

ROTORUA DISTRICT PERCEPTIONS OF SAFETY SURVEY

2007

PREPARED BY

APR CONSULTANTS

FOR

ROTORUA DISTRICT COUNCIL

JUNE 2007



CONSULTANTS

FOREWORD



Over 500 local residents participated in the 2007 Rotorua District Perceptions of Safety Survey undertaken during the first half of 2007. The survey process followed that of the 2005 and 2006 Perceptions of Safety Surveys on current perceptions held by local Rotorua residents in regard to safety in the district.

The survey is part of an ongoing monitoring tool for Rotorua District Council and provides residents with an opportunity to have their say on matters of personal safety, safety in neighbourhoods, and safety in public places like the Central Business District.

Council is committed to creating a safe and caring community for our residents and visitors. Let's continue to work together to achieve this goal.

A handwritten signature in black ink that reads "Kevin Winters". The signature is written in a cursive, flowing style.

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 and May 2007. A total of 511 local residents were surveyed via telephone 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 the frequency of alcohol consumption by offenders; and
- residents' awareness of initiatives currently in place to reduce crime.

The key findings are summarised in this section and detailed in the report that follows.

Key Findings

Safety in the CBD

- Nearly four-fifths (79.2%) of respondents visited the CBD on a daily or weekly basis (26.4% and 52.8% respectively), compared with 75.2% in 2006 and 73.9% in 2005.
- During the day-time, 90.7% of respondents felt 'very safe' or 'safe' in the CBD (compared with 81.2% in 2006 and 86.7% in 2005), while 3.4% of respondents felt 'unsafe' or 'very unsafe' (compared with 2.7% in 2006 and 5.4% in 2005).

Factors making respondents feel safe in the CBD during the day-time included presence of other people, presence of police, light and security cameras.

Reasons for feeling unsafe in the CBD during the day-time included the presence of undesirables, groups of people (particularly young people) and isolation.

During the day-time, the respondents who indicated they felt unsafe, felt this way at:

- City Focus/Post Office (12 respondents)
 - Rotorua Central Mall (seven respondents)
 - Shops on Pukuatua, Haupapa and Arawa streets and Kuirau Park (three respondents each)
- At night-time, respondents who felt 'very safe' or 'safe' in the CBD dropped to 28.6% (compared with 23.5% in 2006 and 26.8% in 2005), while 23.4% of respondents felt 'unsafe' or 'very unsafe' (compared with 17.6% in 2006 and 21.5% in 2005).

Factors making respondents feel safe in the CBD during the night-time included presence of other people, light, the presence of police and security cameras.

Reasons for feeling unsafe in the CBD during the night-time included groups of people (including young people), poor lighting, undesirables and isolation from other areas.

During the night-time, the respondents who indicated they felt unsafe, felt this way at:

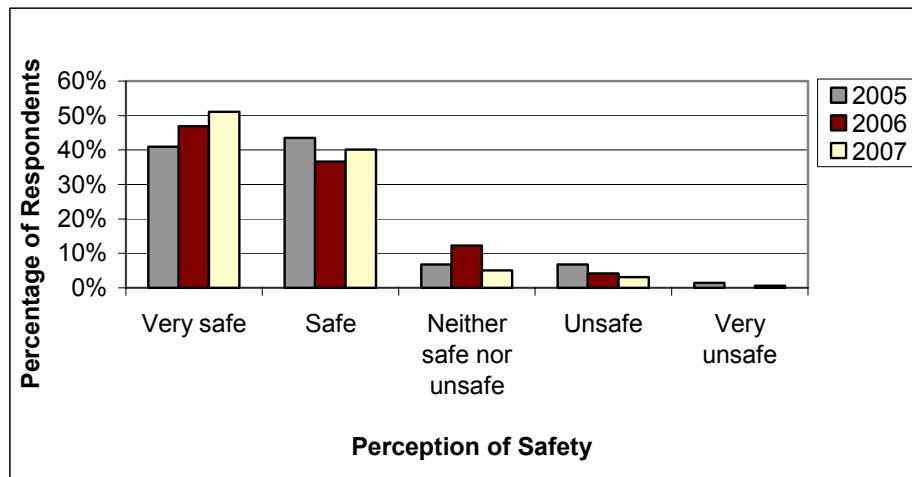
- Kuirau Park (32 respondents)
- City Focus/Post Office and Lake Front (30 respondents each)
- Shops on Pukuatua, Haupapa and Arawa streets (29 respondents)

Vehicle Safety

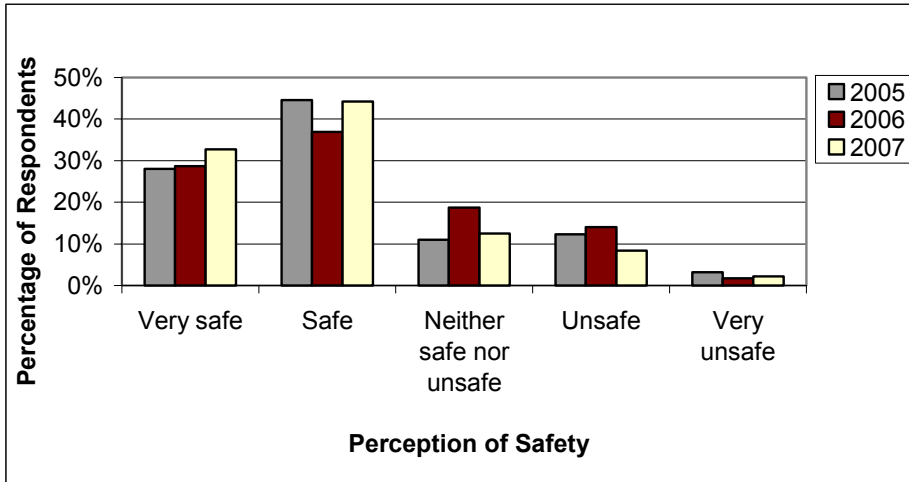
- Respondents were asked if they worry about their vehicle being broken into or stolen when parked in Rotorua's CBD, at any time during the day or night.
- During the day-time, 15.8% 'always worry' or 'usually worry' (compared with 20.6% in 2006) while 25.4% 'sometimes worry' and 54.4% 'never worry'. A further 4.1% of respondents did not park in the CBD during the day-time.
- During the night-time, 25.9% 'always worry' or 'usually worry' (compared with 27.3% in 2006), while 23.3% 'sometimes worry' and 14.4% 'never worry'. Over one-third of respondents (35.3%) did not park in the CBD during the night-time.
- Nearly two-thirds of respondents (63.7%) felt there are unsafe places to park their vehicle within the CBD (decrease of 3.0% since 2006). Of those, the most common mentions included:
 - Kuirau Park (109 respondents)
 - Lake Front (77 respondents)
 - Government Gardens (62 respondents)
 - Rotorua Central Mall (50 respondents)
 - Shops on Pukuatua, Haupapa and Arawa streets (49 respondents)
 - 'Other' places mentioned by 125 respondents included supermarket car parks, near the hospitals, side streets, streets close to the Lake Front (ie, Pukaki, Whakaue and Rangiuru), Amohau Street, Amohia Street and Hinemaru Street.
- Reasons for vehicle concern included isolated locations, poor street lighting, the high number of break-ins and vehicle theft, frequently targeted locations, low foot traffic and the presence of 'undesirables'.
- Two thirds (67.1%) of respondents felt there are unsafe places to park a vehicle in other areas around Rotorua, compared to 54.3% in 2006. Of those, the most common mentions included:
 - Blue/Green Lake (100 respondents)
 - Okere Falls (77 respondents)
 - The Redwood Forest car park (72 respondents)
 - Kerosene Creek (62 respondents)

Safety in the Local Neighbourhood and Home

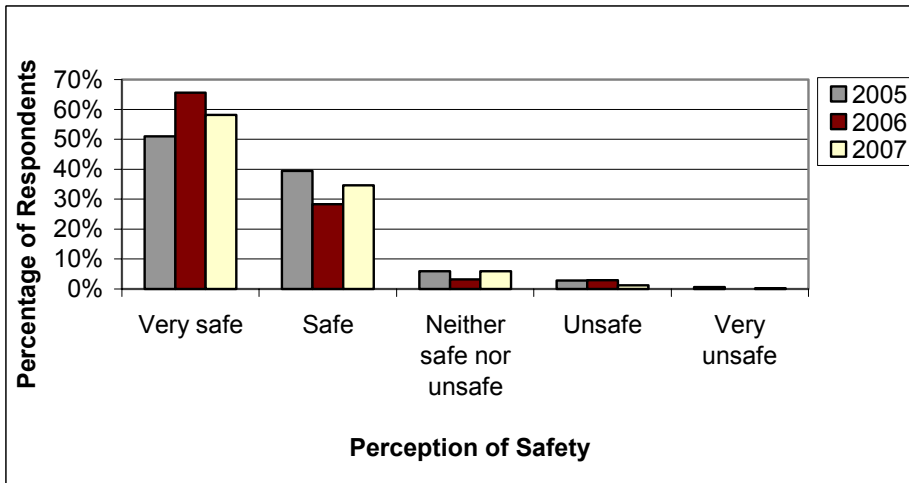
- During the day-time, 91.2% of respondents felt 'very safe' or 'safe' in their local neighbourhood compared to 83.5% in 2006 and 84.5% in 2005.



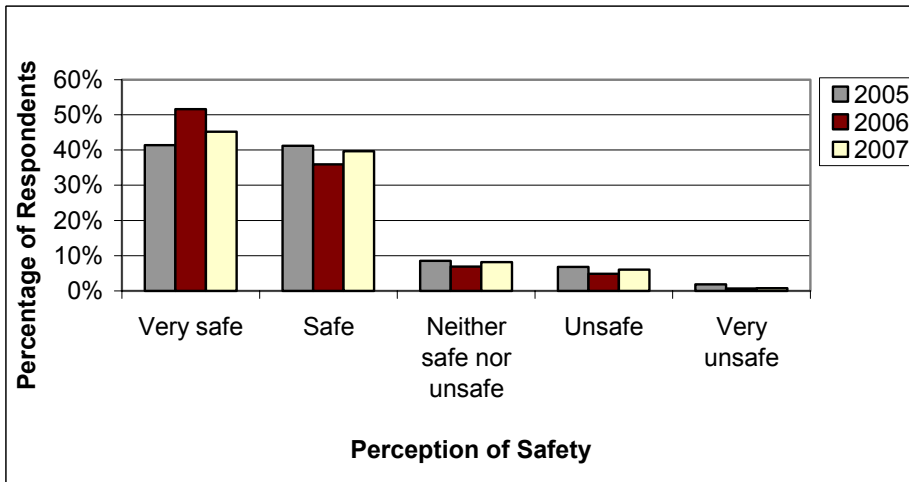
- At night-time 76.9% of respondents felt 'very safe' or 'safe' in their local neighbourhood, compared to 65.6% and 72.6% in 2006 and 2005 respectively).



- During the day-time, 92.7% of respondents felt either 'very safe' or 'safe' in their home compared to 93.9% in 2006 and 90.5% in 2005.



- At night-time 84.9% of respondents felt 'very safe' or 'safe' in their home, compared to 87.5% and 82.6% in 2006 and 2005 respectively.



Safety in Rotorua

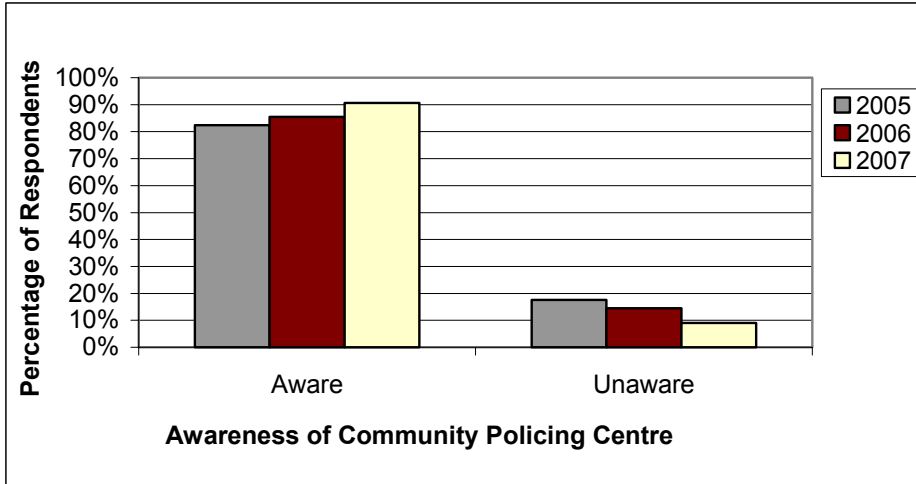
- When asked if they felt that Rotorua is generally a safe place to live, a total of 18.4% of respondents stated 'definitely', followed by 'mostly' (60.9%), 'not really' (18.0%) and 'definitely not' (1.8%). There were negligible differences in safety perception between the 2005, 2006 and 2007 results.
- Those respondents who stated Rotorua is 'not really'/'definitely not' a safe place to live (19.8%) gave reasons including high crime rate (56.4% of those respondents who stated that Rotorua is 'not really'/'definitely not' a safe place to live), too many burglaries/home invasions (52.5%) and assaults/muggings/physical violence (45.5%). 'Other' reasons specified included petty crime, undesirables, drug culture, gang culture and media coverage of crime.
- When asked about trusting other people, 44.0% of respondents stated that they 'can trust people' (also 44.0% in 2006 and 44.8% in 2005). A similar number (46.0%) stated that you 'can't be too careful when dealing with people' (compared to 36.1% in 2006 and 42.5% in 2005). A further 9.0% could not make a distinction in their trust of other people (ie, 50/50).

Personal Experience with Crime during Last 12 Months (ie, March 2005 - March 2006)

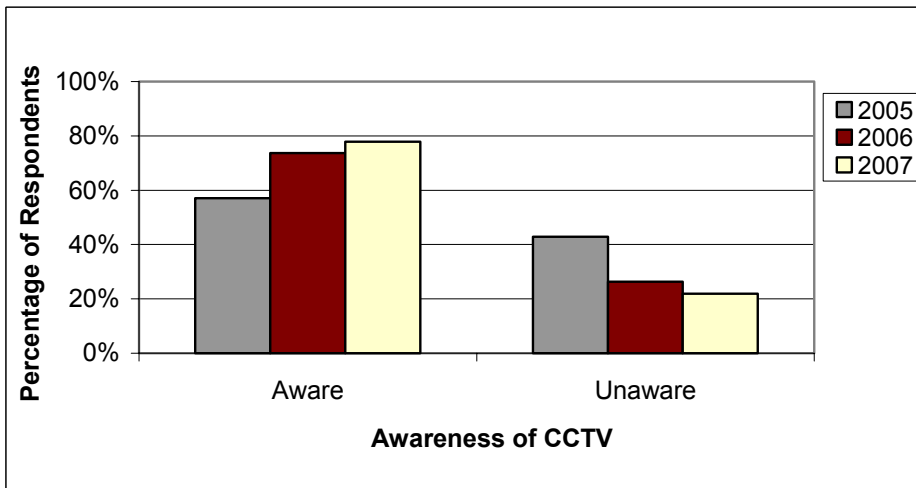
- A total of 12.9% of respondents identified that they or someone in their household had had items stolen from their vehicle over the past 12 months (compared with 15.2% in 2006), while 7.6% of respondents identified that they, or someone in their household, had had their vehicle, bike or motorcycle stolen (compared with 9.1% in 2006).
- The number of respondents who have had someone gain entry into their home or garage without permission in the past 12 months has increased to 12.5% (an increase of 0.7%), following a 4.3% decrease between 2005 and 2006.
- Seven respondents (1.4%) had been victim to theft (or attempted theft) of items they were carrying, compared to 2.0% and 5.3% in 2006 and 2005 respectively.
- One-fifth (21.3%) of respondents had been verbally abused by a stranger or person that they did not know well, compared to 30.5% in 2006. Of these 109 respondents, nearly one-quarter (22.9%) were aware the stranger or person in question had been drinking alcohol prior to or during the incident.
- Strangers had physically abused 17 respondents (3.3%) compared with 3.7% in 2006. Of these, two-fifths (41.2%) of respondents were aware their assailant had been drinking alcohol.
- A total of 2.7% 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 (compared to 4.4% and 4.5% in 2006 and 2005 respectively). For more than one-quarter (28.6%) of these 14 respondents, alcohol had been consumed by their partner/former partner.
- One-sixth (16.8%) of respondents stated that they or someone else in their household had been a victim of a crime (not previously mentioned) over the past 12 months. Crimes mentioned included vandalism of house or property, theft from property, attempted theft/damage to vehicle, theft from work and crime happening to a family member. Of the 85 incidences listed, six involved alcohol.
- One-tenth (10.4%) of respondents stated that they had witnessed, or been a victim of a crime, that they had not reported to the police, compared to 10.1% and 12.7% in 2006 and 2005 respectively.

Awareness of Crime Reducing Initiatives

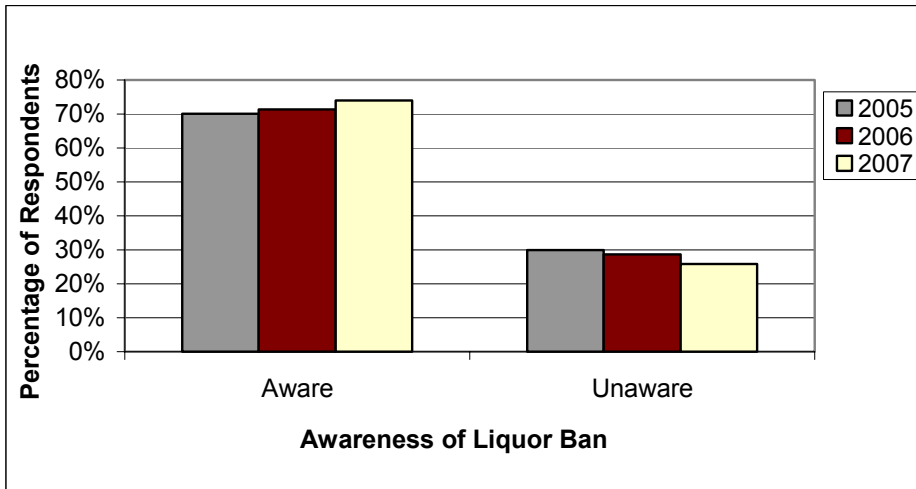
- Awareness of the Community Policing Centre has increased for each survey since 2005; in 2007 90.6% of respondents were aware of its presence in the central city area, increasing from 85.5% in 2006 and 82.4% in 2005. In 2007, 91.6% of these respondents who were aware of the Community Policing Centre were able to pinpoint its correct location at the City Focus.



- More than three-quarters of respondents (77.9%) were aware of CCTV in the central city area (up from 73.7% in 2006 and 57.1% in 2005). Of these respondents, 70.8% believed them to be 'very useful' or 'useful' in making the central city area a safer place (down 6.1% since 2006).



- A total of 74.0% of respondents were aware of the liquor ban currently in effect in the central city area (up from 71.3 and 70.1% in 2006 and 2005 respectively). Of these respondents, 65.6% believed the ban to be 'very useful' or 'useful' in making the central city area a safer place (down from 71.4% in 2006).

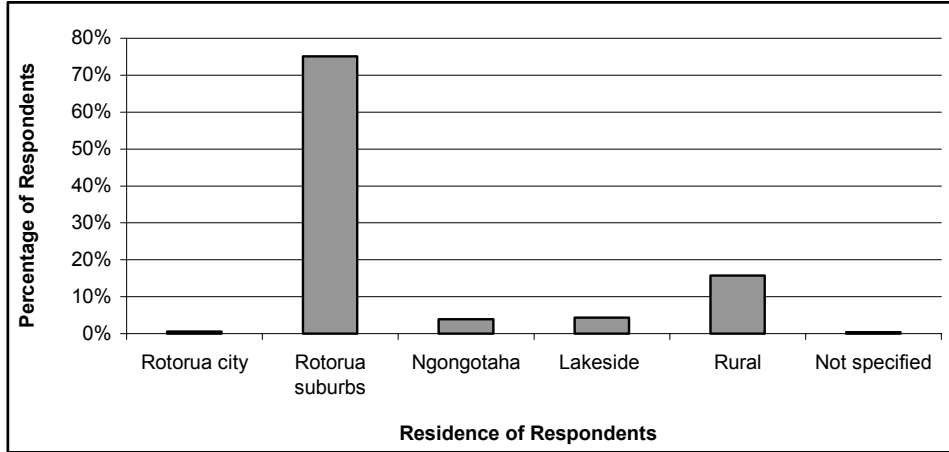


Ways to Make Rotorua Safer

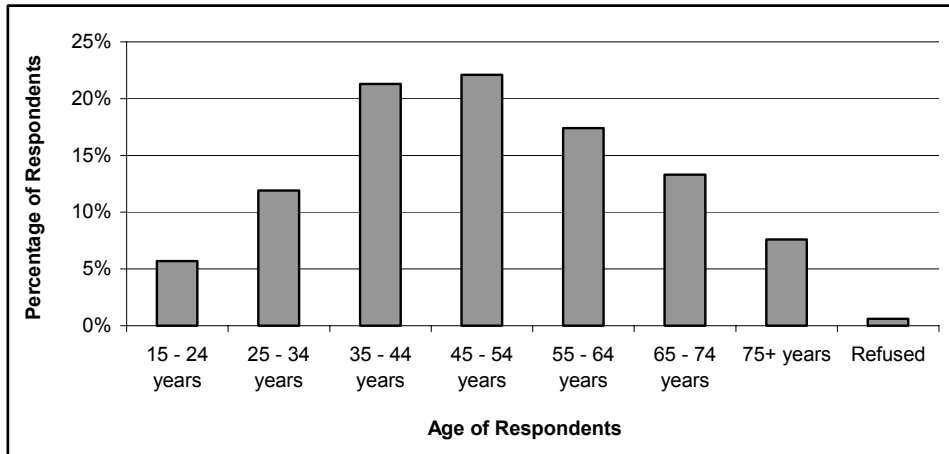
- Respondents were asked what could be done to make Rotorua a safer place. As respondents could state more than one answer the following percentages are not additive. Comments related to:
 - Policing (35.6%)
 - More security (ie, guards, cameras and Maori wardens) (13.9%)
 - Better parenting and support for youth (11.7%)
 - Building/street improvement (6.3%)
 - Neighbourhood support (5.3%)
 - Penalties/laws (4.9%)
 - Taking responsibility for yourself and being aware (4.5%).
 - Removing gangs of youths/undesirables (3.7%)

Sample Demographics

- Of the 511 respondents in the sample, 58.5% were female and 40.5% were male.
- Respondents were spread throughout Rotorua's electoral wards. Respondents lived in the following locations:



- Respondents' ages were as follows:



- Nearly two-thirds (64.0%) identified themselves as New Zealand Pakeha/European, followed by New Zealand Maori (32.1%), Asian (0.8%) and Pacific Island (0.6%).

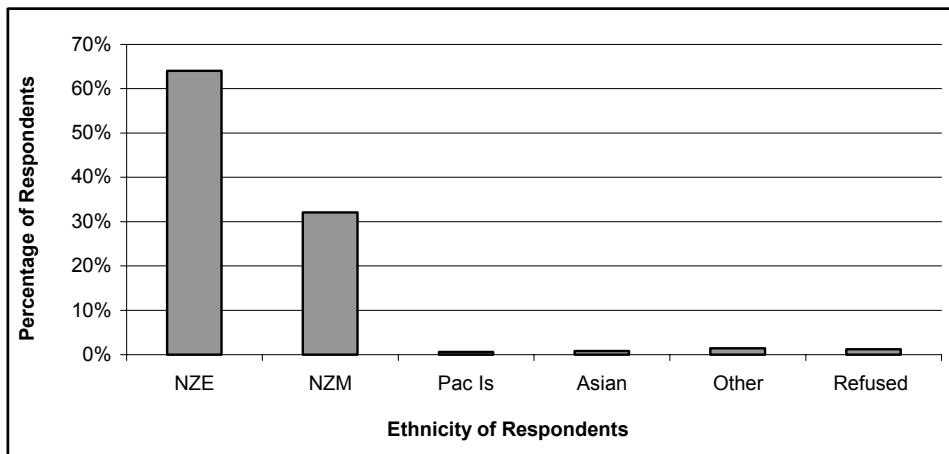


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1.0 INTRODUCTION

APR Consultants was commissioned by the Rotorua District Council to undertake an assessment of Rotorua residents' perceptions of safety within the District. This process is a repeat of research undertaken in both 2006 and 2005.

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, and the frequency of alcohol consumption by offenders (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 2007 and provides comparisons with the 2006 and 2005 survey results.

1.1 Definitions

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

Definitions	
CBD	The Central Business District is the area between and including Kuirau Park up Ranolf Street to the Lake Front, along to Sulphur Point, down to Victoria Street and back up Ranolf Street (the area covered by the Liquor Ban Bylaw 2003). Key landmark areas included are: <ul style="list-style-type: none"> ▪ Rotorua Central Mall; ▪ Skateboard Park; ▪ Government Gardens/Blue Baths/Polynesian Spa area; and ▪ Ti Street "triangle". ▪ Refer to Appendix 1 to view a map of the Rotorua CBD.
Park areas	All park areas in the CBD (ie, gardens, shrubs/trees) including Sulphur Point, Kuirau Park, Government Gardens and the Lake Front.
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	
<p>Burglary (section 231 of Crimes Act 1961)</p>	<p>(1) Everyone who commits burglary and is liable to imprisonment for a term not exceeding 10 years who:</p> <ol style="list-style-type: none"> a) Enters any building or ship, or part of a building or ship, without authority and with intent to commit a crime in the building or ship; or b) Having entered any building or ship, remains in it without authority and with intent to commit a crime in the building or ship <p>(2) In this section and in section 232, "building" means any building or structure of any description, whether permanent or temporary; and includes a tent, caravan, or houseboat; and also includes any enclosed yard or any closed cave or closed tunnel.</p> <p>(3) For the purposes of this section and section 232:</p> <ol style="list-style-type: none"> a) entrance into a building or ship is made as soon as any part of the body of the person making the entrance, or any part of any instrument used by that person, is within the building or ship; and b) everyone who gains entrance to a building or ship by any threat or artifice used for that purpose is to be treated as having entered without authority.
<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 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) Everyone is liable to imprisonment for a term not exceeding seven years who dishonestly and without claim of right, but not so as to be guilty of theft, takes or uses for his or her own purposes or another person's purposes:</p> <ol style="list-style-type: none"> a) any vehicle, ship or aircraft; or b) any part of any vehicle, ship or aircraft; or c) any horse. <p>(2) Everyone is liable to imprisonment for a term not exceeding two years who attempts to commit the offence in subsection (1) or who, dishonestly and without claim of right, interferes with, or gets into or upon, any vehicle, ship or aircraft.</p>
<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>

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

2.0 METHODOLOGY

A total of 511 telephone interviews were conducted with Rotorua District residents during the period 04th April to 21st May 2007.

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 four electoral wards and was structured to ensure a sufficient number of respondents from each ward. The sample was also stratified according to gender, age and ethnicity (refer to Table 1).

Table 1 – Sample details

	Number of respondents interviewed	% of respondents interviewed - 2007	% of respondents interviewed - 2006	% of respondents interviewed - 2005
Electoral ward				
▪ North	109	21.3%	25.6%	25.9%
▪ South	126	24.7%	24.1%	24.8%
▪ East	121	23.7%	24.8%	24.8%
▪ West	155	30.3%	25.3%	24.4%
Gender				
▪ Male	207	40.5%	39.1%*	45.2%
▪ Female	299	58.5%	60.7%	54.8%
Age				
▪ 15 – 34 years	90	17.6%	17.7%	23.8%
▪ 35 – 54 years	222	43.4%	31.5%	35.7%
▪ 55 – 74 years	157	30.7%	38.4%	28.7%
▪ 75+ years	39	7.6%	11.8%	11.9%
Ethnicity				
▪ NZ Pakeha/European	327	64.0%	63.9%	63.9%
▪ NZ Maori	164	32.1%	30.7%	28.9%
▪ Pacific Island	3	0.6%	0.7%	2.1%
▪ Asian	4	0.8%	0.5%	2.1%
▪ Other	7	1.4%	3.7%	3.0%

* The 2006 survey had a high refusal rate from male respondents compared with the 2005 and 2007 surveys.

2.2 Questionnaire Development and Pilot Survey

The questionnaire for the telephone survey was similar to that used in the previous Rotorua District Perceptions of Safety Survey, with the original form designed by APR Consultants and Rotorua District Council. Minor improvements were made to the form following the 2005 research, while additional alcohol related questions were added to Q10 for the 2006 research (refer to Appendix 2).

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

Quota booster surveying was undertaken to ensure that the sample reflected the demographics of the Rotorua population.

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. At a 95% confidence level, all results have a margin of error of +/- 4.3%.

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

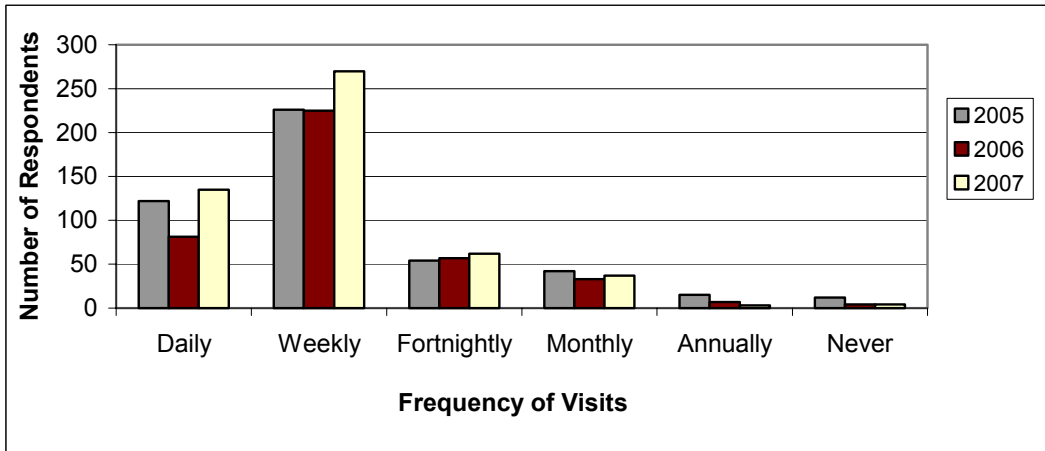
A detailed analysis of the survey results has been provided in Appendix 3.

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 (26.4%) visited the CBD daily and over half (52.8%) visited on a weekly basis. A further 62 respondents (12.1%) visited fortnightly, 37 respondents (7.2%) visited monthly and 0.6% visited annually. Only four respondents (0.8%) stated they never visit the CBD. The 2007 results show a slightly higher percentage of respondents visiting the CBD on a daily or weekly basis (79.2%), compared to 2006 (75.2%) and 2005 (73.9%).

Figure 1 – Number of visits to Rotorua's CBD

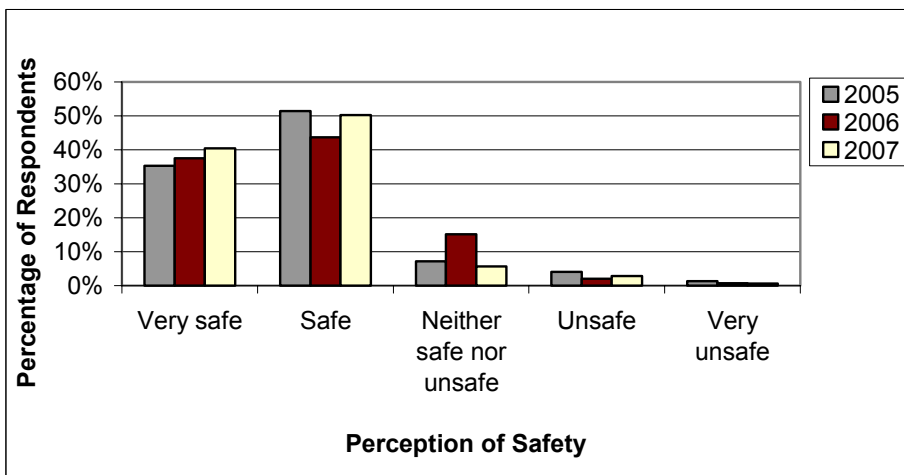


3.1.1 Overall Perception of Safety in Rotorua's CBD

Respondents felt generally safer in the CBD during the day-time than during the night-time. Note that the effective sample for the following results is 507 (ie, does not include the four respondents who never visit the CBD).

During the day-time, the majority (90.7%) of respondents stated they felt 'very safe' or 'safe' (compared with 81.2% and 86.7% in 2005 respectively). A further 5.7% of respondents stated they felt 'neither safe nor unsafe'; a decrease of 9.4% from the 2006 results. A total of 17 respondents (3.4%) gave negative safety ratings; 2.8% stated 'unsafe' and 0.6% stated 'very unsafe'. This is an increase from the 2006 results, but is still lower than the results recorded for 2005 (refer to Figure 2).

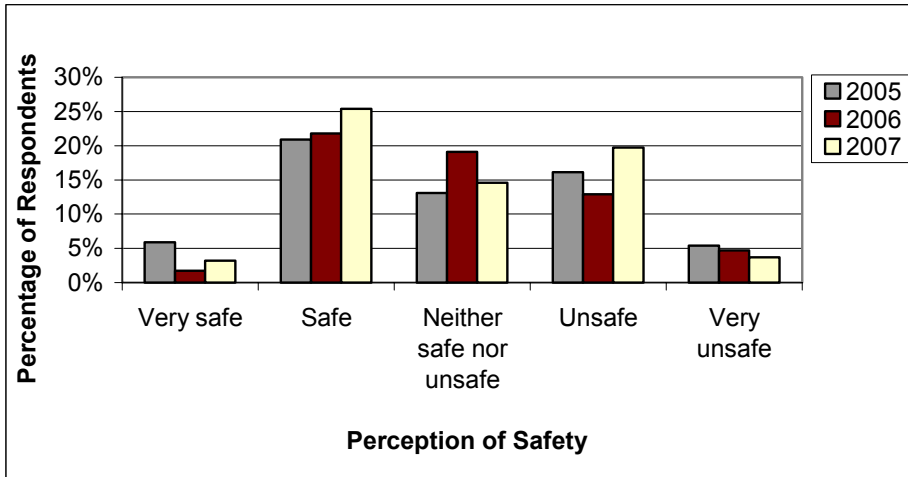
Figure 2 – Respondents' perceptions of safety in Rotorua's CBD during the day-time



During the night-time, more than one-quarter of respondents (28.6%) stated they felt 'very safe' or 'safe', which is an improvement on the 2006 and 2005 results, when 23.5% and 26.8% of respondents respectively said they felt 'very safe' or 'safe'. In 2007 a further 14.6% of respondents stated they felt 'neither safe nor unsafe'.

Less than one-quarter (23.4%) of respondents gave a negative safety rating in 2007; with 19.7% stating they felt 'unsafe' and 3.7% stating 'very unsafe' (refer to Figure 3). The number of respondents who gave a negative safety rating has increased since 2005, when 21.5% of respondents felt 'unsafe' or 'very unsafe' in the CBD at night-time. A further 166 respondents (32.7%) did not visit the CBD during night-time hours, compared with 38.0% in 2006 and 35.1% in 2005.

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



3.1.2 Day-Time Safety in the CBD

The 460 respondents who gave positive safety ratings were asked what factors make them feel safe in the central city during the day-time (this question was not asked in the 2005 survey). The most commonly mentioned factor was the presence of other people (53.0% of respondents who gave a positive safety rating), an increase in importance from the 48.3% recorded in 2006. 'Light' also recorded an increase, up from 9.5% in 2006 to 9.8% in 2007. The presence of police and security cameras were mentioned by 12.6% and 3.0% of respondents respectively. A further 185 respondents (40.2%) specified other factors with comments including "a lot of shops – quite busy", "always with my family", "because I'm a man", "born and bred here", "open layout of the city" and "nothing bad happens". The most frequently mentioned comments made by respondents concerned an innate sense of safety, no expectation of trouble occurring and a confidence in their own ability to look after themselves (eg, "there is nothing to fear", "never expect anything to happen" and "I know how to look after myself").

The 17 respondents who gave a negative safety rating (3.4% of the total) were asked if there are particular areas of the CBD where they felt most unsafe during the day-time (refer to Table 2). A total of 15 respondents stated unsafe areas including City Focus/Post Office (80.0% of the respondents who stated an unsafe area), Rotorua Central Mall (46.7%) and Kuirau Park and shops on Pukuatua, Haupapa and Arawa streets (each with 20.0%). In 2005, 2006 and 2007, the top three areas identified as most unsafe were the same; City Focus/Post Office area, Rotorua Central Mall and Kuirau Park (in varying orders), however in 2007 the shops on Pukuatua, Haupapa and Arawa streets were also mentioned.

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

	2007			2006	2005	2007/2006	2006/2005
	Number	Percent	% tot sample	% tot sample	% tot sample	change	change
City Focus/Post Office	12	80.0%	2.3%	0.7%	1.5%	1.6%	-0.8%
Rotorua Central Mall	7	46.7%	1.4%	1.2%	0.9%	0.1%	0.4%
Kuirau Park	3	20.0%	0.6%	0.7%	0.9%	-0.2%	-0.1%
Shops on Pukuatua, Haupapa and Arawa streets	3	20.0%	0.6%	0.2%	0.4%	0.3%	-0.2%
Government Gardens	1	6.7%	0.2%	0.2%	0.2%	-0.1%	0.0%
Shops on or near Tutanekai Street	1	6.7%	0.2%	0.0%	0.4%	0.2%	-0.4%
Sulphur Point	1	6.7%	0.2%	0.5%	0.0%	-0.3%	0.5%
Lake Front	0	0.0%	0.0%	0.2%	0.2%	-0.2%	0.0%
Museum	0	0.0%	0.0%	0.2%	0.2%	-0.2%	0.0%
Polynesian Spa	0	0.0%	0.0%	0.2%	0.2%	-0.2%	0.0%
Shops on Eruera and Hinemoa streets	0	0.0%	0.0%	0.2%	0.4%	-0.2%	-0.2%
The park areas	0	0.0%	0.0%	0.5%	0.7%	-0.5%	-0.2%
The Streat (and/or central city bars and clubs)	0	0.0%	0.0%	0.5%	0.4%	-0.5%	0.1%
Other	2	13.3%	0.4%	0.2%	0.2%	0.1%	0.0%
I feel unsafe everywhere in the CBD	2	13.3%	0.4%	0.0%	1.7%	0.4%	-1.7%
Don't know	0	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Not specified	0	0.0%	0.0%	0.0%	1.3%	0.0%	-1.3%
Sample	15	100.0%	2.9%	2.0%	5.4%	1.0%	-3.5%

Note: Not additive as respondents could identify multiple locations

Reasons for feeling unsafe at the City Focus/Post Office during the day-time included the presence of undesirables and “groups of young people”. Undesirables and young people were also identified as making the Central Mall area and the shops on Pukuatua, Haupapa and Arawa streets unsafe, while the bad reputation and the isolation of the area made people feel unsafe in the Kuirau Park area.

3.1.3 Night-Time Safety in the CBD

Respondents were asked what factors make them feel safe in the central city during the night-time (this question was not asked in the 2005 survey). Factors most commonly mentioned included the presence of other people (37.9%), light (23.4%), the presence of police (5.5%) and security cameras (4.8%). All these factors decreased in frequency compared with 2006, with the ‘other’ category increasing from 31.6% to 59.3% in 2007. A total of 86 respondents specified other factors including always with others, local knowledge/awareness, and no experience of trouble. A number of respondents indicated they park near their destination and “don’t walk around”.

The 119 respondents who gave a negative safety rating (23.4% of the total) were asked if there are particular areas of the CBD where they felt most unsafe during the night-time; 81.5% (97 people) stated yes, an increase from the 42.3% recorded in 2006 and the 47.5% recorded in 2005.

A total of 18.6% of respondents who specified unsafe areas, felt unsafe everywhere in the CBD during the night-time, up from 16.7% in 2006 and 12.8% in 2005 (refer to Table 3). Areas specified as most unsafe included Kuirau Park (33.0%), City Focus/Post Office and the Lake Front (each with 30.9%) and the shops on Pukuatua, Haupapa and Arawa streets (29.9%). In 2006 the City Focus/Post Office, Kuirau Park and ‘other’ were identified as the most unsafe areas, while in 2005 the order was City Focus/Post Office, followed by The Streat and Kuirau Park.

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

	2007			2006	2005	2007/2006	2006/2005
	Number	Percent	% tot sample	% tot sample	% tot sample	change	change
Kuirau Park	32	33.0%	6.3%	2.0%	2.0%	4.3%	0.0%
City Focus/Post Office	30	30.9%	5.9%	2.5%	3.7%	3.4%	-1.2%
Lake Front	30	30.9%	5.9%	1.7%	1.7%	4.2%	0.0%
Shops on Pukuatua, Haupapa and Arawa streets	29	29.9%	5.7%	0.2%	1.5%	5.4%	-1.3%
Shops on Eruera and Hinemoa streets	18	18.6%	3.5%	0.2%	1.1%	3.3%	-0.8%
Government Gardens	16	16.5%	3.1%	0.7%	0.2%	2.4%	0.5%
Rotorua Central Mall	10	10.3%	2.0%	1.0%	1.7%	1.0%	-0.8%
The Streat (and/or central city bars and clubs)	8	8.2%	1.6%	1.7%	2.0%	-0.2%	-0.2%
Sulphur Point	6	6.2%	1.2%	1.0%	0.4%	0.2%	0.5%
The park areas	5	5.2%	1.0%	0.7%	1.1%	0.2%	-0.4%
Museum	3	3.1%	0.6%	1.0%	0.2%	-0.4%	0.8%
Polynesian Spa	3	3.1%	0.6%	0.2%	0.2%	0.3%	0.0%
Shops on or near Tutanekei Street	3	3.1%	0.6%	0.5%	0.9%	0.1%	-0.4%
Other	20	20.6%	3.9%	2.0%	1.1%	1.9%	0.9%
I feel unsafe everywhere in the CBD	18	18.6%	3.5%	1.2%	1.3%	2.3%	-0.1%
Don't know	1	1.0%	0.2%	0.0%	0.0%	0.2%	0.0%
Not specified	0	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Sample	97	100.0%	19.0%	7.4%	10.2%	11.6%	-2.9%

Note: Not additive as respondents could identify multiple locations

Reasons for feeling unsafe at Kuirau Park during the night-time included the presence of undesirables, the isolation of the area, poor lighting and the negative reputation of the park. Reasons for feeling unsafe at City Focus/Post Office included the presence of groups of young people and undesirables. Groups of young people/boy racers, poor lighting and isolation were mentioned as reasons for feeling unsafe at the Lake Front. Places for people to hide, the lack of people in the streets, poor lighting, the number of bars/clubs, and the presence of undesirables/young people were identified as making the shops on Pukuatua, Haupapa and Arawa streets unsafe during the night-time.

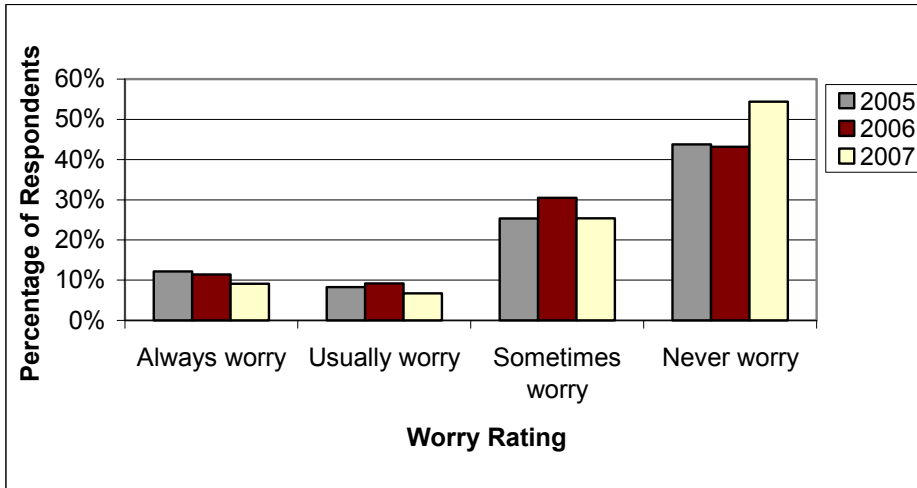
3.2 Vehicle Safety

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. Note that the effective sample for the following results is 507 (ie, does not include the four respondents who never visit the CBD).

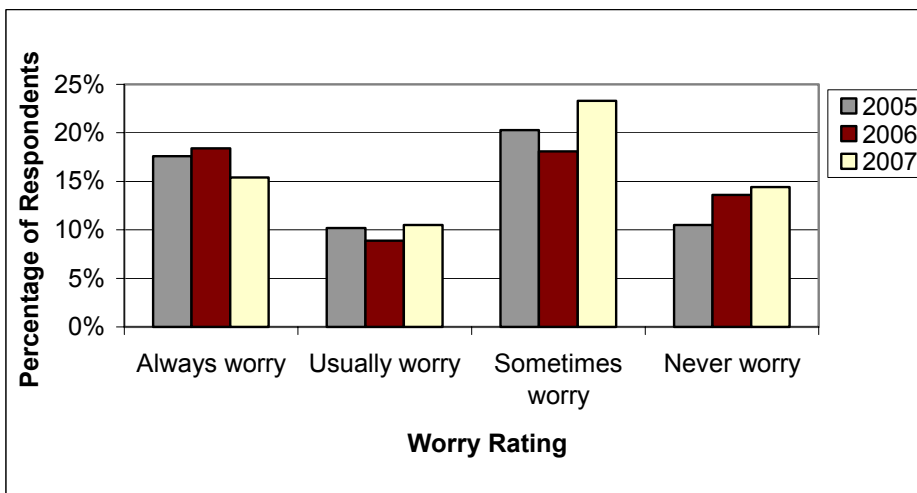
During the day-time, 15.8% stated that they 'always worry' or 'usually worry' (9.1% and 6.7% respectively) about their vehicle; this is a decrease from the 20.6% and 20.5% recorded in 2006 and 2005 respectively. A further 25.4% stated that they 'sometimes worry', while more than half of respondents (54.4%) 'never worry'. A total of 21 respondents (4.1%) indicated they did not park in the CBD during the day-time (compared with 5.2% in 2006 and 9.8% in 2005).

Figure 4 – Level of worry for vehicle being broken into/stolen in Rotorua’s CBD during the day-time



During the night-time, more respondents were worried about their vehicle being broken into or stolen when parked in Rotorua’s CBD. One-quarter (25.9%) stated that they ‘always worry’ or ‘usually worry’ (15.4% and 10.5% respectively); there has been a slight decrease in concern from 2006 and 2005, when 27.3% and 27.8% respectively stated they ‘always worry’ or ‘usually worry’. In 2007, 23.3% ‘sometimes worry’ and 14.4% ‘never worry’. One-third of respondents (35.3%) did not park in the CBD during the night-time compared with 39.7% in 2006 and 35.1% in the 2005 survey (refer to Figure 5).

Figure 5 – Level of worry for vehicle being broken into/stolen in Rotorua’s CBD during the night-time



Nearly two-thirds of respondents (63.7%) felt there are unsafe places to park their vehicle within the central city area; this is an increase from the 48.8% recorded in 2005, but similar to the 66.7% recorded in 2006. A further 17.8% felt there were no unsafe areas to park, while a similar number (17.6%) did not know.

Places identified as being most unsafe to park a vehicle in the CBD included Kuirau Park (33.7% of respondents who identified an unsafe place to park), the Lake Front (23.8%) and the Government Gardens (19.2%) (refer to Table 4).

A total of 35 respondents (10.8%) felt unsafe parking everywhere in the CBD (eg, “no one patrolling the city”, “crime happens everywhere”, “anytime you leave a vehicle it is a target for theft” and “so many cars get stolen”). In 2006 the places identified as most unsafe to park included the shops of Pukuatua, Haupapa and Arawa streets, Kuirau Park and the Government Gardens. In 2005, the

places identified as most unsafe to park were the same as in 2007 (ie, Kuirau Park, Lake Front and Government Gardens).

Other areas identified as being unsafe to park by 38.7% of respondents (who identified an unsafe place to park) included supermarket car parks, areas near to the hospitals, side streets, streets close to the Lake Front (ie, Pukaki, Whakaue and Rangiuuru), Amohau Street, Amohia Street and Hinemaru Street.

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

	2007			2006	2005	2007/2006	2006/2005
	Number	Percent	% tot sample	% tot sample	% tot sample	change	change
Kuirau Park	109	33.7%	21.3%	27.5%	14.4%	-6.2%	13.1%
Lake Front	77	23.8%	15.1%	17.7%	9.8%	-2.6%	7.9%
Government Gardens	62	19.2%	12.1%	18.7%	9.2%	-6.5%	9.5%
Rotorua Central Mall	50	15.5%	9.8%	8.4%	5.9%	1.4%	2.5%
Shops on Pukuatua, Haupapa and Arawa streets	49	15.2%	9.6%	2.7%	2.0%	6.9%	0.7%
Polynesian Spa	38	11.8%	7.4%	12.8%	5.7%	-5.3%	7.1%
Shops on Eruera and Hinemoa streets	33	10.2%	6.5%	1.2%	1.1%	5.2%	0.1%
Sulphur Point	18	5.6%	3.5%	6.4%	3.9%	-2.9%	2.5%
Museum	12	3.7%	2.3%	6.9%	1.1%	-4.5%	5.8%
The park areas	9	2.8%	1.8%	1.2%	0.9%	0.5%	0.4%
The Streat (and/or central city bars and clubs)	9	2.8%	1.8%	4.9%	2.0%	-3.2%	3.0%
City Focus/Post Office	6	1.9%	1.2%	1.5%	0.4%	-0.3%	1.0%
Shops on or near Tutanekai Street	2	0.6%	0.4%	1.0%	0.4%	-0.6%	0.5%
Other	125	38.7%	24.5%	34.4%	21.8%	-9.9%	12.6%
I feel unsafe everywhere in the CBD	35	10.8%	6.8%	6.6%	4.4%	0.2%	2.3%
Don't know	13	4.0%	2.5%	0.7%	1.1%	1.8%	-0.4%
Not specified	1	0.3%	0.2%	0.2%	0.0%	-0.1%	0.2%
Sample	323		63.2%	66.1%	48.8%	-2.9%	17.3%

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 isolated locations, poor street lighting, the high number of break-ins and vehicle theft, locations that are targeted for break-ins (ie, tourist areas), low foot traffic and the presence of ‘undesirables’.

Kuirau Park was described to be isolated at night-time with foliage for people to hide behind, undesirables present, poor lighting/darkness and a poor reputation. Reasons for feeling unsafe at the Lake Front included poor lighting and darkness, the high number of break-ins in the area, isolation and the presence of groups of young people/boy racers. Respondents felt that the Government Gardens area was unsafe for parking due to it having a reputation for being a targeted location for tourist crime and because of the isolation and poor lighting/darkness of the area.

3.2.2 Vehicle Safety around Rotorua

Over two-thirds of respondents (67.1% or 343 people) felt that there are unsafe places to park a vehicle in other areas around Rotorua, 12.9% of respondents felt there are no unsafe places and a further 19.4% of respondents did not know. This is a change from the previous surveys; in 2006 54.3% of respondents felt there were unsafe places to park around Rotorua, while 53.3% felt the same in 2005.

Places perceived by respondents to be most unsafe to park a vehicle around Rotorua included the Blue/Green lakes (29.2% of respondents who identified an unsafe place to park), Okere Falls (22.4%), the Redwood Forest car park (21.0%) and Kerosene Creek (18.1%) (refer to Table 5). The same locations were identified in 2006 as being most unsafe to park (in varying orders), while in 2005, the places identified as most unsafe to park around Rotorua were the Redwood Forest car park, the Blue/Green lakes and Kuirau Park.

Other locations specified as unsafe by 167 respondents (48.7% of respondents who identified an unsafe place to park) included the lakes and boat ramps (eg, “Tarawera boat ramp” and “Rotokawa”). Many tourist attractions were seen to be unsafe including “all tourist areas”, the Agrodome, the

beginning of the Okataina Walk, Buried Village, Hell’s Gate, Waikite Hot Pools, Skyline Skyrides, Soda Springs, Te Puia and Waimangu Thermal Valley. Suburb areas highlighted as unsafe to park a vehicle included Ngongotaha, Fordlands, Selwyn Heights, Hannahs Bay/Holden’s Bay, Fairy Springs, Whaka Village, Ngapuna, Western Heights, Koutu, Owhata, Glenholme, Malfroy Road and Te Ngae Road. Generally, remote areas and car parks were seen to be unsafe in which to park a vehicle, however some respondents indicated all areas were unsafe (eg, “everywhere – even in your own street”).

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

	2007		2006	2005	2007/2006	2006/2005
	Number	Percent	Percent	Percent	change	change
Fenton Street (motel area)	15	4.4%	4.1%	2.8%	0.3%	1.3%
The Redwood Forest carpark	72	21.0%	28.1%	41.0%	-7.1%	-13.0%
Waipa	10	2.9%	5.4%	8.8%	-2.5%	-3.3%
Blue/Green Lake	100	29.2%	33.5%	31.9%	-4.3%	1.6%
Aquatic Centre	27	7.9%	6.3%	6.4%	1.5%	0.0%
Airport	2	0.6%	4.1%	0.0%	-3.5%	4.1%
Okere Falls	77	22.4%	24.9%	25.5%	-2.4%	-0.6%
Waste Water Motors (private car sales yard on Te Ngae Rd)	16	4.7%	0.9%	1.2%	3.8%	-0.3%
Rainbow Mountain	12	3.5%	5.4%	2.4%	-1.9%	3.0%
Kerosene Creek	62	18.1%	28.5%	10.4%	-10.4%	18.1%
Near the Readings movie theatre	n/a	n/a	n/a	2.0%	n/a	n/a
Lake front	n/a	n/a	n/a	18.3%	n/a	n/a
Kuirau Park	n/a	n/a	n/a	30.3%	n/a	n/a
Polynesian Pools	n/a	n/a	n/a	15.5%	n/a	n/a
Museum	n/a	n/a	n/a	5.6%	n/a	n/a
Government Gardens	n/a	n/a	n/a	13.1%	n/a	n/a
Sulphur Point	n/a	n/a	n/a	13.5%	n/a	n/a
Other	167	48.7%	59.3%	54.2%	-10.6%	5.1%
Not specified	2	0.6%	0.5%	0.8%	0.1%	-0.3%
Sample	343					

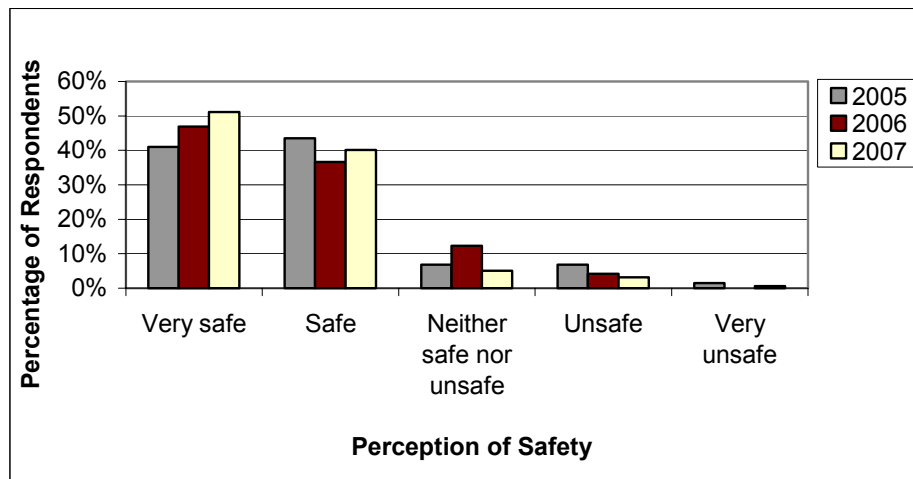
Note: Not additive as respondents could identify multiple locations

3.3 Safety in the Local Neighbourhood

Respondents were asked to state how safe they normally feel in their local neighbourhood.

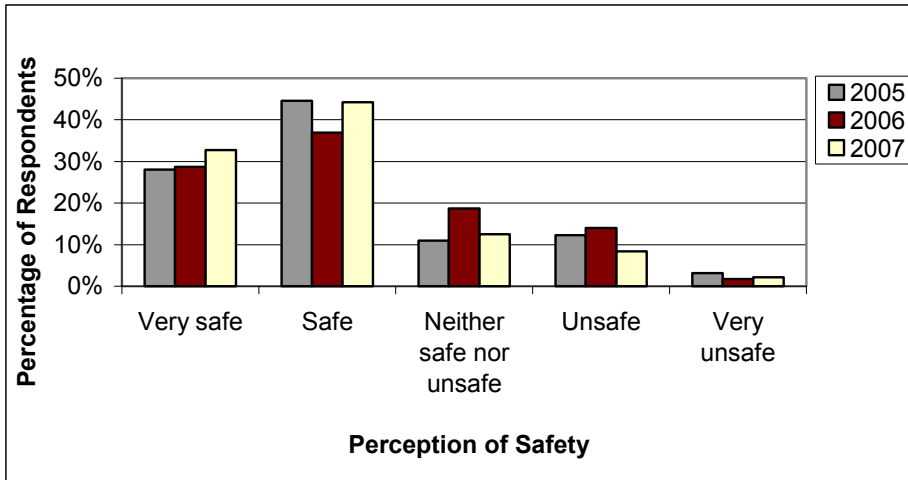
During the day-time, the majority of respondents (91.2%) felt either ‘very safe’ or ‘safe’ in their local neighbourhood (51.1% and 40.1% respectively), compared with 83.5% in 2006 and 84.5% in 2005. A further 5.1% stated that they felt ‘neither safe nor unsafe’, while 3.1% stated ‘unsafe’ and three respondents (0.6%) felt ‘very unsafe’ (refer to Figure 6).

Figure 6 – Respondents’ perceptions of safety in their local neighbourhood during the day-time



As in previous surveys, respondents felt less safe in their local neighbourhood during the night-time; almost two-thirds of respondents (76.9%) felt either 'very safe' or 'safe' (32.7% and 44.2% respectively). These results, however, showed an improvement compared with 2006 (65.6%) and 2005 (72.6%) results. A further 12.5% of respondents felt 'neither safe nor unsafe' while 10.6% stated either 'unsafe' or 'very unsafe' (8.4% and 2.2% respectively) (refer to Figure 7).

Figure 7 – Respondents' perceptions of safety in their local neighbourhood during the night-time

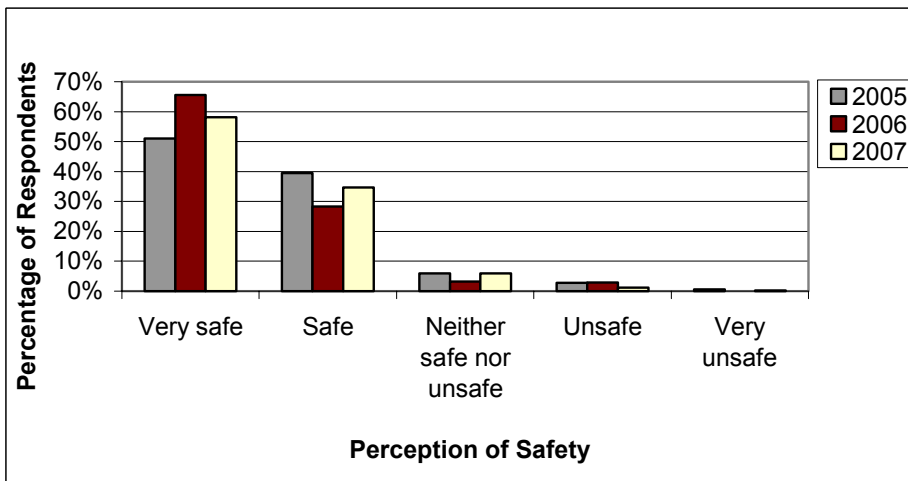


3.4 Safety in the Home

Respondents were also asked to state how safe they normally feel in their home.

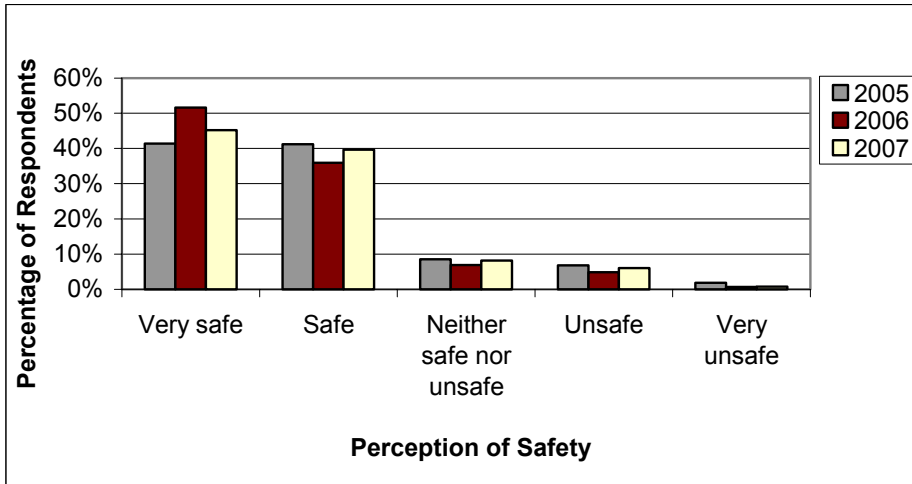
During the day-time, 92.7% of respondents felt either 'very safe' or 'safe' in their own home (58.1% and 34.6% respectively), compared with 93.9% in 2006 and 90.5% in 2005. A further 5.9% stated that they felt 'neither safe nor unsafe' and only 1.4% stated either 'unsafe' or 'very unsafe' (refer to Figure 8).

Figure 8 – Respondents' perceptions of safety in their home during the day-time



As in previous surveys, respondents felt slightly less safe in their home during the night-time, with 84.9% of respondents feeling either 'very safe' or 'safe' (45.2% and 39.7% respectively), compared with 87.5% in 2006 and 82.6% in 2005. A further 8.2% of respondents stated that they felt 'neither safe nor unsafe' while 6.9% stated either 'unsafe' or 'very unsafe' (6.1% and 0.8% respectively) (refer to Figure 9).

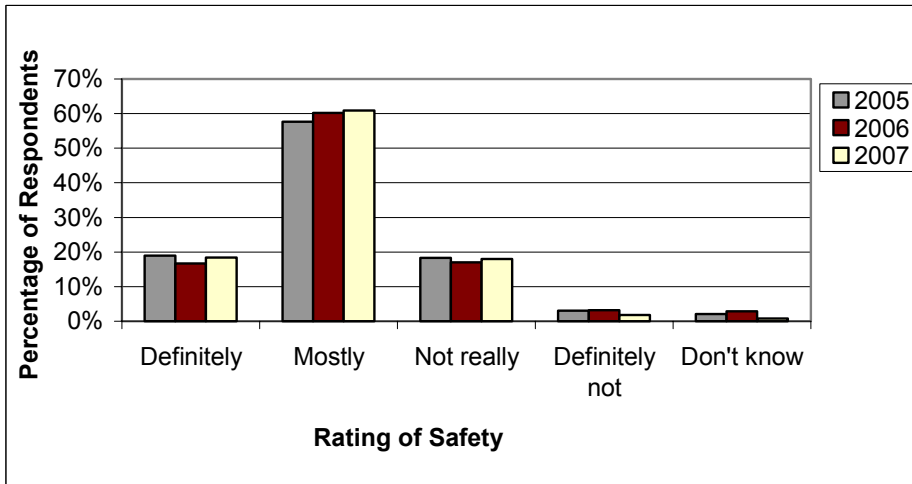
Figure 9 – Respondents' perceptions of safety in their home during the night-time



3.5 Safety in Rotorua

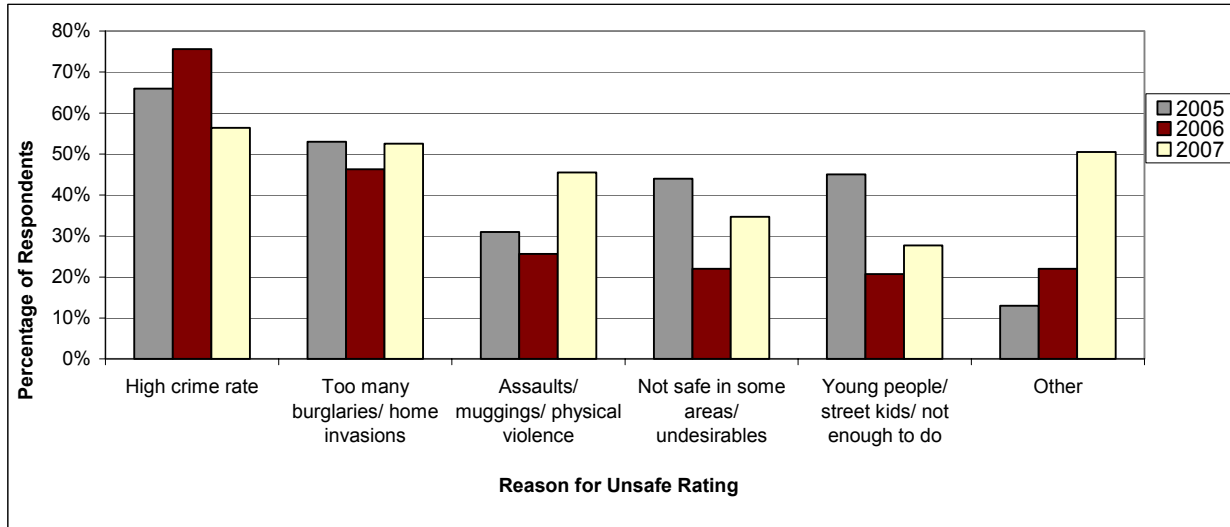
When asked if Rotorua is generally a safe place to live, four-fifths (79.3%) stated 'definitely' or 'mostly' (18.4% and 60.9% respectively). This is a slight increase from the 2006 and 2005 results, where 76.9% and 76.6% respectively of respondents indicated Rotorua was 'definitely' or 'mostly' a safe place to live in general (refer to Figure 10). In 2007 a further 18.0% of respondents stated 'not really' and only 1.8% of respondents stated 'definitely not'. Just four respondents (0.8%) did not know if Rotorua is generally a safe place to live.

Figure 10 – Is Rotorua generally a safe place to live?



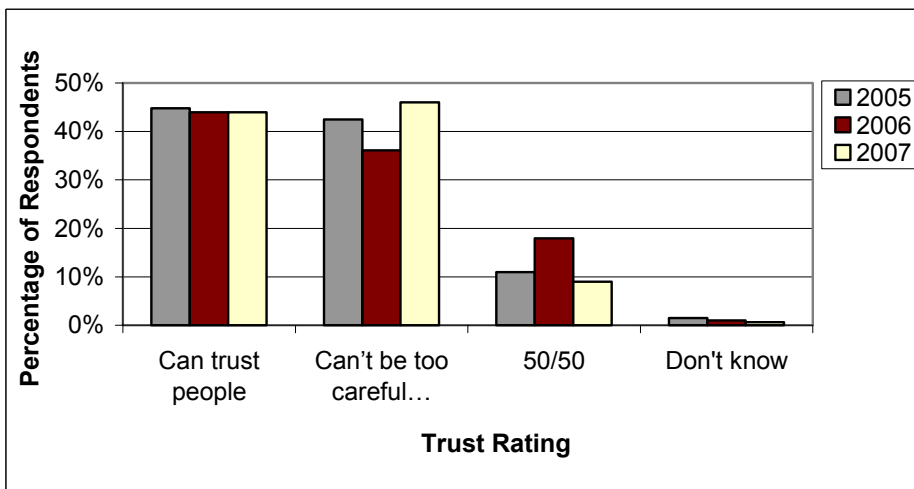
The 101 respondents (19.8% of the total sample) who stated Rotorua is 'not really'/'definitely not' a safe place to live gave reasons including a high crime rate/too much crime (56.4% of those respondents who stated that Rotorua is 'not really'/'definitely not' a safe place to live), too many burglaries/home invasions (52.5%) and assaults/muggings/physical violence (45.5%) (refer to Figure 11). Further reasons specified included not safe in some areas/undesirables (34.7%) and problems with young people/street kids/not enough to do (27.7%). A total of 51 respondents (50.5%) identified other reasons including drugs, gangs, unemployment, local awareness of crime, overtaxed police, a higher crime rate per capita than other areas and tourist related crime.

Figure 11 – Reasons for Rotorua being rated as ‘not really’ or ‘definitely not’ a safe place to live



When asked about trusting other people, 44.0% of respondents stated they ‘can trust people’, resulting in negligible change since the 2006 and 2005 surveys (44.0% and 44.8% respectively). The number of respondents who stated you ‘can’t be too careful when dealing with people’ has increased 9.9% since the 2006 results of 36.1%, which was itself a decrease from 2005 (42.5%). The number of respondents who could not make a distinction in their trust of other people (9.0%) has decreased by 8.9% since 2006 (refer to Figure 12).

Figure 12 – 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 them or members of their family over the past 12 months (ie, since March 2006) (refer to Table 6).

One-fifth (21.3%) of respondents had been verbally abused by a stranger or person that they did not know well, a decrease of 9.1% from 2006. Of the 109 respondents, two-fifths (22.9%) were aware the stranger or person in question had been drinking alcohol prior to or during the incident.

A total of 12.9% of respondents identified that they, or someone in their household, had had items stolen from their vehicle over the past 12 months, while 39 respondents (7.6%) identified that they, or

someone in their household, had their vehicle, bike or motorcycle stolen. Both these indicators showed a small but steady decrease in the frequency of mentions since 2005.

The number of respondents who have experienced someone gaining entry into their home or garage without permission in the past 12 months has increased slightly to reach 12.5%, following a 4.3% decrease between 2005 and 2006.

Strangers had physically abused 3.3% of respondents over the past 12 months (ie, kicked them or used violence against them), similar to the results for 2006 (3.7%). Two-fifths of these respondents (41.2%) were aware their assailant had been drinking alcohol.

A total of 2.7% 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, down from the 4.4% recorded in 2006. For more than one-quarter (28.6%) of these 14 respondents, alcohol had been consumed by their partner/former partner.

A further 1.4% (or seven respondents) had been victim to theft (or attempted theft) of items they were carrying, a steady decrease since 2005.

A further 16.8% of respondents identified other crimes committed against themselves, or someone in their household, within the past 12 months. Violent crime comments included assault (eg, "my husband was set upon by youths in our area"), home invasion and abduction (eg, "kidnapped and been held by knifepoint").

Other crimes identified included road rage, theft from office premises (eg, "handbag stolen from office – victim of stair dancer"), mail theft, threatening behaviour (eg "a man followed me to try and intimidate me") and bullying of children (eg, "daughter is bullied at school"). Other comments related to abusive phone calls or calls to ascertain if someone was home, and businesses being burgled.

Respondents had been victim to many different home/property related crimes including vandalism (eg, "tagging of our property", "rocks thrown through lounge room at night" and "kids have thrown water bombs and eggs at my house") and theft (eg, "had tent stolen from front lawn", "stolen milk and petrol from property" and "outboard motor was stolen from our boat while on our property"). Various respondents identified attempted theft of vehicles or damage to vehicles (eg, "tried to pull my brother out of my car with the intention of stealing the car" and "car was damaged in an attempted break-in") and trespassing offences (eg, "trespassing using my land to get to fishing spots" and "man in backyard on two separate occasions – [people] use this street as a short cut").

A total of 53 respondents (10.4%) stated that they had witnessed, or been a victim of a crime, that they had not reported to the police; the number of respondents not reporting crimes has stayed at a similar level to the 2006 survey.

Table 6 – Respondents' personal experience with different types of crime

	2007	2006	2005
Have you or anyone else in your household had their vehicle, bike or motorcycle stolen?	7.6%	9.1%	10.2%
Have you or anyone else in your household had anything stolen from, or off, their vehicle (such as parts or personal possessions)?	12.9%	15.2%	17.2%
Has anyone succeeded in getting into your home or garage without permission?	12.5%	11.8%	16.1%
Has anyone stolen or tried to steal anything you were carrying (ie, from your hands, pocket or bag)?	1.4%	2.0%	5.3%
Has any stranger or person you do not know well hit you, kicked you or used force or violence on you in any way?	3.3%	3.7%	N/A*
Has any stranger or person you do not know well ever verbally abused you?	21.3%	30.5%	N/A*
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?	2.7%	4.4%	4.5%
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?	16.8%	11.5%	13.2%
Have you witnessed or been a victim of any crime that you have, for whatever reason, not reported to the police?	10.4%	10.1%	12.7%

* In the 2005 survey, both factors were included in one question but subsequently separated for the 2006 survey

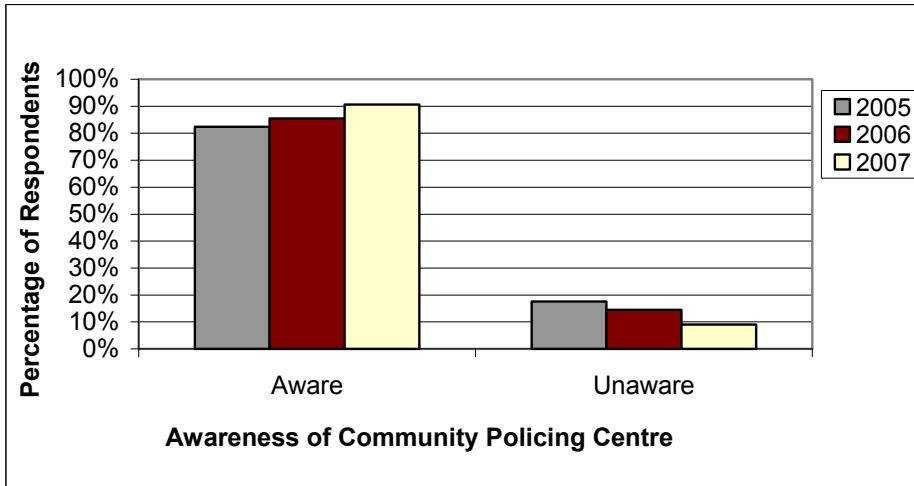
3.7 Awareness of Crime Reducing Initiatives

3.7.1 Community Policing Centre

Awareness of the Community Policing Centre has increased since the 2005 survey. A total of 463 respondents (90.6%) were aware there is a Community Policing Centre in the central city area (compared with 85.5% in 2006 and 82.4% in 2005) (refer to Figure 13).

The majority (91.6%) of those aware of the Community Policing Centre in the central city area were able to pinpoint its correct location at the City Focus (with some respondents stating "central city", "corner of Hinemoa and Tutanekai streets", "under the sails" and "in the middle"). A further 11 respondents (2.4%) did not know and 20 respondents (4.3%) gave an incorrect location (ie, Western Heights, Fenton Street, by the bus stop in Pukuatua Street and the Central Mall).

Figure 13 – Respondents' awareness of the Community Policing Centre in Rotorua's CBD

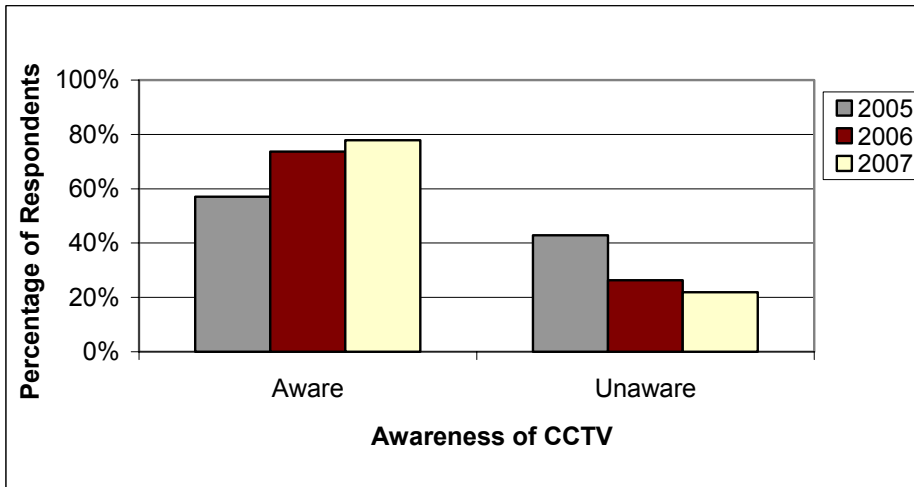


3.7.2 Closed Circuit Television Cameras (CCTV)

A total of 398 respondents (77.9%) were aware of CCTV operating in the central city area. This is an increase in awareness from both 2006 and 2005, when 73.7% and 57.1% of respondents were aware of CCTV respectively (refer to Figure 14).

Of these 398 respondents, 43.7% believed CCTV to be 'very useful' in making the central city area a safer place (a decrease of 5.6% since the 2006 survey, taking the results back to 2005 levels), while 27.1% believed them to be 'useful' (a decrease of just 0.5% since the 2006 survey). A further 14.6% of respondents stated they were of 'some use' while 8.0% stated 'not very useful' or 'not at all useful'. A total of 26 respondents (6.5%) did not know.

Figure 14 – Respondents' awareness of CCTV operating in Rotorua's CBD



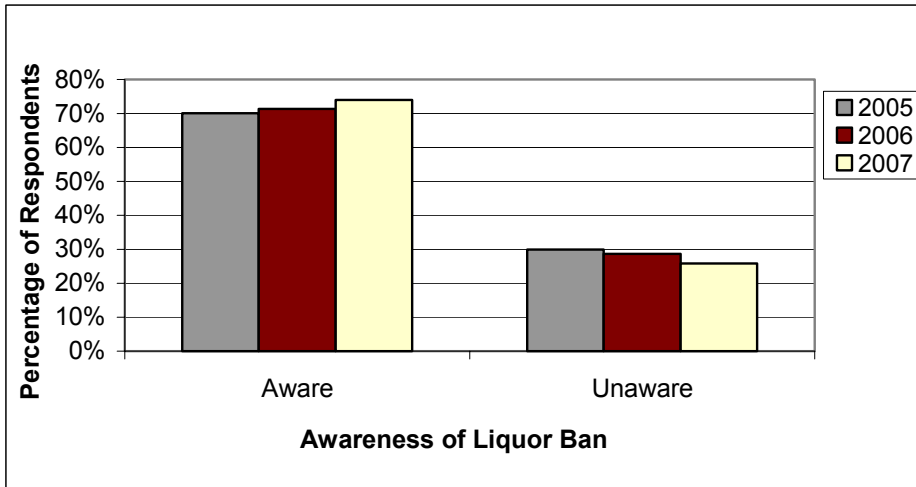
3.7.3 Liquor Ban

There has been an increase in awareness since 2005 in regard to the liquor ban in effect in the central city. A total of 378 respondents (74.0%) were aware of the liquor ban, compared with 71.3% in 2006 and 70.1% in 2005 (refer to Figure 15).

Of these 378 respondents, 37.8% believed the ban to be 'very useful' in making the central city area a safer place (a steady decrease from 2005), while 27.8% believed the ban to be 'useful'. A further

18.5% of respondents believed the ban to be of 'some use' while 12.4% stated 'not very useful' or 'not at all useful'. A total of 10 respondents (2.6%) did not know how useful the liquor ban was.

Figure 15 – 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 (refer to Table 7). As in the 2006 and 2005 surveys, many comments were made regarding policing (made by 35.6% of respondents). Comments included the need to increase the number of police (eg, "more police in the region" and "increase police resources") and the visibility of police, with many comments relating to a need for more police 'on the beat' (eg, "a few more police walking around, not just cruising in cars", "more police presence, especially on foot patrol", "more cops on the beat", "more police on foot patrol so you get to know them" and "seeing police walking the beat night and day"). Suggested improvements included "bring back the city patrol units to the CBD", "more reporting of solved crimes", "more police presence in Mamaku Village", "police should be protective not just reactive" and "police should visit the schools more often to build a relationship with children".

More security (ie, guards, manned cameras and Maori Wardens) was identified by 13.9% of respondents. Comments made regarding Maori Wardens and security patrols included "have Maori Wardens patrolling the central city area", "have security patrols in areas which are known as trouble spots for vehicle break-ins", "more night security", "patrols to move groups of young people away", "more security people/volunteers or preferably being paid" and "need Maori Wardens to patrol at night". Numerous respondents commented on the need for more security cameras, especially manned cameras, with comments including "have more security cameras in the area", "increase security cameras at tourist spots", "man the cameras", "more closed circuit cameras and monitoring of them with the results published", "security cameras on every street" and "think we should know where the cameras are – especially for parking").

Better parenting and support for youth were seen as important by 11.7% of respondents. Issues raised included educating parents and ensuring they take responsibility for their children (eg, "better education of parents", "educating parents to educate their children" and "make people accountable for their children's actions"), implementation of a curfew (eg, "ban all people under 20 from being in the city at night", "curfew on under 16 year olds being in town at night" and "there should be a curfew on young people") and provision of more activities for youth (eg, "give the youth of Rotorua activities and role models to follow" and "have somewhere for teenagers to go").

Building/street improvement comments made by 6.3% of respondents mostly discussed lighting in the district, with comments including "better lighting at night", "better/more lighting in both suburbs and CBD" and "the city is very badly lit, making one wary". Some respondents recommended the removal of vegetation in specific areas (eg, "in Kuirau Park thin out some of the trees so that paths can be

seen from the road”) while some suggested other improvements (eg, “a parking station at night in the city would be a good idea” and “shut off the walkway between Phillip Street and Malfroy Road”).

Neighbourhood support comments made by 5.3% of respondents related to the set-up and promotion of Neighbourhood Watch and other neighbourhood support groups (eg, “promote Neighbourhood Watch schemes in the suburbs”, “fostering a close community spirit, get to know our neighbours and have neighbourhood support groups”, “greater emphasis on Neighbourhood Watch networks” and “increase funding for Neighbourhood Watch groups”). It was also suggested that more community police be made available “where people can go if things are bothering them”.

A total of 4.9% of respondents discussed penalties/laws, with the majority recommending harsher penalties for offenders. Some respondents also suggested the types of crime that harsher sentences should be imposed on (eg, crimes against tourists, petty crime, drug-related crime, home invasions, and burglary, and for young offenders). Other respondents commented on offender rehabilitation with comments including “punishment should have a large component of rehabilitation and a way forward” and “provide education programmes for offenders so they can be re-introduced into society”.

Taking responsibility for yourself and being aware was identified by 4.5% of respondents with exercising common sense and taking reasonable precautions a theme (eg, “don’t make yourself a victim of opportunistic crime” and “lock your house if you are out the back”). Increased public awareness of crime/suspicious behaviour and the need to report it was also highlighted (eg, “advertising – to tell people what they can do to prevent crime/how to report it”, “promote more public awareness to crime and prevention of crime” and “the public need to report all criminal activity and suspicious behaviour”).

Removal of gangs of youths was identified by 3.7% of respondents (eg, “find a way to keep teenagers in groups off the streets”, “make it known to teenagers that they are not welcome to just hang around”, “[get] tougher on the gangs of young people that hang around at night” and “unemployed youth hanging around...creates an atmosphere I am not comfortable with”). Specific areas in the CBD were mentioned as problem areas eg, Central Mall, Kuirau Park and the Lake Front as well as specific suburbs.

Crimes targeting tourists and drug issues were identified as separate categories for the first time in 2007. A total of 16 respondents (3.1%) made comments concerning increased visitor safety (eg, “some special attention needs to be given to tourists”, “I would like to see visitors protected more”, “provide more education for tourists regarding safety issues”, “better policing at tourist spots” and “tourist attractions should provide security in their car parks”), while 12 respondents (2.3%) commented on drugs issues including “get rid of the drugs out of Rotorua”, “get rid of the druggies who beg in the city in the daytime”, “be more proactive in fighting the drug problem” and “checks for alcohol and drugs”.

Table 7 – What could be done to make Rotorua a safer place?

	2007		2006	2005	2007/2006	2006/2005
	Number	Percent	Percent	Percent	change	change
More police/more presence/community stations	182	35.6%	32.7%	38.4%	2.9%	-5.7%
More security/guards/cameras (manned)/Maori Wardens	71	13.9%	19.4%	11.3%	-5.5%	8.1%
Better parenting/support for youth/curfew/keep youth off the streets/give youth something to do	60	11.7%	7.9%	8.9%	3.8%	-1.0%
Building/street improvements (ie, lighting, trees, walkways)	32	6.3%	5.7%	3.8%	0.6%	1.9%
Doing okay now	32	6.3%	0.0%	1.9%	6.3%	-1.9%
Neighbourhood support	27	5.3%	7.9%	4.7%	-2.6%	3.2%
Penalties/laws	25	4.9%	5.4%	5.1%	-0.5%	0.3%
People need to take responsibility for themselves/being aware/report crime/know your neighbours	23	4.5%	5.2%	7.0%	-0.7%	-1.8%
Remove gangs of youths	19	3.7%	3.2%	1.5%	0.5%	1.7%
Crimes targeting tourists	16	3.1%	n/a	n/a	n/a	n/a
Liquor ban	16	3.1%	2.2%	2.5%	0.9%	-0.3%
Drug issues	12	2.3%	n/a	n/a	n/a	n/a
Advertise surveillance cameras more/Advertise successes from these cameras	11	2.2%	1.2%	0.8%	1.0%	0.4%
Boy racers/road safety	10	2.0%	3.2%	0.6%	-1.2%	2.6%
Education/attitude adjustment/values/public awareness/drug and alcohol education/sense of community	10	2.0%	6.4%	5.9%	-4.4%	0.5%
Remove gangs/insignia/undesirable people	10	2.0%	3.9%	3.6%	-1.9%	0.3%
Police to attend all crimes/response times to improve/increase resources/support/improvements to 111 service	7	1.4%	2.7%	4.7%	-1.3%	-2.0%
Reduce unemployment	6	1.2%	1.5%	3.4%	-0.3%	-1.9%
Bars/gambling establishments	6	1.2%	0.7%	1.3%	0.5%	-0.6%
Deal with truancies	5	1.0%	2.0%	3.0%	-1.0%	-1.0%
Ban people with criminal records/repeat offenders from the CBD	3	0.6%	n/a	n/a	n/a	n/a
Raise the drinking age	3	0.6%	1.5%	0.8%	-0.9%	0.7%
Family violence	0	0.0%	0.7%	0.6%	-0.7%	0.1%
Other	24	4.7%	4.7%	4.7%	0.0%	0.0%
Not specified	107	20.9%	25.6%	20.6%	-4.7%	5.0%
Sample	511					

3.8 Sample Demographics

3.8.1 Gender

Of the 511 respondents in the total sample, there was a higher number of female respondents (58.5%) compared to male respondents (40.5%). This is consistent with previous years (refer to Table 8).

Table 8 – Respondents' gender

	2007		2006	2005	2007/2006	2006/2005
	Number	Percent	Percent	Percent	change	change
Male	207	40.5%	39.1%	45.2%	1.4%	-6.2%
Female	299	58.5%	60.7%	54.8%	-2.2%	5.9%
Not specified	5	1.0%	0.2%	0.0%	0.7%	0.2%
Total	511	100.0%	100.0%	100.0%		

3.8.2 Location of Residence

Respondents were spread throughout Rotorua's electoral wards; 109 respondents (21.3%) were located in the Northern electoral ward, 126 (24.7%) were located in the Southern ward, 121 (23.7%) were located in the Eastern ward and 155 respondents (30.3%) were located in the West ward.

A total of 0.6% of respondents identified that they lived in the central city, 75.1% lived in the suburbs and 3.9% lived in Ngongotaha (refer to Table 9). A further 4.3% of respondents lived in a lakeside settlement and 15.7% lived in a rural setting.

Table 9 – Respondents' residence

	2007		2006	2005	2007/2006	2006/2005
	Number	Percent	Percent	Percent	change	change
Rotorua city (central city area)	3	0.6%	1.5%	4.5%	-0.9%	-3.0%
Rotorua suburbs	384	75.1%	71.3%	72.2%	3.9%	-0.9%
Ngongotaha	20	3.9%	7.1%	6.8%	-3.2%	0.3%
Lakeside settlement	22	4.3%	2.9%	4.0%	1.4%	-1.1%
Rural	80	15.7%	17.0%	12.5%	-1.3%	4.4%
Not specified	2	0.4%	0.2%	0.0%	0.1%	0.2%
Total	511	100.0%	100.0%	100.0%		

3.8.3 Age

The survey sample covered a wide range of ages (refer to Table 10). A total of 17.6% of respondents were aged 15 to 34 years of age, 43.4% were aged 35 to 54 years, 30.7% were aged 55 to 74 and 7.6% were over 75 years of age.

Table 10 – Respondents' age

	2007		2006	2005	2007/2006	2006/2005
	Number	Percent	Percent	Percent	change	change
15-24	29	5.7%	9.3%	8.1%	-3.7%	1.3%
25-34	61	11.9%	8.1%	15.7%	3.8%	-7.6%
35-44	109	21.3%	16.0%	16.8%	5.4%	-0.8%
45-54	113	22.1%	15.5%	18.9%	6.6%	-3.4%
55-64	89	17.4%	18.7%	14.9%	-1.3%	3.8%
65-74	68	13.3%	19.4%	13.8%	-6.1%	5.6%
75+	39	7.6%	11.8%	11.9%	-4.2%	-0.1%
Refused	1	0.2%	0.7%	0.0%	-0.5%	0.7%
Not specified	2	0.4%	0.5%	0.0%	-0.1%	0.5%
Total	511	100.0%	100.0%	100.0%		

3.8.4 Ethnicity

The majority of respondents identified themselves as New Zealand European/Pakeha (64.0%) followed by New Zealand Maori (32.1%) (refer to Table 11). Only a small number of respondents identified themselves as Asian (0.8%) or Pacific Island (0.6%). Other ethnicities identified by 1.4% of respondents included African, Australian, English, Indian, South African and Sri Lankan.

Table 11 – Respondents' ethnicity

	2007		2006	2005	2007/2006	2006/2005
	Number	Percent	Percent	Percent	change	change
New Zealand Pakeha/European	327	64.0%	63.9%	63.9%	0.1%	0.0%
New Zealand Maori	164	32.1%	30.7%	28.9%	1.4%	1.8%
Pacific Island	3	0.6%	0.7%	2.1%	-0.2%	-1.4%
Asian	4	0.8%	0.5%	2.1%	0.3%	-1.6%
Other	7	1.4%	3.7%	3.0%	-2.3%	0.7%
Refused	2	0.4%	0.2%	0.0%	0.1%	0.2%
Not specified	4	0.8%	0.2%	0.0%	0.5%	0.2%
Total	511	100.0%	100.0%	100.0%		

4.0 ALCOHOL RELATED RESULTS

Project CARV (Curbing Alcohol Related Violence) began in Rotorua in February 2007, with the aim of implementing initiatives that reduce alcohol related violence. To support the monitoring and evaluation of this project, several additional alcohol related questions were included in the 2007 Perceptions of Safety Survey and an additional section of analysis has been included in this report.

4.1 Alcohol Related Violence/Crime

Additional alcohol related questions were added to four of the questions regarding personal experience with crime over the past 12 months. Respondents were asked if, to their knowledge, a person had been drinking alcohol and the location of the incident if they answered 'yes' to any of the following questions:

- Has any stranger or person you do not know well hit you, kicked you or used force or violence on you in any way?
- Has any stranger or person you do not know well ever verbally abused you?
- 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?
- Are there any other types of crime that haven't been mentioned that you or anyone else in your household has been a victim of over the past 12 months?

Strangers had physically assaulted 3.3% of respondents over the past 12 months (ie, kicked them or used violence against them), similar to the results for 2006 (3.7%). Seven respondents (41.2%) were aware their assailant had been drinking alcohol, while a further one (5.9%) did not know. Of the seven incidences where alcohol was definitely involved, one occurred in a suburban shopping centre, two at parties in the suburbs, three in the CBD and one in Hastings.

One-fifth (21.3%) of respondents had been verbally abused by a stranger or person that they did not know well, a decrease of 9.1% from 2006. Of the 109 respondents, 22.9% were aware the stranger or person in question had been drinking alcohol, while 35.8% didn't know. Of the 25 incidences where alcohol was involved, the majority (18 incidences) occurred in the CBD, with others in Fordlands, Western Heights, Hannah's Bay and at a suburban shopping centre.

Fourteen respondents (2.7%) had been frightened for the safety of themselves or family/friends because of the anger, threats or violence of a partner/former partner, down from 4.4% recorded in 2006. For four of these respondents, alcohol had been consumed by their partner/former partner.

A further 16.8% of respondents identified other crimes committed against themselves, or someone in their household, within the past 12 months. Of these, six respondents indicated alcohol was definitely involved. Crimes committed included two incidences of assault, two incidences of vandalism, one of harassment and one witness to a stabbing. Incidences occurred in the CBD, Fordlands, Kawaha Point, Pomare and Murupara.

Overwhelmingly, the majority of crime involving alcohol occurred in the **CBD with 56.1% of incidences** mentioned occurring here. Suburbs mentioned include:

- Fordlands;
- Hannah's Bay;
- Hillcrest;
- Kawaha Point;
- Koutu;
- Pomare;
- Selwyn Heights;
- Te Ngae; and

- Western Heights.

In addition, two incidences occurred in private residences (area not specified) and one in Murupara.

4.2 Alcohol Related Mentions

All open questions were analysed for alcohol specific mentions. The results are listed in the following table.

Question No:	Comment
<p>Q3d: What factors make you feel unsafe in these places?</p> <p>Follows 'Are there particular areas in the CBD where you feel most unsafe?'</p>	<p><i>Reasons for feeling unsafe</i></p> <ul style="list-style-type: none"> ▪ Clubs there are too dark (Pukaki Street). <p><i>Reasons for feeling unsafe at "The Streat" (and/or central city bars and clubs):</i></p> <ul style="list-style-type: none"> ▪ Drunk people about. ▪ Drunks. ▪ People get stupid after drinking. <p><i>Reasons for feeling unsafe at Shops on Eruera and Hinemoa Streets:</i></p> <ul style="list-style-type: none"> ▪ Too many bars. <p><i>Reasons for feeling unsafe at Shops on Pukuatua, Haupapa and Arawa Streets:</i></p> <ul style="list-style-type: none"> ▪ Bars. Element of drunken rowdiness. ▪ The clubs and rowdy people. ▪ Too many bars. ▪ Too many clubs. People come out of them drunk and cause trouble. <p><i>Reasons for feeling unsafe at Lake Front:</i></p> <ul style="list-style-type: none"> ▪ Groups of young people drunk and disorderly. ▪ Lots of teenagers drinking. ▪ Too many drunk teenagers. ▪ Unless there is a concert, it is too open. Drinking and driving people around there. <p><i>Reasons for feeling unsafe at Kuirau Park:</i></p> <ul style="list-style-type: none"> ▪ Groups of young people drunk and disorderly.

Of the 14 respondents who made alcohol specific mentions, ten respondents (71.4%) stated that people drinking/being disruptive contributed to them feeling unsafe in the CBD at night-time, while five (35.7%) felt there were too many bar/clubs.

Question No:	Comment
<p>Q4d: Where are the most unsafe places to park a vehicle in the central city area (CBD)? Why is it unsafe to park here?</p>	<p><i>Reasons for feeling unsafe at "The Street" (and/or central city bars and clubs):</i></p> <ul style="list-style-type: none"> ▪ A lot of drunk people. ▪ Drunks coming out. ▪ Drunks in the area. ▪ Fights break out and vehicles get damaged. ▪ Rowdy people/drunk. ▪ Undesirables and drunks. <p><i>Reasons for feeling unsafe at Shops on Pukuatua, Haupapa and Arawa Streets:</i></p> <ul style="list-style-type: none"> ▪ Bad area for drunks. ▪ Badly lit. Lots of bars. ▪ Dark and too many clubs. ▪ Lots of drunks coming out of the bars in this area. ▪ Not much activity except for bars. Not well lit. ▪ Sometimes get cheeky remarks from people who have had too much to drink near Grumpy Mole. ▪ Undesirables in the bars. <p><i>Reasons for feeling unsafe at Lake Front:</i></p> <ul style="list-style-type: none"> ▪ Isolated - drunks.

Of the 14 respondents who made alcohol specific mentions, ten respondents (71.4%) felt that areas of the CBD were unsafe to park a vehicle in due to 'drunks and undesirables in bars', while three respondents (21.4%) felt there were too many bars/clubs or that this was the only activity in some areas of the CBD.

Question No:	Comment
<p>Q8b: For what reasons do you say that?</p> <p>Follows 'Do you feel that Rotorua District is generally a safe place to live?' (those who responded 'not really' and 'definitely not')</p>	<ul style="list-style-type: none"> ▪ Parties can get out of control and noise control can't do anything. You don't feel safe with wild parties around you.

Question No:	Comment
Q14: What could be done that would help make Rotorua a safer place?	<p><i>Comments coded to more police/more presence/community stations:</i></p> <ul style="list-style-type: none"> ▪ Basically more police presence to enforce the liquor ban. For instance I have seen lots of teenagers walking in the CBD drinking alcohol. The city is very badly lit making one wary. ▪ Closing the bars/clubs earlier, especially Friday and Saturday nights so there is less violence and mad driving. Opening up more police stations (community). Checks for alcohol and drugs. ▪ Less alcohol - more police. ▪ Liquor ban should be policed by police walking around at nights. Have blitz on drunk drivers. ▪ More advertising of the liquor ban. Have more traffic officers on the road. Harsher penalties for petty crime to stop people going on to commit bigger crimes. More visible policing especially have foot patrols. ▪ More people patrolling the town, especially Thursday, Friday and Saturday nights. Raise the liquor age back to 25. This might stop the 13 to 14 year-olds being able to get alcohol. More security cameras but don't let it be known where they are. ▪ More police on foot patrol in the central city and in the suburbs. Keep the streets cleaner and people might take more pride in the neighbourhood. Don't have many liquor outlets in the suburbs. ▪ More policemen on foot. Stiffer penalties. Liquor ban should be enforced rigidly. ▪ Too many bars and clubs in the central city. Provide more visible policing. Have faster police response to crimes such as burglary. <p><i>Comments coded to more security/guards/cameras (manned)/Maori Wardens:</i></p> <ul style="list-style-type: none"> ▪ Have more police on foot patrol. Have more security cameras especially around pubs and hotels. Police need to focus on the gangs who are targeting the young kids as prospects. ▪ Improve the lighting in the central city, especially on the side streets. Tighten up on underage drinking. Maori wardens do a great job. ▪ More people patrolling the town, especially Thursday, Friday and Saturday nights. Raise the liquor age back to 25. This might stop the 13 to 14 year-olds being able to get alcohol. More security cameras but don't let it be known where they are. ▪ More police in the street. Stop young kids drinking. Widening area of cameras. Public results of catching people by them. Better lighting of streets on either side of Tutanekai Street. ▪ Police enforcing the laws. They just ignore groups of young hoodlums. Police should monitor the cameras and act on it. Should act on enforcing the liquor ban. <p><i>Comments coded to better parenting/support for youth/curfew/keep youth off the streets/give youth something to do:</i></p> <ul style="list-style-type: none"> ▪ Ban all people under 20 from being in the city at night. They get drunk and don't know how to behave. Better street lighting. ▪ Ban teenagers from being in town drinking late at night. ▪ Curfew on under 16 year olds being in town at night. Liquor ban enforced. ▪ Liquor ban should be better policed. Provide something for youth to do, especially something for them to do at night at a reasonable price. ▪ Liquor law is only useful if it is enforced. More things for young people to do so that they don't have time to hang around.

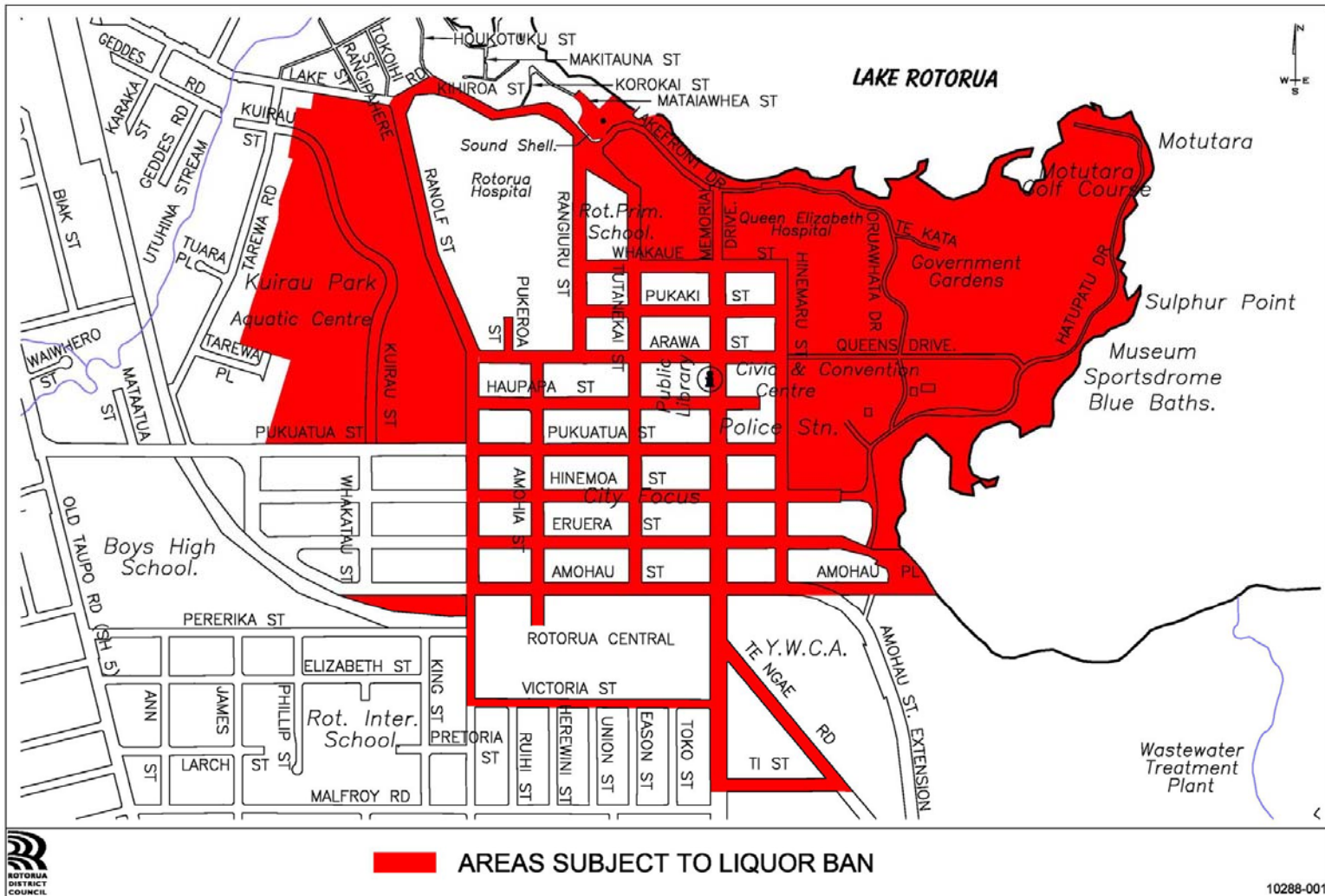
Question No:	Comment
<p>Q14: What could be done that would help make Rotorua a safer place? (cont...)</p>	<p><i>Comments coded to building/street improvements (ie, lighting, trees, walkways):</i></p> <ul style="list-style-type: none"> ▪ Ban all people under 20 from being in the city at night. They get drunk and don't know how to behave. Better street lighting. ▪ Bars and clubs should be in one area of town only and the area should be very well lit. ▪ Basically more police presence to enforce the liquor ban. For instance I have seen lots of teenagers walking in the CBD drinking alcohol. The city is very badly lit making one wary. ▪ Improve the lighting in the central city, especially on the side streets. Tighten up on underage drinking. Maori wardens do a great job. <p><i>Comments coded to doing okay now:</i></p> <ul style="list-style-type: none"> ▪ Pretty good as it is as compared to other places. Comparisons of before and after statistics of security cameras and liquor ban would be of interest and maybe a deterrent. ▪ Things are already being done, like the liquor ban and the cameras. <p><i>Comments coded to penalties/laws:</i></p> <ul style="list-style-type: none"> ▪ More policemen on foot. Stiffer penalties. Liquor ban should be enforced rigidly. <p><i>Comments coded to remove gangs of youths:</i></p> <ul style="list-style-type: none"> ▪ Police enforcing the laws. They just ignore groups of young hoodlums. Police should monitor the cameras and act on it. Should act on enforcing the liquor ban.

Question No:	Comment
<p>Q14: What could be done that would help make Rotorua a safer place? (cont...)</p>	<p><i>Comments coded to liquor ban:</i></p> <ul style="list-style-type: none"> ▪ Basically more police presence to enforce the liquor ban. For instance I have seen lots of teenagers walking in the CBD drinking alcohol. The city is very badly lit making one wary. ▪ Curfew on under 16 year olds being in town at night. Liquor ban enforced. ▪ Enforce liquor ban. I have noticed people walking around drinking and carrying alcohol. Regarding cameras, more information should be given to the public. Are they effective? Can the police use the information they get from them? Move loitering groups on and stop them spitting. ▪ Enforce the liquor ban. I've seen a lot of young people walking around drinking in the city about 9pm when I'm finishing work. ▪ Impose liquor ban more forcibly. ▪ Keep alcohol ban going and make it stronger as when people get too pissed, trouble can happen. ▪ Less alcohol - more police. ▪ Liquor ban should be better policed. Provide something for youth to do, especially something for them to do at night at a reasonable price. ▪ Liquor ban should be enforced - see people walking around during the day drinking alcohol. People should speak up more about what is going on. ▪ Liquor ban should be policed by police walking around at nights. Have blitz on drunk drivers. ▪ Liquor law is only useful if it is enforced. More things for young people to do so that they don't have time to hang around. ▪ More advertising of the liquor ban. Have more traffic officers on the road. Harsher penalties for petty crime to stop people going on to commit bigger crimes. More visible policing especially have foot patrols. ▪ More policemen on foot. Stiffer penalties. Liquor ban should be enforced rigidly. ▪ Police enforcing the laws. They just ignore groups of young hoodlums. Police should monitor the cameras and act on it. Should act on enforcing the liquor ban. ▪ Police the liquor ban as most crime happens when people have been drinking. ▪ Pretty good as it is as compared to other places. Comparisons of before and after statistics of security cameras and liquor ban would be of interest and maybe a deterrent. <p><i>Comments coded to advertise surveillance cameras more/Advertise successes from these cameras:</i></p> <ul style="list-style-type: none"> ▪ Enforce liquor ban. I have noticed people walking around drinking and carrying alcohol. Regarding cameras, more information should be given to the public. Are they effective? Can the police use the information they get from them? Move loitering groups on and stop them spitting. ▪ Pretty good as it is as compared to other places. Comparisons of before and after statistics of security cameras and liquor ban would be of interest and maybe a deterrent.

Question No:	Comment
<p>Q14: What could be done that would help make Rotorua a safer place? (cont...)</p>	<p><i>Comments coded to remove gangs/insignia/undesirable people:</i></p> <ul style="list-style-type: none"> ▪ Enforce liquor ban. I have noticed people walking around drinking and carrying alcohol. Regarding cameras, more information should be given to the public. Are they effective? Can the police use the information they get from them? Move loitering groups on and stop them spitting. ▪ Target and help the young ones with drug and alcohol problems. Government has to crack down on gangs - they control the country and the prisons. They get the young ones on "P" in prison and into their gangs and by the time they come back into the community they are lost. It's the Government's responsibility to control gangs. <p><i>Comments coded to police to attend all crimes/response times to improve/increase resources/support/improvements to 111 service:</i></p> <ul style="list-style-type: none"> ▪ Police enforcing the laws. They just ignore groups of young hoodlums. Police should monitor the cameras and act on it. Should act on enforcing the liquor ban. <p><i>Comments coded to bars/gambling establishments:</i></p> <ul style="list-style-type: none"> ▪ Bars and clubs should be in one area of town only and the area should be very well lit. ▪ Close the nightclubs at 1am. Ban liquor stores and pokie machines in the suburbs. ▪ Closing the bars/clubs earlier, especially Friday and Saturday nights so there is less violence and mad driving. Opening up more police stations (community). Checks for alcohol and drugs. ▪ I think they are doing everything they can - too many bars selling clients alcohol all over the town - don't open any more. ▪ Raise the driving age to 20 years. Raise the drinking age to 21 years. Limit the number of bars in town. There are far too many in Rotorua. ▪ Too many bars and clubs in the central city. Provide more visible policing. Have faster police response to crimes such as burglary. <p><i>Comments coded to raise the drinking age:</i></p> <ul style="list-style-type: none"> ▪ Improve the lighting in the central city, especially on the side streets. Tighten up on underage drinking. Maori wardens do a great job. ▪ More people patrolling the town, especially Thursday, Friday and Saturday nights. Raise the liquor age back to 25. This might stop the 13 to 14 year-olds being able to get alcohol. More security cameras but don't let it be known where they are. ▪ Raise the driving age to 20 years. Raise the drinking age to 21 years. Limit the number of bars in town. There are far too many in Rotorua.

A total of 31 respondents made alcohol specific mentions when asked what could be done to help make Rotorua a safer place. Almost half (41.9%) of respondents indicated better advertising and enforcement of the liquor ban was required. Seven respondents (22.6%) commented on young people and alcohol, with comments relating to raising the drinking age, enforcing the drinking age and imposing a curfew on young people in the CBD at night-time. Six respondents (19.4%) suggested earlier closing hours and a cap on the number of bars/clubs. Two respondents suggested a ban or cap on suburban liquor outlets, while others suggested security cameras to be placed around bars/clubs and the publication of 'before and after' statistics relating to the liquor ban in the CBD.

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



APPENDIX 2: ROTORUA DISTRICT PERCEPTIONS OF SAFETY QUESTIONNAIRE 2007

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 Krista 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.
 - The same survey was run in 2005 and 2006. The process is being repeated in order to track safety perception within Rotorua.
-
- For the purpose of this survey, the CBD is defined as the area between and including Kuirau Park up Ranolf Street to the Lake Front, along to Sulphur Point, down to Victoria Street and back up Ranolf Street. Key landmark areas included are:
 - Rotorua Central Mall;
 - Skateboard Park;
 - Govt Gardens/Blue Baths/Poly Pools area; and
 - Ti Street "triangle".

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

1. How often do you visit the Rotorua central city area (CBD)? *(please prompt & tick ONE only)*

- O1 Daily
- O2 Weekly
- O3 Fortnightly
- O4 Monthly
- O5 Annually *(how many visits per year?)*
- O6 Never *(skip to Q5)*

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

- O1 Very safe (continue to 2b)
- O2 Safe (continue to 2b)
- O3 Neither safe nor unsafe (skip to Q3a)
- O4 Unsafe (skip to Q2c)
- O5 Very unsafe (skip to Q2c)
- O6 Don't know (skip to Q3a)
- O7 Not applicable (ie, don't go into the CBD during the daytime) – (skip to Q3a)

2b. What factors make you feel safe in the CBD during the daytime? (do not prompt - tick all that apply & skip to Q3a)

- O1 Light O6 Other (please specify)
- O2 Security cameras
- O3 Presence of other people
- O4 Presence of police
- O5 Don't know

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

- O1 Yes (continue to Q2d)
- O2 No (skip to Q3a)
- O3 Don't know (skip to Q3a)

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

Safety during the daytime - tick all that apply		Reasons for feeling unsafe
Rotorua Central Mall (the shops surrounding the Warehouse)	<input type="radio"/> 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	

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)

- O1 Very safe (continue to 3b)
- O2 Safe (continue to 3b)
- O3 Neither safe nor unsafe (skip to Q4a)
- O4 Unsafe (skip to Q3c)
- O5 Very unsafe (skip to Q3c)
- O6 Don't know (skip to Q4a)
- O7 Not applicable (ie, don't go into the CBD during the night-time) – (skip to Q4a)

3b. What factors make you feel safe in the CBD during the night-time? (do not prompt - tick all that apply & skip to Q4a)

- O1 Light O6 Other (please specify).....
- O2 Security cameras
- O3 Presence of other people
- O4 Presence of police
- O5 Don't know

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

- O1 Yes (continue to Q3d)
- O2 No (skip to Q4a)
- O3 Don't know (skip to Q4a)

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

Safety during the 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 daytime, 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 the 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 Street" (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)*

- | | |
|--------------------------------|---|
| O1 Fenton Street (motel area) | O6 Airport |
| O2 The Redwood Forest car park | O7 Okere Falls |
| O3 Waipa | O8 Waste Water Motors <i>(private car sales yard on Te Ngae Rd)</i> |
| O4 Blue/Green Lake | O9 Rainbow Mountain |
| O5 Aquatic Centre | O10 Kerosene Creek |
| | O11 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 daytime? *(please prompt & tick ONE only)*

- | | |
|----------------------------|----------------|
| O1 Very safe | O5 Very unsafe |
| O2 Safe | O6 Don't know |
| O3 Neither safe nor unsafe | |
| O4 Unsafe | |

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

- | | |
|----------------------------|----------------|
| O1 Very safe | O5 Very unsafe |
| O2 Safe | O6 Don't know |
| O3 Neither safe nor unsafe | |
| O4 Unsafe | |

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

- | | |
|----------------------------|----------------|
| O1 Very safe | O5 Very unsafe |
| O2 Safe | O6 Don't know |
| O3 Neither safe nor unsafe | |
| O4 Unsafe | |

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

- | | |
|----------------------------|----------------|
| O1 Very safe | O5 Very unsafe |
| O2 Safe | O6 Don't know |
| O3 Neither safe nor unsafe | |
| O4 Unsafe | |

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)

- 1 Definitely (skip to Q9) 3 Not really (continue to Q8b) 5 Don't know (skip to Q9)
2 Mostly (skip to Q9) 4 Definitely not (continue to Q8b)

8b. For what reasons do you say that? (DO NOT prompt and tick all mentions)

PROMPT: Are there any other reasons?

- 1 Assaults/muggings/physical violence 6 Other (specify).....
2 Too many burglaries/home invasions
3 Not safe in some areas/undesirables
4 High crime rate/too much crime
5 Problems with young people/street kids/not enough to do

9. Generally speaking, do you feel you... (please prompt 1 and 2 & tick ONE only)

- 1 Can trust people 3 50/50 (do not prompt)
2 Can't be too careful when dealing with people 4 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

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 2006... (please prompt)

- 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 or used force or violence on you in any way? If yes , to your knowledge had this person been drinking alcohol? Where were you when this happened?				
f. Has any stranger or person you do not know well ever verbally abused you? If yes , to your knowledge had this person been drinking alcohol? Where were you when this happened?				
g. 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? If yes , to your knowledge had this person been drinking alcohol? Where were you when this happened?				
h. 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) If yes , to your knowledge had this person been drinking alcohol? Where were you when this happened?				
i. 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?

- O1 Yes → If yes, where is it specifically located?
- O2 No

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

- O1 Yes → (continue to Q12b)
- O2 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)

- O1 Very useful
- O2 Useful
- O3 Some use
- O4 Not very useful
- O5 Not at all useful
- O6 Don't know

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

- O1 Yes → (If yes, continue to Q13b)
- O2 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)

- O1 Very useful
- O2 Useful
- O3 Some use
- O4 Not very useful
- O5 Not at all useful
- O6 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)

- O1 Male
- O2 Female

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

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

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

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

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

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

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

- APR Consultants will ensure confidentiality by detaching your contact details so that your responses and contact details cannot be matched.
- Results will be available from the 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 Krista at APR Consultants.**

APPENDIX 3: DETAILED SURVEY RESULTS 2007

1. How often do you visit the Rotorua central city area (CBD)? (please prompt & tick ONE only)

	2007		2006	2005	2007/2006	2006/2005
	Number	Percent	Percent	Percent	change	change
Daily	135	26.4%	19.9%	25.9%	6.5%	-6.0%
Weekly	270	52.8%	55.3%	48.0%	-2.4%	7.3%
Fortnightly	62	12.1%	14.0%	11.5%	-1.9%	2.5%
Monthly	37	7.2%	8.1%	8.9%	-0.9%	-0.8%
Annually	3	0.6%	1.7%	3.2%	-1.1%	-1.5%
Never	4	0.8%	1.0%	2.5%	-0.2%	-1.6%
Not specified	0	0.0%	0.0%	0.0%	0.0%	0.0%
Total	511	100.0%	100.0%	100.0%		

[skip to Q5]

Annually specified:

	2007		
	Number	Percent	% tot sample
Once	0	0.0%	0.0%
Twice	1	33.3%	0.2%
Three times	0	0.0%	0.0%
Four times	2	66.7%	0.4%
Not specified	0	0.0%	0.0%
Total	3	100.0%	0.6%

Note: % tot sample is the percentage of the total sample (ie, 511 surveys)

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

	2007		2006	2005	2007/2006	2006/2005
	Number	Percent	Percent	Percent	change	change
Very safe (continue to Q2b)	205	40.4%	37.5%	35.3%	3.0%	2.2%
Safe (continue to Q2b)	255	50.3%	43.7%	51.4%	6.6%	-7.7%
Neither safe nor unsafe (skip to Q3a)	29	5.7%	15.1%	7.2%	-9.4%	7.9%
Unsafe (skip to Q2c)	14	2.8%	2.0%	4.1%	0.8%	-2.2%
Very unsafe (skip to Q2c)	3	0.6%	0.7%	1.3%	-0.2%	-0.6%
Don't know (skip to Q3a)	1	0.2%	0.2%	0.2%	-0.1%	0.0%
Not applicable (skip to Q3a)	0	0.0%	0.7%	0.4%	-0.7%	0.3%
Not specified	0	0.0%	0.0%	0.0%	0.0%	0.0%
Total	507	100.0%	100.0%	100.0%		

2b. What factors make you feel safe in the CBD during the daytime? (do not prompt - tick all that apply & skip to Q3a)

	2007		2006	%
	Number	Percent	Percent	change
Light	45	9.8%	9.5%	0.3%
Security cameras	14	3.0%	4.0%	-0.9%
Presence of other people	244	53.0%	48.3%	4.7%
Presence of police	58	12.6%	14.1%	-1.5%
Don't know	60	13.0%	20.5%	-7.4%
Other	185	40.2%	31.2%	9.0%
Sample	460			

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

Other specified:

- A lot of shops - quite busy.
- A sense of being safe.
- Absence of any threat.

- Always and with husband.
- Always with my family.
- Because I am a secure male.
- Because I'm a man (x3).
- Born and bred here so don't see any problem.
- Born and bred here.
- Businesses are open. Wide and open layout.
- Can do what you like.
- Can handle myself.
- City Focus area. The open area and layout makes town safe.
- City Focus is open and spacious.
- City Focus, police.
- Don't expect trouble.
- Don't have any fear.
- Don't think about it (x2).
- Don't worry.
- Experienced no problems whenever I'm there.
- Fairly open.
- Feel comfortable being there.
- Feel safe in myself.
- General feeling of safety.
- General lack of crime and threats.
- Generally feel safe.
- Go about our business.
- Great faith in God.
- Have never had any problems.
- Haven't had any problems in the past.
- I am not too familiar as I live out of town.
- I am very busy and always moving quickly. City planning is quite open.
- I can look after myself (x2).
- I can look after myself. I mind my own business.
- I don't fear anything. I know how to look after myself.
- I don't feel safety is an issue.
- I don't feel there is any danger (x2).
- I don't feel threatened, I come from South Africa where it really was unsafe.
- I don't see anything that bothers me.
- I don't walk very far. Drive then do what I have to and then drive to the next place.
- I feel I can handle anyone who is likely to intimidate me.
- I feel very relaxed in the city.
- I go around with a smile on my face.
- I have a martial arts background.
- I have never experienced any trouble.
- I have never felt threatened. I have been in dangerous cities so know how to take care eg, careful of how to carry handbag.
- I have never had a problem in town.
- I haven't ever had any problems.
- I just don't feel unsafe as I'm a large person.
- I just feel safe.
- I just go where I need to go, I don't walk the streets.
- I just never think about feeling unsafe.
- I know everyone and they know me.
- I know how to look after myself.
- I know it well so I feel very safe.
- I know the area well (x3).
- I know town very well.
- I never expect anything bad to happen.
- I own my own personal safety.
- I park close to where I want to go. I don't walk around town.

- I think Rotorua is a safe and friendly place.
- If I see too many young kids together I move on quickly.
- I'm 6' 4" - never think of trouble.
- I'm a big guy and used to looking after myself.
- I'm a guy so I feel safe.
- I'm a kick boxer and very fit.
- I'm a local and I've never had any issues with safety.
- I'm from here so not put off by anything much.
- I'm from South Africa so there is a big difference.
- I'm not alone.
- I'm not frightened by anything in town.
- I'm respected by the street gangs.
- I'm tall. I'm a bloke and an ex soldier.
- I'm used to the place and never feel unsafe.
- It is a quiet place, people don't bother you.
- It is just home.
- It is my home town.
- It's my town.
- I've never had any problems (x4).
- I've never seen any problems.
- I've never seen any violence.
- Just seems safe.
- Knowing the local area.
- Knows the place.
- Lack of any dangers, no perceived threats.
- Lack of big numbers of people.
- Lack of fear that anything bad will happen.
- Lack of undesirable people around.
- Less undesirables around during the daytime.
- Lived here all my life. Know what to look out for.
- Lived in area for 50 years.
- Local knowledge. My physical strength.
- Lots of traffic.
- Male. Don't fear anybody.
- More traffic.
- Music in the sail area that young people don't like - keep them away.
- My awareness of the situation. Know how to defend myself.
- My own sense of awareness (x2).
- My perception is that there is not much crime.
- Never expect anything to happen.
- Never felt any threat or any sense of threat (x2).
- Never had any bad experiences - I am not intimidated easily.
- Never had any problems (x6).
- Never had any trouble - don't expect any.
- Never had any trouble.
- Never have had any problems.
- Never seen anything bad happening.
- Never think about it - do not use ATM machines.
- Never think about not being safe. Don't see anything bad.
- Never thought about any danger.
- Never thought about it.
- Nice and tidy - streets nice and wide.
- No dangers, so I feel safe.
- No gangs around.
- No problem people out and about during the day.
- No problems ever happened.
- No real places for large groups of people to hang out in (compared to Auckland).
- No reason to feel unsafe (x2).

- No undesirables in most places.
- No visible or implied threat.
- No-one bothers me.
- Not a lot of hooligans hanging around. Clean environment. Don't see a lot of tagging.
- Not anything to be scared of.
- Not easily intimidated and unfortunately I know I have to have my wits about me.
- Not many kids around.
- Not too concerned about crime. Never had any problems - I keep my eyes open.
- Not worried.
- Nothing bad happens.
- Nothing bad seems to be happening. People are just going happily about their business.
- Nothing has ever threatened me.
- Nothing has threatened me so I feel safe.
- Nothing to be afraid of.
- Nothing to fear (x2).
- Nothing to worry about.
- Open and safe.
- Open and spacious. Believe that people are not going to hurt me.
- Open layout of the city.
- Open spaces.
- Open spaces. Presence of security guards in the mall.
- Open. No skyscrapers to hem you in.
- Openness of the area
- Openness and the City Focus.
- People are polite.
- Place looks tidy.
- Plenty of room to walk around and run away if necessary.
- Quite open - easy to see around. People I know - easy to get around.
- Security guards in the mall.
- Security seen in the mall.
- Shops are open (x3).
- Sticking to main areas.
- Streets are wide.
- Take reasonable precautions - don't go to areas where we think it unsafe.
- The well-being of the town.
- There are no obvious threatening influences.
- There are no problems in town.
- There is no crime.
- There is nothing to fear.
- They play music in the City Focus that undesirables don't like, so they don't hang around.
- Tidy and open. I'm male.
- We have never had any problems.
- Wide footpath, knowledge of cameras around even though I don't know where they are.
- Wide open. No graffiti on buildings.
- Wide walking spaces and good pedestrian crossings.
- With friends.

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

	2007		2006	%
	Number	Percent	Percent	change
Yes (continue to Q2d)	15	88.2%	72.7%	15.5%
No (skip to Q3a)	2	11.8%	18.2%	-6.4%
Don't know (skip to Q3a)	0	0.0%	0.0%	0.0%
Not specified	0	0.0%	9.1%	-9.1%
Total	17	100.0%	100.0%	

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

	2007			2006	2005	2007/2006	2006/2005
	Number	Percent	% tot sample	% tot sample	% tot sample	change	change
City Focus/Post Office	12	80.0%	2.3%	0.7%	1.5%	1.6%	-0.8%
Rotorua Central Mall	7	46.7%	1.4%	1.2%	0.9%	0.1%	0.4%
Kuirau Park	3	20.0%	0.6%	0.7%	0.9%	-0.2%	-0.1%
Shops on Pukuatua, Haupapa and Arawa streets	3	20.0%	0.6%	0.2%	0.4%	0.3%	-0.2%
Government Gardens	1	6.7%	0.2%	0.2%	0.2%	-0.1%	0.0%
Shops on or near Tutanekei Street	1	6.7%	0.2%	0.0%	0.4%	0.2%	-0.4%
Sulphur Point	1	6.7%	0.2%	0.5%	0.0%	-0.3%	0.5%
Lake Front	0	0.0%	0.0%	0.2%	0.2%	-0.2%	0.0%
Museum	0	0.0%	0.0%	0.2%	0.2%	-0.2%	0.0%
Polynesian Spa	0	0.0%	0.0%	0.2%	0.2%	-0.2%	0.0%
Shops on Eruera and Hinemoa streets	0	0.0%	0.0%	0.2%	0.4%	-0.2%	-0.2%
The park areas	0	0.0%	0.0%	0.5%	0.7%	-0.5%	-0.2%
The Street (and/or central city bars and clubs)	0	0.0%	0.0%	0.5%	0.4%	-0.5%	0.1%
Other	2	13.3%	0.4%	0.2%	0.2%	0.1%	0.0%
I feel unsafe everywhere in the CBD	2	13.3%	0.4%	0.0%	1.7%	0.4%	-1.7%
Don't know	0	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Not specified	0	0.0%	0.0%	0.0%	1.3%	0.0%	-1.3%
Sample	15	100.0%	2.9%	2.0%	5.4%	1.0%	-3.5%

Note: Not additive as respondents could identify multiple locations

Other specified:

Area specified	Reasons for feeling unsafe
<input type="radio"/> ATM money machines in town.	Low life that hang around these machines.
<input type="radio"/> Pak 'n Save car park.	Because someone tried to steal brother's car.

Reasons for feeling unsafe at City Focus/Post Office:

- Because of the young people hanging around.
- Groups of young people.
- Lots of young people hanging around - they look suspicious.
- Too many hooded layabouts.
- Too many lazy youth people just sitting around.
- Too many young "hoodies" hanging around.
- Undesirable people.
- Undesirable youth hang out in this area.
- Young people congregate there. Don't like the young people hanging around.

Reasons for feeling unsafe at Rotorua Central Mall:

- Because of the young people hanging around.
- Lots of young people who are abusive and/or threatening.
- Too many loiterers. Car park too open.
- Too many unemployed youth hanging around.
- Too many young people hanging around.
- Undesirable people.
- Young people congregate there. Don't like the young people hanging around.

Reasons for feeling unsafe at Kuirau Park:

- Bad reputation.
- Because of people who hang out there.
- Not enough people. Wouldn't walk there.

Reasons for feeling unsafe at Shops on Pukuatua, Haupapa and Arawa Streets:

- Again - too many young people hanging around looking for trouble.
- Too many young racist Maori hoods.
- Undesirables.

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

- Very isolated - dangerous.

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

- See lots of gang members.

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

None specified.

Reasons for feeling unsafe at **Lake Front**:

None specified.

Reasons for feeling unsafe at **Museum**:

None specified.

Reasons for feeling unsafe at **Polynesian Spa**:

None specified.

Reasons for feeling unsafe at **Shops on Eruera and Hinemoa Streets**:

None specified.

Reasons for feeling unsafe at **the park areas**:

None specified.

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

None specified.

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)

	2007		2006	2005	2007/2006	2006/2005
	Number	Percent	Percent	Percent	change	change
Very safe (continue to Q3b)	16	3.2%	1.7%	5.9%	1.4%	-4.1%
Safe (continue to Q3b)	129	25.4%	21.8%	20.9%	3.6%	0.9%
Neither safe nor unsafe (skip to Q4a)	74	14.6%	19.1%	13.1%	-4.5%	6.0%
Unsafe (skip to Q3c)	100	19.7%	12.9%	16.1%	6.8%	-3.2%
Very unsafe (skip to Q3c)	19	3.7%	4.7%	5.4%	-1.0%	-0.7%
Don't know (skip to Q4a)	3	0.6%	1.5%	3.5%	-0.9%	-2.0%
Not applicable (skip to Q4a)	166	32.7%	38.0%	35.1%	-5.2%	2.9%
Not specified	0	0.0%	0.2%	0.0%	-0.2%	0.2%
Total	507	100.0%	100.0%	100.0%		

3b. What factors make you feel safe in the CBD during the night-time? (do not prompt - tick all that apply & skip to Q4a)

	2007		2006	%
	Number	Percent	Percent	change
Light	34	23.4%	27.4%	-3.9%
Security cameras	7	4.8%	7.4%	-2.5%
Presence of other people	55	37.9%	47.4%	-9.4%
Presence of police	8	5.5%	10.5%	-5.0%
Don't know	15	10.3%	15.8%	-5.4%
Other	86	59.3%	31.6%	27.7%
Not specified	1	0.7%	1.1%	-0.4%
Sample	145			

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

Other specified:

- Always with a group of friends - mainly in the restaurant area which is safe.
- Always with a group of friends (x3).
- Always with older people at night.
- Always with other people. Never by myself.
- Always with partner and other people.
- Being a male.
- Being male and 6 foot.
- Being with others. Know how to handle myself.
- Big man.
- Born and bred here, so I feel safe.
- Businesses are open.
- Cafes and bars are open.
- Can do whatever you like.
- Can look after myself.
- Confidence in my ability to see trouble before it starts.
- Confidence in myself - don't put myself in dangerous places. I'm not on streets - just park my car and usually it is in close distance to where I want to go. Streets are wide and well paved.
- Don't go where it is dark and isolated. Usually I'm with other people.
- Drive to restaurants - may walk a block or two only.
- Everything is fairly close. You don't have to walk far.
- Feeling of the town.
- Feels okay.
- Generally with a group of friends.
- How I carry myself.
- I always park close to where I'm going.
- I am a policeman. Never had any problems.
- I am always with lots of people when I'm in town at night.
- I am always with somebody. Take reasonable care. Look into the car before getting in.
- I just go to where I need to go, so I never see any problems.
- I know the layout of the town well.
- I know the place well.
- I park close to everything.
- I'm a male.
- I'm always with friends.
- I'm always with people.
- I'm fit and able to defend myself.
- I'm male so I'm safe.
- I'm never alone at night.
- I'm pretty big and don't walk around aimlessly.
- I'm with my mates.
- In company of husband so protected.
- In the areas we go to you don't get any desirables hanging around. We mainly go to restaurants.
- It is my town - why wouldn't I feel safe.
- I've lived here a long time and I'm well known so someone would assist me if I have problems in town.
- I've lived here for a while.
- I've never had any problems (x2).
- I've never seen any groups or gangs of people.
- Know the area - lived here all my life.
- Knowing police are "on call".
- Lack of anything unsafe.
- Lack of people.
- Local knowledge of city and where to go where there aren't any undesirables. My physical presence.
- Me being a man makes me feel safer.
- My belief and confidence in being able to look after myself.
- Never by myself.
- Never experienced any trouble - don't look for it or expect it.

- Never had any problems.
- Never on my own.
- No groups of undesirables.
- No real threat anywhere.
- No visible threat.
- Nothing to worry about for me - so far.
- Only go down to The Streat area when well lit - good atmosphere/happy people.
- Only go somewhere like Valentines occasionally where there are lots of people.
- Only go to restaurants and concerts with husband.
- Only to functions and concerts but don't walk around.
- Parking is good.
- Patrols in the city and police have capacity to be at trouble spots very quickly.
- Police cars driving around.
- Really only go to restaurants with other friends.
- Secure male.
- The areas we go to are safe - restaurants and movies. We are not out really late.
- The places I go to are not isolated - restaurants and movies. No places for unsavoury people to hide.
- There are no dangers.
- We are not out late and don't walk around.
- We usually just go for dinner or a concert, park nearby and we don't walk the streets.
- Where we go there is no riff raff at the restaurants we go to.
- With husband and friends.
- With husband to restaurant and Convention Centre. 11pm at the latest.
- With other people (x4).
- With other people. Rotorua is very friendly.

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

	2007		2006	2005	2007/2006	2006/2005
	Number	Percent	Percent	Percent	change	change
Yes (continue to Q3d)	97	81.5%	42.3%	47.5%	39.3%	-5.2%
No (skip to Q4a)	13	10.9%	52.1%	47.5%	-41.2%	4.6%
Don't know (skip to Q4a)	2	1.7%	0.0%	1.0%	1.7%	-1.0%
Not specified	7	5.9%	5.6%	4.0%	0.2%	1.6%
Total	119	100.0%	100.0%	100.0%		

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

	2007			2006			2005	2007/2006	2006/2005
	Number	Percent	% tot sample	% tot sample	% tot sample	change	change		
Kuirau Park	32	33.0%	6.3%	2.0%	2.0%	4.3%	0.0%		
City Focus/Post Office	30	30.9%	5.9%	2.5%	3.7%	3.4%	-1.2%		
Lake Front	30	30.9%	5.9%	1.7%	1.7%	4.2%	0.0%		
Shops on Pukuatua, Haupapa and Arawa streets	29	29.9%	5.7%	0.2%	1.5%	5.4%	-1.3%		
Shops on Eruera and Hinemoa streets	18	18.6%	3.5%	0.2%	1.1%	3.3%	-0.8%		
Government Gardens	16	16.5%	3.1%	0.7%	0.2%	2.4%	0.5%		
Rotorua Central Mall	10	10.3%	2.0%	1.0%	1.7%	1.0%	-0.8%		
The Streat (and/or central city bars and clubs)	8	8.2%	1.6%	1.7%	2.0%	-0.2%	-0.2%		
Sulphur Point	6	6.2%	1.2%	1.0%	0.4%	0.2%	0.5%		
The park areas	5	5.2%	1.0%	0.7%	1.1%	0.2%	-0.4%		
Museum	3	3.1%	0.6%	1.0%	0.2%	-0.4%	0.8%		
Polynesian Spa	3	3.1%	0.6%	0.2%	0.2%	0.3%	0.0%		
Shops on or near Tutaneikai Street	3	3.1%	0.6%	0.5%	0.9%	0.1%	-0.4%		
Other	20	20.6%	3.9%	2.0%	1.1%	1.9%	0.9%		
I feel unsafe everywhere in the CBD	18	18.6%	3.5%	1.2%	1.3%	2.3%	-0.1%		
Don't know	1	1.0%	0.2%	0.0%	0.0%	0.2%	0.0%		
Not specified	0	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%		
Sample	97	100.0%	19.0%	7.4%	10.2%	11.6%	-2.9%		

Note: Not additive as respondents could identify multiple locations

Other specified:

Area specified	Reasons for feeling unsafe
• After about 11pm.	
• Amohau Street, Rangiuru Street.	Poor lighting.
• Amohau Street.	Anywhere there is evidence of graffiti as that is an indication that undesirables might congregate there.
• Any of the streets off Tutanekai eg, Pukaki, Eruera and Haupapa.	This is the dead area of town - no security.
• Any side street eg, Pukaki.	Types of people hanging around.
• Any side streets.	No people around.
• Anywhere away from people.	Park areas.
• Fenton Street - the whole length from Pak 'n Save down to Convention Centre.	Very badly lit. No people.
• Fenton Street.	Not too many people in that area and those that are look as if they are up to no good.
• Near Rotorua Hospital.	Dark and not many people.
• Near the hospital: Ranolf Street, Rangiuru Street.	There are lots of dark areas around here.
• Public toilets by the old Farmer's building.	Undesirables.
• Pukaki Street.	Clubs there are too dark.
• Pukaki Street.	Quite dark.
• Pukaki Street.	Poor lighting.
• Pukaki Street.	Unlit.
• Skate park.	Groups of teenagers.
• Te Ngae Road - the YWCA area.	Very spooky at night - don't like driving around there. Not well lit.
• Te Ngae Road.	Lots of open space on side of road.
• Ti Street triangle end of Te Ngae Road.	Rapes have occurred there.

Reasons for feeling unsafe at Kuirau Park:

- A lot of bad things have happened there.
- Anyone knows not to go there at night because of the people who loiter there.
- Bad reputation (x3).
- Bad things happen there.
- Because of muggings in the past.
- By reputation.
- Crafty area. Easy to hide.
- Dark - bad things happened there.
- Dark and dingy - no people. (Needs more lighting).
- Don't go to parks at night.
- Groups of young people drunk and disorderly.
- Has a bad reputation.
- Heard of bad things happening there.
- Isolated - not enough people. Not enough lights.
- Isolated and dark.
- Isolated area (x2).
- Isolated, undesirables.
- Isolated (x2).
- Not well lit.
- Someone followed me in there.
- There has been a lot of crime in the area - poor lighting.
- Too dangerous to go anywhere near there at night.
- Too dangerous/bad people/dark.
- Too dark.
- Transient people congregate here.
- Undesirables.
- Wouldn't go there even in the daytime - bad people.

Reasons for feeling unsafe at **City Focus/Post Office**:

- Closed in and can't see where people are.
- Draws groups of undesirables.
- Gangs of youths in the area.
- Groups of teenagers.
- Groups of young people hanging around. Sometimes rowdy behaviour.
- Groups of young people intimidate others.
- Groups of young people.
- Lots of strange people hanging around there.
- Often groups of young people hang around and there is nothing open.
- People loitering.
- Poorly lit. People that hang around there.
- Teenagers loitering.
- Too many hoodlums.
- Too many teenagers.
- Undesirables hang out (x4).
- Undesirables who hang out.
- Undesirables.
- Young hoodlums hanging around.
- Young hoods hang around here.
- Young kids hanging around - looking as if they are looking for trouble.
- Young kids that hang around.
- Young people hang out there.
- Young people hang out.
- Young people hanging around.
- Young undesirables hang out there.
- Youth hang out.

Reasons for feeling unsafe at **Lake Front**:

- Badly lit.
- Boy racers, especially around Rangiuru Street near the hospital.
- Boy racers. Group of undesirable people. Crime there.
- Cut off from rest of town.
- Dark and dingy - no people.
- Dark and exposed.
- Dark and very open.
- Don't know who is hiding behind the trees to jump out at you.
- Groups of teenagers.
- Groups of young people drunk and disorderly.
- Groups of young people.
- Heaps of boy racers.
- Hooligans.
- Isolated - not enough people. Not enough lights.
- Isolated and dark.
- Isolated and not well lit.
- Isolated area.
- Isolated (x2).
- Lots of teenagers drinking.
- Not a lot of people - but a lot of cars with young people in them.
- Not enough people.
- Places where people can hide and jump out.
- Quite dark. Too many groups of cars together.
- Too dark - not enough people.
- Too many drunk teenagers.
- Unless there is a concert, it is too open. Drinking and driving people around there.
- Young people - too many of them.
- Young teenagers hang out.

Reasons for feeling unsafe at Shops on Pukuatua, Haupapa and Arawa Streets:

- All side streets are a bit lonely.
- All side streets away from the restaurant area can be unsafe.
- All the alleyways there and vacant buildings - easy for people to hide.
- Bad lighting around library.
- Bad lighting. Not many people.
- Bars. Element of drunken rowdiness.
- Isolated and low foot traffic.
- Isolated areas.
- Isolated, poor lighting and undesirables.
- Less frequented. Less well lit. More opportunity.
- Not enough activity.
- Not many people.
- Not nice people hanging around.
- Off the main street. Not well lit or frequented. Bad people roaming.
- Opportunistic crime.
- People in hoods (young).
- Side streets are dark and badly lit.
- Side streets can be rather dark and unfrequented by people.
- The clubs and rowdy people.
- There are too many young hoods hanging around.
- Too many bars.
- Too many clubs. People come out of them drunk and cause trouble.
- Too many groups of young people roaming around.
- Too many young people roaming around.
- Types of people hanging around.
- Unlit.
- Very dark, bad area.
- Youths gather at bus stop even at night.

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

- All side streets are a bit lonely.
- All side streets away from the restaurant area can be unsafe.
- Bus stop area on Pukuatua Street.
- Dark and not many people.
- I feel that people here (young people and groups) just hang around waiting for someone to use the ATM.
- Isolated and low foot traffic.
- Less frequented. Less well lit. More opportunity.
- Off the main street. Not well lit or frequented. Bad people roaming.
- Often see (especially at night) groups of hooded young people hanging around.
- Side streets are dark and badly lit.
- Side streets can be rather dark and unfrequented by people.
- Too many bars.
- Too many empty shops.
- Types of people hanging around.
- Unlit.
- Vacant shops. No people.
- Young people roam around.

Reasons for feeling unsafe at Government Gardens:

- Bad lighting. Not many people.
- Dangerous at night.
- Exposed.
- Homeless people again.
- Isolated - not enough people at night.
- Isolated - not enough people. Not enough lights.
- Isolated and not well lit.

- Isolated.
- Large area. Not many people.
- Lots of places to hide.
- No people. Dark (at nights). Isolated.
- Places where people can hide and jump out.
- Too much open space.
- Too open - not enough people.

Reasons for feeling unsafe at **Rotorua Central Mall:**

- Dark and no people.
- Deadbeats hang out there.
- Groups of young people.
- In the car park there when the shops aren't open - very dark - no people - nowhere to go for help - not even a telephone to ring taxi.
- Poorly lit. People that hang around there.
- Pretty dark and not many people.
- Teenagers loitering.
- Transients roam here all through the night.
- Undesirables.
- Youths hang out.

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

- Drunk people about.
- Drunks.
- People get stupid after drinking.
- Undesirables and drugs are used as I have smelled them.
- Undesirables in the area.
- Undesirables.

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

- Bad reputation.
- Dangerous at night.
- Hooligans.
- Isolated and not well lit.
- No light.

Reasons for feeling unsafe at **the park areas:**

- Dark and dingy - no people.
- Isolated - not enough people. Not enough lights.
- Very dark.

Reasons for feeling unsafe at **Museum:**

- Homeless people again.
- Isolated - not enough people at night.
- Too open - not enough people.

Reasons for feeling unsafe at **Polynesian Spa:**

- Bad reputation.
- Know this area is targeted for theft.
- Too open - not enough people.

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

- Especially around the court house/library - very dark.
- Side streets can be rather dark and unfrequented by people.
- Too many young people roaming around.

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 daytime, 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)

	2007		2006	2005	2007/2006	2006/2005
	Number	Percent	Percent	Percent	change	change
Always worry about your vehicle	46	9.1%	11.4%	12.2%	-2.3%	-0.8%
Usually worry	34	6.7%	9.2%	8.3%	-2.5%	0.9%
Sometimes worry	129	25.4%	30.5%	25.3%	-5.1%	5.2%
Never worry	276	54.4%	43.2%	43.8%	11.3%	-0.6%
Not applicable	21	4.1%	5.2%	9.8%	-1.1%	-4.6%
Don't know	1	0.2%	0.2%	0.4%	-0.1%	-0.2%
Not specified	0	0.0%	0.2%	0.2%	-0.2%	0.0%
Total	507	100.0%	100.0%	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)

	2007		2006	2005	2007/2006	2006/2005
	Number	Percent	Percent	Percent	change	change
Always worry about your vehicle	78	15.4%	18.4%	17.6%	-3.0%	0.7%
Usually worry	53	10.5%	8.9%	10.2%	1.5%	-1.3%
Sometimes worry	118	23.3%	18.1%	20.3%	5.2%	-2.1%
Never worry	73	14.4%	13.6%	10.5%	0.8%	3.2%
Not applicable	179	35.3%	39.7%	35.1%	-4.4%	4.6%
Don't know	1	0.2%	0.5%	0.9%	-0.3%	-0.4%
Not specified	5	1.0%	0.7%	5.4%	0.2%	-4.7%
Total	507	100.0%	100.0%	100.0%		

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

	2007		2006	2005	2007/2006	2006/2005
	Number	Percent	Percent	Percent	change	change
Yes (continue to Q4d)	323	63.7%	66.7%	48.8%	-3.0%	17.9%
No (skip to Q5)	90	17.8%	16.4%	24.8%	1.4%	-8.5%
Don't know (skip to Q5)	89	17.6%	15.9%	20.7%	1.7%	-4.8%
Not specified	5	1.0%	1.0%	5.7%	0.0%	-4.7%
Total	507	100.0%	100.0%	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).

	2007			2006	2005	2007/2006	2006/2005
	Number	Percent	% tot sample	% tot sample	% tot sample	change	change
Kuirau Park	109	33.7%	21.3%	27.5%	14.4%	-6.2%	13.1%
Lake Front	77	23.8%	15.1%	17.7%	9.8%	-2.6%	7.9%
Government Gardens	62	19.2%	12.1%	18.7%	9.2%	-6.5%	9.5%
Rotorua Central Mall	50	15.5%	9.8%	8.4%	5.9%	1.4%	2.5%
Shops on Pukuatua, Haupapa and Arawa streets	49	15.2%	9.6%	2.7%	2.0%	6.9%	0.7%
Polynesian Spa	38	11.8%	7.4%	12.8%	5.7%	-5.3%	7.1%
Shops on Eruera and Hinemoa streets	33	10.2%	6.5%	1.2%	1.1%	5.2%	0.1%
Sulphur Point	18	5.6%	3.5%	6.4%	3.9%	-2.9%	2.5%
Museum	12	3.7%	2.3%	6.9%	1.1%	-4.5%	5.8%
The park areas	9	2.8%	1.8%	1.2%	0.9%	0.5%	0.4%
The Streat (and/or central city bars and clubs)	9	2.8%	1.8%	4.9%	2.0%	-3.2%	3.0%
City Focus/Post Office	6	1.9%	1.2%	1.5%	0.4%	-0.3%	1.0%
Shops on or near Tutanekei Street	2	0.6%	0.4%	1.0%	0.4%	-0.6%	0.5%
Other	125	38.7%	24.5%	34.4%	21.8%	-9.9%	12.6%
I feel unsafe everywhere in the CBD	35	10.8%	6.8%	6.6%	4.4%	0.2%	2.3%
Don't know	13	4.0%	2.5%	0.7%	1.1%	1.8%	-0.4%
Not specified	1	0.3%	0.2%	0.2%	0.0%	-0.1%	0.2%
Sample	323		63.2%	66.1%	48.8%	-2.9%	17.3%

Note: Not additive as respondents could identify multiple locations

Area specified	Reasons for feeling unsafe
<input type="radio"/> All around Citizens Club (Arawa Street).	Very dark. Rotorua Primary School blocks off whole side.
<input type="radio"/> All backstreets. I really feel all streets apart from Tutanekei and Fenton Street.	Poor lighting.
<input type="radio"/> All places at night except for the Streat area because of the people around.	All parts of the central city area are unsafe at night except for the "Streat" area as there are plenty of people in that area so nothing would happen with so many people around.
<input type="radio"/> All side streets.	No lighting and low foot traffic.
<input type="radio"/> All side streets.	Isolated and poor lighting.
<input type="radio"/> All streets where the lighting is poor.	Poor lighting.
<input type="radio"/> All the side streets off Tutanekei on the Kuirau Park side.	Away from the main stream.
<input type="radio"/> All the supermarket car parks.	Anyone can get to your car.
<input type="radio"/> Alleyways and side streets.	Isolated poor lighting.
<input type="radio"/> Amohau Street and Pukeroa Street.	Amohau St - isolated and undesirables. Pukeroa St - Isolated.
<input type="radio"/> Amohau Street.	Low foot traffic.
<input type="radio"/> Amohau Street.	Undesirables hang around.
<input type="radio"/> Amohia and Pukaki Streets.	Poor lighting and Isolated.
<input type="radio"/> Amohia Street.	Badly lit near Kuirau Park.
<input type="radio"/> Any side street.	Away from the main areas.
<input type="radio"/> Any side street. Anywhere away from the main area.	Not many people. Not well lit.
<input type="radio"/> Any side street. Anywhere that is badly lit.	
<input type="radio"/> Anywhere that is isolated and dark.	
<input type="radio"/> Anywhere where there are not a lot of cars.	Cars are vulnerable in this situation.
<input type="radio"/> Anywhere where there is no lighting, like side streets towards Hinemaru Street.	No lighting.
<input type="radio"/> Area all around Rotorua Hospital or the Lake Front side.	Not enough lighting from roundabout onwards.
<input type="radio"/> Around QEII Hospital (Queen's Drive, Hinemaru Street).	Lots of street kids and vagrants hang out here.
<input type="radio"/> Around QEII Hospital, Queen's Drive and Hinemaru Street.	Deserted at night. Cars easy to get to.
<input type="radio"/> Around Rotorua Hospital and Rangiu Street.	Not very well lit.
<input type="radio"/> Around the Convention Centre (Fenton street and Haupapa Street) and near the RSA.	Very badly lit at night.
<input type="radio"/> Around the Convention Centre and Council Chambers (Queen's Drive and Hinemaru streets).	Lighting is very poor. Numbers of cars being broken into in this area at night.

Area specified	Reasons for feeling unsafe
o Around the hospital in Rangiuru Street.	Not many people around but cars parked. A bit of an easy target.
o Back of Council Chambers, QEII, Hinemaru Street and Queen's Drive.	Lack of people, bad lighting, easy to get away.
o Because break-ins happen everywhere in the central city at night.	
o By Rotorua Primary School and the Citizens Club - Rangiuru Street.	Very dark - lanes to get away in - not many people.
o Car park building.	Youth hang out there.
o Car park building.	You can't see people wandering around there.
o Cinema area.	Dark and isolated.
o Convention Centre and back streets around there, and near the RSA Club.	We always go early so we can get parking outside the Convention Centre where there is at least some lighting.
o Convention Centre, Haupapa Street (where RSA is), Hinemoa Street.	Big trees around this area. Badly lit.
o Convention Centre.	It's hard to get parking where it is well lit.
o Countdown.	Poor lighting.
o Courthouse area.	People lose their tempers and are likely to damage vehicles.
o Dark alleys.	Isolated.
o Dark side, alleyways behind businesses.	Isolated, no lighting.
o Hinemaru Street	Isolated.
o Hinemaru Street	Local hoods canvas this area.
o Hinemaru Street	Isolated area.
o Hinemaru Street and Amohia Street.	Dark and isolated.
o Hinemaru Street by the derelict hospital building.	Doesn't feel good.
o Hinemaru Street, council car park.	Target area for break-ins.
o Hinemaru Street, hospital car park, Pak 'n Save.	Low foot traffic. Break-ins happen.
o Hinemaru Street, Rangiuru Street.	Low foot traffic.
o Hinemaru Street.	Poor lighting.
o Hinemaru Street.	Target area for break-ins.
o Hinemaru Street.	Unlit area, isolated at night.
o Hinemaru Street.	No activity.
o Hinemaru Street.	Poor lighting. Isolated.
o Hinemaru Street. Haupapa Street (lower end).	Isolated, poor lighting, low foot traffic at night.
o Hinemoa Street by RAVE plus Pak 'n Save Supermarket.	Cars have been broken into.
o Hinemoa Street.	Low foot traffic.
o Hospital car park.	People coming and going all the time.
o Just about everywhere.	I make a point of parking away from 4WD and expensive cars likely to be targeted.
o Lake Road car park, Rangiuru Street.	Car was stolen from Lake Road car park.
o Lava bar.	Isolated and dark.
o Library area, Haupapa Street, Fenton Street after Eruera Street.	Isolated and dark. Nothing happening - no shops or people.
o Little side streets by Kuirau Park.	Little foot traffic.
o Memorial Drive.	Very dark. Not well lit.
o Movie theatre area.	Break-ins happen.
o Movie theatre.	A lot of break-ins happen.
o Near backpackers.	Tourists are targeted in these areas to have their vehicles broken into.
o Near QE2 Hospital.	Very dark.
o Near Rotorua Primary School and Citizens' Club (Rangiuru Street).	Dark and not many people - easy to get away from this area.
o Near Rotorua Primary School and the Citizens' Club at Rangiuru Street.	Very dark there and easy to get away. Open spaces nearby.
o Near Rotorua Primary School and the Citizens' Club.	Dark around there and easy to get to vehicles.
o Near the hospital, in the hospital and in Ranolf Street.	People wanting to smash or steal know you'll be away from your vehicle for a while.
o On every corner there are groups of young hooligans	

Area specified	Reasons for feeling unsafe
yelling abuse and threatening you.	
o Outside the movies.	Isolated while the movie is running.
o Outside the police station.	A friend's car was broken into there.
o Pak 'n Save car park.	I know that cars have been stolen from there at night.
o Pak 'n Save.	Dark.
o Parking building in Pukuatua Street.	Isolated and not monitored.
o Parking building.	Low foot traffic.
o Pukaki Street	Too many teenagers roaming around with no respect for people or property.
o Pukaki Street, Fenton Street.	Very poor lighting. Not many people.
o Pukaki Street.	To get to restaurants you have to park in a side street. Not well lit at night and the footpath is uneven.
o Pukaki Street.	Isolated area.
o Pukaki Street.	Unlit.
o Pukuatua Street by St Luke's Church.	Isolated, low foot traffic.
o Pukuatua Street parking building.	Undesirables in the area.
o Rangiuru Street and under Rotorua Hospital.	Not many people and very dark.
o Rangiuru Street - near Rotorua Primary School.	Dark and easy to get away from.
o Rangiuru Street (near Citizens' Club and Rotorua Primary School).	Cars get broken into and stolen from there.
o Rangiuru Street.	Poor lighting.
o Rangiuru Street.	Have to park car and walk to where you want to go.
o Rangiuru Street.	I know people who have had cars broken into in this area.
o Rangiuru Street.	Break-ins are targeted here.
o Rangiuru Street.	Poor lighting and isolated.
o Ranolf Street by Kuirau Park.	Low foot traffic.
o Ranolf Street by Kuirau Park.	Friends have had their cars stolen.
o Residential areas to the end of Eruera and Hinemoa streets.	Quiet and not much passing traffic.
o Rotorua District Hospital car park.	It's dark. My partner had things stolen off his vehicle there.
o Rotorua Hospital car park.	I work there and they have been advised of break-ins/thefts. Have to park in front of Edward Guy building (old obstetrics building) at night.
o Rotorua Hospital.	Thieves know cars will be unattended for some time.
o Rotorua Hospital.	Not well lit. People can be tampering with your car and you can't see them.
o Round Rotorua Hospital.	Car park is open. Easy to get away.
o Side streets in town.	Poor lighting, low foot traffic.
o Side streets away from the very centre of town eg, streets between Fenton and Hinemaru streets.	Poor light and low foot traffic.
o Side streets by Hinemaru Street.	Isolated, low foot traffic.
o Side streets like Arawa and Rangiuru Streets.	Poor lighting and low foot traffic.
o Side streets like Pukaki, Rangiuru and Hinemaru streets.	Poor lighting.
o Side streets off Hinemaru Street.	Poor lighting.
o Skateboard park area and all of Ranolf Street.	Had missiles thrown at my car in this area.
o Small side streets eg, Pukaki, Arawa, Whakaue and Rangiuru streets.	Low foot traffic. Poor lighting.
o Supermarket - Pak 'n Save.	A lot of people around, break-ins often happen.
o Supermarket car park.	Easy for people to break in as with all the people coming and going no-one takes any notice.
o Supermarket car parks.	Vehicle gets damaged.
o Supermarket car parks.	There are a lot of break-ins.
o Supermarket car parks.	People have distracted drivers and then taken the car as the keys are in the vehicle.
o Supermarket car parks.	Poor lighting.
o Supermarket car parks.	Busy area so no-one takes notice of people around cars.
o Supermarkets.	A lot of people lurk around the car park. Cars often get damaged.

Area specified	Reasons for feeling unsafe
○ The whole area from Amohau Street (near the mall) down to where the Streat area begins.	This whole area is isolated at night. No people. Easy to break into cars.
○ There can be break-ins anywhere.	
○ Ti Street area.	Break-ins happen.
○ Ti Street.	Low foot traffic.
○ Unsafe in most places - side streets.	I only park at night outside the restaurant I'm visiting.
○ Victoria Street and the corner of Fenton Street.	Break-ins have happened.
○ Village Green.	Isolated.

Reasons for feeling unsafe at Kuirau Park:

- Anywhere away from the main street where there are no restaurants etc, makes it easy to break into cars etc.
- Anywhere that tourists go.
- Areas are targets for break-ins.
- Away from main centre.
- Bad area.
- Bad reputation for theft.
- Bad reputation for trouble.
- Bad reputation of car thefts there.
- Because of people you hear of there.
- Break-ins happen here.
- Break-ins high in area.
- Break-ins in the area.
- Can't be by your car all the time.
- Cars get broken into and stolen from there.
- Cars stolen from here often.
- Dangerous and dark.
- Dark - bad things happened there.
- Dark - not many people.
- Dark and away from people.
- Dark and isolated at night.
- Dark and isolated.
- Dark and lots of bushes.
- Dark and no people.
- Dark and not many people to watch vehicles.
- Dark.
- Dark. Bad reputation.
- Deserted area at night.
- Don't know who is going to pop out from behind a tree.
- Easy to hide in heavy foliage.
- Heard of break-ins there.
- Hoons around.
- Isolated and a target for break-ins.
- Isolated and dark (x2).
- Isolated area - low foot traffic.
- Isolated area (x4).
- Isolated, especially at night.
- Isolated, low foot traffic.
- Isolated (x10).
- It's known as a bad place to park.
- I've heard of break-ins in the area.
- I've heard of crime happening.
- Lack of cars and people.
- Lots of people roaming around.
- Low foot traffic.
- Low life's hang out.
- More isolated.
- No people.

- Nobody around. Easy to run away.
- Not a safe area - dark and not a lot of people.
- Not enough people. Unsavoury people.
- Not safe at night.
- Not very visible to other traffic.
- Not well lit - not many people. Easy to run away from.
- Not well lit.
- Not well lit. Easy to hide.
- People away from the car.
- People can easily do something to the vehicle and have lots of places to hide/run away.
- Poor lighting and isolated.
- Poor lighting and undesirables.
- Poor lighting undesirables in the area.
- Poor lighting, bush to hide in.
- Poor lighting (x5).
- Quite a few break-ins in that area.
- Reputation - cars stolen.
- Reputation of area - hoodlums.
- Reputation.
- Target area for break-ins (x2).
- Target for break-ins
- There have been bad incidents there.
- Too dark and lonely.
- Too dark.
- Too many thugs hang out there.
- Too much cover/closed in.
- Tourists are targeted in these areas to have their vehicles broken into.
- Undesirable people - a lot of break-ins.
- Undesirables hang out here.
- Undesirables in the area.
- Undesirables (x2).
- Unsafe area.
- Unsavoury people congregate in that area.
- Very dark (x2).
- Very dark. Not well lit.
- Wherever you get tourists congregating, you will get crime.
- Wouldn't go near it at night.
- Young people roaming around in groups.

Reasons for feeling unsafe at **Lake Front**:

- Anywhere away from the main street where there are no restaurants etc, makes it easy to break into cars etc.
- Areas are targets for break-ins.
- Away from main centre.
- Badly lit.
- Because of the people there at night.
- Boy racers in the area - poor lighting.
- Boy racers.
- Break-ins at Yacht Club.
- Break-ins happen.
- Break-ins in the area.
- Break-ins, isolated.
- Can't be by your car all the time.
- Can't be near your car.
- Cars stolen from here often.
- Closed off from rest of town.
- Dark - not many people.
- Dark and exposed.
- Dark and isolated at night.

- Dark and not many people to watch vehicles.
- Dark area. Street kids.
- Dark there and not too many people.
- Dark.
- Dark. Groups of young ones.
- Deserted at night. Cars easy to get to.
- Easy to hide behind trees and get away.
- Hoons and teenagers.
- Hoons around.
- I hear thieves target tourist areas.
- Insufficient lighting.
- Isolated - drunks.
- Isolated and dark.
- Isolated, especially at night.
- Isolated (x7).
- Isolated. Target area for break-ins.
- It's on the edge of CBD. Not well populated, especially at night.
- Know of person who had their car stolen near Village Green area.
- Less foot traffic.
- Less frequented places.
- No people.
- Not enough lighting from roundabout onwards.
- Not many people about.
- Not well lit - too many kids around.
- Not well lit - too open.
- Not well lit.
- Not well policed.
- Park at night.
- People away from the car.
- Poor lighting.
- Poorly lit, boy racers.
- Reputation - cars stolen.
- Scary people hang out there.
- Target area for break-ins (x4).
- Teenagers hanging around drinking.
- Too busy, easy to break-in.
- Too dark.
- Too many hoodlums.
- Too open.
- Too open. Not enough people.
- Tourists are targeted in these areas to have their vehicles broken into.
- Towards the back of the park.
- Undesirable youth congregate there.
- Undesirables in the area (x2).
- Undesirables, break-ins.
- Very dark.
- Wherever you get tourists congregating, you will get crime.
- Young hoons hanging around.
- Young people roaming around in groups.

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

- All these areas are well known for trouble.
- All tourist areas are targeted.
- Away from main centre.
- Break-ins happen here.
- Break-ins happen.
- Break-ins.
- Can't be by your car all the time.

- Car was broken into.
- Cars get broken into and stolen from there.
- Dark - not many people.
- Dark and away from people.
- Dark and isolated at night.
- Deserted at night. Cars easy to get to.
- Easy to hide behind trees and get away.
- Isolated and dark.
- Isolated area (x3).
- Isolated place.
- Isolated, especially at night.
- Isolated, poor lighting.
- Isolated (x2).
- Loads of tourist vehicles being broken into all the time.
- Lots of trees and shrubbery to hide behind. Easy to run away from.
- Low foot traffic (x3).
- Low lighting - isolated.
- More isolated.
- No street lighting, low foot traffic.
- No-one near the cars. Looks lonely.
- Not a good place at night - not many people.
- Not many people (x4).
- Not well lit.
- People waiting to break-in to cars. They know the cars are parked there while the people are somewhere else.
- Poor lighting (x3).
- Read in paper that cars have been stolen there.
- Target area for break-ins (x7).
- Target for break-ins.
- Too open.
- Tourist area and tourist areas are targeted.
- Tourists are targeted in these areas to have their vehicles broken into.
- Tourists don't lock their cars well enough and people go there looking to steal.
- Undesirables.
- Very dark.
- Wherever you get tourists congregating, you will get crime.
- Wouldn't go there at night (x2).

Reasons for feeling unsafe at Rotorua Central Mall:

- Anyone can be there.
- As before - dark/easy to get away from.
- Badly lit. Scary at night. Car park is quite isolated.
- Because everyone else is down the other end of town.
- Big open space. No-one patrolling.
- Break-ins happen here (x2).
- Break-ins happen, young people around.
- Break-ins happen.
- Cars get broken into.
- Cars get damaged (x3).
- Dark and isolated.
- Don't know which car is whose. Anyone can go to your car.
- Easy target to break in.
- Heard stories of cars being broken into to get away quickly.
- I have heard of things being stolen from their cars.
- I know of people having had their cars stolen from there.
- In the middle away from the shops - no one around.
- Isolated at night.
- Isolated.
- Isolated. Nobody there to see what is going on.

- I've been broken into.
- Know cars have been stolen from there at night (belonging to Warehouse staff).
- Lack of lighting. Car park too dark.
- Lots of cars - no patrols.
- Lots of people coming and going.
- No cars there.
- No people.
- No-one there at night.
- Not many people/cars at night.
- Once most of the shops are closed, a few cars stand out and are vulnerable.
- Park cars there and go somewhere else.
- Poor lighting (x4).
- Smash and grabs occur there.
- So big, so dark.
- So open, poor lighting.
- Too dark and everything is closed.
- Too easy for people to get away.
- Too many cars - too much chance to steal.
- Too open - easy for people to run away.
- Undesirables.
- Very few people - too open.
- Very isolated - not enough people.
- Young people who have theft on their minds can get around this area very quickly. Lots of unattended cars whilst people are shopping.

Reasons for feeling unsafe at Shops on Pukuatua, Haupapa and Arawa Streets:

- All these streets between Tutanekai and Fenton Streets and beyond are badly lit and no activity.
- Alleyways off these streets. Dark and easy to get away.
- Any side street away from main areas.
- Anywhere away from the main street where there are no restaurants etc, makes it easy to break into cars etc.
- Away from main area.
- Bad area for drunks.
- Bad class of people around here.
- Bad lighting.
- Bad lighting. Not many people.
- Bad, dark - area for teenagers roaming around.
- Badly lit. Lots of bars.
- Dark and away from main street.
- Dark and not many people to watch vehicles.
- Dark and too many clubs.
- Gangs hang around here.
- Had tyres slashed there whilst visiting the medical centre.
- Isolated area.
- Isolated at night (x2).
- Isolated. No people.
- Lots of drunks coming out of the bars in this area.
- Low foot traffic. Poor lighting.
- Near the movies can be a bit dodgy - young kids around. Nothing there at night on the Kuirau Park side of Tutanekai Street.
- No one there at night to see what is happening.
- Not a lot of people.
- Not a lot of traffic there.
- Not many people around (at night).
- Not much activity except for bars. Not well lit.
- Off the main street area of the town which is not well lit.
- Parks are too close together.
- Ranolf Street end - dark and isolated.
- Side streets are a bit lonely.

- Sometimes get cheeky remarks from people who have had too much to drink near Grumpy Mole.
- Suspicious types hang around there.
- Too many alleyways - dark.
- Too many little hoodlums around there.
- Top end - away from City Focus.
- Towards and after Fenton Street. These areas are isolated and badly lit.
- Undesirables hang out - gangs of youths.
- Undesirables hanging around.
- Undesirables in the bars.
- Undesirables.
- Unlit.

Reasons for feeling unsafe at **Polynesian Spa**:

- A targeted area for theft.
- All tourist areas are targeted.
- Anywhere away from the main street where there are no restaurants etc, makes it easy to break into cars etc.
- Anywhere that tourists go.
- Areas are targets for break-ins.
- Bad press lately. Break-ins and thefts.
- Bad reputation for break-ins.
- Bad reputation of car thefts there.
- Cars get broken into.
- Cars stolen from here often.
- Friends cars broken into.
- Had car stolen.
- Have to leave your car unattended.
- I have heard of people being broken into around here.
- Isolated, especially at night.
- Isolated. Poor lighting.
- Just a feeling it's not safe.
- Know cars get stolen from there.
- Know the area is targeted.
- Loads of tourist vehicles being broken into all the time.
- Lots of break-ins and thefts at night.
- Lots of break-ins to cars you read about.
- Lots of people roaming around.
- Not many people in the street.
- Notorious for break-ins.
- Poor lighting.
- Quite a few break-ins in that area.
- Reputation.
- Target area for break-ins.
- Target area for visitor car break-ins.
- Target for break-ins
- This area is known for break-ins.
- Tourist areas and these are targeted by thieves.
- Undesirable people - a lot of break-ins.
- Very dark around there.
- Wherever you get tourists congregating, you will get crime.

Reasons for feeling unsafe at **Shops on Eruera and Hinemoa Streets**:

- All the side streets off the main track.
- All these streets between Tutanekai and Fenton Streets and beyond are badly lit and no activity.
- Alleyways off these streets. Dark and easy to get away.
- Any side street away from main areas (x2).
- Anywhere away from the main street where there are no restaurants etc, makes it easy to break into cars etc.
- Cars have been stolen from outside the movies.
- Isolated at night (x3).

- I've heard of break-ins near the movies.
- Lots of cars stolen from around the movie place.
- My car was stolen from Eruera Street.
- Near movies is dangerous to park as people know you are away.
- Near the movies can be a bit dodgy - young kids around. Nothing there at night on the Kuirau Park side of Tutanekai Street.
- Near the movies down in Ranolf and Amohia streets where it is isolated.
- Near the movies. Once you park you can't see vehicle.
- No foot traffic.
- Not a lot of people.
- Not policed and low foot traffic.
- Not that many people and those that are there are mostly unsavoury.
- Off the main street area of the town which is not well lit.
- Outside movies is very unsafe.
- Parks are too close together.
- Ranolf Street end - dark and isolated.
- Side streets are a bit lonely.
- Target area for break-ins.
- Too many young people hanging around.
- Top end - away from City Focus.
- Towards and after Fenton Street. These areas are isolated and badly lit.
- Unlit.
- You have to leave your car exposed whilst you are at the movies.

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

- All these areas are well known for trouble.
- Away from main centre.
- Can't be by your car all the time.
- Heard about it not being safe.
- Isolated and exposed.
- Isolated (x3).
- Low foot traffic.
- Too open. Anyone who parks there and goes walking is asking for trouble.
- Tourists are targeted in these areas to have their vehicles broken into.
- Tourists don't lock their cars well enough and people go there looking to steal.
- Wherever you get tourists congregating, you will get crime.
- Wouldn't go there at night (x2).

Reasons for feeling unsafe at **Museum**:

- All these areas are well known for trouble.
- All tourist areas are targeted.
- Can't be by your car all the time.
- Dark - not many people.
- No people (at night).
- Nobody around. Easy to run away.
- Not many people.
- Target for break-ins
- Tourists don't lock their cars well enough and people go there looking to steal.
- Wherever you get tourists congregating, you will get crime.
- Wouldn't go there at night.

Reasons for feeling unsafe at **the park areas**:

- Cars are easy to get to.
- Dark and away from people.
- Dark and not many people.
- Dark.
- Deserted streets.
- Easy to hide behind trees and get away.

- Just have to leave your car and go.
- Unattended cars.

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

- A lot of drunk people.
- Drunks coming out.
- Drunks in the area.
- Fights break out and vehicles get damaged.
- Had petrol cap stolen whilst we were in a restaurant.
- Rowdy people/drunk.
- Undesirable people in the area.
- Undesirables and drunks.
- Unless you can park right outside the restaurant you are going to run a risk having your vehicle out at night.

Reasons for feeling unsafe at City Focus/Post Office:

- Because everyone else is down the other end of town.
- Groups of young ones hang out here looking for opportunity.
- People loitering.
- Undesirables (x2).
- Young people hang out.

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

- Top end - away from City Focus.
- When shops aren't open this area is very isolated.

Reasons for feeling unsafe for respondents who feel unsafe everywhere in the CBD:

- Anytime you leave a vehicle it is a target for theft.
- As soon as you have to leave it there is a danger it will be stolen or broken into.
- Because car thieves are so professional they can be in and away in no time.
- Because generally you have to leave your vehicle to go somewhere else out of sight.
- Break-ins happen all over town.
- Break-ins happen anywhere (x2).
- Cars get broken into and stolen all over the city.
- City is deserted at night.
- Crime happens everywhere.
- Crimes happen anywhere.
- Don't know - what you hear or read about.
- Everywhere there are street kids.
- From what I'm told and read about car thefts and break-ins all over the place.
- Have to leave your car.
- Heard of so many vehicles broken into or stolen from CBD. Doesn't matter where you park. Friend had car stolen from outside the police station.
- It is so badly lit.
- It's just so easy to break into a car as you have to leave it out in the open to go anywhere. No police around.
- It's too dark - needs better lighting.
- No one patrolling the city.
- No specific area is safe. Too many vehicles stolen/windcreens smashed.
- Not well lit. No police.
- Nowhere is safe.
- Once you leave it, it is very vulnerable.
- Once you leave your vehicle you run a risk.
- Pretty much unsafe everywhere as you can't watch your vehicle while you're at a restaurant etc.
- So many cars get stolen.
- There always seem to be young people just aimlessly wandering. They look as if they are looking for trouble.
- Too many areas where there are no people.
- Too many groups of young people everywhere.

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)*)

	2007		2006	2005	2007/2006	2006/2005
	Number	Percent	Percent	Percent	change	change
Yes (continue to Q5b)	343	67.1%	54.3%	53.3%	12.8%	1.0%
No (skip to Q6)	66	12.9%	13.5%	16.6%	-0.6%	-3.0%
Don't know (skip to Q6)	99	19.4%	31.2%	21.9%	-11.8%	9.3%
Not specified	3	0.6%	1.0%	8.3%	-0.4%	-7.3%
Total	511	100.0%	100.0%	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*)

	2007		2006	2005	2007/2006	2006/2005
	Number	Percent	Percent	Percent	change	change
Fenton Street (motel area)	15	4.4%	4.1%	2.8%	0.3%	1.3%
The Redwood Forest carpark	72	21.0%	28.1%	41.0%	-7.1%	-13.0%
Waipa	10	2.9%	5.4%	8.8%	-2.5%	-3.3%
Blue/Green Lake	100	29.2%	33.5%	31.9%	-4.3%	1.6%
Aquatic Centre	27	7.9%	6.3%	6.4%	1.5%	0.0%
Airport	2	0.6%	4.1%	0.0%	-3.5%	4.1%
Okere Falls	77	22.4%	24.9%	25.5%	-2.4%	-0.6%
Waste Water Motors (private car sales yard on Te Ngae Rd)	16	4.7%	0.9%	1.2%	3.8%	-0.3%
Rainbow Mountain	12	3.5%	5.4%	2.4%	-1.9%	3.0%
Kerosene Creek	62	18.1%	28.5%	10.4%	-10.4%	18.1%
Near the Readings movie theatre	n/a	n/a	n/a	2.0%	n/a	n/a
Lake front	n/a	n/a	n/a	18.3%	n/a	n/a
Kuirau Park	n/a	n/a	n/a	30.3%	n/a	n/a
Polynesian Pools	n/a	n/a	n/a	15.5%	n/a	n/a
Museum	n/a	n/a	n/a	5.6%	n/a	n/a
Government Gardens	n/a	n/a	n/a	13.1%	n/a	n/a
Sulphur Point	n/a	n/a	n/a	13.5%	n/a	n/a
Other	167	48.7%	59.3%	54.2%	-10.6%	5.1%
Not specified	2	0.6%	0.5%	0.8%	0.1%	-0.3%
Sample	343					

Note: Not additive as respondents could identify multiple locations

Other specified - lakes:

- Hannah's Bay, lakefront.
- Koutu and lakefront.
- Lakefront.
- Rotokawa.
- Tarawera boat ramp, second ramp not the first one.
- Tarawera boat ramp.
- Tarawera Landing.
- Tarawera.
- Waipa Mill Road and Lake Okareka.

Other specified – tourist attractions:

- Agrodome car park.
- Agrodome.
- All secluded tourist areas.
- All tourist areas.
- All tourist attractions.
- All tourist locations as they are all targets. (Wouldn't give specific examples).
- All tourist spots (wouldn't give examples as feels they are all unsafe).
- All tourist spots (x5).
- Any tourist attraction.
- Any tourist spot.

- Beginning of Okatiana walk, around the Redwoods - Long Mile Road.
- Buried Village.
- Hell's Gate and Hospital car park.
- Hell's Gate and Waikite Hot Pools.
- Hell's Gate (x4).
- Leisure World.
- Orchid garden
- Skyline Skyrides, Hell's Gate.
- Soda Springs Butchers pool.
- Soda Springs.
- Te Puia and most other tourist spots.
- Tikitere, Te Puia, Springfield Golf Club car park.
- Tourist areas.
- Tourist attraction parking areas eg, Hells Gate.
- Tourist places.
- Tourist spots like Te Puia and Hell's Gate.
- Waikite Hot Pools (x4).
- Waimangu Thermal Valley.
- Waimangu Valley.
- Waipa Mill Road and Lake Okareka.
- Western Heights, Hell's Gate, Waipa Mill Road and Te Puia.
- Wherever tourists leave their cars eg, Whaka.

Other specified – suburbs:

- Clayton Road.
- Eastside, Ngongotaha, Ford Block, Selwyn Heights.
- Eastside.
- End of Hannahs Bay.
- Fairy Springs Road.
- Fairy Springs. Whaka Village.
- Ford block and back of Ngapuna.
- Ford block and Western Heights.
- Ford Block and Whaka area.
- Ford Block, Lower Koutu.
- Ford Block, Old Quarry Road, Koutu and Western Heights.
- Ford Block, Western Heights, Selwyn Heights and Owkata.
- Ford Block. Any residential area on the side of the road.
- Ford Block. Whaka Village area.
- Ford Road area or around that district.
- Fordland, Ngapuna.
- Fordlands and Koutu.
- Fordlands and Western Heights (x6).
- Fordlands area.
- Fordlands, Koutu and Owkata.
- Fordlands, Western Heights and Glenholme.
- Fordlands (x17).
- Hamurana (x3).
- Hannah's Bay Reserve.
- Hannah's Bay, lakefront.
- Hannah's Bay.
- Hell's Gate and Hospital car park.
- Holden's Bay, Western Heights.
- Holden's Bay (x2).
- Kawaha Point.
- Koutu - everywhere in Koutu - too many people on the streets.
- Koutu and lakefront.
- Koutu area, Ford Block, Owkata.
- Koutu, Ford block.

- Koutu (x2).
- Long Mile Drive.
- Long Mile Road off Sala Street (Redwoods).
- Malfroy and Clayton Roads.
- Malfroy Road, Fordlands, Western Heights.
- New World car park at West End (Malfroy Road).
- Ngongotaha School.
- Ngapuna shops.
- Old Taupo Road by Koutu corner.
- Our driveway Pomare.
- Ranolf and Victoria streets (St John's Church).
- Rotorua Boys' High area. Pererika Street.
- Scott Street, Owhata.
- Suburbs - eg, Western Heights.
- Suburbs. Wallace Street and Miller Street in Glenholme.
- Suburbs: Sunset Road, Fordlands.
- Te Ngae Road and International Stadium.
- Te Ngae Road (x3).
- Te Ngae, Western Heights, Koutu and Pandora.
- Tikitere, Te Puia, Springfield Golf Club car park.
- Westbrook area.
- Western Heights - Brooklands Road.
- Western Heights, Ford Block and Selwyn Heights.
- Western Heights, Ford Road, Mamaku, Pandora Avenue, Koutu and Ngongotaha.
- Western Heights, Fordlands.
- Western Heights, Hell's Gate, Waipa Mill Road and Te Puia.
- Western Heights, Owhata and Fordlands.
- Western Heights (x3).
- Westside (x2).
- Whaka Forest.
- Whaka Village.

Other specified – general/other:

- Any street where people or cars are not passing by.
- Anywhere on the road.
- Anywhere they is not security cameras.
- Deserted areas.
- Everywhere - even your own street.
- Hospital car park.
- Hospital car parks (x2).
- In your own driveway.
- Industrial areas.
- Isolated places.
- Just about anywhere - crime can happen anywhere.
- Just about anywhere in and around Rotorua.
- Just about everywhere these days - in and out of the city.
- Lower socio-economic areas.
- Mount Tarawera.
- Murupara.
- Nearly anywhere as you can't watch it all the time.
- Paradise Valley while people are fishing.
- Paradise Valley.
- Parking areas.
- Parks and near schools as vehicles are often left for a while.
- Wouldn't park in the street anywhere.

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

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

	2007		2006	2005	2007/2006	2006/2005
	Number	Percent	Percent	Percent	change	change
Very safe	261	51.1%	46.9%	41.0%	4.1%	6.0%
Safe	205	40.1%	36.6%	43.5%	3.5%	-6.9%
Neither safe nor unsafe	26	5.1%	12.3%	6.8%	-7.2%	5.5%
Unsafe	16	3.1%	4.2%	6.8%	-1.0%	-2.6%
Very unsafe	3	0.6%	0.0%	1.5%	0.6%	-1.5%
Don't know	0	0.0%	0.0%	0.4%	0.0%	-0.4%
Not specified	0	0.0%	0.0%	0.0%	0.0%	0.0%
Total	511	100.0%	100.0%	100.0%		

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

	2007		2006	2005	2007/2006	2006/2005
	Number	Percent	Percent	Percent	change	change
Very safe	167	32.7%	28.7%	28.0%	3.9%	0.7%
Safe	226	44.2%	36.9%	44.6%	7.4%	-7.7%
Neither safe nor unsafe	64	12.5%	18.7%	11.0%	-6.1%	7.6%
Unsafe	43	8.4%	14.0%	12.3%	-5.6%	1.7%
Very unsafe	11	2.2%	1.7%	3.2%	0.4%	-1.5%
Don't know	0	0.0%	0.0%	0.8%	0.0%	-0.8%
Not specified	0	0.0%	0.0%	0.0%	0.0%	0.0%
Total	511	100.0%	100.0%	100.0%		

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

	2007		2006	2005	2007/2006	2006/2005
	Number	Percent	Percent	Percent	change	change
Very safe	297	58.1%	65.6%	51.0%	-7.5%	14.6%
Safe	177	34.6%	28.3%	39.5%	6.4%	-11.2%
Neither safe nor unsafe	30	5.9%	3.2%	5.9%	2.7%	-2.8%
Unsafe	6	1.2%	2.9%	2.8%	-1.8%	0.2%
Very unsafe	1	0.2%	0.0%	0.6%	0.2%	-0.6%
Don't know	0	0.0%	0.0%	0.2%	0.0%	-0.2%
Not specified	0	0.0%	0.0%	0.0%	0.0%	0.0%
Total	511	100.0%	100.0%	100.0%		

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

	2007		2006	2005	2007/2006	2006/2005
	Number	Percent	Percent	Percent	change	change
Very safe	231	45.2%	51.6%	41.4%	-6.4%	10.2%
Safe	203	39.7%	35.9%	41.2%	3.9%	-5.3%
Neither safe nor unsafe	42	8.2%	6.9%	8.5%	1.3%	-1.6%
Unsafe	31	6.1%	4.9%	6.8%	1.2%	-1.9%
Very unsafe	4	0.8%	0.7%	1.9%	0.0%	-1.2%
Don't know	0	0.0%	0.0%	0.2%	0.0%	-0.2%
Not specified	0	0.0%	0.0%	0.0%	0.0%	0.0%
Total	511	100.0%	100.0%	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)

	2007		2006	2005	2007/2006	2006/2005
	Number	Percent	Percent	Percent	change	change
Definitely (skip to Q9)	94	18.4%	16.7%	18.9%	1.7%	-2.2%
Mostly (skip to Q9)	311	60.9%	60.2%	57.7%	0.7%	2.4%
Not really (continue to Q8b)	92	18.0%	17.0%	18.3%	1.1%	-1.3%
Definitely not (continue to Q8b)	9	1.8%	3.2%	3.0%	-1.4%	0.2%
Don't know (skip to Q9)	4	0.8%	2.9%	2.1%	-2.2%	0.8%
Not specified	1	0.2%	0.0%	0.0%	0.2%	0.0%
Total	511	100.0%	100.0%	100.0%		

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

	2007		2006	2005	2007/2006	2006/2005
	Number	Percent	Percent	Percent	change	change
Assaults/muggings/physical violence	46	45.5%	25.6%	31.0%	19.9%	-5.4%
Too many burglaries/home invasions	53	52.5%	46.3%	53.0%	6.1%	-6.7%
Not safe in some areas/undesirables	35	34.7%	22.0%	44.0%	12.7%	-22.0%
High crime rate/too much crime	57	56.4%	75.6%	66.0%	-19.2%	9.6%
Problems with young people/street kids/not enough to do	28	27.7%	20.7%	45.0%	7.0%	-24.3%
Other	51	50.5%	22.0%	13.0%	28.5%	9.0%
Not specified	0	0.0%	0.0%	0.0%	0.0%	0.0%
Sample	101					

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

Other reasons specified:

- Always have to be looking over your shoulder even in the day time as you just don't know what young people will do.
- Because of the "P" consumption and general drug culture controlled by gangs.
- Can feel scared that you are going to have someone steal your handbag.
- Crime ratio to population is high.
- Depends on area I suppose.
- Drugs play a big part in crime.
- Feral climate of the world.
- Gang activities.
- Gangs and drugs (x2).
- Gangs.
- Gangs. People looking for money and drugs.
- Going downhill crimewise.
- High Maori population (x2).
- High unemployed and drug users in the area.
- High unemployment - rough Maoris (not all Maori).
- High unemployment.
- I hate to see tourists getting robbed.
- Lived in area for 12 years - broken into in last 12 months - crime is getting worse.
- Local reporting on crime.
- Look at the paper to find the number of break-ins and cars stolen. I feel you have to have your house locked at all times.
- Lots of criminals around.
- No-one is allowed to discipline young people. They know they can get away with things so they try it.
- One has to be constantly wary in Rotorua - wary of where you are and who is around. Even at about 5.30 pm sometimes feel I shouldn't be walking around. You always have to take precautions, have a theft prevention thing on your vehicle. Have to be always conscious of locking your house even when you're in it. Can't ride or bicycle into town as nowhere safe to leave it.
- Our house is like "Fort Knox" - we have so much security as we have been burgled often in the past. My wife no longer carries a handbag in town.
- Parties can get out of control and noise control can't do anything. You don't feel safe with wild parties around you.
- Petty crime. Bad response time of police. Drug related crime.
- Problems with large Maori population. They make people feel unsafe because they commit more crimes per capita.

- Several houses in our street have been broken into.
- So much malicious damage is done by teenagers and young who know they won't be prosecuted. Police are far too busy to follow up when malicious damage is reported.
- Stuff on TV like murder down near the bowling alley. What I read in the Daily Post. Too many Drugs!
- Teenage petty crime and the inability of police to charge young offenders. Speeding vehicles. I don't like having to feel wary of swearing disrespectful teenagers when I take my children to the parks.
- There aren't enough police patrols.
- There is an underclass growing in Rotorua, mainly young, unmotivated Maori.
- Think crime is rising.
- Too many drugs and drug dependent teenagers.
- Too many drugs. What I read in the newspapers.
- Too many gang people.
- Too many wanderers just looking for "the main chance".
- Tourists are targeted for theft of personal belongings and cars.
- Uncontrolled young people. Police overtaxed.
- Unsavoury characters.
- Very rarely go out at night because of wary feeling.
- We now have to keep the gate to our property locked day and night to stop people just driving in for no good reason to be there.
- What I read in the newspaper.
- What I've read in the paper.
- What's in the news. Can't walk safely alone - like walk from Lake Front to Government Gardens.
- Whenever you mention you've been burgled there are lots of others who tell you they have too. Everyone has to have lots of security around their homes.
- Word of mouth and what you read that happens in Rotorua. See it on television too.
- You have to take precautions to feel safe in your home - security door and lights. I don't feel my teenagers can safely walk down to the shops alone day or night as groups of young Maori can jump out of the car and attack them because they are Pakeha.

9. Generally speaking, do you feel you... (please prompt 1 and 2 & tick ONE only)

	2007		2006	2005	2007/2006	2006/2005
	Number	Percent	Percent	Percent	change	change
Can trust people	225	44.0%	44.0%	44.8%	0.1%	-0.8%
Can't be too careful when dealing with people	235	46.0%	36.1%	42.5%	9.9%	-6.3%
50/50 (do not prompt)	46	9.0%	17.9%	11.0%	-8.9%	6.9%
Don't know	3	0.6%	1.0%	1.5%	-0.4%	-0.5%
Not specified	2	0.4%	1.0%	0.2%	-0.6%	0.8%
Total	511	100.0%	100.0%	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 2006... (*please prompt*)
- 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.

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

	2007		2006	2005	2007/2006	2006/2005
	Number	Percent	Percent	Percent	change	change
Yes	39	7.6%	9.1%	10.2%	-1.5%	-1.1%
No	464	90.8%	89.7%	88.5%	1.1%	1.1%
Don't know	0	0.0%	0.0%	0.8%	0.0%	-0.8%
Refused	0	0.0%	0.2%	0.4%	-0.2%	-0.2%
Not specified	8	1.6%	1.0%	0.0%	0.6%	1.0%
Total	511	100.0%	100.0%	100.0%		

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

	2007		2006	2005	2007/2006	2006/2005
	Number	Percent	Percent	Percent	change	change
Yes	66	12.9%	15.2%	17.2%	-2.3%	-2.0%
No	435	85.1%	84.5%	81.3%	0.6%	3.2%
Don't know	0	0.0%	0.0%	1.1%	0.0%	-1.1%
Refused	0	0.0%	0.2%	0.4%	-0.2%	-0.2%
Not specified	10	2.0%	0.0%	0.0%	2.0%	0.0%
Total	511	100.0%	100.0%	100.0%		

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

	2007		2006	2005	2007/2006	2006/2005
	Number	Percent	Percent	Percent	change	change
Yes	64	12.5%	11.8%	16.1%	0.7%	-4.3%
No	425	83.2%	87.0%	79.2%	-3.8%	7.8%
Don't know	0	0.0%	1.0%	4.2%	-1.0%	-3.3%
Refused	0	0.0%	0.2%	0.4%	-0.2%	-0.2%
Not specified	22	4.3%	0.0%	0.0%	4.3%	0.0%
Total	511	100.0%	100.0%	100.0%		

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

	2007		2006	2005	2007/2006	2006/2005
	Number	Percent	Percent	Percent	change	change
Yes	7	1.4%	2.0%	5.3%	-0.6%	-3.3%
No	492	96.3%	97.8%	93.8%	-1.5%	3.9%
Don't know	0	0.0%	0.0%	0.4%	0.0%	-0.4%
Refused	0	0.0%	0.2%	0.4%	-0.2%	-0.2%
Not specified	12	2.3%	0.0%	0.0%	2.3%	0.0%
Total	511	100.0%	100.0%	100.0%		

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

	2007		2006	2005	2007/2006	2006/2005
	Number	Percent	Percent	Percent	change	change
Yes	17	3.3%	3.7%	15.5%	-0.4%	-11.8%
No	486	95.1%	96.3%	83.4%	-1.2%	12.9%
Don't know	0	0.0%	0.0%	0.4%	0.0%	-0.4%
Refused	0	0.0%	0.0%	0.6%	0.0%	-0.6%
Not specified	8	1.6%	0.0%	0.0%	1.6%	0.0%
Total	511	100.0%	100.0%	100.0%		

If yes, to your knowledge had this person been drinking alcohol?

	Number	Percent
Yes	7	41.2%
No	7	41.2%
Don't know	1	5.9%
Refused	0	0.0%
Not specified	2	11.8%
Total	17	100.0%

Place attack occurred (alcohol **was** involved):

- CBD, Lava Bar.
- CBD.
- Countdown car park early in the morning. Tried to get into a fight but I just ignored them and got quickly into my car.
- Hastings.
- Koutu - at a party.
- Mallard Drive at a party.
- Westend shopping centre - Malfroy Road.

Place attack occurred (alcohol **was not** involved):

- Drugs. Industrial area.
- Ford Block.
- Kuirau Park.
- My home - Hillcrest.
- Not in Rotorua. Two years ago.
- Pukuatua Street bus station.
- Sala Street.
- State Highway 30 (near the dump).

Place attack occurred (not known if alcohol was involved):

- Malfroy Road and Fenton Street.

f. Has any stranger or person you do not know well ever verbally abused you?

	2007		2006	change
	Number	Percent	Percent	
Yes	109	21.3%	30.5%	-9.1%
No	398	77.9%	69.5%	8.4%
Don't know	0	0.0%	0.0%	0.0%
Refused	0	0.0%	0.0%	0.0%
Not specified	4	0.8%	0.0%	0.8%
Total	511	100.0%	100.0%	

If yes, to your knowledge had this person been drinking alcohol?

	Number	Percent
Yes	25	22.9%
No	35	32.1%
Don't know	39	35.8%
Refused	0	0.0%
Not specified	10	9.2%
Total	109	100.0%

Place abuse occurred (alcohol **was** involved):

- Arawa Street.
- Catching a taxi - Pukuatua Street.
- CBD across from Kuirau Park.
- CBD at public events - speedway.
- CBD at work.
- CBD (x8).
- Fairview Road.
- Ford Block.
- Fordlands.
- Hannah's Bay.
- In town - Pukuatua Street.
- Kiwi Spirit bar.
- Near our home and in the CBD.
- Outside at home. Neighbours abuse us.
- Outside the RSA.
- Shopping in town in a liquor store.
- Te Ngae Shopping Centre.
- Western Heights while walking to work.

Place abuse occurred (alcohol **was not** involved):

- Arawa Street near Rotorua Primary School.
- At home - Ngongotaha.
- At work in Owhata.
- CBD in a meeting.
- CBD while working as a parking warden.
- CBD (x9).
- Central city - Tutanekai Street down near the Lake Front.
- Devon Street.
- Drugs. CBD. Road rage.
- Eruera Street.
- Fairy Springs Road.
- Ford Block (x2).
- In a work setting at the hospital (I'm a nurse).
- In my garden, Central Road, Ngongotaha.
- In Pak 'n Save.
- In the CBD.
- In town - road rage.
- In town.
- Lake Front Christmas celebrations.
- Malfroy Road. I am a community nurse and this happened in connection with my job.
- Paradise Valley Road.
- Road rage near Te Ngae.
- Rotorua Central Mall near the shops.
- Selwyn Heights.
- Supermarket (Countdown).
- Supermarket car park at Woolworths.
- While mowing the lawn (Western Heights).

- Work - Vaughan's Road.

Place abuse occurred (not known if alcohol was involved):

- A bit of road rage. Old Taupo Road in my car.
- At my workplace outside the CBD.
- At school - Rotorua Girls' High School.
- At work - Hamiora Place.
- At work.
- Bell Road and Fairview Road, Western Heights.
- CBD on street.
- CBD on the street.
- CBD.
- Central city (x2).
- Central Mall (x3).
- City Focus (x2).
- City Focus/Pukuatua bus station.
- Driving. Don't know the street.
- Fairview Road.
- Hillcrest area on the street.
- Hinemoa Street in Café Indigo.
- Holden's Bay on the street.
- In the car, on Lake Road.
- Mamaku.
- My house Hillcrest.
- Ngongotaha shops.
- Ngongotaha. Drugs?
- On my push bike in the West End area at Malfroy Road.
- Outside my house at Lake Rotoiti.
- Pak 'n Save car park.
- Petrie Street.
- Pizza Hut on Amohau Street.
- Pukehangi Road while out walking alone.
- Road rage - Ti Street.
- Road rage in Central City.
- Road rage Ngongotaha.
- Road rage on Fairy Springs Road and Te Ngae Road.
- Road rage.
- Road rage. Ranolf Street.
- Rotorua Central Mall.
- Rotorua Hospital.
- Selwyn Primary School.
- Te Ngae Road past Ti Street.
- Te Ngae Shopping Centre.
- Te Ngae Road.
- Western Heights.
- When driving/parking in central mall car park and Countdown car park.

- g. 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?

	2007		2006	2005	2007/2006	2006/2005
	Number	Percent	Percent	Percent	change	change
Yes	14	2.7%	4.4%	4.5%	-1.7%	0.0%
No	485	94.9%	95.1%	93.8%	-0.2%	1.2%
Don't know	0	0.0%	0.0%	0.4%	0.0%	-0.4%
Refused	0	0.0%	0.0%	0.8%	0.0%	-0.8%
Not specified	12	2.3%	0.5%	0.4%	1.9%	0.1%
Total	511	100.0%	100.0%	100.0%		

If yes, to your knowledge had this person been drinking alcohol?

	Number	Percent
Yes	4	28.6%
No	7	50.0%
Don't know	2	14.3%
Refused	0	0.0%
Not specified	1	7.1%
Total	14	100.0%

Place fright occurred (alcohol was involved):

This information has been withheld to protect the privacy of respondents.

h. 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)

	2007		2006	2005	2007/2006	2006/2005
	Number	Percent	Percent	Percent	change	change
Yes	86	16.8%	11.5%	13.2%	5.3%	-1.6%
No	418	81.8%	87.0%	84.1%	-5.2%	2.9%
Don't know	0	0.0%	0.5%	1.7%	-0.5%	-1.2%
Refused	0	0.0%	0.5%	0.8%	-0.5%	-0.4%
Not specified	7	1.4%	0.5%	0.2%	0.9%	0.3%
Total	511	100.0%	100.0%	100.0%		

Crimes described:

Crime	Alcohol involved?	Where did it happen?
Friend and son were attacked by a group of young Maori after the movies.	Yes	In town - Eruera Street.
Local stabbing in the area which I witnessed.	Yes	Fordlands.
My husband was harassed by police. Windows smashed in previous house in Murupara.	Yes	
Neighbour would come over drunk and be a nuisance.	Yes	Kawaha Point.
Our sons got assaulted in a nightclub in town. It was a case of mistaken identity.	Yes	CBD.
Vandalism. Often when people next door have parties they throw bottles at our house.	Yes	At home in Westbrook.
Kidnapped and been held by knifepoint.	Taking drugs.	Sala Street, CBD and Te Ngae.
A customer of our motel threatened to hurt people. He was armed with a weapon. He attacked two police officers when they arrived.	No	Ngongotaha.
A relation stole some money from my house while I was on the phone.	No	At home.
Bullying at school of my daughter at John Paul College.	No	John Paul College.
Clothes go missing from school.	No	Ngongotaha.
Fence vandalised by graffiti.	No	Kawaha Point.
Home invasion.	No	Home (Selwyn Heights).
A man followed me to try and intimidate me (I went into a shop). Road rage - then followed on foot.	No	Pukuatua Street.
Kids have thrown water bombs and eggs at my house.	No	Koutu.
Minor crimes, vandalism. Trashing letter boxes, trespassing ie, walking across the front of the house (no fence).	No	Phillip Street.
My husband was set upon by youths in our area.	No	Koutu.
My son was verbally abused at the craft market by a stall holder.	No	Craft market at the Lake Front.
Partner's son is a door security guard and he was attacked while working.	No	Central city.
Road traffic incident.	No	
Stolen milk and petrol from property (from sheds on property).	No	

Crime	Alcohol involved?	Where did it happen?
Street kids have asked me for money in an intimidating way.	No	CBD.
Tagging and vandalism.	No	Koutu.
Verbal abuse from a work mate.	No	Mangakakahi area.
Attempted abduction of 15 year old grand daughter in daylight (girl got away).	Don't know	Rangi's car yard near waste water treatment plant.
Break-in attempt on a car which caused damaged to the vehicle.	Don't know	Kawaha Point.
Car was damaged in an attempted break-in.	Don't know	Western Heights.
Chainsaw stolen from shed on property.	Don't know	Atiamuri.
Family business was broken into.	Don't know	Central Business District.
Fence has been tagged.	Don't know	Koutu.
Graffiti on fence.	Don't know	Island View Road, Western Heights.
Had tent stolen from front lawn (I was not at home).	Don't know	Park Road, Western Heights.
Handbag stolen from office. Victim of "stair dancer".	Don't know	In office at the corner of Tutanekei and Haupapa Streets.
Handbag stolen whilst doing pottery at R.A.V.E.	Don't know	RAVE, Hinemaru Street.
Lawnmower stolen from garage shed.	Don't know	At home in Owata.
Man in backyard - on two separate occasions. In King Street. Use this street as a short cut to Fordlands. Lots of general vandalism eg, letterboxes, litter and bottles.	Don't know	King Street.
Money stolen out of the office at Rotorua District Hospital.	Don't know	At the canteen in the hospital.
My handbag was stolen whilst I was doing pottery at RAVE.	Don't know	
My mother experienced ATM fraud.	Don't know	
My son's house was broken into at Hillcrest. Business broken into at View Road.	Don't know	
Outboard motor was stolen from our boat while on our property.	Don't know	
Outdoor light bulbs stolen from untenanted rental property.	Don't know	
People on property who were chased away. Stealing washing off the line.	Don't know	
Road rage.	Don't know	Centre of town.
Someone got into the house and stole our food (Hillcrest area).	Don't know	At work.
Someone jumped our fence but the neighbour saw him and yelled at him and he went.	Don't know	Out (live at Hannah's Bay).
Son tells of fight in the streets.	Don't know	Arawa Street.
Tagging of our fence and buildings.	Don't know	Ohinemutu.
Tagging on my property.	Don't know	Koutu.
Theft, my waterblaster was stolen from shed along with tools. Video player was taken.	Don't know	Okere Falls.
Tried to pull my brother out of my car with the intention of stealing the car.	Don't know	
Vandalism - letter box blown up.	Don't know	Owata - house is in Lynmore.
Vandalism and graffiti on the fence. Letterbox trashed.	Don't know	Fairview Road, Western Heights.
Vandalism. Tagging of my home. Denting of my car in the central mall car park.	Don't know	
Vandals dug up our vegetables and stole them and ruined our garden.	Don't know	
Wallet stolen whilst at work - Tarewa Place. Not by staff, by someone coming in.	Don't know	
We had our pet deer shot while we were away for the weekend.	Don't know	Lake View golf course area.
Wife's purse was stolen at work.	Don't know	Te Ngae shops.
Windscreen was smashed in the car park of Rotorua Boys' High School.	Don't know	

Crime	Alcohol involved?	Where did it happen?
Workplace got burgled after hours.	Don't know	Kauri Street.
Asian boarder has been racially abused. Have had a number of phone calls that I'm sure were to check if anyone was home as a number of residents are experiencing the same and there were a lot of break-ins happening.		
Bumped into the car, damaged it and left no note.		Outside the courthouse in Tutanekai Street.
Burglary in my house.		Hillcrest.
Burglary of household contents.		Holden's Bay.
Daughter is bullied at school.		
Dog attack - at work. Dog attack in Old Quarry Road, Selwyn Heights.		
Excessive noise. Vandalism and crashing through the fence.		
House burgled.		
I purchased a television from a local company and they won't honour the warrantee.		
Internet scam.		At home. Ngapuna.
I've been burgled and also had things stolen from my shed.		Fordlands.
Kids harassing animals as they go by. Someone tried to get into my car at the Lake Front craft market but they were disturbed.		
Mail has been stolen from my box, four in total.		Hamurana.
Phone calls that were abusive. Have mail stolen regularly.		
Registration sticker was stolen from our trailer. There have been phonecalls which I feel were to see if we were at home.		Hamurana.
Rocks thrown through lounge room at night at 8.30pm.		At home in Fairview Road.
Run an art gallery and have lots of tours through my garden and gallery. One of the tourists stole about 50 gift cards.		
Someone has constantly rung my door bell. Mail box was set alight. Someone tried to break-in to my car.		Lynmore.
Someone has driven through our fence and then took off without offering to help with the cost of replacing the fence.		Tikitere.
Statue stolen from front garden.		
Step ladder was stolen.		
Tagging of our property.		
Traffic offence. I reported a traffic offence to the police who did not do anything about it. When I saw a similar offence I did not report it.		
Trespassing using my land to get to fishing spots on Uthina Stream.		
Washing was stolen off our clothesline on a number of occasions.		Home.

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

	2007		2006	2005	2007/2006	2006/2005
	Number	Percent	Percent	Percent	change	change
Yes	53	10.4%	10.1%	12.7%	0.3%	-2.7%
No	454	88.8%	88.0%	84.7%	0.9%	3.2%
Don't know	0	0.0%	0.2%	0.8%	-0.2%	-0.6%
Refused	0	0.0%	0.7%	1.7%	-0.7%	-1.0%
Not specified	4	0.8%	1.0%	0.0%	-0.2%	1.0%
Total	511	100.0%	100.0%	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?

	2007		2006	2005	2007/2006	2006/2005
	Number	Percent	Percent	Percent	change	change
Yes	463	90.6%	85.5%	82.4%	5.1%	3.1%
No	46	9.0%	14.5%	17.6%	-5.5%	-3.1%
Not specified	2	0.4%	0.0%	0.0%	0.4%	0.0%
Total	511	100.0%	100.0%	100.0%		

If yes, where is it specifically located?

- By the bus stop at Pukuatua Street stop.
- Central area.
- Central city under the sails.
- Central city (x4).
- Central mall (x2).
- Central.
- Centre piece.
- Circle bit in centre.
- City centre under the sails.
- City Centre.
- City Focus (daytime only).
- City Focus and Police Station.
- City Focus (x333).
- City Focus. Are police there or just volunteers?
- City mall.
- City sails.
- Constable at City Focus.
- Convention Centre.
- Corner of Hinemaru and Tutanekai streets.
- Corner of Tutanekai and Hinemoa Street.
- Don't know (x11).
- Fenton Street (x7).
- Hinemoa and Tutanekai streets (x6).
- Hinemoa Street (x4).
- In square under the sails.
- In the area where Farmers used to be.
- In the mall (x5).
- In the middle (x2).
- Middle of Tutanekai Street.
- Next to police station and City Focus.
- Office at City Focus.
- Police station.
- Tutanekai Street.
- Tutanekai and Hinemoa Streets.
- Tutanekai.
- Under the sails (x54).
- Western Heights.

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

	2007		2006	2005	2007/2006	2006/2005
	Number	Percent	Percent	Percent	change	change
Yes (continue to Q12b)	398	77.9%	73.7%	57.1%	4.2%	16.6%
No (skip to Q13a)	112	21.9%	26.3%	42.9%	-4.4%	-16.6%
Not specified	1	0.2%	0.0%	0.0%	0.2%	0.0%
Total	511	100.0%	100.0%	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)

	2007		2006	2005	2007/2006	2006/2005
	Number	Percent	Percent	Percent	change	change
Very useful	174	43.7%	49.3%	44.2%	-5.6%	5.1%
Useful	108	27.1%	27.7%	24.9%	-0.5%	2.8%
Some use	58	14.6%	10.7%	17.8%	3.9%	-7.2%
Not very useful	20	5.0%	4.3%	1.9%	0.7%	2.5%
Not at all useful	12	3.0%	1.0%	1.9%	2.0%	-0.9%
Don't know	26	6.5%	6.7%	7.4%	-0.1%	-0.8%
Not specified	0	0.0%	0.3%	1.9%	-0.3%	-1.5%
Total	398	100.0%	100.0%	100.0%		

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

	2007		2006	2005	2007/2006	2006/2005
	Number	Percent	Percent	Percent	change	change
Yes (continue to Q13b)	378	74.0%	71.3%	70.1%	2.7%	1.2%
No (skip to Q14)	132	25.8%	28.7%	29.9%	-2.9%	-1.2%
Not specified	1	0.2%	0.0%	0.0%	0.2%	0.0%
Total	511	100.0%	100.0%	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)

	2007		2006	2005	2007/2006	2006/2005
	Number	Percent	Percent	Percent	change	change
Very useful	143	37.8%	41.4%	43.0%	-3.5%	-1.6%
Useful	105	27.8%	30.0%	37.9%	-2.2%	-7.9%
Some use	70	18.5%	18.6%	n/a	-0.1%	n/a
Not very useful	22	5.8%	2.4%	7.9%	3.4%	-5.5%
Not at all useful	25	6.6%	2.8%	4.2%	3.9%	-1.4%
Don't know	10	2.6%	4.1%	5.2%	-1.5%	-1.1%
Not specified	3	0.8%	0.7%	1.8%	0.1%	-1.1%
Total	378	100.0%	100.0%	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)

	2007		2006	2005	2007/2006	2006/2005
	Number	Percent	Percent	Percent	change	change
More police/more presence/community stations	182	35.6%	32.7%	38.4%	2.9%	-5.7%
More security/guards/cameras (manned)/Maori Wardens	71	13.9%	19.4%	11.3%	-5.5%	8.1%
Better parenting/support for youth/curfew/keep youth off the streets/give youth something to do	60	11.7%	7.9%	8.9%	3.8%	-1.0%
Building/street improvements (ie, lighting, trees, walkways)	32	6.3%	5.7%	3.8%	0.6%	1.9%
Doing okay now	32	6.3%	0.0%	1.9%	6.3%	-1.9%
Neighbourhood support	27	5.3%	7.9%	4.7%	-2.6%	3.2%
Penalties/laws	25	4.9%	5.4%	5.1%	-0.5%	0.3%
People need to take responsibility for themselves/being aware/report crime/know your neighbours	23	4.5%	5.2%	7.0%	-0.7%	-1.8%
Remove gangs of youths	19	3.7%	3.2%	1.5%	0.5%	1.7%
Crimes targeting tourists	16	3.1%	n/a	n/a	n/a	n/a
Liquor ban	16	3.1%	2.2%	2.5%	0.9%	-0.3%
Drug issues	12	2.3%	n/a	n/a	n/a	n/a
Advertise surveillance cameras more/Advertise successes from these cameras	11	2.2%	1.2%	0.8%	1.0%	0.4%
Boy racers/road safety	10	2.0%	3.2%	0.6%	-1.2%	2.6%
Education/attitude adjustment/values/public awareness/drug and alcohol education/sense of community	10	2.0%	6.4%	5.9%	-4.4%	0.5%
Remove gangs/insignia/undesirable people	10	2.0%	3.9%	3.6%	-1.9%	0.3%
Police to attend all crimes/response times to improve/increase resources/support/improvements to 111 service	7	1.4%	2.7%	4.7%	-1.3%	-2.0%
Reduce unemployment	6	1.2%	1.5%	3.4%	-0.3%	-1.9%
Bars/gambling establishments	6	1.2%	0.7%	1.3%	0.5%	-0.6%
Deal with truancies	5	1.0%	2.0%	3.0%	-1.0%	-1.0%
Ban people with criminal records/repeat offenders from the CBD	3	0.6%	n/a	n/a	n/a	n/a
Raise the drinking age	3	0.6%	1.5%	0.8%	-0.9%	0.7%
Family violence	0	0.0%	0.7%	0.6%	-0.7%	0.1%
Other	24	4.7%	4.7%	4.7%	0.0%	0.0%
Not specified	107	20.9%	25.6%	20.6%	-4.7%	5.0%
Sample	511					

Comments coded to **more police/more presence/community stations**:

- A few more police walking around, not just cruising in cars.
- A few more police.
- A more visible police force, not just in car.
- A stronger police presence.
- Basically more police presence to enforce the liquor ban. For instance I have seen lots of teenagers walking in the CBD drinking alcohol. The city is very badly lit making one wary.
- Better education of parents - have to control their teenagers. Maori must take responsibility. More police on foot.
- Better lighting in the city at night. Restore lighting under awning/veranda in the central city area. Lighting at present is totally useless. More police and Maori wardens.
- Bring back the city patrol units to the CBD, they patrolled between 10pm to 4am and while they were operating the CBD was a much safer place.
- Bring police back on foot patrol as it gives a sense of security.
- Closing the bars/clubs earlier, especially Friday and Saturday nights so there is less violence and mad driving. Opening up more police stations (community). Checks for alcohol and drugs.
- Community constables that walk the beat in town. Promote Neighbourhood Watch schemes in the suburbs.
- Crackdown harder on people who commit crimes, especially against tourists. It gives us a bad image. More police presence. Get the young ones off the street. Keep up system of no children (truants) in shops during school hours. More reporting of solved crimes.
- Definitely have the cameras manned - example of mugging in Hinemoa Street recently - no one knew it happened. More presence of community constables - Westend now closed - felt safer when it was open.
- Extend the security cameras. More police presence especially on foot patrol. More police presence in Mamaku Village.
- Few more police around that we can see.
- Few more police walking around.
- Few more police. More Maori Wardens - need them to control and help young Maori.
- Generally see the police around.
- Get better policing and visible policing. Treatment of victims is dreadful. This has to improve and then people will report more crimes.
- Get cops out of their cars and get them on foot. Have more open air cafes so there are more people and "eyes" to see what is happening.
- Get rid of drug houses - think addictions cause crime - people looting for money. The city is so dead after dark - people stay away and the worse it gets for safety - the less people there are. You never see a policeman around at night - and they should be there.
- Greater police and Maori warden presence, both day and night. Make it known to teenagers that they are not welcome to just hang around.
- Have a more visible police presence in the centre of town and also in the suburbs like Fordlands.
- Have a more visible police presence with patrol cars patrolling the suburbs.
- Have a visible police presence in town and in the suburbs.
- Have more community policemen around the Rotorua area.
- Have more police in town. Have a big screen in the sails area so people can be seen doing things. If people can see themselves on the screen they will think about their behaviour.
- Have more police on foot patrol in the city. Have security patrols in areas which are known as trouble spots for vehicle break-ins.
- Have more police on foot patrol. Have more security cameras especially around pubs and hotels. Police need to focus on the gangs who are targeting the young kids as prospects.
- Have more police on foot patrol. More visible policing will deter criminals.
- Have more police visible.
- Have more police walking around.
- Have more visible policing and police walking the streets.

- Have somewhere for teenagers to go. I'd like to see more police walking the beat. Have more security in the parking building. Provide more education for tourists regarding safety issues.
- I feel quite safe here. Maybe have the police on foot patrol or bikes so they are more visible.
- I'd like to see a few more policemen walking around in the central city.
- I'd like to see more police on foot patrol in the central city and also patrol cars in the outer suburbs on a more regular basis.
- I'd like to see more police on foot patrol.
- In school holidays more police around to control/deter young bored people.
- It would be nice to see more constables on the street as we see at Christmas. Need to see them, not have police just driving around in cars eg, are the police in City Focus or just a car? Groups of young Maori hanging around the mall are a bad sight. Maori wardens should round up these kids, mostly truants I think.
- It would be nice to see more police on foot patrol in town and have more security cameras.
- Know police are very busy (and not enough to do the work), but police walking around the city/Lake Front area would be a great deterrent.
- Less alcohol - more police.
- Like everywhere else in New Zealand we need more police with more powers. Less leniency from the courts.
- Like to see more police around at night. Everyone does a good job - really need to change attitude of some teenagers - but how?
- Liquor ban should be policed by police walking around at nights. Have blitz on drunk drivers.
- Lots more police out and about - know they have too much to do - we just need more of them.
- Man the cameras. Increase police resources.
- Maori warden and police should be seen more.
- Monitoring bad areas/black spots. Significant police presence. Complete the ban of keeping known trouble-makers out of CBD.
- More advertising of the liquor ban. Have more traffic officers on the road. Harsher penalties for petty crime to stop people going on to commit bigger crimes. More visible policing especially have foot patrols.
- More closed circuit cameras and monitoring of them with the results published. More police presence. Police need to be seen.
- More community programmes. More Neighbourhood Watch. More community police where people can go if things are bothering them.
- More cops on the beat.
- More cops on the street - mostly.
- More cops on the streets in town walking the beat and in cars.
- More cops walking, not just in cars. In Kuirau Park thin out some of the trees so that paths can be seen from the road.
- More cops. Get the drug makers also to stop the boy racers down at Hannah's Bay at night.
- More foot patrols by police in central city and in the suburbs as well. More visible police presence in car patrols as well.
- More lighting on the outer areas of the CBD. More police walking on foot patrol.
- More Maori wardens and police on the beat.
- More patrolling in the Central City area, especially by Maori wardens who should take young people (under 18) home and talk to their parents. More police presence also.
- More patrols at night, especially for tourists' safety.
- More patrols where tourists go and where people leave their vehicles to go walking.
- More patrols. More police. More Maori responsibility for their youth.
- More people out there such as police and Maori wardens. If people knew they were going to be seen and get caught maybe they would do it.
- More people patrolling the town, especially Thursday, Friday and Saturday nights. Raise the liquor age back to 25. This might stop the 13 to 14 year-olds being able to get alcohol. More security camera but don't let it be known where they are.
- More police - visible presence. Police should be protective not just reactive.

- More police and better lighting.
- More police and Maori wardens. Cameras near restaurants and in shops.
- More police around.
- More police everywhere walking around day and night. Giving the police more control over young offenders. Not being able to charge 10 to 13 year-olds is ridiculous. Get the riff raff (hooded gang teenagers) off the streets. The police should have guns.
- More police in the region. More visible police presence would make Rotorua safer.
- More police in the street. Stop young kids drinking. Widening area of cameras. Public results of catching people by them. Better lighting of streets on either side of Tutanekai Street.
- More police needed so that they can investigate things. A visible police presence day and night. Crackdown on young Maori in the CBD, Kuirau Park being offensive and/or threatening - around the Lake Front too. I go with my friends to Taupo for a night out as we feel safe there.
- More police officers out patrolling. Free public transport - then maybe kids wouldn't steal cars.
- More police on bikes or foot, not just in cars.
- More police on foot - not just in cars. Get rid of the druggies who beg in the city in the daytime.
- More police on foot patrol in central city. Police should visit the schools more often to build a relationship with children.
- More police on foot patrol in the central city and in the suburbs. Keep the streets cleaner and people might take more pride in the neighbourhood. Don't have many liquor outlets in the suburbs.
- More police on foot patrol in the central city area (x2).
- More police on foot patrol in the city areas.
- More police on foot patrol in town and in the suburbs.
- More police on foot patrol so you get to know them.
- More police on foot patrol, also have more security cameras around town.
- More police on foot patrol (x3).
- More police on the "beat". Presence should be greater. Greater emphasis on Neighbourhood Watch networks.
- More police on the beat especially on foot patrol in town.
- More police on the beat (x3).
- More police on the street - walking and perhaps more policing of traffic. Better lighting at night.
- More police on the street, especially at night.
- More police on the street. Maori Wardens should get paid and do more.
- More police or security people on foot patrol in the central city. Put resources into minor crimes as this might stop major crime happening. The issue of crime in Rotorua stops the region growing as it stops people moving here.
- More police presence and Maori wardens. We used to see Maori wardens but now you never see them.
- More police presence on foot, especially at night. Better street lighting.
- More police presence on the streets.
- More police presence walking in the streets.
- More police presence, more police on the beat. I'd like to see them being tougher on the gangs of young people that hang around at night.
- More police visible, especially at night. Patrol potential trouble spots. Expand the cameras. Make people aware that there are lots around and don't tell them where they are.
- More police visible, not just in cars. Keep on with not allowing gang insignia in the central city area.
- More police walking around.
- More police walking the street. Neighbourhood Watch.

- More police walking, communicating, looking purposeful, not just sitting in cars. I don't think the community policing centre should be at City Focus. That should only be a fun/entertainment area.
- More police who are visible and not just in cars.
- More police, visible. There are lots of different communities and life experience of people in Rotorua and the different groups do not understand each other and therefore see each other as a threat.
- More police.
- More police. More involvement of everybody (x2).
- More policemen on foot. Stiffer penalties. Liquor ban should be enforced rigidly.
- More policemen on the street at different times patrolling car parks. Patrol car parks in unmarked police cars. Do not park in disability areas.
- More policing - that we can see. Places like Kuirau Park are being ruined by children and teenagers using foul language. It would be good to have some form of community police (people on bikes).
- More policing on the beat. More Maori police.
- More presence from police officers. More community policing centres in the suburbs especially in areas like Koutu, Selwyn Heights.
- More security cameras - especially in tourist areas. Patrols to move groups of young people away. Keep young people off the streets at night.
- More staff numbers for police. Have cops on the beat. Also response time to crime is too slow.
- More support of the community patrols. Clear out the secluded areas of Kuirau Park. What they have done is awesome. Community policeman at Ngongotaha isn't as accessible as he should be, he needs to be available to the community.
- More visible patrolling police. Better lighting at night.
- More visible police presence, especially at night.
- More visible police presence, especially on foot patrol in town.
- More visible police presence.
- More visible police walking the streets in the central city.
- More visible policing at night around town, especially on foot patrol.
- More visible policing in town on foot patrol. Have more Maori Wardens patrolling the central city. Security cameras in supermarket car parks would make me feel safer. Name and shame frequent offenders.
- More visible policing, a lot more police on foot patrol.
- More visible policing, especially on foot patrol in the central business area.
- More visible policing, have more police patrols of the suburbs more regularly. Promote neighbourhood support groups. Be more proactive in fighting the drug problem - there are so many drug houses in Gordon Road.
- More visible policing, police walking the streets.
- More visible policing. Police walking the beat gives a nice feeling to an area.
- Neighbourhood Watch. Have more policemen on the beat.
- Physical presence of police on the streets - in a general patrol way. Surveillance cameras at trouble spots for both cars and people.
- Police on beat and courts imposing heavier sentences on criminals.
- Police on foot patrol in the central city.
- Police on street.
- Police on streets are the best deterrent. Everyone has to take reasonable precautions - lock doors and cars. Have security lights on their property.
- Police on the beat - day and night. Better lighting - lots of areas are very badly lit.

- Police on the beat, especially where pubs are. Zero tolerance for crimes. Have people patrolling the streets, especially at night. Don't expect them to be volunteers. Pay them! Maori wardens should be patrolling night and day to control Maori youth who cause most of the problems.
- Police on the street. Patrol cars going around.
- Police patrolling the streets, especially trouble spots. Neighbourhood Watch and people being careful and responsible.
- Police the skateboard parks, undesirables can hang out there. Maybe install security cameras at these parks to stop the violence.
- Police walking around.
- Police walking on the street in the central city area. Good old fashioned policing gives a secure feeling.
- Police walking the beat in the CBD. It would be nice to see the occasional policeman in Tihiotonga where I live (only moved here from Auckland two years ago).
- Police walking the beat in the central city area. Something needs to be done about the boy racers in the Ngongotaha area, they use Hamurana, Keith and Oturoa Roads. They speed and do donuts especially Friday and Saturday nights after 10.30pm up to 1-2am.
- Police walking the beat. Appropriate sentences when crimes are committed. It would be good to get some feedback from the security cameras, so we know whether they are any good.
- Policeman walking around the streets, not just in cars.
- Policemen on foot, not just in a car.
- Presence of police - especially round peak shopping times (Christmas). Everyone has to take reasonable precautions, same as everywhere else.
- Presence of police and/or security people in the central city - DAY and NIGHT. The problems we have are ones every New Zealand city and district has - not just in Rotorua.
- Probably expand the CCTV and publishing results from them. More police patrols.
- Promote better tourist safety awareness. Major tourist spots should be policed.
- Promote more public awareness to crime and prevention of crime. Increase funding for neighbourhood watch groups. Better policing at tourist spots, make visitors more aware of the dangers.
- Promote neighbourhood watches, they work really well. More visible policing with police on foot patrol in town. Police need to act on burglary and come out to investigate. They come if you think there is a P lab near by, but not if you have been burgled.
- Security cameras on every street. More police walking around.
- See more police, especially at night.
- Seeing a policeman around.
- Seeing police walking the beat night and day.
- Should be more police on the beat (not in cars shooting past) where they can be seen. More street lights, especially in open spaces. Encourage and back Neighbourhood Watch.
- Some "Bobbies on the beat". Get people everywhere involved in Neighbourhood Watch.
- Something needs to be done about the gangs of teenagers and kids who hang around town late at night. I'd like to see police on foot patrol at night in the central city.
- Stop boy racers in Homedale area. Police need to patrol this area more often.
- Stricter policing with guns when necessary. Stricter policing of boy racers in Holden's Bay.
- Stronger penalties for home invasions and burglaries. More police needed.
- The drug problems in Rotorua are the cause of a lot of crime so work to solve this problem. Have a more visible police presence in the central city area, especially on foot.
- The police force is under resourced. The police should be visible on foot patrol and in cars.
- They need police on foot patrol in the central city in the early hours of the morning and late evening.
- Too many bars and clubs in the central city. Provide more visible policing. Have faster police response to crimes such as burglary.
- Two policemen on foot - patrolling the city at all times - moving undesirables right out of City Focus, off the seating areas at the corners of Tutanekai Street and the side streets going off it. Council has the power to stop loitering, spitting and bad language in the CBD and they should enforce it.
- Unemployed youth hanging around. This creates an atmosphere I am not comfortable with. I feel uneasy. I would like to see more police and Maori wardens in town. I would never go into town on benefit day.

- Visibility of police on the beat. Presence of community police, who know the area.
- Visible policing with police on foot patrol in the central city.
- Visible policing. Bobby on the beat on foot in town.
- Visible policing. Police walking the streets in the central city.
- Visual police presence - walking the beat. Programmes for youth.
- We could have more presence of crime prevention people, eg, tourist police and Maori wardens etc. Have police on cycles and on foot patrol.
- We need more police, they need to break up the gangs of teenagers and kids who roam the central city and suburbs.
- We need to see a bigger police presence especially on foot patrol.
- We should get the police back on foot patrol in the central city.

Comments coded to **more security/guards/cameras (manned)/Maori Wardens:**

- Better lighting in the city at night. Restore lighting under awning/veranda in the central city area. Lighting at present is totally useless. More police and Maori wardens.
- Community Watch should be extended. More public awareness of crime so people would be more careful.
- Definitely have the cameras manned - example of mugging in Hinemoa Street recently - no one knew it happened. More presence of community constables - Westend now closed - felt safer when it was open.
- Extend the security cameras to all tourist spots and other areas where crime has happened. Advertise the presence of cameras more.
- Extend the security cameras. More police presence especially on foot patrol. More police presence in Mamaku Village.
- Few more police. More Maori Wardens - need them to control and help young Maori.
- Greater police and Maori warden presence, both day and night. Make it known to teenagers that they are not welcome to just hang around.
- Have Maori wardens patrolling the central city area.
- Have more of the cameras and promote Neighbourhood Watch. Make people aware of break-ins of vehicles in tourist areas.
- Have more patrols like they do when in Western Heights where citizens patrol the streets.
- Have more police on foot patrol in the city. Have security patrols in areas which are known as trouble spots for vehicle break-ins.
- Have more police on foot patrol. Have more security cameras especially around pubs and hotels. Police need to focus on the gangs who are targeting the young kids as prospects.
- Have more security cameras around the district.
- Have more security cameras in the area. Community groups should work together and patrol the streets.
- Have more security cameras in the tourist spots, Kuirau Park and car parks around the lakes. Also have cameras wherever young teenagers gather.
- Have somewhere for teenagers to go. I'd like to see more police walking the beat. Have more security in the parking building. Provide more education for tourists regarding safety issues.
- I think having more cameras around Rotorua would be a huge deterrent to crime.
- Improve the lighting in the central city, especially on the side streets. Tighten up on underage drinking. Maori wardens do a great job.
- Increase the Maori warden scheme. Increase security cameras at tourist spots.
- Increase the security cameras and have someone watching all the time so that there is an immediate response - so that it is soon known you are going to get caught straight away. Enforce rigidly the law on gangs and offenders being in the CBD. Young Maori are becoming little racist s###ts who think they can get away with anything.
- It concerns me that tourists' vehicles are broken into at the Polynesian Pools. More security cameras are needed in these areas. To make Rotorua safer would require a lot of community initiatives. Give people the impetus and tools to work. Punishment should have a large component of rehabilitation and a way forward.
- It would be nice to see more police on foot patrol in town and have more security cameras.
- Man the cameras. Increase police resources.

- Maori are becoming increasingly aggressive to the elderly and teenagers. I feel there should be Maori Wardens and police on patrol. Maybe if parenting course were part of the sentence for young offenders where 100% attendance was required of the parents, there might be more control of young Maori.
- Maori wardens and police should be seen more.
- Monitoring bad areas/black spots. Significant police presence. Complete the ban of keeping known trouble-makers out of CBD.
- More activities in the city at night to liven the place up so there would be more people there. More lighting. More community groups. Neighbourhood Watch. Maori wardens.
- More cameras around the city eg, in car parks.
- More closed circuit cameras and monitoring of them with the results published. More police presence. Police need to be seen.
- More hidden cameras and that they are monitored so that there is a quick response time - especially at night.
- More Maori wardens and police on the beat.
- More night security. Tip off service to police ie, where you just ring the police and tell them of crimes etc, anonymously and you don't have any further involvement with the police. Night curfew for certain age - under 18.
- More patrolling in the Central City area, especially by Maori wardens who should take young people (under 18) home and talk to their parents. More police presence also.
- More people out there such as police and Maori wardens. If people knew they were going to be seen and get caught maybe they wouldn't do it.
- More people patrolling the town, especially Thursday, Friday and Saturday nights. Raise the liquor age back to 25. This might stop the 13 to 14 year-olds being able to get alcohol. More security cameras but don't let it be known where they are.
- More police and Maori wardens. Cameras near restaurants and in shops.
- More police in the street. Stop young kids drinking. Widening area of cameras. Public results of catching people by them. Better lighting of streets on either side of Tutanekai Street.
- More police on foot patrol, also have more security cameras around town.
- More police on the street. Maori Wardens should get paid and do more.
- More police or security people on foot patrol in the central city. Put resources into minor crimes as this might stop major crime happening. The issue of crime in Rotorua stops the region growing as it stops people moving here.
- More police presence and Maori wardens. We used to see Maori wardens but now you never see them.
- More police visible, especially at night. Patrol potential trouble spots. Expand the cameras. Make people aware that there are lots around and don't tell them where they are.
- More policing on the beat. More Maori police.
- More security cameras - especially in tourist areas. Patrols to move groups of young people away. Keep young people off the streets at night.
- More security cameras around the city and in all trouble spots. I think the cameras deter criminals.
- More security people/volunteers or preferably being paid. Teenagers think they can get away with anything. Parents and the broader Maori community have to teach them. We have to take responsibility for them.
- More support of the community patrols. Clear out the secluded areas of Kuirau Park. What they have done is awesome. Community policeman at Ngongotaha isn't as accessible as he should be, he needs to be available to the community.
- More visible policing in town on foot patrol. Have more Maori Wardens patrolling the central city. Security cameras in supermarket car parks would make me feel safer. Name and shame frequent offenders.
- More wardens on the beat at night.
- Need Maori wardens to patrol at night. A lot of crimes seem to be committed by young Maori.
- Not much more that can be done - more cameras in the quieter areas of CBD perhaps. More Maori Wardens to talk to the teenagers who roam at night.
- Pay the Maori wardens and pay any other security people who patrol the CBD.
- Physical presence of police on the streets - in a general patrol way. Surveillance cameras at trouble spots for both cars and people.
- Police enforcing the laws. They just ignore groups of young hoodlums. Police should monitor the cameras and act on it. Should act on enforcing the liquor ban.

- Police on the beat, especially where pubs are. Zero tolerance for crimes. Have people patrolling the streets, especially at night. Don't expect them to be volunteers. Pay them! Maori wardens should be patrolling night and day to control Maori youth who cause most of the problems.
- Police the skateboard parks, undesirables can hang out there. Maybe install security cameras at these parks to stop the violence.
- Presence of police and/or security people in the central city - DAY and NIGHT. The problems we have are ones every New Zealand city and district has - not just in Rotorua.
- Probably expand the CCTV and publishing results from them. More police patrols.
- Provide education programmes for offenders so they can be re-introduced into society. Have community patrols in other areas of Rotorua, Western Heights has one running successfully. Provide harsher sentencing.
- Reduce the Maori population. They are the ones that cause all the trouble. It's awful to see so many young Maori hanging around the City Focus. Have security cameras everywhere and monitor them.
- Security cameras on every street. More police walking around.
- Surveillance cameras in the crime hot spots in the suburbs where drugs are sold. Have surveillance cameras on drug and gang houses.
- Surveillance cameras in tourist areas. Got to stop tourists from being robbed. Boy racers banned from the city. More road bumps in suburban areas.
- There should be lots of Maori Wardens - especially at night to keep young Maori off the streets.
- They should extend the coverage range of the security cameras.
- They should have security guards in all tourist spot car parks. There should be an over-bridge on Fairy Springs Road where the lights are by the nursery, as the traffic banks up to Ngongotaha at peak times and people get frustrated and take risks.
- Think we should know where the cameras are - especially for parking. Because if we knew there were cameras we could park there. Stiffer penalties for all crime, but especially drug related crime.
- Unemployed youth hanging around. This creates an atmosphere I am not comfortable with. I feel uneasy. I would like to see more police and Maori wardens in town. I would never go into town on benefit day.
- We could have more presence of crime prevention people, eg, tourist police and Maori wardens etc. Have police on cycles and on foot patrol.
- We need to have security patrols at all tourist car parks carried out by security officers and it should be paid for by the tourist operator.
- We need to protect tourists and visitors to the region. I don't know what the answer is, maybe security in tourist car parks.

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

- Ban all people under 20 from being in the city at night. They get drunk and don't know how to behave. Better street lighting.
- Ban teenagers from being in town drinking late at night.
- Ban the patches. Curfew for young children.
- Ban unaccompanied young teenagers/pre-teens from the central city area. Better lighting. Bring more people into the city.
- Better education of parents - have to control their teenagers. Maori must take responsibility. More police on foot.
- Better parenting - legally responsible for behaviour of children. Curfew for children with parents fined if children (under 18) break it. Some special attention needs to be given to tourists. I feel so sad when I hear of another campervan being broken into or having its windows smashed. The Polynesian Pools are known as Crystal Palace because of this.
- Crackdown harder on people who commit crimes, especially against tourists. It gives us a bad image. More police presence. Get the young ones off the street. Keep up system of no children (truants) in shops during school hours. More reporting of solved crimes.
- Curfew on under 16 year olds being in town at night. Liquor ban enforced.
- Curfew. Kids 16 and under should be at home. Prosecute a bit harder. Teenagers think they can get away with anything and nothing will happen to them. A lot of people do not report crimes in our area as they know nothing will be done about it eg, theft of chainsaw from shops.
- Curfews for 15-16 year olds, so they are not in town at night getting into trouble.

- Educating parents to educate the children.
- Education. Teach that it is wrong to steal and intimidate people or hurt them.
- Give the youth of Rotorua activities and role models to follow. Give them a focus in their life. Idle hands cause problems.
- Have somewhere for teenagers to go. I'd like to see more police walking the beat. Have more security in the parking building. Provide more education for tourists regarding safety issues.
- Keep young people off the streets.
- Keep young teenagers off the street at night - curfew?
- Knuckling down on kids who should be in school but are just hanging around. Have some scheme where benefit people have to work. Give them something to do and stop them hanging around Rotorua.
- Like to see more control over the younger children. They should not be in town alone. No parental control. No boundaries.
- Like to see more police around at night. Everyone does a good job - really need to change attitude of some teenagers - but how?
- Liquor ban should be better policed. Provide something for youth to do, especially something for them to do at night at a reasonable price.
- Liquor law is only useful if it is enforced. More things for young people to do so that they don't have time to hang around.
- Make parents more accountable for where their children are, especially at night.
- Make people accountable for their children's action. Make young people accountable too. Young people know they can get away with crimes with very little punishment so they just keep on doing it.
- Maori are becoming increasingly aggressive to the elderly and teenagers. I feel there should be Maori wardens and police on patrol. Maybe if parenting course were part of the sentence for young offenders where 100% attendance was required of the parents, there might be more control of young Maori.
- Maori must take responsibility for their disaffected youth. The kaumatua must take control, like the gangs say they are going to do to get young ones on the right track. Young Maori won't listen to just anyone. They need direction of kaumatua. Young Maori are showing signs of always feeling they are the "have nots" in society and resent the "haves".
- More night security. Tip off service to police ie, where you just ring the police and tell them of crimes etc, anonymously and you don't have any further involvement with the police. Night curfew for certain age - under 18.
- More patrols. More police. More Maori responsibility for their youth.
- More programmes for young unemployed people (x2).
- More security cameras - especially in tourist areas. Patrols to move groups of young people away. Keep young people off the streets at night.
- More security people/volunteers or preferably being paid. Teenagers think they can get away with anything. Parents and the broader Maori community have to teach them. We have to take responsibility for them.
- Neighbourhood support groups should be well supported and advertised. Provide more activities for the youth of Rotorua that don't cost much. Have some really good parenting programmes available at a low cost.
- No concerns about neighbourhood. Concerns about discipline regarding children and people. Stop crime before it starts.
- Parenting - children are not brought up to respect people or property. Parents do not set example. They see violence in the home and so carry it out into their lives.
- Parenting - goes back to the way the children are brought up. They should be taught morals and right from wrong. If children were taught Christian principles there would be less trouble and crime.
- Parents need to do their job and raise their children and keep them under control.
- Parents should be accountable for their children's action. Young people caught tagging should have to clean off their work and do community service.
- Parents should be taking more control of their children and should know where they are and what they are doing.
- Parents should control teenagers.
- Parents teaching respect for others. Can't think of anything the community can do. It begins in the home. Respect of parents to children - will result in children respecting.

- Particularly with the younger ones, make the parents responsible. Perhaps if money was involved (fines). Too many young people think they can get away with anything. They can threaten, vandalise and intimidate your children. I know a teacher this has happened to and when the teacher hit the teenager, the teacher was prosecuted. Nothing happened to the kid.
- Provide more activities for teenagers to do and a place for them to meet.
- Provide something for youth, maybe a place where youth could go and feel comfortable.
- Repeat offenders kept out of CBD - should be kept up. Too much youth crime (under 15), know they cannot be prosecuted so they run wild - should be able to prosecute. Sentences should reflect crime.
- Shut off the walkway between Phillip Street and Malfroy Road. Encourage youth to use the youth centre and provide other venues for them: gym, marae, sports. Inform residents of these things. Tell people if the police get results from closed circuit television.
- Target kids who aren't in school, but wandering the streets. Make parents responsible for the actions of their kids.
- Teenagers have nothing to do. Stop gangs and their expansion - how they get the young ones in. Tourists should be made more aware to lock cars etc.
- There are too many teenagers wandering around town.
- There should be a curfew for teenagers.
- There should be a curfew on young people. Parents should be fined if their children break the curfew.
- They need to be firm with the young ones, have harsher penalties when they commit a crime.
- Too many undesirables roaming around places like Kerosene Creek. Just get rid of one mob and another springs up. Bring in some sort of network service to get kids off the street day and night.
- Too politically correct to say anything these days. Would like to see more control of our young Maori.
- Tourist attractions should provide security in their car parks. Solve the problem of young people hanging around the middle of town. Ban school aged children from town during school hours.
- Try to prevent young teenagers roaming the streets, especially at night.
- Visual police presence - walking the beat. Programmes for youth.
- We need to do something with our youth due to a lack of good parenting. I don't know what the answer is now.
- We need to support young families in raising their children. I think the youth of today don't have respect or boundaries because many parents are not doing a good job as parents.
- Young offenders need to be punished properly and parents should also be held accountable when their children get into trouble.
- Young ones need to be more occupied and parents held responsible for what their children do. Young teenagers are disrespectful: "No-one can punish me or my parents so I can do what I like."

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

- Ban all people under 20 from being in the city at night. They get drunk and don't know how to behave. Better street lighting.
- Ban unaccompanied young teenagers/pre-teens from the central city area. Better lighting. Bring more people into the city.
- Bars and clubs should be in one area of town only and the area should be very well lit.
- Basically more police presence to enforce the liquor ban. For instance I have seen lots of teenagers walking in the CBD drinking alcohol. The city is very badly lit making one wary.
- Better lighting at night.
- Better lighting in the city at night. Restore lighting under awning/veranda in the central city area. Lighting at present is totally useless. More police and Maori wardens.
- Better lighting in the Fordlands area and provide a park in the Fordlands area.
- Better lighting/more lighting in both suburbs and CBD.
- Everyone exercise common sense. A parking station at night in the city would be a good idea.
- I'd like the Council to get rid of the dense vegetation on the corner of Corlett and Konene Street at the western entrance as I feel it is very unsafe.
- Improve the lighting in the central city, especially on the side streets. Tighten up on underage drinking. Maori wardens do a great job.

- Monitor street lighting and replace broken light bulbs.
- More activities in the city at night to liven the place up so there would be more people there. More lighting. More community groups. Neighbourhood Watch. Maori wardens.
- More cops walking, not just in cars. In Kuirau Park thin out some of the trees so that paths can be seen from the road.
- More lighting on the outer areas of the CBD. More police walking on foot patrol.
- More lights at night.
- More lights.
- More police and better lighting.
- More police in the street. Stop young kids drinking. Widening area of cameras. Public results of catching people by them. Better lighting of streets on either side of Tutanekai Street.
- More police on the street - walking and perhaps more policing of traffic. Better lighting at night.
- More police presence on foot, especially at night. Better street lighting.
- More street lighting - too much space between, in the suburbs. More lighting in the streets in the central city area.
- More support of the community patrols. Clear out the secluded areas of Kuirau Park. What they have done is awesome. Community policeman at Ngongotaha isn't as accessible as he should be, he needs to be available to the community.
- More visible patrolling police. Better lighting at night.
- Police on the beat - day and night. Better lighting - lots of areas are very badly lit.
- Promote neighbourhood watch and a better sense of community. Have better lighting in the Koutu area.
- Provide better street lighting, especially replace blown light bulbs in suburban areas.
- Publicity that there are security cameras operating. Better lighting both in the Central City area and in the suburbs.
- Repair the streets lights in Taharangi Street and Fairy Springs Road as it is a real safety issue. Enforce the truancy law as there are so many kids on the streets during school hours.
- Short cut tracks need better lighting and bushes need to be cleared so that tracks are open. (Tracks are the alleyways people use to take the children to school in the suburbs).
- Should be more police on the beat (not in cars shooting past) where they can be seen. More street lights, especially in open spaces. Encourage and back Neighbourhood Watch.
- Shut off the walkway between Phillip Street and Malfroy Road. Encourage youth to use the youth centre and provide other venues for them: gym, marae, sports. Inform residents of these things. Tell people if the police get results from closed circuit television.

Comments coded to **doing okay now**:

- Council do a great job already.
- Everything is fine, I feel safe in Rotorua.
- Everything is in place for the safety of Rotorua!
- I don't feel unsafe, I don't think anything more needs to be done.
- I feel quite safe here. Maybe have the police on foot patrol or bikes so they are more visible.
- I feel Rotorua is a very safe place. Before I moved here I had heard it had a very high crime rate, but have never experienced any problems.
- I feel Rotorua is fairly safe now.
- I feel Rotorua is safe.
- I think everything is being done like keeping bad people out of the CBD.
- I think it is already a safe place.
- I think it is generally safe. You get bad elements everywhere.
- I think it is okay now.
- I think it is relatively safe.

- I think it's great. Safe as anywhere in New Zealand now.
- I think much of the crime is just a random act that no amount of policing could prevent.
- It's as safe as any other city. It's not safe in any city from about 2 to 5am.
- I've never seen any crime.
- Just keep doing what they are doing now.
- Most of Rotorua is safe.
- Never had any trouble. It's a great place.
- No it's good. People are watching.
- Pretty good as it is as compared to other places. Comparisons of before and after statistics of security cameras and liquor ban would be of interest and maybe a deterrent.
- Pretty safe as it is.
- Rotorua is a fairly safe place.
- Rotorua is as safe as any town in New Zealand and safer than lots of them. There are bad elements in any large town. You just need to take sensible precautions.
- The police are doing a good job.
- There isn't much more that can be done. The police work hard to keep Rotorua safe.
- They are doing as much as they can. The police can't be everywhere.
- Things are already being done, like the liquor ban and the cameras.
- Think it is as safe as possible - police do a good job - there are warning signs about safety for vehicles - security cameras etc.
- Think it is reasonably safe as it is - doing all that can be done. If you bring in more police it can defeat the purpose and create trouble. Don't want a police state.
- Think it is safe - feel everyone has to take reasonable precautions because of the society in which we live.

Comments coded to **neighbourhood support**:

- Are the security cameras used to apprehend offenders? No use having them if nothing is done with the information they give. Support and extend Neighbourhood Watch to as many areas as possible.
- Community constables that walk the beat in town. Promote Neighbourhood Watch schemes in the suburbs.
- Extend neighbourhood watch to all areas.
- Fostering a close community spirit, get to know our neighbours and have neighbourhood support groups.
- Get rid of the drugs out of Rotorua. We have an excellent neighbourhood watch in our area - this should be everywhere in the Rotorua District.
- Have more of the cameras and promote Neighbourhood Watch. Make people aware of break-ins of vehicles in tourist areas.
- More activities in the city at night to liven the place up so there would be more people there. More lighting. More community groups. Neighbourhood Watch. Maori wardens.
- More community programmes. More Neighbourhood Watch. More community police where people can go if things are bothering them.
- More police on the "beat". Presence should be greater. Greater emphasis on Neighbourhood Watch networks.
- More police walking the street. Neighbourhood Watch.
- More visible policing, have more police patrols of the suburbs more regularly. Promote neighbourhood support groups. Be more proactive in fighting the drug problem - there are so many drug houses in Gordon Road.
- Neighbourhood support groups should be well supported and advertised. Provide more activities for the youth of Rotorua that doesn't cost much. Have some really good parenting programmes available at a low cost.
- Neighbourhood Watch should be encouraged more. People need to be more observant about what is going on in their neighbourhood.
- Neighbourhood Watch should be extended and encouraged. About people really.

- Neighbourhood Watch (x2).
- Neighbourhood Watch. Have more policemen on the beat.
- People should take reasonable precaution and lock vehicles in the garage. Support Neighbourhood Watch.
- People taking precautions in their own home eg, if you are out the back lock the front. Take note of and report minor things in case they become big problems. Neighbourhood Watch.
- Police patrolling the streets, especially trouble spots. Neighbourhood Watch and people being careful and responsible.
- Promote more Neighbourhood Support groups. I would like to see tourist safety improved.
- Promote more public awareness to crime and prevention of crime. Increase funding for neighbourhood watch groups. Better policing at tourist spots, make visitors more aware of the dangers.
- Promote neighbourhood watch and a better sense of community. Have better lighting in the Koutu area.
- Promote neighbourhood watches, they work really well. More visible policing with police on foot patrol in town. Police need to act on burglary and come out to investigate. They come if you think there is a P lab nearby, but not if you have been burgled.
- Should be more police on the beat (not in cars shooting past) where they can be seen. More street lights, especially in open spaces. Encourage and back Neighbourhood Watch.
- Some "Bobbies on the beat". Get people everywhere involved in neighbourhood watch.
- We could extend the Neighbourhood Watch schemes to all areas of Rotorua.

Comments coded to penalties/laws:

- Harsher penalties for people who break the law. Don't make the prisons so nice. Think more of the victims and not the criminals.
- Have harsher penalties and more deterrents for criminals.
- Have harsher penalties for those who commit crimes.
- Higher penalties for young offenders - teach them a lesson.
- I think there should be much stiffer penalties for crimes against tourists - if people knew they were going to get a heavy sentence they might not target them so much. It is dreadful that tourists get hurt/robbed. We rely on tourists.
- It concerns me that tourists' vehicles are broken into at the Polynesian Pools. More security cameras are needed in these areas. To make Rotorua safer would require a lot of community initiatives. Give people the impetus and tools to work. Punishment should have a large component of rehabilitation and a way forward.
- Like everywhere else in New Zealand we need more police with more powers. Fewer leniencies from the courts.
- Make people accountable for their children's actions. Make young people accountable too. Young people know they can get away with crimes with very little punishment so they just keep on doing it.
- More advertising of the liquor ban. Have more traffic officers on the road. Harsher penalties for petty crime to stop people going on to commit bigger crimes. More visible policing especially have foot patrols.
- More police everywhere walking around day and night. Giving the police more control over young offenders. Not being able to charge 10 to 13 year-olds is ridiculous. Get the riff raff (hooded gang teenagers) off the streets. The police should have guns.
- More policemen on foot. Stiffer penalties. Liquor ban should be enforced rigidly.
- More visible policing in town on foot patrol. Have more Maori Wardens patrolling the central city. Security cameras in supermarket car parks would make me feel safer. Name and shame frequent offenders.
- Police on beat and courts imposing heavier sentences on criminals.
- Police walking the beat. Appropriate sentences when crimes are committed. It would be good to get some feedback from the security cameras, so we know whether they are any good.
- Provide education programmes for offenders so they can be re-introduced into society. Have community patrols in other areas of Rotorua, Western Heights has one running successfully. Provide harsher sentencing.
- Provide harsher sentences for offenders. Police do their job but the justice system lets them down.

- Repeat offenders kept out of CBD - should be kept up. Too much youth crime (under 15), know they cannot be prosecuted so they run wild - should be able to prosecute. Sentences should reflect crime.
- Steeper penalties. More restitution to the victim rather than protection which serves no purpose and they just get let off. Police should be able to take their vehicle.
- Stiffer penalties for drug dealers. More jobs for people out of work.
- Stiffer penalties for young offenders. They cause most of the problems and a "slap on the hand" is not working.
- Stricter policing - take controls off - should be able to prosecute young hoons.
- Stronger penalties for home invasions and burglaries. More police needed.
- The police need to get tougher. The justice system needs to have harsher penalties, especially for young offenders. Confiscate the cars of boy racers.
- They need to be firm with the young ones, have harsher penalties when they commit a crime.
- Think we should know where the cameras are - especially for parking. Because if we knew there were cameras we could park there. Stiffer penalties for all crime, but especially drug related crime.

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

- Advertising - to tell people what they can do to prevent crime/how to report it/especially people involved in drugs. Neighbour watches. Pamphlets for people to know if people are using drugs.
- Community watch should be extended. More public awareness of crime so people would be more careful.
- Don't make yourself a victim of opportunistic crime. Don't leave vehicles unlocked. Take care with handbags.
- Educate the public to be responsible for their own personal safety, this could be started in the schools.
- Everyone exercise common sense. A parking station at night in the city would be a good idea.
- Everyone take reasonable precautions - lock doors and windows at home. Don't leave things on seats in cars. Don't go looking for trouble.
- Get cops out of their cars and get them on foot. Have more open air cafes so there are more people and "eyes" to see what is happening.
- Have more of the cameras and promote Neighbourhood Watch. Make people aware of break-ins of vehicles in tourist areas.
- More night security. Tip off service to police ie, where you just ring the police and tell them of crimes etc, anonymously and you don't have any further involvement with the police. Night curfew for certain age - under 18.
- Neighbourhood Watch should be encouraged more. People need to be more observant about what is going on in their neighbourhood.
- People just take reasonable precautions - lock up your house and vehicle.
- People should take reasonable precaution and lock vehicles in the garage. Support Neighbourhood Watch.
- People taking precautions in their own home eg, if you are out the back lock the front. Take note of and report minor things in case they become big problems. Neighbourhood Watch.
- People to just use common sense. Do what the police tell us to do. Always lock your car and don't leave things on the seats. Lock your house if you are out the back.
- Police on streets are the best deterrent. Everyone has to take reasonable precautions - lock doors and cars. Have security lights on their property.
- Presence of police - especially round peak shopping times (Christmas). Everyone has to take reasonable precautions, same as everywhere else.
- Promote better tourist safety awareness. Major tourist spots should be policed.
- Promote more public awareness to crime and prevention of crime. Increase funding for neighbourhood watch groups. Better policing at tourist spots, make visitors more aware of the dangers.
- Promote personal responsibility for keeping safe.
- Remember to lock things up and don't leave them in cars.
- Rotorua is as safe as any town in New Zealand and safer than lots of them. There are bad elements in any large town. You just need to take sensible precautions.
- The police are doing all they can, the public need to report all criminal activity and suspicious behaviour.
- Think it is safe - feel everyone has to take reasonable precautions because of the society in which we live.

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

- Do something about the gangs of young kids that hang out around the Koutu area. Provide something for the youth to do.
- Find a way to keep teenagers in groups off the streets.
- Get kids off street/no parental responsibility. Young kids around at all times of night and day.
- Get rid of the groups of kids who hang around especially outside the shop that sells party pills in Hinemoa Street.
- Greater police and Maori warden presence, both day and night. Make it known to teenagers that they are not welcome to just hang around.
- I think it is a great idea to have the older easy listening music playing in the City Focus as teenagers don't like it, so don't hang around as much.
- Increase the security cameras and have someone watching all the time so that there is an immediate response - so that it is soon known you are going to get caught straight away. Enforce rigidly the law on gangs and offenders being in the CBD. Young Maori are becoming little racist s###ts who think they can get away with anything.
- It would be nice to see more constables on the street as we see at Christmas. Need to see them, not have police just driving around in cars eg, are the police in City Focus or just a car? Groups of young Maori hanging around the mall are a bad sight. Maori wardens should round up these kids, mostly truants I think.
- Less teenagers wandering around in central Rotorua would help make the city centre safer.
- More police everywhere walking around day and night. Giving the police more control over young offenders. Not being able to charge 10 to 13 year-olds is ridiculous. Get the riff raff (hooded gang teenagers) off the streets. The police should have guns.
- More police needed so that they can investigate things. A visible police presence day and night. Crackdown on young Maori in the CBD, Kuirau Park being offensive and/or threatening - around the Lake Front too. I go with my friends to Taupo for a night out as we feel safe there.
- More police presence, more police on the beat. I'd like to see them being tougher on the gangs of young people that hang around at night.
- More policing - that we can see. Places like Kuirau Park are being ruined by children and teenagers using foul language. It would be good to have some form of community police (people on bikes).
- Police enforcing the laws. They just ignore groups of young hoodlums. Police should monitor the cameras and act on it. Should act on enforcing the liquor ban.
- Something needs to be done about the gangs of teenagers and kids who hang around town late at night. I'd like to see police on foot patrol at night in the central city.
- Stop the packs of kids roaming around town late at night.
- The teenagers aren't respectful and I don't like the way they hang out in groups.
- Unemployed youth hanging around. This creates an atmosphere I am not comfortable with. I feel uneasy. I would like to see more police and Maori wardens in town. I would never go into town on benefit day.
- We need more police, they need to break up the gangs of teenagers and kids who roam the central city and suburbs.

Comments coded to **crimes targeting tourists:**

- Better parenting - legally responsible for behaviour of children. Curfew for children with parents fined if children (under 18) break it. Some special attention needs to be given to tourists. I feel so sad when I hear of another campervan being broken into or having its windows smashed. The Polynesian Pools are known as Crystal Palace because of this.
- Crackdown harder on people who commit crimes, especially against tourists. It gives us a bad image. More police presence. Get the young ones off the street. Keep up system of no children (truants) in shops during school hours. More reporting of solved crimes.
- Generally we feel safe. I would like to see visitors protected more. I think a lot of the crime is targeted at tourists and visitors to the region. We need to put measures in place to keep them safe.
- Have somewhere for teenagers to go. I'd like to see more police walking the beat. Have more security in the parking building. Provide more education for tourists regarding safety issues.
- Hotels and motels should have pamphlets for tourists telling them to lock their cars and not to leave things in sight, especially at isolated tourist spots.

- I think there should be much stiffer penalties for crimes against tourists - if people knew they were going to get a heavy sentence they might not target them so much. It is dreadful that tourists get hurt/robbed. We rely on tourists.
- It concerns me that tourists' vehicles are broken into at the Polynesian Pools. More security cameras are needed in these areas. To make Rotorua safer would require a lot of community initiatives. Give people the impetus and tools to work. Punishment should have a large component of rehabilitation and a way forward.
- Promote more Neighbourhood Support groups. I would like to see tourist safety improved.
- Promote more public awareness to crime and prevention of crime. Increase funding for neighbourhood watch groups. Better policing at tourist spots, make visitors more aware of the dangers.
- Teenagers have nothing to do. Stop gangs and their expansion - how they get the young ones in. Tourists should be made more aware to lock cars etc.
- There is no easy answer to this. We need to protect our tourists more.
- Too many undesirables roaming around places like Kerosene Creek. Just get rid of one mob and another springs up. Bring in some sort of network service to get kids off the street day and night.
- Tourist attractions should provide security in their car parks. Solve the problem of young people hanging around the middle of town. Ban school aged children from town during school hours.
- Tourist operators should warn tourists about car break-ins and personal safety issues in Rotorua.
- Tourists need to be really supported when crime happens to them and also we need to educate tourists about their personal safety. People need to get to know their neighbours so they can be aware of things happening in their area and can stop crime happening.
- We need to get through to these criminals that target tourists that they are hurting themselves when they do this. The lost revenue and damage to the reputation of Rotorua affects all residents.

Comments coded to liquor ban:

- Basically more police presence to enforce the liquor ban. For instance I have seen lots of teenagers walking in the CBD drinking alcohol. The city is very badly lit making one wary.
- Curfew on under 16 year olds being in town at night. Liquor ban enforced.
- Enforce liquor ban. I have noticed people walking around drinking and carrying alcohol. Regarding cameras, more information should be given to the public. Are they effective? Can the police use the information they get from them? Move loitering groups on and stop them spitting.
- Enforce the liquor ban. I've seen a lot of young people walking around drinking in the city about 9pm when I'm finishing work.
- Impose liquor ban more forcibly.
- Keep alcohol ban going and make it stronger as when people get too pissed, trouble can happen.
- Less alcohol - more police.
- Liquor ban should be better policed. Provide something for youth to do, especially something for them to do at night at a reasonable price.
- Liquor ban should be enforced - see people walking around during the day drinking alcohol. People should speak up more about what is going on.
- Liquor ban should be policed by police walking around at nights. Have blitz on drunk drivers.
- Liquor law is only useful if it is enforced. More things for young people to do so that they don't have time to hang around.
- More advertising of the liquor ban. Have more traffic officers on the road. Harsher penalties for petty crime to stop people going on to commit bigger crimes. More visible policing especially have foot patrols.
- More policemen on foot. Stiffer penalties. Liquor ban should be enforced rigidly.
- Police enforcing the laws. They just ignore groups of young hoodlums. Police should monitor the cameras and act on it. Should act on enforcing the liquor ban.
- Police the liquor ban as most crime happens when people have been drinking.
- Pretty good as it is as compared to other places. Comparisons of before and after statistics of security cameras and liquor ban would be of interest and maybe a deterrent.

Comments coded to **drug issues**:

- Closing the bars/clubs earlier, especially Friday and Saturday nights so there is less violence and mad driving. Opening up more police stations (community). Checks for alcohol and drugs.
- Get all our young (Maori) ones into the workforce, they are the ones causing all the trouble - they are bored. Get rid of the drugs - often they steal to buy drugs.
- Get rid of drug houses - think addictions cause crime - people looking for money. The city is so dead after dark - people stay away and the worse it gets for safety - the less people there are. You never see a policeman around at night - and they should be there.
- Get rid of the drugs out of Rotorua. We have an excellent neighbourhood watch in our area - this should be everywhere in the Rotorua District.
- Less unemployment. Get rid of drugs - get rid of "P".
- More cops. Get the drug makers also to stop the boy racers down at Hannah's Bay at night.
- More police on foot - not just in cars. Get rid of the druggies who beg in the city in the daytime.
- More visible policing, have more police patrols of the suburbs more regularly. Promote neighbourhood support groups. Be more proactive in fighting the drug problem - there are so many drug houses in Gordon Road.
- Speeding motorists should be apprehended. Some people have an aggressive streak and there's not much you can do about that - but it is increased if they are on drugs.
- Surveillance cameras in the crime hot spots in the suburbs where drugs are sold. Have surveillance cameras on drug and gang houses.
- Target and help the young ones with drug and alcohol problems. Government has to crack down on gangs - they control the country and the prisons. They get the young ones on "P" in prison and into their gangs and by the time they come back into the community they are lost. It's the Government's responsibility to control gangs.
- The drug problems in Rotorua are the cause of a lot of crime so work to solve this problem. Have a more visible police presence in the central city area, especially on foot.

Comments coded to **advertise surveillance cameras more/advertise successes from these cameras**:

- Advertise the fact that security cameras are operating. More visible police presence and quicker response by police to burglary call outs. Night patrols in Ngongotaha are an excellent idea.
- Are the security cameras used to apprehend offenders? No use having them if nothing is done with the information they give. Support and extend Neighbourhood Watch to as many areas as possible.
- Enforce liquor ban. I have noticed people walking around drinking and carrying alcohol. Regarding cameras, more information should be given to the public. Are they effective? Can the police use the information they get from them? Move loitering groups on and stop them spitting.
- More closed circuit cameras and monitoring of them with the results published. More police presence. Police need to be seen.
- More police in the street. Stop young kids drinking. Widening area of cameras. Public results of catching people by them. Better lighting of streets on either side of Tutanekei Street.
- More police visible, especially at night. Patrol potential trouble spots. Expand the cameras. Make people aware that there are lots around and don't tell them where they are.
- Police walking the beat. Appropriate sentences when crimes are committed. It would be good to get some feedback from the security cameras, so we know whether they are any good.
- Pretty good as it is as compared to other places. Comparisons of before and after statistics of security cameras and liquor ban would be of interest and maybe a deterrent.
- Probably expand the CCTV and publishing results from them. More police patrols.
- Publicity that there are security cameras operating. Better lighting both in the Central City area and in the suburbs.
- Shut off the walkway between Phillip Street and Malfroy Road. Encourage youth to use the youth centre and provide other venues for them: gym, marae, sports. Inform residents of these things. Tell people if the police get results from closed circuit television.

Comments coded to **boy racers/road safety**:

- Have speed bumps on Wrigley Road to slow the traffic down. People speed through Fordlands and I worry that my grandkids will get run over.
- More cops. Get the drug makers also to stop the boy racers down at Hannah's Bay at night.

- Police walking the beat in the central city area. Something needs to be done about the boy racers in the Ngongotaha area, they use Hamurana, Keith and Oturoa Roads. They speed and do donuts especially Friday and Saturday nights after 10.30pm up to 1-2am.
- Something needs to be done about boy racers on Koutu Road. There needs to be a speed camera on Koutu Road again. Many people speed in this area and I feel the road is narrow for the amount of traffic using the road.
- Speeding motorists should be apprehended. Some people have an aggressive streak and there's not much you can do about that - but it is increased if they are on drugs.
- Stop boy racers in Homedale area. Police need to patrol this area more often.
- Stop speeding cars in Blomfield Street. Install speed bumps to stop the cars speeding.
- Stricter policing with guns when necessary. Stricter policing of boy racers in Holden's Bay.
- Surveillance cameras in tourist areas. Got to stop tourists from being robbed. Boy racers banned from the city. More road bumps in suburban areas.
- The police need to get tougher. The justice system needs to have harsher penalties, especially for young offenders. Confiscate the cars of boy racers.

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

- Advertising - to tell people what they can do to prevent crime/how to report it/especially people involved in drugs. Neighbour watches. Pamphlets for people to know if people are using drugs.
- Deal with the criminals immediately, low tolerance - zero tolerance. Motivate people to get out and buy their own stuff not steal other peoples.
- Get all our young (Maori) ones into the workforce, they are the ones causing all the trouble - they are bored. Get rid of the drugs - often they steal to buy drugs.
- More police, visible. There are lots of different communities and life experience of people in Rotorua and the different groups do not understand each other and therefore see each other as a threat.
- People have to respect themselves. Has to come from the community. Need to be able to change young hoods. Too many rental houses in Rotorua. Neighbourhood watch is very good. In our area it adds to my feeling safe.
- Promote a campaign to make people feel good and smile and you will get a better community. It will foster a community spirit and reduce crime.
- Promote neighbourhood watch and a better sense of community. Have better lighting in the Koutu area.
- Strengthen communities.
- Stronger sense of community. Get to know your neighbours.
- The people in the community need to concentrate on leading decent lives.

Comments coded to **remove gangs/insignia/undesirable people**:

- Ban the patches. Curfew for young children.
- Banning of thieves and those who have had convictions from the CBD should be enforced. Gang members should not be seen with more than one or two of them. Council shall have a bylaw to move on loiterers.
- Enforce liquor ban. I have noticed people walking around drinking and carrying alcohol. Regarding cameras, more information should be given to the public. Are they effective? Can the police use the information they get from them? Move loitering groups on and stop them spitting.
- Get rid of the gang presence in the region as most of the crime stems from them.
- Get rid of the gangs.
- Have more police on foot patrol. Have more security cameras especially around pubs and hotels. Police need to focus on the gangs who are targeting the young kids as prospects.
- Increase the security cameras and have someone watching all the time so that there is an immediate response - so that it is soon known you are going to get caught straight away. Enforce rigidly the law on gangs and offenders being in the CBD. Young Maori are becoming little racist s###ts who think they can get away with anything.
- More police visible, not just in cars. Keep on with not allowing gang insignia in the central city area.

- Target and help the young ones with drug and alcohol problems. Government has to crack down on gangs - they control the country and the prisons. They get the young ones on "P" in prison and into their gangs and by the time they come back into the community they are lost. It's the Government's responsibility to control gangs.
- Teenagers have nothing to do. Stop gangs and their expansion - how they get the young ones in. Tourists should be made more aware to lock cars etc.

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

- Curfew. Kids 16 and under should be at home. Prosecute a bit harder. Teenagers think they can get away with anything and nothing will happen to them. A lot of people do not report crimes in our area as they know nothing will be done about it eg, theft of chainsaw from shops.
- Deal with the criminals immediately, low tolerance - zero tolerance. Motivate people to get out and buy their own stuff not steal other peoples.
- More police or security people on foot patrol in the central city. Put resources into minor crimes as this might stop major crime happening. The issue of crime in Rotorua stops the region growing as it stops people moving here.
- More staff numbers for police. Have cops on the beat. Also response time to crime is too slow.
- Police enforcing the laws. They just ignore groups of young hoodlums. Police should monitor the cameras and act on it. Should act on enforcing the liquor ban.
- Promote neighbourhood watches, they work really well. More visible policing with police on foot patrol in town. Police need to act on burglary and come out to investigate. They come if you think there is a P lab nearby, but not if you have been burgled.
- Too many bars and clubs in the central city. Provide more visible policing. Have faster police response to crimes such as burglary.

Comments coded to **reduce unemployment:**

- Get people into work and off the streets.
- Less unemployment. Get rid of drugs - get rid of "P".
- Provide jobs for young unemployed so they don't do crime.
- Reduce unemployment further.
- Reduce unemployment/pay meaningful wages/crime tracks with poverty - so poverty is the problem.
- Stiffer penalties for drug dealers. More jobs for people out of work.

Comments coded to **bars/gambling establishments:**

- Bars and clubs should be in one area of town only and the area should be very well lit.
- Close the nightclubs at 1am. Ban liquor stores and pokie machines in the suburbs.
- Closing the bars/clubs earlier, especially Friday and Saturday nights so there is less violence and mad driving. Opening up more police stations (community). Checks for alcohol and drugs.
- I think they are doing everything they can - too many bars selling clients alcohol all over the town - don't open any more.
- Raise the driving age to 20 years. Raise the drinking age to 21 years. Limit the number of bars in town. There are far too many in Rotorua.
- Too many bars and clubs in the central city. Provide more visible policing. Have faster police response to crimes such as burglary.

Comments coded to **deal with truancies:**

- It would be nice to see more constables on the street as we see at Christmas. Need to see them, not have police just driving around in cars eg, are the police in City Focus or just a car? Groups of young Maori hanging around the mall are a bad sight. Maori wardens should round up these kids, mostly truants I think.
- Keep the kids in school, stop truants and this will stop some of the crime.
- Push to reduce truancy as that will have a spin-off effect on reducing crime.
- Repair the streets lights in Taharangi Street and Fairy Springs Road as it is a real safety issue. Enforce the truancy law as there are so many kids on the streets during school hours.

- Target kids who aren't in school, but wandering the streets. Make parents responsible for the actions of their kids.

Comments coded to **ban people with criminal records/repeat offenders from the CBD:**

- Banning of thieves and those who have had convictions from the CBD should be enforced. Gang members should not be seen with more than one or two of them. Council shall have a bylaw to move on loiterers.
- Monitoring bad areas/black spots. Significant police presence. Complete the ban of keeping known trouble-makers out of CBD.
- Repeat offenders kept out of CBD - should be kept up. Too much youth crime (under 15), know they cannot be prosecuted so they run wild - should be able to prosecute. Sentences should reflect crime.

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

- Improve the lighting in the central city, especially on the side streets. Tighten up on underage drinking. Maori wardens do a great job.
- More people patrolling the town, especially Thursday, Friday and Saturday nights. Raise the liquor age back to 25. This might stop the 13 to 14 year-olds being able to get alcohol. More security cameras but don't let it be known where they are.
- Raise the driving age to 20 years. Raise the drinking age to 21 years. Limit the number of bars in town. There are far too many in Rotorua.

Comments coded to **family violence:**

None specified.

Comments coded to **other:**

- Bring back corporal punishment and compulsory military training.
- Do something to stop the tagging in the central business area.
- Don't know. Raise the minimum wage so that there is an incentive for poorer people to work.
- Enforce the dog laws. Stop dogs being loose on the streets. Get rid of all wandering dogs. Stop the young teens who wander around in packs at night.
- Get all our young (Maori) ones into the workforce, they are the ones causing all the trouble - they are bored. Get rid of the drugs - often they steal to buy drugs.
- Get better policing and visible policing. Treatment of victims is dreadful. This has to improve and then people will report more crimes.
- Get rid of the bad element in Rotorua. Unfortunately most of the bad people who cause trouble seem to be Maori. If a scheme like the old National Service camps were brought back it might do them good - get some discipline.
- Have more police in town. Have a big screen in the sails area so people can be seen doing things. If people can see themselves on the screen they will think about their behaviour.
- Let people live above the shops in the CBD, so it's not such a graveyard at night.
- More activities in the city at night to liven the place up so there would be more people there. More lighting. More community groups. Neighbourhood Watch. Maori wardens.
- More community programmes. More Neighbourhood Watch. More community police where people can go if things are bothering them.
- More police officers out patrolling. Free public transport - then maybe kids wouldn't steal cars.
- More police on foot patrol in the central city and in the suburbs. Keep the streets cleaner and people might take more pride in the neighbourhood. Don't have many liquor outlets in the suburbs.
- More police walking, communicating, looking purposeful, not just sitting in cars. I don't think the community policing centre should be at City Focus. That should only be a fun/entertainment area.
- People have more dogs. I feel safe because of my dog.
- People need to know Jesus in their lives.

- Promoting safety in general, on the radio and on posters.
- Provide education programmes for offenders so they can be re-introduced into society. Have community patrols in other areas of Rotorua, Western Heights has one running successfully. Provide harsher sentencing.
- Reduce the Maori population. They are the ones that cause all the trouble. It's awful to see so many young Maori hanging around the City Focus. Have security cameras everywhere and monitor them.
- Shoot the criminals.
- Take measures to prevent shoplifting.
- Target help towards at-risk youth at a young age. Upgrade some of the poorer suburbs so there isn't such a difference between some of the richer suburbs eg, foot paths on both sides of the road, parks so people take pride in where they live.
- The police should set up a dummy car in an area with high vehicle crime and then watch the vehicle to catch offenders. This may deter other offenders.
- They should have security guards in all tourist spot car parks. There should be an over-bridge on Fairy Springs Road where the lights are by the nursery, as the traffic banks up to Ngongotaha at peak times and people get frustrated and take risks.

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

15. Gender

	2007		2006	2005	2007/2006	2006/2005
	Number	Percent	Percent	Percent	change	change
Male	207	40.5%	39.1%	45.2%	1.4%	-6.2%
Female	299	58.5%	60.7%	54.8%	-2.2%	5.9%
Not specified	5	1.0%	0.2%	0.0%	0.7%	0.2%
Total	511	100.0%	100.0%	100.0%		

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

	2007		2006	2005	2007/2006	2006/2005
	Number	Percent	Percent	Percent	change	change
Rotorua city (central city area)	3	0.6%	1.5%	4.5%	-0.9%	-3.0%
Rotorua suburbs	384	75.1%	71.3%	72.2%	3.9%	-0.9%
Ngongotaha	20	3.9%	7.1%	6.8%	-3.2%	0.3%
Lakeside settlement	22	4.3%	2.9%	4.0%	1.4%	-1.1%
Rural	80	15.7%	17.0%	12.5%	-1.3%	4.4%
Not specified	2	0.4%	0.2%	0.0%	0.1%	0.2%
Total	511	100.0%	100.0%	100.0%		

Rotorua suburbs breakdown:

	2007		2006	2005	2007/2006	2006/2005
	Number	Percent	Percent	Percent	change	change
Fenton Park	8	2.1%	2.8%	0.0%	-0.7%	2.8%
Fordlands	16	4.2%	3.8%	2.6%	0.4%	1.1%
Glenholme	19	4.9%	7.2%	3.8%	-2.3%	3.4%
Hannahs Bay	6	1.6%	1.7%	11.8%	-0.2%	-10.0%
Hillcrest	19	4.9%	2.8%	0.9%	2.2%	1.9%
Holdens Bay	5	1.3%	1.0%	3.2%	0.3%	-2.2%
Kawaha Point	18	4.7%	6.6%	0.9%	-1.9%	5.7%
Koutu	43	11.2%	5.9%	4.7%	5.3%	1.2%
Lynmore	49	12.8%	12.8%	1.2%	0.0%	11.6%
Mangakakahi	1	0.3%	2.8%	7.6%	-2.5%	-4.9%
Matipo Heights	2	0.5%	0.7%	3.8%	-0.2%	-3.1%
Ngapuna	7	1.8%	2.1%	0.0%	-0.2%	2.1%
Ohinemutu	9	2.3%	0.7%	0.3%	1.7%	0.4%
Owhata	34	8.9%	7.9%	0.0%	0.9%	7.9%
Pleasant Heights	5	1.3%	1.0%	7.6%	0.3%	-6.6%
Pomare	11	2.9%	3.1%	3.5%	-0.2%	-0.4%
Pukehangi	18	4.7%	6.9%	5.0%	-2.2%	1.9%
Selwyn Heights	13	3.4%	2.8%	7.6%	0.6%	-4.9%
Springfield	36	9.4%	8.6%	4.4%	0.8%	4.2%
Sunnybrook	9	2.3%	2.1%	10.3%	0.3%	-8.2%
Tihiotonga	4	1.0%	0.0%	7.1%	1.0%	-7.1%
Utuhina	9	2.3%	3.4%	1.5%	-1.1%	2.0%
Western Heights	36	9.4%	12.4%	4.7%	-3.0%	7.7%
Whakarewarewa	3	0.8%	1.0%	5.9%	-0.3%	-4.8%
Other	4	1.0%	0.0%	0.3%	1.0%	-0.3%
Not specified	0	0.0%	0.0%	1.2%	0.0%	-1.2%
Total	384	100.0%	100.0%	100.0%		

Lakeside settlement breakdown:

	2007		2006	2005	2007/2006	2006/2005
	Number	Percent	Percent	Percent	change	change
Lake Tarawera	5	22.7%	16.7%	5.3%	6.1%	11.4%
Lake Rotoiti	3	13.6%	16.7%	26.3%	-3.0%	-9.6%
Lake Rotoma	4	18.2%	8.3%	10.5%	9.8%	-2.2%
Lake Okareka	5	22.7%	41.7%	10.5%	-18.9%	31.1%
Lake Rotoehu	0	0.0%	16.7%	26.3%	-16.7%	-9.6%
Other	5	22.7%	0.0%	21.1%	22.7%	-21.1%
Not specified	0	0.0%	0.0%	0.0%	0.0%	0.0%
Total	22	100.0%	100.0%	100.0%		

Rural breakdown:

	2007		2006	2005	2007/2006	2006/2005
	Number	Percent	Percent	Percent	change	change
Atiamuri	3	3.8%	5.8%	1.7%	-2.0%	4.1%
Hamurana	10	12.5%	8.7%	13.6%	3.8%	-4.9%
Horocho	0	0.0%	1.4%	3.4%	-1.4%	-1.9%
Kaharoa	6	7.5%	5.8%	8.5%	1.7%	-2.7%
Kapenga	0	0.0%	0.0%	0.0%	0.0%	0.0%
Mamaku	14	17.5%	11.6%	10.2%	5.9%	1.4%
Mourea	2	2.5%	2.9%	3.4%	-0.4%	-0.5%
Ngakuru	6	7.5%	11.6%	10.2%	-4.1%	1.4%
Reporoa	8	10.0%	17.4%	16.9%	-7.4%	0.4%
Rerewhakaaitu	3	3.8%	7.2%	3.4%	-3.5%	3.9%
Tarukenga	1	1.3%	0.0%	1.7%	1.3%	-1.7%
Tumunui	0	0.0%	1.4%	0.0%	-1.4%	1.4%
Waikite Valley	7	8.8%	2.9%	6.8%	5.9%	-3.9%
Waimangu	0	0.0%	0.0%	0.0%	0.0%	0.0%
Waiotapu Village	0	0.0%	0.0%	3.4%	0.0%	-3.4%
Waiteti	0	0.0%	0.0%	1.7%	0.0%	-1.7%
Other	20	25.0%	18.8%	15.3%	6.2%	3.6%
Not specified	0	0.0%	4.3%	0.0%	-4.3%	4.3%
Total	80	100.0%	100.0%	100.0%		

Other specified:

- Kaingaroa Forest (x2).
- Kaingaroa.
- Murupara (x11).
- Paradise Valley (x3).
- Rainbow Mountain.
- Rural Ngongotaha.
- Whangamarino, Okere Falls.

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

	2007		2006	2005	2007/2006	2006/2005
	Number	Percent	Percent	Percent	change	change
15-24	29	5.7%	9.3%	8.1%	-3.7%	1.3%
25-34	61	11.9%	8.1%	15.7%	3.8%	-7.6%
35-44	109	21.3%	16.0%	16.8%	5.4%	-0.8%
45-54	113	22.1%	15.5%	18.9%	6.6%	-3.4%
55-64	89	17.4%	18.7%	14.9%	-1.3%	3.8%
65-74	68	13.3%	19.4%	13.8%	-6.1%	5.6%
75+	39	7.6%	11.8%	11.9%	-4.2%	-0.1%
Refused	1	0.2%	0.7%	0.0%	-0.5%	0.7%
Not specified	2	0.4%	0.5%	0.0%	-0.1%	0.5%
Total	511	100.0%	100.0%	100.0%		

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

	2007		2006	2005	2007/2006	2006/2005
	Number	Percent	Percent	Percent	change	change
New Zealand Pakeha/European	327	64.0%	63.9%	63.9%	0.1%	0.0%
New Zealand Maori	164	32.1%	30.7%	28.9%	1.4%	1.8%
Pacific Island	3	0.6%	0.7%	2.1%	-0.2%	-1.4%
Asian	4	0.8%	0.5%	2.1%	0.3%	-1.6%
Other	7	1.4%	3.7%	3.0%	-2.3%	0.7%
Refused	2	0.4%	0.2%	0.0%	0.1%	0.2%
Not specified	4	0.8%	0.2%	0.0%	0.5%	0.2%
Total	511	100.0%	100.0%	100.0%		

Other specified:

- African.
- Australian (x2).
- English.
- Indian
- South African.
- Sri Lankan.

Electoral ward specified:

	2007		2006	2005	2007/2006	2006/2005
	Number	Percent	Percent	Percent	change	change
North	109	21.3%	25.6%	25.9%	-4.2%	-0.3%
South	126	24.7%	29.2%	24.8%	-4.6%	4.4%
East	121	23.7%	18.2%	24.8%	5.5%	-6.7%
West	155	30.3%	26.8%	24.4%	3.6%	2.4%
Not specified	0	0.0%	0.2%	0.0%	-0.2%	0.2%
Total	511	100.0%	100.0%	100.0%		

APPENDIX 4: CROSS TABULATIONS

1. How often do you visit the Rotorua central city area (CBD)? (please prompt & tick ONE only)

	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	6.7%	12.3%	7.2%	0.2%	12.3%	13.9%	15.1%	10.6%	0.8%	5.3%	5.5%	6.3%	9.4%	26.4%
Weekly	9.2%	21.5%	16.4%	5.5%	18.8%	33.5%	36.0%	14.5%	1.4%	11.0%	14.7%	13.7%	13.5%	52.8%
Fortnightly	0.8%	5.5%	4.7%	1.0%	5.5%	6.5%	7.8%	3.9%	0.2%	2.3%	2.9%	2.5%	4.3%	12.1%
Monthly	1.0%	3.3%	2.0%	0.8%	3.1%	4.1%	4.5%	2.5%	0.2%	2.3%	1.0%	1.2%	2.7%	7.2%
Annually	0.0%	0.6%	0.0%	0.0%	0.6%	0.0%	0.4%	0.2%	0.0%	0.2%	0.4%	0.0%	0.0%	0.6%
Never	0.0%	0.2%	0.4%	0.2%	0.2%	0.6%	0.2%	0.4%	0.2%	0.2%	0.2%	0.0%	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	17.6%	43.4%	30.7%	7.6%	40.5%	58.5%	64.0%	32.1%	2.7%	21.3%	24.7%	23.7%	30.3%	100.0%

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

	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 (continue to Q2b)	6.7%	18.9%	11.6%	2.8%	17.9%	21.9%	24.1%	15.4%	0.6%	8.7%	9.5%	11.2%	11.0%	40.4%
Safe (continue to Q2b)	8.7%	20.7%	17.0%	3.7%	19.1%	30.8%	34.5%	13.8%	1.4%	10.1%	12.4%	11.0%	16.8%	50.3%
Neither safe nor unsafe (skip to Q3a)	1.6%	2.6%	1.0%	0.6%	2.2%	3.6%	3.4%	1.8%	0.4%	1.8%	1.0%	1.0%	2.0%	5.7%
Unsafe (skip to Q2c)	0.8%	1.2%	0.6%	0.2%	1.0%	1.8%	2.2%	0.4%	0.2%	0.8%	1.6%	0.2%	0.2%	2.8%
Very unsafe (skip to Q2c)	0.0%	0.2%	0.4%	0.0%	0.4%	0.2%	0.2%	0.4%	0.0%	0.0%	0.2%	0.2%	0.2%	0.6%
Don't know (skip to Q3a)	0.0%	0.0%	0.0%	0.2%	0.0%	0.2%	0.0%	0.2%	0.0%	0.0%	0.0%	0.2%	0.0%	0.2%
Not applicable (skip to Q3a)	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%
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	17.8%	43.6%	30.6%	7.5%	40.6%	58.4%	64.3%	32.0%	2.6%	21.3%	24.7%	23.9%	30.2%	100.0%

How often respondents visit the Rotorua central city area (CBD) by respondents overall sense of how safe they feel in the central city during the daytime:

	Very safe	Safe	Neither safe nor unsafe	Unsafe	Very unsafe	Don't know	Total
Daily	11.4%	13.0%	1.6%	0.2%	0.4%	0.0%	26.6%
Weekly	22.1%	26.2%	2.6%	2.2%	0.0%	0.2%	53.3%
Fortnightly	4.3%	6.7%	0.8%	0.4%	0.0%	0.0%	12.2%
Monthly	2.4%	3.9%	0.8%	0.0%	0.2%	0.0%	7.3%
Annually	0.2%	0.4%	0.0%	0.0%	0.0%	0.0%	0.6%
Not specified	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Total	40.4%	50.3%	5.7%	2.8%	0.6%	0.2%	100.0%

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)

	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 (continue to Q3b)	1.2%	1.8%	0.2%	0.0%	2.6%	0.6%	1.0%	2.2%	0.0%	0.2%	0.6%	1.2%	1.2%	3.2%
Safe (continue to Q3b)	5.1%	12.0%	6.9%	1.0%	12.6%	12.4%	15.6%	9.1%	0.4%	4.5%	7.5%	7.3%	6.1%	25.4%
Neither safe nor unsafe (skip to Q4a)	3.2%	7.9%	3.6%	0.0%	6.3%	8.1%	11.0%	3.4%	0.2%	4.9%	2.6%	2.2%	4.9%	14.6%
Unsafe (skip to Q3c)	5.1%	9.5%	4.7%	0.2%	8.7%	10.7%	12.4%	6.5%	0.6%	2.2%	6.9%	5.7%	4.7%	19.5%
Very unsafe (skip to Q3c)	1.6%	1.4%	0.4%	0.4%	1.4%	2.4%	2.6%	1.2%	0.0%	0.4%	1.0%	0.8%	1.6%	3.7%
Don't know (skip to Q4a)	0.0%	0.2%	0.4%	0.0%	0.2%	0.4%	0.4%	0.2%	0.0%	0.0%	0.2%	0.2%	0.2%	0.6%
Not applicable (skip to Q4a)	1.6%	10.7%	14.4%	5.9%	8.7%	23.9%	21.1%	9.5%	1.4%	8.9%	5.9%	6.5%	11.4%	32.7%
Not specified	0.0%	0.2%	0.0%	0.0%	0.2%	0.0%	0.2%	0.0%	0.0%	0.2%	0.0%	0.0%	0.0%	0.2%
Total	17.8%	43.6%	30.6%	7.5%	40.6%	58.4%	64.3%	32.0%	2.6%	21.3%	24.7%	23.9%	30.2%	100.0%

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

	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 Q3d)	21.8%	39.5%	17.6%	2.5%	33.6%	47.1%	52.9%	26.1%	2.5%	10.1%	28.6%	24.4%	18.5%	81.5%
No (skip to Q4a)	3.4%	5.0%	2.5%	0.0%	6.7%	4.2%	6.7%	4.2%	0.0%	0.8%	1.7%	1.7%	6.7%	10.9%
Don't know (skip to Q4a)	0.8%	0.0%	0.8%	0.0%	0.8%	0.8%	1.7%	0.0%	0.0%	0.0%	0.8%	0.0%	0.8%	1.7%
Not specified	2.5%	2.5%	0.8%	0.0%	2.5%	3.4%	3.4%	2.5%	0.0%	0.8%	2.5%	1.7%	0.8%	5.9%
Total	28.6%	47.1%	21.8%	2.5%	43.7%	55.5%	64.7%	32.8%	2.5%	11.8%	33.6%	27.7%	26.9%	100.0%

4a. During the daytime, 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)

	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	1.6%	3.9%	3.0%	0.6%	4.9%	4.1%	5.1%	3.9%	0.0%	2.0%	1.6%	1.4%	4.1%	9.1%
Usually worry	1.8%	2.6%	2.2%	0.2%	2.8%	3.9%	5.1%	1.4%	0.0%	1.4%	1.4%	1.8%	2.2%	6.7%
Sometimes worry	5.1%	12.0%	6.7%	1.6%	9.1%	16.2%	17.2%	7.9%	0.4%	4.5%	6.9%	6.9%	7.1%	25.4%
Never worry	8.1%	24.5%	17.0%	4.3%	22.5%	31.4%	34.3%	17.4%	2.2%	13.2%	13.6%	12.2%	15.4%	54.4%
Not applicable	1.2%	0.6%	1.8%	0.6%	1.4%	2.6%	2.4%	1.4%	0.0%	0.2%	1.2%	1.6%	1.2%	4.1%
Don't know	0.0%	0.0%	0.0%	0.2%	0.0%	0.2%	0.2%	0.0%	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	17.8%	43.6%	30.6%	7.5%	40.6%	58.4%	64.3%	32.0%	2.6%	21.3%	24.7%	23.9%	30.2%	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)

	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	4.5%	7.5%	3.2%	0.2%	8.3%	7.1%	9.3%	5.9%	0.2%	2.8%	4.7%	3.0%	4.9%	15.4%
Usually worry	3.2%	4.7%	2.4%	0.2%	4.7%	5.7%	7.1%	3.4%	0.0%	2.0%	3.0%	3.0%	2.6%	10.5%
Sometimes worry	4.7%	13.4%	4.3%	0.6%	10.1%	13.0%	14.2%	8.1%	0.8%	4.7%	5.5%	7.5%	5.5%	23.3%
Never worry	1.6%	6.7%	5.3%	0.6%	7.1%	7.1%	9.9%	4.1%	0.2%	3.2%	3.0%	2.8%	5.5%	14.4%
Not applicable	3.7%	11.0%	14.8%	5.5%	10.1%	24.7%	22.9%	10.3%	1.4%	8.1%	8.5%	7.5%	11.2%	35.3%
Don't know	0.0%	0.0%	0.0%	0.2%	0.0%	0.2%	0.2%	0.0%	0.0%	0.0%	0.0%	0.0%	0.2%	0.2%
Not specified	0.0%	0.2%	0.6%	0.2%	0.4%	0.6%	0.8%	0.2%	0.0%	0.6%	0.0%	0.2%	0.2%	1.0%
Total	17.8%	43.6%	30.6%	7.5%	40.6%	58.4%	64.3%	32.0%	2.6%	21.3%	24.7%	23.9%	30.2%	100.0%

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

	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)	11.6%	31.6%	18.3%	2.0%	29.6%	33.9%	40.2%	21.3%	1.8%	14.4%	16.4%	16.8%	16.2%	63.7%
No (skip to Q5)	3.4%	6.9%	4.7%	2.6%	5.7%	11.6%	10.3%	6.7%	0.4%	3.6%	4.5%	2.8%	6.9%	17.8%
Don't know (skip to Q5)	2.8%	4.7%	7.3%	2.8%	5.1%	12.0%	13.2%	3.9%	0.2%	3.2%	3.7%	4.1%	6.5%	17.6%
Not specified	0.0%	0.4%	0.2%	0.2%	0.2%	0.8%	0.6%	0.0%	0.2%	0.2%	0.0%	0.2%	0.6%	1.0%
Total	17.8%	43.6%	30.6%	7.5%	40.6%	58.4%	64.3%	32.0%	2.6%	21.3%	24.7%	23.9%	30.2%	100.0%

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)

	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)	11.2%	32.1%	19.8%	3.7%	30.9%	35.6%	46.4%	19.6%	0.6%	14.3%	18.0%	18.6%	16.2%	67.1%
No (skip to Q5)	3.7%	4.9%	3.5%	0.6%	4.5%	8.0%	6.1%	5.9%	0.8%	2.7%	1.8%	1.8%	6.7%	12.9%
Don't know (skip to Q5)	2.7%	6.3%	7.2%	3.1%	4.9%	14.5%	11.4%	6.5%	1.4%	4.1%	4.7%	3.3%	7.2%	19.4%
Not specified	0.0%	0.2%	0.2%	0.2%	0.2%	0.4%	0.2%	0.2%	0.0%	0.2%	0.2%	0.0%	0.2%	0.6%
Total	17.6%	43.4%	30.7%	7.6%	40.5%	58.5%	64.0%	32.1%	2.7%	21.3%	24.7%	23.7%	30.3%	100.0%

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

	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	9.8%	23.1%	14.1%	3.7%	21.5%	28.8%	30.5%	18.8%	1.0%	10.0%	12.7%	14.3%	14.1%	51.1%
Safe	5.9%	16.2%	14.5%	3.3%	15.5%	24.5%	26.8%	11.5%	1.4%	9.4%	10.4%	7.8%	12.5%	40.1%
Neither safe nor unsafe	0.6%	2.7%	1.2%	0.6%	1.6%	3.5%	4.7%	0.4%	0.0%	1.0%	1.0%	1.2%	2.0%	5.1%
Unsafe	0.8%	1.4%	1.0%	0.0%	1.8%	1.4%	1.8%	1.0%	0.4%	1.0%	0.6%	0.4%	1.2%	3.1%
Very unsafe	0.6%	0.0%	0.0%	0.0%	0.2%	0.4%	0.2%	0.4%	0.0%	0.0%	0.0%	0.0%	0.6%	0.6%
Don't know	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%
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	17.6%	43.4%	30.7%	7.6%	40.5%	58.5%	64.0%	32.1%	2.7%	21.3%	24.7%	23.7%	30.3%	100.0%

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

	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	6.8%	14.1%	8.8%	2.5%	12.7%	19.2%	19.0%	12.3%	0.6%	5.9%	8.0%	9.2%	9.6%	32.7%
Safe	6.1%	19.0%	15.5%	3.7%	19.8%	24.5%	29.4%	13.7%	1.2%	9.8%	11.7%	9.6%	13.1%	44.2%
Neither safe nor unsafe	2.7%	6.1%	2.9%	0.6%	3.5%	9.0%	9.0%	2.9%	0.2%	3.7%	2.7%	2.7%	3.3%	12.5%
Unsafe	1.6%	2.9%	3.1%	0.8%	3.9%	4.5%	5.5%	2.2%	0.8%	2.0%	1.8%	1.2%	3.5%	8.4%
Very unsafe	0.4%	1.4%	0.4%	0.0%	0.6%	1.4%	1.2%	1.0%	0.0%	0.0%	0.4%	1.0%	0.8%	2.2%
Don't know	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%
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	17.6%	43.4%	30.7%	7.6%	40.5%	58.5%	64.0%	32.1%	2.7%	21.3%	24.7%	23.7%	30.3%	100.0%

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

	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	11.4%	25.0%	16.2%	5.1%	24.9%	32.5%	36.2%	20.0%	1.2%	11.5%	13.7%	15.1%	17.8%	58.1%
Safe	4.7%	15.1%	12.5%	2.2%	13.3%	21.1%	22.3%	10.8%	1.4%	8.0%	9.8%	7.0%	9.8%	34.6%
Neither safe nor unsafe	1.2%	2.7%	1.6%	0.4%	1.8%	4.1%	4.5%	1.2%	0.0%	1.6%	0.8%	1.4%	2.2%	5.9%
Unsafe	0.4%	0.4%	0.4%	0.0%	0.6%	0.6%	0.8%	0.2%	0.2%	0.2%	0.4%	0.2%	0.4%	1.2%
Very unsafe	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%
Don't know	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%
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	17.6%	43.4%	30.7%	7.6%	40.5%	58.5%	64.0%	32.1%	2.7%	21.3%	24.7%	23.7%	30.3%	100.0%

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

	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	8.4%	20.4%	13.1%	2.9%	19.0%	25.6%	26.0%	18.0%	0.6%	9.2%	9.2%	11.4%	15.5%	45.2%
Safe	6.3%	14.9%	14.5%	4.1%	15.9%	23.7%	27.8%	10.4%	1.2%	9.2%	11.9%	8.2%	10.4%	39.7%
Neither safe nor unsafe	1.8%	4.7%	1.6%	0.0%	3.3%	4.7%	5.5%	2.2%	0.4%	1.4%	2.2%	2.2%	2.5%	8.2%
Unsafe	1.2%	2.7%	1.6%	0.6%	2.2%	3.9%	4.3%	1.2%	0.6%	1.6%	1.0%	2.0%	1.6%	6.1%
Very unsafe	0.0%	0.8%	0.0%	0.0%	0.2%	0.6%	0.4%	0.4%	0.0%	0.0%	0.4%	0.0%	0.4%	0.8%
Don't know	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%
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	17.6%	43.4%	30.7%	7.6%	40.5%	58.5%	64.0%	32.1%	2.7%	21.3%	24.7%	23.7%	30.3%	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)

	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)	2.2%	9.0%	6.7%	0.6%	7.0%	11.0%	7.8%	10.0%	0.6%	3.1%	3.7%	3.3%	8.2%	18.4%
Mostly (skip to Q9)	11.7%	25.6%	18.4%	4.7%	25.4%	35.2%	42.3%	16.6%	1.2%	14.3%	15.9%	13.3%	17.4%	60.9%
Not really (continue to Q8b)	3.3%	7.4%	5.3%	2.0%	7.0%	11.0%	12.5%	4.7%	0.8%	2.5%	4.5%	6.7%	4.3%	18.0%
Definitely not (continue to Q8b)	0.4%	0.8%	0.2%	0.4%	0.8%	0.8%	1.2%	0.4%	0.2%	0.8%	0.6%	0.2%	0.2%	1.8%
Don't know (skip to Q9)	0.0%	0.6%	0.2%	0.0%	0.2%	0.6%	0.2%	0.4%	0.0%	0.6%	0.0%	0.0%	0.2%	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%	0.2%	0.0%	0.2%
Total	17.6%	43.4%	30.7%	7.6%	40.5%	58.5%	64.0%	32.1%	2.7%	21.3%	24.7%	23.7%	30.3%	100.0%

9. Generally speaking, do you feel you... (please prompt 1 and 2 & tick ONE only)

	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	6.5%	18.6%	15.3%	3.5%	18.6%	25.2%	30.7%	11.5%	1.2%	10.8%	11.2%	9.2%	12.9%	44.0%
Can't be too careful when dealing with people	10.0%	19.8%	12.5%	3.5%	18.2%	27.6%	26.8%	17.6%	1.2%	8.8%	11.4%	11.4%	14.5%	46.0%
50/50 (do not prompt)	1.2%	4.7%	2.7%	0.4%	3.5%	5.3%	6.1%	2.5%	0.4%	1.6%	2.0%	2.5%	2.9%	9.0%
Don't know	0.0%	0.2%	0.2%	0.2%	0.0%	0.4%	0.4%	0.2%	0.0%	0.2%	0.2%	0.2%	0.0%	0.6%
Not specified	0.0%	0.2%	0.0%	0.0%	0.2%	0.0%	0.0%	0.2%	0.0%	0.0%	0.0%	0.4%	0.0%	0.4%
Total	17.6%	43.4%	30.7%	7.6%	40.5%	58.5%	64.0%	32.1%	2.7%	21.3%	24.7%	23.7%	30.3%	100.0%

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 2005... (please prompt)

- 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.

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

	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	2.2%	3.5%	1.8%	0.2%	2.9%	4.7%	4.1%	3.3%	0.2%	2.0%	1.6%	0.4%	3.7%	7.6%
No	15.1%	39.7%	28.2%	7.4%	37.2%	52.8%	58.9%	28.4%	2.5%	19.4%	22.5%	22.3%	26.6%	90.8%
Don't know	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%
Refused	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%
Not specified	0.4%	0.2%	0.8%	0.0%	0.4%	1.0%	1.0%	0.4%	0.0%	0.0%	0.6%	1.0%	0.0%	1.6%
Total	17.6%	43.4%	30.7%	7.6%	40.5%	58.5%	64.0%	32.1%	2.7%	21.3%	24.7%	23.7%	30.3%	100.0%

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

	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	2.9%	7.0%	2.9%	0.0%	3.7%	9.2%	6.8%	5.5%	0.6%	2.9%	3.1%	2.3%	4.5%	12.9%
No	14.3%	36.2%	26.6%	7.6%	36.0%	48.3%	56.2%	26.0%	2.0%	18.2%	21.1%	20.2%	25.6%	85.1%
Don't know	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%
Refused	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%
Not specified	0.4%	0.2%	1.2%	0.0%	0.8%	1.0%	1.0%	0.6%	0.2%	0.2%	0.4%	1.2%	0.2%	2.0%
Total	17.6%	43.4%	30.7%	7.6%	40.5%	58.5%	64.0%	32.1%	2.7%	21.3%	24.7%	23.7%	30.3%	100.0%

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

	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	2.7%	6.8%	2.7%	0.2%	4.7%	7.4%	7.6%	4.3%	0.6%	3.5%	2.7%	1.4%	4.9%	12.5%
No	13.7%	35.0%	26.6%	7.4%	33.9%	48.9%	53.8%	26.6%	2.0%	17.4%	21.1%	20.0%	24.7%	83.2%
Don't know	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%
Refused	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%
Not specified	1.2%	1.6%	1.4%	0.0%	2.0%	2.2%	2.5%	1.2%	0.2%	0.4%	0.8%	2.3%	0.8%	4.3%
Total	17.6%	43.4%	30.7%	7.6%	40.5%	58.5%	64.0%	32.1%	2.7%	21.3%	24.7%	23.7%	30.3%	100.0%

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

	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	0.8%	0.4%	0.2%	0.0%	0.8%	0.6%	0.2%	1.2%	0.0%	0.2%	0.4%	0.2%	0.6%	1.4%
No	16.2%	42.3%	29.7%	7.6%	38.6%	56.9%	62.2%	30.5%	2.5%	21.1%	22.9%	22.7%	29.5%	96.3%
Don't know	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%
Refused	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%
Not specified	0.6%	0.8%	0.8%	0.0%	1.2%	1.0%	1.6%	0.4%	0.2%	0.0%	1.4%	0.8%	0.2%	2.3%
Total	17.6%	43.4%	30.7%	7.6%	40.5%	58.5%	64.0%	32.1%	2.7%	21.3%	24.7%	23.7%	30.3%	100.0%

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

	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	1.4%	1.6%	0.4%	0.0%	2.5%	0.8%	1.6%	1.8%	0.0%	0.4%	1.4%	0.6%	1.0%	3.3%
No	16.0%	41.5%	29.5%	7.6%	37.4%	56.9%	61.6%	29.9%	2.5%	20.9%	22.9%	21.9%	29.4%	95.1%
Don't know	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%
Refused	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%
Not specified	0.2%	0.4%	0.8%	0.0%	0.6%	0.8%	0.8%	0.4%	0.2%	0.0%	0.4%	1.2%	0.0%	1.6%
Total	17.6%	43.4%	30.7%	7.6%	40.5%	58.5%	64.0%	32.1%	2.7%	21.3%	24.7%	23.7%	30.3%	100.0%

f. Has any stranger or person you do not know well ever verbally abused you?

	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	4.9%	10.2%	5.7%	0.6%	10.0%	11.4%	13.5%	6.8%	1.0%	6.3%	4.7%	2.7%	7.6%	21.3%
No	12.3%	33.1%	25.0%	7.0%	30.3%	46.8%	50.3%	24.9%	1.8%	15.1%	19.8%	20.4%	22.7%	77.9%
Don't know	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%
Refused	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%
Not specified	0.4%	0.2%	0.0%	0.0%	0.2%	0.4%	0.2%	0.4%	0.0%	0.0%	0.2%	0.6%	0.0%	0.8%
Total	17.6%	43.4%	30.7%	7.6%	40.5%	58.5%	64.0%	32.1%	2.7%	21.3%	24.7%	23.7%	30.3%	100.0%

g. 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?

	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	1.0%	2.0%	0.0%	0.0%	0.8%	2.2%	1.0%	2.0%	0.0%	0.4%	0.6%	0.4%	1.6%	2.9%
No	16.0%	41.1%	29.7%	7.4%	39.1%	54.8%	61.3%	29.7%	2.7%	20.5%	23.7%	22.3%	28.2%	94.7%
Don't know	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%
Refused	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%
Not specified	0.6%	0.4%	1.0%	0.2%	0.6%	1.6%	1.8%	0.4%	0.0%	0.4%	0.4%	1.0%	0.6%	2.3%
Total	17.6%	43.4%	30.7%	7.6%	40.5%	58.5%	64.0%	32.1%	2.7%	21.3%	24.7%	23.7%	30.3%	100.0%

h. 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)

	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	3.9%	7.4%	4.9%	0.4%	5.5%	11.2%	10.6%	5.7%	0.2%	4.3%	4.1%	3.1%	5.1%	16.6%
No	13.3%	35.6%	25.6%	7.0%	34.6%	46.6%	52.6%	26.0%	2.5%	16.8%	20.0%	20.0%	25.2%	82.0%
Don't know	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%
Refused	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%
Not specified	0.4%	0.4%	0.2%	0.2%	0.4%	0.8%	0.8%	0.4%	0.0%	0.2%	0.6%	0.6%	0.0%	1.4%
Total	17.6%	43.4%	30.7%	7.6%	40.5%	58.5%	64.0%	32.1%	2.7%	21.3%	24.7%	23.7%	30.3%	100.0%

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

	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	2.7%	5.9%	1.2%	0.4%	4.7%	5.7%	6.1%	3.7%	0.4%	1.0%	3.5%	2.5%	3.3%	10.4%
No	14.7%	37.4%	29.4%	7.2%	35.6%	52.4%	57.7%	28.0%	2.3%	20.4%	21.1%	20.5%	26.8%	88.8%
Don't know	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%
Refused	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%
Not specified	0.2%	0.2%	0.2%	0.0%	0.2%	0.4%	0.2%	0.4%	0.0%	0.0%	0.0%	0.6%	0.2%	0.8%
Total	17.6%	43.4%	30.7%	7.6%	40.5%	58.5%	64.0%	32.1%	2.7%	21.3%	24.7%	23.7%	30.3%	100.0%

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

	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	14.9%	40.7%	28.4%	6.5%	37.4%	52.4%	59.9%	27.8%	2.3%	19.0%	22.1%	22.3%	27.2%	90.6%
No	2.5%	2.7%	2.3%	1.2%	3.1%	5.9%	4.1%	4.1%	0.4%	2.3%	2.5%	1.2%	2.9%	9.0%
Not specified	0.2%	0.0%	0.0%	0.0%	0.0%	0.2%	0.0%	0.2%	0.0%	0.0%	0.0%	0.2%	0.2%	0.4%
Total	17.6%	43.4%	30.7%	7.6%	40.5%	58.5%	64.0%	32.1%	2.7%	21.3%	24.7%	23.7%	30.3%	100.0%

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

	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)	12.3%	35.4%	24.1%	5.7%	33.3%	44.0%	49.5%	25.2%	2.3%	17.0%	19.2%	16.4%	25.2%	77.9%
No (skip to Q13a)	5.3%	8.0%	6.7%	2.0%	7.2%	14.5%	14.5%	6.8%	0.4%	4.3%	5.5%	7.0%	5.1%	21.9%
Not specified	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.2%	0.0%	0.2%
Total	17.6%	43.4%	30.7%	7.6%	40.5%	58.5%	64.0%	32.1%	2.7%	21.3%	24.7%	23.7%	30.3%	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)

	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	4.3%	19.1%	16.3%	4.0%	17.3%	25.6%	29.1%	13.6%	0.5%	10.6%	10.6%	9.0%	13.6%	43.7%
Useful	4.3%	12.3%	8.3%	1.8%	11.6%	15.6%	16.1%	9.0%	1.8%	5.3%	7.3%	6.3%	8.3%	27.1%
Some use	3.8%	7.0%	3.3%	0.5%	7.3%	7.3%	10.3%	4.0%	0.3%	2.5%	3.3%	3.5%	5.3%	14.6%
Not very useful	1.0%	2.8%	0.5%	0.8%	2.8%	2.3%	2.3%	2.8%	0.0%	1.0%	1.5%	1.0%	1.5%	5.0%
Not at all useful	1.5%	1.3%	0.3%	0.0%	2.3%	0.8%	1.8%	1.0%	0.3%	0.0%	1.5%	0.8%	0.8%	3.0%
Don't know	1.0%	3.0%	2.3%	0.3%	1.5%	5.0%	4.0%	2.0%	0.3%	2.5%	0.5%	0.5%	3.0%	6.5%
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	15.8%	45.5%	30.9%	7.3%	42.7%	56.5%	63.6%	32.4%	3.0%	21.9%	24.6%	21.1%	32.4%	100.0%

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

	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)	13.7%	33.1%	22.5%	4.3%	29.7%	43.6%	46.0%	25.8%	1.6%	14.7%	17.8%	17.0%	24.5%	74.0%
No (skip to Q14)	3.9%	10.4%	8.2%	3.3%	10.8%	14.9%	18.0%	6.3%	1.2%	6.7%	6.8%	6.5%	5.9%	25.8%
Not specified	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.2%	0.0%	0.2%
Total	17.6%	43.4%	30.7%	7.6%	40.5%	58.5%	64.0%	32.1%	2.7%	21.3%	24.7%	23.7%	30.3%	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)

	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	5.3%	17.2%	13.2%	2.1%	12.7%	24.6%	23.0%	14.6%	0.3%	6.9%	9.8%	9.0%	12.2%	37.8%
Useful	6.1%	10.3%	9.5%	1.6%	11.9%	15.6%	18.5%	7.9%	1.1%	6.1%	6.6%	7.4%	7.7%	27.8%
Some use	3.7%	10.3%	3.4%	0.8%	8.2%	10.3%	10.8%	6.9%	0.3%	2.9%	3.7%	3.7%	8.2%	18.5%
Not very useful	1.6%	2.6%	1.3%	0.3%	3.4%	2.4%	3.4%	2.1%	0.3%	1.1%	2.1%	1.1%	1.6%	5.8%
Not at all useful	1.9%	3.4%	1.1%	0.3%	2.6%	4.0%	3.7%	2.6%	0.3%	1.3%	1.6%	1.3%	2.4%	6.6%
Don't know	0.0%	0.8%	1.3%	0.5%	1.1%	1.6%	1.9%	0.8%	0.0%	1.1%	0.3%	0.3%	1.1%	2.6%
Not specified	0.0%	0.0%	0.5%	0.3%	0.3%	0.5%	0.8%	0.0%	0.0%	0.5%	0.0%	0.3%	0.0%	0.8%
Total	18.5%	44.7%	30.4%	5.8%	40.2%	59.0%	62.2%	34.9%	2.1%	19.8%	24.1%	23.0%	33.1%	100.0%

15. Gender

	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	
Male	8.2%	17.6%	11.4%	2.9%	40.5%	0.0%	25.0%	13.5%	1.8%	8.0%	12.5%	9.2%	10.8%	40.5%
Female	9.2%	25.6%	19.2%	4.5%	0.0%	58.5%	38.2%	18.6%	1.0%	13.1%	11.7%	14.1%	19.6%	58.5%
Not specified	0.2%	0.2%	0.2%	0.2%	0.0%	0.0%	0.8%	0.0%	0.0%	0.2%	0.4%	0.4%	0.0%	1.0%
Total	17.6%	43.4%	30.7%	7.6%	40.5%	58.5%	64.0%	32.1%	2.7%	21.3%	24.7%	23.7%	30.3%	100.0%

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

	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	
Rotorua city (central city area)	0.2%	0.2%	0.2%	0.0%	0.4%	0.2%	0.4%	0.2%	0.0%	0.0%	0.0%	0.6%	0.0%	0.6%
Rotorua suburbs	13.9%	30.9%	23.3%	6.8%	30.9%	43.8%	46.0%	26.8%	2.2%	11.5%	20.7%	16.0%	26.8%	75.1%
Ngongotaha	0.6%	1.4%	2.0%	0.0%	1.0%	2.7%	2.9%	0.8%	0.2%	3.9%	0.0%	0.0%	0.0%	3.9%
Lakeside settlement	1.0%	2.0%	1.2%	0.2%	1.6%	2.5%	3.7%	0.6%	0.0%	2.2%	0.0%	2.2%	0.0%	4.3%
Rural	2.0%	8.8%	4.1%	0.6%	6.7%	9.0%	11.0%	3.5%	0.4%	3.7%	3.9%	4.7%	3.3%	15.7%
Not specified	0.0%	0.2%	0.0%	0.0%	0.0%	0.2%	0.0%	0.2%	0.0%	0.0%	0.0%	0.2%	0.2%	0.4%
Total	17.6%	43.4%	30.7%	7.6%	40.5%	58.5%	64.0%	32.1%	2.7%	21.3%	24.7%	23.7%	30.3%	100.0%

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

	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	
15-24	5.7%	0.0%	0.0%	0.0%	2.7%	2.7%	2.0%	3.5%	0.0%	1.0%	2.3%	0.8%	1.6%	5.7%
25-34	11.9%	0.0%	0.0%	0.0%	5.5%	6.5%	7.4%	4.1%	0.2%	2.5%	3.1%	2.7%	3.5%	11.9%
35-44	0.0%	21.3%	0.0%	0.0%	8.6%	12.7%	12.5%	8.2%	0.6%	3.7%	4.9%	6.8%	5.9%	21.3%
45-54	0.0%	22.1%	0.0%	0.0%	9.0%	12.9%	13.3%	8.0%	0.8%	4.3%	5.3%	5.3%	7.2%	22.1%
55-64	0.0%	0.0%	17.4%	0.0%	5.7%	11.7%	12.1%	4.7%	0.6%	4.1%	4.7%	2.9%	5.7%	17.4%
65-74	0.0%	0.0%	13.3%	0.0%	5.7%	7.4%	10.2%	2.3%	0.4%	4.9%	1.8%	2.7%	3.9%	13.3%
75+	0.0%	0.0%	0.0%	7.6%	2.9%	4.5%	6.5%	1.2%	0.0%	0.8%	2.3%	2.2%	2.3%	7.6%
Refused	0.0%	0.0%	0.0%	0.0%	0.2%	0.0%	0.0%	0.0%	0.2%	0.0%	0.0%	0.0%	0.2%	0.2%
Not specified	0.0%	0.0%	0.0%	0.0%	0.2%	0.0%	0.0%	0.0%	0.0%	0.0%	0.2%	0.2%	0.0%	0.4%
Total	17.6%	43.4%	30.7%	7.6%	40.5%	58.5%	64.0%	32.1%	2.7%	21.3%	24.7%	23.7%	30.3%	100.0%

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

	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	
New Zealand Pakeha/European	9.4%	25.8%	22.3%	6.5%	25.0%	38.2%	64.0%	0.0%	0.0%	16.0%	17.6%	17.0%	13.3%	64.0%
New Zealand Maori	7.6%	16.2%	7.0%	1.2%	13.5%	18.6%	0.0%	32.1%	0.0%	3.9%	6.1%	6.1%	16.0%	32.1%
Pacific Island	0.0%	0.2%	0.2%	0.0%	0.2%	0.4%	0.0%	0.0%	0.6%	0.2%	0.2%	0.0%	0.2%	0.6%
Asian	0.2%	0.2%	0.4%	0.0%	0.4%	0.4%	0.0%	0.0%	0.8%	0.4%	0.2%	0.2%	0.0%	0.8%
Other	0.0%	1.0%	0.4%	0.0%	1.2%	0.2%	0.0%	0.0%	1.4%	0.4%	0.2%	0.2%	0.6%	1.4%
Refused	0.2%	0.0%	0.2%	0.0%	0.0%	0.4%	0.0%	0.0%	0.0%	0.2%	0.0%	0.0%	0.2%	0.4%
Not specified	0.2%	0.0%	0.2%	0.0%	0.2%	0.4%	0.0%	0.0%	0.0%	0.2%	0.4%	0.2%	0.0%	0.8%
Total	17.6%	43.4%	30.7%	7.6%	40.5%	58.5%	64.0%	32.1%	2.7%	21.3%	24.7%	23.7%	30.3%	100.0%

Wards

	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	
North	3.5%	8.0%	9.0%	0.8%	8.0%	13.1%	16.0%	3.9%	1.0%	21.3%	0.0%	0.0%	0.0%	21.3%
South	5.5%	10.2%	6.5%	2.3%	12.5%	11.7%	17.6%	6.1%	0.6%	0.0%	24.7%	0.0%	0.0%	24.7%
East	3.5%	12.1%	5.7%	2.2%	9.2%	14.1%	17.0%	6.1%	0.4%	0.0%	0.0%	23.7%	0.0%	23.7%
West	5.1%	13.1%	9.6%	2.3%	10.8%	19.6%	13.3%	16.0%	0.8%	0.0%	0.0%	0.0%	30.3%	30.3%
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	17.6%	43.4%	30.7%	7.6%	40.5%	58.5%	64.0%	32.1%	2.7%	21.3%	24.7%	23.7%	30.3%	100.0%

APPENDIX 5: ALCOHOL RELATED MENTIONS

Q3d *What factors make you feel unsafe in these places? Follows 'are there particular areas in the CBD where you feel most unsafe?'*

Reasons for feeling unsafe

- Clubs there are too dark (Pukaki Street).

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

- Drunk people about.
- Drunks.
- People get stupid after drinking.

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

- Too many bars.

Reasons for feeling unsafe at Shops on Pukuatua, Haupapa and Arawa Streets:

- Bars. Element of drunken rowdiness.
- The clubs and rowdy people.
- Too many bars.
- Too many clubs. People come out of them drunk and cause trouble.

Reasons for feeling unsafe at Lake Front:

- Groups of young people drunk and disorderly.
- Lots of teenagers drinking.
- Too many drunk teenagers.
- Unless there is a concert, it is too open. Drinking and driving people around there.

Reasons for feeling unsafe at Kuirau Park:

- Groups of young people drunk and disorderly.

Q4d *Where are the most unsafe places to park a vehicle in the central city area (CBD)? Why is it unsafe to park here?*

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

- A lot of drunk people.
- Drunks coming out.
- Drunks in the area.
- Fights break out and vehicles get damaged.
- Rowdy people/drunks.
- Undesirables and drunks.

Reasons for feeling unsafe at Shops on Pukuatua, Haupapa and Arawa Streets:

- Bad area for drunks.
- Badly lit. Lots of bars.
- Dark and too many clubs.
- Lots of drunks coming out of the bars in this area.
- Not much activity except for bars. Not well lit.
- Sometimes get cheeky remarks from people who have had too much to drink near Grumpy Mole.
- Undesirables in the bars.

Reasons for feeling unsafe at Lake Front:

- Isolated - drunks.

Q8b For what reasons do you say that? Follows 'do you feel that Rotorua District is generally a safe place to live?' (those who responded 'not really' or 'definitely not')

- Parties can get out of control and noise control can't do anything. You don't feel safe with wild parties around you.

Q10. Over the past 12 months, that is, since March 2006... (please prompt)

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

	2007		2006	2005	2007/2006	2006/2005
	Number	Percent	Percent	Percent	change	change
Yes	17	3.3%	3.7%	15.5%	-0.4%	-11.8%
No	486	95.1%	96.3%	83.4%	-1.2%	12.9%
Don't know	0	0.0%	0.0%	0.4%	0.0%	-0.4%
Refused	0	0.0%	0.0%	0.6%	0.0%	-0.6%
Not specified	8	1.6%	0.0%	0.0%	1.6%	0.0%
Total	511	100.0%	100.0%	100.0%		

If yes, to your knowledge had this person been drinking alcohol?

	Number	Percent
Yes	7	41.2%
No	7	41.2%
Don't know	1	5.9%
Refused	0	0.0%
Not specified	2	11.8%
Total	17	100.0%

Place attack occurred (alcohol was involved):

- CBD, Lava Bar.
- CBD.
- Countdown car park early in the morning. Tried to get into a fight but I just ignored them and got quickly into my car.
- Hastings.
- Koutu - at a party.
- Mallard Drive at a party.
- Westend shopping centre - Malfroy Road.

f. Has any stranger or person you do not know well ever verbally abused you?

	2007		2006	change
	Number	Percent	Percent	
Yes	109	21.3%	30.5%	-9.1%
No	398	77.9%	69.5%	8.4%
Don't know	0	0.0%	0.0%	0.0%
Refused	0	0.0%	0.0%	0.0%
Not specified	4	0.8%	0.0%	0.8%
Total	511	100.0%	100.0%	

If yes, to your knowledge had this person been drinking alcohol?

	Number	Percent
Yes	25	22.9%
No	35	32.1%
Don't know	39	35.8%
Refused	0	0.0%
Not specified	10	9.2%
Total	109	100.0%

Place abuse occurred (alcohol was involved):

- Arawa Street.
- Catching a taxi - Pukuatua Street.
- CBD across from Kuirau Park.
- CBD at public events - speedway.
- CBD at work.
- CBD (x8).
- Fairview Road.
- Ford Block.
- Fordlands.
- Hannah's Bay.
- In town - Pukuatua Street.
- Kiwi Spirit bar.
- Near our home and in the CBD.
- Outside at home. Neighbours abuse us.
- Outside the RSA.
- Shopping in town in a liquor store.
- Te Ngae Shopping Centre.
- Western Heights while walking to work.

g. 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?

	2007		2006	2005	2007/2006	2006/2005
	Number	Percent	Percent	Percent	change	change
Yes	14	2.7%	4.4%	4.5%	-1.7%	0.0%
No	485	94.9%	95.1%	93.8%	-0.2%	1.2%
Don't know	0	0.0%	0.0%	0.4%	0.0%	-0.4%
Refused	0	0.0%	0.0%	0.8%	0.0%	-0.8%
Not specified	12	2.3%	0.5%	0.4%	1.9%	0.1%
Total	511	100.0%	100.0%	100.0%		

If yes, to your knowledge had this person been drinking alcohol?

	Number	Percent
Yes	4	28.6%
No	7	50.0%
Don't know	2	14.3%
Refused	0	0.0%
Not specified	1	7.1%
Total	14	100.0%

Place fright occurred (alcohol was involved):

This information has been withheld to protect the privacy of respondents.

h. 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)

	2007		2006	2005	2007/2006	2006/2005
	Number	Percent	Percent	Percent	change	change
Yes	86	16.8%	11.5%	13.2%	5.3%	-1.6%
No	418	81.8%	87.0%	84.1%	-5.2%	2.9%
Don't know	0	0.0%	0.5%	1.7%	-0.5%	-1.2%
Refused	0	0.0%	0.5%	0.8%	-0.5%	-0.4%
Not specified	7	1.4%	0.5%	0.2%	0.9%	0.3%
Total	511	100.0%	100.0%	100.0%		

Crimes described:

Crime	Alcohol involved?	Where did it happen?
Friend and son were attacked by a group of young Maori after the movies.	Yes	In town - Eruera Street.
Local stabbing in the area which I witnessed.	Yes	Fordlands.
My husband was harassed by police. Windows smashed in previous house in Murupara.	Yes	
Neighbour would come over drunk and be a nuisance.	Yes	Kawaha Point.
Our sons got assaulted in a nightclub in town. It was a case of mistaken identity.	Yes	CBD.
Vandalism. Often when people next door have parties they throw bottles at our house.	Yes	At home in Westbrook.

Q14 *What could be done that would help make Rotorua a safer place?**Comments coded to more police/more presence/community stations:*

- Basically more police presence to enforce the liquor ban. For instance I have seen lots of teenagers walking in the CBD drinking alcohol. The city is very badly lit making one wary.
- Closing the bars/clubs earlier, especially Friday and Saturday nights so there is less violence and mad driving. Opening up more police stations (community). Checks for alcohol and drugs.
- Less alcohol - more police.
- Liquor ban should be policed by police walking around at nights. Have blitz on drunk drivers.
- More advertising of the liquor ban. Have more traffic officers on the road. Harsher penalties for petty crime to stop people going on to commit bigger crimes. More visible policing especially have foot patrols.
- More people patrolling the town, especially Thursday, Friday and Saturday nights. Raise the liquor age back to 25. This might stop the 13 to 14 year-olds being able to get alcohol. More security cameras but don't let it be known where they are.
- More police on foot patrol in the central city and in the suburbs. Keep the streets cleaner and people might take more pride in the neighbourhood. Don't have many liquor outlets in the suburbs.
- More policemen on foot. Stiffer penalties. Liquor ban should be enforced rigidly.
- Too many bars and clubs in the central city. Provide more visible policing. Have faster police response to crimes such as burglary.

Comments coded to more security/guards/cameras (manned)/Maori Wardens:

- Have more police on foot patrol. Have more security cameras especially around pubs and hotels. Police need to focus on the gangs who are targeting the young kids as prospects.
- Improve the lighting in the central city, especially on the side streets. Tighten up on underage drinking. Maori wardens do a great job.
- More people patrolling the town, especially Thursday, Friday and Saturday nights. Raise the liquor age back to 25. This might stop the 13 to 14 year-olds being able to get alcohol. More security cameras but don't let it be known where they are.
- More police in the street. Stop young kids drinking. Widening area of cameras. Public results of catching people by them. Better lighting of streets on either side of Tutanekai Street.
- Police enforcing the laws. They just ignore groups of young hoodlums. Police should monitor the cameras and act on it. Should act on enforcing the liquor ban.

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

- Ban all people under 20 from being in the city at night. They get drunk and don't know how to behave. Better street lighting.
- Ban teenagers from being in town drinking late at night.
- Curfew on under 16 year olds being in town at night. Liquor ban enforced.
- Liquor ban should be better policed. Provide something for youth to do, especially something for them to do at night at a reasonable price.
- Liquor law is only useful if it is enforced. More things for young people to do so that they don't have time to hang around.

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

- Ban all people under 20 from being in the city at night. They get drunk and don't know how to behave. Better street lighting.
- Bars and clubs should be in one area of town only and the area should be very well lit.
- Basically more police presence to enforce the liquor ban. For instance I have seen lots of teenagers walking in the CBD drinking alcohol. The city is very badly lit making one wary.
- Improve the lighting in the central city, especially on the side streets. Tighten up on underage drinking. Maori wardens do a great job.

Comments coded to doing okay now:

- Pretty good as it is as compared to other places. Comparisons of before and after statistics of security cameras and liquor ban would be of interest and maybe a deterrent.
- Things are already being done, like the liquor ban and the cameras.

Comments coded to penalties/laws:

- More policemen on foot. Stiffer penalties. Liquor ban should be enforced rigidly.

Comments coded to remove gangs of youths:

- Police enforcing the laws. They just ignore groups of young hoodlums. Police should monitor the cameras and act on it. Should act on enforcing the liquor ban.

Comments coded to liquor ban:

- Basically more police presence to enforce the liquor ban. For instance I have seen lots of teenagers walking in the CBD drinking alcohol. The city is very badly lit making one wary.
- Curfew on under 16 year olds being in town at night. Liquor ban enforced.
- Enforce liquor ban. I have noticed people walking around drinking and carrying alcohol. Regarding cameras, more information should be given to the public. Are they effective? Can the police use the information they get from them? Move loitering groups on and stop them spitting.
- Enforce the liquor ban. I've seen a lot of young people walking around drinking in the city about 9pm when I'm finishing work.
- Impose liquor ban more forcibly.
- Keep alcohol ban going and make it stronger as when people get too pissed, trouble can happen.
- Less alcohol - more police.
- Liquor ban should be better policed. Provide something for youth to do, especially something for them to do at night at a reasonable price.
- Liquor ban should be enforced - see people walking around during the day drinking alcohol. People should speak up more about what is going on.
- Liquor ban should be policed by police walking around at nights. Have blitz on drunk drivers.
- Liquor law is only useful if it is enforced. More things for young people to do so that they don't have time to hang around.
- More advertising of the liquor ban. Have more traffic officers on the road. Harsher penalties for petty crime to stop people going on to commit bigger crimes. More visible policing especially have foot patrols.
- More policemen on foot. Stiffer penalties. Liquor ban should be enforced rigidly.
- Police enforcing the laws. They just ignore groups of young hoodlums. Police should monitor the cameras and act on it. Should act on enforcing the liquor ban.
- Police the liquor ban as most crime happens when people have been drinking.
- Pretty good as it is as compared to other places. Comparisons of before and after statistics of security cameras and liquor ban would be of interest and maybe a deterrent.

Comments coded to advertise surveillance cameras more/Advertise successes from these cameras:

- Enforce liquor ban. I have noticed people walking around drinking and carrying alcohol. Regarding cameras, more information should be given to the public. Are they effective? Can the police use the information they get from them? Move loitering groups on and stop them spitting.
- Pretty good as it is as compared to other places. Comparisons of before and after statistics of security cameras and liquor ban would be of interest and maybe a deterrent.

Comments coded to remove gangs/insignia/undesirable people:

- Enforce liquor ban. I have noticed people walking around drinking and carrying alcohol. Regarding cameras, more information should be given to the public. Are they effective? Can the police use the information they get from them? Move loitering groups on and stop them spitting.
- Target and help the young ones with drug and alcohol problems. Government has to crack down on gangs - they control the country and the prisons. They get the young ones on "P" in prison and into their gangs and by the time they come back into the community they are lost. It's the Government's responsibility to control gangs.

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

- Police enforcing the laws. They just ignore groups of young hoodlums. Police should monitor the cameras and act on it. Should act on enforcing the liquor ban.

Comments coded to bars/gambling establishments:

- Bars and clubs should be in one area of town only and the area should be very well lit.
- Close the nightclubs at 1am. Ban liquor stores and pokie machines in the suburbs.
- Closing the bars/clubs earlier, especially Friday and Saturday nights so there is less violence and mad driving. Opening up more police stations (community). Checks for alcohol and drugs.
- I think they are doing everything they can - too many bars selling clients alcohol all over the town - don't open any more.
- Raise the driving age to 20 years. Raise the drinking age to 21 years. Limit the number of bars in town. There are far too many in Rotorua.
- Too many bars and clubs in the central city. Provide more visible policing. Have faster police response to crimes such as burglary.

Comments coded to raise the drinking age:

- Improve the lighting in the central city, especially on the side streets. Tighten up on underage drinking. Maori wardens do a great job.
- More people patrolling the town, especially Thursday, Friday and Saturday nights. Raise the liquor age back to 25. This might stop the 13 to 14 year-olds being able to get alcohol. More security cameras but don't let it be known where they are.
- Raise the driving age to 20 years. Raise the drinking age to 21 years. Limit the number of bars in town. There are far too many in Rotorua.