

# New Zealand Police Citizens' Satisfaction Survey.

Report for 2018/19

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## EXECUTIVE SUMMARY

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# EXECUTIVE SUMMARY

## 1. Introduction and Research Objectives

New Zealand Police commissioned Gravitas Research and Strategy Ltd to conduct the 2018/19 Citizens' Satisfaction Research programme (covering the fiscal year 1 July 2018 to 30 June 2019). 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.

This report presents the results from 9,607 respondents collected through a programme of surveys between 1 July 2018 and 30 June 2019 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)	<i>Random telephone survey to landlines</i>	n = 4,537
Communications Centre and Crime Reporting Line Callers Surveys, including Service Experience Survey	<i>Targeted telephone surveys to landlines and cell phones</i>	n = 3,034
Electoral Roll Survey	<i>Random mailed out survey offering online and paper self-completion</i>	n = 2,036
<b>Total Sample</b>		<b>n = 9,607</b>

**Note on the Survey Programme and Methodology Changes introduced 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 and in particular victims of crime. These two new surveys have been incorporated into the 2016/17, 2017/18 and 2018/19 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, 2017/18 and 2018/19 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 minus the groups of interest in 2018/19) have been noted throughout. Changes in results that are referred to as stable are differences that are not statistically significant<sup>1</sup> 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;
- feelings of safety in general (a new measure introduced this year);
- 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, with 79% of respondents stating they have *full/quite a lot of trust and confidence* in the Police. This is a slight, but statistically significant increase from 78% in 2017/18. When compared with last year, 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 the Auckland City (83%, up from 75%), Wellington (81%, up from 77%), and Tasman (82%, up from 77%) districts. In contrast, there have been significant declines among those living in both Central (ratings down from 80% in 2017/18, to 75%) and Southern (down from 84%, to 79%) districts.

Respondents significantly more likely to give a rating of *full/quite a lot of trust and confidence* included those<sup>2</sup>:

- aged 65 or older and aged 45-54;
- of European ethnicity;
- living in the least deprived areas (NZDep score of 1-3 or 4-7);
- who live in the South Island, particularly in Canterbury District, and who live in Auckland City District;
- who are female; 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<sup>3</sup>:

- living in the most deprived areas (NZDep score of 8-10);
- of Pacific, Māori and 'other' ethnicities;
- aged 16-34; and/or
- who had contact with the Police in the previous six months.

<sup>1</sup> Differences between 2017/18 and 2018/19 results have been tested using results to one decimal place (i.e. prior to rounding).

<sup>2</sup> Groups are ordered by the share giving a rating of *full/quite a lot of trust and confidence* (group with highest share first).

<sup>3</sup> Groups are ordered by the share giving a rating of *not much/no trust and confidence* (group with highest share first).

Compared with the 2017/18 results, there has been a significant increase in the share *strongly agreeing/agreeing* that police are involved in activity in communities (up from 66% to 69%). The share of positive ratings for the other perception measures are stable, with no declines. Highest ratings are recorded for feelings of safety in general.

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					
	2013 /14	2014 /15	2015 /16	2016 /17	2017 /18	2018 /19	2013 /14	2014 /15	2015 /16	2016 /17	2017/ 18	2018/ 19	2013 /14	2014 /15	2015 /16	2016 /17	2017 /18	2018 /19
Trust & Confidence	78	78	77	77	78	<b>79</b>	18	18	18	17	16	16	4	4	4	<b>6</b>	6	<b>5</b>
Safety in general*	-	-	-	-	-	83	-	-	-	-	-	13	-	-	-	-	-	4
Safety in neighbourhood after dark	<b>75</b>	<b>77</b>	<b>75</b>	<b>69</b>	70	71	<b>16</b>	15	16	<b>19</b>	19	18	8	8	<b>9</b>	<b>11</b>	<b>10</b>	10
Safety in city/town at night	54	<b>57</b>	56	<b>47</b>	47	49	<b>26</b>	<b>24</b>	24	<b>29</b>	29	30	18	17	18	<b>21</b>	22	<b>19</b>
Police are responsive to the needs of my community	80	<b>78</b>	78	<b>71</b>	70	72	13	<b>14</b>	13	<b>20</b>	20	20	<b>4</b>	<b>5</b>	<b>6</b>	<b>8</b>	8	7
Police are involved in activities in my community	69	69	70	<b>65</b>	66	<b>69</b>	19	18	17	<b>22</b>	22	<b>21</b>	<b>6</b>	<b>7</b>	7	<b>9</b>	9	<b>7</b>

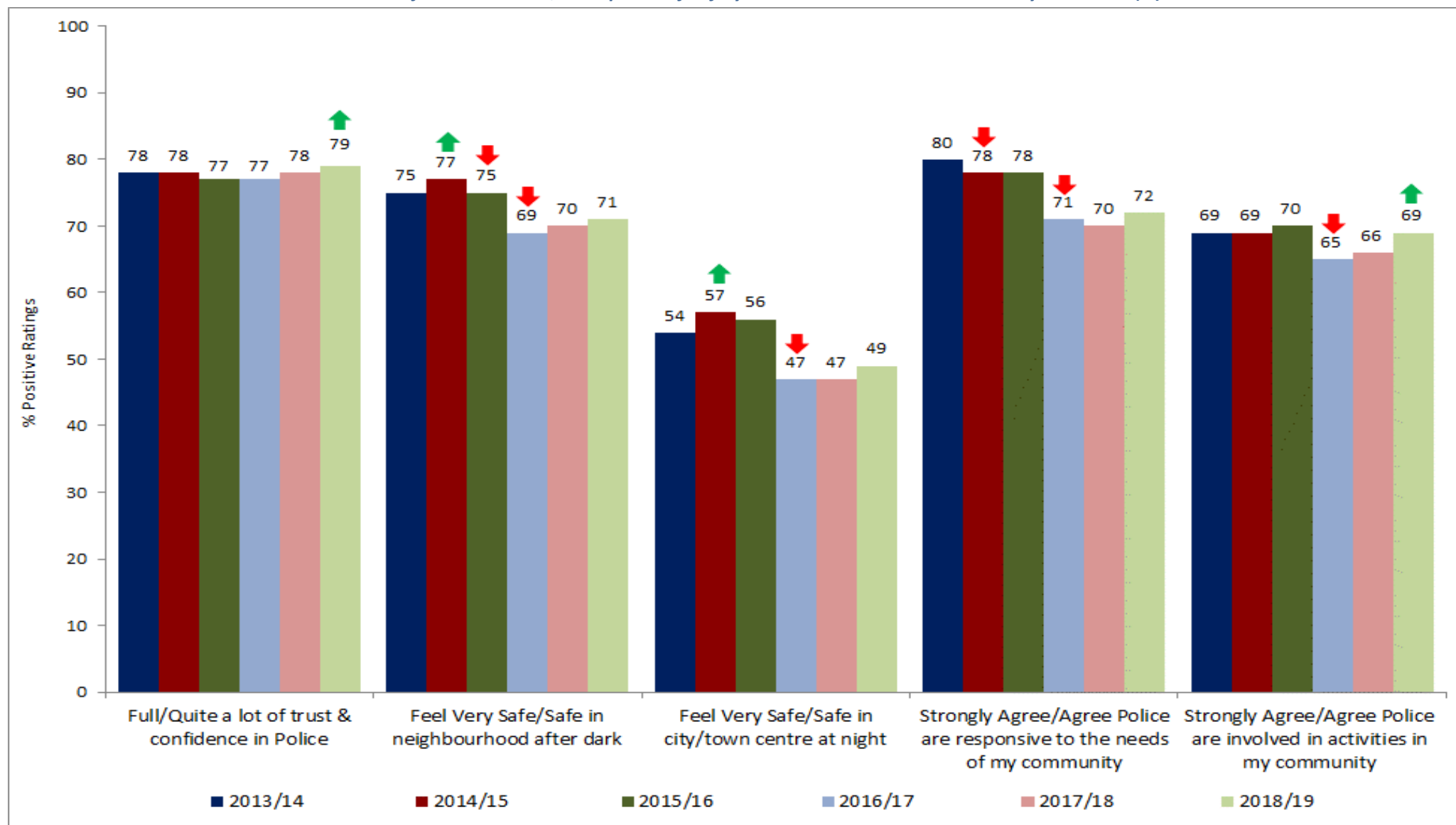
*Bold indicates a statistically significant change in neutral responses from the previous survey wave. Green highlighting denotes a statistically significant improvement from the previous survey wave.*

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

*Rating scales are: Trust and confidence - Full trust and confidence, Quite a lot, Some, Not much, No trust and confidence in the New Zealand Police; Safety questions - Very safe, Safe, Neutral, Unsafe, Very unsafe; Community questions - Strongly disagree, Disagree, Neither agree nor disagree, Agree, Strongly agree*

*\*New attribute added in 2018/19; therefore time series data is not yet available.*

**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>4</sup>. Police use the results of this survey programme to monitor how the public rates these aspects of service along with satisfaction with the overall quality of service<sup>5</sup>. The service attributes<sup>6</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.

The share of respondents who were *very satisfied/satisfied* with the overall quality of service they received remains unchanged from 2017/18 at 80%. Respondents statistically significantly more likely to be *very satisfied/satisfied* with the overall quality of service delivery include those:

- whose reason for contact was a community activity, a traffic stop, to report dangerous driving, or for a general enquiry;
- aged 65 years and over;
- living in the upper North Island, particularly in the Central or Northland districts;
- whose point of contact was in person (excl. at roadside or over the counter) or at the roadside;
- who were a witness to a crime or suspicious behaviour; and/or
- of European ethnicity.

Nine percent of respondents report being dissatisfied to some extent (*dissatisfied/very dissatisfied*) with the overall quality of the service they received; up slightly, but not statistically significantly, from 8% in 2017/18. Respondents statistically significantly more likely to be dissatisfied with the overall quality of service received compared to all other respondents include those:

- whose reason for contact was as a suspect or perpetrator, to follow up on a previous enquiry, about an assault or property damage/vandalism;
- of Pacific and Other ethnicities;
- Living in Wellington District; and/or
- whose point of contact was visiting or calling a local station.

<sup>4</sup> As identified by the State Services Commission's Kiwis Count survey, part of the 'New Zealanders' Experiences' research programme in 2007.

<sup>5</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>6</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 2018/19 there have been significant increases in the share of respondents *strongly agreeing/agreeing* with the following attributes of service excellence:

- I was treated fairly (share strongly agreeing/agreeing up from 88% in 2017/18, to 90%);
- staff were competent (up from 88% to 90%);
- staff did what they said they would do (up from 80% to 82%); and
- my individual circumstances were taken into account (up from 74% to 77%).

The following graph and table show results at a national level for satisfaction with overall quality of service received 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 (%)**

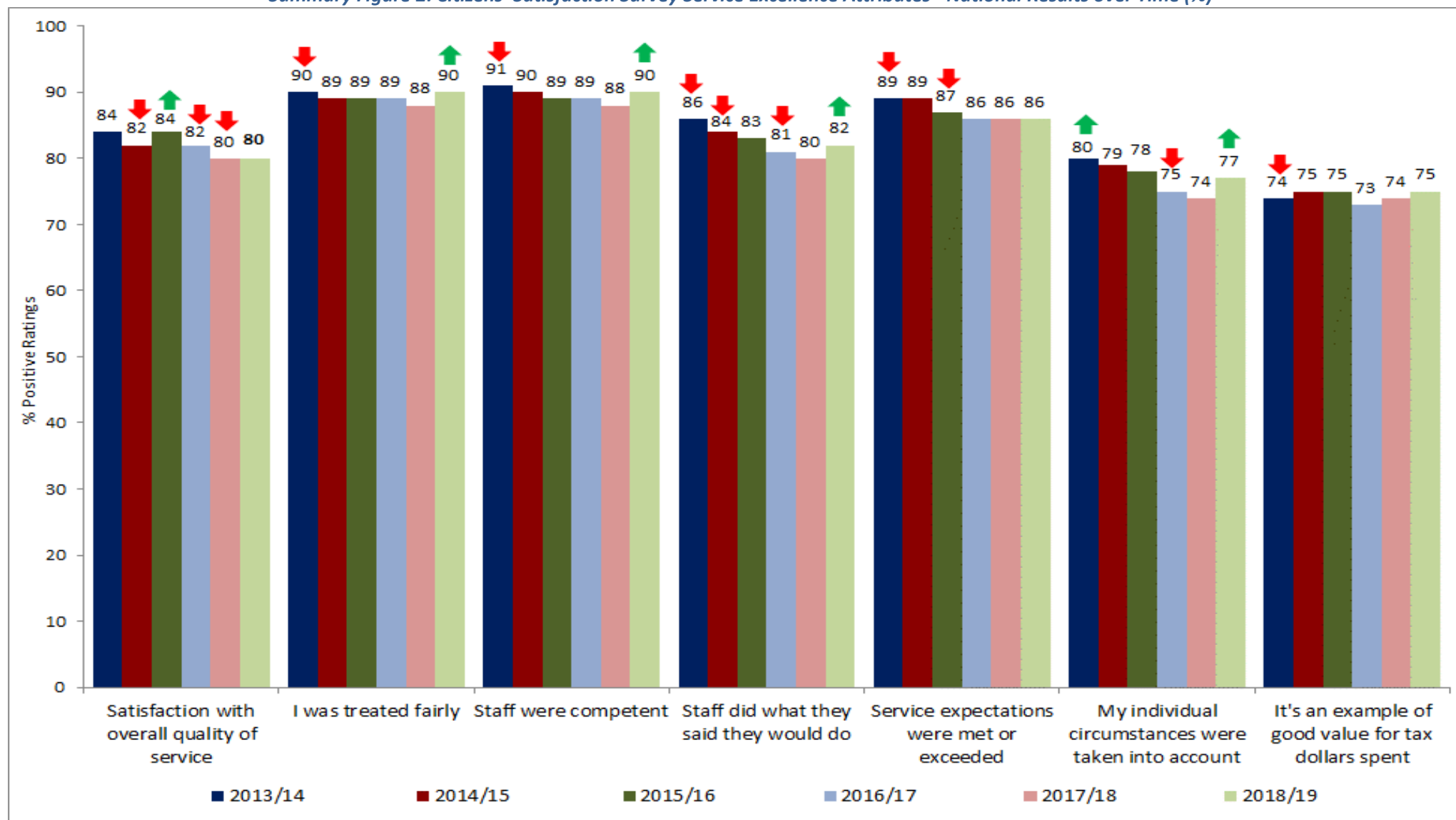
	Total Positive						Neutral						Total Negative					
	2013 /14	2014 /15	2015 /16	2016/ 17	2017/ 18	2018/ 19	2013 /14	2014 /15	2015 /16	2016/ 17	2017/ 18	2017/ 18	2013 /14	2014 /15	2015 /16	2016/ 17	2017/ 18	2018/ 19
Satisfaction with overall quality of service delivery	84	<b>82</b>	<b>84</b>	<b>82</b>	<b>80</b>	80	9	10	<b>8</b>	9	10	9	7	7	7	7	<b>8</b>	9
I was treated fairly	<b>90</b>	89	89	89	88	<b>90</b>	4	4	4	4	<b>6</b>	<b>4</b>	<b>6</b>	6	6	5	5	5
Staff were competent	<b>91</b>	90	89	89	88	<b>90</b>	4	4	4	5	<b>6</b>	<b>4</b>	<b>4</b>	<b>5</b>	5	<b>4</b>	<b>5</b>	5
Staff did what they said they would do	<b>86</b>	<b>84</b>	83	<b>81</b>	80	<b>82</b>	<b>6</b>	6	<b>4</b>	<b>7</b>	7	6	<b>5</b>	5	5	5	<b>6</b>	6
Expectations met or exceeded*	<b>89</b>	89	<b>87</b>	86	86	86	-	-	-	-	-	-	<b>11</b>	11	12	12	13	12
My individual circumstances were taken into account	<b>80</b>	79	78	<b>75</b>	74	<b>77</b>	<b>10</b>	10	9	<b>12</b>	11	9	<b>9</b>	9	<b>11</b>	<b>7</b>	<b>9</b>	8
It's an example of good value for tax dollars spent	<b>74</b>	75	75	73	74	75	13	13	12	<b>14</b>	13	<b>12</b>	<b>11</b>	11	11	<b>9</b>	10	<b>9</b>

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 it was *much better/better/about the same* as they had expected (unchanged from 86% in both 2016/17 and 2017/18). However, the share of respondents who said they service was *much better* or *better* than expected has increased significantly in 2018/19 (up from 36% last year, to 39%).

In 2018/19, 12% of respondents reported that the service they received was *worse*, or *much worse* than expected (down slightly, but not significantly, from 13% in 2017/18).

## 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 police *acted promptly* (up significantly for the third year in a row,) and that the staff member had a *positive attitude* (down significantly when compared with last year, but still one of the most common reasons).

Other reasons commonly given for why the service was better than expected in 2018/19 included:

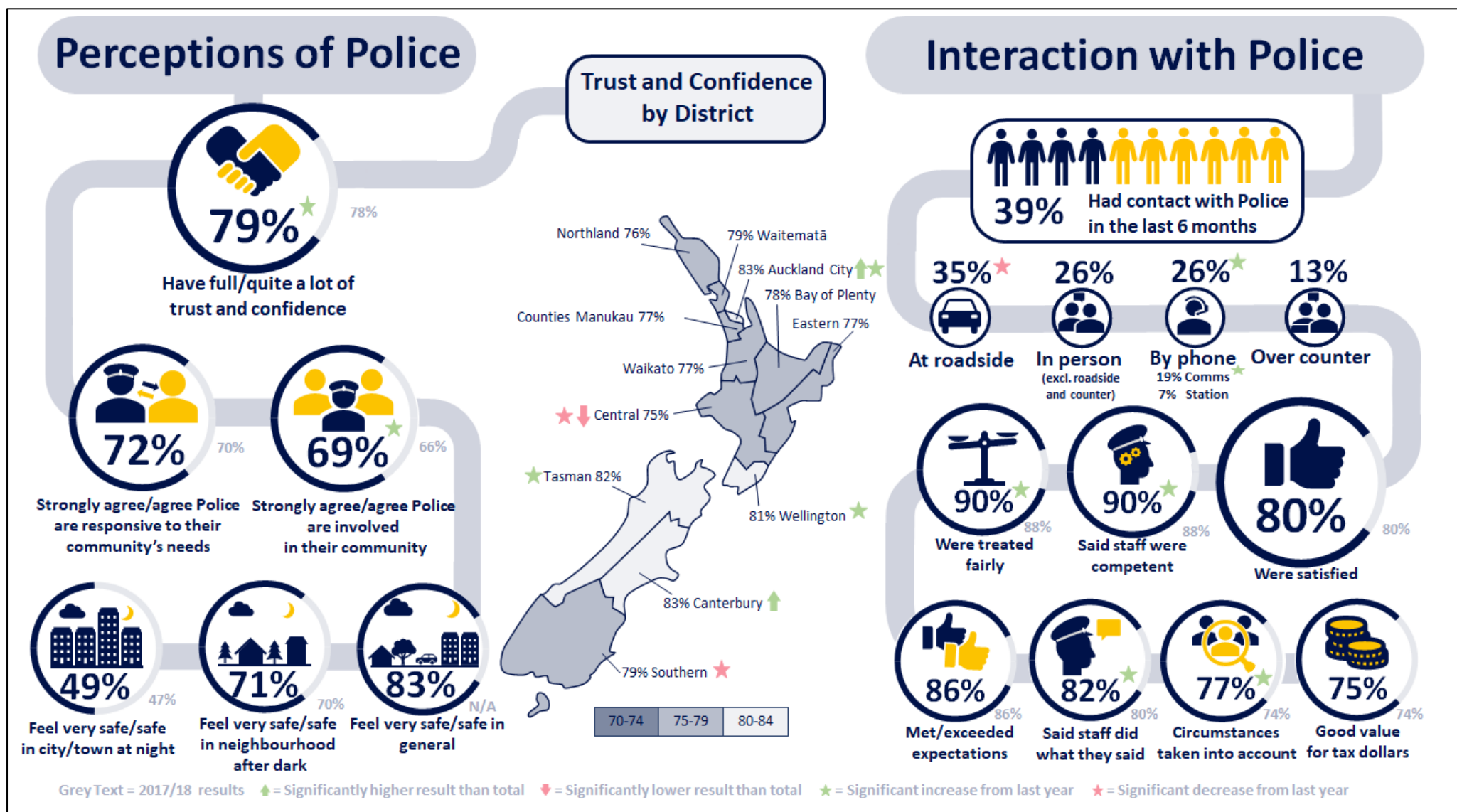
- staff were informative/knowledgeable;
- the staff member showed interest/concern and took the matter seriously; and/or
- Police provided follow-up.

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

Levels of negative ratings are low (between 5% and 12% across the service excellence attributes) and are generally stable. The main reasons given as to why the service was *worse/much worse* than expected and/or for *disagreeing/strongly disagreeing* with service delivery statements this year, 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 2018-19



# 1. INTRODUCTION

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## 1.1. Introduction

New Zealand Police commissioned Gravitas Research and Strategy Ltd to conduct the 2018/19 Citizens' Satisfaction Research programme, covering the fiscal year 1<sup>st</sup> July 2018- 30<sup>th</sup> June 2019. 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. 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 9,607 respondents aged 16 years or over<sup>7</sup> during the 1 July 2018 to 30 June 2019 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>8</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 Introduced 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 and in particular from victims of crime. These two new surveys have been incorporated into the 2016/17, 2017/18 and 2018/19 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, 2017/18 and 2018/19 results to those from the survey waves prior to 2016/17.

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<sup>7</sup> Respondents to the Electoral Roll Survey are aged 18 years or over.

<sup>8</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 9,607 responses were collected during the 2018/19 surveying period (1 July 2018 to 30 June 2019) 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	3,515	1,043
Māori Booster Survey	Telephone	1,022	393
Communications Centre Survey	Telephone	1,111	1,111
Crime Reporting Line Survey	Telephone	301	301
Electoral Roll Survey	Online/Mail back	2,036	701
Service Experience Survey	Telephone	1,622	1,622

#### 1. General Sample

The General Sample is sourced randomly from white pages telephone directories, with quotas by Police district. In the 2018/19 surveying period 3,515 General Sample interviews were completed by phone (2,472 interviews with people who had not had contact with the police in the previous six months and 1,043 with those who had).

The response rate<sup>9</sup> for the 3,515 **General Sample** interviews conducted between July 2018 and June 2019 is **47%**<sup>10</sup> (this compares with 48% in 2013/14, 48% in 2014/15, 47% in 2015/16, 42% in 2016/17 and 48% in 2017/18).

#### 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 2018/19 surveying period 1,022 Māori Booster Sample interviews were completed by phone (629 with people who had not had contact with the police in the previous six months and 393 who had).

The response rate for the 1,022 **Māori Booster** interviews conducted between July 2018 and June 2019 is **63%**<sup>11</sup> (this compares with 58% in 2013/14, 58% in 2014/15, 64% in 2015/16, 63% in 2016/17 and 64% in 2017/18).

<sup>9</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>10</sup> This is the adjusted response rate accounting for general sample quota closures.

<sup>11</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 2018/19 surveying period 1,111 Communication Centre interviews were completed by phone (all of whom had contact with the Police).

The response rate across the 1,111 **Communications Centre** interviews conducted between July 2018 and June 2019 is **60%** (this compares with 76% in 2013/14, 72% in 2014/15, 68% in 2015/16, 68% in 2016/17 and 64% in 2017/18).

### 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 2018/19 surveying period 301 Crime Reporting Line interviews were completed by phone (all of whom had contact with the Police).

The response rate across the 301 **Crime Reporting Line** interviews conducted between July 2018 and June 2019 is **70%** (this compares with 69% in 2016/17 and 63% in 2017/18).

### 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 2018/19 surveying period 2,036 questionnaires (1,075 online and 961 paper) were completed (1,335 with people who had not had contact with the police in the previous 6 months and 701 who had).

The response rate for the 2,036 **Electoral Roll** responses collected between July 2018 and June 2019 is **38%**<sup>12</sup> (this compares with 36% in 2016/17 and 38% in 2017/18).

### 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 2018-19 surveying period 1,622 Service Experience Surveys were completed during this time (all of whom had contact with the Police).

The response rate across the 1,622 **Service Experience** interviews conducted between July 2018 and June 2019 is **54%** (this compares with 69% in 2016/17 and 52% in 2017/18).

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<sup>12</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>13</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>14</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>15</sup>, as the factors that have the greatest influence on New Zealanders' satisfaction with, and trust in, all public services. They are:

- I was 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>13</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, 2016/17, 2017/18 and 2018/19 surveys used this same process.

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

<sup>15</sup> 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 2018 and June 2019.

## 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	11.3 minutes	7.6 minutes	12.3 minutes	15.6 minutes
Māori Booster Sample	12.4 minutes	8.1 minutes	13.0 minutes	16.7 minutes
Communications Centre Sample	14.0 minutes	-	-	14.0 minutes
Crime Reporting Line Sample	13.4 minutes	-	-	13.4 minutes
Service Experience Sample	15.2 minutes	-	-	15.2 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>16</sup> by age, gender, ethnicity and contact by district to reflect the New Zealand population in each District – 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>17</sup> in the previous six months. Total results have also been weighted<sup>18</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 (%)**

	2013/14	2014/15	2015/16	2016/ 17	2017/ 18	2018/ 19
% Yes, have had contact with Police in last six months	45%	44%	39%	42%	40%	39%
<b>Point of Contact (of those with contact):</b>						
Roadside	50%	47%	49%	44%	38%	35%
Telephone (Total)	19%	20%	22%	19%	22%	26%
- Called Communications Centre	13%	14%	16%	13%	14%	19%
- Called Local Station	6%	6%	6%	6%	8%	7%
Other Police in Person (excl. roadside and counter)	20%	22%	18%	23%	27%	26%
Over the Counter (visited local station)	11%	11%	11%	14%	13%	13%

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

<sup>16</sup> Based on findings from the general population surveys (General, Electoral Roll and Māori Booster surveys) combined

<sup>17</sup> Based on findings from the General, Electoral Roll and Māori Booster surveys combined and weighted to the population.

<sup>18</sup> Weighting is based on all contact types recorded before selection of the one contact type to be questioned on further.

Sixty-one 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 2017/18 and earlier years. Correspondingly, the share of people having contact by telephone, particularly via calling the Communications Centre, has 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 maximum margin of error on the 9,607 responses completed across all six surveys in 2018/19 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 and the difference between the 2017/18 and 2018/19 results have been tested on results to 1 decimal place.* 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 2018/19 sample was 80% - therefore not all respondents are included in this analysis.*

Statistically significant over and under-representations by respondent demographics and contact types for the *Trust and Confidence* and *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<sup>19</sup>.

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

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<sup>19</sup> Differences between 2017/18 and 2018/19 results have been tested using results to one decimal place (i.e. prior to rounding).

### 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 2017/18

Overall, results for trust and confidence in the Police were high and have increased significantly when compared with 2017/18, with 79% of respondents stating they have *full* or *quite a lot* of trust and confidence in Police (up by 1 percentage point from 78% in 2017/18, a slight but statistically significant increase).

Only 5% of respondents said they have *not much* or *no trust and confidence* in the Police, which is significantly lower than last year (down from 6%). The share who have *no trust and confidence* in the Police has also decreased significantly when compared with last year (down from 2% to 1%), the proportion with *some trust and confidence* remains stable at 16%.

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

	2013/14	2014/15	2015/16	2016/17	2017/18	2018/19
Full Trust and Confidence	30	31	32	31	33	34
Quite a lot	48	46	45	46	45	46
<b>Full/Quite a Lot Trust &amp; Confidence</b>	<b>78</b>	<b>78</b>	<b>77</b>	<b>77</b>	<b>78</b>	<b>79</b>
Some	18	18	18	17	16	16
Not much	3	3	3	4	4	4
No trust and confidence	1	1	1	1	2	1
<b>Not Much/No Trust &amp; Confidence</b>	<b>4</b>	<b>4</b>	<b>4</b>	<b>6</b>	<b>6</b>	<b>5</b>
Don't know	0	1	1	1	1	1
Base	9241	9145	9232	9498	9659	9589

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 2018/19.

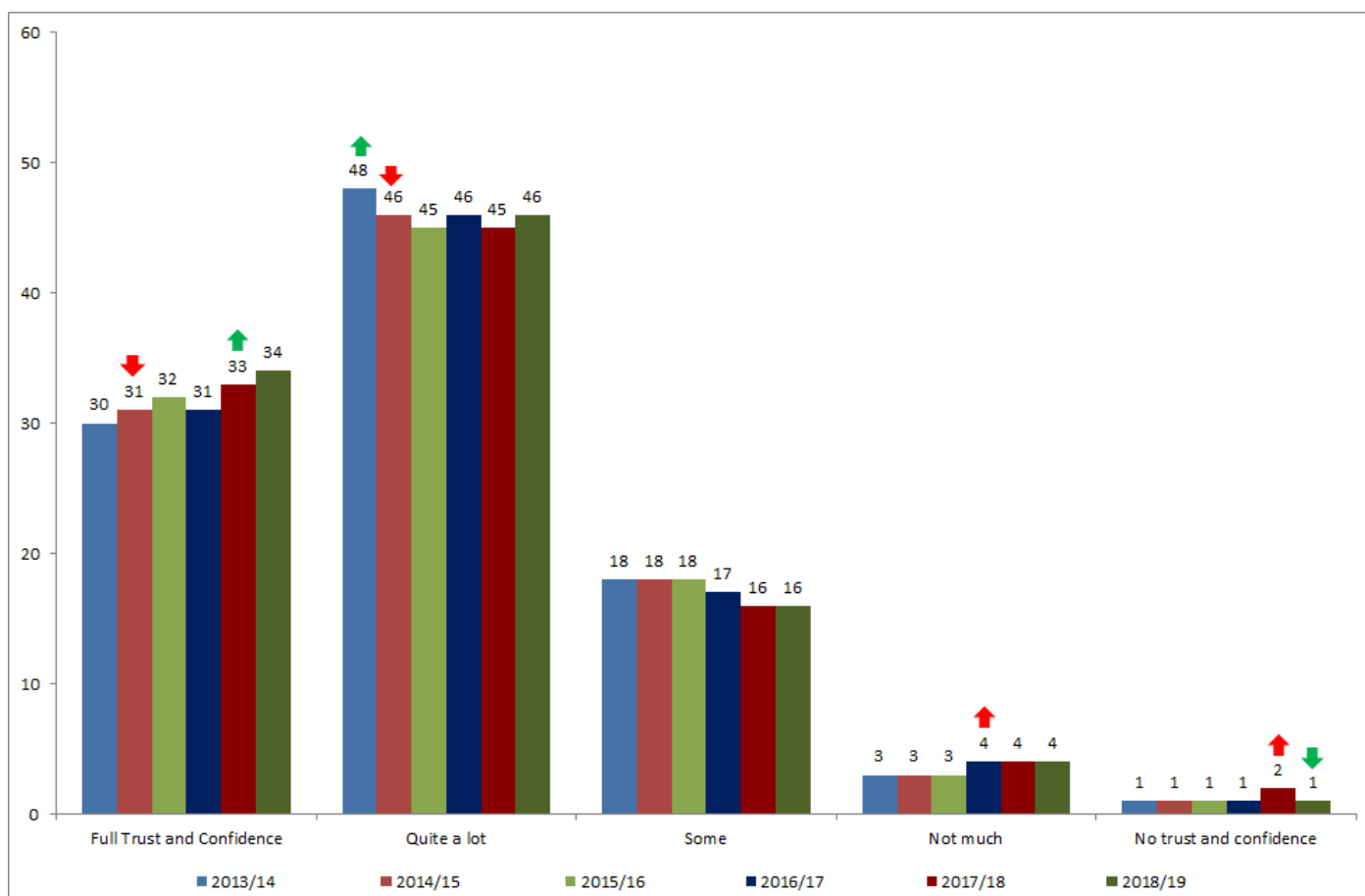
A bold Don't know response indicates a statistically significant change from the previous survey wave.

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. 2013/14 n=9241, 2014/15 n=9145, 2015/16 n=9232, 2016/17 n=9498, 2017/18 n=9659, 2018/19 n=9589

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 2018/19

The following statistically significant differences for 2018/19 are evident at the total results level (combined 2018/19 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 2017/18 survey.*

Respondents significantly more likely to give a rating of *full/quite a lot of trust and confidence* include those<sup>20</sup>:

- aged 65 or older\* (88%) and aged 45-54 (81%);
- of European ethnicity\* (83%);
- living in the least deprived areas (83% among those with an NZDep score of 1-3\* and 81% among those with an NZDep score of 4-7, compared with 71% among those with an NZDep score of 8-10);
- who live in the South Island\* (82%), particularly in the Canterbury District\* (83%) and who live in the Auckland City District (83%);
- who are female\* (81% compared with 78% for male respondents); and/or
- who have not had contact with the Police in the previous six months\* (81%, compared with 77% of those who have had contact).

Respondents significantly more likely to give a rating of *not much/no trust and confidence* include those<sup>21</sup>:

- living in the most deprived areas (NZ Dep score of 8-10\*) (8%);
- of 'other' ethnicities (13%), Pacific ethnicities (10%) and Māori\* (6%);
- aged 16-24 (6%), or 25-34\* (6%); and/or
- who had contact with the Police in the previous six months\* (6%, compared with 3% of those who had not).

<sup>20</sup> Groups are ordered by the share giving a rating of *full/quite a lot of trust and confidence* (group with highest share first).

<sup>21</sup> Groups are ordered by the share giving a rating of *not much/no trust and confidence* (group with highest share first).

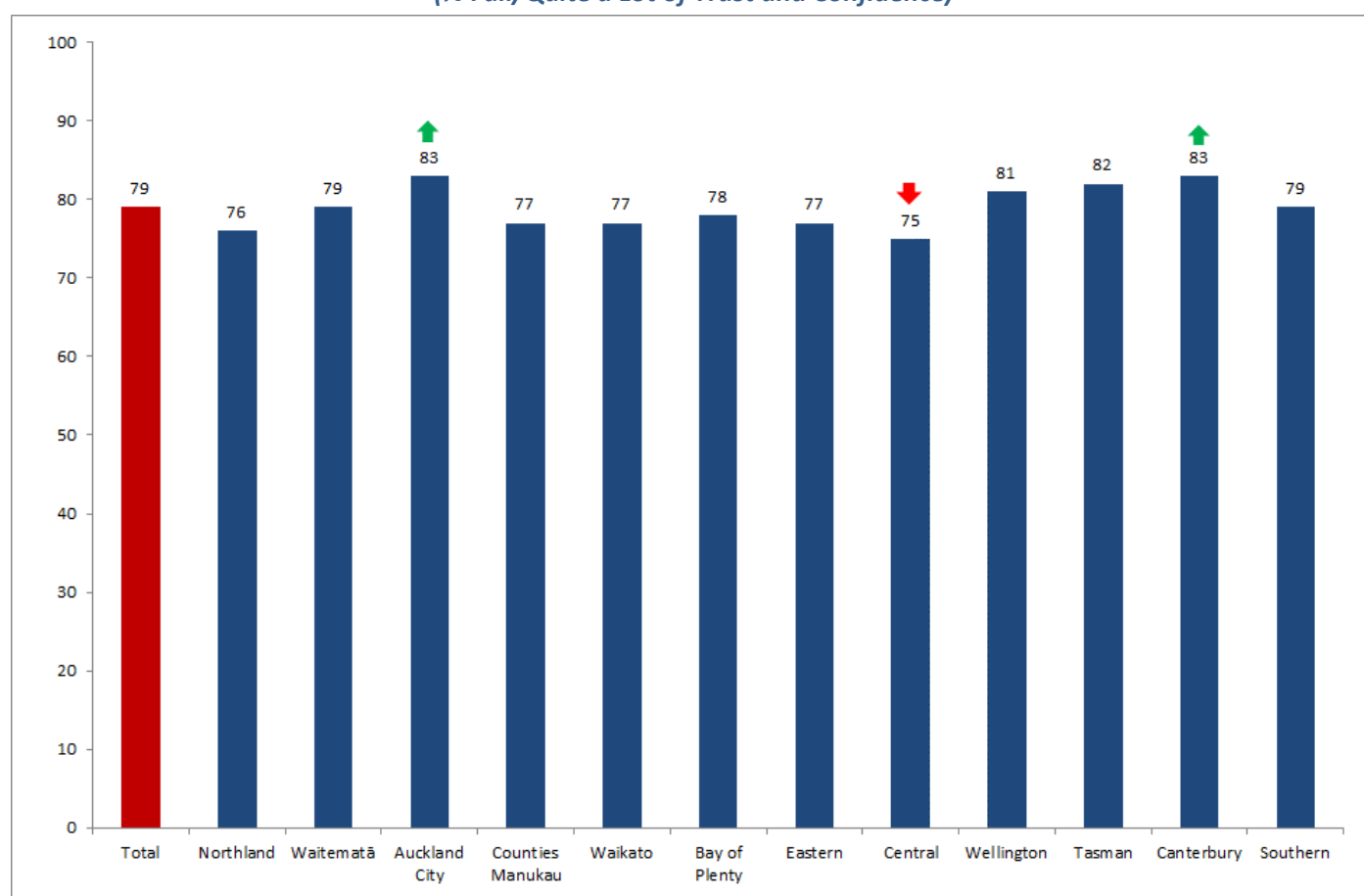
### 3.1.3. Level of Trust and Confidence in Police - Comparison by District

#### 1. 2018/19

In 2018/19, almost four out of five (79%) 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 Auckland City (83%) 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 Central district (75%) 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 2018/19**  
(% Full/Quite a Lot of Trust and Confidence)



Base: All respondents, excluding 'not applicable' responses. Total 2018/19 n=9,589; Northland n=737; Waitematā n=855; Auckland City n=765; Counties n=804; Waikato n=900; Bay of Plenty n=847; Eastern n=779; Central n=851; Wellington n=840; Tasman n=652; Canterbury n=830; Southern n=729.

Green arrow indicates a significantly higher result than the total.

Red arrow indicates a significantly lower result than the total.

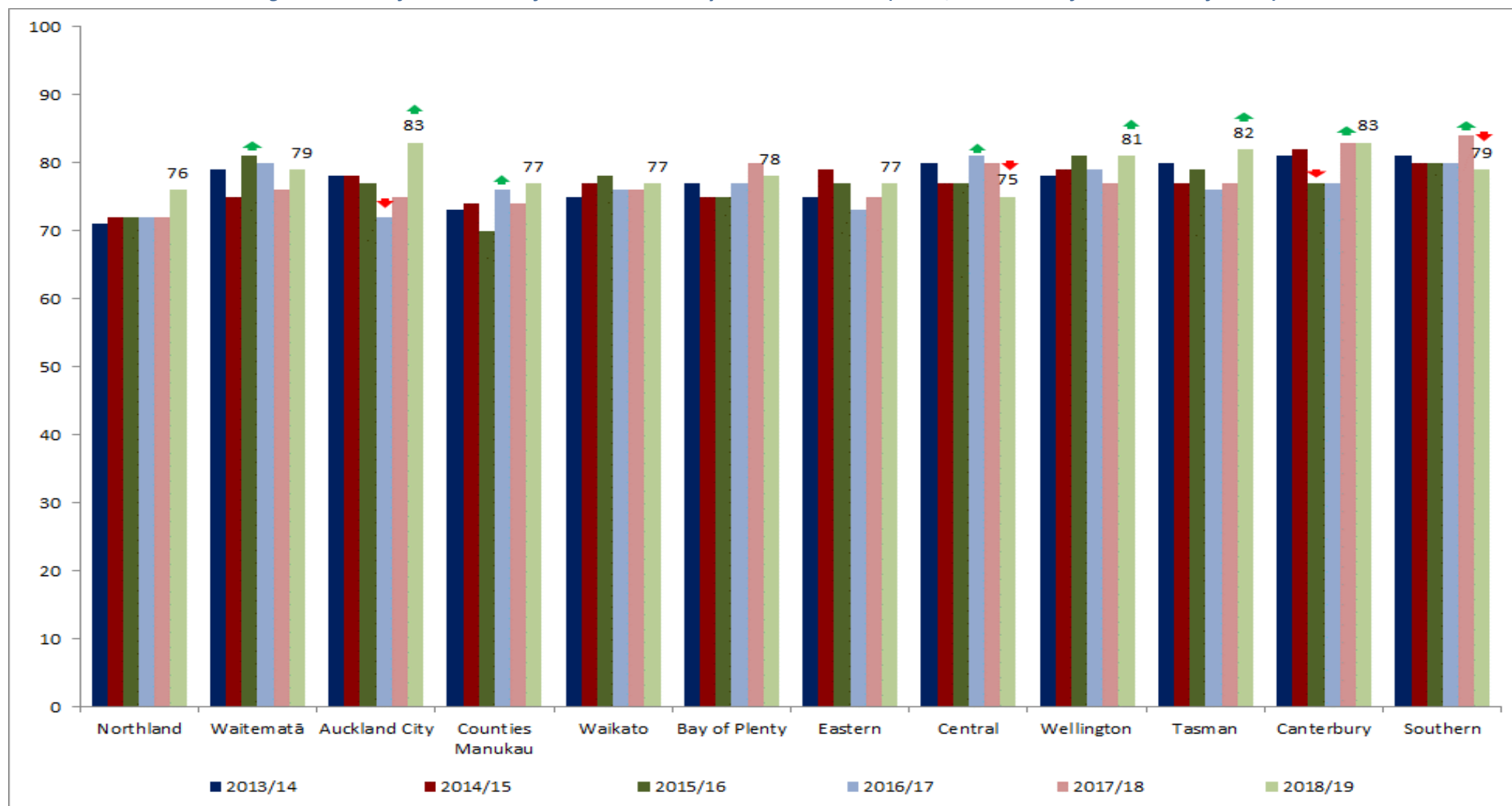
## 2. Comparison with 2017/18

When compared with 2017/18, 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 the Auckland City (83%, up from 75%), Wellington (81%, up from 77%), and Tasman (82%, up from 77% ) districts.

Compared with the previous year, Auckland City District has also seen a significant decrease in the share saying they have *not much or no trust and confidence* in the Police (down from a high of 9% in 2017/18, to 2% last year). Waikato and Counties Manukau districts have also seen significant declines in negative ratings this year (the share with *not much/no trust and confidence* for both districts declining from 8% in 2017/18, to 5% this year).

In contrast, this year there have been significant declines in the share with *full or quite a lot of trust and confidence* in the Police among those living in both Central (ratings down from 80% in 2017/18, to 75%) and Southern (down from 84%, to 79%) districts.

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 2018/19 result is significantly lower than the 2017/18 result).

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

	Northland						Waitematā						Auckland City					
	13/14	14/15	15/16	16/17	17/18	18/19	13/14	14/15	15/16	16/17	17/18	18/19	13/14	14/15	15/16	16/17	17/18	18/19
Full Trust and Confidence	28	26	26	27	30	28	30	29	36	34	31	33	27	34	28	28	32	32
Quite a Lot	43	46	46	45	42	47	49	46	45	46	45	46	51	44	49	44	44	51
<b>Full/Quite a Lot Trust &amp; Confidence</b>	<b>71</b>	<b>72</b>	<b>72</b>	<b>72</b>	<b>72</b>	<b>76</b>	<b>79</b>	<b>75</b>	<b>81</b>	<b>80</b>	<b>76</b>	<b>79</b>	<b>78</b>	<b>78</b>	<b>77</b>	<b>72</b>	<b>75</b>	<b>83</b>
Some Trust and Confidence	21	22	22	22	22	20	17	19	14	15	17	17	18	17	18	20	15	14
Not Much	5	4	4	4	2	3	3	5	4	2	4	3	3	4	4	6	6	2
No Trust and Confidence	2	1	2	2	3	1	1	0	1	2	2	1	1	1	0	1	3	1
<b>Not Much/No Trust &amp; Confidence</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>4</b>	<b>4</b>	<b>5</b>	<b>4</b>	<b>8</b>	<b>9</b>	<b>2</b>
Don't know	1	1	1	1	1	1	0	1	1	1	2	0	0	0	1	1	1	0
Base	755	705	729	708	690	737	794	792	797	802	821	855	738	757	735	777	809	765

**Table 5: Level of Trust and Confidence in Police – By District over Time (Part 2) (%)**

	Counties Manukau						Waikato						Bay of Plenty					
	13/14	14/15	15/16	16/17	17/18	18/19	13/14	14/15	15/16	16/17	17/18	18/19	13/14	14/15	15/16	16/17	17/18	18/19
Full Trust and Confidence	30	31	34	34	33	33	28	31	32	30	31	35	32	36	34	32	38	35
Quite a Lot	43	43	36	41	41	44	47	46	46	46	45	42	45	39	42	45	42	43
<b>Full/Quite a Lot Trust &amp; Confidence</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>77</b>	<b>77</b>	<b>75</b>	<b>75</b>	<b>77</b>	<b>80</b>	<b>78</b>
Some Trust and Confidence	20	20	23	18	18	16	19	18	17	17	16	17	18	18	19	18	16	15
Not Much	5	4	5	5	6	5	5	3	4	6	5	5	4	4	3	4	3	4
No Trust and Confidence	1	1	2	2	2	0	1	1	2	1	3	1	1	2	2	1	2	1
<b>Not Much/No Trust &amp; Confidence</b>	<b>6</b>	<b>5</b>	<b>6</b>	<b>6</b>	<b>8</b>	<b>5</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>	<b>5</b>
Don't know	1	1	1	1	1	1	0	1	0	1	0	1	0	1	1	1	1	1
Base	792	792	806	805	843	804	838	829	845	895	941	900	800	770	797	828	873	847

Base: All respondents, excluding 'not applicable' responses. Note: A bold neutral or don't know response indicates a statistically significant change from the previous survey wave. Green highlighting denotes a statistically significant improvement from the previous survey wave. Red highlighting denotes a statistically significant negative change from the previous survey wave. Note: Due to rounding some totals may not correspond with the sum of the separate figures and individual results may not total 100%.

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

	Eastern						Central						Wellington					
	13/14	14/15	15/16	16/17	17/18	18/19	13/14	14/15	15/16	16/17	17/18	18/19	13/14	14/15	15/16	16/17	17/18	18/19
Full Trust and Confidence	33	35	35	31	37	39	32	31	34	34	32	30	28	32	29	31	30	34
Quite a Lot	42	44	42	42	38	38	48	46	43	47	48	45	50	47	52	48	48	47
<b>Full/Quite a Lot Trust &amp; Confidence</b>	<b>75</b>	<b>79</b>	<b>77</b>	<b>73</b>	<b>75</b>	<b>77</b>	<b>80</b>	<b>77</b>	<b>77</b>	<b>81</b>	<b>80</b>	<b>75</b>	<b>78</b>	<b>79</b>	<b>81</b>	<b>79</b>	<b>77</b>	<b>81</b>
Some Trust and Confidence	21	18	18	21	18	19	17	16	18	14	14	21	18	17	15	14	16	13
Not Much	3	2	4	5	4	4	2	4	4	3	3	3	3	3	2	5	4	4
No Trust and Confidence	1	1	1	1	3	1	1	2	1	1	2	1	0	1	1	1	2	2
<b>Not Much/No Trust &amp; Confidence</b>	<b>4</b>	<b>3</b>	<b>4</b>	<b>6</b>	<b>6</b>	<b>4</b>	<b>3</b>	<b>6</b>	<b>5</b>	<b>4</b>	<b>5</b>	<b>4</b>	<b>3</b>	<b>4</b>	<b>3</b>	<b>6</b>	<b>6</b>	<b>6</b>
Don't know	0	0	1	1	1	0	0	1	0	1	1	1	1	0	1	0	1	0
Base	755	770	787	790	783	779	794	797	797	859	843	851	799	808	799	857	845	840

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

	Tasman						Canterbury						Southern					
	13/14	14/15	15/16	16/17	17/18	18/19	13/14	14/15	15/16	16/17	17/18	18/19	13/14	14/15	15/16	16/17	17/18	18/19
Full Trust and Confidence	31	28	32	31	33	37	34	31	32	29	36	36	33	31	36	31	36	35
Quite a Lot	49	49	47	44	44	45	47	51	45	48	47	46	48	49	43	49	48	44
<b>Full/Quite a Lot Trust &amp; Confidence</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>83</b>	<b>81</b>	<b>80</b>	<b>80</b>	<b>80</b>	<b>84</b>	<b>79</b>
Some Trust and Confidence	16	20	16	18	19	13	16	16	18	19	14	12	13	15	15	13	12	15
Not Much	2	2	4	4	4	4	3	2	3	3	2	3	4	3	2	5	2	4
No Trust and Confidence	1	1	1	2	1	1	0	0	1	1	1	1	1	1	1	2	1	1
<b>Not Much/No Trust &amp; Confidence</b>	<b>3</b>	<b>3</b>	<b>5</b>	<b>6</b>	<b>5</b>	<b>5</b>	<b>3</b>	<b>2</b>	<b>4</b>	<b>4</b>	<b>3</b>	<b>5</b>	<b>5</b>	<b>4</b>	<b>3</b>	<b>7</b>	<b>3</b>	<b>5</b>
Don't know	1	0	1	1	0	0	0	0	1	0	0	0	1	1	2	1	1	1
Base	702	643	673	631	622	652	758	813	757	817	851	830	716	669	710	729	738	729

Base: All respondents, excluding 'not applicable' responses. Note: A bold neutral or don't know response indicates a statistically significant change from the previous survey wave. Green highlighting denotes a statistically significant improvement from the previous survey wave. Red highlighting denotes a statistically significant negative change from the previous survey wave. Note: Due to rounding some totals may not correspond with the sum of the separate figures and individual results may not total 100%.

## 3.2. Safety in General

### 3.2.1 Safety in General

*Note: This question was introduced during the 2018/19 surveying year; therefore, time series data is not available.*

When asked to take into account where they live, the places they go to and the things they do, over four in five respondents (83%) said they feel *safe/very safe* in general, including 32% who feel *very safe*. Only 4% feel *unsafe/very unsafe*.

**Table 6: Safety in General (%)**

	2018/19
Very Safe	32
Safe	51
<b>Very Safe/Safe</b>	<b>83</b>
Neutral	13
Unsafe	2
Very Unsafe	1
<b>Unsafe/Very Unsafe</b>	<b>4</b>
Don't know	0
<i>Base</i>	<i>4976</i>

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

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



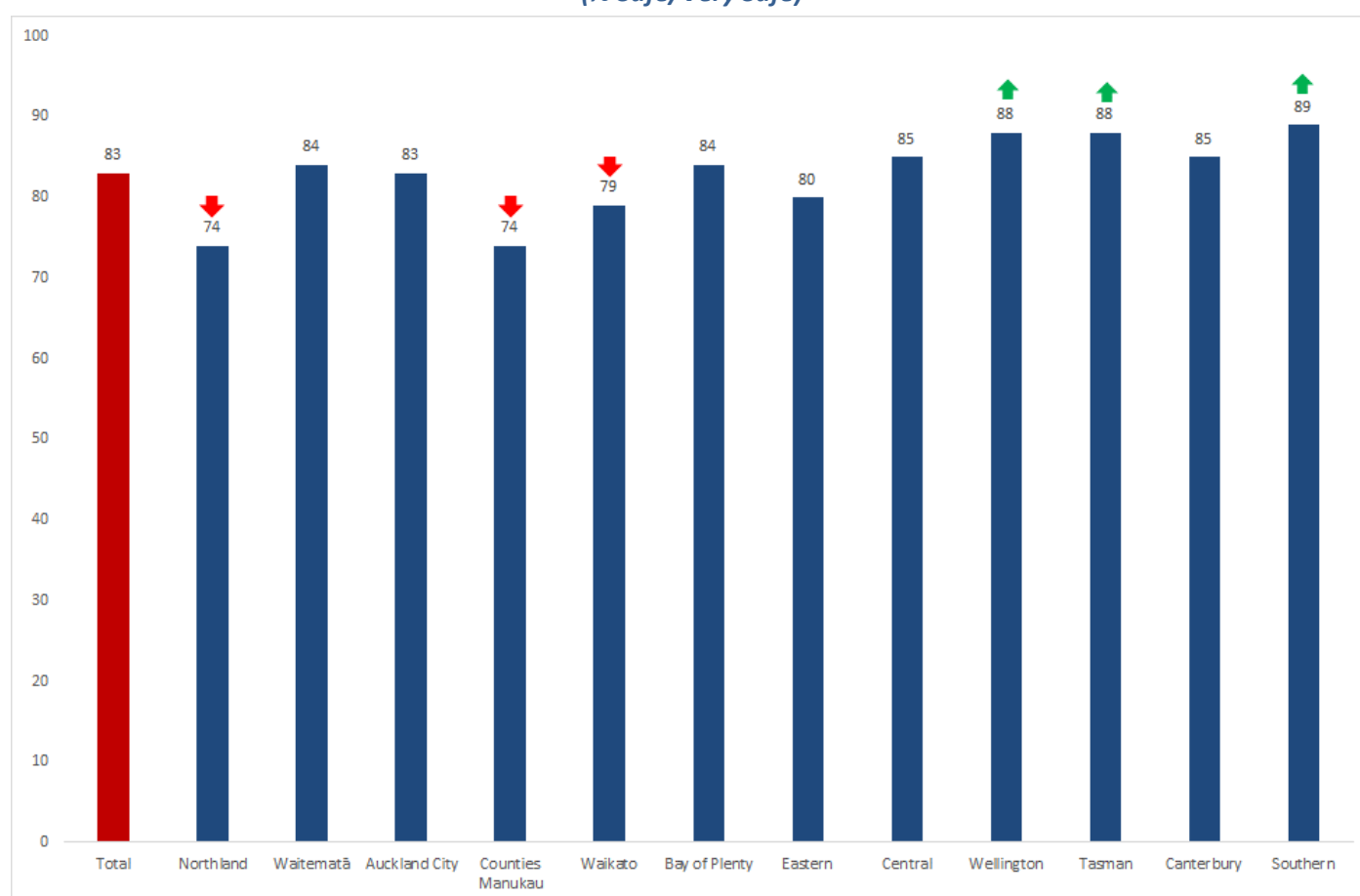
### 3.2.2 Safety in General - Comparison by District

#### 1. 2018/19

In 2018/19, over four out of five respondents (83%) reported feeling *safe* or *very safe* in general with results varying by district. When compared with the rest of the country, respondents living in Southern (89%), Tasman (88%), and Wellington (88%) districts were significantly more likely to say they feel *safe/very safe*.

In contrast, respondents living in Northland (74%), Counties Manukau (74%) and Waikato (79%) districts were significantly less likely to report feeling *safe* or *very safe* generally, when taking into account where they live, the places they go and the things they do.

**Figure 4: Safety in General - By District in 2018/19**  
(% Safe/Very Safe)



Base: All respondents, excluding 'not applicable' responses. Total 2018/19 n=4976; Northland n=420; Waitematā n=419; Auckland City n=356; Counties Manukau n=418; Waikato n=474; Bay of Plenty n=424; Eastern n=411; Central n=444; Wellington n=438; Tasman n=375; Canterbury n=411; Southern n=386..

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

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

**Table 7: Safety in General – By District – 2018/19 (%)**

	Northland	Waitematā	Auckland City	Counties Manukau	Waikato	Bay of Plenty	Eastern	Central	Wellington	Tasman	Canterbury	Southern
Very Safe	26	30	33	27	25	31	34	29	38	44	35	40
Safe	48	54	51	47	55	52	47	56	50	44	50	49
<b>Very Safe/Safe</b>	<b>74</b>	<b>84</b>	<b>83</b>	<b>74</b>	<b>79</b>	<b>84</b>	<b>80</b>	<b>85</b>	<b>88</b>	<b>88</b>	<b>85</b>	<b>89</b>
Neutral	19	13	15	19	15	13	17	10	9	10	11	9
Unsafe	5	2	1	4	5	3	3	3	2	1	1	1
Very Unsafe	1	1	0	2	0	1	0	2	1	1	2	2
<b>Unsafe/Very Unsafe</b>	<b>6</b>	<b>3</b>	<b>1</b>	<b>6</b>	<b>6</b>	<b>3</b>	<b>3</b>	<b>5</b>	<b>3</b>	<b>2</b>	<b>3</b>	<b>3</b>
Don't know	1	0	1	1	0	0	0	0	0	0	1	0
<i>Base</i>	<i>420</i>	<i>419</i>	<i>356</i>	<i>418</i>	<i>474</i>	<i>424</i>	<i>411</i>	<i>444</i>	<i>438</i>	<i>375</i>	<i>411</i>	<i>386</i>

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

*Note: As this measure was only introduced during the 2018/19 surveying period, time series information is not available.*

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

### 3.3. Safety in Local Neighbourhood After Dark

#### 3.3.1 Safety in Local Neighbourhood After Dark - Comparison with 2017/18

In the 2018/19 year the share of respondents who reported feeling *very safe*/safe in their local neighbourhood after dark has remained stable when compared with 2017/18 (71% in 2018/19, compared with 70% in 2017/18). The share who feel *unsafe*/very *unsafe* is also stable (unchanged since 2017/18 at 10%).

However, it should also be noted that the share feeling *very safe* in their local neighbourhood after dark has declined significantly when compared with 2017/18 (down from 28% in 2017/18, to 25% in 2018/19).

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

	2013/14	2014/15	2015/16	2016/17	2017/18	2018/19
Very Safe	<b>32</b>	34	33	<b>28</b>	28	<b>25</b>
Safe	43	43	<b>41</b>	41	42	<b>46</b>
<b>Very Safe/Safe</b>	<b>75</b>	<b>77</b>	<b>75</b>	<b>69</b>	<b>70</b>	<b>71</b>
Neutral	<b>16</b>	15	16	<b>19</b>	19	18
Unsafe	7	7	<b>8</b>	<b>9</b>	9	9
Very Unsafe	1	1	1	<b>2</b>	2	1
<b>Unsafe/Very Unsafe</b>	<b>8</b>	<b>8</b>	<b>9</b>	<b>11</b>	<b>10</b>	<b>10</b>
Don't know	<b>1</b>	<b>0</b>	<b>1</b>	1	1	1
<i>Base</i>	<i>8216</i>	<i>7979</i>	<i>8022</i>	<i>8089</i>	<i>6604</i>	<i>6498</i>

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

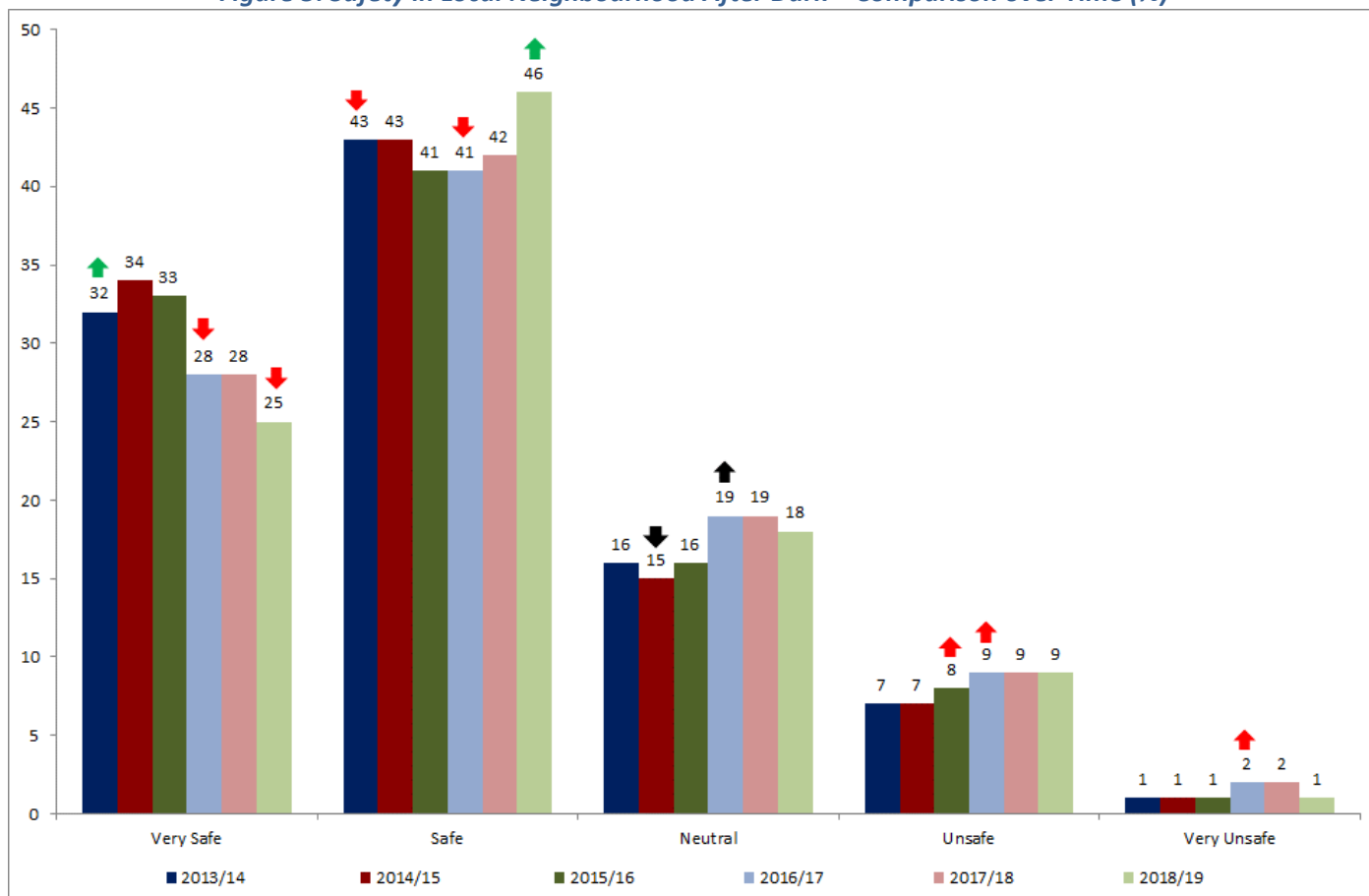
*A bold neutral or don't know response indicates a statistically significant change from the previous survey wave.*

*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 5: Safety in Local Neighbourhood After Dark – Comparison over Time (%)



Base: All respondents excluding those giving a 'not applicable' response. 2013/14 n=8216, 2014/15 n=7979, 2015/16 n=8022, 2016/17 n=8089, n=2017/18 n=6604, 2018/19 n=6498

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

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

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

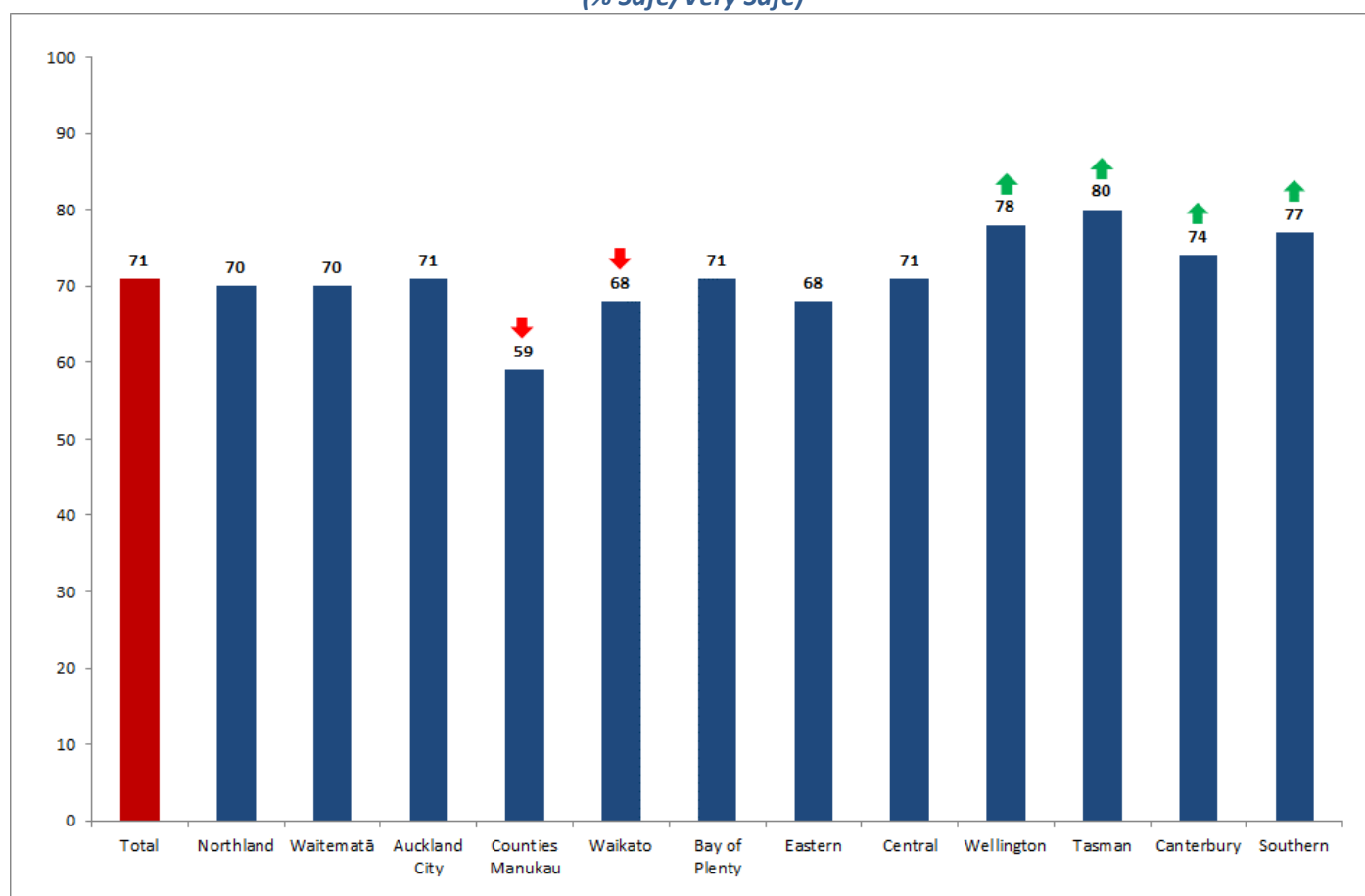
### 3.3.2 Safety in Local Neighbourhood After Dark - Comparison by District

#### 1. 2018/19

While 71% of all respondents in 2018/19 reported that they felt *very safe/safe* in their local neighbourhood after dark, feelings of safety varied by district. Respondents living in the Tasman (80%), Wellington (78%), Southern (77%), and Canterbury (74%) districts were significantly more likely to feel *very safe/safe* in their local neighbourhood after dark compared with respondents in other districts.

In contrast, respondents living in the Counties Manukau (59% feeling *very safe/safe*) and Waikato (68%) districts were significantly less likely to give a positive rating compared with respondents across other districts.

**Figure 6: Safety in Local Neighbourhood After Dark - By District in 2018/19**  
(% Safe/Very Safe)



Base: All respondents, excluding 'not applicable' responses. Total 2018/19 n=6498; Northland n=555; Waitematā n=551; Auckland City n=469; Counties Manukau n=525; Waikato n=619; Bay of Plenty n=565; Eastern n=554; Central n=578; Wellington n=568; Tasman n=487; Canterbury n=529; Southern n=498.

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

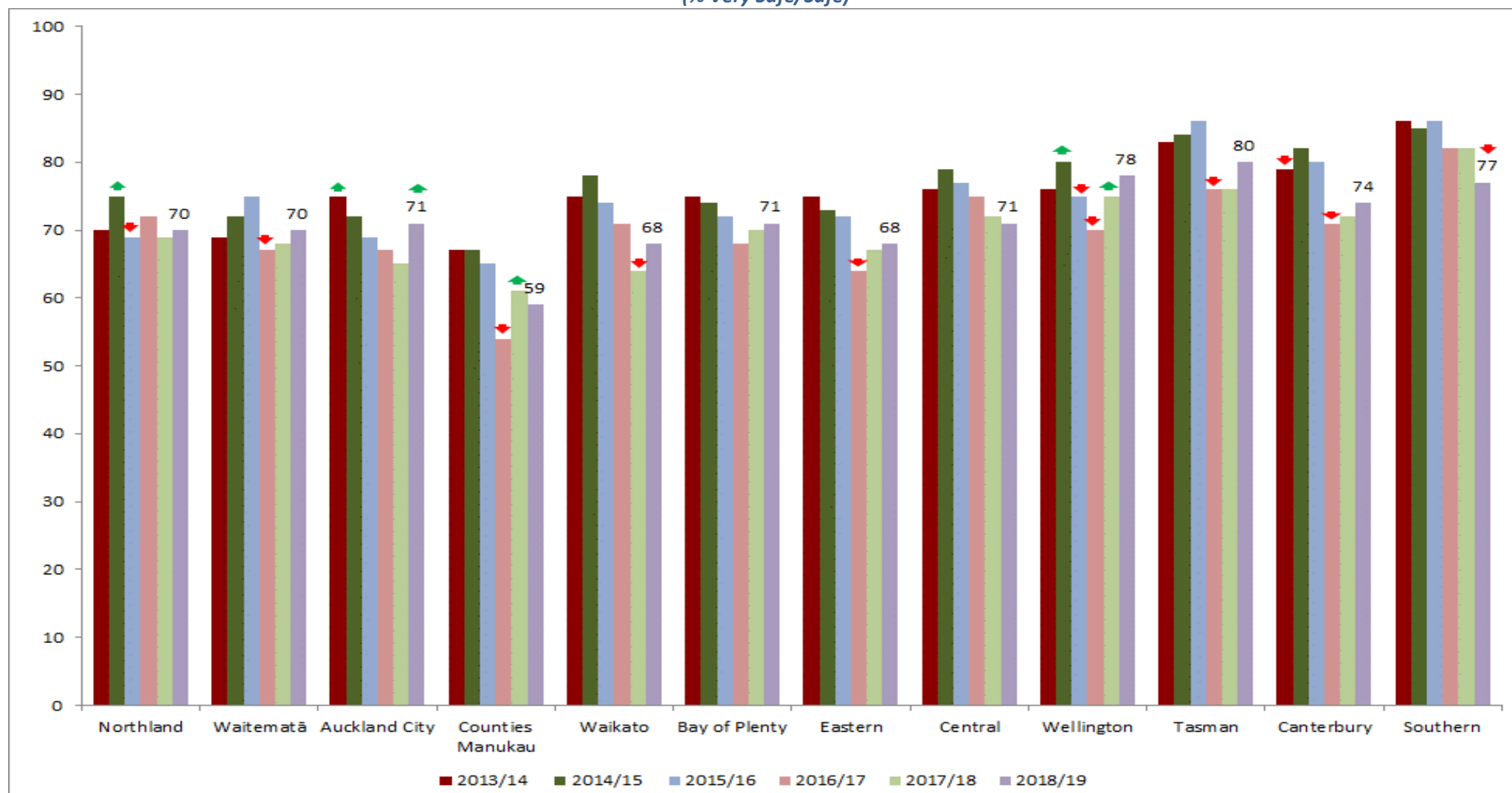
Red arrow indicates a statistically significantly lower result than the total.

## 2. Comparison with 2017/18

When compared with 2017/18, Auckland City District saw a significant increase in the share who responded saying that they feel *very safe/safe* in their local neighbourhood after dark (up from 65% to 71%), while Tasman District had a significant decline in the share feeling *unsafe/very unsafe* (down from 9% to 5%, mainly driven by a significant decline in the share feeling *unsafe* – down from 8%, to 4%).

Conversely, Southern District saw a significant decrease in the share saying they feel *very safe/safe* (down from 82% to 77% in 2018/19), including a significant decline in the share feeling *very safe* (down from 41% to 32%). Southern District also saw a significant increase in the share saying they feel *very unsafe/unsafe* (up from 4% to 8% in 2018/19), including a significant increase in those saying they feel *unsafe* (up from 3% to 7% in 2018/19).

Figure 7: 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 9: Safety in Local Neighbourhood After Dark – By District over Time (Part 1) (%)**

	Northland						Waitematā						Auckland City					
	13/14	14/15	15/ 16	16/17	17/18	18/19	13/14	14/15	15/ 16	16/17	17/18	18/19	13/14	14/15	15/ 16	16/17	17/18	18/19
Very Safe	29	34	32	30	28	28	28	28	30	25	29	24	30	26	27	21	24	25
Safe	41	41	37	42	41	43	41	44	45	42	39	46	45	46	42	46	41	46
<b>Very Safe/Safe</b>	<b>70</b>	<b>75</b>	<b>69</b>	<b>72</b>	<b>69</b>	<b>70</b>	<b>69</b>	<b>72</b>	<b>75</b>	<b>67</b>	<b>68</b>	<b>70</b>	<b>75</b>	<b>72</b>	<b>69</b>	<b>67</b>	<b>65</b>	<b>71</b>
Neutral	17	16	19	18	17	17	19	19	16	19	20	20	16	18	19	20	22	19
Unsafe	10	7	11	7	11	10	10	8	8	11	9	8	8	9	10	10	11	8
Very Unsafe	2	1	1	2	3	2	1	0	0	2	2	1	1	1	1	2	2	1
<b>Unsafe/Very Unsafe</b>	<b>12</b>	<b>8</b>	<b>12</b>	<b>9</b>	<b>14</b>	<b>11</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>	<b>10</b>
Don't know	1	1	1	1	1	1	1	1	1	1	1	1	0	0	1	1	0	0
Base	684	663	661	628	546	555	686	676	678	670	542	551	639	627	625	655	493	469

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

	Counties Manukau						Waikato						Bay of Plenty					
	13/14	14/15	15/ 16	16/17	17/18	18/19	13/14	14/15	15/ 16	16/17	17/18	18/19	13/14	14/15	15/ 16	16/17	17/18	18/19
Very Safe	25	24	26	23	20	17	33	35	34	27	23	20	36	33	35	26	29	28
Safe	42	43	38	32	41	42	42	43	40	43	41	48	39	41	37	43	42	43
<b>Very Safe/Safe</b>	<b>67</b>	<b>67</b>	<b>65</b>	<b>54</b>	<b>61</b>	<b>59</b>	<b>75</b>	<b>78</b>	<b>74</b>	<b>71</b>	<b>64</b>	<b>68</b>	<b>75</b>	<b>74</b>	<b>72</b>	<b>68</b>	<b>70</b>	<b>71</b>
Neutral	20	18	20	27	24	23	18	13	17	17	23	18	14	16	17	20	19	20
Unsafe	10	13	13	15	13	12	6	7	8	10	10	12	8	9	7	9	9	8
Very Unsafe	2	1	1	3	3	4	1	2	1	1	2	2	2	0	2	2	2	1
<b>Unsafe/Very Unsafe</b>	<b>12</b>	<b>14</b>	<b>14</b>	<b>18</b>	<b>16</b>	<b>16</b>	<b>7</b>	<b>9</b>	<b>9</b>	<b>11</b>	<b>12</b>	<b>14</b>	<b>10</b>	<b>9</b>	<b>10</b>	<b>11</b>	<b>10</b>	<b>9</b>
Don't know	1	1	1	0	0	2	0	0	1	1	2	1	1	1	1	1	1	0
Base	715	685	689	686	542	525	739	703	735	776	632	619	715	704	701	719	604	565

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

	Eastern						Central						Wellington					
	13/14	14/15	15/ 16	16/17	17/18	18/19	13/14	14/15	15/ 16	16/17	17/18	18/19	13/14	14/15	15/ 16	16/17	17/18	18/19
Very Safe	31	31	32	25	23	23	32	32	34	30	26	23	33	36	33	29	36	32
Safe	44	42	40	39	42	45	44	47	43	45	46	48	43	44	42	41	39	46
<b>Very Safe/Safe</b>	<b>75</b>	<b>73</b>	<b>72</b>	<b>64</b>	<b>67</b>	<b>68</b>	<b>76</b>	<b>79</b>	<b>77</b>	<b>75</b>	<b>72</b>	<b>71</b>	<b>76</b>	<b>80</b>	<b>75</b>	<b>70</b>	<b>75</b>	<b>78</b>
Neutral	16	17	17	21	21	19	15	14	15	16	20	20	14	13	14	17	17	15
Unsafe	7	9	8	13	10	11	7	5	6	8	6	7	8	6	10	10	7	7
Very Unsafe	1	1	2	2	2	1	1	1	1	1	1	1	1	1	1	2	0	0
<b>Unsafe/Very Unsafe</b>	<b>8</b>	<b>10</b>	<b>10</b>	<b>14</b>	<b>12</b>	<b>12</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>	<b>7</b>
Don't know	1	0	1	1	1	1	1	1	1	1	0	1	1	0	1	1	1	1
Base	697	711	696	665	561	554	700	686	688	728	577	578	703	672	678	709	574	568

**Table 9: Safety in Local Neighbourhood After Dark – By District over Time (Part 4) (%)**

	Tasman						Canterbury						Southern					
	13/14	14/15	15/ 16	16/17	17/18	18/19	13/14	14/15	15/ 16	16/17	17/18	18/19	13/14	14/15	15/ 16	16/17	17/18	18/19
Very Safe	41	43	44	33	34	31	33	41	35	31	28	26	46	44	49	39	41	32
Safe	42	41	42	43	42	49	46	41	45	40	44	48	40	41	38	43	42	46
<b>Very Safe/Safe</b>	<b>83</b>	<b>84</b>	<b>86</b>	<b>76</b>	<b>76</b>	<b>80</b>	<b>79</b>	<b>82</b>	<b>80</b>	<b>71</b>	<b>72</b>	<b>74</b>	<b>86</b>	<b>85</b>	<b>86</b>	<b>82</b>	<b>82</b>	<b>77</b>
Neutral	13	8	9	16	15	14	15	14	12	21	20	16	11	10	11	11	13	15
Unsafe	3	7	4	6	8	4	6	4	7	6	7	9	3	4	2	6	3	7
Very Unsafe	1	1	0	1	1	2	0	0	1	1	1	1	0	1	0	1	1	1
<b>Unsafe/Very Unsafe</b>	<b>4</b>	<b>8</b>	<b>5</b>	<b>6</b>	<b>9</b>	<b>5</b>	<b>6</b>	<b>4</b>	<b>7</b>	<b>7</b>	<b>8</b>	<b>9</b>	<b>3</b>	<b>5</b>	<b>2</b>	<b>7</b>	<b>4</b>	<b>8</b>
Don't know	0	0	0	2	0	0	0	0	1	1	0	0	0	0	1	1	0	1
Base	635	603	606	568	480	487	658	637	644	664	552	529	645	612	621	621	501	498

Base: All respondents, excluding 'not applicable' responses. Note: A bold neutral or don't know response indicates a statistically significant change from the previous survey wave. Green highlighting denotes a statistically significant improvement from the previous survey wave. Red highlighting denotes a statistically significant negative change from the previous survey wave. Note: Due to rounding some totals may not correspond with the sum of the separate figures and individual results may not total 100%.

### 3.4. Change in Feelings of Safety in Local Neighbourhood After Dark

#### 3.4.1 Change in Feelings of Safety in Local Neighbourhood After Dark - Comparison with 2017/18

To support the strategic focus on safety, respondents were also asked how safe they feel in their neighbourhood after dark compared to two years ago<sup>22</sup>.

In 2018/19, while just over three quarters of respondents said that their feelings of safety are unchanged (77% mentioning their feelings of safety are *the same*, up significantly from 75% in 2017/18), 7% of respondents mentioned that they feel *more safe* in their neighbourhood after dark that they did two years ago (unchanged), while 14% said they feel *less safe* (down slightly, but not significantly, from 15% in 2017/18).

**Table 10: Change in Feelings of Safety in Local Neighbourhood After Dark – Comparison Over Time (%)**

	2016/17	2017/18	2018/19
More safe	7	7	7
The same (unchanged)	75	75	<b>77</b>
Less safe	15	15	14
Don't know	3	3	3
<i>Base</i>	6086	8250	8186

*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.*

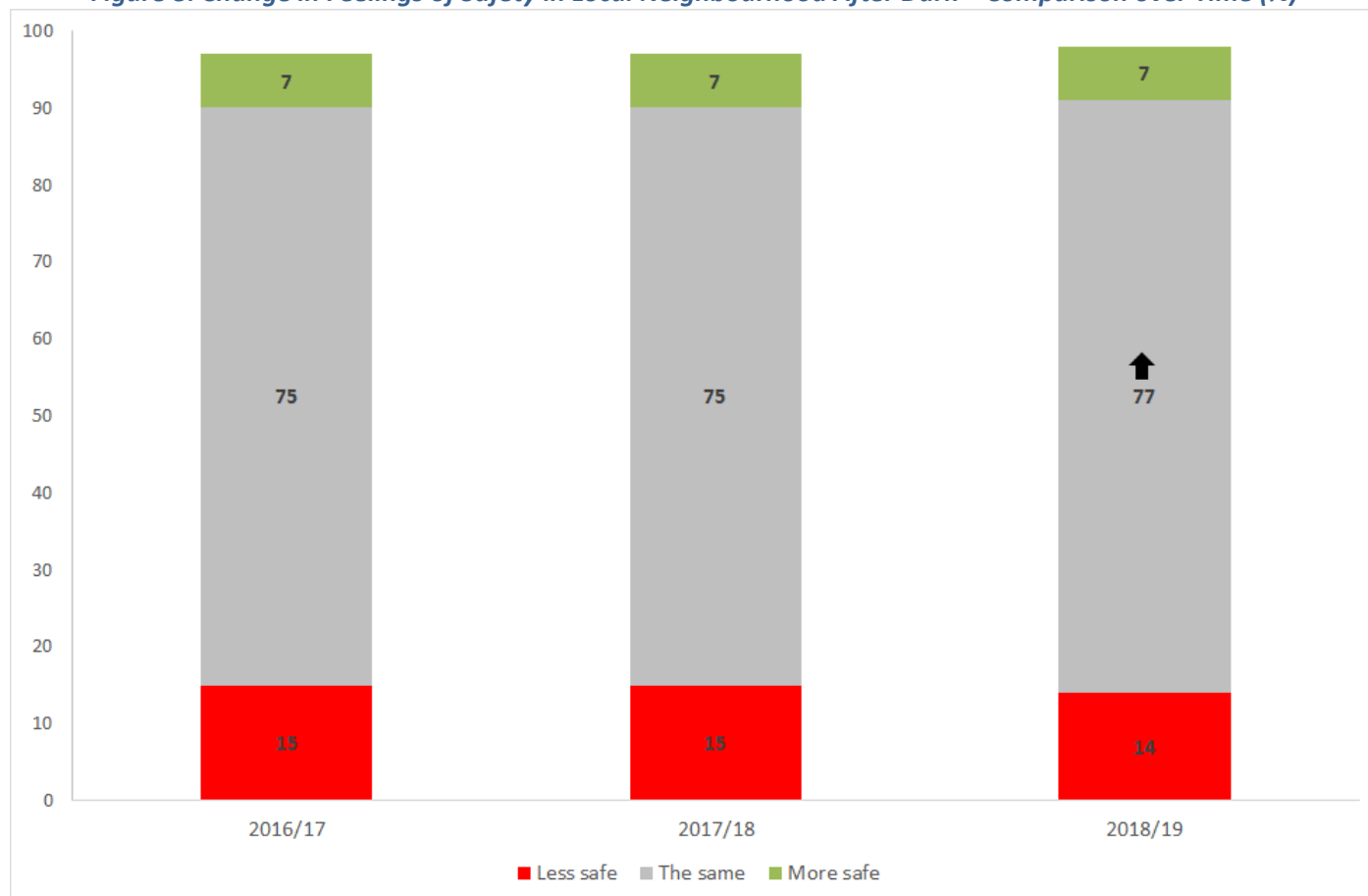
*Green highlighting denotes a statistically significant improvement from the previous survey wave.*

*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>22</sup> This question was added part way through the 2016/17 fiscal year; therefore, comparisons before this time can't be made.

**Figure 8: 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, 2018/19 n=8186

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.

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

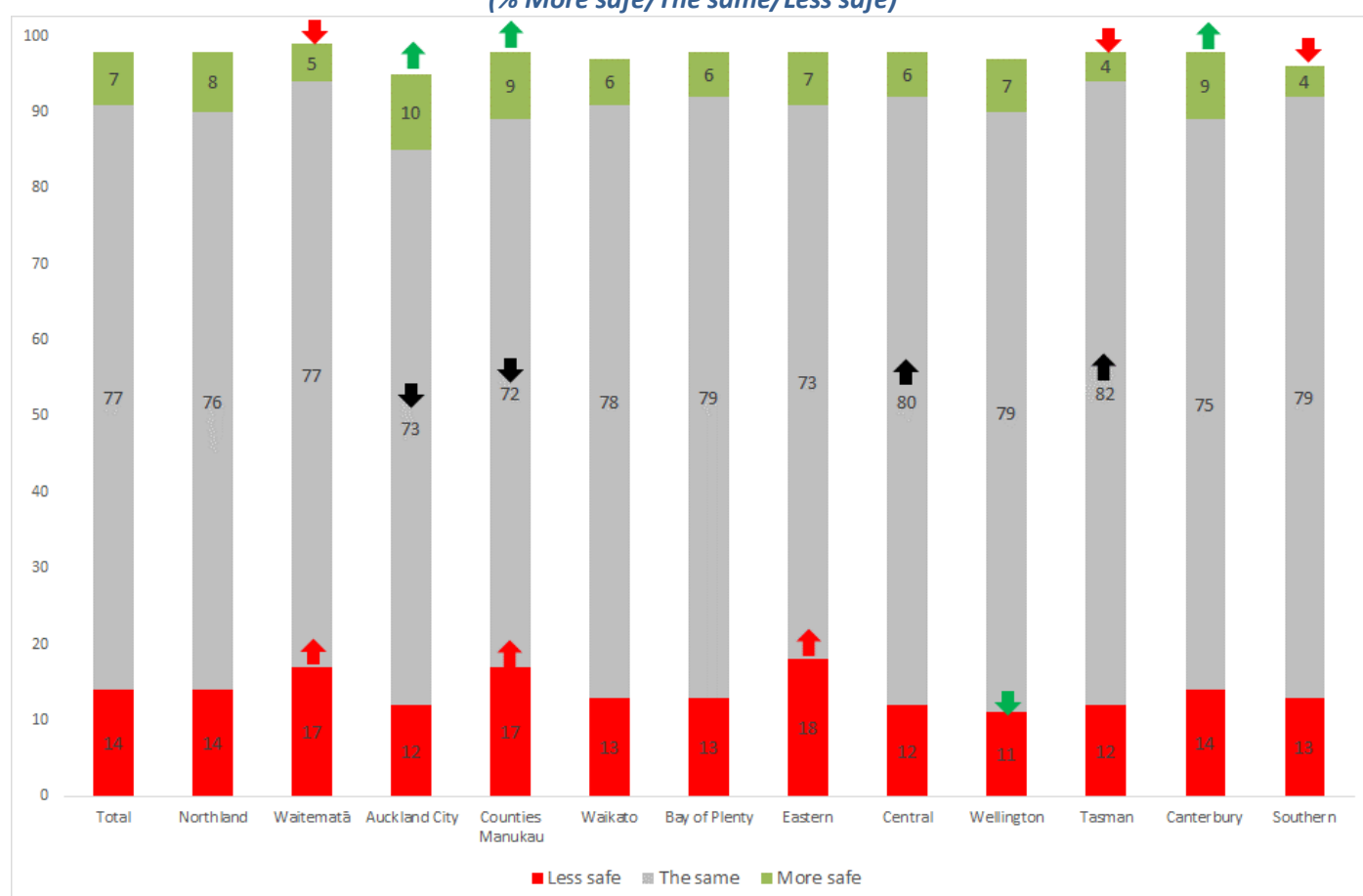
#### 1. 2018/19

Changes in feelings of safety varied by district, respondents living in the Auckland City (10%), Counties Manukau (9%) and Canterbury (9%) districts were significantly more likely to say they feel *more safe* than they did two years ago, while those in Wellington District are significantly less likely to say they feel *less safe* (11%).

In contrast, respondents living in the Waitematā (5%), Tasman (4%) and Southern (4%) districts were significantly less likely to mention that they are now feeling *more safe*, while those in Waitematā (17%), along with those in Eastern (18%) and Counties Manukau (17%) 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 9: Change in Feelings of Safety in Local Neighbourhood After Dark - By District in the 2018/19**  
(% More safe/The same/Less safe)



Base: All respondents, excluding 'not applicable' responses. Total 2018/19 n=8186; Northland n=662; Waitematā n=718; Auckland City n=631; Counties Manukau n=674; Waikato n=755; Bay of Plenty n=722; Eastern n=683; Central n=726; Wellington n=717; Tasman n=593; Canterbury n=684; Southern n=621.

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

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

## 2. Comparison with 2017/18

When compared with 2017/18, both Canterbury and Northland 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 (Canterbury up from 6% to 9%; Northland up from 4% to 8%), while those in Waikato (down from 21% to 13%) and Auckland City (down from 17% to 12%) districts were less likely to say they are feeling *less safe* than they were two years ago.

In contrast, there was a significantly lower share of respondents mentioning they now feel *more safe* than they were two years ago in Central (down from 8% feeling *more safe*, to 5%), Waitematā (down from 8% to 5%) and Southern (down from 6% to 4%) districts.

**Table 11: 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	18/19	16/17	17/18	18/19	16/17	17/18	18/19	16/17	17/18	18/19	16/17	17/18	18/19	16/17	17/18	18/19
More safe	9	4	8	7	8	5	7	11	10	13	10	9	8	5	6	6	7	6
The same (unchanged)	75	77	76	73	73	77	75	71	73	66	71	72	73	72	78	80	75	79
Less safe	13	16	14	18	14	17	14	17	12	18	18	17	13	21	13	12	14	13
Don't know	3	3	2	2	4	2	5	2	5	3	2	3	5	2	3	3	3	3
Base	462	621	662	502	696	718	498	668	631	511	689	674	594	800	755	545	750	722

**Table 11: 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	18/19	16/17	17/18	18/19	16/17	17/18	18/19	16/17	17/18	18/19	16/17	17/18	18/19	16/17	17/18	18/19
More safe	5	5	7	7	8	6	5	7	7	5	4	4	4	6	9	3	6	4
The same (unchanged)	78	72	73	78	75	80	75	78	79	71	77	82	80	78	75	81	82	79
Less safe	15	19	18	13	13	12	16	11	11	19	16	12	13	12	14	11	10	13
Don't know	2	4	2	2	4	3	4	4	3	5	3	1	3	3	2	5	2	4
Base	494	677	683	557	723	726	541	716	717	415	565	593	503	712	684	464	633	621

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%.

### 3.5. Safety in City or Town Centre at Night

#### 3.5.1 Safety in City or Town Centre at Night - Comparison with 2017/18

When compared with 2017/18, there has been a slight (but not statistically significant) increase in the share who feel *very safe/safe* in their city or town centre at night (up from 47% to 49% in 2018/19).

However, in 2018/19 there has been a significant decline in the share feeling *unsafe/ unsafe* (down from 22% in 2017/18 to 19%), including a statistically significant decline in the share feeling *very unsafe* (down from 3% to 2%).

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

	2013/14	2014/15	2015/16	2016/17	2017/18	2018/19
Very Safe	15	15	16	11	10	11
Safe	39	42	40	36	37	38
<b>Very Safe/Safe</b>	<b>54</b>	<b>57</b>	<b>56</b>	<b>47</b>	<b>47</b>	<b>49</b>
Neutral	26	24	24	29	29	30
Unsafe	16	15	16	18	19	17
Very Unsafe	2	2	2	3	3	2
<b>Unsafe/Very Unsafe</b>	<b>18</b>	<b>17</b>	<b>18</b>	<b>21</b>	<b>22</b>	<b>19</b>
Don't know	2	2	2	3	2	2
<i>Base</i>	8114	7922	7985	6892	6541	6428

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

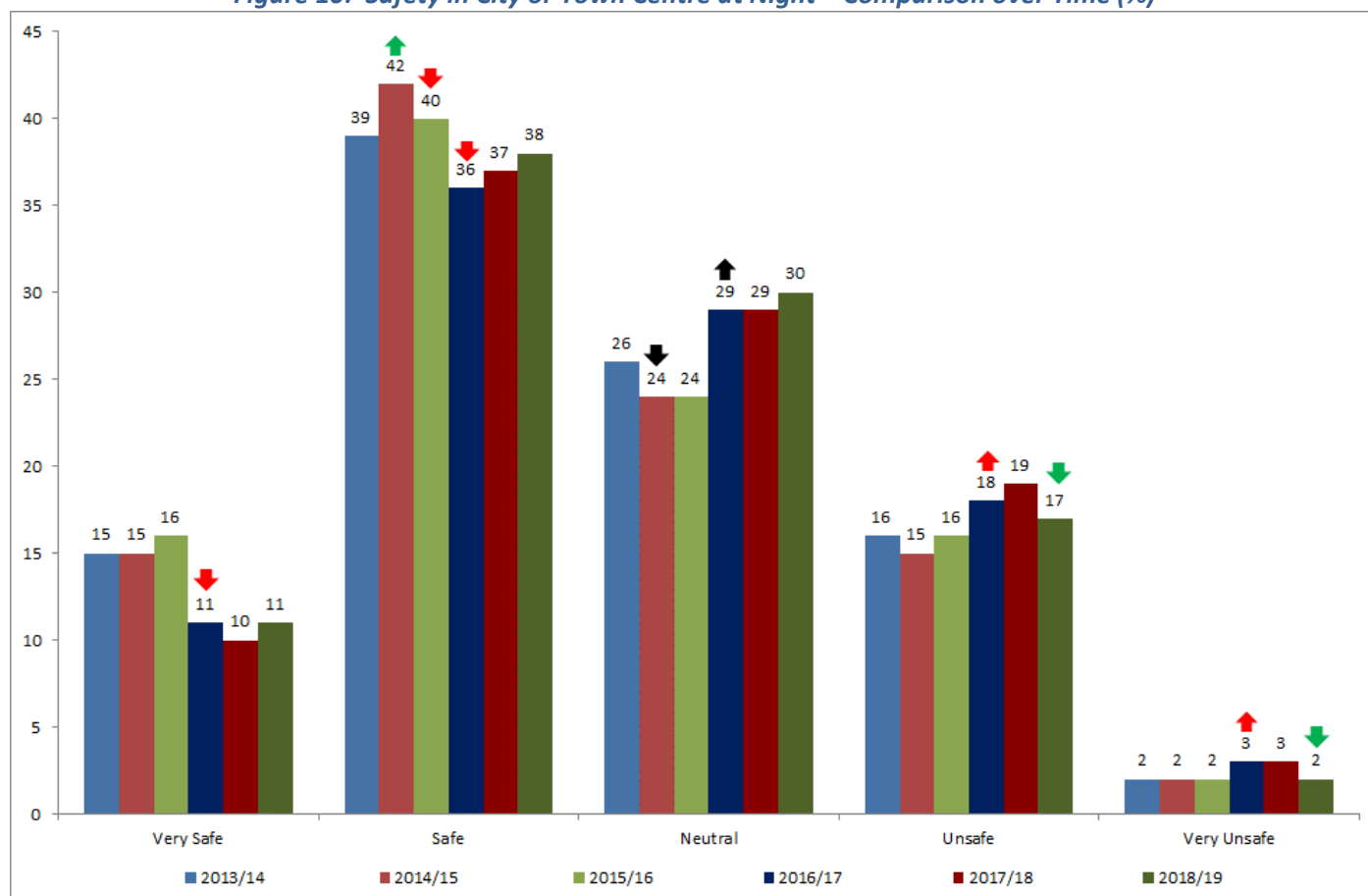
*A bold neutral or don't know response indicates a statistically significant change from the previous survey wave.*

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

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

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

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



Base: All respondents excluding those giving a 'not applicable' response. 2013/14 n=8114, 2014/15 n=7922, 2015/16 n=7985, 2016/17 n=6892, 2017/18 n=6541, 2018/19 n=6428

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.



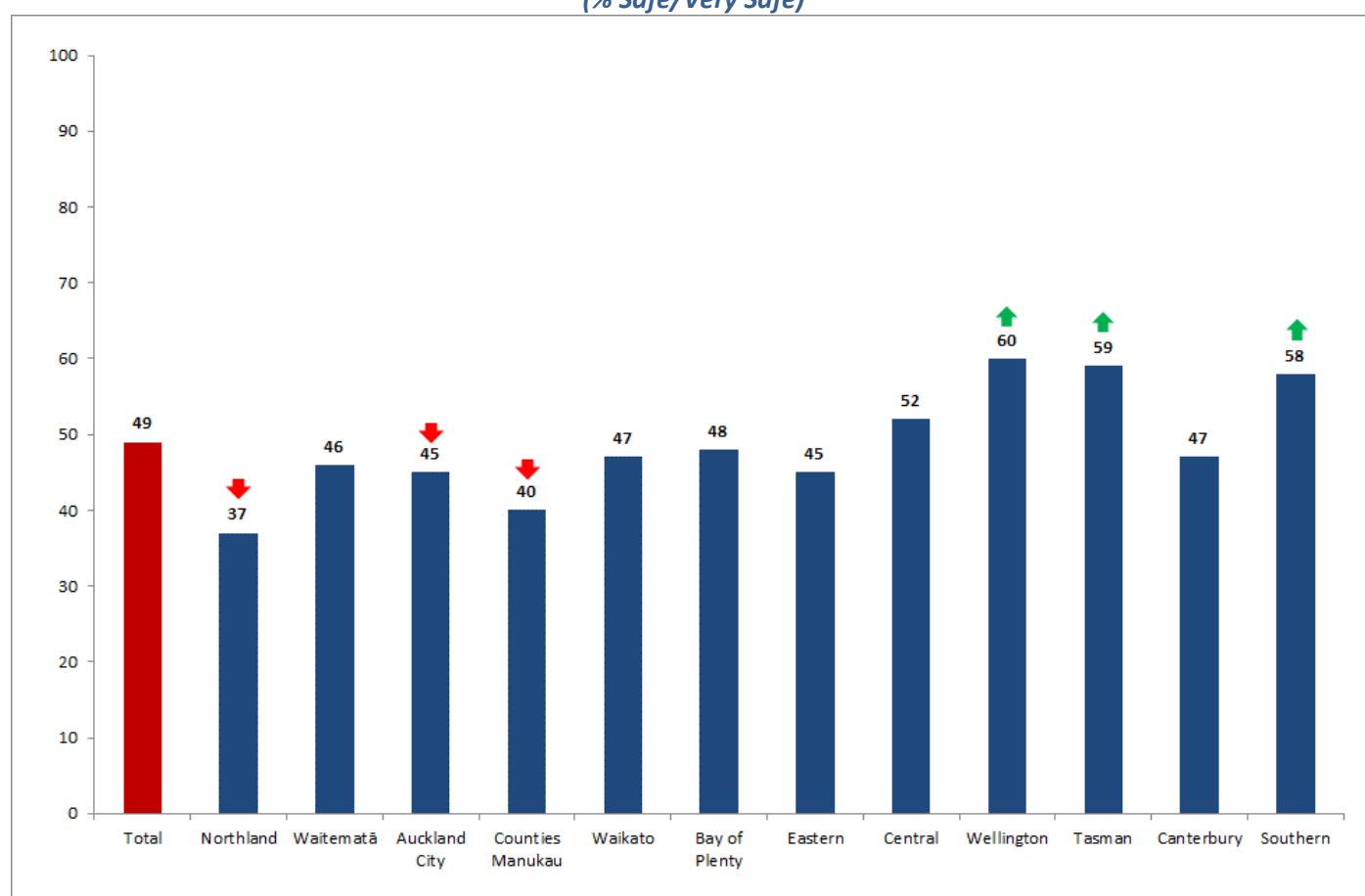
### 3.5.2 Safety in City or Town Centre at Night - Comparison by District

#### 1. 2018/19

Although feelings of safety in the city or town centre at night have remained stable with 2017/18 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 Wellington (60%), Tasman (59%) and Southern (58%) districts compared with responses from respondents across other districts.

The share who felt *very safe/safe* in the city or town centre at night was significantly lower among those living in the Northland (37%), Counties Manukau (40%) and Auckland City (45%).

**Figure 11: Safety in City or Town Centre at Night - By District in 2018/19**  
(% Safe/Very Safe)



Base: All respondents, excluding 'not applicable' responses. Total 2018/9 n=6428; Northland n=551; Waitematā n=545; Auckland City n=461; Counties n=521; Waikato n=610; Bay of Plenty n=55; Eastern n=549; Central n=573; Wellington n=565; Tasman n=482; Canterbury n=523; Southern n=493.

Green arrow indicates a significantly higher result than the total.

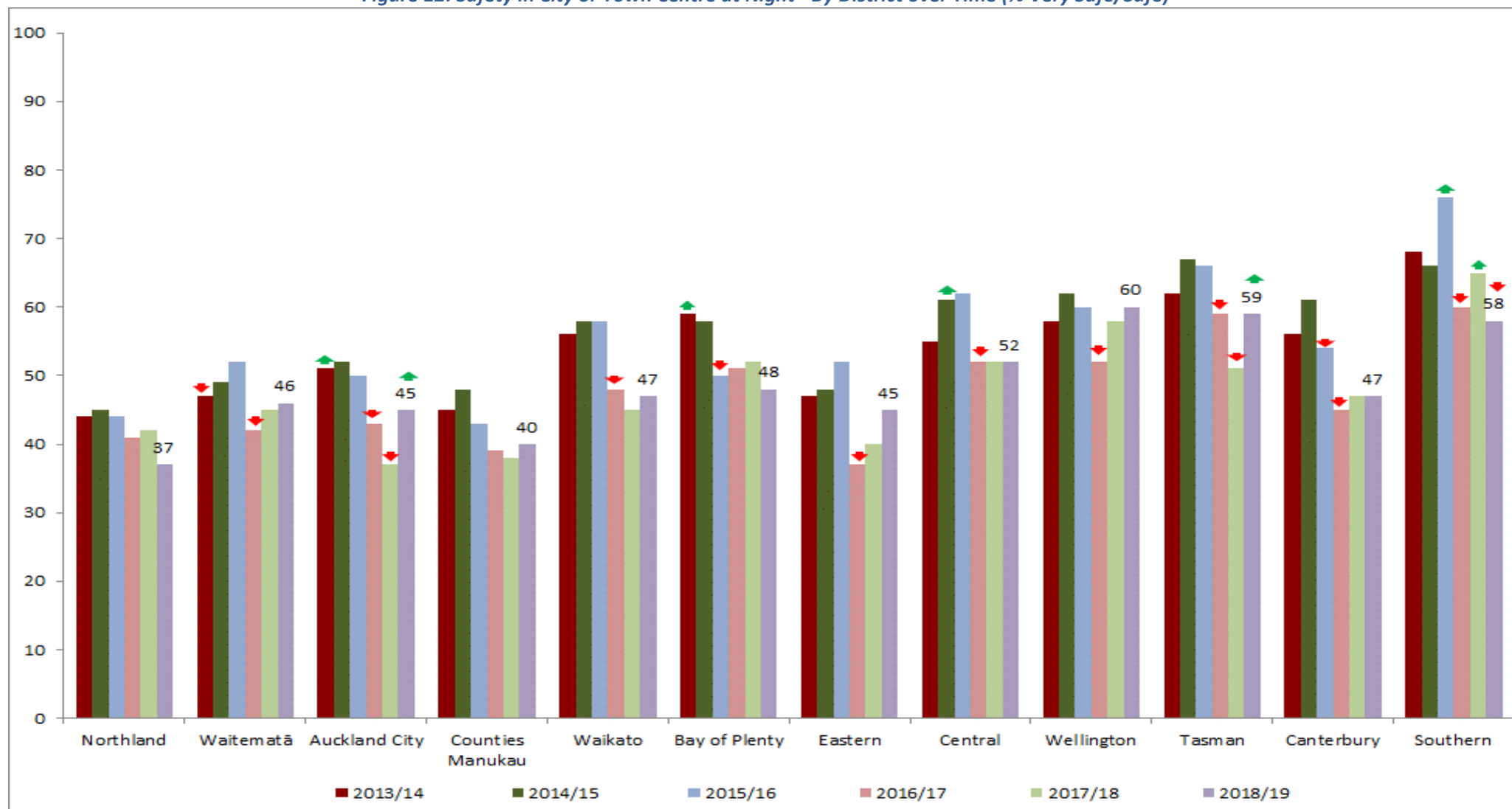
Red arrow indicates a significantly lower result than the total.

## 2. Comparison with 2017/18

When compared with 2017/18, 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 both Tasman (up from 51% to 59%) and Auckland City (up from 37% to 45%) districts. Both these districts, along with Canterbury District, have also seen a significant decline in the share feeling *unsafe/very unsafe* in their city or town centre at night (Tasman Districts share down from 19% to 14%, Canterbury Districts share down from 21% to 17% and Auckland City Districts share down from 31% to 19%). Auckland City District has also seen a significant decline in the share feeling *very unsafe* (down from 5% in 2017/18 to 2%).

In contrast, Southern District has seen a significant decline in the share who feel *very safe/safe* in their city or town centre at night when compared with 2017/18 (down from 65% to 58% in 2018/19).

Figure 12: Safety in City or Town Centre at Night - By District over Time (% Very Safe/Safe)



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

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

Red arrow indicates a statistically significant lower result than the previous survey wave (i.e. the 2018/19 result is significantly lower than the 2017/18 result).

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

	Northland						Waitematā						Auckland City					
	13/14	14/15	15/ 16	16/17	17/18	18/19	13/14	14/15	15/ 16	16/17	17/18	18/19	13/14	14/15	15/ 16	16/17	17/18	18/19
Very Safe	11	11	12	9	8	7	9	13	13	10	9	11	15	13	11	6	5	11
Safe	33	34	32	33	34	29	38	36	39	32	36	36	36	39	38	37	32	34
Very Safe/Safe	44	45	44	41	42	37	47	49	52	42	45	46	51	52	50	43	37	45
Neutral	24	22	23	33	31	33	32	29	26	33	28	30	28	28	25	32	31	35
Unsafe	24	27	26	20	21	25	17	18	16	17	18	21	18	17	22	21	26	17
Very Unsafe	6	4	5	3	4	5	2	3	4	4	6	1	2	2	2	3	5	2
Unsafe/Very Unsafe	30	31	31	24	25	29	19	21	20	21	24	22	20	19	24	24	31	19
Don't know	2	2	2	2	2	2	2	1	2	3	3	1	1	1	2	1	1	1
Base	672	657	658	573	541	551	677	673	673	566	538	545	633	619	625	541	490	461

**Table 13: Safety in City or Town Centre at Night – By District over Time (Part 2) (%)**

	Counties Manukau						Waikato						Bay of Plenty					
	13/14	14/15	15/ 16	16/17	17/18	18/19	13/14	14/15	15/ 16	16/17	17/18	18/19	13/14	14/15	15/ 16	16/17	17/18	18/19
Very Safe	10	10	12	9	8	8	14	16	17	12	8	11	14	10	15	11	10	8
Safe	35	38	31	30	30	32	42	42	41	36	37	36	45	48	35	40	42	39
<b>Very Safe/Safe</b>	<b>45</b>	<b>48</b>	<b>43</b>	<b>39</b>	<b>38</b>	<b>40</b>	<b>56</b>	<b>58</b>	<b>58</b>	<b>48</b>	<b>45</b>	<b>47</b>	<b>59</b>	<b>58</b>	<b>50</b>	<b>51</b>	<b>52</b>	<b>48</b>
Neutral	30	26	28	29	32	33	24	25	23	27	29	27	25	26	31	26	28	30
Unsafe	20	20	23	26	23	19	16	15	16	18	20	22	13	13	13	18	16	17
Very Unsafe	4	4	4	5	6	5	2	1	2	3	3	3	2	2	4	2	2	2
<b>Unsafe/Very Unsafe</b>	<b>24</b>	<b>24</b>	<b>27</b>	<b>30</b>	<b>29</b>	<b>24</b>	<b>18</b>	<b>16</b>	<b>18</b>	<b>21</b>	<b>22</b>	<b>25</b>	<b>15</b>	<b>15</b>	<b>17</b>	<b>20</b>	<b>18</b>	<b>19</b>
Don't know	1	2	2	2	2	3	2	1	1	4	4	2	1	1	2	3	3	3
Base	710	680	685	577	537	521	731	696	733	660	627	610	703	702	697	620	597	555

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

	Eastern						Central						Wellington					
	13/14	14/15	15/ 16	16/17	17/18	18/19	13/14	14/15	15/ 16	16/17	17/18	18/19	13/14	14/15	15/ 16	16/17	17/18	18/19
Very Safe	13	12	12	8	8	8	14	11	19	12	11	9	17	15	17	11	14	16
Safe	34	36	40	29	32	37	41	50	43	40	42	43	41	47	43	42	44	44
<b>Very Safe/Safe</b>	<b>47</b>	<b>48</b>	<b>52</b>	<b>37</b>	<b>40</b>	<b>45</b>	<b>55</b>	<b>61</b>	<b>62</b>	<b>52</b>	<b>52</b>	<b>52</b>	<b>58</b>	<b>62</b>	<b>60</b>	<b>52</b>	<b>58</b>	<b>60</b>
Neutral	28	27	24	36	29	27	26	20	22	26	30	29	24	24	25	31	26	26
Unsafe	20	19	16	20	23	23	14	15	13	18	14	16	15	12	12	12	13	10
Very Unsafe	3	3	4	6	5	3	2	2	1	2	2	1	1	1	1	2	1	2
<b>Unsafe/Very Unsafe</b>	<b>23</b>	<b>22</b>	<b>20</b>	<b>26</b>	<b>28</b>	<b>26</b>	<b>16</b>	<b>17</b>	<b>13</b>	<b>20</b>	<b>16</b>	<b>17</b>	<b>16</b>	<b>13</b>	<b>14</b>	<b>14</b>	<b>14</b>	<b>11</b>
Don't know	2	3	4	2	3	2	3	2	3	2	2	2	2	1	1	2	2	2
Base	685	703	695	573	555	549	695	687	685	609	570	573	701	669	678	595	572	565

**Table 13: Safety in City or Town Centre at Night – By District over Time (Part 4) (%)**

	Tasman						Canterbury						Southern					
	13/14	14/15	15/ 16	16/17	17/18	18/19	13/14	14/15	15/ 16	16/17	17/18	18/19	13/14	14/15	15/ 16	16/17	17/18	18/19
Very Safe	21	21	23	16	15	13	14	20	15	11	9	13	26	25	25	19	19	14
Safe	41	46	42	43	36	46	42	41	39	35	37	34	42	41	51	41	46	44
<b>Very Safe/Safe</b>	<b>62</b>	<b>67</b>	<b>66</b>	<b>59</b>	<b>51</b>	<b>59</b>	<b>56</b>	<b>61</b>	<b>54</b>	<b>45</b>	<b>47</b>	<b>47</b>	<b>68</b>	<b>66</b>	<b>76</b>	<b>60</b>	<b>65</b>	<b>58</b>
Neutral	19	17	21	22	28	24	21	20	23	29	30	33	21	22	15	24	21	27
Unsafe	14	13	10	15	17	13	17	14	19	21	20	15	8	10	6	12	10	11
Very Unsafe	3	1	1	1	1	1	2	2	2	3	2	2	1	1	1	2	2	2
<b>Unsafe/Very Unsafe</b>	<b>17</b>	<b>14</b>	<b>11</b>	<b>16</b>	<b>19</b>	<b>14</b>	<b>19</b>	<b>16</b>	<b>21</b>	<b>23</b>	<b>21</b>	<b>17</b>	<b>9</b>	<b>11</b>	<b>7</b>	<b>14</b>	<b>12</b>	<b>13</b>
Don't know	2	2	3	3	2	3	4	3	3	3	3	4	2	1	3	2	2	3
Base	628	598	599	511	474	482	643	633	639	541	546	523	636	605	618	526	494	493

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 Responsiveness to Community Needs

### 3.6.1 Police Responsiveness to Community Needs – Comparison with 2017/18

In 2018/19, more than seven in ten respondents (72%) *strongly agreed/agreed* that Police were responsive to their community's needs, including 13% who *strongly agree*. While the share who agree to some extent up slightly, but not significantly when compared with 2017/18 (up from 70% to 72%), the share who *strongly agree* has increased significantly (up from 11% to 13%).

Overall, the share who disagree to some extent (either *disagree* or *strongly disagree*) declined slightly (but not significantly) when compared with 2017/18 (down from 8% to 7%), however the share who *strongly disagree* has decreased significantly (from 2% to 1%).

**Table 14: Police Responsiveness to Community Needs – Comparison over Time (%)**

	2013/14	2014/15	2015/16	2016/17	2017/18	2017/18
Strongly Agree	<b>21</b>	21	22	<b>13</b>	<b>11</b>	<b>13</b>
Agree	<b>59</b>	<b>57</b>	56	57	<b>59</b>	58
<b>Strongly Agree/Agree*</b>	<b>80</b>	<b>78</b>	<b>78</b>	<b>71</b>	<b>70</b>	<b>72</b>
Neither/Nor	13	14	13	<b>20</b>	20	20
Disagree	<b>3</b>	<b>4</b>	<b>5</b>	<b>7</b>	<b>6</b>	6
Strongly Disagree	1	1	1	1	<b>2</b>	<b>1</b>
<b>Disagree/Strongly Disagree</b>	<b>4</b>	<b>5</b>	<b>6</b>	<b>8</b>	<b>8</b>	<b>7</b>
Don't know	<b>3</b>	3	3	<b>2</b>	2	2
<i>Base</i>	8223	7921	8021	6747	6382	6319

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

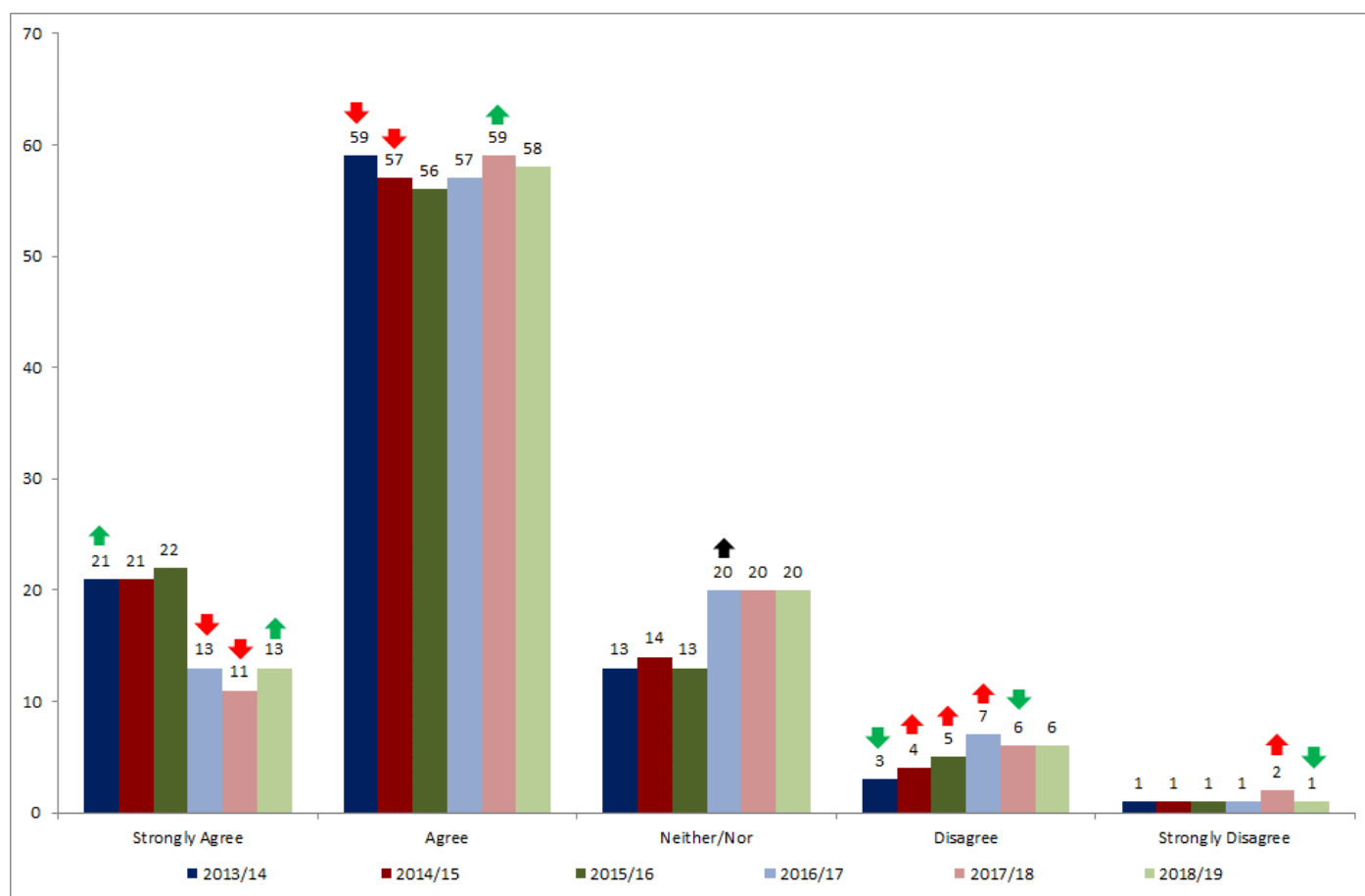
*A bold neutral or don't know response indicates a statistically significant change from the previous survey wave.*

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

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

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

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



Base: All respondents excluding those giving a 'not applicable' response. 2013/14 n=8223, 2014/15 n=7921, 2015/16 n=8021, 2016/17 n=6747, 2017/18 n=638, 2018/19 n=6319.

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.

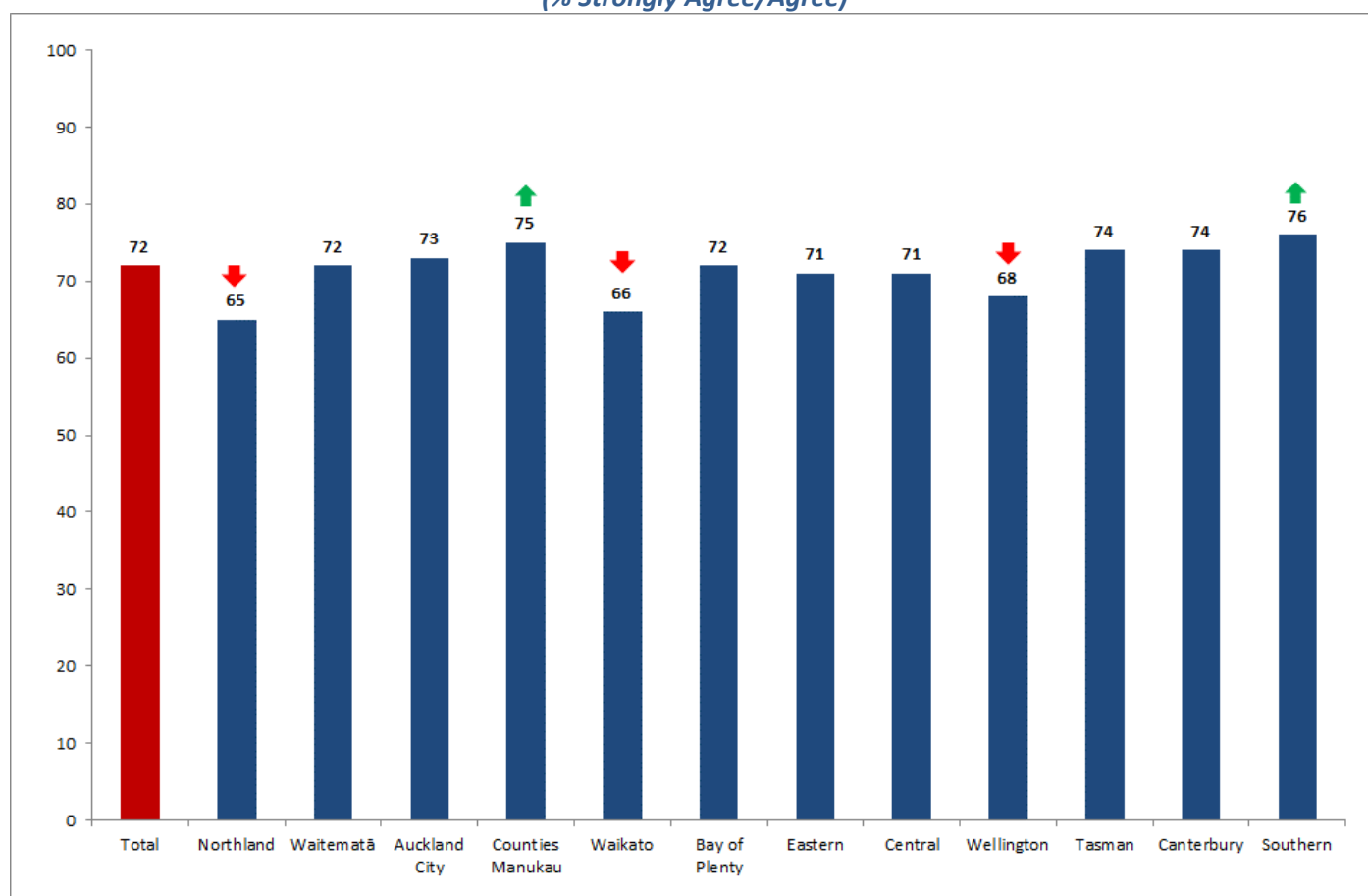
### 3.6.2 Police Responsiveness to Community Needs - Comparison by District

#### 1. 2018/19

In 2018/19, respondents living in the Southern (76%) and Counties Manukau (75%) districts were significantly more likely to *agree/strongly agree* that Police are responsive to their community's needs, when compared with other districts combined.

Those living in the Northland (65%), Waikato (66%) and Wellington (68%) districts were significantly less likely to agree with this statement.

**Figure 14: Police Responsiveness to Community Needs - by District in 2018/19**  
(% Strongly Agree/Agree)



Base: All respondents, excluding 'not applicable' responses. Total 2018/19 n=6319; Northland n=529; Waitematā n=545; Auckland City n=449; Counties n=520; Waikato n=598; Bay of Plenty n=551; Eastern n=546; Central n=559; Wellington n=554; Tasman n=473; Canterbury n=507; Southern n=488.

Green arrow indicates a significantly higher result than the total.

Red arrow indicates a significantly lower result than the total.



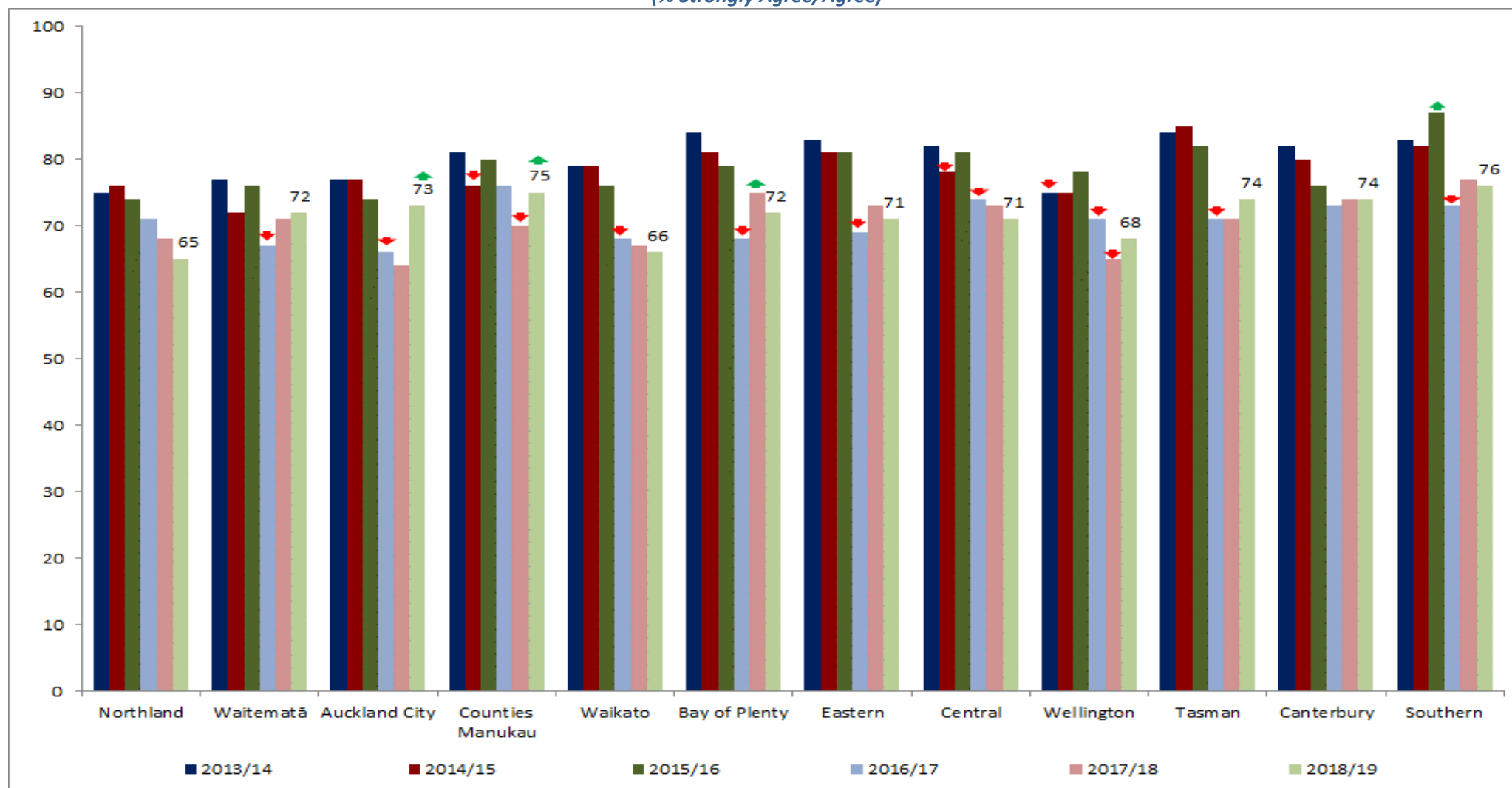
## 2. Comparison with 2017/18

When compared with the 2017/18 results, the share of respondents who *strongly agree/agree* that Police are responsive to the community has significantly increased for those in both the Counties Manukau (up from 70% to 75%) and Auckland City (up from 64% to 73%) districts. Conversely, there have been significant increases in the share who *disagree/strongly agree* in Southern District (up from 6% in 2017/18 to 10%).

Compared with 2017/18, there have also been several significant changes in the share *strongly agreeing* and/or *strongly disagreeing* that Police are responsive to the community across several districts, including:

- significant increases in the share *strongly agreeing* in Tasman (up from 11% to 17%), Bay of Plenty (up from 11% to 16%), Auckland City (up from 6% to 13%), Wellington (up from 6% to 13%), and Northland (up from 7% to 11%) districts,
- a significant decline in the share *strongly agreeing* in Waitematā District (down from 13% to 9%);
- significant declines in the share *strongly disagreeing* in Auckland City (down from 3% to 0%), Central (down from 2% to 0%) and Waitematā (down from 3% to 1%) districts; and
- a significant increase in the share *strongly disagreeing* in Wellington District (up from 0% to 2%).

Figure 15: Police Responsiveness to Community Needs - By District over Time  
(% Strongly Agree/Agree)



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

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

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

**Table 15: Police Responsiveness to Community Needs – By District over Time (Part 1) (%)**

	Northland						Waitematā						Auckland City					
	13/14	14/15	15/ 16	16/17	17/18	18/19	13/14	14/15	15/ 16	16/17	17/18	18/19	13/14	14/15	15/ 16	16/17	17/18	18/19
Strongly Agree	17	20	16	14	7	11	19	20	20	12	13	9	18	20	18	9	6	13
Agree	58	56	58	57	61	55	58	52	56	55	58	63	59	57	56	56	58	60
<b>Strongly Agree/Agree</b>	<b>75</b>	<b>76</b>	<b>74</b>	<b>71</b>	<b>68</b>	<b>65</b>	<b>77</b>	<b>72</b>	<b>76</b>	<b>67</b>	<b>71</b>	<b>72</b>	<b>77</b>	<b>77</b>	<b>74</b>	<b>66</b>	<b>64</b>	<b>73</b>
Neither/nor	13	15	15	18	18	19	15	18	14	21	21	19	17	16	18	20	23	21
Disagree	7	6	7	8	9	9	4	5	5	7	4	6	2	3	5	9	7	4
Strongly Disagree	2	1	2	2	4	3	0	1	1	3	3	1	1	1	1	2	3	0
<b>Disagree/Strongly Disagree</b>	<b>9</b>	<b>7</b>	<b>8</b>	<b>10</b>	<b>13</b>	<b>12</b>	<b>4</b>	<b>6</b>	<b>5</b>	<b>9</b>	<b>6</b>	<b>7</b>	<b>3</b>	<b>4</b>	<b>5</b>	<b>12</b>	<b>10</b>	<b>4</b>
Don't know	3	2	3	2	1	4	4	4	4	2	2	2	3	3	4	2	4	2
Base	687	659	658	556	528	529	687	671	677	560	532	545	639	620	622	525	472	449

**Table 15: Police Responsiveness to Community Needs – By District over Time (Part 2) (%)**

	Counties Manukau						Waikato						Bay of Plenty					
	13/14	14/15	15/ 16	16/17	17/18	18/19	13/14	14/15	15/ 16	16/17	17/18	18/19	13/14	14/15	15/ 16	16/17	17/18	18/19
Strongly Agree	22	19	23	18	13	14	23	16	20	10	11	13	24	22	22	14	11	16
Agree	59	57	57	58	57	62	56	63	57	58	56	54	60	58	57	54	64	55
<b>Strongly Agree/Agree</b>	<b>81</b>	<b>76</b>	<b>80</b>	<b>76</b>	<b>70</b>	<b>75</b>	<b>79</b>	<b>79</b>	<b>76</b>	<b>68</b>	<b>67</b>	<b>66</b>	<b>84</b>	<b>81</b>	<b>79</b>	<b>68</b>	<b>75</b>	<b>72</b>
Neither/nor	14	15	12	17	20	16	13	13	14	22	23	22	9	13	13	21	14	21
Disagree	3	5	5	5	8	7	5	4	6	7	8	8	3	4	4	7	7	5
Strongly Disagree	1	1	1	1	2	1	1	1	2	1	1	1	2	1	1	2	2	1
<b>Disagree/Strongly Disagree</b>	<b>4</b>	<b>6</b>	<b>6</b>	<b>6</b>	<b>10</b>	<b>8</b>	<b>6</b>	<b>5</b>	<b>7</b>	<b>8</b>	<b>9</b>	<b>9</b>	<b>5</b>	<b>5</b>	<b>6</b>	<b>9</b>	<b>9</b>	<b>6</b>
Don't know	1	3	3	1	1	1	2	3	3	2	1	2	2	2	3	2	2	2
Base	718	681	690	566	519	520	738	704	734	639	614	598	716	701	700	609	584	551

Base: All respondents, excluding 'not applicable' responses. Note: A bold neutral or don't know response indicates a statistically significant change from the previous survey wave. Green highlighting denotes a statistically significant improvement from the previous survey wave. Red highlighting denotes a statistically significant negative change from the previous survey wave. Note: Due to rounding some totals may not correspond with the sum of the separate figures and individual results may not total 100%.

**Table 15: Police Responsiveness to Community Needs – By District over Time (Part 3) (%)**

	Eastern						Central						Wellington					
	13/14	14/15	15/ 16	16/17	17/18	18/19	13/14	14/15	15/ 16	16/17	17/18	18/19	13/14	14/15	15/ 16	16/17	17/18	18/19
Strongly Agree	21	22	26	13	12	14	22	21	21	17	14	12	20	17	21	9	6	13
Agree	62	59	55	56	60	56	60	57	61	58	59	59	55	58	57	62	59	55
<b>Strongly Agree/Agree</b>	<b>83</b>	<b>81</b>	<b>81</b>	<b>69</b>	<b>73</b>	<b>71</b>	<b>82</b>	<b>78</b>	<b>81</b>	<b>74</b>	<b>73</b>	<b>71</b>	<b>75</b>	<b>75</b>	<b>78</b>	<b>71</b>	<b>65</b>	<b>68</b>
Neither/nor	11	10	10	21	17	21	12	14	9	17	19	20	16	16	15	19	24	24
Disagree	2	6	6	9	8	6	2	5	6	7	5	8	5	4	5	7	9	5
Strongly Disagree	1	1	1	1	1	1	0	1	0	1	2	0	0	2	0	1	0	2
<b>Disagree/Strongly Disagree</b>	<b>3</b>	<b>7</b>	<b>7</b>	<b>9</b>	<b>9</b>	<b>7</b>	<b>2</b>	<b>6</b>	<b>6</b>	<b>8</b>	<b>6</b>	<b>8</b>	<b>5</b>	<b>6</b>	<b>5</b>	<b>8</b>	<b>9</b>	<b>7</b>
Don't know	3	2	3	1	1	1	4	2	3	1	2	1	4	3	2	2	2	2
Base	697	703	696	564	545	546	703	680	689	600	557	559	701	667	680	575	551	554

**Table 15: Police Responsiveness to Community Needs – By District over Time (Part 4) (%)**

	Tasman						Canterbury						Southern					
	13/14	14/15	15/ 16	16/17	17/18	18/19	13/14	14/15	15/ 16	16/17	17/18	18/19	13/14	14/15	15/ 16	16/17	17/18	18/19
Strongly Agree	25	27	30	14	11	17	19	23	20	13	12	15	26	31	31	20	21	17
Agree	59	58	52	57	60	58	63	57	55	60	62	59	57	51	56	53	56	59
<b>Strongly Agree/Agree</b>	<b>84</b>	<b>85</b>	<b>82</b>	<b>71</b>	<b>71</b>	<b>74</b>	<b>82</b>	<b>80</b>	<b>76</b>	<b>73</b>	<b>74</b>	<b>74</b>	<b>83</b>	<b>82</b>	<b>87</b>	<b>73</b>	<b>77</b>	<b>76</b>
Neither/nor	10	9	10	19	20	18	11	13	15	20	19	20	11	11	6	20	16	14
Disagree	3	3	5	7	6	5	4	3	4	5	5	4	3	5	4	4	5	8
Strongly Disagree	0	1	1	2	2	1	0	1	1	1	1	1	1	1	1	2	1	2
<b>Disagree/Strongly Disagree</b>	<b>3</b>	<b>4</b>	<b>5</b>	<b>9</b>	<b>7</b>	<b>6</b>	<b>4</b>	<b>4</b>	<b>4</b>	<b>6</b>	<b>5</b>	<b>4</b>	<b>4</b>	<b>6</b>	<b>5</b>	<b>6</b>	<b>6</b>	<b>10</b>
Don't know	3	2	3	2	1	2	3	3	5	1	2	2	2	1	2	1	2	1
Base	635	897	607	504	465	473	656	632	646	535	530	507	646	606	622	514	485	488

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%.

### 3.7. Police Involvement in Community Activities

#### 3.7.1 Police Involvement in Community Activities - Comparison with 2017/18

In 2018/2019 over two-thirds of respondents (69%) agreed to some extent that Police are involved in community activities, including 16% who *strongly agree*. This is a significant increase from 2017/18, when 66% of respondents agreed to some extent.

Only 7% of respondents *disagree/strongly disagree* that Police are involved in community activities, which is a significant decrease when compared with 2017/18 where 9% disagreed.

**Table 16: Police Involvement in Community Activities – Comparison over Time (%)**

	2013/14	2014/15	2015/16	2016/17	2017/18	2018/19
Strongly Agree	19	18	19	14	14	16
Agree	50	51	51	51	51	53
<b>Strongly Agree/Agree*</b>	<b>69</b>	<b>69</b>	<b>70</b>	<b>65</b>	<b>66</b>	<b>69</b>
Neither/Nor	19	18	17	22	22	21
Disagree	5	6	6	7	7	6
Strongly Disagree	1	1	1	1	2	1
<b>Disagree/Strongly Disagree</b>	<b>6</b>	<b>7</b>	<b>7</b>	<b>9</b>	<b>9</b>	<b>7</b>
Don't know	6	6	7	5	3	4
Base	8224	7868	7995	6676	6254	6173

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

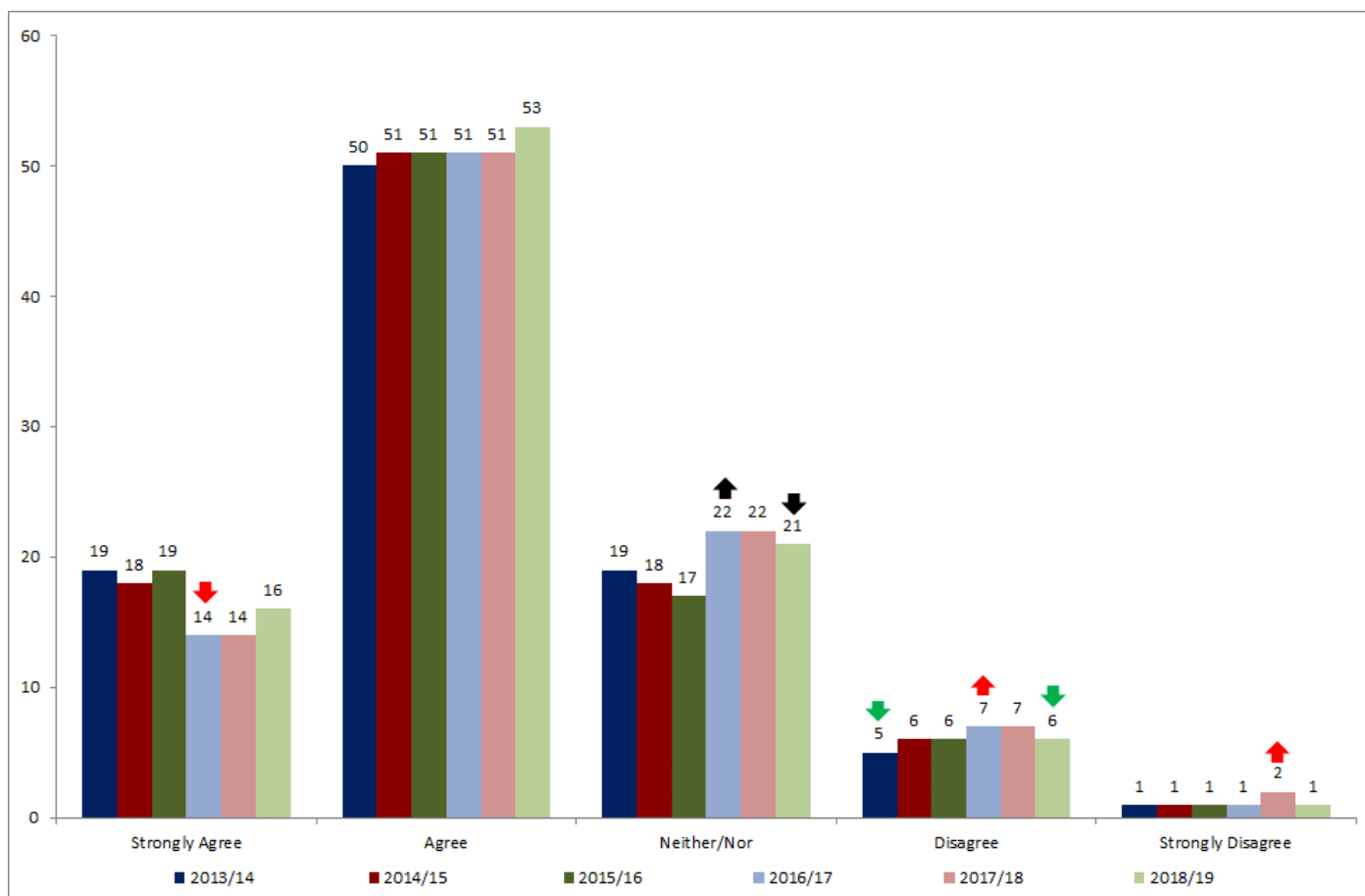
A bold neutral or don't know response indicates a statistically significant change from the previous survey wave.

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

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

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

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



Base: All respondents excluding those giving a 'not applicable' response. 2013/14 n=8224, 2014/15 n=7868, 2015/16 n=7995, 2016/17 n=6676, 2017/18 n=6254, 2018/19 n=6173.

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.

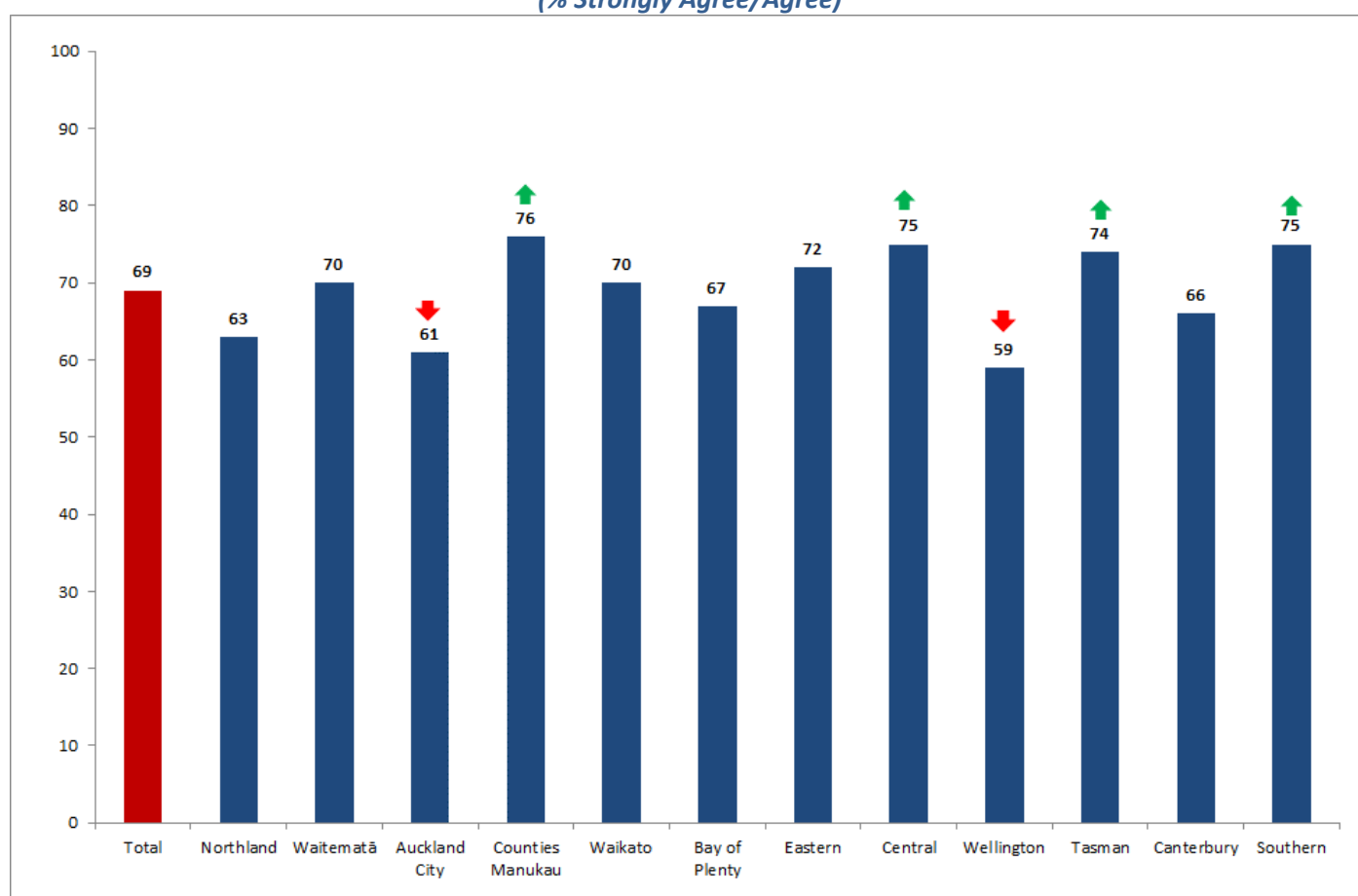
### 3.7.2 Police Involvement in Community Activities - Comparison by District

#### 1. 2018/19

Responses to the statement 'Police are involved in activities in my community' varied by district. In 2018/19, respondents living in the Counties Manukau (76%), Central (75%), Southern (75%) and Tasman (74%) districts were significantly more likely to *strongly agree/agree* that Police were involved in community activities compared with respondents across other districts.

Respondents living in Wellington (59%) and Auckland City (61%) districts were significantly less likely to *strongly agree/agree* with the statement.

**Figure 17: Police Involvement in Community Activities - By District in 2018/19**  
(% Strongly Agree/Agree)



Base: All respondents, excluding 'not applicable' responses. Total 2018/19 n=6173; Northland n=525; Waitematā n=531; Auckland City n=440; Counties n=508; Waikato n=588; Bay of Plenty n=544; Eastern n=530; Central n=545; Wellington n=535; Tasman n=464; Canterbury n=487; Southern n=476.

Green arrow indicates a significantly higher result than the total.

Red arrow indicates a significantly lower result than the total.

## 2. Comparison with 2017/18

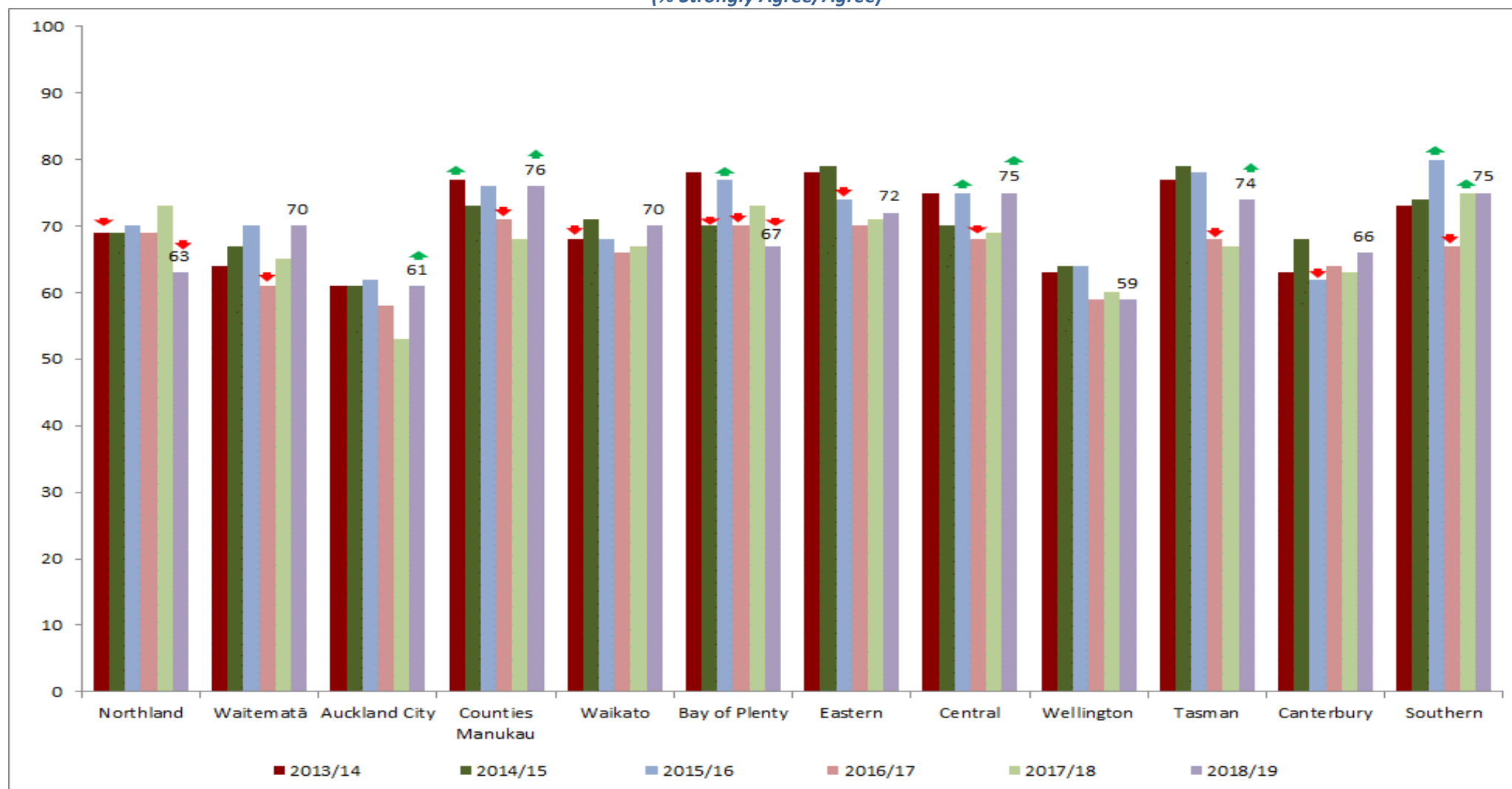
When compared with 2017/18, there have been significant increases in the share who *strongly agree/agree* that Police were involved in activities in their community in Counties Manukau (up from 68% in 2017/18, to 76%), Central (up from 69% to 75%), Tasman (up from 67% to 74%) and Auckland City (up from 53% to 61%) districts. In contrast, both Northland (down from 73% to 63%) and Bay of Plenty (down from 73% to 67%) districts experiences a significant decline in positive ratings when compared with 2017/18.

Also of note is that the share *strongly agreeing* with this statement increased significantly in Wellington District (up from 7% in 2017/18 to 13%), while the share decreased significantly in Waitematā (down from 19% to 13%).

There has been a significant decline between 2017/18 and 2018/19 in negative ratings for both Tasman District (the share *disagreeing/strongly disagreeing* down from 9% to 4%) and Auckland City District (those disagreeing to some extent down from 12% to 7%, including a significant decline in the share *strongly disagreeing*, down from 4% to 0%). There was also a significant decline in the share *strongly disagreeing* in Waitematā (down from 2% to 0%) and Waikato (down from 3% to 1%) districts. Conversely, there has been a significant increase in the share strongly disagreeing in both Northland (up from 1% to 3%) and Canterbury (up from 0% to 1%) districts.



Figure 18: Police Involvement in Community Activities - By District over Time  
(% Strongly Agree/Agree)



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

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

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

**Table 17: Police Involvement in Community Activities – By District over Time (Part 1) (%)**

	Northland						Waitematā						Auckland City					
	13/14	14/15	15/ 16	16/17	17/18	18/19	13/14	14/15	15/ 16	16/17	17/18	18/19	13/14	14/15	15/ 16	16/17	17/18	18/19
Strongly Agree	17	16	16	15	14	13	15	15	17	12	19	13	14	15	12	9	9	12
Agree	52	53	54	54	58	51	49	52	53	49	46	57	47	46	50	49	45	49
<b>Strongly Agree/Agree</b>	<b>69</b>	<b>69</b>	<b>70</b>	<b>69</b>	<b>73</b>	<b>63</b>	<b>64</b>	<b>67</b>	<b>70</b>	<b>61</b>	<b>65</b>	<b>70</b>	<b>61</b>	<b>61</b>	<b>62</b>	<b>58</b>	<b>53</b>	<b>61</b>
Neither/nor	17	17	15	17	16	23	21	20	18	29	23	21	26	25	23	27	30	26
Disagree	7	7	7	8	9	6	6	4	5	5	6	5	4	4	6	9	9	7
Strongly Disagree	2	2	1	1	1	3	1	1	1	1	2	0	2	1	1	2	4	0
<b>Disagree/Strongly Disagree</b>	<b>9</b>	<b>9</b>	<b>8</b>	<b>9</b>	<b>10</b>	<b>9</b>	<b>7</b>	<b>5</b>	<b>6</b>	<b>6</b>	<b>8</b>	<b>6</b>	<b>6</b>	<b>5</b>	<b>7</b>	<b>11</b>	<b>12</b>	<b>7</b>
Don't know	5	5	7	5	2	4	8	8	7	5	4	4	7	9	9	5	5	5
Base	686	651	661	553	519	525	687	658	675	553	522	531	639	619	619	519	460	440

**Table 17: Police Involvement in Community Activities – By District over Time (Part 2) (%)**

	Counties Manukau						Waikato						Bay of Plenty					
	13/14	14/15	15/ 16	16/17	17/18	18/19	13/14	14/15	15/ 16	16/17	17/18	18/19	13/14	14/15	15/ 16	16/17	17/18	18/19
Strongly Agree	23	19	25	17	17	20	21	21	22	12	15	13	23	19	20	18	19	20
Agree	54	54	51	54	52	56	47	50	46	54	51	57	55	51	57	53	54	47
<b>Strongly Agree/Agree</b>	<b>77</b>	<b>73</b>	<b>76</b>	<b>71</b>	<b>68</b>	<b>76</b>	<b>68</b>	<b>71</b>	<b>68</b>	<b>66</b>	<b>67</b>	<b>70</b>	<b>78</b>	<b>70</b>	<b>77</b>	<b>70</b>	<b>73</b>	<b>67</b>
Neither/nor	14	15	13	17	20	17	19	18	16	19	22	18	12	16	10	20	15	21
Disagree	3	5	5	6	6	4	7	6	7	10	7	8	4	6	6	6	9	8
Strongly Disagree	1	1	1	2	2	1	1	0	1	1	3	1	1	1	2	1	1	1
<b>Disagree/Strongly Disagree</b>	<b>4</b>	<b>6</b>	<b>6</b>	<b>8</b>	<b>7</b>	<b>5</b>	<b>8</b>	<b>6</b>	<b>8</b>	<b>11</b>	<b>10</b>	<b>9</b>	<b>5</b>	<b>7</b>	<b>8</b>	<b>7</b>	<b>9</b>	<b>9</b>
Don't know	5	6	6	4	4	2	5	5	8	4	2	3	5	7	5	3	3	4
Base	719	679	688	562	517	508	739	700	732	627	602	588	714	703	698	603	567	544

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

	Eastern						Central						Wellington					
	13/14	14/15	15/ 16	16/17	17/18	18/19	13/14	14/15	15/ 16	16/17	17/18	18/19	13/14	14/15	15/ 16	16/17	17/18	18/19
Strongly Agree	22	20	23	17	18	16	21	21	20	21	17	18	14	14	15	11	7	13
Agree	56	59	51	53	53	56	54	49	55	47	53	58	49	50	49	48	53	46
<b>Strongly Agree/Agree</b>	<b>78</b>	<b>79</b>	<b>74</b>	<b>70</b>	<b>71</b>	<b>72</b>	<b>75</b>	<b>70</b>	<b>75</b>	<b>68</b>	<b>69</b>	<b>75</b>	<b>63</b>	<b>64</b>	<b>64</b>	<b>59</b>	<b>60</b>	<b>59</b>
Neither/nor	12	12	14	18	20	19	13	15	14	19	21	15	23	24	23	29	27	27
Disagree	5	5	6	7	6	5	5	8	5	8	8	6	4	5	7	7	9	8
Strongly Disagree	0	0	1	0	1	1	1	1	1	2	1	1	2	1	0	1	1	2
<b>Disagree/Strongly Disagree</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>7</b>	<b>6</b>	<b>6</b>	<b>8</b>	<b>8</b>	<b>10</b>	<b>10</b>
Don't know	5	4	6	4	3	4	6	6	6	4	2	3	8	6	6	5	4	3
Base	697	695	696	561	536	530	703	675	689	590	546	545	705	666	677	567	537	535

**Table 17: Police Involvement in Community Activities – By District over Time (Part 4) (%)**

	Tasman						Canterbury						Southern					
	13/14	14/15	15/ 16	16/17	17/18	18/19	13/14	14/15	15/ 16	16/17	17/18	18/19	13/14	14/15	15/ 16	16/17	17/18	18/19
Strongly Agree	24	26	22	13	17	17	16	18	16	12	12	16	24	23	25	19	17	21
Agree	53	53	56	55	51	57	47	50	46	52	51	50	49	51	55	48	59	54
<b>Strongly Agree/Agree</b>	<b>77</b>	<b>79</b>	<b>78</b>	<b>68</b>	<b>67</b>	<b>74</b>	<b>63</b>	<b>68</b>	<b>62</b>	<b>64</b>	<b>63</b>	<b>66</b>	<b>73</b>	<b>74</b>	<b>80</b>	<b>67</b>	<b>75</b>	<b>75</b>
Neither/nor	13	12	11	21	22	20	24	19	22	22	25	22	15	14	10	19	14	15
Disagree	3	4	5	6	8	3	5	7	6	8	7	7	7	6	5	7	8	6
Strongly Disagree	1	1	1	1	1	1	1	1	2	0	0	1	1	1	0	4	1	2
<b>Disagree/Strongly Disagree</b>	<b>4</b>	<b>5</b>	<b>6</b>	<b>7</b>	<b>9</b>	<b>4</b>	<b>6</b>	<b>8</b>	<b>8</b>	<b>8</b>	<b>7</b>	<b>8</b>	<b>8</b>	<b>7</b>	<b>5</b>	<b>11</b>	<b>9</b>	<b>8</b>
Don't know	6	4	5	4	2	3	7	5	8	6	5	4	4	5	6	3	2	2
Base	635	594	603	495	461	464	656	623	638	530	516	487	644	605	619	516	471	476

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>23</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>24</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>25</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, 2017/18 and 2018/19 results to those from the survey waves prior to 2016/17.*

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<sup>23</sup> Some questions did not apply for some reasons and methods of contact.

<sup>24</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>25</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 2017/18

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 unchanged from 2017/18 – where 80% were also *very satisfied/satisfied*.

Nine percent of respondents reported they were *dissatisfied* or *very dissatisfied* with the overall quality of the service they received, which is up slightly, but not significantly, from 8% in 2017/18.

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

	2013/14	2014/15	2015/16	2016/17	2017/18	2018/19
Very Satisfied	49	47	48	44	42	43
Satisfied	35	35	35	38	38	38
<b>Very Satisfied/Satisfied</b>	<b>84</b>	<b>82</b>	<b>84</b>	<b>82</b>	<b>80</b>	<b>80</b>
Neither/Nor	9	10	8	9	10	9
Dissatisfied	5	4	5	5	5	6
Very Dissatisfied	2	3	3	3	3	3
<b>Dissatisfied/Very Dissatisfied</b>	<b>7</b>	<b>7</b>	<b>7</b>	<b>7</b>	<b>8</b>	<b>9</b>
Don't know	0	1	1	2	2	2
Base	4681	4493	4027	5708	6312	6360

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

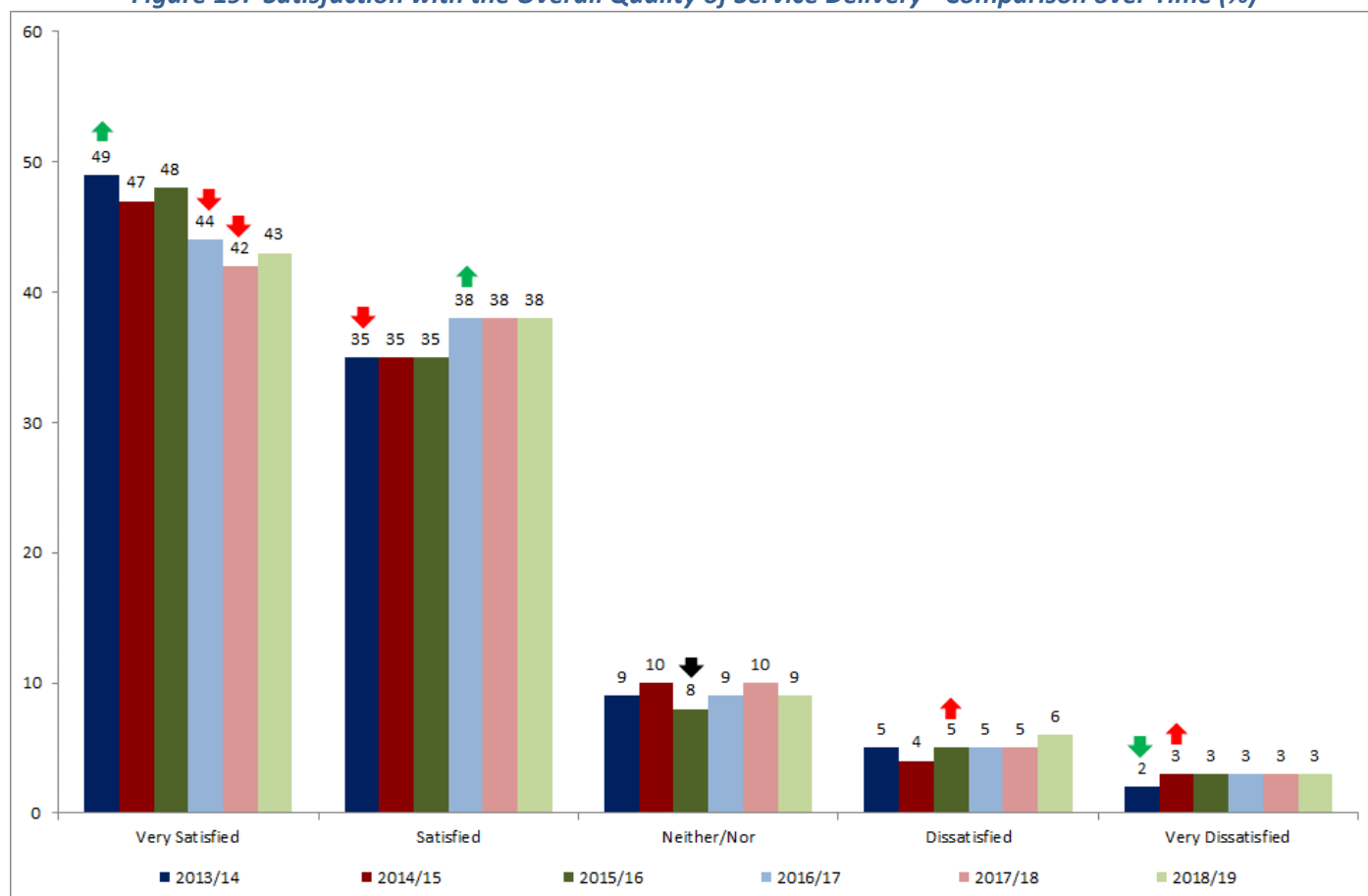
A bold neutral or don't know response indicates a statistically significant change from the previous survey wave.

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



Base: All respondents excluding those giving a 'not applicable' response. 2013/14 n=4681, 2014/15 n=4493, 2015/16 n= 4027, 2016/17 n=5708, 2017/18 n=6312, 2018/19 n=6360.

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 2018/19*

The following statistically significant differences for 2018/19 are evident at the total results level (combined 2018/19 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 2017/18 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 community activity (93%), a traffic stop\* (87%), to report dangerous driving (87%), for another incident (86%) or for a general enquiry\* (85%);
- aged 65 years and over\* (87%);
- living in the upper North Island (82%), particularly in the Central (85%) or Northland (84%) districts;
- whose point of contact was in person (excl. roadside or over the counter) (84%) or at the roadside (83%);
- who were a witness (83%); 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\* (34%), to follow up on a previous enquiry\* (22%), about an assault\* (21%), or property damage/vandalism (17%);
- of Pacific (14%) and other (17%) ethnicities;
- Living in Wellington District (12%)
- whose point of contact was visiting\* (12%) or calling\* (11%) a local station.

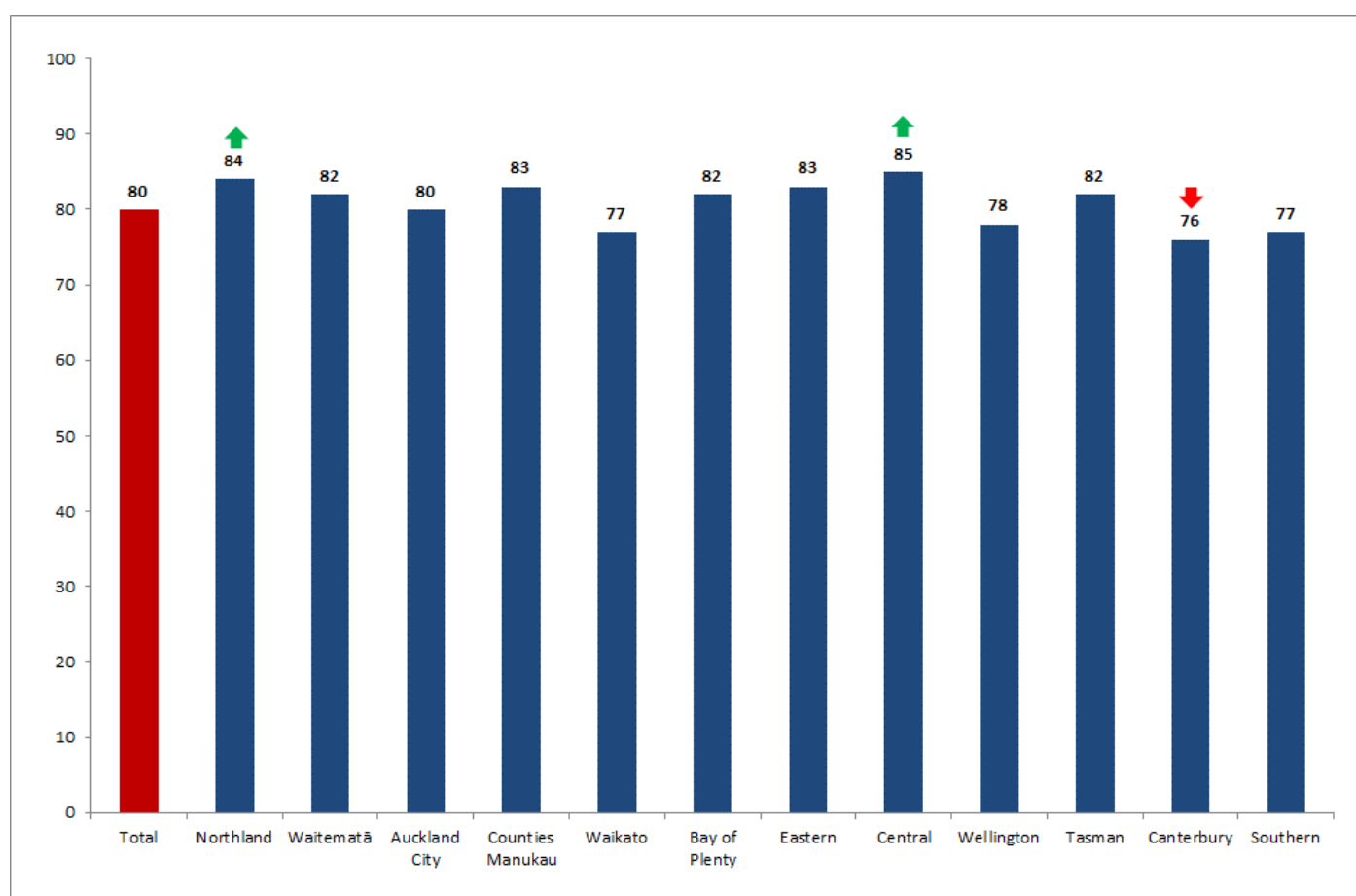
#### 4.1.3. Satisfaction with the Overall Quality of Service Delivery - Comparison by District

##### 1. 2018/19

Four out of five respondents (80%) were *very satisfied/satisfied* with the overall quality of service delivery. Respondents living in the Central (85%) and Northland (84%) districts were significantly more likely to be *very satisfied/satisfied* with the overall quality of service delivery.

Respondents living in the Canterbury district (76%) 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 20: Satisfaction with the Overall Quality of Service Delivery - By District in 2018/19**  
(% Very Satisfied/Satisfied)



Base: All respondents, excluding 'not applicable' responses. Total 2018/19=6360; Northland n=456; Waitematā n=590; Auckland City n=534; Counties n=578; Waikato n=603; Bay of Plenty n=576; Eastern n=501; Central n=560; Wellington n=554; Tasman n=405; Canterbury n=541; Southern n=462.

Green arrow indicates a significantly higher result than the total.

Red arrow indicates a significantly lower result than the total.



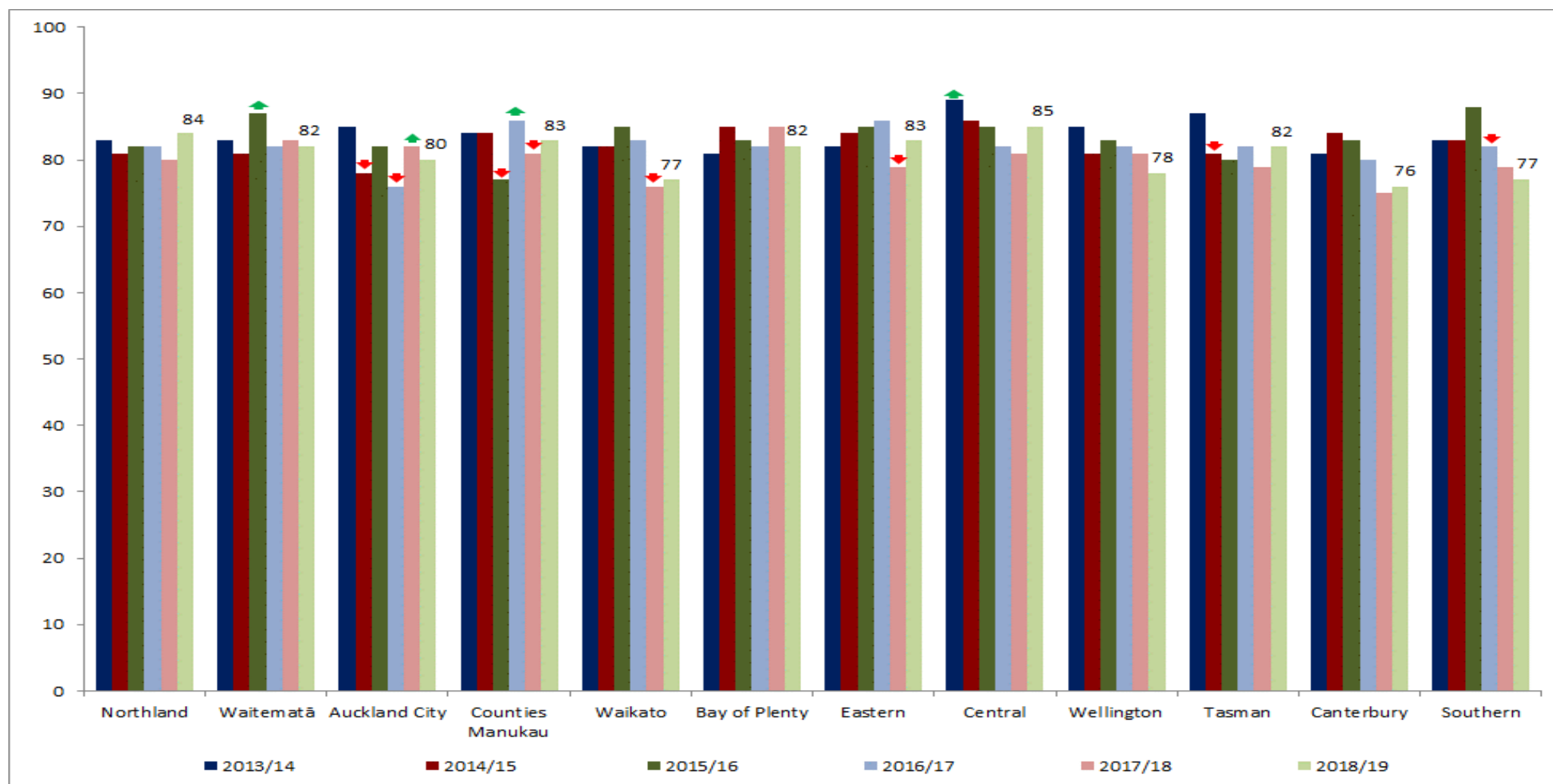
## 2. Comparison with 2017/18

When compared with the 2017/18 results, there has not been any statistically significant increases or decreases in the proportion of respondents who were *very satisfied or satisfied* with the overall quality of service delivery across the twelve Police districts. However, there have been changes in the share of *very satisfied* ratings, including significant increases for Tasman (up from 38% to 52%) and Counties Manukau (up from 39% to 47%) districts and significant declines for Southern (down from 45% to 38%) and Bay of Plenty (down from 50% to 40%) districts.

In 2018/19 there have been significant changes in the proportion of respondents who were *dissatisfied/very dissatisfied* with the overall quality of service delivery, including declines among those living in Waikato (down from 13% to 8%) and Counties Manukau (down from 10% to 6%) districts and increases for those living in Wellington (up from 8% to 12%), Bay of Plenty (up from 5% to 10%) and Auckland City (up from 4% to 8%) districts.

The share *very dissatisfied* declined significantly in both Waikato District (down from 6% to 3%) and Eastern District (down from 6% to 3%), while in contrast the share increased significantly in Bay of Plenty (up from 1% in 2017/18 to 4%).

**Figure 21: 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 19: Satisfaction with the Overall Quality of Service Delivery – By District over Time (Part 1) (%)**

	Northland						Waitematā						Auckland City					
	13/14	14/15	15/ 16	16/17	17/18	18/19	13/14	14/15	15/ 16	16/17	17/18	18/19	13/14	14/15	15/ 16	16/17	17/18	18/19
Very satisfied	51	49	46	37	44	48	48	46	51	41	47	46	48	43	42	34	44	40
Satisfied	32	32	37	45	37	35	35	35	36	41	37	36	37	35	40	42	38	40
<b>Very Satisfied/Satisfied</b>	<b>83</b>	<b>81</b>	<b>82</b>	<b>82</b>	<b>80</b>	<b>84</b>	<b>83</b>	<b>81</b>	<b>87</b>	<b>82</b>	<b>83</b>	<b>82</b>	<b>85</b>	<b>78</b>	<b>82</b>	<b>76</b>	<b>82</b>	<b>80</b>
Neither/nor	5	11	7	7	7	5	9	12	6	11	9	7	8	14	11	16	12	10
Dissatisfied	6	4	7	6	7	6	5	6	3	4	4	6	6	6	5	3	2	7
Very dissatisfied	5	3	4	2	4	3	3	1	2	2	2	3	1	2	1	2	2	1
<b>Dissatisfied/Very Dissatisfied</b>	<b>11</b>	<b>7</b>	<b>11</b>	<b>8</b>	<b>11</b>	<b>9</b>	<b>8</b>	<b>7</b>	<b>5</b>	<b>6</b>	<b>7</b>	<b>9</b>	<b>7</b>	<b>8</b>	<b>6</b>	<b>6</b>	<b>4</b>	<b>8</b>
Don't know	1	1	1	2	2	2	0	0	2	1	1	2	0	0	1	2	2	2
Base	402	345	310	371	386	456	399	385	331	485	509	590	331	352	298	469	561	534

**Table 19: Satisfaction with the Overall Quality of Service Delivery – By District over Time (Part 2) (%)**

	Counties Manukau						Waikato						Bay of Plenty					
	13/14	14/15	15/ 16	16/17	17/18	18/19	13/14	14/15	15/ 16	16/17	17/18	18/19	13/14	14/15	15/ 16	16/17	17/18	18/19
Very satisfied	45	48	45	52	39	47	51	48	53	45	38	43	49	44	45	46	50	40
Satisfied	39	36	33	34	41	36	31	34	31	38	38	34	32	41	38	36	35	41
<b>Very Satisfied/Satisfied</b>	<b>84</b>	<b>84</b>	<b>77</b>	<b>86</b>	<b>81</b>	<b>83</b>	<b>82</b>	<b>82</b>	<b>85</b>	<b>83</b>	<b>76</b>	<b>77</b>	<b>81</b>	<b>85</b>	<b>83</b>	<b>82</b>	<b>85</b>	<b>82</b>
Neither/nor	7	8	7	7	8	10	11	10	5	9	9	12	13	9	8	11	7	6
Dissatisfied	6	3	9	4	6	4	4	6	6	4	8	5	5	4	6	3	4	6
Very dissatisfied	3	4	5	2	3	2	3	2	4	2	6	3	1	2	3	3	1	4
<b>Dissatisfied/Very Dissatisfied</b>	<b>9</b>	<b>7</b>	<b>15</b>	<b>6</b>	<b>10</b>	<b>6</b>	<b>7</b>	<b>8</b>	<b>9</b>	<b>6</b>	<b>13</b>	<b>8</b>	<b>6</b>	<b>6</b>	<b>9</b>	<b>7</b>	<b>5</b>	<b>10</b>
Don't know	0	1	2	1	2	2	0	0	1	2	2	3	0	0	1	1	2	2
Base	393	366	341	457	542	578	454	471	402	567	676	603	444	407	360	486	616	576

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

	Eastern						Central						Wellington					
	13/14	14/15	15/ 16	16/17	17/18	18/19	13/14	14/15	15/ 16	16/17	17/18	18/19	13/14	14/15	15/ 16	16/17	17/18	18/19
Very satisfied	49	47	50	43	36	40	54	49	53	46	42	42	49	49	53	49	43	41
Satisfied	33	37	35	43	43	43	35	37	32	36	39	43	36	32	29	34	37	37
<b>Very Satisfied/Satisfied</b>	<b>82</b>	<b>84</b>	<b>85</b>	<b>86</b>	<b>79</b>	<b>83</b>	<b>89</b>	<b>86</b>	<b>85</b>	<b>82</b>	<b>81</b>	<b>85</b>	<b>85</b>	<b>81</b>	<b>83</b>	<b>82</b>	<b>81</b>	<b>78</b>
Neither/nor	11	6	8	8	9	7	4	9	9	8	11	8	7	9	8	7	10	9
Dissatisfied	4	6	6	4	4	4	4	4	2	7	6	5	5	5	5	6	6	8
Very dissatisfied	3	4	1	1	6	3	2	1	1	2	1	0	2	4	3	3	2	3
<b>Dissatisfied/Very Dissatisfied</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>5</b>	<b>7</b>	<b>9</b>	<b>8</b>	<b>9</b>	<b>8</b>	<b>12</b>
Don't know	0	0	2	1	3	3	1	0	2	2	1	1	1	1	1	1	2	2
Base	396	347	364	472	494	501	406	405	386	554	598	560	402	414	369	574	531	554

**Table 19: Satisfaction with the Overall Quality of Service Delivery – By District over Time (Part 4) (%)**

	Tasman						Canterbury						Southern					
	13/14	14/15	15/ 16	16/17	17/18	18/19	13/14	14/15	15/ 16	16/17	17/18	18/19	13/14	14/15	15/ 16	16/17	17/18	18/19
Very satisfied	51	42	54	53	38	52	49	49	42	38	39	40	49	55	49	46	45	38
Satisfied	36	39	26	28	41	30	32	35	41	42	36	37	34	28	40	36	34	39
<b>Very Satisfied/Satisfied</b>	<b>87</b>	<b>81</b>	<b>80</b>	<b>82</b>	<b>79</b>	<b>82</b>	<b>81</b>	<b>84</b>	<b>83</b>	<b>80</b>	<b>75</b>	<b>76</b>	<b>83</b>	<b>83</b>	<b>88</b>	<b>82</b>	<b>79</b>	<b>77</b>
Neither/nor	6	11	10	9	11	6	11	9	11	8	14	14	7	7	1	8	10	10
Dissatisfied	5	5	8	6	6	7	5	4	2	6	6	6	4	3	2	5	5	8
Very dissatisfied	2	3	3	2	3	4	3	2	3	4	2	2	4	6	5	2	4	3
<b>Dissatisfied/Very Dissatisfied</b>	<b>7</b>	<b>8</b>	<b>10</b>	<b>8</b>	<b>10</b>	<b>11</b>	<b>8</b>	<b>6</b>	<b>5</b>	<b>10</b>	<b>9</b>	<b>8</b>	<b>8</b>	<b>9</b>	<b>7</b>	<b>7</b>	<b>9</b>	<b>11</b>
Don't know	0	0	0	2	0	1	0	1	1	1	2	2	2	1	3	3	1	1
Base	376	312	262	334	355	405	348	396	312	508	565	541	330	293	292	431	479	462

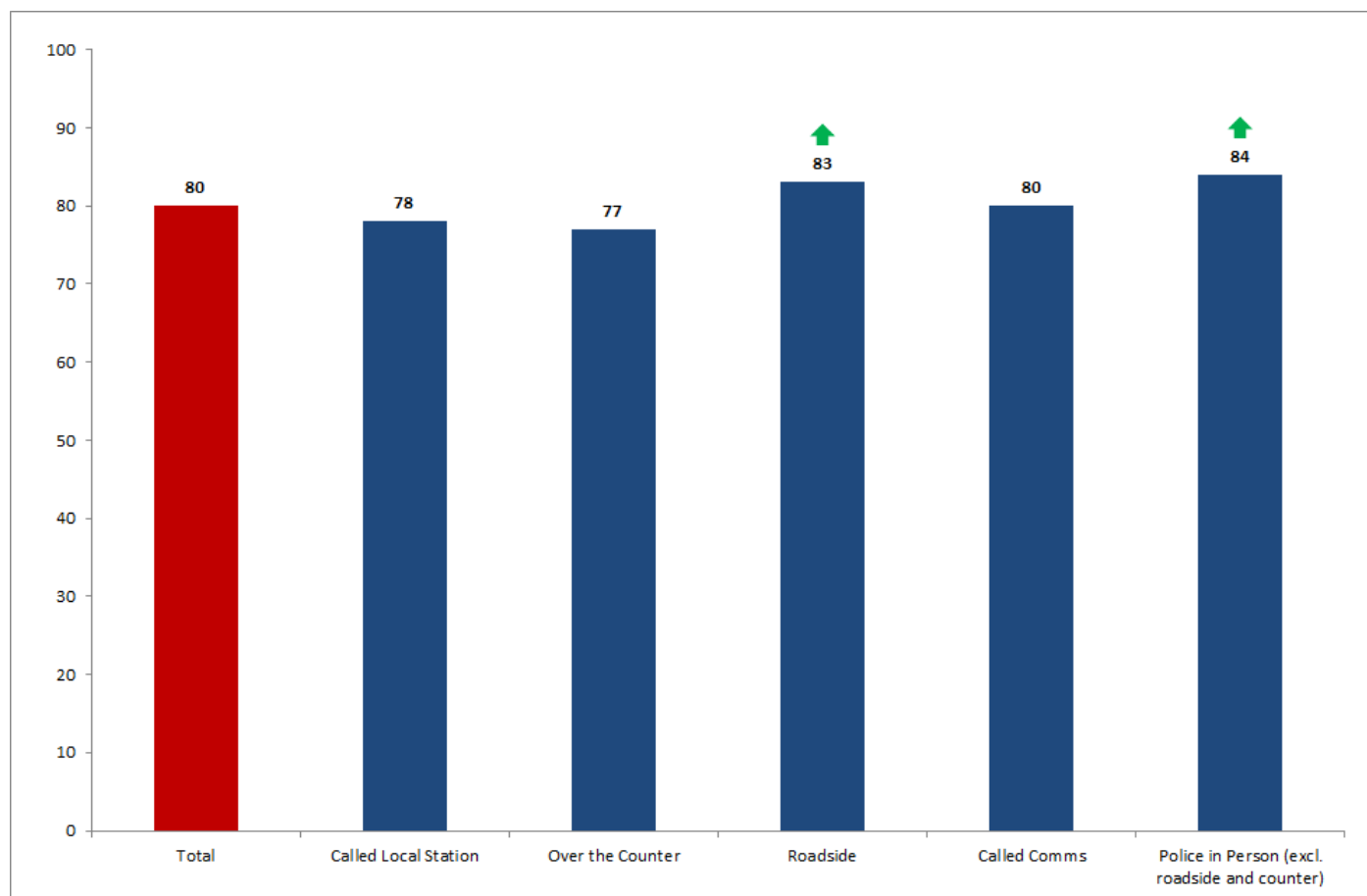
Base: All respondents, excluding 'not applicable' responses. Note: A bold neutral or don't know response indicates a statistically significant change from the previous survey wave. Green highlighting denotes a statistically significant improvement from the previous survey wave. Red highlighting denotes 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. 2018/19

Four out of five respondents (80%) were satisfied to some extent with the overall quality of service delivery. Those whose point of contact was Police in person (excluding at the roadside or over the counter) (84%) or contact at the roadside (83%) were significantly more likely to give a positive response in terms of the overall quality of service delivery when compared with responses from respondents across all points of contact combined.

**Figure 22: Satisfaction with the Overall Quality of Service Delivery - By Point of Contact in 2018/19**  
(% Very Satisfied/Satisfied)



Base: All respondents, excluding 'not applicable' responses. Total 2018//19 n=6360; Called local station n=757; Over the counter n=514; Roadside n=714; Called the Communications Centre n=2521; Police in Person (excl. roadside and counter) n=1374.

Green arrow indicates a significantly higher result than the total.

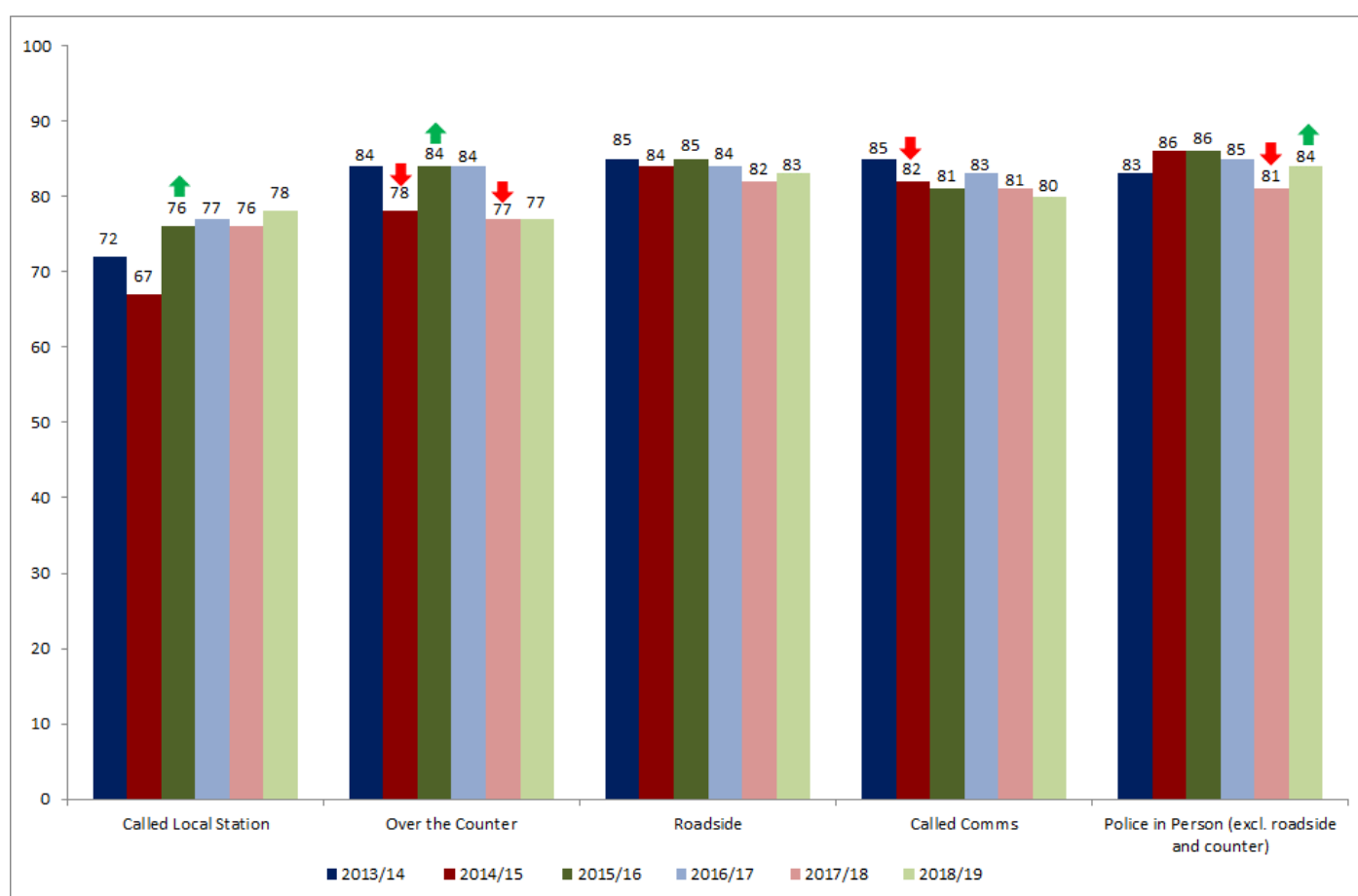
Red arrow indicates a significantly lower result than the total.

## 2. Comparison with 2017/18

In 2018/19, 80% of all respondents were *very satisfied/satisfied* with the overall quality of service delivery. When compared with 2017/18, those who interacted with Police in person (excluding roadside and over the counter) were significantly more likely to be *very satisfied/satisfied* (up from 81% to 84%), including a significantly higher share stating they were *very satisfied* (up from 48% to 53%).

Those who had contact at a local station were significantly less likely to be very dissatisfied in 2018/19 (share down from 7% to 3%). Conversely, after a significant decline in 2017/18, those who interacted at the roadside saw a significant increase in the share *very dissatisfied* (up from 1% to 3% in 2018/19).

**Figure 23: 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 20: Satisfaction with the Overall Quality of Service Delivery – By Point of Contact over Time (Part 1) (%)**

	Called Local Station						Over the Counter						Roadside					
	13/14	14/15	15/ 16	16/17	17/18	18/19	13/14	14/15	15/ 16	16/17	17/18	18/19	13/14	14/15	15/ 16	16/17	17/18	18/19
Very satisfied	41	40	37	42	41	38	50	48	47	41	38	40	49	46	50	46	44	46
Satisfied	31	26	40	35	35	41	34	30	37	43	39	38	36	38	35	39	38	37
<b>Very Satisfied/Satisfied</b>	<b>72</b>	<b>67</b>	<b>76</b>	<b>77</b>	<b>76</b>	<b>78</b>	<b>84</b>	<b>78</b>	<b>84</b>	<b>84</b>	<b>77</b>	<b>77</b>	<b>85</b>	<b>84</b>	<b>85</b>	<b>84</b>	<b>82</b>	<b>83</b>
Neither/nor	10	18	11	12	12	10	8	10	7	7	9	9	9	9	7	9	10	9
Dissatisfied	12	11	10	7	7	8	5	7	4	5	6	9	3	4	4	4	5	4
Very dissatisfied	6	3	2	3	4	2	3	5	4	2	7	3	2	3	3	3	1	3
<b>Dissatisfied/Very Dissatisfied</b>	<b>18</b>	<b>13</b>	<b>11</b>	<b>10</b>	<b>10</b>	<b>11</b>	<b>8</b>	<b>12</b>	<b>8</b>	<b>7</b>	<b>13</b>	<b>12</b>	<b>5</b>	<b>7</b>	<b>7</b>	<b>7</b>	<b>7</b>	<b>7</b>
Don't know	0	2	1	1	1	1	0	0	2	1	1	1	1	0	1	0	1	2
Base	245	231	196	482	689	757	450	413	386	469	489	514	1768	1603	1424	1062	827	714

**Table 20: 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)					
	13/14	14/15	15/ 16	16/17	17/18	18/19	13/14	14/15	15/ 16	16/17	17/18	18/19
Very satisfied	49	52	45	44	41	39	52	50	52	51	48	53
Satisfied	36	30	36	38	40	41	31	36	35	34	32	31
<b>Very Satisfied/Satisfied</b>	<b>85</b>	<b>82</b>	<b>81</b>	<b>83</b>	<b>81</b>	<b>80</b>	<b>83</b>	<b>86</b>	<b>86</b>	<b>85</b>	<b>81</b>	<b>84</b>
Neither/nor	7	10	8	8	9	9	8	8	6	10	8	6
Dissatisfied	6	4	6	6	6	7	6	4	3	5	5	4
Very dissatisfied	2	3	3	2	3	3	2	2	3	3	3	3
<b>Dissatisfied/Very Dissatisfied</b>	<b>8</b>	<b>7</b>	<b>10</b>	<b>8</b>	<b>8</b>	<b>10</b>	<b>8</b>	<b>6</b>	<b>6</b>	<b>8</b>	<b>8</b>	<b>7</b>
Don't know	0	1	2	1	1	2	1	0	1	3	3	3
Base	1400	1397	1320	2332	2659	2521	818	855	689	1090	1303	1374

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 2017/18

In 2018/19, nine out of ten respondents (90%) who had contact with Police either *strongly agreed* or *agreed* they were treated fairly. The result represents a statistically significant increase when compared with the 2017/18 result (up from 88%). The share of respondents strongly agreeing that they were treated fairly is also up significantly in 2018/19 (up from 49% in 2017/18, to 52%).

Only 5% of respondents *disagree* (3%) or *strongly disagree* (2%) that they were treated fairly, which is unchanged since 2017/18.

**Table 21: Treated Fairly – Comparison Over Time (%)**

	2013/14	2014/15	2015/16	2016/17	2017/18	2018/19
Strongly Agree	<b>55</b>	54	55	<b>51</b>	49	<b>52</b>
Agree	<b>35</b>	35	34	<b>38</b>	39	38
<b>Strongly Agree/Agree*</b>	<b>90</b>	<b>89</b>	<b>89</b>	<b>89</b>	<b>88</b>	<b>90</b>
Neither/Nor	4	4	4	4	<b>6</b>	<b>4</b>
Disagree	<b>4</b>	4	4	<b>3</b>	3	3
Strongly Disagree	<b>2</b>	2	2	2	2	2
<b>Disagree/Strongly Disagree</b>	<b>6</b>	<b>6</b>	<b>6</b>	<b>5</b>	<b>5</b>	<b>5</b>
Don't know	0	0	<b>1</b>	<b>1</b>	<b>1</b>	<b>2</b>
Base	3551	3193	2968	4363	4787	4642

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.

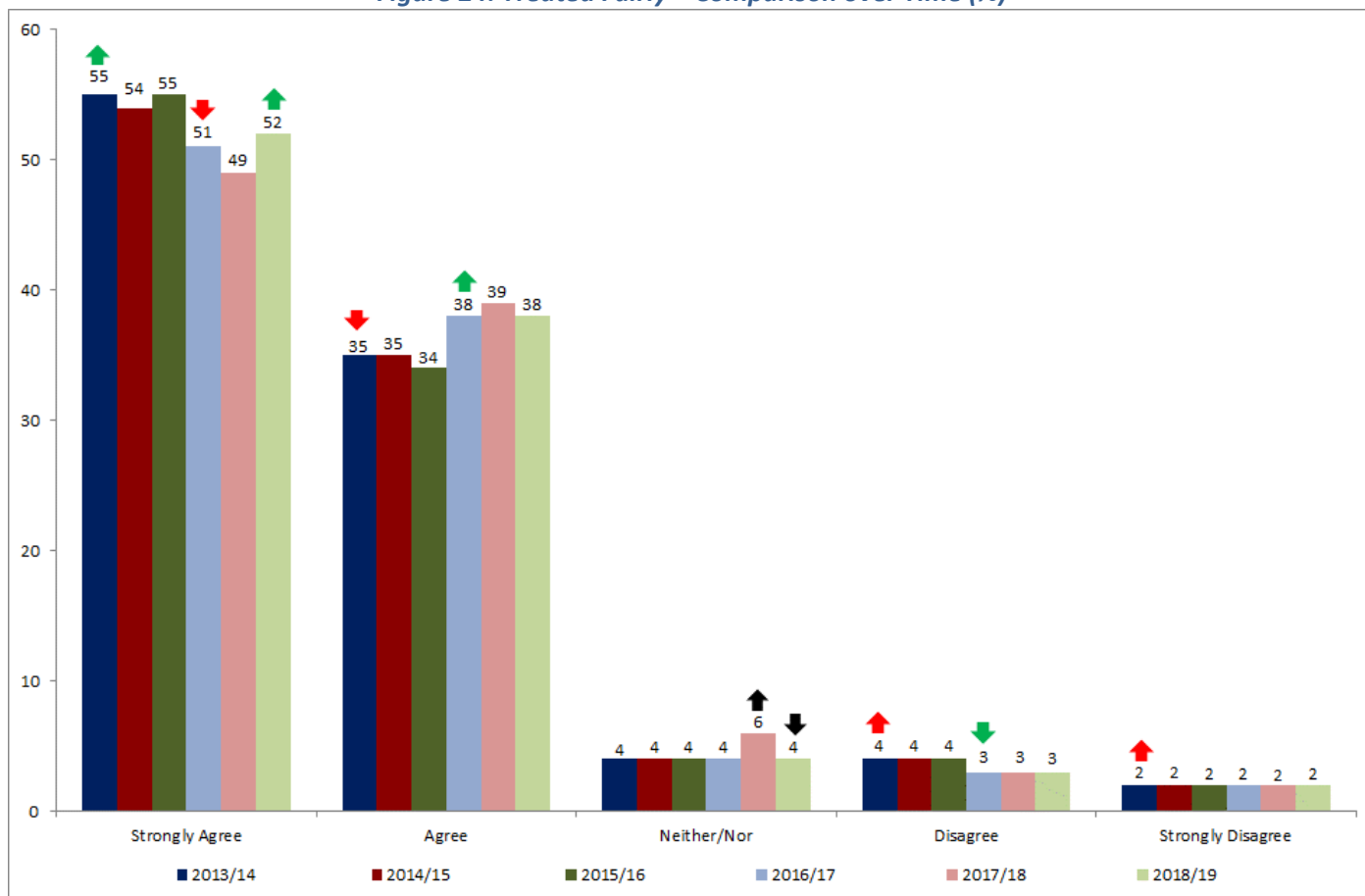
Green highlighting denotes a statistically significant improvement from the previous survey wave.

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 24: Treated Fairly – Comparison over Time (%)



Base: All respondents excluding those giving a 'not applicable' response. 2013/14 n=3551, 2014/15 n=3193, 2015/16 n=2968, 2016/17 n=4363, 2017/18 n=4787, 2018/19 n=4642.

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

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

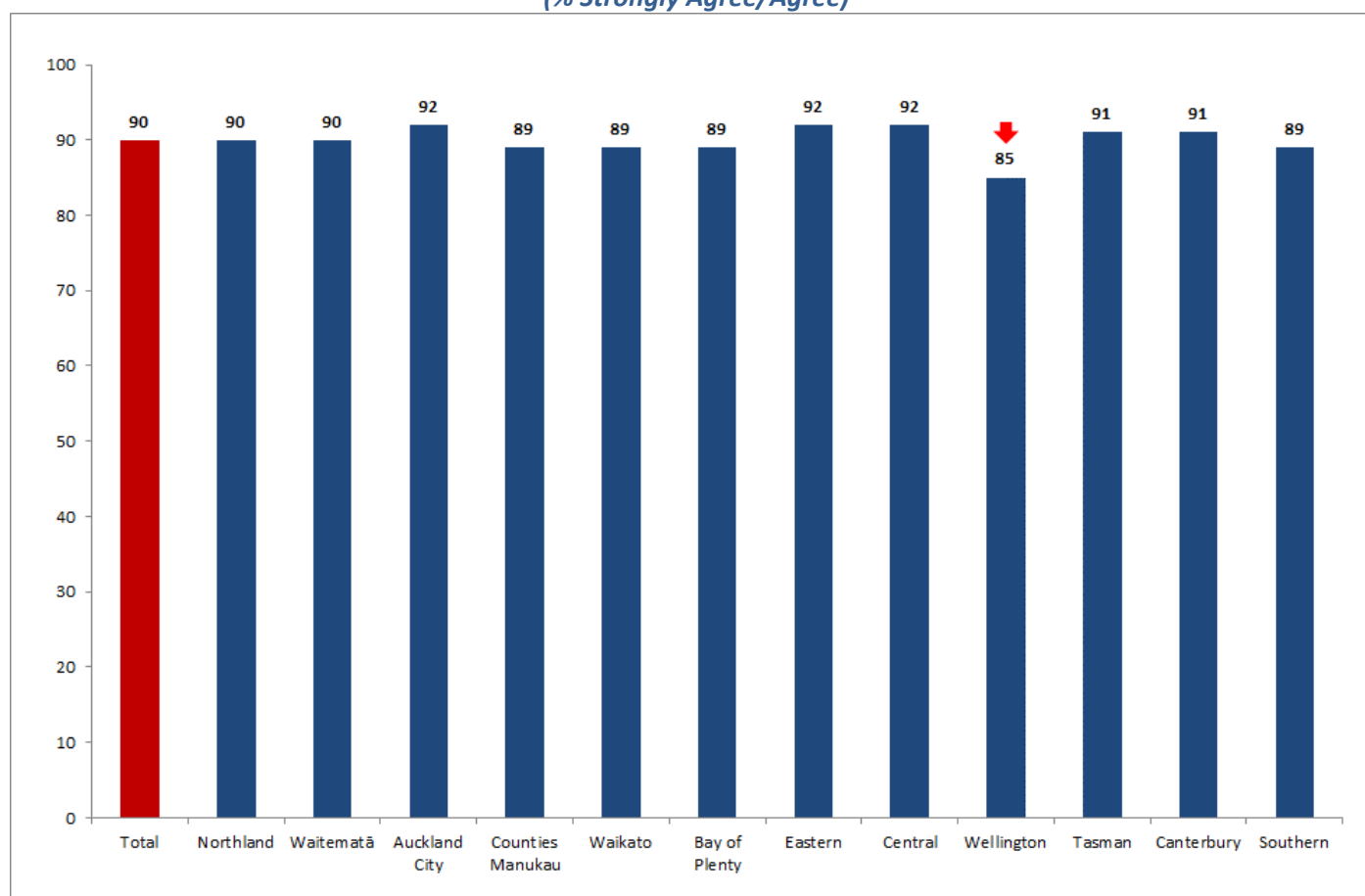
Black arrow indicates a significant change in neutral ratings from the previous survey wave.

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

##### 1. 2018/19

Nine out of ten respondents (90%) *strongly agreed* or *agreed* that they were treated fairly in 2018/19. Respondents living in Wellington District (85%) were significantly more likely to *disagree* or *strongly disagree* that they were treated fairly, compared to respondents from other districts combined.

**Figure 25: Treated Fairly - By District in 2018/19  
(% Strongly Agree/Agree)**



Base: All respondents, excluding 'not applicable' responses. Total 2018/19 n=4642; Northland n=332; Waitematā n=433; Auckland City n=401; Counties Manukau n=423; Waikato n=439; Bay of Plenty n=405; Eastern n=358; Central n=408; Wellington n=387; Tasman n=310; Canterbury n=394; Southern n=352.

Green arrow indicates a significantly higher result than the total.

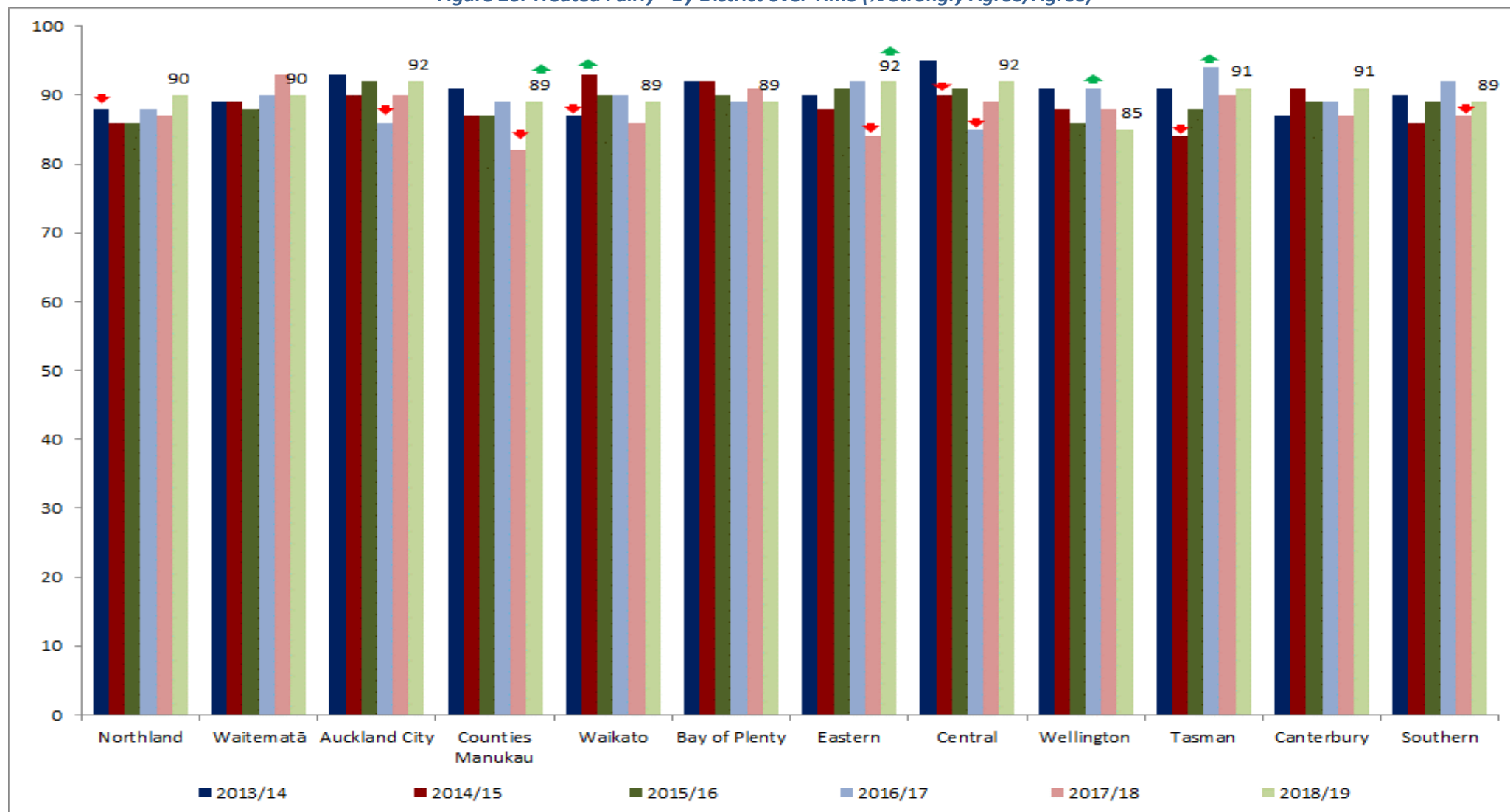
Red arrow indicates a significantly lower result than the total.

## 2. Comparison with 2017/18

Compared with the 2017/18 survey wave, there have been significant increases in the proportion of respondents who *strongly agree/agree* that they were treated fairly by Police for both Eastern (up from 84% to 92%) and Counties Manukau (up from 82% to 89%) districts. Counties Manukau District (up from 41% to 56%), along with Auckland City District (up from 57% to 56%) also saw a significant increase in those who *strongly agree*, while Bay of Plenty District saw a significant decline (after a significant increase in 2017/18, *strongly agree* ratings were down from 58% to 51%).

Both Eastern and Counties Manukau districts also experienced significant declines in negative ratings in 2018/19 (Eastern down from 9% to 2%, including *strongly disagree* ratings down from 4% to 1% and Counties Manukau down from 10% to 5%, including a drop in *strongly disagree* ratings from 4% to 1%). Central District (down from 1% to 0%) and Northland District (down from 3% to 1%) also had significant declines in the share of respondents *strongly disagreeing* in 2018/19.

Figure 26: Treated Fairly - By District over Time (% Strongly Agree/Agree)



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

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

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

Table 22: Treated Fairly – By District over Time (Part 1) (%)

	Northland						Waitematā						Auckland City					
	13/14	14/15	15/ 16	16/17	17/18	18/19	13/14	14/15	15/ 16	16/17	17/18	18/19	13/14	14/15	15/ 16	16/17	17/18	18/19
Strongly Agree	52	55	50	50	54	56	60	51	56	53	58	53	56	58	53	42	47	56
Agree	36	31	36	39	33	34	29	38	32	38	35	37	37	32	39	44	43	36
<b>Strongly Agree/Agree</b>	<b>88</b>	<b>86</b>	<b>86</b>	<b>88</b>	<b>87</b>	<b>90</b>	<b>89</b>	<b>89</b>	<b>88</b>	<b>90</b>	<b>93</b>	<b>90</b>	<b>93</b>	<b>90</b>	<b>92</b>	<b>86</b>	<b>90</b>	<b>92</b>
Neither/nor	4	6	4	6	6	4	4	4	4	4	3	4	5	4	3	8	6	4
Disagree	4	4	6	3	3	4	4	6	5	4	2	2	1	4	2	2	4	2
Strongly Disagree	3	3	2	2	3	1	3	0	2	1	2	3	1	2	1	2	1	1
<b>Disagree/Strongly Disagree</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>5</b>	<b>2</b>	<b>6</b>	<b>3</b>	<b>4</b>	<b>4</b>	<b>3</b>
Don't know	1	1	2	0	0	1	0	1	2	1	1	2	0	0	3	2	0	1
Base	298	220	204	295	291	332	300	276	239	348	404	433	257	261	219	358	440	401

Table 22: Treated Fairly – By District over Time (Part 2) (%)

	Counties Manukau						Waikato						Bay of Plenty					
	13/14	14/15	15/ 16	16/17	17/18	18/19	13/14	14/15	15/ 16	16/17	17/18	18/19	13/14	14/15	15/ 16	16/17	17/18	18/19
Strongly Agree	54	49	56	54	41	56	58	52	60	52	46	49	51	54	50	49	58	51
Agree	37	38	31	35	41	33	29	41	30	38	40	41	41	38	40	39	33	38
<b>Strongly Agree/Agree</b>	<b>91</b>	<b>87</b>	<b>87</b>	<b>89</b>	<b>82</b>	<b>89</b>	<b>87</b>	<b>93</b>	<b>90</b>	<b>90</b>	<b>86</b>	<b>89</b>	<b>92</b>	<b>92</b>	<b>90</b>	<b>89</b>	<b>91</b>	<b>89</b>
Neither/nor	3	5	5	4	7	5	4	2	4	4	7	2	3	3	2	5	4	6
Disagree	5	2	7	3	6	3	4	4	4	3	2	5	3	3	4	4	3	3
Strongly Disagree	1	6	1	2	4	1	4	1	2	2	4	2	2	2	3	2	2	2
<b>Disagree/Strongly Disagree</b>	<b>6</b>	<b>8</b>	<b>8</b>	<b>5</b>	<b>10</b>	<b>5</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>	<b>5</b>
Don't know	0	0	1	2	2	2	1	0	1	1	1	1	0	0	1	1	1	1
Base	282	252	249	357	416	423	328	333	297	413	490	439	320	261	262	377	444	405

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

	Eastern						Central						Wellington					
	13/14	14/15	15/ 16	16/17	17/18	18/19	13/14	14/15	15/ 16	16/17	17/18	18/19	13/14	14/15	15/ 16	16/17	17/18	18/19
Strongly Agree	55	52	58	50	49	51	56	58	50	53	52	51	55	55	61	58	50	52
Agree	35	36	33	42	35	41	39	32	41	32	37	41	36	33	25	33	38	33
<b>Strongly Agree/Agree</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>92</b>	<b>91</b>	<b>88</b>	<b>86</b>	<b>91</b>	<b>88</b>	<b>85</b>
Neither/nor	5	3	3	5	5	4	1	6	5	6	6	5	5	6	5	4	6	5
Disagree	3	7	4	1	5	1	2	1	1	5	2	2	1	3	4	4	3	3
Strongly Disagree	2	2	2	1	4	1	2	2	3	1	1	0	3	3	4	1	2	3
<b>Disagree/Strongly Disagree</b>	<b>5</b>	<b>9</b>	<b>5</b>	<b>1</b>	<b>9</b>	<b>2</b>	<b>5</b>	<b>3</b>	<b>4</b>	<b>5</b>	<b>3</b>	<b>2</b>	<b>4</b>	<b>6</b>	<b>6</b>	<b>5</b>	<b>5</b>	<b>7</b>
Don't know	0	0	2	2	2	2	0	1	1	3	2	1	0	0	1	0	1	3
Base	308	239	281	382	383	358	313	303	289	426	436	408	303	291	247	415	408	387

Table 22: Treated Fairly – By District over Time (Part 4) (%)

	Tasman						Canterbury						Southern					
	13/14	14/15	15/ 16	16/17	17/18	18/19	13/14	14/15	15/ 16	16/17	17/18	18/19	13/14	14/15	15/ 16	16/17	17/18	18/19
Strongly Agree	59	47	48	63	42	50	51	54	53	45	45	50	60	58	57	54	51	46
Agree	32	37	40	31	47	41	36	37	36	44	42	41	30	28	32	38	36	42
<b>Strongly Agree/Agree</b>	<b>91</b>	<b>84</b>	<b>88</b>	<b>94</b>	<b>90</b>	<b>91</b>	<b>87</b>	<b>91</b>	<b>89</b>	<b>89</b>	<b>87</b>	<b>91</b>	<b>90</b>	<b>86</b>	<b>89</b>	<b>92</b>	<b>87</b>	<b>89</b>
Neither/nor	3	7	5	2	5	2	2	5	4	5	8	4	4	3	0	1	6	4
Disagree	2	5	4	2	4	4	10	3	7	1	3	2	1	9	3	5	3	4
Strongly Disagree	4	2	2	1	2	2	1	1	0	4	1	2	5	2	6	1	3	3
<b>Disagree/Strongly Disagree</b>	<b>6</b>	<b>7</b>	<b>6</b>	<b>3</b>	<b>5</b>	<b>6</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>	<b>7</b>
Don't know	0	2	1	1	1	2	0	0	0	1	1	2	0	0	2	0	0	1
Base	285	207	202	255	281	310	293	333	246	399	430	394	264	217	233	338	364	352

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.

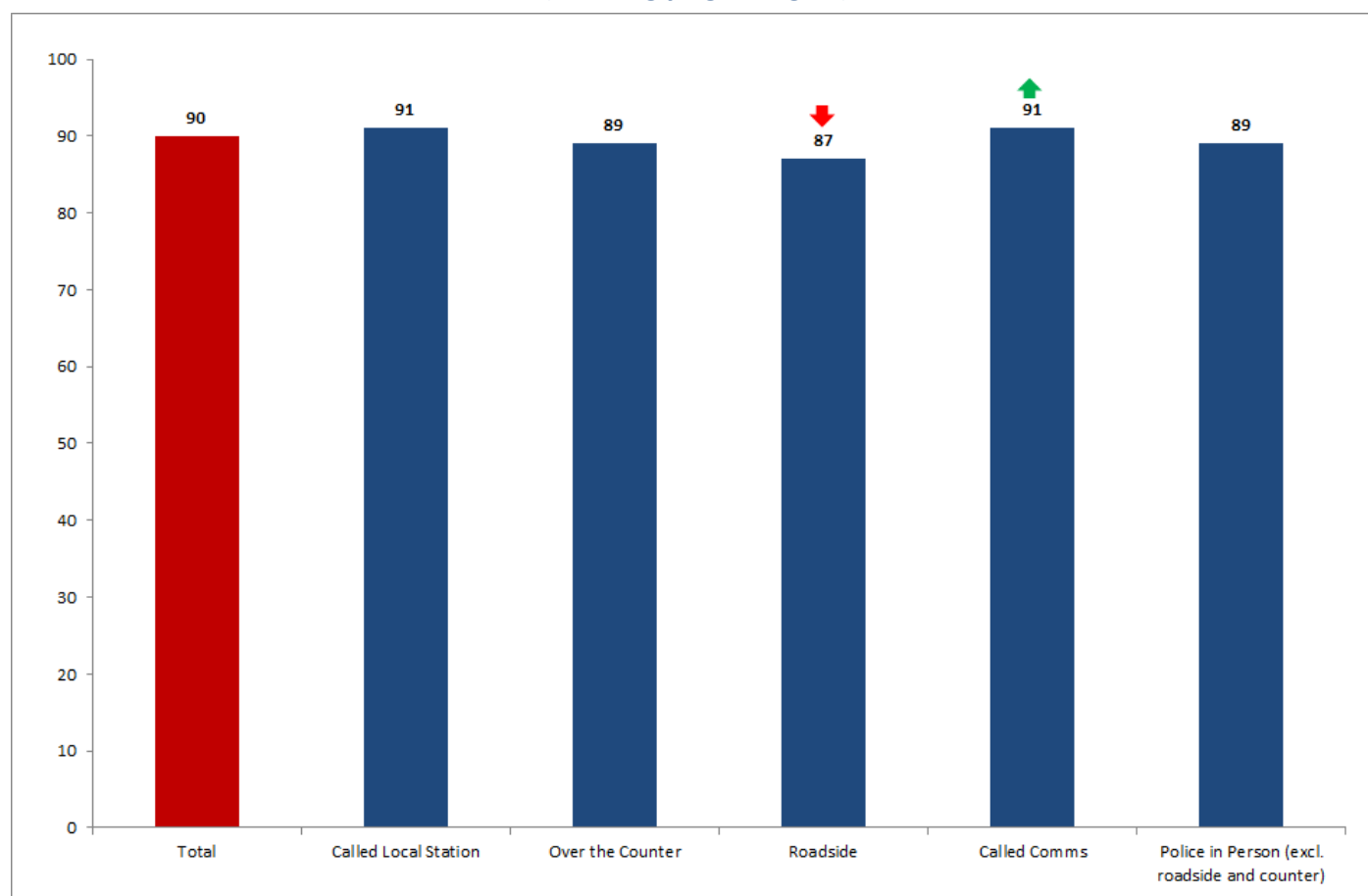
Note: Due to rounding some totals may not correspond with the sum of the separate figures and individual results may not total 100%.

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

#### 1. 2018/19

Respondents who had contact with Police by calling the Communications Centre were significantly more likely to *strongly agree/agree* that they were treated fairly (91%) compared with respondents across all other points of contact. Those whose point of contact was at the roadside were significantly less likely (87%) to *strongly agree/agree*.

**Figure 27: Treated Fairly - By Point of Contact in 2018/19**  
(% Strongly Agree/Agree)



Base: All respondents, excluding 'not applicable' responses. Total 2018/19 n=4642; Called local station n=621; Over the counter n=426; Roadside n=438; Called a Communications Centre n=2223; Police in Person (excl. roadside and counter) n=880.

Green arrow indicates a significantly higher result than the total.

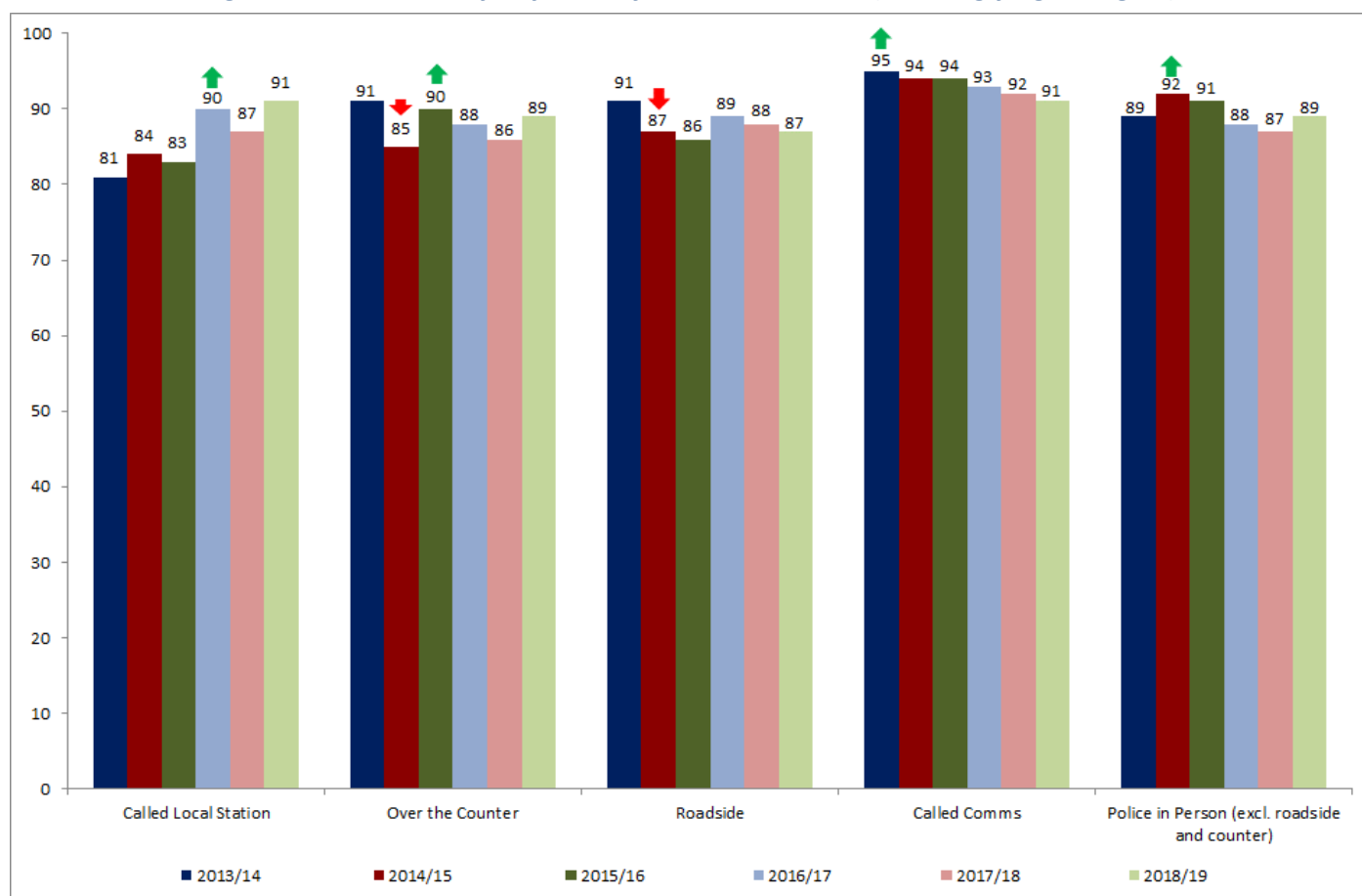
Red arrow indicates a significantly lower result than the total.

## 2. Comparison with 2017/18

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 2017/18 across any of the points of contact. However, the share of respondents *strongly agreeing* that they were treated fairly among those who had contact in person (excluding at the roadside or local station) has increased significantly in 2018/19 (up from 53% to 59%).

In 2018/19 there has been a significant decrease 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 (after a significant increase in 2017/18, the share is down from 8% to 4%). After a significant increase in 2017/18, there was also a significant decline in the share who *strongly disagreed* among those who called the Communications Centre (down from 2% in 2017/18 to 1% in 2018/19, bringing ratings back in line with results prior to 2017/18).

**Figure 28: Treated Fairly - By Point of Contact over Time (% Strongly Agree/Agree)**



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

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

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



Table 23: Treated Fairly – By Point of Contact over Time (Part 1) (%)

	Called Local Station						Over the Counter						Roadside					
	13/14	14/15	15/ 16	16/17	17/18	18/19	13/14	14/15	15/ 16	16/17	17/18	18/19	13/14	14/15	15/ 16	16/17	17/18	18/19
Strongly Agree	51	47	33	50	46	47	59	54	55	47	45	51	53	45	56	54	51	53
Agree	30	37	50	40	41	44	32	31	35	40	41	38	38	42	30	35	37	33
<b>Strongly Agree/Agree</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>89</b>	<b>91</b>	<b>87</b>	<b>86</b>	<b>89</b>	<b>88</b>	<b>87</b>
Neither/nor	9	9	10	7	7	5	5	6	3	6	6	5	3	4	5	3	5	3
Disagree	6	4	5	2	3	2	2	5	3	3	5	2	3	6	6	4	4	5
Strongly Disagree	4	2	2	1	2	2	2	3	3	1	2	2	3	3	3	4	2	3
<b>Disagree/Strongly Disagree</b>	<b>10</b>	<b>6</b>	<b>7</b>	<b>2</b>	<b>5</b>	<b>4</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>	<b>8</b>
Don't know	0	1	0	0	0	1	0	1	1	2	1	2	0	0	1	0	1	2
Base	240	229	196	418	577	621	443	408	376	413	425	426	843	668	627	590	485	438

Table 23: Treated Fairly – By Point of Contact over Time (Part 2) (%)

	Called Comms						Police in Person (excl. roadside and counter)					
	13/14	14/15	15/ 16	16/17	17/18	18/19	13/14	14/15	15/ 16	16/17	17/18	18/19
Strongly Agree	57	62	62	53	53	51	57	59	54	53	53	59
Agree	38	32	33	40	39	40	32	33	37	35	34	31
<b>Strongly Agree/Agree</b>	<b>95</b>	<b>94</b>	<b>94</b>	<b>93</b>	<b>92</b>	<b>91</b>	<b>89</b>	<b>92</b>	<b>91</b>	<b>88</b>	<b>87</b>	<b>89</b>
Neither/nor	2	2	3	3	4	4	4	4	2	4	6	3
Disagree	2	2	2	2	2	2	5	3	4	5	2	3
Strongly Disagree	1	1	1	1	2	1	2	1	3	2	3	2
<b>Disagree/Strongly Disagree</b>	<b>3</b>	<b>3</b>	<b>3</b>	<b>3</b>	<b>4</b>	<b>3</b>	<b>7</b>	<b>4</b>	<b>7</b>	<b>6</b>	<b>5</b>	<b>6</b>
Don't know	0	1	0	1	1	1	0	0	1	2	2	2
Base	1219	1135	1089	2058	2393	2223	806	759	670	787	851	880

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 2017/18

In 2018/19, nine out of ten respondents (90%) either *strongly agree* or *agree* that staff were competent, a significant increase when compared with the 2017/18 result (88%).

The share who *strongly disagree/disagree* that staff were competent is unchanged since 2017/18 (on 5%).

**Table 24: Staff Competence – Comparison over Time (%)**

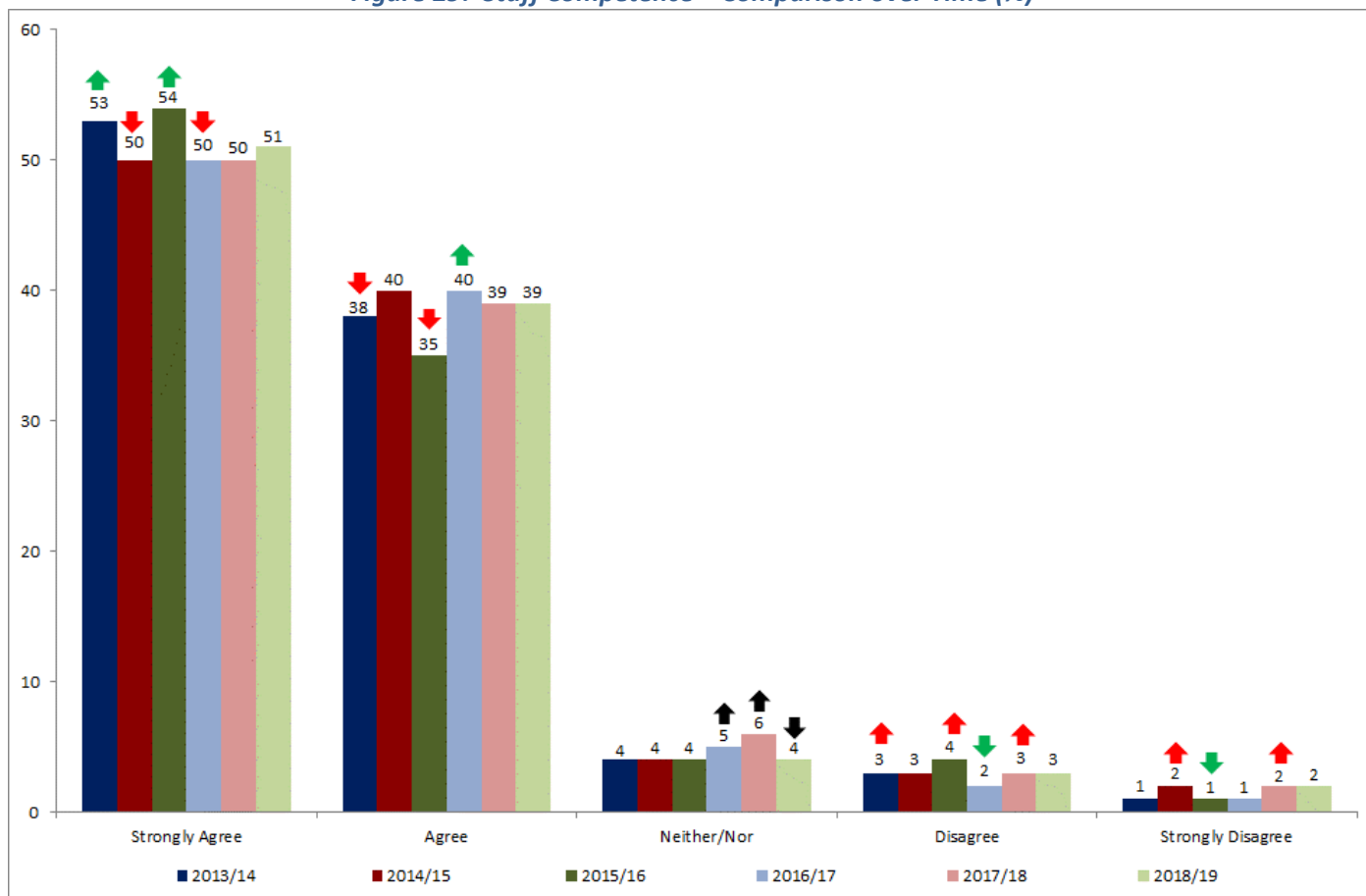
	2013/14	2014/15	2015/16	2016/17	2017/18	2018/19
Strongly Agree	53	50	54	50	50	51
Agree	38	40	35	40	39	39
<b>Strongly Agree/Agree</b>	<b>91</b>	<b>90</b>	<b>89</b>	<b>89</b>	<b>88</b>	<b>90</b>
Neither/Nor	4	4	4	5	6	4
Disagree	3	3	4	2	3	3
Strongly Disagree	1	2	1	1	2	2
<b>Disagree/Strongly Disagree</b>	<b>4</b>	<b>5</b>	<b>5</b>	<b>4</b>	<b>5</b>	<b>5</b>
Don't know	1	1	1	1	1	1
<i>Base</i>	3575	3230	3007	4389	4801	4647

*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 29: Staff Competence – Comparison over Time (%)



Base: All respondents excluding those giving a 'not applicable' response. 2013/14 n=3575, 2014/15 n=3230, 2015/16 n=3007, 2016/17 n=4389, 2017/18 n=4801, 2018/19 n=4647.

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.

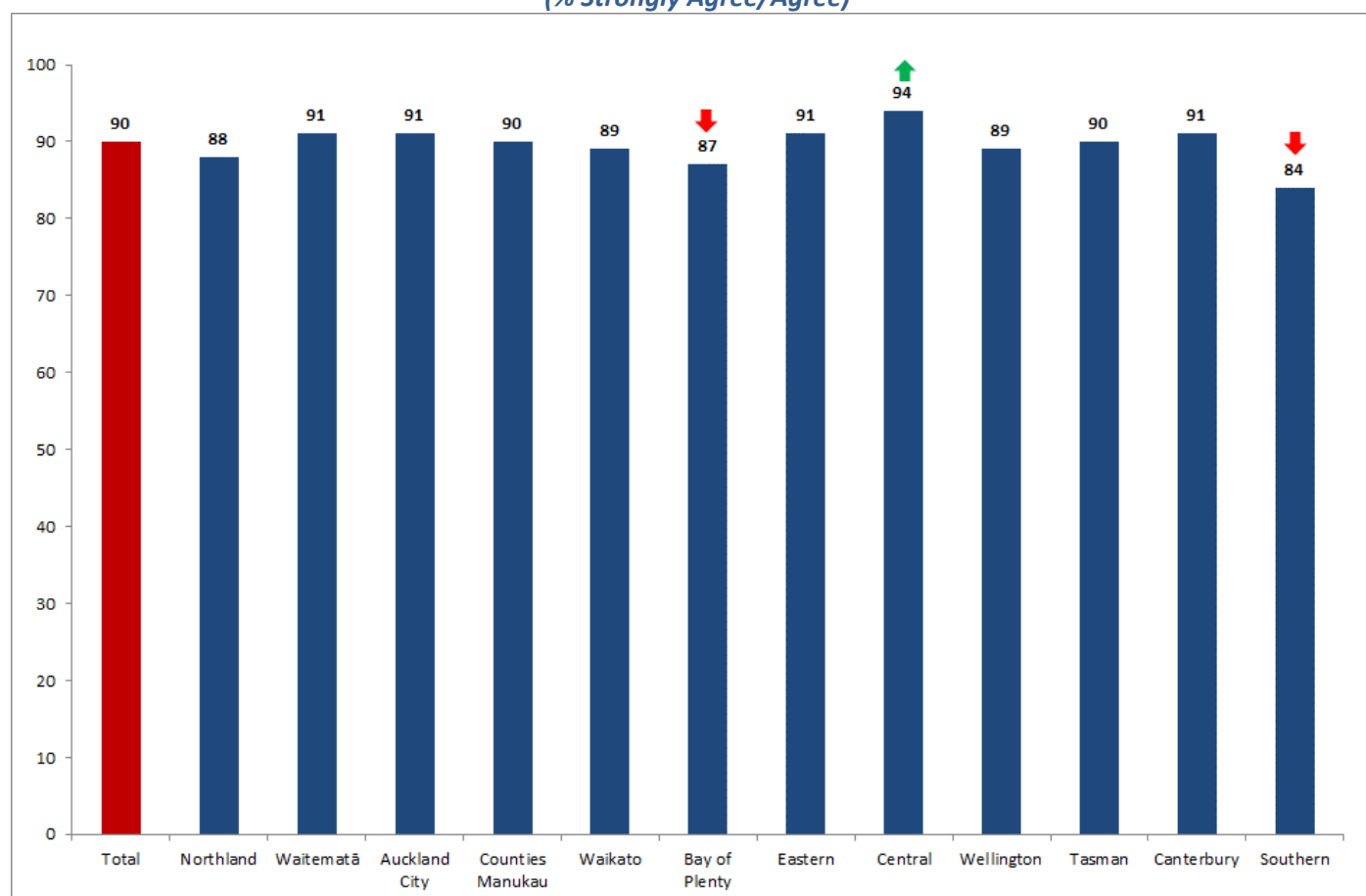
Red arrow indicates a significant negative change from the previous survey wave.

#### 4.3.2. Staff Competence - Comparison by District

##### 1. 2018/19

Respondents in Central District are significantly more likely to *strongly agree/agree* that staff were competent when compared with respondents across all other districts. In contrast, those in Southern (84%) and Bay of Plenty (87%) districts were significantly less likely to.

**Figure 30: Staff Competence - By District in 2018/19**  
(% Strongly Agree/Agree)



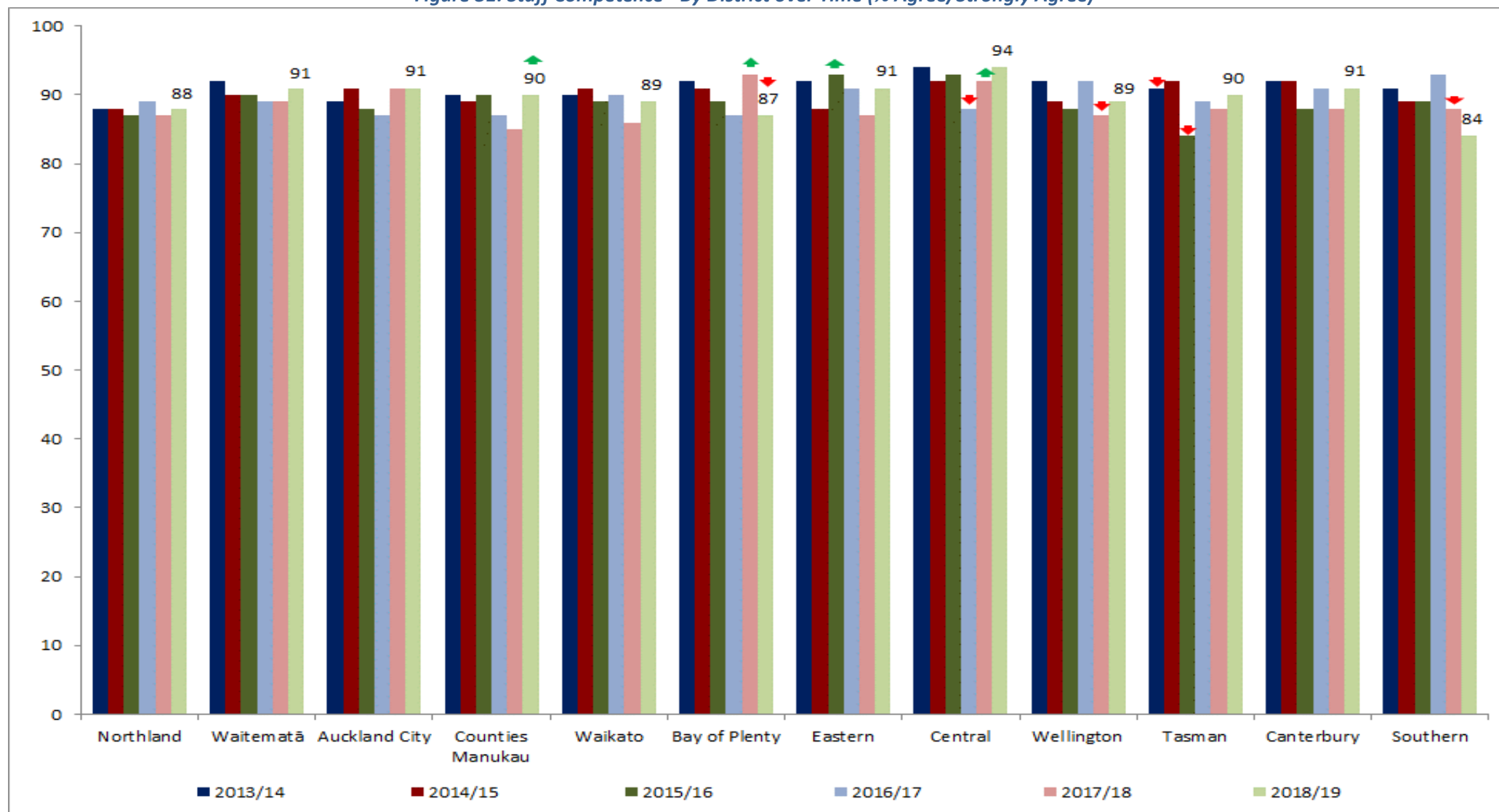
Base: All respondents, excluding 'not applicable' responses. Total 2018/19 n=4647; Northland n=330; Waitematā n=433; Auckland City n=401; Counties Manukau n=423; Waikato n=440; Bay of Plenty n=407; Eastern n=360; Central n=410; Wellington n=388; Tasman n=309; Canterbury n=395; Southern n=351.

## 2. Comparison with 2017/18

When compared with the 2017/18 survey wave, those living Counties Manukau District are significantly more likely to *strongly agree/agree* that staff were competent (up from 85% to 90%), including a significant increase in the share *strongly agreeing* (up from 39% to 57%). Whilst those in the Bay of Plenty District were significantly less likely to *strongly agree/agree* than they were in 2017/18 (down from 93% to 87%).

In 2018/19, there has been a significant increase in the share who *strongly disagree/disagree* in Southern District (up from 4% to 9%), including a significantly higher share *strongly disagreeing* (up from 2% to 5%). In contrast, when compared with 2017/18 those living in Counties Manukau District were less likely to *strongly disagree/disagree* (down from 8% to 4% in 2018/19), and were also less likely to *strongly disagree* (down from 3% to 1%) along with those in Northland (down from 3% to 0%) and Central (down from 2% to 0%) districts.

Figure 31: Staff Competence - By District over Time (% Agree/Strongly Agree)



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

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

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

Table 25: Staff Competence – By District over Time (Part 1) (%)

	Northland						Waitematā						Auckland City					
	13/14	14/15	15/ 16	16/17	17/18	18/19	13/14	14/15	15/ 16	16/17	17/18	18/19	13/14	14/15	15/ 16	16/17	17/18	18/19
Strongly Agree	50	52	51	50	53	53	57	51	63	46	54	53	53	50	47	47	50	48
Agree	38	36	36	39	34	36	35	39	27	43	35	38	36	41	40	40	41	43
<b>Strongly Agree/Agree</b>	<b>88</b>	<b>88</b>	<b>87</b>	<b>89</b>	<b>87</b>	<b>88</b>	<b>92</b>	<b>90</b>	<b>90</b>	<b>89</b>	<b>89</b>	<b>91</b>	<b>89</b>	<b>91</b>	<b>88</b>	<b>87</b>	<b>91</b>	<b>91</b>
Neither/nor	5	4	5	5	7	5	2	5	3	5	6	3	6	4	6	8	7	6
Disagree	4	4	5	3	2	4	4	4	5	3	1	2	3	2	3	3	1	3
Strongly Disagree	2	3	3	2	3	0	1	1	1	1	2	2	1	2	0	2	1	0
<b>Disagree/Strongly Disagree</b>	<b>6</b>	<b>7</b>	<b>8</b>	<b>5</b>	<b>5</b>	<b>4</b>	<b>5</b>	<b>5</b>	<b>6</b>	<b>4</b>	<b>3</b>	<b>5</b>	<b>4</b>	<b>4</b>	<b>3</b>	<b>5</b>	<b>2</b>	<b>3</b>
Don't know	1	1	1	1	1	2	1	0	1	2	2	1	1	1	3	0	0	0
Base	298	220	206	296	294	330	305	279	240	353	404	433	257	264	225	359	442	401

Table 25: Staff Competence – By District over Time (Part 2) (%)

	Counties Manukau						Waikato						Bay of Plenty					
	13/14	14/15	15/ 16	16/17	17/18	18/19	13/14	14/15	15/ 16	16/17	17/18	18/19	13/14	14/15	15/ 16	16/17	17/18	18/19
Strongly Agree	50	48	56	49	39	57	54	49	60	52	48	50	52	52	55	51	56	51
Agree	40	41	34	38	45	34	36	42	29	37	38	39	40	39	35	36	37	36
<b>Strongly Agree/Agree</b>	<b>90</b>	<b>89</b>	<b>90</b>	<b>87</b>	<b>85</b>	<b>90</b>	<b>90</b>	<b>91</b>	<b>89</b>	<b>90</b>	<b>86</b>	<b>89</b>	<b>92</b>	<b>91</b>	<b>89</b>	<b>87</b>	<b>93</b>	<b>87</b>
Neither/nor	4	3	3	8	6	4	2	5	5	3	4	3	5	6	4	7	2	5
Disagree	3	4	4	3	4	3	5	3	5	2	4	4	1	1	4	2	2	6
Strongly Disagree	1	3	1	0	3	1	2	1	1	1	5	3	1	1	2	2	2	1
<b>Disagree/Strongly Disagree</b>	<b>4</b>	<b>7</b>	<b>5</b>	<b>4</b>	<b>8</b>	<b>4</b>	<b>7</b>	<b>4</b>	<b>5</b>	<b>3</b>	<b>9</b>	<b>7</b>	<b>2</b>	<b>2</b>	<b>6</b>	<b>4</b>	<b>4</b>	<b>7</b>
Don't know	2	1	2	1	2	1	1	0	1	3	1	0	1	1	1	2	1	1
Base	283	255	252	358	418	423	330	340	299	417	492	440	324	264	265	378	449	407

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

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

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

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

	Eastern						Central						Wellington					
	13/14	14/15	15/ 16	16/17	17/18	18/19	13/14	14/15	15/ 16	16/17	17/18	18/19	13/14	14/15	15/ 16	16/17	17/18	18/19
Strongly Agree	53	47	53	49	52	50	62	52	48	54	54	52	54	47	59	55	54	55
Agree	39	41	40	42	35	41	32	40	44	34	38	42	38	42	29	37	33	35
<b>Strongly Agree/Agree</b>	<b>92</b>	<b>88</b>	<b>93</b>	<b>91</b>	<b>87</b>	<b>91</b>	<b>94</b>	<b>92</b>	<b>93</b>	<b>88</b>	<b>92</b>	<b>94</b>	<b>92</b>	<b>89</b>	<b>88</b>	<b>92</b>	<b>87</b>	<b>89</b>
Neither/nor	4	3	3	6	6	5	1	4	5	5	4	4	2	4	3	4	8	3
Disagree	2	6	4	2	5	2	3	2	1	3	2	1	4	4	3	2	3	4
Strongly Disagree	2	3	0	0	1	1	1	1	0	1	2	0	1	3	3	1	2	3
<b>Disagree/Strongly Disagree</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>1</b>	<b>5</b>	<b>7</b>	<b>7</b>	<b>3</b>	<b>4</b>	<b>7</b>
Don't know	0	0	1	1	2	1	1	1	1	3	0	1	1	0	2	1	1	1
Base	309	245	286	382	381	360	314	305	290	431	436	410	308	295	249	416	411	388

Table 25: Staff Competence – By District over Time (Part 4) (%)

	Tasman						Canterbury						Southern					
	13/14	14/15	15/ 16	16/17	17/18	18/19	13/14	14/15	15/ 16	16/17	17/18	18/19	13/14	14/15	15/ 16	16/17	17/18	18/19
Strongly Agree	58	45	50	56	44	49	48	51	49	42	46	48	53	60	55	52	47	45
Agree	33	47	34	33	44	41	44	41	39	49	42	43	38	29	34	41	41	40
<b>Strongly Agree/Agree</b>	<b>91</b>	<b>92</b>	<b>84</b>	<b>89</b>	<b>88</b>	<b>90</b>	<b>92</b>	<b>92</b>	<b>88</b>	<b>91</b>	<b>88</b>	<b>91</b>	<b>91</b>	<b>89</b>	<b>89</b>	<b>93</b>	<b>88</b>	<b>84</b>
Neither/nor	2	2	8	4	3	4	4	3	7	4	7	5	5	2	1	3	7	3
Disagree	2	4	2	5	5	3	3	3	4	1	4	3	2	7	6	1	2	4
Strongly Disagree	3	2	2	1	3	2	1	0	0	3	1	1	2	2	5	1	2	5
<b>Disagree/Strongly Disagree</b>	<b>5</b>	<b>6</b>	<b>4</b>	<b>6</b>	<b>8</b>	<b>5</b>	<b>4</b>	<b>3</b>	<b>4</b>	<b>5</b>	<b>4</b>	<b>4</b>	<b>4</b>	<b>9</b>	<b>11</b>	<b>3</b>	<b>4</b>	<b>9</b>
Don't know	2	0	5	0	1	1	0	2	1	0	1	1	0	0	0	2	1	3
Base	288	209	203	256	279	309	295	335	252	403	431	395	264	219	240	340	364	351

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%.

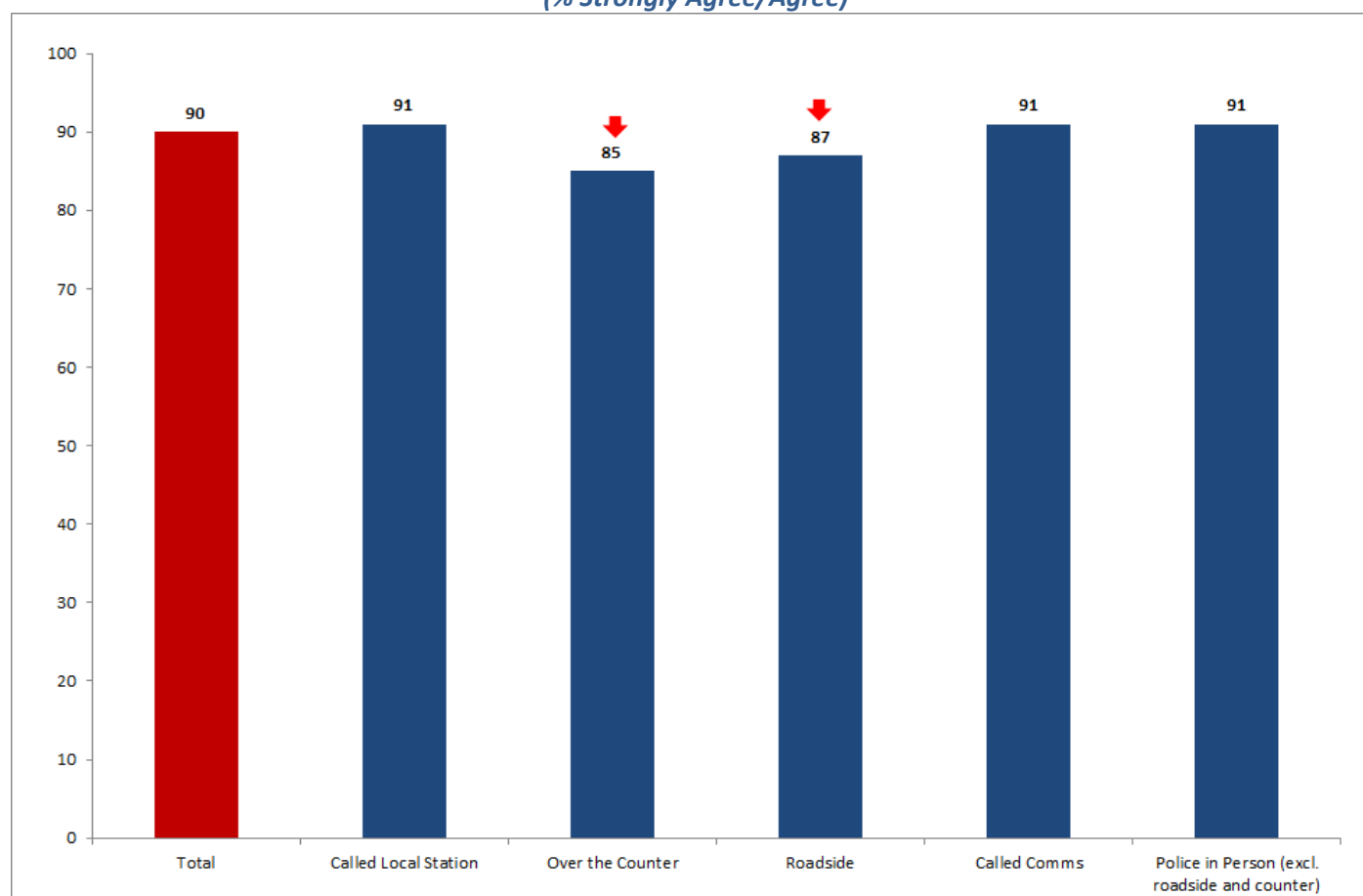


### 4.3.3. Staff Competence - Comparison by Point of Contact

#### 1. 2018/19

Respondents whose point of contact with Police was over the counter at the local station (85%) or at the roadside (87%) were significantly less likely to *strongly agree/agree* that staff were competent, compared with respondents across other points of contact.

**Figure 32: Staff Competence - By Point of Contact in 2018/19**  
(% Strongly Agree/Agree)



Base: All respondents, excluding 'not applicable' responses. Total 2018/9 n=4647; Called local station n=622; Over the counter n=425; Roadside n=436; Called the Communications Centre n=2223; Police in Person (excl. roadside and counter) n=887.

Green arrow indicates a significantly higher result than the total.

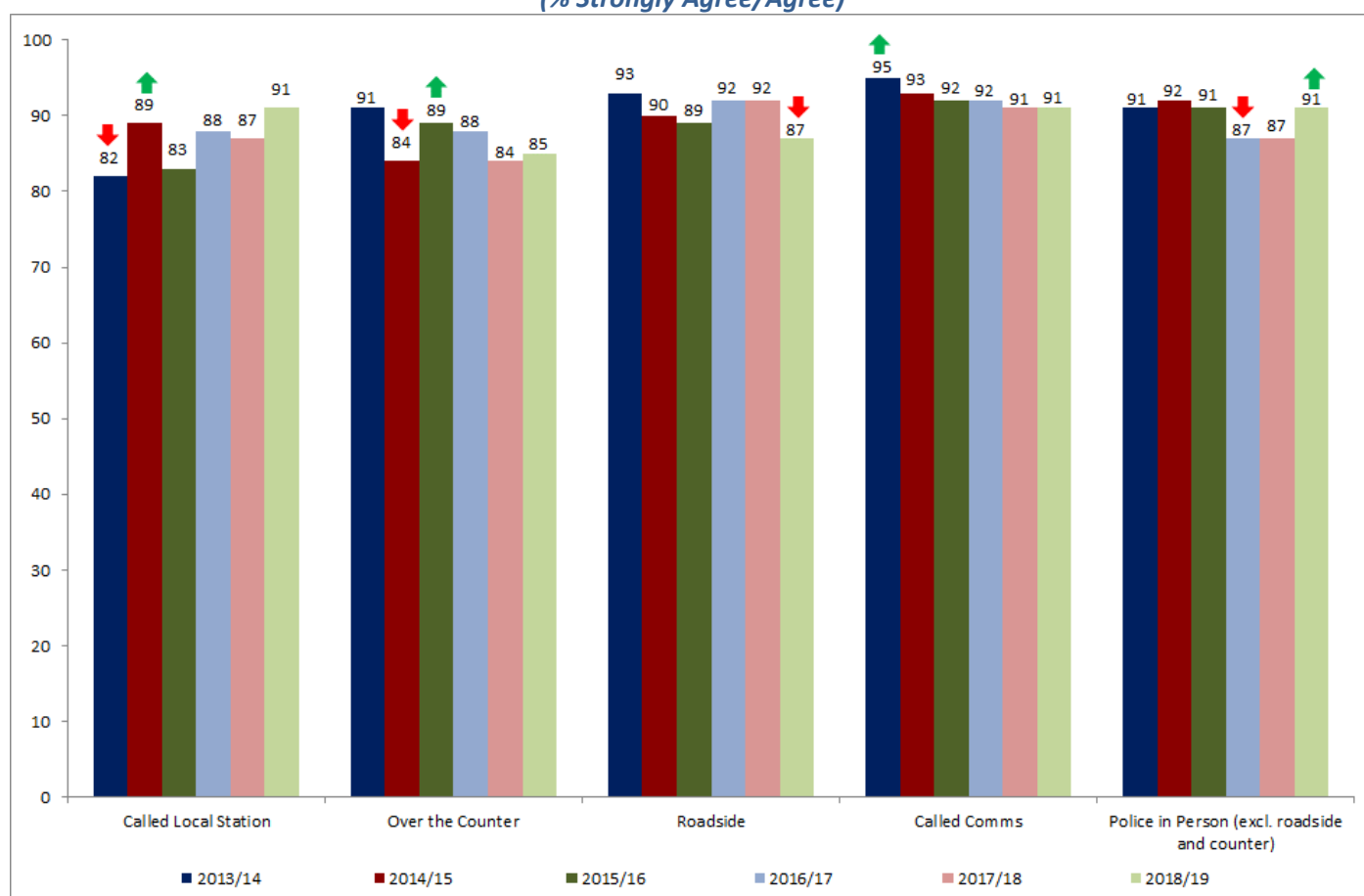
Red arrow indicates a significantly lower result than the total.

## 2. Comparison with 2017/18

When compared with 2017/18, those who had contact in person (excluding at the roadside or local station) were significantly more likely to *strongly agree/agree* that staff were competent (up from 87% to 91%). In contrast, those who had contact at the roadside were significantly less likely to agree to some extent when compared with 2017/18 (down from 92% to 87%).

Negative ratings have increased in 2018/19 among those who had contact at the roadside (the share *disagreeing/strongly disagreeing* increasing from 3% to 7%, including the share *strongly disagreeing* increasing from 2% to 4%). The share who *strongly disagree* with this statement has also decreased significantly in 2018/19 among those who had contact over the counter at a local station (down from 4% to 1%), however the share *disagreeing* has increased significantly (up from 4% to 7%) meaning that negative ratings overall remain unchanged (8% in both 2017/18 and 2018/19).

**Figure 33: 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 26: Staff Competence – By Point of Contact over Time (Part 1) (%)

	Called Local Station						Over the Counter						Roadside					
	13/14	14/15	15/ 16	16/17	17/18	18/19	13/14	14/15	15/ 16	16/17	17/18	18/19	13/14	14/15	15/ 16	16/17	17/18	18/19
Strongly Agree	50	46	35	49	45	47	54	50	51	48	46	47	50	42	54	51	52	54
Agree	32	43	48	39	42	44	37	34	37	40	38	39	43	48	35	41	40	33
<b>Strongly Agree/Agree</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>85</b>	<b>93</b>	<b>90</b>	<b>89</b>	<b>92</b>	<b>92</b>	<b>87</b>
Neither/nor	7	4	10	6	5	4	5	6	5	7	7	5	2	4	4	4	4	4
Disagree	8	3	6	2	5	3	2	6	3	3	4	7	4	4	5	2	2	3
Strongly Disagree	2	2	1	2	2	2	1	3	2	1	4	1	1	1	1	1	2	4
<b>Disagree/Strongly Disagree</b>	<b>10</b>	<b>5</b>	<b>7</b>	<b>4</b>	<b>6</b>	<b>5</b>	<b>3</b>	<b>9</b>	<b>5</b>	<b>4</b>	<b>8</b>	<b>8</b>	<b>5</b>	<b>5</b>	<b>7</b>	<b>3</b>	<b>3</b>	<b>7</b>
Don't know	1	2	1	2	1	1	1	1	2	1	1	1	0	1	1	1	1	2
Base	243	231	194	417	577	622	448	409	386	414	427	425	844	668	630	588	484	436

Table 26: Staff Competence – By Point of Contact over Time (Part 2) (%)

	Called Comms						Police in Person (excl. roadside and counter)					
	13/14	14/15	15/ 16	16/17	17/18	18/19	13/14	14/15	15/ 16	16/17	17/18	18/19
Strongly Agree	56	59	61	53	52	50	57	55	55	51	53	57
Agree	39	34	31	39	39	41	34	37	36	36	34	35
<b>Strongly Agree/Agree</b>	<b>95</b>	<b>93</b>	<b>92</b>	<b>92</b>	<b>91</b>	<b>91</b>	<b>91</b>	<b>92</b>	<b>91</b>	<b>87</b>	<b>87</b>	<b>91</b>
Neither/nor	2	3	4	3	5	5	4	3	4	6	8	4
Disagree	2	2	3	2	2	3	3	2	2	4	2	3
Strongly Disagree	1	1	1	1	1	1	1	2	2	2	2	1
<b>Disagree/Strongly Disagree</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>	<b>4</b>
Don't know	0	1	1	1	1	1	1	1	1	2	1	1
Base	1226	1149	1104	2071	2402	2223	814	779	681	796	854	887

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 2017/18

In 2018/19, just over four in five respondents (82%) reported that they *strongly agreed* or *agreed* that staff did what they said they would do, this is a significant increase from 2017/18 (80%). The share who *strongly agree* has also significantly increased (from 44% in 2017/18 to 48%).

Six percent of respondents *disagreed/strongly disagreed* in 2018/19 that staff followed through, the same share as 2017/18.

**Table 27: Staff Follow Through – Comparison over Time (%)**

	2013/14	2014/15	2015/16	2016/17	2017/18	2018/19
Strongly Agree	49	<b>46</b>	47	46	44	<b>48</b>
Agree	<b>37</b>	38	36	35	35	34
<b>Strongly Agree/Agree*</b>	<b>86</b>	<b>84</b>	<b>83</b>	<b>81</b>	<b>80</b>	<b>82</b>
Neither/Nor	<b>6</b>	6	<b>4</b>	<b>7</b>	<b>7</b>	6
Disagree	3	3	<b>4</b>	<b>3</b>	<b>4</b>	4
Strongly Disagree	<b>2</b>	2	2	2	2	2
<b>Disagree/Strongly Disagree</b>	<b>5</b>	<b>5</b>	<b>5</b>	<b>5</b>	<b>6</b>	<b>6</b>
Don't know	3	<b>5</b>	<b>7</b>	7	7	<b>6</b>
Base	3489	3140	2925	4402	4737	4564

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

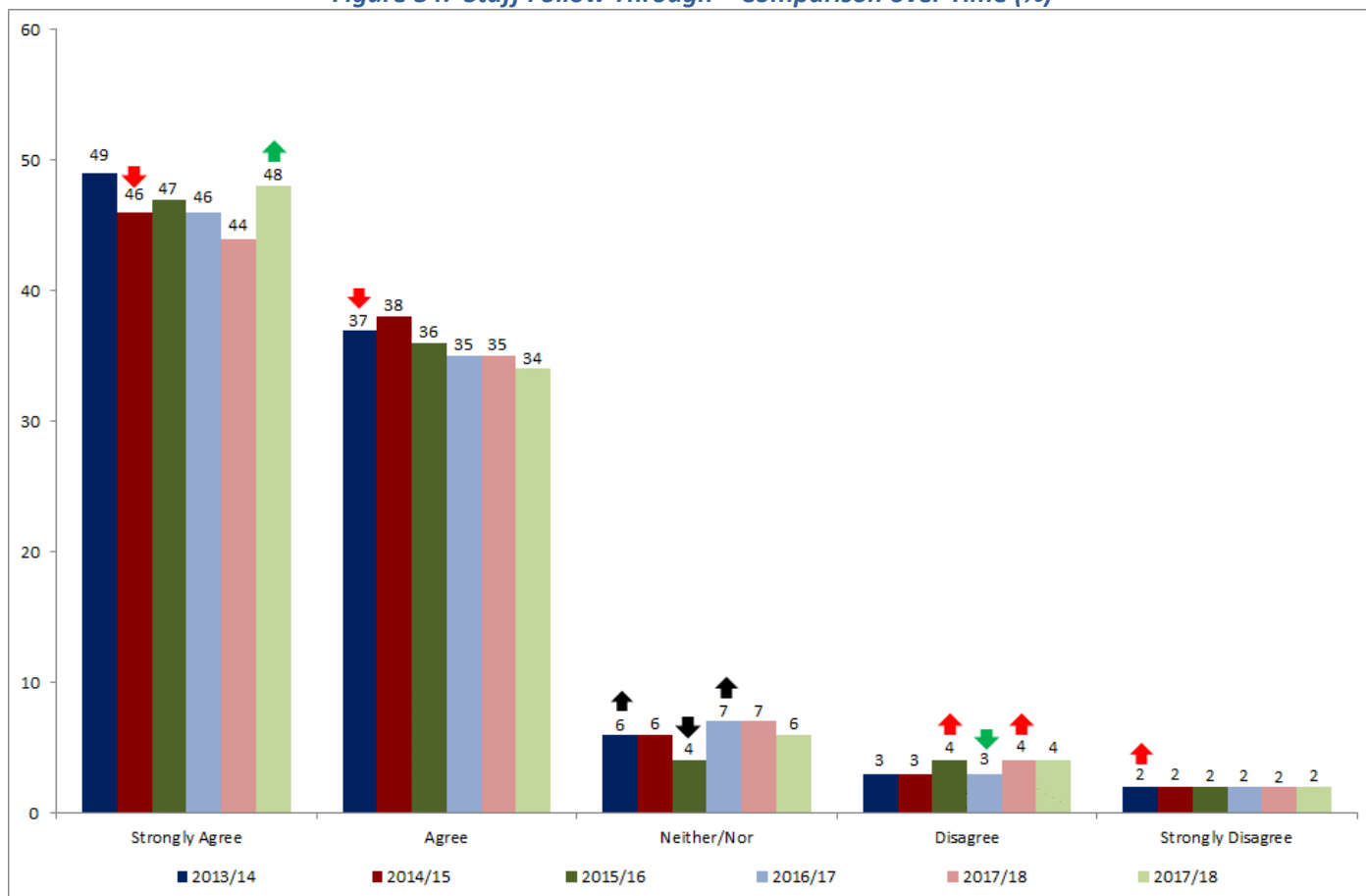
A bold neutral or don't know response indicates a statistically significant change from the previous survey wave.

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



Base: All respondents excluding those giving a 'not applicable' response. 2013/14 n=3489, 2014/15 n=3140, 2015/16 n=2925, 2016/17 n=4402, 2017/18 n=4737, 2018/19 n=4564.

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

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

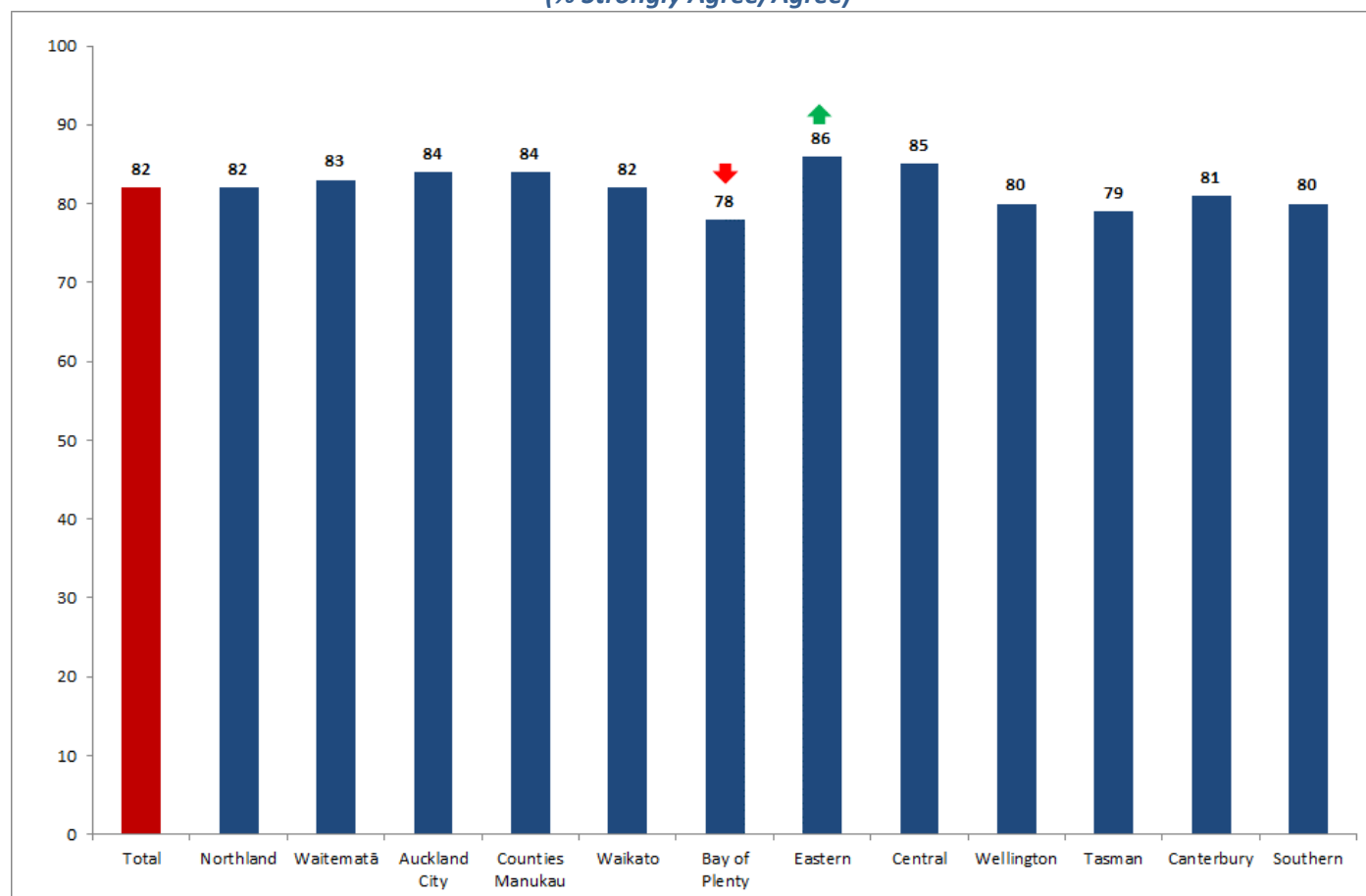
Black arrow indicates a significant change in neutral ratings from the previous survey wave.

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

##### 1. 2018/19

In 2018/19, over four out of five respondents (82%) *strongly agreed* or *agreed* that staff did what they said they would do. Compared with the total, respondents in Eastern District were significantly more likely to *strongly agree/agree* (86%), while those in Bay of Plenty District were significantly less likely to *strongly agree/agree* (78%) with this statement.

**Figure 35: Staff Follow Through - By District in 2018/19**  
(% Strongly Agree/Agree)



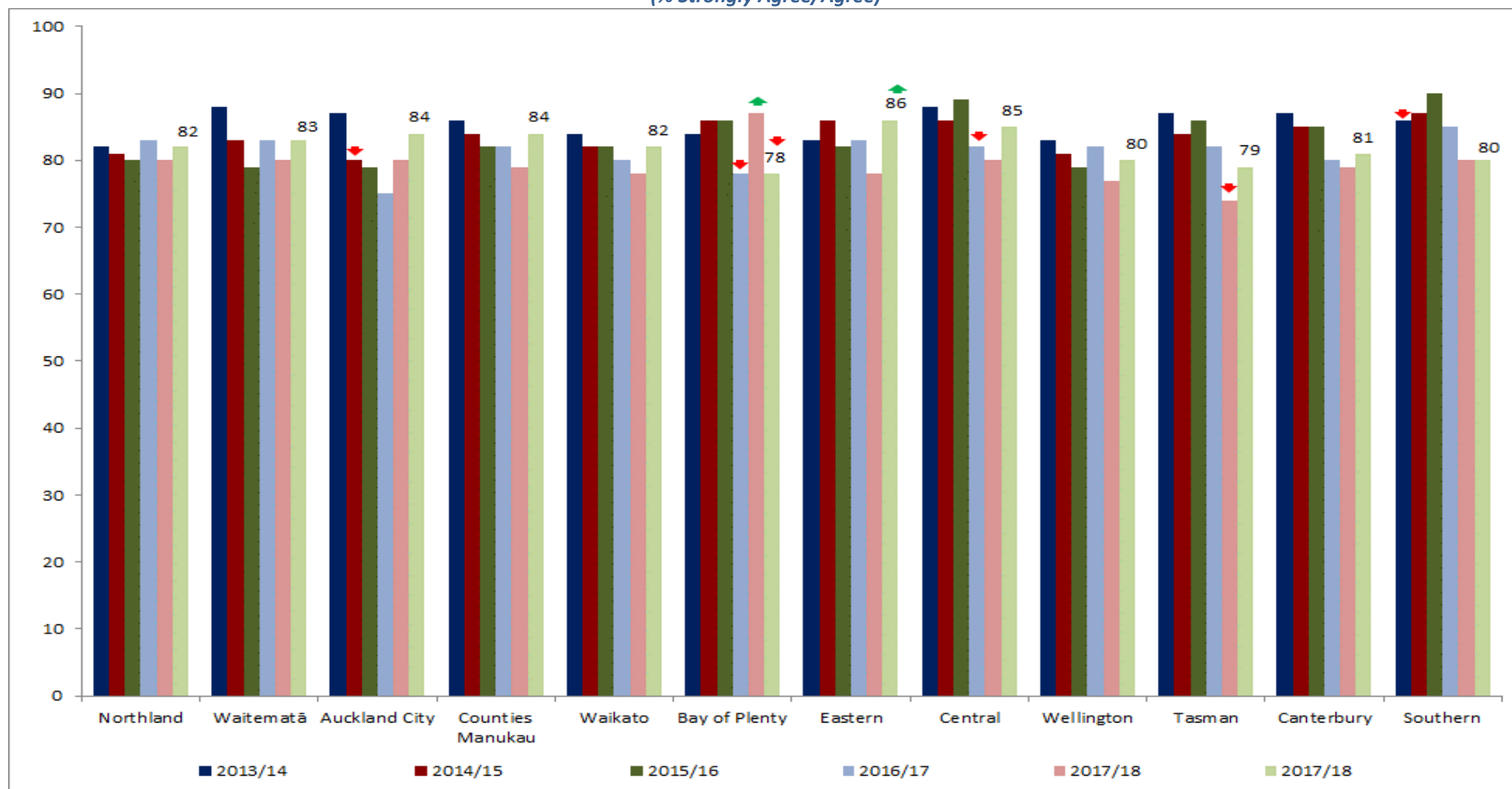
Base: All respondents, excluding 'not applicable' responses. Total 2018/19 n=4564; Northland n=327; Waitematā n=420; Auckland City n=392; Counties n=418; Waikato n=435; Bay of Plenty n=403; Eastern n=348; Central n=401; Wellington n=383; Tasman n=306; Canterbury n=385; Southern n=346.

## 2. Comparison with 2017/18

When compared with the 2017/18 surveying period, those living in the Eastern District are significantly more likely to *agree or strongly agree* that staff did what they said they would do (up from 78% to 86% in 2018/19, including a significant increase in the share who *strongly agree* from 40% to 52%). There has also been a significant increase in the share *strongly agreeing* in 2018/19 among those living in Counties Manukau (up from 39% to 49%) and Canterbury (up from 37% to 45%) districts. In contrast, those living in Bay of Plenty District are significantly less likely to *agree or strongly agree* when compared with 2017/18 results (after a significant increase in 2017/18, ratings are down from 87% to 78% in 2018/19).

In 2018/19, respondents in Eastern (down from 8% to 4%) and Waikato (down from 11% to 6%) districts were significantly less likely to *disagree/strongly disagree* that staff did what they said they would do, while those in Northland District were less likely to *strongly disagree* (down from 4% to 1%). In contrast, there has been a significant increase in the share who *disagree/strongly disagree* in Bay of Plenty District (up from 4% to 8%, including the share *strongly disagreeing* up from 1% to 3%). In Wellington District there has also been a significant increase in the share *strongly disagreeing* in 2018/19 (up from 1% to 3%).

Figure 36: Staff Follow Through - By District over Time  
(% Strongly Agree/Agree)



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

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

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



**Table 28: Staff Follow Through – By District over Time (Part 1) (%)**

	Northland						Waitematā						Auckland City					
	13/14	14/15	15/ 16	16/17	17/18	17/18	13/14	14/15	15/ 16	16/17	17/18	17/18	13/14	14/15	15/ 16	16/17	17/18	17/18
Strongly Agree	50	48	43	51	44	49	52	47	48	45	49	51	51	41	38	41	42	47
Agree	32	33	37	32	36	33	36	36	30	38	32	33	36	39	41	34	38	37
<b>Strongly Agree/Agree</b>	<b>82</b>	<b>81</b>	<b>80</b>	<b>83</b>	<b>80</b>	<b>82</b>	<b>88</b>	<b>83</b>	<b>79</b>	<b>83</b>	<b>80</b>	<b>83</b>	<b>87</b>	<b>80</b>	<b>79</b>	<b>75</b>	<b>80</b>	<b>84</b>
Neither/nor	4	5	6	4	6	6	5	7	5	7	6	6	6	5	6	11	8	8
Disagree	4	4	3	3	3	4	2	4	6	1	4	3	3	5	3	6	3	3
Strongly Disagree	6	5	4	2	4	1	1	1	0	0	1	3	1	4	0	1	2	1
<b>Disagree/Strongly Disagree</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>6</b>	<b>4</b>	<b>9</b>	<b>3</b>	<b>8</b>	<b>4</b>	<b>3</b>
Don't know	4	5	8	8	6	6	4	5	10	8	9	5	3	6	12	6	8	5
Base	292	214	199	289	292	327	296	271	243	355	395	420	247	260	221	364	436	392

**Table 28: Staff Follow Through – By District over Time (Part 2) (%)**

	Counties Manukau						Waikato						Bay of Plenty					
	13/14	14/15	15/ 16	16/17	17/18	17/18	13/14	14/15	15/ 16	16/17	17/18	17/18	13/14	14/15	15/ 16	16/17	17/18	17/18
Strongly Agree	46	44	48	52	39	49	49	45	51	45	43	48	44	48	48	40	54	47
Agree	40	40	34	30	40	35	35	37	32	35	35	34	40	38	38	37	34	30
<b>Strongly Agree/Agree</b>	<b>86</b>	<b>84</b>	<b>82</b>	<b>82</b>	<b>79</b>	<b>84</b>	<b>84</b>	<b>82</b>	<b>82</b>	<b>80</b>	<b>78</b>	<b>82</b>	<b>84</b>	<b>86</b>	<b>86</b>	<b>78</b>	<b>87</b>	<b>78</b>
Neither/nor	6	4	3	7	6	6	5	8	4	6	5	6	7	5	3	6	3	7
Disagree	5	3	4	2	4	4	7	1	4	5	5	3	4	2	3	4	3	5
Strongly Disagree	0	3	2	1	3	2	2	1	3	2	6	4	2	1	2	2	1	3
<b>Disagree/Strongly Disagree</b>	<b>5</b>	<b>6</b>	<b>5</b>	<b>3</b>	<b>7</b>	<b>6</b>	<b>9</b>	<b>2</b>	<b>8</b>	<b>7</b>	<b>11</b>	<b>6</b>	<b>6</b>	<b>3</b>	<b>5</b>	<b>6</b>	<b>4</b>	<b>8</b>
Don't know	3	6	9	9	8	4	2	8	6	7	6	5	3	6	6	10	6	8
Base	279	243	243	364	415	418	325	331	289	418	483	435	317	258	257	375	438	403

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

	Eastern						Central						Wellington					
	13/14	14/15	15/ 16	16/17	17/18	18/19	13/14	14/15	15/ 16	16/17	17/18	18/19	13/14	14/15	15/ 16	16/17	17/18	18/19
Strongly Agree	47	48	47	51	40	52	54	45	48	49	48	48	49	43	53	48	50	51
Agree	36	38	35	33	38	35	34	41	41	33	32	37	34	38	26	34	27	30
<b>Strongly Agree/Agree</b>	<b>83</b>	<b>86</b>	<b>82</b>	<b>83</b>	<b>78</b>	<b>86</b>	<b>88</b>	<b>86</b>	<b>89</b>	<b>82</b>	<b>80</b>	<b>85</b>	<b>83</b>	<b>81</b>	<b>79</b>	<b>82</b>	<b>77</b>	<b>80</b>
Neither/nor	6	3	6	6	7	4	2	5	2	7	8	7	7	7	6	7	9	6
Disagree	6	4	5	3	5	2	2	1	2	3	3	2	4	3	5	2	4	3
Strongly Disagree	2	4	0	1	3	1	2	2	1	0	1	1	1	4	3	4	1	3
<b>Disagree/Strongly Disagree</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>	<b>6</b>
Don't know	3	3	8	7	7	6	6	6	5	8	9	5	5	5	7	6	9	7
Base	300	235	283	384	381	348	309	297	286	431	432	401	298	288	242	411	403	383

Table 28: Staff Follow Through – By District over Time (Part 4) (%)

	Tasman						Canterbury						Southern					
	13/14	14/15	15/ 16	16/17	17/18	18/19	13/14	14/15	15/ 16	16/17	17/18	18/19	13/14	14/15	15/ 16	16/17	17/18	18/19
Strongly Agree	51	43	53	53	39	47	46	48	46	41	37	45	49	53	47	48	43	42
Agree	36	41	33	29	35	31	41	37	40	39	41	35	37	34	43	37	37	38
<b>Strongly Agree/Agree</b>	<b>87</b>	<b>84</b>	<b>86</b>	<b>82</b>	<b>74</b>	<b>79</b>	<b>87</b>	<b>85</b>	<b>85</b>	<b>80</b>	<b>79</b>	<b>81</b>	<b>86</b>	<b>87</b>	<b>90</b>	<b>85</b>	<b>80</b>	<b>80</b>
Neither/nor	3	7	3	4	8	8	7	8	4	5	9	5	9	4	2	6	6	3
Disagree	4	4	4	7	3	5	3	3	4	3	5	8	1	3	2	3	6	5
Strongly Disagree	2	3	4	2	5	3	2	1	2	2	2	1	2	3	1	1	1	2
<b>Disagree/Strongly Disagree</b>	<b>6</b>	<b>7</b>	<b>7</b>	<b>8</b>	<b>9</b>	<b>8</b>	<b>5</b>	<b>4</b>	<b>7</b>	<b>6</b>	<b>7</b>	<b>9</b>	<b>3</b>	<b>6</b>	<b>4</b>	<b>4</b>	<b>6</b>	<b>7</b>
Don't know	4	2	4	6	9	5	1	3	5	9	5	5	2	3	5	6	7	10
Base	283	205	199	260	277	306	287	324	241	406	427	385	256	214	231	345	358	346

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%

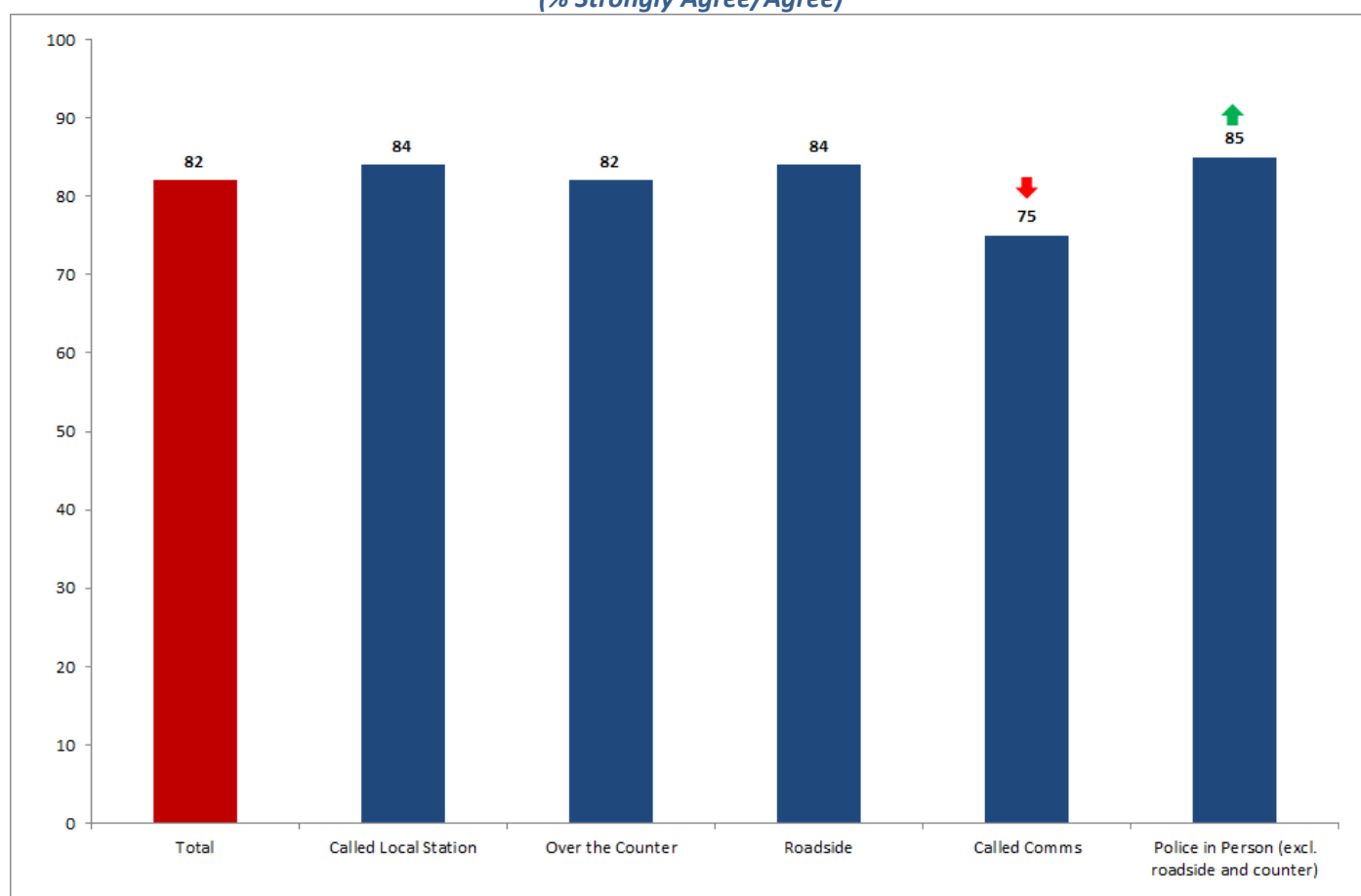
#### 4.4.3. Staff Follow Through – Comparison by Point of Contact

##### 1. 2018/19

In 2018/19 the proportions agreeing with the statement ‘staff did what they said they would do’ varied by point of contact. Respondents who had contact in person (excl. roadside and over the counter) (85%) were significantly more likely to *strongly agree/agree* that staff followed through.

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

**Figure 37: Staff Follow Through - By Point of Contact in 2018/19**  
(% Strongly Agree/Agree)



Base: All respondents, excluding ‘not applicable’ responses. Total 2018/19 n=4564; Called local station n=617; Over the counter n=422; Roadside n=424; Called the Communications Centre n=2179; Police in Person (excl. roadside and counter) n=869.

Green arrow indicates a significantly higher result than the total.

Red arrow indicates a significantly lower result than the total.

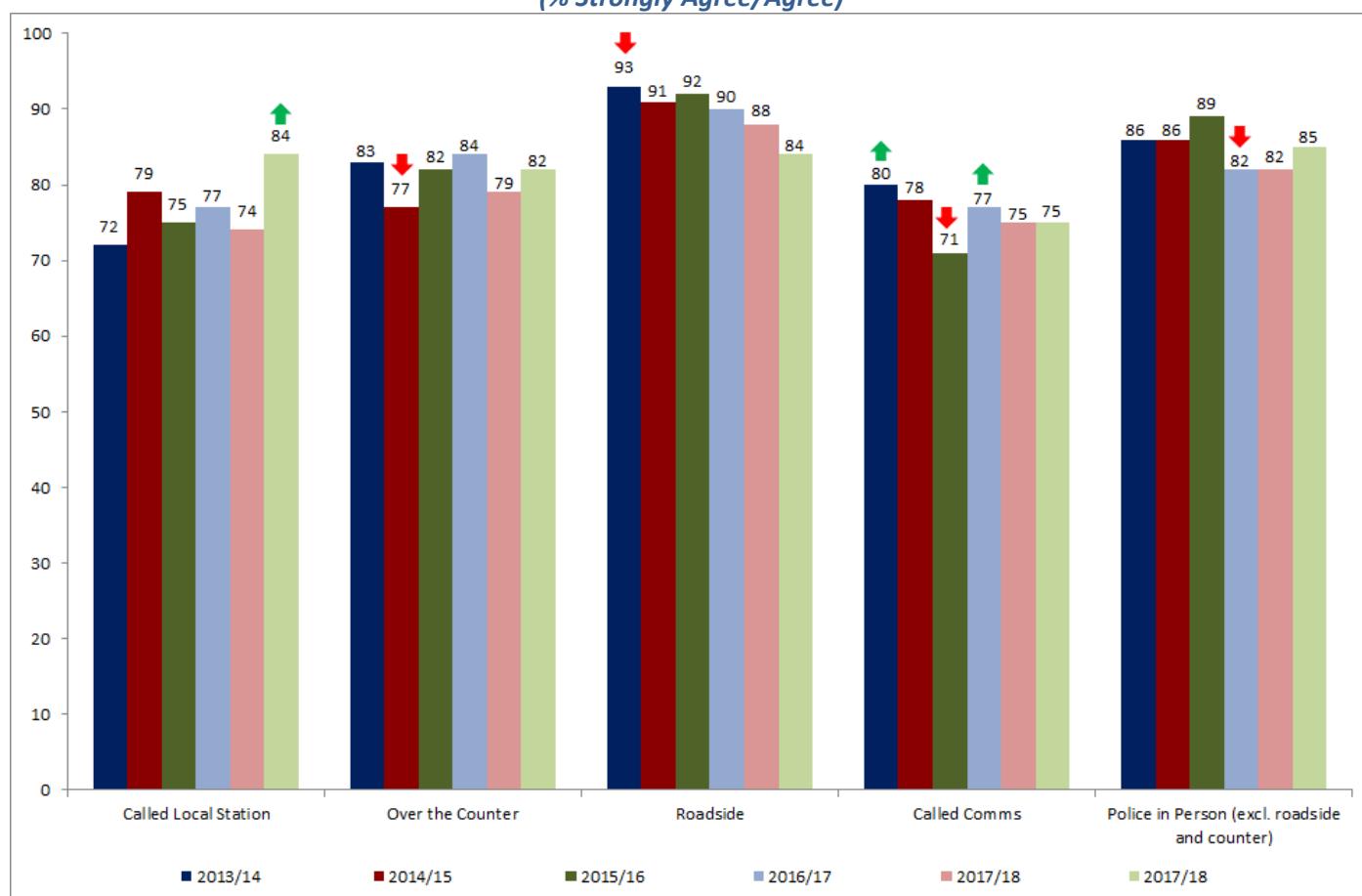
## 2. Comparison with 2017/18

When compared with 2017/18, the share who *agree/strongly agree* that staff did what they said they would do has increase significantly among those who called their local station (up from 74% to 84%).

In contrast, those who had contact at the roadside were significantly more likely to *disagree* or *strongly disagree* when compared with 2017/18 (up from 2% to 5%), including a significantly higher share *strongly disagreeing* (up from 1% to 3%).

Also, of note is that there has been a significant decrease in the share of respondents who called the Communications Centre *strongly disagreeing* with the statement (down from 2% to 1% in 2018/19).

**Figure 38: Staff Follow Through - By Point of Contact over Time  
(% Strongly Agree/Agree)**



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

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

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

Table 29: Staff Follow Through – By Point of Contact over Time (Part 1) (%)

	Called Local Station						Over the Counter						Roadside					
	13/14	14/15	15/ 16	16/17	17/18	18/19	13/14	14/15	15/ 16	16/17	17/18	18/19	13/14	14/15	15/ 16	16/17	17/18	18/19
Strongly Agree	45	44	38	45	43	46	55	46	48	46	42	47	47	42	50	51	46	50
Agree	27	35	37	32	31	38	28	31	34	38	37	36	46	49	42	39	42	34
<b>Strongly Agree/Agree</b>	<b>72</b>	<b>79</b>	<b>75</b>	<b>77</b>	<b>74</b>	<b>84</b>	<b>83</b>	<b>77</b>	<b>82</b>	<b>84</b>	<b>79</b>	<b>82</b>	<b>93</b>	<b>91</b>	<b>92</b>	<b>90</b>	<b>88</b>	<b>84</b>
Neither/nor	9	5	5	8	9	6	7	8	4	7	8	6	4	4	3	4	4	4
Disagree	11	8	10	5	7	4	4	4	6	4	3	2	1	3	2	1	1	2
Strongly Disagree	4	3	1	3	3	3	2	7	3	1	5	3	1	0	1	1	1	3
<b>Disagree/Strongly Disagree</b>	<b>15</b>	<b>11</b>	<b>11</b>	<b>9</b>	<b>10</b>	<b>7</b>	<b>6</b>	<b>11</b>	<b>9</b>	<b>5</b>	<b>8</b>	<b>6</b>	<b>2</b>	<b>3</b>	<b>3</b>	<b>2</b>	<b>2</b>	<b>5</b>
Don't know	4	5	9	7	7	2	4	4	5	4	4	6	1	2	3	4	6	7
Base	233	225	191	409	572	617	435	400	374	407	422	422	830	645	611	577	475	424

Table 29: Staff Follow Through – By Point of Contact over Time (Part 2) (%)

	Called Comms						Police in Person (excl. roadside and counter)					
	13/14	14/15	15/ 16	16/17	17/18	18/19	13/14	14/15	15/ 16	16/17	17/18	18/19
Strongly Agree	47	48	45	45	43	43	52	49	50	48	48	53
Agree	33	30	27	32	33	32	34	37	39	34	34	32
<b>Strongly Agree/Agree</b>	<b>80</b>	<b>78</b>	<b>71</b>	<b>77</b>	<b>75</b>	<b>75</b>	<b>86</b>	<b>86</b>	<b>89</b>	<b>82</b>	<b>82</b>	<b>85</b>
Neither/nor	6	6	5	7	7	8	7	7	4	8	7	5
Disagree	5	2	4	3	4	5	3	2	2	4	2	4
Strongly Disagree	1	2	2	2	2	1	2	2	2	2	2	1
<b>Disagree/Strongly Disagree</b>	<b>6</b>	<b>4</b>	<b>6</b>	<b>4</b>	<b>6</b>	<b>7</b>	<b>5</b>	<b>4</b>	<b>5</b>	<b>6</b>	<b>4</b>	<b>5</b>
Don't know	8	12	18	12	12	11	2	3	2	5	7	5
Base	1200	1122	1078	2019	2370	2179	791	754	660	780	841	869

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 2017/18

In 2018/19, more than three quarters of respondents (77%) *strongly agreed* or *agreed* that their individual circumstances were taken into account, a significant increase compared to 2017/18 (74%). The share who *strongly agree* has also increased significantly in 2018/19 (up from 38% in 2017/18 to 41%).

Only 8% of respondents *strongly disagreed* or *disagreed* with the statement, including 2% who *strongly disagreed* (down significantly from 3% in 2017/18).

**Table 30: Individual Circumstances Were Taken into Account – Comparison over Time (%)**

	2013/14	2014/15	2015/16	2016/17	2017/18	2018/19
Strongly Agree	44	41	41	37	38	41
Agree	36	38	37	37	36	37
<b>Strongly Agree/Agree</b>	<b>80</b>	<b>79</b>	<b>78</b>	<b>75</b>	<b>74</b>	<b>77</b>
Neither/Nor	10	10	9	12	11	9
Disagree	5	6	7	5	6	6
Strongly Disagree	4	3	3	2	3	2
<b>Disagree/Strongly Disagree</b>	<b>9</b>	<b>9</b>	<b>11</b>	<b>7</b>	<b>9</b>	<b>8</b>
Don't know	1	2	3	6	6	6
Base	3444	3086	2839	4269	4690	4504

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

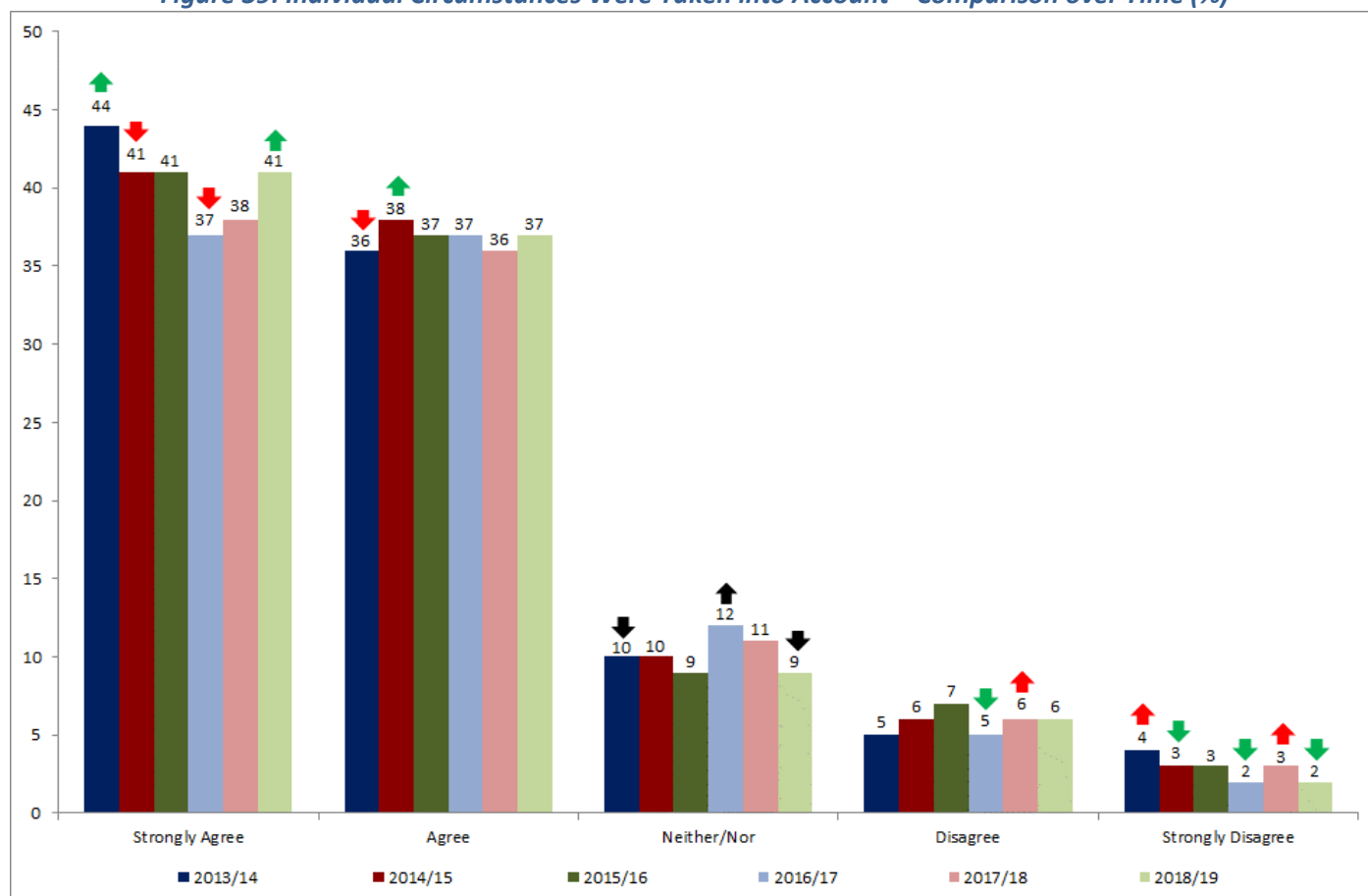
A bold neutral or don't know response indicates a statistically significant change from the previous survey wave.

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



Base: All respondents excluding those giving a 'not applicable' response. 2013/14 n=3444, 2014/15 n=3086, 2015/16 n=2839, 2016/17 n=4269, 2017/18 n=4690, 2018/19 n=4504.

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.

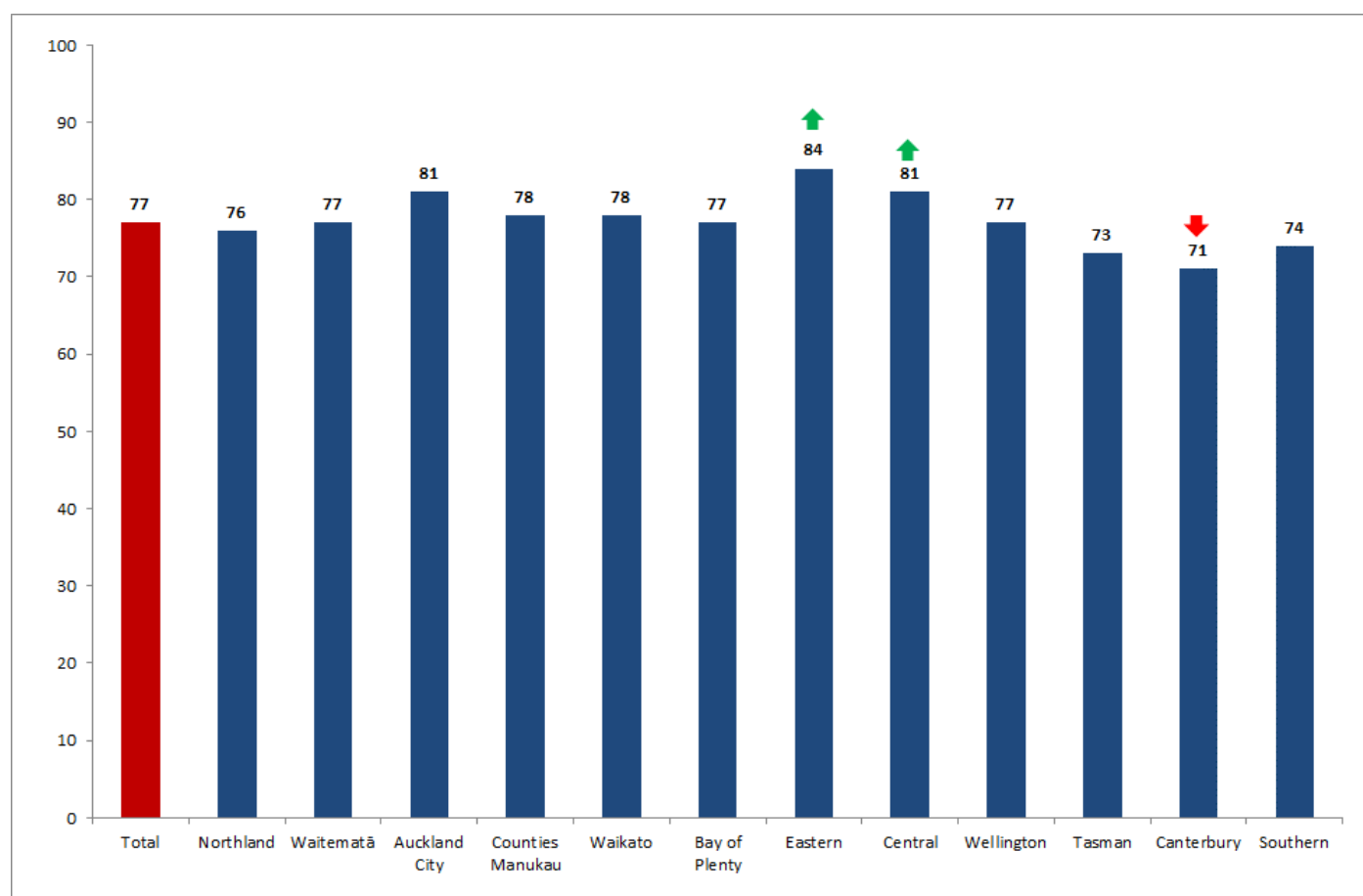
#### 4.5.2. Individual Circumstances Were Taken into Account - Comparison by District

##### 1. 2018/19

Over three quarters of all respondents (77%) agreed to some extent that their individual circumstances were taken into account, with respondents living in the Eastern (84%) and Central (81%) districts statistically significantly more likely to *strongly agree* or *agree* with this statement.

Those living in Canterbury District (71%) were significantly less likely to *strongly agree/agree*.

**Figure 40: Individual Circumstances Were Taken into Account - By District in 2018/19**  
(% Strongly Agree/Agree)



Base: All respondents, excluding 'not applicable' responses. Total 2018/19 n=4504; Northland n=321, Waitematā n=417; Auckland City n=376; Counties n=418; Waikato n=436; Bay of Plenty n=392; Eastern n=346; Central n=394; Wellington n=373; Tasman n=305; Canterbury n=384; Southern n=342.

Green arrow indicates a significantly higher result than the total.

Red arrow indicates a significantly lower result than the total.



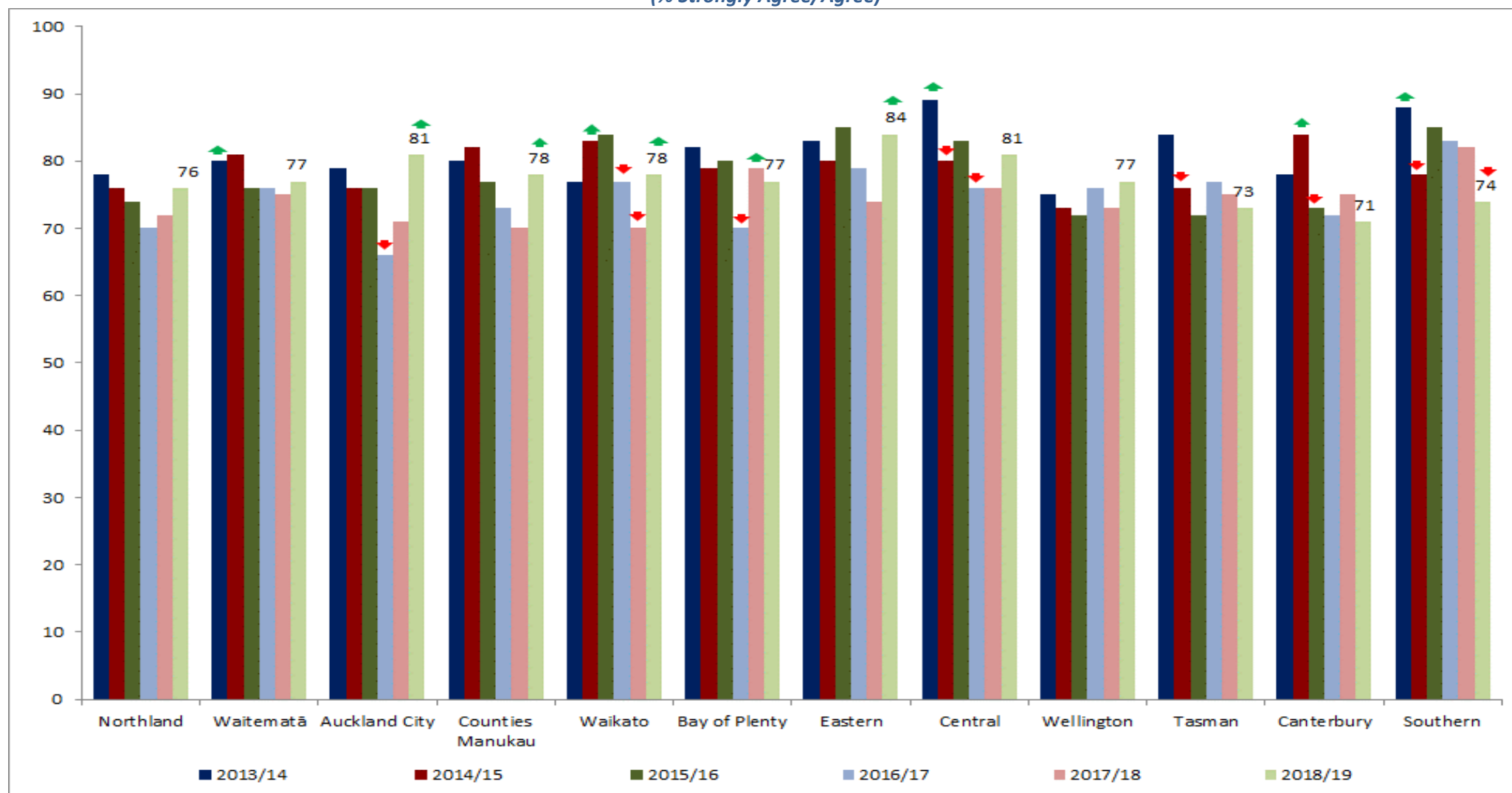
## 2. Comparison with 2017/18

When compared with 2017/18, there have been increases in the share of respondents who either *strongly agree* or *agree* that their individual circumstances were taken into account across a number of districts, including significant increases for Eastern (up from 74% to 84%), Auckland City (up from 71% to 81%), Counties Manukau (up from 70% to 78%) and Waikato (after two years of significant declines, up from 70% in 2017/18 to 78%) districts. There were also significant increases in the share *strongly agreeing* in both Auckland City District (up from 34% in 2017/18 to 45%) and Counties Manukau District (up from 32% to 43%).

Also of note is that after significant increases in 2017/18, the share who *strongly disagree/disagree* decreased significantly in both Counties Manukau (down from 14% to 7%) and Waikato (down from 14% to 8%) district in 2018/19. Waikato District (down from 7% to 2%) along with Eastern District (down from 4% to 1%) also saw a significant decline in the share *strongly disagreeing* when compared with 2017/18).

In contrast, Southern District was the only district to experience significant negative changes in ratings in 2018/19, including a significant decline in the share strongly agreeing/agreeing (down from 82% to 74%) and a significant increase in the share disagreeing to some extent (the share *disagreeing/strongly disagreeing* up from 8% to 12%).

Figure 41: Individual Circumstances Were Taken into Account - By District over Time  
(% Strongly Agree/Agree)



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

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

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

**Table 31: Individual Circumstances Were Taken into Account – By District over Time (Part 1) (%)**

	Northland						Waitematā						Auckland City					
	13/14	14/15	15/ 16	16/17	17/18	18/19	13/14	14/15	15/ 16	16/17	17/18	18/19	13/14	14/15	15/ 16	16/17	17/18	18/19
Strongly Agree	41	39	42	37	41	42	48	40	41	38	43	41	43	40	34	36	34	45
Agree	37	37	32	34	31	34	32	41	35	38	32	36	36	36	42	30	37	36
<b>Strongly Agree/Agree</b>	<b>78</b>	<b>76</b>	<b>74</b>	<b>70</b>	<b>72</b>	<b>76</b>	<b>80</b>	<b>81</b>	<b>76</b>	<b>76</b>	<b>75</b>	<b>77</b>	<b>79</b>	<b>76</b>	<b>76</b>	<b>66</b>	<b>71</b>	<b>81</b>
Neither/nor	10	10	9	11	12	8	11	9	9	9	10	10	13	14	11	19	18	11
Disagree	7	7	9	5	4	4	4	5	9	6	6	3	5	6	7	7	5	5
Strongly Disagree	3	5	4	2	3	2	3	2	3	2	2	4	2	2	3	4	2	1
<b>Disagree/Strongly Disagree</b>	<b>10</b>	<b>12</b>	<b>12</b>	<b>7</b>	<b>7</b>	<b>6</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>	<b>5</b>
Don't know	2	2	5	11	9	10	2	3	4	6	6	7	1	2	4	5	5	3
Base	289	212	191	290	286	321	288	268	220	351	392	417	242	244	216	351	428	376

**Table 31: Individual Circumstances Were Taken into Account – By District over Time (Part 2) (%)**

	Counties Manukau						Waikato						Bay of Plenty					
	13/14	14/15	15/ 16	16/17	17/18	18/19	13/14	14/15	15/ 16	16/17	17/18	18/19	13/14	14/15	15/ 16	16/17	17/18	18/19
Strongly Agree	38	40	45	38	32	43	46	39	47	35	33	39	41	40	36	36	46	40
Agree	42	42	32	35	38	35	31	44	37	42	37	39	41	39	44	34	33	37
<b>Strongly Agree/Agree</b>	<b>80</b>	<b>82</b>	<b>77</b>	<b>73</b>	<b>70</b>	<b>78</b>	<b>77</b>	<b>83</b>	<b>84</b>	<b>77</b>	<b>70</b>	<b>78</b>	<b>82</b>	<b>79</b>	<b>80</b>	<b>70</b>	<b>79</b>	<b>77</b>
Neither/nor	12	7	6	11	11	10	10	7	7	12	11	7	7	9	9	15	8	8
Disagree	6	5	10	6	10	5	6	6	5	4	6	7	7	6	4	5	4	6
Strongly Disagree	0	5	6	1	3	2	5	2	3	1	7	2	3	2	5	2	2	3
<b>Disagree/Strongly Disagree</b>	<b>6</b>	<b>10</b>	<b>15</b>	<b>7</b>	<b>14</b>	<b>7</b>	<b>11</b>	<b>8</b>	<b>8</b>	<b>5</b>	<b>14</b>	<b>8</b>	<b>10</b>	<b>8</b>	<b>8</b>	<b>7</b>	<b>7</b>	<b>10</b>
Don't know	2	1	3	8	6	4	2	2	2	6	5	7	1	4	3	8	6	5
Base	276	242	242	351	411	418	325	323	290	400	482	436	315	255	252	365	436	392

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

	Eastern						Central						Wellington					
	13/14	14/15	15/ 16	16/17	17/18	18/19	13/14	14/15	15/ 16	16/17	17/18	18/19	13/14	14/15	15/ 16	16/17	17/18	18/19
Strongly Agree	43	49	48	38	38	45	46	46	42	38	39	38	41	41	38	42	40	43
Agree	40	31	37	41	36	38	43	34	41	39	38	44	34	32	34	34	33	35
<b>Strongly Agree/Agree</b>	<b>83</b>	<b>80</b>	<b>85</b>	<b>79</b>	<b>74</b>	<b>84</b>	<b>89</b>	<b>80</b>	<b>83</b>	<b>76</b>	<b>76</b>	<b>81</b>	<b>75</b>	<b>73</b>	<b>72</b>	<b>76</b>	<b>73</b>	<b>77</b>
Neither/nor	9	5	5	13	11	7	4	10	10	9	10	7	13	16	13	13	11	7
Disagree	3	11	7	4	6	5	5	8	3	5	3	3	7	5	6	6	4	7
Strongly Disagree	4	3	1	1	4	1	1	1	3	2	1	1	4	6	6	2	2	2
<b>Disagree/Strongly Disagree</b>	<b>7</b>	<b>14</b>	<b>7</b>	<b>5</b>	<b>10</b>	<b>6</b>	<b>6</b>	<b>9</b>	<b>5</b>	<b>7</b>	<b>5</b>	<b>4</b>	<b>11</b>	<b>11</b>	<b>12</b>	<b>8</b>	<b>6</b>	<b>10</b>
Don't know	1	1	3	4	5	3	1	1	2	8	9	8	1	0	4	3	10	6
Base	301	231	270	370	377	346	301	290	274	419	426	394	288	285	226	396	394	373

**Table 31: Individual Circumstances Were Taken into Account – By District over Time (Part 4) (%)**

	Tasman						Canterbury						Southern					
	13/14	14/15	15/ 16	16/17	17/18	18/19	13/14	14/15	15/ 16	16/17	17/18	18/19	13/14	14/15	15/ 16	16/17	17/18	18/19
Strongly Agree	47	35	34	45	35	36	40	41	38	34	35	38	54	42	44	35	41	37
Agree	37	41	39	32	39	37	38	43	34	38	40	32	34	36	40	49	41	37
<b>Strongly Agree/Agree</b>	<b>84</b>	<b>76</b>	<b>72</b>	<b>77</b>	<b>75</b>	<b>73</b>	<b>78</b>	<b>84</b>	<b>73</b>	<b>72</b>	<b>75</b>	<b>71</b>	<b>88</b>	<b>78</b>	<b>85</b>	<b>83</b>	<b>82</b>	<b>74</b>
Neither/nor	7	12	8	9	8	9	11	8	11	12	14	13	6	8	6	6	8	6
Disagree	7	4	8	3	9	5	4	4	13	4	6	7	4	10	6	5	4	8
Strongly Disagree	2	6	8	2	2	3	6	2	1	3	3	1	2	3	3	2	3	4
<b>Disagree/Strongly Disagree</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>9</b>	<b>6</b>	<b>13</b>	<b>9</b>	<b>6</b>	<b>8</b>	<b>12</b>
Don't know	0	2	4	10	6	9	1	2	3	8	3	8	0	1	1	4	3	7
Base	278	202	197	246	270	305	281	321	238	395	426	384	260	213	223	335	362	342

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

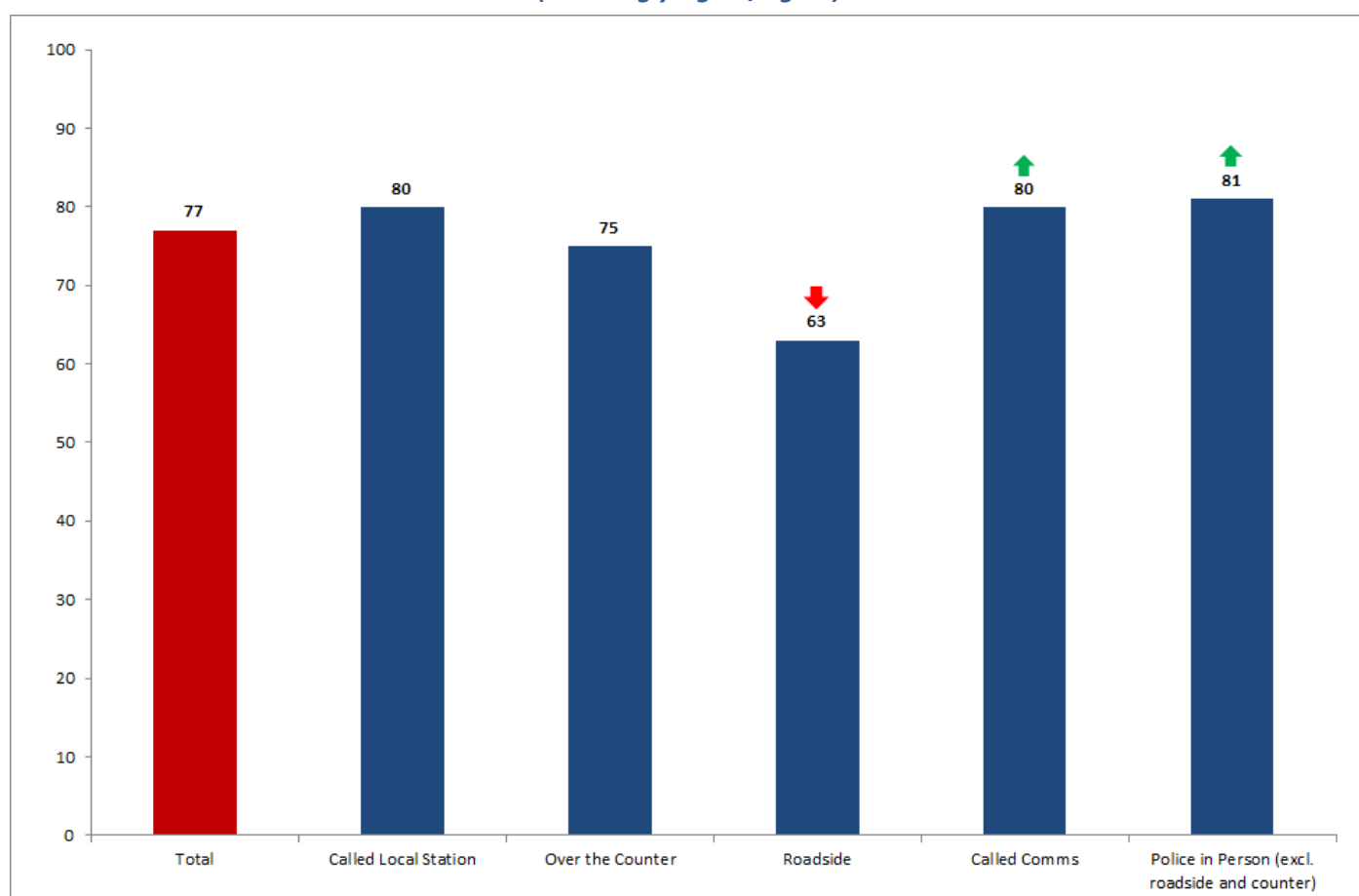
##### 1. 2018/19

Over three quarters (77%) of respondents *strongly agreed* or *agreed* that their individual circumstances were taken into account.

Respondents whose point of contact was either in person (excluding roadside or over the counter contact) (81%) or by calling the Communications Centre (80%) 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 (63%).

**Figure 42: Individual Circumstances Were Taken into Account - by Point of Contact in 2018/19**  
(% Strongly Agree/Agree)



Base: All respondents, excluding 'not applicable' responses. Total 2018/19 n=4504; Called local station n=606; Over the counter n=420; Roadside n=418; Called the Communications Centre n=2138; Police in Person (excl. roadside and counter) n=870.

Green arrow indicates a significantly higher result than the total.

Red arrow indicates a significantly lower result than the total.

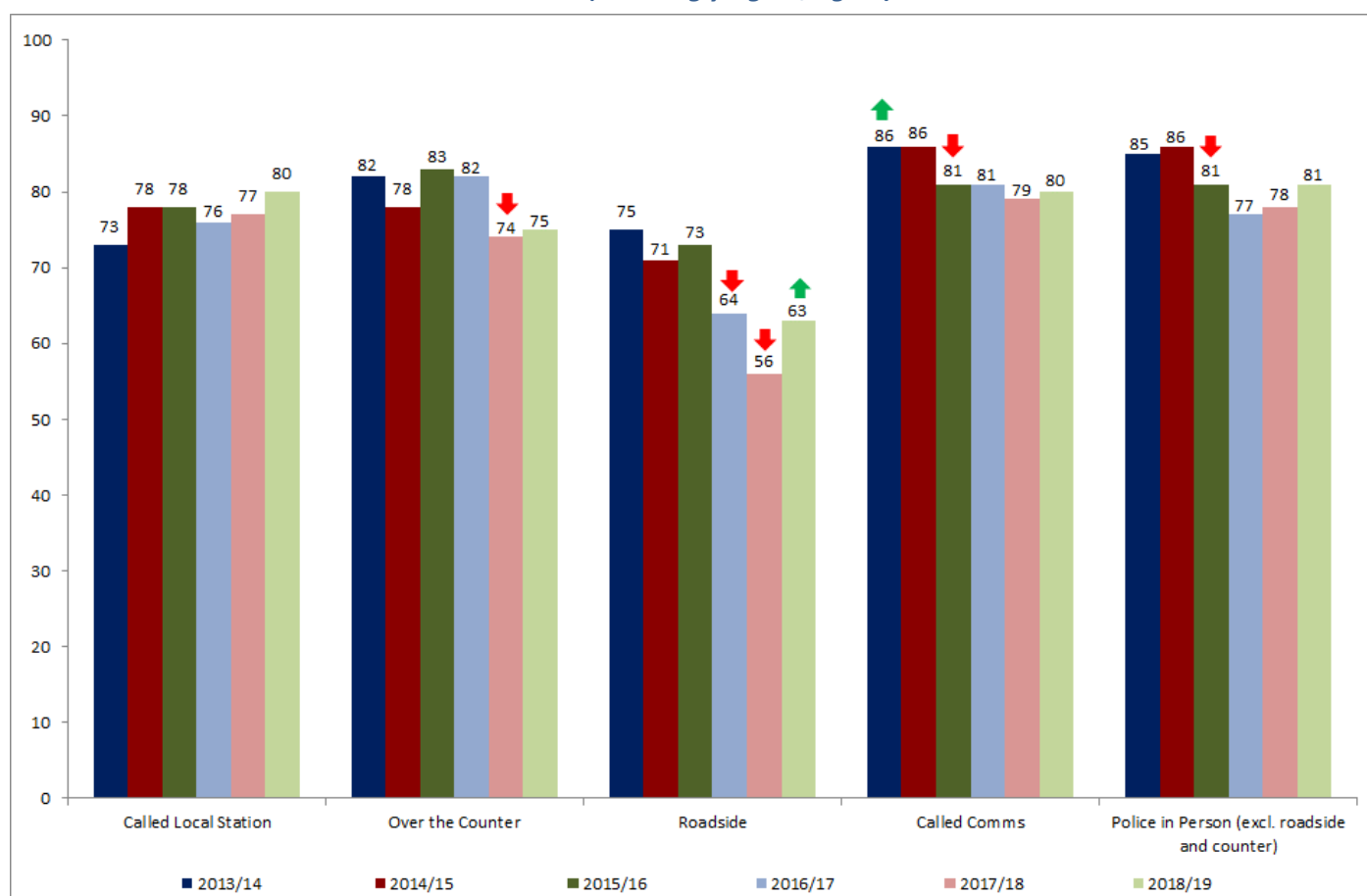
## 2. Comparison with 2017/18

Following two years of significant declines, this measure there has been a significant increase in total positive ratings among those who had contact at the roadside (up from 56% *strongly agreeing/agreeing* in 2017/18, to 63%). Those who had contact at the roadside were also significantly more likely to *strongly agree* that their circumstances were taken into account in 2018/19 (up from 29% to 36%), as were those who had contact in person (excluding at the roadside or over the counter) (up from 44% to 49%).

When compared with 2017/18 results, there have been significant declines in the share *strongly disagreeing* among those who called the Communications Centre (down from 3% to 1%) and those who had contact in person (excluding at the roadside or over the counter) (down from 4% to 2%).

In contrast, there have not been any **significant** declines in the share *strongly agreeing/agreeing* or increases the share *disagreeing/strongly disagreeing* that their individual circumstances were taken into account when compared with 2017/18.

**Figure 43: Individual Circumstances Were Taken into Account - By Point of Contact over Time**  
(% Strongly Agree/Agree)



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

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

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

**Table 32: Individual Circumstances Were Taken into Account - By Point of Contact over Time (Part 1) (%)**

	Called Local Station						Over the Counter						Roadside					
	13/14	14/15	15/ 16	16/17	17/18	18/19	13/14	14/15	15/ 16	16/17	17/18	18/19	13/14	14/15	15/ 16	16/17	17/18	18/19
Strongly Agree	44	34	34	41	39	37	49	47	46	37	37	38	35	29	38	32	29	36
Agree	29	44	45	34	39	42	33	31	37	44	37	37	40	42	35	32	27	26
<b>Strongly Agree/Agree</b>	<b>73</b>	<b>78</b>	<b>78</b>	<b>76</b>	<b>77</b>	<b>80</b>	<b>82</b>	<b>78</b>	<b>83</b>	<b>82</b>	<b>74</b>	<b>75</b>	<b>75</b>	<b>71</b>	<b>73</b>	<b>64</b>	<b>56</b>	<b>63</b>
Neither/nor	12	12	5	12	13	9	9	10	6	8	11	9	14	13	11	17	16	10
Disagree	10	6	12	7	5	6	6	7	7	6	7	5	5	10	9	4	10	8
Strongly Disagree	4	4	2	2	3	2	2	4	3	2	3	4	5	4	5	3	3	2
<b>Disagree/Strongly Disagree</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>9</b>	<b>10</b>	<b>14</b>	<b>14</b>	<b>7</b>	<b>13</b>	<b>10</b>
Don't know	1	0	2	4	3	3	1	1	1	3	5	8	1	2	3	11	15	17
Base	233	227	185	403	565	606	431	400	357	404	422	420	804	629	605	578	470	418

**Table 32: Individual Circumstances Were Taken into Account - By Point of Contact over Time (Part 2) (%)**

	Called Comms						Police in Person (excl. roadside and counter)					
	13/14	14/15	15/ 16	16/17	17/18	18/19	13/14	14/15	15/ 16	16/17	17/18	18/19
Strongly Agree	47	52	45	41	39	40	49	45	41	39	44	49
Agree	39	34	37	40	41	39	36	41	39	38	34	32
<b>Strongly Agree/Agree</b>	<b>86</b>	<b>86</b>	<b>81</b>	<b>81</b>	<b>79</b>	<b>80</b>	<b>85</b>	<b>86</b>	<b>81</b>	<b>77</b>	<b>78</b>	<b>81</b>
Neither/nor	6	6	8	8	10	10	7	8	8	12	9	7
Disagree	4	4	5	5	5	5	4	3	7	5	4	4
Strongly Disagree	2	2	2	3	3	1	3	2	3	2	4	2
<b>Disagree/Strongly Disagree</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>	<b>6</b>
Don't know	2	2	5	4	3	3	1	1	2	4	6	6
Base	1193	1090	1031	1982	2333	2138	783	745	652	771	844	870

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 2017/18

Three quarters of respondents (75%) *strongly agree* or *agree* that the service they received was an example of good value for tax dollars spent. This share is up slightly (but not statistically significantly) from 74% in 2017/18. However, the share who *strongly agree* has increased significantly in 2018/19 (36%, up from 33% in 2017/18).

Nine percent of respondents either *disagreed* or *strongly disagreed* that the Police service they received was an example of good value for tax dollars spent, down slightly from 9% in 2017/18 (a slight but statistically significant decline). After an increase in 2017/18, the share who *strongly disagreed* has also decreased significantly (down from 4% to 3% in 2018/19).

**Table 33: Good Value for Tax Dollars Spent – Comparison over Time (%)**

	2013/14	2014/15	2015/16	2016/17	2017/18	2018/19
Strongly Agree	31	29	32	33	33	36
Agree	43	46	43	40	40	39
<b>Strongly Agree/Agree</b>	<b>74</b>	<b>75</b>	<b>75</b>	<b>73</b>	<b>74</b>	<b>75</b>
Neither/Nor	13	13	12	14	13	12
Disagree	7	7	7	6	6	6
Strongly Disagree	4	4	4	3	4	3
<b>Disagree/Strongly Disagree</b>	<b>11</b>	<b>11</b>	<b>11</b>	<b>9</b>	<b>10</b>	<b>9</b>
Don't know	2	1	2	3	3	4
Base	3564	3211	2982	4343	4778	4629

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.

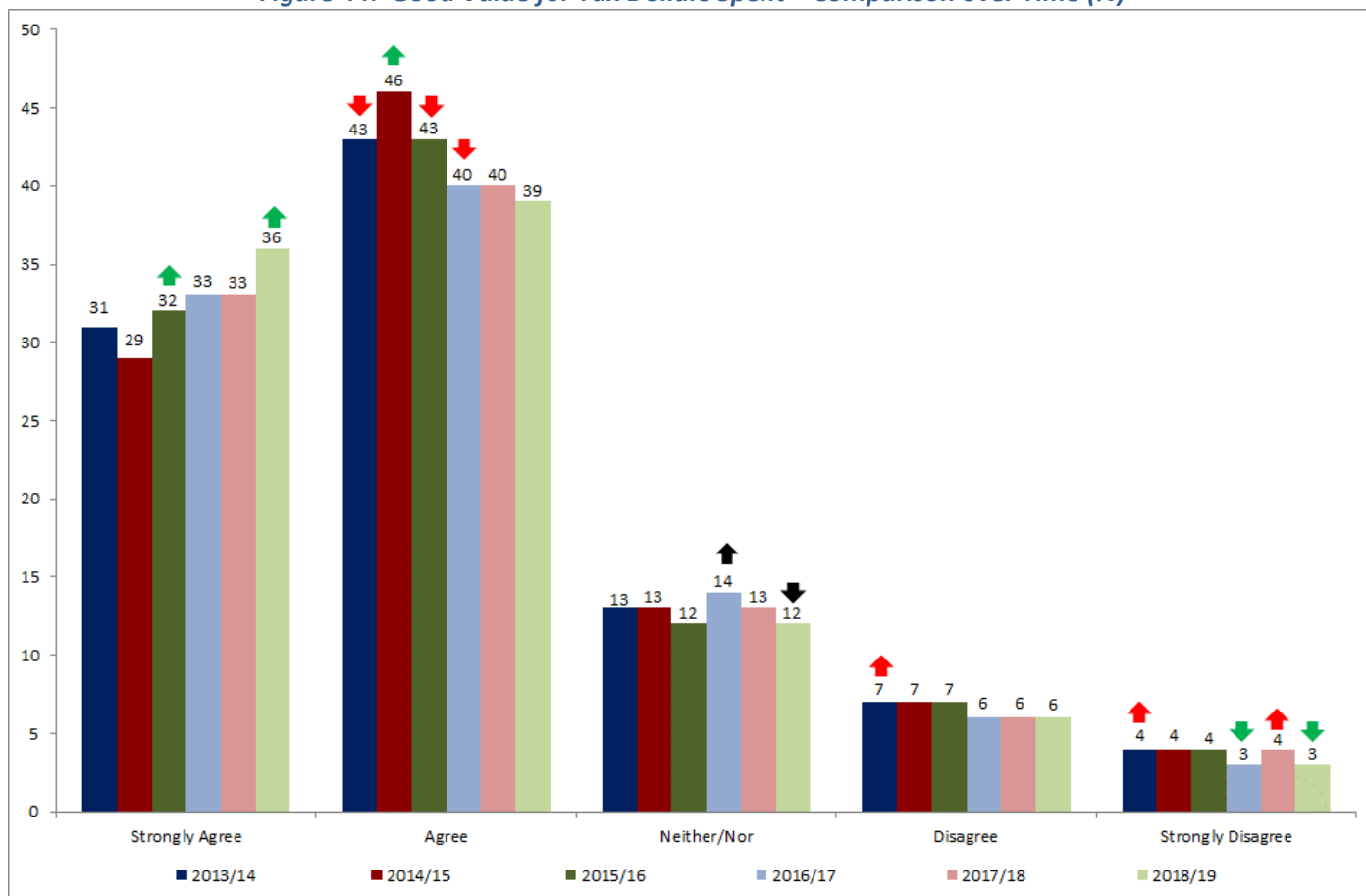
Green highlighting denotes a statistically significant improvement from the previous survey wave.

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



Base: All respondents, excluding those giving a 'not applicable' response. 2013/14 n=3564, 2014/15 n=3211, 2015/16 n=2982, 2016/17 n=4343, 2017/18 n=4778, 2018/19 n=4629.

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.

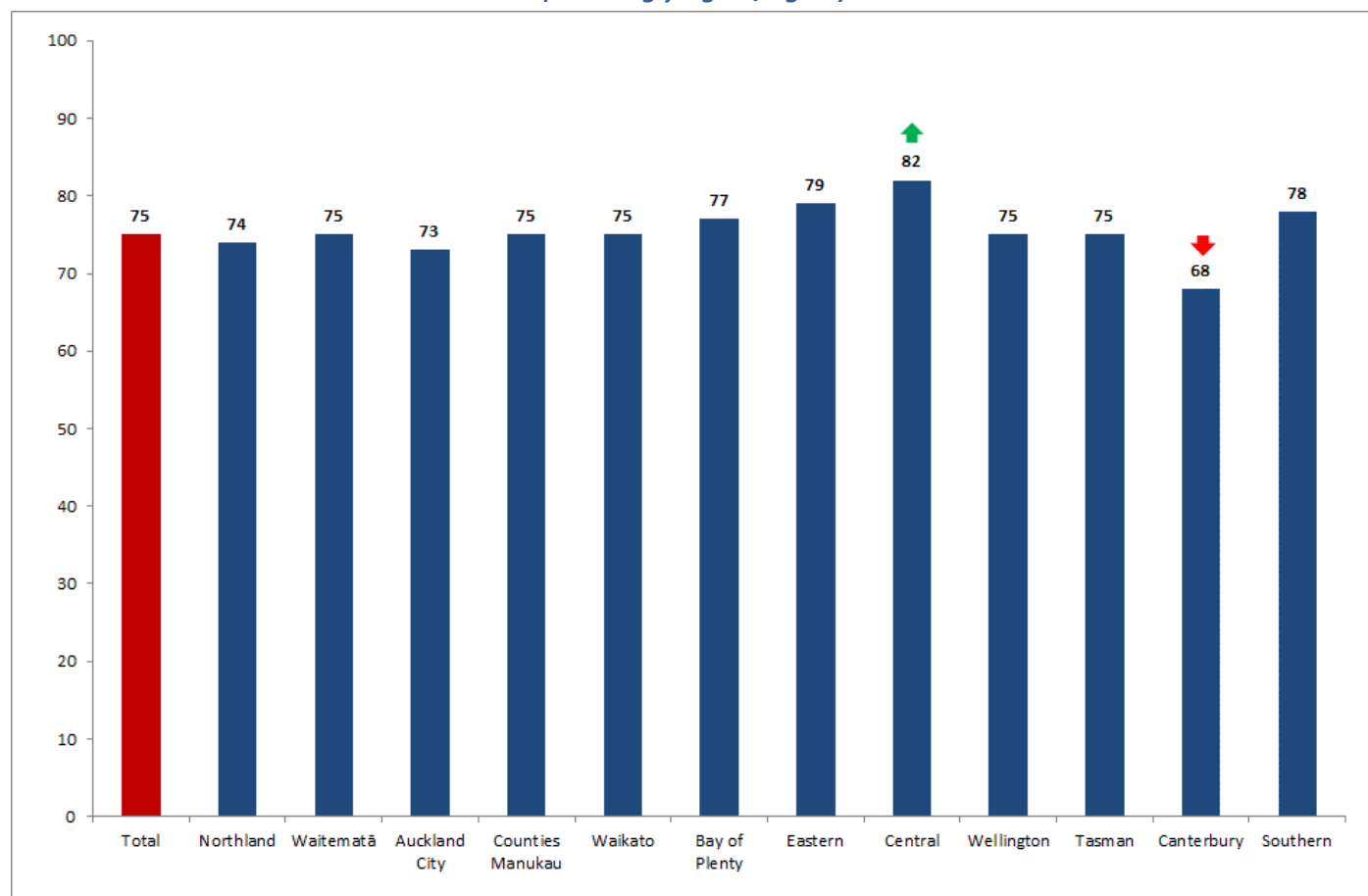
Red arrow indicates a significant negative change from the previous survey wave.

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

##### 1. 2018/19

In 2018/19, three quarters of all respondents (75%) *strongly agree* or *agree* that the service is good value for tax dollars spent. When compared with all other districts, those in the Central District were significantly more likely to *agree* or *strongly agree* with this statement (82%), while those in the Canterbury District (68% agreeing to some extent) were significantly less likely to.

**Figure 45: Good Value for Tax Dollars Spent - By District in 2018/19**  
(% Strongly Agree/Agree)



Base: All respondents, excluding 'not applicable' responses. Total 2018/19 n=4629; Northland n=330; Waitematā n=430; Auckland City n=399; Counties n=424; Waikato n=439; Bay of Plenty n=405; Eastern n=358; Central n=408; Wellington n=387; Tasman n=306; Canterbury n=393; Southern n=350.

Green arrow indicates a significantly higher result than the total.

Red arrow indicates a significantly lower result than the total.

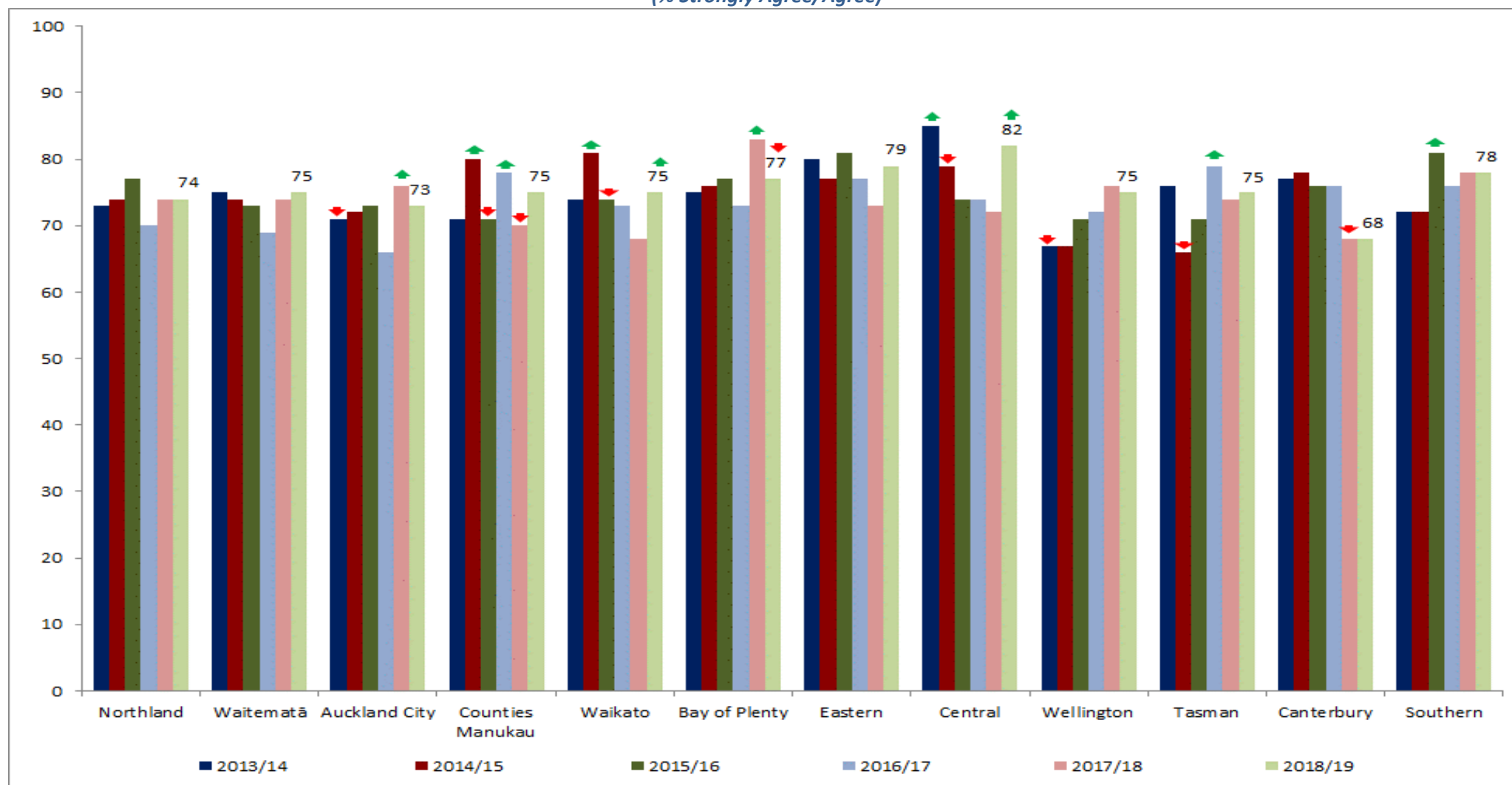
## 2. Comparison with 2017/18

When compared with 2017/18, 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 Central (up from 72% to 82%) and Waikato (up from 68%, to 75%) districts. After significant declines in 2017/18, in 2018/19 Wellington and Counties Manukau districts have both had significant increases in the share who *strongly agree* (Wellington District up from 30% to 41% and Counties Manukau District up from 26% to 36%).

In contrast, between 2017/18 and 2018/19 there has been a significant decrease in the share who *agree/strongly agree* in Bay of Plenty District (down from 83% to 77%), including a significantly lower share *strongly agreeing* (down from 39% to 30%).

As well as changes in the share of positive responses in 2018/19, there has also been a significant decrease in the share who *strongly disagree/disagree* that the service was an example of good value for tax dollars spent in Counties Manukau District (down from 16% to 7%, including those *strongly disagreeing* down from 8% to 2%) and Waikato District (down from 16% to 10%), as well as in Eastern (down from 14% to 6%, including the share *strongly disagreeing* down from 5% to 1%) and Tasman (those disagreeing to some extent down from 12% to 6%) districts. Auckland City District also had a significant decline in the share strongly disagreeing (down from 4% in 2017/18 to 1% in 2018/19). Conversely, those in Canterbury District were significantly more likely to *strongly disagree/disagree* in 2018/19 (up from 9% in 2017/18 to 14%).

Figure 46: Good Value for Tax Dollars Spent - By District over Time  
(% Strongly Agree/Agree)



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

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

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

**Table 34: Good Value for Tax Dollars Spent – By District over Time (Part 1) (%)**

	Northland						Waitematā						Auckland City					
	13/14	14/15	15/ 16	16/17	17/18	18/19	13/14	14/15	15/ 16	16/17	17/18	18/19	13/14	14/15	15/ 16	16/17	17/18	18/19
Strongly Agree	30	28	33	28	38	42	38	28	34	28	37	40	30	29	22	28	36	40
Agree	43	46	44	43	36	32	37	46	39	41	37	35	41	43	51	39	40	33
<b>Strongly Agree/Agree</b>	<b>73</b>	<b>74</b>	<b>77</b>	<b>70</b>	<b>74</b>	<b>74</b>	<b>75</b>	<b>74</b>	<b>73</b>	<b>69</b>	<b>74</b>	<b>75</b>	<b>71</b>	<b>72</b>	<b>73</b>	<b>66</b>	<b>76</b>	<b>73</b>
Neither/nor	13	10	9	17	8	12	13	18	11	20	14	10	17	12	15	19	14	16
Disagree	8	5	7	6	6	4	5	5	8	5	5	6	7	9	6	6	5	5
Strongly Disagree	5	8	5	5	6	4	3	2	6	1	4	4	2	6	4	3	4	1
<b>Disagree/Strongly Disagree</b>	<b>13</b>	<b>13</b>	<b>12</b>	<b>11</b>	<b>12</b>	<b>8</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>	<b>6</b>
Don't know	1	3	2	2	5	7	4	1	2	6	4	5	3	1	3	5	2	5
Base	298	219	205	293	291	330	302	277	237	351	403	430	256	262	222	356	442	399

**Table 34: Good Value for Tax Dollars Spent – By District over Time (Part 2) (%)**

	Counties Manukau						Waikato						Bay of Plenty					
	13/14	14/15	15/ 16	16/17	17/18	18/19	13/14	14/15	15/ 16	16/17	17/18	18/19	13/14	14/15	15/ 16	16/17	17/18	18/19
Strongly Agree	27	31	32	38	26	36	30	30	37	31	32	34	33	32	30	33	39	30
Agree	44	49	39	39	44	39	44	51	37	42	36	41	42	44	47	40	44	47
<b>Strongly Agree/Agree</b>	<b>71</b>	<b>80</b>	<b>71</b>	<b>78</b>	<b>70</b>	<b>75</b>	<b>74</b>	<b>81</b>	<b>74</b>	<b>73</b>	<b>68</b>	<b>75</b>	<b>75</b>	<b>76</b>	<b>77</b>	<b>73</b>	<b>83</b>	<b>77</b>
Neither/nor	17	10	12	11	12	14	13	8	15	16	12	12	11	16	14	12	8	9
Disagree	7	5	5	4	8	5	7	8	4	6	8	5	10	5	5	8	4	6
Strongly Disagree	3	4	10	4	8	2	3	2	5	4	7	5	2	1	3	5	3	4
<b>Disagree/Strongly Disagree</b>	<b>10</b>	<b>9</b>	<b>15</b>	<b>9</b>	<b>16</b>	<b>7</b>	<b>10</b>	<b>10</b>	<b>10</b>	<b>10</b>	<b>16</b>	<b>10</b>	<b>12</b>	<b>6</b>	<b>8</b>	<b>13</b>	<b>7</b>	<b>10</b>
Don't know	2	1	1	3	3	4	3	1	2	2	4	3	2	2	2	3	2	4
Base	283	254	250	356	417	424	329	339	298	413	486	439	321	263	263	374	443	405

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

	Eastern						Central						Wellington					
	13/14	14/15	15/ 16	16/17	17/18	18/19	13/14	14/15	15/ 16	16/17	17/18	18/19	13/14	14/15	15/ 16	16/17	17/18	18/19
Strongly Agree	32	35	38	34	35	42	30	30	30	38	34	32	30	30	36	37	30	41
Agree	48	42	43	44	38	37	55	49	44	36	38	50	37	37	35	35	46	35
<b>Strongly Agree/Agree</b>	<b>80</b>	<b>77</b>	<b>81</b>	<b>77</b>	<b>73</b>	<b>79</b>	<b>85</b>	<b>79</b>	<b>74</b>	<b>74</b>	<b>72</b>	<b>82</b>	<b>67</b>	<b>67</b>	<b>71</b>	<b>72</b>	<b>76</b>	<b>75</b>
Neither/nor	9	7	9	8	8	11	6	9	15	12	16	7	20	17	15	20	15	11
Disagree	5	9	5	8	9	6	4	7	9	5	5	5	7	9	6	4	5	6
Strongly Disagree	4	5	3	1	5	1	3	3	1	4	3	2	5	6	5	2	2	5
<b>Disagree/Strongly Disagree</b>	<b>9</b>	<b>14</b>	<b>8</b>	<b>10</b>	<b>14</b>	<b>6</b>	<b>7</b>	<b>10</b>	<b>10</b>	<b>8</b>	<b>8</b>	<b>7</b>	<b>12</b>	<b>15</b>	<b>11</b>	<b>5</b>	<b>7</b>	<b>10</b>
Don't know	2	2	2	4	4	4	2	2	1	5	4	5	1	1	3	3	1	4
Base	308	244	282	377	380	358	313	304	289	422	436	408	307	292	248	414	409	387

**Table 34: Good Value for Tax Dollars Spent – By District over Time (Part 4) (%)**

	Tasman						Canterbury						Southern					
	13/14	14/15	15/ 16	16/17	17/18	18/19	13/14	14/15	15/ 16	16/17	17/18	18/19	13/14	14/15	15/ 16	16/17	17/18	18/19
Strongly Agree	34	24	31	39	37	40	30	27	32	28	32	33	28	29	28	35	31	30
Agree	42	42	40	40	37	35	47	51	44	48	37	35	44	43	53	40	47	48
<b>Strongly Agree/Agree</b>	<b>76</b>	<b>66</b>	<b>71</b>	<b>79</b>	<b>74</b>	<b>75</b>	<b>77</b>	<b>78</b>	<b>76</b>	<b>76</b>	<b>68</b>	<b>68</b>	<b>72</b>	<b>72</b>	<b>81</b>	<b>76</b>	<b>78</b>	<b>78</b>
Neither/nor	11	24	9	8	13	14	9	12	12	11	19	14	16	14	10	13	10	9
Disagree	6	7	11	8	7	4	6	6	10	6	6	11	7	8	5	6	5	5
Strongly Disagree	5	3	8	2	5	2	6	2	2	6	3	3	4	5	3	2	4	4
<b>Disagree/Strongly Disagree</b>	<b>11</b>	<b>10</b>	<b>19</b>	<b>10</b>	<b>12</b>	<b>6</b>	<b>12</b>	<b>8</b>	<b>12</b>	<b>12</b>	<b>9</b>	<b>14</b>	<b>11</b>	<b>13</b>	<b>8</b>	<b>9</b>	<b>9</b>	<b>10</b>
Don't know	2	0	1	3	2	4	2	2	1	2	4	4	1	1	3	3	3	3
Base	287	209	201	254	280	306	295	331	252	401	429	393	265	217	235	332	362	350

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%.

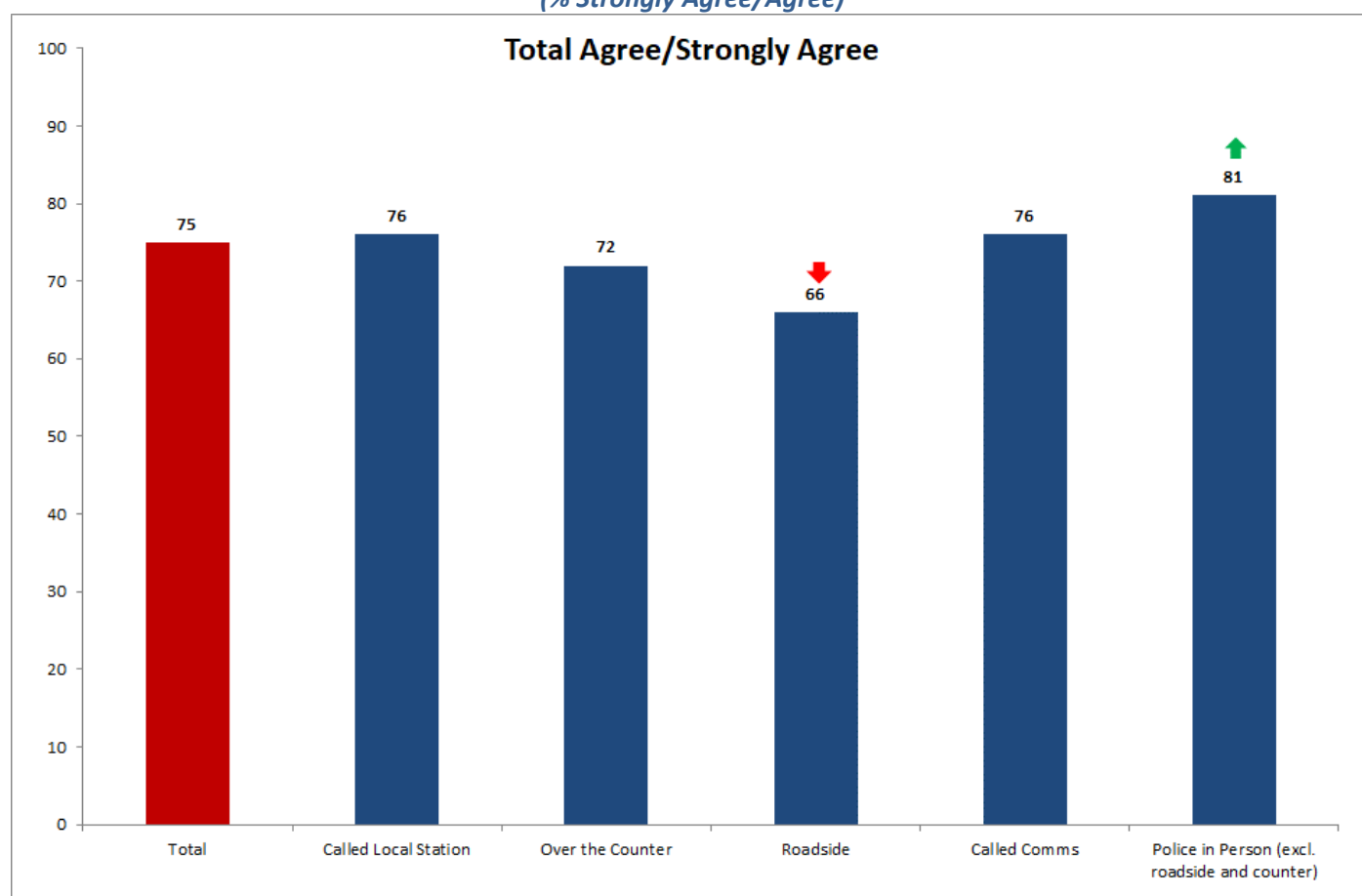
#### 4.6.3. Good Value for Tax Dollars Spent - Comparison by Point of Contact

##### 1. 2018/19

Respondents whose point of contact with Police was in person (excluding at the roadside or over the counter) were significantly more likely to *strongly agree* or *agree* that the service they received was an example of good value for tax dollars spent (with 81% agreeing to some extent).

Respondents whose point of contact was at the roadside (66%) were significantly less likely to agree to some extent.

**Figure 47: Good Value for Tax Dollars Spent - By Point of Contact in 2018/19**  
(% Strongly Agree/Agree)



Base: All respondents, excluding 'not applicable' responses. Total 2018/19 n=4629; Called local station n=620; Over the counter n=425; Roadside n=429; Called the Communications Centre n=2211; Police in Person (excl. roadside and counter) n=890.

Green arrow indicates a significantly higher result than the total.

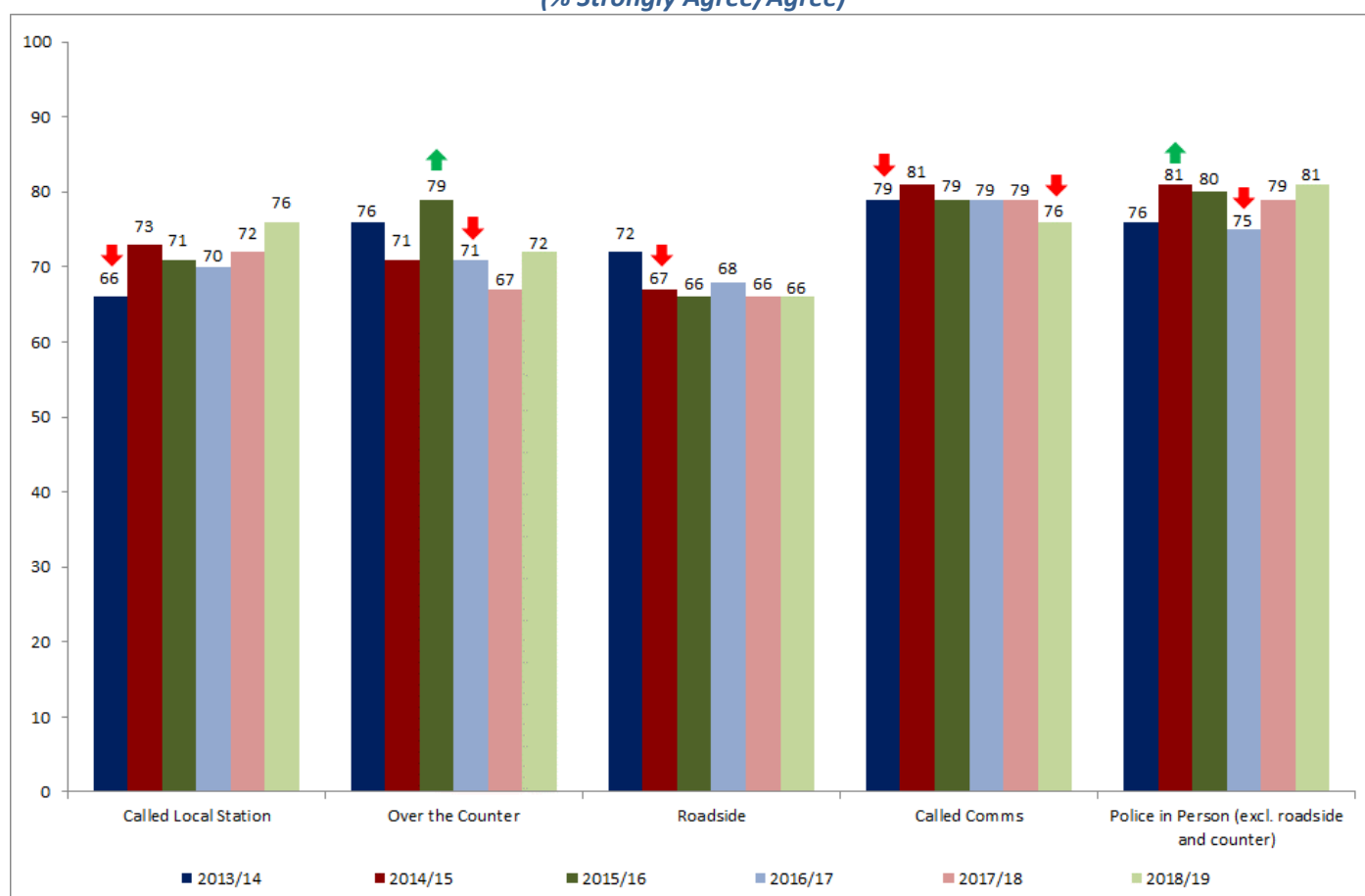
Red arrow indicates a significantly lower result than the total.

## 2. Comparison with 2017/18

When compared with 2017/18, there have not been any significant increases in the share of respondents who *agreed/strongly agreed* that the service is an example of good value for tax dollars spent 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 at the roadside (up from 28% to 38%). In contrast, there has been a significant decline in the share who called the Communications Centre to agree to some extent (those *agreeing/strongly agreeing* down from 79% in 2017/18 to 76%).

When compared with 2017/18, there have not been any increases in negative ratings by point of contact. However, the share who *strongly disagree/disagree* has decreased significantly among those who had contact with Police over the counter at a local station (down from 13% to 7%). Those who called the local station (down from 3% to 1%), called the Communication Centre (down from 3% to 2%) and had contact over the counter at the local station (down from 7% to 4%) were also significantly less likely to *strongly disagree*.

**Figure 48: Good Value for Tax Dollars Spent - By Point of Contact over Time  
(% Strongly Agree/Agree)**



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

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

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



**Table 35: Good Value for Tax Dollars Spent – By Point of Contact over Time (Part 1) (%)**

	Called Local Station						Over the Counter						Roadside					
	13/14	14/15	15/ 16	16/17	17/18	18/19	13/14	14/15	15/ 16	16/17	17/18	18/19	13/14	14/15	15/ 16	16/17	17/18	18/19
Strongly Agree	26	25	23	32	25	29	33	30	32	29	32	33	27	23	29	28	28	38
Agree	40	48	48	38	47	47	43	41	47	41	35	39	45	44	37	40	38	28
<b>Strongly Agree/Agree</b>	<b>66</b>	<b>73</b>	<b>71</b>	<b>70</b>	<b>72</b>	<b>76</b>	<b>76</b>	<b>71</b>	<b>79</b>	<b>71</b>	<b>67</b>	<b>72</b>	<b>72</b>	<b>67</b>	<b>66</b>	<b>68</b>	<b>66</b>	<b>66</b>
Neither/nor	21	15	14	18	15	11	16	17	12	16	17	17	11	14	16	17	17	14
Disagree	8	8	7	7	7	7	5	7	6	6	6	4	10	12	10	8	8	6
Strongly Disagree	3	3	5	2	3	1	2	4	2	2	7	4	6	6	8	5	5	8
<b>Disagree/Strongly Disagree</b>	<b>11</b>	<b>11</b>	<b>12</b>	<b>9</b>	<b>11</b>	<b>9</b>	<b>7</b>	<b>11</b>	<b>8</b>	<b>8</b>	<b>13</b>	<b>7</b>	<b>16</b>	<b>18</b>	<b>17</b>	<b>12</b>	<b>13</b>	<b>14</b>
Don't know	2	1	3	3	2	4	1	1	1	5	3	3	1	1	1	2	4	5
Base	243	229	195	415	575	620	446	407	381	412	427	425	845	666	629	583	472	429

**Table 35: Good Value for Tax Dollars Spent – By Point of Contact over Time (Part 2) (%)**

	Called Comms						Police in Person (excl. roadside and counter)					
	13/14	14/15	15/ 16	16/17	17/18	18/19	13/14	14/15	15/ 16	16/17	17/18	18/19
Strongly Agree	35	38	38	37	37	37	34	31	34	37	42	45
Agree	44	43	42	42	42	38	42	50	47	38	36	36
<b>Strongly Agree/Agree</b>	<b>79</b>	<b>81</b>	<b>79</b>	<b>79</b>	<b>79</b>	<b>76</b>	<b>76</b>	<b>81</b>	<b>80</b>	<b>75</b>	<b>79</b>	<b>81</b>
Neither/nor	12	11	10	10	11	12	13	12	11	13	10	8
Disagree	4	5	6	5	4	6	5	4	4	4	4	4
Strongly Disagree	3	2	3	2	3	2	2	2	3	4	4	3
<b>Disagree/Strongly Disagree</b>	<b>7</b>	<b>7</b>	<b>9</b>	<b>7</b>	<b>8</b>	<b>8</b>	<b>7</b>	<b>6</b>	<b>7</b>	<b>8</b>	<b>8</b>	<b>7</b>
Don't know	2	1	2	4	3	4	4	1	2	4	3	3
Base	1215	1143	1093	2059	2397	2211	815	772	679	794	850	890

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 13% 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 (21%). Other commonly mentioned reasons included that the matter was not taken seriously (12%), that the staff member had a bad attitude (10%) and there was no follow up, or feedback (9%).

When compared with reasons given for dissatisfaction with service in 2017/18, there have been a significant increases in the shares who mentioned that the staff didn't do anything (up from 16% to 21%) and that staff were not knowledgeable - including that they did not know where the person was and/or that they provided conflicting or inaccurate information (up from 1%, to 4%). All other reasons for dissatisfaction have remained stable compared with the previous measure.

**Table 36: 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)	2018/19 (13%, n=617)	2018/19 (n=4660)
Police did not do anything/no outcome/action/did not do their job	11	10	13	16	16	21	4
Did not take matter seriously/did not believe me/did not care	20	17	17	13	14	12	2
Staff member had a bad attitude/arrogant/indifferent/abrupt	20	12	26	13	8	10	2
Police did not call back, no follow-up/feedback	13	12	13	11	10	9	2
Staff did not do what they said they would do	3	3	2	2	3	5	1
Police took too long to respond / inadequate response / did not attend	5	3	2	4	5	4	1
Staff not knowledgeable/did not know where I was/provided conflicting or inaccurate info	3	5	4	3	1	4	1
Police do not have enough resources/staff	0	1	4	1	4	4	1
Respondent felt picked on/discriminated against	11	11	12	5	4	3	1
No information or help or advice given/Police did not help at all	5	4	3	4	4	3	1
Poor communication/did not listen/uninterested/no explanation	6	9	6	3	2	3	1

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

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

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

Table lists those reasons mentioned by 3% or more of respondents in the 2018/19.

#### 4.7.1. Quality of Service Expected Before Contact with Police – Comparison with 2017/18

When asked what type of service they had expected before their contact with Police, 80% of respondents indicated that they had expected to receive either *very good* or *good* service. This result is stable since 2017/18 (down 1 percentage point from 81%).

Only 5% of respondents reported expecting to receive *poor/very poor* service, and while this is just a decrease of one percentage point from 2017/18, it is a significant change.

**Table 37: Quality of Service Expected Before Contact with Police – Comparison Over Time (%)**

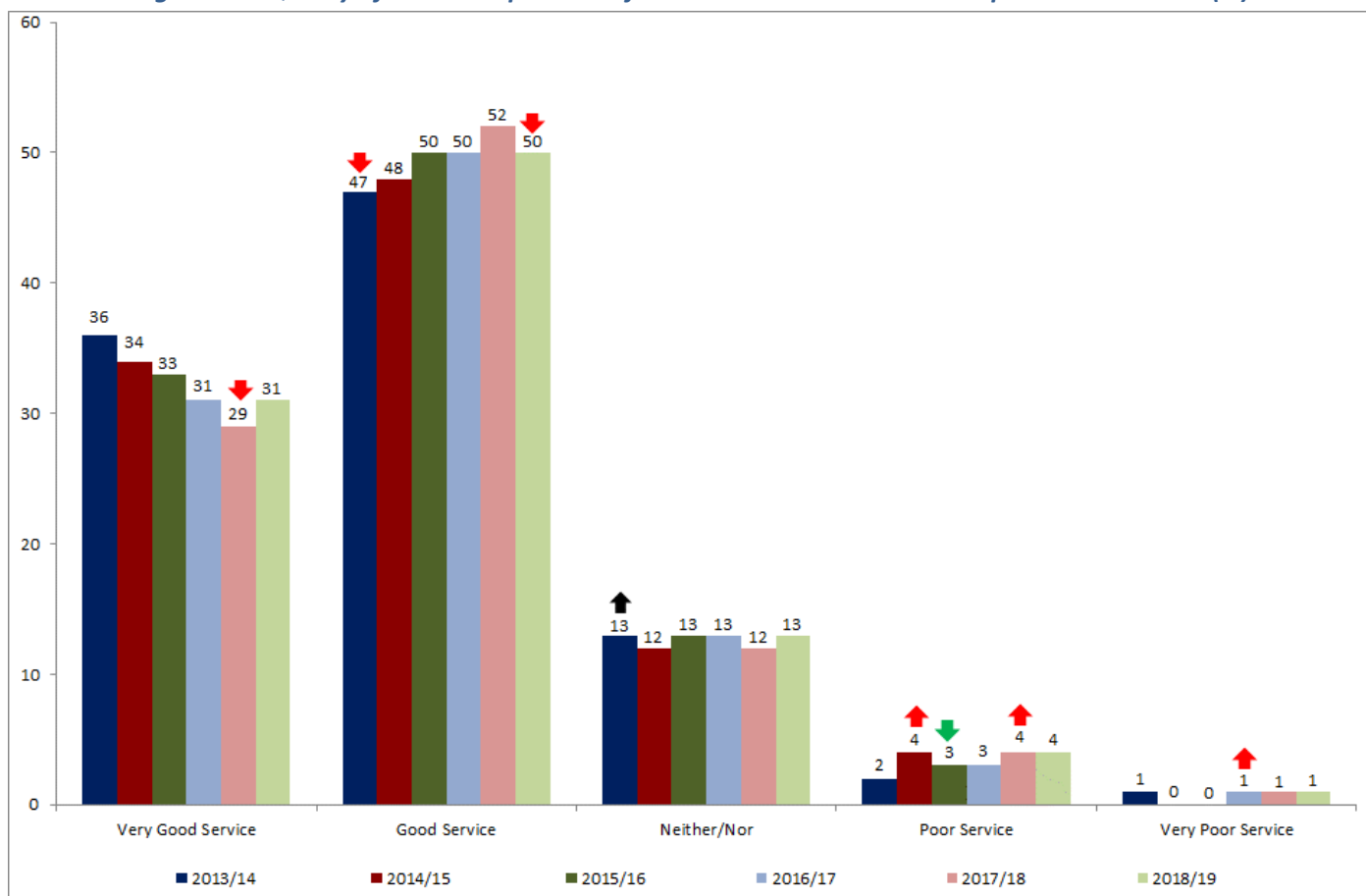
	2013/14	2014/15	2015/16	2016/17	2017/18	2018/19
Very Good Service	36	34	33	31	29	31
Good Service	47	48	50	50	52	50
<b>Very Good/Good Service</b>	<b>83</b>	<b>82</b>	<b>83</b>	<b>82</b>	<b>81</b>	<b>80</b>
Neither/Nor	13	12	13	13	12	13
Poor Service	2	4	3	3	4	4
Very Poor Service	1	0	0	1	1	1
<b>Poor/Very Poor Service</b>	<b>3</b>	<b>4</b>	<b>3</b>	<b>4</b>	<b>6</b>	<b>5</b>
Don't know	1	2	1	2	2	2
Base	3511	3161	2933	4273	4719	4614

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



Base: All respondents excluding those giving a 'not applicable' response. 2013/14 n=3511, 2014/15 n=3161, 2015/16 n=2933, 2016/17 n=4273, 2017/18 n=4719, 2018/19 N=4614.

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.

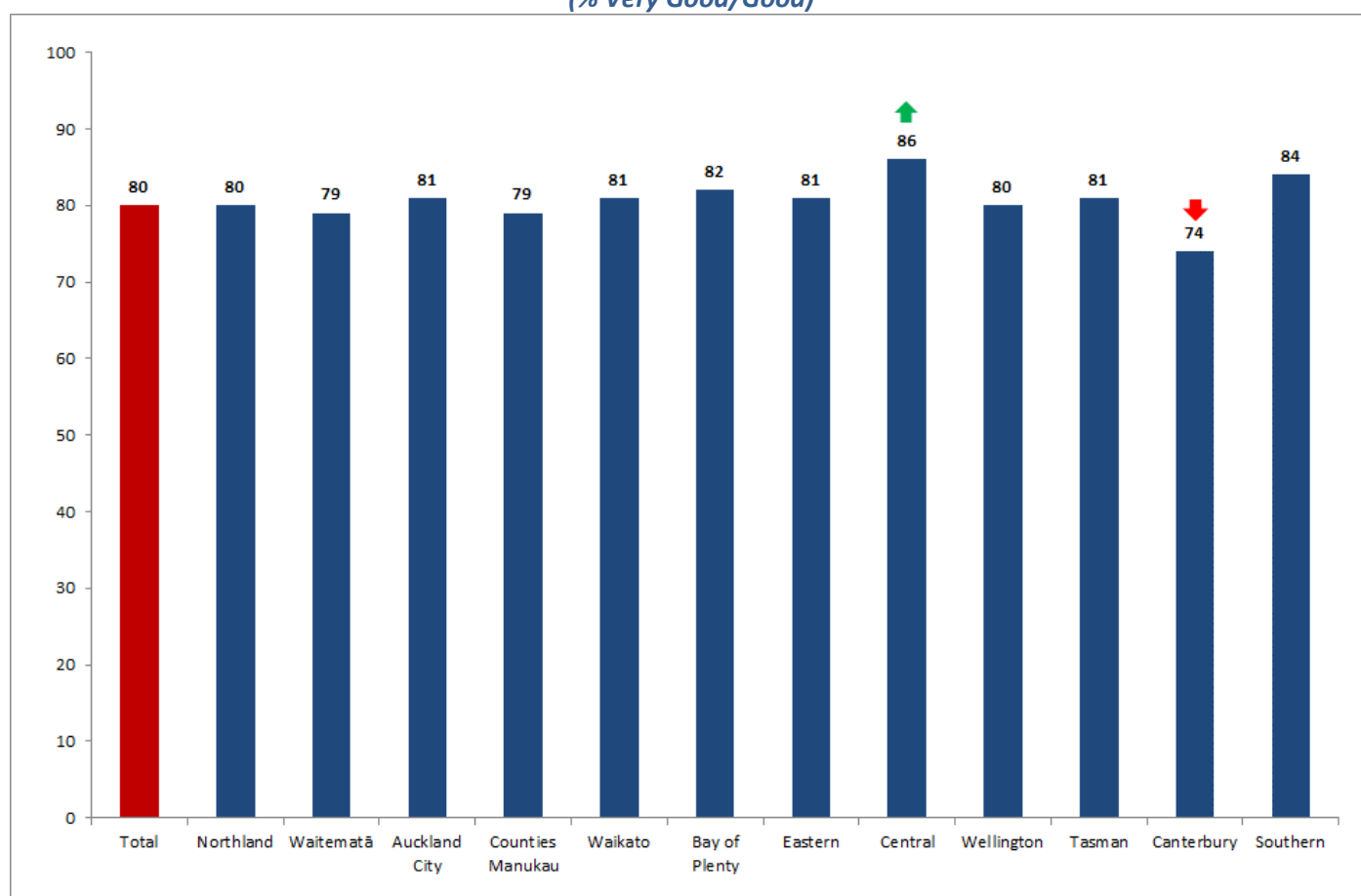
#### 4.7.2. Quality of Service Expected Before Contact with Police - Comparison by District

##### 1. 2018/19

Before their contact with Police, four in five respondents (80%) expected to receive *very good* or *good* service. Those living in the Central District (86%) were statistically significantly more likely to expect to receive at least good service.

Respondents living in Canterbury District (74%) were statistically significantly less likely to report that they expected *very good/good* service prior to Police contact.

**Figure 50: Quality of Service Expected Before Contact with Police - By District in 2017/18  
(% Very Good/Good)**



Base: All respondents, excluding 'not applicable' responses. Total 2018/19 n=4614; Northland n=327; Waitematā n=429; Auckland City n=397; Counties n=421; Waikato n=440; Bay of Plenty n=408; Eastern n=354; Central n=408; Wellington n=389; Tasman n=307; Canterbury n=389; Southern n=345.

Green arrow indicates a significantly higher result than the total.

Red arrow indicates a significantly lower result than the total.

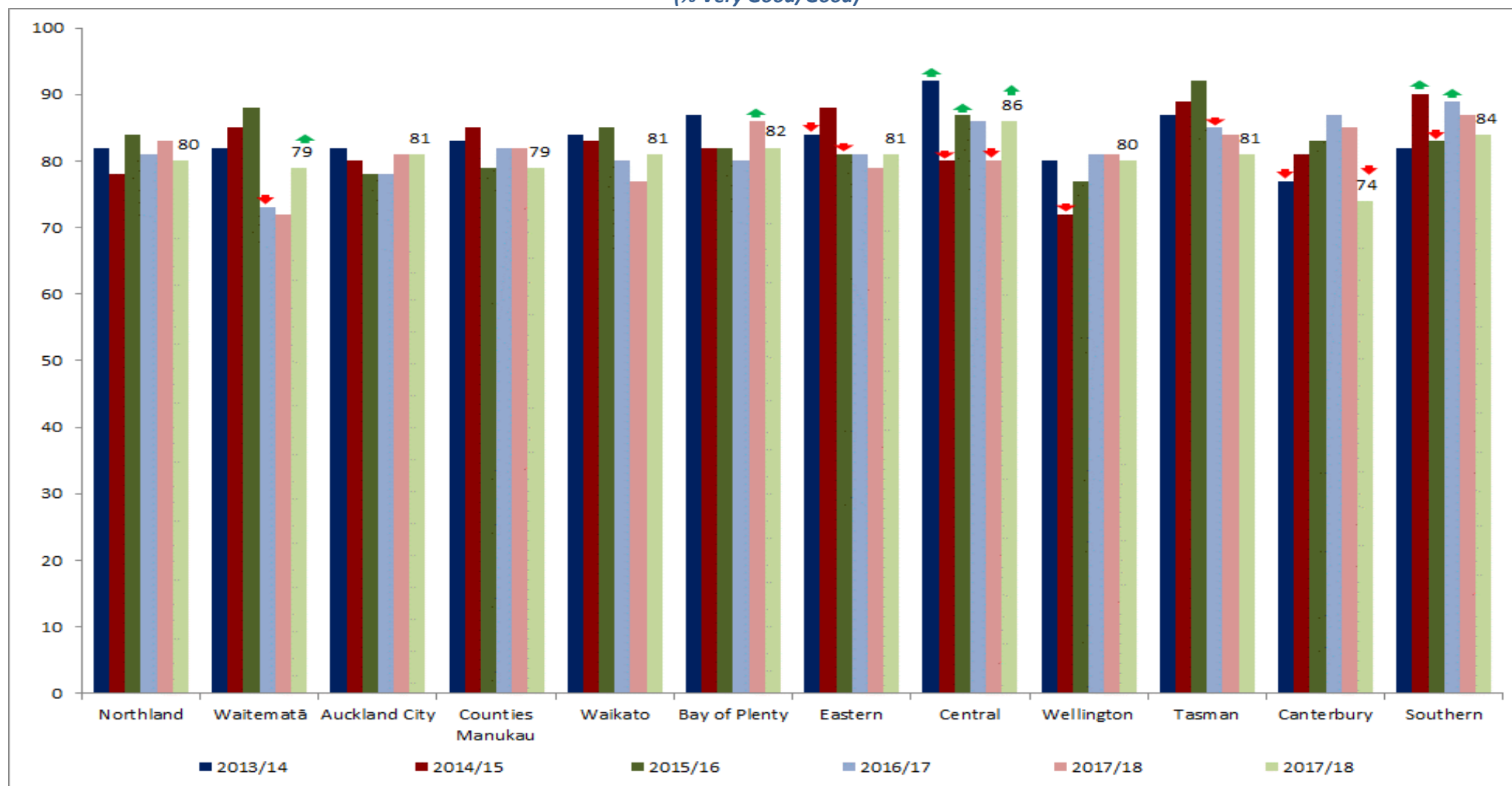
## 2. Comparison with 2017/18

When compared with the previous measure, there has been a significant increase in the proportion of respondents expecting either *very good* or *good* service in both Central (up from 80% to 86%) and Waitematā (up from 72% to 79%) districts. There has also been a significant increase in the share of respondents expecting *very good* service in a number of districts in 2018/19, including Northland (up from 28% in 2017/18, to 37%), Waikato (up from 29% to 36%), Tasman (up from 24% to 33%) and Waitematā (up from 23% to 32%).

In 2018/19 there has been a significant decrease in the proportion of respondents expecting at least good service in the Canterbury District (down from 85% to 74%), while the share who expected *poor/very poor* service increased significantly (up from 3% to 9%, including an increase from 0% to 2% expecting *very poor* service). Bay of Plenty District also saw a small, but significant, increase in the share expecting *very poor* service in 2018/19 (up from 0% in 2017/18 to 1%).

In contrast, there were significant declines in the share who expected *poor/very poor* service in 2018/19 in Auckland City (down from 8% to 2%), Central (down from 7% to 2%), Waikato (down from 9% to 3%, including a significant decrease in those who expected *very poor* service down from 7% to 0%), and Eastern (down from 8% to 4%) districts.

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



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

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

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



**Table 38: Quality of Service Expected Before Contact with Police – By District over Time (Part 1) (%)**

	Northland						Waitematā						Auckland City					
	13/14	14/15	15/ 16	16/17	17/18	18/19	13/14	14/15	15/ 16	16/17	17/18	18/19	13/14	14/15	15/ 16	16/17	17/18	18/19
Very good service	35	30	35	28	28	37	37	33	33	31	23	32	36	29	31	18	33	28
Good service	47	48	49	53	55	43	45	52	55	42	49	47	46	51	47	60	48	53
<b>Very Good/Good Service</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>79</b>	<b>82</b>	<b>80</b>	<b>78</b>	<b>78</b>	<b>81</b>	<b>81</b>
Neither/nor	11	13	10	13	10	14	13	13	8	24	19	15	13	14	18	13	10	13
Poor service	2	4	4	3	5	3	2	1	2	2	5	4	4	5	2	7	7	1
Very poor service	1	2	1	1	1	2	2	0	0	1	0	1	1	1	0	1	1	1
<b>Poor/Very Poor Service</b>	<b>3</b>	<b>6</b>	<b>5</b>	<b>4</b>	<b>6</b>	<b>5</b>	<b>4</b>	<b>1</b>	<b>2</b>	<b>3</b>	<b>5</b>	<b>5</b>	<b>5</b>	<b>6</b>	<b>2</b>	<b>8</b>	<b>8</b>	<b>2</b>
Don't know	4	3	1	3	1	1	1	1	1	1	3	1	0	0	2	2	1	4
Base	293	216	200	285	289	327	297	272	236	348	397	429	251	261	219	347	428	397

**Table 38: Quality of Service Expected Before Contact with Police – By District over Time (Part 2) (%)**

	Counties Manukau						Waikato						Bay of Plenty					
	13/14	14/15	15/ 16	16/17	17/18	18/19	13/14	14/15	15/ 16	16/17	17/18	18/19	13/14	14/15	15/ 16	16/17	17/18	18/19
Very good service	34	39	30	34	33	30	35	36	34	37	29	36	37	35	36	32	32	33
Good service	49	46	48	48	49	49	49	47	51	43	48	46	50	47	46	49	54	49
<b>Very Good/Good Service</b>	<b>83</b>	<b>85</b>	<b>79</b>	<b>82</b>	<b>82</b>	<b>79</b>	<b>84</b>	<b>83</b>	<b>85</b>	<b>80</b>	<b>77</b>	<b>81</b>	<b>87</b>	<b>82</b>	<b>82</b>	<b>80</b>	<b>86</b>	<b>82</b>
Neither/nor	13	8	15	14	12	13	12	11	10	12	12	14	10	11	13	10	7	13
Poor service	2	4	5	3	3	4	2	2	3	3	3	3	2	3	4	4	4	2
Very poor service	1	1	0	0	1	2	0	2	1	2	7	0	0	1	0	0	0	1
<b>Poor/Very Poor Service</b>	<b>3</b>	<b>5</b>	<b>5</b>	<b>3</b>	<b>4</b>	<b>6</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>	<b>3</b>
Don't know	1	2	2	1	2	2	2	2	2	2	2	2	1	3	1	6	3	2
Base	277	248	244	349	412	421	324	336	291	414	482	440	316	261	258	374	443	408

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

	Eastern						Central						Wellington					
	13/14	14/15	15/ 16	16/17	17/18	18/19	13/14	14/15	15/ 16	16/17	17/18	18/19	13/14	14/15	15/ 16	16/17	17/18	18/19
Very good service	39	37	35	29	32	26	41	34	39	33	28	30	38	36	35	31	30	36
Good service	45	51	46	51	47	55	51	46	48	53	52	56	42	36	43	50	51	44
<b>Very Good/Good Service</b>	<b>84</b>	<b>88</b>	<b>81</b>	<b>81</b>	<b>79</b>	<b>81</b>	<b>92</b>	<b>80</b>	<b>87</b>	<b>86</b>	<b>80</b>	<b>86</b>	<b>80</b>	<b>72</b>	<b>77</b>	<b>81</b>	<b>81</b>	<b>80</b>
Neither/nor	10	5	10	16	12	13	5	12	11	10	13	12	16	15	19	11	13	11
Poor service	4	5	4	2	7	4	1	5	1	3	7	2	2	11	3	5	4	4
Very poor service	1	0	2	1	1	0	0	0	1	0	0	0	0	1	0	1	1	2
<b>Poor/Very Poor Service</b>	<b>5</b>	<b>5</b>	<b>6</b>	<b>3</b>	<b>8</b>	<b>4</b>	<b>1</b>	<b>5</b>	<b>1</b>	<b>3</b>	<b>7</b>	<b>2</b>	<b>2</b>	<b>12</b>	<b>3</b>	<b>6</b>	<b>5</b>	<b>6</b>
Don't know	1	2	3	1	2	2	2	3	1	2	1	1	2	1	1	2	1	2
Base	303	242	282	370	371	354	308	299	287	409	434	408	306	291	244	407	403	389

**Table 38: Quality of Service Expected Before Contact with Police – By District over Time (Part 4) (%)**

	Tasman						Canterbury						Southern					
	13/14	14/15	15/ 16	16/17	17/18	18/19	13/14	14/15	15/ 16	16/17	17/18	18/19	13/14	14/15	15/ 16	16/17	17/18	18/19
Very good service	44	39	37	40	24	33	26	31	31	31	30	25	38	39	22	36	28	28
Good service	43	50	55	45	60	49	51	50	52	56	54	49	44	51	61	53	59	55
<b>Very Good/Good Service</b>	<b>87</b>	<b>89</b>	<b>92</b>	<b>85</b>	<b>84</b>	<b>81</b>	<b>77</b>	<b>81</b>	<b>83</b>	<b>87</b>	<b>85</b>	<b>74</b>	<b>82</b>	<b>90</b>	<b>83</b>	<b>89</b>	<b>87</b>	<b>84</b>
Neither/nor	11	8	6	13	12	10	18	14	14	10	10	15	14	7	13	7	8	11
Poor service	1	1	1	1	3	4	2	2	3	3	3	7	3	2	2	1	2	4
Very poor service	0	0	0	1	1	1	1	0	0	0	0	2	1	0	0	1	2	1
<b>Poor/Very Poor Service</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>2</b>	<b>4</b>	<b>6</b>	<b>3</b>	<b>2</b>	<b>3</b>	<b>3</b>	<b>3</b>	<b>9</b>	<b>4</b>	<b>2</b>	<b>2</b>	<b>1</b>	<b>4</b>	<b>4</b>
Don't know	1	2	1	0	0	3	2	3	0	1	3	2	0	1	2	2	2	1
Base	286	203	200	249	275	307	288	323	245	392	419	389	262	209	227	329	366	345

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

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

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

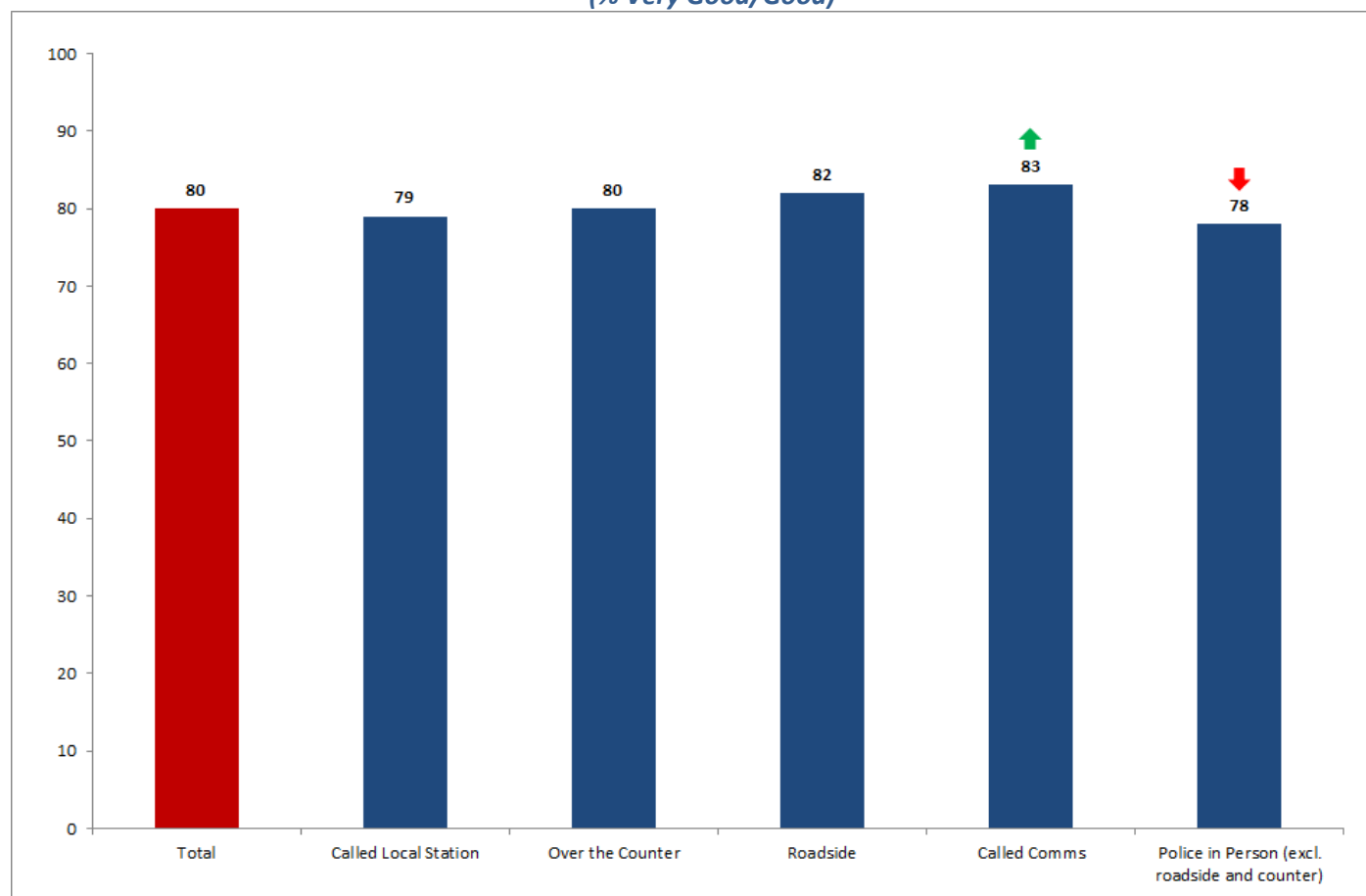
Note: Due to rounding some totals may not correspond with the sum of the separate figures and individual results may not total 100%.

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

##### 1. 2018/19

In 2018/19, four out of five respondents reported expecting *very good* or *good* service from the Police before having contact (80%). Compared with the total for all points of contact, those who had called the communications centre (83%) were significantly more likely to expect *very good/good* service, while those who had contact in person (excluding at the roadside or over the counter) were significantly less likely to (78%).

**Figure 52: Quality of Service Expected Before Contact with Police - By Point of Contact in 2018/19**  
(% Very Good/Good)



Base: All respondents, excluding 'not applicable' responses. Total 2018/19 n=4614; Called local station n=755; Over the counter n=517; Roadside n=438; Called the Communications Centre n=2358; Police in Person (excl. roadside and counter) n=1253.

Green arrow indicates a significantly higher result than the total.

Red arrow indicates a significantly lower result than the total.

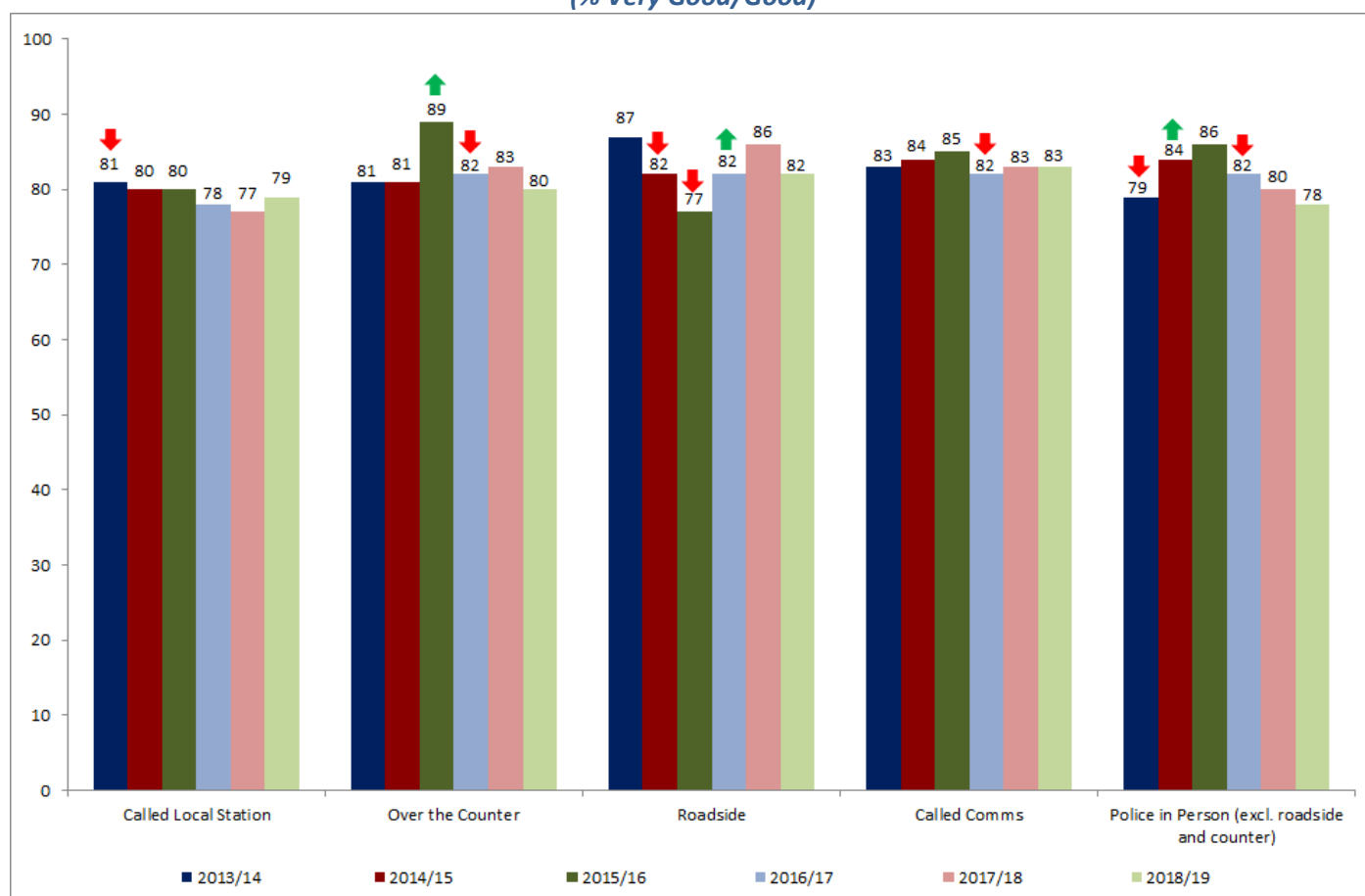
## 2. Comparison with 2017/18

Across each of the points of contact, when compared with 2017/18, there have been no significant increases or decreases in the share who expected either *very good* or *good* service. There were also no significant changes in the shares expecting *very good* service.

Those who had contact at the roadside were significantly less likely to expect *very poor/poor* service (down from 6% to 2%), while those who had contact in person (excluding at the roadside or over the counter) were significantly less likely to expect *very poor* service.

In contrast, those who had contact over the counter at a local station were significantly more likely to say they expected *very poor* service (up from 0% to 2% in 2018/19).

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



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

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

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

**Table 39: Quality of Service Expected Before Contact with Police – By Point of Contact Over Time (Part 1) (%)**

	Called Local Station						Over the Counter						Roadside					
	13/14	14/15	15/ 16	16/17	17/18	18/19	13/14	14/15	15/ 16	16/17	17/18	18/19	13/14	14/15	15/ 16	16/17	17/18	18/19
Very good service	37	31	18	23	24	28	36	32	31	26	26	27	37	33	31	36	36	35
Good service	44	49	63	55	53	51	45	49	58	56	56	53	50	49	46	46	50	48
<b>Very Good/Good Service</b>	<b>81</b>	<b>80</b>	<b>80</b>	<b>78</b>	<b>77</b>	<b>79</b>	<b>81</b>	<b>81</b>	<b>89</b>	<b>82</b>	<b>83</b>	<b>80</b>	<b>87</b>	<b>82</b>	<b>77</b>	<b>82</b>	<b>86</b>	<b>82</b>
Neither/nor	13	15	16	14	15	14	15	12	8	13	11	14	10	12	18	14	7	13
Poor service	3	4	3	5	5	5	2	4	2	2	3	2	1	3	3	3	6	1
Very poor service	1	0	1	1	2	1	0	1	0	1	0	2	1	1	1	1	0	1
<b>Poor/Very Poor Service</b>	<b>4</b>	<b>4</b>	<b>4</b>	<b>6</b>	<b>7</b>	<b>6</b>	<b>2</b>	<b>5</b>	<b>2</b>	<b>4</b>	<b>4</b>	<b>4</b>	<b>2</b>	<b>4</b>	<b>4</b>	<b>4</b>	<b>6</b>	<b>2</b>
Don't know	2	1	0	2	2	2	2	2	1	2	3	2	1	2	1	0	1	3
Base	245	226	193	483	693	755	439	404	380	458	483	517	834	655	621	571	472	438

**Table 39: 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)					
	13/14	14/15	15/ 16	16/17	17/18	18/19	13/14	14/15	15/ 16	16/17	17/18	18/19
Very good service	37	41	39	34	31	34	33	35	36	32	32	29
Good service	46	43	47	48	52	49	46	49	50	49	48	49
<b>Very Good/Good Service</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>	<b>78</b>
Neither/nor	12	11	9	11	11	10	16	10	11	13	14	15
Poor service	3	4	4	4	3	4	3	4	2	3	4	5
Very poor service	1	0	0	1	1	1	1	0	0	0	2	1
<b>Poor/Very Poor Service</b>	<b>4</b>	<b>4</b>	<b>5</b>	<b>5</b>	<b>4</b>	<b>5</b>	<b>4</b>	<b>4</b>	<b>2</b>	<b>3</b>	<b>6</b>	<b>5</b>
Don't know	1	1	2	2	2	2	1	2	1	2	1	2
Base	1201	1123	1070	2144	2502	2358	792	759	664	1019	1187	1253

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 2017/18

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 both 2016/17 and 2017/18). However, the share of respondents who received service that was *much better/better* (39%) is significantly higher than 2017/18 (36%).

The shares receiving *worse/much worse* than expected service and *much worse* service are both stable in 2018/19 (those receiving *worse/much worse service* down 1 percentage point to 12% and those receiving *much worse service* unchanged on 4%).

**Table 40: Service Expectations Met or Exceeded – Comparison over Time (%)**

	2013/14	2014/15	2015/16	2016/17	2017/18	2018/19
Much Better	13	12	12	16	15	16
Better	26	25	21	20	21	23
<b>Much Better/Better</b>	<b>39</b>	<b>37</b>	<b>34</b>	<b>35</b>	<b>36</b>	<b>39</b>
About the Same as Expected	50	52	53	51	49	47
<b>Much Better/Better/Same</b>	<b>89</b>	<b>89</b>	<b>87</b>	<b>86</b>	<b>86</b>	<b>86</b>
Worse	8	9	9	10	9	8
Much Worse	3	2	3	3	4	4
<b>Worse/Much Worse</b>	<b>11</b>	<b>11</b>	<b>12</b>	<b>12</b>	<b>13</b>	<b>12</b>
Don't know	0	0	2	2	1	2
Base	3451	3076	2962	4336	4768	4660

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

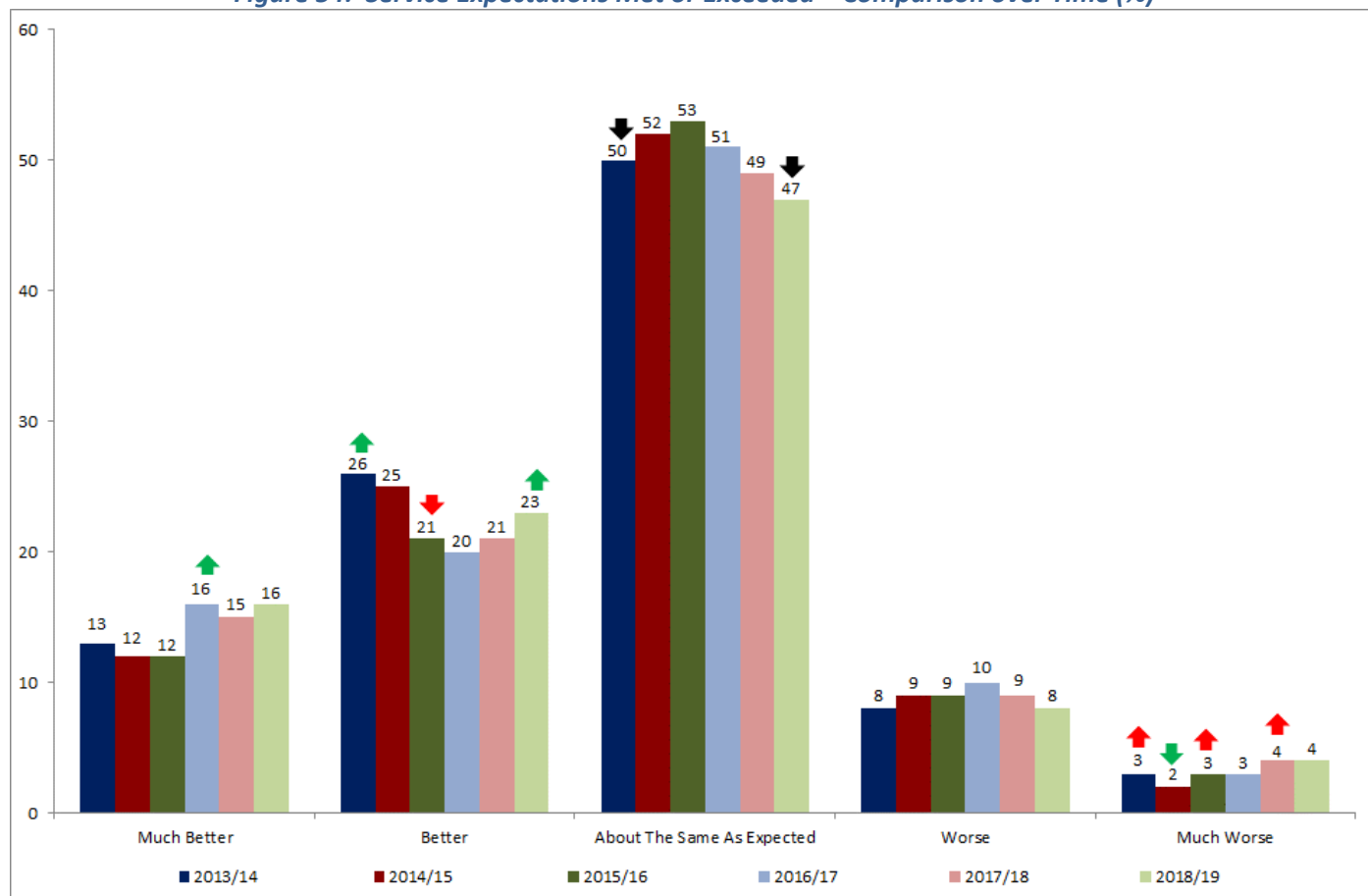
Bold indicates a statistically significant change in neutral or don't know responses from the previous survey wave.

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



Base: All respondents excluding those giving a 'not applicable' response. 2013/14 n=3451, 2014/15 n=3076, 2015/16=2962, 2016/17 n=4336, 2017/18 n=4768, 2018/19 n=4660.

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

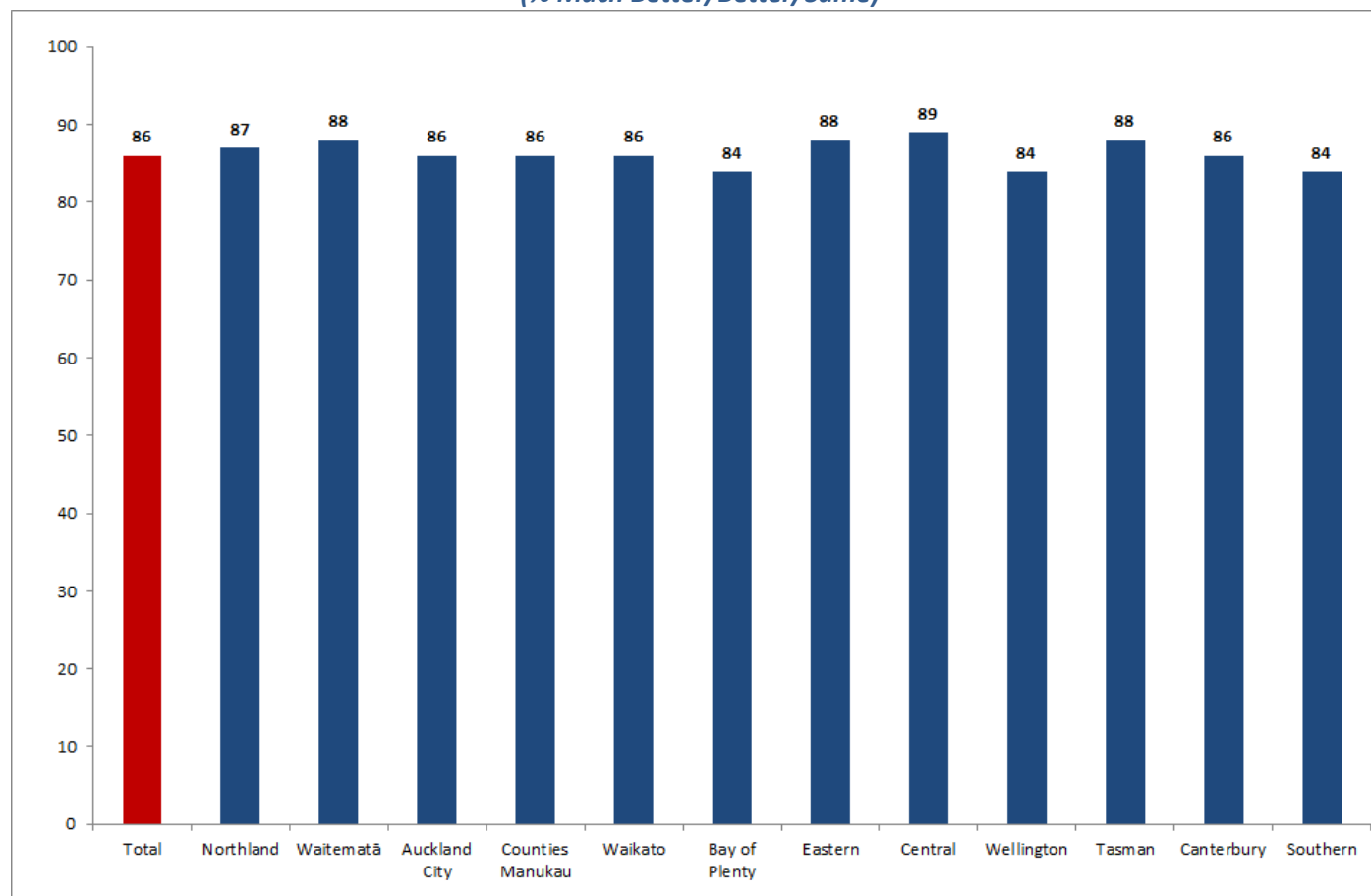
Black arrow indicates a significant change from the previous survey wave in 'About the same as expected'.

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

##### 1. 2018/19

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. Results were similar by district.

**Figure 55: Service Expectations Met or Exceeded - by District in 2018/19  
(% Much Better/Better/Same)**



Base: All respondents, excluding 'not applicable' responses. Total 2018/19 n=4660; Northland n=330; Waitematā n=435; Auckland City n=404; Counties n=423; Waikato n=445; Bay of Plenty n=412; Eastern n=358; Central n=407; Wellington n=392; Tasman n=311; Canterbury n=393; Southern n=350.

Green arrow indicates a significantly higher result than the total.

Red arrow indicates a significantly lower result than the total.

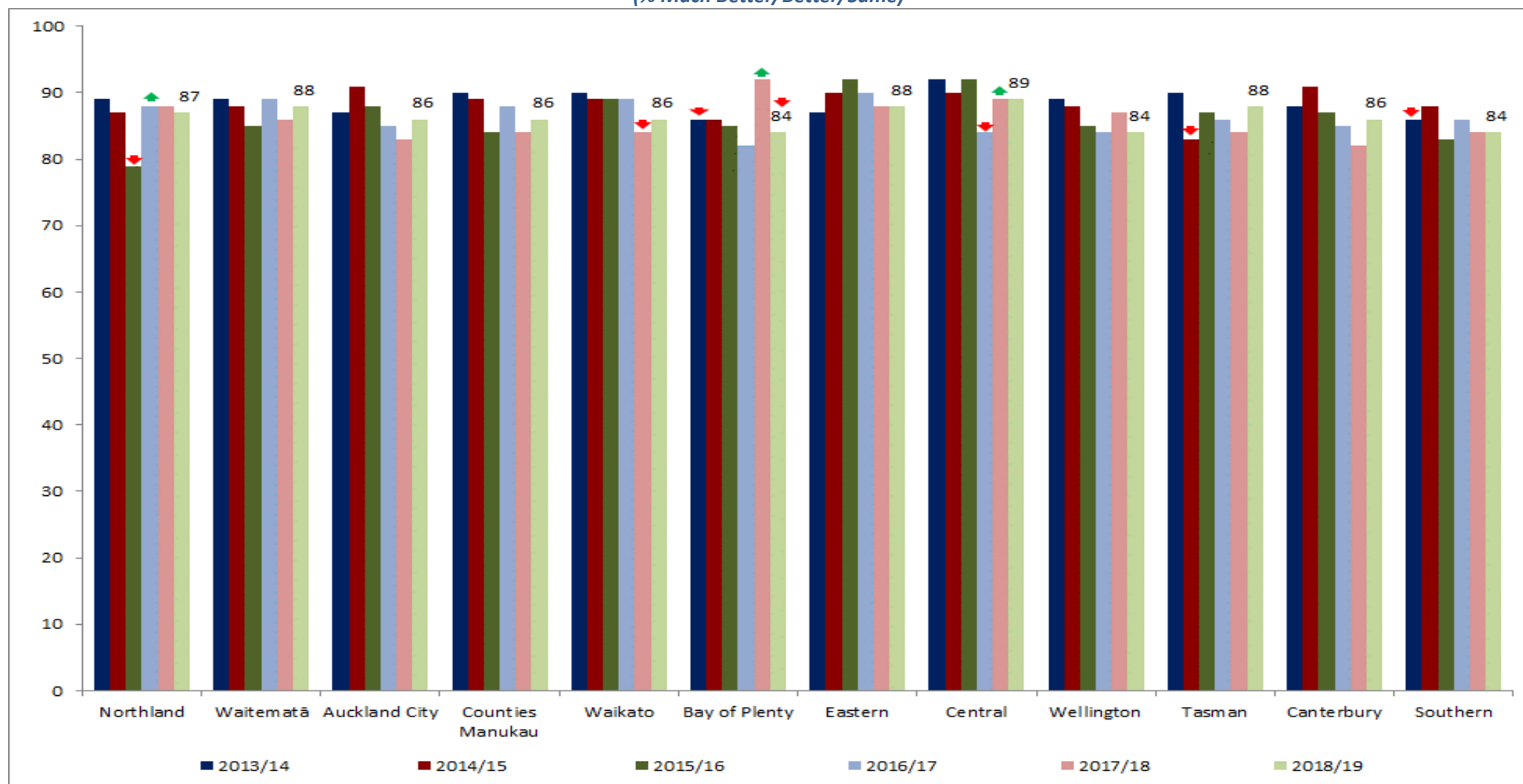


## 2. Comparison with 2017/18

When compared with the 2017/18 survey wave, in 2018/19 there has not been any significant increases in the share of respondents whose expectations were met or exceeded across the twelve districts, however there has been a significant increase in the share receiving *much better* service than expected in Auckland City District (up from 13% in 2017/18 to 18%). Those in Auckland City District were also significantly less likely to say the service was *worse/much worse* (down from 16% to 11%), while the shares expecting *much worse* service than expected decreased significantly in Eastern (down from 5% to 1%) and Waikato (down from 9% to 4%) district.

In contrast, the share receiving *much better/better/same service as expected* declined significantly in Bay of Plenty District (down from 92% to 84%), while the share who said the service they experienced was *worse/much worse* increased (up from 7% in 2017/18, to 15%). There were also significant increases in the share who felt the service was *much worse* than expected for both Southern (up from 4% to 8%) and Wellington (up from 3% to 5%) districts.

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



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

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

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

**Table 41: Service Expectations Met or Exceeded – By District over Time (Part 1) (%)**

	Northland						Waitematā						Auckland City					
	13/14	14/15	15/ 16	16/17	17/18	18/19	13/14	14/15	15/ 16	16/17	17/18	18/19	13/14	14/15	15/ 16	16/17	17/18	18/19
Much better than expected	12	18	13	15	15	16	15	11	20	16	17	17	15	9	9	13	13	18
Better than expected	22	19	25	20	26	25	23	23	21	21	25	22	30	28	19	25	26	25
About the same as expected	55	50	41	53	48	46	51	54	45	52	44	49	42	54	60	47	45	43
<b>Much Better/Better/Same</b>	<b>89</b>	<b>87</b>	<b>79</b>	<b>88</b>	<b>88</b>	<b>87</b>	<b>89</b>	<b>88</b>	<b>85</b>	<b>89</b>	<b>86</b>	<b>88</b>	<b>87</b>	<b>91</b>	<b>88</b>	<b>85</b>	<b>83</b>	<b>86</b>
Worse than expected	4	10	11	7	6	6	8	11	10	9	8	9	9	8	7	12	14	9
Much worse than expected	6	2	4	4	5	5	3	1	4	2	4	3	3	1	2	2	2	2
<b>Worse/Much Worse</b>	<b>10</b>	<b>12</b>	<b>15</b>	<b>10</b>	<b>11</b>	<b>11</b>	<b>11</b>	<b>12</b>	<b>13</b>	<b>11</b>	<b>12</b>	<b>11</b>	<b>12</b>	<b>9</b>	<b>9</b>	<b>14</b>	<b>16</b>	<b>11</b>
Don't know	1	1	6	2	1	2	0	0	2	1	2	1	1	0	4	1	1	3
Base	283	208	206	288	290	330	292	268	237	352	400	435	250	257	216	354	435	404

**Table 41: Service Expectations Met or Exceeded – By District over Time (Part 2) (%)**

	Counties Manukau						Waikato						Bay of Plenty					
	13/14	14/15	15/ 16	16/17	17/18	18/19	13/14	14/15	15/ 16	16/17	17/18	18/19	13/14	14/15	15/ 16	16/17	17/18	18/19
Much better than expected	14	19	17	22	19	23	15	12	13	17	13	13	12	13	10	14	20	17
Better than expected	27	26	18	22	23	23	24	25	25	16	17	26	22	19	26	18	20	17
About the same as expected	49	44	49	44	42	46	51	52	51	56	54	47	52	54	49	50	52	49
<b>Much Better/Better/Same</b>	<b>90</b>	<b>89</b>	<b>84</b>	<b>88</b>	<b>84</b>	<b>86</b>	<b>90</b>	<b>89</b>	<b>89</b>	<b>89</b>	<b>84</b>	<b>86</b>	<b>86</b>	<b>86</b>	<b>85</b>	<b>82</b>	<b>92</b>	<b>84</b>
Worse than expected	7	7	10	8	12	9	7	9	7	8	6	8	12	12	10	10	4	10
Much worse than expected	3	4	5	2	5	3	3	1	3	2	9	4	1	1	4	3	3	5
<b>Worse/Much Worse</b>	<b>10</b>	<b>11</b>	<b>15</b>	<b>10</b>	<b>16</b>	<b>12</b>	<b>10</b>	<b>10</b>	<b>10</b>	<b>10</b>	<b>15</b>	<b>12</b>	<b>13</b>	<b>13</b>	<b>14</b>	<b>13</b>	<b>7</b>	<b>15</b>
Don't know	0	0	1	2	0	2	0	1	1	1	1	2	1	1	1	5	1	2
Base	275	241	247	354	414	423	317	327	294	419	488	445	309	253	262	377	449	412

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

	Eastern						Central						Wellington					
	13/14	14/15	15/ 16	16/17	17/18	18/19	13/14	14/15	15/ 16	16/17	17/18	18/19	13/14	14/15	15/ 16	16/17	17/18	18/19
Much better than expected	16	13	18	20	16	19	14	15	11	13	14	12	10	13	13	17	15	14
Better than expected	23	21	18	19	23	21	25	23	23	20	21	22	31	23	14	19	21	22
About the same as expected	48	56	57	51	49	49	53	52	58	50	54	55	48	52	59	48	51	48
<b>Much Better/Better/Same</b>	<b>87</b>	<b>90</b>	<b>92</b>	<b>90</b>	<b>88</b>	<b>88</b>	<b>92</b>	<b>90</b>	<b>92</b>	<b>84</b>	<b>89</b>	<b>89</b>	<b>89</b>	<b>88</b>	<b>85</b>	<b>84</b>	<b>87</b>	<b>84</b>
Worse than expected	9	7	6	7	6	9	7	7	5	10	5	6	9	10	11	12	8	9
Much worse than expected	3	3	0	2	5	1	1	2	2	2	4	3	2	2	3	3	3	5
<b>Worse/Much Worse</b>	<b>12</b>	<b>10</b>	<b>7</b>	<b>9</b>	<b>10</b>	<b>10</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>	<b>14</b>
Don't know	1	0	2	2	2	2	0	1	2	5	2	2	0	0	1	2	2	2
Base	298	237	282	380	372	358	304	286	288	416	439	407	300	284	246	411	412	392

**Table 41: Service Expectations Met or Exceeded – By District over Time (Part 4) (%)**

	Tasman						Canterbury						Southern					
	13/14	14/15	15/ 16	16/17	17/18	18/19	13/14	14/15	15/ 16	16/17	17/18	18/19	13/14	14/15	15/ 16	16/17	17/18	18/19
Much better than expected	13	9	6	11	16	14	11	7	11	14	14	14	15	8	10	15	13	15
Better than expected	19	23	24	20	22	26	21	28	20	19	16	23	31	32	26	19	22	23
About the same as expected	58	51	58	56	46	49	56	56	57	52	52	49	40	48	47	52	49	47
<b>Much Better/Better/Same</b>	<b>90</b>	<b>83</b>	<b>87</b>	<b>86</b>	<b>84</b>	<b>88</b>	<b>88</b>	<b>91</b>	<b>87</b>	<b>85</b>	<b>82</b>	<b>86</b>	<b>86</b>	<b>88</b>	<b>83</b>	<b>86</b>	<b>84</b>	<b>84</b>
Worse than expected	5	13	9	11	13	7	9	7	9	9	14	9	8	6	13	11	11	6
Much worse than expected	5	4	4	2	3	4	3	2	4	5	2	4	6	5	2	2	4	8
<b>Worse/Much Worse</b>	<b>10</b>	<b>17</b>	<b>13</b>	<b>13</b>	<b>16</b>	<b>11</b>	<b>12</b>	<b>9</b>	<b>13</b>	<b>14</b>	<b>16</b>	<b>13</b>	<b>14</b>	<b>11</b>	<b>15</b>	<b>13</b>	<b>15</b>	<b>14</b>
Don't know	0	0	0	1	0	1	0	0	0	1	2	1	0	1	2	2	1	2
Base	283	197	201	252	278	311	281	315	251	401	426	393	259	203	232	332	365	350

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.

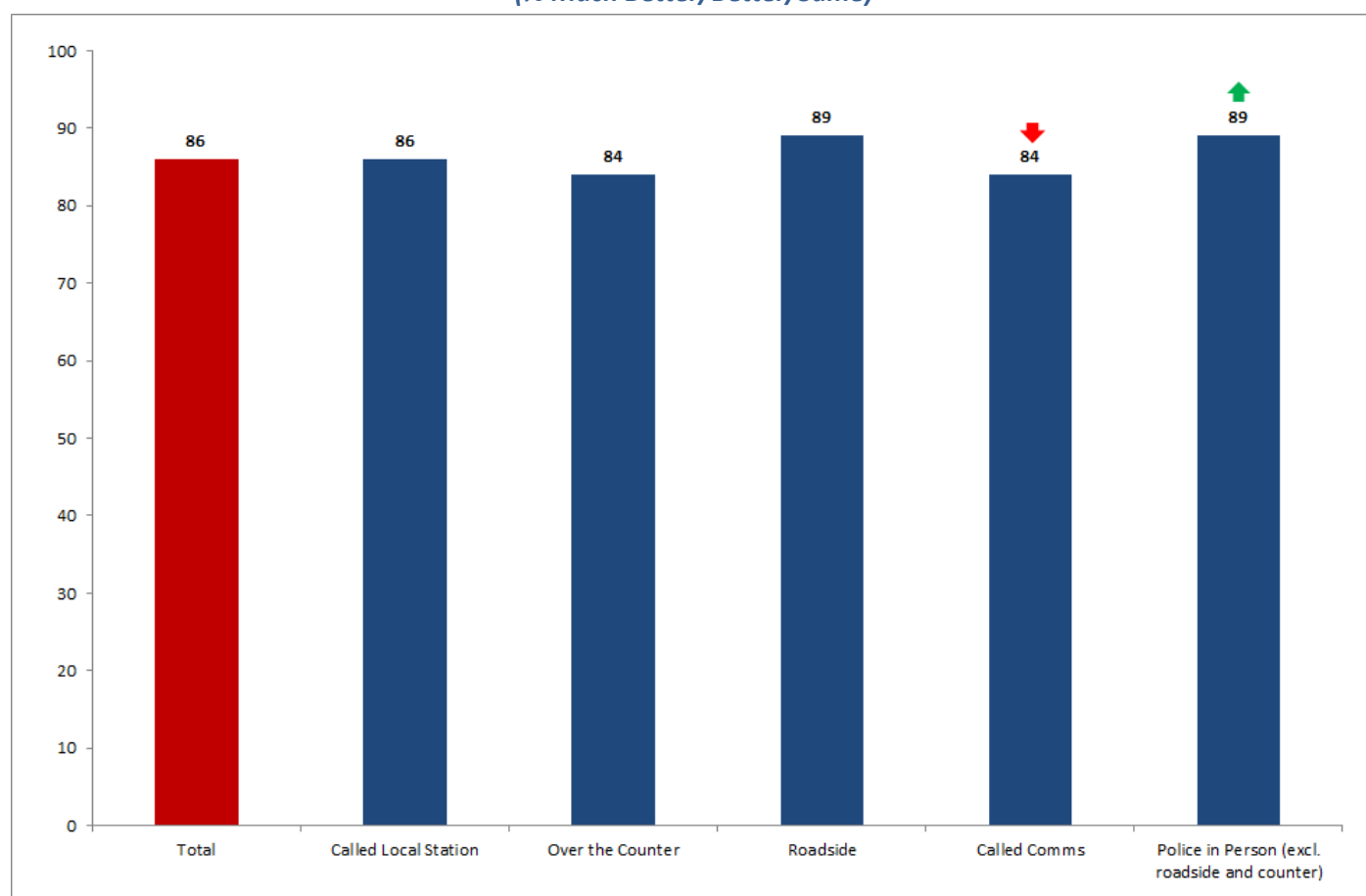
Note: Due to rounding some totals may not correspond with the sum of the separate figures and individual results may not total 100%.

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

##### 1. 2018/19

Those whose point of contact was in person (excluding at the roadside or over the counter) were significantly more likely to say their service expectations were either met or exceeded (89%). Those whose point of contact was calling the Communications Centre were significantly less likely to say this (84%).

**Figure 57: Service Expectations Met or Exceeded - By Point of Contact in 2018/19**  
(% Much Better/Better/Same)



Base: All respondents, excluding 'not applicable' responses. Total 2018/19 n=4633; Called local station n=758; Over the counter n=519; Roadside n=438; Called the Communications Centre n=2388; Police in Person (excl. roadside and counter) n=1264.

Green arrow indicates a significantly higher result than the total.

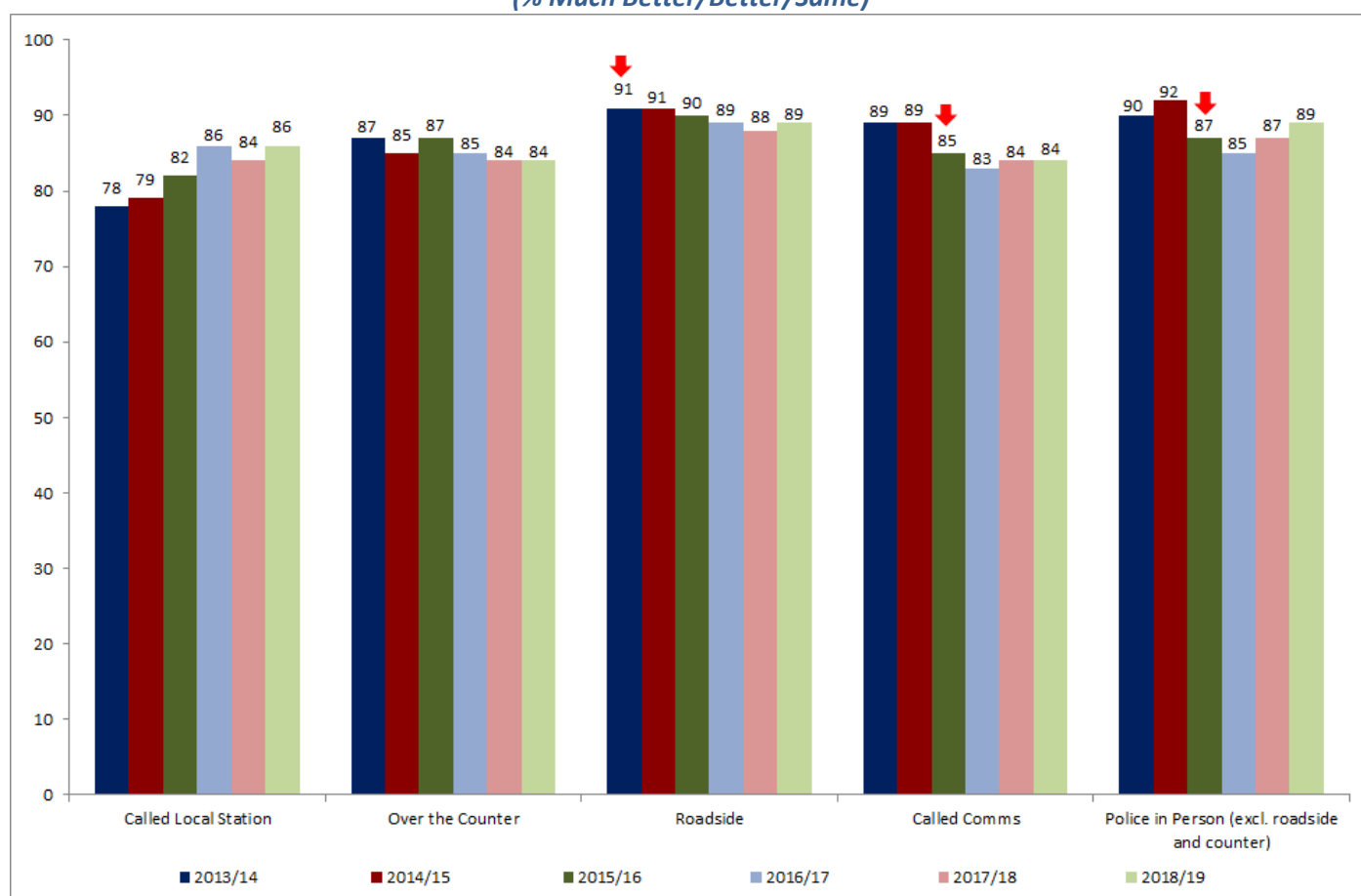
Red arrow indicates a significantly lower result than the total.

## 2. Comparison with 2017/18

When compared with the 2017/18 wave, 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 decrease in the share stating service was *much worse* than expected among those who had contact with police over the counter at the local station (down from 7% to 3%).

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



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

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

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

**Table 42: Service Expectations Met or Exceeded – By Point of Contact over Time (Part 1) (%)**

	Called Local Station						Over the Counter						Roadside					
	13/14	14/15	15/ 16	16/17	17/18	18/19	13/14	14/15	15/ 16	16/17	17/18	18/19	13/14	14/15	15/ 16	16/17	17/18	18/19
Much better than expected	15	11	11	17	17	17	12	12	14	14	15	16	7	7	8	10	6	9
Better than expected	23	23	15	21	21	22	26	27	25	22	24	24	24	24	20	16	16	18
About the same as expected	40	45	56	48	46	47	49	46	48	49	45	44	60	60	62	64	66	62
<b>Much Better/Better/Same</b>	<b>78</b>	<b>79</b>	<b>82</b>	<b>86</b>	<b>84</b>	<b>86</b>	<b>87</b>	<b>85</b>	<b>87</b>	<b>85</b>	<b>84</b>	<b>84</b>	<b>91</b>	<b>91</b>	<b>90</b>	<b>89</b>	<b>88</b>	<b>89</b>
Worse than expected	14	19	15	10	11	10	9	10	9	10	8	12	6	7	7	8	8	5
Much worse than expected	8	2	3	3	4	4	4	4	3	3	7	3	3	2	3	2	2	4
<b>Worse/Much Worse</b>	<b>22</b>	<b>21</b>	<b>18</b>	<b>13</b>	<b>15</b>	<b>13</b>	<b>13</b>	<b>14</b>	<b>12</b>	<b>13</b>	<b>16</b>	<b>15</b>	<b>9</b>	<b>9</b>	<b>9</b>	<b>10</b>	<b>10</b>	<b>9</b>
Don't know	0	0	1	1	1	1	0	1	2	1	1	1	0	0	1	1	1	2
Base	241	218	196	488	693	758	427	396	383	466	488	519	820	637	624	580	477	438

**Table 42: Service Expectations Met or Exceeded – By Point of Contact over Time (Part 2) (%)**

	Called Comms						Police in Person (excl. roadside and counter)					
	13/14	14/15	15/ 16	16/17	17/18	18/19	13/14	14/15	15/ 16	16/17	17/18	18/19
Much better than expected	18	19	17	20	17	18	18	12	15	21	21	23
Better than expected	28	23	22	23	22	23	27	27	22	21	25	26
About the same as expected	43	47	46	40	45	43	45	53	51	43	42	40
<b>Much Better/Better/Same</b>	<b>89</b>	<b>89</b>	<b>85</b>	<b>83</b>	<b>84</b>	<b>84</b>	<b>90</b>	<b>92</b>	<b>87</b>	<b>85</b>	<b>87</b>	<b>89</b>
Worse than expected	9	9	10	12	10	11	7	7	8	10	8	6
Much worse than expected	2	2	4	3	4	4	2	1	3	4	4	4
<b>Worse/Much Worse</b>	<b>11</b>	<b>11</b>	<b>14</b>	<b>15</b>	<b>14</b>	<b>14</b>	<b>9</b>	<b>8</b>	<b>11</b>	<b>13</b>	<b>12</b>	<b>10</b>
Don't know	0	0	1	2	2	2	1	0	2	2	1	2
Base	1187	1096	1080	2170	2531	2388	776	735	674	1032	1199	1264

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

Respondents who rated the service they received as *much better/better than expected* mostly attributed their exceeded expectations to the *Police acting promptly* (28%) and the staff member dealt with having a *positive friendly/polite/respectful attitude* (27%). The staff being *informative/knowledgeable* (14%), showing *interest/concern* (12%) and *providing follow-up/ringing back* (12%), were the next most frequently mentioned aspects that contributed to expectations being exceeded.

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 2017/18 there have been statistically significant increase in the share of respondents stating that *Police acted promptly* (up for the third consecutive year, including from 25% in 2017/18 to 28%), while there has been a significant decline in the share mentioning the staff member having a positive attitude (down from 30%, to 27%).

**Table 43: Reasons Why Service Received was Better Than Expected (%)**

	Respondents who received better than expected service						All Respondents
	2013/14 (n=1410)	2014/15 (n=1165)	2015/16 (n=1022)	2016/17 (n=2601)	2017/18 (n=3690)	2018/19 (n=3605)	2018/19 (n=4660)
Police acted promptly	10	16	15	22	25	28	16
Staff member had a positive attitude friendly/courteous/polite/respectful	27	34	32	32	30	27	15
Informative/knowledgeable/good advice/explained what was happening	5	7	9	15	15	14	8
Showed interest/concern – took matter seriously	8	13	16	11	13	12	7
Provided follow-up/rang back	7	8	6	10	11	12	7

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

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

Table lists those reasons mentioned by 10% or more of respondents in 2018/19.

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 reason for rating the service received as *worse/much worse than expected* were because *Police did not take the matter seriously/care* (21%). Other frequently mentioned reasons include that there was *no follow up* (16%), *no action was taken* (16%), the *Police were too slow/took too long* (12%), *Police did not attend* (12%), and/or the staff seeming *stressed, rude or short tempered* (11%).

The main reasons given for the service received being *worse* or *much worse* than expected are similar to those given in previous years. The only statistically significant changes have been an increase in both the share who mentioned that the reason the service they received was worse than expected was that *Police did not take the matter seriously/care* (up from 16% in 2017/18, to 21% this measure) and in the share feeling that *no action was taken* (up from 9% in 2017/18, to 16% this measure).

**Table 44: Reasons Why Service Received was Worse Than Expected (%)**

	Respondents who received worse service						All Respondents
	2013/14 (n=378)	2014/15 (n=367)	2015/16 (n=395)	2016/17 (n=549)	2017/18 (n=635)	2018/19 (n=605)	2018/19 (n=4660)
Did not take the matter seriously/did not care/not interested	13	13	16	16	16	21	2
No follow-up	10	14	16	16	16	16	2
No action was taken/Police didn't do anything/didn't help	2	1	3	17	9	16	2
Too slow/took too long	9	6	13	13	13	12	1
Did not attend/come to look	7	4	6	6	12	12	1
Staff seemed stressed/were rude/short tempered	10	6	8	9	10	11	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 10% or more of respondents in 2018/19.

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>26</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>26</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 2018/19 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. This share is unchanged from 2017/18.

Six percent of respondents experienced a problem or negative incident in 2018/19 (down one percentage point, but not a significant decline, from 7% in 2017/18).

**Table 45: Any Problems or Negative Incidents – Comparison Over Time (%)**

	2010/11	2011/12	2012/13	2013/14	2014/15	2015/16	2016/17*	2017/18*	2018/19*
Yes	4	4	4	4	3	3	5	7	6
No	95	96	96	96	96	96	94	92	92
Don't know	1	0	0	0	1	1	1	2	2
Base	4809	4710	4657	4689	4494	4025	2781	2262	2124

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.*

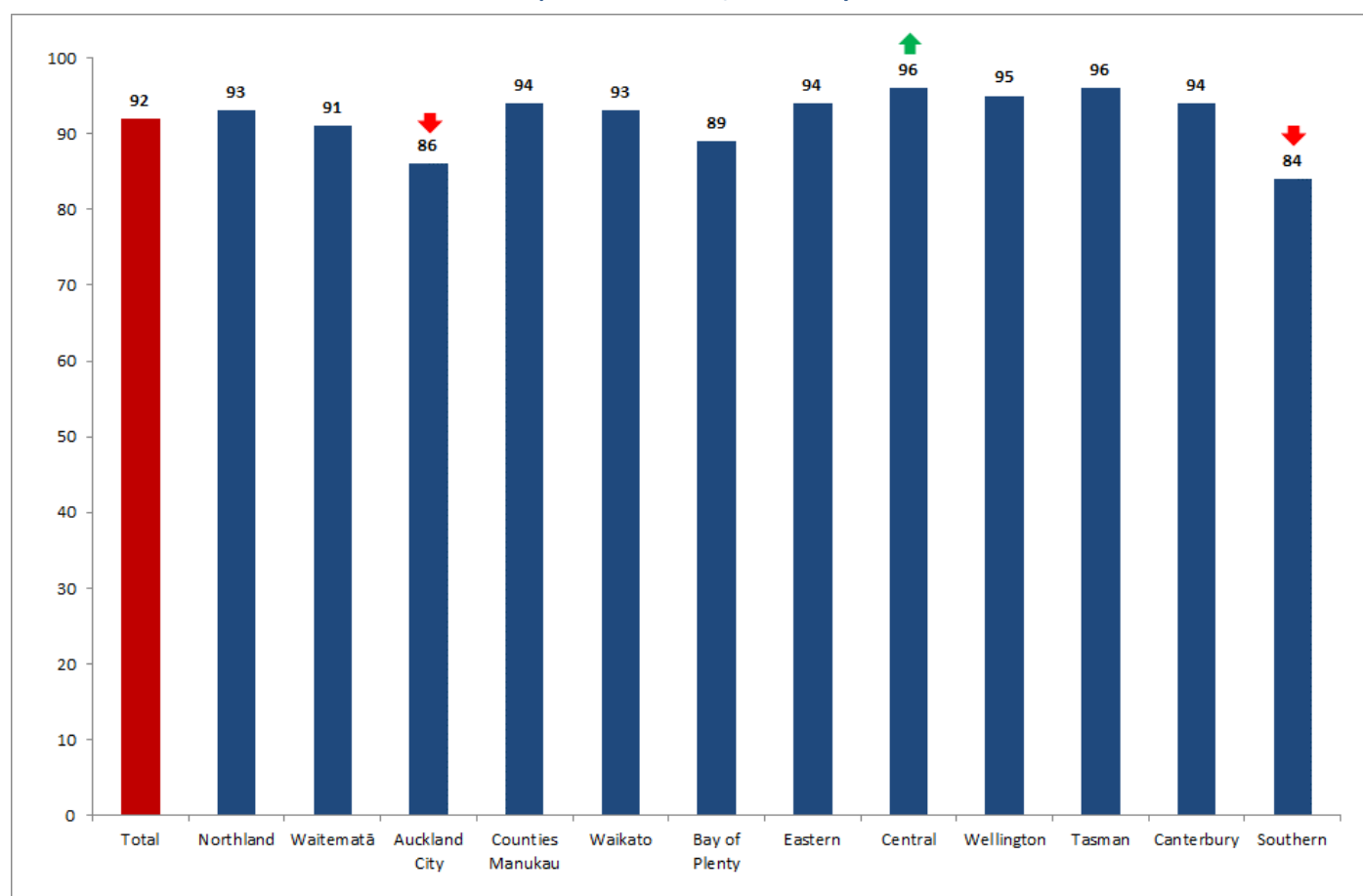
### 5.1.2. No Problems or Negative Incidents - Comparison by District

#### 1. 2018/19

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 Central District were least likely to have had any problems or negative interactions (both with 96% saying 'no'). Note the smaller sample size in Tasman, so this share was not significantly higher.

Southern (84%) and Auckland City (86%) districts had significantly higher shares when compared with all other districts.

**Figure 59: No Problems or Negative Incidents - By District in 2018/19**  
(% No Problems/Incidents)



Base: All respondents, excluding 'not applicable' responses. Total 2018/19 n=2124; Northland n=194; Waitematā n=186; Auckland City n=144; Counties n=199; Waikato n=233; Bay of Plenty n=177; Eastern n=185; Central n=174; Wellington n=172; Tasman n=181; Canterbury n=132; Southern n=147.

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 2017/18 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 Southern District (up for the second consecutive year from 3% in 2016/17, to 8% in 2017/18, and then to 15% in 2017/18). There has also been a statistically significant decrease in the proportion who said they did not encounter a problem or negative incident in Southern District (down from 92% to 84%) as well as Auckland City District (down from 94% to 86%).

**Table 46: Any Problems or Negative Interactions – By District over Time (Part 1) (%)**

	Northland									Waitematā									Auckland City								
	10/ 11	11/ 12	12/ 13	13/ 14	14/ 15	15/ 16	16/ 17	17/ 18	18/ 19	10/ 11	11/ 12	12/ 13	13/ 14	14/ 15	15/ 16	16/ 17	17/ 18	18/ 19	10/ 11	11/ 12	12/ 13	13/ 14	14/ 15	15/ 16	16/ 17	17/ 18	18/ 19
Yes	5	6	6	5	2	7	5	7	4	4	4	4	5	2	1	3	9	5	3	7	5	2	2	1	3	6	9
No	95	93	94	95	97	93	95	92	93	95	96	96	95	98	97	96	89	91	97	93	95	98	98	96	96	94	86
Don't know	0	1	0	0	1	0	0	1	3	1	0	0	0	0	2	1	2	3	0	0	1	0	0	3	1	0	5
Base	372	330	308	403	345	309	233	200	194	406	412	372	401	385	312	214	154	186	445	411	366	331	385	298	195	145	144

**Table 46: Any Problems or Negative Interactions – By District over Time (Part 2) (%)**

	Counties Manukau									Waikato									Bay of Plenty								
	10/ 11	11/ 12	12/ 13	13/ 14	14/ 15	15/ 16	16/ 17	17/ 18	18/ 19	10/ 11	11/ 12	12/ 13	13/ 14	14/ 15	15/ 16	16/ 17	17/ 18	18/ 19	10/ 11	11/ 12	12/ 13	13/ 14	14/ 15	15/ 16	16/ 17	17/ 18	18/ 19
Yes	3	6	5	6	7	7	3	6	5	3	4	2	5	4	2	5	9	5	4	4	5	2	2	3	3	9	9
No	96	94	95	94	93	92	96	92	94	97	96	98	95	96	97	95	89	93	96	96	95	98	98	96	95	91	89
Don't know	1	0	0	0	0	1	1	2	1	0	0	0	0	0	1	0	2	2	0	0	0	0	0	1	2	0	2
Base	464	452	412	393	366	343	216	174	199	475	484	511	454	471	401	301	249	233	436	433	434	445	407	360	262	236	177

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

	Eastern									Central									Wellington								
	10/ 11	11/ 12	12/ 13	13/ 14	14/ 15	15/ 16	16/ 17	17/ 18	18/ 19	10/ 11	11/ 12	12/ 13	13/ 14	14/ 15	15/ 16	16/ 17	17/ 18	18/ 19	10/ 11	11/ 12	12/ 13	13/ 14	14/ 15	15/ 16	16/ 17	17/ 18	18/ 19
Yes	3	4	2	5	2	2	8	6	6	6	5	4	5	2	2	3	5	3	3	3	5	5	5	3	5	3	4
No	97	96	98	95	98	97	91	90	94	93	95	96	95	97	98	95	90	96	97	97	95	95	95	96	94	96	95
Don't know	0	0	0	0	0	1	1	1	1	1	0	0	0	1	0	2	5	1	0	0	0	0	0	1	1	1	2
Base	348	370	371	397	348	362	235	201	185	387	392	435	406	405	385	267	230	174	450	470	425	403	414	370	252	199	172

**Table 46: Any Problems or Negative Interactions – By District over Time (Part 4) (%)**

	Tasman									Canterbury									Southern								
	10/ 11	11/ 12	12/ 13	13/ 14	14/ 15	15/ 16	16/ 17	17/ 18	18/ 19	10/ 11	11/ 12	12/ 13	13/ 14	14/ 15	15/ 16	16/ 17	17/ 18	18/ 19	10/ 11	11/ 12	12/ 13	13/ 14	14/ 15	15/ 16	16/ 17	17/ 18	18/ 19
Yes	6	4	5	4	2	5	1	4	3	7	4	4	5	2	2	10	8	6	4	2	4	4	6	6	3	8	15
No	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	84
Don't know	1	1	0	0	0	1	3	0	2	0	0	0	0	0	1	1	3	0	0	0	0	0	2	0	1	0	1
Base	284	321	323	376	312	262	208	159	181	409	360	383	350	396	312	193	150	132	333	275	317	330	293	291	205	165	147

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.

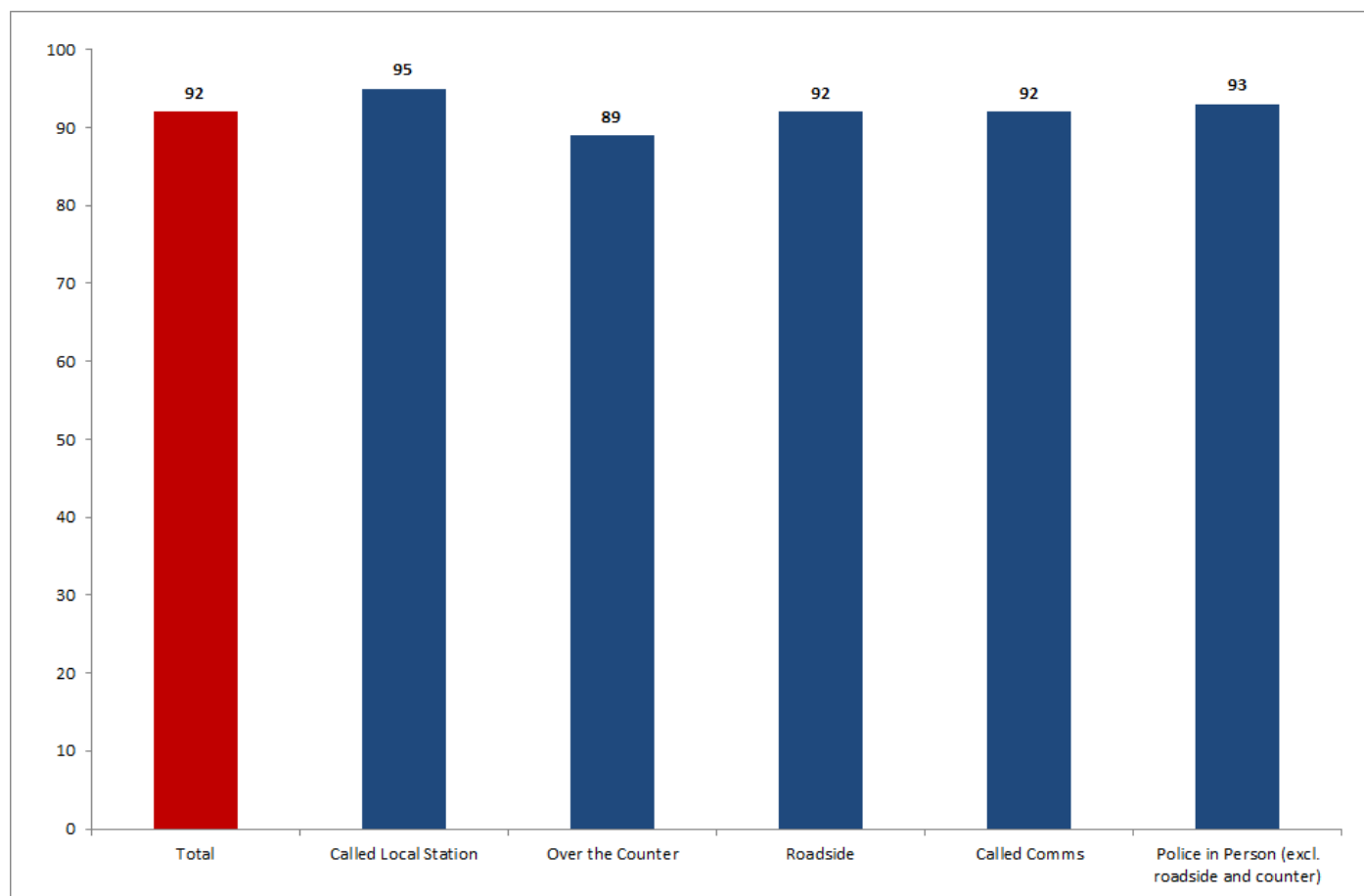
Red highlighting denotes a statistically significant negative change from the previous survey wave.

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

#### 1. 2018/19

Across all points of contact, 92% of respondents reported having no problems or negative interactions with the staff member they dealt with. There were no significant differences by point of contact.

**Figure 60: No Problems or Negative Interactions - By Point of Contact in 2018/19**  
(% No Problems/Incidents)



Base: All respondents, excluding 'not applicable' responses. Total 2018/19 n=2099; Called local station n=190; Over the counter n=334; Roadside n=713; Called the Communications Centre n=257; Police in Person (excl. roadside and counter) n=658.

## 2. Comparison With 2017/18

When compared with the 2017/18 results, there has been a statistically significantly lower proportion of respondents reporting that they had encountered a problem or a negative incident among those who had contact in person (excluding contact at the roadside or over the counter) (down from 9% to 5%), and a corresponding increase in the share stating that they had not (up from 89% to 93%).

**Table 47: Any Problems or Negative Incidents – By Point of Contact Over Time (Part 1) (%)**

	Called Local Station									Over the Counter									Roadside								
	10/ 11	11/ 12	12/ 13	13/ 14	14/ 15	15/ 16	16/ 17	17/ 18	18/ 19	10/ 11	11/ 12	12/ 13	13/ 14	14/ 15	15/ 16	16/ 17	17/ 18	18/ 19	10/ 11	11/ 12	12/ 13	13/ 14	14/ 15	15/ 16	16/ 17	17/ 18	18/ 19
Yes	5	3	5	5	1	1	5	6	4	5	5	5	5	4	2	4	9	9	4	4	4	4	4	3	3	5	7
No	94	96	94	95	98	97	94	92	95	94	95	95	95	95	96	95	91	89	96	96	96	96	96	96	96	94	92
Don't know	1	1	1	0	1	2	1	3	1	1	0	0	0	1	2	1	1	2	0	0	0	0	0	1	1	1	2
Base	278	257	243	245	231	196	190	199	190	450	451	421	450	413	386	366	338	334	1515	1539	1519	1773	1604	1427	1064	821	713

**Table 47: Any Problems or Negative Incidents – By Point of Contact Over Time (Part 2) (%)**

	Called Comms									Police in Person (excl. roadside and counter)								
	10/ 11	11/ 12	12/ 13	13/ 14	14/ 15	15/ 16	16/ 17	17/ 18	18/19	10/ 11	11/ 12	12/ 13	13/ 14	14/ 15	15/ 16	16/ 17	17/ 18	18/19
Yes	5	4	3	4	4	3	7	11	7	5	6	6	6	3	4	6	9	5
No	95	96	97	96	96	97	90	88	92	95	94	94	94	97	96	92	89	93
Don't know	0	0	0	0	0	0	3	1	1	0	0	0	0	0	0	1	2	2
Base	1688	1622	1642	1403	1397	1437	529	250	257	878	845	832	818	855	690	659	703	658

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 2018/19 were aware that there is a process to make a complaint against a member of the Police, while 27% were not aware. These results are unchanged when compared with 2017/18.

**Table 48: Awareness of Complaint Process Over Time (%)**

	2011/12	2012/13	2013/14	2014/15	2015/16	2016/17	2017/18	2018/19
Yes	<b>74</b>	<b>71</b>	<b>74</b>	73	73	73	<b>69</b>	69
No	<b>25</b>	<b>28</b>	<b>25</b>	26	26	<b>24</b>	<b>27</b>	27
Don't know	1	1	1	1	1	<b>3</b>	<b>4</b>	5
Base	5580	8668	5981	5134	4870	4320	4167	4033

*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 2018/19, just under four out of five respondents (78%) were confident they could find out how to make a complaint against the Police if they needed to – this share is unchanged from 2017/18. Fifteen percent reported that they are not confident (down one percentage point from 16% in 2017/18) and a further 8% were not sure.

**Table 49: Confident I Could Find out How to Make A Complaint over Time (%)**

	2011/12	2012/13	2013/14	2014/15	2015/16	2016/17	2017/18	2018/19
Yes	87	87	89	90	90	83	78	78
No	11	12	10	9	8	11	16	15
Don't know	2	1	1	1	2	6	7	8
Base	5940	9357	6451	5679	5382	4534	4319	4200

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 2018/19 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 where you live, the places you go to and things you do, how safe or unsafe do you feel? Would you say you feel.....

**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 feel in general on a day to day basis.

**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

**Q2b.** And 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**

8. Very safe
9. Safe
10. Neutral
11. Unsafe
12. Very unsafe
13. **(don't read)** Don't know
14. **(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

**If less safe (code 2 at Q2c) ask:**

**Q2d.** Why are you now feeling less safe in your neighbourhood after dark?

**Probe if needed:** What has happened to change how safe you feel compared to 2 years ago?

What else has happened to make you feel unsafe in your neighbourhood after dark?

**Do not read. Multiple response.**

1. Other **(please specify)**
2. 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. **(Do not 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**

15. Very safe
16. Safe
17. Neutral
18. Unsafe
19. Very unsafe
20. **(don't read)** Don't know
21. **(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 (%)**

	2013/14	2014/15	2015/16	2016/17	2017/18	2018/19
Very Satisfied	50	54	47	46	44	44
Satisfied	37	30	35	37	38	36
<b>Very Satisfied/Satisfied</b>	<b>87</b>	<b>84</b>	<b>82</b>	<b>83</b>	<b>82</b>	<b>80</b>
Neither/Nor	6	8	7	8	9	8
Dissatisfied	5	4	6	6	4	7
Very Dissatisfied	2	3	3	2	4	3
<b>Dissatisfied/Very Dissatisfied</b>	<b>7</b>	<b>7</b>	<b>9</b>	<b>7</b>	<b>8</b>	<b>10</b>
Don't know	0	2	2	2	2	2
Base	1193	1150	1103	1272	1355	1318

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 (%)**

	2013/14	2014/15	2015/16	2016/17	2017/18	2018/19
Very Satisfied	58	57	54	48	48	50
Satisfied	33	31	34	40	41	39
<b>Very Satisfied/Satisfied</b>	<b>91</b>	<b>88</b>	<b>87</b>	<b>88</b>	<b>89</b>	<b>89</b>
Neither/Nor	4	5	6	6	5	6
Dissatisfied	4	4	5	3	3	4
Very Dissatisfied	1	2	2	1	2	1
<b>Dissatisfied/Very Dissatisfied</b>	<b>5</b>	<b>6</b>	<b>6</b>	<b>5</b>	<b>5</b>	<b>5</b>
Don't know	0	1	1	1	1	1
Base	1195	1149	1104	1267	1356	1319

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					
	13/14	14/15	15/16	16/17	17/18	18/19	13/14	14/15	15/16	16/17	17/18	18/19	13/14	14/15	15/16	16/17	17/18	18/19
Strongly Agree	58	62	60	58	56	55	56	59	59	58	54	53	47	47	44	45	44	46
Agree	36	31	34	37	38	37	38	33	32	36	38	39	33	29	26	30	31	29
<b>Strongly Agree/ Agree</b>	<b>94</b>	<b>93</b>	<b>94</b>	<b>94</b>	<b>93</b>	<b>92</b>	<b>94</b>	<b>92</b>	<b>92</b>	<b>93</b>	<b>92</b>	<b>92</b>	<b>80</b>	<b>76</b>	<b>71</b>	<b>75</b>	<b>75</b>	<b>75</b>
Neither/nor	2	2	2	2	3	4	2	3	3	3	4	3	5	5	4	6	6	6
Disagree	3	3	2	2	2	2	2	2	3	2	2	2	4	3	4	3	3	4
Strongly Disagree	1	1	1	1	1	1	1	2	1	1	1	1	2	2	2	1	2	1
<b>Disagree/Strongly Disagree</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>3</b>	<b>6</b>	<b>5</b>	<b>6</b>	<b>4</b>	<b>4</b>	<b>6</b>
Don't know	0	1	1	1	1	2	1	1	2	1	2	1	9	14	19	16	15	14
Base	1189	1135	1089	1265	1349	1317	1196	1149	1104	1272	1356	1318	1171	1122	1078	1244	1337	1291

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

	Individual circumstances taken into account						Good value for tax dollars spent					
	13/14	14/ 15	15/ 16	16/17	17/18	18/19	13/14	14/ 15	15/ 16	16/17	17/18	18/19
Strongly Agree	49	52	47	45	43	46	37	40	38	40	40	42
Agree	38	34	36	40	40	38	45	41	41	42	40	37
<b>Strongly Agree/Agree</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>	<b>79</b>
Neither/nor	5	5	7	7	8	6	9	10	9	9	11	10
Disagree	4	4	5	3	4	4	4	5	6	4	3	5
Strongly Disagree	2	3	2	2	2	2	3	2	2	2	3	2
<b>Disagree/Strongly Disagree</b>	<b>6</b>	<b>7</b>	<b>6</b>	<b>5</b>	<b>6</b>	<b>6</b>	<b>7</b>	<b>7</b>	<b>8</b>	<b>6</b>	<b>6</b>	<b>7</b>
Don't know	2	2	5	3	3	4	2	2	3	4	3	4
Base	1165	1090	1031	1213	1318	1267	1185	1143	1098	1264	1353	1311

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 (%)**

	2013/14	2014/15	2015/16	2016/17	2017/18	2018/19
Very Good Service	37	41	39	35	34	34
Good Service	48	44	47	50	51	49
<b>Very Good/Good Service</b>	<b>85</b>	<b>85</b>	<b>86</b>	<b>84</b>	<b>85</b>	<b>83</b>
Neither/Nor	10	9	7	9	9	10
Poor Service	3	4	5	4	4	4
Very Poor Service	1	0	1	1	1	1
<b>Poor/Very Poor Service</b>	<b>4</b>	<b>4</b>	<b>5</b>	<b>5</b>	<b>4</b>	<b>5</b>
Don't know	1	2	2	2	2	3
Base	1172	1123	1075	1237	1322	1283

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 (%)**

	2013/14	2014/15	2015/16	2016/17	2017/18	2018/19
Much Better	20	19	17	19	17	20
Better	27	22	22	24	23	23
About The Same As Expected	42	47	47	44	47	44
<b>Much Better/Better/Same</b>	<b>89</b>	<b>88</b>	<b>85</b>	<b>88</b>	<b>87</b>	<b>87</b>
Worse	9	9	9	9	8	8
Much Worse	2	2	4	2	3	2
<b>Worse/Much Worse</b>	<b>11</b>	<b>11</b>	<b>13</b>	<b>10</b>	<b>10</b>	<b>11</b>
Don't know	0	1	2	2	2	2
Base	1158	1096	1085	1266	1352	1314

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 maximum margins of error achieved in the 2018/19 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 also 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**

	No. of Respondents (n)	Margin of Error (at 95% confidence interval)
<b>TOTAL – All Surveys (General + Māori Booster + Electoral Roll + SES + Comms + CRL)</b>	<b>9607</b>	<b>± 1.0%</b>
No Contact	4529	± 1.5%
Contact	5078	± 1.4%
<b>Total General</b>	<b>3515</b>	<b>± 1.7%</b>
No Contact	2472	± 1.8%
Contact	1043	± 3.0%
<b>Total Māori Booster</b>	<b>1022</b>	<b>± 3.1%</b>
No Contact	629	± 3.9%
Contact	393	± 4.9%
<b>Total Electoral Roll</b>	<b>2036</b>	<b>± 2.2%</b>
No Contact	1335	± 2.7%
Contact	701	± 3.7%
<b>Total Communications Centre</b>	<b>1111</b>	<b>± 2.9%</b>
<b>Total Service Experience</b>	<b>1622</b>	<b>± 2.4%</b>
<b>Total Crime Reporting Line</b>	<b>301</b>	<b>± 5.6%</b>

	No. of Respondents (n)	Margin of Error
<b>District</b>		
Northland	739	± 3.6%
• Contact in last 6 months	363	± 5.1%
Waitematā	855	± 3.4%
• Contact in last 6 months	472	± 4.5%
Auckland City	767	± 3.5%
• Contact in last 6 months	429	± 4.7%
Counties Manukau	805	± 3.5%
• Contact in last 6 months	468	± 4.5%
Waikato	901	± 3.3%
• Contact in last 6 months	502	± 4.4%
Bay of Plenty	848	± 3.4%
• Contact in last 6 months	453	± 4.6%
Eastern	782	± 3.5%
• Contact in last 6 months	405	± 4.9%
Central	853	± 3.4%
• Contact in last 6 months	433	± 4.7%
Wellington	843	± 3.4%
• Contact in last 6 months	436	± 4.7%
Tasman	652	± 3.8%
• Contact in last 6 months	331	± 5.4%
Canterbury	832	± 3.4%
• Contact in last 6 months	421	± 4.8%
Southern	730	± 3.6%
• Contact in last 6 months	365	± 5.1%
<b>Point of Contact</b>		
Called Comms	2526	± 1.9%
Police in Person (excl. Roadside and Counter)	1269	± 2.8%
Called Local Station	763	± 3.5%
Roadside	730	± 3.6%
Over the Counter (visited local station)	523	± 4.3%
<b>Gender</b>		
Male	4151	± 1.5%
Female	5456	± 1.3%
<b>Age</b>		
16-24 years	677	± 3.8%
25-34 years	1027	± 3.1%
35-44 years	1157	± 2.9%
45-54 years	1808	± 2.3%
55-64 years	1892	± 2.3%
65 years or older	3042	± 1.8%

	No. of Respondents (n)	Margin of Error
<b>Ethnicity</b>		
European ( <i>at least one European/NZ European ethnicity code</i> )	6325	± 1.2%
Māori	2297	± 2.0%
Asian ( <i>at least one Asian ethnicity code</i> )	609	± 4.0%
Pacific ( <i>at least one Pacific ethnicity code</i> )	248	± 6.2%
<b>Main Reason for Contact (<i>reasons mentioned by n=60+ listed</i>)</b>		
Theft	590	± 4.0%
Traffic stop	546	± 4.2%
General enquiry	524	± 4.3%
Assault	513	± 4.3%
Burglary	461	± 4.6%
Report dangerous driving	458	± 4.6%
Traffic crash or incident	425	± 4.8%
Disorderly behaviour and intoxication offences	422	± 4.8%
Other incident	217	± 6.7%
Traffic offence	194	± 7.0%
Property damage or vandalism	168	± 7.6%
Intruder/prowler/suspicious noises	166	± 7.6%
Other crime	96	± 10.0%
Follow up on previous enquiry	92	± 10.2%
Community activity	64	± 12.2%
Victim of Crime	1468	± 2.6%

Margin of Error calculated on unweighted sample bases