in the share feeling *very safe* (up from 33% to 41%).

In contrast, respondents who live in the Tasman District were significantly more likely to report feeling *unsafe* in their neighbourhood after dark compared to last year (up from 4% to 8%) (Please refer to Tables 13-16 for detail).

Figure 9: Safety in Local Neighbourhood After Dark - By District Over Time
(% Very Safe/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 13: Safety in Local Neighbourhood After Dark – By District Over Time (Part 1) (%)

	Northland							Waitematā							Auckland City						
	08/ 09	09/ 10	10/ 11	11/ 12	12/ 13	13/ 14	14/ 15	08/ 09	09/ 10	10/ 11	11/ 12	12/ 13	13/ 14	14/ 15	08/ 09	09/ 10	10/ 11	11/ 12	12/ 13	13/ 14	14/ 15
Very Safe	26	25	29	31	28	29	34	22	21	28	29	26	28	28	13	19	19	22	22	30	26
Safe	41	43	45	38	39	41	41	41	48	44	45	45	41	44	44	43	46	46	42	45	46
Very Safe/Safe	67	68	74	69	67	70	75	63	69	72	74	71	69	72	57	62	65	68	64	75	72
Neutral	22	20	17	21	25	17	16	25	22	19	21	21	19	19	26	26	25	22	27	16	18
Unsafe	9	10	8	9	7	10	7	11	9	7	5	7	10	8	15	11	9	8	8	8	9
Very Unsafe	1	2	1	1	1	2	1	1	0	2	0	1	1	0	2	1	1	1	1	1	1
Unsafe/Very Unsafe	10	12	9	10	8	12	8	12	9	9	5	8	11	8	17	12	10	9	9	9	10
Don't know	1	0	0	0	0	1	1	0	0	0	0	0	1	1	0	0	0	1	0	0	0
Base	619	674	729	705	723	684	663	742	792	807	850	834	686	676	808	817	799	841	793	639	627

Table 14: Safety in Local Neighbourhood After Dark – By District Over Time (Part 2) (%)

	Counties Manukau							Waikato							Bay Of Plenty						
	08/ 09	09/ 10	10/ 11	11/ 12	12/ 13	13/ 14	14/ 15	08/ 09	09/ 10	10/ 11	11/ 12	12/ 13	13/ 14	14/ 15	08/ 09	09/ 10	10/ 11	11/ 12	12/ 13	13/ 14	14/ 15
Very Safe	14	19	20	19	20	25	24	24	24	27	26	31	33	35	24	21	21	25	30	36	33
Safe	38	40	43	43	44	42	43	47	45	44	45	43	42	43	40	45	45	44	41	39	41
Very Safe/Safe	52	59	63	62	64	67	67	71	69	71	71	74	75	78	64	66	66	69	71	75	74
Neutral	26	25	24	24	23	20	18	19	22	19	20	16	18	13	25	23	22	22	19	14	16
Unsafe	19	14	11	12	10	10	13	8	8	9	8	9	6	7	10	10	9	8	7	8	9
Very Unsafe	3	2	2	1	3	2	1	2	1	1	1	1	1	2	0	1	3	1	3	2	0
Unsafe/Very Unsafe	22	16	13	13	13	12	14	10	9	10	9	10	7	9	10	11	12	9	10	10	9
Don't know	0	0	0	1	0	1	1	0	0	0	0	0	0	0	1	0	0	0	0	1	1
Base	781	871	879	888	853	715	685	698	809	851	918	885	739	703	697	775	834	848	832	715	704

Base: All respondents, excluding 'not applicable' responses. Note: A bold neutral or don't know response indicates a statistically significant change 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 15: Safety in Local Neighbourhood After Dark – By District Over Time (Part 3) (%)

	Eastern							Central							Wellington						
	08/ 09	09/ 10	10/ 11	11/ 12	12/ 13	13/ 14	14/ 15	08/ 09	09/ 10	10/ 11	11/ 12	12/ 13	13/ 14	14/ 15	08/ 09	09/ 10	10/ 11	11/ 12	12/ 13	13/ 14	14/ 15
Very Safe	26	25	26	23	28	31	31	24	27	26	29	33	32	32	25	25	27	28	30	33	36
Safe	39	46	41	46	44	44	42	47	45	49	43	41	44	47	44	48	46	46	42	43	44
Very Safe/Safe	65	71	67	69	72	75	73	71	72	75	72	74	76	79	69	73	73	74	72	76	80
Neutral	23	17	19	21	19	16	17	21	19	19	20	20	15	14	20	20	22	21	20	14	13
Unsafe	10	11	13	9	8	7	9	7	7	5	7	5	7	5	9	6	5	4	7	8	6
Very Unsafe	2	1	1	1	1	1	1	1	2	1	1	1	1	1	1	1	0	1	1	1	1
Unsafe/Very Unsafe	12	12	14	10	9	8	10	8	9	6	8	6	8	6	10	7	5	5	8	9	7
Don't know	0	0	0	0	0	1	0	0	0	0	0	0	1	1	1	0	0	0	0	1	0
Base	644	703	760	765	789	697	711	680	760	787	808	842	700	686	754	849	842	915	852	703	672

Table 16: Safety in Local Neighbourhood After Dark – By District Over Time (Part 4) (%)

	Tasman							Canterbury							Southern						
	08/ 09	09/ 10	10/ 11	11/ 12	12/ 13	13/ 14	14/ 15	08/ 09	09/ 10	10/ 11	11/ 12	12/ 13	13/ 14	14/ 15	08/ 09	09/ 10	10/ 11	11/ 12	12/ 13	13/ 14	14/ 15
Very Safe	30	36	34	34	46	41	43	24	27	32	34	36	33	41	35	32	35	37	39	46	44
Safe	45	42	46	45	37	42	41	45	44	45	47	40	46	41	44	50	48	47	45	40	41
Very Safe/Safe	75	78	80	79	83	83	84	69	71	77	81	76	79	82	79	82	83	84	84	86	85
Neutral	18	15	15	16	14	13	8	20	21	17	12	17	15	14	15	13	12	12	13	11	10
Unsafe	6	7	4	4	3	3	7	9	8	6	5	6	6	4	5	4	4	3	3	3	4
Very Unsafe	1	0	1	1	0	1	1	2	0	0	1	1	0	0	1	1	1	1	0	0	1
Unsafe/Very Unsafe	7	7	5	5	3	4	8	11	8	6	6	7	6	4	6	5	5	4	3	3	5
Don't know	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0
Base	613	645	654	658	698	635	603	814	842	823	803	828	658	637	641	693	686	687	715	645	612

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

3.4. Safety in City or Town Centre At Night

3.4.1. Safety in City or Town Centre At Night - Comparison With 2013/14

Fifty-seven percent of all of 2014/15 respondents said they felt *very safe/safe* in their city or town centre at night. This result represents a significant increase when compared with last year (up from 54% feeling *very safe/safe* in 2013/14).

The share feeling *unsafe/very unsafe* in their city or town centre at night is stable (down 1 percentage point, from 18% in the 2013/14 measure, to 17%).

Table 17: Safety in City or Town Centre At Night – Comparison Over Time (%)

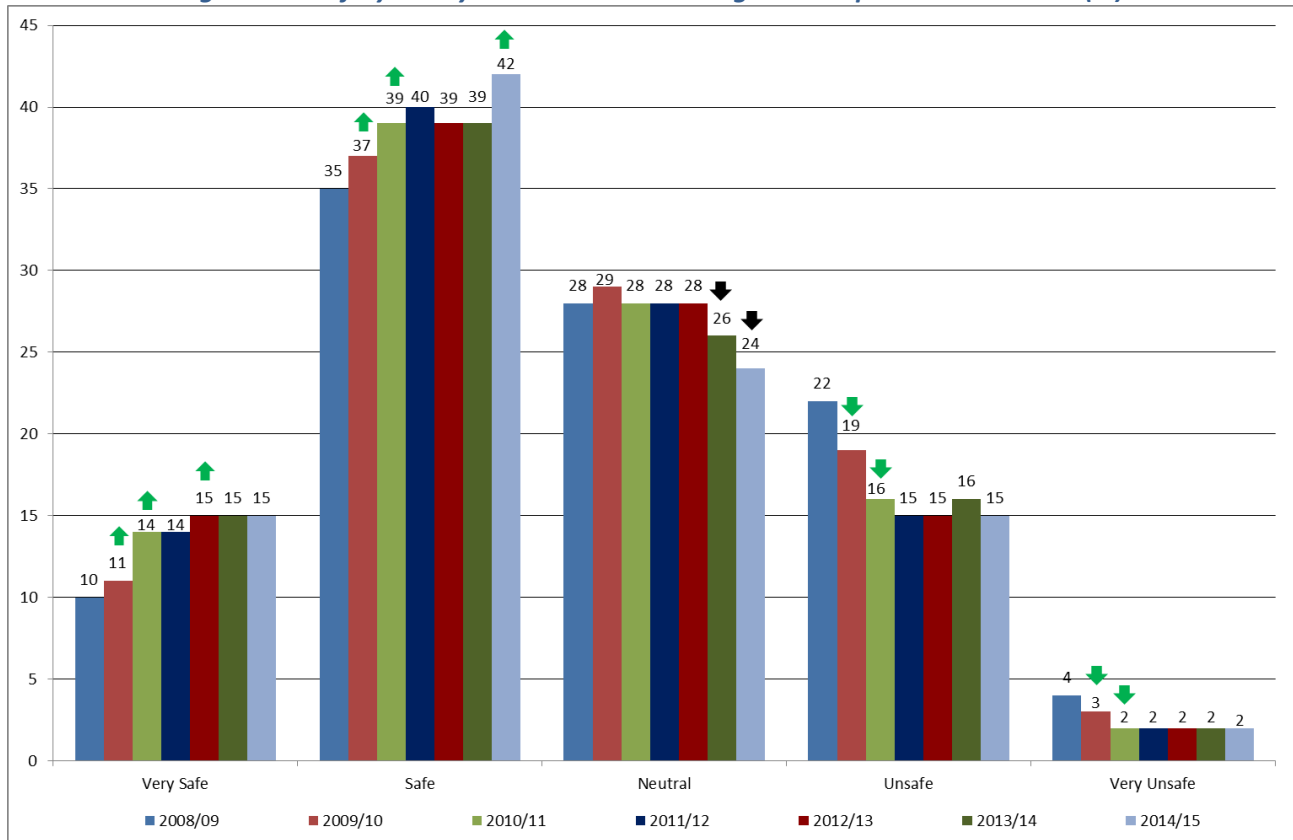
	2008/09	2009/10	2010/11	2011/12	2012/13	2013/14	2014/15
Very Safe	10	11	14	14	15	15	15
Safe	35	37	39	40	39	39	42
Very Safe/Safe*	45	48	53	54	54	54	57
Neutral	28	29	28	28	28	26	24
Unsafe	22	19	16	15	15	16	15
Very Unsafe	4	3	2	2	2	2	2
Unsafe/Very Unsafe	26	22	18	17	17	18	17
Don't know	1	1	1	1	1	2	2
Base	7439	9190	9407	9619	9571	8114	7922

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

A bold neutral or don't know response indicates a statistically significant change 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

*Note: Due to rounding some totals may not correspond with the sum of the separate figures.

Figure 10: Safety in City or Town Centre At Night – Comparison Over Time (%)



Base: All respondents excluding those giving a 'not applicable' response. 2008/09 n=7439, 2009/10 n=9190, 2010/11 n=9407, 2011/12 n=9619, 2012/13 n=9589, 2013/14 n=8114, 2014/15 n=7922.

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

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

3.4.2. Safety in City or Town Centre At Night - Differences Among Sub-Groups in 2014/15

The following statistically significant differences for 2014/15 are evident at the total results level (combined 2014/15 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 2013/14 survey.*

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

- living in one of the three South Island districts – Tasman* (67%), Southern* (66%) or Canterbury (61%) district (compared with 55% of respondents in all other districts) as well as Wellington* District (62%, compared with 56% of all other districts) and Central District (61%, compared with 57% of all other districts);
- who are male* (65%, compared with 50% of female respondents);
- of Pacific Island* ethnicity (64%, compared with 57% of all other respondents); and/or
- aged 34 years and younger (60%, compared with 56% of those 35 years and older).

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

- living in Northland* (31%, compared with 17% of all other respondents), Counties-Manukau* (24%, compared with 17% of all other respondents), Eastern* (22%, compared with 17% of all other respondents) and Waitematā districts (21%, compared with 17% of all other respondents);
- who are female* (23%, compared with 11% of male respondents);
- aged between 45 and 54 years (21%, compared with 16% of all other respondents) as well as those 65 years and older* (21%, compared with 16% of all other respondents); and/or
- of European ethnicity* (18%, compared with 16% of all other respondents).

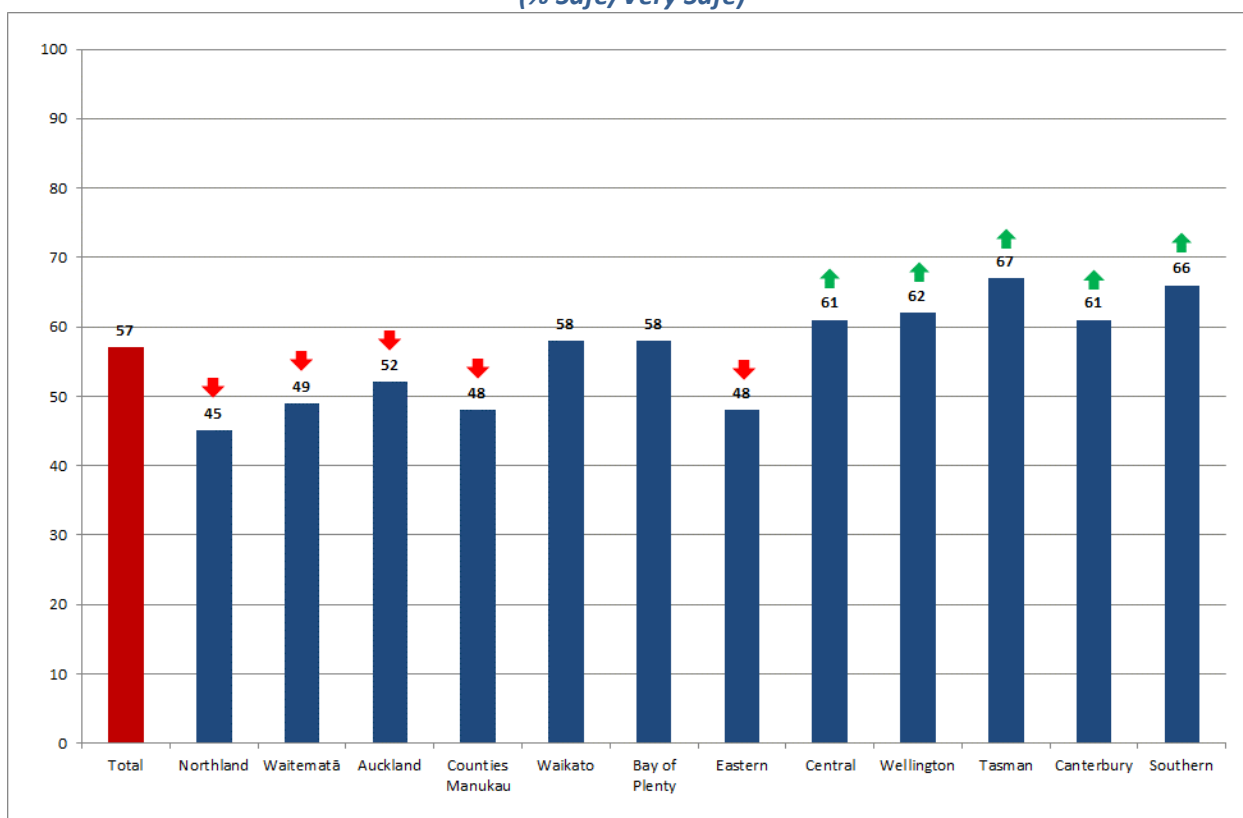
3.4.3. Safety in City or Town Centre At Night - Comparison by District

1. 2014/15

The share of respondents who reported feeling *very safe/safe* in their city or town centre at night varied by district. Safety ratings were significantly higher in Tasman (67%), Southern (66%), Wellington (62%), Canterbury (61%) and Central (61%) districts.

In contrast, *very safe/safe* ratings for the city or town centre at night were significantly lower among those living in Northland (45%), Counties Manukau (48%), Eastern (48%), Waitematā (49%), and Auckland (52%) districts. Reflecting this, results for feeling *unsafe/very unsafe* were higher for these districts, with the highest in Northland (31%).

**Figure 11: Safety in City or Town Centre At Night - By District in 2014/15
(% Safe/Very Safe)**



Base: All respondents, excluding 'not applicable' responses. Total 2014/15 n=7922; Northland n=657; Waitematā n=673; Auckland n=619; Counties n=680; Waikato n=696; Bay of Plenty n=702; Eastern n=703; Central n=687; Wellington n=669; Tasman n=598; Canterbury n=633; Southern n=605.

Green arrow indicates a significantly higher result than the total.

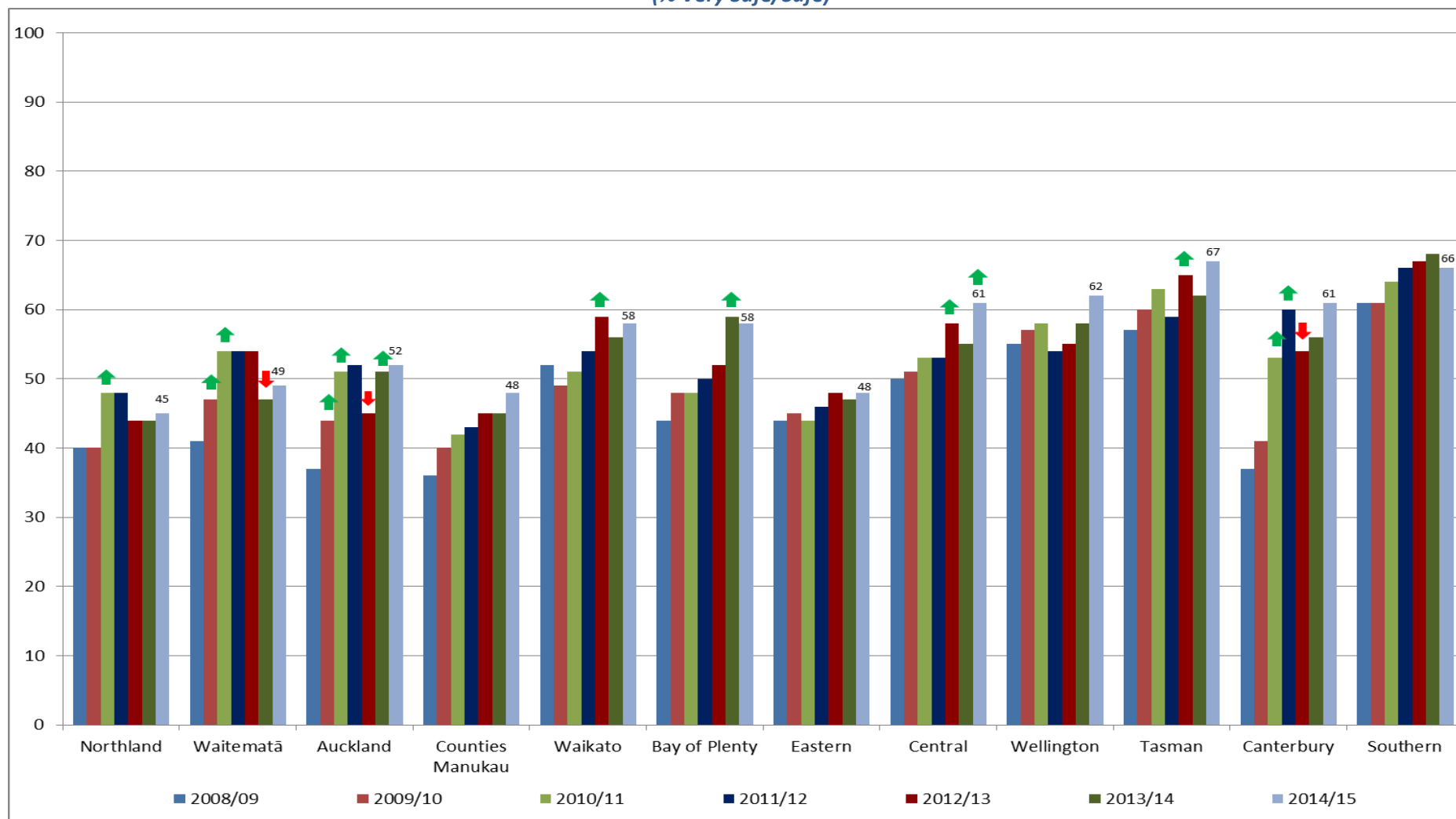
Red arrow indicates a significantly lower result than the total.

2. Comparison With 2013/14

The proportion of respondents living in Central District who reported feeling *very safe/safe* in their city/town centre at night increased from 55% in 2013/14, to 61% in 2014/15. A greater share of those living in Waitematā and Canterbury districts reported feeling *very safe* (up from 9% to 13% between 2013/14 and 2014/15 in Waitematā, and from 14%, to 20% in Canterbury).

In contrast, there was a significant decrease in the share of respondents in the Bay of Plenty District who reported feeling *very safe* in their city/town centre at night (down from 14% in 2013/14, to 10% in 2014/15).

Figure 12: Safety in City or Town Centre At Night - By District Over Time
(% Very Safe/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 2014/15 result is significantly lower than the 2013/14 result).

Table 18: Safety in City or Town Centre At Night – By District Over Time (Part 1) (%)

	Northland							Waitematā							Auckland City						
	08/ 09	09/ 10	10/ 11	11/ 12	12/ 13	13/ 14	14/ 15	08/ 09	09/ 10	10/ 11	11/ 12	12/ 13	13/ 14	14/ 15	08/ 09	09/ 10	10/ 11	11/ 12	12/ 13	13/ 14	14/ 15
Very Safe	8	10	13	16	13	11	11	8	11	14	14	14	9	13	5	9	9	12	12	15	13
Safe	32	30	35	32	31	33	34	33	36	40	40	40	38	36	32	35	42	40	33	36	39
Very Safe/Safe	40	40	48	48	44	44	45	41	47	54	54	54	47	49	37	44	51	52	45	51	52
Neutral	30	29	24	28	30	24	22	32	31	29	29	28	32	29	35	33	29	32	36	28	28
Unsafe	23	24	22	19	19	24	27	22	19	14	13	15	17	18	24	20	17	14	15	18	17
Very Unsafe	6	6	5	4	5	6	4	4	3	2	2	1	2	3	4	2	2	1	3	2	2
Unsafe/Very Unsafe	29	30	27	23	24	30	31	26	22	16	15	16	19	21	28	22	19	15	18	20	19
Don't know	1	1	1	1	2	2	2	1	0	1	2	1	2	1	0	1	1	1	1	1	1
Base	540	687	723	700	714	672	657	641	797	801	844	829	677	673	717	832	795	832	786	633	619

Table 19: Safety in City or Town Centre At Night – By District Over Time (Part 2) (%)

	Counties Manukau							Waikato							Bay Of Plenty						
	08/ 09	09/ 10	10/ 11	11/ 12	12/ 13	13/ 14	14/ 15	08/ 09	09/ 10	10/ 11	11/ 12	12/ 13	13/ 14	14/ 15	08/ 09	09/ 10	10/ 11	11/ 12	12/ 13	13/ 14	14/ 15
Very Safe	5	9	9	10	9	10	10	11	11	13	13	18	14	16	10	8	10	11	13	14	10
Safe	31	31	33	33	36	35	38	41	38	38	41	41	42	42	34	40	38	39	39	45	48
Very Safe/Safe	36	40	42	43	45	45	48	52	49	51	54	59	56	58	44	48	48	50	52	59	58
Neutral	29	28	33	30	31	30	26	25	31	30	29	25	24	25	30	27	28	27	29	25	26
Unsafe	28	27	20	20	20	20	20	19	16	16	13	14	16	15	22	21	20	19	14	13	13
Very Unsafe	7	4	4	5	3	4	4	3	3	2	3	2	2	1	4	3	3	3	4	2	2
Unsafe/Very Unsafe	35	31	24	25	23	24	24	22	19	18	16	16	18	16	26	24	23	22	18	15	15
Don't know	0	1	1	2	1	1	2	1	1	1	1	0	2	1	0	1	1	1	1	1	1
Base	690	879	877	884	852	710	680	609	815	845	912	880	731	696	617	787	833	845	828	703	702

Base: All respondents, excluding 'not applicable' responses. Note: A bold neutral or don't know response indicates a statistically significant change 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 20: Safety in City or Town Centre At Night – By District Over Time (Part 3) (%)

	Eastern							Central							Wellington						
	08/ 09	09/ 10	10/ 11	11/ 12	12/ 13	13/ 14	14/ 15	08/ 09	09/ 10	10/ 11	11/ 12	12/ 13	13/ 14	14/ 15	08/ 09	09/ 10	10/ 11	11/ 12	12/ 13	13/ 14	14/ 15
Very Safe	9	10	11	11	13	13	12	12	14	14	14	17	14	11	13	11	12	12	13	17	15
Safe	35	35	33	35	35	34	36	38	37	39	39	41	41	50	42	46	46	42	42	41	47
Very Safe/Safe	44	45	44	46	48	47	48	50	51	53	53	58	55	61	55	57	58	54	55	58	62
Neutral	28	26	27	31	27	28	27	27	26	25	29	29	26	20	28	29	30	29	31	24	24
Unsafe	22	24	24	19	21	20	19	20	18	19	16	11	14	15	15	12	10	14	11	15	12
Very Unsafe	6	4	4	3	3	3	3	3	4	2	2	2	2	2	1	2	1	2	2	1	1
Unsafe/Very Unsafe	28	28	28	22	24	23	22	23	22	21	18	13	16	17	16	14	11	16	13	16	13
Don't know	0	1	1	1	1	2	3	0	1	1	0	1	3	2	1	0	1	1	1	2	1
Base	568	691	753	758	784	685	703	596	749	785	806	836	695	687	656	847	842	914	847	701	669

Table 21: Safety in City or Town Centre At Night – By District Over Time (Part 4) (%)

	Tasman							Canterbury							Southern						
	08/ 09	09/ 10	10/ 11	11/ 12	12/ 13	13/ 14	14/ 15	08/ 09	09/ 10	10/ 11	11/ 12	12/ 13	13/ 14	14/ 15	08/ 09	09/ 10	10/ 11	11/ 12	12/ 13	13/ 14	14/ 15
Very Safe	13	18	20	17	26	21	21	8	12	16	17	17	14	20	18	17	22	22	23	26	25
Safe	44	42	43	42	39	41	46	29	29	37	43	37	42	41	43	44	42	44	44	42	41
Very Safe/Safe	57	60	63	59	65	62	67	37	41	53	60	54	56	61	61	61	64	66	67	68	66
Neutral	24	24	21	23	20	19	17	26	30	29	21	27	21	20	22	25	21	22	21	21	22
Unsafe	17	13	13	14	11	14	13	29	24	15	13	15	17	14	13	13	13	10	10	8	10
Very Unsafe	2	2	2	3	2	3	1	7	5	2	3	3	2	2	3	1	1	1	1	1	1
Unsafe/Very Unsafe	19	15	15	17	13	17	14	36	29	17	16	18	19	16	16	14	14	11	11	9	11
Don't know	0	1	1	1	2	2	2	1	0	1	3	1	4	3	1	0	1	1	1	2	1
Base	538	641	653	651	692	628	598	713	838	816	787	813	643	633	554	686	684	686	710	636	605

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

3.5. Police Responsiveness to Community Needs

3.5.1. Police Responsiveness to Community Needs – Comparison With 2013/14

Seventy-eight percent of 2014/15 respondents *strongly agreed/agreed* that Police were responsive to their community's needs. However, this result is down significantly compared to the 2013/14 survey wave (80%).

This wave there has also been a small increase in the share of respondents who *disagreed* that Police are responsive to their community's needs (up from 3% *disagreeing/strongly disagreeing*, to 4% - a statistically significant change).

Table 22: Police Responsiveness to Community Needs – Comparison Over Time (%)

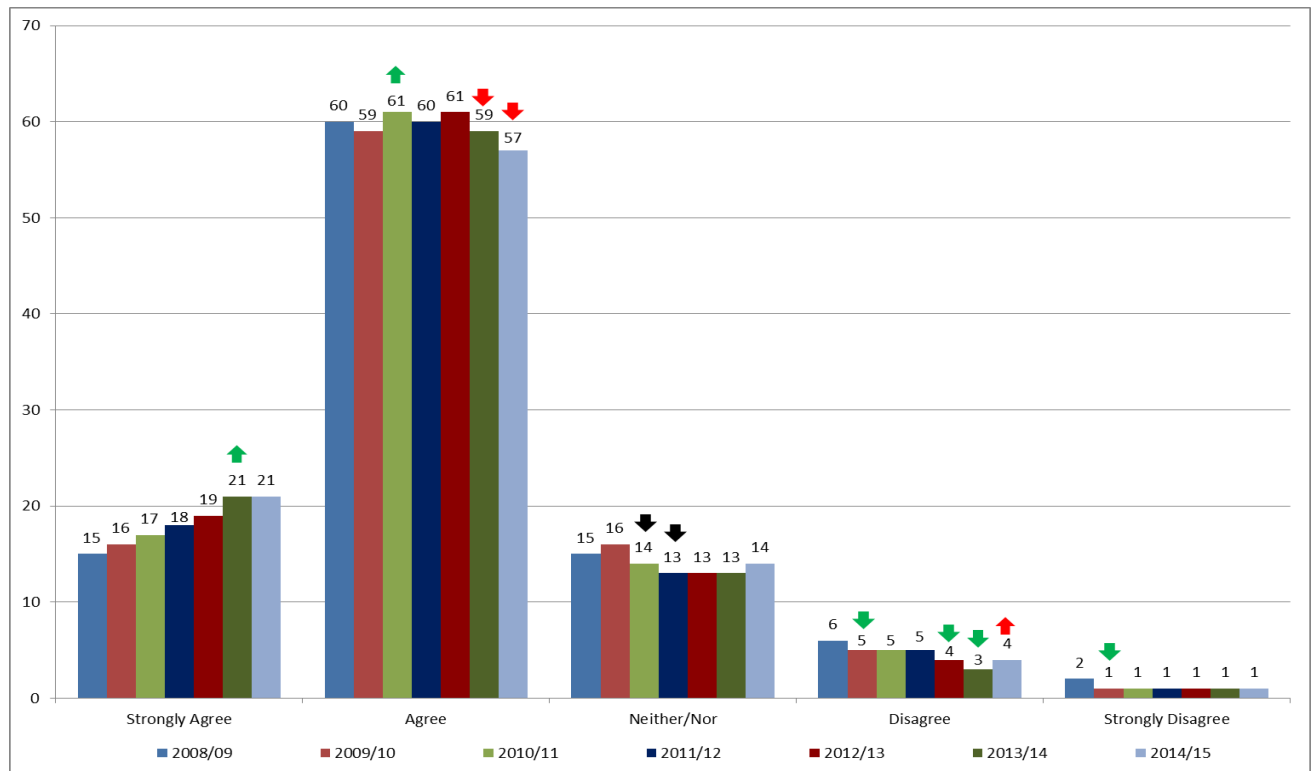
	2008/09	2009/10	2010/11	2011/12	2012/13	2013/14	2014/15
Strongly Agree	15	16	17	18	19	21	21
Agree	60	59	61	60	61	59	57
Strongly Agree/Agree*	75	75	78	78	80	80	78
Neither/Nor	15	16	14	13	13	13	14
Disagree	6	5	5	5	4	3	4
Strongly Disagree	2	1	1	1	1	1	1
Disagree/Strongly Disagree	8	6	6	6	5	4	5
Don't know	2	3	2	3	2	3	3
Base	8483	9287	9452	9681	9648	8223	7921

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

A bold neutral or don't know response indicates a statistically significant change 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.

*Note: Due to rounding some totals may not correspond with the sum of the separate figures.

Figure 13: Police Responsiveness to Community Needs – Comparison Over Time (%)



Base: All respondents excluding those giving a 'not applicable' response. 2008/09 n=8483, 2009/10 n=9287, 2010/11 n=9452, 2011/12 n=9681, 2012/13 n=9648, 2013/14 n=8223, 2014/15 n=7921.

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

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

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

3.5.2. Police Responsiveness to Community Needs - Differences Among Sub-Groups in 2014/15

The following statistically significant differences for 2014/15 are evident at the total results level (combined 2014/15 results for General and Māori Booster sample). Respondent groups marked with an * were also significantly more likely to give this rating in the 2013/14 survey.

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

- living in the South Island districts – Tasman* (85%), Southern* (82%) and Canterbury* (80%) - (compared with 75% of respondents in North Island districts);
- aged 65 years or older* (84%, compared with 75% of all other respondents);
- of European ethnicity* (80%, compared with 75% of all other respondents);
- who are female (79%, compared with 76% of males); and/or
- who have had no contact with Police (79%, compared with 76% of those who have had contact).

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

- aged between 45 and 54 years old (7%, compared with 5% of other ages);
- who are male* (7%, compared with 4% of females);
- of Māori ethnicity* (7%, compared with 5% of all other respondents); and/or
- who have had contact* with Police (6%, compared with 5% of those who have not had contact).

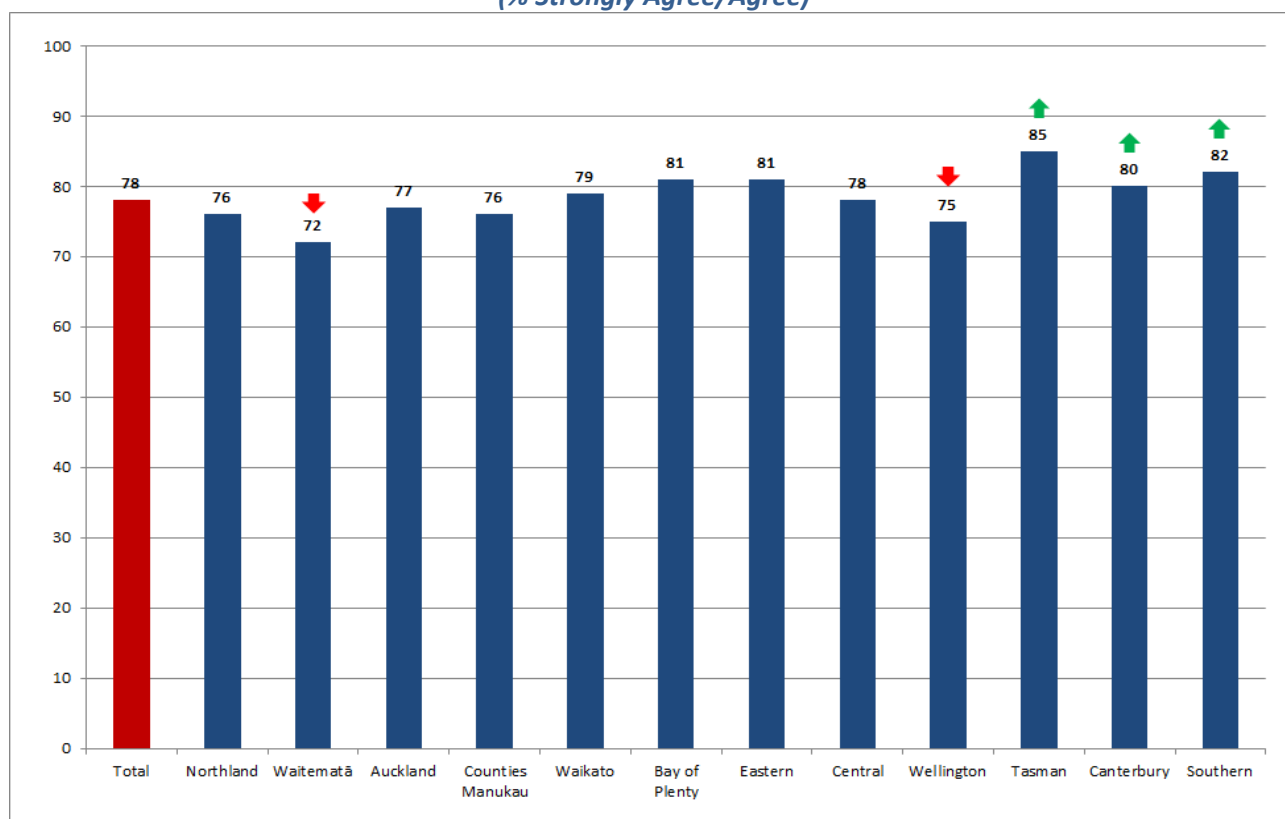
3.5.3. Police Responsiveness to Community Needs - Comparison by District

1. 2014/15

In 2014/15, respondents living in the South Island were significantly more likely to *strongly agree/agree* that Police were responsive to the needs of their community, with those living in Tasman (85%), Southern (82%), or Canterbury (80%) districts reporting the highest levels of agreement.

In contrast, those living in Waitematā (72%) and Wellington (75%) districts were significantly less likely to agree with this statement.

Figure 14: Police Responsiveness to Community Needs - by District in the 2014/15
(% Strongly Agree/Agree)



Base: All respondents, excluding 'not applicable' responses. Total 2014/15 n=7921; Northland n=659; Waitematā n=671; Auckland n=620; Counties n=681; Waikato n=704; Bay of Plenty n=701; Eastern n=703; Central n=680; Wellington n=667; Tasman n=597; Canterbury n=632; Southern n=606.

Green arrow indicates a significantly higher result than the total.

Red arrow indicates a significantly lower result than the total.

2. Comparison With 2013/14

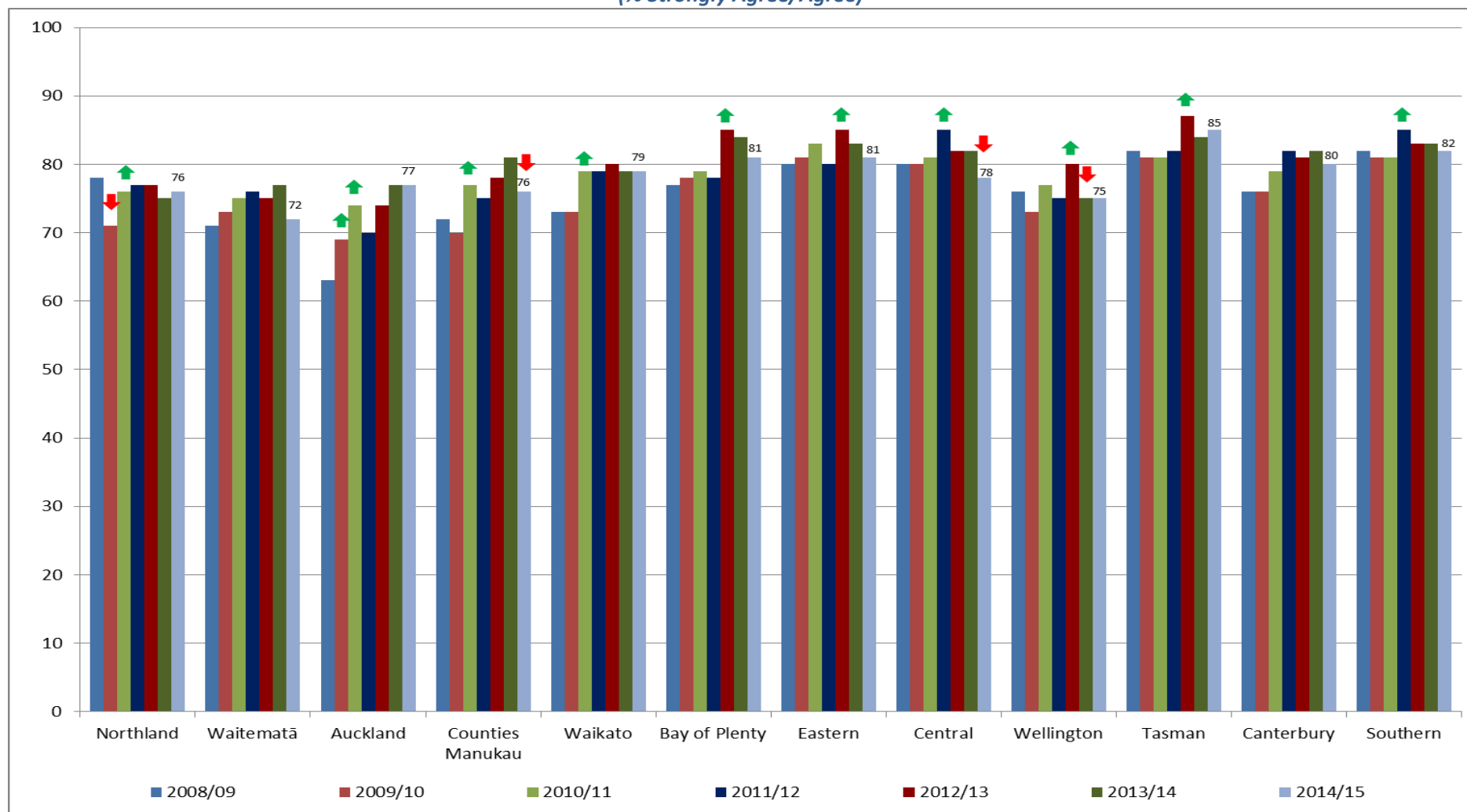
When compared with 2013/14 results, this year there have not been any statistically significant positive changes in results (either increases in positive ratings or decreases in negative ratings) by district.

In contrast, the proportion of respondents in Counties Manukau (down from 81% last year, to 76%) and Central (down from 82%, to 78%) districts who *strongly agree/agree* that Police are responsive to the needs of their community decreased significantly between 2013/14 and 2014/15.

When compared to 2013/14, both Counties Manukau and Central districts, along with Eastern District, also had small but statistically significant increases in the share of respondents who *disagree/strongly disagree* that the Police were responsive to the needs of their community (Counties Manukau up from 4%, to 6%; Central up from 2%, to 6%; and Eastern up from 3% to 7%).

After a significant increase in 2013/14, respondents living in Waikato District were significantly less likely to *strongly agree* that the Police were responsive to the needs of their community this year (down from 23%, to 16% - Note: results are now back in line with previous years).

Figure 15: Police Responsiveness to Community Needs - by District Over Time
(% Strongly Agree/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 23: Police Responsiveness to Community Needs – By District Over Time (Part 1) (%)

	Northland							Waitematā							Auckland City						
	08/ 09	09/ 10	10/ 11	11/ 12	12/ 13	13/ 14	14/ 15	08/ 09	09/ 10	10/ 11	11/ 12	12/ 13	13/ 14	14/ 15	08/ 09	09/ 10	10/ 11	11/ 12	12/ 13	13/ 14	14/ 15
Strongly Agree	17	11	16	16	20	17	20	13	15	15	17	18	19	20	11	12	14	16	16	18	20
Agree	61	60	60	61	57	58	56	58	58	60	59	57	58	52	52	57	60	54	58	59	57
Strongly Agree/Agree	78	71	76	77	77	75	76	71	73	75	76	75	77	72	63	69	74	70	74	77	77
Neither/nor	12	15	14	12	13	13	15	19	17	16	16	16	15	18	22	22	18	20	17	17	16
Disagree	7	10	6	7	7	7	6	7	6	4	4	4	4	5	9	4	5	6	3	2	3
Strongly Disagree	2	1	1	2	1	2	1	2	1	1	1	1	0	1	2	1	1	1	2	1	1
Disagree/Strongly Disagree	9	11	7	9	8	9	7	9	7	5	5	5	4	6	11	5	6	7	5	3	4
Don't know	1	3	3	2	2	3	2	1	3	4	3	4	4	4	4	4	2	3	4	3	3
Base	616	682	730	705	723	687	659	741	796	807	852	835	687	671	806	830	796	842	792	639	620

Table 24: Police Responsiveness to Community Needs – By District Over Time (Part 2) (%)

	Counties Manukau							Waikato							Bay Of Plenty						
	08/ 09	09/ 10	10/ 11	11/ 12	12/ 13	13/ 14	14/ 15	08/ 09	09/ 10	10/ 11	11/ 12	12/ 13	13/ 14	14/ 15	08/ 09	09/ 10	10/ 11	11/ 12	12/ 13	13/ 14	14/ 15
Strongly Agree	13	14	15	17	17	22	19	15	17	15	18	17	23	16	16	16	16	17	19	24	22
Agree	59	56	62	58	61	59	57	58	56	64	61	63	56	63	61	62	63	61	66	60	58
Strongly Agree/Agree	72	70	77	75	78	81	76	73	73	79	79	80	79	79	77	78	79	78	85	84	81
Neither/nor	14	17	15	14	14	14	15	15	17	14	13	13	13	13	14	13	12	11	9	9	13
Disagree	8	9	5	6	4	3	5	8	6	3	4	4	5	4	5	5	6	8	3	3	4
Strongly Disagree	2	1	1	2	1	1	1	2	1	1	2	1	1	1	2	1	1	1	1	2	1
Disagree/Strongly Disagree	10	10	6	8	5	4	6	10	7	4	6	5	6	5	7	6	7	9	4	5	5
Don't know	4	3	2	3	3	1	3	2	3	3	2	2	2	3	2	3	2	2	2	2	2
Base	780	879	880	889	855	718	681	699	814	851	916	884	738	704	697	785	835	848	834	716	701

Base: All respondents, excluding 'not applicable' responses. Note: A bold neutral or don't know response indicates a statistically significant change 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 25: Police Responsiveness to Community Needs – By District Over Time (Part 3) (%)

	Eastern							Central							Wellington						
	08/ 09	09/ 10	10/ 11	11/ 12	12/ 13	13/ 14	14/ 15	08/ 09	09/ 10	10/ 11	11/ 12	12/ 13	13/ 14	14/ 15	08/ 09	09/ 10	10/ 11	11/ 12	12/ 13	13/ 14	14/ 15
Strongly Agree	19	17	17	20	21	21	22	19	18	21	21	22	22	21	16	18	15	15	17	20	17
Agree	61	64	66	60	64	62	59	61	62	60	64	60	60	57	60	55	62	60	63	55	58
Strongly Agree/Agree	80	81	83	80	85	83	81	80	80	81	85	82	82	78	76	73	77	75	80	75	75
Neither/nor	12	11	9	11	10	11	10	12	12	12	9	10	12	14	16	19	15	16	13	16	16
Disagree	6	5	4	5	3	2	6	5	5	4	4	4	2	5	5	4	4	6	3	5	4
Strongly Disagree	1	1	2	1	1	1	1	1	1	1	1	1	0	1	1	1	1	1	1	0	2
Disagree/Strongly Disagree	7	6	6	6	4	3	7	6	6	5	5	5	2	6	6	5	5	7	4	5	6
Don't know	1	2	2	3	1	3	2	2	2	2	1	3	4	2	2	3	3	2	3	4	3
Base	643	700	761	764	790	697	703	680	762	787	805	840	703	680	752	852	842	914	851	701	667

Table 26: Police Responsiveness to Community Needs – By District Over Time (Part 4) (%)

	Tasman							Canterbury							Southern						
	08/ 09	09/ 10	10/ 11	11/ 12	12/ 13	13/ 14	14/ 15	08/ 09	09/ 10	10/ 11	11/ 12	12/ 13	13/ 14	14/ 15	08/ 09	09/ 10	10/ 11	11/ 12	12/ 13	13/ 14	14/ 15
Strongly Agree	19	17	23	22	27	25	27	16	15	19	19	20	19	23	16	20	22	23	21	26	31
Agree	63	64	58	60	60	59	58	60	61	60	63	61	63	57	66	61	59	62	62	57	51
Strongly Agree/Agree	82	81	81	82	87	84	85	76	76	79	82	81	82	80	82	81	81	85	83	83	82
Neither/nor	11	12	9	9	8	10	9	15	14	14	12	12	11	13	11	11	12	8	13	11	11
Disagree	5	4	5	4	3	3	3	5	5	5	4	5	4	3	5	5	4	3	2	3	5
Strongly Disagree	0	1	2	0	1	0	1	1	1	1	1	0	0	1	1	1	1	0	0	1	1
Disagree/Strongly Disagree	5	5	7	4	4	3	4	6	6	6	5	5	4	4	6	6	5	3	3	4	6
Don't know	2	2	3	5	1	3	2	3	4	1	1	2	3	3	1	2	2	4	2	2	1
Base	614	645	655	660	698	635	897	814	847	822	802	828	656	632	641	695	686	684	718	646	606

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

3.6. Police Involvement in Community Activities

3.6.1. Police Involvement in Community Activities - Comparison With 2013/14

In 2014/15, just over two thirds of respondents (69%) *strongly agree/agree* that Police were involved in community activities. This share is unchanged from the previous three measures (also 69% agreeing to some extent in 2011/12, 2012/13 and 2013/14).

Only 7% of respondents *disagree/strongly disagree* that Police are involved in community activities – however this is up one percentage point from last year (a statistically significant increase).

Table 27: Police Involvement in Community Activities – Comparison Over Time (%)

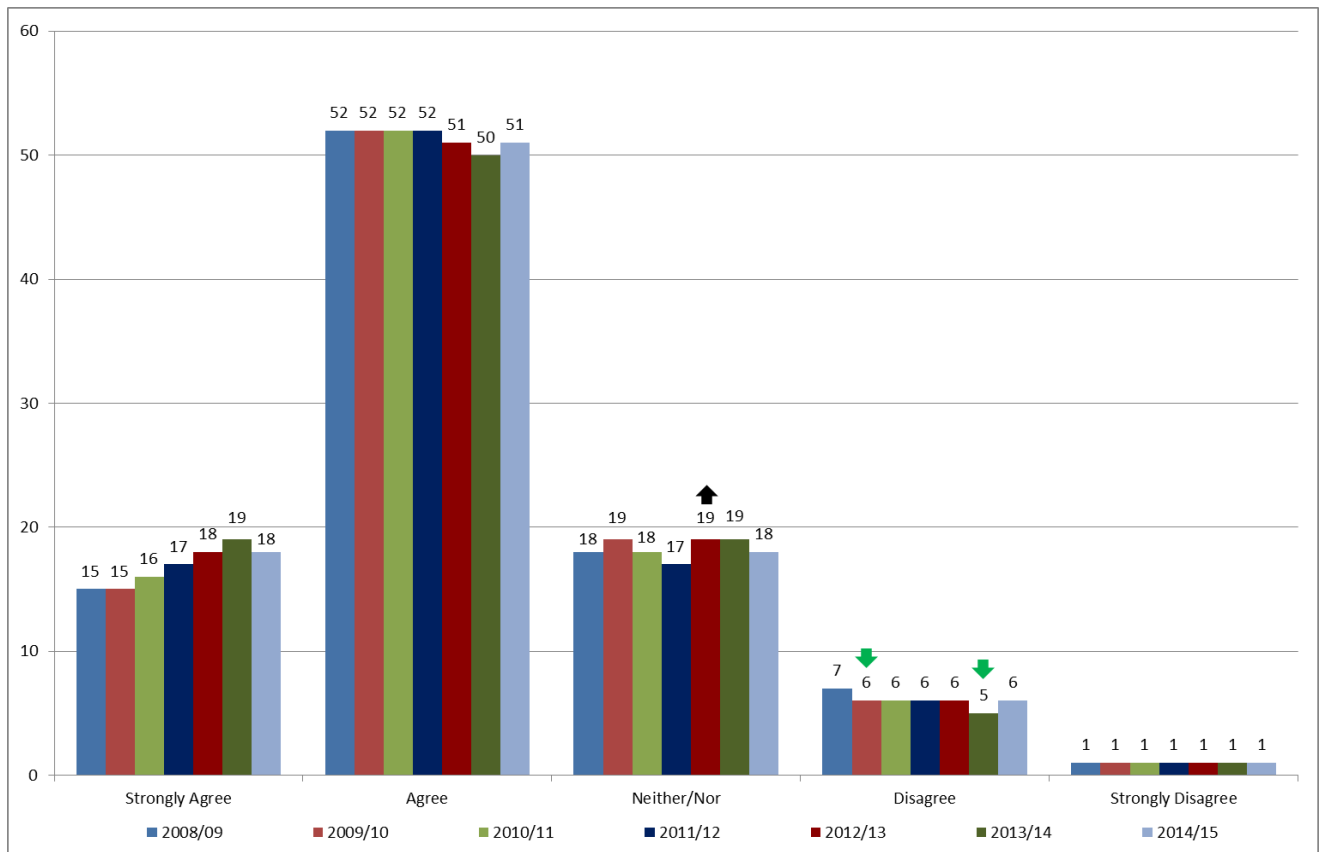
	2008/09	2009/10	2010/11	2011/12	2012/13	2013/14	2014/15
Strongly Agree	15	15	16	17	18	19	18
Agree	52	52	52	52	51	50	51
Strongly Agree/Agree*	67	67	68	69	69	69	69
Neither/Nor	18	19	18	17	19	19	18
Disagree	7	6	6	6	6	5	6
Strongly Disagree	1	1	1	1	1	1	1
Disagree/Strongly Disagree	8	7	7	7	7	6	7
Don't know	7	7	7	7	5	6	6
Base	8489	9280	9450	9679	9640	8224	7868

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

A bold neutral or don't know response indicates a statistically significant change 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.

*Note: Due to rounding some totals may not correspond with the sum of the separate figures.

Figure 16: Police Involvement in Community Activities – Comparison Over Time (%)



Base: All respondents excluding those giving a 'not applicable' response. 2008/09 n=8489, 2009/10 n=9280, 2010/11 n=9450, 2011/12 n=9679, 2012/13 n=9640, 2013/14 n=8224, 2014/15 n=7868.

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

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

3.6.2. Police Involvement in Community Activities - Differences Among Sub-Groups in 2014/15

The following statistically significant differences for 2014/15 are evident at the total results level (combined 2014/15 results for General and Māori Booster sample). Respondent groups marked with an * were also significantly more likely to give this rating in the 2013/14 survey.

Respondents significantly more likely to have *strongly agreed/agreed* that Police were involved in community activities included those:

- living in Eastern* (79%, compared with 68% of all other respondents), Tasman* (79%, compared with 68% of all other respondents), Southern* (74%, compared with 69% of all other respondents) or Counties Manukau* (73%, compared with 69% of all other respondents) districts;
- of Pacific Island ethnicity* (79%, compared with 69% of all other respondents);
- aged 65 years and over* (75%, compared with 67% of all other respondents); and/or
- who have had no contact* with Police (70%, compared with 68% of those who have had contact).

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

- living in the Central district (9%, compared with 6% of all other respondents);
- of Māori ethnicity* (8%, compared with 6% of all other respondents);
- who are male* (7%, compared with 6% of females); and/or
- who have had contact* with Police (8%, compared with 6% of all other respondents).

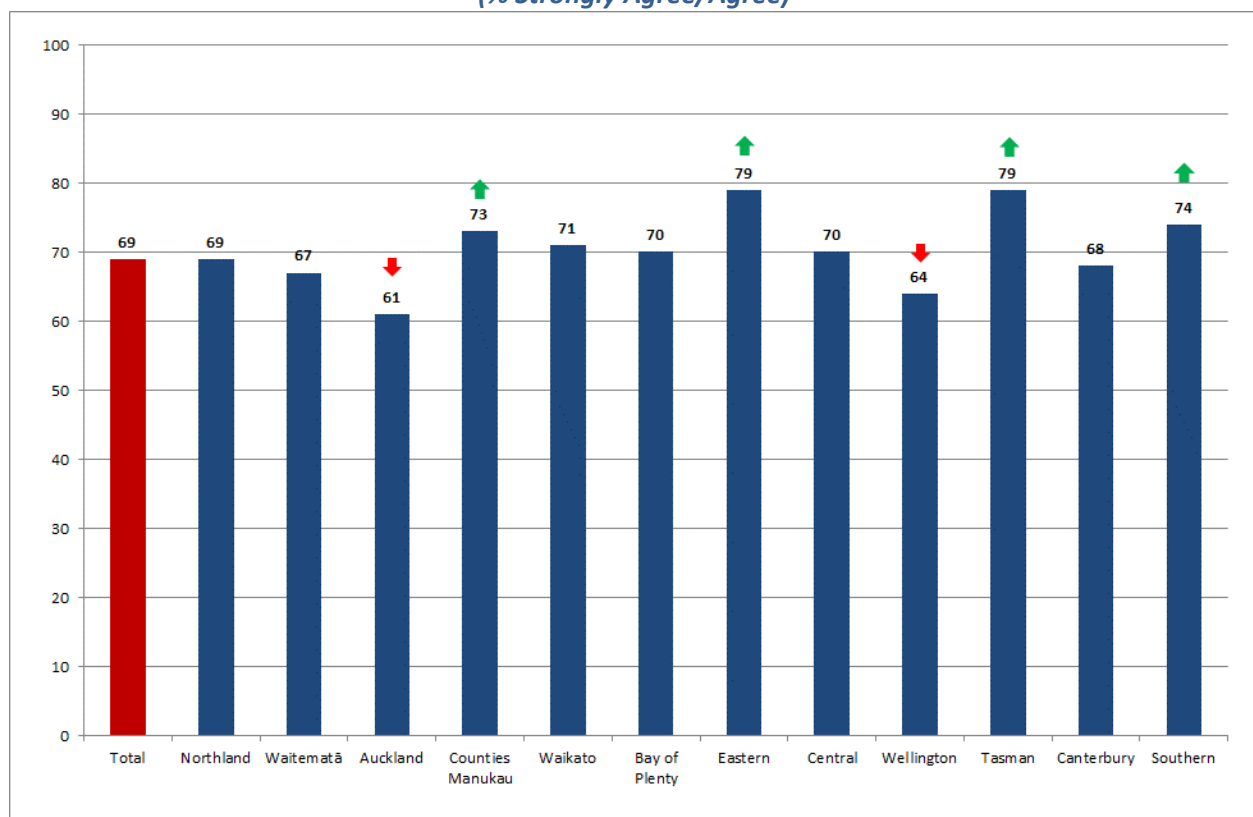
3.6.3. Police Involvement in Community Activities - Comparison by District

1. 2014/15

Responses to the statement 'Police are involved in activities in my community' varied by district. 2014/15 respondents living in Eastern (79%), Tasman (79%), Southern (74%) or Counties Manukau (73%) districts were significantly more likely to *strongly agree/agree* that Police were involved in community activities.

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

Figure 17: Police Involvement in Community Activities - By District in the 2014/15 (% Strongly Agree/Agree)



Base: All respondents, excluding 'not applicable' responses. Total 2014/15 n=7868; Northland n=651; Waitematā n=658; Auckland n=619; Counties n=679; Waikato n=700; Bay of Plenty n=703; Eastern n=695; Central n=675; Wellington n=666; Tasman n=594; Canterbury n=623; Southern n=605.

Green arrow indicates a significantly higher result than the total.

Red arrow indicates a significantly lower result than the total.

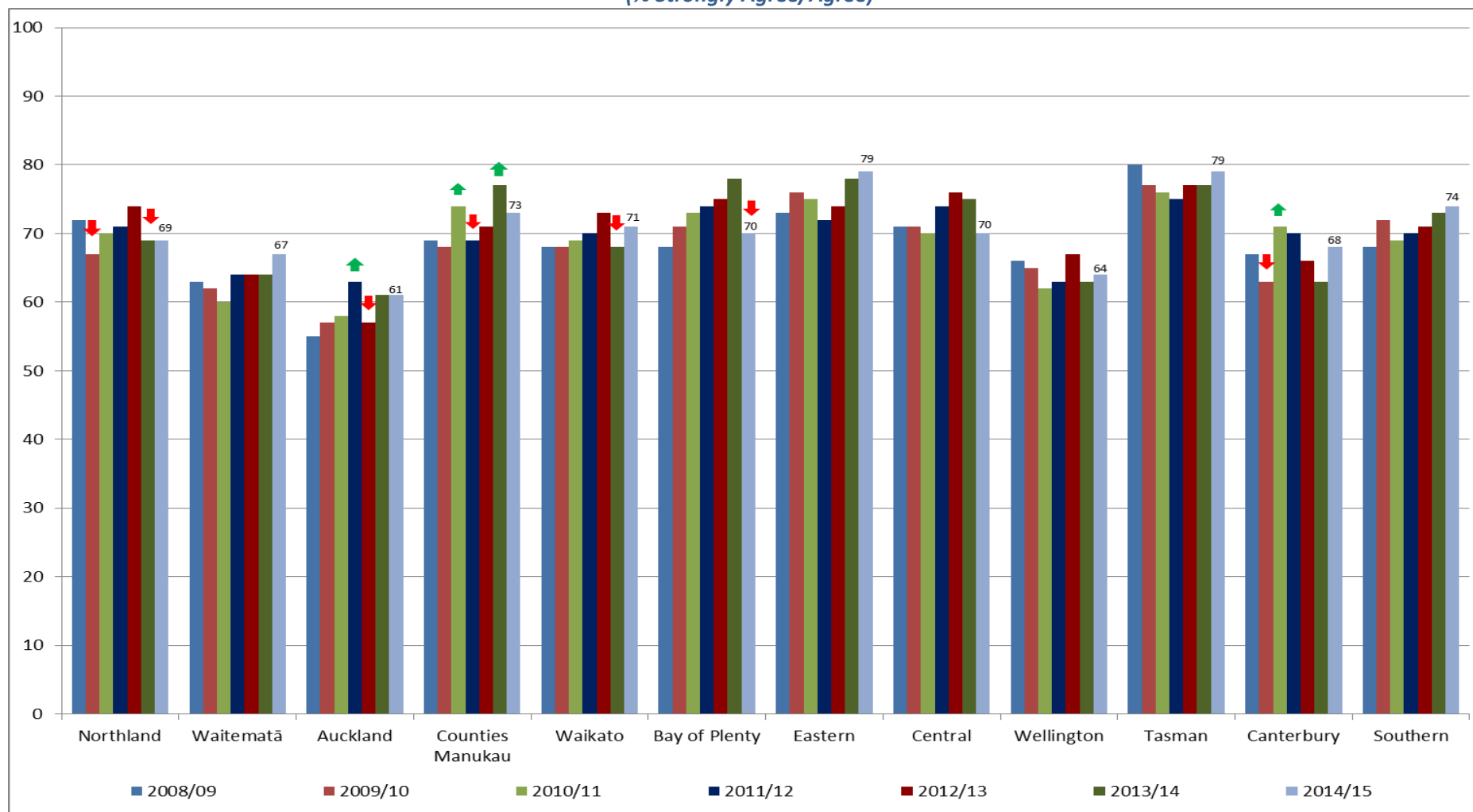
2. Comparison with 2013/14

In 2014/15, overall agreement with the statement was stable since last year for most districts, with the exception of changes in results for both Bay of Plenty and Central districts.

Bay of Plenty respondents were significantly less likely to *strongly agree/agree* that Police were involved in community activities (down from 78% in 2013/14, to 70%).

In contrast, respondents who live in the Central District were significantly more likely to *disagree/strongly disagree* to the statement when compared with the previous year's results (up from 6%, to 9%).

**Figure 18: Police Involvement in Community Activities - By District Over Time
(% Strongly Agree/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 28: Police Involvement in Community Activities – By District Over Time (Part 1) (%)

	Northland							Waitematā							Auckland City						
	08/ 09	09/ 10	10/ 11	11/ 12	12/ 13	13/ 14	14/ 15	08/ 09	09/ 10	10/ 11	11/ 12	12/ 13	13/ 14	14/ 15	08/ 09	09/ 10	10/ 11	11/ 12	12/ 13	13/ 14	14/ 15
Strongly Agree	17	12	17	16	17	17	16	15	12	13	14	14	15	15	10	13	13	13	15	14	15
Agree	55	55	53	55	57	52	53	48	50	47	50	50	49	52	45	44	45	50	42	47	46
Strongly Agree/Agree	72	67	70	71	74	69	69	63	62	60	64	64	64	67	55	57	58	63	57	61	61
Neither/nor	12	16	16	13	13	17	17	24	22	21	19	23	21	20	26	24	27	20	27	26	25
Disagree	9	7	7	8	6	7	7	6	6	9	7	5	6	4	11	8	5	8	7	4	4
Strongly Disagree	1	2	1	1	1	2	2	1	2	1	1	1	1	1	1	2	1	1	1	2	1
Disagree/Strongly Disagree	10	9	8	9	7	9	9	7	8	10	8	6	7	5	12	10	6	9	8	6	5
Don't know	6	8	6	7	6	5	5	6	8	9	9	7	8	8	7	9	9	8	8	7	9
Base	643	685	731	705	725	686	651	680	795	808	849	832	687	658	752	830	799	842	793	639	619

Table 29: Police Involvement in Community Activities – By District Over Time (Part 2) (%)

	Counties Manukau							Waikato							Bay Of Plenty						
	08/ 09	09/ 10	10/ 11	11/ 12	12/ 13	13/ 14	14/ 15	08/ 09	09/ 10	10/ 11	11/ 12	12/ 13	13/ 14	14/ 15	08/ 09	09/ 10	10/ 11	11/ 12	12/ 13	13/ 14	14/ 15
Strongly Agree	13	15	17	19	18	23	19	16	17	16	18	19	21	21	15	16	16	17	21	23	19
Agree	56	53	57	50	53	54	54	52	51	53	52	54	47	50	53	55	57	57	54	55	51
Strongly Agree/Agree	69	68	74	69	71	77	73	68	68	69	70	73	68	71	68	71	73	74	75	78	70
Neither/nor	13	16	15	19	17	14	15	16	18	19	17	15	19	18	17	15	13	13	12	12	16
Disagree	7	6	4	6	5	3	5	8	7	6	3	6	7	6	7	6	6	7	6	4	6
Strongly Disagree	2	1	1	1	1	1	1	1	1	1	2	1	1	0	1	1	1	0	1	1	1
Disagree/Strongly Disagree	9	7	5	7	6	4	6	9	8	7	5	7	8	6	8	7	7	7	7	5	7
Don't know	9	9	6	5	6	5	6	7	6	5	8	5	5	5	7	7	7	6	6	5	7
Base	614	878	880	889	853	719	679	814	816	850	918	886	739	700	641	784	834	847	832	714	703

Base: All respondents, excluding 'not applicable' responses. Note: A bold neutral or don't know response indicates a statistically significant change 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 30: Police Involvement in Community Activities – By District Over Time (Part 3) (%)

	Eastern							Central							Wellington						
	08/ 09	09/ 10	10/ 11	11/ 12	12/ 13	13/ 14	14/ 15	08/ 09	09/ 10	10/ 11	11/ 12	12/ 13	13/ 14	14/ 15	08/ 09	09/ 10	10/ 11	11/ 12	12/ 13	13/ 14	14/ 15
Strongly Agree	18	17	17	17	21	22	20	17	16	19	21	19	21	21	15	13	13	12	15	14	14
Agree	55	59	58	55	53	56	59	54	55	51	53	57	54	49	51	52	49	51	52	49	50
Strongly Agree/Agree	73	76	75	72	74	78	79	71	71	70	74	76	75	70	66	65	62	63	67	63	64
Neither/nor	13	13	13	14	15	12	12	16	16	17	14	14	13	15	20	22	22	20	20	23	24
Disagree	7	3	7	6	6	5	5	7	5	6	6	5	5	8	7	6	8	7	6	4	5
Strongly Disagree	1	1	1	0	0	0	0	1	2	1	0	1	1	1	1	0	1	2	0	2	1
Disagree/Strongly Disagree	8	4	8	6	6	5	5	8	7	7	6	6	6	9	8	6	9	9	6	6	6
Don't know	6	7	4	8	5	5	4	5	6	6	6	4	6	6	6	7	7	8	7	8	6
Base	644	699	759	765	787	697	695	679	761	784	807	841	703	675	753	851	842	913	851	705	666

Table 31: Police Involvement in Community Activities – By District Over Time (Part 4) (%)

	Tasman							Canterbury							Southern						
	08/ 09	09/ 10	10/ 11	11/ 12	12/ 13	13/ 14	14/ 15	08/ 09	09/ 10	10/ 11	11/ 12	12/ 13	13/ 14	14/ 15	08/ 09	09/ 10	10/ 11	11/ 12	12/ 13	13/ 14	14/ 15
Strongly Agree	19	18	23	18	26	24	26	15	13	16	19	18	16	18	17	19	19	19	17	24	23
Agree	61	59	53	57	51	53	53	52	50	55	51	48	47	50	51	53	50	51	54	49	51
Strongly Agree/Agree	80	77	76	75	77	77	79	67	63	71	70	66	63	68	68	72	69	70	71	73	74
Neither/nor	10	11	12	13	13	13	12	18	21	16	18	21	24	19	18	16	17	18	18	15	14
Disagree	5	5	6	3	4	3	4	7	6	6	5	6	5	7	7	5	5	5	5	7	6
Strongly Disagree	1	1	1	0	1	1	1	1	0	1	1	1	1	1	1	1	1	1	0	1	1
Disagree/Strongly Disagree	6	6	7	3	5	4	5	8	6	7	6	7	6	8	8	6	6	6	5	8	7
Don't know	4	6	5	9	5	6	4	7	10	6	6	6	7	5	6	6	8	6	6	4	5
Base	617	644	655	659	698	635	594	811	842	821	801	827	656	623	640	695	687	684	715	644	605

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

4. SERVICE EXPERIENCE

All respondents were asked if they had any contact with Police in the last six months. Those who had contact were then asked a series of questions¹³ related 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 standards¹⁴ 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. This section presents the survey responses to the overall satisfaction question and the six service experience questions¹⁵.

4.1. Overall Satisfaction with Service Delivery

4.1.1. Overall Satisfaction with Service Delivery – Comparison Over Time

In 2014/15 just over four out of five respondents (82%) reported being either *very satisfied* or *satisfied* with the overall quality of service they received. However, this result is down slightly but statistically significantly compared to the previous measure (84% *very satisfied/satisfied* in 2013/14).

Seven percent of respondents reported they were *dissatisfied* or *very dissatisfied* with the overall quality of the service they received. This share was unchanged since 2013/14.

¹³ Some questions did not apply for some reasons and methods of contact.

¹⁴ 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.

¹⁵ 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 32: Overall Satisfaction with Service Delivery – Comparison Over Time (%)

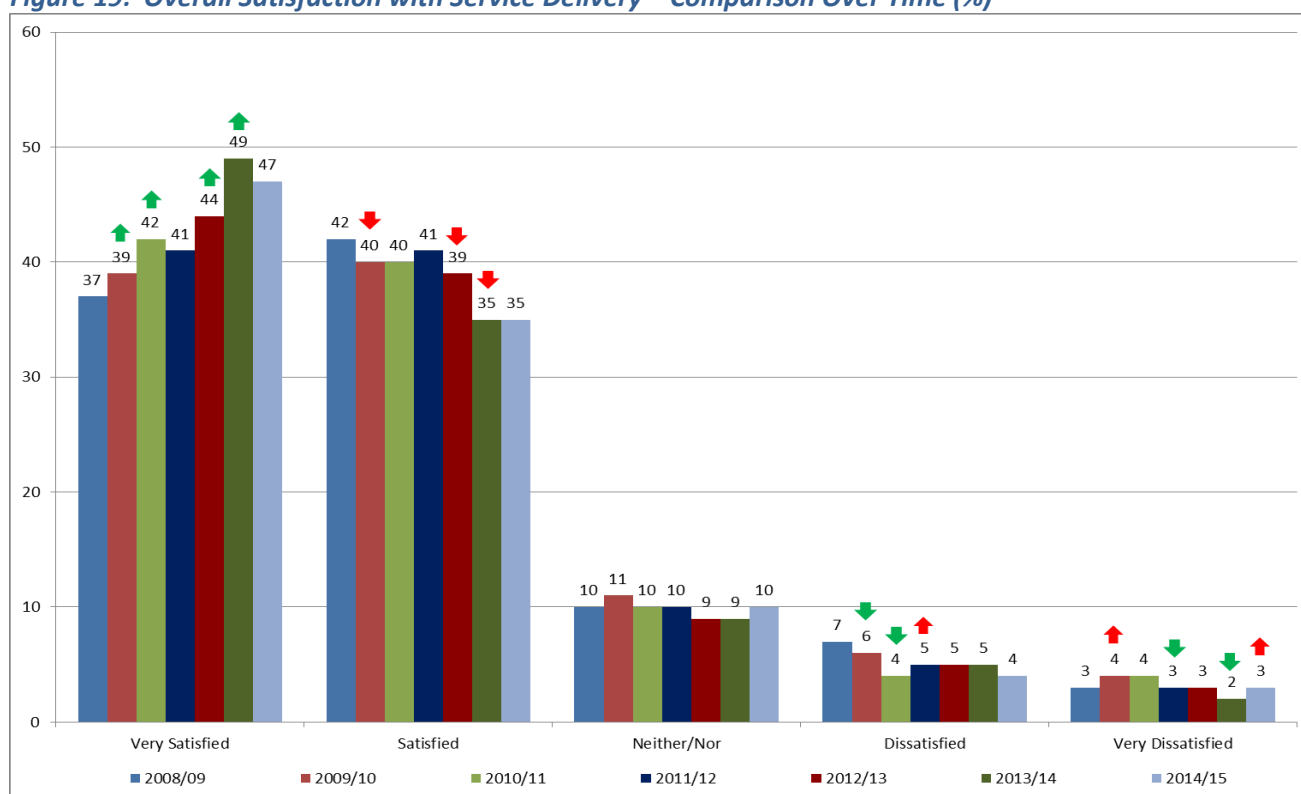
	2008/09	2009/10	2010/11	2011/12	2012/13	2013/14	2014/15
Very Satisfied	37	39	42	41	44	49	47
Satisfied	42	40	40	41	39	35	35
Very Satisfied/Satisfied*	79	79	82	82	83	84	82
Neither/Nor	10	11	10	10	9	9	10
Dissatisfied	7	6	4	5	5	5	4
Very Dissatisfied	3	4	4	3	3	2	3
Dissatisfied/Very Dissatisfied	10	10	8	8	8	7	7
Don't know	1	0	0	0	0	0	1
Base	3994	4386	4806	4707	4649	4681	4493

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

A bold neutral or don't know response indicates a statistically significant change 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.

*Note: Due to rounding some totals may not correspond with the sum of the separate figures.

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



Base: All respondents excluding those giving a 'not applicable' response. 2008/09 n=3994, 2009/10 n=4386, 2010/11 n=4806, 2011/12 n=4707, 2012/13 n=4649, 2013/14 n=4681, 2014/15 n=4493.

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

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

4.1.2. Overall Satisfaction with Service Delivery - Differences Among Sub-Groups in 2014/15

The following statistically significant differences for 2014/15 are evident at the total results level (General, Communications Centres and Māori Booster sample 2014/15 results combined). Respondent groups marked with an * were also significantly more likely to give this rating in the 2013/14 survey.

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

- aged 65 years or older* (88%, compared with 81% of respondents under 64 years old);
- whose reason for contact was a traffic stop* (89%, compared with 80% of all other respondents);
- whose reason for contact was a general enquiry* (87%, compared with 82% of all other respondents);
- whose point of contact was in person (other than on the roadside or at a Police station) (86%, compared with 82% of all other respondents);
- of European ethnicity (84%, compared with 82% of all other respondents); and/or
- whose point of contact was on the roadside* (84%, 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:

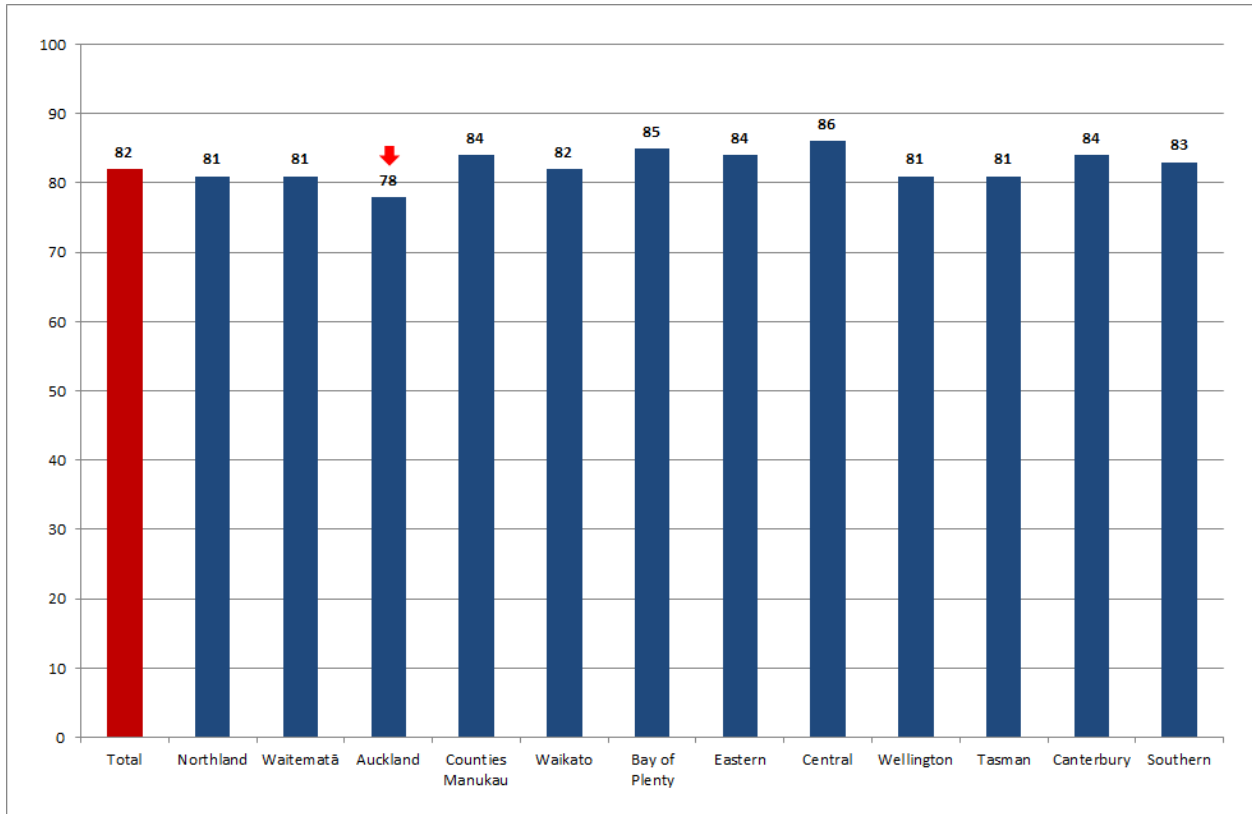
- whose reason for contact was a traffic offence* (17%, compared with 6% of all other respondents);
- whose reason for contact was theft* (14%, compared with 7% of all other respondents);
- whose point of contact was calling the local station* (13%, compared with 7% of all other respondents);
- whose point of contact was over the counter (12%, compared with 7% of all other respondents);
- of Pacific Island (12% compared with 7% of all other respondents) or Māori (10%, compared with 7% of all other respondents) ethnicity;
- aged between 25 and 34 years old (9%, compared with 7% of all other respondents); and/or
- who are male (8%, compared with 6% of female respondents).

4.1.3. Overall Satisfaction with Service Delivery - Comparison by District

1. 2014/15

While just over four in five respondents (82%) were *very satisfied/satisfied* with the overall quality of service delivery, respondents living in Auckland District were a little less likely to be satisfied to some extent (78%).

Figure 20: Overall Satisfaction with Service Delivery - by District in the 2014/15
(% Very Satisfied/Satisfied)



Base: All respondents, excluding 'not applicable' responses. Total 2014/15 n=4493; Northland n=345; Waitematā n=385; Auckland n=352; Counties n=366; Waikato n=471; Bay of Plenty n=407; Eastern n=347; Central n=405; Wellington n=414; Tasman n=312; Canterbury n=396; Southern n=293.

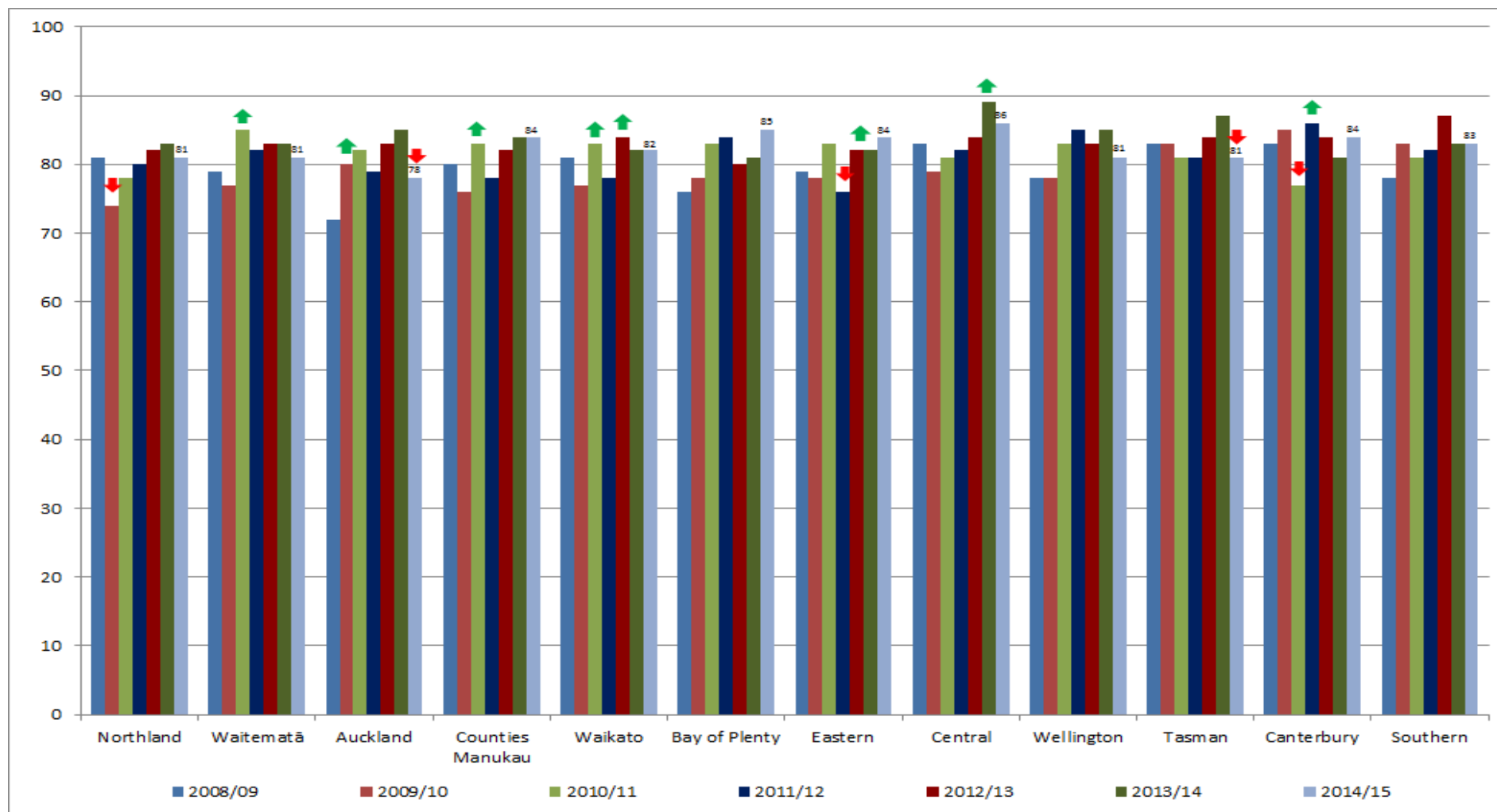
2. Comparison With 2013/14

When compared with 2013/14 results, this year there have not been any statistically significantly positive changes in results (either increases in positive ratings or decreases in negative ratings) by district.

When compared with last year, there has been a statistically significant decrease in the proportion of Auckland District respondents who were *very satisfied/satisfied* with the overall quality of service delivery (down from 85% in 2013/14, to 78% this measure) – this change is a move to more neutrality rather than negativity. The share of respondents living in the Tasman District who reported being satisfied overall also declined significantly when compared to last year (down from 87%, to 81%), including a significant decline in the proportion of those who were *very satisfied* (down from 51%, to 42%).

Those living in the Waitematā District are statistically significantly less likely to be *very dissatisfied* (down from 3% in 2013/14, to 1%) in this measure.

Figure 21: Overall Satisfaction with Service Delivery – Comparison Over Time by District
(% Very Satisfied/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 33: Overall Satisfaction with Service Delivery – By District Over Time (Part 1) (%)

	Northland							Waitematā							Auckland City						
	08/ 09	09/ 10	10/ 11	11/ 12	12/ 13	13/ 14	14/ 15	08/ 09	09/ 10	10/ 11	11/ 12	12/ 13	13/ 14	14/ 15	08/ 09	09/ 10	10/ 11	11/ 12	12/ 13	13/ 14	14/ 15
Very satisfied	36	41	39	41	47	51	49	36	37	43	38	45	48	46	33	39	40	33	39	48	43
Satisfied	45	33	39	39	35	32	32	43	40	42	44	38	35	35	39	41	42	46	44	37	35
Very Satisfied/Satisfied	81	74	78	80	82	83	81	79	77	85	82	83	83	81	72	80	82	79	83	85	78
Neither/nor	8	10	14	11	8	5	11	10	13	8	10	9	9	12	14	11	10	11	11	8	14
Dissatisfied	7	8	4	5	7	6	4	4	6	4	5	5	5	6	10	5	4	5	4	6	6
Very dissatisfied	3	7	4	4	3	5	3	6	4	3	3	3	3	1	4	3	3	5	2	1	2
Dissatisfied/Very Dissatisfied	10	15	8	9	10	11	7	10	10	7	8	8	8	7	14	8	7	10	6	7	8
Don't know	1	1	0	0	0	1	1	1	0	0	0	0	0	0	0	1	1	0	0	0	0
Base	297	313	370	328	307	402	345	335	373	406	412	372	399	385	408	401	445	410	365	331	352

Table 34: Overall Satisfaction with Service Delivery – By District Over Time (Part 2) (%)

	Counties Manukau							Waikato							Bay Of Plenty						
	08/ 09	09/ 10	10/ 11	11/ 12	12/ 13	13/ 14	14/ 15	08/ 09	09/ 10	10/ 11	11/ 12	12/ 13	13/ 14	14/ 15	08/ 09	09/ 10	10/ 11	11/ 12	12/ 13	13/ 14	14/ 15
Very satisfied	39	34	40	37	42	45	48	35	41	45	36	43	51	48	40	33	37	43	42	49	44
Satisfied	41	42	43	41	40	39	36	46	36	38	42	41	31	34	36	45	46	41	38	32	41
Very Satisfied/Satisfied	80	76	83	78	82	84	84	81	77	83	78	84	82	82	76	78	83	84	80	81	85
Neither/nor	8	14	10	10	8	7	8	10	12	11	15	9	11	10	12	11	10	7	11	13	9
Dissatisfied	8	7	4	6	7	6	3	6	7	3	4	5	4	6	7	6	4	6	4	5	4
Very dissatisfied	3	3	2	6	2	3	4	3	3	3	3	2	3	2	4	5	2	3	5	1	2
Dissatisfied/Very Dissatisfied	11	10	6	12	9	9	7	9	10	6	7	7	7	8	11	11	6	9	9	6	6
Don't know	1	0	1	0	1	0	1	0	1	0	0	0	0	0	1	0	1	0	0	0	0
Base	389	433	464	452	412	393	366	339	423	475	484	511	454	471	338	372	436	433	434	444	407

Base: All respondents, excluding 'not applicable' responses. Note: A bold neutral or don't know response indicates a statistically significant change 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 35: Overall Satisfaction with Service Delivery – By District Over Time (Part 3) (%)

	Eastern							Central							Wellington						
	08/ 09	09/ 10	10/ 11	11/ 12	12/ 13	13/ 14	14/ 15	08/ 09	09/ 10	10/ 11	11/ 12	12/ 13	13/ 14	14/ 15	08/ 09	09/ 10	10/ 11	11/ 12	12/ 13	13/ 14	14/ 15
Very satisfied	40	33	40	39	40	49	47	36	39	39	43	45	54	49	40	38	44	46	43	49	49
Satisfied	39	45	43	37	42	33	37	47	40	42	39	39	35	37	38	40	39	39	40	36	32
Very Satisfied/Satisfied	79	78	83	76	82	82	84	83	79	81	82	84	89	86	78	78	83	85	83	85	81
Neither/nor	11	10	10	14	8	11	6	10	12	9	10	9	4	9	12	10	8	8	7	7	9
Dissatisfied	6	7	3	7	9	4	6	5	6	3	4	4	4	4	6	6	4	5	7	5	5
Very dissatisfied	3	5	4	2	1	3	4	2	2	6	3	3	2	1	4	4	5	2	3	2	4
Dissatisfied/Very Dissatisfied	9	12	7	9	10	7	10	7	8	9	7	7	6	5	10	10	9	7	10	7	9
Don't know	1	0	0	1	0	0	0	0	1	1	1	0	1	0	0	1	0	0	0	1	1
Base	272	283	348	370	369	396	347	299	348	387	392	433	406	405	377	455	450	470	423	402	414

Table 36: Overall Satisfaction with Service Delivery – By District Over Time (Part 4) (%)

	Tasman							Canterbury							Southern						
	08/ 09	09/ 10	10/ 11	11/ 12	12/ 13	13/ 14	14/ 15	08/ 09	09/ 10	10/ 11	11/ 12	12/ 13	13/ 14	14/ 15	08/ 09	09/ 10	10/ 11	11/ 12	12/ 13	13/ 14	14/ 15
Very satisfied	46	41	47	41	46	51	42	37	49	43	54	45	49	49	36	43	41	40	50	49	55
Satisfied	37	42	34	40	38	36	39	46	36	34	32	39	32	35	42	40	40	42	37	34	28
Very Satisfied/Satisfied	83	83	81	81	84	87	81	83	85	77	86	84	81	84	78	83	81	82	87	83	83
Neither/nor	10	8	7	10	9	6	11	8	8	12	8	7	11	9	9	7	8	9	6	7	7
Dissatisfied	5	5	8	6	5	5	5	5	3	6	4	4	5	4	9	6	6	7	5	4	3
Very dissatisfied	2	4	4	2	2	2	3	4	4	5	2	5	3	2	4	4	5	1	1	4	6
Dissatisfied/Very Dissatisfied	7	9	12	8	7	7	8	9	7	11	6	9	8	6	13	10	11	8	6	8	9
Don't know	0	0	0	1	0	0	0	0	0	0	0	0	0	1	0	0	0	1	1	2	1
Base	242	242	284	321	323	376	312	401	416	409	360	383	348	396	297	327	332	275	317	330	293

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

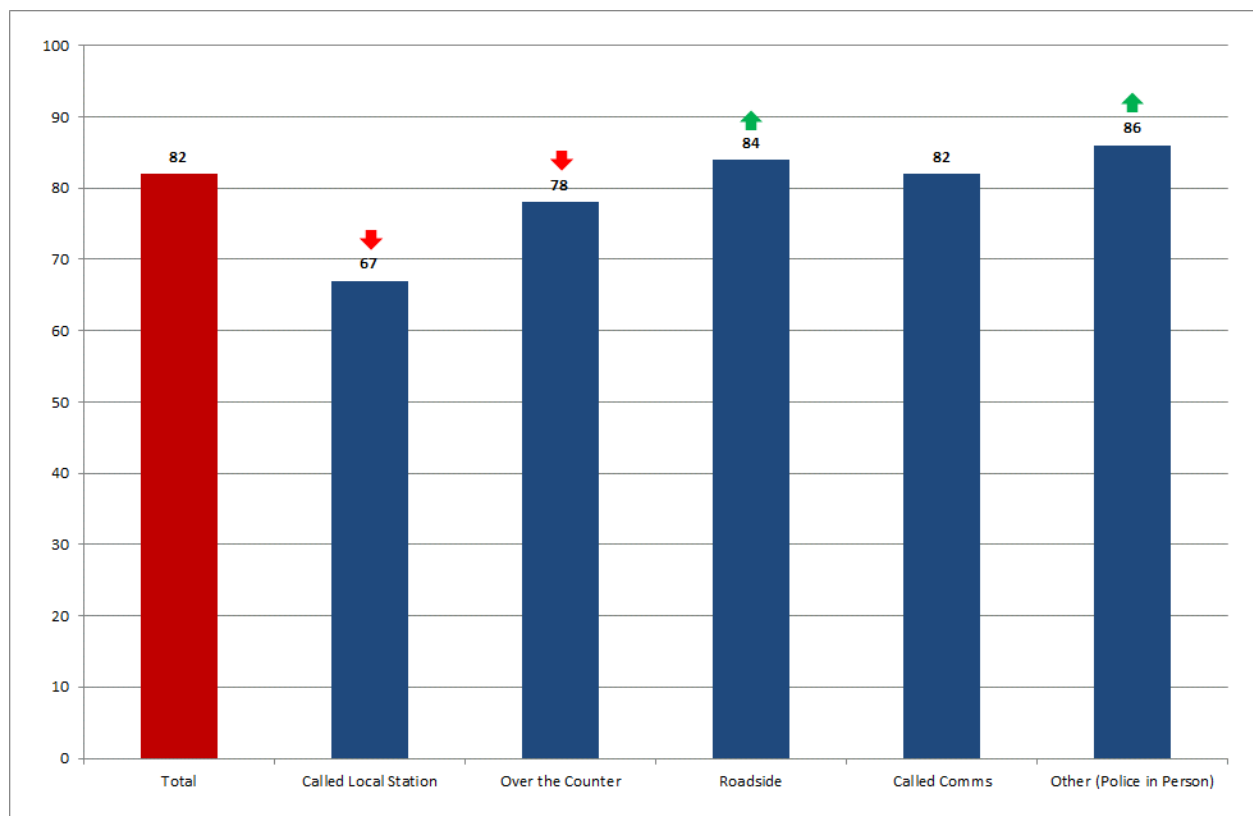
4.1.4. Overall Satisfaction with Service Delivery - Comparison by Point of Contact

1. 2014/15

Respondents were statistically significantly most likely to be satisfied to some extent with the overall quality of service delivery if their point of contact was with the police in person (note: questionnaire differentiates between this and police at the roadside and at the local station) (86% *very satisfied/satisfied*) or at the roadside (84%).

In contrast, respondents whose point of contact with Police was either via a phone call to the local station (67%) or face-to-face over the station counter (78%) were significantly less likely to be *very satisfied/satisfied* with the overall quality of the service they received.

Figure 22: Overall Satisfaction with Service Delivery - by Point of Contact in 2014/15
(% Very Satisfied/Satisfied)



Base: All respondents, excluding 'not applicable' responses. Total 2014/15 n=4499; Called local station n=231; Over the counter n=413; Roadside n=1603; Called the Communications Centres n=1397; Other (Police in person) n=855.

Green arrow indicates a significantly higher result than the total.

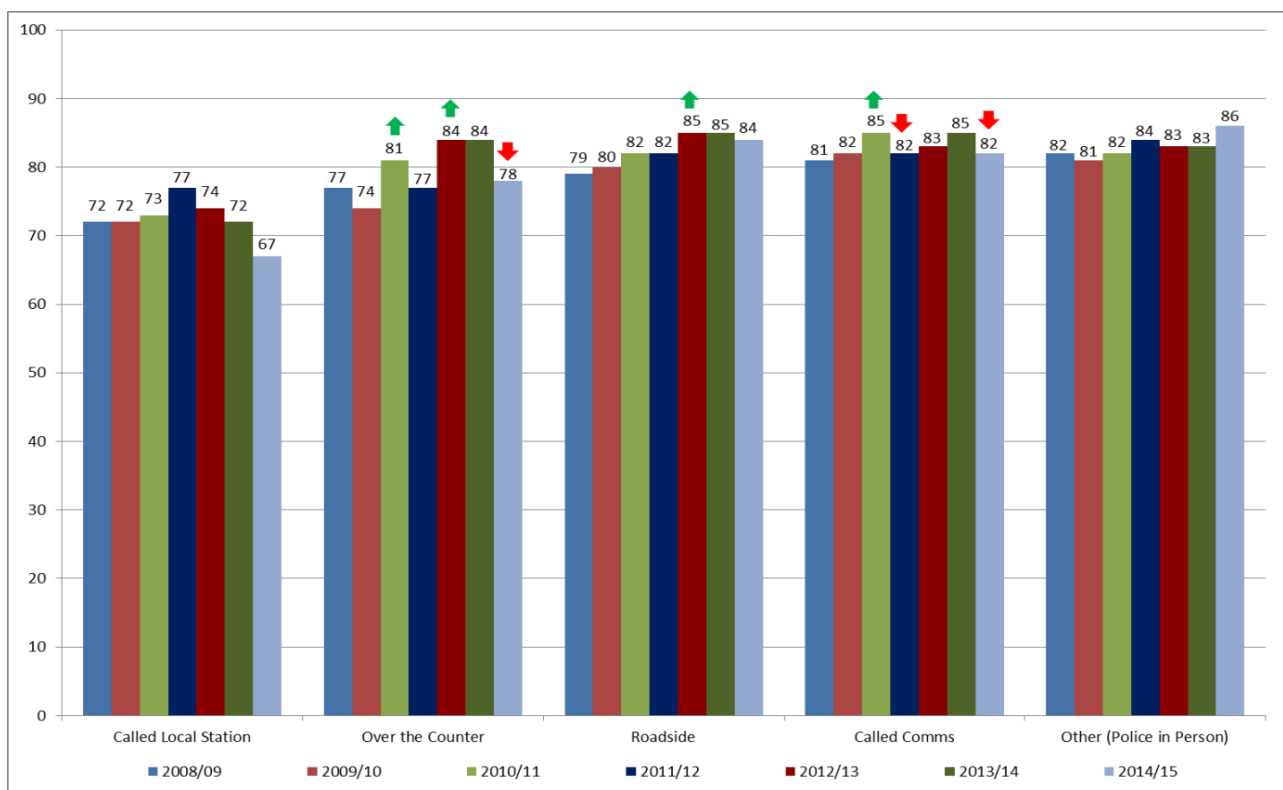
Red arrow indicates a significantly lower result than the total.

2. Comparison With 2013/14

When compared with 2013/14 results, this year there have not been any statistically significant positive changes in results (either increases in positive ratings or decreases in negative ratings) by point of contact.

In 2014/15, the share of respondents who reported being *very satisfied* or *satisfied* with the overall quality of service delivery they received from Police decreased for those who had contact over the counter at a local station (down from 84% total satisfied, to 78%). A slight decrease is also evident for those whose point of contact was a call to the Communications Centre (down from a high of 85% in 2013/14, to 82% - a statistically significant change).

Figure 23: Overall Satisfaction with Service Delivery - by Point of Contact Over Time
(% Very Satisfied/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 37: Overall Satisfaction with Service Delivery – By Point Of Contact Over Time (Part 1) (%)

	Called Local Station							Over the Counter							Roadside						
	08/09	09/10	10/11	11/12	12/13	13/14	14/15	08/09	09/10	10/11	11/12	12/13	13/14	14/15	08/09	09/10	10/11	11/12	12/13	13/14	14/15
Very satisfied	30	34	29	38	35	41	40	36	37	43	41	43	50	48	35	40	43	39	44	49	46
Satisfied	42	38	44	39	39	31	26	41	37	38	36	41	34	30	44	40	39	43	41	36	38
Very Satisfied/Satisfied	72	72	73	77	74	72	67	77	74	81	77	84	84	78	79	80	82	82	85	85	84
Neither/nor	11	13	11	8	10	10	18	11	12	9	10	6	8	10	12	12	10	11	8	9	9
Dissatisfied	10	8	11	10	12	12	11	6	9	5	9	7	5	7	7	5	4	4	4	3	4
Very dissatisfied	7	7	5	5	4	6	3	6	5	4	4	3	3	5	2	3	4	3	3	2	3
Dissatisfied/Very Dissatisfied	17	15	16	15	16	18	13	12	14	9	13	10	8	12	9	8	8	7	7	5	7
Don't know	0	0	0	0	0	0	2	0	0	1	0	0	0	0	0	0	0	0	0	1	0
Base	399	262	278	257	243	245	231	332	372	449	451	421	450	413	1105	1288	1514	1538	1515	1768	1603

Table 38: Overall Satisfaction with Service Delivery – By Point Of Contact Over Time (Part 2) (%)

	Called Comms							Other (Police in person)						
	08/09	09/10	10/11	11/12	12/13	13/14	14/15	08/09	09/10	10/11	11/12	12/13	13/14	14/15
Very satisfied	38	41	43	41	44	49	52	45	42	43	46	45	52	50
Satisfied	43	41	42	41	39	36	30	37	39	39	38	38	31	36
Very Satisfied/Satisfied	81	82	85	82	83	85	82	82	81	82	84	83	83	86
Neither/nor	9	9	8	11	9	7	10	8	8	9	8	9	8	8
Dissatisfied	6	6	4	4	6	6	4	6	6	5	4	4	6	4
Very dissatisfied	3	2	2	2	2	2	3	3	4	4	4	4	2	2
Dissatisfied/Very Dissatisfied	9	8	6	6	8	8	7	9	10	9	8	8	8	6
Don't know	1	1	1	1	0	0	1	1	1	0	0	0	1	0
Base	1435	1651	1687	1621	1639	1400	1397	723	813	878	844	831	818	855

Base: All respondents, excluding 'not applicable' responses. Note: A bold neutral or don't know response indicates a statistically significant change 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. Treated Fairly

4.2.1. Treated Fairly – Comparison With 2013/14

In 2014/15, just under nine out of ten respondents (89%) who had contact with Police either *strongly agreed* or *agreed* they were treated fairly. This was similar to the 2013/14 share (90%).

Only 6% of respondents *disagree* (4%) or *strongly disagree* (2%) that they were treated fairly (unchanged from 2013/14).

Table 39: Treated Fairly – Comparison Over Time (%)

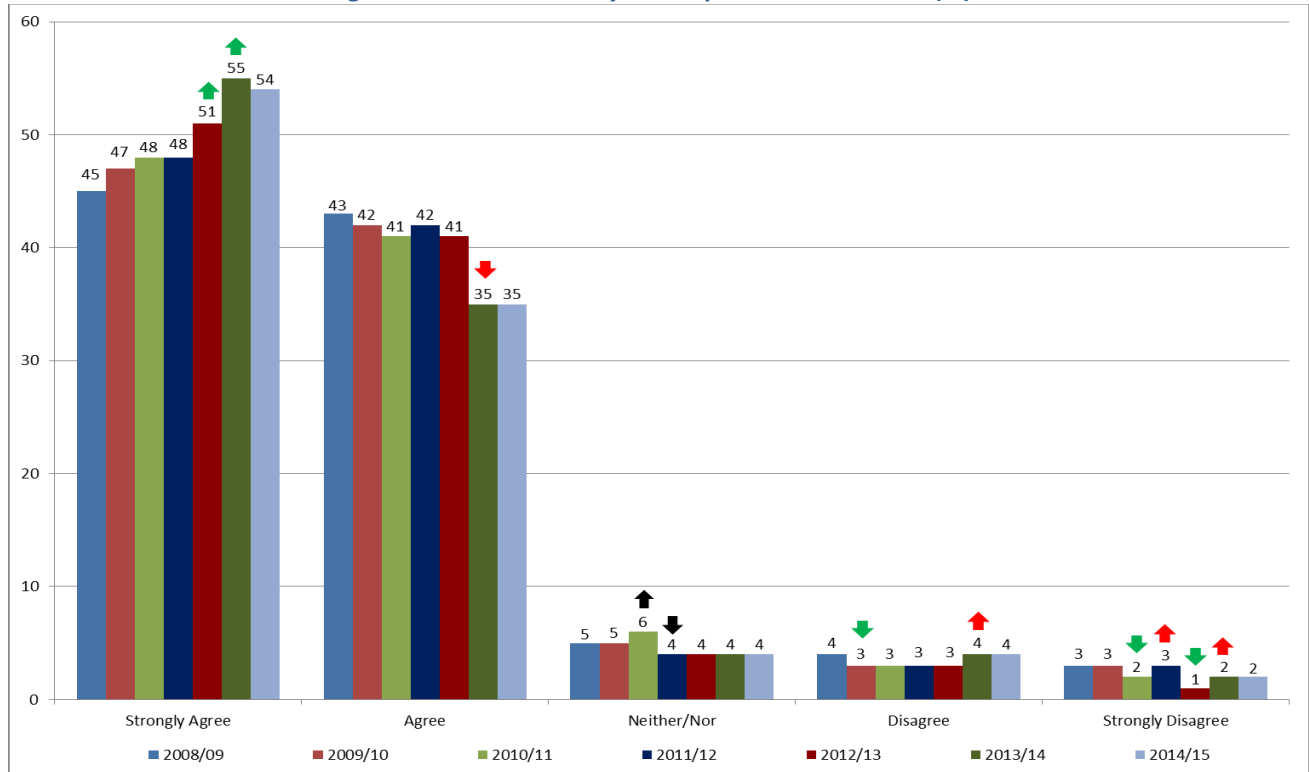
	2008/09	2009/10	2010/11	2011/12	2012/13	2013/14	2014/15
Strongly Agree	45	47	48	48	51	55	54
Agree	43	42	41	42	41	35	35
Strongly Agree/Agree*	88	89	89	90	92	90	89
Neither/Nor	5	5	6	4	4	4	4
Disagree	4	3	3	3	3	4	4
Strongly Disagree	3	3	2	3	1	2	2
Disagree/Strongly Disagree	7	6	5	6	4	6	6
Don't know	0	0	0	0	0	0	0
Base	3953	4350	4764	4670	4626	3551	3193

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

A bold neutral or don't know response indicates a statistically significant change 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.

*Note: Due to rounding some totals may not correspond with the sum of the separate figures.

Figure 24: Treated Fairly – Comparison Over Time (%)



Base: All respondents excluding those giving a 'not applicable' response. 2008/09 n=3953, 2009/10 n=4350, 2010/11 n=4764, 2011/12 n=4670, 2012/13 n=4626, 2013/14 n=3551, 2014/15 n=3193.

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

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

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

4.2.2. Treated Fairly - Differences Among Sub-Groups in 2014/15

The following statistically significant differences for 2014/15 are evident at the total results level (General, Communications Centres and Māori Booster 2014/15 results combined).

Respondent groups marked with an * were also significantly more likely to give this rating in the 2013/14 survey.

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

- whose reason for contact was a traffic stop* (98%, compared with 88% of all other respondents);
- whose point of contact was calling the Communications Centre* (94%, compared with 88% of all other respondents);
- living in Waikato District (93%, compared with 89% of all other respondents);
- aged between 35 and 44 years old (92%, compared with 89% of all other respondents);
- whose point of contact was in person (other than on the roadside or at a Police station) (92%, compared with 89% of all other respondents); and/or
- of European ethnicity* (91%, compared with 86% of all other respondents).

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

- whose reason for contact was a traffic offence* (14%, compared with 5% of all other respondents);
- of Pacific Island ethnicity (13%, compared with 6% of all other respondents);
- living in the Southern District (11%, compared with 6% of all other respondents);
- whose point of contact was the roadside (9%, compared with 5% of all other respondents); and/or
- aged between 25 and 34 years old* (8%, compared with 6% of all other respondents).

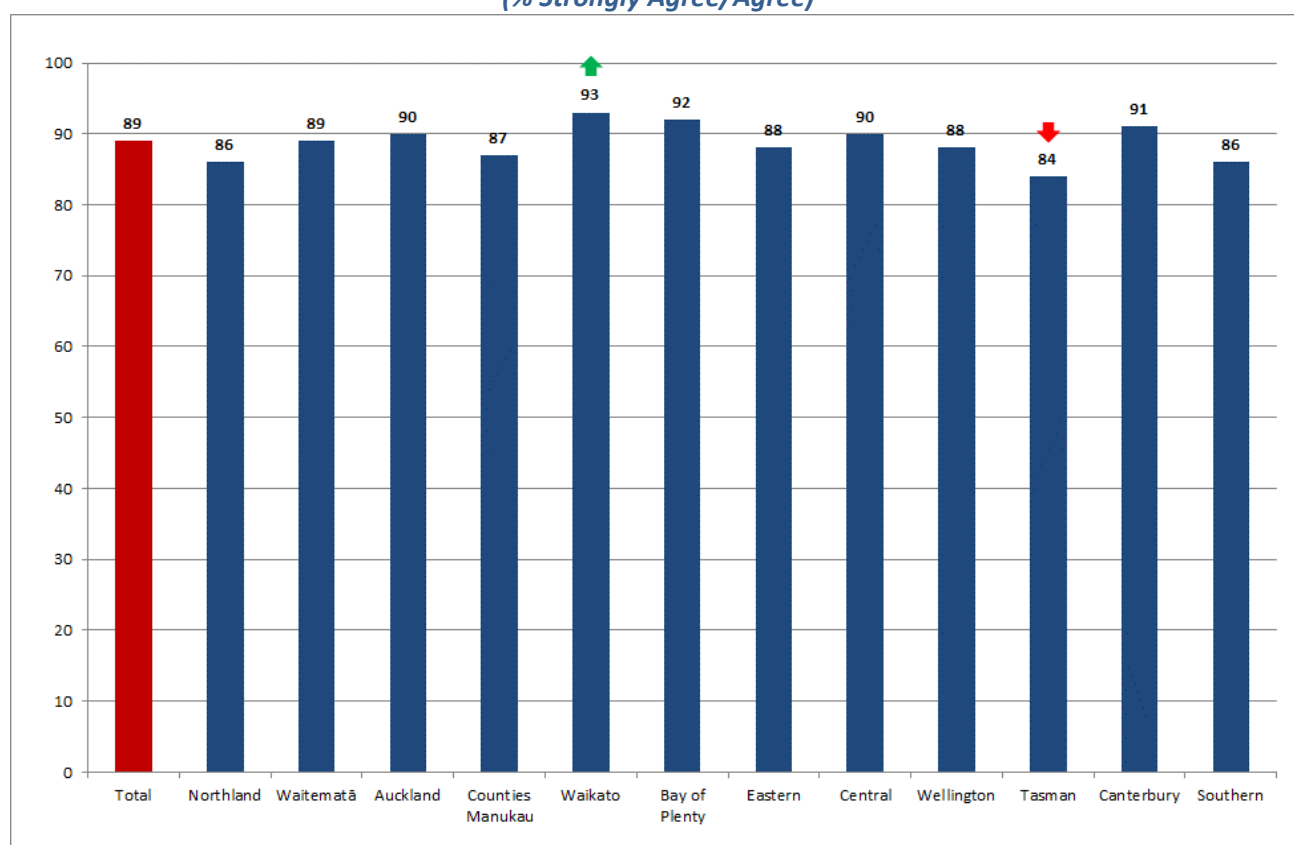
4.2.3. Treated Fairly - Comparison by District

1. 2014/15

While most respondents (89%) *strongly agreed* or *agreed* that they were treated fairly in 2014/15, those living in the Waikato District were significantly more likely to *strongly agree/agree* (93%).

In contrast, those living in Tasman District were significantly less likely to agree to some extent that they were treated fairly (84% *strongly agreed/agreed*).

Figure 25: Treated Fairly - by District in 2014/15
(% Strongly Agree/Agree)



Base: All respondents, excluding 'not applicable' responses. Total 2014/15 n=3193; Northland n=220; Waitematā n=276; Auckland n=261; Counties Manukau n=252; Waikato n=333; Bay of Plenty n=261; Eastern n=239; Central n=303; Wellington n=291; Tasman n=207; Canterbury n=333; Southern n=217.

Green arrow indicates a significantly higher result than the total.

Red arrow indicates a significantly lower result than the total.

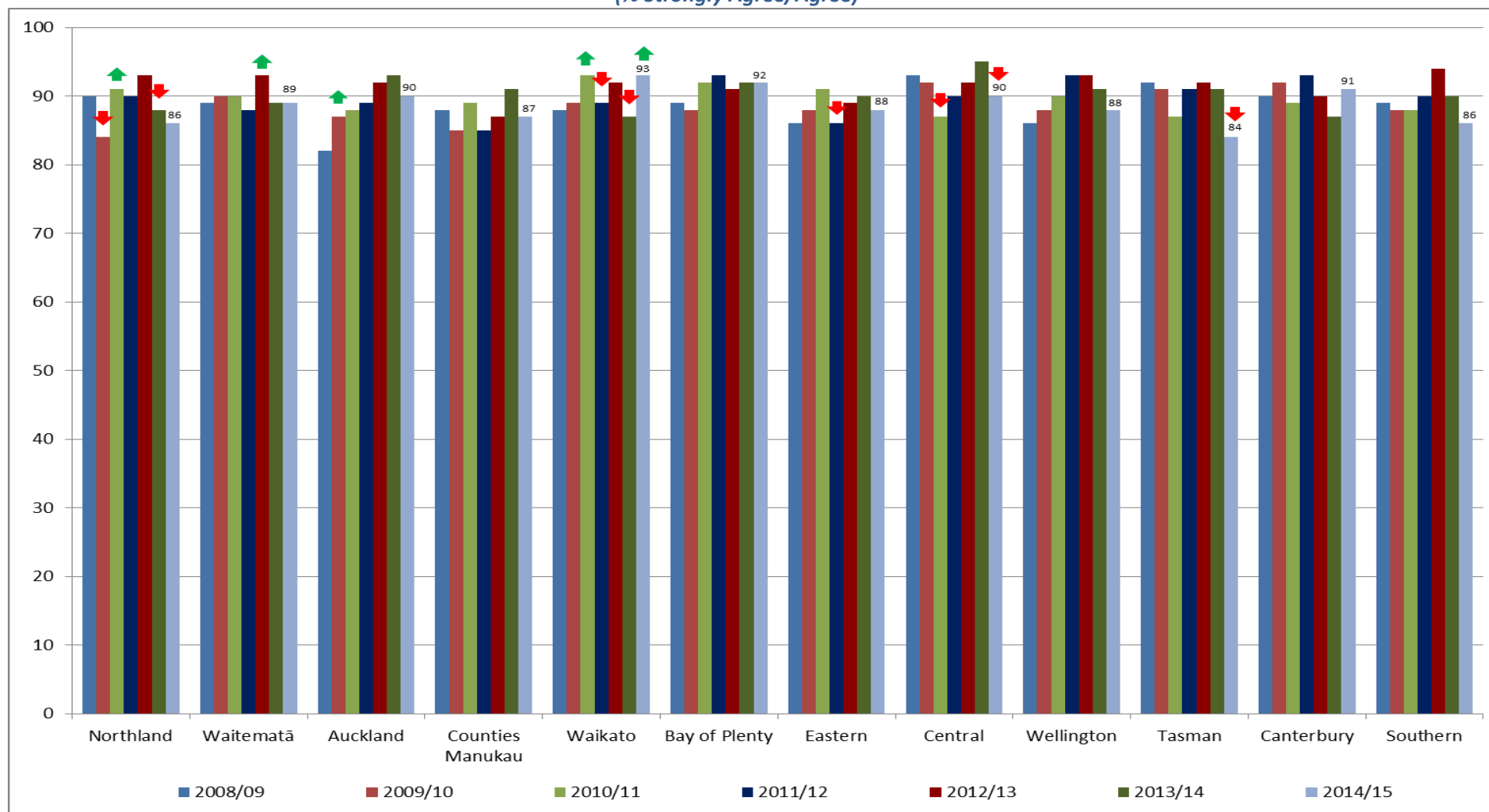
2. Comparison With 2013/14

In 2014/15, respondents living in the Waikato District were significantly more likely to *strongly agree/agree* that they were treated fairly by Police (up from 87% in 2013/14, to 93%). The share of respondents from Canterbury District to disagree to some extent has declined significantly (down from 11% *disagreeing/strongly disagreeing*, to 4%).

In contrast, there has been a significant decrease in the share of agreement ratings and/or a significant increase in the share of disagreement ratings in 2014/15 for the following districts:

- Waitematā District (share *strongly agreeing* down from 60%, to 51%);
- Tasman District (share *strongly agreeing/agreeing* down from 91%, to 84%, share *strongly agreeing* down from 59%, to 47%);
- Central District (share *strongly agreeing/agreeing* down from 95% to 90%); and
- Auckland City District (share *disagreeing/strongly disagreeing* up from 2% to 6%).

Figure 26: Treated Fairly - by District Over Time
(% Strongly Agree/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 40: Treated Fairly – By District Over Time (Part 1) (%)

	Northland							Waitematā							Auckland City						
	08/ 09	09/ 10	10/ 11	11/ 12	12/ 13	13/ 14	14/ 15	08/ 09	09/ 10	10/ 11	11/ 12	12/ 13	13/ 14	14/ 15	08/ 09	09/ 10	10/ 11	11/ 12	12/ 13	13/ 14	14/ 15
Strongly Agree	46	47	48	48	47	52	55	43	46	49	42	56	60	51	39	46	48	45	46	56	58
Agree	44	37	43	42	46	36	31	46	44	41	46	37	29	38	43	41	40	44	46	37	32
Strongly Agree/Agree	90	84	91	90	93	88	86	89	90	90	88	93	89	89	82	87	88	89	92	93	90
Neither/nor	4	7	6	5	4	4	6	5	4	4	5	2	4	4	7	6	8	5	6	5	4
Disagree	3	4	1	3	2	4	4	3	4	4	4	3	4	6	6	3	1	3	1	1	4
Strongly Disagree	2	5	2	2	1	3	3	3	2	2	3	2	3	0	5	3	3	3	1	1	2
Disagree/Strongly Disagree	5	9	3	5	3	7	7	6	6	6	7	5	7	6	11	6	4	6	2	2	6
Don't know	1	0	0	0	0	1	1	0	0	0	0	0	0	1	0	1	0	0	0	0	0
Base	297	307	364	327	305	298	220	333	371	402	408	370	300	276	398	400	440	411	362	257	261

Table 41: Treated Fairly – By District Over Time (Part 2) (%)

	Counties Manukau							Waikato							Bay Of Plenty						
	08/ 09	09/ 10	10/ 11	11/ 12	12/ 13	13/ 14	14/ 15	08/ 09	09/ 10	10/ 11	11/ 12	12/ 13	13/ 14	14/ 15	08/ 09	09/ 10	10/ 11	11/ 12	12/ 13	13/ 14	14/ 15
Strongly Agree	41	40	50	44	44	54	49	42	44	48	44	52	58	52	43	42	45	50	50	51	54
Agree	47	45	39	41	43	37	38	46	46	45	45	40	29	41	46	46	47	43	41	41	38
Strongly Agree/Agree	88	85	89	85	87	91	87	88	89	93	89	92	87	93	89	88	92	93	91	92	92
Neither/nor	4	6	6	5	7	3	5	5	6	4	5	5	4	2	5	6	4	3	2	3	3
Disagree	4	6	3	5	4	5	2	5	2	2	3	2	4	4	4	3	2	2	4	3	3
Strongly Disagree	4	2	2	5	2	1	6	2	2	1	3	1	4	1	2	3	2	2	3	2	2
Disagree/Strongly Disagree	8	8	5	10	6	6	8	7	4	3	6	3	8	5	6	6	4	4	7	5	5
Don't know	0	1	0	0	0	0	0	0	1	0	0	0	1	0	0	0	0	0	0	0	0
Base	384	432	463	450	411	282	252	336	423	474	478	507	328	333	335	367	434	429	432	320	261

Base: All respondents, excluding 'not applicable' responses. Note: A bold neutral or don't know response indicates a statistically significant change 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 42: Treated Fairly – By District Over Time (Part 3) (%)

	Eastern							Central							Wellington						
	08/ 09	09/ 10	10/ 11	11/ 12	12/ 13	13/ 14	14/ 15	08/ 09	09/ 10	10/ 11	11/ 12	12/ 13	13/ 14	14/ 15	08/ 09	09/ 10	10/ 11	11/ 12	12/ 13	13/ 14	14/ 15
Strongly Agree	44	47	46	47	46	55	52	48	49	49	48	54	56	58	46	51	50	53	52	55	55
Agree	42	41	45	39	43	35	36	45	43	38	42	38	39	32	40	37	40	40	41	36	33
Strongly Agree/Agree	86	88	91	86	89	90	88	93	92	87	90	92	95	90	86	88	90	93	93	91	88
Neither/nor	6	6	6	5	6	5	3	3	5	5	4	3	1	6	6	5	6	2	3	5	6
Disagree	5	2	1	8	4	3	7	2	2	4	3	3	2	1	5	4	2	2	2	1	3
Strongly Disagree	3	4	2	1	1	2	2	2	1	3	3	2	2	2	3	3	2	2	2	3	3
Disagree/Strongly Disagree	8	6	3	9	5	5	9	4	3	7	6	5	5	3	8	7	4	4	4	4	6
Don't know	0	0	0	0	0	0	0	0	0	1	0	0	0	1	0	0	0	1	0	0	0
Base	269	279	344	366	367	308	239	297	346	380	389	432	313	303	372	448	446	463	424	303	291

Table 43: Treated Fairly – By District Over Time (Part 4) (%)

	Tasman							Canterbury							Southern						
	08/ 09	09/ 10	10/ 11	11/ 12	12/ 13	13/ 14	14/ 15	08/ 09	09/ 10	10/ 11	11/ 12	12/ 13	13/ 14	14/ 15	08/ 09	09/ 10	10/ 11	11/ 12	12/ 13	13/ 14	14/ 15
Strongly Agree	47	42	52	51	53	59	47	48	53	47	58	50	51	54	50	49	51	52	54	60	58
Agree	45	49	35	40	39	32	37	42	39	42	35	40	36	37	39	39	37	38	40	30	28
Strongly Agree/Agree	92	91	87	91	92	91	84	90	92	89	93	90	87	91	89	88	88	90	94	90	86
Neither/nor	4	2	5	3	5	3	7	4	4	6	2	5	2	5	2	4	6	6	2	4	3
Disagree	2	4	4	5	2	2	5	5	2	2	3	4	10	3	7	3	3	3	3	1	9
Strongly Disagree	1	3	4	0	1	4	2	1	2	3	2	1	1	1	2	4	3	1	1	5	2
Disagree/Strongly Disagree	3	7	8	5	3	6	7	6	4	5	5	5	11	4	9	7	6	4	4	6	11
Don't know	1	0	0	1	0	0	2	0	0	0	0	0	0	0	0	1	0	0	0	0	0
Base	241	241	282	318	322	285	207	400	412	406	359	380	293	333	291	324	329	272	314	264	217

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

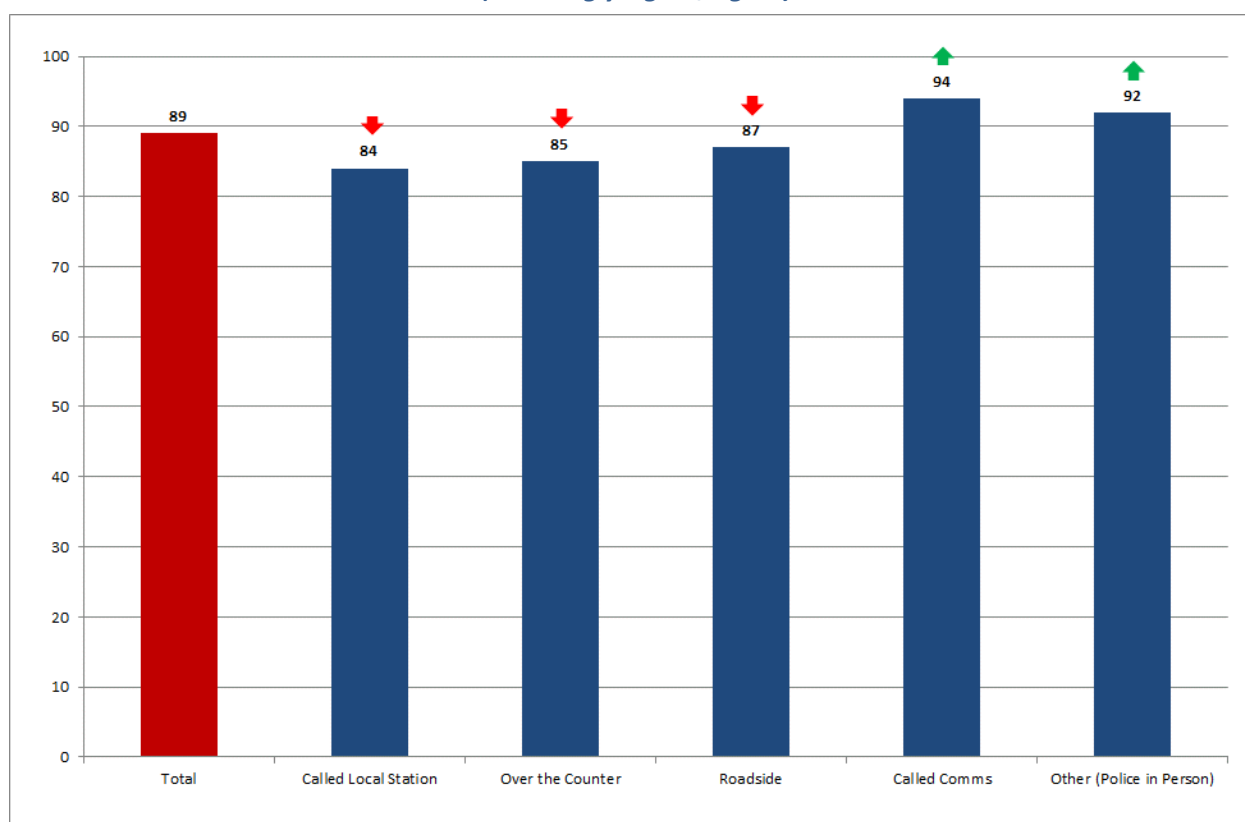
4.2.4. Treated Fairly - Comparison by Point of Contact

1. 2014/15

When compared to the overall total agreement rating of 89%, those who called the Communications Centres (94%) and those had contact with the Police in person (other than on the roadside and at the local station) (92%) were significantly more likely to *strongly agree/agree* that they were treated fairly.

In contrast, respondents whose point of contact with Police was calling the local station (84%), going into the station (85%) or on the roadside (87%) were significantly less likely to agree to some extent.

Figure 27: Treated Fairly - by Point of Contact in 2014/15
(% Strongly Agree/Agree)



Base: All respondents, excluding 'not applicable' responses. Total 2014/15 n=3199; Called local station n=229; Over the counter n=408; Roadside n=668; Called a Communications Centre n=1135; Other (Police in person) n=759.

Green arrow indicates a significantly higher result than the total.

Red arrow indicates a significantly lower result than the total.

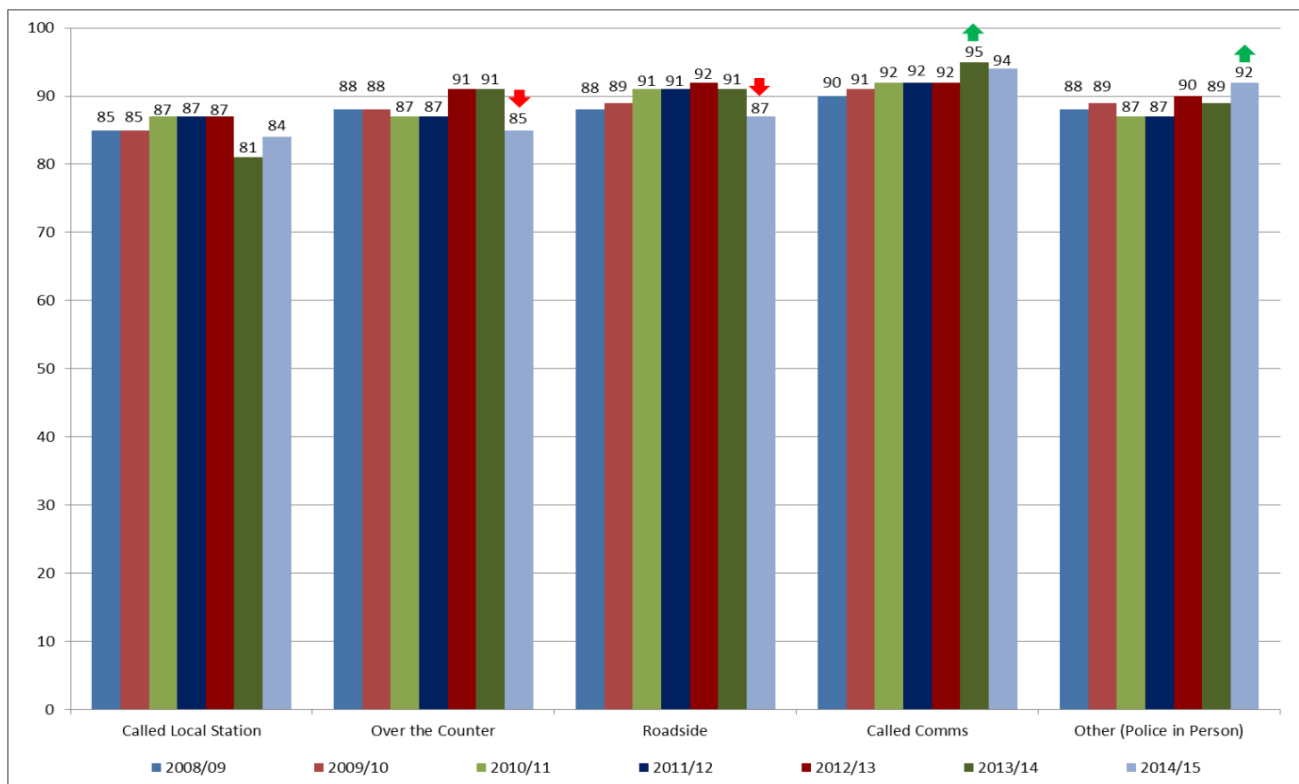
2. Comparison With 2013/14

The proportion of respondents who agreed to some extent that they were treated fairly has increased significantly among respondents whose point of contact was in person (excluding at the roadside or over the counter) (up from 89% *strongly agreeing/agreeing* in 2013/14, to 92%). The share to *disagree/strongly disagree* with this statement has also decreased significantly (down from 7%, to 4%).

The share of respondents whose point of contact was calling the Communications Centres to *strongly agree* has increased significantly when compared with last year (up from 57%, to 62%, and continuing the positive trend since 2012/13).

In contrast, there have been significant negative changes in ratings among respondents whose point of contact was over the counter (share *strongly agreeing/agreeing* down from 91%, to 85%; share *disagreeing/strongly disagreeing* up from 4%, to 8%) and at the roadside (share agreeing down from 91%, to 87%; share disagreeing up from 6%, to 9%).

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



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

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

Table 44: Treated Fairly – By Point Of Contact Over Time (Part 1) (%)

	Called Local Station							Over the Counter							Roadside						
	08/09	09/10	10/11	11/12	12/13	13/14	14/15	08/09	09/10	10/11	11/12	12/13	13/14	14/15	08/09	09/10	10/11	11/12	12/13	13/14	14/15
Strongly Agree	33	34	32	40	36	51	47	44	46	45	48	49	59	54	45	49	53	50	53	53	45
Agree	52	51	55	47	51	30	37	44	42	42	39	42	32	31	43	40	38	41	39	38	42
Strongly Agree/Agree	85	85	87	87	87	81	84	88	88	87	87	91	91	85	88	89	91	91	92	91	87
Neither/nor	7	9	10	4	7	9	9	4	5	6	4	4	5	6	4	4	4	4	4	3	4
Disagree	4	4	2	6	3	6	4	4	3	4	5	3	2	5	5	4	3	3	3	3	6
Strongly Disagree	4	2	1	2	2	4	2	4	4	3	4	2	2	3	3	3	2	2	1	3	3
Disagree/Strongly Disagree	8	6	3	8	5	10	6	8	7	7	9	5	4	8	8	7	5	5	4	6	9
Don't know	0	0	0	1	1	0	1	0	0	0	0	0	0	1	0	0	0	0	0	0	0
Base	395	259	273	289	240	240	229	332	369	446	448	420	443	408	1105	1293	1507	1536	1516	843	668

Table 45: Treated Fairly – By Point Of Contact Over Time (Part 2) (%)

	Called Comms							Other (Police in person)						
	08/09	09/10	10/11	11/12	12/13	13/14	14/15	08/09	09/10	10/11	11/12	12/13	13/14	14/15
Strongly Agree	45	44	47	44	49	57	62	49	50	47	50	51	57	59
Agree	45	47	45	48	43	38	32	39	39	40	37	39	32	33
Strongly Agree/Agree	90	91	92	92	92	95	94	88	89	87	87	90	89	92
Neither/nor	5	5	5	4	5	2	2	5	5	7	5	4	4	4
Disagree	4	2	2	3	2	2	2	4	3	3	3	3	5	3
Strongly Disagree	1	1	1	1	1	1	1	3	3	3	5	2	2	1
Disagree/Strongly Disagree	5	3	3	4	3	3	3	7	6	6	8	5	7	4
Don't know	0	1	0	0	0	0	1	0	0	0	0	1	0	0
Base	1412	1633	1677	1610	1632	1219	1135	709	796	861	827	818	806	759

Base: All respondents, excluding 'not applicable' responses. Note: A bold neutral or don't know response indicates a statistically significant change 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. Staff Competence

4.3.1. Staff Competence – Comparison With 2013/14

In 2014/15, nine out of ten respondents (90%) either *strongly agree* or *agree* that the staff member they dealt with was competent (stable since last year). However the share who *strongly agreed* with the statement has decreased slightly but statistically significantly when compared with 2013/14 (down from 53%, to 50%).

The share of respondents who either *disagreed* or *strongly disagreed* increased marginally from 4% in 2013/14, to 5% in 2014/15 (also a statistically significant increase).

Table 46: Staff Competence – Comparison Over Time (%)

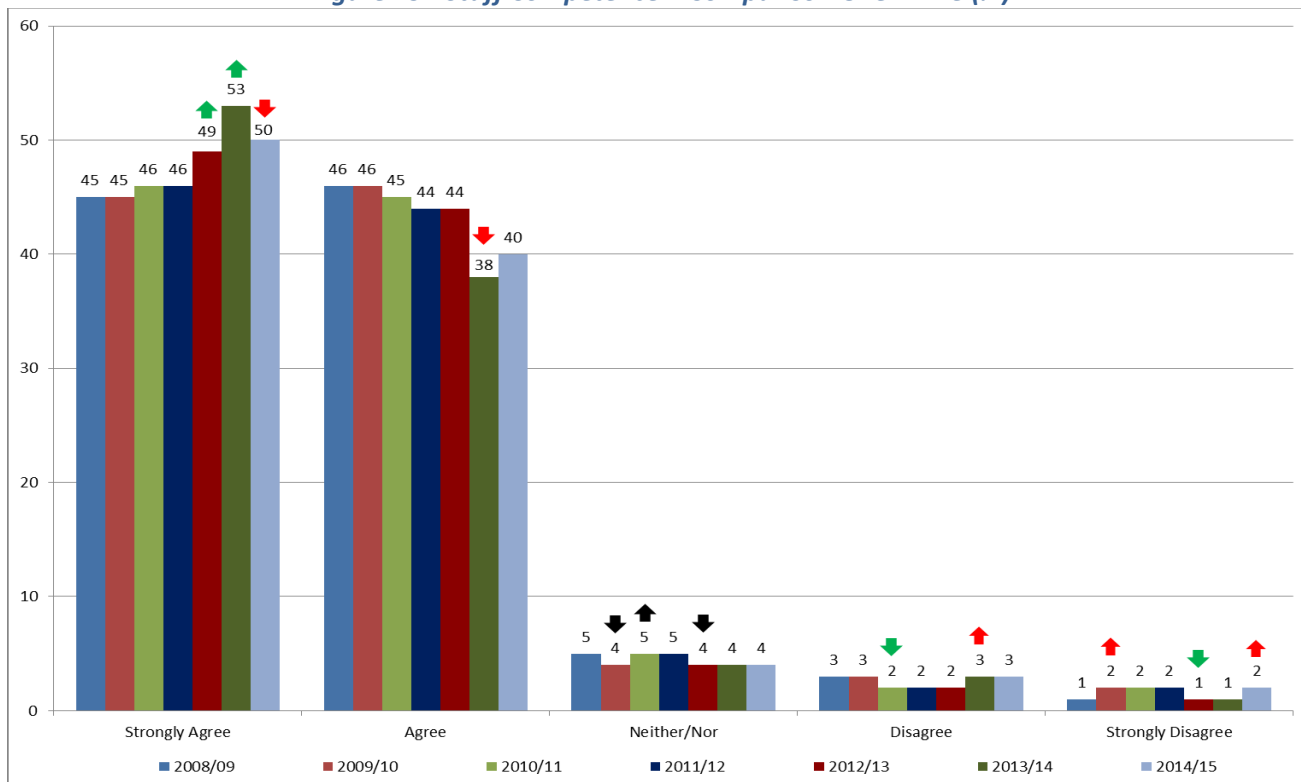
	2008/09	2009/10	2010/11	2011/12	2012/13	2013/14	2014/15
Strongly Agree	45	45	46	46	49	53	50
Agree	46	46	45	44	44	38	40
Strongly Agree/Agree*	91	91	91	90	93	91	90
Neither/Nor	5	4	5	5	4	4	4
Disagree	3	3	2	2	2	3	3
Strongly Disagree	1	2	2	2	1	1	2
Disagree/Strongly Disagree	4	5	4	4	3	4	5
Don't know	0	1	1	1	0	1	1
Base	3989	4381	4803	4707	4652	3575	3230

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

A bold neutral or don't know response indicates a statistically significant change 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.

*Note: Due to rounding some totals may not correspond with the sum of the separate figures.

Figure 29: Staff Competence – Comparison Over Time (%)



Base: All respondents excluding those giving a 'not applicable' response. 2008/09 n=3989, 2009/10 n=4381, 2010/11 n=4803, 2011/12 n=4707, 2012/13 n=4652, 2013/14 n=3575, 2014/15 n=3230.

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

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

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

4.3.2. Staff Competence - Differences Among Sub-Groups in 2014/15

The following statistically significant differences for 2014/15 are evident at the total results level (General, Communications Centres and Māori Booster sample 2014/15 results combined).

Respondent groups marked with an * were also significantly more likely to give this rating in the 2013/14 survey.

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

- whose reason for contact was a community activity (98%, compared with 90% of all other respondents);
- whose reason for contact was a traffic stop* (97%, compared with 90% of all other respondents);
- whose reason for contact was a traffic crash or incident (94%, compared with 90% of all other respondents);
- whose point of contact was calling the Communications Centre* (93%, compared with 89% of all other respondents); and or
- of European ethnicity* (92%, compared with 88% of all other respondents).

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

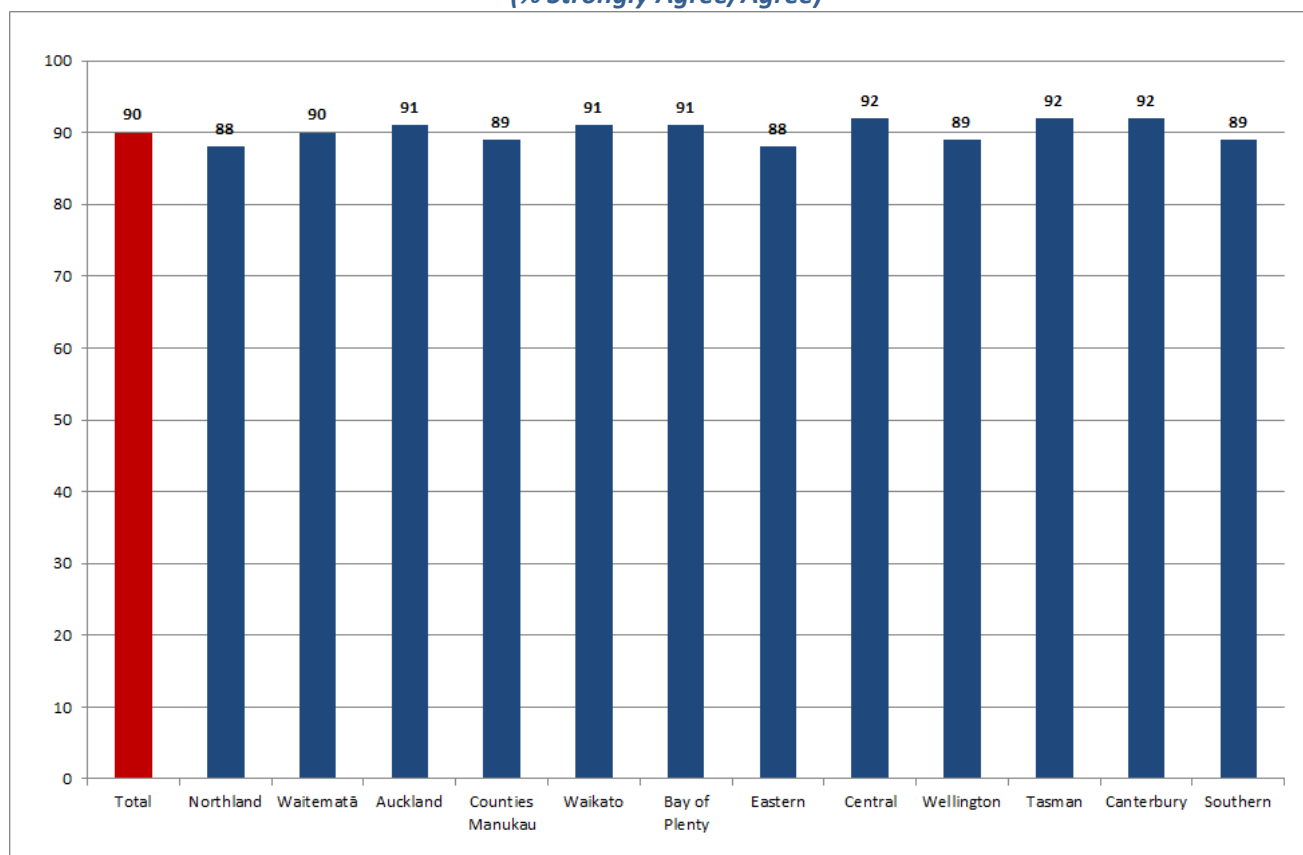
- whose point of contact was over the counter* (9%, compared with 5% of all other respondents);
- whose reason for contact was a traffic offence* (9%, compared with 5% of all other respondents); and/or
- living in the Southern district (9%, compared with 5% of all other respondents).

4.3.3. Staff Competence - Comparison by District

1. 2014/15

Ninety percent of all respondents *strongly agreed* or *agreed* that staff were competent. While there are no statistically significant differences between any of the districts and the total, results range from 92% *strongly agreeing/agreeing* in Central, Tasman and Canterbury districts, down to 88% agreeing to some extent for Northland and Eastern district.

Figure 30: Staff Competence - by District in 2014/15
(% Strongly Agree/Agree)



Base: All respondents, excluding 'not applicable' responses. Total 2014/15 n=3230; Northland n=220; Waitematā n=279; Auckland n=264; Counties n=255; Waikato n=340; Bay of Plenty n=264; Eastern n=245; Central n=305; Wellington n=295; Tasman n=209; Canterbury n=335; Southern n=219.

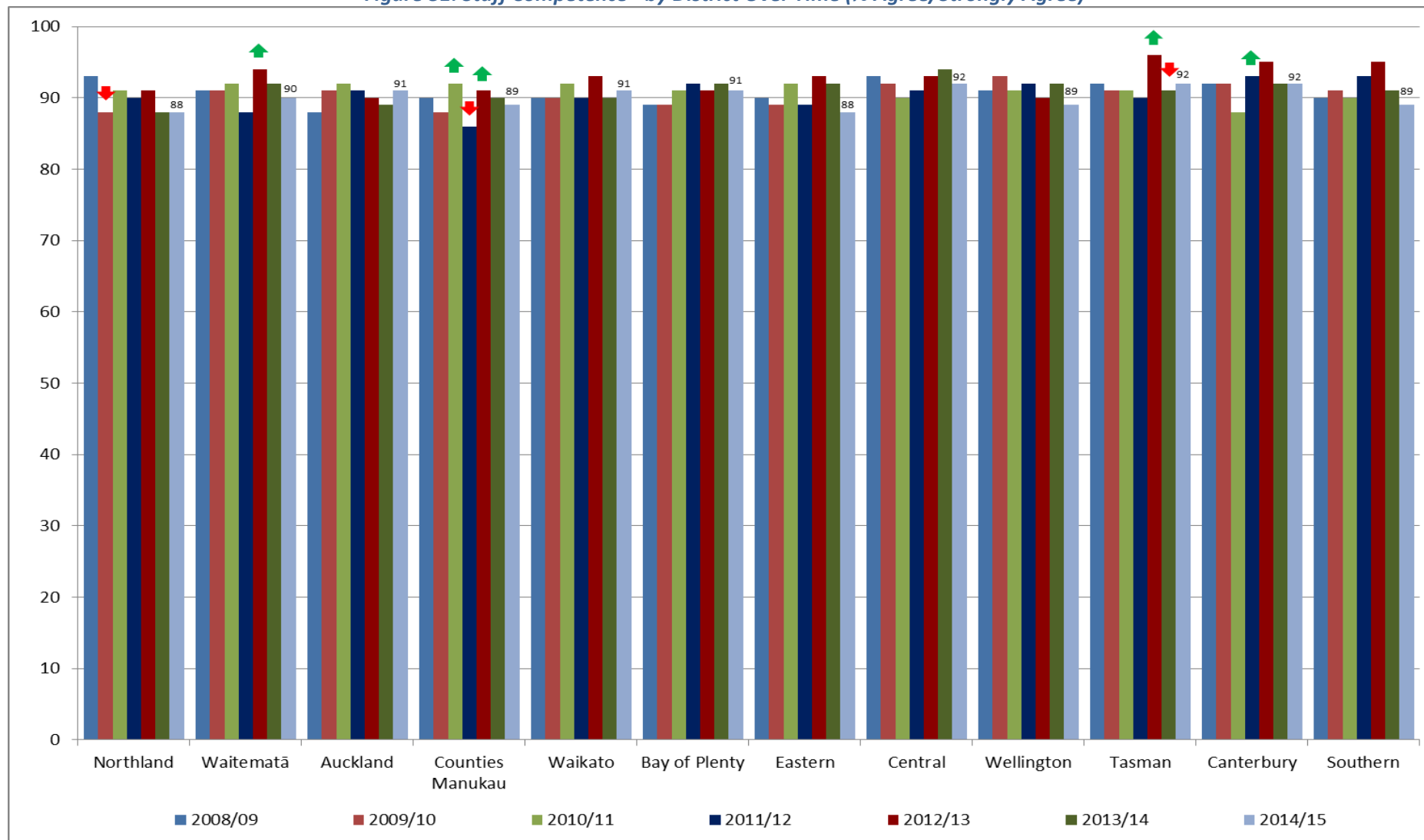
2. Comparison With 2013/14

When compared with the 2013/14 survey wave, there have not been any significant increases in the proportion of respondents who *strongly agreed/agreed* or decreases in the proportion to *disagree/strongly disagree* that staff were competent for any of the 12 districts.

However, there has been a significant increase in the share of respondents disagreeing to some extent that staff were competent in both Southern and Eastern districts (in both districts the share *disagreeing/strongly disagreeing* is up from 4%, to 9%).

Also of note this year, is that the share of respondents to *strongly agree* that staff were competent decreased significantly for Tasman (down from 58% to 45%) and Central (down from 62%, to 52%) districts.

Figure 31: Staff Competence - 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 47: Staff Competence – By District Over Time (Part 1) (%)

	Northland							Waitematā							Auckland City						
	08/ 09	09/ 10	10/ 11	11/ 12	12/ 13	13/ 14	14/ 15	08/ 09	09/ 10	10/ 11	11/ 12	12/ 13	13/ 14	14/ 15	08/ 09	09/ 10	10/ 11	11/ 12	12/ 13	13/ 14	14/ 15
Strongly Agree	44	48	44	47	44	50	52	44	40	44	41	51	57	51	40	46	43	42	50	53	50
Agree	49	40	47	43	47	38	36	47	51	48	47	43	35	39	48	45	49	49	40	36	41
Strongly Agree/Agree	93	88	91	90	91	88	88	91	91	92	88	94	92	90	88	91	92	91	90	89	91
Neither/nor	4	6	6	6	4	5	4	5	4	4	7	3	2	5	7	3	4	4	7	6	4
Disagree	1	3	2	1	4	4	4	2	3	2	5	3	4	4	4	4	1	2	1	3	2
Strongly Disagree	1	1	1	2	1	2	3	2	2	1	0	0	1	1	1	2	3	2	2	1	2
Disagree/Strongly Disagree	2	4	3	3	5	6	7	4	5	3	5	3	5	5	5	6	4	4	3	4	4
Don't know	1	2	0	1	0	1	1	0	0	1	0	0	1	0	0	0	0	1	0	1	1
Base	297	311	372	330	307	298	220	335	375	406	412	371	305	279	407	403	445	411	366	257	264

Table 48: Staff Competence – By District Over Time (Part 2) (%)

	Counties Manukau							Waikato							Bay Of Plenty						
	08/ 09	09/ 10	10/ 11	11/ 12	12/ 13	13/ 14	14/ 15	08/ 09	09/ 10	10/ 11	11/ 12	12/ 13	13/ 14	14/ 15	08/ 09	09/ 10	10/ 11	11/ 12	12/ 13	13/ 14	14/ 15
Strongly Agree	42	38	45	40	38	50	48	42	46	45	43	50	54	49	42	38	41	50	47	52	52
Agree	48	50	47	46	53	40	41	48	44	47	47	43	36	42	47	51	50	42	44	40	39
Strongly Agree/Agree	90	88	92	86	91	90	89	90	90	92	90	93	90	91	89	89	91	92	91	92	91
Neither/nor	4	5	5	5	5	4	3	6	4	6	5	4	2	5	5	4	6	5	2	5	6
Disagree	4	5	2	4	2	3	4	2	3	2	2	2	5	3	4	5	2	2	3	1	1
Strongly Disagree	2	1	1	4	1	1	3	2	2	0	2	1	2	1	2	1	0	0	3	1	1
Disagree/Strongly Disagree	6	6	3	8	3	4	7	4	5	2	4	3	7	4	6	6	2	2	6	2	2
Don't know	0	1	0	1	1	2	1	0	1	0	1	0	1	0	0	1	1	1	1	1	1
Base	387	432	464	451	412	283	255	338	423	474	484	511	330	340	338	371	435	432	433	324	264

Base: All respondents, excluding 'not applicable' responses. Note: A bold neutral or don't know response indicates a statistically significant change 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 49: Staff Competence – By District Over Time (Part 3) (%)

	Eastern							Central							Wellington						
	08/ 09	09/ 10	10/ 11	11/ 12	12/ 13	13/ 14	14/ 15	08/ 09	09/ 10	10/ 11	11/ 12	12/ 13	13/ 14	14/ 15	08/ 09	09/ 10	10/ 11	11/ 12	12/ 13	13/ 14	14/ 15
Strongly Agree	41	44	43	42	47	53	47	43	46	46	46	52	62	52	49	47	50	48	49	54	47
Agree	49	45	49	47	46	39	41	50	46	44	45	41	32	40	42	46	41	44	41	38	42
Strongly Agree/Agree	90	89	92	89	93	92	88	93	92	90	91	93	94	92	91	93	91	92	90	92	89
Neither/nor	4	4	4	7	3	4	3	2	5	4	5	4	1	4	5	2	5	5	5	2	4
Disagree	4	4	2	2	3	2	6	1	2	2	2	2	3	2	2	2	2	2	4	4	4
Strongly Disagree	1	1	1	2	1	2	3	2	1	3	2	1	1	1	1	2	1	1	1	1	3
Disagree/Strongly Disagree	5	5	3	4	4	4	9	3	3	5	4	3	4	3	3	4	3	3	5	5	7
Don't know	1	2	1	0	0	0	0	2	0	1	0	0	1	1	1	1	1	0	0	1	0
Base	272	283	347	370	371	309	245	299	346	387	391	435	314	305	377	453	449	470	424	308	295

Table 50: Staff Competence – By District Over Time (Part 4) (%)

	Tasman							Canterbury							Southern						
	08/ 09	09/ 10	10/ 11	11/ 12	12/ 13	13/ 14	14/ 15	08/ 09	09/ 10	10/ 11	11/ 12	12/ 13	13/ 14	14/ 15	08/ 09	09/ 10	10/ 11	11/ 12	12/ 13	13/ 14	14/ 15
Strongly Agree	54	42	48	50	50	58	45	49	52	48	53	49	48	51	44	46	48	52	57	53	60
Agree	38	49	43	40	46	33	47	43	40	40	40	46	44	41	46	45	42	41	38	38	29
Strongly Agree/Agree	92	91	91	90	96	91	92	92	92	88	93	95	92	92	90	91	90	93	95	91	89
Neither/nor	4	4	4	6	2	2	2	5	4	5	2	2	4	3	4	4	6	3	3	5	2
Disagree	3	3	2	1	1	2	4	2	3	3	1	2	3	3	5	2	3	3	1	2	7
Strongly Disagree	0	2	3	2	1	3	2	1	1	2	3	0	1	0	0	2	1	1	0	2	2
Disagree/Strongly Disagree	3	5	5	3	2	5	6	3	4	5	4	2	4	3	5	4	4	4	1	4	9
Don't know	1	0	0	1	0	2	0	0	0	2	1	1	0	2	1	1	0	0	1	0	0
Base	241	241	283	321	323	288	209	401	415	409	360	382	295	335	297	328	332	275	317	264	219

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

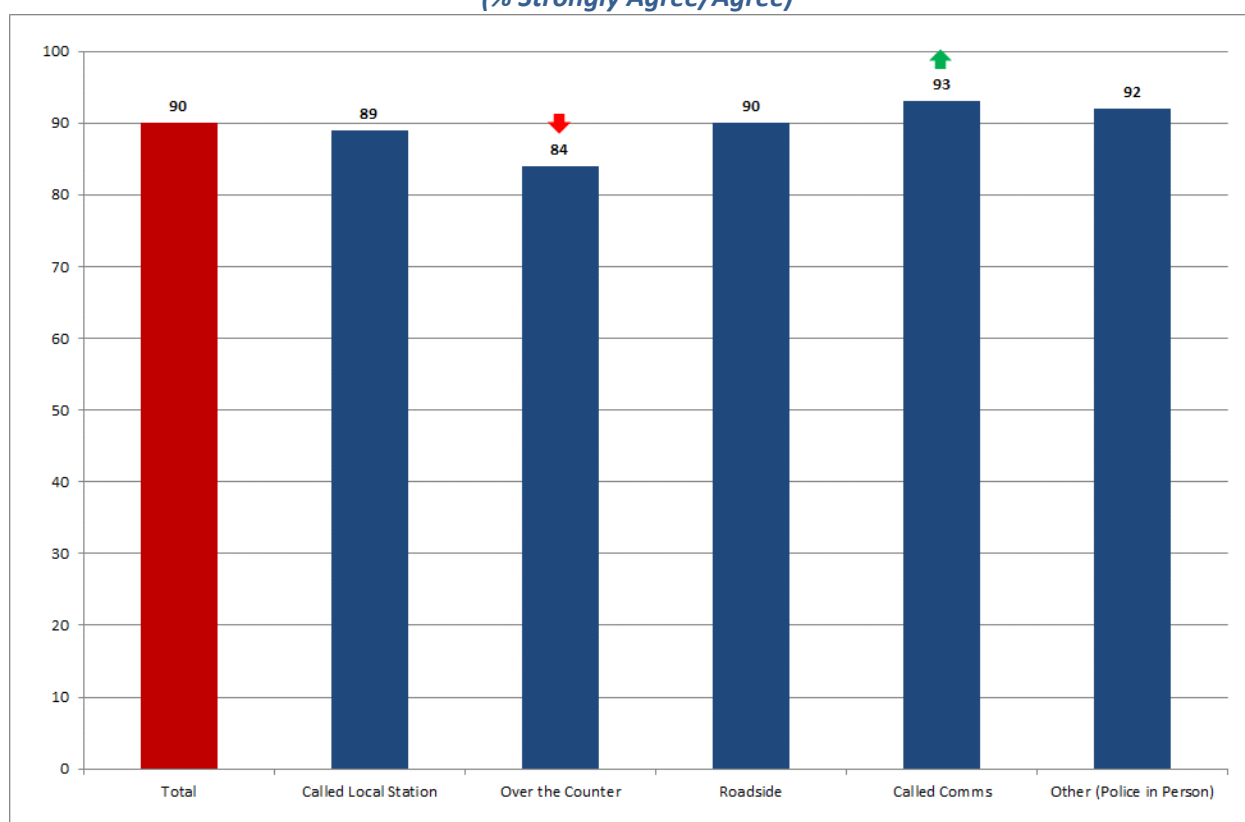
4.3.4. Staff Competence - Comparison by Point of Contact

1. 2014/15

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

By comparison, respondents who had contact over the counter at the local station were significantly less likely to agree to some extent that staff were competent (84% *strongly agreeing/agreeing*).

**Figure 32: Staff Competence - by Point of Contact in 2014/15
(% Strongly Agree/Agree)**



Base: All respondents, excluding 'not applicable' responses. Total 2014/15 n=3236; Called local station n=231; Over the counter n=409; Roadside n=668; Called the Communications Centres n=1149; Other (Police in person) n=779.

Green arrow indicates a significantly higher result than the total.

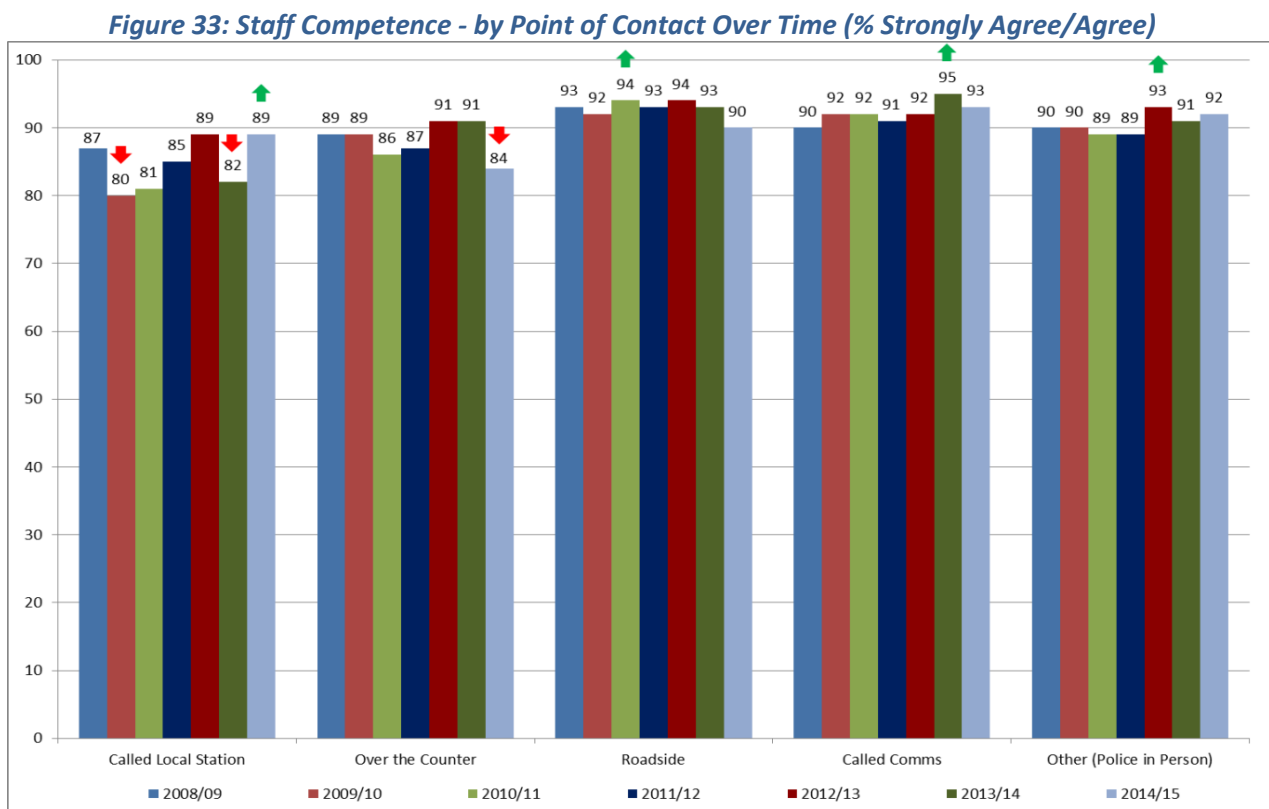
Red arrow indicates a significantly lower result than the total.

2. Comparison With 2013/14

When compared with 2013/14, the share of respondents who had contact with Police by calling the local station who *strongly agree/agree* that staff were competent has increased significantly (up from 82% last measure, to 89%), while the share to *disagree/strongly disagree* has declined significantly (down from 10%, to 5%).

In contrast, there has been a significant decrease in the share of respondents who had contact over the counter at the local station who *strongly agree/agree* that the staff were competent (down from 91%, to 84%) and an increase in the share *disagreeing/strongly disagreeing* (up from 3%, to 9%).

Respondents who had contact at the roadside were significantly less likely to *strongly agree* that staff were competent (down from 50%, to 42%).



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 51: Staff Competence – By Point Of Contact Over Time (Part 1) (%)

	Called Local Station							Over the Counter							Roadside						
	08/ 09	09/ 10	10/ 11	11/ 12	12/ 13	13/ 14	14/ 15	08/ 09	09/ 10	10/ 11	11/ 12	12/ 13	13/ 14	14/ 15	08/ 09	09/ 10	10/ 11	11/ 12	12/ 13	13/ 14	14/ 15
Strongly Agree	34	34	28	42	34	50	46	44	38	41	44	47	54	50	45	47	49	47	52	50	42
Agree	53	46	53	43	55	32	43	45	51	45	43	44	37	34	48	45	45	46	42	43	48
Strongly Agree/Agree	87	80	81	85	89	82	89	89	89	86	87	91	91	84	93	92	94	93	94	93	90
Neither/nor	6	10	13	6	7	7	4	5	5	6	7	5	5	6	4	4	3	4	3	2	4
Disagree	4	4	2	4	2	8	3	3	3	4	4	3	2	6	2	3	1	2	2	4	4
Strongly Disagree	2	5	2	3	2	2	2	3	2	3	2	1	1	3	1	1	2	1	1	1	1
Disagree/Strongly Disagree	6	9	4	7	4	10	5	6	5	7	6	4	3	9	3	4	3	3	3	5	5
Don't know	1	1	2	2	0	1	2	0	1	1	0	0	1	1	0	0	0	0	0	0	1
Base	397	259	277	257	242	243	231	333	369	450	449	420	448	409	1105	1293	1514	1539	1519	844	668

Table 52: Staff Competence – By Point Of Contact Over Time (Part 2) (%)

	Called Comms							Other (Police in person)						
	08/09	09/10	10/11	11/12	12/13	13/14	14/15	08/09	09/10	10/11	11/12	12/13	13/14	14/15
Strongly Agree	43	44	46	45	47	56	59	50	47	46	46	49	57	55
Agree	47	48	46	46	45	39	34	40	43	43	43	44	34	37
Strongly Agree/Agree	90	92	92	91	92	95	93	90	90	89	89	93	91	92
Neither/nor	5	3	4	5	4	2	3	5	3	5	4	4	4	3
Disagree	3	3	2	3	2	2	2	4	4	3	3	2	3	2
Strongly Disagree	2	1	1	1	1	1	1	1	2	2	3	1	1	2
Disagree/Strongly Disagree	5	4	3	4	3	3	3	5	6	5	6	3	4	4
Don't know	0	1	1	0	1	0	1	0	1	1	1	0	1	1
Base	1432	1650	1684	1621	1642	1226	1149	722	810	878	845	829	814	779

Base: All respondents, excluding 'not applicable' responses. Note: A bold neutral or don't know response indicates a statistically significant change 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 Staff Follow Through

4.4.1. Staff Follow Through – Comparison With 2013/14

In 2014/15, 84% of respondents stated that they *strongly agreed* or *agreed* that staff did what they said they would do. This share has decreased slightly but statistically significantly from 86% in 2013/14. The share of respondents who *strongly agreed* has also shows a statistically significant decrease, down from 49% in 2013/14, to 46% this year.

Five percent of respondents in both 2013/14 and 2014/15 *disagreed* or *strongly disagreed* that staff did what they said they would do.

Table 53: Staff Follow Through – Comparison Over Time (%)

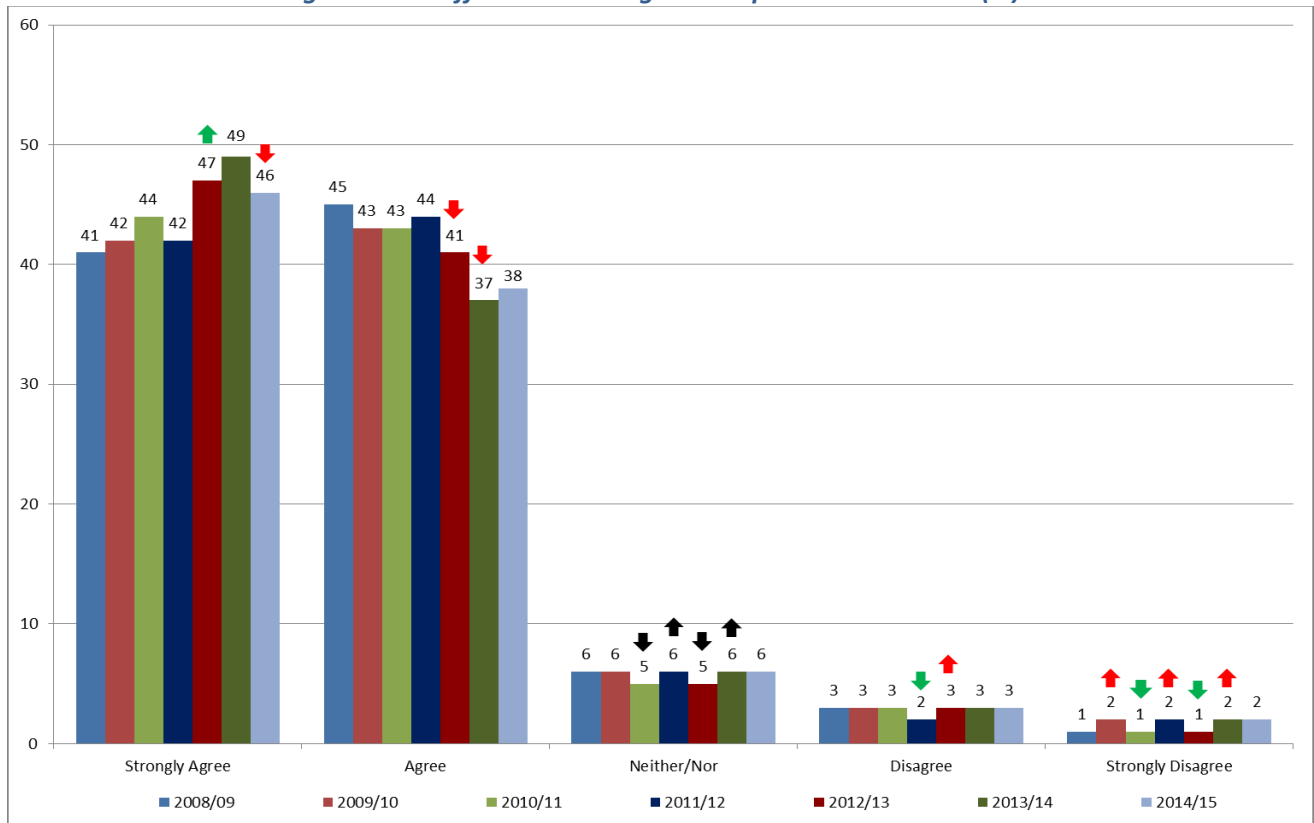
	2008/09	2009/10	2010/11	2011/12	2012/13	2013/14	2014/15
Strongly Agree	41	42	44	42	47	49	46
Agree	45	43	43	44	41	37	38
Strongly Agree/Agree*	86	85	87	86	88	86	84
Neither/Nor	6	6	5	6	5	6	6
Disagree	3	3	3	2	3	3	3
Strongly Disagree	1	2	1	2	1	2	2
Disagree/Strongly Disagree	4	5	4	4	4	5	5
Don't know	4	4	4	4	3	3	5
Base	3830	4199	4638	4579	4575	3489	3140

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

A bold neutral or don't know response indicates a statistically significant change 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.

*Note: Due to rounding some totals may not correspond with the sum of the separate figures.

Figure 34: Staff Follow Through – Comparison Over Time (%)



Base: All respondents excluding those giving a 'not applicable' response. 2008/09 n=3830, 2009/10 n=4199, 2010/11 n=4638, 2011/12 n=4579, 2012/13 n=4575, 2013/14 n=3489, 2014/15 n=3140.

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

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

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

4.4.2. Staff Follow Through - Differences Among Sub-Groups in 2014/15

The following statistically significant differences for 2014/15 are evident at the total results level (General, Communications Centres and Māori Booster sample 2014/15 results combined).

Respondent groups marked with an * were also significantly more likely to give this rating in the 2013/14 survey.

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

- whose reason for contact was a traffic stop* (94%, compared with 82% of all other respondents);
- whose point of contact was on the roadside* (91%, compared with 82% of all other respondents);
- whose reason for contact was a general enquiry* (89%, compared with 83% of all other respondents); and/or
- of European ethnicity* (85%, compared with 81% of all other respondents).

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

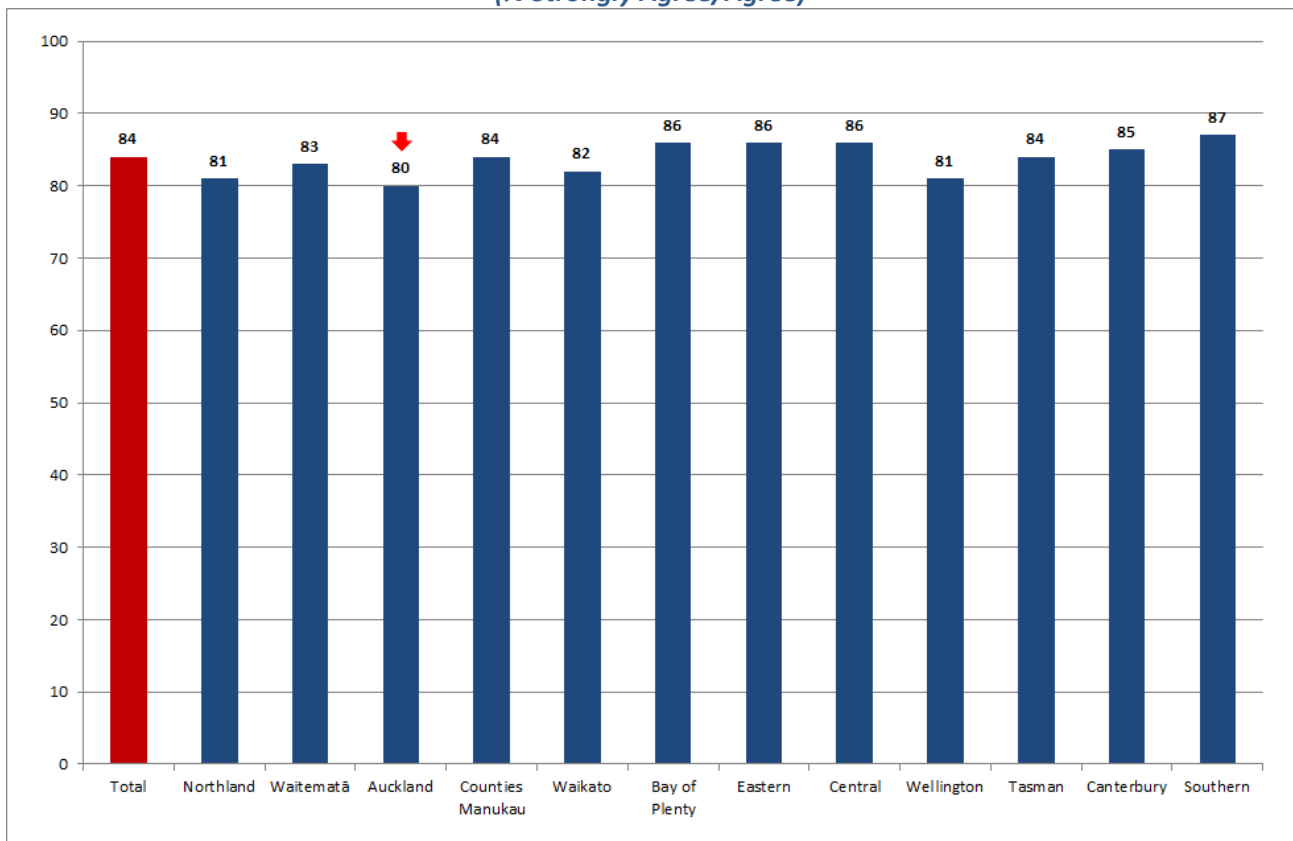
- of Pacific Island ethnicity (18%, compared with 5% of all other respondents);
- whose reason for contact was assault* (13%, compared with 5% of all other respondents);
- whose point of contact was calling the local station* (11%, compared with 5% of all other respondents);
- whose point of contact was over the counter (11%, compared with 5% of all other respondents);
- whose reason for contact was theft * (11%, compared with 5% of all other respondents);
- living in Auckland district (9%, compared with 5% of all other respondents); and/or
- aged between 16 to 24 years* (8%, compared with 5% of all other respondents).

4.4.3. Staff Follow Through - Comparison by District

1. 2014/15

In 2014/15, 84% of all respondents *strongly agreed* or *agreed* that staff did what they said they would do. This measure, most of the results by districts are not significantly different from the total - the only exception being Auckland City District with a statistically significantly lower share to *strongly agree* or *agree* (80%).

Figure 35: Staff Follow Through - by District in the 2014/15
(% Strongly Agree/Agree)



Base: All respondents, excluding 'not applicable' responses. Total 2014/15 n=3140; Northland n=214; Waitematā n=271; Auckland n=260; Counties n=243; Waikato n=331; Bay of Plenty n=258; Eastern n=235; Central n=297; Wellington n=288; Tasman n=205; Canterbury n=324; Southern n=214.

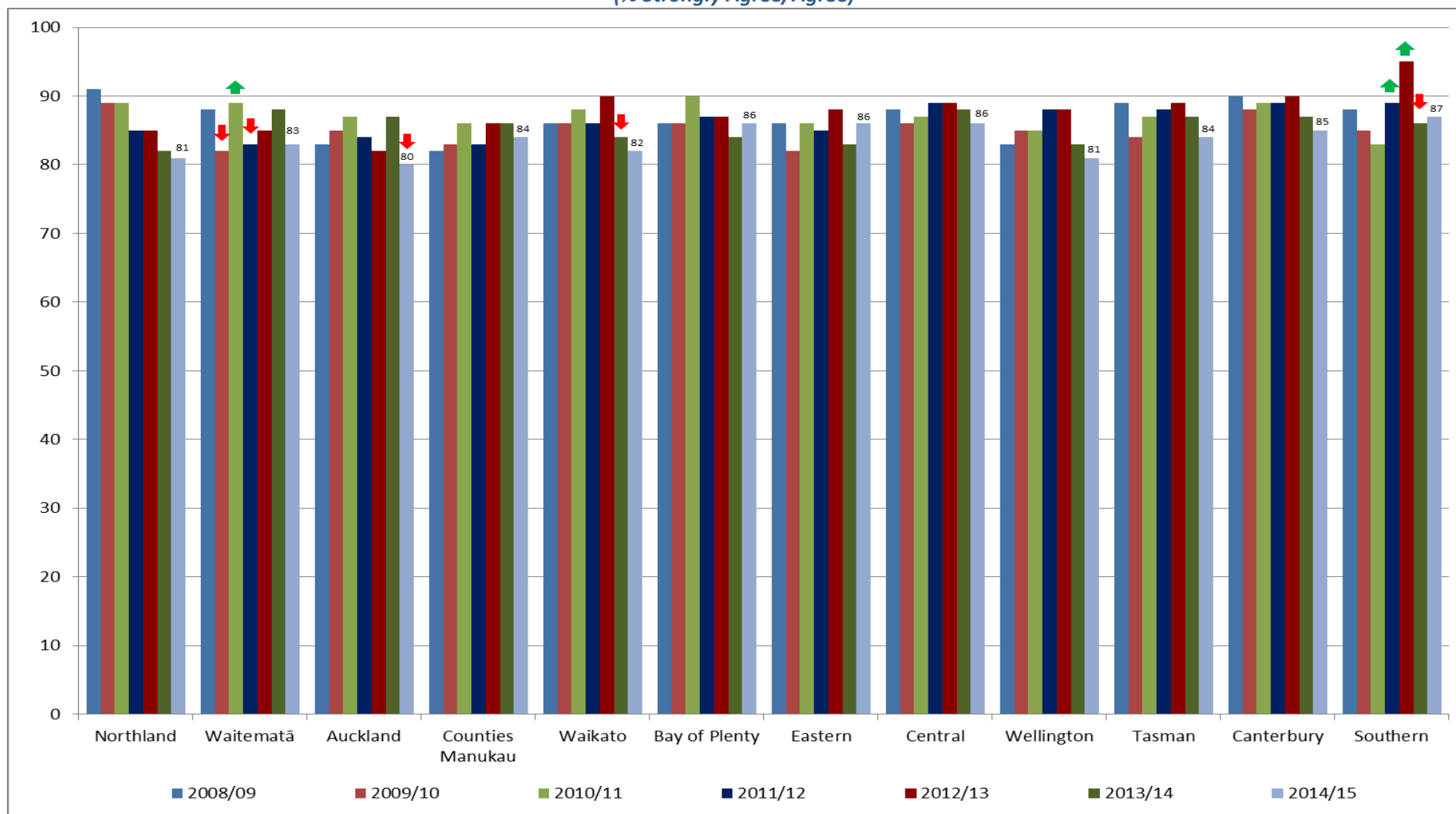
2. Comparison With 2013/14

There were no significant increases for any districts between 2013/14 and 2014/15 in the share of respondents who *strongly agreed* or *agreed* that staff did what they said they would do. However, the share of respondents living in the Waikato District who *disagreed* or *strongly disagreed* with the statement declined significantly (down from 9% in 2013/14, to 2% in 2014/15).

In contrast, Auckland City District shows a decline in positive ratings this survey wave (the share *strongly agreeing/agreeing* down from 87% to 80%, including the share *strongly agreeing* down from 51%, to 41%), as well as an increase in negative ratings (the share *disagreeing/strongly disagreeing* up from 4% to 9%).

Central District respondents were less likely to *strongly agree* that staff did what they say they would when compared to last year (down from 54%, to 45%). Respondents from Wellington District were also more likely to *strongly disagree* than they were last year (up from 1%, to 4%).

Figure 36: Staff Follow Through - by District Over Time
(% Strongly Agree/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 54: Staff Follow Through – By District Over Time (Part 1) (%)

	Northland							Waitematā							Auckland City						
	08/ 09	09/ 10	10/ 11	11/ 12	12/ 13	13/ 14	14/ 15	08/ 09	09/ 10	10/ 11	11/ 12	12/ 13	13/ 14	14/ 15	08/ 09	09/ 10	10/ 11	11/ 12	12/ 13	13/ 14	14/ 15
Strongly Agree	42	43	40	41	40	50	48	41	41	42	37	49	52	47	33	49	41	37	45	51	41
Agree	49	47	49	44	45	32	33	47	41	47	46	36	36	36	50	37	46	47	37	36	39
Strongly Agree/Agree	91	89	89	85	85	82	81	88	82	89	83	85	88	83	83	85	87	84	82	87	80
Neither/nor	5	4	5	3	5	4	5	5	6	5	8	7	5	7	9	7	5	6	6	6	5
Disagree	3	1	3	2	6	4	4	3	3	2	3	4	2	4	2	2	1	2	3	3	5
Strongly Disagree	1	4	1	3	1	6	5	1	3	1	0	1	1	1	2	2	3	3	2	1	4
Disagree/Strongly Disagree	4	5	4	5	7	10	9	4	6	3	3	5	3	5	4	4	4	5	5	4	9
Don't know	0	2	2	7	3	4	5	3	6	3	6	3	4	5	4	3	4	5	7	3	6
Base	285	302	359	318	302	292	214	311	358	385	407	367	296	271	389	384	424	401	364	247	260

Table 55: Staff Follow Through – By District Over Time (Part 2) (%)

	Counties Manukau							Waikato							Bay Of Plenty						
	08/ 09	09/ 10	10/ 11	11/ 12	12/ 13	13/ 14	14/ 15	08/ 09	09/ 10	10/ 11	11/ 12	12/ 13	13/ 14	14/ 15	08/ 09	09/ 10	10/ 11	11/ 12	12/ 13	13/ 14	14/ 15
Strongly Agree	38	35	41	35	39	46	44	38	43	42	37	49	49	45	41	32	41	42	47	44	48
Agree	44	48	45	48	47	40	40	48	43	46	49	41	35	37	45	54	49	45	40	40	38
Strongly Agree/Agree	82	83	86	83	86	86	84	86	86	88	86	90	84	82	86	86	90	87	87	84	86
Neither/nor	7	9	7	7	7	6	4	7	5	4	6	4	5	8	7	7	5	4	7	7	5
Disagree	3	3	2	4	2	5	3	3	4	4	3	2	7	1	3	2	1	2	2	4	2
Strongly Disagree	4	2	1	2	0	0	3	1	3	1	1	1	2	1	2	1	0	3	2	2	1
Disagree/Strongly Disagree	7	5	3	6	2	5	6	4	7	5	4	3	9	2	5	3	1	5	4	6	3
Don't know	4	3	4	4	5	3	6	3	2	3	4	3	2	8	2	4	4	4	2	3	6
Base	375	410	452	443	404	279	243	327	405	461	472	508	325	331	328	350	419	419	427	317	258

Base: All respondents, excluding 'not applicable' responses. Note: A bold neutral or don't know response indicates a statistically significant change 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 56: Staff Follow Through – By District Over Time (Part 3) (%)

	Eastern							Central							Wellington						
	08/ 09	09/ 10	10/ 11	11/ 12	12/ 13	13/ 14	14/ 15	08/ 09	09/ 10	10/ 11	11/ 12	12/ 13	13/ 14	14/ 15	08/ 09	09/ 10	10/ 11	11/ 12	12/ 13	13/ 14	14/ 15
Strongly Agree	42	38	43	42	42	47	48	41	43	46	42	46	54	45	43	45	48	46	49	49	43
Agree	44	44	43	43	46	36	38	47	43	41	47	43	34	41	40	40	37	42	39	34	38
Strongly Agree/Agree	86	82	86	85	88	83	86	88	86	87	89	89	88	86	83	85	85	88	88	83	81
Neither/nor	7	5	6	8	4	6	3	5	7	4	5	4	2	5	7	6	7	5	5	7	7
Disagree	4	5	3	4	3	6	4	2	3	5	2	3	2	1	5	3	3	2	2	4	3
Strongly Disagree	2	2	1	0	2	2	4	3	2	2	1	1	2	2	1	2	0	1	1	1	4
Disagree/Strongly Disagree	6	7	4	4	5	8	8	5	5	7	3	4	4	3	6	5	3	3	3	5	7
Don't know	1	6	4	3	3	3	3	2	3	2	3	3	6	6	4	4	5	4	4	5	5
Base	264	267	335	352	366	300	235	284	337	378	384	427	309	297	361	439	432	452	416	298	288

Table 57: Staff Follow Through – By District Over Time (Part 4) (%)

	Tasman							Canterbury							Southern						
	08/ 09	09/ 10	10/ 11	11/ 12	12/ 13	13/ 14	14/ 15	08/ 09	09/ 10	10/ 11	11/ 12	12/ 13	13/ 14	14/ 15	08/ 09	09/ 10	10/ 11	11/ 12	12/ 13	13/ 14	14/ 15
Strongly Agree	50	34	44	44	48	51	43	46	45	44	55	49	46	48	41	42	49	45	53	49	53
Agree	39	50	43	44	41	36	41	44	43	45	34	41	41	37	47	43	34	44	42	37	34
Strongly Agree/Agree	89	84	87	88	89	87	84	90	88	89	89	90	87	85	88	85	83	89	95	86	87
Neither/nor	5	4	3	5	6	3	7	5	4	2	4	3	7	8	6	6	7	5	1	9	4
Disagree	2	5	4	2	2	4	4	2	2	3	1	3	3	3	2	3	4	1	2	1	3
Strongly Disagree	1	4	2	1	2	2	3	0	4	3	2	0	2	1	1	3	2	1	0	2	3
Disagree/Strongly Disagree	3	8	6	3	4	6	7	2	6	6	3	3	5	4	3	6	6	2	2	3	6
Don't know	3	4	4	4	1	4	2	3	3	3	4	4	1	3	3	3	4	4	2	2	3
Base	228	232	276	314	312	283	205	391	398	397	353	374	287	324	287	317	320	264	308	256	214

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

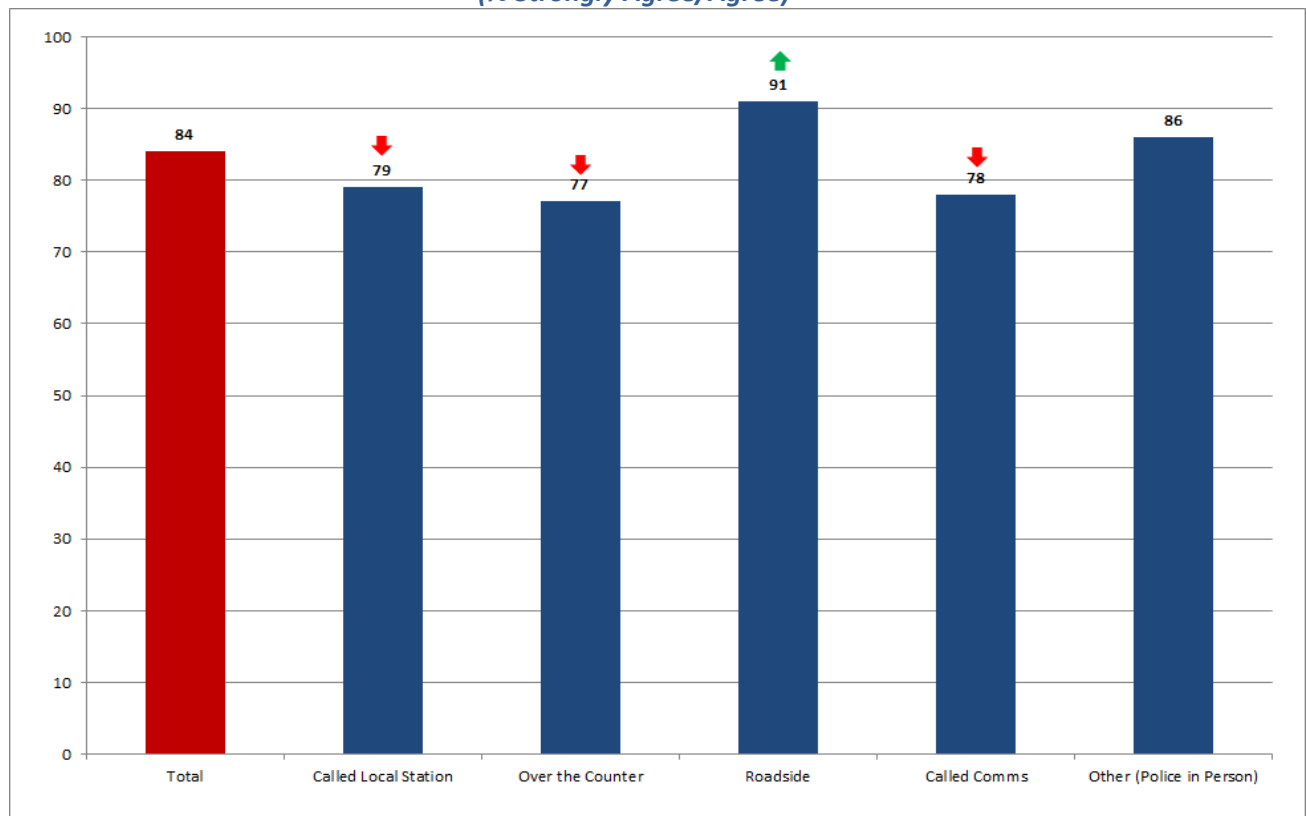
4.4.4. Staff Follow Through – Comparison by Point of Contact

1. 2014/15

In 2014/15 the proportions agreeing with the statement ‘Staff did what they said they would do’ varied by point of contact. Respondents who had contact at the roadside were more likely to *strongly agree/agree* that staff did what they said they would do (91%).

Conversely, respondents who made contact over the counter at the local station (77%), or by calling either the Communications Centre (78%), or their local station (79%) were less likely to *strongly agree/agree*.

**Figure 37: Staff Follow Through - by Point of Contact in the 2014/15
(% Strongly Agree/Agree)**



Base: All respondents, excluding ‘not applicable’ responses. Total 2014/15 n=3146; Called local station n=225; Over the counter n=400; Roadside n=645; Called the Communications Centres n=1122; Other (Police in person) n=754.

Green arrow indicates a significantly higher result than the total.

Red arrow indicates a significantly lower result than the total.

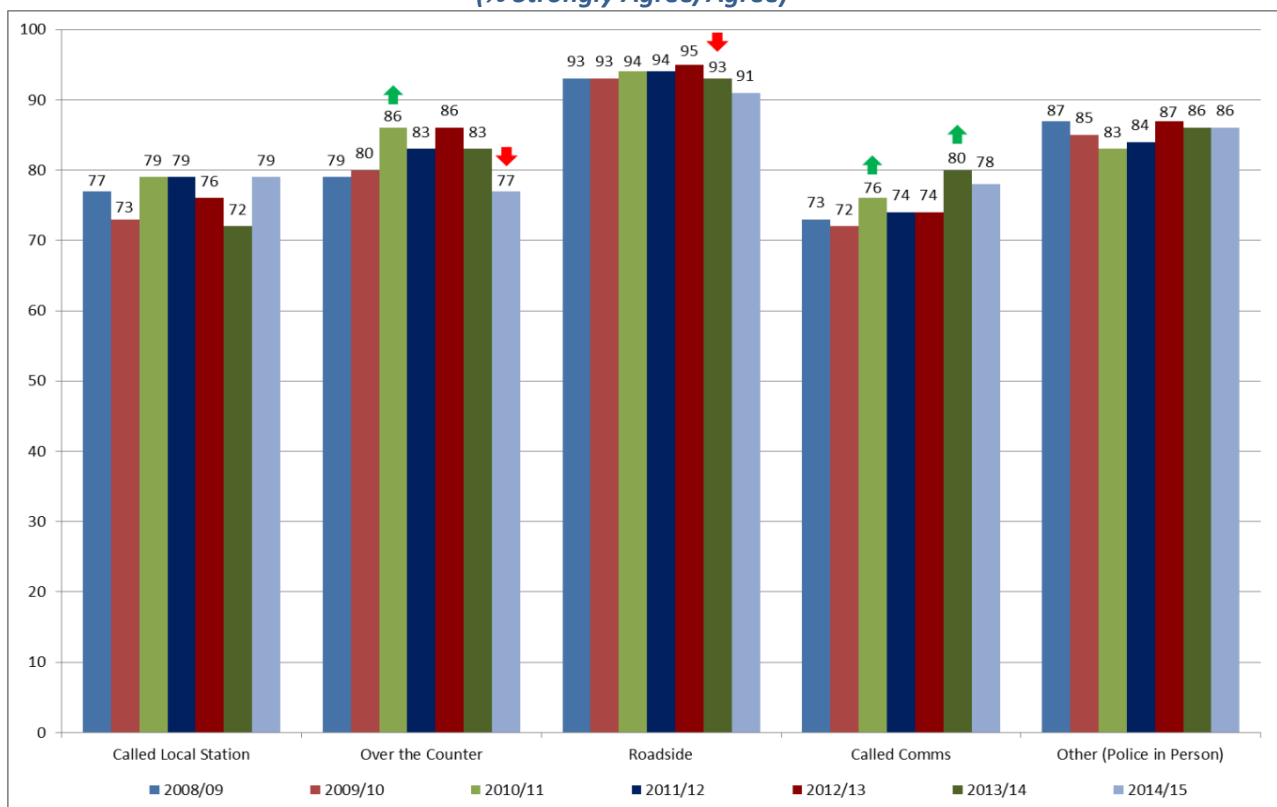
2. Comparison With 2013/14

There have not been any increases for any contact type in the share *strongly agreeing/agreeing* that staff did what they said they would do between 2013/14 and 2014/15.

The most notable negative changes between 2013/14 and this survey wave have been for ratings given by respondents who had contact over the counter at the local station. The key statistically significant changes include:

- the share *strongly agreeing/agreeing* decreased (down from 83%, to 77%);
- the share *strongly agreeing* decreased (down from 55%, to 46%); and
- the share *disagreeing/strongly disagreeing* increased (up from 6%, to 11%).

**Figure 38: Staff Follow Through - by Point of Contact Over Time
(% Strongly Agree/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 58: Staff Follow Through – By Point Of Contact Over Time (Part 1) (%)

	Called Local Station							Over the Counter							Roadside						
	08/ 09	09/ 10	10/ 11	11/ 12	12/ 13	13/ 14	14/ 15	08/ 09	09/ 10	10/ 11	11/ 12	12/ 13	13/ 14	14/ 15	08/ 09	09/ 10	10/ 11	11/ 12	12/ 13	13/ 14	14/ 15
Strongly Agree	31	34	28	31	31	45	44	38	40	42	41	49	55	46	43	46	50	46	52	47	42
Agree	46	39	51	48	45	27	35	41	40	44	42	37	28	31	50	47	44	48	43	46	49
Strongly Agree/Agree	77	73	79	79	76	72	79	79	80	86	83	86	83	77	93	93	94	94	95	93	91
Neither/nor	9	9	8	5	9	9	5	7	8	5	7	6	7	8	5	5	3	4	3	4	4
Disagree	5	4	7	6	6	11	8	6	5	5	3	3	4	4	1	1	2	1	0	1	3
Strongly Disagree	5	8	1	4	3	4	3	2	6	2	3	2	2	7	0	0	0	0	1	1	0
Disagree/Strongly Disagree	10	12	8	10	9	15	11	8	11	7	6	5	6	11	1	1	2	1	1	2	3
Don't know	4	6	5	6	6	4	5	6	1	2	4	3	4	4	1	1	1	1	1	1	2
Base	377	248	260	242	237	233	225	318	357	435	442	414	435	400	1073	1244	1454	1500	1492	830	645

Table 59: Staff Follow Through – By Point Of Contact Over Time (Part 2) (%)

	Called Comms							Other (Police in person)						
	08/09	09/10	10/11	11/12	12/13	13/14	14/15	08/09	09/10	10/11	11/12	12/13	13/14	14/15
Strongly Agree	34	34	37	34	38	47	48	46	43	40	44	45	52	49
Agree	39	38	39	40	36	33	30	41	42	43	40	42	34	37
Strongly Agree/Agree	73	72	76	74	74	80	78	87	85	83	84	87	86	86
Neither/nor	7	6	7	7	7	6	6	6	5	8	7	5	7	7
Disagree	5	5	4	3	4	5	2	3	4	3	3	5	3	2
Strongly Disagree	2	3	1	3	2	1	2	2	4	3	2	1	2	2
Disagree/Strongly Disagree	7	8	5	6	6	6	4	5	8	6	5	6	5	4
Don't know	13	14	12	13	13	8	12	2	2	3	4	2	2	3
Base	1367	1576	1630	1583	1628	1200	1122	695	774	859	815	804	791	754

Base: All respondents, excluding 'not applicable' responses. Note: A bold neutral or don't know response indicates a statistically significant change 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. Individual Circumstances Were Taken Into Account

4.5.1. Individual Circumstances Were Taken Into Account – Comparison With 2013/14

In 2014/15 79% of respondents *strongly agreed* or *agreed* that they felt their individual circumstances were taken into account. While overall agreement is stable since last year (80%), there has been a small (but significant) decrease in the share who *strongly agree* (down from 44% in 2013/14, to 41%).

The proportion of respondents who *strongly disagreed* decreased significantly from 4% in 2013/14, to 3% in 2014/15.

Table 60: Individual Circumstances Were Taken Into Account – Comparison Over Time (%)

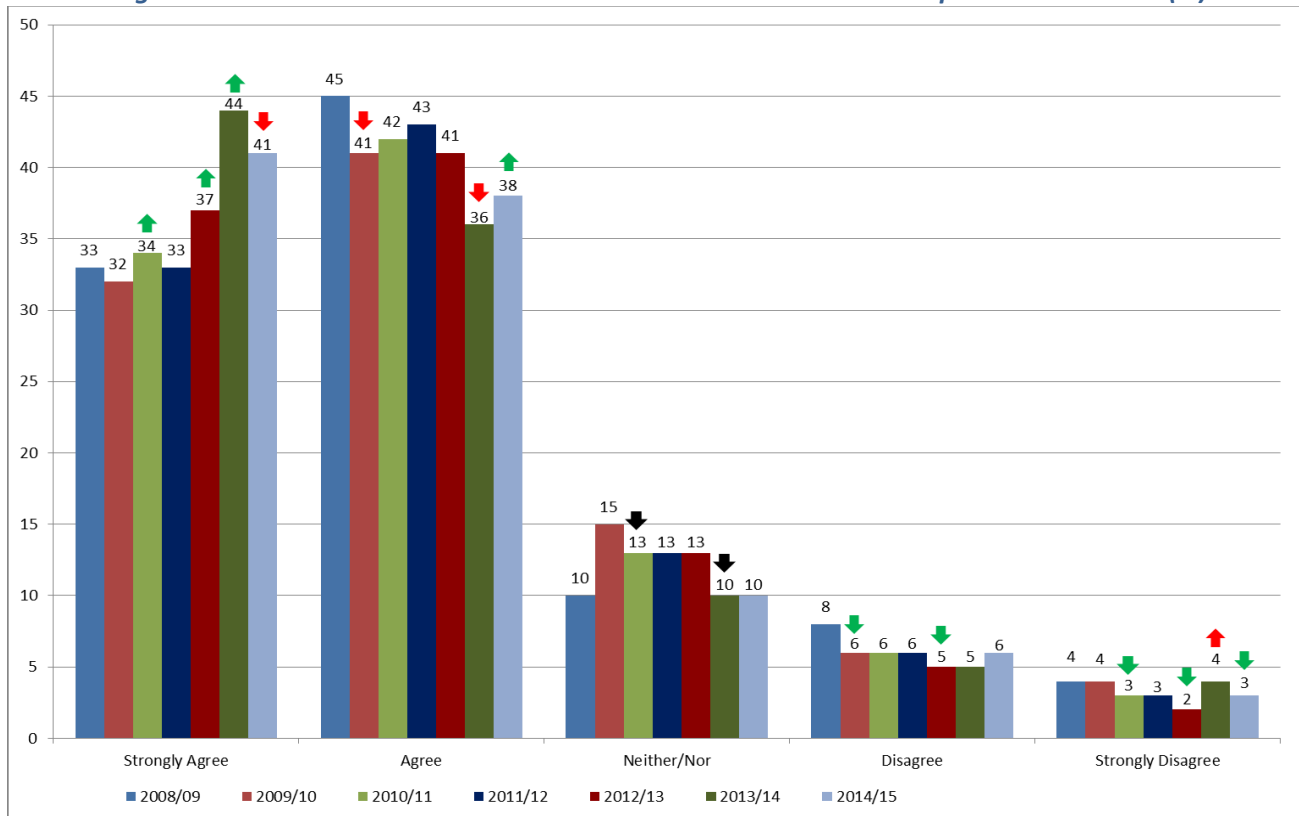
	2008/09	2009/10	2010/11	2011/12	2012/13	2013/14	2014/15
Strongly Agree	33	32	34	33	37	44	41
Agree	45	41	42	43	41	36	38
Strongly Agree/Agree*	78	73	76	76	78	80	79
Neither/Nor	10	15	13	13	13	10	10
Disagree	8	6	6	6	5	5	6
Strongly Disagree	4	4	3	3	2	4	3
Disagree/Strongly Disagree	12	10	9	9	7	9	9
Don't know	0	2	2	2	2	1	2
Base	3770	4138	4570	4525	4515	3444	3086

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

A bold neutral or don't know response indicates a statistically significant change 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.

*Note: Due to rounding some totals may not correspond with the sum of the separate figures.

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



Base: All respondents excluding those giving a 'not applicable' response. 2008/09 n=3770, 2009/10 n=4138, 2010/11 n=4570, 2011/12 n=4525, 2012/13 n=4515, 2013/14 n=3444, 2014/15 n=3086.

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

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

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

4.5.2. Individual Circumstances Were Taken Into Account - Significant Differences for 2014/15

The following statistically significant differences for 2014/15 are evident at the total results level (combined 2014/15 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 2013/14 survey.

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

- whose reason for contact was a community activity* (89%, compared with 79% of all other respondents);
- whose reason for contact was following up on a previous enquiry* (89%, compared with 79% of all other respondents);
- whose reason for contact was a general enquiry* (87%, compared with 79% of all other respondents);
- whose reason for contact was a traffic crash or incident (87%, compared with 79% of all other respondents);
- whose point of contact was in person* (other than on the roadside or at a Police station) (86%, compared with 78% of all other respondents).
- whose point of contact was calling the Communications Centres* (86%, compared with 76% of all other respondents);

- living in Canterbury district (84%, compared with 79% of all other respondents);
- aged 65 years or older* (84%, compared with 79% of all other respondents); and/or
- of European ethnicity (81%, compared with 77% of all other respondents).

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

- of Pacific Island ethnicity (18%, compared with 9% of all other respondents);
- whose reason for contact was traffic offence* (21%, compared with 7% of all other respondents); and/or
- whose point of contact was the roadside (14%, compared with 8% of all other respondents).

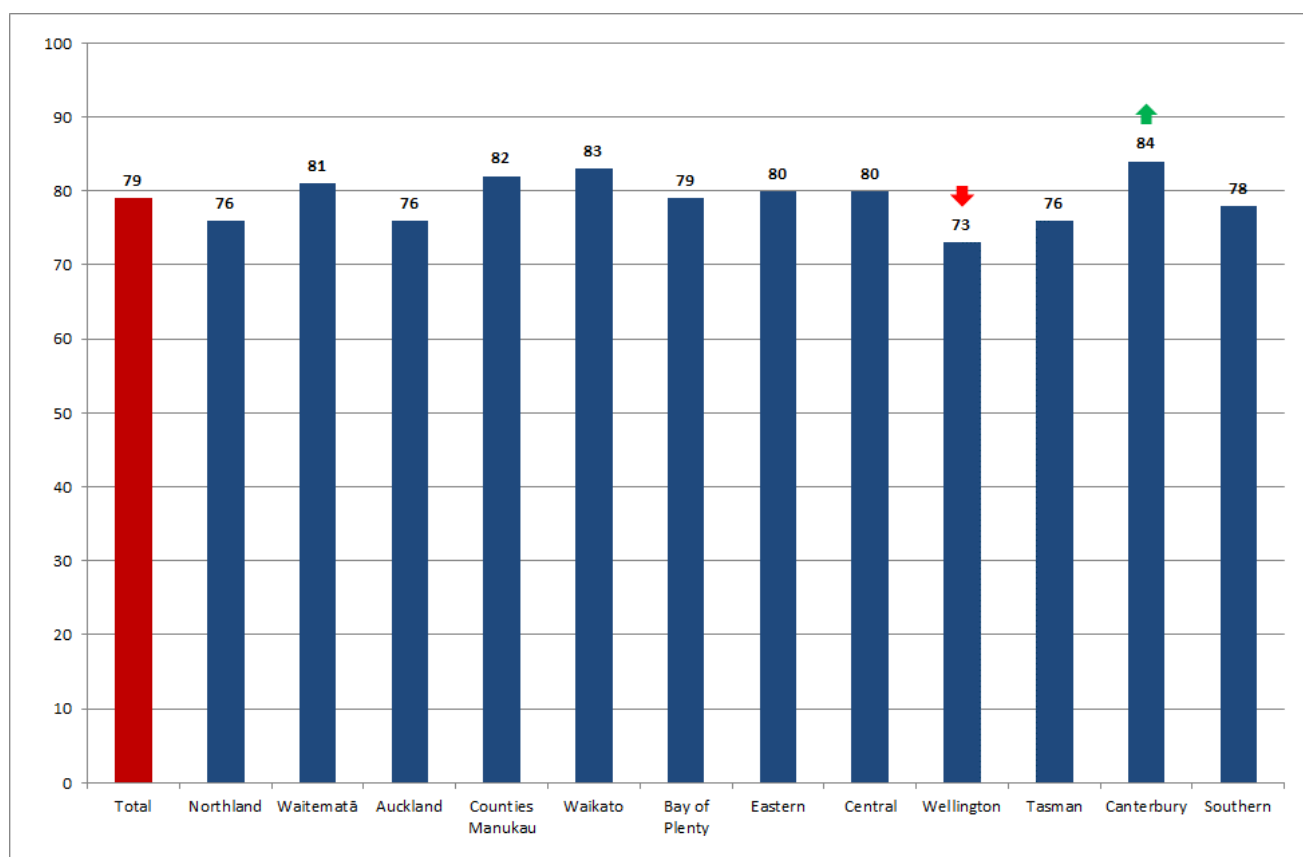
4.5.3. Individual Circumstances Were Taken Into Account - Comparison by District

1. 2014/15

About four out of five respondents (79%) agreed to some extent that they felt their individual circumstances were taken into account, with respondents living in Canterbury District statistically significantly more likely to *strongly agree* or *agree* with this statement (84%).

In contrast, those living in the Wellington District were less likely to *strongly agree/agree* (73%).

Figure 40: Individual Circumstances Were Taken into Account - by District in the 2014/15
(% Strongly Agree/Agree)



Base: All respondents, excluding 'not applicable' responses. Total 2014/15 n=3086; Northland n=212; Waitematā n=268; Auckland n=244; Counties n=242; Waikato n=323; Bay of Plenty n=255; Eastern n=231; Central n=290; Wellington n=285; Tasman n=202; Canterbury n=321; Southern n=213.

Green arrow indicates a significantly higher result than the total.

Red arrow indicates a significantly lower result than the total.

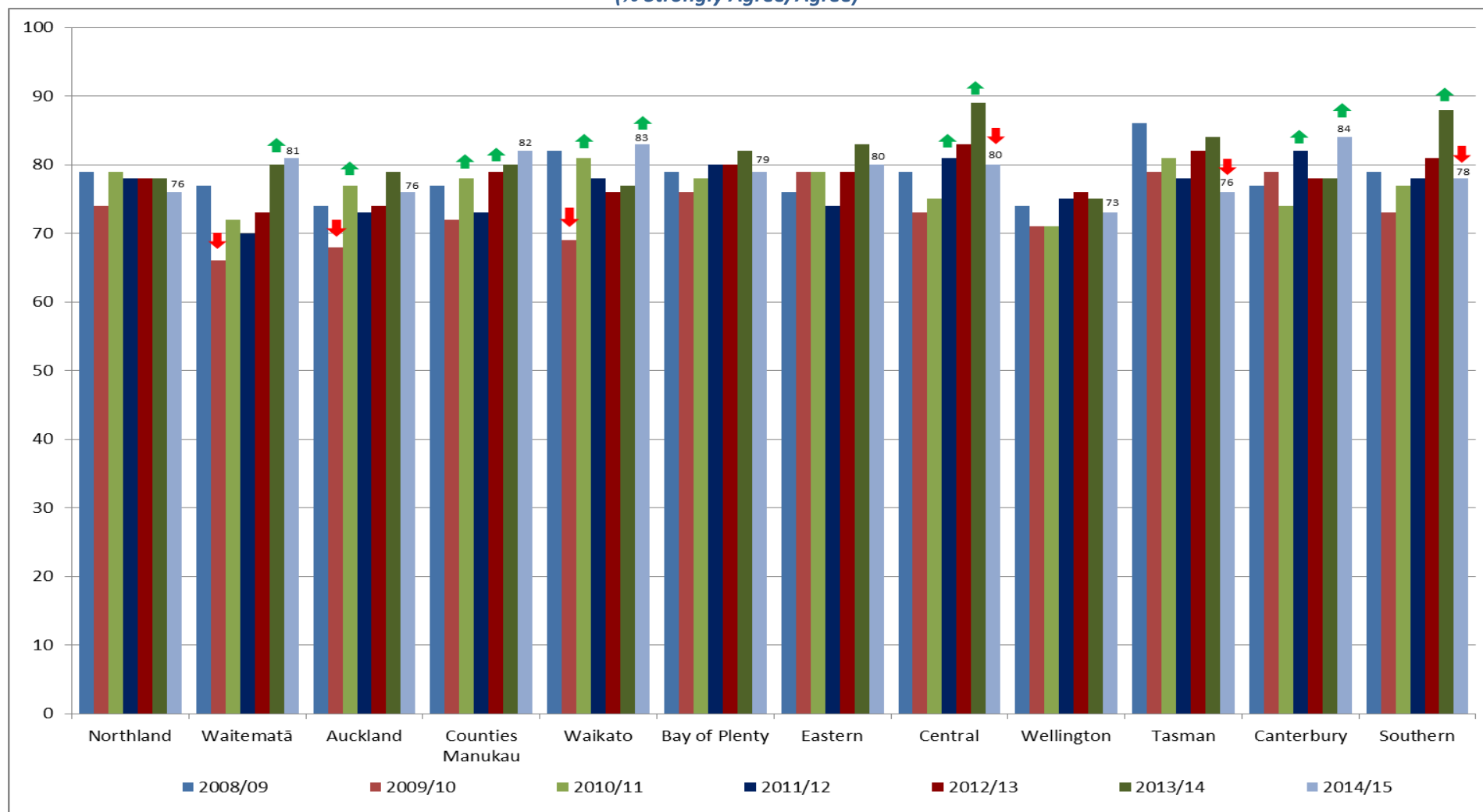
2. Comparison With 2013/14

Respondents living in Canterbury District were statistically significantly more likely to *strongly agree* or *agree* that their individual circumstances were taken into account (up from 78% in 2013/14, to 84% in 2014/15) and were significantly less likely to *disagree/strongly disagree* (down from 10%, to 6%). When compared with the previous measure, respondents living in Waikato District are also significantly more likely to *strongly agree* or *agree* with this statement (up from 77%, to 83%).

In contrast, there have been some statistically significant declines in the share agreeing and/or increases in the share disagreeing that their individual circumstances were taken into account across a number of districts including:

- Central District (share *strongly agreeing/agreeing* down from 89% in 2013/14, to 80%);
- Tasman District (share *strongly agreeing/agreeing* down from 84% to 76%, including the share *strongly agreeing* down from 47%, to 35%);
- Southern District (share *strongly agreeing/agreeing* down from 88% to 78%, including the share *strongly agreeing* down from 54%, to 42%); and
- Eastern District (share *disagreeing/strongly disagreeing* up from 7%, to 14%).

**Figure 41: Individual Circumstances Were Taken into Account - by District Over Time
(% Strongly Agree/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 61: Individual Circumstances Were Taken Into Account – By District Over Time (Part 1) (%)

	Northland							Waitematā							Auckland City						
	08/ 09	09/ 10	10/ 11	11/ 12	12/ 13	13/ 14	14/ 15	08/ 09	09/ 10	10/ 11	11/ 12	12/ 13	13/ 14	14/ 15	08/ 09	09/ 10	10/ 11	11/ 12	12/ 13	13/ 14	14/ 15
Strongly Agree	35	34	33	30	36	41	39	31	28	34	25	40	48	40	27	28	31	31	31	43	40
Agree	44	40	46	48	42	37	37	46	38	38	45	33	32	41	47	40	46	42	43	36	36
Strongly Agree/Agree	79	74	79	78	78	78	76	77	66	72	70	73	80	81	74	68	77	73	74	79	76
Neither/nor	11	12	11	11	12	10	10	10	17	18	17	19	11	9	13	19	15	16	18	13	14
Disagree	5	4	6	4	6	7	7	8	7	5	8	4	4	5	9	6	5	5	5	5	6
Strongly Disagree	5	8	3	5	1	3	5	5	7	3	3	3	3	2	3	3	3	4	2	2	2
Disagree/Strongly Disagree	10	12	9	9	7	10	12	13	14	8	11	7	7	7	12	9	8	9	7	7	8
Don't know	0	2	1	2	2	2	2	0	3	2	2	1	2	3	1	4	0	2	1	1	2
Base	280	295	343	311	297	289	212	308	344	383	394	358	288	268	389	379	423	397	352	242	244

Table 62: Individual Circumstances Were Taken Into Account – By District Over Time (Part 2) (%)

	Counties Manukau							Waikato							Bay Of Plenty						
	08/ 09	09/ 10	10/ 11	11/ 12	12/ 13	13/ 14	14/ 15	08/ 09	09/ 10	10/ 11	11/ 12	12/ 13	13/ 14	14/ 15	08/ 09	09/ 10	10/ 11	11/ 12	12/ 13	13/ 14	14/ 15
Strongly Agree	32	31	36	28	37	38	40	31	29	35	30	35	46	39	33	27	32	31	34	41	40
Agree	45	41	42	45	42	42	42	51	40	46	48	41	31	44	46	49	46	49	46	41	39
Strongly Agree/Agree	77	72	78	73	79	80	82	82	69	81	78	76	77	83	79	76	78	80	80	82	79
Neither/nor	10	16	12	12	10	12	7	7	19	12	12	15	10	7	10	12	13	11	11	7	9
Disagree	8	7	8	8	7	6	5	7	6	3	4	5	6	6	7	7	6	5	3	7	6
Strongly Disagree	4	3	1	6	2	0	5	3	5	3	3	3	5	2	3	4	1	3	4	3	2
Disagree/Strongly Disagree	12	10	9	14	9	6	10	10	11	6	7	8	11	8	10	11	7	8	7	10	8
Don't know	1	2	1	1	2	2	1	1	1	1	3	1	2	2	1	2	2	1	2	1	4
Base	378	411	454	440	403	276	242	322	403	455	461	497	325	323	321	342	417	414	424	315	255

Base: All respondents, excluding 'not applicable' responses. Note: A bold neutral or don't know response indicates a statistically significant change 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 63: Individual Circumstances Were Taken Into Account – By District Over Time Over Time (Part 3) (%)

	Eastern							Central							Wellington						
	08/ 09	09/ 10	10/ 11	11/ 12	12/ 13	13/ 14	14/ 15	08/ 09	09/ 10	10/ 11	11/ 12	12/ 13	13/ 14	14/ 15	08/ 09	09/ 10	10/ 11	11/ 12	12/ 13	13/ 14	14/ 15
Strongly Agree	33	38	35	36	35	43	49	33	33	32	37	42	46	46	37	32	33	32	32	41	41
Agree	43	41	44	38	44	40	31	46	40	43	44	42	43	34	37	39	38	43	44	34	32
Strongly Agree/Agree	76	79	79	74	79	83	80	79	73	75	81	83	89	80	74	71	71	75	76	75	73
Neither/nor	13	7	12	13	11	9	5	11	17	12	9	8	4	10	14	16	18	18	15	13	16
Disagree	7	9	4	10	6	3	11	7	5	7	5	7	5	8	6	6	6	2	3	7	5
Strongly Disagree	3	4	4	2	3	4	3	2	2	5	5	2	1	1	6	4	2	2	2	4	6
Disagree/Strongly Disagree	10	13	8	12	9	7	14	9	7	12	10	9	6	9	12	10	8	4	5	11	11
Don't know	1	1	1	1	1	1	1	1	3	1	0	0	1	1	0	3	3	3	4	1	0
Base	263	268	329	358	366	301	231	282	333	374	384	420	301	290	345	424	427	442	414	288	285

Table 64: Individual Circumstances Were Taken Into Account – By District Over Time (Part 4) (%)

	Tasman							Canterbury							Southern						
	08/ 09	09/ 10	10/ 11	11/ 12	12/ 13	13/ 14	14/ 15	08/ 09	09/ 10	10/ 11	11/ 12	12/ 13	13/ 14	14/ 15	08/ 09	09/ 10	10/ 11	11/ 12	12/ 13	13/ 14	14/ 15
Strongly Agree	39	28	35	37	40	47	35	35	37	34	43	38	40	41	32	36	35	37	40	54	42
Agree	47	51	46	41	42	37	41	42	42	40	39	40	38	43	47	37	42	41	41	34	36
Strongly Agree/Agree	86	79	81	78	82	84	76	77	79	74	82	78	78	84	79	73	77	78	81	88	78
Neither/nor	6	11	7	11	11	7	12	7	11	10	10	12	11	8	10	16	11	13	14	6	8
Disagree	5	5	6	6	4	7	4	8	6	13	5	6	4	4	8	5	6	7	2	4	10
Strongly Disagree	3	4	5	3	1	2	6	6	5	2	2	3	6	2	3	3	4	1	2	2	3
Disagree/Strongly Disagree	8	9	11	9	5	9	10	14	10	15	7	9	10	5	11	8	10	8	4	6	13
Don't know	0	1	1	2	2	0	2	2	1	1	1	1	1	2	0	3	2	1	1	0	1
Base	223	228	268	310	307	278	202	381	394	386	353	370	281	321	278	317	311	261	307	260	213

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

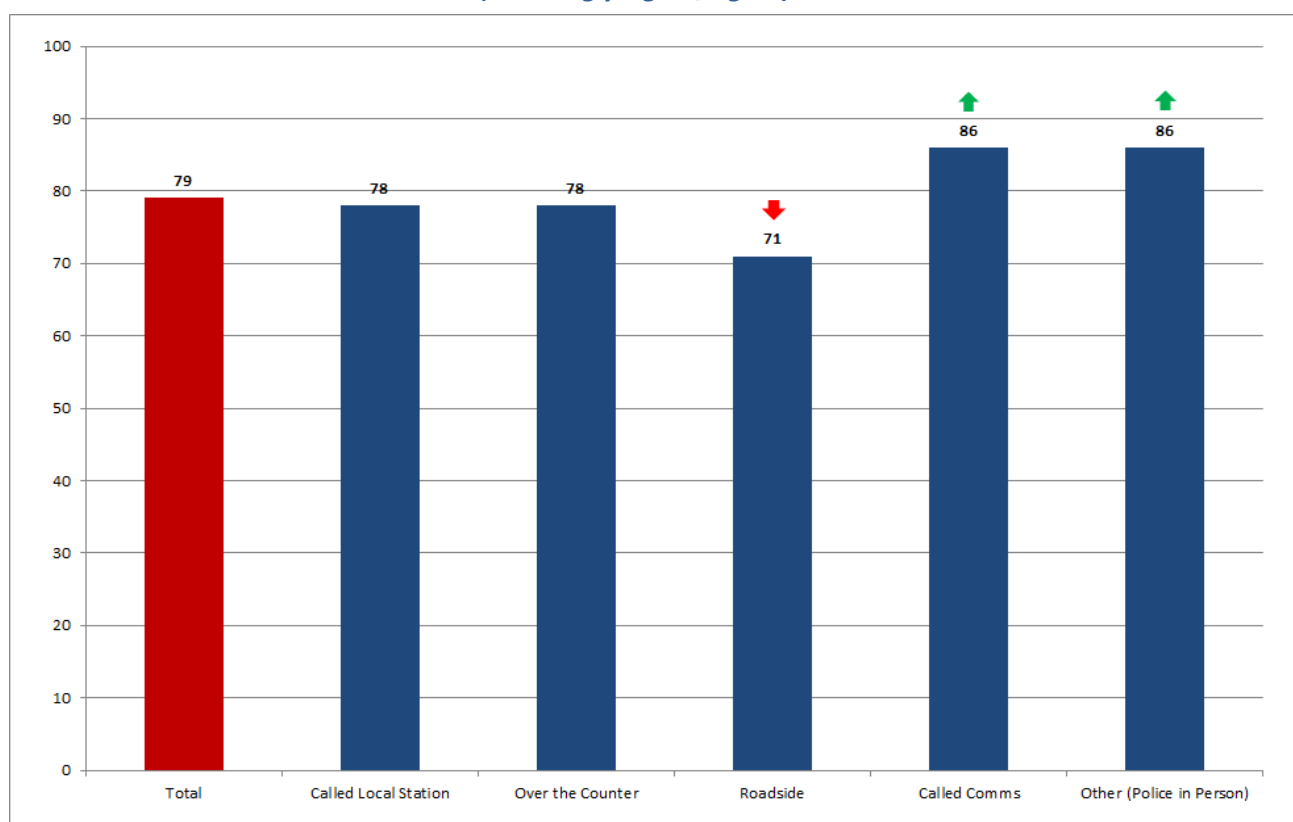
4.5.4. Individual Circumstances Were Taken Into Account - Comparison by Point of Contact

1. 2014/15

Respondents whose point of contact was either via a call to the Communications Centre or in person (other than on the roadside or at a Police station) were statistically significantly more likely to *strongly agree* or *agree* that Police had taken their individual circumstances were taken into account (both 86% in 2014/15)

In contrast, respondents whose point of contact was at the roadside were significantly less likely to *strongly agree/agree* that their individual circumstances were taken into account (71%).

Figure 42: Individual Circumstances Were Taken into Account - by Point of Contact in 2014/15
(% Strongly Agree/Agree)



Base: All respondents, excluding 'not applicable' responses. Total 2014/15 n=3091; Called local station n=227; Over the counter n=400; Roadside n=629; Called the Communications Centres n=1090; Other (Police in person) n=745.

Green arrow indicates a significantly higher result than the total.

Red arrow indicates a significantly lower result than the total.

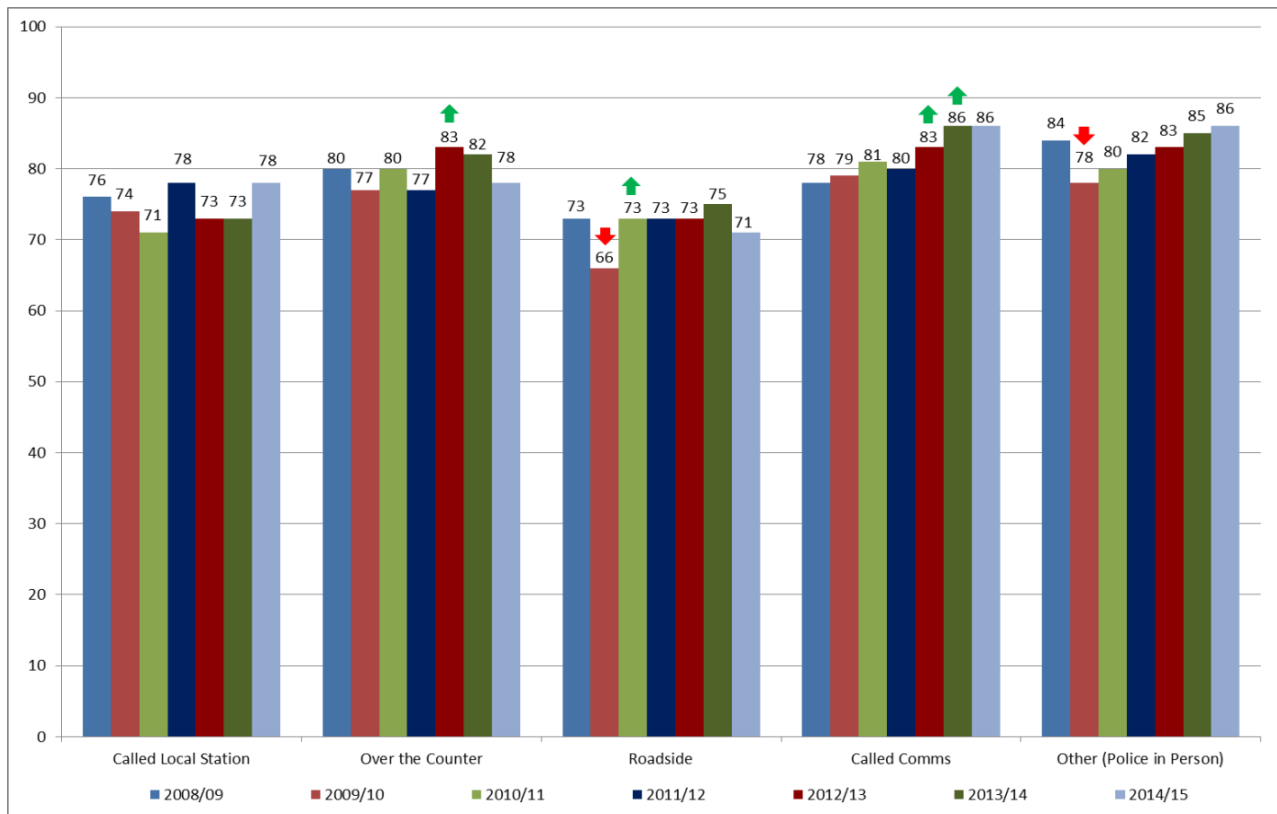
2. Comparison With 2013/14

In 2014/15, the proportion of respondents agreeing to some extent was stable since last year, with no significant differences in overall agreement by point of contact. However, respondents who called the Communications Centre were significantly more likely to *strongly agree* to this statement compared to last year (up from 47%, to 52% and continuing and increasing trend since 2012/13).

In contrast, the share of respondents who had contact at the roadside to *disagree/strongly disagree* that their individual circumstances were taken into account has increased (continuing and upwards trend - up from 7% in 2012/13, to 10% in 2013/14 and 14% this measure).

This measure, there has also been a decline in the share to *strongly agree* among those calling the local station (down from 44%, to 34%) and those who had contact at the roadside (down from 35%, to 29%).

Figure 43: Individual Circumstances Were Taken into Account - by Point of Contact Over Time
(% Strongly Agree/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 65: Individual Circumstances Were Taken into Account - by Point of Contact Over Time (Part 1) (%)

	Called Local Station							Over the Counter							Roadside						
	08/ 09	09/ 10	10/ 11	11/ 12	12/ 13	13/ 14	14/ 15	08/ 09	09/ 10	10/ 11	11/ 12	12/ 13	13/ 14	14/ 15	08/ 09	09/ 10	10/ 11	11/ 12	12/ 13	13/ 14	14/ 15
Strongly Agree	30	29	27	28	25	44	34	34	35	36	35	43	49	47	29	28	33	31	35	35	29
Agree	46	45	44	50	48	29	44	46	42	44	42	40	33	31	44	38	40	42	38	40	42
Strongly Agree/Agree	76	74	71	78	73	73	78	80	77	80	77	83	82	78	73	66	73	73	73	75	71
Neither/nor	10	13	13	7	16	12	12	7	10	8	9	8	9	10	12	21	16	17	18	14	13
Disagree	9	8	11	8	8	10	6	8	7	7	9	4	6	7	9	5	7	6	5	5	10
Strongly Disagree	4	4	3	5	2	4	4	5	5	3	3	4	2	4	5	5	3	2	2	5	4
Disagree/Strongly Disagree	13	12	14	13	10	14	10	13	12	10	12	8	8	11	14	10	10	8	7	10	14
Don't know	1	1	2	2	1	1	0	0	1	2	2	1	1	1	1	3	1	2	2	1	2
Base	377	249	264	243	241	233	227	316	357	433	441	411	431	400	1027	1203	1416	1461	1471	804	629

Table 66: Individual Circumstances Were Taken into Account - by Point of Contact Over Time (Part 2) (%)

	Called Comms							Other (Police in person)						
	08/ 09	09/ 10	10/ 11	11/ 12	12/ 13	13/ 14	14/ 15	08/ 09	09/ 10	10/ 11	11/ 12	12/ 13	13/ 14	14/ 15
Strongly Agree	31	33	35	31	38	47	52	41	38	36	39	39	49	45
Agree	47	46	46	49	45	39	34	43	40	44	43	44	36	41
Strongly Agree/Agree	78	79	81	80	83	86	86	84	78	80	82	83	85	86
Neither/nor	11	10	11	12	10	6	6	8	11	12	9	9	7	8
Disagree	7	6	4	4	4	4	4	4	6	4	3	4	4	3
Strongly Disagree	2	2	2	2	1	2	2	3	4	3	5	3	3	2
Disagree/Strongly Disagree	9	8	6	6	5	6	6	7	10	7	8	7	7	5
Don't know	2	3	2	2	2	2	2	1	1	1	1	1	1	1
Base	1359	1542	1618	1566	1591	1193	1090	691	787	839	818	801	783	745

Base: All respondents, excluding 'not applicable' responses. Note: A bold neutral or don't know response indicates a statistically significant change 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. Good Value for Tax Dollars Spent

4.6.1. Good Value for Tax Dollars Spent – Comparison With 2013/14

This measure, three quarters of respondents (75%) *strongly agree* or *agree* that the service they received was an example of good value for tax dollars spent. Levels of total agreement are stable since last year (74% agreement).

Eleven percent of respondents either *disagreed* or *strongly disagreed* that the Police service they received was an example of good value for tax dollars spent – unchanged since last year.

Table 67: Good Value for Tax Dollars Spent – Comparison Over Time (%)

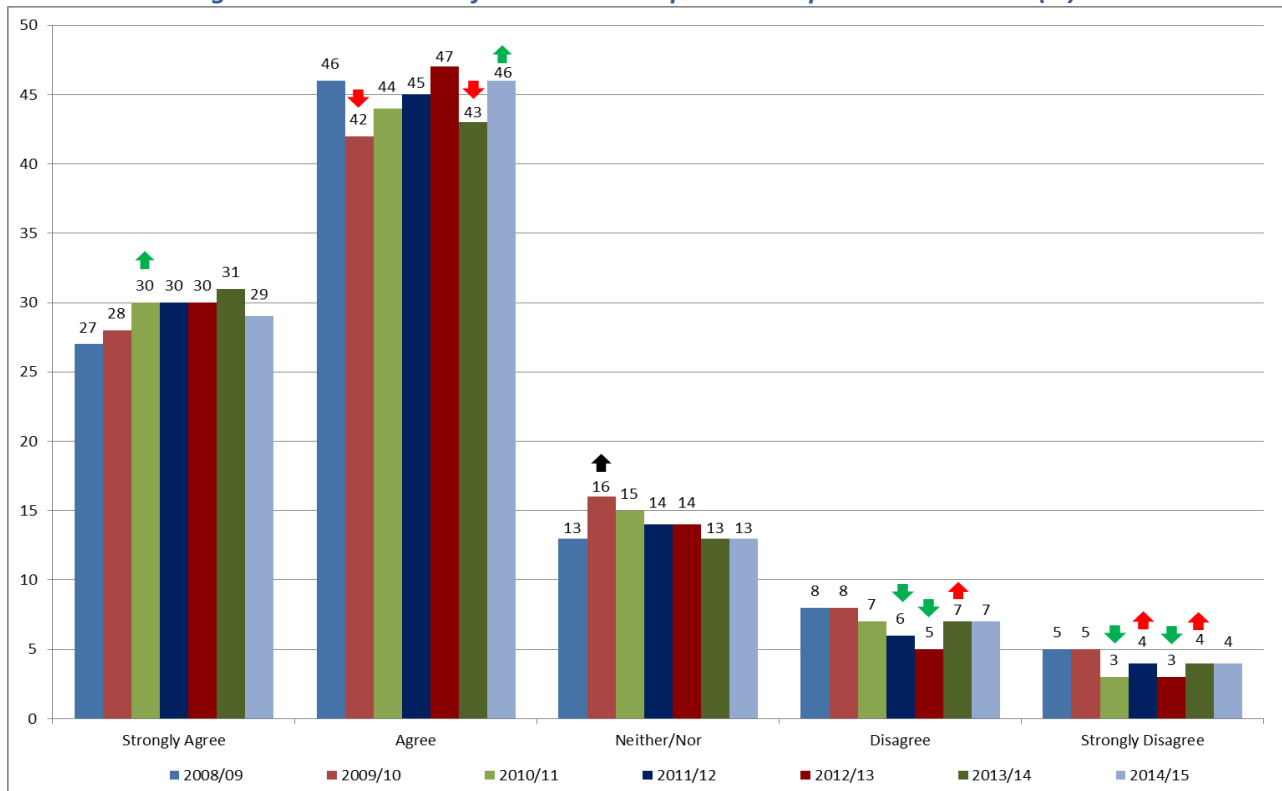
	2008/09	2009/10	2010/11	2011/12	2012/13	2013/14	2014/15
Strongly Agree	27	28	30	30	30	31	29
Agree	46	42	44	45	47	43	46
Strongly Agree/Agree*	73	70	74	75	77	74	75
Neither/Nor	13	16	15	14	14	13	13
Disagree	8	8	7	6	5	7	7
Strongly Disagree	5	5	3	4	3	4	4
Disagree/Strongly Disagree	13	13	10	10	8	11	11
Don't know	1	1	1	1	1	2	1
Base	3996	4380	4796	4694	4641	3564	3211

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

A bold neutral or don't know response indicates a statistically significant change 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.

*Note: Due to rounding some totals may not correspond with the sum of the separate figures.

Figure 44: Good Value for Tax Dollars Spent – Comparison Over Time (%)



Base: All respondents, excluding those giving a 'not applicable' response. 2008/09 n=3996, 2009/10 n=4380, 2010/11 n=4796, 2011/12 n=4694, 2012/13 n=4641, 2013/14 n=3564, 2014/15 n=3211.

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

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

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

4.6.2. Good Value for Tax Dollars Spent - Differences Among Sub-Groups in 2014/15

The following statistically significant differences for 2014/15 are evident at the total results level (combined 2014/15 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 2013/14 survey.

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

- whose reason for contact was to report an intruder, prowler, suspicious noises or a burglar on a premises (90%, compared with 74% of all other respondents);
- whose reason for contact was a community activity* (87%, compared with 75% of all other respondents);
- whose reason for contact was a traffic crash or incident (87%, compared with 73% of all other respondents);
- whose reason for contact was a burglary (85%, compared to 74% of all other respondents);
- whose reason for contact was a traffic stop* (82%, compared with 74% of all other respondents);
- aged 65 years or older* (82%, compared with 73% of all other respondents);
- whose point of contact was calling the Communications Centres* (81%, compared with 71% of all other respondents);
- living in Waikato district (81%, compared with 74% of all other respondents);

- whose point of contact was in person (other than on the roadside or at a Police station) (81%, compared with 73% of all other respondents);
- of European ethnicity* (77%, compared with 70% of all other respondents); and/or
- who are female (77%, compared with 72% of male respondents)

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

- whose reason for contact was a traffic offence* (26%, compared with 8% of all other respondents);
- of Pacific Island (22%, compared with 10% of all other respondents) or Māori (13%, compared with 10% of all other respondents) ethnicity;
- whose point of contact was on the roadside* (18%, compared with 9% of all other respondents);
- living in Auckland (15%, compared to 10% of all other respondents) or Wellington (15%, compared to 10% of all other respondents) districts; and/or
- who are male (13%, compared with 9% of female respondents).

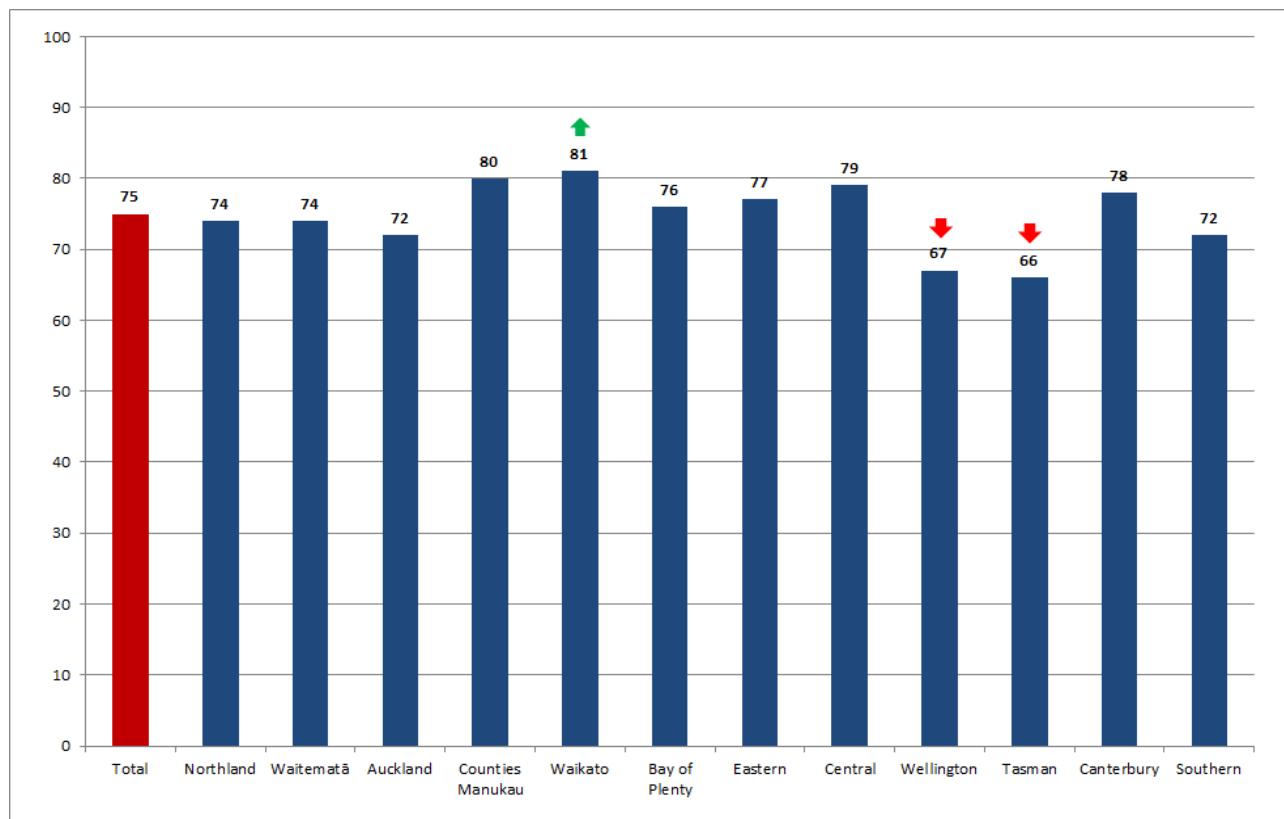
4.6.3. Good Value for Tax Dollars Spent - Comparison by District

1. 2014/15

This year respondents living in Waikato District are statistically significantly more likely to agree to some extent that the service they received is an example of good value for tax dollars spent (81% *strongly agreeing/agreeing*, compared with 75% of all respondents).

In contrast, Tasman (66%) and Wellington (67%) districts received a significantly lower share of agreement ratings compared to the total.

Figure 45: Good Value for Tax Dollars Spent - by District in 2014/15
(% Strongly Agree/Agree)



Base: All respondents, excluding 'not applicable' responses. Total 2014/15 n=3211; Northland n=219; Waitematā n=277; Auckland n=262; Counties n=254; Waikato n=339; Bay of Plenty n=263; Eastern n=244; Central n=304; Wellington n=292; Tasman n=209; Canterbury n=331; Southern n=217.

Green arrow indicates a significantly higher result than the total.

Red arrow indicates a significantly lower result than the total.

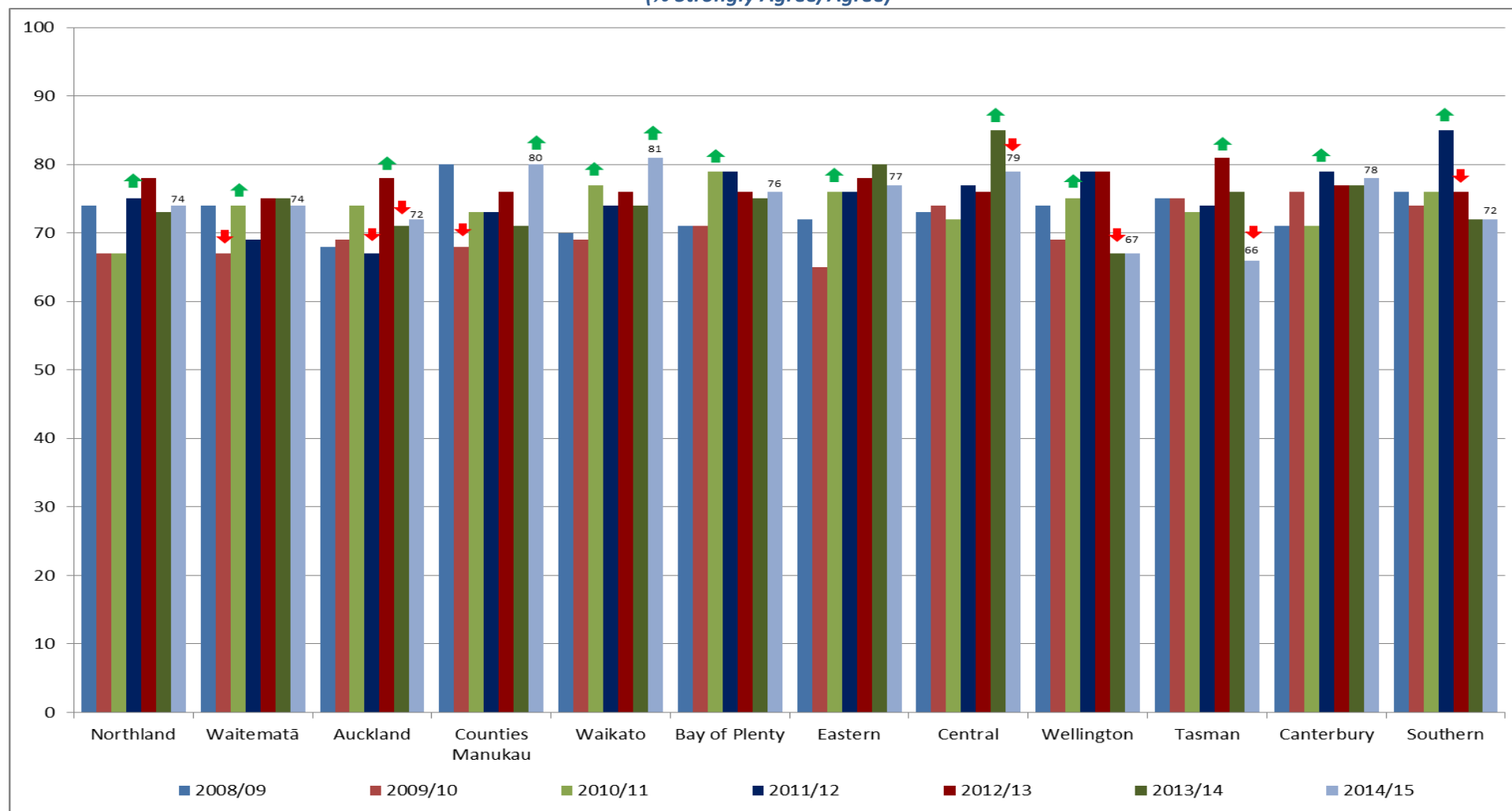
2. Comparison With 2013/14

Between 2013/14 and 2014/15, the proportion of respondents who *strongly agreed* or *agreed* that the service provided was an example of good value for tax dollars spent increased statistically significantly for those living in Counties Manukau (up from 71%, to 80%) and Waikato (up from 74%, to 81%) districts. This measure, there has also been a significant decrease in the share disagreeing to some extent with this statement in Bay of Plenty District (down from 12%, to 6%).

In contrast, respondents were less likely to agree to some extent that the service they received is an example of good value to tax dollars spent if they are living in the Tasman (down from 76%, to 66%) or Central (down from 85%, to 79%) districts, while the share *disagreeing/strongly disagreeing* increased in Auckland City District (up from 9%, to 15%).

The share *strongly agreeing* that the service is an example of good value for tax dollars spent declined significantly for both Waitematā (down from 38% last year, to 28%) and Tasman (down from 34%, to 24%) districts.

**Figure 46: Good Value for Tax Dollars Spent - by District Over Time
(% Strongly Agree/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 68: Good Value for Tax Dollars Spent – By District Over Time (Part 1) (%)

	Northland							Waitematā							Auckland City						
	08/ 09	09/ 10	10/ 11	11/ 12	12/ 13	13/ 14	14/ 15	08/ 09	09/ 10	10/ 11	11/ 12	12/ 13	13/ 14	14/ 15	08/ 09	09/ 10	10/ 11	11/ 12	12/ 13	13/ 14	14/ 15
Strongly Agree	28	24	28	28	33	30	28	24	29	31	24	37	38	28	26	30	29	22	28	30	29
Agree	46	43	39	47	45	43	46	50	38	43	45	38	37	46	42	39	45	45	50	41	43
Strongly Agree/Agree	74	67	67	75	78	73	74	74	67	74	69	75	75	74	68	69	74	67	78	71	72
Neither/nor	15	16	20	12	11	13	10	12	18	10	21	19	13	18	17	17	18	18	12	17	12
Disagree	6	9	9	8	7	8	5	8	9	11	7	3	5	5	10	7	6	5	6	7	9
Strongly Disagree	4	6	3	4	3	5	8	6	5	4	3	3	3	2	5	6	2	7	4	2	6
Disagree/Strongly Disagree	10	15	12	12	10	13	13	14	14	15	10	6	8	7	15	13	8	12	10	9	15
Don't know	1	2	1	1	1	1	3	0	1	1	0	0	4	1	0	1	0	3	0	3	1
Base	298	313	372	329	308	298	219	335	374	403	411	372	302	277	408	402	445	409	364	256	262

Table 69: Good Value for Tax Dollars Spent – By District Over Time (Part 2) (%)

	Counties Manukau							Waikato							Bay Of Plenty						
	08/ 09	09/ 10	10/ 11	11/ 12	12/ 13	13/ 14	14/ 15	08/ 09	09/ 10	10/ 11	11/ 12	12/ 13	13/ 14	14/ 15	08/ 09	09/ 10	10/ 11	11/ 12	12/ 13	13/ 14	14/ 15
Strongly Agree	30	24	29	30	26	27	31	31	26	30	28	28	30	30	26	24	30	31	32	33	32
Agree	50	44	44	43	50	44	49	39	43	47	46	48	44	51	45	47	49	48	44	42	44
Strongly Agree/Agree	80	68	73	73	76	71	80	70	69	77	74	76	74	81	71	71	79	79	76	75	76
Neither/nor	8	18	16	13	13	17	10	15	19	14	16	15	13	8	17	17	14	11	16	11	16
Disagree	8	9	8	7	6	7	5	7	8	6	5	4	7	8	9	7	4	5	5	10	5
Strongly Disagree	3	3	2	6	4	3	4	7	3	3	3	5	3	2	3	4	2	5	3	2	1
Disagree/Strongly Disagree	11	12	10	13	10	10	9	14	11	9	8	9	10	10	12	11	6	10	8	12	6
Don't know	1	2	1	1	1	2	1	1	1	0	2	0	3	1	0	1	1	0	0	2	2
Base	389	434	464	451	412	283	254	339	420	474	482	508	329	339	336	371	434	431	433	321	263

Base: All respondents, excluding 'not applicable' responses. Note: A bold neutral or don't know response indicates a statistically significant change 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 70: Good Value for Tax Dollars Spent – By District Over Time (Part 3) (%)

	Eastern							Central							Wellington						
	08/ 09	09/ 10	10/ 11	11/ 12	12/ 13	13/ 14	14/ 15	08/ 09	09/ 10	10/ 11	11/ 12	12/ 13	13/ 14	14/ 15	08/ 09	09/ 10	10/ 11	11/ 12	12/ 13	13/ 14	14/ 15
Strongly Agree	28	29	32	30	24	32	35	27	31	28	35	33	30	30	32	29	32	33	33	30	30
Agree	44	36	44	46	54	48	42	46	43	44	42	43	55	49	42	40	43	46	46	37	37
Strongly Agree/Agree	72	65	76	76	78	80	77	73	74	72	77	76	85	79	74	69	75	79	79	67	67
Neither/nor	10	22	15	11	14	9	7	15	13	14	12	15	6	9	12	14	16	13	12	20	17
Disagree	10	7	4	9	4	5	9	8	8	9	5	5	4	7	7	10	4	4	6	7	9
Strongly Disagree	8	5	4	4	2	4	5	4	4	3	5	3	3	3	7	6	5	3	3	5	6
Disagree/Strongly Disagree	18	12	8	13	6	9	14	12	12	12	10	8	7	10	14	16	9	7	9	12	15
Don't know	0	1	1	0	2	2	2	0	1	2	1	1	2	2	0	1	0	1	0	1	1
Base	272	283	347	369	369	308	244	299	349	383	392	435	313	304	377	451	450	467	423	307	292

Table 71: Good Value for Tax Dollars Spent – By District Over Time (Part 4) (%)

	Tasman							Canterbury							Southern						
	08/ 09	09/ 10	10/ 11	11/ 12	12/ 13	13/ 14	14/ 15	08/ 09	09/ 10	10/ 11	11/ 12	12/ 13	13/ 14	14/ 15	08/ 09	09/ 10	10/ 11	11/ 12	12/ 13	13/ 14	14/ 15
Strongly Agree	30	29	27	29	33	34	24	22	32	28	34	29	30	27	29	28	30	32	29	28	29
Agree	45	46	46	45	48	42	42	49	44	43	45	48	47	51	47	46	46	53	47	44	43
Strongly Agree/Agree	75	75	73	74	81	76	66	71	76	71	79	77	77	78	76	74	76	85	76	72	72
Neither/nor	15	13	15	16	10	11	24	13	10	20	13	14	9	12	13	12	12	5	17	16	14
Disagree	6	7	7	7	6	6	7	11	9	4	6	7	6	6	6	8	6	7	4	7	8
Strongly Disagree	3	4	4	3	2	5	3	4	4	3	1	1	6	2	5	4	4	2	2	4	5
Disagree/Strongly Disagree	9	11	11	10	8	11	10	15	13	7	7	8	12	8	11	12	10	9	6	11	13
Don't know	1	1	1	0	1	2	0	1	1	2	1	1	2	2	0	2	2	1	1	1	1
Base	243	241	283	321	321	287	209	405	414	409	360	381	295	331	295	328	332	272	315	265	217

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

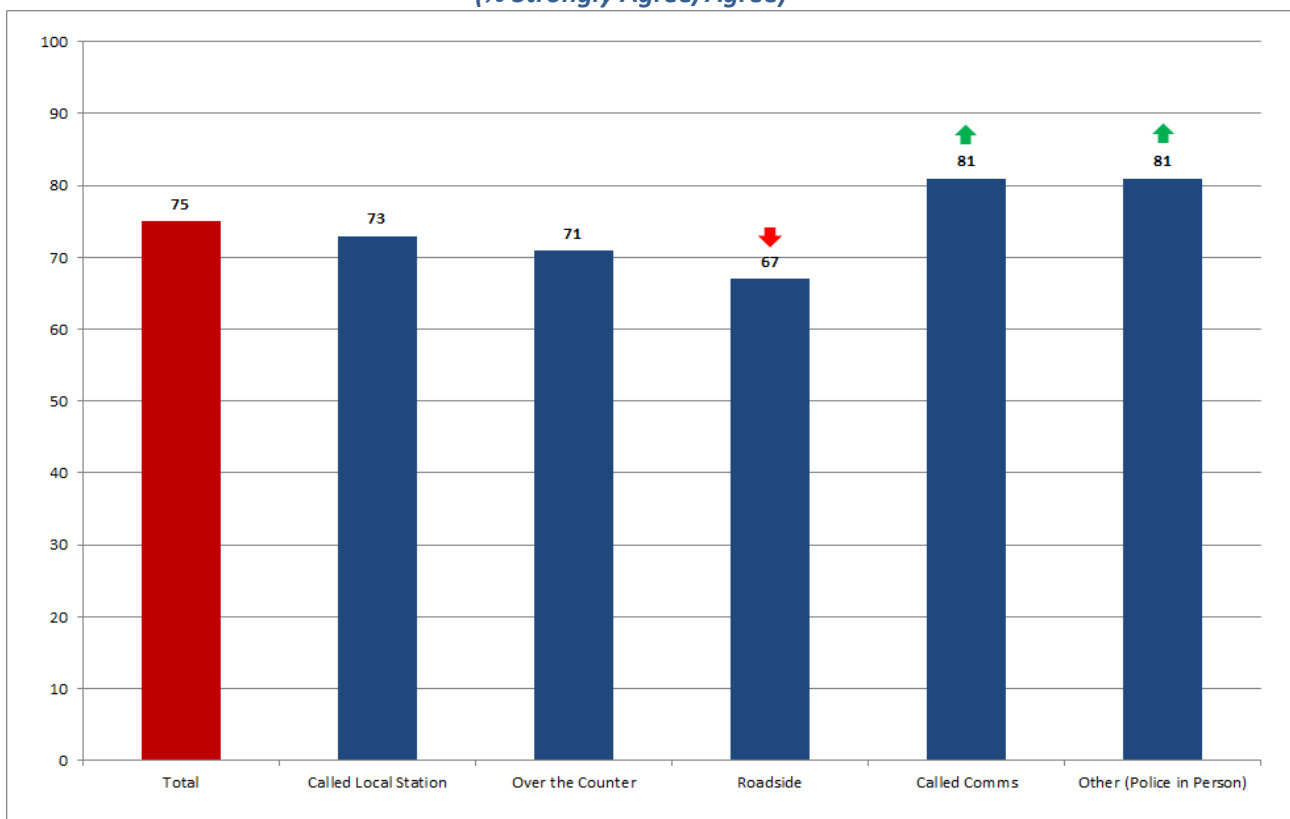
4.6.4. Good Value for Tax Dollars Spent - Comparison by Point of Contact

1. 2014/15

Respondents whose point of contact was calling the Communications Centres or in person (other than on the roadside or at local station) were more likely to *strongly agree* or *agree* that the service they received was an example of good value for tax dollars spent (both points of contact with 81%).

In contrast, respondents whose point of contact was at the roadside were less likely to agree to some extent (67%).

**Figure 47: Good Value for Tax Dollars Spent - by Point of Contact in 2014/15
(% Strongly Agree/Agree)**



Base: All respondents, excluding 'not applicable' responses. Total 2014/15 n=3217; Called local station n=229; Over the counter n=407; Roadside n=666; Called the Communications Centres n=1143; Other (Police in person) n=772.

Green arrow indicates a significantly higher result than the total.

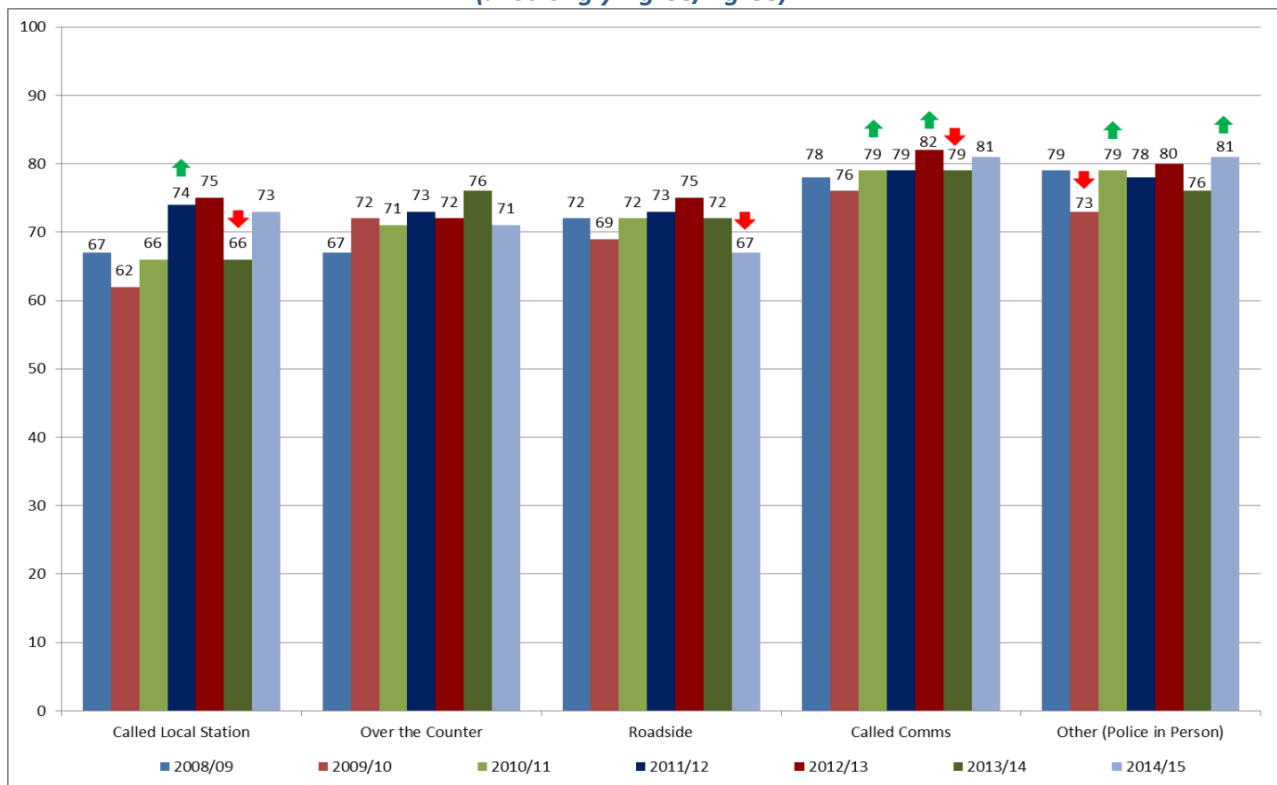
Red arrow indicates a significantly lower result than the total.

2. Comparison With 2013/14

When compared to the last measure, the proportion of respondents whose point of contact was in person (other than on the roadside or at the local station) who *strongly agreed/agreed* that the service is an example of good value for tax dollars spent has increased significantly (up from 76%, to 81%).

In contrast, respondents whose point of contact was at the roadside were significantly less likely to agree with the statement than they were last year (down from 72% *strongly agreeing/agreeing*, to 67%).

**Figure 48: Good Value for Tax Dollars Spent - by Point of Contact Over Time
(% Strongly Agree/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 72: Good Value for Tax Dollars Spent – By Point Of Contact Over Time (Part 1) (%)

	Called Local Station							Over the Counter							Roadside						
	08/09	09/10	10/11	11/12	12/13	13/14	14/15	08/09	09/10	10/11	11/12	12/13	13/14	14/15	08/09	09/10	10/11	11/12	12/13	13/14	14/15
Strongly Agree	22	21	17	32	23	26	25	22	25	25	26	26	33	30	26	28	30	30	31	27	23
Agree	45	41	49	42	52	40	48	45	47	46	47	46	43	41	46	41	42	43	44	45	44
Strongly Agree/Agree	67	62	66	74	75	66	73	67	72	71	73	72	76	71	72	69	72	73	75	72	67
Neither/nor	17	25	22	15	12	21	15	17	18	18	14	19	16	17	12	14	16	14	14	11	14
Disagree	10	7	9	5	7	8	8	8	6	8	9	5	5	7	10	11	7	7	6	10	12
Strongly Disagree	4	5	3	5	5	3	3	7	3	2	2	3	2	4	6	5	4	5	4	6	6
Disagree/Strongly Disagree	14	12	12	10	12	11	11	15	9	10	11	8	7	11	16	16	11	12	10	16	18
Don't know	2	1	0	1	1	2	1	1	1	1	2	1	1	1	0	1	1	1	1	1	1
Base	398	260	275	256	242	243	229	332	371	449	447	421	446	407	1106	1294	1513	1535	1516	845	666

Table 73: Good Value for Tax Dollars Spent – By Point Of Contact Over Time (Part 2) (%)

	Called Comms							Other (Police in person)						
	08/09	09/10	10/11	11/12	12/13	13/14	14/15	08/09	09/10	10/11	11/12	12/13	13/14	14/15
Strongly Agree	32	29	33	28	32	35	38	33	34	33	32	32	34	31
Agree	46	47	46	51	50	44	43	46	39	46	46	48	42	50
Strongly Agree/Agree	78	76	79	79	82	79	81	79	73	79	78	80	76	81
Neither/nor	13	14	13	14	16	12	11	12	15	11	12	14	13	12
Disagree	6	6	4	4	4	4	5	5	7	4	4	3	5	4
Strongly Disagree	2	2	2	1	1	3	2	4	4	4	5	2	2	2
Disagree/Strongly Disagree	8	8	6	5	5	7	7	9	11	8	9	5	7	6
Don't know	1	2	2	2	1	2	1	0	1	2	1	1	4	1
Base	1433	1643	1683	1618	1634	1215	1143	722	812	876	842	828	815	772

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

4.7. Service Experience Attributes - Reasons for Dissatisfaction

Note: Reasons for dissatisfaction with CMT attributes was asked differently to previous waves in 2013/14 and 2014/15. Since 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 2013/14, 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 prior to 2013/14.

The most common reason 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 was not taken seriously and/or the staff member did not believe them (17%). Other commonly mentioned reasons included that the outcome or decision was unfair or incorrect (13%), that the staff member had a bad attitude (12%), that the Police did not call back, or there was no follow-up or feedback (12%), and/or that staff were incompetent and didn't handle the situation well (12%).

When compared with reasons given for dissatisfaction with service in 2013/14, there have been significant declines in the share mentioning that the staff member had a bad attitude (down from 20% of those dissatisfied mentioning this as a reason in 2013/14, to 12%) and that the Police did not consider their circumstances, were unsympathetic or insensitive (down from 15% in 2013/14, to 3%).

In contrast, there have been small but statistically significant increases in the share commenting that the Police are just gathering revenue and giving out tickets for no reason (up from 3% in 2013/14, to 6%) and that the whole process took too long and/or was a waste of time (up from 1%, to 4%).

Table 74: CMT Attributes – Reasons for Dissatisfaction (%)

	Respondents who disagreed with at least 1 attribute		All Respondents
	2013/14 (12%, n=417)	2014/15 (12%, n=390)	2014/15 (n=2789)
Did not take matter seriously/did not believe me/did not care	20	17	2
Outcome/decision was unfair or incorrect	9	13	2
Staff member had a bad attitude/arrogant/indifferent/abrupt	20	12	2
Police did not call back, no follow-up/feedback	13	12	2
Police were incompetent/did not handle situation well	13	12	2
Respondent felt picked on/discriminated against	11	11	1
Police did not do anything/no outcome/action/did not do their job	11	10	1
Poor communication/did not listen/uninterested/no explanation	6	9	1
Police just gathering revenue/giving tickets for no reason	3	6	1
Police were not knowledgeable/did not know where I was	3	5	1
Whole process took too long or was a waste of time	1	4	<1
No information or help or advice given/Police did not help at all	5	4	<1
Did not consider circumstances/unsympathetic/insensitive	15	3	<1
Police took too long to respond/inadequate response/did not attend	5	3	<1
Did not do what they said they would do	3	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%.

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

Table lists those reasons mentioned by 3% or more of respondents in the 2014/15.

Note: Respondent groups marked with an * were also significantly more likely to mention each of the following reasons in the 2013/14 survey.

Respondents significantly more likely to mention that police **did not take matter seriously/did not believe me/did not care** include those:

- whose point of contact was at the local station (37%, compared with 12% of all other respondents); and/or
- of European ethnicity (20%, compared with 11% of all other respondents).

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

- whose point of contact was roadside* (29%, compared with 7% of all other respondents);
- whose reason for contact was a traffic offence* (28%, compared with 7% of all other respondents); and/or
- living in Waikato* district (30%, compared with 10% of all other respondents).

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

- living in Southern district (30%, compared with 11% of all other respondents);
- whose point of contact was at the roadside* (24%, compared with 8% of all other respondents);
- aged between 35 and 44 years old (23%, compared with 10% of all other respondents); and/or
- whose reason for contact was a traffic offence (22%, compared with 9% of all other respondents).

Respondents significantly more likely to mention that **Police did not call back or follow up** include those:

- whose reason for contact was theft (37%, compared with 9% of all other respondents);
- whose point of contact was calling the local station (33%, compared with 9% of all other respondents); and/or
- living in Auckland City district (22%, compared with 11% of all other respondents).

Respondents significantly more likely to mention that **Police were incompetent/did not handle situation well** include those:

- aged between 35 and 44 years old (23%, compared to 9% 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* (58%, compared with 10% of all other respondents);
- living in Southern district (26%, compared with 10% of all other respondents);
- aged 16-24 years* (24%, compared with 9% of all other respondents);
- whose reason for contact was a traffic offence (19%, compared with 8% of all other respondents);
- whose point of contact was roadside* (18%, compared with 8% of all other respondents); and/or
- who are male (15%, compared with 6% of female respondents).

Respondents significantly more likely to mention that **Police did not do anything/no action or outcome** include those:

- living in Wellington District (22%, compared with 8% of all other respondents); and/or
- whose point of contact was calling a Communications Centre (23%, compared with 5% of all other respondents) or going to the local station (17%, compared with 8% of all other respondents).

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

- aged between 25 and 34 years (17%, compared with 8% of all other respondents);
- living in Wellington district (17%, compared with 8% of all other respondents); and/or
- whose point of contact was in person (other than on the roadside or at the local station) (15%, compared with 8% of all other respondents).

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

- living in Wellington (20%, compared with 5% of all other respondents) or Waitematā (17%, compared with 6% of all other respondents) districts;
- whose reason for contact was a traffic offence* (13%, compared with 4% of all other respondents); and/or
- whose point of contact was on the roadside* (13%, compared with 4% of all other respondents).

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

- living in Waikato (18%, compared with 3% of all other respondents) or Auckland (13%, compared with 4% of all other respondents) districts;
- of Māori ethnicity (13%, compared with 1% of all other respondents);
- aged between 35 and 44 years (12%, compared with 3% of all other respondents); and/or
- who are male (7%, compared with 6% of females).

Respondents significantly more likely to mention that **the whole process took too long or was a waste of time** include those:

- whose point of contact was calling the local station (10%, compared with 3% of all other respondents); and/or
- whose reason for contact was (9%, compared with 3% of all other respondents).

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

- whose reason for contact was to report dangerous driving (32%, compared with 3% of all other respondents); and/or
- whose point of contact was at the local station (11%, compared with 2% of all other respondents).

Respondents significantly more likely to mention that **Police did not consider circumstances/unsympathetic** include those:

- whose reason for contact was a traffic offence* (7%, compared with 2% of all other respondents).

Respondents significantly more likely to mention that the staff member **took too long to respond /inadequate response/did not attend**, include those:

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

Respondents significantly more likely to mention that **Police did not do what they said they would do** include those:

- whose reason for contact was theft (9%, compared with 2% of all other respondents);
- whose point of contact was calling the Communications Centres* (8%, compared with 1% of all other respondents) or calling the local station (8%, compared to 2% of all other respondents); and/or
- who are female (5%, compared with 1% of male respondents).

4.8. Quality of Service Expected Before Contact with Police

4.8.1. Quality of Service Expected Before Contact with Police – Comparison With 2013/14

When asked what type of service they had expected before their contact with Police, 82% of respondents mentioned that they had expected to receive either *very good* or *good* service. This result is stable since last year (83%).

Only 4% of respondents said they had expected to receive *poor* or *very poor* service. This result is an increase of one percentage point from last year (a statistically significant change).

Table 75: Quality of Service Expected Before Contact with Police – Comparison Over Time (%)

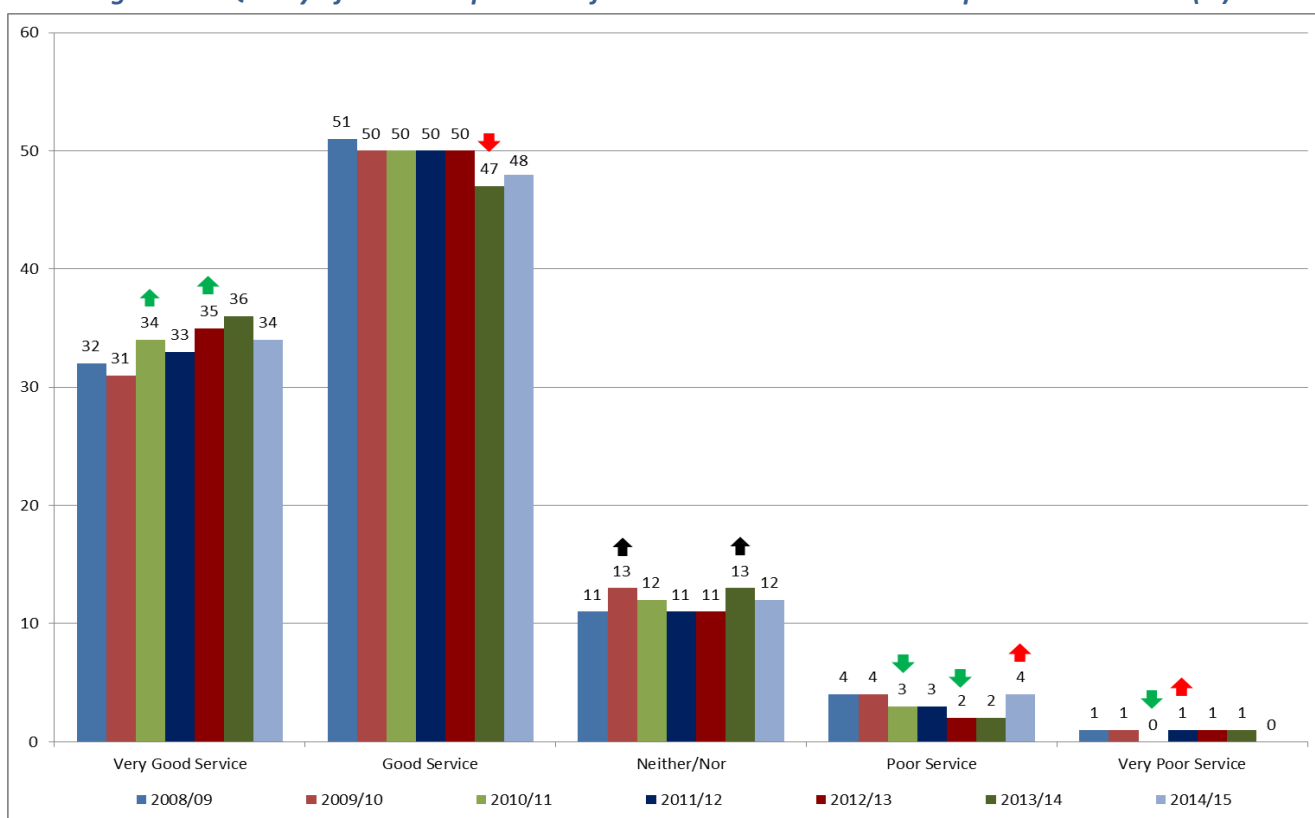
	2008/09	2009/10	2010/11	2011/12	2012/13	2013/14	2014/15
Very Good Service	32	31	34	33	35	36	34
Good Service	51	50	50	50	50	47	48
Very Good/Good Service*	83	81	84	83	85	83	82
Neither/Nor	11	13	12	11	11	13	12
Poor Service	4	4	3	3	2	2	4
Very Poor Service	1	1	0	1	1	1	0
Poor/Very Poor Service	5	5	3	4	3	3	4
Don't know	1	1	1	1	1	1	2
Base	3936	4315	4784	4660	4607	3511	3161

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

A bold neutral or don't know response indicates a statistically significant change 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.

*Note: Due to rounding some totals may not correspond with the sum of the separate figures.

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



Base: All respondents excluding those giving a 'not applicable' response. 2008/09 n=3936, 2009/10 n=4315, 2010/11 n=4784, 2011/12 n=4660, 2012/13 n=4607, 2013/14 n=3511, 2014/15 n=3161.

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

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

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

4.8.2. Quality of Service Expected Before Contact - Differences Among Sub-Groups in 2014/15

The following statistically significant differences for 2014/15 are evident at the total results level (combined 2014/15 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 2013/14 survey.

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

- whose reason for contact was a traffic crash or incident (93%, compared with 81% of all other respondents);
- living in Southern District (90%, compared with 82% of all other respondents);
- aged 65 years or older* (87%, compared with 81% of all other respondents);
- who are female (85%, compared with 79% of male respondents); and/or
- of European ethnicity* (84%, compared with 78% of all other respondents).

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

- living in Wellington district (12%, compared with 4% of all other respondents);
- of Pacific Island (11%, compared with 4% of all other respondents) or Māori* (7%, compared with 4% of all other respondents) ethnicity;
- aged between 16 and 24 years old (9%, compared with 4% of all other respondents);
- whose reason for contact was a traffic offence (7%, compared with 4% of all other respondents); and/or
- who are male (6%, compared with 3% of female respondents).

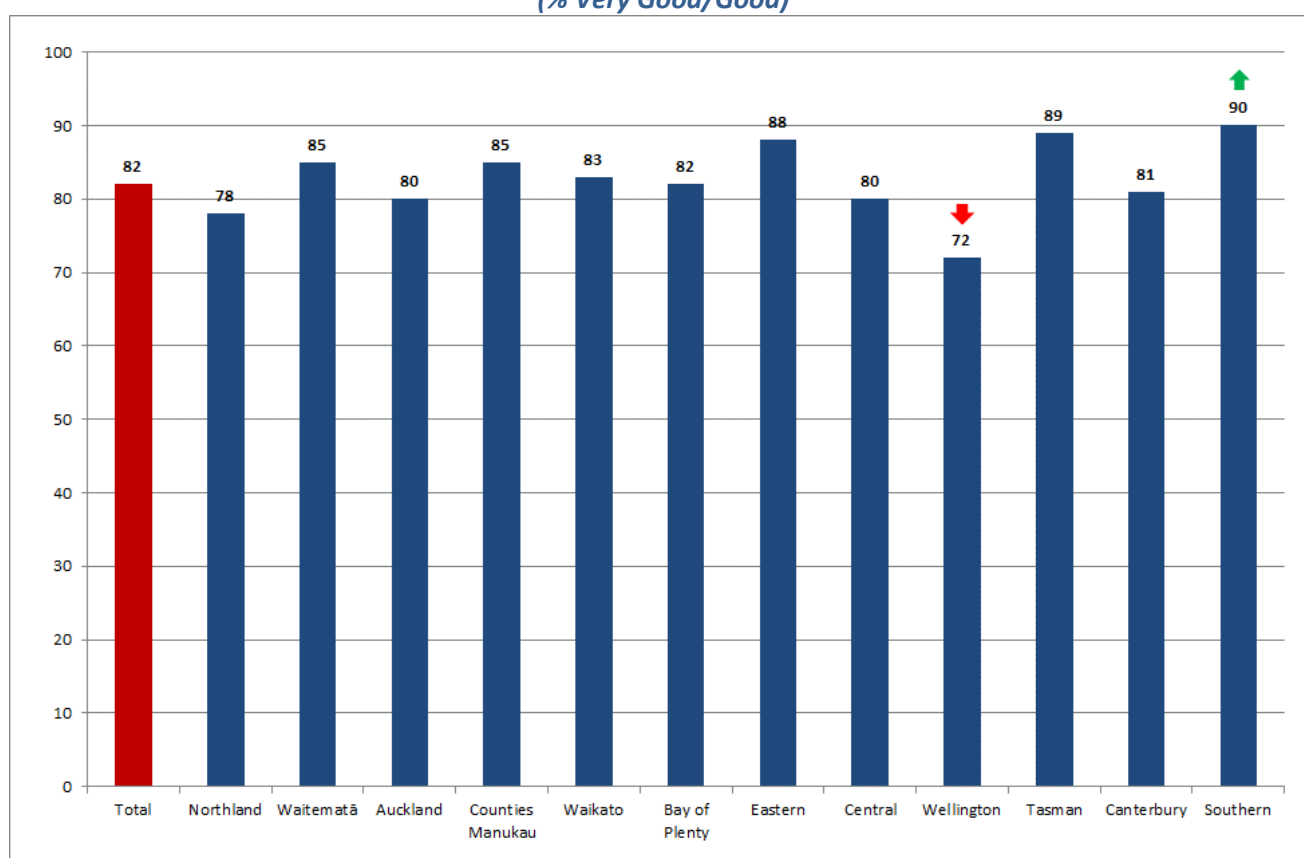
4.8.3. Quality of Service Expected Before Contact with Police - Comparison by District

1. 2014/15

Before their contact with Police, just over four in five respondents (82%) expected to receive *very good* or *good* service. In particular, those living in Southern District were statistically significantly more likely to expect to receive at least good service (90% of respondents expecting *very good/good* service).

In contrast, respondents living in Wellington District were statistically significantly less likely to report that they expected *very good/good* service before their contact with Police (72%).

Figure 50: Quality of Service Expected Before Contact with Police - by District in 2014/15
(% Very Good/Good)



Base: All respondents, excluding 'not applicable' responses. Total 2014/15 n=3161; Northland n=216; Waitematā n=272; Auckland n=261; Counties n=248; Waikato n=336; Bay of Plenty n=261; Eastern n=242; Central n=299; Wellington n=291; Tasman n=203; Canterbury n=323; Southern n=209.

Green arrow indicates a significantly higher result than the total.

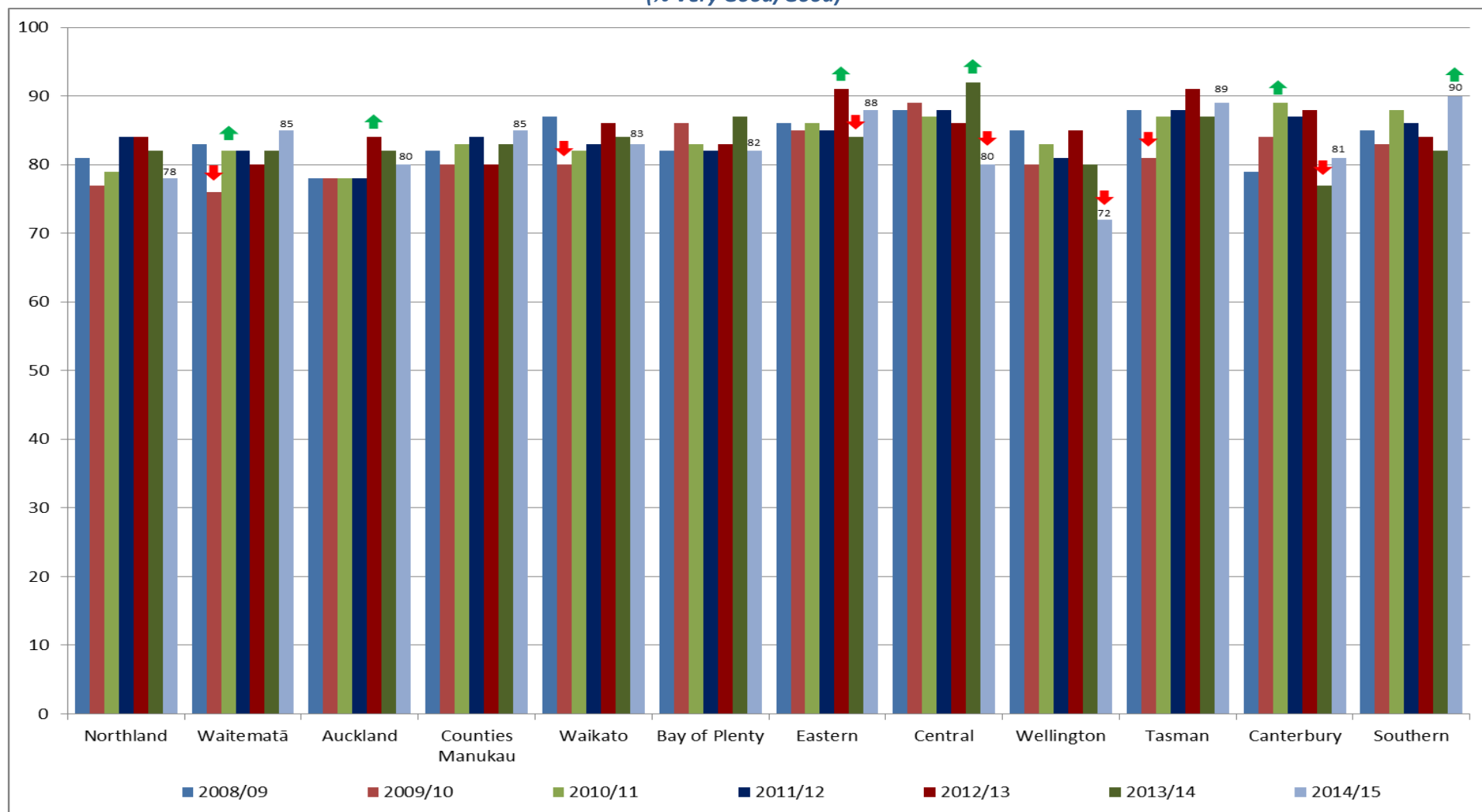
Red arrow indicates a significantly lower result than the total.

2. Comparison With 2013/14

When compared with the previous measure, there has been a significant increase in the proportion of respondents expecting *very good* or *good* service in Southern District (up from 82% in 2013/14, to 90%). There has also been a significant decrease in the share of respondents living in the Waitematā District who expected poor service (share expecting *poor/very poor* service down from 4% to 1%).

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 both Central (share expecting *very good/good service* down from 92%, to 80%; share expecting *poor/very poor service* up from 1%, to 5%) and Wellington (share expecting *very good/good service* down from 80%, to 72%; share expecting *poor/very poor service* up from 2%, to 12%) districts.

Figure 51: Quality of Service Expected Before Contact with Police - by District Over Time
(% Very Good/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 76: Quality of Service Expected Before Contact with Police – By District Over Time (Part 1) (%)

	Northland							Waitematā							Auckland City						
	08/ 09	09/ 10	10/ 11	11/ 12	12/ 13	13/ 14	14/ 15	08/ 09	09/ 10	10/ 11	11/ 12	12/ 13	13/ 14	14/ 15	08/ 09	09/ 10	10/ 11	11/ 12	12/ 13	13/ 14	14/ 15
Very good service	36	28	29	34	40	35	30	32	27	31	33	34	37	33	29	29	29	27	32	36	29
Good service	45	49	50	50	44	47	48	51	49	51	49	46	45	52	49	49	49	51	52	46	51
Very Good/Good Service	81	77	79	84	84	82	78	83	76	82	82	80	82	85	78	78	78	78	84	82	80
Neither/nor	11	13	14	12	9	11	13	11	15	12	13	15	13	13	14	14	17	15	13	13	14
Poor service	6	6	4	1	6	2	4	3	7	5	3	2	2	1	7	6	4	3	1	4	5
Very poor service	1	3	1	1	1	1	2	1	1	0	1	2	2	0	1	1	0	3	2	1	1
Poor/Very Poor Service	7	9	5	3	7	3	6	4	8	5	4	4	4	1	8	7	4	6	3	5	6
Don't know	1	1	2	1	0	4	3	2	1	1	1	1	1	1	0	1	1	1	0	0	0
Base	292	303	366	325	303	293	216	331	366	405	405	368	297	272	401	395	442	403	363	251	261

Table 77: Quality of Service Expected Before Contact with Police – By District Over Time (Part 2) (%)

	Counties Manukau							Waikato							Bay Of Plenty						
	08/ 09	09/ 10	10/ 11	11/ 12	12/ 13	13/ 14	14/ 15	08/ 09	09/ 10	10/ 11	11/ 12	12/ 13	13/ 14	14/ 15	08/ 09	09/ 10	10/ 11	11/ 12	12/ 13	13/ 14	14/ 15
Very good service	29	29	31	33	29	34	39	30	29	32	31	39	35	36	33	34	32	38	34	37	35
Good service	53	51	52	51	51	49	46	57	51	50	52	47	49	47	49	52	51	44	49	50	47
Very Good/Good Service	82	80	83	84	80	83	85	87	80	82	83	86	84	83	82	86	83	82	83	87	82
Neither/nor	10	14	13	10	12	13	8	10	14	13	13	8	12	11	12	10	12	12	13	10	11
Poor service	7	4	2	3	5	2	4	2	5	4	3	3	2	2	5	2	3	4	2	2	3
Very poor service	1	1	1	2	1	1	1	1	0	0	1	1	0	2	0	1	1	1	1	0	1
Poor/Very Poor Service	8	5	3	5	6	3	5	3	5	4	4	4	2	4	5	3	4	5	3	2	4
Don't know	0	1	1	1	2	1	2	0	1	1	0	1	2	2	1	1	1	1	1	1	3
Base	385	428	459	451	410	277	248	331	420	474	481	505	324	336	331	265	435	427	429	316	261

Base: All respondents, excluding 'not applicable' responses. Note: A bold neutral or don't know response indicates a statistically significant change 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 78: Quality of Service Expected Before Contact with Police – By District Over Time (Part 3) (%)

	Eastern							Central							Wellington						
	08/ 09	09/ 10	10/ 11	11/ 12	12/ 13	13/ 14	14/ 15	08/ 09	09/ 10	10/ 11	11/ 12	12/ 13	13/ 14	14/ 15	08/ 09	09/ 10	10/ 11	11/ 12	12/ 13	13/ 14	14/ 15
Very good service	33	31	34	34	38	39	37	34	40	38	36	34	41	34	35	33	31	33	36	38	36
Good service	53	54	52	51	53	45	51	54	49	49	52	52	51	46	50	47	52	48	49	42	36
Very Good/Good Service	86	85	86	85	91	84	88	88	89	87	88	86	92	80	85	80	83	81	85	80	72
Neither/nor	9	8	11	8	5	10	5	7	7	7	9	7	5	12	9	15	14	14	13	16	15
Poor service	3	5	2	6	1	4	5	3	3	4	2	3	1	5	5	4	3	2	1	2	11
Very poor service	1	1	0	0	1	1	0	1	0	1	0	2	0	0	1	1	0	1	0	0	1
Poor/Very Poor Service	4	6	2	6	2	5	5	4	3	5	2	5	1	5	6	5	3	3	1	2	12
Don't know	1	1	1	1	2	1	2	1	1	1	1	2	2	3	0	0	0	2	1	2	1
Base	269	279	344	368	367	303	242	292	346	386	385	425	308	299	373	443	450	466	423	306	291

Table 79: Quality of Service Expected Before Contact with Police – By District Over Time (Part 4) (%)

	Tasman							Canterbury							Southern						
	08/ 09	09/ 10	10/ 11	11/ 12	12/ 13	13/ 14	14/ 15	08/ 09	09/ 10	10/ 11	11/ 12	12/ 13	13/ 14	14/ 15	08/ 09	09/ 10	10/ 11	11/ 12	12/ 13	13/ 14	14/ 15
Very good service	35	27	36	34	40	44	39	29	33	45	34	38	26	31	34	33	31	38	35	38	39
Good service	53	54	51	54	51	43	50	50	51	44	53	50	51	50	51	50	57	48	49	44	51
Very Good/Good Service	88	81	87	88	91	87	89	79	84	89	87	88	77	81	85	83	88	86	84	82	90
Neither/nor	9	13	10	9	6	11	8	14	12	9	10	9	18	14	10	11	10	9	13	14	7
Poor service	2	5	2	1	2	1	1	5	2	1	1	1	2	2	3	4	2	3	3	3	2
Very poor service	1	1	0	1	1	0	0	1	2	0	0	2	1	0	1	1	0	0	0	1	0
Poor/Very Poor Service	3	6	2	2	3	1	1	6	4	1	1	3	3	2	4	5	2	3	3	4	2
Don't know	0	0	1	1	0	1	2	1	0	1	2	0	2	3	1	1	0	2	0	0	1
Base	240	239	284	318	322	286	203	399	408	408	358	379	288	323	292	323	331	273	313	262	209

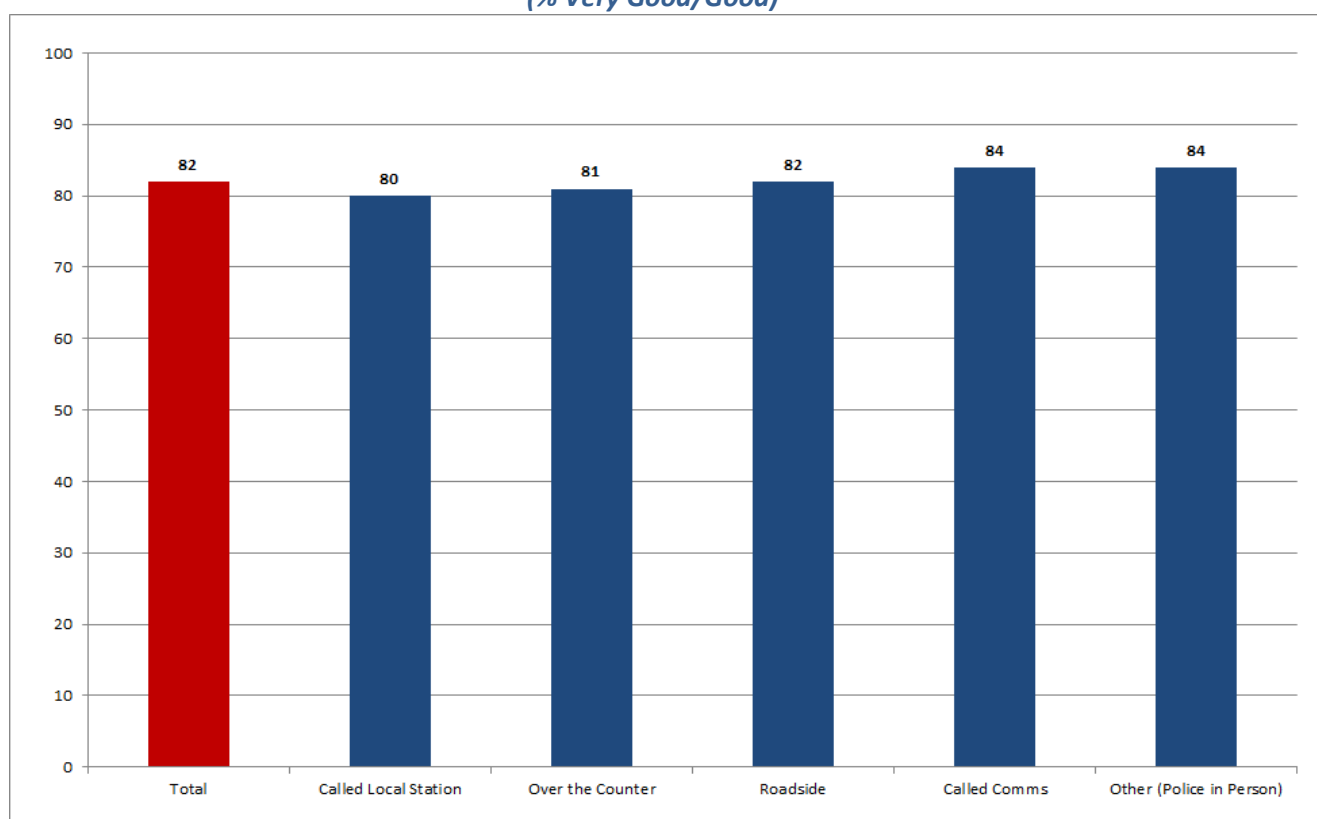
Base: All respondents, excluding 'not applicable' responses. Note: A bold neutral or don't know response indicates a statistically significant change from the previous survey wave. Green highlighting denotes a statistically significant improvement from the previous survey wave. Red highlighting denotes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

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

1. 2014/15

This year just over four out of five respondents reported expecting *very good* or *good* service from the Police before making contact. While there are no significant differences in expectations of *very good/good* service between points of contact, results range from 84% for respondents who either called the Communications Centre or made contact in person (other than on the roadside or at the local station), down to 80% for respondents who called their local station.

Figure 52: Quality of Service Expected Before Contact with Police - by Point of Contact in 2014/15 (% Very Good/Good)



Base: All respondents, excluding 'not applicable' responses. Total 2014/15 n=3167; Called local station n=226; Over the counter n=404; Roadside n=655; Called the Communications Centres n=1123; Other (Police in person) n=759.

Green arrow indicates a significantly higher result than the total.

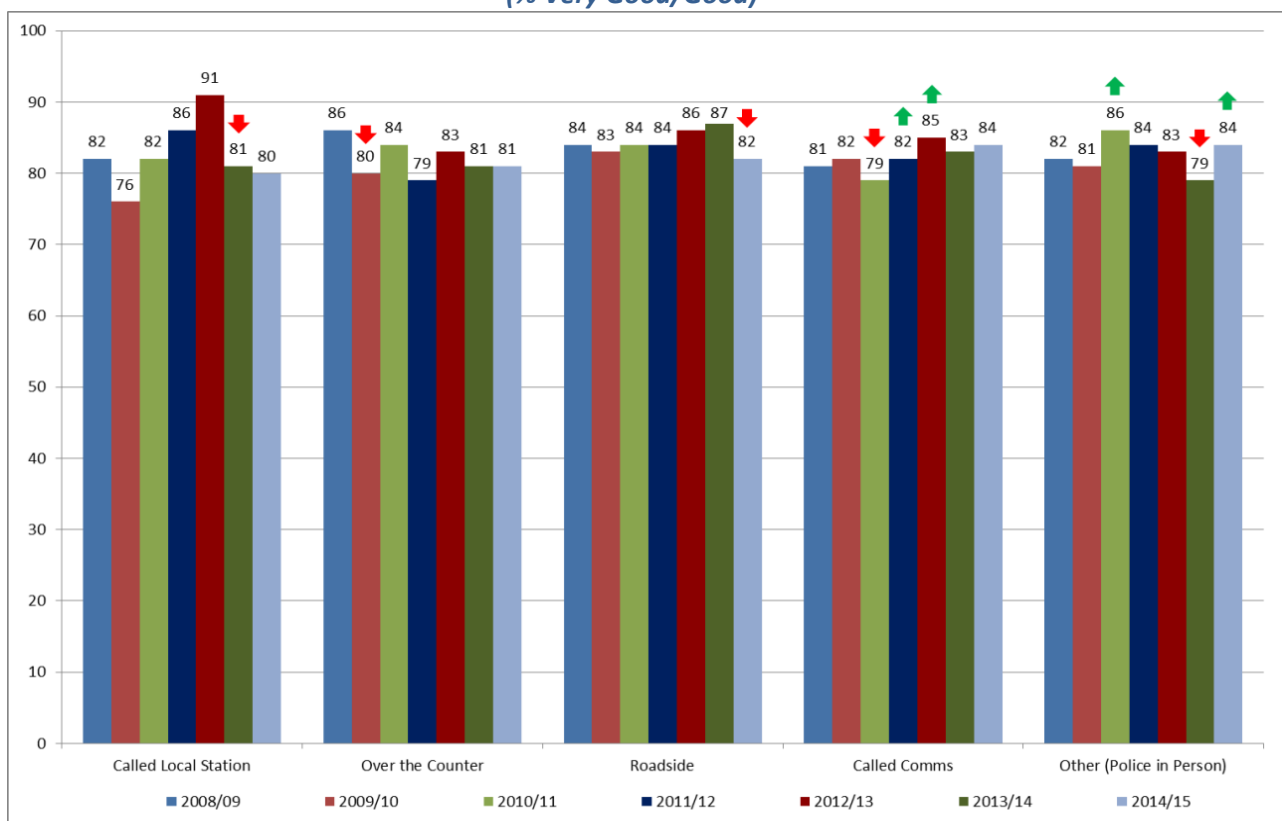
Red arrow indicates a significantly lower result than the total.

2. Comparison With 2013/14

The proportion of respondents who expected *very good/good service* has increased significantly for respondents whose point of contact was in person (other than on the roadside or at the local station)(up from 79% last year, to 84%).

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 those who made contact on the roadside (share expecting *very good/good service* down from 87%, to 82%; share expecting *poor/very poor service* up from 2%, to 4%). There has also been a significant increase in the share expecting at least poor service among respondents whose point of contact was over the counter (up from 2%, to 5%).

Figure 53: Quality of Service Expected Before Contact with Police - by Point of Contact Over Time (% Very Good/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 80: Quality of Service Expected Before Contact with Police – By Point Of Contact Over Time (Part 1) (%)

	Called Local Station							Over the Counter							Roadside						
	08/09	09/10	10/11	11/12	12/13	13/14	14/15	08/09	09/10	10/11	11/12	12/13	13/14	14/15	08/09	09/10	10/11	11/12	12/13	13/14	14/15
Very good service	30	26	32	28	39	37	31	26	28	27	33	29	36	32	33	34	35	35	37	37	33
Good service	52	50	50	58	52	44	49	60	52	57	46	54	45	49	51	49	49	49	49	50	49
Very Good/Good Service	82	76	82	86	91	81	80	86	80	84	79	83	81	81	84	83	84	84	86	87	82
Neither/nor	10	12	14	9	6	13	15	11	13	12	16	13	15	12	11	13	12	12	10	10	12
Poor service	6	12	3	1	2	3	4	2	5	3	3	2	2	4	3	2	3	2	2	1	3
Very poor service	2	0	1	2	1	1	0	0	1	0	1	2	0	1	1	1	0	1	1	1	1
Poor/Very Poor Service	8	12	4	3	3	4	4	2	6	3	4	4	2	5	4	3	3	3	3	2	4
Don't know	0	0	0	2	0	2	1	1	1	1	1	0	2	2	1	1	1	1	1	1	2
Base	394	258	277	256	243	245	226	327	368	447	448	417	439	404	1090	1277	1512	1526	1512	834	655

Table 81: Quality of Service Expected Before Contact with Police – By Point Of Contact Over Time (Part 2) (%)

	Called Comms							Other (Police in person)						
	08/09	09/10	10/11	11/12	12/13	13/14	14/15	08/09	09/10	10/11	11/12	12/13	13/14	14/15
Very good service	31	31	31	32	37	37	41	33	31	35	31	33	33	35
Good service	50	51	48	50	48	46	43	49	50	51	53	50	46	49
Very Good/Good Service	81	82	79	82	85	83	84	82	81	86	84	83	79	84
Neither/nor	11	11	14	11	10	12	11	11	12	10	10	12	16	10
Poor service	6	5	5	4	4	3	4	6	5	3	4	2	3	4
Very poor service	2	1	1	1	1	1	0	1	1	0	1	1	1	0
Poor/Very Poor Service	8	6	6	5	5	4	4	7	6	3	5	3	4	4
Don't know	0	1	1	2	0	1	1	0	1	1	1	2	1	2
Base	1408	1618	1678	1592	1614	1201	1123	717	794	870	842	821	792	759

Base: All respondents, excluding 'not applicable' responses. Note: A bold neutral or don't know response indicates a statistically significant change 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.

4.9. Service Expectations Met or Exceeded

4.9.1. Service Expectations Met or Exceeded – Comparison With 2013/14

When asked how the service they actually received compared to what they had expected, 89% respondents said the service they received was *much better/better/about the same* as they had expected (unchanged from 2013/14). There has been a small but statistically significant decline in the share of respondents who received service that was *much better/better* than expected (down from 39%, to 37%) but this result is still significantly higher than in the years preceding 2013/14.

This year, 11% of respondents said that the service they received was *worse* or *much worse* than expected (unchanged from last year), with a marginal decline in the share of respondents that stating that they received a *much worse* service (down from 3% last year, to 2%).

Table 82: Service Expectations Met or Exceeded – Comparison Over Time (%)

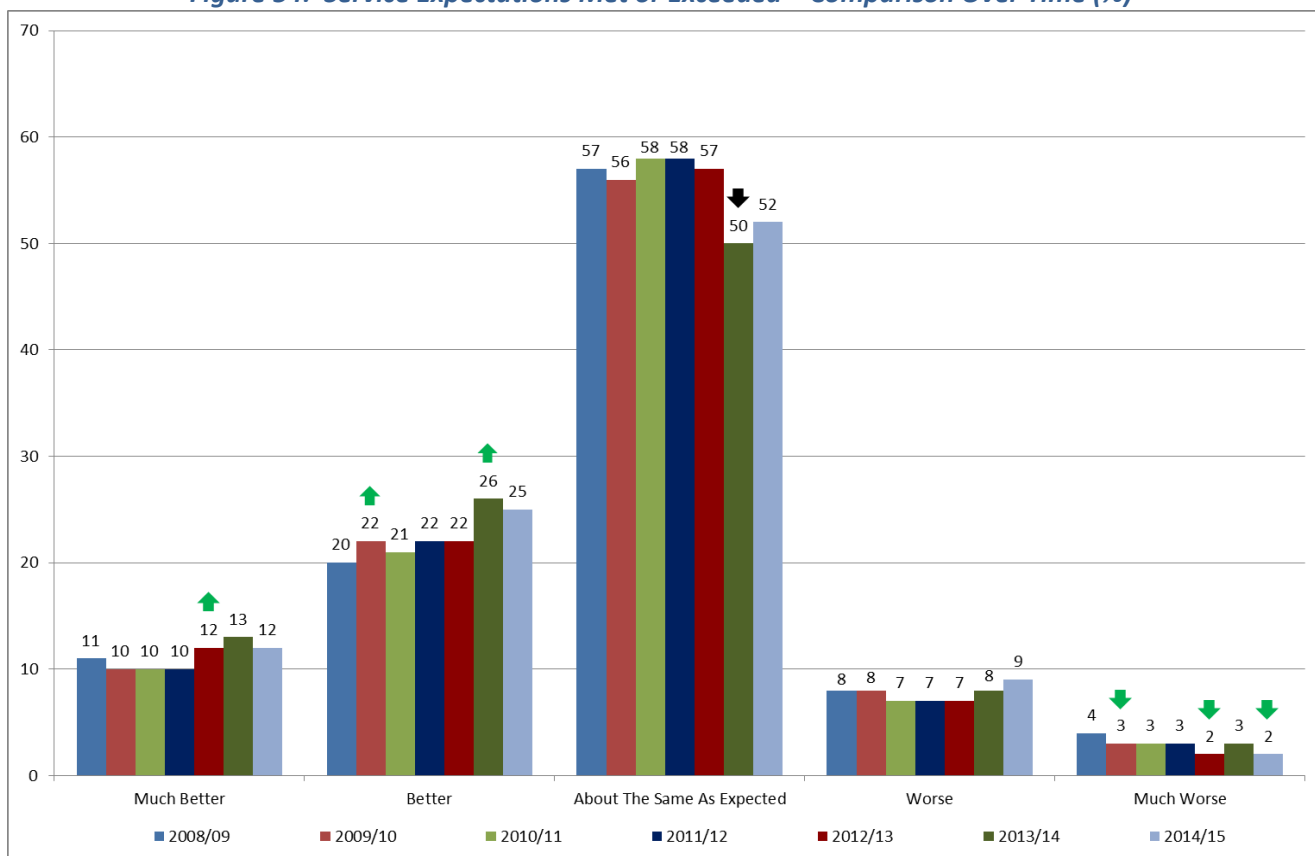
	2008/09	2009/10	2010/11	2011/12	2012/13	2013/14	2014/15
Much Better	11	10	10	10	12	13	12
Better	20	22	21	22	22	26	25
Much Better/Better*	31	32	31	32	34	39	37
About The Same As Expected	57	56	58	58	57	50	52
Worse	8	8	7	7	7	8	9
Much Worse	4	3	3	3	2	3	2
Worse/Much Worse	12	11	10	10	9	11	11
Don't know	0	1	1	0	0	0	0
Base	3936	4311	4757	4589	4553	3451	3076

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.

*Note: Due to rounding some totals may not correspond with the sum of the separate figures.

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



Base: All respondents excluding those giving a 'not applicable' response. 2008/09 n=3936, 2009/10 n=4311, 2010/11 n=4757, 2011/12 n=4589, 2012/13 n=4553, 2013/14 n=3451, 2014/15 n=3076.

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

Black arrow indicates a significant change from the previous survey wave in 'About the same as expected'.

4.9.2. Service Expectations Met or Exceeded - Differences Among Sub-Groups in 2014/15

The following statistically significant differences for 2014/15 are evident at the total results level (combined 2014/15 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 2013/14 survey.

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

- whose reason for contact was to report an intruder, prowler, suspicious noises or a burglar on a premises (58%, compared with 36% of all other respondents);
- aged between 16 and 24 years* (46%, compared with 36% of all other respondents);
- of Māori ethnicity (43%, compared with 35% of all other respondents);
- living in Counties Manukau district (45%, compared with 36% of all other respondents); and/or
- whose point of contact was calling the Communications Centres* (42%, compared with 34% of all other respondents).

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

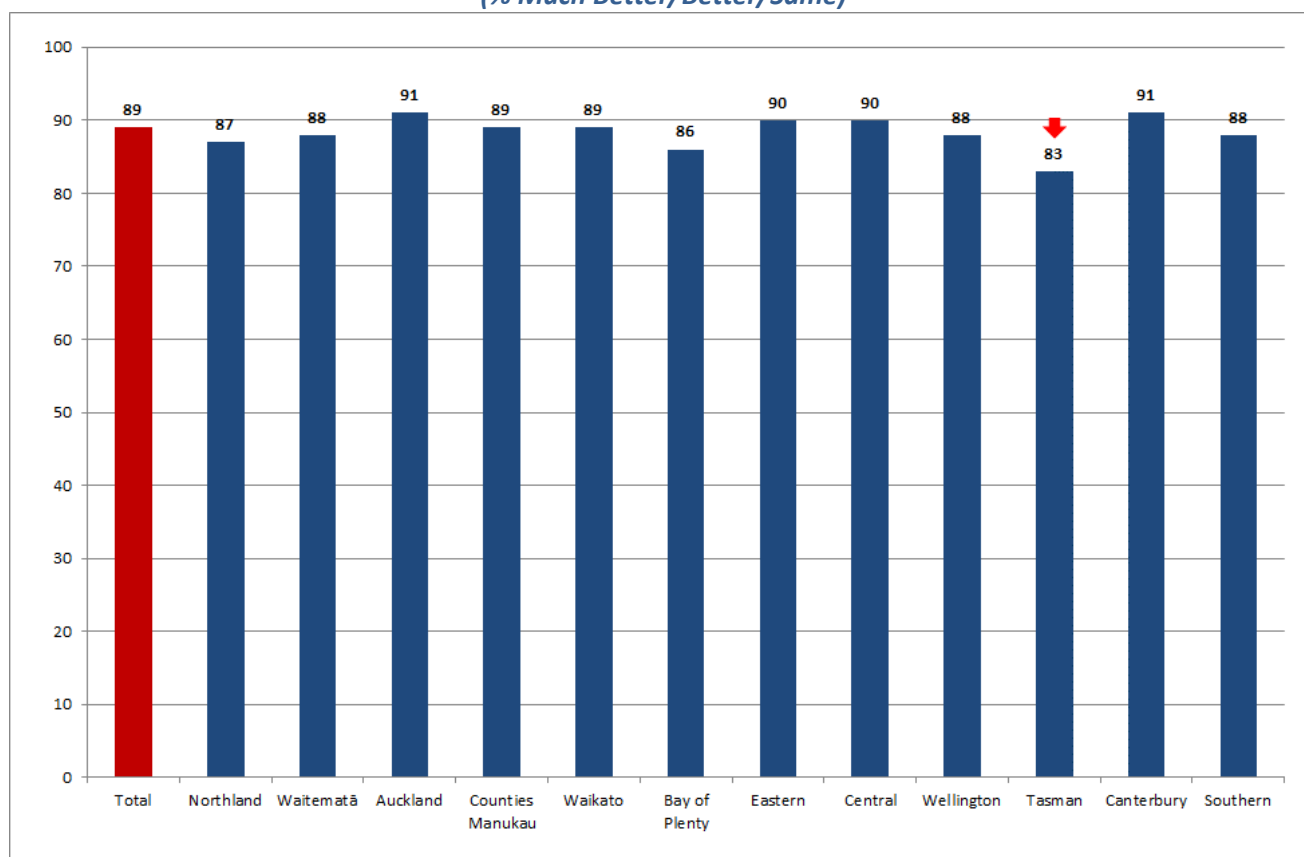
- whose point of contact was by calling the local station* (21%, compared with 10% of all other respondents);
- of Pacific Island ethnicity (20%, compared with 11% of all other respondents);
- whose reason for contact was theft* (17%, compared with 11% of all other respondents);
- whose reason for contact was assault* (20%, compared with 11% of all other respondents);
- living in Tasman district (17%, compared with 11% of all other respondents);
- whose point of contact was over the counter (14%, compared with 11% of all other respondents); and/or
- whose reason for contact was a traffic offence* (15%, compared with 11% of all other respondents).

4.9.3. Service Expectations Met or Exceeded - Comparison by District

1. 2014/15

In 2014/15, no districts had a significantly higher of respondents reporting that they had received service that was *much better*, *better*, or *the same* as they had expected. However, respondents living in Tasman District were significantly less likely to report receiving at least the same service as expected (83% *much better/better/same*) compared to all other respondents.

**Figure 55: Service Expectations Met or Exceeded - by District in 2014/15
(% Much Better/Better/Same)**



Base: All respondents, excluding 'not applicable' responses. Total 2014/15 n=3076; Northland n=208; Waitematā n=268; Auckland n=257; Counties n=241; Waikato n=327; Bay of Plenty n=253; Eastern n=237; Central n=286; Wellington n=284; Tasman n=197; Canterbury n=315; Southern n=203.

Green arrow indicates a significantly higher result than the total.

Red arrow indicates a significantly lower result than the total.

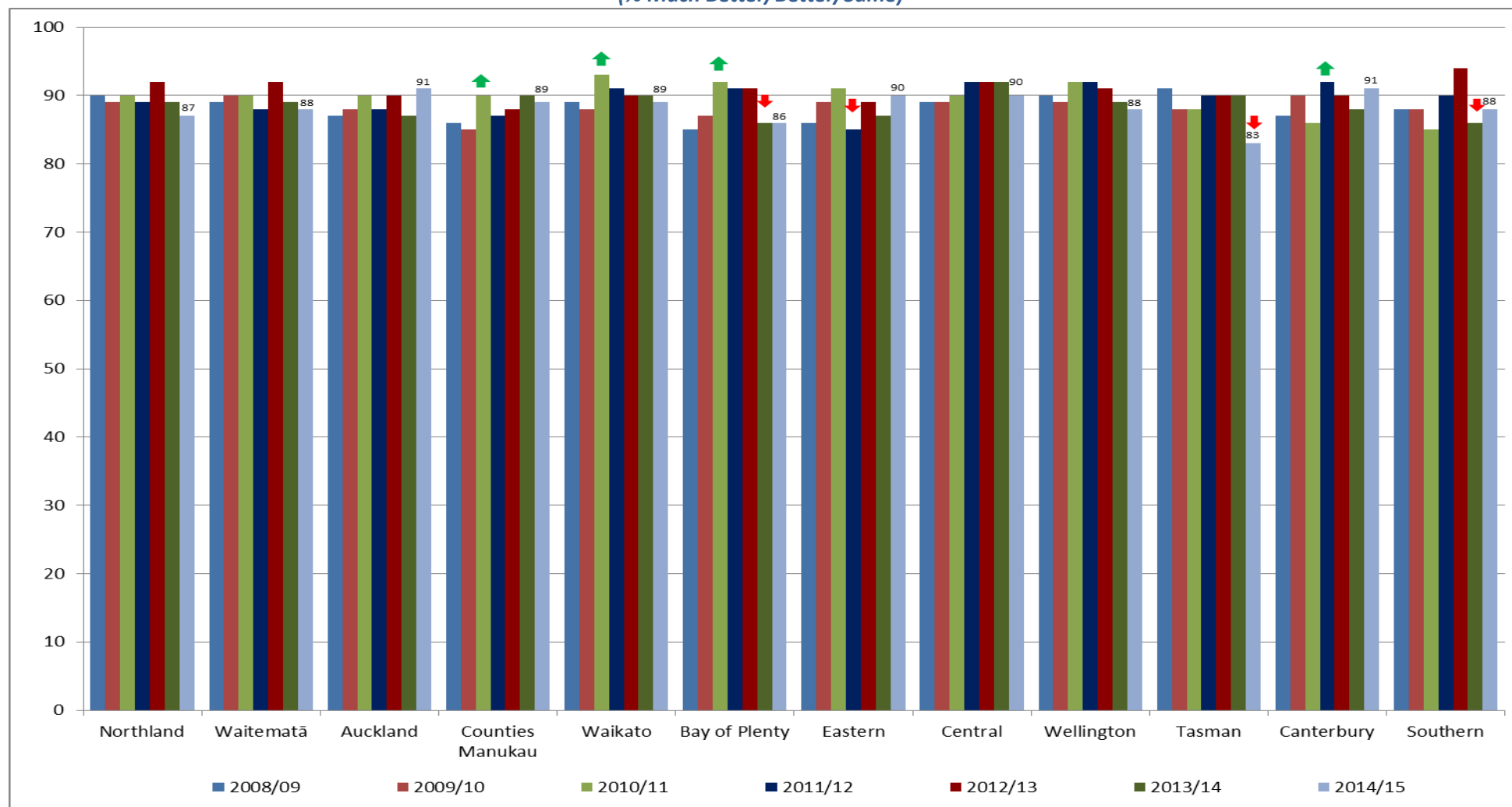
2. Comparison With 2013/14

In the 2014/15 survey wave the proportion of respondents receiving *much better* or *better service than expected* has remained stable across all districts.

However, there has been a statistically significant decrease in the share of respondents in Tasman District who stated they received *much better/better/same* service as expected (down from 90%, to 83%), along with a significant increase in respondents who said they received service *worse/much worse* than expected (up from 10%, to 17%).

Respondents living in Auckland (down from 15%, to 9%) or Southern (down from 15%, to 8%) districts were significantly less likely to say they received service that was *much better than expected*.

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



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 83: Service Expectations Met or Exceeded – By District Over Time (Part 1) (%)

	Northland							Waitematā							Auckland City						
	08/ 09	09/ 10	10/ 11	11/ 12	12/ 13	13/ 14	14/ 15	08/ 09	09/ 10	10/ 11	11/ 12	12/ 13	13/ 14	14/ 15	08/ 09	09/ 10	10/ 11	11/ 12	12/ 13	13/ 14	14/ 15
Much better than expected	10	10	10	10	13	12	18	8	11	11	9	14	15	11	10	10	11	11	13	15	9
Better than expected	24	21	18	23	21	22	19	20	23	22	21	21	23	23	19	25	27	19	20	30	28
About the same as expected	56	58	62	56	58	55	50	61	56	57	58	58	51	54	58	53	52	58	57	42	54
Much Better/Better/Same	90	89	90	89	92	89	87	89	90	90	88	92	89	88	87	88	90	88	90	87	91
Worse than expected	7	7	7	7	6	4	10	7	6	8	8	5	8	11	9	9	6	7	8	9	8
Much worse than expected	2	3	2	4	2	6	2	4	3	1	3	2	3	1	4	2	4	5	2	3	1
Worse/Much Worse	9	10	9	11	8	10	12	11	9	9	11	7	11	12	13	11	10	12	10	12	9
Don't know	1	1	1	0	0	1	1	0	1	1	1	0	0	0	0	1	0	0	0	1	0
Base	291	302	364	321	301	283	208	331	366	400	400	365	292	268	402	395	440	396	359	250	257

Table 84: Service Expectations Met or Exceeded – By District Over Time (Part 2) (%)

	Counties Manukau							Waikato							Bay Of Plenty						
	08/ 09	09/ 10	10/ 11	11/ 12	12/ 13	13/ 14	14/ 15	08/ 09	09/ 10	10/ 11	11/ 12	12/ 13	13/ 14	14/ 15	08/ 09	09/ 10	10/ 11	11/ 12	12/ 13	13/ 14	14/ 15
Much better than expected	16	13	13	13	17	14	19	10	9	10	11	12	15	12	14	9	14	8	12	12	13
Better than expected	18	23	25	23	25	27	26	24	20	21	20	18	24	25	17	22	22	23	23	22	19
About the same as expected	52	49	52	51	46	49	44	55	59	62	60	60	51	52	54	56	56	60	56	52	54
Much Better/Better/Same	86	85	90	87	88	90	89	89	88	93	91	90	90	89	85	87	92	91	91	86	86
Worse than expected	9	11	8	7	8	7	7	8	10	5	7	9	7	9	10	9	7	6	5	12	12
Much worse than expected	5	3	2	6	3	3	4	2	1	2	2	1	3	1	4	4	1	3	4	1	1
Worse/Much Worse	14	14	10	13	11	10	11	10	11	7	9	10	10	10	14	13	8	9	9	13	13
Don't know	0	1	0	0	1	0	0	1	1	0	0	0	0	1	1	0	0	0	0	1	1
Base	385	428	458	446	402	275	241	331	419	474	478	501	317	327	332	365	431	418	422	309	253

Base: All respondents, excluding 'not applicable' responses. Note: A bold neutral or don't know response indicates a statistically significant change 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 85: Service Expectations Met or Exceeded – By District Over Time (Part 3) (%)

	Eastern							Central							Wellington						
	08/ 09	09/ 10	10/ 11	11/ 12	12/ 13	13/ 14	14/ 15	08/ 09	09/ 10	10/ 11	11/ 12	12/ 13	13/ 14	14/ 15	08/ 09	09/ 10	10/ 11	11/ 12	12/ 13	13/ 14	14/ 15
Much better than expected	13	10	7	10	10	16	13	12	11	7	8	11	14	15	9	7	9	10	10	10	13
Better than expected	25	21	27	20	18	23	21	20	19	19	22	23	25	23	22	26	21	22	24	31	23
About the same as expected	48	58	57	55	60	48	56	57	59	64	62	58	53	52	59	56	62	60	57	48	52
Much Better/Better/Same	86	89	91	85	89	87	90	89	89	90	92	92	92	90	90	89	92	92	91	89	88
Worse than expected	9	8	6	12	9	9	7	8	9	5	6	6	7	7	8	8	4	7	6	9	10
Much worse than expected	5	3	3	2	2	3	3	2	2	4	2	2	1	2	2	2	3	1	3	2	2
Worse/Much Worse	14	11	9	14	11	12	10	10	11	9	8	8	8	9	10	10	7	8	9	11	12
Don't know	0	0	0	1	0	1	0	1	0	1	0	0	0	1	0	1	1	0	0	0	0
Base	270	279	342	363	362	298	237	291	346	383	380	415	304	286	372	443	450	455	418	300	284

Table 86: Service Expectations Met or Exceeded – By District Over Time (Part 4) (%)

	Tasman							Canterbury							Southern						
	08/ 09	09/ 10	10/ 11	11/ 12	12/ 13	13/ 14	14/ 15	08/ 09	09/ 10	10/ 11	11/ 12	12/ 13	13/ 14	14/ 15	08/ 09	09/ 10	10/ 11	11/ 12	12/ 13	13/ 14	14/ 15
Much better than expected	9	11	11	9	8	13	9	12	11	9	14	12	11	7	6	11	10	9	10	15	8
Better than expected	21	23	19	23	21	19	23	19	23	16	26	21	21	28	21	19	20	21	21	31	32
About the same as expected	61	54	58	58	61	58	51	56	56	61	52	57	56	56	61	58	55	60	63	40	48
Much Better/Better/Same	91	88	88	90	90	90	83	87	90	86	92	90	88	91	88	88	85	90	94	86	88
Worse than expected	7	7	7	7	6	5	13	8	7	10	5	8	9	7	9	8	9	7	3	8	6
Much worse than expected	1	3	5	3	4	5	4	5	3	4	3	2	3	2	3	3	5	1	3	6	5
Worse/Much Worse	8	10	12	10	10	10	17	13	10	14	8	10	12	9	12	11	14	8	6	14	11
Don't know	1	2	0	0	0	0	0	0	0	0	0	0	0	0	0	1	1	2	0	0	1
Base	240	238	281	313	320	283	197	399	408	403	353	376	281	315	292	322	331	266	312	259	203

Base: All respondents, excluding 'not applicable' responses. Note: A bold neutral or don't know response indicates a statistically significant change 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.

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

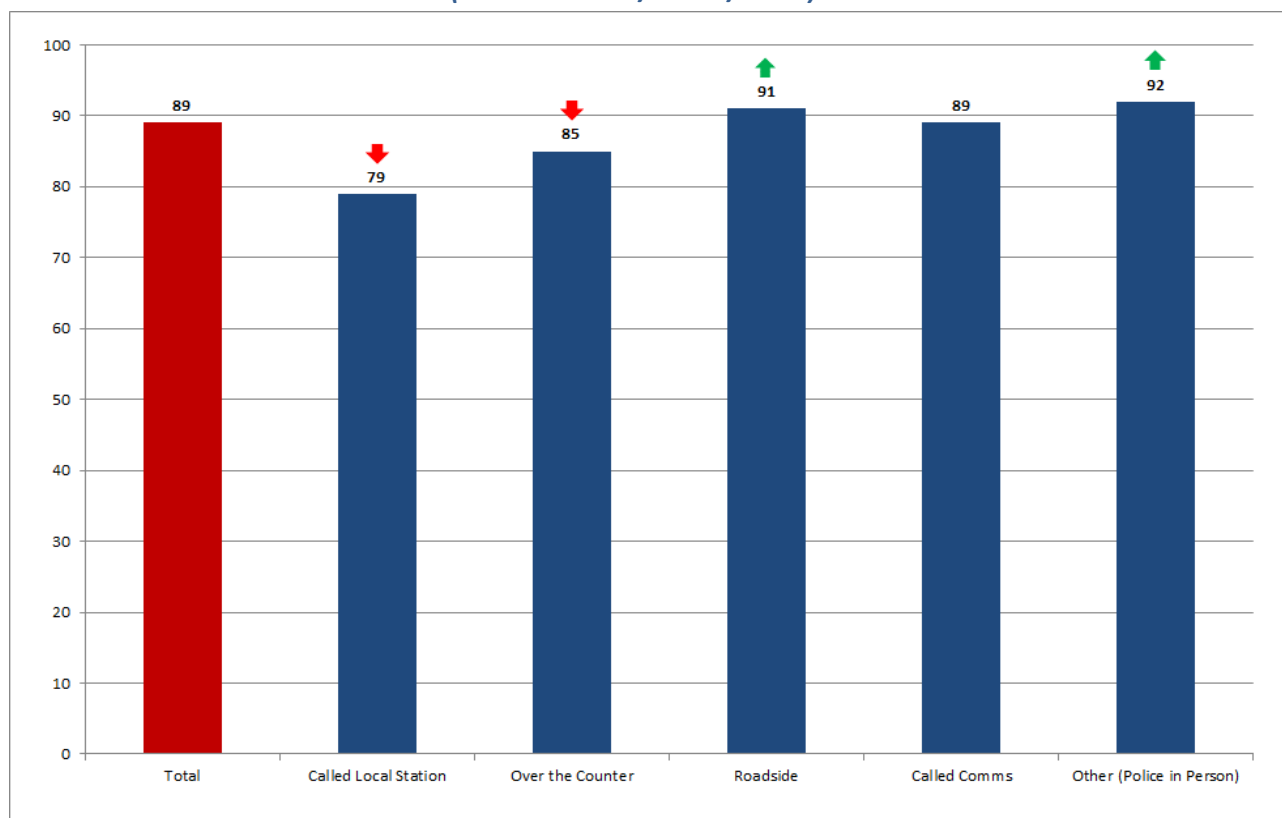
1. 2014/15

Respondents whose point of contact was in person (other than on the roadside and at the local station) (92%) and those who had a roadside interaction (91%) were significantly more likely to report that the service they received was *much better/better/the same* as what they expected. 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 42% of those who called the Communications Centres reported that the service they received was *much better* or *better* than they had expected - significantly higher than for all other points of contact.

In contrast, those who had called their local station (79%) or went into the local station (85%) were less likely to mention that the service was *much better/better/the same* as expected.

Figure 57: Service Expectations Met or Exceeded - by Point of Contact in the 2014/15
(% Much Better/Better/Same)



Base: All respondents, excluding 'not applicable' responses. Total 2014/15 n=3082; Called local station n=218; Over the counter n=396; Roadside n=637; Called the Communications Centres n=1096; Other (Police in person) n=735.

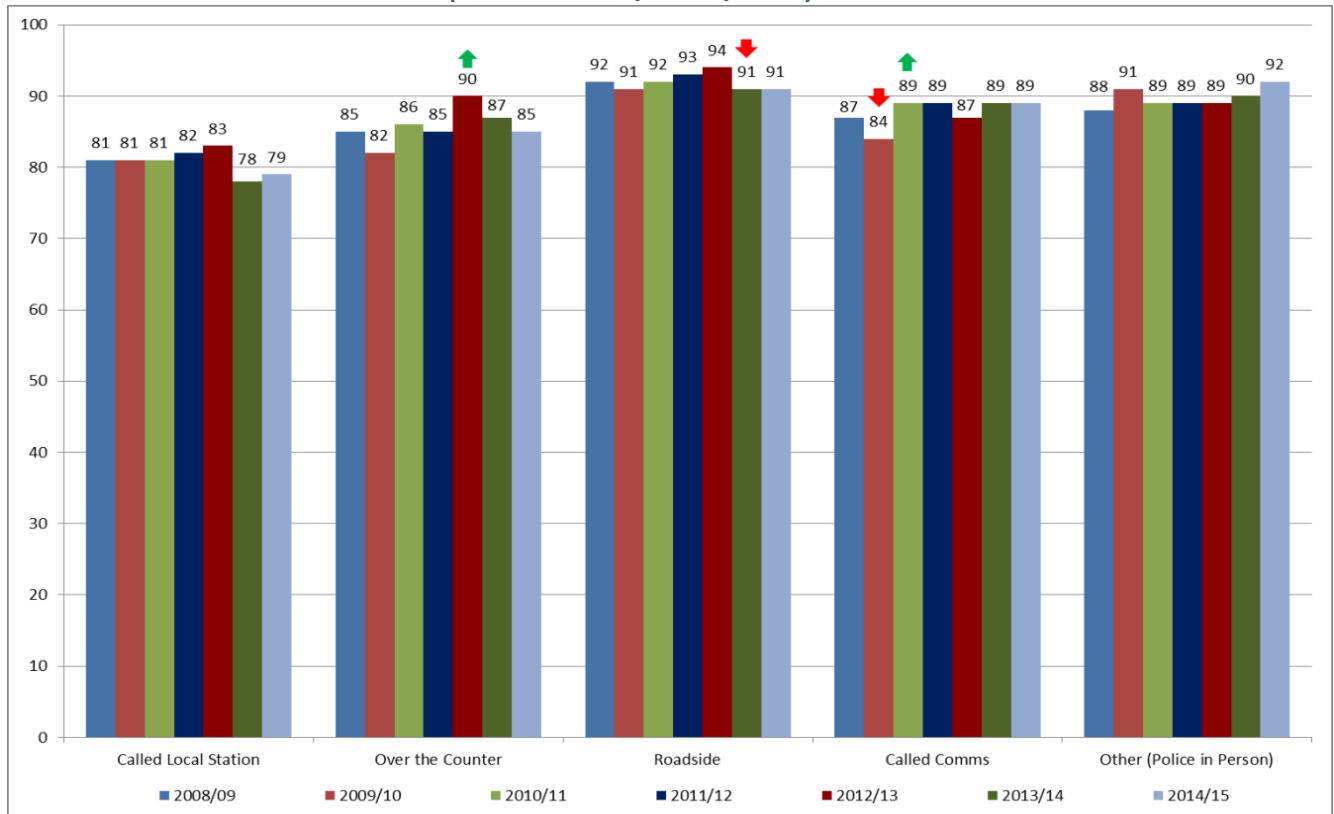
Green arrow indicates a significantly higher result than the total.

Red arrow indicates a significantly lower result than the total.

2. Comparison With 2013/14

When compared with 2013/14, the proportion of respondents who received *much better* or *better service than expected*, has decreased somewhat for those whose point of contact was calling the Communications Centres (down from 46%, to 42%) and in person (other than on the roadside or at the local station) (down from 45% to 39%; including a significant decrease in the share stating it was *much better* than expected – down from 18%, to 12%).

**Figure 58: Service Expectations Met or Exceeded - by Point of Contact Over Time
(% Much Better/Better/Same)**



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 87: Service Expectations Met or Exceeded – By Point Of Contact Over Time (Part 1) (%)

	Called Local Station							Over the Counter							Roadside						
	08/ 09	09/ 10	10/ 11	11/ 12	12/ 13	13/ 14	14/ 15	08/ 09	09/ 10	10/ 11	11/ 12	12/ 13	13/ 14	14/ 15	08/ 09	09/ 10	10/ 11	11/ 12	12/ 13	13/ 14	14/ 15
Much better than expected	11	8	7	8	10	15	11	8	12	11	12	13	12	12	7	6	7	7	8	7	7
Better than expected	22	22	22	17	18	23	23	20	22	23	21	24	26	27	17	19	19	21	19	24	24
About the same as expected	48	51	52	57	55	40	45	57	48	52	52	53	49	46	68	66	66	65	67	60	60
Much Better/Better/Same	81	81	81	82	83	78	79	85	82	86	85	90	87	85	92	91	92	93	94	91	91
Worse than expected	15	15	15	11	13	14	19	8	14	11	12	7	9	10	6	6	4	5	5	6	7
Much worse than expected	4	4	4	7	4	8	2	7	3	3	3	3	4	4	2	2	3	2	1	3	2
Worse/Much Worse	19	19	19	18	17	22	21	15	17	14	15	10	13	14	8	8	7	7	6	9	9
Don't know	0	0	0	0	0	0	0	0	1	0	0	0	0	1	0	1	1	0	0	0	0
Base	395	258	275	250	240	241	218	327	366	445	443	412	427	396	1088	1274	1503	1506	1497	820	637

Table 88: Service Expectations Met or Exceeded – By Point Of Contact Over Time (Part 2) (%)

	Called Comms							Other (Police in person)						
	08/09	09/10	10/11	11/12	12/13	13/14	14/ 15	08/09	09/10	10/11	11/12	12/13	13/14	14/ 15
Much better than expected	17	17	17	15	18	18	19	16	13	12	15	15	18	12
Better than expected	24	24	26	23	24	28	23	25	28	23	25	26	27	27
About the same as expected	46	43	46	51	45	43	47	47	50	54	49	48	45	53
Much Better/Better/Same	87	84	89	89	87	89	89	88	91	89	89	89	90	92
Worse than expected	9	11	8	8	9	9	9	9	6	7	6	8	7	7
Much worse than expected	4	3	3	3	3	2	2	3	2	3	4	3	2	1
Worse/Much Worse	13	14	11	11	12	11	11	12	8	10	10	11	9	8
Don't know	0	2	0	0	1	0	0	0	1	1	1	0	1	0
Base	1409	1618	1671	1563	1602	1187	1096	717	795	863	830	802	776	735

Base: All respondents, excluding 'not applicable' responses. Note: A bold neutral or don't know response indicates a statistically significant change 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.

4.9.5. Reasons Why Service Was Better Than Expected

The greatest share of those who rated the service they received as *much better/better than expected* attributed their exceeded expectations to the staff member having a *positive attitude* (34%). The staff member *dealing with the situation promptly* (16%) and *showing interest or concern* (13%) were the next most frequently mentioned aspects that exceeded expectations.

Reasons for why the service received was better than expected are similar to those given in previous years, however there have been statistically significant increases in the share of respondents mentioning most of the key reasons when compared with 2013/14. This year there has been a significant increase in the proportions saying the increase was due to:

- the staff member having a positive attitude (up from 27% last year to 34%);
- Police acting promptly (up from 10%, to 16%);
- the staff member showing interest or concern and took the matter seriously (up from 8% last year, to 13%); and
- the staff member being informative, knowledgeable, and offering good advice (up from 5%, to 7%).

Table 89: Reasons Why Service Received Was Better Than Expected (%)

	Respondents who received better than expected service							All Respondents
	2008/09 (n=1355)	2009/10 (n=1545)	2010/11 (n=1681)	2011/12 (n=1586)	2012/13 (n=1679)	2013/14 (n=1410)	2014/15 (n=1165)	2014/15 (n=3070)
Staff member had a positive attitude – friendly / courteous / polite / respectful	39	33	30	33	30	27	34	13
Police acted promptly	18	16	13	14	15	10	16	6
Showed interest/concern – took matter seriously	11	7	4	4	4	8	13	5
Provided follow-up/rang back	7	5	4	5	4	7	8	3
Informative/knowledgeable /good advice/explained what was happening	8	6	5	5	6	5	7	2

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 significantly more likely to have mentioned each of the key reasons for why service was exceeded are listed below. *Respondent groups marked with an * were also significantly more likely to mention each of the following reasons in the 2013/14 survey.*

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

- whose reason for contact was a traffic stop* (70%) or a traffic offence* (55%) (compared with 24% of all other respondents);
- whose point of contact was at the roadside* (62%, compared with 25% of all other respondents); and/or
- who are male (38%, compared with 31% of females).

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

- whose reason for contact was burglary* (31%) or theft* (26%) (compared with 14% of all other respondents);
- whose reason for contact was disorderly behaviour and intoxication offences (30%, compared with 15% of all other respondents);
- whose point of contact was calling the Communications Centre* (29%, compared with 13% of all other respondents); and/or
- of European ethnicity (18%, compared with 12% of all other respondents);

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

- whose reason for contact was reporting dangerous driving (28%, compared with 12% of all other respondents);
- living in Southern (24%, compared with 12% of all other respondents) or Auckland City (21%, compared with 12% of all other respondents) districts ;
- whose reason for contact was assault* (22%, compared with 12% of all other respondents);
- whose point of contact was calling the Communications Centres* (22%, compared with 11% of all other respondents); and/or
- whose point of contact was over the counter at a local station (20%, compared with 12% of all other respondents).

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

- whose reason for contact was a theft* (19%, compared with 8% of all other respondents);
- whose point of contact was calling a local station* (14%) or over the counter at a local station (13%) (compared with 7% of all other respondents);
- living in Central District (14%, compared with 8% of all other respondents);
- whose point of contact was in person* (other than at the local station or roadside) (13%, compared with 6% of all other respondents);
- who are female (11%, compared with 6% of males); and/or
- of European ethnicity* (10%, compared with 4% of all other respondents).

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

- of Pacific Island ethnicity (21%, compared with 6% of all other respondents);
- whose reason for contact was reporting dangerous driving (15%, compared with 6% of all other respondents); and/or
- whose point of contact was calling the Communications Centres (10%, compared with 6% of all other respondents).

4.9.6. 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%), that the respondent had not received any follow-up (14%), because staff did not take the matter seriously (13%), and/or that the staff member seemed incompetent, lacked knowledge, or made mistakes (10%).

Reasons service was *worse* or *much worse* than expected are similar to those given in previous years. The only statistically significant increase has been in the share of respondents who mentioned that the reason the service they received was worse than expected was that staff member seemed incompetent, lacked knowledge, or made mistakes (up from 5% last year, to 10%).

In contrast, this year there has been a decrease in the share feeling that staff seemed stressed/were rude/short tempered (down from 10% in 2013/14, to 6% this measure).

Table 47: Reasons Why Service Received Was Worse Than Expected (%)

	Respondents who received worse service							All Respondents
	2008/09 (n=460)	2009/10 (n=492)	2010/11 (n=471)	2011/12 (n=458)	2012/13 (n=449)	2013/14 (n=378)	2014/15 (n=367)	2014/15 (n=3070)
Poor attitude/did not like their attitude	33	21	19	14	16	17	17	2
No follow-up	12	13	10	9	10	10	14	2
Did not take the matter seriously/did not care/not interested	20	19	14	14	15	13	13	2
Incompetent/lacked knowledge/made mistakes	7	9	4	7	6	5	10	1
Too slow/took too long	7	8	7	8	8	9	6	1
Staff seemed stressed/were rude/short tempered	<1	0	1	4	4	10	6	1
Did not attend/come to look	6	6	4	4	4	7	4	<1

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

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

Table lists those reasons mentioned by 4% or more of respondents.

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

Respondent groups significantly more likely to have mentioned each of the key reasons for why service was worse than expected are listed below. Respondent groups marked with an * were also significantly more likely to mention each of the following reasons in the 2013/14 survey.

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

- whose point of contact was on the roadside* (38%, compared with 14% of all other respondents);
- whose reason for contact was a traffic offence* (36%, compared with 14% of all other respondents); and/or
- aged between 35 and 44 years old (32%, compared with 14% of all other respondents).

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

- whose reason for contact was theft* (47%, compared with 10% of all other respondents);
- whose point of contact was calling a local station* (36%, compared with 11% of all other respondents); and/or
- males (19%, compared with 9% of females).

Respondents significantly more likely to mention **did not take the matter seriously** include those whose point of contact was calling a Communications Centre (25%, compared with 7% of all other respondents).

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

- living in Wellington* (24%, compared with 8% of all other respondents) or Canterbury (22%, compared with 8% of all other respondents) districts; and/or
- whose reason for contact was a traffic offence* (16%, compared with 8% of all other respondents).

Respondents significantly more likely to mention that **Police were too slow/took too long** include those whose point of contact was calling a Communications Centre (14%, compared with 1% of all other respondents).

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

- living in Canterbury District* (17%, compared with 4% of all other respondents);
- whose point of contact was on the roadside* (16%, compared with 4% of all other respondents);
- whose reason for contact was a traffic offence (15%, compared with 4% of all other respondents); and/or
- aged between 25 and 34 years old (14%, compared with 4% of all other respondents).

Respondents significantly more likely to mention that **Police did not come to look** include those:

- living in Wellington district (13%, compared with 3% of all other respondents);
- whose point of contact was calling the Communications Centre (12%, compared with 0% of all other respondents) or at the local station (10%, compared with 3% of all other respondents); and/or
- aged between 45 and 54 years old (9%, compared with 3% of all other respondents).

5. COMPLAINTS PROCESS

A question from the CMT was asked to determine whether citizens who had contact with Police had any problem with service received 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 complaint¹⁶.

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)** Not Applicable
4. **(don't read)** Don't know
5. **(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 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)** Not Applicable
4. **(don't read)** Don't know
5. **(don't read)** Refused

¹⁶ 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.

5.1. Any Problems or Negative Incidents

5.1.1. Any Problems or Negative Incidents – Comparison With 2013/14

In the 2014/15 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 three measures.

Three percent of respondents experienced a problem or negative incident in 2014/15 (not significantly different from previous years).

Table 90: Any Problems or Negative Incidents – Comparison Over Time (%)

	2008/09	2009/10	2010/11	2011/12	2012/13	2013/14	2014/15
Yes	4	4	4	4	4	4	3
No	95	95	95	96	96	96	96
Don't know	1	1	1	0	0	0	1
Base	4001	4396	4809	4710	4657	4689	4494

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

A bold don't know response indicates a statistically significant change 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.

5.1.2. Any Problems or Negative Incidents - Differences Among Sub-Groups in 2014/15

The following statistically significant differences for 2014/15 are evident at the total results level (General, Communications Centres and Māori Booster sample 2014/15 results combined).

Respondent groups marked with an * were also significantly more likely to give this rating in the 2013/14 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 95% of all other respondents);
- living in Canterbury District (98%, compared with 96% of all other respondents); and/or
- who are female (98%, compared with 95% of male respondents).

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

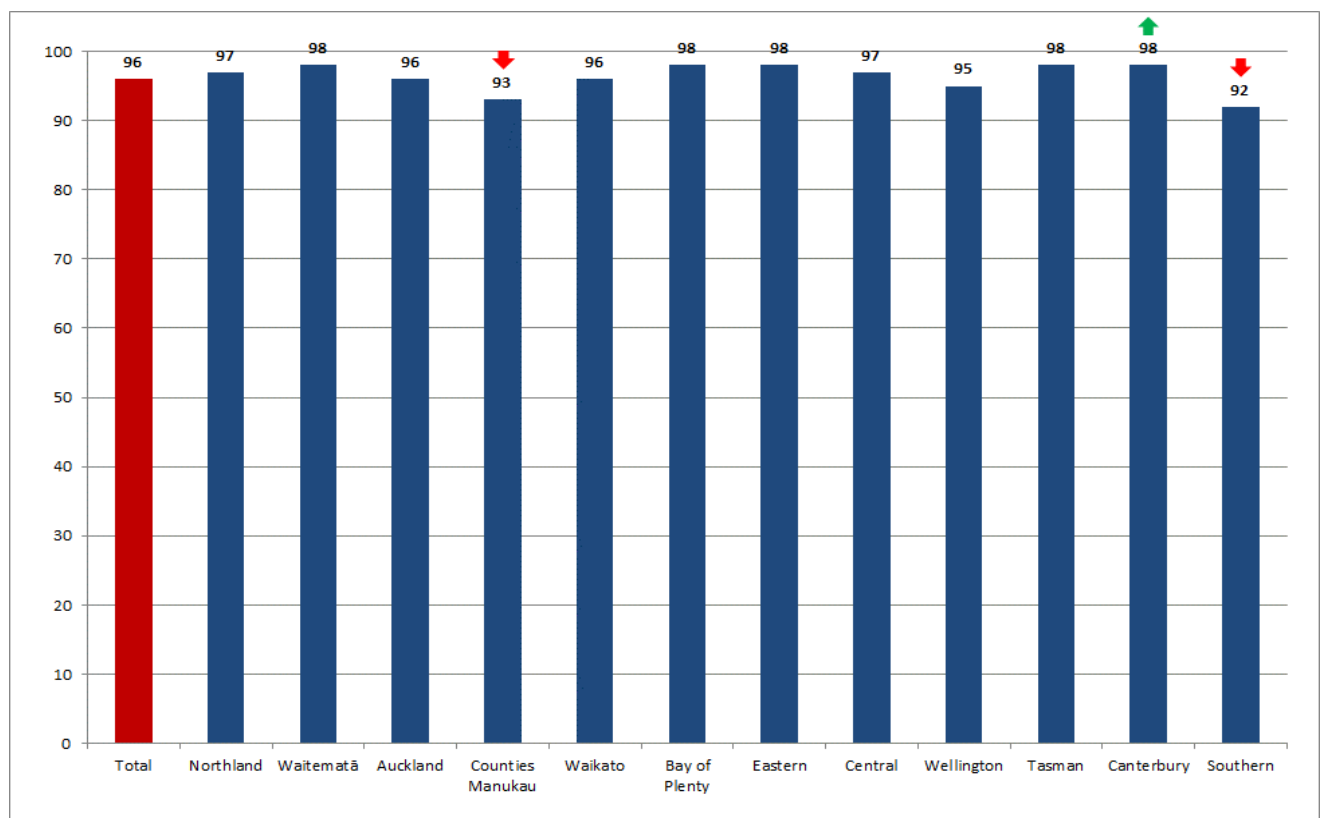
- whose reason for contact was a traffic offence* (9%, compared with 3% of all other respondents);
- living in Counties Manukau (7%, compared to 3% of all other respondents) or Southern (6%, compared to 3% of all other respondents) districts;
- whose reason for contact was disorderly behaviour and intoxication offences* (6%, compared with 3% of all other respondents);
- whose reason for contact was assault (6%, compared with 3% of all other respondents); and/or
- who are male (4%, compared with 2% of female respondents).

5.1.3. No Problems or Negative Incidents - Comparison by District

1. 2014/15

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 Canterbury District (98%) were statistically significantly more likely to indicate this. Those living in Counties Manukau (93%) and Southern (92%) were significantly less likely to have had problems compared to the total result.

Figure 59: No Problems or Negative Incidents - by District in 2014/15
(% No Problems/Incidents)



Base: All respondents, excluding 'not applicable' responses. Total 2014/15 n=4494; Northland n=345; Waitematā n=385; Auckland n=352; Counties n=366; Waikato n=471; Bay of Plenty n=407; Eastern n=348; Central n=405; Wellington n=414; Tasman n=312; Canterbury n=396; Southern n=293.

Green arrow indicates a significantly higher result than the total.

Red arrow indicates a significantly lower result than the total.

2. Comparison Over Time

When compared with the 2013/14 results, there has been a statistically significantly higher proportion of respondents in the Canterbury District reporting that they had not encountered a problem or a negative incident (up from 95%, to 98%) and a significantly lower share stating they had encountered a problem or a negative incident (down from 5%, to 2%). In addition, there has been a statistically significantly lower proportion of respondents in both the Waitematā and Central districts that had encountered a problem or a negative incident (down from 5% to 2% for both districts)

In contrast, respondents living in the Southern District were statistically significantly less likely to report that they had not encountered a problem compared to last year (down from 96% to 92% - Note this is mainly due to an increase in those saying they *don't know*, rather than an increase in those saying they had a problem).

Table 91: No Problems or Negative Interactions – By District Over Time (Part 1) (%)

	Northland							Waitematā							Auckland City						
	08/ 09	09/ 10	10/ 11	11/ 12	12/ 13	13/ 14	14/ 15	08/ 09	09/ 10	10/ 11	11/ 12	12/ 13	13/ 14	14/ 15	08/ 09	09/ 10	10/ 11	11/ 12	12/ 13	13/ 14	14/ 15
Yes	5	6	5	6	6	5	2	3	5	4	4	4	5	2	9	3	3	7	5	2	4
No	95	94	95	93	94	95	97	96	95	95	96	96	95	98	91	97	97	93	95	98	95
Don't know	0	0	0	1	0	0	1	1	0	1	0	0	0	0	0	0	0	0	1	0	1
Base	299	313	372	330	308	403	345	336	376	406	412	372	401	385	408	403	445	411	366	331	352

Table 92: No Problems or Negative Interactions – By District Over Time (Part 2) (%)

	Counties Manukau							Waikato							Bay Of Plenty						
	08/ 09	09/ 10	10/ 11	11/ 12	12/ 13	13/ 14	14/ 15	08/ 09	09/ 10	10/ 11	11/ 12	12/ 13	13/ 14	14/ 15	08/ 09	09/ 10	10/ 11	11/ 12	12/ 13	13/ 14	14/ 15
Yes	4	5	3	6	5	6	7	5	6	3	4	2	5	4	2	5	4	4	5	2	2
No	95	94	96	94	95	94	93	95	92	97	96	98	95	96	97	95	96	96	95	98	98
Don't know	1	1	1	0	0	0	0	0	2	0	0	0	0	0	1	0	0	0	0	0	0
Base	389	434	464	452	412	393	366	339	423	475	484	511	454	471	339	372	436	433	434	445	407

Base: All respondents, excluding 'not applicable' responses. Note: A bold don't know response indicates a statistically significant change 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 93: No Problems or Negative Interactions – By District Over Time (Part 3) (%)

	Eastern							Central							Wellington						
	08/ 09	09/ 10	10/ 11	11/ 12	12/ 13	13/ 14	14/ 15	08/ 09	09/ 10	10/ 11	11/ 12	12/ 13	13/ 14	14/ 15	08/ 09	09/ 10	10/ 11	11/ 12	12/ 13	13/ 14	14/ 15
Yes	8	4	3	4	2	5	2	3	3	6	5	4	5	2	4	5	3	3	5	5	5
No	92	96	97	96	98	95	98	97	97	93	95	96	95	97	96	95	97	97	95	95	95
Don't know	0	0	0	0	0	0	0	0	0	1	0	0	0	1	0	0	0	0	0	0	0
Base	272	284	348	370	371	397	348	299	349	387	392	435	406	405	378	455	450	470	425	403	414

Table 94: No Problems or Negative Interactions – By District Over Time (Part 4) (%)

	Tasman							Canterbury							Southern						
	08/ 09	09/ 10	10/ 11	11/ 12	12/ 13	13/ 14	14/ 15	08/ 09	09/ 10	10/ 11	11/ 12	12/ 13	13/ 14	14/ 15	08/ 09	09/ 10	10/ 11	11/ 12	12/ 13	13/ 14	14/ 15
Yes	4	2	6	4	5	4	2	4	4	7	4	4	5	2	2	5	4	2	4	4	6
No	96	97	93	95	95	96	98	96	96	93	96	96	95	98	97	94	96	98	96	96	92
Don't know	0	1	1	1	0	0	0	0	0	0	0	0	0	0	1	1	0	0	0	0	2
Base	242	243	284	321	323	376	312	403	416	409	360	383	350	396	297	328	333	275	317	330	293

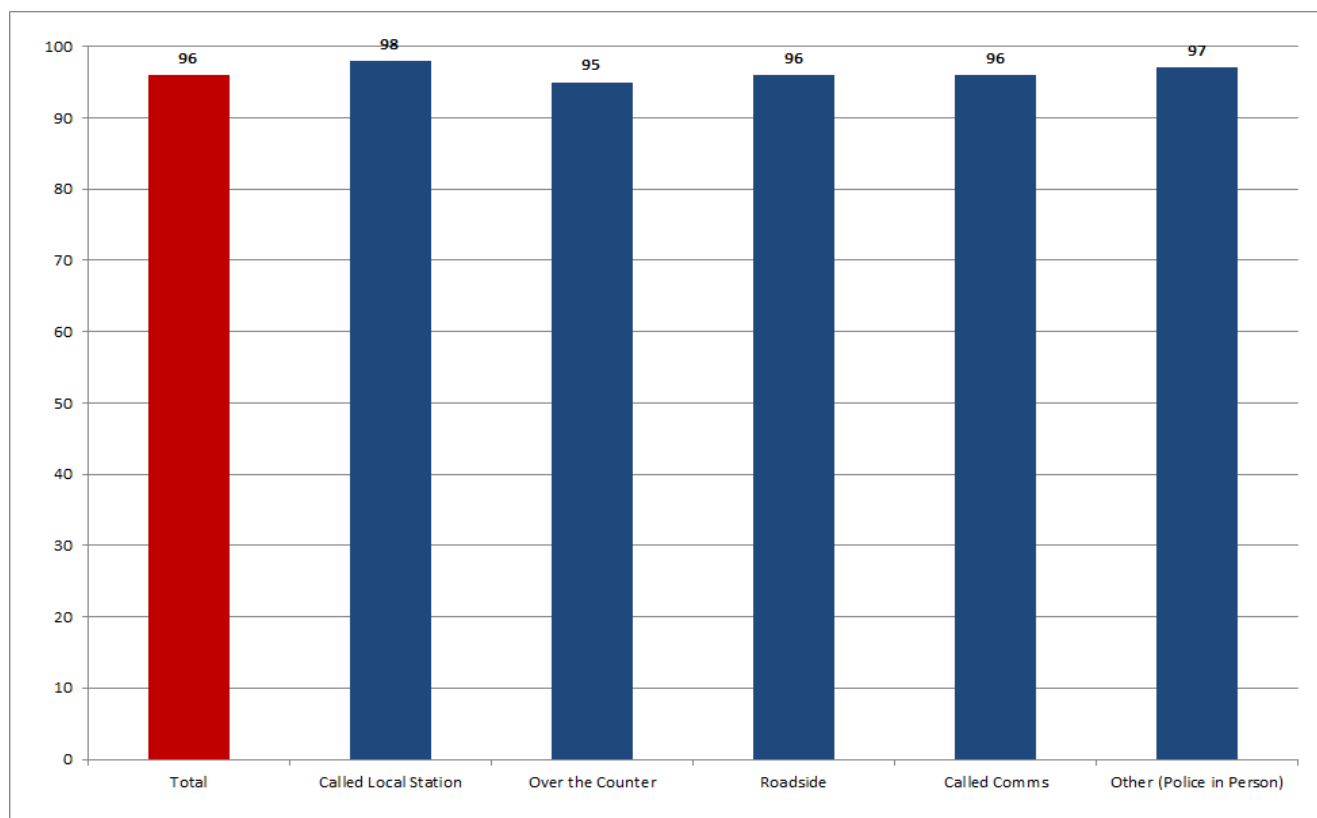
Base: All respondents, excluding 'not applicable' responses. Note: A bold don't know response indicates a statistically significant change from the previous survey wave. Green highlighting denotes a statistically significant improvement from the previous survey wave. Red highlighting denotes a statistically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

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

1. 2014/15

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

Figure 60: No Problems or Negative Interactions - by Point of Contact in 2014/15
(% No Problems/Incidents)



Base: All respondents, excluding 'not applicable' responses. Total 2014/15 n=4500; Called local station n=231; Over the counter n=413; Roadside n=1604; Called the Communications Centres n=1397; Other (Police in person) n=855.

2. Comparison With 2013/14

When compared with the 2013/14 results, respondents whose point of contact was police in person (other than on the roadside or at the local station) were statistically significantly less likely to report that they had a problem or a negative encounter (down from 6% to 3%) and more likely to report that they did not (up from 94% to 97%). In addition to this, the proportion of respondents who called their local station and did report having a problem on a negative incident has decreased significantly since last year (down from 5% to 1%).

Table 95: Any Problems or Negative Incidents – By Point Of Contact Over Time (Part 1) (%)

	Called Local Station							Over the Counter							Roadside						
	08/09	09/10	10/11	11/12	12/13	13/14	14/15	08/09	09/10	10/11	11/12	12/13	13/14	14/15	08/09	09/10	10/11	11/12	12/13	13/14	14/15
Yes	3	4	5	3	5	5	1	8	5	5	5	5	5	4	3	5	4	4	4	4	4
No	97	95	94	96	94	95	98	91	94	94	95	95	95	95	96	95	96	96	96	96	96
Don't know	0	1	1	1	1	0	1	1	1	1	0	0	0	1	1	0	0	0	0	0	0
Base	399	262	278	257	243	245	231	333	372	450	451	421	450	413	1108	1295	1515	1539	1519	1773	1604

Table 96: Any Problems or Negative Incidents – By Point Of Contact Over Time (Part 2) (%)

	Called Comms							Other (Police in Person)						
	08/09	09/10	10/11	11/12	12/13	13/14	14/15	08/09	09/10	10/11	11/12	12/13	13/14	14/15
Yes	3	3	5	4	3	4	4	6	5	5	6	6	6	3
No	97	96	95	96	97	96	96	94	95	95	94	94	94	97
Don't know	0	1	0	0	0	0	0	0	0	0	0	0	0	0
Base	1437	1653	1688	1622	1642	1403	1397	724	814	878	845	832	818	855

Base: All respondents, excluding 'not applicable' responses

Note: A bold don't know response indicates a statistically significant change from the previous survey wave

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

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

5.2. Awareness of Complaint Process

5.2.1. Awareness of Complaint Process

Seventy-three percent of respondents were *aware* there is a process to make a complaint against a member of the Police, while 26% of respondents were *unaware*. These results are stable since last year.

Table 97: Awareness of Complaint Process Over Time (%)

	2010/11	2011/12	2012/13	2013/14	2014/15
Yes	76	74	71	74	73
No	23	25	28	25	26
Don't know/Can't remember	1	1	1	1	1
Base	4880	5580	8668	5981	5134

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

A bold don't know/can't remember response indicates a statistically significant change 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.

Note: 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 both 2013/14 and 2014/15, 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.

5.2.2. Awareness of Complaint Process - Differences Among Sub-Groups in 2014/15

The following statistically significant differences for 2014/15 are evident at the total results level (combined 2014/15 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 2013/14 survey.*

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

- whose reason for contact was a general enquiry* (84%, compared with 73% of all other respondents);
- whose reason for contact was a traffic offence (84%, compared with 73% of all other respondents);
- aged between 35 and 64 years old* (82%, compared with 68% of all other respondents);
- living in Southern (81%, compared with 73% of all other respondents), Wellington (79%, compared with 73% of all other respondents) or Canterbury (77%, compared with 73% of all other respondents) districts;
- whose point of contact was at the roadside* (79%, compared with 70% of all other respondents); and/or
- of European ethnicity* (77%, compared with 67% of all other respondents);
- who are male* (76%, compared with 71% of female respondents);
- 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* (56%, compared with 24% of all other respondents) or Pacific Island* (33%, compared with 26% of all other respondents) ethnicity;
- aged between 16 and 34* years (37% compared with 24% of all other respondents);
- whose point of contact was calling the Communications Centres* (32%, compared with 19% of all other respondents);
- whose reason for contact was theft (32%, compared with 26% of all other respondents);
- living in Auckland City* (33%, compared with 25% of all other respondents) or Waitemata (33%, compared with 25% of all other respondents) district; and/or
- who are female* (28%, compared with 24% of male respondents).

5.3. 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 both 2013/14 and 2014/15, 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.

5.3.1. I'm Confident I Could Find Out What To Do If I Wished To Make A Complaint

Confidence in the ability to find out how to make a complaint is high, with 90% of respondents stating they had confidence they could find out what to do. This result is stable since last year.

Table 98: Confident I Could Find Out How To Make A Complaint Over Time (%)

	2010/11	2011/12	2012/13	2013/14	2014/15
Yes	87	87	87	89	90
No	12	11	12	10	9
Don't know/Can't remember	1	2	1	1	1
Base	5080	5940	9357	6451	5679

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

A bold don't know/can't remember response indicates a statistically significant change 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.

5.3.2. I'm Confident I Could Find Out What To Do If I Wished To Make A Complaint - Differences Among Sub-Groups in 2014/15

The following statistically significant differences for 2014/15 are evident at the total results level (combined 2014/15 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 2013/14 survey.

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

- living in Southern district (95%, compared with 89% of all other respondents);
- of European ethnicity* (92%, compared with 85% of all other respondents);
- aged between 35 and 64 years* (92%, compared with 88% of all other respondents); and/or
- who are male (91%, compared to 88% of female respondents);

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

- of Pacific Island* (25%, compared with 9% of all other respondents), Asian/Indian* (20%, compared with 9% of all other respondents) or Māori* (12%, compared with 8% of all other respondents);
- living in Counties Manukau* district (13%, compared with 9% of all other respondents);
- aged between 25 and 34 years old (12%, compared with 9% of all other respondents); and/or
- who are female (10%, compared with 8% of male respondents).

APPENDICES

Appendix One: Questionnaire

Appendix Two: Communications Centres Sample Results

Appendix Three: Sample Sizes and their Associated Margins of Error

APPENDIX ONE: 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 2014/15 Year

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 1st few questions? .

If no, arrange call back.

If refuse, thank and close.

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

Read out.

- the market research industry
- the New Zealand Police

If yes to any, thank and close

2. Trust and Confidence and Community Safety

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

Q1a. Which of the following best describes the current 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 responses 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 responses. 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 responses. 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
3. Don't know
4. Refused

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 responses. 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 responses.

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

Ask All:

Q23a. Were you born in New Zealand?

Read out. Single response

1. Yes
2. No
3. **(Do not read)** Don't know
4. **(Do not read)** Refused

If no at Q20b

Q23b. How many years have you lived in New Zealand?

Single response

1. Less than a year
2. **Please enter number of years**
3. **(Do not read)** Don't know
4. **(Do not read)** Refused

Q24. Interviewer: Record gender

1. Male
2. Female

Thank you very much for your time. If you have any queries regarding this survey, you can call our toll free number, 0508 RESEARCH.

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

APPENDIX TWO: COMMUNICATIONS CENTRES SAMPLE RESULTS

Note: These results are from the Communications Centres Sample only (sample is sent through weekly from calls taken in the previous week). Therefore results may differ from the results reported in the Point of Contact Sections throughout this report (those results are from the Comms, General, and Māori Booster samples combined).

Appendix Table 1: Overall Satisfaction with Service Delivery – Communications Centres Results Over Time (%)

	2008/09	2009/10	2010/11	2011/12	2012/13	2013/14	2014/15
Very Satisfied	41	41	46	43	46	50	54
Satisfied	42	42	39	40	39	37	30
Very Satisfied/Satisfied	83	83	85	83	85	87	84
Neither/Nor	8	8	8	10	8	6	8
Dissatisfied	5	5	4	4	5	5	4
Very Dissatisfied	3	2	2	2	2	2	3
Dissatisfied/Very Dissatisfied	8	7	6	6	7	7	7
Don't know	1	2	1	1	0	0	2
Base	1390	1437	1479	1407	1415	1193	1150

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 Over Time (%)

	2008/09	2009/10	2010/11	2011/12	2012/13	2013/14	2014/15
Very Satisfied	49	49	50	50	53	58	57
Satisfied	36	38	37	33	33	33	31
Very Satisfied/Satisfied	85	87	87	83	86	91	88
Neither/Nor	7	7	7	12	9	4	5
Dissatisfied	5	4	4	3	3	4	4
Very Dissatisfied	2	2	2	1	2	1	2
Dissatisfied/Very Dissatisfied	7	6	6	4	5	5	6
Don't know	1	0	0	1	0	0	1
Base	1392	1439	1479	1407	1418	1195	1149

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 Over Time (Part 1) (%)

	I was treated fairly							Staff were competent							Staff did what they said they would do						
	08/ 09	09/ 10	10/ 11	11/ 12	12/ 13	13/ 14	14/ 15	08/ 09	09/ 10	10/ 11	11/ 12	12/ 13	13/ 14	14/ 15	08/ 09	09/ 10	10/ 11	11/ 12	12/ 13	13/ 14	14/ 15
Strongly Agree	46	44	46	44	49	58	62	44	45	46	44	48	56	59	35	34	37	35	38	47	47
Agree	45	47	46	48	44	36	31	47	47	46	47	45	38	33	39	38	39	40	36	33	29
Strongly Agree/ Agree	91	91	92	92	93	94	93	91	92	92	91	93	94	92	74	72	76	75	74	80	76
Neither/nor	5	4	4	5	4	2	2	4	3	4	5	4	2	3	6	6	6	7	7	5	5
Disagree	3	3	2	2	2	3	3	3	3	2	2	2	2	2	4	5	4	3	4	4	3
Strongly Disagree	1	1	1	1	1	1	1	1	1	1	1	1	1	2	2	2	1	2	1	2	2
Disagree/ Strongly Disagree	4	4	3	3	3	4	4	4	4	3	3	3	3	4	6	7	5	5	5	6	5
Don't know	0	1	1	0	0	0	1	1	1	1	1	0	1	1	14	15	13	13	14	9	14
Base	1372	1421	1472	1398	1412	1189	1135	1388	1437	1475	1406	1418	1196	1149	1326	1370	1428	1374	1409	1171	1122

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

	Individual circumstances taken into account							Good value for tax dollars spent						
	08/09	09/10	10/11	11/12	12/13	13/14	14/15	08/09	09/10	10/11	11/12	12/13	13/14	14/15
Strongly Agree	32	34	35	33	39	49	52	33	29	33	28	34	37	40
Agree	48	46	45	48	45	38	34	46	47	46	53	50	45	41
Strongly Agree/Agree	80	80	80	81	84	87	86	79	76	79	81	84	82	81
Neither/nor	10	9	11	11	9	5	5	12	13	13	13	10	9	10
Disagree	6	6	5	4	4	4	4	6	6	4	3	4	4	5
Strongly Disagree	2	1	2	2	1	2	3	2	1	2	1	1	3	2
Disagree/ Strongly Disagree	8	7	7	6	5	6	7	8	8	6	4	5	7	7
Don't know	2	4	2	2	2	2	2	1	3	2	2	1	2	2
Base	1325	1342	1416	1365	1378	1165	1090	1391	1430	1475	1403	1411	1185	1143

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 Over Time (%)

	2008/09	2009/10	2010/11	2011/12	2012/13	2013/14	2014/15
Very Good Service	31	32	32	32	37	37	41
Good Service	51	50	48	49	49	48	44
Very Good/Good Service	10	11	14	12	9	10	9
Neither/Nor	5	4	4	4	3	3	4
Poor Service	2	2	1	1	1	1	0
Very Poor Service	1	1	1	2	1	1	2
Poor/Very Poor Service	82	82	80	81	86	85	85
Don't know	7	6	5	5	4	4	4
Base	1360	1405	1470	1378	1390	1172	1123

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 Over Time (%)

	2008/09	2009/10	2010/11	2011/12	2012/13	2013/14	2014/15
Much Better	17	18	18	17	19	20	19
Better	24	25	25	21	25	27	22
About The Same As Expected	46	42	46	52	45	42	47
Much Better/Better/Same	87	85	89	90	89	89	88
Worse	9	10	8	8	8	9	9
Much Worse	3	3	2	2	2	2	2
Worse/Much Worse	12	13	10	10	10	11	11
Don't know	1	2	1	0	1	0	1
Base	1360	1405	1464	1353	1379	1158	1096

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 THREE: SAMPLE SIZES AND THEIR ASSOCIATED MARGINS OF ERROR

The final sample sizes and associated margin of error achieved in the 2014-15 General (contact/no contact), Māori Booster Sample (contact/no contact) and Communications Centres Surveys are shown below. The sample sizes and margins of error achieved by district, point of contact, gender, age, ethnicity groupings as well by the key reasons for contact are shown below. These are the maximum error levels at the 95% confidence interval.

Appendix Table 7: Sample Sizes and Margins of Error

	No. of Surveys Completed (n)	Margin of Error (at 95% confidence interval)
TOTAL (General + Comms + Māori Booster)	9200	± 1.0%
Total General	6977	± 1.2%
No Contact	4106	± 1.5%
Contact	2871	± 1.8%
Total Communications Centres	1200	± 2.8%
Total Māori Booster	1023	± 3.1%
No Contact	544	± 4.2%
Contact	479	± 4.5%
District		
Northland	710	± 3.7%
• Contact in last 6 months	345	± 5.3%
Waitematā	795	± 3.5%
• Contact in last 6 months	385	± 5.0%
Auckland City	758	± 3.6%
• Contact in last 6 months	352	± 5.2%
Counties Manukau	796	± 3.5%
• Contact in last 6 months	366	± 5.1%
Waikato	834	± 3.4%
• Contact in last 6 months	471	± 4.5%
Bay of Plenty	780	± 3.5%
• Contact in last 6 months	407	± 4.9%
Eastern	777	± 3.5%
• Contact in last 6 months	348	± 5.3%
Central	800	± 3.5%
• Contact in last 6 months	405	± 4.9%
Wellington	813	± 3.4%
• Contact in last 6 months	414	± 4.8%
Tasman	644	± 3.9%
• Contact in last 6 months	312	± 5.5%
Canterbury	813	± 3.4%
• Contact in last 6 months	396	± 4.9%
Southern	674	± 3.8%
• Contact in last 6 months	293	± 5.7%

	No. of Surveys Completed (n)	Margin of Error (at 95% confidence interval)
Point of Contact		
Roadside	1604	± 2.4%
Called Comms (from Comms provided sample only)	1200	± 2.8%
Other (Police in person)	857	± 3.3%
Over the Counter (visited local station)	413	± 4.8%
Called Local Station	231	± 6.4%
Gender		
Males	3946	± 1.6%
Females	5254	± 1.4%
Age		
16-24 years	659	± 3.8%
25-34 years	827	± 3.4%
35-44 years	1430	± 2.6%
45-54 years	1967	± 2.2%
55-64 years	1737	± 2.4%
65 years or older	2571	± 1.9%
Ethnicity		
European (<i>at least one European/NZ European ethnicity code</i>)	7673	± 1.1%
Maori	2275	± 2.0%
Asian/Indian (<i>at least one Asian/Indian ethnicity code</i>)	514	± 4.3%
Pacific (<i>at least one Pacific ethnicity code</i>)	450	± 4.6%
Main Reason for Contact (<i>key reasons listed</i>)		
Traffic stop	1346	± 2.7%
Traffic offence	408	± 4.9%
Traffic crash or incident	395	± 4.9%
Disorderly behaviour and intoxication offences	373	± 5.1%
Assault	330	± 5.4%
General enquiry	328	± 5.4%
Report dangerous driving	293	± 5.7%
Theft	208	± 6.8%
Burglary	204	± 6.9%
Follow up on previous enquiry	119	± 9.0%
Property damage or vandalism	94	± 10.1%
Intruder/prowler/suspicious noises	91	± 10.3%
Community activity	77	± 11.2%
(respondent was a) Suspect/perpetrator	27	± 18.9%

	No. of Surveys Completed (n)	Margin of Error (at 95% confidence interval)
Other incident	92	± 10.2%
Other crime	80	± 10.9%

Margin of Error worked out on un-weighted sample bases