

ROTORUA DISTRICT PERCEPTIONS OF SAFETY SURVEY 2015

SUMMARY REPORT

FOR
ROTORUA LAKES COUNCIL

PREPARED BY
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TABLE OF CONTENTS

1.0	INTRODUCTION.....	3
1.1	Definitions.....	3
2.0	METHODOLOGY	5
2.1	Telephone Surveying Procedure	5
2.2	Questionnaire Development	6
3.0	RESULTS.....	7
3.1	Safety in the Central Business District (CBD)	7
3.1.1	<i>Overall Perception of Safety in Rotorua's CBD</i>	7
3.1.2	<i>Day-time Safety in the CBD</i>	8
3.1.3	<i>Night-time Safety in the CBD</i>	9
3.2	Vehicle Safety	10
3.2.1	<i>Vehicle Safety in the CBD</i>	10
3.2.2	<i>Vehicle Safety around Rotorua</i>	11
3.3	Safety in the Local Neighbourhood.....	12
3.4	Safety while Cycling in Rotorua District	14
3.4.1	<i>Safety for Children Cycling on Streets in the Rotorua District</i>	16
3.4.2	<i>Ways to Make Rotorua Safer</i>	17
3.4.3	<i>Overall Sense of Safety in the Rotorua District</i>	17
3.5	Sample Demographics	18
3.5.1	<i>Gender</i>	18
3.5.2	<i>Location of Residence</i>	18
3.5.3	<i>Age</i>	18
3.5.4	<i>Ethnicity</i>	19
4.0	APPENDIX ONE: MAP OF CBD, AREA COVERED BY 2003 LIQUOR BAN BYLAW	20
	APPENDIX TWO: ROTORUA PERCEPTIONS OF SAFETY SURVEY 2015 SURVEY FORM.....	21

1.0 INTRODUCTION

APR Consultants was commissioned by the Rotorua District Council to undertake an assessment of Rotorua residents' perceptions of safety within the District. This research process follows from earlier research undertaken annually from 2005 to 2015.

The objectives of this survey were to establish Rotorua District residents' perceptions of safety with regard to:

- perceptions of general safety in the Rotorua District during daylight hours (location(s), and reason(s) for that response);
- perceptions of general safety in the Rotorua District when it is dark (location(s), and reason(s) for that response);
- vehicle safety when parked and left unattended by owner (location(s), and reason(s) for that response);
- perceptions of general safety in respondents neighbourhood and their related experiences;
- perceptions of safety while cycling including perceptions of safety with children cycling; and
- overall safety in Rotorua.

This report presents the results of telephone interviews, printed drop off and online surveys conducted with Rotorua District residents in 2015.

1.1 Definitions

For the purpose of this survey the following definitions have been used:

Definitions	
CBD	The Central Business District is the area between and including Kuirau Park up Ranolf Street to the Lake Front, along to Sulphur Point, down to Victoria Street and back up Ranolf Street (the area covered by the Liquor Ban Bylaw 2003). Key landmark areas included are: <ul style="list-style-type: none"> ▪ Rotorua Central Mall; ▪ Skateboard Park; ▪ Government Gardens/Blue Baths/Polynesian Spa area; and ▪ Ti Street "triangle". Refer to Appendix 1 to view a map of the Rotorua CBD.
Park areas	All park areas in the CBD (ie, gardens, shrubs/trees) including Sulphur Point, Kuirau Park, Government Gardens and the Lake Front.
Eat Street	Lower end of Tutanekai Street including side streets (ie, high concentrations of bars, restaurants and cafés).

Other definitions relating to crime type are included here for the reader's reference¹.

Definitions	
Burglary (section 231 of Crimes Act 1961)	<p>(1) Everyone who commits burglary and is liable to imprisonment for a term not exceeding 10 years who:</p> <ol style="list-style-type: none"> a) enters any building or ship, or part of a building or ship, without authority and with intent to commit a crime in the building or ship; or b) having entered any building or ship, remains in it without authority and with intent to commit a crime in the building or ship. <p>(2) In this section and in section 232, "building" means any building or structure of any description, whether permanent or temporary; and includes a tent, caravan, or houseboat; and also includes any enclosed yard or any closed cave or closed tunnel.</p> <p>(3) For the purposes of this section and section 232:</p> <ol style="list-style-type: none"> a) entrance into a building or ship is made as soon as any part of the body of the person making the entrance, or any part of any instrument used by that person, is within the building or ship; and b) everyone who gains entrance to a building or ship by any threat or artifice used for that purpose is to be treated as having entered without authority.
Theft (Stealing) (Section 219 of Crimes Act 1961)	<p>(1) Theft or stealing is the act of:</p> <ol style="list-style-type: none"> a) dishonestly and without claim or right, taking any property with intent to deprive any owner permanently of that property or of any interest in that property; or b) dishonestly and without claim or right, using or dealing with any property with intent to deprive any owner permanently of that property or of any interest in that property after obtaining possession or control over, the property in whatever manner. <p>(2) An intent to deprive any owner permanently of property includes an intent to deal with property in such a manner that:</p> <ol style="list-style-type: none"> a) the property cannot be returned to any owner in the same condition; or b) any owner is likely to be permanently deprived of the property or of any interest in the property. <p>(3) In this section, taking does not include obtaining ownership or possession of, or control over, any property with the consent of the person from whom it is obtained, whether or not consent is obtained by deception.</p> <p>(4) For tangible property, theft is committed by a taking when the offender moves the property or causes it to be moved.</p> <ul style="list-style-type: none"> ▪ <i>Theft ex-car is theft of an item from a car, not theft of the car.</i> ▪ <i>Theft of a car occurs when a car is stolen other than for the purpose of joyriding.</i> ▪ <i>Joyriders or people who take vehicles just for the purpose of transportation are dealt with by this section.</i>
Conversion of vehicle or other conveyance (unlawful taking) (section 226 of the Crimes Act 1961)	<p>(1) Everyone is liable to imprisonment for a term not exceeding seven years who dishonestly and without claim of right, but not so as to be guilty of theft, takes or uses for his or her own purposes or another person's purposes:</p> <ol style="list-style-type: none"> a) any vehicle, ship or aircraft; or b) any part of any vehicle, ship or aircraft; or c) any horse. <p>(2) Everyone is liable to imprisonment for a term not exceeding two years who attempts to commit the offence in subsection (1) or who, dishonestly and without claim of right, interferes with, or gets into or upon, any vehicle, ship or aircraft.</p>
Robbery (Section 234 of the Crimes Act 1961)	<p>(1) Robbery is theft accompanied by violence or threats of violence, to any person or property, used to extort the property stolen or to prevent or overcome resistance to its being stolen.</p>

¹ Definitions obtained from Rotorua Police Intelligence Unit, Rotorua Police Station, 2005.

2.0 METHODOLOGY

A total of 339 local residents were surveyed via telephone interviews (250 surveys), online surveys (86 surveys) and postal surveys (3 surveys), to establish a total sample of 339 completed surveys weighted to 2013 Rotorua key demographic Census results.

For the 2015 round of the survey, a simplified survey process was undertaken. The survey was shortened, with 250 surveys undertaken via landline, with the remainder being a collection of online and postal return forms. Steps were taken to ensure that a good representation was available in each demographic segment and following this, the results were weighted to match the composition of Rotorua as at the 2013 Statistics New Zealand Census. What “weighting” effectively does is that it takes the responses from the underrepresented demographic groupings and increases their value, while lowering the value (ie, importance) of responses from over represented demographic groupings. This effectively adjusts the results to what the population of Rotorua would think based on what the makeup was at the time of the 2013 Census. Open ended questions have their comments listed, and are given an accompanying score. Underrepresented comments have a score greater than one, with an overrepresented comment having scores lower than one. In this report, the number field represents the weighting score. As a result of the weighting process, whole numbers used may not be fully additive as these can represent a fraction.

APR Consultants has found that it is increasingly difficult to match phone samples to the population on Census night. This is due to a more mobile community, decreasing levels of home ownership, increasing uptake of cellular phones, less prevalence of telephone land lines and changes to the traditional family composition. This problem is amplified when endeavouring to sample groups such as young people and those of Māori ethnicity.

In order to help address this problem, for the 2015 round of surveys, APR Consultants continued with the inclusion of an online version of the Rotorua Perceptions of Safety Survey. The online questionnaire generated 86 completed surveys. A printed copy of the survey was also made available to select hard to target groups. These generated an additional 3 surveys. These surveys were combined with the telephone surveys to generate the weighted sample of 339 Rotorua residents, matched to the 2013 Census. The online survey process and printed survey forms has been a very beneficial tool for accessing the opinions of hard to target Rotorua residents who cannot easily be targeted by land line telephones.

All responses were analysed by computer and an accuracy audit of the data entry process was undertaken on 5.0% of data. At a 95% confidence level, all results have a margin of error of +/- 5.3%.

It should be noted that all percentages in this report have been rounded to 1dp.

2.1 Telephone Surveying Procedure

Experienced telephone interviewers were briefed and trained to a high standard regarding the survey form and the survey's objectives.

Each interview lasted 5-10 minutes on average and restrictions were placed on the times for calling respondents. Qualifiers were in place to ensure a minimum respondent age of 15 years. The survey was administered at varying times throughout the day, and interviewers made three calling attempts to each contact in order to mitigate non-response bias.

2.2 Questionnaire Development

The questionnaire for the telephone survey was formed from the previous Rotorua District Perceptions of Safety surveys. Questions were added regarding safety while cycling in Rotorua and questions regarding neighbourhood safety were shortened and changed, with other questions not required for this survey removed.

3.0 RESULTS

3.1 Safety in the Central Business District (CBD)

Respondents were asked to state how often they visit the central city area (refer to Table 1). Nearly a third of respondents (31.4%) visited the CBD daily and nearly half of the respondents (49.8%) visited on a weekly basis. A further 10.4% of respondents visited fortnightly, 7.7% visited monthly and 0.8% visited annually. No respondents stated they never visit the CBD.

Table 1 – Number of visits to Rotorua’s CBD

	Number	Percent
Daily	106	31.4%
Weekly	169	49.8%
Fortnightly	35	10.4%
Monthly	26	7.7%
Annually	3	0.8%
Never	0	0.0%
Not applicable/not specified	0	0.0%
Total	339	100.0%

Note: % ex non specified is the percentage with don't know and non specified responses removed

3.1.1 Overall Perception of Safety in Rotorua’s CBD

Respondents felt safer in the CBD during the day-time than during the night-time.

During the day-time, the majority (86.6%) of respondents who provided an answer stated they felt either ‘very safe’ or ‘safe’. A further 8.1% of respondents stated they felt ‘neither safe nor unsafe’. A total of 5.3% of respondents felt ‘unsafe’ (5.0%) or ‘very unsafe’ (0.3%) in the CBD during the daytime.

Table 2 – Respondents’ perceptions of safety in Rotorua’s CBD during the day-time

	Number	Percent	ex non spec.
Very safe	132	38.8%	39.0%
Safe	161	47.4%	47.6%
Neither safe nor unsafe	27	8.1%	8.1%
Unsafe	17	5.0%	5.0%
Very unsafe	1	0.3%	0.3%
Don't know	0	0.0%	
Not applicable/not specified	1	0.4%	
Total	339	100.0%	100.0%

Note: % ex non specified is the percentage with don't know and non specified responses removed

Feelings of safety in the CBD during the night-time decreased.

During the night-time, the majority (45.2%) of respondents who provided an answer stated they felt either ‘very safe’ or ‘safe’. A further 27.0% of respondents stated they felt ‘neither safe nor unsafe’. A total of 27.9% of respondents felt ‘unsafe’ (22.5%) or ‘very unsafe’ (5.4%) in the CBD during the night-time.

Table 3 – Respondents' perceptions of safety in Rotorua's CBD during the night-time

	Number	Percent	ex non spec.
Very safe	13	3.9%	5.6%
Safe	94	27.9%	39.6%
Neither safe nor unsafe	64	19.0%	27.0%
Unsafe	54	15.9%	22.5%
Very unsafe	13	3.8%	5.4%
Don't know	1	0.3%	
Not applicable/not specified	100	29.4%	
Total	339	100.0%	100.0%

Note: % ex non specified is the percentage with don't know and non specified responses removed

3.1.2 Day-time Safety in the CBD

Respondents who gave negative or neutral safety ratings (13.5% of those who specified an answer) were asked if there were particular areas of the CBD where they felt most unsafe during the day-time. Of these, 83.7% stated unsafe areas. The highest area identified was City Focus (49.8% of those who identified unsafe areas), the shops on Pukuatua, Haupapa and Arawa streets (42.3%), and Kuirau Park (33.4%). This was followed by shops on or near Tutanekai Street (26.7%), the park areas (18.7%) and shops on Eruera and Hinemoa streets (17.3%). Only one person identified that they felt unsafe everywhere in the CBD.

Table 4 – CBD locations identified to be most unsafe during the day-time

	Number	Percent	Rank
City Focus	19	49.8%	1
Shops on Pukuatua, Haupapa and Arawa streets	16	42.3%	2
Kuirau Park	13	33.4%	3
Shops on or near Tutanekai Street	10	26.7%	4
The park areas	7	18.7%	5
Shops on Eruera and Hinemoa streets	7	17.3%	6
Rotorua Central Mall (<i>the shops surrounding the Warehouse</i>)	5	13.5%	7
Sulphur Point	5	12.8%	8
Lake Front	3	8.7%	9
Eat Street (<i>and/or central city bars and clubs</i>)	1	3.5%	10
Government Gardens	1	3.5%	10
Polynesian Spa	1	2.6%	12
Museum	0	0.0%	13
Other	5	12.8%	
I feel unsafe everywhere in the CBD	1	2.6%	
Don't know	0	0.0%	
Not applicable/not specified	0	0.0%	
Sample	38		

Note: Not additive as respondents could identify more than one location

Reasons for feeling unsafe at the City Focus during the day time included 'groups of intimidating people' and 'people asking for money and smokes'. Reasons for feeling unsafe at shops on Pukuatua, Haupapa and Arawa streets included 'dodgy people', 'people hanging around the Court or Winz' and 'people asking for money/smokes'. Reasons for feeling unsafe at Kuirau Park included 'bad reputation' and 'intimidating people'.

3.1.3 Night-time Safety in the CBD

Respondents who gave negative or neutral safety ratings (54.9% of those who specified an answer) were asked if there were particular areas of the CBD where they felt most unsafe during the night-time. Of these, 56.1% stated unsafe areas. The highest area identified was Kuirau Park (46.2% of respondents who thought there were unsafe places), City Focus (33.9%), the shops on Pukuatua, Haupapa and Arawa streets (33.7%), and Sulphur Point (26.8%). These were followed by the Lake Front (22.6%), shops on Eruera and Hinemoa streets (21.5%) and the Government Gardens (20.8%). A total of 14.9% of those who identified areas felt unsafe everywhere in the CBD.

Table 5 – CBD locations identified to be most unsafe during the night-time

	Number	Percent	Rank
Kuirau Park	34	46.2%	1
City Focus	25	33.9%	2
Shops on Pukuatua, Haupapa and Arawa streets	25	33.7%	3
Sulphur Point	20	26.8%	4
Lake Front	17	22.6%	5
Shops on Eruera and Hinemoa streets	16	21.5%	6
Government Gardens	15	20.8%	7
The park areas	14	19.4%	8
Shops on or near Tutanekai Street	13	17.5%	9
Rotorua Central Mall <i>(the shops surrounding the Warehouse)</i>	10	13.8%	10
Eat Streat <i>(and/or central city bars and clubs)</i>	5	6.2%	11
Polynesian Spa	3	4.0%	12
Museum	2	2.6%	13
Other	6	8.8%	
I feel unsafe everywhere in the CBD	11	14.9%	
Don't know	1	1.3%	
Not applicable/not specified	0	0.0%	
Sample	73	100.0%	

Note: Not additive as respondents could identify more than one location

Reasons for feeling unsafe in the Kuirau Park area during the night time included 'isolation', 'poor lighting', 'bad reputation' and the presence of 'undesirable people'.

Reasons for feeling unsafe in City Focus during the night time included the presence of 'youth and undesirables', 'groups of youth hanging around', 'low foot traffic' and 'people hanging out here'.

Reasons for feeling unsafe by shops on Pukuatua, Haupapa and Arawa streets areas during the night time included 'bar areas', 'poor lighting', 'drunks' and 'people hassling for money'.

Reasons for feeling unsafe in Sulphur Point during the night time included 'isolated' and 'not well lit'.

3.2 Vehicle Safety

3.2.1 Vehicle Safety in the CBD

Respondents were asked if there were unsafe places to park a vehicle in the central city area at any time during the day or night. Of respondents who provided an answer, 54.6% indicated that there were places they considered unsafe to park a vehicle in the central city area while 45.4% did not.

Table 6 – Respondents believe that it is unsafe to park a vehicle anywhere in the CBD

	Number	Percent	ex non spec.
Yes	147	43.4%	54.6%
No	122	36.1%	45.4%
Don't know	70	20.6%	
Not applicable/not specified	0	0.0%	
Total	339	100.0%	100.0%

Note: % ex non specified is the percentage with don't know and non specified responses removed

Of the 54.6% of respondents who thought there were unsafe place to park in the Rotorua CBD, the most identified location was Kuirau Park (82.9%). This was followed by Sulphur Point (51.4%), Lakefront (36.9%), Government Gardens (30.0%), Rotorua Central Mall (30.0%) and the park areas (22.4%).

Table 7 – Most unsafe places to park a vehicle in Rotorua's CBD

	Number	Percent	Rank
Kuirau Park	61	82.9%	1
Sulphur Point	38	51.4%	2
Lake Front	27	36.9%	3
Government Gardens	22	30.0%	4
Rotorua Central Mall (the shops surrounding the Warehouse)	22	30.0%	5
The park areas	16	22.4%	6
Polynesian Spa	13	18.3%	7
Shops on Pukuatua, Haupapa and Arawa streets	13	17.4%	8
Shops on or near Tutanekai Street	7	9.0%	9
Shops on Eruera and Hinemoa streets	6	8.8%	10
Eat Streat (and/or central city bars and clubs)	5	7.2%	11
City Focus	5	6.9%	12
Museum	3	4.5%	13
Other	37	49.9%	
I feel unsafe everywhere in the CBD	11	14.6%	
Don't know	6	8.1%	
Not applicable/not specified	6	8.2%	
Sample	147		

Note: Not additive as respondents could identify more than one location

Reasons for feeling unsafe parking a vehicle in the Kuirau Park area included 'isolation', 'poor lighting' 'bad reputation', 'lack of surveillance' and the presence of 'undesirable people'.

Reasons for feeling unsafe parking a vehicle in Sulphur Point included 'isolated', 'not well lit' and 'undesirables roaming in cars'.

Reasons for feeling unsafe parking a vehicle at the Lakefront included 'not well lit', 'isolated', and 'undesirables in cars'.

3.2.2 Vehicle Safety around Rotorua

Respondents were asked if there were unsafe places to park a vehicle in other locations around the Rotorua District at any time during the day or night. Of respondents who provided an answer, 68.0% indicated that there were places they considered unsafe to park a vehicle while 32.0% did not.

Table 8 – Respondents belief that it is unsafe to park a vehicle anywhere in other areas around Rotorua

	Number	Percent	ex non spec.
Yes	180	53.2%	68.0%
No	85	25.1%	32.0%
Don't know	74	21.8%	
Not applicable/not specified	0	0.0%	
Total	339	100.0%	100.0%

Note: % ex non specified is the percentage with don't know and non specified responses removed

Of the 68.0% of respondents who thought there were unsafe place to park in other areas of Rotorua, the most identified location was Kerosene Creek (38.3%), Blue/Green Lakes (31.7%) and The Redwood Forest carpark (25.8%).

Table 9 – Most unsafe places to park a vehicle in other areas around Rotorua

	Number	Percent	Rank
Kerosene Creek	69	38.3%	1
Blue/Green Lake	57	31.7%	2
The Redwood Forest carpark	46	25.8%	3
Rainbow Mountain	30	16.8%	4
Okere Falls	30	16.6%	5
Aquatic Centre	23	12.6%	6
Waipa	19	10.6%	7
Waste Water Motors (private car sales yard on Te Ngae Road)	14	7.7%	8
Fenton Street (motel area)	5	2.6%	9
Airport	1	0.5%	10
Other	76	42.0%	
Not applicable/not specified	12	6.7%	
Sample	180		

Note: Not additive as respondents could identify more than one location

Other locations were specified as unsafe by 76 respondents (42.0% of those that indicated it was unsafe to park a vehicle in locations around the Rotorua District, but outside the CBD) the highest being 'specific Rotorua suburbs/streets/locations' (20.7% of the total sample). Other locations mentioned were 'unlit areas' (4.5% of total sample) and 'walking tracks' (4.0% of the total sample).

Table 10 – Other locations specified around the Rotorua District

	Number	Percent	% sample
Specific Rotorua suburbs/streets/locations	37	49.3%	20.7%
Unlit areas/low visibility	8	10.7%	4.5%
Walking tracks	7	9.5%	4.0%
Anywhere in Rotorua/kerbside parking	6	7.3%	3.1%
Isolated carparks	5	5.9%	2.5%
Rural areas/hunting and fishing spots	4	5.3%	2.2%
Tourist attractions/geothermal areas	3	4.0%	1.7%
Low populated/side streets	3	3.7%	1.6%
Lakes (boat ramps)/picnic areas	2	2.6%	1.1%
Don't know	1	1.3%	0.6%
Other	4	4.7%	2.0%
Sample	76		42.0%

Note: Not additive as respondents answers could be coded into multiple categories.

Note: % sample is the percentage out of the sample who specified unsafe places to part a car (180.3 people).

3.3 Safety in the Local Neighbourhood

Respondents were asked to state how safe they normally feel in their local neighbourhood during the day time.

During the day time, the majority of respondents (91.0%) felt either 'very safe' or 'safe' in their local neighbourhood (57.6% and 33.4% respectively). A further 5.8% stated that they felt 'neither safe nor unsafe', while 3.3% stated 'unsafe'. No respondents felt 'very unsafe'.

Table 11 – Respondents' perceptions of safety in their local neighbourhood during the day time

	Number	Percent	ex non spec.
Very safe	195	57.6%	57.6%
Safe	113	33.4%	33.4%
Neither safe nor unsafe	20	5.8%	5.8%
Unsafe	11	3.3%	3.3%
Very unsafe	0	0.0%	0.0%
Don't know	0	0.0%	
Not applicable/not specified	0	0.0%	
Total	339	100.0%	100.0%

Note: % ex non specified is the percentage with don't know and non specified responses removed

Respondents felt less safe in their local neighbourhood during the night time. During the night time, the majority of respondents (79.6%) felt either 'very safe' or 'safe' in their local neighbourhood (36.8% and 42.8% respectively). A further 11.8% stated that they felt 'neither safe nor unsafe', while 6.2% stated 'unsafe' and 2.4% stated 'very unsafe'.

Table 12 – Respondents' perceptions of safety in their local neighbourhood during the nighttime

	Number	Percent	ex non spec.
Very safe	124	36.5%	36.8%
Safe	144	42.4%	42.8%
Neither safe nor unsafe	40	11.7%	11.8%
Unsafe	21	6.2%	6.2%
Very unsafe	8	2.3%	2.4%
Don't know	3	0.9%	
Not applicable/not specified	0	0.0%	
Total	339	100.0%	100.0%

Note: % ex non specified is the percentage with don't know and non specified responses removed

All respondents were asked if there were areas that they felt unsafe. Slightly over a quarter of all respondents, (28.8%) indicated that there were areas where they felt unsafe.

Table 13 – Are there areas that Rotorua residents feel unsafe

	Number	Percent	ex non spec.
Yes	98	28.8%	32.9%
No	199	58.7%	67.1%
Don't know	40	11.9%	
Not applicable/not specified	2	0.6%	
Total	339	100.0%	100.0%

Note: % ex non specified is the percentage with don't know and non specified responses removed

The 28.8% of respondents whom had areas they felt unsafe, were asked where these areas were and why they felt unsafe. These areas were grouped into general geographical areas. The most identified area was Fordlands (37.7%) and Western Heights (29.7%). These areas were followed by Owkata (14.0%), the CBD (11.5%), Hillcrest (10.6%) and Koutu (10.0%).

Table 14 – Areas where Rotorua residents feel unsafe

Areas identified	Number	Percent
Fordlands	37	37.7%
Western Heights	29	29.7%
Owhata	14	14.0%
CBD	11	11.5%
Hillcrest	10	10.6%
Koutu	10	10.0%
Holdens Bay	8	8.5%
Ngongotaha	5	5.5%
Pleasant Heights	6	6.5%
Kuirau Park	6	6.0%
Linton Park	6	6.0%
Glenholme	6	5.8%
Pukehangi	3	3.4%
Utuhina	3	3.4%
Any suburban street	4	4.3%
Pomare	4	4.3%
Any park	2	2.5%
Hamurana	3	2.8%
Sunnybrook	2	2.4%
Rural areas	2	1.7%
Fairy Springs	1	0.8%
Fenton Park	1	1.3%
Ngapuna	1	1.2%
Selwyn Heights	1	1.0%
Whakarewarewa	1	1.0%
Lakefront	1	0.8%
Mangakakahi	1	1.3%
Redwoods	1	1.3%
Other	6	5.7%
Sample	98	

Note: Not additive as respondents could identify multiple areas

Note: Some areas identified could be coded into the same area more than once

Regardless of their perceived level of safety, respondents were asked to identify up to four top priorities for keeping their neighbourhood safer. These were coded into categories so that the most common comments can be quantified. The most popular category was having 'Police patrols/Neighbourhood Watch' (36.4%). This was followed by 'street lighting' (19.9%) and 'looking out for one another' (13.2%).

Table 15 – Top priorities for making neighbourhoods safer

	Number	Percent
Police patrols/neighbourhood watch	123	36.4%
Street lighting	67	19.9%
Community awareness/looking out for each other/communicating	45	13.2%
Community development/cleaning up	29	8.7%
Response to behaviour/reporting crime	22	6.6%
Cameras (CCTV)/speed	18	5.3%
Open walking areas/less obstructions/alleyways	12	3.4%
Keeping self safe/education	11	3.4%
Animal control	10	3.1%
Activities for youth/schooling/unemployed	10	2.9%
Enforcement of by-laws	9	2.5%
Alcohol restrictions	8	2.4%
Creating employment	8	2.2%
Judder bars/road maintenance	6	1.9%
Family/community events	3	1.0%
Parental responsibility	3	1.0%
Nothing/feel safe already	62	18.3%
Don't know	30	8.8%
Other	20	5.9%
Sample	339	

Note: Not additive as respondents comments could be coded into multiple categories

3.4 Safety while Cycling in Rotorua District

Respondents were asked if they had ridden a bike on the streets in the Rotorua District in the 12 months prior to September 2015. Of those that specified an answer, 30.7% had ridden a bike on Rotorua streets within the 12 month period while 69.3% had not.

Table 16 – Respondents who had cycled on Rotorua streets in the twelve months to September 2015

	Number	Percent	ex non spec.
Yes	104	30.6%	30.7%
No	234	69.1%	69.3%
Don't know	1	0.3%	
Not specified	0	0.0%	
Total	339	100.0%	100.0%

Note: % ex non specified is the percentage with don't know and non specified responses removed

Respondents who had ridden on Rotorua streets were asked if they felt safe or unsafe while cycling. Most respondents who specified an answer (64.2%) felt safe with the remaining 35.8% feeling unsafe.

Table 17 – Feeling of safety riding on streets in the Rotorua District

	Number	Percent	ex non spec.
Safe	62	60.0%	64.2%
Unsafe	35	33.5%	35.8%
Don't know/NA	7	6.5%	
Not specified	0	0.0%	
Total	104	100.0%	100.0%

Note: % ex non specified is the percentage with don't know and non specified responses removed

The most popular comments from Rotorua District residents who felt safe cycling were 'cycle lanes/footpaths' (12.7%), 'taking precautions/looking after self' (12.4%) and 'being aware' (9.8%).

Table 18 – Reasons for cycling's feeling safe

Comments for feeling safe	Number	Percent
Cycle lanes/footpaths	13	12.7%
Taking precautions/looking after self	13	12.4%
Being aware/alert/visible	10	9.8%
Distance from cars/traffic	10	9.5%
Staying on comfortable/familiar routes	9	8.6%
Considerate drivers	5	5.1%
Comments detailing dangerous aspects	5	4.7%
Cycling with others	4	3.8%
General comments for feeling safe	3	2.8%
Other	3	2.7%
Sample	104	

Note: Not additive as respondents comments could be coded to multiple categories

The most popular comment from residents who felt unsafe were 'inconsiderate motorists' (20.9%). This was followed by not having enough cycle lanes (8.0%) and traffic/roundabouts (6.0%).

Table 19 – Reasons for cycling's feeling unsafe

Comments for feeling unsafe	Number	Percent
Inconsiderate motorists	22	20.9%
No/not enough cycle lanes	8	8.0%
Traffic/roundabouts	6	6.0%
Large vehicles	4	4.0%
Road conditions	4	3.4%
Lack of lighting	2	1.6%
Other	2	2.3%
Sample	104	

Note: Not additive as respondents comments could be coded into multiple categories

3.4.1 Safety for Children Cycling on Streets in the Rotorua District

All respondents were asked if they considered it safe for children cycling on the streets in the Rotorua District.

Of respondents who specified an answer, most (66.2%) thought that it was not safe for children cycling on streets in the Rotorua District.

Table 20 – Safety of children cycling on streets in the Rotorua District

	Number	Percent	ex non spec.
Yes	92	27.2%	33.8%
No	181	53.4%	66.2%
Don't know	66	19.4%	
Not specified	0	0.0%	
Total	339	100.0%	100.0%

Note: % ex non specified is the percentage with don't know and non specified responses removed

Respondents who believed it was safe for children riding on the streets in Rotorua District were asked the reasons why. The most identified was 'cycle lanes/footpaths' (8.5% of the total sample), 'obeying/knowing road rules' (4.7%) and 'yes with conditions' (3.9%).

Table 21 – Reasons for the believe that children are safe cycling on streets in the Rotorua District

Comments for feeling it is safe for children	Number	Percent
Cycle lanes/footpaths	29	8.5%
Obeying/knowing road rules	16	4.7%
Yes with conditions	13	3.9%
Being alert/visible/wear safety gear	10	2.9%
General comments for feeling safe	9	2.7%
Considerate drivers	8	2.4%
Within neighbourhood/familiar roads/some areas	7	2.0%
Cycling with others	6	1.6%
Distance from cars/traffic	3	0.9%
Don't know	2	0.6%
Other	6	1.7%
Sample	339	

Note: Not additive as respondents comments could be coded to multiple categories

Respondents who believed it was unsafe for children riding on the streets in Rotorua District were asked the reasons why. The most identified was 'inconsiderate motorists' (19.8% of the total sample), 'traffic' (13.3%), 'general comments for unsafe' (10.5%) and 'bad road sense' (8.1%).

Table 22 – Reasons for the believe that children are not safe cycling on streets in Rotorua District

Comments for feeling it is unsafe for children	Number	Percent
Inconsiderate motorists	67	19.8%
Traffic	45	13.3%
General comments for unsafe	36	10.5%
Bad road sense	28	8.1%
With exceptions	21	6.2%
No/not enough cycle lanes	14	4.2%
Road/footpath conditions	11	3.2%
Large vehicles	5	1.4%
Other	11	3.2%
Sample	339	

Note: Not additive as respondents comments could be coded to multiple categories

3.4.2 Ways to Make Rotorua Safer

Respondents were asked what could be done to make Rotorua a safer place (refer to Table 23).

About one-quarter of respondents (24.6%) cited increased policing as the most effective way to make the city safer. Other strategies included increased security/guards/cameras/Maori Wardens/Community Patrols (14.4%) and building/street improvements (10.1%).

Table 23 – What could be done to make Rotorua a safer place?

	Number	Percent
More police/more presence/community stations	83	24.6%
Security/guards/cameras (manned)/Maori Wardens/community patrols	49	14.4%
Building/street improvements (ie, lighting, trees, walkways)	34	10.1%
Doing okay now/already safe	32	9.4%
Education/attitude adjustment/values/public awareness/drug and alcohol education/sense of community	27	8.0%
Better parenting/support for youth/curfew/keep youth off the streets/give youth something to do/youth gangs	27	7.9%
Remove gangs/insignia/undesirable people/loitering	25	7.3%
Road safety	20	5.8%
Penalties/laws/consequences/discipline	18	5.4%
Reduce unemployment/improve incomes	17	5.0%
Neighbourhood support	15	4.3%
People need to take responsibility for themselves/being aware/report crime/know your neighbours	12	3.5%
Bars/gambling establishments/wholesalers/drinking issues	10	3.1%
Improvements/changes to CBD	9	2.6%
Housing issues	8	2.3%
Deal with trancies	5	1.4%
Issues go to deep/nothing can be done	4	1.2%
Crimes targeting tourists/educating tourists	4	1.0%
Police to attend all crimes/response times to improve/increase resources/support/improvements to 111 service	4	1.0%
Cycle ways	3	0.8%
Advertise surveillance cameras more/advertise successes from these cameras	3	0.7%
Reducing drug use/drug issues	2	0.6%
Bring people to the CBD	2	0.5%
Don't know	43	12.6%
Other	10	2.9%
Sample	339	

Note additive as respondents comments could be coded into more than one category.

3.4.3 Overall Sense of Safety in the Rotorua District

All respondents were asked if they felt that the Rotorua District is generally a safe place to live. Of respondents who indicated an answer, most (91.8%) thought that the Rotorua District was a safe place to live while 8.2% indicated that it was not.

Table 24 – Respondents belief that the Rotorua District was generally a safe place to live

	Number	Percent	ex non spec.
Yes	298	87.8%	91.8%
No	27	7.8%	8.2%
Don't know	12	3.4%	
Not specified	3	0.9%	
Total	339	100.0%	100.0%

Note: % ex non specified is the percentage with don't know and non specified responses removed

3.5 Sample Demographics

3.5.1 Gender

Of the 339 respondents in the total sample, there was a higher proportion of female respondents (56.9%) compared to male respondents (43.1%), (refer to Table 25). This was within 5.1% of the actual makeup of Rotorua at the time of the 2013 Census.

Table 25 – Respondents' gender

	Number	Percent
Male	146	43.1%
Female	193	56.9%
Not specified	0	0.0%
Total	339	100.0%

3.5.2 Location of Residence

A total of 3.4% of respondents identified that they lived in the central city, while 73.7% lived in the suburbs and 5.2% lived in Ngongotaha (refer to Table 26). A further 5.9% of respondents lived in a lakeside settlement and 11.8% lived in a rural setting.

Table 26 – Respondents' residence

	Number	Percent
Rotorua city (central city area)	12	3.4%
Rotorua suburbs	250	73.7%
Ngongotaha	18	5.2%
Lakeside settlement	20	5.9%
Rural	40	11.8%
Not specified	0	0.0%
Total	339	100.0%

3.5.3 Age

The survey sample included a range of ages. A total of 23.0% of respondents were aged 15 to 34 years of age, 32.2% were aged 35 to 54 years, 33.0% were aged 55 to 74 and 11.8% were over 75 years of age. All age groups sampled were within 4.8% of the actual makeup of Rotorua at the time of the 2013 Census.

Table 27 – Respondents' age

	Number	Percent
15 to 24	41	12.0%
25 to 34	38	11.1%
35 to 44	52	15.4%
45 to 54	57	16.8%
55 to 64	66	19.4%
65 to 74	46	13.6%
75+	40	11.8%
Refused	0	0.0%
Not specified	0	0.0%
Total	339	100.0%

3.5.4 Ethnicity

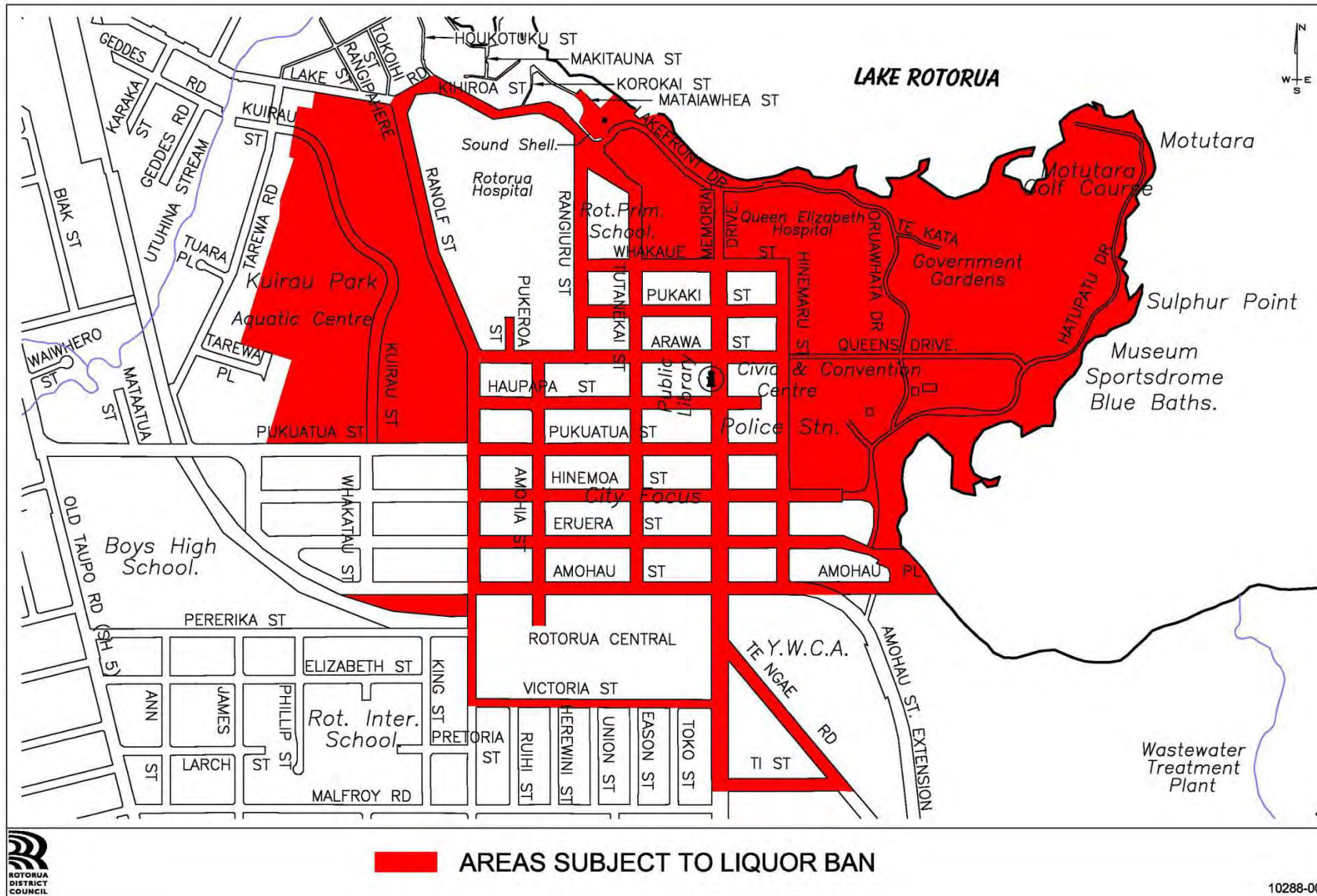
Respondents in 2015 could select any number of ethnicities they identified with. There were 72.6% of respondents who identified as New Zealand European/Pakeha, followed by New Zealand Maori (21.6%). Asian respondents made up 5.4% of respondents, Pacific Islands made up 1.9% of the sample and other ethnicities made up 7.1% of respondents. Other ethnicities included Australians, Europeans, Indian, Kiwi, New Zealander, and South Africans.

Table 28 – Respondents' ethnicity

	Number	Percent
NZ Pakeha/European	246	72.6%
NZ Maori	73	21.6%
Pacific Island	6	1.9%
Asian	18	5.4%
Other	24	7.1%
Refused	1	0.4%
Not specified	0	0.0%
Sample	339	

Note: Not additive as respondents could be multiple ethnicities

4.0 APPENDIX ONE: MAP OF CBD, AREA COVERED BY 2003 LIQUOR BAN BYLAW



APPENDIX TWO: ROTORUA PERCEPTIONS OF SAFETY SURVEY 2015 SURVEY FORM

ID:

Interviewer:

Rotorua Perceptions of Safety Survey 2015

ROTORUA PERCEPTIONS OF SAFETY SURVEY 2015

Hello/Kia Ora, this is _____ from APR Consultants. We are currently doing a survey with Rotorua District residents about their perceptions of safety within the district on behalf of the Rotorua Lakes Council (formally RDC). The results from this survey will assist planning for a safe community.

(Is it possible to please speak to someone in your household who is aged 15 years or older?)

Can you spare about 10 to 15 minutes of your time to answer some questions? All responses will remain completely confidential and will be grouped with others.

If it is not convenient to talk now, when would it be convenient to call you back? *(Record their details on phone number sheet)*

Information to give respondent if needed:

- All information you give is confidential within the provisions of the Privacy Act and the Research Association Code of Practice.
 - Your responses will be grouped with others' before being released (RDC do not have access to individual responses). The purpose is to establish whether there are any trends in the Rotorua District, including the city area.
 - Your responses will be used only for the purpose of this research.
 - You are welcome to ring my supervisor Elvis at APR Consultants during working hours on 0800 277 937. He will be happy to confirm the purpose of the research and discuss any other matters further with you.
 - This survey has been conducted each year since 2005. The process is being repeated in order to track safety perceptions within Rotorua.
-
- For the purpose of this survey, the CBD is defined as the area between and including Kuirau Park up Ranolf Street to the Lake Front, along to Sulphur Point, down to Victoria Street and back up Ranolf Street. Key landmark areas included are:
 - Rotorua Central Mall;
 - Skateboard Park;
 - Govt Gardens/Blue Baths/Poly Pools area; and
 - Ti Street "triangle".

The first set of questions relate to visiting Rotorua's Central Business District (CBD) and your feeling of safety in this central city area

1. How often do you visit the Rotorua central city area (CBD)? *(please prompt & tick ONE only)*
- 1 Daily
 - 2 Weekly
 - 3 Fortnightly
 - 4 Monthly
 - 5 Annually *(how many visits per year?)*
 - 6 Never *(skip to Q5)*

2a. Thinking about your overall sense of freedom from crime, how safe do you normally feel in the central city during the daytime? (please prompt & tick ONE only)

- 1 Very safe (continue to 3a)
- 2 Safe (continue to 3a)
- 3 Neither safe nor unsafe (skip to Q2b)
- 4 Unsafe (skip to Q2b)
- 5 Very unsafe (skip to Q2b)
- 6 Don't know (skip to Q3a)
- 7 Not applicable (ie, don't go into the CBD during the daytime) – (skip to Q3a)

2b. Are there particular areas in the CBD where you feel most unsafe?

- 1 Yes (continue to Q2c)
- 2 No (skip to Q3a)
- 3 Don't know (skip to Q3a)

2c. What factors/things make you feel unsafe in these places? (tick all locations mentioned, list other mentions and for each location list reasons for feeling unsafe - do not prompt)

Safety during the daytime - tick all that apply		Reasons for feeling unsafe
Rotorua Central Mall (the shops surrounding the Warehouse)	<input type="radio"/> 1	
City Focus	<input type="radio"/> 2	
"The Streat" (and/or central city bars and clubs)	<input type="radio"/> 3	
The park areas	<input type="radio"/> 4	
Shops on or near Tutanekai Street	<input type="radio"/> 5	
Shops on Eruera and Hinemoa streets	<input type="radio"/> 6	
Shops on Pukuatua, Haupapa and Arawa streets	<input type="radio"/> 7	
Lake Front	<input type="radio"/> 8	
Kuirau Park	<input type="radio"/> 9	
Polynesian Spa	<input type="radio"/> 10	
Museum	<input type="radio"/> 11	
Government Gardens	<input type="radio"/> 12	
Sulphur Point	<input type="radio"/> 13	
Other (please be specific)		
	<input type="radio"/> 14	
I feel unsafe everywhere in the CBD	<input type="radio"/> 15	
Don't know	<input type="radio"/> 16	

3a. Now thinking about the central city area at nighttime how safe do you normally feel in the central city during the nighttime? (please prompt & tick ONE only)

- 01 Very safe (continue to 4a)
- 02 Safe (continue to 4a)
- 03 Neither safe nor unsafe (skip to Q3b)
- 04 Unsafe (skip to Q3b)
- 05 Very unsafe (skip to Q3b)
- 06 Don't know (skip to Q4a)
- 07 Not applicable (ie, don't go into the CBD during the nighttime) – (skip to Q4a)

3b. Are there particular areas in the central city area (CBD) where you feel most unsafe? (please tick ONE only)

- 01 Yes (continue to Q3c)
- 02 No (skip to Q4a)
- 03 Don't know (skip to Q4a)

3c. Where are these unsafe locations and what factors/things make you feel unsafe in these places? (tick all locations mentioned, list other mentions and for each location list reasons for feeling unsafe - do not prompt)

Safety during the nighttime - tick all that apply		Reasons for feeling unsafe
Rotorua Central Mall (the shops surrounding the Warehouse)	<input type="radio"/> 01
City Focus	<input type="radio"/> 02
"The Streat" (and/or central city bars and clubs)	<input type="radio"/> 03
The park areas	<input type="radio"/> 04
Shops on or near Tutanekai Street	<input type="radio"/> 05
Shops on Eruera and Hinemoa streets	<input type="radio"/> 06
Shops on Pukuatua, Haupapa and Arawa streets	<input type="radio"/> 07
Lake Front	<input type="radio"/> 08
Kuirau Park	<input type="radio"/> 09
Polynesian Spa	<input type="radio"/> 10
Museum	<input type="radio"/> 11
Government Gardens	<input type="radio"/> 12
Sulphur Point	<input type="radio"/> 13
Other (please be specific)	<input type="radio"/> 14
.....	
I feel unsafe everywhere in the CBD	<input type="radio"/> 15
Don't know	<input type="radio"/> 16

The second set of questions relate to when your vehicle is parked in the central city area and other locations around the Rotorua District

4a. Would you say there are unsafe places to park a vehicle in the central city area? (please tick ONE only)

- 01 Yes (continue to Q4b)
- 02 No (skip to Q5)
- 03 Don't know (skip to Q5)

Rotorua Perceptions of Safety Survey 2015

4b. Where are the most unsafe places to park a vehicle in the central city area (CBD)? Why is it unsafe to park here? ie. are there certain areas where you worry about your vehicle being broken into or stolen? (DO NOT prompt & tick all that apply, list any other mentions and for each location list reasons for feeling unsafe)

Safety during the nighttime - tick all that apply		Reasons for feeling unsafe
Rotorua Central Mall (the shops surrounding the Warehouse)	<input type="radio"/> 1
City Focus	<input type="radio"/> 2
"The Streat" (and/or central city bars and clubs)	<input type="radio"/> 3
The park areas	<input type="radio"/> 4
Shops on or near Tutanekai Street	<input type="radio"/> 5
Shops on Eruera and Hinemoa streets	<input type="radio"/> 6
Shops on Pukuatua, Haupapa and Arawa streets	<input type="radio"/> 7
Lake Front	<input type="radio"/> 8
Kuirau Park	<input type="radio"/> 9
Polynesian Spa	<input type="radio"/> 10
Museum	<input type="radio"/> 11
Government Gardens	<input type="radio"/> 12
Sulphur Point	<input type="radio"/> 13
Other (please be specific)	<input type="radio"/> 14
.....	
It is unsafe to park everywhere in the CBD.	<input type="radio"/> 15
Don't know	<input type="radio"/> 16

5. Now think about parking your vehicle in other locations around the Rotorua District, at any time of the day or night.

5a. Are there unsafe places to park a vehicle in other areas around Rotorua (not in the CBD)? (ie. are there certain areas where you worry about your vehicle being broken into or stolen? (please tick ONE only)

- 1 Yes (continue to Q5b)
- 2 No (skip to Q6a)
- 3 Don't know (skip to Q6a)

5b. Where are the most unsafe places to park a car in other areas around Rotorua? DO NOT prompt, tick all that apply and list other mentions)

- 1 Fenton Street (motel area)
- 2 The Redwood Forest carpark
- 3 Waipa
- 4 Blue/Green Lake
- 5 Aquatic Centre
- 6 Airport
- 7 Okere Falls
- 8 Waste Water Motors (private car sales yard on Te Ngae Rd)
- 9 Rainbow Mountain
- 10 Kerosene Creek
- 11 Other (please be specific)

The third set of questions relate to the safety of Rotorua and the neighbourhood or area that you live in

6a. Thinking about your overall sense of freedom from crime, how safe do you normally feel in your local neighbourhood during the daytime? (please prompt & tick ONE only)

- 01 Very safe
- 02 Safe
- 03 Neither safe nor unsafe
- 04 Unsafe
- 05 Very unsafe
- 06 Don't know

6b. And how safe do you normally feel in your local neighbourhood during the nighttime? (please prompt & tick ONE only)

- 01 Very safe
- 02 Safe
- 03 Neither safe nor unsafe
- 04 Unsafe
- 05 Very unsafe
- 06 Don't know

7a. Are there areas that you feel unsafe?

- 01 Yes (go to Q7b)
- 02 No (go to Q7f)
- 03 Don't know/NA (go to Q7f)

7b. Where are they? (please be as specific as possible)

- 1).....
- 2).....
- 3).....
- 4).....

7c. Why do they make you feel unsafe? (keep in same order as above)

- 1).....
- 2).....
- 3).....
- 4).....

7d. Have you personally experienced any of the above conditions?

- 01 Yes (continue to Q7e)
- 02 No (go to Q7f)
- 03 Refused/NA (go to Q7f)

7e. If yes, which one(s)? (tick as per above in Q7b and Q7c)

- 01
- 02
- 03
- 04

7f. What do you feel are the top priorities to make your neighbourhood safer?

- 1).....
- 2).....
- 3).....
- 4).....

The fourth set of questions relate to safety of cyclists in Rotorua

8. Have you ridden a bike on the streets in the Rotorua District in the past 12 months?

- ₁ Yes (continue to Q8a)
- ₂ No (skip to Q9)
- ₃ Don't know (skip to Q9)

8a. Did you feel safe or unsafe while cycling?

- ₁ Safe
- ₂ Unsafe
- ₃ Don't know/NA

8b. Why? (list all reasons for safe and unsafe including areas)

.....

.....

.....

9. Do you think it's safe for children cycling on the streets in the Rotorua District?

- ₁ Yes
- ₂ No
- ₃ Don't know/NA

9a. Why? (list all reasons for safe and unsafe including areas)

.....

.....

.....

The fifth set of questions relate to general safety across all of Rotorua

10. What could be done that would help make Rotorua a safer place? (Please think about the neighbourhood that you live in, personal safety within the central city, vehicle safety)

.....

.....

.....

11. Do you feel the Rotorua District is generally a safe place to live?

- 1 Yes
 2 No
 3 Don't know

Lastly, we have some questions to ensure that we survey a cross-section of residents

12. Gender (ask only if unsure)

- 1 Male
 2 Female

13. Which of the following best describes where you live? (please prompt and specify location)

<input type="radio"/> A Rotorua city (central city area)		
<input type="radio"/> B Rotorua suburbs (please tick ONE location below)		
<input type="radio"/> 1 Fenton Park	<input type="radio"/> 10 Mangakakahi	<input type="radio"/> 19 Springfield
<input type="radio"/> 2 Fordlands	<input type="radio"/> 11 Matipo Heights	<input type="radio"/> 20 Sunnybrook
<input type="radio"/> 3 Glenholme	<input type="radio"/> 12 Ngapuna	<input type="radio"/> 21 Tihiotonga
<input type="radio"/> 4 Hannahs Bay	<input type="radio"/> 13 Ohinemutu	<input type="radio"/> 22 Utuhina
<input type="radio"/> 5 Hillcrest	<input type="radio"/> 14 Owhata	<input type="radio"/> 23 Western Heights
<input type="radio"/> 6 Holdens Bay	<input type="radio"/> 15 Pleasant Heights	<input type="radio"/> 24 Whakarewarewa
<input type="radio"/> 7 Kawaha Point	<input type="radio"/> 16 Pomare	<input type="radio"/> 25 Other (please specify)
<input type="radio"/> 8 Koutu	<input type="radio"/> 17 Pukehangi
<input type="radio"/> 9 Lynmore	<input type="radio"/> 18 Selwyn Heights
<input type="radio"/> C Ngongotaha		
<input type="radio"/> D Lakeside settlement (please tick ONE location below)		
<input type="radio"/> 1 Lake Tarawera	<input type="radio"/> 4 Lake Okareka	<input type="radio"/> 6 Other (please specify)
<input type="radio"/> 2 Lake Rotoiti	<input type="radio"/> 5 Lake Rotoehu
<input type="radio"/> 3 Lake Rotoma	
<input type="radio"/> E Rural (please tick ONE location below)		
<input type="radio"/> 1 Atiamuri	<input type="radio"/> 8 Ngakuru	<input type="radio"/> 15 Waiotapu Village
<input type="radio"/> 2 Hamurana	<input type="radio"/> 9 Reporoa	<input type="radio"/> 16 Waiteti
<input type="radio"/> 3 Horohoro	<input type="radio"/> 10 Rerewhakaaitu	<input type="radio"/> 17 Other (please specify)
<input type="radio"/> 4 Kaharoa	<input type="radio"/> 11 Tarukenga
<input type="radio"/> 5 Kapenga	<input type="radio"/> 12 Tumunui
<input type="radio"/> 6 Mamaku	<input type="radio"/> 13 Waikite Valley
<input type="radio"/> 7 Mourea	<input type="radio"/> 14 Waimangu

14. Please stop me when I reach your age group (please prompt & tick ONE only)

- | | |
|-------------------------------|---|
| <input type="radio"/> 1 15-24 | <input type="radio"/> 5 55-64 |
| <input type="radio"/> 2 25-34 | <input type="radio"/> 6 65-74 |
| <input type="radio"/> 3 35-44 | <input type="radio"/> 7 75+ |
| <input type="radio"/> 4 45-54 | <input type="radio"/> 8 Refused (do not read out) |

15. Which of the following ethnic groups do you consider yourself a part of? (please prompt & tick all that apply)

- | | |
|--|--|
| <input type="radio"/> 1 NZ Pakeha/European | <input type="radio"/> 4 Asian |
| <input type="radio"/> 2 NZ Maori | <input type="radio"/> 5 Other (please specify) |
| <input type="radio"/> 3 Pacific Island | <input type="radio"/> 6 Refused (do not read out) |

16. Would you like to receive an email copy of the final aggregated results from this survey? (if yes, please complete details below)

- APR Consultants will ensure confidentiality by detaching your contact details so that your responses and contact details cannot be matched.
- Results will be available from the Rotorua District Council in October 2015. A copy will also go into the Rotorua Public Library

Name: Email:

If respondents do not complete Q16, please also ask:

May I also ask your first name? This is just so my supervisor can do quality control checks on me if necessary.

First name:

**Thank you for your participation. We appreciate your time!
If you have any queries, please feel free to contact Elvis at APR Consultants.**

