

Residential Survey:

Report on Community Policing

Prepared for



Greater Sudbury Police Service

"Our Community Our Commitment"

"Notre Communauté - Notre Engagement"

By



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T a b l e o f C o n t e n t s

Methodology & Logistics	3
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Executive Summary	4
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<i>SUMMARY</i>	<i>4</i>
<i>CONCERN WITH CRIME IN CITY OF GREATER SUDBURY</i>	<i>7</i>
<i>RATING DAYTIME SAFETY</i>	<i>10</i>
<i>RATING NIGHTTIME SAFETY</i>	<i>11</i>
<i>RATING THE CITY OF GREATER SUDBURY POLICE</i>	<i>15</i>
<i>VICTIMS OF CRIME</i>	<i>18</i>

M e t h o d o l o g y & L o g i s t i c s

Overview

- The following represents the findings from a survey conducted by Oraclepoll Research Limited for the City of Greater Sudbury Police Service and is a follow up to a baseline survey conducted in 2004.
- The objective of the project was to gauge and track the opinions of City of Greater Sudbury residents on a series of issues relating to policing.

Study Sample

- A total of 650 City of Greater Sudbury area residents were interviewed between the days of May 17th and May 25th, 2007.
- The margin of error for this survey is $\pm 3.8\%$, 19/20 times.

Survey Method

- The surveys were conducted using computer-assisted techniques of telephone interviewing (CATI) and random number selection. A total of 20% of all interviews were monitored and the management of Oraclepoll Research Limited supervised 100%.

E x e c u t i v e S u m m a r y

Summary

- Having more patrols and police visibility was the most named top of mind issue among Greater Sudbury residents, followed by break and enters, safety, drugs and youth crime.
- Residents continue to be more concerned with City wide crime (47%) as compared to crime in their respective neighborhoods (27%) but both numbers have remained consistent with 2004.
- Almost two-thirds feel that crime levels in their neighborhoods has either gone down or stayed the same over the past three years and most are of the opinion that the quality of police service has either improved or stayed the same.
- However, 62% of residents said that there are too few officers and 54% would pay higher taxes to put more of them on the street while 38% were opposed to such a hike.
- Motor offences including aggressive and impaired driving were the two highest rated crime issues which also saw concern increases over 2004. Other top rated concerns related to vandalism, break-ins and speeding.
- There is a high sense of safety taking part in most daytime activities but the numbers were lower for being in public parks and taking public transit.
- While most feel safe at home at night, there was less of a sense of safety with respect to taking transit, being at parks, driving and being at work.
- Residents that have had a recent contact with the Greater Sudbury Police were for the most part satisfied. However there are opportunities for improvement with respect to following up with victims of crime and informing residents of the length of time to respond to a call.

- The Greater Sudbury Police rate highest for being courteous and approachable and more residents feel that they are now better at overall enforcement.
- Greater education is needed to inform the public about police activities in dealing with cultural groups, schools and youth. A high number of residents remain unaware of foot and bicycle patrols.

Top of Mind Crime Issues

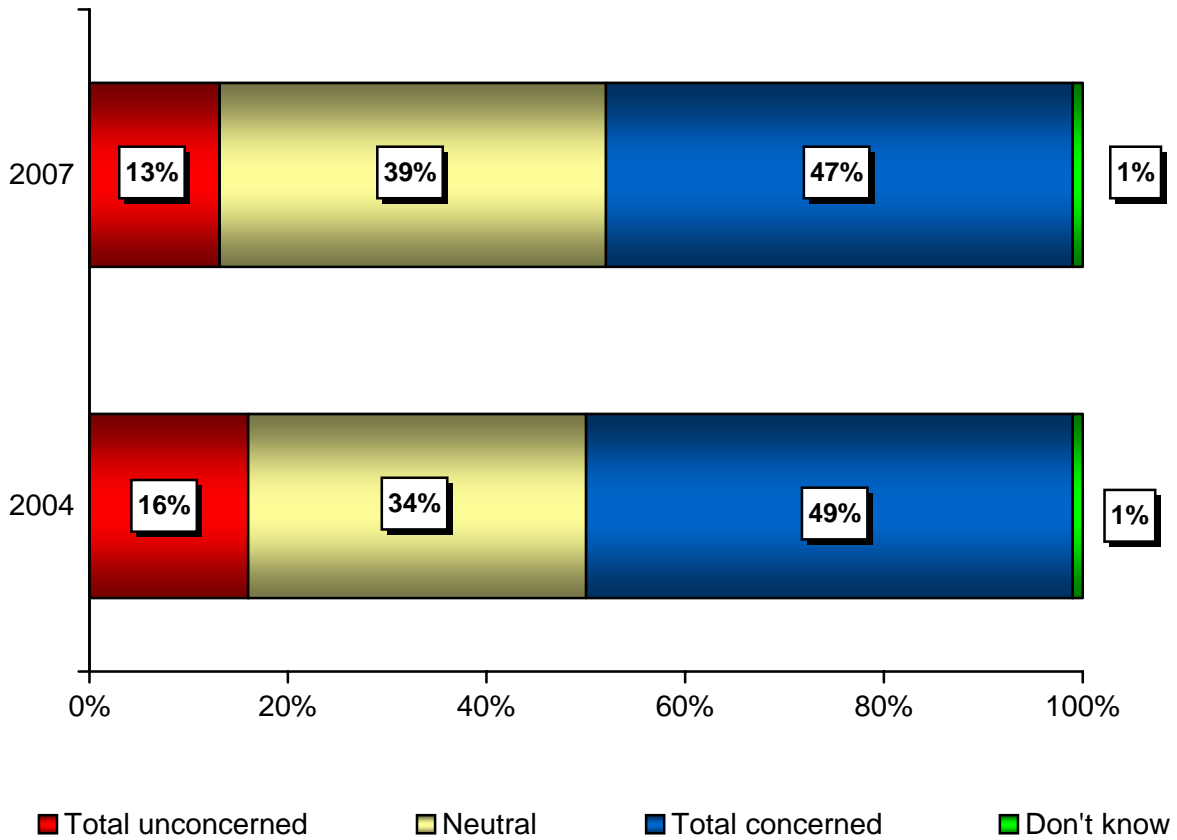
Respondents were first asked what they considered to be the most important issue related to crime and policing in City of Greater Sudbury.

Top 10 Responses	2004	2007
<i>Don't know</i>	25%	21%
More patrols/ visibility / police officers	21%	20%
Break and enters / thefts	15%	11%
Safety / safety on the streets	8%	9%
Drugs	4%	9%
Youth crime	4%	8%
Traffic / Speeding	3%	7%
Vandalism	1%	3%
Response time	3%	2%
Violence / violent crime	1%	2%
Justice / punishment / sentencing	1%	2%

The most named issue related to crime and policing continues to relate to the need for more patrols and police visibility, followed by break and enters / thefts. Other notable mentions included safety, drugs, youth crime and traffic concerns.

Concern with Crime in City of Greater Sudbury

Respondents were asked to rate their level of concern with the current level of crime in City of Greater Sudbury.



Results remain consistent over the two survey periods with a slightly lower 47% now being concerned with the current level of crime in the City of Greater Sudbury.

Concern with City of Greater Sudbury Issues

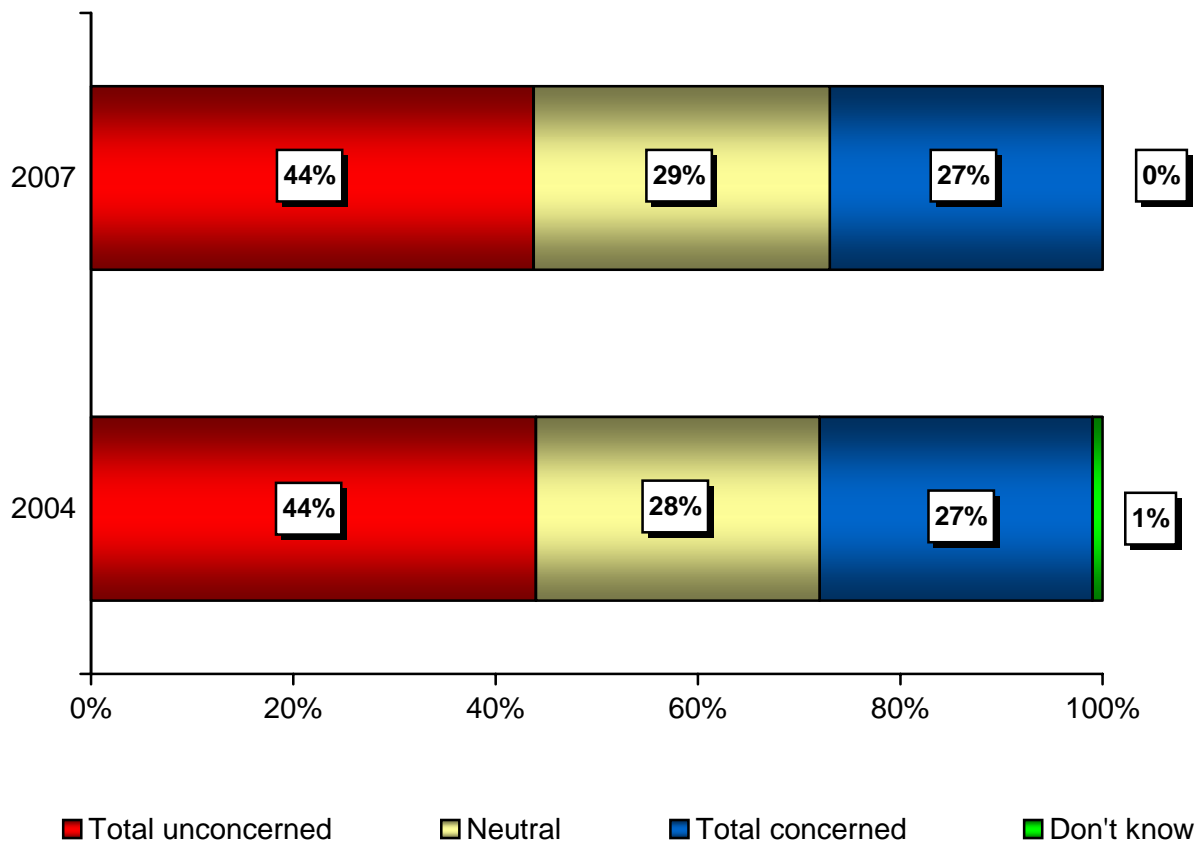
Residential respondents were asked to rate their level of concern with respect to each of the following crime related areas.

Areas of Concern	2004	2007
	(Total concerned rating – somewhat & very)	
Aggressive and unsafe driving	66%	77%
Driving while impaired (drugs, alcohol)	67%	76%
Vandalism to property	63%	68%
Drug control issues (presence of drugs and drug dealers)	52%	66%
Break and enters / theft from homes	70%	66%
Speeding	70%	65%
Assault	54%	55%
Sexual offences	54%	55%
Family violence / domestic disputes	52%	51%
Theft from vehicles	56%	51%
Internet crime	43%	50%
Theft of vehicles	55%	48%
Fraud and white collar crime	45%	44%
Loitering - Groups of people hanging around corners or streets	41%	43%
Drunk / intoxicated persons	37%	42%
Homicide	40%	39%
Noise and other disturbances	14%	21%

Vehicular crime issues that include aggressive driving and impaired driving are now the two highest rated areas that also witnessed 11% and 9% ratings increases respectively. Next highest rated was vandalism followed by drug control issues, break and enters and speeding. There was a noteworthy 7% increase for Internet crime.

Concern with Neighbourhood Crime

Respondents were then asked to rate their level of concern with the current level of crime in their respective neighbourhoods.



Findings are stable over the two survey periods with a low 27% being either concerned or very concerned with neighbourhood crime a number 20% lower than City wide crime.

Half of residents (50%) also feel that the level of crime in their neighbourhood has remained the same, while 16% stated that it has decreased, while 29% are of the opinion it has increased and 4% were unsure. This compares to 2004 when 52% stated it had stayed the same, 26% increased, 17% decreased and 5% did not know.

Rating Daytime Safety

Respondents rated their level of safety in each of the following areas during the day.

SAFETY RATING AREAS (Excluding not applicable responses)	2004	2007
	(Total safe rating – somewhat & very)	
Being in your residence	87%	87%
Walking in your neighborhood	79%	83%
Being in your place of work	83%	82%
Driving	61%	67%
Using public transit	74%	66%
Being in public parks	70%	64%

There remains a very high sense of safety with respect to daytime activities such as being at home, at work and walking in a respondent's neighborhood. Lower safety numbers were provided for driving, using transit and being in public parks with the last two areas dropping over 2004.

Rating Nighttime Safety

Respondents rated their level of safety in each of the following areas during the night.

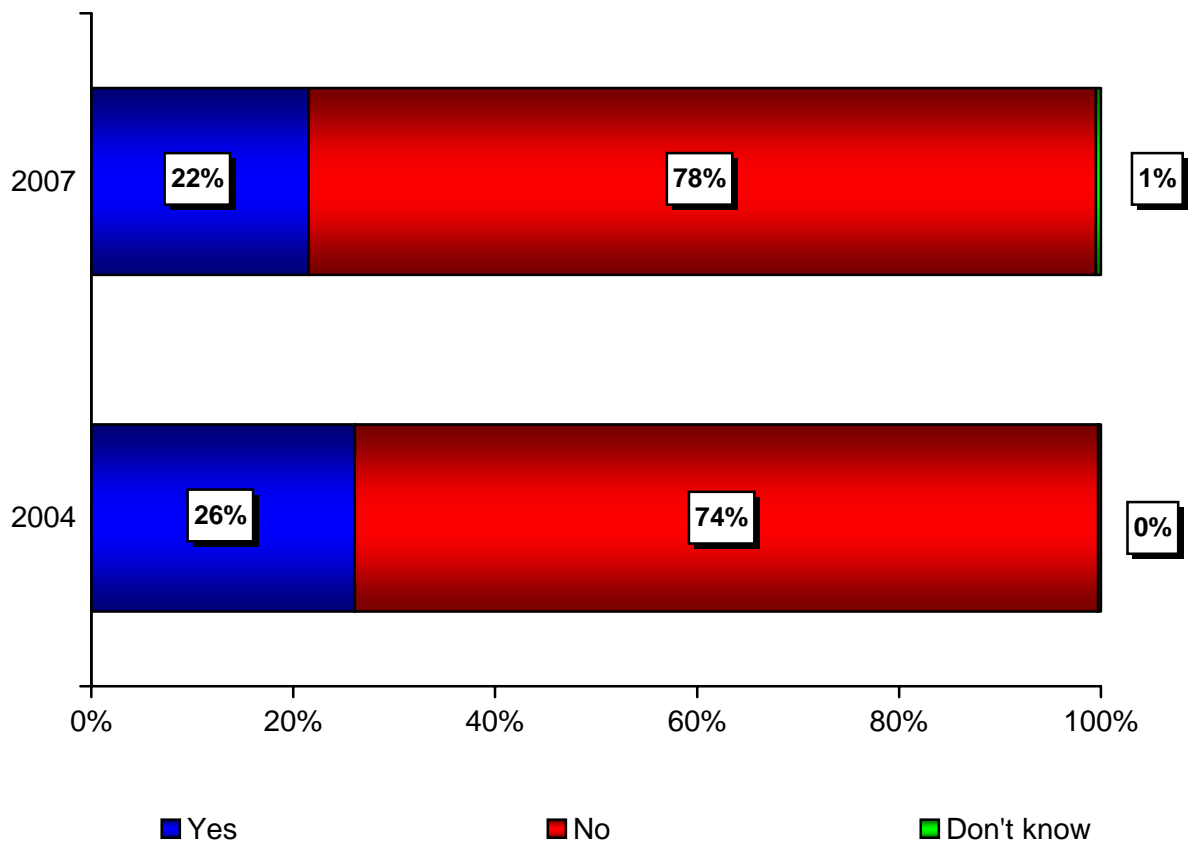
SAFETY RATING AREAS (Excluding not applicable responses)	2004	2007
	(Total safe rating – somewhat & very)	
Being in your residence	81%	80%
Being in your place of work	74%	66%
Driving	46%	58%
Walking in your neighborhood	52%	54%
Using public transit	48%	43%
Being in public parks	24%	22%

Residents continue to have a high sense of safety when being at home at night and they remain least safe when walking in their neighborhood, using transit and especially being in public parks. While 8% fewer respondents feel safe at work, 12% more residents claim to be safe when driving.

Contact with Police

All respondents were asked questions related to having recent contact with the Greater Sudbury Police.

“Over the past 12 months have you had any contact with a Greater Sudbury Police officer for any other police related matter?”



A total of 22% of residents surveyed have had contact with a Greater Sudbury Police officer in the past 12 months compared to 26% in 2004.

Respondents that had requested assistance or had contact were asked to rate their Police Services contact in the following series of areas.

RATING ASSISTANCE / CONTACT	2004	2007
	(Total positive rating)	
Being courteous and professional	83%	89%
The officer's ability to handle the situation	82%	77%
Overall quality of the police service received	76%	69%

A very high 89% of residents who have had recent contact with the Police were satisfied with the Police being courteous and professional, while 77% were satisfied with their ability to handle the situation although the rating score dropped 5%. There was also a decline in the overall service rating of 7%.

When asked why they were satisfied with the overall quality of the service received 20% said they did a good job, 14% had no problems, 12% that the service was prompt, 10% courteous and 9% professional. On the other hand, those dissatisfied or neutral (neither satisfied nor dissatisfied) said there was no follow up (18%), followed by not being courteous (11%), that the investigation was not thorough (11%) and that there was a long response time (8%).

In addition, a new series of questions were asked to those that have had contact with the Police Service.

RATING ASSISTANCE / CONTACT	2007 (Total positive rating)
Overall satisfaction with the police that handled your call	68%
The length of time for police to respond to your call	61%
When calling the police by telephone to either report an incident or get in touch with a specific officer or department for assistance	59%
The level of service you received when visiting the CGS Police Headquarters and attending one of our service counters	46%
The officer in following up with you after the initial investigation to provide additional information / updates on the status of their investigation	36%

The Police rated highest for overall satisfaction, contacting Police, followed by the length of time to respond and contacting them. A high number of respondents or 44% had no experience or did not know when they were asked to rate the service provided at 190 Brady Street and 31% responded that they did not know or had no experience with Police follow up.

When asked why they were satisfied with the overall quality of the handling of the call, 28% said the service was prompt, 22% courteous, 10% that they did a good job, 7% that they were helpful and 6% stated that there were no problems. Those dissatisfied or neutral (neither satisfied nor dissatisfied) claimed that there was a long response time (28%), no follow up (10%), not a thorough investigation (8%), that they didn't do much (8%) and were not informative (5%).

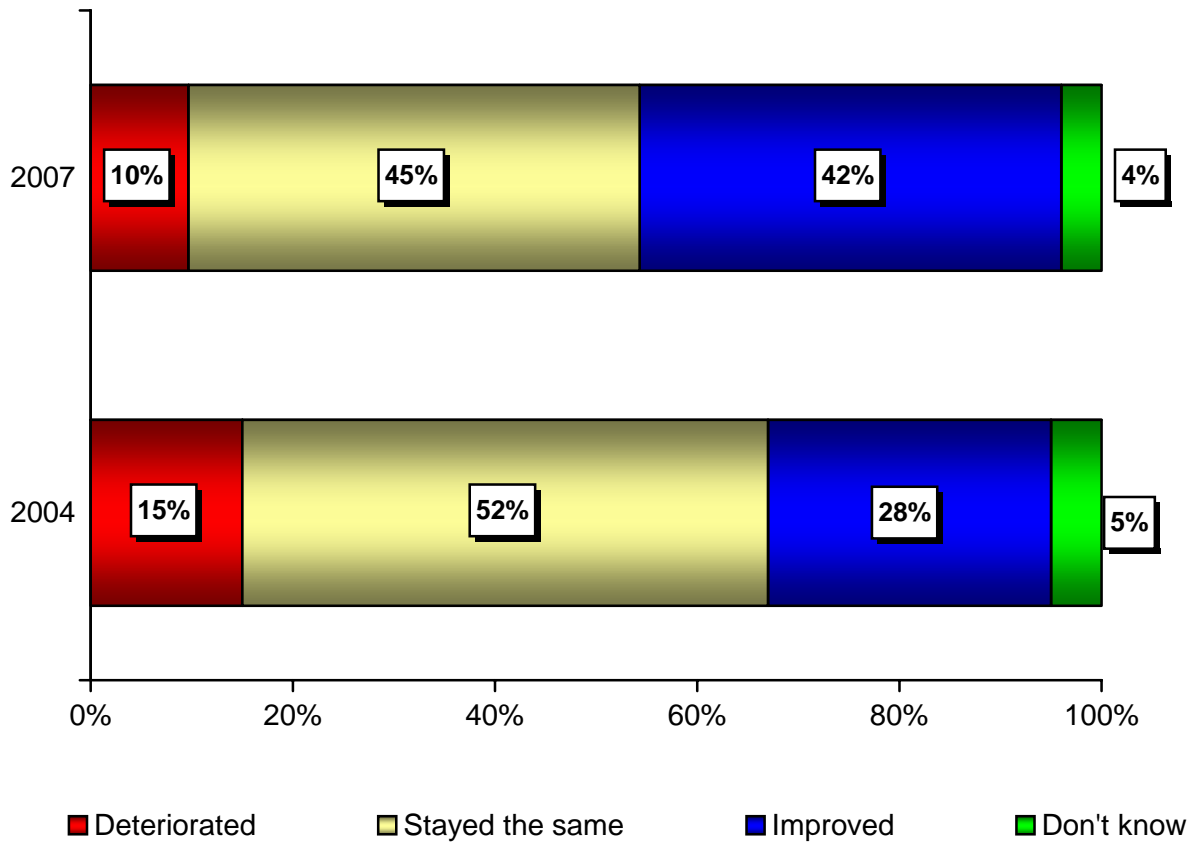
Rating the City of Greater Sudbury Police

Respondents were asked to rate The City of Greater Sudbury Police Services in each of the following areas.

PERFORMANCE RATINGS	2004	2007
	(Total positive rating –good & very good)	
Being approachable and easy to talk to	79%	78%
Enforcing the law	69%	73%
Treating people fairly	67%	65%
Enforcing traffic laws	63%	65%
Being accessible	N / A	65%
Patrolling in police vehicles	56%	64%
Responding promptly to emergency	53%	63%
Investigating crime	50%	54%
Working with residents in your neighbourhood to solve local crime	50%	51%
Helping victims of crime	52%	51%
Preventing crime	46%	47%
Police presence in local schools	42%	46%
Responding to inquiries and non-emergency calls	46%	41%
Relations with different cultural communities	55%	40%
Patrolling on foot or by bicycle	26%	24%

The Greater Sudbury Police once again rated highest for being approachable and enforcing the law. More residents also feel they are doing a better job at patrolling in vehicles (+8%), and responding to emergencies (+10%) as reflected by strong improvements. Areas that continue to rate low are for foot or bicycle patrols (23% did not know), their relations with cultural communities (38% did not know) and responding to non-emergency calls.

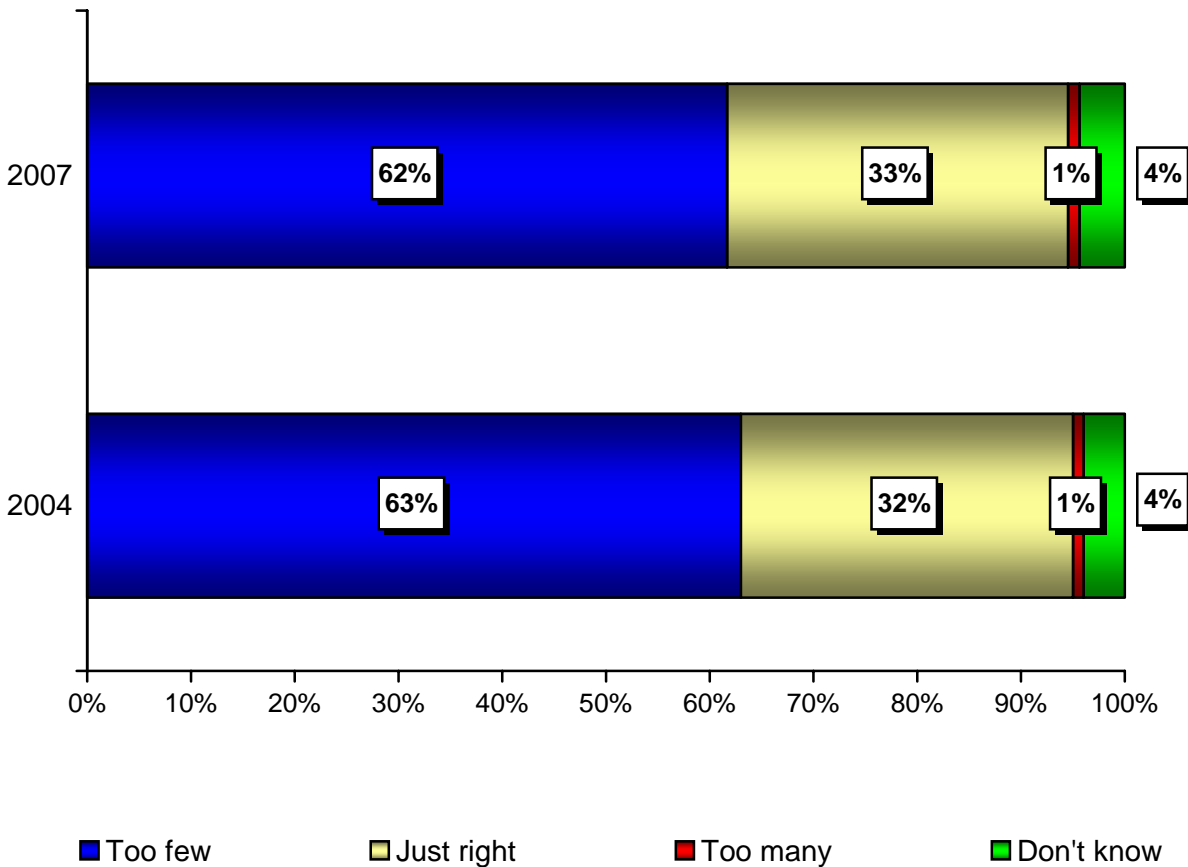
“Overall, would you say that the **quality of police service** in the City of Greater Sudbury has improved, stayed the same, or deteriorated in the last three years?”



A total of 42% of Greater Sudbury respondents feel that the quality of police service has improved over the last three years an increase of 14% from 2004 and 45% stated things have stayed the same. Only 10% were of the opinion that they have deteriorated and 4% were unsure.

When asked what could be done to improve police service, 32% said have more patrols and police visibility, 16% hire more officers, 5% better traffic enforcement, enforcement in general (5%) and more public awareness (4%).

*“Do you believe that there are too many **front line police officers** in your area, too few or just the right amount?”*



A total of 62% of residents feel that there are too few front line officers, similar to 2004, while one-third (33%) stated there are just the right amount, only 1% stated too many and 4% were unsure.

More than half or 54% of those interviewed said that they would support a municipal tax increase if the funds were to be used specifically to enhance the number of officers employed by the Greater Sudbury Police Service, while 38% were opposed and 8% did not know.

Victims of Crime

- 17% of residential respondents have been victims of crime within the past 24 months compared to 14% in 2004.
- Among victims, 21% had the crime committed to person and 79% to property, while 21% said that the crime had been repeated after the original offence.
- A total of 71% of these infractions occurred at their home, 6% at work, 2% at school and 20% stated elsewhere in the City.
- 69% of victims reported the incident to the Greater Sudbury Police, while the most named reason for not reporting related the offence being minor in nature.
- Among those that contacted the Police Service:
 - 69% said an officer attended in person
 - 61% were satisfied or very satisfied with the length of time for the Greater Sudbury Police to respond, 19% were dissatisfied, 4% did not know and 17% were neither satisfied nor dissatisfied.
 - Those dissatisfied with the length of time to respond were asked about their expectations of which 13% wanted immediate service, 28% service within 10 minutes, 11% within 11-20 minutes, 7% within 21-30 minutes and 6% within an hour. Other responses included within two hours 9%, within a day (9%), within 12 hours (4%), while 13% did not know.