



# people's panel



## People's Panel survey – CCTV & Public Safety Report

October 2014

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## 2 Survey Background and Key Findings

### 2.1 Survey background

Council is leading a 'Safer Auckland CCTV Project' in partnership with NZ Police, the NZ security industry, businesses and other stakeholders. The project aims to improve the quality of standards of use and coordination of use of all CCTV systems in public places in Auckland.

A draft CCTV Strategic Action Plan is being developed to deliver these improvements and ensure a healthy balance between privacy and CCTV's use as a safety and crime prevention tool.

People's Panel members were asked about their views of existing and future CCTV systems in public places. This report summarises the key results and comments from the Peoples Panel survey.

### 2.2 Key findings

#### Key findings

##### Existing CCTV systems in public spaces:

- 47% of panellists had seen CCTV cameras at road intersections, 45% in the Auckland city centre and downtown area, 44% in or around regional shopping malls, 41% in car parks, and 39% at bus stations, train stations, or ferry terminals, and 28% at community facilities.
- Many panellists thought existing CCTV systems were useful, particularly for monitoring traffic conditions (81%) and providing evidence for prosecution (76%).
- 19% of panellists said the presence of CCTV systems made them feel safer using public spaces all of the time, and 39% said they made them feel safer most of the time. Reasons for this include, having a safer community in general (40%), the belief that CCTV should act as a deterrent (32%), and that it was a valuable prosecution tool (17%).
- 27% of panellists the presence of CCTV systems did not make them feel safer at all. Reasons for this include the belief that CCTV systems would not prevent crime or deter criminals (49%), however 16% still said it could be a valuable prosecution tool.

##### Increasing the presence of CCTV systems in public spaces:

- 65% of panellists said they would not be concerned if the number of CCTV cameras in public places increased over time, with 48% not being concerned at all. 20% were concerned about an increase.
- Those who were not concerned about an increase mentioned being generally positive about CCTV (53%), that they were law abiding (20%), and said that CCTV would act as a deterrent (19%).
- Those who were concerned about an increase in CCTV systems said that CCTV systems were intrusive and an invasion of privacy (58%), 28% had concerns

regarding confidentiality, and 16% felt there was no need for over surveillance.

**CCTV controls / measures:**

- Only 17% of panellists said they felt informed about the use of CCTV cameras in Auckland's public spaces. 60% felt uninformed, with 32% saying they did not feel informed at all.
- When asked what controls or measures should be placed on CCTV systems, 32% of panellists wanted to see more monitoring and transparency, while 18% had general concerns regarding confidentiality, what was being monitored, and content use.

**Draft Strategic Action Plan proposed outcomes:**

- Panellists were informed of the CCTV outcomes that the draft strategic action plan aimed to deliver. In general there was a good level of support for the proposed outcomes, in particular ensuring all CCTV systems operate in a legal, accountable and transparent manner (90% support), are well maintained, audited and assessed to ensure they achieve their purpose (85%), and are well designed to address specific local situations (86%).
- 68% felt that if the proposed outcomes were achieved there would be a higher level of public safety. 12% felt that achieving the outcomes wouldn't lead to a higher level of public safety.

**Auckland Council's Roles:**

- The majority of panellists agreed that Auckland Council should play the role of regulator (71% agree, 14% disagree), advisor (72% agree, 11% disagree), and owner operator or user (71% agree, 11% disagree). Agreement was much lower for council having a role as a funder or enabler of privately owned systems (27% agree, 45% disagree).

## 2.3 How findings have/ will be used

These findings will be grouped with other feedback we've received during consultation with stakeholders to inform the development of the final CCTV Strategic Action Plan. Proposed focus areas of the draft strategic action plan include the aim to improve CCTV's public accountability and measure the impact and return on investment.

This survey is the first time Auckland council and its project partners have sought to measure people's perceptions about the use of CCTV in Auckland and it will provide a baseline to measure ongoing public perception of CCTV and its use for Auckland as ways to meet these goals.

## **3 Background**

### **3.1 About the People's Panel**

The People's Panel aims to provide an opportunity for Aucklanders to get involved with a range of council issues, giving feedback by regularly completing online surveys and getting involved with focus groups and other activities as needed.

The panel ideally supplements other research, consultation and engagement activities used to provide public perceptions to help inform decision-making processes. Panellists are recruited to be 'typical' members of the public – that is they include members of the public who come from a range of backgrounds and a range of levels of involvement with the council.

At the time of surveying there were over 18,000 people registered with the panel, with representation from residents of each local board area and by age group and ethnicity. The People's Panel is not yet representative of the wider Auckland population and ongoing recruitment is conducted to improve participation from particular areas, age groups and ethnicities.

For more information about the People's Panel visit [www.aucklandcouncil.govt.nz/peoplespanel](http://www.aucklandcouncil.govt.nz/peoplespanel)

### **3.2 Methodology**

The survey was open from 22 September to 2 October 2014 and one reminder was sent to those who had not responded. In total 3,549 completed surveys were received.

The feedback has been analysed in two ways:

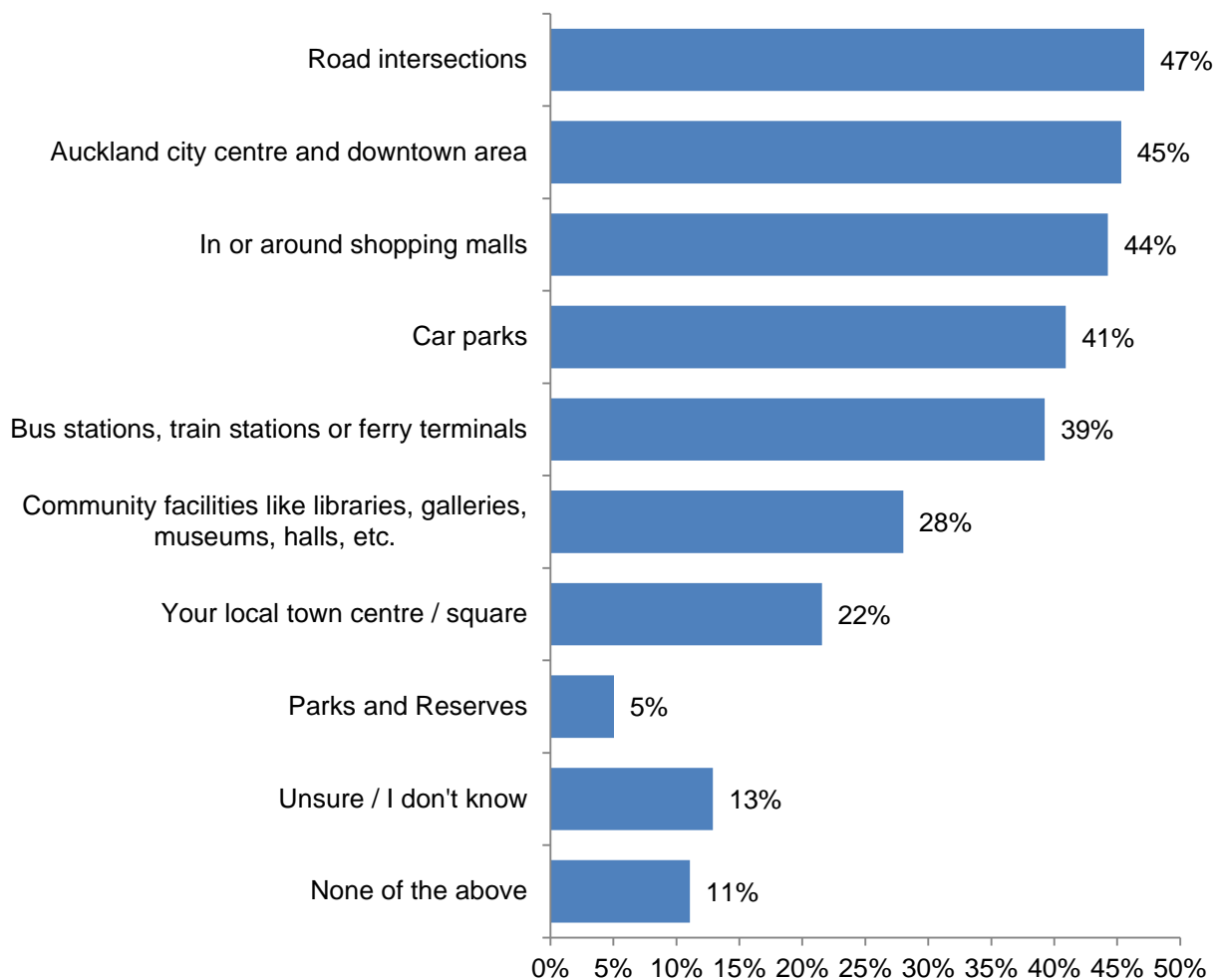
- For the tick box questions, responses to each option have been reported as proportions of the total sample and presented as charts (and tables in the appendix).
- Responses to open-ended questions ranged from one-word answers to lengthy comments with several points and ideas. Key themes from these comments have been identified and ordered by frequency. A selection of comments has been included in the report, to illustrate these themes. Note that in some cases a random sample of comments only has been coded, due to the volume of feedback received.

Results in charts and tables presented in this report may not sum to 100% because multiple responses were allowed for some questions and/or as a result of rounding.

## 4 Survey results

### 4.1 CCTV camera awareness / knowledge

#### Q1A. Have you seen CCTV cameras in the following public areas in Auckland?



Base: All panellists surveyed n=3549. Multiple responses were accepted, figures add to over 100%.

Nearly half of panellists had seen CCTV cameras at road intersections (47%), in Auckland city centre and downtown area (45%), or in or around shopping malls (44%). 41% had also seen them in car parks, and 39% at bus stations, train stations, or ferry terminals. Only 5% had seen them in parks and reserves.

Younger panellists were more likely than older panellists to have seen CCTV cameras in all public places, and men were more likely than women to have seen them in several places around the region.

There were a number of differences between people living in different local board areas:

- Those living in Kaipātiki were more likely to have seen CCTV at road intersections (57%).
- Those living in the Waitemātā area were more likely to have seen them in Auckland city centre and downtown area (58%) and parks and reserves (8%).

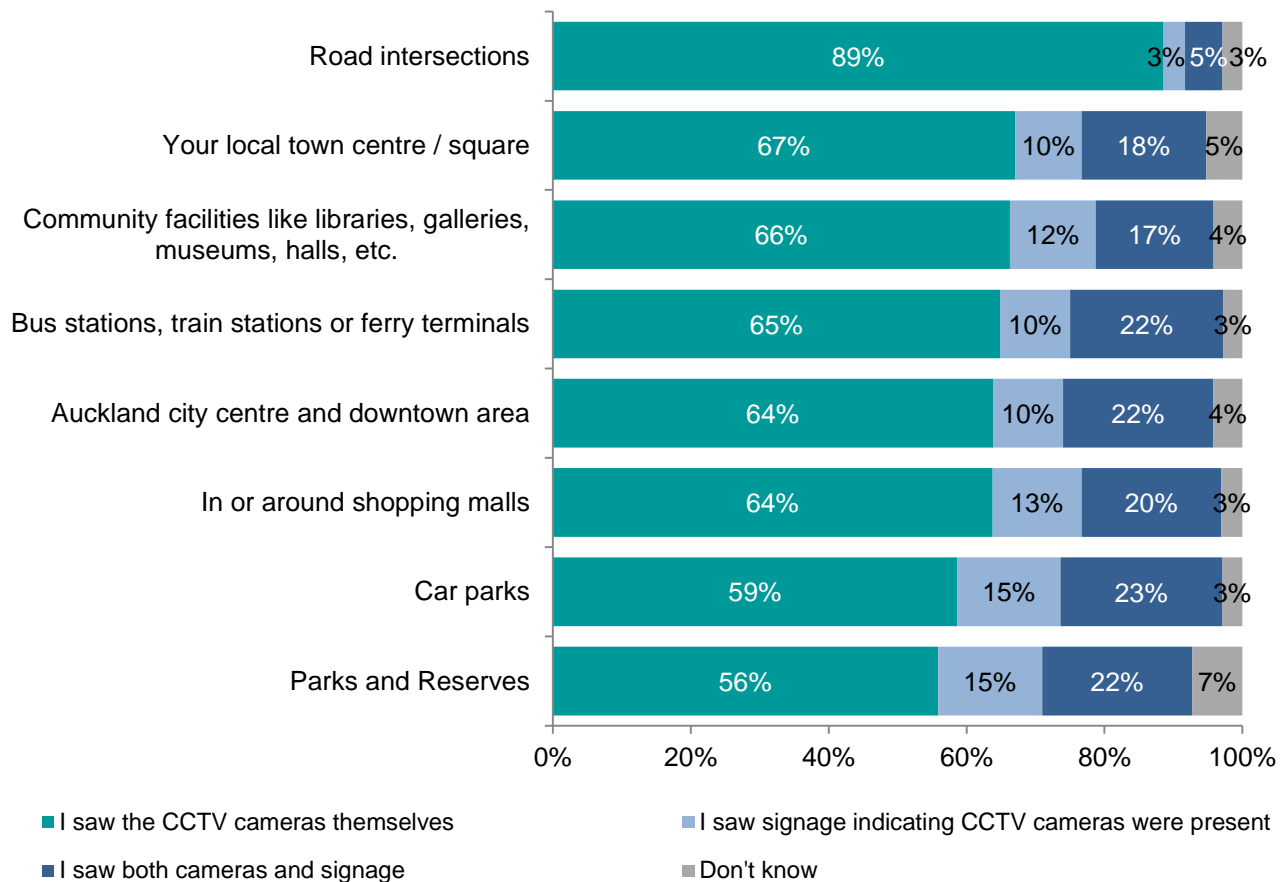
- Those living in the Waitākere Ranges area were more likely to have seen CCTV in bus stations, train stations, or ferry terminals (54%), while those living in the Rodney area were less likely to have seen them there.
- Those living in the Manurewa (46%), Mangere-Otahuhu (37%), Franklin (32%), Howick (31%), and Waitākere Ranges (31%) Local Board areas were more likely to have seen CCTV in their local town centre or square.
- Those living in Hibiscus and Bays (17%) and Waiheke (25%) were more likely to say they hadn't seen CCTV in any of the mentioned public areas.

**Q1B. Please tell us the local town centre or square you identify with most in answering the question above.**

Those who said they had seen CCTV in their local town centre were asked to specify the area or town square they were talking about. Responses included a long and varied list of town centre areas and squares, which have been grouped into local board areas, as below. The most frequently mentioned areas included Waitemātā, Henderson-Massey and Howick.

<b>Please tell us the town centre or square you identify with most when answering the question above. (verbatim responses grouped into local boards)</b>	<b>Number of responses n=707</b>	<b>% of responses</b>
Albert-Eden	21	3%
Devonport-Takapuna	22	3%
Franklin	36	5%
Henderson-Massey	77	11%
Hibiscus and Bays	17	2%
Howick	70	10%
Kaipātiki	28	4%
Mangere-Otahuhu	28	4%
Manurewa	32	5%
Maungakiekie-Tāmaki	45	6%
Orākei	12	2%
Ōtara-Papatoetoe	44	6%
Papakura	22	3%
Puketāpapa	7	1%
Rodney	22	3%
Upper Harbour	15	2%
Waitākere	12	2%
Waitemātā	136	19%
Whau	61	9%

## Q2A. How did you notice the CCTV systems in these places?



Base: Panellists who had seen CCTV cameras at road intersections n=1655, their local town centre / square n=759, community facilities n=982, bus / train / ferry n =1389, Auckland city centre and downtown area n=1608, in or around shopping malls n=1570, car parks n=1452, or parks and reserves n=179.

Almost all panellists who had noticed CCTV systems at road intersections had seen the cameras themselves (89%). For all other public areas we asked about, over half had seen the cameras themselves, and around a fifth had seen both cameras and signage. Few had seen only CCTV signage.

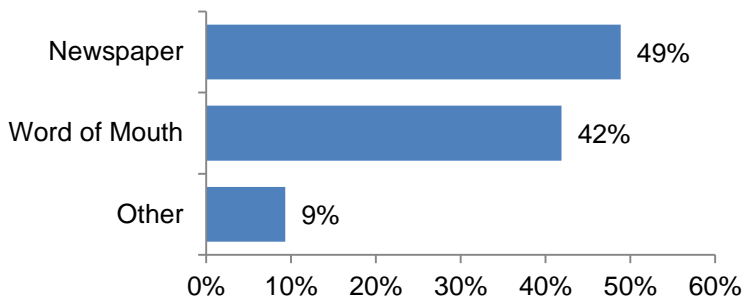
With regards to gender, men were more likely than women to have seen the CCTV cameras themselves in most public areas, while women were more likely than men to have seen signage.

Those living in the Papakura Local Board area were more likely to have seen signage in community facilities (40%).



**Q2B. Are there other way(s) by which you noticed CCTV systems in the following places?**

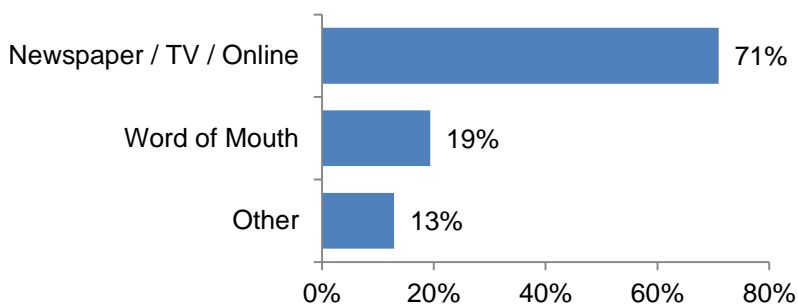
**Your local town centre / square**



Base n=43.

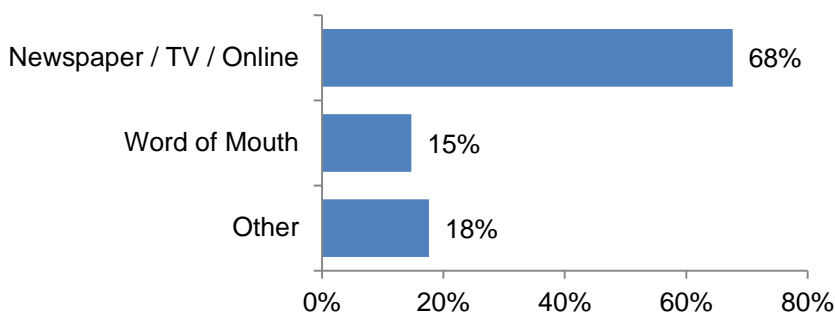
Those who had seen the systems in their local town centre or square had also become aware of them through the newspaper (49%) and word of mouth (42%).

**Auckland city centre and downtown area**



Base n=31.

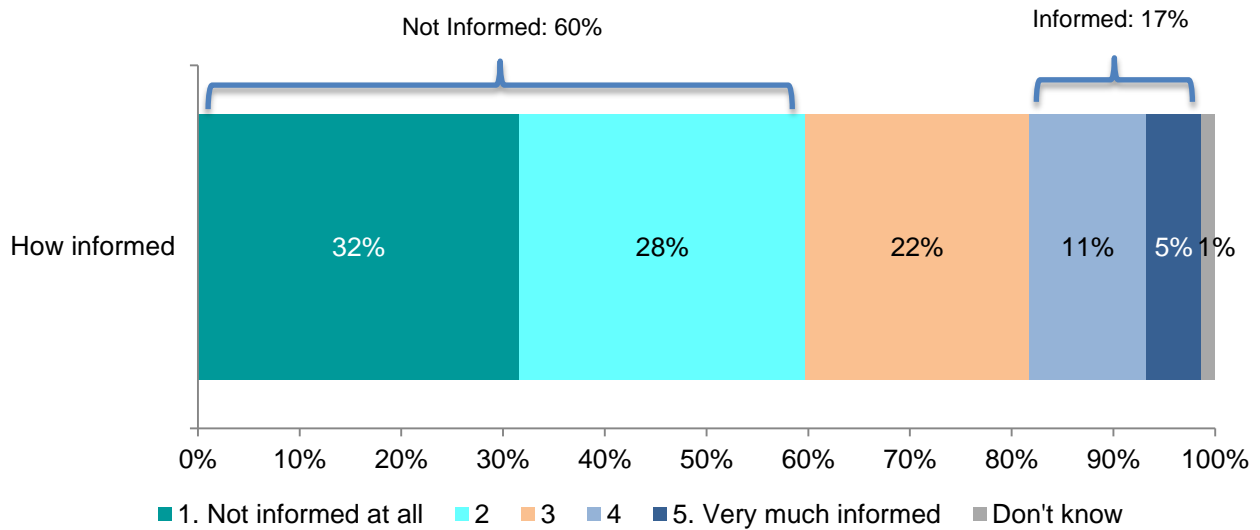
**Bus stations, train stations, or ferry terminals**



Base n=34.

Those who had seen the systems in Auckland city centre and downtown area, and bus stations, train stations, and ferry terminals, had also become aware of them through newspapers, on television, and online (71% and 68% respectively), and through word of mouth (19% and 15%). 18% were aware through other means including announcements over loud speaker.

**Q3A. Thinking about CCTV cameras in Auckland’s public spaces, how informed would you say you are about their use?**



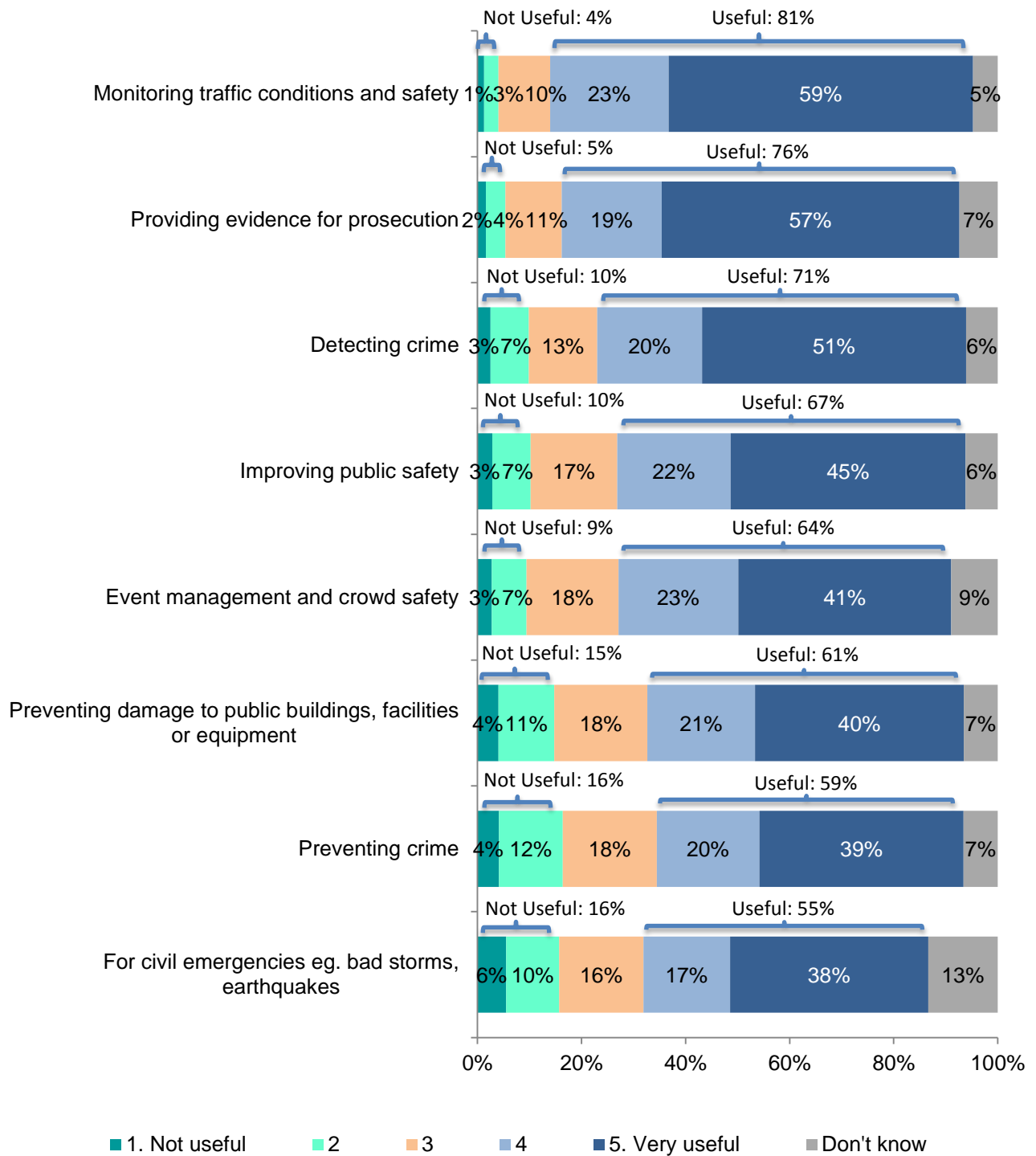
Base: All panellists surveyed n=3549.

Many panellists (60%) said they felt uninformed about the use of CCTV cameras in Auckland’s public spaces, with 32% stating they did not feel informed at all. 17% said they felt informed about their use.

Older panellists were more likely than younger panellists to say they felt informed about the use of CCTV cameras in Auckland’s public spaces (49% of those aged over 65 said they felt like they were not informed compared to 67% of people aged between 25 and 54). Men were more likely than women to say they felt informed about their use (21% compared to 14%).

## 4.2 CCTV systems in public places

**Q4A. How useful do you think the existing CCTV systems are in regards to the following areas?**



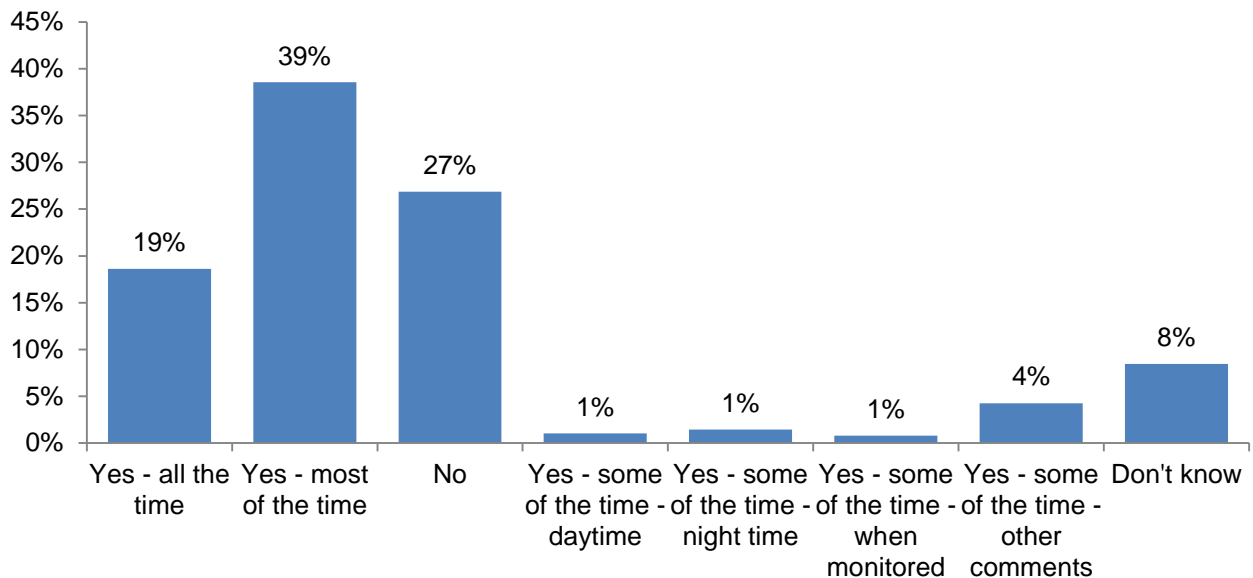
Base: All panellists surveyed n=3549.

Many panellists thought the existing CCTV systems were useful for the range of purposes listed, particularly in terms of monitoring traffic conditions (81%) and/or providing evidence for prosecution (76%).

Older panellists were more likely to think the systems were useful across all areas. Asian panellists were also more likely to think they were useful across all areas apart from monitoring traffic conditions and safety, while European panellists were less likely to feel this way.

With regards to gender, women were more inclined than men to perceive CCTV as useful in all areas apart from monitoring traffic conditions and safety.

**Q4B. In general, does the presence of CCTV systems make you feel safer when using public spaces?**



Base: All panellists surveyed n=3549.

19% of panellists said the presence of CCTV systems made them feel safer using public spaces all the time, and 39% said that made them feel safer most of the time. Over a quarter (27%) said their presence did not make them feel safer.

Men were more likely than women to say that the presence of CCTV systems did not make them feel safer (30% vs. 24%), as were younger panellists (33% of those aged between 25 and 44 years).

Asian panellists were more likely to say the presence of CCTV systems made them feel safer when using public spaces all the time (17%).

#### Q4C. What are the reasons for your opinion above?

Among those who said the presence of CCTV systems made them feel safer when using public spaces, 40% mentioned that they didn't mind CCTV as they were law abiding and wanted to do anything to help. A third (32%) said that CCTV should act as a deterrent, and 17% said it was a valuable prosecution tool.

There were some opposing views amongst panellists, with 32% feeling CCTV could act as a deterrent, but 14% saying they didn't think CCTV would prevent crime or act as a deterrent.

What are the reasons for your opinion above? - Yes	Number of responses n=652	% of responses
Safer communities - I don't mind CCTV, anything to help, I am law abiding	258	40%
CCTV should act as a deterrent	208	32%
Valuable prosecution tool	109	17%
CCTV will not really prevent crime/ deter criminals	93	14%
Needs to be monitored	77	12%
CCTV is a delayed response / not real time	48	7%
More CCTV - car parks, bus stops, public places	21	3%
I am not aware of any CCTVs	18	3%
Don't feel safer	15	2%
Prefer actual Police/ security presence	13	2%
CCTV is intrusive/ invasion of privacy (Orwell/Big Brother)	11	2%
Comments regarding overseas CCTV use	10	2%
Footage must be good quality	8	1%
Queries around whether existing CCTV cameras are functioning and are legally compliant or not	7	1%
Other	9	1%
Don't know/ haven't noticed/ haven't thought about it	18	3%

Among those who said that the presence of CCTV systems did not make them feel safer when using public spaces, half (49%) said the systems would not prevent crime or deter criminals, but 16% said it could be a valuable prosecution tool.

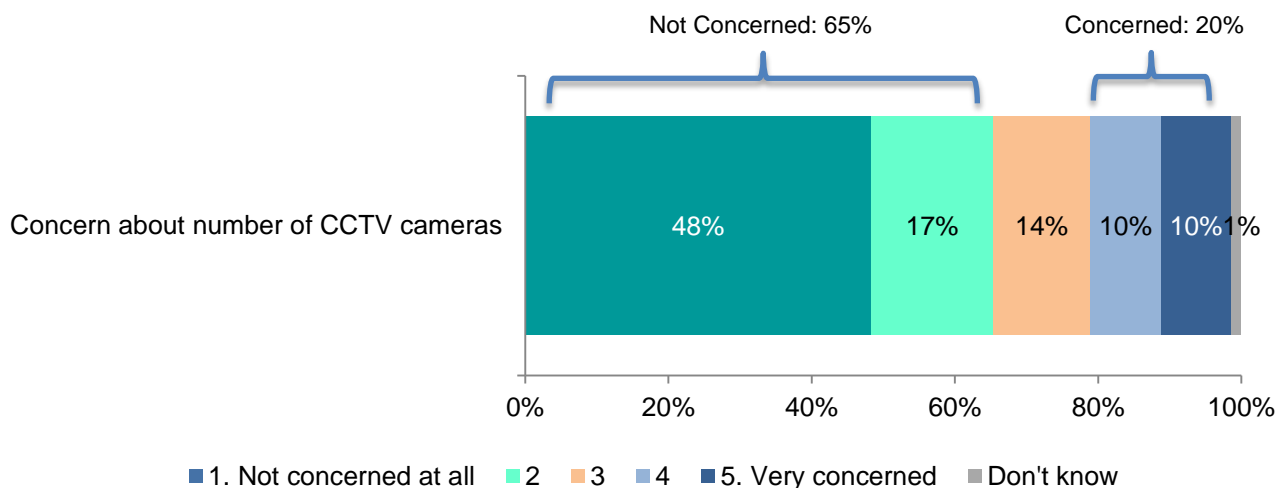
What are the reasons for your opinion above? - No	Number of responses n=275	% of responses
CCTV will not prevent crime/ deter criminals	136	49%
Valuable prosecution tool	44	16%
Safer communities - I don't mind CCTV, anything to help, I am law abiding	33	12%
Needs to be monitored	33	12%
CCTV is a delayed response / not real time	32	12%
CCTV is intrusive/ invasion of privacy (Orwell/Big Brother)	23	8%
I am not aware of any CCTVs	21	8%
Don't feel safer	15	5%
CCTV should act as a deterrent	11	4%
Footage must be good quality	11	4%
Prefer actual Police/ security presence	8	3%
More CCTV - car parks, bus stops, public places	5	2%

Comments regarding overseas CCTV use	5	2%
Queries around whether existing CCTV cameras are functioning and are legally compliant or not	3	1%
Refer previous answer	2	1%
Other	8	3%
Don't know/ haven't noticed/ haven't thought about it	24	9%

### Selection of interesting/ common comments

- *“In the event of an emergency (medical, criminal etc.) I feel reassured that I can be seen and help provided if necessary.”*
- *“I have seen how effective these cameras are (on TV) in preventing crime and think they are a brilliant idea.”*
- *“I feel that it's a good idea to be monitoring public spaces for the protection of civilians.”*
- *“Knowing that extra security is there makes me feel safer. The presence of CCTV will help reduce crime and capture criminals.”*
- *“I think Monitored CCTV systems are a deterrent for criminal activity”*
- *“I feel safer because I believe CCTV can act to prevent crime; also, if I am the victim of crime, I feel CCTV would greatly assist in prosecuting the offender”*
- *“I feel they are more use after the event, e.g. identifying offenders, though they may have some deterrent effect.”*
- *“CCTV cameras and footage could be useful to deter crime ad be used as evidence if required.”*
- *“The cameras may be a deterrent but they don't prevent bad things from happening all of the time. I would not like to rely on them for my safety and wellbeing.”*
- *“Most crime is opportunistic, and offenders do not think about outcomes. A CCTV camera won't make me feel better that I'm later able to see a recording of myself being mugged!”*
- *“When people commit a crime it is often due to drink, drugs or rage. Under these circumstances, I do not believe they pause and consider the presence of cameras.”*

**Q4D. How much would it concern you if the number of CCTV cameras in public places increase over time?**



Base: All panellists surveyed n=3549.

Two thirds of panellists (65%) would not be concerned if the number of CCTV cameras in public places increased over time, with 48% not being concerned at all. 20% would be concerned about an increase.

Younger panellists were more likely to be concerned about the increase in CCTV cameras in public places, while older panellists were less concerned (34% of those aged under 35 VS 12% of those aged over 65). Women were less likely than men to be concerned about the increase (18% vs. 21%), and European panellists were the least likely to be concerned (19%).

Those living in the Albert-Eden (28%) and Waitematā (26%) Local Board areas were more likely to be concerned at the increase, while those in Franklin (78%) and Hibiscus & Bays (76%) were less likely to be concerned.

#### Q4E. Why would you say that?

##### Reasons for not being concerned by an increase in CCTV cameras in public places

Among the 65% who were not concerned if the number of CCTV cameras in public places increased over time, half of these (53%) were generally positive about their use and their role in providing safety. Some (20%) mentioned being law abiding citizens and not having anything to hide, and 19% said that they would act as a deterrent.

Why would you say that? - Not Concerned	Number of responses n=645	% of responses
General positive - the more the better, I don't mind CCTV, feel safer, public safety	342	53%
I am law abiding citizen/ have nothing to hide	127	20%
CCTV acts as a deterrent	122	19%
No concerns / doesn't bother me	89	14%
Concerns regarding confidentiality/ use of content/ what's being monitored	57	9%
Valuable prosecution tool	52	8%
More CCTV in public places / high crime areas	48	7%
CCTV is intrusive/ invasion of privacy (Orwell/Big Brother)	40	6%
No need for over surveillance / keep locations public	16	2%
Cost concerns - waste of money, revenue gathering	7	1%
Comments regarding overseas CCTV use	7	1%
CCTV will not prevent crime/ deter criminals	6	1%
CCTV is a delayed response	5	1%
Other	3	0%
Unsure / NA	5	1%

##### Reasons for being concerned by an increase in CCTV cameras in public places

Among the 20% who would be concerned if the number of CCTV cameras in public places increased over time, over half of these (58%) said that they were intrusive and an invasion of privacy. Some (28%) had concerns regarding personal confidentiality and what was being monitored, 16% felt there was no need for over surveillance, and 10% felt CCTV would not prevent crime or deter criminals.

Why would you say that? - Concerned	Number of responses n=226	% of responses
CCTV is intrusive/ invasion of privacy (Orwell/Big Brother)	132	58%
Concerns regarding confidentiality/ use of content/ what's being monitored	63	28%
No need for over surveillance / keep locations public	36	16%
CCTV will not prevent crime/ deter criminals	22	10%
General positive - the more the better, I don't mind CCTV, feel safer, public safety	15	7%
Cost concerns - waste of money, revenue gathering	15	7%
CCTV acts as a deterrent	10	4%
More CCTV in public places / high crime areas	9	4%
Valuable prosecution tool	5	2%



Comments regarding overseas CCTV use	5	2%
I am law abiding citizen/ have nothing to hide	2	1%
CCTV is a delayed response	2	1%
Other	8	4%

### Selection of interesting/ common comments

- *“If a person is doing nothing wrong then they shouldn't have a problem being monitored, the more we can see the safer our streets are.”*
- *“Times are changing and cameras help to 'patrol' areas.”*
- *“I don't mind being watched by officials if it is to make me feel safe.”*
- *“If you are not doing anything wrong, what is there to be concerned about?”*
- *“I believe the more the better, the less crime or if a crime is committed the offenders would be caught and prosecuted quickly.”*
- *“I am law abiding therefore have nothing to fear. I would like to see cameras mounted on entry and exit routes out of suburban areas (example Maraetai) this would help catch and deter the thieves that operate in our area.”*
- *“Assist with public safety and safety if property. Not a solution to crime but a deterrent.”*
- *“Sometimes a little privacy is a good thing.”*
- *“I am not sure I like the idea of places like public parks being monitored during the day time for example when you are spending time with family / friends. It seems a bit creepy. Perhaps just more cameras in high risk areas like around clubs and bars at night / early mornings perhaps, places that police identify as high risk areas?”*
- *“There needs to be a balance between public safety and public privacy.”*
- *“I don't like the idea of being watched at any time (unknown to me) and I'm very concerned about the potential misuse of CCTV footage.”*
- *“I worry about the use of cameras. I would only support there increase with very strict guidelines.”*
- *“People do still have a right to walk down a street without having their every move monitored. Target high crime areas like car parks, sure. But every second street corner? No thanks.”*

### 4.3 CCTV controls / measures

Panellists were told *“The use of CCTV systems can raise questions like, what exactly the images are being used for, how secure they are from misuse or unauthorised viewing, whether the cameras are unnecessarily intrusive and so on.*

*As a result, all CCTV owners and operators have to comply with the Privacy Act (1993). We would like to understand what you think about getting the balance right between achieving a higher level of safety and maintaining privacy in Auckland”.*

#### **Q5A. What further controls or measures, if any, would you like to see placed on CCTV systems?**

Just over a quarter of panellists would like to see clear rules around monitoring and viewing the images generated from CCTV coverage (26%) and 18% had concerns regarding confidentiality and what was being monitored. 14% mentioned being law abiding citizens and not having anything to hide (14%).

What further controls or measures, if any, would you like to see placed on CCTV systems?	Number of responses n=1000	% of responses
Clear rules around monitoring /viewing images/checks and balances on operators	263	26%
Concerns regarding confidentiality/ use of content/ what’s being monitored	177	18%
I am law abiding citizen/ have nothing to hide/ not concerned	138	14%
Highlight presence of camera - signs, identify, public awareness	89	9%
Viewing controlled by Police / authorised people	79	8%
More CCTV cameras in public places (not toilets)	63	6%
Minimal CCTV cameras/ fine as is/ no need for over surveillance	62	6%
Public consultation	53	5%
Public places are not meant to be private – should be no breach of privacy if CCTV used in public places.	52	5%
Footage deleted after a set time frame	48	5%
Need more information	31	3%
Valuable prosecution tool	31	3%
Penalise system abuse	25	3%
Transparency around use	23	2%
Footage must be good quality	19	2%
More Police presence	14	1%
Comments regarding cost, rates, council	5	0%
Get rid of cameras	3	0%
Other	34	3%
Don’t know	67	7%
None/ nil/ no comment	71	7%

### Selection of interesting/ common comments

- *“Transparency and openness about the policies being formed, as well as the use of the images taken from the cameras is paramount”*
- *“That their placement is strategic and justified, not just to monitor the population.”*
- *“Ensure only certain people can access them. Ensure we know we are being filmed.”*
- *“Need to control what they are used for. Security, public safety, crime prevention are all OK but need to ensure that they aren't misused.”*
- *“Hacking seems to be a problem that is increasing; my biggest concern therefore is the security of storage of the recordings.”*
- *“CCTV in the public area is a good method for public safety. But no CCTV in the private area such as public toilet, changing room, and not facing to any private dwelling house.”*
- *“Stop pandering to the people who think we are losing some privacy. If it helps to make our community safer I am all for it.”*
- *“In open public places I think they are great. Signage informing the public would be good.”*
- *“The only people who are concerned about CCTV surveillance are probably doing something wrong.”*

#### **4.4 Safer Auckland CCTV proposed outcomes**

Panellists were told *“Auckland Council is one of a number of owner/ operators of CCTV systems in public places. Other systems in public places are owned by Auckland Transport (including other Council Controlled Organisations), and private owners such as shops, businesses, town centres, malls, tertiary campuses, visitor attractions and facilities.*

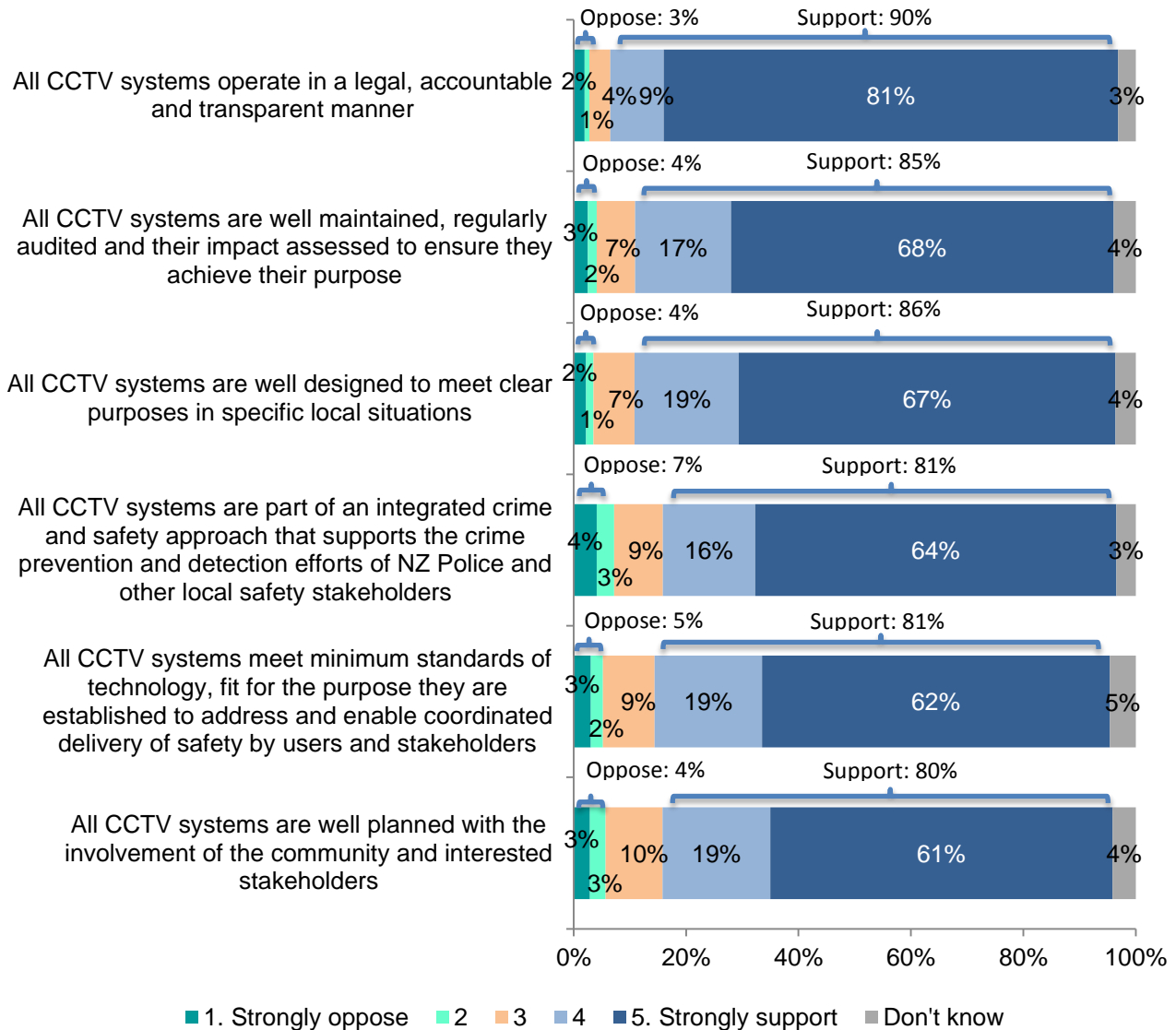
*All of these CCTV systems are unconnected, use different technologies from each other, and exhibit differing standards and levels of good practice and expertise.*

*Auckland Council is leading a Safer Auckland CCTV Project in partnership with NZ Police, the NZ security industry, businesses and other stakeholders. Council would like to lead improvements in the coordination, consistency and appropriate use of all CCTV systems in public places in Auckland, to ensure they are effective as one of a number of safety and crime prevention tools.*

*A draft strategic action plan is being developed to deliver improvements so that CCTV systems in the future achieve the following outcomes:*

- *All CCTV systems are well planned with the involvement of the community and interested stakeholders*
- *All CCTV systems are well designed to meet clear purposes in specific local situations*
- *All CCTV systems are part of an integrated crime and safety approach that supports the crime prevention and detection efforts of NZ Police and other local safety stakeholders, such as Māori Wardens, Pacific Wardens, town centre security patrols, neighbourhood support, and so on.*
- *All CCTV systems meet minimum standards of technology, fit for the purpose they are established to address, and enable coordinated delivery of safety by users and stakeholders*
- *All CCTV systems operate in a legal, accountable and transparent manner*
- *All CCTV systems are well maintained, regularly audited and their impact assessed to ensure they achieve their purpose*

**Q7A. How strongly do you oppose or support each of the proposed outcomes listed above?**

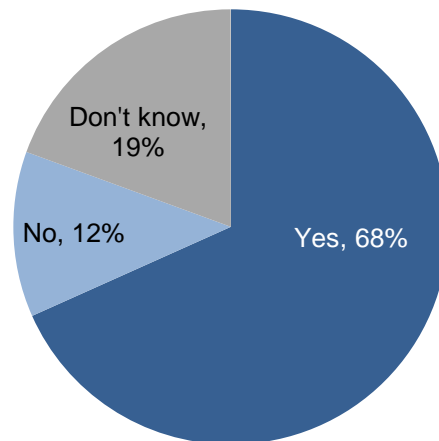


Base: All panellists surveyed n=3549.

The majority of panellists supported the proposed outcomes, particularly ensuring that all CCTV systems operate in a legal, accountable and transparent manner (90%). 86% supported delivering well designed CCTV that meets clear purposes in specific local situations, and 85% supported maintaining and auditing CCTV systems to ensure they achieve their purpose.

Older panellists were more likely than younger panellists to support many of the proposed outcomes, and men were more likely than women to oppose them.

**Q7B. If the goals above are achieved, do you feel that this will lead to a higher level of public safety in Auckland or not?**



*Base: All panellists surveyed n=3549.*

Two in three panellists surveyed felt that if the goals above were achieved, a higher level of public safety would be achieved (68%). A few panellists (19%) said they didn't know if it would lead to a higher level of public safety or not, and 12% felt it wouldn't.

Asian panellists were more likely to feel it would lead to a higher level of safety (80%), as were older panellists (78% of people aged 65 and over), but men were more likely than women to feel it would not lead to a higher level of safety (15% vs. 10%).

## Q7C. Why would you say that?

Among those who felt that if the proposed outcomes would lead to a higher level of public safety, a third (34%) said CCTV would act as a deterrent, 29% were generally positive and mentioned CCTV's contribution to safety.

Why would you say that? - Yes	Number of responses n=661	% of responses
CCTV will act as a deterrent	223	34%
General positive - the more the better, I don't mind CCTV, feel safer	194	29%
Monitoring/ transparency/ control/ proof it reduces crime	73	11%
More CCTV in public places	69	10%
Coordinated approach best	45	7%
Sharing of info/ public awareness	39	6%
Dependant on - time, cost, management	35	5%
Valuable prosecution tool	21	3%
Refer previous answer	19	3%
Comments regarding overseas CCTV use	16	2%
CCTV will not prevent crime/ deter criminals/ will not make me feel safer	13	2%
Concerns regarding confidentiality/ use of content/ what's being monitored	13	2%
Criminals don't care/ will operate in other areas	7	1%
Crime is increasing	5	1%
Does not address the cause of crime - anti-social behaviour, complaints need to followed up by police	4	1%
Other	17	3%
Don't know	4	1%
No comment	3	0%

Among those who felt that if the proposed outcomes would not lead to a higher level of public safety, 43% felt that CCTV would not prevent crime or deter criminals. 17% had concerns regarding confidentiality and what would be monitored, and 12% thought that CCTV did not address the causes of crime.

Why would you say that? - No	Number of responses n=141	% of responses
CCTV will not prevent crime/ deter criminals/ will not make me feel safer	60	43%
Concerns regarding confidentiality/ use of content/ what's being monitored	24	17%
Does not address the cause of crime - anti-social behaviour, complaints need to followed up by police	17	12%
Dependant on - time, cost, management	14	10%
Comments regarding survey structure	11	8%
Comments regarding overseas CCTV use	10	7%
More CCTV in public places	9	6%
Monitoring/ transparency/ control/ proof it reduces crime	8	6%
Criminals don't care/ will operate in other areas	7	5%
Valuable prosecution tool	4	3%
CCTV will act as a deterrent	2	1%
General positive - the more the better, I don't mind CCTV, feel safer	2	1%

Sharing of info/ public awareness	1	1%
Crime is increasing	1	1%
Coordinated approach best	0	0%
Other	6	4%
Don't know	1	1%
No comment	1	1%

### Selection of interesting/ common comments

- *“Criminals would be less likely to commit crimes, as there was more chance or being caught, footage used against them.”*
- *“It would probably reduce crime in many public areas but possibly push it to areas not covered by the cameras.”*
- *“It would lead to better placement of cameras, clearer pictures and hopefully criminals will realise that their chance of being caught is greater.”*
- *“We live in an increasing violent and unsocial environment. Better tools for those combating this must be good.”*
- *“If there is genuine accountability and transparency and integrity in the processes of course it will work as a tool for public safety.”*
- *“The theory sounds good - and I support it - but the systems also need to be secure (i.e. no chance of finding a clip ending up on the net), also with little or no chance of hacking to destroy evidence.”*
- *“Who are the stakeholders? To protect the rights of the public an intermediary needs to be put in place.”*
- *“Because they are merely technology being used in an expensive and politician-serving attempt to solve a social issue.”*
- *“It is a cheap way to police. I would need to see evidence that crime in any area had been reduced with the introduction of any CCTV system. What is needed is increased resourcing for the police, more wardens but these are costly but far more effective in my opinion.”*
- *“If it was known that authorities i.e. police, would actually act on information provided whether private or local government then could be effective deterrent.”*
- *“I don't think it will prevent crime but there will definitely be proof of what did happen and hopefully it will be used to charge offenders.”*
- *“I am not sure CCTV will stop crimes or unlawful acts, often drugs and alcohol make people do silly things”*
- *“CCTV still images can give a false impression of what has occurred. If they are to be used in a court of law, a full video copy needs to be shown to be accurate.”*
- *“Again it is a matter of CCTV treating the effect not the cause. It is a great technology and it has a place but it is but one bow in the quiver and shouldn't be looked upon as a silver bullet.”*



**Q7D. Are there any other outcomes that you feel CCTV systems in the future should achieve apart from the ones proposed above?**

When participants were asked if there were any other outcomes they felt CCTV systems in the future should achieve apart from the ones already proposed there was a wide range of responses, and few dominant themes. Some panellists (14%) felt the footage could be used for general observation (e.g. of crowds), and some (13%) mentioned traffic observation. A few (8%) had concerns regarding outcomes to improve confidentiality.

Are there any other outcomes that you feel CCTV systems in the future should achieve apart from the ones proposed above?	Number of responses n=1000	% of responses
General observation - crowds, high crime areas, more locations, terrorist activity, missing persons	141	14%
Traffic observation - traffic flow, motorways, red light runners, tolls	125	13%
Concerns regarding confidentiality - use of content, what's being monitored, timeframes	76	8%
System specs - link in real time, faster response, high res, speakers, facial recognition	67	7%
Transparency - monitoring, control, more info	54	5%
Improved public safety/ public environ	50	5%
Less crime/ crime deterrent	47	5%
Valuable tool for prosecution/ defence	40	4%
General planning for council/ infrastructure	38	4%
CCTV is intrusive/ invasion of privacy (Orwell/Big Brother)	30	3%
Highlight presence of camera - signs, identify, public awareness	26	3%
Comments regarding cost/waste of money	20	2%
General positive	18	2%
Environment observation - disasters, civil defence, weather, tides	18	2%
More security presence - police, wardens, security guards	14	1%
Cameras are not the solution/ less cameras/ deal with poverty/root source	13	1%
Footage should be available - public, lawyers	12	1%
Comments regarding survey structure	9	1%
Comments regarding CCTV in council offices	8	1%
Criminals will avoid camera areas/ wear hoods/ damage cameras	7	1%
Comments regarding overseas CCTV use	7	1%
Improve street lighting	6	1%
Other	36	4%
Don't know	66	7%
No/ no further comment	279	28%

**Selection of interesting/ common comments**

- *“All streets should have a few if possible. It's not safe nowadays even living in your own home.”*
- *“Assisting with traffic, pedestrian, cycle monitoring toward better design. Detecting hot spots for criminal activity so police and security resource can be more efficiently allocated.”*

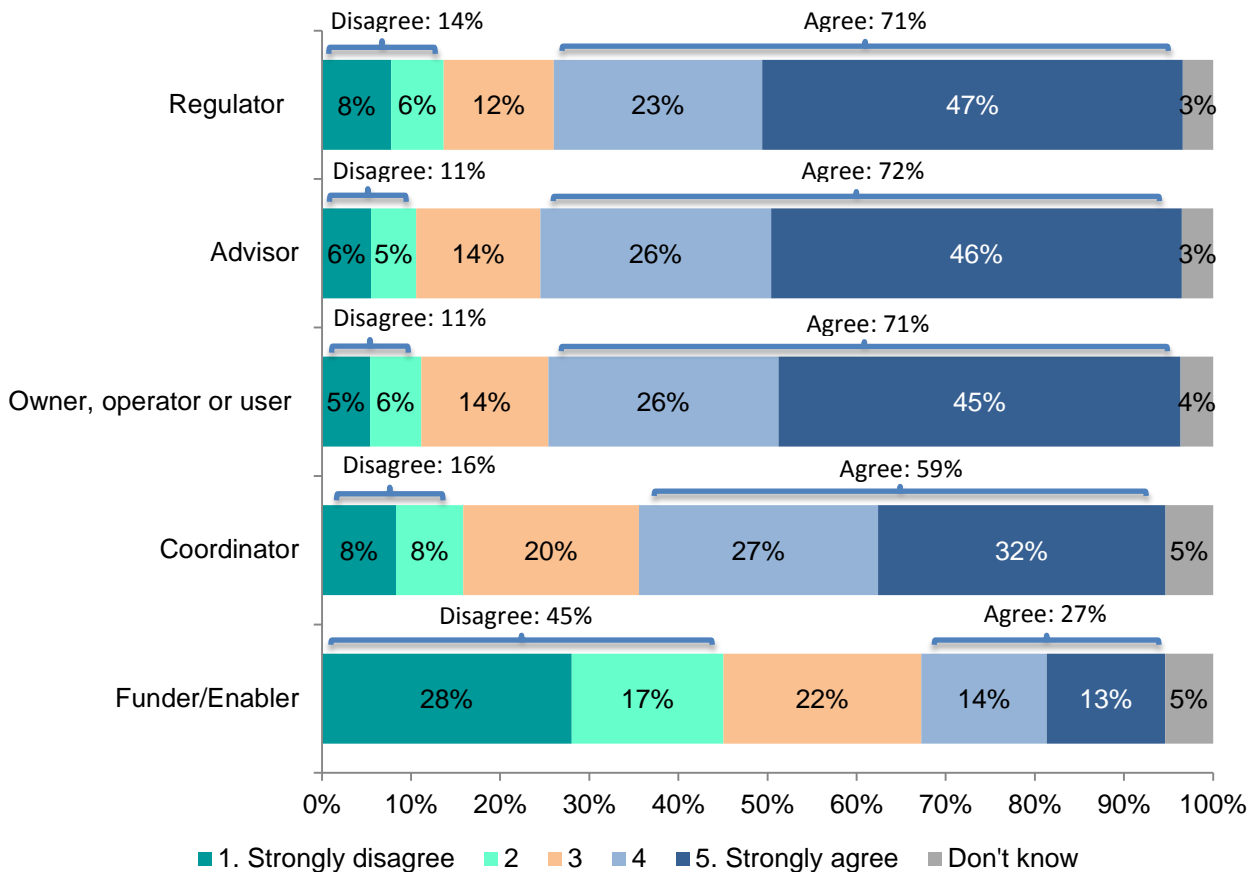
- *“Besides fighting crime, other information could be gained from cameras. Car parking problems, congestion, problems on roads and buildings reported, lost shopping trolleys found, rubbish dumping may be captured on camera, children near railway tracks. The list is probably endless.”*
- *“Catching criminals is the main thing and keeping people safe and also helping with traffic control.”*
- *“CCTV has been very useful in monitoring traffic and monitored CCTV would be very useful to monitor accidents to public and provide early response. e.g. someone falls in the street and if no action the ambulance should be called”*
- *“Evidence against high speed drivers if possible and hit and run type crimes.”*

#### **4.5 Auckland Council’s Roles**

*Panellists were told “There are a number of roles Auckland Council can play when it comes to CCTV use in public places”.*

- **Owner, operator or user** – *Council and its Council Controlled Organisations invest in and use camera surveillance systems and technology to monitor and protect its public places, facilities and assets, as well as to manage the transport network.*
- **Funder/Enabler** – *Council provides funding to support the private establishment, operation and maintenance of camera surveillance systems, using ratepayer funds*
- **Regulator** – *Council establishes appropriate permissions and registration criteria for installing camera surveillance systems and associated signage in public places.*
- **Coordinator** – *Council acts as a bridge between stakeholders, such as Police, businesses, industry providers, and their different interests, and can support a common approach.*
- **Advisor** – *Council provides information and advice to the public, as well as owners, operators and users of CCTV.*

**Q8A. Please tell us how much you agree or disagree that Auckland Council should play each of these roles.**



Base n=3548.

The majority of panellists agreed that Auckland Council should play the role of regulator (71% agree, 14% disagree), advisor (72% agree, 11% disagree), owner operator or user (71% agree, 11% disagree), and coordinator of safety and CCTV stakeholders (59% agree, 16% disagree). Agreement was much lower for council having a role as a funder or enabler (27% agree, 45% disagree).

Older panellists were more likely to agree that Auckland Council should play the role of owner, operator, or user (76% of those aged over 65), while younger panellists were more likely to agree that they should play the role of regulator (86% of those aged between 15 and 24).

## Q8B. Do you have any other comments about CCTV and its role in public safety that is not covered in this survey?

Of those who left final comments, 16% commented on cost to rate payer and wanting to ensure these were minimised, 12% mentioned the need for police involvement, including a larger police presence and more monitoring, and 10% suggested that council should not be involved and should focus on core responsibilities.

Do you have any other comments about CCTV and its role in public safety that are not covered in this survey?	Number of responses n=1000	% of responses
Comments regarding cost - balance of, no rate increase, waste of money	160	16%
Police involvement - bigger presence, more monitoring	121	12%
Council should not be involved/ focus on core responsibilities	104	10%
Transparency - monitoring, control, more info	86	9%
General positive comments	71	7%
Concerns regarding confidentiality - use of content, what's being monitored, timeframes	69	7%
Council should be involved/ have limited involvement	66	7%
Central govt should be involved	41	4%
Private companies should be involved/ some involvement	39	4%
CCTV is intrusive/ invasion of privacy (Orwell/Big Brother)	23	2%
Focus on crime areas/ triggers - poverty, alcoholism, homeless, root source	21	2%
Comments regarding survey/ structure	19	2%
CCTV will not prevent crime/ deter criminals	17	2%
System specs - link in real time, faster response, high res, speakers, facial recognition	17	2%
Improved public safety/ public environ	14	1%
Private companies should not be involved - council, police	12	1%
Comments regarding overseas CCTV use	10	1%
Valuable tool for prosecution/ defence	10	1%
Get rid of cameras/ find other options	9	1%
More cameras for traffic control/ public transport	7	1%
Criminals will avoid camera areas/ wear hoods/ damage cameras/ no signage	7	1%
Highlight presence of camera - signs, identify, public awareness	7	1%
Comments regarding specific areas of Auckland	3	0%
Footage must be available for public access	3	0%
Other	57	6%
No comment	333	33%

### Selection of interesting/ common comments

- *“Private establishments should not be publicly funded.”*
- *“Ratepayers should be informed and reassure that money is not wasted with this project.”*
- *“I think the council needs to think very clearly before upping rates to become involved in projects such as this. The council should have CCTV cameras to protect people in council places - let shop owners and the police etc. fund and*

*provide their own CCTVs.”*

- *“Some government financial assistance should be provided - the ratepayers pay enough out already”*
- *“I think CCTV affairs should be managed by the police, not council.”*
- *“CCTV cameras to be in police hands only, not private bodies.”*
- *“CCTV is a useful tool but it does not replace the policeman on the beat.”*
- *“I am concerned regarding the Council's role in this. Although I have no objection to ratepayer funding, the lead role should be taken by Police, NOT by the council.”*

## Appendix I Questionnaire with tables:

<b>Q1A: Have you seen CCTV cameras in the following public areas in Auckland?</b>	<b>Number of responses n=3549</b>	<b>% of responses</b>
Your local town centre / square	765	22%
Auckland city centre and downtown area	1608	45%
Parks and Reserves	179	5%
Car parks	1452	41%
In or around shopping malls	1571	44%
Community facilities like libraries, galleries, museums, halls, etc.	994	28%
Bus stations, train stations or ferry terminals	1393	39%
Road intersections	1673	47%
Other	38	1%
None of the above	393	11%
Unsure / I don't know	458	13%

*Base: Panellists participating in survey n= 3549 Note this was a multiple response question, so responses add to more than 100%*

<b>Q1B: Please tell us the local town centre or square you identify with most.</b>	<b>Number of responses n=721</b>	<b>% of responses</b>
Open response		

*Base: Panellists participating in survey n= 721*

<b>Q2Ai: How did you notice the CCTV systems in these places? - Your local town centre / square</b>	<b>Number of responses n=759</b>	<b>% of responses</b>
I saw the CCTV cameras themselves	509	67%
I saw signage indicating CCTV cameras were present	73	10%
I saw both cameras and signage	137	18%
Don't know	40	5%

*Base: Panellists participating in survey n= 759*

<b>Q2Aii: How did you notice the CCTV systems in these places? - Auckland city centre and downtown area</b>	<b>Number of responses n=1608</b>	<b>% of responses</b>
I saw the CCTV cameras themselves	1026	64%
I saw signage indicating CCTV cameras were present	164	10%
I saw both cameras and signage	350	22%
Don't know	68	4%

*Base: Panellists participating in survey n= 1608*

<b>Q2Aiii: How did you notice the CCTV systems in these places? - Parks and Reserves</b>	<b>Number of responses n=179</b>	<b>% of responses</b>
I saw the CCTV cameras themselves	100	56%
I saw signage indicating CCTV cameras were present	27	15%
I saw both cameras and signage	39	22%
Don't know	13	7%

*Base: Panellists participating in survey n= 179*

<b>Q2Aiv: How did you notice the CCTV systems in these places? - Car parks</b>	<b>Number of responses n=1542</b>	<b>% of responses</b>
I saw the CCTV cameras themselves	852	59%
I saw signage indicating CCTV cameras were present	217	15%
I saw both cameras and signage	341	23%
Don't know	42	3%

*Base: Panellists participating in survey n= 1542*

<b>Q2Av: How did you notice the CCTV systems in these places? - In or around shopping malls</b>	<b>Number of responses n=1570</b>	<b>% of responses</b>
I saw the CCTV cameras themselves	1001	64%
I saw signage indicating CCTV cameras were present	203	13%
I saw both cameras and signage	318	20%
Don't know	48	3%

*Base: Panellists participating in survey n= 1570*

<b>Q2Avi: How did you notice the CCTV systems in these places? - Community facilities like libraries, galleries, museums, halls, etc.</b>	<b>Number of responses n=982</b>	<b>% of responses</b>
I saw the CCTV cameras themselves	651	66%
I saw signage indicating CCTV cameras were present	122	12%
I saw both cameras and signage	168	17%
Don't know	41	4%

*Base: Panellists participating in survey n= 982*

<b>Q2Avii: How did you notice the CCTV systems in these places? - Bus stations, train stations or ferry terminals</b>	<b>Number of responses n=1389</b>	<b>% of responses</b>
I saw the CCTV cameras themselves	901	65%
I saw signage indicating CCTV cameras were present	141	10%
I saw both cameras and signage	309	22%
Don't know	38	3%

*Base: Panellists participating in survey n= 1389*

<b>Q2Aviii: How did you notice the CCTV systems in these places?</b> - Road intersections	<b>Number of responses</b> n=1655	<b>% of responses</b>
I saw the CCTV cameras themselves	1466	89%
I saw signage indicating CCTV cameras were present	51	3%
I saw both cameras and signage	90	5%
Don't know	48	3%

*Base: Panellists participating in survey n= 1655*

<b>Q2Bi: Are there any other way(s) by which you noticed CCTV systems in the following places?</b> - Your local town centre square	<b>Number of responses</b> n=43	<b>% of responses</b>
Open response		

*Base: Panellists participating in survey n= 43*

<b>Q2Bii: Are there any other way(s) by which you noticed CCTV systems in the following places?</b> - Auckland city centre and downtown area	<b>Number of responses</b> n=31	<b>% of responses</b>
Open response		

*Base: Panellists participating in survey n= 31*

<b>Q2Biii: Are there any other way(s) by which you noticed CCTV systems in the following places?</b> - Parks and Reserves	<b>Number of responses</b> n=3	<b>% of responses</b>
Open response		

*Base: Panellists participating in survey n= 3*

<b>Q2Biv: Are there any other way(s) by which you noticed CCTV systems in the following places?</b> - Car parks	<b>Number of responses</b> n=10	<b>% of responses</b>
Open response		

*Base: Panellists participating in survey n= 10*

<b>Q2Bv: Are there any other way(s) by which you noticed CCTV systems in the following places?</b> - In or around shopping malls	<b>Number of responses</b> n=14	<b>% of responses</b>
Open response		

*Base: Panellists participating in survey n= 14*

<b>Q2Bvi: Are there any other way(s) by which you noticed CCTV systems in the following places?</b> - Community facilities	<b>Number of responses</b> n=7	<b>% of responses</b>
Open response		

*Base: Panellists participating in survey n= 7*



<b>Q2Bvii: Are there any other way(s) by which you noticed CCTV systems in the following places? - Bus stations, train stations or ferry terminals</b>	<b>Number of responses n=11</b>	<b>% of responses</b>
Open response		

*Base: Panellists participating in survey n= 11*

<b>Q2Bviii: Are there any other way(s) by which you noticed CCTV systems in the following places? - Road intersections</b>	<b>Number of responses n=34</b>	<b>% of responses</b>
Open response		

*Base: Panellists participating in survey n= 34*

<b>Q3A: Thinking about CCTV cameras in Auckland's public spaces, how informed would you say you are about their use?</b>	<b>Number of responses n=3549</b>	<b>% of responses</b>
1. - Not informed at all	1123	32%
2.	996	28%
<b>Total not informed (1 &amp; 2)</b>	<b>2119</b>	<b>60%</b>
3.	782	22%
4.	408	11%
5. – Very much informed	194	5%
<b>Total informed (4 &amp; 5)</b>	<b>602</b>	<b>17%</b>
Unsure / Don't know	46	1%

*Base: Panellists participating in survey n= 3549*

<b>Q4Ai: How useful do you think the existing CCTV systems are in regards to the following areas? - Improving public safety</b>	<b>Number of responses n=3549</b>	<b>% of responses</b>
1. - Not useful	101	3%
2.	262	7%
<b>Total not useful (1 &amp; 2)</b>	<b>363</b>	<b>10%</b>
3.	590	17%
4.	774	22%
5. – Very useful	1603	45%
<b>Total useful (4 &amp; 5)</b>	<b>2377</b>	<b>67%</b>
Unsure / Don't know	219	6%

*Base: Panellists participating in survey n= 3549*

<b>Q4Aii: How useful do you think the existing CCTV systems are in regards to the following areas? - Preventing crime</b>	<b>Number of responses n=3549</b>	<b>% of responses</b>
1. - Not useful	147	4%
2.	435	12%
<b>Total not useful (1 &amp; 2)</b>	<b>582</b>	<b>16%</b>
3.	641	18%
4.	701	20%
5. – Very useful	1392	39%
<b>Total useful (4 &amp; 5)</b>	<b>2093</b>	<b>59%</b>
Unsure / Don't know	233	7%

*Base: Panellists participating in survey n= 3549*

<b>Q4Aiii: How useful do you think the existing CCTV systems are in regards to the following areas? - Detecting crime</b>	<b>Number of responses n=3549</b>	<b>% of responses</b>
1. - Not useful	89	3%
2.	261	7%
<b>Total not useful (1 &amp; 2)</b>	<b>350</b>	<b>10%</b>
3.	467	13%
4.	715	20%
5. – Very useful	1801	51%
<b>Total useful (4 &amp; 5)</b>	<b>2516</b>	<b>71%</b>
Unsure / Don't know	216	6%

*Base: Panellists participating in survey n= 3549*

<b>Q4Aiv: How useful do you think the existing CCTV systems are in regards to the following areas? - Providing evidence for prosecution</b>	<b>Number of responses n=3549</b>	<b>% of responses</b>
1. - Not useful	58	2%
2.	134	4%
<b>Total not useful (1 &amp; 2)</b>	<b>192</b>	<b>5%</b>
3.	383	11%
4.	682	19%
5. – Very useful	2031	57%
<b>Total useful (4 &amp; 5)</b>	<b>2713</b>	<b>76%</b>
Unsure / Don't know	261	7%

*Base: Panellists participating in survey n= 3549*

<b>Q4Av: How useful do you think the existing CCTV systems are in regards to the following areas? - Monitoring traffic conditions and safety</b>	<b>Number of responses n=3549</b>	<b>% of responses</b>
1. - Not useful	46	1%
2.	98	3%
<b>Total not useful (1 &amp; 2)</b>	<b>144</b>	<b>4%</b>
3.	352	10%
4.	808	23%
5. – Very useful	2077	59%
<b>Total useful (4 &amp; 5)</b>	<b>2885</b>	<b>81%</b>
Unsure / Don't know	168	5%

*Base: Panellists participating in survey n= 3549*

<b>Q4Avi: How useful do you think the existing CCTV systems are in regards to the following areas? - For civil emergencies e.g. bad storms, earthquakes</b>	<b>Number of responses n=3549</b>	<b>% of responses</b>
1. - Not useful	197	6%
2.	361	10%
<b>Total not useful (1 &amp; 2)</b>	<b>558</b>	<b>16%</b>
3.	574	16%
4.	591	17%
5. – Very useful	1352	38%
<b>Total useful (4 &amp; 5)</b>	<b>1943</b>	<b>55%</b>
Unsure / Don't know	474	13%

*Base: Panellists participating in survey n= 3549*

<b>Q4Avii: How useful do you think the existing CCTV systems are in regards to the following areas? - Preventing damage to public buildings, facilities or equipment</b>	<b>Number of responses n=3549</b>	<b>% of responses</b>
1. - Not useful	143	4%
2.	382	11%
<b>Total not useful (1 &amp; 2)</b>	<b>525</b>	<b>15%</b>
3.	634	18%
4.	735	21%
5. – Very useful	1423	40%
<b>Total useful (4 &amp; 5)</b>	<b>2158</b>	<b>61%</b>
Unsure / Don't know	232	7%

*Base: Panellists participating in survey n= 3549*

<b>Q4Aviii: How useful do you think the existing CCTV systems are in regards to the following areas? - Event management and crowd safety</b>	<b>Number of responses n=3549</b>	<b>% of responses</b>
1. - Not useful	98	3%
2.	237	7%
<b>Total not useful (1 &amp; 2)</b>	<b>335</b>	<b>9%</b>
3.	627	18%
4.	818	23%
5. – Very useful	1452	41%
<b>Total useful (4 &amp; 5)</b>	<b>2270</b>	<b>64%</b>
Unsure / Don't know	317	9%

*Base: Panellists participating in survey n= 3549*

<b>Q4B: In general, does the presence of CCTV systems make you feel safer when using public spaces?</b>	<b>Number of responses n=3549</b>	<b>% of responses</b>
Yes - all the time	661	19%
Yes - most of the time	1368	39%
Yes - some of the time - daytime	37	1%
Yes - some of the time - night time	51	1%
Yes - some of the time - when monitored	28	1%
Yes - some of the time - other comments	151	4%
No	953	27%
Don't know	300	8%

*Base: Panellists participating in survey n= 3549*

<b>Q4C: What are the reasons for your opinion above? you</b>	<b>Number of responses n=1000</b>	<b>% of responses</b>
Open response		

*Base: Panellists participating in survey n= 1000 (randomly selected)*

<b>Q4D. How much would it concern you if the number of CCTV cameras in public places increase over time?</b>	<b>Number of responses n=3549</b>	<b>% of responses</b>
1. - Not concerned at all	1716	48%
2.	603	17%
<b>Total not concerned (1 &amp; 2)</b>	<b>2319</b>	<b>65%</b>
3.	482	14%
4.	350	10%
5. – Very concerned	348	10%
<b>Total concerned (4 &amp; 5)</b>	<b>698</b>	<b>20%</b>
Unsure / Don't know	50	1%

*Base: Panellists participating in survey n= 3549*

<b>Q5A: We would like to understand what you think about getting the balance right between achieving a higher level of safety and maintaining privacy in Auckland. What further controls or measures, if any, would you like to see placed on CCTV systems?</b>	<b>Number of responses n=1000</b>	<b>% of responses</b>
Open response		

*Base: Panellists participating in survey n= 1000 (randomly selected)*

<b>Q7Ai: How strongly do you oppose or support each of the proposed outcomes listed above? - All CCTV systems are well planned with the involvement of the community and interested stakeholders</b>	<b>Number of responses n=3549</b>	<b>% of responses</b>
1. – Strongly oppose	102	3%
2.	100	3%
<b>Total opposed (1 &amp; 2)</b>	<b>202</b>	<b>6%</b>
3.	360	10%
4.	679	19%
5. – Strongly support	2161	61%
<b>Total support (4 &amp; 5)</b>	<b>2840</b>	<b>80%</b>
Unsure / Don't know	147	4%

*Base: Panellists participating in survey n= 3549*

<b>Q7Aii: How strongly do you oppose or support each of the proposed outcomes listed above? - All CCTV systems are well designed to meet clear purposes in specific local situations</b>	<b>Number of responses n=3549</b>	<b>% of responses</b>
1. – Strongly oppose	78	2%
2.	47	1%
<b>Total opposed (1 &amp; 2)</b>	<b>125</b>	<b>4%</b>
3.	260	7%
4.	658	19%
5. – Strongly support	2378	67%
<b>Total support (4 &amp; 5)</b>	<b>3036</b>	<b>86%</b>
Unsure / Don't know	128	4%

*Base: Panellists participating in survey n= 3549*

<b>Q7Aiii: How strongly do you oppose or support each of the proposed outcomes listed above?</b> <b>- All CCTV systems are part of an integrated crime and safety approach that supports the crime prevention and detection efforts of NZ Police and other local safety stakeholders</b>	<b>Number of responses n=3549</b>	<b>% of responses</b>
1. – Strongly oppose	146	4%
2.	110	3%
<b>Total opposed (1 &amp; 2)</b>	<b>256</b>	<b>7%</b>
3.	307	9%
4.	583	16%
5. – Strongly support	2280	64%
<b>Total support (4 &amp; 5)</b>	<b>2863</b>	<b>81%</b>
Unsure / Don't know	123	3%

*Base: Panellists participating in survey n= 3549*

<b>Q7Aiv: How strongly do you oppose or support each of the proposed outcomes listed above?</b> <b>- All CCTV systems meet minimum standards of technology, fit for the purpose they are established to address and enable coordinated delivery of safety by users and stakeholders</b>	<b>Number of responses n=3549</b>	<b>% of responses</b>
1. – Strongly oppose	108	3%
2.	76	2%
<b>Total opposed (1 &amp; 2)</b>	<b>184</b>	<b>5%</b>
3.	326	9%
4.	679	19%
5. – Strongly support	2197	62%
<b>Total support (4 &amp; 5)</b>	<b>2876</b>	<b>81%</b>
Unsure / Don't know	163	5%

*Base: Panellists participating in survey n= 3549*

<b>Q7Av: How strongly do you oppose or support each of the proposed outcomes listed above?</b> <b>- All CCTV systems operate in a legal, accountable and transparent manner</b>	<b>Number of responses n=3549</b>	<b>% of responses</b>
1. – Strongly oppose	70	2%
2.	28	1%
<b>Total opposed (1 &amp; 2)</b>	<b>98</b>	<b>3%</b>
3.	134	4%
4.	336	9%
5. – Strongly support	2869	81%
<b>Total support (4 &amp; 5)</b>	<b>3205</b>	<b>90%</b>
Unsure / Don't know	112	3%

*Base: Panellists participating in survey n= 3549*

<b>Q7Avi: How strongly do you oppose or support each of the proposed outcomes listed above? - All CCTV systems are well maintained, regularly audited and their impact assessed to ensure they achieve their purpose</b>	<b>Number of responses n=3549</b>	<b>% of responses</b>
1. – Strongly oppose	90	3%
2.	55	2%
<b>Total opposed (1 &amp; 2)</b>	<b>145</b>	<b>4%</b>
3.	242	7%
4.	606	17%
5. – Strongly support	2417	68%
<b>Total support (4 &amp; 5)</b>	<b>3023</b>	<b>85%</b>
Unsure / Don't know	139	4%

*Base: Panellists participating in survey n= 3549*

<b>Q7B: If the goals above are achieved, do you feel that this will lead to a higher level of public safety in Auckland or not?</b>	<b>Number of responses n=3549</b>	<b>% of responses</b>
Yes	2424	68%
No	436	12%
Don't know	689	19%

*Base: Panellists participating in survey n= 3549*

<b>Q7C: Why would you say that?</b>	<b>Number of responses n=1000</b>	<b>% of responses</b>
Open response		

*Base: Panellists participating in survey n= 1000 (randomly selected)*

<b>Q7D: Are there any other outcomes that you feel CCTV systems in the future should achieve apart from the ones proposed above?</b>	<b>Number of responses n=1000</b>	<b>% of responses</b>
Open response		

*Base: Panellists participating in survey n= 1000 (randomly selected)*

<b>Q8Ai: There are a number of roles Auckland Council can play when it comes to CCTV use in public places. - Owner, operator or user - Council and its Council Controlled Organisations should invest in and use camera surveillance systems and technology to monitor and protect its public places, facilities and assets, as well as manage the transport network</b>	<b>Number of responses n=3549</b>	<b>% of responses</b>
1. – Strongly disagree	192	5%
2.	203	6%
<b>Total disagree (1 &amp; 2)</b>	<b>395</b>	<b>11%</b>
3.	506	14%
4.	917	26%
5. – Strongly agree	1601	45%
<b>Total agree (4 &amp; 5)</b>	<b>2518</b>	<b>71%</b>
Unsure / Don't know	129	4%

*Base: Panellists participating in survey n= 3549*

<b>Q8Aii: There are a number of roles Auckland Council can play when it comes to CCTV use in public places. - Funder/Enabler - Council should provide funding to support the private establishment, operation and maintenance costs of camera surveillance systems, using ratepayer funds</b>	<b>Number of responses n=3549</b>	<b>% of responses</b>
1. – Strongly disagree	994	28%
2.	605	17%
<b>Total disagree (1 &amp; 2)</b>	<b>1599</b>	<b>45%</b>
3.	787	22%
4.	500	14%
5. – Strongly agree	471	13%
<b>Total agree (4 &amp; 5)</b>	<b>971</b>	<b>27%</b>
Unsure / Don't know	191	5%

*Base: Panellists participating in survey n= 3549*

<b>Q8Aiii: There are a number of roles Auckland Council can play when it comes to CCTV use in public places. - Regulator - Council should establish appropriate permissions and registration criteria for installing camera surveillance systems and associated signage in public places</b>	<b>Number of responses n=3549</b>	<b>% of responses</b>
1. – Strongly disagree	276	8%
2.	209	6%
<b>Total disagree (1 &amp; 2)</b>	<b>485</b>	<b>14%</b>
3.	438	12%
4.	830	23%
5. – Strongly agree	1675	47%
<b>Total agree (4 &amp; 5)</b>	<b>2505</b>	<b>71%</b>
Unsure / Don't know	120	3%



Base: Panellists participating in survey n= 3549

<b>Q8Aiv: There are a number of roles Auckland Council can play when it comes to CCTV use in public places. - Coordinator - Council should act as a bridge between stakeholders, such as Police, businesses, industry providers, and their different interests, and can support a common approach</b>	<b>Number of responses n=3549</b>	<b>% of responses</b>
1. – Strongly disagree	295	8%
2.	268	8%
<b>Total disagree (1 &amp; 2)</b>	<b>563</b>	<b>16%</b>
3.	699	20%
4.	952	27%
5. – Strongly agree	1144	32%
<b>Total agree (4 &amp; 5)</b>	<b>2096</b>	<b>59%</b>
Unsure / Don't know	190	5%

Base: Panellists participating in survey n= 3549

<b>Q8Av: There are a number of roles Auckland Council can play when it comes to CCTV use in public places. - Advisor - Council should provide information and advice to the public, as well as owners, operators and users of CCTV</b>	<b>Number of responses n=3549</b>	<b>% of responses</b>
1. – Strongly disagree	196	6%
2.	179	5%
<b>Total disagree (1 &amp; 2)</b>	<b>375</b>	<b>11%</b>
3.	495	14%
4.	918	26%
5. – Strongly agree	1636	46%
<b>Total agree (4 &amp; 5)</b>	<b>2554</b>	<b>72%</b>
Unsure / Don't know	124	3%

Base: Panellists participating in survey n= 3549

<b>Q8B: Do you have any other comments about CCTV and its role in public safety that are not covered in this survey?</b>	<b>Number of responses n=1000</b>	<b>% of responses</b>
Open response		

Base: Panellists participating in survey n= 1000 (randomly selected)

<b>Q9A: As part of the Safer Auckland CCTV Project, council will be conducting further research into the issue of CCTV and public safety in the coming future. Would you be interested in taking part?</b>	<b>Number of responses n=3494</b>	<b>% of responses</b>
Yes	1685	48%
Maybe	1174	34%
No	635	18%

Base: Panellists participating in survey n= 3494

## Appendix II Respondent profile

	All respondents n=3549	Percentages (%) n=3549	Statistics NZ Percentages 2013 census data
<b>Gender</b>			
Female	1934	54%	51%
Male	1587	45%	49%
Prefer not to say/Unknown	28	1%	
<b>Age</b>			
15-24 years	95	3%	19%
25-34 years	246	7%	18%
35-44 years	590	17%	18%
45-54 years	752	21%	18%
55-64 years	783	22%	13%
65-74 years	789	22%	9%
75+ years	236	7%	6%
Prefer not to say/Unknown	58	2%	
<b>Ethnicity (Multiple response)</b>			
European	3108	88%	56%
Māori	176	5%	10%
Pacific Peoples	89	3%	14%
Asian	226	6%	18%
Middle Eastern, Latin American, African	33	1%	2%
Other	6	0%	1%
Unknown	62	2%	
<b>Local Board</b>			
Albert-Eden	316	9%	7%
Devonport-Takapuna	174	5%	4%
Franklin	164	5%	5%
Great Barrier	11	0%	0.1%
Henderson-Massey	217	6%	8%
Hibiscus and Bays	233	7%	6%
Howick	250	7%	9%
Kaipātiki	237	7%	6%
Mangere-Otahuhu	92	3%	5%
Manurewa	123	3%	6%
Maungakiekie-Tāmaki	167	5%	5%
Orākei	252	7%	6%
Ōtara-Papatoetoe	68	2%	5%
Papakura	75	2%	3%
Puketāpapa	74	2%	4%
Rodney	206	6%	4%
Upper Harbour	116	3%	4%
Waiheke	40	1%	1%
Waitākere Ranges	207	6%	3%
Waitematā	339	10%	6%
Whau	180	5%	5%
Other/Unknown	8	0%	-

*Demographics from People's Panel registration information*