

Residential Survey:

Report on Community Policing

Prepared for



Greater Sudbury Police Service

"Our Community Our Commitment"

"Notre Communauté - Notre Engagement"

By



2010

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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 of a survey conducted by Oraclepoll Research Limited for the Greater Sudbury Police Service. It is a follow up to a baseline survey conducted in 2004 and tracked in 2007.
- 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 603 residents of the City of Greater Sudbury were interviewed between the days of June 21st and July 23rd 2010.
- The margin of error for this survey is $\pm 3.9\%$, 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

Top of Mind Crime Issues

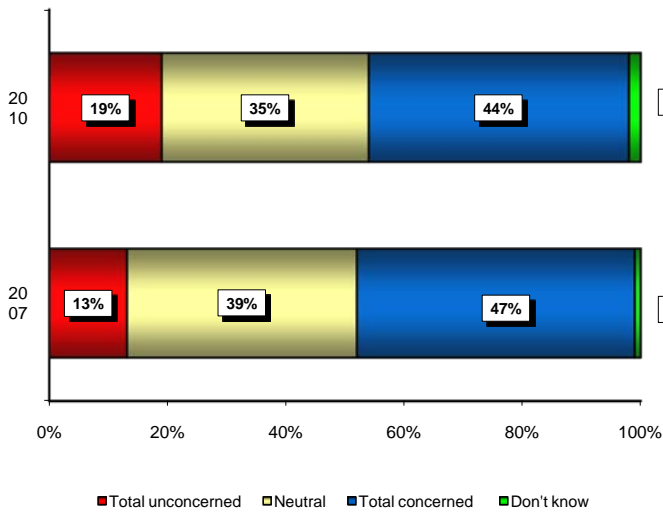
Respondents were first asked what they considered to be the **most important issue related to crime and policing** in City of Greater Sudbury.

Top 10 Responses	2010	2007
<i>Don't know</i>	22%	21%
Break and enters / thefts	13%	11%
More patrols/ visibility / police officers	11%	20%
Drugs	11%	9%
Safety / safety on the streets	8%	9%
Youth crime	5%	8%
Traffic / Speeding	5%	7%
Vandalism	4%	3%
Violence / violent crime	3%	2%
Drinking and Driving	3%	-

The most named issue in 2010 was related to break-ins, closely followed by having more patrols or police visibility, drug control and general safety. Other concerns included youth related crimes, traffic, vandalism, violence and drinking and driving. A similar number did not know or had no opinion.

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.



Residents expressed a slightly lower level of concern with the level of crime as compared to results from the 2007 survey.

In addition, 44% of those surveyed were of the opinion that crime in the City has increased, 42% said it has remained the same, 8% claimed it decreased and 6% were unsure.

Concern with City of Greater Sudbury Issues

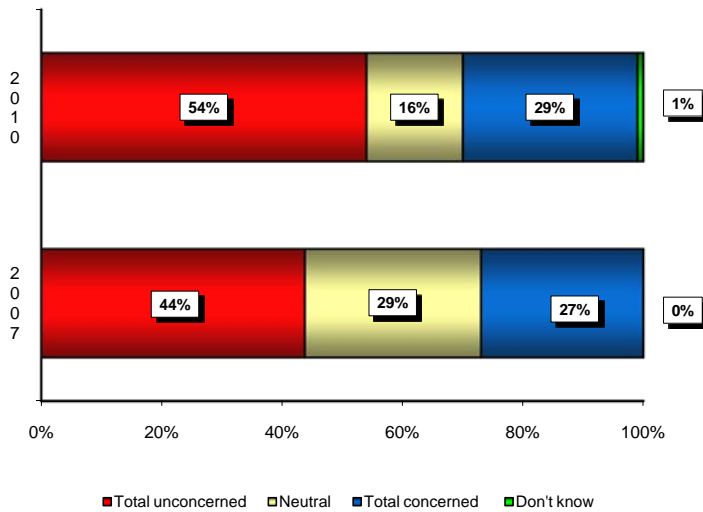
Residential respondents were asked to rate their level of concern with respect to each of the following crime related areas.

Areas of Concern	2010	2007
	(Total concerned rating – somewhat & very)	
Aggressive and unsafe driving	79%	77%
Driving while impaired (drugs, alcohol)	75%	76%
Break and enters / theft from homes	68%	66%
Vandalism to property	67%	68%
Drug control issues (presence of drugs and drug dealers)	64%	66%
Speeding	62%	65%
Youth violence	60%	63%
Theft from vehicles	60%	51%
Assault	58%	55%
Graffiti	57%	54%
Bullying	54%	57%
Sexual offences	52%	55%
Internet crime	51%	50%
Family violence / domestic disputes	49%	51%
Fraud and white collar crime	49%	44%
Organized crime	45%	44%
Drunk / intoxicated persons	45%	42%
Hate crimes	41%	36%
Theft of vehicles	39%	48%
Loitering - Groups of people hanging around corners or streets	35%	43%
Homicide	37%	39%
Noise and other disturbances	23%	21%

Driving related areas continue to be of most concern, including aggressive or unsafe driving as well as impaired driving. Next highest rated was break and entering followed by vandalism, drug control issues and speeding. The lowest level of concern was expressed with respect to noise, homicide, loitering and theft of vehicles. The remaining areas were of moderate concern in the 40% - 60% range.

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 still low 29% being either concerned or very concerned with neighbourhood crime. In addition, there was a 10% shift from the neutral to the not concerned category.

57% of residents also felt that the level of crime in their neighbourhood had remained the same, 12% stated that it has decreased, while 25% were of the opinion it has increased and 5% were unsure. This compares to 2007 when 50% stated it had stayed the same, 29% increased, 16% 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)	2010	2007
	(Total safe rating – somewhat & very)	
Being in your residence	89%	87%
Walking in your neighborhood	85%	83%
Being in your place of work	84%	82%
Driving	75%	67%
Using public transit	71%	66%
Being in public parks	66%	64%

There remains a very high sense of safety among residents with respect to daytime activities, especially with being at home, walking in neighborhoods and being at work.

Rating Nighttime Safety

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

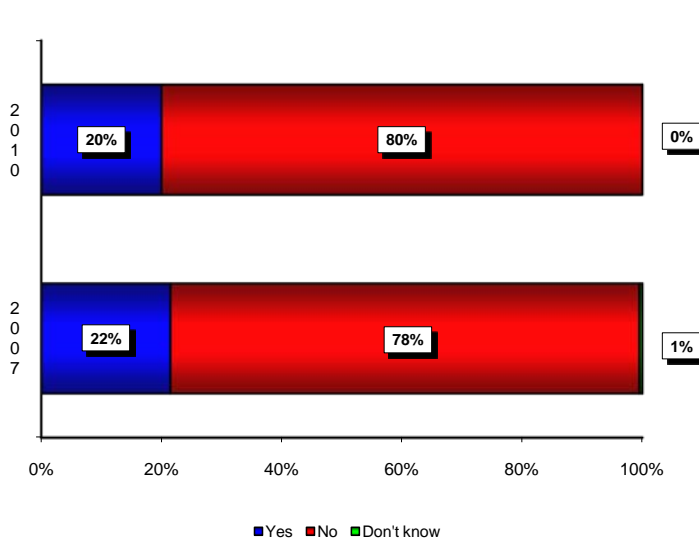
SAFETY RATING AREAS (Excluding not applicable responses)	2010	2007
	(Total safe rating – somewhat & very)	
Being in your residence	81%	80%
Driving	65%	58%
Being in your place of work	61%	66%
Walking in your neighborhood	53%	54%
Using public transit	49%	43%
Being in public parks	24%	22%

Residents continue to have a high sense of safety when being at home at night and they remain least safe when being on public parks.

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 20% of residents surveyed have had contact with a Greater Sudbury Police officer in the past 12 months compared to 22% in 2007.

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	2010	2007
	(Total positive rating)	
Being courteous and professional	85%	89%
The officer's ability to handle the situation	83%	77%
Overall quality of the police service received	68%	69%

A very high 85% of residents who have had a recent contact with the Police were satisfied with the Police being courteous and professional, while 83% were satisfied with their ability to handle the situation. A similar number compared to 2007 provided an overall quality rating number.

When asked why they were satisfied with the overall quality of the service received 25% said they did a good job, 18% cited courtesy, 7% a quick response and 7% no problems.

Those dissatisfied or neutral (neither satisfied nor dissatisfied) claimed a lack of follow up (33%), a long response time (22%) and a lack of response (11%).

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

RATING ASSISTANCE / CONTACT	2010 (Total positive rating)	2007 (Total positive rating)
The length of time for police to respond to your call	73%	61%
Overall satisfaction with the police that handled your call	68%	68%
When calling the police by telephone to either report an incident or get in touch with a specific officer or department for assistance	68%	59%
The officer in following up with you after the initial investigation to provide additional information / updates on the status of their investigation	32%	36%
The level of service you received when visiting the CGS Police Headquarters and attending one of our service counters	31% (60% did not know)	46%

The Police rated highest for the length of time to respond, handling the call and getting in touch with a specific department.

When asked why they were satisfied with the overall quality of the handling of the call, 18% said they were helpful, 13% that they did a good job, 13% said there were no problems, 13% that they were professional, 11% quick and 10% courteous.

Those dissatisfied or neutral (neither satisfied nor dissatisfied) 27% claimed that the police did not follow, 20% said they were not courteous, 20% cited a lack of response and 10% a long response time.

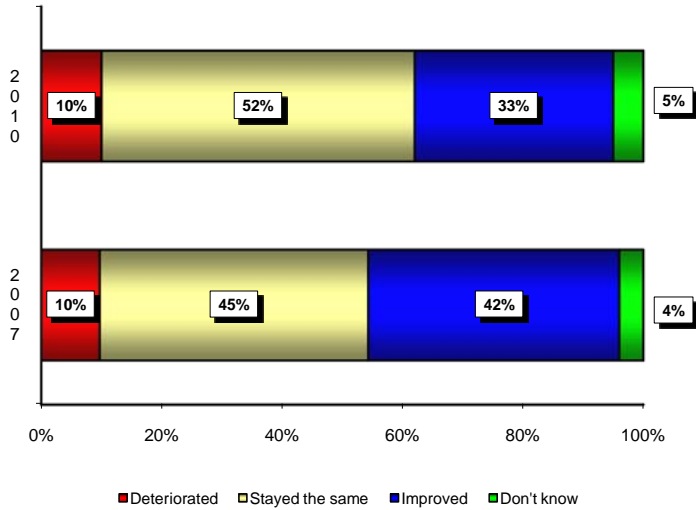
Rating the City of Greater Sudbury Police

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

PERFORMANCE RATINGS	2010	2007
	(Total positive rating –good & very good)	
Being approachable and easy to talk to	74%	78%
Enforcing traffic laws	74%	65%
Treating people fairly	66%	65%
Enforcing the law	65%	73%
Being accessible	63%	65%
Patrolling in police vehicles	62%	64%
Responding promptly to emergency	58%	63%
Working with residents in your neighborhood to solve local crime	58%	51%
Helping victims of crime	54%	51%
Investigating crime	53%	54%
Police presence in local schools	51%	46%
Preventing crime	47%	47%
Responding to inquiries and non-emergency calls	44%	41%
Relations with different cultural communities	44%	40%
Patrolling on foot or by bicycle	29%	24%

The Greater Sudbury Police once again rated highest for being approachable and enforcing the law and lowest with respect to foot or bicycle patrols.

“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?”



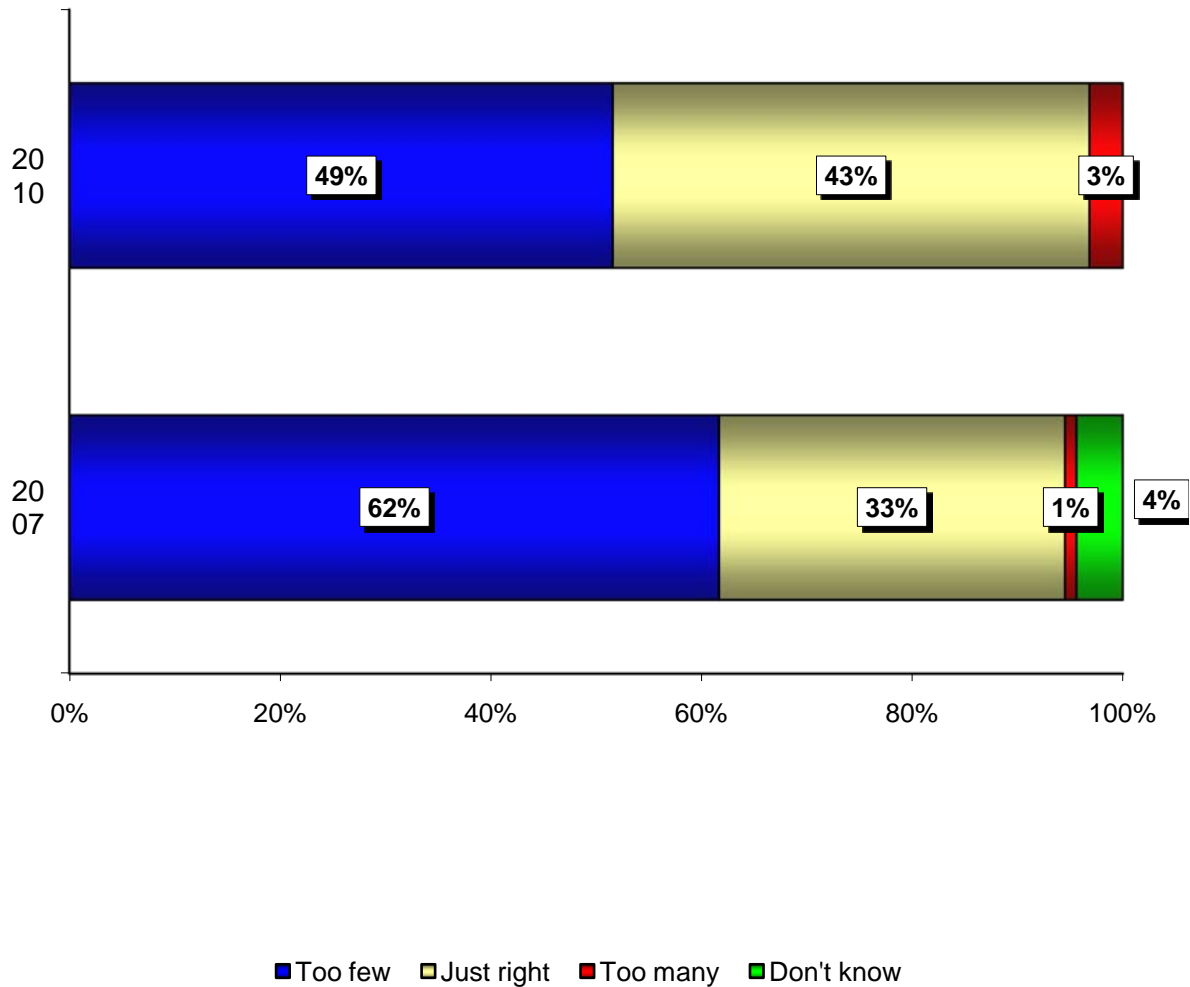
A small majority of residents or 52% are of the opinion that the quality of police service has remained the same and 33% feel it has improved. Only 10% or a similar number to 2007 stated it has deteriorated.

In addition, 55% of residents were of opinion that there are too few police that they see in the City, 37% said there are just the right amount, only

1% too many and 7% did not know.

When asked what could be done to improve police service, 30% said have more patrols and police visibility, 8% hire more officers, 5% better traffic enforcement and 5% better response time.

“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 49% of residents feel that there are too few front line officers, lower than 2007, while 43% stated there are just the right amount up 10% from the previous survey period.

More than half or 54% of those interviewed said that they would support a municipal tax increase (same as 2007) if the funds were to be used specifically to enhance the number of officers employed by the Greater Sudbury Police Service, while 39% were opposed (38% in 2007) and 8% did not know (7% in 2007).

Victims of Crime

- 15% of residential respondents have been victims of crime within the past 24 months compared to 17% in 2007.
- Among victims, 19% had the crime committed to person and 81% to property. 23% said that the crime had been repeated after the original offence.
- A total of 68% of these infractions occurred at their home, 3% at work, 6% at school and 23% stated elsewhere in the City.
- 55% of victims notified the Greater Sudbury Police. The most named reason for not reporting related the offence being minor in nature and dealing with it themselves.
- Among those that contacted the Police Service:
 - 65% said an officer attended in person
 - 73% were satisfied or very satisfied with the length of time for the Greater Sudbury Police to respond, 9% were dissatisfied and 18% were neither satisfied nor dissatisfied.
 - Those dissatisfied with the length of time to respond were asked about their expectations of which 9% wanted immediate service, 27% service within 10 minutes, 9% within 21-30 minutes and 19% within an hour. Other responses included within two hours (9%), within a day (9%), within 12 hours (3%), the next day (3%), while 13% did not know.