Citizens’ Satisfaction Survey: Summary of Key Results for 2017-18

Perceptions of Police
- 78% have full/quite a lot of trust and confidence
- 66% say Police are involved in their community
- 70% say Police are responsive to their community’s needs
- 70% feel safe/very safe in their neighbourhood after dark
- 47% feel safe/very safe in city/town after dark

Interaction with Police
- 40% had contact with Police in the last 6 months
- 38% at roadside
- 27% in person
- 22% by phone
- 13% over counter
- 88% were treated fairly
- 88% said staff were competent
- 80% were satisfied
- 86% met/exceeded expectations
- 80% said staff did what they said
- 74% good value for tax dollars
- 74% circumstances taken into account

Trust and Confidence by District
- Northland 72%
- Auckland City 75%
- Waitematā 76%
- Bay of Plenty 80%
- Eastern 75%
- Counties Manukau 74%
- Waikato 76%
- Central 80%
- Tasman 77%
- Wellington 77%
- Canterbury 83%
- Southern 84%