

# New Zealand Police Citizens' Satisfaction Survey.

Report for 2017/18

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## EXECUTIVE SUMMARY

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## APPENDICES

# EXECUTIVE SUMMARY

## 1. Introduction and Research Objectives

New Zealand Police commissioned Gravitas Research and Strategy Ltd to conduct the 2017-2018 Citizens' Satisfaction Research programme (covering the fiscal year July 2017-June 2018). 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 9,676 respondents collected through a programme of surveys between 1 July 2017 and 30 June 2018 as summarised in the summary table below.

**Summary Table 1: Programme of Surveys**

Survey type	Method	Sample Size
General Population Survey (including Māori booster sample using Māori Electoral Roll)	Random telephone survey to landlines	n = 4,600
Communications Centre and Crime Reporting Line Callers Surveys, including Service Experience Survey	Targeted telephone surveys to landlines and cell phones	n = 3,049
Electoral Roll Survey	Random mailed out survey offering online and paper self-completion	n = 2,027
<b>Total Sample</b>		<b>n = 9,676</b>

**Note on the Survey Programme 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 both the 2016/17 and 2017/18 results during the weighting process. These changes to the survey programme provide a more representative and useful database but may affect results somewhat, as any change in survey methodology can have an impact. This should be borne in mind when comparing 2016/17 and 2017/18 results to those from the survey waves prior to 2016/17.

Throughout the report (unless otherwise specified) data from all surveys has been combined and weighted by age, gender, ethnicity, contact status (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* under the overarching purpose of *Be safe, feel safe* - a guiding motto of *Safer Communities Together*.

All respondents (i.e. 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 their local neighbourhood after dark;
- feeling safe in their city or town centre at night;
- Police are responsive to the needs of my community; and
- Police are involved in activities in my community.

Nationally, trust and confidence in the Police remains high and stable, with 78% of respondents stating they have *full/quite a lot of trust and confidence* in the Police, compared with 77% in 2016/17. Reflecting this, results for districts generally show no statistically significant change year on year, the exceptions being significant increases in 2017/18 for both Canterbury (up from 77%, to 83%) and Southern (up from 80%, to 84%) districts.

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

- aged 55 or older;
- of European ethnicity;
- who are female;
- who live in the South Island, particularly in Southern and Canterbury districts;
- living in the least deprived areas (NZDep score of 1-3); and/or
- who have not had contact with the Police in the previous six months.

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

- of Asian and Māori ethnicities;
- aged 25-44;
- living in the more deprived areas (NZDep score of 8-10);
- who are male;
- who had contact with the Police in the previous six months; and/or
- living in the Upper North Island, particularly in the Auckland City, Counties Manukau and Waikato districts. *(It should also be noted that those in Northland District (as well as those in Counties Manukau and Auckland City districts) are significantly less likely to have full/quite a lot of trust and confidence.)*

After significant declines in 2016/17 for the four other perception measures, the share of positive ratings is stable in 2017/18 for the safety and Police role measures.

The following table and graph 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 Table 2: Trust and Confidence, Safety and Police Role – Comparison over Time (%)**

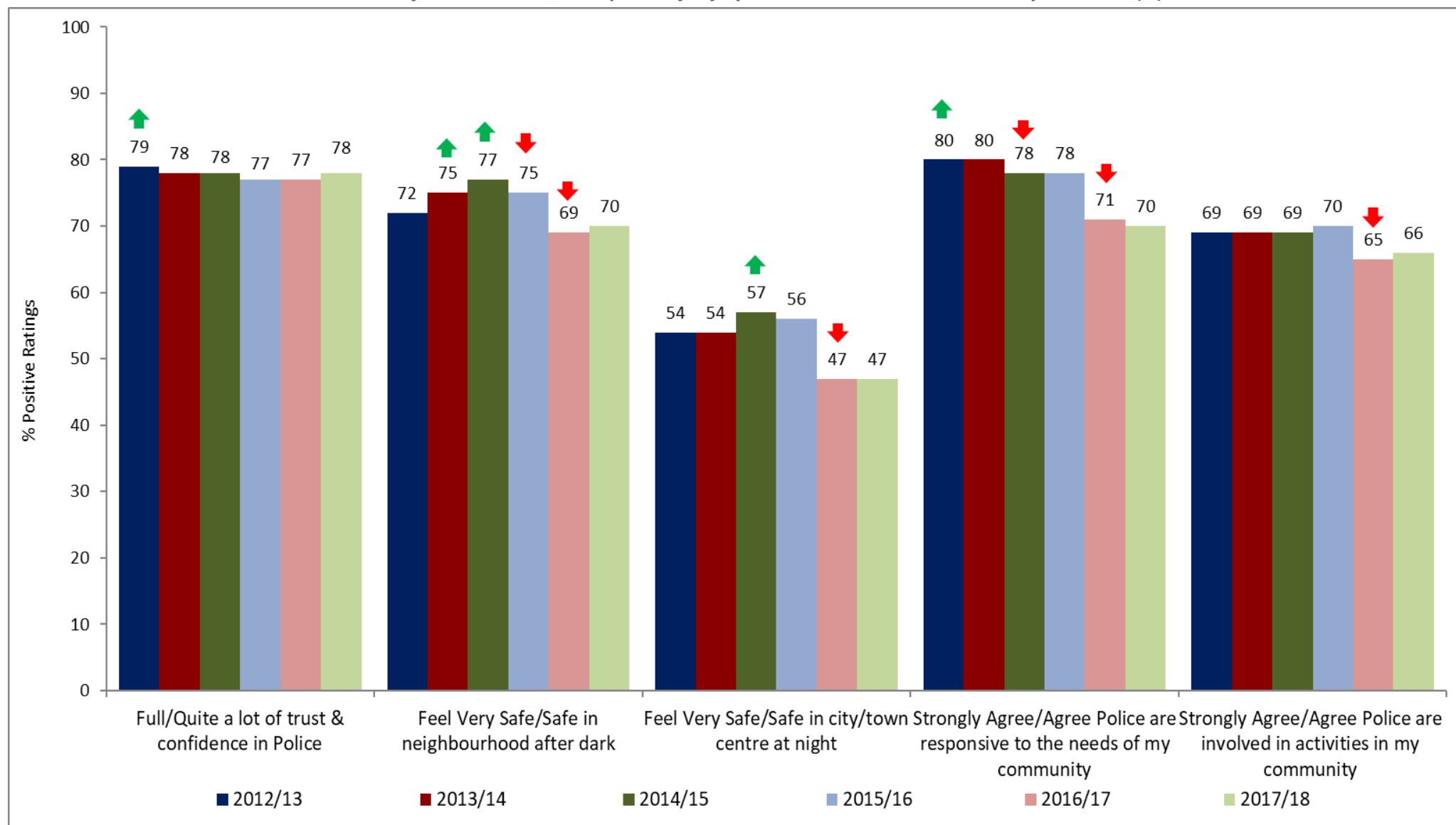
	Total Positive						Neutral/Some trust and confidence						Total Negative					
	2012 /13	2013 /14	2014 /15	2015 /16	2016 /17	2017 /18	2012 /13	2013 /14	2014 /15	2015 /16	2016 /17	2017/ 18	2012 /13	2013 /14	2014 /15	2015 /16	2016 /17	2017 /18
Trust & Confidence	<b>79</b>	78	78	77	77	78	17	18	18	18	17	16	<b>4</b>	4	4	4	<b>6</b>	6
Safety in neighbourhood after dark	72	<b>75</b>	<b>77</b>	<b>75</b>	<b>69</b>	70	20	<b>16</b>	15	16	<b>19</b>	19	8	8	8	<b>9</b>	<b>11</b>	<b>10</b>
Safety in city/town at night	54	54	<b>57</b>	56	<b>47</b>	47	28	<b>26</b>	<b>24</b>	24	<b>29</b>	29	17	18	17	18	<b>21</b>	22
Police are responsive to the needs of my community	<b>80</b>	80	<b>78</b>	78	<b>71</b>	70	13	13	<b>14</b>	13	<b>20</b>	20	<b>5</b>	<b>4</b>	<b>5</b>	<b>6</b>	<b>8</b>	8
Police are involved in activities in my community	69	69	69	70	<b>65</b>	66	<b>19</b>	19	18	17	<b>22</b>	22	7	<b>6</b>	<b>7</b>	7	<b>9</b>	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*

**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.

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

#### 1. Commitment of Service

Police have made a Commitment of Service to the public that incorporates delivery standards for the six most important aspects of service that people expect from the public sector<sup>1</sup>. Police use the results of this survey programme to monitor how the public rates these aspects of service along with overall satisfaction<sup>2</sup>. The service attributes<sup>3</sup> 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 2016/17, 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 decline last year, satisfaction ratings are down again from 82%, to 80% in 2017/18). Respondents statistically significantly more likely to be *very satisfied/satisfied* with the overall quality of service delivery included those:

- aged 45 or older;
- who are female;
- of European ethnicity;
- whose reason for contact was a traffic stop, general enquiry, or disorderly behaviour or intoxication; and/or
- living in the Bay of Plenty District.

Eight percent of respondents report being dissatisfied to some extent (*dissatisfied/very dissatisfied*) with the overall quality of the service they received; up statistically significantly from 7% in 2016/17. Respondents statistically significantly more likely to be dissatisfied with the overall quality of service received compared to all other respondents included those:

- aged 25-34;
- who are male;
- of Asian and Māori ethnicities;
- whose point of contact was visiting or calling the local station;
- whose reason for contact was a traffic offence, an intruder or prowler, burglary, assault, following up on a previous enquiry or as a suspect/perpetrator;
- living in more deprived areas (NZ Dep score of 8-10); and/or
- living in Waikato or Northland districts.

<sup>1</sup> As identified by the State Services Commission's Kiwis Count survey, part of the 'New Zealanders' Experiences' research programme in 2007.

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

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

In 2017/18 there are no significant increases or decreases in the shares of respondents *strongly agreeing/agreeing* with any individual attributes of service excellence.

However, there have been small but statistically significant increases in the share of respondents *disagreeing/strongly disagreeing* that:

- staff were competent (up from 4% in 2016/17, to 5%);
- staff did what they said they would do (up from 5%, to 6%); and
- individual circumstances were taken into account (up from 7% in 2016/17, to 9%).

The following graph and table show results at a national level for overall satisfaction and 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 Table 3: Service Excellence Attributes National Results – Comparison over Time (%)**

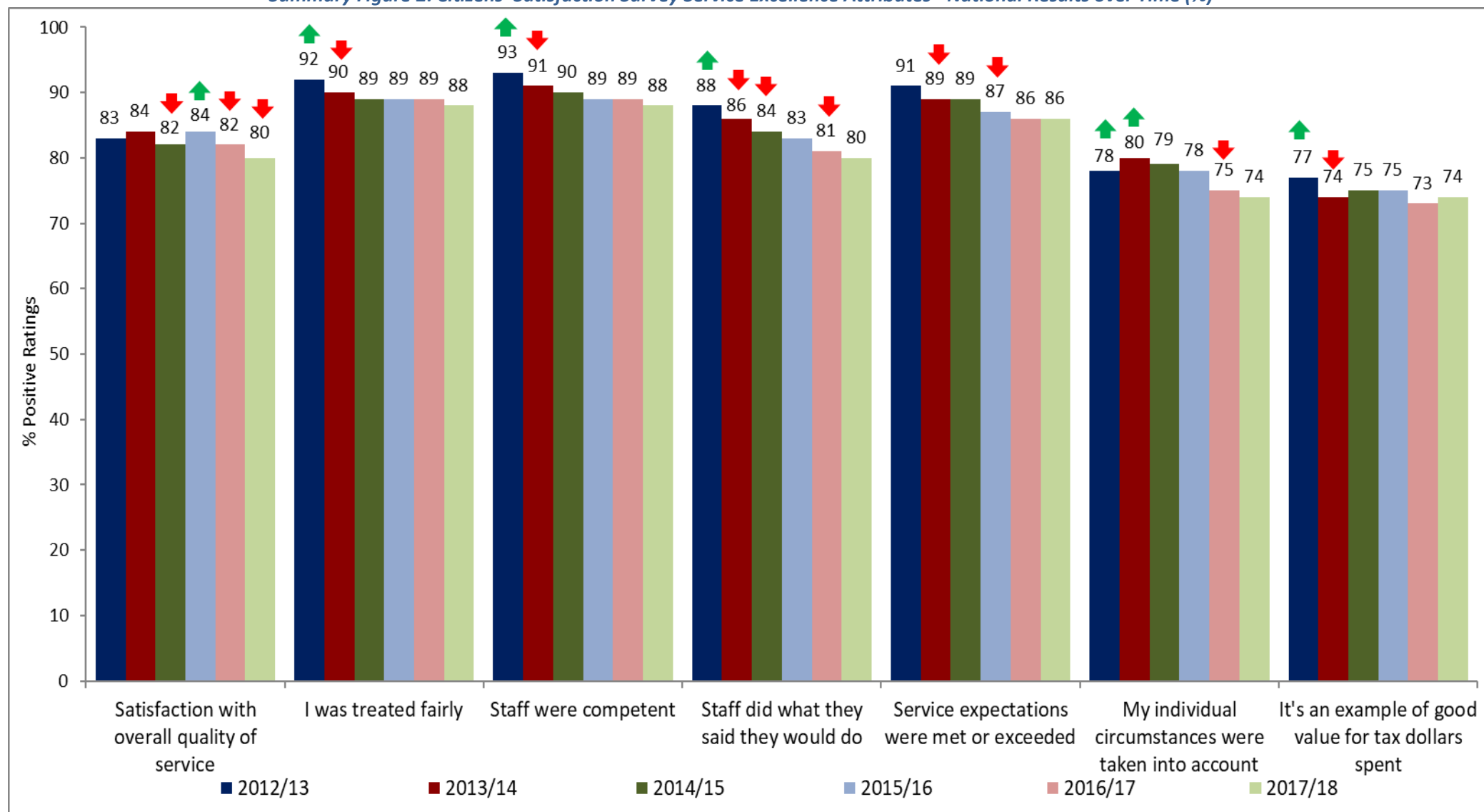
	Total Positive						Neutral						Total Negative					
	2012 /13	2013 /14	2014 /15	2015 /16	2016/ 17	2017/ 18	2012 /13	2013 /14	2014 /15	2015 /16	2016/ 17	2017/ 18	2012 /13	2013 /14	2014 /15	2015 /16	2016/ 17	2017/ 18
Satisfaction with overall quality of service delivery	83	84	<b>82</b>	<b>84</b>	<b>82</b>	<b>80</b>	9	9	10	<b>8</b>	9	10	8	7	7	7	7	<b>8</b>
I was treated fairly	<b>92</b>	<b>90</b>	89	89	89	88	4	4	4	4	4	<b>6</b>	<b>4</b>	<b>6</b>	6	6	5	5
Staff were competent	<b>93</b>	<b>91</b>	90	89	89	88	<b>4</b>	4	4	4	5	<b>6</b>	<b>3</b>	<b>4</b>	<b>5</b>	5	<b>4</b>	<b>5</b>
Staff did what they said they would do	<b>88</b>	<b>86</b>	<b>84</b>	83	<b>81</b>	80	<b>5</b>	<b>6</b>	6	<b>4</b>	<b>7</b>	<b>7</b>	4	<b>5</b>	5	5	5	<b>6</b>
Expectations met or exceeded*	91	<b>89</b>	89	<b>87</b>	86	86	-	-	-	-	-	-	9	<b>11</b>	11	12	12	13
My individual circumstances were taken into account	<b>78</b>	<b>80</b>	79	78	<b>75</b>	74	13	<b>10</b>	10	9	<b>12</b>	11	<b>7</b>	<b>9</b>	9	<b>11</b>	<b>7</b>	<b>9</b>
It's an example of good value for tax dollars spent	<b>77</b>	<b>74</b>	75	75	73	74	14	13	13	12	<b>14</b>	13	<b>8</b>	<b>11</b>	11	11	<b>9</b>	10

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”.

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.

## 2. Service Expectations Met or Exceeded

When asked how the service received from Police compared to expectations, 86% of respondents reported the service they received was *much better/better/about the same* as they had expected (unchanged from 86% in 2016/17). While the share of respondents who gave *much better/better* ratings is stable (36%, compared with 35% last year).

In 2017/18, 13% of respondents reported that the service they received was *worse*, or *much worse* than expected (up slightly, but not significantly, from 12% in 2016/17).

## 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 2017/18 included:

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

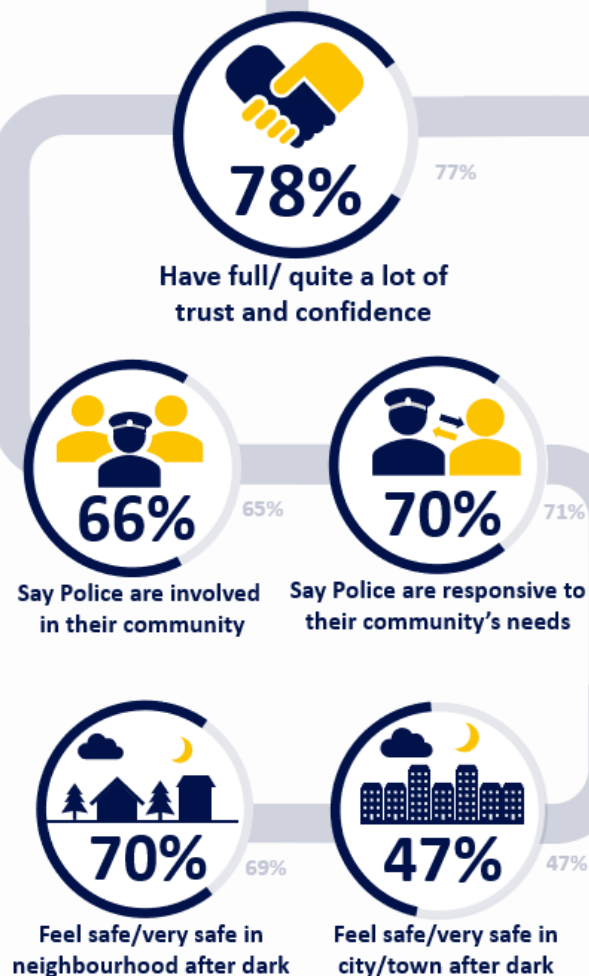
## 4. Reasons Service was Worse than Expected and/or for Disagreeing with Service Delivery Statements

Levels of negative ratings are low (between 5% and 13% across the service excellence attributes) and are generally 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 2017/18, include:

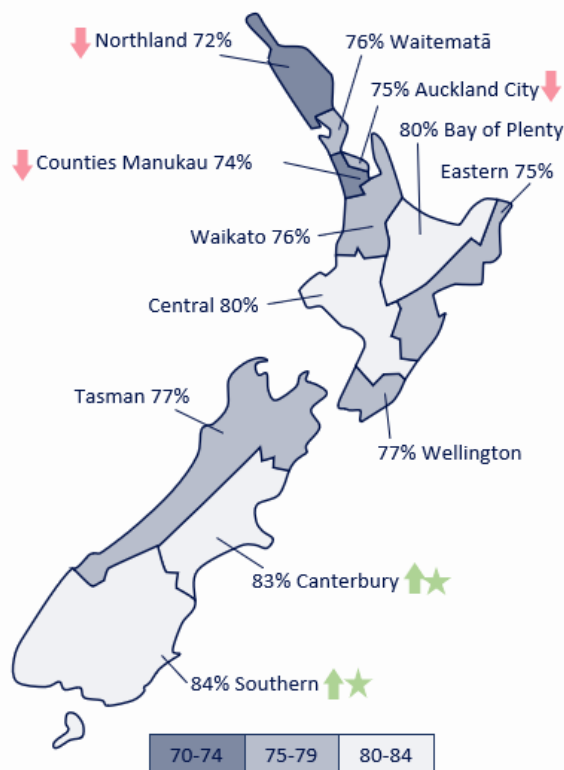
- the matter was not taken seriously, and/or the staff member did not believe me;
- there was no follow-up;
- Police were too slow/took too long;
- Police did not attend/come and look;
- the staff seemed stressed, were rude or short tempered;
- no action was taken, Police didn't do anything or help; and/or
- Police were incompetent/made mistakes.

Summary Figure 3: Summary of Key Results for 2017-18

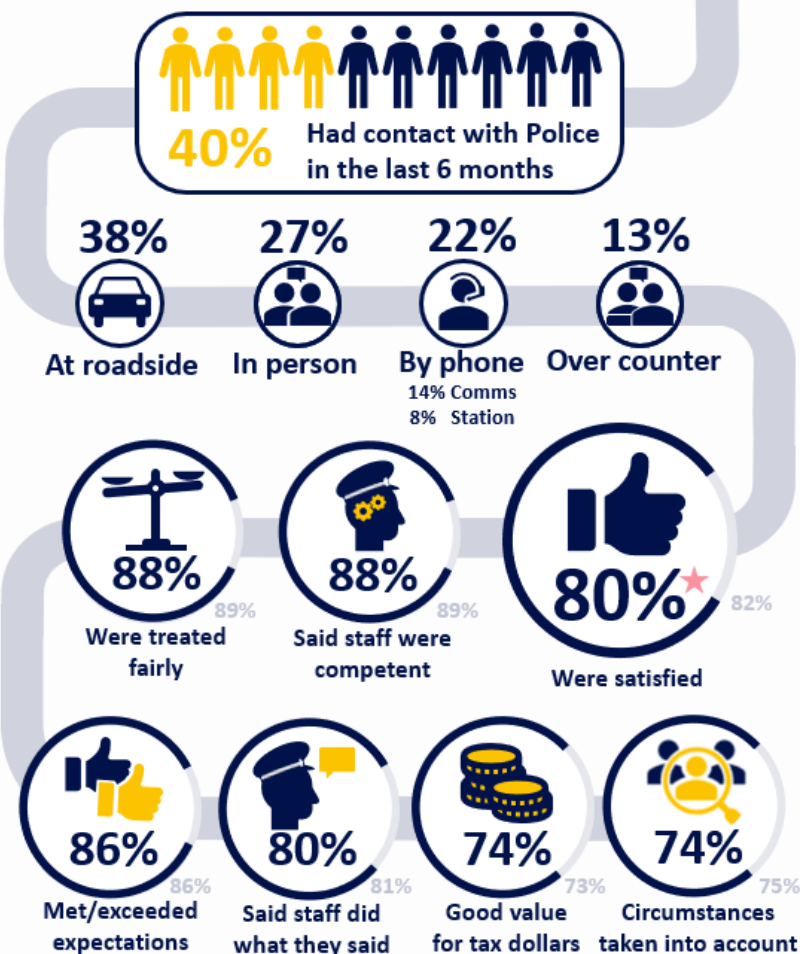
## Perceptions of Police



### Trust and Confidence by District



## Interaction with Police



Grey Text = 2016/17 results ◆=Significantly higher result than total ▼=Significantly lower result than total ★=Significant increase from last year ★=Significant decrease from last year

# 1. INTRODUCTION

## 1.1. Introduction

New Zealand Police commissioned Gravitas Research and Strategy Ltd to conduct the 2017-2018 Citizens' Satisfaction Research programme, covering the fiscal year 1<sup>st</sup> July 2017- 30<sup>th</sup> June 2018. 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 had 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 involvement 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 9,676 respondents aged 16 years or over<sup>4</sup> during the 1 July 2017 to 30 June 2018 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 (*Note: Not all respondents were asked and/or responded to all questions*). Throughout the report (unless otherwise specified), General, Electoral Roll, Māori Booster, Communications Centre<sup>5</sup>, 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 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 both the 2016/17 and 2017/18 results during the weighting process. These changes to the survey programme provide a more representative and useful database but may affect results somewhat, as any change in survey methodology can have an impact. This should be borne in mind when comparing 2016/17 and 2017/18 results to those from the survey waves prior to 2016/17.

<sup>4</sup> Respondents to the Electoral Roll Survey are aged 18 years or over.

<sup>5</sup> Results from the Communications Centre sample only can be found in Appendix Two.

## 2. Survey Programme Methodology and Analysis

### 2.1. Sample Description, Sample Sizes and Response Rates

A total of 9,676 responses were collected during the 2017-18 surveying period (1 July 2017 to 30 June 2018) across the General Survey, Māori Booster Survey, Communications Centre Survey, Crime Reporting Line Survey, Electoral Roll Survey and Service Experience Survey, as described below. Interviews are conducted with people aged 16 years and over (the Electoral Roll Survey includes people aged 18 years or over). The following table summarises the method and number of responses across the six surveys. Each survey is then discussed in more detail below.

**Table 1: Survey Method and Number of Responses**

Survey Name	Survey Method	Number of responses	Number who had contact with Police
General Survey	Telephone	3,579	1,167
Māori Booster Survey	Telephone	1,021	394
Communications Centre Survey	Telephone	1,110	1,110
Crime Reporting Line Survey	Telephone	305	305
Electoral Roll Survey	Online/Mail back	2,027	703
Service Experience Survey	Telephone	1,634	1,634

#### 1. General Sample

The General Sample is sourced randomly from white pages telephone directories, with quotas by Police district. In the 2017-18 surveying period n=3,579 General Sample interviews were completed by phone (n=2,412 interviews with people who had not had contact with the police in the previous six months and n=1,167 with those who had).

The response rate<sup>6</sup> for the 3,579 **General Sample** interviews conducted between July 2017 and June 2018 is **48%**<sup>7</sup> (this compares with 45% in 2011/12, 56% in 2012/13, 48% in 2013/14, 48% in 2014/15, 47% in 2015/16 and 42% in 2016/17).

#### 2. 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 2017/18 surveying period n=1,021 Māori Booster Sample interviews were completed by phone (n=627 with people who had not had contact with the police in the previous six months and n=394 who had).

The response rate for the 1,021 **Māori Booster** interviews conducted between July 2017 and June 2018 is **64%**<sup>8</sup> (this compares with 59% in 2011/12, 56% in 2012/13, 58% in 2013/14, 58% in 2014/15, 64% in 2015/16 and 63% in 2016/17).

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

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

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

### 3. 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 2017-18 surveying period n=1,110 Communication Centre interviews were completed by phone (all of whom had contact with the Police).

The response rate across the 1,110 **Communications Centre** interviews conducted between July 2017 and June 2018 is **64%** (this compares with 74% in 2011/12, 74% in 2012/13, 76% in 2013/14, 72% in 2014/15, 68% in 2015/16 and 68% in 2016/17).

### 4. 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 2017-18 surveying period n=305 Crime Reporting Line interviews were completed by phone (all of whom had contact with the Police).

The response rate across the 305 **Crime Reporting Line** interviews conducted between July 2016 and June 2017 is **63%** (this compares with 69% in 2016/17).

### 5. Electoral Roll Sample

The Electoral Roll sample is randomly sourced from the Electoral Rolls with quotas by age and gender within Police districts. Māori are also over sampled in this survey. Note: this survey started part way through 2016-17. In the 2017-18 surveying period n=2,027 questionnaires (n=1,022 online and n=1,005 paper) were completed (n=1,324 with people who had not had contact with the police in the previous 6 months and n=703 who had).

The response rate for the 2,027 **Electoral Roll** responses collected between July 2017 and June 2018 is **38%**<sup>9</sup> (this compares with 36% in 2016/17).

### 6. 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. Note: This survey also started part way through the 2016-17. In the 2017-18 surveying period n=1,634 Service Experience Surveys were completed during this time (all of whom had contact with the Police).

The response rate across the 1,634 **Service Experience** interviews conducted between July 2017 and June 2018 is **52%** (this compares with 69% in 2016/17).

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<sup>9</sup> 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 which randomly selected potential respondents to be called from sample lists. Telephone interviews were conducted exclusively from Gravitas's in-house survey centre in Newton, Auckland, by trained and supervised interviewers experienced in using CATI. The questionnaires used are attached (see Appendix One).

### Online/Mail Back Surveys

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

### 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 Police<sup>10</sup>.

The service experience questions ask people about their levels of satisfaction with the service they received and about their ratings in relation to six undertakings made in the Police Commitment of Service. The Commitment of Service and associated service delivery standards<sup>11</sup> are built around the six most important aspects of service that people expect from the public sector. These Commitment of Service attributes were identified through the 'Kiwis Count' survey, part of the State Services Commission's 'New Zealanders' Experience' research programme<sup>12</sup>, 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.

<sup>10</sup> 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.

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

<sup>12</sup> 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 the overall service satisfaction rating has also been 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 2017 and June 2018.

## 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.*

**Table 2: Average Length of Telephone Surveys**

	Average CATI interview length			
	Entire Sample	No Contact	Contact - Short	Contact - Long
General Sample	10.2 minutes	6.8 minutes	10.5 minutes	13.6 minutes
Māori Booster Sample	11.1 minutes	7.1 minutes	10.9 minutes	14.4 minutes
Communications Centre Sample	14.6 minutes	-	-	14.6 minutes
Crime Reporting Line Sample	13.6 minutes	-	-	13.6 minutes
Service Experience Sample	15.3 minutes	-	-	15.3 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 weighted<sup>13</sup> by age, gender, ethnicity and contact by district to reflect the New Zealand population – percentages shown are based on weighted data, sample sizes (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 (from the general population surveys plus 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 respondents had 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 had contact with Police and incidence of each point of contact among the general population<sup>14</sup> in the previous six months. Total results have also been weighted<sup>15</sup> 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 3: Contact and Incidence of each Point of Contact among the General Population – Over Time (%)**

	2012/13	2013/14	2014/15	2015/16	2016/ 17	2017/ 18
% Yes, have had contact with Police in last six months	41%	45%	44%	39%	42%	40%
<b>Point of Contact (those with contact)</b>						
Roadside	47%	50%	47%	49%	44%	38%
Telephone (Total)	22%	19%	20%	22%	19%	22%
- Called Communications Centre	15%	13%	14%	16%	13%	14%
- Called Local Station	7%	6%	6%	6%	6%	8%
Police in Person (excl. roadside and counter)	20%	20%	22%	18%	23%	27%
Over the Counter (visited local station)	11%	11%	11%	11%	14%	13%

*Green highlighting denotes a statistically significant increase from the previous survey wave; Red a statistically significant decline.*

<sup>13</sup> Based on findings from the general population surveys (General, Electoral Roll and Māori Booster surveys) combined

<sup>14</sup> Based on findings from the General, Electoral Roll and Māori Booster surveys combined and weighted to the population.

<sup>15</sup> Weighting is based on all contact types recorded before selection of the one contact type to be questioned on further.

Sixty per cent of the population had no contact with Police in the last 6 months. Roadside remains the main contact point, though this has declined significantly compared to 2016/17. Correspondingly, the share of people having contact by telephone and in person have both increased significantly.

## Rounding

The rounding rules applied to results 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%.

## Margins of Error and Significant Differences

The margin of error on the n=9,676 responses completed across all six surveys in 2017-18 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).

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 a 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 a NZDep Score – the match rate for the 2017/18 sample was 81%.

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.*

### 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 2016/17

Overall, results for trust and confidence in the Police were high and stable when compared with 2016/17, with 78% of respondents stating they have *full* or *quite a lot* of trust and confidence in Police (up by 1 percentage point from 77% in 2016/17). *Full trust and confidence* levels have increased significantly from 31% last year, to 33% in 2017/18.

Only 6% of respondents mentioned that they have *not much* or *no trust and confidence* in the Police, which is unchanged when compared with last year, however the share who have *no trust and confidence* in the Police has increased significantly when compared with last year (up from 1% to 2%).

**Table 4: Level of Trust and Confidence in Police – Comparison Over Time (%)**

	2012/13	2013/14	2014/15	2015/16	2016/17	2017/18
Full Trust and Confidence	33	30	31	32	31	33
Quite a lot	46	48	46	45	46	45
<b>Full/Quite a Lot Trust &amp; Confidence</b>	<b>79</b>	<b>78</b>	<b>78</b>	<b>77</b>	<b>77</b>	<b>78</b>
Some	17	18	18	18	17	16
Not much	3	3	3	3	4	4
No trust and confidence	1	1	1	1	1	2
<b>Not Much/No Trust &amp; Confidence</b>	<b>4</b>	<b>4</b>	<b>4</b>	<b>4</b>	<b>6</b>	<b>6</b>
Don't know	0	0	1	1	1	1
Base	9646	9241	9145	9232	9498	9659

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 0.2% of the total sample in 2017/18.

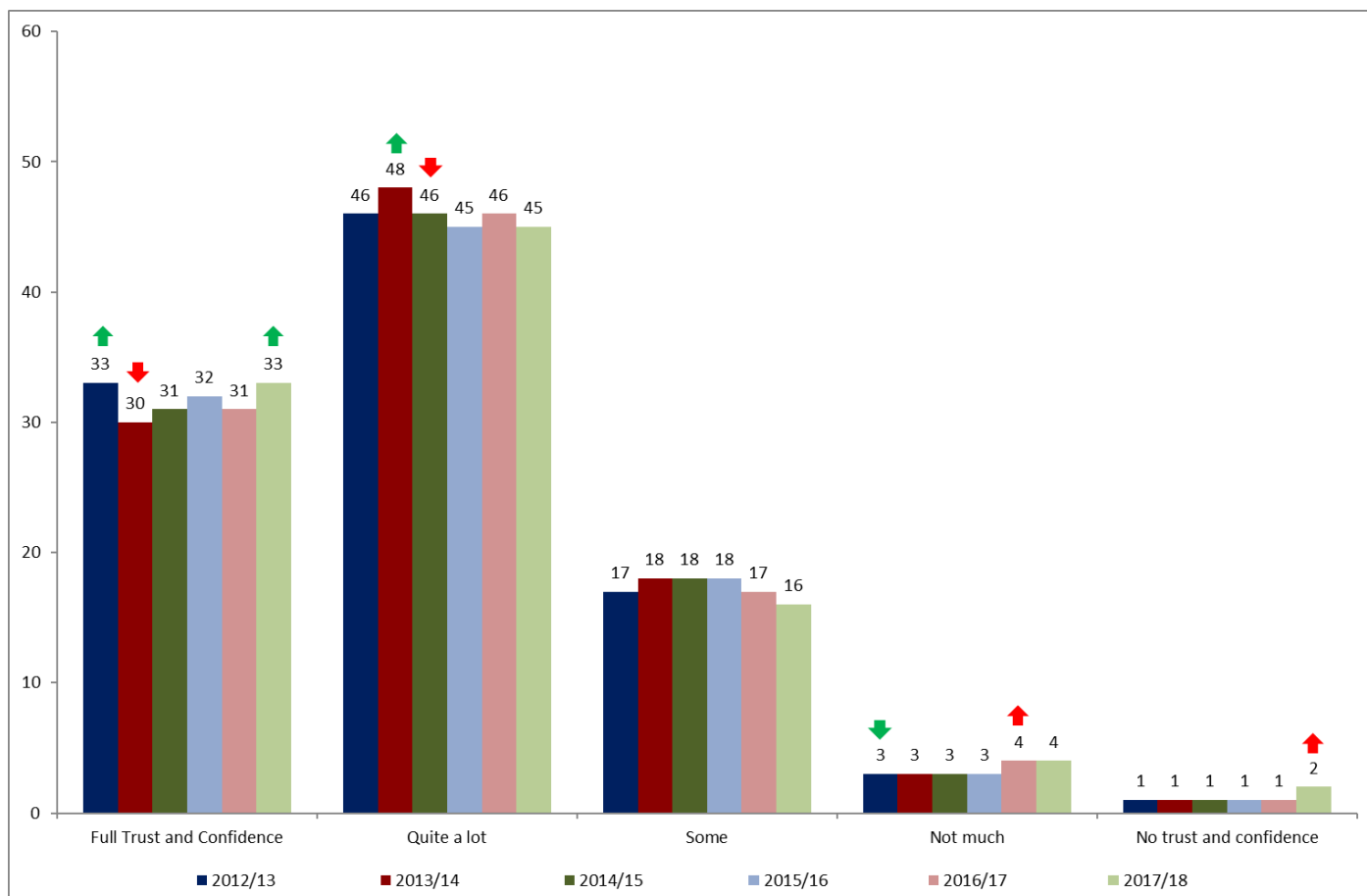
A bold Don't know response indicates a statistically significant change from the previous survey wave.

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. 2012/13 n=9646, 2013/14 n=9241, 2014/15 n=9145, 2015/16 n=9232, 2016/17 n=9498, 2017/18 n=9659.

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 2017/18

The following statistically significant differences for 2017/18 are evident at the total results level (combined 2017/18 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 2016/17 survey.*

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

- aged 55 or older (85%), including those aged 55-64 (83%) and aged 65+\* (86%);
- who live in the South Island (82%), particularly in the Southern\* (84%) and Canterbury (83%) districts;
- of European ethnicity\* (82%);
- living in the least deprived areas (NZDep score of 1-3\*) (81%);
- who are female\* (80% compared with 76% for male respondents); and/or
- who have not had contact with the Police in the previous six months (79%, compared with 76% of those who have had contact).

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

- of Asian\* (13%) and Māori\* (8%) ethnicities;
- aged 25-44 (9%), including those aged 25-34\* (9%) and 35-44 (8%);
- living in the most deprived areas (NZ Dep score of 8-10\*) (9%);
- living in the Upper North Island (7%), particularly in the Auckland city\* (9%), Counties Manukau (8%) and Waikato (8%) districts;
- who are male\* (7%, compared with 4% of females); and/or
- who had contact with the Police in the previous six months (7%, compared with 4% of those who had not).

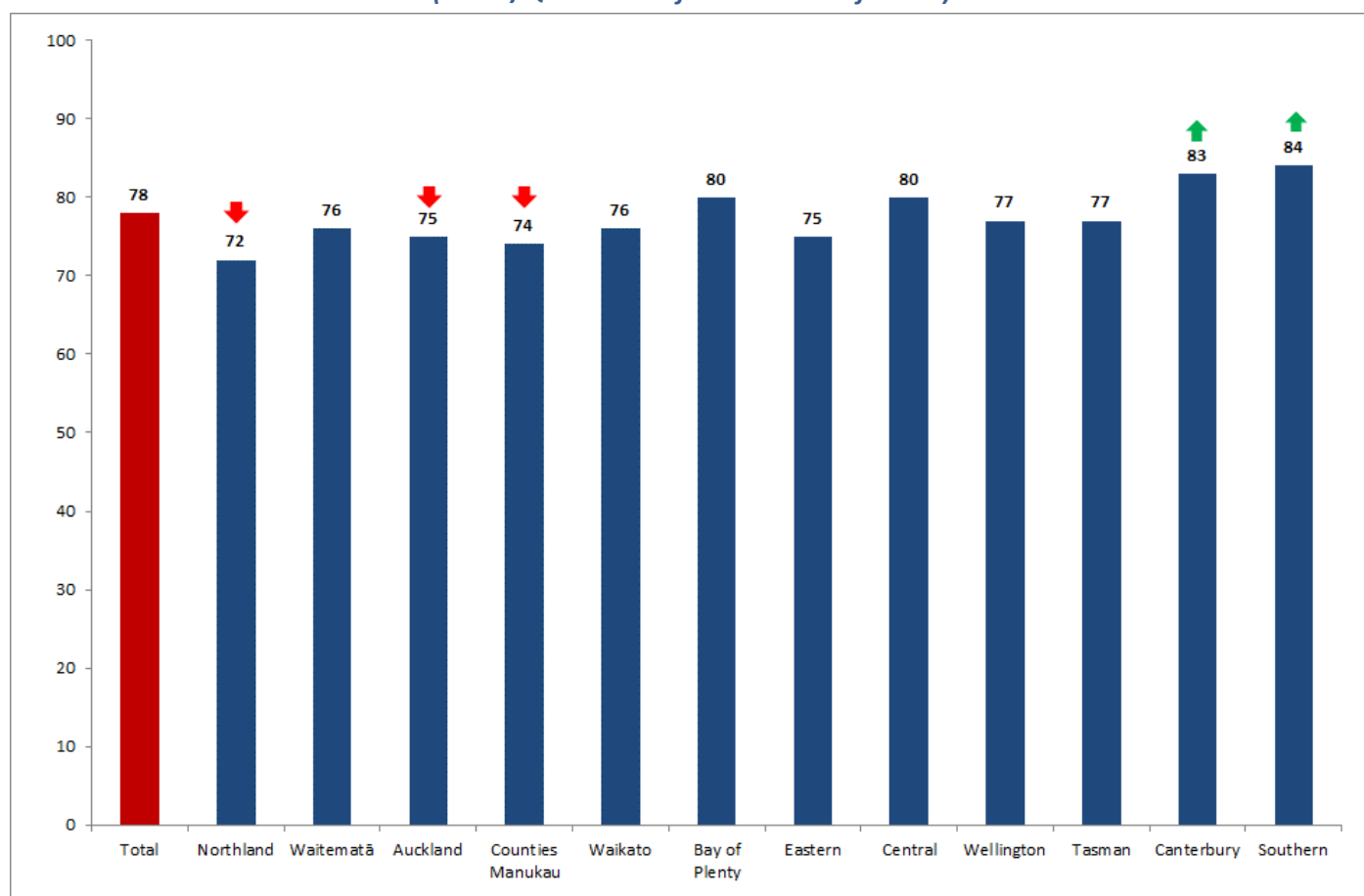
### 3.1.3. Level of Trust and Confidence in Police - Comparison by District

#### 1. 2017/18

In 2017/18, almost four out of five (78%) of respondents reported that they have *full/quite a lot of trust and confidence* in the Police. When compared with the rest of the country, respondents living in the Southern (84%) and Canterbury (83%) districts were significantly more likely to give a rating of *full/quite a lot of trust and confidence*.

Respondents living in the Northland (72%), Counties Manukau (74%) and Auckland (75%) districts were significantly less likely to report that they have *full/quite a lot of trust and confidence* in Police.

**Figure 2: Level of Trust and Confidence in Police - By District in 2017/18**  
(% Full/Quite a Lot of Trust and Confidence)



Base: All respondents, excluding 'not applicable' responses. Total 2017/18 n=9,659; Northland n=690; Waitematā n=821; Auckland n=809; Counties n=843; Waikato n=941; Bay of Plenty n=873; Eastern n=783; Central n=843; Wellington n=845; Tasman n=622; Canterbury n=851; Southern n=738.

Green arrow indicates a significantly higher result than the total.

Red arrow indicates a significantly lower result than the total.



## 2. Comparison with 2016/17

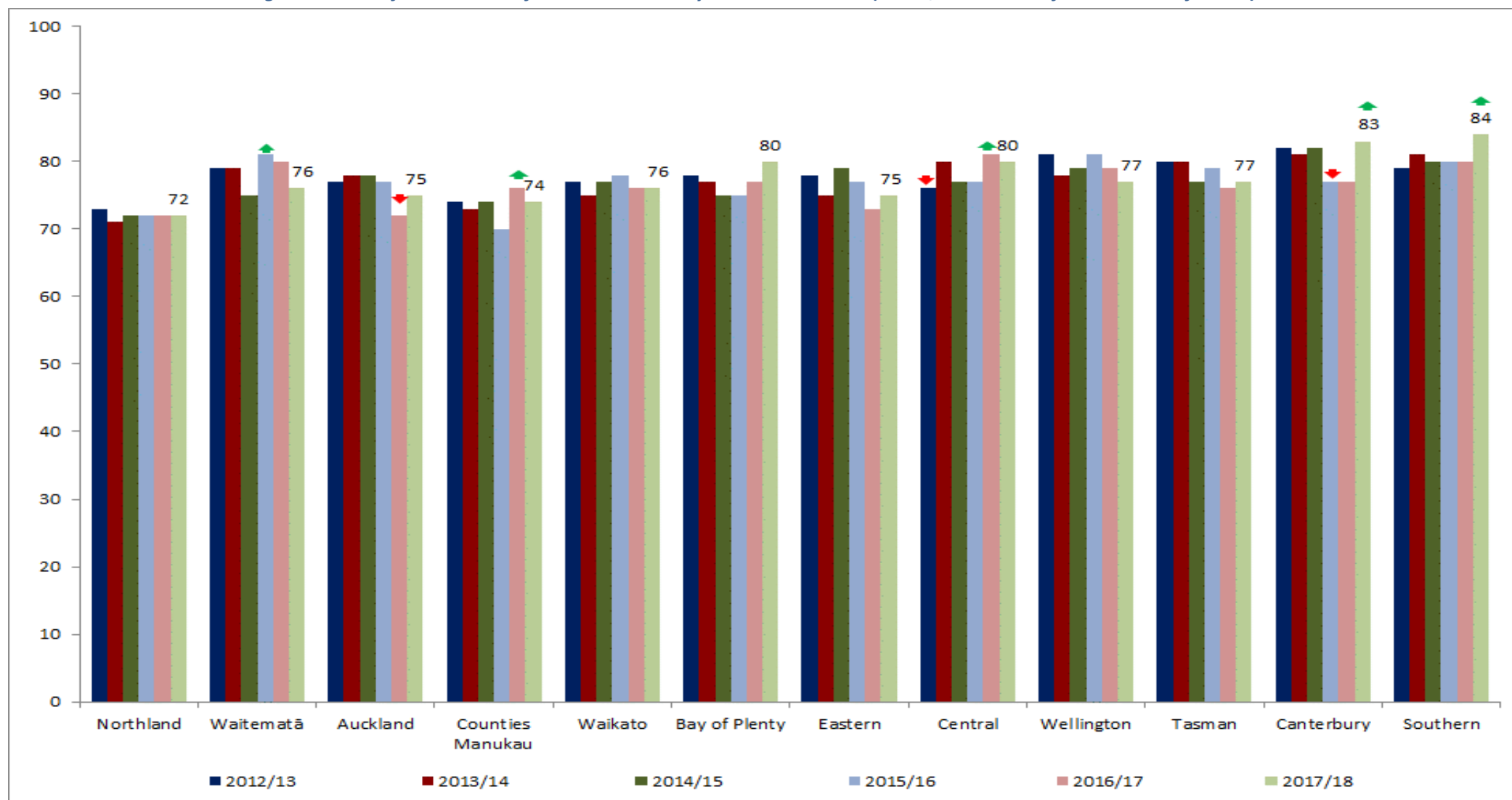
When compared with 2016/17, there has been a significant increase in the proportion of respondents who reported that they have *full or quite a lot of trust and confidence* in the Police among those living in both the Southern (up from 80% to 84%) and Canterbury (up from 77%, to 83%) districts.

The share who reported having *full trust and confidence* in the Police has increased significantly in the Bay of Plenty (up from 32% to 38%), Eastern (up from 31% to 37%), Canterbury (up from 29% to 36%) and Southern (up from 31% to 36%) districts when compared with 2016/17.

Compared with previous years, the Auckland District has seen a significant increase in the share saying they have *no trust and confidence* in the Police (up from 0% in 2015/16, to 1% last year, and up again to 3% in 2017/18), as have both the Waikato and Eastern districts (both up from 1% last year to 3% this year). The share who said they have *not much trust and confidence* has increased significantly in the Waitematā district (up from 2% to 4% in 2017/18). Conversely, the Southern District saw a significant decrease in those saying they have *not much/no trust and confidence* (down from 7% last year to 3%), including a significant decrease in the share saying they have *not much trust and confidence* (from 5% to 2% in 2017/18). The Northland District also saw a significant decrease in the share saying they have *not much trust and confidence* (down from 4% to 2% this year).

The share who reported having *some trust and confidence* in the Police has decreased significantly in both the Auckland (down from 20% to 15%) and Canterbury (down from 19% to 14%) districts in 2017/18.

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 2017/18 result is significantly lower than the 2016/17 result).

**Table 5: Level of Trust and Confidence in Police – By District over Time (Part 1) (%)**

	Northland						Waitematā						Auckland City					
	12/13	13/14	14/15	15/16	16/17	17/18	12/13	13/14	14/15	15/16	16/17	17/18	12/13	13/14	14/15	15/16	16/17	17/18
Full Trust and Confidence	28	28	26	26	27	30	31	30	29	36	34	31	29	27	34	28	32	
Quite a Lot	45	43	46	46	45	42	48	49	46	45	46	45	48	51	44	49	44	
<b>Full/Quite a Lot Trust &amp; Confidence</b>	<b>73</b>	<b>71</b>	<b>72</b>	<b>72</b>	<b>72</b>	<b>72</b>	<b>79</b>	<b>79</b>	<b>75</b>	<b>81</b>	<b>80</b>	<b>76</b>	<b>77</b>	<b>78</b>	<b>78</b>	<b>77</b>	<b>72</b>	<b>75</b>
Some Trust and Confidence	20	21	22	22	22	22	17	17	19	14	15	17	18	18	17	18	20	15
Not Much	6	5	4	4	4	2	3	3	5	4	2	4	4	3	4	4	6	6
No Trust and Confidence	1	2	1	2	2	3	1	1	0	1	2	2	1	1	1	0	1	3
<b>Not Much/No Trust &amp; Confidence</b>	<b>7</b>	<b>7</b>	<b>5</b>	<b>6</b>	<b>6</b>	<b>5</b>	<b>4</b>	<b>4</b>	<b>5</b>	<b>4</b>	<b>5</b>	<b>6</b>	<b>5</b>	<b>4</b>	<b>5</b>	<b>4</b>	<b>8</b>	<b>9</b>
Don't know	0	1	1	1	1	1	0	0	1	1	1	2	0	0	0	1	1	1
Base	720	755	705	729	708	690	835	794	792	797	802	821	794	738	757	735	777	809

**Table 6: Level of Trust and Confidence in Police – By District over Time (Part 2) (%)**

	Counties Manukau						Waikato						Bay of Plenty					
	12/13	13/14	14/15	15/16	16/17	17/18	12/13	13/14	14/15	15/16	16/17	17/18	12/13	13/14	14/15	15/16	16/17	17/18
Full Trust and Confidence	31	30	31	34	34	33	33	28	31	32	30	31	33	32	36	34	32	38
Quite a Lot	43	43	43	36	41	41	44	47	46	46	46	45	45	45	39	42	45	42
<b>Full/Quite a Lot Trust &amp; Confidence</b>	<b>74</b>	<b>73</b>	<b>74</b>	<b>70</b>	<b>76</b>	<b>74</b>	<b>77</b>	<b>75</b>	<b>77</b>	<b>78</b>	<b>76</b>	<b>76</b>	<b>78</b>	<b>77</b>	<b>75</b>	<b>75</b>	<b>77</b>	<b>80</b>
Some Trust and Confidence	20	20	20	23	18	18	18	19	18	17	17	16	16	18	18	19	18	16
Not Much	4	5	4	5	5	6	3	5	3	4	6	5	3	4	4	3	4	3
No Trust and Confidence	1	1	1	2	2	2	1	1	1	2	1	3	2	1	2	2	1	2
<b>Not Much/No Trust &amp; Confidence</b>	<b>5</b>	<b>6</b>	<b>5</b>	<b>6</b>	<b>6</b>	<b>8</b>	<b>4</b>	<b>6</b>	<b>4</b>	<b>5</b>	<b>6</b>	<b>8</b>	<b>5</b>	<b>5</b>	<b>6</b>	<b>5</b>	<b>5</b>	<b>4</b>
Don't know	1	1	1	1	1	1	1	0	1	0	1	0	1	0	1	1	1	1
Base	855	792	792	806	805	843	886	838	829	845	895	941	833	800	770	797	828	873

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

	Eastern						Central						Wellington					
	12/13	13/14	14/15	15/16	16/17	17/18	12/13	13/14	14/15	15/16	16/17	17/18	12/13	13/14	14/15	15/16	16/17	17/18
Full Trust and Confidence	32	33	35	35	31	37	35	32	31	34	34	32	34	28	32	29	31	30
Quite a Lot	46	42	44	42	42	38	41	48	46	43	47	48	47	50	47	52	48	48
<b>Full/Quite a Lot Trust &amp; Confidence</b>	<b>78</b>	<b>75</b>	<b>79</b>	<b>77</b>	<b>73</b>	<b>75</b>	<b>76</b>	<b>80</b>	<b>77</b>	<b>77</b>	<b>81</b>	<b>80</b>	<b>81</b>	<b>78</b>	<b>79</b>	<b>81</b>	<b>79</b>	<b>77</b>
Some Trust and Confidence	18	21	18	18	21	18	18	17	16	18	14	14	16	18	17	15	14	16
Not Much	3	3	2	4	5	4	5	2	4	4	3	3	2	3	3	2	5	4
No Trust and Confidence	1	1	1	1	1	3	1	1	2	1	1	2	1	0	1	1	1	2
<b>Not Much/No Trust &amp; Confidence</b>	<b>4</b>	<b>4</b>	<b>3</b>	<b>4</b>	<b>6</b>	<b>6</b>	<b>6</b>	<b>3</b>	<b>6</b>	<b>5</b>	<b>4</b>	<b>5</b>	<b>3</b>	<b>3</b>	<b>4</b>	<b>3</b>	<b>6</b>	<b>6</b>
Don't know	0	0	0	1	1	1	0	0	1	0	1	1	0	1	0	1	0	1
Base	790	755	770	787	790	783	843	794	797	797	859	843	852	799	808	799	857	845

**Table 8: Level of Trust and Confidence in Police – By District over Time (Part 4) (%)**

	Tasman						Canterbury						Southern					
	12/13	13/14	14/15	15/16	16/17	17/18	12/13	13/14	14/15	15/16	16/17	17/18	12/13	13/14	14/15	15/16	16/17	17/18
Full Trust and Confidence	34	31	28	32	31	33	38	34	31	32	29	36	31	33	31	36	31	36
Quite a Lot	46	49	49	47	44	44	45	47	51	45	48	47	48	48	49	43	49	48
<b>Full/Quite a Lot Trust &amp; Confidence</b>	<b>80</b>	<b>80</b>	<b>77</b>	<b>79</b>	<b>76</b>	<b>77</b>	<b>82</b>	<b>81</b>	<b>82</b>	<b>77</b>	<b>77</b>	<b>83</b>	<b>79</b>	<b>81</b>	<b>80</b>	<b>80</b>	<b>80</b>	<b>84</b>
Some Trust and Confidence	16	16	20	16	18	19	15	16	16	18	19	14	18	13	15	15	13	12
Not Much	3	2	2	4	4	4	2	3	2	3	3	2	1	4	3	2	5	2
No Trust and Confidence	1	1	1	1	2	1	1	0	0	1	1	1	2	1	1	1	2	1
<b>Not Much/No Trust &amp; Confidence</b>	<b>4</b>	<b>3</b>	<b>3</b>	<b>5</b>	<b>6</b>	<b>5</b>	<b>3</b>	<b>3</b>	<b>2</b>	<b>4</b>	<b>4</b>	<b>3</b>	<b>3</b>	<b>5</b>	<b>4</b>	<b>3</b>	<b>7</b>	<b>3</b>
Don't know	0	1	0	1	1	0	0	0	0	1	0	0	0	1	1	2	1	1
Base	697	702	643	673	631	622	826	758	813	757	817	851	715	716	669	710	729	738

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 2016/17

This year the share of respondents who reported feeling *very safe*/safe in their local neighbourhood after dark has remained stable when compared with 2016/17 (70% in 2017/18, compared with 69% in 2016/17). This halts what had been a year-on-year significant decline in the share of positive ratings over the previous two years. This year has also seen a significant decrease in the share who feel *unsafe*/very unsafe (down from 11% last year to 10% in 2017/18).

**Table 9: Safety in Local Neighbourhood After Dark – Comparison Over Time (%)**

	2012/13	2013/14	2014/15	2015/16	2016/17	2017/18
Very Safe	30	32	34	33	28	28
Safe	42	43	43	41	41	42
<b>Very Safe/Safe</b>	<b>72</b>	<b>75</b>	<b>77</b>	<b>75</b>	<b>69</b>	<b>70</b>
Neutral	20	16	15	16	19	19
Unsafe	7	7	7	8	9	9
Very Unsafe	1	1	1	1	2	2
<b>Unsafe/Very Unsafe</b>	<b>8</b>	<b>8</b>	<b>8</b>	<b>9</b>	<b>11</b>	<b>10</b>
Don't know	0	1	0	1	1	1
Base	9644	8216	7979	8022	8089	6604

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

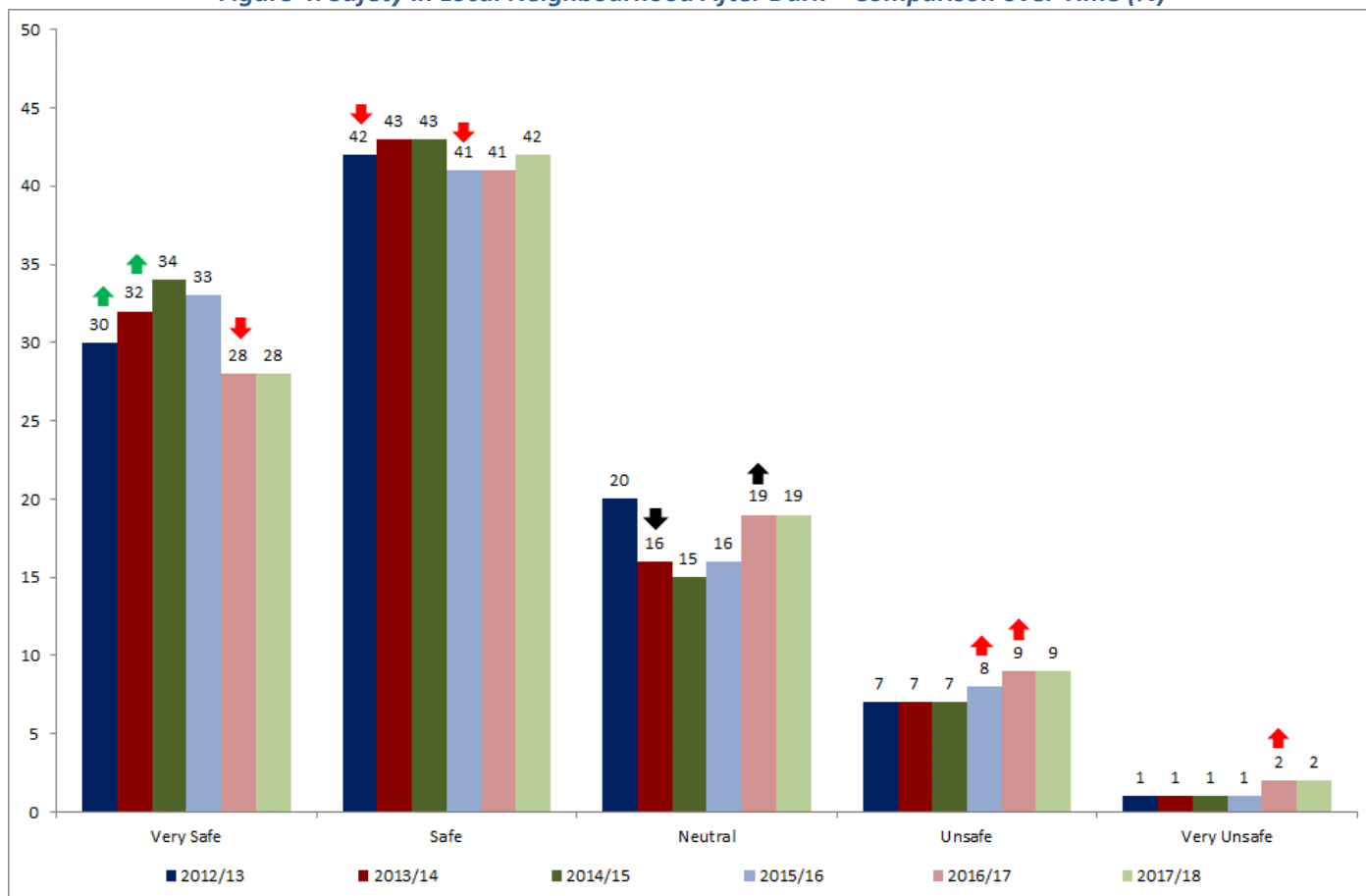
A bold neutral or don't know response indicates a statistically significant change from the previous survey wave.

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. 2012/13 n=9644, 2013/14 n=8216, 2014/15 n=7979, 2015/16 n=8022, 2016/17 n=8089, n=2017/18 n=6604

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.

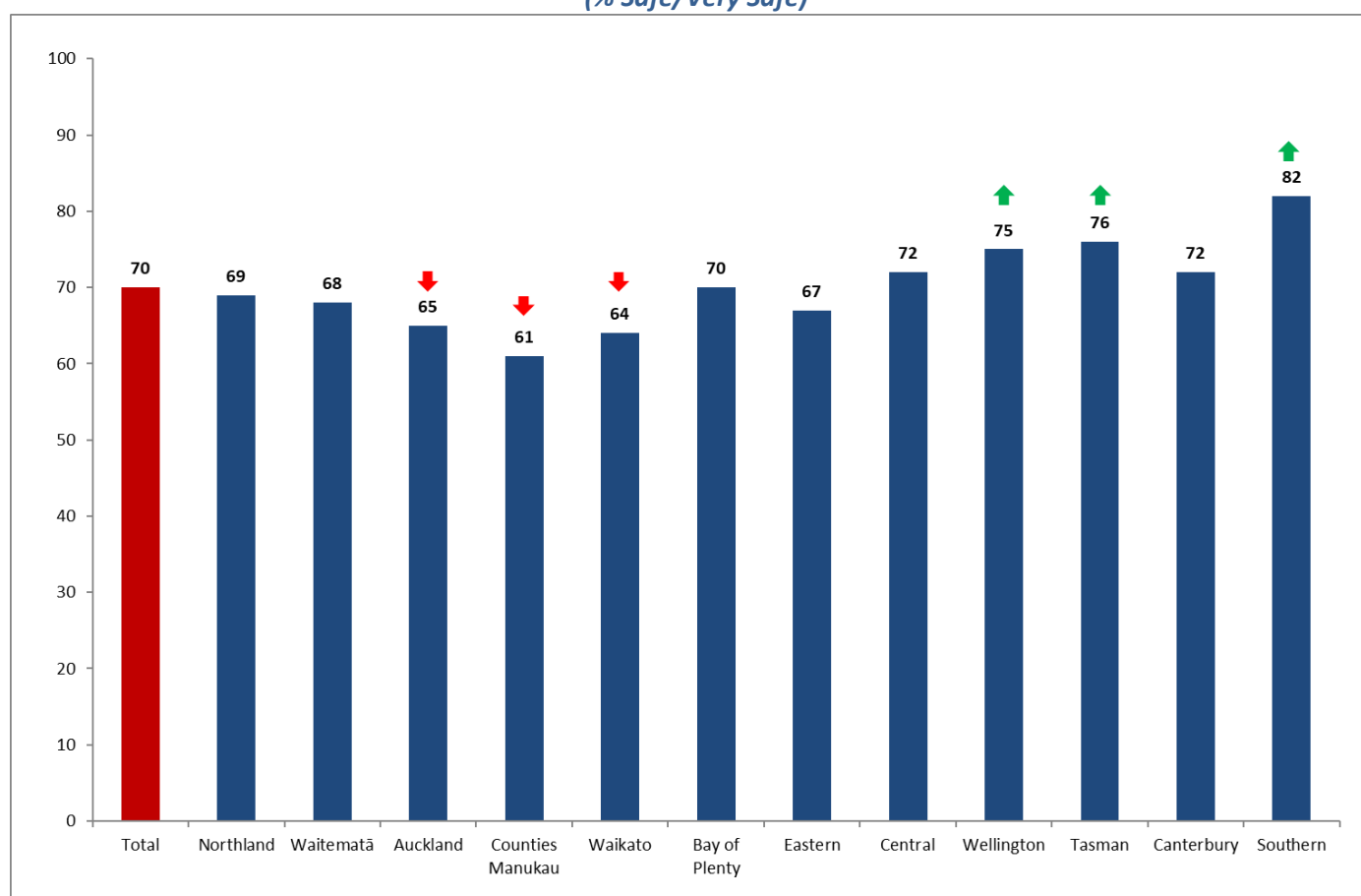
### 3.2.1. Safety in Local Neighbourhood After Dark - Comparison by District

#### 1. 2017/18

While 70% of all respondents in 2017/18 reported that they felt *very safe/safe* in their local neighbourhood after dark, feelings of safety varied by district. Respondents living in the Southern (82%), Tasman (76%) and Wellington (75%) districts were significantly more likely to feel *very safe/safe* in their local neighbourhood after dark compared with the other districts.

In contrast, respondents living in the Counties Manukau (61% feeling *very safe/safe*), Waikato (64%) and Auckland (65%) districts were significantly less likely to give a positive rating compared with respondents across all other districts combined.

**Figure 5: Safety in Local Neighbourhood After Dark - By District in the 2017/18**  
(% Safe/Very Safe)



Base: All respondents, excluding 'not applicable' responses. Total 2017/18 n=6604; Northland n=546; Waitematā n=542; Auckland n=493; Counties Manukau n=542; Waikato n=632; Bay of Plenty n=604; Eastern n=561; Central n=577; Wellington n=574; Tasman n=480; Canterbury n=552; Southern n=501.

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

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

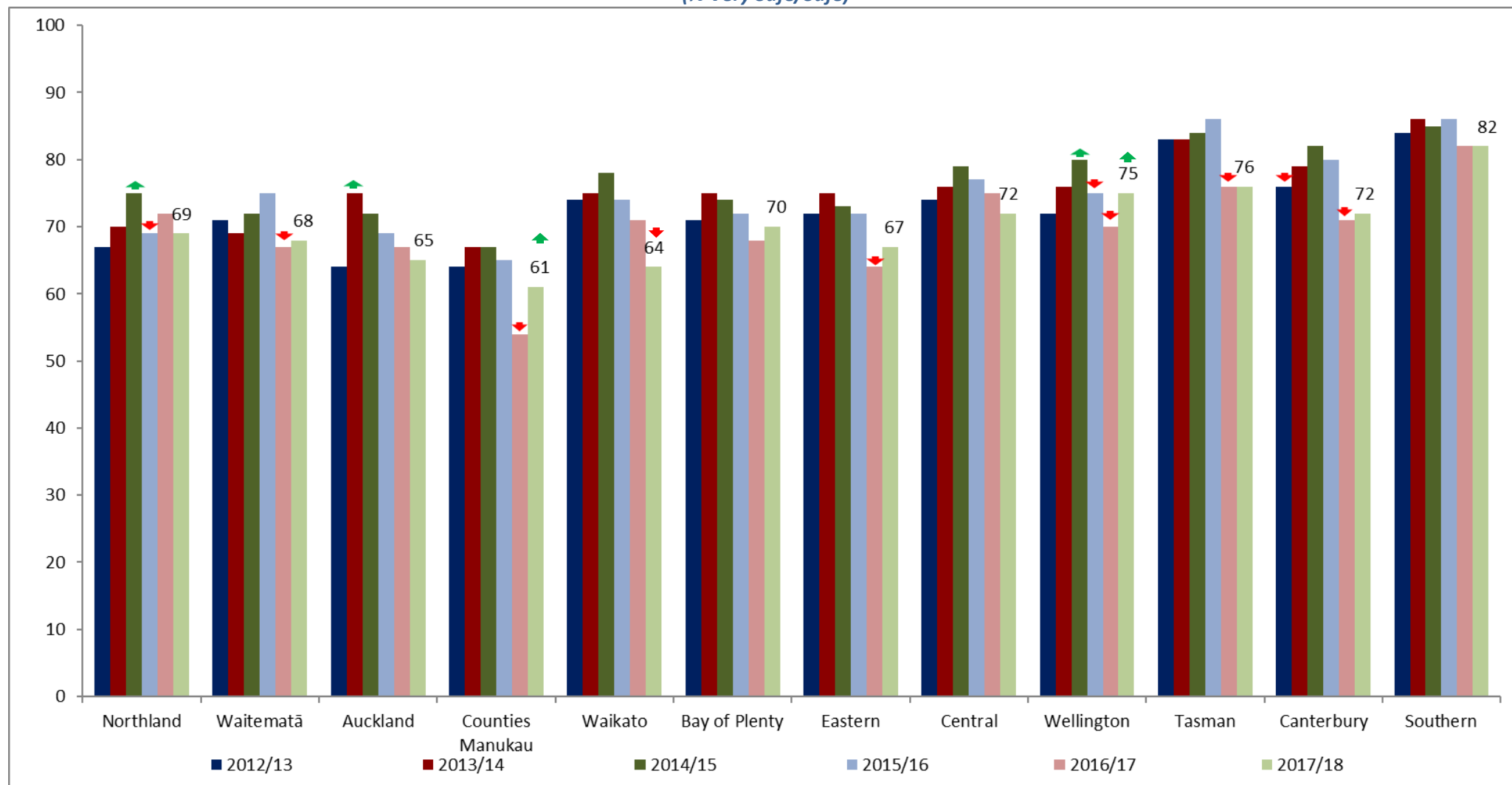
## 2. Comparison with 2016/17

When compared with 2016/17, both the Wellington and Counties Manukau districts saw a significant increase in the share who responded saying that they feel *very safe/safe* in their local neighbourhood after dark (Wellington up from 70% to 75%; Counties Manukau up from 54% to 61%). Those in the Wellington District were also significantly more likely to say they feel *very safe* (36%, compared with 29% last year) while those in Counties Manukau District were significantly more likely to feel *safe* (41%, compared with 32% last year). Conversely, Waikato saw a significant decrease in the share saying they feel *very safe/safe* (down from 71% to 64% this year).

Compared with last year, the Northland District saw a significant increase in the share saying they feel *very unsafe/unsafe* (up from 9% last year to 14% in 2017/18), including a significant increase of the share saying they feel *unsafe* (up from 7% to 11%). On the other hand, the Southern District saw a significant decrease in the share saying they feel *very unsafe/unsafe* (down from 7% to 4% in 2017/18), including a significant decrease in those saying they feel *unsafe* (down 6% to 3% this year). The Wellington district also saw a significant decrease in the share saying they feel *very unsafe* (down from 2% last year to 0% this year).



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 10: Safety in Local Neighbourhood After Dark – By District over Time (Part 1) (%)**

	Northland						Waitematā						Auckland City					
	12/13	13/14	14/15	15/ 16	16/17	17/18	12/13	13/14	14/15	15/ 16	16/17	17/18	12/13	13/14	14/15	15/ 16	16/17	17/18
Very Safe	28	29	34	32	30	28	26	28	28	30	25	29	22	30	26	27	21	24
Safe	39	41	41	37	42	41	45	41	44	45	42	39	42	45	46	42	46	41
<b>Very Safe/Safe</b>	<b>67</b>	<b>70</b>	<b>75</b>	<b>69</b>	<b>72</b>	<b>69</b>	<b>71</b>	<b>69</b>	<b>72</b>	<b>75</b>	<b>67</b>	<b>68</b>	<b>64</b>	<b>75</b>	<b>72</b>	<b>69</b>	<b>67</b>	<b>65</b>
Neutral	25	17	16	19	18	17	21	19	19	16	19	20	27	16	18	19	20	22
Unsafe	7	10	7	11	7	11	7	10	8	8	11	9	8	8	9	10	10	11
Very Unsafe	1	2	1	1	2	3	1	1	0	0	2	2	1	1	1	1	2	2
<b>Unsafe/Very Unsafe</b>	<b>8</b>	<b>12</b>	<b>8</b>	<b>12</b>	<b>9</b>	<b>14</b>	<b>8</b>	<b>11</b>	<b>8</b>	<b>8</b>	<b>13</b>	<b>11</b>	<b>9</b>	<b>9</b>	<b>10</b>	<b>11</b>	<b>12</b>	<b>13</b>
Don't know	0	1	1	1	1	1	0	1	1	1	1	1	0	0	0	1	1	0
Base	723	684	663	661	628	546	834	686	676	678	670	542	793	639	627	625	655	493

**Table 11: Safety in Local Neighbourhood After Dark – By District over Time (Part 2) (%)**

	Counties Manukau						Waikato						Bay of Plenty					
	12/13	13/14	14/15	15/ 16	16/17	17/18	12/13	13/14	14/15	15/ 16	16/17	17/18	12/13	13/14	14/15	15/ 16	16/17	17/18
Very Safe	20	25	24	26	23	20	31	33	35	34	27	23	30	36	33	35	26	29
Safe	44	42	43	38	32	41	43	42	43	40	43	41	41	39	41	37	43	42
<b>Very Safe/Safe</b>	<b>64</b>	<b>67</b>	<b>67</b>	<b>65</b>	<b>54</b>	<b>61</b>	<b>74</b>	<b>75</b>	<b>78</b>	<b>74</b>	<b>71</b>	<b>64</b>	<b>71</b>	<b>75</b>	<b>74</b>	<b>72</b>	<b>68</b>	<b>70</b>
Neutral	23	20	18	20	27	24	16	18	13	17	17	23	19	14	16	17	20	19
Unsafe	10	10	13	13	15	13	9	6	7	8	10	10	7	8	9	7	9	9
Very Unsafe	3	2	1	1	3	3	1	1	2	1	1	2	3	2	0	2	2	2
<b>Unsafe/Very Unsafe</b>	<b>13</b>	<b>12</b>	<b>14</b>	<b>14</b>	<b>18</b>	<b>16</b>	<b>10</b>	<b>7</b>	<b>9</b>	<b>9</b>	<b>11</b>	<b>12</b>	<b>10</b>	<b>10</b>	<b>9</b>	<b>10</b>	<b>11</b>	<b>10</b>
Don't know	0	1	1	1	0	0	0	0	0	1	1	2	0	1	1	1	1	1
Base	853	715	685	689	686	542	885	739	703	735	776	632	832	715	704	701	719	604

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

	Eastern						Central						Wellington					
	12/13	13/14	14/15	15/ 16	16/17	17/18	12/13	13/14	14/15	15/ 16	16/17	17/18	12/13	13/14	14/15	15/ 16	16/17	17/18
Very Safe	28	31	31	32	25	25	33	32	32	34	30	26	30	33	36	33	29	36
Safe	44	44	42	40	39	42	41	44	47	43	45	46	42	43	44	42	41	39
<b>Very Safe/Safe</b>	<b>72</b>	<b>75</b>	<b>73</b>	<b>72</b>	<b>64</b>	<b>67</b>	<b>74</b>	<b>76</b>	<b>79</b>	<b>77</b>	<b>75</b>	<b>72</b>	<b>72</b>	<b>76</b>	<b>80</b>	<b>75</b>	<b>70</b>	<b>75</b>
Neutral	19	16	17	17	21	21	20	15	14	15	16	20	20	14	13	14	17	17
Unsafe	8	7	9	8	13	10	5	7	5	6	8	6	7	8	6	10	10	7
Very Unsafe	1	1	1	2	2	2	1	1	1	1	1	1	1	1	1	1	2	0
<b>Unsafe/Very Unsafe</b>	<b>9</b>	<b>8</b>	<b>10</b>	<b>10</b>	<b>14</b>	<b>12</b>	<b>6</b>	<b>8</b>	<b>6</b>	<b>7</b>	<b>9</b>	<b>8</b>	<b>8</b>	<b>9</b>	<b>7</b>	<b>11</b>	<b>11</b>	<b>8</b>
Don't know	0	1	0	1	1	1	0	1	1	1	1	0	0	1	0	1	1	1
Base	789	697	711	696	665	561	842	700	686	688	728	577	852	703	672	678	709	574

Table 13: Safety in Local Neighbourhood After Dark – By District over Time (Part 4) (%)

	Tasman						Canterbury						Southern					
	12/13	13/14	14/15	15/ 16	16/17	17/18	12/13	13/14	14/15	15/ 16	16/17	17/18	12/13	13/14	14/15	15/ 16	16/17	17/18
Very Safe	46	41	43	44	33	34	36	33	41	35	31	28	39	46	44	49	39	41
Safe	37	42	41	42	43	42	40	46	41	45	40	44	45	40	41	38	43	42
<b>Very Safe/Safe</b>	<b>83</b>	<b>83</b>	<b>84</b>	<b>86</b>	<b>76</b>	<b>76</b>	<b>76</b>	<b>79</b>	<b>82</b>	<b>80</b>	<b>71</b>	<b>72</b>	<b>84</b>	<b>86</b>	<b>85</b>	<b>86</b>	<b>82</b>	<b>82</b>
Neutral	14	13	8	9	16	15	17	15	14	12	21	20	13	11	10	11	11	13
Unsafe	3	3	7	4	6	8	6	6	4	7	6	7	3	3	4	2	6	3
Very Unsafe	0	1	1	0	1	1	1	0	0	1	1	1	0	0	1	0	1	1
<b>Unsafe/Very Unsafe</b>	<b>3</b>	<b>4</b>	<b>8</b>	<b>5</b>	<b>6</b>	<b>9</b>	<b>7</b>	<b>6</b>	<b>4</b>	<b>7</b>	<b>7</b>	<b>8</b>	<b>3</b>	<b>3</b>	<b>5</b>	<b>2</b>	<b>7</b>	<b>4</b>
Don't know	0	0	0	0	2	0	0	0	0	1	1	0	0	0	0	1	1	0
Base	698	635	603	606	568	480	828	658	637	644	664	552	715	645	612	621	621	501

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. Change in Feelings of Safety in Local Neighbourhood After Dark

#### 3.3.1. Change in Feelings of Safety in Local Neighbourhood After Dark - Comparison with 2016/17

Respondents were also asked how safe they feel in their neighbourhood after dark compared to two years ago<sup>16</sup>.

In 2017/18, while three quarters of respondents said that their feelings of safety are unchanged (75% mentioning their feelings of safety are *the same*), 7% of respondents mentioned that they feel *more safe* in their neighbourhood after dark that they did two years ago, while 15% said they feel *less safe*. These results are unchanged when compared with 2016/17.

**Table 14: Change in Feelings of Safety in Local Neighbourhood After Dark – Comparison Over Time (%)**

	2016/17	2017/18
More safe	7	7
The same (unchanged)	75	75
Less safe	15	15
Don't know	3	3
Base	6086	8250

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

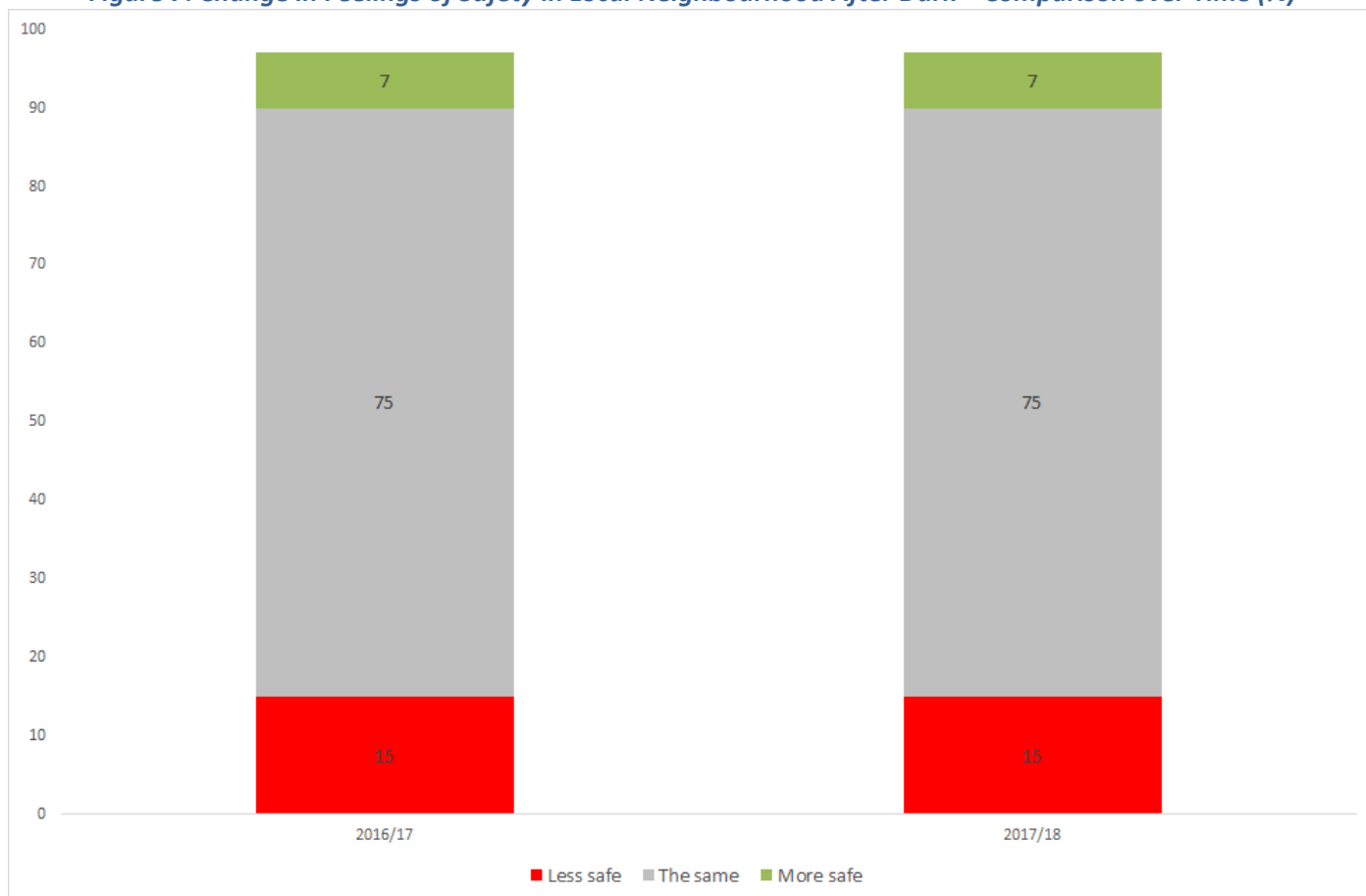
A bold the same or don't know response indicates a statistically significant change from the previous survey wave.

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%.

<sup>16</sup> This question was added part way through the 2016/17 fiscal year; therefore, comparisons before this time can't be made.

**Figure 7: Change in Feelings of Safety in Local Neighbourhood After Dark – Comparison over Time (%)**

Base: All respondents excluding those giving a 'not applicable' response. 2016/17 n=6086, n=2017/18 n=8250

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

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

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

### 3.3.2. Change in Feelings of Safety in Local Neighbourhood After Dark - Comparison by District

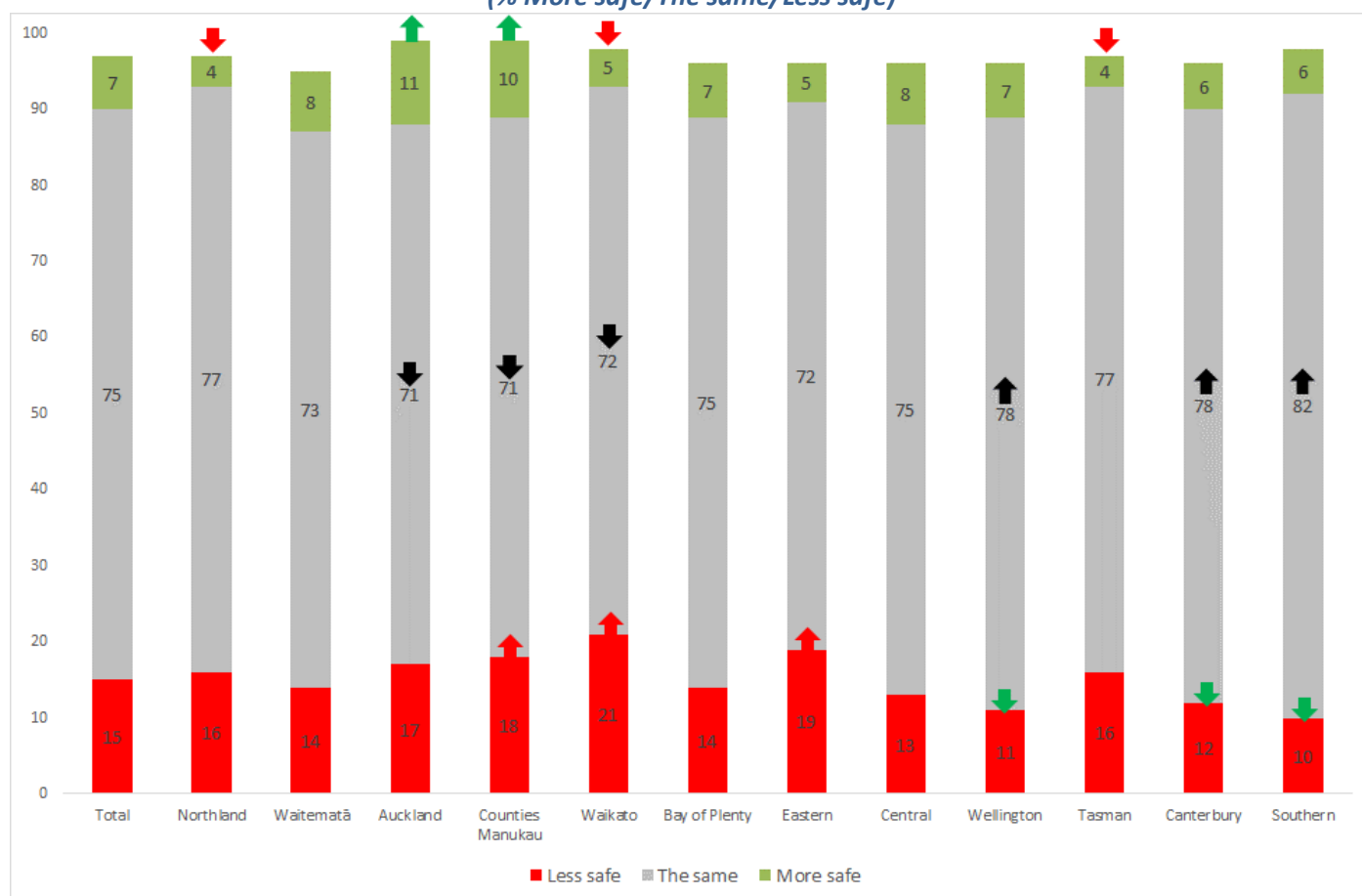
#### 1. 2017/18

While 7% of all respondents in 2017/18 reported that they felt *more safe* in their local neighbourhood after dark compared to two years ago and 15% felt *less safe*, changes in feelings of safety varied by district. Respondents living in the Auckland City (11%) and Counties Manukau (10%) districts were significantly more likely to say they feel *more safe* than they did two years ago, while those in Southern (10%), Wellington (11%) and Canterbury (12%) districts are significantly less likely to say they feel less safe.

In contrast, respondents living in the Northland (4%), Tasman (4%) and Waikato (5%) districts were significantly less likely to mention that they are now feeling *more safe*, while those in Waikato (21%) as well as those in Counties Manukau (18%) and Eastern (19%) districts are more likely to say they feel *less safe* than they did two years ago.

*Note: Counties Manukau District results are split with the district having both a significantly higher share feeling more safe and less safe when compared with all other districts.*

**Figure 8: Change in Feelings of Safety in Local Neighbourhood After Dark - By District in the 2017/18**  
(% More safe/The same/Less safe)



Base: All respondents, excluding 'not applicable' responses. Total 2017/18 n=8250; Northland n=621; Waitematā n=693; Auckland n=668; Counties Manukau n=689; Waikato n=800; Bay of Plenty n=750; Eastern n=677; Central n=723; Wellington n=716; Tasman n=565; Canterbury n=712; Southern n=633.

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 2016/17

When compared with 2016/17, both Auckland City and Southern districts saw a significant increase in the share saying that they now feel *more safe* in their local neighbourhood after dark when compared with two years ago (Auckland City up from 7% to 11%; Southern up from 3% to 6%).

In contrast, those in Northland District were significantly less likely to say they feel *more safe* (down from 9% in 2016/17, to 4%), while those in Waikato District were significantly more likely to say they are feeling *less safe* than they were two years ago (up from 13% in 2016/17 to 21%).

**Table 15: Change in Feelings of Safety in Local Neighbourhood After Dark – By District over Time (Part 1) (%)**

	Northland		Waitematā		Auckland City		Counties Manukau		Waikato		Bay of Plenty	
	16/17	17/18	16/17	17/18	16/17	17/18	16/17	17/18	16/17	17/18	16/17	17/18
More safe	9	<b>4</b>	7	8	7	<b>11</b>	13	10	8	<b>5</b>	6	7
The same (unchanged)	75	77	73	73	75	71	66	71	73	72	80	<b>75</b>
Less safe	13	16	18	14	14	17	18	18	13	<b>21</b>	12	14
Don't know	3	3	2	4	5	<b>2</b>	3	2	5	<b>2</b>	3	3
Base	462	621	502	696	498	668	511	689	594	800	545	750

**Table 16: Change in Feelings of Safety in Local Neighbourhood After Dark – By District over Time (Part 2) (%)**

	Eastern		Central		Wellington		Tasman		Canterbury		Southern	
	16/17	17/18	16/17	17/18	16/17	17/18	16/17	17/18	16/17	17/18	16/17	17/18
More safe	5	5	7	8	5	7	5	4	4	6	3	<b>6</b>
The same (unchanged)	78	<b>72</b>	78	75	75	78	71	<b>77</b>	80	78	81	82
Less safe	15	19	13	13	16	<b>11</b>	19	16	13	12	11	10
Don't know	2	4	2	<b>4</b>	4	4	5	3	3	3	5	<b>2</b>
Base	494	677	557	723	541	716	415	565	503	712	464	633

Base: All respondents, excluding 'not applicable' responses. Note: A bold the same 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. Safety in City or Town Centre at Night

#### 3.4.1. Safety in City or Town Centre at Night - Comparison with 2016/17

When compared with 2016/17, there have been no significant changes in how safe or unsafe respondents felt in their city or town centre at night. The total who feel *very safe/safe* has not changed (remaining at 47%) while the total who feel *very unsafe/unsafe* has increased slightly (but not statistically significantly) (up from 21% to 22% in 2017/18).

**Table 17: Safety in City or Town Centre at Night – Comparison over Time (%)**

	2012/13	2013/14	2014/15	2015/16	2016/17	2017/18
Very Safe	15	15	15	16	11	10
Safe	39	39	42	40	36	37
<b>Very Safe/Safe</b>	<b>54</b>	<b>54</b>	<b>57</b>	<b>56</b>	<b>47</b>	<b>47</b>
Neutral	28	26	24	24	29	29
Unsafe	15	16	15	16	18	19
Very Unsafe	2	2	2	2	3	3
<b>Unsafe/Very Unsafe</b>	<b>17</b>	<b>18</b>	<b>17</b>	<b>18</b>	<b>21</b>	<b>22</b>
Don't know	1	2	2	2	3	2
<i>Base</i>	9571	8114	7922	7985	6892	6541

*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.*

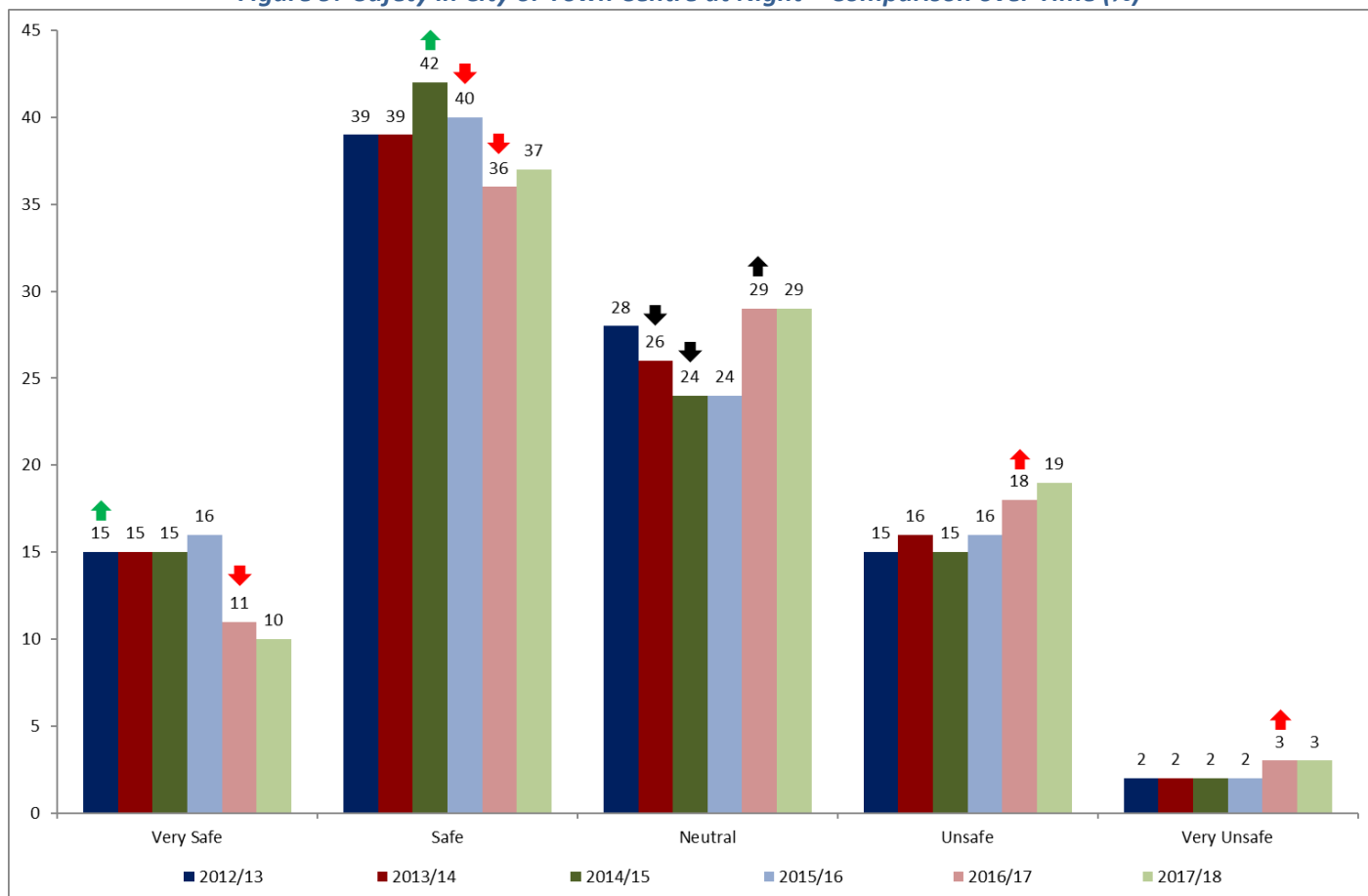
*Green highlighting denotes a statistically significant improvement from the previous survey wave.*

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



Base: All respondents excluding those giving a 'not applicable' response. 2012/13 n=9589, 2013/14 n=8114, 2014/15 n=7922, 2015/16 n=7985, 2016/17 n=6892, 2017/18 n=6541.

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

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

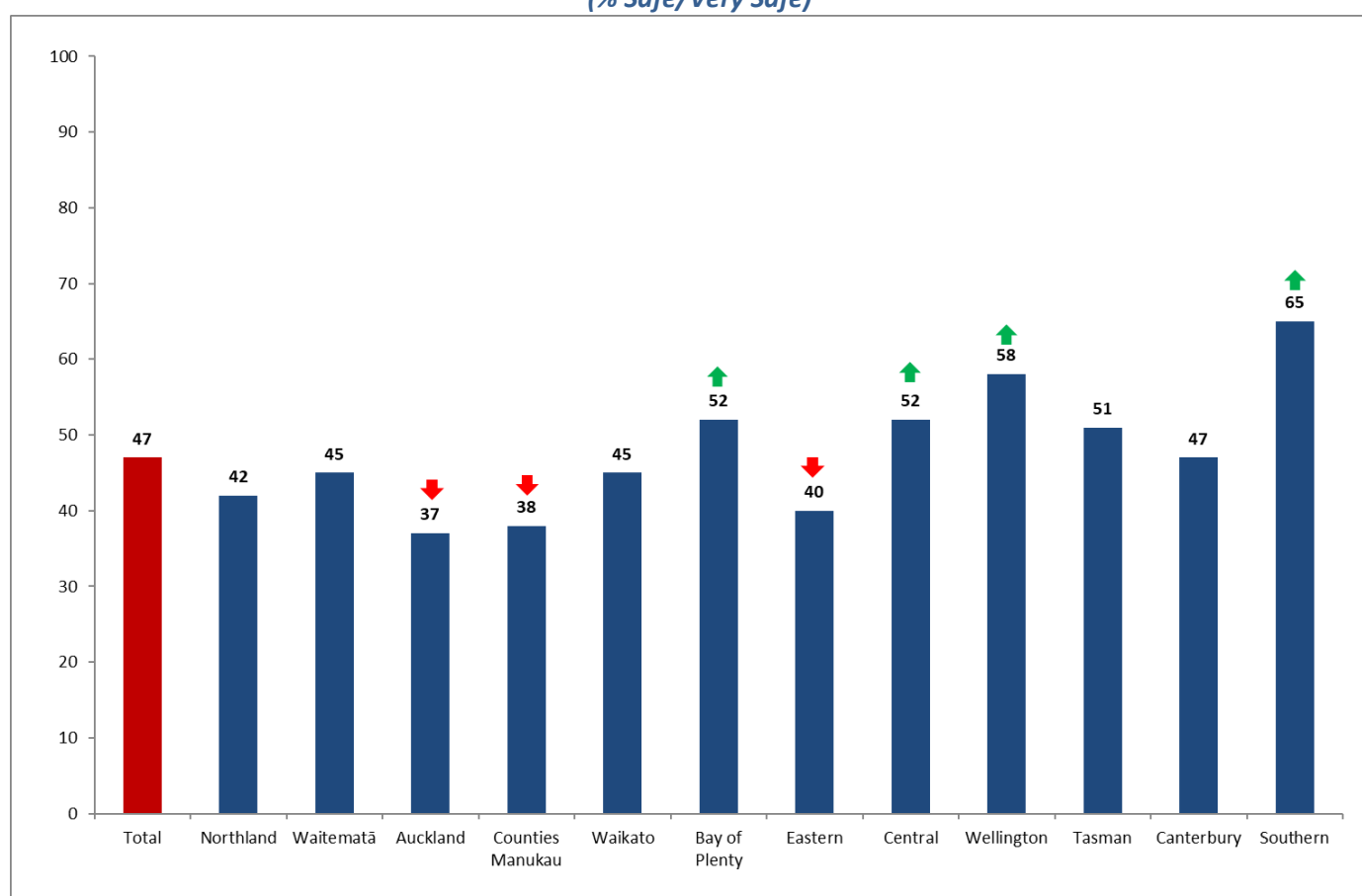
### 3.4.2. Safety in City or Town Centre at Night - Comparison by District

#### 1. 2017/18

Although feelings of safety in the city or town centre at night have remained stable with 2016/17 overall, 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 the Southern (65%), Wellington (58%), Central (52%) and Bay of Plenty (52%) districts compared with responses from respondents across all other districts combined.

The share who felt *very safe/safe* in the city or town centre at night was significantly lower among those living in the Auckland (37%), Counties Manukau (38%) and Eastern (40%) districts.

**Figure 10: Safety in City or Town Centre At Night - By District in 2017/18**  
(% Safe/Very Safe)



Base: All respondents, excluding 'not applicable' responses. Total 2017/18 n=6541; Northland n=541; Waitematā n=538; Auckland n=490; Counties n=537; Waikato n=627; Bay of Plenty n=597; Eastern n=555; Central n=570; Wellington n=572; Tasman n=474; Canterbury n=546; Southern n=494.

Green arrow indicates a significantly higher result than the total.

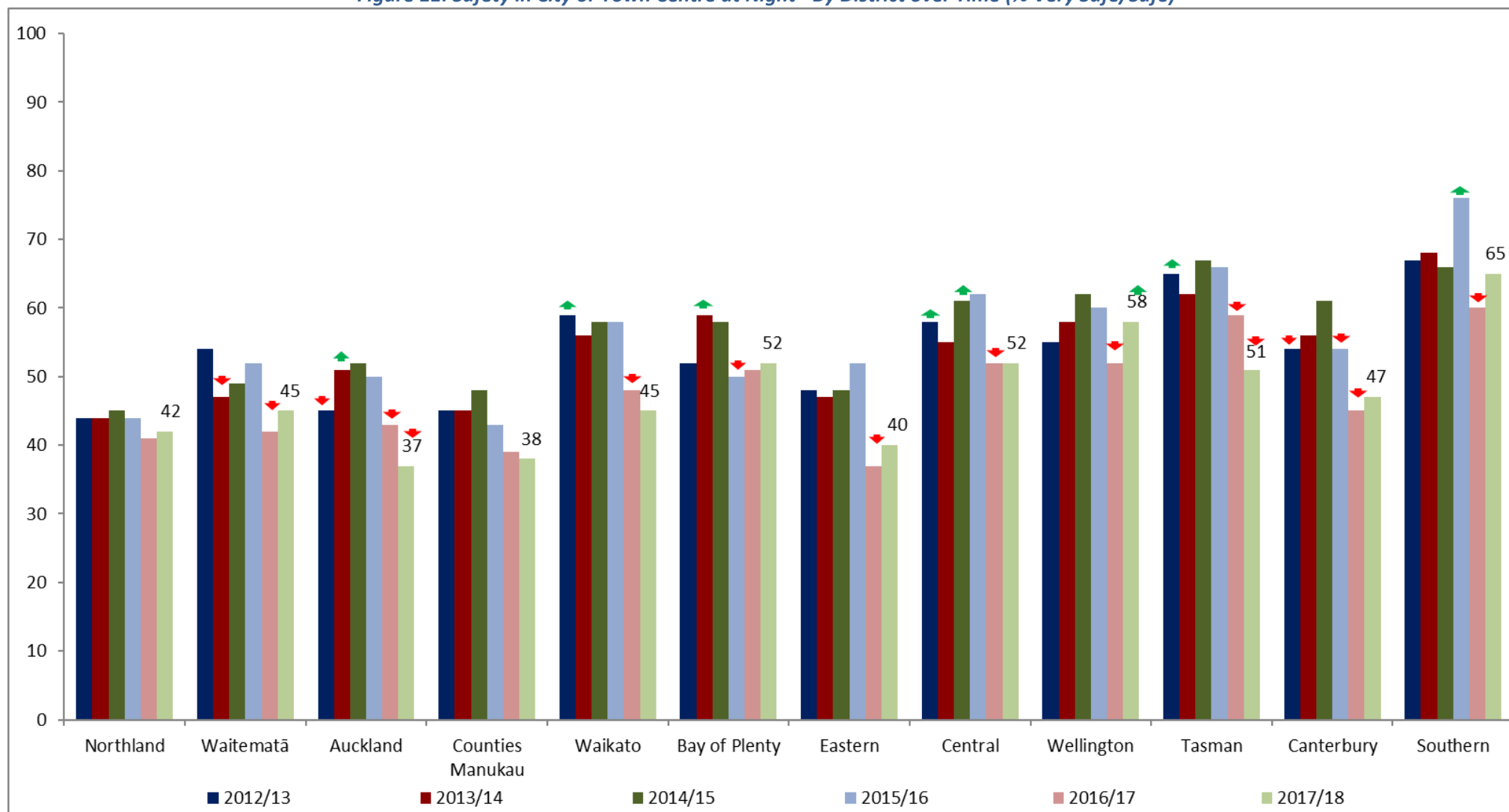
Red arrow indicates a significantly lower result than the total.

## 2. Comparison with 2016/17

When compared with 2016/17, the share of respondents who said they feel *very safe/safe* in their city or town centre at night has increased significantly for those in Wellington District (up from 52% to 58%), while it has decreased significantly for those in Auckland (down from 43% to 37%) and Tasman (down from 59% to 51%) districts. Also of note is that the Waikato District has seen a significant decrease in those who feel *very safe* (down from 12% last year to 8% this year).

Overall, the share who feel *very unsafe/unsafe* in their city or town centre at night in each district has remained fairly stable when compared with last year, with the exception of the Auckland City District which has seen a significant increase in negative ratings (up from 24% to 31% this year).

Figure 11: 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 2017/18 result is significantly lower than the 2016/17 result).

**Table 18: Safety in City or Town Centre at Night – By District over Time (Part 1) (%)**

	Northland						Waitematā						Auckland City					
	12/13	13/14	14/15	15/ 16	16/17	17/18	12/13	13/14	14/15	15/ 16	16/17	17/18	12/13	13/14	14/15	15/ 16	16/17	17/18
Very Safe	13	11	11	12	9	8	14	9	13	13	10	9	12	15	13	11	6	5
Safe	31	33	34	32	33	34	40	38	36	39	32	36	33	36	39	38	37	32
Very Safe/Safe	44	44	45	44	41	42	54	47	49	52	42	45	45	51	52	50	43	37
Neutral	30	24	22	23	33	31	28	32	29	26	33	28	36	28	28	25	32	31
Unsafe	19	24	27	26	20	21	15	17	18	16	17	18	15	18	17	22	21	26
Very Unsafe	5	6	4	5	3	4	1	2	3	4	4	6	3	2	2	2	3	5
Unsafe/Very Unsafe	24	30	31	31	24	25	16	19	21	20	21	24	18	20	19	24	24	31
Don't know	2	2	2	2	2	2	1	2	1	2	3	3	1	1	1	2	1	1
Base	714	672	657	658	573	541	829	677	673	673	566	538	786	633	619	625	541	490

**Table 19: Safety in City or Town Centre at Night – By District over Time (Part 2) (%)**

	Counties Manukau						Waikato						Bay of Plenty					
	12/13	13/14	14/15	15/ 16	16/17	17/18	12/13	13/14	14/15	15/ 16	16/17	17/18	12/13	13/14	14/15	15/ 16	16/17	17/18
Very Safe	9	10	10	12	9	8	18	14	16	17	12	8	13	14	10	15	11	10
Safe	36	35	38	31	30	30	41	42	42	41	36	37	39	45	48	35	40	42
<b>Very Safe/Safe</b>	<b>45</b>	<b>45</b>	<b>48</b>	<b>43</b>	<b>39</b>	<b>38</b>	<b>59</b>	<b>56</b>	<b>58</b>	<b>58</b>	<b>48</b>	<b>45</b>	<b>52</b>	<b>59</b>	<b>58</b>	<b>50</b>	<b>51</b>	<b>52</b>
Neutral	31	30	26	28	29	32	25	24	25	23	27	29	29	25	26	31	26	28
Unsafe	20	20	20	23	26	23	14	16	15	16	18	20	14	13	13	13	18	16
Very Unsafe	3	4	4	4	5	6	2	2	1	2	3	3	4	2	2	4	2	2
<b>Unsafe/Very Unsafe</b>	<b>23</b>	<b>24</b>	<b>24</b>	<b>27</b>	<b>30</b>	<b>29</b>	<b>16</b>	<b>18</b>	<b>16</b>	<b>18</b>	<b>21</b>	<b>22</b>	<b>18</b>	<b>15</b>	<b>15</b>	<b>17</b>	<b>20</b>	<b>18</b>
Don't know	1	1	2	2	2	2	0	2	1	1	4	4	1	1	1	2	3	3
Base	852	710	680	685	577	537	880	731	696	733	660	627	828	703	702	697	620	597

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

	Eastern						Central						Wellington					
	12/13	13/14	14/15	15/ 16	16/17	17/18	12/13	13/14	14/15	15/ 16	16/17	17/18	12/13	13/14	14/15	15/ 16	16/17	17/18
Very Safe	13	13	12	12	8	8	17	14	11	19	12	11	13	17	15	17	11	14
Safe	35	34	36	40	29	32	41	41	50	43	40	42	42	41	47	43	42	44
<b>Very Safe/Safe</b>	<b>48</b>	<b>47</b>	<b>48</b>	<b>52</b>	<b>37</b>	<b>40</b>	<b>58</b>	<b>55</b>	<b>61</b>	<b>62</b>	<b>52</b>	<b>52</b>	<b>55</b>	<b>58</b>	<b>62</b>	<b>60</b>	<b>52</b>	<b>58</b>
Neutral	27	28	27	24	36	29	29	26	20	22	26	30	31	24	24	25	31	26
Unsafe	21	20	19	16	20	23	11	14	15	13	18	14	11	15	12	12	12	13
Very Unsafe	3	3	3	4	6	5	2	2	2	1	2	2	2	1	1	1	2	1
<b>Unsafe/Very Unsafe</b>	<b>24</b>	<b>23</b>	<b>22</b>	<b>20</b>	<b>26</b>	<b>28</b>	<b>13</b>	<b>16</b>	<b>17</b>	<b>13</b>	<b>20</b>	<b>16</b>	<b>13</b>	<b>16</b>	<b>13</b>	<b>14</b>	<b>14</b>	<b>14</b>
Don't know	1	2	3	4	2	3	1	3	2	3	2	2	1	2	1	1	2	2
Base	784	685	703	695	573	555	836	695	687	685	609	570	847	701	669	678	595	572

**Table 21: Safety in City or Town Centre at Night – By District over Time (Part 4) (%)**

	Tasman						Canterbury						Southern					
	12/13	13/14	14/15	15/ 16	16/17	17/18	12/13	13/14	14/15	15/ 16	16/17	17/18	12/13	13/14	14/15	15/ 16	16/17	17/18
Very Safe	26	21	21	23	16	15	17	14	20	15	11	9	23	26	25	25	19	19
Safe	39	41	46	42	43	36	37	42	41	39	35	37	44	42	41	51	41	46
<b>Very Safe/Safe</b>	<b>65</b>	<b>62</b>	<b>67</b>	<b>66</b>	<b>59</b>	<b>51</b>	<b>54</b>	<b>56</b>	<b>61</b>	<b>54</b>	<b>45</b>	<b>47</b>	<b>67</b>	<b>68</b>	<b>66</b>	<b>76</b>	<b>60</b>	<b>65</b>
Neutral	20	19	17	21	22	28	27	21	20	23	29	30	21	21	22	15	24	21
Unsafe	11	14	13	10	15	17	15	17	14	19	21	20	10	8	10	6	12	10
Very Unsafe	2	3	1	1	1	1	3	2	2	2	3	2	1	1	1	1	2	2
<b>Unsafe/Very Unsafe</b>	<b>13</b>	<b>17</b>	<b>14</b>	<b>11</b>	<b>16</b>	<b>19</b>	<b>18</b>	<b>19</b>	<b>16</b>	<b>21</b>	<b>23</b>	<b>21</b>	<b>11</b>	<b>9</b>	<b>11</b>	<b>7</b>	<b>14</b>	<b>12</b>
Don't know	2	2	2	3	3	2	1	4	3	3	3	3	1	2	1	3	2	2
Base	692	628	598	599	511	474	813	643	633	639	541	546	710	636	605	618	526	494

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 Responsiveness to Community Needs

#### 3.5.1. Police Responsiveness to Community Needs – Comparison with 2016/17

In 2017/18, seven in ten respondents (70%) *strongly agreed/agreed* that Police were responsive to their community's needs, including 11% who *strongly agree*. While the share who agree to some extent is stable when compared with the previous year, the share who *strongly agree* has decreased significantly (down from 13% to 11%) and the share who *agree* has increased significantly (from 57% to 59%).

Overall, the share who disagree to some extent (either *disagree* or *strongly disagree*) has not changed when compared with last year (8%), however the share who *disagree* has decreased significantly (from 7% to 6%) and the share who *strongly disagree* has increased significantly (from 1% to 2%).

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

	2012/13	2013/14	2014/15	2015/16	2016/17	2017/18
Strongly Agree	19	21	21	22	13	11
Agree	61	59	57	56	57	59
<b>Strongly Agree/Agree*</b>	<b>80</b>	<b>80</b>	<b>78</b>	<b>78</b>	<b>71</b>	<b>70</b>
Neither/Nor	13	13	14	13	20	20
Disagree	4	3	4	5	7	6
Strongly Disagree	1	1	1	1	1	2
<b>Disagree/Strongly Disagree</b>	<b>5</b>	<b>4</b>	<b>5</b>	<b>6</b>	<b>8</b>	<b>8</b>
Don't know	2	3	3	3	2	2
<i>Base</i>	9648	8223	7921	8021	6747	6382

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

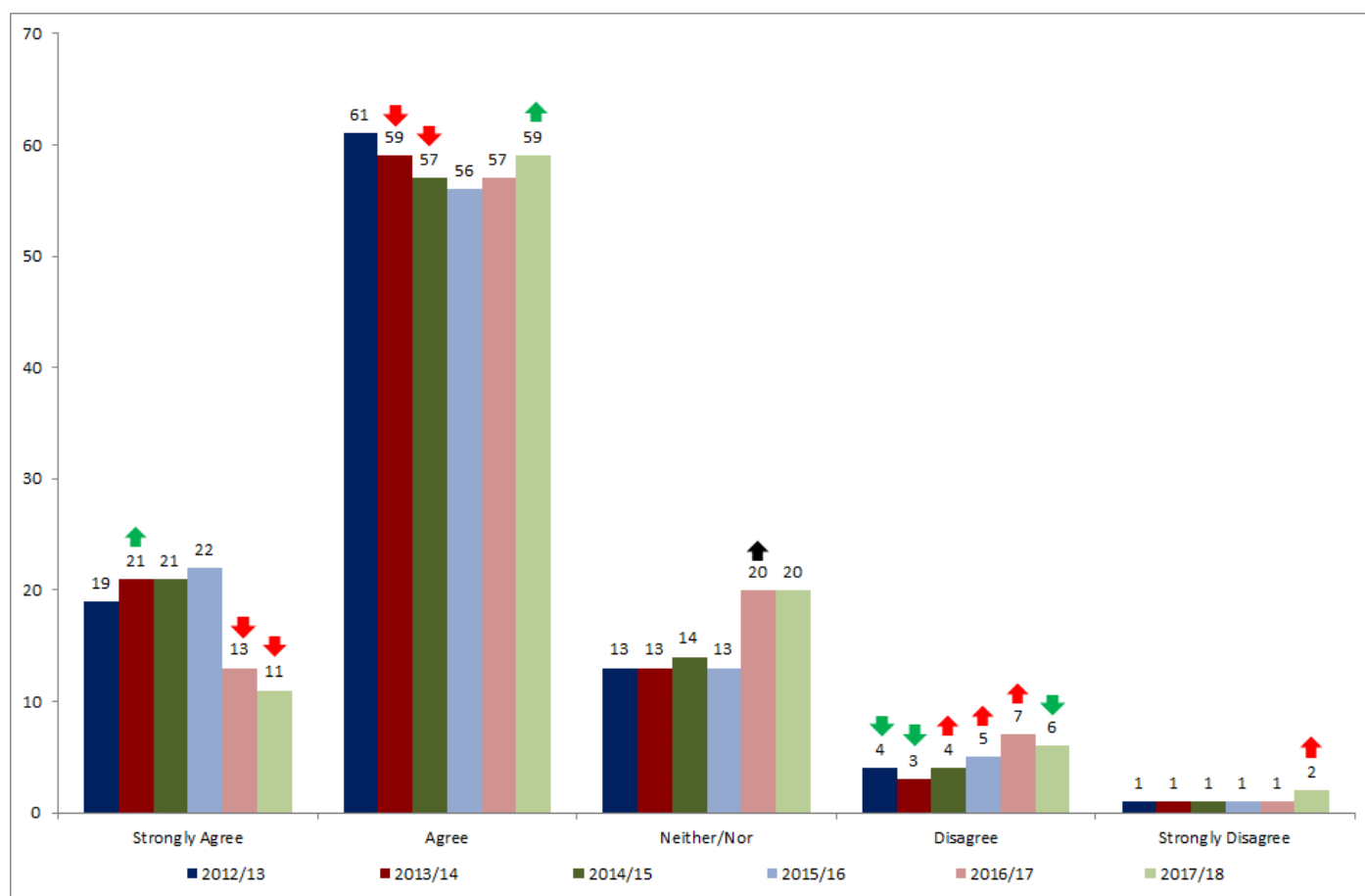
*A bold neutral or don't know response indicates a statistically significant change from the previous survey wave.*

*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 12: Police Responsiveness to Community Needs – Comparison over Time (%)



Base: All respondents excluding those giving a 'not applicable' response. 2012/13 n=9648, 2013/14 n=8223, 2014/15 n=7921, 2015/16 n=8021, 2016/17 n=6747, 2017/18 n=6382.

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

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

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



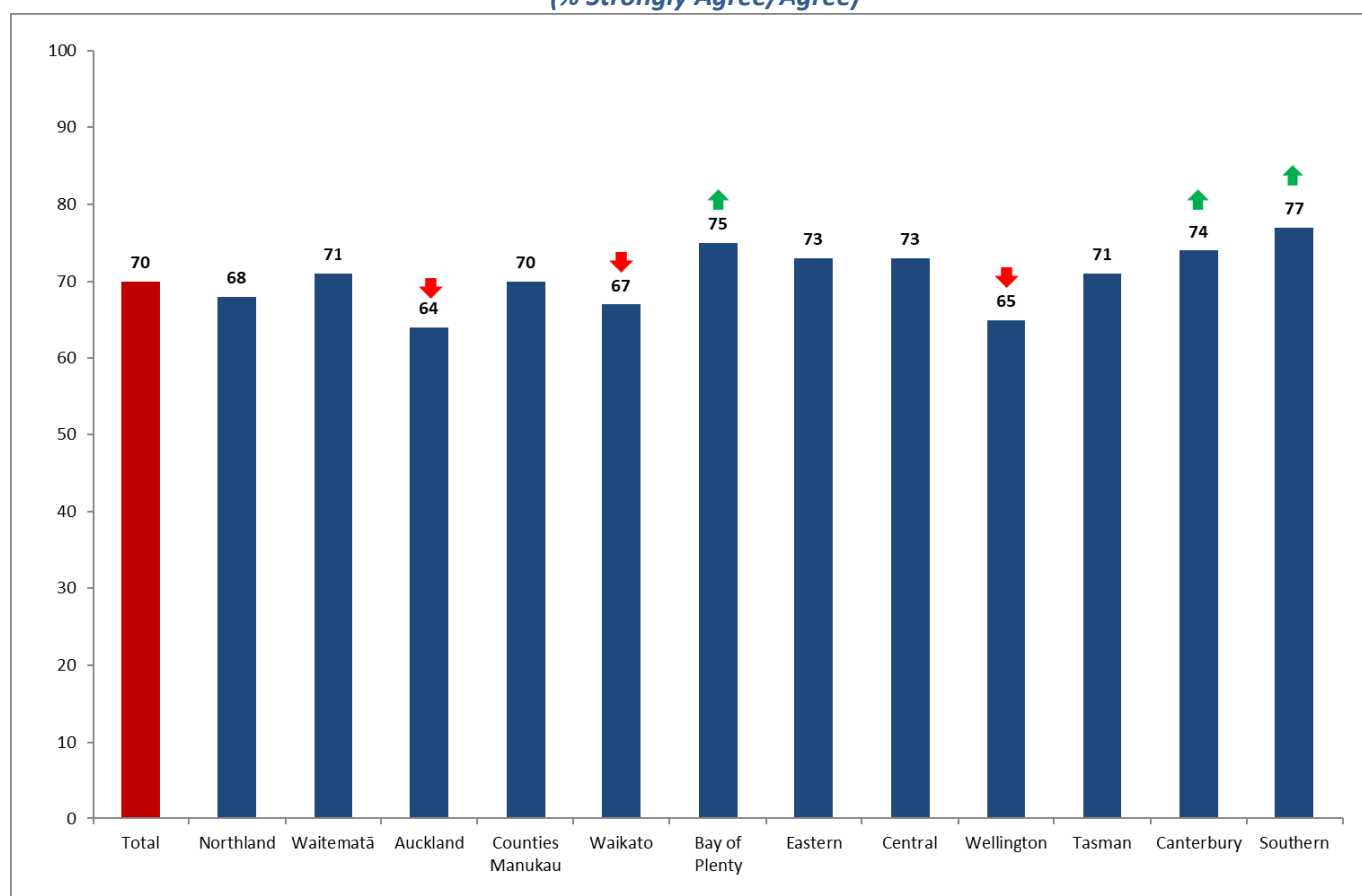
### 3.5.2. Police Responsiveness to Community Needs - Comparison by District

#### 1. 2017/18

In 2017/18, respondents living in the Southern (77%), Bay of Plenty (75%) and Canterbury (74%) districts were significantly more likely to *agree/strongly agree* that Police are responsive to their community's needs, when compared with the total for all other districts.

Those living in the Auckland (64%), Wellington (65%) and Waikato (67%) districts were significantly less likely to agree with this statement.

**Figure 13: Police Responsiveness to Community Needs - by District in the 2017/18**  
(% Strongly Agree/Agree)



Base: All respondents, excluding 'not applicable' responses. Total 2017/18 n=6382; Northland n=528; Waitematā n=532; Auckland n=472; Counties n=519; Waikato n=614; Bay of Plenty n=584; Eastern n=545; Central n=557; Wellington n=551; Tasman n=465; Canterbury n=530; Southern n=485.

Green arrow indicates a significantly higher result than the total.

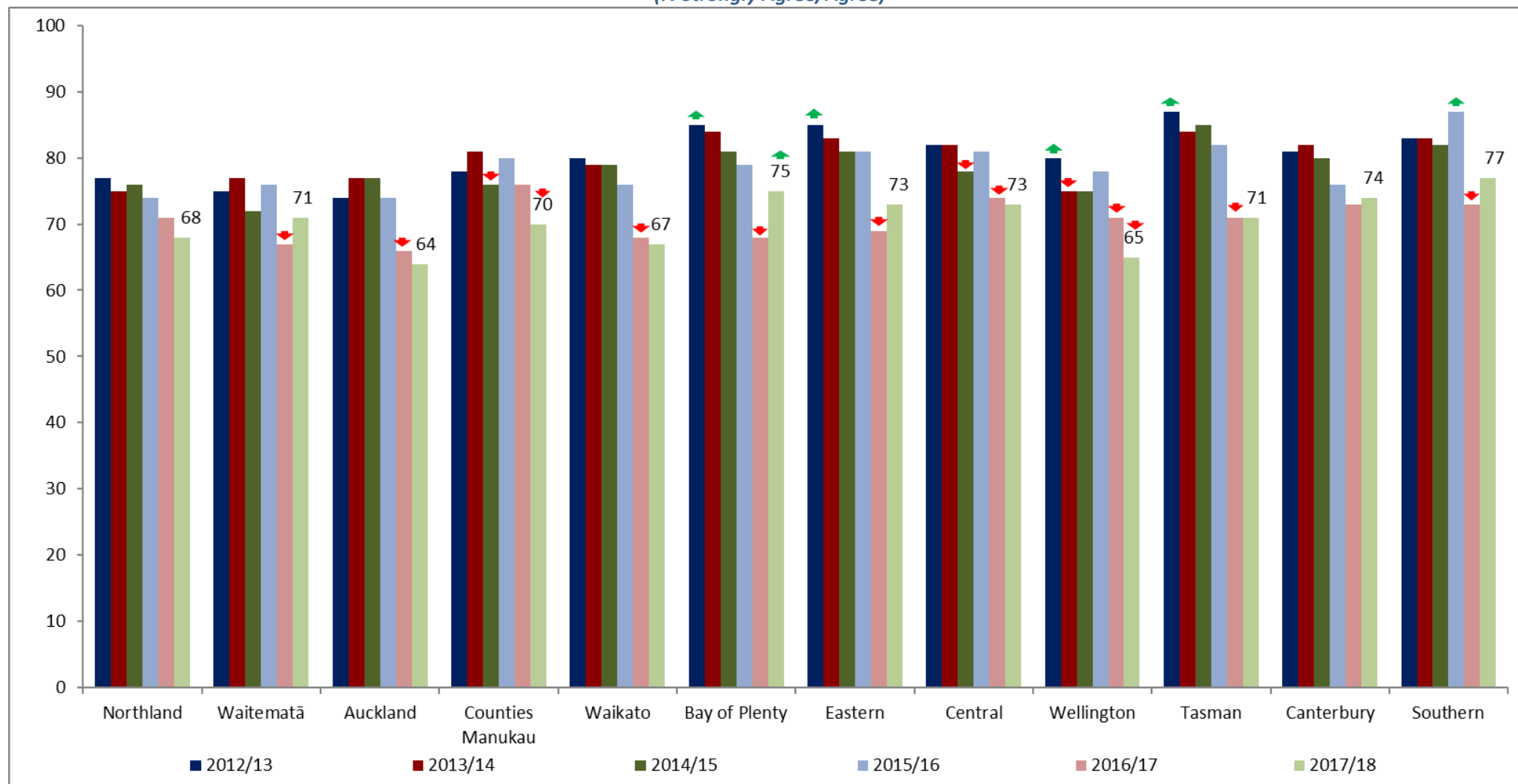
Red arrow indicates a significantly lower result than the total.

## 2. Comparison with 2016/17

When compared with the 2016/17 results, the share of respondents who *strongly agree/agree* that Police are responsive to the community has significantly increased for those in the Bay of Plenty District (from 68% to 75%, including a significant increase in those who *agree* from 54% to 64%). Conversely, there have been significant declines in the share who *strongly agree/agree* in both Counties Manukau District (down from 76% to 70%, including the share who *strongly agree* declining from 18% to 13%) and Wellington District (down from 71%, to 65% this year). There has also been a significant decrease in the share of respondents who *strongly agree* in Northland (down from 14%, to 7% this year).

Compared with last year, Counties Manukau District has also seen a significant increase in the share who *strongly disagree/disagree* that Police are responsive to the community (up from 6% to 10% in 2017/18, including a significant increase in those who *disagree* from 5% to 8%). The Waitematā District has seen a significant decrease in the share who *disagree* (down from 7% to 4%) and Wellington District has seen a significant decrease in the share who *strongly disagree* (down from 1% to 0%).

**Figure 14: Police Responsiveness to Community Needs - By District over Time**  
(% Strongly Agree/Agree)



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

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

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

**Table 23: Police Responsiveness to Community Needs – By District over Time (Part 1) (%)**

	Northland						Waitematā						Auckland City					
	12/13	13/14	14/15	15/ 16	16/17	17/18	12/13	13/14	14/15	15/ 16	16/17	17/18	12/13	13/14	14/15	15/ 16	16/17	17/18
Strongly Agree	20	17	20	16	14	7	18	19	20	20	12	13	16	18	20	18	9	6
Agree	57	58	56	58	57	61	57	58	52	56	55	58	58	59	57	56	56	58
<b>Strongly Agree/Agree</b>	<b>77</b>	<b>75</b>	<b>76</b>	<b>74</b>	<b>71</b>	<b>68</b>	<b>75</b>	<b>77</b>	<b>72</b>	<b>76</b>	<b>67</b>	<b>71</b>	<b>74</b>	<b>77</b>	<b>77</b>	<b>74</b>	<b>66</b>	<b>64</b>
Neither/nor	13	13	15	15	18	18	16	15	18	14	21	21	17	17	16	18	20	23
Disagree	7	7	6	7	8	9	4	4	5	5	7	4	3	2	3	5	9	7
Strongly Disagree	1	2	1	2	2	4	1	0	1	1	3	3	2	1	1	1	2	3
<b>Disagree/Strongly Disagree</b>	<b>8</b>	<b>9</b>	<b>7</b>	<b>8</b>	<b>10</b>	<b>13</b>	<b>5</b>	<b>4</b>	<b>6</b>	<b>5</b>	<b>9</b>	<b>6</b>	<b>5</b>	<b>3</b>	<b>4</b>	<b>5</b>	<b>12</b>	<b>10</b>
Don't know	2	3	2	3	2	1	4	4	4	4	2	2	4	3	3	4	2	4
Base	723	687	659	658	556	528	835	687	671	677	560	532	792	639	620	622	525	472

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

	Counties Manukau						Waikato						Bay of Plenty					
	12/13	13/14	14/15	15/ 16	16/17	17/18	12/13	13/14	14/15	15/ 16	16/17	17/18	12/13	13/14	14/15	15/ 16	16/17	17/18
Strongly Agree	17	22	19	23	18	13	17	23	16	20	10	11	19	24	22	22	14	11
Agree	61	59	57	57	58	57	63	56	63	57	58	56	66	60	58	57	54	64
<b>Strongly Agree/Agree</b>	<b>78</b>	<b>81</b>	<b>76</b>	<b>80</b>	<b>76</b>	<b>70</b>	<b>80</b>	<b>79</b>	<b>79</b>	<b>76</b>	<b>68</b>	<b>67</b>	<b>85</b>	<b>84</b>	<b>81</b>	<b>79</b>	<b>68</b>	<b>75</b>
Neither/nor	14	14	15	12	17	20	13	13	13	14	22	23	9	9	13	13	21	14
Disagree	4	3	5	5	5	8	4	5	4	6	7	8	3	3	4	4	7	7
Strongly Disagree	1	1	1	1	1	2	1	1	1	2	1	1	1	2	1	1	2	2
<b>Disagree/Strongly Disagree</b>	<b>5</b>	<b>4</b>	<b>6</b>	<b>6</b>	<b>6</b>	<b>10</b>	<b>5</b>	<b>6</b>	<b>5</b>	<b>7</b>	<b>8</b>	<b>9</b>	<b>4</b>	<b>5</b>	<b>5</b>	<b>6</b>	<b>9</b>	<b>9</b>
Don't know	3	1	3	3	1	1	2	2	3	3	2	1	2	2	2	3	2	2
Base	855	718	681	690	566	519	884	738	704	734	639	614	834	716	701	700	609	584

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 Responsiveness to Community Needs – By District over Time (Part 3) (%)**

	Eastern						Central						Wellington					
	12/13	13/14	14/15	15/ 16	16/17	17/18	12/13	13/14	14/15	15/ 16	16/17	17/18	12/13	13/14	14/15	15/ 16	16/17	17/18
Strongly Agree	21	21	22	26	13	12	22	22	21	21	17	14	17	20	17	21	9	6
Agree	64	62	59	55	56	60	60	60	57	61	58	59	63	55	58	57	62	59
<b>Strongly Agree/Agree</b>	<b>85</b>	<b>83</b>	<b>81</b>	<b>81</b>	<b>69</b>	<b>73</b>	<b>82</b>	<b>82</b>	<b>78</b>	<b>81</b>	<b>74</b>	<b>73</b>	<b>80</b>	<b>75</b>	<b>75</b>	<b>78</b>	<b>71</b>	<b>65</b>
Neither/nor	10	11	10	10	21	17	10	12	14	9	17	19	13	16	16	15	19	24
Disagree	3	2	6	6	9	8	4	2	5	6	7	5	3	5	4	5	7	9
Strongly Disagree	1	1	1	1	1	1	1	0	1	0	1	2	1	0	2	0	1	0
<b>Disagree/Strongly Disagree</b>	<b>4</b>	<b>3</b>	<b>7</b>	<b>7</b>	<b>9</b>	<b>9</b>	<b>5</b>	<b>2</b>	<b>6</b>	<b>6</b>	<b>8</b>	<b>6</b>	<b>4</b>	<b>5</b>	<b>6</b>	<b>5</b>	<b>8</b>	<b>9</b>
Don't know	1	3	2	3	1	1	3	4	2	3	1	2	3	4	3	2	2	2
Base	790	697	703	696	564	545	840	703	680	689	600	557	851	701	667	680	575	551

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

	Tasman						Canterbury						Southern					
	12/13	13/14	14/15	15/ 16	16/17	17/18	12/13	13/14	14/15	15/ 16	16/17	17/18	12/13	13/14	14/15	15/ 16	16/17	17/18
Strongly Agree	27	25	27	30	14	11	20	19	23	20	13	12	21	26	31	31	20	21
Agree	60	59	58	52	57	60	61	63	57	55	60	62	62	57	51	56	53	56
<b>Strongly Agree/Agree</b>	<b>87</b>	<b>84</b>	<b>85</b>	<b>82</b>	<b>71</b>	<b>71</b>	<b>81</b>	<b>82</b>	<b>80</b>	<b>76</b>	<b>73</b>	<b>74</b>	<b>83</b>	<b>83</b>	<b>82</b>	<b>87</b>	<b>73</b>	<b>77</b>
Neither/nor	8	10	9	10	19	20	12	11	13	15	20	19	13	11	11	6	20	16
Disagree	3	3	3	5	7	6	5	4	3	4	5	5	2	3	5	4	4	5
Strongly Disagree	1	0	1	1	2	2	0	0	1	1	1	1	0	1	1	1	2	1
<b>Disagree/Strongly Disagree</b>	<b>4</b>	<b>3</b>	<b>4</b>	<b>5</b>	<b>9</b>	<b>7</b>	<b>5</b>	<b>4</b>	<b>4</b>	<b>4</b>	<b>6</b>	<b>5</b>	<b>3</b>	<b>4</b>	<b>6</b>	<b>5</b>	<b>6</b>	<b>6</b>
Don't know	1	3	2	3	2	1	2	3	3	5	1	2	2	2	1	2	1	2
Base	698	635	897	607	504	465	828	656	632	646	535	530	718	646	606	622	514	485

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%.

## 3.6. Police Involvement in Community Activities

### 3.6.1. Police Involvement in Community Activities - Comparison with 2016/17

In 2017/18, two-thirds of respondents (66%) agree to some extent that Police are involved in community activities, including 14% who *strongly agree*. Agreement levels are stable when compared with those in 2016/17.

Only 9% of respondents *disagree/strongly disagree* that Police are involved in community activities, which is unchanged when compared with last year. The only significant difference this year has been a significant increase in the share who *strongly disagree* (up from 1% to 2% this year).

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

	2012/13	2013/14	2014/15	2015/16	2016/17	2017/18
Strongly Agree	18	19	18	19	<b>14</b>	14
Agree	51	50	51	51	51	51
<b>Strongly Agree/Agree*</b>	<b>69</b>	<b>69</b>	<b>69</b>	<b>70</b>	<b>65</b>	<b>66</b>
Neither/Nor	<b>19</b>	19	18	17	<b>22</b>	22
Disagree	6	<b>5</b>	6	6	<b>7</b>	7
Strongly Disagree	1	1	1	1	1	<b>2</b>
<b>Disagree/Strongly Disagree</b>	<b>7</b>	<b>6</b>	<b>7</b>	<b>7</b>	<b>9</b>	<b>9</b>
Don't know	<b>5</b>	<b>6</b>	6	<b>7</b>	<b>5</b>	<b>3</b>
<i>Base</i>	<i>9640</i>	<i>8224</i>	<i>7868</i>	<i>7995</i>	<i>6676</i>	<i>6254</i>

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

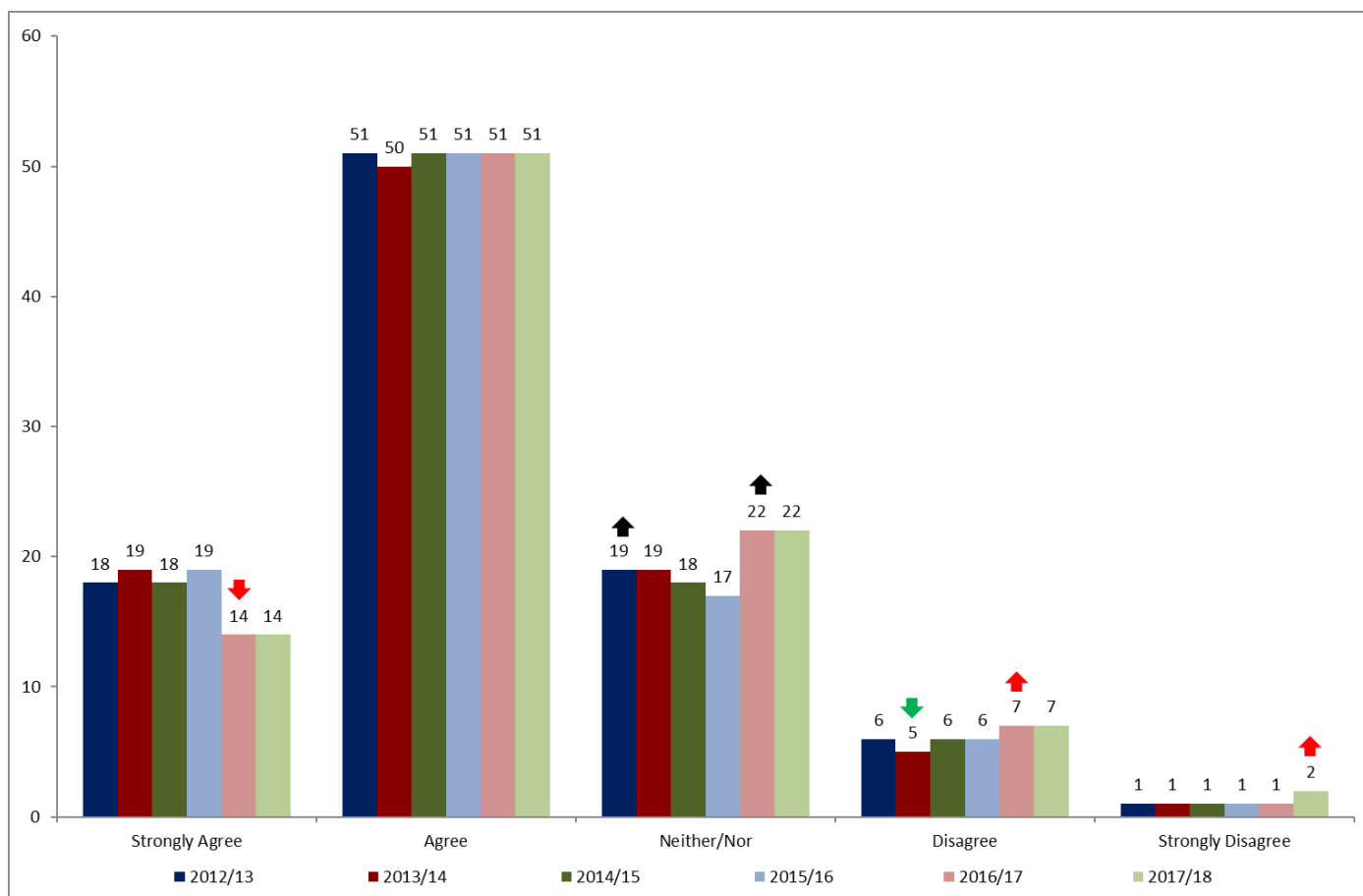
*A bold neutral or don't know response indicates a statistically significant change from the previous survey wave.*

*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 15: Police Involvement in Community Activities – Comparison over Time (%)**



Base: All respondents excluding those giving a 'not applicable' response. 2012/13 n=9640, 2013/14 n=8224, 2014/15 n=7868, 2015/16 n=7995, 2016/17 n=6676, 2017/18 n=6254.

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

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

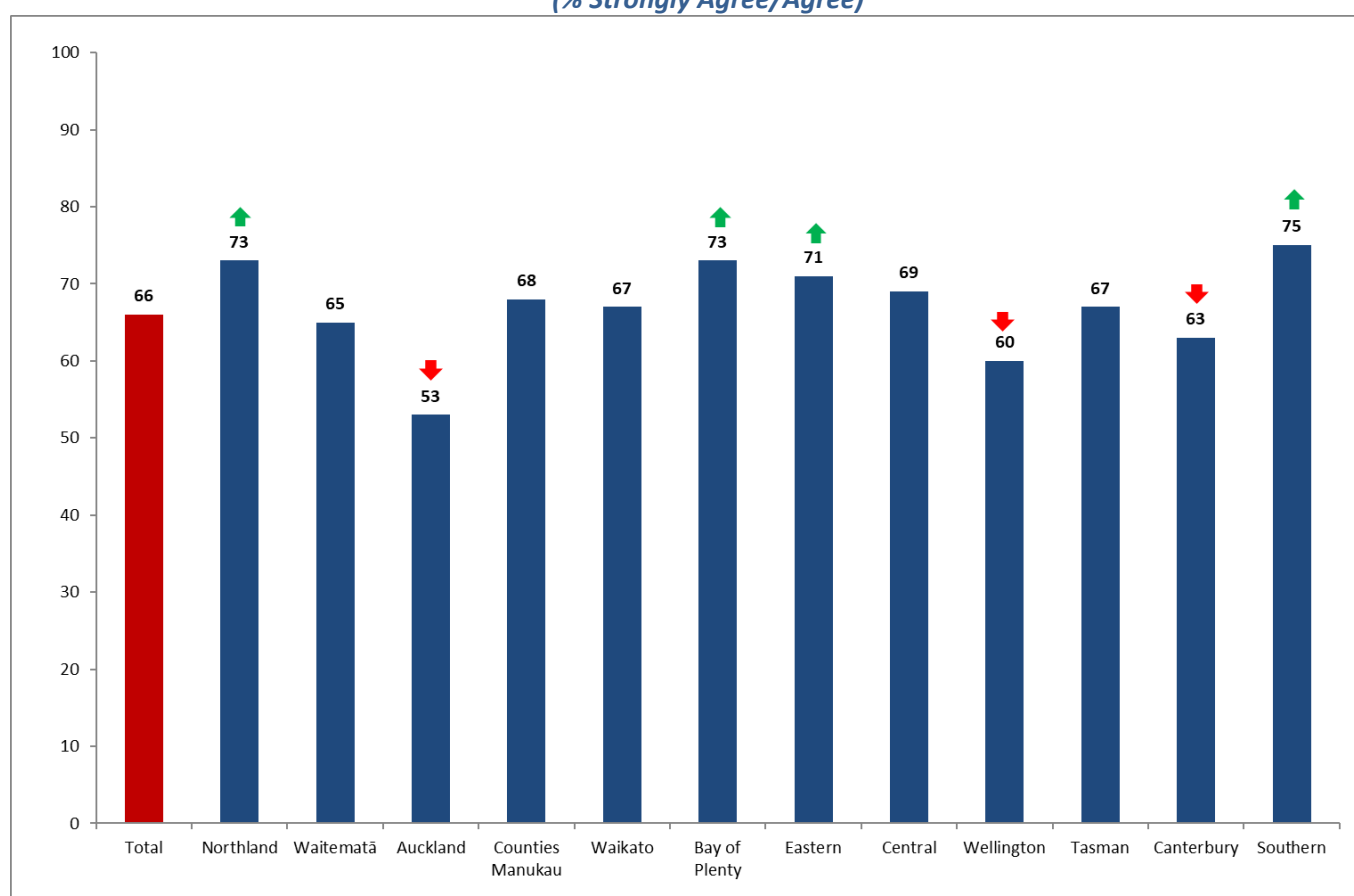
### 3.6.2. Police Involvement in Community Activities - Comparison by District

#### 1. 2017/18

Responses to the statement 'Police are involved in activities in my community' varied by district. In 2017/18, respondents living in the Southern (75%), Bay of Plenty (73%), Northland (73%) and Eastern (71%) districts were significantly more likely to *strongly agree/agree* that Police were involved in community activities compared with respondents across all other districts.

Respondents living in the Auckland City (53%), Wellington (60%) and Canterbury (63%) districts were significantly less likely to *strongly agree/agree* with the statement.

**Figure 16: Police Involvement in Community Activities - By District in 2017/18**  
(% Strongly Agree/Agree)



Base: All respondents, excluding 'not applicable' responses. Total 2017/18 n=6254; Northland n=519; Waitematā n=522; Auckland n=460; Counties n=517; Waikato n=602 Bay of Plenty n=567; Eastern n=536; Central n=546; Wellington n=537; Tasman n=461; Canterbury n=516; Southern n=471.

Green arrow indicates a significantly higher result than the total.

Red arrow indicates a significantly lower result than the total.

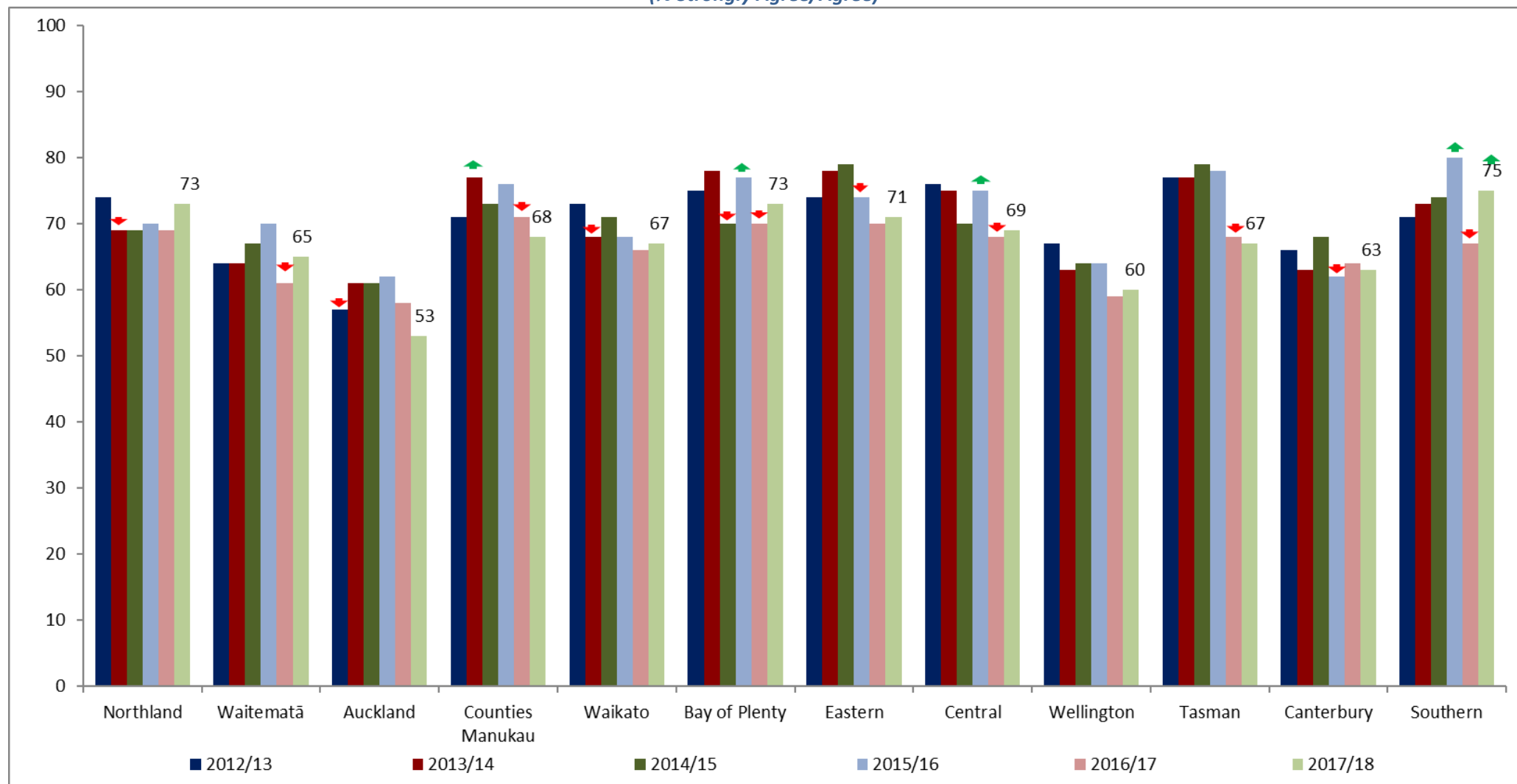


## 2. Comparison with 2016/17

This year, most districts maintained a similar share of respondents who *agree/strongly agree* that Police were involved in activities in their community, compared with last year. However, the Southern District saw a significant increase in the share who *strongly agree/agree* (after a significant decline in 2016/17 to 67%, ratings are up to 75% this year). Those in the Waitematā District were significantly more likely to *strongly agree* (19%, up from 12% last year). The only significant decrease in agreement was in the Wellington District, which had a significant decrease in the share who *strongly agree* (down from 11% to 7%).

The share who *disagree/strongly disagree* that Police were involved in activities in their community has not changed significantly for any of the districts when compared with last year. However, those in the Eastern District were significantly more likely to *strongly disagree* (up from 0% to 1% in 2017/18), as were those in the Waikato (up from 1% to 3% this year). Conversely, those in the Southern District were significantly less likely to *strongly disagree* (down from 4% to 1% this year).

Figure 17: Police Involvement in Community Activities - By District over Time  
(% Strongly Agree/Agree)



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

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

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

**Table 28: Police Involvement in Community Activities – By District over Time (Part 1) (%)**

	Northland						Waitematā						Auckland City					
	12/13	13/14	14/15	15/ 16	16/17	17/18	12/13	13/14	14/15	15/ 16	16/17	17/18	12/13	13/14	14/15	15/ 16	16/17	17/18
Strongly Agree	17	17	16	16	15	14	14	15	15	17	12	19	15	14	15	12	9	9
Agree	57	52	53	54	54	58	50	49	52	53	49	46	42	47	46	50	49	45
<b>Strongly Agree/Agree</b>	<b>74</b>	<b>69</b>	<b>69</b>	<b>70</b>	<b>69</b>	<b>73</b>	<b>64</b>	<b>64</b>	<b>67</b>	<b>70</b>	<b>61</b>	<b>65</b>	<b>57</b>	<b>61</b>	<b>61</b>	<b>62</b>	<b>58</b>	<b>53</b>
Neither/nor	13	17	17	15	17	16	23	21	20	18	29	23	27	26	25	23	27	30
Disagree	6	7	7	7	8	9	5	6	4	5	5	6	7	4	4	6	9	9
Strongly Disagree	1	2	2	1	1	1	1	1	1	1	1	2	1	2	1	1	2	4
<b>Disagree/Strongly Disagree</b>	<b>7</b>	<b>9</b>	<b>9</b>	<b>8</b>	<b>9</b>	<b>10</b>	<b>6</b>	<b>7</b>	<b>5</b>	<b>6</b>	<b>6</b>	<b>8</b>	<b>8</b>	<b>6</b>	<b>5</b>	<b>7</b>	<b>11</b>	<b>12</b>
Don't know	6	5	5	7	5	2	7	8	8	7	5	4	8	7	9	9	5	5
Base	725	686	651	661	553	519	832	687	658	675	553	522	793	639	619	619	519	460

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

	Counties Manukau						Waikato						Bay of Plenty					
	12/13	13/14	14/15	15/ 16	16/17	17/18	12/13	13/14	14/15	15/ 16	16/17	17/18	12/13	13/14	14/15	15/ 16	16/17	17/18
Strongly Agree	18	23	19	25	17	17	19	21	21	22	12	15	21	23	19	20	18	19
Agree	53	54	54	51	54	52	54	47	50	46	54	51	54	55	51	57	53	54
<b>Strongly Agree/Agree</b>	<b>71</b>	<b>77</b>	<b>73</b>	<b>76</b>	<b>71</b>	<b>68</b>	<b>73</b>	<b>68</b>	<b>71</b>	<b>68</b>	<b>66</b>	<b>67</b>	<b>75</b>	<b>78</b>	<b>70</b>	<b>77</b>	<b>70</b>	<b>73</b>
Neither/nor	17	14	15	13	17	20	15	19	18	16	19	22	12	12	16	10	20	15
Disagree	5	3	5	5	6	6	6	7	6	7	10	7	6	4	6	6	6	9
Strongly Disagree	1	1	1	1	2	2	1	1	0	1	1	3	1	1	1	2	1	1
<b>Disagree/Strongly Disagree</b>	<b>6</b>	<b>4</b>	<b>6</b>	<b>6</b>	<b>8</b>	<b>7</b>	<b>7</b>	<b>8</b>	<b>6</b>	<b>8</b>	<b>11</b>	<b>10</b>	<b>7</b>	<b>5</b>	<b>7</b>	<b>8</b>	<b>7</b>	<b>9</b>
Don't know	6	5	6	6	4	4	5	5	5	8	4	2	6	5	7	5	3	3
Base	853	719	679	688	562	517	886	739	700	732	627	602	832	714	703	698	603	567

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

	Eastern						Central						Wellington					
	12/13	13/14	14/15	15/ 16	16/17	17/18	12/13	13/14	14/15	15/ 16	16/17	17/18	12/13	13/14	14/15	15/ 16	16/17	17/18
Strongly Agree	21	22	20	23	17	18	19	21	21	20	21	17	15	14	14	15	11	7
Agree	53	56	59	51	53	53	57	54	49	55	47	53	52	49	50	49	48	53
<b>Strongly Agree/Agree</b>	<b>74</b>	<b>78</b>	<b>79</b>	<b>74</b>	<b>70</b>	<b>71</b>	<b>76</b>	<b>75</b>	<b>70</b>	<b>75</b>	<b>68</b>	<b>69</b>	<b>67</b>	<b>63</b>	<b>64</b>	<b>64</b>	<b>59</b>	<b>60</b>
Neither/nor	15	12	12	14	18	20	14	13	15	14	19	21	20	23	24	23	29	27
Disagree	6	5	5	6	7	6	5	5	8	5	8	8	6	4	5	7	7	9
Strongly Disagree	0	0	0	1	0	1	1	1	1	1	2	1	0	2	1	0	1	1
<b>Disagree/Strongly Disagree</b>	<b>6</b>	<b>5</b>	<b>5</b>	<b>6</b>	<b>8</b>	<b>7</b>	<b>6</b>	<b>6</b>	<b>9</b>	<b>5</b>	<b>10</b>	<b>8</b>	<b>6</b>	<b>6</b>	<b>6</b>	<b>8</b>	<b>8</b>	<b>10</b>
Don't know	5	5	4	6	4	3	4	6	6	6	4	2	7	8	6	6	5	4
Base	787	697	695	696	561	536	841	703	675	689	590	546	851	705	666	677	567	537

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

	Tasman						Canterbury						Southern					
	12/13	13/14	14/15	15/ 16	16/17	17/18	12/13	13/14	14/15	15/ 16	16/17	17/18	12/13	13/14	14/15	15/ 16	16/17	17/18
Strongly Agree	26	24	26	22	13	17	18	16	18	16	12	12	17	24	23	25	19	17
Agree	51	53	53	56	55	51	48	47	50	46	52	51	54	49	51	55	48	59
<b>Strongly Agree/Agree</b>	<b>77</b>	<b>77</b>	<b>79</b>	<b>78</b>	<b>68</b>	<b>67</b>	<b>66</b>	<b>63</b>	<b>68</b>	<b>62</b>	<b>64</b>	<b>63</b>	<b>71</b>	<b>73</b>	<b>74</b>	<b>80</b>	<b>67</b>	<b>75</b>
Neither/nor	13	13	12	11	21	22	21	24	19	22	22	25	18	15	14	10	19	14
Disagree	4	3	4	5	6	8	6	5	7	6	8	7	5	7	6	5	7	8
Strongly Disagree	1	1	1	1	1	1	1	1	1	2	0	0	0	1	1	0	4	1
<b>Disagree/Strongly Disagree</b>	<b>5</b>	<b>4</b>	<b>5</b>	<b>6</b>	<b>7</b>	<b>9</b>	<b>7</b>	<b>6</b>	<b>8</b>	<b>8</b>	<b>8</b>	<b>7</b>	<b>5</b>	<b>8</b>	<b>7</b>	<b>5</b>	<b>11</b>	<b>9</b>
Don't know	5	6	4	5	4	2	6	7	5	8	6	5	6	4	5	6	3	2
Base	698	635	594	603	495	461	827	656	623	638	530	516	715	644	605	619	516	471

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

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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 questions<sup>17</sup> 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 standards<sup>18</sup> 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 questions<sup>19</sup>.

*Note: Starting in 2016/17, results included 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 result in multiple contacts (so more than one response for each question, rating different points of contact, may have been recorded for some individuals; 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 2016/17 and 2017/18 results to those from the survey waves prior to 2016/17.*

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<sup>17</sup> Some questions did not apply for some reasons and methods of contact.

<sup>18</sup> The service delivery standards describe the behaviours that contribute to a positive service experience for members of the public when they have contact with the Police. There are standards for the telephone, public counter and operational policing.

<sup>19</sup> The service experience questions are from the Common Measurements Tool, used under licence to the State Services Commission and reproduced with the permission of the Institute for Citizen-Centred Service, Canada.

## 4.1. Satisfaction with the Overall Quality of Service Delivery

### 4.1.1. Satisfaction with the Overall Quality of Service Delivery – Comparison with 2016/17

In 2017/18 four in five respondents (80%) reported being either *very satisfied* or *satisfied* with the overall quality of service they received. This result is down significantly for the second consecutive year – down from 84% *very satisfied/satisfied* in 2015/16 and 82% in 2016/17. The share of respondents who are *very satisfied* is also down significantly from the previous measure (down from 44% last year, to 42%).

Eight percent of respondents reported they were *dissatisfied* or *very dissatisfied* with the overall quality of the service they received, which is up slightly, but significantly, from 7% last year.

**Table 32: Satisfaction with the Overall Quality of Service Delivery – Comparison over Time (%)**

	2012/13	2013/14	2014/15	2015/16	2016/17	2017/18
Very Satisfied	44	49	47	48	44	42
Satisfied	39	35	35	35	38	38
<b>Very Satisfied/Satisfied</b>	<b>83</b>	<b>84</b>	<b>82</b>	<b>84</b>	<b>82</b>	<b>80</b>
Neither/Nor	9	9	10	8	9	10
Dissatisfied	5	5	4	5	5	5
Very Dissatisfied	3	2	3	3	3	3
<b>Dissatisfied/Very Dissatisfied</b>	<b>8</b>	<b>7</b>	<b>7</b>	<b>7</b>	<b>7</b>	<b>8</b>
Don't know	0	0	1	1	2	2
Base	4649	4681	4493	4027	5708	6312

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

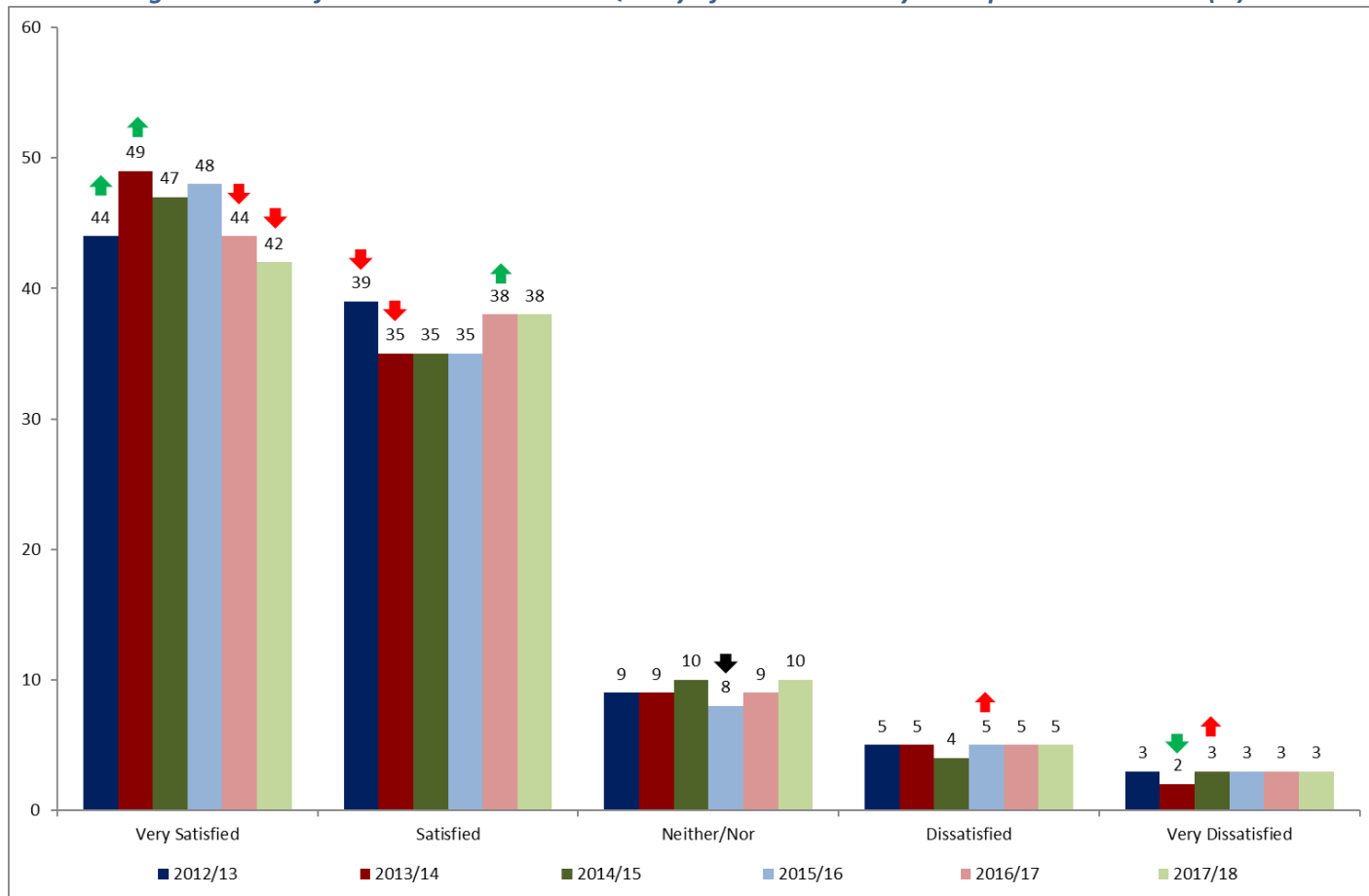
A bold neutral or don't know response indicates a statistically significant change from the previous survey wave.

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



Base: All respondents excluding those giving a 'not applicable' response. 2012/13 n=4649, 2013/14 n=4681, 2014/15 n=4493, 2015/16 n= 4027, 2016/17 n=5708, 2017/18 n=6312.

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 2017/18*

The following statistically significant differences for 2017/18 are evident at the total results level (combined 2017/18 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 2016/17 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\* (89%), a general enquiry\* (85%), or disorderly behaviour or intoxication (84%);
- living in the Bay of Plenty (85%);
- aged 45 or older (84%), particularly those aged 45-54\* (83%) and 65+\* (87%);
- who are female\* (82%, compared with 78% for males); and/or
- of European ethnicity (81%).

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\* (31%), to follow up on a previous enquiry (18%), about a traffic offence\* (15%), for an intruder or prowler (13%), about an assault (12%) or a burglary (11%);
- whose point of contact was visiting (13%) or calling\* (10%) a local station;
- living in Waikato (13%) or Northland (11%) districts;
- of Asian (11%) and Māori\* (10%) ethnicities;
- aged 25-34\* (10%);
- who are male\* (10%, compared with 7% for females); and/or
- living in a the more deprived areas (NZ Dep score of 8-10) (10%).



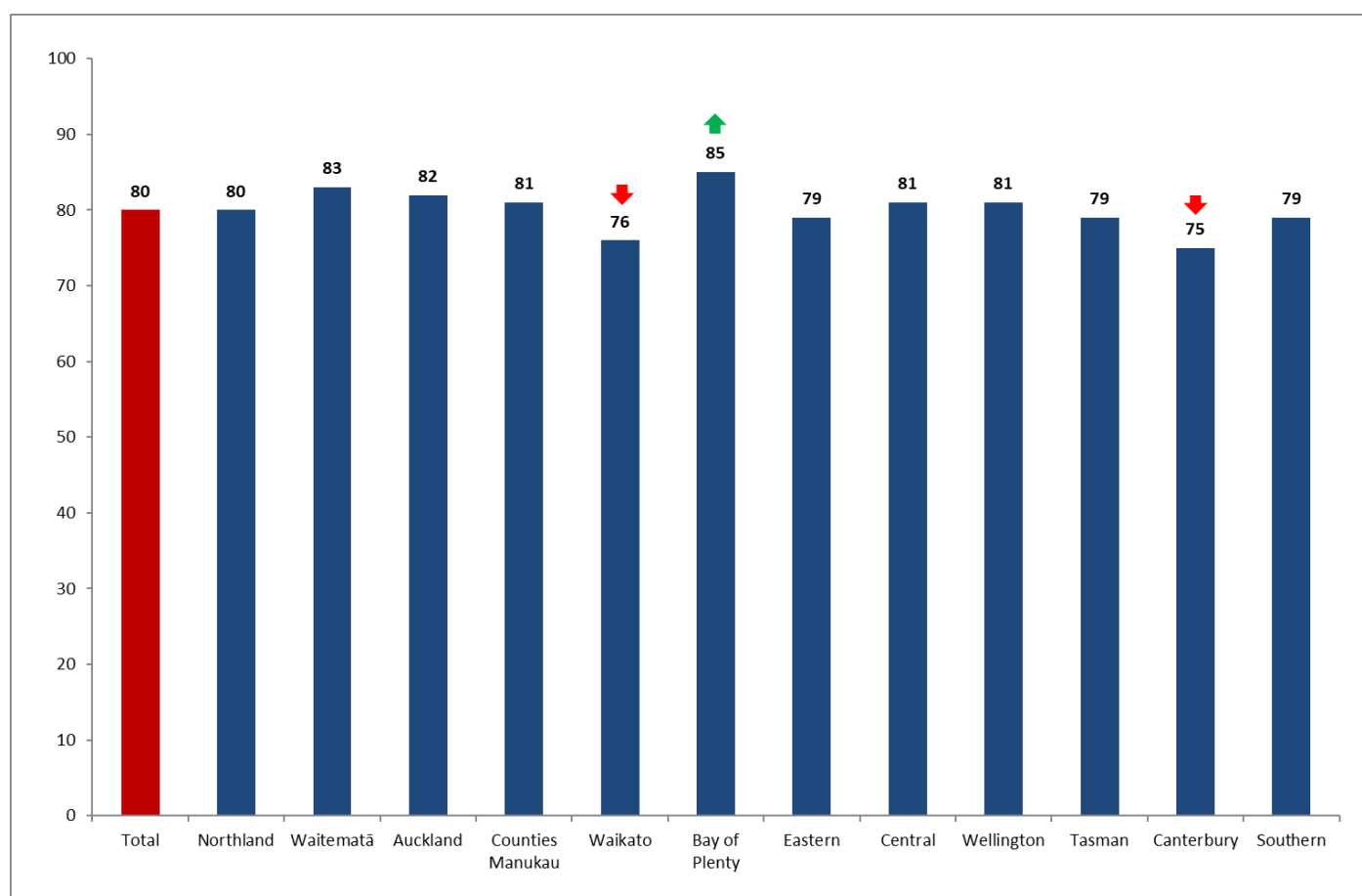
#### 4.1.3. Satisfaction with the Overall Quality of Service Delivery - Comparison by District

##### 1. 2017/18

Four out of five respondents (80%) were *very satisfied/satisfied* with the overall quality of service delivery. Respondents living in the Bay of Plenty district (85%) were significantly more likely to be *very satisfied/satisfied* with the overall quality of service delivery.

Respondents living in the Canterbury (75%) and Waikato (76%) districts were significantly less likely to be at least satisfied to some extent with the overall service delivery when compared with respondents across all districts combined.

**Figure 19: Satisfaction with the Overall Quality of Service Delivery - By District in 2017/18**  
(% Very Satisfied/Satisfied)



Base: All respondents, excluding 'not applicable' responses. Total 2017/18=6312; Northland n=386; Waitematā n=509; Auckland n=561; Counties n=542; Waikato n=676; Bay of Plenty n=616; Eastern n=494; Central n=598; Wellington n=531; Tasman n=355; Canterbury n=565; Southern n=479.

Green arrow indicates a significantly higher result than the total.

Red arrow indicates a significantly lower result than the total.

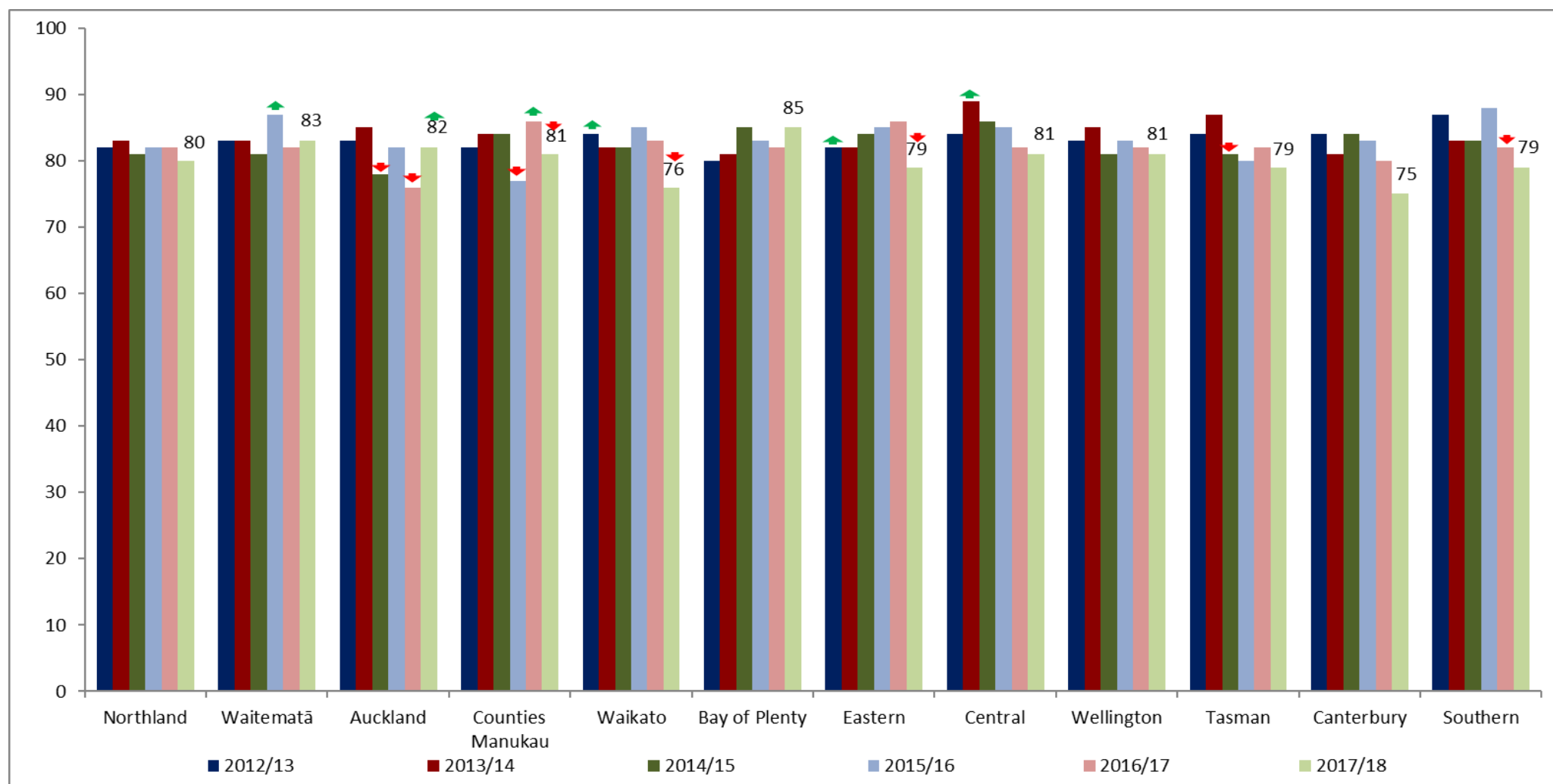
## 2. Comparison with 2016/17

When compared with the 2016/17 results, there has been a statistically significant increase in the proportion of Auckland City District respondents who were *very satisfied or satisfied* with the overall quality of service delivery (up from 76% to 82%), including a significant increase in respondents who were *very satisfied* (up from 34% to 44%). Respondents from the Northland District are also significantly more likely to be *very satisfied* (up from 37% to 44%).

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 Waikato (from 83% to 76%), Eastern (from 86% to 79%) and Counties Manukau (down from 86% to 81%) districts. The same three districts also saw a significant decline in the share who are *very satisfied*, with Counties Manukau down from 52% to 39%, Waikato down from 45% to 38% and Eastern down from 43% to 36%. Both Tasman (down from 53% last year to 38%) and Wellington (down from 49% to 43%) districts also saw a significant decline in those *very satisfied* when compared with 2016/17.

Due to decreases in the share *very satisfied/satisfied*, the following districts have also seen a significant increase in the share *very dissatisfied/dissatisfied*: Counties Manukau (from 6% to 10%), Waikato (from 6% to 13%) and Eastern (from 5% to 10%) districts.

**Figure 20: 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 33: Satisfaction with the Overall Quality of Service Delivery – By District over Time (Part 1) (%)**

	Northland						Waitematā						Auckland City					
	12/13	13/14	14/15	15/ 16	16/17	17/18	12/13	13/14	14/15	15/ 16	16/17	17/18	12/13	13/14	14/15	15/ 16	16/17	17/18
Very satisfied	47	51	49	46	37	44	45	48	46	51	41	47	39	48	43	42	34	44
Satisfied	35	32	32	37	45	37	38	35	35	36	41	37	44	37	35	40	42	38
<b>Very Satisfied/Satisfied</b>	<b>82</b>	<b>83</b>	<b>81</b>	<b>82</b>	<b>82</b>	<b>80</b>	<b>83</b>	<b>83</b>	<b>81</b>	<b>87</b>	<b>82</b>	<b>83</b>	<b>83</b>	<b>85</b>	<b>78</b>	<b>82</b>	<b>76</b>	<b>82</b>
Neither/nor	8	5	11	7	7	7	9	9	12	6	11	9	11	8	14	11	16	12
Dissatisfied	7	6	4	7	6	7	5	5	6	3	4	4	4	6	6	5	3	2
Very dissatisfied	3	5	3	4	2	4	3	3	1	2	2	2	2	1	2	1	2	2
<b>Dissatisfied/Very Dissatisfied</b>	<b>10</b>	<b>11</b>	<b>7</b>	<b>11</b>	<b>8</b>	<b>11</b>	<b>8</b>	<b>8</b>	<b>7</b>	<b>5</b>	<b>6</b>	<b>7</b>	<b>6</b>	<b>7</b>	<b>8</b>	<b>6</b>	<b>6</b>	<b>4</b>
Don't know	0	1	1	1	2	2	0	0	0	2	1	1	0	0	0	1	2	2
Base	307	402	345	310	371	386	372	399	385	331	485	509	365	331	352	298	469	561

**Table 34: Satisfaction with the Overall Quality of Service Delivery – By District over Time (Part 2) (%)**

	Counties Manukau						Waikato						Bay of Plenty					
	12/13	13/14	14/15	15/ 16	16/17	17/18	12/13	13/14	14/15	15/ 16	16/17	17/18	12/13	13/14	14/15	15/ 16	16/17	17/18
Very satisfied	42	45	48	45	52	39	43	51	48	53	45	38	42	49	44	45	46	50
Satisfied	40	39	36	33	34	41	41	31	34	31	38	38	38	32	41	38	36	35
<b>Very Satisfied/Satisfied</b>	<b>82</b>	<b>84</b>	<b>84</b>	<b>77</b>	<b>86</b>	<b>81</b>	<b>84</b>	<b>82</b>	<b>82</b>	<b>85</b>	<b>83</b>	<b>76</b>	<b>80</b>	<b>81</b>	<b>85</b>	<b>83</b>	<b>82</b>	<b>85</b>
Neither/nor	8	7	8	7	7	8	9	11	10	5	9	9	11	13	9	8	11	7
Dissatisfied	7	6	3	9	4	6	5	4	6	6	4	8	4	5	4	6	3	4
Very dissatisfied	2	3	4	5	2	3	2	3	2	4	2	6	5	1	2	3	3	1
<b>Dissatisfied/Very Dissatisfied</b>	<b>9</b>	<b>9</b>	<b>7</b>	<b>15</b>	<b>6</b>	<b>10</b>	<b>7</b>	<b>7</b>	<b>8</b>	<b>9</b>	<b>6</b>	<b>13</b>	<b>9</b>	<b>6</b>	<b>6</b>	<b>9</b>	<b>7</b>	<b>5</b>
Don't know	1	0	1	2	1	2	0	0	0	1	2	2	0	0	0	1	1	2
Base	412	393	366	341	457	542	511	454	471	402	567	676	434	444	407	360	486	616

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

	Eastern						Central						Wellington					
	12/13	13/14	14/15	15/ 16	16/17	17/18	12/13	13/14	14/15	15/ 16	16/17	17/18	12/13	13/14	14/15	15/ 16	16/17	17/18
Very satisfied	40	49	47	50	43	36	45	54	49	53	46	42	43	49	49	53	49	43
Satisfied	42	33	37	35	43	43	39	35	37	32	36	39	40	36	32	29	34	37
<b>Very Satisfied/Satisfied</b>	<b>82</b>	<b>82</b>	<b>84</b>	<b>85</b>	<b>86</b>	<b>79</b>	<b>84</b>	<b>89</b>	<b>86</b>	<b>85</b>	<b>82</b>	<b>81</b>	<b>83</b>	<b>85</b>	<b>81</b>	<b>83</b>	<b>82</b>	<b>81</b>
Neither/nor	8	11	6	8	8	9	9	4	9	9	8	11	7	7	9	8	7	10
Dissatisfied	9	4	6	6	4	4	4	4	4	2	7	6	7	5	5	5	6	6
Very dissatisfied	1	3	4	1	1	6	3	2	1	1	2	1	3	2	4	3	3	2
<b>Dissatisfied/Very Dissatisfied</b>	<b>10</b>	<b>7</b>	<b>10</b>	<b>6</b>	<b>5</b>	<b>10</b>	<b>7</b>	<b>6</b>	<b>5</b>	<b>4</b>	<b>9</b>	<b>7</b>	<b>10</b>	<b>7</b>	<b>9</b>	<b>8</b>	<b>9</b>	<b>8</b>
Don't know	0	0	0	2	1	3	0	1	0	2	2	1	0	1	1	1	1	2
Base	369	396	347	364	472	494	433	406	405	386	554	598	423	402	414	369	574	531

**Table 36: Satisfaction with the Overall Quality of Service Delivery – By District over Time (Part 4) (%)**

	Tasman						Canterbury						Southern					
	12/13	13/14	14/15	15/ 16	16/17	17/18	12/13	13/14	14/15	15/ 16	16/17	17/18	12/13	13/14	14/15	15/ 16	16/17	17/18
Very satisfied	46	51	42	54	53	38	45	49	49	42	38	39	50	49	55	49	46	45
Satisfied	38	36	39	26	28	41	39	32	35	41	42	36	37	34	28	40	36	34
<b>Very Satisfied/Satisfied</b>	<b>84</b>	<b>87</b>	<b>81</b>	<b>80</b>	<b>82</b>	<b>79</b>	<b>84</b>	<b>81</b>	<b>84</b>	<b>83</b>	<b>80</b>	<b>75</b>	<b>87</b>	<b>83</b>	<b>83</b>	<b>88</b>	<b>82</b>	<b>79</b>
Neither/nor	9	6	11	10	9	11	7	11	9	11	8	14	6	7	7	1	8	10
Dissatisfied	5	5	5	8	6	6	4	5	4	2	6	6	5	4	3	2	5	5
Very dissatisfied	2	2	3	3	2	3	5	3	2	3	4	2	1	4	6	5	2	4
<b>Dissatisfied/Very Dissatisfied</b>	<b>7</b>	<b>7</b>	<b>8</b>	<b>10</b>	<b>8</b>	<b>10</b>	<b>9</b>	<b>8</b>	<b>6</b>	<b>5</b>	<b>10</b>	<b>9</b>	<b>6</b>	<b>8</b>	<b>9</b>	<b>7</b>	<b>7</b>	<b>9</b>
Don't know	0	0	0	0	2	0	0	0	1	1	1	2	1	2	1	3	3	1
Base	323	376	312	262	334	355	383	348	396	312	508	565	317	330	293	292	431	479

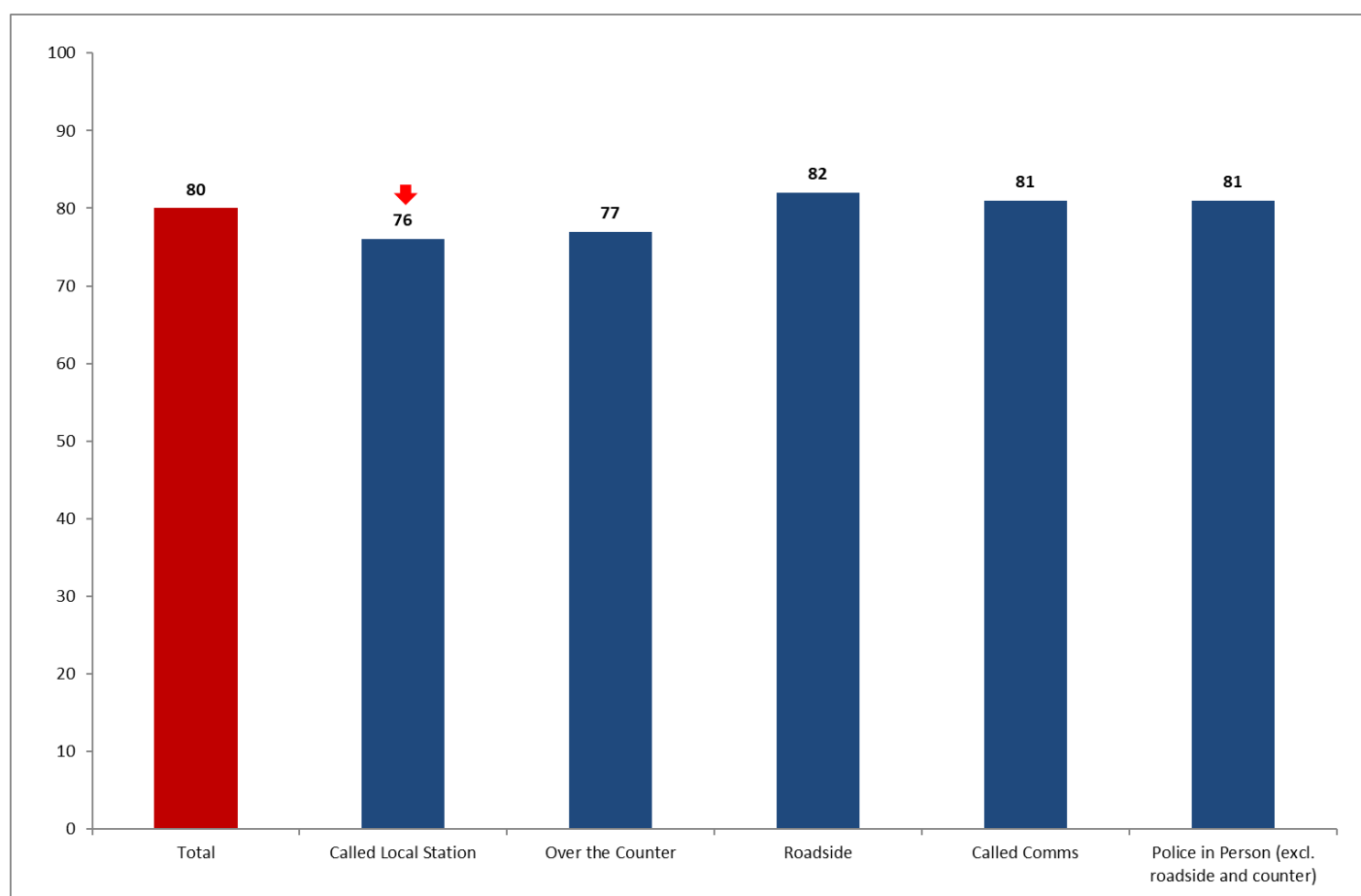
Base: All respondents, excluding 'not applicable' responses. Note: A bold neutral or don't know response indicates a statistically significant change from the previous survey wave. Green highlighting denotes a statistically significant improvement from the previous survey wave. Red highlighting denotes 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. 2017/18

Four out of five respondents (80%) were satisfied to some extent with the overall quality of service delivery. Those whose point of contact with Police was calling the local station (76%) were significantly less 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.

**Figure 21: Satisfaction with the Overall Quality of Service Delivery - By Point of Contact in 2017/18**  
(% Very Satisfied/Satisfied)



Base: All respondents, excluding 'not applicable' responses. Total 2017/18 n=6312; Called local station n=689; Over the counter n=489; Roadside n=827; Called the Communications Centre n=2659; Police in Person (excl. roadside and counter) n=1303.

Green arrow indicates a significantly higher result than the total.

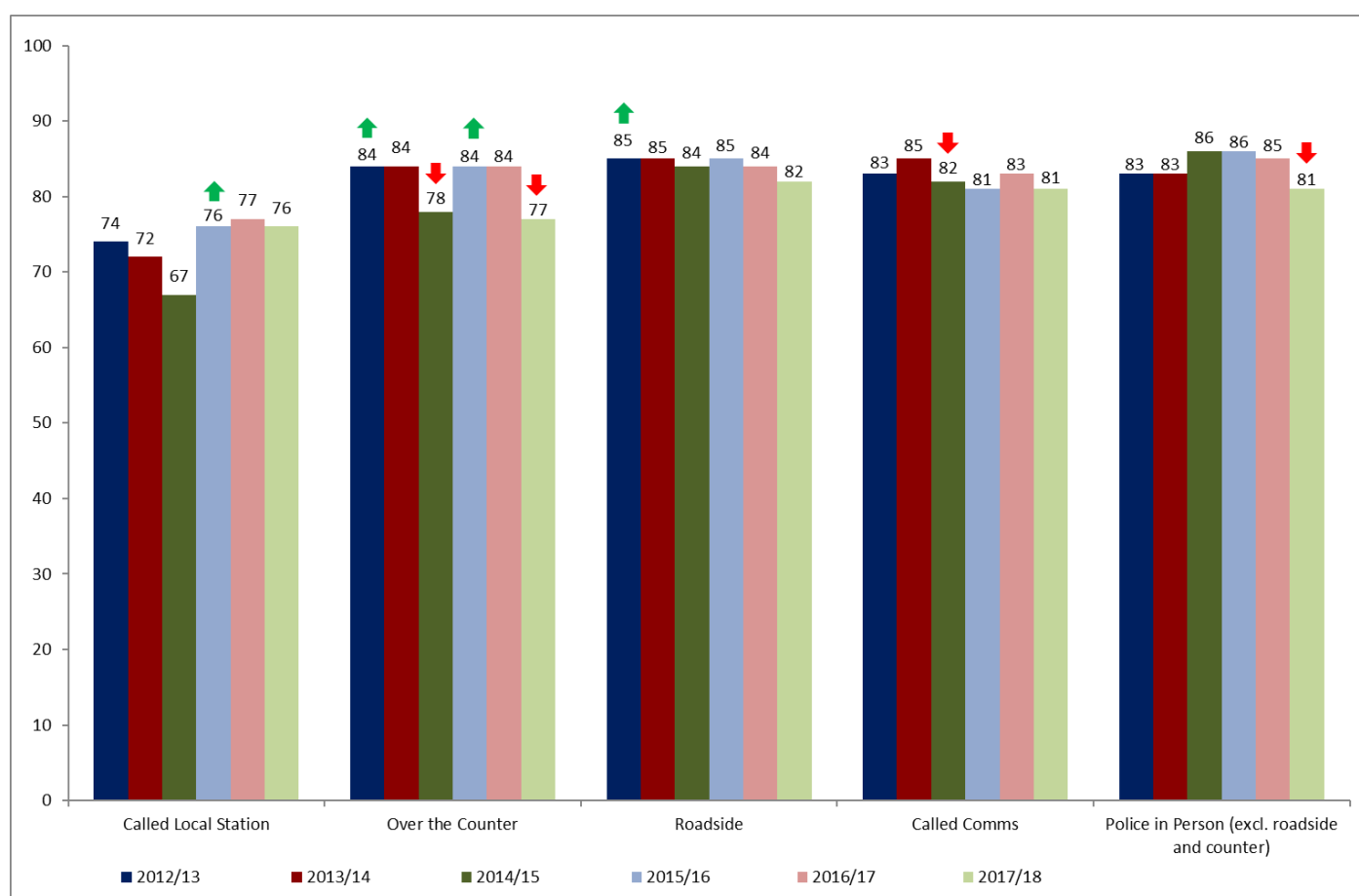
Red arrow indicates a significantly lower result than the total.

## 2. Comparison with 2016/17

In 2017/18, 80% of all respondents were *very satisfied/satisfied* with the overall quality of service delivery. When compared with last year, those who interacted with Police over the counter and in person (excluding roadside and over the counter) were significantly less likely to be *very satisfied/satisfied* (over the counter down from 84% to 77% and in person down from 85% to 81%). Those who had contact over the counter were also significantly more likely to say they were *very dissatisfied/dissatisfied* (up from 7% to 13%, including an increase in the share *very dissatisfied* from 2% to 7%). Respondents who called Comms were significantly less likely this year to say they are *very satisfied* (down from 44% to 41%) and significantly more likely to say they are *very dissatisfied* (up from 2% to 3%).

Conversely, those who interacted at the roadside saw a significant decline in the share *very dissatisfied* this year (down from 3% to 1%).

**Figure 22: 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 37: Satisfaction with the Overall Quality of Service Delivery – By Point of Contact over Time (Part 1) (%)**

	Called Local Station						Over the Counter						Roadside					
	12/13	13/14	14/15	15/ 16	16/17	17/18	12/13	13/14	14/15	15/ 16	16/17	17/18	12/13	13/14	14/15	15/ 16	16/17	17/18
Very satisfied	35	41	40	37	42	41	43	50	48	47	41	38	44	49	46	50	46	44
Satisfied	39	31	26	40	35	35	41	34	30	37	43	39	41	36	38	35	39	38
<b>Very Satisfied/Satisfied</b>	<b>74</b>	<b>72</b>	<b>67</b>	<b>76</b>	<b>77</b>	<b>76</b>	<b>84</b>	<b>84</b>	<b>78</b>	<b>84</b>	<b>84</b>	<b>77</b>	<b>85</b>	<b>85</b>	<b>84</b>	<b>85</b>	<b>84</b>	<b>82</b>
Neither/nor	10	10	18	11	12	12	6	8	10	7	7	9	8	9	9	7	9	10
Dissatisfied	12	12	11	10	7	7	7	5	7	4	5	6	4	3	4	4	4	5
Very dissatisfied	4	6	3	2	3	4	3	3	5	4	2	7	3	2	3	3	3	1
<b>Dissatisfied/Very Dissatisfied</b>	<b>16</b>	<b>18</b>	<b>13</b>	<b>11</b>	<b>10</b>	<b>10</b>	<b>10</b>	<b>8</b>	<b>12</b>	<b>8</b>	<b>7</b>	<b>13</b>	<b>7</b>	<b>5</b>	<b>7</b>	<b>7</b>	<b>7</b>	<b>7</b>
Don't know	0	0	2	1	1	1	0	0	0	2	1	1	0	1	0	1	0	1
Base	243	245	231	196	482	689	421	450	413	386	469	489	1515	1768	1603	1424	1062	827

**Table 38: 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)					
	12/13	13/14	14/15	15/ 16	16/17	17/18	12/13	13/14	14/15	15/ 16	16/17	17/18
Very satisfied	44	49	52	45	44	41	45	52	50	52	51	48
Satisfied	39	36	30	36	38	40	38	31	36	35	34	32
<b>Very Satisfied/Satisfied</b>	<b>83</b>	<b>85</b>	<b>82</b>	<b>81</b>	<b>83</b>	<b>81</b>	<b>83</b>	<b>83</b>	<b>86</b>	<b>86</b>	<b>85</b>	<b>81</b>
Neither/nor	9	7	10	8	8	9	9	8	8	6	10	8
Dissatisfied	6	6	4	6	6	6	4	6	4	3	5	5
Very dissatisfied	2	2	3	3	2	3	4	2	2	3	3	3
<b>Dissatisfied/Very Dissatisfied</b>	<b>8</b>	<b>8</b>	<b>7</b>	<b>10</b>	<b>8</b>	<b>8</b>	<b>8</b>	<b>8</b>	<b>6</b>	<b>6</b>	<b>8</b>	<b>8</b>
Don't know	0	0	1	2	1	1	0	1	0	1	3	3
Base	1639	1400	1397	1320	2332	2659	831	818	855	689	1090	1303

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 2016/17

In 2017/18, almost nine out of ten respondents (88%) who had contact with Police either *strongly agreed* or *agreed* they were treated fairly. The result is on a par with that for the last three years (89% in 2014/15, 2015/16 and 2016/17).

Only 5% of respondents *disagree* (3%) or *strongly disagree* (2%) that they were treated fairly, which is unchanged since last year.

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

	2012/13	2013/14	2014/15	2015/16	2016/17	2017/18
Strongly Agree	51	55	54	55	51	49
Agree	41	35	35	34	38	39
<b>Strongly Agree/Agree*</b>	<b>92</b>	<b>90</b>	<b>89</b>	<b>89</b>	<b>89</b>	<b>88</b>
Neither/Nor	4	4	4	4	4	6
Disagree	3	4	4	4	3	3
Strongly Disagree	1	2	2	2	2	2
<b>Disagree/Strongly Disagree</b>	<b>4</b>	<b>6</b>	<b>6</b>	<b>6</b>	<b>5</b>	<b>5</b>
Don't know	0	0	0	1	1	1
Base	4626	3551	3193	2968	4363	4787

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

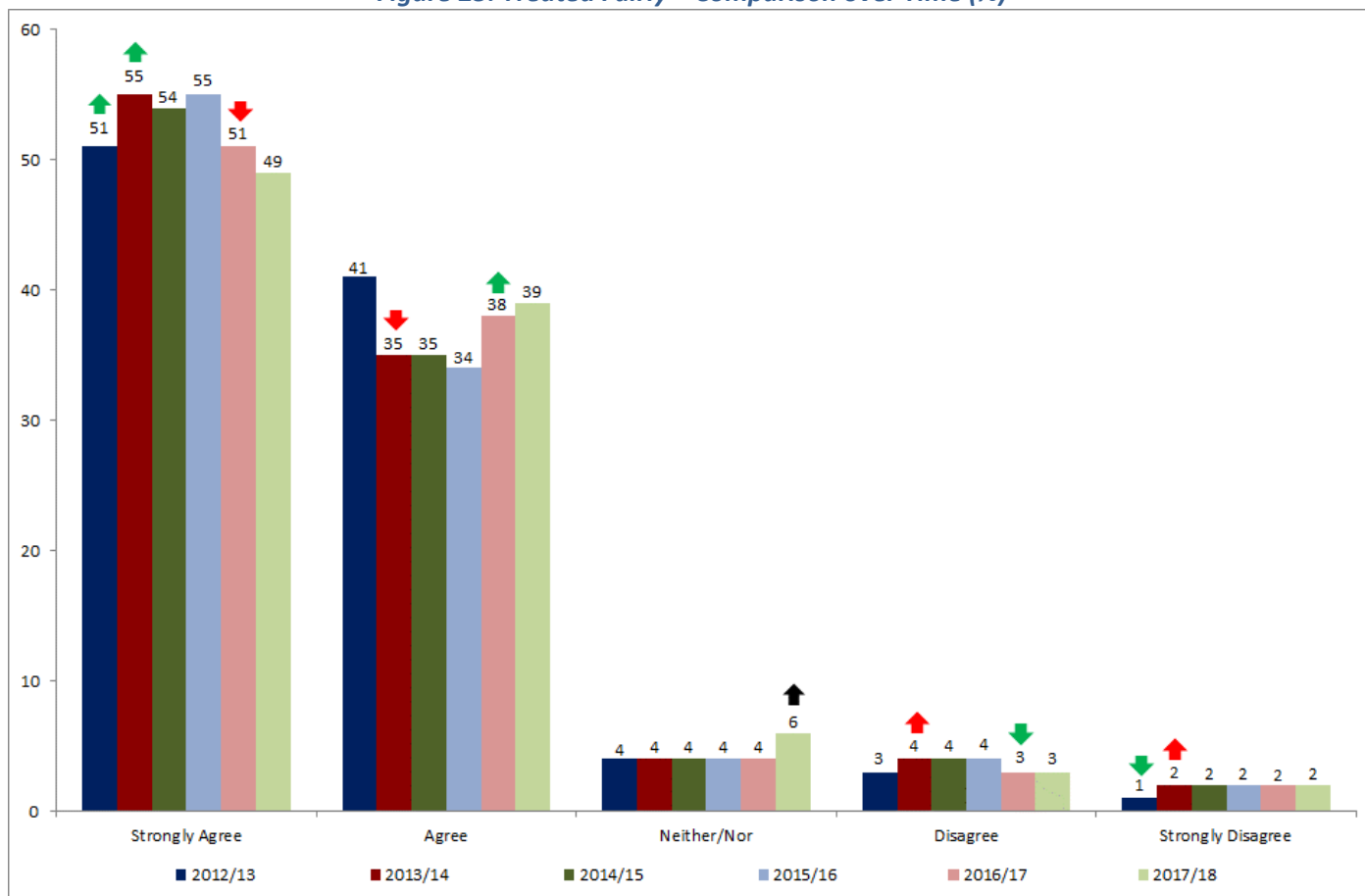
A bold neutral or don't know response indicates a statistically significant change from the previous survey wave.

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 23: Treated Fairly – Comparison over Time (%)



Base: All respondents excluding those giving a 'not applicable' response. 2012/13 n=4626, 2013/14 n=3551, 2014/15 n=3193, 2015/16 n=2968, 2016/17 n=4363, 2017/18 n=4787.

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.

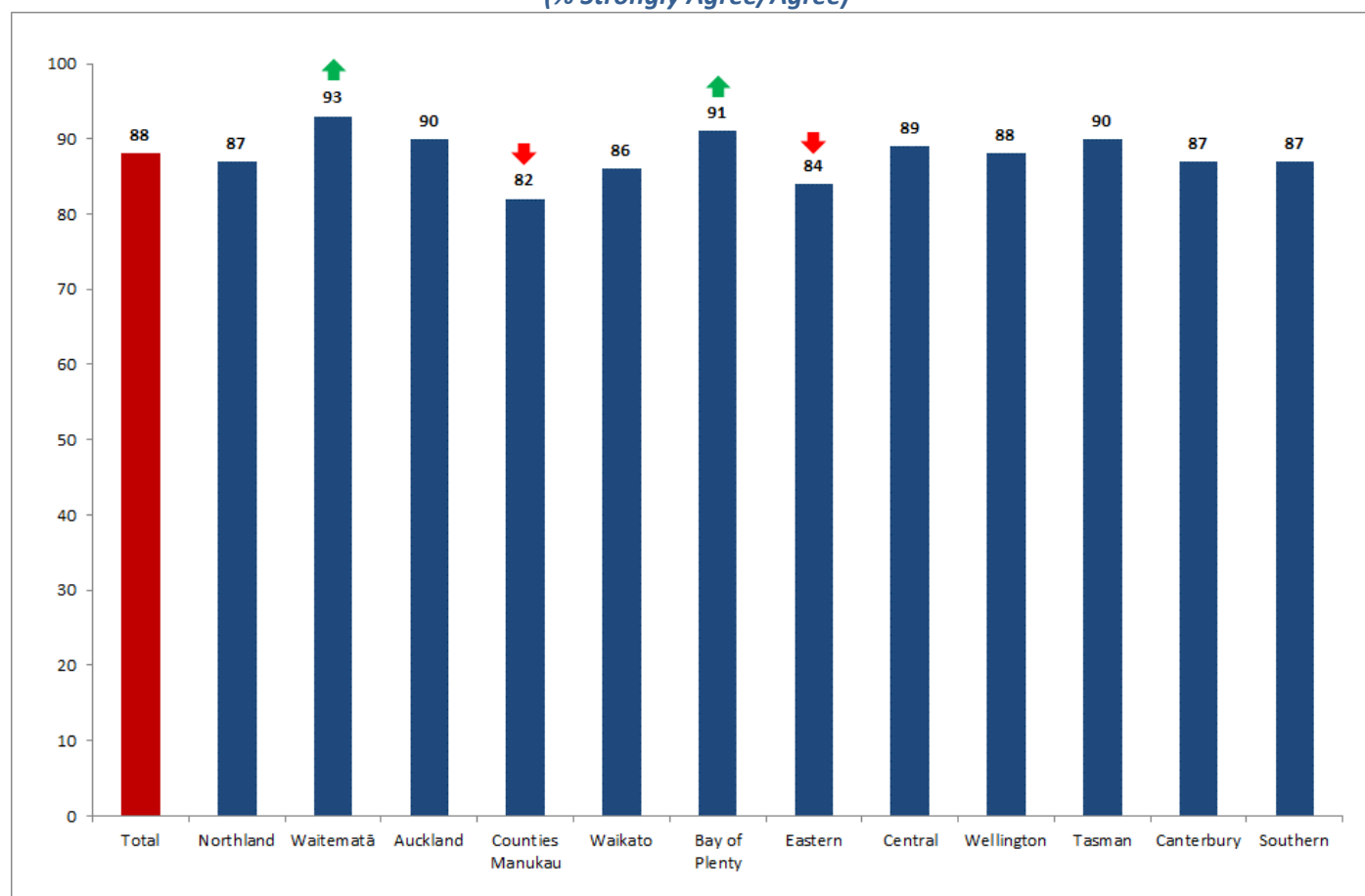
#### 4.2.2. Treated Fairly - Comparison by District

##### 1. 2017/18

Just less than nine out of ten respondents (88%) *strongly agreed* or *agreed* that they were treated fairly in 2017/18. However, results varied by district, with respondents living in Waitematā (93%) and Bay of Plenty (91%) districts significantly more likely to *strongly agree* or *agree* that they were treated fairly.

Respondents living in Counties Manukau (82%) and Eastern (84%) districts were less likely to *strongly agree/agree* that they were treated fairly compared with respondents across all other districts combined.

**Figure 24: Treated Fairly - By District in 2017/18**  
(% Strongly Agree/Agree)



Base: All respondents, excluding 'not applicable' responses. Total 2017/18 n=4787; Northland n=291; Waitematā n=404; Auckland n=440; Counties Manukau n=416; Waikato n=490; Bay of Plenty n=444; Eastern n=383; Central n=436; Wellington n=408; Tasman n=281; Canterbury n=430; Southern n=364.

Green arrow indicates a significantly higher result than the total.

Red arrow indicates a significantly lower result than the total.

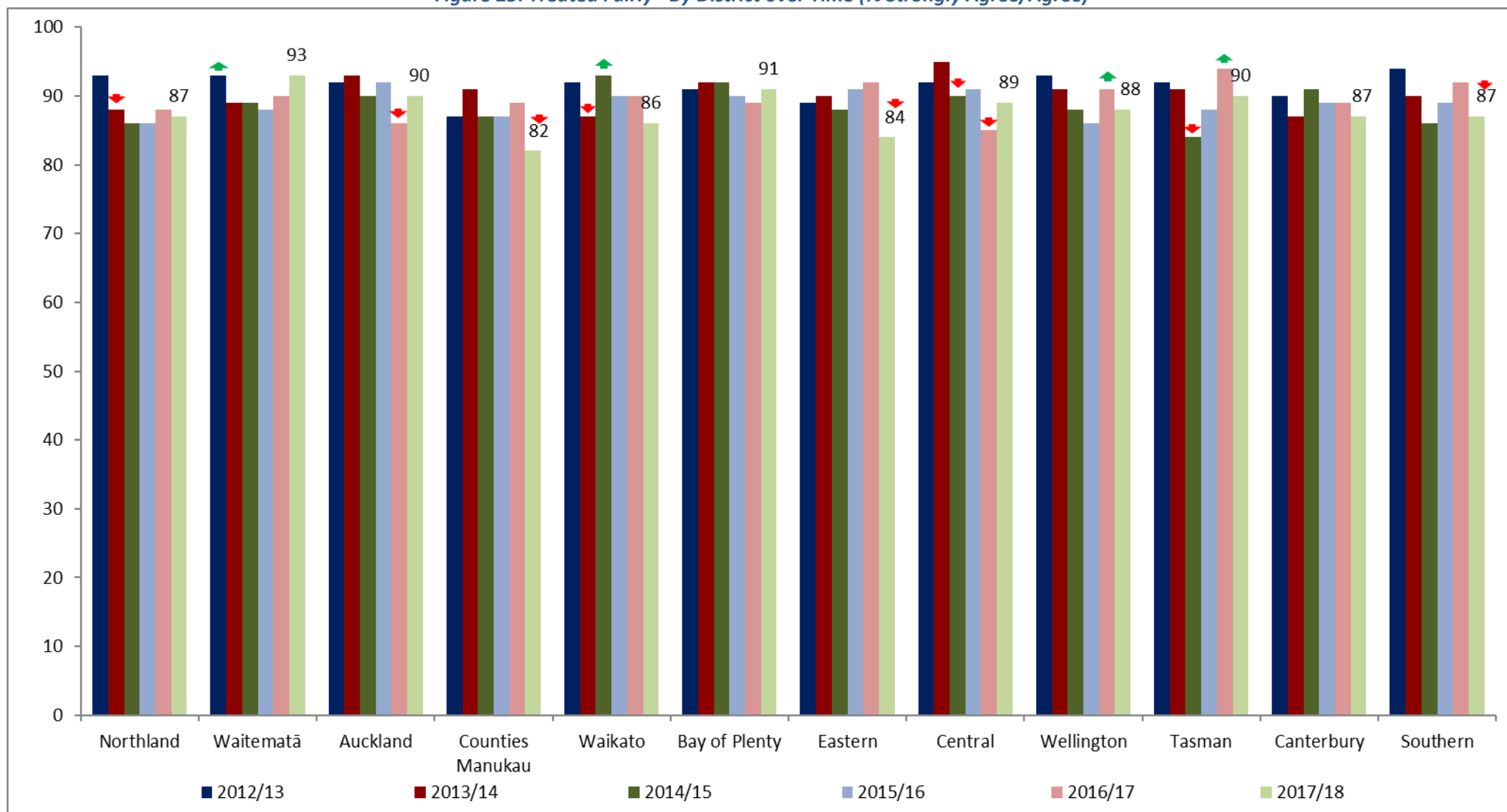
## 2. Comparison with 2016/17

Compared with the 2016/17 survey wave, there have not been any significant increases in the proportion of respondents who *strongly agree/agree* that they were treated fairly by Police. However, Bay of Plenty district saw a significant increase in those who *strongly agree* (up from 49% to 58%).

There has been a significant decrease in the proportion of respondents who *strongly agree/agree* that they were treated fairly in Counties Manukau (down from 89% to 82%, including a significant decrease in those who *strongly agree* from 54% to 41%), Eastern (down from 92% to 84%), and Southern (down from 92% to 87%) districts. There was also a decrease in those who *strongly agree* in Tasman (down from 63% to 42%) and Wellington (down from 58% to 50%) districts.

Correspondingly, both the Eastern and Counties Manukau districts had a significant increase in the share who either *strongly disagree/disagree* (up from 1% to 9% in Eastern and from 5% to 10% in Counties Manukau).

Figure 25: Treated Fairly - By District over Time (% Strongly Agree/Agree)



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

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

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

Table 40: Treated Fairly – By District over Time (Part 1) (%)

	Northland						Waitematā						Auckland City					
	12/13	13/14	14/15	15/ 16	16/17	17/18	12/13	13/14	14/15	15/ 16	16/17	17/18	12/13	13/14	14/15	15/ 16	16/17	17/18
Strongly Agree	47	52	55	50	50	54	56	60	51	56	53	58	46	56	58	53	42	47
Agree	46	36	31	36	39	33	37	29	38	32	38	35	46	37	32	39	44	43
<b>Strongly Agree/Agree</b>	<b>93</b>	<b>88</b>	<b>86</b>	<b>86</b>	<b>88</b>	<b>87</b>	<b>93</b>	<b>89</b>	<b>89</b>	<b>88</b>	<b>90</b>	<b>93</b>	<b>92</b>	<b>93</b>	<b>90</b>	<b>92</b>	<b>86</b>	<b>90</b>
Neither/nor	4	4	6	4	6	6	2	4	4	4	4	3	6	5	4	3	8	6
Disagree	2	4	4	6	3	3	3	4	6	5	4	2	1	1	4	2	2	4
Strongly Disagree	1	3	3	2	2	3	2	3	0	2	1	2	1	1	2	1	2	1
<b>Disagree/Strongly Disagree</b>	<b>3</b>	<b>7</b>	<b>7</b>	<b>8</b>	<b>5</b>	<b>6</b>	<b>5</b>	<b>7</b>	<b>6</b>	<b>6</b>	<b>5</b>	<b>3</b>	<b>2</b>	<b>2</b>	<b>6</b>	<b>3</b>	<b>4</b>	<b>4</b>
Don't know	0	1	1	2	0	0	0	0	1	2	1	1	0	0	0	3	2	0
Base	305	298	220	204	295	291	370	300	276	239	348	404	362	257	261	219	358	440

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

	Counties Manukau						Waikato						Bay of Plenty					
	12/13	13/14	14/15	15/ 16	16/17	17/18	12/13	13/14	14/15	15/ 16	16/17	17/18	12/13	13/14	14/15	15/ 16	16/17	17/18
Strongly Agree	44	54	49	56	54	41	52	58	52	60	52	46	50	51	54	50	49	58
Agree	43	37	38	31	35	41	40	29	41	30	38	40	41	41	38	40	39	33
<b>Strongly Agree/Agree</b>	<b>87</b>	<b>91</b>	<b>87</b>	<b>87</b>	<b>89</b>	<b>82</b>	<b>92</b>	<b>87</b>	<b>93</b>	<b>90</b>	<b>90</b>	<b>86</b>	<b>91</b>	<b>92</b>	<b>92</b>	<b>90</b>	<b>89</b>	<b>91</b>
Neither/nor	7	3	5	5	4	7	5	4	2	4	4	7	2	3	3	2	5	4
Disagree	4	5	2	7	3	6	2	4	4	4	3	2	4	3	3	4	4	3
Strongly Disagree	2	1	6	1	2	4	1	4	1	2	2	4	3	2	2	3	2	2
<b>Disagree/Strongly Disagree</b>	<b>6</b>	<b>6</b>	<b>8</b>	<b>8</b>	<b>5</b>	<b>10</b>	<b>3</b>	<b>8</b>	<b>5</b>	<b>6</b>	<b>4</b>	<b>6</b>	<b>7</b>	<b>5</b>	<b>5</b>	<b>7</b>	<b>6</b>	<b>4</b>
Don't know	0	0	0	1	2	2	0	1	0	1	1	1	0	0	0	1	1	1
Base	411	282	252	249	357	416	507	328	333	297	413	490	432	320	261	262	377	444

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

	Eastern						Central						Wellington					
	12/13	13/14	14/15	15/ 16	16/17	17/18	12/13	13/14	14/15	15/ 16	16/17	17/18	12/13	13/14	14/15	15/ 16	16/17	17/18
Strongly Agree	46	55	52	58	50	49	54	56	58	50	53	52	52	55	55	61	58	50
Agree	43	35	36	33	42	35	38	39	32	41	32	37	41	36	33	25	33	38
<b>Strongly Agree/Agree</b>	<b>89</b>	<b>90</b>	<b>88</b>	<b>91</b>	<b>92</b>	<b>84</b>	<b>92</b>	<b>95</b>	<b>90</b>	<b>91</b>	<b>85</b>	<b>89</b>	<b>93</b>	<b>91</b>	<b>88</b>	<b>86</b>	<b>91</b>	<b>88</b>
Neither/nor	6	5	3	3	5	5	3	1	6	5	6	6	3	5	6	5	4	6
Disagree	4	3	7	4	1	5	3	2	1	1	5	2	2	1	3	4	4	3
Strongly Disagree	1	2	2	2	1	4	2	2	2	3	1	1	2	3	3	4	1	2
<b>Disagree/Strongly Disagree</b>	<b>5</b>	<b>5</b>	<b>9</b>	<b>5</b>	<b>1</b>	<b>9</b>	<b>5</b>	<b>5</b>	<b>3</b>	<b>4</b>	<b>5</b>	<b>3</b>	<b>4</b>	<b>4</b>	<b>6</b>	<b>6</b>	<b>5</b>	<b>5</b>
Don't know	0	0	0	2	2	2	0	0	1	1	3	2	0	0	0	1	0	1
Base	367	308	239	281	382	383	432	313	303	289	426	436	424	303	291	247	415	408

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

	Tasman						Canterbury						Southern					
	12/13	13/14	14/15	15/ 16	16/17	17/18	12/13	13/14	14/15	15/ 16	16/17	17/18	12/13	13/14	14/15	15/ 16	16/17	17/18
Strongly Agree	53	59	47	48	63	42	50	51	54	53	45	45	54	60	58	57	54	51
Agree	39	32	37	40	31	47	40	36	37	36	44	42	40	30	28	32	38	36
<b>Strongly Agree/Agree</b>	<b>92</b>	<b>91</b>	<b>84</b>	<b>88</b>	<b>94</b>	<b>90</b>	<b>90</b>	<b>87</b>	<b>91</b>	<b>89</b>	<b>89</b>	<b>87</b>	<b>94</b>	<b>90</b>	<b>86</b>	<b>89</b>	<b>92</b>	<b>87</b>
Neither/nor	5	3	7	5	2	5	5	2	5	4	5	8	2	4	3	0	1	6
Disagree	2	2	5	4	2	4	4	10	3	7	1	3	3	1	9	3	5	3
Strongly Disagree	1	4	2	2	1	2	1	1	1	0	4	1	1	5	2	6	1	3
<b>Disagree/Strongly Disagree</b>	<b>3</b>	<b>6</b>	<b>7</b>	<b>6</b>	<b>3</b>	<b>5</b>	<b>5</b>	<b>11</b>	<b>4</b>	<b>7</b>	<b>5</b>	<b>4</b>	<b>4</b>	<b>6</b>	<b>11</b>	<b>9</b>	<b>6</b>	<b>6</b>
Don't know	0	0	2	1	1	1	0	0	0	0	1	1	0	0	0	2	0	0
Base	322	285	207	202	255	281	380	293	333	246	399	430	314	264	217	233	338	364

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.

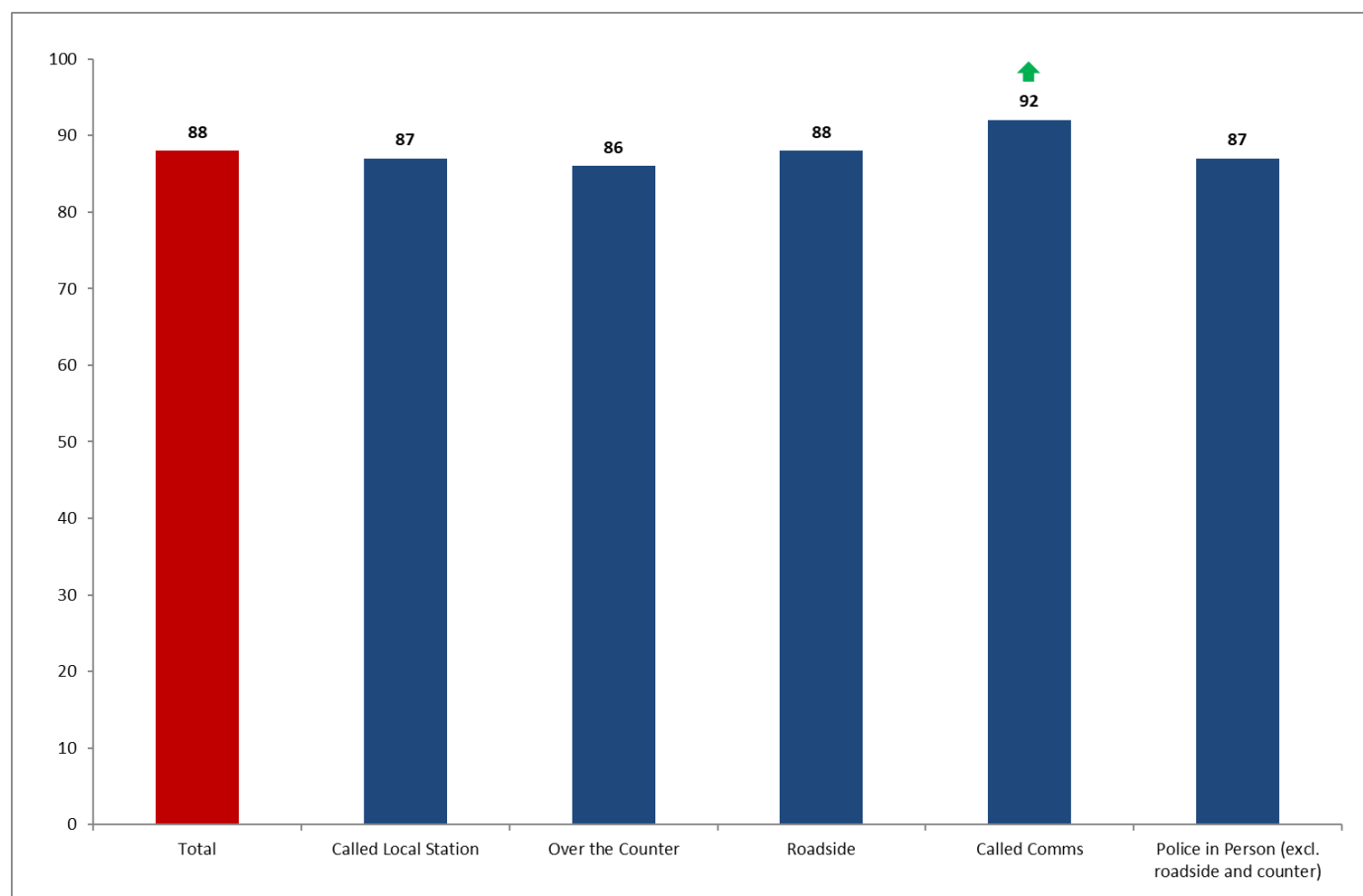
Note: Due to rounding some totals may not correspond with the sum of the separate figures and individual results may not total 100%.

### 4.2.3. Treated Fairly - Comparison by Point of Contact

#### 1. 2017/18

Respondents who had contact with Police by calling the Communications Centre were significantly more likely to *strongly agree/agree* that they were treated fairly (92%) compared with respondents across all other points of contact.

**Figure 26: Treated Fairly - By Point of Contact in 2017/18**  
(% Strongly Agree/Agree)



Base: All respondents, excluding 'not applicable' responses. Total 2017/18 n=4747; Called local station n=577; Over the counter n=425; Roadside n=485; Called a Communications Centre n=2343; Police in Person (excl. roadside and counter) n=851.

Green arrow indicates a significantly higher result than the total.

Red arrow indicates a significantly lower result than the total.

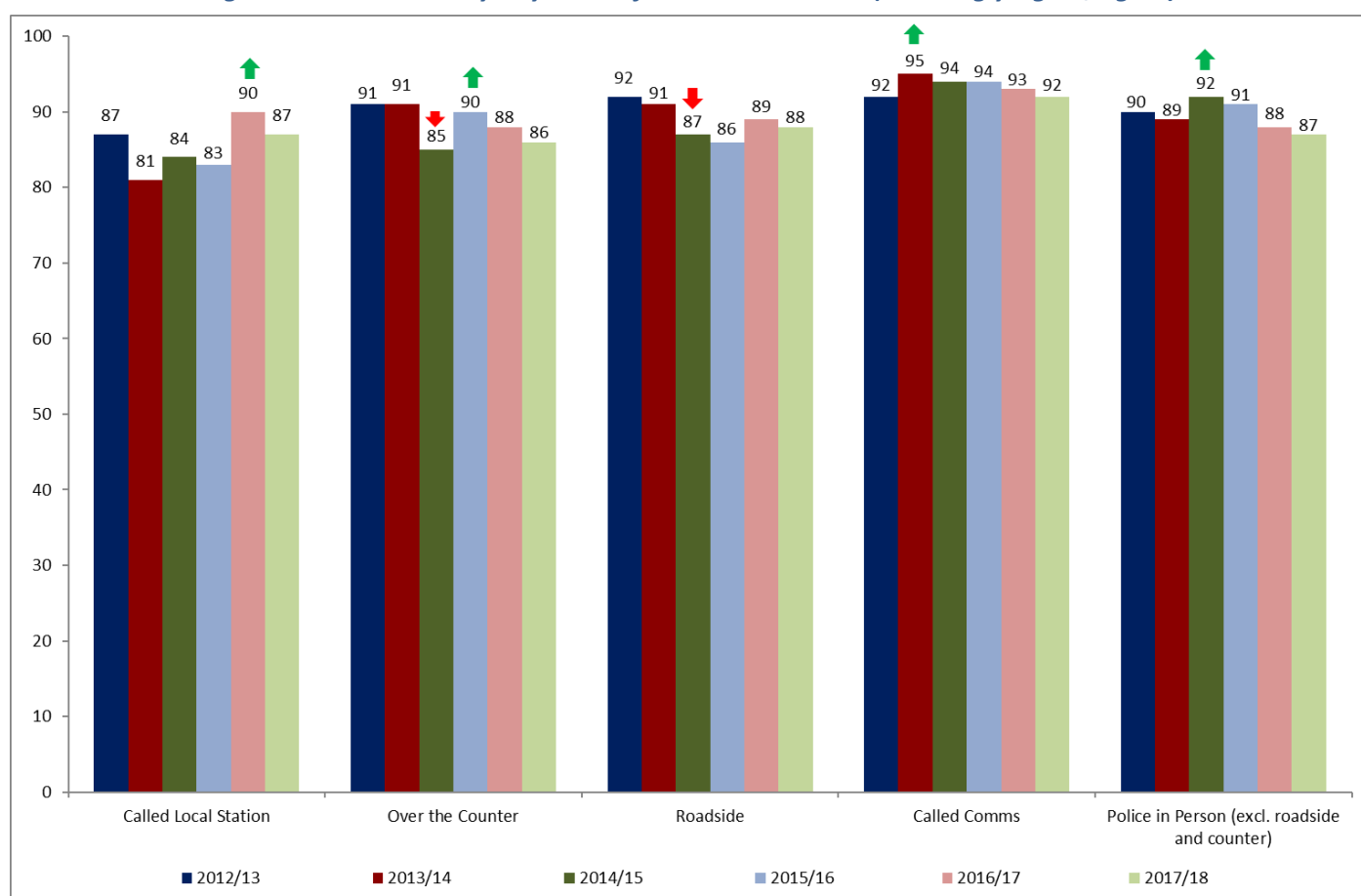


## 2. Comparison with 2016/17

When compared with 2017/18, the proportion of respondents who agreed to some extent that they were treated fairly has not changed significantly when compared with last year across any of the points of contact.

However, this year there has been a significant increase in the share of respondents *strongly disagreeing/disagreeing* that they were treated fairly among those who had contact over the counter at a local station (up from 4% up to 8%) or by calling a local station (up from 2% up to 5%). Those who called the Communications Centre also had a significant increase in the share who *strongly disagreed* (up from 1% in 2016/17 to 2% this year).

**Figure 27: 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 44: Treated Fairly – By Point of Contact over Time (Part 1) (%)**

	Called Local Station						Over the Counter						Roadside					
	12/13	13/14	14/15	15/ 16	16/17	17/18	12/13	13/14	14/15	15/ 16	16/17	17/18	12/13	13/14	14/15	15/ 16	16/17	17/18
Strongly Agree	36	51	47	33	50	46	49	59	54	55	47	45	53	53	45	56	54	51
Agree	51	30	37	50	40	41	42	32	31	35	40	41	39	38	42	30	35	37
<b>Strongly Agree/Agree</b>	<b>87</b>	<b>81</b>	<b>84</b>	<b>83</b>	<b>90</b>	<b>87</b>	<b>91</b>	<b>91</b>	<b>85</b>	<b>90</b>	<b>88</b>	<b>86</b>	<b>92</b>	<b>91</b>	<b>87</b>	<b>86</b>	<b>89</b>	<b>88</b>
Neither/nor	7	9	9	10	7	7	4	5	6	3	6	6	4	3	4	5	3	5
Disagree	3	6	4	5	2	3	3	2	5	3	3	5	3	3	6	6	4	4
Strongly Disagree	2	4	2	2	1	2	2	2	3	3	1	2	1	3	3	3	4	2
<b>Disagree/Strongly Disagree</b>	<b>5</b>	<b>10</b>	<b>6</b>	<b>7</b>	<b>2</b>	<b>5</b>	<b>5</b>	<b>4</b>	<b>8</b>	<b>6</b>	<b>4</b>	<b>8</b>	<b>4</b>	<b>6</b>	<b>9</b>	<b>9</b>	<b>8</b>	<b>6</b>
Don't know	1	0	1	0	0	0	0	0	1	1	2	1	0	0	0	1	0	1
Base	240	240	229	196	418	577	420	443	408	376	413	425	1516	843	668	627	590	485

**Table 45: Treated Fairly – By Point of Contact over Time (Part 2) (%)**

	Called Comms						Police in Person (excl. roadside and counter)					
	12/13	13/14	14/15	15/ 16	16/17	17/18	12/13	13/14	14/15	15/ 16	16/17	17/18
Strongly Agree	49	57	62	62	53	53	51	57	59	54	53	53
Agree	43	38	32	33	40	39	39	32	33	37	35	34
<b>Strongly Agree/Agree</b>	<b>92</b>	<b>95</b>	<b>94</b>	<b>94</b>	<b>93</b>	<b>92</b>	<b>90</b>	<b>89</b>	<b>92</b>	<b>91</b>	<b>88</b>	<b>87</b>
Neither/nor	5	2	2	3	3	4	4	4	4	2	4	6
Disagree	2	2	2	2	2	2	3	5	3	4	5	2
Strongly Disagree	1	1	1	1	1	2	2	2	1	3	2	3
<b>Disagree/Strongly Disagree</b>	<b>3</b>	<b>3</b>	<b>3</b>	<b>3</b>	<b>3</b>	<b>4</b>	<b>5</b>	<b>7</b>	<b>4</b>	<b>7</b>	<b>6</b>	<b>5</b>
Don't know	0	0	1	0	1	1	1	0	0	1	2	2
Base	1632	1219	1135	1089	2058	2393	818	806	759	670	787	851

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 2016/17

In 2017/18, almost nine out of ten respondents (88%) either *strongly agree* or *agree* that staff were competent (on a par with that for the year before – 89%).

However, there has been a small, but statistically significant, increase in the share who *strongly disagree/disagree* (up from 4% to 5% this year).

**Table 46: Staff Competence – Comparison over Time (%)**

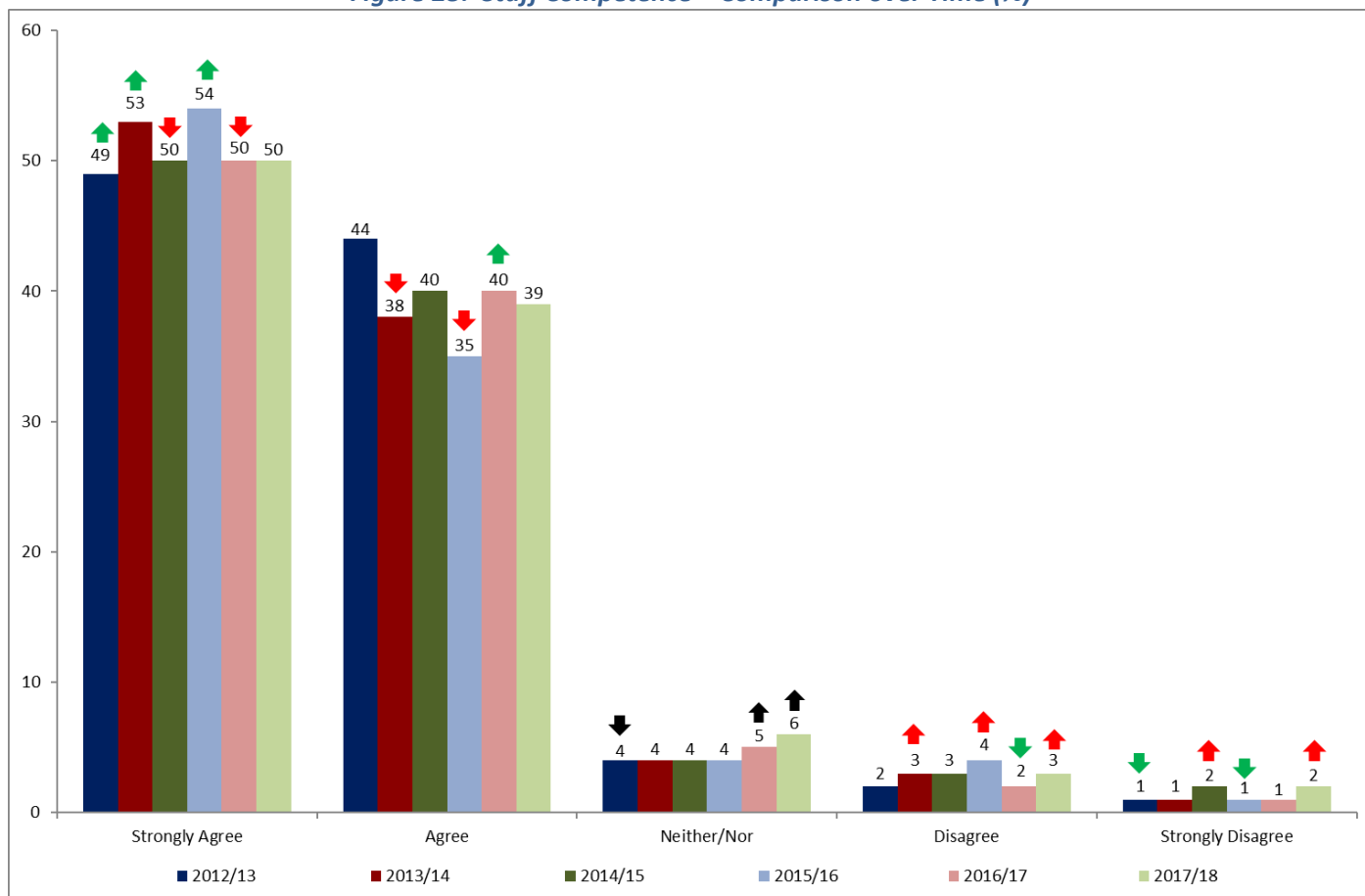
	2012/13	2013/14	2014/15	2015/16	2016/17	2017/18
Strongly Agree	49	53	50	54	50	50
Agree	44	38	40	35	40	39
<b>Strongly Agree/Agree</b>	<b>93</b>	<b>91</b>	<b>90</b>	<b>89</b>	<b>89</b>	<b>88</b>
Neither/Nor	4	4	4	4	5	6
Disagree	2	3	3	4	2	3
Strongly Disagree	1	1	2	1	1	2
<b>Disagree/Strongly Disagree</b>	<b>3</b>	<b>4</b>	<b>5</b>	<b>5</b>	<b>4</b>	<b>5</b>
Don't know	0	1	1	1	1	1
Base	4652	3575	3230	3007	4389	4801

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 28: Staff Competence – Comparison over Time (%)



Base: All respondents excluding those giving a 'not applicable' response. 2012/13 n=4652, 2013/14 n=3575, 2014/15 n=3230, 2015/16 n=3007, 2016/17 n=4389, 2017/18 n=4801.

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.

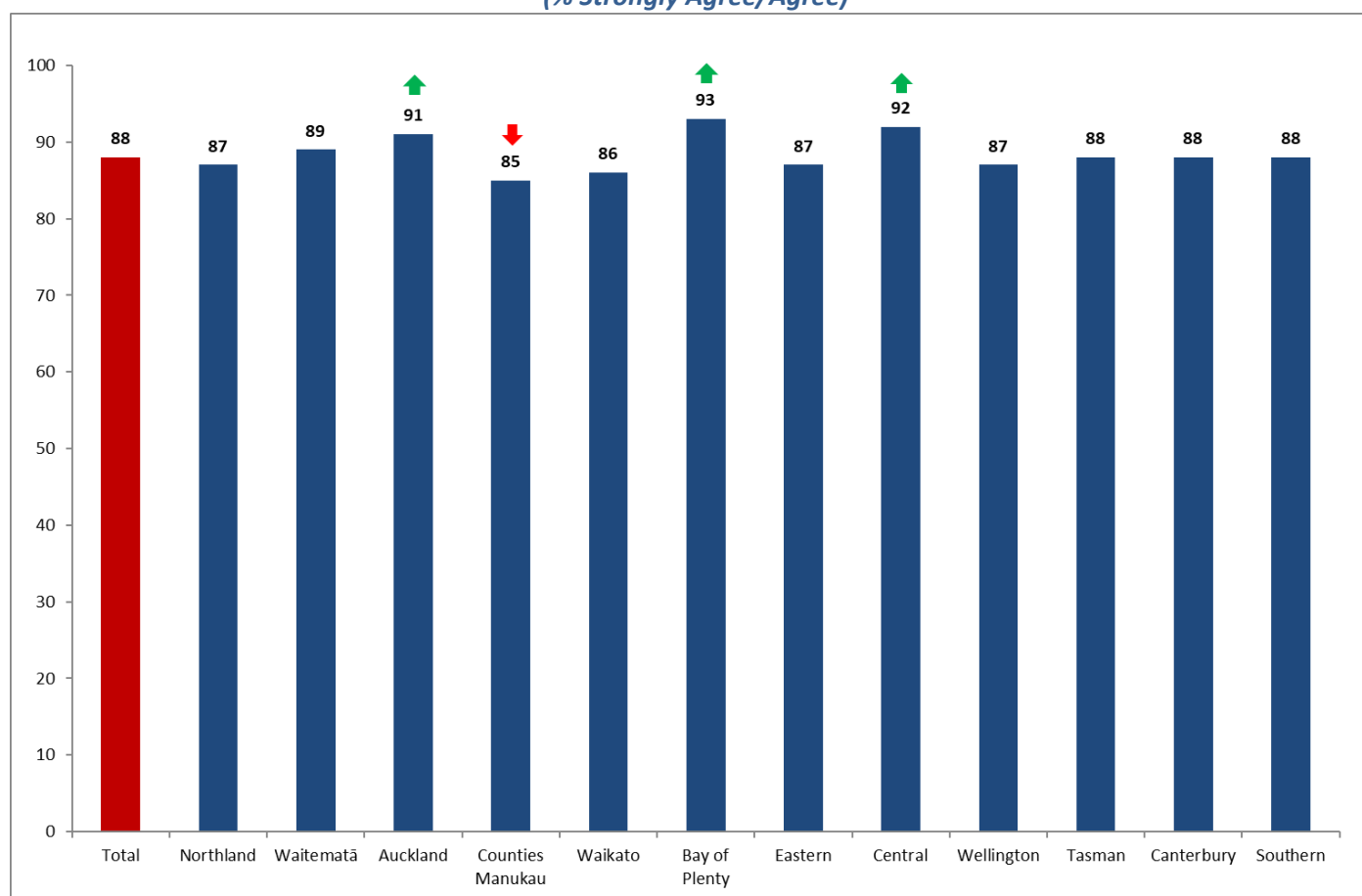
### 4.3.2. Staff Competence - Comparison by District

#### 1. 2016/18

Respondents in Bay of Plenty (93%), Central (92%) and Auckland (91%) districts are significantly more likely to *strongly agree/agree* that staff were competent when compared with respondents across all other districts.

Conversely, those in Counties Manukau were significantly less likely to *strongly agree/agree* (85%) that staff were competent.

**Figure 29: Staff Competence - By District in 2017/18**  
(% Strongly Agree/Agree)



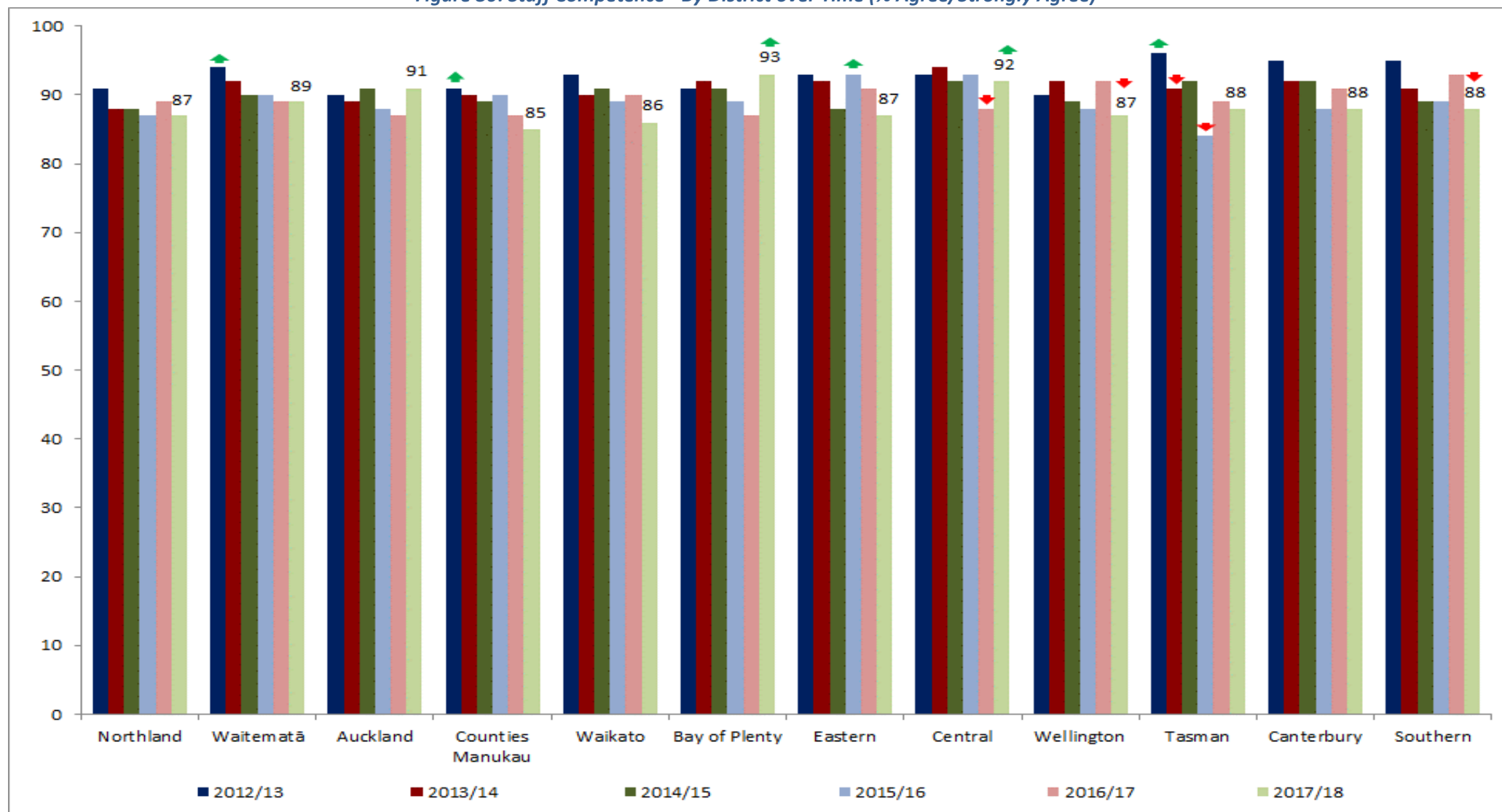
Base: All respondents, excluding 'not applicable' responses. Total 2017/18 n=4801; Northland n=294; Waitematā n=404; Auckland n=442; Counties Manukau n=418; Waikato n=492; Bay of Plenty n=449; Eastern n=381; Central n=436; Wellington n=411; Tasman n=279; Canterbury n=431; Southern n=364.

## 2. Comparison with 2016/17

When compared with the 2016/17 survey wave, those living in the Bay of Plenty and Central districts are both significantly more likely to *strongly agree/agree* that staff were competent (Bay of Plenty up from 87% to 93%; Central up from 88% to 92%). Whilst those in the Wellington and Southern districts were significantly less likely to *strongly agree/agree* than last year (Wellington down from 92% to 87%; Southern down from 93% to 88%).

In 2017/18, there has been a significant increase in the share who *strongly disagree/disagree* in Waikato (up from 3% to 9%), Counties Manukau (up from 4% to 8%) and Eastern (up from 2% to 6%) districts when compared with last year. Those living in Auckland City District were less likely to *strongly disagree/disagree* when compared with last year (down from 5% to 2% this year).

Figure 30: Staff Competence - By District over Time (% Agree/Strongly Agree)



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

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

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

Table 47: Staff Competence – By District over Time (Part 1) (%)

	Northland						Waitematā						Auckland City					
	12/13	13/14	14/15	15/ 16	16/17	17/18	12/13	13/14	14/15	15/ 16	16/17	17/18	12/13	13/14	14/15	15/ 16	16/17	17/18
Strongly Agree	44	50	52	51	50	53	51	57	51	63	46	54	50	53	50	47	47	50
Agree	47	38	36	36	39	34	43	35	39	27	43	35	40	36	41	40	40	41
<b>Strongly Agree/Agree</b>	<b>91</b>	<b>88</b>	<b>88</b>	<b>87</b>	<b>89</b>	<b>87</b>	<b>94</b>	<b>92</b>	<b>90</b>	<b>90</b>	<b>89</b>	<b>89</b>	<b>90</b>	<b>89</b>	<b>91</b>	<b>88</b>	<b>87</b>	<b>91</b>
Neither/nor	4	5	4	5	5	7	3	2	5	3	5	6	7	6	4	6	8	7
Disagree	4	4	4	5	3	2	3	4	4	5	3	1	1	3	2	3	3	1
Strongly Disagree	1	2	3	3	2	3	0	1	1	1	1	2	2	1	2	0	2	1
<b>Disagree/Strongly Disagree</b>	<b>5</b>	<b>6</b>	<b>7</b>	<b>8</b>	<b>5</b>	<b>5</b>	<b>3</b>	<b>5</b>	<b>5</b>	<b>6</b>	<b>4</b>	<b>3</b>	<b>3</b>	<b>4</b>	<b>4</b>	<b>3</b>	<b>5</b>	<b>2</b>
Don't know	0	1	1	1	1	1	0	1	0	1	2	2	0	1	1	3	0	0
Base	307	298	220	206	296	294	371	305	279	240	353	404	366	257	264	225	359	442

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

	Counties Manukau						Waikato						Bay of Plenty					
	12/13	13/14	14/15	15/ 16	16/17	17/18	12/13	13/14	14/15	15/ 16	16/17	17/18	12/13	13/14	14/15	15/ 16	16/17	17/18
Strongly Agree	38	50	48	56	49	39	50	54	49	60	52	48	47	52	52	55	51	56
Agree	53	40	41	34	38	45	43	36	42	29	37	38	44	40	39	35	36	37
<b>Strongly Agree/Agree</b>	<b>91</b>	<b>90</b>	<b>89</b>	<b>90</b>	<b>87</b>	<b>85</b>	<b>93</b>	<b>90</b>	<b>91</b>	<b>89</b>	<b>90</b>	<b>86</b>	<b>91</b>	<b>92</b>	<b>91</b>	<b>89</b>	<b>87</b>	<b>93</b>
Neither/nor	5	4	3	3	8	6	4	2	5	5	3	4	2	5	6	4	7	2
Disagree	2	3	4	4	3	4	2	5	3	5	2	4	3	1	1	4	2	2
Strongly Disagree	1	1	3	1	0	3	1	2	1	1	1	5	3	1	1	2	2	2
<b>Disagree/Strongly Disagree</b>	<b>3</b>	<b>4</b>	<b>7</b>	<b>5</b>	<b>4</b>	<b>8</b>	<b>3</b>	<b>7</b>	<b>4</b>	<b>5</b>	<b>3</b>	<b>9</b>	<b>6</b>	<b>2</b>	<b>2</b>	<b>6</b>	<b>4</b>	<b>4</b>
Don't know	1	2	1	2	1	2	0	1	0	1	3	1	1	1	1	1	2	1
Base	412	283	255	252	358	418	511	330	340	299	417	492	433	324	264	265	378	449

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

	Eastern						Central						Wellington					
	12/13	13/14	14/15	15/ 16	16/17	17/18	12/13	13/14	14/15	15/ 16	16/17	17/18	12/13	13/14	14/15	15/ 16	16/17	17/18
Strongly Agree	47	53	47	53	49	52	52	62	52	48	54	54	49	54	47	59	55	54
Agree	46	39	41	40	42	35	41	32	40	44	34	38	41	38	42	29	37	33
<b>Strongly Agree/Agree</b>	<b>93</b>	<b>92</b>	<b>88</b>	<b>93</b>	<b>91</b>	<b>87</b>	<b>93</b>	<b>94</b>	<b>92</b>	<b>93</b>	<b>88</b>	<b>92</b>	<b>90</b>	<b>92</b>	<b>89</b>	<b>88</b>	<b>92</b>	<b>87</b>
Neither/nor	3	4	3	3	6	6	4	1	4	5	5	4	5	2	4	3	4	8
Disagree	3	2	6	4	2	5	2	3	2	1	3	2	4	4	4	3	2	3
Strongly Disagree	1	2	3	0	0	1	1	1	1	0	1	2	1	1	3	3	1	2
<b>Disagree/Strongly Disagree</b>	<b>4</b>	<b>4</b>	<b>9</b>	<b>4</b>	<b>2</b>	<b>6</b>	<b>3</b>	<b>4</b>	<b>3</b>	<b>2</b>	<b>4</b>	<b>4</b>	<b>5</b>	<b>5</b>	<b>7</b>	<b>7</b>	<b>3</b>	<b>4</b>
Don't know	0	0	0	1	1	2	0	1	1	1	3	0	0	1	0	2	1	1
Base	371	309	245	286	382	381	435	314	305	290	431	436	424	308	295	249	416	411

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

	Tasman						Canterbury						Southern					
	12/13	13/14	14/15	15/ 16	16/17	17/18	12/13	13/14	14/15	15/ 16	16/17	17/18	12/13	13/14	14/15	15/ 16	16/17	17/18
Strongly Agree	50	58	45	50	56	44	49	48	51	49	42	46	57	53	60	55	52	47
Agree	46	33	47	34	33	44	46	44	41	39	49	42	38	38	29	34	41	41
<b>Strongly Agree/Agree</b>	<b>96</b>	<b>91</b>	<b>92</b>	<b>84</b>	<b>89</b>	<b>88</b>	<b>95</b>	<b>92</b>	<b>92</b>	<b>88</b>	<b>91</b>	<b>88</b>	<b>95</b>	<b>91</b>	<b>89</b>	<b>89</b>	<b>93</b>	<b>88</b>
Neither/nor	2	2	2	8	4	3	2	4	3	7	4	7	3	5	2	1	3	7
Disagree	1	2	4	2	5	5	2	3	3	4	1	4	1	2	7	6	1	2
Strongly Disagree	1	3	2	2	1	3	0	1	0	0	3	1	0	2	2	5	1	2
<b>Disagree/Strongly Disagree</b>	<b>2</b>	<b>5</b>	<b>6</b>	<b>4</b>	<b>6</b>	<b>8</b>	<b>2</b>	<b>4</b>	<b>3</b>	<b>4</b>	<b>5</b>	<b>4</b>	<b>1</b>	<b>4</b>	<b>9</b>	<b>11</b>	<b>3</b>	<b>4</b>
Don't know	0	2	0	5	0	1	1	0	2	1	0	1	1	0	0	0	2	1
Base	323	288	209	203	256	279	382	295	335	252	403	431	317	264	219	240	340	364

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%.

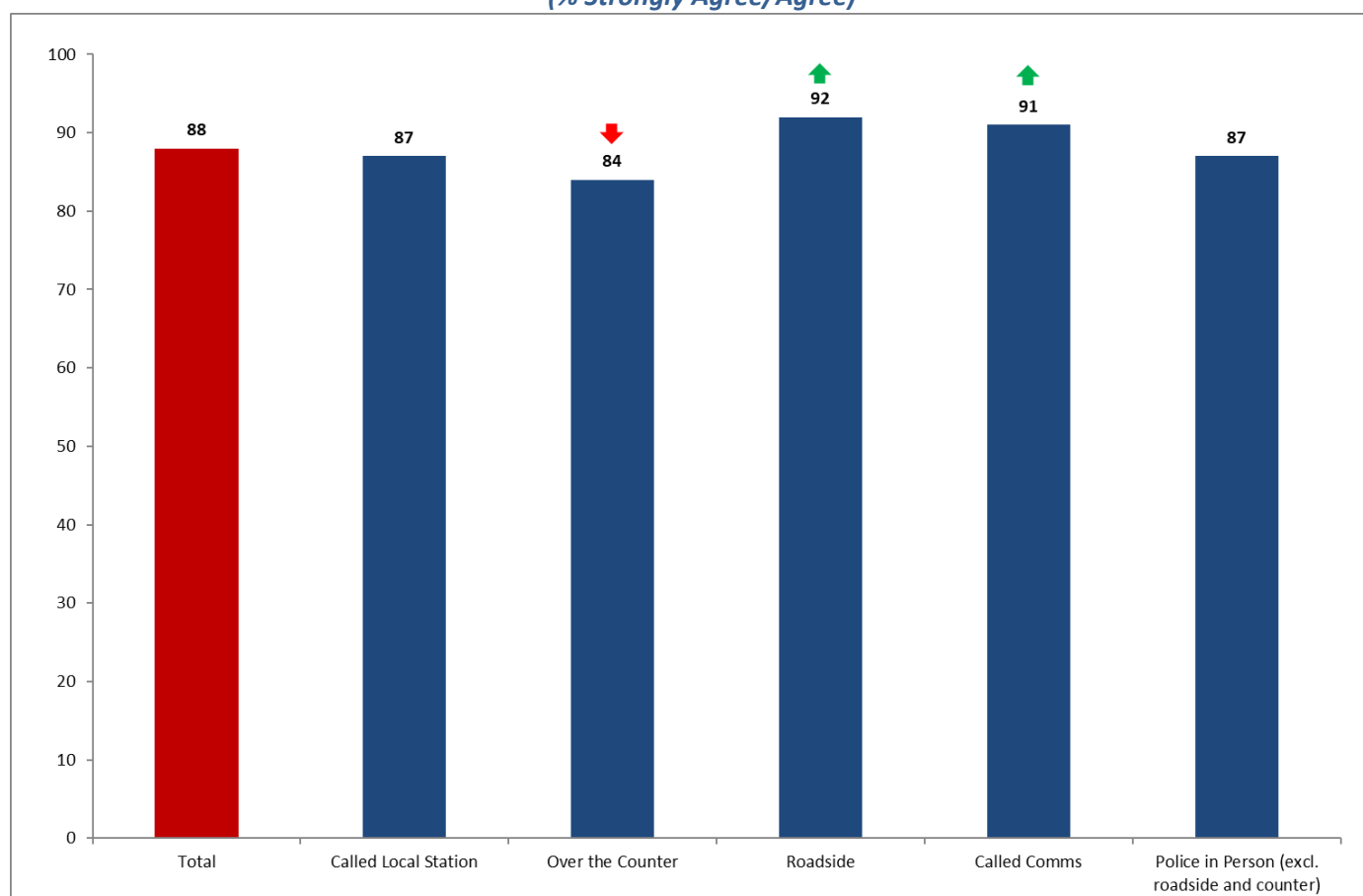
### 4.3.3. Staff Competence - Comparison by Point of Contact

#### 1. 2017/18

Respondents whose point of contact with Police was either at the roadside (92%) or calling one of the Communications Centres (91%) were significantly more likely to *strongly agree/agree* that staff were competent, compared with respondents across all other points of contact.

Respondents who had contact with the Police over the counter at a local station were significantly less likely to agree to some extent that staff were competent (84% *strongly agreeing/agreeing*).

**Figure 31: Staff Competence - By Point of Contact in 2017/18**  
(% Strongly Agree/Agree)



Base: All respondents, excluding 'not applicable' responses. Total 2017/18 n=4801; Called local station n=577; Over the counter n=427; Roadside n=484; Called the Communications Centre n=2402; Police in Person (excl. roadside and counter) n=854.

Green arrow indicates a significantly higher result than the total.

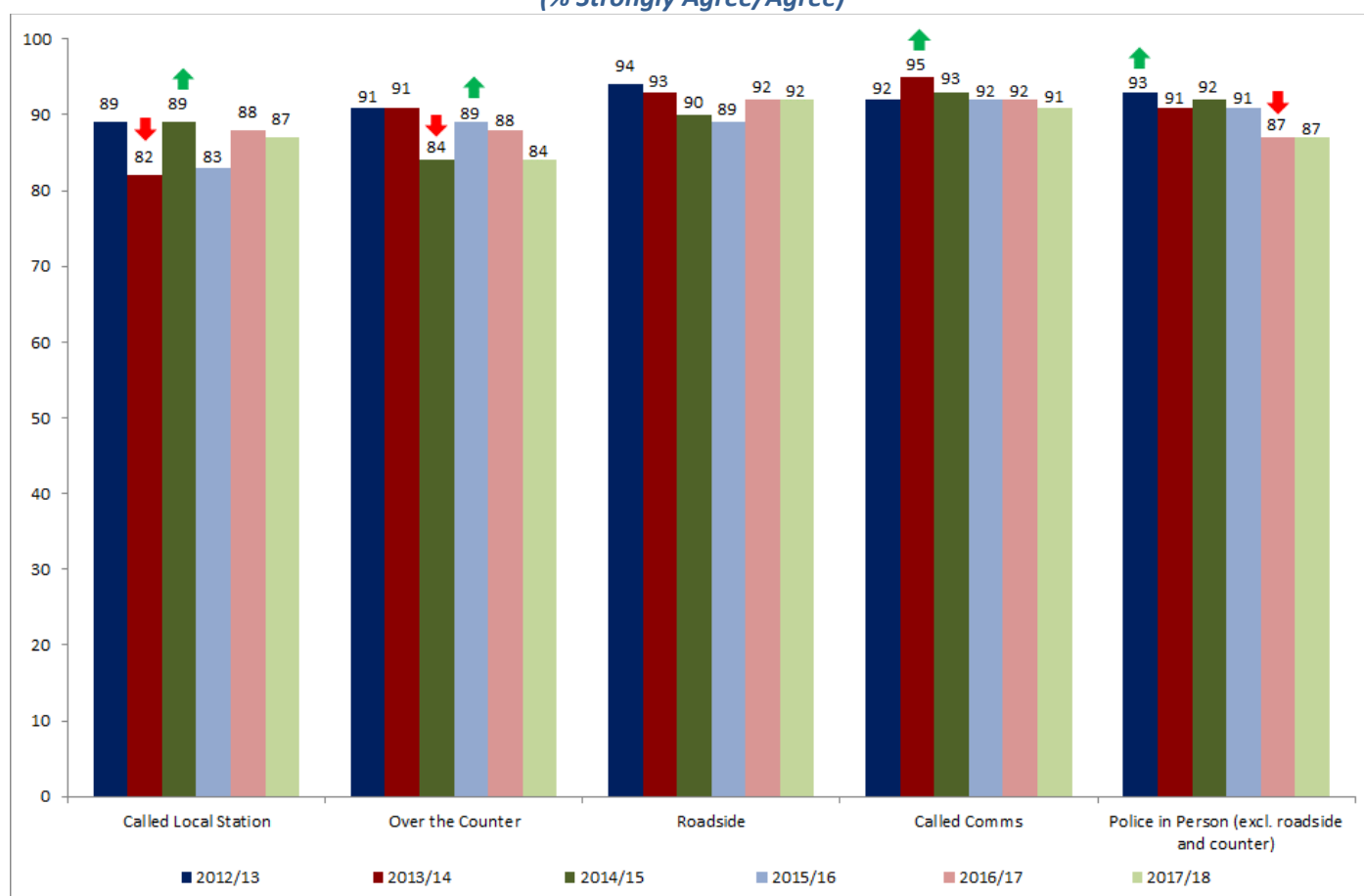
Red arrow indicates a significantly lower result than the total.

## 2. Comparison with 2016/17

There have not been any significant increases or decreases in the share of respondents who *strongly agree/agree* that staff were competent in 2017/18.

However, when compared with 2016/17, the share who *disagree/strongly disagree* with this statement has increased significantly among those who had contact over the counter at a local station (up from 4% in 2016/17, to 8% in 2017/18) including a significant increase in *strongly disagree* responses (up from 1% to 4%).

**Figure 32: 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 51: Staff Competence – By Point of Contact over Time (Part 1) (%)**

	Called Local Station						Over the Counter						Roadside					
	12/13	13/14	14/15	15/ 16	16/17	17/18	12/13	13/14	14/15	15/ 16	16/17	17/18	12/13	13/14	14/15	15/ 16	16/17	17/18
Strongly Agree	34	50	46	35	49	45	47	54	50	51	48	46	52	50	42	54	51	52
Agree	55	32	43	48	39	42	44	37	34	37	40	38	42	43	48	35	41	40
<b>Strongly Agree/Agree</b>	<b>89</b>	<b>82</b>	<b>89</b>	<b>83</b>	<b>88</b>	<b>87</b>	<b>91</b>	<b>91</b>	<b>84</b>	<b>89</b>	<b>88</b>	<b>84</b>	<b>94</b>	<b>93</b>	<b>90</b>	<b>89</b>	<b>92</b>	<b>92</b>
Neither/nor	7	7	4	10	6	5	5	5	6	5	7	7	3	2	4	4	4	4
Disagree	2	8	3	6	2	5	3	2	6	3	3	4	2	4	4	5	2	2
Strongly Disagree	2	2	2	1	2	2	1	1	3	2	1	4	1	1	1	1	1	2
<b>Disagree/Strongly Disagree</b>	<b>4</b>	<b>10</b>	<b>5</b>	<b>7</b>	<b>4</b>	<b>6</b>	<b>4</b>	<b>3</b>	<b>9</b>	<b>5</b>	<b>4</b>	<b>8</b>	<b>3</b>	<b>5</b>	<b>5</b>	<b>7</b>	<b>3</b>	<b>3</b>
Don't know	0	1	2	1	2	1	0	1	1	2	1	1	0	0	1	1	1	1
Base	242	243	231	194	417	577	420	448	409	386	414	427	1519	844	668	630	588	484

**Table 52: Staff Competence – By Point of Contact over Time (Part 2) (%)**

	Called Comms						Police in Person (excl. roadside and counter)					
	12/13	13/14	14/15	15/ 16	16/17	17/18	12/13	13/14	14/15	15/ 16	16/17	17/18
Strongly Agree	47	56	59	61	53	52	49	57	55	55	51	53
Agree	45	39	34	31	39	39	44	34	37	36	36	34
<b>Strongly Agree/Agree</b>	<b>92</b>	<b>95</b>	<b>93</b>	<b>92</b>	<b>92</b>	<b>91</b>	<b>93</b>	<b>91</b>	<b>92</b>	<b>91</b>	<b>87</b>	<b>87</b>
Neither/nor	4	2	3	4	3	5	4	4	3	4	6	8
Disagree	2	2	2	3	2	2	2	3	2	2	4	2
Strongly Disagree	1	1	1	1	1	1	1	1	2	2	2	2
<b>Disagree/Strongly Disagree</b>	<b>3</b>	<b>3</b>	<b>3</b>	<b>4</b>	<b>3</b>	<b>4</b>	<b>3</b>	<b>4</b>	<b>4</b>	<b>5</b>	<b>5</b>	<b>4</b>
Don't know	1	0	1	1	1	1	0	1	1	1	2	1
Base	1642	1226	1149	1104	2071	2402	829	814	779	681	796	854

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 2016/17

In 2017/18, just over four in five respondents (80%) reported that they *strongly agreed* or *agreed* that staff did what they said they would do. This share has declined slightly from 81% last year, however this is not statistically significant.

Six percent of respondents *disagreed/strongly disagreed* this year that staff followed through, which has increased slightly, but statistically significantly, from 5% last year.

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

	2012/13	2013/14	2014/15	2015/16	2016/17	2017/18
Strongly Agree	47	49	46	47	46	44
Agree	41	37	38	36	35	35
<b>Strongly Agree/Agree*</b>	<b>88</b>	<b>86</b>	<b>84</b>	<b>83</b>	<b>81</b>	<b>80</b>
Neither/Nor	5	6	6	4	7	7
Disagree	3	3	3	4	3	4
Strongly Disagree	1	2	2	2	2	2
<b>Disagree/Strongly Disagree</b>	<b>4</b>	<b>5</b>	<b>5</b>	<b>5</b>	<b>5</b>	<b>6</b>
Don't know	3	3	5	7	7	7
Base	4575	3489	3140	2925	4402	4737

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

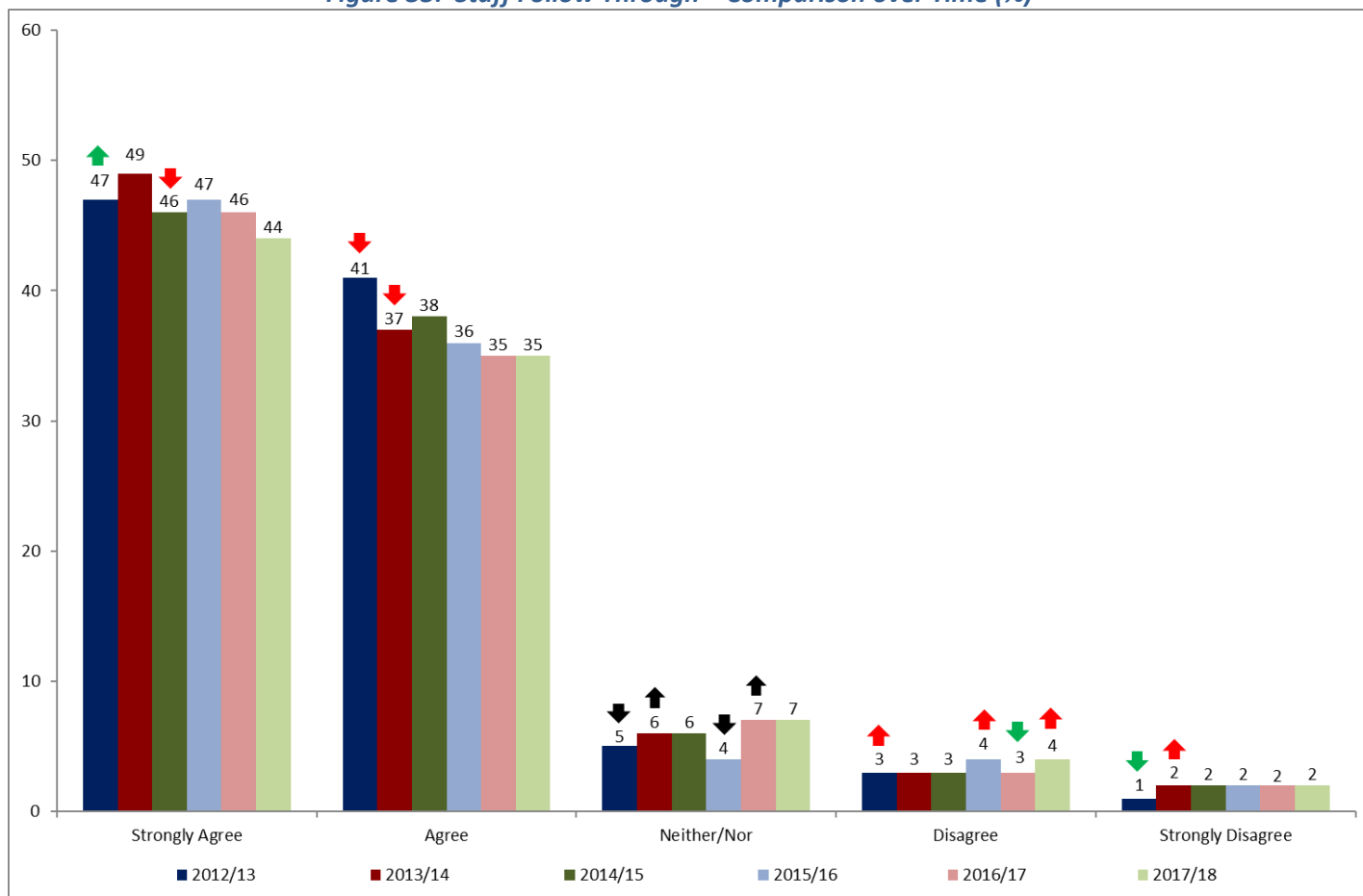
A bold neutral or don't know response indicates a statistically significant change from the previous survey wave.

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 33: Staff Follow Through – Comparison over Time (%)



Base: All respondents excluding those giving a 'not applicable' response. 2012/13 n=4575, 2013/14 n=3489, 2014/15 n=3140, 2015/16 n=2925, 2016/17 n=4402, 2017/18 n=4737.

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

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

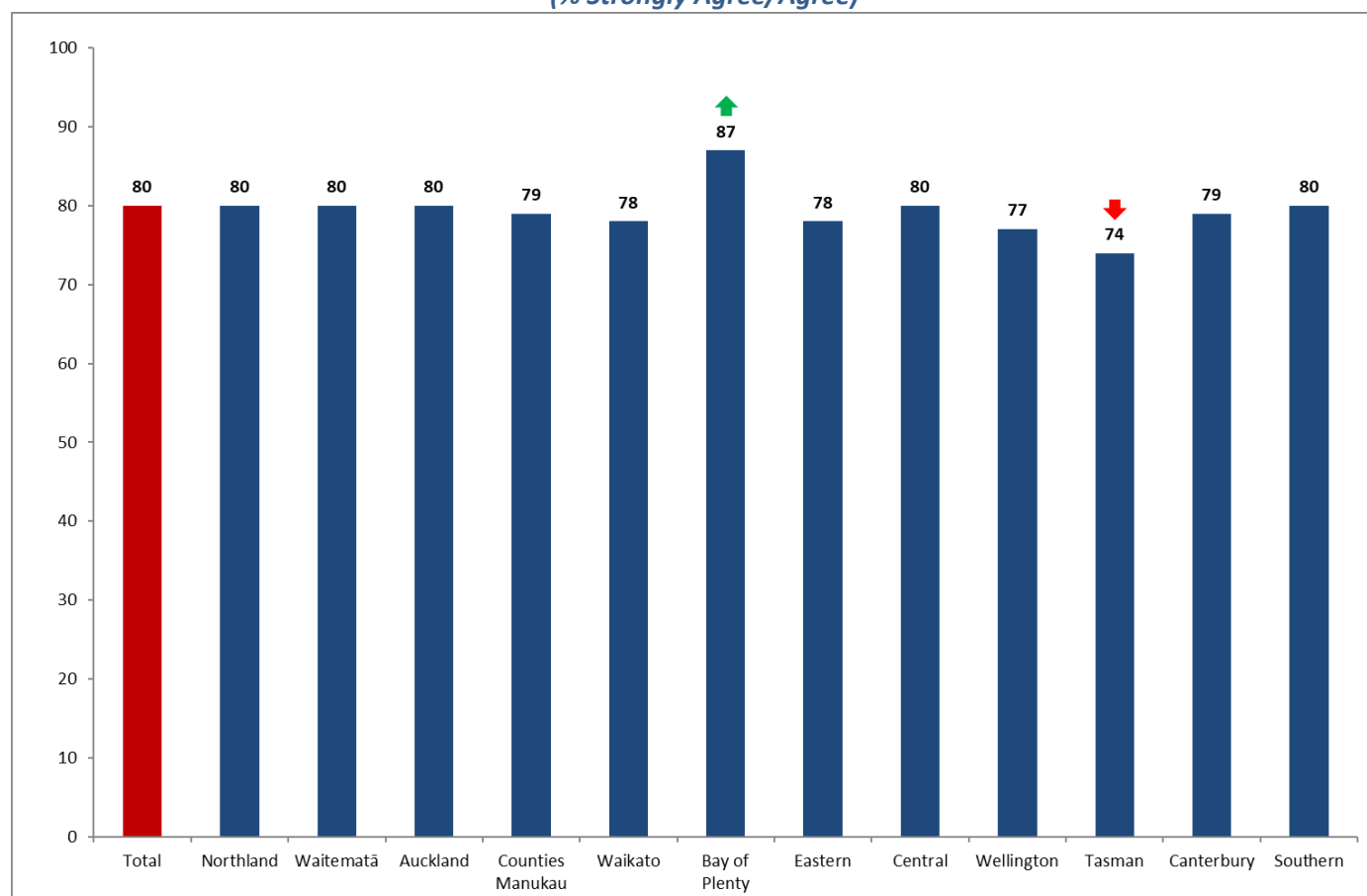
Black arrow indicates a significant change in neutral ratings from the previous survey wave.

#### 4.4.2. Staff Follow Through - Comparison by District

##### 1. 2017/18

In 2017/18, four out of five respondents (80%) *strongly agreed* or *agreed* that staff did what they said they would do. Compared with the total, respondents in Bay of Plenty District were significantly more likely to *strongly agree/agree* (87%), while those in Tasman District were significantly less likely to *strongly agree/agree* (74%) with this statement.

**Figure 34: Staff Follow Through - By District in 2017/18**  
(% Strongly Agree/Agree)



Base: All respondents, excluding 'not applicable' responses. Total 2017/18 n=4737; Northland n=292; Waitematā n=395; Auckland n=436; Counties n=415; Waikato n=483 Bay of Plenty n=438; Eastern n=381; Central n=432; Wellington n=403; Tasman n=277; Canterbury n=427; Southern n=358.

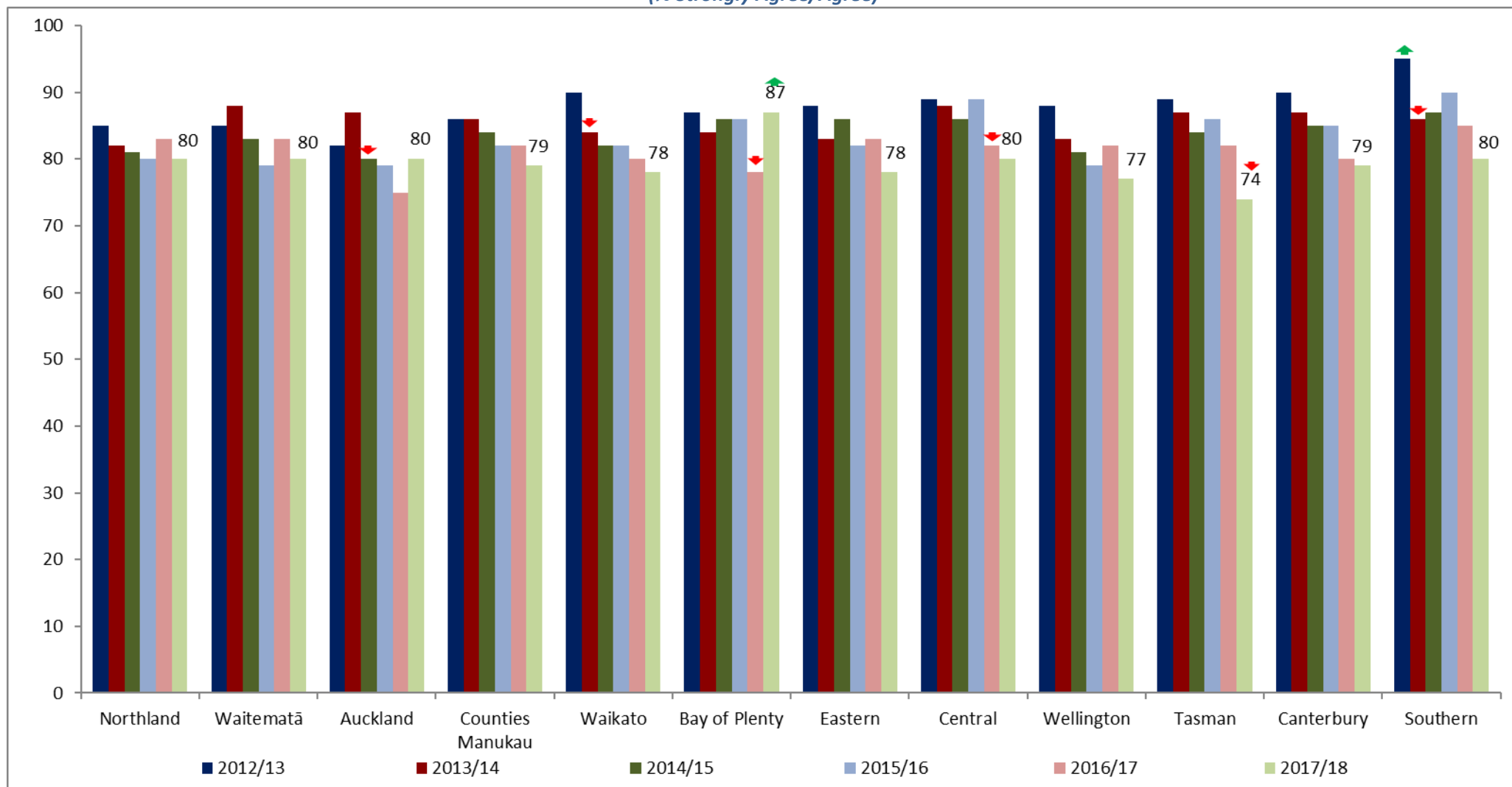
## 2. Comparison with 2016/17

When compared with the 2016/17 surveying period, those living in the Bay of Plenty District are significantly more likely to *agree or strongly agree* that staff did what they said they would do (up from 78% to 87% in 2017/18, including a significant increase in the share who *strongly agree* from 40% to 54%). Those living in the Tasman District are significantly less likely to *agree or strongly agree* when compared with 2016/17 results (down from 82% to 74% this year).

In 2017/18, respondents in Auckland City District were significantly less likely to *disagree/strongly disagree* that staff did what they said they would do (down from 8% to 4% this year). In contrast, there has been a significant increase in the share who *disagree/strongly disagree* in Waikato (up from 7% to 11%), Eastern (from 4% to 8%), Counties Manukau (up from 3% to 7%), and Waitematā (up from 2% to 5%) districts.



Figure 35: Staff Follow Through - By District over Time  
(% Strongly Agree/Agree)



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

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

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

Table 54: Staff Follow Through – By District over Time (Part 1) (%)

	Northland						Waitematā						Auckland City					
	12/13	13/14	14/15	15/ 16	16/17	17/18	12/13	13/14	14/15	15/ 16	16/17	17/18	12/13	13/14	14/15	15/ 16	16/17	17/18
Strongly Agree	40	50	48	43	51	44	49	52	47	48	45	49	45	51	41	38	41	42
Agree	45	32	33	37	32	36	36	36	36	30	38	32	37	36	39	41	34	38
<b>Strongly Agree/Agree</b>	<b>85</b>	<b>82</b>	<b>81</b>	<b>80</b>	<b>83</b>	<b>80</b>	<b>85</b>	<b>88</b>	<b>83</b>	<b>79</b>	<b>83</b>	<b>80</b>	<b>82</b>	<b>87</b>	<b>80</b>	<b>79</b>	<b>75</b>	<b>80</b>
Neither/nor	5	4	5	6	4	6	7	5	7	5	7	6	6	6	5	6	11	8
Disagree	6	4	4	3	3	3	4	2	4	6	1	4	3	3	5	3	6	3
Strongly Disagree	1	6	5	4	2	4	1	1	1	0	0	1	2	1	4	0	1	2
<b>Disagree/Strongly Disagree</b>	<b>7</b>	<b>10</b>	<b>9</b>	<b>7</b>	<b>5</b>	<b>7</b>	<b>5</b>	<b>3</b>	<b>5</b>	<b>6</b>	<b>2</b>	<b>5</b>	<b>5</b>	<b>4</b>	<b>9</b>	<b>3</b>	<b>8</b>	<b>4</b>
Don't know	3	4	5	8	8	6	3	4	5	10	8	9	7	3	6	12	6	8
Base	302	292	214	199	289	292	367	296	271	243	355	395	364	247	260	221	364	436

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

	Counties Manukau						Waikato						Bay of Plenty					
	12/13	13/14	14/15	15/ 16	16/17	17/18	12/13	13/14	14/15	15/ 16	16/17	17/18	12/13	13/14	14/15	15/ 16	16/17	17/18
Strongly Agree	39	46	44	48	52	39	49	49	45	51	45	43	47	44	48	48	40	54
Agree	47	40	40	34	30	40	41	35	37	32	35	35	40	40	38	38	37	34
<b>Strongly Agree/Agree</b>	<b>86</b>	<b>86</b>	<b>84</b>	<b>82</b>	<b>82</b>	<b>79</b>	<b>90</b>	<b>84</b>	<b>82</b>	<b>82</b>	<b>80</b>	<b>78</b>	<b>87</b>	<b>84</b>	<b>86</b>	<b>86</b>	<b>78</b>	<b>87</b>
Neither/nor	7	6	4	3	7	6	4	5	8	4	6	5	7	7	5	3	6	3
Disagree	2	5	3	4	2	4	2	7	1	4	5	5	2	4	2	3	4	3
Strongly Disagree	0	0	3	2	1	3	1	2	1	3	2	6	2	2	1	2	2	1
<b>Disagree/Strongly Disagree</b>	<b>2</b>	<b>5</b>	<b>6</b>	<b>5</b>	<b>3</b>	<b>7</b>	<b>3</b>	<b>9</b>	<b>2</b>	<b>8</b>	<b>7</b>	<b>11</b>	<b>4</b>	<b>6</b>	<b>3</b>	<b>5</b>	<b>6</b>	<b>4</b>
Don't know	5	3	6	9	9	8	3	2	8	6	7	6	2	3	6	6	10	6
Base	404	279	243	243	364	415	508	325	331	289	418	483	427	317	258	257	375	438

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

	Eastern						Central						Wellington					
	12/13	13/14	14/15	15/ 16	16/17	17/18	12/13	13/14	14/15	15/ 16	16/17	17/18	12/13	13/14	14/15	15/ 16	16/17	17/18
Strongly Agree	42	47	48	47	51	40	46	54	45	48	49	48	49	49	43	53	48	50
Agree	46	36	38	35	33	38	43	34	41	41	33	32	39	34	38	26	34	27
<b>Strongly Agree/Agree</b>	<b>88</b>	<b>83</b>	<b>86</b>	<b>82</b>	<b>83</b>	<b>78</b>	<b>89</b>	<b>88</b>	<b>86</b>	<b>89</b>	<b>82</b>	<b>80</b>	<b>88</b>	<b>83</b>	<b>81</b>	<b>79</b>	<b>82</b>	<b>77</b>
Neither/nor	4	6	3	6	6	7	4	2	5	2	7	8	5	7	7	6	7	9
Disagree	3	6	4	5	3	5	3	2	1	2	3	3	2	4	3	5	2	4
Strongly Disagree	2	2	4	0	1	3	1	2	2	1	0	1	1	1	4	3	4	1
<b>Disagree/Strongly Disagree</b>	<b>5</b>	<b>8</b>	<b>8</b>	<b>5</b>	<b>4</b>	<b>8</b>	<b>4</b>	<b>4</b>	<b>3</b>	<b>3</b>	<b>4</b>	<b>3</b>	<b>3</b>	<b>5</b>	<b>7</b>	<b>7</b>	<b>5</b>	<b>5</b>
Don't know	3	3	3	8	7	7	3	6	6	5	8	9	4	5	5	7	6	9
Base	366	300	235	283	384	381	427	309	297	286	431	432	416	298	288	242	411	403

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

	Tasman						Canterbury						Southern					
	12/13	13/14	14/15	15/ 16	16/17	17/18	12/13	13/14	14/15	15/ 16	16/17	17/18	12/13	13/14	14/15	15/ 16	16/17	17/18
Strongly Agree	48	51	43	53	53	39	49	46	48	46	41	37	53	49	53	47	48	43
Agree	41	36	41	33	29	35	41	41	37	40	39	41	42	37	34	43	37	37
<b>Strongly Agree/Agree</b>	<b>89</b>	<b>87</b>	<b>84</b>	<b>86</b>	<b>82</b>	<b>74</b>	<b>90</b>	<b>87</b>	<b>85</b>	<b>85</b>	<b>80</b>	<b>79</b>	<b>95</b>	<b>86</b>	<b>87</b>	<b>90</b>	<b>85</b>	<b>80</b>
Neither/nor	6	3	7	3	4	8	3	7	8	4	5	9	1	9	4	2	6	6
Disagree	2	4	4	4	7	3	3	3	3	4	3	5	2	1	3	2	3	6
Strongly Disagree	2	2	3	4	2	5	0	2	1	2	2	2	0	2	3	1	1	1
<b>Disagree/Strongly Disagree</b>	<b>4</b>	<b>6</b>	<b>7</b>	<b>7</b>	<b>8</b>	<b>9</b>	<b>3</b>	<b>5</b>	<b>4</b>	<b>7</b>	<b>6</b>	<b>7</b>	<b>2</b>	<b>3</b>	<b>6</b>	<b>4</b>	<b>4</b>	<b>6</b>
Don't know	1	4	2	4	6	9	4	1	3	5	9	5	2	2	3	5	6	7
Base	312	283	205	199	260	277	374	287	324	241	406	427	308	256	214	231	345	358

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%

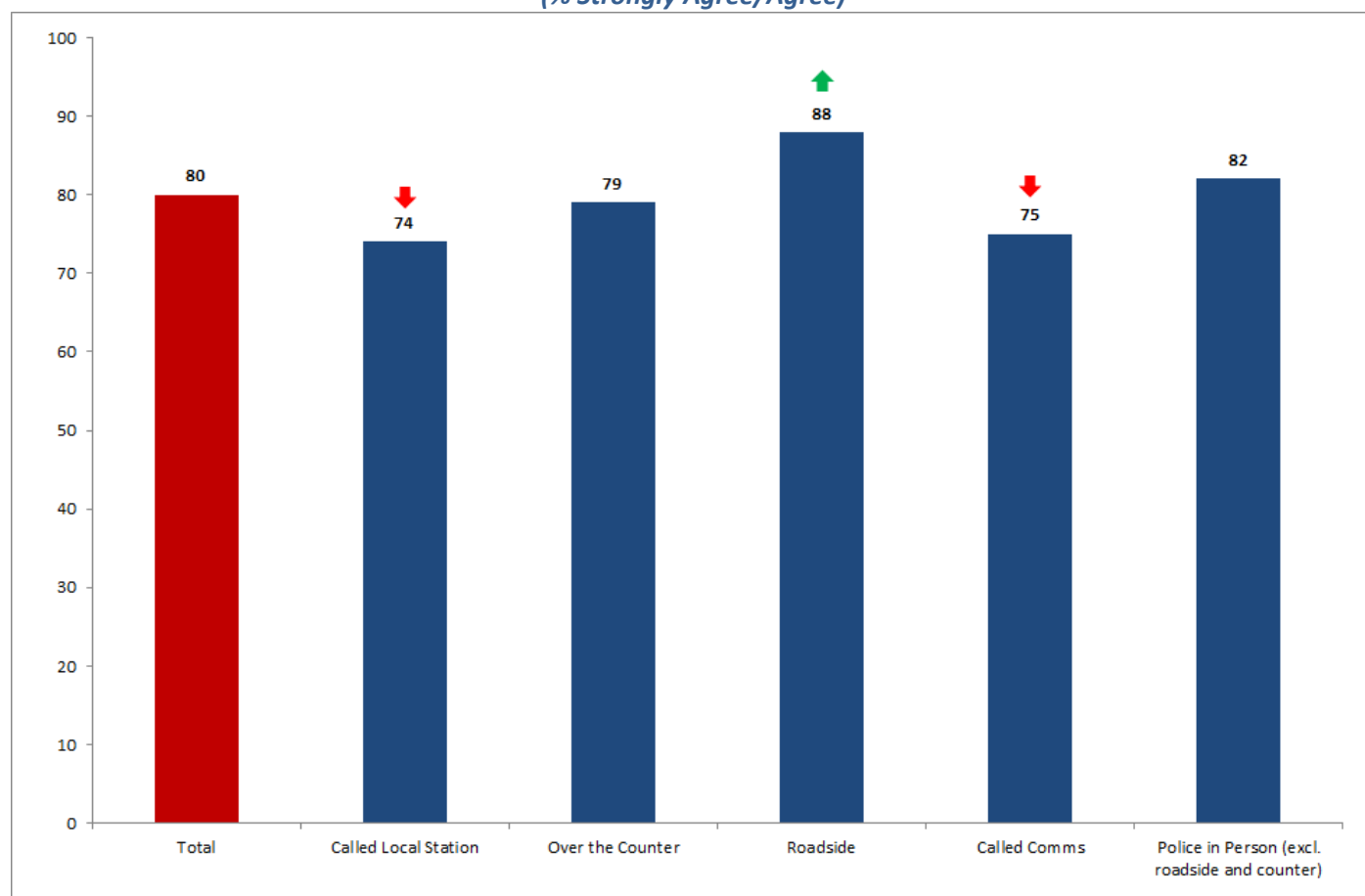
#### 4.4.3. Staff Follow Through – Comparison by Point of Contact

##### 1. 2017/18

In 2017/18 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 (88%) were significantly more likely to *strongly agree/agree* that staff followed through.

Conversely, respondents who made contact by calling the Communications Centre (75%) or their local station (74%) were significantly less likely to agree to some extent.

**Figure 36: Staff Follow Through - By Point of Contact in 2017/18**  
(% Strongly Agree/Agree)



Base: All respondents, excluding ‘not applicable’ responses. Total 2017/18 n=4737; Called local station n=572; Over the counter n=422; Roadside n=475; Called the Communications Centre n=2370; Police in Person (excl. roadside and counter) n=841.

Green arrow indicates a significantly higher result than the total.

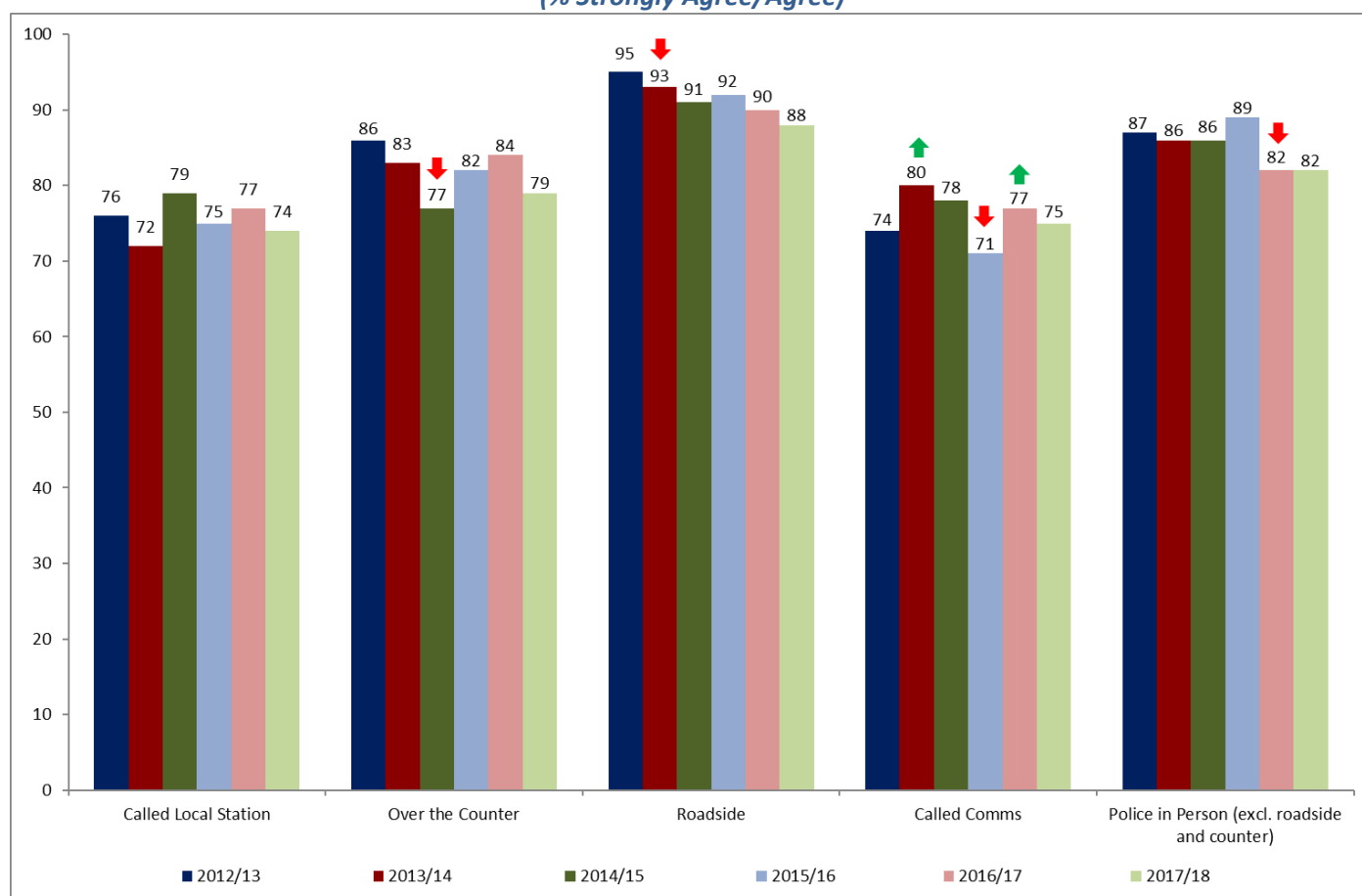
Red arrow indicates a significantly lower result than the total.

## 2. Comparison with 2016/17

When compared with 2016/17, there have not been any significant changes in 2017/18 in the share who *agree/strongly agree* that staff did what they said they would do across each point of contact.

However, those who called a Communications Centres were significantly more likely to *disagree* or *strongly disagree* when compared with last year (up from 4% to 6%). Also, of note is that there has been a significant increase in the share of respondents who had contact over the counter at a local station *strongly disagreeing* with the statement (up from 1% to 5% this year).

**Figure 37: Staff Follow Through - By Point of Contact over Time  
(% Strongly Agree/Agree)**



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

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

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

Table 58: Staff Follow Through – By Point of Contact over Time (Part 1) (%)

	Called Local Station						Over the Counter						Roadside					
	12/13	13/14	14/15	15/ 16	16/17	17/18	12/13	13/14	14/15	15/ 16	16/17	17/18	12/13	13/14	14/15	15/ 16	16/17	17/18
Strongly Agree	31	45	44	38	45	43	49	55	46	48	46	42	52	47	42	50	51	46
Agree	45	27	35	37	32	31	37	28	31	34	38	37	43	46	49	42	39	42
<b>Strongly Agree/Agree</b>	<b>76</b>	<b>72</b>	<b>79</b>	<b>75</b>	<b>77</b>	<b>74</b>	<b>86</b>	<b>83</b>	<b>77</b>	<b>82</b>	<b>84</b>	<b>79</b>	<b>95</b>	<b>93</b>	<b>91</b>	<b>92</b>	<b>90</b>	<b>88</b>
Neither/nor	9	9	5	5	8	9	6	7	8	4	7	8	3	4	4	3	4	4
Disagree	6	11	8	10	5	7	3	4	4	6	4	3	0	1	3	2	1	1
Strongly Disagree	3	4	3	1	3	3	2	2	7	3	1	5	1	1	0	1	1	1
<b>Disagree/Strongly Disagree</b>	<b>9</b>	<b>15</b>	<b>11</b>	<b>11</b>	<b>9</b>	<b>10</b>	<b>5</b>	<b>6</b>	<b>11</b>	<b>9</b>	<b>5</b>	<b>8</b>	<b>1</b>	<b>2</b>	<b>3</b>	<b>3</b>	<b>2</b>	<b>2</b>
Don't know	6	4	5	9	7	7	3	4	4	5	4	4	1	1	2	3	4	6
Base	237	233	225	191	409	572	414	435	400	374	407	422	1492	830	645	611	577	475

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

	Called Comms						Police in Person (excl. roadside and counter)					
	12/13	13/14	14/15	15/ 16	16/17	17/18	12/13	13/14	14/15	15/ 16	16/17	17/18
Strongly Agree	38	47	48	45	45	43	45	52	49	50	48	48
Agree	36	33	30	27	32	33	42	34	37	39	34	34
<b>Strongly Agree/Agree</b>	<b>74</b>	<b>80</b>	<b>78</b>	<b>71</b>	<b>77</b>	<b>75</b>	<b>87</b>	<b>86</b>	<b>86</b>	<b>89</b>	<b>82</b>	<b>82</b>
Neither/nor	7	6	6	5	7	7	5	7	7	4	8	7
Disagree	4	5	2	4	3	4	5	3	2	2	4	2
Strongly Disagree	2	1	2	2	2	2	1	2	2	2	2	2
<b>Disagree/Strongly Disagree</b>	<b>6</b>	<b>6</b>	<b>4</b>	<b>6</b>	<b>4</b>	<b>6</b>	<b>6</b>	<b>5</b>	<b>4</b>	<b>5</b>	<b>6</b>	<b>4</b>
Don't know	13	8	12	18	12	12	2	2	3	2	5	7
Base	1628	1200	1122	1078	2019	2370	804	791	754	660	780	841

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 2016/17

In 2017/18, almost three quarters of respondents (74%) *strongly agreed* or *agreed* that their individual circumstances were taken into account. When compared with last year, overall agreement has remained stable (with 75% agreeing to some extent last year).

However, it should be noted that in 2017/18 there has been a significant increase in the share of respondents who *disagree/strongly disagree* that their individual circumstances were taken into account (up from 7% in 2016/17, to 9%). This follows a significant decrease last year (down from 11% in 2015/16, to 7% in 2016/17).

**Table 60: Individual Circumstances Were Taken into Account – Comparison over Time (%)**

	2012/13	2013/14	2014/15	2015/16	2016/17	2017/18
Strongly Agree	37	44	41	41	37	38
Agree	41	36	38	37	37	36
<b>Strongly Agree/Agree</b>	<b>78</b>	<b>80</b>	<b>79</b>	<b>78</b>	<b>75</b>	<b>74</b>
Neither/Nor	13	10	10	9	12	11
Disagree	5	5	6	7	5	6
Strongly Disagree	2	4	3	3	2	3
<b>Disagree/Strongly Disagree</b>	<b>7</b>	<b>9</b>	<b>9</b>	<b>11</b>	<b>7</b>	<b>9</b>
Don't know	2	1	2	3	6	6
Base	4515	3444	3086	2839	4269	4690

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

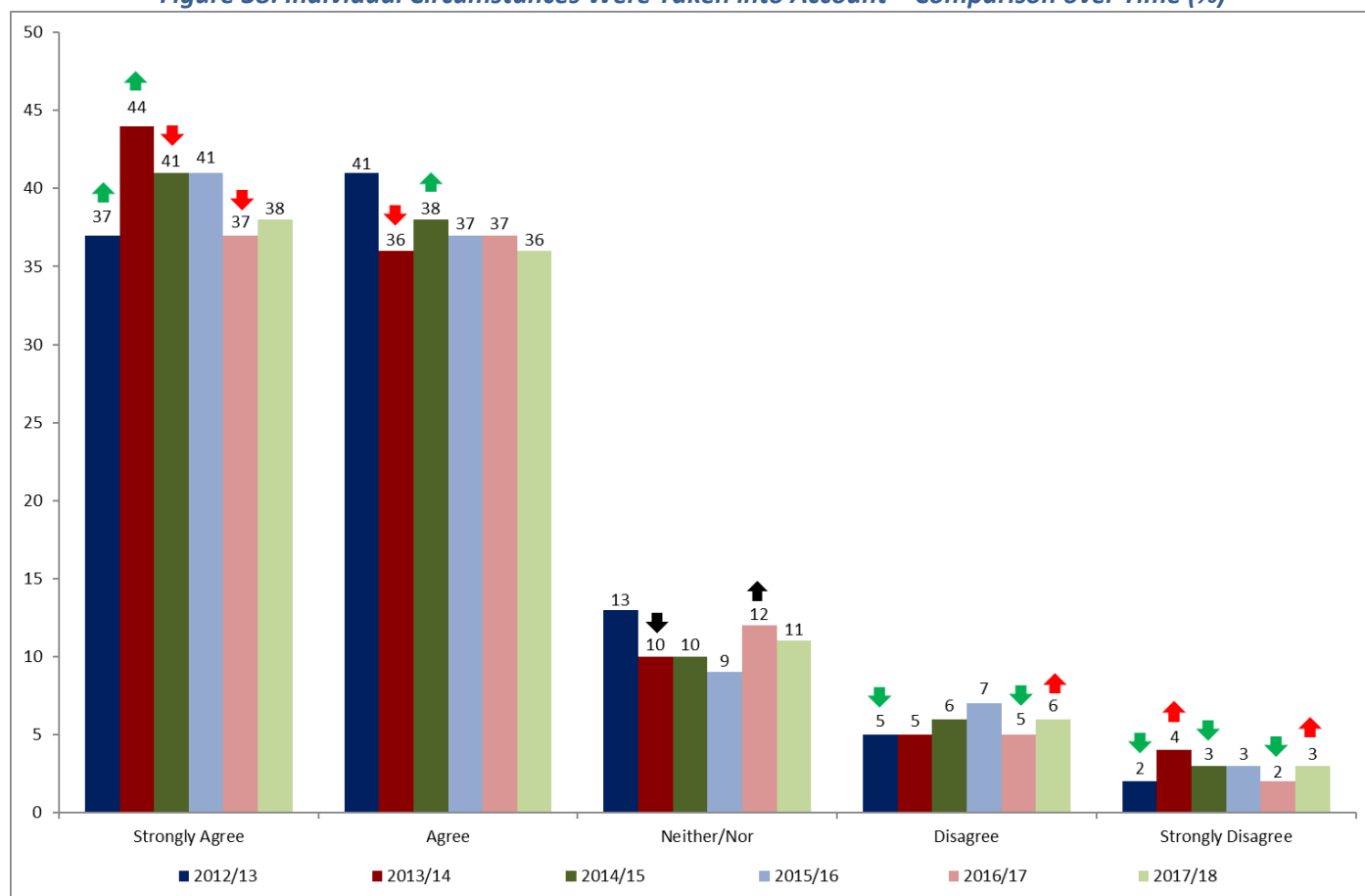
A bold neutral or don't know response indicates a statistically significant change from the previous survey wave.

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



Base: All respondents excluding those giving a 'not applicable' response. 2012/13 n=4515, 2013/14 n=3444, 2014/15 n=3086, 2015/16 n=2839, 2016/17 n=4269, 2017/18 n=4690.

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.



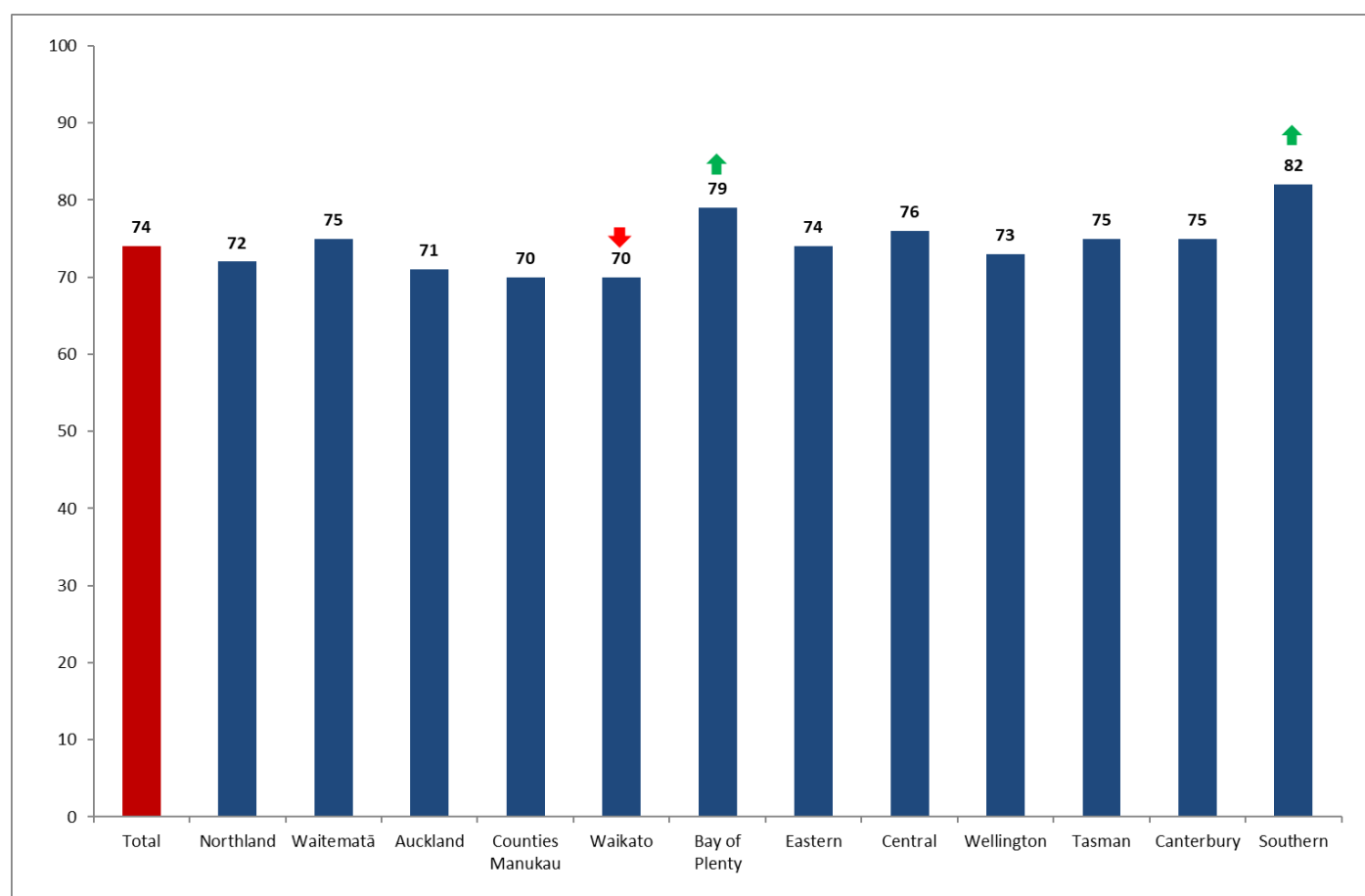
#### 4.5.2. Individual Circumstances Were Taken into Account - Comparison by District

##### 1. 2017/18

Almost three quarters of all respondents (74%) agreed to some extent that their individual circumstances were taken into account, with respondents living in the Southern (82%) and Bay of Plenty (79%) districts statistically significantly more likely to *strongly agree* or *agree* with this statement.

Those living in Waikato District (70%) were significantly less likely to *strongly agree/agree*.

**Figure 39: Individual Circumstances Were Taken into Account - By District in 2017/18**  
(% Strongly Agree/Agree)



Base: All respondents, excluding 'not applicable' responses. Total 2017/18 n=4690; Northland n=286, Waitematā n=392; Auckland n=428; Counties n=411; Waikato n=482; Bay of Plenty n=436; Eastern n=377; Central n=426; Wellington n=394; Tasman n=270; Canterbury n=426; Southern n=362.

Green arrow indicates a significantly higher result than the total.

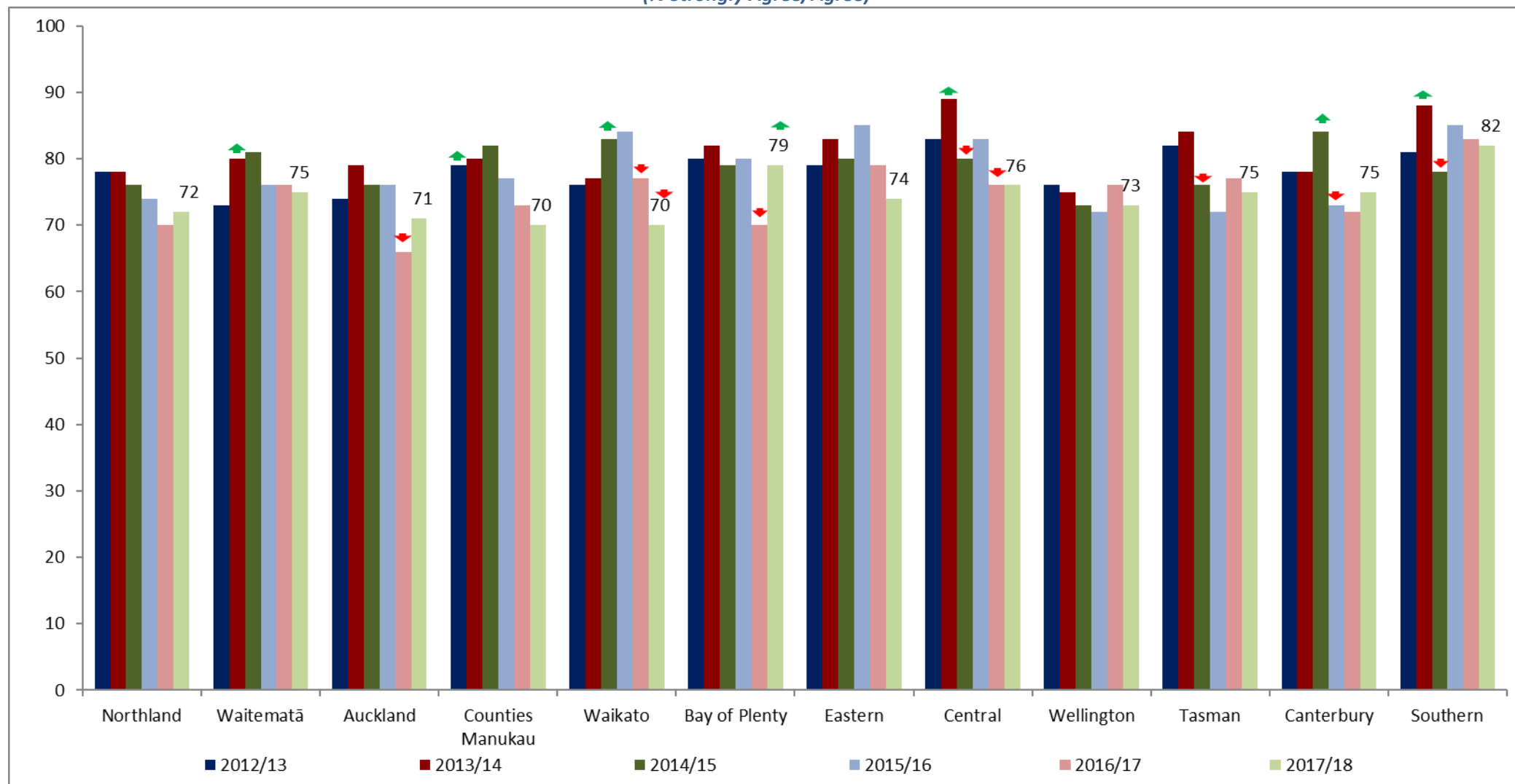
Red arrow indicates a significantly lower result than the total.

## 2. Comparison with 2016/17

When compared with 2016/17, most districts have remained stable in terms of the share who either *strongly agree/agree* that their individual circumstances were taken into account. However, those living in the Bay of Plenty District were significantly more likely to agree to some extent this year (up from 70% to 79% in 2017/18), while those living in the Waikato District were significantly less likely to agree to some extent (down from 77% to 70%).

Conversely, the share who either *strongly disagree/disagree* has increased significantly in Counties Manukau (up from 7% to 14%), Waikato (up from 5% to 14%), Tasman (up from 4% to 11%), and Eastern (up from 5% to 10%) districts when compared with the previous year.

**Figure 40: Individual Circumstances Were Taken into Account - By District over Time  
(% Strongly Agree/Agree)**



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

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

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

**Table 61: Individual Circumstances Were Taken into Account – By District over Time (Part 1) (%)**

	Northland						Waitematā						Auckland City					
	12/13	13/14	14/15	15/ 16	16/17	17/18	12/13	13/14	14/15	15/ 16	16/17	17/18	12/13	13/14	14/15	15/ 16	16/17	17/18
Strongly Agree	36	41	39	42	37	41	40	48	40	41	38	43	31	43	40	34	36	34
Agree	42	37	37	32	34	31	33	32	41	35	38	32	43	36	36	42	30	37
<b>Strongly Agree/Agree</b>	<b>78</b>	<b>78</b>	<b>76</b>	<b>74</b>	<b>70</b>	<b>72</b>	<b>73</b>	<b>80</b>	<b>81</b>	<b>76</b>	<b>76</b>	<b>75</b>	<b>74</b>	<b>79</b>	<b>76</b>	<b>76</b>	<b>66</b>	<b>71</b>
Neither/nor	12	10	10	9	11	12	19	11	9	9	9	10	18	13	14	11	19	18
Disagree	6	7	7	9	5	4	4	4	5	9	6	6	5	5	6	7	7	5
Strongly Disagree	1	3	5	4	2	3	3	3	2	3	2	2	2	2	2	3	4	2
<b>Disagree/Strongly Disagree</b>	<b>7</b>	<b>10</b>	<b>12</b>	<b>12</b>	<b>7</b>	<b>7</b>	<b>7</b>	<b>7</b>	<b>7</b>	<b>12</b>	<b>8</b>	<b>8</b>	<b>7</b>	<b>7</b>	<b>8</b>	<b>9</b>	<b>10</b>	<b>7</b>
Don't know	2	2	2	5	11	9	1	2	3	4	6	6	1	1	2	4	5	5
Base	297	289	212	191	290	286	358	288	268	220	351	392	352	242	244	216	351	428

**Table 62: Individual Circumstances Were Taken into Account – By District over Time (Part 2) (%)**

	Counties Manukau						Waikato						Bay of Plenty					
	12/13	13/14	14/15	15/ 16	16/17	17/18	12/13	13/14	14/15	15/ 16	16/17	17/18	12/13	13/14	14/15	15/ 16	16/17	17/18
Strongly Agree	37	38	40	45	38	32	35	46	39	47	35	33	34	41	40	36	36	46
Agree	42	42	42	32	35	38	41	31	44	37	42	37	46	41	39	44	34	33
<b>Strongly Agree/Agree</b>	<b>79</b>	<b>80</b>	<b>82</b>	<b>77</b>	<b>73</b>	<b>70</b>	<b>76</b>	<b>77</b>	<b>83</b>	<b>84</b>	<b>77</b>	<b>70</b>	<b>80</b>	<b>82</b>	<b>79</b>	<b>80</b>	<b>70</b>	<b>79</b>
Neither/nor	10	12	7	6	11	11	15	10	7	7	12	11	11	7	9	9	15	8
Disagree	7	6	5	10	6	10	5	6	6	5	4	6	3	7	6	4	5	4
Strongly Disagree	2	0	5	6	1	3	3	5	2	3	1	7	4	3	2	5	2	2
<b>Disagree/Strongly Disagree</b>	<b>9</b>	<b>6</b>	<b>10</b>	<b>15</b>	<b>7</b>	<b>14</b>	<b>8</b>	<b>11</b>	<b>8</b>	<b>8</b>	<b>5</b>	<b>14</b>	<b>7</b>	<b>10</b>	<b>8</b>	<b>8</b>	<b>7</b>	<b>7</b>
Don't know	2	2	1	3	8	6	1	2	2	2	6	5	2	1	4	3	8	6
Base	403	276	242	242	351	411	497	325	323	290	400	482	424	315	255	252	365	436

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

	Eastern						Central						Wellington					
	12/13	13/14	14/15	15/ 16	16/17	17/18	12/13	13/14	14/15	15/ 16	16/17	17/18	12/13	13/14	14/15	15/ 16	16/17	17/18
Strongly Agree	35	43	49	48	38	38	42	46	46	42	38	39	32	41	41	38	42	40
Agree	44	40	31	37	41	36	42	43	34	41	39	38	44	34	32	34	34	33
<b>Strongly Agree/Agree</b>	<b>79</b>	<b>83</b>	<b>80</b>	<b>85</b>	<b>79</b>	<b>74</b>	<b>83</b>	<b>89</b>	<b>80</b>	<b>83</b>	<b>76</b>	<b>76</b>	<b>76</b>	<b>75</b>	<b>73</b>	<b>72</b>	<b>76</b>	<b>73</b>
Neither/nor	11	9	5	5	13	11	8	4	10	10	9	10	15	13	16	13	13	11
Disagree	6	3	11	7	4	6	7	5	8	3	5	3	3	7	5	6	6	4
Strongly Disagree	3	4	3	1	1	4	2	1	1	3	2	1	2	4	6	6	2	2
<b>Disagree/Strongly Disagree</b>	<b>9</b>	<b>7</b>	<b>14</b>	<b>7</b>	<b>5</b>	<b>10</b>	<b>9</b>	<b>6</b>	<b>9</b>	<b>5</b>	<b>7</b>	<b>5</b>	<b>5</b>	<b>11</b>	<b>11</b>	<b>12</b>	<b>8</b>	<b>6</b>
Don't know	1	1	1	3	4	5	0	1	1	2	8	9	4	1	0	4	3	10
Base	366	301	231	270	370	377	420	301	290	274	419	426	414	288	285	226	396	394

**Table 64: Individual Circumstances Were Taken into Account – By District over Time (Part 4) (%)**

	Tasman						Canterbury						Southern					
	12/13	13/14	14/15	15/ 16	16/17	17/18	12/13	13/14	14/15	15/ 16	16/17	17/18	12/13	13/14	14/15	15/ 16	16/17	17/18
Strongly Agree	40	47	35	34	45	35	38	40	41	38	34	35	40	54	42	44	35	41
Agree	42	37	41	39	32	39	40	38	43	34	38	40	41	34	36	40	49	41
<b>Strongly Agree/Agree</b>	<b>82</b>	<b>84</b>	<b>76</b>	<b>72</b>	<b>77</b>	<b>75</b>	<b>78</b>	<b>78</b>	<b>84</b>	<b>73</b>	<b>72</b>	<b>75</b>	<b>81</b>	<b>88</b>	<b>78</b>	<b>85</b>	<b>83</b>	<b>82</b>
Neither/nor	11	7	12	8	9	8	12	11	8	11	12	14	14	6	8	6	6	8
Disagree	4	7	4	8	3	9	6	4	4	13	4	6	2	4	10	6	5	4
Strongly Disagree	1	2	6	8	2	2	3	6	2	1	3	3	2	2	3	3	2	3
<b>Disagree/Strongly Disagree</b>	<b>5</b>	<b>9</b>	<b>10</b>	<b>16</b>	<b>4</b>	<b>11</b>	<b>9</b>	<b>10</b>	<b>5</b>	<b>14</b>	<b>8</b>	<b>8</b>	<b>4</b>	<b>6</b>	<b>13</b>	<b>9</b>	<b>6</b>	<b>8</b>
Don't know	2	0	2	4	10	6	1	1	2	3	8	3	1	0	1	1	4	3
Base	307	278	202	197	246	270	370	281	321	238	395	426	307	260	213	223	335	362

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

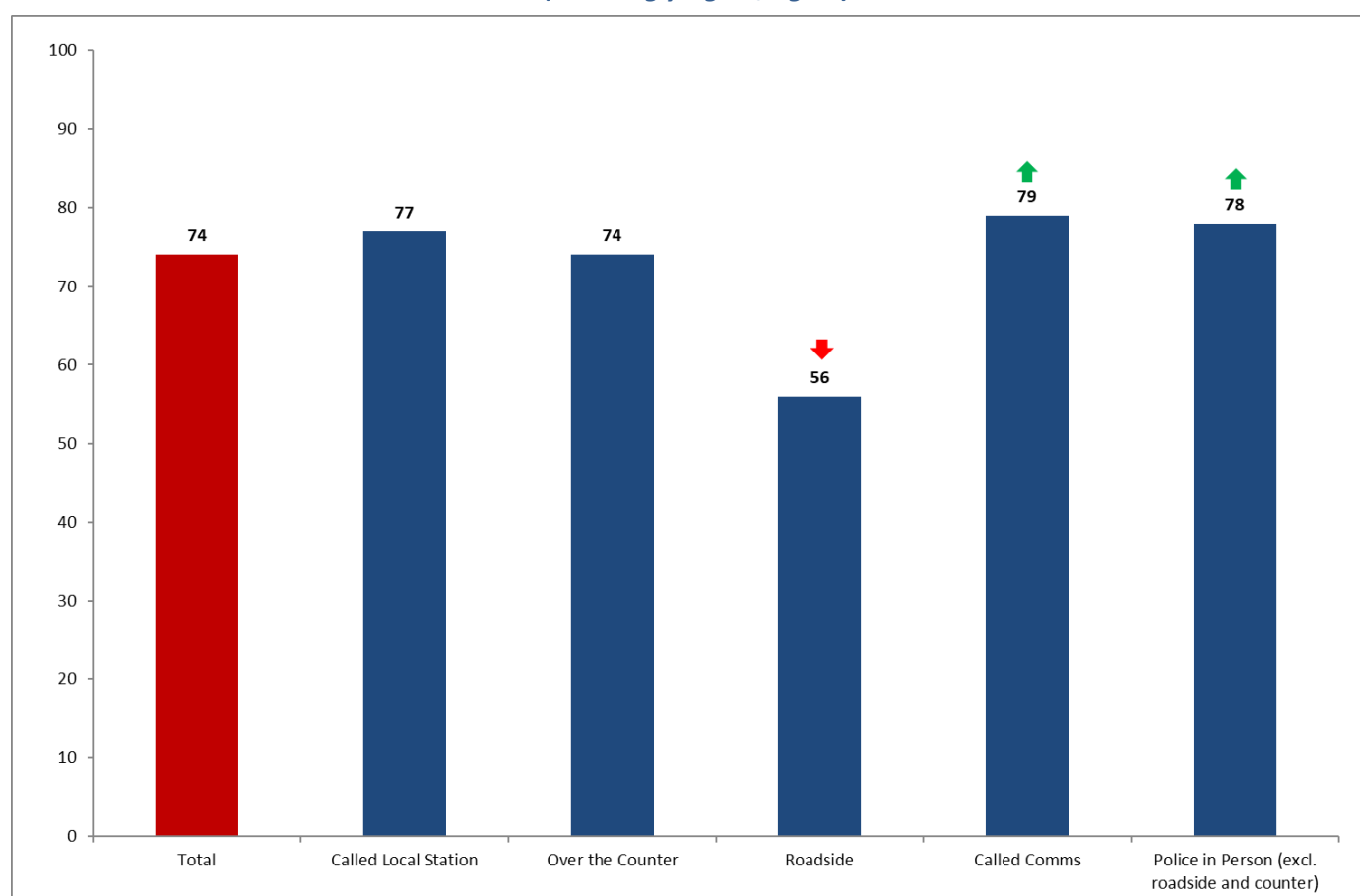
##### 1. 2017/18

Almost three quarters (74%) of respondents *strongly agreed* or *agreed* that their individual circumstances were taken into account.

Respondents whose point of contact was either by calling the Communications Centre (79%) or in person (excluding roadside or over the counter contact) (78%) were statistically significantly more likely to *strongly agree* or *agree* that Police had taken their individual circumstances into account.

Respondents whose point of contact was at the roadside were significantly less likely to *strongly agree/agree* with this statement (56%).

**Figure 41: Individual Circumstances Were Taken into Account - by Point of Contact in 2017/18**  
(% Strongly Agree/Agree)



Base: All respondents, excluding 'not applicable' responses. Total 2017/18 n=4690; Called local station n=565; Over the counter n=422; Roadside n=470; Called the Communications Centre n=2333; Police in Person (excl. roadside and counter) n=844.

Green arrow indicates a significantly higher result than the total.

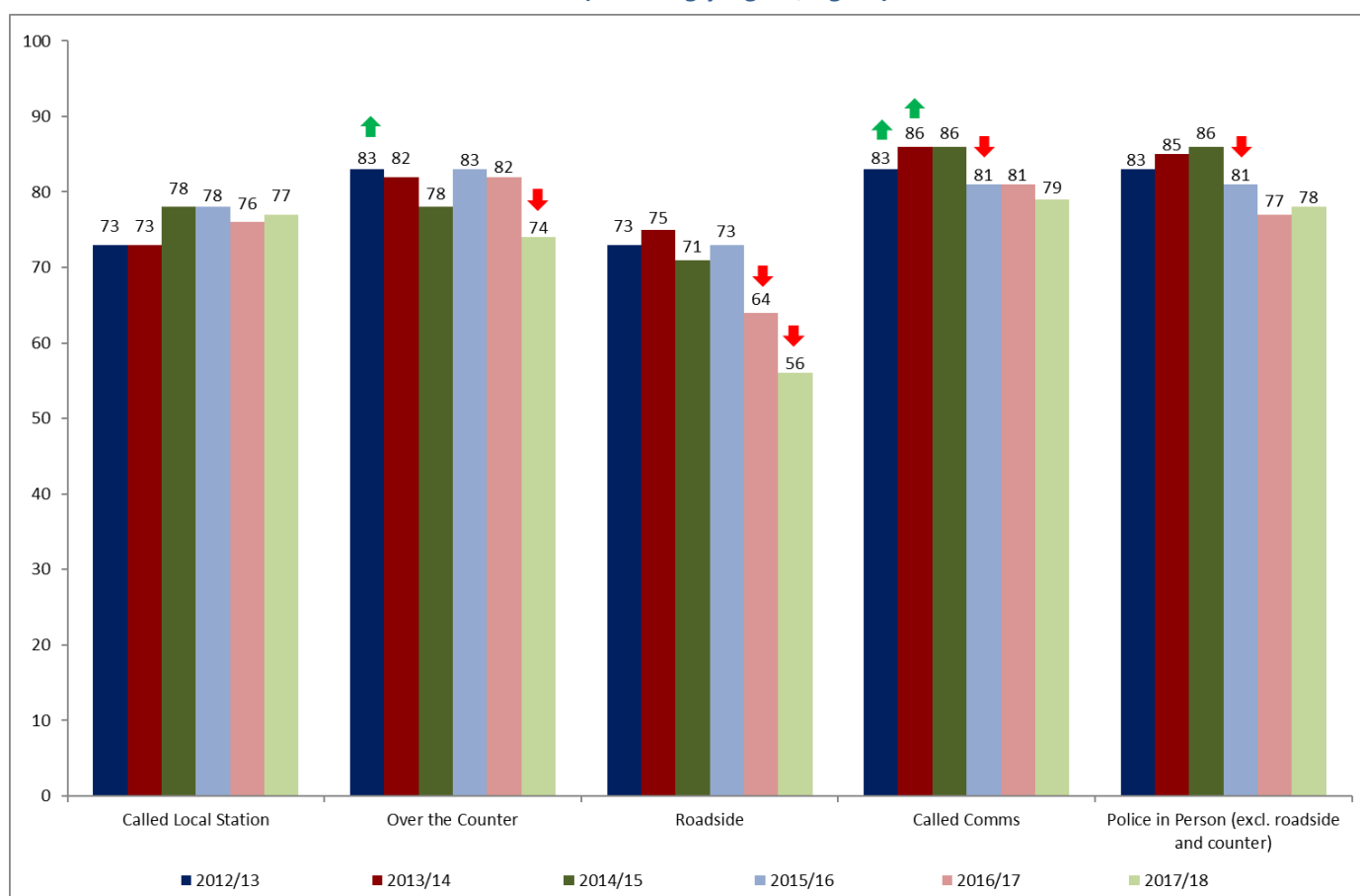
Red arrow indicates a significantly lower result than the total.

## 2. Comparison with 2016/17

This measure, there have not been any significant increases in total positive ratings across any of the key points of contact when compared with 2016/17. However, those who had contact in person (excluding at the roadside or over the counter) were significantly more likely to *strongly agree* that their circumstances were taken into account (up from 39% to 44% this year).

In contrast, there have been significant declines in the share *agreeing/strongly agreeing* that their individual circumstances were taken into account among those who had contact at the roadside (down from 73% in 2015/16, to 64% in 2016/17 and down again to 56% this year) and over the counter at a local station (down from 82% to 74% this year). Those who had contact at the roadside also had a significant increase in the share who *disagree/strongly disagree* that their individual circumstances were taken into account (up from 7% in 2016/17, to 13% this year).

**Figure 42: Individual Circumstances Were Taken into Account - By Point of Contact over Time**  
(% Strongly Agree/Agree)



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

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

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

**Table 65: Individual Circumstances Were Taken into Account - By Point of Contact over Time (Part 1) (%)**

	Called Local Station						Over the Counter						Roadside					
	12/13	13/14	14/15	15/ 16	16/17	17/18	12/13	13/14	14/15	15/ 16	16/17	17/18	12/13	13/14	14/15	15/ 16	16/17	17/18
Strongly Agree	25	44	34	34	41	39	43	49	47	46	37	37	35	35	29	38	32	29
Agree	48	29	44	45	34	39	40	33	31	37	44	37	38	40	42	35	32	27
<b>Strongly Agree/Agree</b>	<b>73</b>	<b>73</b>	<b>78</b>	<b>78</b>	<b>76</b>	<b>77</b>	<b>83</b>	<b>82</b>	<b>78</b>	<b>83</b>	<b>82</b>	<b>74</b>	<b>73</b>	<b>75</b>	<b>71</b>	<b>73</b>	<b>64</b>	<b>56</b>
Neither/nor	16	12	12	5	12	13	8	9	10	6	8	11	18	14	13	11	17	16
Disagree	8	10	6	12	7	5	4	6	7	7	6	7	5	5	10	9	4	10
Strongly Disagree	2	4	4	2	2	3	4	2	4	3	2	3	2	5	4	5	3	3
<b>Disagree/Strongly Disagree</b>	<b>10</b>	<b>14</b>	<b>10</b>	<b>15</b>	<b>8</b>	<b>7</b>	<b>8</b>	<b>8</b>	<b>11</b>	<b>10</b>	<b>7</b>	<b>10</b>	<b>7</b>	<b>10</b>	<b>14</b>	<b>14</b>	<b>7</b>	<b>13</b>
Don't know	1	1	0	2	4	3	1	1	1	1	3	5	2	1	2	3	11	15
Base	241	233	227	185	403	565	411	431	400	357	404	422	1471	804	629	605	578	470

**Table 66: Individual Circumstances Were Taken into Account - By Point of Contact over Time (Part 2) (%)**

	Called Comms						Police in Person (excl. roadside and counter)					
	12/13	13/14	14/15	15/ 16	16/17	17/18	12/13	13/14	14/15	15/ 16	16/17	17/18
Strongly Agree	38	47	52	45	41	39	39	49	45	41	39	44
Agree	45	39	34	37	40	41	44	36	41	39	38	34
<b>Strongly Agree/Agree</b>	<b>83</b>	<b>86</b>	<b>86</b>	<b>81</b>	<b>81</b>	<b>79</b>	<b>83</b>	<b>85</b>	<b>86</b>	<b>81</b>	<b>77</b>	<b>78</b>
Neither/nor	10	6	6	8	8	10	9	7	8	8	12	9
Disagree	4	4	4	5	5	5	4	4	3	7	5	4
Strongly Disagree	1	2	2	2	3	3	3	3	2	3	2	4
<b>Disagree/Strongly Disagree</b>	<b>5</b>	<b>6</b>	<b>6</b>	<b>6</b>	<b>7</b>	<b>8</b>	<b>7</b>	<b>7</b>	<b>5</b>	<b>9</b>	<b>7</b>	<b>8</b>
Don't know	2	2	2	5	4	3	1	1	1	2	4	6
Base	1591	1193	1090	1031	1982	2333	801	783	745	652	771	844

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 2016/17

Just less than three quarters of respondents (74%) *strongly agree* or *agree* that the service they received was an example of good value for tax dollars spent. This share is up very slightly (but not statistically significantly) from 73% last year.

Ten percent of respondents either *disagreed* or *strongly disagreed* that the Police service they received was an example of good value for tax dollars spent, up slightly from 9% last year (but not statistically significantly). However, the share who *strongly disagreed* has increased significantly in 2017/18 (up from 3% last year to 4%).

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

	2012/13	2013/14	2014/15	2015/16	2016/17	2017/18
Strongly Agree	30	31	29	32	33	33
Agree	47	43	46	43	40	40
<b>Strongly Agree/Agree</b>	<b>77</b>	<b>74</b>	<b>75</b>	<b>75</b>	<b>73</b>	<b>74</b>
Neither/Nor	14	13	13	12	14	13
Disagree	5	7	7	7	6	6
Strongly Disagree	3	4	4	4	3	4
<b>Disagree/Strongly Disagree</b>	<b>8</b>	<b>11</b>	<b>11</b>	<b>11</b>	<b>9</b>	<b>10</b>
Don't know	1	2	1	2	3	3
Base	4641	3564	3211	2982	4343	4778

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

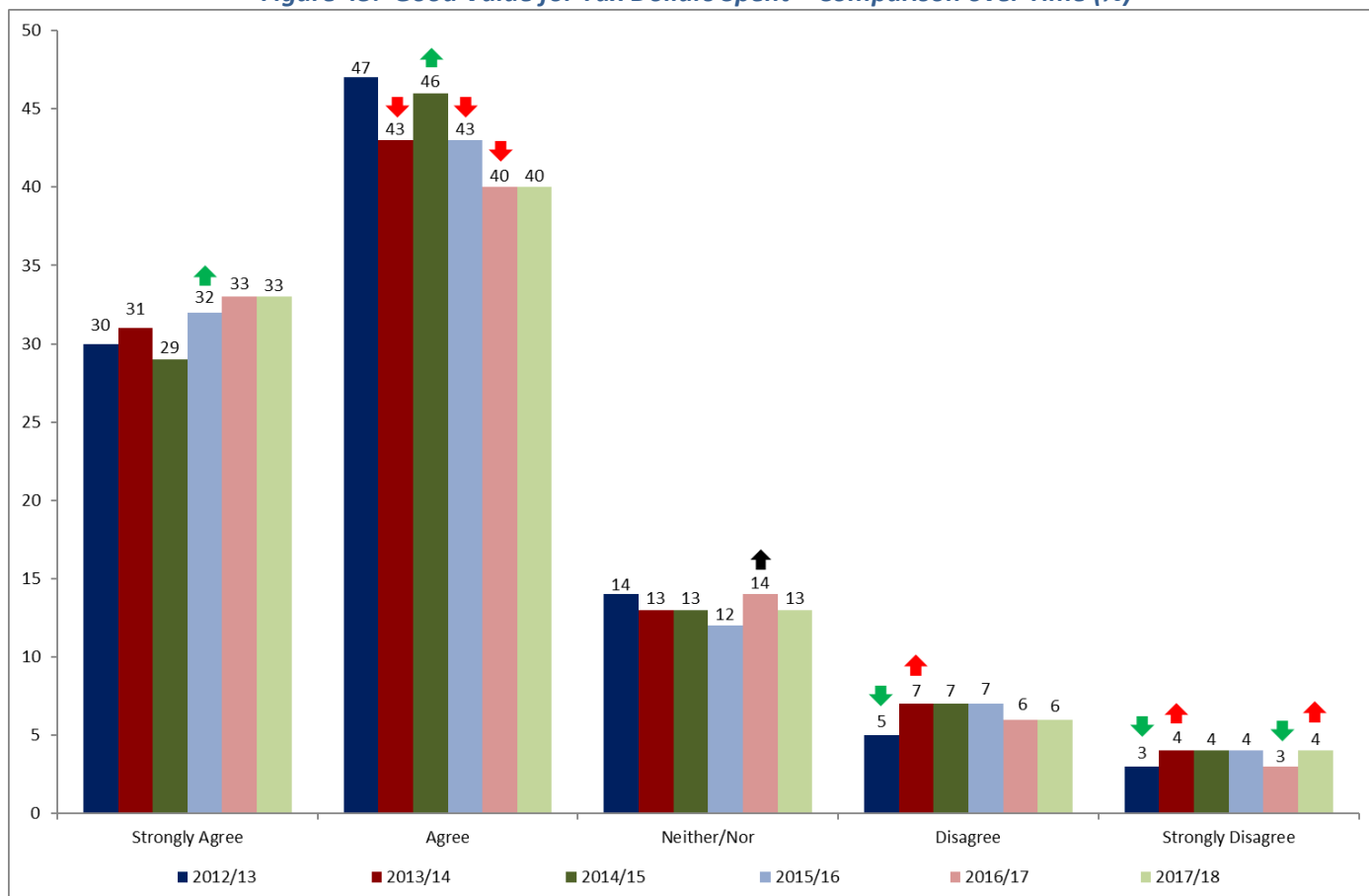
A bold neutral or don't know response indicates a statistically significant change from the previous survey wave.

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



Base: All respondents, excluding those giving a 'not applicable' response. 2012/13 n=4641, 2013/14 n=3564, 2014/15 n=3211, 2015/16 n=2982, 2016/17 n=4343, 2017/18 n=4778.

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.

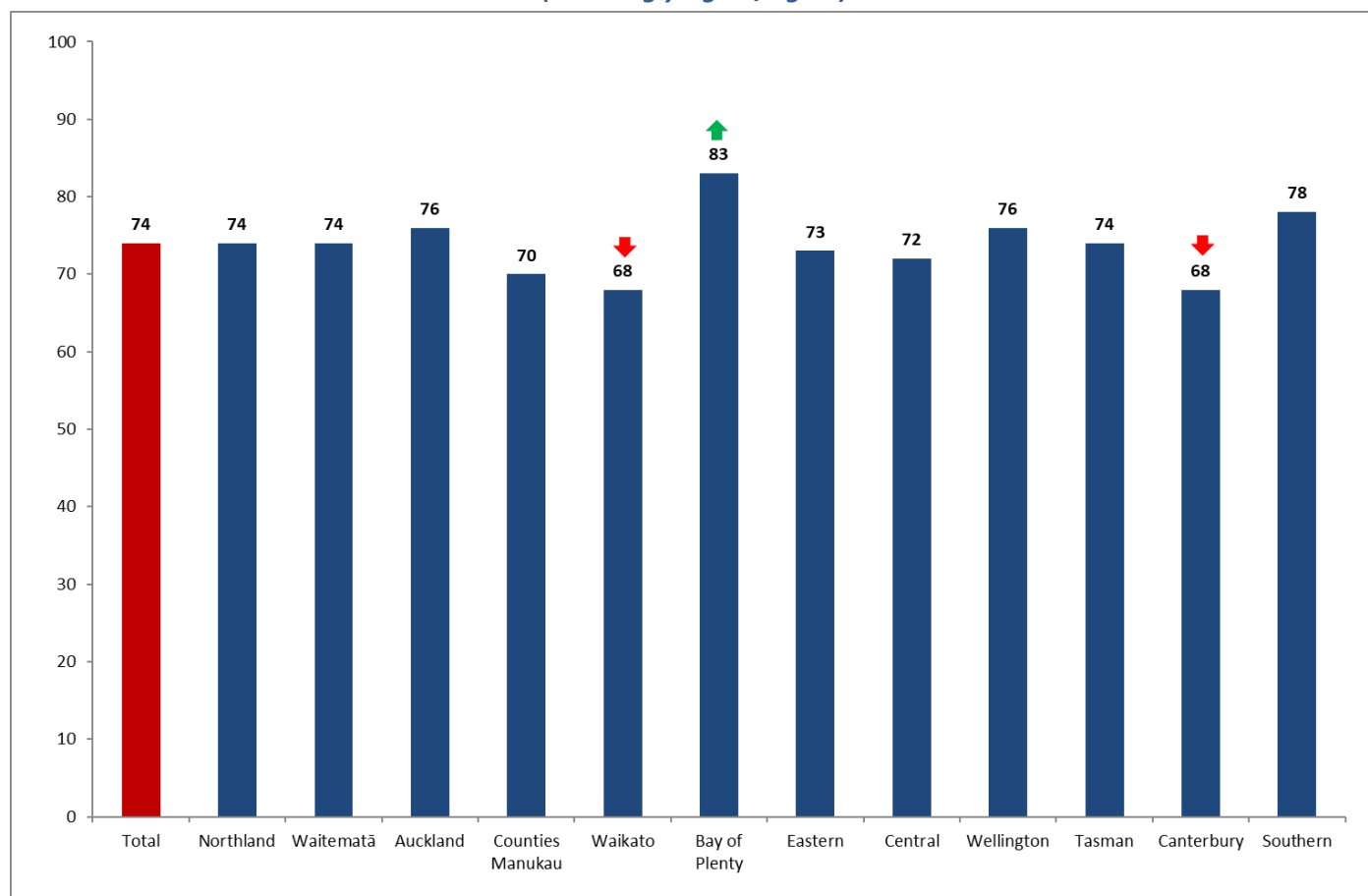
Red arrow indicates a significant negative change from the previous survey wave.

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

##### 1. 2017/18

This year, just less than three quarters of all respondents (74%) *strongly agree* or *agree* that the service is good value for tax dollars spent. When compared with the total for all other districts, those in the Bay of Plenty District were significantly more likely to *agree* or *strongly agree* with this statement (83%), while those in the Waikato and Canterbury districts (both with 68% agreeing to some extent) were significantly less likely to.

**Figure 44: Good Value for Tax Dollars Spent - By District in 2017/18**  
(% Strongly Agree/Agree)



Base: All respondents, excluding 'not applicable' responses. Total 2016/17 n=4778; Northland n=291; Waitematā n=403; Auckland n=442; Counties n=417; Waikato n=486; Bay of Plenty n=443; Eastern n=380; Central n=436; Wellington n=409; Tasman n=280; Canterbury n=429; Southern n=362.

Green arrow indicates a significantly higher result than the total.

Red arrow indicates a significantly lower result than the total.

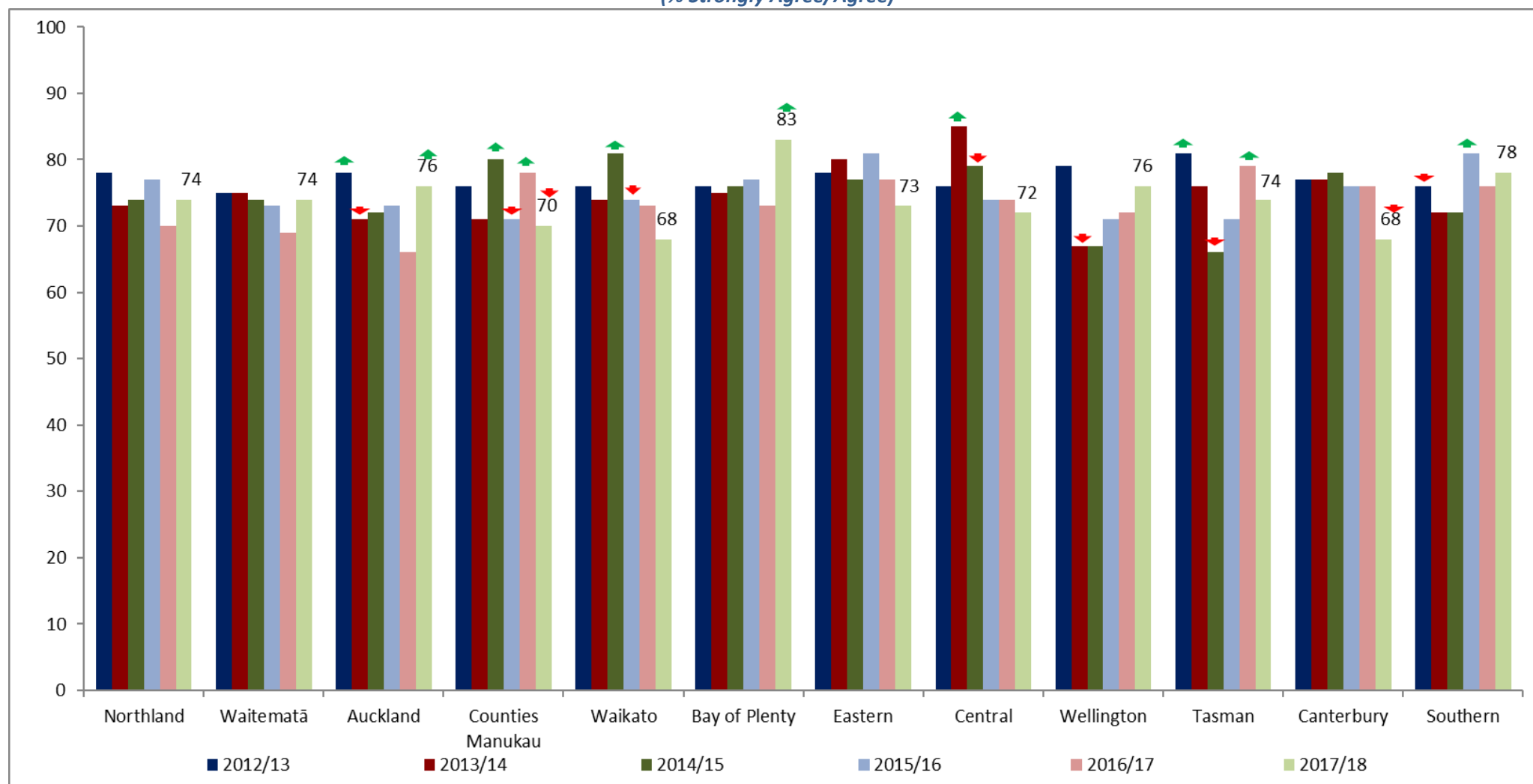
## 2. Comparison with 2016/17

When compared with 2016/17, there has been a significant increase in the share of respondents *strongly agreeing/agreeing* that the service provided was an example of good value for tax dollars spent in both Auckland City (up from 66% to 76%, including an increase in the share who *strongly agree* from 28% to 36%) and Bay of Plenty (share agreeing to some extent up from 73%, to 83%). The Waitematā and Northland districts have also had significant increases in the share who *strongly agree* (Northland District up from 28% to 38% and Waitematā District up from 28% to 37%).

In contrast, between 2016/17 and 2017/18 there has been a significant decrease in the share who *agree/strongly agree* in Counties Manukau District (down from 78% to 70%, including those *strongly agreeing* decreasing from 38% to 26%) and Canterbury (down from 76% to 68%). Significantly fewer respondents in Wellington District *strongly agreed* with the statement this year (down from 37% to 30%).

As well as changes in the share of positive responses in 2017/18, there has also been a significant increase in the share who *strongly disagree/disagree* that the service was an example of good value for tax dollars spent in Counties Manukau (from 9% to 16%), Waikato (from 10% to 16%), and Waitematā (up from 5% to 9%) districts. Conversely, those in Bay of Plenty District were significantly less likely to *strongly disagree/disagree* this year (down from 13% to 7% this year).

Figure 45: Good Value for Tax Dollars Spent - By District over Time  
(% Strongly Agree/Agree)



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

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

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

**Table 68: Good Value for Tax Dollars Spent – By District over Time (Part 1) (%)**

	Northland						Waitematā						Auckland City					
	12/13	13/14	14/15	15/ 16	16/17	17/18	12/13	13/14	14/15	15/ 16	16/17	17/18	12/13	13/14	14/15	15/ 16	16/17	17/18
Strongly Agree	33	30	28	33	28	38	37	38	28	34	28	37	28	30	29	22	28	36
Agree	45	43	46	44	43	36	38	37	46	39	41	37	50	41	43	51	39	40
<b>Strongly Agree/Agree</b>	<b>78</b>	<b>73</b>	<b>74</b>	<b>77</b>	<b>70</b>	<b>74</b>	<b>75</b>	<b>75</b>	<b>74</b>	<b>73</b>	<b>69</b>	<b>74</b>	<b>78</b>	<b>71</b>	<b>72</b>	<b>73</b>	<b>66</b>	<b>76</b>
Neither/nor	11	13	10	9	17	8	19	13	18	11	20	14	12	17	12	15	19	14
Disagree	7	8	5	7	6	6	3	5	5	8	5	5	6	7	9	6	6	5
Strongly Disagree	3	5	8	5	5	6	3	3	2	6	1	4	4	2	6	4	3	4
<b>Disagree/Strongly Disagree</b>	<b>10</b>	<b>13</b>	<b>13</b>	<b>12</b>	<b>11</b>	<b>12</b>	<b>6</b>	<b>8</b>	<b>7</b>	<b>14</b>	<b>5</b>	<b>9</b>	<b>10</b>	<b>9</b>	<b>15</b>	<b>10</b>	<b>9</b>	<b>9</b>
Don't know	1	1	3	2	2	5	0	4	1	2	6	4	0	3	1	3	5	2
Base	308	298	219	205	293	291	372	302	277	237	351	403	364	256	262	222	356	442

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

	Counties Manukau						Waikato						Bay of Plenty					
	12/13	13/14	14/15	15/ 16	16/17	17/18	12/13	13/14	14/15	15/ 16	16/17	17/18	12/13	13/14	14/15	15/ 16	16/17	17/18
Strongly Agree	26	27	31	32	38	26	28	30	30	37	31	32	32	33	32	30	33	39
Agree	50	44	49	39	39	44	48	44	51	37	42	36	44	42	44	47	40	44
<b>Strongly Agree/Agree</b>	<b>76</b>	<b>71</b>	<b>80</b>	<b>71</b>	<b>78</b>	<b>70</b>	<b>76</b>	<b>74</b>	<b>81</b>	<b>74</b>	<b>73</b>	<b>68</b>	<b>76</b>	<b>75</b>	<b>76</b>	<b>77</b>	<b>73</b>	<b>83</b>
Neither/nor	13	17	10	12	11	12	15	13	8	15	16	12	16	11	16	14	12	8
Disagree	6	7	5	5	4	8	4	7	8	4	6	8	5	10	5	5	8	4
Strongly Disagree	4	3	4	10	4	8	5	3	2	5	4	7	3	2	1	3	5	3
<b>Disagree/Strongly Disagree</b>	<b>10</b>	<b>10</b>	<b>9</b>	<b>15</b>	<b>9</b>	<b>16</b>	<b>9</b>	<b>10</b>	<b>10</b>	<b>10</b>	<b>10</b>	<b>16</b>	<b>8</b>	<b>12</b>	<b>6</b>	<b>8</b>	<b>13</b>	<b>7</b>
Don't know	1	2	1	1	3	3	0	3	1	2	2	4	0	2	2	2	3	2
Base	412	283	254	250	356	417	508	329	339	298	413	486	433	321	263	263	374	443

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

	Eastern						Central						Wellington					
	12/13	13/14	14/15	15/ 16	16/17	17/18	12/13	13/14	14/15	15/ 16	16/17	17/18	12/13	13/14	14/15	15/ 16	16/17	17/18
Strongly Agree	24	<b>32</b>	35	38	34	35	33	30	30	30	<b>38</b>	34	33	30	30	36	37	<b>30</b>
Agree	<b>54</b>	48	42	43	44	38	43	<b>55</b>	49	44	<b>36</b>	38	46	<b>37</b>	37	35	35	<b>46</b>
<b>Strongly Agree/Agree</b>	<b>78</b>	<b>80</b>	<b>77</b>	<b>81</b>	<b>77</b>	<b>73</b>	<b>76</b>	<b>85</b>	<b>79</b>	<b>74</b>	<b>74</b>	<b>72</b>	<b>79</b>	<b>67</b>	<b>67</b>	<b>71</b>	<b>72</b>	<b>76</b>
Neither/nor	14	<b>9</b>	7	9	8	8	15	<b>6</b>	9	<b>15</b>	12	16	12	<b>20</b>	17	15	20	15
Disagree	<b>4</b>	5	9	5	8	9	5	4	7	9	<b>5</b>	5	6	7	9	6	4	5
Strongly Disagree	2	4	5	3	1	<b>5</b>	3	3	3	1	<b>4</b>	3	3	5	6	5	<b>2</b>	2
<b>Disagree/Strongly Disagree</b>	<b>6</b>	<b>9</b>	<b>14</b>	<b>8</b>	<b>10</b>	<b>14</b>	<b>8</b>	<b>7</b>	<b>10</b>	<b>10</b>	<b>8</b>	<b>8</b>	<b>9</b>	<b>12</b>	<b>15</b>	<b>11</b>	<b>5</b>	<b>7</b>
Don't know	<b>2</b>	2	2	2	4	4	1	2	2	1	<b>5</b>	4	<b>0</b>	<b>1</b>	1	3	3	<b>1</b>
Base	369	308	244	282	377	380	435	313	304	289	422	436	423	307	292	248	414	409

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

	Tasman						Canterbury						Southern					
	12/13	13/14	14/15	15/ 16	16/17	17/18	12/13	13/14	14/15	15/ 16	16/17	17/18	12/13	13/14	14/15	15/ 16	16/17	17/18
Strongly Agree	33	34	<b>24</b>	31	39	37	29	30	27	32	28	32	29	28	29	28	35	31
Agree	48	42	42	40	40	37	48	47	51	44	48	<b>37</b>	47	44	43	<b>53</b>	<b>40</b>	47
<b>Strongly Agree/Agree</b>	<b>81</b>	<b>76</b>	<b>66</b>	<b>71</b>	<b>79</b>	<b>74</b>	<b>77</b>	<b>77</b>	<b>78</b>	<b>76</b>	<b>76</b>	<b>68</b>	<b>76</b>	<b>72</b>	<b>72</b>	<b>81</b>	<b>76</b>	<b>78</b>
Neither/nor	<b>10</b>	11	<b>24</b>	<b>9</b>	8	13	14	<b>9</b>	12	12	11	<b>19</b>	<b>17</b>	16	14	10	13	10
Disagree	6	6	7	11	8	7	7	6	6	10	6	6	4	7	8	5	6	5
Strongly Disagree	2	<b>5</b>	3	<b>8</b>	<b>2</b>	5	1	<b>6</b>	<b>2</b>	2	<b>6</b>	<b>3</b>	2	4	5	3	2	4
<b>Disagree/Strongly Disagree</b>	<b>8</b>	<b>11</b>	<b>10</b>	<b>19</b>	<b>10</b>	<b>12</b>	<b>8</b>	<b>12</b>	<b>8</b>	<b>12</b>	<b>12</b>	<b>9</b>	<b>6</b>	<b>11</b>	<b>13</b>	<b>8</b>	<b>9</b>	<b>9</b>
Don't know	1	2	0	1	3	2	1	2	2	1	2	4	1	1	1	3	3	3
Base	321	287	209	201	254	280	381	295	331	252	401	429	315	265	217	235	332	362

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%.

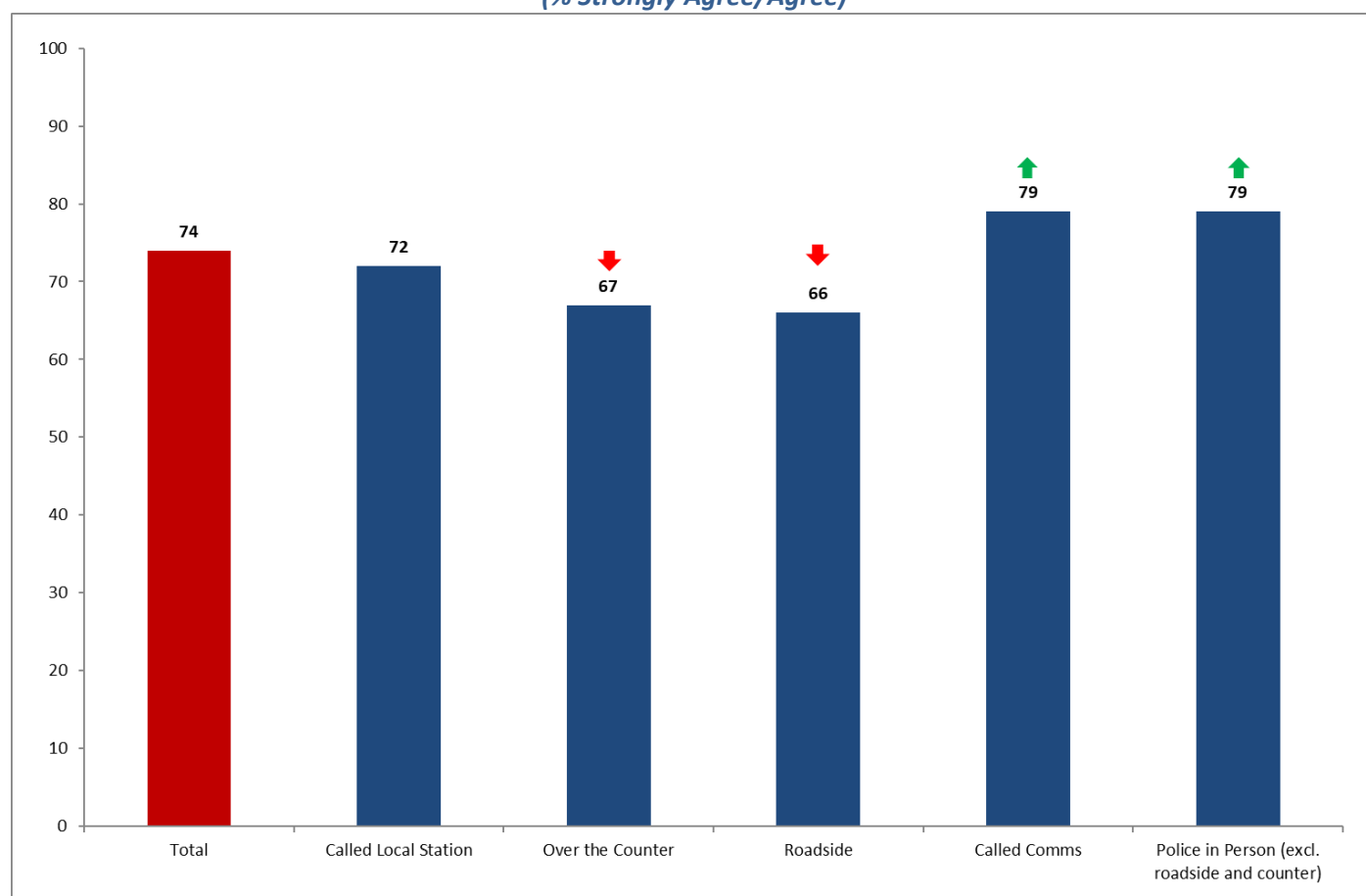
#### 4.6.3. Good Value for Tax Dollars Spent - Comparison by Point of Contact

##### 1. 2017/18

Respondents whose point of contact with Police was in person (excluding at the roadside or over the counter) or calling a Communications Centre were significantly more likely to *strongly agree* or *agree* that the service they received was an example of good value for tax dollars spent (both with 79% agreeing to some extent).

Respondents whose point of contact was at the roadside (66%) or over the counter at a local station (67%) were significantly less likely to agree to some extent.

**Figure 46: Good Value for Tax Dollars Spent - By Point of Contact in 2017/18**  
(% Strongly Agree/Agree)



Base: All respondents, excluding 'not applicable' responses. Total 2017/18 n=4778; Called local station n=575; Over the counter n=427; Roadside n=472; Called the Communications Centre n=2397; Police in Person (excl. roadside and counter) n=850.

Green arrow indicates a significantly higher result than the total.

Red arrow indicates a significantly lower result than the total.

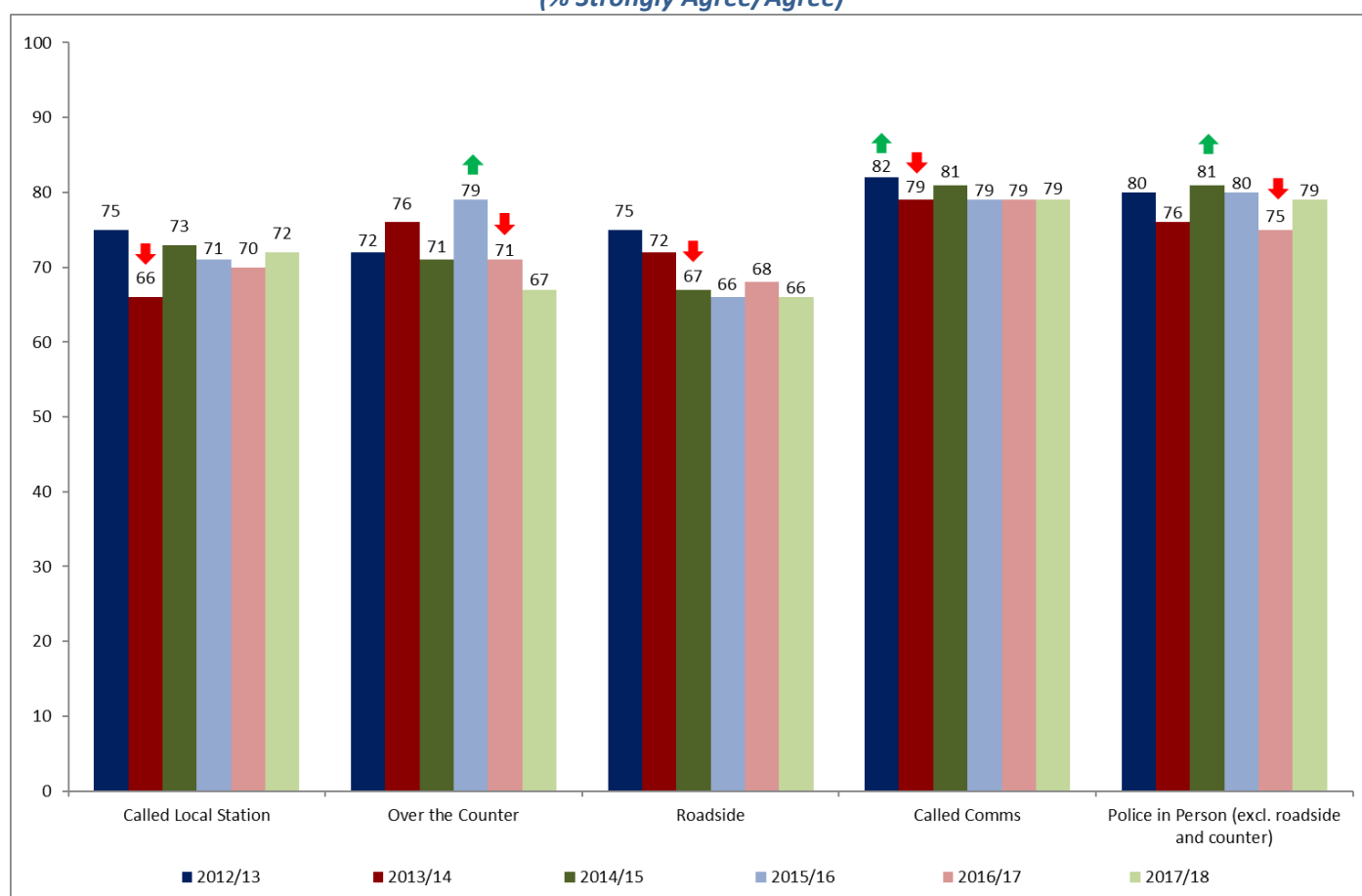


## 2. Comparison with 2016/17

When compared with 2016/17, the share of respondents who *agreed/strongly agreed* that the service is an example of good value for tax dollars spent has not changed significantly across any of the points of contact. However there has 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 in person (excluding at the roadside or local station) (up from 37% to 42%) and a significant decrease among those who called a local station (down from 32% last year, to 25%).

When compared with last year, the share who *strongly disagree/disagree* has increased significantly among those who had contact with Police over the counter at a local station (increasing from 8% to 13%). Those who called the communication centre were also significantly more likely to *strongly disagree* (up from 2% last year, to 3%).

**Figure 47: Good Value for Tax Dollars Spent - By Point of Contact over Time  
(% Strongly Agree/Agree)**



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

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

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

**Table 72: Good Value for Tax Dollars Spent – By Point of Contact over Time (Part 1) (%)**

	Called Local Station						Over the Counter						Roadside					
	12/13	13/14	14/15	15/ 16	16/17	17/18	12/13	13/14	14/15	15/ 16	16/17	17/18	12/13	13/14	14/15	15/ 16	16/17	17/18
Strongly Agree	<b>23</b>	26	25	23	<b>32</b>	<b>25</b>	26	<b>33</b>	30	32	29	32	31	<b>27</b>	23	<b>29</b>	28	28
Agree	<b>52</b>	<b>40</b>	48	48	<b>38</b>	<b>47</b>	46	43	41	47	41	35	44	45	44	<b>37</b>	40	38
<b>Strongly Agree/Agree</b>	<b>75</b>	<b>66</b>	<b>73</b>	<b>71</b>	<b>70</b>	<b>72</b>	<b>72</b>	<b>76</b>	<b>71</b>	<b>79</b>	<b>71</b>	<b>67</b>	<b>75</b>	<b>72</b>	<b>67</b>	<b>66</b>	<b>68</b>	<b>66</b>
Neither/nor	12	<b>21</b>	15	14	18	15	<b>19</b>	16	17	<b>12</b>	16	17	14	<b>11</b>	14	16	17	17
Disagree	7	8	8	7	7	7	<b>5</b>	5	7	6	6	6	6	<b>10</b>	12	10	8	8
Strongly Disagree	5	3	3	5	<b>2</b>	3	3	2	4	2	2	<b>7</b>	4	<b>6</b>	6	8	<b>5</b>	5
<b>Disagree/Strongly Disagree</b>	<b>12</b>	<b>11</b>	<b>11</b>	<b>12</b>	<b>9</b>	<b>11</b>	<b>8</b>	<b>7</b>	<b>11</b>	<b>8</b>	<b>8</b>	<b>13</b>	<b>10</b>	<b>16</b>	<b>18</b>	<b>17</b>	<b>12</b>	<b>13</b>
Don't know	1	2	1	3	3	2	1	1	1	1	<b>5</b>	3	1	1	1	1	2	4
Base	242	243	229	195	415	575	421	446	407	381	412	427	1516	845	666	629	583	472

**Table 73: Good Value for Tax Dollars Spent – By Point of Contact over Time (Part 2) (%)**

	Called Comms						Police in Person (excl. roadside and counter)					
	12/13	13/14	14/15	15/ 16	16/17	17/18	12/13	13/14	14/15	15/ 16	16/17	17/18
Strongly Agree	<b>32</b>	35	38	38	37	37	32	34	31	34	37	<b>42</b>
Agree	50	<b>44</b>	43	42	42	42	48	<b>42</b>	<b>50</b>	47	<b>38</b>	36
<b>Strongly Agree/Agree</b>	<b>82</b>	<b>79</b>	<b>81</b>	<b>79</b>	<b>79</b>	<b>79</b>	<b>80</b>	<b>76</b>	<b>81</b>	<b>80</b>	<b>75</b>	<b>79</b>
Neither/nor	16	<b>12</b>	11	10	10	11	14	13	12	11	13	10
Disagree	4	4	5	6	5	4	3	<b>5</b>	4	4	4	4
Strongly Disagree	1	<b>3</b>	2	3	2	<b>3</b>	<b>2</b>	2	2	3	4	4
<b>Disagree/Strongly Disagree</b>	<b>5</b>	<b>7</b>	<b>7</b>	<b>9</b>	<b>7</b>	<b>8</b>	<b>5</b>	<b>7</b>	<b>6</b>	<b>7</b>	<b>8</b>	<b>8</b>
Don't know	<b>1</b>	<b>2</b>	1	2	<b>4</b>	3	1	<b>4</b>	<b>1</b>	2	<b>4</b>	3
Base	1634	1215	1143	1093	2059	2397	828	815	772	679	794	850

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 has been asked differently in waves either side of 2013/14. 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) of the statements (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 14% of respondents who *disagree* or *strongly disagree* with one (or more) of the individual attributes continues to be that the staff member didn't do anything – that there was no action or outcome (16%). Other commonly mentioned reasons included that the matter was not taken seriously (14%), and there was no follow up or feedback (10%).

When compared with reasons given for dissatisfaction with service in 2016/17, there has been a significant decline in the share who mentioned that the staff have a bad attitude (down from 13%, to 8%) and a significant increase in the share commenting that Police do not have enough resources/staff (up from 1%, to 4%). All other reasons for dissatisfaction have remained stable compared with the previous measure.

**Table 74: 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)	2017/18 (14%, n=627)	2016/17 (n=4778)
Police did not do anything/no outcome/action/did not do their job	11	10	13	16	16	3
Did not take matter seriously/did not believe me/did not care	20	17	17	13	14	2
Police did not call back, no follow-up/feedback	13	12	13	11	10	2
Staff member had a bad attitude/arrogant/indifferent/abrupt	20	12	26	13	8	1
Police took too long to respond / inadequate response / did not attend	5	3	2	4	5	1
Respondent felt picked on/discriminated against	11	11	12	5	4	1
No information or help or advice given/Police did not help at all	5	4	3	4	4	1
Police do not have enough resources/staff	0	1	4	1	4	1
Did not consider situation/no discretion/lenience	2	2	9	5	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 2017/18.

#### 4.7.1. Quality of Service Expected Before Contact with Police – Comparison with 2016/17

When asked what type of service they had expected before their contact with Police, 81% 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 82%). However, the share who expected *very good service* has decreased significantly from 31% in 2016/17, to 29% this year.

Only 6% of respondents reported expecting to receive *poor/very poor* service, however this is a significant increase from 4% last year.

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

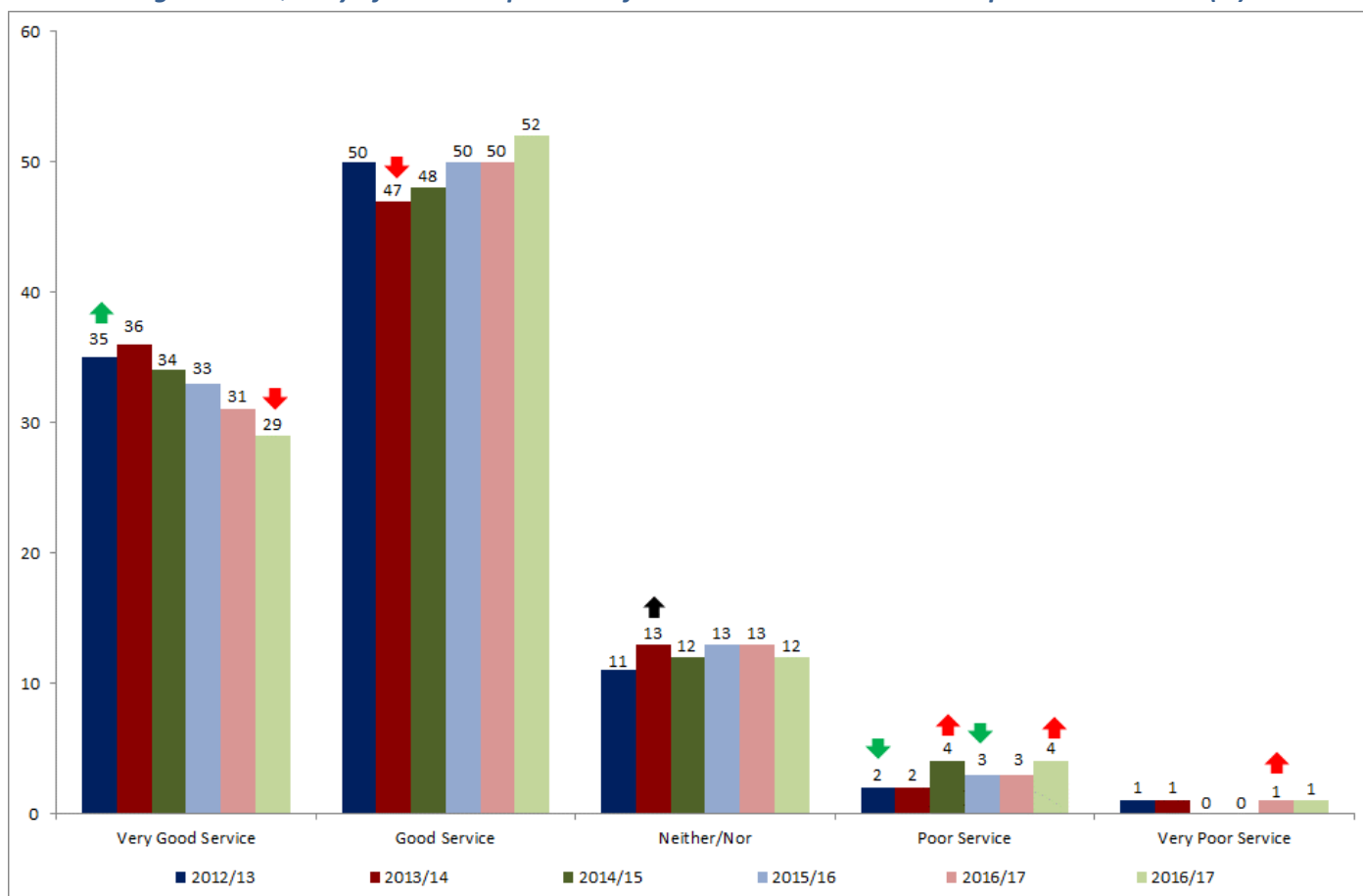
	2012/13	2013/14	2014/15	2015/16	2016/17	2017/18
Very Good Service	35	36	34	33	31	29
Good Service	50	47	48	50	50	52
<b>Very Good/Good Service</b>	<b>85</b>	<b>83</b>	<b>82</b>	<b>83</b>	<b>82</b>	<b>81</b>
Neither/Nor	11	13	12	13	13	12
Poor Service	2	2	4	3	3	4
Very Poor Service	1	1	0	0	1	1
<b>Poor/Very Poor Service</b>	<b>3</b>	<b>3</b>	<b>4</b>	<b>3</b>	<b>4</b>	<b>6</b>
Don't know	1	1	2	1	2	2
Base	4607	3511	3161	2933	4273	4719

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



Base: All respondents excluding those giving a 'not applicable' response. 2012/13 n=4607, 2013/14 n=3511, 2014/15 n=3161, 2015/16 n=2933, 2016/17 n=4273, 2017/18 n=4719.

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.

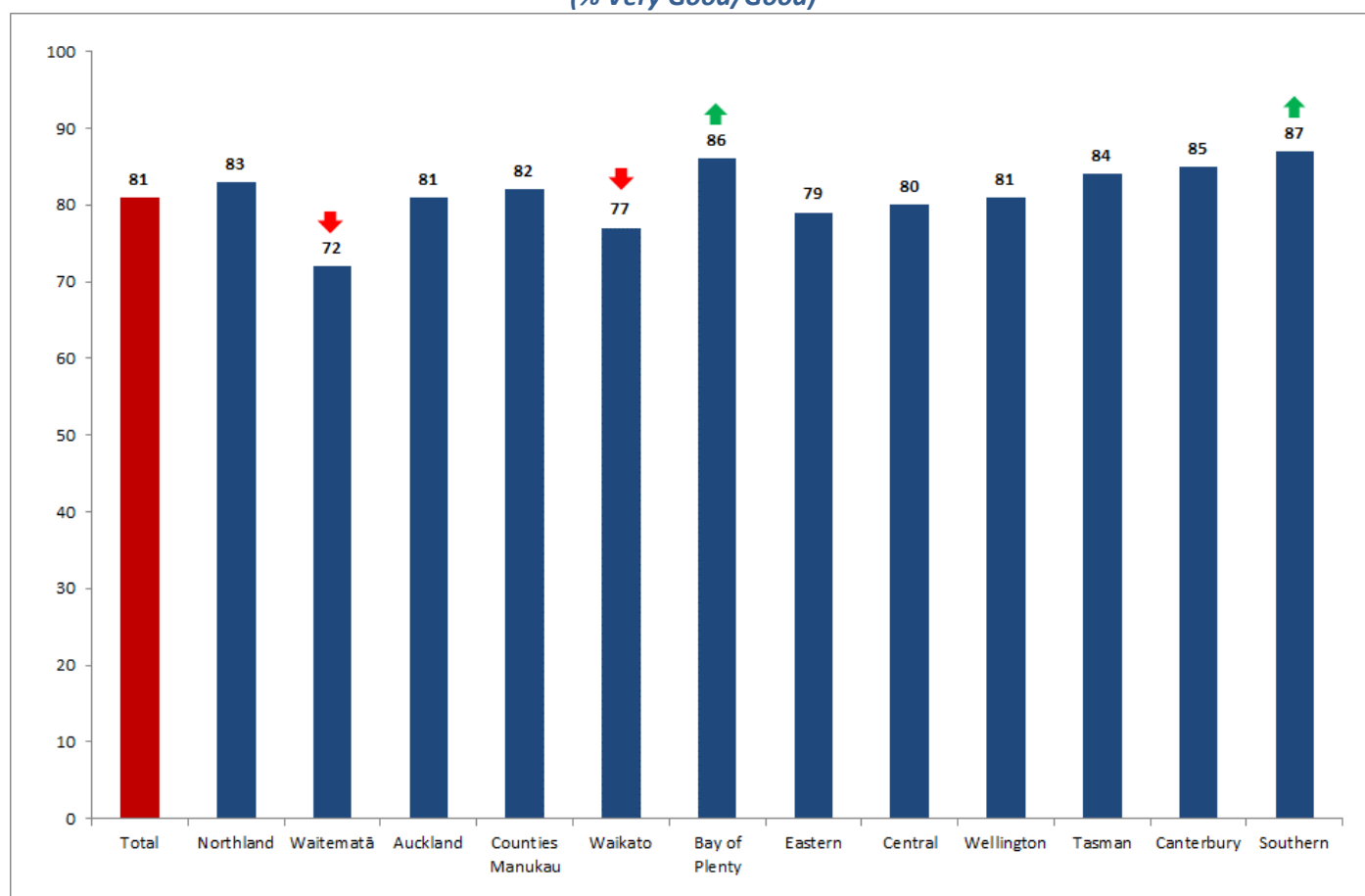
#### 4.7.2. Quality of Service Expected Before Contact with Police - Comparison by District

##### 1. 2017/18

Before their contact with Police, just over four in five respondents (81%) expected to receive *very good* or *good* service. Those living in the Southern (87%) and Bay of Plenty (86%) districts were statistically significantly more likely to expect to receive at least good service.

Respondents living in Waitematā (72%) and Waikato (77%) districts were statistically significantly less likely to report that they expected *very good/good* service prior to Police contact.

**Figure 49: Quality of Service Expected Before Contact with Police - By District in 2017/18**  
(% Very Good/Good)



Base: All respondents, excluding 'not applicable' responses. Total 2017/18 n=4719; Northland n=289; Waitematā n=397; Auckland n=428; Counties n=412; Waikato n=482; Bay of Plenty n=443; Eastern n=371; Central n=434; Wellington n=403; Tasman n=275; Canterbury n=419; Southern n=366.

Green arrow indicates a significantly higher result than the total.

Red arrow indicates a significantly lower result than the total.

## 2. Comparison with 2016/17

When compared with the previous measure, there has been a significant increase in the proportion of respondents in the Bay of Plenty District expecting either *very good* or *good* service (up from 80% to 86%). There has also been a significant increase in the share of Auckland City District respondents expecting *very good* service (up from 18% last year, to 33%).

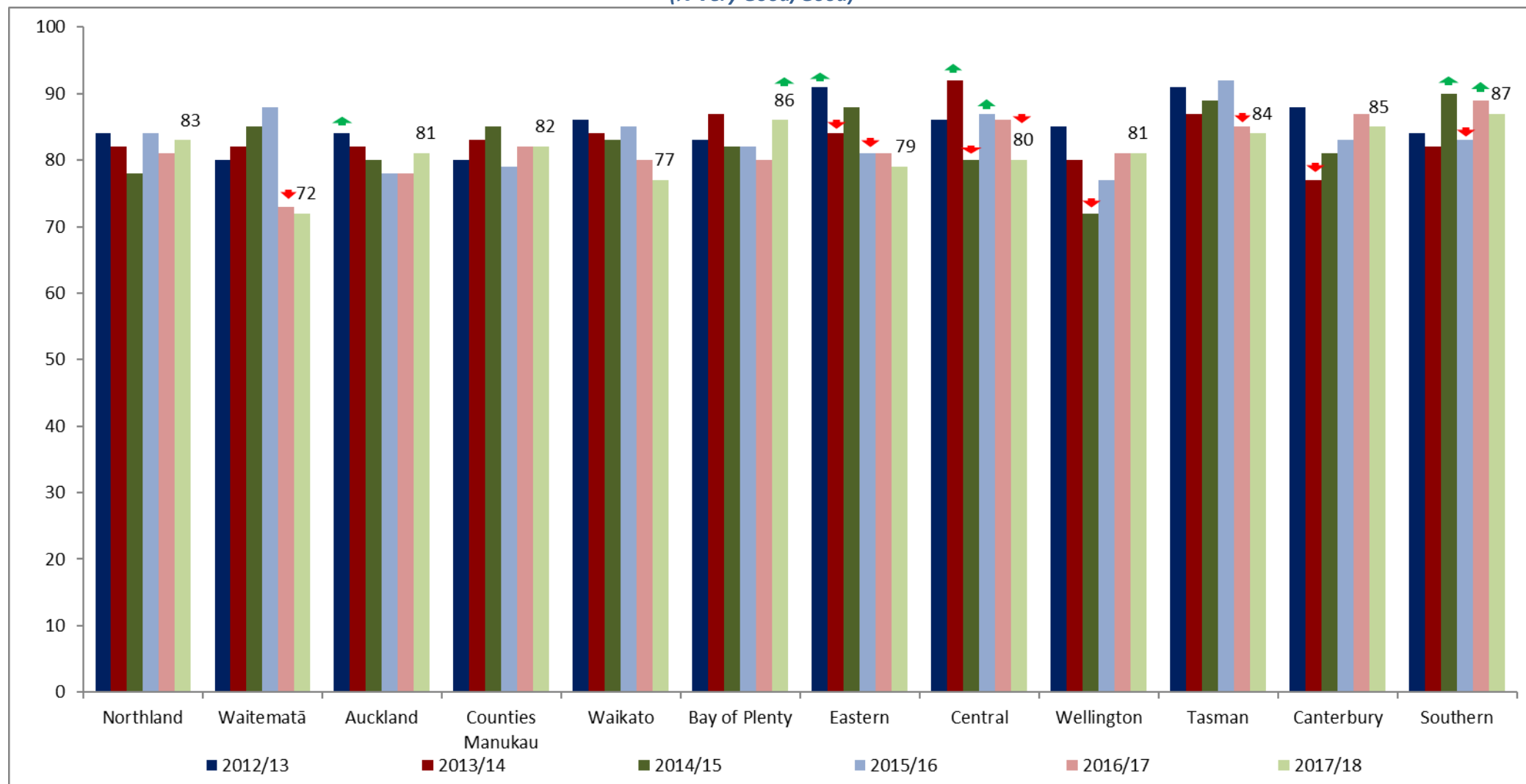
There has been a significant decrease in the proportion of respondents expecting at least good service in the Central District (down from 86% to 80%). The share who expected *very good* service has also decreased in the Waitematā (down from 31% to 23%), Tasman (down from 40% to 24%), Southern (down from 36% to 28%), and Waikato (down from 37% to 29%) districts.

The share who expected *poor/very poor* service has increased in Waikato (up from 5% to 9%, including an increase from 2% to 7% expecting *very poor* service), Eastern (up from 3% to 8%), Central (up from 3% to 7%) and Southern (up from 1% to 4%) districts.

The Waitematā District had a small but significant decrease in those who expected *very poor* service (down from 1% to 0% in 2017/18).



Figure 50: Quality of Service Expected Before Contact with Police - By District over Time  
(% Very Good/Good)



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

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

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

**Table 76: Quality of Service Expected Before Contact with Police – By District over Time (Part 1) (%)**

	Northland						Waitematā						Auckland City					
	12/13	13/14	14/15	15/ 16	16/17	17/18	12/13	13/14	14/15	15/ 16	16/17	17/18	12/13	13/14	14/15	15/ 16	16/17	17/18
Very good service	40	35	30	35	28	28	34	37	33	33	31	23	32	36	29	31	18	33
Good service	44	47	48	49	53	55	46	45	52	55	42	49	52	46	51	47	60	48
<b>Very Good/Good Service</b>	<b>84</b>	<b>82</b>	<b>78</b>	<b>84</b>	<b>81</b>	<b>83</b>	<b>80</b>	<b>82</b>	<b>85</b>	<b>88</b>	<b>73</b>	<b>72</b>	<b>84</b>	<b>82</b>	<b>80</b>	<b>78</b>	<b>78</b>	<b>81</b>
Neither/nor	9	11	13	10	13	10	15	13	13	8	24	19	13	13	14	18	13	10
Poor service	6	2	4	4	3	5	2	2	1	2	2	5	1	4	5	2	7	7
Very poor service	1	1	2	1	1	1	2	2	0	0	1	0	2	1	1	0	1	1
<b>Poor/Very Poor Service</b>	<b>7</b>	<b>3</b>	<b>6</b>	<b>5</b>	<b>4</b>	<b>6</b>	<b>4</b>	<b>4</b>	<b>1</b>	<b>2</b>	<b>3</b>	<b>5</b>	<b>3</b>	<b>5</b>	<b>6</b>	<b>2</b>	<b>8</b>	<b>8</b>
Don't know	0	4	3	1	3	1	1	1	1	1	1	3	0	0	0	2	2	1
Base	303	293	216	200	285	289	368	297	272	236	348	397	363	251	261	219	347	428

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

	Counties Manukau						Waikato						Bay of Plenty					
	12/13	13/14	14/15	15/ 16	16/17	17/18	12/13	13/14	14/15	15/ 16	16/17	17/18	12/13	13/14	14/15	15/ 16	16/17	17/18
Very good service	29	34	39	30	34	33	39	35	36	34	37	29	34	37	35	36	32	32
Good service	51	49	46	48	48	49	47	49	47	51	43	48	49	50	47	46	49	54
<b>Very Good/Good Service</b>	<b>80</b>	<b>83</b>	<b>85</b>	<b>79</b>	<b>82</b>	<b>82</b>	<b>86</b>	<b>84</b>	<b>83</b>	<b>85</b>	<b>80</b>	<b>77</b>	<b>83</b>	<b>87</b>	<b>82</b>	<b>82</b>	<b>80</b>	<b>86</b>
Neither/nor	12	13	8	15	14	12	8	12	11	10	12	12	13	10	11	13	10	7
Poor service	5	2	4	5	3	3	3	2	2	3	3	3	2	2	3	4	4	4
Very poor service	1	1	1	0	0	1	1	0	2	1	2	7	1	0	1	0	0	0
<b>Poor/Very Poor Service</b>	<b>6</b>	<b>3</b>	<b>5</b>	<b>5</b>	<b>3</b>	<b>4</b>	<b>4</b>	<b>2</b>	<b>4</b>	<b>4</b>	<b>5</b>	<b>9</b>	<b>3</b>	<b>2</b>	<b>4</b>	<b>4</b>	<b>4</b>	<b>4</b>
Don't know	2	1	2	2	1	2	1	2	2	2	2	2	1	1	3	1	6	3
Base	410	277	248	244	349	412	505	324	336	291	414	482	429	316	261	258	374	443

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

	Eastern						Central						Wellington					
	12/13	13/14	14/15	15/ 16	16/17	17/18	12/13	13/14	14/15	15/ 16	16/17	17/18	12/13	13/14	14/15	15/ 16	16/17	17/18
Very good service	38	39	37	35	29	32	34	41	34	39	33	28	36	38	36	35	31	30
Good service	53	45	51	46	51	47	52	51	46	48	53	52	49	42	36	43	50	51
<b>Very Good/Good Service</b>	91	84	88	81	81	79	86	92	80	87	86	80	85	80	72	77	81	81
Neither/nor	5	10	5	10	16	12	7	5	12	11	10	13	13	16	15	19	11	13
Poor service	1	4	5	4	2	7	3	1	5	1	3	7	1	2	11	3	5	4
Very poor service	1	1	0	2	1	1	2	0	0	1	0	0	0	0	1	0	1	1
<b>Poor/Very Poor Service</b>	2	5	5	6	3	8	5	1	5	1	3	7	1	2	12	3	6	5
Don't know	2	1	2	3	1	2	2	2	3	1	2	1	1	2	1	1	2	1
Base	367	303	242	282	370	371	425	308	299	287	409	434	423	306	291	244	407	403

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

	Tasman						Canterbury						Southern					
	12/13	13/14	14/15	15/ 16	16/17	17/18	12/13	13/14	14/15	15/ 16	16/17	17/18	12/13	13/14	14/15	15/ 16	16/17	17/18
Very good service	40	44	39	37	40	24	38	26	31	31	31	30	35	38	39	22	36	28
Good service	51	43	50	55	45	60	50	51	50	52	56	54	49	44	51	61	53	59
<b>Very Good/Good Service</b>	91	87	89	92	85	84	88	77	81	83	87	85	84	82	90	83	89	87
Neither/nor	6	11	8	6	13	12	9	18	14	14	10	10	13	14	7	13	7	8
Poor service	2	1	1	1	1	3	1	2	2	3	3	3	3	3	2	2	1	2
Very poor service	1	0	0	0	1	1	2	1	0	0	0	0	0	1	0	0	1	2
<b>Poor/Very Poor Service</b>	3	1	1	1	2	4	3	3	2	3	3	3	3	4	2	2	1	4
Don't know	0	1	2	1	0	0	0	2	3	0	1	3	0	0	1	2	2	2
Base	322	286	203	200	249	275	379	288	323	245	392	419	313	262	209	227	329	366

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.

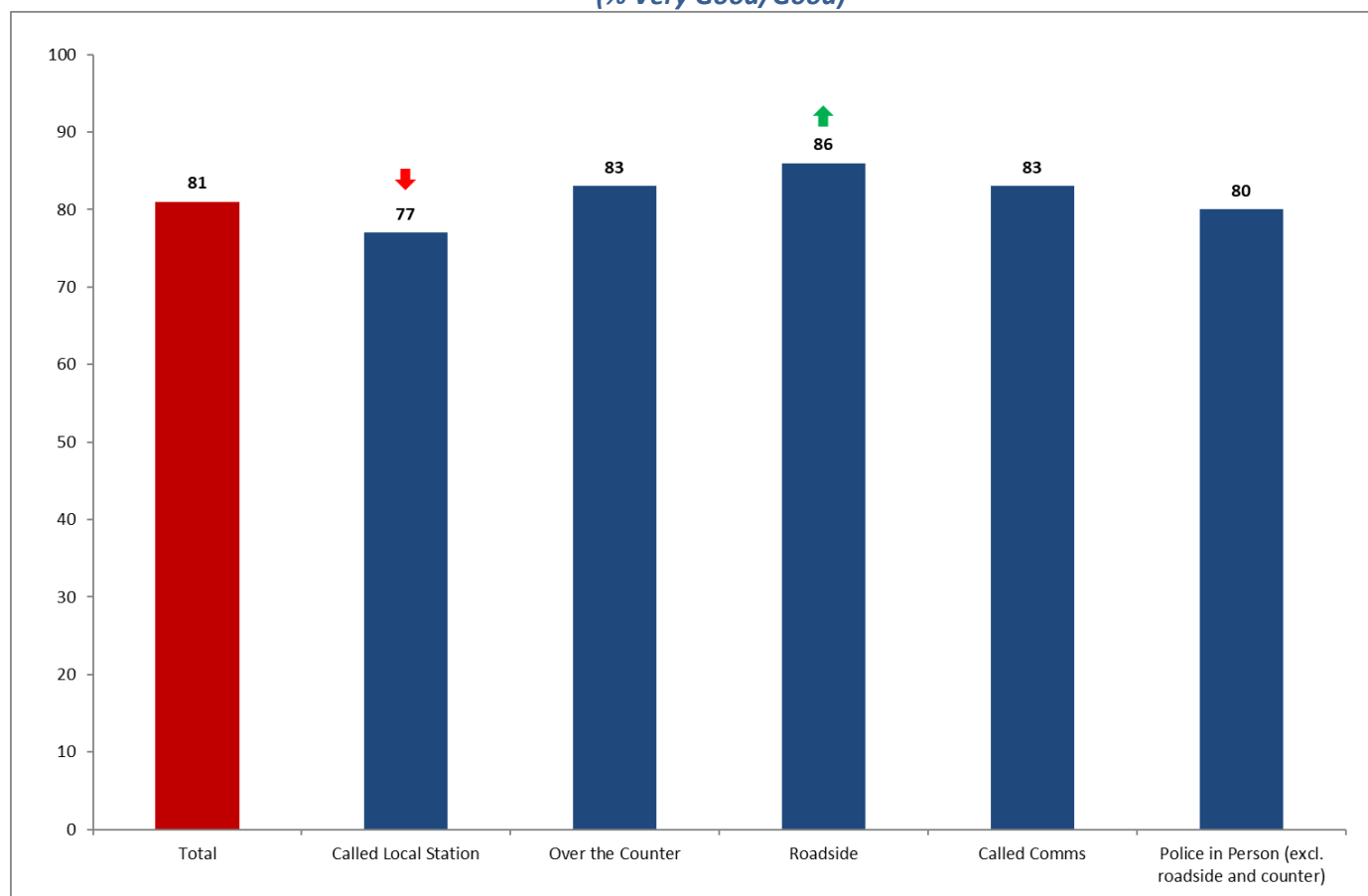
Note: Due to rounding some totals may not correspond with the sum of the separate figures and individual results may not total 100%.

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

##### 1. 2017/18

This year just over four out of five respondents reported expecting *very good* or *good* service from the Police before having contact (81%). Compared with the total for all other points of contact, those who had interactions at the roadside (86%) were significantly more likely to expect *very good/good* service, while those who called the local station (77%) were significantly less likely to.

**Figure 51: Quality of Service Expected Before Contact with Police - By Point of Contact in 2017/18**  
(% Very Good/Good)



Base: All respondents, excluding 'not applicable' responses. Total 2016/17 n=4719; Called local station n=693; Over the counter n=483; Roadside n=472; Called the Communications Centre n=2502; Police in Person (excl. roadside and counter) n=1187.

Green arrow indicates a significantly higher result than the total.

Red arrow indicates a significantly lower result than the total.

## 2. Comparison with 2016/17

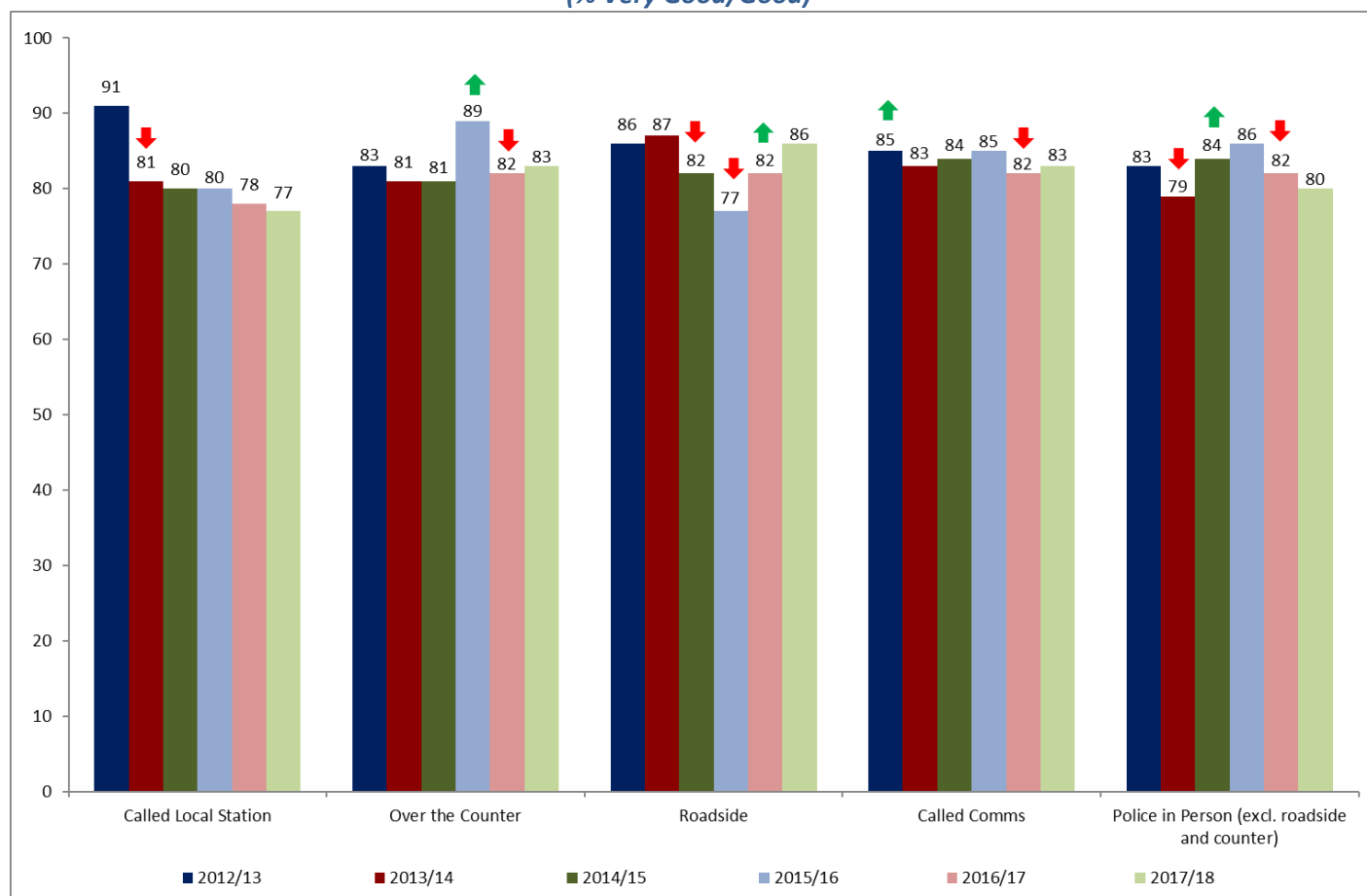
Across each of the points of contact, when compared with last year, there have been no significant increases or decreases in the share who expected either *very good* or *good* service.

Those who had contact in person (excluding at the roadside or over the counter) were significantly more likely to expect *very poor/poor* service (up from 3% to 6%, including an increase from 0% to 2% expecting *very poor* service).

Those who called the communications centre were significantly less likely to say they expected *very good* service (down from 34% to 31% this year).

Those who had contact over the counter or at the roadside are significantly less likely to expect *very poor* service (both down from 1% to 0%).

**Figure 52: Quality of Service Expected Before Contact with Police - By Point of Contact over Time (% Very Good/Good)**



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

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

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

**Table 80: Quality of Service Expected Before Contact with Police – By Point of Contact Over Time (Part 1) (%)**

	Called Local Station						Over the Counter						Roadside					
	12/13	13/14	14/15	15/ 16	16/17	17/18	12/13	13/14	14/15	15/ 16	16/17	17/18	12/13	13/14	14/15	15/ 16	16/17	17/18
Very good service	39	37	31	18	23	24	29	36	32	31	26	26	37	37	33	31	36	36
Good service	52	44	49	63	55	53	54	45	49	58	56	56	49	50	49	46	46	50
<b>Very Good/Good Service</b>	<b>91</b>	<b>81</b>	<b>80</b>	<b>80</b>	<b>78</b>	<b>77</b>	<b>83</b>	<b>81</b>	<b>81</b>	<b>89</b>	<b>82</b>	<b>83</b>	<b>86</b>	<b>87</b>	<b>82</b>	<b>77</b>	<b>82</b>	<b>86</b>
Neither/nor	6	13	15	16	14	15	13	15	12	8	13	11	10	10	12	18	14	7
Poor service	2	3	4	3	5	5	2	2	4	2	2	3	2	1	3	3	3	6
Very poor service	1	1	0	1	1	2	2	0	1	0	1	0	1	1	1	1	1	0
<b>Poor/Very Poor Service</b>	<b>3</b>	<b>4</b>	<b>4</b>	<b>4</b>	<b>6</b>	<b>7</b>	<b>4</b>	<b>2</b>	<b>5</b>	<b>2</b>	<b>4</b>	<b>4</b>	<b>3</b>	<b>2</b>	<b>4</b>	<b>4</b>	<b>4</b>	<b>6</b>
Don't know	0	2	1	0	2	2	0	2	2	1	2	3	1	1	2	1	0	1
Base	243	245	226	193	483	693	417	439	404	380	458	483	1512	834	655	621	571	472

**Table 81: 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)					
	12/13	13/14	14/15	15/ 16	16/17	17/18	12/13	13/14	14/15	15/ 16	16/17	17/18
Very good service	37	37	41	39	34	31	33	33	35	36	32	32
Good service	48	46	43	47	48	52	50	46	49	50	49	48
<b>Very Good/Good Service</b>	<b>85</b>	<b>83</b>	<b>84</b>	<b>85</b>	<b>82</b>	<b>83</b>	<b>83</b>	<b>79</b>	<b>84</b>	<b>86</b>	<b>82</b>	<b>80</b>
Neither/nor	10	12	11	9	11	11	12	16	10	11	13	14
Poor service	4	3	4	4	4	3	2	3	4	2	3	4
Very poor service	1	1	0	0	1	1	1	1	0	0	0	2
<b>Poor/Very Poor Service</b>	<b>5</b>	<b>4</b>	<b>4</b>	<b>5</b>	<b>5</b>	<b>4</b>	<b>3</b>	<b>4</b>	<b>4</b>	<b>2</b>	<b>3</b>	<b>6</b>
Don't know	0	1	1	2	2	2	2	1	2	1	2	1
Base	1614	1201	1123	1070	2144	2502	821	792	759	664	1019	1187

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. Service Expectations Met or Exceeded

### 4.8.1. Service Expectations Met or Exceeded – Comparison with 2016/17

Six out of seven respondents (86%) reported the service they received was *much better/better/about the same* as they had expected (unchanged from 86% in 2016/17).

While the shares of respondents who received service that was *much better/better* (36%, compared with 35% last year) or *worse/much worse* (13%, compared with 12%) than expected are also stable, it should be noted that there has been a significant increase in the share commenting that service was *much worse* (up significantly from 3% last year, to 4%).

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

	2012/13	2013/14	2014/15	2015/16	2016/17	2017/18
Much Better	12	13	12	12	16	15
Better	22	26	25	21	20	21
<b>Much Better/Better</b>	<b>34</b>	<b>39</b>	<b>37</b>	<b>34</b>	<b>35</b>	<b>36</b>
About the Same as Expected	57	50	52	53	51	49
<b>Much Better/Better/Same</b>	<b>91</b>	<b>89</b>	<b>89</b>	<b>87</b>	<b>86</b>	<b>86</b>
Worse	7	8	9	9	10	9
Much Worse	2	3	2	3	3	4
<b>Worse/Much Worse</b>	<b>9</b>	<b>11</b>	<b>11</b>	<b>12</b>	<b>12</b>	<b>13</b>
Don't know	0	0	0	2	2	1
Base	4553	3451	3076	2962	4336	4768

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

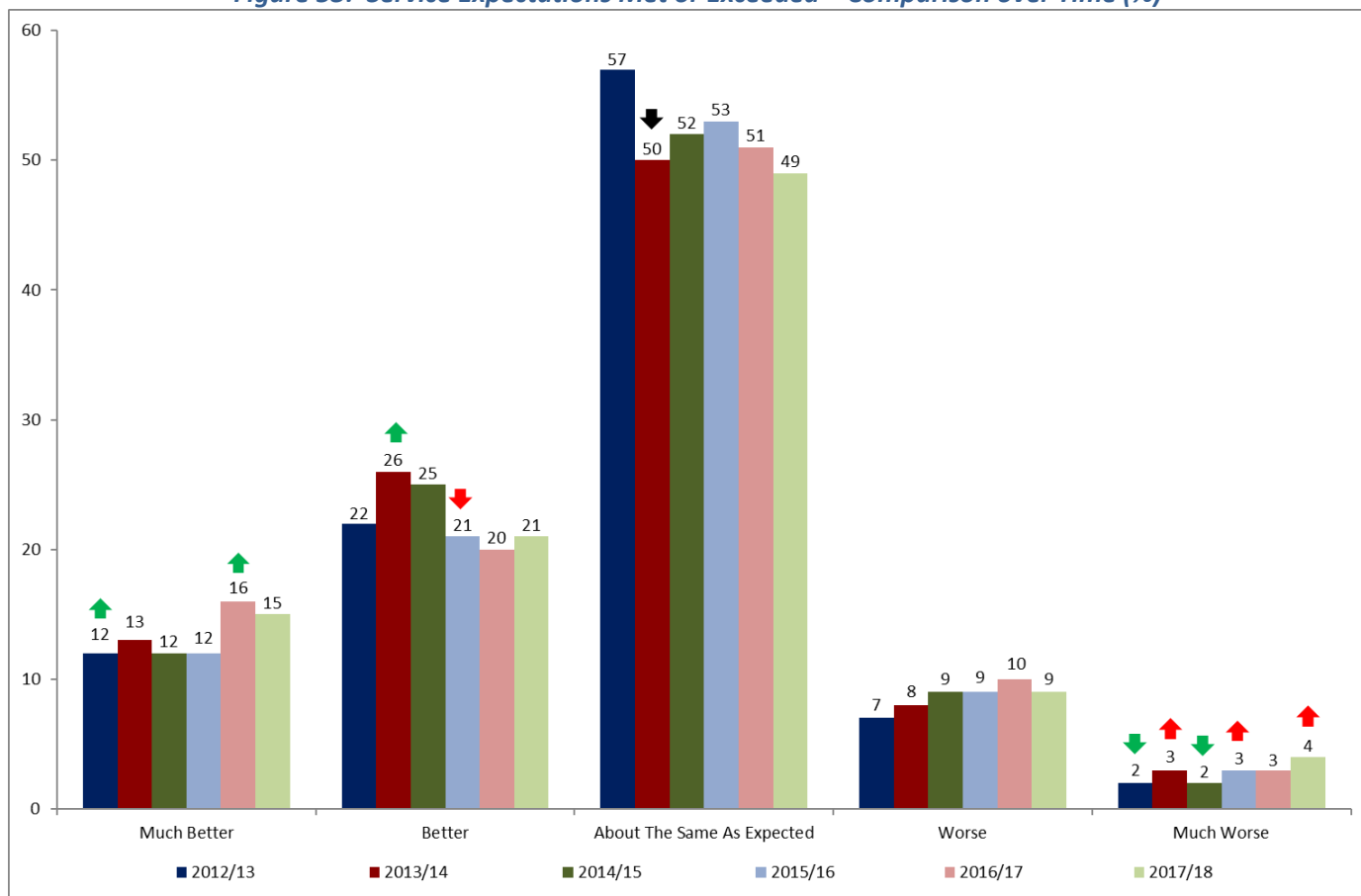
Bold indicates a statistically significant change in neutral or don't know responses from the previous survey wave.

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 53: Service Expectations Met or Exceeded – Comparison over Time (%)**



Base: All respondents excluding those giving a 'not applicable' response. 2012/13 n=4553, 2013/14 n=3451, 2014/15 n=3076, 2015/16=2962, 2016/17 n=4336, 2017/18 n=4768.

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'.

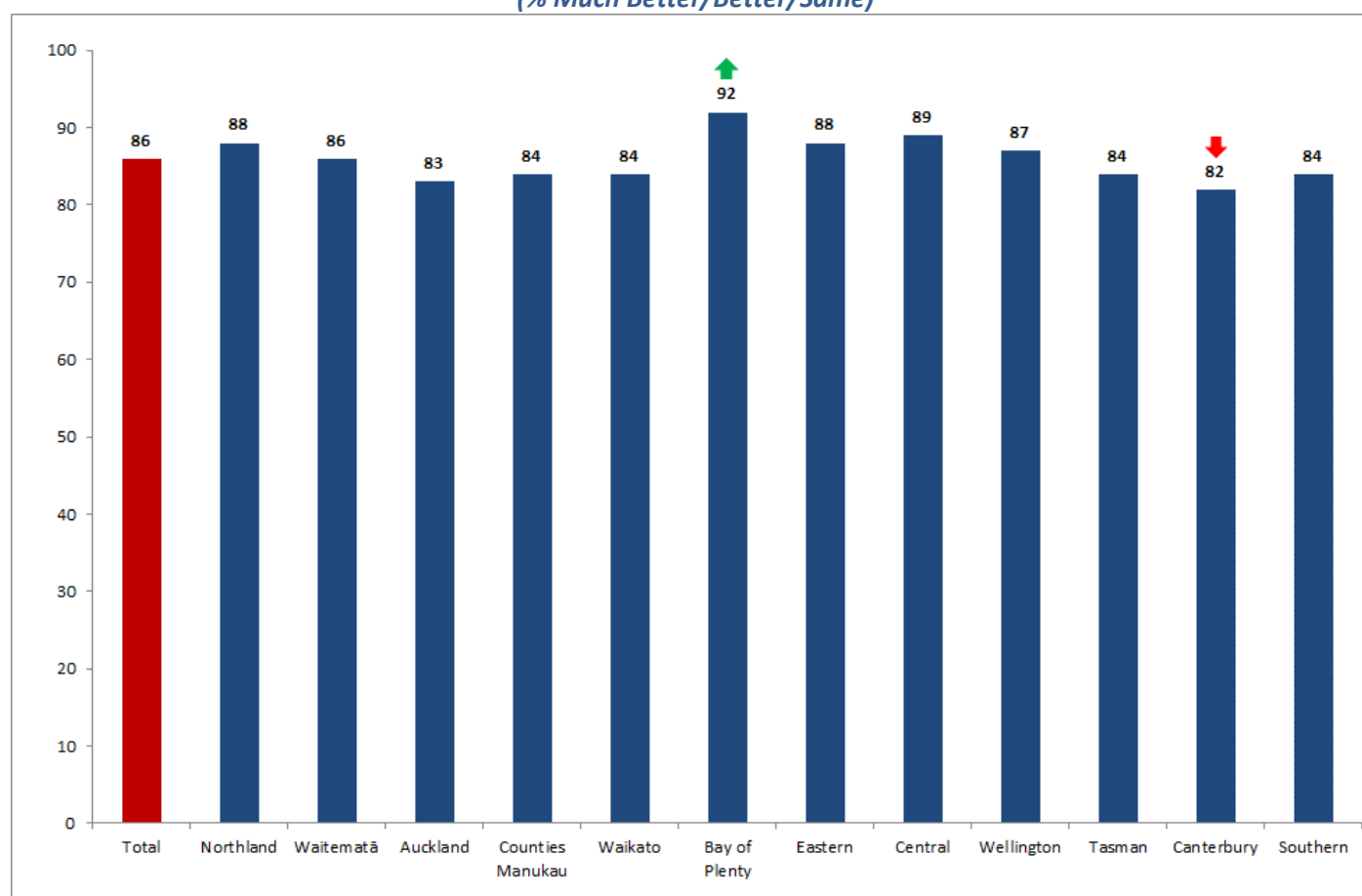


#### 4.8.2. Service Expectations Met or Exceeded - Comparison by District

##### 1. 2017/18

In 2017/18, 86% of all respondents reported that the received service was *much better, better, or the same* as what they had expected before their contact with Police. While results for most districts are in line with the total, those in the Bay of Plenty District are significantly more likely to say the service was *better, much better or the same* (92%), while those in Canterbury District are significantly less likely to (82%).

**Figure 54: Service Expectations Met or Exceeded - by District in 2017/18**  
(% Much Better/Better/Same)



Base: All respondents, excluding 'not applicable' responses. Total 2017/18 n=4768; Northland n=290; Waitematā n=400; Auckland n=435; Counties n=414; Waikato n=488; Bay of Plenty n=449; Eastern n=370; Central n=439; Wellington n=412; Tasman n=278; Canterbury n=426; Southern n=365.

Green arrow indicates a significantly higher result than the total.

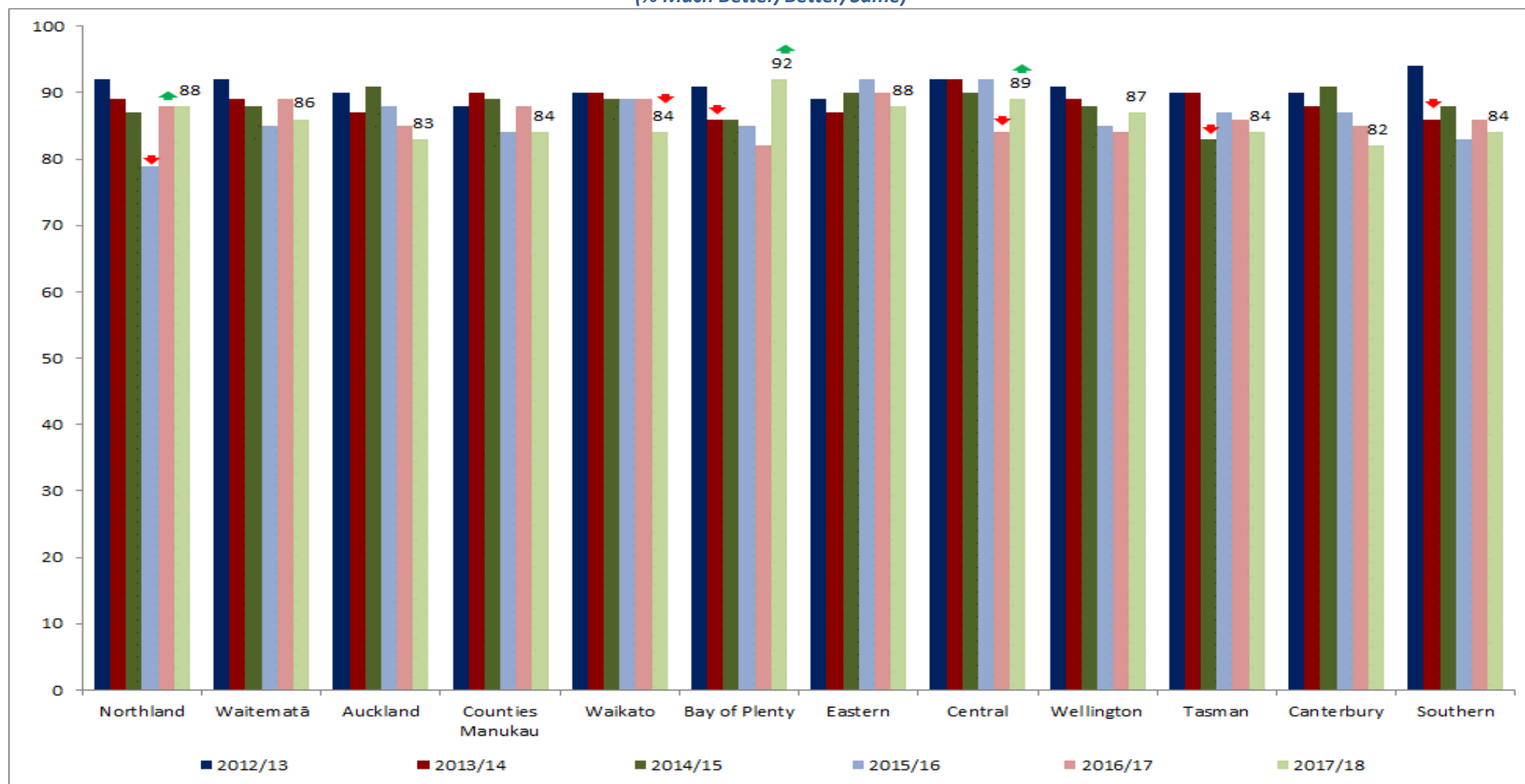
Red arrow indicates a significantly lower result than the total.

## 2. Comparison with 2016/17

When compared with the 2016/17 survey wave, this year there has been a significant increase in the share of respondents whose expectations were met or exceeded among those in the Bay of Plenty District (the share receiving *much better/better/same service as expected* is up significantly from 82% last year, to 92%) including a significant increase in the share who felt the service was *much better* than expected (up from 14% to 20%). Those in the Bay of Plenty were also significantly less likely to say the service was *worse/much worse* (down from 13% to 7%). Central District has also had a significant increase in the share stating the service received was *much better/better/same* than expected (up from 84% last year, to 89%).

There has been a significant decline in the proportion of Waikato District respondents receiving *much better/better/same service as expected* (down from 89% in 2016/17, to 84%), and a significant increase in the share receiving *worse/much worse* service (up from 10% to 15%, including *much worse* ratings increasing from 2% to 9%). Counties Manukau District has also had a significant increase in the share who said the service they experienced was *worse/much worse* (up from 10% to 16%, including *much worse* ratings increasing from 2% to 5%).

Figure 55: Service Expectations Met or Exceeded - by District over Time  
(% Much Better/Better/Same)



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

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

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

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

	Northland						Waitematā						Auckland City					
	12/13	13/14	14/15	15/ 16	16/17	17/18	12/13	13/14	14/15	15/ 16	16/17	17/18	12/13	13/14	14/15	15/ 16	16/17	17/18
Much better than expected	13	12	18	13	15	15	14	15	11	20	16	17	13	15	9	9	13	13
Better than expected	21	22	19	25	20	26	21	23	23	21	21	25	20	30	28	19	25	26
About the same as expected	58	55	50	41	53	48	58	51	54	45	52	44	57	42	54	60	47	45
<b>Much Better/Better/Same</b>	<b>92</b>	<b>89</b>	<b>87</b>	<b>79</b>	<b>88</b>	<b>88</b>	<b>92</b>	<b>89</b>	<b>88</b>	<b>85</b>	<b>89</b>	<b>86</b>	<b>90</b>	<b>87</b>	<b>91</b>	<b>88</b>	<b>85</b>	<b>83</b>
Worse than expected	6	4	10	11	7	6	5	8	11	10	9	8	8	9	8	7	12	14
Much worse than expected	2	6	2	4	4	5	2	3	1	4	2	4	2	3	1	2	2	2
<b>Worse/Much Worse</b>	<b>8</b>	<b>10</b>	<b>12</b>	<b>15</b>	<b>10</b>	<b>11</b>	<b>7</b>	<b>11</b>	<b>12</b>	<b>13</b>	<b>11</b>	<b>12</b>	<b>10</b>	<b>12</b>	<b>9</b>	<b>9</b>	<b>14</b>	<b>16</b>
Don't know	0	1	1	6	2	1	0	0	0	2	1	2	0	1	0	4	1	1
Base	301	283	208	206	288	290	365	292	268	237	352	400	359	250	257	216	354	435

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

	Counties Manukau						Waikato						Bay of Plenty					
	12/13	13/14	14/15	15/ 16	16/17	17/18	12/13	13/14	14/15	15/ 16	16/17	17/18	12/13	13/14	14/15	15/ 16	16/17	17/18
Much better than expected	17	14	19	17	22	19	12	15	12	13	17	13	12	12	13	10	14	20
Better than expected	25	27	26	18	22	23	18	24	25	25	16	17	23	22	19	26	18	20
About the same as expected	46	49	44	49	44	42	60	51	52	51	56	54	56	52	54	49	50	52
<b>Much Better/Better/Same</b>	<b>88</b>	<b>90</b>	<b>89</b>	<b>84</b>	<b>88</b>	<b>84</b>	<b>90</b>	<b>90</b>	<b>89</b>	<b>89</b>	<b>89</b>	<b>84</b>	<b>91</b>	<b>86</b>	<b>86</b>	<b>85</b>	<b>82</b>	<b>92</b>
Worse than expected	8	7	7	10	8	12	9	7	9	7	8	6	5	12	12	10	10	4
Much worse than expected	3	3	4	5	2	5	1	3	1	3	2	9	4	1	1	4	3	3
<b>Worse/Much Worse</b>	<b>11</b>	<b>10</b>	<b>11</b>	<b>15</b>	<b>10</b>	<b>16</b>	<b>10</b>	<b>10</b>	<b>10</b>	<b>10</b>	<b>10</b>	<b>15</b>	<b>9</b>	<b>13</b>	<b>13</b>	<b>14</b>	<b>13</b>	<b>7</b>
Don't know	1	0	0	1	2	0	0	0	1	1	1	1	0	1	1	1	5	1
Base	402	275	241	247	354	414	501	317	327	294	419	488	422	309	253	262	377	449

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

	Eastern						Central						Wellington					
	12/13	13/14	14/15	15/ 16	16/17	17/18	12/13	13/14	14/15	15/ 16	16/17	17/18	12/13	13/14	14/15	15/ 16	16/17	17/18
Much better than expected	10	16	13	18	20	16	11	14	15	11	13	14	10	10	13	13	17	15
Better than expected	18	23	21	18	19	23	23	25	23	23	20	21	24	31	23	14	19	21
About the same as expected	60	48	56	57	51	49	58	53	52	58	50	54	57	48	52	59	48	51
<b>Much Better/Better/Same</b>	<b>89</b>	<b>87</b>	<b>90</b>	<b>92</b>	<b>90</b>	<b>88</b>	<b>92</b>	<b>92</b>	<b>90</b>	<b>92</b>	<b>84</b>	<b>89</b>	<b>91</b>	<b>89</b>	<b>88</b>	<b>85</b>	<b>84</b>	<b>87</b>
Worse than expected	9	9	7	6	7	6	6	7	7	5	10	5	6	9	10	11	12	8
Much worse than expected	2	3	3	0	2	5	2	1	2	2	2	4	3	2	2	3	3	3
<b>Worse/Much Worse</b>	<b>11</b>	<b>12</b>	<b>10</b>	<b>7</b>	<b>9</b>	<b>10</b>	<b>8</b>	<b>8</b>	<b>9</b>	<b>7</b>	<b>12</b>	<b>9</b>	<b>9</b>	<b>11</b>	<b>12</b>	<b>14</b>	<b>14</b>	<b>11</b>
Don't know	0	1	0	2	2	2	0	0	1	2	5	2	0	0	0	1	2	2
Base	362	298	237	282	380	372	415	304	286	288	416	439	418	300	284	246	411	412

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

	Tasman						Canterbury						Southern					
	12/13	13/14	14/15	15/ 16	16/17	17/18	12/13	13/14	14/15	15/ 16	16/17	17/18	12/13	13/14	14/15	15/ 16	16/17	17/18
Much better than expected	8	13	9	6	11	16	12	11	7	11	14	14	10	15	8	10	15	13
Better than expected	21	19	23	24	20	22	21	21	28	20	19	16	21	31	32	26	19	22
About the same as expected	61	58	51	58	56	46	57	56	56	57	52	52	63	40	48	47	52	49
<b>Much Better/Better/Same</b>	<b>90</b>	<b>90</b>	<b>83</b>	<b>87</b>	<b>86</b>	<b>84</b>	<b>90</b>	<b>88</b>	<b>91</b>	<b>87</b>	<b>85</b>	<b>82</b>	<b>94</b>	<b>86</b>	<b>88</b>	<b>83</b>	<b>86</b>	<b>84</b>
Worse than expected	6	5	13	9	11	13	8	9	7	9	9	14	3	8	6	13	11	11
Much worse than expected	4	5	4	4	2	3	2	3	2	4	5	2	3	6	5	2	2	4
<b>Worse/Much Worse</b>	<b>10</b>	<b>10</b>	<b>17</b>	<b>13</b>	<b>13</b>	<b>16</b>	<b>10</b>	<b>12</b>	<b>9</b>	<b>13</b>	<b>14</b>	<b>16</b>	<b>6</b>	<b>14</b>	<b>11</b>	<b>15</b>	<b>13</b>	<b>15</b>
Don't know	0	0	0	0	1	0	0	0	0	0	1	2	0	0	1	2	2	1
Base	320	283	197	201	252	278	376	281	315	251	401	426	312	259	203	232	332	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.

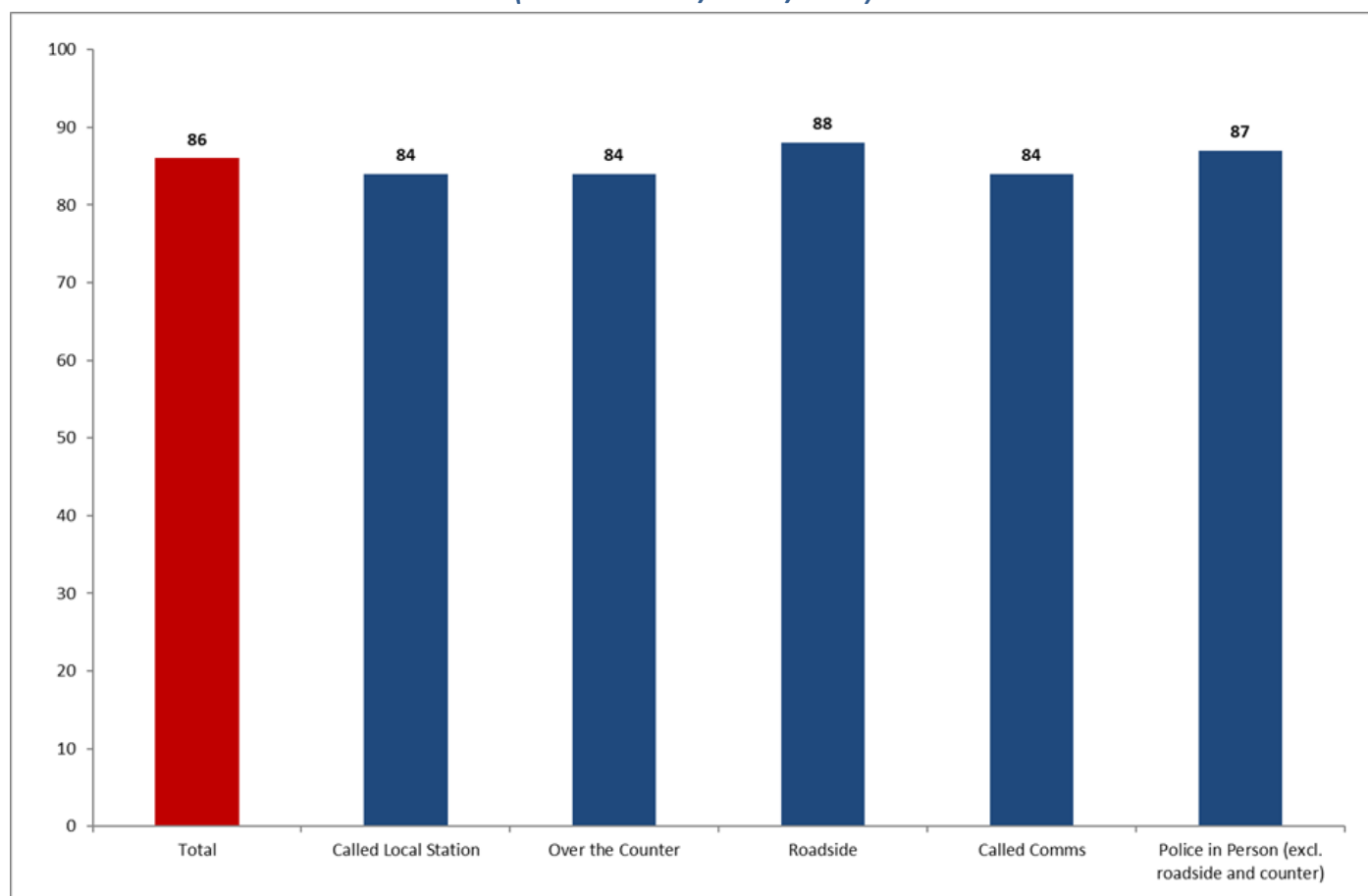
Note: Due to rounding some totals may not correspond with the sum of the separate figures and individual results may not total 100%.

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

#### 1. 2017/18

When compared with the total, no points of contact have a significantly higher or lower share who said the service they received *met or exceeded* their expectations. However, those at the roadside were the most likely to say the service met or exceeded expectations (88%), while those who called either the communication centre or a local station and those who spoke to Police over the counter were least likely (all 84%).

**Figure 56: Service Expectations Met or Exceeded - By Point of Contact in 2017/18**  
(% Much Better/Better/Same)



Base: All respondents, excluding 'not applicable' responses. Total 2017/18 n=4738; Called local station n=693; Over the counter n=488; Roadside n=477; Called the Communications Centre n=2531; Police in Person (excl. roadside and counter) n=1199.

Green arrow indicates a significantly higher result than the total.

Red arrow indicates a significantly lower result than the total.

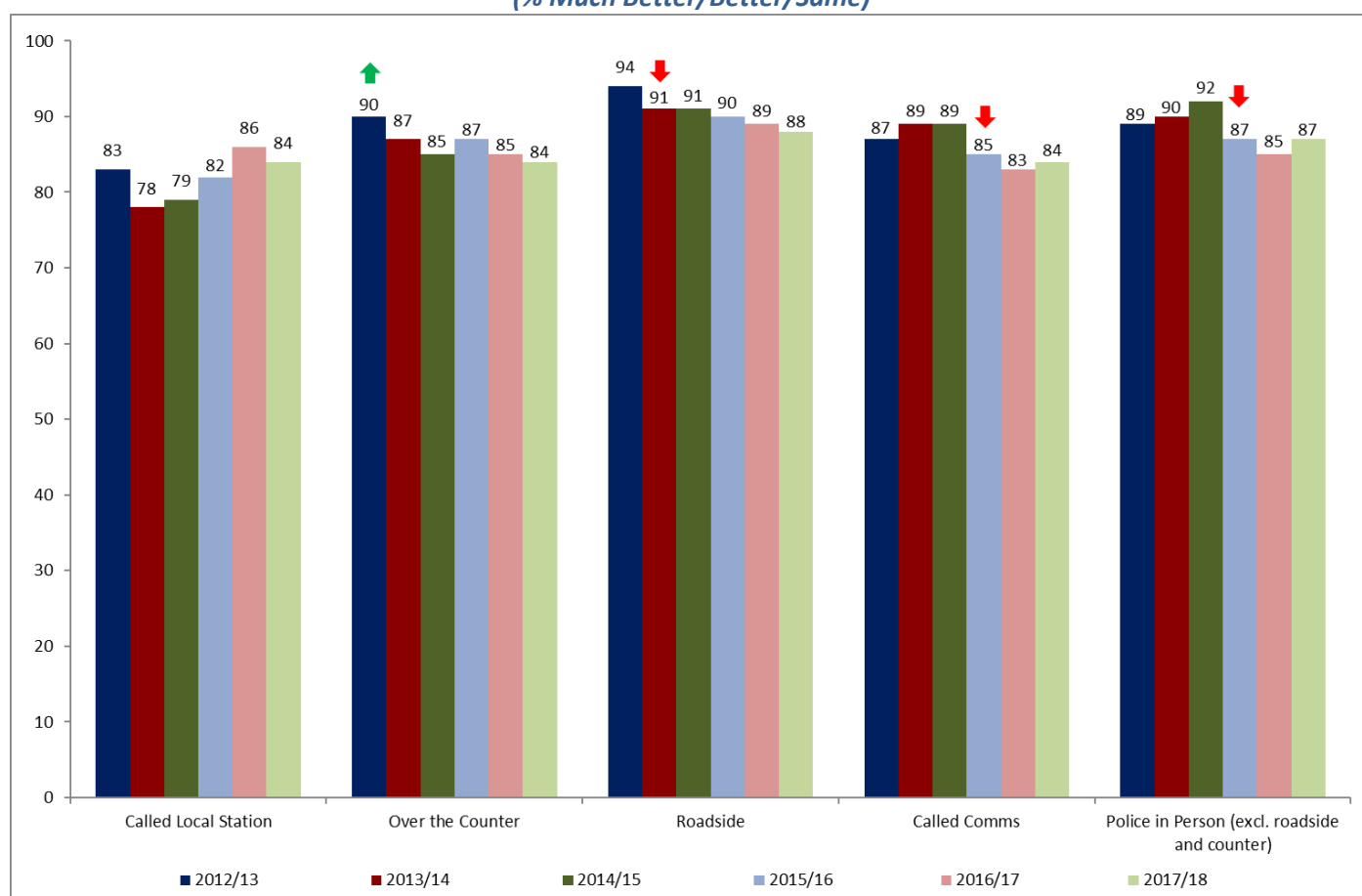
## 2. Comparison with 2016/17

When compared with 2016/17, the proportion of respondents who received service that was *much better*, *better*, or *the same as expected* and the share stating that service was *worse/much worse* has remained stable across all key points of contact (with no significant increases or decreases).

However, there has been a significant increase in the share stating service was *better* than expected among those who had contact with police in person (other than on the roadside or at the local station) (up from 21% to 25%).

Those who had contact by calling the Communications Centre (down from 20% to 17%) or at the roadside (down from 10% to 6%) are significantly less likely to say the service was *much better* than expected. Those who had contact over the counter were significantly more likely to say the service was *much worse* (up from 3% last year, to 7%).

**Figure 57: Service Expectations Met or Exceeded - By Point of Contact over Time**  
(% Much Better/Better/Same)



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

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

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

**Table 87: Service Expectations Met or Exceeded – By Point of Contact over Time (Part 1) (%)**

	Called Local Station						Over the Counter						Roadside					
	12/13	13/14	14/15	15/ 16	16/17	17/18	12/13	13/14	14/15	15/ 16	16/17	17/18	12/13	13/14	14/15	15/ 16	16/17	17/18
Much better than expected	10	15	11	11	17	17	13	12	12	14	14	15	8	7	7	8	10	6
Better than expected	18	23	23	15	21	21	24	26	27	25	22	24	19	24	24	20	16	16
About the same as expected	55	40	45	56	48	46	53	49	46	48	49	45	67	60	60	62	64	66
<b>Much Better/Better/Same</b>	<b>83</b>	<b>78</b>	<b>79</b>	<b>82</b>	<b>86</b>	<b>84</b>	<b>90</b>	<b>87</b>	<b>85</b>	<b>87</b>	<b>85</b>	<b>84</b>	<b>94</b>	<b>91</b>	<b>91</b>	<b>90</b>	<b>89</b>	<b>88</b>
Worse than expected	13	14	19	15	10	11	7	9	10	9	10	8	5	6	7	7	8	8
Much worse than expected	4	8	2	3	3	4	3	4	4	3	3	7	1	3	2	3	2	2
<b>Worse/Much Worse</b>	<b>17</b>	<b>22</b>	<b>21</b>	<b>18</b>	<b>13</b>	<b>15</b>	<b>10</b>	<b>13</b>	<b>14</b>	<b>12</b>	<b>13</b>	<b>16</b>	<b>6</b>	<b>9</b>	<b>9</b>	<b>9</b>	<b>10</b>	<b>10</b>
Don't know	0	0	0	1	1	1	0	0	1	2	1	1	0	0	0	1	1	1
Base	240	241	218	196	488	693	412	427	396	383	466	488	1497	820	637	624	580	477

**Table 88: Service Expectations Met or Exceeded – By Point of Contact over Time (Part 2) (%)**

	Called Comms						Police in Person (excl. roadside and counter)					
	12/13	13/14	14/15	15/ 16	16/17	17/18	12/13	13/14	14/15	15/ 16	16/17	17/18
Much better than expected	18	18	19	17	20	17	15	18	12	15	21	21
Better than expected	24	28	23	22	23	22	26	27	27	22	21	25
About the same as expected	45	43	47	46	40	45	48	45	53	51	43	42
<b>Much Better/Better/Same</b>	<b>87</b>	<b>89</b>	<b>89</b>	<b>85</b>	<b>83</b>	<b>84</b>	<b>89</b>	<b>90</b>	<b>92</b>	<b>87</b>	<b>85</b>	<b>87</b>
Worse than expected	9	9	9	10	12	10	8	7	7	8	10	8
Much worse than expected	3	2	2	4	3	4	3	2	1	3	4	4
<b>Worse/Much Worse</b>	<b>12</b>	<b>11</b>	<b>11</b>	<b>14</b>	<b>15</b>	<b>14</b>	<b>11</b>	<b>9</b>	<b>8</b>	<b>11</b>	<b>13</b>	<b>12</b>
Don't know	1	0	0	1	2	2	0	1	0	2	2	1
Base	1602	1187	1096	1080	2170	2531	802	776	735	674	1032	1199

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%.



#### 4.8.4. 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* (30%). The staff member *acting promptly* (25%) 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 the same as those given in previous years, there has been movement in the shares mentioning some reasons. When compared with last year there have been statistically significant increases in the share of respondents mentioning that Police acted promptly (up from 22%, to 25%) and that the Police showed interest/concern (up from 11%, to 13%).

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

	Respondents who received better than expected service						All Respondents
	2012/13 (n=1679)	2013/14 (n=1410)	2014/15 (n=1165)	2015/16 (n=1022)	2016/17 (n=2601)	2017/18 (n=3690)	2017/18 (n=4773)
Staff member had a positive attitude friendly/courteous/polite/respectful	30	27	34	32	32	30	22
Police acted promptly	15	10	16	15	22	25	18
Informative/knowledgeable/good advice/explained what was happening	6	5	7	9	15	15	11
Showed interest/concern – took matter seriously	4	8	13	16	11	13	10
Provided follow-up/rang back	4	7	8	6	10	11	9

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 7% or more of respondents.

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

#### 4.8.5. 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 Police did not take the matter seriously/care (16%) and there was no follow up (16%). Other frequently mentioned reasons include that the Police were too slow/took too long (13%), Police did not attend (12%), the staff seeming stressed, rude or short tempered (10%), no action was taken (9%) and/or Police were incompetent/made mistakes (7%).

Key reasons service was *worse* or *much worse* than expected are similar to those given in previous years. The only statistically significant changes have been an increase in the share who mentioned that the reason the service they received was worse than expected was that Police did not attend (up from 6% in 2016/17, to 12% this measure) and a decrease in the share feeling that no action was taken (down from 17% last year, to 9% this measure).

**Table 90: Reasons Why Service Received was Worse Than Expected (%)**

	Respondents who received worse service						All Respondents
	2012/13 (n=449)	2013/14 (n=378)	2014/15 (n=367)	2015/16 (n=395)	2016/17 (n=549)	2017/18 (n=635)	2017/18 (n=4773)
Did not take the matter seriously/did not care/not interested	15	13	13	16	16	16	2
No follow-up	10	10	14	16	16	16	2
Too slow/took too long	8	9	6	13	13	13	2
Did not attend/come to look	4	7	4	6	6	12	2
Staff seemed stressed/were rude/short tempered	4	10	6	8	9	10	1
No action was taken/Police didn't do anything/didn't help	2	2	1	3	17	9	1
Incompetent/made mistakes	6	5	10	5	5	7	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 complaint<sup>20</sup>.

*All respondents who had contact with Police were asked:*

**Question:** Did you have any problems or experience any negative incidents or interactions with the (staff member) involved in the service you received?

1. Yes
2. No
3. **(don't read)** Don't know
4. **(don't read)** Refused

*Ask All (ask all those who had contact and 1 in every 4 respondents who had no contact)*

**Question:** Are you aware there is a process for making a complaint against a member of the police?

1. Yes
2. No
3. **(don't read)** 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

<sup>20</sup> The wording of the complaints process questions was altered at the start of the 2010/11 fiscal year; therefore comparisons before this time can't be made.

Also note that in 2012/13 all respondents who did not have contact were asked the complaint process questions. Prior to 2012/13, and since 2013/14 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 2016/17

In the 2017/18 survey wave, the vast majority of respondents (92%) 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 over the last two years, from 96% in 2016/17 to 94% last year and 92% this year.

Seven percent of respondents experienced a problem or negative incident in 2017/18 (up significantly from 5% last year).

**Table 91: Any Problems or Negative Incidents – Comparison Over Time (%)**

	2009/10	2010/11	2011/12	2012/13	2013/14	2014/15	2015/16	2016/17*	2017/18*
Yes	4	4	4	4	4	3	3	5	7
No	95	95	96	96	96	96	96	94	92
Don't know	1	1	0	0	0	1	1	1	2
Base	4396	4809	4710	4657	4689	4494	4025	2781	2262

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.

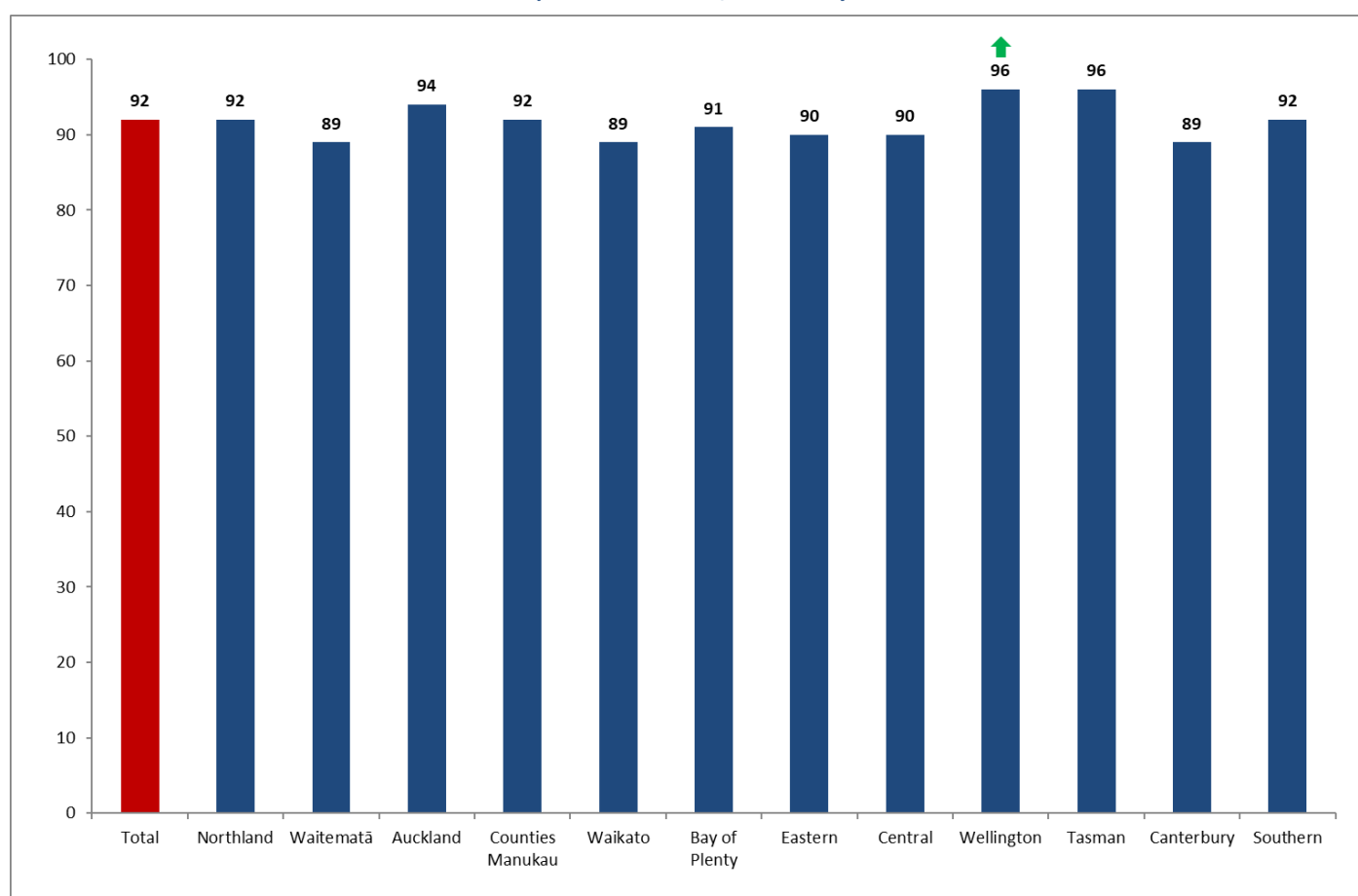
\*Note: Since 2016/17, these questions have been removed from the Communications Centre and Crime Reporting Line Surveys. They are also excluded from the new Service Experience Survey (SES). Therefore, base sizes may vary year on year.

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

#### 1. 2017/18

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. Those living in Wellington and Tasman districts were less likely to have had any problems or negative interactions (both with 96% saying 'no'), however only Wellington District had a significantly higher share when compared with the total for all other districts (due to the smaller sample size in Tasman District.)

**Figure 58: No Problems or Negative Incidents - By District in 2017/18**  
(% No Problems/Incidents)



Base: All respondents, excluding 'not applicable' responses. Total 2017/18 n=2262; Northland n=200; Waitematā n=154; Auckland n=145; Counties n=174; Waikato n=249; Bay of Plenty n=236; Eastern n=201; Central n=230; Wellington n=199; Tasman n=159; Canterbury n=150; Southern n=165.

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 2016/17 results, there has been a statistically significant increase in the proportion of respondents reporting that they had encountered a problem or a negative incident in Waitematā (up from 3%, to 9%), Bay of Plenty (up from 3%, to 9%), and Southern (up from 3%, to 8%) districts. There has also been a statistically significant decrease in the proportion who said they did not encounter a problem or negative incident in Waitematā (down from 96% to 89%), Waikato (down from 95% to 89%), and Central (down from 95% to 90%) districts.

**Table 92: Any Problems or Negative Interactions – By District over Time (Part 1) (%)**

	Northland									Waitematā									Auckland City								
	09/ 10	10/ 11	11/ 12	12/ 13	13/ 14	14/ 15	15/ 16	16/ 17	17/ 18	09/ 10	10/ 11	11/ 12	12/ 13	13/ 14	14/ 15	15/ 16	16/ 17	17/ 18	09/ 10	10/ 11	11/ 12	12/ 13	13/ 14	14/ 15	15/ 16	16/ 17	17/ 18
Yes	6	5	6	6	5	2	7	5	7	5	4	4	4	5	2	1	3	9	3	3	7	5	2	2	1	3	6
No	94	95	93	94	95	97	93	95	92	95	95	96	96	95	98	97	96	89	97	97	93	95	98	98	96	96	94
Don't know	0	0	1	0	0	1	0	0	1	0	1	0	0	0	0	2	1	2	0	0	0	1	0	0	3	1	0
Base	313	372	330	308	403	345	309	233	200	376	406	412	372	401	385	312	214	154	403	445	411	366	331	385	298	195	145

**Table 93: Any Problems or Negative Interactions – By District over Time (Part 2) (%)**

	Counties Manukau									Waikato									Bay of Plenty								
	09/ 10	10/ 11	11/ 12	12/ 13	13/ 14	14/ 15	15/ 16	16/ 17	17/ 18	09/ 10	10/ 11	11/ 12	12/ 13	13/ 14	14/ 15	15/ 16	16/ 17	17/ 18	09/ 10	10/ 11	11/ 12	12/ 13	13/ 14	14/ 15	15/ 16	16/ 17	17/ 18
Yes	5	3	6	5	6	7	7	3	6	6	3	4	2	5	4	2	5	9	5	4	4	5	2	2	3	3	9
No	94	96	94	95	94	93	92	96	92	92	97	96	98	95	96	97	95	89	95	96	96	95	98	98	96	95	91
Don't know	1	1	0	0	0	0	1	1	2	2	0	0	0	0	0	1	0	2	0	0	0	0	0	0	1	2	0
Base	434	464	452	412	393	366	343	216	174	423	475	484	511	454	471	401	301	249	372	436	433	434	445	407	360	262	236

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 94: Any Problems or Negative Interactions – By District over Time (Part 3) (%)**

	Eastern									Central									Wellington								
	09/ 10	10/ 11	11/ 12	12/ 13	13/ 14	14/ 15	15/ 16	16/ 17	17/ 18	09/ 10	10/ 11	11/ 12	12/ 13	13/ 14	14/ 15	15/ 16	16/ 17	17/ 18	09/ 10	10/ 11	11/ 12	12/ 13	13/ 14	14/ 15	15/ 16	16/ 17	17/ 18
Yes	4	3	4	2	5	2	2	8	8	3	6	5	4	5	2	3	5	5	5	3	3	5	5	5	3	5	3
No	96	97	96	98	95	98	97	91	90	97	93	95	96	95	97	98	95	90	95	97	97	95	95	95	96	94	96
Don't know	0	0	0	0	0	0	1	1	1	0	1	0	0	0	1	0	2	5	0	0	0	0	0	0	1	1	1
Base	284	348	370	371	397	348	362	235	201	349	387	392	435	406	405	385	267	230	455	450	470	425	403	414	370	252	199

**Table 95: Any Problems or Negative Interactions – By District over Time (Part 4) (%)**

	Tasman									Canterbury									Southern								
	09/ 10	10/ 11	11/ 12	12/ 13	13/ 14	14/ 15	15/ 16	16/ 17	17/ 18	09/ 10	10/ 11	11/ 12	12/ 13	13/ 14	14/ 15	15/ 16	16/ 17	17/ 18	09/ 10	10/ 11	11/ 12	12/ 13	13/ 14	14/ 15	15/ 16	16/ 17	17/ 18
Yes	2	6	4	5	4	2	5	1	4	4	7	4	4	5	2	10	8	5	4	2	4	4	6	6	3	8	
No	97	93	95	95	96	98	94	95	96	96	93	96	96	95	98	96	89	89	94	96	98	96	96	92	94	96	92
Don't know	1	1	1	0	0	0	1	3	0	0	0	0	0	0	1	1	3	1	0	0	0	0	2	0	1	0	
Base	243	284	321	323	376	312	262	208	159	416	409	360	383	350	396	312	193	150	328	333	275	317	330	293	291	205	165

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.

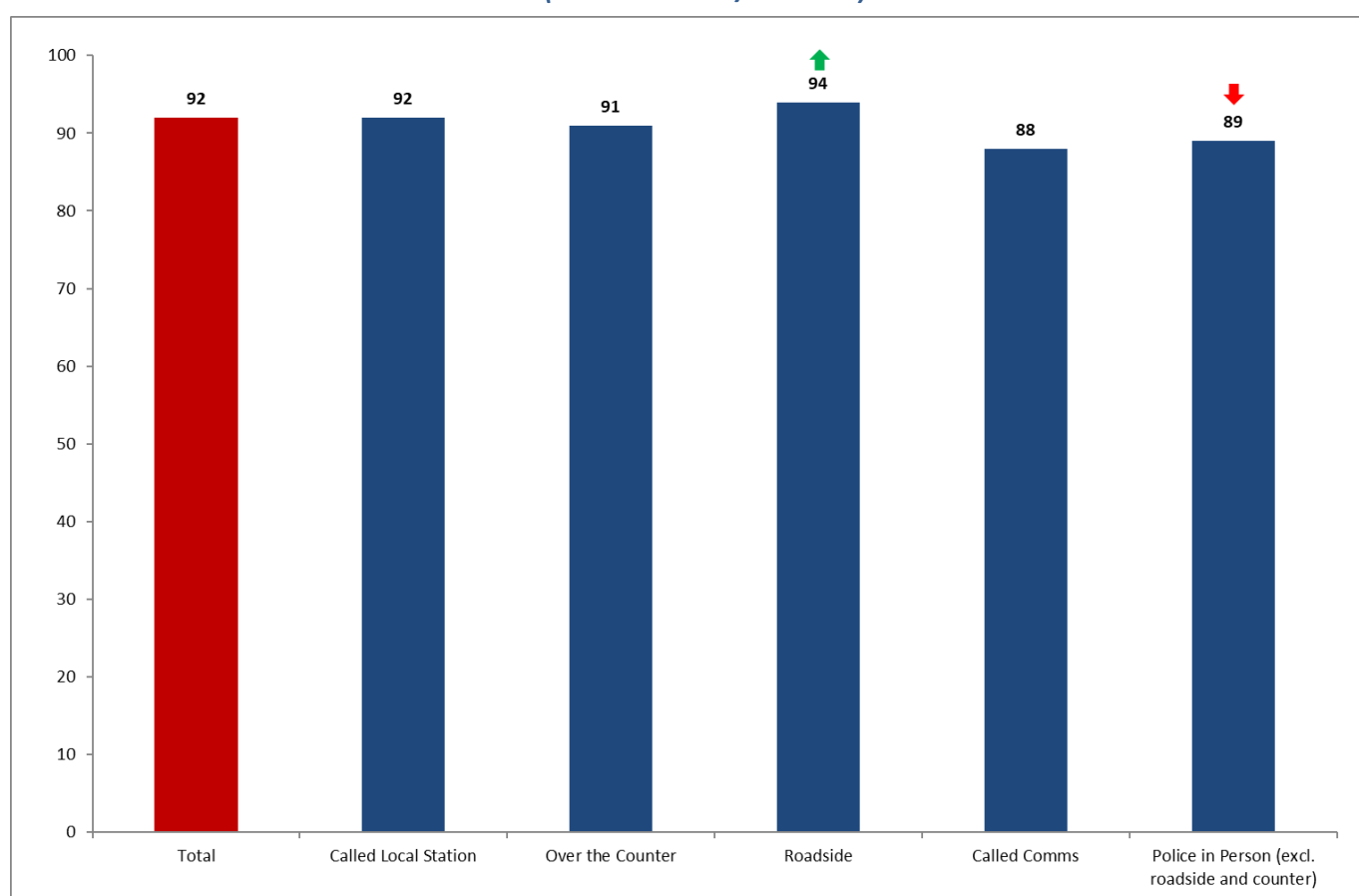
### 5.1.3. No Problems or Negative Incidents - Comparison by Point of Contact

#### 1. 2017/18

Across all points of contact, 92% 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 (94%).

Those who had contact with police in person (other than at the roadside or a local station) (89%) were significantly less likely to report having no issues.

**Figure 59: No Problems or Negative Interactions - By Point of Contact in 2017/18**  
(% No Problems/Incidents)



Base: All respondents, excluding 'not applicable' responses. Total 2017/18 n=2262; Called local station n=199; Over the counter n=338; Roadside n=821; Called the Communications Centre n=250; Police in Person (excl. roadside and counter) n=703.



## 2. Comparison With 2016/17

When compared with the 2016/17 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 over the counter at a local station (up from 4% to 9%), at the roadside (up from 3% to 5%) or in person (excluding contact at the roadside or over the counter) (up from 6% to 9%).

**Table 96: Any Problems or Negative Incidents – By Point of Contact Over Time (Part 1) (%)**

	Called Local Station									Over the Counter									Roadside								
	09/ 10	10/ 11	11/ 12	12/ 13	13/ 14	14/ 15	15/ 16	16/ 17	17/ 18	09/ 10	10/ 11	11/ 12	12/ 13	13/ 14	14/ 15	15/ 16	16/ 17	17/ 18	09/ 10	10/ 11	11/ 12	12/ 13	13/ 14	14/ 15	15/ 16	16/ 17	17/ 18
Yes	4	5	3	5	5	1	1	5	6	5	5	5	5	5	4	2	4	9	5	4	4	4	4	4	3	3	5
No	95	94	96	94	95	98	97	94	92	94	94	95	95	95	95	96	95	91	95	96	96	96	96	96	96	96	94
Don't know	1	1	1	1	0	1	2	1	3	1	1	0	0	0	1	2	1	1	0	0	0	0	0	0	1	1	1
Base	262	278	257	243	245	231	196	190	199	372	450	451	421	450	413	386	366	338	1295	1515	1539	1519	1773	1604	1427	1064	821

**Table 97: Any Problems or Negative Incidents – By Point of Contact Over Time (Part 2) (%)**

	Called Comms									Police in Person (excl. roadside and counter)								
	09/ 10	10/ 11	11/ 12	12/ 13	13/ 14	14/ 15	15/ 16	16/ 17	17/ 18	09/ 10	10/ 11	11/ 12	12/ 13	13/ 14	14/ 15	15/ 16	16/ 17	17/ 18
Yes	3	5	4	3	4	4	3	7	11	5	5	6	6	6	3	4	6	9
No	96	95	96	97	96	96	97	90	88	95	95	94	94	94	97	96	92	89
Don't know	1	0	0	0	0	0	0	3	1	0	0	0	0	0	0	0	1	2
Base	1653	1688	1622	1642	1403	1397	1437	529	250	814	878	845	832	818	855	690	659	703

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 since 2013/14, 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

Sixty nine percent of respondents in 2017/18 were aware that there is a process to make a complaint against a member of the Police (down significantly from 73% in 2016/17), while 27% of respondents were not aware (up significantly from 24% in 2016/17) and a further 4% are unsure (also up significantly, from 3% in 2016/17).

**Table 98: Awareness of Complaint Process Over Time (%)**

	2010/11	2011/12	2012/13	2013/14	2014/15	2015/16	2016/17	2017/18
Yes	76	<b>74</b>	<b>71</b>	<b>74</b>	73	73	73	<b>69</b>
No	23	<b>25</b>	<b>28</b>	<b>25</b>	26	26	<b>24</b>	<b>27</b>
Don't know	1	1	1	1	1	1	<b>3</b>	<b>4</b>
Base	4880	5580	8668	5981	5134	4870	4320	4167

*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 since 2013/14, 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

In 2017/18, just under four out of five respondents (78%) have confidence in their ability to find out how to make a complaint against the Police if they needed to – however, this share is down significantly from 83% in 2016/17 and 90% in 2015/16. Sixteen percent reported that they are not confident (up significantly from 11% last year in 2016/17 and 8% in 2015/16) and a further 7% were not sure.

**Table 99: 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	2017/18
Yes	87	87	87	89	90	90	83	78
No	12	11	12	10	9	8	11	16
Don't know	1	2	1	1	1	2	6	7
Base	5080	5940	9357	6451	5679	5382	4534	4319

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, Māori Booster, Communications Centre, Crime Reporting Line and Electoral Roll Basic Questionnaire  
Content for 2017/18 Year*

#### 1. INTRODUCTION

##### **INTRO - If sample not supplied:**

**General:** Good morning/afternoon/evening/Kia ora. 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?

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

Is there someone who lives in this household aged 16-34 years old who identifies as Māori? **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 Māori. Can I please speak to the person who has the next birthday aged 35 years or older and who identifies as Māori 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 1<sup>st</sup> few questions?

**If no, arrange call back.**

**If refuse, thank and close.**

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

**Read out.**

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

**Ask All: Excluding those NZ European and/or Māori**

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 at night



- Would you say you feel.....

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

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

**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. (Don't 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**

1. Other **(Please specify)**
2. 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

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#### 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 Q3?].

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 Q7a, 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. Māori
23. Samoan
24. Cook Island Māori...
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, Māori Booster, Service Experience and Electoral Roll samples combined).*

**Appendix Table 1: Satisfaction with the Overall Quality of Service Delivery – Communications Centre Results Over Time (%)**

	2012/13	2013/14	2014/15	2015/16	2016/17	2017/18
Very Satisfied	46	50	54	47	46	44
Satisfied	39	37	30	35	37	38
<b>Very Satisfied/Satisfied</b>	<b>85</b>	<b>87</b>	<b>84</b>	<b>82</b>	<b>83</b>	<b>82</b>
Neither/Nor	8	6	8	7	8	9
Dissatisfied	5	5	4	6	6	4
Very Dissatisfied	2	2	3	3	2	4
<b>Dissatisfied/Very Dissatisfied</b>	<b>7</b>	<b>7</b>	<b>7</b>	<b>9</b>	<b>7</b>	<b>8</b>
Don't know	0	0	2	2	2	2
Base	1415	1193	1150	1103	1272	1355

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 (%)**

	2012/13	2013/14	2014/15	2015/16	2016/17	2017/18
Very Satisfied	53	58	57	54	48	48
Satisfied	33	33	31	34	40	41
<b>Very Satisfied/Satisfied</b>	<b>86</b>	<b>91</b>	<b>88</b>	<b>87</b>	<b>88</b>	<b>89</b>
Neither/Nor	9	4	5	6	6	5
Dissatisfied	3	4	4	5	3	3
Very Dissatisfied	2	1	2	2	1	2
<b>Dissatisfied/Very Dissatisfied</b>	<b>5</b>	<b>5</b>	<b>6</b>	<b>6</b>	<b>5</b>	<b>5</b>
Don't know	0	0	1	1	1	1
Base	1418	1195	1149	1104	1267	1356

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					
	12/13	13/14	14/15	15/16	16/17	17/18	12/13	13/14	14/15	15/16	16/17	17/18	12/13	13/14	14/15	15/16	16/17	17/18
Strongly Agree	49	58	62	60	58	56	48	56	59	59	58	54	38	47	47	44	45	44
Agree	44	36	31	34	37	38	45	38	33	32	36	38	36	33	29	26	30	31
<b>Strongly Agree/ Agree</b>	<b>93</b>	<b>94</b>	<b>93</b>	<b>94</b>	<b>94</b>	<b>93</b>	<b>93</b>	<b>94</b>	<b>92</b>	<b>92</b>	<b>93</b>	<b>92</b>	<b>74</b>	<b>80</b>	<b>76</b>	<b>71</b>	<b>75</b>	<b>75</b>
Neither/nor	4	2	2	2	2	3	4	2	3	3	3	4	7	5	5	4	6	6
Disagree	2	3	3	2	2	2	2	2	2	3	2	2	4	4	3	4	3	3
Strongly Disagree	1	1	1	1	1	1	1	1	2	1	1	1	1	2	2	2	1	2
<b>Disagree/Strongly Disagree</b>	<b>3</b>	<b>4</b>	<b>4</b>	<b>3</b>	<b>3</b>	<b>3</b>	<b>3</b>	<b>3</b>	<b>4</b>	<b>4</b>	<b>2</b>	<b>3</b>	<b>5</b>	<b>6</b>	<b>5</b>	<b>6</b>	<b>4</b>	<b>4</b>
Don't know	0	0	1	1	1	1	0	1	1	2	1	2	14	9	14	19	16	15
Base	1412	1189	1135	1089	1265	1349	1418	1196	1149	1104	1272	1356	1409	1171	1122	1078	1244	1337

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

	Individual circumstances taken into account						Good value for tax dollars spent					
	12/13	13/14	14/ 15	15/ 16	16/17	17/18	12/13	13/14	14/ 15	15/ 16	16/17	17/18
Strongly Agree	39	49	52	47	45	43	34	37	40	38	40	40
Agree	45	38	34	36	40	40	50	45	41	41	42	40
<b>Strongly Agree/Agree</b>	<b>84</b>	<b>87</b>	<b>86</b>	<b>82</b>	<b>85</b>	<b>83</b>	<b>84</b>	<b>82</b>	<b>81</b>	<b>80</b>	<b>81</b>	<b>80</b>
Neither/nor	9	5	5	7	7	8	10	9	10	9	9	11
Disagree	4	4	4	5	3	4	4	4	5	6	4	3
Strongly Disagree	1	2	3	2	2	2	1	3	2	2	2	3
<b>Disagree/Strongly Disagree</b>	<b>5</b>	<b>6</b>	<b>7</b>	<b>6</b>	<b>5</b>	<b>6</b>	<b>5</b>	<b>7</b>	<b>7</b>	<b>8</b>	<b>6</b>	<b>6</b>
Don't know	2	2	2	5	3	3	1	2	2	3	4	3
Base	1378	1165	1090	1031	1213	1318	1411	1185	1143	1098	1264	1353

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 (%)**

	2012/13	2013/14	2014/15	2015/16	2016/17	2017/18
Very Good Service	37	37	41	39	35	34
Good Service	49	48	44	47	50	51
<b>Very Good/Good Service</b>	<b>86</b>	<b>85</b>	<b>85</b>	<b>86</b>	<b>84</b>	<b>85</b>
Neither/Nor	9	10	9	7	9	9
Poor Service	2	3	4	5	4	4
Very Poor Service	1	1	0	1	1	1
<b>Poor/Very Poor Service</b>	<b>4</b>	<b>4</b>	<b>4</b>	<b>5</b>	<b>5</b>	<b>4</b>
Don't know	1	1	2	2	2	2
Base	1390	1172	1123	1075	1237	1322

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 (%)**

	2012/13	2013/14	2014/15	2015/16	2016/17	2017/18
Much Better	19	20	19	17	19	17
Better	25	27	22	22	24	23
About The Same As Expected	45	42	47	47	44	47
<b>Much Better/Better/Same</b>	<b>89</b>	<b>89</b>	<b>88</b>	<b>85</b>	<b>88</b>	<b>87</b>
Worse	8	9	9	9	9	8
Much Worse	2	2	2	4	2	3
<b>Worse/Much Worse</b>	<b>10</b>	<b>11</b>	<b>11</b>	<b>13</b>	<b>10</b>	<b>10</b>
Don't know	1	0	1	2	2	2
Base	1379	1158	1096	1085	1266	1352

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 2017/18 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, individual results may well have a lower error margin.

**Appendix Table 7: Sample Sizes and Margins of Error**

	<b>No. of Surveys Completed (n)</b>	<b>Margin of Error (at 95% confidence interval)</b>
<b>TOTAL – All Surveys (General + Māori Booster + Electoral Roll + SES + Comms + CRL)</b>	<b>9676</b>	<b>± 1.0%</b>
No Contact	4422	± 1.5%
Contact	5254	± 1.4%
<b>Total General</b>	<b>3579</b>	<b>± 1.6%</b>
No Contact	2412	± 2.0%
Contact	1167	± 2.9%
<b>Total Māori Booster</b>	<b>1021</b>	<b>± 3.1%</b>
No Contact	627	± 3.9%
Contact	394	± 4.9%
<b>Total Electoral Roll</b>	<b>2027</b>	<b>± 2.2%</b>
No Contact	1324	± 2.7%
Contact	703	± 3.7%
<b>Total Communications Centre</b>	<b>1110</b>	<b>± 2.9%</b>
<b>Total Service Experience</b>	<b>1634</b>	<b>± 2.4%</b>
<b>Total Crime Reporting Line</b>	<b>305</b>	<b>± 5.6%</b>

	No. of Surveys Completed (n)	Margin of Error
<b>District</b>		
Northland	691	± 3.7%
• Contact in last 6 months	336	± 5.3%
Waitematā	821	± 3.4%
• Contact in last 6 months	428	± 4.7%
Auckland City	811	± 3.4%
• Contact in last 6 months	458	± 4.6%
Counties Manukau	844	± 3.4%
• Contact in last 6 months	473	± 4.5%
Waikato	945	± 3.2%
• Contact in last 6 months	554	± 4.2%
Bay of Plenty	874	± 3.3%
• Contact in last 6 months	499	± 4.4%
Eastern	784	± 3.5%
• Contact in last 6 months	415	± 4.8%
Central	846	± 3.4%
• Contact in last 6 months	490	± 4.4%
Wellington	846	± 3.3%
• Contact in last 6 months	460	± 4.6%
Tasman	624	± 3.9%
• Contact in last 6 months	299	± 5.7%
Canterbury	852	± 3.4%
• Contact in last 6 months	445	± 4.6%
Southern	738	± 3.6%
• Contact in last 6 months	397	± 4.9%
<b>Point of Contact</b>		
Called Comms	2667	± 1.9%
Police in Person (excl. Roadside and Counter)	1214	± 2.8%
Roadside	837	± 3.4%
Called Local Station	695	± 3.7%
Over the Counter (visited local station)	497	± 4.4%
<b>Gender</b>		
Male	4294	± 1.5%
Female	5382	± 1.3%
<b>Age</b>		
16-24 years	860	± 3.3%
25-34 years	1137	± 2.9%
35-44 years	1295	± 2.7%
45-54 years	1950	± 2.2%
55-64 years	1778	± 2.3%
65 years or older	2651	± 1.9%

	No. of Surveys Completed (n)	Margin of Error
<b>Ethnicity</b>		
European ( <i>at least one European/NZ European ethnicity code</i> )	6236	± 1.2%
Māori	2422	± 2.0%
Asian ( <i>at least one Asian ethnicity code</i> )	649	± 3.8%
Pacific ( <i>at least one Pacific ethnicity code</i> )	282	± 5.8%
<b>Main Reason for Contact (<i>reasons mentioned by n=50+ listed</i>)</b>		
Traffic stop	617	± 3.9%
Report dangerous driving	610	± 4.0%
Traffic crash or incident	528	± 4.3%
Theft	528	± 4.3%
Disorderly behaviour and intoxication offences	487	± 4.4%
General enquiry	459	± 4.6%
Assault	449	± 4.6%
Burglary	430	± 4.7%
Traffic offence	234	± 6.4%
Other incident	166	± 7.6%
Property damage or vandalism	155	± 7.9%
Intruder/prowler/suspicious noises	149	± 8.0%
Follow up on previous enquiry	102	± 9.7%
Other crime	84	± 10.7%
Community activity	71	± 11.6%
Victim of Crime	1,344	± 2.7%

*Margin of Error calculated on unweighted sample bases*