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**COMMUNITY PERCEPTIONS OF THE
REGINA POLICE SERVICE**

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I. EXECUTIVE SUMMARY

A telephone survey of 504 residents of Regina conducted in August and September 2011 revealed that overall satisfaction with the Regina Police Service (RPS) was generally high, and that respondents expressed high levels of trust and confidence in the police. The following are some key findings:

- Over three-quarters (75.5%) of respondents somewhat or strongly agreed that the RPS demonstrated professionalism in their work.
- About three-quarters (74.7%) of respondents somewhat or strongly agreed that the RPS was an organization with integrity and honesty.
- Over four-fifths (84.2%) of respondents somewhat or strongly agreed having confidence in calling 911 in an emergency situation.
- Over three-quarters (75.9%) of respondents ranked the overall quality of the RPS as very good to excellent.

Almost two-thirds (63%) of respondents reported that the RPS were a visible presence in their community, and that 94.9% reported that the visibility of officers had remained the same or had increased in the previous year. This was an increase from the results reported in previous surveys conducted by Sigma Analytics for the City of Regina. For those respondents who had contact with the RPS in the prior year, 70.8% reported a high degree of satisfaction.

Comparisons with survey results from prior years show a higher level of satisfaction in 2011 compared to the results from four surveys conducted between 2006 and 2009.

While most respondents expressed satisfaction in their contact with the RPS, there were two statistically significant¹ findings about contact with the police that emerged from the analyses:

- Respondents who had been victims of crime in the prior two years were more likely to report having low trust and confidence in the police than non-victims.
- Respondents who had contact with the RPS in the last year were more likely to report having low trust and confidence in the police than respondents who did not have contact.

¹ Note: Whenever there is a reference to statistical significance in this report the findings were found to be statistically significant at a minimum alpha level of 5% ($\alpha = 0.05$). This means that in all cases reporting statistical significance the likelihood of the results being due to chance is less than five times out of a hundred or less.

In terms of the quality of services provided by the RPS, comparisons with Saskatchewan and Canadian averages from the 2009 General Social Survey (GSS) revealed that Regina respondents ranked the RPS as doing a better job of enforcing the law and being approachable. The RPS also had a higher ranking for promptly responding to calls, supplying the public with information on crime reduction, ensuring the safety of citizens, and treating people fairly than the provincial results from the 2009 GSS.

When asked about their overall safety, most respondents ranked Regina as a safe place to live, and the average of 3.51 on a five-point scale was higher than the results reported in four previous surveys of Regina residents conducted between 2005 and 2009. Yet, 10.8% of respondents felt very or highly unsafe, and that the fear of crime deterred approximately one-fifth (21.6%) of respondents from engaging in activities that they would otherwise do.

There is some variation in perceptions of safety between the three patrol districts (Central, North and South). Residents of the Central patrol district reported lower levels of safety, and fear of crime was higher. Moreover, levels of neighbourhood disorder—such as noisy neighbours, litter, people being drunk or rowdy, graffiti or prostitution—were highest in the Central patrol district. These indicators of disorder were higher in Regina in 2011 compared to the 2009 results from the entire province of Saskatchewan or nation (from the 2009 General Social Survey).

One finding that should be acknowledged is that about ten percent of the respondents had very little trust and confidence in the Regina Police Service, or otherwise rated the services of the RPS very poorly. Further analysis, however, did not reveal any specific demographic characteristics of this group, as they closely matched the larger sample in terms of race, age, homeownership, ethnocultural status, although a slightly higher proportion of this group were males.

Because the participation of First Nations and Métis respondents² was less than their overall representation in the Regina population in the telephone survey, an additional 49 interviews using the survey instrument were conducted with these residents from the Central patrol district. Prior Canadian research suggests that the demographic characteristics of this population (a higher proportion of male, less educated, and younger respondents) would result in

² Throughout this report we use the terms First Nations and Métis and Aboriginal interchangeably.

findings of less trust and confidence in the police, and the results of those interviews confirmed that hypothesis.

Compared to the results from the random telephone survey, the First Nations and Métis respondents reported a lower level of trust and confidence in the police, had a greater fear of crime, and reported less satisfaction with the quality of services of the RPS. Aboriginal respondents also reported having less positive perceptions of the RPS Community Service Centres located in the Central patrol district, and almost one-third reported that they would never use those services.

The results from both the survey and interviews show that there are some significant differences in perceptions of the RPS held by residents of the Central patrol district compared to those living in the North and South patrol districts. Residents from all the patrol districts, however, made suggestions about improving service delivery, allocating police resources, and providing services that were more responsive to their needs. Respondents who participated in the full-city survey offered the following suggestions for improving service delivery:

- More visibility, police presence and more officers (24.1%)
- Improving police-youth interactions (including public education) (23.9%)
- More aggressive policing of minor offences (17.6%)

First Nations and Métis respondents, by contrast, also offered a number of suggestions for improving services, and the top three were:

- Improving police-youth interactions (including public education) (55.6%)
- More community policing initiatives (26.7%)
- More visibility, police presence and more officers (6.7%)

Altogether, the results of these two surveys show that while the Regina Police Service has a great deal of public support, there are areas where services could be improved.

II. BACKGROUND

Perceptions of Policing

The police rely upon the cooperation and support of the communities that they serve in order to reduce crime. As a result, there has been increasing interest from law enforcement agencies in how they are perceived by the public (Fielding & Innes, 2008). Prior studies of public attitudes toward the police have examined fear of crime and perceptions of safety, satisfaction with police services, confidence and trust in law enforcement as well as evaluations of their effectiveness. The literature on community perceptions is difficult to summarize, however, as the findings are often a result of the research questions being posed, the variables examined (e.g., trust and confidence, service quality, or the effectiveness of the police), whether the studies were qualitative or quantitative, as well as the populations that were studied (Maguire & Johnson, 2010).

Overall, however, results from North American studies have generally shown that trust and confidence in the justice system has decreased over the past thirty years, and that this decrease is consistent with public perceptions of all government institutions (e.g., the courts, government services and legislatures) as well as professions such as medicine (Roberts, 2004; Sherman, 2001). A recent Canadian poll on perceptions about different professions, for instance, reported that trust in the police had decreased by 16% between 2003 and 2011 from 73% to 57% (Ipsos Reid, 2011, p. 2).

Sherman (2001) noted that the decreased trust and confidence in justice systems has come at the same time that law enforcement organizations have become more efficient, fair, and representative of the larger population. The operations of the police are also more transparent than ever, and citizens have more access to information about the police and they can actively participate in the management of police services through advisory boards (e.g., the Board of Police Commissioners in Regina). Moreover, police services, including the Regina Police Service, have instituted educational programs such as the Citizen's Police Academy as well as delivered public awareness programs about the police service, introduced police department websites and social media—including Twitter and Facebook websites—and participated in media outreach.

Results from Canadian public opinion polls generally show that a majority of Canadians had confidence in the police. There is some variation in these results, however, and that in provinces west of Ontario, the degree of trust and confidence in the police is often lower (Gannon, 2005). In the 2009 General Social Survey, for example, while 85.1% of Canadians expressed either a great deal of confidence or quite a lot of confidence in the police, 81.7% of Saskatchewan respondents expressed the same confidence.

There are also demographic differences in the results of self-reported attitudes toward the police. Cao (2011) reported that there was a significant difference in the levels of confidence in the police between members of minority and non-minority populations. Canadians who were members of visible minority groups tend to have less trust and confidence in the police, as are younger respondents, those with less education, unmarried persons and males (Cao, 2011). O’Conner (2008, p. 590) found that “young people, visible minorities, those who perceived their neighbourhoods as having high levels of crime, those who had been victims of crime, and those who were not satisfied with their levels of safety were found to hold negative views of the police.” Also parallel with Cao’s (2011) findings were that female respondents generally had more trust and confidence in the police despite reporting a greater overall fear of crime.

Perceptions of the Regina Police Service: Prior Research

Several recent studies of perceptions toward the police in Regina can be used to better understand changes over time. Sigma Analytics completed annual surveys of City of Regina residents from 2004 to 2009, and asked respondents about the delivery of civic services. In their latest survey, conducted between July 28 and August 1, 2009, these researchers reported that crime and policing was the most important issue for about one-quarter of respondents, which was consistent with the prior year’s results. In terms of overall satisfaction with the police, Sigma Analytics (2009, p. 4) reported that;

Satisfaction with the police service received is up to 3.76, the highest rating in the last four years, up from 3.49 in 2008. Four in ten gave the highest possible rating, almost quadruple the one in ten giving the lowest rating.

Sigma Analytics (2009) also reported that home owners were more likely to identify crime as the number one civic issue compared to renters. Bus users were also more apt to report that crime was the number one issue compared to non-bus users.

Low crime rates were also reported as the number one issue that was important to the respondents' quality of life in Regina. Using a scale of one to five (where one was very low importance, while five was very high importance) Sigma Analytics (2009) reported that respondents ranked low crime rates with a value of 4.31 (the next highest civic issue was good streets and sidewalks with 4.07). Respondents with more education, women, those with internet in their homes, and persons aged 30 to 39 years of age were all more likely to report that low crime rates were associated with higher quality of life.

In terms of contact with the police, Sigma Analytics (2009, p. 86) reported that respondents' contact with the police had decreased somewhat over time, and that fewer respondents had contact with the police in 2009 (36.8%) compared to 41.7% in 2005. Males, those between the ages of 40 and 49 years, as well as those with internet access, were more likely to have contact with the police. The most commonly reported reason for this contact was to report a crime (37.7%) which was followed by traffic-related concerns (28.7%) (see Sigma Analytics, 2009, pp. 89-90).

When it comes to satisfaction with the police, on a scale of one (very dissatisfied) to five (very satisfied), Regina respondents averaged 3.76 in 2009, which was slightly higher than in prior years (Sigma Analytics, 2009). Women reported higher levels of satisfaction compared with men (with averages of 4.08 and 3.48 respectively), as did 40 to 49 year-olds compared with other age groups, home owners compared with renters (3.56 compared to 3.24), and those who lived in the North East and Central neighbourhoods. Last, while satisfaction with the police was lowest amongst First Nations respondents (with a mean of 1.7) the average level of satisfaction was 3.78 for Non-Aboriginal and 4.42 for Métis respondents.

Sigma Analytics (2009) also asked respondents a series of questions about the visibility of the police officers and whether respondents had noticed any changes in the prior year. About three-quarters (73.1%) of respondents reported that they had not noticed any changes, but 17.2% did report that the police were more visible in the year prior to the survey.

Citizens who feel safe might be more satisfied with policing services. Sigma Analytics (2009, p. 91) reported that on a scale of one to five (where five was "very safe"), most

respondents (81.1%) ranked their safety as three or four. These feelings were consistent with the results from the four prior years, suggesting that perceptions of safety in Regina are relatively stable over time. In terms of ethnocultural status, Sigma Analytics (2009, p. 91-92) found that Métis respondents were more likely to report being safe (3.8) than non-Aboriginal (3.25) or First Nations (2.92) respondents. Last, those who had internet access in their residences ranked Regina as being safer than those who did not have the internet.

In two unrelated studies, Professor Henry Chow from the University of Regina has conducted research into attitudes toward the police in college and high-school aged populations. In a survey of 501 students attending the University of Regina in 2003-2004, Chow (2010, p. 496) reported that;

respondents who identified themselves as Protestant or Catholic, expressed satisfaction with their personal safety, experienced no property...[or] violent crime victimization experience expressed satisfaction with their last contact with the police, and reported not having been harassed by the police were found to be more satisfied with police performance.

Respondents in that survey were aged between 17 and 42 years, and their mean age was 21.42 years. In terms of satisfaction with the police, the average on a five point scale was very similar to those in the citizen survey, with an average of 3.33 (compared to 3.76).

Chow (forthcoming) also conducted a survey of 262 students attending 14 Regina high schools. The average age of these respondents was 15.92 years, and Chow (2011, p. 14) found that;

respondents who were older and those who held more positive attitudes toward school, experienced no police mistreatment or harassment, reported no criminal victimization experience, and exhibited lower propensity to engage in unlawful activities were found to rate the overall police performance more favourably.

Not surprisingly, Chow (forthcoming) reported that the best predictor of negative attitudes toward the police was involvement in criminal activities.

While not a study of police performance *per se*, the Environics Institute (2011) conducted a study of 251 Aboriginal persons in the City of Regina in the summer of 2009 as part of their Urban Aboriginal Peoples Study (UAPS). One of the questions in their survey asked about the respondents' overall confidence in the justice system. The results revealed that almost one-half

of the Regina sample had no or little confidence (17% and 30% respectively) in Canada's justice system. According to the Environics Institute (2011, p. 61);

confidence is lower among urban Aboriginal peoples who have had some type of serious involvement with the justice system in Canada (i.e., they have been a victim of a crime, a witness to a crime, or arrested or charged with a crime). The proportion of Aboriginal peoples in Regina who report serious involvement of this sort (50%) is consistent with the average for all 11 UAPS cities (52%) average.

Thus, experiencing crime as a witness or victim might also reduce trust and confidence in the police.

The findings in the Regina studies reported above are generally consistent with the results from other U.S. and Canadian research that finds that younger persons tend to hold less positive perceptions of the police, as do males. Both Cao (2011) and O'Connor (2008), for example, used national-level General Social Survey data to determine that visible minorities in Canada expressed less satisfaction or confidence in the police. O'Conner noted that these results are similar to results from studies conducted in the United States that find that Whites have higher levels of confidence in the police than non-Whites or Blacks. In a 2011 Gallup survey, for instance, Jones (2011) reported that 61% of White respondents reported having a "great deal/quite a lot" of confidence in the police, contrasted against 45% of non-Whites and 43% of Blacks.

Methodology

Telephone interviews of Regina residents were completed from August 15, 2011 to September 1, 2011 utilizing a computer aided telephone interviewing system (CATI) that randomly dialled potential subjects who had landline telephones. A total of 504 responses were collected: Respondents for the telephone survey were randomly selected from the three geographic areas in Regina that corresponded with the three RPS patrol districts. The sample included 182 participants from the North district, 181 from the South, and 141 from the Central district. In order to reduce any possible bias, no Regina Police Service officers or employees, or those residing in the same households with officers or employees participated in the study.

One limitation of telephone surveys is that some groups of individuals may be under-represented. Fewer younger persons, for example, have landline phone service, preferring

cellular phones. Other populations are harder to involve in self-report studies. In the case of this research, initial analyses of the telephone sample indicated that First Nations and Métis participants were under-represented in the survey. Statistics Canada (2007) reported that persons with an Aboriginal identity represented 9.3% of the Regina population in the 2006 census, but of the 504 persons who participated in the phone survey, only 3.8% of them self-identified themselves as belonging to First Nations or Métis groups.

As a result, another methodological strategy was used to increase the representativeness of the sample. A snowball methodology was employed, where individuals from the First Nations or Métis communities were contacted and asked to participate in the survey, and afterwards, those respondents were asked to refer other persons from those communities. A total of 49 additional responses were collected using this approach between September 19 and 23, 2011. All of these Aboriginal persons were from the Central patrol district. It is important to acknowledge that since these surveys were drawn from a convenience sample, it cannot be considered to be representative of the population. Despite this limitation, it was important to include members of the First Nations and Métis populations in this study as prior research has demonstrated that members of these ethnocultural groups are disproportionately represented in Saskatchewan's justice system. Perreault (2009, p. 5) reported that, "in Saskatchewan, Aboriginal adults represented 81% of the admissions to provincial sentenced custody while they represent 11% of the general population of this province."

Survey Instrument

The survey instrument posed four questions soliciting information about the demographic characteristics of the respondent (e.g., age, education, home ownership, and ethnocultural group), and the interviewers recorded whether the respondent was male or female without directly asking about their gender. Another 46 questions were posed that solicited responses about the following issues;

- (a) Public information and social media
- (b) Perceptions of police visibility/presence
- (c) Perceptions of trust/confidence in the police
- (d) Perceptions of crime and fear of crime
- (e) Perceptions of quality of service

Questions were selected on the basis of a literature review of prior community surveys in Canada, the United Kingdom and the United States. In addition, several questions that had been asked in the surveys conducted by Sigma Analytics³ were included in order to compare results from 2011 to previous years. Last, a number of questions about policing and neighbourhood disorder from the General Social Survey⁴ (GSS – a national biannual survey conducted by Statistics Canada) were also included in order to compare totals from Regina with results from Saskatchewan and the entire nation. A copy of the survey instrument is included in this document as Appendix I.

Residents of the Central patrol district were asked an additional series of five questions about the two Community Service Centres (hereafter: CSC) located in those neighbourhoods. These questions solicited responses about knowledge of the CSC, how these Centres could better meet the needs of the public, and whether respondents reported that these Centres provided a beneficial service.

The survey was pre-tested with a group of 38 summer students from the University of Regina. Based on the results of that pre-test, some of the questions were modified to increase understanding. In terms of the survey itself, there was no cost to the subjects, no deception was involved in the study, and the participants' only benefit was having the opportunity to provide their opinions about an important public service. Each survey took approximately 15 minutes to administer. Both the telephone and snowball surveys were administered by the Arcas Group Incorporated, a privately-owned research organization in Regina that has extensive experience in conducting telephone and in-person interviews. Prior to the start of this study, the methodology and survey instrument were reviewed and approved by the University of Regina Ethics Board.

In terms of sample size, there were a relatively large number of respondents (n = 504) given the size of the community. A sample of this size (using the Statistics Canada population estimate for the Regina Census Metropolitan Area of 215,138 residents in 2010) can be projected to the general population within a margin of error of about four percent nineteen out of twenty times.

³ Questions C2, E1, E3, F1 and G4 were taken from the Omnibus survey as reported by Sigma Analytics (2009).

⁴ Questions F5 and G2 were taken from the General Social Survey.

III. SURVEY RESULTS

A. Demographic Characteristics of the Sample

Table 1 shows the overall characteristics of the sample, as well as characteristics of respondents from the three patrol districts. In terms of representativeness, a comparison with the results of the 2006 Census shows that this sample closely represents the overall Regina population in terms of gender (55.6% female respondents compared to 52% in the general population), education (e.g., those with a bachelors degree represent 19.4% of the sample, compared with 18.7% in the 2006 Census), and the total visible minority population (3.6% compared to 7.0% in the 2006 Census). Persons with an Aboriginal identity, however, represented 9.3% of the population in the 2006 Census, but only represented 3.8% of this sample. Moreover, the age distribution in the sample was older than reported in the 2006 Census, although this was not surprising as no persons 18 years or less were allowed to participate in the study, and the fact that respondents in all recent North American telephone studies tend to be older.

Table 1
Characteristics of the Sample Population, Regina Police Survey - September 2011

Demographic Characteristics	Categories	Total Percentage ¹
Gender ²	Male	43.8
	Female	55.6
	Don't know/unsure	0.6
Age category	18-24	1.8
	25-34	9.9
	35-44	12.7
	45-54	23.8
	55-64	27.2
	65-74	14.7
	75+	9.5
	Prefer not to say	0.4
Highest level of education completed	Less than high school	7.1
	High school/GED graduate	23.8
	Some post secondary	25.0
	Completed post secondary	16.7
	Bachelor's degree	19.4
	Master's degree	6.5
	Doctorate	1.2
	Prefer not to say	0.2
Home ownership (Current residence)	Rent	17.9
	Own	81.0
	Don't know/Not applicable	0.6
With which ethnic group do you most closely identify?	White	89.9
	First Nation	2.2
	Métis	1.6
	Asian	1.4
	Arabic	0.8
	East Indian	1.2
	Black	0.2
	Prefer not to say	2.4
District	North	182
	Central	141
	South	181

¹ Totals might not add up to 100% due to rounding

² Recorded without asking the respondent

B. Public Information and Social Media

There is increasing interest in using various forms of social media, such as the internet, to provide information about civic services, and to facilitate communication with the public. The Sigma Analytics (2009, p. 4) survey results shows that for almost one-half of respondents, the city website was the “first place respondents would go for information, similar to 47.0% last year.” In terms of police services, the following questions were asked about public safety information and whether respondents accessed different forms of social media:

B1. The Regina Police Service provides residents with adequate public safety information:

The RPS provides residents with adequate public safety information	Average ¹
Strongly disagree (4.6%)	3.68
Somewhat disagree (9.7%)	
Neither agree nor disagree (26.2%)	
Somewhat agree (36.7%)	
Strongly agree (21.2%)	

¹ Scale of 1 to 5 where higher values indicate greater agreement with the statement.

B2. Have you ever visited the Regina Police Service Website?

Have you ever visited the Regina Police Service Facebook Page?

Have you ever visited the Regina Police Service Twitter?

Have you ever visited the RPS:	Positive Responses - Percentages
(a) Website	13.9%
(b) Facebook page	2.6%
(c) Twitter	2.8%

B3-1. Users of these social media reported the following:

These computer-based methods of receiving information are useful to you.	Average ¹ (n = 74) ²
Strongly disagree (9.9%)	3.70
Somewhat disagree (8.5%)	
Neither agree nor disagree (18.3%)	
Somewhat agree (28.2%)	
Strongly agree (35.2%)	

¹ Scale of 1 to 5 where higher values indicate greater agreement with the statement.

² Total number of responses reflects only those who answered “yes” to using the social media.

B3-2. Non-users of these social media (n = 427) were asked whether these computer-based methods of receiving information may be useful for them in the future.

These computer-based methods of receiving information may be useful in the future.	Average ¹
Strongly disagree (34.8%)	2.68
Somewhat disagree (11.9%)	
Neither agree nor disagree (17.5%)	
Somewhat agree (22.1%)	
Strongly agree (13.7%)	

¹ Scale of 1 to 5 where higher values indicate greater agreement with the statement.

Summary

Comparisons of the averages (means) between the groups from the three patrol districts (Central, North, and South) revealed that there were no statistically significant differences between the three groups on survey items B1, B3-1 and B3-2. Comparison of the means on B1, B3-1 and B3-2 between male and female respondents did not indicate any statistically significant gender differences in the use of social media.

The results suggest that the Regina Police Service does provide adequate public safety information to the citizens of Regina. However, it appears that the overwhelming majority of participants get this information through traditional media or other sources given that the vast majority (approximately 86%) have not used any of the social media venues. Awareness of these information sources was not examined in this research. Not using these web-based sources of

information may be due to lack of awareness of their existence or other reasons that remain unknown at this time. It is notable that about 36% thought they may be useful in the future and another 17.5% were undecided. However, 46.7% of respondents who do not currently use these information sources do not feel that they would be useful in the future.

C. Perceptions of Regina Police Visibility and Presence

Higher levels of police visibility is widely regarded as a deterrent to crime, and prior North America investigators have generally reported that the presence of police patrols reduces fear of crime. Results from the 2011 Regina Police Service survey showed that:

C1. Regina Police Service personnel are a visible presence in my community?

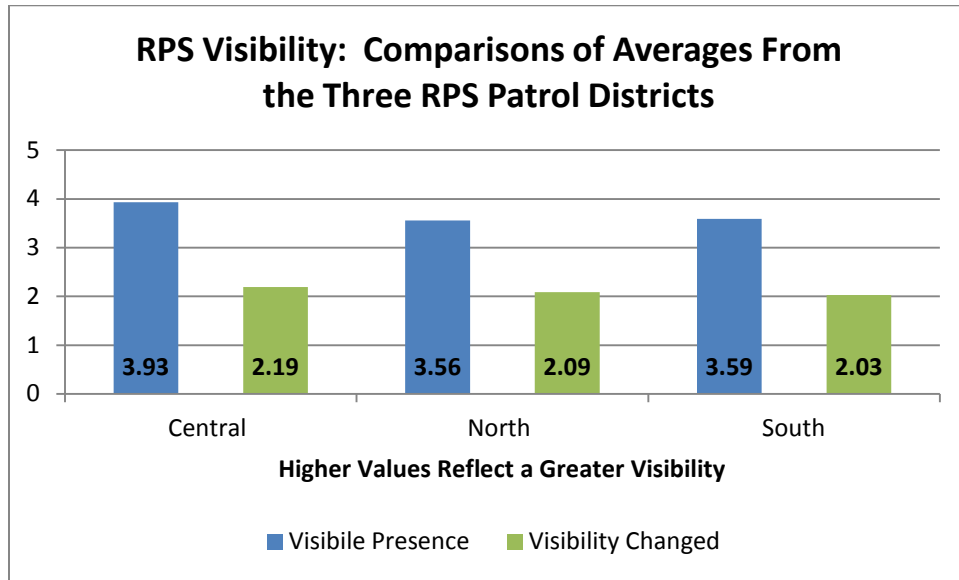
RPS personnel are a visible presence in my community.	Average ¹
Strongly disagree (7.2%)	3.67
Somewhat disagree (11.4%)	
Neither agree nor disagree (18.5%)	
Somewhat agree (32.9%)	
Strongly agree (30.1%)	

¹ Scale of 1 to 5 where higher values indicate greater agreement with the statement.

C2. Over the past year would you say there has been an increase or decrease in the visibility of city police in your neighbourhood, or has it stayed the same?

Fewer residents in 2011 perceived a decrease in the visibility of the police (Sigma Analytics, 2009).

Over the past year, would you say there has been an increase or decrease in the visibility of city police in your neighbourhood, or has it stayed the same?	2011	2009	2008	2007	2006	2005
Decrease	5.1	9.7	8.5	11.1	10.5	10.7
Stayed the same	79.9	73.1	75.6	72.7	76.2	74.1
Increase	15.0	17.2	15.9	16.2	13.3	15.2



Summary

Comparisons of the respondents from the three patrol districts showed that there was a statistically significant difference in both the visibility of the police and whether the visibility had changed, with higher agreement from the residents of the Central patrol district.

Comparison of the means on survey items C1 and C2 between male and female respondents did not indicate any statistically significant gender differences in their perceptions toward the visibility of the police. A comparison of 2011 to prior years shows that a *smaller* proportion of the respondents perceived that the RPS was less visible than in prior years.

D. Perceptions of Trust/Confidence in the Regina Police

Higher levels of confidence and trust in the police are important in order to gain the cooperation of citizens in law enforcement (e.g., by supplying information to the police, participating in investigations, or reporting offences). Results from the 2011 Regina Police Service survey showed that:

D1. The Regina Police Service demonstrates professionalism in its work.

The RPS demonstrates professionalism in its work.	Average ¹
Strongly disagree (3.9%)	3.98
Somewhat disagree (5.3%)	
Neither agree nor disagree (15.3%)	
Somewhat agree (39.5%)	
Strongly agree (36.0%)	

¹ Scale of 1 to 5 where higher values indicate greater agreement with the statement.

D2. The Regina Police Service is an organization with integrity and honesty.

The RPS is an organization with integrity and honesty.	Average ¹
Strongly disagree (4.1%)	3.94
Somewhat disagree (6.3%)	
Neither agree nor disagree (15.0%)	
Somewhat agree (40.6%)	
Strongly agree (34.1%)	

¹ Scale of 1 to 5 where higher values indicate greater agreement with the statement.

D3. The Regina Police Service is sensitive to the needs of MY ethnic group.

The RPS is sensitive to the needs of MY ethnic group.	Average ¹
Strongly disagree (5.6%)	3.98
Somewhat disagree (4.5%)	
Neither agree nor disagree (18.2%)	
Somewhat agree (30.0%)	
Strongly agree (41.7%)	

¹ Scale of 1 to 5 where higher values indicate greater agreement with the statement.

D4. I would have confidence in calling 911 if I were in an emergency situation requiring police assistance.

I would have confidence in calling 911 if I were in an emergency situation requiring police assistance.	Average ¹
Strongly disagree (5.2%)	4.37
Somewhat disagree (2.4%)	
Neither agree nor disagree (8.2%)	
Somewhat agree (18.9%)	
Strongly agree (65.3%)	

¹ Scale of 1 to 5 where higher values indicate greater agreement with the statement.

D5. Regina Police officers understand the issues that affect this community.

RPS officers understand the issues that affect this community.	Average ¹
Strongly disagree (5.1%)	3.95
Somewhat disagree (5.7%)	
Neither agree nor disagree (17.5%)	
Somewhat agree (33.0%)	
Strongly agree (38.7%)	

¹ Scale of 1 to 5 where higher values indicate greater agreement with the statement.

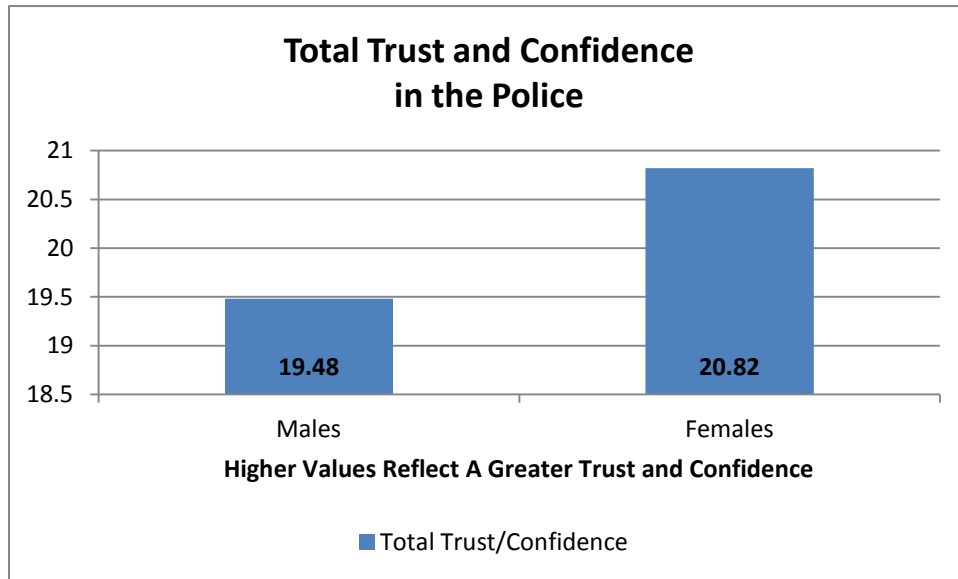
Comparisons of the means between the groups from the three patrol districts (Central, North, and South) revealed that there were no statistically significant differences between the three groups on items D1, D2, D3, D4, or D5.

In order to better understand the overall trust and confidence all five “D” survey items were added together, and the results showed that the averages for the three patrol districts were nearly identical:

Total Trust and Confidence (Sum of all five “D” survey items) by Patrol District	
Patrol District	Patrol District Average ¹
Central	20.1
North	20.0
South	20.6

¹ Scale of 0-25, where higher values show more trust and confidence.

Comparisons of the means between male and female respondents showed that female respondents had a higher degree of trust/confidence in the police compared to their male counterparts, and these differences were statistically significant.



The results showed that the overall average for female respondents (20.82 out of a possible 25) is higher than the total mean for males (19.48). T-tests revealed that this difference was also statistically significant. These results are consistent with other prior Canadian research that showed that women tend to have higher levels of trust and confidence in the police (Cao, 2011; O’Conner, 2008).

In order to better understand the characteristics of the group that expressed the least confidence and trust in the police, those who had a combined score of 18 or less of a possible 25 (n = 108) in overall trust and confidence (the highest value possible was 25). This group closely reflects the characteristics of the entire sample, and with the exception of gender (51.9% of males in the least confidence group, compared to 43.8% for the entire sample), the proportions for home ownership, age, education, and ethnocultural status of the least confidence group were nearly identical.

Consistent with the results of the T-tests reported above, chi-square analyses of the gender differences revealed that this indicator was also statistically significant: women in the low trust and confidence group continued to have higher average levels than their male counterparts did.

A supplementary series of analyses were conducted to examine the differences between those who had low or high levels of trust and confidence in the police, and their contact with the police. Of the 216 persons who had contact with the police in the prior year, 59 reported low levels of trust and confidence in the police compared to 49 respondents who did not have contact.

Impact of Contact with RPS in Previous Year and Level of Trust and Confidence (n = 503)		
Have you had contact with the RPS in the last year?	Low trust and confidence in the police	High trust and confidence in the police
Yes (n = 216)	59 (27.3%)	157 (72.7%)
No (n = 287)	49 (17.1%)	238 (82.9%)

Chi-square analyses revealed that this difference was statistically significant; suggesting that contact with the police is associated with lower levels of trust confidence in the police.

In order to better understand the characteristics of the group that had contact with the police (n = 216) their demographic characteristics were also examined. Similar to the results reported above, the characteristics of persons who had contact with the police were very similar to the overall sample. Males were slightly overrepresented (51.4% of those with contact compared with 43.8% of the overall sample), as were younger respondents (29.6% of those with contact compared with 24.4% of the overall sample were under 45 years of age). The proportion of renters, by contrast was identical to the larger sample, and Whites were overrepresented of those who had contact with the police (90.7% versus 89.9% of the larger sample).

The demographic characteristics of the 59 persons who expressed low trust and confidence with the police, and also had contact with the RPS, were as follows: 88.1% were White, while 57.6% were male, 81.4% reported having more than a Grade 12 education, and two-thirds (66.1%) were 45 years of age or older. We also examined the type of contact these 59 persons had with the RPS, and an overwhelming majority (55.9%) reported having a telephone contact, while 16.9% had gone to police headquarters, and 11.9% had contact with an officer on the street. Only one of these 59 persons had reported being arrested, one respondent had contact in a Check Stop, and three had been stopped because of a traffic violation.

It is important to note that the low-confidence group represents the bottom 25% of respondents in the sample, but that the upper cut-off point of 18 of a possible 25 in that classification still shows neutral support for the police.

We further disaggregated the sample to find the ten percent of the sample (n = 43) who expressed the lowest trust and confidence in the police (the upper cut-off point for this group is 13 out of a possible 25 and most of their responses would strongly or somewhat disagree with the five “D” statements about the RPS). In terms of their demographic characteristics, they closely approximated the larger sample, and 81.4% were White, 53.5% were male, and 72.1% had greater than a Grade 12 education (only 2.3% had less than Grade 12), and slightly more than one-quarter (25.6%) were less than 45 years of age.

Summary

Older residents and women reported having more trust and confidence in the RPS than males or younger residents. Results from chi-square analysis suggest that citizens who have had contact with the police in the prior year tended to have less trust and confidence. Although this group was very similar to the overall sample in terms of age, these respondents were more likely to be male and better educated.

There is a group of approximately ten percent of the sample (n = 43) who expressed the least trust and confidence in the police (most of their statements would have disagreed or were neutral with the five “D” survey items). The demographic characteristics of this group closely resemble

the larger sample, as did the one-quarter of the sample (n = 108) who expressed neutral support for the RPS.

E. Perceptions of Regina Police Service Contact (Responsiveness)

Prior city surveys showed that slightly more than one-third of respondents have had some form of contact with the RPS in the past year (Sigma Analytics, 2009). The survey conducted in August and September 2011, by contrast, showed that 42.9% of respondents had some type of contact during the previous year. Results from the 2011 Regina Police Service community survey revealed that:

E1. Have you had contact with the Regina Police Service in the last year?

Comparison to previous years: Data from the 2009 City of Regina Summer Survey reported by Sigma Analytics (2009).

Have you had contact with the Regina Police Service in the last year?	2011	2009	2008	2007	2006	2005
Yes	42.9	36.8	36.1	33.8	40.6	41.7

E2. What was the nature of your last contact(s)?

Comparison to previous years: Results obtained from the City of Regina Summer Survey conducted by Sigma Analytics (2009).

What type of contact did you have?	2011	2009	2008	2007
Reported a crime/Witness	48.6	43.0	43.1	52.6
Traffic related/Traffic stop	7.0	28.7	22.3	8.2
Suspect/Arrested	1.9	2.2	3.8	2.9
Other	42.5	40.5	38.5	36.3

Note: This was an open-ended response, and that the investigators classified these contacts into a number of categories similar to the Sigma Analytics (2009) study.

Note: Because two categories in the prior Sigma Analytics surveys were very similar (Reported a crime and being witness to a crime) these two categories were combined in the 2011 and prior survey results.

As noted above, the results in item E2 were combined for comparison purposes. The unedited results showed that of the 216 respondents who had contact with the RPS, 48.6% had telephone contact only, 21.3% spoke with an officer on the street, 16.7% went to police headquarters, 7.0% encountered a Check Stop or traffic stop (1.9% and 5.1% respectively), 2.3% went to a

Community Service Centre and 1.4% attended a community meeting. Only four of the respondents (1.9%) had been charged by a police officer.

Of the persons who had contact with the police in the prior year, slightly more were males (51.4%) than in the entire sample (43.8%). Approximately one-third (29.6%) of respondents were less than 45 years of age, compared with 24.4% of the larger sample. Otherwise, the characteristics of persons with contact closely resembled the larger sample, and 90.7% were White, 81% were home owners and 28.2% of those respondents who had contact with the police had a high school or less education, compared with 31% of the entire sample.

E3. On a scale of 1-5, where 1 is “very unsatisfied” and 5 is “very satisfied,” please indicate your level of satisfaction with the service you received on your last contact with the police service.

How satisfied or dissatisfied were you with the police service you received?	Average ¹ (n = 212) ²
Very unsatisfied (10.8%)	3.88
2 (6.6%)	
3 (11.8%)	
4 (25.0%)	
Very satisfied (45.8%)	

¹ Scale of 1 to 5, where higher values show more satisfaction with service received.

² The total number of responses reflects only those who had contact with RPS.

Comparison to previous years: Results obtained from the City of Regina Summer Survey conducted by Sigma Analytics (2009).

How satisfied or dissatisfied were you with the police service you received?	2011	2009	2008	2007	2006
City average	3.88	3.76	3.49	3.62	3.58

Comparisons of the means between the groups from the three patrol districts (Central, North, and South) revealed that there were no statistically significant differences between the three groups on item E3.

How satisfied or dissatisfied were you with the police service you received?	Patrol District Average: Scale of 5, where higher values show more satisfaction
Central (n = 61)	3.90
North (n = 78)	3.82
South (n = 73)	3.93

Comparison of the means of the male and female groups showed that there were no statistically significant differences between the two groups in terms of satisfaction with the service that the respondents received.

In terms of the demographic characteristics of the 37 respondents (17.1%) who were least satisfied with the service that they received (those who ranked their service as “very unsatisfied” or “2”), these respondents tended to be male (54.1%), were somewhat younger (48.6% were under 45 years of age), better educated than the overall sample (91.9% had greater than a Grade 12) and were more likely to be home owners (97.3%).

Summary

A relatively large proportion of the sample (42.9%) had reported having some form of contact with the RPS in the previous year, which is up from prior survey results in Regina published by Sigma analytics. For the most part, persons who had contact with the police closely resembled the overall sample, but were slightly more likely to be male and younger respondents.

Closer examination of the satisfaction with the police showed that average levels of satisfaction were 3.88 (where five was very satisfied). This average represents an increase over the results from four prior surveys conducted between 2006 and 2009 by Sigma Analytics. Comparisons of the means between the different patrol districts and between genders showed that there were no statistically significant differences between these groups. Those who were the least satisfied with police services tended to be male, younger, better educated, and were more likely to be homeowners.

F. Perceptions of Crime and Fear of Crime

Prior City of Regina research conducted by Sigma Analytics (2009) reported that lower rates of crime are associated with a higher quality of life. Yet, fear of crime is often unrelated to the actual amount of crime in a community. Perceptions of crime and fear of crime can both, for example, be influenced by media reports. The 2011 Regina Police Service community survey revealed that:

F1. On a scale of 1-5, where 1 is “very unsafe” and 5 is “very safe,” please indicate how safe you consider Regina to be overall.

How safe to you consider Regina overall?	Average ¹
Very unsafe (2.8%)	3.51
2 (8.0%)	
3 (34.7%)	
4 (44.5%)	
Very safe (10.0%)	

¹Scale of 1 to 5 where higher values indicate greater agreement with the statement.

Comparison to previous years: Data from the City of Regina Summer Survey reported by Sigma Analytics (2009)

How safe do you consider Regina to be overall?	2011	2009	2008	2007	2006	2005
Average	3.51	3.26	3.26	3.26	3.24	3.2

F2. During the past two years, would you say there has been an increase or decrease in the level of crime in your neighbourhood, or has it stayed the same?

Increase or decrease in the level of crime in your neighbourhood.	Average ¹
Increased (18.2%) Stayed the same (63.5%) Decreased (18.2%)	2.0

¹ While the average is reported for this survey item, its usefulness as a measure is limited by the possible responses (e.g., ‘stayed the same’).

F3. How safe do you feel from crime when you walk alone in your neighbourhood after dark?

How safe do you feel from crime	Average ^{1/2}
Very safe (28.6%)	2.76 ³ / (2.61) ⁴
Reasonably safe (27.4%)	
Somewhat unsafe (9.9%)	
Very unsafe (7.8%)	
Does not walk alone (26.4%)	

¹ Scale of 1 to 5 where higher values express a greater fear of crime (considered a negative result)

² The average for F3 was conducted in two ways the first includes the category “does not walk alone” the second was calculated eliminating this category (due to the inability to fully discriminate the possible reason that an individual may have for their choice to “not walk alone.” As a result, caution should be exercised when attempting to interpret these averages.

³ Scale of 1 to 5 where higher values indicate greater fear of crime.

⁴ Scale of 1 to 4 where higher values indicate greater fear of crime.

F4. Using the 5 - point agreement scale, to what extent do you agree or disagree with the following statement: The possibility of crime keeps me from doing things I'd like to do.

The possibility of crime keeps me from doing things I'd like to do.	Average ^{1/2}
Strongly disagree (48.7%)	2.16
Somewhat disagree (18.8%)	
Neither agree nor disagree (10.8%)	
Somewhat agree (10.8%)	
Strongly agree (10.8%)	

¹ Scale of 1 to 5 where higher values indicate greater agreement with the statement.

² Lower values for this response are a better outcome (e.g., respondent is less likely to be impacted by the possibility of crime).

F5. Please tell me if the following situations are a very big problem, fairly big problem, not a very big problem, or not a problem at all in your neighbourhood?

Could you please tell me if the following situations are a very big problem, fairly big problem, not a very big problem or not a problem at all in your neighbourhood?	Place	Very Big Problem (%)	Fairly Big Problem (%)	Not a Very Big Problem (%)	Not a Problem at All (%)
(a) Problems with noisy neighbours/loud parties	Canada	1.5	3.5	19.1	75.9
	Sask.	1.2	2.7	19.1	77.0
	Regina	6.7	8.3	23.6	61.3
(b) Problem with people hanging around on the streets	Canada	1.8	4.0	16.6	77.6
	Sask.	2.0	3.1	17.2	77.7
	Regina	8.1	11.5	26.6	53.8
(c) Problem with people sleeping on the streets	Canada	0.9	1.5	5.0	92.6
	Sask.	1.0	0.4	4.0	94.7
	Regina	1.6	3.2	9.3	85.9
(d) Problem with garbage or litter lying around	Canada	2.5	5.4	20.6	71.6
	Sask.	2.4	5.7	23.6	68.3
	Regina	15.1	10.1	26.6	48.2
(e) Problem with vandalism, graffiti	Canada	2.4	6.1	23.6	67.8
	Sask.	2.4	5.5	32.9	59.1
	Regina	15.7	17.3	42.0	24.9
(f) Problem with people being attacked or harassed because of their skin colour, ethnic origin or religion	Canada	0.9	1.3	8.3	89.6
	Sask.	0.8	1.9	10.8	86.5
	Regina	3.1	4.6	13.7	78.6
(g) Problem with people using or dealing drugs	Canada	4.6	8.3	15.1	72.0
	Sask.	3.5	7.3	16.0	73.2
	Regina	12.5	13.5	20.2	53.8
(h) Problem with people being drunk or rowdy	Canada	2.5	4.8	17.4	75.3
	Sask.	3.3	5.2	21.0	70.5
	Regina	10.8	8.9	19.7	60.6
(i) Problem with prostitution	Canada	1.3	1.3	5.3	92.1
	Sask.	1.4	0.4	6.1	92.1
	Regina	8.1	5.8	8.3	77.9

Regina totals for 2011 were compared against the results from the 2009 GSS for the province of Saskatchewan as well as the national average – so some caution should be used when interpreting these results. National and provincial results from the 2011 GSS will not be available for several years.

Further analyses showed that levels of neighbourhood disorder were much higher in the Central patrol district, and when only the North and South patrol districts were counted, the indicators of disorder were closer to the national and provincial averages.

F6. If you were a victim of crime, in Regina, in the last two years, did you report the offence(s) to the police?

Of the 504 respondents, 134 reported that they had been a victim of crime.

Did you report the offence(s) to the police? (n = 134)	
No, never (n=32)	(23.9%)
Yes, for some of the crimes committed against me (n=17)	(12.7%)
Yes, for every instance (n=85)	(63.4%)

F7. If you did not report a crime, what was the major reason why you did not report? (Open ended question – no options were given to respondents).

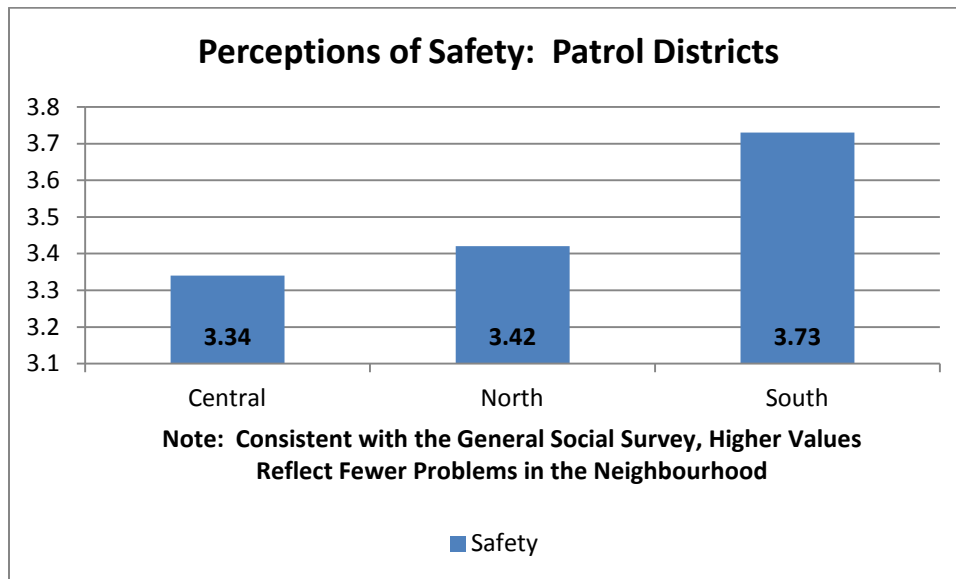
Reasons for not reporting a crime to the police: (n = 49)	
Minor value	(38.8%)
Lack of confidence in the police	(20.4%)
I did not consider it important	(12.2%)
Fear of retaliation	(4.1%)
Lack of confidence in the justice system	(2.0%)
Other	(10.2%)

F8. If you did report a crime as a victim, pick a number on the scale from 1 to 5, where 1 is “poor” and 5 is “excellent,” to indicate your level of satisfaction with the police response.

If you did report crime as a victim, what was your level of satisfaction with the police response:	Average ¹
Poor (18.0%)	3.24
2 (12.0%)	
3 (23.0%)	
4 (22.0%)	
Excellent (25.0%)	

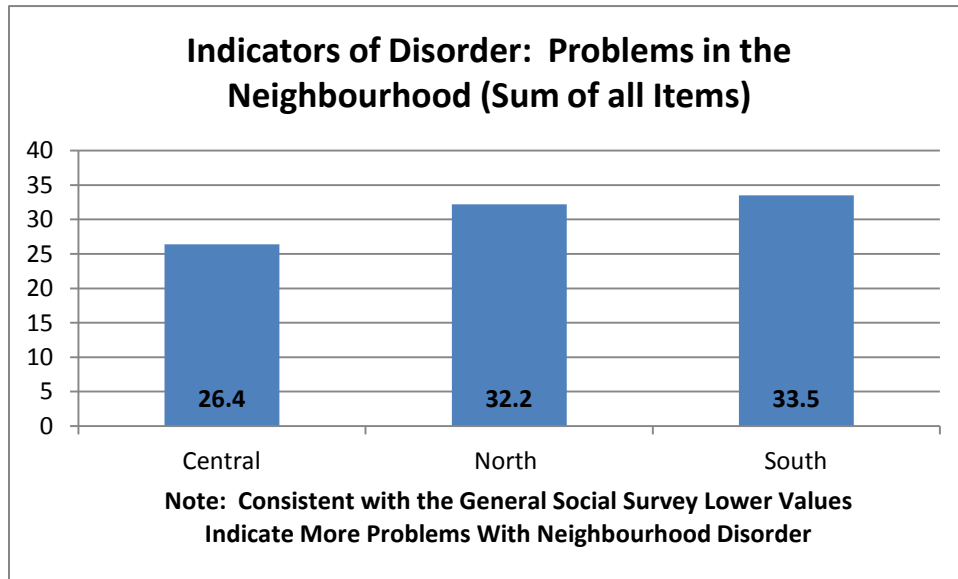
¹Scale of 1 to 5 where higher values indicate greater agreement with the statement (demonstrating higher satisfaction with the police response).

Comparisons of the means between the groups from the three patrol districts (Central, North, and South) revealed that there were statistically significant differences between the three groups on survey items F1, F3, and F4. Members of the Central patrol district generally felt less safe than respondents from the other districts, and this fear influenced their behaviour (e.g., kept them from doing activities that they would like to do).



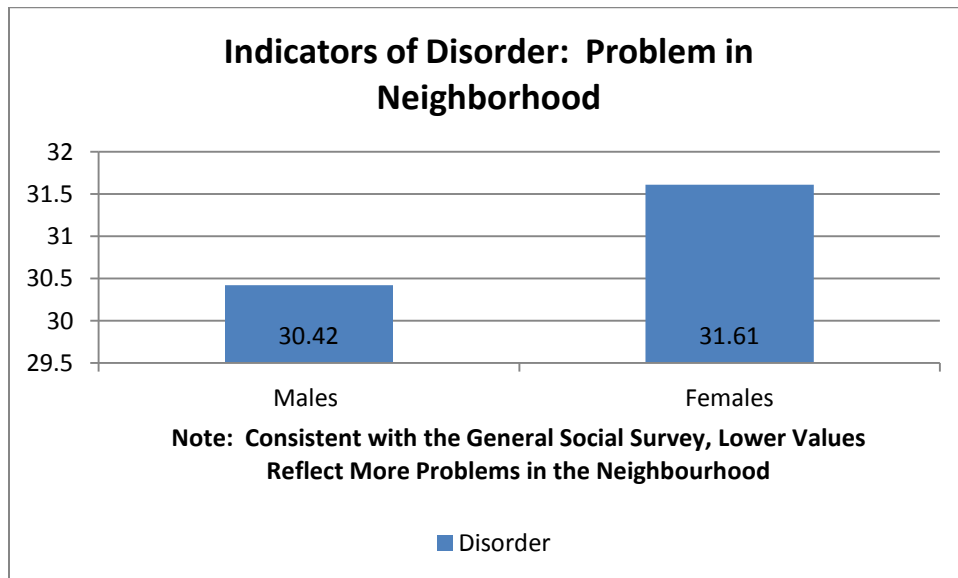
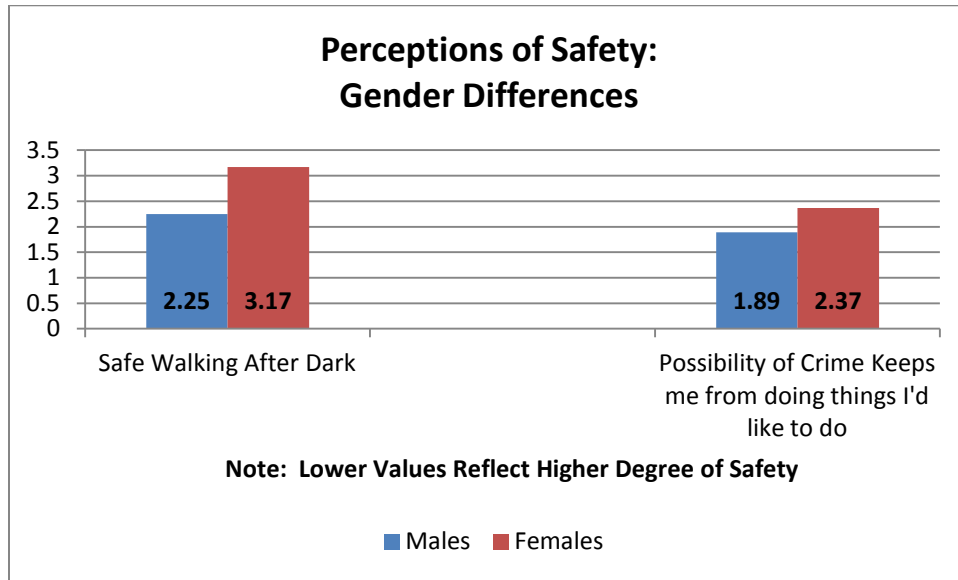
All of the survey items from F5 (a) to F5 (i) were added together. Comparisons of the means from the three patrol districts (Central, North, and South) revealed that there was a statistically

significant difference between the three groups on the indicators of social disorder (e.g., the presence of litter, graffiti, rowdy or noisy persons, and prostitution). Higher numbers to this response indicate *fewer* problems in the neighbourhood.



Gender differences in perceptions of safety were also examined, and there were statistically significant differences in survey items F3 and F4. These results showed that the female respondents reported feeling less safe walking alone and that the possibility of crime keeps more women from engaging in activities that they would undertake.

Female respondents, however, did not perceive neighbourhood problems as seriously as male respondents. Comparisons of the means of both groups revealed that this difference was statistically significant. Consistent with the manner in which these questions were asked in the General Social Survey, lower values reflect more problems in the neighbourhood (see Chart below).



A supplementary series of analyses were conducted to examine the differences between those who had low or high levels of trust and confidence in the police, and whether they had been a victim of crime in the past two years. Of the 134 persons who had reported being victimized in the prior two years, 48 reported low levels of trust and confidence in the police compared to 60 respondents who did not have contact with the police as victims.

Impact of Victimization and Levels of Trust and Confidence		
Was a crime victim in the prior two years	Low trust and confidence in the police (n = 108)	High trust and confidence in the police (n = 396)
Yes (n = 134)	48	86
No (n = 370)	60	310

Chi-square analyses revealed that this difference was statistically significant: suggesting that contact with the police as a victim is associated with low levels of confidence in the police.

Summary

In terms of fear of crime, results of the 2011 survey show that Regina residents consider Regina to be safer than in prior surveys conducted between 2005 and 2009 by Sigma Analytics. About two-thirds of respondents (63.5%) reported that crime had remained the same, and over one-half (56%) reported feeling safe when they were walking alone in their neighbourhood after dark. Moreover, over two-thirds (67.5%) of respondents disagreed that crime prevents them from engaging in activities that they enjoy.

Results from the 2011 survey of Regina were compared with the 2009 General Social Survey (which were the most current statistics available), a national-level study conducted by Statistics Canada. The results showed that residents in Regina generally reported much higher levels of social disorder—such as unruly people, garbage or litter, people loitering, and prostitution—than those from the province of Saskatchewan or the entire nation.

Comparisons of the three patrol districts showed that respondents from the Central patrol district felt less safe than respondents feel from the North and South patrol districts, and reported higher levels of social disorder. These differences were statistically significant, as was the finding that women did not perceive neighbourhood problems as seriously as male respondents did.

Approximately one-quarter (26.6%) of respondents had reported that they had been victims of crime, and of those 134 persons, 32 (23.9%) never reported the offences to the police, and 17 (12.7%) only reported some of the offences that had occurred. The three main reasons for not reporting these offences was the minor value of the crime, a lack of confidence in the police, and the victim did not consider the incident important. Because of the relatively small number of respondents involved, one has to interpret these results with some caution (e.g., only six respondents comprised the group that considered the crime unimportant). Of those who did report their victimization, the average satisfaction with the RPS for the entire group was 3.24 on a scale of one to five, where one represented a poor police response (18% of respondents selected this category) and five represented an excellent response (25% of respondents selected this category).

Chow's (2010; forthcoming) studies of high school and university students in Regina suggested that those who had been victimized had less trust and confidence in the police. We examined this proposition, and found that contact with the police was associated with lower levels of trust and confidence with the Regina Police Service. The specific nature of the contact was additionally explored and was not found to influence the levels of trust.

G. Perceptions of Quality of Service

The public perceptions of quality of service are an important indicator for police services, as areas for service improvement can be identified by the public. Results from the 2011 Regina Police Service community service showed that:

G1. On a scale of 1 to 5, where 1 is “poor” and 5 is “excellent,” please indicate how you rate the overall quality of service provided by the Regina Police Service.

How you rate the overall quality of service provided by the RPS?	Average ¹
Poor (2.9%)	3.93
2 (3.5%)	
3 (17.7%)	
4 (50.0%)	
Excellent (25.9%)	

¹Scale of 1 to 5 where higher values indicate greater agreement with the statement (demonstrating higher satisfaction with overall quality of RPS service).

G2. Do you think that the Regina Police Service does a good job, an average job, or a poor job of enforcing the law, promptly responding to calls, being approachable and easy to talk to, supplying information to the public on ways to reduce crime, ensuring the safety of citizens in your area, treating people fairly?

Comparison with National and Provincial results from the 2009 General Social Survey

Do you think that your local police department does a good job, an average job, or poor job of:	Place	Good Job (%)	Ave. Job (%)	Poor Job (%)
(a) Enforcing the law?	Canada	61.4	33.0	5.6
	Sask.	52.0	41.3	6.7
	Regina	62.3	33.0	4.7
(b) Promptly responding to calls?	Canada	63.0	28.8	8.2
	Sask.	52.2	34.0	13.8
	Regina	54.1	32.9	13.0
(c) Being approachable and easy to talk to?	Canada	72.8	22.1	5.1
	Sask.	73.2	21.2	5.5
	Regina	75.4	18.4	6.2
(d) Supplying information to the public on ways to reduce crime?	Canada	56.8	32.8	10.4
	Sask.	52.0	34.1	13.8
	Regina	54.1	34.6	11.3
(e) Ensuring the safety of citizens in your area?	Canada	64.8	30.0	5.2
	Sask.	57.1	36.7	6.2
	Regina	61.4	31.2	7.3
(f) Treating people fairly?	Canada	64.3	28.8	6.9
	Sask.	59.8	30.2	10.0
	Regina	64.0	25.9	10.1

G3. In order of importance, please provide the top three areas where you think the Regina Police Service could improve service delivery¹

Top areas where the RPS could improve service delivery. (n = 381 responses) ²	Percentages
More police visibility, police presence, more officers	24.1%
Police youth interactions (also includes public education)	23.9%
Police more minor offences (e.g., graffiti, car/traffic, drugs)	17.6%
Community policing (e.g., improving minority relations)	11.8%
Police specific areas (e.g., Downtown, Central)	9.7%
Better response time, faster investigations	4.2%
Improve officer professionalism (e.g., attitude, professionalism, officer screening)	2.6%
Other ³	6.0%

¹Note: Options were not read to the respondents, and only three responses were allowed.

²Because only fourteen respondents provided more than one response, only the first response of all 381 persons were classified and counted.

³None of the remaining responses fit within the pre-coded categories and generally represented single responses.

G4. On a scale from 1 to 5, where 1 is “very unsatisfied” and 5 is “very satisfied,” please indicate your overall level of satisfaction with the service provided by the RPS.

Overall level of satisfaction with the service provided by the RPS	Average ¹
Very unsatisfied (2.4%)	3.94
2 (4.2%)	
3 (18.1%)	
4 (47.2%)	
Very satisfied (28.0%)	

¹Scale of 1 to 5 where higher values indicate greater agreement with the statement (demonstrating higher satisfaction with the RPS).

The 2011 results show a higher level of satisfaction with the RPS than in prior surveys conducted by Sigma Analytics (2009).

Pick a number on the scale from 1-5, where 1 is “very unsatisfied” and 5 is very satisfied to indicate your level of satisfaction with the service you received on your last contact with the police service.	2011	2009	2008	2007	2006
	3.94	3.76	3.49	3.62	3.58

G5. On the 5 point agreement scale, if you called the Regina Police Service or 911 in the past two years, to what extent to you agree or disagree with the following statement, “I was given sufficient information to effectively deal with my situation.”

I was given sufficient information to effectively deal with my situation. (n = 156)	Average ¹
Strongly disagree (14.1%)	3.76
Somewhat disagree (9.0%)	
Neither agree nor disagree (6.4%)	
Somewhat agree (27.6%)	
Strongly agree (42.9%)	

¹ Scale of 1 to 5 where higher values indicate greater agreement with the statement (demonstrating higher satisfaction with amount of information provided by RPS to deal with their situation).

G6. On a scale from 1 to 5, where 1 was “poor” and 5 is “excellent,” please indicate how you would rate the Regina Police Service’s handling of major community events such as concerts, sporting events or festivals such as Mosaic?

Handling major community events such as concerts, sporting events or festivals.	Average ¹
Poor (1.3%)	4.27
2 (1.1%)	
3 (11.3%)	
4 (42.0%)	
Excellent (44.2%)	

¹ Scale of 1 to 5 where higher values indicate greater agreement with the statement (demonstrating higher satisfaction with how RPS polices major community events).

G7. Where would you like to see the police allocate more of their existing resources in the future?¹

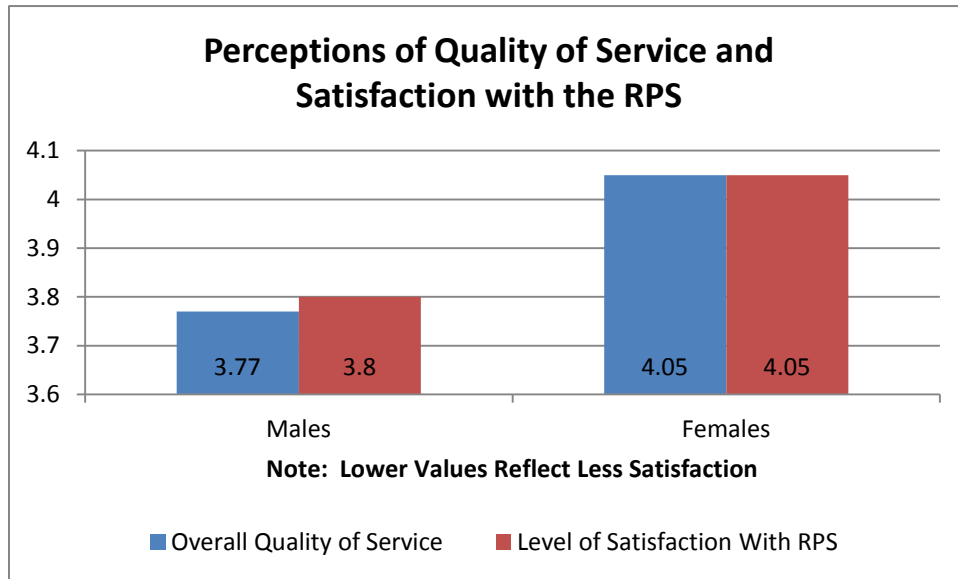
Top areas where the RPS could allocate more of their existing resources (n = 378).	Percentages
Police specific areas (e.g., Downtown, Central)	28.6%
More police visibility, police presence, more officers	19.6%
Police more minor offences (e.g., graffiti, car/traffic, drugs)	12.2%
Education/Youth issues	8.5%
Major offences (e.g., gangs, break and enter)	7.1%
Community policing (e.g., improving minority relations)	6.3%
Schools: More officers in schools, school zones	5.8%
Improve officer professionalism (e.g., attitude, professionalism, officer screening)	2.6%
Crime prevention	1.6%
Public events	.8%
Other ²	6.9%

¹Note: Options were not read to the respondents, and only one response was allowed for each respondent.

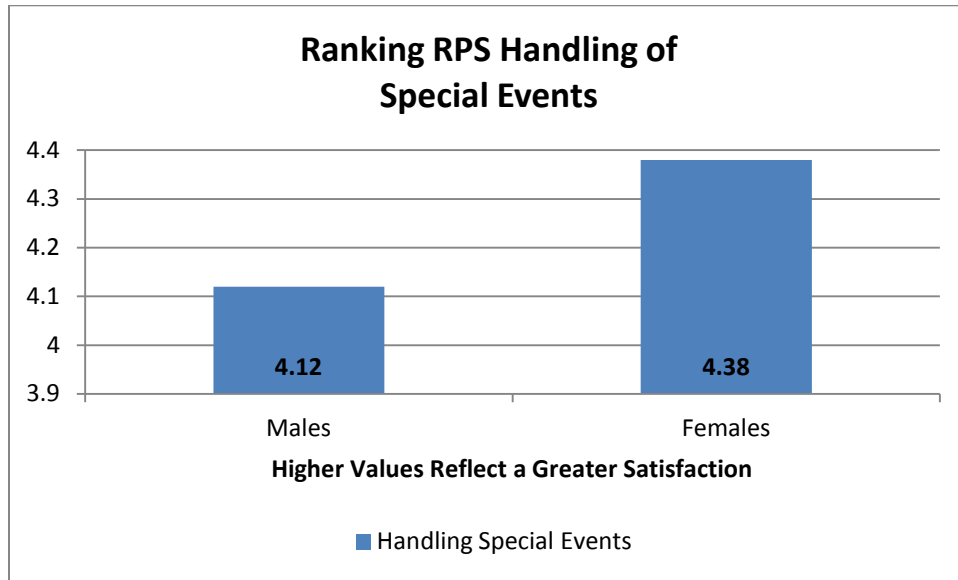
²None of the remaining responses fit within the pre-coded categories and generally represented single responses.

Further examination of the means of survey item G1 (overall quality of service) revealed that there were no statistically significant differences between the three patrol districts (Central = 3.86; North = 3.88; and South = 4.02). Analysis of survey item G4 (overall level of satisfaction) showed that there were no significant differences between patrol districts (Central = 3.93; North = 3.87; and South = 4.02)

There was, however, a statistically significant difference in terms of gender for items G1, and G4, and these results are shown in the graph below.



There was also a statistically significant difference in terms of gender for the question rating the RPS handling of special events (Item G6), and women reported having a higher level of satisfaction with the RPS. These results are consistent with other Canadian research on perceptions of the police showing that female respondents are generally more satisfied with the police (Cao, 2011; O’Conner, 2008).



Summary

Results of the 2011 survey showed that Regina residents ranked the RPS as delivering high quality services. On a scale of one to five where five is “excellent” the mean for all respondents was 3.93, with 25.9% of respondents ranking the service as “excellent,” and only 6.4% of respondents reporting the quality of service as “poor” or “2” (on the five point scale). Closer examination of these results showed that there were no statistically significant differences in the overall satisfaction or quality of service between the three patrol districts. Males, however, had lower average levels of satisfaction than females, and those differences were statistically significant.

The results of the Regina 2011 survey on service quality were compared with the 2009 GSS (which were the most current statistics available). The results showed that residents in Regina generally ranked the RPS as delivering a quality service, with the RPS ranking higher than the national average on doing a “good job of enforcing the law” and “being approachable and easy to talk to.” In comparison with other Saskatchewan police services, the RPS exceeded the provincial averages for “promptly responding to calls,” “supplying the public on ways to reduce crime,” “ensuring the safety of citizens,” and “treating people fairly.”

Approximately 31% of all respondents (n = 156) indicated that they had called the RPS in the prior two years and that 70.5% of them agreed or strongly agreed that they had been given sufficient information to deal with their situations.

Respondents were also asked about ways that the RPS could improve service delivery, and approximately one-quarter (24.1%) of respondents mentioned a greater police presence or visibility while approximately the same proportion of respondents indicated a greater police-youth interactions (this classification also included public and youth education) and about one-fifth (17.6%) of respondents wanted the RPS to enforce more minor offences, such as traffic, graffiti and drugs. When asked about their priorities for allocating more of the RPS existing resources in the future, respondents suggested that specific areas of the city, such as the Downtown or Central areas be policed more aggressively (28.6%) while 19.6% wanted a greater police visibility and 12.2% thought that the RPS should target more minor offences (e.g., such as graffiti, traffic, drugs, etc.).

Altogether the results from the 2011 survey revealed that the public's response to the RPS is very favourable when it comes to ranking their overall quality of service and overall satisfaction with the services delivered by the RPS. While the responses to the questions about improving services or allocating more resources were varied, the areas that represented the greatest number of responses were increasing police visibility, increasing resources to certain places, or targeted enforcement of minor offences.

H. Community Service Centres

The Regina Police Service operates two Community Service Centres in the Central Patrol District. Respondents from this area were asked a number of questions about their knowledge of these operations and they were asked to provide their suggestions about improving services.

Results of the 2011 RPS community service survey revealed that:

H1. Do you know where your Regina Police Service Community Service Centre is located in your neighbourhood?

Note: This question was asked of the residents of the Central Patrol District (n = 141).

Do you know where the RPS Service Centre is located in your neighbourhood?	Positive Responses (%)
Yes	78.0%

H2. For respondents that answered “Yes” to the previous question. Have you ever visited a Community Service Centre for a police-related matter? (n = 112)

Have you ever visited a Community Service Centre for a police-related matter?	Positive Responses (%)
Yes	29.1%

H3. What do you think Service Centre police members need to do to meet the needs of your community?¹

What do you think Service Centre police office members need to do to meet the needs of your community?	
Officers on foot or bike patrol	(19.1%)
Vehicle patrols	(12.8%)
Attend community events	(7.1%)
Be available at reporting desk	(7.1%)
Education and crime prevention info	(5.7%)
Other ²	(19.9%)
Don't know / not applicable	(28.4%)

¹Note: Options were not read to the respondents, and only one response was allowed.

²None of the remaining responses fit within the pre-coded categories and generally represented single responses.

Of the 24 persons who responded with “other,” a majority (11) observed that the police from these centres should have a greater presence in the communities (e.g., responses such as greater visibility or a greater presence) while seven respondents thought that increasing the hours of the centres would increase their responsiveness.

H4. Which of the following hours of the day would you like to have a police member at a reporting desk in your Community Service Centre? (n = 141)

Which of the following hours of the day would you like to have a police member at a reporting desk in your Community Service Centre?	Percentages
Morning (8 AM to 12 PM)	5.0%
Afternoon (12 PM to 4 PM)	2.1%
Evening (4 PM to 8 PM)	30.5%
Other	2.1%
Would not use CSC	9.9%
Don't know/Not Applicable	14.2%
24/7 Coverage	20.6%
Overnight	9.2%
8 AM to Midnight	1.4%
Late Evening/Early Morning	5.0%

H5. On a scale of 1 to 5, where 1 is “not beneficial” and 5 is “very beneficial,” please indicate how would you rate the benefit of having a Community Service Centre in your neighbourhood?

Please indicate the benefit of having a Community Service Centre in your neighbourhood	Average ¹
Not beneficial (4.0%)	4.21
2 (6.5%)	
3 (12.1%)	
4 (19.4%)	
Very beneficial (58.1%)	

¹ Scale of 1 to 5 where higher values indicate greater agreement with the statement (demonstrating a higher perception of the benefit of CSC).

Comparison of means revealed that there were no statistically significant differences in the responses of item H5 in terms of gender.

Summary

Of the residents of the Central district who provided responses, 78% knew where these centres were located and 29.1% of that group had visited these locations. Respondents were asked how Service Centre officers could better meet the needs of the community, and it was difficult to classify these responses given the wide variety of responses. The category with the greatest number of responses was placing more officers on bike or foot patrol, although increasing vehicle patrols was also a priority. Slightly less than one-third (28.4%) did not provide a response, which was high compared to other open-ended responses in this survey. When we examined the “Other” classification more closely, we found that almost one-half of them wanted a greater police visibility while almost one-third wanted the centres open more hours.

When asked about the hours of the day where officers should be available at these Service Centres, the greatest proportion of respondents (30.5%) wanted greater coverage in the evening while over one-fifth (20.6%) wanted 24/7 coverage (with an additional 9.2% wanting overnight coverage).

Most of the respondents (58.1%) reported that they thought that these centres were very beneficial, with 19.4% ranking these centres as a four on a five-point scale. Altogether, 77.5% of the respondents ranked these centres highly (either a four or five on a five-point scale), and this is reflected in the average of 4.21 on the five-point scale.

IV. FIRST NATIONS AND MÉTIS SURVEY RESULTS

Initial examination of the results of the random telephone survey showed that the percentage of persons with an Aboriginal identity (e.g., First Nations or Métis peoples) was under-represented, with 3.8% of the sample, compared with the Statistics Canada (2007) estimate of 9.3% in the 2006 community profile for Regina. Consequently, an additional 49 interviews were conducted using a snowball approach, where one respondent provided the researchers with the contact information of another Aboriginal person who might be interested in completing the survey. The snowball approach enables researchers to gain access to a large sample of possible respondents in a relatively short period of time, although one limitation is that these types of convenience samples are not representative of the larger population and may be influenced by the orientation of the initial contact. As a result, statistical tests that are intended to make inferences to the larger population are not valid.

All of the First Nations and Métis respondents were from the Central patrol district, so comparisons were made with the larger random sample and with residents of the Central patrol district from the random sample. We were also able to compare the responses of the First Nations and Métis group by gender. Comparisons of means showed that there was a statistically significant difference on the following survey items: E3 (Level of satisfaction with the service the respondent received on their last contact), G1 (Overall quality of service of the RPS) and G4 (Overall level of satisfaction with the RPS) with female respondents reporting higher levels of satisfaction and quality of service than their male counterparts. These findings were consistent with the results reported for the telephone survey.

In terms of the demographic characteristics of the First Nations and Métis respondents, the proportion of males was slightly higher (46.9% compared to 43.8%) and the age of the respondents was much younger. Almost 47% of the First Nations and Métis respondents, for example, were under 35 years of age, compared with 11.7% of the respondents in the telephone sample. Moreover, these respondents tended to have less education (36.7% had less than a high school education compared with 7.1% of the city-wide sample) and they were more likely to be renters (89.8%) contrasted with 17.9% of the random sample. Prior Canadian research suggests that given the characteristics of the sample (a greater number of males, a younger population, and less educated), the respondents would typically have less confidence in the police (see Cao,

2011; O’Conner, 1998). The following table presents the demographic characteristics of the First Nations and Métis respondents:

Table 2
Characteristics of the First Nations Sample, Regina Police Survey
September 2011

Demographic Characteristics	Categories	Total
Gender	Male	46.9
	Female	53.1
Age category	18-24	30.6
	25-34	16.3
	35-44	16.3
	45-54	24.5
	55-64	10.2
	65-74	0.0
	75+	2.0
Highest level of education completed	Less than high school	36.7
	High school/GED graduate	28.6
	Some post secondary	24.5
	Completed post secondary	6.1
	Bachelor’s degree	2.0
	Master’s degree	0.0
	Doctorate	0.0
Prefer not to say	2.0	
Home ownership (Current residence)	Rent	89.8
	Own	2.0
	Don’t know/N.A.	2.0
	Prefer not to say	6.1
With which ethnic group do you most closely identify?	First Nation	95.9
	Métis	2.0
	Asian	2.0
Note: All 49 of the First Nations and Métis respondents were from the Central patrol district. In most of the analysis that follows in this section the observations for this group were compared against the 141 respondents from the Central patrol district from the random sample.		

B. Public Information and Social Media

B1. The Regina Police Service provides residents with adequate public safety information:

The RPS provides residents with adequate public safety information	Average ¹
Strongly disagree (10.8%)	3.11
Somewhat disagree (18.9%)	
Neither agree nor disagree (24.3%)	
Somewhat agree (40.5%) (40.5%)	
Strongly agree (5.4%) (5.4%)	

¹ Scale of 1 to 5 where higher values indicate greater agreement with the statement.

B2. Have you ever visited the Regina Police Service Website?

Have you ever visited the Regina Police Service Facebook Page?

Have you ever visited the Regina Police Service Twitter?

Have you ever visited the RPS:	Positive Responses (%)
(a) Website	8.2%
(b) Facebook page	0.0%
(c) Twitter	0.0%

B3-1. Users of these social media (n = 3) reported the following:

These computer-based methods of receiving information are useful to you.	Average (Scale of 1 to 5, where higher values show more agreement)
Somewhat agree (6.1%)	4.00 ¹

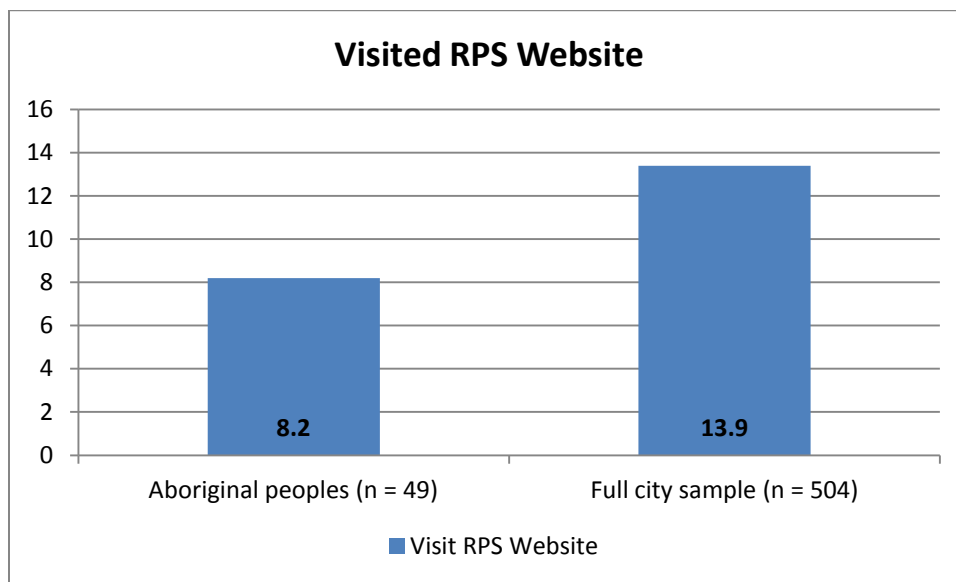
¹The usefulness of this average is limited by the small number of responses for this survey item (n = 3).

B3-2. Non-users of these social media (n = 33) were asked whether these computer-based methods of receiving information may be useful for them in the future.

These computer-based methods of receiving information may be useful in the future.	Average ¹
Strongly disagree (9.1%)	3.06
Somewhat disagree (15.2%)	
Neither agree nor disagree (36.4%)	
Somewhat agree (39.4%)	

¹ Scale of 1 to 5 where higher values indicate greater agreement with the statement.

Compared to the full city sample of respondents, the First Nations and Métis respondents were less likely to visit the RPS website or use other forms of social media.



C. Perceptions of Visibility/Presence

C1. Regina Police Service personnel are a visible presence in my community?

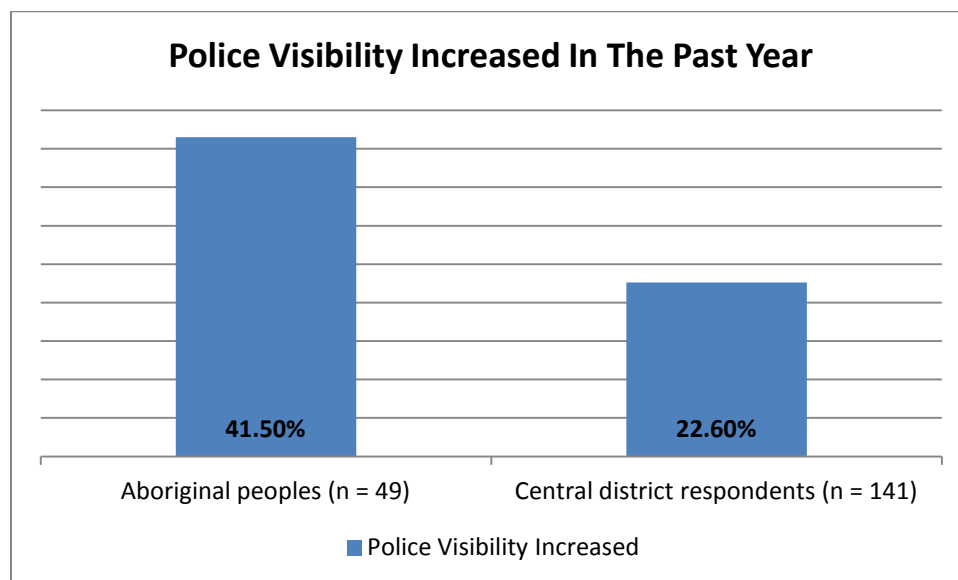
RPS personnel are a visible presence in my community.	Average ¹
Strongly disagree (0.0%)	4.15
Somewhat disagree (6.4%)	
Neither agree nor disagree (8.5%)	
Somewhat agree (48.9%)	
Strongly agree (36.2%)	

¹ Scale of 1 to 5 where higher values indicate greater agreement with the statement.

C2. Over the past year would you say there has been an increase or decrease in the visibility of city police in your neighbourhood, or has it stayed the same?

Over the past year, would you say there has been an increase or decrease in the visibility of city police in your neighbourhood, or has it stayed the same?	
Decrease	4.9
Stayed the same	53.7
Increase	41.5

The chart below shows that almost twice as many First Nations and Métis participants reported an increased police visibility than their counterparts who lived in the same neighbourhoods.



D. Perceptions of Trust/Confidence in Police

D1. The Regina Police Service demonstrates professionalism in its work.

The RPS demonstrates professionalism in its work.	Average ¹
Strongly disagree (17.4%)	2.70
Somewhat disagree (28.3%)	
Neither agree nor disagree (23.9%)	
Somewhat agree (28.3%)	
Strongly agree (2.2%)	

¹ Scale of 1 to 5 where higher values indicate greater agreement with the statement (indicates higher rating of RPS professionalism).

D2. The Regina Police Service is an organization with integrity and honesty.

The RPS is an organization with integrity and honesty.	Average ¹
Strongly disagree (34.1%)	2.41
Somewhat disagree (22.7%)	
Neither agree nor disagree (13.6%)	
Somewhat agree (27.3%)	
Strongly agree (2.3%)	

¹ Scale of 1 to 5 where higher values indicate greater agreement with the statement (indicates higher rating of RPS integrity and honesty).

D3. The Regina Police Service is sensitive to the needs of MY ethnic group.

The RPS is sensitive to the needs of MY ethnic group.	Average ¹
Strongly disagree (35.4%)	2.15
Somewhat disagree (33.3%)	
Neither agree nor disagree (12.5%)	
Somewhat agree (18.8%)	
Strongly agree (0.0%)	

¹ Scale of 1 to 5 where higher values indicate greater agreement with the statement (indicates higher rating of RPS sensitivity to First Nations ethnic group).

D4. I would have confidence in calling 911 if I were in an emergency situation requiring police assistance.

I would have confidence in calling 911 if I were in an emergency situation requiring police assistance.	Average ¹
Strongly disagree (31.3%)	2.42
Somewhat disagree (27.1%)	
Neither agree nor disagree (14.6%)	
Somewhat agree (22.9%)	
Strongly agree (4.2%)	

¹ Scale of 1 to 5 where higher values indicate greater agreement with the statement (indicates higher rating of participant confidence in police assistance when calling 911).

D5. Regina Police officers understand the issues that affect this community.

RPS officers understand the issues that affect this community.	Average ¹
Strongly disagree (37.0%)	2.0
Somewhat disagree (43.5%)	
Neither agree nor disagree (4.3%)	
Somewhat agree (13.0%)	
Strongly agree (2.2%)	

¹ Scale of 1 to 5 where higher values indicate greater agreement with the statement (indicates higher rating of participant confidence that RPS understands the issues facing First Nation communities).

Parallel with the results reported for the random sample, all five D items were added together to develop an overall measure of trust and confidence in the police. Whereas the average for the entire full city sample was 20.22, and 20.10 for the residents of the Central patrol district (n = 141), the average for the First Nations and Métis respondents was 11.4 (out of a possible 25).

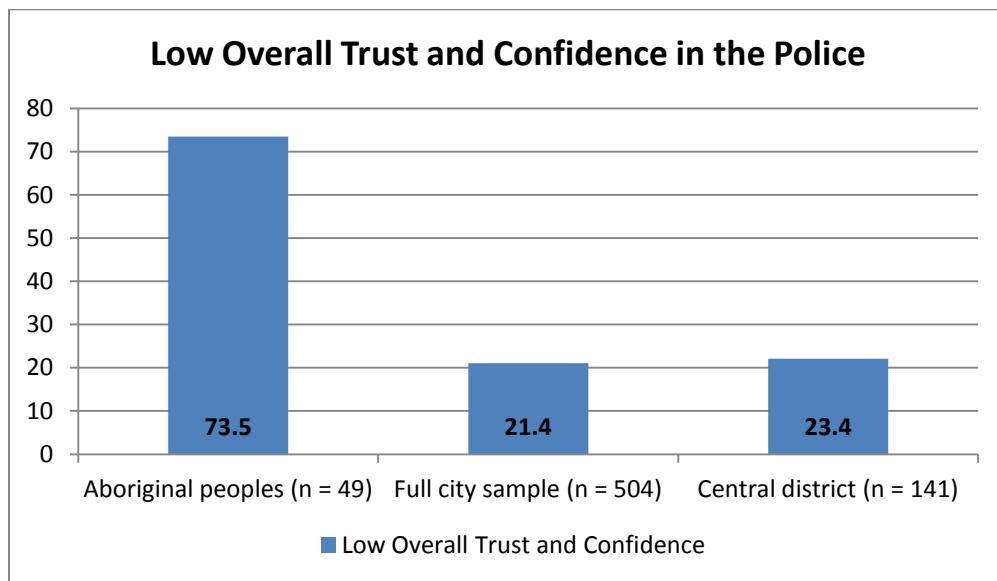
Trust and Confidence in RPS: Comparison of First Nations Sample with Central District and Full Random Sample		
Overall trust and confidence in RPS		Sample Average ¹
First Nations sample	(n = 49)	11.40
Central District ²	(n = 141)	20.10
Full City Sample	(n = 504)	20.22

¹ Sample Average reflects the sum of the combined scores for these questions (maximum score = 25).

² This reflects the Central District sub-sample from the full city random sample.

In order to better understand the characteristics of the group that expressed the least confidence and trust in the police, those who had a combined score of 18 or less of a possible 25 (n = 39) in

overall trust and confidence (highest value possible was 25). This group represented 73.5% of the First Nations and Métis respondents, compared to 21.4% of the full city sample, and 23.4% of the residents of the Central patrol district (n = 141).



E. Perceptions of RPS Contact (Responsiveness)

E1. Have you had contact with the Regina Police Service in the last year?

Have you had contact with the Regina Police Service in the last year?	Percentage
Yes	57.1
No	24.5
Don't Know/Not Applicable	2.0
Prefer not to say	16.3

E2. What was the nature of your last contact(s). Note that this was an open ended response.

What type of contact did you have? (n = 28)	
Called 911 or 777-6500	39.3
Went to police headquarters	17.9
Suspect/Arrested	10.7
Spoke with an officer on the street	7.1
Don't Know/Not Applicable	7.1
Prefer not to say	17.9

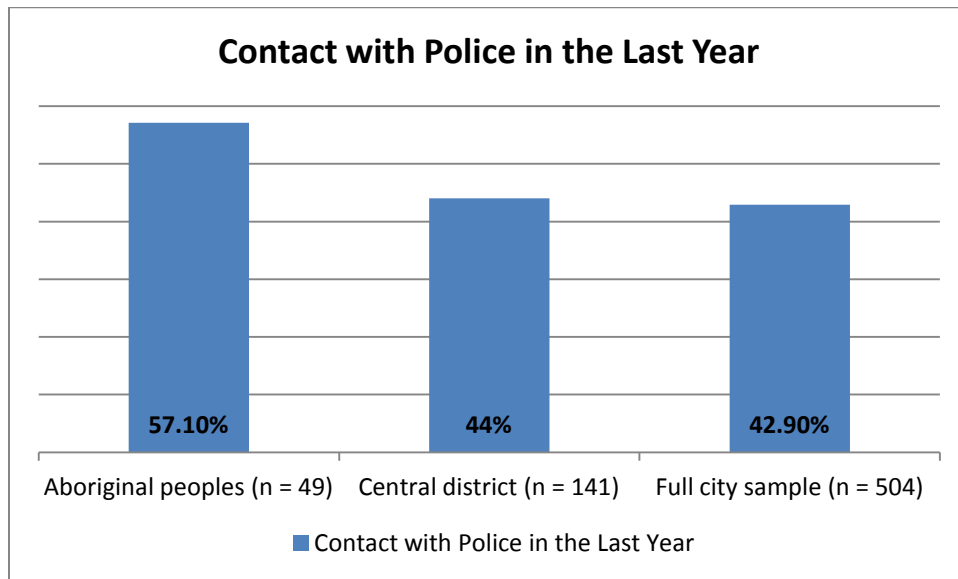
E3. On a scale of 1-5, where 1 is “very unsatisfied” and 5 is “very satisfied,” please indicate your level of satisfaction with the service you received on your last contact with the police service.

How satisfied or dissatisfied were you with the police service you received?	Average ¹
Very unsatisfied (40.7%)	2.11
2 (25.9%)	
3 (18.5%)	
4 (11.1%)	
Very satisfied (3.7%)	

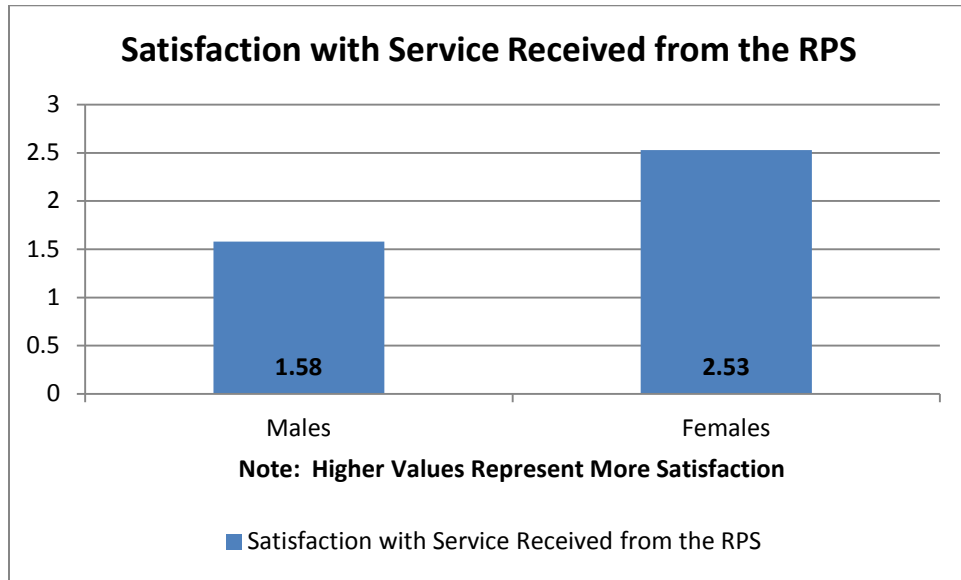
¹ Scale of 1 to 5 where higher values indicate greater agreement with the statement (indicates higher rating of participant satisfaction with service received during last contact).

Respondents in the First Nations and Métis survey were much more likely to come into contact with RPS members than were those from the random sample. Over one-half of respondents

(57.1%) reported having some form of contact, compared with 42.9% of the random sample (n = 504), and 44.0% of the respondents from the Central patrol district in the random sample (n = 141).



Comparison of the means between males and females from the First Nations and Métis survey showed that there was a statistically significant difference between the two groups in terms of satisfaction with the service that the respondents received (females reporting greater overall satisfaction than males).



F. Perceptions of Crime and Fear of Crime

F1. On a scale of 1-5, where 1 is “very unsafe” and 5 is “very safe,” please indicate how safe you consider Regina to be overall.

How safe to you consider Regina overall?	Average ¹
Very unsafe (11.1%)	3.07
2 (15.6%)	
3 (33.3%)	
4 (35.6%)	
Very safe (4.4%)	

¹ Scale of 1 to 5 where higher values indicate greater agreement with the statement (indicates higher rating of participant feelings of safety).

F2. During the past two years, would you say there has been an increase or decrease in the level of crime in your neighbourhood, or has it stayed the same?

Increase or decrease in the level of crime in your neighbourhood.	Average ¹
Increased (31.8%)	1.7
Stayed the same (65.9%)	
Decreased (2.3%)	

¹ While the average is reported for this survey item, its usefulness as a measure is limited by the possible responses (e.g., ‘stayed the same’).

F3. How safe do you feel from crime when you walk alone in your neighbourhood after dark?

How safe do you feel from crime when you walk alone in your neighbourhood after dark.	Average ^{1/2}
Very safe (2.4%)	2.98 ³ / 2.69 ⁴
Reasonably safe (34.1%)	
Somewhat unsafe (39.0%)	
Very unsafe (12.2%) (12.2%)	
Does not walk alone (12.2%)	

¹ Scale of 1 to 5 where higher values express a greater fear of crime (considered a negative result)

² The average for F3 was conducted in two ways the first includes the category “does not walk alone” the second was calculated eliminating this category (due to the inability to fully discriminate the possible reason that an individual may have for their choice to “not walk alone.” As a result, caution should be exercised when attempting to interpret these averages.

³ Scale of 1 to 5 where higher values indicate greater fear of crime.

⁴ Scale of 1 to 4 where higher values indicate greater fear of crime.

F4. Using the 5 point agreement scale, to what extent do you agree or disagree with the following statement: The possibility of crime keeps me from doing things I'd like to do.

The possibility of crime keeps me from doing things I'd like to do.	Average ^{1/2}
Strongly disagree (17.1%)	2.77
Somewhat disagree (25.7%)	
Neither agree nor disagree (22.9%)	
Somewhat agree (31.4%)	
Strongly agree (2.9%)	

¹ Scale of 1 to 5 where higher values indicate greater agreement with the statement.

² Lower values for this response are a better outcome (e.g., respondent is less likely to be impacted by the possibility of crime).

F5. Please tell me if the following situations are a very big problem, fairly big problem, not a very big problem, or not a problem at all in your neighbourhood?

Comparison with National and Provincial results from the 2009 General Social Survey, as well as totals for the 2011 Regina Police Service totals for the entire sample (n = 504) and the First Nations and Métis population (n = 49)

Could you please tell me if the following situations are a very big problem, fairly big problem, not a very big problem or not a problem at all in your neighbourhood?	Place	Very Big Problem (%)	Fairly Big Problem (%)	Not a Very Big Problem (%)	Not a Problem at All (%)
(a) Problems with noisy neighbours/loud parties.	Canada	1.5	3.5	19.1	75.9
	Sask.	1.2	2.7	19.1	77.0
	Regina	6.7	8.3	23.6	61.3
	Central (FN)	29.2	43.8	16.7	10.4
	<hr/>				
(b) Problem with people hanging around on the streets.	Canada	1.8	4.0	16.6	77.6
	Sask.	2.0	3.1	17.2	77.7
	Regina	8.1	11.5	26.6	53.8
	Central (FN)	29.8	27.7	29.8	12.8
	<hr/>				
(c) Problem with people sleeping on the streets.	Canada	0.9	1.5	5.0	92.6
	Sask.	1.0	0.4	4.0	94.7
	Regina	1.6	3.2	9.3	85.9
	Central (FN)	13.0	0.0	26.1	60.9
	<hr/>				
(d) Problem with garbage or litter lying around.	Canada	2.5	5.4	20.6	71.6
	Sask.	2.4	5.7	23.6	68.3
	Regina	15.1	10.1	26.6	48.2
	Central (FN)	47.9	35.4	14.6	2.1
	<hr/>				
(e) Problem with vandalism, graffiti.	Canada	2.4	6.1	23.6	67.8
	Sask.	2.4	5.5	32.9	59.1
	Regina	15.7	17.3	42.0	24.9
	Central (FN)	52.1	31.3	14.6	2.1

(f) Problem with people being attacked or harassed because of their skin colour, ethnic origin or religion.	Canada	0.9	1.3	8.3	89.6
	Sask.	0.8	1.9	10.8	86.5
	Regina	3.1	4.6	13.7	78.6
	Central (FN)	24.3	18.9	29.7	27.0
(g) Problem with people using or dealing drugs.	Canada	4.6	8.3	15.1	72.0
	Sask.	3.5	7.3	16.0	73.2
	Regina	12.5	13.5	20.2	53.8
	Central (FN)	42.6	44.7	10.6	2.1
(h) Problem with people being drunk or rowdy in public places.	Canada	2.5	4.8	17.4	75.3
	Sask.	3.3	5.2	21.0	70.5
	Regina	10.8	8.9	19.7	60.6
	Central (FN)	31.9	40.4	25.5	2.1
(i) Problem with prostitution.	Canada	1.3	1.3	5.3	92.1
	Sask.	1.4	0.4	6.1	92.1
	Regina	8.1	5.8	8.3	77.9
	Central (FN)	19.1	38.3	31.9	10.6

Note: Central (FN) represents all 49 First Nations and Métis respondents from the Central patrol district.

F6. If you were a victim of crime, in Regina, in the last two years, did you report the offence(s) to the police?

Of the 49 respondents, 33 reported that they had been a victim of crime.

Did you report the offence(s) to the police?	
No, never	(30.6%)
Yes, for some of the crimes committed against me	(32.7%)
Yes, for every instance	(4.1%)
I was not a victim of crime in the past two years	(32.7%)

The 49 respondents from the First Nations and Métis community were more likely to report being victims of crimes in the past two years (67.3%) compared to the 141 respondents from the Central patrol district (33.3%) or all 504 respondents from the random telephone survey (26.6%). Some of the characteristics of this population (e.g., younger, male and Aboriginal) are associated with higher rates of victimization (Perreault & Brennan, 2010).

F7. If you did not report a crime, what was the major reason why you did not report? (Open ended question – no options were given to respondents).

Reasons for not reporting a crime to the police (n = 31):	
Known offender	(29.0%)
Lack of confidence in the police	(22.6%)
Fear of retaliation	(19.4%)
I did not consider it important	(6.5%)
Minor value	(3.2%)
Lack of confidence in the justice system	(3.2%)
Lack of confidence in initial telephone contact	(3.2%)
Other	(3.2%)
Don't know/Prefer not to say	(9.7%)

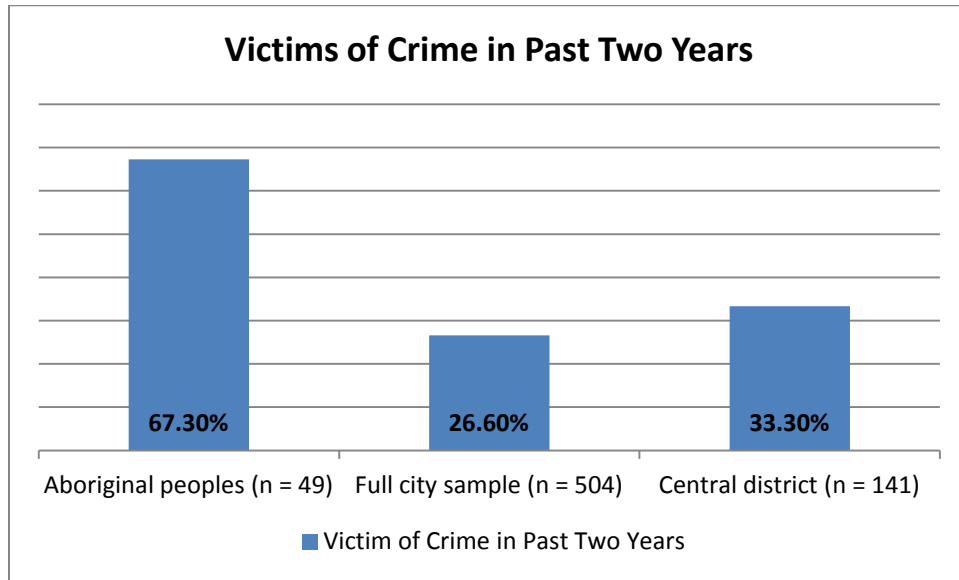
F8. If you did report a crime as a victim, pick a number on the scale from 1 to 5, where 1 is “poor” and 5 is “excellent,” to indicate your level of satisfaction with the police response.

If you did report crime as a victim, what was your level of satisfaction with the police response:	Average ¹
Poor (17.6%)	2.76
2 (29.4%)	
3 (17.6%)	
4 (29.4%)	
Excellent (5.9%)	

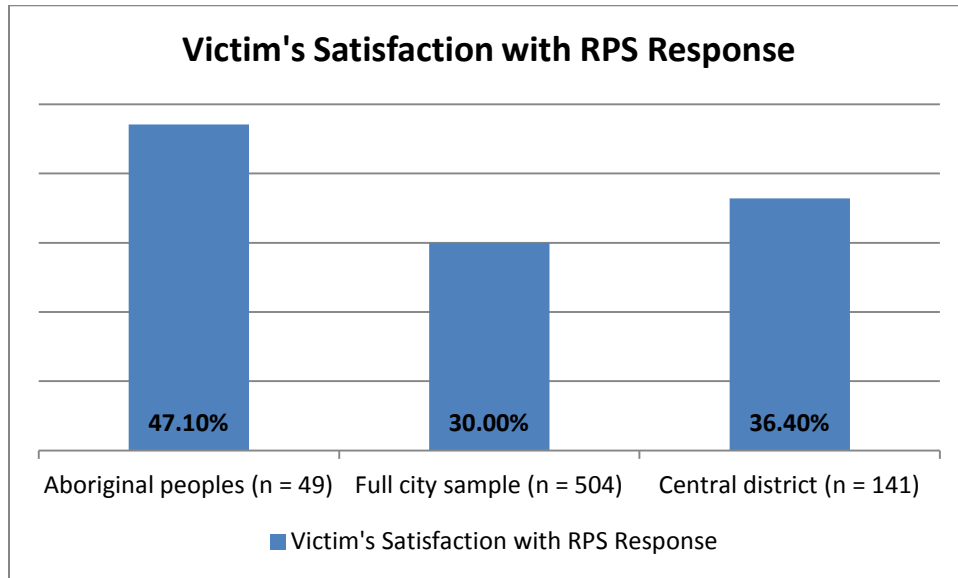
¹Scale of 1 to 5 where higher values indicate greater agreement with the statement (demonstrating higher satisfaction with the police response).

Of those First Nations and Métis individuals who had reported a crime as a victim, the level of satisfaction with the RPS was relatively low (47.1% reporting “poor” or “somewhat poor”⁵) compared with other residents of the Central patrol district (36.4%) the larger random sample (30.0%) – although this statistic should be interpreted with considerable caution due to the low numbers of respondents.

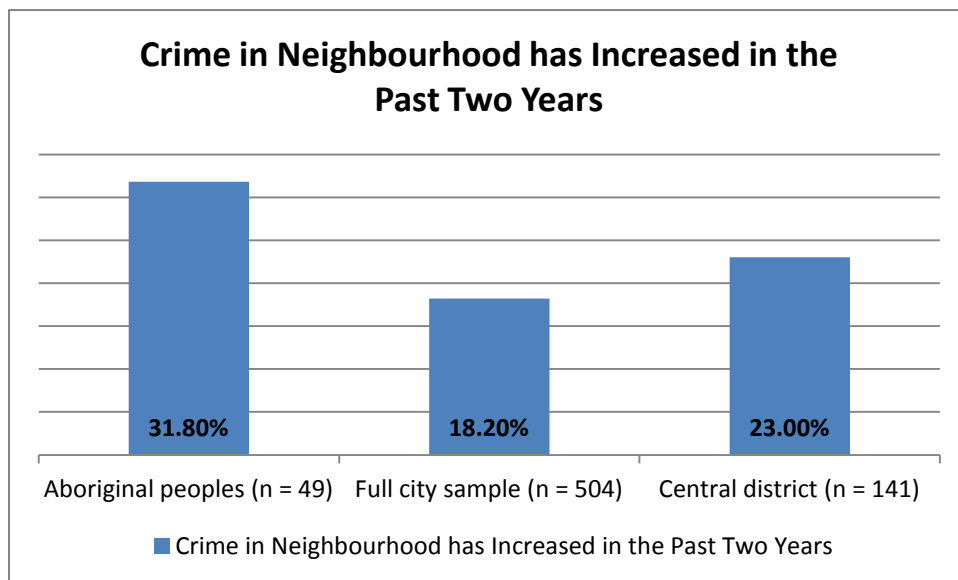
⁵Note that the categories of “poor” and 2 (on a five-point scale) were combined and the label “somewhat poor” was labelled for the “2” category.



Of the respondents who reported being victimized, in about one-third of cases (30.6%) they never reported the offences, which was much higher than respondents from the larger sample (6.3%). When asked about the reasons for not reporting a crime, the First Nations and Métis respondents' primary reason was that the offender was known to them (29%) or they lacked confidence in the police (22.6%). Of the respondents from the city-wide sample who had been victimized, by contrast, 38% said that they did not report the offence to the police because of the minor value, and 20.4% reported that they lacked confidence in the police.



Almost twice as many members of the First Nations and Métis group reported that crime in their neighbourhood had increased (31.8%) when compared with 18.2% of the respondents in the random telephone survey or 23% of residents from the Central patrol district.



The Aboriginal respondents were also likely to report higher levels of neighbourhood disorder, and a comparison with the results from the General Social Survey (conducted in 2009) show much higher rates than in Canada or the province of Saskatchewan. Even the comparisons with the entire sample of 504 Regina residents shows that these 49 respondents from the Central district were more likely to perceive their neighbourhoods as disorderly.

Despite that fact, these respondents reported that Regina was only slightly less safe than the larger sample (3.07 compared with 3.51 where higher numbers reflect more safety).

G. Perceptions of Regina Police Quality of Service

G1. On a scale of 1 to 5, where 1 is “poor” and 5 is “excellent,” please indicate how you rate the overall quality of service provided by the Regina Police Service.

How you rate the overall quality of service provided by the RPS?	Average ¹
Poor (26.7%)	2.29
2 (22.2%)	
3 (46.7%)	
4 (4.4%)	
Excellent (0.0%)	

¹Scale of 1 to 5 where higher values indicate greater agreement with the statement (demonstrating higher satisfaction with overall quality of RPS service).

G2. Do you think that the Regina Police Service does a good job, an average job, or a poor job of:

Comparison with National and Provincial results from the 2009 General Social Survey, as well as totals for the 2011 Regina Police Service totals for the entire sample (n = 504) and the First Nations and Métis population (n = 49)

Do you think that your local police department does a good job, an average job, or poor job of:	Place	Good Job (%)	Average Job (%)	Poor Job (%)
(a) Enforcing the law?	Canada	61.4	33.0	5.6
	Sask.	52.0	41.3	6.7
	Regina	62.3	33.0	4.7
	Central (FN)	7.9	68.4	23.7
(b) Promptly responding to calls?	Canada	63.0	28.8	8.2
	Sask.	52.2	34.0	13.8
	Regina	54.1	32.9	13.0
	Central (FN)	13.0	39.1	47.8
(c) Being approachable and easy to talk to?	Canada	72.8	22.1	5.1
	Sask.	73.2	21.2	5.5
	Regina	75.4	18.4	6.2
	Central (FN)	2.2	48.9	48.9
(d) Supplying information to the public on ways to reduce crime?	Canada	56.8	32.8	10.4
	Sask.	52.0	34.1	13.8
	Regina	54.1	34.6	11.3
	Central (FN)	6.3	28.1	65.6
(e) Ensuring the safety of citizens in your area?	Canada	64.8	30.0	5.2
	Sask.	57.1	36.7	6.2
	Regina	61.4	31.2	7.3
	Central (FN)	0.0	65.5	34.5
(f) Treating people fairly?	Canada	64.3	28.8	6.9
	Sask.	59.8	30.2	10.0
	Regina	64.0	25.9	10.1
	Central (FN)	0.0	32.6	67.4

Note: Central (FN) represents all 49 First Nations and Métis respondents who all resided in the Central patrol district.

G3. In order of importance, please provide the top three areas where you think the Regina Police Service could improve service delivery (Note: Options were not read to the respondents, and only one response recorded for each respondent).

Top areas where the RPS could improve service delivery (n = 45)	Percentages
Police youth interactions (also includes public education)	55.6%
Community policing (e.g., improving minority relations)	26.7%
More police visibility, police presence, more officers	6.7%
Police specific areas (e.g., Downtown, Central)	4.4%
Better response time, faster investigations	2.2%
Improve officer professionalism (e.g., attitude, professionalism, officer screening).	2.2%
Other	2.2%

G4. On a scale from 1 to 5, where 1 is “very unsatisfied” and 5 is “very satisfied,” please indicate your overall level of satisfaction with the service provided by the Regina Police Service.

Overall level of satisfaction with the service provided by the RPS.	Average ¹
Very unsatisfied (26.2%)	2.14
2 (38.1%)	
3 (31.0%)	
4 (4.8%)	
Very satisfied (0.0%)	

¹ Scale of 1 to 5 where higher values indicate greater agreement with the statement (demonstrating higher satisfaction with RPS service).

G5. On the 5 point agreement scale, if you called the Regina Police Service or 911 in the past two years, to what extent to you agree or disagree with the following statement, “I was given sufficient information to effectively deal with my situation.”

I was given sufficient information to effectively deal with my situation.	Average ¹
Strongly disagree (10.0%)	3.10
Somewhat disagree (30.0%)	
Neither agree nor disagree (10.0%)	
Somewhat agree (40.0%)	
Strongly agree (10.0%)	

¹ Scale of 1 to 5 where higher values indicate greater agreement with the statement (demonstrating higher satisfaction with amount of information provided by RPS to deal with their situation).

G6. On a scale from 1 to 5, where 1 was “poor” and 5 is “excellent,” please indicate how you would rate the Regina Police Service’s handling of major community events such as concerts, sporting events or festivals such as Mosaic?

Rate the Regina Police Services’ handling of major community events		Average ¹
Poor	(13.8%)	3.14
2	(0.0%)	
3	(55.2%)	
4	(20.7%)	
Excellent	(10.3%)	

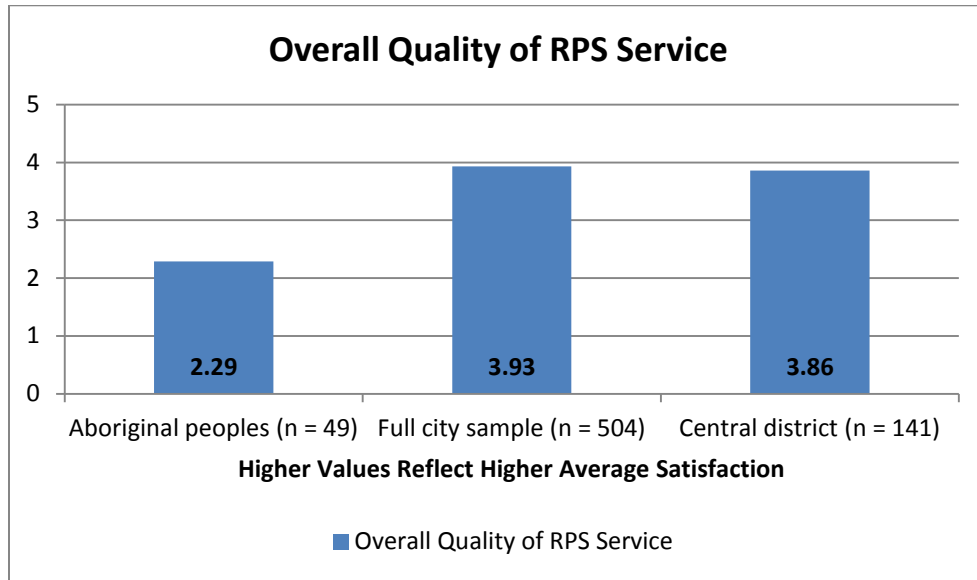
¹Scale of 1 to 5 where higher values indicate greater agreement with the statement (demonstrating higher satisfaction with how RPS polices major community events).

G7. Where would you like to see the police allocate more of their existing resources in the future (Note: Options were not read to the respondents, and only one response was allowed).

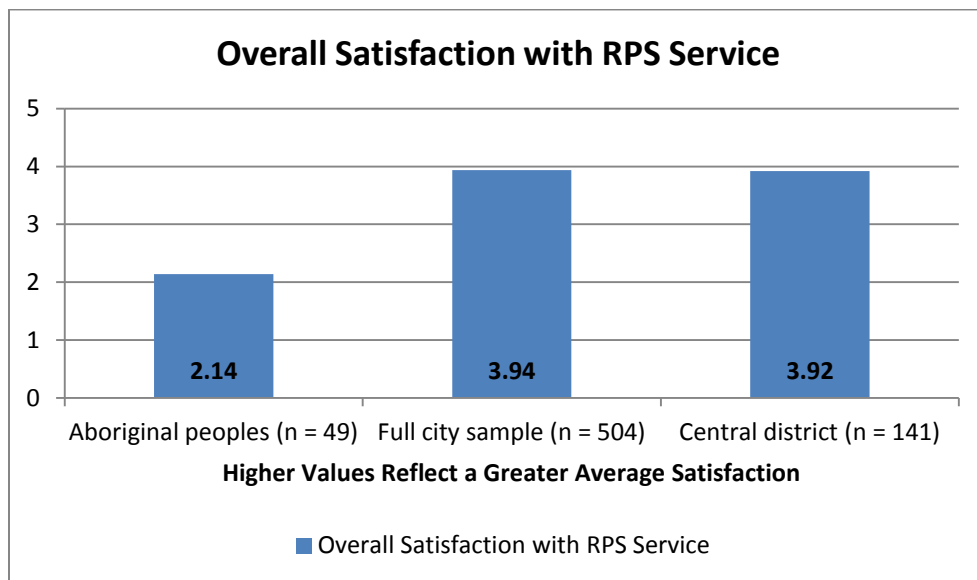
Top areas where the RPS could allocate more of their existing resources (n = 17) ¹	Percentages
Improve officer professionalism (e.g., attitude, professionalism, officer screening)	35.3%
Education/Youth issues	29.4%
More police visibility, police presence, more officers	17.6%
Schools: More officers in schools, school zones	5.9%
Police specific areas (e.g., Downtown, Central).	5.9%
Major offences (e.g., gangs, break and enter)	5.9%

¹Given the very small number of respondents to this question (n = 17), the results should be interpreted with some caution.

When compared with the random sample, the First Nations and Métis respondents ranked the overall quality of RPS service much lower, with a mean of 2.29 compared with 3.93 on a five-point scale (where higher values reflect more satisfaction).

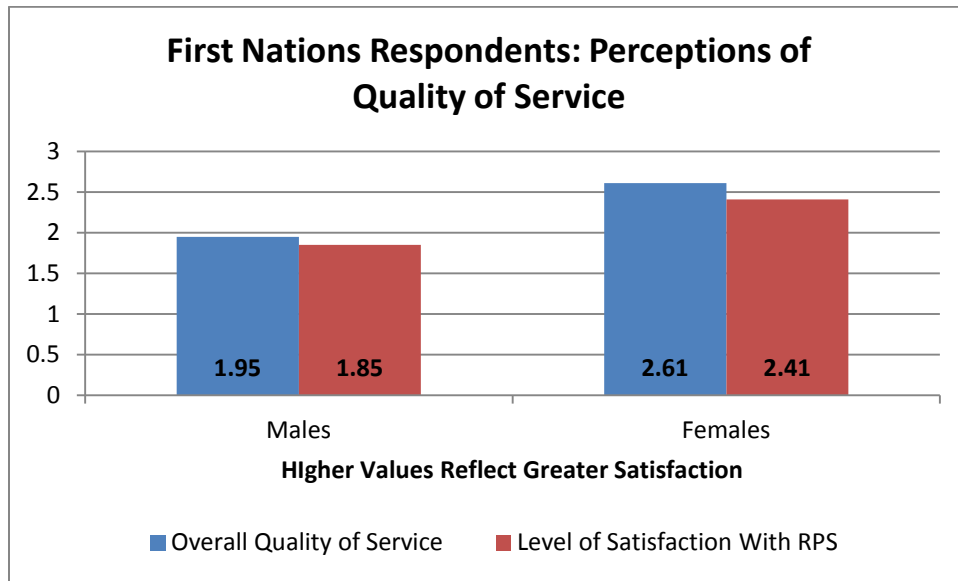


First Nations and Métis respondents also rated the RPS with lower levels of overall satisfaction than respondents in the full city sample, with a mean of 2.14 compared with 3.94.



In both overall quality of RPS service and overall satisfaction, residents of the Central patrol district had average responses that were much closer to the overall random sample compared to the First Nations and Métis respondents.

Similar to the results reported for the random telephone sample, there was a statistically significant difference in terms of gender for items G1, and G4, and these results are shown below.



H. Community Service Centres

Note: This series of questions was asked of all 49 First Nations and Métis respondents (all resided in the Central patrol district).

H1. Do you know where your Regina Police Service Community Service Centre is located in your neighbourhood?

Do you know where the RPS Service Centre is located in your neighbourhood?	Positive Responses (%)
Yes	67.3%

H2. For Respondents that answered “Yes” to the previous question. Have you ever visited a Community Service Centre for a police-related matter?

Have you ever visited a Community Service Centre for a police-related matter?	Positive Responses (%)
Yes	18.2%

H3. What do you think Service Centre police members need to do to meet the needs of your community? (Note: Options were not read to the respondents, and only response was entered for each respondent).

What do you think Service Centre police office members need to do to meet the needs of your community?	Percentages
Officers on foot or bike patrol	18.4%
Be available at reporting desk	16.3%
Investigations	8.2%
Vehicle patrols	4.1%
Attend community events	4.1%
Other	4.1%
Don't know/not applicable	38.8%
Prefer not to say	6.1%

¹Note: Options were not read to the respondents, and only one response was recorded.

²None of the remaining responses fit within the pre-coded categories and generally represented single responses.

H4. Which of the following hours of the day would you like to have a police member at a reporting desk in your Community Service Centre?

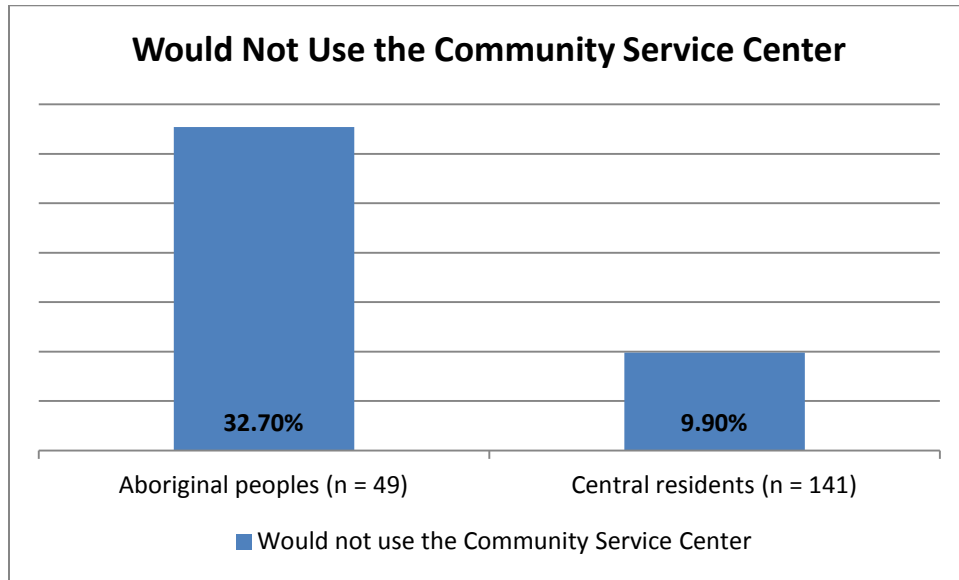
Which of the following hours of the day would you like to have a police member at a reporting desk in your Community Service Centre?	Percentages
Afternoon (12 PM to 4 PM)	4.1%
Evening (4 PM to 8 PM)	12.2%
Other:	2.1%
Would not use CSC	32.7%
Don't know/Not Applicable	22.4%
24/7 Coverage	12.2%
Overnight	10.2%
8 AM to Midnight	0.0%
Late Evening/Early Morning	6.1%

H5. On a scale of 1 to 5, where 1 is “not beneficial” and 5 is “very beneficial,” please indicate how would you rate the benefit of having a Community Service Centre in your neighbourhood?

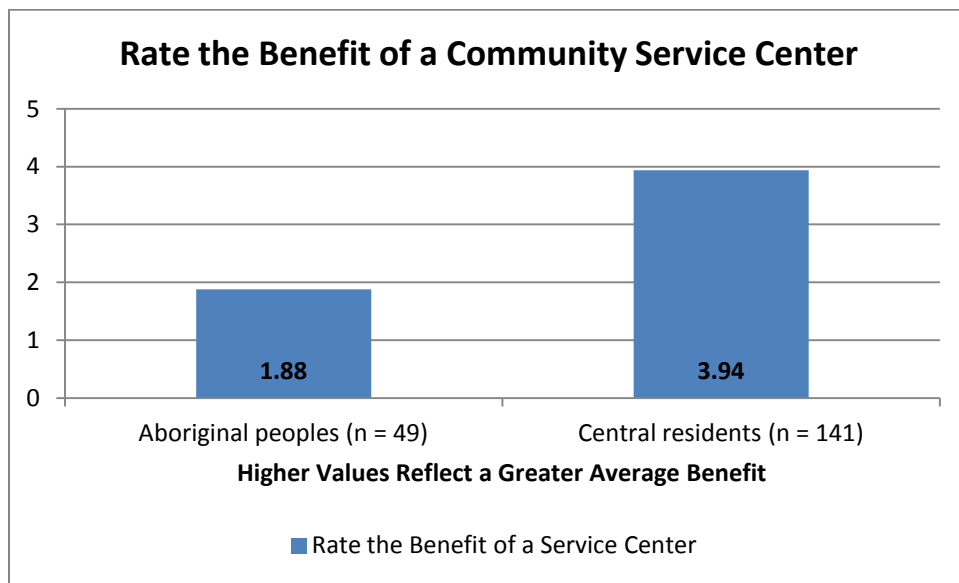
Please indicate the benefit of having a Community Service Centre in your neighbourhood	Average ¹
Not beneficial (62.5%)	1.88
2 (7.5%)	
3 (17.5%)	
4 (5.0%)	
Very beneficial (7.5%)	

¹Scale of 1 to 5 where higher values indicate greater agreement with the statement (demonstrating a greater perception of the benefit of CSC).

Comparisons of the results from the random survey of Central patrol district respondents from the random telephone survey and the First Nations and Métis respondents (all of whom were from the Central district) shows that almost one-third of the second group would not use the Community Service Centres, compared to about one-tenth of their counterparts.



The First Nations and Métis respondents also rated the benefit of a Community Service Centre much lower, on average, than Central patrol district residents from the random telephone sample.



Summary

A comparison of the results from the full city sample of 504 respondents and the 49 respondents with an Aboriginal identity showed that the First Nations and Métis respondents expressed greater dissatisfaction and less trust or confidence in the RPS.

In terms of public information and social media the First Nations and Métis respondents reported lower levels of agreement about the RPS providing adequate public safety information (3.11 versus 3.68 on a five-point scale). Although respondents in the First Nations and Métis survey were younger, only 8.2% of them reported having visited the RPS website (compared with 13.9% of the larger sample) and none had visited the RPS Facebook or Twitter sites.

All of the First Nations and Métis respondents resided in the Central district, and a higher average number (4.15) reported that the RPS was a visible presence in their community compared with the full city random sample (3.67). Analysis of the means showed that this was a statistically significant difference when the entire sample was considered, but there was a non-significant difference when only the 141 residents of the Central patrol district were compared with the sample of Aboriginal respondents. When asked whether there was an increase in the visibility of the police in the previous year, 22.6% of the respondents from the random sample living in the Central patrol district reported an increase, while 41.5% of the First Nations and Métis respondents reported an increase, and this difference was statistically significant.

First Nations and Métis respondents expressed a much lower degree of trust and confidence for all of the five questions asking about issues such as professionalism, integrity and responsiveness to the needs of the respondent's ethnic group. While the sum of the five items for the full city sample of 504 respondents was 20.22, and the 141 residents of the Central patrol district was 20.1, the sum for the sample of the 49 Aboriginal peoples was 11.4 of a possible 25 (if respondents strongly agreed with all five statements).

A smaller proportion of First Nations and Métis respondents (39.3%) reported having telephone contact with the RPS compared to the city-wide sample (48.6%). In addition, a slightly greater proportion of the First Nations and Métis respondents reported going to police headquarters than the full city sample (17.9% and 16.7% respectively), and a smaller percentage of these Aboriginal peoples reported speaking with an officer on the street than members of the random sample (7.1% and 21.3% respectively). Lastly, a greater proportion of the First Nations and Métis respondents reported being arrested (10.7%) compared with 1.9% of the city-wide sample.

Levels of satisfaction with the First Nations and Métis respondents who had contact with the police was much lower than the full city sample, with an average satisfaction of 2.11 compared with 3.88, and these differences were statistically significant. Within the First Nations and Métis sample, female respondents were more satisfied with RPS services, and this difference was also statistically significant.

In terms of perceptions of crime and fear of crime, the 49 First Nations and Métis respondents reported lower levels of safety than the city-wide sample (3.07 and 3.51 on a five-point scale where five was considered to be very safe). Almost twice as many First Nations and Métis respondents reported an increase in crime compared with respondents in the full city sample (31.8% and 18.2% respectively). When we counted only the respondents from the Central district from the random sample, 23% reported that crime had increased.

Respondents were also asked about their perceptions of walking alone at night and the First Nations and Métis respondents reported feeling less safe. In the full city sample, for example, 17.7% of respondents reported feeling somewhat or very unsafe, while 51.2% of the First Nations and Métis respondents expressed the same fears. Despite these fears, however, the possibility of crime did not seem to deter respondents from engaging in activities that they enjoyed. First Nations and Métis respondents and members of the city-wide sample averaged 2.77 and 2.16 respectively (with higher values representing a greater likelihood that the possibility of crime restricted their activities).

Responses from the sample of First Nations and Métis respondents about the indicators of social disorder (e.g., noisy neighbours, graffiti, litter and people being drunk or rowdy) were compared with the national and provincial results from the GSS, as well as the full city sample of Regina residents. Over three times as many First Nations and Métis respondents ranked these nine indicators as a “very big problem” compared to the sample of 504 Regina respondents (32.3% compared with 9.1%).

Aboriginal respondents were more likely to report being victimized than the 504 respondents (67.3% and 26.6% respectively) or the sample of 141 residents from the Central patrol district

(33.3%). A greater proportion of these Aboriginal respondents (30.6%) never reported their victimization compared with the respondents from the full city sample (6.3%). While respondents from the city-wide sample reported that the primary reason for not reporting these offences was the minor value of the offence (38.8%), followed by lack of confidence in the police (20.4%), a greater proportion of Aboriginal respondents stated that the reason for not making a report was that the offender was known to them (29%), followed by a lack of confidence in the RPS (22.6%). While the average overall level of satisfaction with the RPS for victims in the city-wide sample was 3.24, the average for First Nations and Métis respondents was 2.76 (on a scale of one to five, where five was “excellent”).

When asked about quality of services delivered by the RPS, respondents from the city-wide sample provided much higher rankings than the First Nations and Métis respondents (3.93 versus 2.29, where higher values represented more satisfaction). Altogether, six questions from the 2009 GSS were asked of respondents, and the Aboriginal respondents ranked the RPS much lower in all of these categories compared to the national, provincial, and full city (n = 504 respondents) sample. In fact, in the categories of ensuring the safety of citizens and treating people fairly, *none* of the 49 respondents indicated that the RPS did a “good job.” Approximately one-half to two-thirds of respondents in the full city sample, by contrast, indicated that the RPS did a “good job.” Consistent with those findings, the Aboriginal and Métis respondents expressed lower overall satisfaction with the RPS than those from the city-wide sample, with an average of 2.14, compared with 3.94 (on a scale of one to five, where five was very satisfied). This lower level of satisfaction was consistent with their assessments of the information received after calling the RPS (or 911), and the effectiveness of the RPS in handling major community events such as Mosaic.

Respondents were also asked about the top areas where the RPS could provide better service delivery, and of the 45 First Nations and Métis respondents who provided a response, a majority (55.6%) identified issues relating to improving police-youth interactions (which included public education initiatives) while the second most common response was community policing, including improving minority relations (26.7%). A smaller number of respondents (n = 17) provided an answer to the open-ended question about allocating more of the RPS’s existing

resources in the future. Over one-third (35.3%) of these respondents identified increasing officer professionalism (which also included attitude and screening of new officers), followed by issues related to youth and education (29.4%). These results should, however, be interpreted with some caution due to the very small number of respondents (e.g., less than ten).

As all 49 of the Aboriginal respondents resided in the Central patrol district, they were asked a series of questions about the RPS Community Service Centres. A smaller proportion of these respondents (67.3%) knew where these centres were located compared with the 141 respondents from the Central patrol division (78%). Fewer of these persons had visited a CSC for a police-related matter (18.2%) than their Central patrol division counterparts (29.1%). Overall, the First Nations and Métis respondents felt that these centres had less benefit compared with the 141 Central patrol division respondents, with an average ranking of 1.88 compared with 4.21.

When asked about meeting the needs of the community, the responses provided by the Aboriginal respondents were fairly similar to those provided by the 141 respondents from the Central patrol area: Slightly less than one-fifth (18.4%) of respondents suggested deploying officers on foot or bike patrol (compared with 19.1% from the Central sample). These respondents also suggested that officers be available at the reporting desk, and available for investigations and vehicle patrols.

Respondents were also asked about having police officers at the reporting desks of these centres, almost one-third of respondents (32.7%) indicated that they would not use a CSC (which was about three times greater than respondents from the random sample who lived in the Central patrol district). In terms of identifying the actual hours, the most common responses were making these officers available in the evening (12.2%), 24/7 coverage (12.2%), and overnight (10.2%). Again, these results should be interpreted cautiously due to the very small number of persons who provided a response.

V. CONCLUSIONS

The results reported above provide the Regina Police Service (RPS) with a current assessment of the public's perceptions toward their performance. The findings of this study suggest some potential areas where services could be improved. While a majority of respondents are satisfied with the services of the RPS, for example, most of those persons had little direct contact with officers. By contrast, respondents who had contact with the police tended to have less overall trust and satisfaction with the RPS, or perceived the RPS less favourably than those who did not. This is a significant issue given that 42.9% of respondents reported having some contact with the police in the prior year. Furthermore, respondents who had reported being victimized during the previous two years were also more likely to have lower overall trust and confidence. These are issues that are in need of further examination. Chow (2010), for instance, suggested that providing services to crime victims in Regina would increase their satisfaction with the police.

The results also showed that approximately ten percent of the respondents in the full city sample expressed very low ratings for the police in almost every category that was examined. This was a consistent finding, although with the exception of a slight overrepresentation of males in this group, their demographic characteristics closely reflected the larger sample. It is possible that a certain percentage of the population harbours a negative perception toward the police, and that operational or personnel changes would not result in any meaningful reduction in this antipathy.

There are also a significant division between respondents who reported being White and those who had an Aboriginal identity toward their perceptions of the police. Because the number of First Nations and Métis respondents in the random survey was less than their representation in the population, an additional 49 surveys were conducted with members of this population who lived in the Central patrol district. The results revealed that First Nations and Métis respondents had far less confidence and trust in the police and were more likely to be dissatisfied with the treatment that they received from the RPS. When the results from these 49 respondents were compared with the 141 residents of the Central patrol district who participated in the random survey, they showed that the members of the randomly selected population were more supportive of the police.

While trust and confidence in the justice system throughout North America has eroded over the past three decades, one constant factor in this research is the desire of police administrators to better understand the outcomes of the interactions between members of the public and their officers (Skogan, 2009). Police leaders can use this knowledge to improve services through officer training, re-deploying resources, changing human resource management practices, as well as modifying operational procedures (Bradford, Stanko, & Jackson, 2009; Murphy, Hinds, & Fleming, 2008; Stanko & Bradford, 2009). Thus, police leaders can use the information from this research to increase the effectiveness of their police services.

Limitations

Every study suffers from a number of limitations. This study of perceptions of the Regina Police Service benefited from a relatively large sample. One limitation, however, is that there was an over-representation of older and female respondents in these studies. Prior research has shown that these persons are likely to be more trusting and supportive of the police (Cao, 2011; O'Conner, 2008). Younger persons, by contrast, are less likely to have a landline telephone and thus are excluded from many telephone based studies. The results of this study showed that female respondents were more supportive of the police and rated them more favourably in almost all of the survey items.

Another limitation is that the sample of Aboriginal persons was not randomly selected. Analysis of this population showed that these respondents had a greater proportion of younger, male, and less-educated respondents than the randomly selected population. Given those characteristics, we can expect that their support for the police would be less than their counterparts in the city-wide population were. As a result, the information obtained from these respondents cannot be applied to the larger population. Despite this fact, the results of this survey are similar to studies of Aboriginal persons in Regina reported by other investigators (see Environics Institute, 2011). As a result, the contribution of these respondents is somewhat limited, but is still useful in extending our understanding of attitudes toward the RPS.

A last caution is that the policies and operational practices of police departments are not always associated with changes in public support. As noted earlier, trust and confidence in all government institutions has declined in recent years. Moreover, many of the opinions about the police, for example, can be shaped by media reports. It is possible, for instance, that a well-

publicized incident involving the police from another jurisdiction (e.g., the death of Robert Dziekanski at the Vancouver Airport) might influence perceptions of municipal policing in Saskatchewan, as members of the public might not always make the distinction between police services.

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VI. APPENDIX 1: SURVEY INSTRUMENT

A. INTRODUCTION AND SCREENING

Hello, I'm _____ from Arcas Group Inc., a local marketing research company. We are conducting an important study through the University of Regina on behalf of the Regina Police Service and would like to ask your opinion about various aspects of the Regina Police Service. Do you have time now to participate? (If no, schedule call back)

If asked: Your household has been randomly dialed to participate in the study and all information collected will be kept completely anonymous (neither the researchers from the U of R nor the Regina Police Service will know who has answered this survey). If you do choose to participate you may withdraw your consent at any time. You may also refuse to answer any specific questions without withdrawing from the study.

The survey will take approximately 15 to 18 minutes.

To confirm that the U of R is conducting this research on behalf of the Regina Police Service you can call Dr. Jones @ 585-4862 or the Regina Police Service @ 777 - 6500. This survey has received ethics approval from the University of Regina Research Ethics Board. If you have any questions or concerns about your treatment and rights as participants in this project, you may contact the Chair of the Research Ethics Board at the University of Regina (306) 585-4775.

A1. Are you or anyone in your household currently employed by the Regina Police Service?

- 1 - Yes **Thank and end survey**
- 2 - No Continue with the survey

A2. To ensure that we have proper geographic representation from across all of Regina, what is your home postal code?

_____ (Record Postal Code)

- 1. Don't Know
- 2. Refused to Answer

B. PUBLIC INFORMATION AND SOCIAL MEDIA

B1. On a scale of 1 to 5, where 1=strongly disagree and 5=strongly agree, to what extent do you agree or disagree with the following statement:

The Regina Police Service provides residents with adequate public safety information.

1. Strongly disagree
2. Somewhat disagree
3. Neither agree nor disagree
4. Somewhat agree
5. Strongly agree
6. Don't know / not applicable
7. Prefer not to say

B2. Have you ever visited the Regina Police Service: *(Check all that apply)*

- a. Website
 1. Yes
 2. No
 3. Don't know/not applicable
 4. Prefer not to say

- b. Facebook page
 1. Yes
 2. No
 3. Don't know/not applicable
 4. Prefer not to say

- c. Twitter
 1. Yes
 2. No
 3. Don't know/not applicable
 4. Prefer not to say

If "Yes" to any of the above ask wording 1 in B3-1. If "No," ask wording 2 in B3-2.(Program to branch to two questions):

On a scale of 1 to 5, where 1=strongly disagree and 5=strongly agree, to what extent do you agree or disagree with the following statement:

B3-1. These computer-based methods of receiving information (are) useful for you.

1. Strongly disagree
2. Somewhat disagree
3. Neither agree nor disagree
4. Somewhat agree
5. Strongly agree
6. Don't know/not applicable
7. Prefer not to say

B3-2. These computer-based methods of receiving information may be useful for you in the future.

1. Strongly disagree
2. Somewhat disagree
3. Neither agree nor disagree
4. Somewhat agree
5. Strongly agree
6. Don't know/not applicable
7. Prefer not to say

C. PERCEPTIONS OF VISIBILITY/PRESENCE

Using the same 5 point scale, to what extent do you agree or disagree with this statement:

C1. Regina Police Service personnel are a visible presence in my community.

1. Strongly disagree
2. Somewhat disagree
3. Neither agree nor disagree
4. Somewhat agree
5. Strongly agree
6. Don't know/not applicable
7. Prefer not to say

C2. Over the past year would you say there has been an increase or decrease in the visibility of city police in your neighbourhood, or has it stayed the same?

1. Decrease
2. Stayed the same
3. Increase
4. Don't know/not applicable
5. Prefer not to say

D. PERCEPTIONS OF TRUST/CONFIDENCE IN POLICE

Using the same 5 point scale, to what extent do you agree or disagree with the following statements:

D1. The Regina Police Service demonstrates professionalism in its work.

1. Strongly disagree
2. Somewhat disagree
3. Neither agree nor disagree
4. Somewhat agree
5. Strongly agree
6. Don't know/not applicable
7. Prefer not to say

D2. The Regina Police Service is an organization with integrity and honesty.

1. Strongly disagree
2. Somewhat disagree
3. Neither agree nor disagree
4. Somewhat agree
5. Strongly agree
6. Don't know/not applicable
7. Prefer not to say

D3. The Regina Police Service is sensitive to the needs of MY ethnic group.

1. Strongly disagree
2. Somewhat disagree
3. Neither agree nor disagree
4. Somewhat agree
5. Strongly agree
6. Don't know/not applicable
7. Prefer not to say

D4. I would have confidence in calling 911 if I were in an emergency situation requiring police assistance.

1. Strongly disagree
2. Somewhat disagree
3. Neither agree nor disagree
4. Somewhat agree
5. Strongly agree
6. Don't know/not applicable
7. Prefer not to say

D5. Regina Police officers understand the issues that affect this community.

1. Strongly disagree
2. Somewhat disagree
3. Neither agree nor disagree
4. Somewhat agree
5. Strongly agree
6. Don't know/not applicable
7. Prefer not to say

E. PERCEPTIONS OF RPS CONTACT (RESPONSIVENESS)

E1. Have you had contact with the Regina Police Service in the last year?

1. Yes
2. No
3. Don't know / not applicable
4. Prefer not to say

If "YES," continue with question E2. If "NO," proceed to Section "F."

E2. What was the nature of your last contact(s)?

(Do not read. Allow multiple responses)

1. Called 911 or 777-6500 (telephone contact only)
2. Went to police headquarters
3. Went to a community service centre
4. Attended a community meeting hosted by the police, crime prevention or educational program, or police presentation
5. Spoke with an officer on the street (e.g., asked officer for information)
6. Charged by a police officer
7. Encountered a check stop
8. Stopped because of traffic violation
9. Other – (Specify: _____)
10. Don't Know/Not applicable/
11. Prefer not to say

E3. On a scale from 1 – 5, where 1 is “very unsatisfied” and 5 is “very satisfied,” please indicate your level of satisfaction with the service you received on your last contact with the police service.

1. Very Unsatisfied
2. 2
3. 3
4. 4
5. Very Satisfied
6. Don't know / not applicable
7. Prefer not to say

F. PERCEPTIONS OF CRIME AND FEAR OF CRIME

F1. On a scale from 1 – 5, where 1 is “very unsafe” and 5 is “very safe,” please indicate how safe you consider Regina to be overall.

1. 1 – very unsafe
2. 2
3. 3
4. 4
5. 5 – very safe
6. Don't know / not applicable
7. Prefer not to say

F2. During the past two years, would you say there has been an increase or decrease in the level of crime in your neighbourhood, or has it stayed the same?

1. Increased
2. Stayed the Same
3. Decreased
4. Don't Know / Not Applicable
5. Refused to Answer

F3. How safe do you feel from crime when you walk alone in your neighbourhood after dark?

1. Very safe
2. Reasonably safe
3. Somewhat unsafe
4. Very unsafe
5. Does not walk alone
6. Don't Know
7. Not Stated

- F4. Using the 5 point agreement scale, to what extent do you agree or disagree with the following statement: The possibility of crime keeps me from doing things I'd like to do(e.g..walking my dog, doing home renovations, etc)**
1. Strongly disagree
 2. Somewhat disagree
 3. Neither agree nor disagree
 4. Somewhat agree
 5. Strongly agree
 6. Don't know/not applicable
 7. Prefer not to say
- F5. Please tell me if the following situations are a very big problem, fairly big problem, not a very big problem, or not a problem at all in your neighbourhood.**
- a. Noisy neighbours or loud parties
 1. Very big problem
 2. Fairly big problem
 3. Not a very big problem
 4. Not a problem at all
 5. Don't know / not applicable
 6. Prefer not to say
 - b. People hanging around on the streets
 1. Very big problem
 2. Fairly big problem
 3. Not a very big problem
 4. Not a problem at all
 5. Don't know / not applicable
 6. Prefer not to say
 - c. People sleeping on the streets or in public places
 1. Very big problem
 2. Fairly big problem
 3. Not a very big problem
 4. Not a problem at all
 5. Don't know / not applicable
 6. Prefer not to say
 - d. Garbage or litter lying around
 1. Very big problem
 2. Fairly big problem
 3. Not a very big problem
 4. Not a problem at all
 5. Don't know / not applicable
 6. Prefer not to say

- e. Vandalism, graffiti and other deliberate damage to property or vehicles
 - 1. Very big problem
 - 2. Fairly big problem
 - 3. Not a very big problem
 - 4. Not a problem at all
 - 5. Don't know / not applicable
 - 6. Prefer not to say

- f. People being attacked because of their skin colour, ethnic origin, or religion
 - 1. Very big problem
 - 2. Fairly big problem
 - 3. Not a very big problem
 - 4. Not a problem at all
 - 5. Don't know / not applicable
 - 6. Prefer not to say

- g. People using or dealing drugs
 - 1. Very big problem
 - 2. Fairly big problem
 - 3. Not a very big problem
 - 4. Not a problem at all
 - 5. Don't know / not applicable
 - 6. Prefer not to say

- h. People being drunk or rowdy in public places
 - 1. Very big problem
 - 2. Fairly big problem
 - 3. Not a very big problem
 - 4. Not a problem at all
 - 5. Don't know / not applicable
 - 6. Prefer not to say

- i. Prostitution
 - 1. Very big problem
 - 2. Fairly big problem
 - 3. Not a very big problem
 - 4. Not a problem at all
 - 5. Don't know / not applicable
 - 6. Prefer not to say

F6. If you were a victim of a crime, in Regina, in the last two years, did you report the offence(s) to police?

1. No, never
2. Yes, for some of the crimes that were committed against me
3. Yes, for every instance
4. I was not a victim of crime in the past two years.

If participant answered "1" or "2" to the above question, ask question F7 (omit F7 for those who answered "3").

If participant answered "2" or "3" to the above question, ask question F8 (omit F7 for those who answered "1")

If participant answered "4" to the above question proceed to next section (question G1)

F7. If you did not report a crime, what was the major reason why you did not report?
(Do not read. Allow one response only)

1. Minor value of property
2. Known offender
3. Fear of retaliation
4. Lack of confidence in police
5. Lack of confidence in justice system
6. Lack of confidence in initial telephone contact
7. I did not consider it important
8. Other: (specify: _____)
9. Don't know / not applicable
10. Prefer not to say

(After answering F7, go to G1)

F8. If you did report a crime as a victim, pick a number on the scale from 1 to 5 where 1 is "Poor" and 5 is "Excellent," to indicate your level of satisfaction with the police response.

1. Poor
2. 2
3. 3
4. 4
5. Excellent
6. Don't know/ not applicable
7. Prefer not to say

G. PERCEPTIONS OF QUALITY OF SERVICE

G1. On a scale from 1 to 5, where 1 is “Poor” and 5 is “Excellent”, please indicate how you rate the overall quality of service provided by the Regina Police Service.

1. Poor
2. 2
3. 3
4. 4
5. Excellent
6. Don't know / not applicable
7. Prefer not to say

G2. Do you think the Regina Police Service does a good job, an average job, or a poor job of:

- a. enforcing the laws?
 1. Good job
 2. Average job
 3. Poor job
 4. Don't know/ not applicable
 5. Prefer not to say

- b. promptly responding to calls?
 1. Good job
 2. Average job
 3. Poor job
 4. Don't know/ not applicable
 5. Prefer not to say

- c. being approachable and easy to talk to?
 1. Good job
 2. Average job
 3. Poor job
 4. Don't know/ not applicable
 5. Prefer not to say

- d. supplying information to the public on ways to reduce crime?
 - 1. Good job
 - 2. Average job
 - 3. Poor job
 - 4. Don't know/ not applicable
 - 5. Prefer not to say

- e. ensuring the safety of citizens in your area?
 - 1. Good job
 - 2. Average job
 - 3. Poor job
 - 4. Don't know/ not applicable
 - 5. Prefer not to say

- f. treating people fairly?
 - 1. Good job
 - 2. Average job
 - 3. Poor job
 - 4. Don't know/ not applicable
 - 5. Prefer not to say

- g. cooperating with the public to address their concerns?
 - 1. Good job
 - 2. Average job
 - 3. Poor job
 - 4. Don't know/ not applicable
 - 5. Prefer not to say

G3. In order of importance, please provide the top three (3) areas where you think the Regina Police Service could improve service delivery. (Do not read. Allow three responses only)

1. Relations between police and youth
2. Public education
3. Relations or communications between the police and community
4. Treatment of minority groups
5. Foot patrol in business areas
6. Enforcement of laws
7. Vehicle patrols in residential areas
8. Bike patrols
9. Place more officers in schools
10. Bylaw enforcement
11. Hire more officers
12. Other: (specify: _____)
13. Don't know/Not applicable
14. Refused to answer

G4. On a scale from 1 to 5, where 1 is "very unsatisfied" and 5 is "very satisfied," please indicate your overall level of satisfaction with the service provided by the Regina Police Service.

1. very unsatisfied
2. 2
3. 3
4. 4
5. very satisfied
6. Don't know
7. Refused to answer

G5. On the 5 point agreement scale, if you called the Regina Police Service or 911 in the past two years, to what extent do you agree or disagree with the following statement I was given sufficient information to effectively deal with my situation.

1. Strongly disagree
2. Somewhat disagree
3. Neither agree nor disagree
4. Somewhat agree
5. Strongly agree
6. Did not call RPS or 911 / not applicable
7. Don't know
8. Prefer not to say

G6. On a scale from 1 to 5, where 1 is “Poor” and 5 is “Excellent,” please indicate how you would rate the Regina Police Service’s handling of major community events such as concerts, sporting events or festivals such as Mosaic?

1. Poor
2. 2
3. 3
4. 4
5. Excellent
6. Don’t know/not applicable
7. Prefer not to say

G7. Where would you like to see the police allocate more of their existing resources in the future?
(Do not read. Allow one response only)

_____ (write in response)

1. Don’t know/not applicable
2. Prefer not to say

H. COMMUNITY SERVICE CENTRES (Central District Residents only)

H1. Do you know where your Regina Police Service Community Service Center is located in your neighbourhood?

1. Yes
2. No
3. Prefer not to say

If participant answers “1” to the above question ask question H2. If the participant answers “2” or “3” to the above question, skip to question H3.

H2. Have you ever visited a Community Service Center for a police-related matter?

1. Yes
2. No
3. Prefer not to say

H3. What do you think Service Centre police members need to do to meet the needs of your community? (*Do not read. Allow one response only*)

1. Vehicle patrols
2. Officers on foot or bike patrol
3. Investigations
4. Attend community events
5. Provide education and crime prevention information
6. Be available at a Service Center reporting desk
7. Other: (specify: _____)
8. Don't know/ not applicable
9. Prefer not to say

H4. Which of the following hours of the day would you like to have a police member at a reporting desk in your Community Service Center?

1. Morning (8 a.m. to 12 p.m.)
2. Afternoon (12 p.m. to 4 p.m.)
3. Evening (4 p.m. to 8 p.m.)
4. Other: (specify: _____)
5. Would not use the community service centre
6. Don't know / not applicable
7. Prefer not to say

H5. On a scale of 1 to 5, where 1 is "not beneficial" and 5 is "very beneficial," please indicate how would you rate the benefit of having a Community Service Centre in your neighbourhood?

1. not beneficial
2. 2
3. 3
4. 4
5. very beneficial
6. Don't know / not applicable
7. Prefer not to say

I. DEMOGRAPHIC QUESTIONS

I1. Record Gender without asking:

1. Male
2. Female
3. Don't know/unsure

I2. In which of the following age categories does your current age fit? (Read the list)

1. 18 – 24
2. 25 – 34
3. 35 – 44
4. 45 – 54
5. 55 – 64
6. 65 – 74
7. 74+
8. Prefer not to say

I3. What is the highest level of education you have completed? (Read the list)

-
1. Less than high school
 2. High school (or GED) graduate
 3. Some post-secondary education (college or university)
 4. Completed technical diploma/certificate
 5. Bachelors degree
 6. Master's Degree
 7. Doctorate (Ph.D.)
 8. Don't know/Not sure
 9. Prefer not to say

I4. Do you rent or own your current residence?

1. Rent
2. Own
3. Don't know/ not applicable
4. Prefer not to say

15. With which ethnic group do you most closely identify with? (*Do not read. Allow one response only*)

1. Caucasian/White
2. First Nations
3. Métis
4. Asian
5. Arabic
6. East Indian
7. Black
8. Other: (specify: _____)
9. Prefer not to say

We appreciate your participation in this survey. The information you provided will be given great consideration by the Regina Police Service as it moves forward in meeting its mandate to serve the citizens of Regina.