



ARCHIVED - Archiving Content

Archived Content

Information identified as archived is provided for reference, research or recordkeeping purposes. It is not subject to the Government of Canada Web Standards and has not been altered or updated since it was archived. Please contact us to request a format other than those available.

ARCHIVÉE - Contenu archivé

Contenu archivé

L'information dont il est indiqué qu'elle est archivée est fournie à des fins de référence, de recherche ou de tenue de documents. Elle n'est pas assujettie aux normes Web du gouvernement du Canada et elle n'a pas été modifiée ou mise à jour depuis son archivage. Pour obtenir cette information dans un autre format, veuillez communiquer avec nous.

This document is archival in nature and is intended for those who wish to consult archival documents made available from the collection of Public Safety Canada.

Some of these documents are available in only one official language. Translation, to be provided by Public Safety Canada, is available upon request.

Le présent document a une valeur archivistique et fait partie des documents d'archives rendus disponibles par Sécurité publique Canada à ceux qui souhaitent consulter ces documents issus de sa collection.

Certains de ces documents ne sont disponibles que dans une langue officielle. Sécurité publique Canada fournira une traduction sur demande.



OPP COMMUNITY SATISFACTION SURVEY 2012
Provincial Report

OPP Community Satisfaction Survey 2012



Published by:
Operational Policy & Strategic Planning Bureau
OPP General Headquarters
777 Memorial Ave.
Orillia, ON
L3V 7V3
(705) 329-7561

OPP Community Satisfaction Survey 2012



Table of Contents

Methodology.....	4
Regional Representation.....	7
Demographics.....	8
Ontarians' Feelings of Safety.....	11
Handling of Crimes.....	13
OPP Marine Patrols.....	17
OPP ATV Patrols.....	20
Highway Usage.....	23
Highway Safety.....	25
Visibility on the Highways.....	27
Traffic Enforcement.....	29
Awareness of Impaired Driving Laws.....	38
Major Occurrences.....	39
Ease of Contacting the OPP.....	41
Contact Due to Incident.....	43
Overall Satisfaction.....	56

OPP Community Satisfaction Survey 2012



Methodology

- The Provincial component of the OPP Community Satisfaction Survey (CSS) is a general population survey conducted annually with all residents of Ontario.
- The research company R.A. Malatest & Associates Ltd. conducted this telephone survey between February 2, 2012 and March 11, 2012.
- Randomly selected telephone numbers were used to gather a total of 1,000 completed surveys from respondents who were at least 16 years old and who came from households where no member of the household was employed by the OPP.
- These 1,000 completed surveys represent a margin of error of no greater than +/- 5%, 19 times out of 20.

OPP Community Satisfaction Survey 2012



Methodology

● Sampling was done geographically by area code region to distribute statistical power evenly across the five area code regions, to ensure that comparisons would be valid and to ensure residents in each area code region had a voice in the survey.

● **Note:** Area Code Regions do not line up with OPP Regions. Area Code regions are based solely on the area code associated with the respondents' telephone number, regardless of which OPP Region in which they reside:

- **Greater Toronto Area:** area codes 416, 647, 905, 289
- **South Area Code Region:** area codes 519, 226
- **North Area Code Region:** area code 807
- **West-Central Area Code Region:** area codes 705, 249
- **East Area Code Region:** area code 613, 343

OPP Community Satisfaction Survey 2012



Methodology

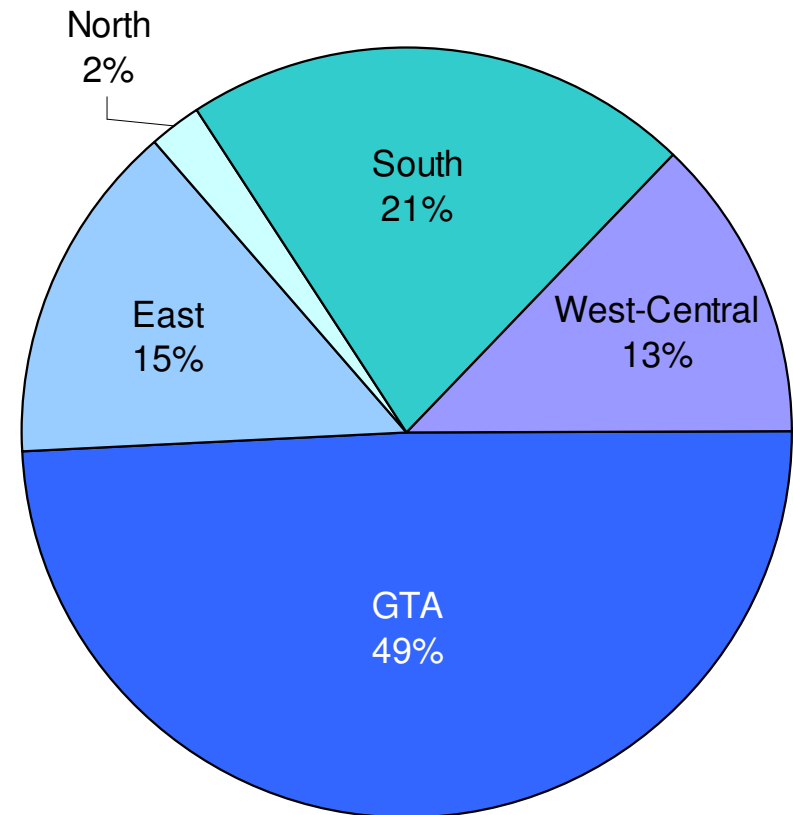
- Most scale questions rate the item with a range of four answer choices. Charts present the results in two formats:
 - Actual proportions for each of the four answer choices. For these charts the 'best' two choices are to the left, in blue.
 - The mean value of the result, out of a maximum of four. For all items the higher the number (or longer the bar in the chart) the 'better' the result.
- Overall results (proportions and means) were weighted to reflect the actual population proportion in each area code region, and are therefore representative of Ontario as a whole.
- Comparisons were made between area code regions, respondent age groups, respondent gender, and a selection of other relevant factors. Where these were statistically significant at the 5% level those differences are presented.



Regional Representation

- The regions were identified by telephone area codes as in the table below.
- The chart to the right shows the proportion of respondents from each region, after weighting.

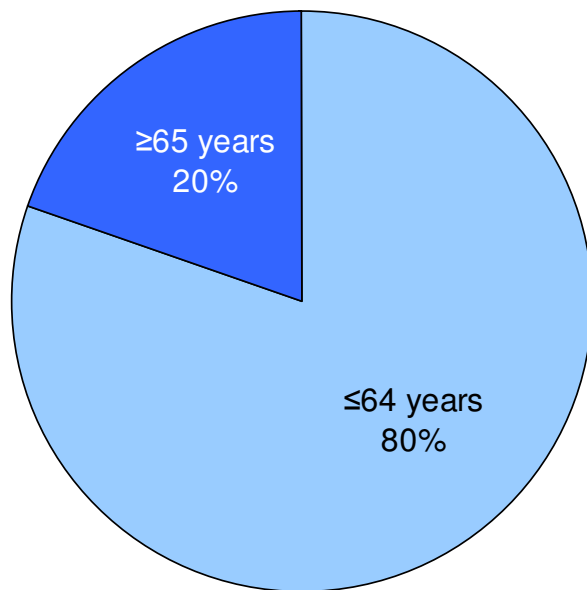
Area Code Region	Telephone Area Codes
Greater Toronto Area (GTA)	416, 647, 905, 289
East Area Code Region	613, 343
West-Central Area Code Region	705, 249
South Area Code Region	519, 226
North Area Code Region	807



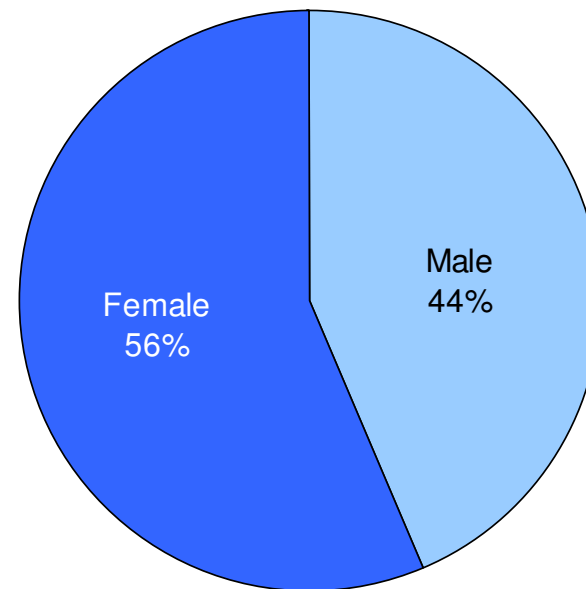


Demographics

• Comparisons were made on the age group and gender variables using the groupings shown in the below charts. Where these differences were statistically significant at the 5% level, those differences are presented in subsequent slides.



Age Distribution

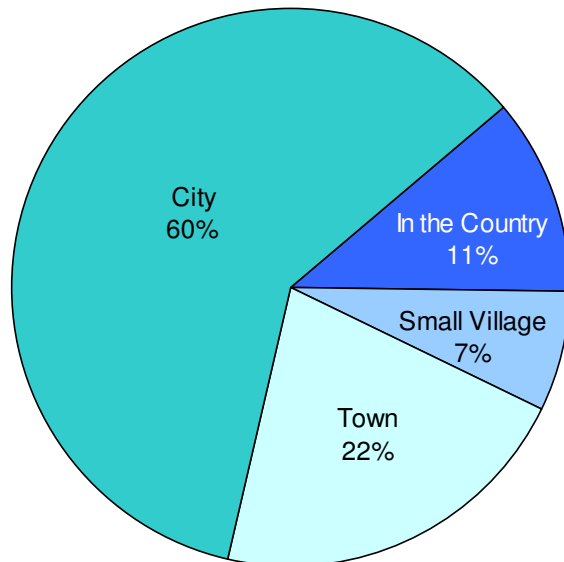


Gender

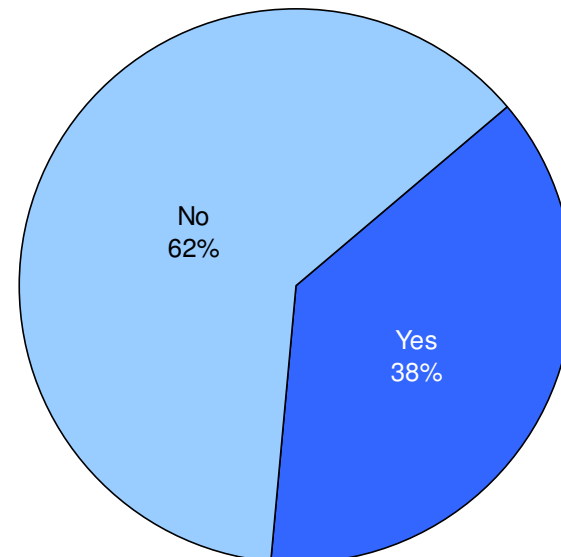


Demographics

- Respondents were asked whether they lived in a city, a town, a small village or in the country. The results are shown in the chart below.
- Respondents were also asked whether they lived in an area where the OPP was the primary police service, with results shown in the chart below.
- Where possible, comparisons were also made using these variables.



Where Ontarians Live



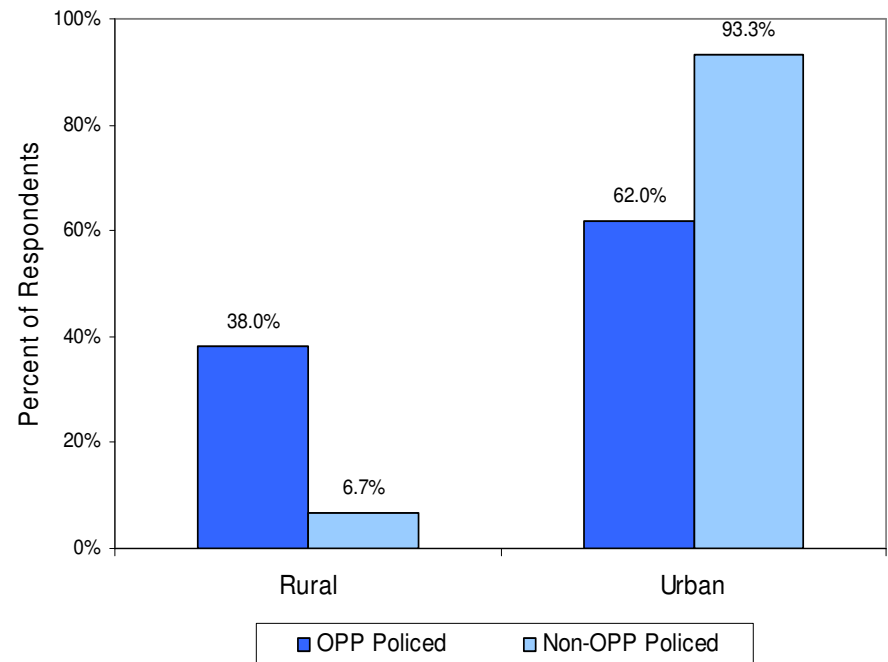
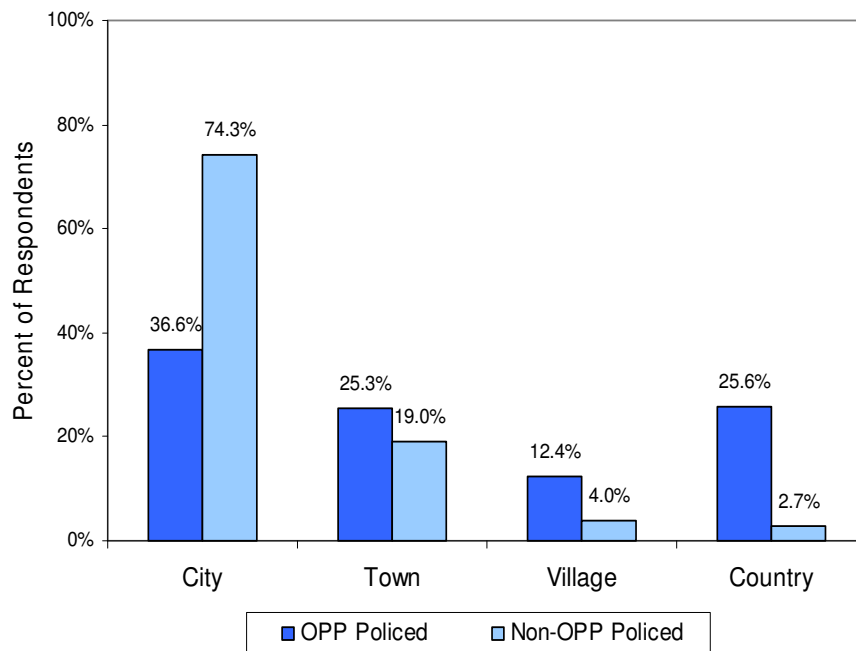
Primary Police Service

OPP Community Satisfaction Survey 2012



Demographics

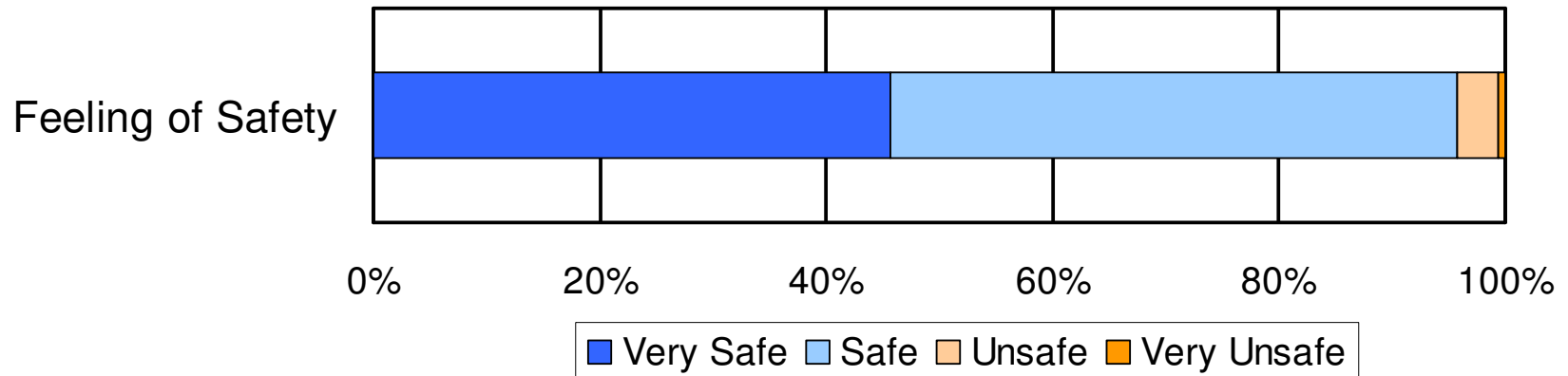
Areas primarily policed by the OPP are fairly evenly dispersed among urban (cities and towns) and rural areas (villages and the country), whereas areas primarily policed by non-OPP police services are primarily urban.





Ontarians' Feelings of Safety

● 95.8% of respondents felt 'very safe' or 'safe' in their community.

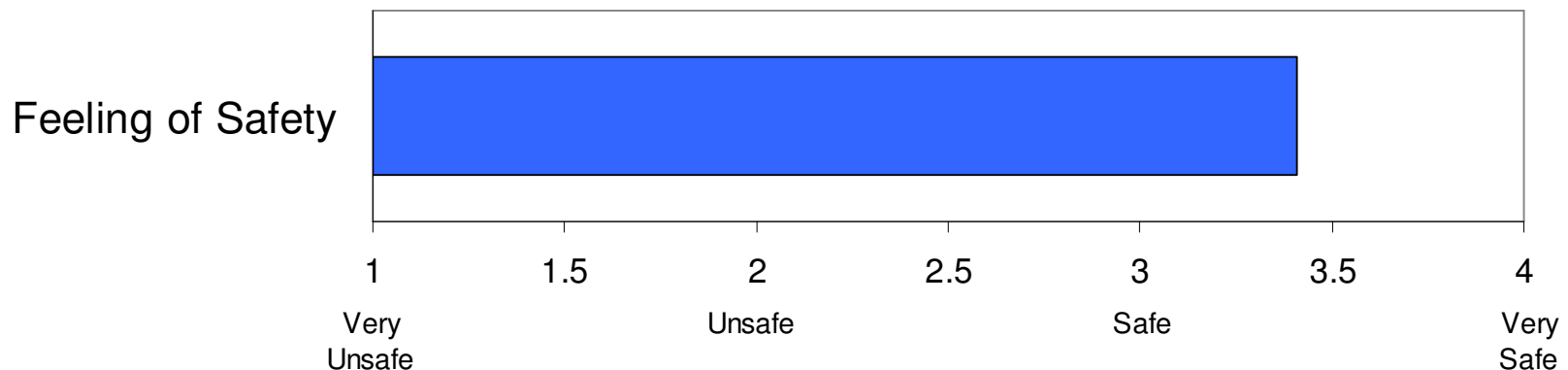


Very Safe	Safe	Unsafe	Very Unsafe
45.7%	50.1%	3.5%	0.7%



Ontarians' Feelings of Safety

- On average, respondents felt part way between 'safe' and 'very safe' in their community (3.41/4).
- Respondents from the East area code region (3.50/4) felt safer than respondents from the North area code region (3.25/4).
- Respondents living in rural areas (3.51/4) felt safer than respondents living in urban areas (3.35/4).
- Finally, respondents living in areas primarily policed by the OPP (3.49/4) felt safer than respondents living in areas primarily policed by *other* police services (3.32/4).

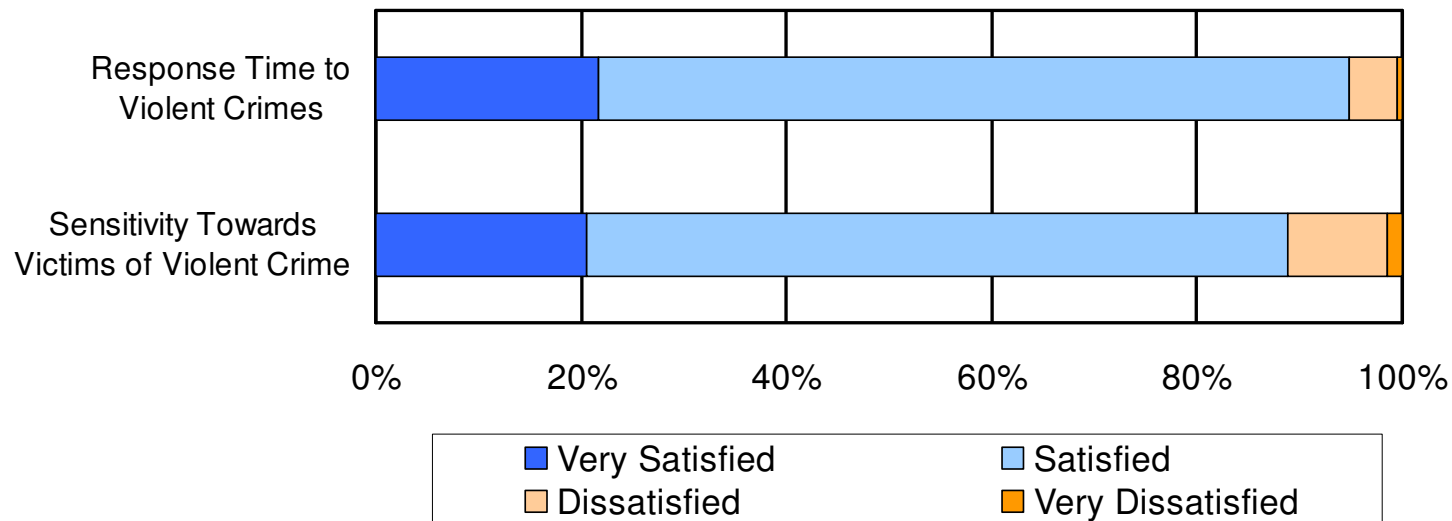


OPP Community Satisfaction Survey 2012



Handling of Crimes

- 94.7% of respondents were 'very satisfied' or 'satisfied' with the OPP's response time to violent crimes.
- 88.8% of respondents were 'very satisfied' or 'satisfied' with the OPP's sensitivity towards victims of violent crime.

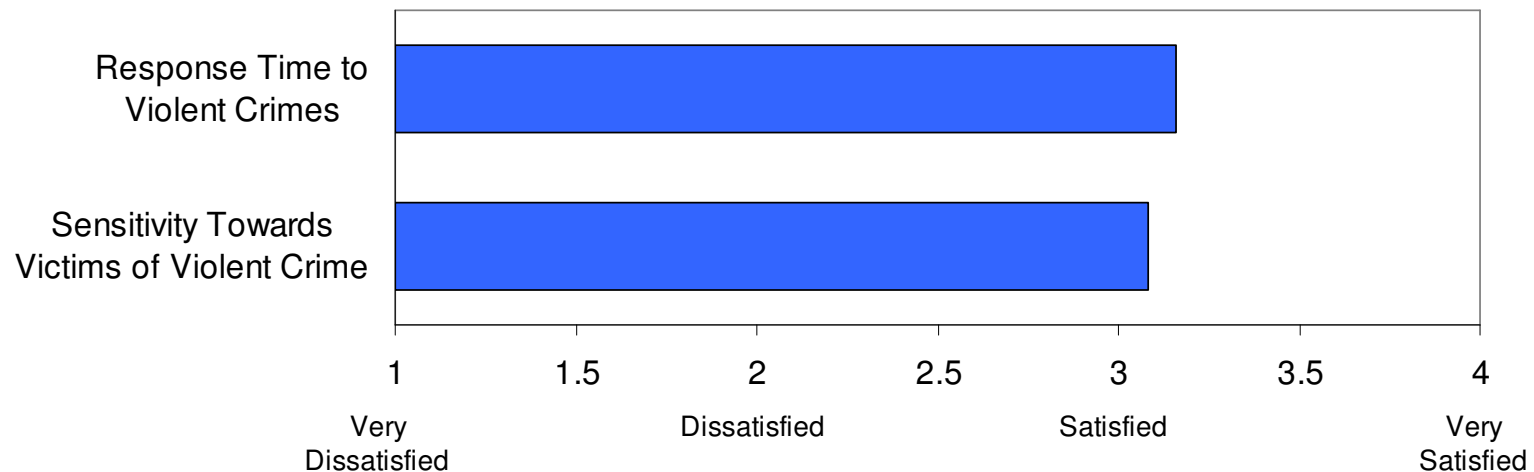


	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied
Response Time to Violent Crimes	21.6%	73.1%	4.8%	0.4%
Sensitivity Towards Victims of Violent Crime	20.5%	68.3%	9.7%	1.5%



Handling of Crimes

- On average, respondents said they were part way between 'satisfied' and 'very satisfied' with the OPP's response time to violent crimes (3.16/4).
- On average, respondents said they were 'satisfied' with the OPP's sensitivity towards victims of violent crime (3.08/4).
- There were no statistically significant differences found between regions, genders, age groups or any other factor of interest.

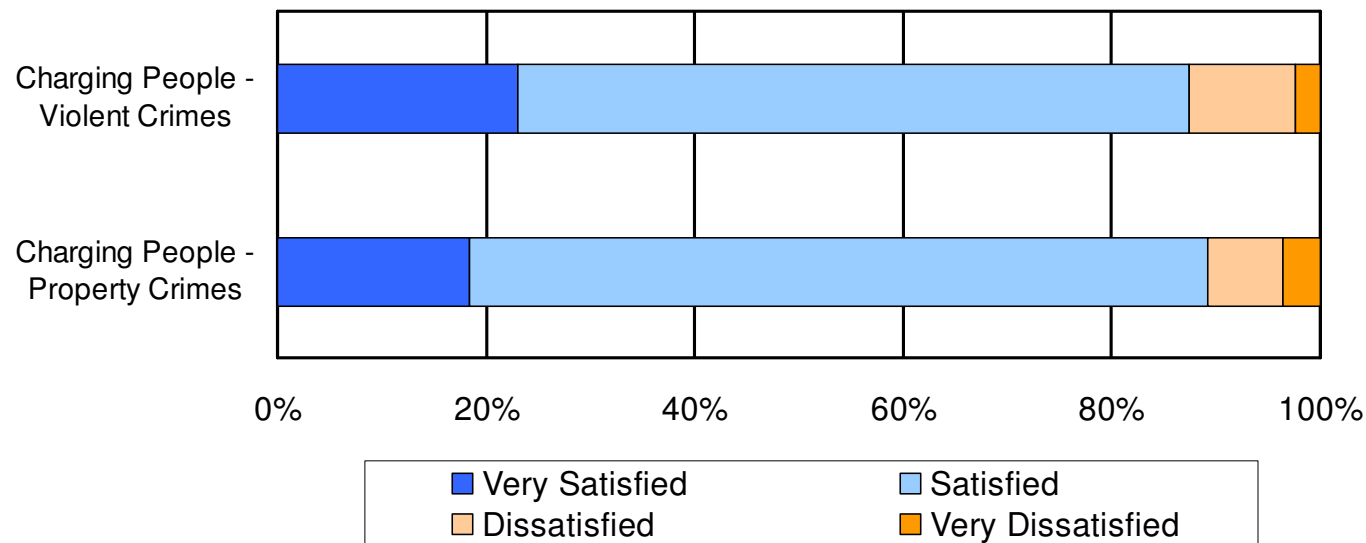


OPP Community Satisfaction Survey 2012



Handling of Crimes

- 87.4% of respondents were 'very satisfied' or 'satisfied' with the OPP's charging of people who have committed a violent crime.
- 89.3% of respondents were 'very satisfied' or 'satisfied' with the OPP's charging of people who have committed a property crime.



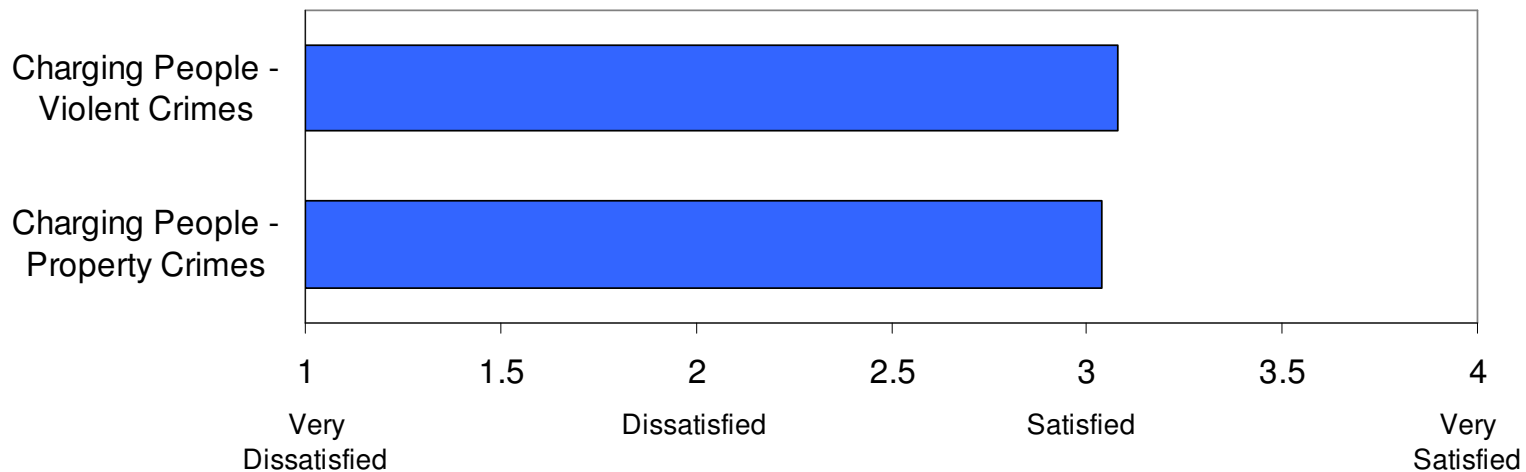
	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied
Charging People – Violent Crimes	23.1%	64.3%	10.1%	2.5%
Charging People – Property Crimes	18.5%	70.8%	7.2%	3.5%

OPP Community Satisfaction Survey 2012



Handling of Crimes

- On average, respondents said they were 'satisfied' with the OPP's charging of people who have committed a violent crime (3.08/4).
- On average, respondents said they were 'satisfied' with the OPP's charging of people who have committed a property crime (3.04/4).
- Respondents who had personally contacted the OPP in the past year, or had contact with the OPP due to a traffic or crime incident were *less* satisfied (2.91/4) with the OPP's charging of people who have committed a property crime compared to respondents who had no contact with the OPP in the past year (3.10/4).





OPP Marine Patrols

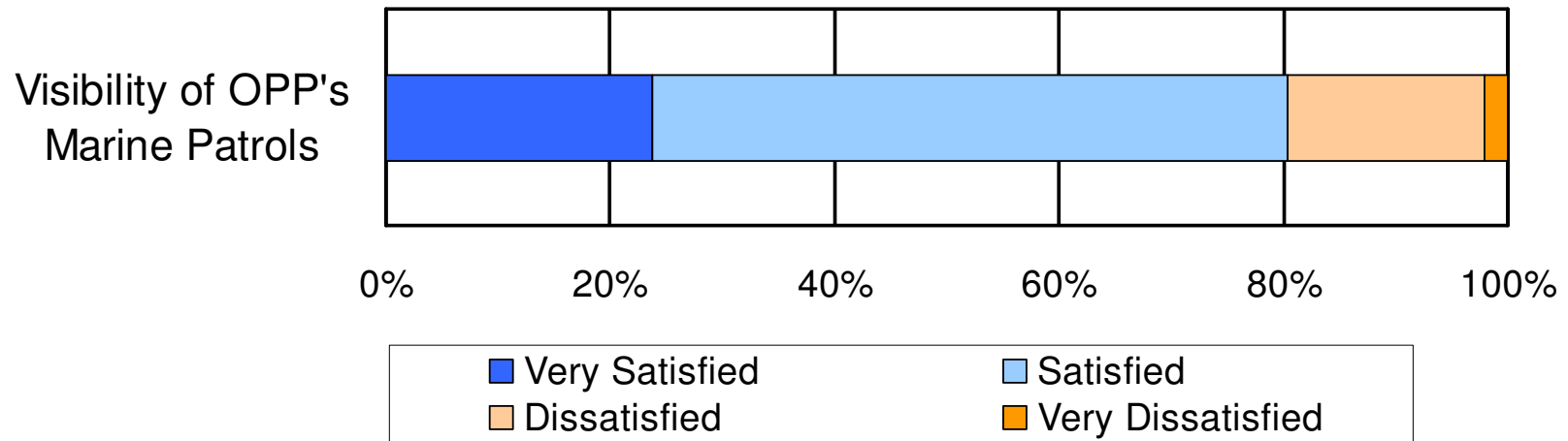
- 203 respondents (or 20.3%) said they were involved in marine activities on Ontario's waters.
- Respondents from the North area code region (32.5%) and West-Central area code region (28.0%) were more likely to be involved in marine activities compared to respondents from the GTA (18.0%) and South area code regions (16.5%).
- Respondents from rural areas (31.1%) were more likely to be involved in marine activities compared to those from urban areas (21.7%).
- Male respondents (31.7%) were more likely to be involved in marine activities compared to female respondents (17.7%).
- Respondents aged 64 and under (26.5%) were more likely to be involved in marine activities compared to respondents aged 65 and older (14.7%).

OPP Community Satisfaction Survey 2012



OPP Marine Patrols

● Respondents who indicated involvement in marine activities were then asked how satisfied they were with the visibility of the OPP's marine patrols. 80.4% of respondents were 'very satisfied' or 'satisfied' with the visibility of the OPP's marine patrols.



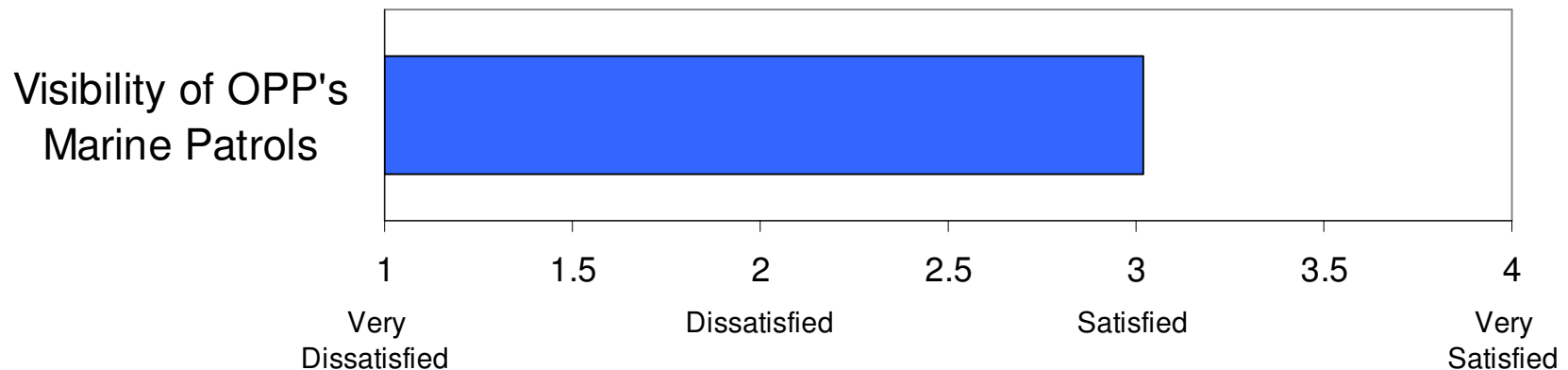
Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied
23.7%	56.7%	17.5%	2.1%

OPP Community Satisfaction Survey 2012



OPP Marine Patrols

- On average, respondents said they were 'satisfied' with the visibility of the OPP's marine patrols (3.02/4).
- There were no statistically significant differences found between regions, genders, age groups or any other factor of interest in terms of satisfaction with the visibility of marine patrols.





OPP ATV Patrols

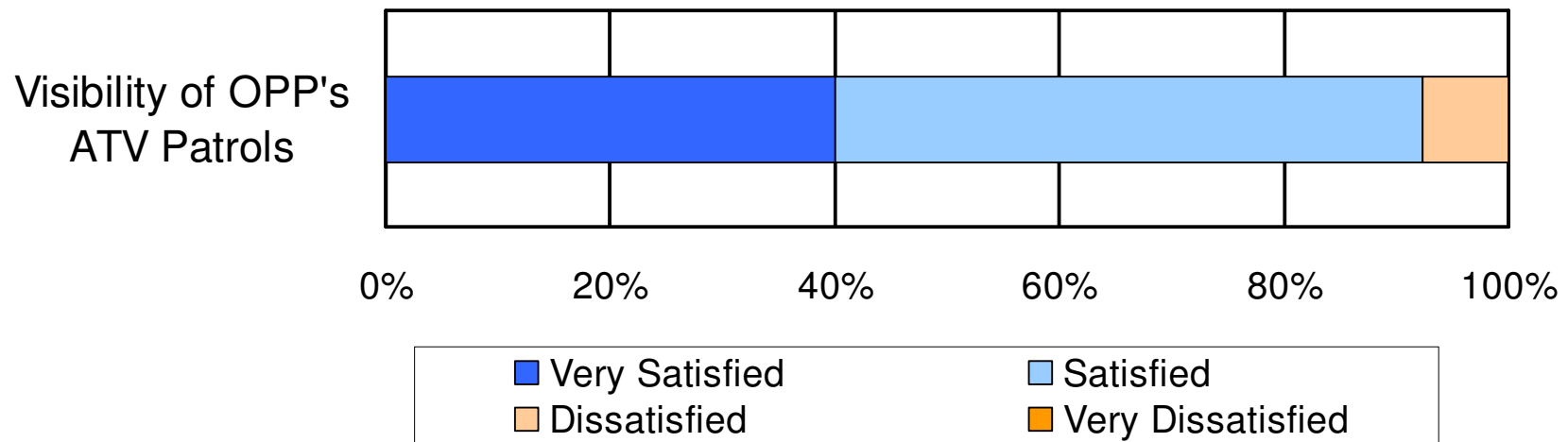
- 69 respondents (or 6.9%) said they were involved in ATV activities on Ontario's trails.
- Respondents from the West-Central area code region (14.5%) were more likely to be involved in ATV activities compared to respondents from the South (7.5%), East (6.5%) and GTA area code regions (4.6%). Respondents from the North area code region (11.6%) were also more likely to be involved in ATV activities compared to respondents from the GTA (4.6%).
- Respondents from rural areas (14.8%) were more likely to be involved in ATV activities compared to those from urban areas (7.1%).
- Male respondents (12.5%) were more likely to be involved in ATV activities compared to female respondents (6.1%).
- Respondents aged 64 and under (10.5%) were more likely to be involved in ATV activities compared to respondents aged 65 and older (3.6%).

OPP Community Satisfaction Survey 2012



OPP ATV Patrols

● Respondents who indicated involvement in ATV activities were then asked how satisfied they were with the visibility of the OPP's ATV patrols. 92.3% of respondents were 'very satisfied' or 'satisfied' with the visibility of the OPP's ATV patrols.

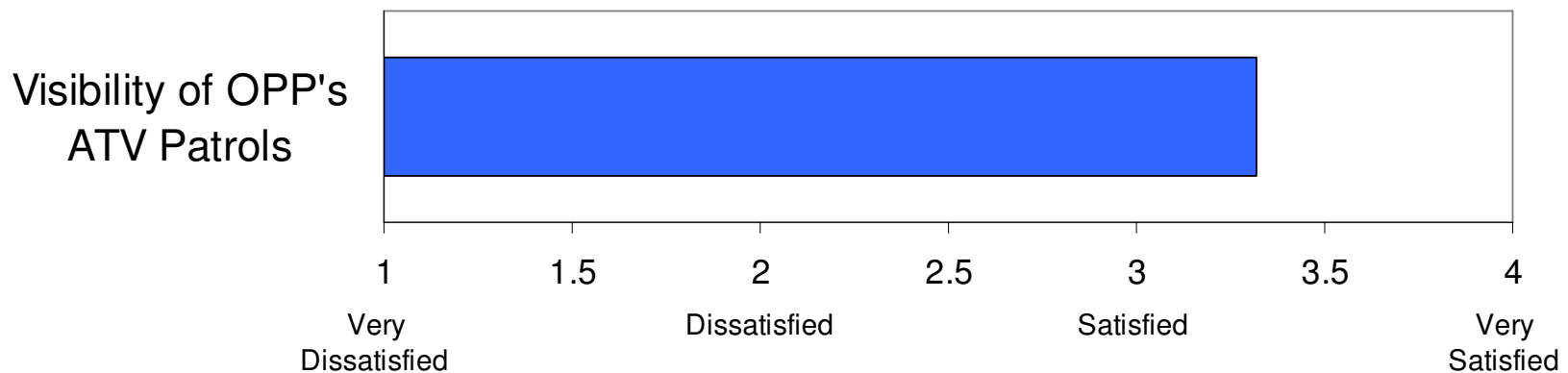


Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied
40.0%	52.3%	7.7%	0.0%



OPP ATV Patrols

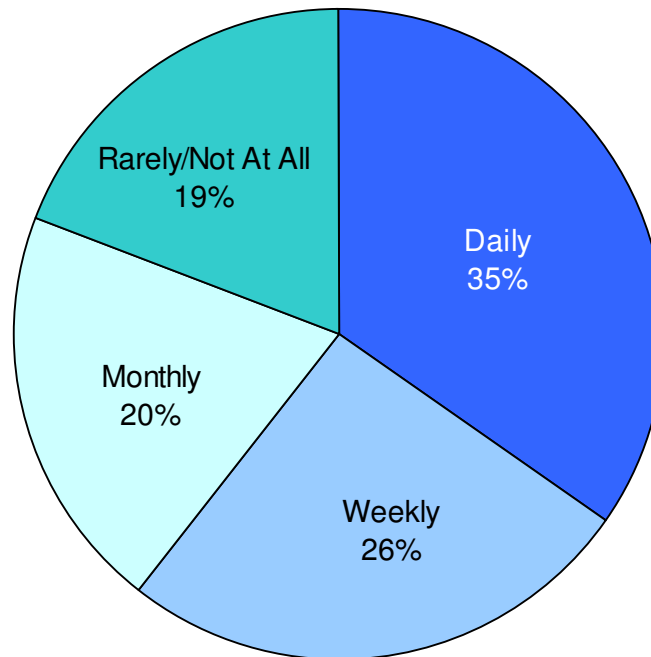
- On average, respondents said they were part way between 'satisfied' and 'very satisfied' with the visibility of the OPP's ATV patrols (3.32/4).
- There were no statistically significant differences found between regions, genders, age groups or any other factor of interest in terms of satisfaction with the visibility of the ATV patrols.





Highway Usage

- Respondents were asked how often they travel on Ontario's provincial highways. The results are presented in the chart below.
- The majority of respondent (61%) travel on provincial highways 'frequently' (on a daily or weekly basis). The remaining 39% travel on the highways 'infrequently' (either monthly, rarely, or not at all).





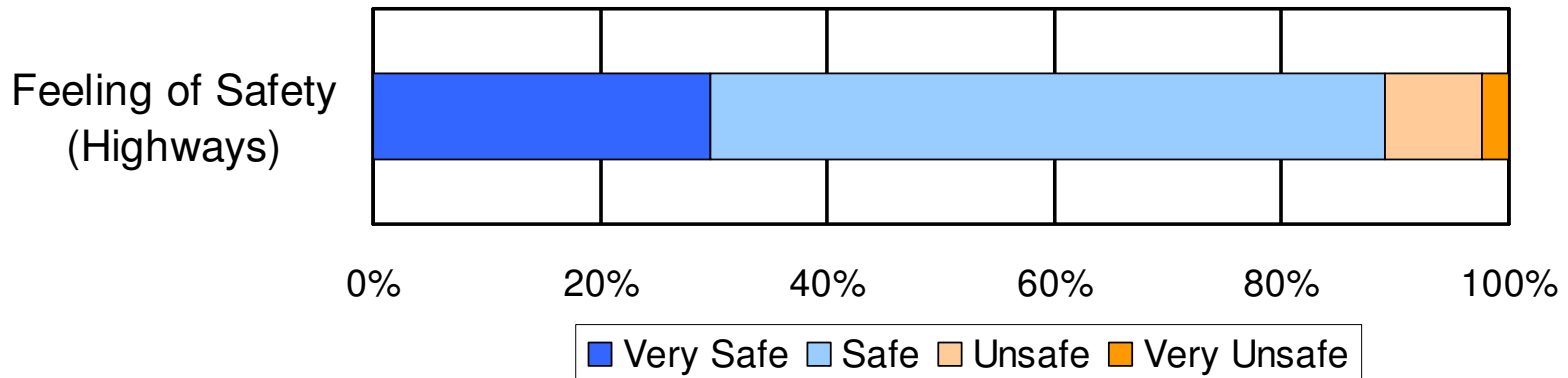
Highway Usage

- More males reported they travel on the highways on a daily or weekly basis (62.8%) compared to female respondents (50.4%).
- More respondents aged 64 and under reported they travel on the highways on a daily or weekly basis (59.4%) compared to those aged 65 and older (43.8%).
- More respondents from rural areas reported travelling daily or weekly on the highways (71.4%) compared to those from urban areas (51.1%).
- More respondents from the GTA (66.5%), East (59.5%) and West-Central (57.0%) area code regions use the highways on a daily or weekly basis compared to respondents from the North area code region (45.5%). Finally, more respondents from the GTA (66.5%) reported they travel on the highways daily or weekly compared to those from the South area code region (51.0%).



Highway Safety

● 89.1% of respondents felt 'very safe' or 'safe' when travelling on Ontario's provincial highways.

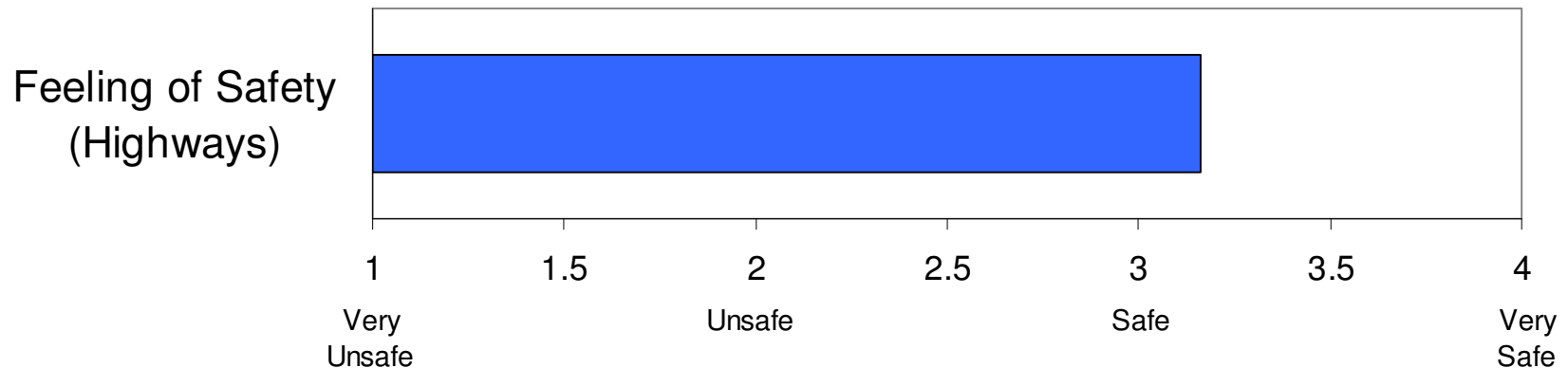


Very Safe	Safe	Unsafe	Very Unsafe
29.7%	59.4%	8.5%	2.4%



Highway Safety

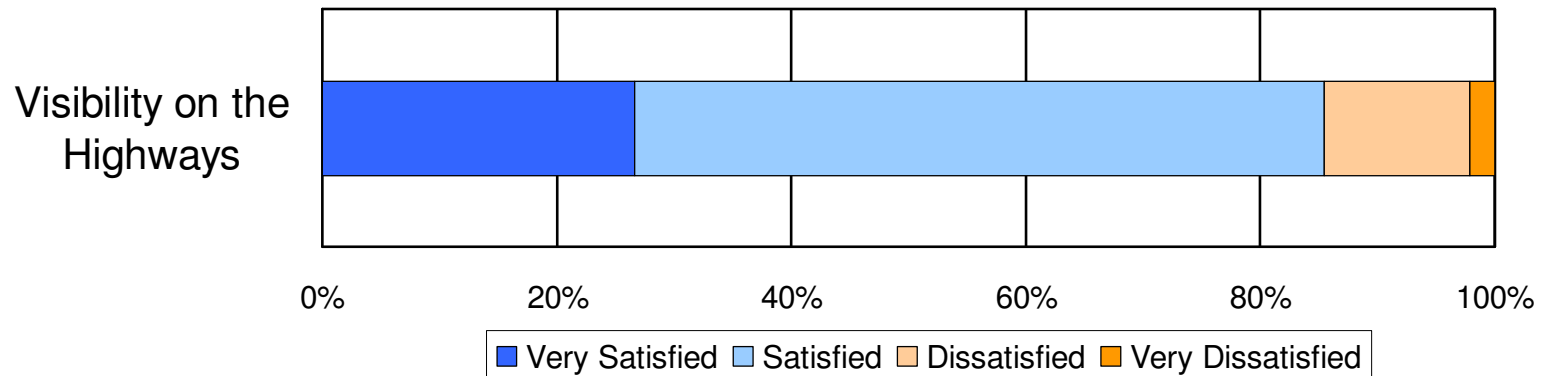
- On average, respondents felt part way between 'safe' and 'very safe' when travelling on Ontario's provincial highways (3.16/4).
- Respondents who reported they travel on provincial highways on a daily or weekly basis felt safer (3.21/4) compared to respondents who travel on the highways monthly, rarely, or not at all (3.11/4).
- Respondents aged 64 and under felt safer travelling Ontario's provincial highways (3.19/4) compared to respondents aged 65 and older (3.06/4).





Visibility on the Highways

85.5% of respondents were 'very satisfied' or 'satisfied' with the visibility of the OPP on the highways.

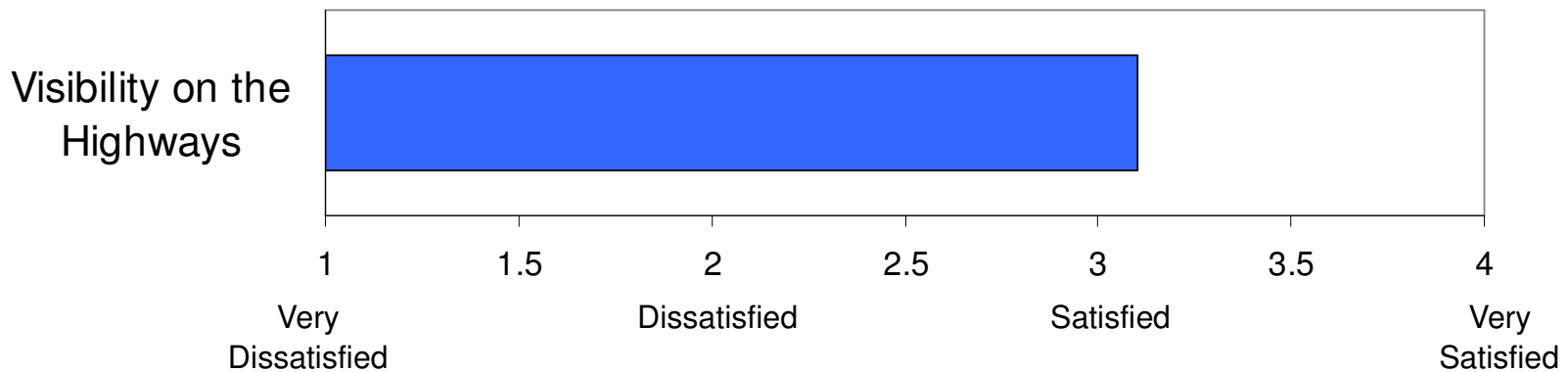


Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied
26.7%	58.8%	12.4%	2.1%



Visibility on the Highways

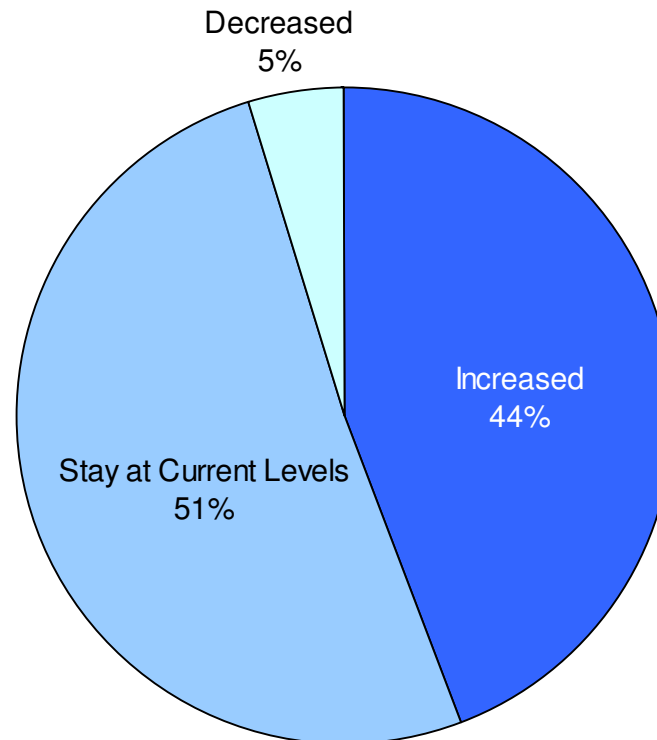
- On average, respondents felt part way between 'satisfied' and 'very satisfied' with the visibility of the OPP on the highways (3.10/4).
- There were no statistically significant differences found between regions, genders, age groups or any other factor of interest in terms of satisfaction with the visibility of the OPP on the highways.





Traffic Enforcement

● Just over half (51%) of all respondents felt that the OPP's efforts at enforcing traffic laws should stay at current levels. An additional 44% felt that efforts should be increased and the remaining 5% felt efforts should be decreased.





Traffic Enforcement

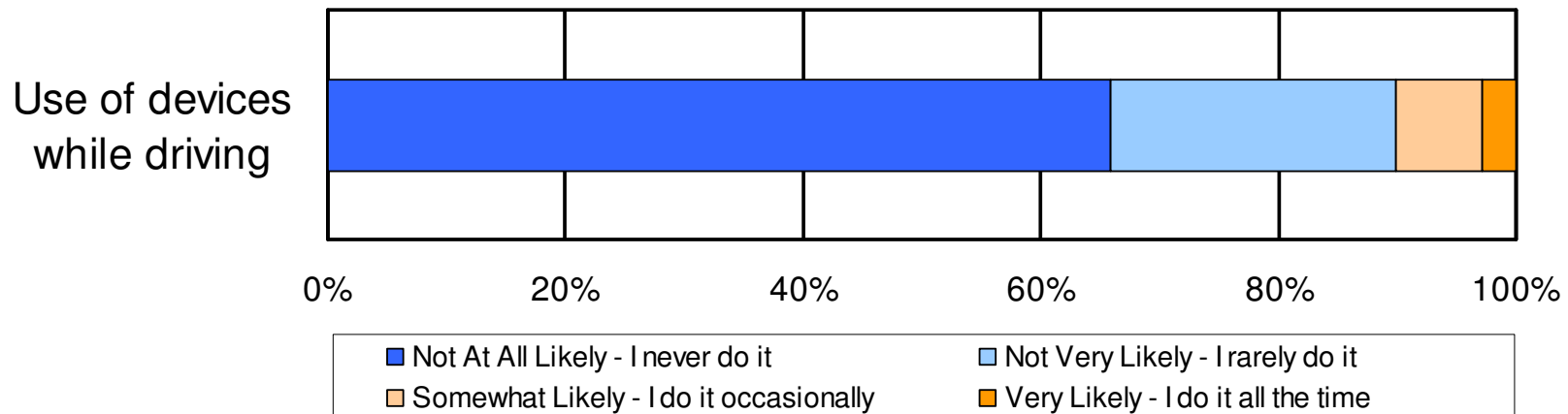
- More female respondents (47.3%) said the OPP's traffic enforcement efforts should be increased compared to male respondents (36.5%).
- Conversely, male respondents were more likely to say efforts should stay at current levels (58.4%) compared to female respondents (49.7%).
- More respondents aged 64 and under stated traffic enforcement efforts should stay at current levels (55.9%) or be decreased (4.6%) compared to respondents aged 65 and older (45.3% and 1.4% respectively).
- Respondents aged 65 and older were more likely to say efforts should be increased (53.3%) compared to those aged 64 and younger (39.4%).
- There were no significant differences found between respondents who use the highways frequently (daily or weekly) and those who use the highways infrequently (monthly, rarely or not at all).



Traffic Enforcement

Respondents were informed that since October 2009 it has been illegal for drivers in Ontario to talk, text, type, dial or email using hand-held devices such as cell phones and other communication/entertainment devices. Respondents were then asked how likely they would be to use a hand-held device while driving since the introduction of this law.

89.9% of respondents said they were ‘not at all likely (I never do it)’ or ‘not very likely (I rarely do it)’ to use devices while driving.

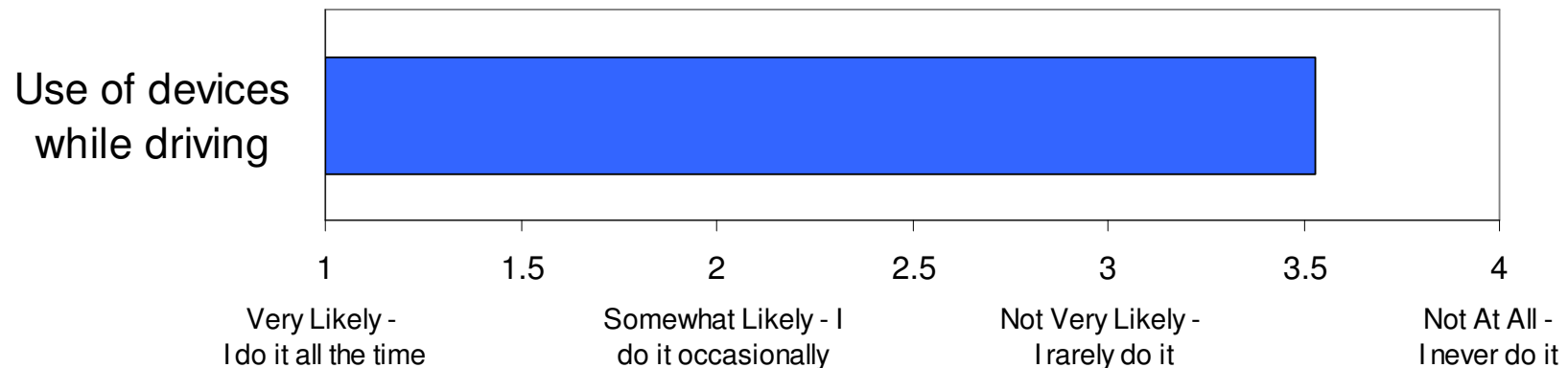


Not at All Likely (I never do it)	Not Very Likely (I rarely do it)	Somewhat Likely (I do it occasionally)	Very Likely (I do it all the time)
65.9%	24.0%	7.2%	2.9%



Traffic Enforcement

- On average, respondents were part way between 'not at all likely' and 'not very likely' to use hand-held communications or entertainment devices while driving (3.53/4).
- Respondents aged 65 and older were less likely (3.86/4) to use hand-held devices while driving compared to respondents aged 64 and younger (3.49/4).
- Female respondents were less likely (3.64/4) to use hand-held devices while driving compared to male respondents (3.49/4).
- Respondents who travel on provincial highways infrequently (monthly, rarely or not at all) were less likely (3.72/4) to use hand-held devices while driving compared to those who travel on the highways on a daily or weekly basis (3.45/4).

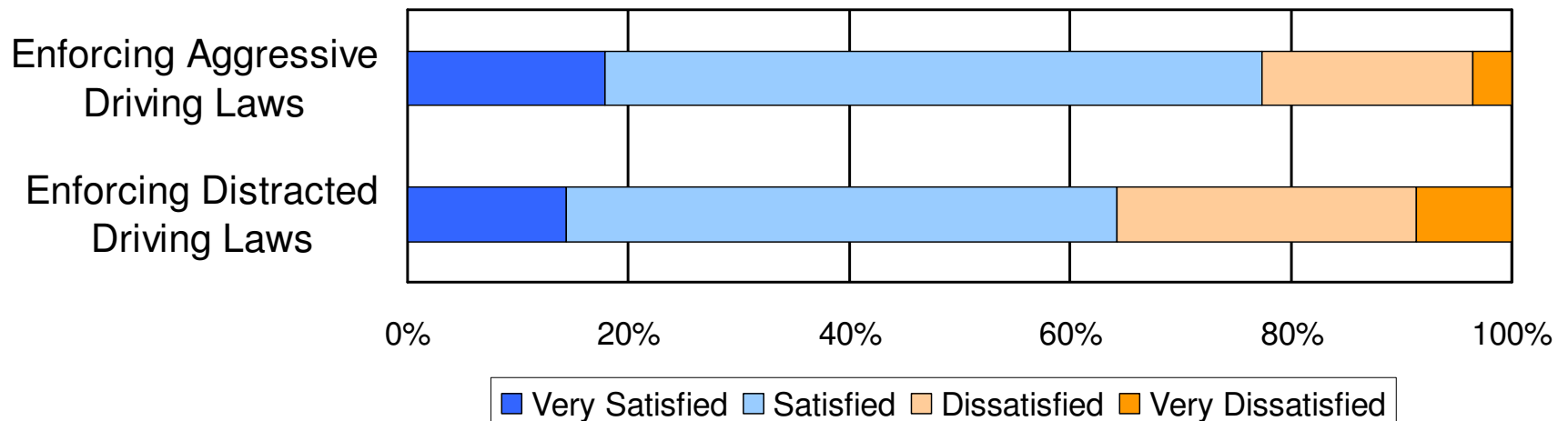


OPP Community Satisfaction Survey 2012



Traffic Enforcement

- 77.5% of respondents were 'very satisfied' or 'satisfied' with the OPP's enforcement of aggressive driving laws.
- 64.2% of respondents were 'very satisfied' or 'satisfied' with the OPP's enforcement of distracted driving laws.



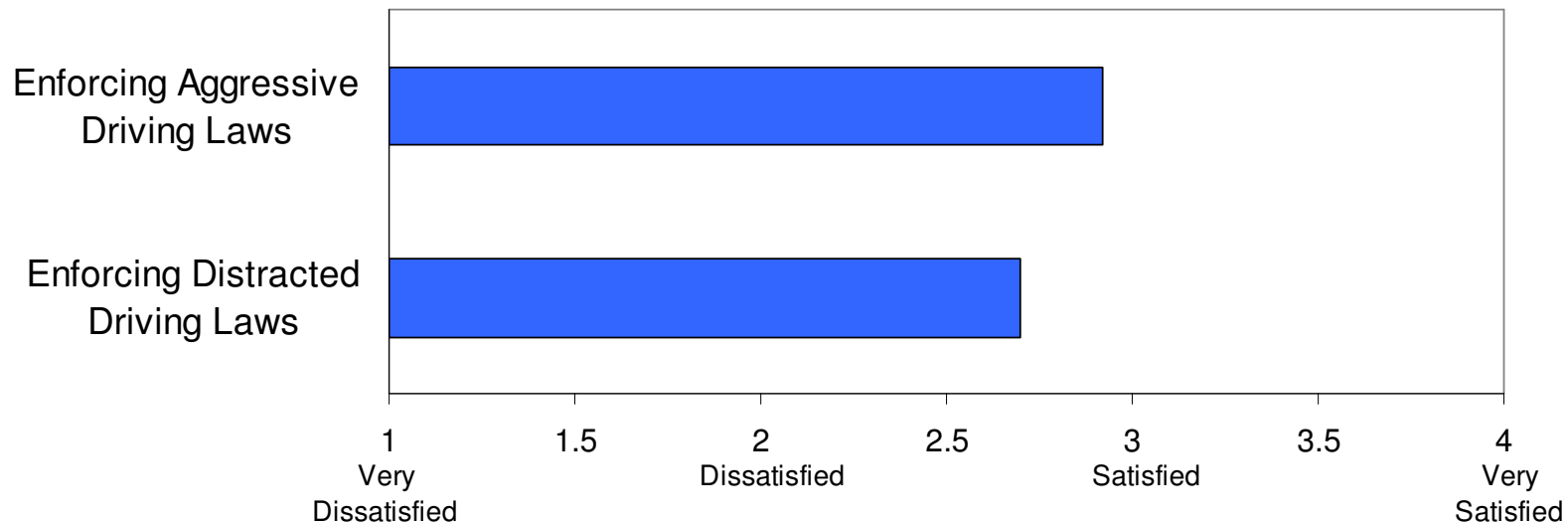
	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied
Enforcing aggressive driving laws*	17.9%	59.6%	19.0%	3.6%
Enforcing distracted driving laws	14.4%	49.8%	27.2%	8.6%

*for example, speeding or improper lane changes



Traffic Enforcement

- On average, respondents were 'satisfied' with the OPP's enforcement of aggressive driving laws (2.92/4).
- On average, respondents were less than 'satisfied' with the OPP's enforcement of distracted driving laws (2.70/4).





Traffic Enforcement

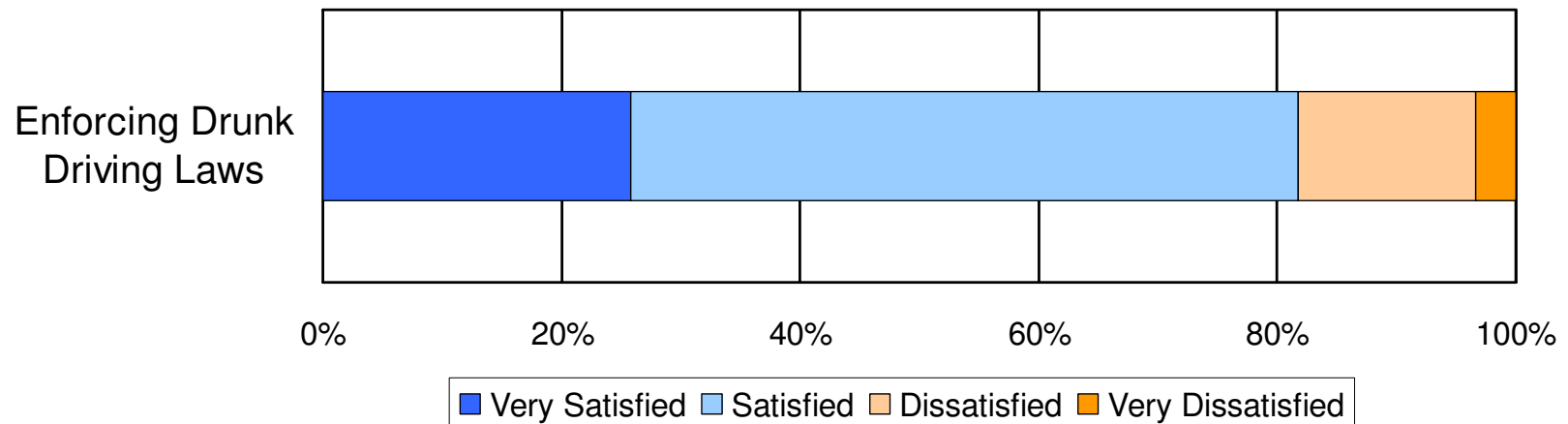
- Respondents who travel on provincial highways frequently (daily or weekly) were less satisfied (2.90/4) with the OPP's enforcement of aggressive driving laws compared to respondents who travel on the highways monthly, rarely, or not at all (3.01/4).
- Respondents who felt the OPP's efforts at enforcing traffic laws should stay at current levels were more satisfied (3.11/4) with the OPP's enforcement of aggressive driving laws compared to respondents who felt efforts at enforcing traffic laws should be decreased (2.82/4) or increased (2.76/4).
- Respondents aged 65 and older were more satisfied (2.87/4) with the OPP's enforcement of distracted driving laws compared to respondents aged 64 and younger (2.66/4).

OPP Community Satisfaction Survey 2012



Traffic Enforcement

81.8% of respondents were 'very satisfied' or 'satisfied' with the OPP's enforcement of drunk driving laws.



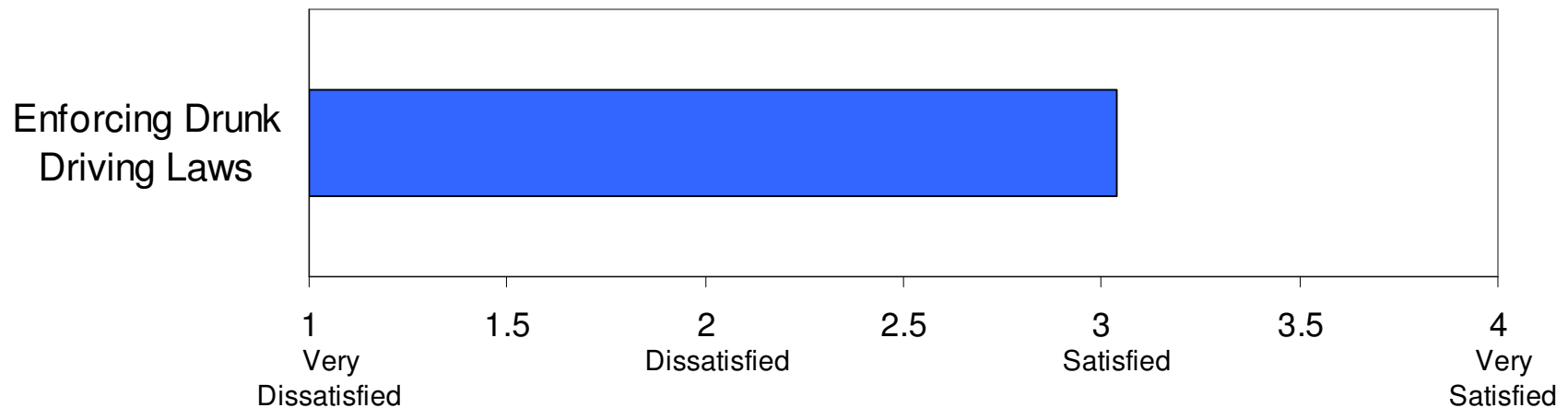
Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied
25.8%	56.0%	14.8%	3.4%

OPP Community Satisfaction Survey 2012



Traffic Enforcement

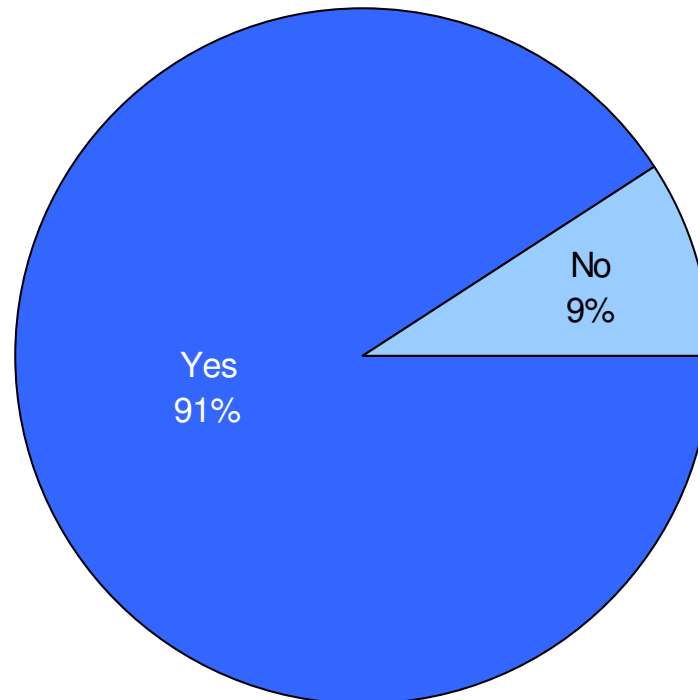
- On average, respondents were 'satisfied' with the OPP's enforcement of drunk driving laws (3.04/4).
- Male respondents were more satisfied (3.17/4) with the OPP's enforcement of drunk driving laws compared to female respondents (3.00/4).
- Respondents who felt the OPP's efforts at enforcing traffic laws should stay at current levels were more satisfied (3.19/4) with the OPP's enforcement of drunk driving laws compared to respondents who felt efforts at enforcing traffic laws should be increased (2.94/4).





Awareness of Impaired Driving Laws

- Respondents were informed that the definition of impaired driving includes impairment by drugs. Respondents were then asked if they were aware that they may be charged with impaired driving if drugs they have taken have affected their ability to drive. The results are presented in the chart below.
- There were no statistically significant differences found between regions, genders, age groups or any other factor of interest.

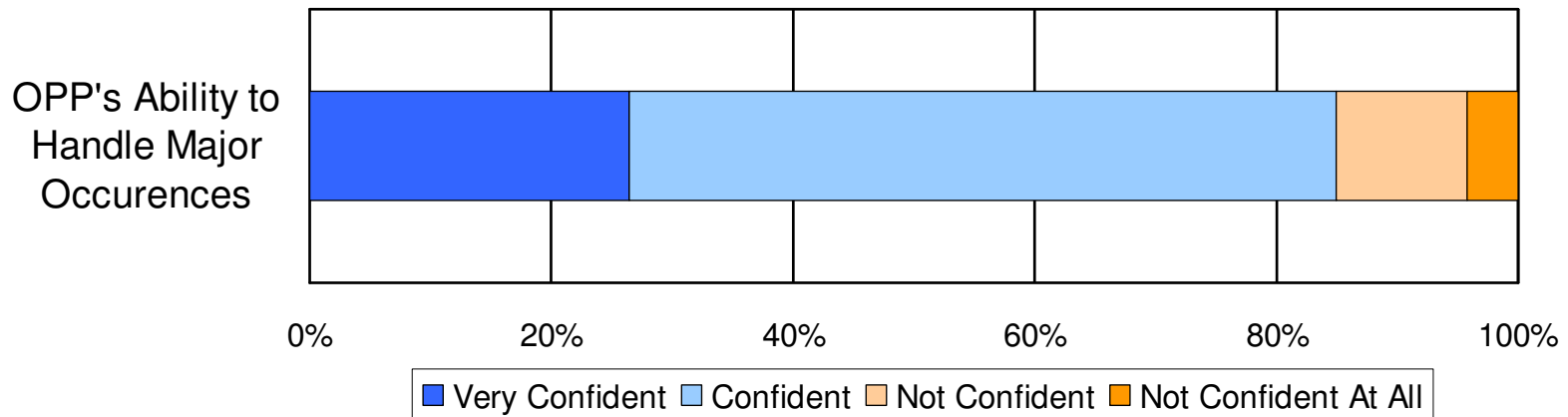


OPP Community Satisfaction Survey 2012



Major Occurrences

85.0% of respondents were 'very confident' or 'confident' in the OPP's ability to handle major occurrences such as large scale demonstrations, natural disasters, homicides, missing persons and/or major transportation incidents.



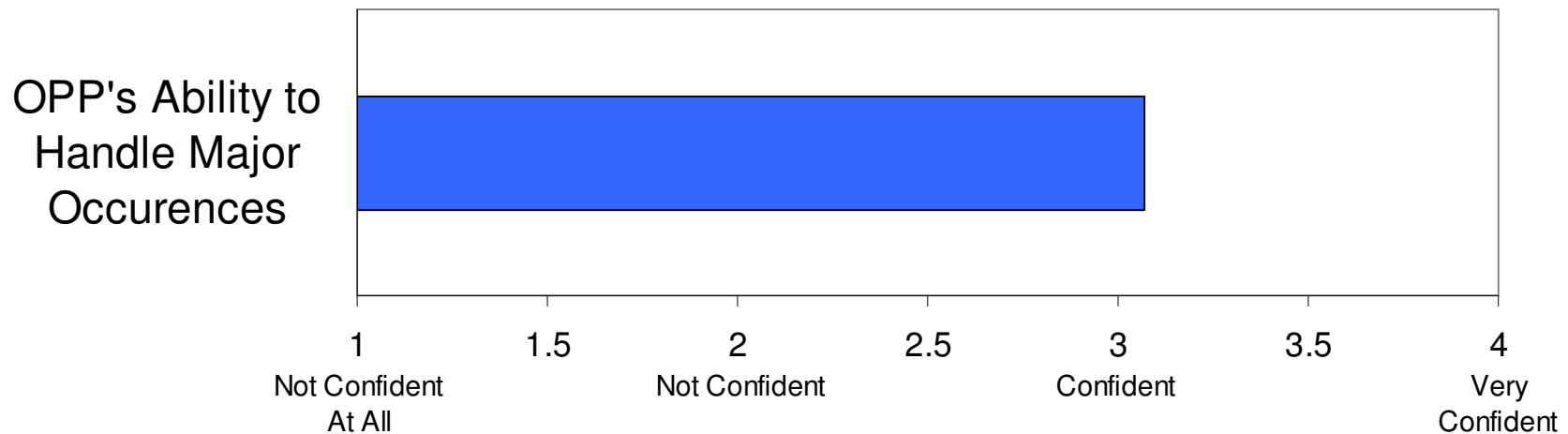
Very Confident	Confident	Not Confident	Not Confident At All
26.4%	58.6%	10.8%	4.2%

OPP Community Satisfaction Survey 2012



Major Occurrences

- On average, respondents were 'confident' with the OPP's ability to handle major occurrences (3.07/4).
- Respondents who contacted the OPP in the past year, or had contact with the OPP due to a traffic stop, motor vehicle collision or crime incident were more confident (3.13/4) in the OPP's ability to handle major occurrences compared to respondents who did *not* have any contact with the OPP in the past year (3.02/4).

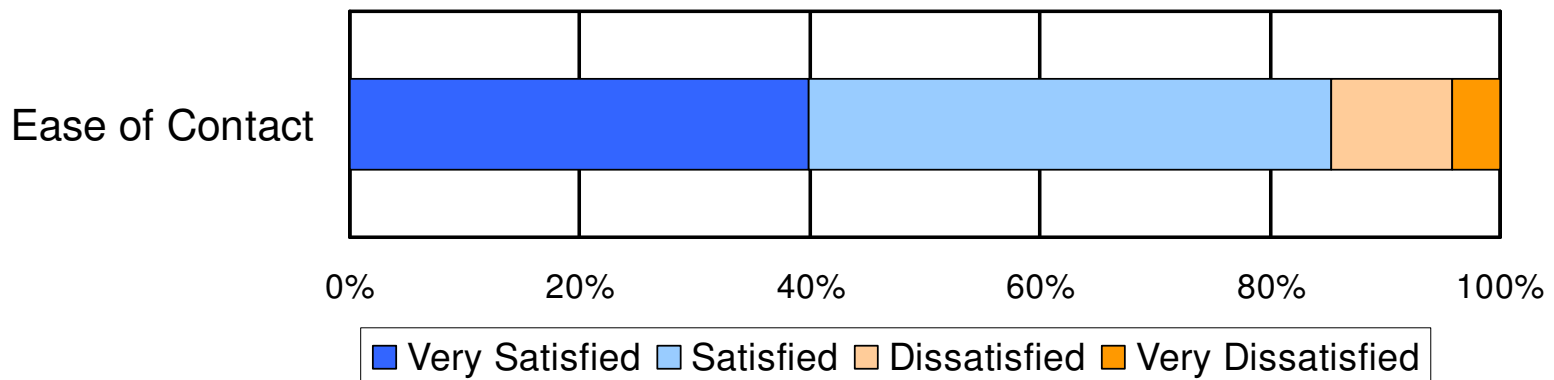


OPP Community Satisfaction Survey 2012



Ease of Contacting the OPP

● Of the 142 respondents (or 14.2%) who said they had contacted the OPP in the past year, 85.4% were 'very satisfied' or 'satisfied' with the ease of contacting the OPP.

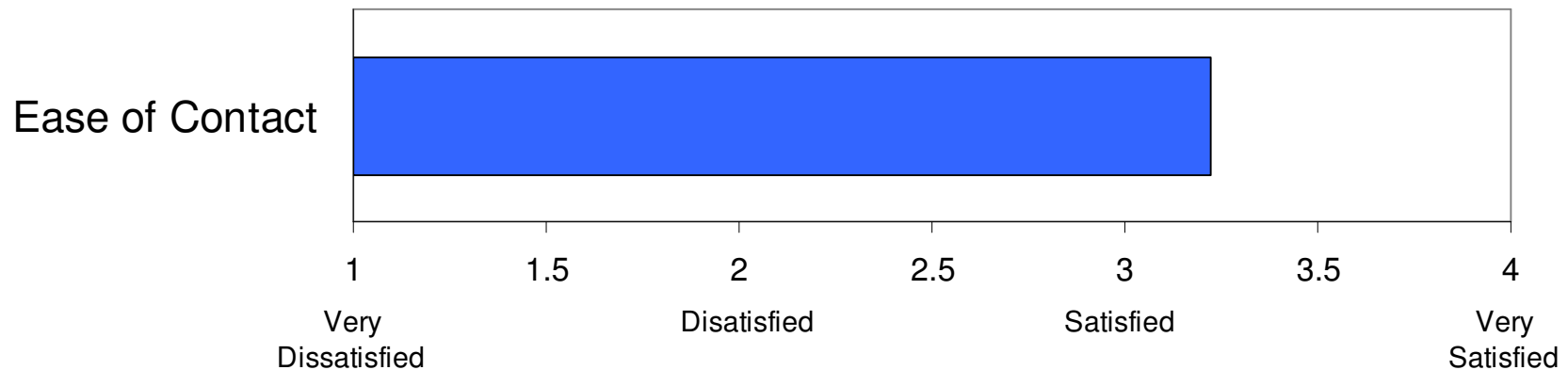


Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied
39.9%	45.5%	10.5%	4.2%



Ease of Contacting the OPP

- On average, respondents were part way between 'satisfied' and 'very satisfied' with the ease of contacting the OPP (3.22/4).
- There were no statistically significant differences found between regions, genders, age groups or any other factor of interest.



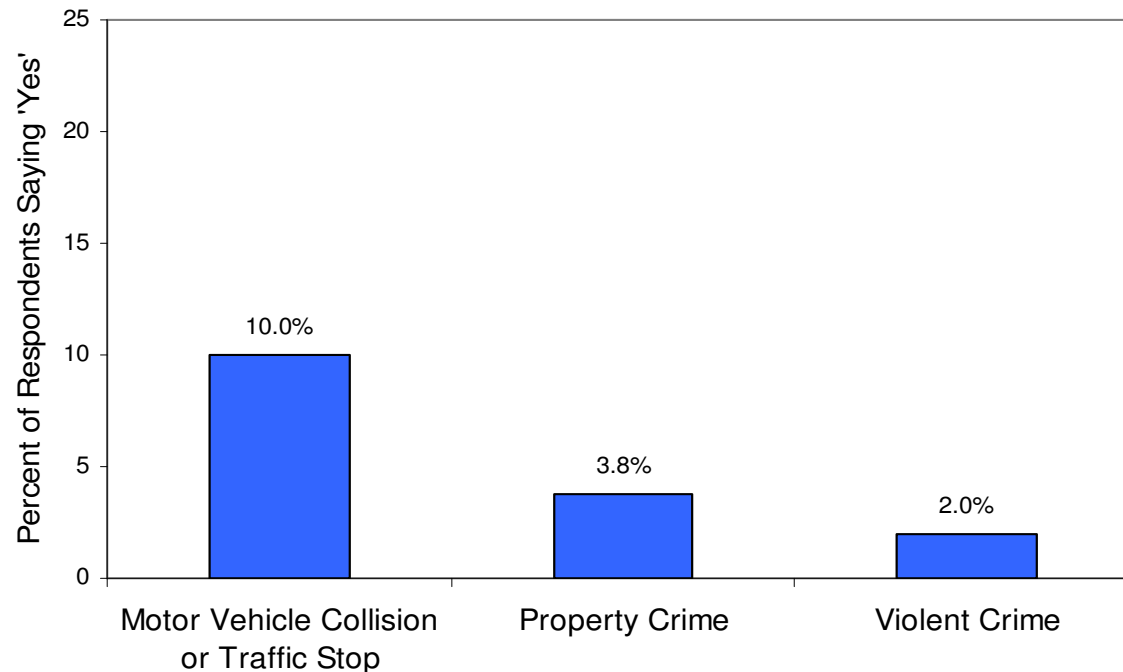
OPP Community Satisfaction Survey 2012



Contact Due To Incident

■ Respondents were asked if they had contact with the OPP in the past year as a result of a motor vehicle collision or traffic stop (10.0%), as a result of a property crime (3.8%), and/or as a result of a violent crime (2.0%).

■ **Note:** Multiple responses were possible, but only 12 respondents (or 1.2%) had multiple contacts with the OPP in the past year due to an incident. The remainder of this section pertains only to the most recent contact respondents had with the OPP.

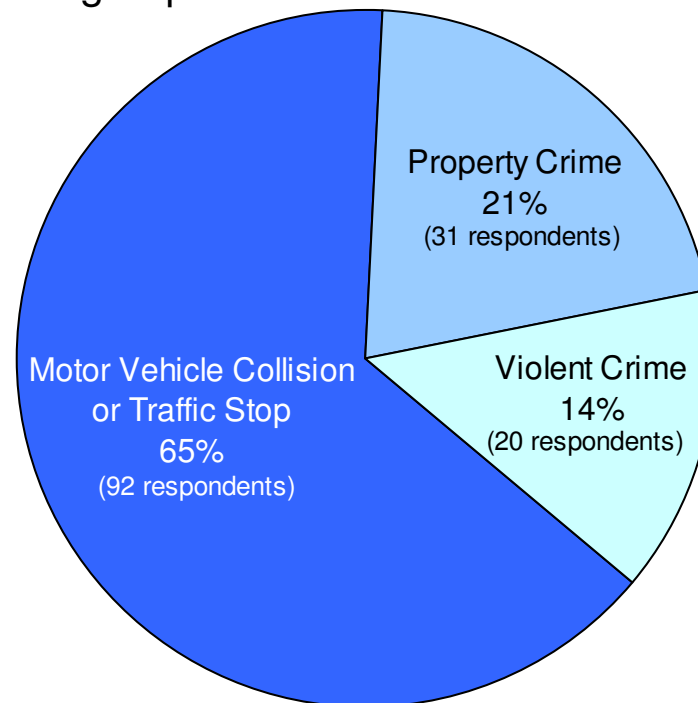




Contact Due To Incident

■ In total 143 respondents (or 14.3%) had contact with the OPP over the past year due to a motor vehicle collision/traffic stop, property crime incident or violent crime incident. The most recent incident type which lead to the contact with the OPP is presented in the chart below.

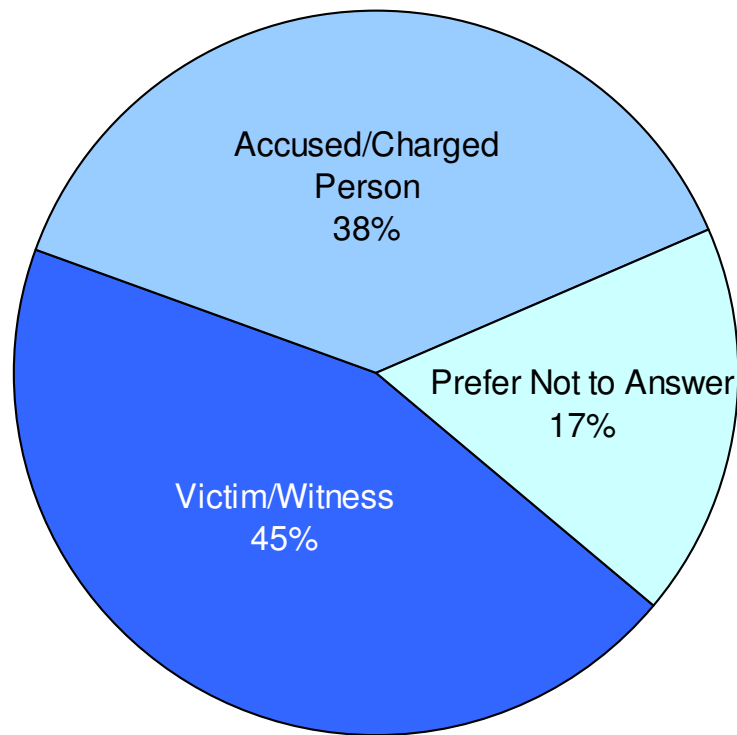
■ Over the next few slides, respondent satisfaction with OPP contact will be examined separately for each of these groups.





Contact Due To Incident – Motor Vehicle Related

■ For the 92 respondents whose most recent contact with the OPP in the past year was due to a motor vehicle collision or traffic stop, nearly half (45%) were victims or witnesses, just over a third (38%) were accused/charged persons and the remaining 17% preferred not to answer this question.

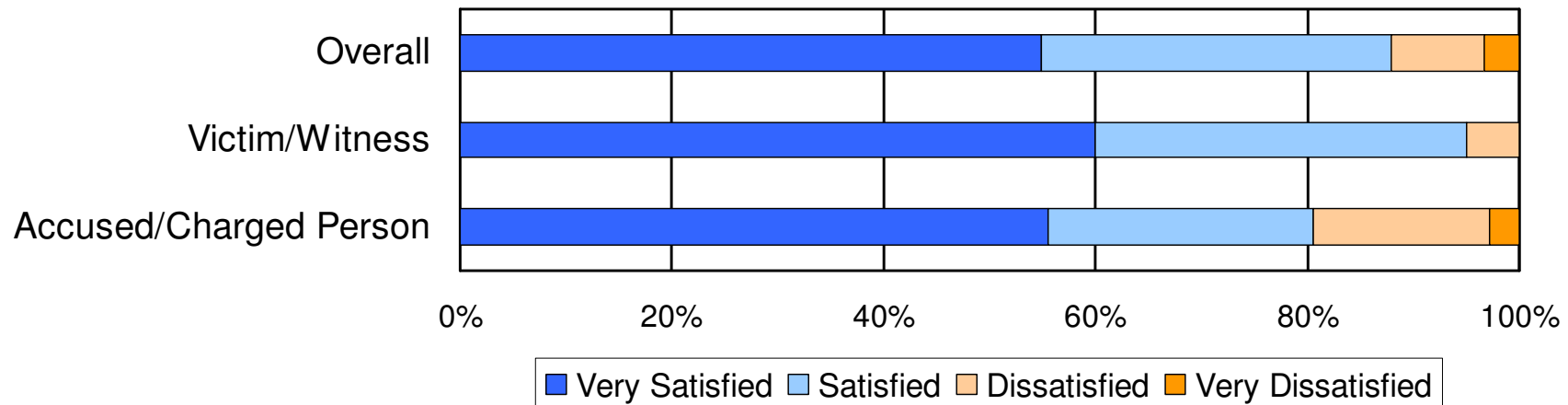


OPP Community Satisfaction Survey 2012



Contact Due To Incident – Motor Vehicle Related

Overall, 87.9% of respondents who had contact with the OPP due to a motor vehicle collision or traffic stop were 'very satisfied' or 'satisfied' with the contact they had. This proportion grows to 95.0% when only considering victims and witnesses, and the proportion drops to 80.6% when only considering those accused or charged.



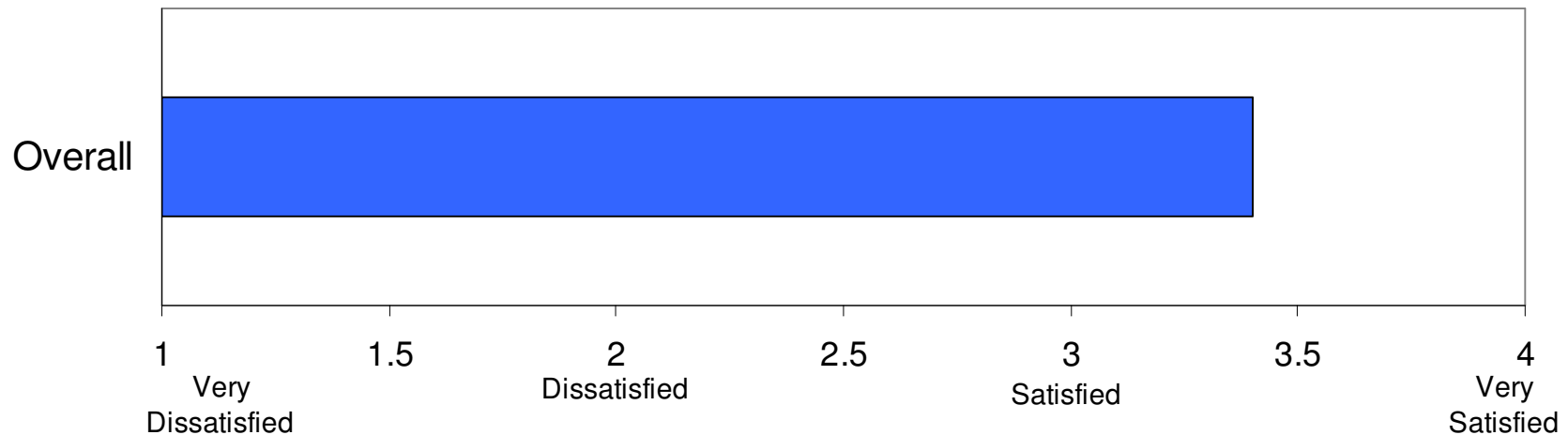
	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied
Overall	54.9%	33.0%	8.8%	3.3%
Victim/Witness	60.0%	35.0%	5.0%	0.0%
Accused/Charged Person	55.6%	25.0%	16.7%	2.8%

OPP Community Satisfaction Survey 2012



Contact Due To Incident – Motor Vehicle Related

- On average, those respondents who had contact with the OPP in the past year due to a motor vehicle collision or traffic stop said they were part way between 'very satisfied' and 'satisfied' with the contact they had (3.40/4)
- There were no statistically significant differences found between victims/witnesses and accused/charged persons.

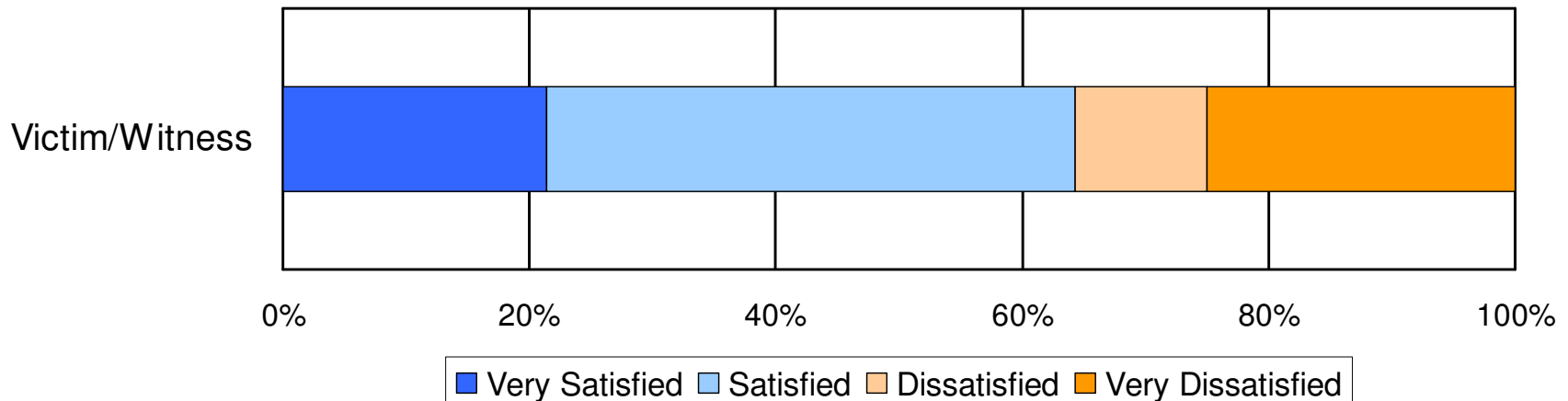


OPP Community Satisfaction Survey 2012



Contact Due To Incident – Property Crime

- Among the 31 respondents whose most recent contact with the OPP in the past year was due to a property crime incident, the vast majority (90.3%) were victims of or witnesses to the incident. The remaining respondents preferred not to disclose the type of contact they had.
- The victims and witnesses were asked to rate their satisfaction with the contact they had with the OPP. 64.3% were 'very satisfied' or 'satisfied' with the contact they had.

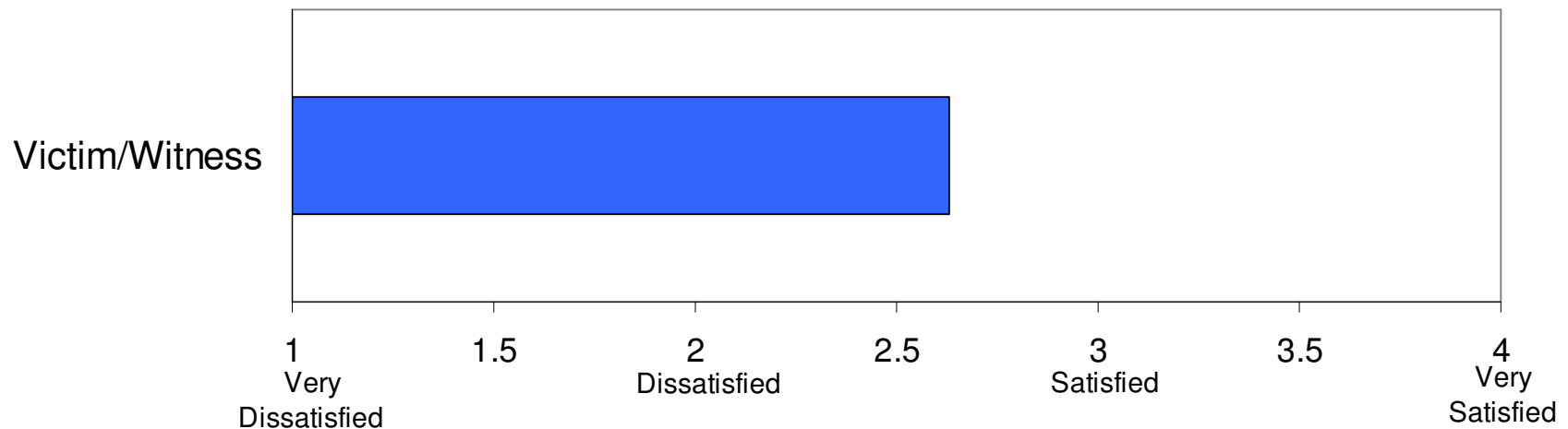


Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied
21.4%	42.9%	10.7%	25.0%



Contact Due To Incident – Property Crime

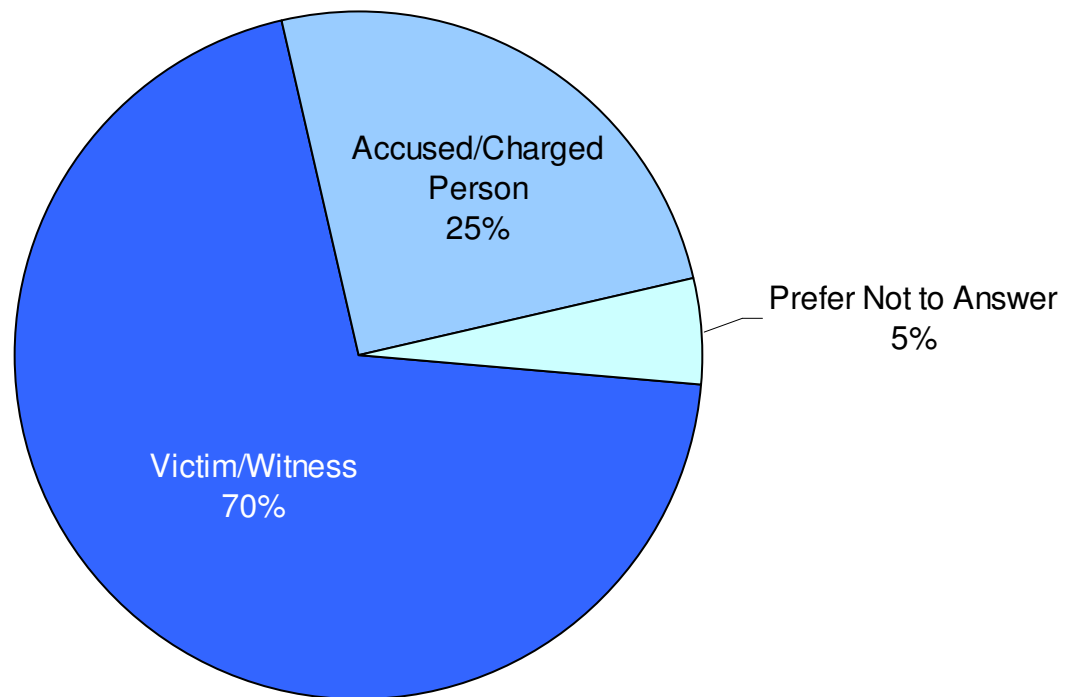
- On average, these victims/witnesses of property crimes said they were less than 'satisfied' with the contact they had with the OPP as a result of the incident (2.63/4).
- No comparisons were made between victims/witnesses and accused/charged persons or those who preferred not to answer, due to the lack of respondents in these groups.





Contact Due To Incident – Violent Crime

■ Among the 20 respondents whose most recent contact with the OPP in the past year was due to a violent crime incident, over two-thirds (70%) were victims or witnesses, one-quarter (25%) were accused/charged persons and the remaining 5% preferred not to answer this question.

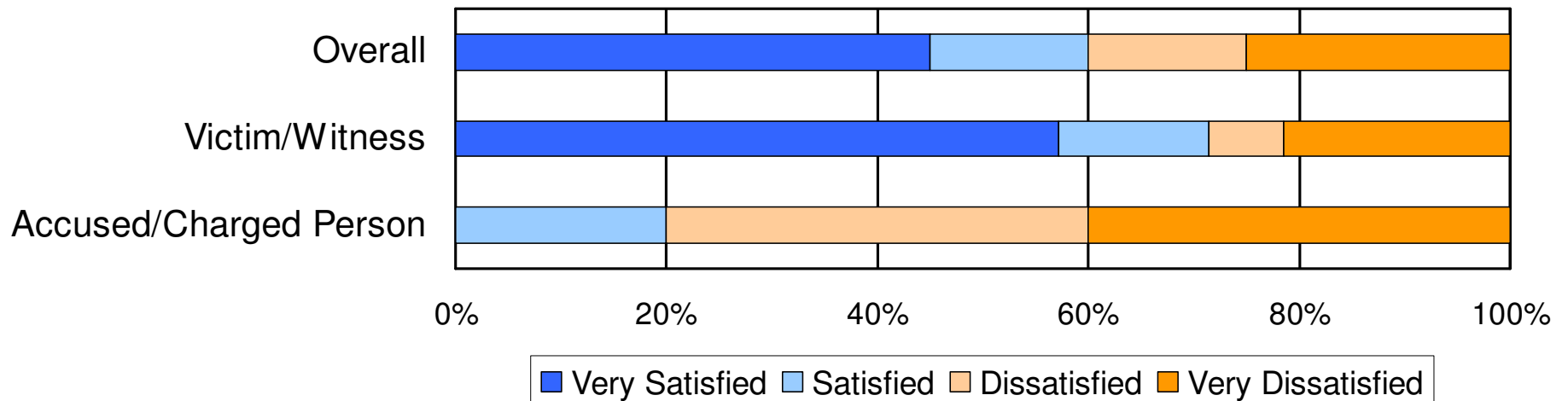


OPP Community Satisfaction Survey 2012



Contact Due To Incident – Violent Crime

Overall, 60.0% of respondents who had contact with the OPP due to a violent crime incident were 'very satisfied' or 'satisfied' with the contact they had. This proportion grows to 71.4% when only considering victims and witnesses, and the proportion drops to 20.0% when only considering accused or charged persons.



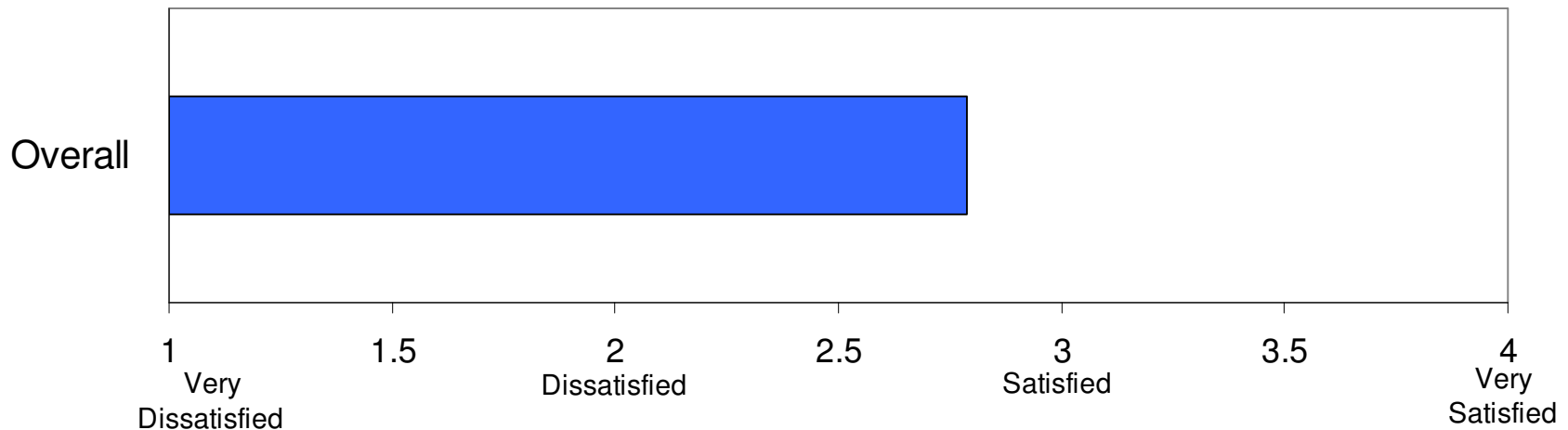
	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied
Overall	45.0%	15.0%	15.0%	25.0%
Victim/Witness	57.1%	14.3%	7.1%	21.4%
Accused/Charged Person	0.0%	20.0%	40.0%	40.0%

OPP Community Satisfaction Survey 2012



Contact Due To Incident – Violent Crime

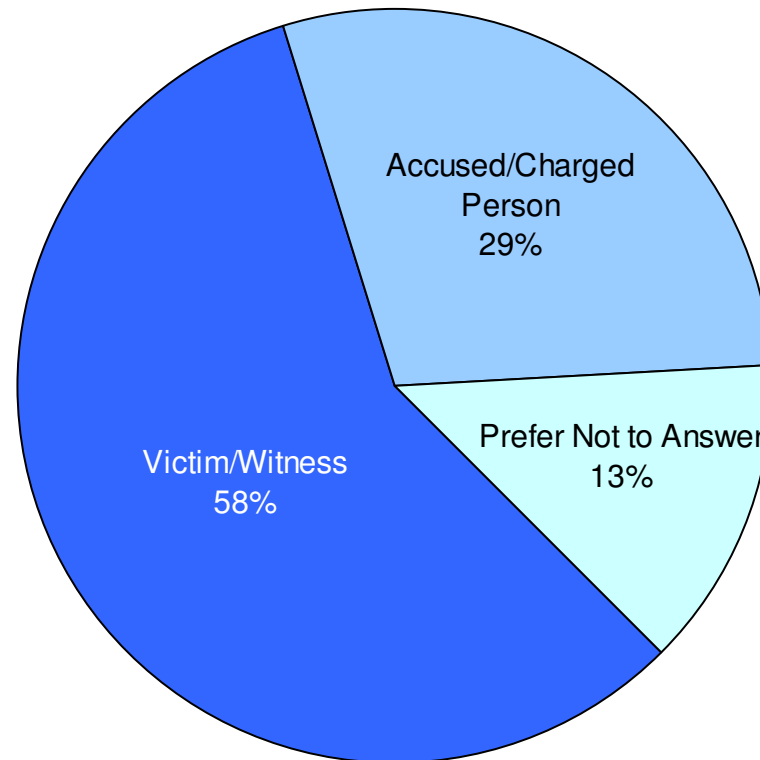
- On average, those respondents who had contact with the OPP in the past year due to a violent crime incident said they were less than 'satisfied' with the contact they had (2.79/4)
- There were no statistically significant differences found between victims/witnesses and accused/charged persons.





Contact Due To Incident – Overall

- Overall, irrespective of the *type* of incident, a total of 143 respondents (or 14.3%) had contact with the OPP in the past year due to an incident.
- Over one-half (58%) were victims/witnesses, just over one-quarter (29%) were accused/charged persons and the remaining 13% preferred not to answer this question.

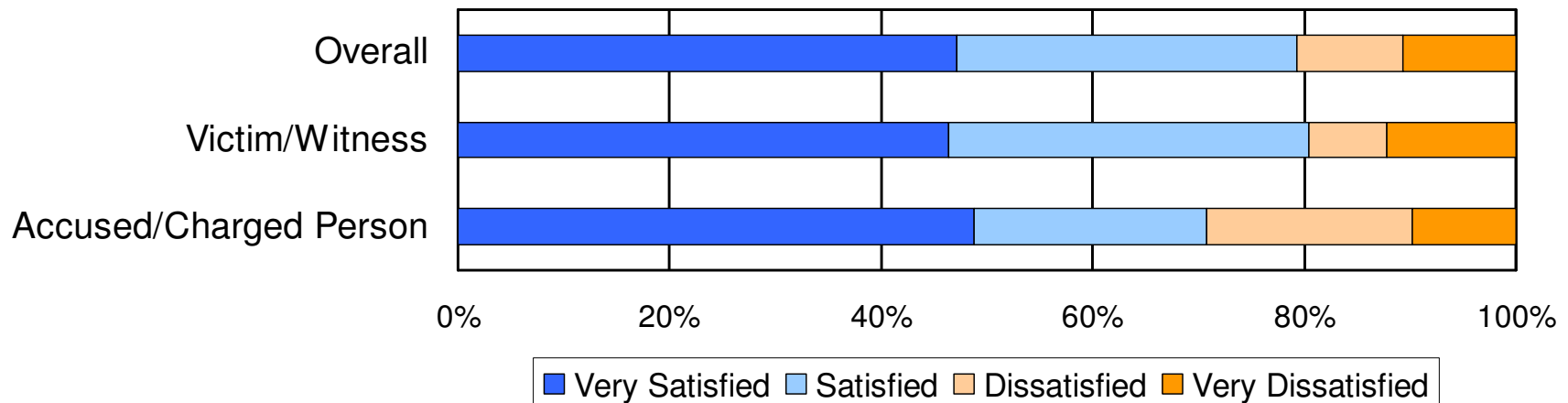


OPP Community Satisfaction Survey 2012



Contact Due To Incident – Overall

Overall, 79.2% of the total 143 respondents were 'very satisfied' or 'satisfied' with the contact they had with the OPP due to an incident. This proportion grows to 80.4% when only considering victims and witnesses, and the proportion drops to 70.8% when only considering accused or charged persons.



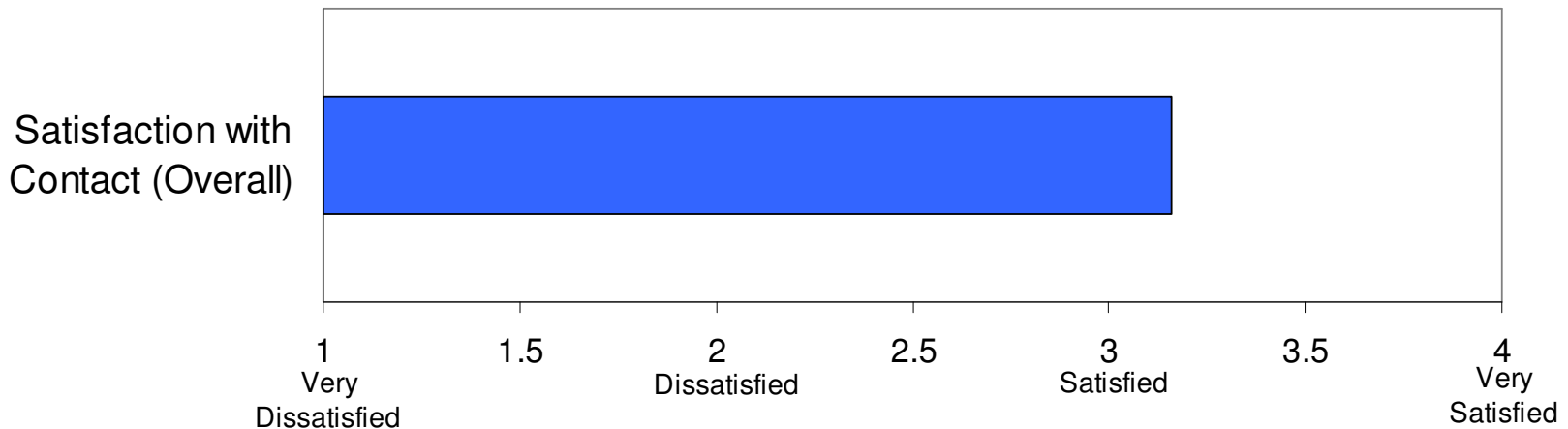
	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied
Overall	47.1%	32.1%	10.0%	10.7%
Victim/Witness	46.3%	34.1%	7.3%	12.2%
Accused/Charged Person	48.8%	22.0%	19.5%	9.8%

OPP Community Satisfaction Survey 2012



Contact Due To Incident – Overall

- On average, respondents who had contact with the OPP in the past year due to an incident were part way between 'satisfied' and 'very satisfied' with the contact they had (3.16/4).
- Respondents whose most recent contact with the OPP was due to a motor vehicle collision or traffic stop were more satisfied (3.33/4) with the contact they had compared to respondents whose contact with the OPP was due to a property crime incident (2.90/4) or a violent crime incident (2.80/4).

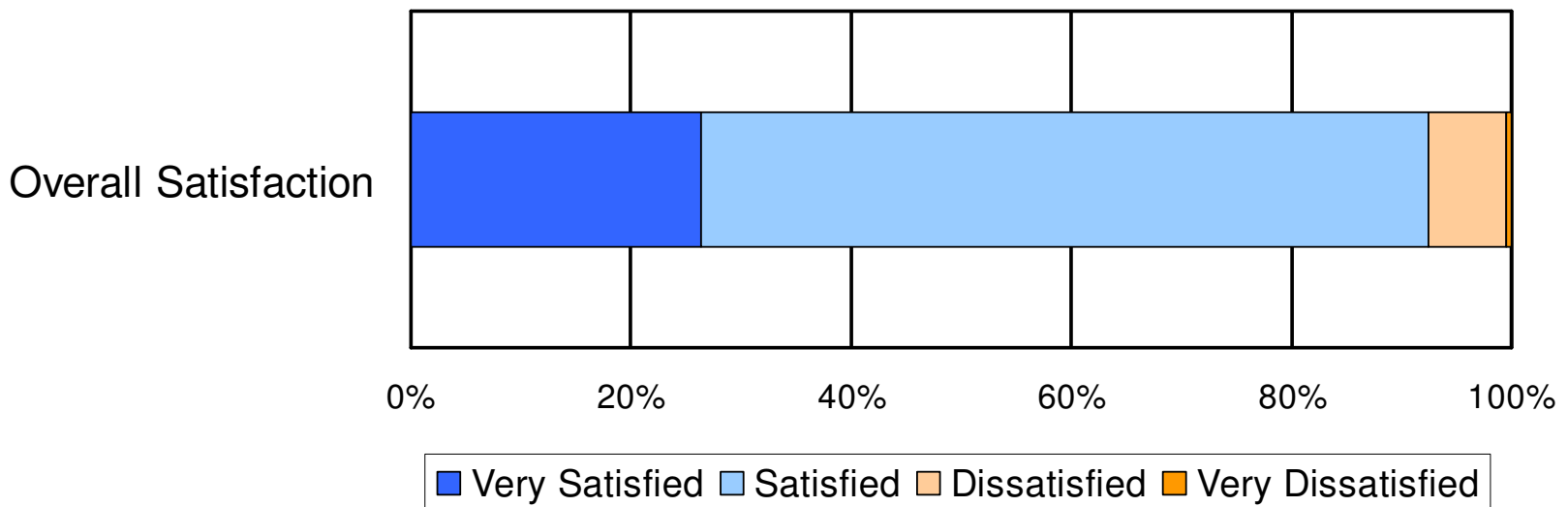


OPP Community Satisfaction Survey 2012



Overall Satisfaction

92.4% of respondents were 'very satisfied' or 'satisfied' with the overall quality of police services provided by the OPP.



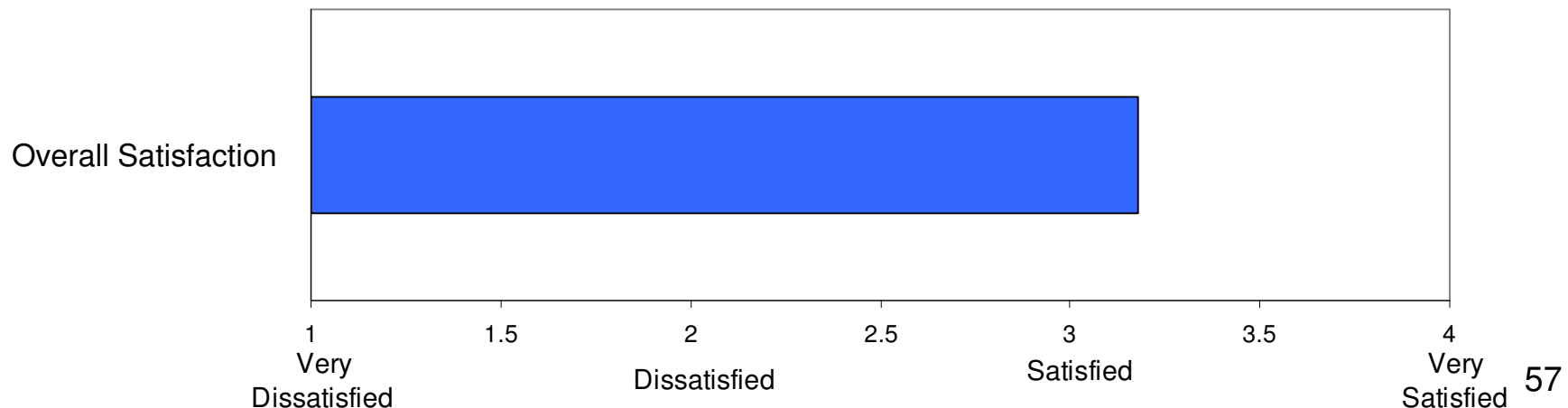
Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied
26.4%	66.0%	7.1%	0.5%

OPP Community Satisfaction Survey 2012



Overall Satisfaction

- On average, respondents were part way between 'satisfied' and 'very satisfied' with the overall quality of police service provided by the OPP (3.18/4).
- Respondents from the West-Central area code region were more satisfied (3.29/4) compared to respondents from the GTA area code region (3.12/4).
- Respondents aged 65 and older were more satisfied (3.32/4) compared to those aged 64 and younger (3.18/4).
- Respondents who contacted the OPP in the past year, or had contact with the OPP due to a traffic stop, motor vehicle collision or crime incident were *less* satisfied with the overall quality of police services (3.14/4) compared to respondents who did *not* have any contact with the OPP in the past year (3.23/4).

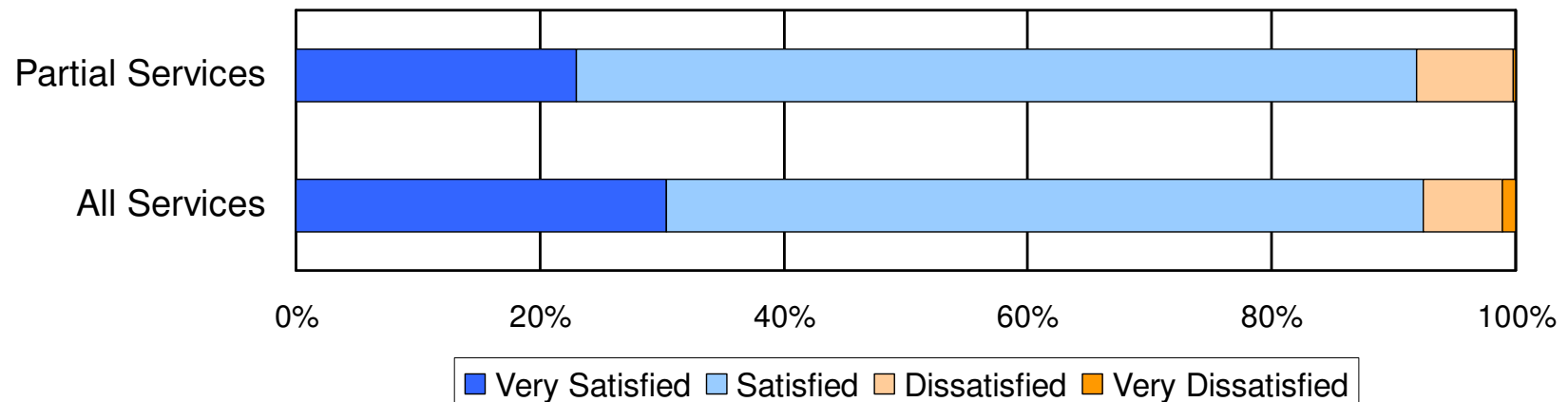


OPP Community Satisfaction Survey 2012



Overall Satisfaction

- Overall satisfaction ratings were then compared between respondents living in areas policed by the OPP and respondents living in areas policed by other police services to compare satisfaction with *all* police services versus satisfaction with partial services (highways etc.).
- 91.9% of respondents from non-OPP policed areas were 'very satisfied' or 'satisfied' with the services provided to them compared to 92.4% of OPP policed respondents who were 'very satisfied' or 'satisfied' with all police services provided.



	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied
Partial Services	23.0%	68.9%	8.0%	0.2%
All Services	30.3%	62.1%	6.5%	1.1%

OPP Community Satisfaction Survey 2012



Overall Satisfaction

- On average, respondents living in areas primarily policed by the OPP and receiving all police services were part way between 'satisfied' and 'very satisfied' with the overall quality of services provided by the OPP (3.23/4).
- Respondents living in areas primarily policed by *other* police services were also, on average, part way between 'satisfied' and 'very satisfied' with the services provided by the OPP (3.19/4).
- There were no significant differences found between these two groups in terms of overall satisfaction with the quality of police services received.

