

New Zealand Police Citizens' Satisfaction Survey.

Report for 2019/20

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EXECUTIVE SUMMARY

1. Introduction and Research Objectives

New Zealand Police commissioned Gravitas Research and Strategy Ltd to conduct the 2019/20 Citizens' Satisfaction Research programme (covering the fiscal year 1 July 2019 to 30 June 2020). 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 of 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 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 12, 606 respondents collected through a programme of seven surveys between 1 July 2019 and 30 June 2020 as summarised in the summary table below.

Summary Table 1: Programme of Surveys

Survey type	Method	Sample Size
General Population Surveys (including Māori booster sample)	Random telephone survey to landlines	n = 5, 585
Contact Surveys ¹ (including Communications Centre surveys and the Service Experience Survey)	Targeted telephone surveys to landlines and cell phones	n = 4, 514
Electoral Roll Survey	Random mailed out survey offering online and paper self-completion	n = 2, 507
Total Sample		n = 12, 606

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 surveys. 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, 2018/19 and 2019/20 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, 2018/19 and 2019/20 results to those from the survey waves prior to 2016/17.

During 2019/20 the Single Non-Emergency Number Survey was introduced to collect feedback on the new Non-Emergency Line (10 5).

¹ A separate survey was undertaken to measure satisfaction and gather user feedback on the 105 Online Reporting process. Key findings from this survey can be found in Appendix 3.

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 rest of the total sample) have been noted throughout. Changes in results that are referred to as stable are differences that are not statistically significant² 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*.

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;
- feelings of safety in their local neighbourhood after dark;
- feelings of safety 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 77% of respondents stating they have *full/quite a lot of trust and confidence* in the Police, this is a significant decrease from the 2018/19 result (79%). There has also been a significant increase from 2018/19 (up from 5% to 6%) in the share of respondents who have *no/not much trust and confidence* and the share who have *no confidence* (up from 1% to 2%) in the Police. The shares of respondents with *full/quite a lot of trust and confidence* in the Police are significantly higher in the Southern (81%) and Canterbury (80%) districts, compared to all other districts, while the shares in Counties Manukau (71%) and Northland (72%) are significantly lower.

When compared with 2018/19, there has been a significant decrease 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 Counties Manukau District (71%, down from 77%).

² Differences between 2018/19 and 2019/20 results have been tested using results to one decimal place (i.e. prior to rounding).

Respondents significantly more likely to give a rating of *full/quite a lot of trust and confidence* include those³:

- aged 65 or older (88%), aged 55-64 (81%) and aged 45-54 (79%);
- living in the least deprived areas - NZDep score of 1-3 (84%) or 4-7 (79%);
- of European ethnicity (81%);
- who live in the South Island (79%), particularly in the Southern (81%) and Canterbury (80%) districts;
- who are female (80% compared with 75% for male respondents); and/or
- who have not had contact with the Police in the previous six months (79%, compared with 74% of those who had contact).

Respondents significantly more likely to give a rating of *not much/no trust and confidence* include those⁴:

- of 'other' ethnicities (13%), Pacific ethnicities (10%) and Māori (8%);
- aged 25-34 (9%), 16-24 (8%), or aged 35-44 (7%);
- living in the most deprived areas (NZDep score of 8-10 (8%));
- who are male (7% compared with 5% for female respondents); and/or
- who had contact with the Police in the previous six months (8%, compared with 4% of those who had not).

Compared with the 2018/19 results, there is a significant increase in the share *strongly agreeing/agreeing* that police are responsive to the needs of their communities (up from 72% to 74%). There has also been a significantly higher share of respondents saying they feel *very safe/safe* in their city or town centre at night (up from 49% to 51%).

There have been significant declines in the shares of respondents saying that they *strongly agree/agree* that Police are involved in activities in their communities (down from 69% to 65%) and that they feel *safe/very safe* in general (down from 83% to 82%).

The following table and graph outline the key results and changes between survey waves for these measures of public perception.

Note: See Section 3 for more detail on each of these questions.

³ Groups are ordered by the share giving a rating of *full/quite a lot of trust and confidence* (group with highest share first).

⁴ Groups are ordered by the share giving a rating of *not much/no trust and confidence* (group with highest share first).

Summary Table 2: Trust and Confidence, Safety and Police Role – Comparison over Time (%)

	Total Positive						Neutral/Some trust and confidence						Total Negative					
	2014/ 15	2015/ 16	2016/ 17	2017/ 18	2018/ 19	2019/ 20	2014/ 15	2015/ 16	2016/ 17	2017/ 18	2018/ 19	2019/ 20	2014/ 15	2015/ 16	2016/ 17	2017/ 18	2018/ 19	2019/ 20
Trust & Confidence	78	77	77	78	79	77	18	18	17	16	16	16	4	4	6	6	5	6
Safety in general*	-	-	-	-	83	82	-	-	-	-	13	15	-	-	-	-	4	4
Safety in neighbourhood after dark	77	75	69	70	71	71	15	16	19	19	18	18	8	9	11	10	10	10
Safety in city/town at night	57	56	47	47	49	51	24	24	29	29	30	29	17	18	21	22	19	18
Police are responsive to the needs of my community	78	78	71	70	72	74	14	13	20	20	20	18	5	6	8	8	7	7
Police are involved in activities in my community	69	70	65	66	69	65	18	17	22	22	21	23	7	7	9	9	7	8

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.

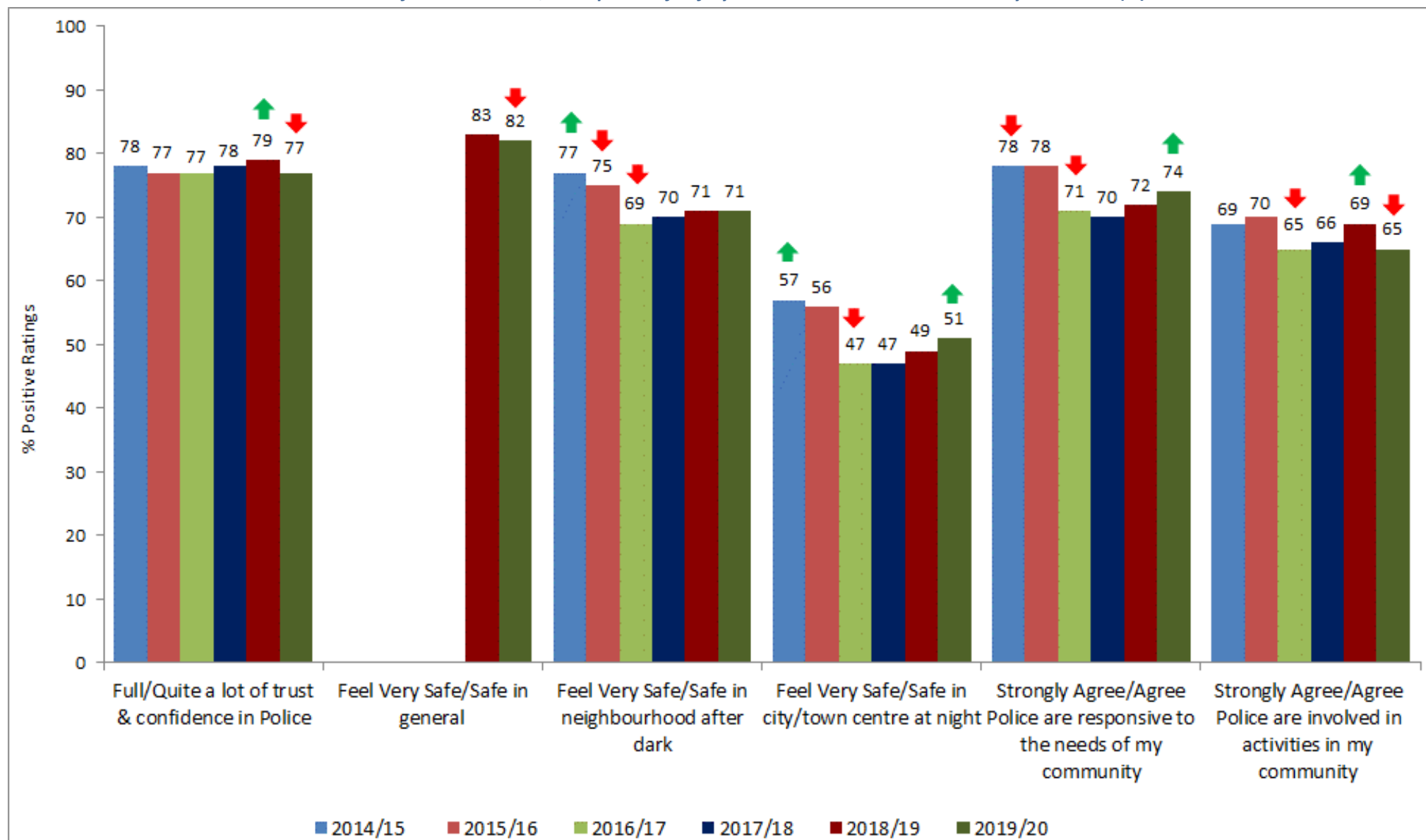
Red highlighting denotes a statistically significant negative change from the previous survey wave.

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 measure added in 2018/19.*

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. No general safety data available prior to 2018/19

During the 2019/20 surveying period, eight individual statements and one overall statement about trust and confidence in the Police were introduced into the Citizens Satisfaction Survey to assess public perceptions of Police and Police performance in more detail and to support effective analysis and actionable reporting. 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 rate their levels of agreement with the following statements:

- Police deal effectively with burglary and theft
- Police deal effectively with road safety
- Police deal effectively with major crimes and significant events
- The Police have a suitable presence in my community
- Police focus on the things that matter in my community
- Police treat people with fairness and respect
- Police would respond quickly if I needed them
- Police are easy to contact for a non-emergency situation
- Overall, I have trust and confidence in the Police.

A note on comparing the new overall statement to the earlier trust and confidence measure: *The earlier trust and confidence measure that has been tracked over time is based on a single question asked in isolation. The new measure is asked in the context of a set of related questions rating aspects of Police service and impacts of policing, respondents are essentially more “prompted” to think about Police activity and effects (or warmed up) and this will tend to focus respondents on Police services and the role they play in society (rather than focusing on say an event(s) from their past), thus providing a more considered measure of trust and confidence. Whereas the earlier “cold” question captures a more raw, top of mind response. The rating scales of the two questions (both 5 point) and their treatment also differ. The positive result for the earlier question is composed of the Full/Quite a lot ratings with the third point on the scale (Some trust and confidence) excluded, but likely to include some positive sentiment. In comparison, the positive rating for the new measure is composed of the Strongly agree/Agree ratings with third (Neither agree/Nor disagree) excluded, and analysis showing it to be less likely to include positive sentiment.*

The shares of positive (those *strongly agreeing/agreeing*) and negative (those *disagreeing/strongly disagreeing*) ratings vary across the 8 statements.

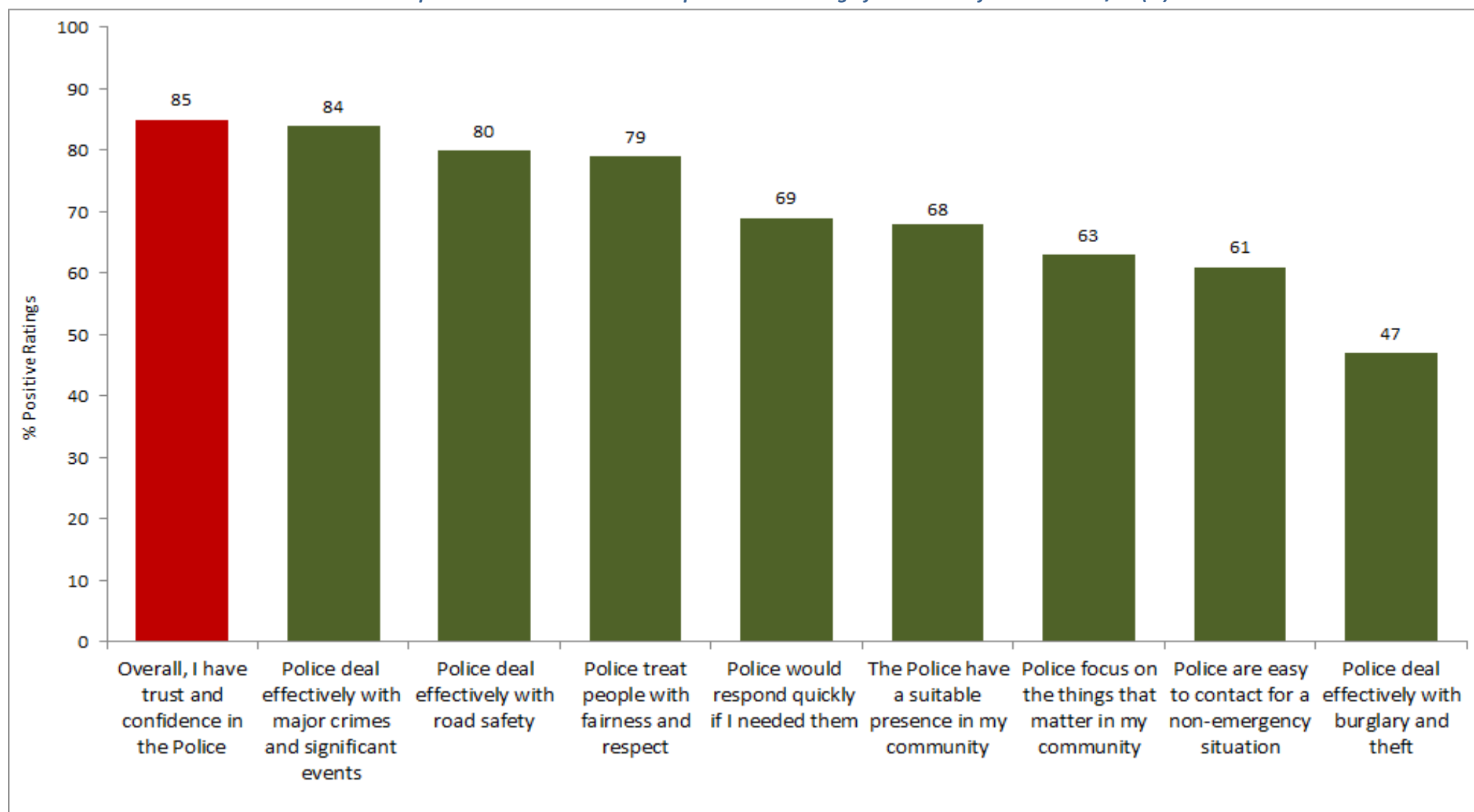
In terms of the most positive ratings, around four fifths of respondents agreed to some extent (*strongly agreeing/agreeing*) that Police deal effectively with major crimes and significant events (84%) and road safety (80%), and that Police treat people with fairness and respect (79%). In contrast, less than half of all respondents (47%) *strongly agree/agree* that Police deal effectively with burglary and theft.

Interestingly, the share of positive ratings for the overall trust and confidence rating (85%) is higher than for each of the 8 individual measures. This indicates individuals perceive the Police to be performing better in some areas than in others, that these are not always the same areas of service for all respondents, and that respondents draw on a number of factors when considering the trust and confidence they have in Police (some measured here and some not covered), which collectively leads to a higher overall rating.

The following graph outlines the key positive results for these new public perception questions.

Note: See Section 3 for more detail on each of these questions.

Summary Figure 2: Citizens' Satisfaction Survey
New Perception Measures to Build a Deeper Understanding of Trust & Confidence – 2019/20 (%)



Base varies by attribute (n=10059 to n=10452). New statements were introduced during 2019/20, therefore time series data is not available.

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 sector⁵. 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 service⁶. The service attributes⁷ 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 is 79%, just one percentage down compared to 2018/19 at 80%. Respondents were significantly more likely to be *very satisfied/satisfied* with the overall quality of service delivery included those:

- who had contact with Police at a traffic stop (90%) or when reporting dangerous driving (84%);
- who live in the Tasman (86%) and Wellington (83%) districts;
- aged between 45-54 (82%) or over 65 years old (86%);
- of Pacific ethnicities (86%); and/or
- whose point of contact was at the roadside (85%) or by calling the Communications Centre (81%).

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

- who had contact with Police as a suspect/perpetrator (50%) or regarding an assault (66%), vandalism (68%), a traffic offence (69%), or a traffic crash (75%);
- of 'other' ethnicities (69%);
- whose point of contact was visiting (70%) or calling (76%) a local station;
- who live in the Canterbury District (75%);
- aged 25-34 (76%); and/or
- living in the most deprived areas (NZDep score of 8-10) (77%).

⁵ As identified by the State Services Commission's Kiwis Count survey, part of the 'New Zealanders' Experiences' research programme in 2007.

⁶ 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*.

⁷ The service excellence attribute questions are from the Common Measurements Tool and used under licence and reproduced with the permission of the Institute for Citizen-Centred Service.

In 2019/20 there have been no significant increases in the share of respondents *strongly agreeing/agreeing* with the any attributes of service excellence. However, there has been a significant decline in the share *strongly agreeing/agreeing* that individual circumstances were taken into account (74%, down from 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 within 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 (%)

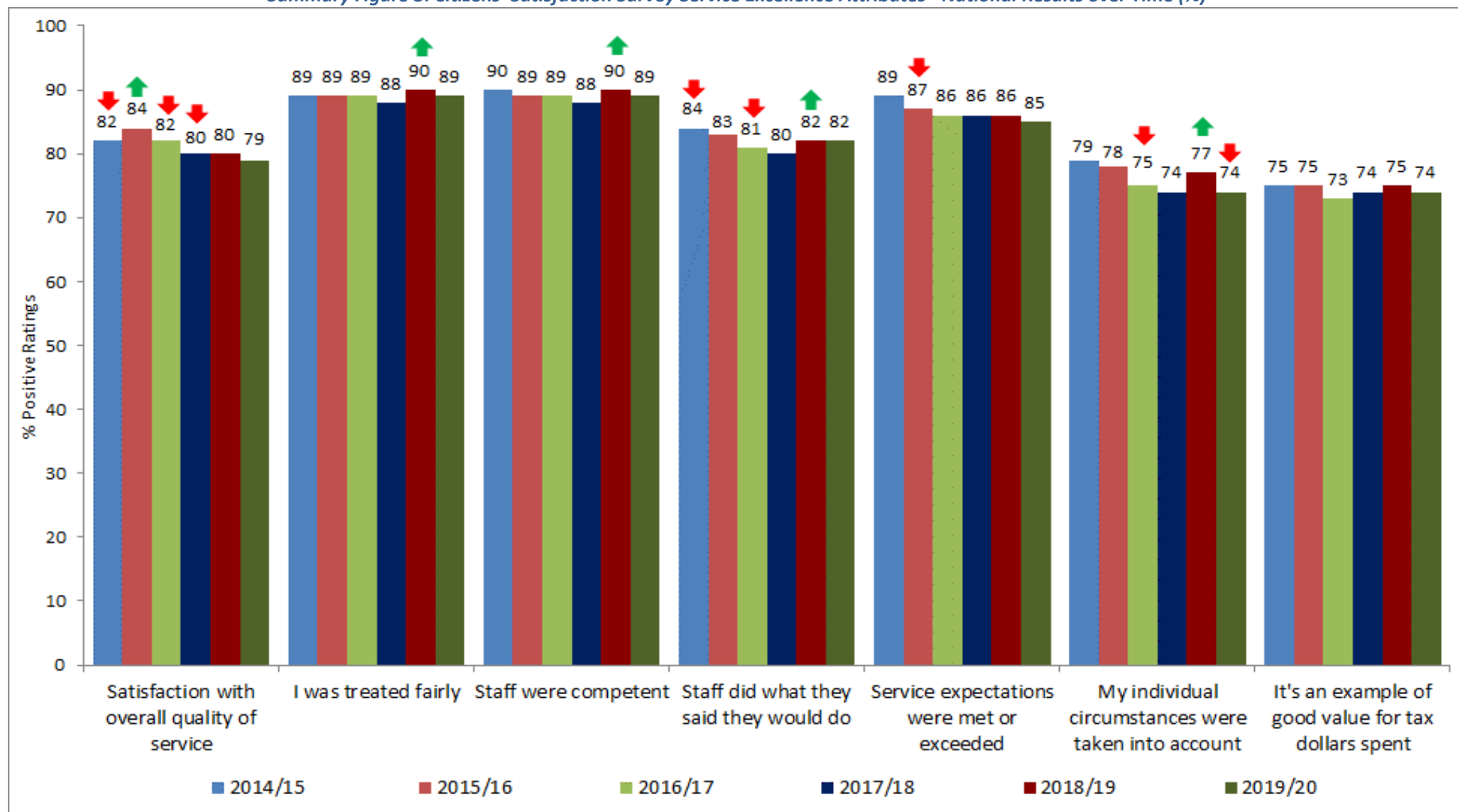
	Total Positive						Neutral						Total Negative					
	2014/ 15	2015/ 16	2016/ 17	2017/ 18	2018/ 19	2019/ 20	2014/ 15	2015/ 16	2016/ 17	2017/ 18	2018/ 19	2019/ 20	2014/ 15	2015/ 16	2016/ 17	2017/ 18	2018/ 19	2019/ 20
Satisfaction with overall quality of service delivery	82	84	82	80	80	79	10	8	9	10	9	10	7	7	7	8	9	9
I was treated fairly	89	89	89	88	90	89	4	4	4	6	4	4	6	6	5	5	5	5
Staff were competent	90	89	89	88	90	89	4	4	5	6	4	5	5	5	4	5	5	4
Staff did what they said they would do	84	83	81	80	82	82	6	4	7	7	6	5	5	5	5	6	6	7
Expectations met or exceeded*	89	87	86	86	86	85	-	-	-	-	-	-	11	12	12	13	12	12
My individual circumstances were taken into account	79	78	75	74	77	74	10	9	12	11	9	10	9	11	7	9	8	9
It's an example of good value for tax dollars spent	75	75	73	74	75	74	13	12	14	13	12	11	11	11	9	10	9	11

Note: Base varies by attribute and year.

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

** The expectations question includes the measures “about the same as expected”, “better than expected”, and “much better than expected”.*

Summary Figure 3: 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, 85% of respondents reported it was *much better/better or about the same* as they had expected (down one percentage point from 86% for the previous three years). However, the share of respondents who said they service was *much better* or *better* than expected has decreased significantly (36%, down from 39% in 2018/19), with the share who reported the service as *better* than expected decreased from 23% to 21%. The share reporting the service as being *much better* remains unchanged from 2018/19 at 16%.

In 2019/20 12% of respondents reported that the service they received was *worse*, or *much worse* than expected (unchanged from 2018/19).

3. Reasons why Service was Better than Expected

Those who reported the service received as *much better/better than expected* most commonly indicated that this was because the police staff member had a *positive attitude/was friendly/polite/respectful* (30%, up significantly from 27% in 2018/19). *Police acted promptly* (26%) was the second most commonly mentioned reason.

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 4% and 11% 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 in 2019/20, include:

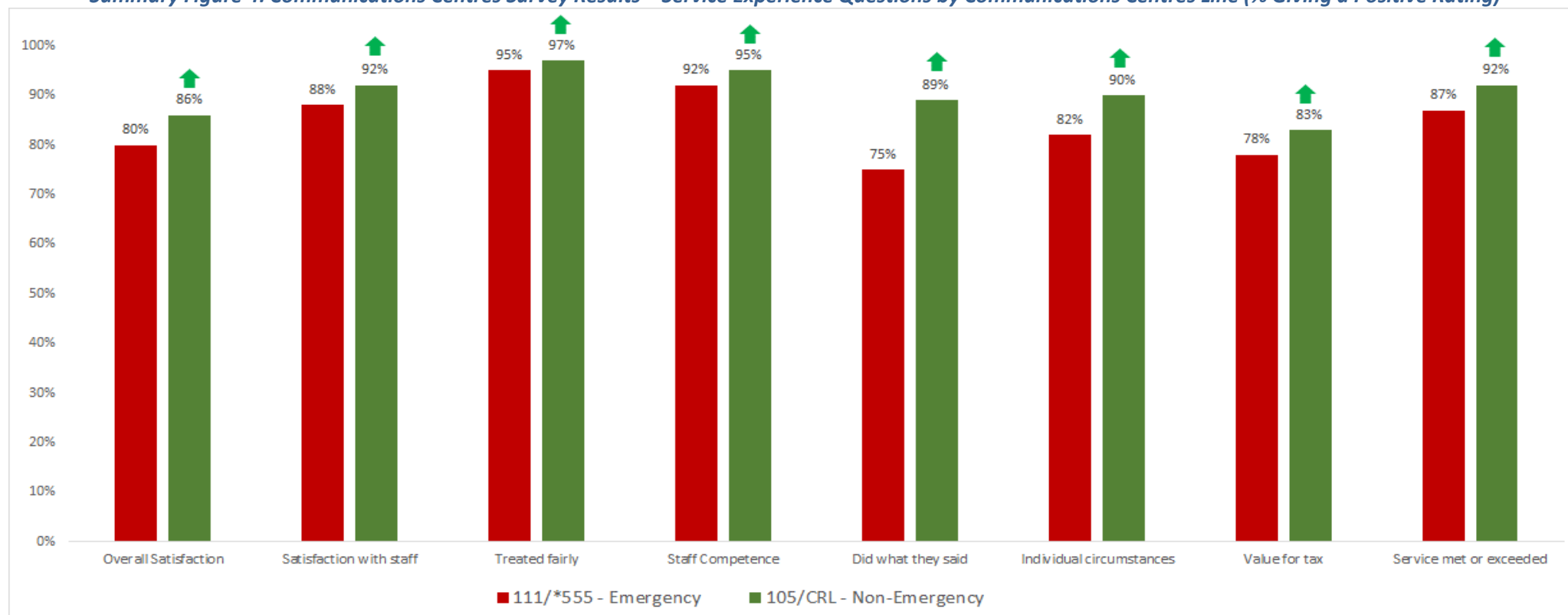
- there was no follow-up;
- the staff seemed stressed, were rude or short tempered;
- no action was taken, Police didn't do anything or help;
- the matter was not taken seriously, and/or the staff member did not believe me; and/or
- Police were too slow/took too long.

5. 2019/20 Communications Centres Results for Service Experience Questions by Emergency/Non-Emergency Line

Note: Results are from the Communications Centres Surveys, comprising: the emergency (111/*555) and non-emergency (105/CRL) line surveys – where people who have called in the previous seven days are surveyed from lists provided by Police. Results may differ from those reported for the Comms channel in the point of contact sections throughout this report, as those results are from the Communications Centres sample based surveys combined also with results from those who mentioned they called a Communications Centre number in the General, Māori Booster, Service Experience and Electoral Roll surveys. The 105 number was introduced during 2019/20, prior to this Crime Reporting Line data was combined with the emergency line data, consequently the new structure is not comparable to previous results and time series data has not been presented.

The graph below show that the non-emergency line received significantly higher results than the emergency line for all key service attributes.

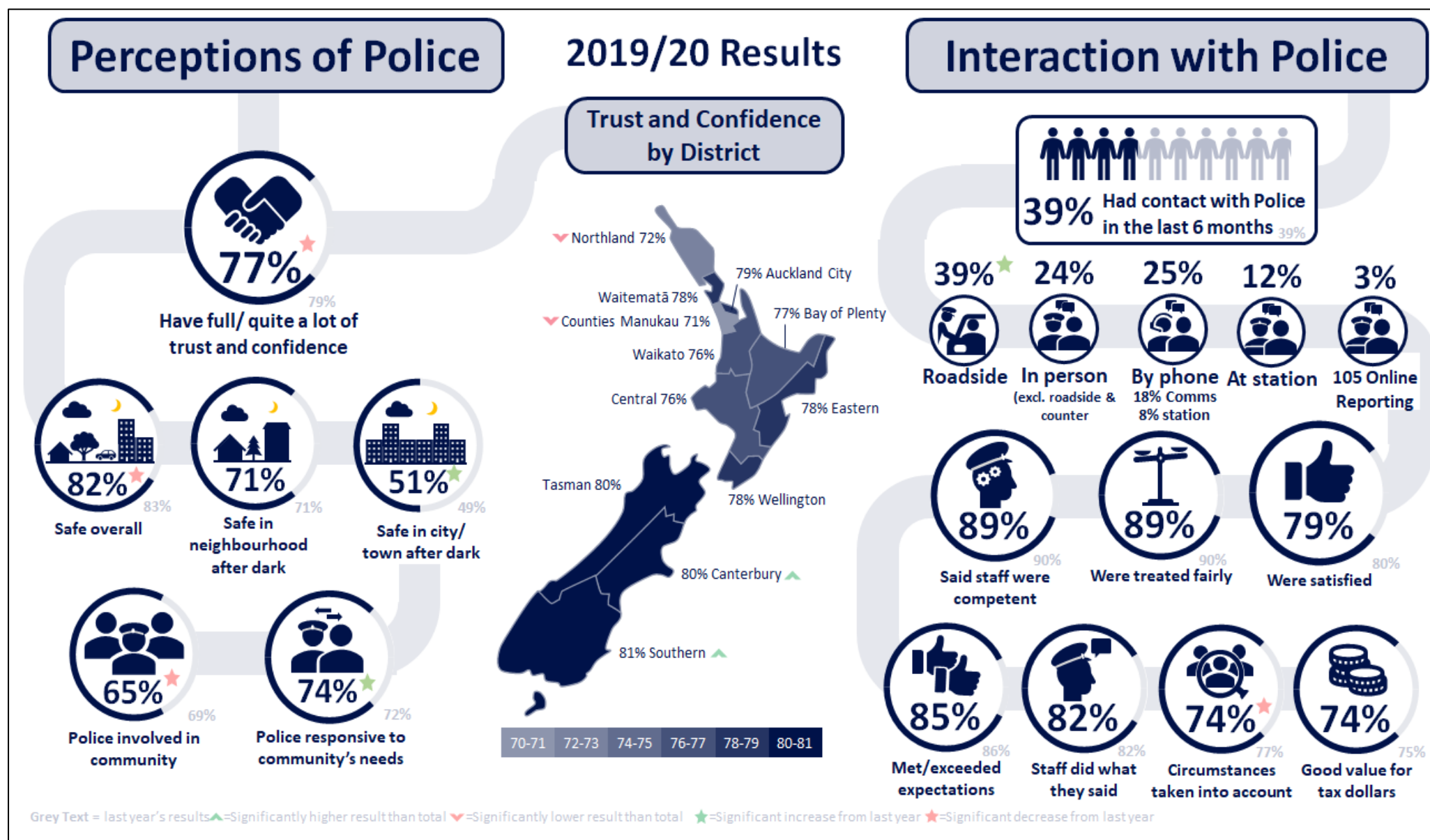
Summary Figure 4: Communications Centres Survey Results – Service Experience Questions by Communications Centres Line (% Giving a Positive Rating)



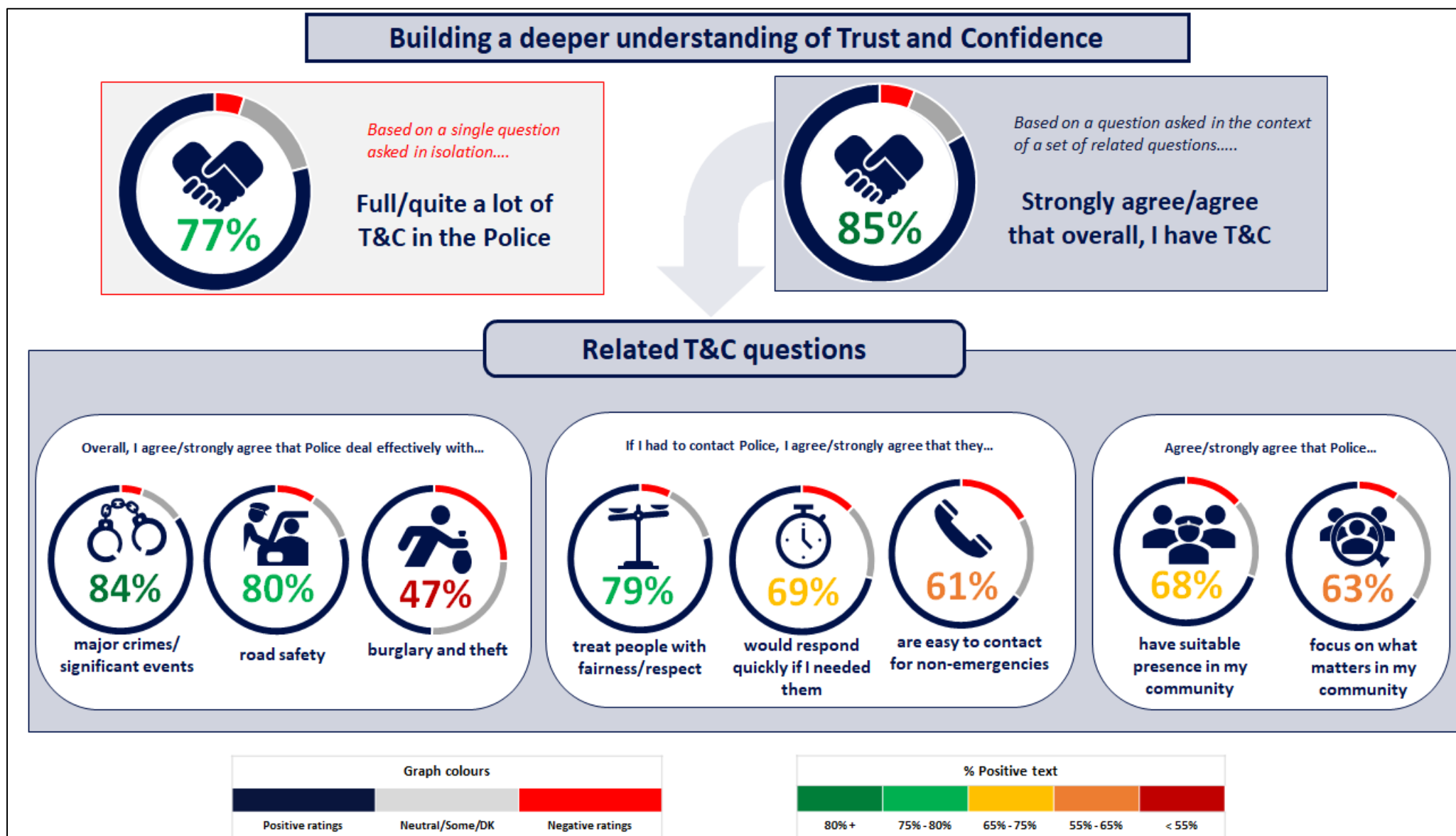
NB: The expectations question includes the measures “about the same as expected”, “better than expected”, and “much better than expected”.

Base varies by attribute and line. Arrow indicates a significantly higher result.

Summary Figure 4: Summary of Key Results for 2019/20



Summary Figure 5: Summary of New Trust and Confidence Measure for 2019/20



1. INTRODUCTION

1.1. Introduction

New Zealand Police commissioned Gravitas Research and Strategy Ltd to conduct the 2019/20 Citizens' Satisfaction Research programme, covering the fiscal year 1st July 2019- 30th June 2020. 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. During the 2019/20 surveying period, eight individual and one overall statement were also introduced into the Citizens Satisfaction Survey to measure drivers and trust and confidence in more detail and to support effective analysis and actionable reporting. 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), the new drivers of trust and confidence statements, and the CMT service satisfaction questions are included in this report.

This report outlines the survey methods and discusses the findings of responses from 12, 606 respondents aged 16 years or over⁸ during the 1 July 2019 to 30 June 2020 surveying period across seven surveys: The General Survey, Electoral Roll Survey, Māori Booster Sample, Communications Centre surveys (emergency and non-emergency lines), 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 surveys⁹, 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.

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 surveys. 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, 2018/19 and 2019/20 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, 2018/19 and 2019/20 results to those from the survey waves prior to 2016/17.

During 2019/20 the Single Non-Emergency Number Survey was introduced to collect feedback on the new Non-Emergency Line (10 5).

⁸ Respondents to the Electoral Roll Survey are aged 18 years or over.

⁹ Results from the separate Communications Centre sample surveys only can be found in the service experience section and in Appendix Two.

2. Survey Programme Methodology and Analysis

2.1. Sample Description, Sample Sizes and Response Rates

A total of 12,606 responses were collected during the 2019/20 surveying period (1 July 2019 to 30 June 2020) across the General Survey, Māori Booster Survey, Communications Centre surveys, Electoral Roll Survey and Service Experience Survey, as described below¹⁰. 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 seven surveys. Each survey is then discussed in more detail below.

Table 1: Survey Method and Number of Responses, 2019/20

Survey Name	Survey Method	Number of responses	Number who had contact with Police
General Survey	Telephone	4,348	1,225
Māori Booster Survey	Telephone	1,237	500
Communications Centre Surveys			
• Emergency Line Survey (111/*555)	Telephone	1,230	1,230
• Non-Emergency Line Surveys			
- Crime Reporting Line Survey	Telephone	336	336
- 105 Survey	Telephone	1,153	1,153
Electoral Roll Survey	Online/Mail back	2,507	787
Service Experience Survey	Telephone	1,795	1,795
Total	Mixed	12,606	7,026

1. General Sample

The General Sample is sourced randomly from white pages telephone directories, with quotas by Police district. In the 2019/20 surveying period 4,348 General Sample interviews were completed by phone (3,123 interviews with people who had not had contact with the police in the previous six months and 1,225 with those who had).

The response rate¹¹ for the 4,348 **General Sample** interviews is **41%**¹² (this compares with 48% in 2014/15, 47% in 2015/16, 42% in 2016/17, 48% in 2017/18 and 47% in 2018/19).

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 2019/20 surveying period 1,237 Māori Booster Sample

¹⁰ A separate survey was undertaken to measure satisfaction and gather user feedback on the 105 Online Reporting process. Key findings from this survey can be found in Appendix 3.

¹¹ 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.

¹² This is the adjusted response rate accounting for general sample quota closures.

interviews were completed by phone (737 with people who had not had contact with the police in the previous six months and 500 who had).

The response rate for the 1,237 **Māori Booster** interviews is **53%**¹³ (this compares with 58% in 2014/15, 64% in 2015/16, 63% in 2016/17, 64% in 2017/18 and 63% in 2018/19).

3. Emergency Line Sample

The Emergency Line sample is randomly sourced from a sample of callers (excluding callers who were victims of serious crimes) to the Emergency Line (111/*555) on a weekly basis. In the 2019/20 surveying period 1,230 Emergency Line interviews were completed by phone (all of whom had contact with the Police).

The response rate across the 1,230 **Emergency Line** interviews is **66%** (this compares with 72% in 2014/15, 68% in 2015/16, 68% in 2016/17, 64% in 2017/18 and 60% in 2018/19).

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, the Emergency Line or the new 105 line) on a weekly basis. In the 2019/20 surveying period 336 Crime Reporting Line interviews were completed by phone (all of whom had contact with the Police).

The response rate across the 336 **Crime Reporting Line** interviews is **70%** (this compares with 69% in 2016/17, 63% in 2017/18 and 70% in 2018/19).

5. 105-Line Sample

The 105 sample is randomly sourced from a sample of callers who phoned the non-emergency Line (either by calling the 10 5 number directly or by calling a local station and being put through to 10 5) on a weekly basis. Note: this survey started part way through 2019/20. In the 2019/20 surveying period 1,153 105-line interviews were completed by phone (all of whom had contact with the Police).

The response rate across the 1,153 **105-line** interviews is **69%** (as this survey was added during 2019/20, no time series comparison are available).

6. 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. In the 2019/20 surveying period 2,507 questionnaires (1,416 online and 1,091 paper) were completed (1,720 with people who had not had contact with the police in the previous 6 months and 787 who had).

¹³ This is the adjusted response rate accounting for Māori Booster quota closures.

The response rate for the 2,507 **Electoral Roll** responses is **37%**¹⁴ (this compares with 36% in 2016/17, 38% in 2017/18 and 38% in 2018/19).

7. 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 Emergency line and 105 line from the previous month to six weeks (to ensure contact is complete) with quotas by reason for contact. In the 2019/20 surveying period 1,795 Service Experience Surveys were completed by phone (all of whom had contact with the Police).

The response rate across the 1,795 **Service Experience** interviews is **59%** (this compares with 69% in 2016/17, 52% in 2017/18 and 54% in 2018/19).

8. 105 Online Reporting Survey

A separate online survey was undertaken to gather user feedback on the 105 Online Reporting process.

The 105 Online Reporting Survey focused on the Online Reporting process, rather than contact with police staff, and therefore had different survey content to the main Citizens' Satisfaction Survey programme. (Appendix One includes the 105 Online Reporting survey questionnaire.)

Users were emailed asking them to take part in the survey approximately a week after they had used the 105 Online Reporting tool. 11,304 users responded to the 105 Online Reporting survey. Key findings are set out in Appendix Three.

¹⁴ This is the raw response rate, not accounting for invites that did not reach the recipient (i.e. because they had moved house) and were not returned to the sender.

2.2. Questionnaire Administration

Telephone Surveys

Six of the questionnaires (the General, Māori Booster, Emergency Line, Crime Reporting Line, 105 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 Auckland, by trained and supervised interviewers experienced in using CATI. The questionnaires used are attached (see Appendix One).

Online/Mail Back Surveys

The seventh 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 Surveys – Emergency line, Crime Reporting Line, 105 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 Police¹⁵.

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 standards¹⁶ 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 programme¹⁷, 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.

¹⁵ 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, 2018/19 and 2019/20 surveys used this same process.

¹⁶ The service delivery standards describe the behaviours that contribute to a positive service experience for members of the public when they have contact with the Police. There are standards for the telephone, public counter and operational policing.

¹⁷ 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 2019 and June 2020.

Length of Phone Interviews (CATI)

The table below shows the average phone interview length across each of the phone surveys (entire samples), 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	14.1 minutes	10.7 minutes	15.1 minutes	18.4 minutes
Māori Booster Sample	15.1 minutes	11.6 minutes	16.2 minutes	18.7 minutes
Emergency Line Sample	16.6 minutes	-	-	16.6 minutes
Crime Reporting Line Sample	15.1 minutes	-	-	15.1 minutes
105 Line Sample	14.9 minutes	-	-	14.9 minutes
Service Experience Sample	17.1 minutes	-	-	17.1 minutes

2.3. Analysis of Responses

Weighting

Throughout the report (unless otherwise specified) the General, Māori Booster, Electoral Roll, Communications Centre (including Emergency Line, Crime Reporting Line, and 105) and Service Experience data has been combined and weighted¹⁸ 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 separate Communications Centre surveys split into Emergency (111/*555) and Non-Emergency (CRL/105) results can be found in each of the service experience sections and Communications Centre tracking data 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 surveys and Service Experience Survey) 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 Service Experience Survey and the Electoral Roll Survey, respondents are able to rate multiple points of contact for the one reason selected, if applicable.*

Table 3 shows the proportions who had contact with Police and incidence of each point of contact among the general population¹⁹ in the previous six months. Total results have also been weighted²⁰ 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).

Sixty-one percent of the population had no contact with Police in the last 6 months. Roadside remains the main contact point, and after a number of significant declines in previous years, this has increased significantly compared to 2018/19. All other points of contact are stable, with no statistically significant changes.

During 2019/20, 105 Online Reporting (www.105.police.govt.nz) was introduced as an additional way of contacting Police to report any situation that doesn't require immediate Police or Emergency Services attendance or to request an update on a report already made or to add to an existing report. Overall, 3% of those who had contact with the Police in 2019/20 (1% of the total population) mentioned that they had used 105 Online Reporting. A separate survey was undertaken to measure satisfaction and gather user feedback on the 105 Online Reporting process. Key findings from this survey can be found in Appendix 3.

¹⁸ Based on findings from the general population surveys (General, Electoral Roll and Māori Booster surveys) combined

¹⁹ Based on findings from the General, Electoral Roll and Māori Booster surveys combined and weighted to the population.

²⁰ Weighting is based on all contact types recorded before selection of the one contact type to be questioned on further.

Table 3: Contact and Incidence of each Point of Contact among the General Population – Over Time (%)

	2014/15	2015/16	2016/17	2017/18	2018/19	2019/20
% Yes, have had contact with Police in last six months	44%	39%	42%	40%	39%	39%
Contribution each point of contact makes to total results (of those with contact):						
Roadside	47%	49%	44%	38%	35%	39%
Telephone (Total)*	20%	22%	19%	22%	26%	25%
- Called Communications Centre (111/*555/105)	14%	16%	13%	14%	19%	18%
- Called Local Station	6%	6%	6%	8%	7%	8%
Other Police in Person (excl. roadside and counter)	22%	18%	23%	27%	26%	24%
Over the Counter (visited local station)	11%	11%	14%	13%	13%	12%
105 Online Reporting**	N/A	N/A	N/A	N/A	N/A	3%

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

*Note that the new non-emergency number 10 5 was introduced and calls to the local station were switched to being answered by the communications centre during 2019/20. Given contact is based on anything in the previous six months and could have occurred prior to the change, telephone contact has been coded based on who the respondent specified they spoke to.

**105 Online Reporting was also introduced during 2019/20, therefore time series data is not available. Because the 105 Online Reporting Survey has different survey content to the main Citizens' Satisfaction Survey programme, the results from this point of contact do not contribute to the total results throughout this report. Due to this (and rounding) the 2019/20 percentages will not total 100%.

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 12, 606 responses completed across all seven surveys in 2019/20 is $\pm 0.9\%$ 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 2018/19 and 2019/20 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 analysis for the 2019/20 data has been run using the NZDep2018 index of socioeconomic deprivation that combines nine variables from the 2018 census which reflect eight dimensions of deprivation. NZDep 2018 provides a deprivation score for each meshblock in NZ. Meshblocks are geographical units defined by Statistics NZ, containing approximately 60-120 people in 2018. The NZDep2018 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 NZDep2018 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 2019/20 sample was 83% - 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 time²¹.

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

²¹ Differences between 2018/19 and 2019/20 results have been tested using results to one decimal place (i.e. prior to rounding).

3. PERCEPTIONS – TRUST AND CONFIDENCE, SAFETY, POLICE ROLE, AND NEW MEASURES OF TRUST AND CONFIDENCE

3.1. Level of Trust and Confidence in Police

3.6.1. Level of Trust and Confidence in Police – Comparison with 2018/19

Overall, results for trust and confidence in the Police remain relatively high with 77% of respondents stating they have *full* or *quite a lot* of trust. However, this is a significant decrease when compared with 2018/19 (down from 79%). The share who have *full* trust has remained stable at 34%, while the share with *quite a lot* of trust has decreased significantly from 46% in 2018/19 to 43%.

While only 6% of respondents said they have *not much* or *no trust and confidence* in the Police, this is significantly higher than 2018/19 (up from 5%). The share who have *no trust and confidence* in the Police has also increased significantly when compared with 2018/19 (up from 1% to 2%). The proportion with *some trust and confidence* remains stable at 16%.

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

	2014/15	2015/16	2016/17	2017/18	2018/19	2019/20
Full Trust and Confidence	31	32	31	33	34	34
Quite a lot	46	45	46	45	46	43
Full/Quite a Lot Trust & Confidence	78	77	77	78	79	77
Some	18	18	17	16	16	16
Not much	3	3	4	4	4	4
No trust and confidence	1	1	1	2	1	2
Not Much/No Trust & Confidence	4	4	6	6	5	6
Don't know	1	1	1	1	1	1
Base	9145	9232	9498	9659	9589	12569

Base: All respondents excluding those giving a 'Not Applicable' response (Not Applicable includes responses such as: "I have not lived here long enough to comment" or "I do not know enough/had enough experience of the NZ Police" and were less than 0.3% of the total sample in 2019/20).

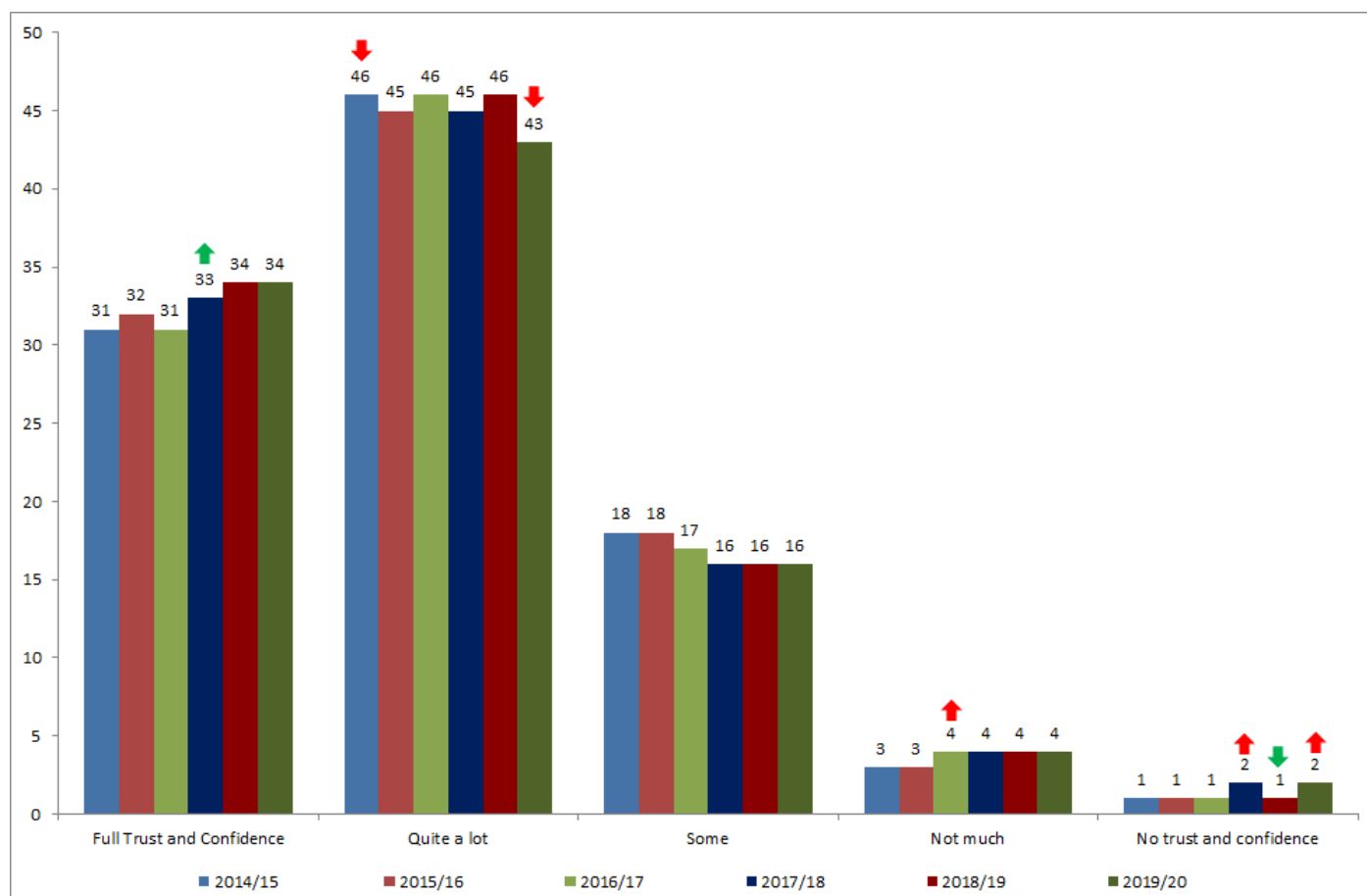
A bold Don't know response indicates a statistically significant change from the previous survey wave.

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. 2014/15 n=9145, 2015/16 n=9232, 2016/17 n=9498, 2017/18 n=9659, 2018/19 n=9589, 2019/20 n=12569.

'Don't know' responses are not shown on this graph.

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.

3.6.2. Level of Trust and Confidence in Police – Differences Among Sub-Groups in 2019/20

The following statistically significant differences for 2019/20 are evident at the total results level (combined 2019/20 results for General, Māori Booster, Communications Centre surveys, Service Experience Surveys and Electoral Roll samples).

*Respondent groups marked with an * were also significantly more likely to give this rating in the 2018/19 survey.*

Respondents significantly more likely to give a rating of *full/quite a lot of trust and confidence* include those²²:

- aged 65 or older* (88%), aged 55-64 (81%) and aged 45-54* (79%);
- living in the least deprived areas (84% among those with an NZDep score of 1-3* and 79% among those with an NZDep score of 4-7*, compared with 69% among those with an NZDep score of 8-10);
- of European ethnicity* (81%);
- who are female* (80% compared with 75% for male respondents);
- who live in the South Island* (79%), particularly in the Southern (81%) and Canterbury* (80%) districts; and/or
- who have not had contact with the Police in the previous six months* (79%, compared with 74% of those who have had contact).

Respondents significantly more likely to give a rating of *not much/no trust and confidence* include those²³:

- of 'other' ethnicities* (13%), Pacific ethnicities* (10%) and Māori* (8%);
- living in the most deprived areas (NZ Dep score of 8-10*) (8%);
- aged 25-34* (9%), 16-24* (8%), or 35-44 (7%);
- who had contact with the Police in the previous six months* (8%, compared with 4% of those who had not) and/or
- who are male (7% compared with 5% for female respondents).

²² Groups are ordered by the share giving a rating of *full/quite a lot of trust and confidence* (group with highest share first).

²³ Groups are ordered by the share giving a rating of *not much/no trust and confidence* (group with highest share first).

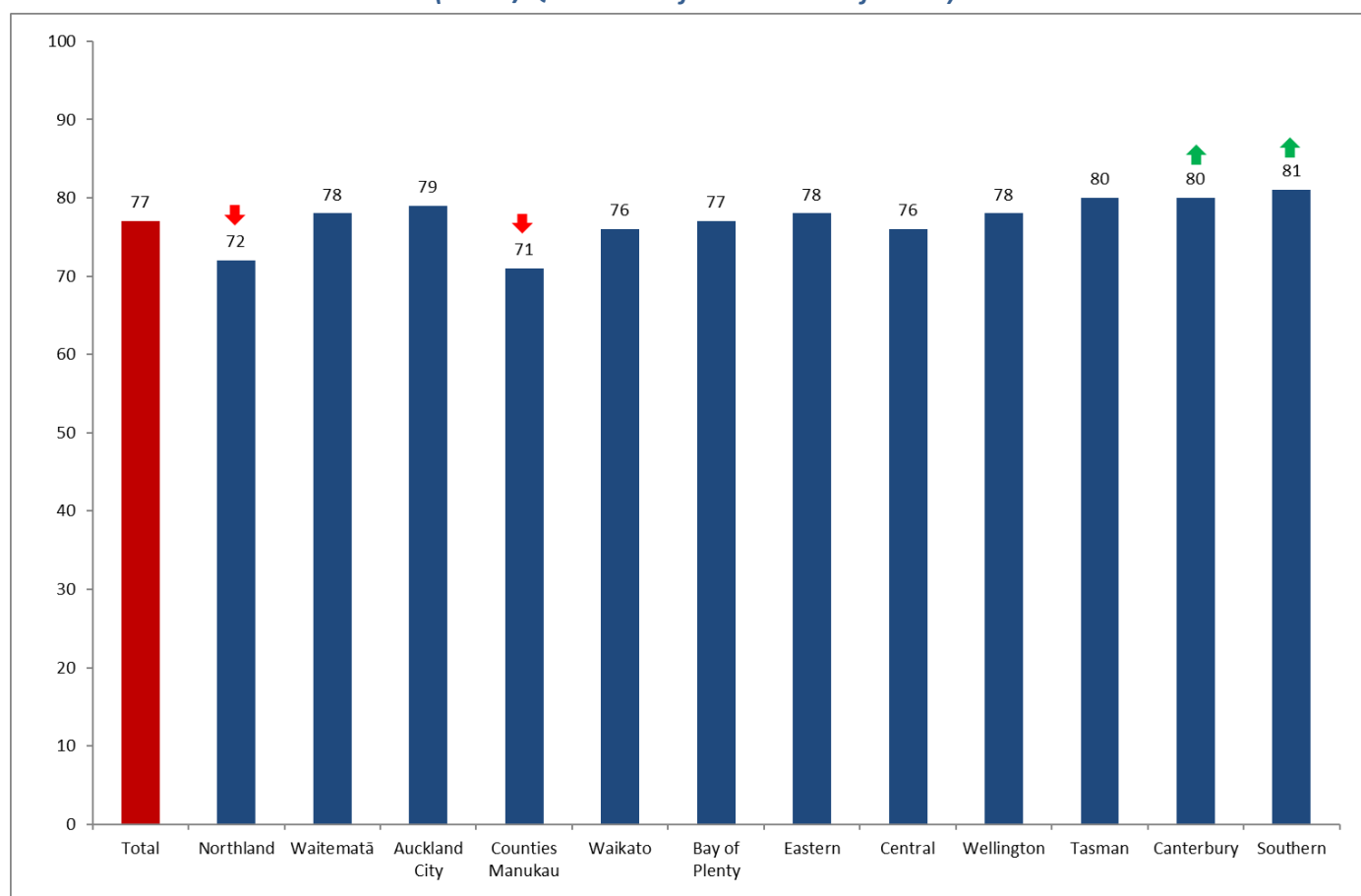
3.6.3. Level of Trust and Confidence in Police - Comparison by District

1. 2019/20

In 2019/20, over three-quarters (77%) of respondents reported that they have *full/quite a lot of trust and confidence* in the Police. When compared with the rest of the country, respondents living in the Southern (81%) and Canterbury (80%) districts were significantly more likely to give a rating of *full/quite a lot of trust and confidence*.

Respondents living in the Counties Manukau (71%) and Northland (72%) districts were significantly less likely to report that they have *full/quite a lot of trust and confidence* in Police.

Figure 2: Level of Trust and Confidence in Police - By District in 2019/20
(% Full/Quite a Lot of Trust and Confidence)



Base: All respondents, excluding 'not applicable' responses. Total 2019/20 n=12569; Northland n=841; Waitematā n=1284; Auckland City n=1181; Counties n=1241; Waikato n=999; Bay of Plenty n=998; Eastern n=905; Central n=987; Wellington n=1318; Tasman n=735; Canterbury n=1276; Southern n=804.

Green arrow indicates a significantly higher result than the total.

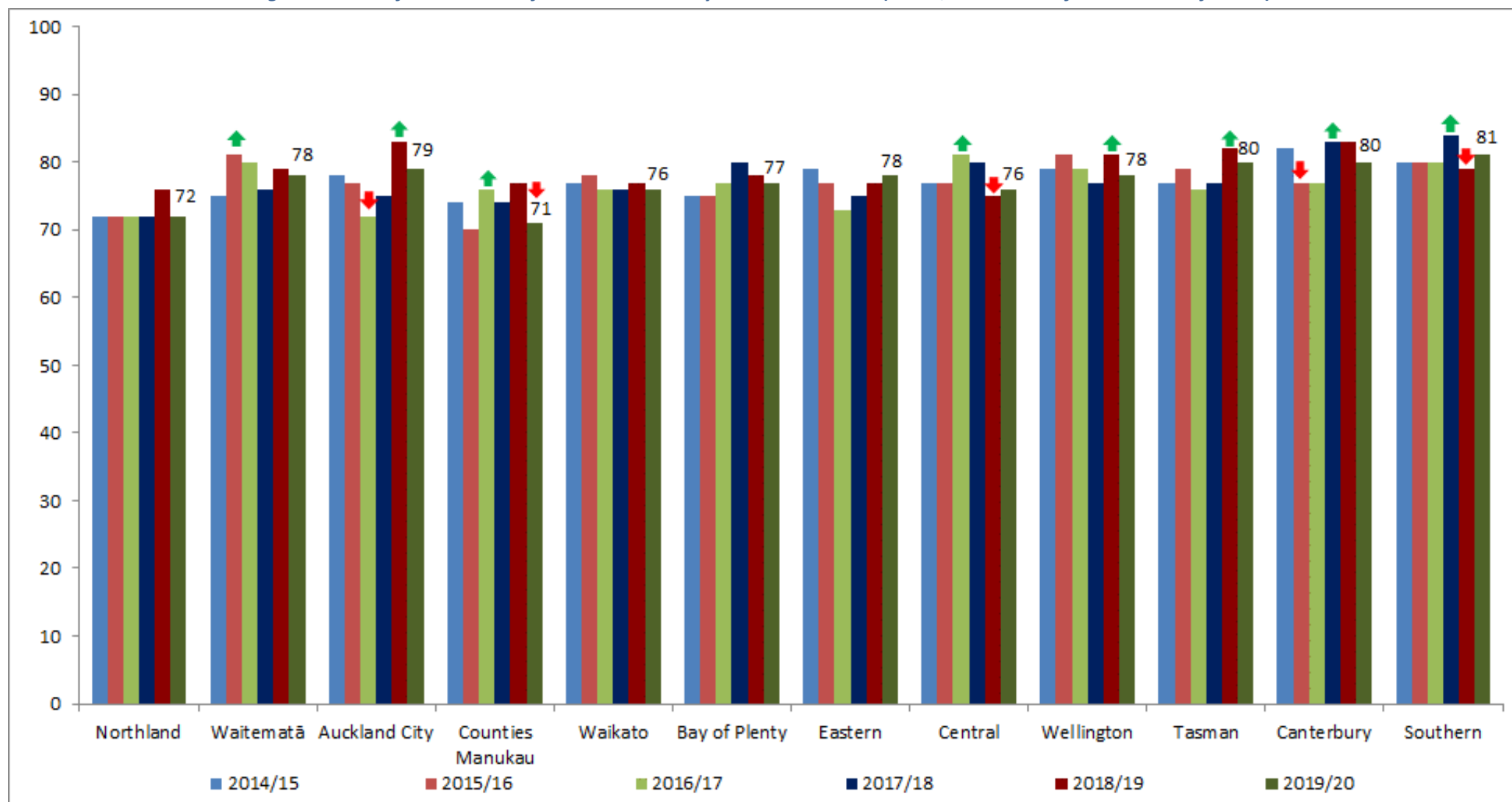
Red arrow indicates a significantly lower result than the total.

2. Comparison with 2018/19

When compared with 2018/19, there has been a significant decrease 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 Counties Manukau District (down from 77% to 71%).

Compared with the previous year, there have been significant increases in the shares saying that they have *not much/no confidence* in the Police among respondents from Northland (up from 4% to 8%), Canterbury (up from 5% to 7%), Auckland (up from 2% to 6%), Waitematā (up from 4% to 6%) and Central (up from 4% to 6%) 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 2019/20 result is significantly lower than the 2018/19 result).

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

	Northland						Waitematā						Auckland City					
	14/15	15/16	16/17	17/18	18/19	19/20	14/15	15/16	16/17	17/18	18/19	19/20	14/15	15/16	16/17	17/18	18/19	19/20
Full Trust and Confidence	26	26	27	30	28	30	29	36	34	31	33	33	34	28	32	32	34	
Quite a Lot	46	46	45	42	47	42	46	45	46	45	46	44	44	49	44	44	51	45
Full/Quite a Lot Trust & Confidence	72	72	72	72	76	72	75	81	80	76	79	78	78	77	72	75	83	79
Some Trust and Confidence	22	22	22	22	20	20	19	14	15	17	17	16	17	18	20	15	14	14
Not Much	4	4	4	2	3	6	5	4	2	4	3	4	4	4	6	6	2	4
No Trust and Confidence	1	2	2	3	1	2	0	1	2	2	1	2	1	0	1	3	1	2
Not Much/No Trust & Confidence	5	6	6	5	4	8	5	4	5	6	4	6	5	4	8	9	2	6
Don't know	1	1	1	1	1	0	1	1	1	2	0	1	0	1	1	1	0	1
Base	705	729	708	690	737	841	792	797	802	821	855	1284	757	735	777	809	765	1181

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

	Counties Manukau						Waikato						Bay of Plenty					
	14/15	15/16	16/17	17/18	18/19	19/20	14/15	15/16	16/17	17/18	18/19	19/20	14/15	15/16	16/17	17/18	18/19	19/20
Full Trust and Confidence	31	34	34	33	33	33	31	32	30	31	35	34	36	34	32	38	35	36
Quite a Lot	43	36	41	41	44	37	46	46	46	45	42	42	39	42	45	42	43	40
Full/Quite a Lot Trust & Confidence	74	70	76	74	77	71	77	78	76	76	77	76	75	75	77	80	78	77
Some Trust and Confidence	20	23	18	18	16	21	18	17	17	16	17	20	18	19	18	16	15	18
Not Much	4	5	5	6	5	5	3	4	6	5	5	2	4	3	4	3	4	4
No Trust and Confidence	1	2	2	2	0	2	1	2	1	3	1	2	2	2	1	2	1	1
Not Much/No Trust & Confidence	5	6	6	8	5	6	4	5	6	8	5	3	6	5	5	4	5	5
Don't know	1	1	1	1	1	2	1	0	1	0	1	1	1	1	1	1	1	0
Base	792	806	805	843	804	1241	829	845	895	941	900	999	770	797	828	873	847	998

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					
	14/15	15/16	16/17	17/18	18/19	19/20	14/15	15/16	16/17	17/18	18/19	19/20	14/15	15/16	16/17	17/18	18/19	19/20
Full Trust and Confidence	35	35	31	37	39	36	31	34	34	32	30	33	32	29	31	30	34	34
Quite a Lot	44	42	42	38	38	42	46	43	47	48	45	43	47	52	48	48	47	44
Full/Quite a Lot Trust & Confidence	79	77	73	75	77	78	77	77	81	80	75	76	79	81	79	77	81	78
Some Trust and Confidence	18	18	21	18	19	17	16	18	14	14	21	18	17	15	14	16	13	16
Not Much	2	4	5	4	4	4	4	4	3	3	3	5	3	2	5	4	4	3
No Trust and Confidence	1	1	1	3	1	1	2	1	1	2	1	1	1	1	1	2	2	2
Not Much/No Trust & Confidence	3	4	6	6	4	5	6	5	4	5	4	6	4	3	6	6	6	5
Don't know	0	1	1	1	0	0	1	0	1	1	1	0	0	1	0	1	0	1
Base	770	787	790	783	779	905	797	797	859	843	851	987	808	799	857	845	840	1318

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

	Tasman						Canterbury						Southern					
	14/15	15/16	16/17	17/18	18/19	19/20	14/15	15/16	16/17	17/18	18/19	19/20	14/15	15/16	16/17	17/18	18/19	19/20
Full Trust and Confidence	28	32	31	33	37	37	31	32	29	36	36	36	31	36	31	36	35	33
Quite a Lot	49	47	44	44	45	43	51	45	48	47	46	44	49	43	49	48	44	48
Full/Quite a Lot Trust & Confidence	77	79	76	77	82	80	82	77	77	83	83	80	80	80	80	84	79	81
Some Trust and Confidence	20	16	18	19	13	14	16	18	19	14	12	12	15	15	13	12	15	13
Not Much	2	4	4	4	4	4	2	3	3	2	3	4	3	2	5	2	4	3
No Trust and Confidence	1	1	2	1	1	1	0	1	1	1	1	3	1	1	2	1	1	2
Not Much/No Trust & Confidence	3	5	6	5	5	5	2	4	4	3	5	7	4	3	7	3	5	4
Don't know	0	1	1	0	0	1	0	1	0	0	0	1	1	2	1	1	1	1
Base	643	673	631	622	652	735	813	757	817	851	830	1276	669	710	729	738	729	804

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 prior to this 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 (82%) said they feel *very safe/safe* in general. This is a significant decrease compared to 2018/19 (83%) and driven mainly by a significant decrease in the share that feel *safe* (down from 51% to 47% in 2019/20). However, it should also be noted the share who feel *very safe* has increased significantly (up from 32% to 35%).

Only 4% feel *unsafe/very unsafe* – unchanged from 2018/19.

Table 6: Safety in General (%)

	2018/19	2019/20
Very Safe	32	35
Safe	51	47
Very Safe/Safe	83	82
Neutral	13	15
Unsafe	2	2
Very Unsafe	1	1
Unsafe/Very Unsafe	4	4
Don't know	0	0
<i>Base</i>	4976	8061

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

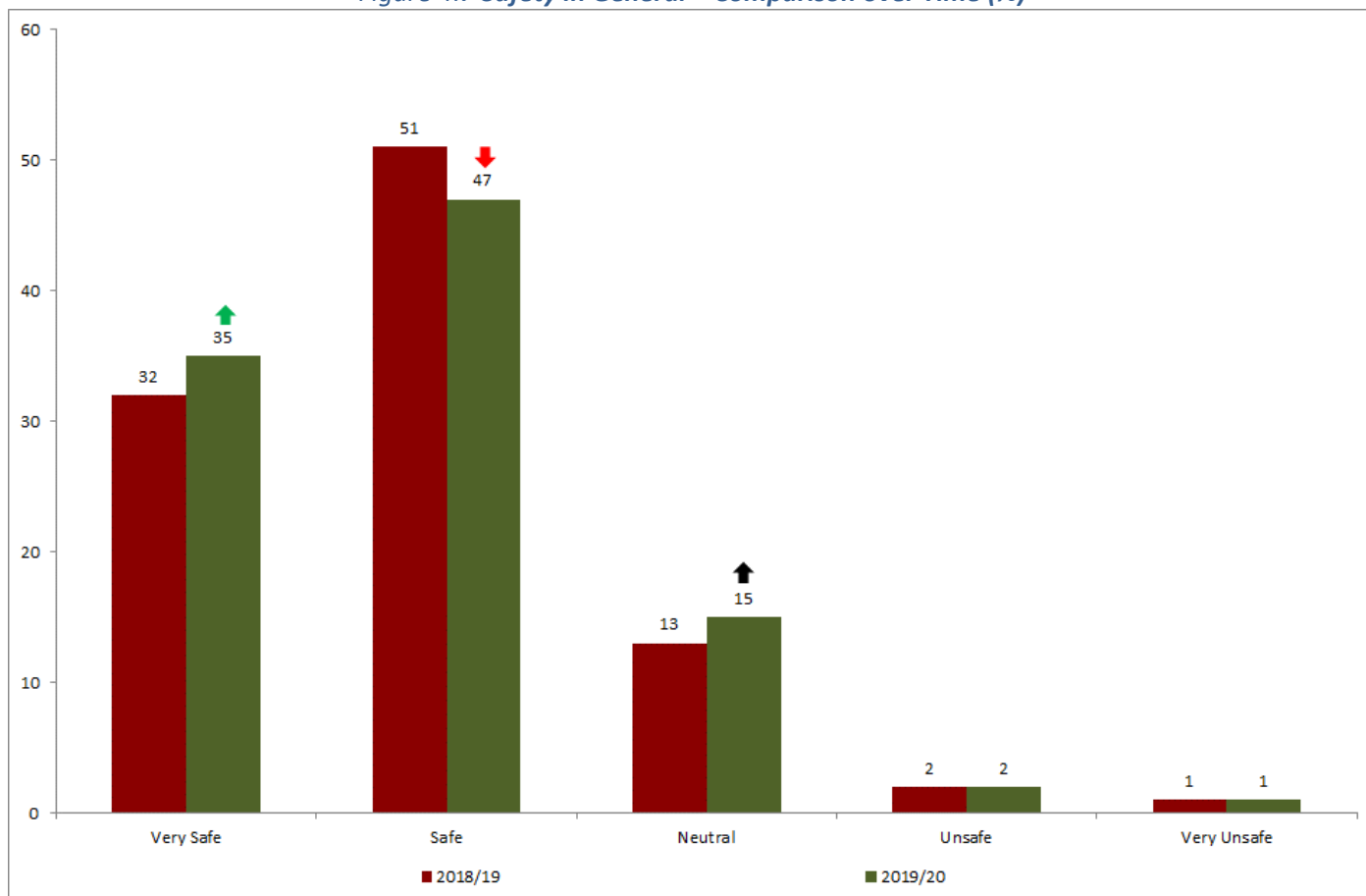
A bold the same or don't know response indicates a statistically significant change from the previous survey wave.

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%.

Figure 4:: Safety in General – Comparison over Time (%)



Base: All respondents excluding those giving a 'not applicable' response. 2018/19 n=4976, 2019/20 n=8061.

'Don't know' responses are not shown on this graph.

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

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

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

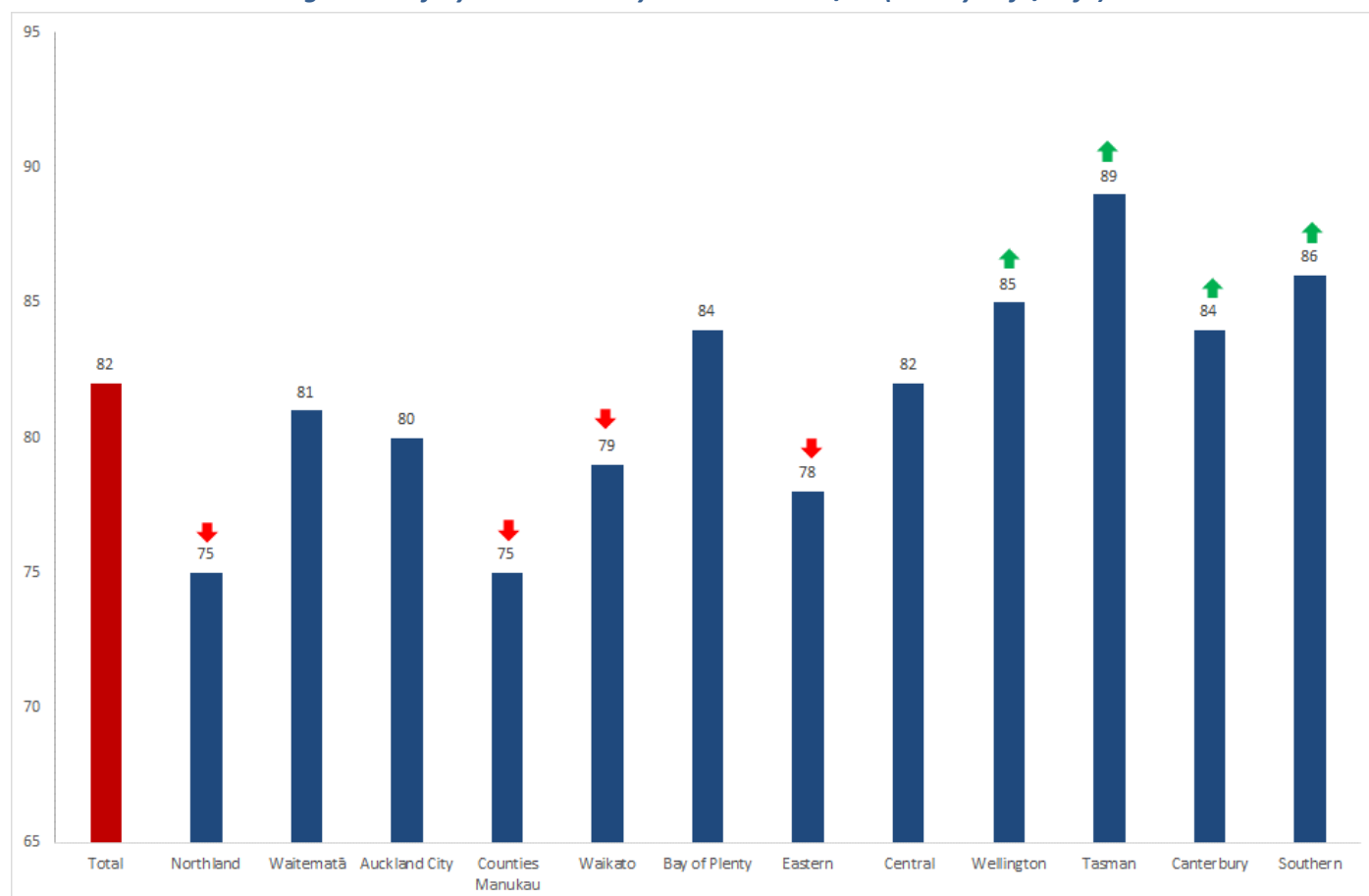
3.2.2 Safety in General - Comparison by District

1. 2019/20

In 2019/20, over four out of five respondents (82%) reported feeling *very safe* or *safe* in general with results varying by district. When compared with the rest of the country, respondents living in Tasman (89%), Southern (86%), Wellington (85%), and Canterbury (84%) districts were significantly more likely to say they feel *very safe/safe*.

In contrast, respondents living in Northland (75%), Counties Manukau (75%) Eastern (78%) and Waikato (79%) districts were significantly less likely to report feeling *very safe* or *safe* generally, when taking into account where they live, the places they go and the things they do.

Figure 5: Safety in General - By District in 2019/20 (% Very Safe/Safe)



Base: All respondents, excluding 'not applicable' responses. Total 2019/20 n=8061; Northland n=575; Waitematā n=852; Auckland City n=739; Counties n=841; Waikato n=575; Bay of Plenty n=611; Eastern n=564; Central n=597; Wellington n=882; Tasman n=500; Canterbury n=832; Southern n=493.

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

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

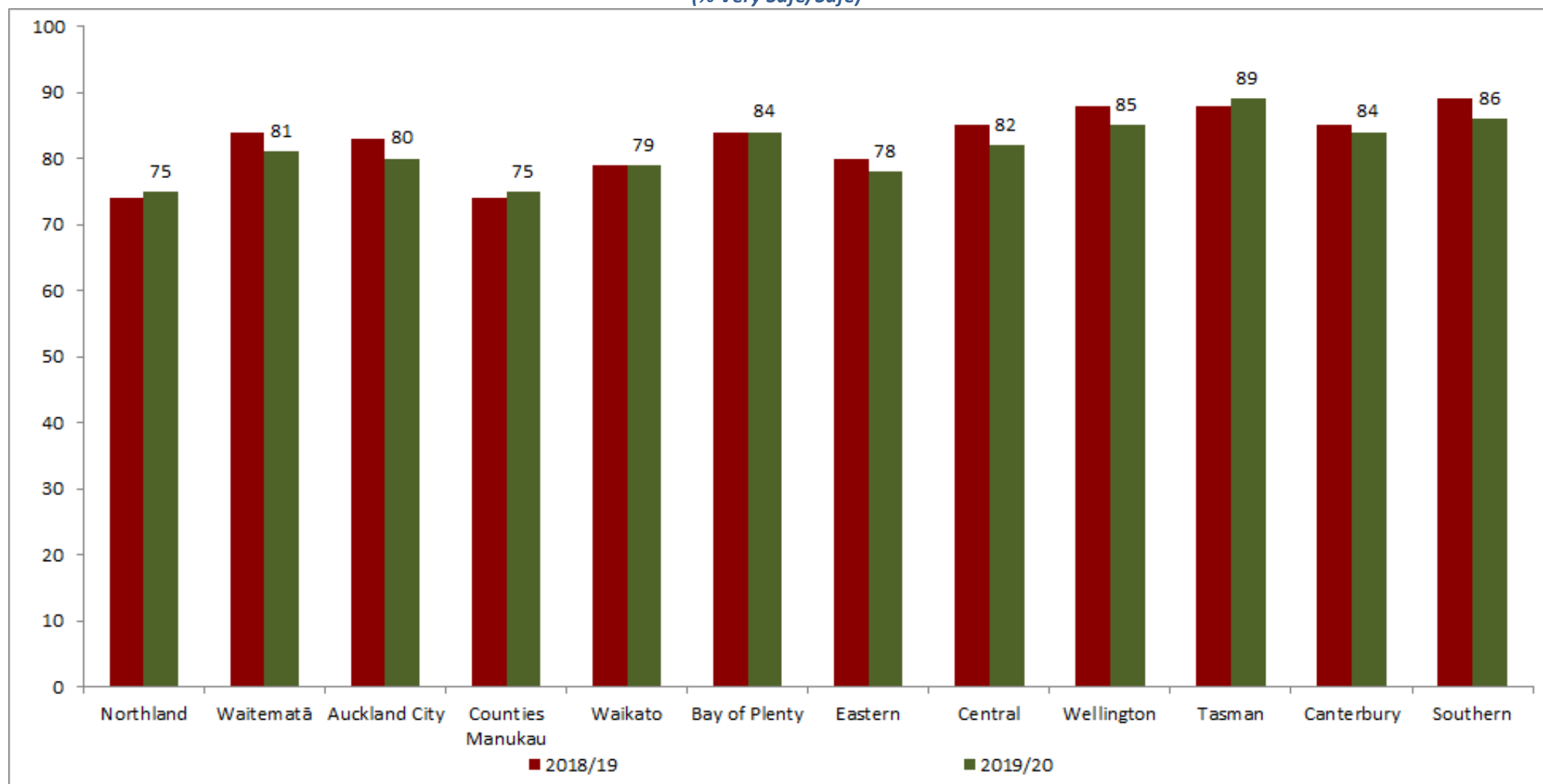
2. Comparison with 2018/19

When compared with 2018/19, there have been no significant changes for any districts in the share who feel *very safe/safe* in general.

However, it should be noted that there have been significant increases in the share of *very safe* ratings for Central (up from 29% to 36%), Waitematā (up from 30% to 35%) and Waikato (up from 25% to 32%) districts.

Also of note has been an increase in the share feeling *unsafe/very unsafe* in general in Auckland City District (up from 1% in 2018/19 to 3%).

Figure 6: Safety in General - 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 7: Safety in General – By District over Time (Part 1) (%)

	Northland		Waitematā		Auckland City		Counties Manukau		Waikato		Bay of Plenty	
	18/19	19/20	18/19	19/20	18/19	19/20	18/19	19/20	18/19	19/20	18/19	19/20
Very Safe	26	27	30	35	33	35	27	29	25	32	31	32
Safe	48	48	54	46	51	45	47	47	55	47	52	51
Very Safe/Safe	74	75	84	81	83	80	74	75	79	79	84	84
Neutral	19	20	13	17	15	17	19	18	15	17	13	14
Unsafe	5	3	2	2	1	3	4	5	5	1	3	2
Very Unsafe	1	1	1	0	0	0	2	1	0	2	1	1
Unsafe/Very Unsafe	6	4	3	2	1	3	6	6	6	3	3	3
Don't know	1	1	0	0	1	1	1	1	0	1	0	0
Base	420	575	419	852	356	739	418	841	474	575	424	611

Table 7: Safety in General – By District over Time (Part 2) (%)

	Eastern		Central		Wellington		Tasman		Canterbury		Southern	
	18/19	19/20	18/19	19/20	18/19	19/20	18/19	19/20	18/19	19/20	18/19	19/20
Very Safe	34	24	29	36	38	41	44	40	35	34	40	42
Safe	47	54	56	46	50	44	44	48	50	50	49	43
Very Safe/Safe	80	78	85	82	88	85	88	89	85	84	89	86
Neutral	17	19	10	14	9	11	10	10	11	12	9	12
Unsafe	3	2	3	3	2	2	1	1	1	3	1	1
Very Unsafe	0	1	2	1	1	2	1	1	2	2	2	1
Unsafe/Very Unsafe	3	3	5	4	3	4	2	2	3	4	3	2
Don't know	0	0	0	0	0	0	0	0	1	0	0	0
Base	411	564	444	597	438	882	375	500	411	832	386	493

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

Note: This measure was only introduced during the 2018/19 surveying period.

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 2018/19

In the 2019/20 year the share of respondents who reported feeling *very safe*/safe in their local neighbourhood after dark has remained the same (71%). The share who feel *very safe* is up slightly, but not significantly (from 25% in 2018/19 to 26%), while the share feeling *safe* is down slightly, but not significantly (from 46% in 2018/19 to 45%).

The share feeling *unsafe*/very *unsafe* is also unchanged on 10%.

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

	2014/15	2015/16	2016/17	2017/18	2018/19	2019/20
Very Safe	34	33	28	28	25	26
Safe	43	41	41	42	46	45
Very Safe/Safe	77	75	69	70	71	71
Neutral	15	16	19	19	18	18
Unsafe	7	8	9	9	9	8
Very Unsafe	1	1	2	2	1	1
Unsafe/Very Unsafe	8	9	11	10	10	10
Don't know	0	1	1	1	1	1
Base	7979	8022	8089	6604	6498	8055

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

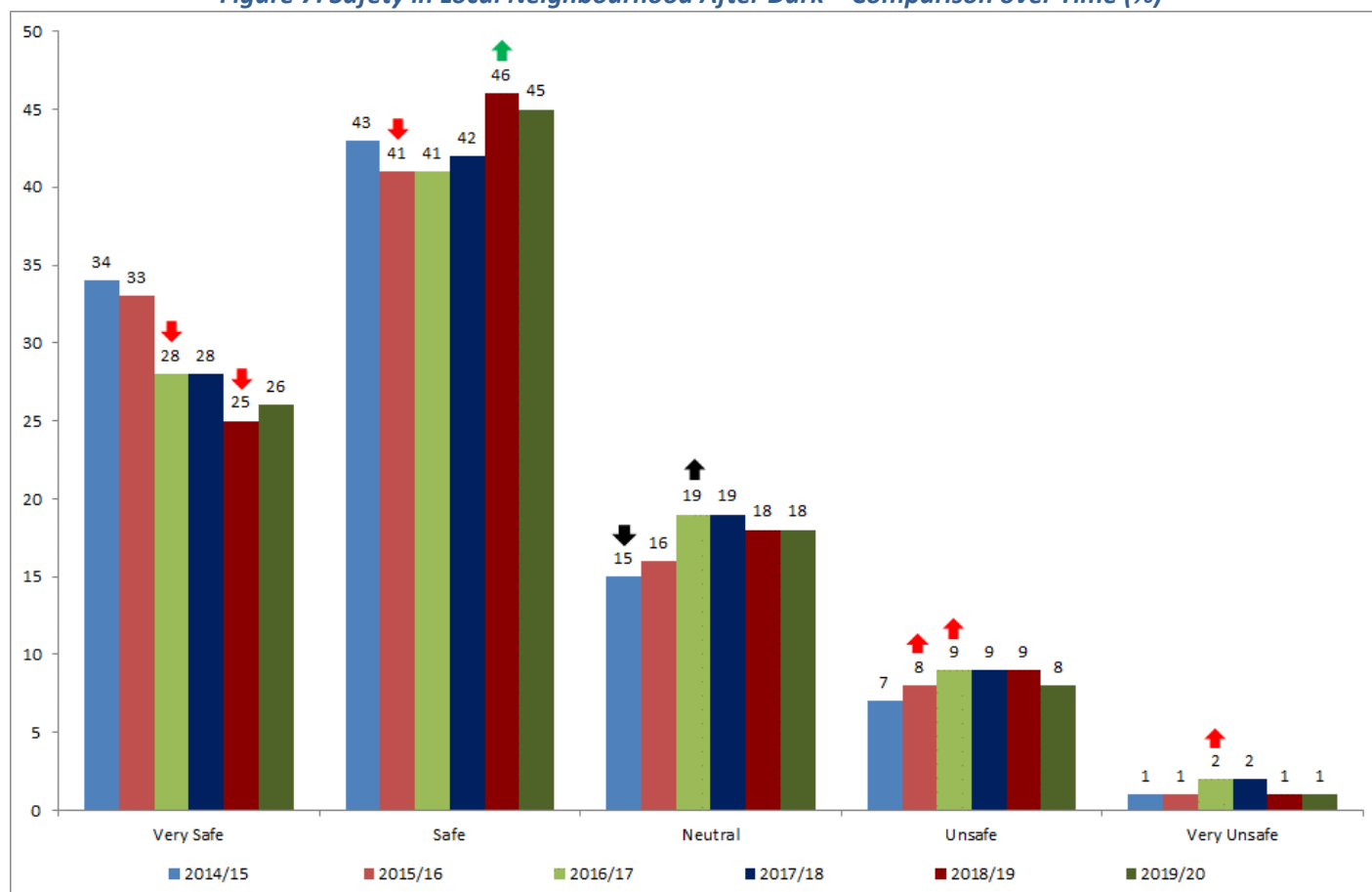
A bold neutral or don't know response indicates a statistically significant change from the previous survey wave.

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

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

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

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



Base: All respondents excluding those giving a 'not applicable' response. 2014/15 n=7979, 2015/16 n=8022, 2016/17 n=8089, n=2017/18 n=6604, 2018/19 n=6498, 2019/20 n=8055.

'Don't know' responses are not shown on this graph.

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.

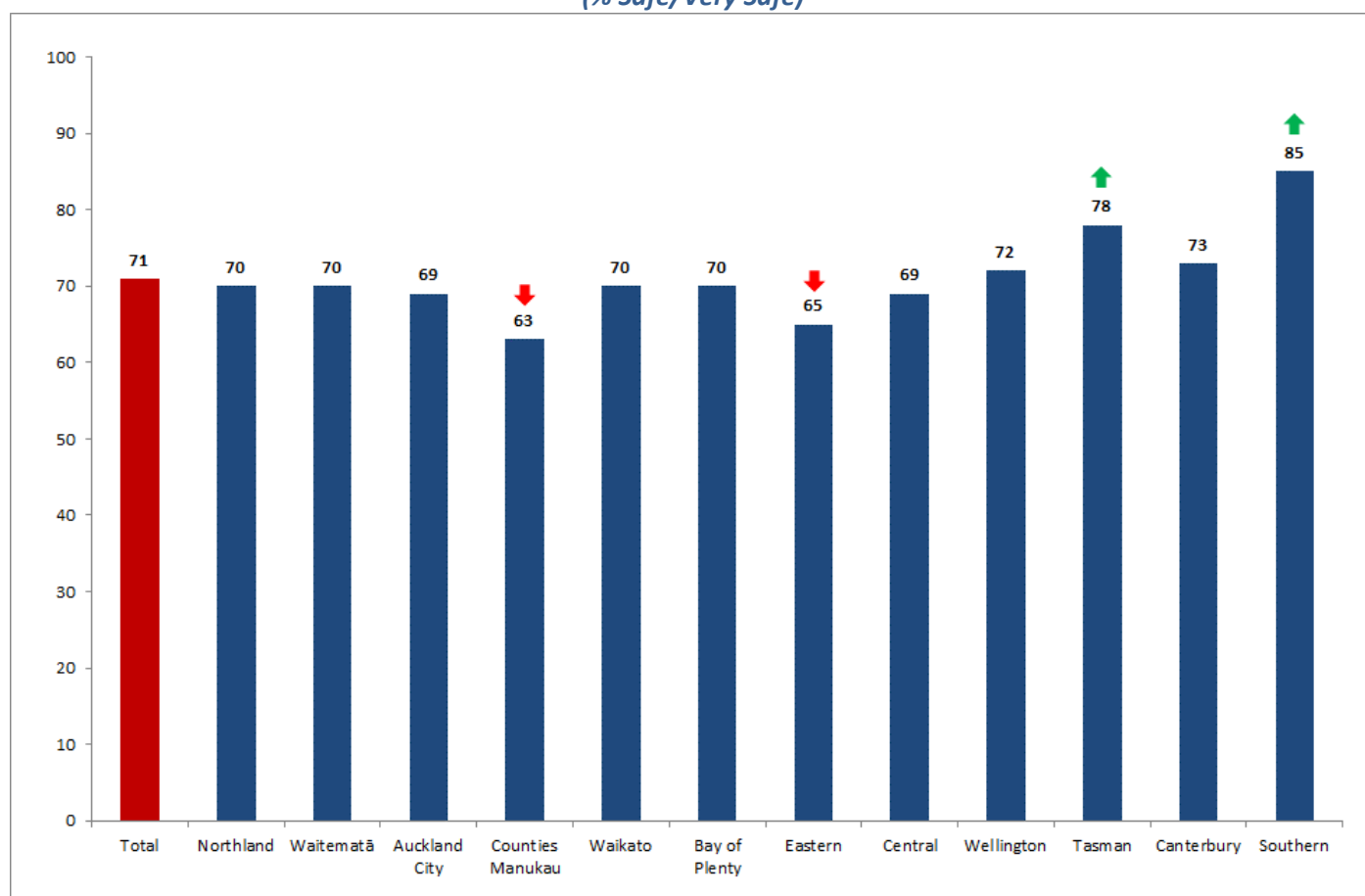
3.3.2 Safety in Local Neighbourhood After Dark - Comparison by District

1. 2019/20

While 71% of all respondents in 2019/20 reported that they felt *very safe/safe* in their local neighbourhood after dark, feelings of safety varied by district. Respondents living in the Southern (85%) and Tasman (78%) 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 (63% feeling *very safe/safe*) and Eastern (65%) districts were significantly less likely to give a positive rating compared with respondents across other districts.

Figure 8: Safety in Local Neighbourhood After Dark - By District in 2019/20
(% Safe/Very Safe)



Base: All respondents, excluding 'not applicable' responses. Total 2019/20 n=8055; Northland n=574; Waitematā n=850; Auckland City n=740; Counties n=838; Waikato n=577; Bay of Plenty n=611; Eastern n=568; Central n=594; Wellington n=880; Tasman n=499; Canterbury n=831; Southern n=493.

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

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

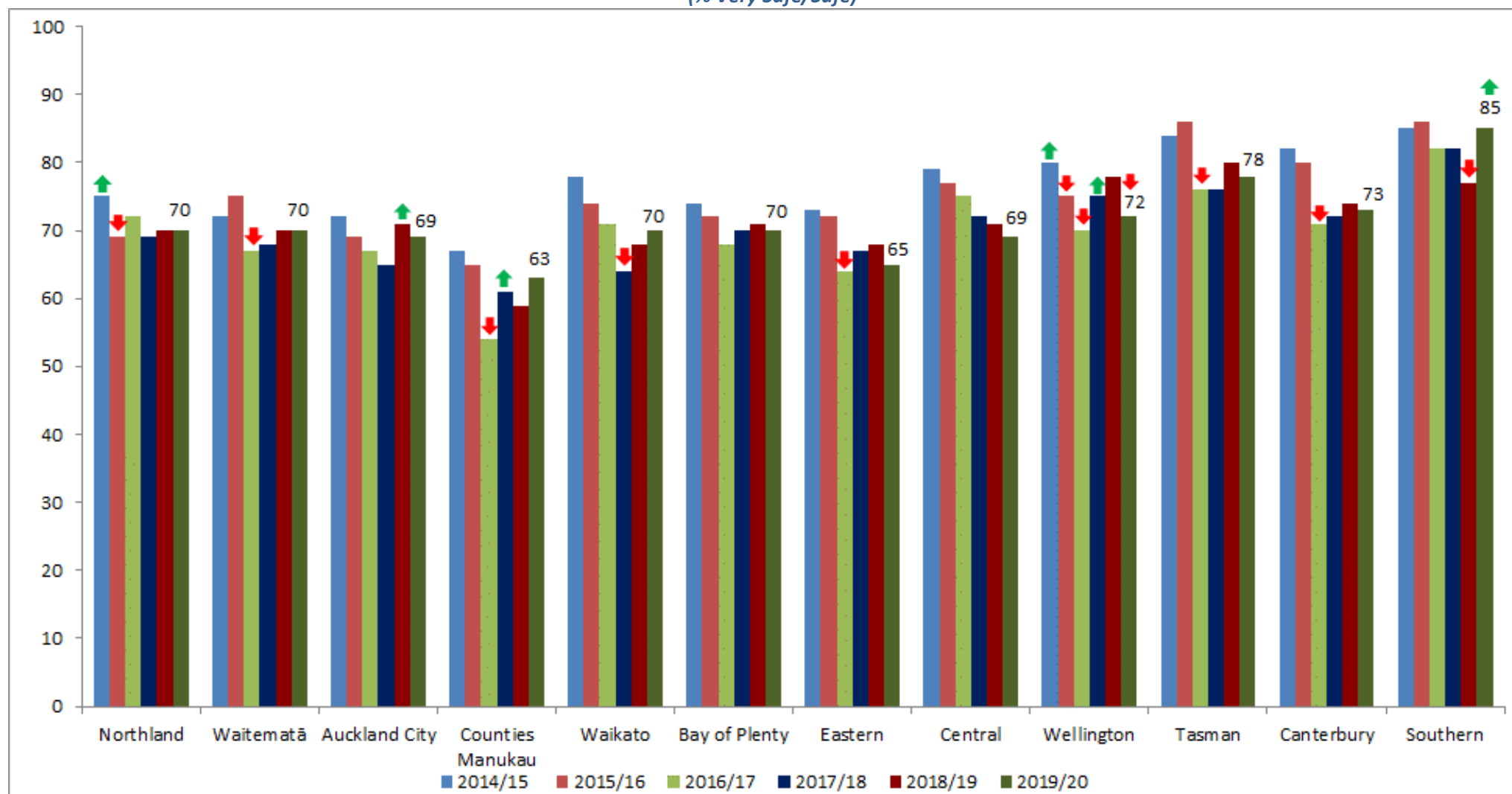
2. Comparison with 2018/19

When compared with 2018/19, Southern 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 77% to 85%) and a significant increase in the share feeling *very safe* (up from 32% to 38%).

Conversely, Wellington District had a significant decline in the share feeling *very safe/safe* (down from 78% to 72%), while Bay of Plenty District saw a significant increase in the share saying they feel *unsafe/very unsafe* (up from 9% in 2018/19 to 14% in 2019/20).

Waikato and Southern districts both saw significant decreases in the shares feeling *unsafe/very unsafe* (down from 14% to 10%, and 8% to 5% respectively). In contrast, Wellington District saw a significant increase in the share feeling *very unsafe* (up from 0% to 2%).

Figure 9: Safety in Local Neighbourhood After Dark - By District over Time
(% Very Safe/Safe)



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

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

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

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

	Northland						Waitematā						Auckland City					
	14/15	15/ 16	16/17	17/18	18/19	19/20	14/15	15/ 16	16/17	17/18	18/19	19/20	14/15	15/ 16	16/17	17/18	18/19	19/20
Very Safe	34	32	30	28	28	25	28	30	25	29	24	28	26	27	21	24	25	20
Safe	41	37	42	41	43	45	44	45	42	39	46	42	46	42	46	41	46	50
Very Safe/Safe	75	69	72	69	70	70	72	75	67	68	70	70	72	69	67	65	71	69
Neutral	16	19	18	17	17	20	19	16	19	20	20	19	18	19	20	22	19	20
Unsafe	7	11	7	11	10	7	8	8	11	9	8	9	9	10	10	11	8	8
Very Unsafe	1	1	2	3	2	2	0	0	2	2	1	1	1	1	2	2	1	2
Unsafe/Very Unsafe	8	12	9	14	11	9	8	8	13	11	9	10	10	11	12	13	10	10
Don't know	1	1	1	1	1	2	1	1	1	1	1	1	0	1	1	0	0	1
Base	663	661	628	546	555	574	676	678	670	542	551	850	627	625	655	493	469	740

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

	Counties Manukau						Waikato						Bay of Plenty					
	14/15	15/ 16	16/17	17/18	18/19	19/20	14/15	15/ 16	16/17	17/18	18/19	19/20	14/15	15/ 16	16/17	17/18	18/19	19/20
Very Safe	24	26	23	20	17	20	35	34	27	23	20	22	33	35	26	29	28	23
Safe	43	38	32	41	42	43	43	40	43	41	48	49	41	37	43	42	43	47
Very Safe/Safe	67	65	54	61	59	63	78	74	71	64	68	70	74	72	68	70	71	70
Neutral	18	20	27	24	23	21	13	17	17	23	18	20	16	17	20	19	20	16
Unsafe	13	13	15	13	12	13	7	8	10	10	12	9	9	7	9	9	8	12
Very Unsafe	1	1	3	3	4	2	2	1	1	2	2	1	0	2	2	2	1	2
Unsafe/Very Unsafe	14	14	18	16	16	15	9	9	11	12	14	10	9	10	11	10	9	14
Don't know	1	1	0	0	2	1	0	1	1	2	1	1	1	1	1	1	0	0
Base	685	689	686	542	525	838	703	735	776	632	619	577	704	701	719	604	565	611

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					
	14/15	15/ 16	16/17	17/18	18/19	19/20	14/15	15/ 16	16/17	17/18	18/19	19/20	14/15	15/ 16	16/17	17/18	18/19	19/20
Very Safe	31	32	25	25	23	23	32	34	30	26	23	25	36	33	29	36	32	29
Safe	42	40	39	42	45	42	47	43	45	46	48	44	44	42	41	39	46	43
Very Safe/Safe	73	72	64	67	68	65	79	77	75	72	71	69	80	75	70	75	78	72
Neutral	17	17	21	21	19	22	14	15	16	20	20	22	13	14	17	17	15	19
Unsafe	9	8	13	10	11	9	5	6	8	6	7	9	6	10	10	7	7	8
Very Unsafe	1	2	2	2	1	2	1	1	1	1	1	1	1	1	2	0	0	2
Unsafe/Very Unsafe	10	10	14	12	12	12	6	7	9	8	8	9	7	11	11	8	7	9
Don't know	0	1	1	1	1	1	1	1	1	0	1	0	0	1	1	1	1	1
Base	711	696	665	561	554	568	686	688	728	577	578	594	672	678	709	574	568	880

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

	Tasman						Canterbury						Southern					
	14/15	15/ 16	16/17	17/18	18/19	19/20	14/15	15/ 16	16/17	17/18	18/19	19/20	14/15	15/ 16	16/17	17/18	18/19	19/20
Very Safe	43	44	33	34	31	32	41	35	31	28	26	29	44	49	39	41	32	38
Safe	41	42	43	42	49	46	41	45	40	44	48	44	41	38	43	42	46	47
Very Safe/Safe	84	86	76	76	80	78	82	80	71	72	74	73	85	86	82	82	77	85
Neutral	8	9	16	15	14	13	14	12	21	20	16	18	10	11	11	13	15	10
Unsafe	7	4	6	8	4	7	4	7	6	7	9	7	4	2	6	3	7	4
Very Unsafe	1	0	1	1	2	0	0	1	1	1	1	1	1	0	1	1	1	1
Unsafe/Very Unsafe	8	5	6	9	5	7	4	7	7	8	9	8	5	2	7	4	8	5
Don't know	0	0	2	0	0	1	0	1	1	0	0	1	0	1	1	0	1	1
Base	603	606	568	480	487	499	637	644	664	552	529	831	612	621	621	501	498	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%.

3.4. 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 2018/19

To support the strategic focus on safety, respondents were also asked how safe they feel in their neighbourhood after dark compared to two years ago²⁴.

In 2019/20, 78% said that their feelings of safety had remained unchanged. This is stable compared to the previous year (77%).

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

	2016/17	2017/18	2018/19	2019/20
More safe	7	7	7	7
The same (unchanged)	75	75	77	78
Less safe	15	15	14	13
Don't know	3	3	3	3
Base	6086	8250	8186	9870

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.

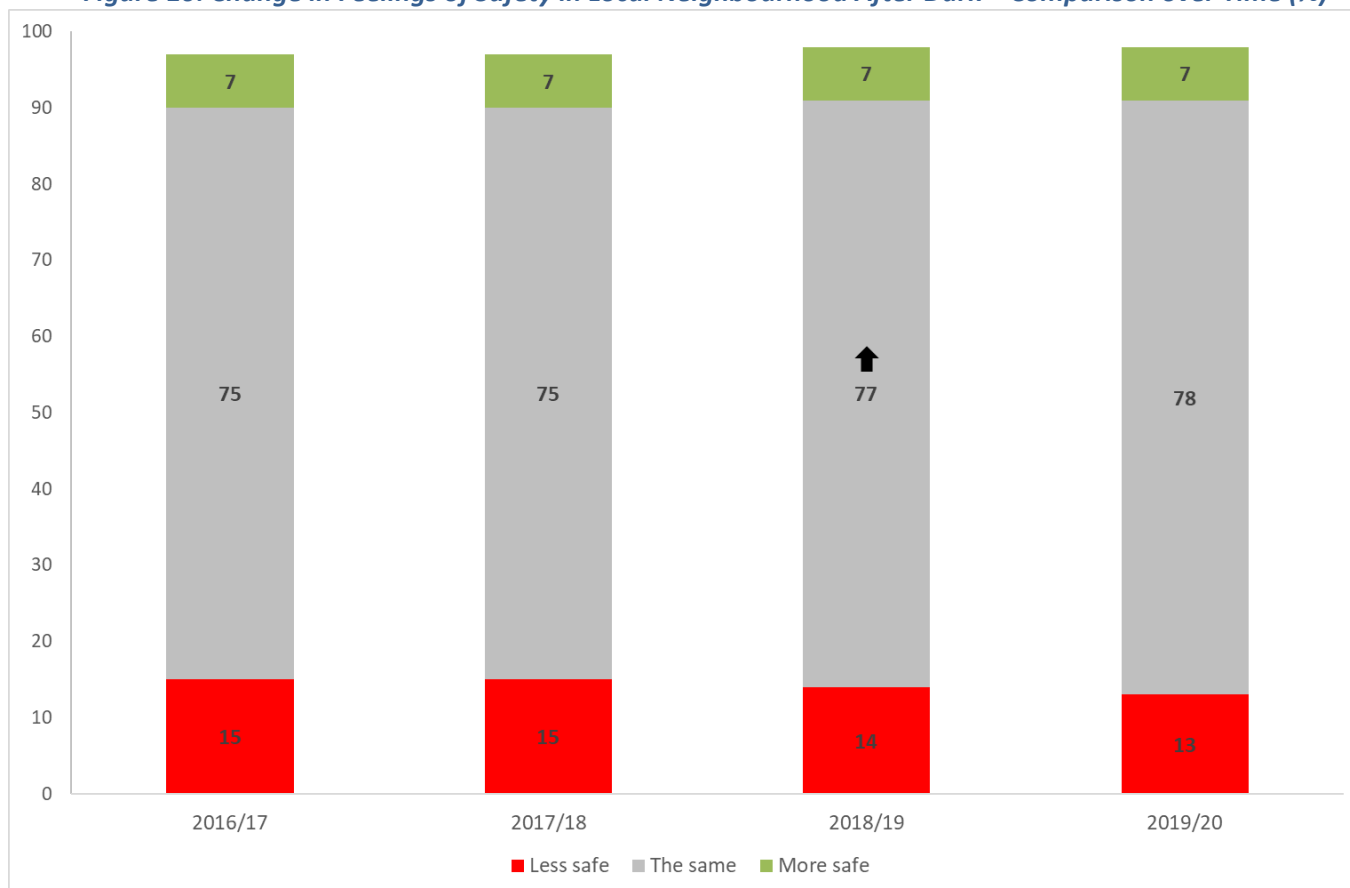
Green highlighting denotes a statistically significant improvement from the previous survey wave.

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%.

²⁴ This question was added part way through the 2016/17 fiscal year; therefore, comparisons before this time can't be made.

Figure 10: 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, 2019/20 n=9870. 'Don't know' responses are not shown on this graph.

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

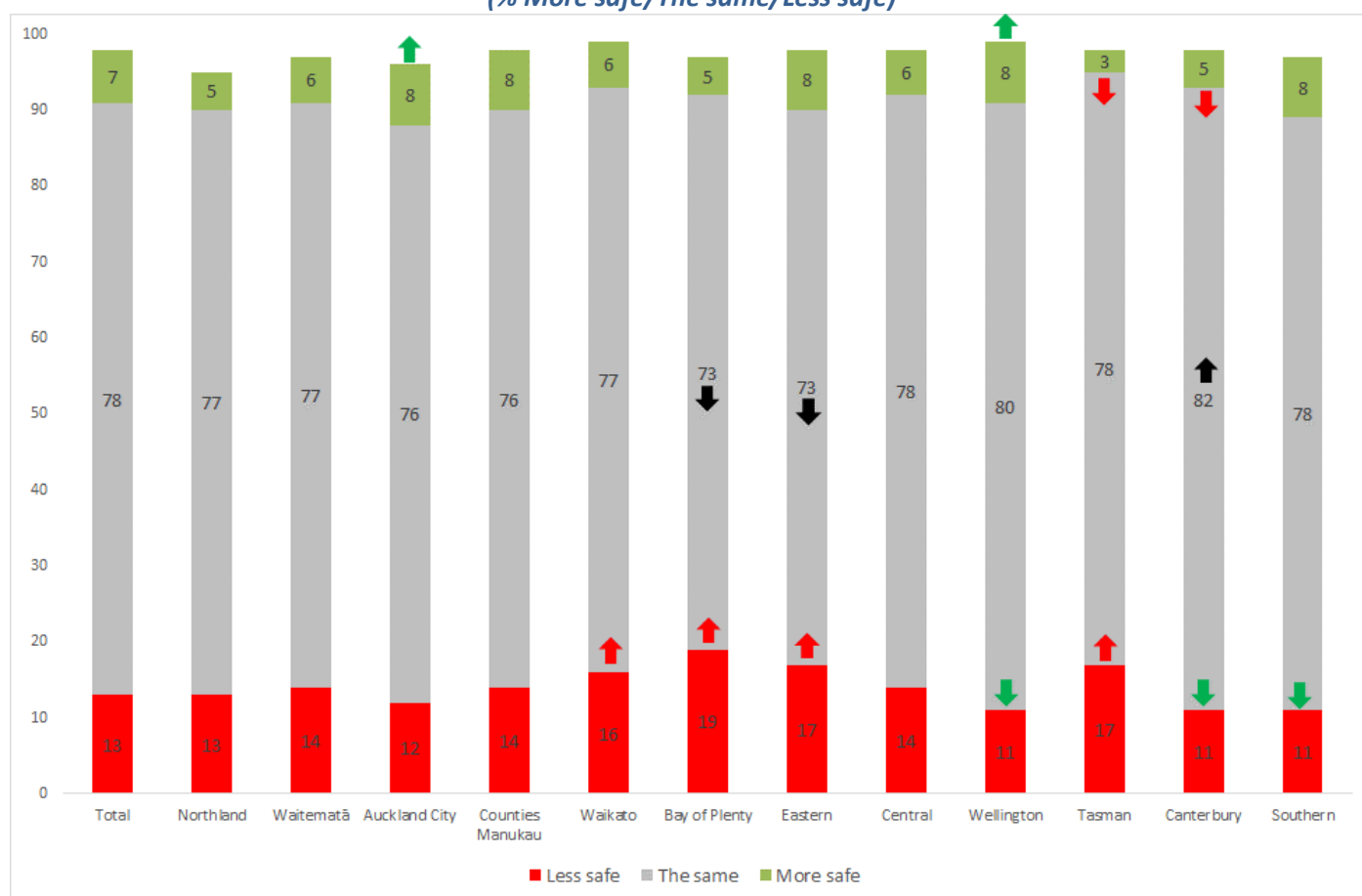
1. 2019/20

Changes in feelings of safety varied by district, respondents living in the Auckland City (8%) and Wellington (8%) districts were significantly more likely to say they feel *more safe* than they did two years ago, and those living in Wellington (11%), Canterbury (11%) and Southern (11%) districts were significantly less likely to say they feel *less safe*.

In contrast, respondents living in the Tasman (3%) and Canterbury (5%) districts were significantly less likely to mention that they are now feeling *more safe*, while those in Bay of Plenty (19%), Eastern (17%), Tasman (17%) and Waikato (16%) are more likely to say they feel *less safe* than they did two years ago.

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

Figure 11: 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 2019/20 n=9870; Northland n=678; Waitematā n=1037; Auckland City n=912; Counties n=997; Waikato n=745; Bay of Plenty n=764; Eastern n=696; Central n=766; Wellington n=1055; Tasman n=594; Canterbury n=1017; Southern n=609.

'Don't know' responses are not shown on this graph.

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 2018/19

When compared with 2018/19, there were no significant increases in those who feel *more safe* in their local neighbourhood after dark compared with two years ago. Those in Northland and Canterbury districts were significantly less likely to say they now feel *more safe* following a significant increase for both districts in 2018/19 (Northland down from 8% to 5%; Canterbury down from 9% to 5%).

Bay of Plenty and Tasman districts both had a significant increase in those who said they now feel *less safe* than they did two years ago (Bay of Plenty up from 13% to 19%; Tasman up from 12% to 17%).

Table 11: Change in Feelings of Safety in Local Neighbourhood After Dark – By District over Time (Part 1) (%)

	Northland				Waitematā				Auckland City			
	16/17	17/18	18/19	19/20	16/17	17/18	18/19	19/20	16/17	17/18	18/19	19/20
More safe	9	4	8	5	7	8	5	6	7	11	10	8
The same (unchanged)	75	77	76	77	73	73	77	77	75	71	73	76
Less safe	13	16	14	13	18	14	17	14	14	17	12	12
Don't know	3	3	2	4	2	4	2	3	5	2	5	3
Base	462	621	662	678	502	696	718	1037	498	668	631	912

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

	Counties Manukau				Waikato				Bay of Plenty			
	16/17	17/18	18/19	19/20	16/17	17/18	18/19	19/20	16/17	17/18	18/19	19/20
More safe	13	10	9	8	8	5	6	6	6	7	6	5
The same (unchanged)	66	71	72	76	73	72	78	77	80	75	79	73
Less safe	18	18	17	14	13	21	13	16	12	14	13	19
Don't know	3	2	3	2	5	2	3	3	3	3	3	3
Base	511	689	674	997	594	800	755	745	545	750	722	764

Table 11: Change in Feelings of Safety in Local Neighbourhood After Dark – By District over Time (Part 3) (%)

	Eastern				Central				Wellington			
	16/17	17/18	18/19	19/20	16/17	17/18	18/19	19/20	16/17	17/18	18/19	19/20
More safe	5	5	7	8	7	8	6	6	5	7	7	8
The same (unchanged)	78	72	73	73	78	75	80	78	75	78	79	80
Less safe	15	19	18	17	13	13	12	14	16	11	11	11
Don't know	2	4	2	2	2	4	3	2	4	4	3	2
Base	494	677	683	696	557	723	726	766	541	716	717	1055

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

	Tasman				Canterbury				Southern			
	16/17	17/18	18/19	19/20	16/17	17/18	18/19	19/20	16/17	17/18	18/19	19/20
More safe	5	4	4	3	4	6	9	5	3	6	4	8
The same (unchanged)	71	77	82	78	80	78	75	82	81	82	79	78
Less safe	19	16	12	17	13	12	14	11	11	10	13	11
Don't know	5	3	1	2	3	3	2	2	5	2	4	4
Base	415	565	593	594	503	712	684	1017	464	633	621	609

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 2018/19

When compared with 2018/19, there has been a significant increase in the share who feel *very safe/safe* in their city or town centre at night (up from 49% to 51% in 2019/20).

Overall, the share feeling *unsafe/very unsafe* has declined slightly, but not statistically significantly (down from 19% in 2018/19 to 18%).

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

	2014/15	2015/16	2016/17	2017/18	2018/19	2019/20
Very Safe	15	16	11	10	11	12
Safe	42	40	36	37	38	39
Very Safe/Safe	57	56	47	47	49	51
Neutral	24	24	29	29	30	29
Unsafe	15	16	18	19	17	15
Very Unsafe	2	2	3	3	2	3
Unsafe/Very Unsafe	17	18	21	22	19	18
Don't know	2	2	3	2	2	2
Base	7922	7985	6892	6541	6428	7968

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

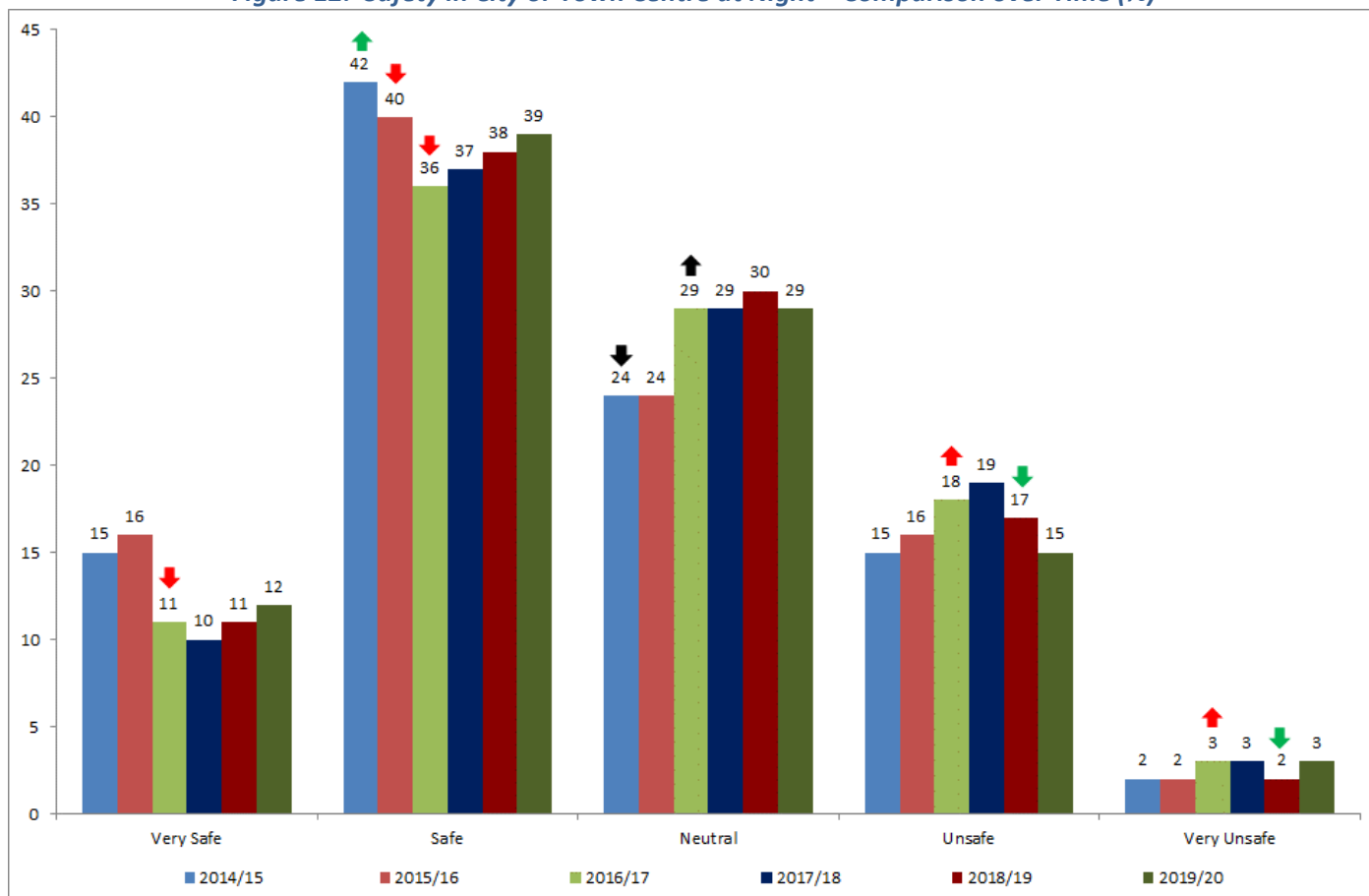
A bold neutral or don't know response indicates a statistically significant change from the previous survey wave.

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

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

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

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



Base: All respondents excluding those giving a 'not applicable' response. 2014/15 n=7922, 2015/16 n=7985, 2016/17 n=6892, 2017/18 n=6541, 2018/19 n=6428, 2019/20 n=7968.

'Don't know' responses are not shown on this graph.

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.

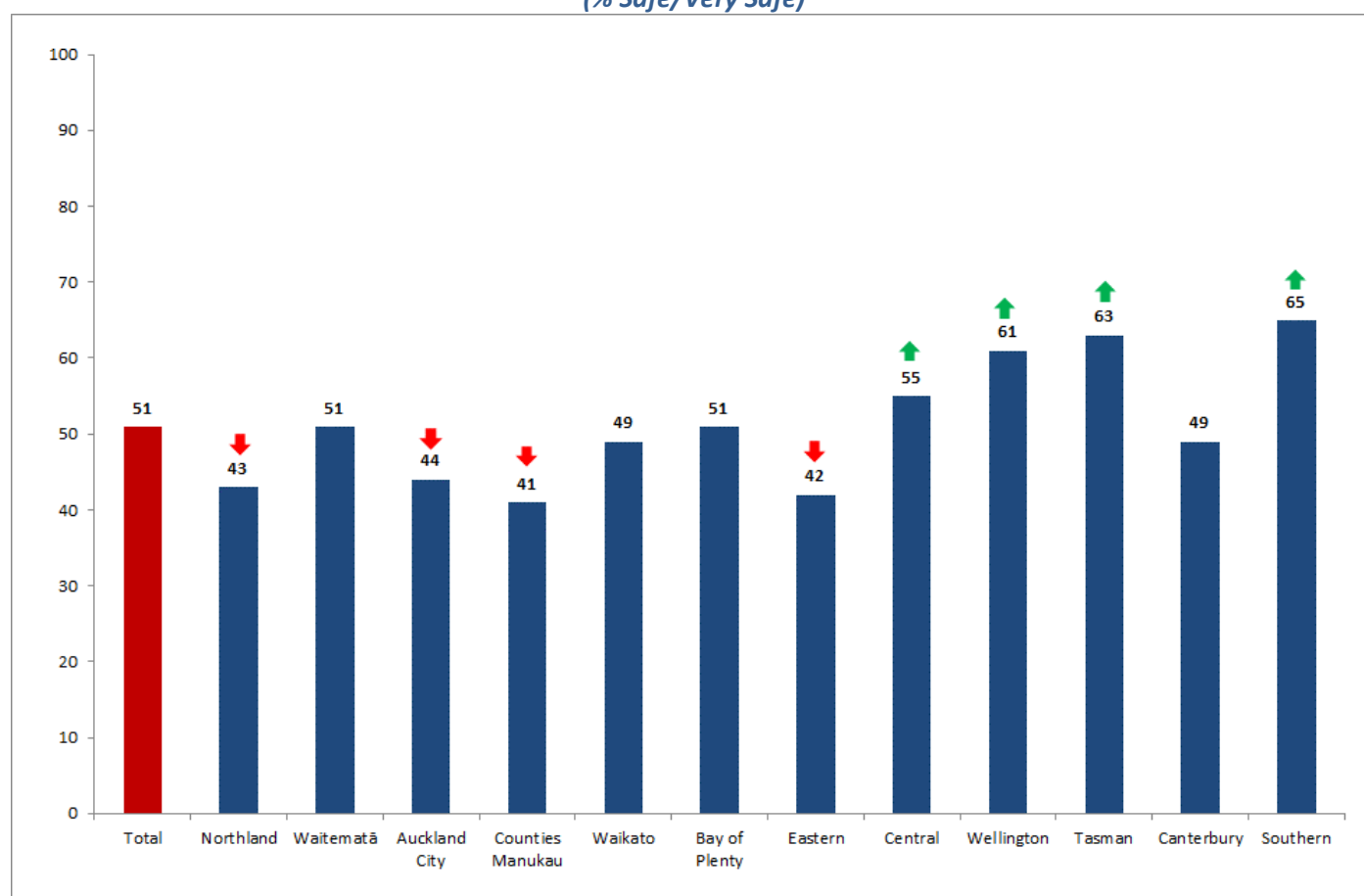
3.5.2 Safety in City or Town Centre at Night - Comparison by District

1. 2019/20

The share of respondents who reported feeling *very safe/safe* in their city or town centre at night varied by district. Safety ratings were significantly higher in the Southern (65%), Tasman (63%), Wellington (61%) and Central (55%) districts.

The share who felt *very safe/safe* in the city or town centre at night was significantly lower among those living in the Counties Manukau (41%), Eastern (42%), Northland (43%) and Auckland City (44%) districts.

Figure 13: Safety in City or Town Centre at Night - By District in 2019/20
(% Safe/Very Safe)



Base: All respondents, excluding 'not applicable' responses. Total 2019/20 n=7968; Northland n=564; Waitematā n=845; Auckland City n=736; Counties n=833; Waikato n=570; Bay of Plenty n=601; Eastern n=561; Central n=587; Wellington n=868; Tasman n=492; Canterbury n=821; Southern n=490.

Green arrow indicates a significantly higher result than the total.

Red arrow indicates a significantly lower result than the total.

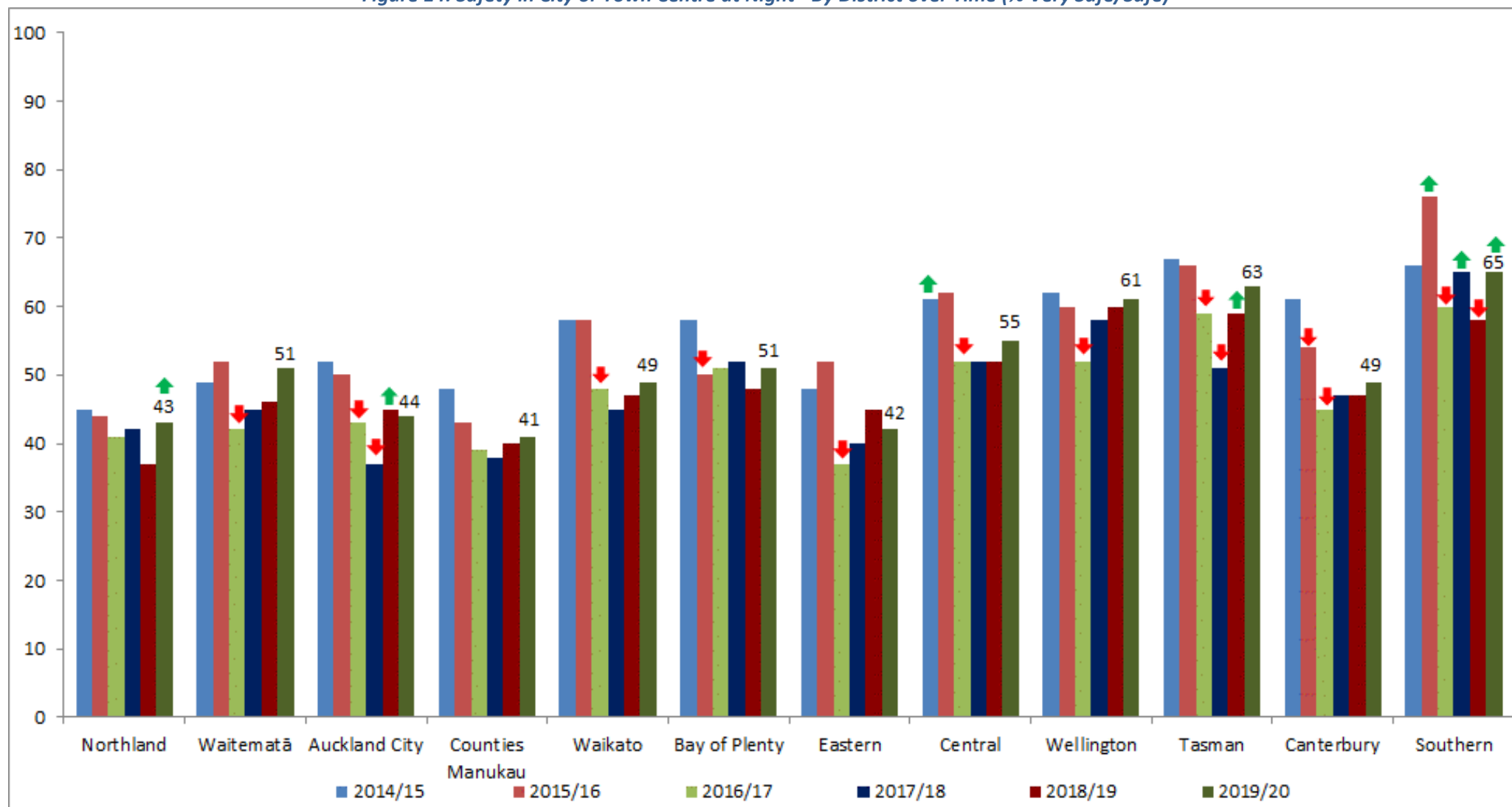
2. Comparison with 2018/19

When compared with 2018/19, 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 Southern (up from 58% to 65%) and Northern (up from 37% to 43%) districts. Southern District also saw a significant increase in the share who said they feel *very safe* (up from 14% to 20%), along with Central (up from 9% to 14%) and Bay of Plenty (up from 8% to 13%) districts.

Waitematā and Waikato districts saw significant decreases in the shares saying they felt *unsafe/very unsafe* (down from 22% to 17% and from 25% to 19%, respectively).

No districts experienced a significant negative change with regard to feelings of safety in their city or town centre at night.

Figure 14: 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 2019/20 result is significantly lower than the 2018/19 result).

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

	Northland						Waitematā						Auckland City					
	14/15	15/ 16	16/17	17/18	18/19	19/20	14/15	15/ 16	16/17	17/18	18/19	19/20	14/15	15/ 16	16/17	17/18	18/19	19/20
Very Safe	11	12	9	8	7	8	13	13	10	9	11	13	13	11	6	5	11	8
Safe	34	32	33	34	29	35	36	39	32	36	36	38	39	38	37	32	34	36
Very Safe/Safe	45	44	41	42	37	43	49	52	42	45	46	51	52	50	43	37	45	44
Neutral	22	23	33	31	33	27	29	26	33	28	30	30	28	25	32	31	35	35
Unsafe	27	26	20	21	25	21	18	16	17	18	21	15	17	22	21	26	17	17
Very Unsafe	4	5	3	4	5	6	3	4	4	6	1	2	2	2	3	5	2	3
Unsafe/Very Unsafe	31	31	24	25	29	26	21	20	21	24	22	17	19	24	24	31	19	20
Don't know	2	2	2	2	2	4	1	2	3	3	1	3	1	2	1	1	1	2
Base	657	658	573	541	551	564	673	673	566	538	545	845	619	625	541	490	461	736

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

	Counties Manukau						Waikato						Bay of Plenty					
	14/15	15/ 16	16/17	17/18	18/19	19/20	14/15	15/ 16	16/17	17/18	18/19	19/20	14/15	15/ 16	16/17	17/18	18/19	19/20
Very Safe	10	12	9	8	8	7	16	17	12	8	11	12	10	15	11	10	8	13
Safe	38	31	30	30	32	34	42	41	36	37	36	36	48	35	40	42	39	38
Very Safe/Safe	48	43	39	38	40	41	58	58	48	45	47	49	58	50	51	52	48	51
Neutral	26	28	29	32	33	28	25	23	27	29	27	31	26	31	26	28	30	25
Unsafe	20	23	26	23	19	24	15	16	18	20	22	17	13	13	18	16	17	18
Very Unsafe	4	4	5	6	5	4	1	2	3	3	3	2	2	4	2	2	2	4
Unsafe/Very Unsafe	24	27	30	29	24	28	16	18	21	22	25	19	15	17	20	18	19	21
Don't know	2	2	2	2	3	2	1	1	4	4	2	2	1	2	3	3	3	3
Base	680	685	577	537	521	833	696	733	660	627	610	570	702	697	620	597	555	601

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					
	14/15	15/ 16	16/17	17/18	18/19	19/20	14/15	15/ 16	16/17	17/18	18/19	19/20	14/15	15/ 16	16/17	17/18	18/19	19/20
Very Safe	12	12	8	8	8	8	11	19	12	11	9	14	15	17	11	14	16	13
Safe	36	40	29	32	37	33	50	43	40	42	43	41	47	43	42	44	44	49
Very Safe/Safe	48	52	37	40	45	42	61	62	52	52	52	55	62	60	52	58	60	61
Neutral	27	24	36	29	27	34	20	22	26	30	29	29	24	25	31	26	26	24
Unsafe	19	16	20	23	23	18	15	13	18	14	16	13	12	12	12	13	10	13
Very Unsafe	3	4	6	5	3	3	2	1	2	2	1	1	1	1	2	1	2	1
Unsafe/Very Unsafe	22	20	26	28	26	22	17	13	20	16	17	14	13	14	14	14	11	14
Don't know	3	4	2	3	2	3	2	3	2	2	2	2	1	1	2	2	2	2
Base	703	695	573	555	549	561	687	685	609	570	573	587	669	678	595	572	565	868

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

	Tasman						Canterbury						Southern					
	14/15	15/ 16	16/17	17/18	18/19	19/20	14/15	15/ 16	16/17	17/18	18/19	19/20	14/15	15/ 16	16/17	17/18	18/19	19/20
Very Safe	21	23	16	15	13	14	20	15	11	9	13	12	25	25	19	19	14	20
Safe	46	42	43	36	46	49	41	39	35	37	34	37	41	51	41	46	44	45
Very Safe/Safe	67	66	59	51	59	63	61	54	45	47	47	49	66	76	60	65	58	65
Neutral	17	21	22	28	24	20	20	23	29	30	33	32	22	15	24	21	27	21
Unsafe	13	10	15	17	13	13	14	19	21	20	15	12	10	6	12	10	11	10
Very Unsafe	1	1	1	1	1	2	2	2	3	2	2	4	1	1	2	2	2	2
Unsafe/Very Unsafe	14	11	16	19	14	15	16	21	23	21	17	15	11	7	14	12	13	12
Don't know	2	3	3	2	3	2	3	3	3	3	4	4	1	3	2	2	3	2
Base	598	599	511	474	482	492	633	639	541	546	523	821	605	618	526	494	493	490

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 2018/19

In 2019/20, nearly three quarters of respondents (74%) *strongly agreed/agreed* that Police were responsive to their community's needs, including 17% who *strongly agree*. These results are both significantly higher than 2018/19 (when 72% agreed to some extent and 13% *strongly agreed*). The share who were neutral (*neither agree nor disagree*), decreased significantly (down from 20% in 2018/19 to 18%).

The share who disagree to some extent (either *disagree* or *strongly disagree*) has remained unchanged (7%).

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

	2014/15	2015/16	2016/17	2017/18	2018/19	2019/20
Strongly Agree	21	22	13	11	13	17
Agree	57	56	57	59	58	57
Strongly Agree/Agree*	78	78	71	70	72	74
Neither/Nor	14	13	20	20	20	18
Disagree	4	5	7	6	6	5
Strongly Disagree	1	1	1	2	1	1
Disagree/Strongly Disagree	5	6	8	8	7	7
Don't know	3	3	2	2	2	1
<i>Base</i>	7921	8021	6747	6382	6319	10899

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

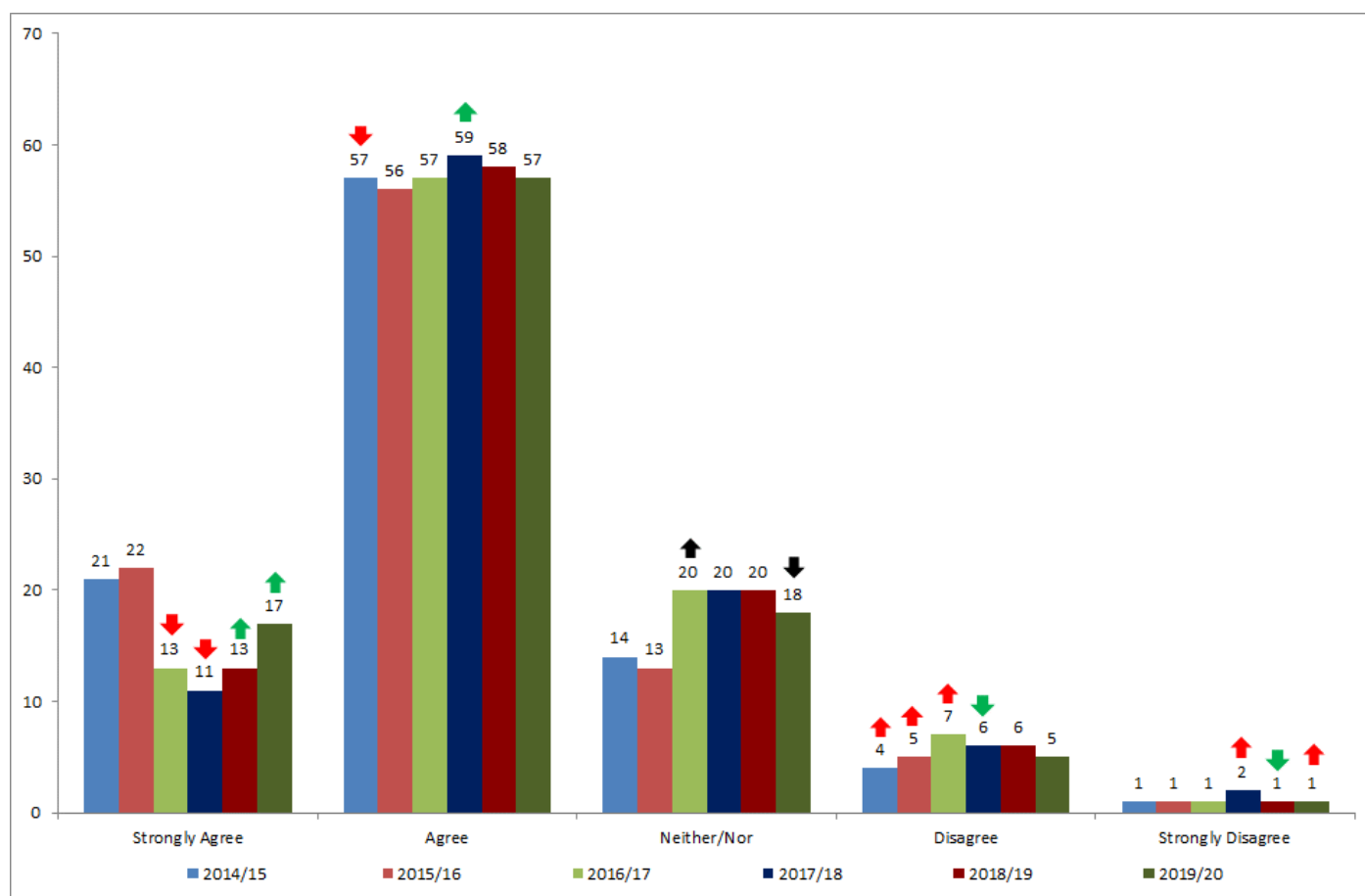
A bold neutral or don't know response indicates a statistically significant change from the previous survey wave.

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

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

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

Figure 15: Police Responsiveness to Community Needs – Comparison over Time (%)



Base: All respondents excluding those giving a 'not applicable' response. 2014/15 n=7921, 2015/16 n=8021, 2016/17 n=6747, 2017/18 n=638, 2018/19 n=6319, 2019/20 n=10899.

'Don't know' responses are not shown on this graph.

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.

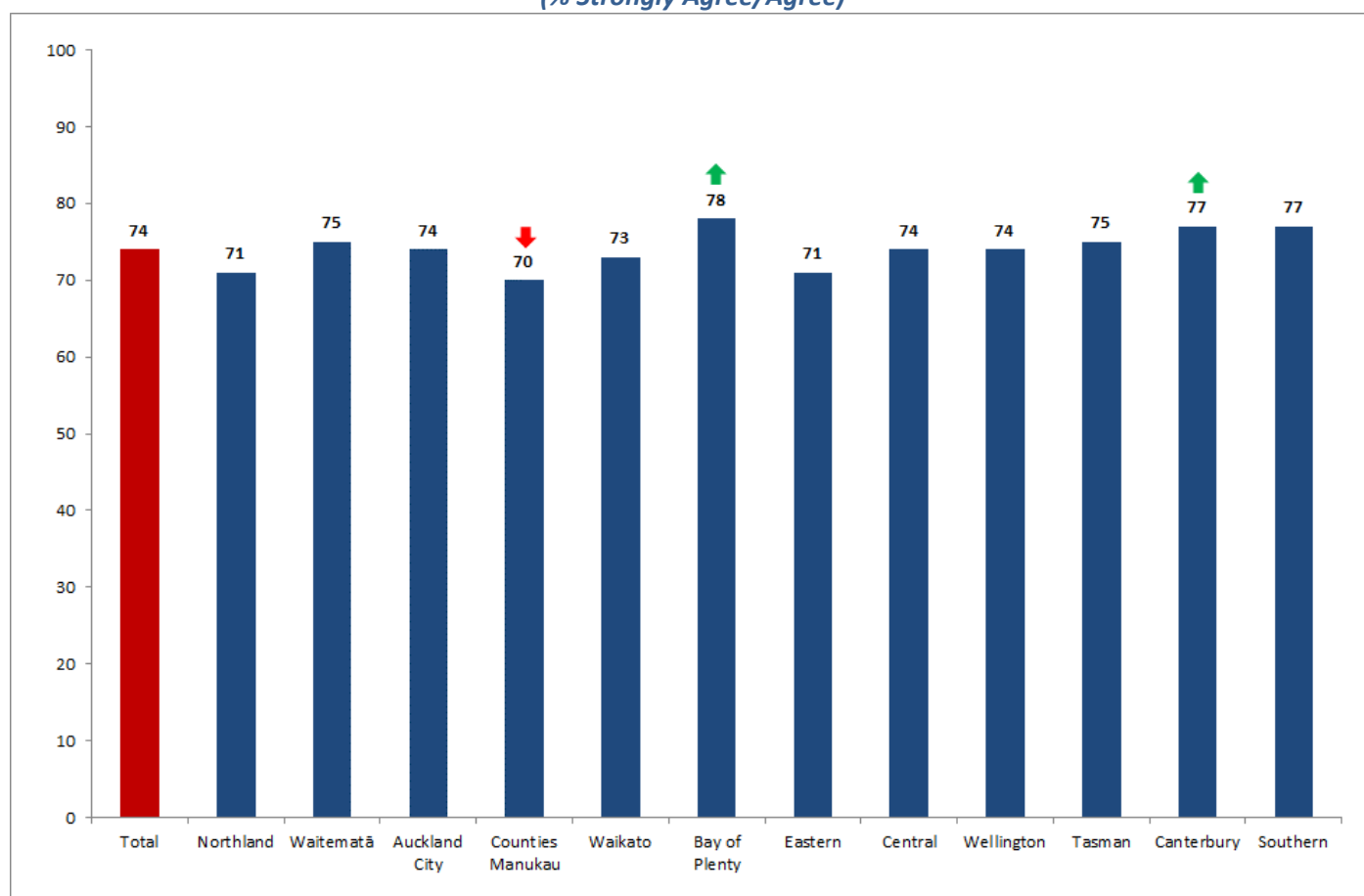
3.6.2 Police Responsiveness to Community Needs - Comparison by District

1. 2018/19

In 2019/20, respondents living in the Bay of Plenty (78%) and Canterbury (77%) districts were significantly more likely to *strongly agree/agree* that Police are responsive to their community's needs

In contrast, those living in the Counties Manukau District (70%) were significantly less likely to agree with this statement.

Figure 16: Police Responsiveness to Community Needs - by District in 2019/20
(% Strongly Agree/Agree)



Base: All respondents, excluding 'not applicable' responses. Total 2019/20 n=10899; Northland n=741; Waitematā n=1117; Auckland City n=1017; Counties n=1098; Waikato n=860; Bay of Plenty n=862; Eastern n=781; Central n=846; Wellington n=1133; Tasman n=647; Canterbury n=1100; Southern n=697.

Green arrow indicates a significantly higher result than the total.

Red arrow indicates a significantly lower result than the total.

2. Comparison with 2018/19

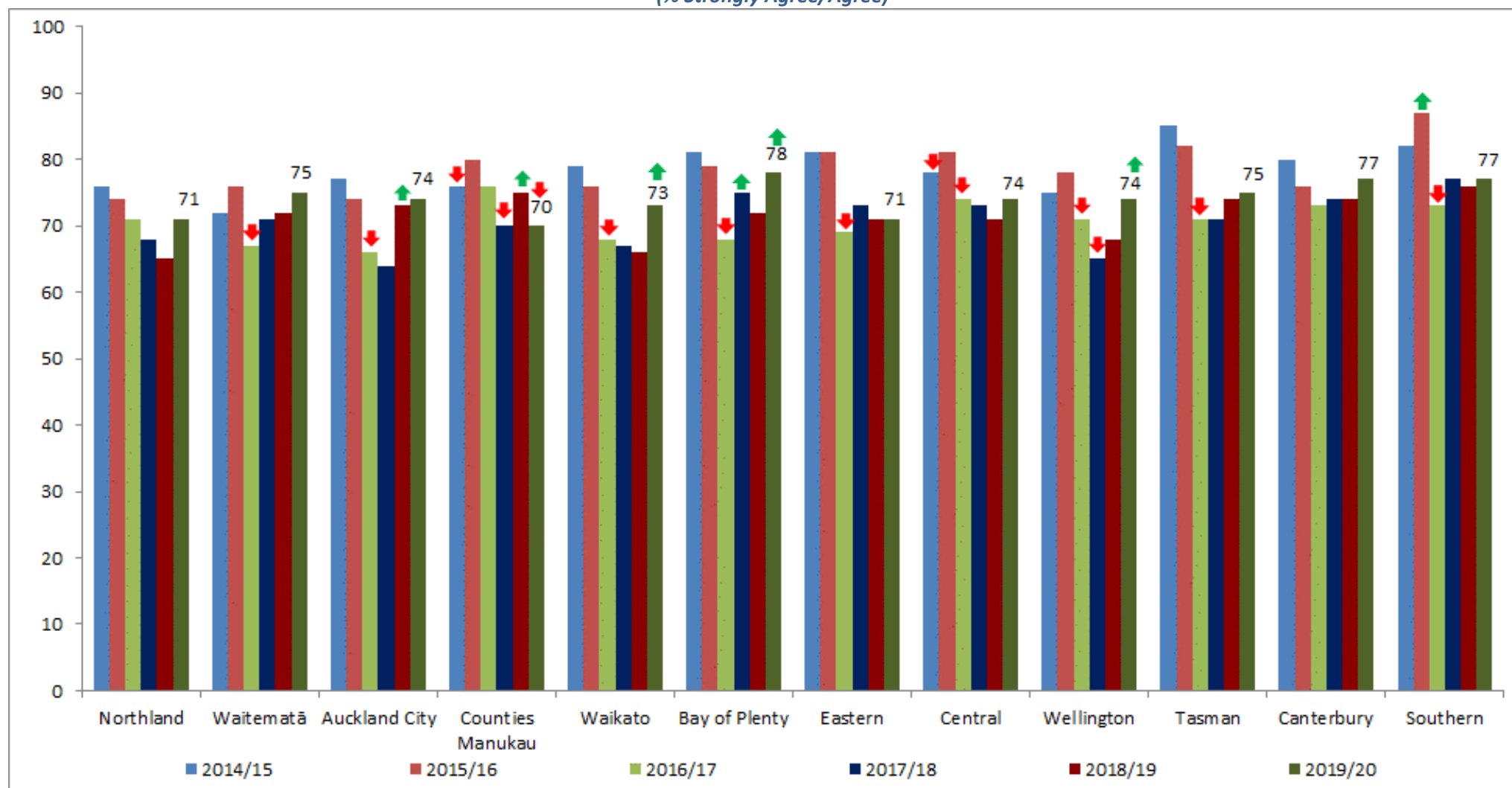
When compared with the 2018/19 results, the share of respondents who *strongly agree/agree* that Police are responsive to the community has significantly increased for those in the Bay of Plenty (up from 72% to 78%), Wellington (up from 68% to 74%) and Waikato (up from 66% to 73%) districts.

In contrast, Counties Manukau District saw a significant decrease in the share who *strongly agree/agree* with the statement (down from 75% to 70%). This is driven by a significant decrease in the share who *agree* (down from 62% to 50%), while the share who *strongly agree* has increased significantly (up from 14% to 20%).

Compared with 2018/19, there have also been significant changes in the share *strongly agreeing* that Police are responsive to the community in Southern (up from 17% to 22%), Central (up from 12% to 17%), Waikato (up from 13% to 17%), Waitematā (up from 9% to 16%), and Northland (up from 11% to 15%) districts (as well as Counties Manukau).

There have also been significant declines in the share who *disagree/strongly disagree* with the statement in the Southern (down from 10% to 6%) and Central (down from 8% to 5%) districts, while Canterbury District has seen an increase (up from 4% to 7%).

Figure 17: 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					
	14/15	15/ 16	16/17	17/18	18/19	19/20	14/15	15/ 16	16/17	17/18	18/19	19/20	14/15	15/ 16	16/17	17/18	18/19	19/20
Strongly Agree	20	16	14	7	11	15	20	20	12	13	9	16	20	18	9	6	13	14
Agree	56	58	57	61	55	56	52	56	55	58	63	59	57	56	56	58	60	60
Strongly Agree/Agree	76	74	71	68	65	71	72	76	67	71	72	75	77	74	66	64	73	74
Neither/nor	15	15	18	18	19	18	18	14	21	21	19	16	16	18	20	23	21	19
Disagree	6	7	8	9	9	8	5	5	7	4	6	6	3	5	9	7	4	4
Strongly Disagree	1	2	2	4	3	2	1	1	3	3	1	2	1	1	2	3	0	2
Disagree/Strongly Disagree	7	8	10	13	12	10	6	5	9	6	7	7	4	5	12	10	4	6
Don't know	2	3	2	1	4	1	4	4	2	2	2	2	3	4	2	4	2	1
Base	659	658	556	528	529	741	671	677	560	532	545	1117	620	622	525	472	449	1017

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

	Counties Manukau						Waikato						Bay of Plenty					
	14/15	15/ 16	16/17	17/18	18/19	19/20	14/15	15/ 16	16/17	17/18	18/19	19/20	14/15	15/ 16	16/17	17/18	18/19	19/20
Strongly Agree	19	23	18	13	14	20	16	20	10	11	13	17	22	22	14	11	16	20
Agree	57	57	58	57	62	50	63	57	58	56	54	55	58	57	54	64	55	58
Strongly Agree/Agree	76	80	76	70	75	70	79	76	68	67	66	73	81	79	68	75	72	78
Neither/nor	15	12	17	20	16	22	13	14	22	23	22	17	13	13	21	14	21	15
Disagree	5	5	5	8	7	5	4	6	7	8	8	8	4	4	7	7	5	5
Strongly Disagree	1	1	1	2	1	2	1	2	1	1	1	2	1	1	2	2	1	1
Disagree/Strongly Disagree	6	6	6	10	8	6	5	7	8	9	9	10	5	6	9	9	6	6
Don't know	3	3	1	1	1	2	3	3	2	1	2	1	2	3	2	2	2	1
Base	681	690	566	519	520	1098	704	734	639	614	598	860	701	700	609	584	551	862

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					
	14/15	15/ 16	16/17	17/18	18/19	19/20	14/15	15/ 16	16/17	17/18	18/19	19/20	14/15	15/ 16	16/17	17/18	18/19	19/20
Strongly Agree	22	26	13	12	14	15	21	21	17	14	12	17	17	21	9	6	13	16
Agree	59	55	56	60	56	56	57	61	58	59	59	57	58	57	62	59	55	58
Strongly Agree/Agree	81	81	69	73	71	71	78	81	74	73	71	74	75	78	71	65	68	74
Neither/nor	10	10	21	17	21	19	14	9	17	19	20	21	16	15	19	24	24	19
Disagree	6	6	9	8	6	8	5	6	7	5	8	4	4	5	7	9	5	6
Strongly Disagree	1	1	1	1	1	1	1	0	1	2	0	1	2	0	1	0	2	0
Disagree/Strongly Disagree	7	7	9	9	7	9	6	6	8	6	8	5	6	5	8	9	7	6
Don't know	2	3	1	1	1	1	2	3	1	2	1	0	3	2	2	2	2	1
Base	703	696	564	545	546	781	680	689	600	557	559	846	667	680	575	551	554	1133

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

	Tasman						Canterbury						Southern					
	14/15	15/ 16	16/17	17/18	18/19	19/20	14/15	15/ 16	16/17	17/18	18/19	19/20	14/15	15/ 16	16/17	17/18	18/19	19/20
Strongly Agree	27	30	14	11	17	19	23	20	13	12	15	17	31	31	20	21	17	22
Agree	58	52	57	60	58	56	57	55	60	62	59	60	51	56	53	56	59	55
Strongly Agree/Agree	85	82	71	71	74	75	80	76	73	74	74	77	82	87	73	77	76	77
Neither/nor	9	10	19	20	18	18	13	15	20	19	20	15	11	6	20	16	14	17
Disagree	3	5	7	6	5	6	3	4	5	5	4	5	5	4	4	5	8	5
Strongly Disagree	1	1	2	2	1	0	1	1	1	1	1	2	1	1	2	1	2	1
Disagree/Strongly Disagree	4	5	9	7	6	6	4	4	6	5	4	7	6	5	6	6	10	6
Don't know	2	3	2	1	2	1	3	5	1	2	2	1	1	2	1	2	1	0
Base	897	607	504	465	473	647	632	646	535	530	507	1100	606	622	514	485	488	697

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 2018/19

In 2019/20 nearly two-thirds of respondents (65%) agreed to some extent that Police are involved in community activities, including 16% who *strongly agree*. This is a significant decrease from 2018/19, when 69% of respondents agreed to some extent.

Only 8% of respondents *disagree/strongly disagree* that Police are involved in community activities, however this is a significant increase when compared with 2018/19 where 7% disagreed to some extent.

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

	2014/15	2015/16	2016/17	2017/18	2018/19	2019/20
Strongly Agree	18	19	14	14	16	16
Agree	51	51	51	51	53	48
Strongly Agree/Agree*	69	70	65	66	69	65
Neither/Nor	18	17	22	22	21	23
Disagree	6	6	7	7	6	7
Strongly Disagree	1	1	1	2	1	1
Disagree/Strongly Disagree	7	7	9	9	7	8
Don't know	6	7	5	3	4	4
<i>Base</i>	7868	7995	6676	6254	6173	10671

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

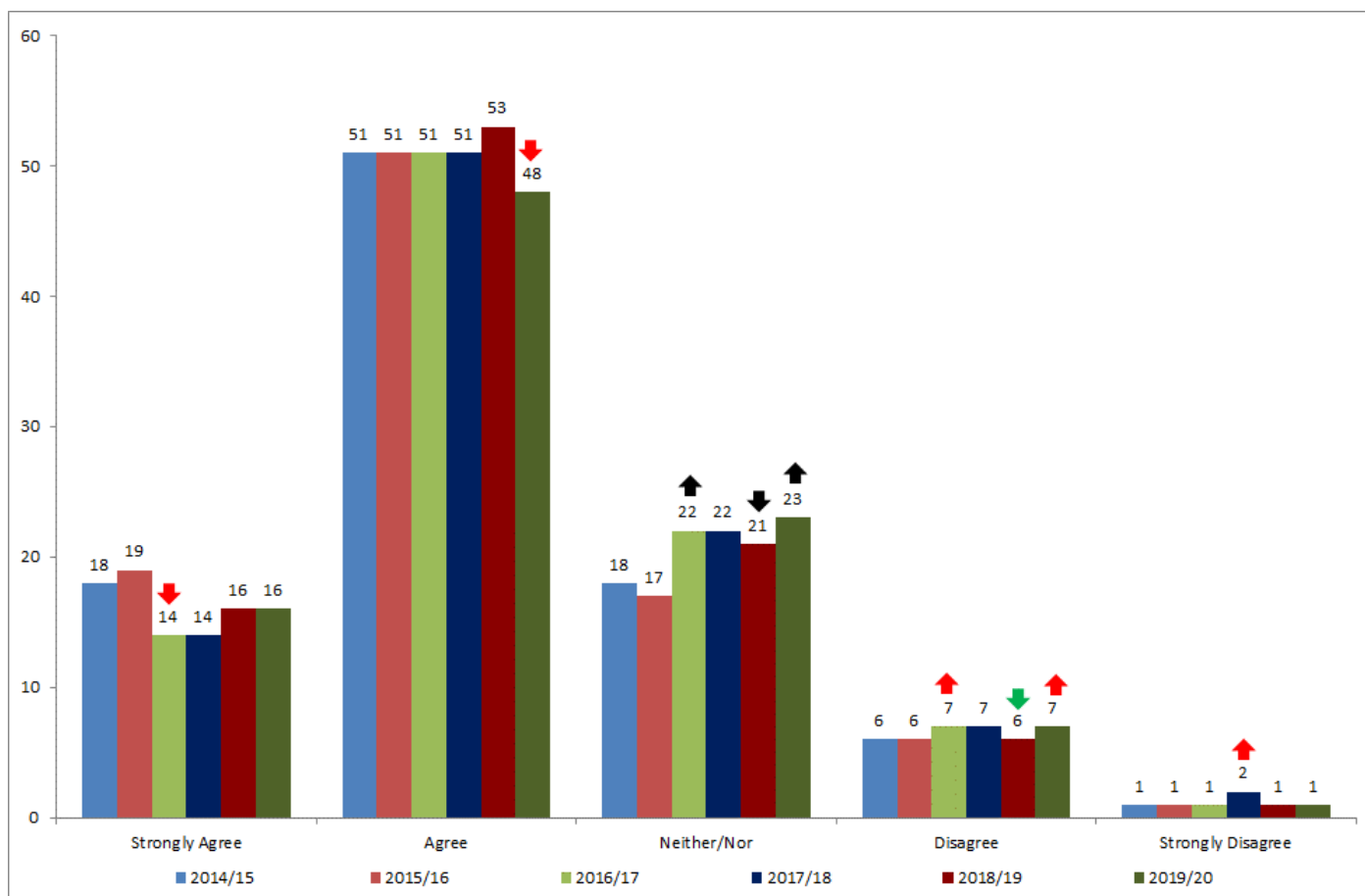
A bold neutral or don't know response indicates a statistically significant change from the previous survey wave.

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

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

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

Figure 18: Police Involvement in Community Activities – Comparison over Time (%)



Base: All respondents excluding those giving a 'not applicable' response. 2014/15 n=7868, 2015/16 n=7995, 2016/17 n=6676, 2017/18 n=6254, 2018/19 n=6173, 2019/20 n=10671.

'Don't know' responses are not shown on this graph.

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.

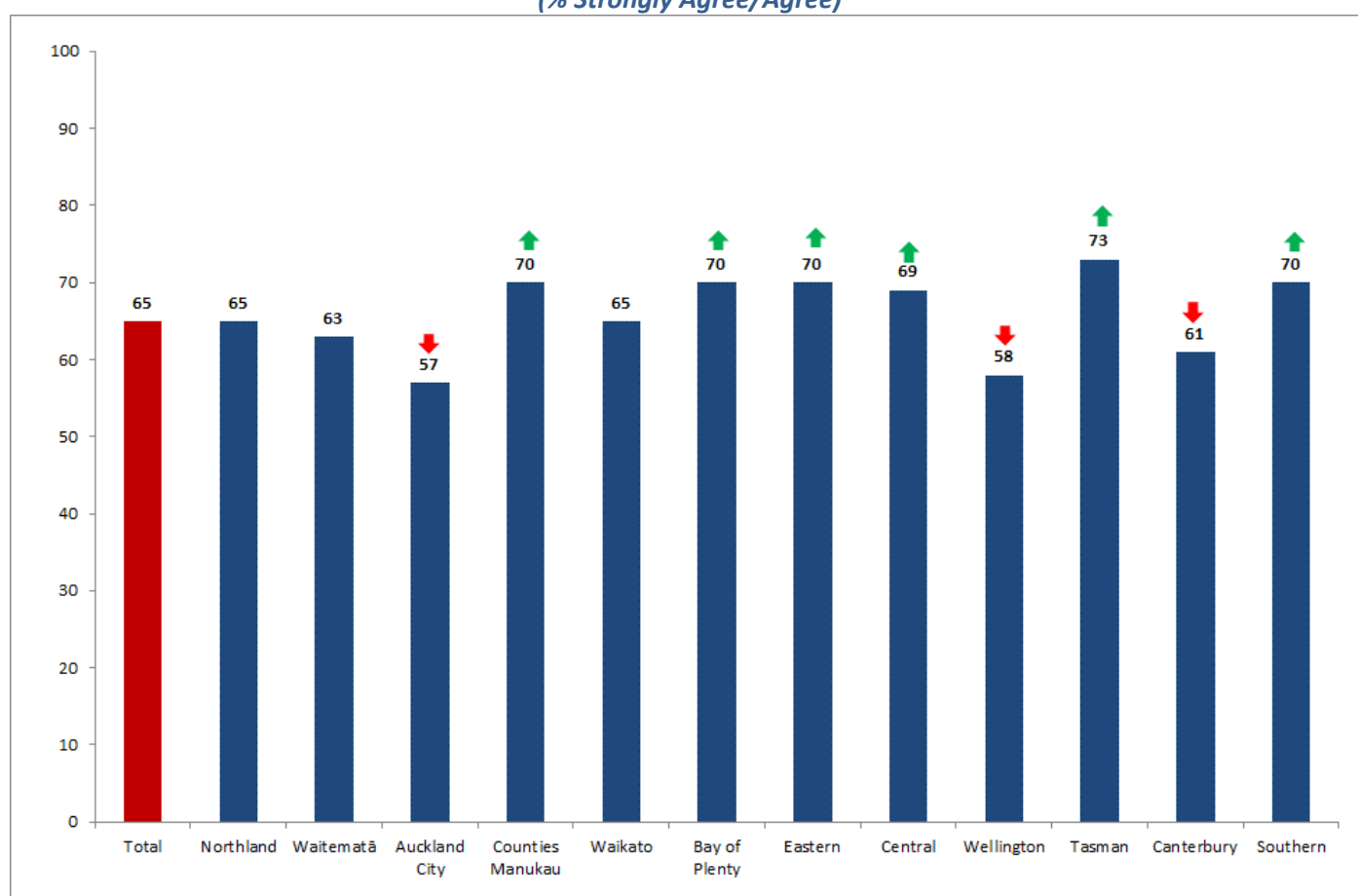
3.7.2 Police Involvement in Community Activities - Comparison by District

1. 2019/20

Responses to the statement 'Police are involved in activities in my community' varied by district. In 2019/20, respondents living in the Tasman (73%), Counties Manukau (70%), Bay of Plenty (70%), Eastern (70%), Southern (70%) and Central (69%) 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 Auckland Central (57%), Wellington (58%) and Canterbury (61%) districts were significantly less likely to *strongly agree/agree* with the statement.

Figure 19: Police Involvement in Community Activities - by District in 2019/20
(% Strongly Agree/Agree)



Base: All respondents, excluding 'not applicable' responses. Total 2019/20 n=10671; Northland n=727; Waitematā n=1101; Auckland City n=988; Counties n=1079; Waikato n=843; Bay of Plenty n=852; Eastern n=767; Central n=828; Wellington n=1099; Tasman n=636; Canterbury n=1063; Southern n=688.

Green arrow indicates a significantly higher result than the total.

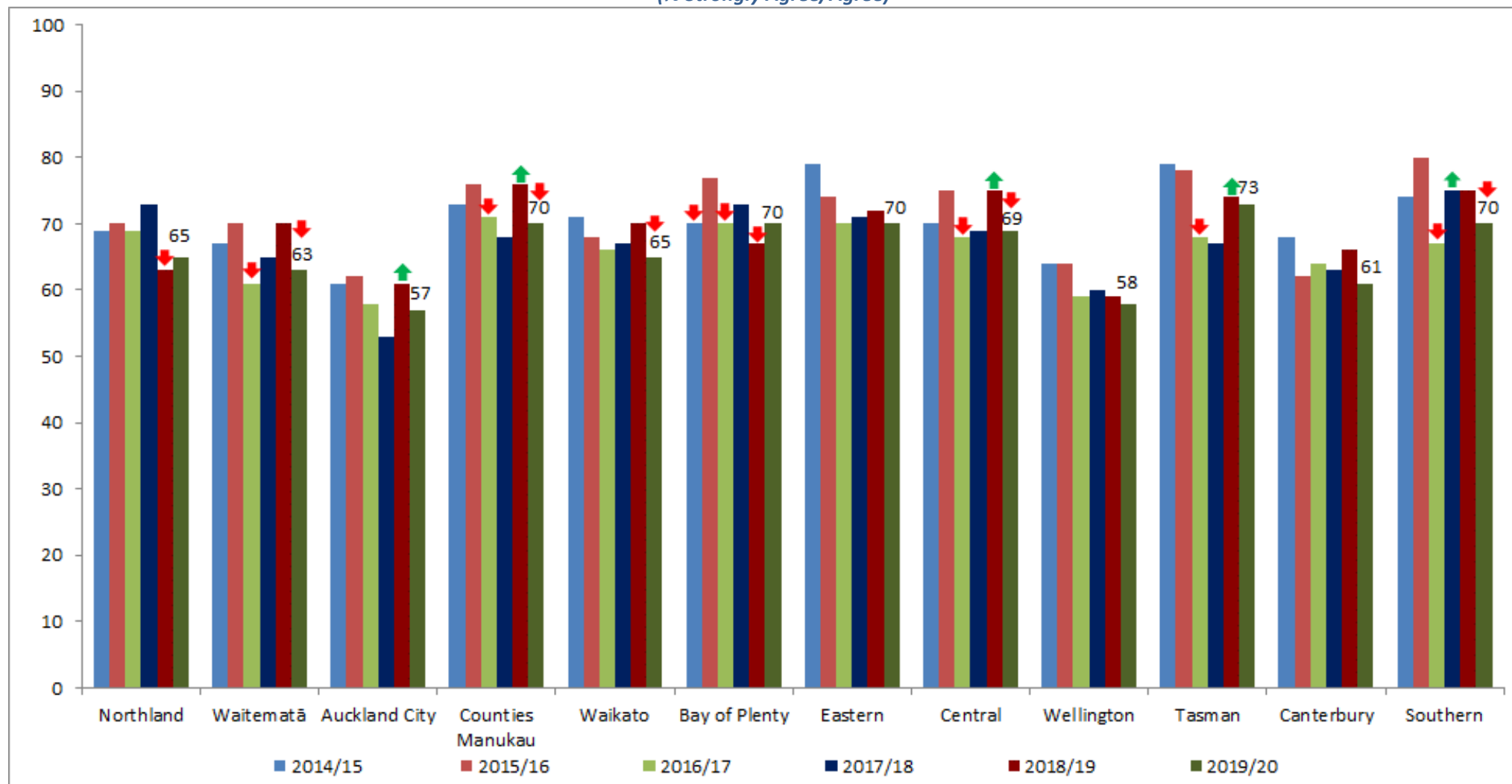
Red arrow indicates a significantly lower result than the total.

2. Comparison with 2018/19

When compared with 2018/19, there have been significant decreases in the share who *strongly agree/agree* that Police were involved in activities in their community in Waitemātā (down from 70% to 63%), Counties Manukau (down from 76% to 70%), Central (down from 75% to 69%), Southern (down from 75% to 70%), and Waikato (down from 70% to 65%) districts.

The share to *strongly disagree* in Tasman District has also increased (up from 4% in 2018/19 to 8%).

Figure 20: 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					
	14/15	15/ 16	16/17	17/18	18/19	19/20	14/15	15/ 16	16/17	17/18	18/19	19/20	14/15	15/ 16	16/17	17/18	18/19	19/20
Strongly Agree	16	16	15	14	13	15	15	17	12	19	13	17	15	12	9	9	12	11
Agree	53	54	54	58	51	50	52	53	49	46	57	46	46	50	49	45	49	46
Strongly Agree/Agree	69	70	69	73	63	65	67	70	61	65	70	63	61	62	58	53	61	57
Neither/nor	17	15	17	16	23	22	20	18	29	23	21	25	25	23	27	30	26	30
Disagree	7	7	8	9	6	9	4	5	5	6	5	7	4	6	9	9	7	7
Strongly Disagree	2	1	1	1	3	2	1	1	1	2	0	0	1	1	2	4	0	2
Disagree/Strongly Disagree	9	8	9	10	9	10	5	6	6	8	6	7	5	7	11	12	7	9
Don't know	5	7	5	2	4	3	8	7	5	4	4	5	9	9	5	5	5	4
Base	651	661	553	519	525	727	658	675	553	522	531	1101	619	619	519	460	440	988

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

	Counties Manukau						Waikato						Bay of Plenty					
	14/15	15/ 16	16/17	17/18	18/19	19/20	14/15	15/ 16	16/17	17/18	18/19	19/20	14/15	15/ 16	16/17	17/18	18/19	19/20
Strongly Agree	19	25	17	17	20	19	21	22	12	15	13	15	19	20	18	19	20	21
Agree	54	51	54	52	56	51	50	46	54	51	57	50	51	57	53	54	47	49
Strongly Agree/Agree	73	76	71	68	76	70	71	68	66	67	70	65	70	77	70	73	67	70
Neither/nor	15	13	17	20	17	20	18	16	19	22	18	22	16	10	20	15	21	16
Disagree	5	5	6	6	4	6	6	7	10	7	8	8	6	6	6	9	8	9
Strongly Disagree	1	1	2	2	1	1	0	1	1	3	1	1	1	2	1	1	1	1
Disagree/Strongly Disagree	6	6	8	7	5	7	6	8	11	10	9	9	7	8	7	9	9	10
Don't know	6	6	4	4	2	4	5	8	4	2	3	5	7	5	3	3	4	5
Base	679	688	562	517	508	1079	700	732	627	602	588	843	703	698	603	567	544	852

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					
	14/15	15/ 16	16/17	17/18	18/19	19/20	14/15	15/ 16	16/17	17/18	18/19	19/20	14/15	15/ 16	16/17	17/18	18/19	19/20
Strongly Agree	20	23	17	18	16	19	21	20	21	17	18	19	14	15	11	7	13	12
Agree	59	51	53	53	56	51	49	55	47	53	58	50	50	49	48	53	46	46
Strongly Agree/Agree	79	74	70	71	72	70	70	75	68	69	75	69	64	64	59	60	59	58
Neither/nor	12	14	18	20	19	20	15	14	19	21	15	20	24	23	29	27	27	28
Disagree	5	6	7	6	5	6	8	5	8	8	6	6	5	7	7	9	8	9
Strongly Disagree	0	1	0	1	1	1	1	1	2	1	1	0	1	0	1	1	2	1
Disagree/Strongly Disagree	5	6	8	7	6	7	9	5	10	8	7	6	6	8	8	10	10	10
Don't know	4	6	4	3	4	4	6	6	4	2	3	4	6	6	5	4	3	4
Base	695	696	561	536	530	767	675	689	590	546	545	828	666	677	567	537	535	1099

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

	Tasman						Canterbury						Southern					
	14/15	15/ 16	16/17	17/18	18/19	19/20	14/15	15/ 16	16/17	17/18	18/19	19/20	14/15	15/ 16	16/17	17/18	18/19	19/20
Strongly Agree	26	22	13	17	17	20	18	16	12	12	16	14	23	25	19	17	21	21
Agree	53	56	55	51	57	53	50	46	52	51	50	47	51	55	48	59	54	49
Strongly Agree/Agree	79	78	68	67	74	73	68	62	64	63	66	61	74	80	67	75	75	70
Neither/nor	12	11	21	22	20	15	19	22	22	25	22	27	14	10	19	14	15	21
Disagree	4	5	6	8	3	6	7	6	8	7	7	6	6	5	7	8	6	6
Strongly Disagree	1	1	1	1	1	2	1	2	0	0	1	2	1	0	4	1	2	3
Disagree/Strongly Disagree	5	6	7	9	4	8	8	8	8	7	8	8	7	5	11	9	8	8
Don't know	4	5	4	2	3	4	5	8	6	5	4	5	5	6	3	2	2	1
Base	594	603	495	461	464	636	623	638	530	516	487	1063	605	619	516	471	476	688

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%.

3.8 Overview of New Perception Questions

During the 2019/20 surveying period, eight individual and one overall trust and confidence in Police statement were introduced into the Citizens' Satisfaction Survey to assess public perceptions of Police and Police performance in more detail and to support effective analysis and actionable reporting. 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 rate their levels of agreement with the following statements:

- Police deal effectively with burglary and theft
- Police deal effectively with road safety
- Police deal effectively with major crimes and significant events
- The Police have a suitable presence in my community
- Police focus on the things that matter in my community
- Police treat people with fairness and respect
- Police would respond quickly if I needed them
- Police are easy to contact for a non-emergency situation
- Overall, I have trust and confidence in the Police

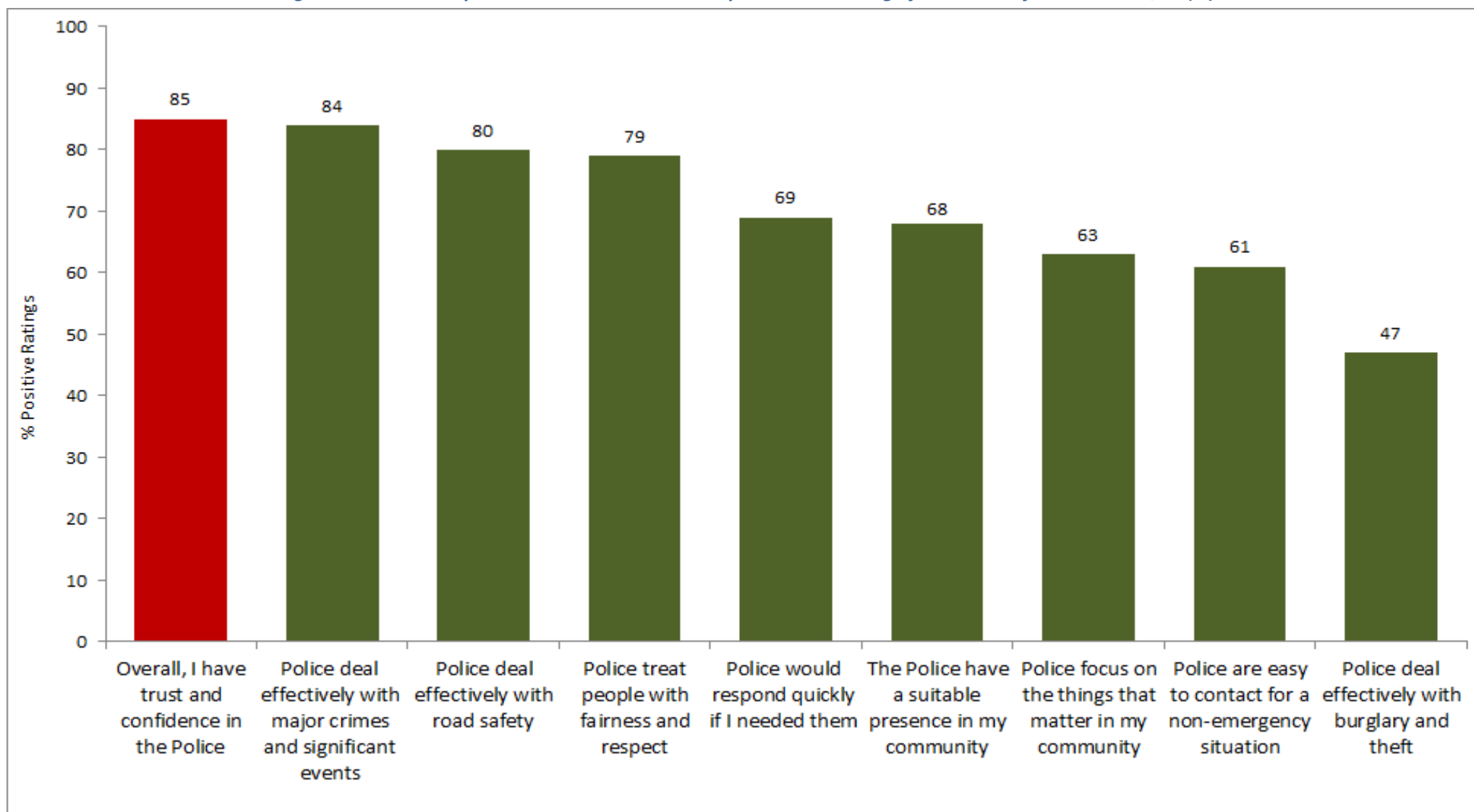
A note on comparing the new overall statement to the earlier trust and confidence measure: *The earlier trust and confidence measure that has been tracked over time is based on a single question asked in isolation. The new measure is asked in the context of a set of related questions rating aspects of Police service and impacts of policing, respondents are essentially more “prompted” to think about Police activity and effects (or warmed up) and this will tend to focus respondents on Police services and the role they play in society (rather than focusing on say an event(s) from their past), thus providing a more considered measure of trust and confidence. Whereas the earlier “cold” question captures a more raw, top of mind response. The rating scales of the two questions (both 5 point) and their treatment also differ. The positive result for the earlier question is composed of the Full/Quite a lot ratings with the third point on the scale (Some trust and confidence) excluded, but likely to include some positive sentiment. In comparison, the positive rating for the new measure is composed of the Strongly agree/Agree ratings with third (Neither agree/Nor disagree) excluded, and analysis showing it to be less likely to include positive sentiment.*

The shares of positive (those *strongly agreeing/agreeing*) and negative (those *disagreeing/strongly disagreeing*) ratings vary across the 8 statements. In terms of the most positive ratings, around four fifths of respondents agreed to some extent (*strongly agreeing/agreeing*) that Police deal effectively with major crimes and significant events (84%) and road safety (80%), and that Police treat people with fairness and respect (79%). In contrast, less than half of all respondents (47%) *strongly agree/agree* that Police deal effectively with burglary and theft.

Interestingly, the share of positive ratings for the overall trust and confidence rating asked in the context of the set of the 8 individual measures (85%) is higher than for each of the 8 individual measures. This indicates individuals perceive the Police to be performing better in some areas than in others, that these are not always the same areas of service for all respondents, and that respondents draw on a number of factors when considering the trust and confidence they have in Police (some measured here and some not covered), which collectively leads to a higher overall rating.

Figure 21 outlines the key positive results for these new public perception questions. The following sections cover the results for each of these new statements individually – overall and by district.

Figure 21: New Perception Measures to Build a Deeper Understanding of Trust & Confidence – 2019/20 (%)



Base varies by attribute (n=10059 to n=10452). New statements were introduced during 2019/20, therefore time series data is not available.

3.8 Police Deal Effectively with Burglary and Theft

3.8.1 Police Deal Effectively with Burglary and Theft – 2019/20

In 2019/20, just less than half of respondents (47%) agreed to some extent that Police deal effectively with burglary and theft, with 9% *strongly agreeing*.

Around one quarter (24%) of respondents *disagree/strongly disagree* that Police deal effectively with burglary and theft. Another quarter (24%) *neither agree nor disagree*.

This is a new question in 2019/20, so no time series comparison is available.

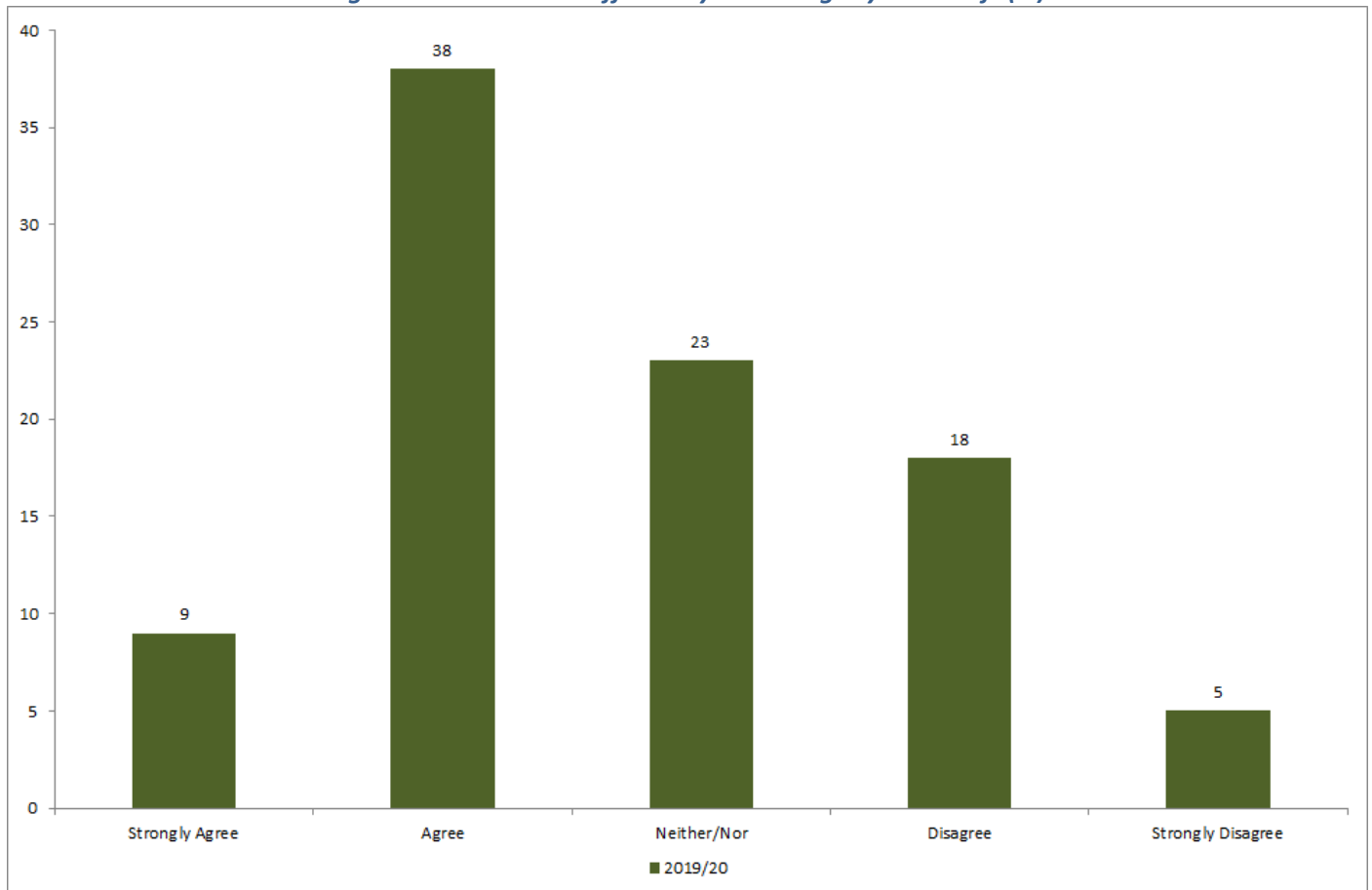
Table 18: Police Deal Effectively with Burglary and Theft (%)

	2019/20
Strongly agree	9
Agree	38
Strongly agree/agree	47
Neither agree nor disagree	24
Disagree	18
Strongly disagree	5
Disagree/strongly disagree	24
Don't know	6
<i>Base</i>	<i>10059</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%.

Figure 22: Police Deal Effectively with Burglary and Theft (%)



Base: All respondents excluding those giving a 'not applicable' response. 2019/20 n=10059.

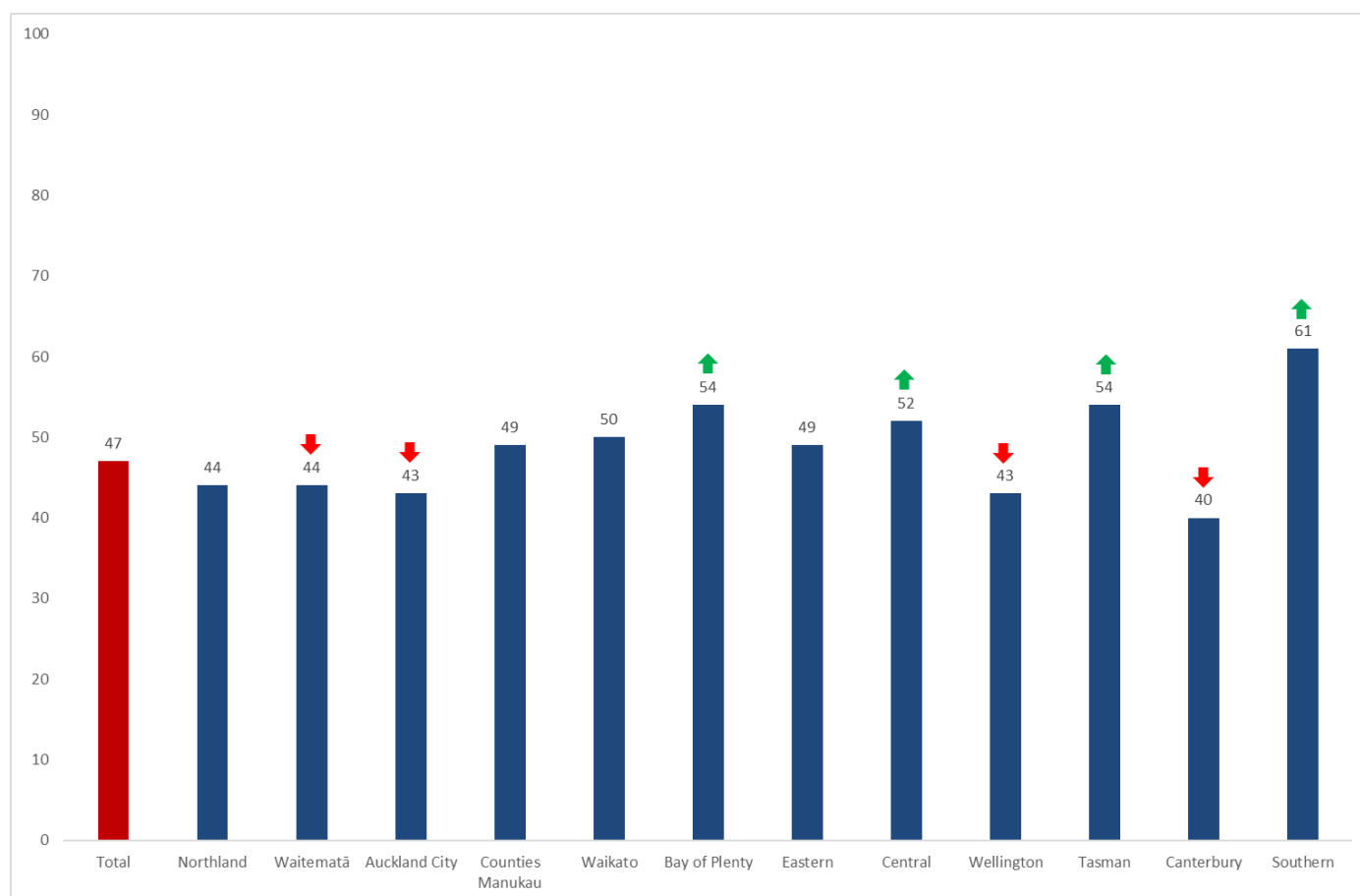
'Don't know' responses are not shown on this graph.

3.8.2 Police Deal Effectively with Burglary and Theft – Comparison by District

Levels of agreement that Police deal effectively with burglary and theft vary by district. Respondents from Southern (61%), Bay of Plenty (54%), Tasman (54%), and Central (52%) districts are significantly more likely to *strongly agree/agree*.

In contrast, those living in Canterbury (40%), Auckland City (43%), Wellington (43%), and Waitematā (44%) districts were significantly less likely to *strongly agree/agree*.

Figure 23: Police Deal Effectively with Burglary and Theft by District (% Strongly Agree/Agree)



Base: All respondents, excluding 'not applicable' responses. Total 2019/20 n=10059; Northland n=673; Waitematā n=1035; Auckland City n=952; Counties n=1035; Waikato n=797; Bay of Plenty n=790; Eastern n=708; Central n=782; Wellington n=1057; Tasman n=572; Canterbury n=1027; Southern n=631.

Green arrow indicates a significantly higher result than the total.

Red arrow indicates a significantly lower result than the total.

3.9 Police Deal Effectively with Road Safety

3.9.1 Police Deal Effectively with Road Safety – 2019/20

In 2019/20, four in five respondents (80%) *strongly agree/agree* that Police deal effectively with road safety, including 19% who *strongly agree*.

Less than one in ten (9%) *disagree/strongly disagree* to some extent that Police deal effectively with road safety.

This is a new question in 2019/20, so no time series comparison is available.

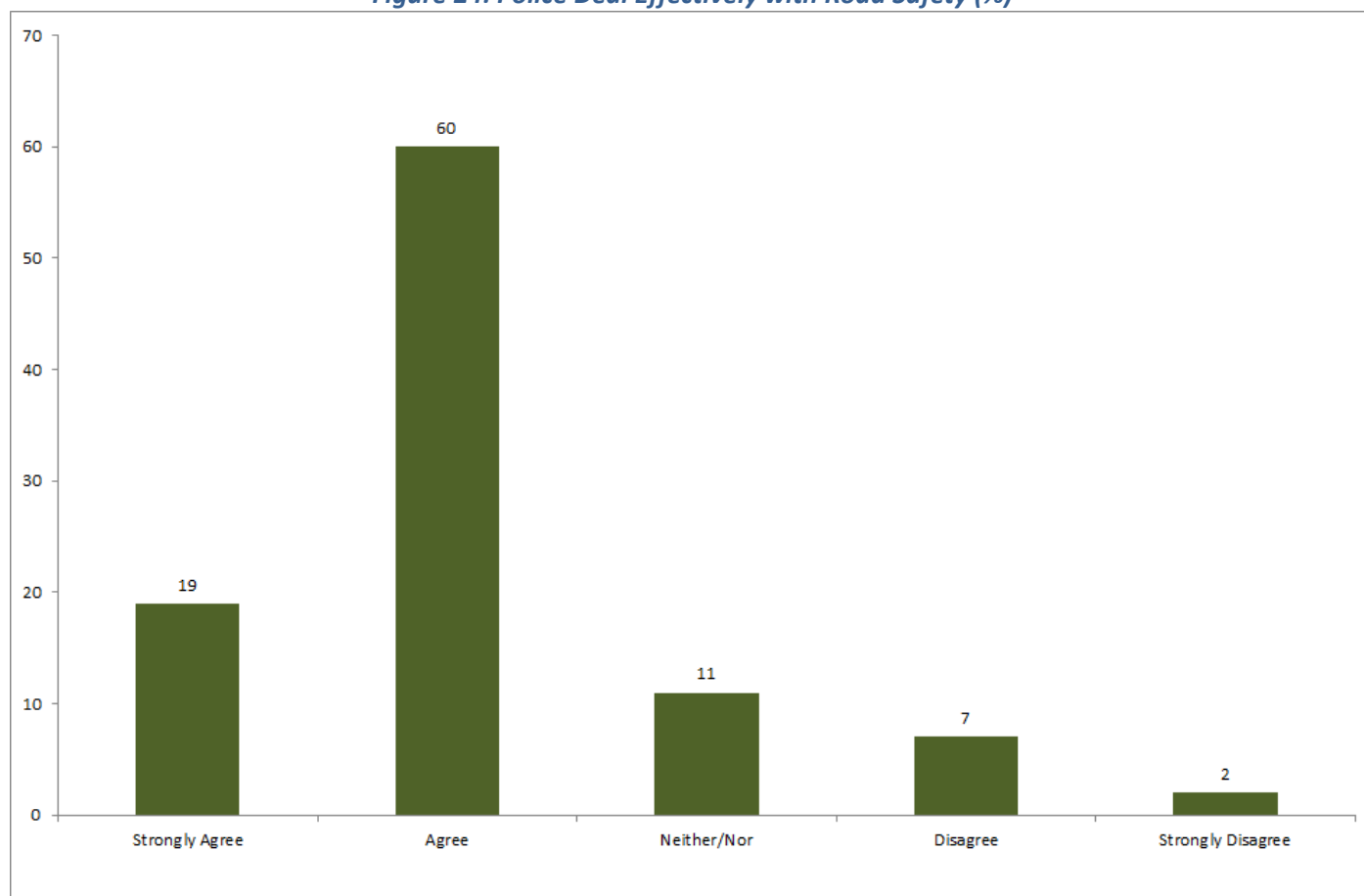
Table 19: Police Deal Effectively with Road Safety (%)

	2019/20
Strongly agree	19
Agree	60
Strongly agree/agree	80
Neither agree nor disagree	11
Disagree	7
Strongly disagree	2
Disagree/strongly disagree	9
Don't know	1
Base	10387

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%.

Figure 24: Police Deal Effectively with Road Safety (%)



Base: All respondents excluding those giving a 'not applicable' response. 2019/20 n=10387.

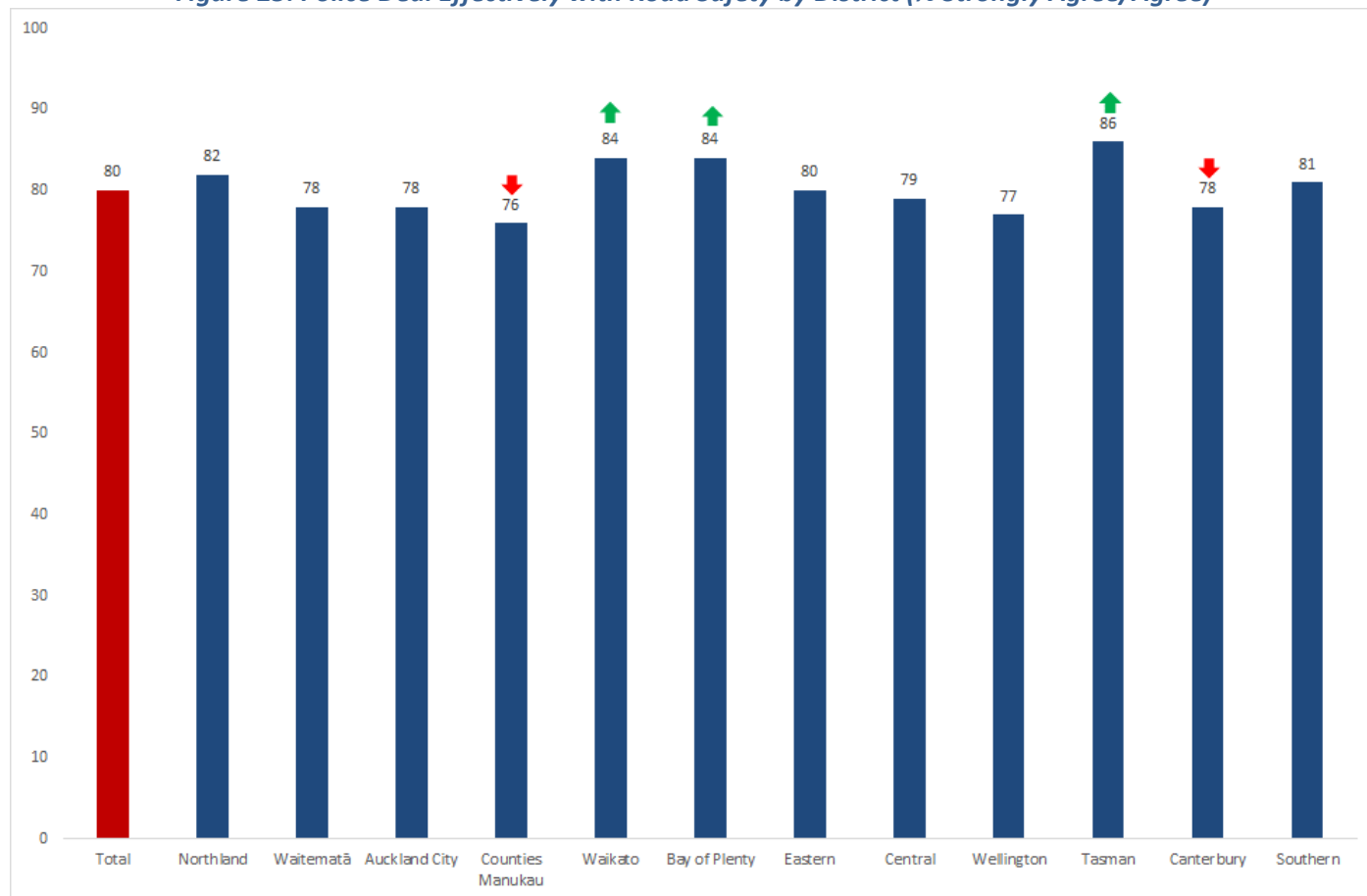
'Don't know' responses are not shown on this graph.

3.9.2 Police Deal Effectively with Road Safety – Comparison by District

Levels of agreement with Police dealing effectively with road safety varied by district. Those living in the Tasman (86%), Waikato (84%) and Bay of Plenty (84%) districts were significantly more likely to *strongly agree/agree* that Police deal effectively with road safety.

In contrast, respondents from Counties Manukau (76%) and Canterbury (78%) districts were significantly less likely to agree to some extent.

Figure 25: Police Deal Effectively with Road Safety by District (% Strongly Agree/Agree)



Base: All respondents, excluding 'not applicable' responses. Total 2019/20 n=10387; Northland n=687; Waitematā n=1081; Auckland City n=976; Counties n=1049; Waikato n=815; Bay of Plenty n=815; Eastern n=736; Central n=808; Wellington n=1100; Tasman n=599; Canterbury n=1064; Southern n=657.

Green arrow indicates a significantly higher result than the total.

Red arrow indicates a significantly lower result than the total.

3.10 Police Deal Effectively with Major Crimes and Significant Events

3.10.1 Police Deal Effectively with Major Crime and Significant Events – 2019/20

In 2019/20, positive ratings for how Police deal effectively with major crimes and significant events were high, with 84% *strongly agree/agree* with the statement, including 28% who *strongly agree*.

Just 5% *disagree/strongly disagree* that Police deal effectively with major crimes and significant events.

This is a new question in 2019/20, so no time series comparison is available.

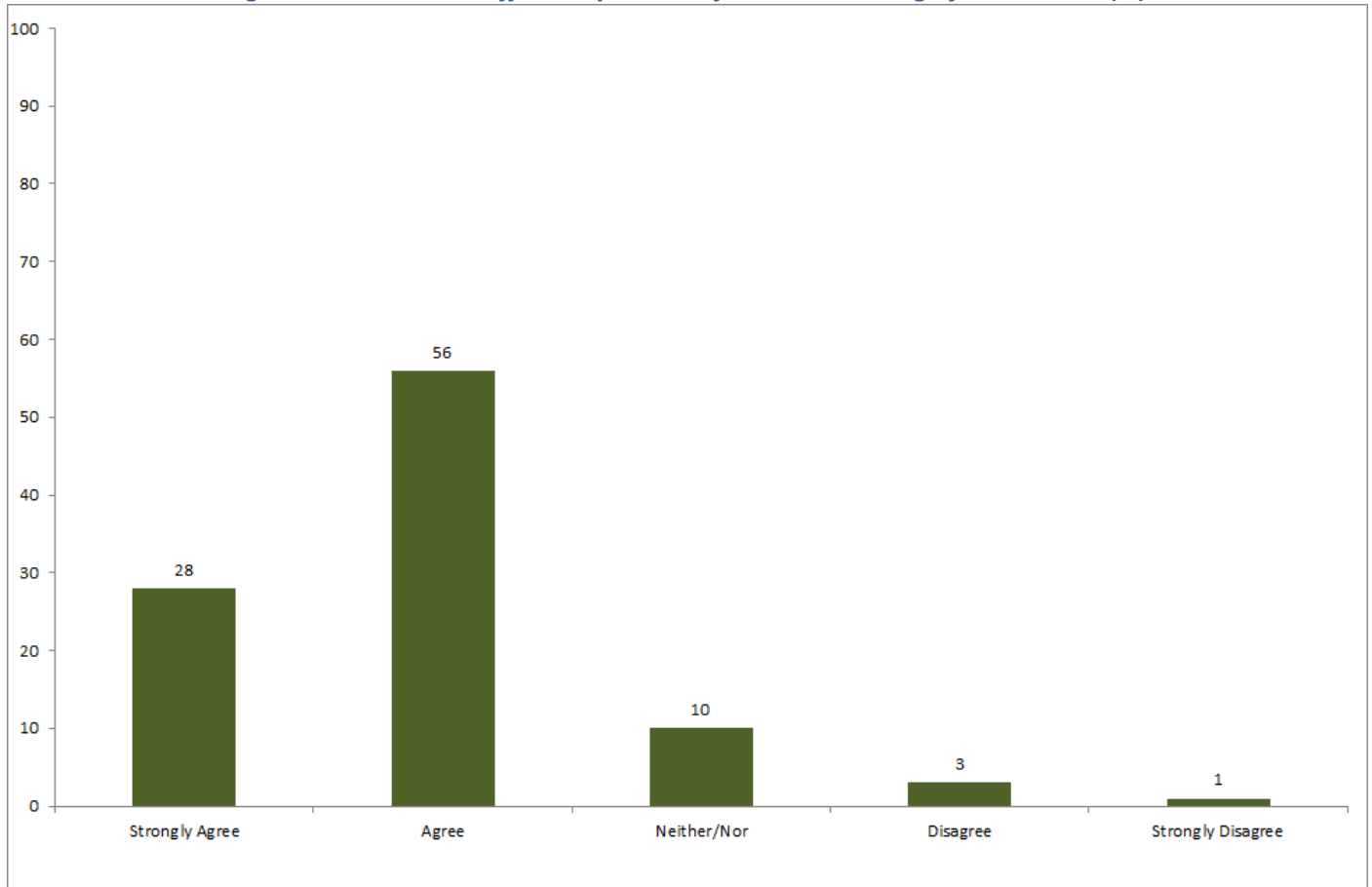
Table 20: Police Deal Effectively with Major Crimes and Significant Events (%)

	2019/20
Strongly agree	28
Agree	56
Strongly agree/agree	84
Neither agree nor disagree	10
Disagree	3
Strongly disagree	1
Disagree/strongly disagree	5
Don't know	2
Base	10295

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%.

Figure 26: Police Deal Effectively with Major Crimes and Significant Events (%)



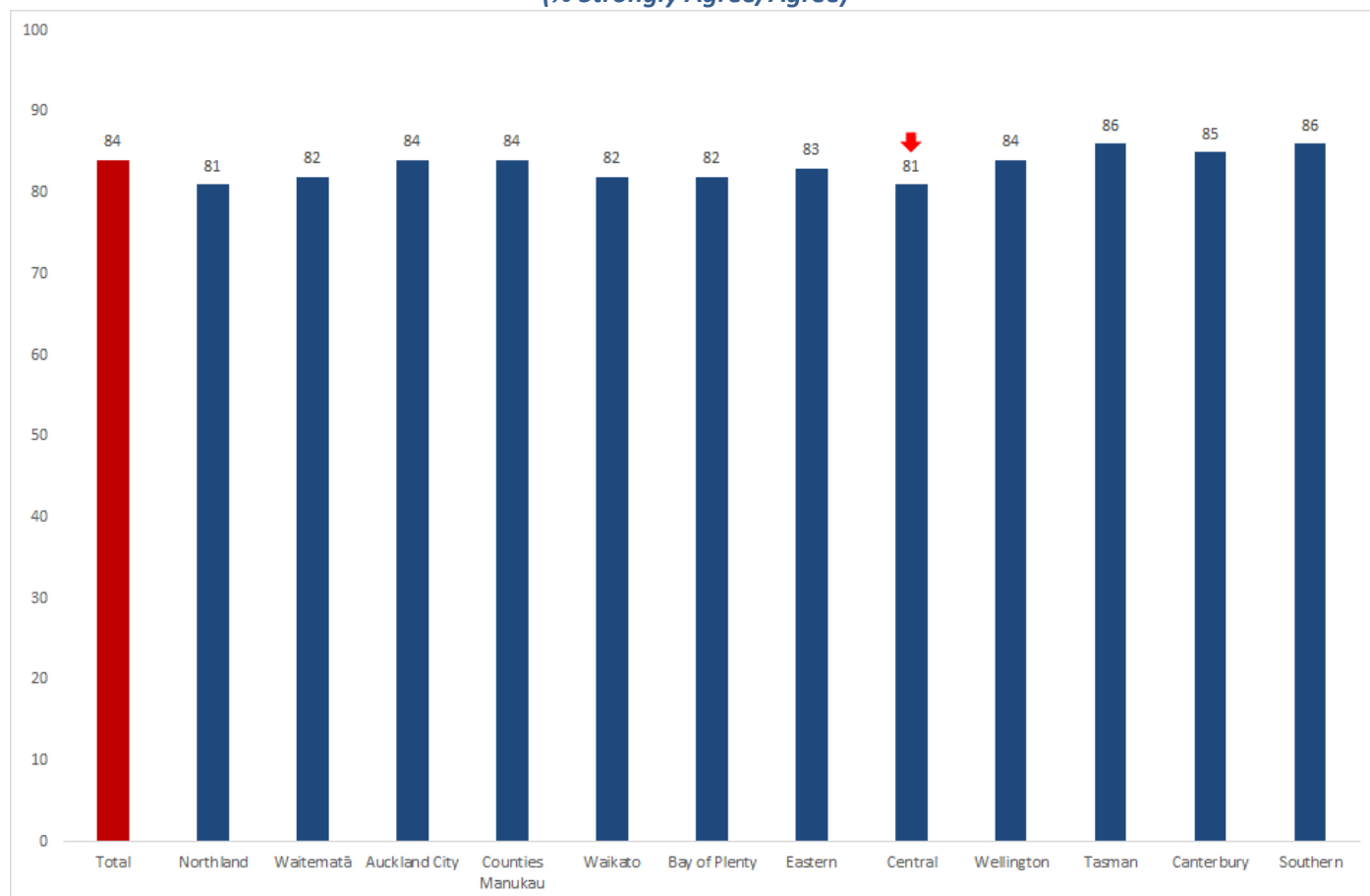
Base: All respondents excluding those giving a 'not applicable' response. 2019/20 n=10295.

'Don't know' responses are not shown on this graph.

3.8.2 Police Deal Effectively with Major Crimes and Significant Events – Comparison by District

Agreement that Police deal effectively with major crimes and significant events was high and fairly consistent across most districts. However, the share who *strongly agree/agree* with this is significantly lower in the Central District (81%), compared to all other districts.

**Figure 27: Police Deal Effectively with Major Crime and Significant Events by District
(% Strongly Agree/Agree)**



Base: All respondents, excluding 'not applicable' responses. Total 2019/20 n=10295; Northland n=683; Waitematā n=1067; Auckland City n=974; Counties n=1045; Waikato n=810; Bay of Plenty n=808; Eastern n=730; Central n=792; Wellington n=1089; Tasman n=591; Canterbury n=1058; Southern n=648.

Green arrow indicates a significantly higher result than the total.

Red arrow indicates a significantly lower result than the total.

3.11 Police Have a Suitable Presence in my Community

3.11.1 Police Have a Suitable Presence in my Community – 2019/20

In 2019/20, around two-thirds (68%) of respondents *strongly agree/agree* that Police have a suitable presence in their community including 15% who *strongly agree*.

In contrast, 13% *disagree/strongly disagree* that Police have a suitable presence in their community.

This is a new question in 2019/20, so no time series comparison is available.

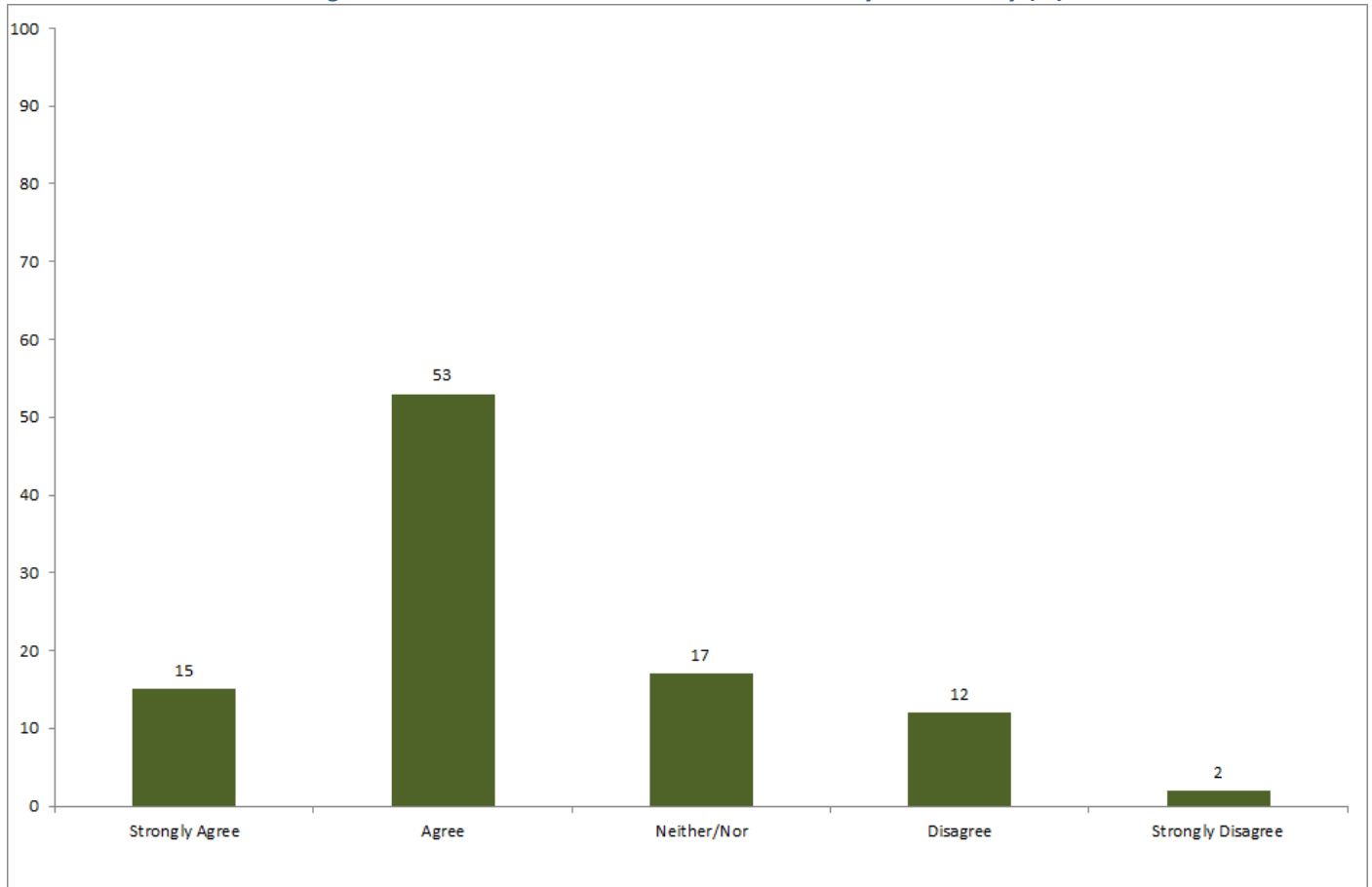
Table 21: Police Have a Suitable Presence in my Community (%)

	2019/20
Strongly agree	15
Agree	53
Strongly agree/agree	68
Neither agree nor disagree	17
Disagree	12
Strongly disagree	2
Disagree/strongly disagree	13
Don't know	2
<i>Base</i>	<i>10328</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%.

Figure 28: Police Have a Suitable Presence in My Community (%)



Base: All respondents excluding those giving a 'not applicable' response. 2019/20 n=10328.

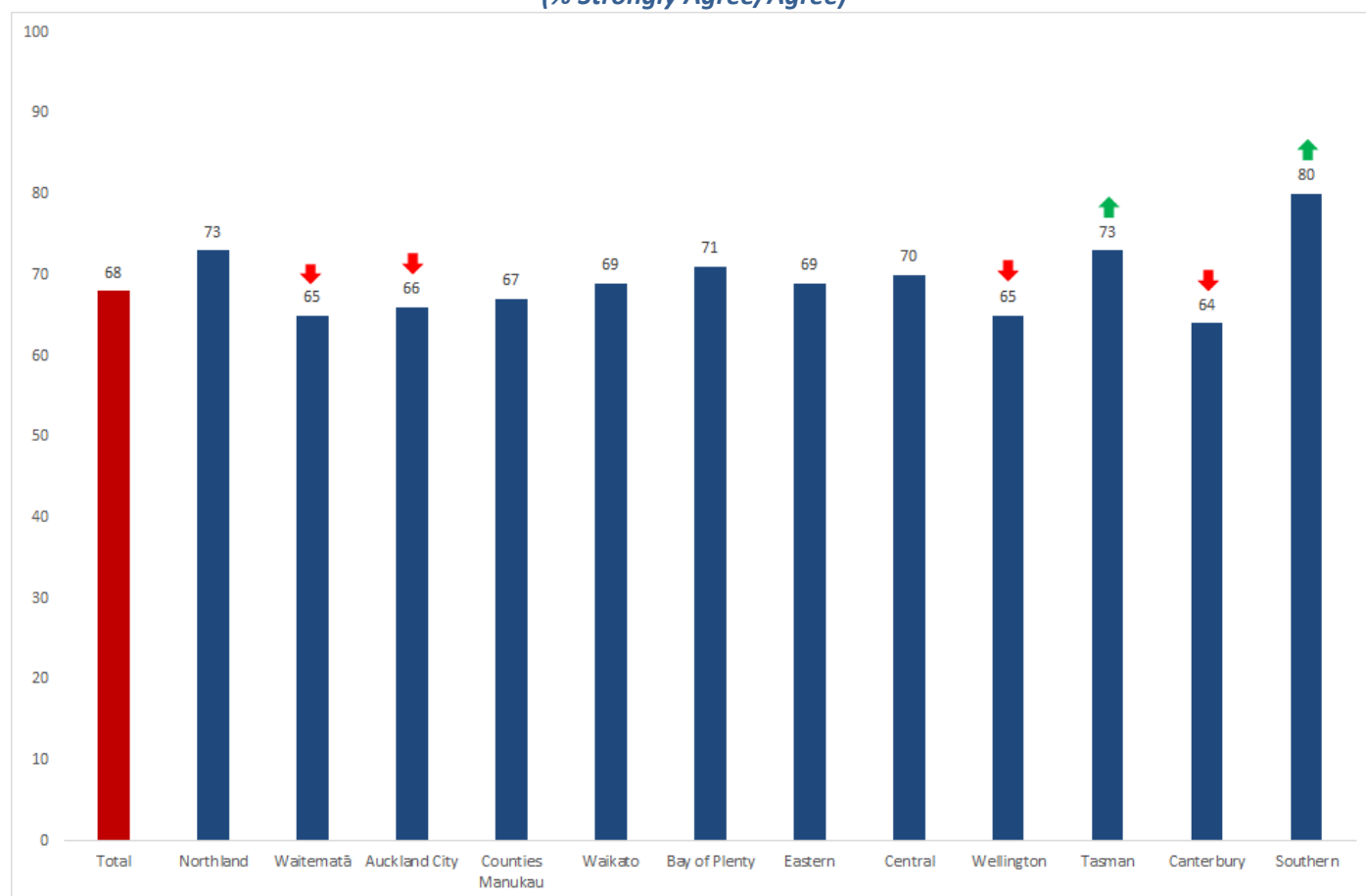
'Don't know' responses are not shown on this graph.

3.11.2 Police Have a Suitable Presence in the Community – Comparison by District

Levels of agreement that Police have a suitable presence in their community varied by district. Respondents in Southern (80%) and Tasman (73%) districts were significantly more likely to *strongly agree/agree* with this statement.

In contrast, those living in the Canterbury (64%), Wellington (65%), Waitematā (65%), and Auckland City (66%) districts were significantly less likely to *strongly agree/agree* that Police have a suitable presence in their community.

**Figure 29: Police Have a Suitable Presence in My Community by District
(% Strongly Agree/Agree)**



Base: All respondents, excluding 'not applicable' responses. Total 2019/20 n=10328; Northland n=689; Waitematā n=1072; Auckland City n=967; Counties n=1053; Waikato n=810; Bay of Plenty n=807; Eastern n=735; Central n=801; Wellington n=1086; Tasman n=600; Canterbury n=1053; Southern n=655.

Green arrow indicates a significantly higher result than the total.

Red arrow indicates a significantly lower result than the total.

3.12 Police Treat People with Fairness and Respect

3.12.1 Police Treat People with Fairness and Respect – 2019/20

In 2019/20, just less than four in five respondents (79%) *strongly agree/agree* that Police treat people with fairness and respect, including nearly one-quarter (23%) who *strongly agree*.

In contrast, only 7% *disagree/strongly disagree* that Police treat people with fairness and respect.

This is a new question in 2019/20, so no time series comparison is available.

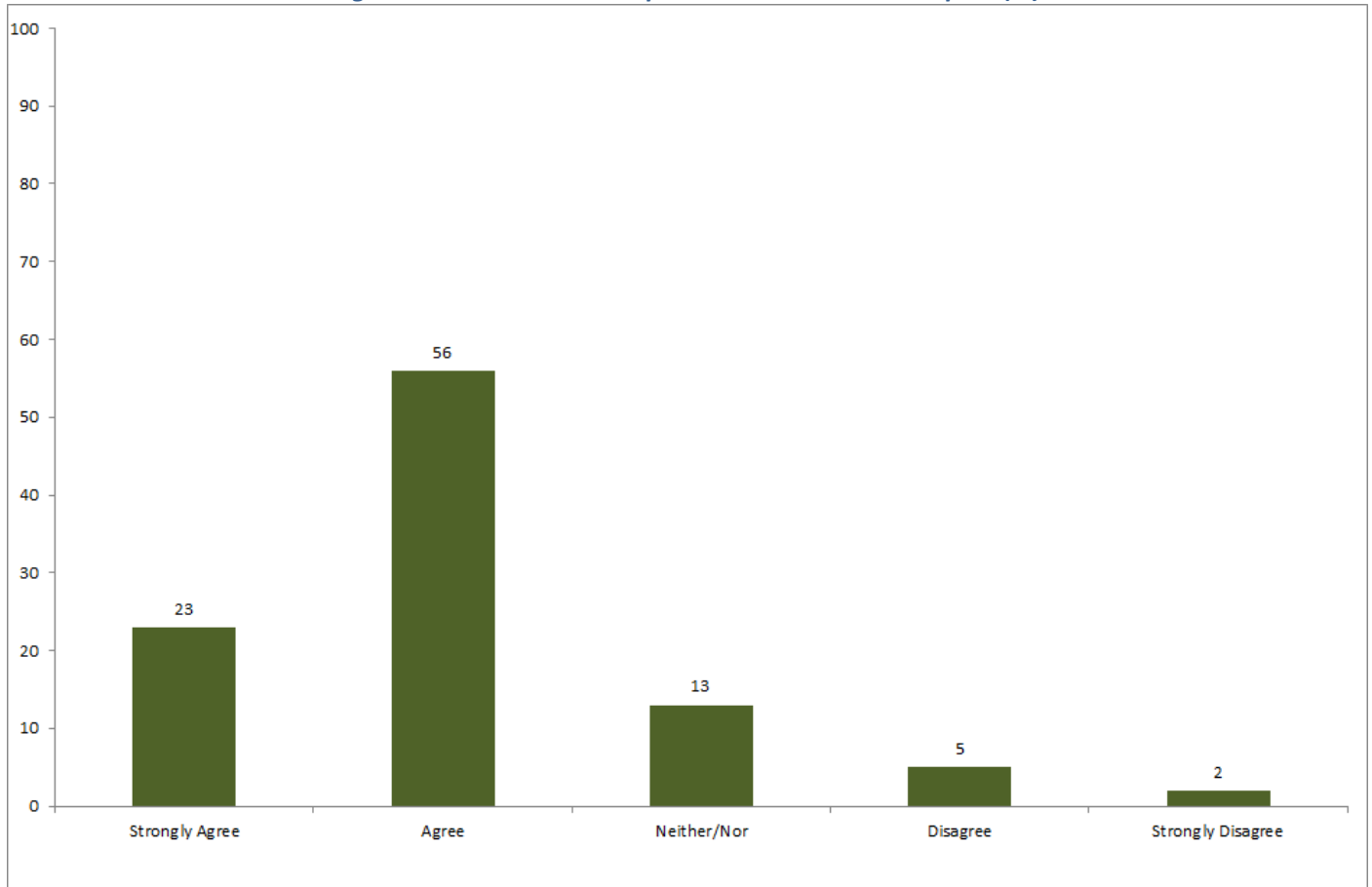
Table 22: Police Treat People with Fairness and Respect (%)

	2019/20
Strongly agree	23
Agree	56
Strongly agree/agree	79
Neither agree nor disagree	13
Disagree	5
Strongly disagree	2
Disagree/strongly disagree	7
Don't know	1
<i>Base</i>	<i>10345</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%.

Figure 30: Police Treat People with Fairness and Respect (%)



Base: All respondents excluding those giving a 'not applicable' response. 2019/20 n=10345.

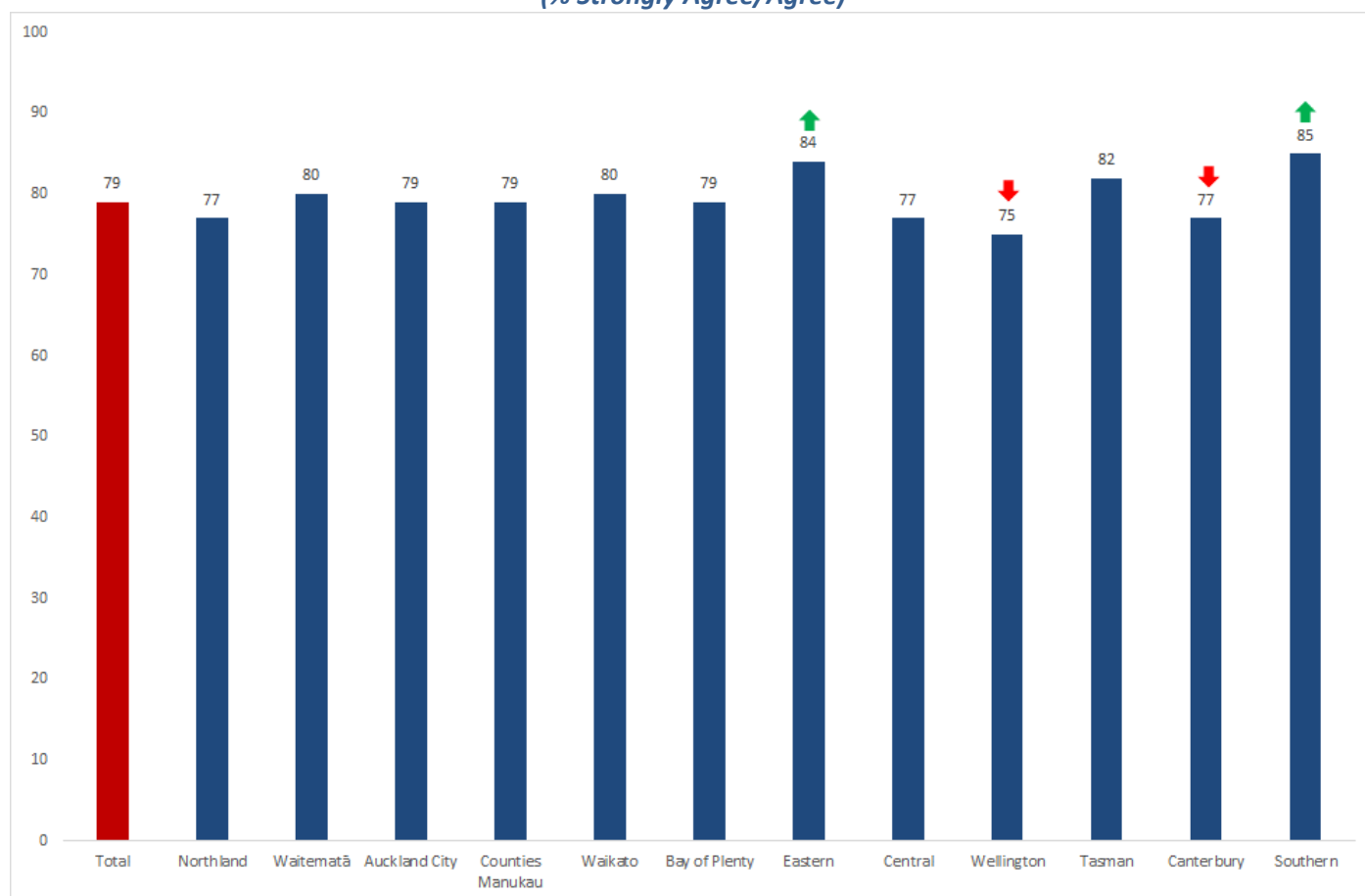
'Don't know' responses are not shown on this graph.

3.12.2 Police Treat People with Fairness and Respect – Comparison by District

Level of agreement that Police treat people with fairness and respect varied by district. Those living in Southern (85%) and Eastern (84%) districts were significantly more likely to *strongly agree/agree* with the statement.

In contrast, respondents from Wellington (75%) and Canterbury (77%) districts were significantly less likely to agree to some extent.

**Figure 31: Police Treat People with Fairness and Respect by District
(% Strongly Agree/Agree)**



Base: All respondents, excluding 'not applicable' responses. Total 2019/20 n=10345; Northland n=686; Waitematā n=1080; Auckland City n=977; Counties n=1047; Waikato n=810; Bay of Plenty n=808; Eastern n=733; Central n=802; Wellington n=1097; Tasman n=599; Canterbury n=1057; Southern n=649.

Green arrow indicates a significantly higher result than the total.

Red arrow indicates a significantly lower result than the total.

3.13 Police Would Respond Quickly if I needed Them

3.13.1 Police Would Respond Quickly if I Needed Them – 2019/20

In 2019/20, around seven in ten respondents (69%) *strongly agree/agree* that Police would respond quickly if they were needed, including 18% who *strongly agree*.

In contrast, only 12% *disagree/strongly disagree* that Police would respond quickly when needed, while 16% *neither agreed or disagreed*.

This is a new question in 2019/20, so no time series comparison is available.

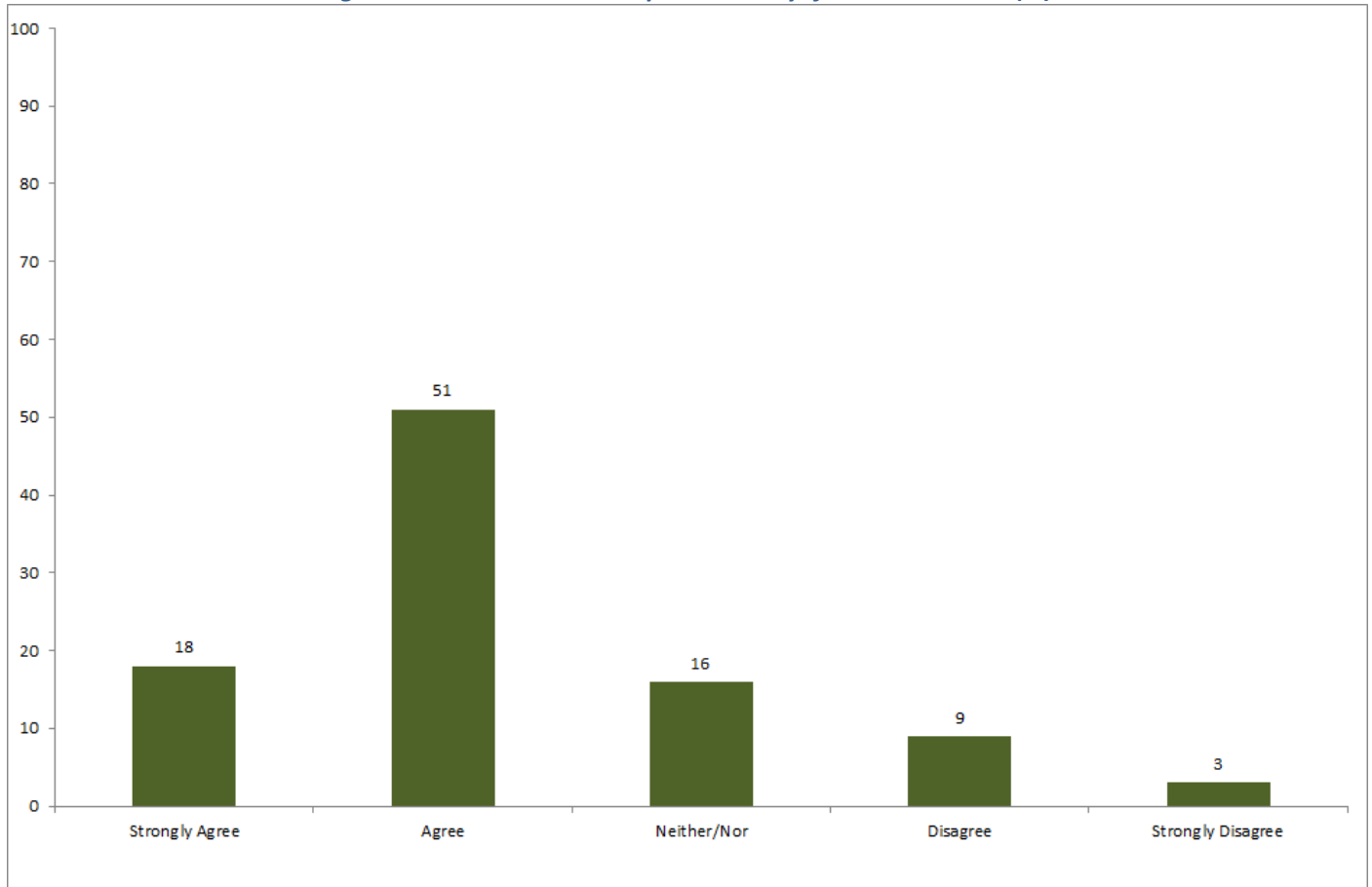
Table 23: Police Would Respond Quickly if I Needed Them (%)

	2019/20
Strongly agree	18
Agree	51
Strongly agree/agree	69
Neither agree nor disagree	16
Disagree	9
Strongly disagree	3
Disagree/strongly disagree	12
Don't know	3
Base	10203

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%.

Figure 32: Police Would Respond Quickly if I Needed Them (%)



Base: All respondents excluding those giving a 'not applicable' response. 2019/20 n=10203.

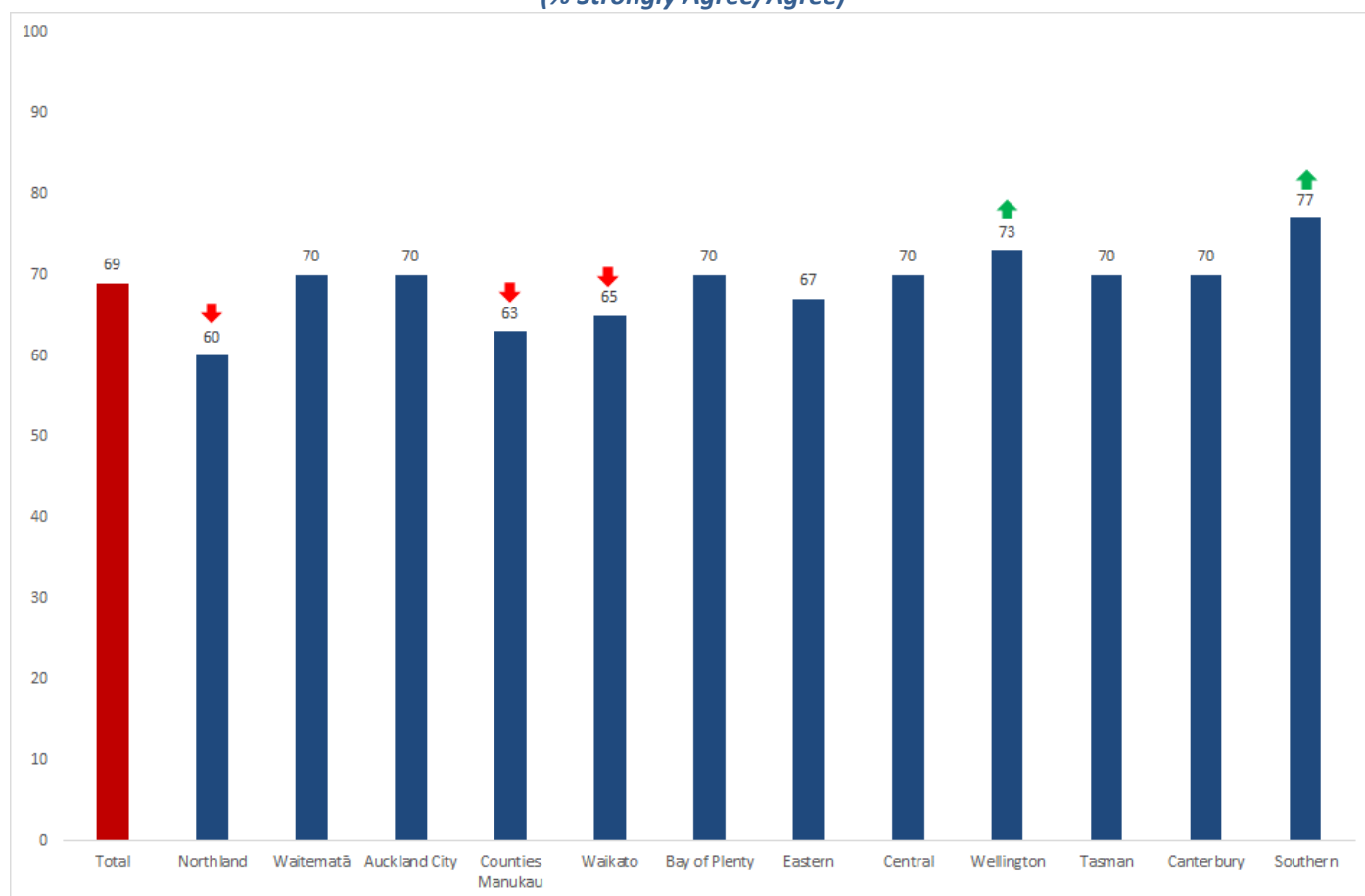
'Don't know' responses are not shown on this graph.

3.13.2 Police Would Respond Quickly if I Needed Them – Comparison by District

Levels of agreement that Police would respond quickly if needed varied by district. Those living in Southern (77%) and Wellington (73%) districts were significantly more likely to *strongly agree/agree* with this.

Those living in Northland (60%), Counties Manukau (63%) and Waikato (65%) districts were significantly less likely to agree to some extent that Police would respond quickly when needed.

**Figure 33: Police Would Respond Quickly if I Needed Them by District
(% Strongly Agree/Agree)**



Base: All respondents, excluding 'not applicable' responses. Total 2019/20 n=10203; Northland n=672; Waitematā n=1057; Auckland City n=970; Counties n=1039; Waikato n=806; Bay of Plenty n=800; Eastern n=718; Central n=796; Wellington n=1077; Tasman n=588; Canterbury n=1043; Southern n=637.

Green arrow indicates a significantly higher result than the total.

Red arrow indicates a significantly lower result than the total.

3.14 Police are Easy to Contact for a Non-Emergency Situation

3.14.1 Police are Easy to Contact for a Non-Emergency Situation – 2019/20

In 2019/20, three out of five respondents (61%) *strongly agree/agree* that Police are easy to contact in a non-emergency situation, including 15% who *strongly agree*.

In contrast, 16% *disagree/strongly disagree* that Police are easy to contact, while 17% *neither agreed or disagreed* and a further 6% said they *don't know* how easy or hard this would be.

This is a new question in 2019/20, so no time series comparison is available.

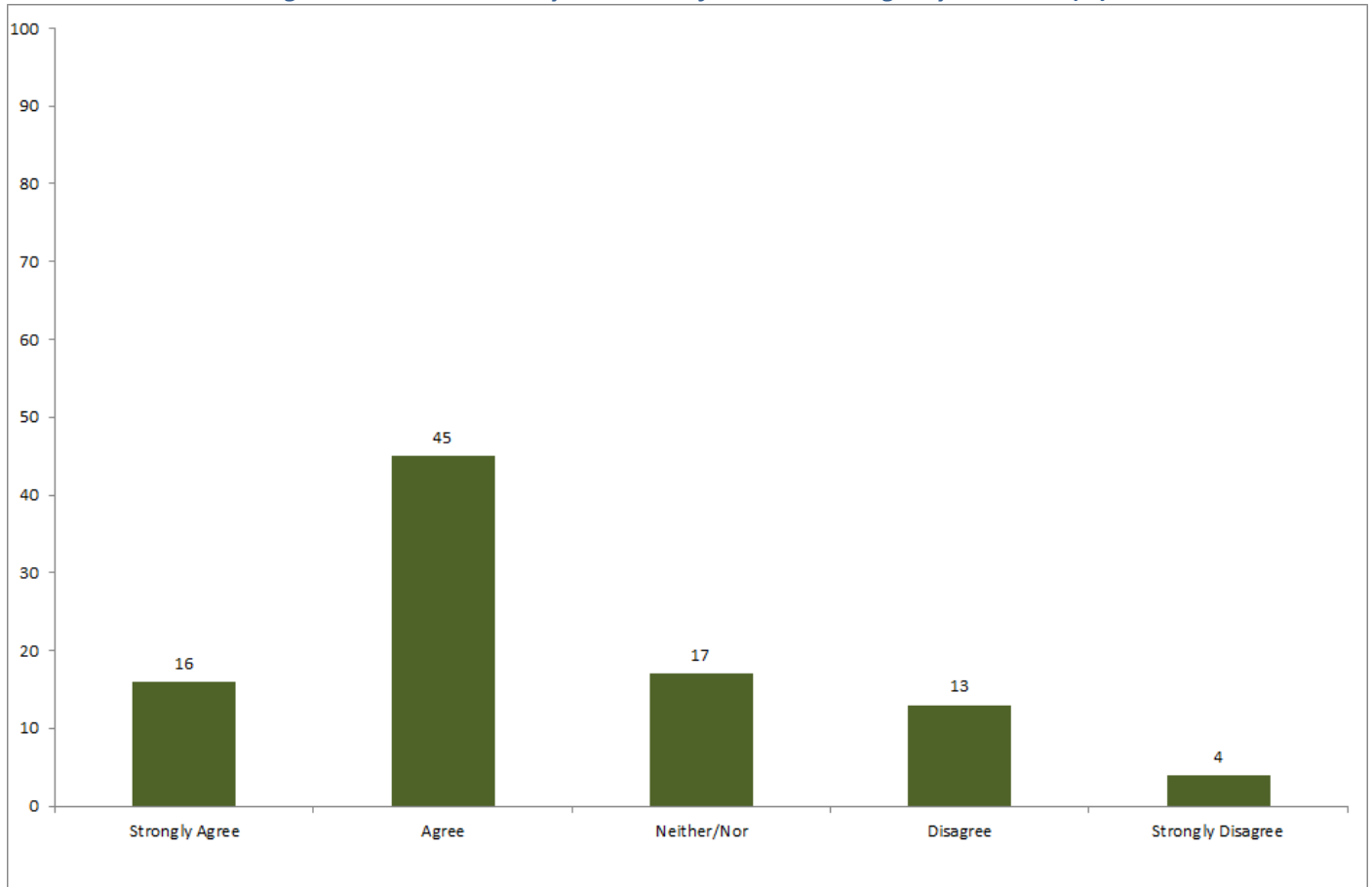
Table 24: Police are Easy to Contact for a Non-Emergency Situation (%)

	2019/20
Strongly agree	16
Agree	45
Strongly agree/agree	61
Neither agree nor disagree	17
Disagree	13
Strongly disagree	4
Disagree/strongly disagree	16
Don't know	6
<i>Base</i>	<i>10072</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%.

Figure 34: Police are Easy to Contact for a Non-Emergency Situation (%)



Base: All respondents excluding those giving a 'not applicable' response. 2019/20 n=10072.

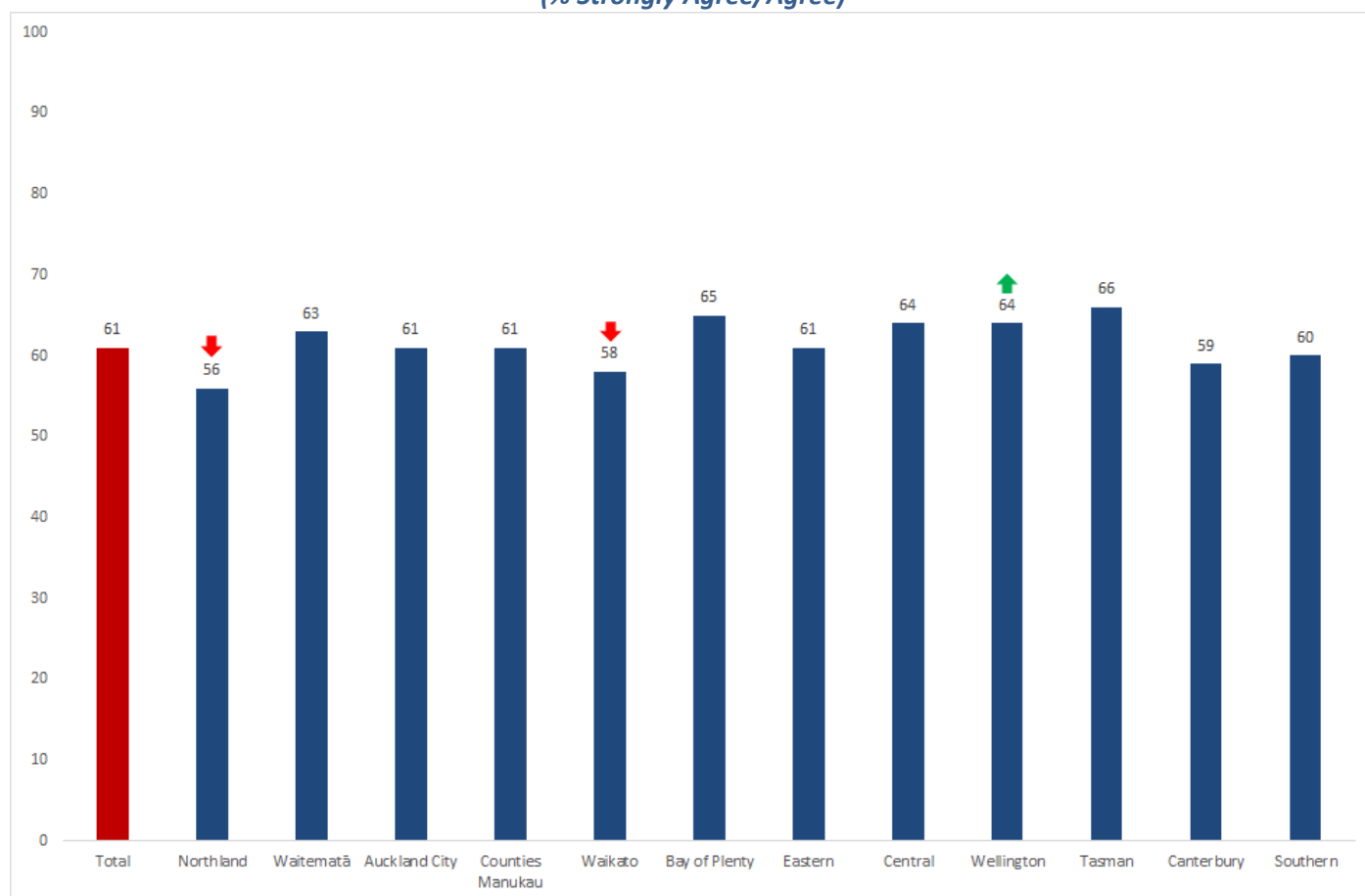
'Don't know' responses are not shown on this graph.

3.14.2 Police are Easy to Contact for a Non-Emergency Situation – Comparison by District

Respondents in Wellington District (64%) were significantly more likely to agree to some extent that Police are easy to contact in a non-emergency situation.

In contrast, those living in Northland (56%) and Waikato (58%) districts were significantly less likely to *strongly agree/agree* with this.

**Figure 35: Police are Easy to Contact for a Non-Emergency Situation by District
(% Strongly Agree/Agree)**



Base: All respondents, excluding 'not applicable' responses. Total 2019/20 n=10072; Northland n=663; Waitematā n=1044; Auckland City n=948; Counties n=1035; Waikato n=806; Bay of Plenty n=784; Eastern n=715; Central n=776; Wellington n=1063; Tasman n=575; Canterbury n=1028; Southern n=635.

Green arrow indicates a significantly higher result than the total.

Red arrow indicates a significantly lower result than the total.

3.15 Police Focus on Things that Matter in my Community

3.15.1 Police Focus on things that Matter in my Community – 2019/20

In 2019/20, 63% of respondents *strongly agree/agree* that Police focus on things that matter in their community, including 12% who *strongly agree*.

Only 9% *disagree/strongly disagree* that Police focus on things that matter, however a quarter of respondents (25%) said they *neither agree nor disagree* and a further 4% said they *don't know*.

This is a new question in 2019/20, so no time series comparison is available.

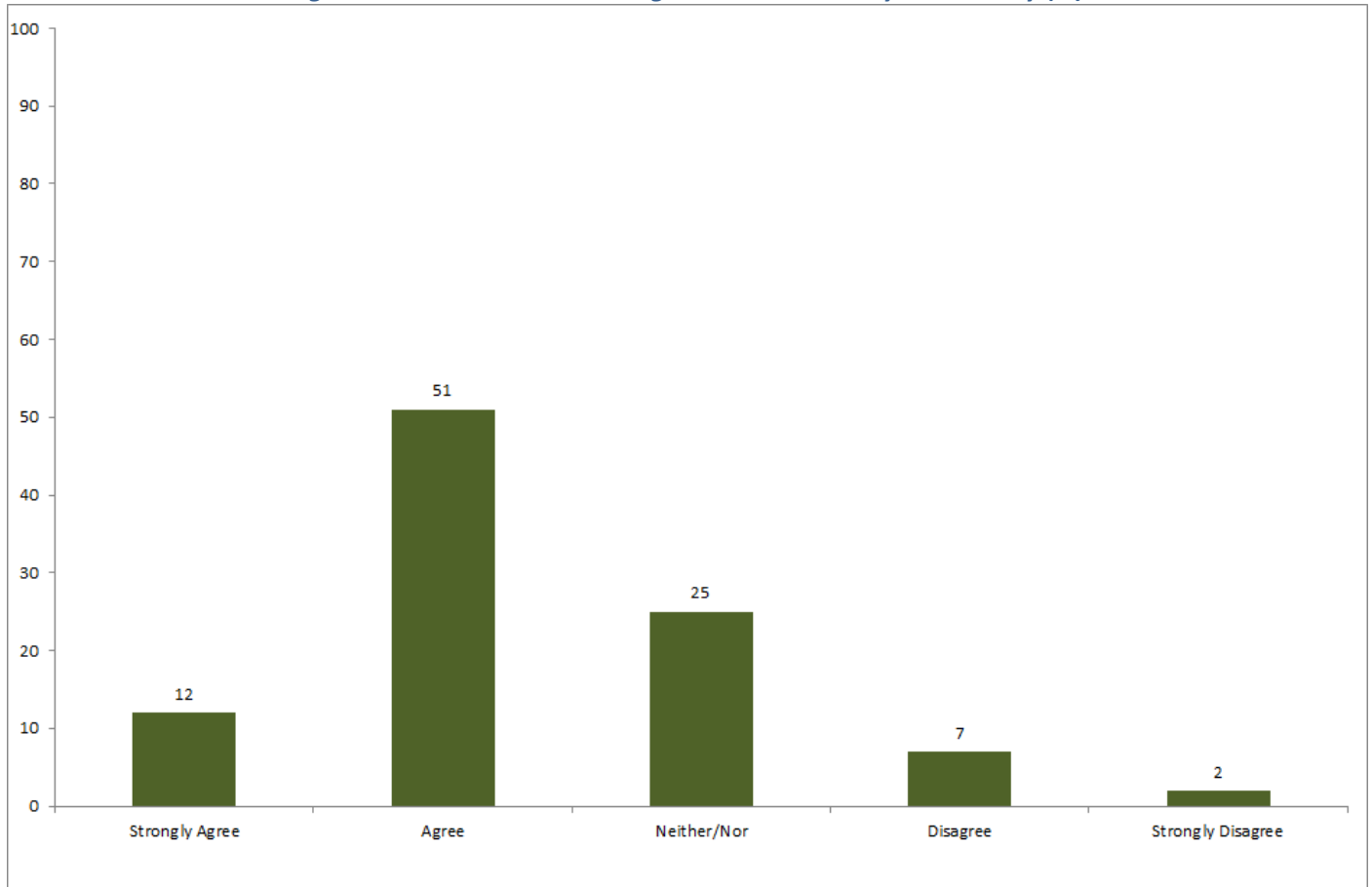
Table 25: Police Focus on Things that Matter in my Community (%)

	2019/20
Strongly agree	12
Agree	51
Strongly agree/agree	63
Neither agree nor disagree	25
Disagree	7
Strongly disagree	2
Disagree/strongly disagree	9
Don't know	4
<i>Base</i>	<i>10105</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%.

Figure 36: Police Focus on Things that Matter in My Community (%)



Base: All respondents excluding those giving a 'not applicable' response. 2019/20 n=10105.

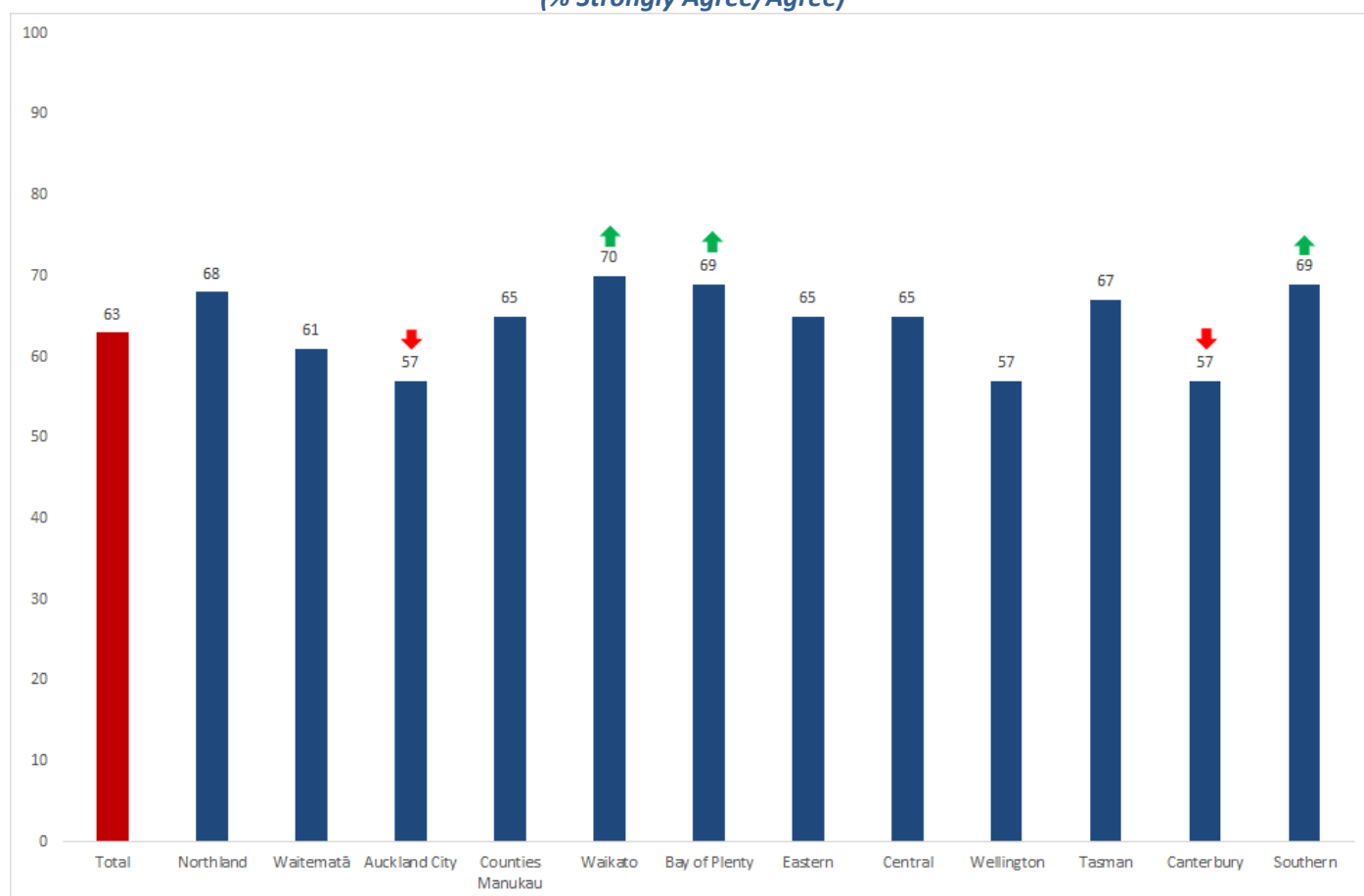
'Don't know' responses are not shown on this graph.

3.15.2 Police Focus on things that Matter in my Community – Comparison by District

Agreement that Police focus on things that matter in respondents' communities varied by district. Those living in the Waikato (70%), Bay of Plenty (69%), and Southern (69%) districts were significantly more likely to *strongly agree/agree* with this statement.

In contrast, those living in the Auckland City (57%) and Canterbury (57%) districts were significantly less likely to agree to some extent.

**Figure 37: Police Focus on Things that Matter in My Community by District
(% Strongly Agree/Agree)**



Base: All respondents, excluding 'not applicable' responses. Total 2019/20 n=10105; Northland n=670; Waitematā n=1050; Auckland City n=946; Counties n=1036; Waikato n=800; Bay of Plenty n=797; Eastern n=716; Central n=787; Wellington n=1061; Tasman n=585; Canterbury n=1028; Southern n=629.

Green arrow indicates a significantly higher result than the total.

Red arrow indicates a significantly lower result than the total.

3.16 Overall Trust and Confidence in the Police

A note on comparing the new overall statement to the earlier trust and confidence measure: The earlier trust and confidence measure that has been tracked over time is based on a single question asked in isolation at the start of the survey. The new measure is asked in the context of a set of related questions rating aspects of Police service and impacts of policing, respondents are essentially more “prompted” to think about Police activity and effects (or warmed up) and this will tend to focus respondents on Police services and the role they play in society (rather than focusing on say an event(s) from their past), thus providing a more considered measure of trust and confidence. Whereas the earlier “cold” question captures a more raw, top of mind response. The rating scales of the two questions (both 5 point) and their treatment also differ. The positive result for the earlier question is composed of the Full/Quite a lot ratings with the third point on the scale (Some trust and confidence) excluded, but likely to include some positive sentiment. In comparison, the positive rating for the new measure is composed of the Strongly agree/Agree ratings with third (Neither agree/Nor disagree) excluded, and analysis showing it to be less likely to include positive sentiment.

3.15.1 Overall Trust and Confidence in the Police – 2019/20

In 2019/20, 85% of respondents *strongly agree/agree* that they have trust and confidence in the Police overall, including 27% who *strongly agree*.

Only 6% *disagree/strongly disagree* that they have trust and confidence in the Police overall, while a further 9% said they *neither agree nor disagree*.

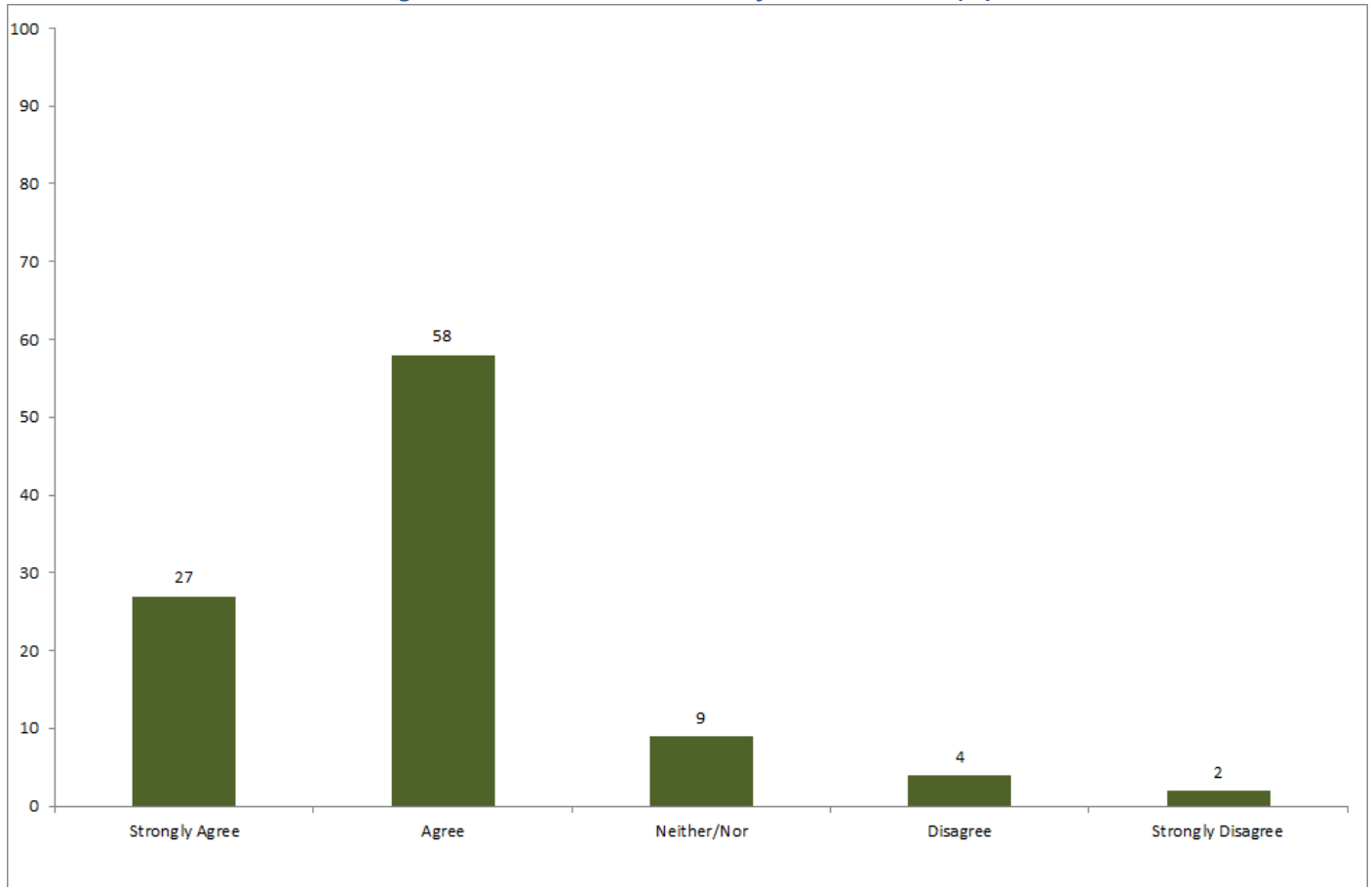
This is a new question in 2019/20, so no time series comparison is available.

Table 26: Overall Trust and Confidence in the Police (%)

	2019/20
Strongly agree	27
Agree	58
Strongly agree/agree	85
Neither agree nor disagree	9
Disagree	4
Strongly disagree	2
Disagree/strongly disagree	6
Don't know	0
Base	10452

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%.

Figure 38: Overall Trust and Confidence in Police (%)

Base: All respondents excluding those giving a 'not applicable' response. 2019/20 n=10105.

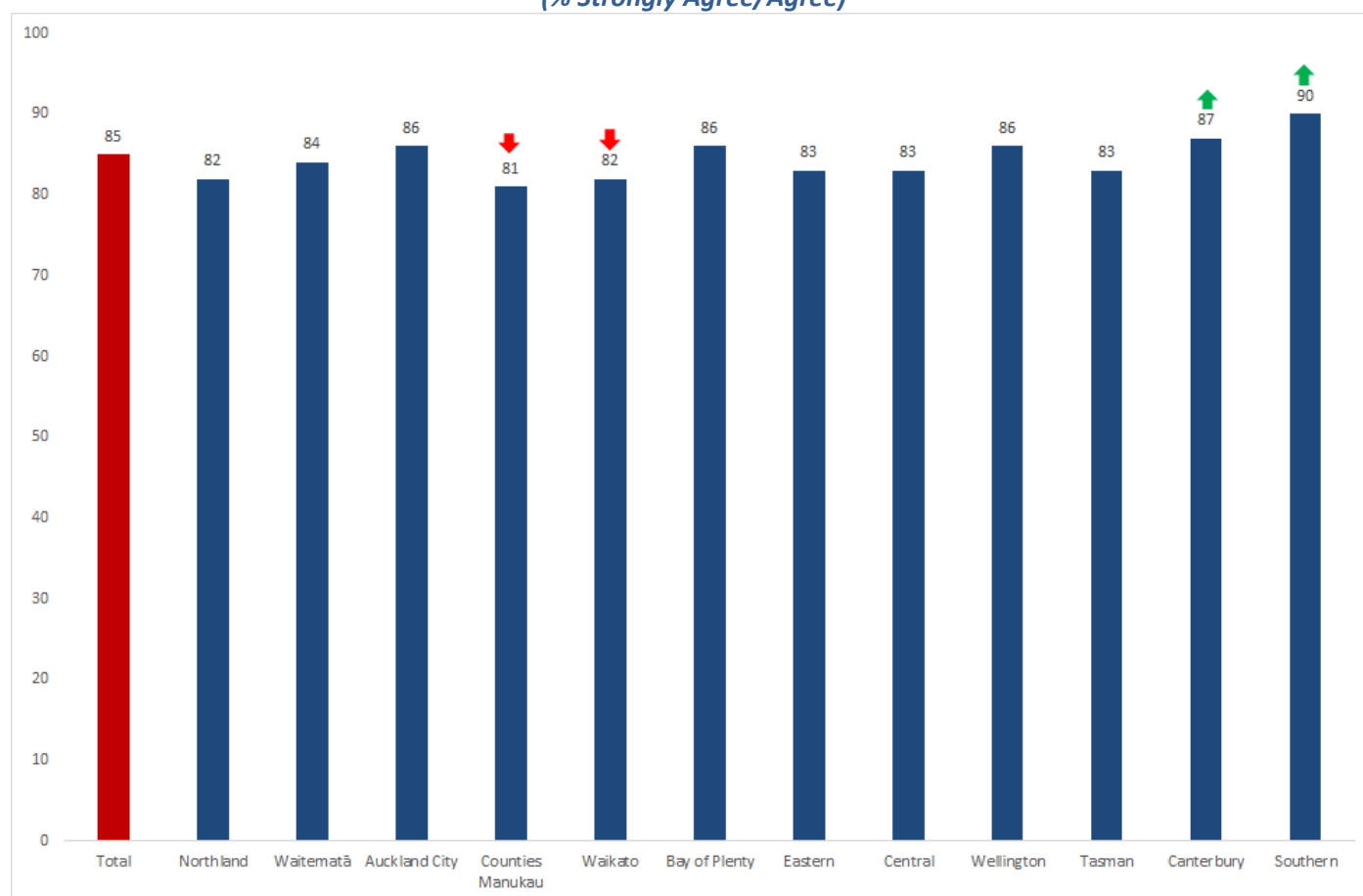
'Don't know' responses are not shown on this graph.

3.15.2 Overall Trust and Confidence in the Police – Comparison by District

The share of respondents *strongly agreeing/agreeing* that overall they have trust and confidence in Police varied by district. Those living in the Southern (90%) and Canterbury (87%) districts were significantly more likely to *strongly agree/agree* that they have trust and confidence in the Police.

In contrast, those living in the Counties Manukau (81%) and Waikato (82%) districts were significantly less like to agree to some extent that they have trust and confidence overall.

**Figure 39: Overall Trust and Confidence in Police by District
(% Strongly Agree/Agree)**



Base: All respondents, excluding 'not applicable' responses. Total 2019/20 n=10452; Northland n=694; Waitematā n=1088; Auckland City n=986; Counties n=1059; Waikato n=817; Bay of Plenty n=817; Eastern n=737; Central n=806; Wellington n=1109; Tasman n=607; Canterbury n=1072; Southern n=660.

Green arrow indicates a significantly higher result than the total.

Red arrow indicates a significantly lower result than the total.

4. SERVICE EXPERIENCE

All respondents were asked if they had any contact with Police in the last six months. Those who had contact were then asked a series of questions²⁵ 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 standards²⁶ 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 questions²⁷.

Note: Starting in 2016/17, results included results from two additional 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 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, 2018/19 and 2019/20 results to those from the survey waves prior to 2016/17. During 2019/20 the Single Non-Emergency Number Survey was introduced to collect feedback on the new Non-Emergency Line (10 5).

²⁵ Some questions did not apply for some reasons and methods of contact.

²⁶ 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.

²⁷ The service experience questions are from the Common Measurements Tool, used 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 2018/19

In 2019/20, just under four in five respondents (79%) reported being either *very satisfied* or *satisfied* with the overall quality of service they received. This result is down one percentage point from 80% in the previous two years. Compared with 2018/19, those who said they are *very satisfied* has increased significantly (from 43% to 45%), however the share who are just *satisfied* has decreased significantly (from 38% to 34%).

Nine percent of respondents reported they were *dissatisfied* or *very dissatisfied* with the overall quality of the service which is unchanged from 2018/19.

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

	2014/15	2015/16	2016/17	2017/18	2018/19	2019/20
Very Satisfied	47	48	44	42	43	45
Satisfied	35	35	38	38	38	34
Very Satisfied/Satisfied	82	84	82	80	80	79
Neither/Nor	10	8	9	10	9	10
Dissatisfied	4	5	5	5	6	6
Very Dissatisfied	3	3	3	3	3	4
Dissatisfied/Very Dissatisfied	7	7	7	8	9	9
Don't know	1	1	2	2	2	2
Base	4493	4027	5708	6312	6360	7942

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

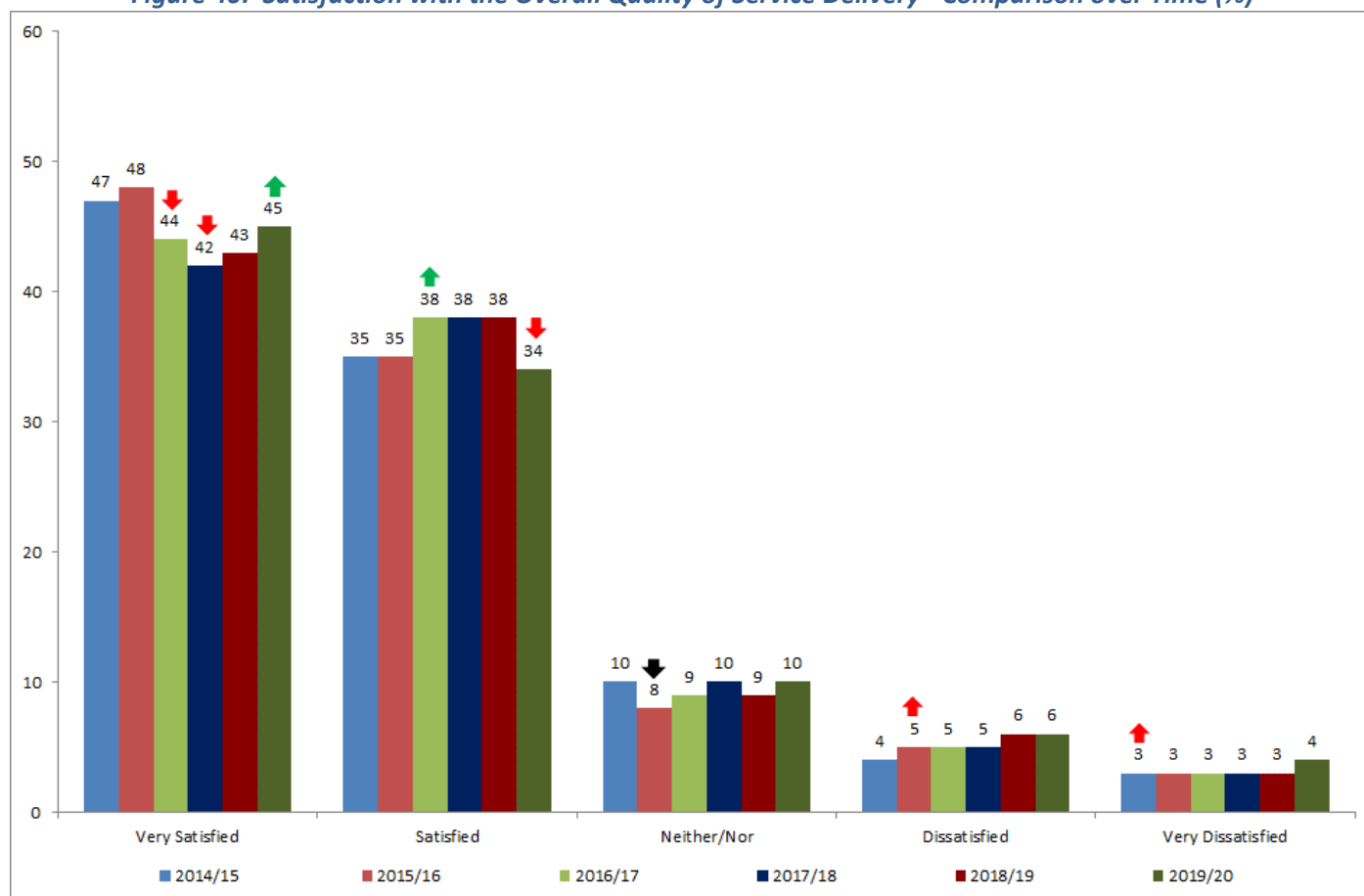
A bold neutral or don't know response indicates a statistically significant change from the previous survey wave.

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



Base: All respondents excluding those giving a 'not applicable' response. 2014/15 n=4493, 2015/16 n= 4027, 2016/17 n=5708, 2017/18 n=6312, 2018/19 n=6360, 2019/20 n=7942.

'Don't know' responses are not shown on this graph.

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 2019/20*

The following statistically significant differences for 2019/20 are evident at the total results level (combined 2018/19 results for General, Māori Booster, Communications Centre surveys, Service Experience Survey and Electoral Roll samples).

*Respondent groups marked with an * were also significantly more likely to give a higher rating in the 2018/19 survey.*

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

- who had contact with Police at a traffic stop* (90%) or when reporting dangerous driving* (84%);
- who live in the Tasman (86%) and Wellington (83%) districts;
- aged over 65 years old* (86%) or between 45-54 (82%);
- of Pacific ethnicities (86%); and/or
- whose point of contact was at the roadside (85%) or by calling the Communications Centre (81%).

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

- who had contact with Police as a suspect/perpetrator* (50%) or regarding an assault* (66%), vandalism* (68%), a traffic offence (69%), or a traffic crash (75%);
- of 'other' ethnicities* (69%);
- whose point of contact was visiting* (70%) or calling* (76%) a local station;
- who live in the Canterbury District (75%);
- aged 25-34 (76%); and/or
- living in the most deprived areas (NZ Dep score of 8-10) (77%).

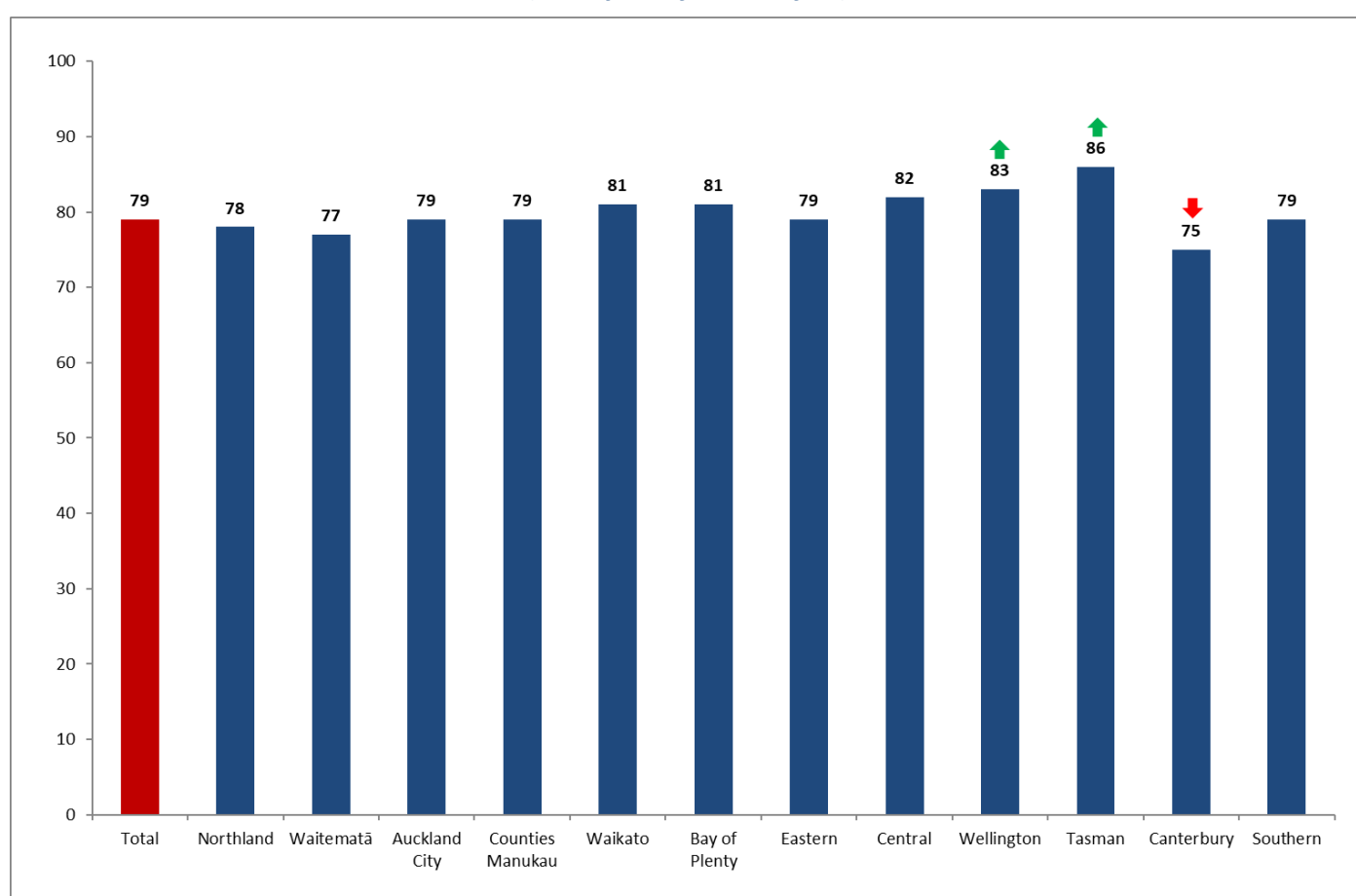
4.1.3. Satisfaction with the Overall Quality of Service Delivery - Comparison by District

1. 2019/20

Almost four out of five respondents (79%) were *very satisfied/satisfied* with the overall quality of service delivery. Respondents living in the Tasman (86%) and Wellington (83%) districts were significantly more likely to be *very satisfied/satisfied* with the overall quality of service delivery.

In contrast, respondents living in the Canterbury District (75%) were significantly less likely to be at least *satisfied* to some extent with the overall service delivery.

Figure 41: Satisfaction with the Overall Quality of Service Delivery - By District in 2019/20
(% Very Satisfied/Satisfied)



Base: All respondents, excluding 'not applicable' responses. Total 2019/20 n=7942; Northland n=525; Waitematā n=771; Auckland City n=751; Counties n=732; Waikato n=721; Bay of Plenty n=661; Eastern n=597; Central n=691; Wellington n=785; Tasman n=443; Canterbury n=740; Southern n=525.

Green arrow indicates a significantly higher result than the total.

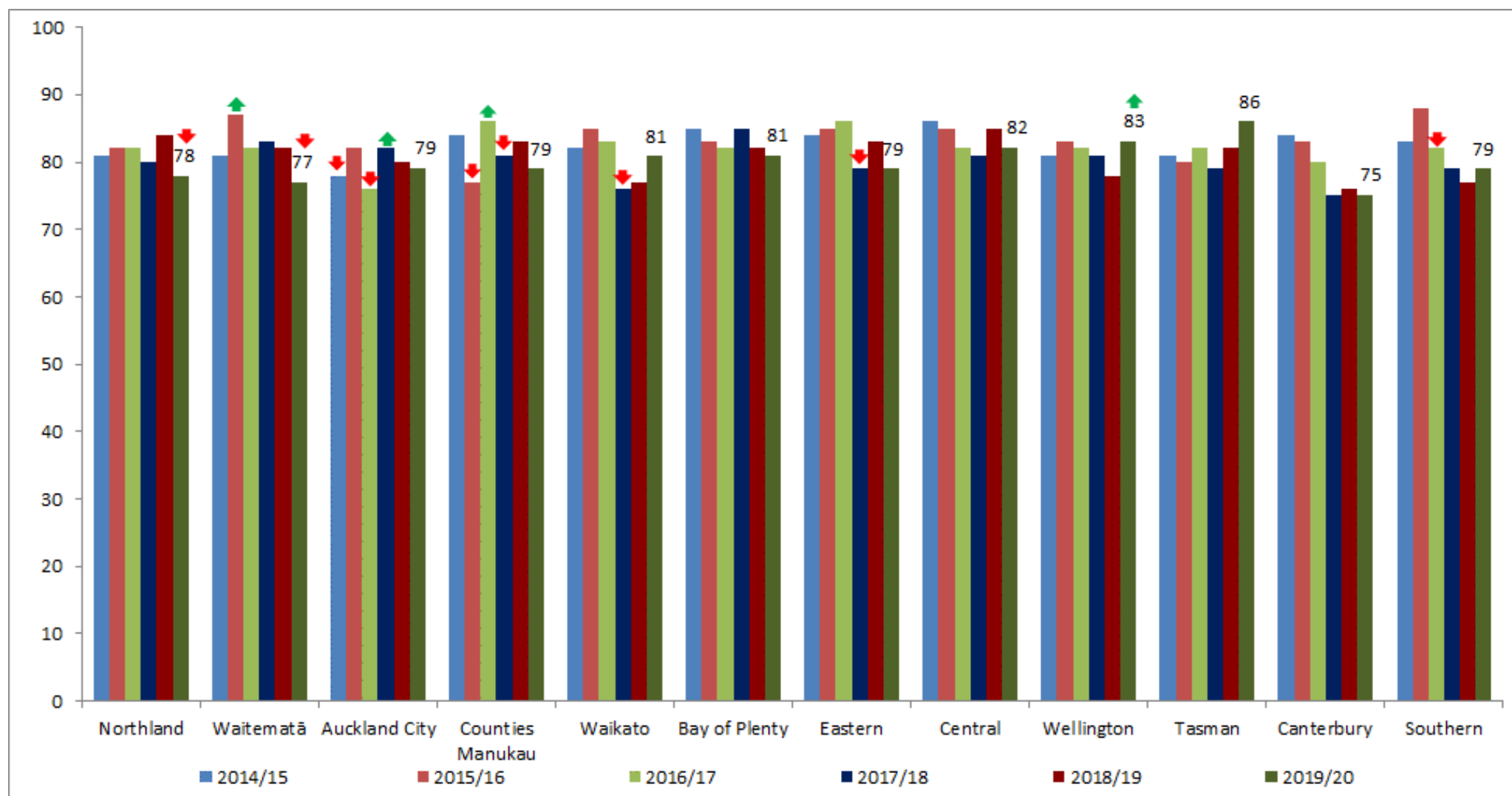
Red arrow indicates a significantly lower result than the total.

2. Comparison with 2018/19

When compared with the 2018/19 results, there has been a significant increase in the share who were *very satisfied/satisfied* with Police in the Wellington District (up from 78% to 83% in 2019/20). While not statistically significant, there has also been an increase in the share *satisfied* to some extent in the Tasman (up from 82% to 86%), Waikato (up from 77% to 81%), and Southern (up from 77% to 79%) districts. On the other hand, there has been a significant decrease in the share who were *very satisfied/satisfied* in both Northland District (down from 84% to 78%) and Waitematā District (down from 82% to 77%).

In 2019/20, there have also been significant changes in the proportion of respondents who were *dissatisfied/very dissatisfied* with the overall quality of service delivery, including significant declines among those in the Wellington (down from 12% to 7%) and Tasman (down from 11 to 5%) districts. In contrast, there were significant increases in those who were dissatisfied to some extent in the Central District (up from 5% to 10%) and Canterbury District (up from 8% to 12%).

Figure 42: Satisfaction with the Overall Quality of Service Delivery – Comparison over Time by District
(% Very Satisfied/Satisfied)



Base: All respondents, excluding 'not applicable' responses. Green arrow indicates a significantly higher result than the previous survey wave.

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

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

	Northland						Waitematā						Auckland City					
	14/15	15/ 16	16/17	17/18	18/19	19/20	14/15	15/ 16	16/17	17/18	18/19	19/20	14/15	15/ 16	16/17	17/18	18/19	19/20
Very satisfied	49	46	37	44	48	44	46	51	41	47	46	45	43	42	34	44	40	49
Satisfied	32	37	45	37	35	35	35	36	41	37	36	32	35	40	42	38	40	31
Very Satisfied/Satisfied	81	82	82	80	84	78	81	87	82	83	82	77	78	82	76	82	80	79
Neither/nor	11	7	7	7	5	12	12	6	11	9	7	12	14	11	16	12	10	12
Dissatisfied	4	7	6	7	6	6	6	3	4	4	6	6	6	5	3	2	7	4
Very dissatisfied	3	4	2	4	3	3	1	2	2	2	3	4	2	1	2	2	1	3
Dissatisfied/Very Dissatisfied	7	11	8	11	9	9	7	5	6	7	9	9	8	6	6	4	8	7
Don't know	1	1	2	2	2	1	0	2	1	1	2	2	0	1	2	2	2	1
Base	345	310	371	386	456	525	385	331	485	509	590	771	352	298	469	561	534	751

Table 28: Satisfaction with the Overall Quality of Service Delivery – By District over Time (Part 2) (%)

	Counties Manukau						Waikato						Bay of Plenty					
	14/15	15/ 16	16/17	17/18	18/19	19/20	14/15	15/ 16	16/17	17/18	18/19	19/20	14/15	15/ 16	16/17	17/18	18/19	19/20
Very satisfied	48	45	52	39	47	43	48	53	45	38	43	47	44	45	46	50	40	42
Satisfied	36	33	34	41	36	35	34	31	38	38	34	33	41	38	36	35	41	39
Very Satisfied/Satisfied	84	77	86	81	83	79	82	85	83	76	77	81	85	83	82	85	82	81
Neither/nor	8	7	7	8	10	13	10	5	9	9	12	9	9	8	11	7	6	9
Dissatisfied	3	9	4	6	4	5	6	6	4	8	5	5	4	6	3	4	6	6
Very dissatisfied	4	5	2	3	2	3	2	4	2	6	3	4	2	3	3	1	4	3
Dissatisfied/Very Dissatisfied	7	15	6	10	6	8	8	9	6	13	8	9	6	9	7	5	10	9
Don't know	1	2	1	2	2	1	0	1	2	2	3	1	0	1	1	2	2	1
Base	366	341	457	542	578	732	471	402	567	676	603	721	407	360	486	616	576	661

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

	Eastern						Central						Wellington					
	14/15	15/ 16	16/17	17/18	18/19	19/20	14/15	15/ 16	16/17	17/18	18/19	19/20	14/15	15/ 16	16/17	17/18	18/19	19/20
Very satisfied	47	50	43	36	40	45	49	53	46	42	42	52	49	53	49	43	41	39
Satisfied	37	35	43	43	43	35	37	32	36	39	43	30	32	29	34	37	37	43
Very Satisfied/Satisfied	84	85	86	79	83	79	86	85	82	81	85	82	81	83	82	81	78	83
Neither/nor	6	8	8	9	7	10	9	9	8	11	8	7	9	8	7	10	9	8
Dissatisfied	6	6	4	4	4	7	4	2	7	6	5	5	5	5	6	6	8	5
Very dissatisfied	4	1	1	6	3	3	1	1	2	1	0	5	4	3	3	2	3	2
Dissatisfied/Very Dissatisfied	10	6	5	10	7	10	5	4	9	7	5	10	9	8	9	8	12	7
Don't know	0	2	1	3	3	0	0	2	2	1	1	1	1	1	1	2	2	3
Base	347	364	472	494	501	597	405	386	554	598	560	691	414	369	574	531	554	785

Table 28: Satisfaction with the Overall Quality of Service Delivery – By District over Time (Part 4) (%)

	Tasman						Canterbury						Southern					
	14/15	15/ 16	16/17	17/18	18/19	19/20	14/15	15/ 16	16/17	17/18	18/19	19/20	14/15	15/ 16	16/17	17/18	18/19	19/20
Very satisfied	42	54	53	38	52	47	49	42	38	39	40	45	55	49	46	45	38	47
Satisfied	39	26	28	41	30	39	35	41	42	36	37	30	28	40	36	34	39	32
Very Satisfied/Satisfied	81	80	82	79	82	86	84	83	80	75	76	75	83	88	82	79	77	79
Neither/nor	11	10	9	11	6	7	9	11	8	14	14	9	7	1	8	10	10	6
Dissatisfied	5	8	6	6	7	3	4	2	6	6	6	4	3	2	5	5	8	10
Very dissatisfied	3	3	2	3	4	1	2	3	4	2	2	8	6	5	2	4	3	3
Dissatisfied/Very Dissatisfied	8	10	8	10	11	5	6	5	10	9	8	12	9	7	7	9	11	13
Don't know	0	0	2	0	1	3	1	1	1	2	2	5	1	3	3	1	1	2
Base	312	262	334	355	405	443	396	312	508	565	541	740	293	292	431	479	462	525

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%.

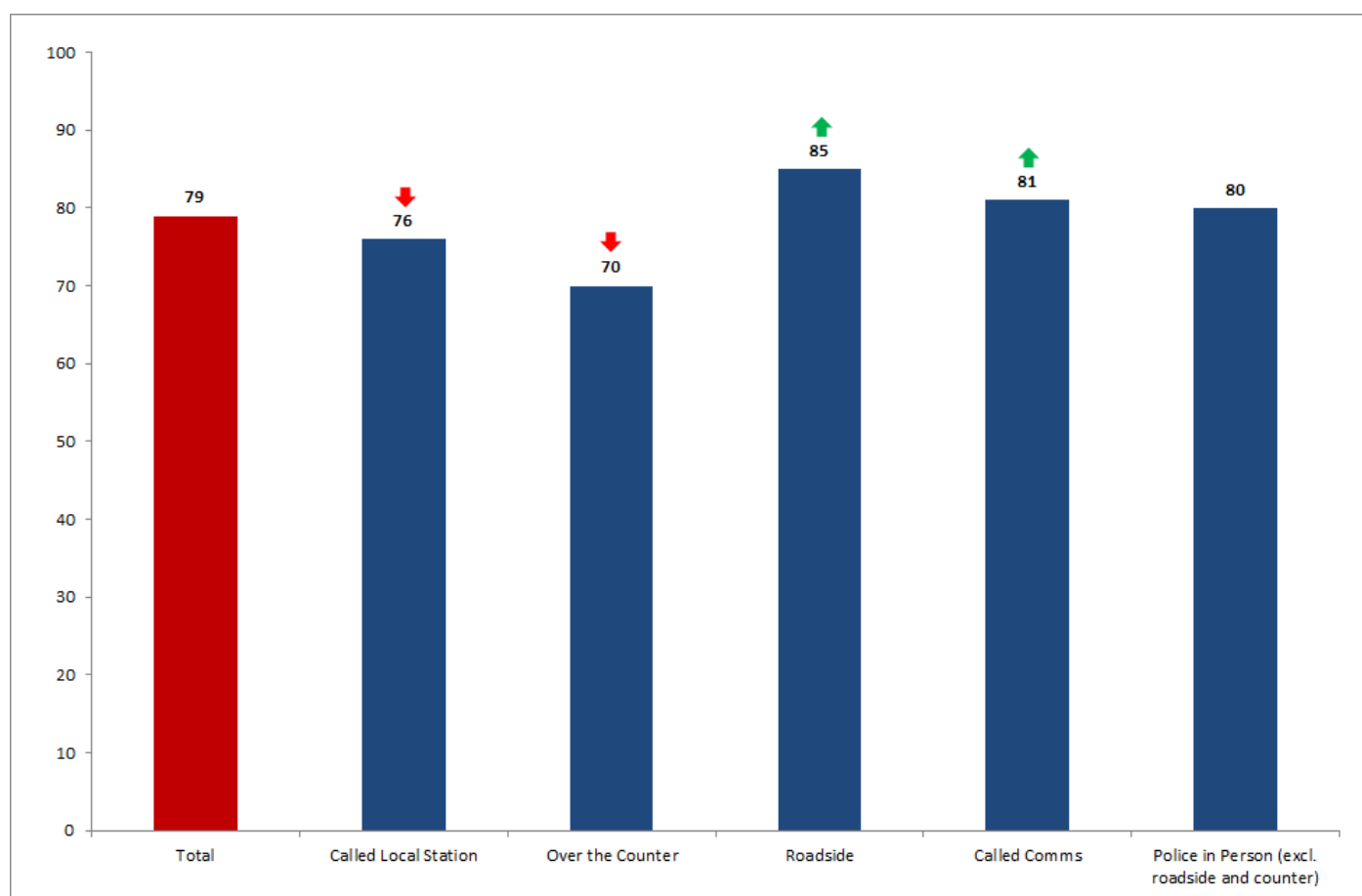
4.1.4. Satisfaction with the Overall Quality of Service Delivery - Comparison by Point of Contact

1. 2019/20

Four out of five respondents (79%) were satisfied to some extent with the overall quality of service delivery. Those who had contact with Police at the roadside or by calling Comms were significantly more likely to say that they were *satisfied/very satisfied* (85% at the roadside, 81% calling Comms).

Conversely, those who had contact at a station were significantly less likely to say they are satisfied to some extent (70% for those who went into a station counter and 76% for those who called a local station).

Figure 43: Satisfaction with the Overall Quality of Service Delivery - By Point of Contact in 2019/20
(% Very Satisfied/Satisfied)



Base: All respondents, excluding 'not applicable' responses. Total 2019/20 n=7942; Called local station n=369; Over the counter n=458; Roadside n=844; Called the Communications Centre n=4680; Police in Person (excl. roadside and counter) n=1333.

Green arrow indicates a significantly higher result than the total.

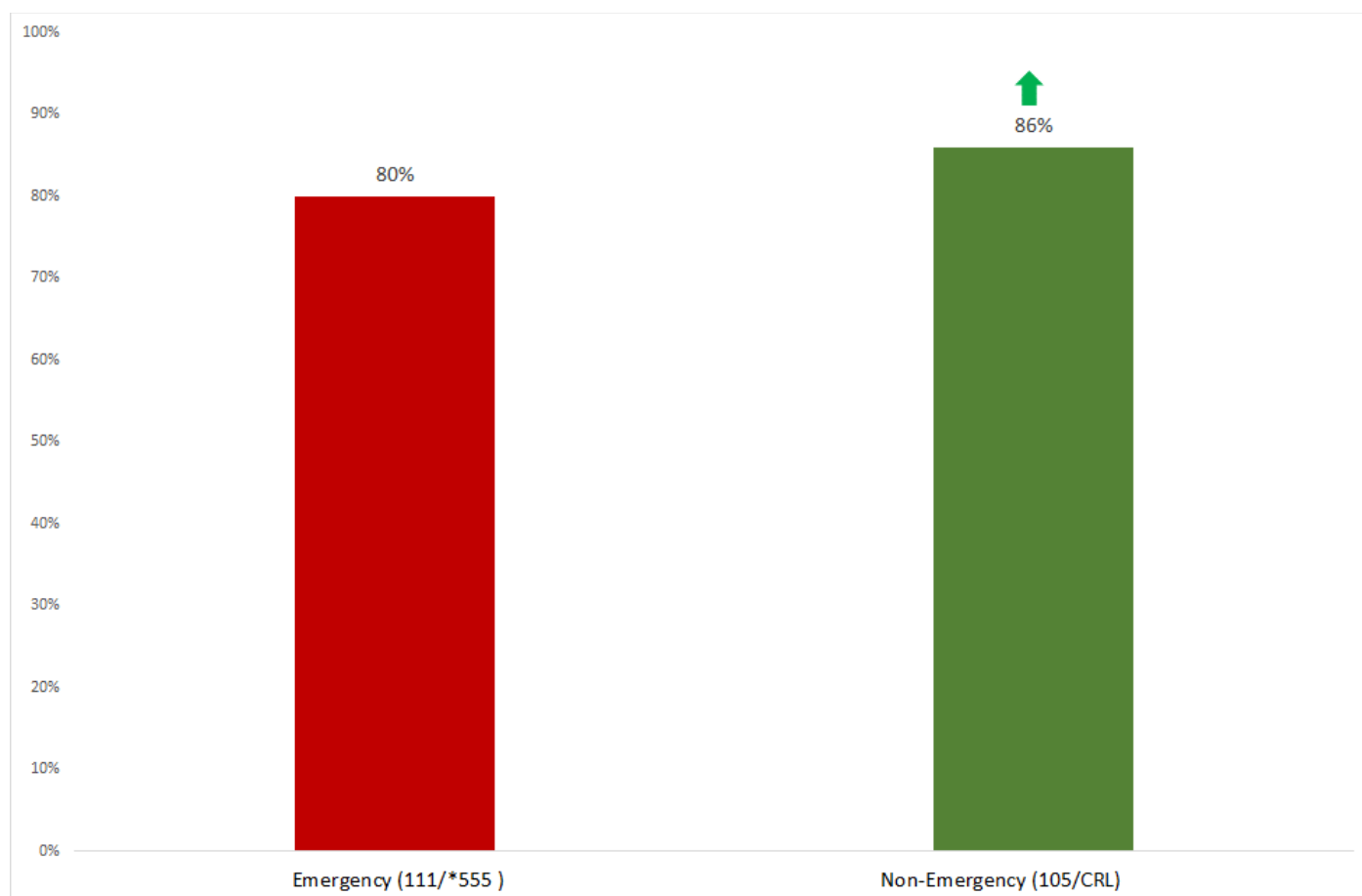
Red arrow indicates a significantly lower result than the total.

2. 2019/20 Communications Centres Results by Emergency/Non-Emergency Line

*Note: These results are from the individual Communications Centres Surveys - the emergency (111/*555) and non-emergency (105/CRL) line surveys – where people who have called in the previous seven days are surveyed from lists provided by Police. Results may differ from those reported for the Comms channel in the point of contact sections throughout this report, as those results are from the Communications Centres sample based surveys combined also with results from those who mentioned they called a Communications Centre number in the General, Māori Booster, Service Experience and Electoral Roll surveys. The 105 number was introduced on 10 May 2019, prior to this Crime Reporting Line data was combined with the emergency line data, consequently the new structure is not comparable to previous results and time series data has not been presented.*

As the graph and table below show, in 2019/20 callers to the non-emergency line were significantly more likely to be satisfied to some extent with the overall quality of service (86% *very satisfied/satisfied*) than callers to the emergency line (80% satisfied).

Figure 44: Satisfaction with the Overall Quality of Service Delivery - By Communications Centres Line in 2019/20 (% Very Satisfied/Satisfied)



Base: All respondents surveyed as part of the Communications Centres Surveys – based on weekly samples of those calling the emergency (n=1224) and non-emergency (n=1471) lines. Green arrow indicates a significantly higher result.

Table 29: Satisfaction with the Overall Quality of Service Delivery By Communications Centres Line (%)

	Emergency Line (111/*555)	Non-Emergency Line (105/CRL)
Very Satisfied	44	46
Satisfied	36	40
Very Satisfied/Satisfied	80	86
Neither/Nor	9	7
Dissatisfied	6	5
Very Dissatisfied	3	2
Dissatisfied/Very Dissatisfied	9	6
Don't know	3	2
Base	1224	1471

Base: All respondents surveyed as part of the Communications Centres Surveys – based on weekly samples of those calling the emergency (111/*555) and non-emergency (105/CRL) lines.

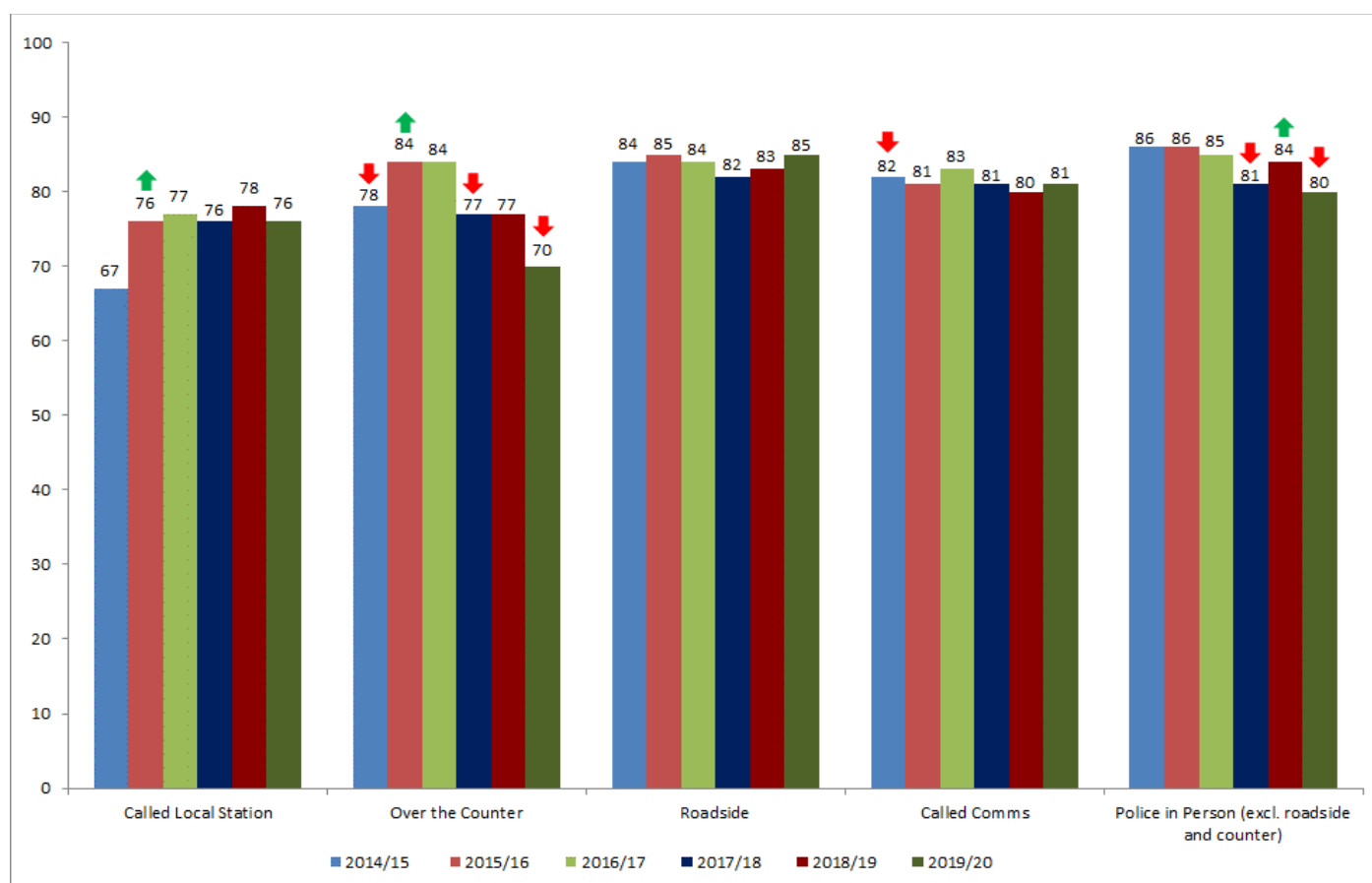
Orange text indicates a significant difference (higher/lower result) by line.

3. Comparison with 2018/19

In 2019/20, 79% of all respondents were *very satisfied/satisfied* with the overall quality of service delivery. When compared with 2018/19, there has been a significant decline in those who are *very satisfied/satisfied* among those who had contact in person (down from 77% to 70% among those who had contact face-to-face at a station; down from 84% to 80% among those who had contact face-to-face somewhere other than a station or at the roadside). Those who had contact at a local station were also significantly more likely to say that they are *very dissatisfied/dissatisfied* (up from 12% to 19% in 2019/20, with a significant increase also in those who were *very dissatisfied* from 3% to 10%).

Those who called Comms in 2019/20 were significantly more positive than they were in the last annual round of surveying, with a significant increase in both those who were *very satisfied* (from 39% to 44%), however there has also been a significant increase in those who were *satisfied* (from 41% to 37%), meaning the total who were satisfied to some extent has remained stable from 2018/19 (increasing by one percentage point only). Comms callers were also significantly less likely to *disagree/strongly disagree* in 2019/20 (down from 10% to 7%).

Figure 45: 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 30: Satisfaction with the Overall Quality of Service Delivery – By Point of Contact over Time (Part 1) (%)

	Called Local Station						Over the Counter						Roadside					
	14/15	15/ 16	16/17	17/18	18/19	19/20	14/15	15/ 16	16/17	17/18	18/19	19/20	14/15	15/ 16	16/17	17/18	18/19	19/20
Very satisfied	40	37	42	41	38	44	48	47	41	38	40	36	46	50	46	44	46	50
Satisfied	26	40	35	35	41	32	30	37	43	39	38	35	38	35	39	38	37	35
Very Satisfied/Satisfied	67	76	77	76	78	76	78	84	84	77	77	70	84	85	84	82	83	85
Neither/nor	18	11	12	12	10	9	10	7	7	9	9	10	9	7	9	10	9	9
Dissatisfied	11	10	7	7	8	10	7	4	5	6	9	9	4	4	4	5	4	4
Very dissatisfied	3	2	3	4	2	4	5	4	2	7	3	10	3	3	3	1	3	1
Dissatisfied/Very Dissatisfied	13	11	10	10	11	14	12	8	7	13	12	19	7	7	7	7	7	5
Don't know	2	1	1	1	1	2	0	2	1	1	1	0	0	1	0	1	2	1
Base	231	196	482	689	757	369	413	386	469	489	514	458	1603	1424	1062	827	714	844

Table 30: 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)					
	14/15	15/ 16	16/17	17/18	18/19	19/20	14/15	15/ 16	16/17	17/18	18/19	19/20
Very satisfied	52	45	44	41	39	44	50	52	51	48	53	50
Satisfied	30	36	38	40	41	37	36	35	34	32	31	30
Very Satisfied/Satisfied	82	81	83	81	80	81	86	86	85	81	84	80
Neither/nor	10	8	8	9	9	10	8	6	10	8	6	9
Dissatisfied	4	6	6	6	7	5	4	3	5	5	4	4
Very dissatisfied	3	3	2	3	3	3	2	3	3	3	3	4
Dissatisfied/Very Dissatisfied	7	10	8	8	10	7	6	6	8	8	7	8
Don't know	1	2	1	1	2	2	0	1	3	3	3	3
Base	1397	1320	2332	2659	2521	4680	855	689	1090	1303	1374	1333

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 2018/19

In 2019/20, almost nine out of ten respondents (89%) who had contact with Police either *strongly agreed* or *agreed* they were treated fairly, which is down just one percentage point from 90% in 2018/19. The share of respondents *strongly agreeing* that they were treated fairly is up significantly (54%, up from 52% in 2018/19).

Only 5% of respondents *disagree* (2%) or *strongly disagree* (3%) that they were treated fairly. While the total who *disagree/strongly disagree* remains unchanged from 2018/19, there has been a significant increase in those who *strongly disagree* (from 2% to 3%) and a significant decrease in those who *disagree* (from 3% to 2%).

Table 31: Treated Fairly – Comparison Over Time (%)

	2014/15	2015/16	2016/17	2017/18	2018/19	2019/20
Strongly Agree	54	55	51	49	52	54
Agree	35	34	38	39	38	35
Strongly Agree/Agree*	89	89	89	88	90	89
Neither/Nor	4	4	4	6	4	4
Disagree	4	4	3	3	3	2
Strongly Disagree	2	2	2	2	2	3
Disagree/Strongly Disagree	6	6	5	5	5	5
Don't know	0	1	1	1	2	2
Base	3193	2968	4363	4787	4642	6407

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

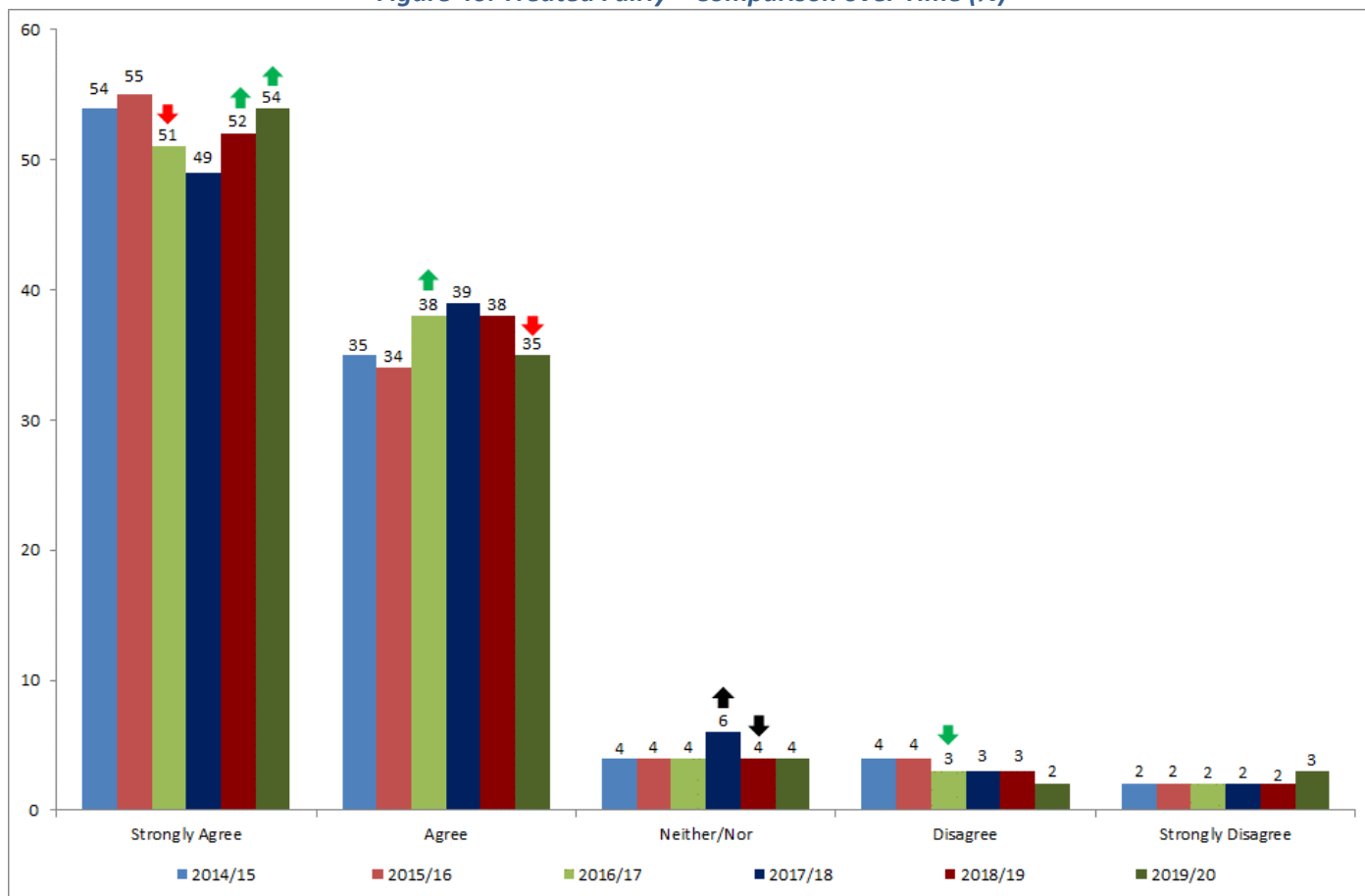
A bold neutral or don't know response indicates a statistically significant change from the previous survey wave.

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

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

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

Figure 46: Treated Fairly – Comparison over Time (%)



Base: All respondents excluding those giving a 'not applicable' response. 2014/15 n=3193, 2015/16 n=2968, 2016/17 n=4363, 2017/18 n=4787, 2018/19 n=4642, 2019/20 n=6407.

'Don't know' responses are not shown on this graph.

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.

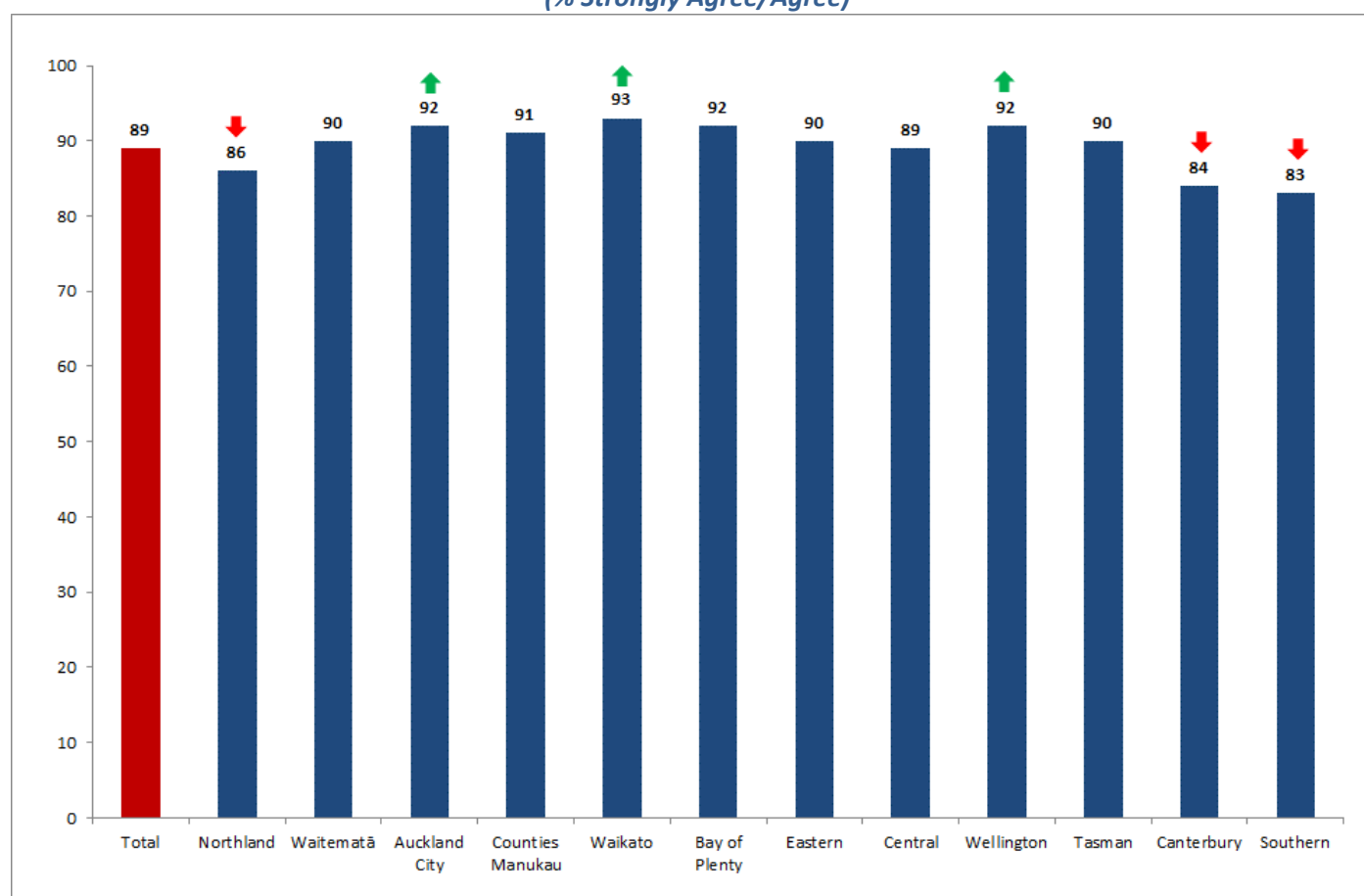
4.2.2. Treated Fairly - Comparison by District

1. 2019/20

Nine out of ten respondents (89%) *strongly agreed* or *agreed* that they were treated fairly in 2019/20. Respondents living in Waikato (93%), Wellington (92%) and Auckland City (92%) districts were significantly more likely to *strongly agree/agree* that they were treated fairly.

Those in Northland (86%), Canterbury (84%) and Southern (83%) districts were significantly less likely to agree to some extent that they were treated fairly.

Figure 47: Treated Fairly - By District in 2019/20
(% Strongly Agree/Agree)



Base: All respondents, excluding 'not applicable' responses. Total 2019/20 n=6407; Northland n=432; Waitematā n=624; Auckland City n=582; Counties n=590; Waikato n=580; Bay of Plenty n=546; Eastern n=476; Central n=531; Wellington n=631; Tasman n=359; Canterbury n=614; Southern n=442.

Green arrow indicates a significantly higher result than the total.

Red arrow indicates a significantly lower result than the total.

2. Comparison with 2018/19

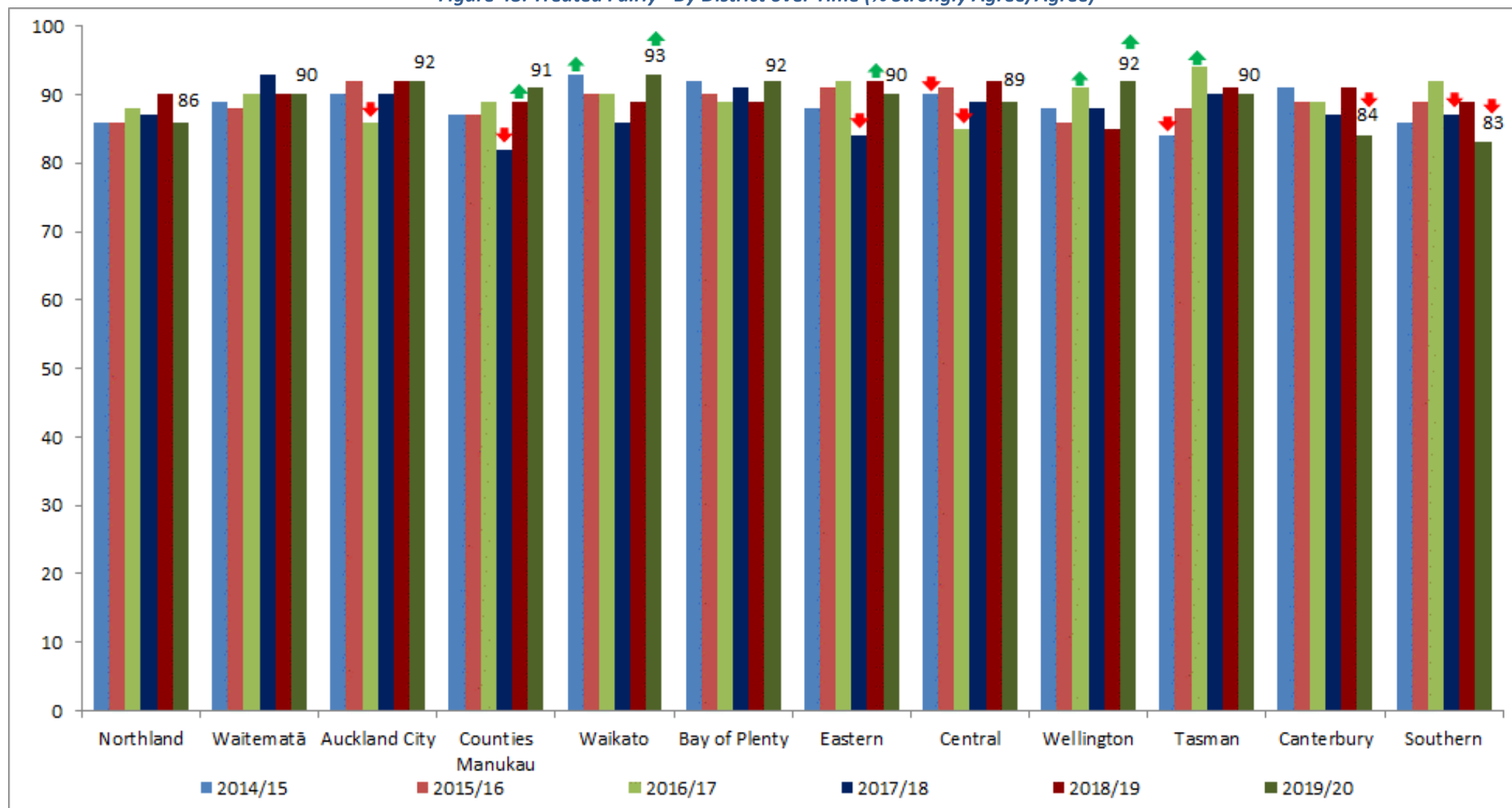
Compared with the 2018/19 survey wave, there have been significant increases in the proportion of respondents who *strongly agree/agree* that they were treated fairly by Police for both Waikato (up from 89% to 93%) and Wellington (up from 85% to 92%) districts. Both Wellington and Southern districts have seen a significant increase in the share who *strongly agree* (from 52% to 61% in Wellington; from 46% to 55% in Southern).

However, in 2019/20 those living in the Southern District were significantly less likely to say that they are *strongly agree/agree* (down from 89% in 2018/19 to 83%) and this was driven by a significant decline in the share who *agree* (28%, down from 42%).

Those living in the Canterbury District were also significantly less likely in 2019/20 to say they *strongly agree/agree* (down from 91% in 2018/19 to 84%) and this was also driven by a significant decline in the share who *agree* (29%, down from 41%).

Canterbury and Auckland City districts both had a significant increase in the shares who *disagree/strongly disagree* that they were treated fairly (up from 4% to 9% in Canterbury and from 3% to 6% in Auckland). Conversely, Wellington and Waikato districts both had a significant decrease in those who *disagree/strongly disagree* (down from 7% to 2% in Wellington; 7% to 4% in Waikato).

Figure 48: 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 32: Treated Fairly – By District over Time (Part 1) (%)

	Northland						Waitematā						Auckland City					
	14/15	15/ 16	16/17	17/18	18/19	19/20	14/15	15/ 16	16/17	17/18	18/19	19/20	14/15	15/ 16	16/17	17/18	18/19	19/20
Strongly Agree	55	50	50	54	56	51	51	56	53	58	53	57	58	53	42	47	56	57
Agree	31	36	39	33	34	35	38	32	38	35	37	33	32	39	44	43	36	35
Strongly Agree/Agree	86	86	88	87	90	86	89	88	90	93	90	90	90	92	86	90	92	92
Neither/nor	6	4	6	6	4	5	4	4	4	3	4	4	4	3	8	6	4	2
Disagree	4	6	3	3	4	4	6	5	4	2	2	3	4	2	2	4	2	2
Strongly Disagree	3	2	2	3	1	3	0	2	1	2	3	2	2	1	2	1	1	4
Disagree/Strongly Disagree	7	8	5	6	5	7	6	6	5	3	5	5	6	3	4	4	3	6
Don't know	1	2	0	0	1	1	1	2	1	1	2	1	0	3	2	0	1	0
Base	220	204	295	291	332	432	276	239	348	404	433	624	261	219	358	440	401	582

Table 32: Treated Fairly – By District over Time (Part 2) (%)

	Counties Manukau						Waikato						Bay of Plenty					
	14/15	15/ 16	16/17	17/18	18/19	19/20	14/15	15/ 16	16/17	17/18	18/19	19/20	14/15	15/ 16	16/17	17/18	18/19	19/20
Strongly Agree	49	56	54	41	56	51	52	60	52	46	49	55	54	50	49	58	51	49
Agree	38	31	35	41	33	40	41	30	38	40	41	39	38	40	39	33	38	43
Strongly Agree/Agree	87	87	89	82	89	91	93	90	90	86	89	93	92	90	89	91	89	92
Neither/nor	5	5	4	7	5	3	2	4	4	7	2	2	3	2	5	4	6	3
Disagree	2	7	3	6	3	2	4	4	3	2	5	2	3	4	4	3	3	4
Strongly Disagree	6	1	2	4	1	2	1	2	2	4	2	3	2	3	2	2	2	1
Disagree/Strongly Disagree	8	8	5	10	5	4	5	6	4	6	7	4	5	7	6	4	5	5
Don't know	0	1	2	2	2	3	0	1	1	1	1	0	0	1	1	1	1	0
Base	252	249	357	416	423	590	333	297	413	490	439	580	261	262	377	444	405	546

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

	Eastern						Central						Wellington					
	14/15	15/ 16	16/17	17/18	18/19	19/20	14/15	15/ 16	16/17	17/18	18/19	19/20	14/15	15/ 16	16/17	17/18	18/19	19/20
Strongly Agree	52	58	50	49	51	53	58	50	53	52	51	43	55	61	58	50	52	61
Agree	36	33	42	35	41	37	32	41	32	37	41	46	33	25	33	38	33	31
Strongly Agree/Agree	88	91	92	84	92	90	90	91	85	89	92	89	88	86	91	88	85	92
Neither/nor	3	3	5	5	4	3	6	5	6	6	5	7	6	5	4	6	5	5
Disagree	7	4	1	5	1	2	1	1	5	2	2	1	3	4	4	3	3	2
Strongly Disagree	2	2	1	4	1	2	2	3	1	1	0	2	3	4	1	2	3	1
Disagree/Strongly Disagree	9	5	1	9	2	4	3	4	5	3	2	3	6	6	5	5	7	2
Don't know	0	2	2	2	2	3	1	1	3	2	1	1	0	1	0	1	3	1
Base	239	281	382	383	358	476	303	289	426	436	408	531	291	247	415	408	387	631

Table 32: Treated Fairly – By District over Time (Part 4) (%)

	Tasman						Canterbury						Southern					
	14/15	15/ 16	16/17	17/18	18/19	19/20	14/15	15/ 16	16/17	17/18	18/19	19/20	14/15	15/ 16	16/17	17/18	18/19	19/20
Strongly Agree	47	48	63	42	50	55	54	53	45	45	50	55	58	57	54	51	46	55
Agree	37	40	31	47	41	35	37	36	44	42	41	29	28	32	38	36	42	28
Strongly Agree/Agree	84	88	94	90	91	90	91	89	89	87	91	84	86	89	92	87	89	83
Neither/nor	7	5	2	5	2	2	5	4	5	8	4	4	3	0	1	6	4	11
Disagree	5	4	2	4	4	2	3	7	1	3	2	2	9	3	5	3	4	4
Strongly Disagree	2	2	1	2	2	2	1	0	4	1	2	7	2	6	1	3	3	2
Disagree/Strongly Disagree	7	6	3	5	6	4	4	7	5	4	4	9	11	9	6	6	7	6
Don't know	2	1	1	1	2	5	0	0	1	1	2	4	0	2	0	0	1	0
Base	207	202	255	281	310	359	333	246	399	430	394	614	217	233	338	364	352	442

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%.

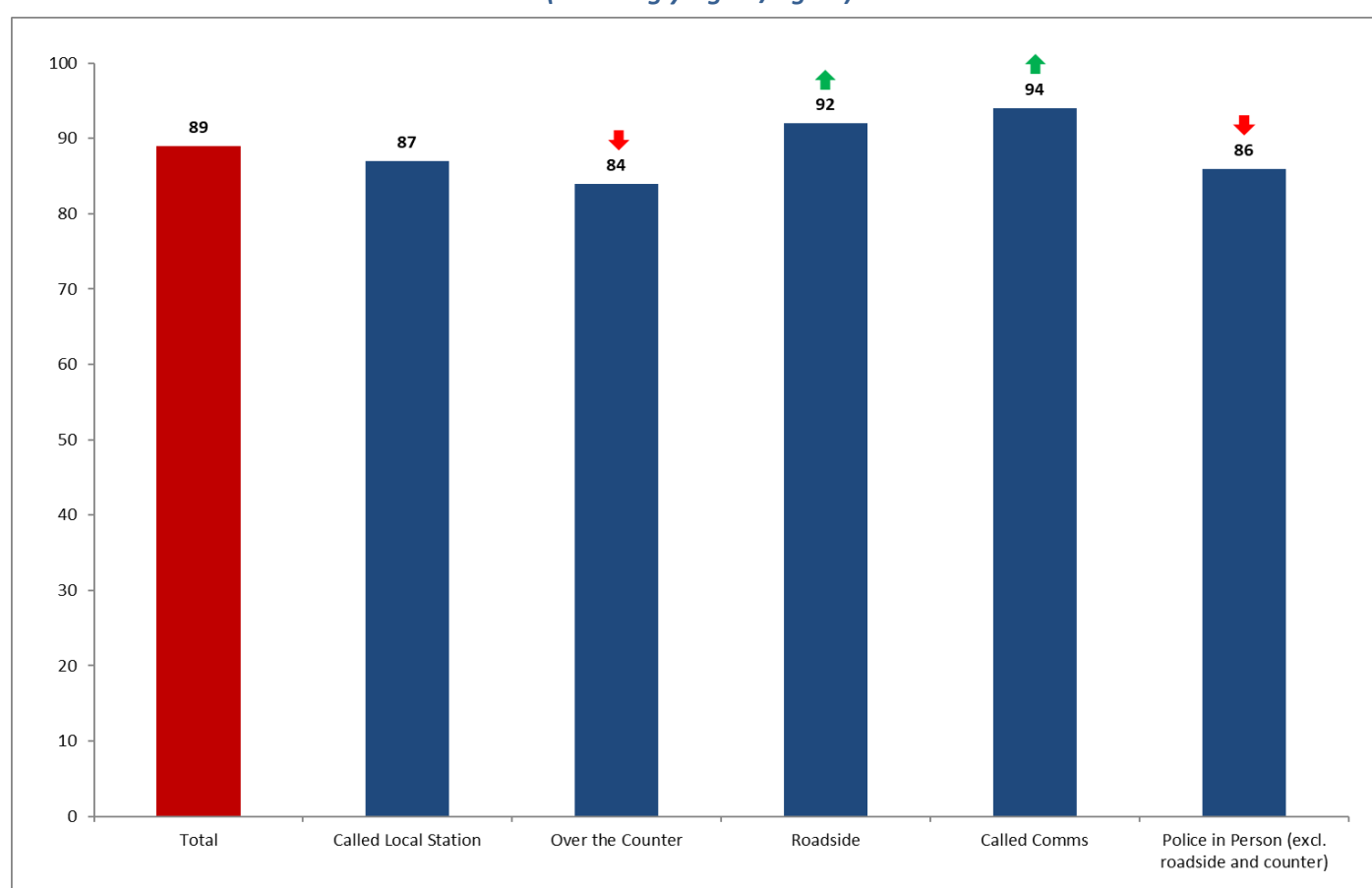
4.2.3. Treated Fairly - Comparison by Point of Contact

1. 2019/20

Respondents who had contact with Police by calling the Communications Centre (94%) or at the roadside (92%) were significantly more likely to *strongly agree/agree* that they were treated fairly compared with respondents across all other points of contact.

Those whose point of contact was over the counter at a local station (84%) or in person (86% - excluding roadside/over the counter) were significantly less likely to *strongly agree/agree*.

Figure 49: Treated Fairly - By Point of Contact in 2019/20
(% Strongly Agree/Agree)



Base: All respondents, excluding 'not applicable' responses. Total 2019/20 n=6407; Called local station n=322; Over the counter n=393; Roadside n=516; Called a Communications Centre n=4250; Police in Person (excl. roadside and counter) n=920.

Green arrow indicates a significantly higher result than the total.

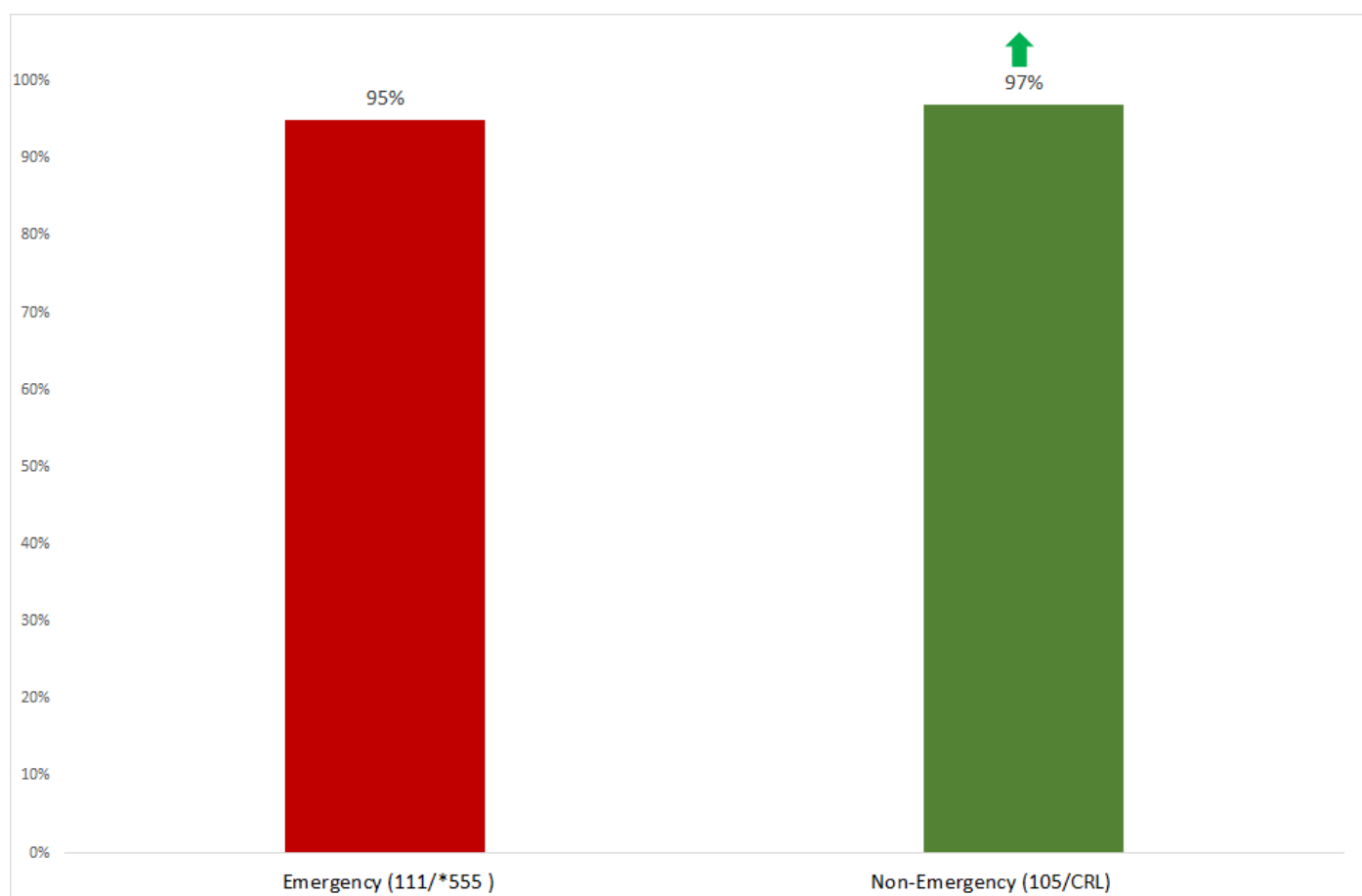
Red arrow indicates a significantly lower result than the total.

2. 2019/20 Communications Centres Results by Emergency/Non-Emergency Line

*Note: These results are from the individual Communications Centres Surveys - the emergency (111/*555) and non-emergency (105/CRL) line surveys – where people who have called in the previous seven days are surveyed from lists provided by Police. Results may differ from those reported for the Comms channel in the point of contact sections throughout this report, as those results are from the Communications Centres sample based surveys combined also with results from those who mentioned they called a Communications Centre number in the General, Māori Booster, Service Experience and Electoral Roll surveys. The 105 number was introduced on 10 May 2019, prior to this Crime Reporting Line data was combined with the emergency line data, consequently the new structure is not comparable to previous results and time series data has not been presented.*

Levels of agreement for staff treating respondents fairly were high across both callers to the non-emergency (97% *strongly agreeing/agreeing*) and emergency (95%) lines, with agreement being significantly higher among callers to the non-emergency line. Those calling the non-emergency line were also significantly more likely to *strongly agree* with this statement (57%, compared with 52% of emergency line callers).

Figure 50: Treated Fairly - By Communications Centres Line in 2019/20
(% Strongly Agree/Agree)



Base: All respondents surveyed as part of the Communications Centres Surveys – based on weekly samples of those calling the emergency (n=1220) and non-emergency (n=1470) lines. Green arrow indicates a significantly higher result.

Table 33: Treated Fairly By Communications Centres Line (%)

	Emergency Line (111/*555)	Non-Emergency Line (105/CRL)
Strongly Agree	52	57
Agree	43	40
Strongly Agree/ Agree	95	97
Neither/nor	2	1
Disagree	2	1
Strongly Disagree	1	1
Disagree/Strongly Disagree	3	1
Don't know	1	0
Base	1220	1470

Base: All respondents surveyed as part of the Communications Centres Surveys – based on weekly samples of those calling the emergency (111/*555) and non-emergency (105/CRL) lines.

Orange text indicates a significant difference (higher/lower result) by line.

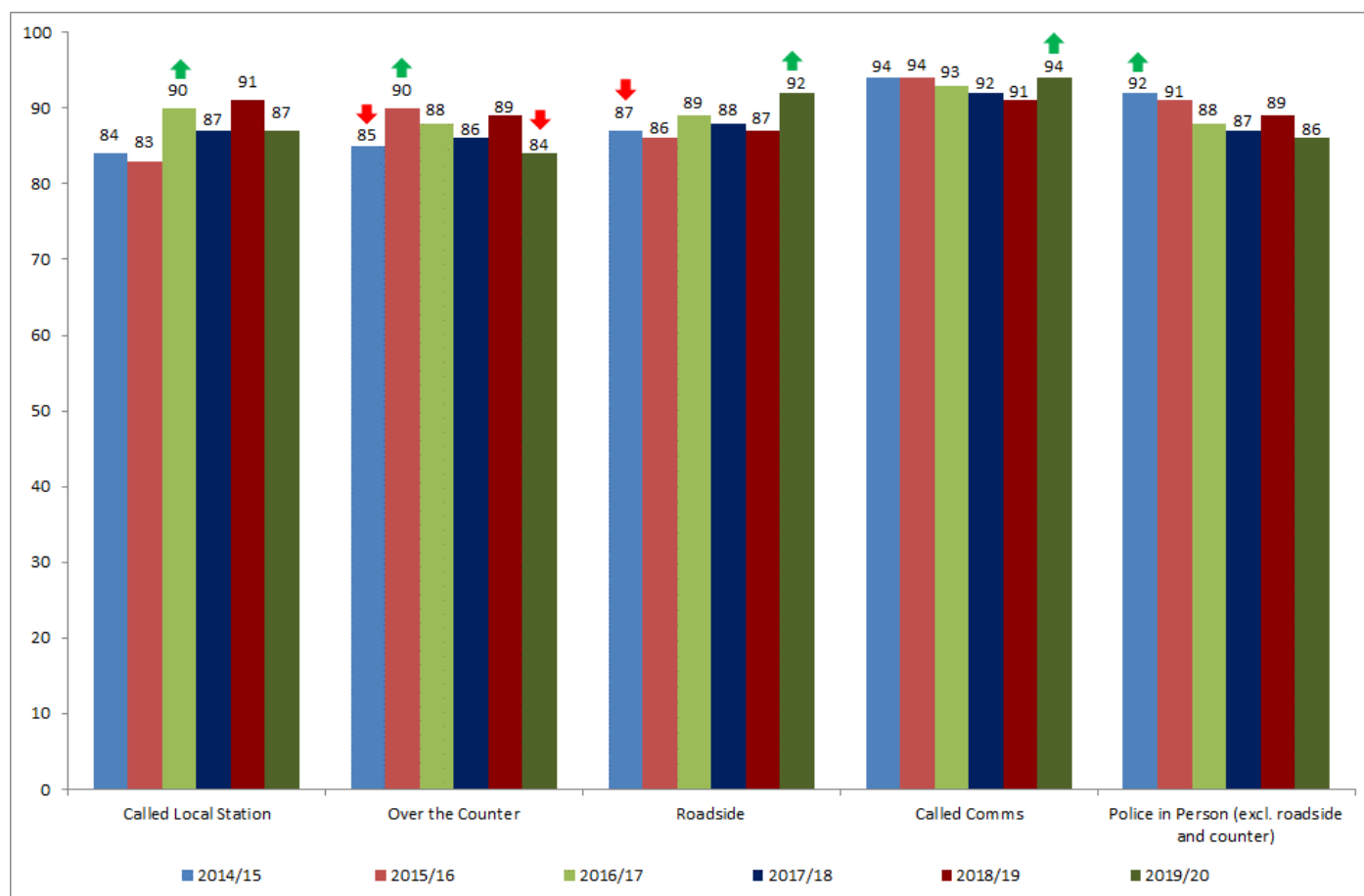
3. Comparison with 2018/19

When compared with 2018/19, there has been a significant increase in the share who *strongly agree/agree* that they were treated fairly among those who had contact with Police either by calling Comms (up to 94% compared to 91% in 2018/19) or at the roadside (up to 92% from 87%).

In contrast, there was a significant decline in the share who agree to some extent among those who had contact with Police over the counter at a local station (down from 89% to 84% in 2019/20).

Those who had contact over the counter were also significantly more likely in 2019/20 to say that they *disagree/strongly disagree* that they were treated fairly (up from 4% in 2018/19 to 11%; with a significant increase in those who *strongly disagree* from 2% to 7%).

Figure 51: 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 34: Treated Fairly – By Point of Contact over Time (Part 1) (%)

	Called Local Station						Over the Counter						Roadside					
	14/15	15/ 16	16/17	17/18	18/19	19/20	14/15	15/ 16	16/17	17/18	18/19	19/20	14/15	15/ 16	16/17	17/18	18/19	19/20
Strongly Agree	47	33	50	46	47	54	54	55	47	45	51	45	45	56	54	51	53	59
Agree	37	50	40	41	44	34	31	35	40	41	38	36	42	30	35	37	33	33
Strongly Agree/Agree	84	83	90	87	91	87	85	90	88	86	89	84	87	86	89	88	87	92
Neither/nor	9	10	7	7	5	7	6	3	6	6	5	6	4	5	3	5	3	3
Disagree	4	5	2	3	2	3	5	3	3	5	2	4	6	6	4	4	5	3
Strongly Disagree	2	2	1	2	2	2	3	3	1	2	2	7	3	3	4	2	3	2
Disagree/Strongly Disagree	6	7	2	5	4	5	8	6	4	8	4	11	9	9	8	6	8	5
Don't know	1	0	0	0	1	1	1	1	2	1	2	0	0	1	0	1	2	1
Base	229	196	418	577	621	322	408	376	413	425	426	393	668	627	590	485	438	516

Table 34: Treated Fairly – By Point of Contact over Time (Part 2) (%)

	Called Comms						Police in Person (excl. roadside and counter)					
	14/15	15/ 16	16/17	17/18	18/19	19/20	14/15	15/ 16	16/17	17/18	18/19	19/20
Strongly Agree	62	62	53	53	51	55	59	54	53	53	59	53
Agree	32	33	40	39	40	39	33	37	35	34	31	33
Strongly Agree/Agree	94	94	93	92	91	94	92	91	88	87	89	86
Neither/nor	2	3	3	4	4	3	4	2	4	6	3	5
Disagree	2	2	2	2	2	1	3	4	5	2	3	3
Strongly Disagree	1	1	1	2	1	1	1	3	2	3	2	3
Disagree/Strongly Disagree	3	3	3	4	3	3	4	7	6	5	6	6
Don't know	1	0	1	1	1	1	0	1	2	2	2	3
Base	1135	1089	2058	2393	2223	4250	759	670	787	851	880	920

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 2018/19

In 2019/20, just under nine out of ten respondents (89%) either *strongly agree or agree* that staff were competent, a slight (but not statistically significant) decrease from 90% in 2018/19. While the overall total who agree to some extent has not changed significantly, the share who *strongly agree* has increased significantly in 2019/20 (from 51% to 54%), while the share who *agree* has decreased significantly (from 39% to 36%).

The share who *disagree/strongly disagree* that staff were competent has decreased significantly in 2019/20 (down from 5% in 2018/19 to 4%).

Table 35: Staff Competence – Comparison over Time (%)

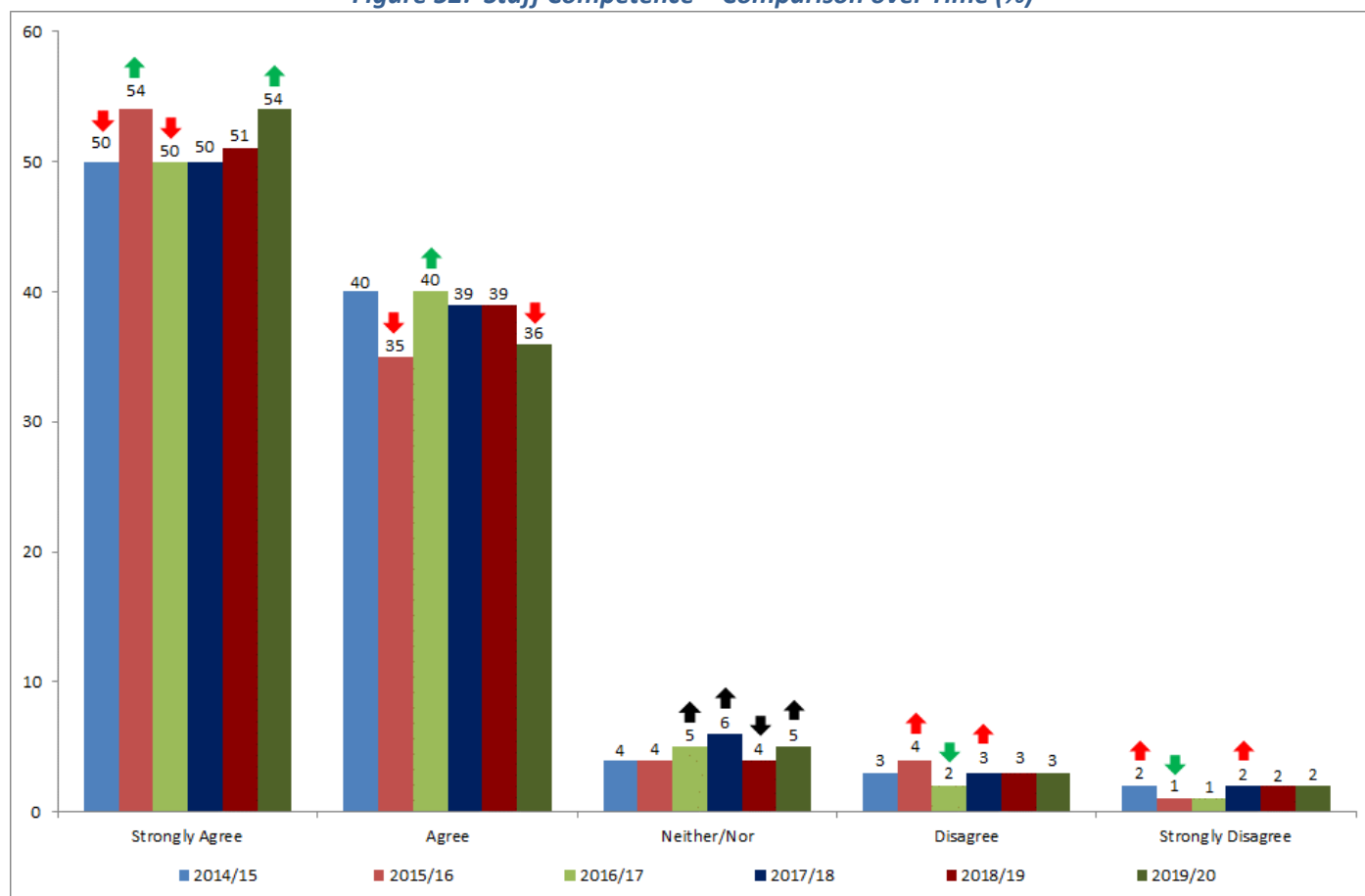
	2014/15	2015/16	2016/17	2017/18	2018/19	2019/20
Strongly Agree	50	54	50	50	51	54
Agree	40	35	40	39	39	36
Strongly Agree/Agree	90	89	89	88	90	89
Neither/Nor	4	4	5	6	4	5
Disagree	3	4	2	3	3	3
Strongly Disagree	2	1	1	2	2	2
Disagree/Strongly Disagree	5	5	4	5	5	4
Don't know	1	1	1	1	1	2
Base	3230	3007	4389	4801	4647	6423

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 52: Staff Competence – Comparison over Time (%)



Base: All respondents excluding those giving a 'not applicable' response. 2014/15 n=3230, 2015/16 n=3007, 2016/17 n=4389, 2017/18 n=4801, 2018/19 n=4647, 2019/20 n=6423.

'Don't know' responses are not shown on this graph.

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.

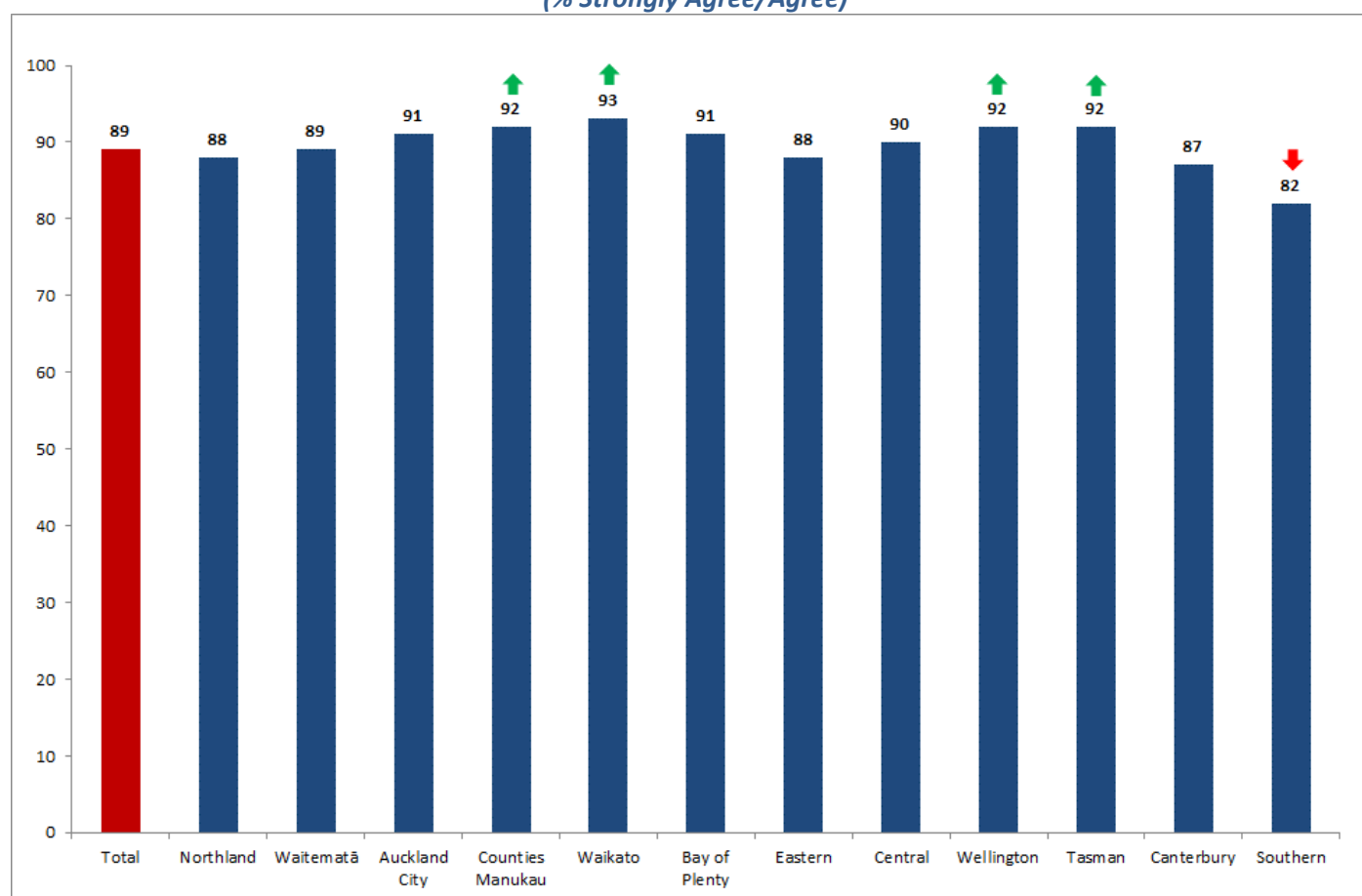
4.3.2. Staff Competence - Comparison by District

1. 2019/20

Respondents in Waikato District (93%) as well as those in Counties Manukau, Wellington, and Tasman districts (all 92%) were significantly more likely to *strongly agree/agree* that staff were competent.

In contrast, respondents in Southern District (82%) are significantly less likely to *strongly agree/agree* that staff were competent when compared with respondents across all other districts.

Figure 53: Staff Competence - By District in 2019/20
(% Strongly Agree/Agree)



Base: All respondents, excluding 'not applicable' responses. Total 2019/20 n=6423; Northland n=432; Waitematā n=627; Auckland City n=583; Counties n=591; Waikato n=580; Bay of Plenty n=544; Eastern n=481; Central n=533; Wellington n=633; Tasman n=361; Canterbury n=614; Southern n=444.

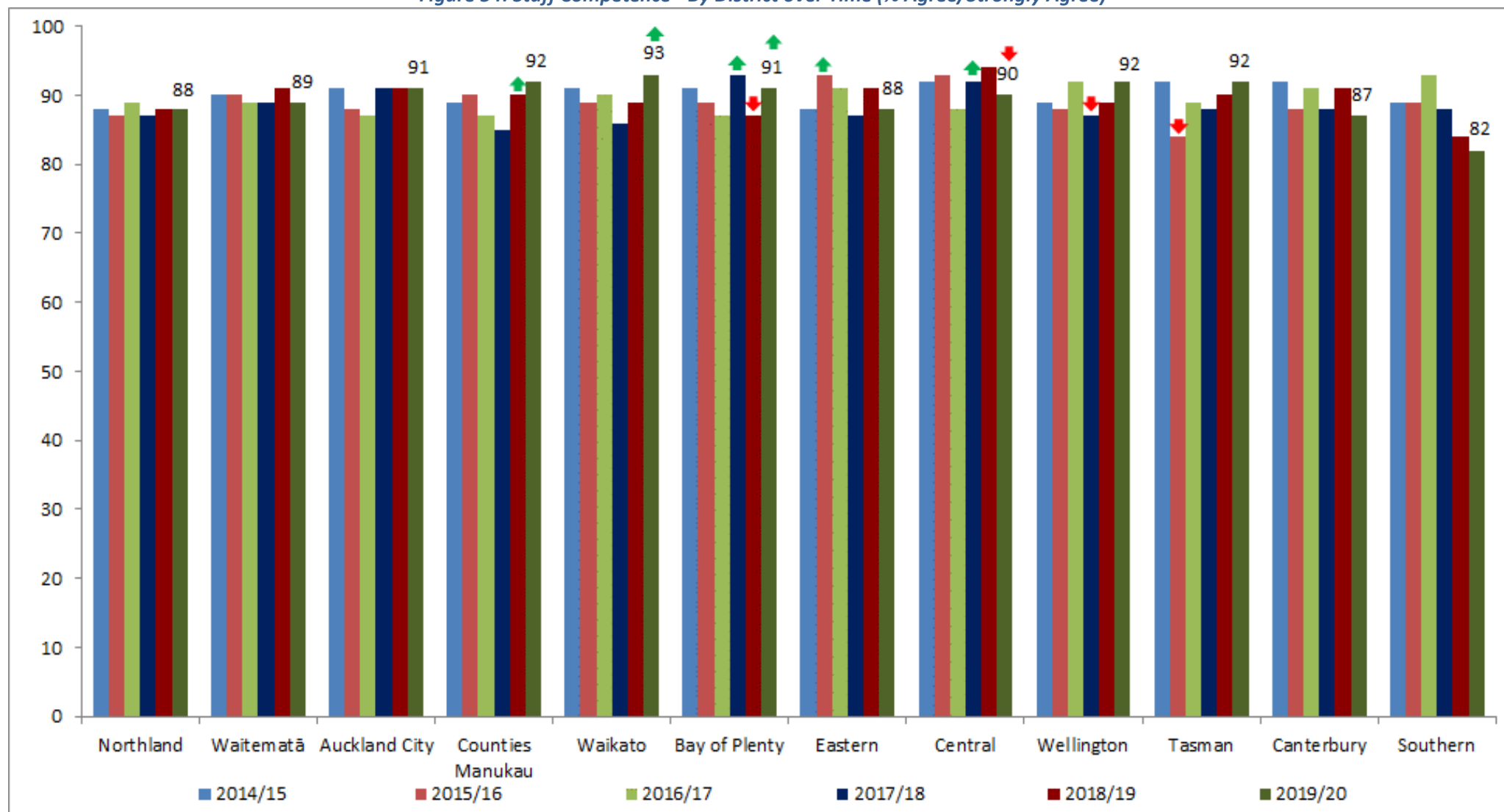
2. Comparison with 2018/19

When compared with the 2018/19 survey wave, there has been a significant increase in the share who *strongly agree or agree* that staff were competent in both Waikato District (up from 89% to 93%) and Bay of Plenty District (up from 87% to 91%). Those who agree to some extent in the Auckland City District has remained stable from 2018/19, however, there has been a significant increase in Auckland City District in those who *strongly agree* (up from 48% to 57% in 2019/20).

Those in the Central District are significantly less likely to *strongly agree/agree* in 2019/20 that staff were competent (down from 94% to 90%) and are significantly more likely to *disagree/strongly disagree* (up from 1% to 6%).

For the Southern District in 2019/20 there has been a significant decrease in those who *disagree/strongly disagree* with this statement (from 9% in 2018/19 to 4% in 2019/20). This is in part due to a significant increase in those who said they *neither agree nor disagree* (from 3% in 2018/19 to 13%).

Figure 54: 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 36: Staff Competence – By District over Time (Part 1) (%)

	Northland						Waitematā						Auckland City					
	14/15	15/ 16	16/17	17/18	18/19	19/20	14/15	15/ 16	16/17	17/18	18/19	19/20	14/15	15/ 16	16/17	17/18	18/19	19/20
Strongly Agree	52	51	50	53	53	49	51	63	46	54	53	56	50	47	47	50	48	57
Agree	36	36	39	34	36	39	39	27	43	35	38	33	41	40	40	41	43	34
Strongly Agree/Agree	88	87	89	87	88	88	90	90	89	89	91	89	91	88	87	91	91	91
Neither/nor	4	5	5	7	5	4	5	3	5	6	3	5	4	6	8	7	6	4
Disagree	4	5	3	2	4	5	4	5	3	1	2	3	2	3	3	1	3	2
Strongly Disagree	3	3	2	3	0	2	1	1	1	2	2	2	2	0	2	1	0	2
Disagree/Strongly Disagree	7	8	5	5	4	7	5	6	4	3	5	5	4	3	5	2	3	4
Don't know	1	1	1	1	2	1	0	1	2	2	1	2	1	3	0	0	0	1
Base	220	206	296	294	330	432	279	240	353	404	433	627	264	225	359	442	401	583

Table 36: Staff Competence – By District over Time (Part 2) (%)

	Counties Manukau						Waikato						Bay of Plenty					
	14/15	15/ 16	16/17	17/18	18/19	19/20	14/15	15/ 16	16/17	17/18	18/19	19/20	14/15	15/ 16	16/17	17/18	18/19	19/20
Strongly Agree	48	56	49	39	57	54	49	60	52	48	50	55	52	55	51	56	51	48
Agree	41	34	38	45	34	38	42	29	37	38	39	38	39	35	36	37	36	42
Strongly Agree/Agree	89	90	87	85	90	92	91	89	90	86	89	93	91	89	87	93	87	91
Neither/nor	3	3	8	6	4	3	5	5	3	4	3	2	6	4	7	2	5	2
Disagree	4	4	3	4	3	2	3	5	2	4	4	2	1	4	2	2	6	5
Strongly Disagree	3	1	0	3	1	2	1	1	1	5	3	2	1	2	2	2	1	1
Disagree/Strongly Disagree	7	5	4	8	4	3	4	5	3	9	7	4	2	6	4	4	7	5
Don't know	1	2	1	2	1	1	0	1	3	1	0	1	1	1	2	1	1	2
Base	255	252	358	418	423	591	340	299	417	492	440	580	264	265	378	449	407	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 36: Staff Competence – By District over Time (Part 3) (%)

	Eastern						Central						Wellington					
	14/15	15/ 16	16/17	17/18	18/19	19/20	14/15	15/ 16	16/17	17/18	18/19	19/20	14/15	15/ 16	16/17	17/18	18/19	19/20
Strongly Agree	47	53	49	52	50	51	52	48	54	54	52	45	47	59	55	54	55	57
Agree	41	40	42	35	41	38	40	44	34	38	42	44	42	29	37	33	35	35
Strongly Agree/Agree	88	93	91	87	91	88	92	93	88	92	94	90	89	88	92	87	89	92
Neither/nor	3	3	6	6	5	5	4	5	5	4	4	3	4	3	4	8	3	2
Disagree	6	4	2	5	2	1	2	1	3	2	1	5	4	3	2	3	4	3
Strongly Disagree	3	0	0	1	1	3	1	0	1	2	0	1	3	3	1	2	3	2
Disagree/Strongly Disagree	9	4	2	6	3	4	3	2	4	4	1	6	7	7	3	4	7	5
Don't know	0	1	1	2	1	3	1	1	3	0	1	2	0	2	1	1	1	2
Base	245	286	382	381	360	481	305	290	431	436	410	533	295	249	416	411	388	633

Table 36: Staff Competence – By District over Time (Part 4) (%)

	Tasman						Canterbury						Southern					
	14/15	15/ 16	16/17	17/18	18/19	19/20	14/15	15/ 16	16/17	17/18	18/19	19/20	14/15	15/ 16	16/17	17/18	18/19	19/20
Strongly Agree	45	50	56	44	49	55	51	49	42	46	48	53	60	55	52	47	45	55
Agree	47	34	33	44	41	38	41	39	49	42	43	34	29	34	41	41	40	26
Strongly Agree/Agree	92	84	89	88	90	92	92	88	91	88	91	87	89	89	93	88	84	82
Neither/nor	2	8	4	3	4	1	3	7	4	7	5	8	2	1	3	7	3	13
Disagree	4	2	5	5	3	3	3	4	1	4	3	2	7	6	1	2	4	3
Strongly Disagree	2	2	1	3	2	0	0	0	3	1	1	2	2	5	1	2	5	2
Disagree/Strongly Disagree	6	4	6	8	5	3	3	4	5	4	4	4	9	11	3	4	9	4
Don't know	0	5	0	1	1	4	2	1	0	1	1	2	0	0	2	1	3	1
Base	209	203	256	279	309	361	335	252	403	431	395	614	219	240	340	364	351	444

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

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

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

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

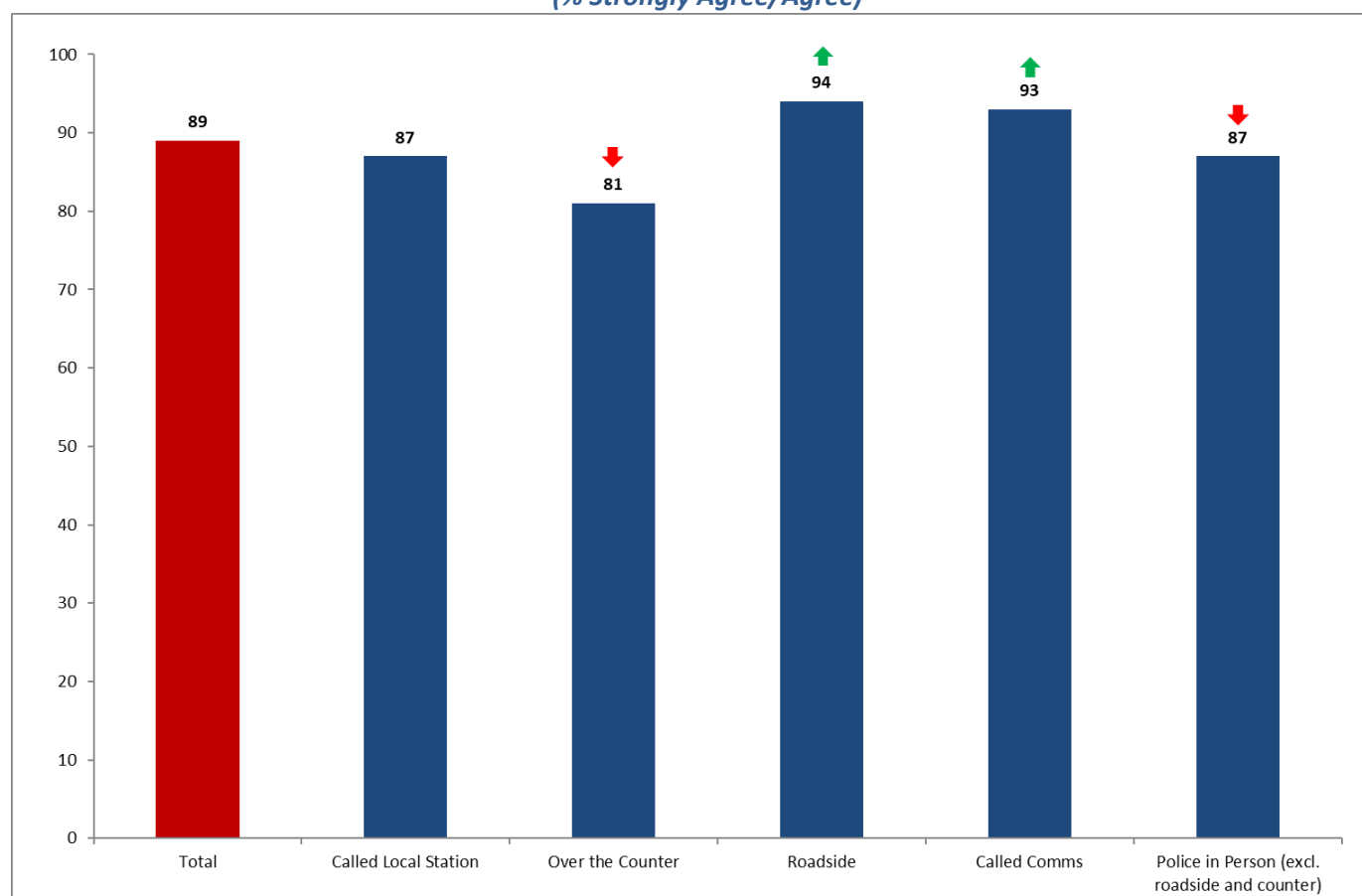
4.3.3. Staff Competence - Comparison by Point of Contact

1. 2019/20

Respondents who had contact with Police either at the roadside or by calling the Communications Centre were significantly more likely to say that they *strongly agree/agree* that Police staff were competent when compared with the total (94% among those who had contact at the roadside, 93% among those who called Comms).

Those who had contact in person (excluding the roadside or over the counter) and those who had contact over the counter at a local station were significantly less likely to agree to some extent (87% in person, 81% over the counter).

Figure 55: Staff Competence - By Point of Contact in 2019/20
(% Strongly Agree/Agree)



Base: All respondents, excluding 'not applicable' responses. Total 2019/20 n=6423; Called local station n=321; Over the counter n=391; Roadside n=517; Called the Communications Centre n=4262; Police in Person (excl. roadside and counter) n=926.

Green arrow indicates a significantly higher result than the total.

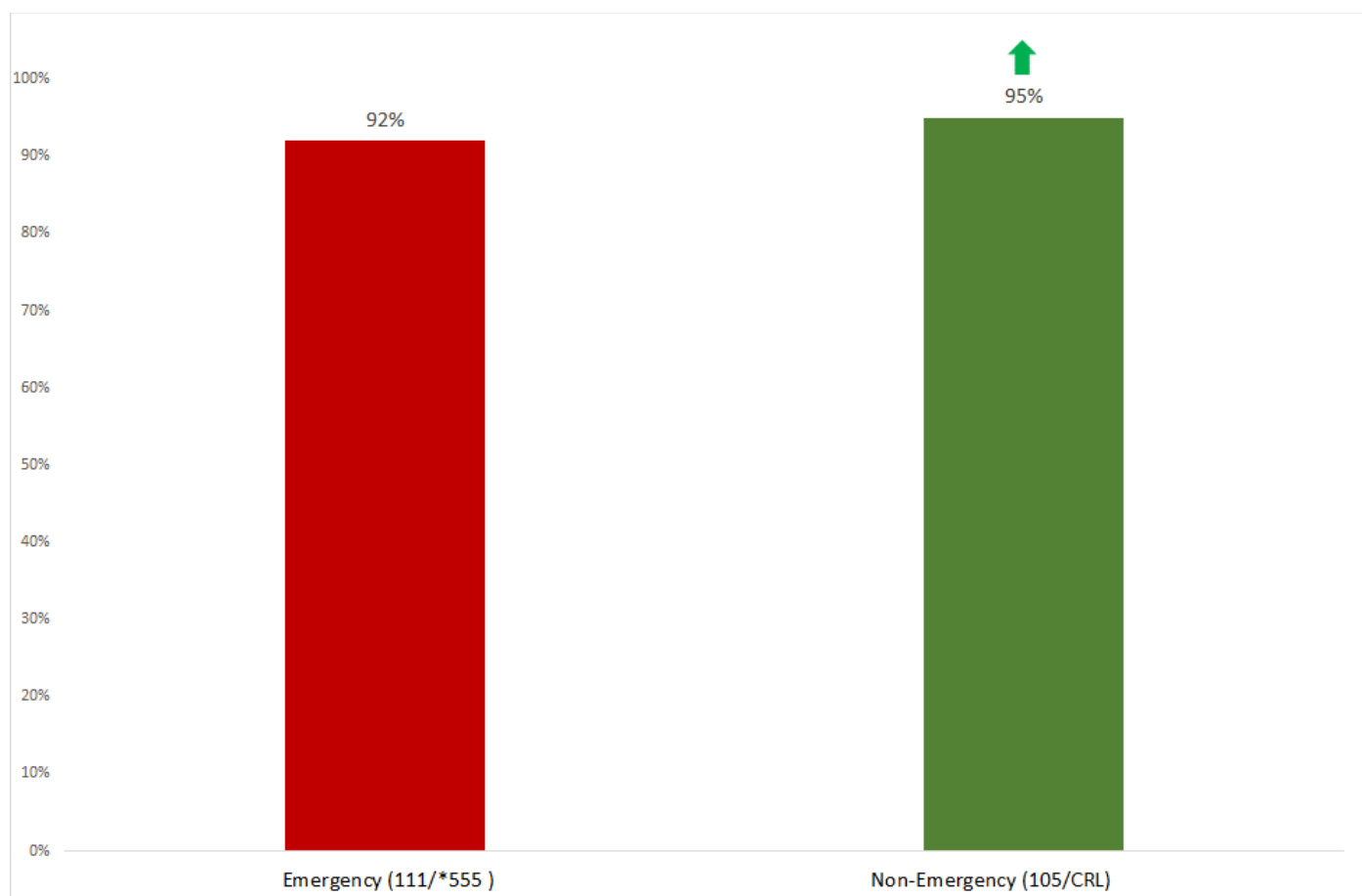
Red arrow indicates a significantly lower result than the total.

2. 2019/20 Communications Centres Results by Emergency/Non-Emergency Line

*Note: These results are from the individual Communications Centres Surveys - the emergency (111/*555) and non-emergency (105/CRL) line surveys – where people who have called in the previous seven days are surveyed from lists provided by Police. Results may differ from those reported for the Comms channel in the point of contact sections throughout this report, as those results are from the Communications Centres sample based surveys combined also with results from those who mentioned they called a Communications Centre number in the General, Māori Booster, Service Experience and Electoral Roll surveys. The 105 number was introduced on 10 May 2019, prior to this Crime Reporting Line data was combined with the emergency line data, consequently the new structure is not comparable to previous results and time series data has not been presented.*

While positive ratings for staff competence are high among callers to both lines, with those calling the non-emergency line being significantly more likely to agree to some extent (96% *strongly agreeing/agreeing*) and to *strongly agree* (56%) with this statement when compared with callers to the emergency line (92% and 51% respectively).

Figure 56: Staff Competence - By Communications Centres Line in 2019/20
(% Strongly Agree/Agree)



Base: All respondents surveyed as part of the Communications Centres Surveys – based on weekly samples of those calling the emergency (n=1224) and non-emergency (n=1472) lines. Green arrow indicates a significantly higher result.

Table 37: Staff Competence By Communications Centres Line (%)

	Emergency Line (111/*555)	Non-Emergency Line (105/CRL)
Strongly Agree	51	56
Agree	41	39
Strongly Agree/ Agree	92	95
Neither/nor	3	2
Disagree	3	1
Strongly Disagree	1	0
Disagree/Strongly Disagree	3	2
Don't know	1	1
Base	1224	1472

Base: All respondents surveyed as part of the Communications Centres Surveys – based on weekly samples of those calling the emergency (111/*555) and non-emergency (105/CRL) lines.

Orange text indicates a significant difference (higher/lower result) by line.

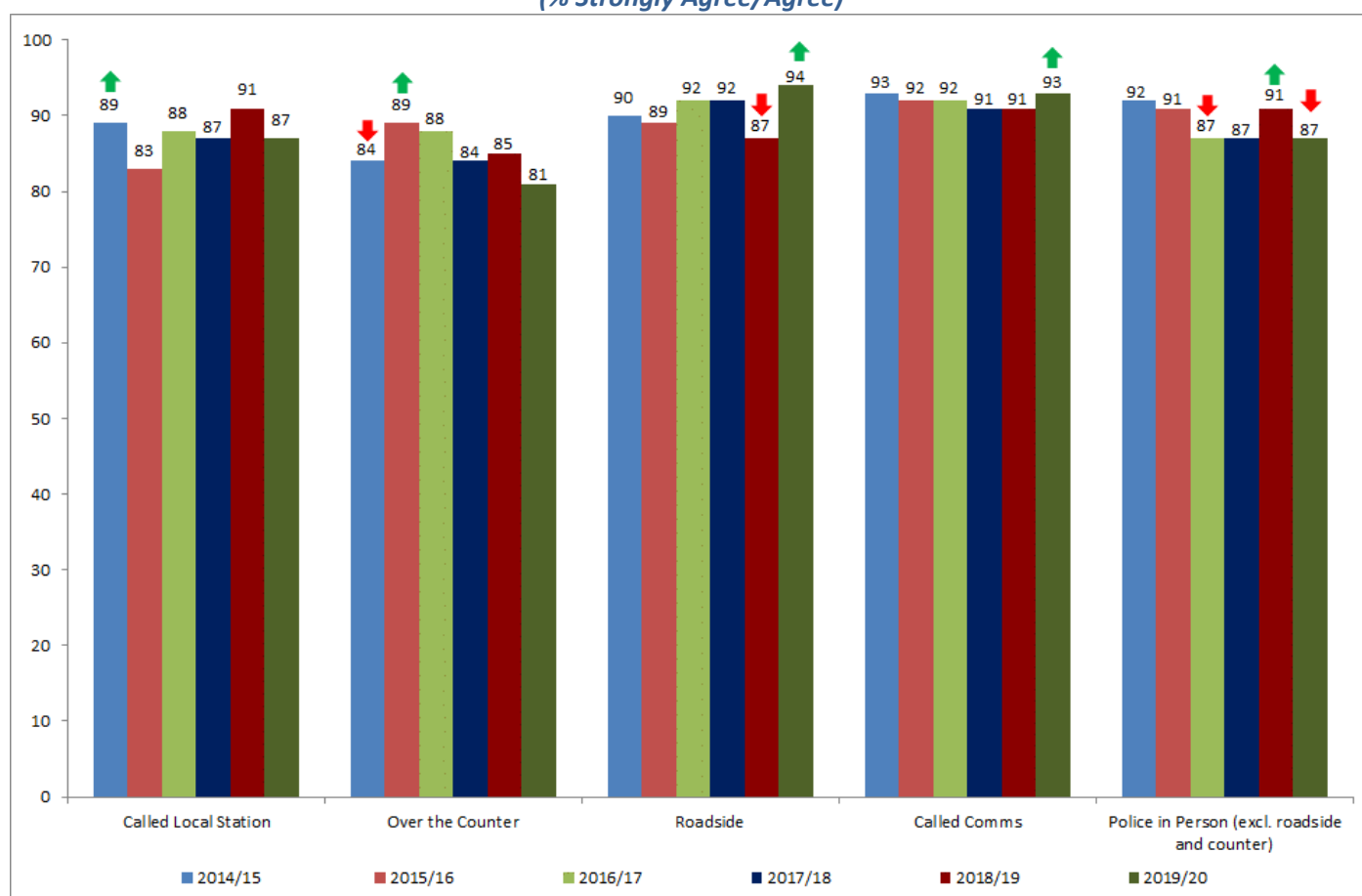
3. Comparison with 2018/19

When compared with 2018/19, those who had contact at the roadside or by calling Comms were significantly more likely to *strongly agree/agree* that staff they dealt with were competent (up from 87% to 94% for those who had contact at the roadside; up from 91% to 93% for those who had called Comms). Those who called Comms were also significantly more likely to *strongly agree* (up from 50% to 54%).

Those who had face-to-face contact somewhere other than a station or at the roadside were significantly less likely to *strongly agree/agree* that staff were competent (down from 91% to 87% in 2019/20).

Overall, the share *disagreeing/strongly disagreeing* have remained fairly stable since 2018/19 by point of contact, however there has been a significant decrease for those who called Comms (down from 7% to 4%) and a significant increase in the share who *strongly disagree* among those who had contact over the counter at a local station (up from 1% to 4%).

**Figure 57: 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 38: Staff Competence – By Point of Contact over Time (Part 1) (%)

	Called Local Station						Over the Counter						Roadside					
	14/15	15/ 16	16/17	17/18	18/19	19/20	14/15	15/ 16	16/17	17/18	18/19	19/20	14/15	15/ 16	16/17	17/18	18/19	19/20
Strongly Agree	46	35	49	45	47	51	50	51	48	46	47	45	42	54	51	52	54	57
Agree	43	48	39	42	44	36	34	37	40	38	39	36	48	35	41	40	33	37
Strongly Agree/Agree	89	83	88	87	91	87	84	89	88	84	85	81	90	89	92	92	87	94
Neither/nor	4	10	6	5	4	6	6	5	7	7	5	8	4	4	4	4	4	2
Disagree	3	6	2	5	3	4	6	3	3	4	7	6	4	5	2	2	3	1
Strongly Disagree	2	1	2	2	2	2	3	2	1	4	1	4	1	1	1	2	4	2
Disagree/Strongly Disagree	5	7	4	6	5	6	9	5	4	8	8	10	5	7	3	3	7	3
Don't know	2	1	2	1	1	2	1	2	1	1	1	1	1	1	1	1	2	1
Base	231	194	417	577	622	321	409	386	414	427	425	391	668	630	588	484	436	517

Table 38: Staff Competence – By Point of Contact over Time (Part 2) (%)

	Called Comms						Police in Person (excl. roadside and counter)					
	14/15	15/ 16	16/17	17/18	18/19	19/20	14/15	15/ 16	16/17	17/18	18/19	19/20
Strongly Agree	59	61	53	52	50	54	55	55	51	53	57	55
Agree	34	31	39	39	41	39	37	36	36	34	35	32
Strongly Agree/Agree	93	92	92	91	91	93	92	91	87	87	91	87
Neither/nor	3	4	3	5	5	4	3	4	6	8	4	6
Disagree	2	3	2	2	3	3	2	2	4	2	3	2
Strongly Disagree	1	1	1	1	1	1	2	2	2	2	1	2
Disagree/Strongly Disagree	3	4	3	4	3	3	4	5	5	4	4	4
Don't know	1	1	1	1	1	1	1	1	2	1	1	3
Base	1149	1104	2071	2402	2223	4262	779	681	796	854	887	926

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 2018/19

In 2019/20, just over four in five respondents (82%) reported that they *strongly agreed* or *agreed* that staff did what they said they would do, which remains unchanged from 2018/19.

Seven percent of respondents *disagreed/strongly disagreed* in 2019/20 that staff followed through, a slight increase of one percentage point from 2018/19, owing to a significant increase in those who *strongly disagreed* (from 2% to 3%).

Table 39: Staff Follow Through – Comparison over Time (%)

	2014/15	2015/16	2016/17	2017/18	2018/19	2019/20
Strongly Agree	46	47	46	44	48	49
Agree	38	36	35	35	34	33
Strongly Agree/Agree*	84	83	81	80	82	82
Neither/Nor	6	4	7	7	6	5
Disagree	3	4	3	4	4	4
Strongly Disagree	2	2	2	2	2	3
Disagree/Strongly Disagree	5	5	5	6	6	7
Don't know	5	7	7	7	6	7
Base	3140	2925	4402	4737	4564	6337

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

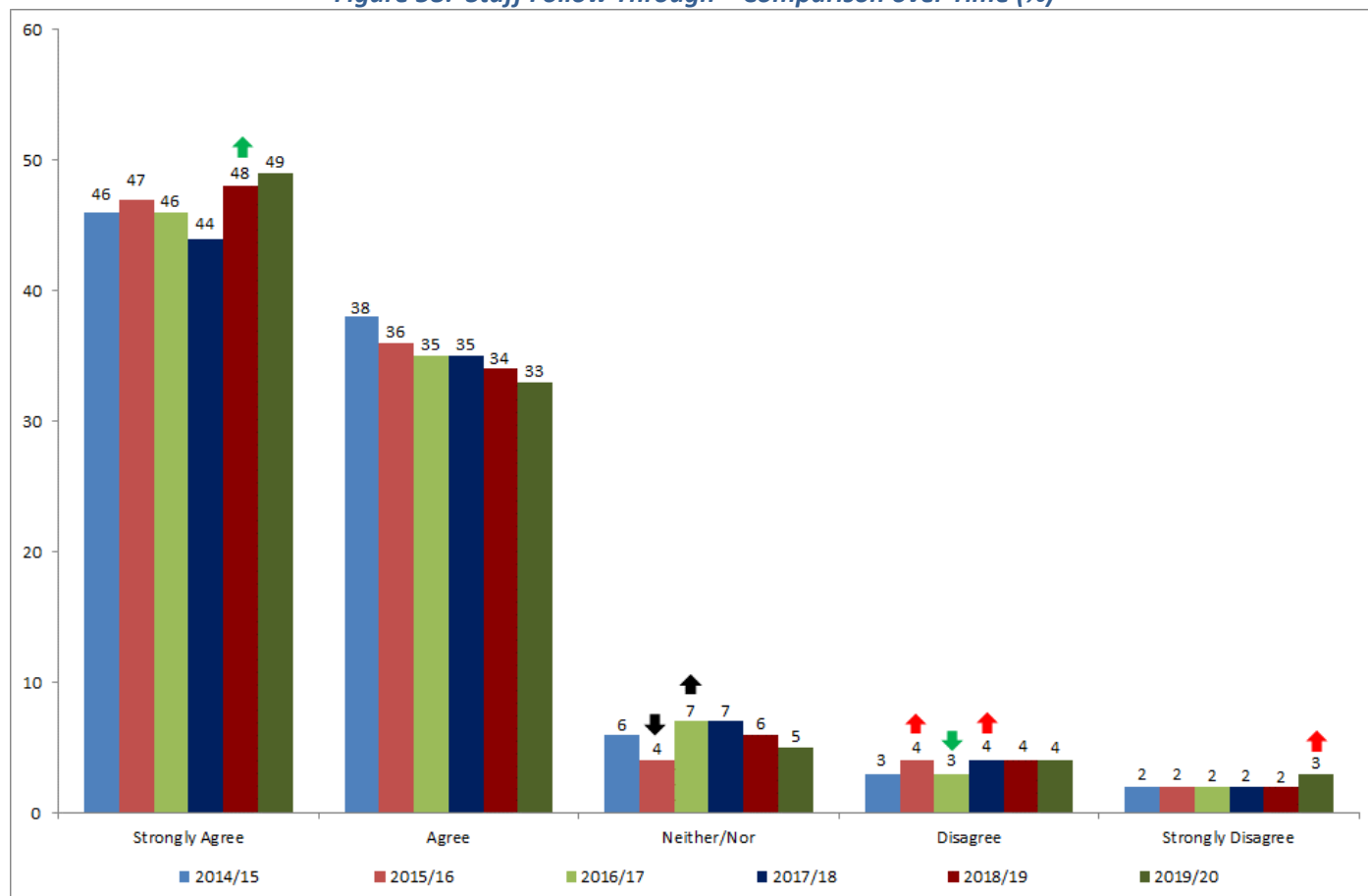
A bold neutral or don't know response indicates a statistically significant change from the previous survey wave.

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



Base: All respondents excluding those giving a 'not applicable' response. 2014/15 n=3140, 2015/16 n=2925, 2016/17 n=4402, 2017/18 n=4737, 2018/19 n=4564, 2019/20 n=6337.

'Don't know' responses are not shown on this graph.

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

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

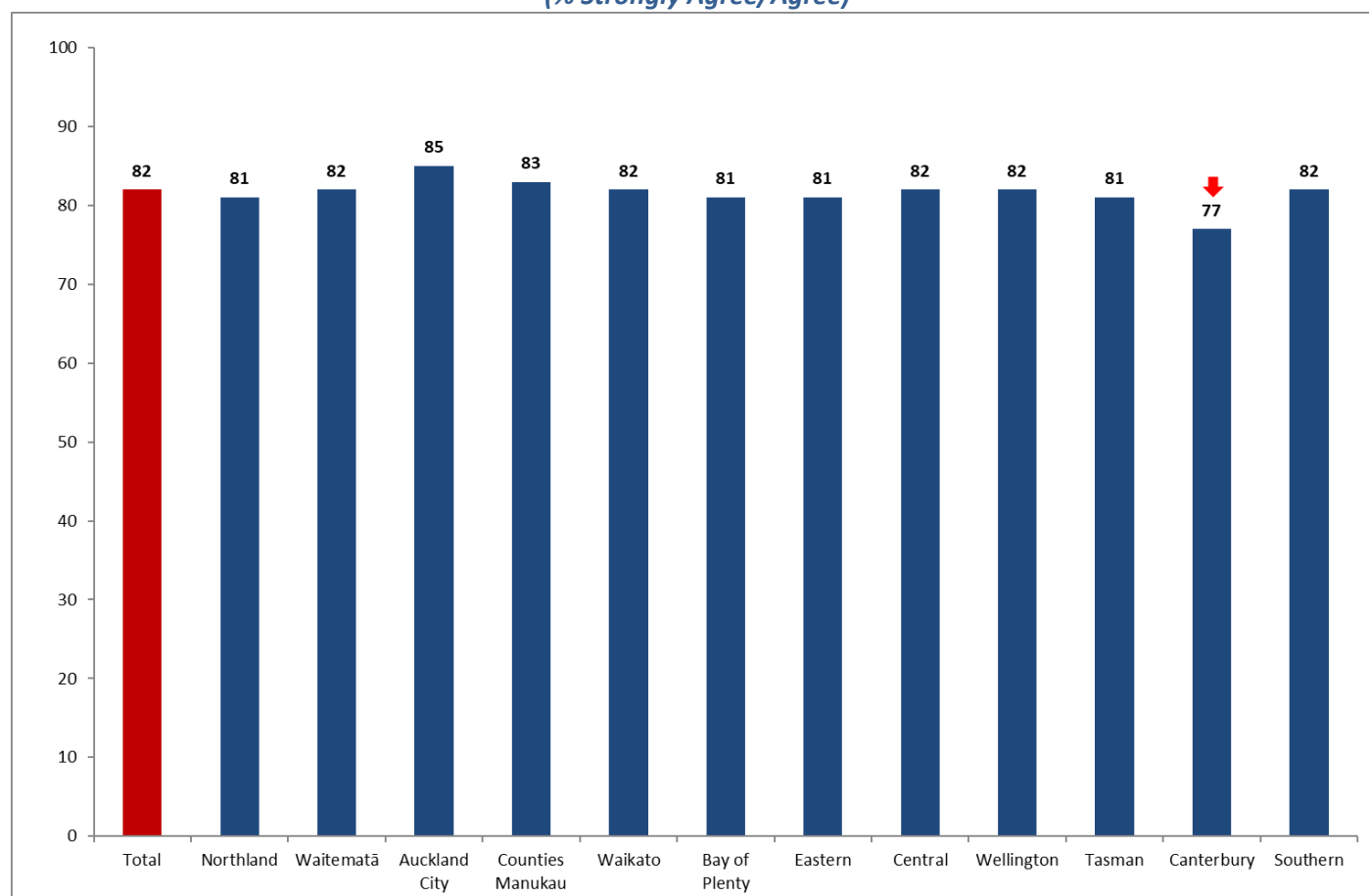
Black arrow indicates a significant change in neutral ratings from the previous survey wave.

4.4.2. Staff Follow Through - Comparison by District

1. 2019/20

In 2019/20, 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 Canterbury District were significantly less likely to *strongly agree/agree* with this statement (77%).

Figure 59: Staff Follow Through - By District in 2019/20
(% Strongly Agree/Agree)



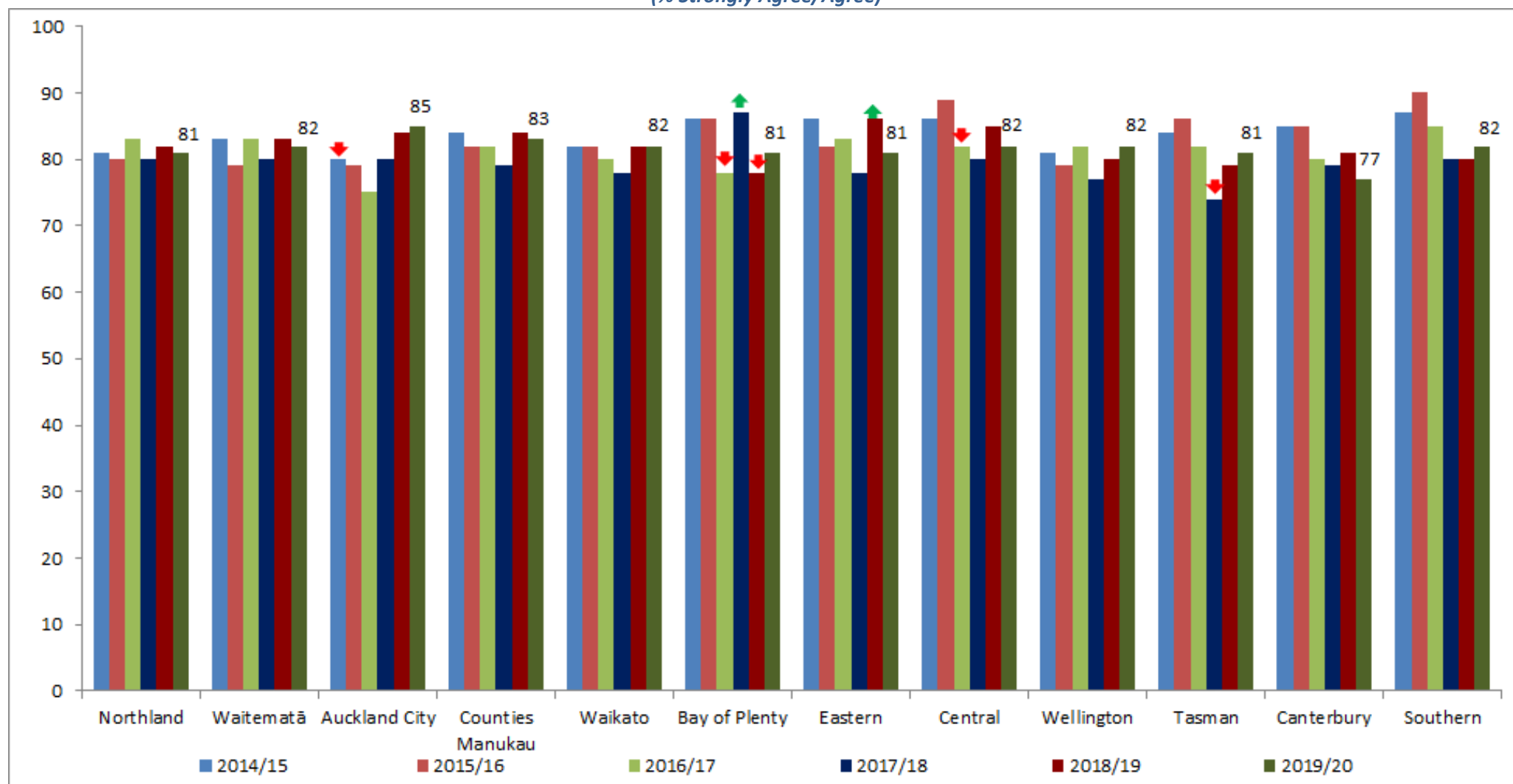
Base: All respondents, excluding 'not applicable' responses. Total 2019/20 n=6337; Northland n=428; Waitematā n=617; Auckland City n=578; Counties n=584; Waikato n=574; Bay of Plenty n=538; Eastern n=477; Central n=524; Wellington n=624; Tasman n=357; Canterbury n=604; Southern n=432.

2. Comparison with 2018/19

When compared with the 2018/19 surveying period, there were no significant changes by district in the share who *strongly agree/agree* that staff did what they said they would do, with only a significant increase in the Bay of Plenty District for those who *agree* with the statement (from 30% to 37%).

There were, however, changes in the share who *disagree/strongly disagree* with this statement, including significant increases in Southern (12%, up from 7%), Northland (10%, up from 5%), and Auckland (6%, up from 3%) districts. In contrast, there was a significant decrease in those who *disagree/strongly disagree* in the Tasman District (down from 8% down to 4%).

Figure 60: 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 40: Staff Follow Through – By District over Time (Part 1) (%)

	Northland						Waitematā						Auckland City					
	14/15	15/ 16	16/17	17/18	18/19	19/20	14/15	15/ 16	16/17	17/18	18/19	19/20	14/15	15/ 16	16/17	17/18	18/19	19/20
Strongly Agree	48	43	51	44	49	47	47	48	45	49	51	52	41	38	41	42	47	53
Agree	33	37	32	36	33	34	36	30	38	32	33	30	39	41	34	38	37	32
Strongly Agree/Agree	81	80	83	80	82	81	83	79	83	80	83	82	80	79	75	80	84	85
Neither/nor	5	6	4	6	6	4	7	5	7	6	6	5	5	6	11	8	8	6
Disagree	4	3	3	3	4	8	4	6	1	4	3	3	5	3	6	3	3	2
Strongly Disagree	5	4	2	4	1	3	1	0	0	1	3	4	4	0	1	2	1	4
Disagree/Strongly Disagree	9	7	5	7	5	10	5	6	2	5	6	7	9	3	8	4	3	6
Don't know	5	8	8	6	6	4	5	10	8	9	5	7	6	12	6	8	5	4
Base	214	199	289	292	327	428	271	243	355	395	420	617	260	221	364	436	392	578

Table 40: Staff Follow Through – By District over Time (Part 2) (%)

	Counties Manukau						Waikato						Bay of Plenty					
	14/15	15/ 16	16/17	17/18	18/19	19/20	14/15	15/ 16	16/17	17/18	18/19	19/20	14/15	15/ 16	16/17	17/18	18/19	19/20
Strongly Agree	44	48	52	39	49	46	45	51	45	43	48	49	48	48	40	54	47	44
Agree	40	34	30	40	35	37	37	32	35	35	34	33	38	38	37	34	30	37
Strongly Agree/Agree	84	82	82	79	84	83	82	82	80	78	82	82	86	86	78	87	78	81
Neither/nor	4	3	7	6	6	5	8	4	6	5	6	6	5	3	6	3	7	6
Disagree	3	4	2	4	4	3	1	4	5	5	3	3	2	3	4	3	5	4
Strongly Disagree	3	2	1	3	2	2	1	3	2	6	4	5	1	2	2	1	3	1
Disagree/Strongly Disagree	6	5	3	7	6	5	2	8	7	11	6	8	3	5	6	4	8	5
Don't know	6	9	9	8	4	7	8	6	7	6	5	5	6	6	10	6	8	8
Base	243	243	364	415	418	584	331	289	418	483	435	574	258	257	375	438	403	538

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

	Eastern						Central						Wellington					
	14/15	15/ 16	16/17	17/18	18/19	19/20	14/15	15/ 16	16/17	17/18	18/19	19/20	14/15	15/ 16	16/17	17/18	18/19	19/20
Strongly Agree	48	47	51	40	52	48	45	48	49	48	48	45	43	53	48	50	51	55
Agree	38	35	33	38	35	33	41	41	33	32	37	37	38	26	34	27	30	27
Strongly Agree/Agree	86	82	83	78	86	81	86	89	82	80	85	82	81	79	82	77	80	82
Neither/nor	3	6	6	7	4	6	5	2	7	8	7	4	7	6	7	9	6	7
Disagree	4	5	3	5	2	2	1	2	3	3	2	1	3	5	2	4	3	4
Strongly Disagree	4	0	1	3	1	3	2	1	0	1	1	4	4	3	4	1	3	1
Disagree/Strongly Disagree	8	5	4	8	4	5	3	3	4	3	3	5	7	7	5	5	6	5
Don't know	3	8	7	7	6	9	6	5	8	9	5	9	5	7	6	9	7	6
Base	235	283	384	381	348	477	297	286	431	432	401	524	288	242	411	403	383	624

Table 40: Staff Follow Through – By District over Time (Part 4) (%)

	Tasman						Canterbury						Southern					
	14/15	15/ 16	16/17	17/18	18/19	19/20	14/15	15/ 16	16/17	17/18	18/19	19/20	14/15	15/ 16	16/17	17/18	18/19	19/20
Strongly Agree	43	53	53	39	47	50	48	46	41	37	45	45	53	47	48	43	42	49
Agree	41	33	29	35	31	32	37	40	39	41	35	33	34	43	37	37	38	33
Strongly Agree/Agree	84	86	82	74	79	81	85	85	80	79	81	77	87	90	85	80	80	82
Neither/nor	7	3	4	8	8	4	8	4	5	9	5	8	4	2	6	6	3	2
Disagree	4	4	7	3	5	3	3	4	3	5	8	2	3	2	3	6	5	9
Strongly Disagree	3	4	2	5	3	1	1	2	2	2	1	4	3	1	1	1	2	4
Disagree/Strongly Disagree	7	7	8	9	8	4	4	7	6	7	9	6	6	4	4	6	7	12
Don't know	2	4	6	9	5	11	3	5	9	5	5	8	3	5	6	7	10	4
Base	205	199	260	277	306	357	324	241	406	427	385	604	214	231	345	358	346	432

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.

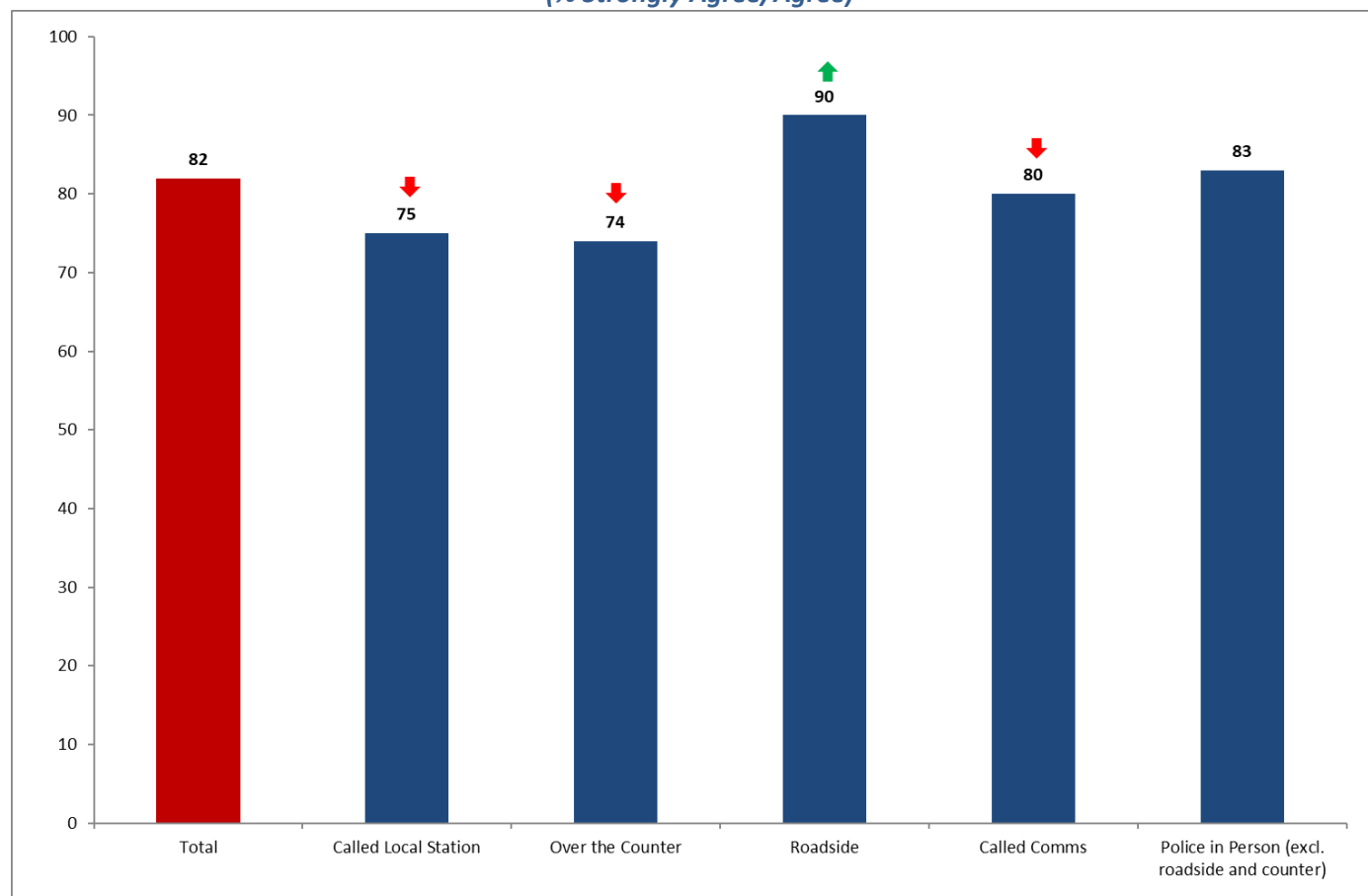
Note: Due to rounding some totals may not correspond with the sum of the separate figures and individual results may not total 100%

4.4.3. Staff Follow Through – Comparison by Point of Contact

1. 2019/20

In 2019/20, the proportions agreeing with the statement ‘staff did what they said they would do’ varied by point of contact. Respondents who had contact at the roadside were significantly more likely to say that they *strongly agree/agree* (90%), while those who had contact by calling Comms (80%), calling a local station (75%) or in person at a local station (74%) were all significantly less likely to *strongly agree/agree*.

Figure 61: Staff Follow Through - By Point of Contact in 2019/20
(% Strongly Agree/Agree)



Base: All respondents, excluding ‘not applicable’ responses. Total 2019/20 n=6337; Called local station n=320; Over the counter n=384; Roadside n=505; Called the Communications Centre n=4208; Police in Person (excl. roadside and counter) n=914.

Green arrow indicates a significantly higher result than the total.

Red arrow indicates a significantly lower result than the total.

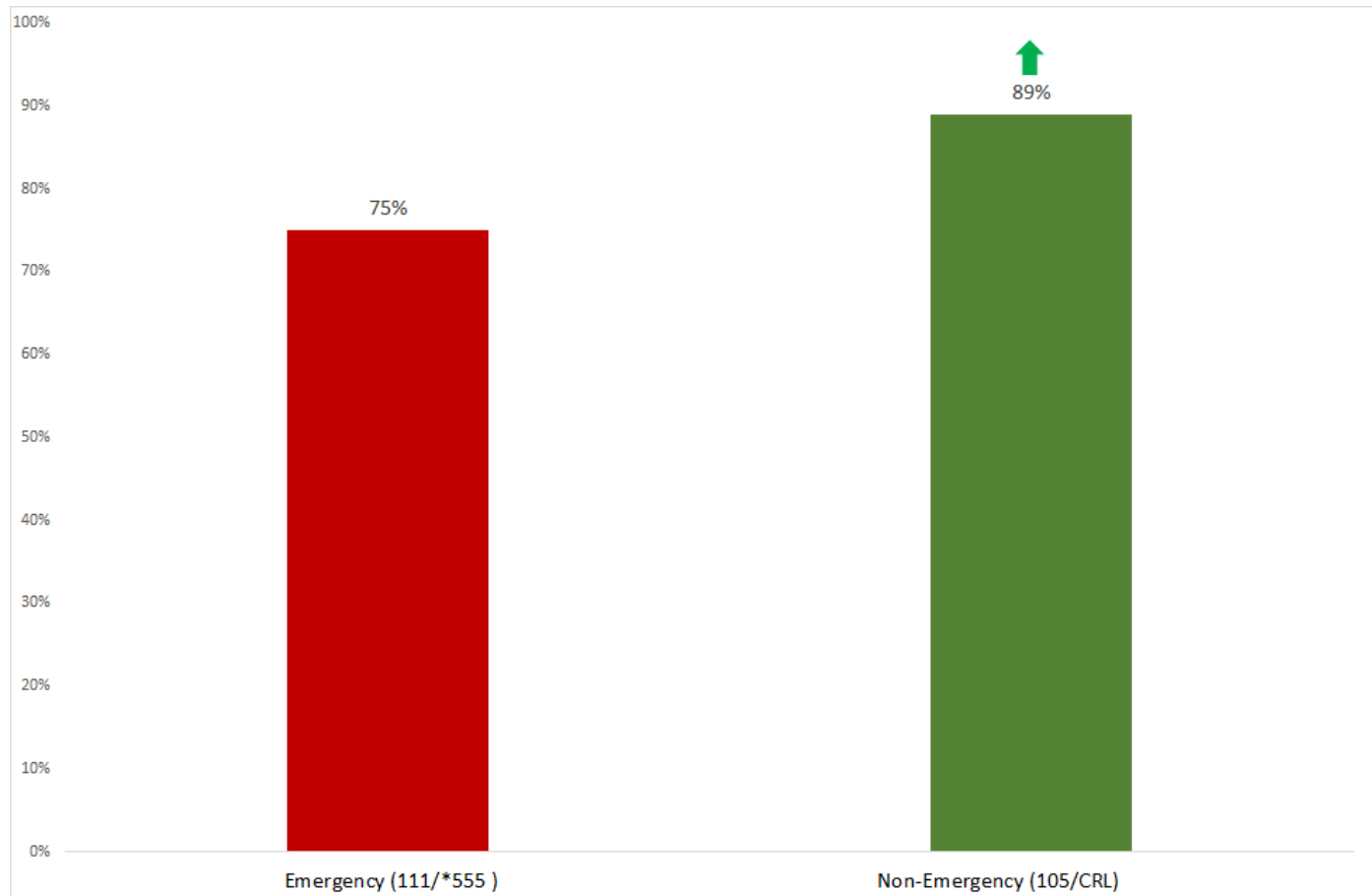
2. 2019/20 Communications Centres Results by Emergency/Non-Emergency Line

*Note: These results are from the individual Communications Centres Surveys - the emergency (111/*555) and non-emergency (105/CRL) line surveys – where people who have called in the previous seven days are surveyed from lists provided by Police. Results may differ from those reported for the Comms channel in the point of contact sections throughout this report, as those results are from the Communications Centres sample based surveys combined also with results from those who mentioned they called a Communications Centre number in the General, Māori Booster, Service Experience and Electoral Roll surveys. The 105 number was introduced on 10 May 2019, prior to this Crime Reporting Line data was combined with the emergency line data, consequently the new structure is not comparable to previous results and time series data has not been presented.*

Respondents who had called the non-emergency line were significantly more likely to agree to some extent (89% *strongly agreeing/agreeing*) and to *strongly agree* (52%) that staff did what they said they would do, than callers to the emergency line (75% and 39% respectively).

However, it should be noted that those calling the emergency line were significantly more likely to give a neutral rating (9% saying *neither/nor*, compared with 4% of non-emergency line callers) or to say that they *don't know* if staff followed through on their call (12%, compared with 4% of emergency line callers). This is likely to be due, at least in part, to the types of calls made to each line.

Figure 62: Staff Follow Through - By Communications Centres Line in 2019/20
(% Strongly Agree/Agree)



Base: All respondents surveyed as part of the Communications Centres Surveys – based on weekly samples of those calling the emergency (n=1212) and non-emergency (n=1455) lines. Green arrow indicates a significantly higher result.

Table 41: Staff Follow Through By Communications Centres Line (%)

	Emergency Line (111/*555)	Non-Emergency Line (105/CRL)
Strongly Agree	39	52
Agree	36	37
Strongly Agree/ Agree	75	89
Neither/nor	9	4
Disagree	3	3
Strongly Disagree	2	1
Disagree/Strongly Disagree	5	3
Don't know	12	4
Base	1212	1455

Base: All respondents surveyed as part of the Communications Centres Surveys – based on weekly samples of those calling the emergency (111/*555) and non-emergency (105/CRL) lines.

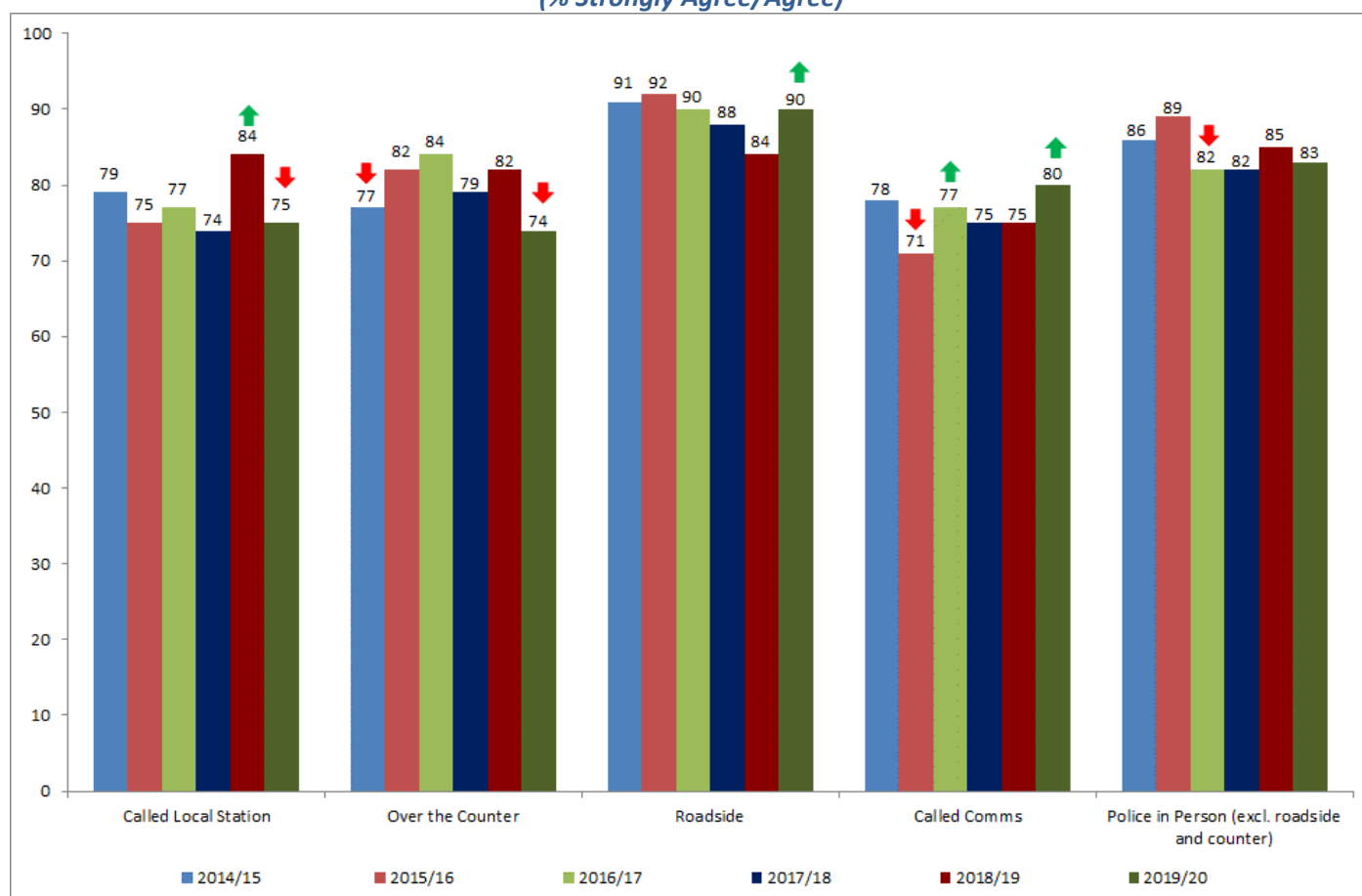
Orange text indicates a significant difference (higher/lower result) by line.

3. Comparison with 2018/19

When compared with the 2018/19 round of surveying, the share who *strongly agree/agree* has increased significantly for respondents who had contact with Police at the roadside (up from 84% to 90%) or by calling Comms (up from 75% to 80%). Those who called Comms were also significantly more likely to say they *strongly agree* (up from 43% in 2018/19 to 46% in 2019/20).

Those who had contact with a local station, either by phone or over the counter were significantly less likely in 2019/20 to say they *strongly agree/agree* that staff followed through (down from 84% to 75% over the phone; down from 82% to 74% over the counter). When compared with 2018/19 significantly more of those who called the local station said they *strongly disagree* (up from 3% to 6% in 2019/20) and those who had contact face-to-face at a local station were also significantly more likely to *disagree/strongly disagree* overall (up from 6% to 15%, with a significant increase in those who *strongly disagree* from 3% to 6% and a significant increase in those who *disagree* from 2% to 8%).

**Figure 63: 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 42: Staff Follow Through – By Point of Contact over Time (Part 1) (%)

	Called Local Station						Over the Counter						Roadside					
	14/15	15/ 16	16/17	17/18	18/19	19/20	14/15	15/ 16	16/17	17/18	18/19	19/20	14/15	15/ 16	16/17	17/18	18/19	19/20
Strongly Agree	44	38	45	43	46	48	46	48	46	42	47	44	42	50	51	46	50	55
Agree	35	37	32	31	38	28	31	34	38	37	36	30	49	42	39	42	34	35
Strongly Agree/Agree	79	75	77	74	84	75	77	82	84	79	82	74	91	92	90	88	84	90
Neither/nor	5	5	8	9	6	8	8	4	7	8	6	4	4	3	4	4	4	3
Disagree	8	10	5	7	4	4	4	6	4	3	2	8	3	2	1	1	2	1
Strongly Disagree	3	1	3	3	3	6	7	3	1	5	3	6	0	1	1	1	3	2
Disagree/Strongly Disagree	11	11	9	10	7	10	11	9	5	8	6	15	3	3	2	2	5	3
Don't know	5	9	7	7	2	7	4	5	4	4	6	8	2	3	4	6	7	4
Base	225	191	409	572	617	320	400	374	407	422	422	384	645	611	577	475	424	505

Table 42: Staff Follow Through – By Point of Contact over Time (Part 2) (%)

	Called Comms						Police in Person (excl. roadside and counter)					
	14/15	15/ 16	16/17	17/18	18/19	19/20	14/15	15/ 16	16/17	17/18	18/19	19/20
Strongly Agree	48	45	45	43	43	46	49	50	48	48	53	49
Agree	30	27	32	33	32	34	37	39	34	34	32	34
Strongly Agree/Agree	78	71	77	75	75	80	86	89	82	82	85	83
Neither/nor	6	5	7	7	8	7	7	4	8	7	5	5
Disagree	2	4	3	4	5	4	2	2	4	2	4	3
Strongly Disagree	2	2	2	2	1	2	2	2	2	2	1	2
Disagree/Strongly Disagree	4	6	4	6	7	6	4	5	6	4	5	5
Don't know	12	18	12	12	11	8	3	2	5	7	5	6
Base	1122	1078	2019	2370	2179	4208	754	660	780	841	869	914

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 2018/19

In 2019/20, just under three quarters of respondents (74%) *strongly agreed* or *agreed* that their individual circumstances were taken into account, a significant decrease when compared to 2018/19 (77%). This was owing in part to a significant decrease in those who *agree* from 37% to 34% in 2019/20.

Only 9% of respondents *disagreed* or *strongly disagreed* with the statement, including 4% who *strongly disagreed* which is up significantly from 2% in 2018/19.

Table 43: Individual Circumstances Were Taken into Account – Comparison over Time (%)

	2014/15	2015/16	2016/17	2017/18	2018/19	2019/20
Strongly Agree	41	41	37	38	41	40
Agree	38	37	37	36	37	34
Strongly Agree/Agree	79	78	75	74	77	74
Neither/Nor	10	9	12	11	9	10
Disagree	6	7	5	6	6	6
Strongly Disagree	3	3	2	3	2	4
Disagree/Strongly Disagree	9	11	7	9	8	9
Don't know	2	3	6	6	6	7
Base	3086	2839	4269	4690	4504	6246

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

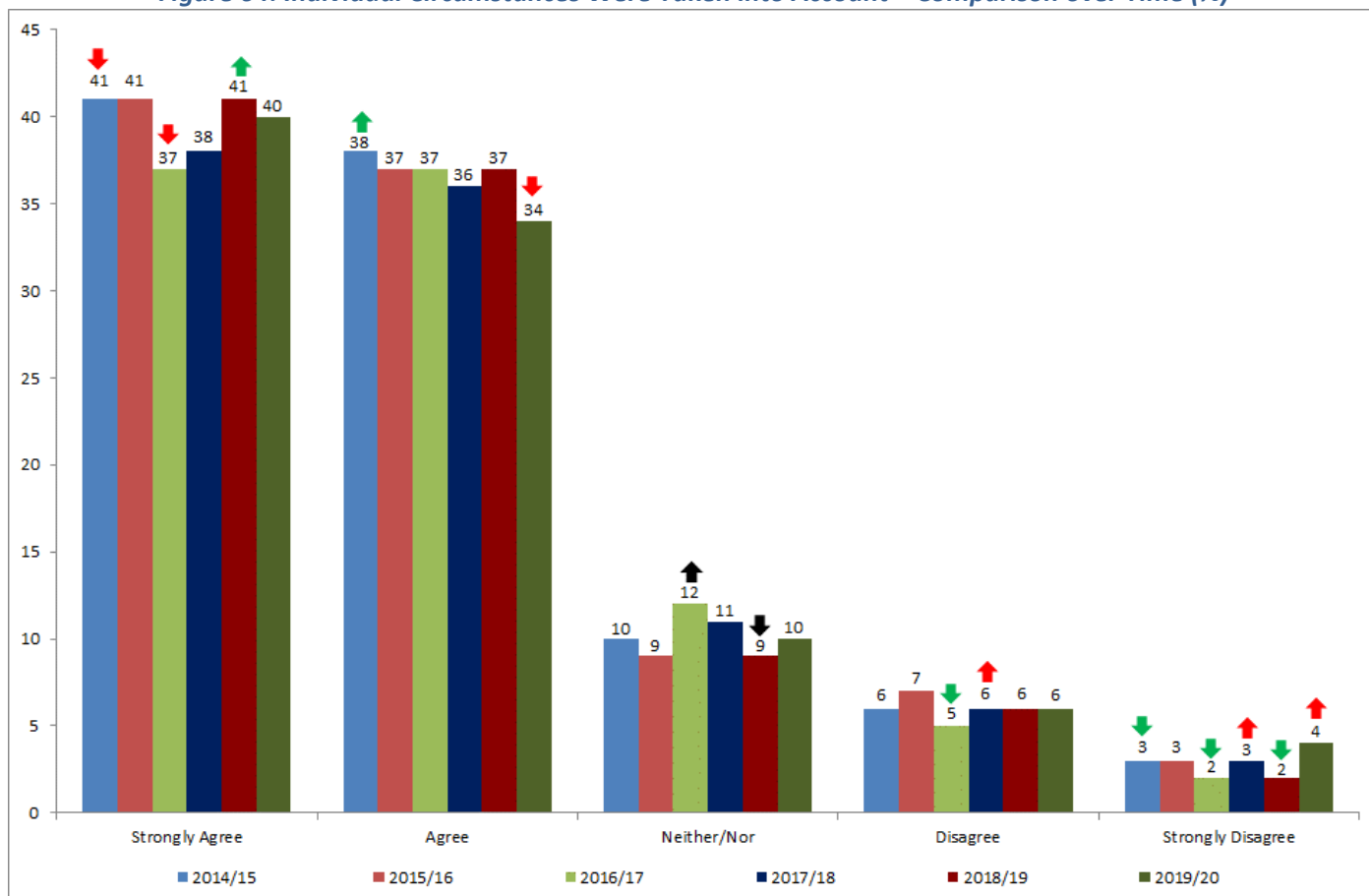
A bold neutral or don't know response indicates a statistically significant change from the previous survey wave.

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



Base: All respondents excluding those giving a 'not applicable' response. 2014/15 n=3086, 2015/16 n=2839, 2016/17 n=4269, 2017/18 n=4690, 2018/19 n=4504, 2019/20 n=6246.

'Don't know' responses are not shown on this graph.

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.

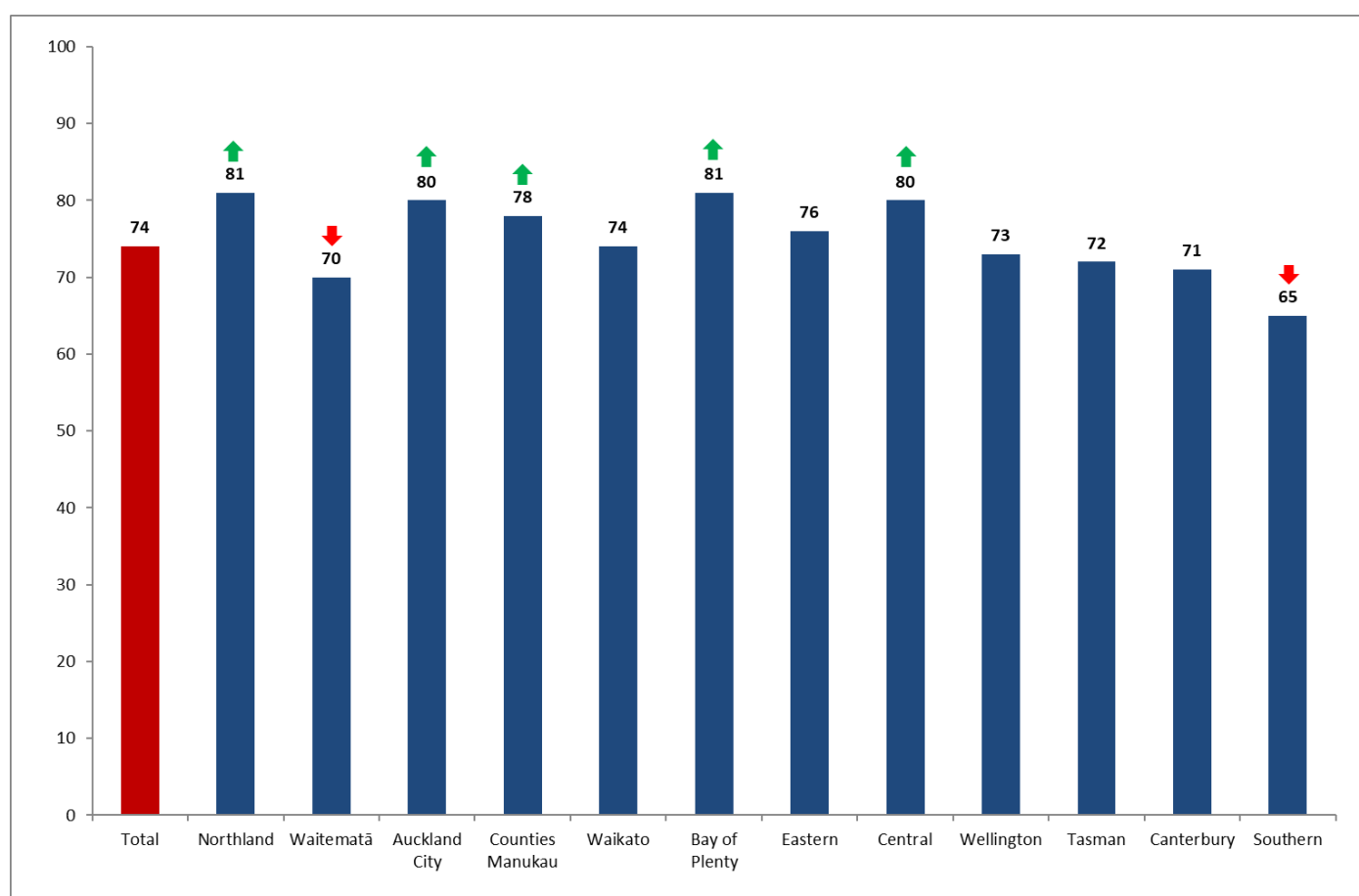
4.5.2. Individual Circumstances Were Taken into Account - Comparison by District

1. 2019/20

Just under three quarters of all respondents (74%) agreed to some extent that their individual circumstances were taken into account, with respondents living in the Northland (81%), Bay of Plenty (81%), Auckland City (80%), Central (80%) and Counties Manukau (78%) districts statistically significantly more likely to *strongly agree* or *agree* with this statement.

Those living in Southern (65%) and Waitematā (70%) districts were significantly less likely to *strongly agree/agree*.

Figure 65: Individual Circumstances Were Taken into Account - By District in 2019/20
(% Strongly Agree/Agree)



Base: All respondents, excluding 'not applicable' responses. Total 2019/20 n=6246; Northland n=424; Waitematā n=604; Auckland City n=569; Counties n=585; Waikato n=557; Bay of Plenty n=531; Eastern n=462; Central n=522; Wellington n=617; Tasman n=349; Canterbury n=597; Southern n=429.

Green arrow indicates a significantly higher result than the total.

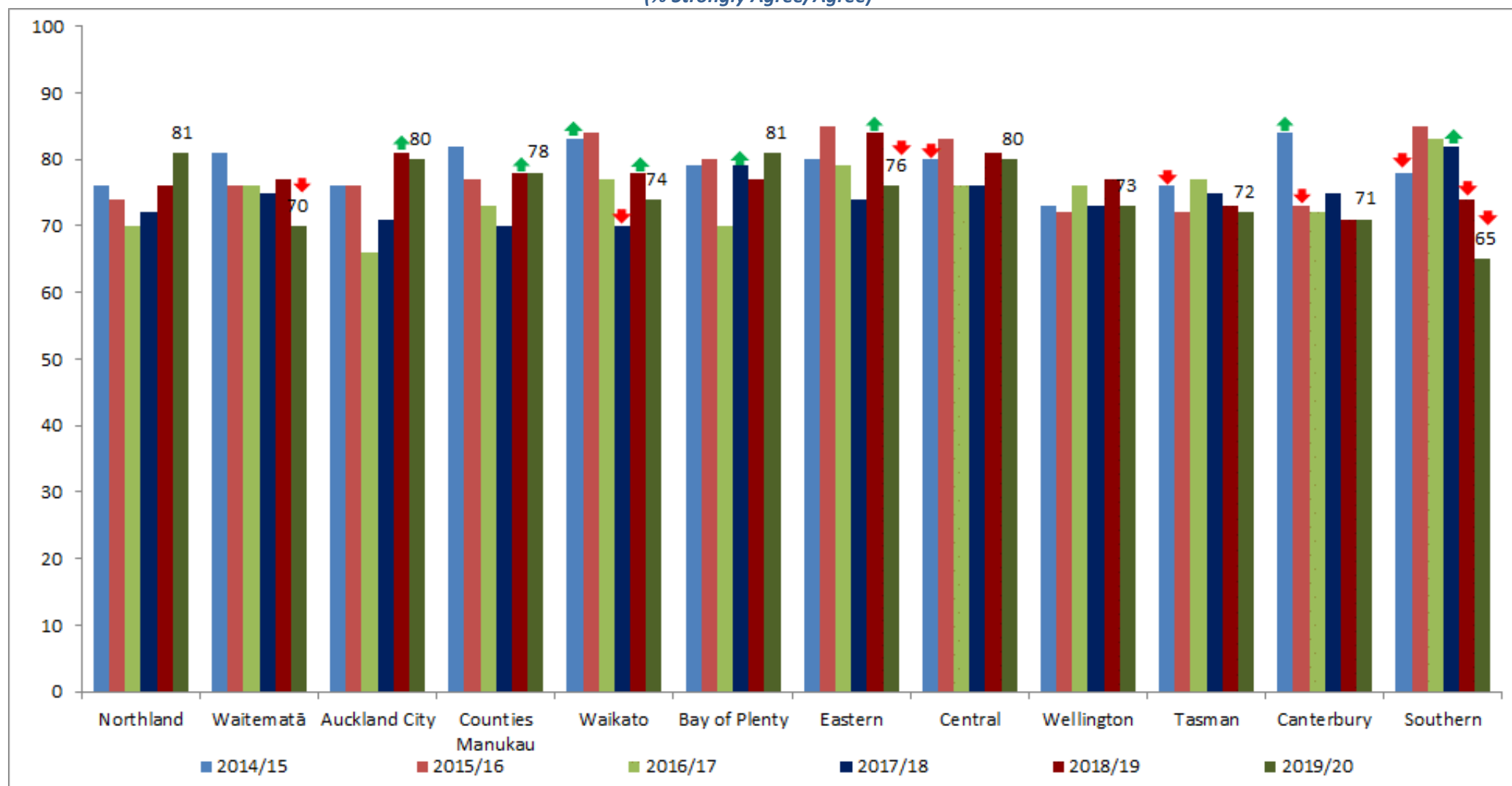
Red arrow indicates a significantly lower result than the total.

2. Comparison with 2018/19

There were no significant increases in those who *strongly agree/agree* with this statement in 2019/20. However, there have been significant decreases in those who *strongly agree/agree* that their individual circumstances were taken into account in Southern (down from 74% to 65%; also *agree* down from 37% to 25%), Waitematā (down from 77% to 70%; also *agree* down from 36% to 29%), and Eastern (down from 84% to 76%) districts. In Wellington, there was a significant decrease in those who *strongly agree* (down from 43% to 33%).

Compared with 2018/19, there have been significant increases in those who *disagree/strongly disagree* that their individual circumstances were taken into account in Central District (up from 4% to 9%; also *strongly disagree* up from 1% to 4%). *Strongly disagree* ratings also increased in Canterbury (1% to 8%), Auckland City (from 1% to 5%), and Waikato (from 2% to 5%) districts. *Disagree* ratings have increased in Southern (from 8% to 14%) and Waitematā (from 3% to 6%) districts. Conversely, the share who *strongly disagree* in the Southern District decreased significantly from 4% to 1%.

Figure 66: 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 44: Individual Circumstances Were Taken into Account – By District over Time (Part 1) (%)

	Northland						Waitematā						Auckland City					
	14/15	15/ 16	16/17	17/18	18/19	19/20	14/15	15/ 16	16/17	17/18	18/19	19/20	14/15	15/ 16	16/17	17/18	18/19	19/20
Strongly Agree	39	42	37	41	42	40	40	41	38	43	41	41	40	34	36	34	45	48
Agree	37	32	34	31	34	40	41	35	38	32	36	29	36	42	30	37	36	32
Strongly Agree/Agree	76	74	70	72	76	81	81	76	76	75	77	70	76	76	66	71	81	80
Neither/nor	10	9	11	12	8	6	9	9	9	10	10	12	14	11	19	18	11	10
Disagree	7	9	5	4	4	7	5	9	6	6	3	6	6	7	7	5	5	3
Strongly Disagree	5	4	2	3	2	3	2	3	2	2	4	5	2	3	4	2	1	5
Disagree/Strongly Disagree	12	12	7	7	6	10	7	12	8	8	7	10	8	9	10	7	5	7
Don't know	2	5	11	9	10	3	3	4	6	6	7	8	2	4	5	5	3	2
Base	212	191	290	286	321	424	268	220	351	392	417	604	244	216	351	428	376	569

Table 44: Individual Circumstances Were Taken into Account – By District over Time (Part 2) (%)

	Counties Manukau						Waikato						Bay of Plenty					
	14/15	15/ 16	16/17	17/18	18/19	19/20	14/15	15/ 16	16/17	17/18	18/19	19/20	14/15	15/ 16	16/17	17/18	18/19	19/20
Strongly Agree	40	45	38	32	43	42	39	47	35	33	39	40	40	36	36	46	40	38
Agree	42	32	35	38	35	36	44	37	42	37	39	34	39	44	34	33	37	43
Strongly Agree/Agree	82	77	73	70	78	78	83	84	77	70	78	74	79	80	70	79	77	81
Neither/nor	7	6	11	11	10	7	7	7	12	11	7	11	9	9	15	8	8	6
Disagree	5	10	6	10	5	5	6	5	4	6	7	6	6	4	5	4	6	7
Strongly Disagree	5	6	1	3	2	3	2	3	1	7	2	5	2	5	2	2	3	2
Disagree/Strongly Disagree	10	15	7	14	7	8	8	8	5	14	8	10	8	8	7	7	10	8
Don't know	1	3	8	6	4	7	2	2	6	5	7	5	4	3	8	6	5	4
Base	242	242	351	411	418	585	323	290	400	482	436	557	255	252	365	436	392	531

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

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

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

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

Table 44: Individual Circumstances Were Taken into Account – By District over Time (Part 3) (%)

	Eastern						Central						Wellington					
	14/15	15/ 16	16/17	17/18	18/19	19/20	14/15	15/ 16	16/17	17/18	18/19	19/20	14/15	15/ 16	16/17	17/18	18/19	19/20
Strongly Agree	49	48	38	38	45	41	46	42	38	39	38	37	41	38	42	40	43	33
Agree	31	37	41	36	38	35	34	41	39	38	44	43	32	34	34	33	35	41
Strongly Agree/Agree	80	85	79	74	84	76	80	83	76	76	81	80	73	72	76	73	77	73
Neither/nor	5	5	13	11	7	10	10	10	9	10	7	7	16	13	13	11	7	8
Disagree	11	7	4	6	5	6	8	3	5	3	3	5	5	6	6	4	7	6
Strongly Disagree	3	1	1	4	1	2	1	3	2	1	1	4	6	6	2	2	2	2
Disagree/Strongly Disagree	14	7	5	10	6	7	9	5	7	5	4	9	11	12	8	6	10	7
Don't know	1	3	4	5	3	6	1	2	8	9	8	5	0	4	3	10	6	12
Base	231	270	370	377	346	462	290	274	419	426	394	522	285	226	396	394	373	617

Table 44: Individual Circumstances Were Taken into Account – By District over Time (Part 4) (%)

	Tasman						Canterbury						Southern					
	14/15	15/ 16	16/17	17/18	18/19	19/20	14/15	15/ 16	16/17	17/18	18/19	19/20	14/15	15/ 16	16/17	17/18	18/19	19/20
Strongly Agree	35	34	45	35	36	41	41	38	34	35	38	41	42	44	35	41	37	40
Agree	41	39	32	39	37	31	43	34	38	40	32	30	36	40	49	41	37	25
Strongly Agree/Agree	76	72	77	75	73	72	84	73	72	75	71	71	78	85	83	82	74	65
Neither/nor	12	8	9	8	9	6	8	11	12	14	13	12	8	6	6	8	6	11
Disagree	4	8	3	9	5	6	4	13	4	6	7	2	10	6	5	4	8	14
Strongly Disagree	6	8	2	2	3	2	2	1	3	3	1	8	3	3	2	3	4	1
Disagree/Strongly Disagree	10	16	4	11	9	8	5	14	8	8	9	10	13	9	6	8	12	15
Don't know	2	4	10	6	9	14	2	3	8	3	8	7	1	1	4	3	7	8
Base	202	197	246	270	305	349	321	238	395	426	384	597	213	223	335	362	342	429

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.

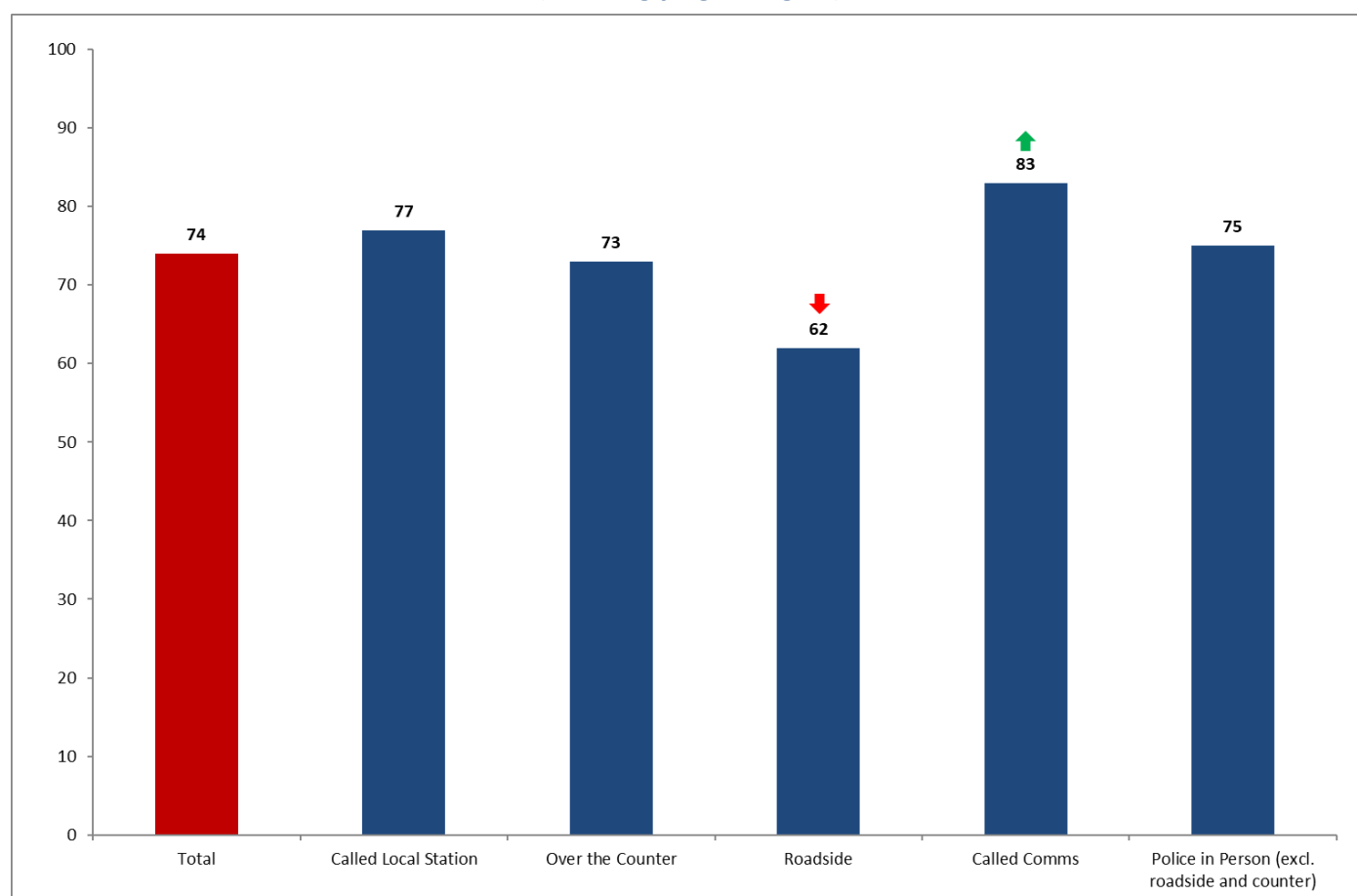
Note: Due to rounding some totals may not correspond with the sum of the separate figures and individual results may not total 100%.

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

1. 2019/20

In 2019/20, almost three quarters of respondents (74% *strongly agree/agree*) felt that their individual circumstances were taken into account. Compared with the total, those who had contact with Police by calling Comms were significantly more likely to *strongly agree/agree* (83%), while those who had contact at the roadside were significantly less likely to (62%).

Figure 67: Individual Circumstances Were Taken into Account - by Point of Contact in 2019/20
(% Strongly Agree/Agree)



Base: All respondents, excluding 'not applicable' responses. Total 2019/20 n=6246; Called local station n=315; Over the counter n=381; Roadside n=505; Called the Communications Centre n=4140; Police in Person (excl. roadside and counter) n=899.

Green arrow indicates a significantly higher result than the total.

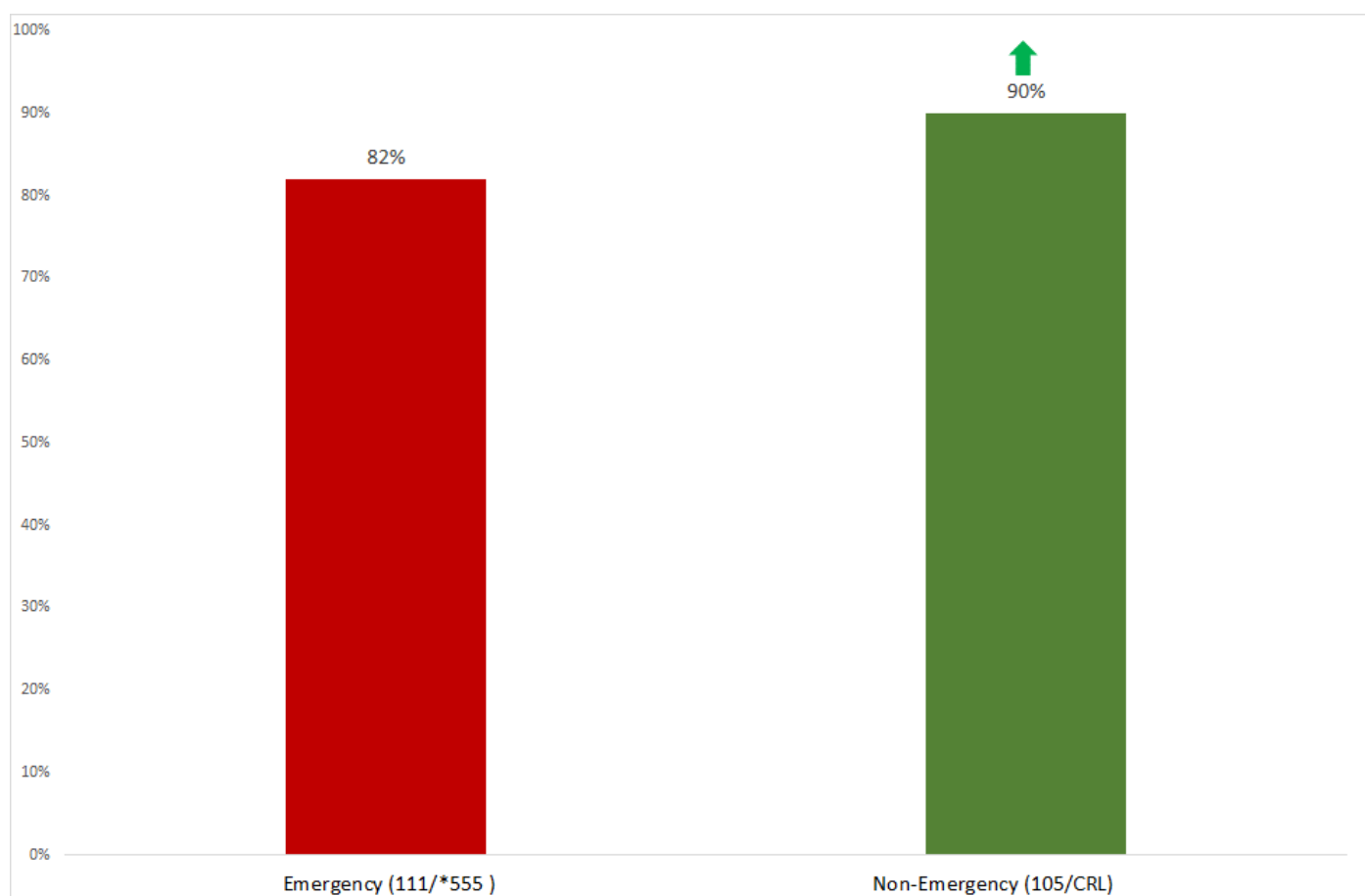
Red arrow indicates a significantly lower result than the total.

2. 2019/20 Communications Centres Results by Emergency/Non-Emergency Line

*Note: These results are from the individual Communications Centres Surveys - the emergency (111/*555) and non-emergency (105/CRL) line surveys – where people who have called in the previous seven days are surveyed from lists provided by Police. Results may differ from those reported for the Comms channel in the point of contact sections throughout this report, as those results are from the Communications Centres sample based surveys combined also with results from those who mentioned they called a Communications Centre number in the General, Māori Booster, Service Experience and Electoral Roll surveys. The 105 number was introduced on 10 May 2019, prior to this Crime Reporting Line data was combined with the emergency line data, consequently the new structure is not comparable to previous results and time series data has not been presented.*

Positive ratings for taking their individual circumstances into account were significantly higher among respondents calling the non-emergency line (90% agreeing to some extent) when compared with those calling the emergency line (82%). Those calling the non-emergency line were also significantly more likely to *strongly agree* (48%, compared with 39%).

Figure 68: Individual Circumstances Were Taken into Account - By Communications Centres Line in 2019/20
(% Strongly Agree/Agree)



Base: All respondents surveyed as part of the Communications Centres Surveys – based on weekly samples of those calling the emergency (n=1190) and non-emergency (n=1455) lines. Green arrow indicates a significantly higher result.

Table 45: Individual Circumstances Were Taken into Account By Communications Centres Line (%)

	Emergency Line (111/*555)	Non-Emergency Line (105/CRL)
Strongly Agree	39	48
Agree	44	42
Strongly Agree/ Agree	82	90
Neither/nor	9	5
Disagree	5	4
Strongly Disagree	1	1
Disagree/Strongly Disagree	6	4
Don't know	2	1
Base	1190	1455

Base: All respondents surveyed as part of the Communications Centres Surveys – based on weekly samples of those calling the emergency (111/*555) and non-emergency (105/CRL) lines.

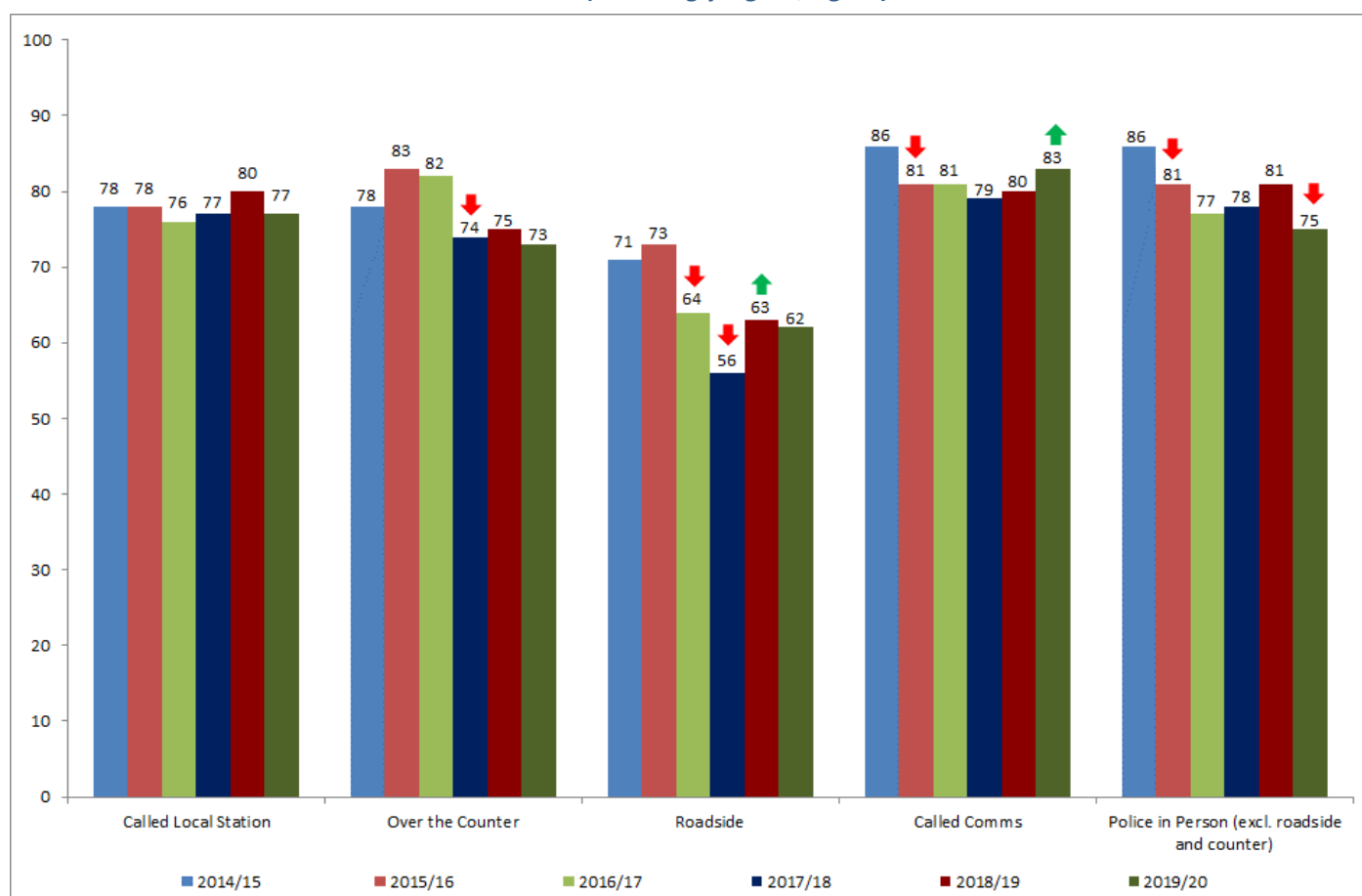
Orange text indicates a significant difference (higher/lower result) by line.

3. Comparison with 2018/19

Compared with the 2018/19 round of surveying, those who had contact with police by calling Comms were significantly more likely to say that they *strongly agree/agree* that their individual circumstances were taken into account (up from 80% to 83%).

In contrast, those who had contact with police in person (excluding at the roadside or a station) were significantly less likely in 2019/20 to say that they *strongly agree/agree* that their circumstances were taken into account (down from 81% to 75%, with a significant decrease in those who *strongly agree* from 49% to 43%). This group have also had a significant increase in those who *disagree/strongly disagree* from 6% to 10%, with a significant increase in those who *strongly disagree* from 2% to 6%. While those who had contact over the counter at a local station have not experienced a significant decrease in positive ratings, they have had a significant increase in 2019/20 in the share who *disagree/strongly disagree* (from 9% to 16%, including a significant increase in those who *disagree* from 5% to 11%).

Figure 69: 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 46: Individual Circumstances Were Taken into Account - By Point of Contact over Time (Part 1) (%)

	Called Local Station						Over the Counter						Roadside					
	14/15	15/ 16	16/17	17/18	18/19	19/20	14/15	15/ 16	16/17	17/18	18/19	19/20	14/15	15/ 16	16/17	17/18	18/19	19/20
Strongly Agree	34	34	41	39	37	40	47	46	37	37	38	37	29	38	32	29	36	35
Agree	44	45	34	39	42	36	31	37	44	37	37	36	42	35	32	27	26	27
Strongly Agree/Agree	78	78	76	77	80	77	78	83	82	74	75	73	71	73	64	56	63	62
Neither/nor	12	5	12	13	9	12	10	6	8	11	9	7	13	11	17	16	10	13
Disagree	6	12	7	5	6	6	7	7	6	7	5	11	10	9	4	10	8	5
Strongly Disagree	4	2	2	3	2	2	4	3	2	3	4	5	4	5	3	3	2	3
Disagree/Strongly Disagree	10	15	8	7	8	8	11	10	7	10	9	16	14	14	7	13	10	9
Don't know	0	2	4	3	3	4	1	1	3	5	8	4	2	3	11	15	17	16
Base	227	185	403	565	606	315	400	357	404	422	420	381	629	605	578	470	418	505

Table 46: Individual Circumstances Were Taken into Account - By Point of Contact over Time (Part 2) (%)

	Called Comms						Police in Person (excl. roadside and counter)					
	14/15	15/ 16	16/17	17/18	18/19	19/20	14/15	15/ 16	16/17	17/18	18/19	19/20
Strongly Agree	52	45	41	39	40	42	45	41	39	44	49	43
Agree	34	37	40	41	39	41	41	39	38	34	32	32
Strongly Agree/Agree	86	81	81	79	80	83	86	81	77	78	81	75
Neither/nor	6	8	8	10	10	8	8	8	12	9	7	8
Disagree	4	5	5	5	5	5	3	7	5	4	4	5
Strongly Disagree	2	2	3	3	1	2	2	3	2	4	2	6
Disagree/Strongly Disagree	6	6	7	8	7	7	5	9	7	8	6	10
Don't know	2	5	4	3	3	3	1	2	4	6	6	7
Base	1090	1031	1982	2333	2138	4140	745	652	771	844	870	899

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 2018/19

Just under three quarters of respondents (74%) *strongly agree* or *agree* that the service they received was an example of good value for tax dollars spent. This share is down slightly (but not statistically significantly) from 75% in 2018/19. However, the share who *agree* has decreased significantly in 2019/20 (37%, down from 39% in 2018/19).

Eleven percent of respondents either *disagreed* or *strongly disagreed* that the Police service is an example of good value for tax dollars spent, up significantly from 9% in 2018/19. Compared with 2018/19, there has also been a significant increase in both the share *disagreeing* (up from 6% to 7%) and *strongly disagreeing* (up from 3% to 4%).

Table 47: Good Value for Tax Dollars Spent – Comparison over Time (%)

	2014/15	2015/16	2016/17	2017/18	2018/19	2019/20
Strongly Agree	29	32	33	33	36	37
Agree	46	43	40	40	39	37
Strongly Agree/Agree	75	75	73	74	75	74
Neither/Nor	13	12	14	13	12	11
Disagree	7	7	6	6	6	7
Strongly Disagree	4	4	3	4	3	4
Disagree/Strongly Disagree	11	11	9	10	9	11
Don't know	1	2	3	3	4	4
Base	3211	2982	4343	4778	4629	6356

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

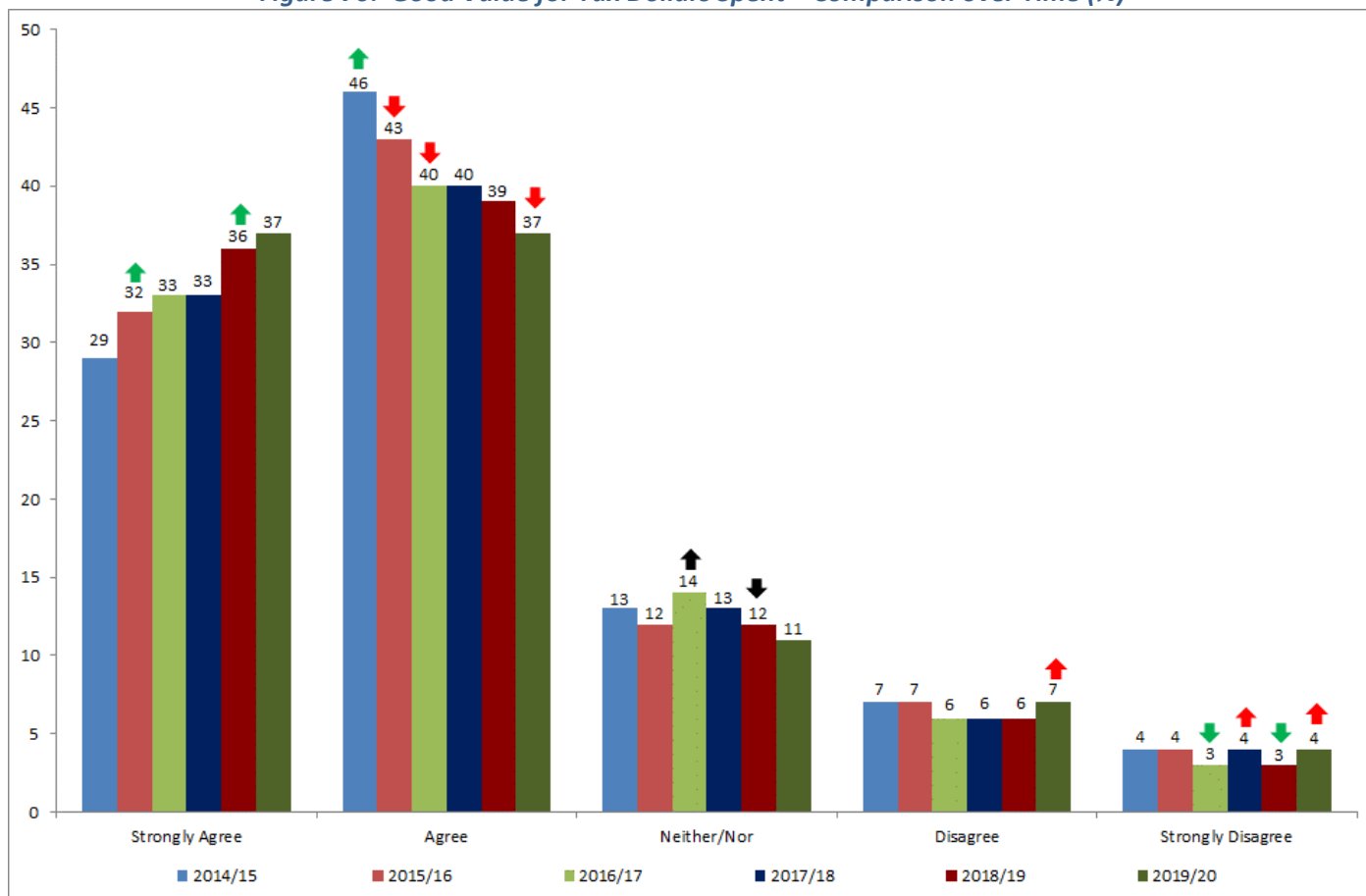
A bold neutral or don't know response indicates a statistically significant change from the previous survey wave.

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



Base: All respondents, excluding those giving a 'not applicable' response. 2014/15 n=3211, 2015/16 n=2982, 2016/17 n=4343, 2017/18 n=4778, 2018/19 n=4629, 2019/20 n=6356.

'Don't know' responses are not shown on this graph.

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.

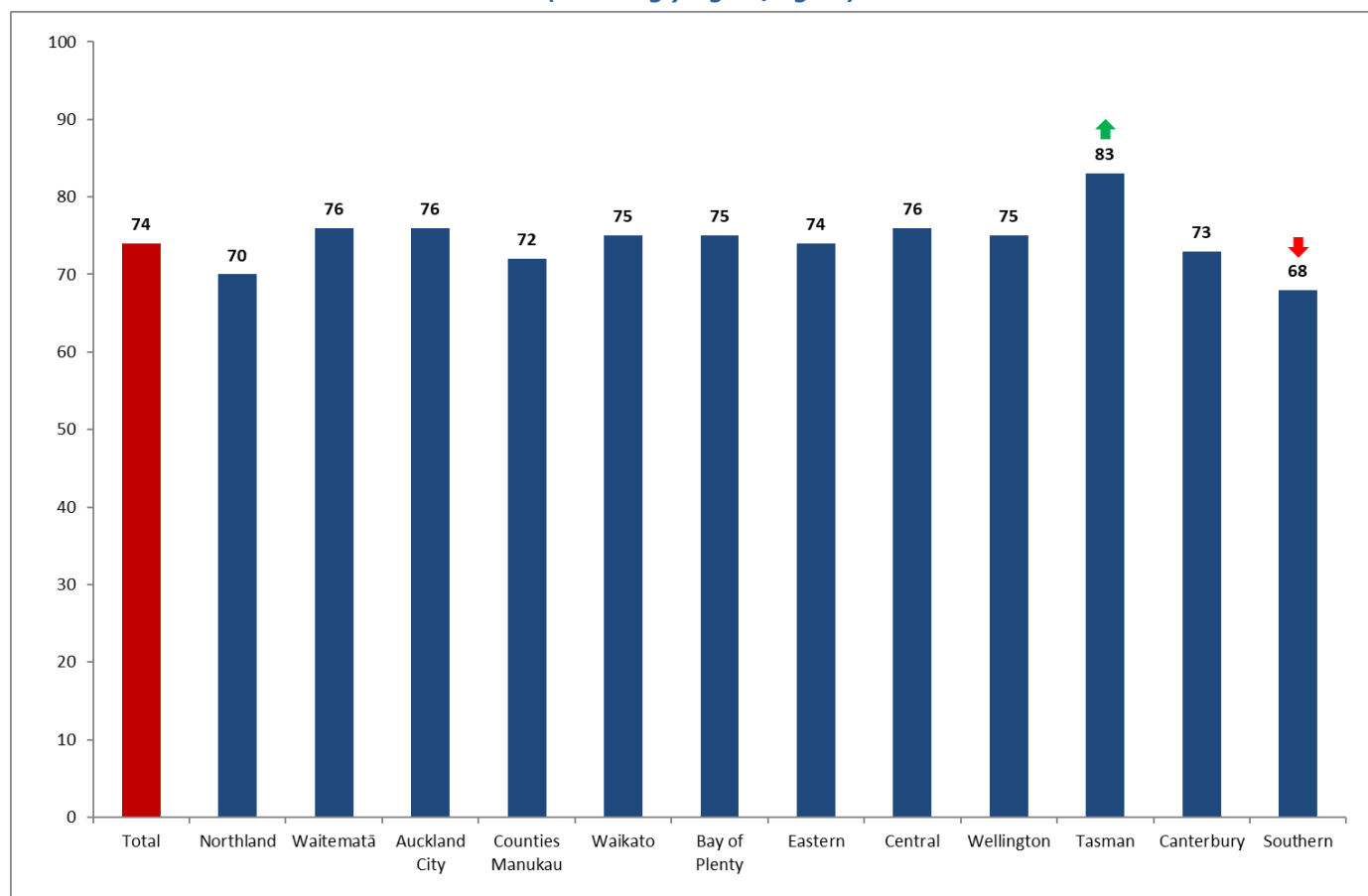
Red arrow indicates a significant negative change from the previous survey wave.

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

1. 2019/20

In 2019/20, just under three quarters of all respondents (74%) *strongly agree* or *agree* that the service they received was good value for tax dollars spent. When compared with all other districts, those in Tasman District were significantly more likely to *strongly agree* or *agree* with this statement (83%), while those in Southern District were significantly less likely to (68% agreeing to some extent).

Figure 71: Good Value for Tax Dollars Spent - By District in 2019/20
(% Strongly Agree/Agree)



Base: All respondents, excluding 'not applicable' responses. Total 2019/20 n=6356; Northland n=428; Waitematā n=621; Auckland City n=581; Counties n=585; Waikato n=572; Bay of Plenty n=540; Eastern n=477; Central n=521; Wellington n=624; Tasman n=356; Canterbury n=614; Southern n=437.

Green arrow indicates a significantly higher result than the total.

Red arrow indicates a significantly lower result than the total.

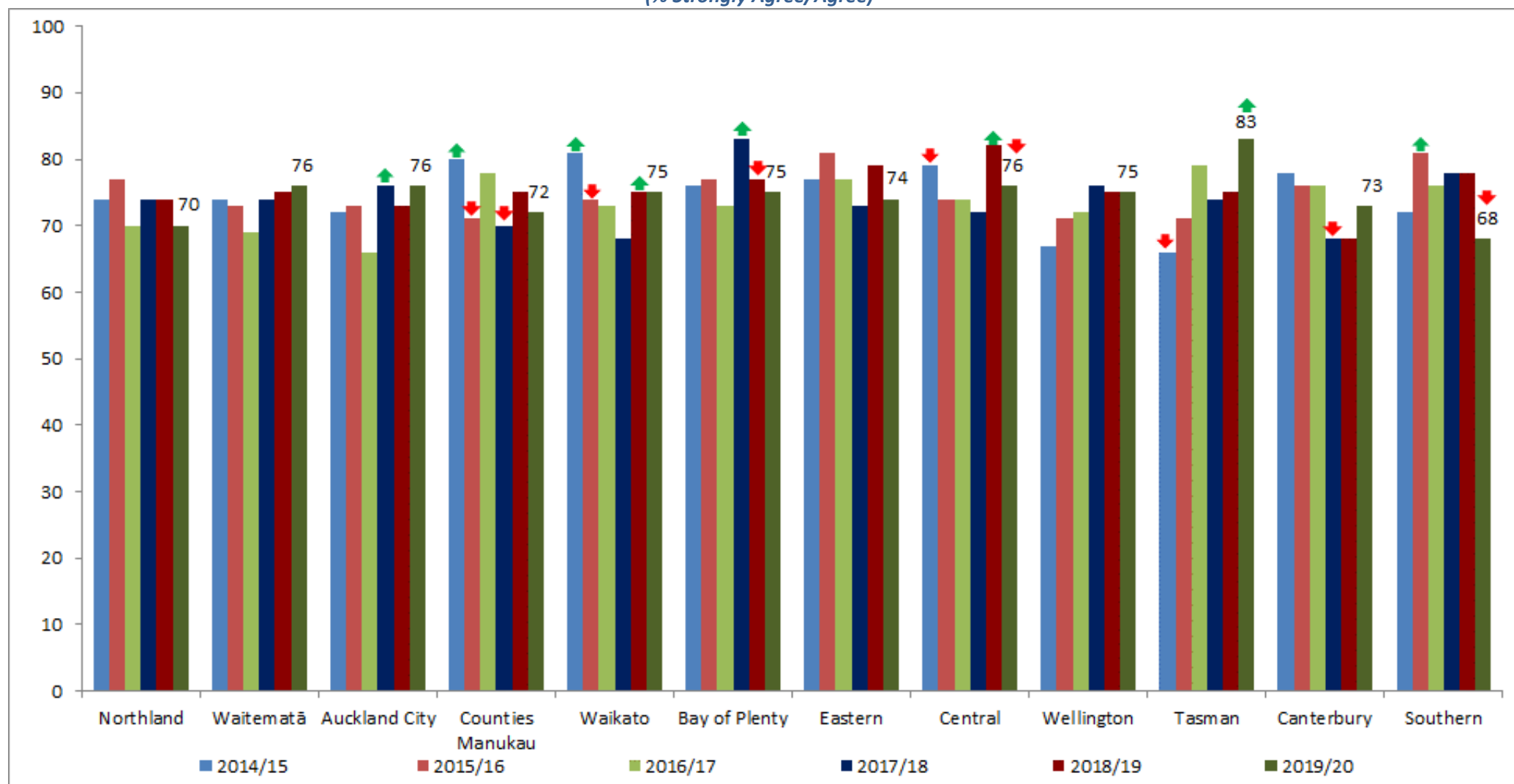
2. Comparison with 2018/19

When compared with 2018/19, 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 Tasman District (up from 75% to 83% in 2019/20; with a significant increase in those who *agree* from 35% to 46%). In the Bay of Plenty District, the share who *strongly agree* have increased significantly in 2019/20 (from 30% in 2018/19 to 37%), however the overall share who *strongly agree/agree* has not increased significantly due to a significant decline in those who *agree* (from 47% to 38%).

In contrast, there was a significant decline in those who *strongly agree/agree* that the service received was an example of good value for tax dollars spent in the Central District (from 82% in 2018/19 to 76%; with a significant decline in those who *agree* from 50% to 41%) and in the Southern District (from 78% to 68% in 2019/20; with a significant decline in those who *agree* from 48% to 32%). The Southern District has also seen a significant increase in those who *disagree/strongly disagree* that the service was good value for tax dollars (from 10% in 2018/19 to 16%), owing to a significant increase in those who *disagree* (up from 5% to 14% in 2019/20).

Northland and Counties Manukau districts have both seen a significant increase in the share who *disagree/strongly disagree* that the service is an example of good value for tax dollars (from 8% to 13% in Northland and from 7% to 12% in Counties Manukau). Counties Manukau also had a significant increase in those who *strongly disagree* (from 2% to 7%).

Figure 72: 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 48: Good Value for Tax Dollars Spent – By District over Time (Part 1) (%)

	Northland						Waitematā						Auckland City					
	14/15	15/ 16	16/17	17/18	18/19	19/20	14/15	15/ 16	16/17	17/18	18/19	19/20	14/15	15/ 16	16/17	17/18	18/19	19/20
Strongly Agree	28	33	28	38	42	35	28	34	28	37	40	39	29	22	28	36	40	37
Agree	46	44	43	36	32	36	46	39	41	37	35	37	43	51	39	40	33	39
Strongly Agree/Agree	74	77	70	74	74	70	74	73	69	74	75	76	72	73	66	76	73	76
Neither/nor	10	9	17	8	12	14	18	11	20	14	10	9	12	15	19	14	16	13
Disagree	5	7	6	6	4	7	5	8	5	5	6	7	9	6	6	5	5	5
Strongly Disagree	8	5	5	6	4	6	2	6	1	4	4	5	6	4	3	4	1	5
Disagree/Strongly Disagree	13	12	11	12	8	13	7	14	5	9	10	12	15	10	9	9	6	9
Don't know	3	2	2	5	7	3	1	2	6	4	5	3	1	3	5	2	5	2
Base	219	205	293	291	330	428	277	237	351	403	430	621	262	222	356	442	399	581

Table 48: Good Value for Tax Dollars Spent – By District over Time (Part 2) (%)

	Counties Manukau						Waikato						Bay of Plenty					
	14/15	15/ 16	16/17	17/18	18/19	19/20	14/15	15/ 16	16/17	17/18	18/19	19/20	14/15	15/ 16	16/17	17/18	18/19	19/20
Strongly Agree	31	32	38	26	36	38	30	37	31	32	34	36	32	30	33	39	30	37
Agree	49	39	39	44	39	34	51	37	42	36	41	40	44	47	40	44	47	38
Strongly Agree/Agree	80	71	78	70	75	72	81	74	73	68	75	75	76	77	73	83	77	75
Neither/nor	10	12	11	12	14	12	8	15	16	12	12	8	16	14	12	8	9	10
Disagree	5	5	4	8	5	5	8	4	6	8	5	9	5	5	8	4	6	9
Strongly Disagree	4	10	4	8	2	7	2	5	4	7	5	3	1	3	5	3	4	2
Disagree/Strongly Disagree	9	15	9	16	7	12	10	10	10	16	10	12	6	8	13	7	10	11
Don't know	1	1	3	3	4	5	1	2	2	4	3	5	2	2	3	2	4	4
Base	254	250	356	417	424	585	339	298	413	486	439	572	263	263	374	443	405	540

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

	Eastern						Central						Wellington					
	14/15	15/ 16	16/17	17/18	18/19	19/20	14/15	15/ 16	16/17	17/18	18/19	19/20	14/15	15/ 16	16/17	17/18	18/19	19/20
Strongly Agree	35	38	34	35	42	38	30	30	38	34	32	34	30	36	37	30	41	36
Agree	42	43	44	38	37	35	49	44	36	38	50	41	37	35	35	46	35	39
Strongly Agree/Agree	77	81	77	73	79	74	79	74	74	72	82	76	67	71	72	76	75	75
Neither/nor	7	9	8	8	11	17	9	15	12	16	7	12	17	15	20	15	11	13
Disagree	9	5	8	9	6	2	7	9	5	5	5	3	9	6	4	5	6	7
Strongly Disagree	5	3	1	5	1	2	3	1	4	3	2	5	6	5	2	2	5	2
Disagree/Strongly Disagree	14	8	10	14	6	4	10	10	8	8	7	8	15	11	5	7	10	9
Don't know	2	2	4	4	4	6	2	1	5	4	5	5	1	3	3	1	4	3
Base	244	282	377	380	358	477	304	289	422	436	408	521	292	248	414	409	387	624

Table 48: Good Value for Tax Dollars Spent – By District over Time (Part 4) (%)

	Tasman						Canterbury						Southern					
	14/15	15/ 16	16/17	17/18	18/19	19/20	14/15	15/ 16	16/17	17/18	18/19	19/20	14/15	15/ 16	16/17	17/18	18/19	19/20
Strongly Agree	24	31	39	37	40	37	27	32	28	32	33	39	29	28	35	31	30	36
Agree	42	40	40	37	35	46	51	44	48	37	35	34	43	53	40	47	48	32
Strongly Agree/Agree	66	71	79	74	75	83	78	76	76	68	68	73	72	81	76	78	78	68
Neither/nor	24	9	8	13	14	5	12	12	11	19	14	10	14	10	13	10	9	14
Disagree	7	11	8	7	4	1	6	10	6	6	11	6	8	5	6	5	5	14
Strongly Disagree	3	8	2	5	2	4	2	2	6	3	3	6	5	3	2	4	4	1
Disagree/Strongly Disagree	10	19	10	12	6	5	8	12	12	9	14	12	13	8	9	9	10	16
Don't know	0	1	3	2	4	7	2	1	2	4	4	5	1	3	3	3	3	3
Base	209	201	254	280	306	356	331	252	401	429	393	614	217	235	332	362	350	437

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.

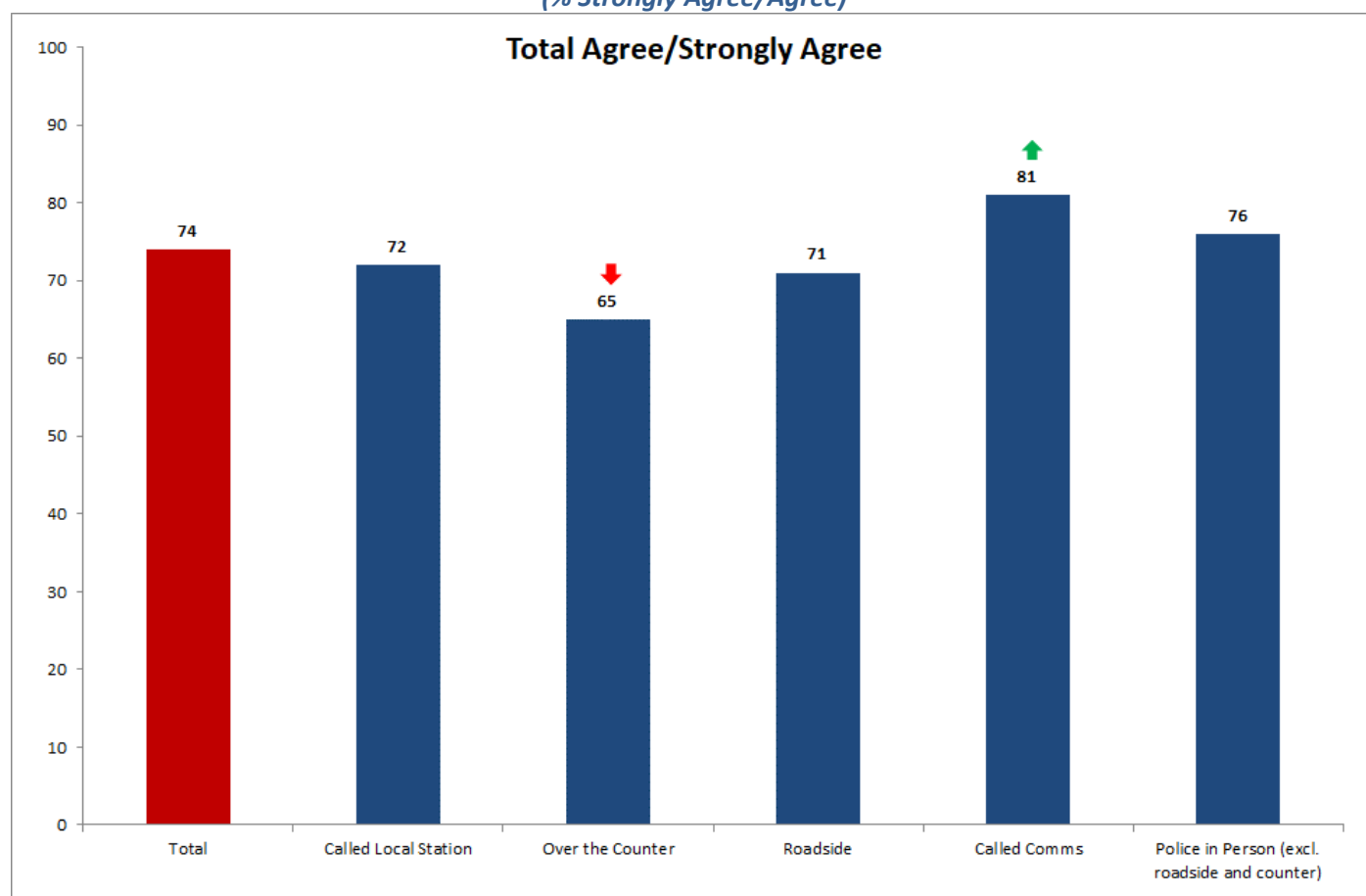
Note: Due to rounding some totals may not correspond with the sum of the separate figures and individual results may not total 100%.

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

1. 2019/20

Respondents who have had contact with Police by calling Comms were significantly more likely to say that they *strongly agree/agree* that the service they received was an example of good value for tax dollars spent (81%), while those who had contact over the counter at a station were significantly less likely to agree to some extent (65%).

Figure 73: Good Value for Tax Dollars Spent - By Point of Contact in 2019/20
(% Strongly Agree/Agree)



Base: All respondents, excluding 'not applicable' responses. Total 2019/20 n=6356; Called local station n=321; Over the counter n=389; Roadside n=510; Called the Communications Centre n=4213; Police in Person (excl. roadside and counter) n=917.

Green arrow indicates a significantly higher result than the total.

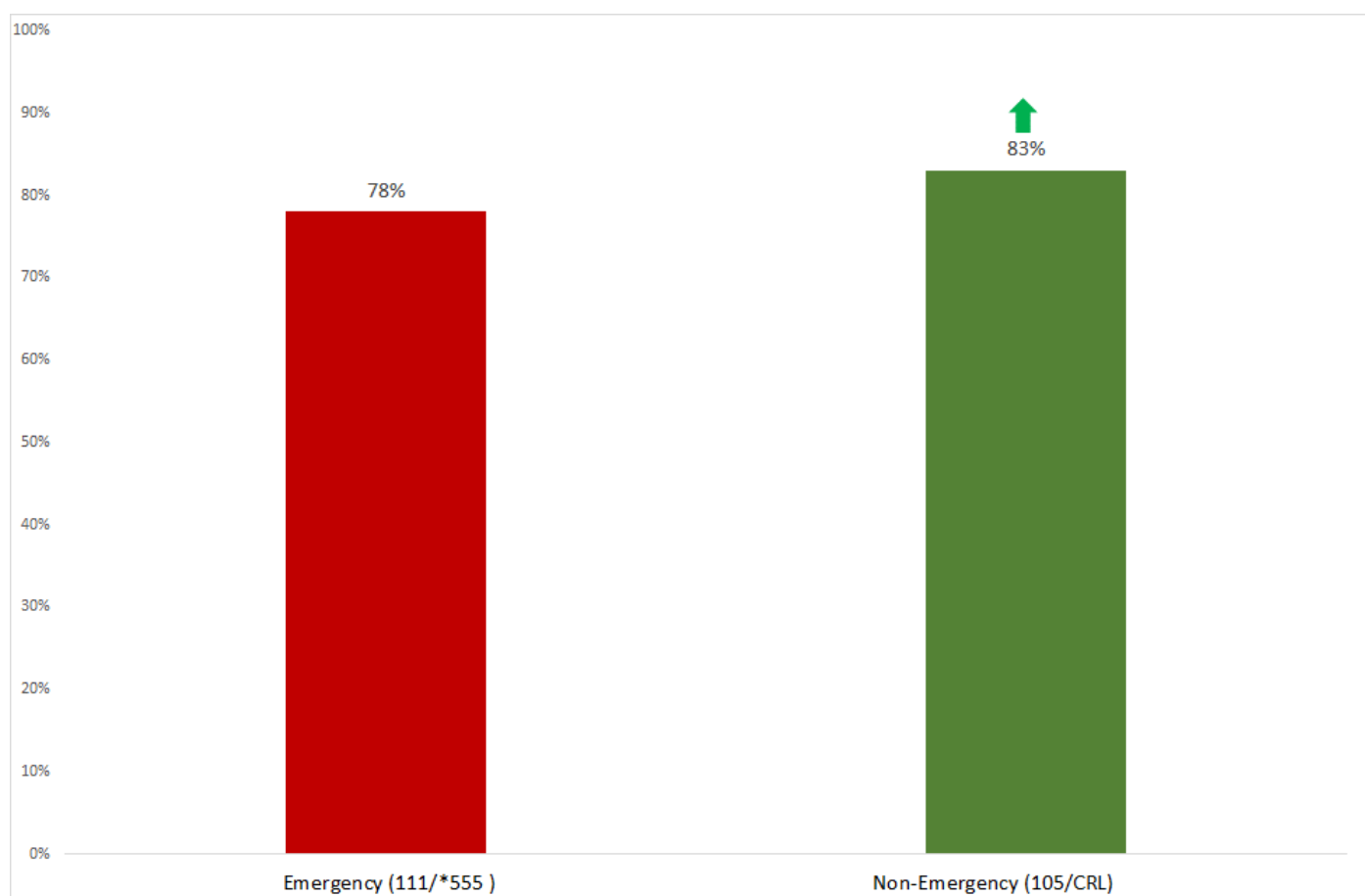
Red arrow indicates a significantly lower result than the total.

2. 2019/20 Communications Centres Results by Emergency/Non-Emergency Line

*Note: These results are from the individual Communications Centres Surveys - the emergency (111/*555) and non-emergency (105/CRL) line surveys – where people who have called in the previous seven days are surveyed from lists provided by Police. Results may differ from those reported for the Comms channel in the point of contact sections throughout this report, as those results are from the Communications Centres sample based surveys combined also with results from those who mentioned they called a Communications Centre number in the General, Māori Booster, Service Experience and Electoral Roll surveys. The 105 number was introduced on 10 May 2019, prior to this Crime Reporting Line data was combined with the emergency line data, consequently the new structure is not comparable to previous results and time series data has not been presented.*

Just over four out of five callers to the non-emergency line (83%) agree to some extent that the service they received was an example of good value for tax dollars spent, including 39% who *strongly agree*. These results are significantly higher than the ratings given by callers to the emergency line (where 78% agree to some extent with the statement and 35% *strongly agree*).

Figure 74: Good Value for Tax Dollars Spent - By Communications Centres Line in 2019/20
(% Strongly Agree/Agree)



Base: All respondents surveyed as part of the Communications Centres Surveys – based on weekly samples of those calling the emergency (n=1195) and non-emergency (n=1454) lines. Green arrow indicates a significantly higher result.

Table 49: Good Value for Tax Dollars Spent By Communications Centres Line (%)

	Emergency Line (111/*555)	Non-Emergency Line (105/CRL)
Strongly Agree	35	39
Agree	43	44
Strongly Agree/ Agree	78	83
Neither/nor	11	9
Disagree	6	4
Strongly Disagree	2	1
Disagree/Strongly Disagree	7	6
Don't know	4	3
Base	1195	1454

Base: All respondents surveyed as part of the Communications Centres Surveys – based on weekly samples of those calling the emergency (111/*555) and non-emergency (105/CRL) lines.

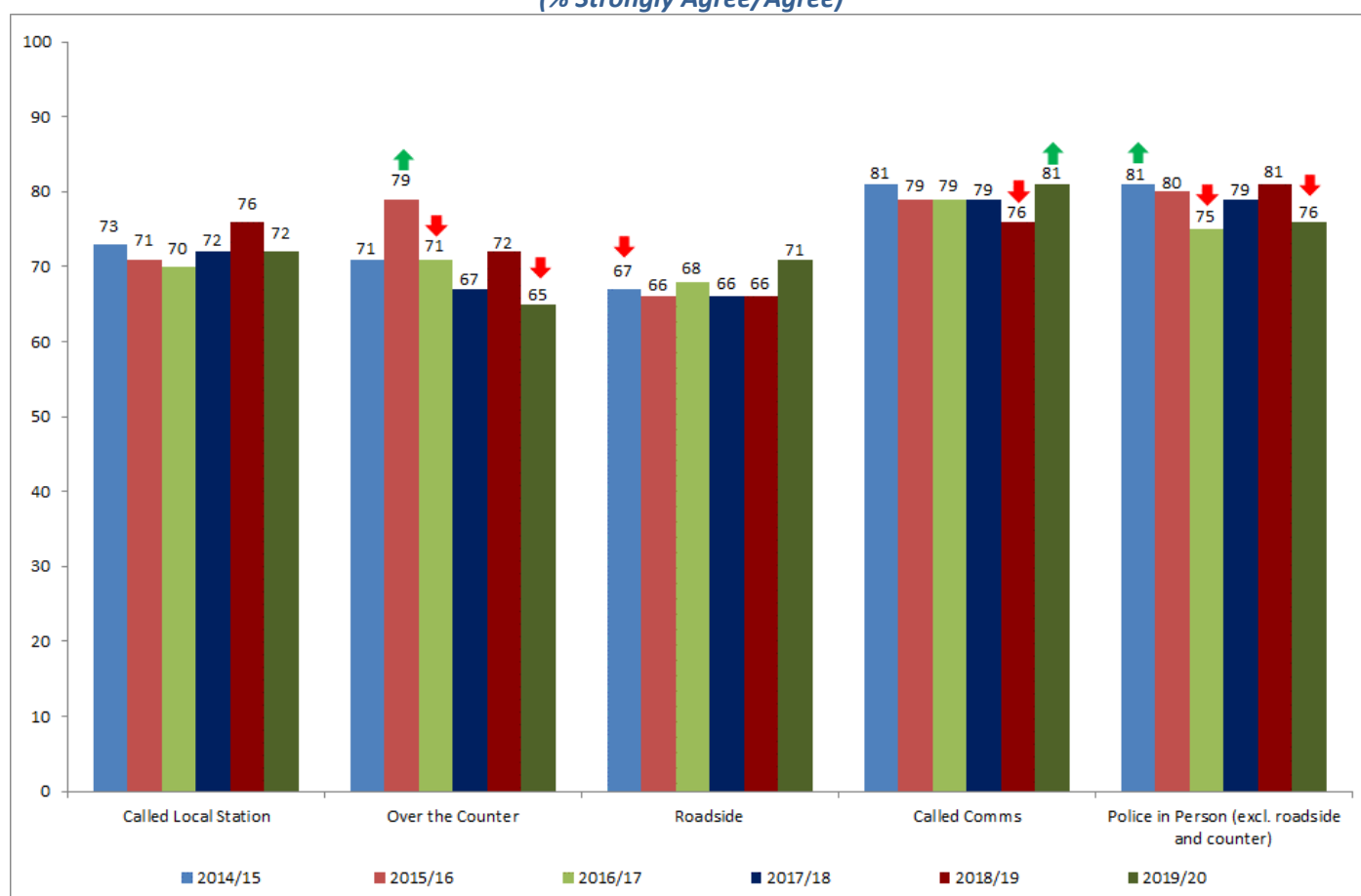
Orange text indicates a significant difference (higher/lower result) by line.

3. Comparison with 2018/19

When compared with 2018/19, those who have had contact with Police by calling Comms are significantly more likely to say that they *strongly agree/agree* that the service they received was an example of good value for tax dollars spent, (following a significant decline to 76% in 2018/19, ratings are up to 81% in 2019/20). Those who called Comms were also significantly more likely to *agree* (up from 38% to 43%) and significantly less likely to *disagree* (down from 6% to 4%) or *strongly disagree* (down from 2% to 3%) that the service was an example of good value for tax dollars spent. Those who had contact with Police at the roadside were also significantly more likely in 2019/20 to say that they *agree* that the service was good value for tax dollars (up from 28% to 36%) and significantly less likely to *strongly disagree* (down from 8% to 4%).

In contrast, respondents who had spoken with Police face-to-face either over the counter at a station or somewhere else (excluding a station or roadside) were significantly less likely in 2019/20 to say that they *strongly agree/agree* that the service was good value for tax dollars (down from 72% to 65% at the station; down from 81% to 76% elsewhere excluding the roadside/station). Both of these groups also had a significant increase in the share who *disagree/strongly disagree* from 7% to 19% over the counter and from 7% to 10% elsewhere).

**Figure 75: 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 50: Good Value for Tax Dollars Spent – By Point of Contact over Time (Part 1) (%)

	Called Local Station						Over the Counter						Roadside					
	14/15	15/ 16	16/17	17/18	18/19	19/20	13/14	14/15	15/ 16	17/18	18/19	19/20	13/14	14/15	15/ 16	17/18	18/19	19/20
Strongly Agree	25	23	32	25	29	35	30	32	29	32	33	29	23	29	28	28	38	35
Agree	48	48	38	47	47	37	41	47	41	35	39	36	44	37	40	38	28	36
Strongly Agree/Agree	73	71	70	72	76	72	71	79	71	67	72	65	67	66	68	66	66	71
Neither/nor	15	14	18	15	11	12	17	12	16	17	17	12	14	16	17	17	14	14
Disagree	8	7	7	7	7	8	7	6	6	6	4	13	12	10	8	8	6	7
Strongly Disagree	3	5	2	3	1	4	4	2	2	7	4	7	6	8	5	5	8	4
Disagree/Strongly Disagree	11	12	9	11	9	11	11	8	8	13	7	19	18	17	12	13	14	11
Don't know	1	3	3	2	4	5	1	1	5	3	3	4	1	1	2	4	5	4
Base	229	195	415	575	620	321	407	381	412	427	425	389	666	629	583	472	429	510

Table 50: 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	17/18	18/19	19/20	13/14	14/15	15/ 16	17/18	18/19	19/20
Strongly Agree	38	38	37	37	37	37	31	34	37	42	45	42
Agree	43	42	42	42	38	43	50	47	38	36	36	34
Strongly Agree/Agree	81	79	79	79	76	81	81	80	75	79	81	76
Neither/nor	11	10	10	11	12	9	12	11	13	10	8	10
Disagree	5	6	5	4	6	4	4	4	4	4	4	6
Strongly Disagree	2	3	2	3	2	3	2	3	4	4	3	5
Disagree/Strongly Disagree	7	9	7	8	8	7	6	7	8	8	7	10
Don't know	1	2	4	3	4	3	1	2	4	3	3	5
Base	1143	1093	2059	2397	2211	4213	772	679	794	850	890	917

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 12% of respondents who *disagree* or *strongly disagree* with one (or more) of the individual attributes, was that there was no follow-up or feedback from Police (13%) and this was mentioned by a significantly larger share of respondents in 2019/20 (up from 9% in 2018/19).

Also commonly mentioned reasons were that the Police did not take the matter seriously (11%) or that no action was taken (10%; down significantly from 21% in 2018/19). Nine percent of those who had disagreed with one or more attributes stated that Police staff had a bad attitude, while 6% felt picked on or discriminated against (a significant increase from 3% in 2018/19). Five percent each cited poor communication and that staff did not do what they said they would do.

Table 51: Service Experience Attributes – Reasons for Dissatisfaction (%)

	Respondents who disagreed with at least 1 attribute						All Respondents
	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)	2019/20 (12%, n=805)	2019/20 (n=7020)
Police did not call back, no follow-up/feedback	12	13	11	10	9	13	3
Did not take matter seriously/did not believe me/did not care	17	17	13	14	12	11	2
Police did not do anything/no outcome/action/did not do their job	10	13	16	16	21	10	2
Staff member had a bad attitude/arrogant/indifferent/abrupt	12	26	13	8	10	9	2
Respondent felt picked on/discriminated against	11	12	5	4	3	6	1
Poor communication/did not listen/uninterested/no explanation	9	6	3	2	3	5	1
Staff did not do what they said they would do	3	2	2	3	5	5	1
Police took too long to respond / inadequate response / did not attend	3	2	4	5	4	4	1
No information or help or advice given/Police did not help at all	4	3	4	4	3	3	1
Outcome/decision unfair	1	1	2	1	1	3	1
Police didn't consider circumstances	3	2	2	2	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 2019/20.

4.7.1. Quality of Service Expected Before Contact with Police – Comparison with 2018/19

When asked what type of service they had expected before their contact with Police, 82% of respondents indicated that they had expected to receive either *very good* or *good* service. This is a significant increase from 80% in 2018/19, with a significant increase in those who expected *very good service* (from 31% to 34%). Note that while the total who expected *very good/good service* has increased significantly, there was a significant decrease in those who expected *good service* (from 50% to 48% in 2019/20).

Only 4% of respondents reported expecting to receive *poor/very poor* service, and while this is just a decrease of one percentage point from 2018/19, it is a significant change.

Table 52: Quality of Service Expected Before Contact with Police – Comparison Over Time (%)

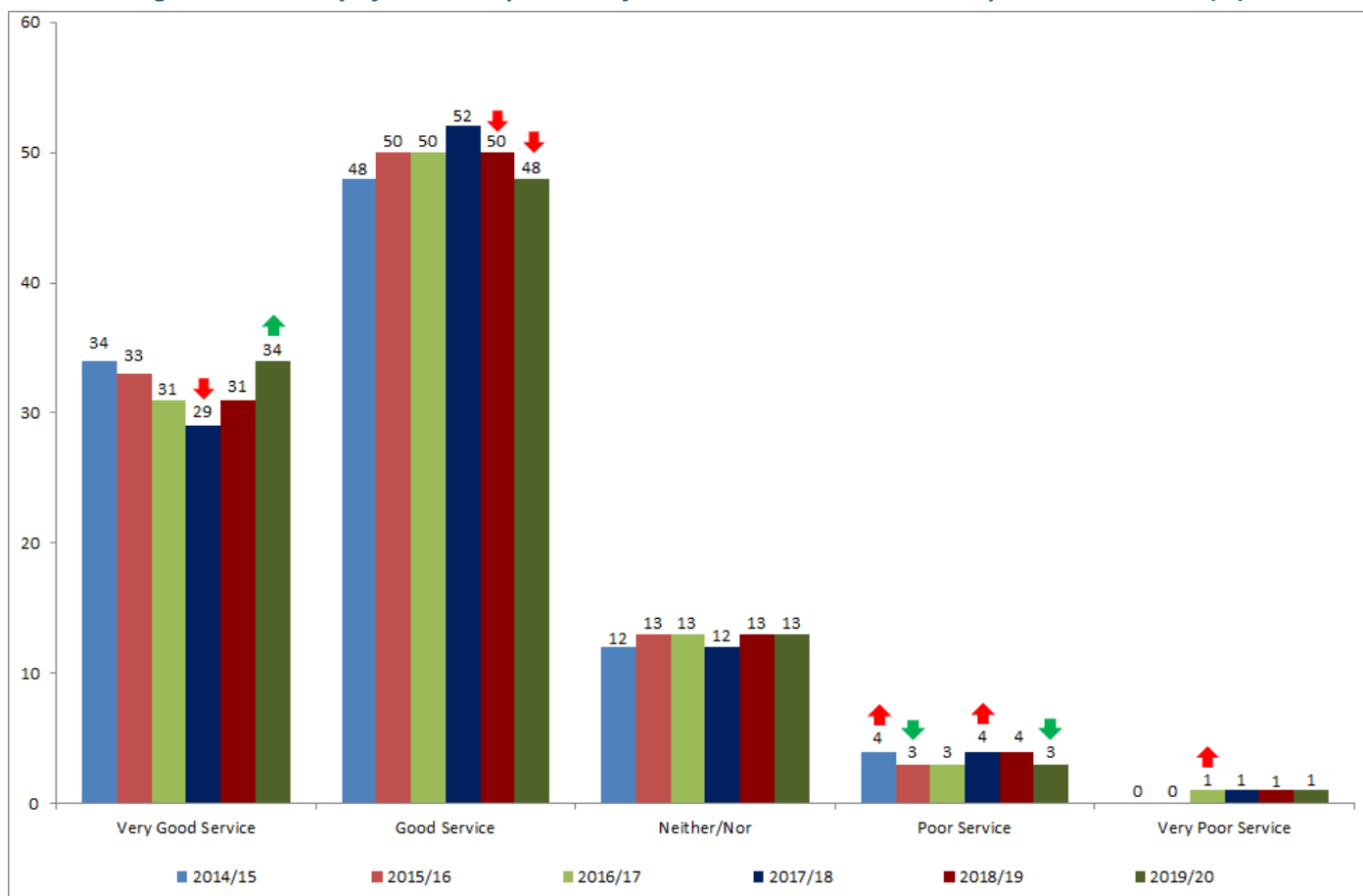
	2014/15	2015/16	2016/17	2017/18	2018/19	2019/20
Very Good Service	34	33	31	29	31	34
Good Service	48	50	50	52	50	48
Very Good/Good Service	82	83	82	81	80	82
Neither/Nor	12	13	13	12	13	13
Poor Service	4	3	3	4	4	3
Very Poor Service	0	0	1	1	1	1
Poor/Very Poor Service	4	3	4	6	5	4
Don't know	2	1	2	2	2	2
Base	3161	2933	4273	4719	4614	6248

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



Base: All respondents excluding those giving a 'not applicable' response. 2014/15 n=3161, 2015/16 n=2933, 2016/17 n=4273, 2017/18 n=4719, 2018/19 n=4614, 2019/20 n=6248.

'Don't know' responses are not shown on this graph.

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.

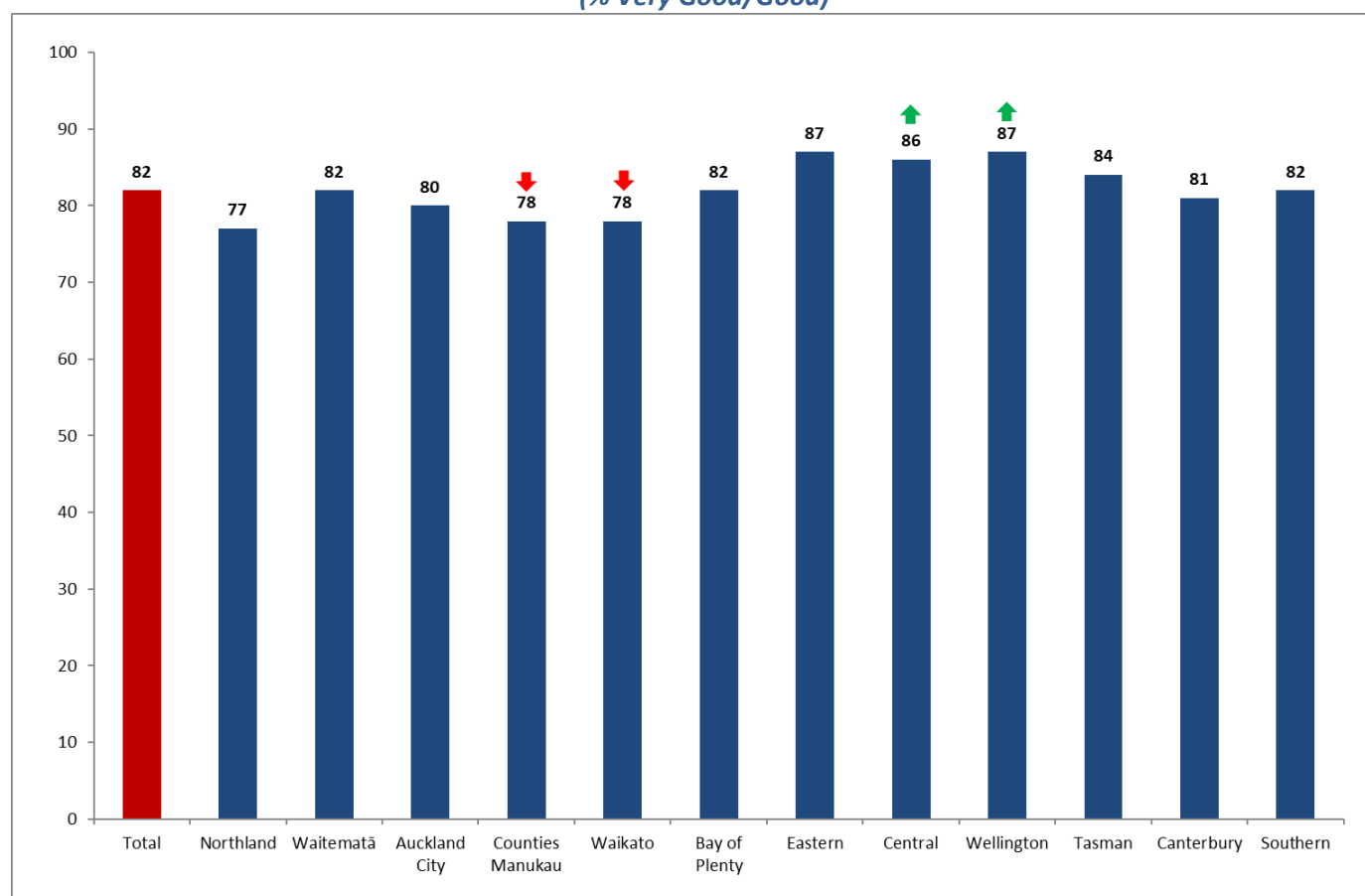
4.7.2. Quality of Service Expected Before Contact with Police - Comparison by District

1. 2019/20

Before their contact with Police, just over four in five respondents (82%) expected to receive *very good* or *good* service. Those living in the Wellington and Central districts were statistically significantly more likely to expect to receive at least good service (87% for Wellington; 86% for Central).

Respondents living in Counties Manukau and Waikato districts were both significantly less likely to expect *very good* or *good* service (both 78%).

Figure 77: Quality of Service Expected Before Contact with Police - By District in 2019/20
(% Very Good/Good)



Base: All respondents, excluding 'not applicable' responses. Total 2019/20 n=6248; Northland n=413; Waitematā n=616; Auckland City n=568; Counties n=586; Waikato n=566; Bay of Plenty n=538; Eastern n=459; Central n=519; Wellington n=603; Tasman n=356; Canterbury n=594; Southern n=430.

Green arrow indicates a significantly higher result than the total.

Red arrow indicates a significantly lower result than the total.

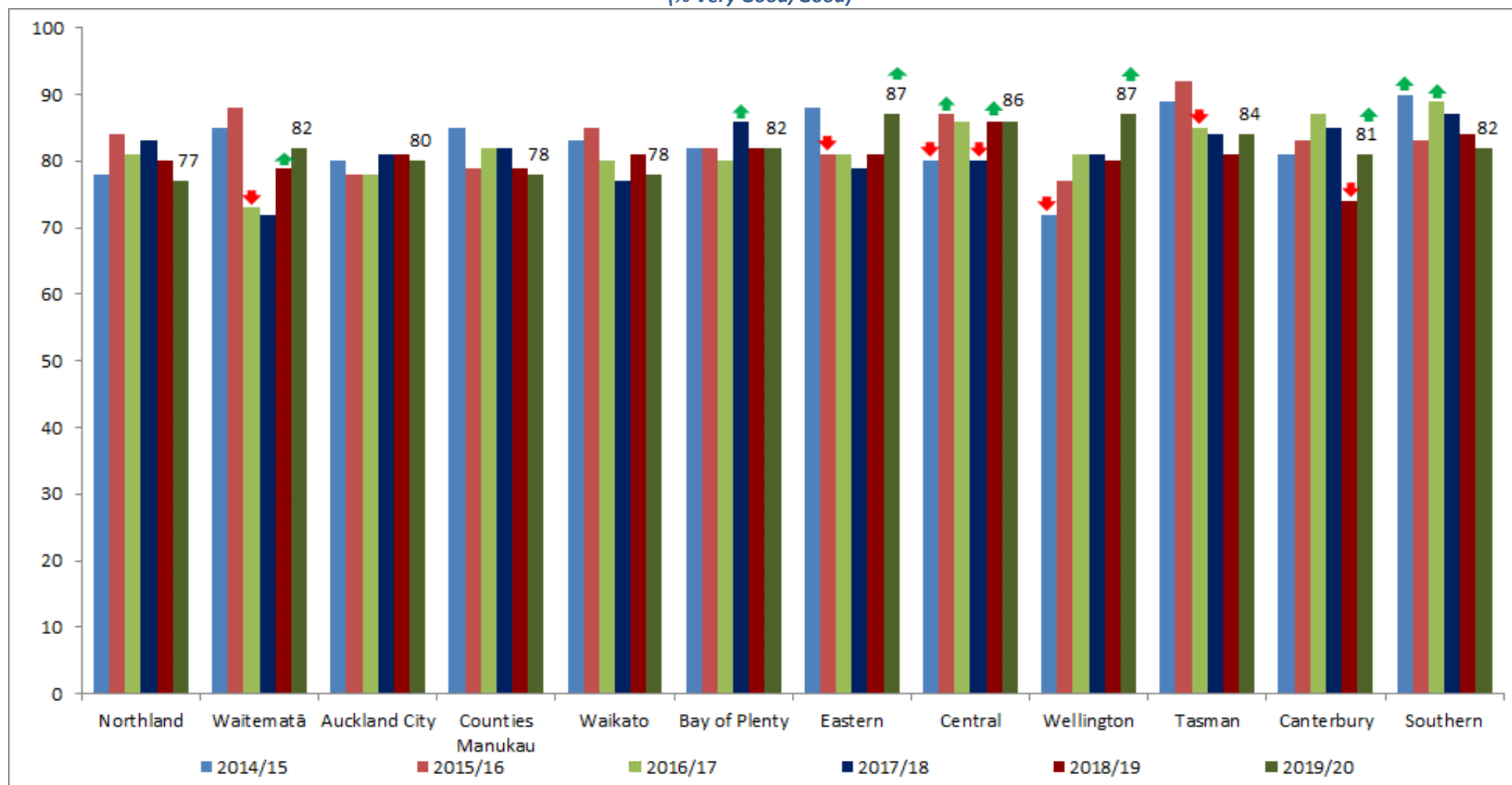
2. Comparison with 2018/19

When compared with 2018/19, there has been a significant increase in those who expected *very good/good* service in both the Eastern and Wellington districts (up from 81% to 87% in Eastern; up from 80% to 87% in Wellington). A significant increase in those who expected *very good* service was also seen the Eastern (from 26% to 38%), Central (30% to 37%), Canterbury (25% to 37%) and Southern (28% to 37%) districts. A significant increase in the share of respondents in Northland who expected *good* service was also seen (53%, up from 43%).

In contrast, while there were no significant declines in the share who expected *very good/good* service overall, there have been significant declines in those who expected *very good service* in Northland (from 37% to 24%) and Waikato (from 36% to 29%) districts, and a significant decline in those who expected *good service* in Central (from 56% to 49%) and Southern (from 55% to 45%) districts.

Ratings among those who expected *poor or very poor service* have decreased significantly in Tasman (from 6% to 2%) and Canterbury (from 9% to 5%) districts. There were no significant increases in the share who expected *poor/very poor service*.

Figure 78: 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 53: Quality of Service Expected Before Contact with Police – By District over Time (Part 1) (%)

	Northland						Waitematā						Auckland City					
	14/15	15/ 16	16/17	17/18	18/19	19/20	14/15	15/ 16	16/17	17/18	18/19	19/20	14/15	15/ 16	16/17	17/18	18/19	19/20
Very good service	30	35	28	28	37	24	33	33	31	23	32	34	29	31	18	33	28	30
Good service	48	49	53	55	43	53	52	55	42	49	47	48	51	47	60	48	53	49
Very Good/Good Service	78	84	81	83	80	77	85	88	73	72	79	82	80	78	78	81	81	80
Neither/nor	13	10	13	10	14	16	13	8	24	19	15	15	14	18	13	10	13	15
Poor service	4	4	3	5	3	5	1	2	2	5	4	2	5	2	7	7	1	3
Very poor service	2	1	1	1	2	1	0	0	1	0	1	1	1	0	1	1	1	1
Poor/Very Poor Service	6	5	4	6	5	6	1	2	3	5	5	3	6	2	8	8	2	4
Don't know	3	1	3	1	1	1	1	1	1	3	1	1	0	2	2	1	4	1
Base	216	200	285	289	327	413	272	236	348	397	429	616	261	219	347	428	397	568

Table 53: Quality of Service Expected Before Contact with Police – By District over Time (Part 2) (%)

	Counties Manukau						Waikato						Bay of Plenty					
	14/15	15/ 16	16/17	17/18	18/19	19/20	14/15	15/ 16	16/17	17/18	18/19	19/20	14/15	15/ 16	16/17	17/18	18/19	19/20
Very good service	39	30	34	33	30	32	36	34	37	29	36	29	35	36	32	32	33	38
Good service	46	48	48	49	49	46	47	51	43	48	46	49	47	46	49	54	49	45
Very Good/Good Service	85	79	82	82	79	78	83	85	80	77	81	78	82	82	80	86	82	82
Neither/nor	8	15	14	12	13	15	11	10	12	12	14	16	11	13	10	7	13	12
Poor service	4	5	3	3	4	4	2	3	3	3	3	2	3	4	4	4	2	5
Very poor service	1	0	0	1	2	2	2	1	2	7	0	1	1	0	0	0	1	0
Poor/Very Poor Service	5	5	3	4	6	6	4	4	5	9	3	3	4	4	4	4	3	5
Don't know	2	2	1	2	2	2	2	2	2	2	2	3	3	1	6	3	2	1
Base	248	244	349	412	421	586	336	291	414	482	440	566	261	258	374	443	408	538

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

	Eastern						Central						Wellington					
	14/15	15/ 16	16/17	17/18	18/19	19/20	14/15	15/ 16	16/17	17/18	18/19	19/20	14/15	15/ 16	16/17	17/18	18/19	19/20
Very good service	37	35	29	32	26	38	34	39	33	28	30	37	36	35	31	30	36	33
Good service	51	46	51	47	55	49	46	48	53	52	56	49	36	43	50	51	44	54
Very Good/Good Service	88	81	81	79	81	87	80	87	86	80	86	86	72	77	81	81	80	87
Neither/nor	5	10	16	12	13	10	12	11	10	13	12	11	15	19	11	13	11	9
Poor service	5	4	2	7	4	3	5	1	3	7	2	2	11	3	5	4	4	2
Very poor service	0	2	1	1	0	0	0	1	0	0	0	0	1	0	1	1	2	1
Poor/Very Poor Service	5	6	3	8	4	3	5	1	3	7	2	2	12	3	6	5	6	4
Don't know	2	3	1	2	2	0	3	1	2	1	1	1	1	1	2	1	2	1
Base	242	282	370	371	354	459	299	287	409	434	408	519	291	244	407	403	389	603

Table 53: Quality of Service Expected Before Contact with Police – By District over Time (Part 4) (%)

	Tasman						Canterbury						Southern					
	14/15	15/ 16	16/17	17/18	18/19	19/20	14/15	15/ 16	16/17	17/18	18/19	19/20	14/15	15/ 16	16/17	17/18	18/19	19/20
Very good service	39	37	40	24	33	39	31	31	31	30	25	37	39	22	36	28	28	37
Good service	50	55	45	60	49	45	50	52	56	54	49	44	51	61	53	59	55	45
Very Good/Good Service	89	92	85	84	81	84	81	83	87	85	74	81	90	83	89	87	84	82
Neither/nor	8	6	13	12	10	10	14	14	10	10	15	12	7	13	7	8	11	14
Poor service	1	1	1	3	4	2	2	3	3	3	7	4	2	2	1	2	4	2
Very poor service	0	0	1	1	1	0	0	0	0	0	2	1	0	0	1	2	1	0
Poor/Very Poor Service	1	1	2	4	6	2	2	3	3	3	9	5	2	2	1	4	4	2
Don't know	2	1	0	0	3	4	3	0	1	3	2	3	1	2	2	2	1	2
Base	203	200	249	275	307	356	323	245	392	419	389	594	209	227	329	366	345	430

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.

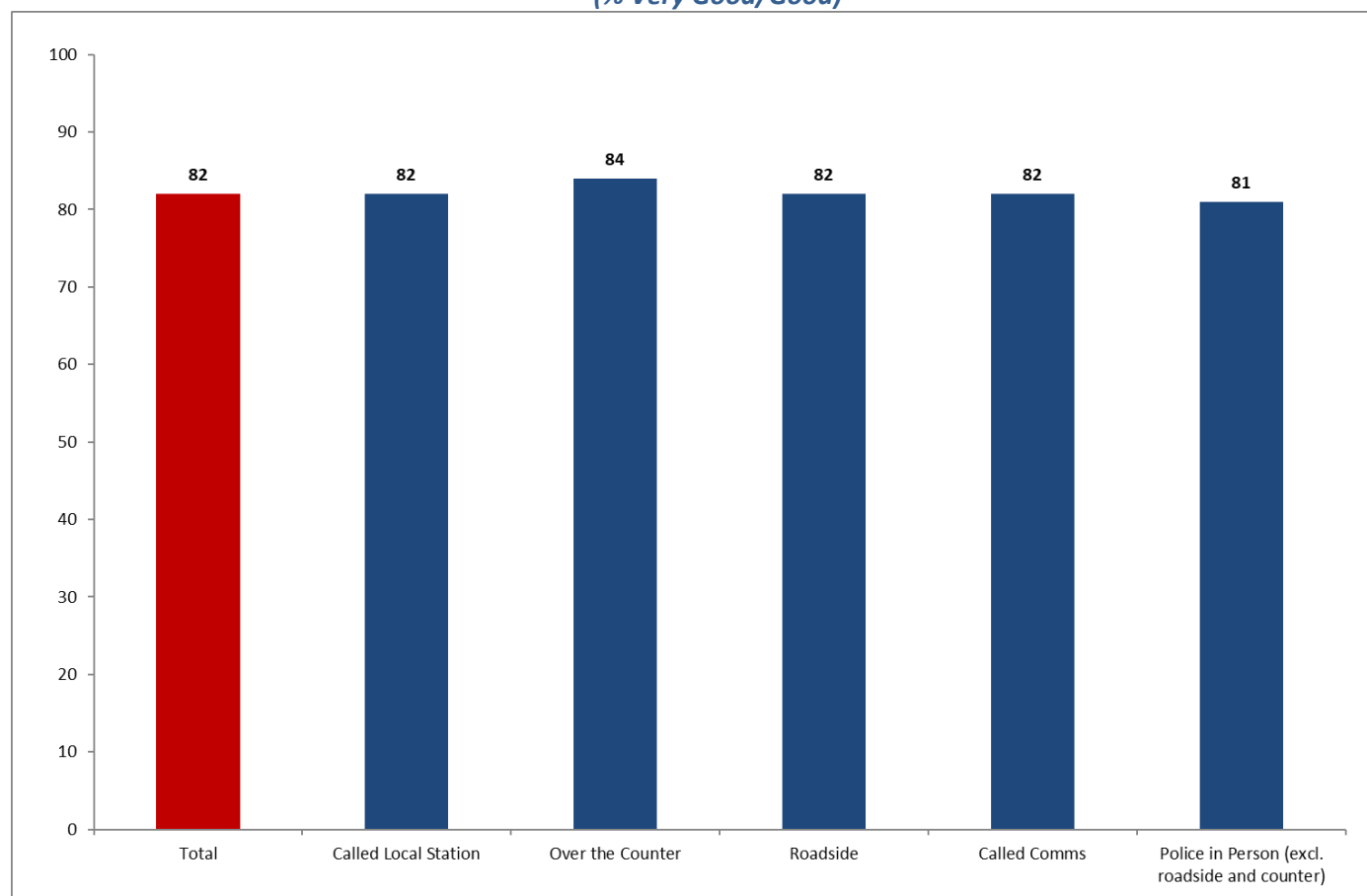
Note: Due to rounding some totals may not correspond with the sum of the separate figures and individual results may not total 100%.

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

1. 2019/20

In 2019/20, 82% of respondents reported expecting *very good/good* service from the Police before they had contact. While there were no significant differences by point of contact, those who had contact over the counter at a local station were slightly more likely to expect *very good/good* service (84%), while those who had contact in person (excluding at the roadside or at the station) were slightly less likely to expect *very good/good* service (81%).

Figure 79: Quality of Service Expected Before Contact with Police - By Point of Contact in 2019/20
(% Very Good/Good)



Base: All respondents, excluding 'not applicable' responses. Total 2019/20 n=3228; Called local station n=374; Over the counter n=457; Roadside n=503; Called the Communications Centre n=4346 Police in Person (excl. roadside and counter) n=1237.

Green arrow indicates a significantly higher result than the total.

Red arrow indicates a significantly lower result than the total.

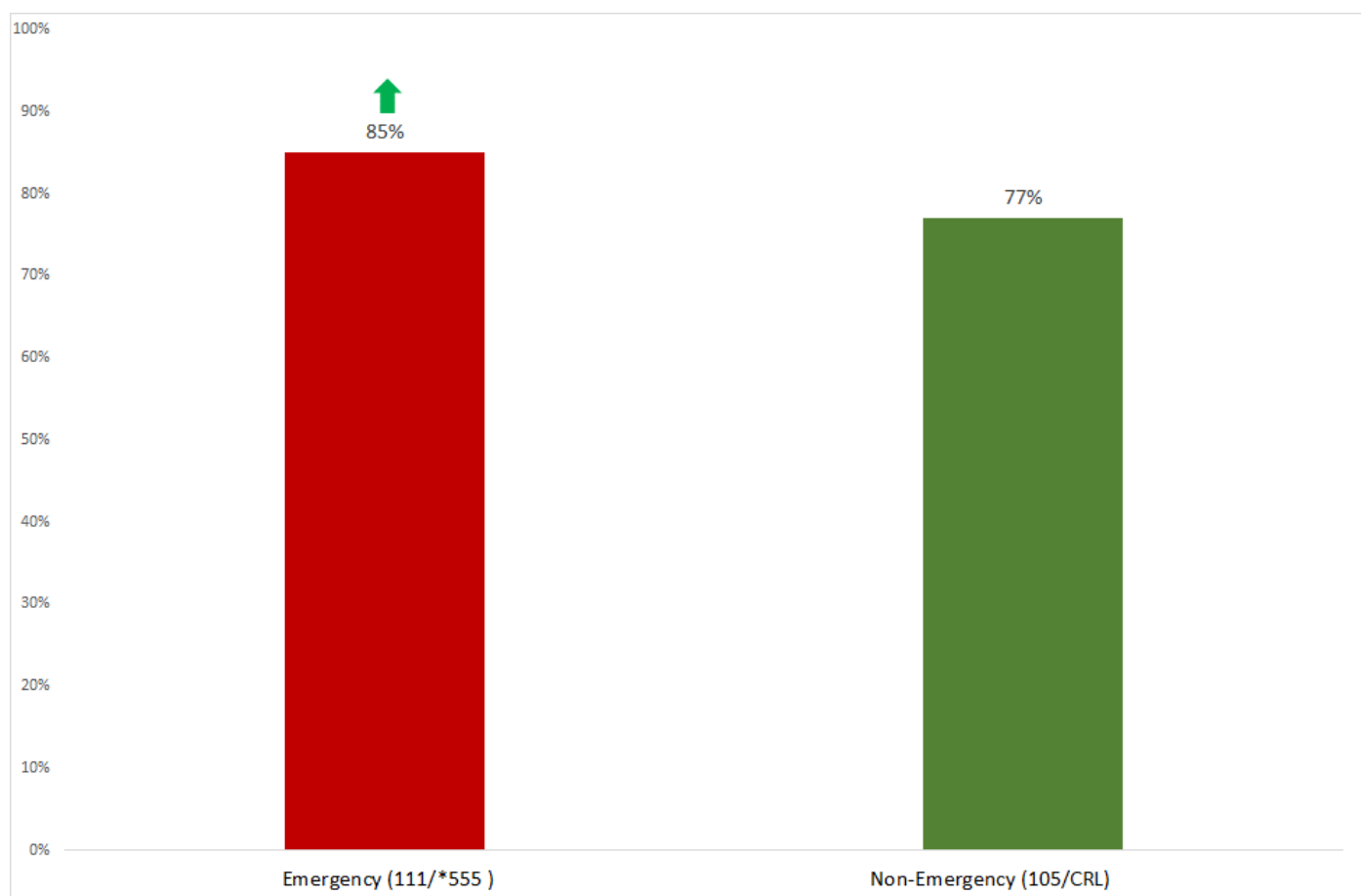
2. 2019/20 Communications Centres Results by Emergency/Non-Emergency Line

*Note: These results are from the individual Communications Centres Surveys - the emergency (111/*555) and non-emergency (105/CRL) line surveys – where people who have called in the previous seven days are surveyed from lists provided by Police. Results may differ from those reported for the Comms channel in the point of contact sections throughout this report, as those results are from the Communications Centres sample based surveys combined also with results from those who mentioned they called a Communications Centre number in the General, Māori Booster, Service Experience and Electoral Roll surveys. The 105 number was introduced on 10 May 2019, prior to this Crime Reporting Line data was combined with the emergency line data, consequently the new structure is not comparable to previous results and time series data has not been presented.*

When asked what quality of service they had expected from the Police before they had contact with them, respondents who called the emergency number were significantly more likely to report they were expecting *very good/good* service (85%) than callers to the non-emergency number (77%).

Also of note is that 7% of callers to the non-emergency line said they were expecting *poor* or *very poor* service, compared with only 3% of emergency line callers.

Figure 80: Quality of Service Expected Before Contact with Police - By Communications Centres Line in 2019/20
(% Very Good/Good)



Base: All respondents surveyed as part of the Communications Centres Surveys – based on weekly samples of those calling the emergency (n=1197) and non-emergency (n=1415) lines. Green arrow indicates a significantly higher result.

Table 54: Quality of Service Expected Before Contact with Police By Communications Centres Line (%)

	Emergency Line (111/*555)	Non-Emergency Line (105/CRL)
Very Good Service	37	27
Good Service	49	51
Very Good/Good Service	85	77
Neither/Nor	10	14
Poor Service	2	5
Very Poor Service	1	2
Poor/Very Poor Service	3	7
Don't know	2	2
Base	1197	1415

Base: All respondents surveyed as part of the Communications Centres Surveys – based on weekly samples of those calling the emergency (111/*555) and non-emergency (105/CRL) lines.

Orange text indicates a significant difference (higher/lower result) by line.

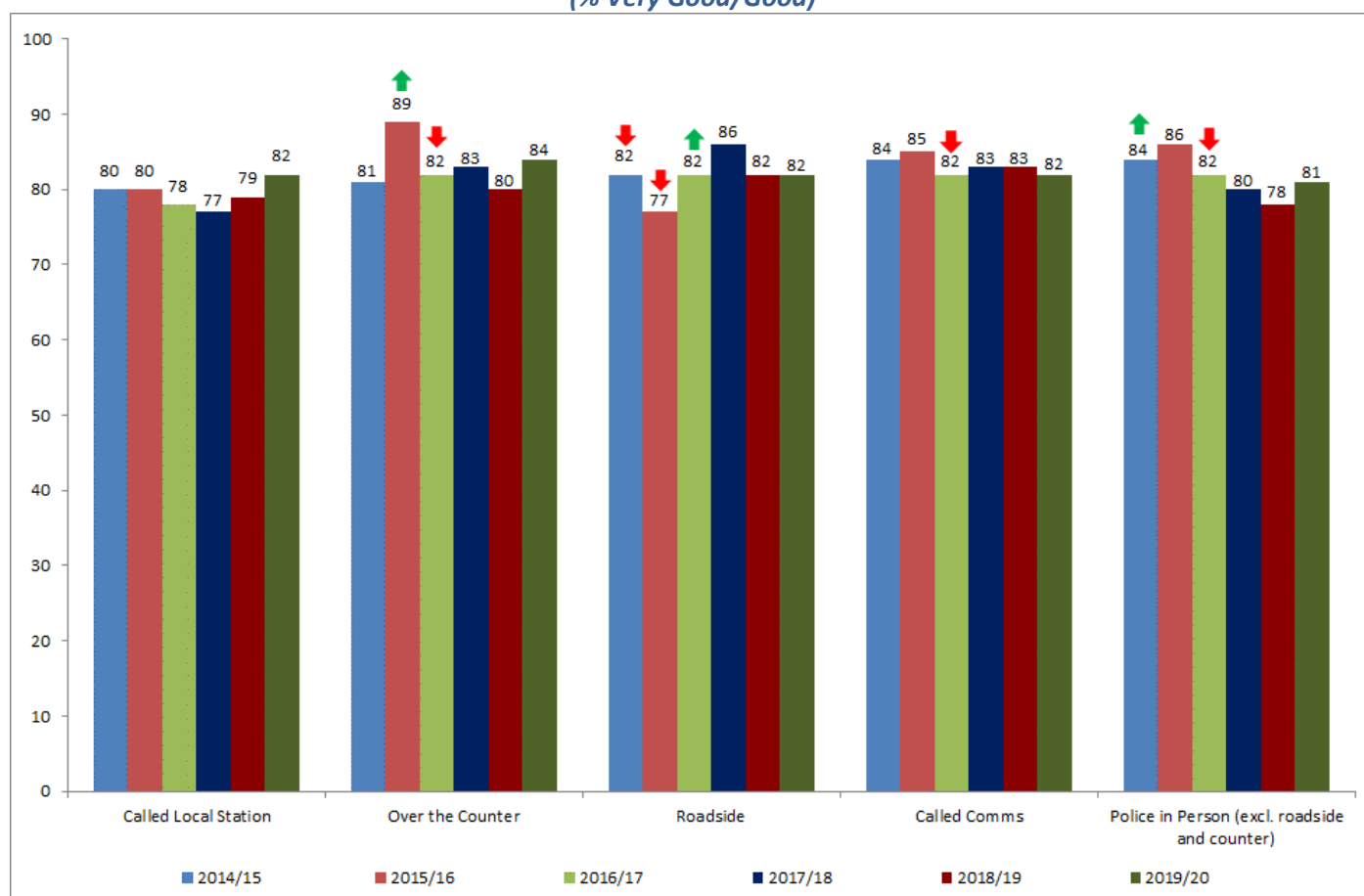
3. Comparison with 2018/19

When compared to the survey results from 2018/19, there have been no significant changes in the share who expected *very good/good* service before their interaction when looked at by point of contact. There have, however, been significant changes in the share who expected *very good* service, with a significant increase among those who had contact at a local station (up from 27% to 34%) or in person somewhere other than a station or roadside (up from 29% to 36%).

Those who expected *poor/very poor* service has decreased in 2019/20 among those who had contact in person (somewhere other than the station/roadside) (from 5% to 3%) and those who had contact by calling a local station (down from 6% to 3%).

While most results have remained stable from 2018/19 for those who had contact with Comms, there has been a significant decrease in the share who expected *very good* service (from 34% to 31%).

Figure 81: 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 55: Quality of Service Expected Before Contact with Police – By Point of Contact Over Time (Part 1) (%)

	Called Local Station						Over the Counter						Roadside					
	14/15	15/ 16	16/17	17/18	18/19	19/20	14/15	15/ 16	16/17	17/18	18/19	19/20	14/15	15/ 16	16/17	17/18	18/19	19/20
Very good service	31	18	23	24	28	32	32	31	26	26	27	34	33	31	36	36	35	35
Good service	49	63	55	53	51	50	49	58	56	56	53	50	49	46	46	50	48	47
Very Good/Good Service	80	80	78	77	79	82	81	89	82	83	80	84	82	77	82	86	82	82
Neither/nor	15	16	14	15	14	13	12	8	13	11	14	11	12	18	14	7	13	13
Poor service	4	3	5	5	5	2	4	2	2	3	2	3	3	3	3	6	1	2
Very poor service	0	1	1	2	1	1	1	0	1	0	2	1	1	1	1	0	1	1
Poor/Very Poor Service	4	4	6	7	6	3	5	2	4	4	4	4	4	4	4	6	2	4
Don't know	1	0	2	2	2	3	2	1	2	3	2	1	2	1	0	1	3	1
Base	226	193	483	693	755	374	404	380	458	483	517	457	655	621	571	472	438	503

Table 55: 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)					
	14/15	15/ 16	16/17	17/18	18/19	19/20	14/15	15/ 16	16/17	17/18	18/19	19/20
Very good service	41	39	34	31	34	31	35	36	32	32	29	36
Good service	43	47	48	52	49	51	49	50	49	48	49	45
Very Good/Good Service	84	85	82	83	83	82	84	86	82	80	78	81
Neither/nor	11	9	11	11	10	12	10	11	13	14	15	13
Poor service	4	4	4	3	4	4	4	2	3	4	5	3
Very poor service	0	0	1	1	1	1	0	0	0	2	1	1
Poor/Very Poor Service	4	5	5	4	5	5	4	2	3	6	5	3
Don't know	1	2	2	2	2	1	2	1	2	1	2	2
Base	1123	1070	2144	2502	2358	4346	759	664	1019	1187	1253	1237

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 2018/19

Six out of seven respondents (85%) reported the service they received was *much better/better/about the same* as they had expected, down just one percentage point from 86% in the previous three years. However, the share of respondents who received service that was *much better/better* (36%) is significantly lower than in 2018/19 (39%).

The shares receiving *worse* and *much worse* than expected service are both unchanged in 2019/20 (12% overall *worse/much worse*).

Table 56: Service Expectations Met or Exceeded – Comparison over Time (%)

	2014/15	2015/16	2016/17	2017/18	2018/19	2019/20
Much Better	12	12	16	15	16	16
Better	25	21	20	21	23	21
Much Better/Better	37	34	35	36	39	36
About the Same as Expected	52	53	51	49	47	49
Much Better/Better/Same	89	87	86	86	86	85
Worse	9	9	10	9	8	8
Much Worse	2	3	3	4	4	4
Worse/Much Worse	11	12	12	13	12	12
Don't know	0	2	2	1	2	3
Base	3076	2962	4336	4768	4660	6347

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

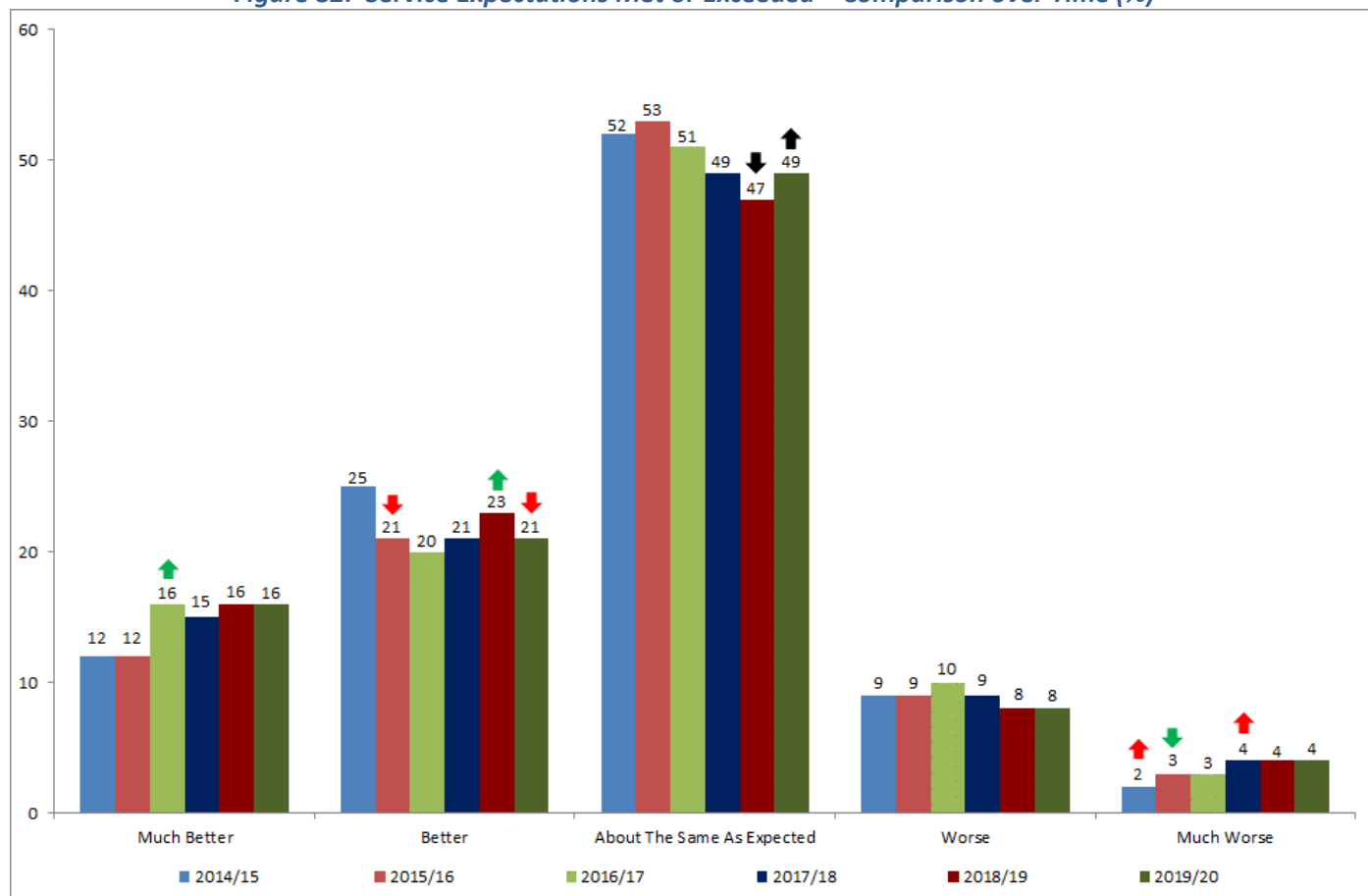
Bold indicates a statistically significant change in neutral or don't know responses from the previous survey wave.

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



Base: All respondents excluding those giving a 'not applicable' response. 2014/15 n=3076, 2015/16=2962, 2016/17 n=4336, 2017/18 n=4768, 2018/19 n=4660, 2019/20 n=6347.

'Don't know' responses are not shown on this graph.

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

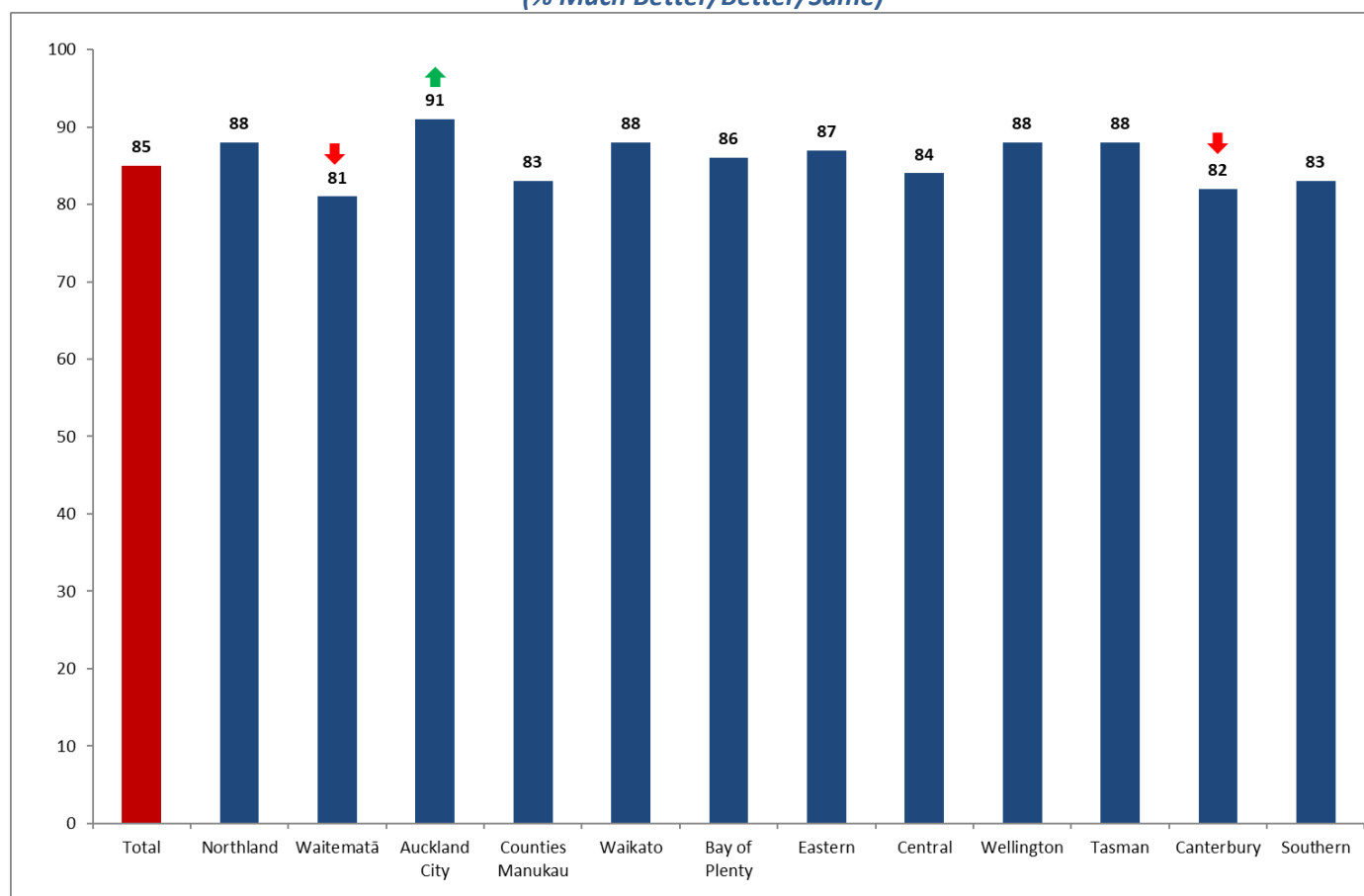
Black arrow indicates a significant change from the previous survey wave in 'About the same as expected'.

4.8.2. Service Expectations Met or Exceeded - Comparison by District

1. 2019/20

In 2019/20, 85% 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. Those in the Auckland City District were significantly more likely to feel their expectations were met or exceeded (91%), while those in Waitematā (81%) and Canterbury (82%) were significantly less likely to.

Figure 83: Service Expectations Met or Exceeded - by District in 2019/20
(% Much Better/Better/Same)



Base: All respondents, excluding 'not applicable' responses. Total 2019/20 n=6347; Northland n=423; Waitematā n=628; Auckland City n=574; Counties n=589; Waikato n=571; Bay of Plenty n=543; Eastern n=472; Central n=529; Wellington n=619; Tasman n=359; Canterbury n=603; Southern n=437.

Green arrow indicates a significantly higher result than the total.

Red arrow indicates a significantly lower result than the total.

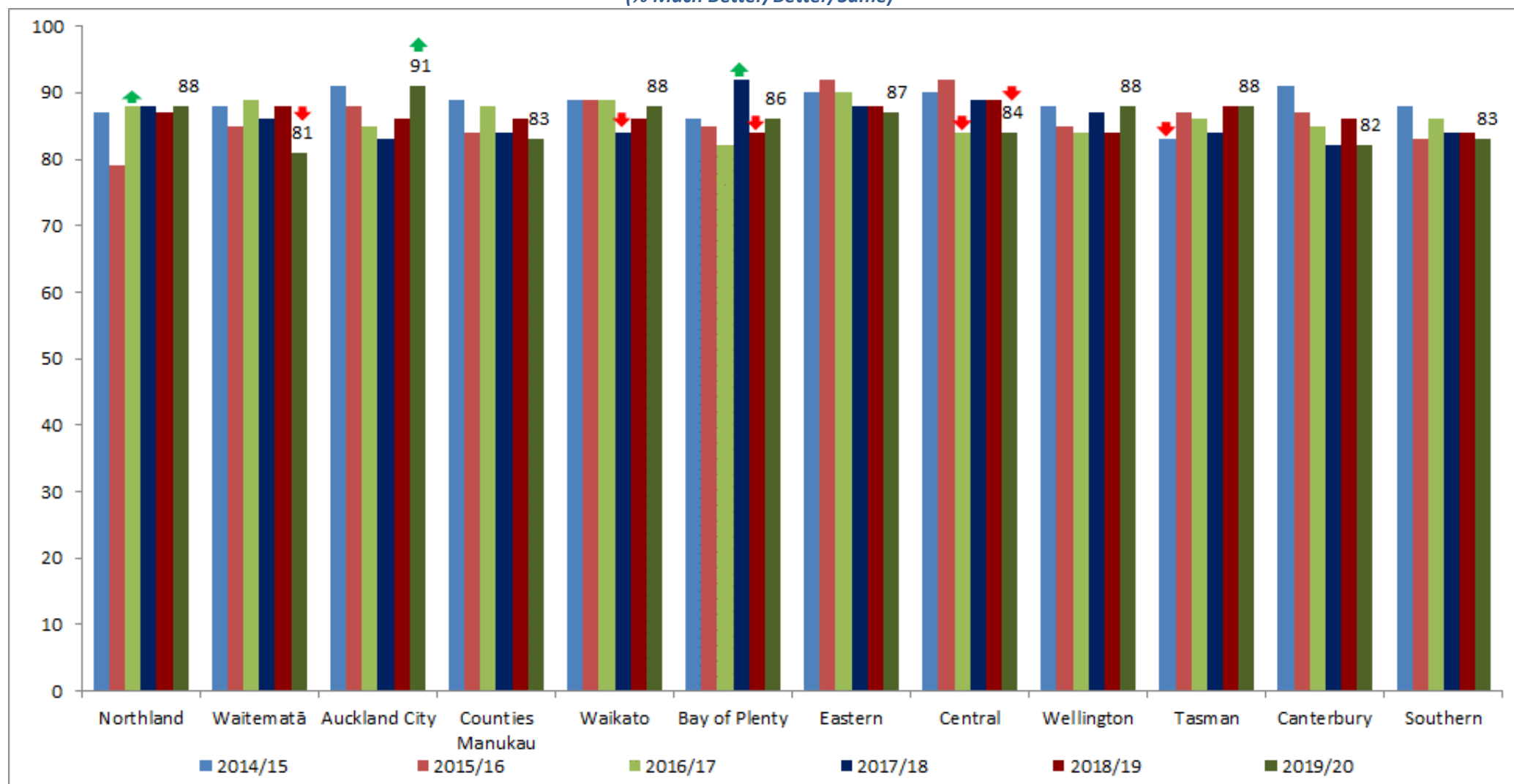
2. Comparison with 2018/19

When compared with the 2018/19 survey wave, there has been a significant increase in the share who felt that the service they received either met or exceeded their expectations in the Auckland City District (from 86% to 91%).

In contrast, there have been significant decreases in those who said the service was *as expected* or *much better/better* in the Waitematā (from 88% to 81%) and Central (from 89% to 84%) districts. Decreases in the Central District are owing to a significant decrease in those who felt the service was the *same as expected* (from 55% to 48%) and a significant increase for those who said it was *worse/much worse* (from 9% to 14%), including a significant increase in those who felt the service was *much worse* than expected (from 3% to 6%).

Other notable changes include a significant increase in those who said the service was *much better than expected* in Waikato District (from 13% to 18%) and a significant decrease in those who felt the service was *much better* in Eastern District (from 19% to 13%).

Figure 84: 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 57: Service Expectations Met or Exceeded – By District over Time (Part 1) (%)

	Northland						Waitematā						Auckland City					
	14/15	15/ 16	16/17	17/18	18/19	19/20	14/15	15/ 16	16/17	17/18	18/19	19/20	14/15	15/ 16	16/17	17/18	18/19	19/20
Much better than expected	18	13	15	15	16	19	11	20	16	17	17	14	9	9	13	13	18	17
Better than expected	19	25	20	26	25	25	23	21	21	25	22	18	28	19	25	26	25	22
About the same as expected	50	41	53	48	46	44	54	45	52	44	49	49	54	60	47	45	43	52
Much Better/Better/Same	87	79	88	88	87	88	88	85	89	86	88	81	91	88	85	83	86	91
Worse than expected	10	11	7	6	6	8	11	10	9	8	9	10	8	7	12	14	9	7
Much worse than expected	2	4	4	5	5	3	1	4	2	4	3	5	1	2	2	2	2	2
Worse/Much Worse	12	15	10	11	11	10	12	13	11	12	11	15	9	9	14	16	11	9
Don't know	1	6	2	1	2	1	0	2	1	2	1	4	0	4	1	1	3	0
Base	208	206	288	290	330	423	268	237	352	400	435	628	257	216	354	435	404	574

Table 57: Service Expectations Met or Exceeded – By District over Time (Part 2) (%)

	Counties Manukau						Waikato						Bay of Plenty					
	14/15	15/ 16	16/17	17/18	18/19	19/20	14/15	15/ 16	16/17	17/18	18/19	19/20	14/15	15/ 16	16/17	17/18	18/19	19/20
Much better than expected	19	17	22	19	23	20	12	13	17	13	13	18	13	10	14	20	17	14
Better than expected	26	18	22	23	23	22	25	25	16	17	26	22	19	26	18	20	17	22
About the same as expected	44	49	44	42	46	41	52	51	56	54	47	48	54	49	50	52	49	50
Much Better/Better/Same	89	84	88	84	86	83	89	89	89	84	86	88	86	85	82	92	84	86
Worse than expected	7	10	8	12	9	9	9	7	8	6	8	7	12	10	10	4	10	8
Much worse than expected	4	5	2	5	3	5	1	3	2	9	4	3	1	4	3	3	5	4
Worse/Much Worse	11	15	10	16	12	14	10	10	10	15	12	10	13	14	13	7	15	11
Don't know	0	1	2	0	2	4	1	1	1	1	2	2	1	1	5	1	2	3
Base	241	247	354	414	423	589	327	294	419	488	445	571	253	262	377	449	412	543

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

	Eastern						Central						Wellington					
	14/15	15/ 16	16/17	17/18	18/19	19/20	14/15	15/ 16	16/17	17/18	18/19	19/20	14/15	15/ 16	16/17	17/18	18/19	19/20
Much better than expected	13	18	20	16	19	13	15	11	13	14	12	13	13	13	17	15	14	15
Better than expected	21	18	19	23	21	23	23	23	20	21	22	23	23	14	19	21	22	18
About the same as expected	56	57	51	49	49	51	52	58	50	54	55	48	52	59	48	51	48	55
Much Better/Better/Same	90	92	90	88	88	87	90	92	84	89	89	84	88	85	84	87	84	88
Worse than expected	7	6	7	6	9	9	7	5	10	5	6	9	10	11	12	8	9	7
Much worse than expected	3	0	2	5	1	3	2	2	2	4	3	6	2	3	3	3	5	2
Worse/Much Worse	10	7	9	10	10	12	9	7	12	9	9	14	12	14	14	11	14	9
Don't know	0	2	2	2	2	1	1	2	5	2	2	2	0	1	2	2	2	3
Base	237	282	380	372	358	472	286	288	416	439	407	529	284	246	411	412	392	619

Table 57: Service Expectations Met or Exceeded – By District over Time (Part 4) (%)

	Tasman						Canterbury						Southern					
	14/15	15/ 16	16/17	17/18	18/19	19/20	14/15	15/ 16	16/17	17/18	18/19	19/20	14/15	15/ 16	16/17	17/18	18/19	19/20
Much better than expected	9	6	11	16	14	12	7	11	14	14	14	18	8	10	15	13	15	12
Better than expected	23	24	20	22	26	16	28	20	19	16	23	22	32	26	19	22	23	21
About the same as expected	51	58	56	46	49	60	56	57	52	52	49	42	48	47	52	49	47	50
Much Better/Better/Same	83	87	86	84	88	88	91	87	85	82	86	82	88	83	86	84	84	83
Worse than expected	13	9	11	13	7	6	7	9	9	14	9	10	6	13	11	11	6	8
Much worse than expected	4	4	2	3	4	2	2	4	5	2	4	6	5	2	2	4	8	7
Worse/Much Worse	17	13	13	16	11	9	9	13	14	16	13	16	11	15	13	15	14	16
Don't know	0	0	1	0	1	3	0	0	1	2	1	2	1	2	2	1	2	1
Base	197	201	252	278	311	359	315	251	401	426	393	603	203	232	332	365	350	437

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%.

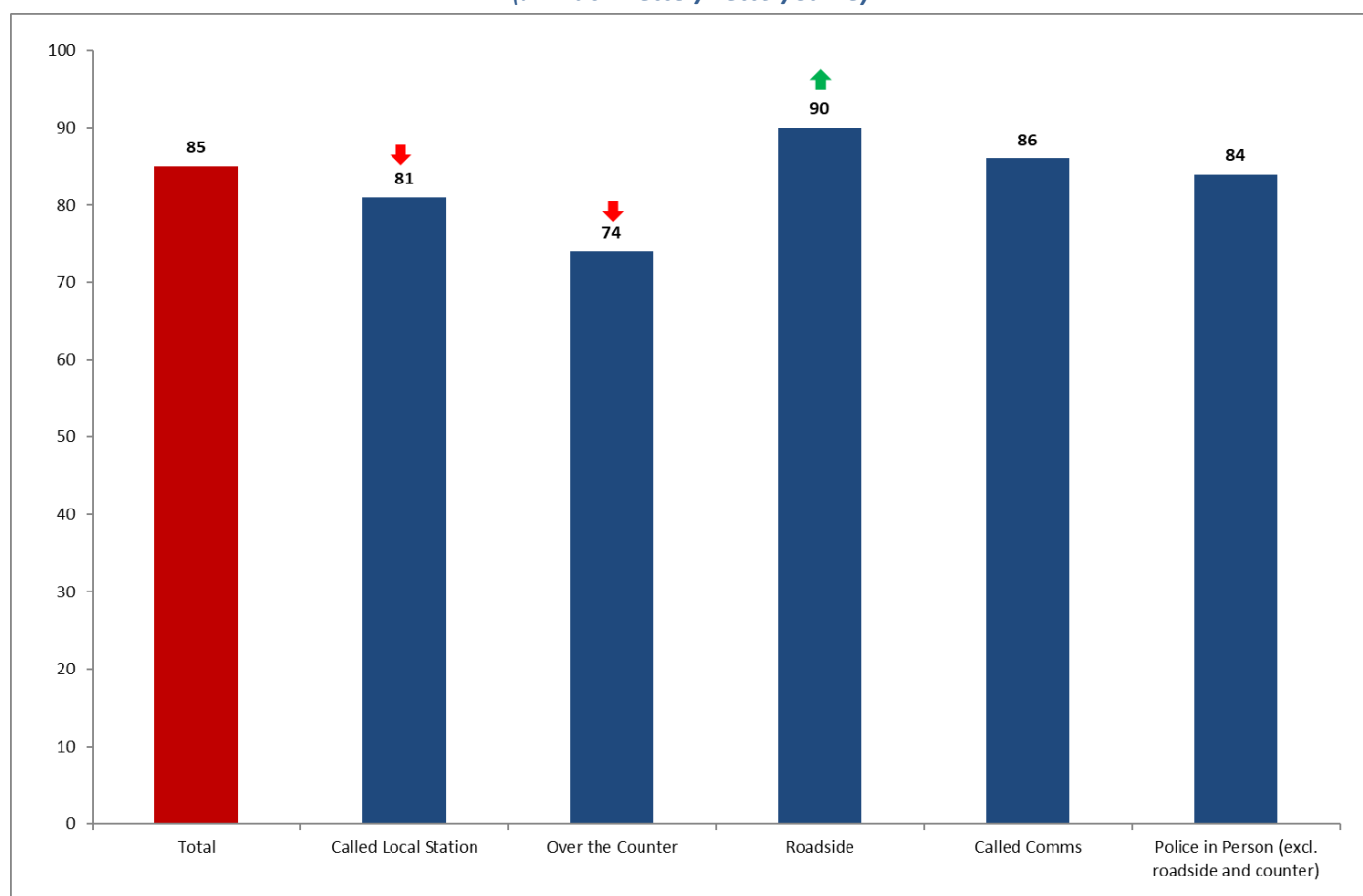
4.8.3. Service Expectations Met or Exceeded - Comparison by Point of Contact

1. 2019/20

In 2019/20, those who had contact with police at the roadside were significantly more likely to say that they received service that was *the same, better or much better than expected* (90%) when compared with all other points of contact.

Conversely, this was significantly lower for those who had contact with a local station (74% who visited a station, 81% who called a station).

Figure 85: Service Expectations Met or Exceeded - By Point of Contact in 2019/20
(% Much Better/Better/Same)



Base: All respondents, excluding 'not applicable' responses. Total 2019/20 n=6328; Called local station n=376; Over the counter n=461; Roadside n=510; Called the Communications Centre n=4414; Police in Person (excl. roadside and counter) n=1256.

Green arrow indicates a significantly higher result than the total.

Red arrow indicates a significantly lower result than the total.

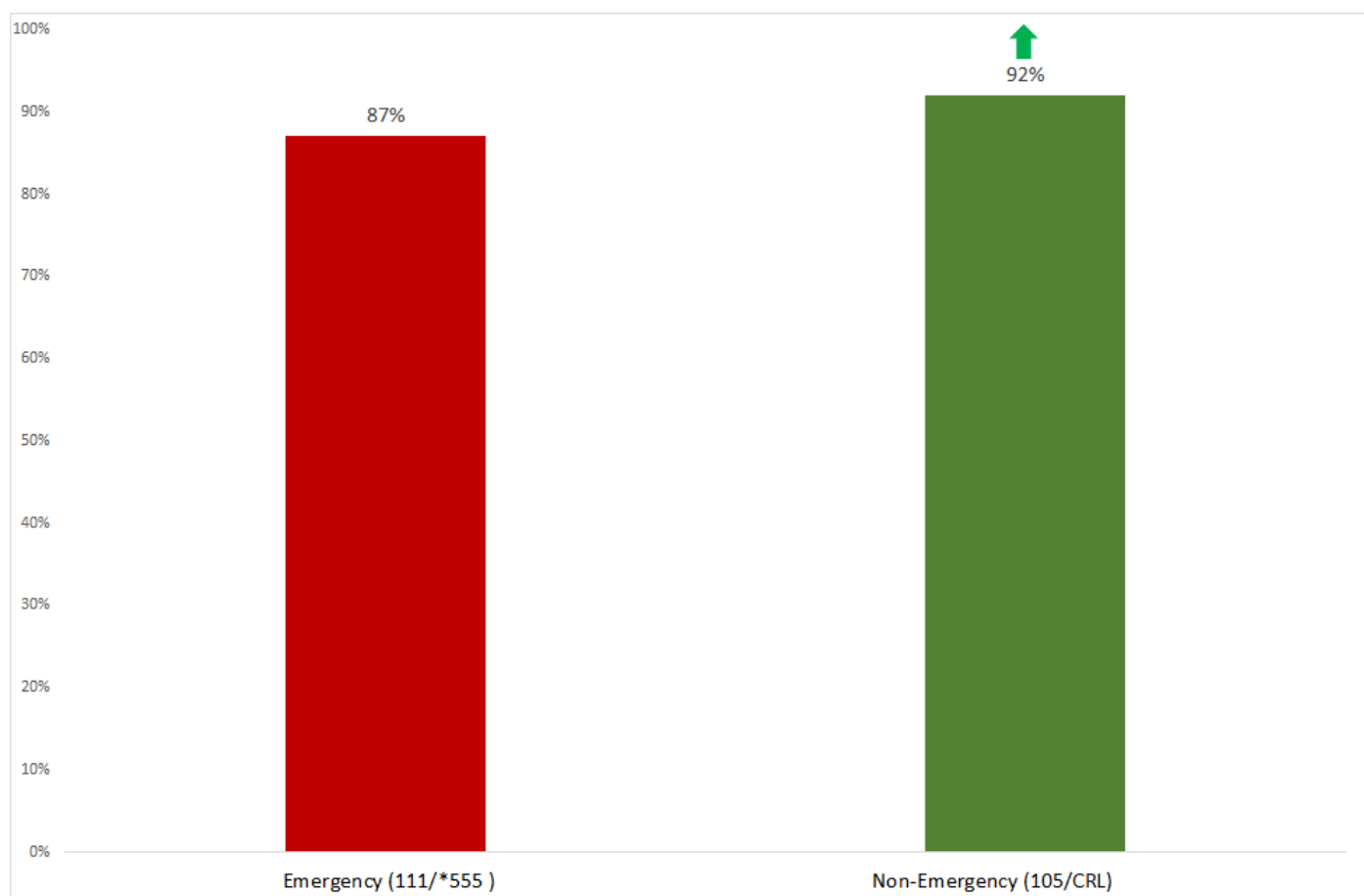
2. 2019/20 Communications Centres Results by Emergency/Non-Emergency Line

*Note: These results are from the individual Communications Centres Surveys - the emergency (111/*555) and non-emergency (105/CRL) line surveys – where people who have called in the previous seven days are surveyed from lists provided by Police. Results may differ from those reported for the Comms channel in the point of contact sections throughout this report, as those results are from the Communications Centres sample based surveys combined also with results from those who mentioned they called a Communications Centre number in the General, Māori Booster, Service Experience and Electoral Roll surveys. The 105 number was introduced on 10 May 2019, prior to this Crime Reporting Line data was combined with the emergency line data, consequently the new structure is not comparable to previous results and time series data has not been presented.*

In 2019/20, those who had called the non-emergency line were significantly more likely to say that they received service that was *the same, better or much better than expected* (92%) when compared with callers to the emergency line (87%).

In contrast, callers to the emergency line were significantly more likely to say that the service they received from their 111/*555 call was *worse or much worse* than they has expected (11%, compared with 6% of those calling the non-emergency line).

Figure 86: Service Expectations Met or Exceeded - By Communications Centres Line in 2019/20
(% Much Better/Better/Same)



Base: All respondents surveyed as part of the Communications Centres Surveys – based on weekly samples of those calling the emergency (n=1223) and non-emergency (n=1464) lines. Green arrow indicates a significantly higher result

Table 58: Service Expectations Met or Exceeded By Communications Centres Line (%)

	Emergency Line (111/*555)	Non-Emergency Line (105/CRL)
Much Better	18	22
Better	22	29
About The Same As Expected	47	41
Much Better/Better/Same	87	92
Worse	8	5
Much Worse	3	1
Worse/Much Worse	11	6
Don't know	3	2
Base	1223	1464

Base: All respondents surveyed as part of the Communications Centres Surveys – based on weekly samples of those calling the emergency (111/*555) and non-emergency (105/CRL) lines.

Orange text indicates a significant difference (higher/lower result) by line.

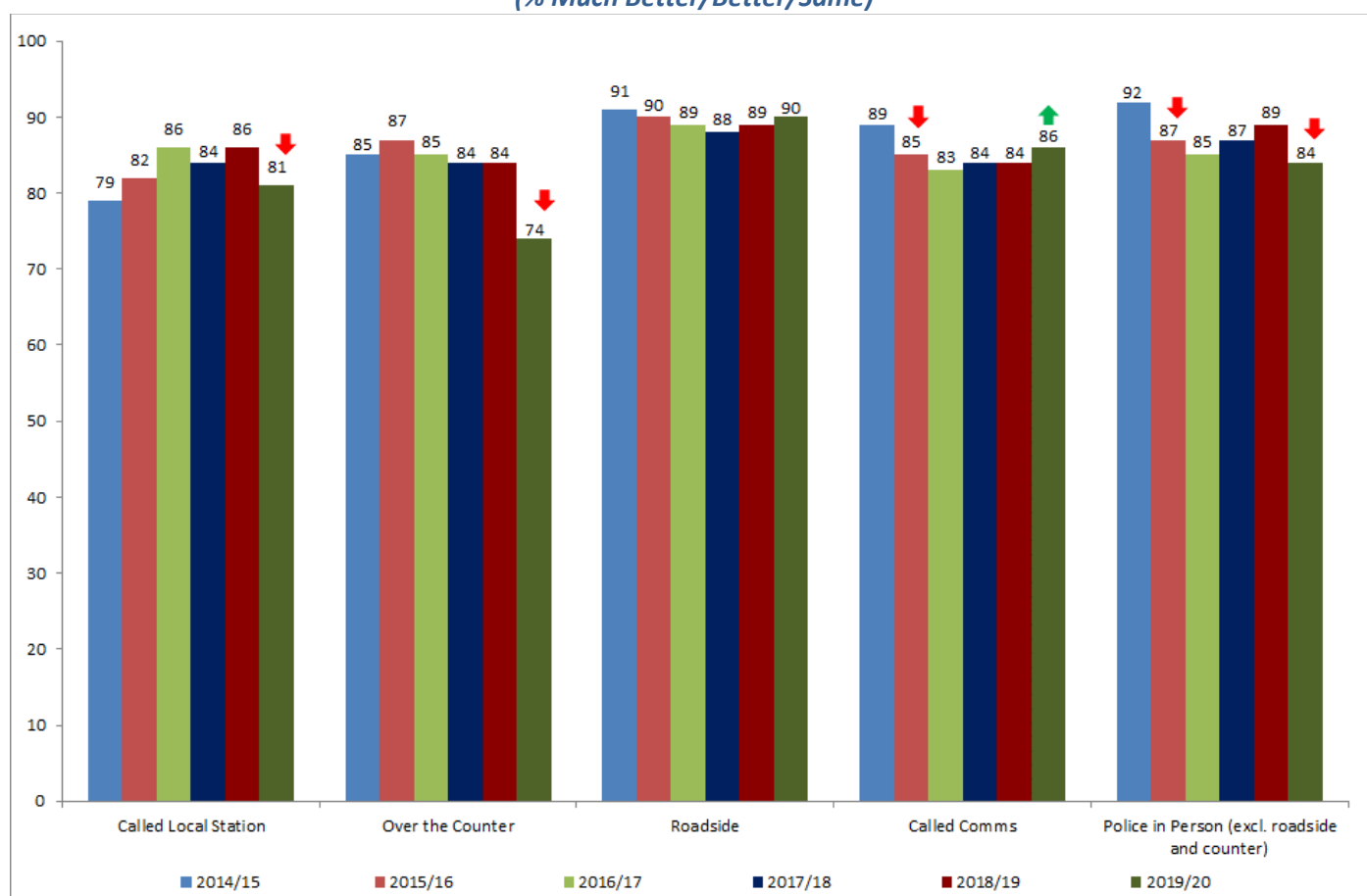
3. Comparison with 2018/19

When compared with the 2018/19 wave, there has been a significant increase in the share who felt they received service that was *the same, better or much better* among those who had called Comms (up from 84% to 86%). Those who called Comms also had a significant decrease in those who said they received service that was *worse* than expected (down from 11% to 9%).

In contrast, there has been a significant decrease in the share who said the service they received was *the same, better or much better* among those who had contact at a local station (from 84% to 74% for those who went to a station in person; from 86% to 81% who called a station) or had contact in person somewhere other than a station or at the roadside (from 89% to 84%).

Those who said the service received was *worse/much worse* has also increased significantly for those who had contact over the counter at a station (from 15% to 24%) or in person somewhere other than a station/at the roadside (from 10% to 14%).

Figure 87: 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 59: Service Expectations Met or Exceeded – By Point of Contact over Time (Part 1) (%)

	Called Local Station						Over the Counter						Roadside					
	14/15	15/ 16	16/17	17/18	18/19	19/20	14/15	15/ 16	16/17	17/18	18/19	19/20	14/15	15/ 16	16/17	17/18	18/19	19/20
Much better than expected	11	11	17	17	17	17	12	14	14	15	16	14	7	8	10	6	9	10
Better than expected	23	15	21	21	22	23	27	25	22	24	24	16	24	20	16	16	18	17
About the same as expected	45	56	48	46	47	41	46	48	49	45	44	44	60	62	64	66	62	63
Much Better/Better/Same	79	82	86	84	86	81	85	87	85	84	84	74	91	90	89	88	89	90
Worse than expected	19	15	10	11	10	10	10	9	10	8	12	15	7	7	8	8	5	5
Much worse than expected	2	3	3	4	4	6	4	3	3	7	3	9	2	3	2	2	4	2
Worse/Much Worse	21	18	13	15	13	16	14	12	13	16	15	24	9	9	10	10	9	6
Don't know	0	1	1	1	1	3	1	2	1	1	1	2	0	1	1	1	2	3
Base	218	196	488	693	758	376	396	383	466	488	519	461	637	624	580	477	438	510

Table 59: Service Expectations Met or Exceeded – By Point of Contact over Time (Part 2) (%)

	Called Comms						Police in Person (excl. roadside and counter)					
	14/15	15/ 16	16/17	17/18	18/19	19/20	14/15	15/ 16	16/17	17/18	18/19	19/20
Much better than expected	19	17	20	17	18	18	12	15	21	21	23	21
Better than expected	23	22	23	22	23	24	27	22	21	25	26	20
About the same as expected	47	46	40	45	43	45	53	51	43	42	40	43
Much Better/Better/Same	89	85	83	84	84	86	92	87	85	87	89	84
Worse than expected	9	10	12	10	11	9	7	8	10	8	6	9
Much worse than expected	2	4	3	4	4	4	1	3	4	4	4	5
Worse/Much Worse	11	14	15	14	14	13	8	11	13	12	10	14
Don't know	0	1	2	2	2	1	0	2	2	1	2	2
Base	1096	1080	2170	2531	2388	4414	735	674	1032	1199	1264	1256

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

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.

Respondents who rated the service they received as *much better/better than expected* mostly attributed their exceeded expectations to staff having a positive attitude (30%) which is a significant increase from 2018/19 (27%). The next most commonly mentioned reason was that Police acted promptly (26%).

Other key reasons were that Police were informative/knowledgeable (13%) and that they showed an interest/took the matter seriously (12%). Nine percent of respondents mentioned that Police provided follow-up (9%), a significant decrease compared to 2018/19 (12%).

Table 60: Reasons Why Service Received was Better Than Expected (%)

	Respondents who received better than expected service						All Respondents
	2014/15 (n=1165)	2015/16 (n=1022)	2016/17 (n=2601)	2017/18 (n=3690)	2018/19 (n=3605)	2019/20 (n=4967)	2019/20 (n=6371)
Staff member had a positive attitude friendly/courteous/polite/respectful	34	32	32	30	27	30	23
Police acted promptly	16	15	22	25	28	26	20
Informative/knowledgeable/good advice/explained what was happening	7	9	15	15	14	13	10
Showed interest/concern – took matter seriously	13	16	11	13	12	12	9
Provided follow-up/rang back	8	6	10	11	12	9	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 9% or more of respondents in 2019/20.

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

4.8.5. Reasons Why Service Received was Worse Than Expected

The most commonly mentioned reasons for rating the service received as *worse/much worse than expected* were because *there was no follow up* (17%) and that *staff seemed stressed/were rude/short tempered* (17%, a significant increase compared to 11% in 2018/19). Also commonly mentioned reasons were that *no action was taken* (16%).

Ten percent of those who rated service *worse/much worse than expected* said it was because the staff member did not take the matter seriously, did not care or did not seem interested, down significantly from 21% in 2018/19. Nine percent experienced the service being *too slow*.

Table 61: Reasons Why Service Received was Worse Than Expected (%)

	Respondents who received worse service						All Respondents
	2014/15 (n=367)	2015/16 (n=395)	2016/17 (n=549)	2017/18 (n=635)	2018/19 (n=605)	2019/20 (n=787)	2019/20 (n=6371)
No follow-up	14	16	16	16	16	17	2
Staff seemed stressed/were rude/short tempered	6	8	9	10	11	17	2
No action was taken/Police didn't do anything/didn't help	1	3	17	9	16	16	2
Did not take the matter seriously/did not care/not interested	13	16	16	16	21	10	1
Too slow/took too long	6	13	13	13	12	9	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 9% or more of respondents in 2019/20.

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

APPENDICES

Appendix One: Questionnaires

Appendix Two: Communications Centre Sample Results

Appendix Three: 105 Online Reporting Survey Results

Appendix Four: Sample Sizes and their Associated Margins of Error

APPENDIX ONE: QUESTIONNAIRES

These questionnaires contain questions from the Common Measurements Tool, used under licence 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, Single Non-Emergency Number and Electoral Roll Basic Questionnaire Content for 2019/20 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 1st few questions?

If no, arrange call back.

If refuse, thank and close.

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

Read out.

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

If yes to 1 or 2, thank and close

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

2. **DEMOGRAPHICS**

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. Gender diverse

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

If 'some' T&C at Q1a (code 3 at Q1a) ask (*Question added part way through 2019/20):

Q1eA. A. Why ***(for those who answered Q1d: else)*** is your trust and confidence in the Police not higher?

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

Type in *Codeframe to be developed

If stayed the same (code 3 at Q1b) OR Don't know (code 4 at Q1b) and 'some' T&C at Q1a (code 3 at Q1a) ask:

Q1eB. Has anything (else) in particular happened that has affected your level of trust and confidence in the Police?

Probe if needed: This could be anything specific that you have seen or heard, or a time when you have needed the Police and had contact with them.

Type in *Codeframe to be developed

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

Q3a. From your own personal experience or knowledge, please tell me whether you agree or disagree with the following statements:

- (i) **[always ask first] '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?
- (ii) **[always ask second] 'The Police are involved in activities in my community' If needed:** For example, activities for children, cultural or sporting events, local committees.

Rotate:

- Police deal effectively with burglary and theft
 - Police deal effectively with road safety
 - Police deal effectively with major crimes and significant events
 - The Police have a suitable presence in my community
 - Police treat people with fairness and respect
 - Police would respond quickly if I needed them
 - Police are easy to contact for a non-emergency situation
- (x) **[always ask second to last]** Police focus on the things that matter in my community
 - (xi) **[always ask last]** Overall, I have trust and confidence in the Police

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.

If needed for deal effectively with burglary/theft or major crimes and significant events: This is how the Police deal with this overall and can include things like response times, if and when they turn up, how thorough their investigations are, how they communicate with the public, etc.

If needed for deal effectively with road safety: This is how the Police keep the public safe on the roads overall and can include things like how they go about enforcing the speed limit, their use of breath testing checkpoints and other roadside stops, etc.

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
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 the local police station
2. 105 (ten five)
3. *555
4. 111
5. Called some other comms number (includes 911, 112, 999)
6. Filled in an Online Report (reported something on the website, also called “105 Online Reporting”)
7. Went into the local police station
8. Police came after someone else contacted them
9. Police came to home/business/other location (door to door/home visit)
10. Pulled over by police while driving
11. Police were in the area (driving/walking by)
12. Police website
13. Talked to Police at a **virtual access point** (this is via a video link, positioned outside stations, at malls etc)
14. Visited a **mobile police station** (similar to a mobile library)
15. Visited a temporary Police hub (including different locations for gun buy backs etc)
16. (Do not read) Other (please specify)
17. (Do not read) Can’t remember
18. Police called/contacted respondent
19. Called a police officer personally (i.e. on their private number)
20. Email (respondent emailed Police/Police email respondent)
21. In writing/letter (respondent wrote to Police/Police sent respondent a letter)
22. Text message (respondent text Police/Police text respondent)
23. Called Crime Reporting Line
24. Police came to home
25. Police came to business or place of work
26. Police came to other location
27. Arrested
28. Court Appearance
29. 0800 NEWCOPS (police recruitment number)
30. Called NZ Police number provided in documentation (Letter received)/or in other Media (e.g. Police 10/7 – TV Crime series etc.) EXCLUDES 0800 4 COPS
31. Crime Reporting Line
32. Police Infringement Bureau (including 0800 105777 / 04 3810000 / number to query traffic fine)

Programming: Contact – Short Version: All those who only had contact by calling Comms (Code 1 at Q9c) and 3 out of 4 of those who were pulled over for a check point/random stop at Q9a – including Breath testing (code 13 @ Q9a), Commercial vehicle check points (code 24 @ Q9a), Pulled over for a Car Warrant of Fitness/Registration/licence/seatbelt check (code 34 @ Q9a), Police stopped them to tell them something (road closed/crash ahead etc) (code 38 @ Q9a) are to skip to be asked the single overall rating question (with slightly different intro wording – Q12). **Programming: Contact – Long Version** All other respondents, including 1 in 4 of those who were pulled over for a check point/random stop, should be asked the questions as currently programmed (but with any of the additions/deletions/changes as indicated below).

5. Customer Satisfaction Questions

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

If pulled over for speeding (code 11 at Q9a)

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

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

Don't read out. Single response.

1. Yes, given a ticket
2. Yes, given a written traffic warning
3. No. not given a ticket or written traffic warning
4. **(don't read)** Don't know/can't remember
5. **(don't read)** Refused
6. **(don't read)** Yes, given a ticket or traffic warning but can't remember or unsure which one

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

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

Rotate and read out

- **I was treated fairly** (*note:* if respondent has dealt with more than one person take an average over all staff: "if you dealt with more than one staff member, please give a rating overall")
- **Staff were competent** (*If necessary:* By competent I mean they were capable or they knew what they were doing)
- **Staff did what they said they would do**
- **I feel my individual circumstances were taken into account**

For all excluding speeding, traffic offence, Breath testing, commercial vehicle checkpoints, police came to inform me of a death at Q9a

- **Staff made me feel my situation mattered to them**

Would you say you.....

Rotate scale. Read out. Single response for each statement

1. Strongly disagree
2. Disagree
3. Neither agree nor disagree
4. Agree
5. Strongly agree
6. **(Do not read)** Not Applicable
6. **(Do not read)** Don't know
7. **(Do not read)** Refused

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

Q10b. You said that you disagree/strongly disagree with the statement/s *[statement/s]*. Why do you feel this way?

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

Probe: What else made you feel this way?

Don't read out. Multiple response.

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

Q16a Thinking about your contact with the New Zealand Police *[insert point of contact about reason]*, please tell me if you agree/disagree with the following statement: **"it's an example of good value for tax dollars spent"**

Would you say you...

Rotate statements. Read out. Single response

1. Strongly disagree
2. Disagree
3. Neither agree nor disagree
4. Agree
5. Strongly agree
6. **(Do not read)** Not Applicable
7. **(Do not read)** Don't know
8. **(Do not read)** Refused
9. (Don't read) Still in contact with Police about this/issue still unresolved

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

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

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

This question is about how you have experienced the service you got from the Police. This will help them to make improvements in the future. **For those involved in a roadside interaction, for example speeding, seatbelts, breath testing etc:** When answering these questions, please think about the interaction with the officer and how you were spoken to, rather than if you were issued with a ticket or not.

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

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

Read out. Single response

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

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

Q12Y And thinking about all the interaction you had with the Police about [*insert reason for contact from Q9a if general*] up until now, this includes all contact you may have had with the police regarding this incident, including contact you may have had in person, over the telephone, in writing and so on, please tell me... **How satisfied were you with the overall quality of service? Were you....**

Read out. Single response

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

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

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

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

Don't read out. Multiple response

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

These "Contact - short version" people should now skip to Q15a

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

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

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

Read out. Single response

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

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

Q12a. And thinking about all the interaction you had with the police about [*insert reason for contact from Q9a if general*] up until now, this includes all contact you may have had with the police regarding this incident, including contact you may have had in person, over the telephone, in writing and so on, please tell me: **How satisfied were you with the overall quality of service?** Were you....

Read out. Single response

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

Q13. Before your contact with the Police about [*insert reason for contact*], what quality of service did you expect? Would you say you expected.....

Read out. Single response

1. Very poor service
2. Poor service
3. Neither good nor poor service
4. Good service
5. Very good service
6. **(Do not read)** Don't know
7. **(Do not read)** Refused
8. **(Do not read)** I had no expectations/never thought about it

Q14a. Looking back, how did the service you received from the Police compare to what you expected? Would you say the service you received was....

Read out. Single response

1. Much worse than expected
2. Worse than expected
3. About the same as expected
4. Better than expected
5. Much better than expected
6. **(Do not read)** Don't know
7. **(Do not read)** Refused
8. **(Do not read)** Had no expectations/never thought about it

If better than thought it would be (codes 4 or 5 at Q14a), ask:

Q14b. What one thing made the service better than you expected it would be/as good as you had expected it to be?

Don't read out. Single response

1. Positive Police attitude – including friendly, courteous
2. Acted promptly
3. Did everything they could
4. Showed interest/concern – took the matter seriously
5. Followed it through, rang back

6. Solved the situation, sorted it out
7. Informative / offered good advice / knowledgeable / competent
8. Were fair
9. Other *(specify)*
10. Don't know
11. Refused

If worse than thought it would be (codes 1 or 2 at Q14a), ask:

Q14c. What one thing made the service worse than you expected it would be/as poor as you had expected it to be?

Don't read out. Single response

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

For all excluding speeding, traffic offence, Breath testing, commercial vehicle check points, police came to inform me of a death at Q9a

Q17a. Thinking about all the interaction you had with the Police about *[insert reason for contact from Q9a if general]* up until now, please tell me how strongly you agree or disagree with the following statement: "I am satisfied with the actions the Police took overall".

Would you say you...

Rotate statements. Read out. Single response for each statement

1. Strongly disagree
2. Disagree
3. Neither agree nor disagree
4. Agree
5. Strongly agree
6. ***(Do not read)*** Still in contact with police about this/issue is still unresolved
7. ***(Do not read)*** Not Applicable
8. ***(Do not read)*** Don't know
9. ***(Do not read)*** Refused

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]?

As part of the Gravitas quality assurance, we audit 10% of all our interviewing and this is mainly done through listening in. However, from time to time, a supervisor will call people back. If a supervisor does need to call back for quality assurance purposes, could I please have your first name or your initials so they can ask for you directly (any preferred name is fine e.g. Mr Smith, etc)?

If necessary: Your name will only be used for this purpose and will not be included in the survey or passed onto anyone outside of Gravitas Research.

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.

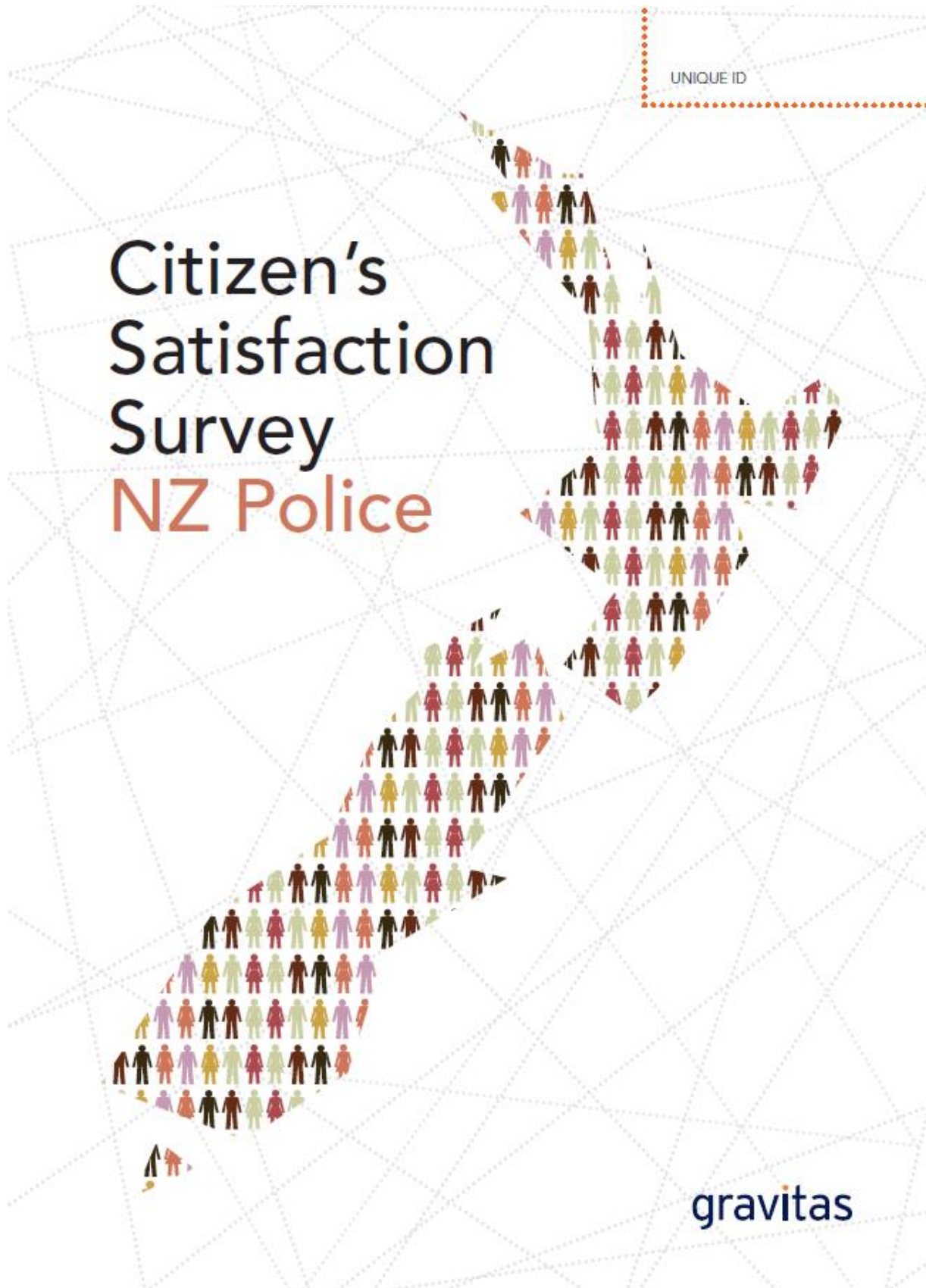
In case you missed it, my name is [name] from Gravitas Research and if you have any questions, you can call us toll free on 0508 73732724.

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

Electoral Roll Self Completion Questionnaire for 2019/20 Year



Completing the survey

Please answer each question by either circling the number that corresponds to your answer (e.g. ⑤) or by writing your answer into the space provided.

If you have any queries regarding this survey, you can call Gravitas on our toll free number, 0508 RESEARCH.

Once you have completed the survey

Please fold up the questionnaire and post back to Gravitas Research using the postage paid envelope included with the questionnaire. No stamp is needed. Thank-you!

Trust and Confidence, Safety and Your Community

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

Q1a Which of the following best describes the level of trust and confidence you have in the Police?
Please circle one answer

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 know

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

Increased	Stayed the same	Decreased	Don't know
1	2	3	4

If your trust and confidence has increased or decreased please answer Q1c.
Everyone else please skip to Q2a.

Q1c Why has your level of trust and confidence in the Police increased or decreased in the last 12 months? What has happened to change how you feel about the Police?
Please write in the reason(s) for this change

Q2a Thinking about where you live, the places you go and things you do, how safe or unsafe to you feel? Please circle one answer

Very unsafe	Unsafe	Neutral	Safe	Very Safe	Don't know/ Not applicable
1	2	3	4	5	6

Q2b

Thinking about your overall sense of freedom from crime, how safe or unsafe do you feel in the following situations?
Note: If it depends on the time/ who you are with/how dark it is etc., please rate how safe or unsafe you feel overall.

Please circle one answer in each row

	Very unsafe	Unsafe	Neutral	Safe	Very safe	Don't know/ Not applicable
In your local neighbourhood after dark	1	2	3	4	5	6
In your City or Town centre at night	1	2	3	4	5	6

Q2c

Compared to 2 years ago, in your local neighbourhood after dark, would you say you are now feeling? Please circle one answer

More safe	The same	Less safe	Don't know/Not applicable
1	2	3	4

Q3

From your own personal experience or knowledge, do you agree, disagree or neither agree or disagree with the following statements?

Please circle one answer in each row

	Strongly Disagree	Disagree	Neither agree nor disagree	Agree	Strongly Agree	Don't know/ Not applicable
The Police are responsive to the needs of my community (i.e. Do you think the Police listen to what your community wants?)	1	2	3	4	5	6
The Police are involved in activities in my community	1	2	3	4	5	6
Police deal effectively with burglary and theft	1	2	3	4	5	6
Police deal effectively with road safety	1	2	3	4	5	6
Police deal effectively with major crimes and significant events	1	2	3	4	5	6
The Police have a suitable presence in my community	1	2	3	4	5	6
Police treat people with fairness and respect	1	2	3	4	5	6
Police would respond quickly if I needed them	1	2	3	4	5	6
Police are easy to contact for a non-emergency situation	1	2	3	4	5	6
Police focus on the things that matter in my community	1	2	3	4	5	6
Overall, I have trust and confidence in the Police	1	2	3	4	5	6

3

Contact with the Police in the Last 6 Months

Please now think about any recent contact you may have had with the New Zealand Police

Q4

In the last 6 months, have you had any contact with the New Zealand Police, such as reporting a crime, being stopped for a traffic offence or crash, being breath tested or for other Police checks, to seek information or for any other reasons. This includes contact you may have had in person, over the telephone or in writing. Note: this question is to establish your contact with the NZ Police and is not limited to the above examples.

Please circle one answer

Yes – Had Contact	No Contact	Don't know
1	2	3

If you have had contact in the last 6 months please continue on to Q5a.

If NO CONTACT please go to Q16 (Page 14).

Q5a

Please circle all the reasons you have had contact with the Police, in the last 6 months, in the first column.

Then for each of the reason you have circled please select how you had contact with Police:

Called Comms (including calling 111, 105 and *555)

Called a local Police station

Went into a local Police station in person

At the roadside (pulled over while driving)

In person with an officer/Police staff (excluding at the roadside or at a local station)

In writing – letter, email, text message (you writing to Police and/or Police writing to you) and completing online forms on the Police website

	Circle if you had this contact	Please <u>circle all ways</u> you had contact with the police for each reason you have circled						
		Called Comms (111, 105 or *555)	Called local Police station	Visited Police station in person	At the roadside	In person, with an officer/ staff	In writing, including email and online forms	Don't know
Breath testing	1	1	2	3	4	5	6	7
Pulled over for a random check – excluding breath testing (e.g. WoF/ Registration / licence / seatbelt check)	2	1	2	3	4	5	6	7
Traffic offence - speeding	3	1	2	3	4	5	6	7
Traffic offence (anything else excluding speeding)	4	1	2	3	4	5	6	7
Commercial vehicle check point	5	1	2	3	4	5	6	7
A traffic crash	6	1	2	3	4	5	6	7

4

	Circle if you had this contact	Please circle all ways you had contact with the police for each reason you have circled						
		Called Comms (111, 105 or *555)	Called local Police station	Visited Police station in person	At the roadside	In person, with an officer/ staff	In writing, including email and online forms	Don't know
Roadside assist – officer helping at the road side (e.g. fixing a tyre /car broken down)	7	1	2	3	4	5	6	7
Roadside stop - Police informing you of something (road closed/ crash ahead etc.)	8	1	2	3	4	5	6	7
Reporting bad/dangerous driving includes calling *555)	9	1	2	3	4	5	6	7
A house theft or burglary	10	1	2	3	4	5	6	7
A vehicle theft or burglary	11	1	2	3	4	5	6	7
Other theft or burglary (excluding house and vehicle)	12	1	2	3	4	5	6	7
Lost property (reporting / claiming /handing in)	13	1	2	3	4	5	6	7
An intruder, a prowler, noises	14	1	2	3	4	5	6	7
Suspicious or disorderly behaviour	15	1	2	3	4	5	6	7
Property damage or vandalism	16	1	2	3	4	5	6	7
A domestic incident	17	1	2	3	4	5	6	7
An assault (including sexual assault)	18	1	2	3	4	5	6	7
A missing person	19	1	2	3	4	5	6	7
Search and rescue	20	1	2	3	4	5	6	7
Police came to inform (you / someone else) of a death	21	1	2	3	4	5	6	7
Heard a talk from an officer (i.e. youth education in schools)	22	1	2	3	4	5	6	7
Police participated in a group / community activity you were involved in	23	1	2	3	4	5	6	7
For a Crime Prevention activity, project, or program (includes asking advice on crime prevention)	24	1	2	3	4	5	6	7
You asked for directions	25	1	2	3	4	5	6	7
You asked for other advice, help or information	26	1	2	3	4	5	6	7

5

	Circle if you had this contact	Please circle all ways you had contact with the police for each reason you have circled						
		Called Comms (111, 105 or *555)	Called local Police station	Visited Police station in person	At the roadside	In person, with an officer/staff	In writing, including email and online forms	Don't know
Application for a licence (e.g. firearm's licence)	27	1	2	3	4	5	6	7
You were a suspect or the perpetrator of a crime	28	1	2	3	4	5	6	7
Bail reporting	29	1	2	3	4	5	6	7
Professional – in the course of work/business for work purposes	30	1	2	3	4	5	6	7
Contact with Police about making a complaint	31	1	2	3	4	5	6	7
Something else (please specify) <input type="text"/>	32	1	2	3	4	5	6	7
Something else (please specify) <input type="text"/>	33	1	2	3	4	5	6	7

Most Recent Contact with the Police

Please now think about your most recent contact....

The next few questions are about the most recent reason you have had contact with the Police in the last 6 months. This can include any reason for contact where you approached the Police or they approached you.

Q5b

Thinking about the contact you have had with the Police in the last 6 months (those you circled in Q5a), which one was the most recent reason for contact?

Please write in the reason for contact as it appears in Question 5a above:

For this next set of questions please only think about the contact you had with the Police for the reason you have entered above at Q5b. These questions are about how you have experienced the service you got from the Police. This will help them to make improvements in the future.

If your most recent reason for contact was being pulled over for speeding please answer Q6.
Everyone else skip to Q7

Q6 Did you receive a speeding ticket or a written traffic warning?
Please circle one answer

1	Yes - I received a ticket
2	Yes - I received a written traffic warning
3	No (did not receive a ticket or written traffic warning)
4	Don't know/can't remember

Note: When answering the questions in the following sections 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.

If your most recent contact was calling the Communications Centre please answer Q7.
Everyone else skip to Q8a

Q7 What number did you call/dial?
Please circle one answer

1	111
2	105
3	*555
4	Other (specify) <input type="text"/>

Section 8 - Roadside

Please answer Section 8 if you had contact by at the roadside (pulled over while driving) as part of your most recent reason for having contact with the Police. Everyone else, please skip to Section 9.

Q8a

Regarding your contact with the Police when you had contact at the roadside, do you agree or disagree with the following statements?

Note: if you dealt with more than one person during this contact please take an average over all staff.

	Strongly Disagree	Disagree	Neither agree nor disagree	Agree	Strongly Agree	Don't know/ Not applicable
I was treated fairly	1	2	3	4	5	6
Staff were competent (i.e. they were capable or they knew what they were doing)	1	2	3	4	5	6
Staff did what they said they would do	1	2	3	4	5	6
I feel my individual circumstances were taken into account	1	2	3	4	5	6
Staff made me feel my situation mattered to them	1	2	3	4	5	6
It's an example of good value for tax dollars spent	1	2	3	4	5	6

If you disagree/strongly disagree with any of the above statements please answer Q8b. Everyone else skip to Q8c

Q8b

Why did you disagree with any of the above statements? Why do you feel this way?

Please write in the reason(s) you disagree

Q8c

Regarding your contact with the Police when you had contact at the roadside, how satisfied were you with the following?

Note: if you dealt with more than one person during this contact please take an average over all staff. Please circle one answer in each row

	Very Dissatisfied	Dissatisfied	Neither satisfied nor dissatisfied	Satisfied	Very Satisfied	Don't know/ Not applicable
Overall satisfaction with staff who provided the service	1	2	3	4	5	6
The overall quality of service you received	1	2	3	4	5	6

If this is the only contact you had regarding your most recent reason for contact, please now skip to Q13. Everyone else continue to Section 9.

Section 9 – Communications Centre

Please answer Section 9 if you had contact by calling the Communications Centre (calling 111, 105 or *555) as part of your most recent reason for having contact with the Police. Everyone else, please skip to Section 10.

Q9a

Regarding your contact with the Police when you called the Communications Centre, do you agree or disagree with the following statements?

What number did you call/dial? 111, 105, *555, Other (specify)

Note: if you dealt with more than one person during this contact please take an average over all staff. Please circle one answer in each row

	Strongly Disagree	Disagree	Neither agree nor disagree	Agree	Strongly Agree	Don't know/ Not applicable
I was treated fairly	1	2	3	4	5	6
Staff were competent (i.e. they were capable or they knew what they were doing)	1	2	3	4	5	6
Staff did what they said they would do	1	2	3	4	5	6
I feel my individual circumstances were taken into account	1	2	3	4	5	6
Staff made me feel my situation mattered to them	1	2	3	4	5	6
It's an example of good value for tax dollars spent	1	2	3	4	5	6

If you disagree/strongly disagree with any of the above statements please answer Q9b. Everyone else skip to Q9c

Q9b

Why did you disagree with any of the above statements?

Why do you feel this way? Please write in the reason(s) you disagree

Q9c

Regarding your contact with the Police when you called the Communications Centre, how satisfied were you with the following?

Note: if you dealt with more than one person during this contact please take an average over all staff. Please circle one answer in each row

	Very Dissatisfied	Dissatisfied	Neither satisfied nor dissatisfied	Satisfied	Very Satisfied	Don't know/ Not applicable
Overall satisfaction with staff who provided the service	1	2	3	4	5	6
The overall quality of service you received	1	2	3	4	5	6

If this is the only contact you had regarding your most recent reason for contact, please now skip to Q13. Everyone else continue to Section 10.

9

Section 10 – Calling a Local Police Station

Please answer Section 10 if you had contact by calling a local Police station as part of your most recent reason for having contact with the Police. Everyone else, please skip to Section 11.

Q10a

Regarding your contact with the Police when you called a local Police station, do you agree or disagree with the following statements?

Note: if you dealt with more than one person during this contact please take an average over all staff. Please circle one answer in each row

	Strongly Disagree	Disagree	Neither agree nor disagree	Agree	Strongly Agree	Don't know/ Not applicable
I was treated fairly	1	2	3	4	5	6
Staff were competent (i.e. they were capable or they knew what they were doing)	1	2	3	4	5	6
Staff did what they said they would do	1	2	3	4	5	6
I feel my individual circumstances were taken into account	1	2	3	4	5	6
Staff made me feel my situation mattered to them	1	2	3	4	5	6
It's an example of good value for tax dollars spent	1	2	3	4	5	6

If you disagree/strongly disagree with any of the above statements please answer Q10b. Everyone else skip to Q10c

Q10b

Why did you disagree with any of the above statements? Why do you feel this way?

Please write in the reason(s) you disagree. Please circle one answer in each row

Q10c

Regarding your contact with the Police when you called a local Police station, how satisfied were you with the following

Note: if you dealt with more than one person during this contact please take an average over all staff. Please circle one answer in each row

	Very Dissatisfied	Dissatisfied	Neither satisfied nor dissatisfied	Satisfied	Very Satisfied	Don't know/ Not applicable
Overall satisfaction with staff who provided the service	1	2	3	4	5	6
The overall quality of service you received	1	2	3	4	5	6

If this is the only contact you had regarding your most recent reason for contact, please now skip to Q13. Everyone else continue to Section 11.

Section 11 – Visiting a Local Police Station

Please answer Section 11 if you had contact in person at a local Police station as part of your most recent reason for having contact with the Police. Everyone else, please skip to Section 12.

Q11a Regarding your contact with the Police when you had contact in person at a local Police station, do you agree or disagree with the following statements?
Note: if you dealt with more than one person during this contact please take an average over all staff. Please circle one answer in each row

	Strongly Disagree	Disagree	Neither agree nor disagree	Agree	Strongly Agree	Don't know/ Not applicable
I was treated fairly	1	2	3	4	5	6
Staff were competent (i.e. they were capable or they knew what they were doing)	1	2	3	4	5	6
Staff did what they said they would do	1	2	3	4	5	6
I feel my individual circumstances were taken into account	1	2	3	4	5	6
Staff made me feel my situation mattered to them	1	2	3	4	5	6
It's an example of good value for tax dollars spent	1	2	3	4	5	6

If you disagree/strongly disagree with any of the above statements please answer Q11b.
 Everyone else skip to Q11c

Q11b Why did you disagree with any of the above statements? Why do you feel this way?
Please write in the reason(s) you disagree

Q11c Regarding your contact with the Police when you had contact in person at a local Police station, how satisfied were you with the following?
Note: if you dealt with more than one person during this contact please take an average overall staff. Please circle one answer in each row

	Very Dissatisfied	Dissatisfied	Neither satisfied nor dissatisfied	Satisfied	Very Satisfied	Don't know/ Not applicable
Overall satisfaction with staff who provided the service	1	2	3	4	5	6
The overall quality of service you received	1	2	3	4	5	6

If this is the only contact you had regarding your most recent reason for contact, please now skip to Q13.
 Everyone else continue to Section 12.

Section 12 – Contact with Police in person

Please answer Section 12 if you had contact in person with an officer/staff member (excluding at the roadside or local Police station) as part of your most recent reason for having contact with the Police. Everyone else, please skip to Q13.

Q12a

Regarding your contact with the police when you had contact in person with an officer/staff member (excluding at the roadside or local Police station), do you agree or disagree with the following statements? *Note: if you dealt with more than one person during this contact please take an average over all staff. Please circle one answer in each row*

	Strongly Disagree	Disagree	Neither agree nor disagree	Agree	Strongly Agree	Don't know/ Not applicable
I was treated fairly	1	2	3	4	5	6
Staff were competent (i.e. they were capable or they knew what they were doing)	1	2	3	4	5	6
Staff did what they said they would do	1	2	3	4	5	6
I feel my individual circumstances were taken into account	1	2	3	4	5	6
Staff made me feel my situation mattered to them	1	2	3	4	5	6
It's an example of good value for tax dollars spent	1	2	3	4	5	6

If you disagree/strongly disagree with any of the above statements please answer Q12b. Everyone else skip to Q12c

Q12b

Why did you disagree with any of the above statements? Why do you feel this way? *Please write in the reason(s) you disagree*

Q12c

Regarding your contact with the Police when you had contact in person (excluding at the roadside or local Police station), how satisfied were you with the following? *Note: if you dealt with more than one person during this contact please take an average over all staff. Please circle one answer in each row*

	Very Dissatisfied	Dissatisfied	Neither satisfied nor dissatisfied	Satisfied	Very Satisfied	Don't know/ Not applicable
Overall satisfaction with staff who provided the service	1	2	3	4	5	6
The overall quality of service you received	1	2	3	4	5	6

If you answered more than one of Sections 8, 9, 10, 11, and 12 about your recent reason for contact, please answer Q13. Everyone else, please skip to Q14a.

Q13

And thinking about all the interaction you had with the Police about your most recent reason for contact 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..... How satisfied were you with the overall quality of service?

Note: if you dealt with more than one person during this contact please take an average over all staff. Please circle one answer

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

Q14a

Before your most recent experience with the Police, what quality of service did you expect? Would you say you expected.....

Please circle one answer

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

Q14b

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

Please circle one answer

Much worse than expected	Worse than expected	About the same as expected	Better than expected	Much better than expected	Don't know
1	2	3	4	5	6

Q14c

What made the service better or worse than you thought it would be OR as good or as poor as you thought it would be?

Please write in

Q15a

Thinking about all the interaction you had with the Police in your most recent experience, how strongly do you agree or disagree with the statement: I am satisfied with the actions the Police took overall.

Please circle one answer


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

If you disagree/strongly disagree with the above statement please answer Q15b.
Everyone else skip to Q16

Q15b

Why are you not satisfied with the actions the Police took? Why do you feel this way?

Please write in the reason(s)

 **EVERYONE PLEASE ANSWER ALL QUESTIONS FROM HERE ON.**

About you

Just a couple of questions about you (just to ensure we are including a good mix of people in our survey)

Q16

Which of the following age groups do you belong to?

Please circle one answer

1	16-24 years old
2	25-34 years old
3	35-44 years old
4	45-54 years old
5	55-64 years old
6	65+ years old
7	Prefer not to say

Q17
Which of the following ethnic group(s) do you belong to?
Please circle all that apply

1	New Zealand European/Pakeha
2	Other European (i.e. Australian, British etc.)
3	Maori
4	Samoan
5	Cook Island Maori
6	Tongan
7	Niuean
8	Other Pacific Islander
9	Chinese
10	Indian
11	Fijian Indian
12	Korean
13	Japanese
14	Malaysian
15	Vietnamese
16	Filipino
17	Other Asian
18	Other (please specify) <input type="text"/>
19	Prefer not to say

Q18a
Were you born in New Zealand?
Please circle one answer

1	Yes (Go to Q19)
2	No

Q18b
How many years have you lived in New Zealand?
Please circle one answer

1	Less than 1 year
2	1-5 years
3	6-10 years
4	Over 10 years
5	Don't know

15

Q19 Are you.....
Please circle one answer

1	Male
2	Female
3	Gender diverse

Q20 Would you be interested in participating in any future research conducted by the New Zealand Police?

1	<p>Yes</p> <p>Please provide your contact details so that we are able to contact you:</p> <p>Name: <input type="text"/></p> <p>Phone number: <input type="text"/></p> <p>Email: <input type="text"/></p>
2	No

Q21 Lastly, do you have any final comments you would like to make?

1	No comments
2	<p>Yes Please write in as much detail as possible. If you need additional space please insert a separate piece of paper.</p>

Thank you for your time – We appreciate your participation
Please fold the questionnaire and insert into the postage paid envelope provided and post (No stamp is needed)

NZ Police Citizens' Satisfaction Survey

Service Experience Survey- CATI Questionnaire

INTRODUCTION

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

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

Arrange call back if necessary.

Re-introduce if necessary

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

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

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

We are an independent research company and all our work is completely confidential. Your answers will be combined with those of others and there will be nothing in the results that could identify you.

Most of the questions asked in the survey are related to the level of service provided by Police for this recent contact. If the nature of your contact with New Zealand police was sensitive, you can, of course, elect not to take part. If at any time you become uncomfortable answering the questions, please feel free to let me know and I will end the interview.

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

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

If no, arrange call back.

If refuse, thank and close.

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

- the market research industry
- the New Zealand Police

If yes to any, thank and close

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, 105) – 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 into 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/Online Reporting (e.g. filling in forms online, looking for information, etc)
10. Email (respondent emailed Police/ Police emailed respondent)
11. In writing/letter (respondent wrote to Police/ Police sent respondent a letter)
12. Text message (respondent text Police/ Police text respondent)
13. Other (please specify)
14. Can't remember

If code 1 at Q4 (called comms) selected above ask

Q. Thinking about the call you made to the Police on [date] in the [afternoon/morning], did you call 105 (ten five) 111, *555 or another number?

Do not read. Single response.

1. 111 (interviewer note: this includes 911, 112, 999)
2. 105 (ten five)
3. *555
4. Other number (not local police station)
5. Don't recall/don't know

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 [called 111/called 105/called *555/called the police]*
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**
12. *You received a text message 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.

I now want to ask you about the other contacts you had with the Police about a house theft or burglary.

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

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

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

And please tell me how strongly you agree or disagree with the following statement:

c) 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]

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 AND PERCEPTION QUESTIONS

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

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

Would you say you feel.....

Rotate scale. Read out. Single response

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

Note: if respondents say it depends on the time/ who I am with/how dark it is etc ask: "Overall, how safe or unsafe do you feel"

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

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

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

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

- **[always ask first] ‘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?
- **[always ask second] ‘The Police are involved in activities in my community’ If needed:** For example, activities for children, cultural or sporting events, local committees.
- Police deal effectively with burglary and theft
- Police deal effectively with road safety
- Police deal effectively with major crimes and significant events
- The Police have a suitable presence in my community
- Police treat people with fairness and respect
- Police would respond quickly if I needed them
- Police are easy to contact for a non-emergency situation
- **[always ask second to last]** Police focus on the things that matter in my community
- **[always ask last]** Overall, I have trust and confidence in the Police

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.

If needed for deal effectively with burglary/theft or major crimes and significant events: This is how the Police deal with this overall and can include things like response times, if and when they turn up, how thorough their investigations are, how they communicate with the public, etc.

If needed for deal effectively with road safety: This is how the Police keep the public safe on the roads overall and can include things like how they go about enforcing the speed limit, their use of breath testing checkpoints and other roadside stops, etc.

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
7. **(Do not read)** Don’t know
8. **(Do not read)** Refused
9. **(Do not read)** Do not understand the question/statement

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...

1. Male
2. Female
3. Gender diverse

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).

NZ Police Citizens' Satisfaction Survey

105 Online Reporting Survey - Online Questionnaire

Note: a shorter version of the survey was used in the initial stages of the service launch to cover more responses and gather key feedback on the service. Once established, respondents were asked the full survey.

INTRODUCTION

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 contacted the police online. This will help them make improvements in the future.

Your name and email address have been provided to us on a confidential basis by the Police for this survey only and you have been randomly chosen from a list of people who have recently contacted the Police.

The survey should take about 5 to 8 minutes, depending on your answers.

To begin the survey, please click on the link below:

Thank you in advance for your feedback.

*Kind regards,
The Gravitas team*

2. Trust and Confidence

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

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

Rotate scale. 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. Other **(please specify)**
7. Prefer not to say
8. Don't know

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

Rotate scale. Single response.

1. Increased
2. Decreased
3. Stayed the same
4. 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?
What has happened to change how you feel about the Police?

Please type in.

1. Other *(please specify)*
2. 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?
What has happened to change how you feel about the Police?

Please type in.

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

3. Recent Contact

Q4. What were you reporting when you visited the Police website and completed an online form on [xx date from sample]?

Multiple response response.

1. Lost property
2. Intentional property damage (to buildings, vehicles and other possessions)
3. Shoplifting (including petrol drive-offs)
4. Theft from a vehicle
5. Theft from a public place
6. Theft from private property by someone invited to the property
7. Other *(specify)*
8. Don't know/ Can't remember

Q5. How did you find out about the option of reporting this online?

Multiple response.

1. Saw it advertised (including seeing it advertised online or in print or hearing about it on the TV or radio)
2. Saw it on the Police website
3. Told about it by a friend/family member/colleague
4. Told about it at a Police station
5. Told about it when I called 105 (ten five)
6. Told about it when I called 111
7. Told about it when I called *555
8. Told about it when I called another number (including local police station)
9. Some other way *(please specify)*
10. Don't recall/don't know
11. Prefer not to say

Q6. Did a police officer attend the incident you reported?

Single response

1. Yes
2. No
3. Don't recall/don't know

4. Customer Satisfaction Questions

Q7a. Thinking about the process of filling in the online form on the Police website about/on **[insert reason for contact/ date of contact]**, do you disagree or agree with the following statements.

Note: Please exclude any contact you may have had with Police that attended the incident or any other contact you may have had at another time regarding this incident.

Single response for each statement.

- Text explained upfront what I could use the Online Reporting Form to report
- Form opens quickly into the first screen
- It was easy to enter the information required
- Police gave me the information I needed to deal with the incident/offence
- It was easy to submit the information required
- Police made it easy to contact them again if I needed to

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
7. Prefer not to say

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

Q7b. You said that you disagree/strongly disagree with the **[insert statement(s)]** Why do you feel this way?

Please type in

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

Q13a. Thinking about when you filled in a form on the Police website about/on *[insert reason for contact/ date of contact]*, do you agree or disagree with the following statement:

It's an example of good value for tax dollars spent.

Single Response.

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

Q9. Regarding your contact with the Police when you filled in a form on the Police website, how satisfied were you with the **overall quality of the online reporting process**? Were you....

Single response

1. Very satisfied
2. Satisfied
3. Neither satisfied nor dissatisfied
4. Dissatisfied
5. Very dissatisfied
6. Don't know
7. Prefer not to say

Q10. Before your contact with the Police about *[insert reason for contact]* 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
7. Prefer not to say
8. Had no expectations/ never thought about it

Q11a. Looking back, how did the service you received from the New Zealand Police when you reported something online 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. Prefer not to say
8. Had no expectations/ never thought about it

If better than thought it would be (codes 4 or 5 at Q11a) OR if about the same as expected (code 3 at Q11a) and expected good/very good service at Q10 (codes 4 or 5 at Q10) ask:

Q11b. What one thing made the service [*better than you expected it would/as good as you had expected*] it to be?

Please type in

1. Other (*specify*)
2. Don't know
3. Prefer not to say

If worse than thought it would be (codes 1 or 2 at Q11a) OR if about the same as expected (code 3 at Q11a) and expected poor/very poor service at Q10 (codes 1 or 2 at Q10) ask:

Q11c. What one thing made the service [*worse than you expected it would/as poor as you had expected*] it to be?

Please type in

1. Other (*specify*)
2. Don't know
3. Prefer not to say

Q14a. Thinking about all the interaction you had with the Police about [*insert reason for contact*] up until now, this may include contact you've had in person, over the telephone, in writing and so on, 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. Single response.

1. Strongly disagree
2. Disagree
3. Neither agree nor disagree
4. Agree
5. Strongly agree
6. Not Applicable
7. Don't know
8. Prefer not to say
9. Still in contact with police about this/issue is still unresolved

If Disagree/strongly disagree:

Q14b. Why do you feel this way? Why do you disagree with the statement?

Please type in

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

Q15. Given your experience with the online report you made to the Police, how likely or unlikely would you be to use the online reporting process to report an incident or provide information, should a situation arise in the future? Would you be

Rotate. Single response

1. Very likely
2. Likely
3. Neither likely nor unlikely
4. Unlikely
5. Very unlikely
6. Don't know
7. Prefer not to say

Q16. Based on your experience of reporting something to the Police online, what improvements could be made to the online forms? **Probe:** What other ways could the online service be improved in the future?

Please type in

1. Other (*specify*)
2. **No improvements needed**
3. Don't know

Q17. What other comments do you have about the online reporting process?

Please type in

1. Other (*specify*)
2. **No comments**
3. Don't know

DEMOGRAPHICS

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

Q18. Which of the following describes your age group?

Single response

1. 16- 24
2. 25 - 34
3. 35 - 44
4. 45 - 54
5. 55 - 64
6. 65+
7. Don't know
8. Prefer not to say

Q19. Which ethnic group or groups do you belong to?

Multiple response

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

Excluding those NZ European and/or Maori

Q20a. Were you born in New Zealand?

Single response

1. Yes
2. No
3. Don't know
4. Prefer not to say

If no at Q20a

Q20b. How many years have you lived in New Zealand?

Single response

1. Less than a year
2. 1-5 years
3. 6-10 years
4. Over 10 years
5. Don't know
6. Prefer not to say

Q21a. Which of the following best describes where you live?

Single response

1. Rural Area
2. A town (this includes places like Dargaville, Huntly, and Greymouth)
3. A large city (Auckland, Wellington or Christchurch)
4. Another city (this includes places like Hamilton, Rotorua, Dunedin, Nelson)
5. Other
6. Prefer not to say

Q22b. What is the name of your suburb/town/city? *[drop down list]*

Q23. What is your gender

Single response.

1. Male
2. Female
3. Gender Diverse
4. Prefer not to say

Thank you for your help with this survey.

If you have any questions about the survey, please contact Gravitas Research on 0508 73732724 (RESEARCH) or email nzpsurvey@gravitas.co.nz

Have a good *[time of day]*.

APPENDIX TWO: COMMUNICATIONS CENTRE SAMPLE RESULTS

*Note: These results are from the Emergency Line Survey (111/*555) and CRL Survey only – which surveys people who have called in the previous week. For a comparison with previous years, results from the Non-Emergency Line Survey (105) have been excluded. Therefore, results may differ from the results reported in the Point of Contact Sections throughout this report (those results are from the Comms, Crime Reporting Line, Single Non-Emergency Number, General, Māori Booster, Service Experience and Electoral Roll samples combined) and from the separate emergency/non-emergency line split (where CRL and 105 calls are combined).*

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

	2014/15	2015/16	2016/17	2017/18	2018/19	2019/20
Very Satisfied	54	47	46	44	44	43
Satisfied	30	35	37	38	36	38
Very Satisfied/Satisfied	84	82	83	82	80	80
Neither/Nor	8	7	8	9	8	9
Dissatisfied	4	6	6	4	7	6
Very Dissatisfied	3	3	2	4	3	3
Dissatisfied/Very Dissatisfied	7	9	7	8	10	8
Don't know	2	2	2	2	2	3
Base	1150	1103	1272	1355	1318	1558

Base: All respondents surveyed as part of the Communications Centre and CRL Surveys, excluding those in the Single Non-Emergency Number Survey and 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 (%)

	2014/15	2015/16	2016/17	2017/18	2018/19	2019/20
Very Satisfied	57	54	48	48	50	53
Satisfied	31	34	40	41	39	35
Very Satisfied/Satisfied	88	87	88	89	89	88
Neither/Nor	5	6	6	5	6	7
Dissatisfied	4	5	3	3	4	4
Very Dissatisfied	2	2	1	2	1	1
Dissatisfied/Very Dissatisfied	6	6	5	5	5	5
Don't know	1	1	1	1	1	1
Base	1149	1104	1267	1356	1319	1557

Base: All respondents surveyed as part of the Communications Centre and CRL Surveys, excluding those in the Single Non-Emergency Number Survey and 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					
	14/15	15/16	16/17	17/18	18/19	19/20	14/15	15/16	16/17	17/18	18/19	19/20	14/15	15/16	16/17	17/18	18/19	19/20
Strongly Agree	62	60	58	56	55	52	59	59	58	54	53	51	47	44	45	44	46	41
Agree	31	34	37	38	37	43	33	32	36	38	39	42	29	26	30	31	29	37
Strongly Agree/ Agree	93	94	94	93	92	95	92	92	93	92	92	93	76	71	75	75	75	78
Neither/nor	2	2	2	3	4	2	3	3	3	4	3	3	5	4	6	6	6	8
Disagree	3	2	2	2	2	1	2	3	2	2	2	2	3	4	3	3	4	3
Strongly Disagree	1	1	1	1	1	1	2	1	1	1	1	1	2	2	1	2	1	1
Disagree/Strongly Disagree	4	3	3	3	3	2	4	4	2	3	3	3	5	6	4	4	6	5
Don't know	1	1	1	1	2	1	1	2	1	2	1	1	14	19	16	15	14	10
Base	1135	1089	1265	1349	1317	1554	1149	1104	1272	1356	1318	1558	1122	1078	1244	1337	1291	1546

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

	Individual circumstances taken into account						Good value for tax dollars spent					
	14/ 15	15/ 16	16/17	17/18	18/19	19/20	14/ 15	15/ 16	16/17	17/18	18/19	19/20
Strongly Agree	52	47	45	43	46	40	40	38	40	40	42	34
Agree	34	36	40	40	38	43	41	41	42	40	37	44
Strongly Agree/Agree	86	82	85	83	84	83	81	80	81	80	79	78
Neither/nor	5	7	7	8	6	9	10	9	9	11	10	3
Disagree	4	5	3	4	4	5	5	6	4	3	5	5
Strongly Disagree	3	2	2	2	2	1	2	2	2	3	2	2
Disagree/Strongly Disagree	7	6	5	6	6	6	7	8	6	6	7	7
Don't know	2	5	3	3	4	2	2	3	4	3	4	3
Base	1090	1031	1213	1318	1267	1522	1143	1098	1264	1353	1311	1517

Base: All respondents surveyed as part of the Communications Centre and CRL Surveys, excluding those in the Single Non-Emergency Number Survey and 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 (%)

	2014/15	2015/16	2016/17	2017/18	2018/19	2019/20
Very Good Service	41	39	35	34	34	34
Good Service	44	47	50	51	49	49
Very Good/Good Service	85	86	84	85	83	83
Neither/Nor	9	7	9	9	10	11
Poor Service	4	5	4	4	4	3
Very Poor Service	0	1	1	1	1	1
Poor/Very Poor Service	4	5	5	4	5	4
Don't know	2	2	2	2	3	2
Base	1123	1075	1237	1322	1283	1521

Base: All respondents surveyed as part of the Communications Centre and CRL Surveys, excluding those in the Single Non-Emergency Number Survey and 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 (%)

	2014/15	2015/16	2016/17	2017/18	2018/19	2019/20
Much Better	19	17	19	17	20	19
Better	22	22	24	23	23	23
About The Same As Expected	47	47	44	47	44	45
Much Better/Better/Same	88	85	88	87	87	87
Worse	9	9	9	8	8	8
Much Worse	2	4	2	3	2	3
Worse/Much Worse	11	13	10	10	11	11
Don't know	1	2	2	2	2	3
Base	1096	1085	1266	1352	1314	1555

Base: All respondents surveyed as part of the Communications Centre and CRL Surveys, excluding those in the Single Non-Emergency Number Survey and 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: 105 ONLINE REPORTING SURVEY RESULTS

During 2019/20, 105 Online Reporting was introduced along with the new 105 non-emergency number. A separate online survey was undertaken to measure satisfaction and gather user feedback on the 105 Online Reporting process. Respondents were emailed asking them to take part in the survey approximately a week after they used the 105 Online Reporting tool. Key findings from this survey can be found below.

Note: The 105 Online Reporting Survey focused on the online reporting process, rather than contact with police staff, and therefore had different survey content to the main Citizen Satisfaction Survey programme. Because the survey was only introduced during 2019/20, time series data is not yet available.

Appendix Table 7: Satisfaction with the Overall Quality of the 105 Online Reporting Process (%)

	2019/20
Very Satisfied	33
Satisfied	45
Very Satisfied/Satisfied	78
Neither/Nor	12
Dissatisfied	6
Very Dissatisfied	3
Dissatisfied/Very Dissatisfied	9
Don't know	1
Base	11287

Base: All respondents surveyed as part of the 105 Online Reporting Survey, excluding those giving 'not applicable' & 'prefer not to say' responses.

Appendix Table 8: Likelihood of Using the 105 Online Reporting Process Again in the Future (%)

	2019/20
Very Likely	50
Likely	30
Very Likely/Likely	80
Neither/Nor	7
Unlikely	6
Very Unlikely	5
Unlikely/Very Unlikely	11
Don't know	3
Base	11281

Base: All respondents surveyed as part of the 105 Online Reporting Survey, excluding those giving 'not applicable' & 'prefer not to say' responses.

Appendix Table 9: Satisfaction with Aspects of 105 Online Reporting Process (%)

	Text explained upfront what I could use the Online Reporting Form to report	Form opens quickly into the first screen	It was easy to enter the information required	Police gave me the information I needed to deal with the incident/ offence
Strongly Agree	33	35	31	22
Agree	53	54	48	39
Strongly Agree/ Agree	86	89	79	62
Neither/nor	7	5	8	18
Disagree	3	3	10	12
Strongly Disagree	1	1	3	6
Disagree/Strongly Disagree	4	4	13	18
Don't know	3	2	0	3
<i>Base</i>	<i>9197</i>	<i>9377</i>	<i>9405</i>	<i>7963</i>

Base: All respondents surveyed as part of the 105 Online Reporting Survey, excluding those giving 'not applicable' & 'prefer not to say' responses.

Appendix Table 9: Satisfaction with Aspects of 105 Online Reporting Process (%) (Continued)

	It was easy to submit the information required	Police made it easy to contact them again if I needed to	It's an example of good value for tax dollars spent
Strongly Agree	32	26	28
Agree	49	43	42
Strongly Agree/ Agree	81	69	70
Neither/nor	7	16	17
Disagree	8	7	5
Strongly Disagree	3	4	3
Disagree/Strongly Disagree	11	11	1
Don't know	0	4	5
<i>Base</i>	<i>9396</i>	<i>8857</i>	<i>9252</i>

Base: All respondents surveyed as part of the 105 Online Reporting Survey, excluding those giving 'not applicable' & 'prefer not to say' responses.

APPENDIX FOUR: SAMPLE SIZES AND THEIR ASSOCIATED MARGINS OF ERROR

The final sample sizes and associated maximum margins of error achieved in the 2019/20 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 10: Sample Sizes and Margins of Error

	No. of Respondents (n)	Margin of Error (at 95% confidence interval)
TOTAL – All Surveys (General + Māori Booster + Electoral Roll + SES + Comms + CRL + SNEN)	12,606	± 0.9%
No Contact	5574	± 1.3%
Contact	7032	± 1.2%
Total General	4348	± 1.5%
No Contact	3123	± 1.8%
Contact	1225	± 2.8%
Total Māori Booster	1237	± 2.8%
No Contact	737	± 3.6%
Contact	500	± 4.4%
Total Electoral Roll	2507	± 2.0%
No Contact	1720	± 2.4%
Contact	787	± 3.5%
Total Emergency Line (111/*555)	1230	± 2.8%
Total Service Experience	1795	± 2.3%
Total Crime Reporting Line (non-emergency)	336	± 5.3%
Total 105 Line (Non-emergency)	1153	± 2.9%

	No. of Respondents (n)	Margin of Error
District		
Northland	844	± 3.4%
• Contact in last 6 months	467	± 4.5%
Waitematā	1287	± 2.7%
• Contact in last 6 months	701	± 3.7%
Auckland City	1183	± 2.8%
• Contact in last 6 months	651	± 3.8%
Counties Manukau	1242	± 2.8%
• Contact in last 6 months	674	± 3.8%
Waikato	1003	± 3.1%
• Contact in last 6 months	642	± 3.9%
Bay of Plenty	1001	± 3.1%
• Contact in last 6 months	584	± 4.1%
Eastern	910	± 3.2%
• Contact in last 6 months	526	± 4.3%
Central	990	± 3.1%
• Contact in last 6 months	577	± 4.1%
Wellington	1322	± 2.7%
• Contact in last 6 months	689	± 3.7%
Tasman	739	± 3.6%
• Contact in last 6 months	392	± 4.9%
Canterbury	1279	± 2.7%
• Contact in last 6 months	658	± 3.8%
Southern	806	± 3.5%
• Contact in last 6 months	459	± 4.6%
Point of Contact		
Called Comms	4689	± 1.4%
Police in Person (excl. Roadside and Counter)	1281	± 2.7%
Roadside	859	± 3.3%
Over the Counter (visited local station)	466	± 4.5%
Called Local Station	380	± 5.0%
*As of part way through 2019/20, calls are now answered by 10 5		
Gender		
Male	5672	± 1.3%
Female	6934	± 1.2%
Age		
16-24 years	910	± 3.2%
25-34 years	1305	± 2.7%
35-44 years	1542	± 2.5%
45-54 years	2163	± 2.1%
55-64 years	2434	± 2.0%
65 years or older	4238	± 1.5%

	No. of Respondents (n)	Margin of Error
Ethnicity		
European (at least one European/NZ European ethnicity code)	8410	± 1.1%
Māori	2690	± 1.9%
Asian (at least one Asian ethnicity code)	903	± 3.3%
Pacific (at least one Pacific ethnicity code)	417	± 4.8%
Main Reason for Contact (reasons mentioned by n=50+ listed)		
Burglary	827	± 3.4%
Theft	775	± 3.5%
Disorderly behaviour and intoxication offences	691	± 3.7%
General enquiry	688	± 3.7%
Report dangerous driving	677	± 3.8%
Traffic stop	605	± 4.0%
Traffic crash or incident	564	± 4.1%
Assault	532	± 4.2%
Other incident	336	± 5.3%
Traffic offence	256	± 6.1%
Intruder/prowler/suspicious noises	233	± 6.4%
Property damage or vandalism	226	± 6.5%
Other crime	159	± 7.8%
Follow up on previous enquiry	98	± 10.0%
Community activity	54	± 13.3%
Victim of Crime	2149	± 2.1%

Margin of Error calculated on unweighted sample bases