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ROTORUA DISTRICT PERCEPTIONS OF SAFETY SURVEY 2005

Prepared for
Rotorua District Council

By
APR Consultants

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FOREWORD



Over the past three months, more than 450 Rotorua District residents have contributed to the Rotorua District Perceptions of Safety Survey.

This research captures current perceptions held by local Rotorua residents in regard to safety in the district. It provides a base-line level from which to compare future studies; the research is intended to be repeated annually to provide an insight into how projects within the Crime Prevention Plan (July 2004-June 2007) have affected perceptions of safety in the community.

This survey has highlighted many issues which can be explored further in the future. Council is committed to working collaboratively with the Police, other Government Departments, Iwi organisations, community-based organisations, retailers, tourism operators and other key stakeholders to ensure increased crime prevention, crime reduction and community safety.

Let's continue to work together to create a safe and caring community for our residents and visitors.

Kevin Winters

Kevin Winters
Mayor of the Rotorua District

EXECUTIVE SUMMARY

This report presents the results of the Rotorua District Perceptions of Safety Survey undertaken within the Rotorua District of New Zealand, during April 2005. Local residents were surveyed to establish:

- perceptions of general safety in the Central Business District (CBD);
- perceptions of general safety in the local neighbourhood and the home during the day-time and night-time;
- perceptions of vehicle safety when parked unattended both in the CBD and around the district;
- actual incidents of crime; and
- residents' awareness of initiatives currently in place to reduce crime.

During April 2005, APR Consultants conducted telephone interviews with 471 Rotorua residents. The key findings are summarised in this section and detailed in the report that follows.

Key Findings

Safety in the CBD

- One-quarter of respondents (25.9%) visited the CBD daily and almost half (48.0%) visited on a weekly basis.
- During the day-time, 86.7% of respondents felt 'very safe' or 'safe' in the CBD compared to 26.8% at night-time.
- During the day-time, respondents felt most unsafe at:
 - City Focus/Post Office area (28.0%)
 - Rotorua Central Mall (16.0%)
 - Kuirau Park (16.0%)
 - Park areas (12.0%).
- Reasons for feeling unsafe in the CBD during the day-time included fear of being attacked, and presence of gangs, "street-kids" and undesirables.
- During the night-time, respondents felt most unsafe at:
 - City Focus/Post Office area (36.2%)
 - The Street (and/or central city bars and clubs) (19.1%)
 - Kuirau Park (19.1%)
 - Rotorua Central Mall (17.0%)
 - Lake Front (17.0%)
 - Shops on Pukuatua, Haupapa and Arawa streets (14.9%).
- Reasons for feeling unsafe in the CBD during the night-time included presence of groups of kids and undesirables, fear of intoxicated people, poor lighting and low foot traffic.

Vehicle Safety

Respondents were asked if they worry about their vehicle being broken into or stolen when parked in Rotorua's CBD, at any time during the day or night.

- During the day-time, 20.5% 'always worry' or 'usually worry' while one-quarter (25.3%) 'sometimes worry' and 43.8% 'never worry'. A further one-tenth of respondents (9.8%) did not park in the CBD during the day-time.
- During the night-time, 27.8% 'always worry' or 'usually worry', while one-fifth (20.3%) 'sometimes worry' and only 10.5% 'never worry'. Over one-third of respondents (35.1%) did not park in the CBD during the night-time.

- Nearly half (48.8%) of respondents felt there are unsafe places to park their vehicle within the CBD. Of those, the most common mentions included:
 - Kuirau Park (29.5%)
 - Lake Front (20.1%)
 - Government Gardens (18.8%)
 - Rotorua Central Mall (12.1%)
 - Polynesian Spa (11.6%).
- Reasons for vehicle concern included poor street lighting, low foot traffic, lack of security patrols/policing, isolation, too many criminals and the presence of undesirables.
-
- Over half (53.3%) of respondents felt there are unsafe places to park a vehicle in other areas around Rotorua (ie, respondents used their own interpretation of 'other areas'). Of those, the most common mentions included:
 - Redwood Forest car park (41.0%)
 - Blue/Green lakes (31.9%)
 - Kuirau Park (30.3%)
 - Okere Falls (25.5%)
 - Lake Front (18.3%).
- Other locations specified as unsafe included the lakes (boat ramps and car parks), tourist attractions, suburb areas, isolated locations and poorly lit streets.

Safety in the Local Neighbourhood and Home

- During the day-time, 90.5% of respondents felt 'very safe' or 'safe' in their local neighbourhood compared to 72.6% at night-time.
- During the day-time, 90.5% of respondents felt either 'very safe' or 'safe' in their home compared to 82.6% at night-time.

Safety in Rotorua

- When asked if they felt that Rotorua is generally a safe place to live, a total of 18.9% of respondents stated 'definitely', followed by 'mostly' (57.7%), 'not really' (18.3%) and 'definitely not' (3.0%).
- Those respondents who stated Rotorua is 'not really'/'definitely not' a safe place to live (21.3%) gave reasons such as high crime rate (66.0% of those respondents who stated that Rotorua is 'not really'/'definitely not' a safe place to live), too many burglaries/home invasions (53.0%) and problems with young people/street skids/not enough for young people to do (45.0%). Further reasons specified included 'not safe in some areas' (44.0%) and 'assaults and muggings' (31.0%).
- When asked about trusting other people, there was an almost even split between those who felt they 'can trust people' (44.8%) and those that stated that you 'can't be too careful when dealing with people' (42.5%). A further 52 respondents (11.0%) could not make a distinction in their trust of other people (ie, 50/50).

Personal Experience with Crime during Last 12 Months (ie, March 2004 - March 2005)

- Overall, 17.3% of respondents identified that they, or someone in their household, had had items stolen from their vehicle over the past 12 months and 10.3% of respondents identified that they, or someone in their household, had had their vehicle, car or motorcycle stolen.
- 5.3% of respondents had been victim to theft (or attempted theft) of items they were carrying.
- 16.1% of respondents had experienced burglary, while strangers had physically or verbally abused 15.5% of respondents.

- 4.5% of respondents had been frightened for the safety of themselves or family/friends because of the anger, threats or violence of a partner/former partner.
- 12.5% of respondents stated that they had witnessed, or been a victim of a crime, that they had not reported to the police.

Awareness of Crime Reducing Initiatives

- The majority (82.4%) of respondents were aware that there is a Community Policing Centre in the central city area, with 94.0% of these respondents being able to pinpoint its correct location at the City Focus.
- Over half (57.1%) of respondents were aware of CCTV in the central city area. Of these respondents, 69.1% believed them to be 'very useful' or 'useful' in making the central city area a safer place.
- Nearly three-quarters (70.1%) of respondents were aware of the liquor ban currently in effect in the central city area. Of these respondents, 81.5% believed the ban to be 'very useful' or 'useful' in making the central city area a safer place.

Ways to Make Rotorua Safer

- Respondents were asked what could be done to make Rotorua a safer place. Comments related to:
 - Policing (37.8%)
 - More security (ie, guards, cameras and Maori wardens) (10.8%)
 - Better parenting and support for youth (8.9%)
 - Taking responsibility for yourself and being aware (6.4%)
 - Education (eg, drug and alcohol related), public awareness and attitude change (5.9%).

Sample Demographics

- Of the 471 respondents in the sample, 54.8% were females and 45.2% were males.
- Respondents were evenly spread amongst Rotorua's electoral wards. Respondents lived in the following locations:
 - Suburbs (72.2%)
 - Rural setting (12.5%)
 - Ngongotaha (6.8%)
 - Central city (4.5%)
 - Lakeside settlement (4.0%).
- Respondents' ages were as follows: 15 to 34 years (23.8%), 35 to 54 years (35.7%), 55 to 74 (28.7%) and over 75 years of age (11.9%).
- Nearly two-thirds (63.9%) identified themselves as New Zealand Pakeha/European, followed by New Zealand Maori (28.9%), Asian (2.1%) and Pacific Island (2.1%).

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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.

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);
- actual incidents of crime in the Rotorua District (location(s), crime type, time of day etc); and
- awareness (ie, location of community policing centres in the Rotorua District, CCTV operation, existence of liquor ban).

This report presents the results of telephone interviews conducted with Rotorua District residents in April 2005.

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".
Park areas	All park areas in the CBD (ie, gardens, shrubs/trees) including Sulphur Point, Kuirau Park, Government Gardens and the Lake Front.
The 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) Every one commits burglary and is liable to imprisonment for a term not exceeding 10 years who:</p> <p style="margin-left: 40px;">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</p> <p style="margin-left: 40px;">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> <p>(2) In this section and in section 232, "building" means any building or structure of any description, whether permanent or temporary; and</p>

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

	<p>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.
<p>Theft (Stealing) (Section 219 of Crimes Act 1961)</p>	<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, 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>
<p>Conversion of vehicle or other conveyance (unlawful taking) (section 226 of the Crimes Act 1961)</p>	<p>(1) Every one 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) Every one 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>
<p>Robbery (Section 234 of the Crimes Act 1961)</p>	<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>

2.0 METHODOLOGY

A total of 471 telephone interviews were conducted with Rotorua District residents during the period 4th to 20th April 2005.

2.1 Sample Details

A random sample of residential telephone numbers was generated using the Rotorua Telecom White Pages. The survey sample was based on Rotorua's electoral wards and was structured to ensure a sufficient number of respondents from each of the four wards. The sample was also stratified according to gender, age and ethnicity (refer to Table 1).

Table 1 – Sample details

	Number of respondents interviewed	Percentage of respondents interviewed
Electoral ward		
▪ North	122	25.9%
▪ South	117	24.8%
▪ East	117	24.8%
▪ West	115	24.4%
Gender		
▪ Male	213	45.2%
▪ Female	258	54.8%
Age		
▪ 15 – 34 years	112	23.8%
▪ 35 – 54 years	168	35.7%
▪ 55 – 74 years	135	28.7%
▪ 75+ years	56	11.9%
Ethnicity		
▪ NZ Pakeha/European	301	63.9%
▪ NZ Maori	136	28.9%
▪ Asian	10	2.1%
▪ Pacific Island	10	2.1%
▪ Other	14	3.0%

2.2 Questionnaire Development and Pilot Survey

The questionnaire for the telephone survey was designed by APR Consultants, in consultation with Rotorua District Council. An initial pilot survey was undertaken of 20 respondents and some minor adjustments were made to the questionnaire after discussion and agreement with the Project Team.

2.3 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 10-15 minutes 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 the non-response bias.

Quota booster surveying was undertaken to ensure a sufficient representation of Maori and male respondents.

2.4 Results and Analysis

All responses were analysed by computer and an accuracy audit of the data entry process was undertaken on 5.0% of data.

It should be noted that all percentages in this report have been rounded to one decimal place.

A detailed analysis of the survey results has been provided in Appendix 3.

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 Figure 1). One-quarter of respondents (25.9%) visited the CBD daily and almost half (48.0%) visited on a weekly basis. A further 54 respondents (11.5%) visited fortnightly, 42 respondents (8.9%) visited monthly and 3.2% visited annually. Only 12 respondents (2.5%) stated that they never visit the CBD.

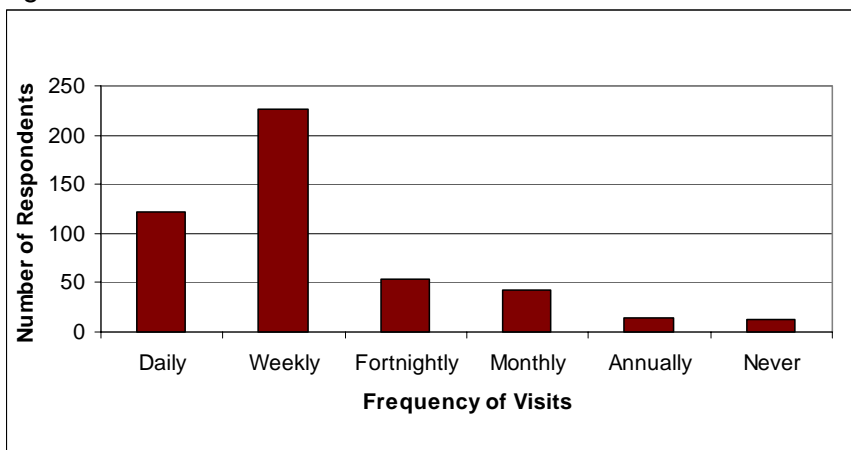
Respondents more likely to come to the CBD on a daily or weekly basis were:

- Aged 35 to 54
- Female
- NZ Pakeha/European
- East ward residents.

In comparison, respondents more likely to come to the CBD on a fortnightly or monthly basis were:

- Aged 15 to 34
- Male
- NZ Maori
- West ward residents.

Figure 1 – Number of visits to Rotorua’s CBD



3.1.1 Overall Perception of Safety in Rotorua’s CBD

Respondents felt generally safer in the CBD during the day-time than during the night-time (refer to Figure 2). Note that the effective sample for the following results is 459 (ie, does not include the 12 respondents who never visit the CBD).

During the day-time, the majority of respondents (86.7%) stated they felt ‘very safe’ or ‘safe’ (35.3% and 51.4% respectively), and a further 7.2% of respondents stated they felt ‘neither safe nor unsafe’. Only 5.4% of respondents (25 people) gave negative safety ratings; 4.1% stated ‘unsafe’ and 1.3% stated ‘very unsafe’.

Respondents more likely to feel ‘unsafe’ or ‘very unsafe’ in the CBD during the day-time were:

- Aged 35 to 54
- Male
- NZ Pakeha/European
- West ward residents.

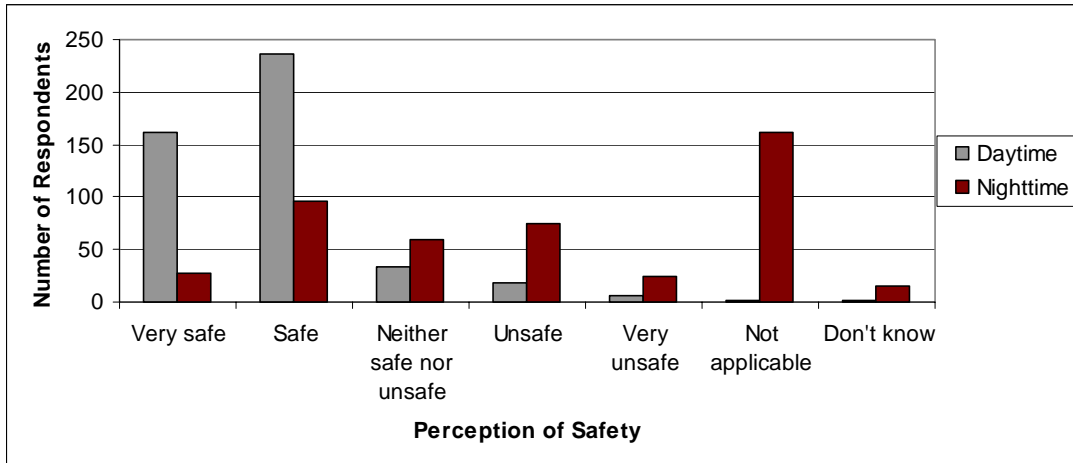
During the night-time, only one-quarter of respondents (26.8%) stated ‘very safe’ or ‘safe’ (5.9% and 20.9% respectively) and a further 13.1% of respondents stated ‘neither safe nor unsafe’. Over 21.5%

(99 people) gave negative safety ratings; 16.1% stated 'unsafe' and 5.4% stated 'very unsafe'. A further 161 respondents (35.1%) did not visit the CBD during night-time hours.

Respondents more likely to feel 'unsafe' or 'very unsafe' in the CBD during the night-time were:

- Aged 15 to 34
- Male
- NZ Pakeha/European
- North ward residents.

Figure 2 – Respondents' perceptions of safety in Rotorua's CBD



3.1.2 Day-time Safety in the CBD

Those 25 respondents who gave a negative safety rating (5.4% of the total sample) were asked if there are particular areas of the CBD where they felt most unsafe during the day-time (refer to Table 2). Nearly one-third of respondents (32.0%) stated that they feel unsafe everywhere in the CBD. Areas specified as most unsafe included City Focus/Post Office area (28.0%), Rotorua Central Mall and Kuirau Park (both with 16.0%) and the park areas (12.0%).

Table 2 – CBD locations identified to be most unsafe during the day-time

	Number	Percent (25)	% Total Sample (459)
I feel unsafe everywhere in the CBD	8	32.0%	1.7%
City Focus/Post Office area	7	28.0%	1.5%
Kuirau Park	4	16.0%	0.9%
Rotorua Central Mall	4	16.0%	0.9%
The park areas	3	12.0%	0.7%
Shops on Eruera and Hinemoa streets	2	8.0%	0.4%
Shops on or near Tutanekai Street	2	8.0%	0.4%
Shops on Pukuatua, Haupapa and Arawa streets	2	8.0%	0.4%
The Street (and/or central city bars and clubs)	2	8.0%	0.4%
Government Gardens	1	4.0%	0.2%
Lake Front	1	4.0%	0.2%
Museum	1	4.0%	0.2%
Other	1	4.0%	0.2%
Polynesian Spa	1	4.0%	0.2%
Sulphur Point	0	0.0%	0.0%
Don't know	0	0.0%	0.0%
Not specified	6	24.0%	1.3%
Sample	25		

Note: Not additive as respondents could identify multiple locations

Reasons for feeling unsafe at Rotorua Central Mall during the day-time included fear of being attacked, "street-kids" and the presence of undesirables. Groups of young people and undesirables were identified as making the City Focus area unsafe. Reasons for feeling unsafe at the park areas

during the day-time included “ethnic groups just looking for trouble” and “property damage, graffiti, truants, burglary, theft and assaults”.

Reasons for feeling unsafe everywhere in the CBD during the day-time included “a very unsupportive gay community here”, “gangs of youths”, “muggings and assaults”, “too many criminals in this city”, “too much physical violence from younger persons in Rotorua” and “unsavoury characters”.

3.1.3 Night-time Safety in the CBD

Those 99 respondents who gave a negative safety rating (21.6% of the total sample) were asked if there are particular areas of the CBD where they felt most unsafe during the night-time; an equal number of respondents stated yes and no (both with 47.5% or 47 people respectively).

A total of 12.8% of respondents felt unsafe everywhere in the CBD during the night-time. Areas specified as most unsafe included City Focus/Post Office area (36.2%), The Streat (and/or central city bars and clubs) and Kuirau Park (both with 19.1%), Rotorua Central Mall and the Lake Front (both with 17.0%) and shops on Pukuatua, Haupapa and Arawa streets (14.9%).

Table 3 – CBD locations identified to be most unsafe during the night-time

	Number	Percent (47)	% Total Sample (459)
City Focus/Post Office area	17	36.2%	3.7%
The Streat (and/or central city bars and clubs)	9	19.1%	2.0%
Kuirau Park	9	19.1%	2.0%
Rotorua Central Mall	8	17.0%	1.7%
Lake front	8	17.0%	1.7%
Shops on Pukuatua, Haupapa and Arawa streets	7	14.9%	1.5%
I feel unsafe everywhere in the CBD	6	12.8%	1.3%
The park areas	5	10.6%	1.1%
Shops on Eruera and Hinemoa streets	5	10.6%	1.1%
Other	5	10.6%	1.1%
Shops on or near Tutanekai Street	4	8.5%	0.9%
Sulphur Point	2	4.3%	0.4%
Polynesian Spa	1	2.1%	0.2%
Museum	1	2.1%	0.2%
Government Gardens	1	2.1%	0.2%
Don't know	0	0.0%	0.0%
Not specified	0	0.0%	0.0%
Sample	47		

Note: Not additive as respondents could identify multiple locations

Reasons for feeling unsafe at Rotorua Central Mall during the night-time included “a lot of children who are drinking”, “undesirables” and “not much lighting”. Groups of young people, pubs in the area, “street-kids” hanging around and undesirables were identified as making the City Focus unsafe during the night-time.

Reasons for feeling unsafe at The Streat (and/or central city bars and clubs) during the night-time included alcohol and drug related attacks (“drug induced attacks without any provocation”), gaming places, intoxicated people (eg, “looneys with booze in them”) and the presence of “undesirables”. The Lake Front and Kuirau Park were seen to be targeted areas for all sorts of crime, with attacks on people (eg, “tourists are attacked and robbed”) and the presence of “undesirables/gangs of youths”. Side streets were identified to be unsafe at night-time due to less street lighting and low foot traffic. One respondent stated that in the park areas “ethnic groups look for prey” as no-one is around. Groups of young people hanging around the shop areas were seen to make the main streets of the CBD unsafe and one respondent stated “wherever WINZ is, I feel unsafe with the groups of people that hang around it”. Reasons for feeling unsafe everywhere in the central city during the night-time included “too many criminals in Rotorua”, “physical attacks and verbal abuse” and “unsavoury people”.

3.2 Vehicle Safety

3.2.1 Vehicle Safety in the CBD

Respondents were asked if they worry about their vehicle being broken into or stolen when parked in Rotorua's CBD, at any time during the day or night (refer to Figure 3). Note that the effective sample for the following results is 459 (ie, does not include the 12 respondents who never visit the CBD).

During the day-time, one-fifth stated that they 'always worry' or 'usually worry' (12.2% and 8.3% respectively), while one-quarter (25.3%) 'sometimes worry' and 43.8% 'never worry'. A further one-tenth of respondents (9.8%) did not park in the CBD during the day-time.

Respondents more likely to 'sometimes worry' or 'never worry' about their vehicle during the day-time were:

- Aged 35 to 54
- Male
- NZ Pakeha/European
- North ward residents (followed closely by East ward residents).

Respondents more likely to 'always worry' or 'usually worry' about their vehicle during the day-time were:

- Aged 55 to 74
- Male
- NZ Pakeha/European
- South ward residents.

During the night-time, more respondents were worried about their vehicle being broken into or stolen when parked in Rotorua's CBD (refer to Figure 3). Over one-quarter stated that they 'always worry' or 'usually worry' (17.6% and 10.2% respectively), while one-fifth (20.3%) 'sometimes worry' and 10.5% 'never worry'. Over one-third of respondents (35.1%) did not park in the CBD during the night-time.

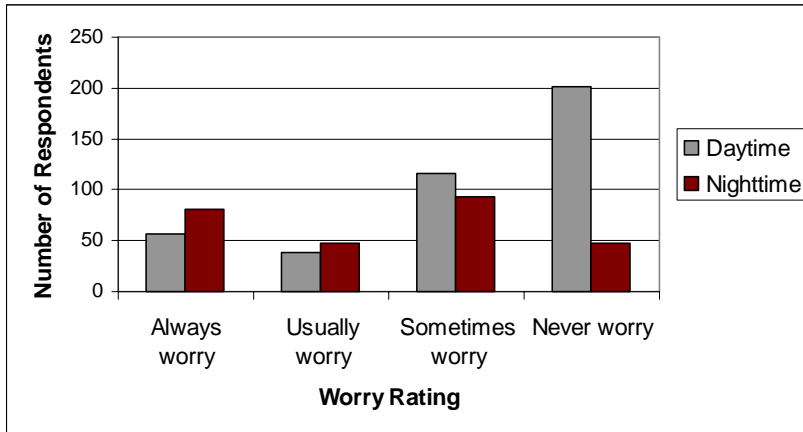
Respondents more likely to 'sometimes worry' or 'never worry' about their vehicle during the night-time were:

- Aged 35 to 54 (followed closely by those aged 15 to 34)
- Male
- NZ Maori
- East ward residents.

Respondents more likely to 'always worry' or 'usually worry' about their vehicle during the night-time were:

- Aged 35 to 54
- Male
- NZ Maori
- North ward residents (followed closely by South ward residents).

Figure 3 – Level of worry for vehicle being broken into or stolen in Rotorua's CBD



Nearly half of respondents (48.8% or 224 people) felt that there are unsafe places to park their vehicle within the central city area. One-quarter (24.8%) felt there were no unsafe places to park and 20.7% did not know.

Places identified as being most unsafe to park a vehicle in the CBD included Kuirau Park (29.5% of respondents who identified an unsafe place to park), Lake Front (20.1%), Government Gardens (18.8%), Rotorua Central Mall (12.1%) and Polynesian Spa (11.6%) (refer to Table 4). A total of 20 respondents (8.9%) felt unsafe parking everywhere in the CBD.

Other areas identified as being unsafe to park by 44.6% of respondents (who identified an unsafe place to park) included any isolated area/back streets (26.8%), hospital car park, car park building, behind buildings, Rotorua Primary School, supermarket car parks, Rotorua Public Library and the movie theatre.

Table 4 – Most unsafe places to park a vehicle in Rotorua's CBD

	Number	Percent (224)	% Total Sample (459)
Other	100	44.6%	21.8%
Kuirau Park	66	29.5%	14.4%
Lake Front	45	20.1%	9.8%
Government Gardens	42	18.8%	9.2%
Rotorua Central Mall	27	12.1%	5.9%
Polynesian Spa	26	11.6%	5.7%
I feel unsafe everywhere in the CBD	20	8.9%	4.4%
Sulphur Point	18	8.0%	3.9%
The Street (and/or central city bars and clubs)	9	4.0%	2.0%
Shops on Pukuatua, Haupapa and Arawa streets	9	4.0%	2.0%
Shops on Eruera and Hinemoa streets	5	2.2%	1.1%
Museum	5	2.2%	1.1%
The park areas	4	1.8%	0.9%
City Focus/Post Office	2	0.9%	0.4%
Shops on or near Tutanekai Street	2	0.9%	0.4%
Don't know	5	2.2%	1.1%
Not specified	0	0.0%	0.0%
Sample	224		

Note: Not additive as respondents could identify multiple locations

Respondents gave a variety of reasons as to why certain areas are unsafe to park within Rotorua's CBD. General comments included poor street lighting, low foot traffic at night, lack of security patrols/policing, isolation in some areas, too many criminals, undesirables and groups of people

looking for trouble. Many respondents commented that the parks are too narrow in the shop areas (eg, "it's a tight squeeze to park, so people damage vehicles").

Intoxicated people were a concern around The Streat (and/or central city bars and clubs) and shop areas as they can damage cars (eg, "drunk people roaming the street"). The park areas were seen to be unsafe for vehicles due to theft and conversion, alcohol related car theft/break-ins and the presence of undesirables. The Lake Front was seen to be a target area for theft (eg, "undesirables and so many people about...so easy to break-in").

Parking in Kuirau Park was seen to be unsafe due to its enclosed nature (eg, "heaps of trees to hide in" and "bush around the place"), isolation, poor lighting, no foot traffic and people (eg, "undesirables hang out"). The Polynesian Spa was thought to be deserted at night-time and therefore a target area for car break-ins and theft, while Government Gardens was perceived to be isolated, had many hiding places, had homeless people and "criminals know the car will be left for the day".

One respondent stated that no place is safe to leave a vehicle within the CBD (eg, "at night-time, no place is safe from theft, break-ins and car conversion and day-time is not much better). Another stated that "cars are stolen or broken into everywhere...if they can't have you, they'll take your wheels".

3.2.2 Vehicle Safety around Rotorua

Over half of respondents (53.3% or 251 people) felt that there are unsafe places to park a vehicle in other areas around Rotorua, 16.6% of respondents stated that there are no unsafe places and a further 21.9% of respondents did not know (ie, respondents used their own interpretation of 'other areas').

Places perceived by respondents to be most unsafe to park a vehicle around Rotorua included the Redwood Forest car park (41.0% of respondents who identified an unsafe place to park), Blue/Green lakes (31.9%), Kuirau Park (30.3%), Okere Falls (25.5%) and the Lake Front (18.3%) (refer to Table 5).

Other locations specified as unsafe by 136 respondents (54.2% of respondents who identified an unsafe place to park) included the lakes (eg, "all lakes" and "Lake Tarawera and Lake Rotoma"), the lake boat ramps and lake car parks. Many tourist attractions were seen to be unsafe including the Buried Village, Whakarewarewa, Hells Gate, Rainbow Springs and hotel car parks. Suburb areas highlighted as unsafe to park a vehicle included Hannahs Bay, Fordlands, Western Heights, Westbrook, netball courts on Malfroy Road, the hospital car park, Te Ngae shopping centre and Owhata. Generally, any isolated locations (eg, "isolated country roads") or poorly lit streets were seen to be the most unsafe in which to park a vehicle.

Table 5 – Most unsafe places to park a vehicle in other locations around the Rotorua District

	Number	Percent (251)	% Total Sample (471)
Other	136	54.2%	28.9%
The Redwood Forest carpark	103	41.0%	21.9%
Blue/Green Lake	80	31.9%	17.0%
Kuirau Park	76	30.3%	16.1%
Okere Falls	64	25.5%	13.6%
Lake Front	46	18.3%	9.8%
Polynesian Pools	39	15.5%	8.3%
Sulphur Point	34	13.5%	7.2%
Government Gardens	33	13.1%	7.0%
Kerosene Creek	26	10.4%	5.5%
Waipa	22	8.8%	4.7%
Aquatic Centre	16	6.4%	3.4%
Museum	14	5.6%	3.0%
Fenton Street (motel area)	7	2.8%	1.5%
Rainbow Mountain	6	2.4%	1.3%
Near the Readings movie theatre	5	2.0%	1.1%
Waste Water Motors (private car sales yard on Te Ngae Rd)	3	1.2%	0.6%
Airport	0	0.0%	0.0%
Not specified	2	0.8%	0.4%
Sample	251		

Note: Not additive as respondents could identify multiple locations

3.3 Safety in the Local Neighbourhood

Respondents were asked to state how safe they normally feel in their local neighbourhood (refer to Figure 4).

During the day-time, the majority of respondents (84.5%) felt either 'very safe' or 'safe' in their local neighbourhood (41.0% and 43.5% respectively). A further 6.8% stated that they felt 'neither safe nor unsafe' and 8.3% stated either 'unsafe' or 'very unsafe' (6.8% and 1.5% respectively).

Respondents more likely to feel 'very safe' or 'safe' in their local neighbourhood during the day-time were:

- Aged 75+ years
- Female
- NZ Maori
- South ward residents.

Respondents more likely to feel 'unsafe' or 'very unsafe' in their local neighbourhood during the day-time were:

- Aged 75+ years
- Male
- NZ Pakeha/European
- West ward residents.

Respondents felt less safe in their local neighbourhood during the night-time, with 72.6% of respondents feeling either 'very safe' or 'safe' (28.0% and 44.6% respectively). One-tenth (11.0%) stated that they felt 'neither safe nor unsafe' while 8.3% stated either 'unsafe' or 'very unsafe' (6.8% and 1.5% respectively).

Respondents more likely to feel 'very safe' or 'safe' in their local neighbourhood during the night-time were:

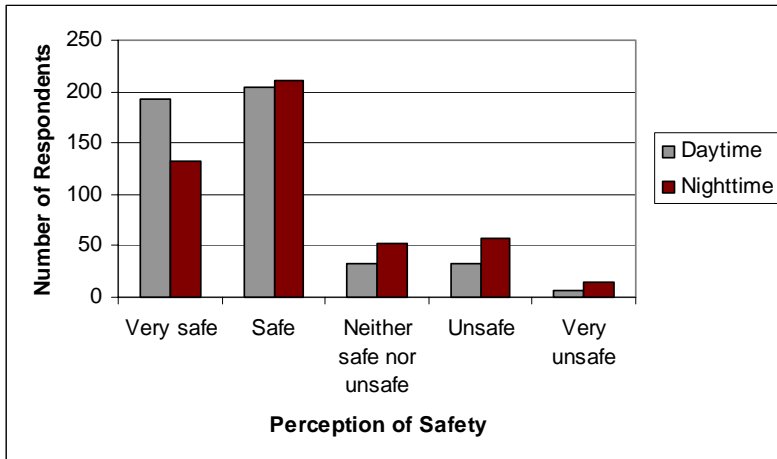
- Aged 75+ years
- Female
- NZ Maori

- North ward residents.

Respondents more likely to feel 'unsafe' or 'very unsafe' in their local neighbourhood during the night-time were:

- Aged 75+ years
- Male
- NZ Pakeha/European
- East ward residents.

Figure 4 – Respondents' perceptions of safety in their local neighbourhood



3.4 Safety in the Home

Respondents were also asked to state how safe they normally feel in their home (refer to Figure 5).

During the day-time, 90.5% of respondents felt either 'very safe' or 'safe' in their local home (51.0% and 39.5% respectively). A further 5.9% stated that they felt 'neither safe nor unsafe', and only 3.4% stated either 'unsafe' or 'very unsafe' (2.8% and 0.6% respectively).

Respondents more likely to feel 'very safe' or 'safe' in their home during the day-time were:

- Aged 75+ years
- Male
- NZ Maori
- South ward residents.

Respondents more likely to feel 'unsafe' or 'very unsafe' in their home during the day-time were:

- Aged 75+ years
- Female
- NZ Maori
- West ward residents.

Respondents felt slightly less safe in their home during the night-time, with 82.6% of respondents feeling either 'very safe' or 'safe' (41.4% and 41.2% respectively). A further 8.5% of respondents stated that they felt 'neither safe nor unsafe' while 8.7% stated either 'unsafe' or 'very unsafe' (6.8% and 1.9% respectively).

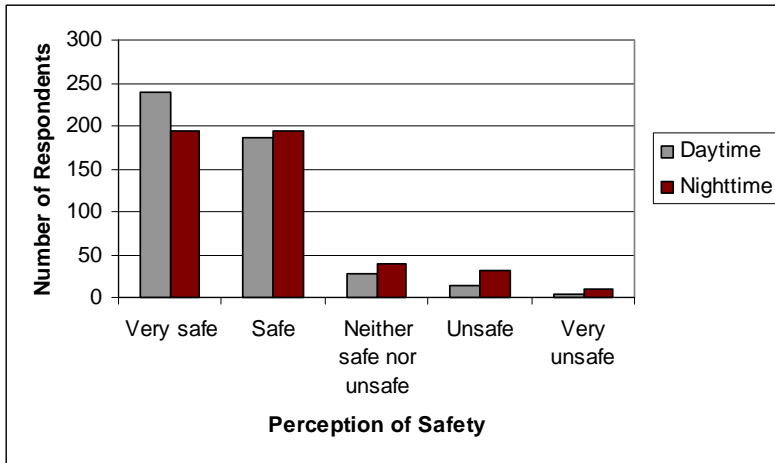
Respondents more likely to feel 'very safe' or 'safe' in their home during the night-time were:

- Aged 75+ years
- Male
- NZ Maori
- South ward residents.

Respondents more likely to feel ‘unsafe’ or ‘very unsafe’ in their home during the night-time were:

- Aged 75+ years
- Male
- NZ Pakeha/European
- West ward residents.

Figure 5 – Respondents’ perceptions of safety in their home



3.5 Safety in Rotorua

When asked if they felt that Rotorua is generally a safe place to live, a total of 18.9% of respondents stated ‘definitely’ and over half (57.7% of respondents) stated ‘mostly’. A further 18.3% of respondents stated ‘not really’ and only 3.0% of respondents stated ‘definitely not’ (refer to Figure 6). Only ten respondents (2.1%) did not know if Rotorua is generally a safe place to live.

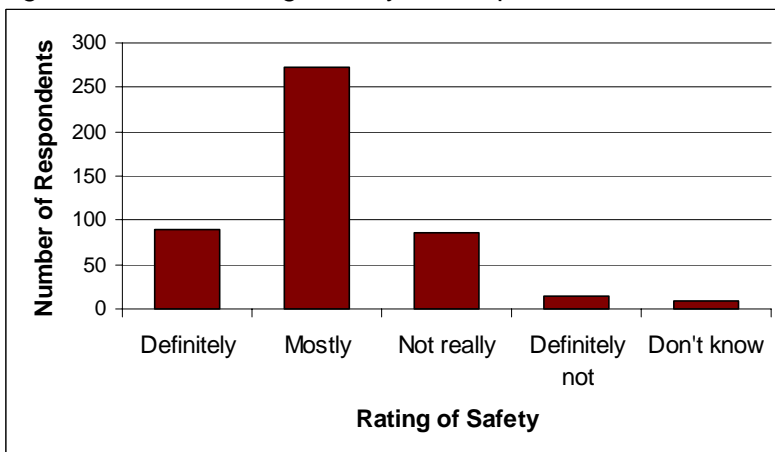
Respondents more likely to say that Rotorua is ‘definitely’ or ‘mostly’ a safe place to live were:

- Split evenly between those aged 15 to 34 and 75+ years
- Female
- NZ Maori
- East ward residents.

Respondents more likely to say that Rotorua is ‘not really’ or ‘definitely not’ a safe place to live were:

- Aged 55 to 74 (followed closely by those aged 35 to 54)
- Male
- NZ Pakeha/European
- West ward residents (followed closely by North ward residents).

Figure 6 – Is Rotorua generally a safe place to live?



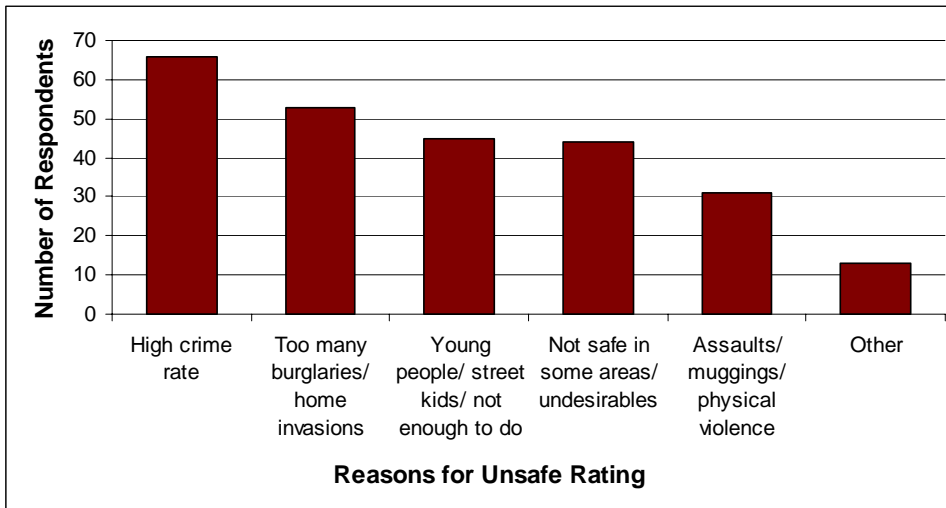
Those respondents who stated Rotorua is 'not really'/'definitely not' a safe place to live (21.3%) gave reasons including high crime rate (66.0% of those respondents who stated that Rotorua is 'not really'/'definitely not' a safe place to live), too many burglaries/home invasions (53.0%) and problems with young people/street-kids/not enough for young people to do (45.0%) (refer to Table 6 and Figure 7). Further reasons specified included 'not safe in some areas' (44.0%) and 'assaults and muggings' (31.0%). A total of 13 respondents (13.0%) identified other reasons including gangs, intimidation, petty crime and tourist related crime.

Table 6 – Reasons for Rotorua being rated as 'not really' or 'definitely not' a safe place to live

	Number	Percent (100)	% Total Sample (471)
High crime rate/too much crime	66	66.0%	14.0%
Too many burglaries/home invasions	53	53.0%	11.3%
Problems with young people/street kids/not enough to do	45	45.0%	9.6%
Not safe in some areas/undesirables	44	44.0%	9.3%
Assaults/muggings/physical violence	31	31.0%	6.6%
Other	13	13.0%	2.8%
Not specified	0	0.0%	0.0%
Sample	100		

Note: not additive as respondents could identify more than one concern

Figure 7 – Reasons for Rotorua being rated as 'not really' or 'definitely not' a safe place to live



When asked about trusting other people (refer to Figure 8), there was an almost even split between those who felt they 'can trust people' (44.8%) and those that stated that you 'can't be too careful when dealing with people' (42.5%). A further 52 respondents (11.0%) could not make a distinction in their trust of other people (ie, 50/50).

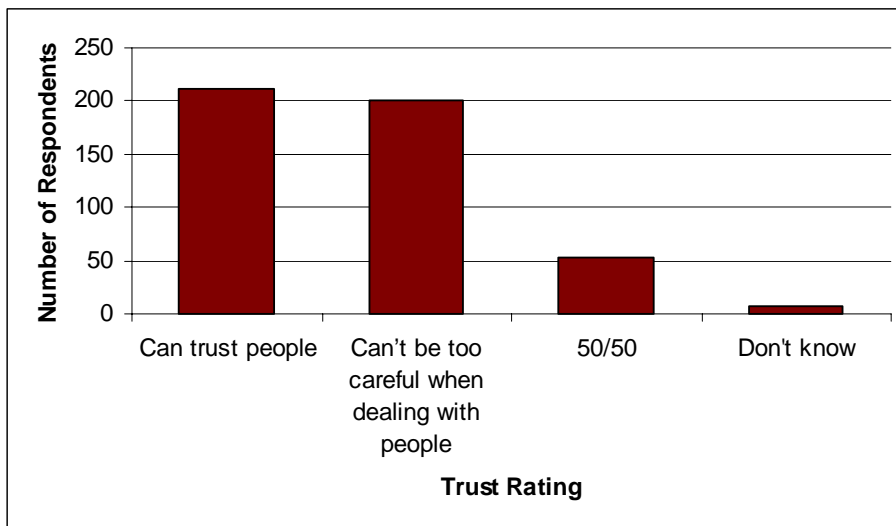
Respondents more likely to feel that they 'can trust people' were:

- Aged 75+ years
- Male
- NZ Maori
- South ward residents.

In comparison, respondents more likely to feel that they 'can't be too careful when dealing with people' were:

- Aged 35 to 54
- Female
- NZ Pakeha/European
- East ward residents.

Figure 8 – Respondents' trust in other people



3.6 Personal Experience with Crime

Respondents were asked to comment on various actual incidents of crime that may have happened to themselves or their family over the past 12 months (ie, March 2004 - March 2005) (refer to Table 7). Nearly one-fifth (17.3%) of respondents identified that they, or someone in their household, had had items stolen from their vehicle. A further one-tenth (10.3%) of respondents identified that they, or someone in their household, had had their vehicle, car or motorcycle stolen.

Respondents more likely to have experienced their vehicle, car or motorcycle stolen were:

- Aged 35 to 54
- Almost evenly spread between males and females
- Evenly split between NZ Pakeha/European and NZ Maori
- North ward residents.

A total of 16.1% of respondents had experienced burglary over the past 12 months while a further 5.3% of respondents had been victim to theft (or attempted theft) of items they were carrying.

Respondents more likely to have experienced burglary were:

- Aged 35 to 54 (followed closely by those aged 55 to 74)
- Male
- NZ Maori
- North ward residents.

Strangers had physically or verbally abused 15.5% of respondents over the past 12 months (ie, kicked them, used violence against them or verbally abused them). Only 4.5% of respondents had been frightened for the safety of themselves or family/friends because of the anger, threats or violence of a partner/former partner.

A further 12.1% of respondents identified other crimes committed against themselves, or someone in their household, within the past 12 months. Violent crime comments included intimidation by gangs in town, crimes of a sexual nature, fighting within the CBD (eg, "fighting in the street in town at 5pm between two men...and I got caught in it") and domestic violence (ie, "domestic violence in our street is enough to make me move... we don't feel safe").

Other crimes identified included wallet theft from the workplace, sports gear theft, cell phone theft from school, threats via text messages and bullying of children. Other comments related to drunk driver incidents, road rage, car damage and vandalism (eg, "car tyres slashed").

Respondents had been victim to many different house related crimes including vandalism (eg, "letterbox has been ripped out twice", "tagging on the fence", "setting alight a letterbox" and "someone

throwing grapefruit at the house late at night”) and theft (eg, “garden lights, plants and bird netting stolen”, “clothes stolen from clothesline” and “pig dog was pinched”). Various respondents identified that people had trespassed on their property and a variety of malicious phone calls were made to respondents’ homes (ie, “sexually abusive phone calls”).

A total of 59 respondents (12.5%) stated that they had witnessed, or been a victim of a crime, that they had not reported to the police. Respondents more likely to have witnessed, or been a victim of a crime, which was not reported to the police were:

- Aged 15 to 34
- Male
- NZ Maori
- West ward residents.

Table 7 – Respondents’ personal experience with different types of crime

	Yes	No	Don't know/refused/not specified
Have you or anyone else in your household had their vehicle, bike or motorcycle stolen?	10.2%	88.5%	1.2%
Have you or anyone else in your household had anything stolen from, or off, their vehicle (such as parts or personal possessions)?	17.2%	81.3%	1.5%
Has anyone succeeded in getting into your home or garage without permission?	16.1%	79.2%	4.6%
Has anyone stolen or tried to steal anything you were carrying (ie, from your hands, pocket or bag)?	5.3%	93.8%	0.8%
Has any stranger or person you do not know well hit you, kicked you, verbally abused you or used force or violence on you in any way?	15.5%	83.4%	1.0%
Have you been frightened for the safety of yourself, your family or friends because of the anger, threats or violence of a partner or former partner?	4.5%	93.8%	1.6%
Are there any other types of crimes which I haven't mentioned that you or anyone else in your household has been a victim of over the past 12 months?	12.1%	85.1%	2.7%
Have you witnessed or been a victim of any crime that you have, for whatever reason, not reported to the police?	12.5%	84.7%	2.7%

3.7 Awareness of Crime Reducing Initiatives

3.7.1 Community Policing Centre

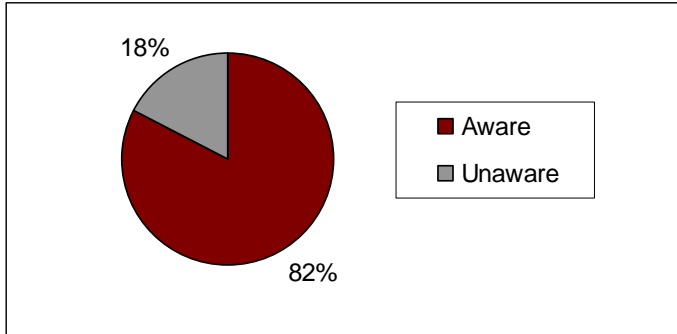
A total of 388 respondents (82.4%) were aware that there is a Community Policing Centre in the central city area, while 83 respondents (17.6%) were unaware (refer to Figure 9).

The majority (94.0%) of those aware of the Community Policing Centre were able to pinpoint its correct location at the City Focus (with some respondents stating “near Bond and Bond”, “somewhere near Starbucks” or “Tutanekai Street”). A further 13 respondents (3.4%) did not know and seven respondents (1.8%) gave an incorrect location (ie, The Street, Fenton Street, the Warehouse, New Zealand Post Shop and Rotorua Police Station).

Respondents more likely to be aware of the Community Policing Centre were:

- Aged 55 to 74 (followed closely by those aged 35 to 54)
- Female
- NZ Pakeha/European
- South ward residents.

Figure 9 – Respondents’ awareness of the Community Policing Centre in Rotorua’s CBD



3.7.2 Closed Circuit Television Cameras (CCTV)

A total of 269 respondents (57.1%) were aware of CCTV operating in the central city area (refer to Figure 10). Respondents more likely to be aware of the CCTV were:

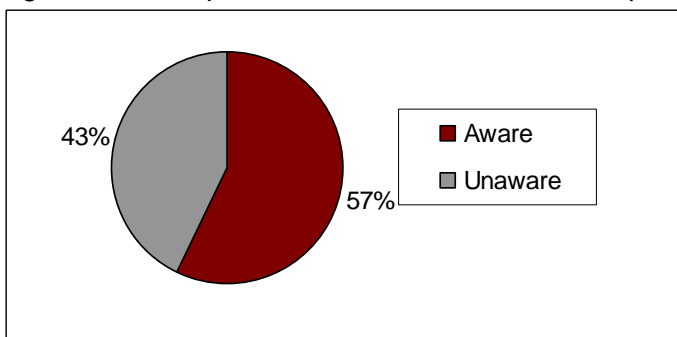
- Aged 55 to 74
- Male
- NZ Pakeha/European
- North ward residents.

Of these respondents, 44.2% believed them to be ‘very useful’ in making the central city area a safer place, while 24.9% believed them to be ‘useful’. A further 17.8% of respondents stated they were of ‘some use’ while only 3.8% stated ‘not very useful’ or ‘not at all useful’ (both with 1.9% of respondents). A total of 20 respondents (7.4%) did not know how useful CCTV cameras were.

Respondents more likely to see the CCTV as ‘very useful’ or ‘useful’ were:

- Aged 75+ years
- Male
- NZ Maori
- West ward residents.

Figure 10 – Respondents’ awareness of CCTV operating in Rotorua’s CBD



3.7.3 Liquor Ban

A total of 330 respondents (70.1%) were aware of the liquor ban currently in effect in the central city area (refer to Figure 11). Respondents more likely to be aware of the liquor ban were:

- Aged 15 to 34
- Male

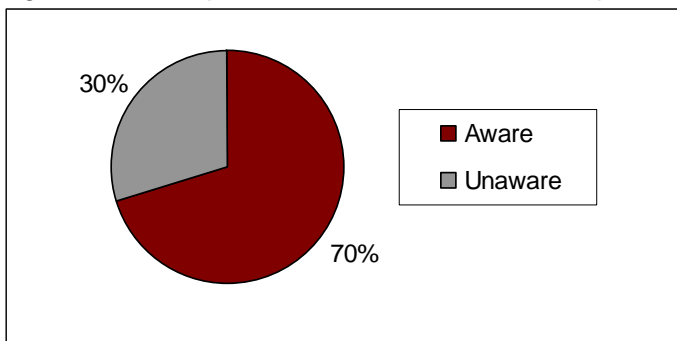
- NZ Maori
- South ward residents (followed closely by East ward).

Of these respondents, 43.3% believed the ban to be 'very useful' in making the central city area a safer place, while 38.2% believed the ban to be 'useful'. A further 12.1% of respondents stated 'not very useful' or 'not at all useful' (7.9% and 4.2% respectively). A total of 17 respondents (5.2%) did not know how useful the liquor ban was.

Respondents more likely to see the liquor ban as 'very useful' or 'useful' were:

- Aged 15 to 34 (followed closely by those aged 55 to 74)
- Very evenly spread between males and females
- NZ Maori
- West ward residents.

Figure 11 – Respondents' awareness of the liquor ban currently in effect in Rotorua's CBD



3.7.4 Ways to Make Rotorua Safer

Respondents were asked what could be done to make Rotorua a safer place (Table 8). Comments related to policing (made by 37.8% of respondents) included the need to increase the number of police (eg, "more police on the beat", "provide more community policing centres" and "get police walking the beat in the city and suburbs"). Some respondents commented that police should be more involved in petty crime and that there should be better response times to call outs (eg, "big upgrade on the 111 phone system is needed"). More visible police patrols were seen to be a priority in order to reduce crime in Rotorua (eg, "you feel safe if you see a policeman on foot").

More security (ie, guards, cameras and Maori wardens) was identified by 10.8% of respondents (eg, "better security at the court house", "more cameras in car parks", "have more Maori Wardens patrolling the streets", "community patrol 24/7" and "have wardens in the tourist spots to control security"). Kuirau Park, Central Mall, the Lake Front, public toilets and tourist attractions were specific areas highlighted as requiring increased security.

Better parenting and support for youth was seen as important by 8.9% of respondents. It was seen as important to give young people activities to do, in order to reduce the number that loiter in the streets. A large variety of parenting issues were raised, including the need to provide young people with clear values, good role models and increased discipline (eg, "educate children to have respect for others....there is no pride, respect and discipline").

Taking responsibility for yourself and being aware was identified by 6.4% of respondents (eg, "everyone should just watch their backs because no-one else will"). Getting to know your neighbours and work mates was seen to help foster community spirit. The need to be proactive when witnessing a crime/suspicious circumstances was highlighted by many residents (eg, "don't turn a blind eye"). Other comments included "owners have to be responsible and not make it easy for criminals" and "watch your personal safety...it is your responsibility".

Education (eg, drug and alcohol related), public awareness and attitude change was identified by 5.9% of respondents (eg, "instil values into some people", "general education is required to lift the

standard of the town” and “make locals aware of troubled areas”). Respondents wanted harsher penalties for offenders under the age of 18 years (ie, “sentences should reflect the crimes committed”), longer sentences for criminals and a harsher prison environment. Respondents stated that reducing the number of unemployed people, removing groups of youth/undesirables from the streets and tighter controls on truancy should be priority areas for Rotorua.

Table 8 – What could be done to make Rotorua a safer place?

	Number	Percent
More police/more presence/community stations	181	38.4%
More security/guards/cameras/Maori Wardens	53	11.3%
Better parenting/support for youth/curfew/keep youth off the streets/give youth something to do	42	8.9%
People need to take responsibility for themselves/being aware/report crime/know your neighbours	33	7.0%
Education/attitude adjustment/values/public awareness/drug and alcohol education	28	5.9%
Penalties/laws	24	5.1%
Neighbourhood support	22	4.7%
Police to attend all crimes/response times to improve/increase resources/support/improvements to 111 service	22	4.7%
Other	22	4.7%
Building/street improvements (ie, lighting)	18	3.8%
Remove gangs of youths/undesirables	17	3.6%
Reduce unemployment	16	3.4%
Deal with trancies	14	3.0%
Liquor ban	12	2.5%
Doing okay now	9	1.9%
Remove gangs/groups of people	7	1.5%
Reduce nos of bars/gambling establishments	6	1.3%
Advertise surveillance cameras more	4	0.8%
Raise the drinking age	4	0.8%
Family violence	3	0.6%
Boy racers	3	0.6%
Not specified	97	20.6%
Sample	471	

3.8 Sample Demographics

3.8.1 Gender

Of the 471 respondents in the total sample, there was a higher number of female respondents (54.8%) compared to male respondents (45.2%).

3.8.2 Location of Residence

As a consequence of sample design, respondents were evenly spread amongst Rotorua’s electoral wards; 122 respondents (25.9%) were located in the Northern electoral ward, 117 (24.8%) were located in both the Southern and Eastern wards and 115 respondents (24.4%) were located in the Western ward.

A total of 4.5% of respondents identified that they lived in the central city, 72.2% lived in the suburbs and 6.8% lived in Ngongotaha (refer to Table 9). A further 4.0% of respondents lived in a lakeside settlement and 12.5% lived in a rural setting.

Table 9 – Respondents’ residence

	Number	Percent
Rotorua suburbs	340	72.2%
Rural	59	12.5%
Ngongotaha	32	6.8%
Rotorua city (central city area)	21	4.5%
Lakeside settlement	19	4.0%
Not specified	0	0.0%
Total	471	100.0%

3.8.3 Age

The survey sample covered a wide range of ages (refer to Table 10). A total of 23.8% of respondents were aged 15 to 34 years of age, 35.7% were aged 35 to 54 years, 28.7% were aged 55 to 74 and 11.9% were over 75 years of age.

Table 10 – Respondents' age

	Number	Percent
15-24	38	8.1%
25-34	74	15.7%
35-44	79	16.8%
45-54	89	18.9%
55-64	70	14.9%
65-74	65	13.8%
75+	56	11.9%
Refused	0	0.0%
Not specified	0	0.0%
Total	471	100.0%

3.8.4 Ethnicity

The majority of respondents identified themselves as New Zealand Pakeha/European (63.9%) followed by New Zealand Maori (28.9%) (refer to Table 11). Only a small number of respondents identified themselves as Asian or Pacific Island (each with 2.1%). Other ethnicities identified by 3.0% or respondents included American, Australian, British, Channel Islands, Dutch, Indian, Scottish, South African and Spanish.

Table 11 – Respondents' ethnicity

	Number	Percent
New Zealand Pakeha/European	301	63.9%
New Zealand Maori	136	28.9%
Pacific Island	10	2.1%
Asian	10	2.1%
Other	14	3.0%
Refused	0	0.0%
Not specified	0	0.0%
Total	471	100.0%

4.0 DISCUSSION

This section compares results from the APR 2005 Rotorua District Safety Perception Survey with previous surveys undertaken by the National Research Bureau (NRB)². Rotorua residents have been asked the following two questions since 2001 (each will be discussed below):

- Is Rotorua generally a safe place to live?
- Generally speaking, do you feel you 'can trust people' or 'can't be too careful when dealing with people'?

Results of other recent similar perceptions of safety surveys around New Zealand are also listed.

4.1 Safety in Rotorua

Respondents' general feeling of safety has been very consistent from 2001 onwards (refer to Table 12). Since 2004, there has been a small increase (4.0%) in the number of respondents who stated that Rotorua is 'definitely' or 'mostly' a safe place to live (73.0% in 2004 and 77.0% in 2005). The number of respondents who stated that Rotorua is 'not really' or 'definitely not' a safe place to live has decreased 5.0% since 2004 (21.0% in 2005 and 26.0% in 2004).

Table 12 – Is Rotorua generally a safe place to live?

	2005	2004	2003	2002	2001
Definitely (<i>skip to Q9</i>)	19.0%	15.0%	15.0%	18.0%	16.0%
Mostly (<i>skip to Q9</i>)	58.0%	58.0%	62.0%	69.0%	59.0%
Not really (<i>continue to Q8b</i>)	18.0%	20.0%	19.0%	11.0%	19.0%
Definitely not (<i>continue to Q8b</i>)	3.0%	6.0%	2.0%	2.0%	5.0%
Don't know (<i>skip to Q9</i>)	2.0%	1.0%	2.0%	0.0%	1.0%
Not specified	0.0%	0.0%	0.0%	0.0%	0.0%
Total	100.0%	100.0%	100.0%	100.0%	100.0%

4.2 Trust in Others

2005 results show a decrease in the number of respondents who 'can trust people' (decrease of 12% from 2004 results), and an increase in the number of respondents who could not make a distinction in their trust of other people (ie, 50/50) (an increase of 10.0% from 2004 results). The number of respondents who stated that 'you can't be too careful when dealing with people' has remained very consistent since 2002 (refer to Table 13). It is important to note that this year was the first that the "50/50" option was a specific response that interviewers could specifically code response to. This may have resulted in more people selecting this option.

Table 13 – Respondents' trust in other people

	2005	2004	2003	2002	2001
Can trust people	45.0%	57.0%	54.0%	54.0%	N/A
Can't be too careful when dealing with people	42.0%	41.0%	41.0%	42.0%	N/A
50/50 (do not prompt)	11.0%	1.0%	0.0%	0.0%	N/A
Don't know	2.0%	1.0%	5.0%	4.0%	N/A
Not specified	0.0%	0.0%	0.0%	0.0%	N/A
Total	100.0%	100.0%	100.0%	100.0%	N/A

² National Research Bureau, Communitrak Survey – Public Perceptions and Interpretations of Council Services and Representation (undertaken June 2001, June 2002, May/June 2003 and May 2004)

4.3 Comparative Perceptions of Safety Surveys around New Zealand

There have been a number of surveys around perceptions of safety in New Zealand over recent years. It is difficult to draw direct comparisons between these surveys and the Rotorua District Perceptions of Safety Survey 2005 as the methodologies and questions are somewhat different.

However some interesting results from “perceptions of safety surveys” conducted elsewhere can be identified.

From the 2002 Nelson City Council Resident’s Survey. (Telephone Survey).³

- Only 35% of Nelsonians feel safe in the inner city after dark

From the 2002 Wanganui City Council Feelings of Safety Survey⁴ (Face-to-face Survey)

- 100% of respondents felt “moderately safe” or “very safe” in the central city Victoria Avenue shopping area during daylight;
- 70% of respondents felt “moderately safe” or “very safe” in the central city Victoria Avenue shopping area during darkness;
- The most stated reasons for feeling unsafe were youth/young people in groups/drinking/intimidation;
- 84% of respondents were aware of crime prevention CCTV cameras in the central city area;
- 85% of respondents knew where the police kiosk was located.

From the Hamilton City Council Central City Safety Questionnaire 2004 (Postal Survey)⁵

- 85% of respondents were aware the CCTV operated in the central city;
- 90% of respondents were aware that a central city Liquor Control Bylaw (liquor ban) came into effect October 2003;
- 44% of respondents felt “safe” in the central city after dark.

From the Wellington City Council Residents Satisfaction Survey 2004⁶

- 99% of residents feel safe in the central city during the day;
- 74% of residents feel safe in the central city after dark;
- 100% of residents feel safe in the area in which they live during the day;
- 92% of residents feel safe in the area in which they live after dark.

From the 2001 Ministry of Justice, New Zealand National Survey on Crime and Safety⁷

- 29.5% of respondents had been the victim of crime on at least one occasion during 2000;
- 5.8% of respondents had been the victim of burglary and/or theft from inside or outside their home on at least one occasion during 2000;
- 5.6% of respondents had been the victim of assault and/or threats on at least one occasion during 2000;
- 1% of respondents had been the victim of assault by a current partner and by others well known to the victim on at least one occasion during 2000;
- 76.2% of respondents felt “very safe” alone at home during the day;
- 53% of respondents felt “very safe” alone at home after dark;
- Worry about victimisation tended to decrease with age;
- There were very high levels of worry about victimisation amongst Pacific participants. Maori participants also tended to be more worried than New Zealand European/European participants;

³ <http://www.nelsoncitycouncil.co.nz/councilnews/NelsonSaferCommunityCouncil/inner-city-safety.htm>. Nelson City Council Annual Resident’s Survey, 2002.

⁴ Wanganui Feelings of Safety Survey 2002. Conducted to assess the impact of CCTV installation. Sample size 187 respondent’s.

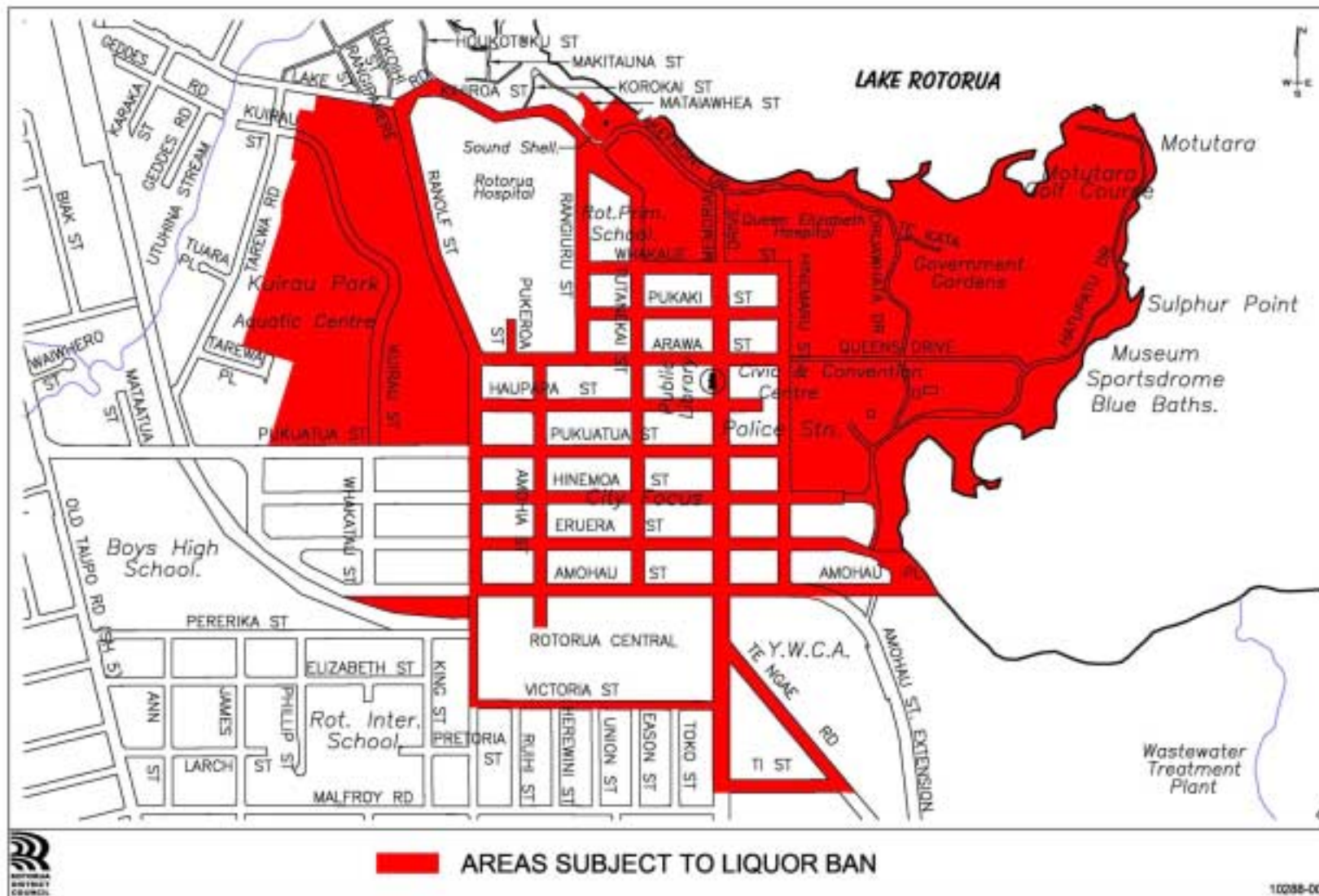
⁵ Hamilton City Council Central City Safety Questionnaire 2004. Sample size approx 900 respondents.

⁶ <http://www.wellington.govt.nz/plans/annual0304/pdfs/0304appmonitoring.pdf>. Excerpted from Wellington City Council Annual Report 2003/2004, page 248

⁷ <http://www.justice.govt.nz/pubs/reports/2003/victims-survey/tables.html>. Conducted in 2001, but period of interest is 2000. Sample size for results shown was 5,147 respondents.

- Women were generally more likely than men to report that they were “very worried” about all forms of victimisation.

APPENDIX 1: MAP OF CBD, AREA COVERED BY 2003 LIQUOR BAN BYLAW



APPENDIX 2: ROTORUA DISTRICT PERCEPTIONS OF SAFETY QUESTIONNAIRE

Hello/Kia Ora, this is _____ from APR Consultants. We are currently surveying Rotorua District residents about their perceptions of safety within the district on behalf of the Rotorua District Council. 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 over 15 years?)

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 Market Research Society Code of Ethics.
- 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 Caroline at APR Consultants during working hours on 0800 277 937. She will be happy to confirm the purpose of the research and discuss any other matters further with you.

- 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)*

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)

Safety during night-time - tick all that apply		Reasons for feeling unsafe
Rotorua Central Mall (the shops surrounding the Warehouse)	<input type="radio"/> O1	
City Focus/Post Office	<input type="radio"/> O2
“The Streat” (and/or central city bars and clubs)	<input type="radio"/> O3
The park areas	<input type="radio"/> O4
Shops on or near Tutanekai Street	<input type="radio"/> O5
Shops on Eruera and Hinemoa streets	<input type="radio"/> O6
Shops on Pukuatua, Haupapa and Arawa streets	<input type="radio"/> O7
Lake Front	<input type="radio"/> O8
Kuirau Park	<input type="radio"/> O9
Polynesian Spa	<input type="radio"/> O10
Museum	<input type="radio"/> O11
Government Gardens	<input type="radio"/> O12
Sulphur Point	<input type="radio"/> O13
Other (please be specific)	<input type="radio"/> O14
.....	
I feel unsafe everywhere in the CBD	<input type="radio"/> O15
Don't know	<input type="radio"/> O16	

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. During the day-time, do you worry about your vehicle being broken into or stolen in the central city area (CBD)? Would you say that you... (please prompt & tick ONE only)

- | | |
|--|---|
| <input type="radio"/> O1 Always worry about your vehicle | <input type="radio"/> O4 Never worry |
| <input type="radio"/> O2 Usually worry | <input type="radio"/> O5 Not applicable (ie, don't drive/never park in CBD) |
| <input type="radio"/> O3 Sometimes worry | <input type="radio"/> O6 Don't know |

4b. During the night-time, do you worry about your vehicle being broken into or stolen in the central city area (CBD)? Would you say that you... (please prompt & tick ONE only)

- | | |
|--|---|
| <input type="radio"/> O1 Always worry about your vehicle | <input type="radio"/> O4 Never worry |
| <input type="radio"/> O2 Usually worry | <input type="radio"/> O5 Not applicable (ie, don't drive/never park in CBD) |
| <input type="radio"/> O3 Sometimes worry | <input type="radio"/> O6 Don't know |

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

- O1 Yes (continue to Q4d)
- O2 No (skip to Q5)
- O3 Don't know (skip to Q5)

4d. 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 night-time - tick all that apply		Reasons for feeling unsafe
Rotorua Central Mall (the shops surrounding the Warehouse)	<input type="radio"/> O1	
City Focus/Post Office	<input type="radio"/> O2
"The Streat" (and/or central city bars and clubs)	<input type="radio"/> O3
The park areas	<input type="radio"/> O4	
Shops on or near Tutanekai Street	<input type="radio"/> O5
Shops on Eruera and Hinemoa streets	<input type="radio"/> O6
Shops on Pukuatua, Haupapa and Arawa streets	<input type="radio"/> O7
Lake Front	<input type="radio"/> O8	
Kuirau Park	<input type="radio"/> O9
Polynesian Spa	<input type="radio"/> O10
Museum	<input type="radio"/> O11
Government Gardens	<input type="radio"/> O12
Sulphur Point	<input type="radio"/> O13
Other (please be specific)	<input type="radio"/> O14
It is unsafe to park everywhere in the CBD	<input type="radio"/> O15
Don't know	<input type="radio"/> O16	

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)

- O1 Yes (continue to Q5b)
- O2 No (skip to Q6)
- O3 Don't know (skip to Q6)

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)

- | | |
|--|--|
| <input type="radio"/> O1 Fenton Street (motel area) | <input type="radio"/> O10 The Redwood Forest car park |
| <input type="radio"/> O2 Near the Readings movie theatre | <input type="radio"/> O11 Waipa |
| <input type="radio"/> O3 Lake Front | <input type="radio"/> O12 Blue/Green Lake |
| <input type="radio"/> O4 Aquatic Centre | <input type="radio"/> O13 Airport |
| <input type="radio"/> O5 Kuirau Park | <input type="radio"/> O14 Okere Falls |
| <input type="radio"/> O6 Polynesian Pools | <input type="radio"/> O15 Waste Water Motors (<i>private car sales yard on Te Ngae Rd</i>) |
| <input type="radio"/> O7 Museum | <input type="radio"/> O16 Rainbow Mountain |
| <input type="radio"/> O8 Government Gardens | <input type="radio"/> O17 Kerosene Creek |
| <input type="radio"/> O9 Sulphur Point | <input type="radio"/> O18 Other (<i>please be specific</i>)..... |
| | |
| | |

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 day-time? (please prompt & tick ONE only)

- | | |
|--|--------------------------------------|
| <input type="radio"/> O1 Very safe | <input type="radio"/> O4 Unsafe |
| <input type="radio"/> O2 Safe | <input type="radio"/> O5 Very unsafe |
| <input type="radio"/> O3 Neither safe nor unsafe | <input type="radio"/> O6 Don't know |

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

- | | |
|--|--------------------------------------|
| <input type="radio"/> O1 Very safe | <input type="radio"/> O4 Unsafe |
| <input type="radio"/> O2 Safe | <input type="radio"/> O5 Very unsafe |
| <input type="radio"/> O3 Neither safe nor unsafe | <input type="radio"/> O6 Don't know |

7a. Thinking about your overall sense of freedom from crime, how safe do you normally feel in your home during the day-time? (please prompt & tick ONE only)

- | | |
|--|--------------------------------------|
| <input type="radio"/> O1 Very safe | <input type="radio"/> O4 Unsafe |
| <input type="radio"/> O2 Safe | <input type="radio"/> O5 Very unsafe |
| <input type="radio"/> O3 Neither safe nor unsafe | <input type="radio"/> O6 Don't know |

7b. And how safe do you normally feel in your home during the night-time? (please prompt & tick ONE only)

- | | |
|--|--------------------------------------|
| <input type="radio"/> O1 Very safe | <input type="radio"/> O4 Unsafe |
| <input type="radio"/> O2 Safe | <input type="radio"/> O5 Very unsafe |
| <input type="radio"/> O3 Neither safe nor unsafe | <input type="radio"/> O6 Don't know |

8a. Do you feel that the Rotorua District is generally a safe place to live? Would you say 'definitely', 'mostly', 'not really' or 'definitely not'? (please prompt & tick ONE only)

- | | |
|---|--|
| <input type="radio"/> O1 Definitely (<i>skip to Q9</i>) | <input type="radio"/> O3 Not really (<i>continue to Q8b</i>) |
| <input type="radio"/> O2 Mostly (<i>skip to Q9</i>) | <input type="radio"/> O4 Definitely not (<i>continue to Q8b</i>) |
| <input type="radio"/> O5 Don't know (<i>skip to Q9</i>) | |

8b. For what reasons do you say that? PROMPT: Are there any other reasons? (DO NOT prompt and tick all mentions)

- 01 Assaults/muggings/physical violence
 - 02 Too many burglaries/home invasions
 - 03 Not safe in some areas/undesirables
 - 04 Problems with young people/street-kids/not enough to do
 - 05 High crime rate/too much crime
 - 06 Other (please specify).....
-

9. Generally speaking, do you feel you... (please prompt & tick ONE only)

- 01 Can trust people
- 02 Can't be too careful when dealing with people
- 03 50/50 (do not prompt)
- 04 Don't know

The fourth set of questions relate to scenarios that might have happened to you or someone else in your household over the last 12 months (ie, March 2004 - March 2005)

10. If there is a question that you cannot or don't wish to answer, please go to the next question. Over the past 12 months, that is, since March 2004... (please prompt)

If required at any stage during the question:

- Remember that all your responses are confidential and anonymous.
- The purpose is to find out whether there are any patterns between crimes committed and people's feelings of safety.

	Yes (✓)	No (✓)	Don't know (✓)	Refused (✓)
a. Have you or anyone else in your household had their vehicle, bike or motorcycle stolen?				
b. Have you or anyone else in your household had anything stolen from, or off, their vehicle (such as parts or personal possessions)?				
c. Has anyone succeeded in getting into your home or garage without permission?				
d. Has anyone stolen or tried to steal anything you were carrying (ie, from your hands, pocket or bag)?				
e. Has any stranger or person you do not know well hit you, kicked you, verbally abused you or used force or violence on you in any way?				
f. Have you been frightened for the safety of yourself, your family or friends because of the anger, threats or violence of a partner or former partner?				
g. Are there any other types of crimes which I haven't mentioned that you or anyone else in your household has been a victim of over the past 12 months? (if yes, please describe)				
h. Have you witnessed or been a victim of any crime that you have, for whatever reason, not reported to the police?				

The fifth set of questions relate to things being done to reduce crime in our community

11. Are you aware that there is a Community Policing Centre in the central city area?

- Yes → If yes, where is it specifically located?
- No

12a. Are you aware that crime prevention closed circuit television cameras are operating in the central city area?

- Yes → (continue to Q12b)
- No → (skip to Q13a)

12b. How useful do you think these cameras are in making the central city area a safer place?
(please prompt & tick ONE only)

- 1 Very useful
- 2 Useful
- 3 Some use
- 4 Not very useful
- 5 Not at all useful
- 6 Don't know

13a. Are you aware that there is a liquor ban in the central city area?

- Yes → (If yes, continue to Q13b)
- No → (skip to Q14)

13b. How useful do you think the liquor ban is in making the central city area a safer place?
(please prompt & tick ONE only)

- 1 Very useful
- 2 Useful
- 3 Not very useful
- 4 Not at all useful
- 5 Don't know

14. 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)

.....

.....

.....

.....

.....

.....

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

15. Gender (ask only if unsure)

- Male Female

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

<input type="radio"/> OA Rotorua city (central city area)		
<input type="radio"/> OB Rotorua suburbs (please tick ONE location below)		
<input type="radio"/> O1 Fenton Park	<input type="radio"/> O10 Mangakakahi	<input type="radio"/> O19 Springfield
<input type="radio"/> O2 Fordlands	<input type="radio"/> O11 Matipo Heights	<input type="radio"/> O20 Sunnybrook
<input type="radio"/> O3 Glenholme	<input type="radio"/> O12 Ngapuna	<input type="radio"/> O21 Tihiotonga
<input type="radio"/> O4 Hannahs Bay	<input type="radio"/> O13 Ohinemutu	<input type="radio"/> O22 Utuhina
<input type="radio"/> O5 Hillcrest	<input type="radio"/> O14 Owhata	<input type="radio"/> O23 Western Heights
<input type="radio"/> O6 Holdens Bay	<input type="radio"/> O15 Pleasant Heights	<input type="radio"/> O24 Whakarewarewa
<input type="radio"/> O7 Kawaha Point	<input type="radio"/> O16 Pomare	<input type="radio"/> O25 Other (please specify).....
<input type="radio"/> O8 Koutu	<input type="radio"/> O17 Pukehangi	
<input type="radio"/> O9 Lynmore	<input type="radio"/> O18 Selwyn Heights	
<input type="radio"/> OC Ngongotaha		
<input type="radio"/> OD Lakeside settlement (please tick ONE location below)		
<input type="radio"/> O1 Lake Tarawera	<input type="radio"/> O4 Lake Okareka	<input type="radio"/> O6 Other (please specify).....
<input type="radio"/> O2 Lake Rotoiti	<input type="radio"/> O5 Lake Rotoehu	
<input type="radio"/> O3 Lake Rotoma		
<input type="radio"/> OE Rural (please tick ONE location below)		
<input type="radio"/> O1 Atiamuri	<input type="radio"/> O8 Ngakuru	<input type="radio"/> O15 Waiotapu Village
<input type="radio"/> O2 Hamurana	<input type="radio"/> O9 Reporoa	<input type="radio"/> O16 Waiteti
<input type="radio"/> O3 Horohoro	<input type="radio"/> O10 Rerewhakaaitu	<input type="radio"/> O17 Other (please specify).....
<input type="radio"/> O4 Kaharoa	<input type="radio"/> O11 Tarukenga	
<input type="radio"/> O5 Kapenga	<input type="radio"/> O12 Tumunui	
<input type="radio"/> O6 Mamaku	<input type="radio"/> O13 Waikite Valley	
<input type="radio"/> O7 Mourea	<input type="radio"/> O14 Waimangu	

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

- O1 15-24 O5 55-64
 O2 25-34 O6 65-74
 O3 35-44 O7 75+
 O4 45-54 O8 Refused (do not read out)

18. Which of the following ethnic groups do you mainly identify with? (please prompt & tick all that apply)

- O1 New Zealand Pakeha/European O5 Other (please specify)
- O2 New Zealand Maori O6 Refused (do not read out)
- O3 Pacific Island
- O4 Asian

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

- Upon receipt of your questionnaire APR Consultants will ensure confidentiality by detaching your contact details from the questionnaire so that your responses and contact details cannot be matched.
- Please note that results will be available from the district council in approximately two months time.

Name:

Postal address:

**Thank you for your participation. We appreciate your time!
If you have any queries, please feel free to contact Caroline at APR Consultants
on 0800 277 937.**

APPENDIX 3: DETAILED SURVEY RESULTS

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)

	Number	Percent
Daily	122	25.9%
Weekly	226	48.0%
Fortnightly	54	11.5%
Monthly	42	8.9%
Annually	15	3.2%
Never	12	2.5% [skip to Q5]
Not specified	0	0.0%
Total	471	100.0%

Cross tab - Q1:

	Age				Gender		Ethnicity			Ward				Total
	15 to 34	35 to 54	55 to 74	75+ years	Male	Female	European	Maori	Other	North	South	East	West	
Daily	7.4%	10.8%	5.9%	1.7%	15.3%	10.6%	17.6%	6.2%	2.1%	5.1%	5.1%	7.4%	8.3%	25.9%
Weekly	9.1%	17.6%	15.5%	5.7%	17.4%	30.6%	32.9%	11.9%	3.2%	14.6%	14.2%	13.0%	6.2%	48.0%
Fortnightly	3.2%	3.8%	3.6%	0.8%	5.9%	5.5%	5.7%	5.3%	0.4%	2.5%	3.4%	2.5%	3.0%	11.5%
Monthly	2.8%	2.1%	2.3%	1.7%	3.6%	5.3%	5.3%	3.2%	0.4%	3.0%	1.3%	1.5%	3.2%	8.9%
Annually	0.6%	0.8%	0.8%	0.8%	1.3%	1.9%	1.5%	1.3%	0.4%	0.4%	0.8%	0.2%	1.7%	3.2%
Never	0.6%	0.4%	0.4%	1.1%	1.7%	0.8%	0.8%	1.1%	0.6%	0.2%	0.0%	0.2%	2.1%	2.5%
Not specified	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Total	23.8%	35.7%	28.7%	11.9%	45.2%	54.8%	63.9%	28.9%	7.2%	25.9%	24.8%	24.8%	24.4%	100.0%

Number of visits annually:

	Number	Percent (15)	% Total Sample (471)
Once	0	0.0%	0.0%
Twice	4	26.7%	0.8%
Three times	4	26.7%	0.8%
Four times	3	20.0%	0.6%
Five times	2	13.3%	0.4%
Six times	1	6.7%	0.2%
Seven times	1	6.7%	0.2%
Eight times	0	0.0%	0.0%
Nine times	0	0.0%	0.0%
Ten or more times	0	0.0%	0.0%
Not specified	0	0.0%	0.0%
Total	15	100.0%	3.2%

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

	Number	Percent
Very safe (skip to Q3a)	162	35.3%
Safe (skip to Q3a)	236	51.4%
Neither safe nor unsafe (skip to Q3a)	33	7.2%
Unsafe (continue to Q2b)	19	4.1%
Very unsafe (continue to Q2b)	6	1.3%
Don't know (skip to Q3a)	1	0.2%
Not applicable	2	0.4%
Not specified	0	0.0%
Total	459	100.0%

Cross tab – Q2a:

	Age				Gender		Ethnicity			Ward				Total
	15 to 34	35 to 54	55 to 74	75+ years	Male	Female	European	Maori	Other	North	South	East	West	
Very safe (<i>skip to Q3a</i>)	8.1%	12.2%	10.2%	4.8%	16.3%	19.0%	23.7%	9.2%	2.4%	9.6%	10.7%	8.3%	6.8%	35.3%
Safe (<i>skip to Q3a</i>)	12.9%	18.3%	15.5%	4.8%	22.4%	29.0%	31.4%	16.6%	3.5%	14.2%	12.4%	14.6%	10.2%	51.4%
Neither safe nor unsafe (<i>skip to Q3a</i>)	1.7%	2.8%	1.7%	0.9%	2.8%	4.4%	5.4%	1.1%	0.7%	1.7%	1.3%	1.5%	2.6%	7.2%
Unsafe (<i>continue to Q2b</i>)	0.4%	2.2%	1.3%	0.2%	1.7%	2.4%	2.4%	1.5%	0.2%	0.9%	1.1%	0.2%	2.0%	4.1%
Very unsafe (<i>continue to Q2b</i>)	0.7%	0.2%	0.0%	0.4%	0.9%	0.4%	1.3%	0.0%	0.0%	0.0%	0.0%	0.7%	0.7%	1.3%
Don't know (<i>skip to Q3a</i>)	0.0%	0.2%	0.0%	0.0%	0.0%	0.2%	0.0%	0.2%	0.0%	0.0%	0.0%	0.0%	0.2%	0.2%
Not applicable	0.0%	0.2%	0.2%	0.0%	0.4%	0.0%	0.4%	0.0%	0.0%	0.0%	0.0%	0.0%	0.4%	0.4%
Total	23.7%	36.2%	29.0%	11.1%	44.7%	55.3%	64.7%	28.5%	6.8%	26.4%	25.5%	25.3%	22.9%	100.0%

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

	Number	Percent (25)	% Total Sample (459)
I feel unsafe everywhere in the CBD	8	32.0%	1.7%
City Focus/Post Office area	7	28.0%	1.5%
Kuirau Park	4	16.0%	0.9%
Rotorua Central Mall	4	16.0%	0.9%
The park areas	3	12.0%	0.7%
Shops on Eruera and Hinemoa streets	2	8.0%	0.4%
Shops on or near Tutanekai Street	2	8.0%	0.4%
Shops on Pukuatua, Haupapa and Arawa streets	2	8.0%	0.4%
The Street (and/or central city bars and clubs)	2	8.0%	0.4%
Government Gardens	1	4.0%	0.2%
Lake Front	1	4.0%	0.2%
Museum	1	4.0%	0.2%
Other	1	4.0%	0.2%
Polynesian Spa	1	4.0%	0.2%
Sulphur Point	0	0.0%	0.0%
Don't know	0	0.0%	0.0%
Not specified	6	24.0%	1.3%
Sample	25		

Note: Not additive as respondents could identify multiple locations

Other specified:

- Library.

Reason for feeling unsafe:

- Near to the court house.

Reasons for feeling unsafe at Rotorua Central Mall:

- I am elderly and fear I will be attacked.
- Property damage, graffiti, truants, burglary, theft and assaults.
- Street-kids.
- Undesirables.

Reasons for feeling unsafe at City Focus/Post Office:

- Gangs of kids.
- I am absolutely sick of the gangs of Maoris that take over the footpath and try to intimidate people. Why are they not at school or working? They look frightening and give Maoris and Rotorua a bad name.
- Property damage, graffiti, truants, burglary, theft and assaults.
- Street-kids (x3).
- Undesirables.

Reasons for feeling unsafe at "The Street" (and/or central city bars and clubs):

- Property damage, graffiti, truants, burglary, theft and assaults.
- Street-kids.

Reasons for feeling unsafe at the park areas:

- Ethnic groups just looking for trouble.
- Property damage, graffiti, truants, burglary, theft and assaults.

Reasons for feeling unsafe at shops on or near Tutanekai Street:

- Property damage, graffiti, truants, burglary, theft and assaults.

Reasons for feeling unsafe at shops on Eruera and Hinemoa Streets:

- Property damage, graffiti, truants, burglary, theft and assaults.

Reasons for feeling unsafe at shops on Pukuatua, Haupapa and Arawa streets:

None specified.

Reasons for feeling unsafe at Lake Front:

- Undesirables.

Reasons for feeling unsafe at Kuirau Park:

- I got hurt trying to help another victim.
- Patients from the psychiatric ward and drug dealers.
- Tourists are attacked and robbed. Locals would be too.

Reasons for feeling unsafe at Polynesian Spa:

- Tourists are attacked and robbed. Locals would be too.

Reasons for feeling unsafe at Museum:

- Tourists are attacked and robbed. Locals would be too.

Reasons for feeling unsafe at Government Gardens:

- Tourists are attacked and robbed. Locals are too.

Reasons for feeling unsafe at Sulphur Point:

None specified.

Reasons for feeling unsafe everywhere in the CBD:

- A very unsupportive gay community here.
- Gangs of youths.
- Muggings and assaults.
- Too many criminals in this city.
- Too much physical violence from younger persons in Rotorua.
- Unsavoury characters.

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

	Number	Percent
Very safe (skip to Q4a)	27	5.9%
Safe (skip to Q4a)	96	20.9%
Neither safe nor unsafe (skip to Q4a)	60	13.1%
Unsafe (continue to Q3b)	74	16.1%
Very unsafe (continue to Q3b)	25	5.4%
Don't know (skip to Q4a)	16	3.5%
Not applicable	161	35.1%
Not specified	0	0.0%
Total	459	100.0%

Cross tab – Q3a:

	Age				Gender		Ethnicity			Ward				Total
	15 to 34	35 to 54	55 to 74	75+ years	Male	Female	European	Maori	Other	North	South	East	West	
Very safe (skip to Q4a)	1.5%	2.6%	1.7%	0.0%	2.6%	3.3%	2.6%	2.6%	0.7%	1.1%	1.1%	0.7%	3.1%	5.9%
Safe (skip to Q4a)	7.2%	8.7%	4.4%	0.7%	12.9%	8.1%	11.8%	8.1%	1.1%	5.9%	5.0%	4.4%	5.7%	20.9%
Neither safe nor unsafe (skip to Q4a)	3.7%	6.8%	2.6%	0.0%	6.8%	6.3%	8.5%	3.3%	1.3%	2.8%	3.5%	4.1%	2.6%	13.1%
Unsafe (continue to Q3b)	4.6%	7.4%	3.9%	0.2%	7.8%	8.3%	10.7%	3.3%	2.2%	4.8%	4.4%	4.4%	2.6%	16.1%
Very unsafe (continue to Q3b)	2.0%	2.0%	0.9%	0.7%	2.8%	2.6%	4.4%	0.9%	0.2%	1.5%	1.3%	1.1%	1.5%	5.4%
Don't know (skip to Q4a)	0.2%	1.7%	0.7%	0.9%	0.7%	2.8%	2.6%	0.7%	0.2%	0.9%	1.3%	0.7%	0.7%	3.5%
Not applicable	4.6%	7.0%	14.8%	8.7%	11.1%	24.0%	24.2%	9.8%	1.1%	9.4%	8.9%	10.0%	6.8%	35.1%
Total	22.2%	33.6%	27.2%	11.1%	42.0%	52.1%	62.1%	25.9%	6.1%	25.3%	24.4%	24.6%	19.8%	100.0%

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

	Number	Percent	% Total Sample (459)
Yes (continue to Q3c)	47	47.5%	10.2%
No (skip to Q4a)	47	47.5%	10.2%
Don't know (skip to Q4a)	1	1.0%	0.2%
Not specified	4	4.0%	0.9%
Total	99	100.0%	21.6%

Cross tab – Q3b:

	Age				Gender		Ethnicity			Ward				Total
	15 to 34	35 to 54	55 to 74	75+ years	Male	Female	European	Maori	Other	North	South	East	West	
Yes (continue to Q3c)	15.2%	20.2%	11.1%	1.0%	23.2%	24.2%	33.3%	8.1%	6.1%	9.1%	11.1%	13.1%	14.1%	47.5%
No (skip to Q4a)	13.1%	21.2%	10.1%	3.0%	23.2%	24.2%	31.3%	11.1%	5.1%	20.2%	13.1%	10.1%	4.0%	47.5%
Don't know (skip to Q4a)	0.0%	1.0%	0.0%	0.0%	0.0%	1.0%	1.0%	0.0%	0.0%	0.0%	0.0%	0.0%	1.0%	1.0%
Not specified	2.0%	1.0%	1.0%	0.0%	3.0%	1.0%	4.0%	0.0%	0.0%	0.0%	2.0%	2.0%	0.0%	4.0%
Total	30.3%	43.4%	22.2%	4.0%	49.5%	50.5%	69.7%	19.2%	11.1%	29.3%	26.3%	25.3%	19.2%	100.0%

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)

	Number	Percent (47)	% Total Sample (459)
City Focus/Post Office area	17	36.2%	3.7%
The Street (and/or central city bars and clubs)	9	19.1%	2.0%
Kuirau Park	9	19.1%	2.0%
Rotorua Central Mall	8	17.0%	1.7%
Lake front	8	17.0%	1.7%
Shops on Pukuatua, Haupapa and Arawa streets	7	14.9%	1.5%
I feel unsafe everywhere in the CBD	6	12.8%	1.3%
The park areas	5	10.6%	1.1%
Shops on Eruera and Hinemoa streets	5	10.6%	1.1%
Other	5	10.6%	1.1%
Shops on or near Tutanekai Street	4	8.5%	0.9%
Sulphur Point	2	4.3%	0.4%
Polynesian Spa	1	2.1%	0.2%
Museum	1	2.1%	0.2%
Government Gardens	1	2.1%	0.2%
Don't know	0	0.0%	0.0%
Not specified	0	0.0%	0.0%
Sample	47		

Note: Not additive as respondents could identify multiple locations

Other specified:

- Outer areas of the CBD where street lighting is less.
- Outer side streets.
- Side streets.
- Skateboard ring.
- Unlit areas.

Reason for feeling unsafe:

- Gangs of youths.
- Low foot traffic and poor lighting.
- No foot traffic.
- Poor lighting.

Reasons for feeling unsafe at Rotorua Central Mall:

- A lot of young children who are drinking.
- Property damage, graffiti, truants, burglary, theft and assaults.
- Street-kids.
- Undesirables and not much lighting.
- Undesirables (x2).
- Young people hang around.

Reasons for feeling unsafe at City Focus/Post Office:

- Property damage, graffiti, truants, burglary, theft and assaults.
- So many pubs in the area.
- So open.
- Street-kids hang around.
- Street-kids (x3).
- Street-kids/gangs of kids.
- Streets-kids hang around there.
- Too many people hanging around.
- Undesirables (x7).

Reasons for feeling unsafe at "The Street" (and/or central city bars and clubs):

- Alcohol related attacks.
- Drug induced attacks without any provocation.
- Feel uneasy.
- Gaming places.
- Looneys with booze in them.
- Property damage, graffiti, truants, burglary, theft and assaults.
- Teenagers hanging out together.
- Undesirables.
- Where people are drunk.

Reasons for feeling unsafe at the park areas:

- Assaults, thefts and abuse.
- Ethnic groups looking for prey.
- No-one around.
- Property damage, graffiti, truants, burglary, theft and assaults.

Reasons for feeling unsafe at shops on or near Tutanekai Street:

- Gangs of youths.
- Kids hanging around.
- Property damage, graffiti, truants, burglary, theft and assaults.

Reasons for feeling unsafe at shops on Eruera and Hinemoa Streets:

- Low foot traffic at night.
- Property damage, graffiti, truants, burglary, theft and assaults.
- Wherever WINZ is, I feel unsafe with the groups of people that hang around it.
- Young street-kids hang out.

Reasons for feeling unsafe at shops on Pukuatua, Haupapa and Arawa streets:

- Beneficiaries - muggings.
- Kids hang around.
- Old picture theatre. Street-kids.
- Property damage, graffiti, truants, burglary, theft and assaults.

- Undesirables.
- Wherever WINZ is, I feel unsafe with the groups of people that hang around it.

Reasons for feeling unsafe at Lake Front:

- Attacks on people.
- Seems to be a targeted area for all types of crime.
- Tourists are attacked and robbed. Locals are too.
- Undesirables, gangs of youths.
- Undesirables (x3).

Reasons for feeling unsafe at Kuirau Park:

- Seems to be a targeted area for all types of crime.
- Some weirdoes there. I have been beaten there a lot and seen others done too.
- Tourist attacks.
- Tourists are attacked and robbed. Locals are too.
- Undesirable people (x4).

Reasons for feeling unsafe at Polynesian Spa:

- Tourists are attacked and robbed. Locals are too.

Reasons for feeling unsafe at Museum:

- Tourists are attacked and robbed. Locals are too.

Reasons for feeling unsafe at Government Gardens:

- Tourists are attacked and robbed. Locals are too.

Reasons for feeling unsafe at Sulphur Point:

- Attacks on people. Lack of people.

Reasons for feeling unsafe everywhere in the CBD:

- Physical attacks and verbal abuse.
- Too many criminals in Rotorua.
- Too many criminals.
- Unsavoury people.

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. During the day-time, do you worry about your vehicle being broken into or stolen in the central city area (CBD)? Would you say that you... (please prompt & tick ONE only)

	Number	Percent
Always worry about your vehicle	56	12.2%
Usually worry	38	8.3%
Sometimes worry	116	25.3%
Never worry	201	43.8%
Not applicable	45	9.8%
Don't know	2	0.4%
Not specified	1	0.2%
Total	459	100.0%

Cross tab – Q4a:

	Age				Gender		Ethnicity			Ward				Total
	15 to 34	35 to 54	55 to 74	75+ years	Male	Female	European	Maori	Other	North	South	East	West	
Always worry about your vehicle	2.6%	4.1%	4.6%	0.9%	7.0%	5.2%	8.3%	3.1%	0.9%	3.7%	3.1%	4.1%	1.3%	12.2%
Usually worry	1.7%	2.8%	2.6%	1.1%	4.4%	3.9%	5.4%	2.2%	0.7%	2.6%	3.3%	1.3%	1.1%	8.3%
Sometimes worry	7.4%	10.9%	5.4%	1.5%	12.0%	13.3%	15.9%	6.8%	2.6%	5.9%	5.4%	7.6%	6.3%	25.3%
Never worry	9.6%	15.5%	14.2%	4.6%	18.7%	25.1%	29.0%	13.3%	1.5%	13.3%	12.6%	10.2%	7.6%	43.8%
Not applicable	2.4%	2.2%	2.2%	3.1%	2.6%	7.2%	5.9%	2.8%	1.1%	0.9%	1.1%	2.0%	5.9%	9.8%
Don't know	0.0%	0.4%	0.0%	0.0%	0.0%	0.4%	0.0%	0.4%	0.0%	0.0%	0.0%	0.0%	0.4%	0.4%
Not specified	0.0%	0.2%	0.0%	0.0%	0.0%	0.2%	0.2%	0.0%	0.0%	0.0%	0.0%	0.0%	0.2%	0.2%
Total	21.1%	32.0%	24.4%	10.2%	37.7%	50.1%	56.4%	25.5%	5.9%	22.7%	22.4%	21.1%	21.6%	100.0%

4b. During the night-time, do you worry about your vehicle being broken into or stolen in the central city area (CBD)? Would you say that you... (please prompt & tick ONE only)

	Number	Percent
Always worry about your vehicle	81	17.6%
Usually worry	47	10.2%
Sometimes worry	93	20.3%
Never worry	48	10.5%
Not applicable	161	35.1%
Don't know	4	0.9%
Not specified	25	5.4%
Total	459	100.0%

Cross tab – Q4b:

	Age				Gender		Ethnicity			Ward				Total
	15 to 34	35 to 54	55 to 74	75+ years	Male	Female	European	Maori	Other	North	South	East	West	
Always worry about your vehicle	4.6%	8.3%	3.9%	0.9%	9.2%	8.5%	11.1%	5.0%	1.5%	4.8%	5.4%	5.0%	2.4%	17.6%
Usually worry	3.5%	4.4%	2.4%	0.0%	7.0%	3.3%	6.1%	3.1%	1.1%	4.4%	2.8%	1.7%	1.3%	10.2%
Sometimes worry	7.0%	9.8%	3.3%	0.2%	10.7%	9.6%	13.1%	5.2%	2.0%	5.2%	3.9%	4.8%	6.3%	20.3%
Never worry	2.4%	3.9%	3.5%	0.7%	4.8%	5.7%	5.9%	4.1%	0.4%	1.5%	3.1%	2.4%	3.5%	10.5%
Not applicable	4.8%	8.3%	14.2%	7.8%	11.8%	23.3%	24.8%	8.9%	1.3%	10.5%	10.0%	11.3%	3.3%	35.1%
Don't know	0.0%	0.4%	0.2%	0.2%	0.0%	0.9%	0.4%	0.4%	0.0%	0.0%	0.2%	0.0%	0.7%	0.9%
Not specified	1.5%	1.1%	1.5%	1.3%	1.3%	4.1%	3.3%	1.7%	0.4%	0.0%	0.0%	0.0%	5.4%	5.4%
Total	19.2%	27.9%	25.1%	10.2%	35.5%	46.8%	53.6%	23.5%	5.2%	21.6%	20.0%	20.3%	20.5%	100.0%

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

	Number	Percent
Yes (continue to Q4d)	224	48.8%
No (skip to Q5)	114	24.8%
Don't know (skip to Q5)	95	20.7%
Not specified	26	5.7%
Total	459	100.0%

Cross tab – Q4c:

	Age				Gender		Ethnicity			Ward				Total
	15 to 34	35 to 54	55 to 74	75+ years	Male	Female	European	Maori	Other	North	South	East	West	
Yes (continue to Q4d)	12.2%	20.9%	13.1%	2.6%	24.8%	24.0%	32.9%	12.4%	3.5%	15.7%	13.1%	13.5%	6.5%	48.8%
No (skip to Q5)	5.4%	7.4%	9.8%	2.2%	12.0%	12.9%	15.3%	7.8%	1.7%	5.4%	8.1%	4.8%	6.5%	24.8%
Don't know (skip to Q5)	4.6%	6.8%	4.6%	4.8%	6.3%	14.4%	13.1%	6.5%	1.1%	5.2%	4.1%	7.0%	4.4%	20.7%
Not specified	1.5%	1.1%	1.5%	1.5%	1.5%	4.1%	3.5%	1.7%	0.4%	0.0%	0.2%	0.0%	5.4%	5.7%
Total	23.7%	36.2%	29.0%	11.1%	44.7%	55.3%	64.7%	28.5%	6.8%	26.4%	25.5%	25.3%	22.9%	100.0%

4d. 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).

	Number	Percent (224)	% Total Sample (459)
Other	100	44.6%	21.8%
Kuirau Park	66	29.5%	14.4%
Lake Front	45	20.1%	9.8%
Government Gardens	42	18.8%	9.2%
Rotorua Central Mall	27	12.1%	5.9%
Polynesian Spa	26	11.6%	5.7%
I feel unsafe everywhere in the CBD	20	8.9%	4.4%
Sulphur Point	18	8.0%	3.9%
The Streat (and/or central city bars and clubs)	9	4.0%	2.0%
Shops on Pukuatua, Haupapa and Arawa streets	9	4.0%	2.0%
Shops on Eruera and Hinemoa streets	5	2.2%	1.1%
Museum	5	2.2%	1.1%
The park areas	4	1.8%	0.9%
City Focus/Post Office	2	0.9%	0.4%
Shops on or near Tutanekai Street	2	0.9%	0.4%
Don't know	5	2.2%	1.1%
Not specified	0	0.0%	0.0%
Sample	224		

Note: Not additive as respondents could identify multiple locations

Other specified:

Other coded	Number	Percent (224)	% Total Sample (459)
Any isolated area/back streets	60	26.8%	13.1%
Hospital car park	12	5.4%	2.6%
Specific locations (not coded)	9	4.0%	2.0%
Car park building	8	3.6%	1.7%
Behind buildings (car parks)	6	2.7%	1.3%
Rotorua Primary	3	1.3%	0.7%
Supermarket car parks	3	1.3%	0.7%
Library	2	0.9%	0.4%
Movie theatre	2	0.9%	0.4%
Sample	224	100.0%	22.9%

Note: Not additive as respondents could identify multiple locations

Comments for any/isolated area/back streets:

Area specified	Reasons for feeling unsafe
1. Any area with little foot traffic and poorly lit.	
2. Any isolated area.	Poor lighting and low foot traffic.
3. Any of the back streets.	Lack of foot traffic.
4. Any side streets.	Not well lit.
5. Any side streets.	Poor lighting. Lack of foot traffic.
6. Back side streets (poor lighting). Rotorua Primary and Rangioru Street (targeted area).	
7. Back street.	Poor lighting.
8. Back streets, Rotorua Primary school.	Quiet. No foot traffic.
9. Back streets.	Poor lighting. Not much foot traffic.
10. Back streets.	Unlit streets and low foot traffic.
11. Back streets.	Poor lighting and low foot traffic.
12. Dark side streets.	Poor lighting. No foot traffic.
13. Dark side streets.	Poor lighting.
14. Dark side streets.	Car was stolen from a street that was poorly lit.
15. Isolated areas like side streets.	No foot traffic.

Area specified (cont)	Reasons for feeling unsafe (cont)
16. No lighting.	
17. Outlying streets (side streets like Rangiuuru Street).	Poor lighting.
18. Outskirts of CBD.	Lack of people.
19. Outskirts of CBD.	No foot traffic.
20. QE end of Hinemaru Street.	No foot traffic.
21. Quiet side streets.	No foot traffic.
22. Quiet side streets.	No people around.
23. Quiet side streets.	Low foot traffic.
24. Rangiuuru Street.	Low foot traffic and poor lighting.
25. Side and back streets (poor lighting and no foot traffic). Aquatic centre- (targeted for break-ins).	
26. Side street off Arawa Street.	Many drunk people in the area.
27. Side streets at night.	Poor lighting.
28. Side streets behind Valentine's restaurant.	Poorly lit and very hidden away.
29. Side streets eg, Rangiuuru Street	Less people around.
30. Side streets in between building in staff car parks.	Poor lighting. Low foot traffic.
31. Side streets in town.	No foot traffic.
32. Side streets like Hinemaru Street.	No lighting and no people about.
33. Side streets of the street.	Lack of people around.
34. Side streets.	Not well lit. No foot traffic.
35. Side streets.	Lack of people.
36. Side streets.	No lighting.
37. Side streets.	Poorly lit.
38. Side streets.	Poor lights.
39. Side streets.	Poor lighting.
40. Side streets.	Poor lighting. Lack of foot traffic.
41. Side streets.	Low foot traffic.
42. Side streets.	Poor lighting.
43. Side streets.	Had a bad experience. Poorly lit.
44. Side streets.	Poor lighting. No foot traffic.
45. Side streets.	Poor lighting. Lack of foot traffic.
46. Side streets.	Poor lighting.
47. Side streets.	Poor lighting, a lot of young people hanging around.
48. Side streets.	Poor lighting.
49. Side streets.	Poor lighting.
50. Side streets.	Areas that are not well lit.
51. Side streets.	Poorly lit, low foot traffic.
52. Side streets.	Dark unlit areas.
53. Side streets.	Poor lighting.
54. Side streets.	Poor lighting.
55. Side streets.	Poor lighting and low foot traffic.
56. Side streets.	Poor lighting and lack of foot traffic.
57. Side streets.	Poor lighting and lack of foot traffic.
58. Side streets.	Poor lighting.
59. Top end of Hinemoa Street.	Lack of people.
60. Unlit side streets.	

Comments for hospital car park:

Area specified	Reasons for feeling unsafe
1. Hospital car park.	Lots of break-ins.
2. Hospital car park.	Had my car broken into last night.
3. Hospital car park.	Lack of security.
4. Hospital car park.	Targeted for break-ins.
5. Hospital car park.	No security.
6. Hospital car park.	Poor security.
7. Hospital car park.	Low security.
8. Hospital car park.	Poor lighting. Targeted area for break-ins.
9. Hospital car park.	Targeted area for break-ins.
10. Hospital car park.	No security. Targeted area for break-ins.
11. Hospital car park.	Low foot traffic.
12. Lake Road Hospital car park.	Car was broken into.

Comments for specific locations not coded:

Area specified	Reasons for feeling unsafe
1. Arawa Street, "Grumpy Mole".	Drunk people damage cars.
2. Blue Baths.	Many break-ins.
3. By old netball courts and Repco.	No lighting or foot traffic.
4. Council buildings.	No people around.
5. Near Rotorua Primary School.	Lack of people around.
6. Near the court house.	If there is a gang trial on.
7. Outside picture theatre (had car stolen) and back of Council buildings.	Lack of foot traffic.
8. Pukaki Street.	Cars broken into during the day.
9. Side streets behind Valentines restaurant.	Poorly lit and very hidden away.

Comments for car park building:

Area specified	Reasons for feeling unsafe
1. Car park building.	Undesirable people wander around.
2. Car parking building.	Very unsafe. No security.
3. Car parking building.	Undesirables.
4. Car park building.	Lack of security.
5. Car park building.	No foot traffic, undesirables and no security.
6. Parking building.	Unsecured and undesirables.
7. Parking building.	Don't like the feeling in this building.
8. Parking building.	Don't feel safe because of the people who hang around.

Comments for behind buildings (car parks):

Area specified	Reasons for feeling unsafe
1. Back of buildings in staff car parks.	Isolated area.
2. Behind buildings and in enclosed areas.	Lack of people around.
3. Behind buildings and in unlit areas.	Isolated.
4. Behind council buildings.	No foot traffic.
5. Car park.	No security.
6. Side streets in between building in staff car parks.	Poor lighting. Low foot traffic.

Reasons for feeling unsafe at Rotorua Central Mall:

- A lot of people hanging around.
- Alcohol related car theft and break-ins.
- Break-ins.
- Cars seem to get scratched there (deliberately). A few break-ins.
- Had tools stolen when I lent them to someone with a flat tyre.
- Isolated.

- Lack of lighting.
- Lack of people around at night.
- Lack of security and lighting.
- Less foot traffic at night.
- Less people and lighting.
- My car has been knocked into three times in the Countdown car park (now Woolworths). No-one has owned up to it yet.
- No foot traffic.
- No security patrols (x2).
- Not many people there at night.
- Parks are too little.
- Poor lighting (x4).
- Poor lighting. No security.
- Poorly lit area.
- Undesirables (x3).

Reasons for feeling unsafe at City Focus/Post Office:

- Alcohol related car theft and break-ins.
- Undesirables in the area.

Reasons for feeling unsafe at "The Street" (and/or central city bars and clubs):

- Alcohol related car theft and break-ins.
- Drunk people damage cars.
- Drunk people.
- Not enough lighting.
- Poor lighting.
- Street-kids.
- The lunatics are out.
- Undesirable drunks.
- Undesirables.

Reasons for feeling unsafe at the park areas:

- Alcohol related car theft and break-ins.
- Theft mainly.
- Theft and conversion.
- Undesirables.

Reasons for feeling unsafe at shops on or near Tutanekai Street:

- Alcohol related car theft and break-ins.
- The gangs are looking for trouble.

Reasons for feeling unsafe at shops on Eruera and Hinemoa Streets:

- Alcohol related car theft and break-ins.
- Lack of foot traffic.
- Undesirables and low foot traffic.
- Undesirables.

Reasons for feeling unsafe at shops on Pukuatua, Haupapa and Arawa streets:

- Alcohol related car theft and break-ins.
- Car thieves.
- Drunk people roaming the street.
- Less foot traffic (x2).
- Poor lighting.
- Quieter area.
- Tight squeeze to park so people damage vehicles.

Reasons for feeling unsafe at Lake Front:

- Cars get broken into.

- Fear of break-ins. Unsupervised area.
- Isolation.
- Lots of break-ins.
- Low foot traffic at the village green.
- Seems to be a targeted area for all sorts of crimes.
- Target area for theft (x7).
- Tourists get broken into there.
- Undesirables and so many people about so easy to break-in.
- Undesirables hang out there (x27).

Reasons for feeling unsafe at Kuirau Park:

- An area targeted for break-ins.
- Bush around the place. Undesirables hang out there.
- Bushes to hide in.
- Car conversion. Target area.
- Cars get broken into.
- Heaps of trees to hide in.
- History of attacks there.
- Isolated area (x5).
- Isolated. Broken into.
- Lack of people around.
- Low foot traffic (x2).
- No foot traffic.
- Out of the way area.
- Place where undesirables hang out.
- Poor lighting.
- Previous attacks, muggings and theft.
- Seems to be a meeting place for transsexuals - drugs and attacks.
- Seems to be a targeted area for all sorts of crimes.
- Target area for theft.
- Targeted area for break-ins and street-kids.
- Targeted area for break-ins (x2).
- Undesirable people (x30).
- Undesirables - isolated.
- Undesirables and not many people about so easy to break-in.
- Undesirables hang out.
- Undesirables and trees to hide in.

Reasons for feeling unsafe at Polynesian Spa:

- A lot of break-ins.
- Cars get broken into.
- Deserted at night.
- Isolated area.
- Target area for theft.
- Targeted area by criminals.
- Targeted area for break-ins and stealing cars.
- Targeted area for break-ins (x8).
- Tourists get broken into there.
- Undesirables and so many people about so easy to break-in.
- Undesirables (x7).
- Young kids hang out.

Reasons for feeling unsafe at Museum:

- Low foot traffic area.
- Not well lit.
- Target area for break-ins.
- Undesirables in the area.

Reasons for feeling unsafe at **Government Gardens**:

- An area targeted for break-ins.
- Criminals know the car will be left for the day.
- Got broken into in this area.
- Homeless people live there.
- Homeless people (x2).
- Isolated area.
- Lack of foot traffic and street-kids.
- Lots of places to hide.
- Low foot traffic (x3).
- No foot traffic.
- No lighting or security.
- No people around.
- Not much foot traffic.
- Poor lighting.
- Target area for break-ins.
- Target area. Lack of lighting.
- Targeted area for break-ins (x5).
- Targeted for stolen vehicles.
- Undesirables and not so many people about, so easy to break-in.
- Undesirables in the area.
- Undesirables and isolated.
- Undesirables (x10).

Reasons for feeling unsafe at **Sulphur Point**:

- Alleyways and side streets.
- An area targeted for break-ins.
- Broken into.
- Isolated area targeted for break-ins.
- Isolated (x3).
- Low foot traffic.
- Many break-ins.
- Poor lighting.
- Targeted area for break-ins.
- Tourist theft from cars.
- Undesirables (x4).

Reasons for feeling unsafe **everywhere in the CBD**:

- At night time no place is safe from theft, break-ins and car conversion. Day time is not much better.
- Cars are stolen or broken into everywhere.
- Everywhere is unsafe.
- If they can't have you they'll take your wheels (car).
- None of the city is safe.
- Not much foot traffic.
- People break into vehicles even in high traffic areas.
- Poor lighting.
- So many cars are broken into.
- The amount of undesirables and the lack of policing.
- The main reason is traffic offences as in speeding/bad drivers.
- Too many cars get broken into.
- Too many criminals.
- Undesirables.
- Unsavoury characters.
- Vandalism on vehicles and/or theft.
- Vehicles are broken into all over town (x2).

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)

	Number	Percent
Yes (continue to Q5b)	251	53.3%
No (skip to Q6)	78	16.6%
Don't know (skip to Q6)	103	21.9%
Not specified	39	8.3%
Total	471	100.0%

Cross tab – Q5a:

	Age				Gender		Ethnicity			Ward				Total
	15 to 34	35 to 54	55 to 74	75+ years	Male	Female	European	Maori	Other	North	South	East	West	
Yes (continue to Q5b)	11.9%	21.7%	15.7%	4.0%	27.0%	26.3%	37.2%	13.6%	2.5%	16.8%	16.6%	14.4%	5.5%	53.3%
No (skip to Q6)	4.7%	4.9%	5.7%	1.3%	6.8%	9.8%	8.9%	6.4%	1.3%	3.6%	4.0%	3.0%	5.9%	16.6%
Don't know (skip to Q6)	4.9%	7.6%	5.5%	3.8%	9.6%	12.3%	13.0%	6.2%	2.8%	4.9%	3.4%	5.9%	7.6%	21.9%
Not specified	2.3%	1.5%	1.7%	2.8%	1.9%	6.4%	4.9%	2.8%	0.6%	0.6%	0.8%	1.5%	5.3%	8.3%
Total	23.8%	35.7%	28.7%	11.9%	45.2%	54.8%	63.9%	28.9%	7.2%	25.9%	24.8%	24.8%	24.4%	100.0%

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)

	Number	Percent (251)	% Total Sample (471)
Other	136	54.2%	28.9%
The Redwood Forest carpark	103	41.0%	21.9%
Blue/Green Lake	80	31.9%	17.0%
Kuirau Park	76	30.3%	16.1%
Okere Falls	64	25.5%	13.6%
Lake Front	46	18.3%	9.8%
Polynesian Pools	39	15.5%	8.3%
Sulphur Point	34	13.5%	7.2%
Government Gardens	33	13.1%	7.0%
Kerosene Creek	26	10.4%	5.5%
Waipa	22	8.8%	4.7%
Aquatic Centre	16	6.4%	3.4%
Museum	14	5.6%	3.0%
Fenton Street (motel area)	7	2.8%	1.5%
Rainbow Mountain	6	2.4%	1.3%
Near the Readings movie theatre	5	2.0%	1.1%
Waste Water Motors (private car sales yard on Te Ngae Rd)	3	1.2%	0.6%
Airport	0	0.0%	0.0%
Not specified	2	0.8%	0.4%
Sample	251		

Note: Not additive as respondents could identify multiple locations

Other specified – lakes:

- All lakes, especially boat ramps.
- All lakes, tourist spots and attractions.
- All the boat ramps and car parks at the lakes.
- All the lakes (x3).
- All the lakes and Smallbone Park.
- Any reserves on the lakes.
- Boat ramps - Tarawera Lake and ramps at most other lakes.
- Boat ramps and Ohau channel.
- Boat ramps and the Sportsdrome (especially behind it).
- Boat ramps.
- Kaituna and all lakes especially the boat ramps.

- Lake Rotoma.
- Lake Tarawera (x2).
- Lake areas.
- Lakes. Boat ramps.
- Tarawera Lake car park.
- Tarawera Landing (x3).
- Tarawera and all other major lakes.
- Tarawera.

Other specified – tourist attractions:

- Any tourist resort.
- Any tourist spots.
- Any tourist venues. Whaka tourist attraction.
- Buried Village.
- By Travelodge.
- Hells Gate.
- Isolated places and tourist spots.
- Mountain Road (top end) and tourist attractions.
- Tourist areas (x2).
- Tourist attractions (x13).
- Tourist attractions and spots.
- Tourist attractions, Okere trout pools and Mount Ngongataha.
- Tourist attractions. Heritage Hotel car park.
- Tourist spots - anywhere where tourists park.
- Tourist spots (x23).
- Tourist spots and attractions (x3).
- Tourist spots and Hells Gate (x4).
- Tourist spots and Tarawera landing.
- Tourist spots and Whakarewarewa.
- Tourist spots like Rainbow Springs.
- Tourist spots where car is isolated. Fordlands.
- Tourist spots. Maori Arts & Crafts car park.
- Trout hatchery.
- Whakarewarewa.

Other specified – suburbs:

- All the lakes and Smallbone Park.
- Any suburbs eg, Westbrook, Fordlands and Western Heights.
- Below Nursery Hill.
- Ford Block (x8).
- Fordlands, Western Heights and isolated country roads.
- Hannahs Bay (x2).
- Hospital area.
- Hospital car park (x2).
- Hospital car park and Western Heights Shopping Centre.
- Industrial area behind Fairy Springs Rd.
- Kawaha Point and Fenton Park area.
- Lakes High School.
- Mountain Road (top end) and tourist attractions.
- Netball courts at Malfroy Road.
- Ngpuna Shopping Centre - Fordlands.
- Outside Lakes High School.
- Owhata Bowling Club area.
- Owhata Shopping Centre.
- Owhata.
- Rugby club rooms.
- Rugby stadium.
- Skateboard area.

- Stadium.
- Te Ngae Shopping Centre, Owhata in general, Ford Block and Western Heights.
- Te Ngae shopping centre.
- Walking tracks.
- Westbrook Shopping Centre.
- Western Heights and Fordlands (x4).
- Western Heights and Owhata.
- Western Heights Shopping Centre (x2).

Other specified – general:

- Any isolated place.
- Anywhere where it is not well lit.
- Isolated areas (x3).
- Isolated areas and poor areas.
- Isolated places and tourist spots.
- The whole of Rotorua is unsafe.

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 day-time? (please prompt & tick ONE only)

	Number	Percent
Very safe	193	41.0%
Safe	205	43.5%
Neither safe nor unsafe	32	6.8%
Unsafe	32	6.8%
Very unsafe	7	1.5%
Don't know	2	0.4%
Not specified	0	0.0%
Total	471	100.0%

Cross tab – Q6a:

	Age				Gender		Ethnicity			Ward				Total
	15 to 34	35 to 54	55 to 74	75+ years	Male	Female	European	Maori	Other	North	South	East	West	
Very safe	9.6%	13.4%	12.5%	5.5%	18.5%	22.5%	26.5%	12.3%	2.1%	12.1%	13.0%	8.9%	7.0%	41.0%
Safe	11.5%	16.1%	11.3%	4.7%	19.5%	24.0%	27.0%	12.5%	4.0%	9.6%	9.3%	12.7%	11.9%	43.5%
Neither safe nor unsafe	1.5%	2.5%	2.5%	0.2%	3.0%	3.8%	4.9%	1.5%	0.4%	2.8%	0.8%	1.3%	1.9%	6.8%
Unsafe	0.6%	2.8%	2.1%	1.3%	3.0%	3.8%	4.7%	1.7%	0.4%	1.5%	1.5%	1.9%	1.9%	6.8%
Very unsafe	0.6%	0.4%	0.2%	0.2%	1.3%	0.2%	0.8%	0.4%	0.2%	0.0%	0.2%	0.0%	1.3%	1.5%
Don't know	0.0%	0.4%	0.0%	0.0%	0.0%	0.4%	0.0%	0.4%	0.0%	0.0%	0.0%	0.0%	0.4%	0.4%
Not specified	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Total	14.2%	22.3%	16.1%	6.4%	26.8%	32.3%	37.4%	16.6%	5.1%	13.8%	11.9%	15.9%	17.4%	100.0%

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

	Number	Percent
Very safe	132	28.0%
Safe	210	44.6%
Neither safe nor unsafe	52	11.0%
Unsafe	58	12.3%
Very unsafe	15	3.2%
Don't know	4	0.8%
Not specified	0	0.0%
Total	471	100.0%

Cross tab – Q6b:

	Age				Gender		Ethnicity			Ward				Total
	15 to 34	35 to 54	55 to 74	75+ years	Male	Female	European	Maori	Other	North	South	East	West	
Very safe	7.2%	7.4%	8.7%	4.7%	12.5%	15.5%	17.8%	8.9%	1.3%	6.4%	9.3%	6.8%	5.5%	28.0%
Safe	11.0%	17.2%	12.5%	3.8%	19.5%	25.1%	27.4%	13.4%	3.8%	12.1%	10.0%	10.2%	12.3%	44.6%
Neither safe nor unsafe	2.1%	5.1%	2.8%	1.1%	5.3%	5.7%	7.9%	2.1%	1.1%	3.8%	2.3%	2.5%	2.3%	11.0%
Unsafe	3.0%	4.0%	3.4%	1.9%	5.7%	6.6%	8.5%	3.2%	0.6%	3.6%	2.3%	4.5%	1.9%	12.3%
Very unsafe	0.4%	1.3%	1.1%	0.4%	1.9%	1.3%	2.1%	0.6%	0.4%	0.0%	0.6%	0.6%	1.9%	3.2%
Don't know	0.0%	0.6%	0.2%	0.0%	0.2%	0.6%	0.2%	0.6%	0.0%	0.0%	0.2%	0.2%	0.4%	0.8%
Not specified	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Total	16.6%	28.2%	20.0%	7.2%	32.7%	39.3%	46.1%	20.0%	5.9%	19.5%	15.5%	18.0%	18.9%	100.0%

7a. Thinking about your overall sense of freedom from crime, how safe do you normally feel in your home during the day-time? (please prompt & tick ONE only)

	Number	Percent
Very safe	240	51.0%
Safe	186	39.5%
Neither safe nor unsafe	28	5.9%
Unsafe	13	2.8%
Very unsafe	3	0.6%
Don't know	1	0.2%
Not specified	0	0.0%
Total	471	100.0%

Cross tab – Q7a:

	Age				Gender		Ethnicity			Ward				Total
	15 to 34	35 to 54	55 to 74	75+ years	Male	Female	European	Maori	Other	North	South	East	West	
Very safe	13.0%	15.9%	14.9%	7.2%	24.6%	26.3%	31.6%	17.6%	1.7%	15.1%	15.1%	12.3%	8.5%	51.0%
Safe	9.6%	15.1%	11.3%	3.6%	16.1%	23.4%	26.3%	8.9%	4.2%	9.3%	8.7%	10.6%	10.8%	39.5%
Neither safe nor unsafe	1.1%	3.2%	1.3%	0.4%	3.2%	2.8%	3.8%	1.3%	0.8%	1.1%	0.8%	1.7%	2.3%	5.9%
Unsafe	0.0%	0.8%	1.3%	0.6%	0.8%	1.9%	1.7%	0.8%	0.2%	0.4%	0.2%	0.2%	1.9%	2.8%
Very unsafe	0.2%	0.4%	0.0%	0.0%	0.4%	0.2%	0.4%	0.0%	0.2%	0.0%	0.0%	0.0%	0.6%	0.6%
Don't know	0.0%	0.2%	0.0%	0.0%	0.0%	0.2%	0.0%	0.2%	0.0%	0.0%	0.0%	0.0%	0.2%	0.2%
Not specified	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Total	10.8%	19.7%	13.8%	4.7%	20.6%	28.5%	32.3%	11.3%	5.5%	10.8%	9.8%	12.5%	15.9%	100.0%

7b. And how safe do you normally feel in your home during the night time? (please prompt & tick ONE only)

	Number	Percent
Very safe	195	41.4%
Safe	194	41.2%
Neither safe nor unsafe	40	8.5%
Unsafe	32	6.8%
Very unsafe	9	1.9%
Don't know	1	0.2%
Not specified	0	0.0%
Total	471	100.0%

Cross tab – Q7b:

	Age				Gender		Ethnicity			Ward				Total
	15 to 34	35 to 54	55 to 74	75+ years	Male	Female	European	Maori	Other	North	South	East	West	
Very safe	10.2%	12.1%	12.3%	6.8%	20.4%	21.0%	25.7%	14.2%	1.5%	11.0%	12.7%	10.4%	7.2%	41.4%
Safe	10.6%	16.3%	11.0%	3.2%	17.0%	24.2%	26.3%	10.8%	4.0%	10.8%	9.3%	9.8%	11.3%	41.2%
Neither safe nor unsafe	1.7%	4.0%	2.1%	0.6%	3.6%	4.9%	5.9%	1.7%	0.8%	2.3%	1.5%	2.5%	2.1%	8.5%
Unsafe	1.1%	1.9%	2.8%	1.1%	3.2%	3.6%	4.7%	1.7%	0.4%	1.7%	1.3%	2.1%	1.7%	6.8%
Very unsafe	0.2%	1.1%	0.4%	0.2%	1.1%	0.8%	1.3%	0.2%	0.4%	0.0%	0.0%	0.0%	1.9%	1.9%
Don't know	0.0%	0.2%	0.0%	0.0%	0.0%	0.2%	0.0%	0.2%	0.0%	0.0%	0.0%	0.0%	0.2%	0.2%
Not specified	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Total	13.6%	23.6%	16.3%	5.1%	24.8%	33.8%	38.2%	14.6%	5.7%	14.9%	12.1%	14.4%	17.2%	100.0%

8a. Do you feel that the Rotorua District is generally a safe place to live? Would you say 'definitely', 'mostly', 'not really' or 'definitely not'? (please prompt & tick ONE only)

	Number	Percent
Definitely (skip to Q9)	89	18.9%
Mostly (skip to Q9)	272	57.7%
Not really (continue to Q8b)	86	18.3%
Definitely not (continue to Q8b)	14	3.0%
Don't know (skip to Q9)	10	2.1%
Not specified	0	0.0%
Total	471	100.0%

Cross tab – Q8a:

	Age				Gender		Ethnicity			Ward				Total
	15 to 34	35 to 54	55 to 74	75+ years	Male	Female	European	Maori	Other	North	South	East	West	
Definitely (skip to Q9)	3.8%	5.7%	6.4%	3.0%	10.0%	8.9%	9.8%	8.1%	1.1%	5.7%	4.5%	4.2%	4.5%	18.9%
Mostly (skip to Q9)	14.9%	20.8%	15.7%	6.4%	22.9%	34.8%	39.1%	14.2%	4.5%	13.8%	15.1%	16.3%	12.5%	57.7%
Not really (continue to Q8b)	4.5%	5.9%	5.9%	1.9%	10.6%	7.6%	11.7%	5.3%	1.3%	6.2%	4.5%	3.8%	3.8%	18.3%
Definitely not (continue to Q8b)	0.4%	1.7%	0.4%	0.4%	1.5%	1.5%	2.3%	0.2%	0.4%	0.2%	0.2%	0.2%	2.3%	3.0%
Don't know (skip to Q9)	0.2%	1.5%	0.2%	0.2%	0.2%	1.9%	1.1%	1.1%	0.0%	0.0%	0.6%	0.2%	1.3%	2.1%
Not specified	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Total	23.8%	35.7%	28.7%	11.9%	45.2%	54.8%	63.9%	28.9%	7.2%	25.9%	24.8%	24.8%	24.4%	100.0%

8b. For what reasons do you say that? PROMPT: Are there any other reasons? (DO NOT prompt and tick all mentions)

	Number	Percent (100)	% Total Sample (471)
High crime rate/too much crime	66	66.0%	14.0%
Too many burglaries/home invasions	53	53.0%	11.3%
Problems with young people/street kids/not enough to do	45	45.0%	9.6%
Not safe in some areas/undesirables	44	44.0%	9.3%
Assaults/muggings/physical violence	31	31.0%	6.6%
Other	13	13.0%	2.8%
Not specified	0	0.0%	0.0%
Sample	100		

Note: not additive as respondents could identify more than one concern

Other reasons specified:

- Can't be too careful when dealing with people.
- Eastside and Westside gangs.
- Intimidation.
- Low class people live here.
- Maoris get into trouble.
- No faith in the police.
- Petty crime.
- Road rage.
- Sexual predators targeting the old folk.
- Tagging.
- The elderly seem to be a target.
- Tourist crime.
- Tourists getting mugged.
- Unreported crime.

9. Generally speaking, do you feel you... (please prompt & tick ONE only)

	Number	Percent
Can trust people	211	44.8%
Can't be too careful when dealing with people	200	42.5%
50/50 (do not prompt)	52	11.0%
Don't know	7	1.5%
Not specified	1	0.2%
Total	471	100.0%

Cross tab – Q9:

	Age				Gender		Ethnicity			Ward				Total
	15 to 34	35 to 54	55 to 74	75+ years	Male	Female	European	Maori	Other	North	South	East	West	
Can trust people	11.3%	15.5%	12.1%	5.9%	21.2%	23.6%	28.0%	13.8%	3.0%	13.4%	13.4%	10.6%	7.4%	44.8%
Can't be too careful when dealing with people	9.6%	15.7%	12.1%	5.1%	18.3%	24.2%	27.6%	11.7%	3.2%	10.6%	10.4%	12.7%	8.7%	42.5%
50/50 (do not prompt)	2.8%	3.2%	4.2%	0.8%	5.1%	5.9%	7.4%	2.8%	0.8%	1.5%	0.8%	1.5%	7.2%	11.0%
Don't know	0.2%	1.1%	0.2%	0.0%	0.6%	0.8%	0.6%	0.6%	0.2%	0.4%	0.0%	0.0%	1.1%	1.5%
Not specified	0.0%	0.2%	0.0%	0.0%	0.0%	0.2%	0.2%	0.0%	0.0%	0.0%	0.2%	0.0%	0.0%	0.2%
Total	23.8%	35.7%	28.7%	11.9%	45.2%	54.8%	63.9%	28.9%	7.2%	25.9%	24.8%	24.8%	24.4%	100.0%

The fourth set of questions relate to scenarios that might have happened to you or someone else in your household over the last 12 months

10. If there is a question that you cannot or don't wish to answer, please go to the next question. Over the past 12 months, that is, since March 2004... (please prompt)

10a. Have you or anyone else in your household had their vehicle, bike or motorcycle stolen?

	Number	Percent
Yes	48	10.2%
No	417	88.5%
Don't know	4	0.8%
Refused	2	0.4%
Not specified	0	0.0%
Total	471	100.0%

Cross tab – Q10a:

	Age				Gender		Ethnicity			Ward				Total
	15 to 34	35 to 54	55 to 74	75+ years	Male	Female	European	Maori	Other	North	South	East	West	
Yes	1.9%	5.7%	1.9%	0.6%	4.7%	5.5%	6.2%	2.8%	1.3%	3.4%	1.9%	2.5%	2.3%	10.2%
No	21.9%	28.9%	26.8%	11.0%	39.9%	48.6%	57.5%	25.1%	5.9%	22.5%	22.9%	22.3%	20.8%	88.5%
Don't know	0.0%	0.6%	0.0%	0.2%	0.4%	0.4%	0.0%	0.8%	0.0%	0.0%	0.0%	0.0%	0.8%	0.8%
Refused	0.0%	0.4%	0.0%	0.0%	0.2%	0.2%	0.2%	0.2%	0.0%	0.0%	0.0%	0.0%	0.4%	0.4%
Not specified	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Total	23.8%	35.7%	28.7%	11.9%	45.2%	54.8%	63.9%	28.9%	7.2%	25.9%	24.8%	24.8%	24.4%	100.0%

10b. Have you or anyone else in your household had anything stolen from, or off, their vehicle (such as parts or personal possessions)?

	Number	Percent
Yes	81	17.2%
No	383	81.3%
Don't know	5	1.1%
Refused	2	0.4%
Not specified	0	0.0%
Total	471	100.0%

Cross tab – Q10b:

	Age				Gender		Ethnicity			Ward				Total
	15 to 34	35 to 54	55 to 74	75+ years	Male	Female	European	Maori	Other	North	South	East	West	
Yes	4.0%	8.5%	4.7%	0.0%	7.4%	9.8%	10.8%	4.0%	2.3%	4.9%	4.0%	4.9%	3.4%	17.2%
No	19.7%	25.9%	24.0%	11.7%	37.2%	44.2%	52.9%	23.6%	4.9%	21.0%	20.8%	20.0%	19.5%	81.3%
Don't know	0.0%	0.8%	0.0%	0.2%	0.4%	0.6%	0.0%	1.1%	0.0%	0.0%	0.0%	0.0%	1.1%	1.1%
Refused	0.0%	0.4%	0.0%	0.0%	0.2%	0.2%	0.2%	0.2%	0.0%	0.0%	0.0%	0.0%	0.4%	0.4%
Not specified	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Total	23.8%	35.7%	28.7%	11.9%	45.2%	54.8%	63.9%	28.9%	7.2%	25.9%	24.8%	24.8%	24.4%	100.0%

10c. Has anyone succeeded in getting into your home or garage without permission?

	Number	Percent
Yes	76	16.1%
No	373	79.2%
Don't know	20	4.2%
Refused	2	0.4%
Not specified	0	0.0%
Total	471	100.0%

Cross tab – Q10c:

	Age				Gender		Ethnicity			Ward				Total
	15 to 34	35 to 54	55 to 74	75+ years	Male	Female	European	Maori	Other	North	South	East	West	
Yes	3.4%	6.2%	4.9%	0.8%	8.7%	6.6%	8.7%	5.7%	0.8%	5.3%	2.8%	3.4%	3.8%	15.3%
No	19.1%	27.2%	23.1%	10.6%	34.4%	45.6%	53.5%	20.4%	6.2%	20.4%	22.1%	21.4%	16.1%	80.0%
Don't know	1.3%	1.9%	0.6%	0.4%	1.9%	2.3%	1.5%	2.5%	0.2%	0.2%	0.0%	0.0%	4.0%	4.2%
Refused	0.0%	0.4%	0.0%	0.0%	0.2%	0.2%	0.2%	0.2%	0.0%	0.0%	0.0%	0.0%	0.4%	0.4%
Not specified	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Total	23.8%	35.7%	28.7%	11.9%	45.2%	54.8%	63.9%	28.9%	7.2%	25.9%	24.8%	24.8%	24.4%	100.0%

10d. Has anyone stolen or tried to steal anything you were carrying (ie, from your hands, pocket or bag)?

	Number	Percent
Yes	25	5.3%
No	442	93.8%
Don't know	2	0.4%
Refused	2	0.4%
Not specified	0	0.0%
Total	471	100.0%

Cross tab – Q10d:

	Age				Gender		Ethnicity			Ward				Total
	15 to 34	35 to 54	55 to 74	75+ years	Male	Female	European	Maori	Other	North	South	East	West	
Yes	1.5%	1.9%	1.3%	0.6%	3.2%	2.1%	3.0%	1.7%	0.6%	0.4%	0.6%	0.8%	3.4%	5.3%
No	22.3%	33.1%	27.4%	11.0%	41.6%	52.2%	60.7%	26.5%	6.6%	25.5%	24.2%	24.0%	20.2%	93.8%
Don't know	0.0%	0.2%	0.0%	0.2%	0.2%	0.2%	0.0%	0.4%	0.0%	0.0%	0.0%	0.0%	0.4%	0.4%
Refused	0.0%	0.4%	0.0%	0.0%	0.2%	0.2%	0.2%	0.2%	0.0%	0.0%	0.0%	0.0%	0.4%	0.4%
Not specified	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Total	23.8%	35.7%	28.7%	11.9%	45.2%	54.8%	63.9%	28.9%	7.2%	25.9%	24.8%	24.8%	24.4%	100.0%

10e. Has any stranger or person you do not know well hit you, kicked you, verbally abused you or used force or violence on you in any way?

	Number	Percent
Yes	73	15.5%
No	393	83.4%
Don't know	2	0.4%
Refused	3	0.6%
Not specified	0	0.0%
Total	471	100.0%

Cross tab – Q10e:

	Age				Gender		Ethnicity			Ward				Total
	15 to 34	35 to 54	55 to 74	75+ years	Male	Female	European	Maori	Other	North	South	East	West	
Yes	3.6%	7.6%	3.6%	0.6%	8.7%	6.8%	10.4%	3.4%	1.7%	5.3%	2.1%	3.6%	4.5%	15.5%
No	20.2%	27.2%	25.1%	11.0%	36.1%	47.3%	53.3%	24.6%	5.5%	20.6%	22.7%	21.2%	18.9%	83.4%
Don't know	0.0%	0.2%	0.0%	0.2%	0.2%	0.2%	0.0%	0.4%	0.0%	0.0%	0.0%	0.0%	0.4%	0.4%
Refused	0.0%	0.6%	0.0%	0.0%	0.2%	0.4%	0.2%	0.4%	0.0%	0.0%	0.0%	0.0%	0.6%	0.6%
Not specified	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Total	23.8%	35.7%	28.7%	11.9%	45.2%	54.8%	63.9%	28.9%	7.2%	25.9%	24.8%	24.8%	24.4%	100.0%

10f. Have you been frightened for the safety of yourself, your family or friends because of the anger, threats or violence of a partner or former partner?

	Number	Percent
Yes	21	4.5%
No	442	93.8%
Don't know	2	0.4%
Refused	4	0.8%
Not specified	2	0.4%
Total	471	100.0%

Cross tab – Q10f:

	Age				Gender		Ethnicity			Ward				Total
	15 to 34	35 to 54	55 to 74	75+ years	Male	Female	European	Maori	Other	North	South	East	West	
Yes	1.9%	1.3%	1.1%	0.2%	3.2%	1.3%	2.3%	1.3%	0.8%	0.4%	0.0%	0.6%	3.4%	4.5%
No	21.4%	33.3%	27.6%	11.5%	41.0%	52.9%	60.9%	26.5%	6.4%	25.3%	24.8%	24.0%	19.7%	93.8%
Don't know	0.0%	0.2%	0.0%	0.2%	0.2%	0.2%	0.0%	0.4%	0.0%	0.0%	0.0%	0.0%	0.4%	0.4%
Refused	0.2%	0.6%	0.0%	0.0%	0.4%	0.4%	0.2%	0.6%	0.0%	0.0%	0.0%	0.0%	0.8%	0.8%
Not specified	0.2%	0.2%	0.0%	0.0%	0.4%	0.0%	0.4%	0.0%	0.0%	0.2%	0.0%	0.2%	0.0%	0.4%
Total	23.8%	35.7%	28.7%	11.9%	45.2%	54.8%	63.9%	28.9%	7.2%	25.9%	24.8%	24.8%	24.4%	100.0%

10g. Are there any other types of crimes which I haven't mentioned that you or anyone else in your household has been a victim of over the past 12 months? (if yes, please describe)

	Number	Percent
Yes	57	12.1%
No	401	85.1%
Don't know	8	1.7%
Refused	4	0.8%
Not specified	1	0.2%
Total	471	100.0%

Cross tab – Q10g:

	Age				Gender		Ethnicity			Ward				Total
	15 to 34	35 to 54	55 to 74	75+ years	Male	Female	European	Maori	Other	North	South	East	West	
Yes	2.1%	6.8%	3.2%	1.1%	5.9%	7.2%	8.7%	2.8%	1.7%	5.5%	3.8%	3.4%	0.4%	13.2%
No	21.2%	27.2%	25.1%	10.6%	37.8%	46.3%	54.4%	24.4%	5.3%	20.2%	21.0%	21.2%	21.7%	84.1%
Don't know	0.0%	1.1%	0.4%	0.2%	0.8%	0.8%	0.4%	1.1%	0.2%	0.0%	0.0%	0.0%	1.7%	1.7%
Refused	0.2%	0.6%	0.0%	0.0%	0.4%	0.4%	0.2%	0.6%	0.0%	0.2%	0.0%	0.0%	0.6%	0.8%
Not specified	0.2%	0.0%	0.0%	0.0%	0.2%	0.0%	0.2%	0.0%	0.0%	0.0%	0.0%	0.2%	0.0%	0.2%
Total	23.8%	35.7%	28.7%	11.9%	45.2%	54.8%	63.9%	28.9%	7.2%	25.9%	24.8%	24.8%	24.4%	100.0%

Crimes described:

- Abusive phone texts.
- Brother got beaten up.
- Bullying of international students who were staying with us.
- Bullying of son.
- Burglaries in our business in Rotorua.
- Burglary.
- Business was broken into.
- Car was damaged on more than one occasion.
- Cellphone was stolen at school.
- Chased by a car while on a bike; the police were involved.
- Clothes stolen from the clothes line.

- Clothes were pinched off the clothes line.
- Con man came to the door.
- Crime of a sexual nature.
- Damaged fence.
- Domestic violence in our street which is enough to make me move. Not in our household but close by so we don't feel safe.
- Drunk person kept banging on the door.
- Egg throwing by a gang of kids. Letter box vandalised.
- Fighting in the street in town at 5pm between two men and I got caught in it.
- Garden lights were stolen.
- Garden plants and bird netting stolen.
- Have had plants taken out of our garden.
- House was vandalised.
- Husband was hit by a drunk driver.
- Intimidated by gangs of kids in town.
- Letterbox has been ripped out twice. Tagging on the fence.
- Lights stolen from the garden.
- Loud party with guests getting out of hand.
- Malicious phone calls (x2).
- Not my partner but the partner of another family member.
- Peeping Tom.
- Person posed as a meter reader.
- Pig dog was pinched.
- Road rage (x9).
- Sexual crime.
- Sexually abusive phone calls.
- Someone throwing grapefruit at the house late at night.
- Stealing a wheelie bin, setting alight a letterbox, stealing newspapers and pulling out plants.
- Taxi driver came around uninvited.
- Tennis racquet and sports shoes were stolen.
- Trespassing on my property.
- Vandalised letter box.
- Vandalism of car. Tyres slashed.
- Vandalism, smashing letterbox and ripping out plants from the garden.
- Verbal threats via text messages.
- Wallet stolen from workplace.
- Wallet stolen (x2).

10h. Have you witnessed or been a victim of any crime that you have, for whatever reason, not reported to the police?

	Number	Percent
Yes	59	12.5%
No	399	84.7%
Don't know	4	0.8%
Refused	8	1.7%
Not specified	1	0.2%
Total	471	100.0%

Cross tab – Q10h:

	Age				Gender		Ethnicity			Ward				Total
	15 to 34	35 to 54	55 to 74	75+ years	Male	Female	European	Maori	Other	North	South	East	West	
Yes	4.0%	4.7%	3.4%	0.6%	8.1%	4.7%	6.8%	3.8%	2.1%	3.4%	2.1%	2.8%	4.5%	12.7%
No	19.3%	29.7%	24.6%	11.0%	36.1%	48.6%	56.9%	22.7%	5.1%	22.5%	22.7%	22.1%	17.4%	84.7%
Don't know	0.0%	0.4%	0.2%	0.2%	0.4%	0.4%	0.0%	0.8%	0.0%	0.0%	0.0%	0.0%	0.8%	0.8%
Refused	0.4%	0.8%	0.4%	0.0%	0.6%	1.1%	0.2%	1.5%	0.0%	0.0%	0.0%	0.0%	1.7%	1.7%
Not specified	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Total	23.8%	35.7%	28.7%	11.9%	45.2%	54.8%	63.9%	28.9%	7.2%	25.9%	24.8%	24.8%	24.4%	100.0%

The fifth set of questions relate to things being done to reduce crime in our community

11. Are you aware that there is a Community Policing Centre in the central city area?

	Number	Percent
Yes	388	82.4%
No	83	17.6%
Not specified	0	0.0%
Total	471	100.0%

Cross tab – Q11:

	Age				Gender		Ethnicity			Ward				Total
	15 to 34	35 to 54	55 to 74	75+ years	Male	Female	European	Maori	Other	North	South	East	West	
Yes	18.7%	30.4%	24.4%	8.9%	36.5%	45.9%	56.7%	21.2%	4.5%	22.5%	21.9%	21.2%	16.8%	82.4%
No	5.1%	5.3%	4.2%	3.0%	8.7%	8.9%	7.2%	7.6%	2.8%	3.4%	3.0%	3.6%	7.6%	17.6%
Not specified	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Total	23.8%	35.7%	28.7%	11.9%	45.2%	54.8%	63.9%	28.9%	7.2%	25.9%	24.8%	24.8%	24.4%	100.0%

If yes, where is it specifically located?

- At the police station.
- Central Mall by the Warehouse.
- City Focus (x357).
- Don't know (x13).
- Don't know. City Focus? Never seen a policeman.
- Fenton Street and City Focus.
- Fenton Street (x2).
- Hinemoa Street.
- Near Bond and Bond.
- Near The Street.
- NZ Post shop.
- Rotorua Police Station.
- Somewhere in the City Focus.
- Somewhere near Starbucks.
- Somewhere on Tutanekai Street.
- Tutanekai Street.

12a. Are you aware that crime prevention closed circuit television cameras are operating in the central city area?

	Number	Percent
Yes (continue to Q12b)	269	57.1%
No (skip to Q13a)	202	42.9%
Not specified	0	0.0%
Total	471	100.0%

Cross tab – Q12a:

	Age				Gender		Ethnicity			Ward				Total
	15 to 34	35 to 54	55 to 74	75+ years	Male	Female	European	Maori	Other	North	South	East	West	
Yes (continue to Q12b)	12.1%	21.0%	18.5%	5.5%	28.2%	28.9%	38.2%	16.3%	2.5%	38.2%	16.3%	2.5%	0.0%	57.1%
No (skip to Q13a)	11.7%	14.6%	10.2%	6.4%	17.0%	25.9%	25.7%	12.5%	4.7%	25.7%	12.5%	4.7%	0.0%	42.9%
Not specified	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Total	23.8%	35.7%	28.7%	11.9%	45.2%	54.8%	63.9%	28.9%	7.2%	63.9%	28.9%	7.2%	0.0%	100.0%

12b. How useful do you think these cameras are in making the central city area a safer place? (please prompt & tick ONE only)

	Number	Percent (269)	% Total Sample (471)
Very useful	119	44.2%	25.3%
Useful	67	24.9%	14.2%
Some use	48	17.8%	10.2%
Not very useful	5	1.9%	1.1%
Not at all useful	5	1.9%	1.1%
Don't know	20	7.4%	4.2%
Not specified	5	1.9%	1.1%
Total	269	100.0%	57.1%

Cross tab – Q12b:

	Age				Gender		Ethnicity			Ward				Total
	15 to 34	35 to 54	55 to 74	75+ years	Male	Female	European	Maori	Other	North	South	East	West	
Very useful	9.3%	14.9%	14.5%	5.6%	22.3%	21.9%	29.0%	13.4%	1.9%	12.3%	10.0%	7.8%	14.1%	44.2%
Useful	4.8%	9.3%	8.6%	2.2%	13.8%	11.2%	17.1%	6.7%	1.1%	8.2%	8.6%	6.3%	1.9%	24.9%
Some use	3.3%	7.8%	5.6%	1.1%	6.3%	11.5%	12.3%	4.5%	1.1%	3.3%	7.1%	5.9%	1.5%	17.8%
Not very useful	0.4%	1.5%	0.0%	0.0%	1.5%	0.4%	1.5%	0.4%	0.0%	0.4%	0.0%	1.1%	0.4%	1.9%
Not at all useful	1.5%	0.4%	0.0%	0.0%	1.5%	0.4%	1.5%	0.4%	0.0%	1.1%	0.7%	0.0%	0.0%	1.9%
Don't know	1.5%	2.2%	3.3%	0.4%	3.3%	4.1%	4.1%	3.3%	0.0%	2.6%	2.6%	2.2%	0.0%	7.4%
Not specified	0.4%	0.7%	0.4%	0.4%	0.7%	1.1%	1.5%	0.0%	0.4%	0.0%	0.0%	1.1%	0.7%	1.9%
Total	21.2%	36.8%	32.3%	9.7%	49.4%	50.6%	66.9%	28.6%	4.5%	27.9%	29.0%	24.5%	18.6%	100.0%

13a. Are you aware that there is a liquor ban in the central city area?

	Number	Percent
Yes (continue to Q13b)	330	70.1%
No (skip to Q14)	141	29.9%
Not specified	0	0.0%
Total	471	100.0%

Cross tab – Q13a:

	Age				Gender		Ethnicity			Ward				Total
	15 to 34	35 to 54	55 to 74	75+ years	Male	Female	European	Maori	Other	North	South	East	West	
Yes (continue to Q13b)	18.3%	25.1%	20.4%	6.4%	32.9%	37.2%	45.2%	20.8%	4.0%	17.8%	18.7%	18.5%	15.1%	70.1%
No (skip to Q14)	5.5%	10.6%	8.3%	5.5%	12.3%	17.6%	18.7%	8.1%	3.2%	8.1%	6.2%	6.4%	9.3%	29.9%
Not specified	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Total	23.8%	35.7%	28.7%	11.9%	45.2%	54.8%	63.9%	28.9%	7.2%	25.9%	24.8%	24.8%	24.4%	100.0%

13b. How useful do you think the liquor ban is in making the central city area a safer place? (please prompt & tick ONE only)

	Number	Percent (330)	% Total Sample (471)
Very useful	142	43.0%	30.1%
Useful	125	37.9%	26.5%
Not very useful	26	7.9%	5.5%
Not at all useful	14	4.2%	3.0%
Don't know	17	5.2%	3.6%
Not specified	6	1.8%	1.3%
Total	330	100.0%	70.1%

Cross tab – Q13b:

	Age				Gender		Ethnicity			Ward				Total
	15 to 34	35 to 54	55 to 74	75+ years	Male	Female	European	Maori	Other	North	South	East	West	
Very useful	10.3%	15.8%	11.5%	5.5%	19.4%	23.6%	27.3%	13.3%	2.4%	10.3%	9.7%	9.7%	13.3%	43.0%
Useful	11.5%	12.7%	12.1%	1.5%	19.1%	18.8%	23.9%	12.1%	1.8%	10.9%	11.2%	10.3%	5.5%	37.9%
Not very useful	1.5%	2.7%	2.7%	0.9%	3.0%	4.8%	5.8%	1.5%	0.6%	1.2%	3.0%	2.4%	1.2%	7.9%
Not at all useful	1.8%	1.8%	0.6%	0.0%	3.0%	1.2%	2.4%	1.5%	0.3%	1.2%	1.2%	0.6%	1.2%	4.2%
Don't know	0.9%	2.1%	1.5%	0.6%	1.8%	3.3%	3.6%	1.2%	0.3%	1.5%	1.5%	2.1%	0.0%	5.2%
Not specified	0.0%	0.6%	0.6%	0.6%	0.6%	1.2%	1.5%	0.0%	0.3%	0.3%	0.0%	1.2%	0.3%	1.8%
Total	26.1%	35.8%	29.1%	9.1%	47.0%	53.0%	64.5%	29.7%	5.8%	25.5%	26.7%	26.4%	21.5%	100.0%

14. **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)

	Number	Percent
More police/more presence/community stations	181	38.4%
More security/guards/cameras/Maori Wardens	53	11.3%
Better parenting/support for youth/curfew/keep youth off the streets/give youth something to do	42	8.9%
People need to take responsibility for themselves/being aware/report crime/know your neighbours	33	7.0%
Education/attitude adjustment/values/public awareness/drug and alcohol education	28	5.9%
Penalties/laws	24	5.1%
Neighbourhood support	22	4.7%
Police to attend all crimes/response times to improve/increase resources/support/improvements to 111 service	22	4.7%
Other	22	4.7%
Building/street improvements (ie, lighting)	18	3.8%
Remove gangs of youths/undesirables	17	3.6%
Reduce unemployment	16	3.4%
Deal with truancies	14	3.0%
Liquor ban	12	2.5%
Doing okay now	9	1.9%
Remove gangs/groups of people	7	1.5%
Reduce nos of bars/gambling establishments	6	1.3%
Advertise surveillance cameras more	4	0.8%
Raise the drinking age	4	0.8%
Family violence	3	0.6%
Boy racers	3	0.6%
Not specified	97	20.6%
Sample	471	

Comments coded to more police/more presence:

- A few more police on the beat. Have active Neighbourhood Watches.
- A greater police presence. A higher profile.
- Ban alcohol, penalties for drugs, more imprisonment and community work for criminals. Police should be out and about everywhere.
- Be more strict on offenders under 18 years. Better security for tourist car parks. Provide more police and police have to earn the respect of the public.
- Better lighting in side streets. Visible policing. Police walking the beat.
- Casino bars should be closed at Westend. More police on the foot beat are needed.
- Do not know; maybe have Maori wardens patrolling the streets. Have more visible police patrols especially on foot.
- Do not know; maybe more police on the beat.
- Don't know as I haven't experienced crime. More police maybe. Better parenting. More lighting.
- Double police numbers/wardens. Increase cameras. Is there only one in the city?
- Education in crime prevention. Provide more police.
- Everything is quite safe but we could use more police. Would like to see policemen back walking the beat.
- Get kids out of City Focus. Have more visible police officers. Have security patrols visible.
- Get more police walking the beat.
- Get police walking the beat in the city and suburbs. Zero tolerance to crime. Make parents accountable for their children's crime. Get groups of kids off the streets. Come down hard on truancy.
- Get rid of the gangs of youth and more police on foot patrol at night.
- Get rid of the undesirables and increase the police numbers. Remove the youth that are hanging around the streets in gangs.
- Give us some more police. Have police more visible.
- Giving youth things to do. Involve police more in petty crime.
- Harsher sentences for people who commit crimes. More police on the beat.
- Have local police walking the beat day and night. More visible policing. Neighbourhood Watches. Getting to know your neighbours.
- Have more police on the beat.
- Have more police patrolling especially at night.
- Have policemen on foot patrolling the streets.

- Have policemen patrolling the streets on foot. You feel safe if you see a policeman on foot.
- I would like to see the cops back on the beat in the central city and I would like to see a police presence in the suburbs.
- Increase staffing numbers at Te Ngae police station.
- Isolated areas require policing and/or closed circuit television cameras.
- Less loitering of people in town. More police walking around the town.
- Longer sentences for criminals. More police on foot patrol and visible policing.
- More and better lighting in the streets. Higher presence of police especially on foot patrol.
- More available police walking the beat. Get rid of the boy racers. Come down hard on them.
- More cameras, more police, more education and more punishment.
- More community policemen on the beat out being seen.
- More community policing centres in the suburbs and more police on foot patrol.
- More community policing. Constables on the beat in the central city, especially at night.
- More control on boy racers is needed. Need police patrols in neighbourhoods at night.
- More education and more policemen. The public need to be proactive when they see a crime happening.
- More focus on young gangs of people. More police on foot patrol. People under 16 should not be in town after 9pm without a parent.
- More foot patrols of police, especially in tourist areas.
- More lights around the city area. More police on foot patrol. Better security in tourist areas.
- More Neighbourhood Watches. More visible policing in the CBD.
- More night-time police patrols especially in Government Gardens and Sulphur Point.
- More patrolling by police, especially at night on foot patrol and in cars. If they are visible it will stop crime.
- More police and a quick response to burglary call outs.
- More police and police walking the beat in the city.
- More police are needed on the beat on foot.
- More police around and knowing that they will attend your call if you phone 111.
- More police around patrolling the area instead of issuing tickets. Quicker response times to call outs. Get to know your neighbours.
- More police liaison and community patrolling.
- More police needed (x9).
- More police officers; especially beat cops and incident cars.
- More police on foot patrol or even security guards patrolling the CBD are needed, especially in the darker places.
- More police on foot patrol. Officers that are highly visible. Public need to be educated in reporting suspicious circumstances.
- More police on foot patrol. Visible policing. Ban gangs of Maoris gathering in one area.
- More police on foot (x21).
- More police on patrol at night. Deal with petty crime.
- More police on patrol. Better lighting of side streets.
- More police on the beat, both foot patrol and in cars instead of just issuing traffic tickets.
- More police on the beat, walking the streets - not just in the cars.
- More police on the beat (x9).
- More police on the beat. Better response times to call outs.
- More police on the beat. Big upgrade on the 111 phone system is needed.
- More police on the streets walking the beat. Have a more active presence in the central city.
- More police on the streets. More cameras as well.
- More police on the streets. If they are visible it will reduce crime.
- More police out and about; greater numbers available. Not enough policing support for rural residents.
- More police out at night. Stop kids from roaming the streets.
- More police patrols at night. The public need to report crime when they see something happening.
- More police patrols (x4).
- More police patrols. Make police more visible.
- More police staff. Rotorua needs a higher number of staff. The area is understaffed.
- More police to prevent home invasions, child/sexual abuse, family violence, tourist related crime, graffiti and property damage. Criminals need to pay with money and all their time.
- More police visible in the city.
- More police walking around rather than just in cars.
- More police walking the beat and more of a police presence in the central city. Too many TAB pubs which attract low life people.
- More police walking the beat on the streets. More cameras operating. More police or security patrols at night.

- More police walking the beat, especially community police in suburbs. More visible policing.
- More police walking the beat. We need visible policing. Prison needs to be a harsher place instead of a luxury hotel.
- More police walking the streets at night.
- More police walking the streets, day and night.
- More police walking up and down the streets. Visible policing. Stricter controls on truancy.
- More police with more patrols on the street.
- More police. Educate the community on how to watch for crime and report all crime.
- More police, especially in community service rolls. More interaction with youth. Provide resources for youth and better role models.
- More police, especially more visible policing and police on the beat on foot patrol.
- More police, especially on the beat - foot patrols.
- More police, more patrols of police in the city and suburbs especially on foot.
- More police, more things for kids to do.
- More police. Transport and police departments should be split again so each can concentrate on their jobs. Police should be more visible.
- More police visible on the streets will reduce crime.
- More police. Better response times are needed.
- More police. Hire ex-criminals who have reformed as they know the criminal mind.
- More police. Maori wardens out.
- More police. Staffing of police in Rotorua is very low.
- More policemen on foot patrol, especially in the central city area. We would like to see more senior police on foot patrol.
- More policing in the area.
- More policing. More patrols in the evening. More police on foot in the CBD.
- More policing. Quicker response times. Stations should manage their own calls. More public toilets that are safe to use. More police walking the beat.
- More visible police and more security cameras.
- More visible police in the area. Zero tolerance of crime.
- More visible police presence, especially on foot. Stop boy racers on Fenton Street at night.
- More visible police walking the beat.
- More visible police. Promote Neighbourhood Watch.
- More visible police. I would like to see beat constables.
- More visible policing.
- More visible policing. Better lighting in areas like Kuirau Park.
- More visible policing. More police on the beat and not issuing traffic tickets.
- More visible policing. Promote the Neighbourhood Watch scheme. Ban young people from gathering in numbers of more than four people.
- Need more cameras in Rotorua. Train more police. Need more police seen about Rotorua.
- Need more police or security patrols.
- Need police on the street. Neighbourhood Watches are very important.
- Need to give the police a chance. Don't run them down.
- Need to have the community policing centre manned by the police. Police need to be seen on the beat instead of concentrating on traffic tickets.
- Need visible policing.
- Neighbourhood Watches. Street patrols of police. Good lighting.
- People should be accountable for their actions. More policing and better response times for callouts.
- Police are doing a very good job. They are breaking up groups of young people. Have more visible policing and concentrate on petty crime as it leads to bigger crimes.
- Police have to start resourcing small crimes. Educate young people - teach them how to get along with others. Provide police on foot beat.
- Police need to be more visible on the beat walking the streets.
- Police numbers are too low. Cameras are a good idea. More Maori wardens patrolling in the city.
- Police on the beat would deter crime. Not enough police to enforce liquor ban.
- Police, cameras, education and promotion of positivity.
- Presence of police on the beat in the city and suburbs. Neighbourhood Watches help make you feel safer.
- Promote Neighbourhood Watches and have people patrolling neighbourhoods at night. Have police walking in the central city area.
- Provide better lighting in the central city. More policing in Rotorua.
- Provide more employment for young people. More visible police walking the beat.

- Provide more police on the foot beat. Quicker response to burglary.
- Provide policemen on the beat.
- Put cops on the beat. Tighten up with the young hoods in the city.
- Put police on foot patrol in the central city.
- Put security cameras in the central city. More police in the central city at night in cars and on foot patrol.
- Rotorua is a very safe place. Advertise the liquor ban more widely. More visible police.
- Security cameras. More visible policing in the area.
- See more policemen about. Get youths off the street, especially those in gangs. Stop wagging. Keep undesirables off the street.
- Too much time, effort and money is spent on cleaning the lakes etc. What about keeping the locals and tourists safe? The council and police need to refocus.
- Town requires more cops.
- Volunteer group to police visitor hot spots. Increase police numbers and have more visible policing. More communication with youth at risk. Promote Neighbourhood Watches.
- We need more police in Rotorua. Profile of the police needs to be lifted up.
- Where are the police? How many closed circuit television cameras are there? Are schools responsible for truancy? Ban liquor totally.

Comments coded to more security/guards/cameras/Maori Wardens:

- Be stricter on offenders under 18 years. Better security for tourist car parks. Provide more police and police have to earn the respect of the public.
- Better security at the court house.
- Cameras in car parks. Security people in car parks.
- Community patrol 24/7. Promote Rotorua as being a safe place. Greater punishment for all offences.
- Do not know, maybe have Maori wardens patrolling the streets. Have more visible police patrols especially on foot.
- Don't know. Maybe have more Maori wardens.
- Double police numbers/wardens. Increase cameras. Is there only one in the city?
- Enforce liquor ban in the Government Gardens. A homeless shelter would be helpful. Greater security at the hospital.
- Get kids out of City Focus. Have more visible police officers. Have security patrols visible.
- Get rid of crime in tourist car parks by employing security guards or by installing security cameras.
- Have better security patrols in the central city.
- Have mobile cameras. Security measures need to be in place at tourist attraction car parks.
- Have security patrols in town.
- Have wardens in the tourist spots to control security.
- I think they are working in the right direction with the liquor ban and the cameras.
- Isolated areas require policing and/or closed circuit television cameras.
- Kuirau Park should be carefully and constantly monitored; it's isolated and surrounded by trees and is a known meeting place for undesirables.
- Lift the drinking age back to 20 years. Give the Maori wardens more power to 'police'. Maori parents need educating on how to raise good children.
- More cameras are needed in places like the central mall area eg, Warehouse area.
- More cameras, more police, more education and more punishment.
- More cameras. Ban liquor everywhere.
- More cameras. Promote 'clean' living.
- More lights around the city area. More police on foot patrol. Better security in tourist areas.
- More Maori wardens policing tourist car parks and also have a security patrol in the Redwoods car park.
- More police on foot patrol or even security guards patrolling the CBD are needed, especially in the darker places.
- More police on the streets. More cameras as well.
- More police walking the beat on the streets. More cameras operating. More police or security patrols at night.
- More police. Maori wardens out.
- More policing. Quicker response times. Stations should manage their own calls. More public toilets that are safe to use. More police walking the beat.
- More security in car parks. More cameras at the lake front.
- More security patrols and cameras operating would be a help.
- More security in tourist attraction car parks and other places that tourists visit.
- More visible police and more security cameras.
- Need more cameras in Rotorua. Train more police. Need more police seen about Rotorua.
- Need more police or security patrols.

- Needs to be more protection from tourist related crime. Tourist areas should be carefully monitored by police and/or cameras.
- Police numbers are too low. Cameras are a good idea. More Maori wardens patrolling in the city.
- Police, cameras, education and promotion of positivity.
- Promote Neighbourhood Watches and have people patrolling neighbourhoods at night. Have police walking in the central city area.
- Provide more security cameras.
- Put more security cameras in the Rotorua area, especially in trouble spots and in the suburbs.
- Put security cameras in the central city. More police in the central city at night in cars and on foot patrol.
- Put the criminals in prison for longer. Tourist attractions need security in their car parks. People need to know it is not right to help themselves to others' property. Need to tighten up on children wagging school.
- Rotorua is safe now, the cameras and liquor ban are good measures. Encourage more respectable people into the central city at night as more people around will reduce crime.
- Security cameras. More visible policing in the area.
- Sentences should reflect the crime. Victims are made to feel that they are the offenders. Security needs to be increased in tourist spots.
- Something needs to be done in Kuirau Park to make it a safer place.
- Too much time, effort and money is spent on cleaning the lakes etc. What about keeping the locals and tourists safe? The council and police need to refocus.
- Tourist areas should have a system of better policing of vehicles. There should be a strong presence of police in Rotorua.
- Volunteer group to police visitor hot spots. Increase police numbers and have more visible policing. More communication with youth at risk. Promote Neighbourhood Watches.
- Western Knights - are they still operating? If so, where? More community patrolling.

Comments coded to **better parenting/support for youth/curfew/keep youth off the streets/give youth something to do:**

- Better parenting. Too many young children in town at night.
- Better programmes for youth to keep them off the streets.
- Curfew for the children who roam at night.
- Don't know as I haven't experienced crime. More police maybe. Better parenting. More lighting.
- Education. Better parenting skills.
- Get kids out of City Focus. Have more visible police officers. Have security patrols visible.
- Get police walking the beat in the city and suburbs. Zero tolerance to crime. Make parents accountable for their children's crime. Get groups of kids off the streets. Come down hard on truancy.
- Get rid of the gangs and the street-kids.
- Get the kids off the streets. They should be home at teatime.
- Get the young kids off the street at night.
- Getting scruffy teenagers off the streets.
- Getting youth off the streets. Combat unemployment.
- Give teenagers and children something to do so they do not hang around the streets.
- Give the youth something to do.
- Giving youth things to do. Involve police more in petty crime.
- Good parenting, more Christian values and good role models.
- Have less working mothers as it all stems from the home. Better role models are needed.
- Have more activities available for 12-17 year age group. Control on wagging from school.
- Have more things for youth to do at night.
- It all comes down to parenting.
- It is alright. Curfew needed in all of Rotorua between 8.30pm and 7.00am
- It starts from the home, educating children to have respect for others. There is no pride, respect and discipline.
- Keep the young ones off the streets.
- Keep young kids off the streets at night.
- Lift the drinking age back to 20 years. Give the Maori wardens more power to 'police'. Maori parents need educating on how to raise good children.
- More activities for the youth to do and less access to alcohol and drugs for teenagers. Get rid of gambling outlets.
- More focus on young gangs of people. More police on foot patrol. People under 16 should not be in town after 9pm without a parent.
- More police out at night. Stop kids from roaming the streets.

- More police, especially in community service rolls. More interaction with youth. Provide resources for youth and better role models.
- Parents need to be better parents to their kids and they should be responsible for their children's actions.
- Parents should be more responsible for the actions of their children.
- Perhaps something with youth offence. Are youth aware of the penalties or are there any penalties?
- Provide more for people aged 15-22 to do.
- Provide more for young people to do.
- Provide something for teenagers to do so they don't hang around in gangs.
- See more policemen about. Get youths off the street, especially those in gangs. Stop wagging. Keep undesirables off the street.
- Stricter controls on young people and how they behave in their communities. Zero tolerance of bad behaviour by youth in town. Ban gang colours like red and blue (East and West gangs).
- Stricter law enforcement. Better parental control.
- Teach kids to respect other people and their property. Parents need to be better parents. Parents need to discipline their kids.
- There isn't much more that needs to be done. Get rid of street-kids and gangs of youth.
- They are doing all they can. Get rid of street-kids and gangs of youth from town. Better response from police to burglars.
- Volunteer group to police visitor hot spots. Increase police numbers and have more visible policing. More communication with youth at risk. Promote Neighbourhood Watches.

*Comments coded to **people need to take responsibility for themselves/being aware/report crime/know your neighbours:***

- A lot is already being done. People need to take responsibility for themselves.
- Awareness and education.
- Awareness. Neighbourhood Watch.
- Change people's attitudes to personal responsibility for keeping safe.
- Educating locals on how to report a witnessed crime.
- Everyone should just watch their backs because no-one else will.
- Greater feeling of community spirit. Get to know your neighbours and work mates. Be friendly to people you pass in the street to foster a community spirit and maybe slowly people will respect each other and their property.
- If you witness something, report it.
- Individual's responsibility - no-one can do it for you. Get to know your neighbours well.
- It is safe enough. You (the individual) need to take responsibility for your own safety.
- More education and more policemen. The public need to be proactive when they see a crime happening.
- More police around patrolling the area instead of issuing tickets. Quicker response times to call outs. Get to know your neighbours.
- More police on foot patrol. Officers that are highly visible. Public need to be educated in reporting suspicious circumstances.
- More police patrols at night. The public need to report crime when they see something happening.
- More police. Educate the community on how to watch for crime and report all crime.
- Neighbourhood Support. Locals should be aware of emergency phone numbers.
- Neighbourhood Watches. Public are responsible for their safety. If a crime is taking place and there are no police around, the public should step in as long as it is not dangerous.
- Owners have to be responsible and not make it easy for criminals.
- People need to get to know their neighbours.
- People need to look out for each other.
- People need to take responsibility for their own safety.
- People should be accountable for their actions. More policing and better response times for callouts.
- Report crime to the police. Don't turn a blind eye.
- Rotorua is a safe place; Neighbourhood Watches are very effective and getting to know your neighbours is important.
- Set up groups within your living area.
- Teach them how to care for other people and their property.
- The person needs to avoid situations.
- The public can help the police by reporting crime.
- Unemployed people could be given security training and then they could patrol the central city and tourist car parks. The public should report crimes.
- Watch your personal safety. It is your responsibility.

Comments coded to **education/attitude adjustment/values/public awareness/drug and alcohol education**:

- Alcohol/drug education. More community work ie, probation. Enforce responsibilities to offenders.
- Awareness and education.
- Change some of the locals. Get rid of the undesirables and criminals.
- Community educating.
- Educating locals on how to report a witnessed crime.
- Education generally to lift the standard of the town.
- Education in crime prevention. Provide more police.
- Education, positive promotion and reinforce penalties.
- Education. Better parenting skills.
- Have local police walking the beat day and night. More visible policing. Neighbourhood Watches. Getting to know your neighbours.
- I consider it safe. The council is very proactive and respond to any problems. Educate tourists about the dangers of leaving things in their cars.
- Instil values into some people.
- Know where the policing centres are.
- Liquor bans throughout would be a huge benefit. Most crimes are alcohol influenced. Give health education on the detrimental effect of alcohol.
- Make locals aware of troubled areas.
- Make the community aware of recent burglaries etc.
- Make the community aware of the unsafe areas - educate.
- More cameras, more police, more education and more punishment.
- More education and more policemen. The public need to be proactive when they see a crime happening.
- Perhaps something with youth offence. Are youth aware of the penalties or are there any penalties?
- Police have to start resourcing small crimes. Educate young people. Teach them how to get along with others. Provide police on the foot beat.
- Police, cameras, education and promotion of positivity.
- Put the criminals in prison for longer. Tourist attractions need security in their car parks. People need to know it is not right to help themselves to others' property. Need to tighten up on children wagging school.
- Raise public awareness of the problems. Action these problems.
- Rotorua Council is doing a good job of warning people about taking precautions to keep safe.
- Teach kids to respect other people and their property. Parents need to be better parents. Parents need to discipline their kids.
- Teach them how to care for other people and their property.
- Unemployment is the problem. People have too much time on their hands and are bored so they commit the crimes. They need to be aware of the serious penalties.

Comments coded to **penalties/laws**:

- Alcohol/drug education. More community work ie, probation. Enforce responsibilities to offenders.
- Ban alcohol, penalties for drugs, more imprisonment and community work for criminals. Police should be out and about everywhere.
- Ban younger people from hanging around the streets in gangs.
- Bar youth from being in town after 10pm at night. Advertise the fact that television cameras are operating in the central city area.
- Be more strict on offenders under 18 years. Better security for tourist car parks. Provide more police and police have to earn the respect of the public.
- Community patrol 24/7. Promote Rotorua as being a safe place. Greater punishment for all offences.
- Education, positive promotion and reinforcement of penalties.
- Get police walking the beat in the city and suburbs. Zero tolerance to crime. Make parents accountable for their children's crime. Get groups of kids off the streets. Come down hard on truancy.
- Get rid of the criminals. Have harsher sentences.
- Harsher sentences for people who commit crimes. More police on the beat.
- Harsher sentences.
- Have tougher sentencing laws. Get rid of the gangs of youth in town.
- Lock them up no matter what they've done.
- Longer sentences for criminals. More police on foot patrol and visible policing.
- More cameras, more police, more education and more punishment.

- More police to prevent home invasions, child/sexual abuse, family violence, tourist related crime, graffiti and property damage. Criminals need to pay with money and all their time.
- More police walking the beat. We need visible policing. Prison needs to be a harsher place instead of a luxury hotel.
- More visible police in the area. Zero tolerance of crime.
- Put the criminals in prison for longer. Tourist attractions need security in their car parks. People need to know it is not right to help themselves to others' property. Need to tighten up on children wagging school.
- Sentences need to be longer. Need to get tougher with criminals.
- Sentences should reflect the crime. Victims are made to feel that they are the offenders. Security needs to be increased in tourist spots.
- Stiffer sentences for criminals.
- Stricter law enforcement. Better parental control.
- Toughen up on penalties. Use prison sentences like the USA then there will be less crimes.

Comments coded to neighbourhood support:

- A few more police on the beat. Have active Neighbourhood Watches.
- Awareness. Neighbourhood Watch.
- Encourage more Neighbourhood Watches.
- Have a Neighbourhood Watch operating. Provide more jobs for the unemployed.
- Have local police walking the beat day and night. More visible policing. Neighbourhood Watches. Getting to know your neighbours.
- Have Neighbourhood Watch groups.
- Have Neighbourhood Watches operating in every street.
- More Neighbourhood Watch groups. More visible policing in the CBD.
- More visible police and promote Neighbourhood Watch.
- More visible policing. Promote the Neighbourhood Watch scheme. Ban young people from gathering in numbers of more than four people.
- Need police on the street. Neighbourhood Watches are very important.
- Neighbourhood support. Locals should be aware of emergency phone numbers.
- Neighbourhood Watch could be more active.
- Neighbourhood Watch for everyone.
- Neighbourhood Watches. Street patrols of police. Good lighting.
- Neighbourhood Watches. Public are responsible for their safety. If a crime is taking place and there are no police around, the public should step in as long as it is not dangerous.
- Presence of police on the beat in the city and suburbs. Neighbourhood Watches help make you feel safer.
- Promote Neighbourhood Watches and have people patrolling neighbourhoods at night. Have police walking in the central city area.
- Rotorua is a safe place. Neighbourhood Watches are very effective. Get to know your neighbours.
- Support teams with neighbourhoods.
- To reduce crime everyone should join a neighbourhood support group - they work well.
- Volunteer group to police visitor hot spots. Increase police numbers and have more visible policing. More communication with youth at risk. Promote Neighbourhood Watches.

Comments coded to police to attend all crimes/response times to improve/increase resources/support/improvements to 111 service:

- Attend to petty crimes like small burglary situations.
- More police and a quick response to burglary call outs.
- More police around and knowing that they will attend your call if you phone 111.
- More police around patrolling the area instead of issuing tickets. Quicker response times to call outs. Get to know your neighbours.
- More police on patrol at night. Deal with petty crime.
- More police on the beat. Better response times to call outs.
- More police on the beat. Big upgrade on the 111 phone system is needed.
- More police resources to break-ins etc.
- More police to prevent home invasions, child/sexual abuse, family violence, tourist related crime, graffiti and property damage. Criminals need to pay with money and all their time.
- More police. Better response times are needed.
- More policing. Quicker response times. Stations should manage their own calls. More public toilets that are safe to use. More police walking the beat.

- People should be accountable for their actions. More policing and better response times for callouts.
- Police are doing a very good job. They are breaking up groups of young people. Have more visible policing and concentrate on petty crime as it leads to bigger crimes.
- Police have to start resourcing small crimes. Educate young people. Teach them how to get along with others. Provide police on the foot beat.
- Police need to liaise more with schools to prevent youth offending.
- Police need to toughen up on criminals and the kids on the streets instead of in school.
- Provide more police on the foot beat. Quicker response to burglary.
- Put more resources into solving burglaries and stopping racial problems.
- Quicker response times and more support from the police.
- Reduce the number of gambling places. Provide a much better 111 service.
- They are doing all they can. Get rid of street-kids and gangs of youth from town. Better response from police to burglars.

Comments coded to **building/street improvements (ie, lighting):**

- Better lighting in CBD.
- Better lighting in side streets. Visible policing. Police walking the beat.
- Better lighting needed in side streets and Kuirau Park.
- Better street lighting.
- Can't think of anything, maybe better lighting.
- Don't know as I haven't experienced crime. More police maybe. Better parenting. More lighting.
- Have a special car park for tourists which is secure. Clear bushes on the Malfroy Road/Ranolf Street roundabout so motorists can see.
- Improve the physical environment eg, improve lighting in back streets and put gates across driveways of service lanes.
- More and better lighting in the streets. Higher presence of police especially on foot patrol.
- More employment and more lighting in side streets.
- More lighting in all areas of Rotorua.
- More lighting in suburban streets. Stop dogs roaming the streets.
- More lights around the city area. More police on foot patrol. Better security in tourist areas.
- More police on patrol. Better lighting of side streets.
- More street lighting in side streets is needed.
- More visible policing. Better lighting in areas like Kuirau Park.
- Neighbourhood Watches. Street patrols of police. Good lighting.
- Provide better lighting in the central city. More policing in Rotorua.

Comments coded to **reduce unemployment:**

- Full employment; then they would be too busy to commit petty crimes.
- Getting youth off the streets. Combat unemployment.
- Have a Neighbourhood Watch operating. Provide more jobs for the unemployed.
- I think it begins with youth at school - playing truant then they offend. Generally unemployment is the problem; cut the benefit completely.
- Increase employment. Do not hand out the dole for no work.
- More employment and more lighting in side streets.
- No idea. Crime is everywhere. Sort out unemployment probably (x3).
- Provide more employment for young people. More visible police walking the beat.
- Reduce unemployment as crime is tied up with unemployment.
- Reduce unemployment.
- Reduce unemployment. Reduce kids skipping school (x2).
- Unemployed people could be given security training and then they could patrol the central city and tourist car parks. The public should report crimes.
- Unemployment is the problem. People have too much time on their hands and are bored so they commit the crimes. They need to be aware of the serious penalties.

Comments coded to **remove gangs of youths/undesirables:**

- Deal to the street-kids and gangs of youths.
- Get kids out of City Focus. Have more visible police officers. Have security patrols visible.
- Get rid of the gangs and the street-kids.
- Get rid of the gangs of youth and more police on foot patrol at night.

- Get rid of the gangs of youth and street-kids from the centre of town, the lake front, Kuirau Park and other areas where they hang out.
- Get rid of the undesirables and increase the police numbers. Remove the youth that are hanging around the streets in gangs.
- Get the gangs of kids off the streets at night.
- Get the kids off the streets. They should be home at teatime.
- Get the street-kids and gangs of kids off the streets.
- Have tougher sentencing laws. Get rid of the gangs of youth in town.
- More focus on young gangs of people. More police on foot patrol. People under 16 should not be in town after 9pm without a parent.
- More policing of gangs of youths to get them out of the central city and off suburban streets.
- Put cops on the beat. Tighten up with the young hoods in the city.
- Stricter controls on young people and how they behave in their communities. Zero tolerance of bad behaviour by youth in town. Ban gang colours like red and blue (East and West gangs).
- There isn't much more that needs to be done. Get rid of street-kids and gangs of youth.
- They are doing all they can. Get rid of street-kids and gangs of youth from town. Better response from police to burglars.

Comments coded to deal with truancies:

- Get police walking the beat in the city and suburbs. Zero tolerance to crime. Make parents accountable for their children's crime. Get groups of kids off the streets. Come down hard on truancy.
- Have more activities available for 12-17 year age group. Control wagging from school.
- I think it begins with youth at school - playing truant then they offend. Generally unemployment is the problem; cut the benefit completely.
- More police walking up and down the streets. Visible policing. Stricter controls on truancy.
- More supervision of idle people and kids wagging school.
- Put the criminals in prison for longer. Tourist attractions need security in their car parks. People need to know it is not right to help themselves to others' property. Need to tighten up on children wagging school.
- Reduce unemployment. Reduce kids skipping school (x2).
- See more policemen about. Get youths off the street, especially those in gangs. Stop wagging. Keep undesirables off the street.
- Skateboards could be banned from the central city. Tighter controls on truancy.
- Stop drunkenness on the streets. Stop P use. People with criminal records should not be released into the community. Kids should be in school.
- Truancy programme needs to be policed.
- Where are the police? How many closed circuit television cameras are there? Are schools responsible for truancy? Ban liquor totally.
- Youngsters should be at school. Youth/young adults should be at work.

Comments coded to liquor ban:

- Enforce liquor ban in the Government Gardens. A homeless shelter would be helpful. Greater security at the hospital.
- Enforce the liquor ban in the CBD. People are still indulging.
- I think they are working in the right direction with the liquor ban and the cameras.
- Keep the liquor ban in place.
- Liquor bans throughout would be a huge benefit. Most crimes are alcohol influenced. Give health education on the detrimental effect of alcohol.
- More cameras. Ban liquor everywhere.
- Police on the beat would deter crime. Not enough police to enforce the liquor ban.
- Rotorua is a very safe place. Advertise the liquor ban more widely. More visible police.
- Rotorua is safe now. The cameras and liquor ban are good measures. Encourage more respectable people into the central city at night as more people around will reduce crime.
- Where are the police? How many closed circuit television cameras are there? Are schools responsible for truancy? Ban liquor totally.

Comments coded to doing okay now:

- Don't know. Doing pretty well at the moment.
- I consider it safe. The council is very proactive and respond to any problems. Educate tourists about the dangers of leaving things in their cars.

- I have not found it unsafe.
- It is okay as it is.
- It seems safe.
- Police are doing a very good job. They are breaking up groups of young people. Have more visible policing and concentrate on petty crime as it leads to bigger crimes.
- Rotorua is not that bad.
- There isn't much that could be done. It is safe now.
- They are doing pretty well.

Comments coded to **reduce numbers of bars/gambling establishments:**

- Casino bars should be closed at Westend. More police on the foot beat are needed.
- Close all the bars. Too many drunks in town.
- I don't like the small bars popping up everywhere.
- More activities for the youth to do and less access to alcohol and drugs for teenagers. Get rid of gambling outlets.
- More police walking the beat and more of a police presence in the central city. Too many TAB pubs which attract low life people.
- Reduce the number of gambling places. Provide a much better 111 service.

Comments coded to **advertise surveillance cameras more:**

- Advertise the fact that closed circuit television cameras are operating. Awareness and pride in the city.
- Bar youth from being in town after 10pm at night. Advertise the fact that television cameras are operating in the central city area.
- Double police numbers/wardens. Increase cameras. Is there only one in the city?
- Where are the police? How many closed circuit television cameras are there? Are schools responsible for truancy? Ban liquor totally.

Comments coded to **raise the drinking age:**

- Increase the age of drinking to 20 years.
- Lift the drinking age back to 20 years. Give the Maori wardens more power to 'police'. Maori parents need educating on how to raise good children.
- Raise the driving age to 18 years.
- Stop the drunks being in town as they cause problems. Raise the drinking age to 20 years.

Comments coded to **family violence:**

- A lot of the trouble comes from within the family - child abuse etc. Make sure these families are reported. Offer alarms for residents' homes.
- More police to prevent home invasions, child/sexual abuse, family violence, tourist related crime, graffiti and property damage. Criminals need to pay with money and all their time.
- Mostly family violence needs to stop. I don't know how you do this but all cases must be reported and dealt with.

Comments coded to **remove gangs:**

- Disband the gangs. Get these people out working.
- Get rid of the 'Dogs' gang (Eastside gang).
- Get rid of the gangs and the street-kids.

Comments coded to **other:**

- Action plans for offenders and potential offenders. Scare them into good behaviour.
- Action plans for offenders but you have to stick with the end results if they do offend/re-offend.
- Allow all households to have a gun and then no one will break-in.
- Cut out some of the benefits so people realise the value of working and paying for their possessions.
- Do something to stop the crime against tourists.
- Maybe people should be able to carry guns then criminals might be wary of attacking someone knowing they could be wounded.
- Don't overlook white collar crime.
- Don't think a lot can be done. It is the people - just a few let the area down.
- Enforce liquor ban in the Government Gardens. A homeless shelter would be helpful. Greater security at the hospital.
- Enforce responsibilities for crimes.
- Get rid of the criminals. Have harsher sentences.

- Get rid of the undesirables and increase the police numbers. Remove the youth that are hanging around the streets in gangs.
- Good communication between police and offenders.
- Have a Rotorua 'Police Ten 7' programme on television for our criminals to be caught.
- Have a special car park for tourists which is secure. Clear bushes on the Malfroy Road/Ranolf Street roundabout so motorists can see.
- Help gays get accepted.
- I don't think there is much you can do.
- Just mind your own business and you'll be fine.
- Keep yourself safe. That's all.
- Less focus on tourism. More focus on the residents of Rotorua.
- Less loitering of people in town. More police walking around the town.
- More available police walking the beat. Get rid of the boy racers. Come down hard on them.
- More cameras. Promote 'clean' living.
- More community policing centres in the suburbs and more police on foot patrol.
- More control on boy racers is needed. Need police patrols in neighbourhoods at night.
- More lighting in suburban streets. Stop dogs roaming the streets.
- More police on foot patrol. Visible policing. Ban gangs of Maoris gathering in one area.
- More police out and about, greater numbers available. Not enough policing support for rural residents.
- More police. Transport and police departments should be split again so each can concentrate on their jobs. Police should be more visible.
- More police. Hire ex criminals who have reformed as they know the criminal mind.
- More supervision of idle people and kids wagging school.
- More traffic officers.
- More visible police presence, especially on foot. Stop boy racers on Fenton Street at night.
- More visible policing. Promote the Neighbourhood Watch scheme. Ban young people from gathering in numbers of more than four people.
- Need to have community neighbourhood police stations - Westend crime has increased since Westend closed.
- Need to have the community policing centre manned by the police. Police need to be seen on the beat instead of concentrating on traffic tickets.
- Noise level is too high around certain bars. Drivers are not very good.
- Police and community organisations need to be committed to promoting safety and catching the offenders.
- Promote and commit to positive living.
- Rotorua is safe now. The cameras and liquor ban are good measures. Encourage more respectable people into the central city at night as more people around will reduce crime.
- Shoot all the bad buggers like the bikies and all those.
- Skateboards could be banned from the central city. Tighter controls on truancy.
- Stop drunkenness on the streets. Stop P use. People with criminal records should not be released into the community. Kids should be in school.
- Stop the drunks being in town as they cause problems. Raise the drinking age to 20 years.
- Strengthen networks in the community to try to reduce the incidents of offending.
- Too much time, effort and money is spent on cleaning the lakes etc. What about keeping the locals and tourist safe? The council and police need to refocus.

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

15. Gender (ask only if unsure)

	Number	Percent
Male	213	45.2%
Female	258	54.8%
Not specified	0	0.0%
Total	471	100.0%

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

	Number	Percent
Rotorua city (central city area)	21	4.5%
Rotorua suburbs	340	72.2%
Ngongotaha	32	6.8%
Lakeside settlement	19	4.0%
Rural	59	12.5%
Not specified	0	0.0%
Total	471	100.0%

Rotorua suburbs breakdown:

	Number	Percent (340)	% Total Sample (471)
Fenton Park	0	0.0%	0.0%
Fordlands	9	2.6%	1.9%
Glenholme	13	3.8%	2.8%
Hannahs Bay	40	11.8%	8.5%
Hillcrest	3	0.9%	0.6%
Holdens Bay	11	3.2%	2.3%
Kawaha Point	3	0.9%	0.6%
Koutu	16	4.7%	3.4%
Lynmore	4	1.2%	0.8%
Mangakakahi	26	7.6%	5.5%
Matipo Heights	13	3.8%	2.8%
Ngapuna	0	0.0%	0.0%
Ohinemutu	1	0.3%	0.2%
Owhata	0	0.0%	0.0%
Pleasant Heights	26	7.6%	5.5%
Pomare	12	3.5%	2.5%
Pukehangi	17	5.0%	3.6%
Selwyn Heights	26	7.6%	5.5%
Springfield	15	4.4%	3.2%
Sunnybrook	35	10.3%	7.4%
Tihiotonga	24	7.1%	5.1%
Utuhina	5	1.5%	1.1%
Western Heights	16	4.7%	3.4%
Whakarewarewa	20	5.9%	4.2%
Other	1	0.3%	0.2%
Not specified	4	1.2%	0.8%
Total	340	100.0%	72.2%

Other specified:

- Brunswick Park.

Lakeside settlement breakdown:

	Number	Percent (21)	% Total Sample (471)
Lake Tarawera	1	4.8%	0.2%
Lake Rotoiti	5	23.8%	1.1%
Lake Rotoma	2	9.5%	0.4%
Lake Okareka	2	9.5%	0.4%
Lake Rotoehu	5	23.8%	1.1%
Other	4	19.0%	0.8%
Not specified	2	9.5%	0.4%
Total	21	100.0%	4.5%

Other specified:

- Okawa Bay.
- Okere.
- Rotokawa (x2).

Rural breakdown:

	Number	Percent (59)	% Total Sample (471)
Atiamuri	1	1.7%	0.2%
Hamurana	8	13.6%	1.7%
Horohoro	2	3.4%	0.4%
Kaharoa	5	8.5%	1.1%
Kapenga	0	0.0%	0.0%
Mamaku	6	10.2%	1.3%
Mourea	2	3.4%	0.4%
Ngakuru	6	10.2%	1.3%
Reporoa	10	16.9%	2.1%
Rerewhakaaitu	2	3.4%	0.4%
Tarukenga	1	1.7%	0.2%
Tumunui	0	0.0%	0.0%
Waikite Valley	4	6.8%	0.8%
Waimangu	0	0.0%	0.0%
Waiotapu Village	2	3.4%	0.4%
Waiteti	1	1.7%	0.2%
Other	8	13.6%	1.7%
Not specified	1	1.7%	0.2%
Total	59	100.0%	12.5%

Other specified:

- Galatea (x2).
- Kaingaroa.
- Murupara (x4).
- Okere Falls.

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

	Number	Percent
15-24	38	8.1%
25-34	74	15.7%
35-44	79	16.8%
45-54	89	18.9%
55-64	70	14.9%
65-74	65	13.8%
75+	56	11.9%
Refused	0	0.0%
Not specified	0	0.0%
Total	471	100.0%

18. Which of the following ethnic groups do you mainly identify with? (please prompt & tick all that apply)

	Number	Percent
New Zealand Pakeha/European	301	63.9%
New Zealand Maori	136	28.9%
Pacific Island	10	2.1%
Asian	10	2.1%
Other	14	3.0%
Refused	0	0.0%
Not specified	0	0.0%
Total	471	100.0%

Other specified:

- American.
- Australian.

- British (x3).
- Channel Islands.
- Dutch.
- Indian.
- Scottish (x2).
- South African (x3).
- Spanish.

Electoral ward specified:

	Number	Percent
North	122	25.9%
South	117	24.8%
East	117	24.8%
West	115	24.4%
Not specified	0	0.0%
Total	471	100.0%