

New Zealand Police Citizens' Satisfaction Survey.

Report for 2016/17

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EXECUTIVE SUMMARY

1. Introduction and Research Objectives

New Zealand Police commissioned Gravitas Research and Strategy Ltd to conduct the 2016-2017 Citizens' Satisfaction Research programme. This report presents survey results for this period as well as a comparison of results from five previous survey waves. Key areas of interest are citizens' levels of trust and confidence in the New Zealand Police, perceptions of community safety and the Police's community involvement, along with 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 a national level, 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 from 9,535 respondents collected through a programme of surveys between 1 July 2016 and 30 June 2017. The surveys comprise:

Survey	Method	Sample Size
General Population Survey (including Māori booster sample using Māori Electoral Roll)	Random telephone survey to landlines	n = 5,505
Communications Centre and Crime Reporting Line Callers Surveys, including Service Experience Survey	Telephone surveys to landlines and cellphones	n = 2,587
Electoral Roll Survey	Random mailed out survey offering online and paper self-completion	n = 1,443
Total Sample		n = 9,535

A Note on Survey and Methodology Changes During 2016/17: During the 2016/17 reporting year, two new surveys were introduced to the research programme to supplement the data collected through the General Population Survey and Communications Centre Survey. The Electoral Roll Survey uses a more inclusive general public sample frame and a self-completion online and mailed out hard copy methodology. The Service Experience Survey gathers more data from those who have had contact with Police, in particular, victims of crime. These two new surveys have been incorporated into the results by weighting the data collected by demographics and Point of Contact within district. These changes to the survey programme may affect results somewhat, as any change in survey methodology can have an impact. This should be borne in mind when comparing current results to those from the previous survey waves.

Throughout the report (unless otherwise specified) data from all surveys 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.

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 throughout. 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 a strategic vision to *Have the trust and confidence of all* and under the overarching purpose of *Be safe, feel safe* - a guiding motto of *Safer Communities Together*.

All respondents (including both those who had contact, and those who had not had contact with Police in the previous six months) were asked to give their rating of the following:

- trust and confidence in Police;
- feeling safe in local neighbourhood after dark;
- feeling safe 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 nationally remains high and stable, with 77% of respondents stating they have *full/quite a lot of trust and confidence* in the Police, unchanged from 77% in 2015/16. Reflecting this, results for districts generally show no statistically significant change year on year, the exceptions being increases this year for Central (up from 77%, to 81%) and Counties Manukau (up from 70%, to 76%), and a decrease for Auckland City District (down from 77%, to 72%).

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

- aged 45 years or older, and in particular those 65 years or older;
- of European ethnicity;
- living in the least deprived areas (NZDep score of 1-3); and/or
- who are female.

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

- of 'other', Pacific, Māori, or Asian ethnicity;
- aged between 25 and 34 years old;
- living in the more deprived areas (NZDep score of 4-10); and/or
- who are male.

This year there have been statistically significant declines in the share of positive ratings for the other four perception measures, including:

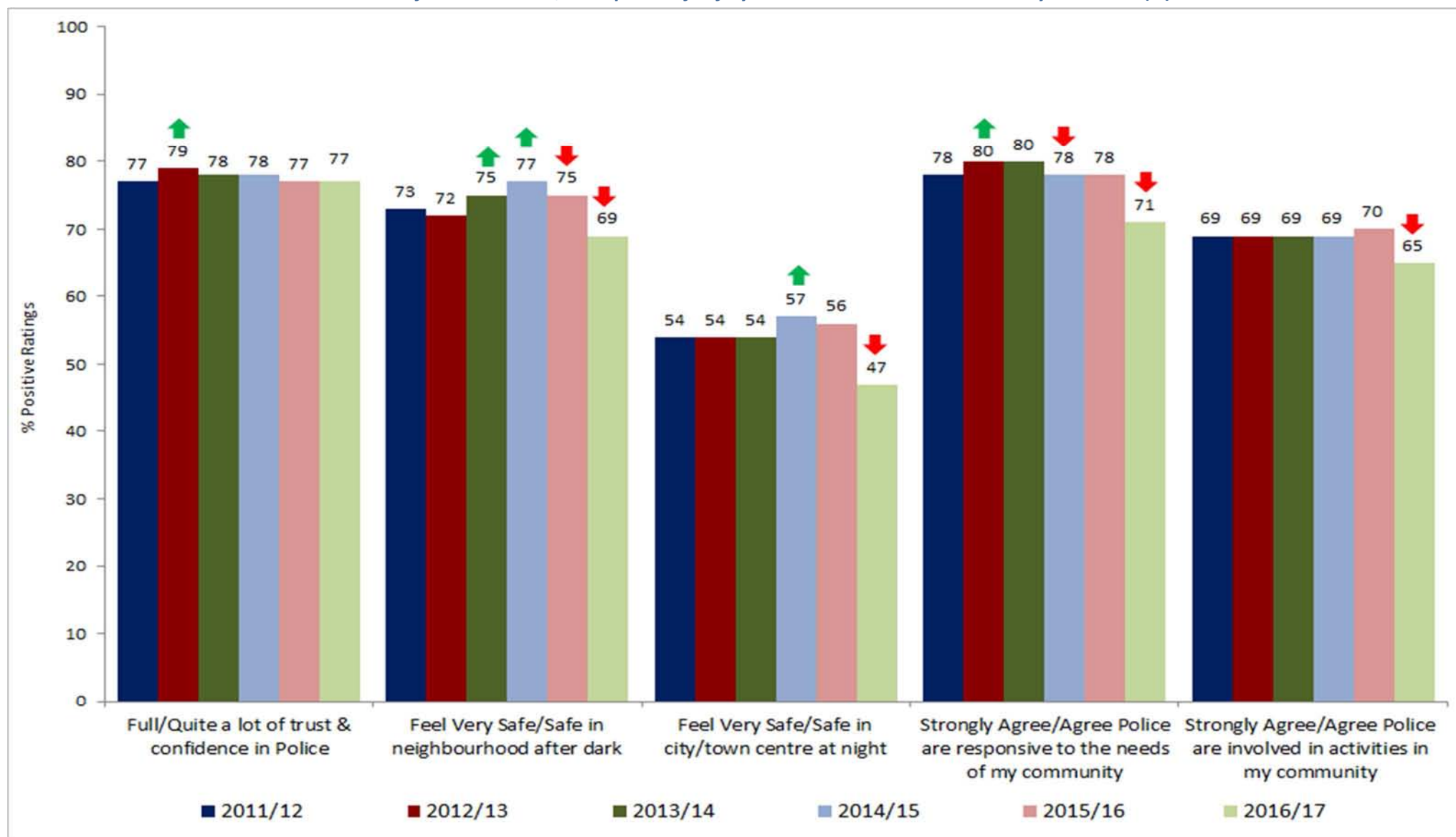
- the share feeling *very safe/safe* in their neighbourhood after dark (down from 75% in 2015/16, to 69%);

- the share feeling *very safe/safe* in their city/town centre at night (down from 56% in 2015/16, to 47%);
- the share of respondents *strongly agreeing/agreeing* that Police are responsive to the needs of their community (down from 78% in 2015/16, to 71%); and
- the share of respondents *strongly agreeing/agreeing* that Police are involved in activities in their community (down from 70% in 2015/16, to 65%).

The majority of districts have experienced significant declines in positive ratings across both safety and police role questions. No district experienced significant increases in positive ratings for any of these measures. However, this year there has been a significant decline in the share of Northland District respondents who reported feeling *unsafe* or *very unsafe* in their city or town centre after dark (down from 31% in 2015/16, to 24%).

The following graph and table outline the key results and changes between survey waves for these public perception questions. *Note: See Section 3 for more detail on each of these 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					
	2011/ 12	2012 /13	2013 /14	2014 /15	2015 /16	2016/ 17	2011/ 12	2012 /13	2013 /14	2014 /15	2015 /16	2016/ 17	2011/ 12	2012 /13	2013 /14	2014 /15	2015 /16	2016/ 17
Trust & Confidence	77	79	78	78	77	77	18	17	18	18	18	17	5	4	4	4	4	6
Safety in neighbourhood after dark	73	72	75	77	75	69	19	20	16	15	16	19	8	8	8	8	9	11
Safety in city/town at night	54	54	54	57	56	47	28	28	26	24	24	29	17	17	18	17	18	21
Police are responsive to the needs of my community	78	80	80	78	78	71	13	13	13	14	13	20	6	5	4	5	6	8
Police are involved in activities in my community	69	69	69	69	70	65	17	19	19	18	17	22	7	7	6	7	7	9

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 use this survey to monitor levels of satisfaction with these aspects of service along with overall satisfaction². The drivers³ are:

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

When compared with 2015/16, there has been a small but statistically significant decline in the share of respondents who were *very satisfied/satisfied* with the overall quality of service they received (after a significant increase last year, satisfaction rating is down from 84%, to 82% this year). Respondents statistically significantly more likely to be very satisfied/satisfied with the overall quality of service delivery included those:

- whose reason for contact was a traffic stop, a traffic crash or accident, or a general enquiry;
- living in Counties Manukau or Eastern districts;
- aged 45-54 years or 65 years or older;
- whose point of contact was either with police in person (other than at the roadside or local station) or at the roadside;
- of European ethnicity; and/or
- who are female.

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

- whose reason for contact was being a suspect or perpetrator, a traffic offence, about property damage or vandalism, or about disorderly behaviour or intoxication offences;
- of Pacific or Māori ethnicity;
- living in Canterbury District;
- whose point of contact was calling the local station;
- aged 25-34 years old or 55-64 years;
- living in an area with an NZDep score of 4-7; and/or

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.

- who are male.

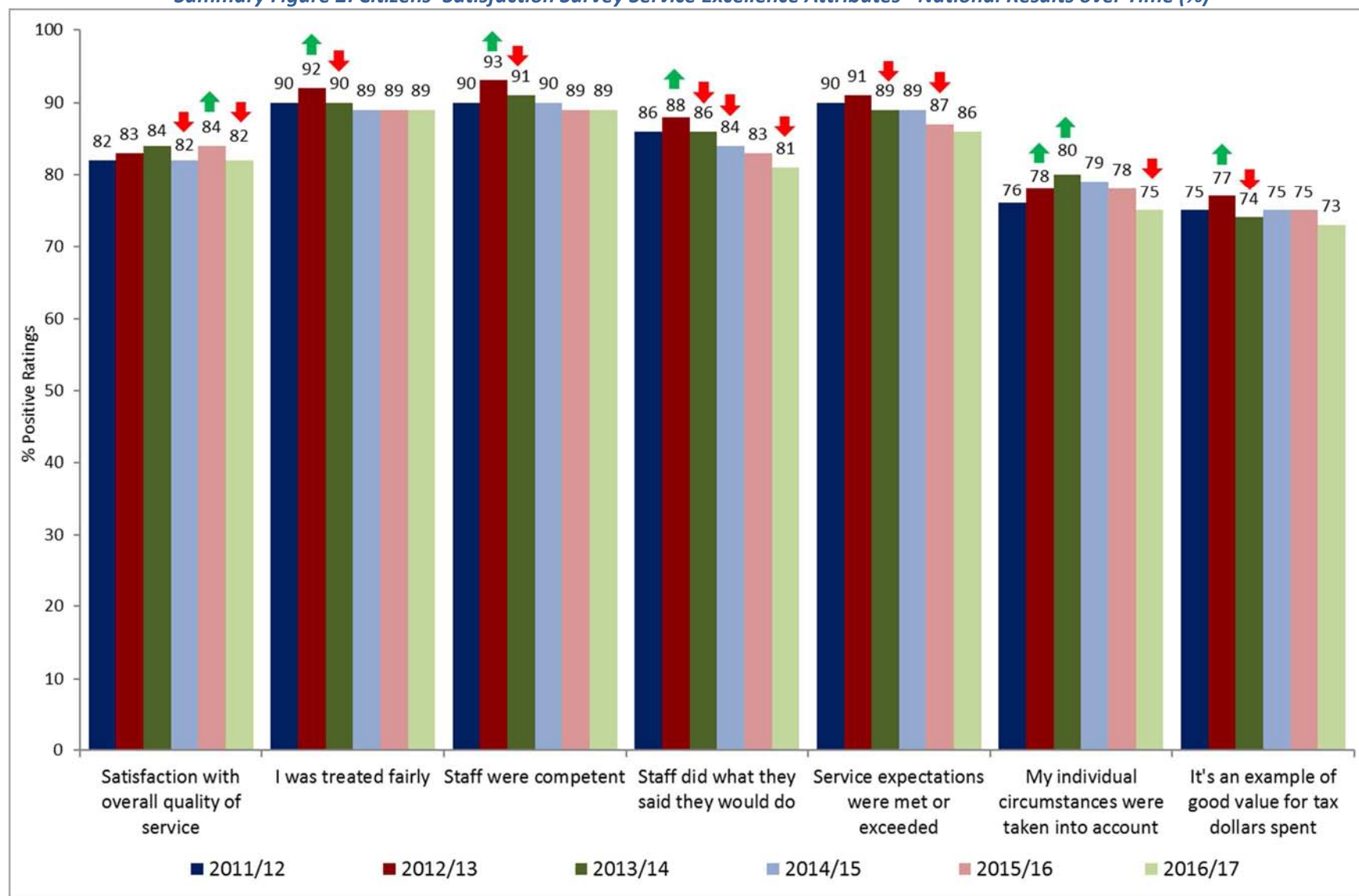
This year there have been significant declines in the shares of respondents *strongly agreeing/agreeing* that staff did what they said they would do (down from 83% in 2015/16, to 81%) and that their individual circumstances were taken into account (down from 78%, to 75%). The other four attributes of service excellence show stable results.

However, it should be noted that this year there have been significant declines in the share of respondents *disagreeing/strongly disagreeing* that:

- staff were competent (down from 5% in 2015/16, to 4%, a small but statistically significant decline);
- individual circumstances were taken into account (down from 11% in 2015/16, to 7%); and
- the service was an example of good value for tax dollars spent (down from 11% in 2015/16, to 9%).

The following graph and table show satisfaction results at a national level for each of the six service excellence attributes, 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 attributes of service excellence questions.*

Summary Figure 2: Citizens' Satisfaction Survey Service Excellence Attributes - 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: Service Excellence Attributes National Results – Comparison over Time (%)

	Total Positive						Neutral						Total Negative					
	2011/ 12	2012 /13	2013 /14	2014 /15	2015 /16	2016 /17	2011 /12	2012 /13	2013 /14	2014 /15	2015 /16	2016 /17	2011 /12	2012 /13	2013 /14	2014 /15	2015 /16	2016/ 17
Satisfaction with overall quality of service delivery	82	83	84	82	84	82	10	9	9	10	8	9	8	8	7	7	7	7
I was treated fairly	90	92	90	89	89	89	4	4	4	4	4	4	6	4	6	6	6	5
Staff were competent	90	93	91	90	89	89	5	4	4	4	4	5	4	3	4	5	5	4
Staff did what they said they would do	86	88	86	84	83	81	6	5	6	6	4	7	4	4	5	5	5	5
Expectations met or exceeded*	90	91	89	89	87	86	-	-	-	-	-	-	10	9	11	11	12	12
My individual circumstances were taken into account	76	78	80	79	78	75	13	13	10	10	9	12	9	7	9	9	11	7
It's an example of good value for tax dollars spent	75	77	74	75	75	73	14	14	13	13	12	14	10	8	11	11	11	9

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. Service Expectations Met or Exceeded

When asked how the service received compared to expectations, 86% of respondents reported the service they received was *much better/better/about the same* as they had expected (stable from 87% in 2015/16). While the share of respondents who gave *much better/better* ratings is also stable (35%, compared with 34% last year), it should be noted that there has been a statistically significant increase in the share commenting that service was *much better* (up significantly from 12% last year, to 16%).

This year, 12% of respondents reported that the service they received was *worse*, or *much worse* than expected (unchanged from last year).

3. Reasons why Service was Better than Expected

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

Other reasons commonly given for why the service was better than expected in 2016/17 included:

- the staff member dealt with the situation promptly;
- staff were informative/knowledgeable;
- the staff member showed interest/concern and took the matter seriously; and/or
- Police provided follow-up.

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

Levels of negative ratings are low (between 4% and 12% across the service satisfaction drivers) and are generally very stable. The main reasons 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 2016/17, include:

- Police did not do anything/no outcome/no action taken;
- 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;
- respondent felt picked on/discriminated against;
- Police did not consider the situation/no discretion/lenience;
- Police were incompetent/did not handle the situation well;
- Police took too long to respond/inadequate response;
- no information, help or advice given/Police did not help at all; and/or
- poor communication – Police did not listen or seemed uninterested.

1. INTRODUCTION

1.1. Introduction

New Zealand Police commissioned Gravitas Research and Strategy Ltd to conduct the 2016-2017 Citizens' Satisfaction Research programme. This report presents survey results for this period as well as a comparison of results from the five 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 survey methods and discusses the findings of responses from 9,535 respondents aged 16 years or over during the 1 July 2016 to 30 June 2017 surveying period across six surveys: the General Survey, Electoral Roll Survey, Māori Booster Sample, Communications Centre Survey, Crime Reporting Line Survey and the Service Experience Survey. Throughout the report (unless otherwise specified), General, Electoral Roll, Māori Booster, Communications Centre⁴, Crime Reporting Line and Service Experience 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.

A Note on Survey and Methodology Changes During 2016/17: During the 2016/17 reporting year, two new surveys were introduced to the research programme to supplement the data collected through the General Population Survey and Communications Centre Survey. The Electoral Roll Survey uses a more inclusive general public sample frame and a self-completion online and mail out hard copy methodology. The Service Experience Survey gathers more data from those who have had contact with Police, in particular, victims of crime. These two new surveys have been incorporated into the results by weighting the data collected by demographics and point of contact within district. These changes to the survey programme may affect results somewhat, as any change in survey methodology can have an impact. This should be borne in mind when comparing current results to those from the previous survey waves.

⁴ Results from the Communications Centre sample only can be found in Appendix Two.

1.2. Questionnaire - Version July 2016 to June 2017

General, Māori Booster and Communications Centre Surveys

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 Centre Customer Satisfaction Survey, as well as questions identified by the Communications Centre team. Some additional questions were taken from the CMT question bank.

The questionnaires used for the 2016-2017 survey were 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 questionnaires used are attached (see Appendix One).

Crime Reporting Line Survey

The Crime Reporting Line Survey is based on the Communications Centre Survey (with any changes made each wave).

Electoral Roll Survey

The Electoral Roll Survey was developed during 2016-17 and is based on the content of the General and Māori Booster surveys, but has been adapted slightly to enable respondents to complete either online or via a mail back of responses on a paper questionnaire.

Service Experience Survey

The Service Experience Survey was also developed during 2016-17 and covers the core CMT questions as well as other questions that cover the entire service experience (from start to end of all points of contact), whereas the other surveys focus on one point of contact.

2. Survey Methodology and Analysis

2.1. Sample Description, Sample Sizes and Response Rates

A total of 9,535 responses were collected during the 2016-17 surveying period (1 July 2016 to 30 June 2017) across the General Survey, Māori Booster Survey, Communications Centre Survey, Crime Reporting Line Survey, Electoral Roll Survey and Service Experience Survey as follows:

1. Description of General Sample

The General Sample is sourced randomly from white pages directories, with quotas by Police district. In the 2016-17 surveying period n=4,479 General Sample interviews were completed by phone (n=2,990 interviews with people who had not had contact with the police in the previous 6 months and n=1,489 with those who had).

The response rate⁵ for the 4,479 **General Sample** interviews conducted between July 2016 and June 2017 is **42%**⁶ (this compares with 45% in 2011/12, 56% in 2012/13, 48% in 2013/14, 48% in 2014/15 and 47% in 2015/16).

2. Description of Māori Booster Sample

The Māori Booster sample is randomly sourced from the Māori Electoral Roll with quotas by Police district, address information is then matched to telephone numbers. In the 2016-17 surveying period n=1,026 Māori Booster Sample interviews were completed by phone (n=586 with people who had not had contact with the police in the previous 6 months and n=440 who those who had).

The response rate for the 1,026 **Māori Booster** interviews conducted between July 2016 and June 2017 is **63%**⁷ (this compares with 59% in 2011/12, 56% in 2012/13, 58% in 2013/14, 58% in 2014/15, and 64% in 2015/16).

3. Description of Communication Centre Sample

The Communications Centre sample is randomly sourced from a sample of callers (excluding callers who were victims of serious crimes) to the Communications Centre on a weekly basis. In the 2016-17 surveying period n=1,145 Communication Centre interviews were completed by phone (all of whom had contact with the Police).

The response rate across the 1,145 **Communications Centre** interviews conducted between July 2016 and June 2017 is **68%** (this compares with 74% in 2011/12, 74% in 2012/13, 76% in 2013/14, 72% in 2014/15, and 68% in 2015/16).

4. Description of Crime Reporting Line Sample

The Crime Reporting sample is randomly sourced from a sample of callers who had contact with the Crime Reporting Line (by being transferred from either a local station or the Communications Centre) on a weekly basis. In the 2016-

⁵ 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.

⁶ This is the adjusted response rate accounting for general sample quota closures.

⁷ This is the adjusted response rate accounting for Māori Booster quota closures.

17 surveying period n=225 Crime Reporting Line interviews were completed by phone (all of whom had contact with the Police).

The response rate across the 225 **Crime Reporting Line** interviews conducted between July 2016 and June 2017 is **69%**.

5. Description of Electoral Roll Sample

The Electoral Roll sample is randomly sourced from the Electoral Roll with quotas by age and gender within Police districts. Māori are also over sampled in this survey. This survey started part way through the 2016-17 surveying period and n=1,443 questionnaires (n=809 online and n=634 paper) were completed (n=867 with people who had not had contact with the police in the previous 6 months and n=576 who those who had).

The response rate for the 1,443 **Electoral Roll** responses were collected between July 2016 and June 2017 is **36%**⁸.

6. Description of Service Experience Sample

The Service Experience sample is randomly sourced from a sample of callers (excluding callers who were victims of serious crimes) to the Communications Centre from the previous month (to ensure contact is complete) with quotas by reason for contact. The survey started part way through the 2016-17 surveying period and n=1,217 Service Experience Surveys were completed during this time (all of whom had contact with the Police).

The response rate across the 1,217 **Service Experience** interviews conducted between July 2016 and June 2017 is **69%**.

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

2.2. Questionnaire Administration

Telephone Surveys

Five of the questionnaires (the General, Māori Booster, Communications Centre, Crime Reporting line and Service Experience Surveys) were administered by telephone using a Computer Assisted Telephone Interviewing (CATI) system that randomly selected potential respondents to be called from the sample lists. Telephone interviews were conducted exclusively from Gravitas's in-house survey centre in Newton, Auckland, by interviewers experienced in using CATI.

Online/Mail Back Surveys

The sixth questionnaire – the Electoral Roll Survey – used a self-completion mixed-method methodology, with mailed out invitations enabling potential respondents to complete the questionnaire either online or on paper. All survey invites and reminders are administered through Gravitas' in-house survey centre in Newton, Auckland.

Service Experience Questions

All respondents in the general population surveys (i.e. the General, Māori Booster and Electoral Roll Surveys) were asked if they had any contact with Police in the last six months. Those who had contact (including all respondents in the Communications Centre, Crime Reporting Line and Service Experience Surveys) were asked a series of questions taken from the Common Measurement Tool (CMT) about the quality of their service experience with Police⁹.

The service experience questions ask people about their levels of satisfaction with the service they received and about their satisfaction in relation to six undertakings made in the Police Commitment of Service. The Commitment of Service and associated service delivery standards¹⁰ are built around the six most important aspects of service that people expect from the public sector. These Commitment of Service attributes were identified through the 'Kiwis Count' survey, part of the State Services Commission's 'New Zealanders' Experience' research programme¹¹, as the 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; and
- it's an example of good value for tax dollars spent.

⁹ 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 Centre 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 document. The 2014/15, 2015/16 and 2016/17 surveys used this same process.

¹⁰ 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.

¹¹ Colmar Brunton Research (2007), *Satisfaction and Trust in the State Services – Report*.

Throughout the report, responses to the service experience questions have been analysed by district and point of contact, and overall satisfaction has also be analysed by other demographic and contact characteristics.

Rating Scales

The CMT asks questions using a five-point scale. For consistency, all other ratings questions in the survey also use a five-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 questionnaires, including all scales, used between July 2016 and June 2017.

Length of Phone Interviews (CATI)

The table below shows the average phone interview length across each survey (entire sample), as well as the average interview lengths by the following contact types:

- No police contact interviews.
- Police contact-short interviews.
- Police contact-long interviews.

Note: the Electoral Roll Survey has been excluded from this list given it is a self-completion survey. Average lengths include establishing contact and introducing the survey.

	Average CATI interview length			
	Entire Sample	No Contact	Contact - Short	Contact - Long
General Sample	10.5 minutes	7.6 minutes	11.6 minutes	14.7 minutes
Māori Booster Sample	11.3 minutes	7.5 minutes	10.8 minutes	14.7 minutes
Communications Centre Sample	14.1 minutes	-	-	14.1 minutes
Crime Reporting Line Sample	13.3 minutes	-	-	13.3 minutes
Service Experience Sample	14.6 minutes	-	-	14.6 minutes

2.3. Analysis of Responses

Weighting

Throughout the report (unless otherwise specified) General, Māori Booster, Electoral Roll, Communications Centre, Crime Reporting Line and Service Experience data has been combined and weighted¹² by age, gender, ethnicity and contact by district to reflect the New Zealand population – percentages shown are weighted data, bases shown are unweighted sample sizes.

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

Contact and Point of Contact Rates

All respondents in the general population surveys (i.e. the General, Māori Booster and Electoral Roll Surveys) were asked if they had any contact with Police in the previous six months. Those who had contact (including all respondents in the Communications Centre, Crime Reporting Line and Service Experience Surveys) were then 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. **Note: In the Electoral Roll Survey, respondents are able to rate multiple points of contact for the one reason selected if applicable.*

The following table shows the proportions who have had contact with Police and incidence of each point of contact among the general population¹³ in the previous six months. Total results have also been weighted¹⁴ to represent the distribution of all service experiences of respondents by point of contact (i.e. the table below indicates the extent to which each point of contact contributes to the total result).

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

	2011/ 12	2012/ 13	2013/ 14	2014/ 15	2015/ 16	2016/ 17
% Yes, have had contact with Police in last 6 months	42%	41%	45%	44%	39%	42%
Point of Contact						
Roadside	46%	47%	50%	47%	49%	44%
Telephone (Total)	22%	22%	19%	20%	22%	19%
- Called Communications Centre	15%	15%	13%	14%	16%	13%
- Called Local Station	7%	7%	6%	6%	6%	6%
Police in Person (excl. roadside and counter)	21%	20%	20%	22%	18%	23%
Over the Counter (visited local station)	11%	11%	11%	11%	11%	14%

¹² Based on findings from the general population surveys (General, Electoral Roll and Maori Booster surveys) combined

¹³ Based on findings from the General, Electoral Roll and Maori Booster surveys combined and weighted.

¹⁴ Weighting is based on all contact types recorded before selection of the one contact type to be questioned on further.

Rounding

The rounding rules were changed in 2014/15 for the 'top two' combined national level results (e.g. *Strongly agree/Agree*) across all measures. 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 were added first and then rounded. This rule was also adopted for the 'bottom two' results in 2015/16 and all individual results are also now rounded to the nearest percentage for all results reported (including national, district and point of contact results). Due to rounding some totals may not appear to correspond with the sum of their component figures and individual results may not total 100%.

Significant Differences

The district and point of contact 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 both the *Trust and Confidence* and *Overall Satisfaction* questions have also been cross-tabulated by demographic and contact characteristics of the respondents/contact types and statistically significant differences identified. Cross tabulations have been carried out by:

- gender;
- age;
- ethnicity;
- location (district);
- whether the respondent has had contact with Police or not;
- point of contact with Police;
- main reason for contact with Police (including as a victim of a crime); and
- NZ Deprivation (NZDep) Score*.

**NZDep score was first added as a cross tabulation in 2015/16. The NZDep2013 index of socioeconomic deprivation combines nine variables from the 2013 census which reflect eight dimensions of deprivation. NZDep 2013 provides a deprivation score for each meshblock in NZ. Meshblocks are geographical units defined by Statistics NZ, containing a median of approximately 81 people in 2013. The NZDep2013 index of deprivation ranges from 1 to 10, where 1 represents the areas with the least deprived scores and 10 the areas with the most deprived scores. The NZDep2013 deprivation scores apply to areas rather than individual people. To undertake this NZDep analysis, respondents who had completed the Citizens' Satisfaction Survey had to be linked back to an NZDep score. To achieve this, 'clean' addresses are geocoded to a Statistics NZ meshblock. Then using the meshblock number, each geocoded address is linked with its area deprivation score Note: During this process, not all respondents could be linked to an NZDep Score – the match rate for the 2016/17 sample was 70%.*

Statistically significant over and under-representations by respondent demographics and contact types for the *Trust and Confidence* and *Overall Satisfaction* questions 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.

Margins of Error

The margin of error on the n=9,535 responses completed across all six surveys in 2016-17 is $\pm 1.0\%$ at 95% confidence interval.

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

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 2015/16

Overall results for trust and confidence in the Police were high and stable when compared with 2015/16, with 77% of respondents stating they have *full* or *quite a lot* of trust and confidence in Police (unchanged from 77% in 2015/16). *Full trust and confidence* levels are at 31%, with no statistically significant change in this result from 2015/16 (32%).

While only 6% of respondents mention that they have *not much* or *no trust and confidence* in the Police, it should be noted that this share is up significantly from 4% last year.

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

	2011/12	2012/13	2013/14	2014/15	2015/16	2016/17
Full Trust and Confidence	31	33	30	31	32	31
Quite a lot	46	46	48	46	45	46
Full/Quite a Lot Trust & Confidence	77	79	78	78	77	77
Some	18	17	18	18	18	17
Not much	4	3	3	3	3	4
No trust and confidence	1	1	1	1	1	1
Not Much/No Trust & Confidence	5	4	4	4	4	6
Don't know	0	0	0	1	1	1
Base	9677	9646	9241	9145	9232	9498

Base: All respondents excluding those giving a 'Not Applicable' response (Not Applicable includes responses such as: "I have not lived here long enough to comment" or "I do not know enough/had enough experience of the NZ Police" and were less than 0.3% of the total sample in 2016/17.

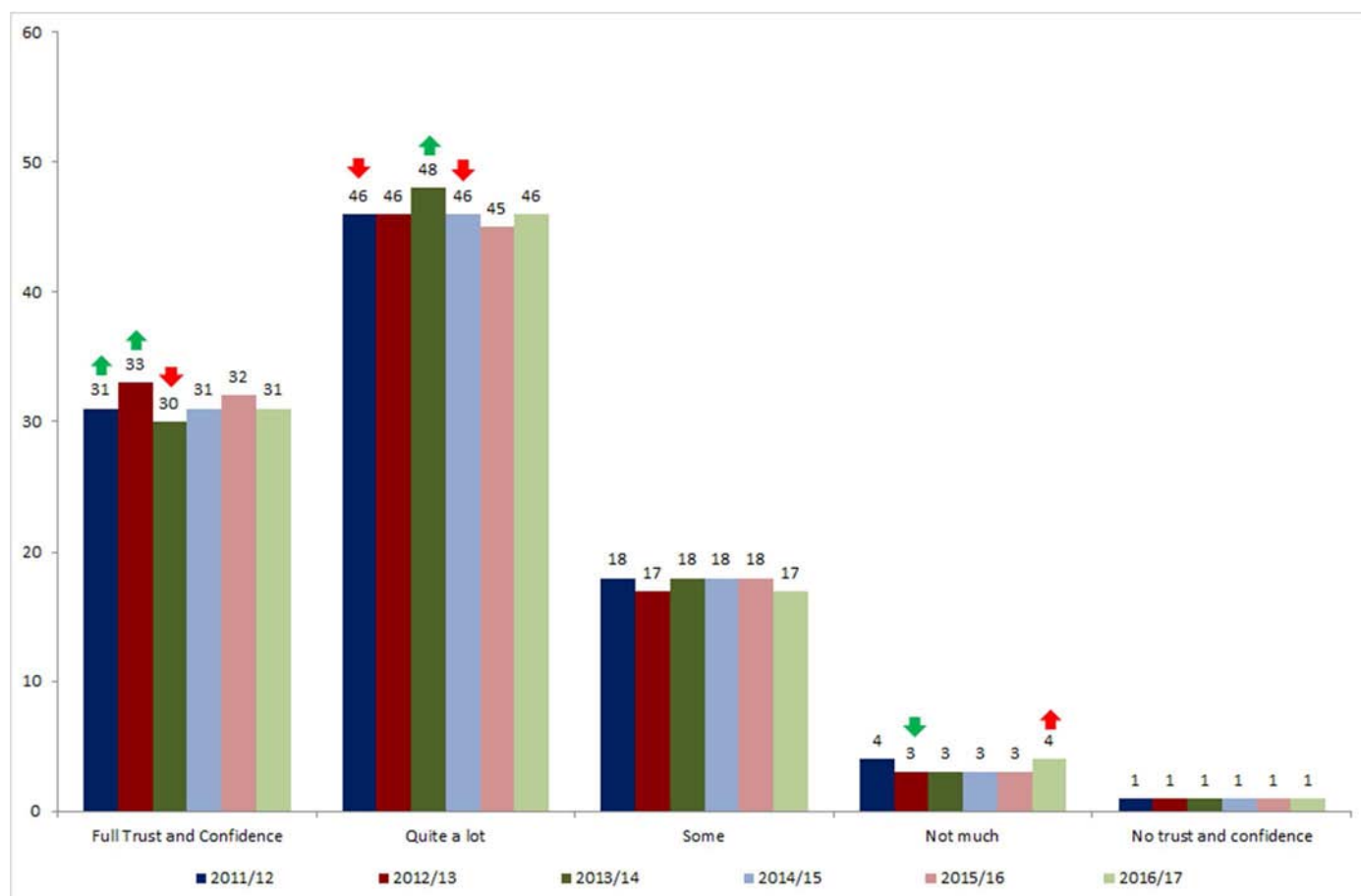
A bold Don't know response indicates a statistically significant change from the previous survey wave.

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 and individual results may not total 100%.

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



Base: All respondents excluding those giving a 'not applicable' response. 2011/12 n=9677, 2012/13 n=9646, 2013/14 n=9241, 2014/15 n=9145, 2015/16 n=9232, 2016/17 n=9498.

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 2016/17

The following statistically significant differences for 2016/17 are evident at the total results level (combined 2016/17 results for General, Māori Booster, Communications Centre, Crime Reporting Line, Service Experience Surveys and Electoral Roll samples).

*Respondent groups marked with an * were also significantly more likely to give this rating in the 2015/16 survey.*

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

- aged 45 years or older (81%, compared with 73% of respondents under 45 years old), and in particular those 65 years or older* (83%, compared with 76% of respondents under 65 years old);
- of European ethnicity* (81%, compared with 68% of all other respondents);
- living in the least deprived areas (NZDep score of 1-3*) (81%, compared with 76% of all other respondents), particularly among those with an NZDep score of 1 (83%, compared with 76% of all other respondents);
- living in Central (81%, compared with 77% of all other respondents), Waitematā* (80%, compared with 77% of all other respondents) or Southern (80%, compared with 77% of all other respondents) districts; and/or
- who are female* (80%, compared with 74% of male respondents).

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

- of 'other' (16%), Pacific* (10%), Māori* (8%) or Asian (8%) ethnicities (compared with 4% of all European respondents);
- aged between 25 and 34 years old* (9% compared with 5% of all other respondents);
- living in Auckland City District (8%, compared with 5% of all other respondents);
- living in the more deprived areas (NZDep score of 4-10*) (7%, compared with 4% of those with an NZDep score of 1-3); and/or
- who are male* (7%, compared with 4% of female respondents).

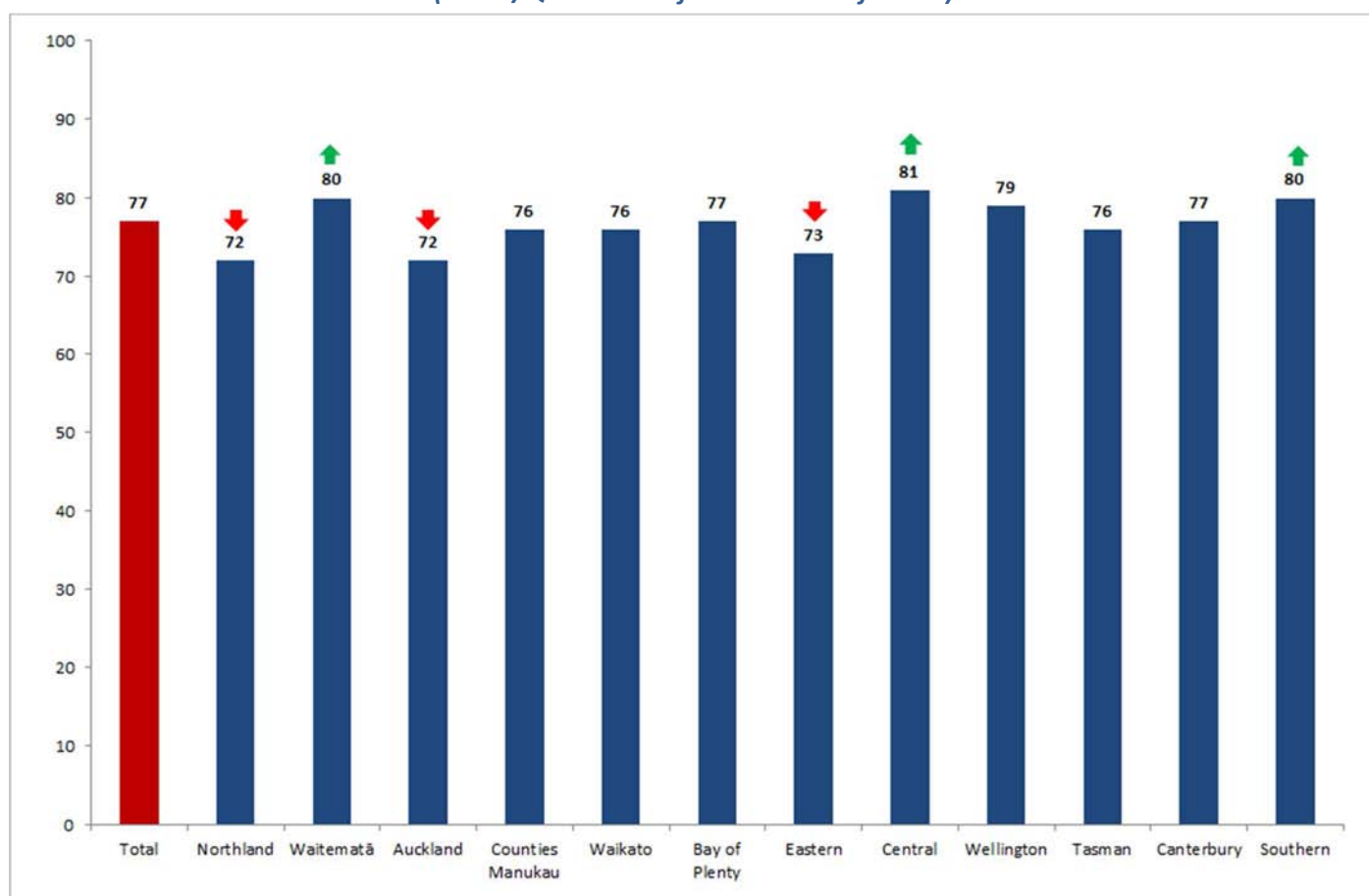
3.1.3. Level of Trust and Confidence in Police - Comparison by District

1. 2016/17

In 2016/17, respondents living in Central District (81%) as well as those in Waitematā and Southern districts (both with 80%) were significantly more likely to give a rating of *full/quite a lot of trust and confidence* when compared with those living in the rest of the country.

In contrast, respondents living in Northland (72%), Auckland (72%) and Eastern (73%) districts were significantly less likely to report that they have *full/quite a lot of trust and confidence* in Police.

Figure 2: Level of Trust and Confidence in Police - By District in 2016/17
(% Full/Quite a Lot of Trust and Confidence)



Base: All respondents, excluding 'not applicable' responses. Total 2016/17 n=9498; Northland n=708; Waitematā n=802; Auckland n=777; Counties n=805; Waikato n=895; Bay of Plenty n=828; Eastern n=790; Central n=859; Wellington n=857; Tasman n=631; Canterbury n=817; Southern n=729.

Green arrow indicates a significantly higher result than the total.

Red arrow indicates a significantly lower result than the total.

2. Comparison with 2015/16

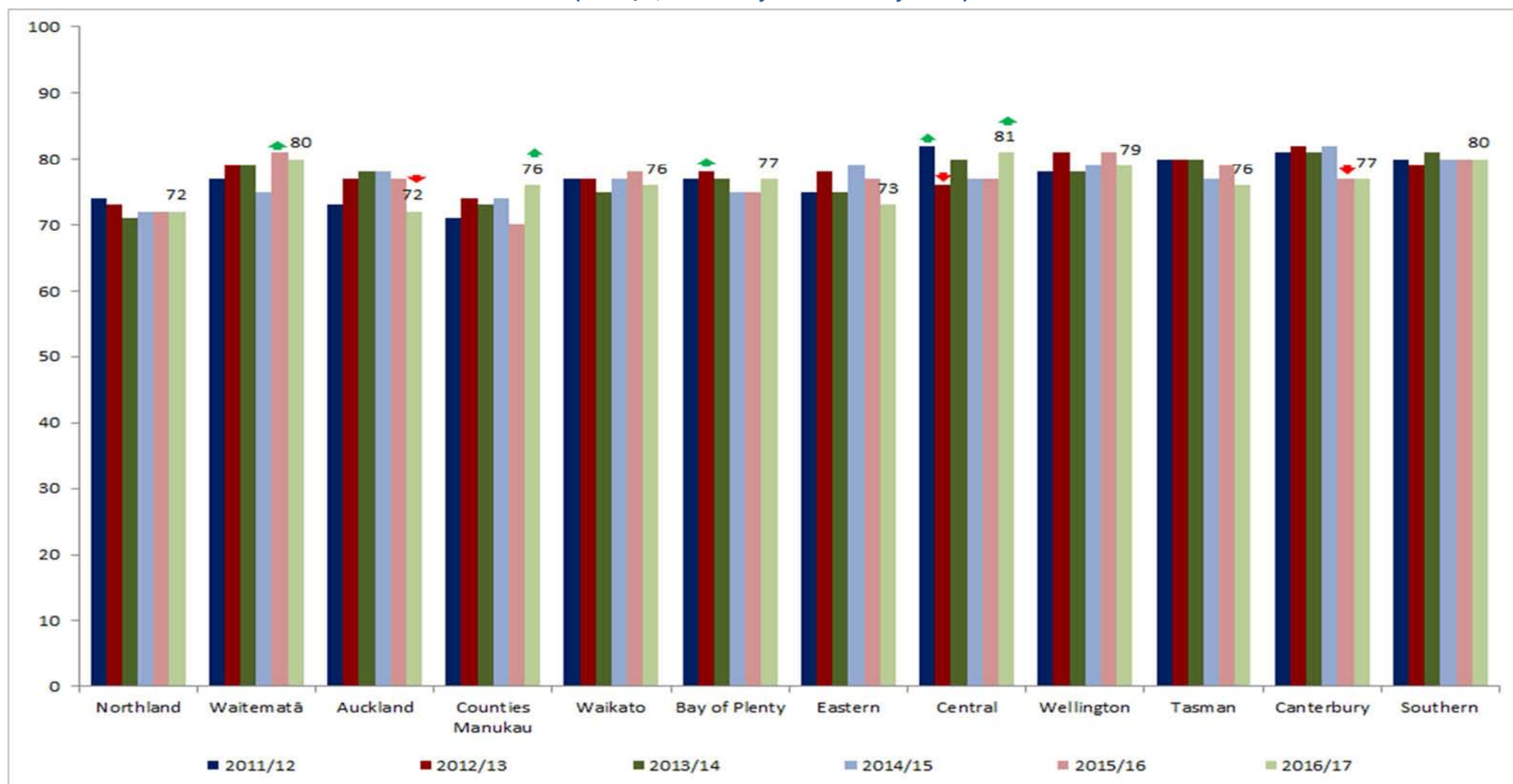
When compared with 2015/16, there has been a significant increase the proportion of respondents who reported that they have *full/quite a lot of trust and confidence* in the Police among those living in both Central (up from 77%, to 81%) and Counties Manukau (up from 70% last year, to 76% this year) districts.

Conversely, respondents living in the Auckland City District were significantly less likely to report they have *full/quite a lot of trust and confidence* in the Police (down from 77% last year, to 72% this year), and significantly more likely to report having *not much/no trust and confidence* (up from 4% last year, to 8%).

After increasing significantly last year, the share of Southern District respondents with *full trust and confidence* has also declined significantly (down from 36% last year, to 31%), while the share with *not much/no trust and confidence* has increased (from 3%, to 7%).

The share of Wellington District respondents with *not much/no trust and confidence* has also increased this measure (from 3% in 2015/16, to 6%).

Figure 3: Level of Trust and Confidence in Police - By District over Time
(% Full/Quite a Lot of 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 2016/17 result is significantly lower than the 2015/16 result).

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

	Northland						Waitematā						Auckland City					
	11/12	12/13	13/14	14/15	15/16	16/17	11/12	12/13	13/14	14/15	15/16	16/17	11/12	12/13	13/14	14/15	15/16	16/17
Full Trust and Confidence	30	28	28	26	26	27	31	31	30	29	36	34	28	29	27	34	28	28
Quite a Lot	44	45	43	46	46	45	46	48	49	46	45	46	45	48	51	44	49	44
Full/Quite a Lot Trust & Confidence	74	73	71	72	72	72	77	79	79	75	81	80	73	77	78	78	77	72
Some Trust and Confidence	21	20	21	22	22	22	19	17	17	19	14	15	22	18	17	18	20	20
Not Much	3	6	5	4	4	4	3	3	3	5	4	2	3	4	3	4	4	6
No Trust and Confidence	2	1	2	1	2	2	1	1	1	0	1	2	2	1	1	1	0	1
Not Much/No Trust & Confidence	5	7	7	5	6	6	4	4	4	5	4	5	5	5	4	5	4	8
Don't know	0	0	1	1	1	1	0	0	0	1	1	1	0	0	0	0	1	1
Base	703	720	755	705	729	708	850	835	794	792	797	802	842	794	738	757	735	777

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

	Counties Manukau						Waikato						Bay of Plenty					
	11/12	12/13	13/14	14/15	15/16	16/17	11/12	12/13	13/14	14/15	15/16	16/17	11/12	12/13	13/14	14/15	15/16	16/17
Full Trust and Confidence	32	31	30	31	34	34	29	33	28	31	32	30	30	33	32	36	34	32
Quite a Lot	39	43	43	43	36	41	48	44	47	46	46	46	47	45	45	39	42	45
Full/Quite a Lot Trust & Confidence	71	74	73	74	70	76	77	77	75	77	78	76	77	78	77	75	75	77
Some Trust and Confidence	21	20	20	20	23	18	18	18	19	18	17	17	18	16	18	18	19	18
Not Much	6	4	5	4	5	5	3	3	5	3	4	6	4	3	4	4	3	4
No Trust and Confidence	1	1	1	1	2	2	2	1	1	1	2	1	1	2	1	2	2	1
Not Much/No Trust & Confidence	7	5	6	5	6	6	5	4	6	4	5	6	5	5	5	6	5	5
Don't know	1	1	1	1	1	1	0	1	0	1	0	1	0	1	0	1	1	1
Base	889	855	792	792	806	805	914	886	838	829	845	895	847	833	800	770	797	828

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. Note: Due to rounding some totals may not correspond with the sum of the separate figures and individual results may not total 100%.

Table 5: Level of Trust and Confidence in Police – By District over Time (Part 3) (%)

	Eastern						Central						Wellington					
	11/12	12/13	13/14	14/15	15/16	16/17	11/12	12/13	13/14	14/15	15/16	16/17	11/12	12/13	13/14	14/15	15/16	16/17
Full Trust and Confidence	31	32	33	35	35	31	35	35	32	31	34	34	28	34	28	32	29	31
Quite a Lot	44	46	42	44	42	42	47	41	48	46	43	47	50	47	50	47	52	48
Full/Quite a Lot Trust & Confidence	75	78	75	79	77	73	82	76	80	77	77	81	78	81	78	79	81	79
Some Trust and Confidence	18	18	21	18	18	21	13	18	17	16	18	14	17	16	18	17	15	14
Not Much	4	3	3	2	4	5	4	5	2	4	4	3	4	2	3	3	2	5
No Trust and Confidence	2	1	1	1	1	1	1	1	1	2	1	1	1	1	0	1	1	1
Not Much/No Trust & Confidence	6	4	4	3	4	6	5	6	3	6	5	4	5	3	3	4	3	6
Don't know	1	0	0	0	1	1	0	0	0	1	0	1	0	0	1	0	1	0
Base	765	790	755	770	787	790	808	843	794	797	797	859	912	852	799	808	799	857

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

	Tasman						Canterbury						Southern					
	11/12	12/13	13/14	14/15	15/16	16/17	11/12	12/13	13/14	14/15	15/16	16/17	11/12	12/13	13/14	14/15	15/16	16/17
Full Trust and Confidence	31	34	31	28	32	31	36	38	34	31	32	29	32	31	33	31	36	31
Quite a Lot	49	46	49	49	47	44	45	45	47	51	45	48	48	48	48	49	43	49
Full/Quite a Lot Trust & Confidence	80	80	80	77	79	76	81	82	81	82	77	77	80	79	81	80	80	80
Some Trust and Confidence	17	16	16	20	16	18	15	15	16	16	18	19	15	18	13	15	15	13
Not Much	3	3	2	2	4	4	3	2	3	2	3	3	3	1	4	3	2	5
No Trust and Confidence	0	1	1	1	1	2	1	1	0	0	1	1	1	2	1	1	1	2
Not Much/No Trust & Confidence	3	4	3	3	5	6	4	3	3	2	4	4	4	3	5	4	3	7
Don't know	0	0	1	0	1	1	0	0	0	0	1	0	1	0	1	1	2	1
Base	659	697	702	643	673	631	801	826	758	813	757	817	687	715	716	669	710	729

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. Note: Due to rounding some totals may not correspond with the sum of the separate figures and individual results may not total 100%.

3.2. Safety in Local Neighbourhood After Dark

3.2.1. Safety in Local Neighbourhood After Dark - Comparison with 2015/16

For the second consecutive year there has been a significant decline in the share of respondents who reported feeling *very safe/safe* in their local neighbourhood after dark (down from 77% in 2014/15, to 75% in 2015/16 and 69% in 2016/17). This year there has also been a significant decline in the share feeling *very safe* (down from 33% last year to 28%).

At the same time, the proportion of respondents who reported feeling *unsafe/very unsafe* in their neighbourhood *after dark* is up significantly for the second consecutive year (from 9% in 2015/16, to 11%).

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

	2011/12	2012/13	2013/14	2014/15	2015/16	2016/17
Very Safe	28	30	32	34	33	28
Safe	45	42	43	43	41	41
Very Safe/Safe	73	72	75	77	75	69
Neutral	19	20	16	15	16	19
Unsafe	7	7	7	7	8	9
Very Unsafe	1	1	1	1	1	2
Unsafe/Very Unsafe	8	8	8	8	9	11
Don't know	0	0	1	0	1	1
<i>Base</i>	<i>9686</i>	<i>9644</i>	<i>8216</i>	<i>7979</i>	<i>8022</i>	<i>8089</i>

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

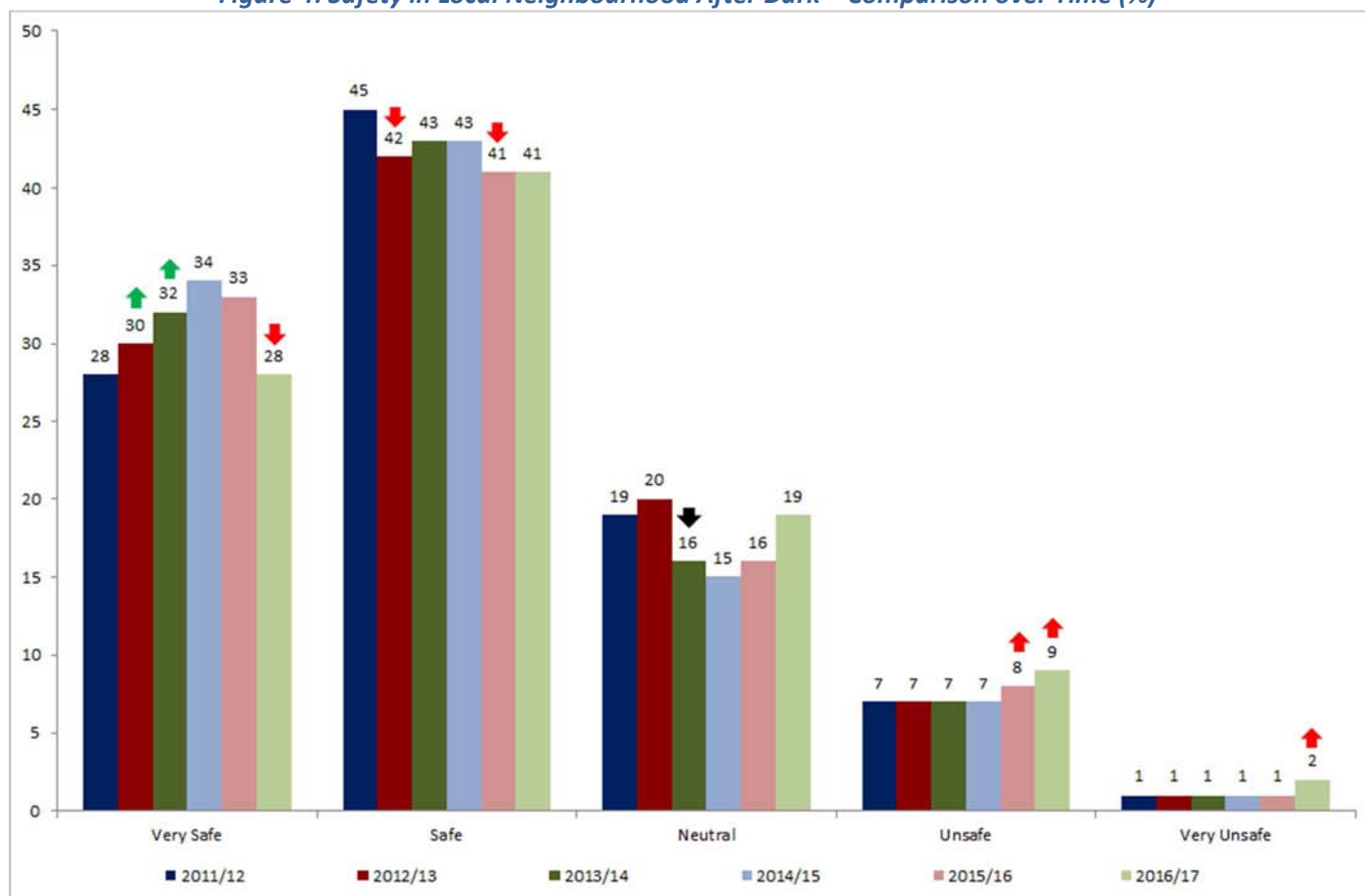
A bold neutral or don't know response indicates a statistically significant change from the previous survey wave.

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 and individual results may not total 100%.

Figure 4: Safety in Local Neighbourhood After Dark – Comparison over Time (%)



Base: All respondents excluding those giving a 'not applicable' response. 2011/12 n=9686, 2012/13 n=9644, 2013/14 n=8216, 2014/15 n=7979, 2015/16 n=8022, 2016/17 n=8089.

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.

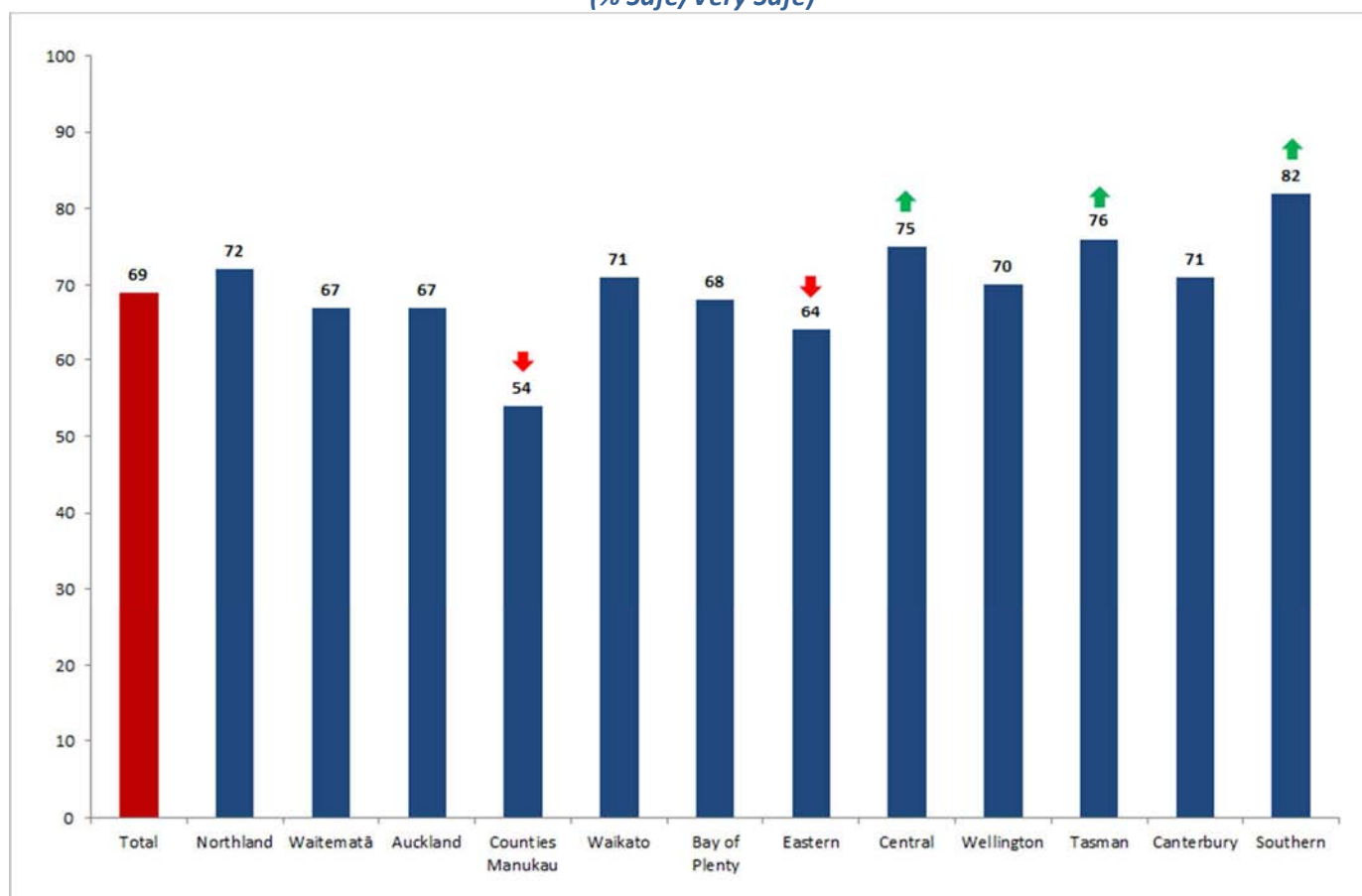
3.2.2. Safety in Local Neighbourhood After Dark - Comparison by District

1. 2016/17

While 69% of all respondents in 2016/17, reported that they felt *very safe/safe* in their local neighbourhood after dark, feelings of safety varied by district. Respondents living in Southern (82%), Tasman (76%) and Central (75%) districts, were significantly more likely to feel *very safe/safe* in their local neighbourhood after dark.

In contrast, respondents living Counties Manukau (54% feeling *very safe/safe*) and Eastern (64%) districts were significantly less likely to give a positive rating compared with respondents across all districts combined (69%).

Figure 5: Safety in Local Neighbourhood After Dark - By District in the 2016/17
(% Safe/Very Safe)



Base: All respondents, excluding 'not applicable' responses. Total 2016/17 n=8089; Northland n=628; Waitematā n=670; Auckland n=655; Counties Manukau n=686; Waikato n=776; Bay of Plenty n=719; Eastern n=665; Central n=728; Wellington n=709; Tasman n=568; Canterbury n=664; Southern n=621.

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 2015/16

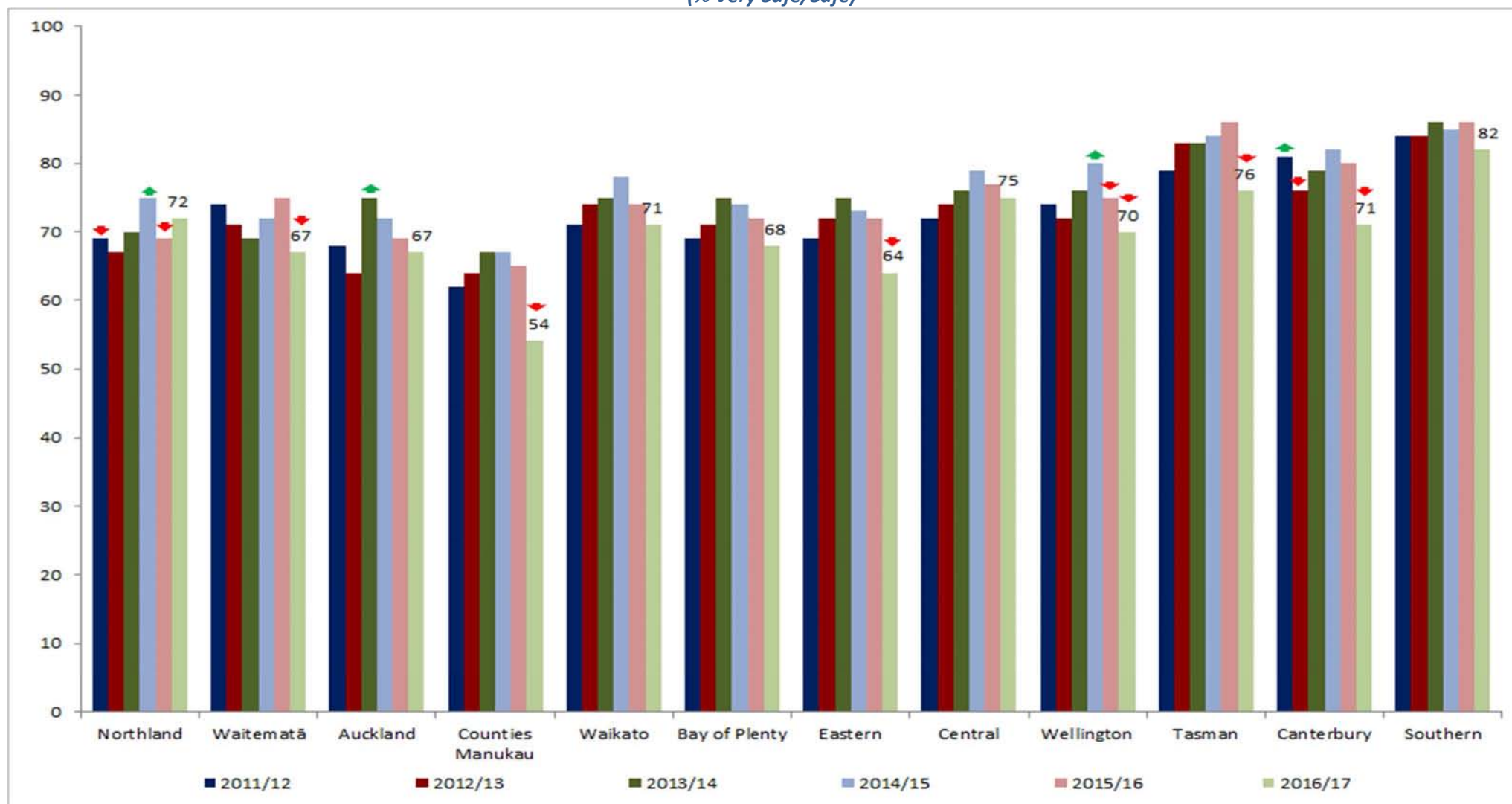
While the change has not been statistically significant, it should be noted that Northland District is the only district to have an increase in the share giving a *very safe/safe* rating for safety in neighbourhoods after dark this year compared with last (up slightly from 69% last year, to 72%).

In contrast, when compared with the 2015/16 results there have been declines in positive safety ratings and/or increases in negative safety ratings for neighbourhood after dark across all other districts, including statistically significant changes for:

- Counties Manukau District (share feeling *very safe/safe* down from 65% to 54%; *unsafe/very unsafe* ratings up from 14% to 18%);
- Eastern District (share feeling *very safe/safe* down from 72% to 64%; *very safe* ratings down from 32% to 25%; *unsafe/very unsafe* ratings up from 10% to 14%);
- Waitematā District (share feeling *very safe/safe* down from 75% to 67%; *very safe* ratings down from 30% to 25%; *unsafe/very unsafe* ratings up from 8% to 13%);
- Wellington District (share feeling *very safe/safe* down from 75% to 70%)
- Canterbury District (share feeling *very safe/safe* down from 80% to 71%);
- Tasman District (share feeling *very safe/safe* down from 86% to 76%; *very safe* ratings down from 44% to 33%); and
- Southern District (*very safe* ratings down from 49% to 39%; *unsafe/very unsafe* ratings up from 2% to 7%).

While total positive or total negative safety ratings have not changed significantly for Auckland City, Bay of Plenty or Waikato districts, it should be noted that all three districts have had a decline in the share stating they feel *very safe* in their local neighbourhood after dark this year (Auckland City down from 27%, to 21%; Bay of Plenty down from 35%, to 26%; Waikato down from 34%, to 27%).

Figure 6: 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 8: Safety in Local Neighbourhood After Dark – By District over Time (Part 1) (%)

	Northland						Waitematā						Auckland City					
	11/12	12/13	13/14	14/15	15/ 16	16/17	11/12	12/13	13/14	14/15	15/ 16	16/17	11/12	12/13	13/14	14/15	15/ 16	16/17
Very Safe	31	28	29	34	32	30	29	26	28	28	30	25	22	22	30	26	27	21
Safe	38	39	41	41	37	42	45	45	41	44	45	42	46	42	45	46	42	46
Very Safe/Safe	69	67	70	75	69	72	74	71	69	72	75	67	68	64	75	72	69	67
Neutral	21	25	17	16	19	18	21	21	19	19	16	19	22	27	16	18	19	20
Unsafe	9	7	10	7	11	7	5	7	10	8	8	11	8	8	8	9	10	10
Very Unsafe	1	1	2	1	1	2	0	1	1	0	0	2	1	1	1	1	1	2
Unsafe/Very Unsafe	10	8	12	8	12	9	5	8	11	8	8	13	9	9	9	10	11	12
Don't know	0	0	1	1	1	1	0	0	1	1	1	1	1	0	0	0	1	1
Base	705	723	684	663	661	628	850	834	686	676	678	670	841	793	639	627	625	655

Table 9: Safety in Local Neighbourhood After Dark – By District over Time (Part 2) (%)

	Counties Manukau						Waikato						Bay of Plenty					
	11/12	12/13	13/14	14/15	15/ 16	16/17	11/12	12/13	13/14	14/15	15/ 16	16/17	11/12	12/13	13/14	14/15	15/ 16	16/17
Very Safe	19	20	25	24	26	23	26	31	33	35	34	27	25	30	36	33	35	26
Safe	43	44	42	43	38	32	45	43	42	43	40	43	44	41	39	41	37	43
Very Safe/Safe	62	64	67	67	65	54	71	74	75	78	74	71	69	71	75	74	72	68
Neutral	24	23	20	18	20	27	20	16	18	13	17	17	22	19	14	16	17	20
Unsafe	12	10	10	13	13	15	8	9	6	7	8	10	8	7	8	9	7	9
Very Unsafe	1	3	2	1	1	3	1	1	1	2	1	1	1	3	2	0	2	2
Unsafe/Very Unsafe	13	13	12	14	14	18	9	10	7	9	9	11	9	10	10	9	10	11
Don't know	1	0	1	1	1	0	0	0	0	0	1	1	0	0	1	1	1	1
Base	888	853	715	685	689	686	918	885	739	703	735	776	848	832	715	704	701	719

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.

Note: Due to rounding some totals may not correspond with the sum of the separate figures and individual results may not total 100%.

Table 10: Safety in Local Neighbourhood After Dark – By District over Time (Part 3) (%)

	Eastern						Central						Wellington					
	11/12	12/13	13/14	14/15	15/ 16	16/17	11/12	12/13	13/14	14/15	15/ 16	16/17	11/12	12/13	13/14	14/15	15/ 16	16/17
Very Safe	23	28	31	31	32	25	29	33	32	32	34	30	28	30	33	36	33	29
Safe	46	44	44	42	40	39	43	41	44	47	43	45	46	42	43	44	42	41
Very Safe/Safe	69	72	75	73	72	64	72	74	76	79	77	75	74	72	76	80	75	70
Neutral	21	19	16	17	17	21	20	20	15	14	15	16	21	20	14	13	14	17
Unsafe	9	8	7	9	8	13	7	5	7	5	6	8	4	7	8	6	10	10
Very Unsafe	1	1	1	1	2	2	1	1	1	1	1	1	1	1	1	1	1	2
Unsafe/Very Unsafe	10	9	8	10	10	14	8	6	8	6	7	9	5	8	9	7	11	11
Don't know	0	0	1	0	1	1	0	0	1	1	1	1	0	0	1	0	1	1
Base	765	789	697	711	696	665	808	842	700	686	688	728	915	852	703	672	678	709

Table 11: Safety in Local Neighbourhood After Dark – By District over Time (Part 4) (%)

	Tasman						Canterbury						Southern					
	11/12	12/13	13/14	14/15	15/ 16	16/17	11/12	12/13	13/14	14/15	15/ 16	16/17	11/12	12/13	13/14	14/15	15/ 16	16/17
Very Safe	34	46	41	43	44	33	34	36	33	41	35	31	37	39	46	44	49	39
Safe	45	37	42	41	42	43	47	40	46	41	45	40	47	45	40	41	38	43
Very Safe/Safe	79	83	83	84	86	76	81	76	79	82	80	71	84	84	86	85	86	82
Neutral	16	14	13	8	9	16	12	17	15	14	12	21	12	13	11	10	11	11
Unsafe	4	3	3	7	4	6	5	6	6	4	7	6	3	3	3	4	2	6
Very Unsafe	1	0	1	1	0	1	1	1	0	0	1	1	1	0	0	1	0	1
Unsafe/Very Unsafe	5	3	4	8	5	6	6	7	6	4	7	7	4	3	3	5	2	7
Don't know	0	0	0	0	0	2	1	0	0	0	1	1	0	0	0	0	1	1
Base	658	698	635	603	606	568	803	828	658	637	644	664	687	715	645	612	621	621

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. Note: Due to rounding some totals may not correspond with the sum of the separate figures and individual results may not total 100%.

3.3. Safety in City or Town Centre at Night

3.3.1. Safety in City or Town Centre at Night - Comparison with 2015/16

When compared with last year, there has been a significant decrease in both the share of respondents who reported feeling *very safe/safe* in their city or town centre at night (down from 56% last year, to 47%) and in the share who felt *very safe* (down from 16%, to 11%).

As a result, the share feeling *unsafe/very unsafe* in their city or town centre at night has increased significantly this year (up from 18% in 2015/16, to 21% this measure).

Table 12: Safety in City or Town Centre at Night – Comparison over Time (%)

	2011/12	2012/13	2013/14	2014/15	2015/16	2016/17
Very Safe	14	15	15	15	16	11
Safe	40	39	39	42	40	36
Very Safe/Safe	54	54	54	57	56	47
Neutral	28	28	26	24	24	29
Unsafe	15	15	16	15	16	18
Very Unsafe	2	2	2	2	2	3
Unsafe/Very Unsafe	17	17	18	17	18	21
Don't know	1	1	2	2	2	3
Base	9619	9571	8114	7922	7985	6892

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

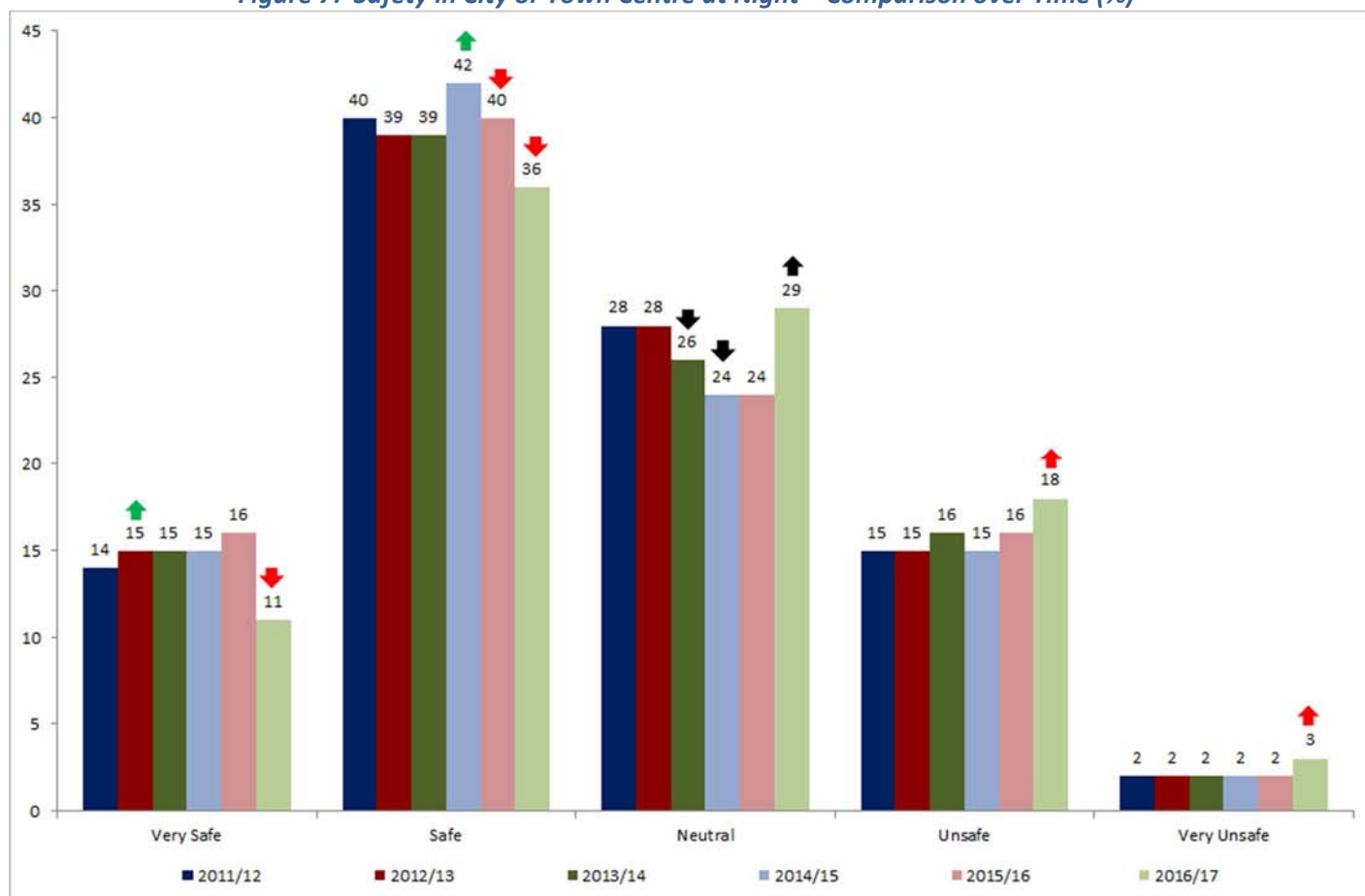
A bold neutral or don't know response indicates a statistically significant change from the previous survey wave.

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 and individual results may not total 100%.

Figure 7: Safety in City or Town Centre at Night – Comparison over Time (%)



Base: All respondents excluding those giving a 'not applicable' response. 2011/12 n=9619, 2012/13 n=9589, 2013/14 n=8114, 2014/15 n=7922, 2015/16 n=7985, 2016/17 n=6892.

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.

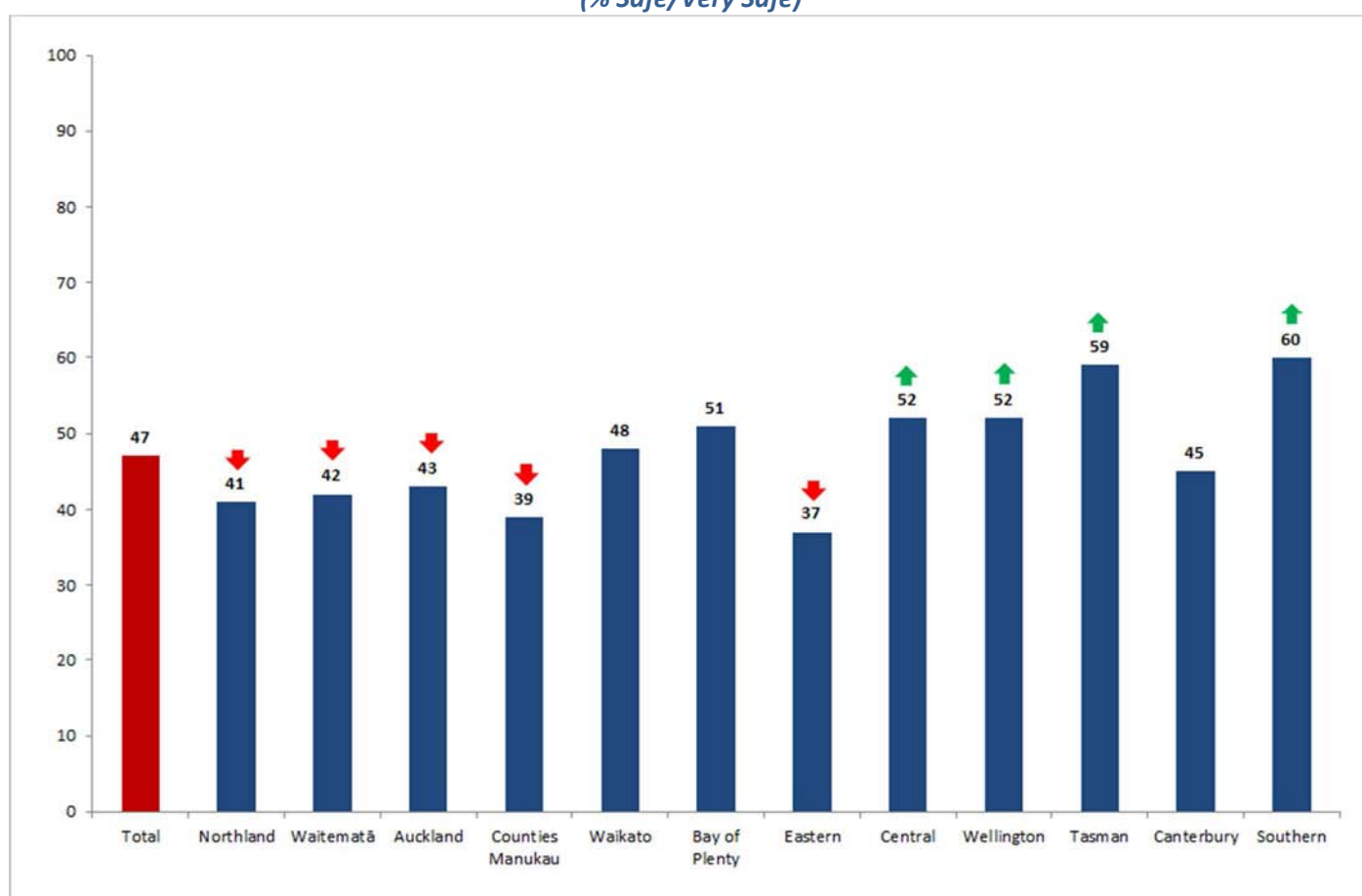
3.3.2. Safety in City or Town Centre at Night - Comparison by District

1. 2016/17

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 Southern (60%), Tasman (59%), Wellington (52%) and Central (52%) districts compared with responses from respondents across all regions combined (56%). *Note: These districts also had significantly higher safety ratings in 2015/16.*

In contrast, the share who felt *very safe/safe* in the city or town centre at night was significantly lower among those living in Eastern (37%), Counties Manukau (39%), Northland (41%), Waitematā (42%) and Auckland (43%) districts.

Figure 8: Safety in City or Town Centre At Night - By District in 2016/17
(% Safe/Very Safe)



Base: All respondents, excluding 'not applicable' responses. Total 2016/17 n=6892; Northland n=573; Waitematā n=566; Auckland n=541; Counties n=577; Waikato n=660; Bay of Plenty n=620; Eastern n=573; Central n=609; Wellington n=595; Tasman n=511; Canterbury n=541; Southern n=526.

Green arrow indicates a significantly higher result than the total.

Red arrow indicates a significantly lower result than the total.

2. Comparison with 2015/16

As was the case with ratings for safety in neighbourhoods after dark, this year there was only one district – Bay of Plenty – where positive safety ratings for the city/town centre at night have not declined (the share feeling *very safe/safe* up one percentage point, from 50%, to 51%).

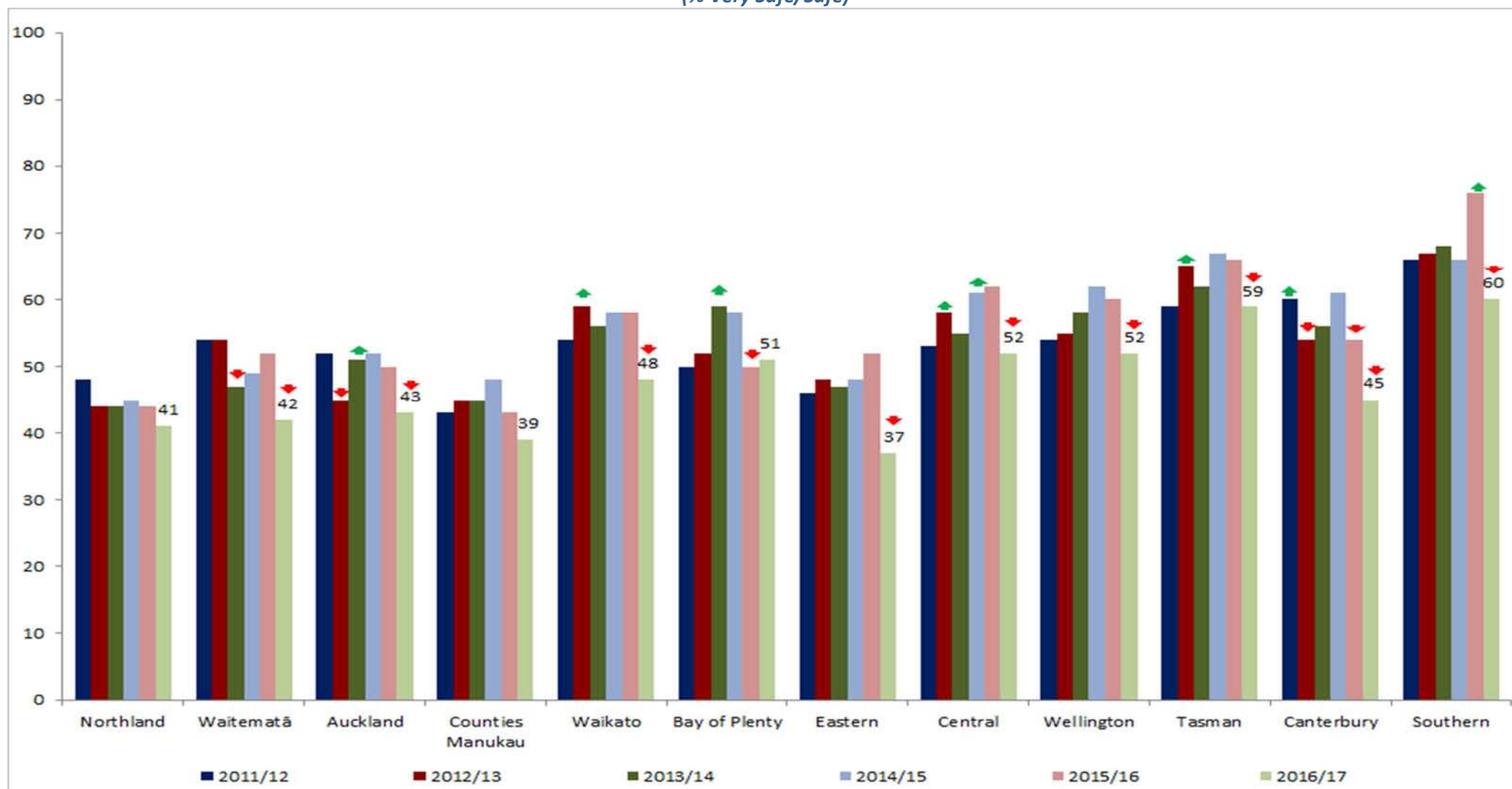
It should also be noted that the share of those living in Northland District feeling *unsafe/very unsafe* in their city/town centre at night has declined significantly this year (down from 31% last year, to 24% in 2016/17).

In contrast, since last year there have been declines in positive safety ratings and/or increases in negative safety ratings for safety in the city/town centre at night across all other districts, including statistically significant changes for the following districts:

- Eastern (share feeling *very safe/safe* down from 52% to 37%; *very safe* ratings down from 12% to 8%; *unsafe/very unsafe* ratings up from 20% to 26%);
- Waitematā (share feeling *very safe/safe* down from 52% to 42%);
- Auckland City (share feeling *very safe/safe* down from 50% to 43%; *very safe* ratings down from 11% to 6%);
- Canterbury (share feeling *very safe/safe* down from 54% to 45%; *very safe* ratings down from 15% to 11%);
- Waikato (share feeling *very safe/safe* down from 54% to 48%; *very safe* ratings down from 17% to 12%);
- Central (share feeling *very safe/safe* down from 62% to 52%; *very safe* ratings down from 19% to 12%; *unsafe/very unsafe* ratings up from 13% to 20%);
- Wellington (share feeling *very safe/safe* down from 60% to 52%; *very safe* ratings down from 17% to 11%);
- Tasman (share feeling *very safe/safe* down from 66% to 59%; *very safe* ratings down from 23% to 16%; *unsafe/very unsafe* ratings up from 11% to 16%); and
- Southern (share feeling *very safe/safe* down from 76% to 60%; *very safe* ratings down from 25% to 19%; *unsafe/very unsafe* ratings up from 7% to 14%).

While total positive and total negative safety ratings have not changed significantly for Bay of Plenty District, it should be noted there has been a decline in the share stating they feel *very safe* in the city/town centre at night this year (down from 15%, to 11%).

Figure 9: 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 2016/17 result is significantly lower than the 2015/16 result).

Table 13: Safety in City or Town Centre at Night – By District over Time (Part 1) (%)

	Northland						Waitematā						Auckland City					
	11/12	12/13	13/14	14/15	15/ 16	16/17	11/12	12/13	13/14	14/15	15/ 16	16/17	11/12	12/13	13/14	14/15	15/ 16	16/17
Very Safe	16	13	11	11	12	9	14	14	9	13	13	10	12	12	15	13	11	6
Safe	32	31	33	34	32	33	40	40	38	36	39	32	40	33	36	39	38	37
Very Safe/Safe	48	44	44	45	44	41	54	54	47	49	52	42	52	45	51	52	50	43
Neutral	28	30	24	22	23	33	29	28	32	29	26	33	32	36	28	28	25	32
Unsafe	19	19	24	27	26	20	13	15	17	18	16	17	14	15	18	17	22	21
Very Unsafe	4	5	6	4	5	3	2	1	2	3	4	4	1	3	2	2	2	3
Unsafe/Very Unsafe	23	24	30	31	31	24	15	16	19	21	20	21	15	18	20	19	24	24
Don't know	1	2	2	2	2	2	2	1	2	1	2	3	1	1	1	1	2	1
Base	700	714	672	657	658	573	844	829	677	673	673	566	832	786	633	619	625	541

Table 14: Safety in City or Town Centre at Night – By District over Time (Part 2) (%)

	Counties Manukau						Waikato						Bay of Plenty					
	11/12	12/13	13/14	14/15	15/ 16	16/17	11/12	12/13	13/14	14/15	15/ 16	16/17	11/12	12/13	13/14	14/15	15/ 16	16/17
Very Safe	10	9	10	10	12	9	13	18	14	16	17	12	11	13	14	10	15	11
Safe	33	36	35	38	31	30	41	41	42	42	41	36	39	39	45	48	35	40
Very Safe/Safe	43	45	45	48	43	39	54	59	56	58	58	48	50	52	59	58	50	51
Neutral	30	31	30	26	28	29	29	25	24	25	23	27	27	29	25	26	31	26
Unsafe	20	20	20	20	23	26	13	14	16	15	16	18	19	14	13	13	13	18
Very Unsafe	5	3	4	4	4	5	3	2	2	1	2	3	3	4	2	2	4	2
Unsafe/Very Unsafe	25	23	24	24	27	30	16	16	18	16	18	21	22	18	15	15	17	20
Don't know	2	1	1	2	2	2	1	0	2	1	1	4	1	1	1	1	2	3
Base	884	852	710	680	685	577	912	880	731	696	733	660	845	828	703	702	697	620

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.

Note: Due to rounding some totals may not correspond with the sum of the separate figures and individual results may not total 100%.

Table 15: Safety in City or Town Centre at Night – By District over Time (Part 3) (%)

	Eastern						Central						Wellington					
	11/12	12/13	13/14	14/15	15/ 16	16/17	11/12	12/13	13/14	14/15	15/ 16	16/17	11/12	12/13	13/14	14/15	15/ 16	16/17
Very Safe	11	13	13	12	12	8	14	17	14	11	19	12	12	13	17	15	17	11
Safe	35	35	34	36	40	29	39	41	41	50	43	40	42	42	41	47	43	42
Very Safe/Safe	46	48	47	48	52	37	53	58	55	61	62	52	54	55	58	62	60	52
Neutral	31	27	28	27	24	36	29	29	26	20	22	26	29	31	24	24	25	31
Unsafe	19	21	20	19	16	20	16	11	14	15	13	18	14	11	15	12	12	12
Very Unsafe	3	3	3	3	4	6	2	2	2	2	1	2	2	2	1	1	1	2
Unsafe/Very Unsafe	22	24	23	22	20	26	18	13	16	17	13	20	16	13	16	13	14	14
Don't know	1	1	2	3	4	2	0	1	3	2	3	2	1	1	2	1	1	2
Base	758	784	685	703	695	573	806	836	695	687	685	609	914	847	701	669	678	595

Table 16: Safety in City or Town Centre at Night – By District over Time (Part 4) (%)

	Tasman						Canterbury						Southern					
	11/12	12/13	13/14	14/15	15/ 16	16/17	11/12	12/13	13/14	14/15	15/ 16	16/17	11/12	12/13	13/14	14/15	15/ 16	16/17
Very Safe	17	26	21	21	23	16	17	17	14	20	15	11	22	23	26	25	25	19
Safe	42	39	41	46	42	43	43	37	42	41	39	35	44	44	42	41	51	41
Very Safe/Safe	59	65	62	67	66	59	60	54	56	61	54	45	66	67	68	66	76	60
Neutral	23	20	19	17	21	22	21	27	21	20	23	29	22	21	21	22	15	24
Unsafe	14	11	14	13	10	15	13	15	17	14	19	21	10	10	8	10	6	12
Very Unsafe	3	2	3	1	1	1	3	3	2	2	2	3	1	1	1	1	1	2
Unsafe/Very Unsafe	17	13	17	14	11	16	16	18	19	16	21	23	11	11	9	11	7	14
Don't know	1	2	2	2	3	3	3	1	4	3	3	3	1	1	2	1	3	2
Base	651	692	628	598	599	511	787	813	643	633	639	541	686	710	636	605	618	526

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. Note: Due to rounding some totals may not correspond with the sum of the separate figures and individual results may not total 100%.

3.4. Police Responsiveness to Community Needs

3.4.1. Police Responsiveness to Community Needs – Comparison with 2015/16

In 2016/17 just over seven in ten respondents (71%) *strongly agreed/agreed* that Police were responsive to their community's needs, including 13% who *strongly agree*. However, this represents a significant decline in both the share at least satisfied (down from 78%, to 71%) and in the share *very satisfied* (down from 22%, to 13%) when compared with last year.

This wave there has also been a significant increase in the share of respondents who disagreed to some extent that Police are responsive to their community's needs (up from 6% *disagreeing/strongly disagreeing*, to 8%). This is now the third consecutive year that there has been a significant increase in negative ratings.

Table 17: Police Responsiveness to Community Needs – Comparison over Time (%)

	2011/12	2012/13	2013/14	2014/15	2015/16	2016/17
Strongly Agree	18	19	21	21	22	13
Agree	60	61	59	57	56	57
Strongly Agree/Agree*	78	80	80	78	78	71
Neither/Nor	13	13	13	14	13	20
Disagree	5	4	3	4	5	7
Strongly Disagree	1	1	1	1	1	1
Disagree/Strongly Disagree	6	5	4	5	6	8
Don't know	3	2	3	3	3	2
Base	9681	9648	8223	7921	8021	6747

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

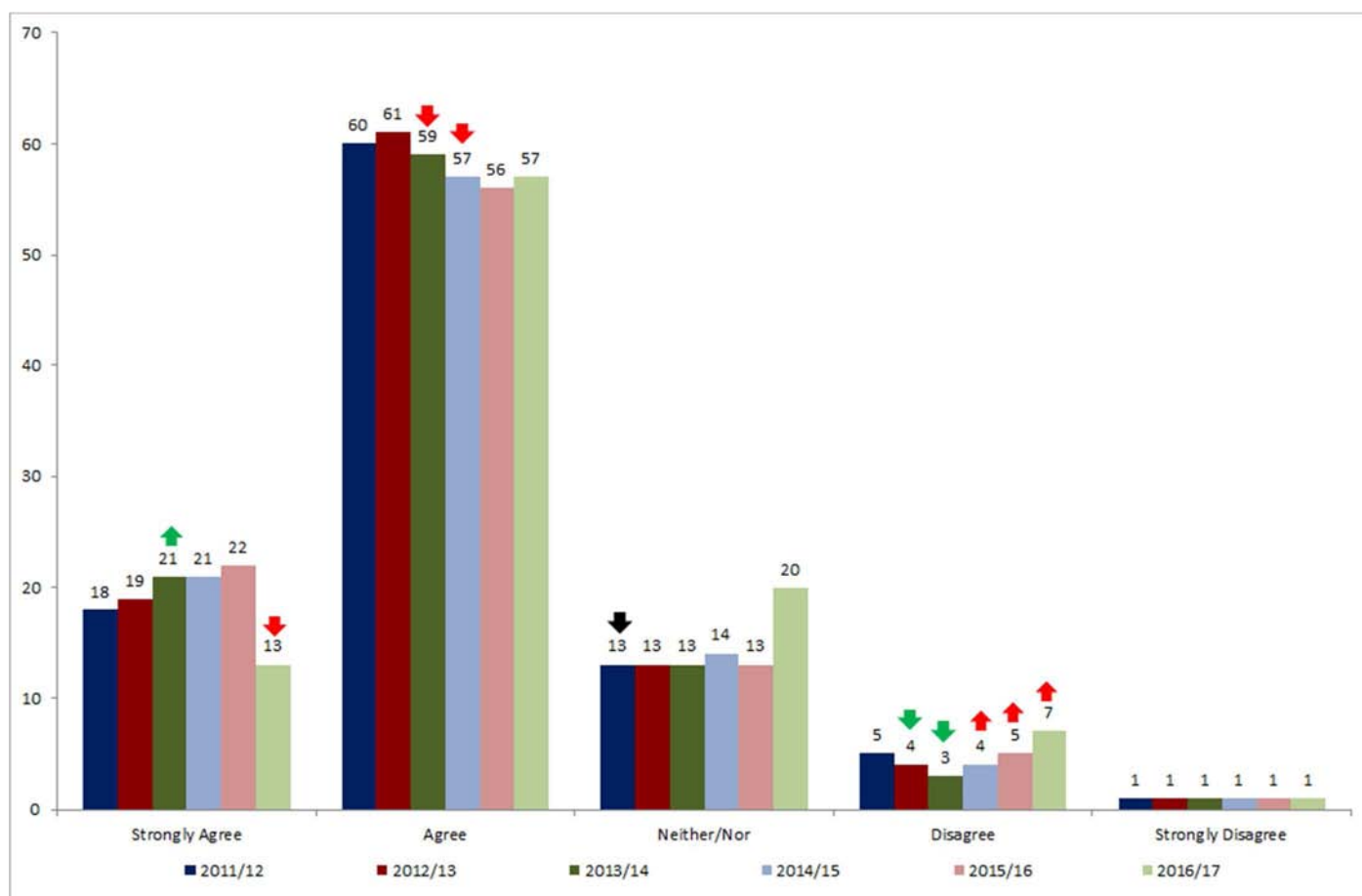
A bold neutral or don't know response indicates a statistically significant change from the previous survey wave.

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 and individual results may not total 100%.

Figure 10: Police Responsiveness to Community Needs – Comparison over Time (%)



Base: All respondents excluding those giving a 'not applicable' response. 2011/12 n=9681, 2012/13 n=9648, 2013/14 n=8223, 2014/15 n=7921, 2015/16 n=8021, 2016/17 n=6747.

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.

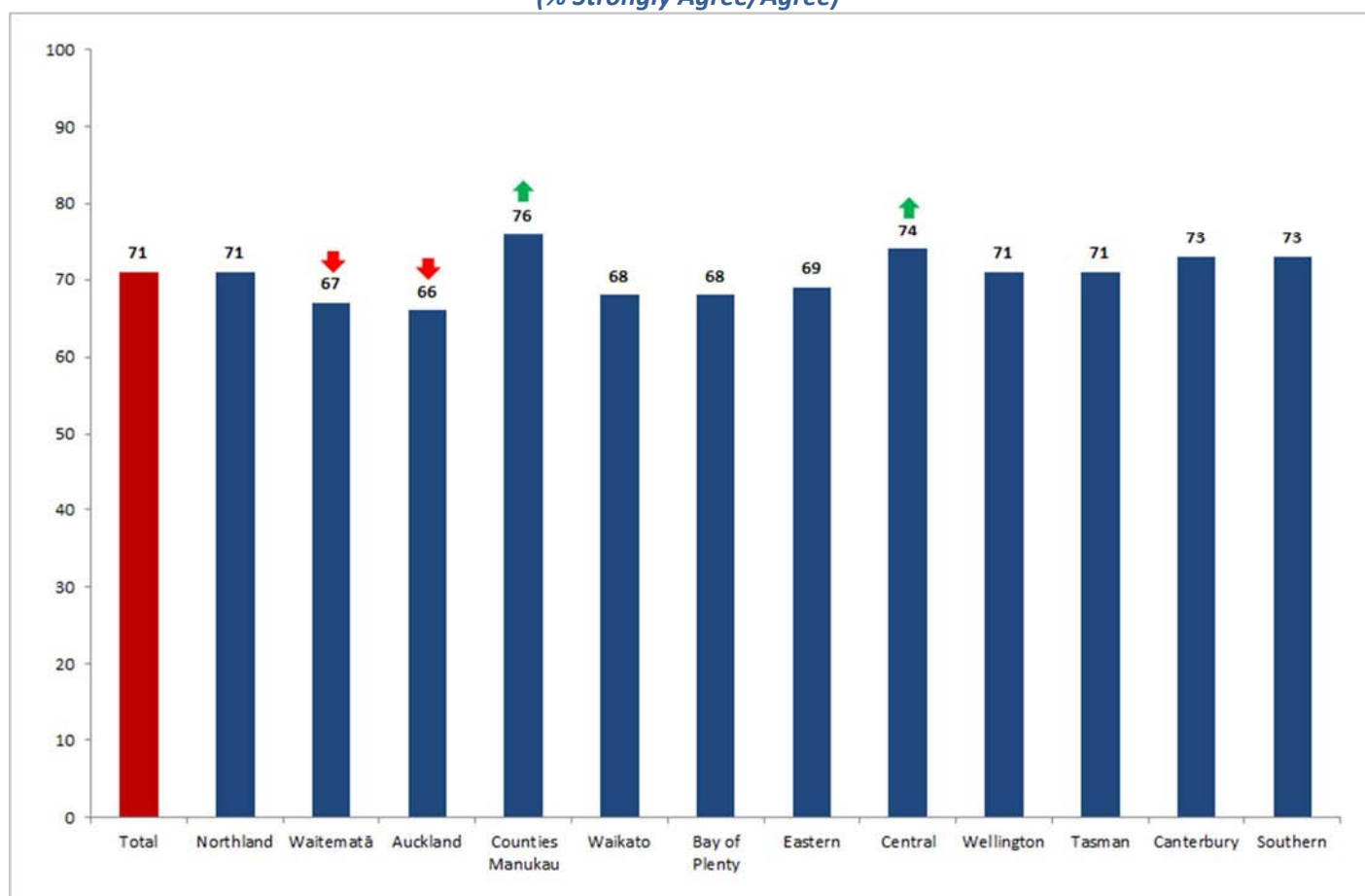
3.4.2. Police Responsiveness to Community Needs - Comparison by District

1. 2016/17

In 2016/17, respondents living in Counties Manukau (76%) and Central (74%) districts were significantly more likely to *strongly agree/agree* that Police were responsive to the needs of their community compared with all districts combined (71%).

In contrast, those living in Auckland (66%) and Waitematā (67%) districts were significantly less likely to agree with this statement.

**Figure 11: Police Responsiveness to Community Needs - by District in the 2016/17
(% Strongly Agree/Agree)**



Base: All respondents, excluding 'not applicable' responses. Total 2016/17 n=6747; Northland n=556; Waitematā n=560; Auckland n=525; Counties n=566; Waikato n=639; Bay of Plenty n=609; Eastern n=564; Central n=600; Wellington n=575; Tasman n=504; Canterbury n=535; Southern n=514.

Green arrow indicates a significantly higher result than the total.

Red arrow indicates a significantly lower result than the total.

2. Comparison with 2015/16

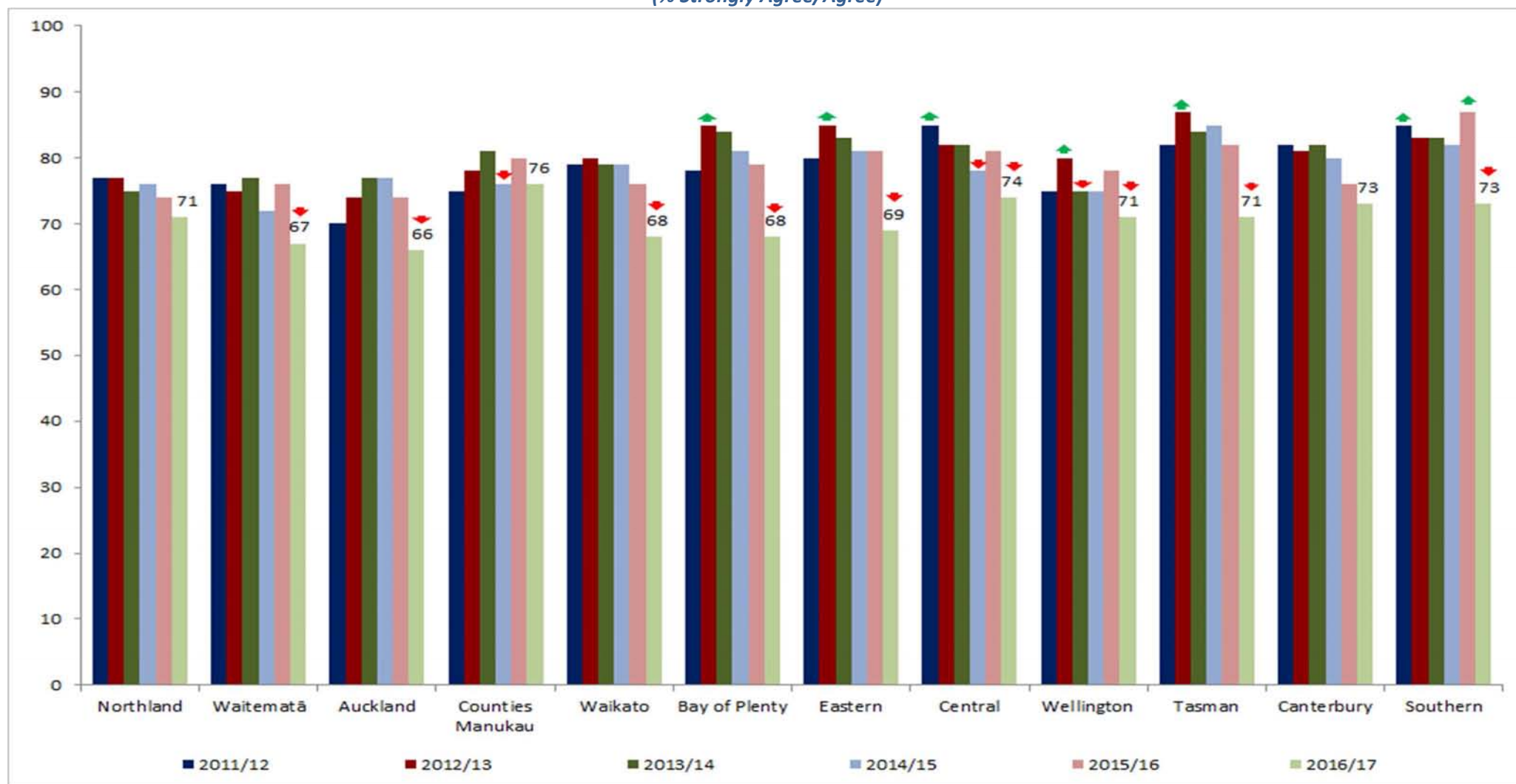
When compared with 2015/16 results, all districts have seen a decline in the past year in the share of respondents who *strongly agree* or *agree* that the Police are responsive to the needs of their community and most of these declines have been statistically significant.

Of note have been statistically significant declines in positive ratings and/or increases in negative ratings for the following districts:

- Auckland City (share *strongly agreeing/agreeing* down from 74% to 66%; share *strongly agreeing* down from 18% to 9%; share *disagreeing/strongly disagreeing* up from 5% to 12%);
- Waitematā (share *strongly agreeing/agreeing* down from 76% to 67%; share *strongly agreeing* down from 20% to 12%; share *disagreeing/strongly disagreeing* up from 5% to 9%);
- Bay of Plenty (share *strongly agreeing/agreeing* down from 79% to 68%; share *strongly agreeing* down from 22% to 14%; share *disagreeing/strongly disagreeing* up from 6% to 9%);
- Waikato (share *strongly agreeing/agreeing* down from 76% to 68%; share *strongly agreeing* down from 20% to 10%);
- Eastern (share *strongly agreeing/agreeing* down from 81% to 69%; share *strongly agreeing* down from 26% to 13%);
- Wellington (share *strongly agreeing/agreeing* down from 78% to 71%; share *strongly agreeing* down from 21% to 9%; share *disagreeing/strongly disagreeing* up from 5% to 8%);
- Tasman (share *strongly agreeing/agreeing* down from 82% to 71%; share *strongly agreeing* down from 30% to 14%; share *disagreeing/strongly disagreeing* up from 5% to 9%);
- Southern (share *strongly agreeing/agreeing* down from 87% to 73%; share *strongly agreeing* down from 31% to 20%); and
- Central (share *strongly agreeing/agreeing* down from 81% to 74%).

While total positive and total negative ratings have not changed significantly, it should also be noted there has been a significant decline in the share *strongly agreeing* that Police are responsive to the needs of their community in both Canterbury (down from 20% to 13%) and Counties Manukau (down from 23% to 18%).

Figure 12: 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 18: Police Responsiveness to Community Needs – By District over Time (Part 1) (%)

	Northland						Waitematā						Auckland City					
	11/12	12/13	13/14	14/15	15/ 16	16/17	11/12	12/13	13/14	14/15	15/ 16	16/17	11/12	12/13	13/14	14/15	15/ 16	16/17
Strongly Agree	16	20	17	20	16	14	17	18	19	20	20	12	16	16	18	20	18	9
Agree	61	57	58	56	58	57	59	57	58	52	56	55	54	58	59	57	56	56
Strongly Agree/Agree	77	77	75	76	74	71	76	75	77	72	76	67	70	74	77	77	74	66
Neither/nor	12	13	13	15	15	18	16	16	15	18	14	21	20	17	17	16	18	20
Disagree	7	7	7	6	7	8	4	4	4	5	5	7	6	3	2	3	5	9
Strongly Disagree	2	1	2	1	2	2	1	1	0	1	1	3	1	2	1	1	1	2
Disagree/Strongly Disagree	9	8	9	7	8	10	5	5	4	6	5	9	7	5	3	4	5	12
Don't know	2	2	3	2	3	2	3	4	4	4	4	2	3	4	3	3	4	2
Base	705	723	687	659	658	556	852	835	687	671	677	560	842	792	639	620	622	525

Table 19: Police Responsiveness to Community Needs – By District over Time (Part 2) (%)

	Counties Manukau						Waikato						Bay of Plenty					
	11/12	12/13	13/14	14/15	15/ 16	16/17	11/12	12/13	13/14	14/15	15/ 16	16/17	11/12	12/13	13/14	14/15	15/ 16	16/17
Strongly Agree	17	17	22	19	23	18	18	17	23	16	20	10	17	19	24	22	22	14
Agree	58	61	59	57	57	58	61	63	56	63	57	58	61	66	60	58	57	54
Strongly Agree/Agree	75	78	81	76	80	76	79	80	79	79	76	68	78	85	84	81	79	68
Neither/nor	14	14	14	15	12	17	13	13	13	13	14	22	11	9	9	13	13	21
Disagree	6	4	3	5	5	5	4	4	5	4	6	7	8	3	3	4	4	7
Strongly Disagree	2	1	1	1	1	1	2	1	1	1	2	1	1	1	2	1	1	2
Disagree/Strongly Disagree	8	5	4	6	6	6	6	5	6	5	7	8	9	4	5	5	6	9
Don't know	3	3	1	3	3	1	2	2	2	3	3	2	2	2	2	2	3	2
Base	889	855	718	681	690	566	916	884	738	704	734	639	848	834	716	701	700	609

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. Note: Due to rounding some totals may not correspond with the sum of the separate figures and individual results may not total 100%.

Table 20: Police Responsiveness to Community Needs – By District over Time (Part 3) (%)

	Eastern						Central						Wellington					
	11/12	12/13	13/14	14/15	15/ 16	16/17	11/12	12/13	13/14	14/15	15/ 16	16/17	11/12	12/13	13/14	14/15	15/ 16	16/17
Strongly Agree	20	21	21	22	26	13	21	22	22	21	21	17	15	17	20	17	21	9
Agree	60	64	62	59	55	56	64	60	60	57	61	58	60	63	55	58	57	62
Strongly Agree/Agree	80	85	83	81	81	69	85	82	82	78	81	74	75	80	75	75	78	71
Neither/nor	11	10	11	10	10	21	9	10	12	14	9	17	16	13	16	16	15	19
Disagree	5	3	2	6	6	9	4	4	2	5	6	7	6	3	5	4	5	7
Strongly Disagree	1	1	1	1	1	1	1	1	0	1	0	1	1	1	0	2	0	1
Disagree/Strongly Disagree	6	4	3	7	7	9	5	5	2	6	6	8	7	4	5	6	5	8
Don't know	3	1	3	2	3	1	1	3	4	2	3	1	2	3	4	3	2	2
Base	764	790	697	703	696	564	805	840	703	680	689	600	914	851	701	667	680	575

Table 21: Police Responsiveness to Community Needs – By District over Time (Part 4) (%)

	Tasman						Canterbury						Southern					
	11/12	12/13	13/14	14/15	15/ 16	16/17	11/12	12/13	13/14	14/15	15/ 16	16/17	11/12	12/13	13/14	14/15	15/ 16	16/17
Strongly Agree	22	27	25	27	30	14	19	20	19	23	20	13	23	21	26	31	31	20
Agree	60	60	59	58	52	57	63	61	63	57	55	60	62	62	57	51	56	53
Strongly Agree/Agree	82	87	84	85	82	71	82	81	82	80	76	73	85	83	83	82	87	73
Neither/nor	9	8	10	9	10	19	12	12	11	13	15	20	8	13	11	11	6	20
Disagree	4	3	3	3	5	7	4	5	4	3	4	5	3	2	3	5	4	4
Strongly Disagree	0	1	0	1	1	2	1	0	0	1	1	1	0	0	1	1	1	2
Disagree/Strongly Disagree	4	4	3	4	5	9	5	5	4	4	4	6	3	3	4	6	5	6
Don't know	5	1	3	2	3	2	1	2	3	3	5	1	4	2	2	1	2	1
Base	660	698	635	897	607	504	802	828	656	632	646	535	684	718	646	606	622	514

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. Note: Due to rounding some totals may not correspond with the sum of the separate figures and individual results may not total 100%.

3.5. Police Involvement in Community Activities

3.5.1. Police Involvement in Community Activities - Comparison with 2015/16

In 2016/17, just less than two-thirds of respondents (65%) *strongly agree/agree* that Police are involved in community activities, including 14% who *strongly agree*. When compared with last year's results there has been a significant decline in both the share agreeing to some extent (down from 70% in 2015/16, to 65%) and in the share *strongly agreeing* (down from 19%, to 14%).

Only 9% of respondents *disagree/strongly disagree* that Police are involved in community activities – however this share has increased significantly from 7% last year.

Table 22: Police Involvement in Community Activities – Comparison over Time (%)

	2011/12	2012/13	2013/14	2014/15	2015/16	2016/17
Strongly Agree	17	18	19	18	19	14
Agree	52	51	50	51	51	51
Strongly Agree/Agree*	69	69	69	69	70	65
Neither/Nor	17	19	19	18	17	22
Disagree	6	6	5	6	6	7
Strongly Disagree	1	1	1	1	1	1
Disagree/Strongly Disagree	7	7	6	7	7	9
Don't know	7	5	6	6	7	5
Base	9679	9640	8224	7868	7995	6676

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

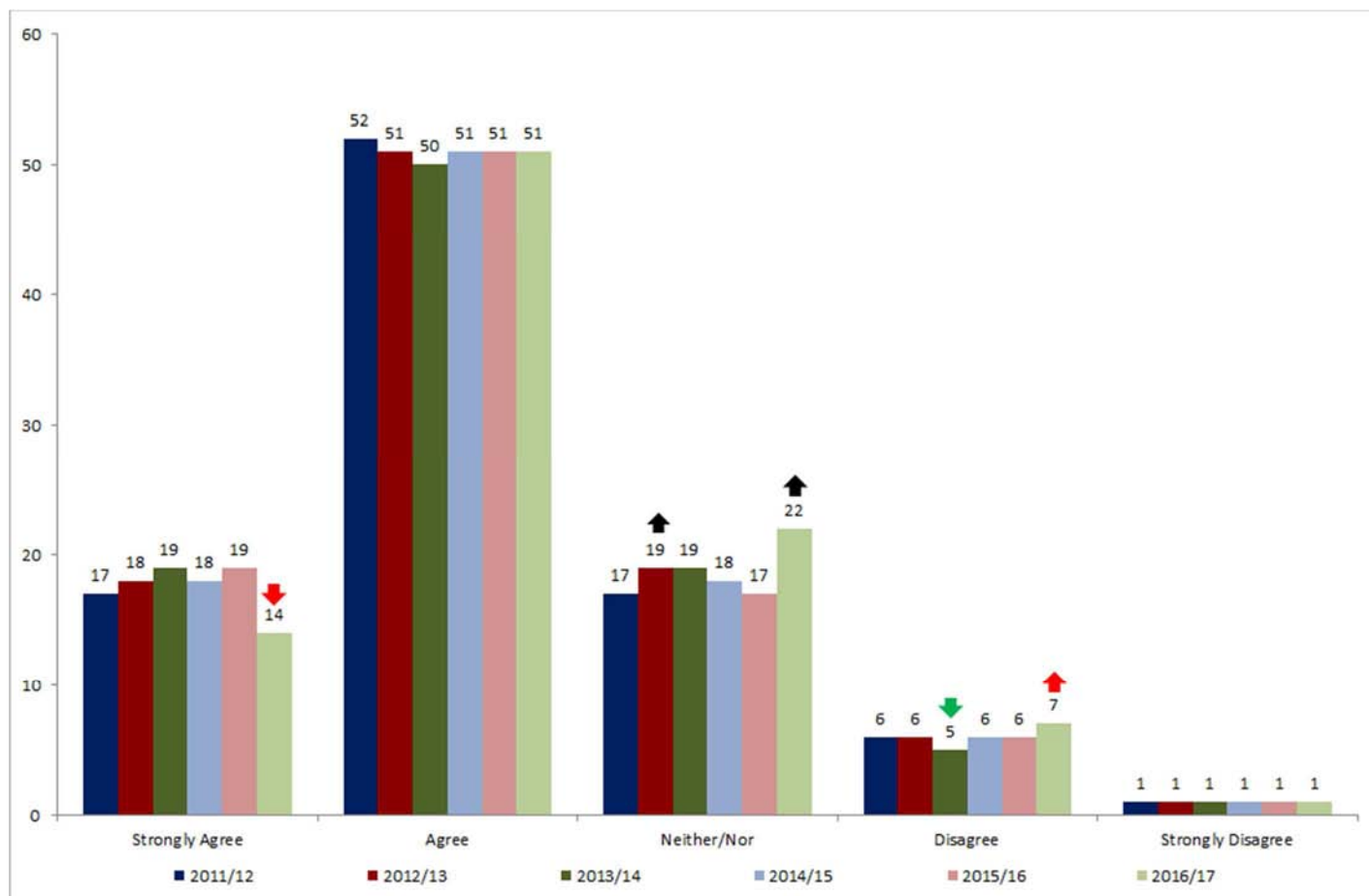
A bold neutral or don't know response indicates a statistically significant change from the previous survey wave.

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 and individual results may not total 100%.

Figure 13: Police Involvement in Community Activities – Comparison over Time (%)



Base: All respondents excluding those giving a 'not applicable' response. 2011/12 n=9679, 2012/13 n=9640, 2013/14 n=8224, 2014/15 n=7868, 2015/16 n=7995, 2016/17 n=6676.

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.

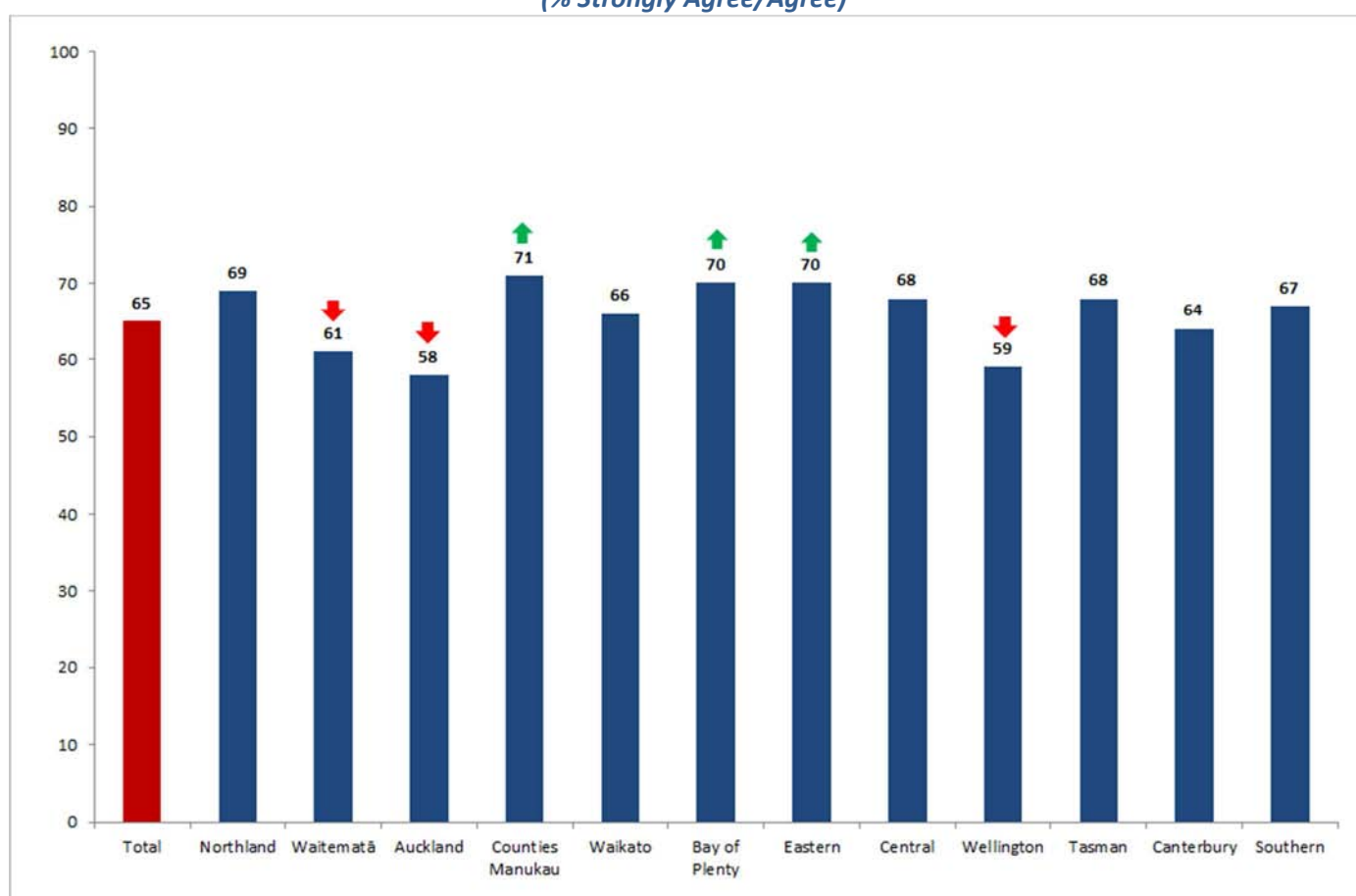
3.5.2. Police Involvement in Community Activities - Comparison by District

1. 2016/17

Responses to the statement 'Police are involved in activities in my community' varied by district. In 2016/17 respondents living in Counties Manukau (71%), Bay of Plenty (70%), and Eastern (70%) districts were significantly more likely to *strongly agree/agree* that Police were involved in community activities compared with respondents across all districts.

In contrast, respondents living in Auckland City (58%), Wellington (59%) and Waitematā (61%) districts were significantly less likely to *strongly agree/agree* with the statement.

**Figure 14: Police Involvement in Community Activities - By District in 2016/17
(% Strongly Agree/Agree)**



Base: All respondents, excluding 'not applicable' responses. Total 2016/17 n=6676; Northland n=553; Waitematā n=553; Auckland n=519; Counties n=562; Waikato n=627; Bay of Plenty n=603; Eastern n=561; Central n=590; Wellington n=567; Tasman n=495; Canterbury n=530; Southern n=516.

Green arrow indicates a significantly higher result than the total.

Red arrow indicates a significantly lower result than the total.

2. Comparison with 2015/16

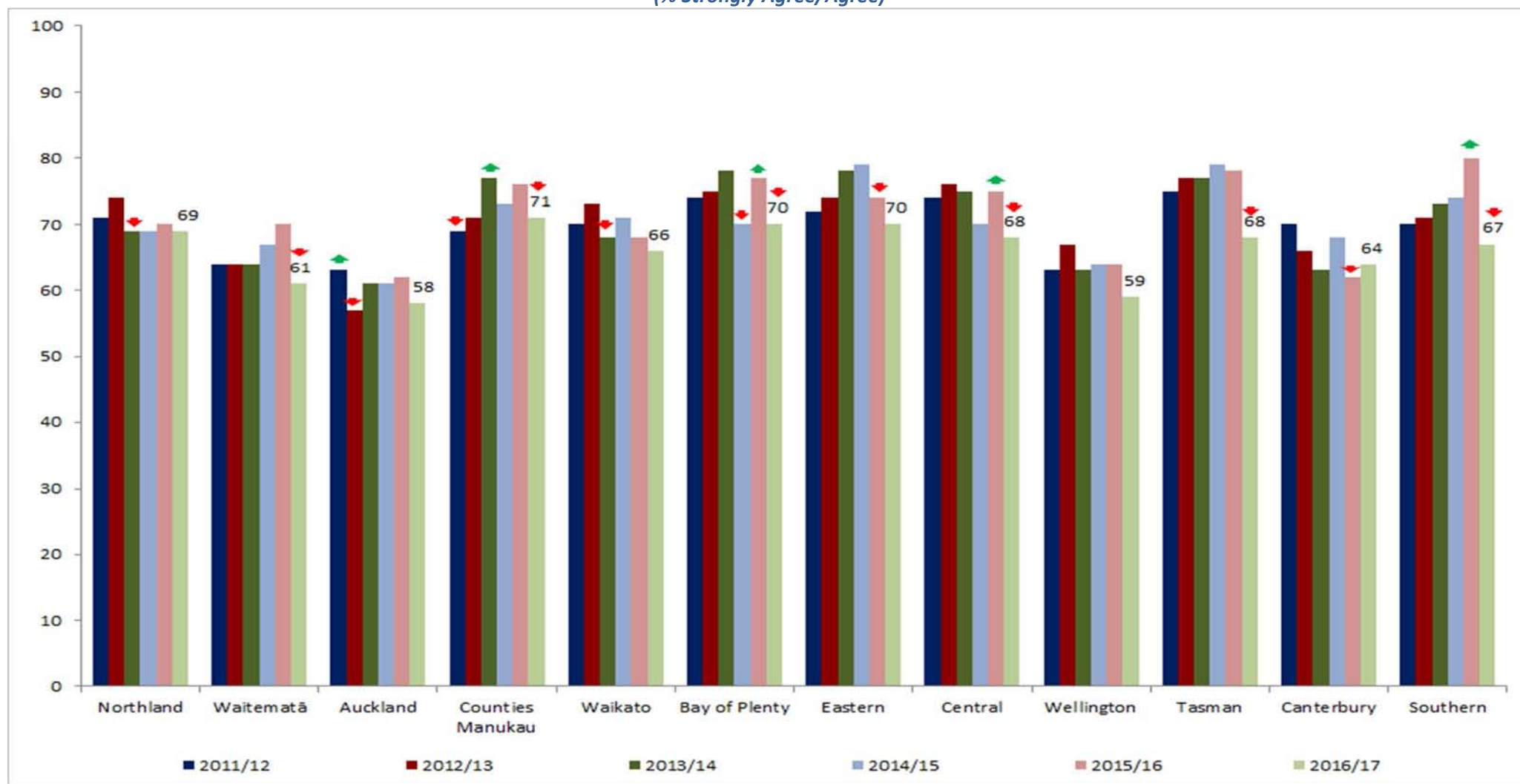
This year, Canterbury District was the only district where there has not been a decline in the share of respondents *strongly agreeing/agreeing* that Police were involved in community activities (up slightly, but not significantly, from 62% in 2015/16 to 64%).

In contrast, since last year there have been declines in the share agreeing to some extent and/or increases in the share disagreeing to some extent that Police were involved in community activities across all other districts, including statistically significant changes for the following districts:

- Waitematā (share *strongly agreeing/agreeing* down from 70% to 61%; share *strongly agreeing* down from 17% to 12%);
- Southern (share *strongly agreeing/agreeing* down from 80% to 67%; share *strongly agreeing* down from 25% to 19%; share *disagreeing/strongly disagreeing* up from 5% to 11%);
- Tasman (share *strongly agreeing/agreeing* down from 78% to 68%; share *strongly agreeing* down from 22% to 13%);
- Central (share *strongly agreeing/agreeing* down from 75% to 68%; share *disagreeing/strongly disagreeing* up from 5% to 10%);
- Bay of Plenty (share *strongly agreeing/agreeing* down from 77% to 70%);
- Counties Manukau (share *strongly agreeing/agreeing* down from 76% to 71%; share *strongly agreeing* down from 25% to 17%); and
- Auckland City (share *disagreeing/strongly disagreeing* up from 7% to 11%).

It should also be noted that while total positive and total negative safety ratings have not changed significantly for the following districts, the share stating they *strongly agree* that Police were involved in community activities has declined significantly this year for Wellington (down from 15%, to 11%), Waikato (down from 22%, to 12%), and Eastern (down from 23%, to 17%) districts.

Figure 15: 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 23: Police Involvement in Community Activities – By District over Time (Part 1) (%)

	Northland						Waitematā						Auckland City					
	11/12	12/13	13/14	14/15	15/ 16	16/17	11/12	12/13	13/14	14/15	15/ 16	16/17	11/12	12/13	13/14	14/15	15/ 16	16/17
Strongly Agree	16	17	17	16	16	15	14	14	15	15	17	12	13	15	14	15	12	9
Agree	55	57	52	53	54	54	50	50	49	52	53	49	50	42	47	46	50	49
Strongly Agree/Agree	71	74	69	69	70	69	64	64	64	67	70	61	63	57	61	61	62	58
Neither/nor	13	13	17	17	15	17	19	23	21	20	18	29	20	27	26	25	23	27
Disagree	8	6	7	7	7	8	7	5	6	4	5	5	8	7	4	4	6	9
Strongly Disagree	1	1	2	2	1	1	1	1	1	1	1	1	1	1	2	1	1	2
Disagree/Strongly Disagree	9	7	9	9	8	9	8	6	7	5	6	6	9	8	6	5	7	11
Don't know	7	6	5	5	7	5	9	7	8	8	7	5	8	8	7	9	9	5
Base	705	725	686	651	661	553	849	832	687	658	675	553	842	793	639	619	619	519

Table 24: Police Involvement in Community Activities – By District over Time (Part 2) (%)

	Counties Manukau						Waikato						Bay of Plenty					
	11/12	12/13	13/14	14/15	15/ 16	16/17	11/12	12/13	13/14	14/15	15/ 16	16/17	11/12	12/13	13/14	14/15	15/ 16	16/17
Strongly Agree	19	18	23	19	25	17	18	19	21	21	22	12	17	21	23	19	20	18
Agree	50	53	54	54	51	54	52	54	47	50	46	54	57	54	55	51	57	53
Strongly Agree/Agree	69	71	77	73	76	71	70	73	68	71	68	66	74	75	78	70	77	70
Neither/nor	19	17	14	15	13	17	17	15	19	18	16	19	13	12	12	16	10	20
Disagree	6	5	3	5	5	6	3	6	7	6	7	10	7	6	4	6	6	6
Strongly Disagree	1	1	1	1	1	2	2	1	1	0	1	1	0	1	1	1	2	1
Disagree/Strongly Disagree	7	6	4	6	6	8	5	7	8	6	8	11	7	7	5	7	8	7
Don't know	5	6	5	6	6	4	8	5	5	5	8	4	6	6	5	7	5	3
Base	889	853	719	679	688	562	918	886	739	700	732	627	847	832	714	703	698	603

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. Note: Due to rounding some totals may not correspond with the sum of the separate figures and individual results may not total 100%.

Table 25: Police Involvement in Community Activities – By District over Time (Part 3) (%)

	Eastern						Central						Wellington					
	11/12	12/13	13/14	14/15	15/ 16	16/17	11/12	12/13	13/14	14/15	15/ 16	16/17	11/12	12/13	13/14	14/15	15/ 16	16/17
Strongly Agree	17	21	22	20	23	17	21	19	21	21	20	21	12	15	14	14	15	11
Agree	55	53	56	59	51	53	53	57	54	49	55	47	51	52	49	50	49	48
Strongly Agree/Agree	72	74	78	79	74	70	74	76	75	70	75	68	63	67	63	64	64	59
Neither/nor	14	15	12	12	14	18	14	14	13	15	14	19	20	20	23	24	23	29
Disagree	6	6	5	5	6	7	6	5	5	8	5	8	7	6	4	5	7	7
Strongly Disagree	0	0	0	0	1	0	0	1	1	1	1	2	2	0	2	1	0	1
Disagree/Strongly Disagree	6	6	5	5	6	8	6	6	6	9	5	10	9	6	6	6	8	8
Don't know	8	5	5	4	6	4	6	4	6	6	6	4	8	7	8	6	6	5
Base	765	787	697	695	696	561	807	841	703	675	689	590	913	851	705	666	677	567

Table 26: Police Involvement in Community Activities – By District over Time (Part 4) (%)

	Tasman						Canterbury						Southern					
	11/12	12/13	13/14	14/15	15/ 16	16/17	11/12	12/13	13/14	14/15	15/ 16	16/17	11/12	12/13	13/14	14/15	15/ 16	16/17
Strongly Agree	18	26	24	26	22	13	19	18	16	18	16	12	19	17	24	23	25	19
Agree	57	51	53	53	56	55	51	48	47	50	46	52	51	54	49	51	55	48
Strongly Agree/Agree	75	77	77	79	78	68	70	66	63	68	62	64	70	71	73	74	80	67
Neither/nor	13	13	13	12	11	21	18	21	24	19	22	22	18	18	15	14	10	19
Disagree	3	4	3	4	5	6	5	6	5	7	6	8	5	5	7	6	5	7
Strongly Disagree	0	1	1	1	1	1	1	1	1	1	2	0	1	0	1	1	0	4
Disagree/Strongly Disagree	3	5	4	5	6	7	6	7	6	8	8	8	6	5	8	7	5	11
Don't know	9	5	6	4	5	4	6	6	7	5	8	6	6	6	4	5	6	3
Base	659	698	635	594	603	495	801	827	656	623	638	530	684	715	644	605	619	516

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. Note: Due to rounding some totals may not correspond with the sum of the separate figures and individual results may not total 100%.

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 questions¹⁵ 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 standards¹⁶ are built around the six most important aspects of service that people expect from the public sector. These aspects 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 questions¹⁷.

Note: 2016/17 results include results from two new surveys - the Electoral Roll Survey (a population sample self-completion survey undertaken online and post out hard copy) and the Service Experience Survey (a telephone survey of those who had contact via the Crime Reporting Line and the Communications Centre). These new surveys also ask all respondents to rate multiple points of contact where a reason for contact with Police results in multiple contacts (whereas the original surveys randomly select one point of contact). Results from these two new surveys have been incorporated with those from the General, Māori Booster, and Communications Centre surveys by weighting the two new surveys by demographics and point of contact within districts (worked out using results from the General, Māori Booster and Electoral Roll Surveys). These changes to the survey programme may affect results somewhat, as any change in survey methodology can have an impact. This should be borne in mind when comparing current results to those from the previous survey waves.

¹⁵ Some questions did not apply for some reasons and methods of contact.

¹⁶ 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.

¹⁷ 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.

4.1. Satisfaction with the Overall Quality of Service Delivery

4.1.1. Satisfaction with the Overall Quality of Service Delivery – Comparison with 2015/16

This year 82% of respondents reported being either *very satisfied* or *satisfied* with the overall quality of service they received. This result is down significantly compared with the previous measure (84% *very satisfied/satisfied* in 2015/16). The share of respondents who are *very satisfied* is also down significantly (from 48% last year, to 44%).

Seven percent of respondents reported they were *dissatisfied* or *very dissatisfied* with the overall quality of the service they received. This share unchanged from last year.

Table 27: Satisfaction with the Overall Quality of Service Delivery – Comparison over Time (%)

	2011/12	2012/13	2013/14	2014/15	2015/16	2016/17
Very Satisfied	41	44	49	47	48	44
Satisfied	41	39	35	35	35	38
Very Satisfied/Satisfied	82	83	84	82	84	82
Neither/Nor	10	9	9	10	8	9
Dissatisfied	5	5	5	4	5	5
Very Dissatisfied	3	3	2	3	3	3
Dissatisfied/Very Dissatisfied	8	8	7	7	7	7
Don't know	0	0	0	1	1	2
Base	4707	4649	4681	4493	4027	5708

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

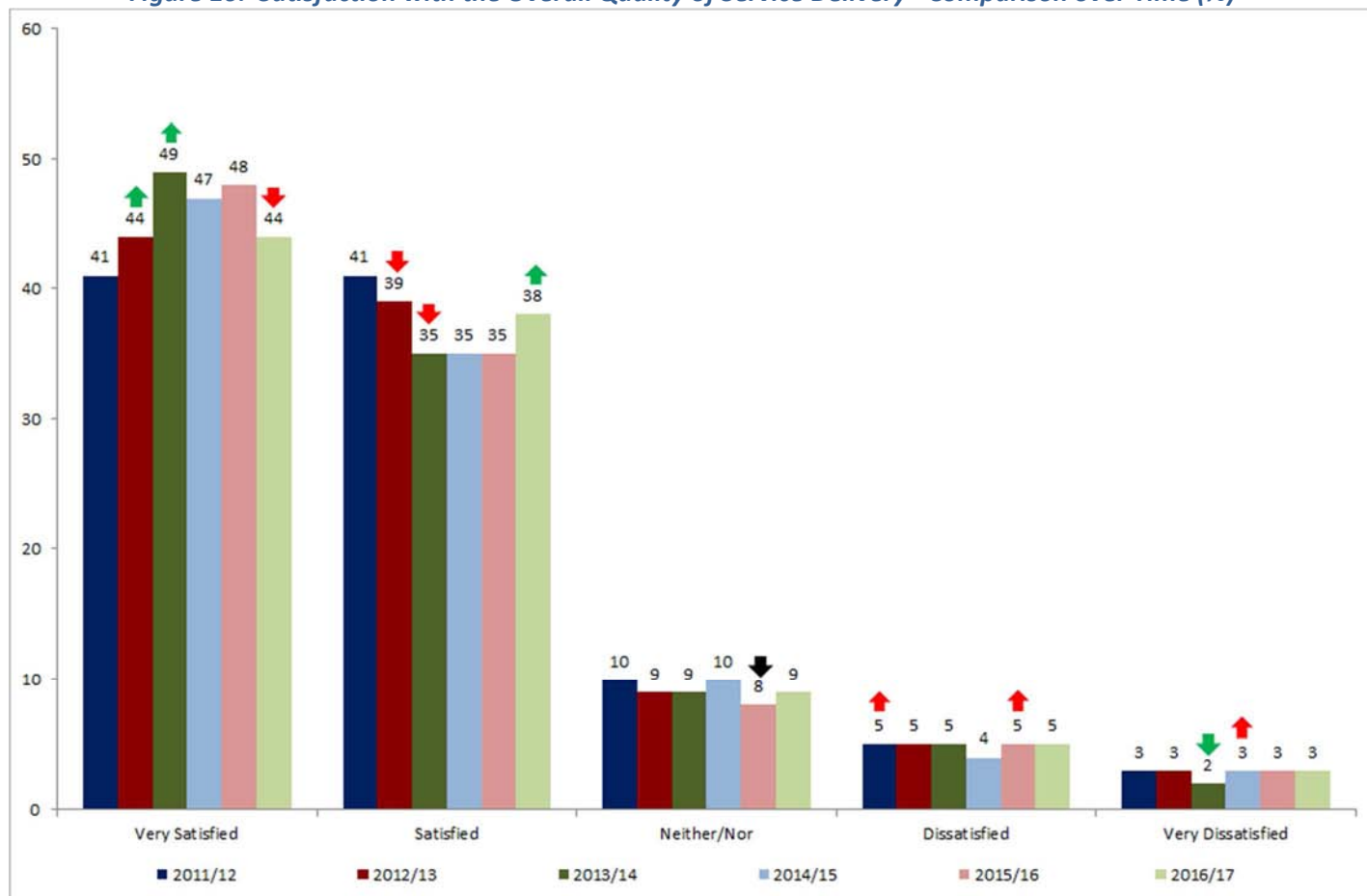
A bold neutral or don't know response indicates a statistically significant change from the previous survey wave.

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 and individual results may not total 100%.

Figure 16: Satisfaction with the Overall Quality of Service Delivery - Comparison over Time (%)



Base: All respondents excluding those giving a 'not applicable' response. 2011/12 n=4707, 2012/13 n=4649, 2013/14 n=4681, 2014/15 n=4493, 2015/16 n= 4027, 2016/17 n=5708.

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. *Satisfaction with the Overall Quality of Service Delivery - Differences Among Sub-Groups in 2016/17*

The following statistically significant differences for 2016/17 are evident at the total results level (combined 2016/17 results for General, Māori Booster, Communications Centre, Crime Reporting Line, Service Experience Surveys and Electoral Roll samples). *Respondent groups marked with an * were also significantly more likely to give a higher rating in the 2015/16 survey.*

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

- whose reason for contact was a traffic stop* (90%, compared with 80% of all other respondents);
- whose reason for contact was a traffic crash or accident (89%, compared with 82% of all other respondents);
- whose reason for contact was a general enquiry* (86%, compared with 82% of all other respondents);
- living in Counties Manukau (86%, compared with 81% of all other respondents) or Eastern (86%, compared with 81% of all other respondents) districts;
- aged 45-54* years (85%, compared with 81% of all other respondents) or 65 years or older (86%, compared with 81% of all other respondents);
- whose point of contact was either with police in person (other than at the roadside or local station) (85%, compared with 81% of all other respondents) or at the roadside (84%, compared with 81% of all other respondents);
- of European ethnicity* (83%, compared with 79% of all other respondents); and/or
- who are female (83%, compared with 80% of male respondents).

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

- whose reason for contact was being a suspect or perpetrator (20%, compared with 7% of all other respondents);
- whose reason for contact was a traffic offence* (17%, compared with 6% of all other respondents);
- whose reason for contact was property damage or vandalism (16%, compared with 7% of all other respondents);
- of Pacific (12%, compared with 7% of all other respondents) or Māori* (9%, compared with 7% of all other respondents) ethnicity;
- whose reason for contact was disorderly behaviour or intoxication offences (11%, compared with 7% of all other respondents);
- living in Canterbury District (10%, compared with 7% of all other respondents);
- whose point of contact was calling the local station* (10%, compared with 7% of all other respondents);
- aged 25-34 years old (9%, compared with 6% of all other respondents) or 55-64 years (10%, compared with 7% of all other respondents);
- living in an area with an NZDep score of 4-7 (9%, compared with 6% of all other respondents); and/or
- who are male* (8%, compared with 7% of female respondents).

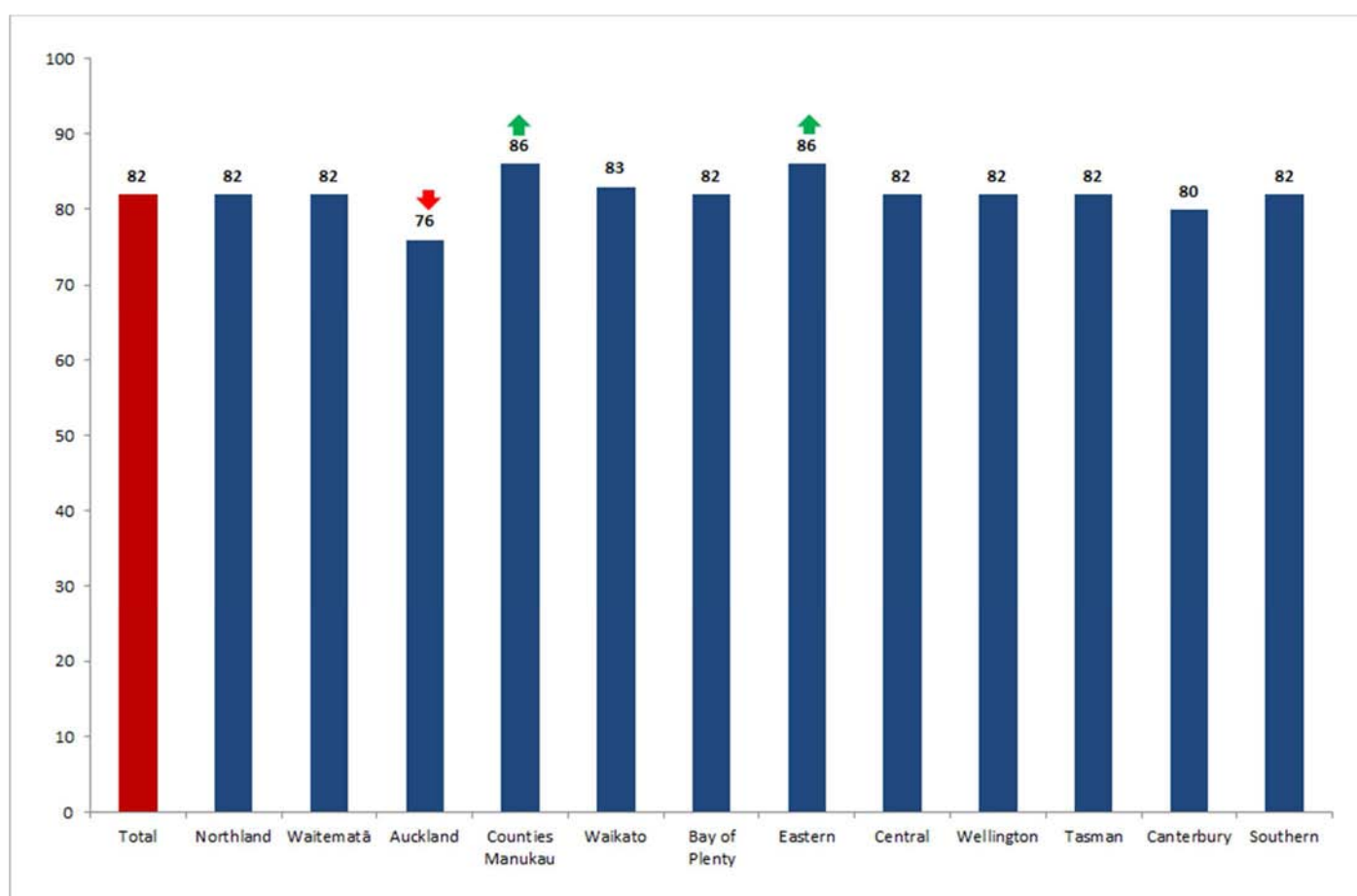
4.1.3. Satisfaction with the Overall Quality of Service Delivery - Comparison by District

1. 2016/17

More than four in five respondents (82%) were *very satisfied/satisfied* with the overall quality of service delivery. Respondents living in Counties Manukau and Eastern districts (both 86%) were significantly more likely to be *very satisfied/satisfied* with the overall quality of service delivery.

In contrast, respondents living in Auckland City District were less likely to be at least satisfied to some extent with the overall service delivery (76%) compared with respondents across all districts combined.

Figure 17: Satisfaction with the Overall Quality of Service Delivery - By District in 2016/17
(% Very Satisfied/Satisfied)



Base: All respondents, excluding 'not applicable' responses. Total 2016/17=5708; Northland n=371; Waitematā n=485; Auckland n=469; Counties n=457; Waikato n=567; Bay of Plenty n=486; Eastern n=472; Central n=554; Wellington n=574; Tasman n=334; Canterbury n=508; Southern n=431.

Green arrow indicates a significantly higher result than the total.

Red arrow indicates a significantly lower result than the total.

2. Comparison with 2015/16

When compared with 2015/16 results, there has been a statistically significant increase in the proportion of Counties Manukau District respondents who were *very satisfied* or *satisfied* with the overall quality of service delivery (up from 77% last year, to 86% this measure), including a significant increase in *very satisfied* ratings (up from 45%, to 52%). As a result of the increase in positive ratings, there has also been a significant decline in negative ratings among Counties Manukau District respondents (the share *dissatisfied/very dissatisfied* down from 15%, to 6%).

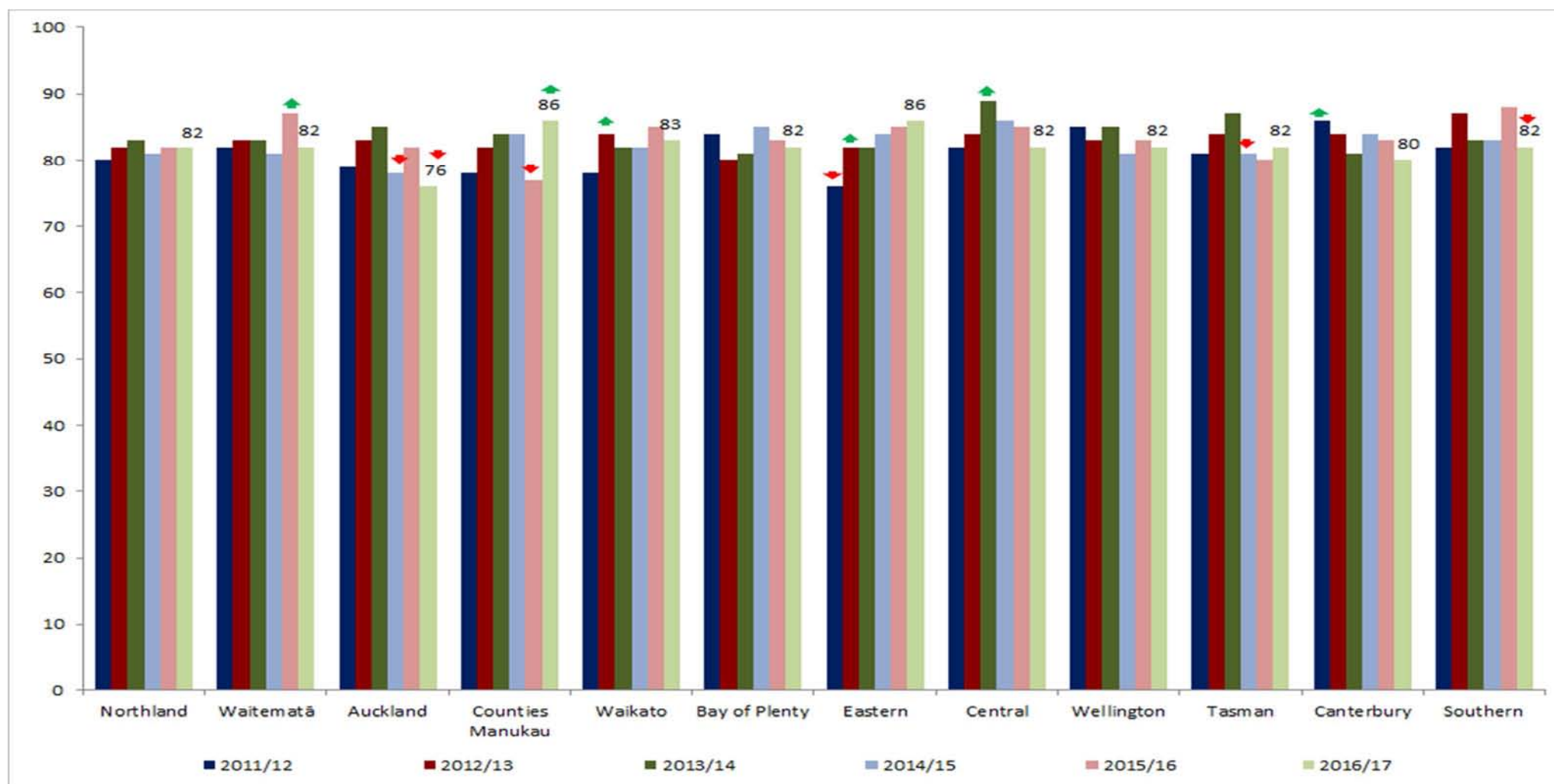
In contrast, there has been a statistically significant decrease in the proportion of respondents who were *very satisfied/satisfied* with the overall quality of service delivery among those living in Auckland City (down from 82% in 2015/16, to 76% this measure) and Southern (down from 88%, to 82%) districts. In addition to this, the share of respondents in Canterbury District who were *dissatisfied* or *very dissatisfied* has increased significantly this year (up from 5%, to 10%).

This year there have also been a number of districts where the share *very satisfied* with the quality of service delivery has declined significantly, including:

- Auckland City District (down from 42%, to 34%);
- Northland District (down from 46%, to 37%);
- Waitematā District (down from 51%, to 41%);
- Eastern District (down from 50%, to 43%);
- Waikato District (down from 53%, to 45%); and
- Central District (down from 53%, to 46%).

Central District has also experience a significant increase in the share of *dissatisfied/very dissatisfied* respondents this year (up from 4% in 2015/16, to 9%).

Figure 18: Satisfaction with the Overall Quality of 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 28: Satisfaction with the Overall Quality of Service Delivery – By District over Time (Part 1) (%)

	Northland						Waitematā						Auckland City					
	11/12	12/13	13/14	14/15	15/ 16	16/17	11/12	12/13	13/14	14/15	15/ 16	16/17	11/12	12/13	13/14	14/15	15/ 16	16/17
Very satisfied	41	47	51	49	46	37	38	45	48	46	51	41	33	39	48	43	42	34
Satisfied	39	35	32	32	37	45	44	38	35	35	36	41	46	44	37	35	40	42
Very Satisfied/Satisfied	80	82	83	81	82	82	82	83	83	81	87	82	79	83	85	78	82	76
Neither/nor	11	8	5	11	7	7	10	9	9	12	6	11	11	11	8	14	11	16
Dissatisfied	5	7	6	4	7	6	5	5	5	6	3	4	5	4	6	6	5	3
Very dissatisfied	4	3	5	3	4	2	3	3	3	1	2	2	5	2	1	2	1	2
Dissatisfied/Very Dissatisfied	9	10	11	7	11	8	8	8	8	7	5	6	10	6	7	8	6	6
Don't know	0	0	1	1	1	2	0	0	0	0	2	1	0	0	0	0	1	2
Base	328	307	402	345	310	371	412	372	399	385	331	485	410	365	331	352	298	469

Table 29: Satisfaction with the Overall Quality of Service Delivery – By District over Time (Part 2) (%)

	Counties Manukau						Waikato						Bay of Plenty					
	11/12	12/13	13/14	14/15	15/ 16	16/17	11/12	12/13	13/14	14/15	15/ 16	16/17	11/12	12/13	13/14	14/15	15/ 16	16/17
Very satisfied	37	42	45	48	45	52	36	43	51	48	53	45	43	42	49	44	45	46
Satisfied	41	40	39	36	33	34	42	41	31	34	31	38	41	38	32	41	38	36
Very Satisfied/Satisfied	78	82	84	84	77	86	78	84	82	82	85	83	84	80	81	85	83	82
Neither/nor	10	8	7	8	7	7	15	9	11	10	5	9	7	11	13	9	8	11
Dissatisfied	6	7	6	3	9	4	4	5	4	6	6	4	6	4	5	4	6	3
Very dissatisfied	6	2	3	4	5	2	3	2	3	2	4	2	3	5	1	2	3	3
Dissatisfied/Very Dissatisfied	12	9	9	7	15	6	7	7	7	8	9	6	9	9	6	6	9	7
Don't know	0	1	0	1	2	1	0	0	0	0	1	2	0	0	0	0	1	1
Base	452	412	393	366	341	457	484	511	454	471	402	567	433	434	444	407	360	486

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. Note: Due to rounding some totals may not correspond with the sum of the separate figures and individual results may not total 100%.

Table 30: Satisfaction with the Overall Quality of Service Delivery – By District over Time (Part 3) (%)

	Eastern						Central						Wellington					
	11/12	12/13	13/14	14/15	15/ 16	16/17	11/12	12/13	13/14	14/15	15/ 16	16/17	11/12	12/13	13/14	14/15	15/ 16	16/17
Very satisfied	39	40	49	47	50	43	43	45	54	49	53	46	46	43	49	49	53	49
Satisfied	37	42	33	37	35	43	39	39	35	37	32	36	39	40	36	32	29	34
Very Satisfied/Satisfied	76	82	82	84	85	86	82	84	89	86	85	82	85	83	85	81	83	82
Neither/nor	14	8	11	6	8	8	10	9	4	9	9	8	8	7	7	9	8	7
Dissatisfied	7	9	4	6	6	4	4	4	4	4	2	7	5	7	5	5	5	6
Very dissatisfied	2	1	3	4	1	1	3	3	2	1	1	2	2	3	2	4	3	3
Dissatisfied/Very Dissatisfied	9	10	7	10	6	5	7	7	6	5	4	9	7	10	7	9	8	9
Don't know	1	0	0	0	2	1	1	0	1	0	2	2	0	0	1	1	1	1
Base	370	369	396	347	364	472	392	433	406	405	386	554	470	423	402	414	369	574

Table 31: Satisfaction with the Overall Quality of Service Delivery – By District over Time (Part 4) (%)

	Tasman						Canterbury						Southern					
	11/12	12/13	13/14	14/15	15/ 16	16/17	11/12	12/13	13/14	14/15	15/ 16	16/17	11/12	12/13	13/14	14/15	15/ 16	16/17
Very satisfied	41	46	51	42	54	53	54	45	49	49	42	38	40	50	49	55	49	46
Satisfied	40	38	36	39	26	28	32	39	32	35	41	42	42	37	34	28	40	36
Very Satisfied/Satisfied	81	84	87	81	80	82	86	84	81	84	83	80	82	87	83	83	88	82
Neither/nor	10	9	6	11	10	9	8	7	11	9	11	8	9	6	7	7	1	8
Dissatisfied	6	5	5	5	8	6	4	4	5	4	2	6	7	5	4	3	2	5
Very dissatisfied	2	2	2	3	3	2	2	5	3	2	3	4	1	1	4	6	5	2
Dissatisfied/Very Dissatisfied	8	7	7	8	10	8	6	9	8	6	5	10	8	6	8	9	7	7
Don't know	1	0	0	0	0	2	0	0	0	1	1	1	1	1	2	1	3	3
Base	321	323	376	312	262	334	360	383	348	396	312	508	275	317	330	293	292	431

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. Note: Due to rounding some totals may not correspond with the sum of the separate figures and individual results may not total 100%.

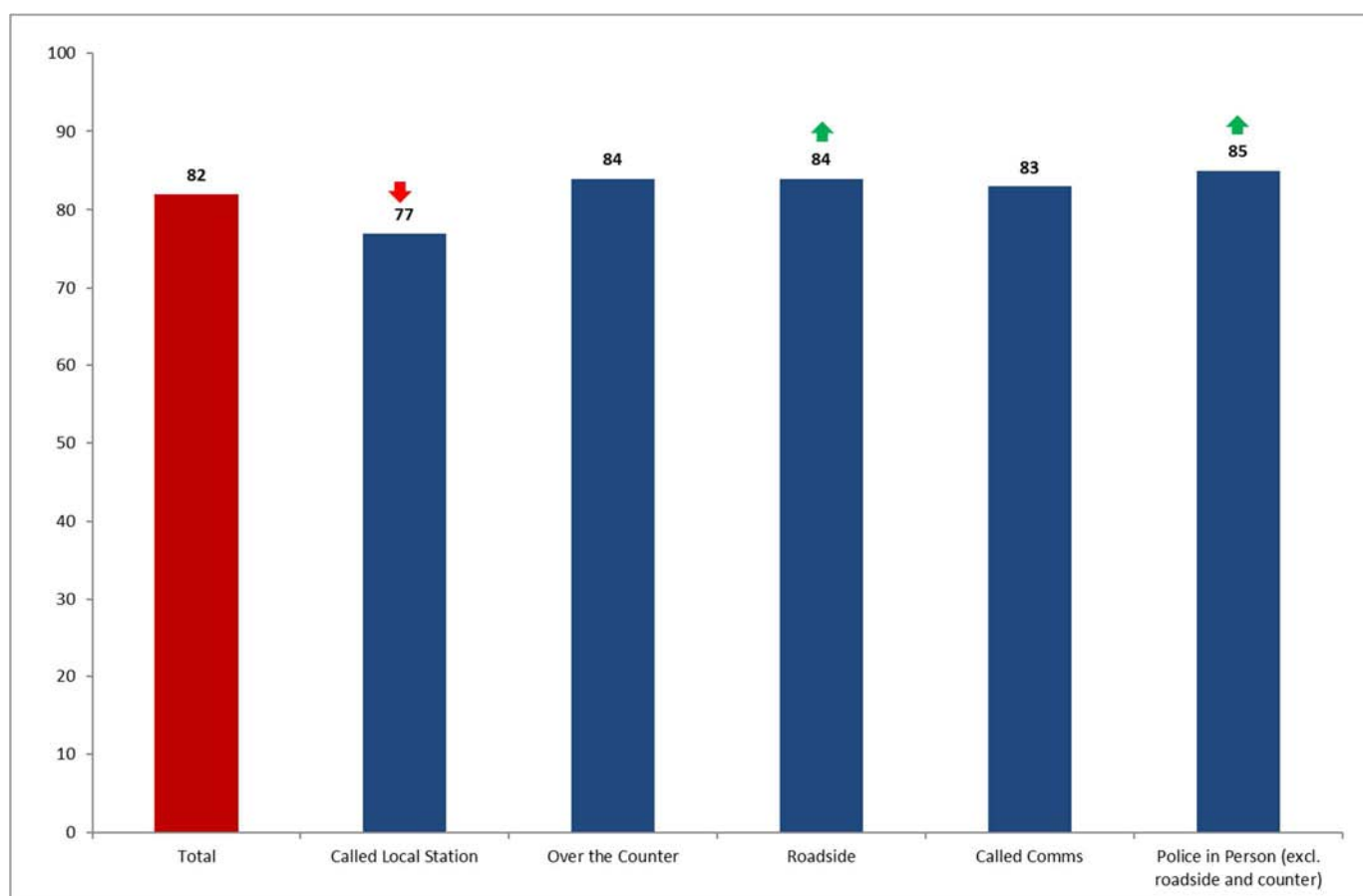
4.1.4. Satisfaction with the Overall Quality of Service Delivery - Comparison by Point of Contact

1. 2016/17

Just over four out of five respondents (82%) were satisfied to some extent with the overall quality of service delivery. Those whose point of contact with Police was either in person (other than at the roadside or a local station) (85%) or at the roadside (84%) were significantly more likely to give a positive response in terms of the overall quality of service delivery when compared with responses from respondents across all points of contact combined. A similar share of those who had contact over the counter at the local station also gave a positive rating (84% *very satisfied/satisfied*) however this was not statistically significantly higher.

In contrast, respondents whose point of contact with Police was calling the local station (77%) were significantly less likely to be *very satisfied/satisfied* with the overall quality of the service they received.

Figure 19: Satisfaction with the Overall Quality of Service Delivery - By Point of Contact in 2016/17
(% Very Satisfied/Satisfied)



Base: All respondents, excluding 'not applicable' responses. Total 2016/17 n=5708; Called local station n=482; Over the counter n=469; Roadside n=1062; Called the Communications Centre n=2333; Police in Person (excl. roadside and counter) n=1090.

Green arrow indicates a significantly higher result than the total.

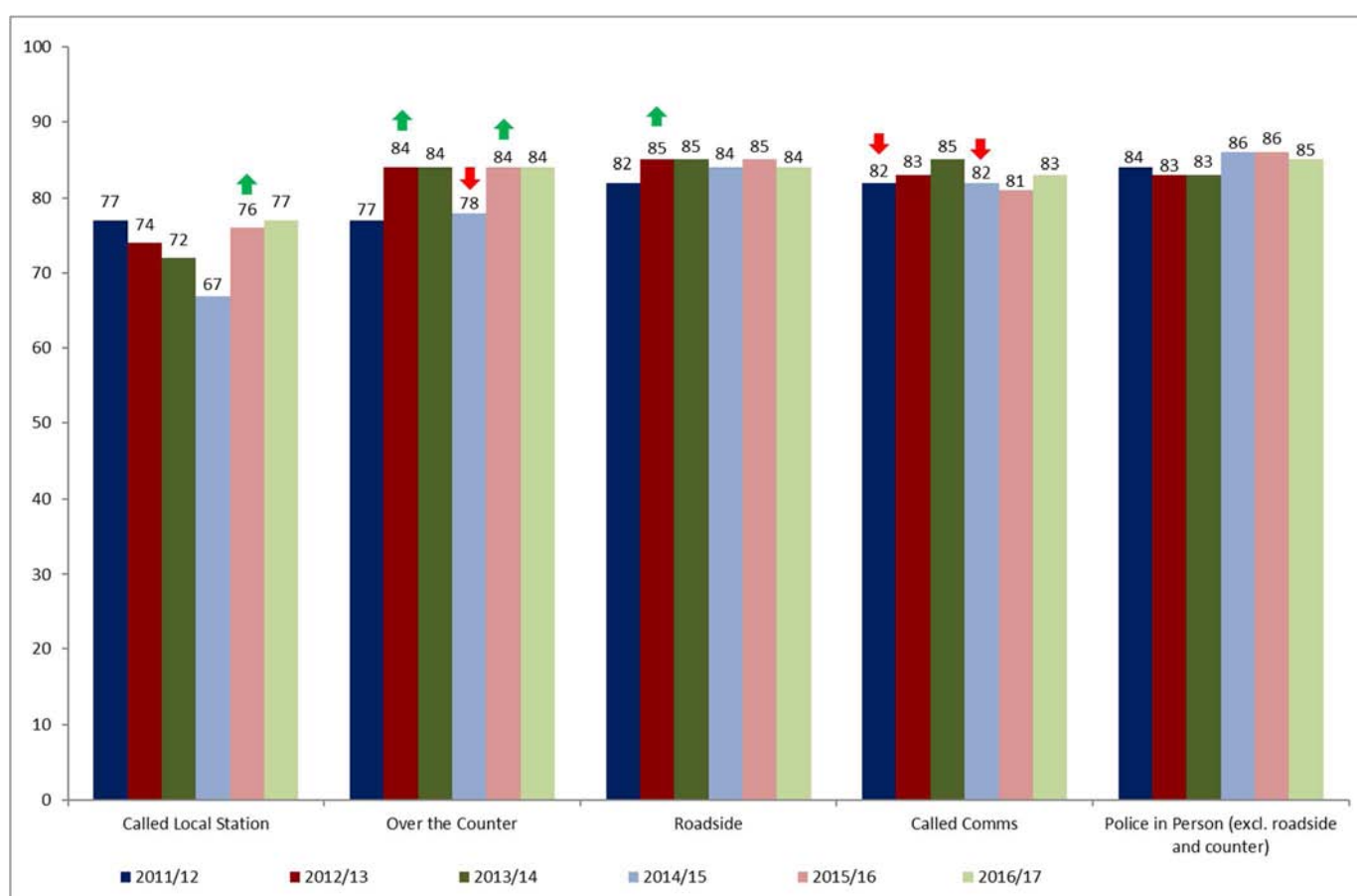
Red arrow indicates a significantly lower result than the total.

2. Comparison with 2015/16

In 2016/17, there have not been any significant changes for any points of contact in the share of respondents who reported being *very satisfied* or *satisfied* with the overall quality of service delivery they received from Police. However, it should be noted that there has been a significant decrease in the share calling the Communications Centre who were dissatisfied to some extent with the service overall (those *dissatisfied/very dissatisfied* down from 10%, to 8%).

When compared with 2015/16 results, there have not been any statistically significantly negative changes in the share of respondents who reported they were *very satisfied/satisfied* or *dissatisfied/very dissatisfied* with the overall quality of service delivery by point of contact. However, there has been a significant decrease in the share *very satisfied* among those who had contact at the roadside (down from 50%, to 46%).

Figure 20: Satisfaction with the Overall Quality of 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 32: Satisfaction with the Overall Quality of Service Delivery – By Point of Contact over Time (Part 1) (%)

	Called Local Station						Over the Counter						Roadside					
	11/12	12/13	13/14	14/15	15/ 16	16/17	11/12	12/13	13/14	14/15	15/ 16	16/17	11/12	12/13	13/14	14/15	15/ 16	16/17
Very satisfied	38	35	41	40	37	42	41	43	50	48	47	41	39	44	49	46	50	46
Satisfied	39	39	31	26	40	35	36	41	34	30	37	43	43	41	36	38	35	39
Very Satisfied/Satisfied	77	74	72	67	76	77	77	84	84	78	84	84	82	85	85	84	85	84
Neither/nor	8	10	10	18	11	12	10	6	8	10	7	7	11	8	9	9	7	9
Dissatisfied	10	12	12	11	10	7	9	7	5	7	4	5	4	4	3	4	4	4
Very dissatisfied	5	4	6	3	2	3	4	3	3	5	4	2	3	3	2	3	3	3
Dissatisfied/Very Dissatisfied	15	16	18	13	11	10	13	10	8	12	8	7	7	7	5	7	7	7
Don't know	0	0	0	2	1	1	0	0	0	0	2	1	0	0	1	0	1	0
Base	257	243	245	231	196	482	451	421	450	413	386	469	1538	1515	1768	1603	1424	1062

Table 33: Satisfaction with the Overall Quality of Service Delivery – By Point of Contact over Time (Part 2) (%)

	Called Comms						Police in Person (excl. roadside and counter)					
	11/12	12/13	13/14	14/15	15/ 16	16/17	11/12	12/13	13/14	14/15	15/ 16	16/17
Very satisfied	41	44	49	52	45	44	46	45	52	50	52	51
Satisfied	41	39	36	30	36	38	38	38	31	36	35	34
Very Satisfied/Satisfied	82	83	85	82	81	83	84	83	83	86	86	85
Neither/nor	11	9	7	10	8	8	8	9	8	8	6	10
Dissatisfied	4	6	6	4	6	6	4	4	6	4	3	5
Very dissatisfied	2	2	2	3	3	2	4	4	2	2	3	3
Dissatisfied/Very Dissatisfied	6	8	8	7	10	8	8	8	8	6	6	8
Don't know	1	0	0	1	2	1	0	0	1	0	1	3
Base	1621	1639	1400	1397	1320	2332	844	831	818	855	689	1090

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. Note: Due to rounding some totals may not correspond with the sum of the separate figures and individual results may not total 100%.

4.2. Treated Fairly

4.2.1. Treated Fairly – Comparison with 2015/16

In 2016/17, almost nine out of ten respondents (89%) who had contact with Police either *strongly agreed* or *agreed* they were treated fairly. This was unchanged from both the 2014/15 and 2015/16 shares (both 89%).

Only 5% of respondents *disagree* (3%) or *strongly disagree* (2%) that they were treated fairly (down 1 percentage point from 6% in 2015/16).

Table 34: Treated Fairly – Comparison Over Time (%)

	2011/12	2012/13	2013/14	2014/15	2015/16	2016/17
Strongly Agree	48	51	55	54	55	51
Agree	42	41	35	35	34	38
Strongly Agree/Agree*	90	92	90	89	89	89
Neither/Nor	4	4	4	4	4	4
Disagree	3	3	4	4	4	3
Strongly Disagree	3	1	2	2	2	2
Disagree/Strongly Disagree	6	4	6	6	6	5
Don't know	0	0	0	0	1	1
<i>Base</i>	4670	4626	3551	3193	2968	4363

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

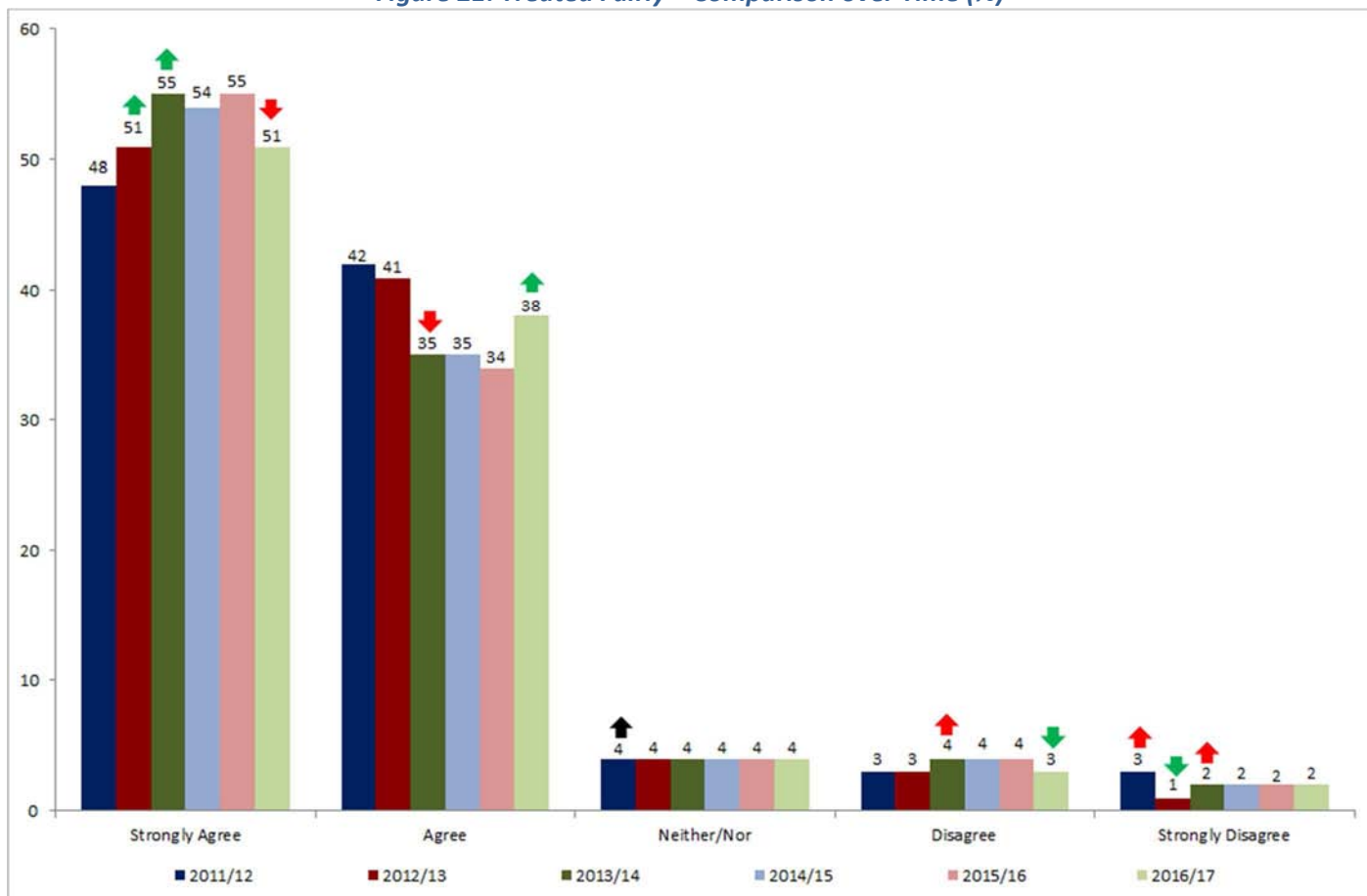
A bold neutral or don't know response indicates a statistically significant change from the previous survey wave.

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 and individual results may not total 100%.

Figure 21: Treated Fairly – Comparison over Time (%)



Base: All respondents excluding those giving a 'not applicable' response. 2011/12 n=4670, 2012/13 n=4626, 2013/14 n=3551, 2014/15 n=3193, 2015/16 n=2968, 2016/17 n=4363.

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.

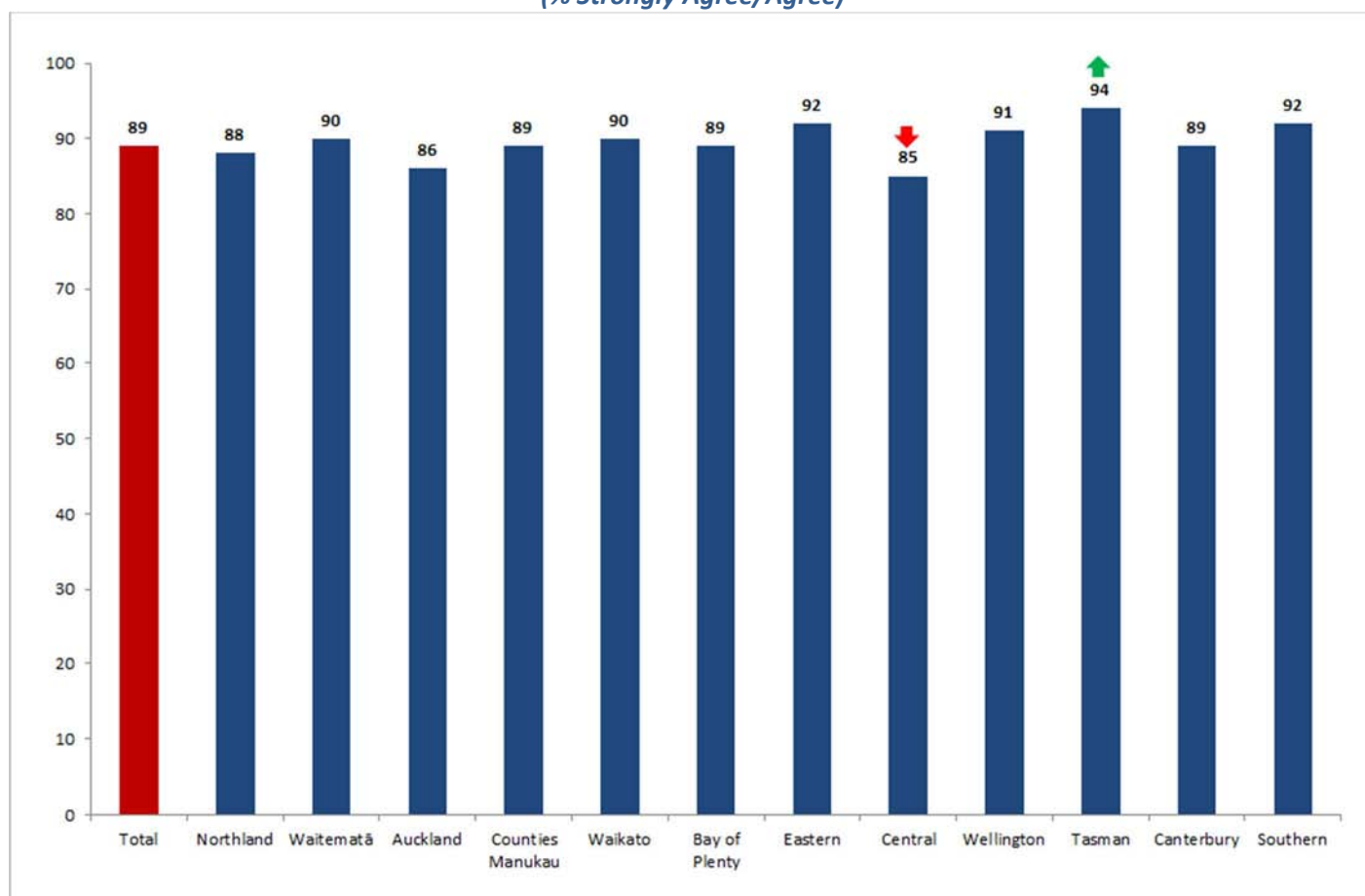
4.2.2. Treated Fairly - Comparison by District

1. 2016/17

Almost nine out of ten respondents (89%) *strongly agreed* or *agreed* that they were treated fairly in 2016/17. However, results varied by district, with respondents living in Tasman District significantly more likely to *strongly agree* or *agree* that they were treated fairly (94% agreeing to some extent).

In contrast, respondents living in Central District were less likely to *strongly agree/agree* that they were treated fairly (85%) compared with respondents across all districts combined.

Figure 22: Treated Fairly - By District in 2016/17
(% Strongly Agree/Agree)



Base: All respondents, excluding 'not applicable' responses. Total 2016/17 n=4363; Northland n=295; Waitematā n=348; Auckland n=358; Counties Manukau n=357; Waikato n=413; Bay of Plenty n=377; Eastern n=382; Central n=426; Wellington n=415; Tasman n=255; Canterbury n=399; Southern n=338.

Green arrow indicates a significantly higher result than the total.

Red arrow indicates a significantly lower result than the total.

2. Comparison with 2015/16

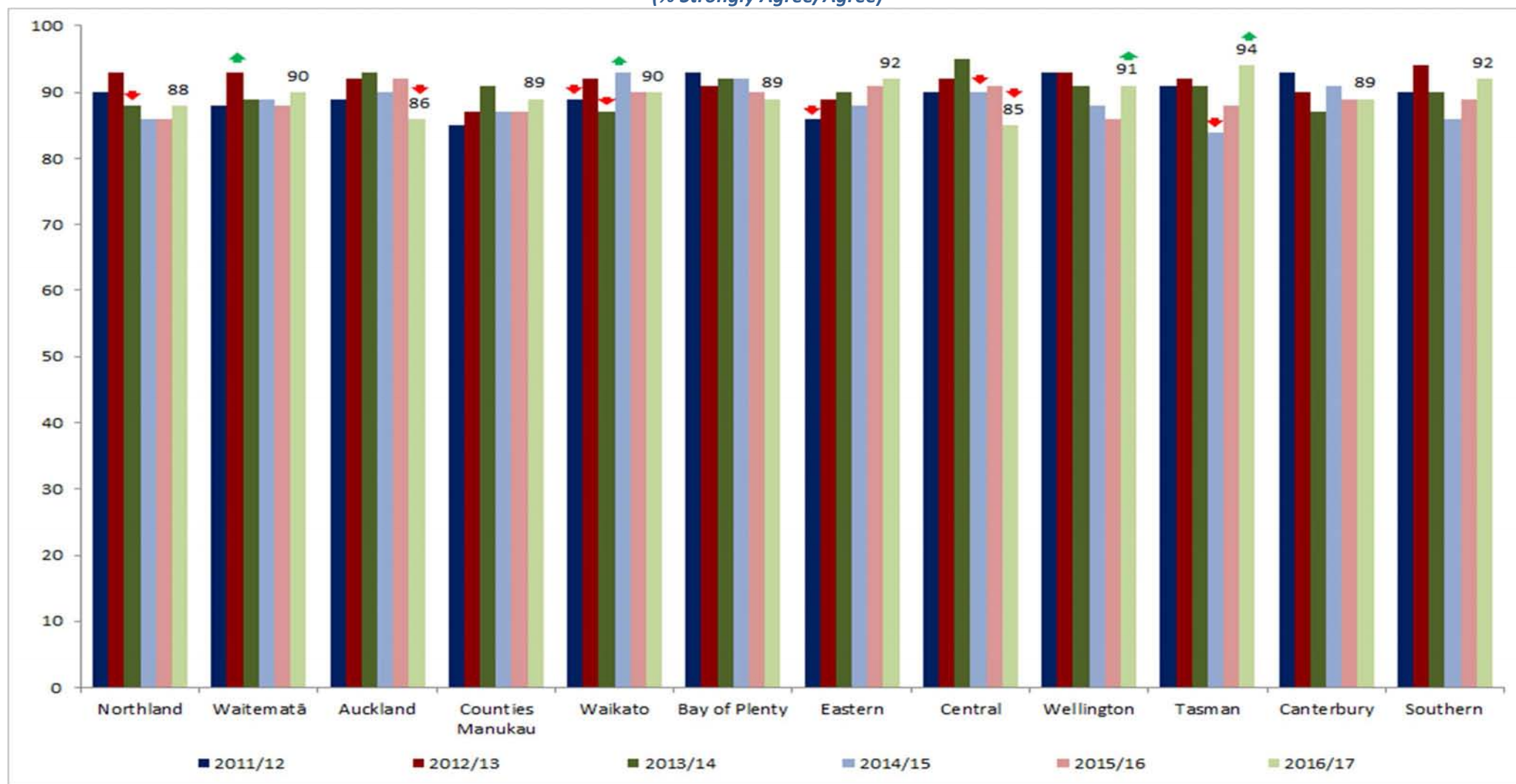
When compared with the 2015/16 survey wave, there has been a significant increase in the proportion of respondents who *strongly agree* or *agree* that they were treated fairly by Police in both Tasman (up from 88%, to 94%) and Wellington (up from 86%, to 91%) districts.

Tasman District has also had a significant increase in the share of respondents *strongly agreeing* that they were treated fairly (up from 48% last year, to 63%), while Eastern District has had a significant decline in the share *disagreeing/strongly disagreeing* with the statement (down from 5% in 2015/16, to 1% this measure).

In contrast, there has been a significant decrease in the proportion of respondents who *strongly agreed/agreed* that they were treated fairly in Central (down from 91%, to 85%) and Auckland City (down from 92% in 2015/16, to 86%) districts.

Also of note this year is that there has been a significant decline in the share *strongly agreeing* that they were treated fairly in Auckland City (down from 53%, to 42%), Canterbury (down from 53%, to 45%), Eastern (down from 58%, to 50%), and Waikato (down from 60%, to 52%) districts.

Figure 23: 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 35: Treated Fairly – By District over Time (Part 1) (%)

	Northland						Waitematā						Auckland City					
	11/12	12/13	13/14	14/15	15/ 16	16/17	11/12	12/13	13/14	14/15	15/ 16	16/17	11/12	12/13	13/14	14/15	15/ 16	16/17
Strongly Agree	48	47	52	55	50	50	42	56	60	51	56	53	45	46	56	58	53	42
Agree	42	46	36	31	36	39	46	37	29	38	32	38	44	46	37	32	39	44
Strongly Agree/Agree	90	93	88	86	86	88	88	93	89	89	88	90	89	92	93	90	92	86
Neither/nor	5	4	4	6	4	6	5	2	4	4	4	4	5	6	5	4	3	8
Disagree	3	2	4	4	6	3	4	3	4	6	5	4	3	1	1	4	2	2
Strongly Disagree	2	1	3	3	2	2	3	2	3	0	2	1	3	1	1	2	1	2
Disagree/Strongly Disagree	5	3	7	7	8	5	7	5	7	6	6	5	6	2	2	6	3	4
Don't know	0	0	1	1	2	0	0	0	0	1	2	1	0	0	0	0	3	2
Base	327	305	298	220	204	295	408	370	300	276	239	348	411	362	257	261	219	358

Table 36: Treated Fairly – By District over Time (Part 2) (%)

	Counties Manukau						Waikato						Bay of Plenty					
	11/12	12/13	13/14	14/15	15/ 16	16/17	11/12	12/13	13/14	14/15	15/ 16	16/17	11/12	12/13	13/14	14/15	15/ 16	16/17
Strongly Agree	44	44	54	49	56	54	44	52	58	52	60	52	50	50	51	54	50	49
Agree	41	43	37	38	31	35	45	40	29	41	30	38	43	41	41	38	40	39
Strongly Agree/Agree	85	87	91	87	87	89	89	92	87	93	90	90	93	91	92	92	90	89
Neither/nor	5	7	3	5	5	4	5	5	4	2	4	4	3	2	3	3	2	5
Disagree	5	4	5	2	7	3	3	2	4	4	4	3	2	4	3	3	4	4
Strongly Disagree	5	2	1	6	1	2	3	1	4	1	2	2	2	3	2	2	3	2
Disagree/Strongly Disagree	10	6	6	8	8	5	6	3	8	5	6	4	4	7	5	5	7	6
Don't know	0	0	0	0	1	2	0	0	1	0	1	1	0	0	0	0	1	1
Base	450	411	282	252	249	357	478	507	328	333	297	413	429	432	320	261	262	377

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.

Note: Due to rounding some totals may not correspond with the sum of the separate figures and individual results may not total 100%.

Table 37: Treated Fairly – By District over Time (Part 3) (%)

	Eastern						Central						Wellington					
	11/12	12/13	13/14	14/15	15/ 16	16/17	11/12	12/13	13/14	14/15	15/ 16	16/17	11/12	12/13	13/14	14/15	15/ 16	16/17
Strongly Agree	47	46	55	52	58	50	48	54	56	58	50	53	53	52	55	55	61	58
Agree	39	43	35	36	33	42	42	38	39	32	41	32	40	41	36	33	25	33
Strongly Agree/Agree	86	89	90	88	91	92	90	92	95	90	91	85	93	93	91	88	86	91
Neither/nor	5	6	5	3	3	5	4	3	1	6	5	6	2	3	5	6	5	4
Disagree	8	4	3	7	4	1	3	3	2	1	1	5	2	2	1	3	4	4
Strongly Disagree	1	1	2	2	2	1	3	2	2	2	3	1	2	2	3	3	4	1
Disagree/Strongly Disagree	9	5	5	9	5	1	6	5	5	3	4	5	4	4	4	6	6	5
Don't know	0	0	0	0	2	2	0	0	0	1	1	3	1	0	0	0	1	0
Base	366	367	308	239	281	382	389	432	313	303	289	426	463	424	303	291	247	415

Table 38: Treated Fairly – By District over Time (Part 4) (%)

	Tasman						Canterbury						Southern					
	11/12	12/13	13/14	14/15	15/ 16	16/17	11/12	12/13	13/14	14/15	15/ 16	16/17	11/12	12/13	13/14	14/15	15/ 16	16/17
Strongly Agree	51	53	59	47	48	63	58	50	51	54	53	45	52	54	60	58	57	54
Agree	40	39	32	37	40	31	35	40	36	37	36	44	38	40	30	28	32	38
Strongly Agree/Agree	91	92	91	84	88	94	93	90	87	91	89	89	90	94	90	86	89	92
Neither/nor	3	5	3	7	5	2	2	5	2	5	4	5	6	2	4	3	0	1
Disagree	5	2	2	5	4	2	3	4	10	3	7	1	3	3	1	9	3	5
Strongly Disagree	0	1	4	2	2	1	2	1	1	1	0	4	1	1	5	2	6	1
Disagree/Strongly Disagree	5	3	6	7	6	3	5	5	11	4	7	5	4	4	6	11	9	6
Don't know	1	0	0	2	1	1	0	0	0	0	0	1	0	0	0	0	2	0
Base	318	322	285	207	202	255	359	380	293	333	246	399	272	314	264	217	233	338

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.

Note: Due to rounding some totals may not correspond with the sum of the separate figures and individual results may not total 100%.

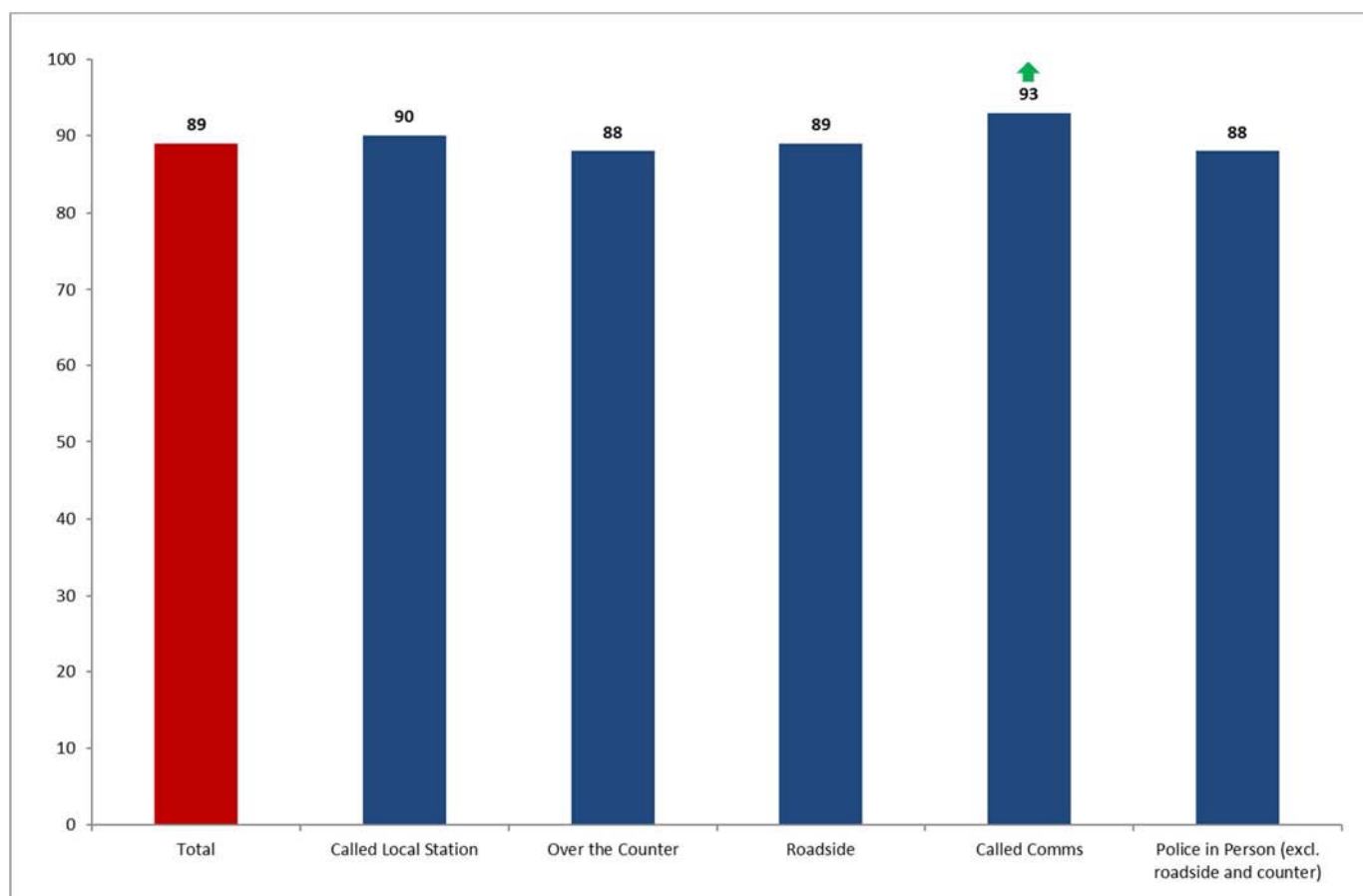
4.2.3. Treated Fairly - Comparison by Point of Contact

1. 2016/17

Respondents who had contact by calling the Communications Centre were significantly more likely to *strongly agree/agree* that they were treated fairly (93%) compared with respondents across all points of contact (89%).

All other four points of contact had a similar share of respondents agreeing to some extent, with no significantly lower shares when compared with the total.

Figure 24: Treated Fairly - By Point of Contact in 2016/17
(% Strongly Agree/Agree)



Base: All respondents, excluding 'not applicable' responses. Total 2016/17 n=4363; Called local station n=418; Over the counter n=413; Roadside n=590; Called a Communications Centre n=2058; Police in Person (excl. roadside and counter) n=787.

Green arrow indicates a significantly higher result than the total.

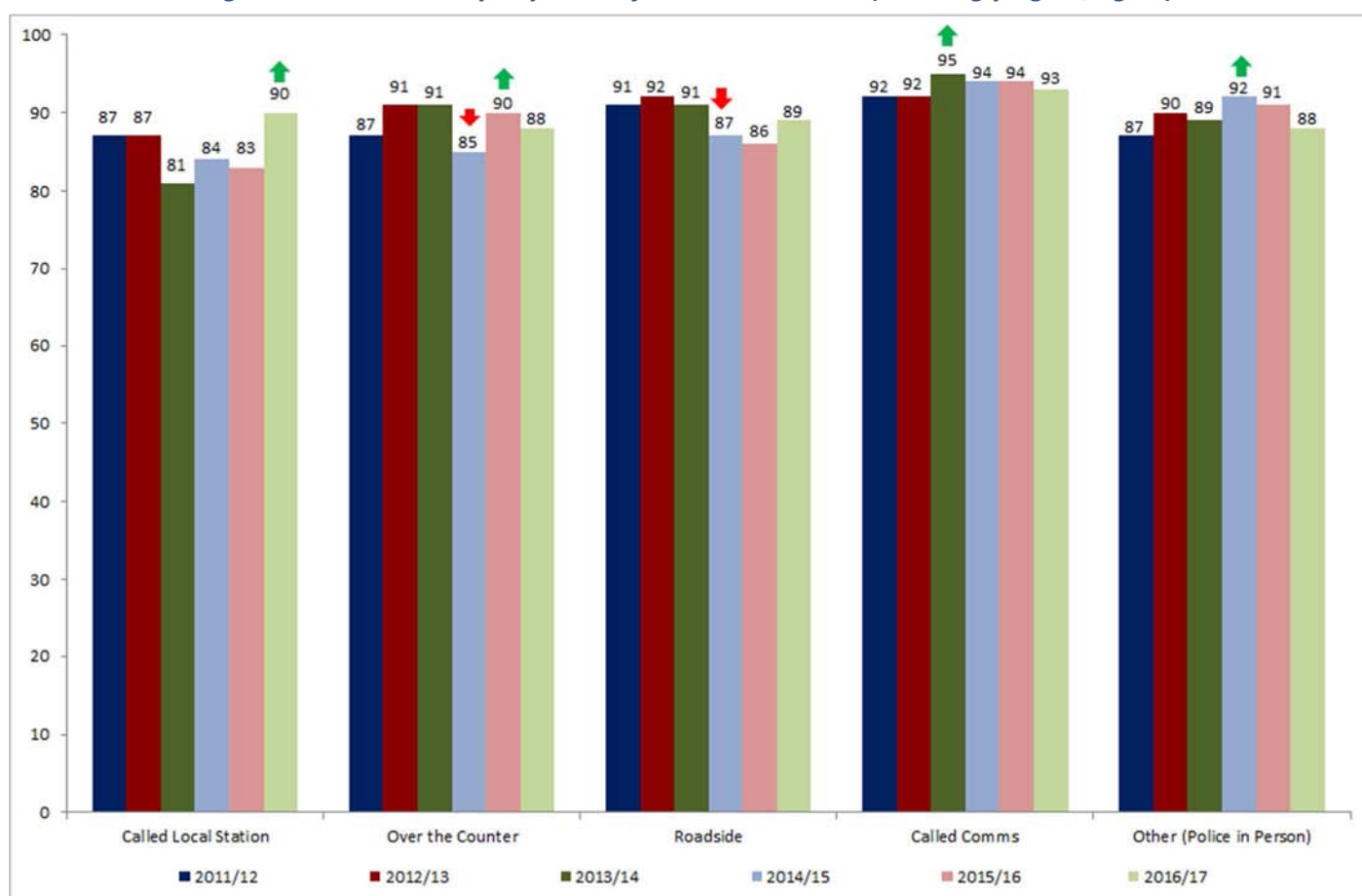
Red arrow indicates a significantly lower result than the total.

2. Comparison with 2015/16

When compared with 2015/16, the proportion of respondents who agreed to some extent that they were treated fairly by Police has increased significantly among respondents whose point of contact was calling the local station (up from 83% *strongly agreeing/agreeing* last year, to 90%). This increase in positive ratings has also included a significant increase in the share *strongly agreeing* (up from 33%, to 50%).

In contrast, this year has been a significant decrease in the share of respondents *strongly agreeing* that they were treated fairly among those who had contact over the counter at a local station (down from 55%, to 47%) and by calling a Communications Centre (down from 62%, to 53%). However, shares of total positive and total negative ratings for these points of contact have remained stable.

Figure 25: 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.

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

Table 39: Treated Fairly – By Point of Contact over Time (Part 1) (%)

	Called Local Station						Over the Counter						Roadside					
	11/12	12/13	13/14	14/15	15/ 16	16/17	11/12	12/13	13/14	14/15	15/ 16	16/17	11/12	12/13	13/14	14/15	15/ 16	16/17
Strongly Agree	40	36	51	47	33	50	48	49	59	54	55	47	50	53	53	45	56	54
Agree	47	51	30	37	50	40	39	42	32	31	35	40	41	39	38	42	30	35
Strongly Agree/Agree	87	87	81	84	83	90	87	91	91	85	90	88	91	92	91	87	86	89
Neither/nor	4	7	9	9	10	7	4	4	5	6	3	6	4	4	3	4	5	3
Disagree	6	3	6	4	5	2	5	3	2	5	3	3	3	3	3	6	6	4
Strongly Disagree	2	2	4	2	2	1	4	2	2	3	3	1	2	1	3	3	3	4
Disagree/Strongly Disagree	8	5	10	6	7	2	9	5	4	8	6	4	5	4	6	9	9	8
Don't know	1	1	0	1	0	0	0	0	0	1	1	2	0	0	0	0	1	0
Base	289	240	240	229	196	418	448	420	443	408	376	413	1536	1516	843	668	627	590

Table 40: Treated Fairly – By Point of Contact over Time (Part 2) (%)

	Called Comms						Police in Person (excl. roadside and counter)					
	11/12	12/13	13/14	14/15	15/ 16	16/17	11/12	12/13	13/14	14/15	15/ 16	16/17
Strongly Agree	44	49	57	62	62	53	50	51	57	59	54	53
Agree	48	43	38	32	33	40	37	39	32	33	37	35
Strongly Agree/Agree	92	92	95	94	94	93	87	90	89	92	91	88
Neither/nor	4	5	2	2	3	3	5	4	4	4	2	4
Disagree	3	2	2	2	2	2	3	3	5	3	4	5
Strongly Disagree	1	1	1	1	1	1	5	2	2	1	3	2
Disagree/Strongly Disagree	4	3	3	3	3	3	8	5	7	4	7	6
Don't know	0	0	0	1	0	1	0	1	0	0	1	2
Base	1610	1632	1219	1135	1089	2058	827	818	806	759	670	787

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.

Note: Due to rounding some totals may not correspond with the sum of the separate figures and individual results may not total 100%.

4.3. Staff Competence

4.3.1. Staff Competence – Comparison with 2015/16

In 2016/17, almost nine out of ten respondents (89%) either *strongly agree* or *agree* that staff were competent (unchanged from last year – 89%). However, there has been a change in the strength of positive ratings, with the share who *strongly agree* with the statement decreasing significantly when compared with 2015/16 - down from 54%, to 50%.

The share of respondents who disagreed to some extent that staff were competent has decreased by one percentage point to 4% (a statistically significant decline from 5% last year).

Table 41: Staff Competence – Comparison over Time (%)

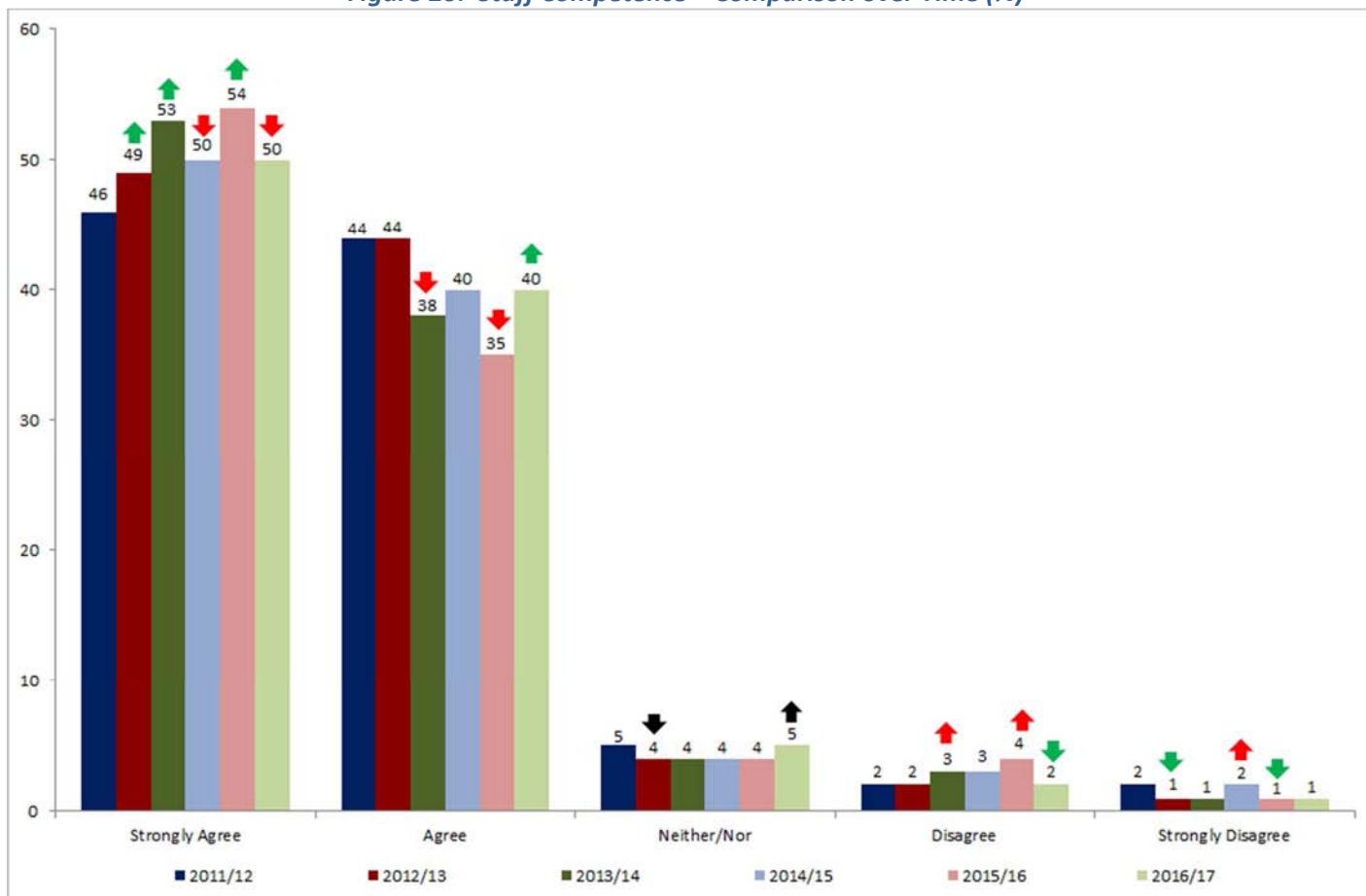
	2011/12	2012/13	2013/14	2014/15	2015/16	2016/17
Strongly Agree	46	49	53	50	54	50
Agree	44	44	38	40	35	40
Strongly Agree/Agree	90	93	91	90	89	89
Neither/Nor	5	4	4	4	4	5
Disagree	2	2	3	3	4	2
Strongly Disagree	2	1	1	2	1	1
Disagree/Strongly Disagree	4	3	4	5	5	4
Don't know	1	0	1	1	1	1
<i>Base</i>	4707	4652	3575	3230	3007	4389

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 and individual results may not total 100%.

Figure 26: Staff Competence – Comparison over Time (%)



Base: All respondents excluding those giving a 'not applicable' response. 2011/12 n=4707, 2012/13 n=4652, 2013/14 n=3575, 2014/15 n=3230, 2015/16 n=3007, 2016/17 n=4389.

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.

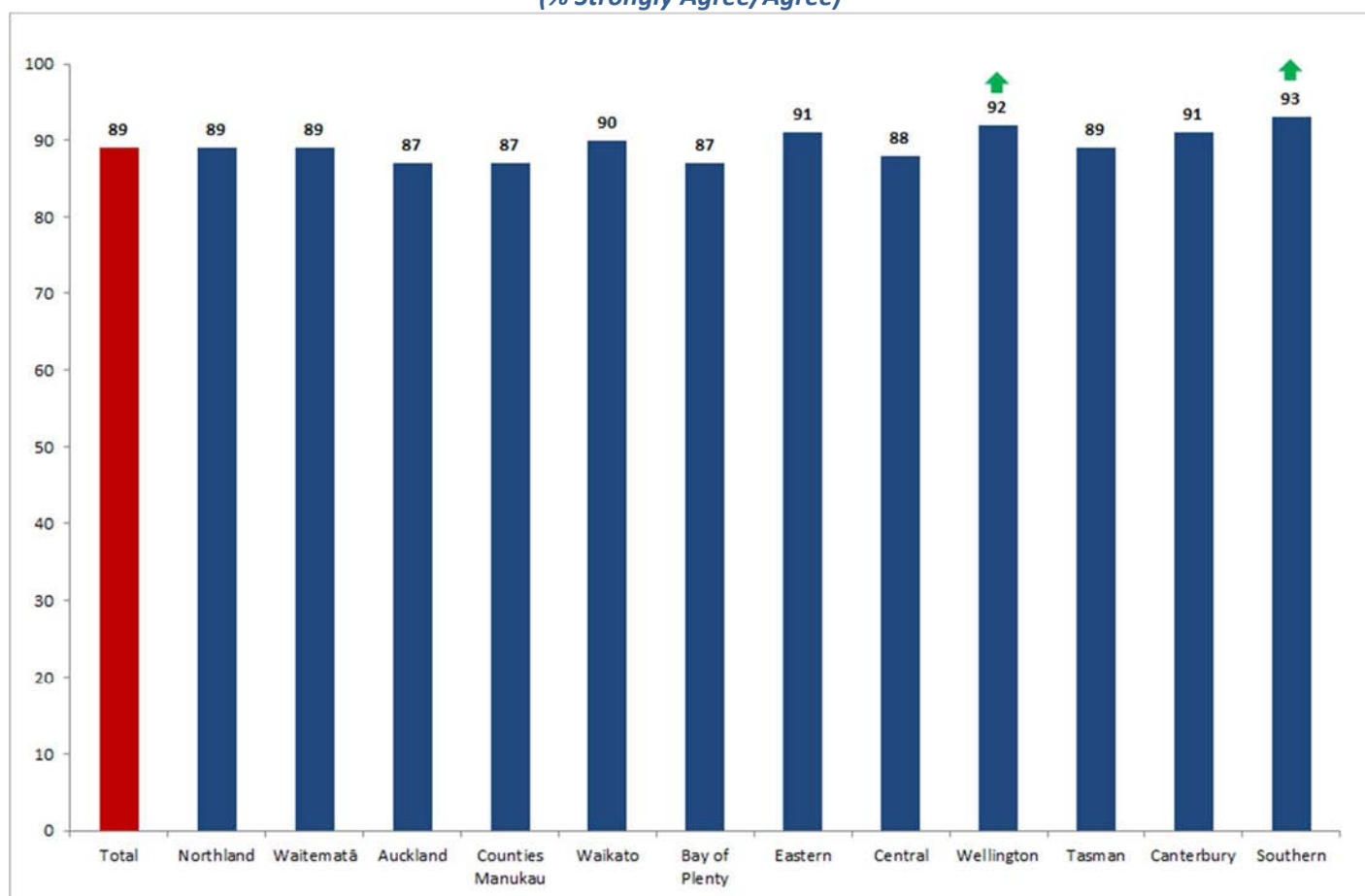
4.3.2. Staff Competence - Comparison by District

1. 2016/17

Respondents in Southern (93%) and Wellington (92%) districts are significantly more likely to *strongly agree/agree* that staff were competent (compared with 89% of respondents across all districts).

This year there are no districts with a statistically significant lower share of positive ratings, with all receiving a positive rating from at least 87% of respondents.

Figure 27: Staff Competence - By District in 2016/17
(% Strongly Agree/Agree)



Base: All respondents, excluding 'not applicable' responses. Total 2016/17 n=4389; Northland n=296; Waitematā n=353; Auckland n=359; Counties Manukau n=358; Waikato n=417; Bay of Plenty n=378; Eastern n=382; Central n=431; Wellington n=416; Tasman n=256; Canterbury n=403; Southern n=340.

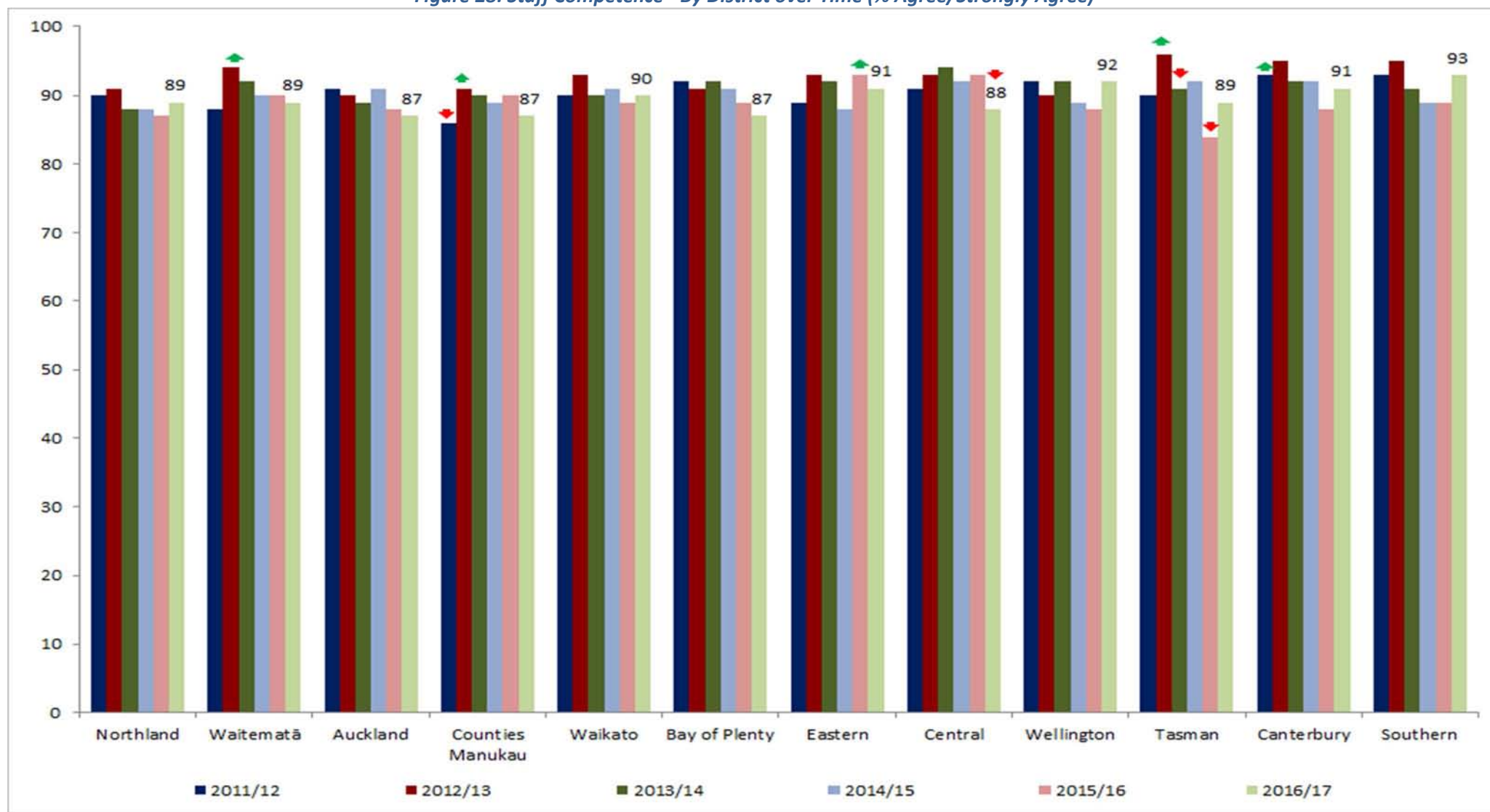
2. Comparison with 2015/16

When compared with the 2015/16 survey wave, there have not been any significant increases in the proportion of respondents who *strongly agreed/agreed* that staff were competent across all Police districts. However there has been a significant decline in the share who *disagree/strongly disagree* with this statement in both Southern (down from 11% last year, to 3%) and Wellington (down from 7%, to 3%) districts.

In contrast, there has been a significant decrease in the proportion of respondents who *strongly agreed/agreed* that staff were competent in Central District (down from 93% in 2015/16, to 88%).

After significant increases in both districts last year, there has also been a significant decrease in the share who *strongly agree* that staff are competent in Waitematā (down from 63% in 2015/16, to 46%) and Waikato (down from 60%, to 52%) districts.

Figure 28: 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 42: Staff Competence – By District over Time (Part 1) (%)

	Northland						Waitematā						Auckland City					
	11/12	12/13	13/14	14/15	15/ 16	16/17	11/12	12/13	13/14	14/15	15/ 16	16/17	11/12	12/13	13/14	14/15	15/ 16	16/17
Strongly Agree	47	44	50	52	51	50	41	51	57	51	63	46	42	50	53	50	47	47
Agree	43	47	38	36	36	39	47	43	35	39	27	43	49	40	36	41	40	40
Strongly Agree/Agree	90	91	88	88	87	89	88	94	92	90	90	89	91	90	89	91	88	87
Neither/nor	6	4	5	4	5	5	7	3	2	5	3	5	4	7	6	4	6	8
Disagree	1	4	4	4	5	3	5	3	4	4	5	3	2	1	3	2	3	3
Strongly Disagree	2	1	2	3	3	2	0	0	1	1	1	1	2	2	1	2	0	2
Disagree/Strongly Disagree	3	5	6	7	8	5	5	3	5	5	6	4	4	3	4	4	3	5
Don't know	1	0	1	1	1	1	0	0	1	0	1	2	1	0	1	1	3	0
Base	330	307	298	220	206	296	412	371	305	279	240	353	411	366	257	264	225	359

Table 43: Staff Competence – By District over Time (Part 2) (%)

	Counties Manukau						Waikato						Bay of Plenty					
	11/12	12/13	13/14	14/15	15/ 16	16/17	11/12	12/13	13/14	14/15	15/ 16	16/17	11/12	12/13	13/14	14/15	15/ 16	16/17
Strongly Agree	40	38	50	48	56	49	43	50	54	49	60	52	50	47	52	52	55	51
Agree	46	53	40	41	34	38	47	43	36	42	29	37	42	44	40	39	35	36
Strongly Agree/Agree	86	91	90	89	90	87	90	93	90	91	89	90	92	91	92	91	89	87
Neither/nor	5	5	4	3	3	8	5	4	2	5	5	3	5	2	5	6	4	7
Disagree	4	2	3	4	4	3	2	2	5	3	5	2	2	3	1	1	4	2
Strongly Disagree	4	1	1	3	1	0	2	1	2	1	1	1	0	3	1	1	2	2
Disagree/Strongly Disagree	8	3	4	7	5	4	4	3	7	4	5	3	2	6	2	2	6	4
Don't know	1	1	2	1	2	1	1	0	1	0	1	3	1	1	1	1	1	2
Base	451	412	283	255	252	358	484	511	330	340	299	417	432	433	324	264	265	378

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.

Note: Due to rounding some totals may not correspond with the sum of the separate figures and individual results may not total 100%.

Table 44: Staff Competence – By District over Time (Part 3) (%)

	Eastern						Central						Wellington					
	11/12	12/13	13/14	14/15	15/ 16	16/17	11/12	12/13	13/14	14/15	15/ 16	16/17	11/12	12/13	13/14	14/15	15/ 16	16/17
Strongly Agree	42	47	53	47	53	49	46	52	62	52	48	54	48	49	54	47	59	55
Agree	47	46	39	41	40	42	45	41	32	40	44	34	44	41	38	42	29	37
Strongly Agree/Agree	89	93	92	88	93	91	91	93	94	92	93	88	92	90	92	89	88	92
Neither/nor	7	3	4	3	3	6	5	4	1	4	5	5	5	5	2	4	3	4
Disagree	2	3	2	6	4	2	2	2	3	2	1	3	2	4	4	4	3	2
Strongly Disagree	2	1	2	3	0	0	2	1	1	1	0	1	1	1	1	3	3	1
Disagree/Strongly Disagree	4	4	4	9	4	2	4	3	4	3	2	4	3	5	5	7	7	3
Don't know	0	0	0	0	1	1	0	0	1	1	1	3	0	0	1	0	2	1
Base	370	371	309	245	286	382	391	435	314	305	290	431	470	424	308	295	249	416

Table 45: Staff Competence – By District over Time (Part 4) (%)

	Tasman						Canterbury						Southern					
	11/12	12/13	13/14	14/15	15/ 16	16/17	11/12	12/13	13/14	14/15	15/ 16	16/17	11/12	12/13	13/14	14/15	15/ 16	16/17
Strongly Agree	50	50	58	45	50	56	53	49	48	51	49	42	52	57	53	60	55	52
Agree	40	46	33	47	34	33	40	46	44	41	39	49	41	38	38	29	34	41
Strongly Agree/Agree	90	96	91	92	84	89	93	95	92	92	88	91	93	95	91	89	89	93
Neither/nor	6	2	2	2	8	4	2	2	4	3	7	4	3	3	5	2	1	3
Disagree	1	1	2	4	2	5	1	2	3	3	4	1	3	1	2	7	6	1
Strongly Disagree	2	1	3	2	2	1	3	0	1	0	0	3	1	0	2	2	5	1
Disagree/Strongly Disagree	3	2	5	6	4	6	4	2	4	3	4	5	4	1	4	9	11	3
Don't know	1	0	2	0	5	0	1	1	0	2	1	0	0	1	0	0	0	2
Base	321	323	288	209	203	256	360	382	295	335	252	403	275	317	264	219	240	340

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.

Note: Due to rounding some totals may not correspond with the sum of the separate figures and individual results may not total 100%.

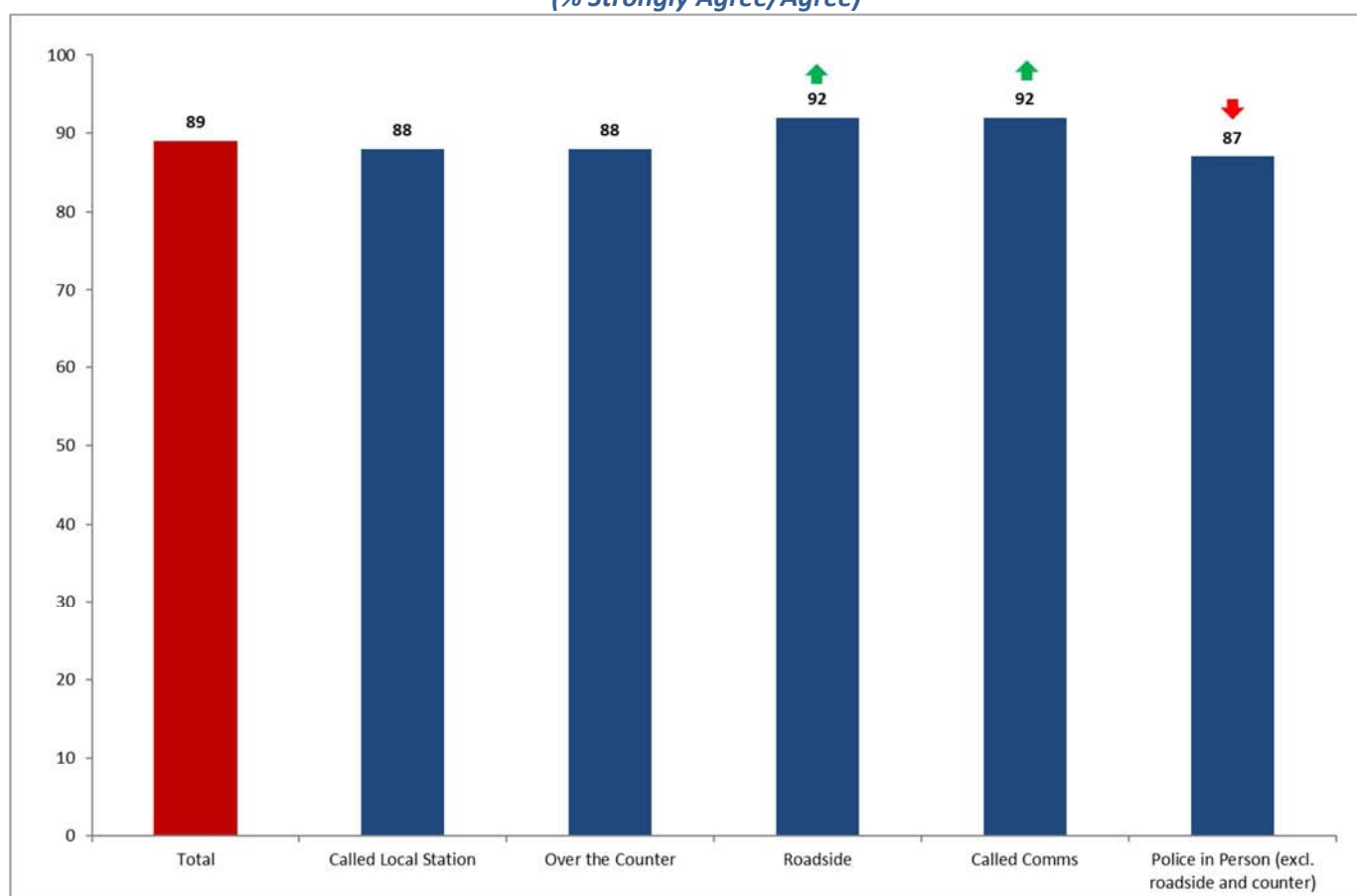
4.3.3. Staff Competence - Comparison by Point of Contact

1. 2016/17

Respondents whose point of contact with Police was either calling one of the Communications Centre or at the roadside were significantly more likely to *strongly agree/agree* that staff were competent (both with 92%), compared with respondents across all points of contact (89%).

In contrast, respondents who had contact with police in person (other than at the roadside or over the counter at a local station) were significantly less likely to agree to some extent that staff were competent (87% *strongly agreeing/agreeing*).

Figure 29: Staff Competence - By Point of Contact in 2016/17
(% Strongly Agree/Agree)



Base: All respondents, excluding 'not applicable' responses. Total 2016/17 n=4389; Called local station n=417; Over the counter n=414; Roadside n=588; Called the Communications Centre n=2071; Police in Person (excl. roadside and counter) n=796.

Green arrow indicates a significantly higher result than the total.

Red arrow indicates a significantly lower result than the total.

2. Comparison with 2015/16

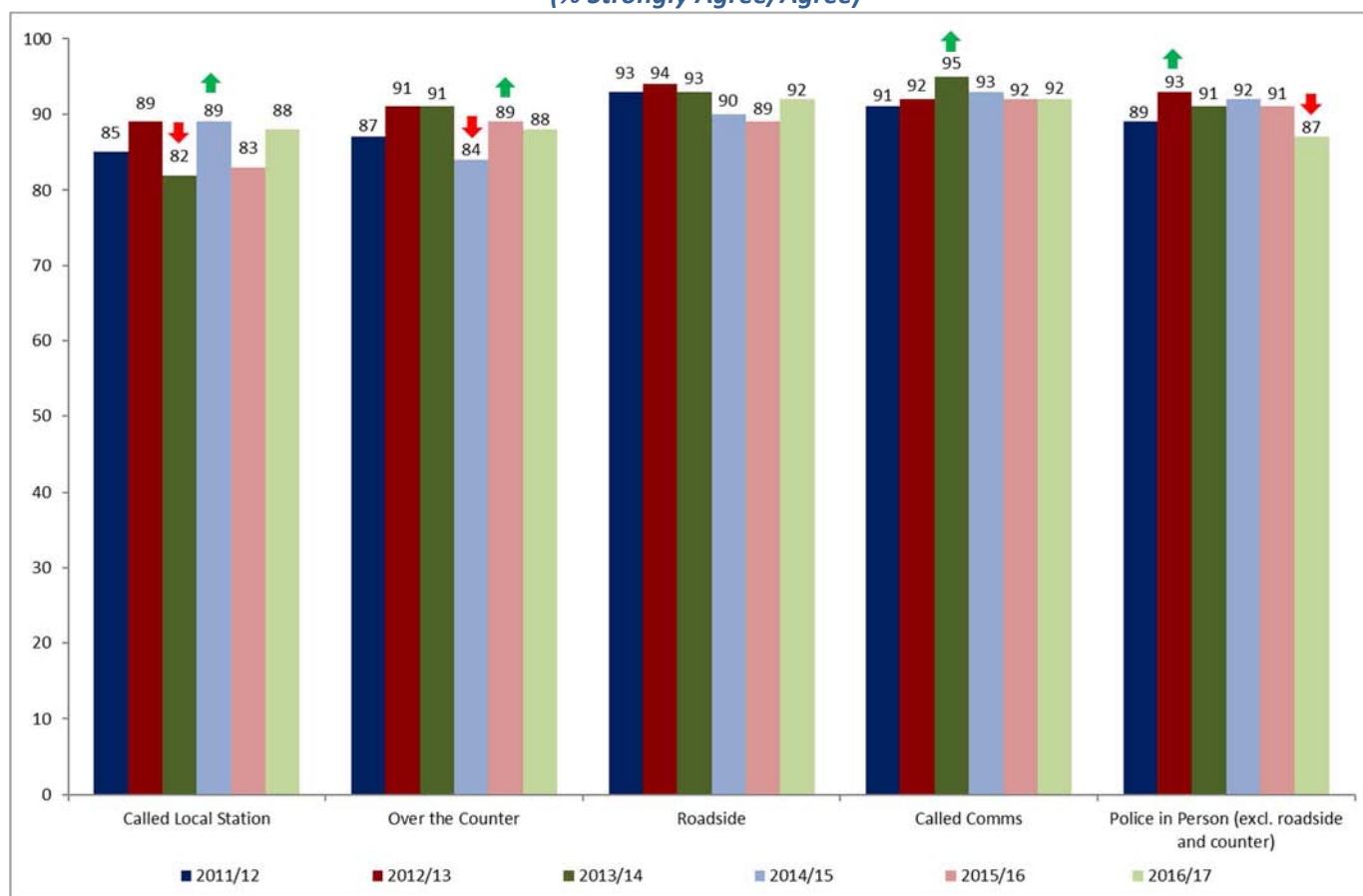
While there have not been any significant increases in the share of respondents who *strongly agree/agree* that staff were competent this year, when compared with 2015/16, the share who *disagree/strongly disagree* with this statement has decreased significantly among those who had contact at the roadside (down from 7% in 2015/16, to 3% this measure).

Also of note is that when compared with 2015/16, respondents who called their local station were significantly more likely to report that they *strongly agreed* that staff were competent (up to 49%, after a significant decline last year to 35%).

In contrast, this year respondents who had contact with police in person (other than at the roadside or a local station) were significantly less likely to *strongly agree/agree* that staff were competent (down from 91% last year, to 87%).

The share of those who called the Communications Centre to *strongly agree* with the statement has also declined significantly (down from 61% in 2015/16, to 53% this measure).

**Figure 30: Staff Competence - 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 46: Staff Competence – By Point of Contact over Time (Part 1) (%)

	Called Local Station						Over the Counter						Roadside					
	11/12	12/13	13/14	14/15	15/ 16	16/17	11/12	12/13	13/14	14/15	15/ 16	16/17	11/12	12/13	13/14	14/15	15/ 16	16/17
Strongly Agree	42	34	50	46	35	49	44	47	54	50	51	48	47	52	50	42	54	51
Agree	43	55	32	43	48	39	43	44	37	34	37	40	46	42	43	48	35	41
Strongly Agree/Agree	85	89	82	89	83	88	87	91	91	84	89	88	93	94	93	90	89	92
Neither/nor	6	7	7	4	10	6	7	5	5	6	5	7	4	3	2	4	4	4
Disagree	4	2	8	3	6	2	4	3	2	6	3	3	2	2	4	4	5	2
Strongly Disagree	3	2	2	2	1	2	2	1	1	3	2	1	1	1	1	1	1	1
Disagree/Strongly Disagree	7	4	10	5	7	4	6	4	3	9	5	4	3	3	5	5	7	3
Don't know	2	0	1	2	1	2	0	0	1	1	2	1	0	0	0	1	1	1
Base	257	242	243	231	194	417	449	420	448	409	386	414	1539	1519	844	668	630	588

Table 47: Staff Competence – By Point of Contact over Time (Part 2) (%)

	Called Comms						Police in Person (excl. roadside and counter)					
	11/12	12/13	13/14	14/15	15/ 16	16/17	11/12	12/13	13/14	14/15	15/ 16	16/17
Strongly Agree	45	47	56	59	61	53	46	49	57	55	55	51
Agree	46	45	39	34	31	39	43	44	34	37	36	36
Strongly Agree/Agree	91	92	95	93	92	92	89	93	91	92	91	87
Neither/nor	5	4	2	3	4	3	4	4	4	3	4	6
Disagree	3	2	2	2	3	2	3	2	3	2	2	4
Strongly Disagree	1	1	1	1	1	1	3	1	1	2	2	2
Disagree/Strongly Disagree	4	3	3	3	4	3	6	3	4	4	5	5
Don't know	0	1	0	1	1	1	1	0	1	1	1	2
Base	1621	1642	1226	1149	1104	2071	845	829	814	779	681	796

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. Note: Due to rounding some totals may not correspond with the sum of the separate figures and individual results may not total 100%.

4.4 Staff Follow Through

4.4.1. Staff Follow Through – Comparison with 2015/16

In 2016/17, just over four in five respondents (81%) reported that they *strongly agreed* or *agreed* staff did what they said they would do. This share has declined significantly from 83% in 2015/16.

Five percent of respondents *disagreed/strongly disagreed* that staff followed through this year, unchanged over the last four measures.

Table 48: Staff Follow Through – Comparison over Time (%)

	2011/12	2012/13	2013/14	2014/15	2015/16	2016/17
Strongly Agree	42	47	49	46	47	46
Agree	44	41	37	38	36	35
Strongly Agree/Agree*	86	88	86	84	83	81
Neither/Nor	6	5	6	6	4	7
Disagree	2	3	3	3	4	3
Strongly Disagree	2	1	2	2	2	2
Disagree/Strongly Disagree	4	4	5	5	5	5
Don't know	4	3	3	5	7	7
Base	4579	4575	3489	3140	2925	4402

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

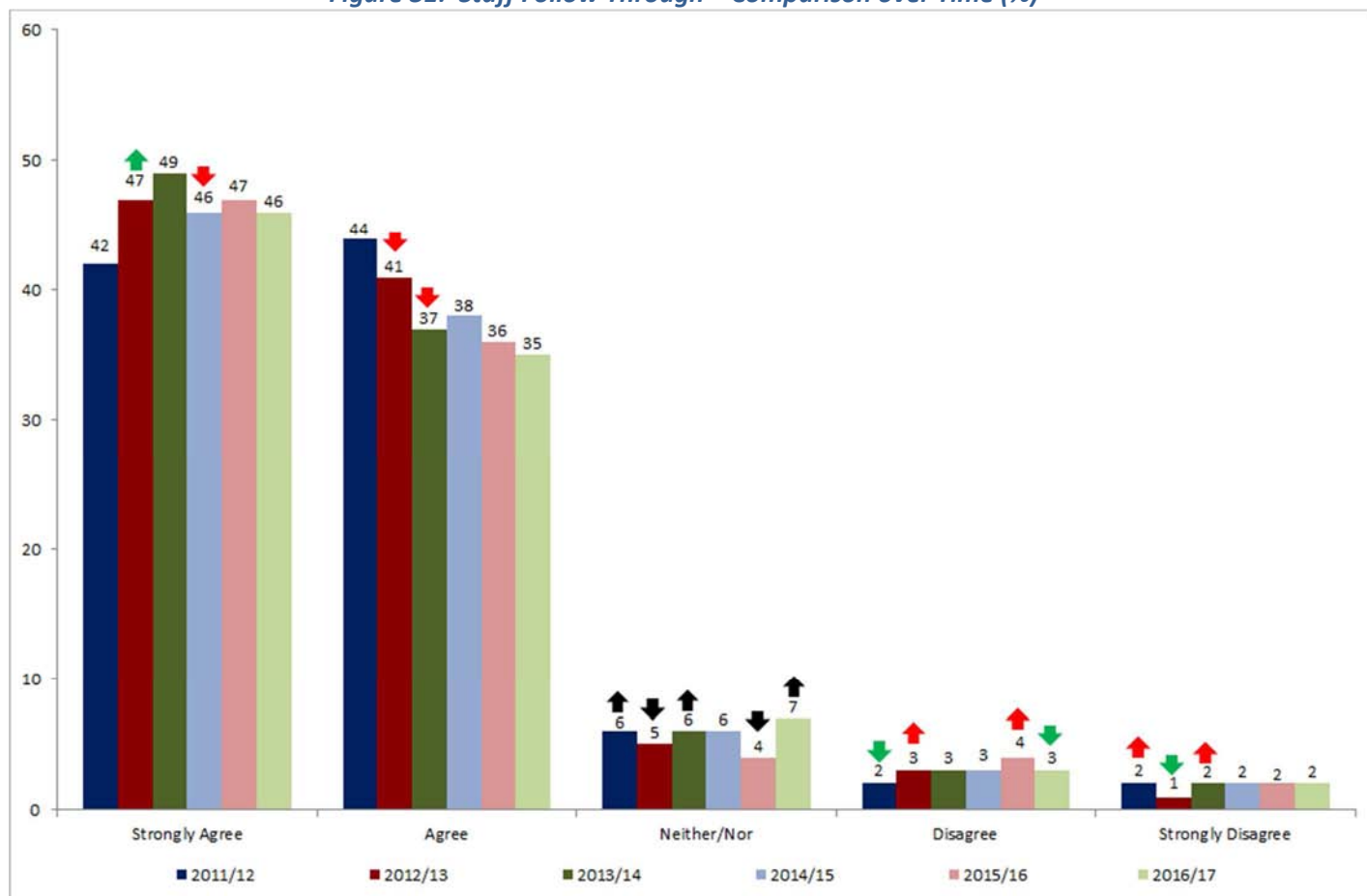
A bold neutral or don't know response indicates a statistically significant change from the previous survey wave.

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 and individual results may not total 100%.

Figure 31: Staff Follow Through – Comparison over Time (%)



Base: All respondents excluding those giving a 'not applicable' response. 2011/12 n=4579, 2012/13 n=4575, 2013/14 n=3489, 2014/15 n=3140, 2015/16 n=2925, 2016/17 n=4402.

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

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

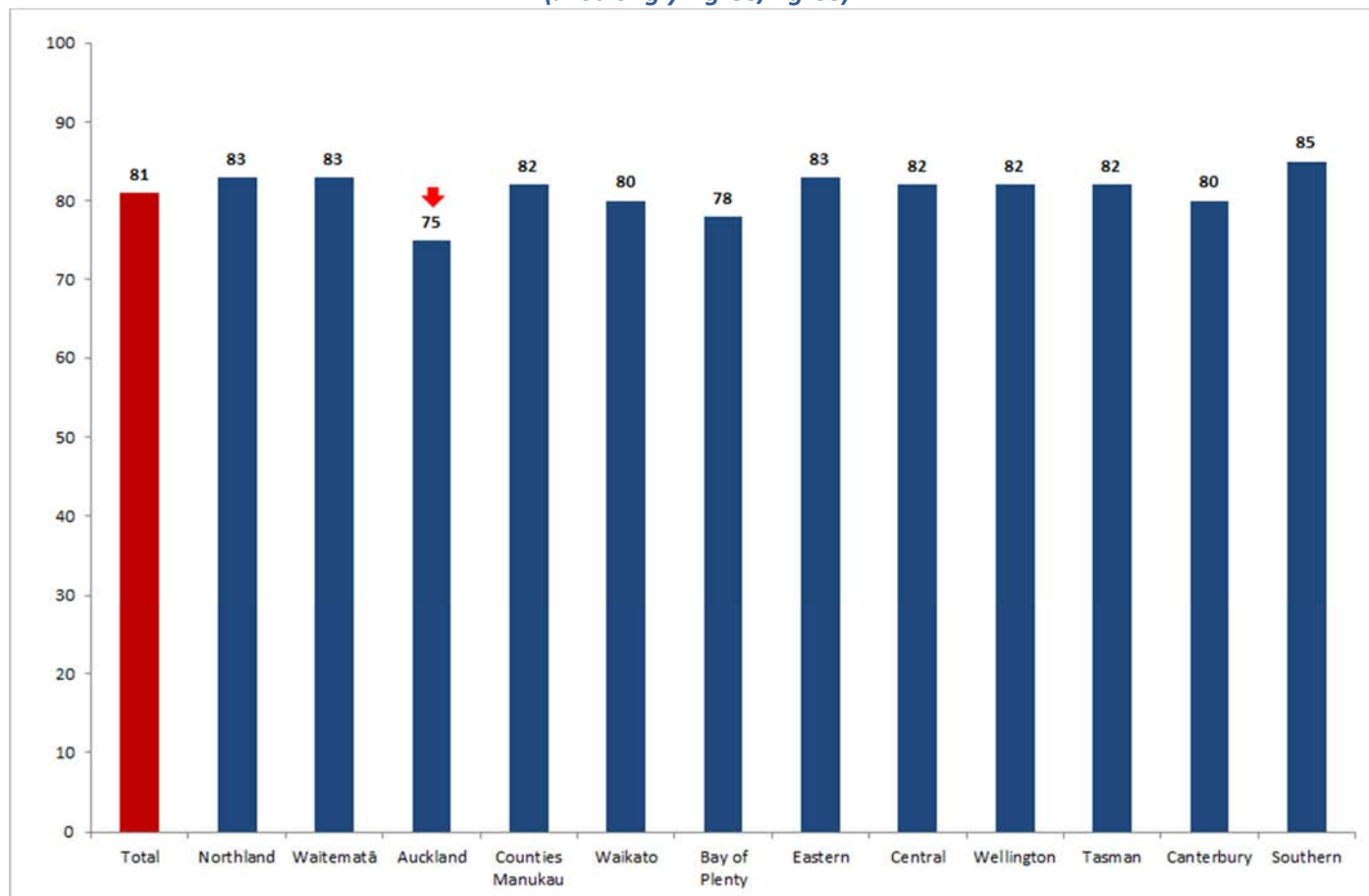
Black arrow indicates a significant change in neutral ratings from the previous survey wave.

4.4.2. Staff Follow Through - Comparison by District

1. 2016/17

In 2016/17, 81% of all respondents *strongly agreed* or *agreed* that staff did what they said they would do. While no individual districts received a significantly higher share of positive ratings, Auckland City District (75%) had a significantly lower share of respondents who *strongly agreed/agreed* with this statement compared with respondents across all districts combined.

Figure 32: Staff Follow Through - By District in 2016/17
(% Strongly Agree/Agree)



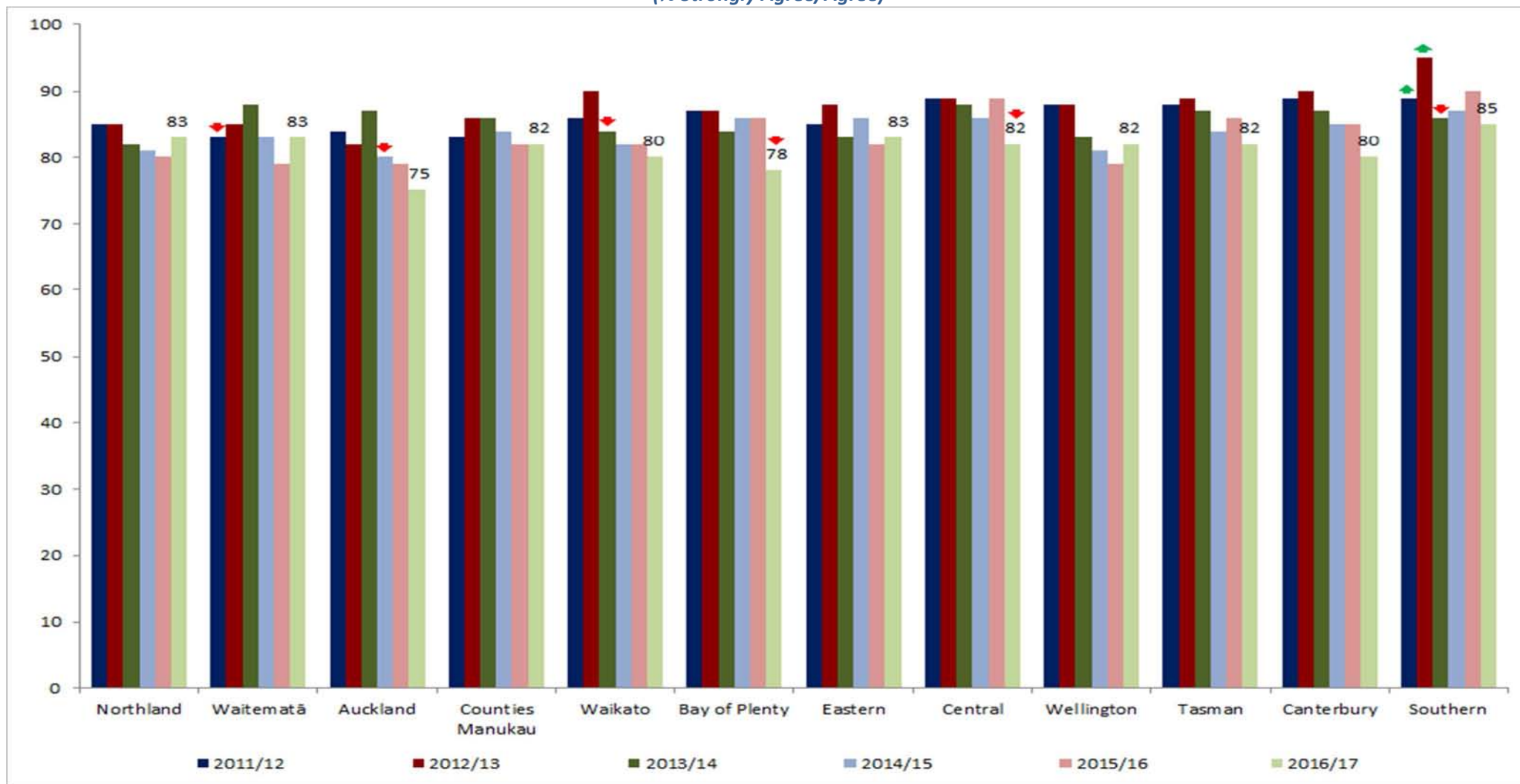
Base: All respondents, excluding 'not applicable' responses. Total 2016/17 n=4402; Northland n=289; Waitematā n=355; Auckland n=364; Counties n=364; Waikato n=418; Bay of Plenty n=375; Eastern n=384; Central n=431; Wellington n=411; Tasman n=260; Canterbury n=406; Southern n=345.

2. Comparison with 2015/16

There were no significant increases for any districts in the share of respondents who agreed to some extent that staff followed through between 2015/16 and 2016/17.

In contrast, this measure Bay of Plenty District had a significant decrease in the share *strongly agreeing/agreeing* that staff followed through (down from 86% in 2015/16, to 78% in 2016/17), including a significant decrease in the share *strongly agreeing* (down from 48%, to 40%). Central District has also had a significant decline in the share agreeing to some extent with this statement (share *strongly agreeing/agreeing* down from 89%, to 82%).

Figure 33: 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 49: Staff Follow Through – By District over Time (Part 1) (%)

	Northland						Waitematā						Auckland City					
	11/12	12/13	13/14	14/15	15/ 16	16/17	11/12	12/13	13/14	14/15	15/ 16	16/17	11/12	12/13	13/14	14/15	15/ 16	16/17
Strongly Agree	41	40	50	48	43	51	37	49	52	47	48	45	37	45	51	41	38	41
Agree	44	45	32	33	37	32	46	36	36	36	30	38	47	37	36	39	41	34
Strongly Agree/Agree	85	85	82	81	80	83	83	85	88	83	79	83	84	82	87	80	79	75
Neither/nor	3	5	4	5	6	4	8	7	5	7	5	7	6	6	6	5	6	11
Disagree	2	6	4	4	3	3	3	4	2	4	6	1	2	3	3	5	3	6
Strongly Disagree	3	1	6	5	4	2	0	1	1	1	0	0	3	2	1	4	0	1
Disagree/Strongly Disagree	5	7	10	9	7	5	3	5	3	5	6	2	5	5	4	9	3	8
Don't know	7	3	4	5	8	8	6	3	4	5	10	8	5	7	3	6	12	6
Base	318	302	292	214	199	289	407	367	296	271	243	355	401	364	247	260	221	364

Table 50: Staff Follow Through – By District over Time (Part 2) (%)

	Counties Manukau						Waikato						Bay of Plenty					
	11/12	12/13	13/14	14/15	15/ 16	16/17	11/12	12/13	13/14	14/15	15/ 16	16/17	11/12	12/13	13/14	14/15	15/ 16	16/17
Strongly Agree	35	39	46	44	48	52	37	49	49	45	51	45	42	47	44	48	48	40
Agree	48	47	40	40	34	30	49	41	35	37	32	35	45	40	40	38	38	37
Strongly Agree/Agree	83	86	86	84	82	82	86	90	84	82	82	80	87	87	84	86	86	78
Neither/nor	7	7	6	4	3	7	6	4	5	8	4	6	4	7	7	5	3	6
Disagree	4	2	5	3	4	2	3	2	7	1	4	5	2	2	4	2	3	4
Strongly Disagree	2	0	0	3	2	1	1	1	2	1	3	2	3	2	2	1	2	2
Disagree/Strongly Disagree	6	2	5	6	5	3	4	3	9	2	8	7	5	4	6	3	5	6
Don't know	4	5	3	6	9	9	4	3	2	8	6	7	4	2	3	6	6	10
Base	443	404	279	243	243	364	472	508	325	331	289	418	419	427	317	258	257	375

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.

Note: Due to rounding some totals may not correspond with the sum of the separate figures and individual results may not total 100%.

Table 51: Staff Follow Through – By District over Time (Part 3) (%)

	Eastern						Central						Wellington					
	11/12	12/13	13/14	14/15	15/ 16	16/17	11/12	12/13	13/14	14/15	15/ 16	16/17	11/12	12/13	13/14	14/15	15/ 16	16/17
Strongly Agree	42	42	47	48	47	51	42	46	54	45	48	49	46	49	49	43	53	48
Agree	43	46	36	38	35	33	47	43	34	41	41	33	42	39	34	38	26	34
Strongly Agree/Agree	85	88	83	86	82	83	89	89	88	86	89	82	88	88	83	81	79	82
Neither/nor	8	4	6	3	6	6	5	4	2	5	2	7	5	5	7	7	6	7
Disagree	4	3	6	4	5	3	2	3	2	1	2	3	2	2	4	3	5	2
Strongly Disagree	0	2	2	4	0	1	1	1	2	2	1	0	1	1	1	4	3	4
Disagree/Strongly Disagree	4	5	8	8	5	4	3	4	4	3	3	4	3	3	5	7	7	5
Don't know	3	3	3	3	8	7	3	3	6	6	5	8	4	4	5	5	7	6
Base	352	366	300	235	283	384	384	427	309	297	286	431	452	416	298	288	242	411

Table 52: Staff Follow Through – By District over Time (Part 4) (%)

	Tasman						Canterbury						Southern					
	11/12	12/13	13/14	14/15	15/ 16	16/17	11/12	12/13	13/14	14/15	15/ 16	16/17	11/12	12/13	13/14	14/15	15/ 16	16/17
Strongly Agree	44	48	51	43	53	53	55	49	46	48	46	41	45	53	49	53	47	48
Agree	44	41	36	41	33	29	34	41	41	37	40	39	44	42	37	34	43	37
Strongly Agree/Agree	88	89	87	84	86	82	89	90	87	85	85	80	89	95	86	87	90	85
Neither/nor	5	6	3	7	3	4	4	3	7	8	4	5	5	1	9	4	2	6
Disagree	2	2	4	4	4	7	1	3	3	3	4	3	1	2	1	3	2	3
Strongly Disagree	1	2	2	3	4	2	2	0	2	1	2	2	1	0	2	3	1	1
Disagree/Strongly Disagree	3	4	6	7	7	8	3	3	5	4	7	6	2	2	3	6	4	4
Don't know	4	1	4	2	4	6	4	4	1	3	5	9	4	2	2	3	5	6
Base	314	312	283	205	199	260	353	374	287	324	241	406	264	308	256	214	231	345

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.

Note: Due to rounding some totals may not correspond with the sum of the separate figures and individual results may not total 100%.

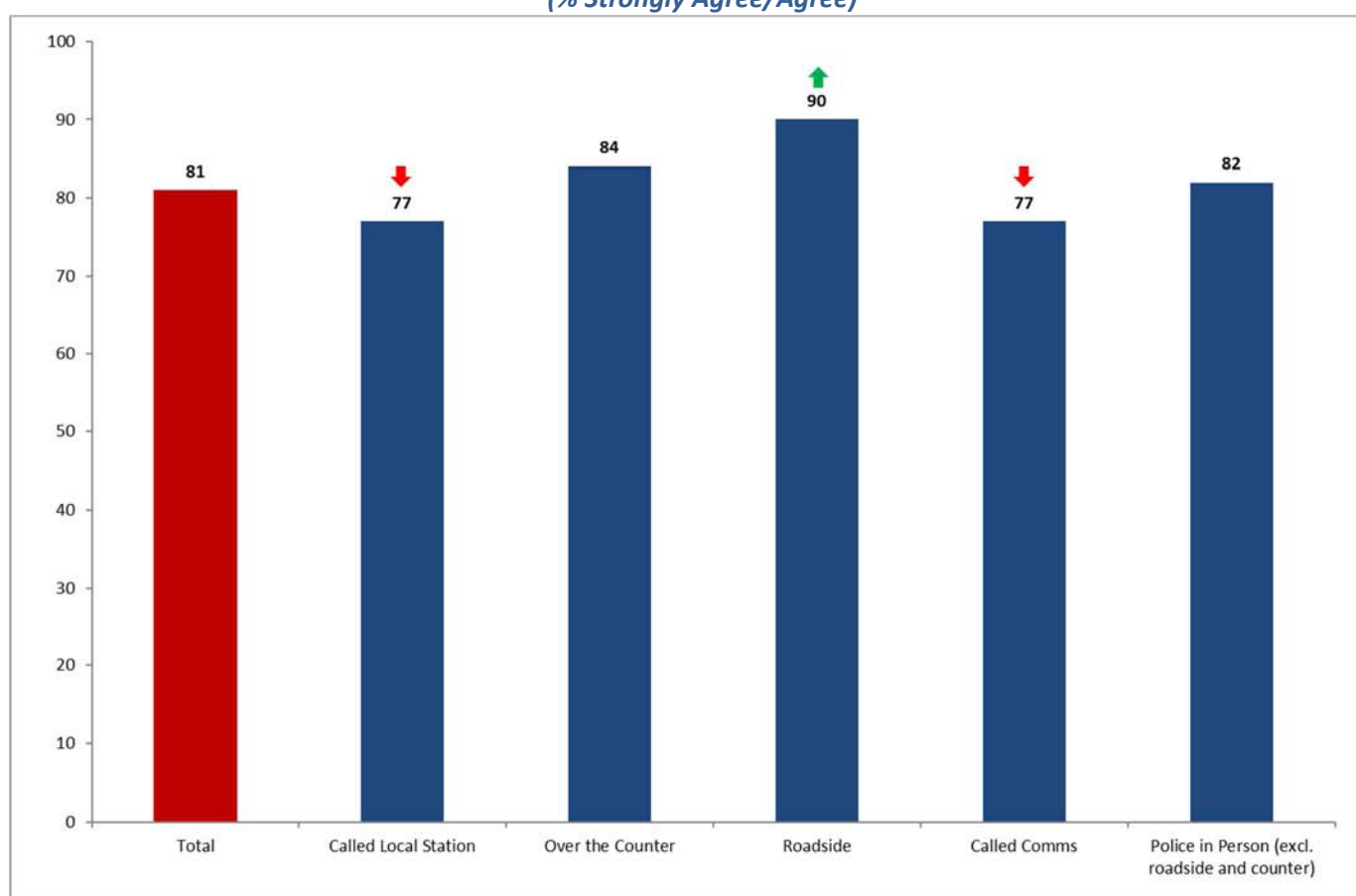
4.4.3. Staff Follow Through – Comparison by Point of Contact

1. 2016/17

In 2016/17 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 (90%) were significantly more likely to *strongly agree/agree* that staff followed through.

Conversely, respondents who made contact by calling either a Communications Centre or their local station were less likely to agree to some extent (both with 77% *strongly agreeing/agreeing*).

Figure 34: Staff Follow Through - By Point of Contact in 2016/17
(% Strongly Agree/Agree)



Base: All respondents, excluding ‘not applicable’ responses. Total 2016/17 n=4402; Called local station n=409; Over the counter n=407; Roadside n=577; Called the Communications Centre n=2019; Police in Person (excl. roadside and counter) n=780.

Green arrow indicates a significantly higher result than the total.

Red arrow indicates a significantly lower result than the total.

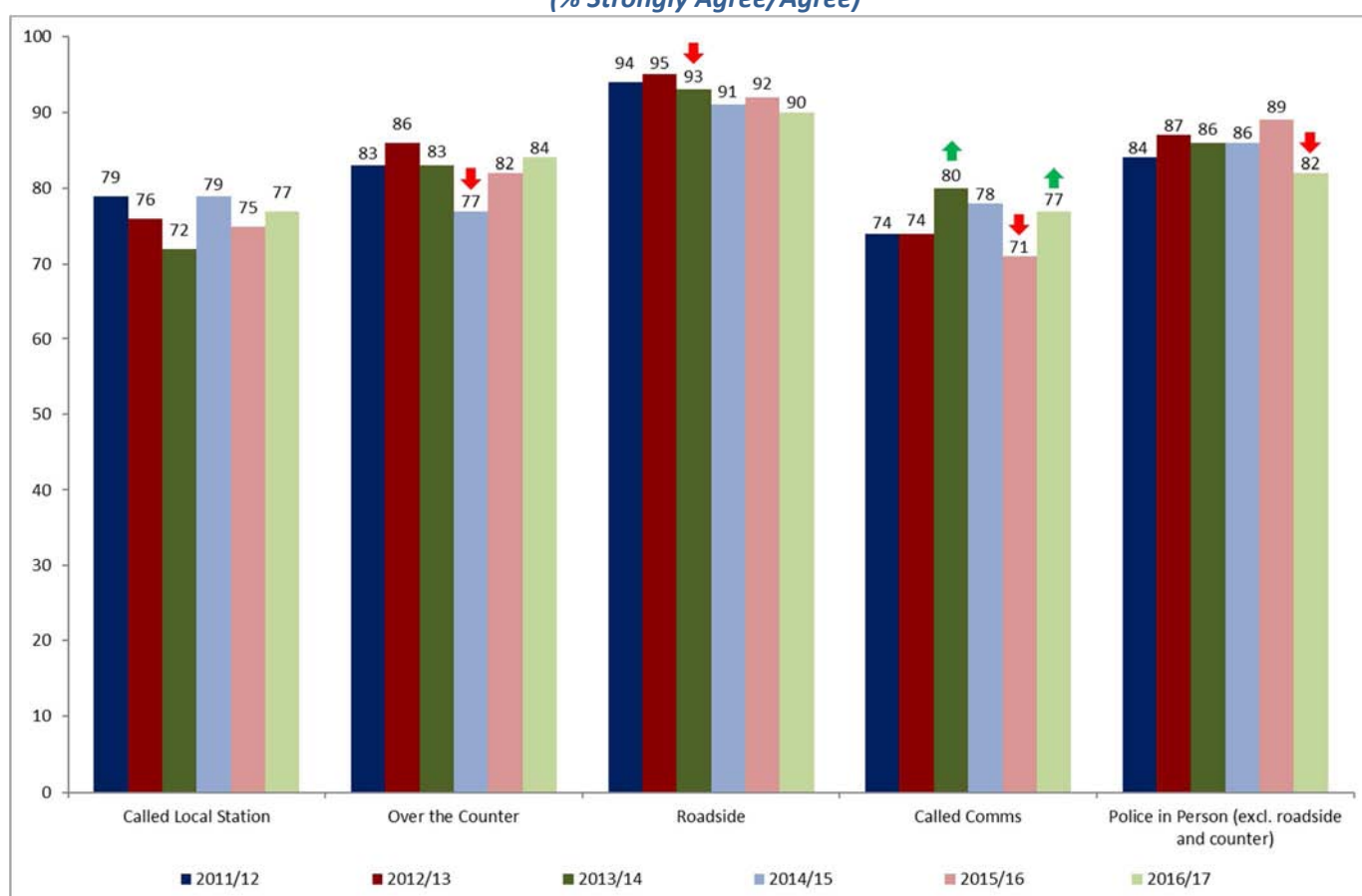
2. Comparison with 2015/16

After a significant negative decrease in 2015/16, this year there has been a significant increase in the share of respondents who called a Communications Centre who *strongly agree/agree* that staff did what they said they would do (up from 71%, to 77%) and a significant decline in the share who reported they *disagree/strongly disagree* (down from 6%, to 4%).

Also of note has been a significant decline in negative ratings among those who had contact over the counter at a local station (the share *disagreeing/strongly disagreeing* down from 9%, to 5%), including a decline in the share *strongly disagreeing* (down from 3%, to 1%).

In contrast, there has been a significant decline in the share of respondents who reported they *strongly agree/agree* that staff follow through among respondents who had contact in person (other than at the roadside or a local station) (down from 89% in 2015/16, to 82% this measure).

**Figure 35: 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 53: Staff Follow Through – By Point of Contact over Time (Part 1) (%)

	Called Local Station						Over the Counter						Roadside					
	11/12	12/13	13/14	14/15	15/ 16	16/17	11/12	12/13	13/14	14/15	15/ 16	16/17	11/12	12/13	13/14	14/15	15/ 16	16/17
Strongly Agree	31	31	45	44	38	45	41	49	55	46	48	46	46	52	47	42	50	51
Agree	48	45	27	35	37	32	42	37	28	31	34	38	48	43	46	49	42	39
Strongly Agree/Agree	79	76	72	79	75	77	83	86	83	77	82	84	94	95	93	91	92	90
Neither/nor	5	9	9	5	5	8	7	6	7	8	4	7	4	3	4	4	3	4
Disagree	6	6	11	8	10	5	3	3	4	4	6	4	1	0	1	3	2	1
Strongly Disagree	4	3	4	3	1	3	3	2	2	7	3	1	0	1	1	0	1	1
Disagree/Strongly Disagree	10	9	15	11	11	9	6	5	6	11	9	5	1	1	2	3	3	2
Don't know	6	6	4	5	9	7	4	3	4	4	5	4	1	1	1	2	3	4
Base	242	237	233	225	191	409	442	414	435	400	374	407	1500	1492	830	645	611	577

Table 54: Staff Follow Through – By Point of Contact over Time (Part 2) (%)

	Called Comms						Police in Person (excl. roadside and counter)					
	11/12	12/13	13/14	14/15	15/ 16	16/17	11/12	12/13	13/14	14/15	15/ 16	16/17
Strongly Agree	34	38	47	48	45	45	44	45	52	49	50	48
Agree	40	36	33	30	27	32	40	42	34	37	39	34
Strongly Agree/Agree	74	74	80	78	71	77	84	87	86	86	89	82
Neither/nor	7	7	6	6	5	7	7	5	7	7	4	8
Disagree	3	4	5	2	4	3	3	5	3	2	2	4
Strongly Disagree	3	2	1	2	2	2	2	1	2	2	2	2
Disagree/Strongly Disagree	6	6	6	4	6	4	5	6	5	4	5	6
Don't know	13	13	8	12	18	12	4	2	2	3	2	5
Base	1583	1628	1200	1122	1078	2019	815	804	791	754	660	780

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.

Note: Due to rounding some totals may not correspond with the sum of the separate figures and individual results may not total 100%.

4.5. Individual Circumstances Were Taken into Account

4.5.1. Individual Circumstances Were Taken into Account – Comparison with 2015/16

In 2016/17, three quarters of respondents (75%) *strongly agreed* or *agreed* that they felt their individual circumstances were taken into account. When compared with last year, overall agreement has declined significantly (down from 78%, to 75%) as has the share who *strongly agree* (down from 41%, to 37%).

However, it should also be noted that this year there has been a significant decline in the share of respondents who *disagree/strongly disagree* that their circumstances were taken into account (down from 11% in 2015/16, to 7%).

Note: These results show that the decline in positive ratings has not resulted in an increase in negative ratings, rather an increase in neutral and don't know responses.

Table 55: Individual Circumstances Were Taken into Account – Comparison over Time (%)

	2011/12	2012/13	2013/14	2014/15	2015/16	2016/17
Strongly Agree	33	37	44	41	41	37
Agree	43	41	36	38	37	37
Strongly Agree/Agree	76	78	80	79	78	75
Neither/Nor	13	13	10	10	9	12
Disagree	6	5	5	6	7	5
Strongly Disagree	3	2	4	3	3	2
Disagree/Strongly Disagree	9	7	9	9	11	7
Don't know	2	2	1	2	3	6
Base	4525	4515	3444	3086	2839	4269

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

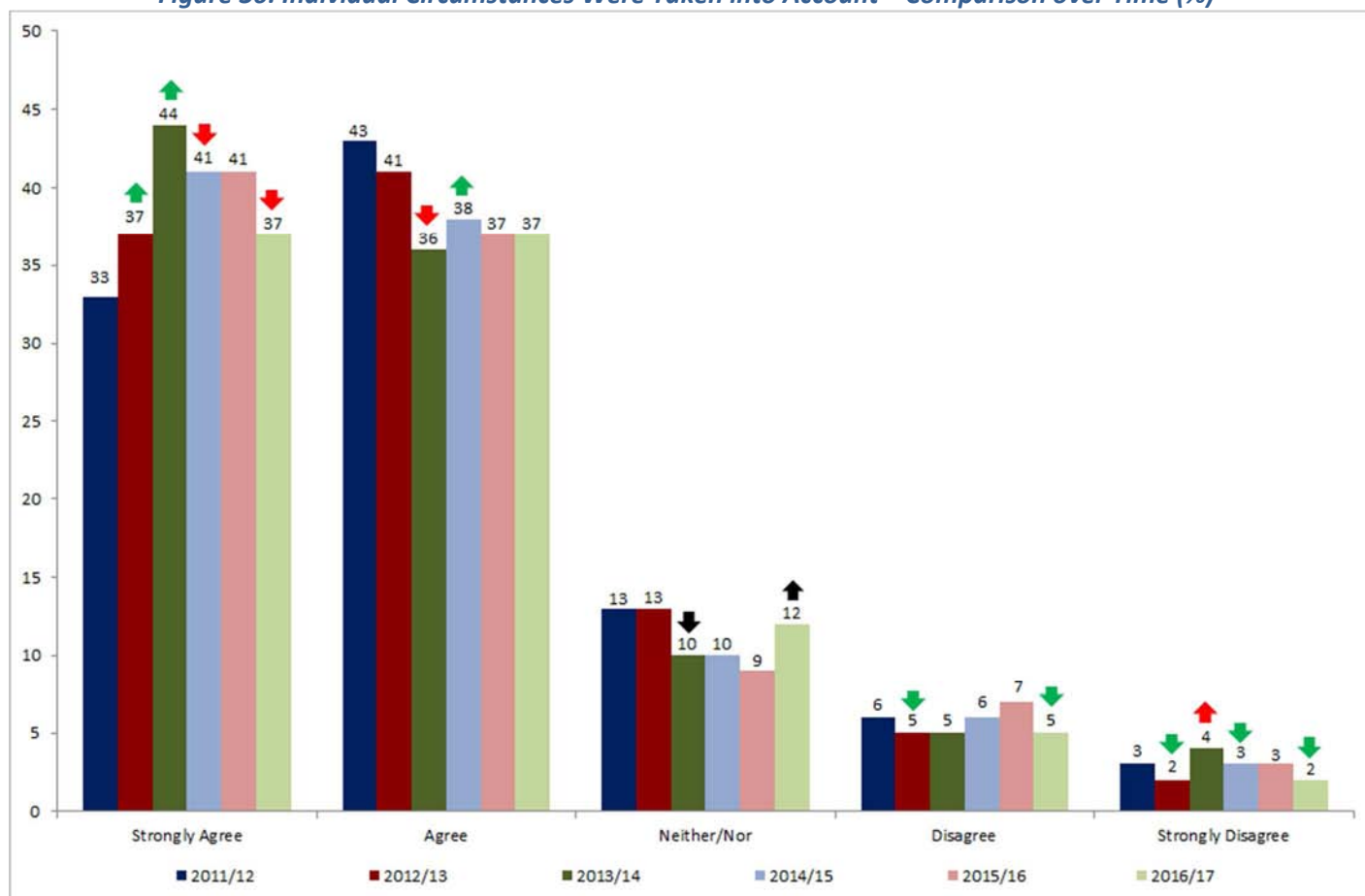
A bold neutral or don't know response indicates a statistically significant change from the previous survey wave.

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 and individual results may not total 100%.

Figure 36: Individual Circumstances Were Taken into Account – Comparison over Time (%)



Base: All respondents excluding those giving a 'not applicable' response. 2011/12 n=4525, 2012/13 n=4515, 2013/14 n=3444, 2014/15 n=3086, 2015/16 n=2839, 2016/17 n=4269.

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.

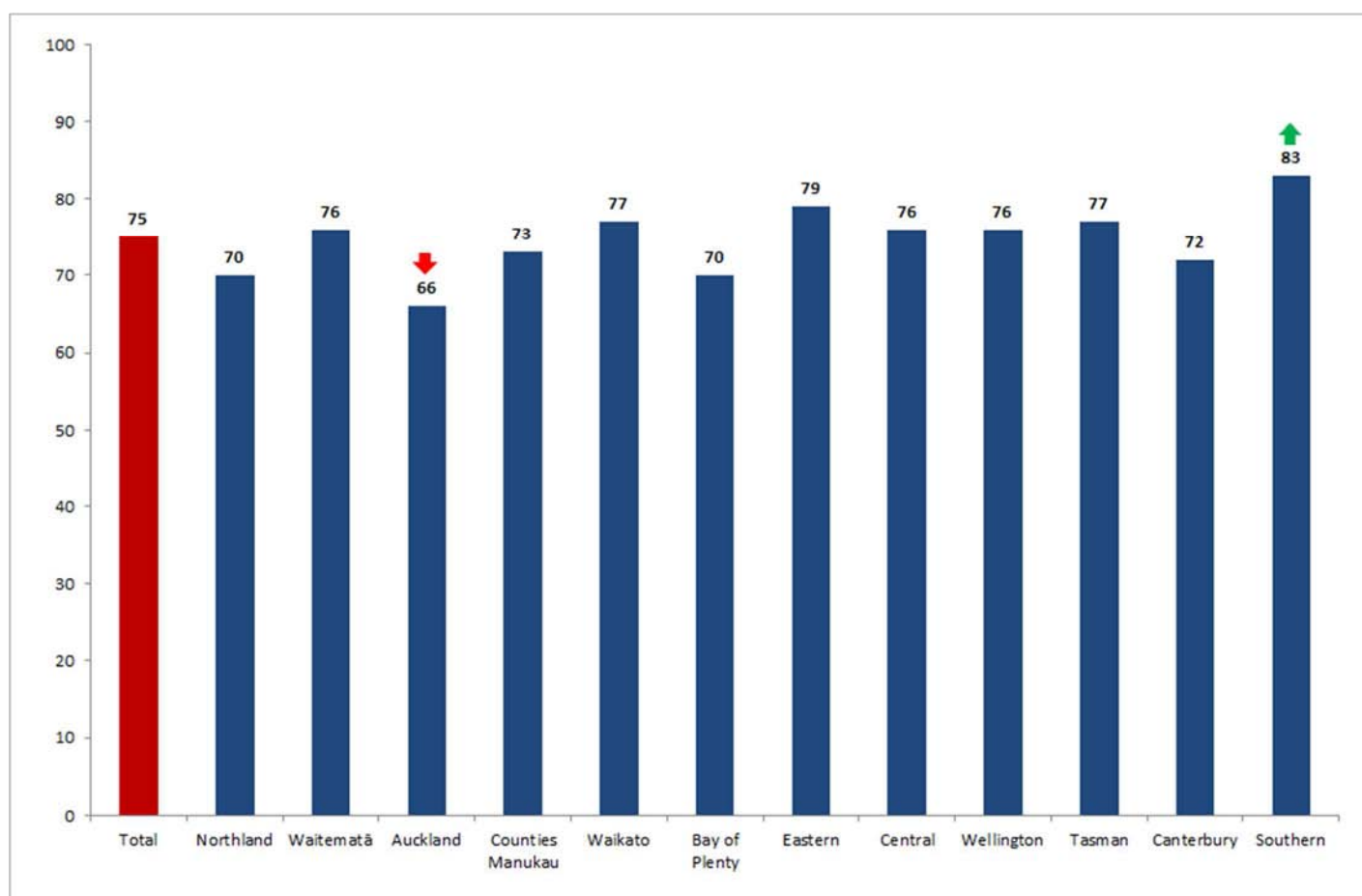
4.5.2. Individual Circumstances Were Taken into Account - Comparison by District

1. 2016/17

Three quarters of all respondents (75%) agreed to some extent that their individual circumstances were taken into account, with respondents living in Southern District (83%) statistically significantly more likely to *strongly agree* or *agree* with this statement.

In contrast, those living in the Auckland City District (66%) were less likely to *strongly agree/agree*.

Figure 37: Individual Circumstances Were Taken into Account - By District in 2016/17
(% Strongly Agree/Agree)



Base: All respondents, excluding 'not applicable' responses. Total 2016/17 n=4269; Northland n=290, Waitematā n=351; Auckland n=351; Counties n=351; Waikato n=400; Bay of Plenty n=365; Eastern n=370; Central n=419; Wellington n=396; Tasman n=246; Canterbury n=395; Southern n=335.

Green arrow indicates a significantly higher result than the total.

Red arrow indicates a significantly lower result than the total.

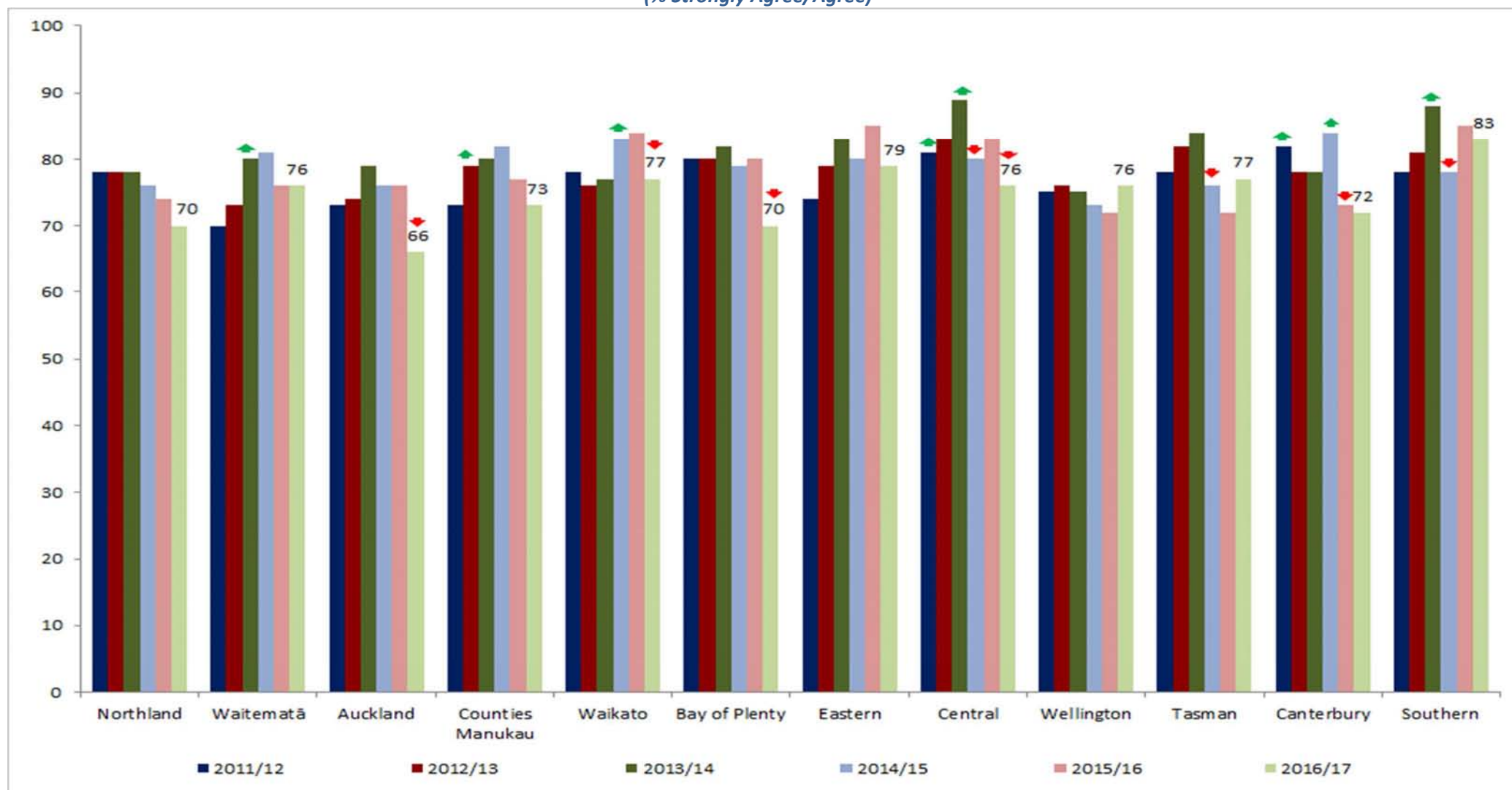
2. Comparison with 2015/16

When compared with 2015/16, there have not been any significant increases in the share of respondents in any of the 12 Police districts who indicated they *strongly agree* or *agree* that their individual circumstances were taken into account. However there has been a decline in the share who *disagree* or *strongly disagree* with the statement in Tasman (down from 16% in 2015/16, to 4% this measure), Counties Manukau (down from 15%, to 7%), and Canterbury (down from 14%, to 8%) districts.

In contrast, there has been a significant decline in the share of respondents *strongly agreeing* or *agreeing* that their individual circumstances were taken into account in Auckland City (down from 76% in 2015/16, to 66% in 2016/17), Bay of Plenty (down from 80%, to 70%), Central (down from 83%, to 76%) and Waikato (down from 84%, to 77%) districts.

Also of note have been significant declines in the share *strongly agreeing* with the statement in Waikato (down from 47%, to 35%), Southern (down from 44%, to 35%) and Eastern (down from 48%, to 38%) districts.

Figure 38: 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 56: Individual Circumstances Were Taken into Account – By District over Time (Part 1) (%)

	Northland						Waitematā						Auckland City					
	11/12	12/13	13/14	14/15	15/ 16	16/17	11/12	12/13	13/14	14/15	15/ 16	16/17	11/12	12/13	13/14	14/15	15/ 16	16/17
Strongly Agree	30	36	41	39	42	37	25	40	48	40	41	38	31	31	43	40	34	36
Agree	48	42	37	37	32	34	45	33	32	41	35	38	42	43	36	36	42	30
Strongly Agree/Agree	78	78	78	76	74	70	70	73	80	81	76	76	73	74	79	76	76	66
Neither/nor	11	12	10	10	9	11	17	19	11	9	9	9	16	18	13	14	11	19
Disagree	4	6	7	7	9	5	8	4	4	5	9	6	5	5	5	6	7	7
Strongly Disagree	5	1	3	5	4	2	3	3	3	2	3	2	4	2	2	2	3	4
Disagree/Strongly Disagree	9	7	10	12	12	7	11	7	7	7	12	8	9	7	7	8	9	10
Don't know	2	2	2	2	5	11	2	1	2	3	4	6	2	1	1	2	4	5
Base	311	297	289	212	191	290	394	358	288	268	220	351	397	352	242	244	216	351

Table 57: Individual Circumstances Were Taken into Account – By District over Time (Part 2) (%)

	Counties Manukau						Waikato						Bay of Plenty					
	11/12	12/13	13/14	14/15	15/ 16	16/17	11/12	12/13	13/14	14/15	15/ 16	16/17	11/12	12/13	13/14	14/15	15/ 16	16/17
Strongly Agree	28	37	38	40	45	38	30	35	46	39	47	35	31	34	41	40	36	36
Agree	45	42	42	42	32	35	48	41	31	44	37	42	49	46	41	39	44	34
Strongly Agree/Agree	73	79	80	82	77	73	78	76	77	83	84	77	80	80	82	79	80	70
Neither/nor	12	10	12	7	6	11	12	15	10	7	7	12	11	11	7	9	9	15
Disagree	8	7	6	5	10	6	4	5	6	6	5	4	5	3	7	6	4	5
Strongly Disagree	6	2	0	5	6	1	3	3	5	2	3	1	3	4	3	2	5	2
Disagree/Strongly Disagree	14	9	6	10	15	7	7	8	11	8	8	5	8	7	10	8	8	7
Don't know	1	2	2	1	3	8	3	1	2	2	2	6	1	2	1	4	3	8
Base	440	403	276	242	242	351	461	497	325	323	290	400	414	424	315	255	252	365

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.

Note: Due to rounding some totals may not correspond with the sum of the separate figures and individual results may not total 100%.

Table 58: Individual Circumstances Were Taken into Account – By District over Time (Part 3) (%)

	Eastern						Central						Wellington					
	11/12	12/13	13/14	14/15	15/ 16	16/17	11/12	12/13	13/14	14/15	15/ 16	16/17	11/12	12/13	13/14	14/15	15/ 16	16/17
Strongly Agree	36	35	43	49	48	38	37	42	46	46	42	38	32	32	41	41	38	42
Agree	38	44	40	31	37	41	44	42	43	34	41	39	43	44	34	32	34	34
Strongly Agree/Agree	74	79	83	80	85	79	81	83	89	80	83	76	75	76	75	73	72	76
Neither/nor	13	11	9	5	5	13	9	8	4	10	10	9	18	15	13	16	13	13
Disagree	10	6	3	11	7	4	5	7	5	8	3	5	2	3	7	5	6	6
Strongly Disagree	2	3	4	3	1	1	5	2	1	1	3	2	2	2	4	6	6	2
Disagree/Strongly Disagree	12	9	7	14	7	5	10	9	6	9	5	7	4	5	11	11	12	8
Don't know	1	1	1	1	3	4	0	0	1	1	2	8	3	4	1	0	4	3
Base	358	366	301	231	270	370	384	420	301	290	274	419	442	414	288	285	226	396

Table 59: Individual Circumstances Were Taken into Account – By District over Time (Part 4) (%)

	Tasman						Canterbury						Southern					
	11/12	12/13	13/14	14/15	15/ 16	16/17	11/12	12/13	13/14	14/15	15/ 16	16/17	11/12	12/13	13/14	14/15	15/ 16	16/17
Strongly Agree	37	40	47	35	34	45	43	38	40	41	38	34	37	40	54	42	44	35
Agree	41	42	37	41	39	32	39	40	38	43	34	38	41	41	34	36	40	49
Strongly Agree/Agree	78	82	84	76	72	77	82	78	78	84	73	72	78	81	88	78	85	83
Neither/nor	11	11	7	12	8	9	10	12	11	8	11	12	13	14	6	8	6	6
Disagree	6	4	7	4	8	3	5	6	4	4	13	4	7	2	4	10	6	5
Strongly Disagree	3	1	2	6	8	2	2	3	6	2	1	3	1	2	2	3	3	2
Disagree/Strongly Disagree	9	5	9	10	16	4	7	9	10	5	14	8	8	4	6	13	9	6
Don't know	2	2	0	2	4	10	1	1	1	2	3	8	1	1	0	1	1	4
Base	310	307	278	202	197	246	353	370	281	321	238	395	261	307	260	213	223	335

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.

Note: Due to rounding some totals may not correspond with the sum of the separate figures and individual results may not total 100%.

4.5.3. Individual Circumstances Were Taken into Account - Comparison by Point of Contact

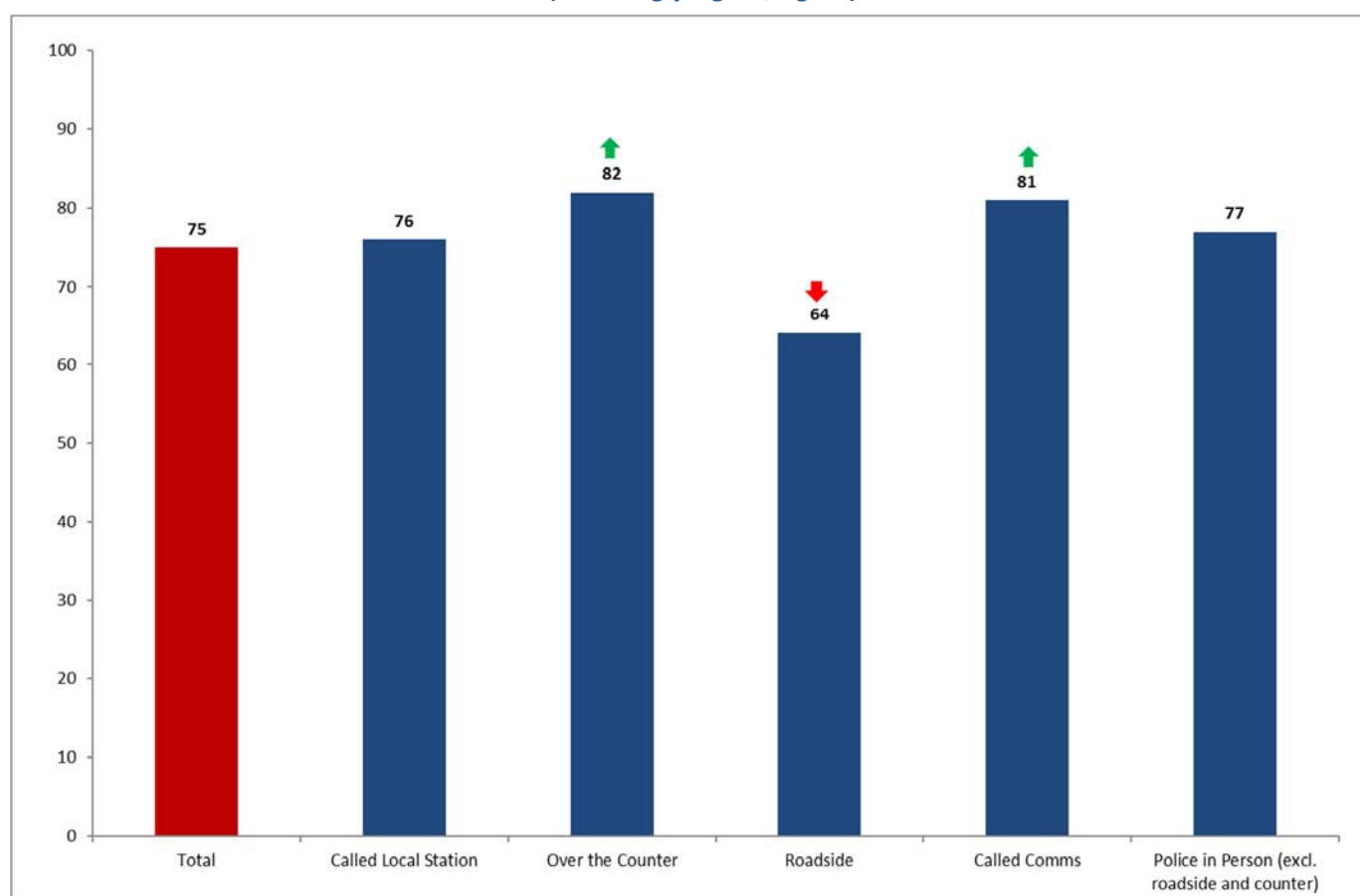
1. 2016/17

Three quarters (75%) of respondents *strongly agreed* or *agreed* that their individual circumstances were taken into account.

Respondents whose point of contact was either over the counter (82%) or by calling the Communications Centre (81%) were statistically significantly more likely to *strongly agree* or *agree* that Police had taken their individual circumstances were taken into account.

In contrast, respondents whose point of contact was at the roadside were significantly less likely to *strongly agree/agree* with this statement (64%).

Figure 39: Individual Circumstances Were Taken into Account - by Point of Contact in 2016/17
(% Strongly Agree/Agree)



Base: All respondents, excluding 'not applicable' responses. Total 2016/17 n=4269; Called local station n=403; Over the counter n=404; Roadside n=578; Called the Communications Centre n=1982; Police in Person (excl. roadside and counter) n=771.

Green arrow indicates a significantly higher result than the total.

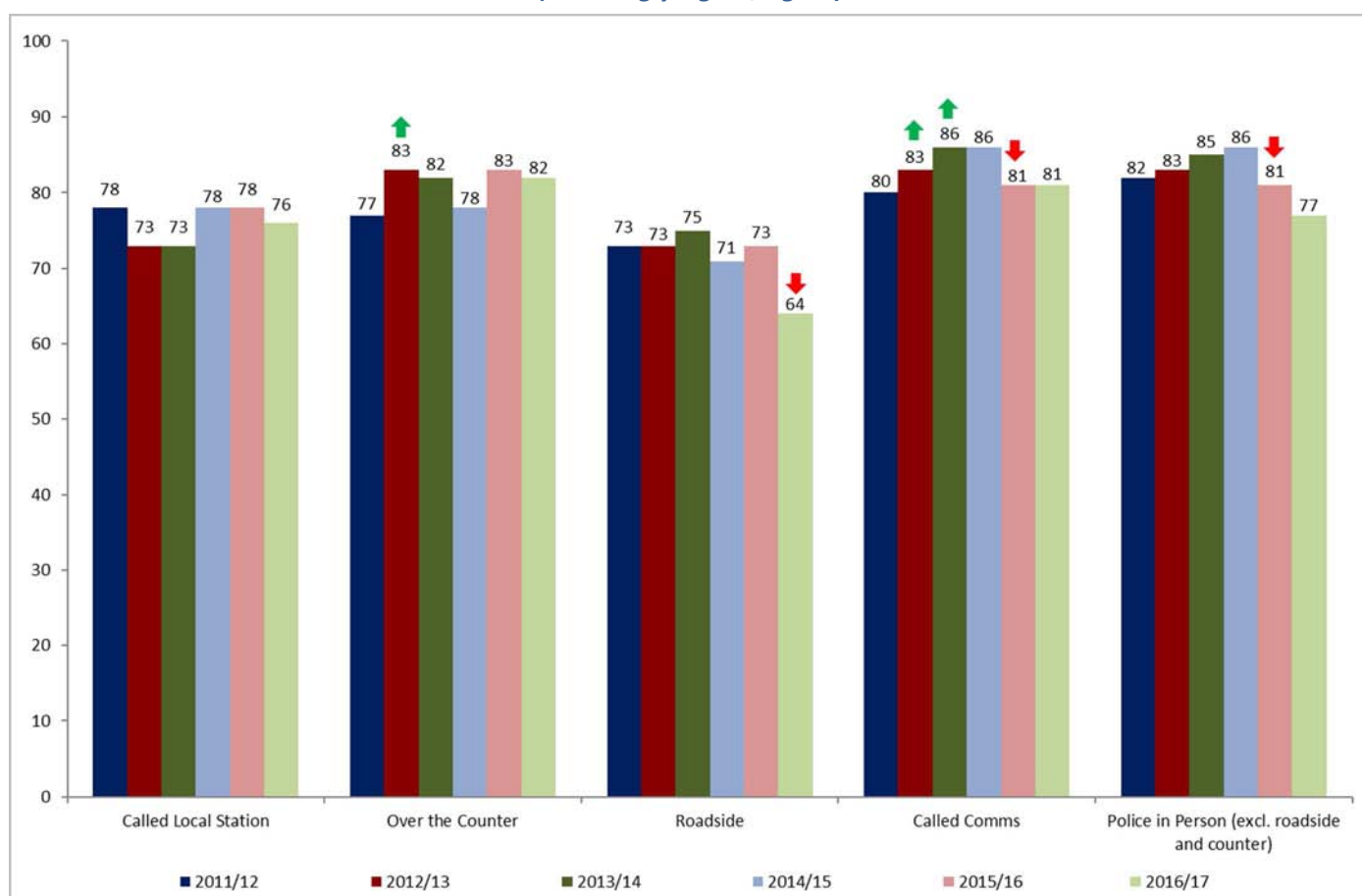
Red arrow indicates a significantly lower result than the total.

2. Comparison with 2015/16

This measure, there have not been any significant increases in positive ratings across any of the key points of contact. However there have been significant declines in the share *disagreeing/strongly disagreeing* that their individual circumstances were taken into account among those who had contact at the roadside (down from 14% in 2015/16, to 7%) and by calling a local station (down from 15%, to 8%).

In contrast, the proportion of respondents *strongly agreeing/agreeing* with this statement has decreased significantly for respondents who had contact at the roadside (down from 73%, to 64%). There have also been significant declines in the share *strongly agreeing* that their individual circumstances were taken into account among those who had contact at the roadside (down from 38%, to 32%), over the counter at a local station (down from 46%, to 37%) and by calling the Communications Centre (down from 45%, to 41%).

Figure 40: 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 60: Individual Circumstances Were Taken into Account - By Point of Contact over Time (Part 1) (%)

	Called Local Station						Over the Counter						Roadside					
	11/12	12/13	13/14	14/15	15/ 16	16/17	11/12	12/13	13/14	14/15	15/ 16	16/17	11/12	12/13	13/14	14/15	15/ 16	16/17
Strongly Agree	28	25	44	34	34	41	35	43	49	47	46	37	31	35	35	29	38	32
Agree	50	48	29	44	45	34	42	40	33	31	37	44	42	38	40	42	35	32
Strongly Agree/Agree	78	73	73	78	78	76	77	83	82	78	83	82	73	73	75	71	73	64
Neither/nor	7	16	12	12	5	12	9	8	9	10	6	8	17	18	14	13	11	17
Disagree	8	8	10	6	12	7	9	4	6	7	7	6	6	5	5	10	9	4
Strongly Disagree	5	2	4	4	2	2	3	4	2	4	3	2	2	2	5	4	5	3
Disagree/Strongly Disagree	13	10	14	10	15	8	12	8	8	11	10	7	8	7	10	14	14	7
Don't know	2	1	1	0	2	4	2	1	1	1	1	3	2	2	1	2	3	11
Base	243	241	233	227	185	403	441	411	431	400	357	404	1461	1471	804	629	605	578

Table 61: Individual Circumstances Were Taken into Account - By Point of Contact over Time (Part 2) (%)

	Called Comms						Police in Person (excl. roadside and counter)					
	11/12	12/13	13/14	14/15	15/ 16	16/17	11/12	12/13	13/14	14/15	15/ 16	16/17
Strongly Agree	31	38	47	52	45	41	39	39	49	45	41	39
Agree	49	45	39	34	37	40	43	44	36	41	39	38
Strongly Agree/Agree	80	83	86	86	81	81	82	83	85	86	81	77
Neither/nor	12	10	6	6	8	8	9	9	7	8	8	12
Disagree	4	4	4	4	5	5	3	4	4	3	7	5
Strongly Disagree	2	1	2	2	2	3	5	3	3	2	3	2
Disagree/Strongly Disagree	6	5	6	6	6	7	8	7	7	5	9	7
Don't know	2	2	2	2	5	4	1	1	1	1	2	4
Base	1566	1591	1193	1090	1031	1982	818	801	783	745	652	771

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.

Note: Due to rounding some totals may not correspond with the sum of the separate figures and individual results may not total 100%.

4.6. Good Value for Tax Dollars Spent

4.6.1. Good Value for Tax Dollars Spent – Comparison with 2015/16

Just less than three quarters of respondents (73%) *strongly agree* or *agree* that the service they received was an example of good value for tax dollars spent. This share is down slightly (but not statistically significantly) from 75% last year.

Nine percent of respondents either *disagreed* or *strongly disagreed* that the Police service they received was an example of good value for tax dollars spent – down significantly from 11% last year.

Table 62: Good Value for Tax Dollars Spent – Comparison over Time (%)

	2011/12	2012/13	2013/14	2014/15	2015/16	2016/17
Strongly Agree	30	30	31	29	32	33
Agree	45	47	43	46	43	40
Strongly Agree/Agree	75	77	74	75	75	73
Neither/Nor	14	14	13	13	12	14
Disagree	6	5	7	7	7	6
Strongly Disagree	4	3	4	4	4	3
Disagree/Strongly Disagree	10	8	11	11	11	9
Don't know	1	1	2	1	2	3
Base	4694	4641	3564	3211	2982	4343

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

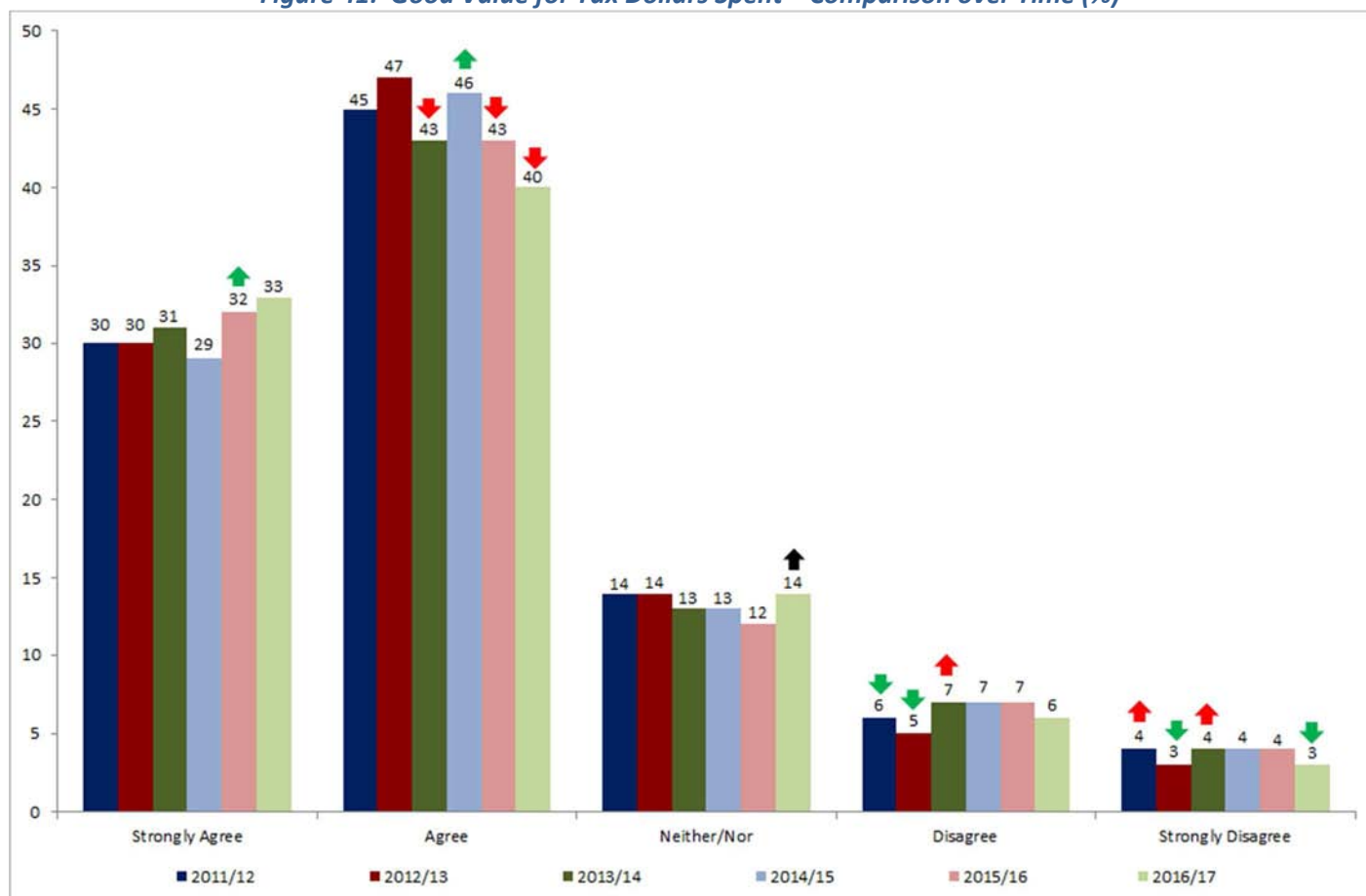
A bold neutral or don't know response indicates a statistically significant change from the previous survey wave.

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 and individual results may not total 100%.

Figure 41: Good Value for Tax Dollars Spent – Comparison over Time (%)



Base: All respondents, excluding those giving a 'not applicable' response. 2011/12 n=4694, 2012/13 n=4641, 2013/14 n=3564, 2014/15 n=3211, 2015/16 n=2982, 2016/17 n=4343.

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.

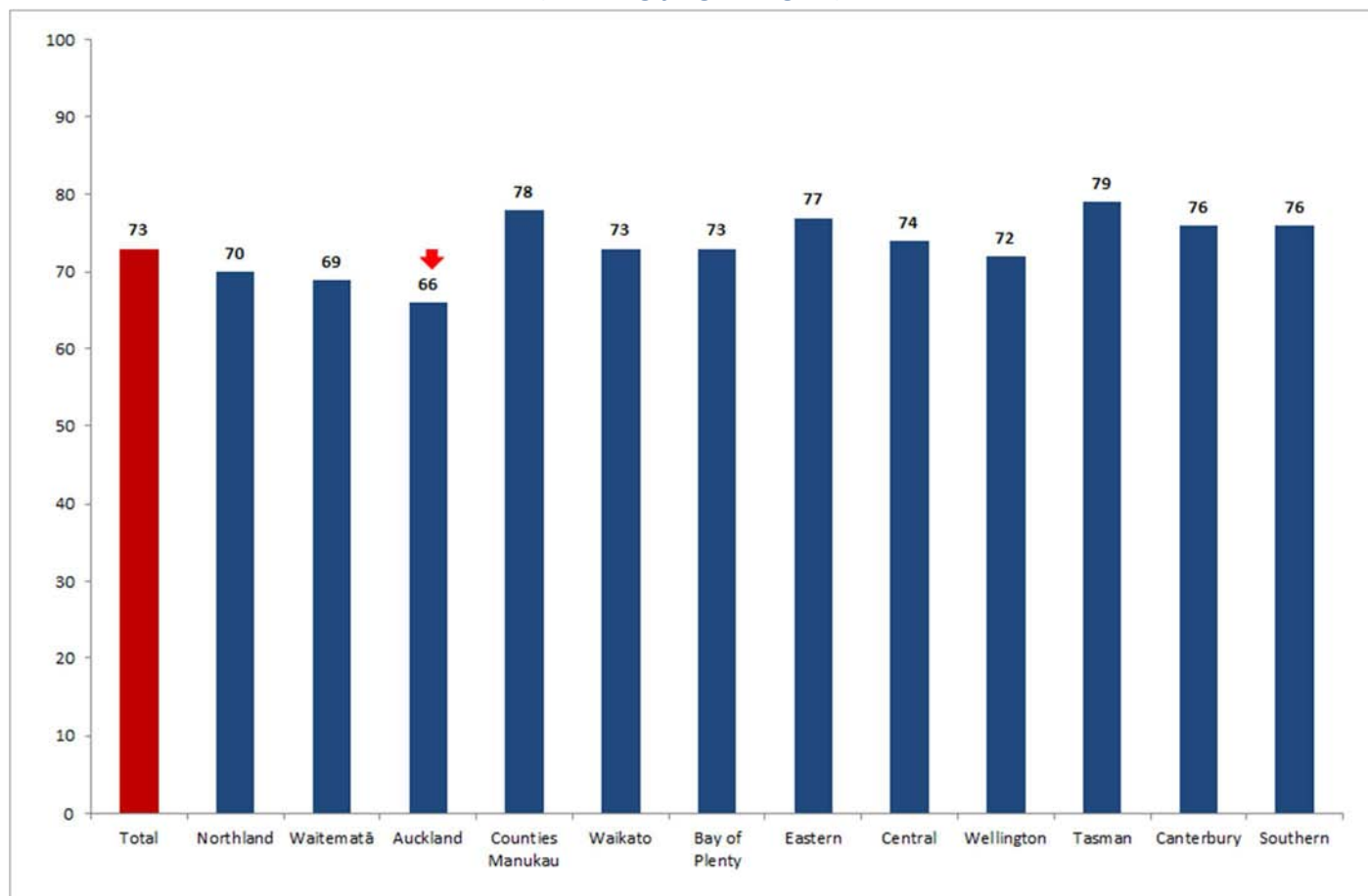
Red arrow indicates a significant negative change from the previous survey wave.

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

1. 2016/17

This year just less than three quarters of all respondents (73%) *strongly agree* or *agree* that the service is good value for tax dollars spent. While there are not any districts with statistically significantly higher shares of agreement levels this year, those in Auckland City District are significantly less likely to agree to some extent that it is good value for tax (66% *strongly agreeing/agreeing*).

Figure 42: Good Value for Tax Dollars Spent - By District in 2016/17
(% Strongly Agree/Agree)



Base: All respondents, excluding 'not applicable' responses. Total 2016/17 n=4343; Northland n=293; Waitematā n=351; Auckland n=356; Counties n=356; Waikato n=413; Bay of Plenty n=374; Eastern n=377; Central n=422; Wellington n=414; Tasman n=254; Canterbury n=401; Southern n=332.

Green arrow indicates a significantly higher result than the total.

Red arrow indicates a significantly lower result than the total.

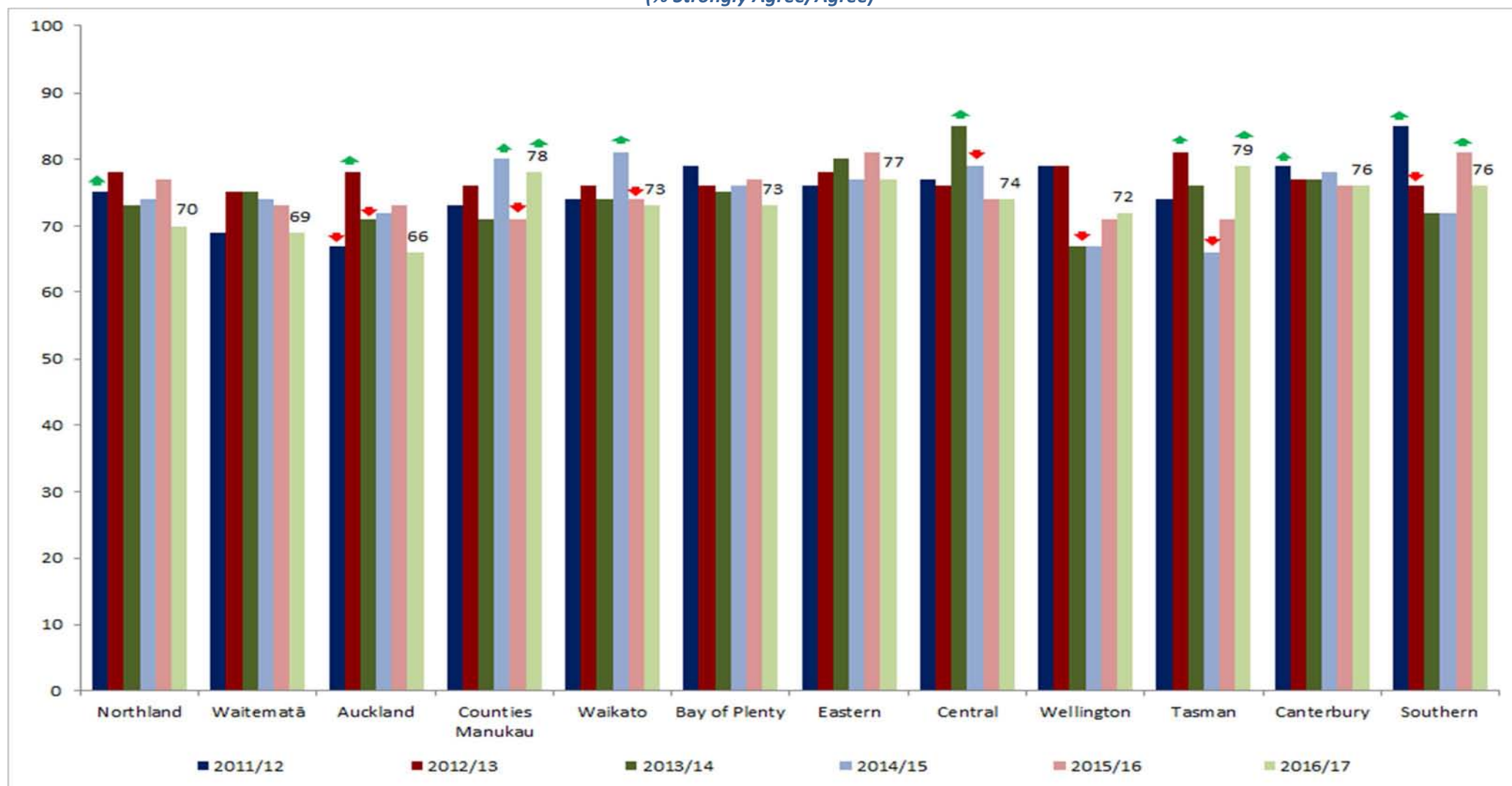
2. Comparison with 2015/16

When compared with 2015/16, there has been a significant increase in the share of respondents *strongly agreeing/agreeing* and a significant decline in the share *disagreeing/strongly disagreeing* that the service provided was an example of good value for tax dollars spent in both Tasman (agreement up from 71%, to 79%; disagreement down from 19%, to 10%) and Counties Manukau (agreement up from 71%, to 78%; disagreement down from 15%, to 9%) districts.

Waitematā District also improved positively, with the share who *disagree* or *strongly disagree* decreasingly significantly (down from 14% in 2015/16, to 5% this measure), while there has been a significant increase in the share *strongly agreeing* with the statement among those living in Central District (up from 30%, to 38%).

In contrast, between 2015/16 and 2016/17 there has been a significant increase in negative ratings for Bay of Plenty District (the share of respondents who *strongly disagree* or *disagree* up significantly from 8% last measure to 13%).

Figure 43: 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 63: Good Value for Tax Dollars Spent – By District over Time (Part 1) (%)

	Northland						Waitematā						Auckland City					
	11/12	12/13	13/14	14/15	15/ 16	16/17	11/12	12/13	13/14	14/15	15/ 16	16/17	11/12	12/13	13/14	14/15	15/ 16	16/17
Strongly Agree	28	33	30	28	33	28	24	37	38	28	34	28	22	28	30	29	22	28
Agree	47	45	43	46	44	43	45	38	37	46	39	41	45	50	41	43	51	39
Strongly Agree/Agree	75	78	73	74	77	70	69	75	75	74	73	69	67	78	71	72	73	66
Neither/nor	12	11	13	10	9	17	21	19	13	18	11	20	18	12	17	12	15	19
Disagree	8	7	8	5	7	6	7	3	5	5	8	5	5	6	7	9	6	6
Strongly Disagree	4	3	5	8	5	5	3	3	3	2	6	1	7	4	2	6	4	3
Disagree/Strongly Disagree	12	10	13	13	12	11	10	6	8	7	14	5	12	10	9	15	10	9
Don't know	1	1	1	3	2	2	0	0	4	1	2	6	3	0	3	1	3	5
Base	329	308	298	219	205	293	411	372	302	277	237	351	409	364	256	262	222	356

Table 64: Good Value for Tax Dollars Spent – By District over Time (Part 2) (%)

	Counties Manukau						Waikato						Bay of Plenty					
	11/12	12/13	13/14	14/15	15/ 16	16/17	11/12	12/13	13/14	14/15	15/ 16	16/17	11/12	12/13	13/14	14/15	15/ 16	16/17
Strongly Agree	30	26	27	31	32	38	28	28	30	30	37	31	31	32	33	32	30	33
Agree	43	50	44	49	39	39	46	48	44	51	37	42	48	44	42	44	47	40
Strongly Agree/Agree	73	76	71	80	71	78	74	76	74	81	74	73	79	76	75	76	77	73
Neither/nor	13	13	17	10	12	11	16	15	13	8	15	16	11	16	11	16	14	12
Disagree	7	6	7	5	5	4	5	4	7	8	4	6	5	5	10	5	5	8
Strongly Disagree	6	4	3	4	10	4	3	5	3	2	5	4	5	3	2	1	3	5
Disagree/Strongly Disagree	13	10	10	9	15	9	8	9	10	10	10	10	10	8	12	6	8	13
Don't know	1	1	2	1	1	3	2	0	3	1	2	2	0	0	2	2	2	3
Base	451	412	283	254	250	356	482	508	329	339	298	413	431	433	321	263	263	374

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.

Note: Due to rounding some totals may not correspond with the sum of the separate figures and individual results may not total 100%.

Table 65: Good Value for Tax Dollars Spent – By District over Time (Part 3) (%)

	Eastern						Central						Wellington					
	11/12	12/13	13/14	14/15	15/ 16	16/17	11/12	12/13	13/14	14/15	15/ 16	16/17	11/12	12/13	13/14	14/15	15/ 16	16/17
Strongly Agree	30	24	32	35	38	34	35	33	30	30	30	38	33	33	30	30	36	37
Agree	46	54	48	42	43	44	42	43	55	49	44	36	46	46	37	37	35	35
Strongly Agree/Agree	76	78	80	77	81	77	77	76	85	79	74	74	79	79	67	67	71	72
Neither/nor	11	14	9	7	9	8	12	15	6	9	15	12	13	12	20	17	15	20
Disagree	9	4	5	9	5	8	5	5	4	7	9	5	4	6	7	9	6	4
Strongly Disagree	4	2	4	5	3	1	5	3	3	3	1	4	3	3	5	6	5	2
Disagree/Strongly Disagree	13	6	9	14	8	10	10	8	7	10	10	8	7	9	12	15	11	5
Don't know	0	2	2	2	2	4	1	1	2	2	1	5	1	0	1	1	3	3
Base	369	369	308	244	282	377	392	435	313	304	289	422	467	423	307	292	248	414

Table 66: Good Value for Tax Dollars Spent – By District over Time (Part 4) (%)

	Tasman						Canterbury						Southern					
	11/12	12/13	13/14	14/15	15/ 16	16/17	11/12	12/13	13/14	14/15	15/ 16	16/17	11/12	12/13	13/14	14/15	15/ 16	16/17
Strongly Agree	29	33	34	24	31	39	34	29	30	27	32	28	32	29	28	29	28	35
Agree	45	48	42	42	40	40	45	48	47	51	44	48	53	47	44	43	53	40
Strongly Agree/Agree	74	81	76	66	71	79	79	77	77	78	76	76	85	76	72	72	81	76
Neither/nor	16	10	11	24	9	8	13	14	9	12	12	11	5	17	16	14	10	13
Disagree	7	6	6	7	11	8	6	7	6	6	10	6	7	4	7	8	5	6
Strongly Disagree	3	2	5	3	8	2	1	1	6	2	2	6	2	2	4	5	3	2
Disagree/Strongly Disagree	10	8	11	10	19	10	7	8	12	8	12	12	9	6	11	13	8	9
Don't know	0	1	2	0	1	3	1	1	2	2	1	2	1	1	1	1	3	3
Base	321	321	287	209	201	254	360	381	295	331	252	401	272	315	265	217	235	332

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.

Note: Due to rounding some totals may not correspond with the sum of the separate figures and individual results may not total 100%.

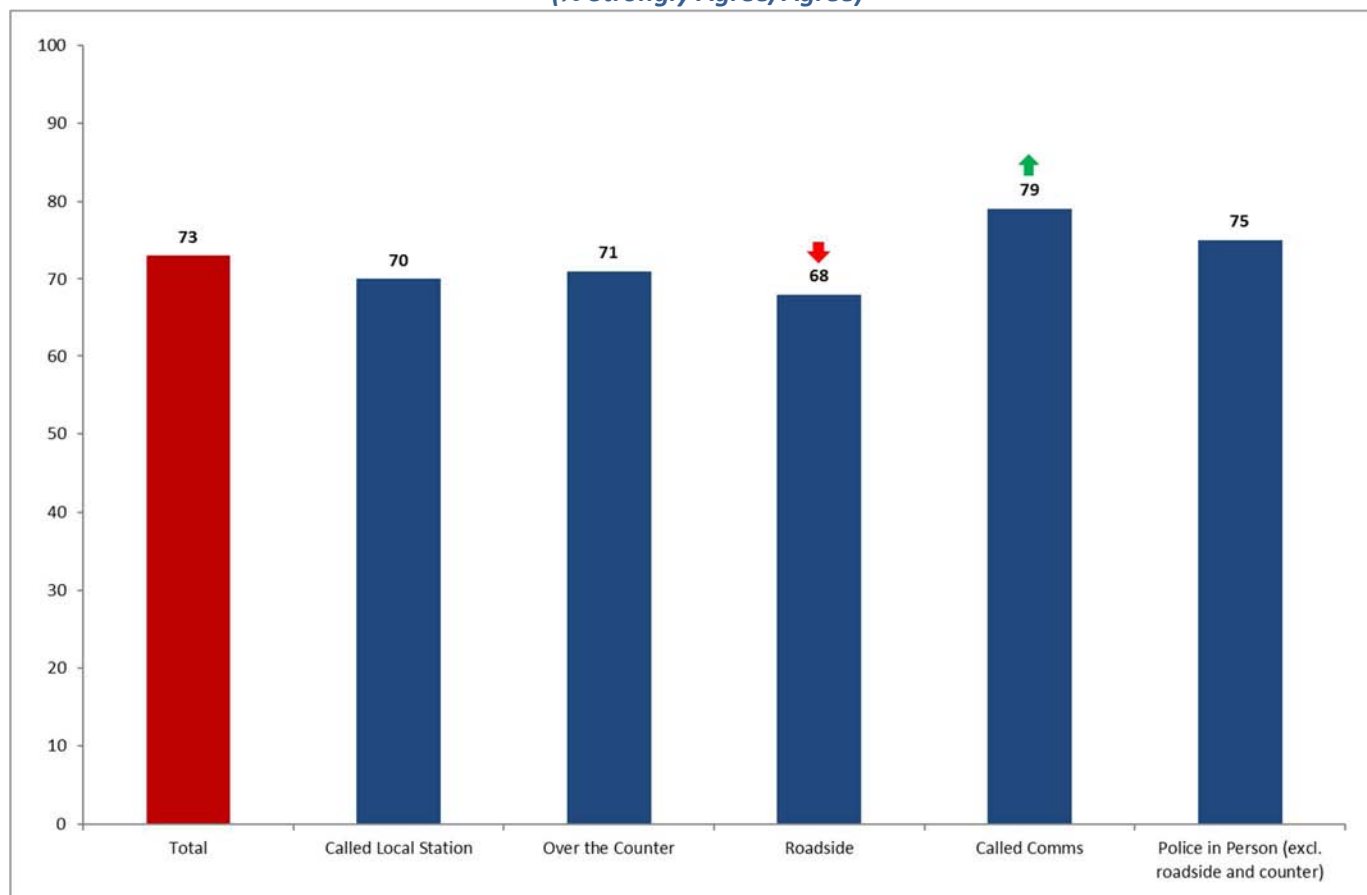
4.6.3. Good Value for Tax Dollars Spent - Comparison by Point of Contact

1. 2016/17

Respondents whose point of contact with Police was calling a Communications Centre (79%) were significantly more likely to *strongly agree* or *agree* that the service they received was an example of good value for tax dollars spent.

In contrast, respondents whose point of contact was at the roadside were less likely to agree to some extent (68%).

Figure 44: Good Value for Tax Dollars Spent - By Point of Contact in 2016/17
(% Strongly Agree/Agree)



Base: All respondents, excluding 'not applicable' responses. Total 2016/17 n=4343; Called local station n=415; Over the counter n=412; Roadside n=583; Called the Communications Centre n=2059; Police in Person (excl. roadside and counter) n=794.

Green arrow indicates a significantly higher result than the total.

Red arrow indicates a significantly lower result than the total.

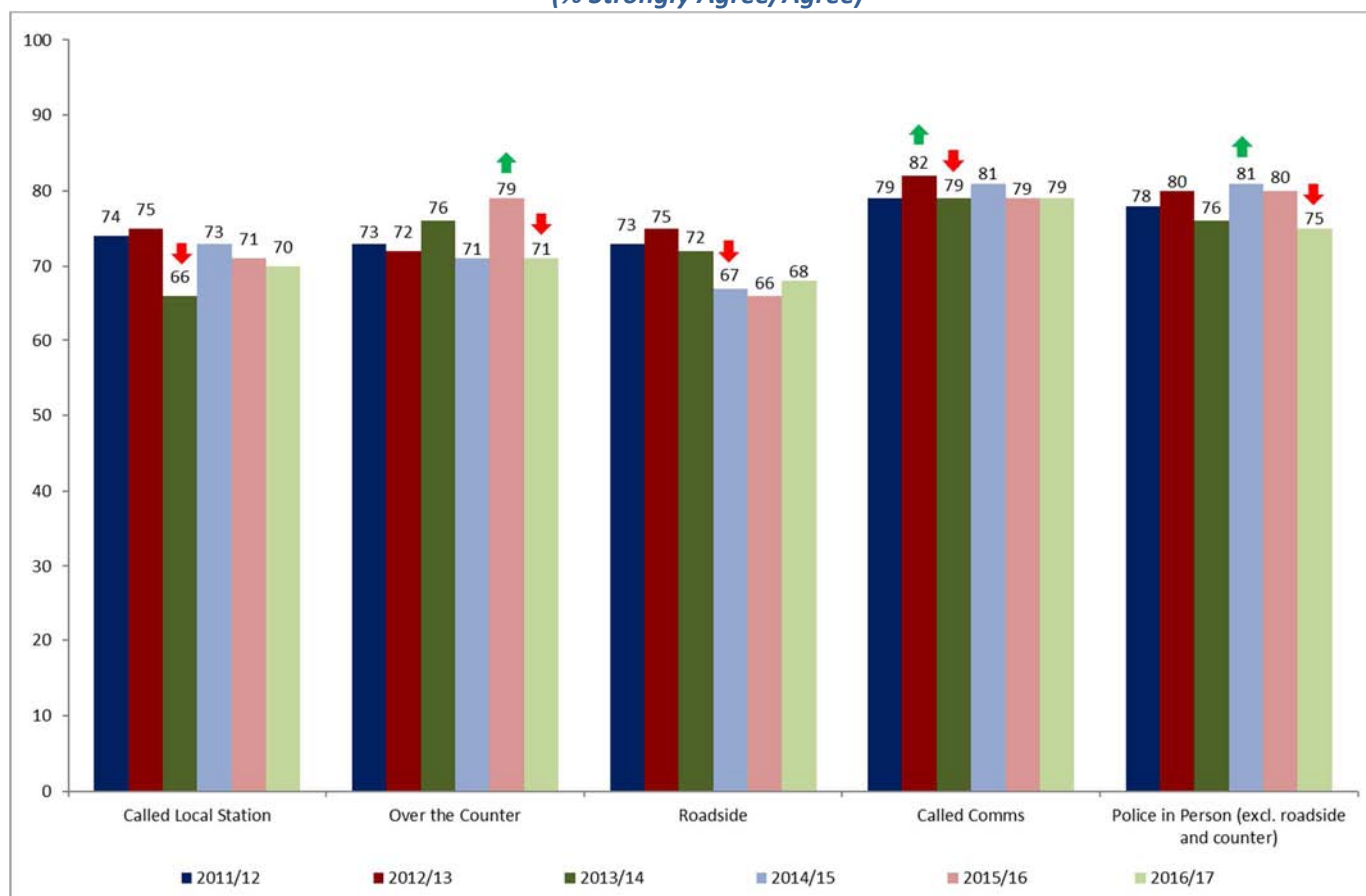
2. Comparison with 2015/16

When compared with 2015/16, the share of respondents who *disagreed/strongly disagreed* that the service is an example of good value for tax dollars spent decreased significantly among those whose point of contact was either at the roadside (down from 17% last year, to 12%) or by calling the Communications Centre (down from 9%, to 7%).

There has also been a change in the strength of positive ratings, with a significant increase in the share *strongly agreeing* with the statement among those who had contact by calling a local station (up from 23% last year, to 32%).

In contrast, this measure there has been a significant decline in the share agreeing to some extent that the service is an example of good value for tax dollars spent among those visiting a local station (down from 79% strongly agreeing/agreeing, to 71%) and those who had contact with police in person (other than at the roadside or local station) (down from 80%, to 75%).

**Figure 45: 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 67: Good Value for Tax Dollars Spent – By Point of Contact over Time (Part 1) (%)

	Called Local Station						Over the Counter						Roadside					
	11/12	12/13	13/14	14/15	15/ 16	16/17	11/12	12/13	13/14	14/15	15/ 16	16/17	11/12	12/13	13/14	14/15	15/ 16	16/17
Strongly Agree	32	23	26	25	23	32	26	26	33	30	32	29	30	31	27	23	29	28
Agree	42	52	40	48	48	38	47	46	43	41	47	41	43	44	45	44	37	40
Strongly Agree/Agree	74	75	66	73	71	70	73	72	76	71	79	71	73	75	72	67	66	68
Neither/nor	15	12	21	15	14	18	14	19	16	17	12	16	14	14	11	14	16	17
Disagree	5	7	8	8	7	7	9	5	5	7	6	6	7	6	10	12	10	8
Strongly Disagree	5	5	3	3	5	2	2	3	2	4	2	2	5	4	6	6	8	5
Disagree/Strongly Disagree	10	12	11	11	12	9	11	8	7	11	8	8	12	10	16	18	17	12
Don't know	1	1	2	1	3	3	2	1	1	1	1	5	1	1	1	1	1	2
Base	256	242	243	229	195	415	447	421	446	407	381	412	1535	1516	845	666	629	583

Table 68: Good Value for Tax Dollars Spent – By Point of Contact over Time (Part 2) (%)

	Called Comms						Police in Person (excl. roadside and counter)					
	11/12	12/13	13/14	14/15	15/ 16	16/17	11/12	12/13	13/14	14/15	15/ 16	16/17
Strongly Agree	28	32	35	38	38	37	32	32	34	31	34	37
Agree	51	50	44	43	42	42	46	48	42	50	47	38
Strongly Agree/Agree	79	82	79	81	79	79	78	80	76	81	80	75
Neither/nor	14	16	12	11	10	10	12	14	13	12	11	13
Disagree	4	4	4	5	6	5	4	3	5	4	4	4
Strongly Disagree	1	1	3	2	3	2	5	2	2	2	3	4
Disagree/Strongly Disagree	5	5	7	7	9	7	9	5	7	6	7	8
Don't know	2	1	2	1	2	4	1	1	4	1	2	4
Base	1618	1634	1215	1143	1093	2059	842	828	815	772	679	794

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.

Note: Due to rounding some totals may not correspond with the sum of the separate figures and individual results may not total 100%.

4.7. Service Experience Attributes - Reasons for Dissatisfaction

Note: Reasons for dissatisfaction with the Police commitment of service attributes was asked differently to previous waves in 2013/14, 2014/15 and 2015/16. Since 2013/14, after all individual 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 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 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 11% of respondents who *disagree* or *strongly disagree* with one (or more) of the individual attributes was that the staff member didn't do anything – that there was no action or outcome (16%). Other commonly mentioned reasons included that the staff member had a bad attitude/arrogant/indifferent/abrupt (13%), the matter was not taken seriously (13%), and there was no follow up or feedback (11%).

When compared with reasons given for dissatisfaction with service in 2015/16, there have been significant declines in the share who commented that the staff have a bad attitude (down from 26%, to 13%), that they felt picked on or discriminated against (down from 12%, to 5%), that the Police did not consider the situation or use discretion (down from 9%, to 5%), and that the Police had poor communication skills (down from 6%, to 3%).

Table 69: Service Experience Attributes – Reasons for Dissatisfaction (%)

	Respondents who disagreed with at least 1 attribute				All Respondents
	2013/14 (12%, n=417)	2014/15 (12%, n=390)	2015/16 (11%, n=391)	2016/17 (11%, n=558)	2016/17 (n=5002)
Police did not do anything/no outcome/action/did not do their job	11	10	13	16	3
Staff member had a bad attitude/arrogant/indifferent/abrupt	20	12	26	13	2
Did not take matter seriously/did not believe me/did not care	20	17	17	13	2
Police did not call back, no follow-up/feedback	13	12	13	11	2
Respondent felt picked on/discriminated against	11	11	12	5	1
Did not consider situation/no discretion/lenience	2	2	9	5	1
Police were incompetent/did not handle situation well	13	12	4	4	1
Police took too long to respond / inadequate response / did not attend	5	3	2	4	1
No information or help or advice given/Police did not help at all	5	4	3	4	1
Poor communication/did not listen/uninterested/no explanation	6	9	6	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 2016/17.

4.8.1. Quality of Service Expected Before Contact with Police – Comparison with 2015/16

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 (down 1 percentage point from 83%).

Only 4% of respondents reported expecting to receive *poor/very poor* service. However, this result is an increase of one percentage point from last year (a statistically significant change).

Table 70: Quality of Service Expected Before Contact with Police – Comparison Over Time (%)

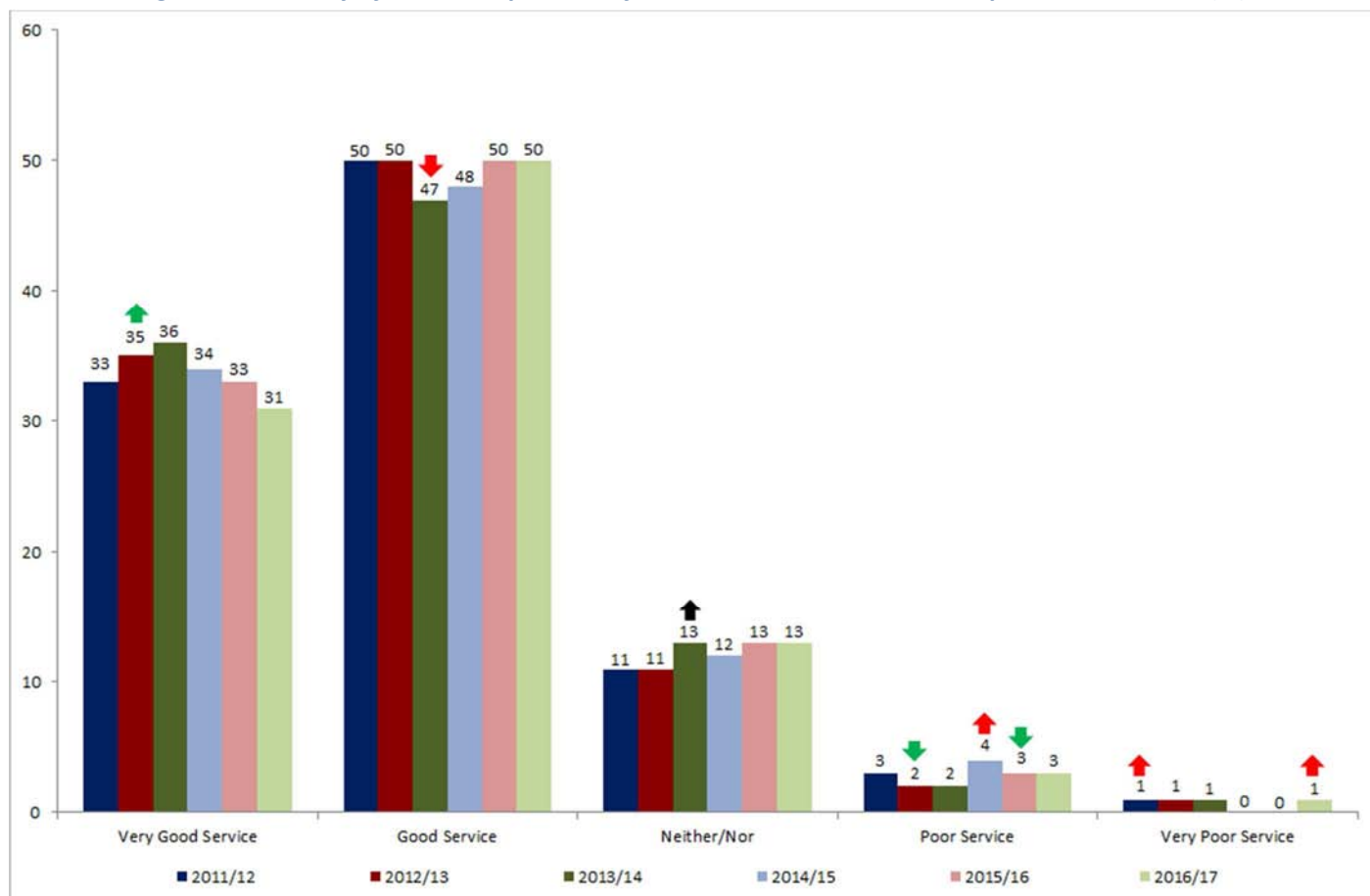
	2011/12	2012/13	2013/14	2014/15	2015/16	2016/17
Very Good Service	33	35	36	34	33	31
Good Service	50	50	47	48	50	50
Very Good/Good Service	83	85	83	82	83	82
Neither/Nor	11	11	13	12	13	13
Poor Service	3	2	2	4	3	3
Very Poor Service	1	1	1	0	0	1
Poor/Very Poor Service	4	3	3	4	3	4
Don't know	1	1	1	2	1	2
Base	4660	4607	3511	3161	2933	4273

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 and individual results may not total 100%.

Figure 46: Quality of Service Expected Before Contact with Police – Comparison over Time (%)



Base: All respondents excluding those giving a 'not applicable' response. 2011/12 n=4660, 2012/13 n=4607, 2013/14 n=3511, 2014/15 n=3161, 2015/16 n=2933, 2016/17 n=4273.

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.

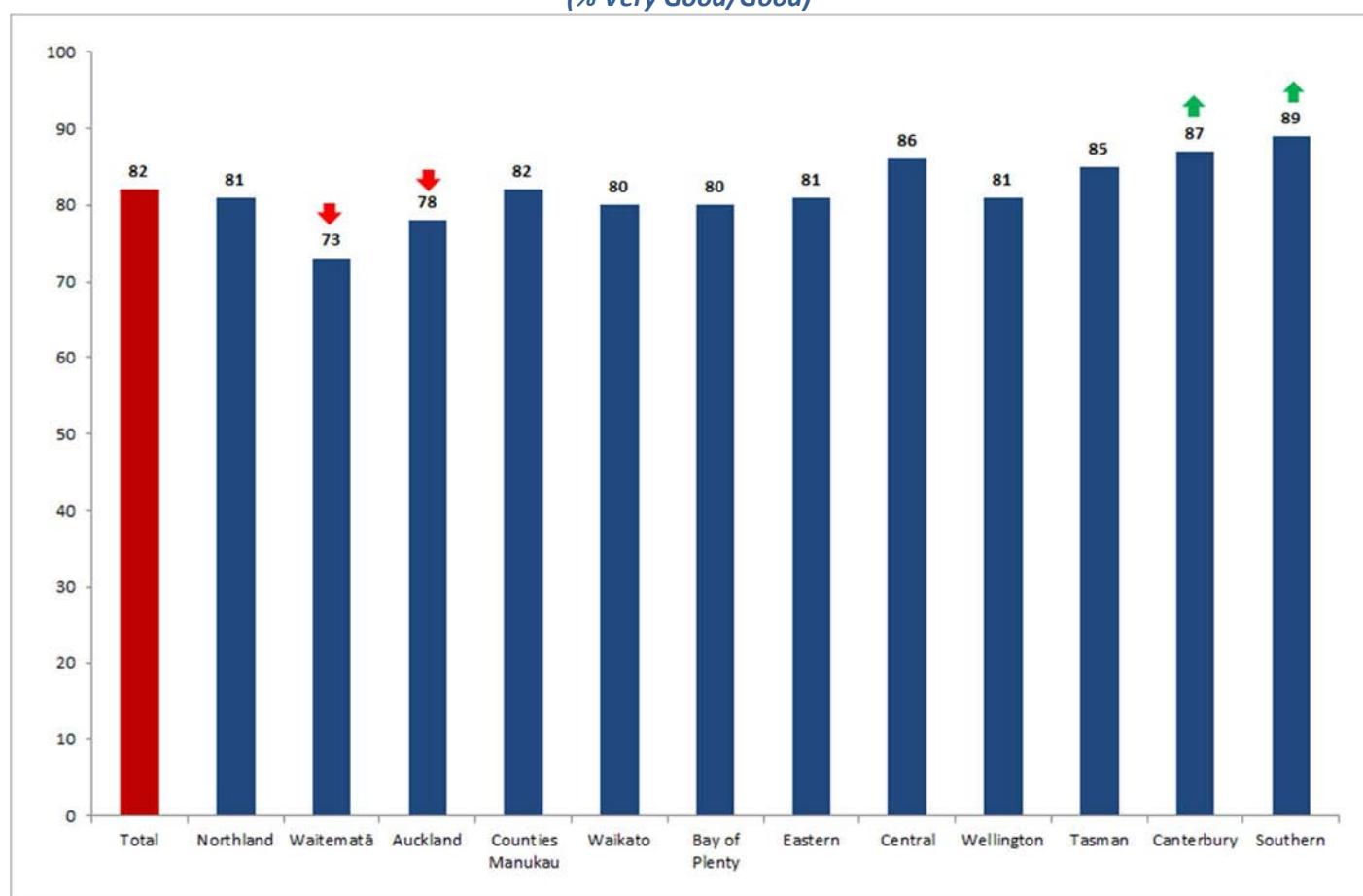
4.8.3 Quality of Service Expected Before Contact with Police - Comparison by District

1. 2016/17

Before their contact with Police, just over four in five respondents (82%) expected to receive *very good* or *good* service. Those living in Southern (89%) and Canterbury (87%) districts were statistically significantly more likely to expect to receive at least good service.

In contrast, respondents living in Waitematā (73%) and Auckland (78%) districts were statistically significantly less likely to report that they expected *very good/good* service prior to Police contact.

Figure 47: Quality of Service Expected Before Contact with Police - By District in 2016/17
(% Very Good/Good)



Base: All respondents, excluding 'not applicable' responses. Total 2016/17 n=4273; Northland n=285; Waitematā n=348; Auckland n=347; Counties n=349; Waikato n=414; Bay of Plenty n=374; Eastern n=370; Central n=409; Wellington n=407; Tasman n=249; Canterbury n=392; Southern n=329.

Green arrow indicates a significantly higher result than the total.

Red arrow indicates a significantly lower result than the total.

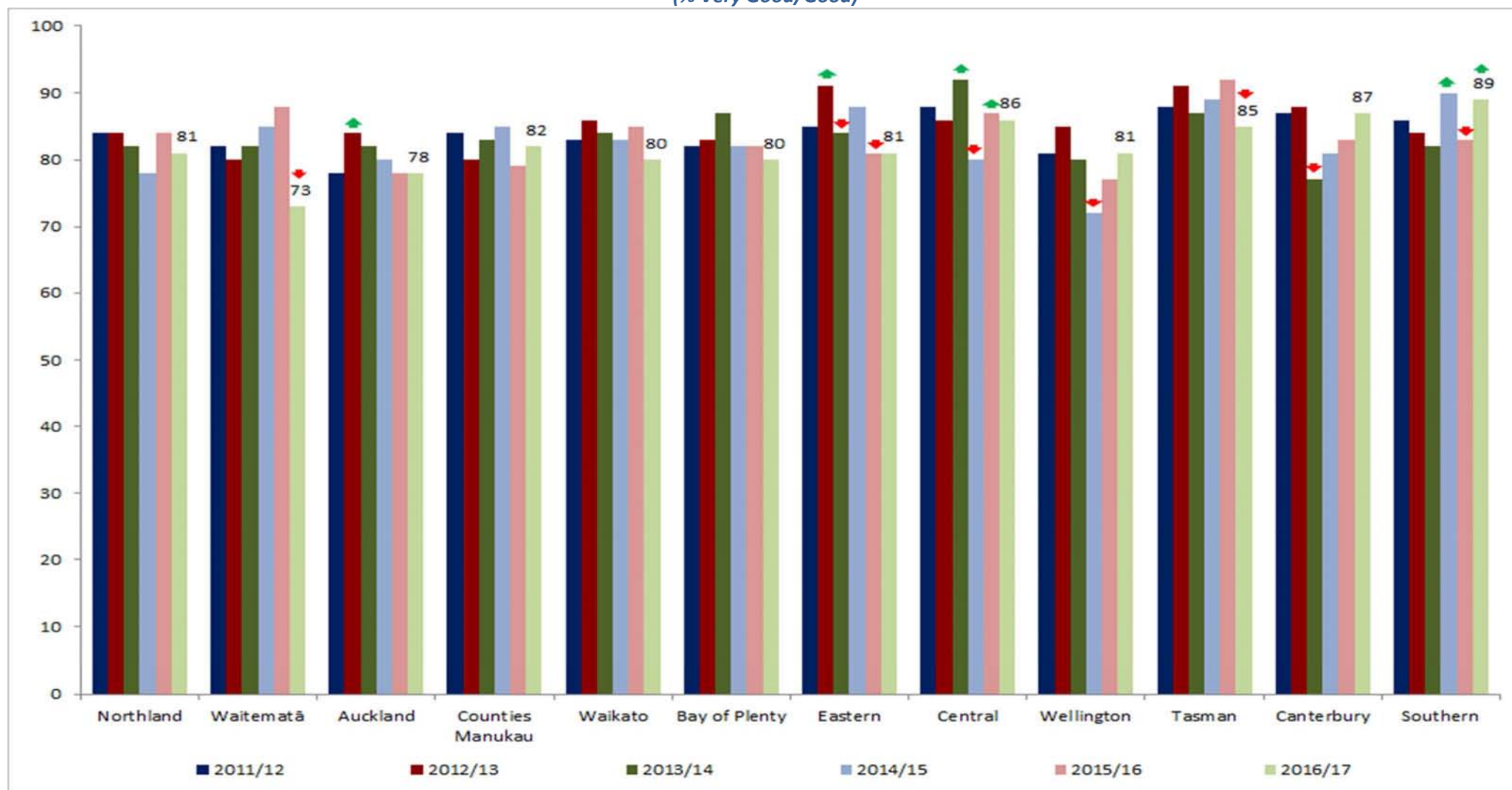
2. Comparison with 2015/16

When compared with the previous measure, there has been a significant increase in the proportion of respondents in Southern District expecting either *very good* or *good* service (up from 83% in 2015/16, to 89%), including an increase in the share expecting *very good service* (up from 22% last year, to 36%). *Note: These increases follow significant declines in ratings last year, moving positive ratings back up in line with ratings in 2014/15.*

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 Waitematā (share expecting *very good/good* service down from 88%, to 73%), Tasman (share expecting *very good/good* service down from 92%, to 85%) and Auckland City (share expecting *poor/very poor* service up from 2%, to 8%) districts.

Also of note has been a significant decline in the share expecting *very good* service in Auckland City District (down from 31% in 2015/16, to 18%).

Figure 48: 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 71: Quality of Service Expected Before Contact with Police – By District over Time (Part 1) (%)

	Northland						Waitematā						Auckland City					
	11/12	12/13	13/14	14/15	15/ 16	16/17	11/12	12/13	13/14	14/15	15/ 16	16/17	11/12	12/13	13/14	14/15	15/ 16	16/17
Very good service	34	40	35	30	35	28	33	34	37	33	33	31	27	32	36	29	31	18
Good service	50	44	47	48	49	53	49	46	45	52	55	42	51	52	46	51	47	60
Very Good/Good Service	84	84	82	78	84	81	82	80	82	85	88	73	78	84	82	80	78	78
Neither/nor	12	9	11	13	10	13	13	15	13	13	8	24	15	13	13	14	18	13
Poor service	1	6	2	4	4	3	3	2	2	1	2	2	3	1	4	5	2	7
Very poor service	1	1	1	2	1	1	1	2	2	0	0	1	3	2	1	1	0	1
Poor/Very Poor Service	3	7	3	6	5	4	4	4	4	1	2	3	6	3	5	6	2	8
Don't know	1	0	4	3	1	3	1	1	1	1	1	1	1	0	0	0	2	2
Base	325	303	293	216	200	285	405	368	297	272	236	348	403	363	251	261	219	347

Table 72: Quality of Service Expected Before Contact with Police – By District over Time (Part 2) (%)

	Counties Manukau						Waikato						Bay of Plenty					
	11/12	12/13	13/14	14/15	15/ 16	16/17	11/12	12/13	13/14	14/15	15/ 16	16/17	11/12	12/13	13/14	14/15	15/ 16	16/17
Very good service	33	29	34	39	30	34	31	39	35	36	34	37	38	34	37	35	36	32
Good service	51	51	49	46	48	48	52	47	49	47	51	43	44	49	50	47	46	49
Very Good/Good Service	84	80	83	85	79	82	83	86	84	83	85	80	82	83	87	82	82	80
Neither/nor	10	12	13	8	15	14	13	8	12	11	10	12	12	13	10	11	13	10
Poor service	3	5	2	4	5	3	3	3	2	2	3	3	4	2	2	3	4	4
Very poor service	2	1	1	1	0	0	1	1	0	2	1	2	1	1	0	1	0	0
Poor/Very Poor Service	5	6	3	5	5	3	4	4	2	4	4	5	5	3	2	4	4	4
Don't know	1	2	1	2	2	1	0	1	2	2	2	2	1	1	1	3	1	6
Base	451	410	277	248	244	349	481	505	324	336	291	414	427	429	316	261	258	374

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.

Note: Due to rounding some totals may not correspond with the sum of the separate figures and individual results may not total 100%.

Table 73: Quality of Service Expected Before Contact with Police – By District over Time (Part 3) (%)

	Eastern						Central						Wellington					
	11/12	12/13	13/14	14/15	15/ 16	16/17	11/12	12/13	13/14	14/15	15/ 16	16/17	11/12	12/13	13/14	14/15	15/ 16	16/17
Very good service	34	38	39	37	35	29	36	34	41	34	39	33	33	36	38	36	35	31
Good service	51	53	45	51	46	51	52	52	51	46	48	53	48	49	42	36	43	50
Very Good/Good Service	85	91	84	88	81	81	88	86	92	80	87	86	81	85	80	72	77	81
Neither/nor	8	5	10	5	10	16	9	7	5	12	11	10	14	13	16	15	19	11
Poor service	6	1	4	5	4	2	2	3	1	5	1	3	2	1	2	11	3	5
Very poor service	0	1	1	0	2	1	0	2	0	0	1	0	1	0	0	1	0	1
Poor/Very Poor Service	6	2	5	5	6	3	2	5	1	5	1	3	3	1	2	12	3	6
Don't know	1	2	1	2	3	1	1	2	2	3	1	2	2	1	2	1	1	2
Base	368	367	303	242	282	370	385	425	308	299	287	409	466	423	306	291	244	407

Table 74: Quality of Service Expected Before Contact with Police – By District over Time (Part 4) (%)

	Tasman						Canterbury						Southern					
	11/12	12/13	13/14	14/15	15/ 16	16/17	11/12	12/13	13/14	14/15	15/ 16	16/17	11/12	12/13	13/14	14/15	15/ 16	16/17
Very good service	34	40	44	39	37	40	34	38	26	31	31	31	38	35	38	39	22	36
Good service	54	51	43	50	55	45	53	50	51	50	52	56	48	49	44	51	61	53
Very Good/Good Service	88	91	87	89	92	85	87	88	77	81	83	87	86	84	82	90	83	89
Neither/nor	9	6	11	8	6	13	10	9	18	14	14	10	9	13	14	7	13	7
Poor service	1	2	1	1	1	1	1	1	2	2	3	3	3	3	3	2	2	1
Very poor service	1	1	0	0	0	1	0	2	1	0	0	0	0	0	1	0	0	1
Poor/Very Poor Service	2	3	1	1	1	2	1	3	3	2	3	3	3	3	4	2	2	1
Don't know	1	0	1	2	1	0	2	0	2	3	0	1	2	0	0	1	2	2
Base	318	322	286	203	200	249	358	379	288	323	245	392	273	313	262	209	227	329

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.

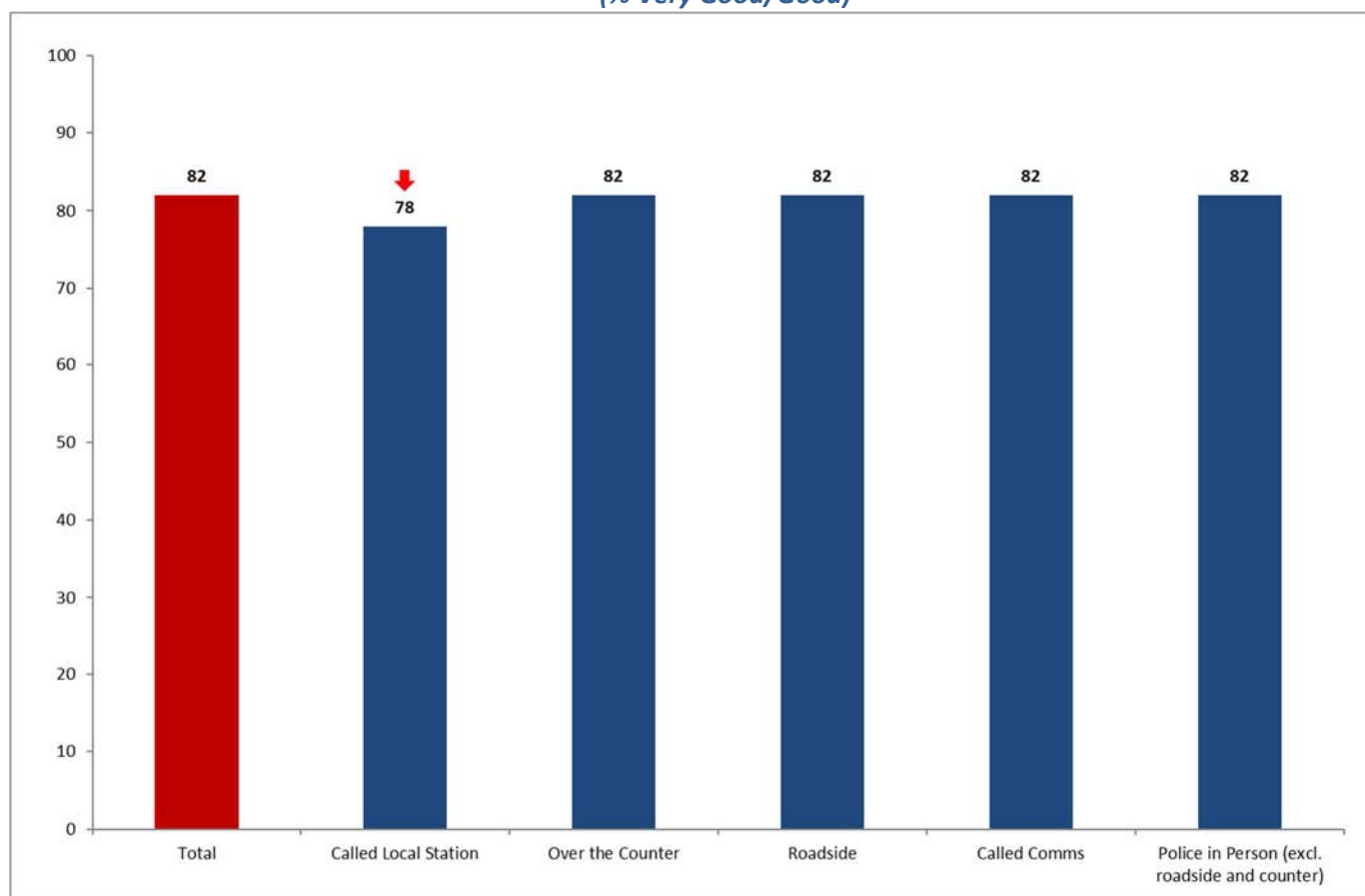
Note: Due to rounding some totals may not correspond with the sum of the separate figures and individual results may not total 100%.

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

1. 2016/17

This year just over four out of five respondents reported expecting *very good* or *good* service from the Police before making contact (82%). The share of respondents expecting *very good* or *good* service from Police was 82% across all points of contact, with the exception of calling a local station – where 78% expected at least good service (a significantly lower share).

Figure 49: Quality of Service Expected Before Contact with Police - By Point of Contact in 2016/17 (% Very Good/Good)



Base: All respondents, excluding 'not applicable' responses. Total 2016/17 n=4273; Called local station n=483; Over the counter n=458; Roadside n=571; Called the Communications Centre n=2144; Police in Person (excl. roadside and counter) n=1019.

Green arrow indicates a significantly higher result than the total.

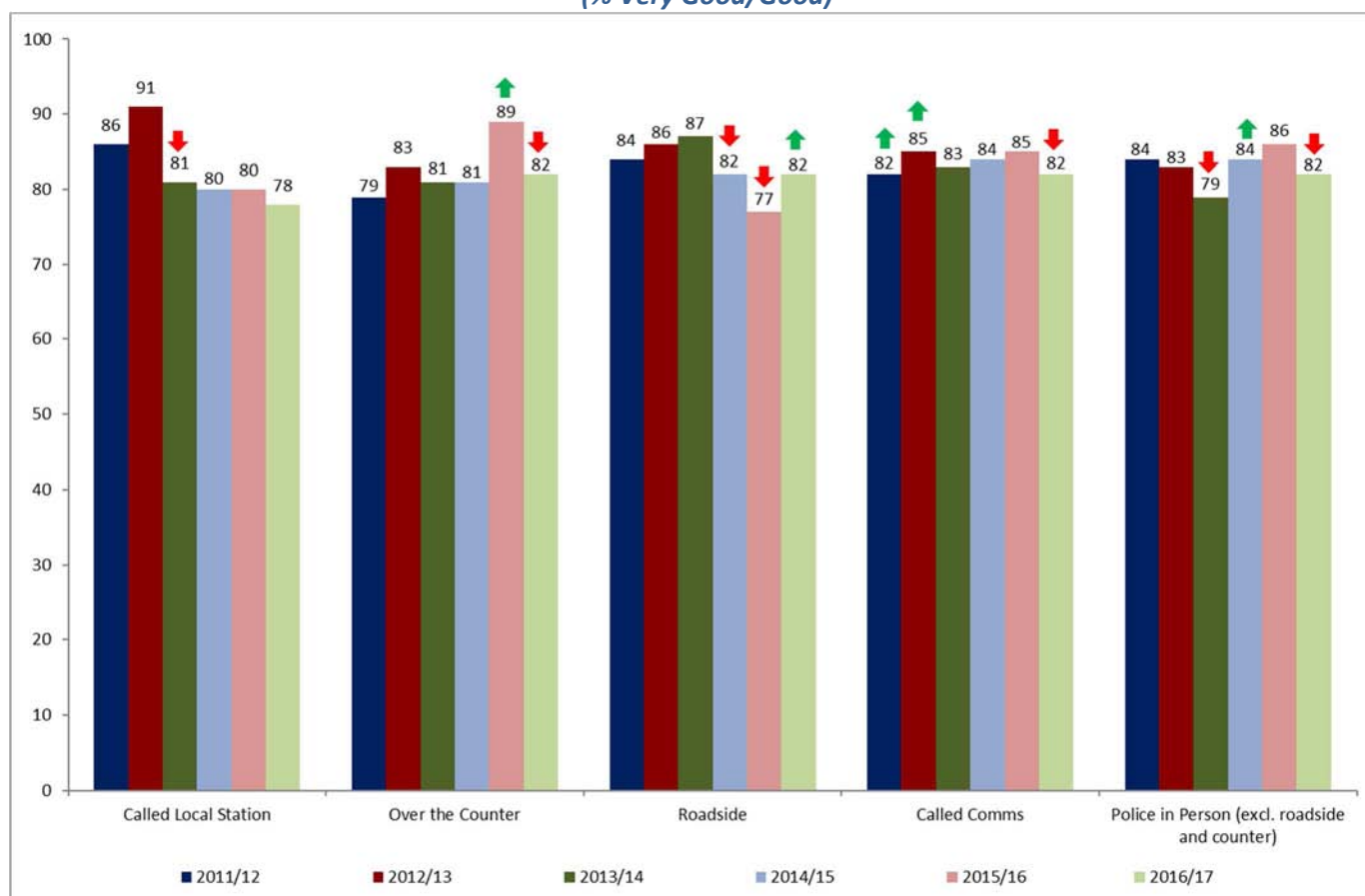
Red arrow indicates a significantly lower result than the total.

2. Comparison with 2015/16

The proportion of respondents who expected *very good/good service* has increased significantly for respondents whose point of contact was on the roadside (up from 77% last year, to 82%) and halts what had been a decline in positive ratings over the previous two years.

In contrast, there has been a significant decrease in the proportion of respondents expecting at least good service for those who made contact over the counter at a local station (share expecting *very good/good service* down from 89%, to 82%), police in person (other than at the roadside or local station) (down from 86%, to 82%) and by calling the Communications Centre (down from 85%, to 82% - including a significant decline in the share expecting *very good service*).

Figure 50: 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 75: Quality of Service Expected Before Contact with Police – By Point of Contact Over Time (Part 1) (%)

	Called Local Station						Over the Counter						Roadside					
	11/12	12/13	13/14	14/15	15/ 16	16/17	11/12	12/13	13/14	14/15	15/ 16	16/17	11/12	12/13	13/14	14/15	15/ 16	16/17
Very good service	28	39	37	31	18	23	33	29	36	32	31	26	35	37	37	33	31	36
Good service	58	52	44	49	63	55	46	54	45	49	58	56	49	49	50	49	46	46
Very Good/Good Service	86	91	81	80	80	78	79	83	81	81	89	82	84	86	87	82	77	82
Neither/nor	9	6	13	15	16	14	16	13	15	12	8	13	12	10	10	12	18	14
Poor service	1	2	3	4	3	5	3	2	2	4	2	2	2	2	1	3	3	3
Very poor service	2	1	1	0	1	1	1	2	0	1	0	1	1	1	1	1	1	1
Poor/Very Poor Service	3	3	4	4	4	6	4	4	2	5	2	4	3	3	2	4	4	4
Don't know	2	0	2	1	0	2	1	0	2	2	1	2	1	1	1	2	1	0
Base	256	243	245	226	193	483	448	417	439	404	380	458	1526	1512	834	655	621	571

Table 76: Quality of Service Expected Before Contact with Police – By Point of Contact Over Time (Part 2) (%)

	Called Comms						Police in Person (excl. roadside and counter)					
	11/12	12/13	13/14	14/15	15/ 16	16/17	11/12	12/13	13/14	14/15	15/ 16	16/17
Very good service	32	37	37	41	39	34	31	33	33	35	36	32
Good service	50	48	46	43	47	48	53	50	46	49	50	49
Very Good/Good Service	82	85	83	84	85	82	84	83	79	84	86	82
Neither/nor	11	10	12	11	9	11	10	12	16	10	11	13
Poor service	4	4	3	4	4	4	4	2	3	4	2	3
Very poor service	1	1	1	0	0	1	1	1	1	0	0	0
Poor/Very Poor Service	5	5	4	4	5	5	5	3	4	4	2	3
Don't know	2	0	1	1	2	2	1	2	1	2	1	2
Base	1592	1614	1201	1123	1070	2144	842	821	792	759	664	1019

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.

Note: Due to rounding some totals may not correspond with the sum of the separate figures and individual results may not total 100%.

4.9. Service Expectations Met or Exceeded

4.9.1. Service Expectations Met or Exceeded – Comparison with 2015/16

Six out of seven respondents (86%) reported the service they received was *much better/better/about the same* as they had expected (stable from 87% in 2015/16). While the share of respondents who received service that was *much better/better* than expected is also stable (35%, compared with 34% last year), it should be noted that there has been a significant increase in the share commenting that service was *much better* (up significantly from 12% last year, to 16%).

This year, 12% of respondents reported that the service they received was *worse* or *much worse* than expected (unchanged from last year).

Table 77: Service Expectations Met or Exceeded – Comparison over Time (%)

	2011/12	2012/13	2013/14	2014/15	2015/16	2016/17
Much Better	10	12	13	12	12	16
Better	22	22	26	25	21	20
Much Better/Better	32	34	39	37	34	35
About the Same as Expected	58	57	50	52	53	51
Much Better/Better/Same	90	91	89	89	87	86
Worse	7	7	8	9	9	10
Much Worse	3	2	3	2	3	3
Worse/Much Worse	10	9	11	11	12	12
Don't know	0	0	0	0	2	2
Base	4589	4553	3451	3076	2962	4336

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

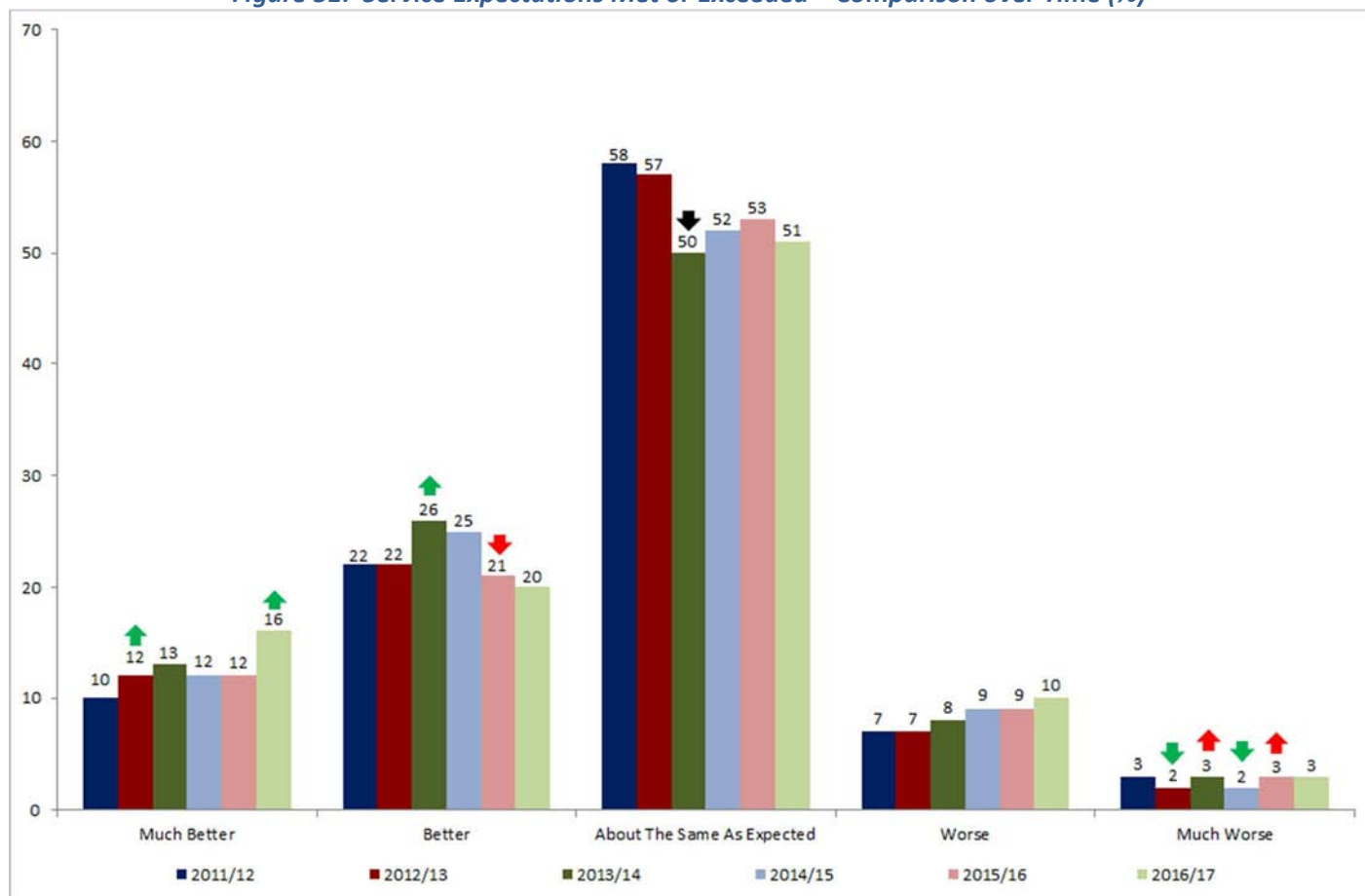
Bold indicates a statistically significant change in neutral or don't know responses from the previous survey wave.

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 and individual results may not total 100%.

Figure 51: Service Expectations Met or Exceeded – Comparison over Time (%)



Base: All respondents excluding those giving a 'not applicable' response. 2011/12 n=4589, 2012/13 n=4553, 2013/14 n=3451, 2014/15 n=3076, 2015/16=2962, 2016/17 n=4336.

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'.

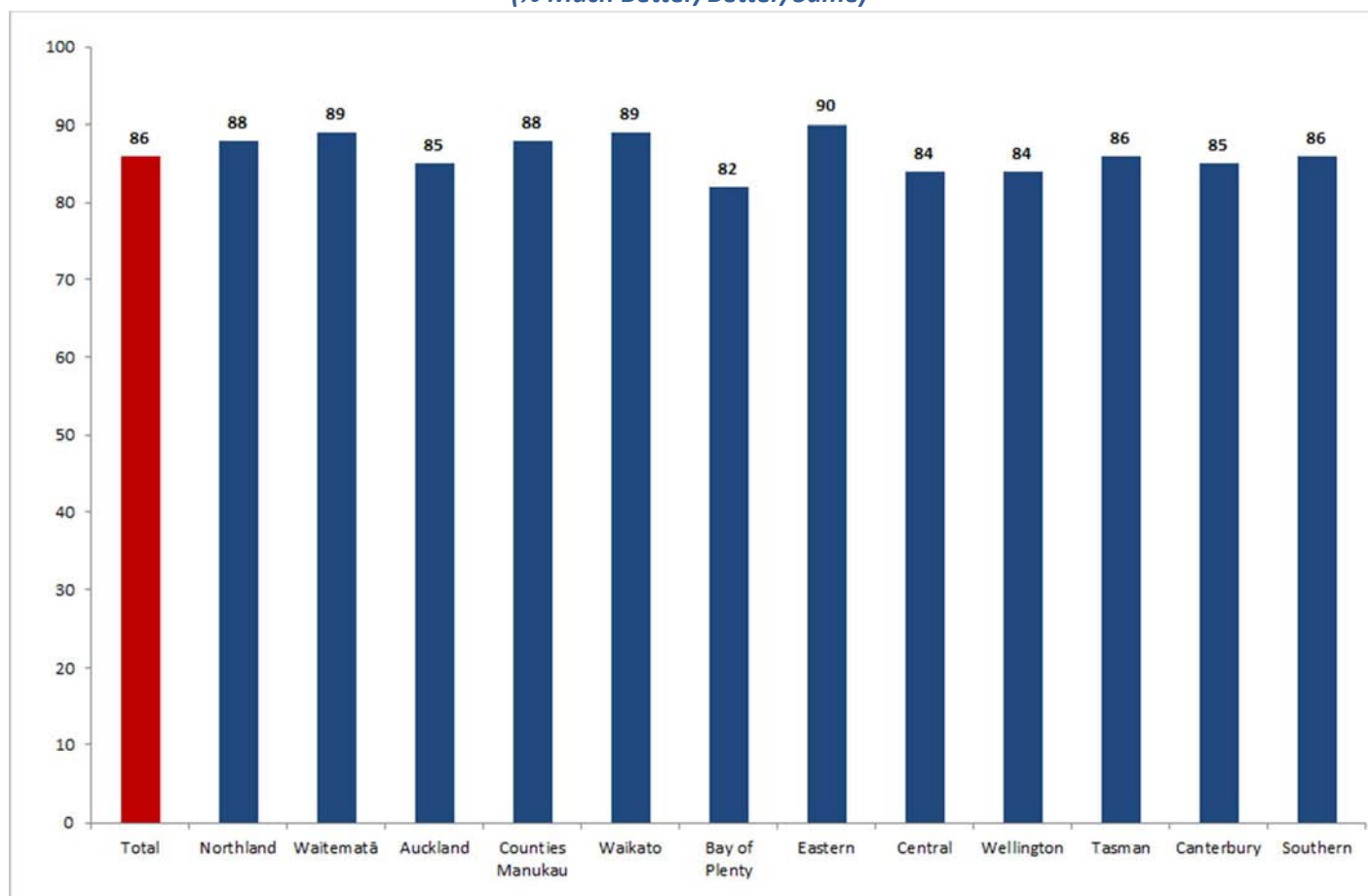
4.9.2. Service Expectations Met or Exceeded - Comparison by District

1. 2016/17

In 2016/17, 86% of all respondents reported that the received service was *much better, better, or the same* as what they had expected before contact with Police.

While there are no districts with significantly higher or lower share of respondents reporting that they received service that was *much better, better, or the same* as they had expected, shares ranged from 82% among respondents in Bay of Plenty District, up to 90% among respondents in Eastern District.

Figure 52: Service Expectations Met or Exceeded - by District in 2016/17
(% Much Better/Better/Same)



Base: All respondents, excluding 'not applicable' responses. Total 2016/17 n=4336; Northland n=288; Waitematā n=352; Auckland n=354; Counties n=354; Waikato n=419; Bay of Plenty n=377; Eastern n=380; Central n=416; Wellington n=411; Tasman n=252; Canterbury n=401; Southern n=332.

Green arrow indicates a significantly higher result than the total.

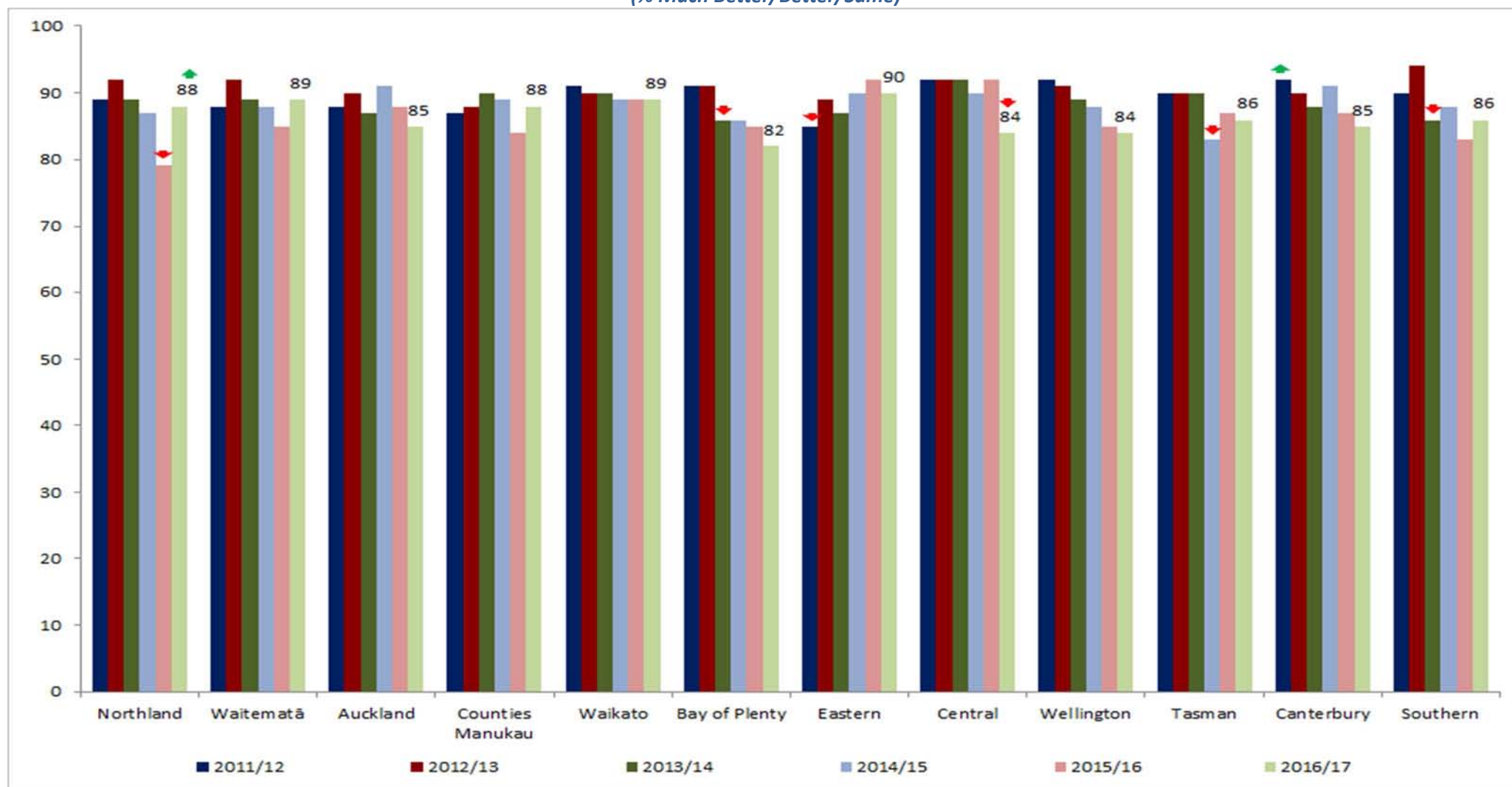
Red arrow indicates a significantly lower result than the total.

2. Comparison with 2015/16

When compared with 2015/16 survey wave, this year there has been a significant increase in the share of respondents whose expectations were met or exceeded among those in Northland District (share receiving *much better/better/same service as expected* up from a significant decline to 79% last year, to 88%).

In contrast, this year there has been a significant decline the proportion of Central District respondents receiving *much better/better/same service as expected* (down from 92% in 2015/16, to 84%), and a significant increase in the share receiving *worse/much worse* service (up from 7%, to 12%).

Figure 53: 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 78: Service Expectations Met or Exceeded – By District over Time (Part 1) (%)

	Northland						Waitematā						Auckland City					
	11/12	12/13	13/14	14/15	15/ 16	16/17	11/12	12/13	13/14	14/15	15/ 16	16/17	11/12	12/13	13/14	14/15	15/ 16	16/17
Much better than expected	10	13	12	18	13	15	9	14	15	11	20	16	11	13	15	9	9	13
Better than expected	23	21	22	19	25	20	21	21	23	23	21	21	19	20	30	28	19	25
About the same as expected	56	58	55	50	41	53	58	58	51	54	45	52	58	57	42	54	60	47
Much Better/Better/Same	89	92	89	87	79	88	88	92	89	88	85	89	88	90	87	91	88	85
Worse than expected	7	6	4	10	11	7	8	5	8	11	10	9	7	8	9	8	7	12
Much worse than expected	4	2	6	2	4	4	3	2	3	1	4	2	5	2	3	1	2	2
Worse/Much Worse	11	8	10	12	15	10	11	7	11	12	13	11	12	10	12	9	9	14
Don't know	0	0	1	1	6	2	1	0	0	0	2	1	0	0	1	0	4	1
Base	321	301	283	208	206	288	400	365	292	268	237	352	396	359	250	257	216	354

Table 79: Service Expectations Met or Exceeded – By District over Time (Part 2) (%)

	Counties Manukau						Waikato						Bay of Plenty					
	11/12	12/13	13/14	14/15	15/ 16	16/17	11/12	12/13	13/14	14/15	15/ 16	16/17	11/12	12/13	13/14	14/15	15/ 16	16/17
Much better than expected	13	17	14	19	17	22	11	12	15	12	13	17	8	12	12	13	10	14
Better than expected	23	25	27	26	18	22	20	18	24	25	25	16	23	23	22	19	26	18
About the same as expected	51	46	49	44	49	44	60	60	51	52	51	56	60	56	52	54	49	50
Much Better/Better/Same	87	88	90	89	84	88	91	90	90	89	89	89	91	91	86	86	85	82
Worse than expected	7	8	7	7	10	8	7	9	7	9	7	8	6	5	12	12	10	10
Much worse than expected	6	3	3	4	5	2	2	1	3	1	3	2	3	4	1	1	4	3
Worse/Much Worse	13	11	10	11	15	10	9	10	10	10	10	10	9	9	13	13	14	13
Don't know	0	1	0	0	1	2	0	0	0	1	1	1	0	0	1	1	1	5
Base	446	402	275	241	247	354	478	501	317	327	294	419	418	422	309	253	262	377

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.

Note: Due to rounding some totals may not correspond with the sum of the separate figures and individual results may not total 100%.

Table 80: Service Expectations Met or Exceeded – By District over Time (Part 3) (%)

	Eastern						Central						Wellington					
	11/12	12/13	13/14	14/15	15/ 16	16/17	11/12	12/13	13/14	14/15	15/ 16	16/17	11/12	12/13	13/14	14/15	15/ 16	16/17
Much better than expected	10	10	16	13	18	20	8	11	14	15	11	13	10	10	10	13	13	17
Better than expected	20	18	23	21	18	19	22	23	25	23	23	20	22	24	31	23	14	19
About the same as expected	55	60	48	56	57	51	62	58	53	52	58	50	60	57	48	52	59	48
Much Better/Better/Same	85	89	87	90	92	90	92	92	92	90	92	84	92	91	89	88	85	84
Worse than expected	12	9	9	7	6	7	6	6	7	7	5	10	7	6	9	10	11	12
Much worse than expected	2	2	3	3	0	2	2	2	1	2	2	2	1	3	2	2	3	3
Worse/Much Worse	14	11	12	10	7	9	8	8	8	9	7	12	8	9	11	12	14	14
Don't know	1	0	1	0	2	2	0	0	0	1	2	5	0	0	0	0	1	2
Base	363	362	298	237	282	380	380	415	304	286	288	416	455	418	300	284	246	411

Table 81: Service Expectations Met or Exceeded – By District over Time (Part 4) (%)

	Tasman						Canterbury						Southern					
	11/12	12/13	13/14	14/15	15/ 16	16/17	11/12	12/13	13/14	14/15	15/ 16	16/17	11/12	12/13	13/14	14/15	15/ 16	16/17
Much better than expected	9	8	13	9	6	11	14	12	11	7	11	14	9	10	15	8	10	15
Better than expected	23	21	19	23	24	20	26	21	21	28	20	19	21	21	31	32	26	19
About the same as expected	58	61	58	51	58	56	52	57	56	56	57	52	60	63	40	48	47	52
Much Better/Better/Same	90	90	90	83	87	86	92	90	88	91	87	85	90	94	86	88	83	86
Worse than expected	7	6	5	13	9	11	5	8	9	7	9	9	7	3	8	6	13	11
Much worse than expected	3	4	5	4	4	2	3	2	3	2	4	5	1	3	6	5	2	2
Worse/Much Worse	10	10	10	17	13	13	8	10	12	9	13	14	8	6	14	11	15	13
Don't know	0	0	0	0	0	1	0	0	0	0	0	1	2	0	0	1	2	2
Base	313	320	283	197	201	252	353	376	281	315	251	401	266	312	259	203	232	332

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.

Note: Due to rounding some totals may not correspond with the sum of the separate figures and individual results may not total 100%.

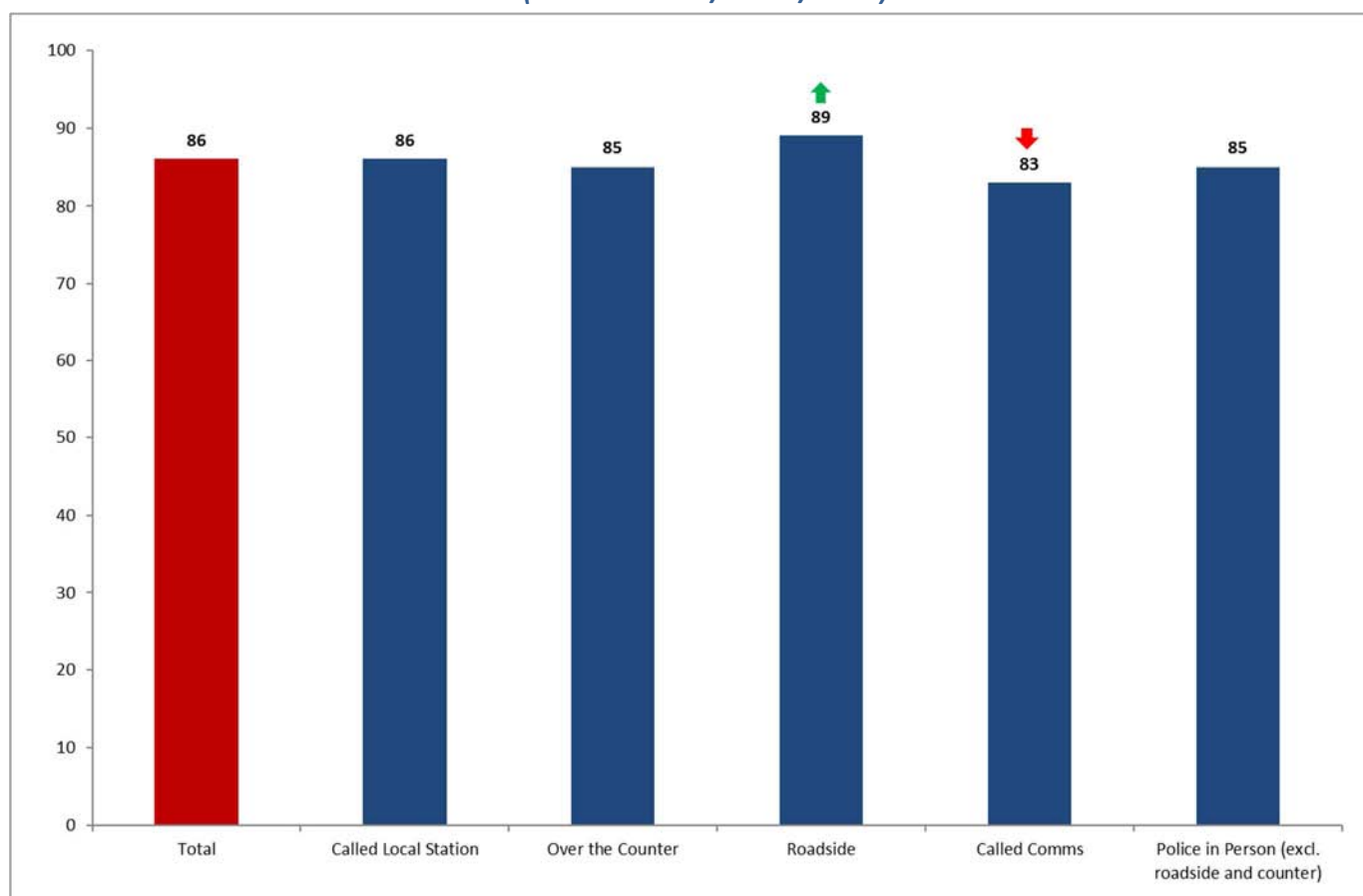
4.9.3. Service Expectations Met or Exceeded - Comparison by Point of Contact

1. 2016/17

Respondents whose point of contact was at the roadside were significantly more likely to report that the service they received was *much better/better/the same* as what they expected (89%). Two thirds of roadside respondents (64%) reported that the service they had received was *about the same as expected*, which is consistent with the simple transactional nature of routine stops which constitute the bulk of roadside encounters.

In contrast, those who had called the Communications Centre (83%) were less likely to mention that the service was *much better/better/the same* as expected.

Figure 54: Service Expectations Met or Exceeded - By Point of Contact in 2016/17
(% Much Better/Better/Same)



Base: All respondents, excluding 'not applicable' responses. Total 2016/17 n=4336; Called local station n=488; Over the counter n=466; Roadside n=580; Called the Communications Centre n=2170; Police in Person (excl. roadside and counter) n=1032.

Green arrow indicates a significantly higher result than the total.

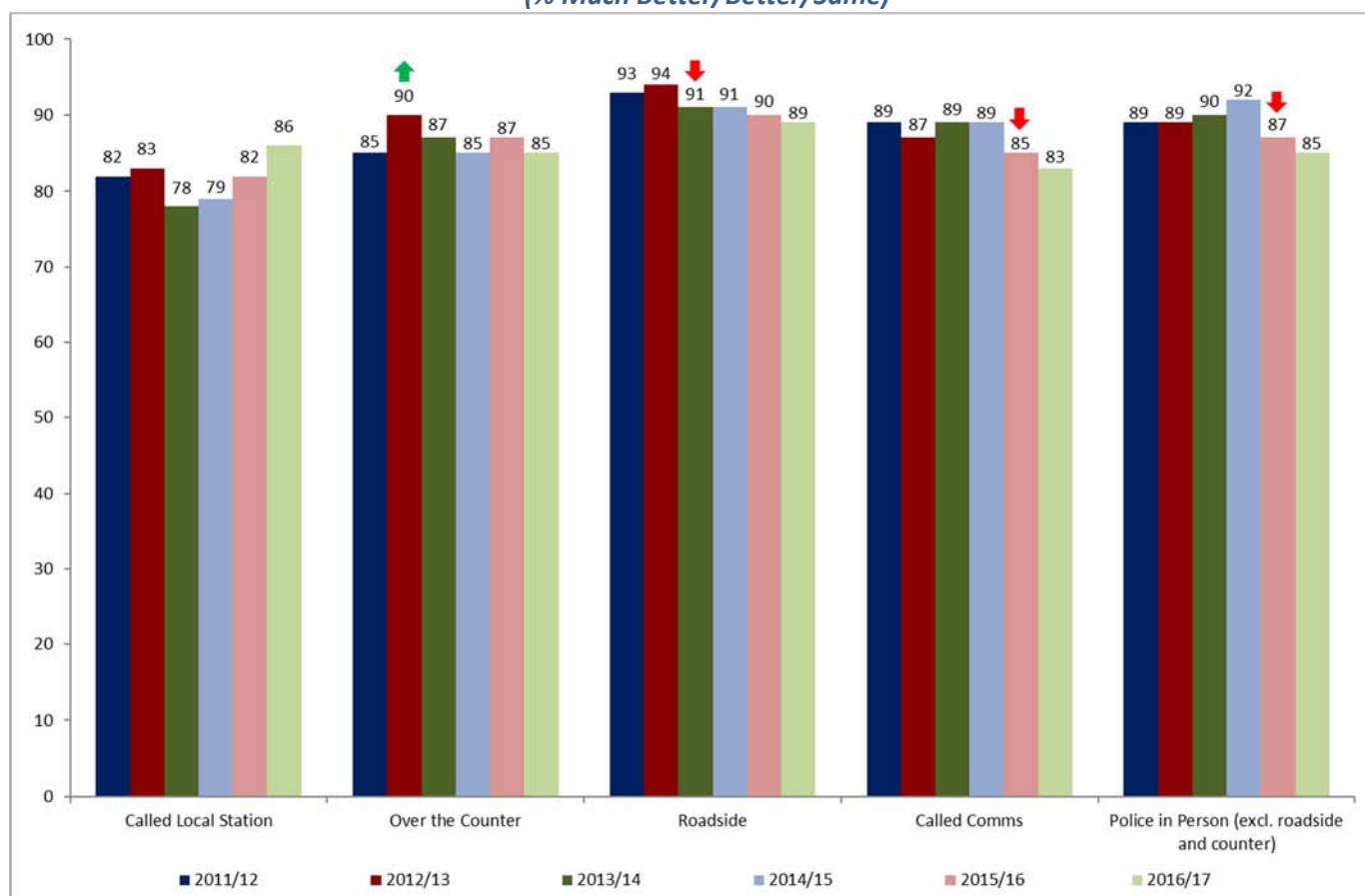
Red arrow indicates a significantly lower result than the total.

2. Comparison with 2015/16

When compared with 2015/16, the proportion of respondents who received service that was *much better*, *better*, or *the same as expected* and the share of respondents stating the service was *worse/much worse* has remained stable across all key points of contact (with no significant increases or declines).

However, of note has been significant increase in the share stating service was *much better* than expected among those who had contact with police in person (other than on the roadside or at the local station) (up from 15%, to 21%) and by calling either the Communications Centre (up from 17%, to 20%) or a local station (up from 11%, to 17%).

Figure 55: 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 82: Service Expectations Met or Exceeded – By Point of Contact over Time (Part 1) (%)

	Called Local Station						Over the Counter						Roadside					
	11/12	12/13	13/14	14/15	15/ 16	16/17	11/12	12/13	13/14	14/15	15/ 16	16/17	11/12	12/13	13/14	14/15	15/ 16	16/17
Much better than expected	8	10	15	11	11	17	12	13	12	12	14	14	7	8	7	7	8	10
Better than expected	17	18	23	23	15	21	21	24	26	27	25	22	21	19	24	24	20	16
About the same as expected	57	55	40	45	56	48	52	53	49	46	48	49	65	67	60	60	62	64
Much Better/Better/Same	82	83	78	79	82	86	85	90	87	85	87	85	93	94	91	91	90	89
Worse than expected	11	13	14	19	15	10	12	7	9	10	9	10	5	5	6	7	7	8
Much worse than expected	7	4	8	2	3	3	3	3	4	4	3	3	2	1	3	2	3	2
Worse/Much Worse	18	17	22	21	18	13	15	10	13	14	12	13	7	6	9	9	9	10
Don't know	0	0	0	0	1	1	0	0	0	1	2	1	0	0	0	0	1	1
Base	250	240	241	218	196	488	443	412	427	396	383	466	1506	1497	820	637	624	580

Table 83: Service Expectations Met or Exceeded – By Point of Contact over Time (Part 2) (%)

	Called Comms						Police in Person (excl. roadside and counter)					
	11/12	12/13	13/14	14/15	15/ 16	16/17	11/12	12/13	13/14	14/15	15/ 16	16/17
Much better than expected	15	18	18	19	17	20	15	15	18	12	15	21
Better than expected	23	24	28	23	22	23	25	26	27	27	22	21
About the same as expected	51	45	43	47	46	40	49	48	45	53	51	43
Much Better/Better/Same	89	87	89	89	85	83	89	89	90	92	87	85
Worse than expected	8	9	9	9	10	12	6	8	7	7	8	10
Much worse than expected	3	3	2	2	4	3	4	3	2	1	3	4
Worse/Much Worse	11	12	11	11	14	15	10	11	9	8	11	13
Don't know	0	1	0	0	1	2	1	0	1	0	2	2
Base	1563	1602	1187	1096	1080	2170	830	802	776	735	674	1032

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.

Note: Due to rounding some totals may not correspond with the sum of the separate figures and individual results may not total 100%.

4.9.4. Reasons Why Service was Better Than Expected

The greatest share of respondents who rated the service they received as *much better/better than expected* attributed their exceeded expectations to the staff member having a *positive attitude* (32%). The staff member *acting promptly* (22%) and staff being *informative/knowledgeable* (15%) were the next most frequently mentioned aspects that exceeded expectations.

While the key reasons for why the service received was better than expected are similar to those given in previous years, there has been some movement in the share mentioning each reason. When compared with last year there have been statistically significant increases in the share of respondents mentioning that Police acted promptly (up from 15%, to 22%), that staff were informative/knowledgeable (up from 9%, to 15%) and that the Police followed up (up from 6%, to 10%).

In contrast, this year the share stating the service they received was better than expected as the staff *showed interest or concern and took the matter seriously* has declined significantly (down from 16% in 2015/16, to 11% this year), halting what had been a year-on-year increase since 2013/14.

Table 84: Reasons Why Service Received was Better Than Expected (%)

	Respondents who received better than expected service						All Respondents
	2011/12 (n=1586)	2012/13 (n=1679)	2013/14 (n=1410)	2014/15 (n=1165)	2015/16 (n=1022)	2016/17 (n=2601)	2016/17 (n=4351)
Staff member had a positive attitude – friendly / courteous / polite / respectful	33	30	27	34	32	32	24
Police acted promptly	14	15	10	16	15	22	17
Informative/knowledgeable/good advice/explained what was happening	5	6	5	7	9	15	11
Showed interest/concern – took matter seriously	4	4	8	13	16	11	9
Provided follow-up/rang back	5	4	7	8	6	10	7

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 6% or more of respondents.

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

4.9.5. 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 because no action was taken (17%), staff did not take the matter seriously (16%), and because the respondent had not received any follow-up (16%). Other frequently mentioned reasons include the service taking too long (13%), the staff seeming stressed, rude or short tempered (9%) and/or the staff member having a poor attitude (8%).

Key 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 Police did not take any action (up from 3% in 2015/16, to 17% this measure).

In contrast, this year there has been a decrease in the share feeling that staff had a poor attitude (down from 13% in last year, to 8% this measure).

Table 85: Reasons Why Service Received was Worse Than Expected (%)

	Respondents who received worse service						All Respondents
	2011/12 (n=458)	2012/13 (n=449)	2013/14 (n=378)	2014/15 (n=367)	2015/16 (n=395)	2016/17 (n=549)	2016/17 (n=4351)
No action was taken/Police didn't do anything/didn't help	4	2	2	1	3	17	2
Did not take the matter seriously/did not care/not interested	14	15	13	13	16	16	2
No follow-up	9	10	10	14	16	16	2
Too slow/took too long	8	8	9	6	13	13	2
Staff seemed stressed/were rude/short tempered	4	4	10	6	8	9	1
Poor attitude/did not like their attitude	14	16	17	17	13	8	1
Did not attend/come to look	4	4	7	4	6	6	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 6% or more of respondents. Orange highlighting denotes a significant difference from the previous survey wave.

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). Respondents who had contact with Police were asked if they had any problems or negative interactions during their service encounter. 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 complaint¹⁸.

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

¹⁸ 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, 2014/15 and 2015/16 only one in every four of those who did not have contact were asked these questions. Since 2016/17, these questions have been removed from the Communications Centre and CRL Surveys. They are also excluded from the new Service Experience Survey (SES). 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 2015/16

In the 2016/17 survey wave, the vast majority of respondents (94%) reported that they had not experienced any problems, or negative interactions with the staff member they dealt with during their service encounter. However, this share has declined significantly when compared with last year (down from 96%, to 94%).

Five percent of respondents experienced a problem or negative incident in 2016/17 (up significantly from 3% in 2015/16).

Table 86: Any Problems or Negative Incidents – Comparison Over Time (%)

	2008/09	2009/10	2010/11	2011/12	2012/13	2013/14	2014/15	2015/16	2016/17*
Yes	4	4	4	4	4	4	3	3	5
No	95	95	95	96	96	96	96	96	94
Don't know	1	1	1	0	0	0	1	1	1
Base	4001	4396	4809	4710	4657	4689	4494	4025	2781

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.

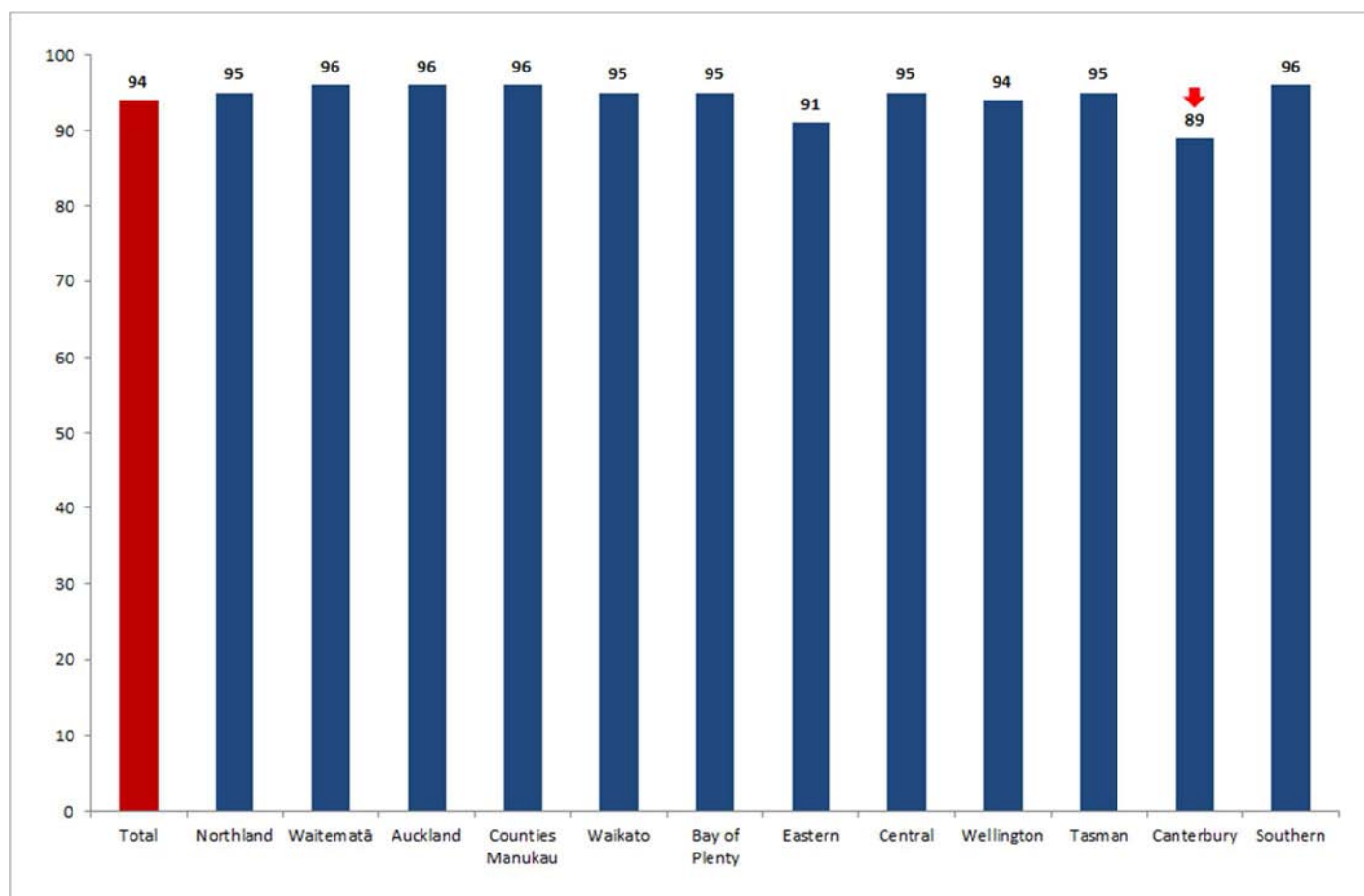
*Note: Since 2016/17, these questions have been removed from the Communications Centre and Crime Reporting Line Surveys. They are also excluded from the new Service Experience Survey (SES). Therefore, base sizes may vary year on year.

5.1.2. No Problems or Negative Incidents - Comparison by District

1. 2016/17

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 (89%) were statistically significantly less likely to have had no problems or negative interactions compared with the total result (94%).

Figure 56: No Problems or Negative Incidents - By District in 2016/17
(% No Problems/Incidents)



Base: All respondents, excluding 'not applicable' responses. Total 2016/17 n=2781; Northland n=233; Waitematā n=214; Auckland n=195; Counties n=216; Waikato n=301; Bay of Plenty n=262; Eastern n=235; Central n=267; Wellington n=252; Tasman n=208; Canterbury n=193; Southern n=205.

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 2015/16 results, there has been a statistically significantly higher proportion of respondents reporting that they had encountered a problem or a negative incident in Canterbury (up from 2%, to 10%), Eastern (up from 2%, to 8%), and Waikato (up from 2%, to 5%) districts.

In contrast, the proportion of respondents who had a problem or a negative interaction with Police decreased significantly in both Counties Manukau (down from 7%, to 3%) and Tasman (down from 5%, to 1%) districts.

Table 87: Any 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	15/ 16	16/ 17	08/ 09	09/ 10	10/ 11	11/ 12	12/ 13	13/ 14	14/ 15	15/ 16	16/ 17	08/ 09	09/ 10	10/ 11	11/ 12	12/ 13	13/ 14	14/ 15	15/ 16	16/ 17
Yes	5	6	5	6	6	5	2	7	5	3	5	4	4	4	5	2	1	3	9	3	3	7	5	2	2	1	3
No	95	94	95	93	94	95	97	93	95	96	95	95	96	96	95	98	97	96	91	97	97	93	95	98	98	96	96
Don't know	0	0	0	1	0	0	1	0	0	1	0	1	0	0	0	0	2	1	0	0	0	0	1	0	0	3	1
Base	299	313	372	330	308	403	345	309	233	336	376	406	412	372	401	385	312	214	408	403	445	411	366	331	385	298	195

Table 88: Any 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	15/ 16	16/ 17	08/ 09	09/ 10	10/ 11	11/ 12	12/ 13	13/ 14	14/ 15	15/ 16	16/ 17	08/ 09	09/ 10	10/ 11	11/ 12	12/ 13	13/ 14	14/ 15	15/ 16	16/ 17
Yes	4	5	3	6	5	6	7	7	3	5	6	3	4	2	5	4	2	5	2	5	4	4	5	2	2	3	3
No	95	94	96	94	95	94	93	92	96	95	92	97	96	98	95	96	97	95	97	95	96	96	95	98	98	96	95
Don't know	1	1	1	0	0	0	0	1	1	0	2	0	0	0	0	0	1	0	1	0	0	0	0	0	0	1	2
Base	389	434	464	452	412	393	366	343	216	339	423	475	484	511	454	471	401	301	339	372	436	433	434	445	407	360	262

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 89: Any 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	15/ 16	16/ 17	08/ 09	09/ 10	10/ 11	11/ 12	12/ 13	13/ 14	14/ 15	15/ 16	16/ 17	08/ 09	09/ 10	10/ 11	11/ 12	12/ 13	13/ 14	14/ 15	15/ 16	16/ 17
Yes	8	4	3	4	2	5	2	2	8	3	3	6	5	4	5	2	2	3	4	5	3	3	5	5	5	3	5
No	92	96	97	96	98	95	98	97	91	97	97	93	95	96	95	97	98	95	96	95	97	97	95	95	95	96	94
Don't know	0	0	0	0	0	0	0	1	1	0	0	1	0	0	0	1	0	2	0	0	0	0	0	0	0	1	1
Base	272	284	348	370	371	397	348	362	235	299	349	387	392	435	406	405	385	267	378	455	450	470	425	403	414	370	252

Table 90: Any 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	15/ 16	16/ 17	08/ 09	09/ 10	10/ 11	11/ 12	12/ 13	13/ 14	14/ 15	15/ 16	16/ 17	08/ 09	09/ 10	10/ 11	11/ 12	12/ 13	13/ 14	14/ 15	15/ 16	16/ 17
Yes	4	2	6	4	5	4	2	5	1	4	4	7	4	4	5	2	10	2	5	4	2	4	4	6	6	3	
No	96	97	93	95	95	96	98	94	95	96	96	93	96	96	95	98	96	89	97	94	96	98	96	96	92	94	96
Don't know	0	1	1	1	0	0	0	1	3	0	0	0	0	0	0	0	1	1	1	1	0	0	0	0	2	0	1
Base	242	243	284	321	323	376	312	262	208	403	416	409	360	383	350	396	312	193	297	328	333	275	317	330	293	291	205

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.

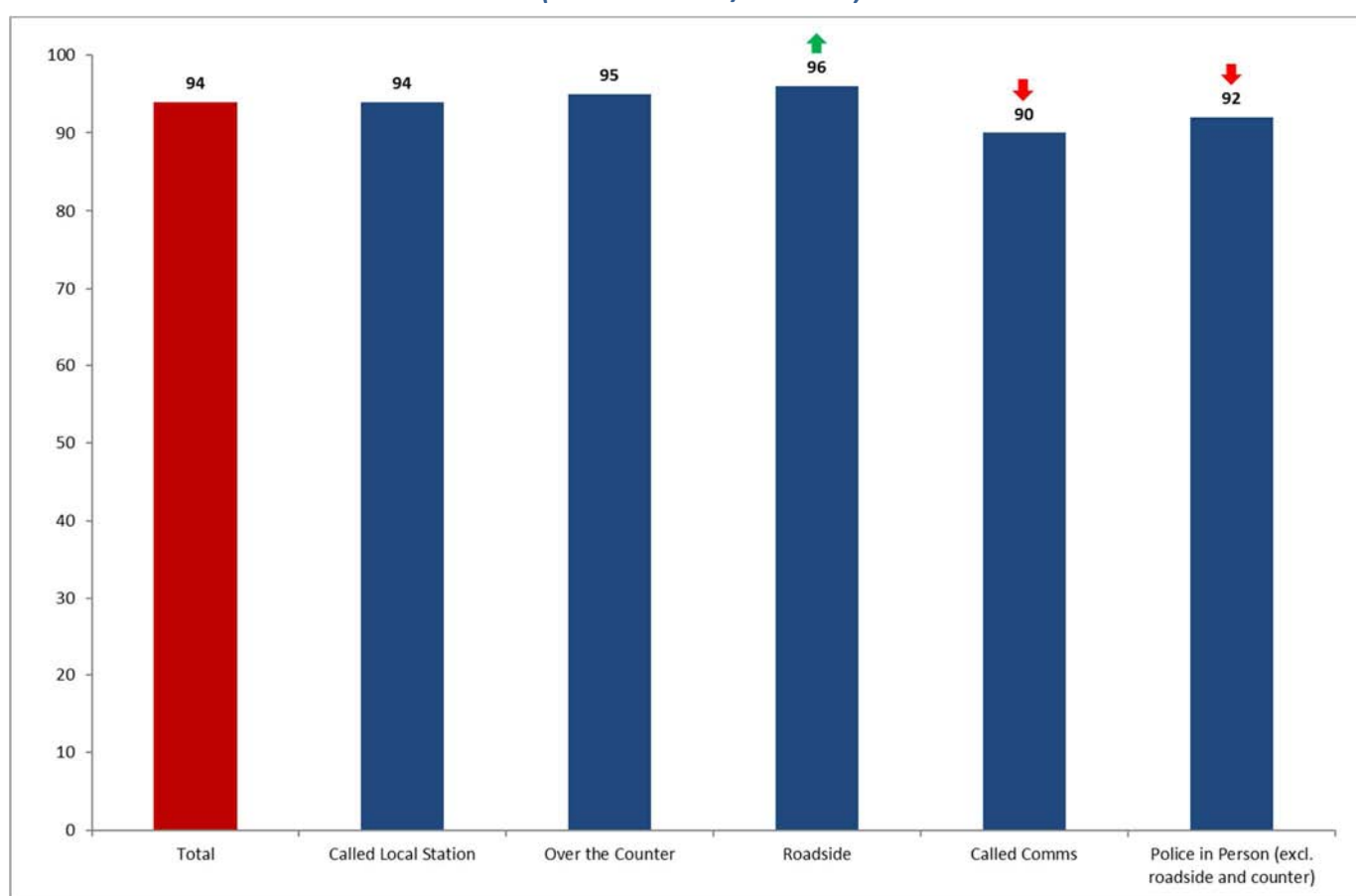
5.1.3. No Problems or Negative Incidents - Comparison by Point of Contact

1. 2016/17

Across all points of contact, 94% of respondents reported having no problems or negative interactions with the staff member they dealt with. Those who had contact at the roadside were statistically significantly more likely to have had no problems or negative interactions (96%).

In contrast, those who had contact by calling the Communications Centre (90%) or with police in person (other than at the roadside or a local station) (92%) were significantly less likely to report having no issues.

Figure 57: No Problems or Negative Interactions - By Point of Contact in 2016/17
(% No Problems/Incidents)



Base: All respondents, excluding 'not applicable' responses. Total 2016/17 n=2781; Called local station n=190; Over the counter n=366; Roadside n=1064; Called the Communications Centre n=529; Police in Person (excl. roadside and counter) n=659.

2. Comparison With 2015/16

When compared with the 2015/16 results, there has been a statistically significantly higher proportion of respondents reporting that they had encountered a problem or a negative incident among those who had contact by calling either the Communications Centre (up from 3%, to 7%) or a local station (up from 1%, to 5%).

Table 91: 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	15/ 16	16/ 17	08/ 09	09/ 10	10/ 11	11/ 12	12/ 13	13/ 14	14/ 15	15/ 16	16/ 17	08/ 09	09/ 10	10/ 11	11/ 12	12/ 13	13/ 14	14/ 15	15/ 16	16/ 17
Yes	3	4	5	3	5	5	1	5	8	5	5	5	5	5	4	2	4	3	5	4	4	4	4	4	4	3	3
No	97	95	94	96	94	95	98	97	94	91	94	94	95	95	95	96	95	96	95	96	96	96	96	96	96	96	96
Don't know	0	1	1	1	1	0	1	2	1	1	1	1	0	0	0	1	2	1	1	0	0	0	0	0	0	1	1
Base	399	262	278	257	243	245	231	196	190	333	372	450	451	421	450	413	386	366	1108	1295	1515	1539	1519	1773	1604	1427	1064

Table 92: Any Problems or Negative Incidents – By Point of Contact Over Time (Part 2) (%)

	Called Comms									Police in Person (excl. roadside and counter)								
	08/ 09	09/ 10	10/ 11	11/ 12	12/ 13	13/ 14	14/ 15	15/ 16	16/ 17	08/ 09	09/ 10	10/ 11	11/ 12	12/ 13	13/ 14	14/ 15	15/ 16	16/ 17
Yes	3	3	5	4	3	4	4	3	7	6	5	5	6	6	6	3	4	6
No	97	96	95	96	97	96	96	97	90	94	95	95	94	94	94	97	96	92
Don't know	0	1	0	0	0	0	0	0	3	0	0	0	0	0	0	0	0	1
Base	1437	1653	1688	1622	1642	1403	1397	1437	529	724	814	878	845	832	818	855	690	659

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

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 2013/14, 2014/15 and 2015/16, only one in every four of those who did not have contact were asked this question. 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. Since 2016/17, these questions have been removed from the Communications Centre and Crime Reporting Line Surveys. They are also excluded from the new Service Experience Survey (SES). However, the new Electoral Roll survey (using self-complete online and paper copy methodology) was introduced in 2016/17 and results from this survey have been combined with those from the General and Māori Booster CATI surveys. Given this, care should be taken in comparing results before and after this change.

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 (unchanged from last year), while 24% of respondents were *unaware* (down significantly from 26% last year) and a further 3% are unsure (up significantly from 1% last year).

Table 93: Awareness of Complaint Process Over Time (%)

	2010/11	2011/12	2012/13	2013/14	2014/15	2015/16	2016/17
Yes	76	74	71	74	73	73	73
No	23	25	28	25	26	26	24
Don't know	1	1	1	1	1	1	3
Base	4880	5580	8668	5981	5134	4870	4320

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. I'm Confident I Could Find out What to Do If I Wished to Make a Complaint

In 2012/13 all respondents who had contact with Police and all respondents who did not have contact were asked this question. Prior to 2012/13, and in 2013/14, 2014/15 and 2015/16, only one in every four of those who did not have contact were asked this question. 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. Since 2016/17, these questions have been removed from the Communications Centre and Crime Reporting Line Surveys. They are also excluded from the new Service Experience Survey (SES). However, the new Electoral Roll survey (using self-complete online and paper copy methodology) was introduced in 2016/17 and results from this survey have been combined with those from the General and Māori Booster CATI surveys. Given this, care should be taken in comparing results before and after this change.

5.3.1. I'm Confident I Could Find out What to Do If I Wished to Make a Complaint

Just over four in five respondents (83%) have confidence in their ability to find out how to make a complaint if they needed to - however this share is down significantly from 90% last year. Around one in ten (11%, up significantly from 8% last year) reported they are not confident, while a further 6% (up significantly from 2% last year) were not sure.

Table 94: Confident I Could Find out How to Make A Complaint over Time (%)

	2010/11	2011/12	2012/13	2013/14	2014/15	2015/16	2016/17
Yes	87	87	87	89	90	90	83
No	12	11	12	10	9	8	11
Don't know	1	2	1	1	1	2	6
Base	5080	5940	9357	6451	5679	5382	4534

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.

APPENDICES

Appendix One: Questionnaires

Appendix Two: Communications Centre Sample Results

Appendix Three: Sample Sizes and their Associated Margins of Error

APPENDIX ONE: QUESTIONNAIRES

These questionnaires contain 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

*General, Maori Booster, Communications Centre, Crime Reporting Line and Electoral Roll Basic Questionnaire
Content for 2016/17 Year*

1. INTRODUCTION

INTRO - If sample not supplied:

General: Good morning/afternoon/evening. My name is from Gravitas. We are calling on behalf of the New Zealand Police to find out what people think of the services that the Police provide to the public.

Could I please speak to the person who lives in this household and is aged 16 years or over, with the next birthday?

Maori Booster: Good morning/afternoon/evening. My name is from Gravitas. We are conducting research on behalf of New Zealand Police with people who identify as Maori.

Is there someone who lives in this household aged 16-34 years old who identifies as Maori? **If yes, ask to speak to that person and don't worry about the next birthday criteria. If no:** We also need to speak to people aged 35 years and older and who identify as Maori. Can I please speak to the person who has the next birthday aged 35 years or older and who identifies as Maori that lives in this household?

Arrange call back if not available

Reintroduce if necessary

If asked why need to speak with the person with the next birthday: By selecting the person with the next birthday, we include a mix of people in our survey results. **If needed:** The next birthday selection process is a standard practice when calling into random households for ensuring all household members have an equal chance of being selected and also, so results are not skewed towards telephone answerers.

If necessary: The research is to find out what people think of the services that the Police provide to the public.

If respondent wishes to speak directly to the Police: You can contact Susan Campbell, Principal Advisor: Service Strategy, Police National Headquarters (04) 470 7307 extension 44307 during business hours. **If necessary:** 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.

Can I ask you some questions please?

If necessary: 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.

1. the market research industry
2. the New Zealand Police
3. **(Do not read)** None of these

If yes to 1 or 2, thank and close

Just to let you know during the course of this interview, a Gravitas supervisor may listen in to check the quality of my interviewing.

Firstly, to ensure that we talk to a wide variety of people in the survey I have just a couple of questions about you. The information will not be used to identify you in any way in the final results.

Q. Which of the following describes your age group?

Read out. Single response

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

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

Read out. Multiple response

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

Ask All: Excluding those NZ European and/or Maori

Qa. 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 Qb

Qb. **How many years have you lived in New Zealand?**

Read out. Single response

1. Less than a year
2. 1-5 years
3. 6-10 years
4. Over 10 years
5. **(Do not read)** Don't know
6. **(Do not read)** Refused

Q. *Interviewer: Record gender*

1. Male
2. Female

3. Trust and Confidence and Community Safety

All: These first few 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?

I have....

Rotate scale. Read out. Single response

1. Full trust and confidence in the New Zealand Police
2. Quite a lot of trust and confidence
3. Some trust and confidence
4. Not much trust and confidence
5. No trust or confidence in the New Zealand Police
6. **(don't read)** Other **(please specify)**
7. **(don't read)** Refused
8. **(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 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?

Probe (Better PR): What specific cases or media reports do you remember seeing or hearing? **If needed:** What were they about?

Probe (Because of what you see/hear reported in the media): What specific cases or media reports do you remember seeing or hearing? **If needed:** What were they about?

Do not read. Multiple Response.

1. Other (*please specify*)
2. Better PR
3. Everyone can make a mistake/No one is perfect/Always room to improve/They are only human
4. Because of what you see/hear reported in the media
5. Don't know

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?

Probe (Bad PR/Media Reports): What specific cases or media reports do you remember seeing or hearing? **If needed:** What were they about?

Probe (Bad management/hierarchy): What specific cases or media reports do you remember seeing or hearing? **If needed:** What were they about?

Probe (Because of what you see/hear reported in the media): What specific cases or media reports do you remember seeing or hearing? **If needed:** What were they about?

Do not read. Multiple response.

1. Other (*please specify*)
2. Bad PR/Media reports
3. Everyone can make a mistake/No one is perfect/Always room to improve/They are only human
4. Bad management/hierarchy
5. Because of what you see/hear reported in the media
6. Don't know

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

Interviewer note: If respondents says it depends on the time/who I am with/how dark it is, etc, say: I acknowledge that, however, we would still like to know overall, how safe or unsafe you would feel if you were to go to [statement]?

Interviewer: The question isn't about whether or not they do this, it is about whether or not they would feel safe in this situation/environment.

Rotate statements. Read out

- In your local neighbourhood after dark
- In your city or town centre after dark

- 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

Q2c. Compared to 2 years ago, in your local neighbourhood after dark, would you say you are now feeling.....

Rotate scale codes 1-2 only. Read out. Single response.

1. More safe
2. Less safe
3. The same
4. **(don't read)** Don't know

Q3. From your own personal experience or knowledge, please tell me whether you agree or disagree with the following statements:

- **'The Police are responsive to the needs of my community'** *If needed:* By this I mean do you think police listen to what your community wants?
- **'The Police are involved in activities in my community'** *If needed:* For example, activities for children, cultural or sporting events, local committees.

Would you say you...

If needed: Your community means your 'neighbourhood' (or if you live in a rural area, your 'district') - so the streets around you and the people who live there.

If respondent claims they have no experience with the Police, say: Your answer to this question does not need to be based on personal experience, it can be based on what you have heard, seen or your perception of the Police generally.

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
9. **(Do not read)** Do not understand the question/statement

4. Recent Contact

Q8. I'd now like you to focus on the recent contact you may have had 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 with police in person, over the telephone or in writing. Over the last 6 months, have you had any contact at all with the New Zealand Police?

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

Probe: What other reasons for contact did you have with Police in the last 6 months?

Note: Please clarify/confirm all reason/s with respondent to make sure reason/s are coded correctly.

Do not read out. Multiple response.

1. Theft or burglary (House/Business/Org)
2. Theft or burglary/break in (Vehicle)
3. Theft or burglary (Other)
4. Intruder, a prowler, noises
5. Suspicious or disorderly behaviour
6. Property damage or vandalism
7. Traffic incident/accident (car accident/pedestrians or cyclists hurt)
8. Domestic incident for family/friend
9. Domestic incident for anyone else
10. Assault (including sexual) for family/friend
11. Assault (including sexual) for anyone else
12. Missing person for family/friend
13. Missing person for anyone else
14. Speeding (Pulled over for speeding)
15. Traffic offence (pulled over for anything excluding speeding)
16. Breath testing incl. check points
17. Perpetrator of crime/suspect/arrested
18. Lost or found property (reporting/claiming/handing in lost property)
19. Heard a talk from an officer (i.e. youth education in schools)
20. Police participated in some group or community activity I was involved in
21. Crime Prevention activity, project, or program (includes asking advice on crime prevention)

22. Directions (asked for)
23. Advice, help or information (asked for)
24. Licence (applied for, e.g. firearm's licence etc.)
25. Bail reporting
26. Visiting prisoners in cells
27. Commercial vehicle/truck check points
28. Business or work purposes (immigration/work and income/lawyer/ambulance driver/security guard)
International airport/customs
29. Search and rescue
30. Other 1 (*please specify*)
31. Other 2 (*please specify*)
32. Other 3 (*please specify*)
33. Don't know/Can't remember Serving a summons to appear in court
34. Contact with police about making a complaint
35. Assist – officer helping someone at the road side (e.g. fixing a tyre/car broken down)
36. Reporting bad/dangerous driving (includes those calling *555 to report bad behaviour)
37. Car Warrant of Fitness/Registration/licence/seatbelt – incl. check point (check point/pulled over)
38. Death for family/friend (Police came to inform me/family/household)
39. Death for anyone else (Police came to inform me/family/household)
40. Noise control issues
41. Follow up on an incident/previous enquiry
42. Police (Pulled them over to) informed them something (road closed/accident etc)
43. Social contact/friends with police officers Refused
44. Hazards (or possible hazards) on road (including those calling *555)
45. Police asking if they have seen any crime/unusual activity in the areas (in general, not necessarily after a particular crime).
46. Investigation/inquiry into a death (EXCLUDING homicide)
47. Murder/homicide for family/friend (reporting a)
48. Murder/homicide for anyone else (reporting a)
49. Child abuse for family/friend (reporting a)
50. Child abuse for anyone else (reporting a)
51. Cruelty/abuse of animals (reporting)
52. Fraud
53. Calling about something seen on a crime programme
54. Courtroom/legal proceedings
55. Assisting with police investigations
56. Drug offence
57. General enquiry/regarding correspondence (calling or going in to talk about a letter/email received or written)
58. Prank call/mental issues
59. Written correspondence (receiving or writing a letter or email)

For each reason mentioned – excluding codes 14, 15, 16, 19, 37 ask:

Q9c. Thinking about when you had contact with the police about [insert reason for contact from Q9a].

Please tell me all the types of contact you had with the Police about this issue, this includes contact you may have had in person, over the telephone, in writing, online and so on?

Multiple response for each reason

1. Called Comms (includes 111, *555, 911, 112, 999)
2. Called the local police station
3. Went into 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. (Do not read) Other (please specify)
10. (Do not read) Can't remember
11. Police called/contacted respondent
12. Called a police officer personally (i.e. on their private number)
13. Email (respondent emailed Police/Police email respondent)
14. In writing/letter (respondent wrote to Police/Police sent respondent a letter)
15. Text message (respondent text Police/Police text respondent)
16. Called Crime Reporting Line
17. Police came to home
18. Police came to business or place of work
19. Police came to other location
20. Arrested
21. Court Appearance
22. 0800 NEWCOPS (police recruitment number)
23. Called NZ Police number provided in documentation (Letter received)/or in other Media (eg. Police 10/7 – TV Crime series etc.) EXCLUDES 0800 4 COPS
24. Crime Reporting Line
25. Police Infringement Bureau (including 0800 105777 / 04 3810000 / number to query traffic fine)

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).

5. 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*]

If pulled over for speeding (code 11 at Q9a)

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

If necessary: Were you given a ticket where you had to pay a fine or were you given a written warning (with no fine)?

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
6. **(don't read)** Yes, given a ticket or traffic warning but can't remember or unsure which one

Q10a. Regarding your contact with the Police, please tell me if you agree or disagree with the following statements.

If necessary – Dealing with sensitive contacts: Due to the sensitive nature of your contact with the New Zealand Police, I just want to check that you are happy for me to continue. The questions asked in the next section of the survey are related to the level of service provided by Police for this contact. *If respondent agrees to continue:* If at any time you become uncomfortable answering the questions, please feel free to let me know and I will end the interview. *If this happens, code as 'Term: Sensitive'.*

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, please 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 checkpoints, 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 with the statement/s *[statement/s]*. Why do you feel this way?

If needed: Why do you disagree with the statement(s)?

Probe: What else made you feel this way?

Don't read out. Multiple response.

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

Q16a Thinking about your contact with the New Zealand Police *[insert point of contact about reason]*, please tell me if you agree/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

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
9. (Donot read) Still in contact with Police about this/issue still unresolved

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.

(Programming note: please make wording work for combinations of points and contacts and reasons for contact)

Q12X How satisfied were you with the overall quality of service you received when you *[insert point of contact]* about *[reason for contact]*? Were you....

Read out. Single response

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

Ask only if had more than one point of contact for the reason selected:

Q12Y And 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 satisfied were you with the overall quality of service? Were you....**

Read out. Single response

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

If "Contact - Short version" and dissatisfied/very dissatisfied ask:

Q12Xb. You said you are dissatisfied with the overall quality of service you received, why do you feel this way?

Probe: What else made you satisfied/dissatisfied with the quality of service you received?

Don't read out. Multiple response

3. Other **(Please specify)**
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):

(Programming note: please make wording work for combinations of points and contacts and reasons for contact)

Q12. How satisfied were you with the overall quality of service you received when you [insert point of contact] when you/about [reason for contact]? Were you....

Read out. Single response

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

Ask only if had more than one point of contact for the reason selected:

Q12a. And 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 satisfied were you with the overall quality of service?** Were you....

Read out. Single response

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

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
8. **(Do not read)** I had no expectations/never thought about it

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
8. **(Do not read)** Had no expectations/never thought about it

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/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 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/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

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, please tell me how strongly you agree or disagree with the following statement: "I am satisfied with the actions the Police took overall".

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

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/Can't remember

Ask all contact and 1 in 4 no contact

Q15c. Are you aware there's a process to make complaint against a member of Police or their associates?

If needed: Associates include Comms staff, unsworn support staff (i.e. some of the local counter staff) and the crime scene/forensic staff.

Don't read out. Single response

1. Yes
2. No
3. Not Applicable
4. I assume the Police would have a complaints process
5. Don't know
6. Refused

15C2. Are you confident you could find out what to do if you 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?

If needed: Associates include Comms staff, unsworn support staff (i.e. some of the local counter staff) and the crime scene/forensic staff.

Don't read out. Single response

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

R3. Which of the following best describes where you live?

Read out. Single Response.

1. Rural Area
2. A provincial town (this includes places like Dargaville, Huntly, and Greymouth)
3. A large metropolitan city (Auckland, Wellington or Christchurch)
4. Another city (this includes places like Hamilton, Rotorua, Dunedin, Nelson)
5. **(Do not read)** Other
6. **(Do not read)** Don't know
7. **(Do not read)** Refused

If Needed: Can I please have the name of your [town/city/area]?

Do not Ask! But type in any comments that the respondent may mention in the box below.

Thank you for your help. That's all the questions I need to ask you today.

In case you missed it, my name is [name] from Gravitas Research and if you have any questions, you can call us toll free on 0508 73732724.

If respondents wish to speak directly to the Police: You can contact Susan Campbell, Principal Advisor: Service Strategy, on (04) 470 7307 extension 44307

Have a good morning/afternoon/evening.

NZ Police Citizens' Satisfaction Survey

Service Experience Survey- CATI Questionnaire

INTRODUCTION

Good afternoon/evening. My name is ... from a company called Gravitas. Could I speak with ... please?

Interviewer note: *If sample is provided, you must only speak to the named person. If this person is not available, you must not reveal the nature of your call. Instead, if asked to explain: "It is just a customer satisfaction survey. I will call back another time."*

Arrange call back if necessary.

Re-introduce if necessary

Can I just confirm that you are ... (name)?

We are conducting a confidential survey on behalf of the New Zealand Police to find out how satisfied people are with the service they received when they had contact with the Police recently. Your name and phone number have been provided to us on a confidential basis by the Police for this survey only and you have been randomly chosen from recent callers.

If respondent wishes to speak directly to the Police: *You can contact Susan Campbell, Principal Advisor: Service Strategy, Police National Headquarters (04) 470 7307 (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.

Most of the questions asked in the survey are related to the level of service provided by Police for this recent contact.

If the nature of your contact with New Zealand police was sensitive, you can, of course, elect not to take part.

If at any time you become uncomfortable answering the questions, please feel free to let me know and I will end the interview.

If survey is discontinued because contact reason was sensitive file out as: 'Terminate – Sensitive contact with Police'.

*Is now a convenient time for you to answer some questions please? **If necessary:** The survey will take about 10 minutes depending on your answers.*

If no, arrange call back.

If refuse, thank and close.

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

Read out.

- the market research industry

- the New Zealand Police

If yes to any, thank and close

And was the call you made to the police on [xx date], in the [morning/afternoon/evening/night] for work purposes, that is, because you deal with police in your job?

If yes, thank and close

Note: continue if respondent called regarding a work matter (e.g. to report an incident, or crime, or get information), but is not involved professionally with the Police.

TRUST AND CONFIDENCE

This first question is about your perception of the New Zealand Police in general.

Q1a. Which of the following best describes the level of trust and confidence you have in the Police?

Rotate scale. 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

Q2. And as a result of the recent contact you had with Police, would you say your level of trust and confidence in the Police has...

Rotate scale. Single response.

1. Increased a lot
2. Increased a little
3. Stayed the same
4. Decreased a little
5. Decreased a lot
6. **(don't read)** Don't know

SPECIFIC REASON FOR CONTACT AND POINTS OF CONTACT

We are interested in the reason you called Police, what contact you then had with them, if any, and whether the service experience met your expectations.

Q3. Thinking about the call you made to the police on [xx date from sample], in the [morning/afternoon/evening/night from sample], can I ask what was the main reason for your call?

1. A house theft or burglary
2. A vehicle theft or burglary
3. Other theft or burglary
4. An intruder, a prowler, noises
5. Suspicious or disorderly behaviour
6. Property damage or vandalism
7. A traffic incident
8. A domestic incident
9. An assault (including sexual)
10. A missing person
11. Other (*specify*)
12. Don't recall/Don't know – **thank and close**
13. Refused – **thank and close**
14. Reporting bad/dangerous driving (includes those calling *555)
15. Noise control issues
16. Follow up on an incident/previous enquiry

If necessary: If a sensitive contact: Due to the sensitive nature of your contact with the New Zealand Police, I just want to check that you are happy for me to continue.

If survey is discontinued because contact reason is sensitive, file out as: 'Terminate – Sensitive contact with Police'.

Q4. Thinking about when you had contact with the police about [insert reason for contact from 3?].

Please tell me all the types of contact you had with the Police about this issue, this includes contact you may have had in person, over the telephone, in writing, online and so on?

Do not read. Probe: what other contact did you have?

1. Called Comms (includes 111, *555, 911, 112, 999) – CODE AUTOMATICALLY IF COMMS SAMPLE
2. Crime Reporting Line – CODE AUTOMATICALLY IF USING CRL SAMPLE
3. Called the local police station
4. Called a police officer personally (i.e. on their private number)
5. Police called you
6. Went in to the local police station
7. Police came to home/business/other location - i.e. dealt with an officer/s in person
8. Police were in the area (driving/walking by)
9. Police website (filling in forms online etc)
10. Email – from Police
11. Letter in the mail - from Police
12. Other (please specify)

13. Can't remember

If more than one point of contact

Q4a. Which of these would you say was your main point of contact?

Add list of those selected in Q4

SERVICE SATISFACTION QUESTIONS – Main Point of Contact

For this next set of questions we would like you to just think about the service you experienced when ***[insert point of contact from Q4a]*** about ***[Reason for contact Q3]***. This will help the Police make improvements in the future to their service.

PoC wording list to insert:

1. You Called Comms
2. You called Crime Reporting Line
3. You Called the local police station
4. You Called a police officer personally (i.e. on their private number)
5. The Police called you
6. You Went in to the local police station
7. The Police came to visit you in person home/business/other location (door to door/home visit)
8. The Police were in the area (driving/walking by)
9. On the Police website (filling in forms online etc)
10. You received Email from Police*
11. You received Letter/s in the mail from Police*

*If only received e-mail, or letter just ask Q6a, skip CMT questions at Q5a, as no staff contact.

[If Needed NOTE: When rating a point of contact (e.g. calling the local station), if you had contact with Police this way on more than one occasion and/or dealt with more than one staff member, please give a rating overall for this point of contact.]

Q5a. Thinking about when you ***[insert first PoC from Q4a]*** regarding ***[insert reason from Q3]*** do you agree or disagree with the statement.....

Rotate order of statements.

- **I was treated fairly**
- **Staff were competent** (i.e. 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**
- **Staff made me feel my situation mattered to them**
- **It's an example of good value for tax dollars spent**

Would you say you.....

Rotate scale. Single response for each statement

1. Strongly disagree
2. Disagree
3. Neither agree nor disagree
4. Agree
5. Strongly agree
6. Not Applicable
6. Don't know

If Disagree or Strongly Disagree with any of the above, ask once:

Q5b. You said that you disagree/strongly disagree with the statement/s **[statement/s]**. Why do you feel this way?

If needed: Why do you disagree with the statement(s)?

Probe: What else made you feel this way?

Don't read out. Multiple response.

1. Other (Please specify)
2. Don't know

OVERALL RATINGS

Q6. Still thinking about when you **[insert main PoC from Q4a]** regarding **[insert reason from Q3]**, how satisfied were you with:

NOTE: When rating a point of contact (e.g. calling the local station) if you had contact with Police this way on more than one occasion and/or dealt with more than one staff member, please give a rating overall for this point of contact.

- 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. Don't know

Ask if more than 1 point of contact at Q4, else go to Q7.

Repeat for each Poc from Q4

Q6a. And thinking about **[PoC from Q4a]** regarding **[insert reason from Q3]**, how satisfied were you with:

- the overall quality of service you received

OVERALL PROCESS

Thinking about all the interaction you had with the police about *[insert reason for contact at Q3]* 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. Thinking about your whole experience with the Police

If only one point of contact at Q4 don't ask Q7.a, skip to Q7b

Q7. How satisfied were you with:
a) The overall quality of service

And how satisfied were you with:
b) The speed of response of the Police

Were you....

Read out. Single response

1. Very satisfied
2. Satisfied
3. Neither satisfied nor dissatisfied
4. Dissatisfied
5. Very dissatisfied
6. Don't know

Please tell me how strongly you agree or disagree with the following statement: **"I am satisfied with the actions the Police took overall"**.

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

EXPECTATIONS V SERVICE RECEIVED

Q8. **Before** any of your contact with the Police, what quality of service did you expect? Would you say you expected.....

Single response

1. Very poor service
2. Poor service
3. Neither good nor poor service
4. Good service
5. Very good service
6. Don't know

Q8a. Looking back, how did the service you received from the Police compare to what you expected? Would you say the service you received was....

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. Don't know
7. No Expectation (*skip to Q9*)

If better than thought it would be (codes 4 or 5 at Q8a), ask:

Q8b. What made the service better than you expected it would be?

Probe fully to No

[Text box]

If worse than thought it would be (codes 1 or 2 at Q8a), ask:

Q8c. What made the service worse than you expected it would be?

Probe fully to No

[Text box]

If about the same as expected (code 3 at Q8a) & expected good/v. good service at Q7 (codes 4 or 5 at Q7), ask:

Q8d. What made the service as good as you had expected it to be?

Probe fully to No

[Text box]

If about the same as expected (code 3 at Q8a) & expected poor/very poor service at Q7 (codes 1 or 2 at Q7), ask:

Q8e. What made the service as poor as you had expected it to be?

Probe fully to No

[Text box]

Thinking about all the interaction you had with the Police about **[insert reason for contact from Q9a if general]** up until now, please tell me how strongly you agree or disagree with the following statement:

- **I am satisfied with the actions the Police took overall.**

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

IMPROVEMENTS

Q9. What improvements would you suggest for how Police respond to and/or deal with people who contact them about *[insert reason for contact from Q3]*?

Please tell us any suggestions you have.

[Text box]

SAFETY QUESTION

I just have a couple of questions about your feelings of safety.

Q9a. Thinking about your overall sense of freedom from crime, how safe or unsafe do you feel **in your local neighbourhood after dark?**

Would you say you feel.....

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

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"

Q2c. Compared to 2 years ago, **in your local neighbourhood after dark**, would you say you now felt.....

Rotate scale codes 1-2 only. Read out. Single response.

5. More safe
6. Less safe
7. The same as 2 years ago
8. (don't read) Don't know

DEMOGRAPHICS

And finally, just a couple of questions about you.

Q10. 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

Q11. Which ethnic group or groups do you belong to?

Read out. Multiple response

21. NZ European/Pakeha
22. Maori
23. Samoan
24. Cook Island Maori...
25. Tongan
26. Niuean
27. Chinese
28. Indian
29. Other **(Specify)**
30. Don't know
31. Refused
32. Other European (i.e. Australian, British, etc)
33. Other Pacific Islander (i.e. Fijian, Tokelauan etc)
34. Fijian Indian
35. Korean
36. Japanese
37. Malaysian
38. Vietnamese
39. Filipino
40. Other Asian (specify)

Q12. Were you born in New Zealand?

Read out. Single response

5. Yes
6. No
7. **(Do not read)** Don't know
8. **(Do not read)** Refused

If no at Q12

Q13. How many years have you lived in New Zealand?

Read out. Single response

1. Less than a year

2. 1-5 years
3. 6-10 years
4. Over 10 years
5. **(Do not read)** Don't know

Q14. Interviewer: record gender.....

3. **Male**
4. **Female**

Thank you very much for your time. Your feedback and suggestions are much appreciated.

If you have any queries regarding this survey, please call 0508 Research.

If respondent wishes to speak directly to the Police: You can contact Susan Campbell, Principal Advisor: Service Strategy, Police National Headquarters (04) 470 7307 (business hours).

APPENDIX TWO: COMMUNICATIONS CENTRE SAMPLE RESULTS

Note: These results are from the Communications Centre 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: Satisfaction with the Overall Quality of Service Delivery – Communications Centre Results Over Time (%)

	2011/12	2012/13	2013/14	2014/15	2015/16	2016/17
Very Satisfied	43	46	50	54	47	46
Satisfied	40	39	37	30	35	37
Very Satisfied/Satisfied	83	85	87	84	82	83
Neither/Nor	10	8	6	8	7	8
Dissatisfied	4	5	5	4	6	6
Very Dissatisfied	2	2	2	3	3	2
Dissatisfied/Very Dissatisfied	6	7	7	7	9	7
Don't know	1	0	0	2	2	2
Base	1407	1415	1193	1150	1103	1272

Base: All respondents surveyed as part of the Communications Centre 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 Centre Results Over Time (%)

	2011/12	2012/13	2013/14	2014/15	2015/16	2016/17
Very Satisfied	50	53	58	57	54	48
Satisfied	33	33	33	31	34	40
Very Satisfied/Satisfied	83	86	91	88	87	88
Neither/Nor	12	9	4	5	6	6
Dissatisfied	3	3	4	4	5	3
Very Dissatisfied	1	2	1	2	2	1
Dissatisfied/Very Dissatisfied	4	5	5	6	6	5
Don't know	1	0	0	1	1	1
Base	1407	1418	1195	1149	1104	1267

Base: All respondents surveyed as part of the Communications Centre 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 Centre Results – Service Experience Questions Over Time (Part 1) (%)

	I was treated fairly						Staff were competent						Staff did what they said they would do					
	11/12	12/13	13/14	14/15	15/16	16/17	11/12	12/13	13/14	14/15	15/16	16/17	11/12	12/13	13/14	14/15	15/16	16/17
Strongly Agree	44	49	58	62	60	58	44	48	56	59	59	58	35	38	47	47	44	45
Agree	48	44	36	31	34	37	47	45	38	33	32	36	40	36	33	29	26	30
Strongly Agree/ Agree	92	93	94	93	94	94	91	93	94	92	92	93	75	74	80	76	71	75
Neither/nor	5	4	2	2	2	2	5	4	2	3	3	3	7	7	5	5	4	6
Disagree	2	2	3	3	2	2	2	2	2	2	3	2	3	4	4	3	4	3
Strongly Disagree	1	1	1	1	1	1	1	1	1	2	1	1	2	1	2	2	2	1
Disagree/Strongly Disagree	3	3	4	4	3	3	3	3	3	4	4	2	5	5	6	5	6	4
Don't know	0	0	0	1	1	1	1	0	1	1	2	1	13	14	9	14	19	16
Base	1398	1412	1189	1135	1089	1265	1406	1418	1196	1149	1104	1272	1374	1409	1171	1122	1078	1244

Appendix Table 4: Communications Centre Results – Service Experience Questions Over Time (Part 2) (%)

	Individual circumstances taken into account						Good value for tax dollars spent					
	11/12	12/13	13/14	14/ 15	15/ 16	16/17	11/12	12/13	13/14	14/ 15	15/ 16	16/17
Strongly Agree	33	39	49	52	47	45	28	34	37	40	38	40
Agree	48	45	38	34	36	40	53	50	45	41	41	42
Strongly Agree/Agree	81	84	87	86	82	85	81	84	82	81	80	81
Neither/nor	11	9	5	5	7	7	13	10	9	10	9	9
Disagree	4	4	4	4	5	3	3	4	4	5	6	4
Strongly Disagree	2	1	2	3	2	2	1	1	3	2	2	2
Disagree/Strongly Disagree	6	5	6	7	6	5	4	5	7	7	8	6
Don't know	2	2	2	2	5	3	2	1	2	2	3	4
Base	1365	1378	1165	1090	1031	1213	1403	1411	1185	1143	1098	1264

Base: All respondents surveyed as part of the Communications Centre 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 Centre Results Over Time (%)

	2011/12	2012/13	2013/14	2014/15	2015/16	2016/17
Very Good Service	32	37	37	41	39	35
Good Service	49	49	48	44	47	50
Very Good/Good Service	81	86	85	85	86	84
Neither/Nor	12	9	10	9	7	9
Poor Service	4	2	3	4	5	4
Very Poor Service	1	1	1	0	1	1
Poor/Very Poor Service	5	4	4	4	5	5
Don't know	2	1	1	2	2	2
Base	1378	1390	1172	1123	1075	1237

Base: All respondents surveyed as part of the Communications Centre 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 Centre Results Over Time (%)

	2011/12	2012/13	2013/14	2014/15	2015/16	2016/17
Much Better	17	19	20	19	17	19
Better	21	25	27	22	22	24
About The Same As Expected	52	45	42	47	47	44
Much Better/Better/Same	90	89	89	88	85	88
Worse	8	8	9	9	9	9
Much Worse	2	2	2	2	4	2
Worse/Much Worse	10	10	11	11	13	10
Don't know	0	1	0	1	2	2
Base	1353	1379	1158	1096	1085	1266

Base: All respondents surveyed as part of the Communications Centre 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 2016/17 General (contact/no contact), Māori Booster Sample (contact/no contact), Electoral Roll Sample (contact/no contact), Communications Centre, Crime Reporting Line and Service Experience surveys (all contact) 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 – All Surveys (General + Māori Booster + Electoral Roll + SES + Comms + CRL)	9535	± 1.0%
No Contact	5092	± 1.4%
Contact	4443	± 1.5%
Total General	4479	± 1.4%
No Contact	2990	± 1.8%
Contact	1489	± 2.5%
Total Māori Booster	1026	± 3.1%
No Contact	586	± 4.0%
Contact	440	± 4.7%
Total Electoral Roll	1443	± 2.6%
No Contact	867	± 3.3%
Contact	576	± 4.1%
Total Communications Centre	1145	± 2.9%
Total Service Experience	1217	± 2.8%
Total Crime Reporting Line	225	± 6.5%

	No. of Surveys Completed (n)	Margin of Error (at 95% confidence interval)
District		
Northland	712	± 3.7%
• Contact in last 6 months	346	± 5.3%
Waitematā	803	± 3.5%
• Contact in last 6 months	411	± 4.8%
Auckland City	783	± 3.5%
• Contact in last 6 months	402	± 4.9%
Counties Manukau	809	± 3.4%
• Contact in last 6 months	412	± 4.8%
Waikato	897	± 3.3%
• Contact in last 6 months	505	± 4.4%
Bay of Plenty	831	± 3.4%
• Contact in last 6 months	435	± 4.7%
Eastern	796	± 3.5%
• Contact in last 6 months	420	± 4.8%
Central	860	± 3.3%
• Contact in last 6 months	482	± 4.5%
Wellington	859	± 3.3%
• Contact in last 6 months	482	± 4.5%
Tasman	635	± 3.9%
• Contact in last 6 months	297	± 5.7%
Canterbury	819	± 3.4%
• Contact in last 6 months	432	± 4.7%
Southern	731	± 3.6%
• Contact in last 6 months	378	± 5.0%
Point of Contact		
Roadside	1074	± 3.0%
Called Comms	2344	± 2.0%
Police in Person (excl. Roadside and Counter)	1045	± 3.0%
Over the Counter (visited local station)	471	± 4.5%
Called Local Station	492	± 4.4%
Gender		
Males	4146	± 1.5%
Females	5389	± 1.3%
Age		
16-24 years	754	± 3.6%
25-34 years	982	± 3.1%
35-44 years	1334	± 2.7%
45-54 years	1887	± 2.3%
55-64 years	1847	± 2.3%
65 years or older	2727	± 1.9%

	No. of Surveys Completed (n)	Margin of Error (at 95% confidence interval)
Ethnicity		
European (at least one European/NZ European ethnicity code)	6225	± 1.2%
Māori	2388	± 2.0%
Asian (at least one Asian ethnicity code)	523	± 4.3%
Pacific (at least one Pacific ethnicity code)	298	± 5.7%
Main Reason for Contact (reasons mentioned by n=50+ listed)		
Traffic stop	817	± 3.4%
Report dangerous driving	540	± 4.2%
General enquiry	462	± 4.6%
Traffic crash or incident	450	± 4.6%
Disorderly behaviour and intoxication offences	445	± 4.6%
Assault	432	± 4.7%
Theft	417	± 4.8%
Burglary	356	± 5.2%
Traffic offence	260	± 6.1%
Property damage or vandalism	156	± 7.8%
Other incident	138	± 8.3%
Intruder/prowler/suspicious noises	127	± 8.7%
Follow up on previous enquiry	98	± 10.0%
Other crime	67	± 12.0%
Community activity	52	± 13.6%
Victim of Crime	1,080	± 3.0%

Margin of Error calculated on unweighted sample bases