



## 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 2013**  
**Provincial Report**

# OPP Community Satisfaction Survey 2013



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

# OPP Community Satisfaction Survey 2013



## 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
Major Occurrences.....	37
Ease of Contacting the OPP.....	39
Contact Due to Incident.....	41
Perceptions of Tattoos & Piercings.....	58
Overall Satisfaction.....	63

# OPP Community Satisfaction Survey 2013



## 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 January 8, 2013 and January 23, 2013.
- Randomly selected telephone numbers were used to gather a total of 1,005 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 1,005 completed surveys represent a margin of error +/- 3.09%, 19 times out of 20.

# OPP Community Satisfaction Survey 2013



## 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 codes 613, 343

# OPP Community Satisfaction Survey 2013



## 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.

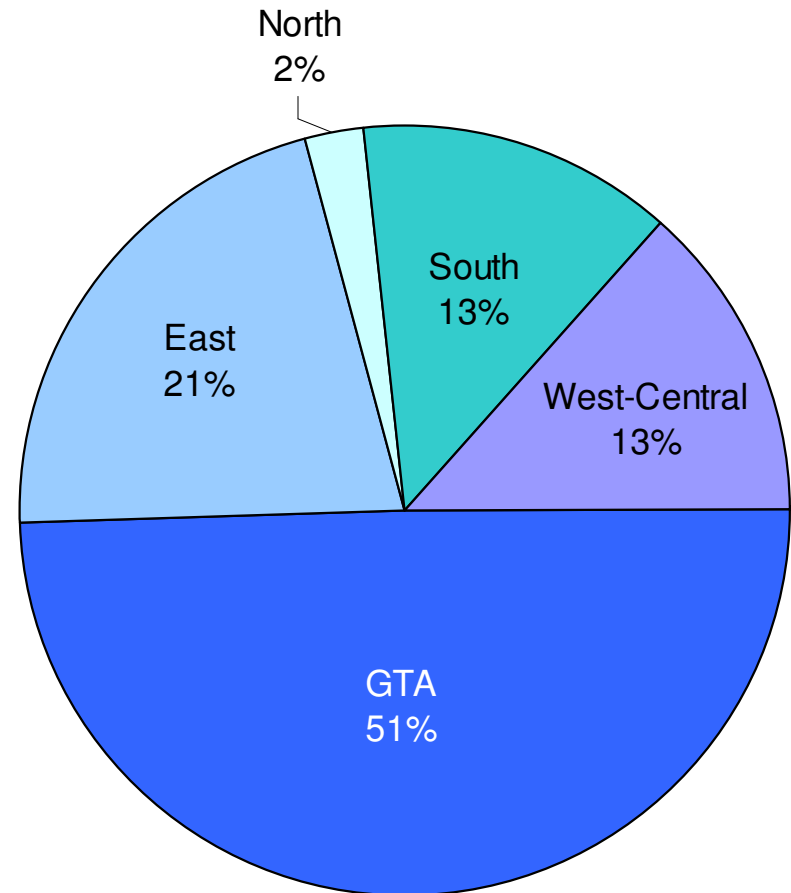
# OPP Community Satisfaction Survey 2013



## 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

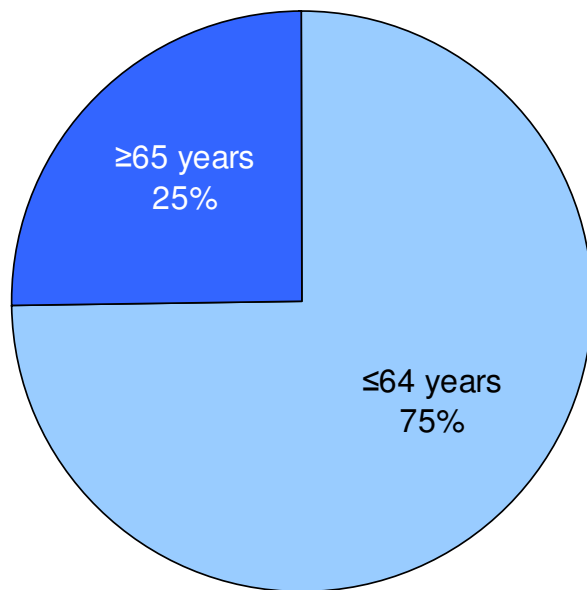




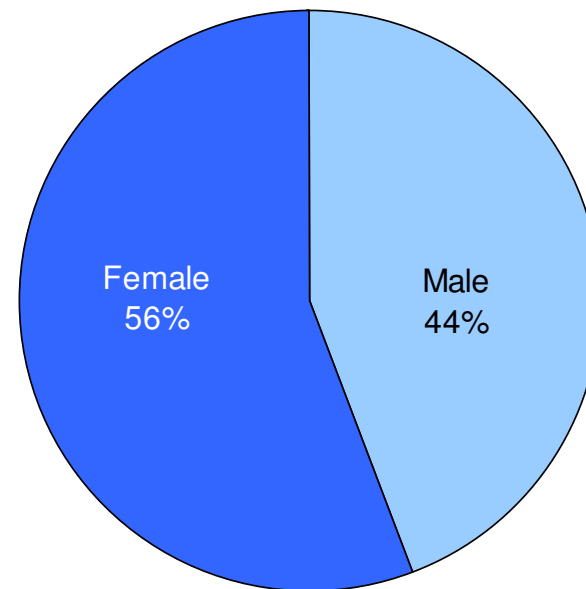


## Demographics

• 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

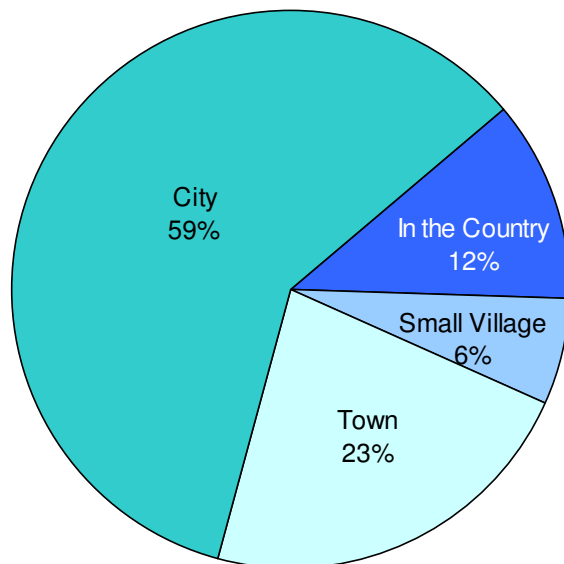


Gender

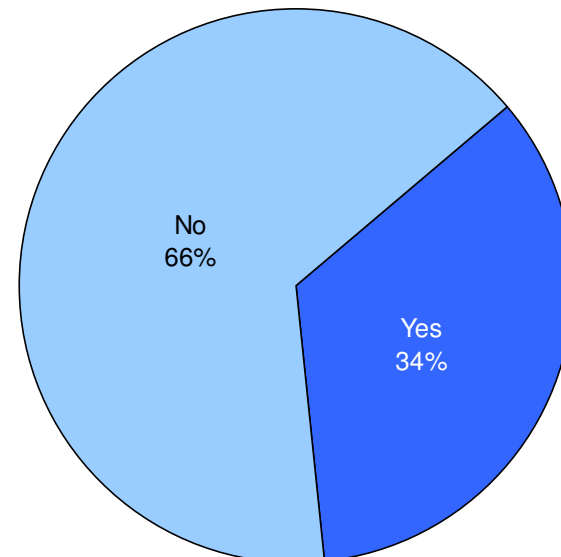


## Demographics

- 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



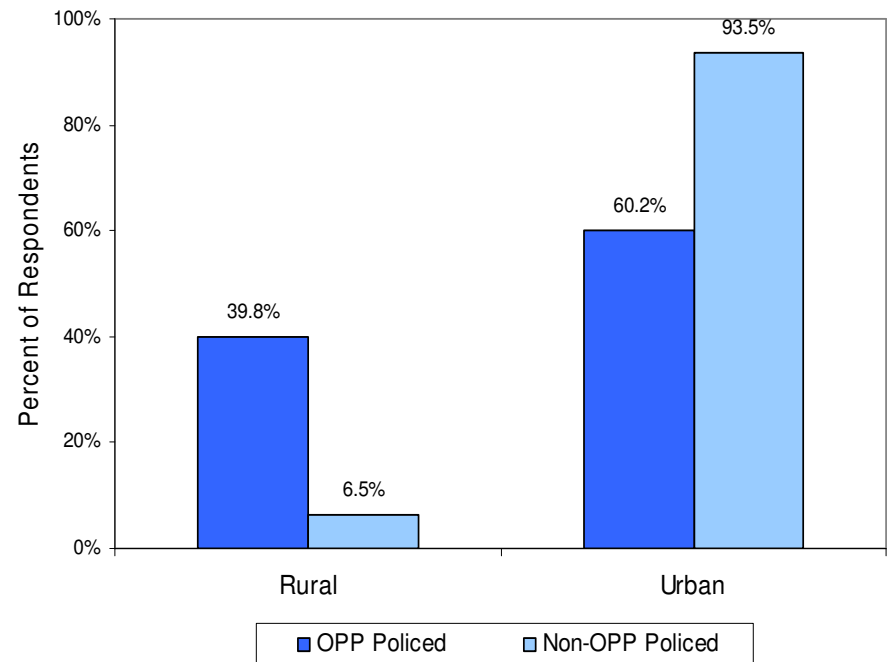
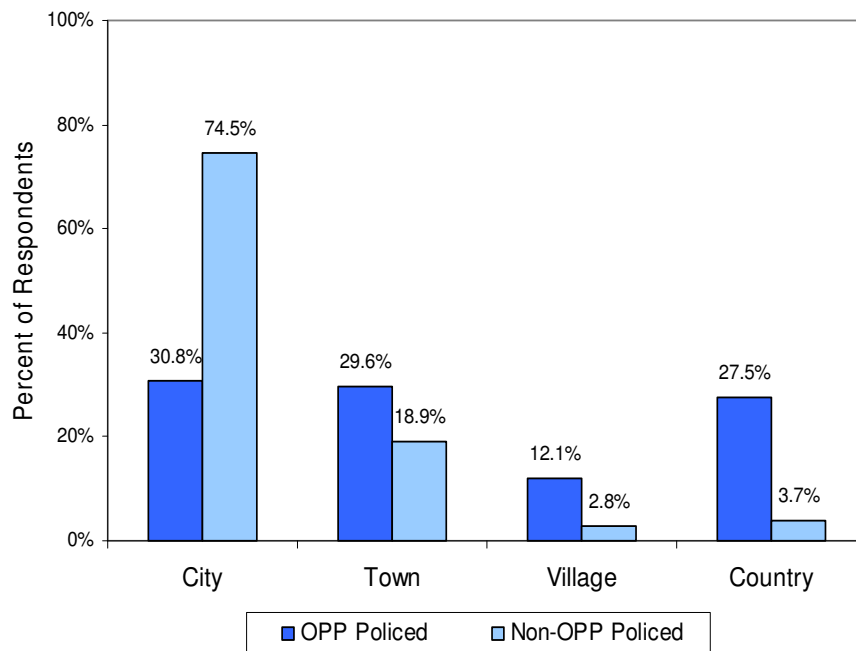
Primary Police Service is OPP

# OPP Community Satisfaction Survey 2013



## Demographics

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

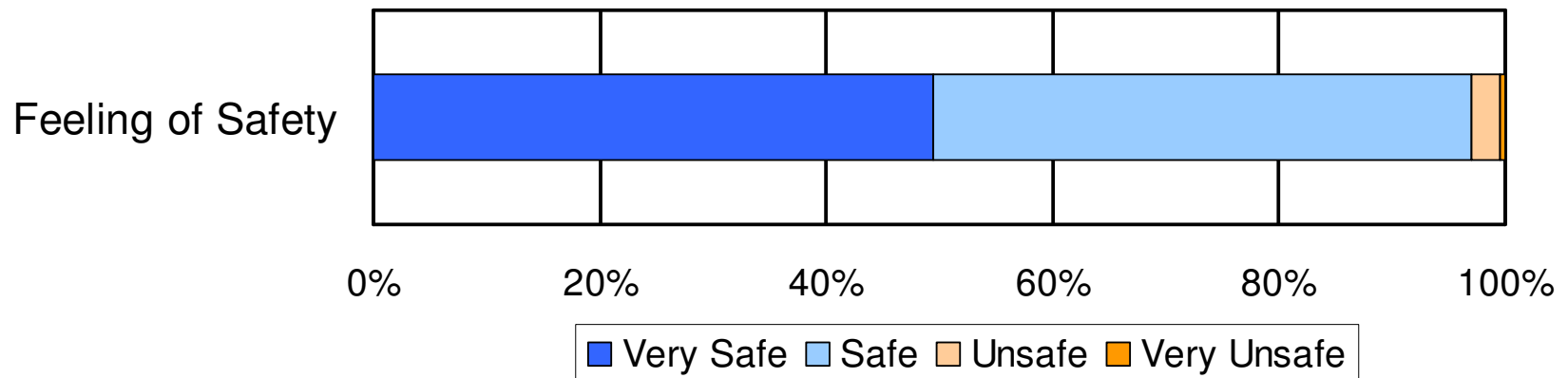


# OPP Community Satisfaction Survey 2013



## Ontarians' Feelings of Safety

● 97.0% of respondents felt 'very safe' or 'safe' in their community.



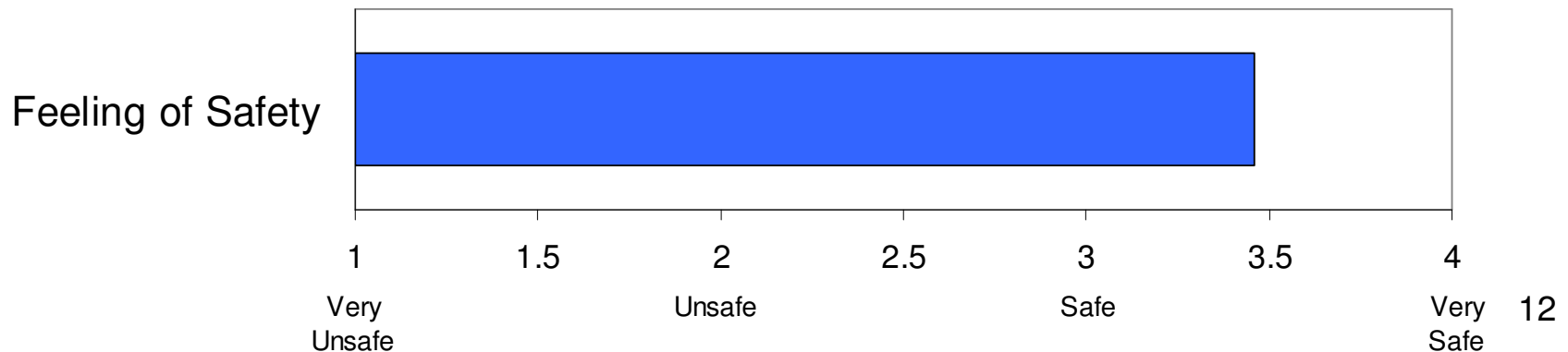
Very Safe	Safe	Unsafe	Very Unsafe
49.4%	47.6%	2.6%	0.4%

# OPP Community Satisfaction Survey 2013



## Ontarians' Feelings of Safety

- On average, respondents felt part way between 'safe' and 'very safe' in their community (3.46/4).
- Respondents from the East (3.56/4), South (3.47/4), GTA (3.45/4) and West-Central (3.44/4) area code regions all felt safer than respondents from the North area code region (3.29/4).
- Male respondents (3.48/4) felt safer compared to female respondents (3.41/4).
- Respondents living in rural areas (3.53/4) felt safer than respondents living in urban areas (3.41/4).
- Finally, respondents living in areas policed by the OPP (3.50/4) felt safer than respondents living in areas policed by *other* police services (3.40/4).

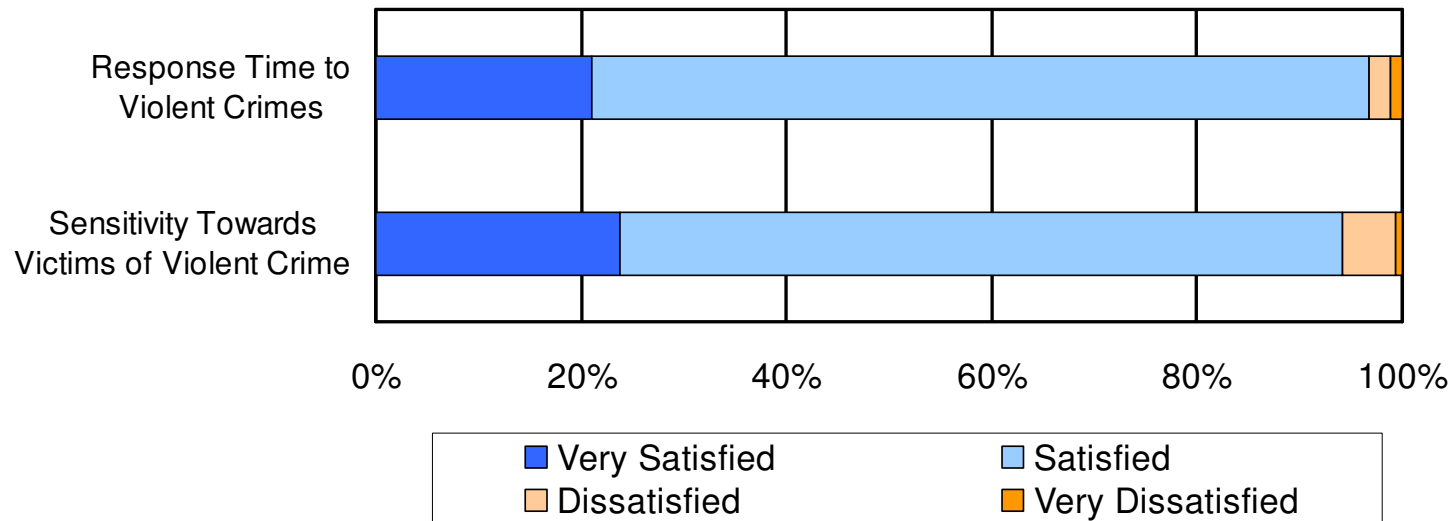


# OPP Community Satisfaction Survey 2013



## Handling of Crimes

- 96.8% of respondents were 'very satisfied' or 'satisfied' with the OPP's response time to violent crimes.
- 94.1% of respondents were 'very satisfied' or 'satisfied' with the OPP's sensitivity towards victims of violent crime.



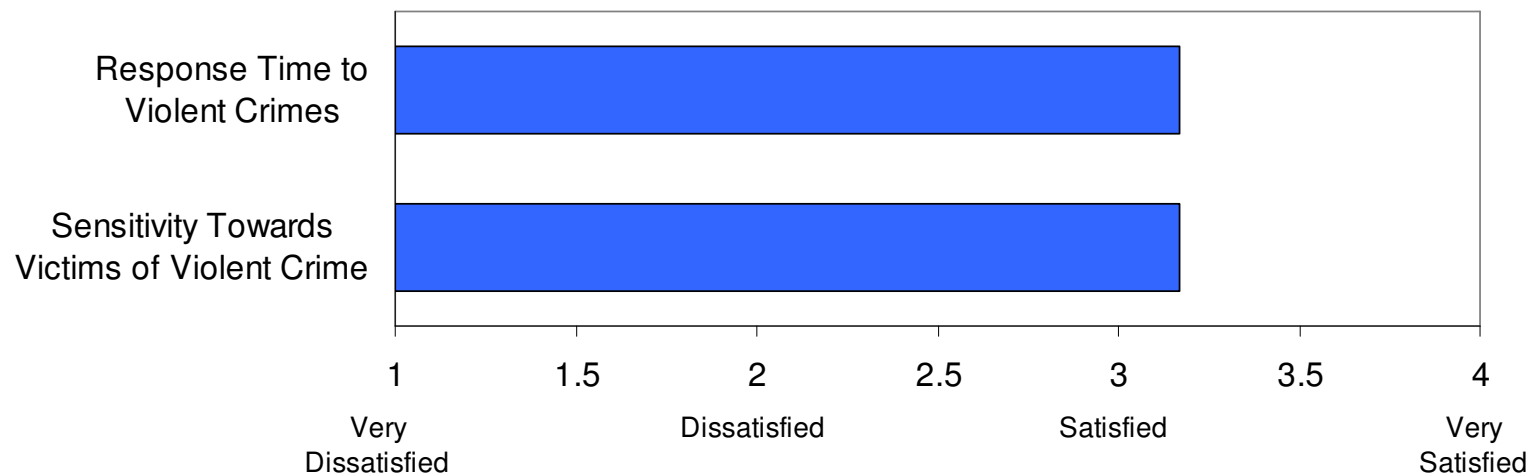
	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied
Response Time to Violent Crimes	21.0%	75.8%	2.1%	1.1%
Sensitivity Towards Victims of Violent Crime	23.7%	70.4%	5.2%	0.7%

# OPP Community Satisfaction Survey 2013



## 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 (3.17/4).
- On average, respondents said they were part way between 'satisfied' and 'very satisfied' with the OPP's sensitivity towards victims of violent crime (3.17/4). Satisfaction increased significantly since the 2012 Provincial CSS (3.08/4).
- Respondents living in areas policed by the OPP (3.23/4) were more satisfied with the OPP's sensitivity toward victims of violent crime compared to respondents living in areas policed by *other* police services (3.14/4).

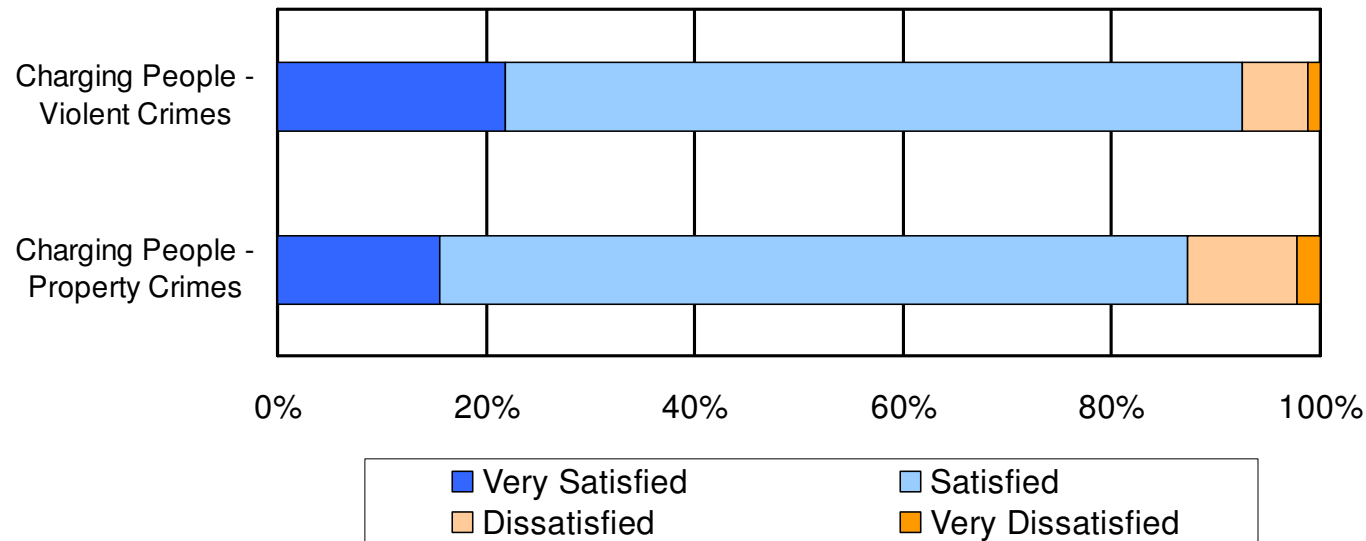


# OPP Community Satisfaction Survey 2013



## Handling of Crimes

- 92.6% of respondents were 'very satisfied' or 'satisfied' with the OPP's charging of people who have committed a violent crime.
- 87.3% 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	21.8%	70.8%	6.2%	1.2%
Charging People – Property Crimes	15.6%	71.7%	10.6%	2.2%

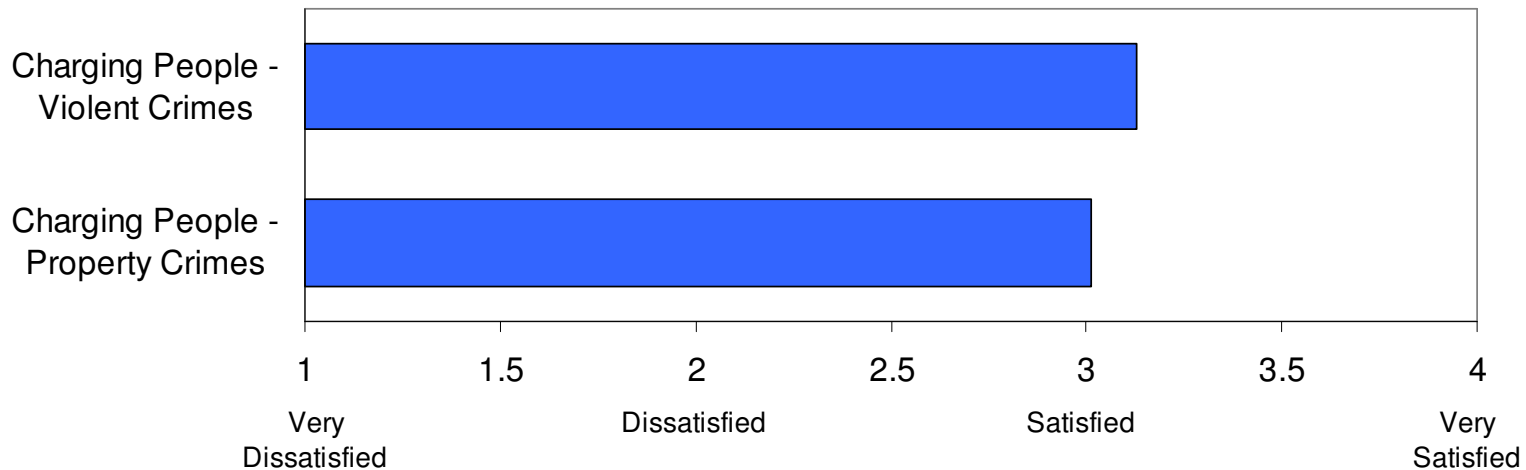


# OPP Community Satisfaction Survey 2013



## Handling of Crimes

- On average, respondents said they were part way between 'satisfied' and 'very satisfied' with the OPP's charging of people who have committed a violent crime (3.13/4).
- On average, respondents said they were 'satisfied' with the OPP's charging of people who have committed a property crime (3.01/4).
- Respondents who had any sort of contact with the OPP in the past year were less satisfied (3.08/4) with the charging of violent crime perpetrators compared to respondents who had not had any contact with the OPP in the past year (3.18/4).
- Respondents who had contact with the OPP in the past year due to a motor vehicle collision or traffic stop were more satisfied (3.10/4) with the charging of property crime perpetrators compared to respondents who had contact with the OPP due to a property crime incident (2.65/4).





## OPP Marine Patrols

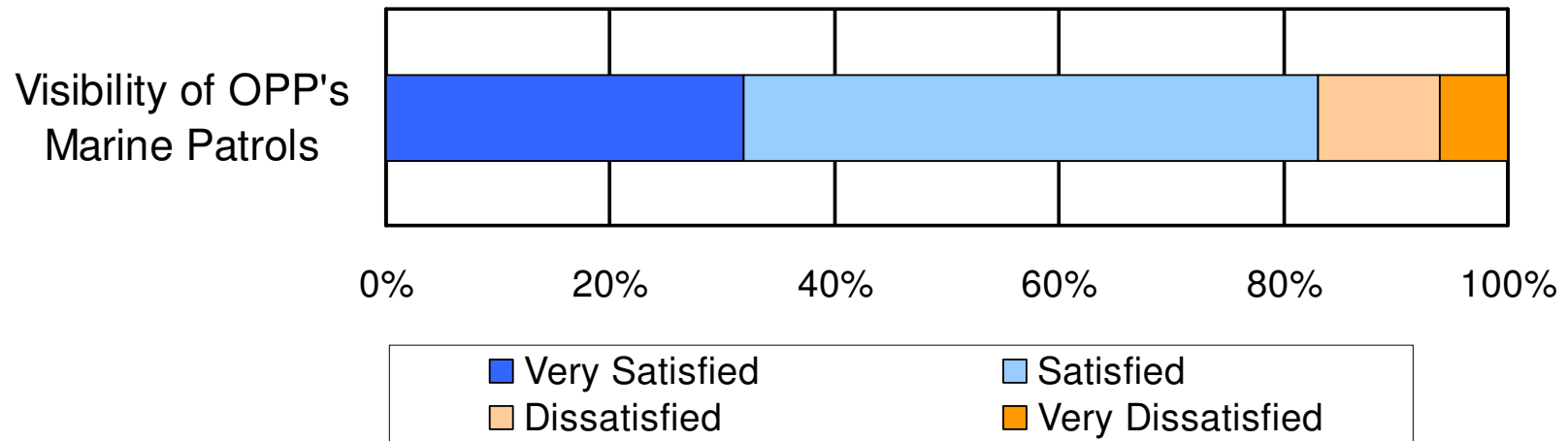
- 176 respondents (or 17.5%) said they were involved in marine activities on Ontario's waters.
- More respondents living in the North (42.6%) and West-Central (33.7%) area code regions said they were involved in marine activities compared to respondents living in the GTA (14.0%) and East (11.0%) area code regions. Respondents in the North area code region were also more likely to be involved in marine activities compared to respondents from the South area code region (16.7%).
- Male respondents (30.4%) were more likely to be involved in marine activities compared to female respondents (18.7%).
- Respondents aged 64 and younger (26.6%) were more likely to be involved in marine activities compared to respondents aged 65 and older (15.0%).
- Respondents from rural areas (35.0%) were more likely to be involved in marine activities compared to those from urban areas (20.0%).
- Respondents living in areas policed by the OPP (29.9%) were more likely to be involved in marine activities compared to those from areas policed by other police services (19.3%).

# OPP Community Satisfaction Survey 2013



## 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. 83.1% of respondents were 'very satisfied' or 'satisfied' with the visibility of the OPP's marine patrols.



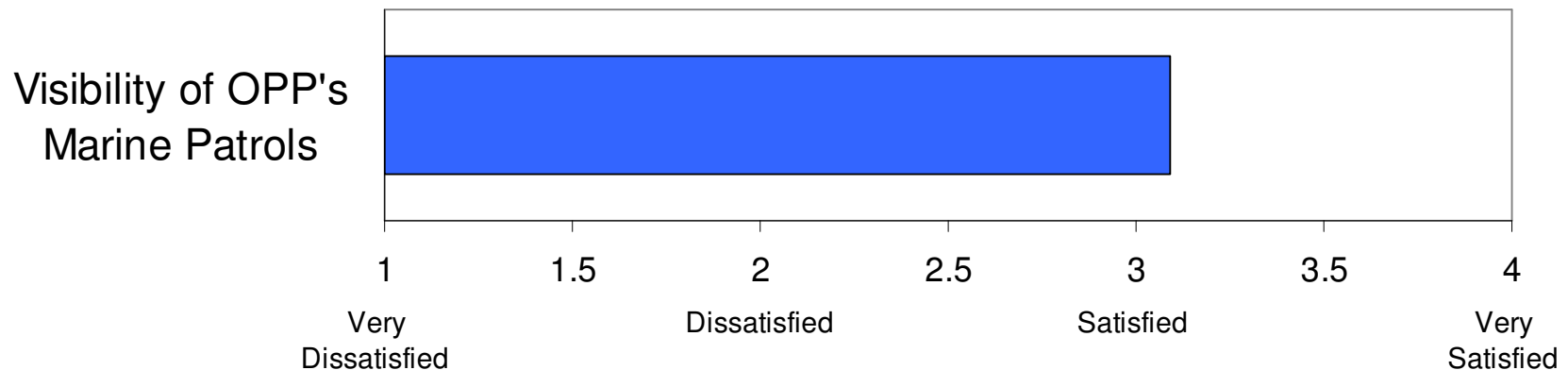
Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied
31.9%	51.2%	10.8%	6.0%

# OPP Community Satisfaction Survey 2013



## OPP Marine Patrols

- On average, respondents said they were 'satisfied' with the visibility of the OPP's marine patrols (3.09/4).
- Respondents aged 65 years and older were more satisfied (3.43/4) with the visibility of the OPP's marine patrols compared to respondents aged 64 and younger (2.98/4).





## OPP ATV Patrols

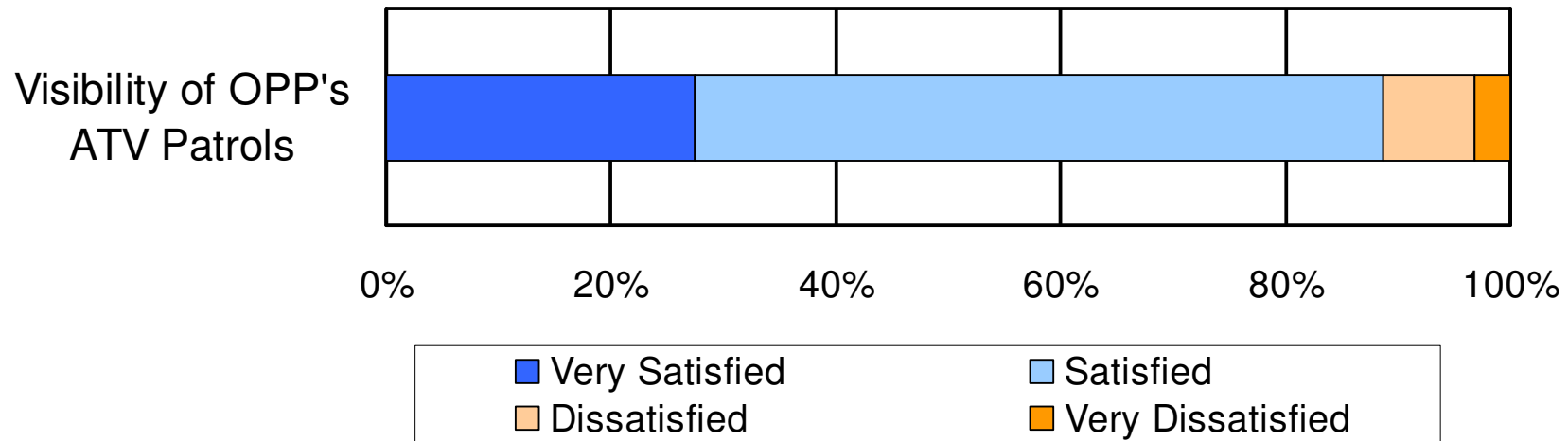
- 66 respondents (or 6.6%) said they were involved in ATV activities on Ontario's trails.
- Respondents from the West-Central (13.5%) and North (12.9%) area code regions were more likely to be involved in ATV activities compared to respondents from the GTA (5.0%) and East (3.5%). Respondents from the West-Central area code region were also more likely to be involved in ATV activities compared to respondents from the South area code region (6.9%).
- Male respondents (11.8%) were more likely to be involved in ATV activities compared to female respondents (5.9%).
- Respondents aged 64 and younger (9.7%) were more likely to be involved in ATV activities compared to respondents aged 65 and older (4.6%).
- Respondents living in rural areas (15.6%) were more likely to be involved in ATV activities compared to those living in urban areas (6.0%).

# OPP Community Satisfaction Survey 2013



## 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. 88.7% of respondents were 'very satisfied' or 'satisfied' with the visibility of the OPP's ATV patrols.

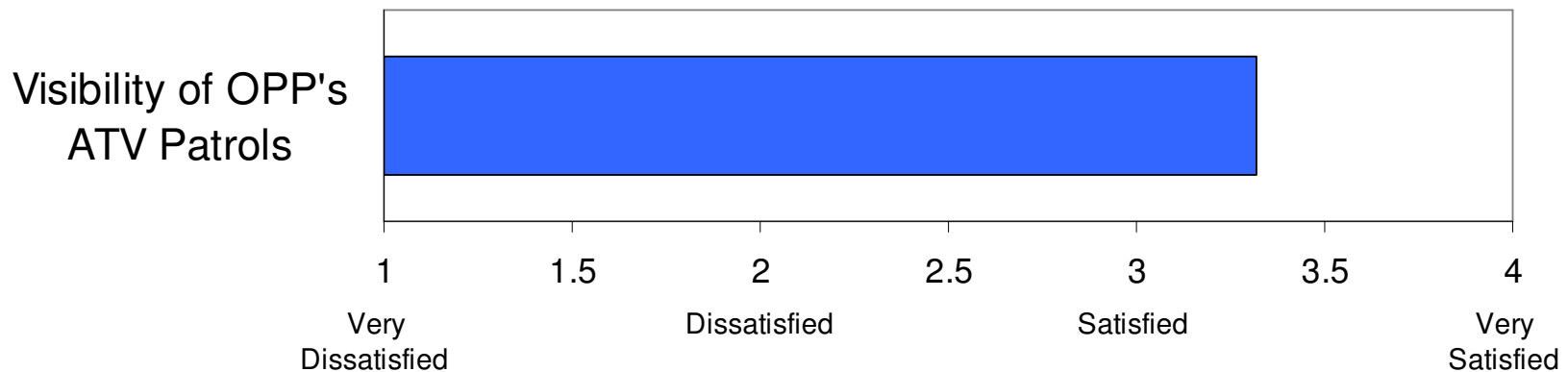


Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied
27.4%	61.3%	8.1%	3.2%



## OPP ATV Patrols

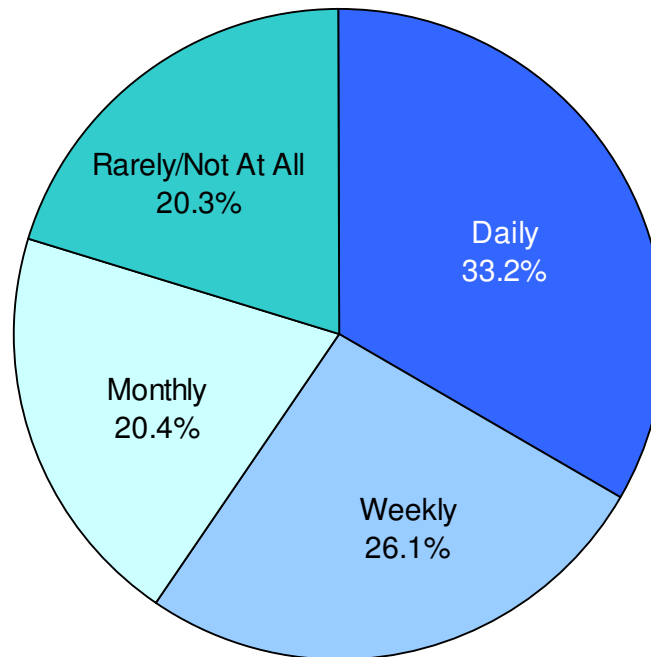
- On average, respondents said they were part way between 'satisfied' and 'very satisfied' with the visibility of the OPP's ATV patrols (3.12/4).
- There were no statistically significant differences found between regions, genders, age groups or any other factor of interest in terms of satisfaction with 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 respondents (59.3%) travel on provincial highways 'frequently' (on a daily or weekly basis). The remaining 40.7% travel on the highways 'infrequently' (either monthly, rarely, or not at all).







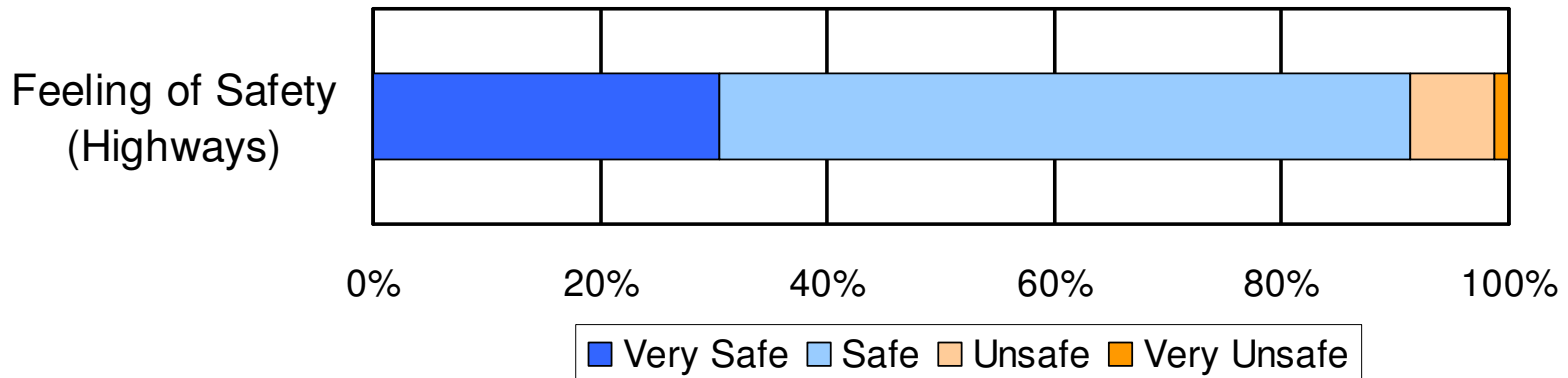
## Highway Usage

- More males reported they travel on the highways frequently (68.0%) compared to female respondents (47.6%).
- More respondents aged 64 and under reported they travel on the highways frequently (62.2%) compared to those aged 65 and older (39.1%).
- More respondents living in rural areas reported travelling on Ontario's highways frequently (63.9%) compared to respondents living in urban areas (53.7%).
- More respondents from the GTA area code region (66.5%) reported travelling on the highways frequently compared to respondents from the North (55.9%), West-Central (52.5%) and South (48.3%) area code regions.



## Highway Safety

● 91.3% of respondents felt 'very safe' or 'safe' when travelling on Ontario's provincial highways.

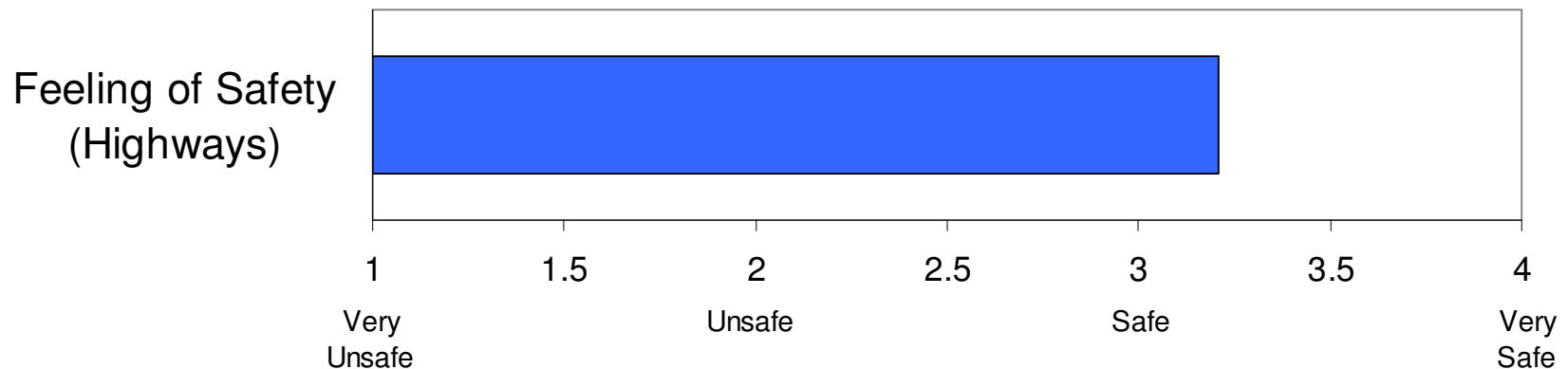


Very Safe	Safe	Unsafe	Very Unsafe
30.5%	60.8%	7.4%	1.3%



## Highway Safety

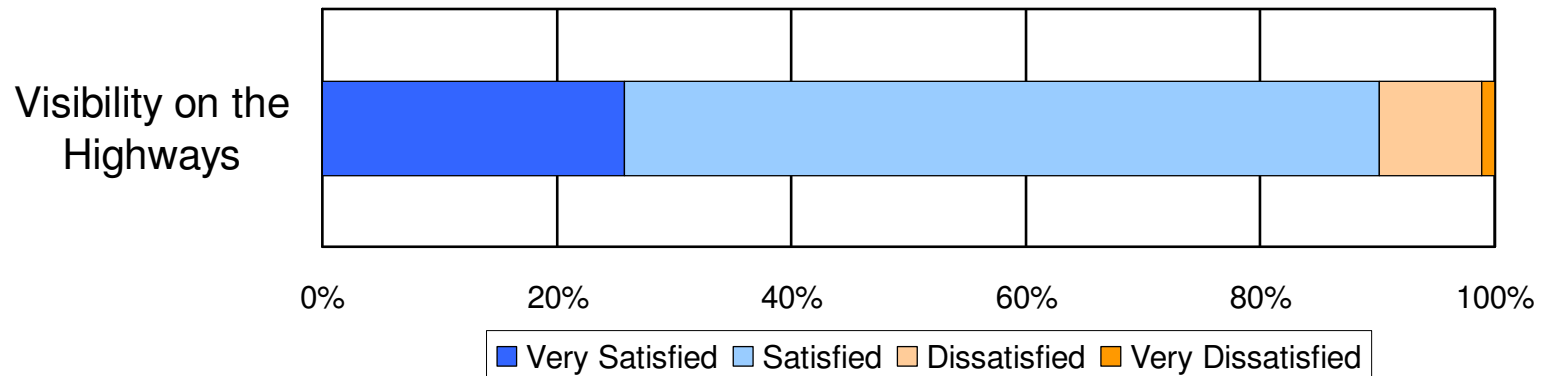
- On average, respondents felt part way between 'safe' and 'very safe' when travelling on Ontario's provincial highways (3.21/4).
- Respondents from the East area code region (3.42/4) felt safer compared to respondents from the West-Central (3.23/4), North (3.21/4), South (3.17/4) and GTA (3.16/4) area code regions.
- Respondents who reported they travel on provincial highways frequently (on a daily or weekly basis) felt safer on the highways (3.29/4) compared to respondents who travel on the highways infrequently (monthly, rarely, or not at all) (3.16/4).





## Visibility on the Highways

● 90.1% of respondents were 'very satisfied' or 'satisfied' with the visibility of the OPP on the highways.

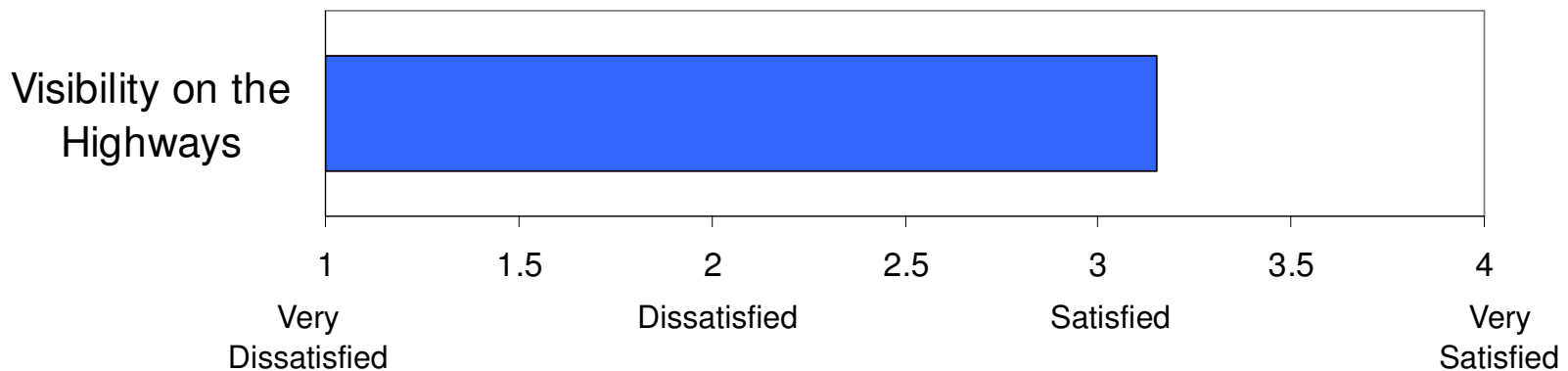


Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied
25.7%	64.4%	8.8%	1.1%



## Visibility on the Highways

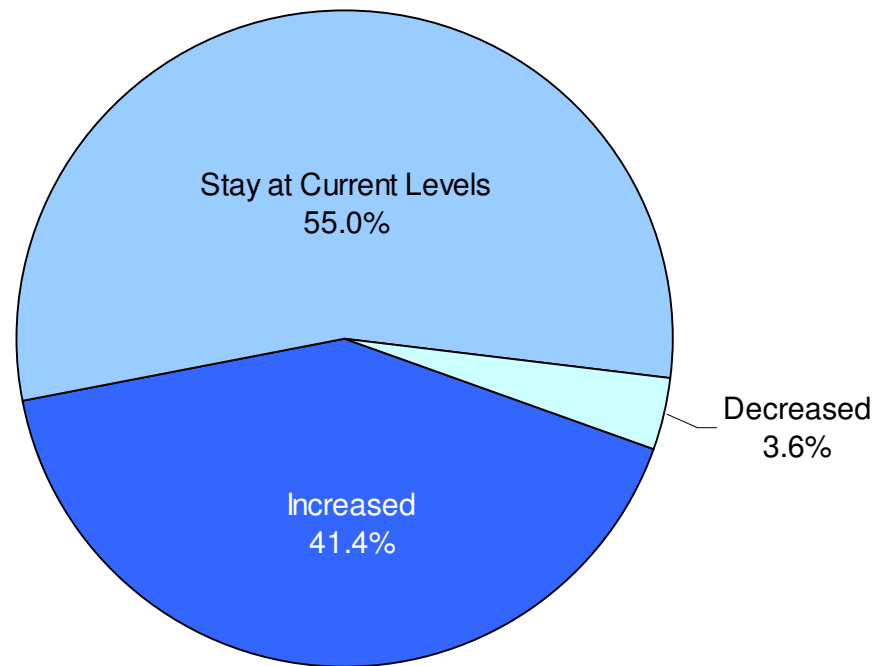
- On average, respondents felt part way between 'satisfied' and 'very satisfied' with the visibility of the OPP on the highways (3.15/4).
- Respondents living in rural areas were more satisfied (3.25/4) with the visibility of the OPP on the highways compared to respondents from urban areas (3.15/4).
- Respondents living in areas policed by the OPP (3.25/4) were more satisfied with the OPP's visibility on the highways compared to respondents living in areas policed by *other* police services (3.13/4).





## Traffic Enforcement

● Just over half (55.0%) of all respondents felt that the OPP's efforts at enforcing traffic laws should stay at current levels. An additional 41.4% felt that efforts should be increased and the remaining 3.6% felt efforts should be decreased.





## Traffic Enforcement

- Respondents living in the North area code region were less likely to say traffic enforcement efforts should be increased (27.3%) compared to the South (37.4%), East (37.5%), GTA (43.8%) and West-Central (45.8%) area code regions. Moreover, respondents in the North area code region (66.5%) were more likely to say enforcement efforts should stay at current levels compared to respondents from the GTA (52.6%) and West-Central (52.6%) area code regions.
- More female respondents (41.8%) said the OPP's traffic enforcement efforts should be increased compared to male respondents (33.6%). Conversely, male respondents were more likely to say efforts should be decreased (6.3%) compared to female respondents (2.3%).
- More respondents aged 64 and under stated traffic enforcement efforts should stay at current levels (59.6%) or be decreased (4.8%) compared to respondents aged 65 and older (51.7% and 1.7% respectively). Respondents aged 65 and older were more likely to say efforts should be increased (46.7%) compared to those aged 64 and younger (35.5%).



## Traffic Enforcement

- More respondents living in areas policed by non-OPP police services said efforts should be increased (41.4%) compared to respondents living in areas policed by the OPP (34.4%).
- More respondents who had contact with the OPP in the past year as a result of a motor vehicle collision, traffic stop, property crime or violent crime incident said traffic enforcement efforts should be decreased (7.4%) compared to those who had no contact with the OPP due to an incident (3.3%). Conversely, those who had no contact with the OPP due to an incident were more likely to say efforts should be increased (40.0%) compared to those who had contact with the OPP in the past year due to an incident (30.7%).
- Respondents who reported travelling on Ontario's highways infrequently (monthly, rarely or not at all) were more likely to say traffic enforcement efforts should be increased (42.3%) compared to those who travel on the highways on a frequent (daily or weekly) basis (35.3%). Conversely, respondents who reported travelling on Ontario's highways frequently were more likely to say traffic enforcement efforts should be decreased (5.4%) compared to those who travel on the highways infrequently (2.2%).

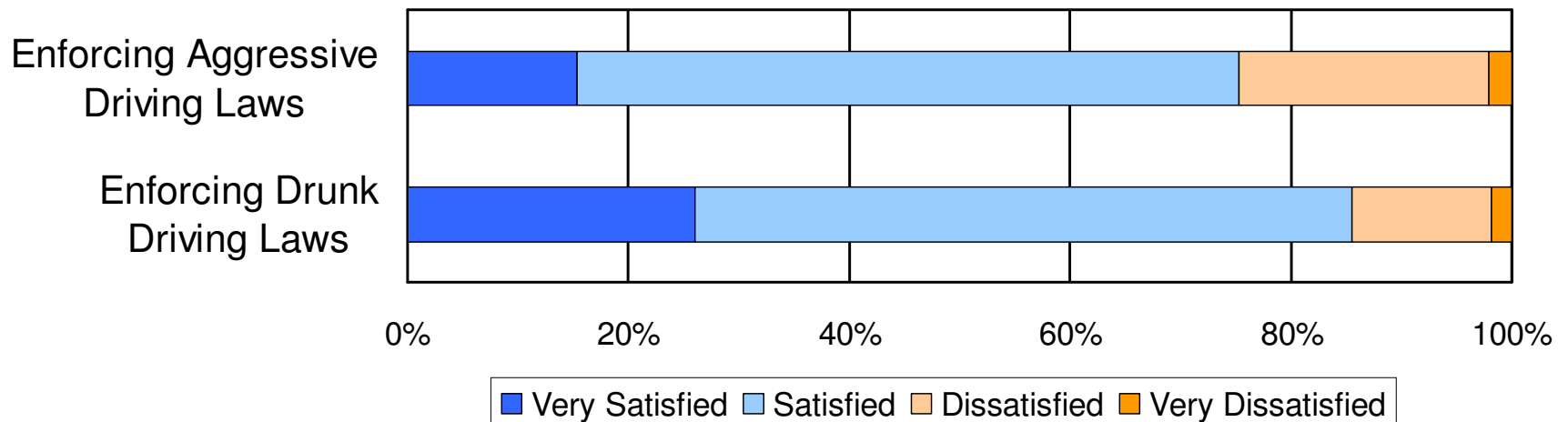


# OPP Community Satisfaction Survey 2013



## Traffic Enforcement

- 75.3% of respondents were 'very satisfied' or 'satisfied' with the OPP's enforcement of aggressive driving laws.
- 85.6% of respondents were 'very satisfied' or 'satisfied' with the OPP's enforcement of drunk driving laws.



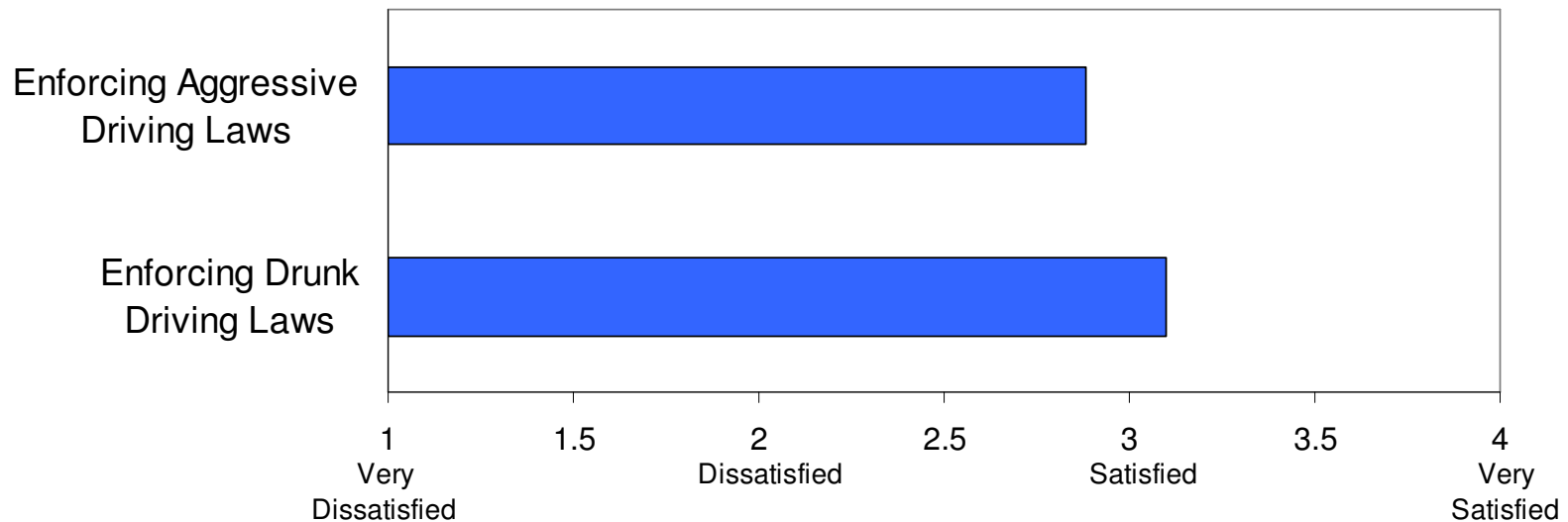
	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied
Enforcing aggressive driving laws*	15.3%	60.0%	22.6%	2.1%
Enforcing drunk driving laws	26.1%	59.5%	12.7%	1.8%

\*for example, speeding or improper lane changes



## Traffic Enforcement

- On average, respondents were less than 'satisfied' with the OPP's enforcement of aggressive driving laws (2.88/4).
- On average, respondents were 'satisfied' with the OPP's enforcement of drunk driving laws (3.10/4).





## Traffic Enforcement

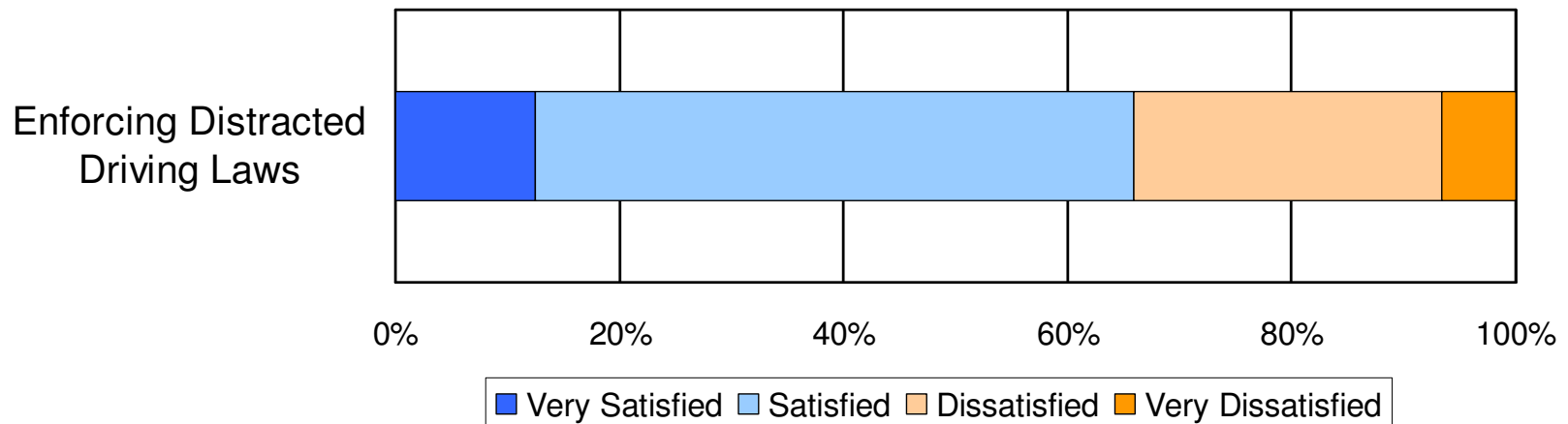
- Respondents who felt that traffic enforcement efforts should stay at current levels were more satisfied with the enforcement of aggressive driving laws (3.07/4) compared to respondents who felt traffic enforcement efforts should be decreased (2.74/4) or increased (2.68/4).
- Respondents who felt that traffic enforcement efforts should stay at current levels (3.23/4) or be decreased (3.21/4) were more satisfied with the enforcement of drunk driving laws compared to respondents who felt traffic enforcement efforts should be increased (2.92/4).

# OPP Community Satisfaction Survey 2013



## Traffic Enforcement

65.9% of respondents were 'very satisfied' or 'satisfied' with the OPP's enforcement of distracted driving laws



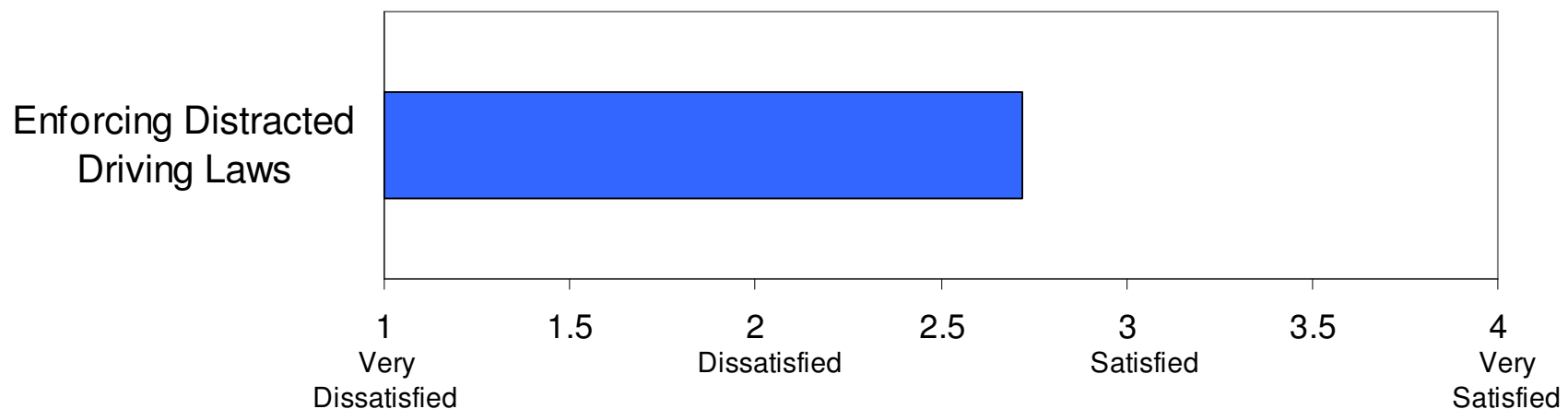
Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied
12.5%	53.4%	27.4%	6.6%

# OPP Community Satisfaction Survey 2013



## Traffic Enforcement

- On average, respondents were less than 'satisfied' with the OPP's enforcement of distracted driving laws (2.72/4).
- Respondents living in areas policed by the OPP (2.78/4) were more satisfied with the OPP's enforcement of distracted driving laws compared to respondents living in areas policed by *other* police services (2.67/4).
- Respondents who felt the OPP's efforts at enforcing traffic laws should stay at current levels (2.87/4) or be decreased (2.77/4) were more satisfied with the OPP's enforcement of distracted driving laws compared to respondents who felt efforts should be increased (2.49/4).

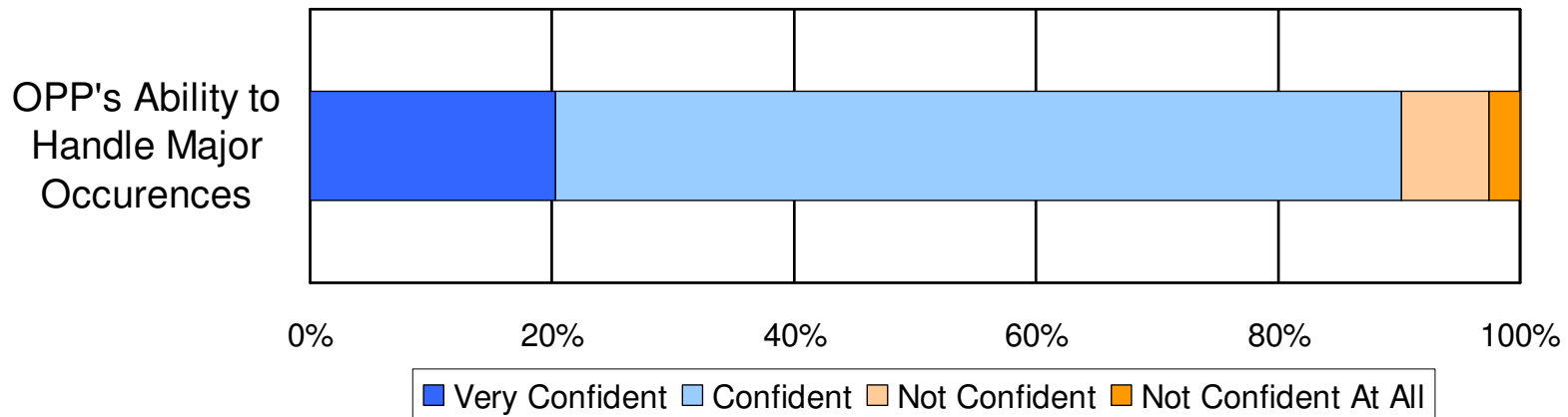


# OPP Community Satisfaction Survey 2013



## Major Occurrences

● 90.2% 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.



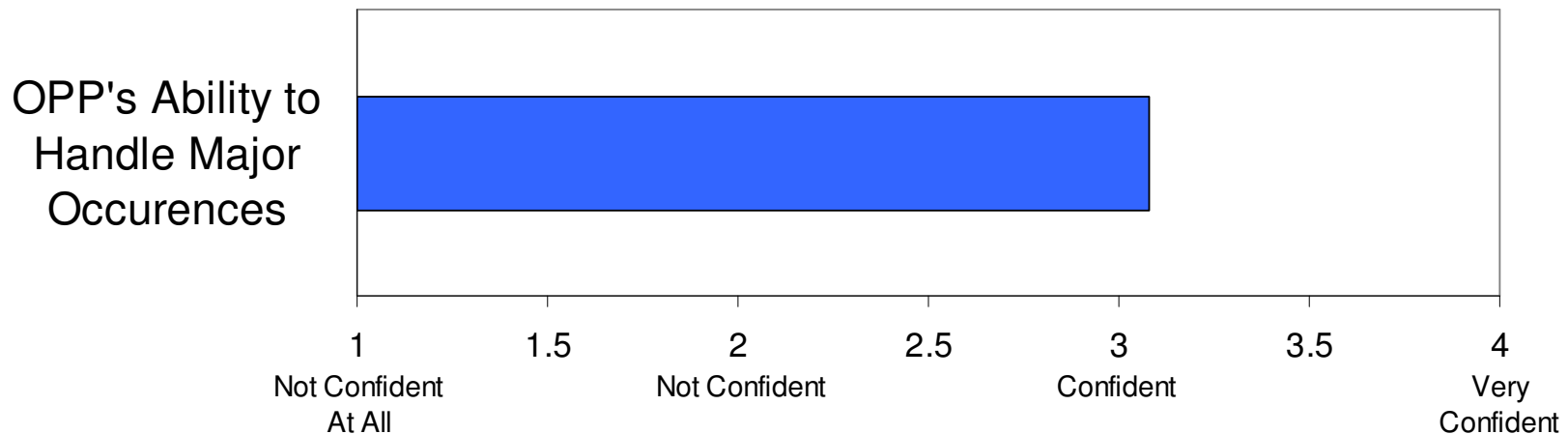
Very Confident	Confident	Not Confident	Not Confident At All
20.3%	69.9%	7.3%	2.5%

# OPP Community Satisfaction Survey 2013



## Major Occurrences

- On average, respondents were 'confident' with the OPP's ability to handle major occurrences (3.08/4).
- Respondents from the West-Central area code region (3.22/4) felt more confident compared to respondents from the GTA area code region (3.04/4).
- Respondents living in rural areas felt more confident (3.21/4) compared to respondents from urban areas (3.07/4).

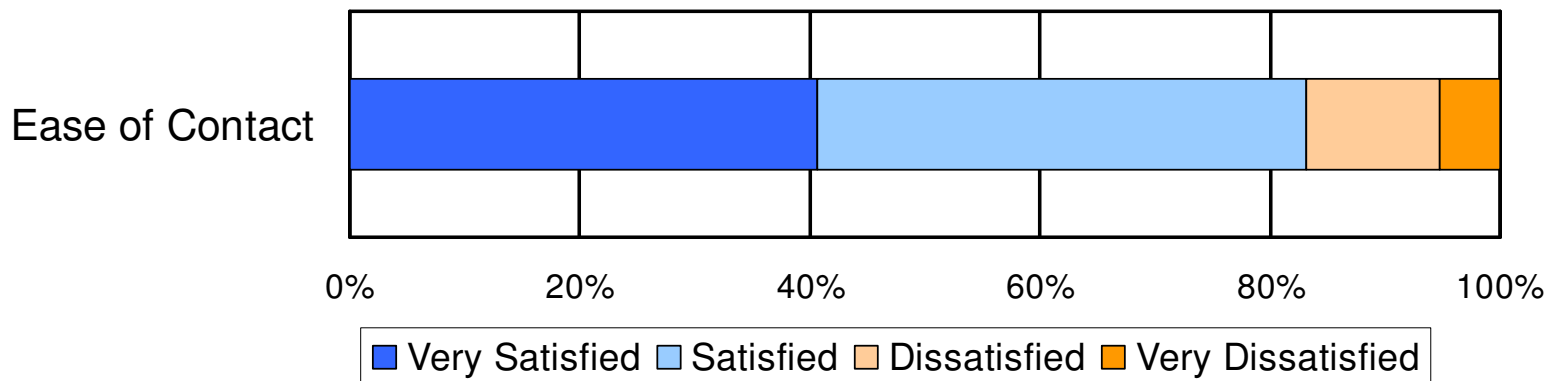


# OPP Community Satisfaction Survey 2013



## Ease of Contacting the OPP

● Of the 115 respondents (or 11.4%) who said they had contacted the OPP in the past year, 83.2% were 'very satisfied' or 'satisfied' with the ease of contacting the OPP.



Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied
40.7%	42.5%	11.5%	5.3%

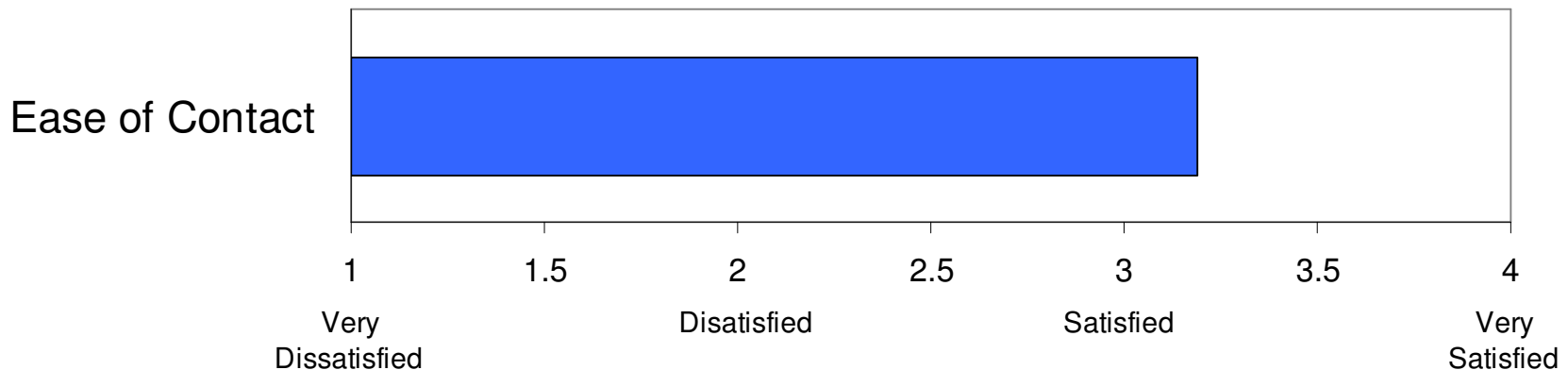


# OPP Community Satisfaction Survey 2013



## Ease of Contacting the OPP

- On average, respondents were part way between 'satisfied' and 'very satisfied' with the ease of contacting the OPP (3.19/4).
- Respondents from the South (3.50/4), East (3.47/4), North (3.40/4) and West-Central (3.35/4) area code regions were more satisfied with the ease of contacting the OPP compared to respondents from the GTA area code region (2.76/4).



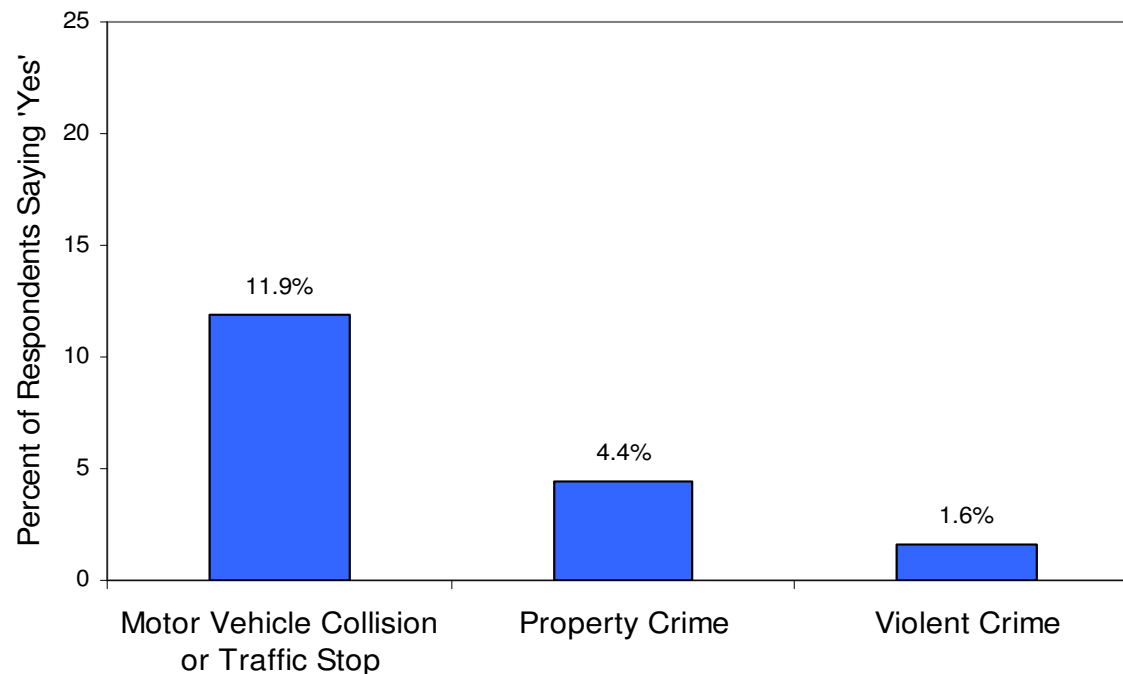
# OPP Community Satisfaction Survey 2013



## 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 (11.9%), as a result of a property crime (4.4%), and/or as a result of a violent crime (1.6%).

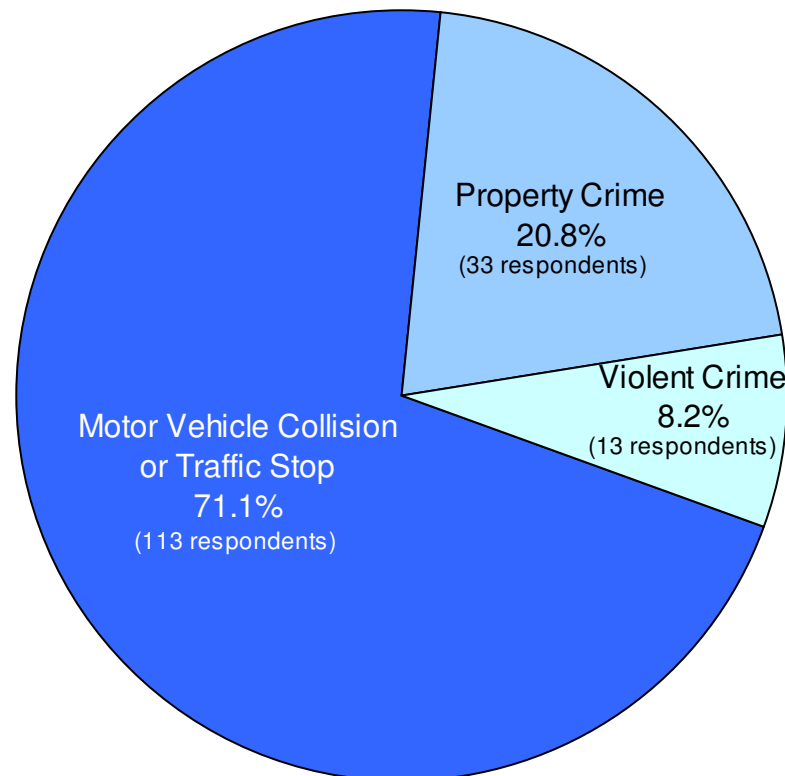
■ **Note:** Multiple responses were possible, but only 17 respondents (or 1.7%) had multiple contacts with the OPP in the past year due to an incident. The remainder of this section pertains only to the most recent contact respondents had with the OPP.





## Contact Due To Incident

■ In total 159 respondents (or 15.8%) 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. The next few slides examine satisfaction with the contact had with the OPP for each of these groups.

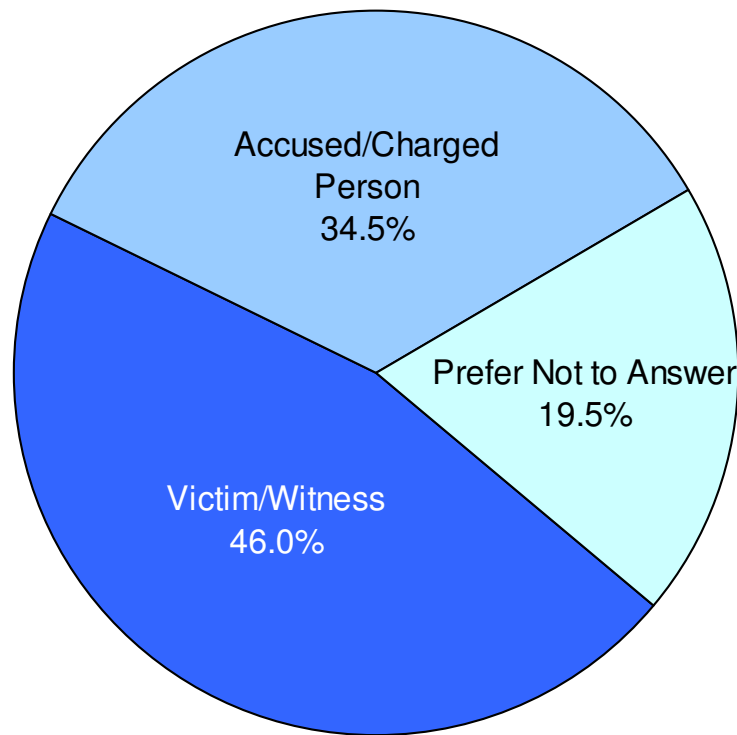


# OPP Community Satisfaction Survey 2013



## Contact Due To Incident – Motor Vehicle Related

■ For the 113 respondents whose most recent contact with the OPP in the past year was due to a motor vehicle collision or traffic stop, nearly half (46.0%) were victims or witnesses, just over a third (34.5%) were accused/charged persons and the remaining 19.5% preferred not to answer this question.



# OPP Community Satisfaction Survey 2013



## Contact Due To Incident – Motor Vehicle Related

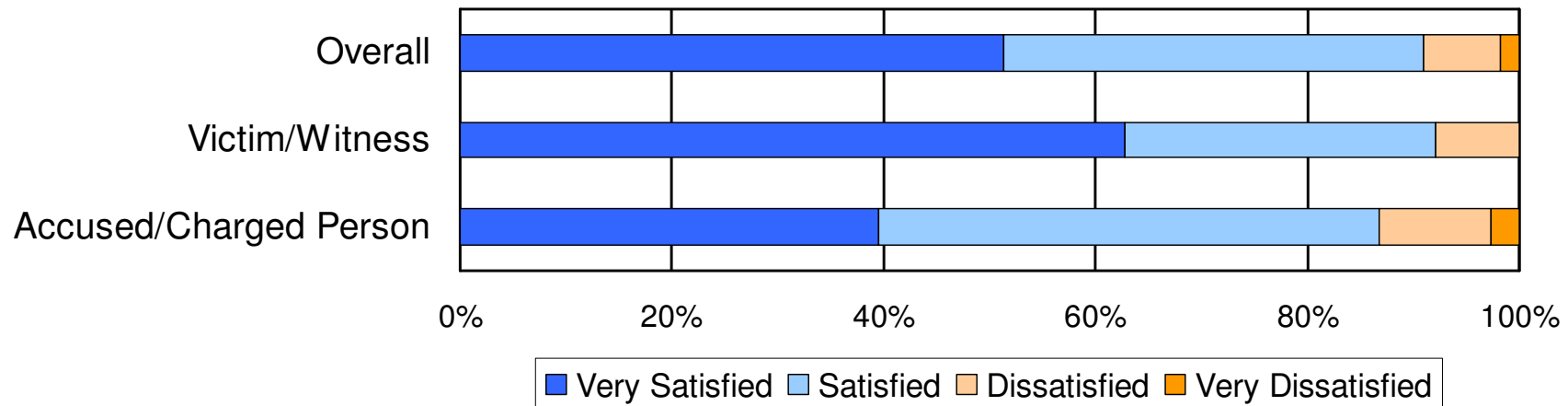
- More respondents aged 64 years and younger (15.2%) had contact with the OPP in the past year due to a motor vehicle collision or traffic stop compared to respondents aged 65 and older (9.3%).
- More respondents living in rural areas (19.8%) had contact with the OPP in the past year due to a motor vehicle collision or traffic stop compared to respondents living in urban areas (11.7%).
- More respondents living in areas policed by the OPP (19.6%) had contact with the OPP in the past year due to a motor vehicle collision or traffic stop compared to respondents living in areas policed by non-OPP police services (9.8%).
- Finally, more respondents who reported travelling on Ontario's highways frequently (18.1%) had contact with the OPP in the past year due to a motor vehicle collision or traffic stop compared to respondents who reported travelling on the highways infrequently (8.0%).

# OPP Community Satisfaction Survey 2013



## Contact Due To Incident – Motor Vehicle Related

Overall, 90.2% 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 92.1% when only considering victims and witnesses, and the proportion drops to 84.7% when only considering those accused or charged.



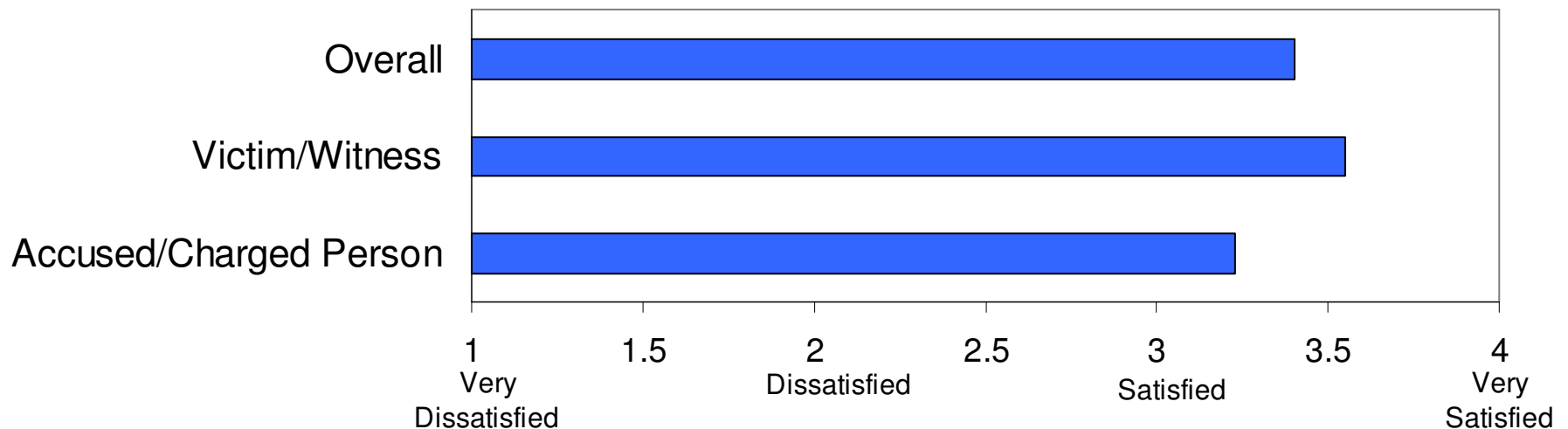
	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied
Overall	50.9%	39.3%	7.1%	1.8%
Victim/Witness	62.7%	29.4%	7.8%	0.0%
Accused/Charged Person	38.5%	46.2%	10.3%	2.6%

# OPP Community Satisfaction Survey 2013



## Contact Due To Incident – Motor Vehicle Related

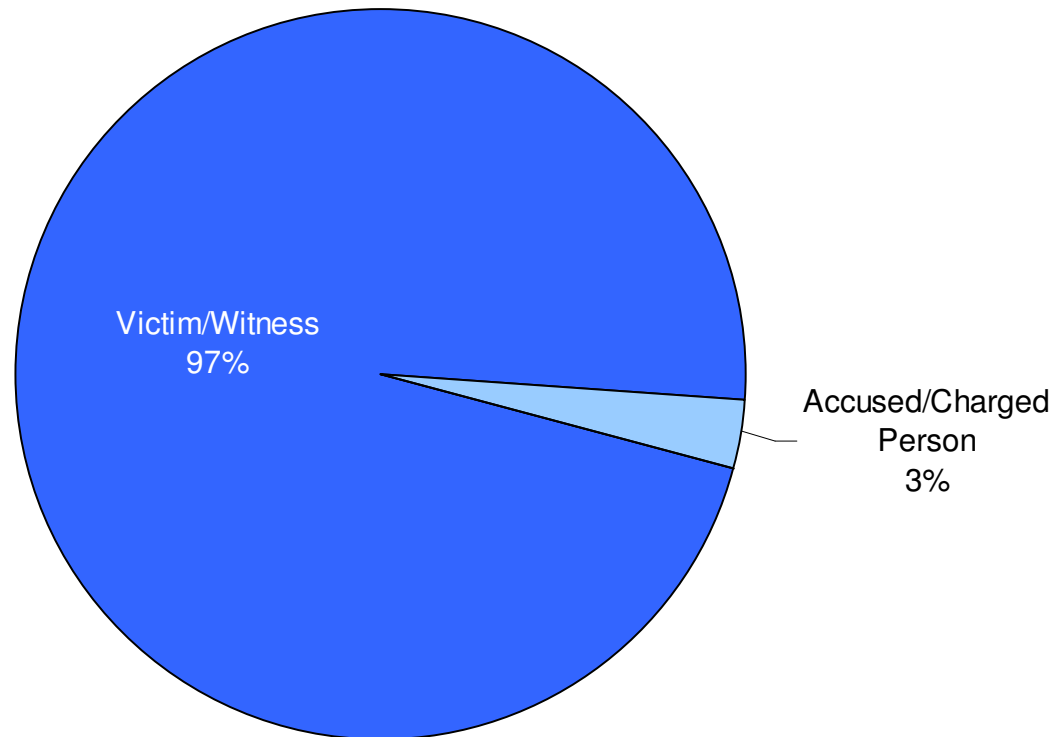
- On average, those respondents who had contact with the OPP in the past year due to a motor vehicle collision or traffic stop said they were part way between 'very satisfied' and 'satisfied' with the contact they had (3.40/4)
- Victims/Witnesses were significantly more satisfied with the contact they had with the OPP (3.55/4) compared to Accused/Charged persons (3.23/4).





## Contact Due To Incident – Property Crime

● Among the 33 respondents whose most recent contact with the OPP in the past year was due to a property crime incident, the vast majority (97.0%) were victims of or witnesses to the incident, and the remainder (3.0%) were accused or charged persons.







## Contact Due To Incident – Property Crime

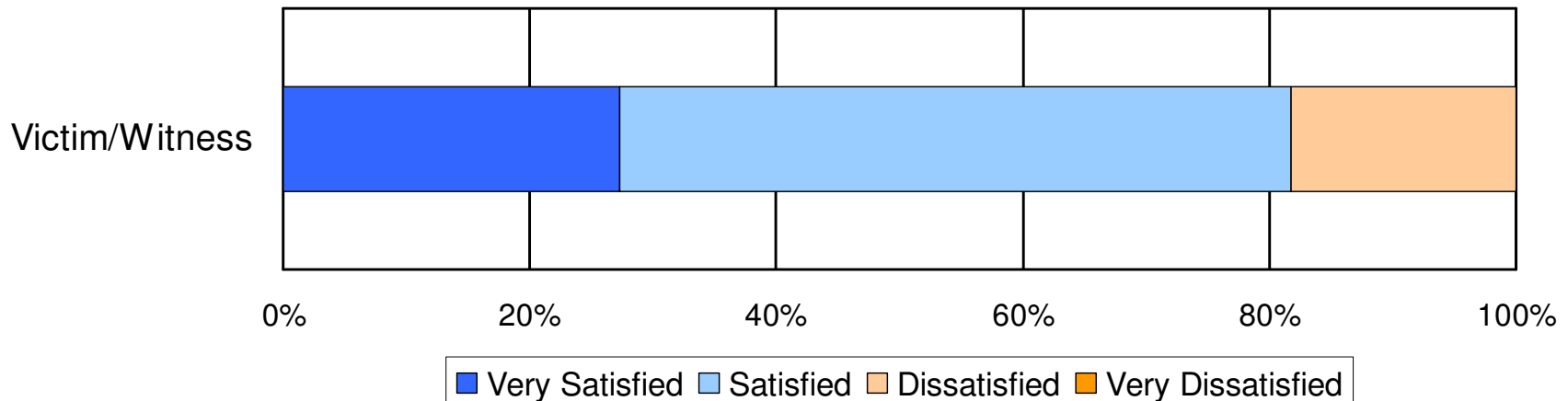
- Respondents living in the East area code region (1.0%) were least likely to report having contact with the OPP in the past year due to a property crime incident compared to the GTA (4.5%), South (4.9%), North (5.9%) and West-Central (6.5%) area code regions.
- More respondents living in rural areas (7.0%) had contact with the OPP in the past year due to a property crime incident compared to respondents living in urban areas (3.8%).

# OPP Community Satisfaction Survey 2013



## Contact Due To Incident – Property Crime

- Respondents who indicated they were victims or witnesses of the property crime incidents were then asked to rate their satisfaction with the contact they had with the OPP. 81.8% were 'very satisfied' or 'satisfied' with the contact they had.
- There were not enough accused/charged persons to allow for valid comparisons.



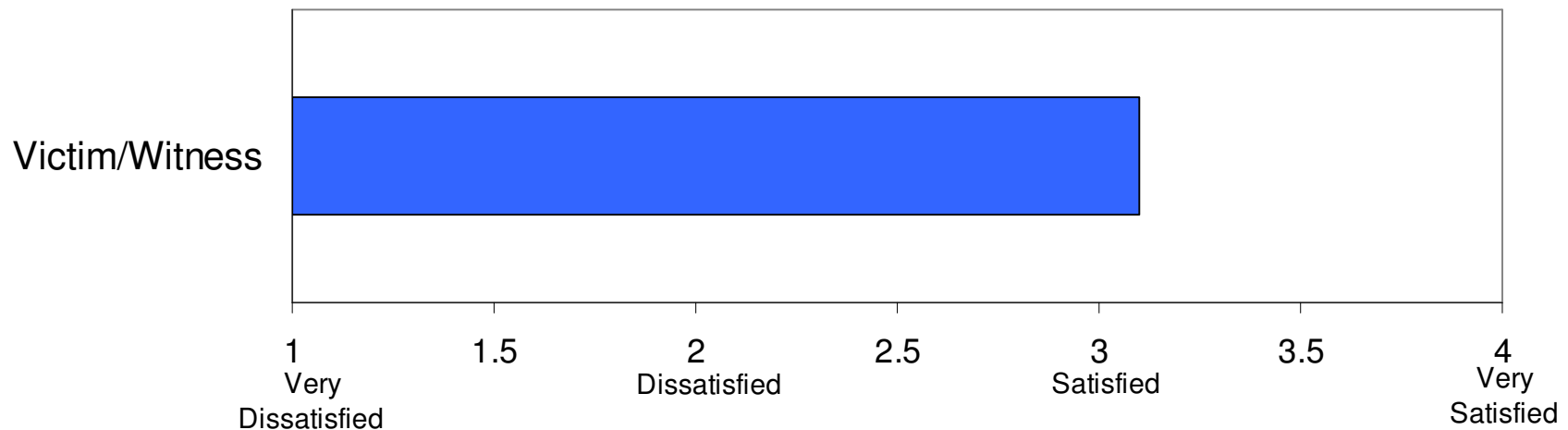
Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied
27.3%	54.5%	18.2%	0.0%

# OPP Community Satisfaction Survey 2013



## Contact Due To Incident – Property Crime

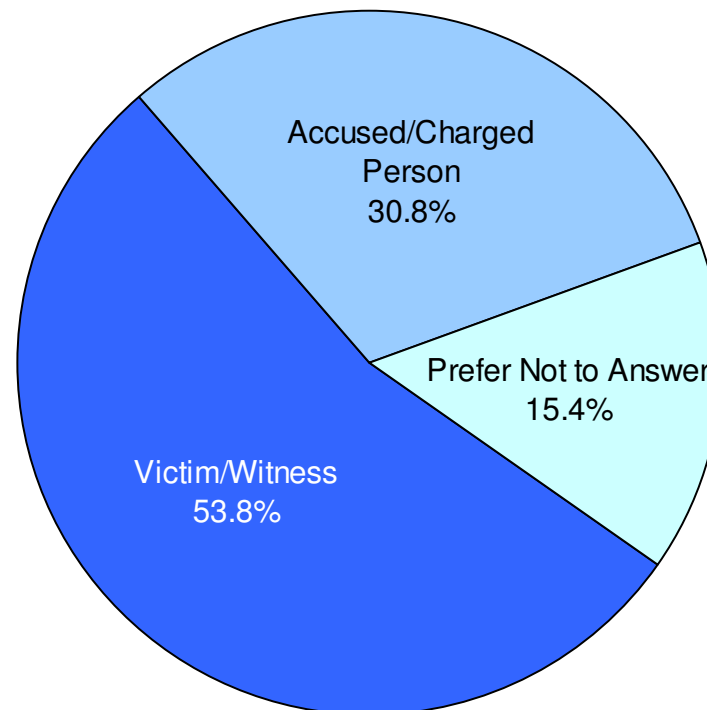
- On average, these victims/witnesses of property crimes said they were ‘satisfied’ with the contact they had with the OPP as a result of the incident (3.10/4).
- No comparisons were made between victims/witnesses and accused/charged persons due to an insufficient number of respondents in that group.





## Contact Due To Incident – Violent Crime

- Among the 13 respondents whose most recent contact with the OPP in the past year was due to a violent crime incident, just over half (53.8%) were victims or witnesses, near a third (30.8%) were accused/charged persons and the remaining 15.4% preferred not to answer this question.
- More female respondents (2.6%) reported having contact with the OPP in the past year due to a violent crime incident compared to male respondents (0.9%).

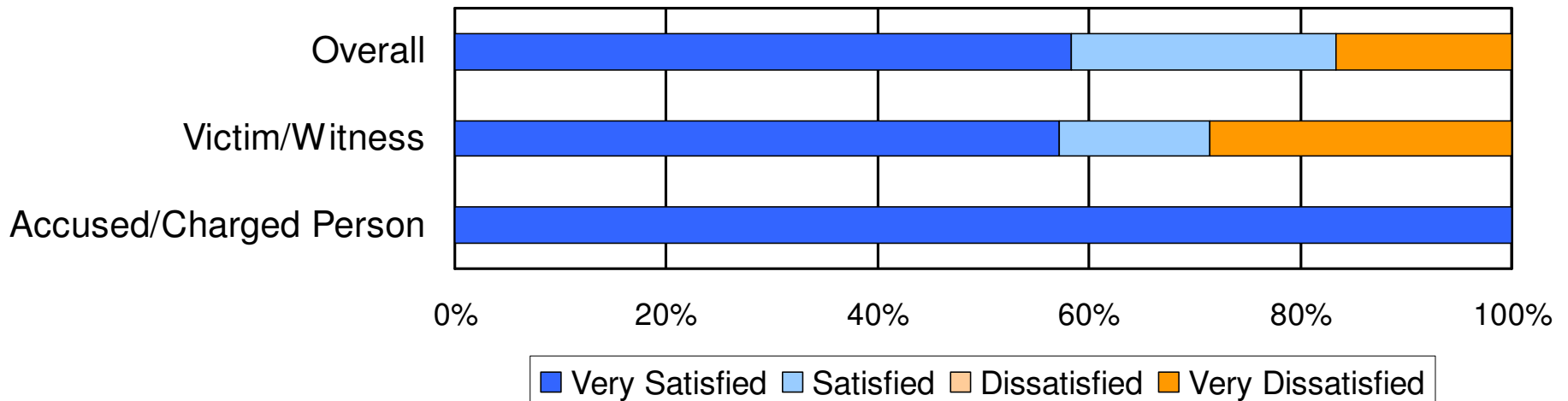


# OPP Community Satisfaction Survey 2013



## Contact Due To Incident – Violent Crime

Overall, 83.3% 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 drops to 71.4% when only considering victims and witnesses, and the proportion grows to 100.0% when only considering accused or charged persons (as all four of those respondents said they were 'very satisfied' with the contact they had).



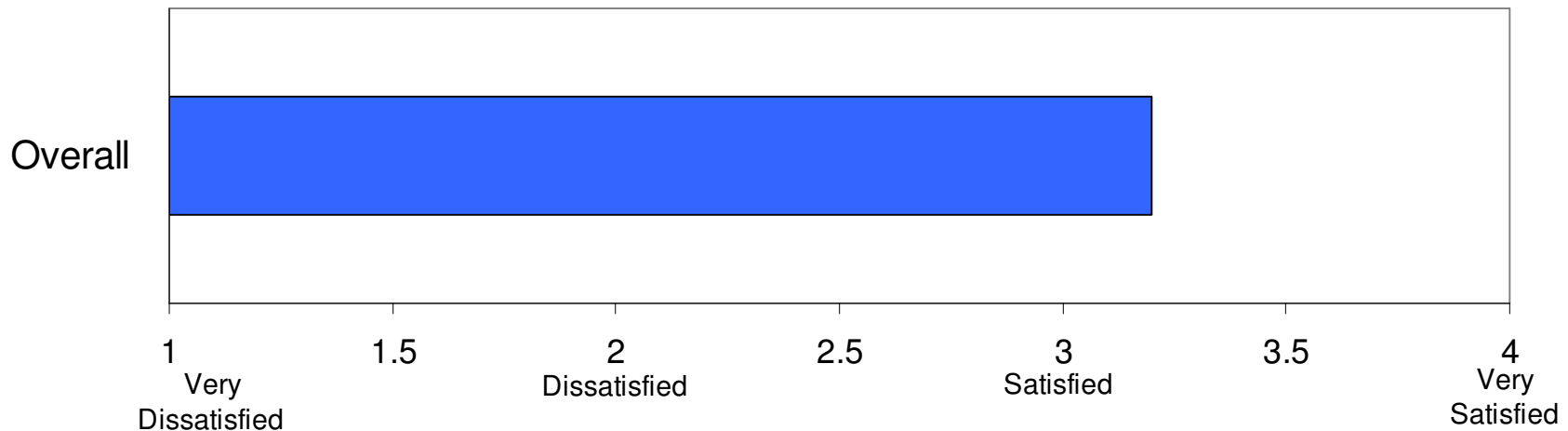
	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied
Overall	58.3%	25.0%	0.0%	16.7%
Victim/Witness	57.1%	14.3%	0.0%	28.6%
Accused/Charged Person	100.0%	0.0%	0.0%	0.0%

# OPP Community Satisfaction Survey 2013



## Contact Due To Incident – Violent Crime

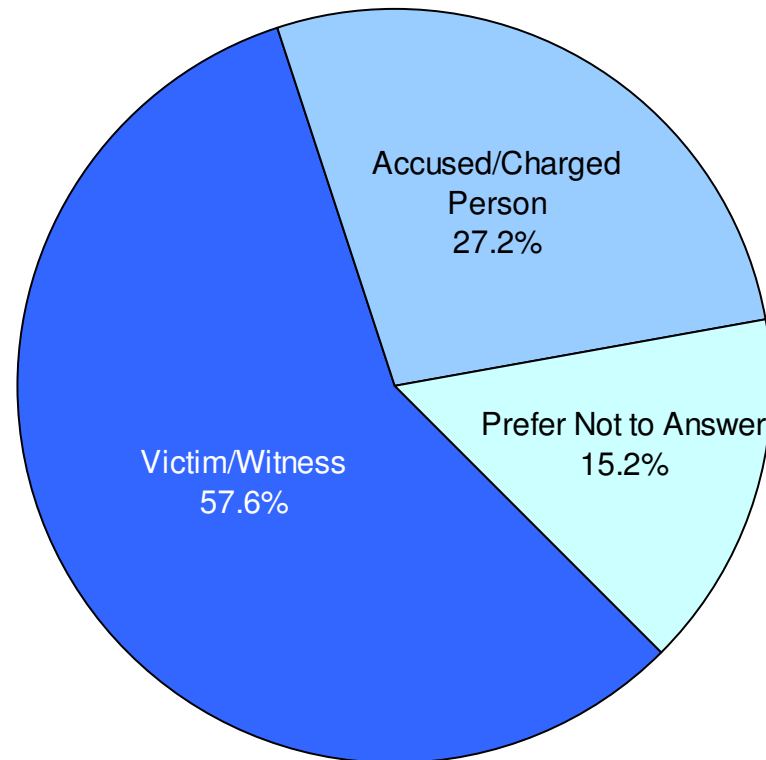
- On average, those respondents who had contact with the OPP in the past year due to a violent crime incident said they were part way between 'satisfied' and 'very satisfied' with the contact they had (3.20/4)
- There were no statistically significant differences found between victims/witnesses and accused/charged persons.





## Contact Due To Incident – Overall

- Overall, irrespective of the *type* of incident, a total of 159 respondents (or 15.8%) had contact with the OPP in the past year due to an incident.
- Over one-half were victims/witnesses (57.6%), just over one-quarter (27.2%) were accused/charged persons and the remaining 15.2% preferred not to answer this question.

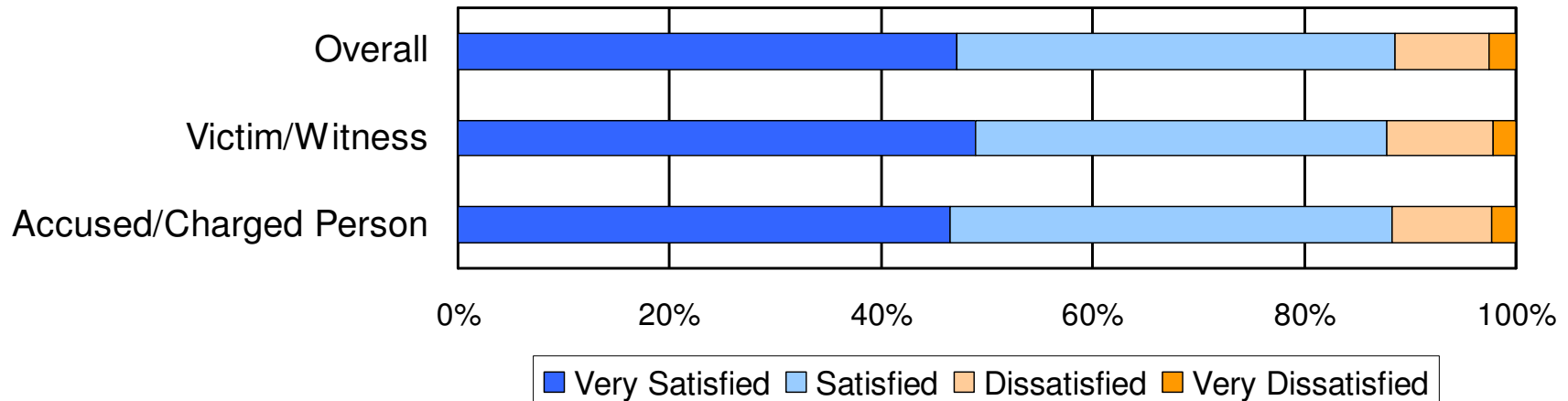


# OPP Community Satisfaction Survey 2013



## Contact Due To Incident – Overall

Overall, 88.5% of the total 159 respondents were 'very satisfied' or 'satisfied' with the contact they had with the OPP due to an incident. This proportion drops slightly to 87.8% when only considering victims and witnesses, and to 88.4% when only considering accused or charged persons.



	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied
Overall	47.1%	41.4%	8.9%	2.5%
Victim/Witness	48.9%	38.9%	10.0%	2.2%
Accused/Charged Person	46.5%	41.9%	9.3%	2.3%

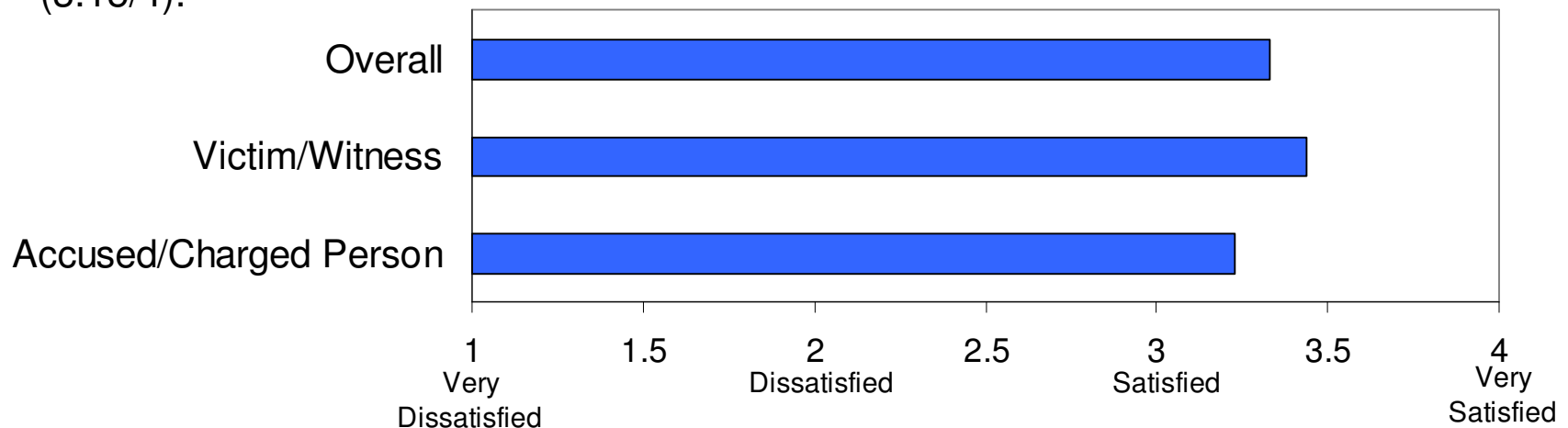


# OPP Community Satisfaction Survey 2013



## 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 that contact (3.33/4).
- Although the proportions shown on previous slide were very similar between the groups of respondents, the mean satisfaction ratings are quite different. Respondents whose most recent contact with the OPP was as a victim or witness (3.44/4) were more satisfied with the contact they had compared to respondents whose most recent contact was as an accused or charged person (3.23/4).
- Victim/witness satisfaction ratings increased significantly since the 2012 Provincial CSS (3.15/4).

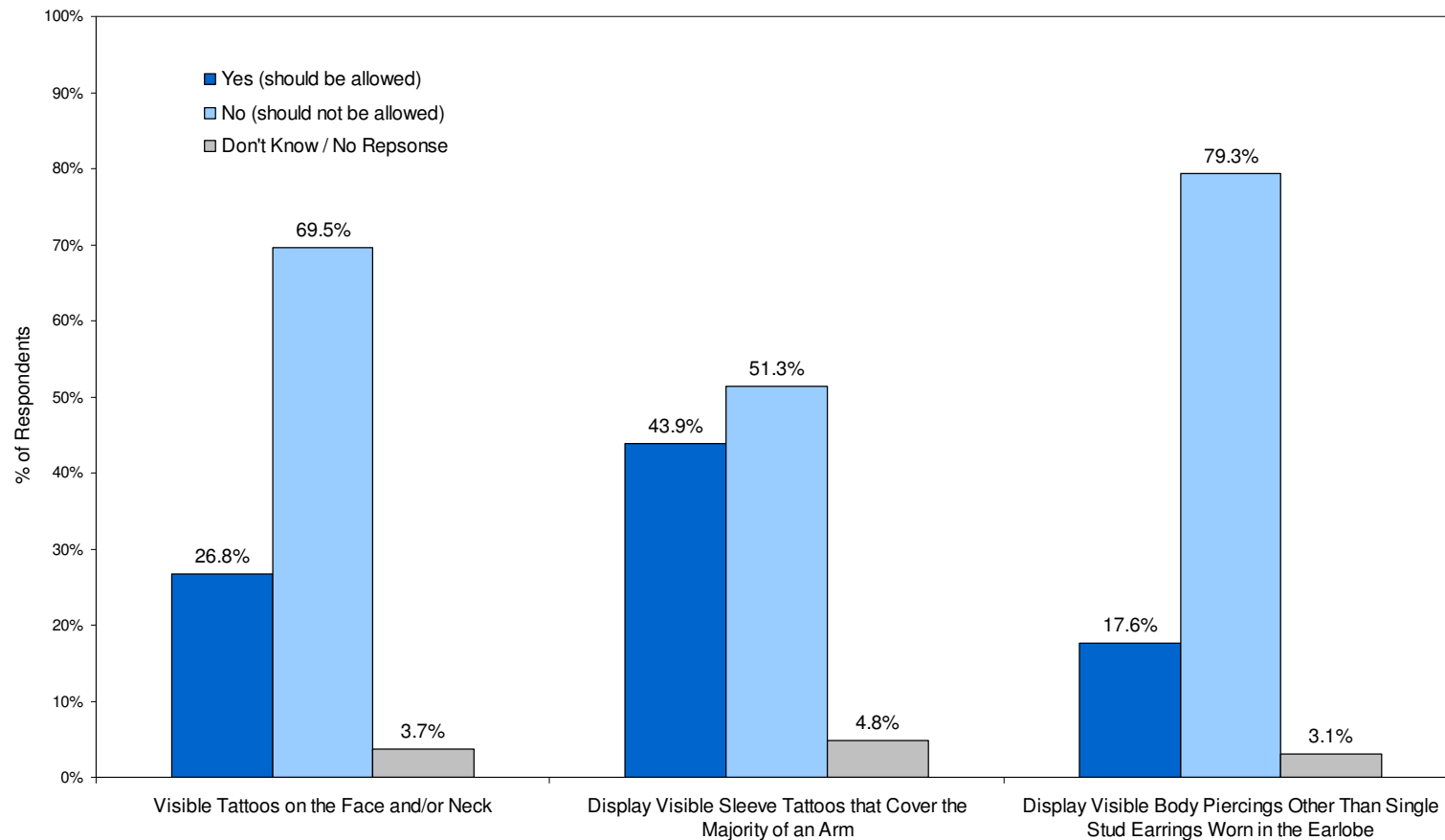


# OPP Community Satisfaction Survey 2013



## Perceptions of Tattoos & Piercings

■ Respondents were asked whether OPP officers should be allowed to display specific types of visible tattoos/piercings. The results are shown in the chart below





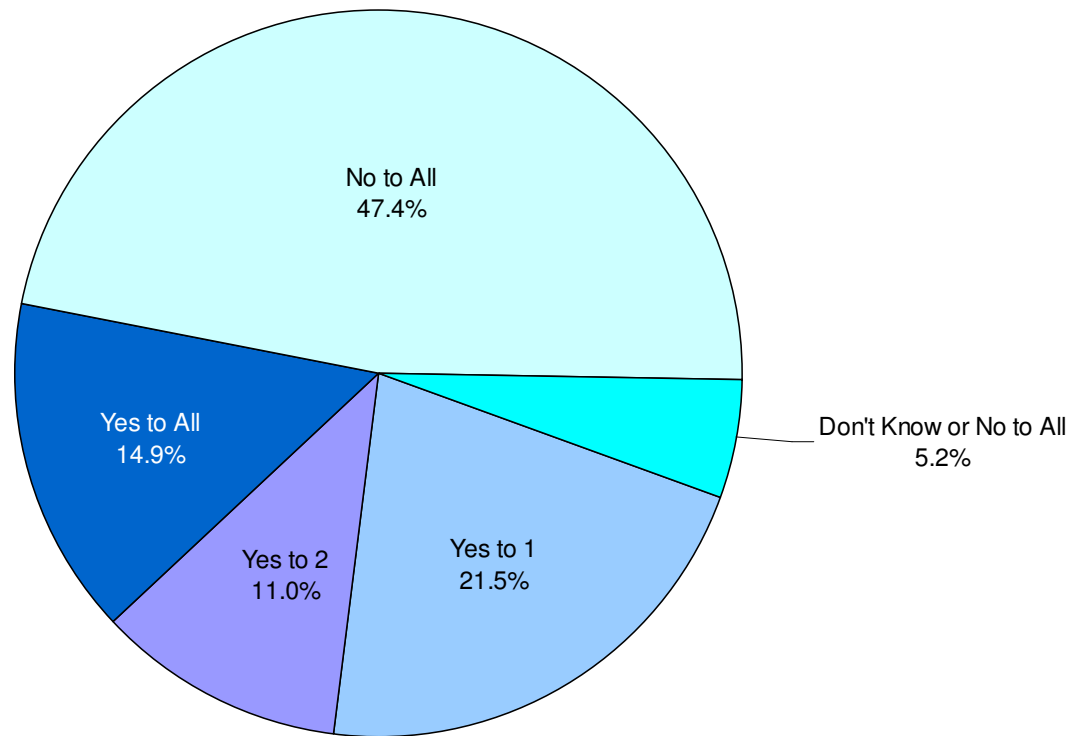
## Perceptions of Tattoos & Piercings

- Overall survey results reveal a significant majority of respondents answered “No” to each of the three questions asked:
  - 69.5% of respondents said OPP personnel should not be allowed to display visible tattoos on the face and/or neck;
  - 51.3% of respondents said OPP personnel should not be allowed to display visible sleeve tattoos that cover the majority of the arm; and
  - 79.3% of respondents said OPP personnel should not be allowed to display visible body piercings other than single stud earrings worn in the earlobe.
- In general, respondents were most comfortable allowing OPP personnel to display sleeve tattoos, and least comfortable with OPP personnel displaying visible body piercings.



## Perceptions of Tattoos & Piercings

- Analysing respondent answering habits across the three questions reveals that nearly half of all respondents (47.4%) answered “No” to all three of the questions, meaning they thought OPP personnel should *not* be allowed to display any of the types of tattoos and piercings mentioned.





## Perceptions of Tattoos & Piercings

- Respondents aged 65 and older were more likely to answer “No” to each of the three questions while younger respondents (particularly those aged 25 to 34) were more likely to answer “Yes” to each of the three questions.
- In terms of overall answering habits, respondents aged 65 and above were significantly more likely to answer “No” to all three questions compared to those aged 64 and under. Conversely, those aged 64 and under were significantly more likely to answer “Yes” to all three questions compared to those aged 65 and above.
- Respondents living in small villages were significantly more likely to say “Yes” when asked if OPP personnel should be allowed to display visible tattoos on the face and/or neck compared to respondents living in cities, towns and in the country.



## Perceptions of Tattoos & Piercings

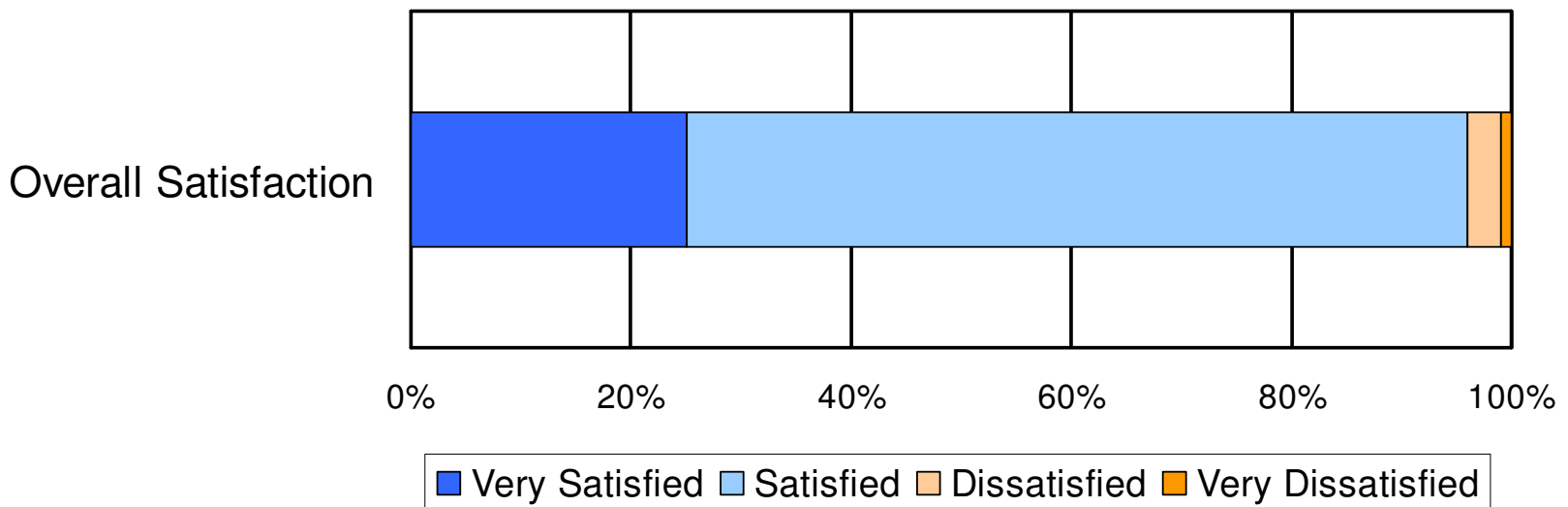
- Respondents living in small villages were also significantly more likely to say “Yes” when asked if OPP personnel should be allowed to display visible body piercings (other than single stud earrings worn in the earlobe) compared to respondents living in cities, towns and in the country.
- For all three questions, respondents who had had some form of contact with the OPP in the past 12 months were significantly more likely to answer “Yes” compared to respondents who had not had any contact with the OPP in the previous year.
- In terms of overall answering habits, respondents who did have some form of contact with the OPP in the past year were significantly more likely to answer “Yes” to all three questions compared to respondents who had no contact. Conversely, those respondents who had no contact with the OPP were significantly more likely to answer “No” to all three questions compared to respondents who had had contact.

# OPP Community Satisfaction Survey 2013



## Overall Satisfaction

All things considered, 95.9% of respondents were 'very satisfied' or 'satisfied' with the overall quality of police services provided by the OPP.



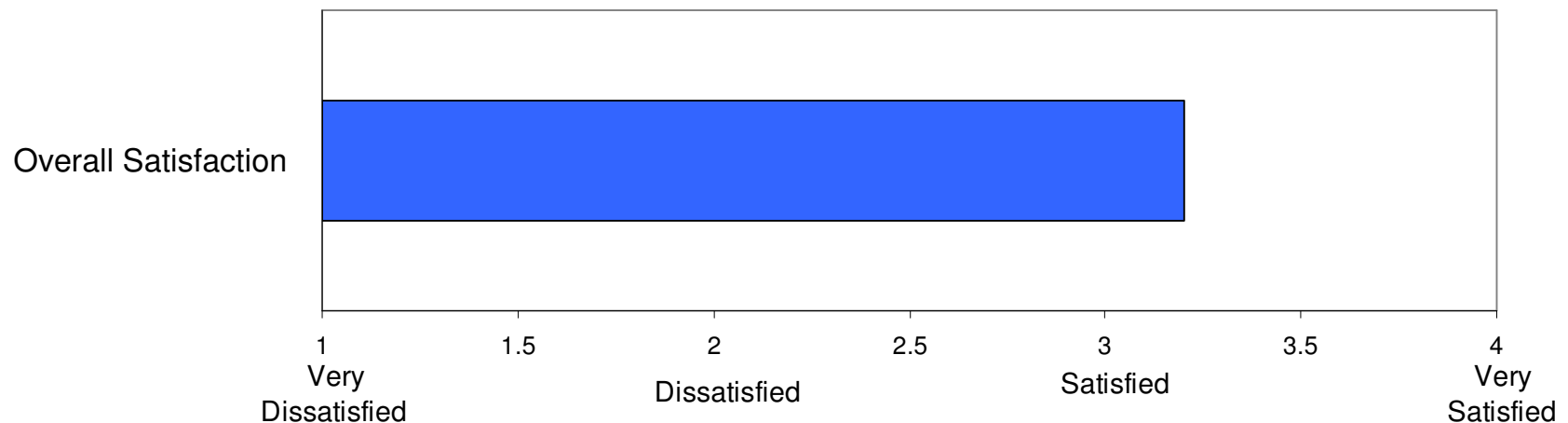
Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied
25.1%	70.8%	3.2%	0.9%

# OPP Community Satisfaction Survey 2013



## Overall Satisfaction

- On average, respondents were part way between 'satisfied' and 'very satisfied' with the overall quality of police service provided by the OPP (3.20/4).
- Respondents who felt the OPP's efforts at enforcing traffic laws should stay at current levels were more satisfied (3.27/4) with the overall quality of police service provided by the OPP compared to respondents who felt efforts should be decreased (3.08/4).



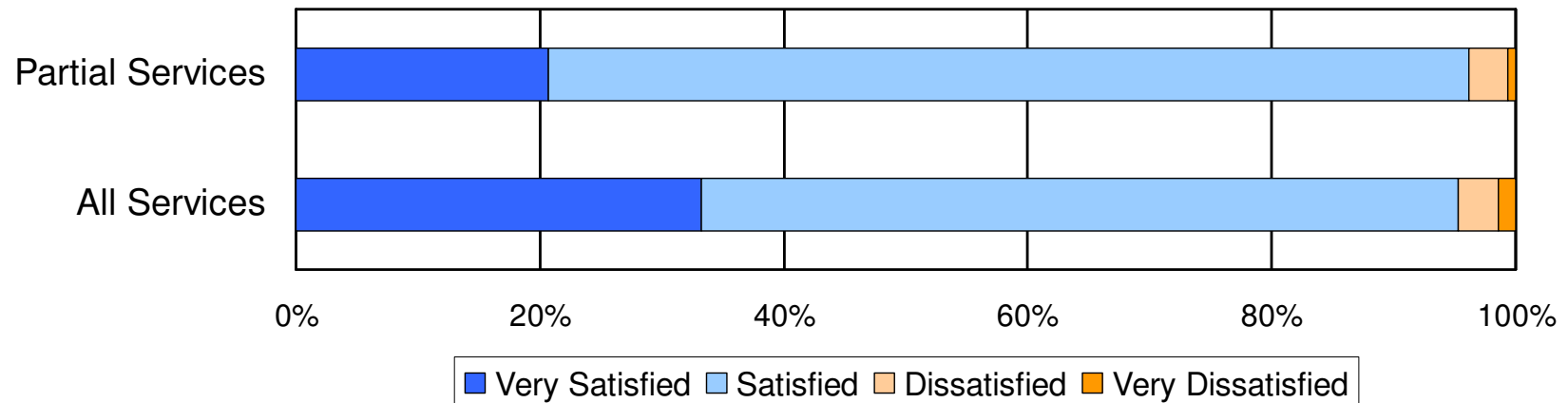


# OPP Community Satisfaction Survey 2013



## 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.).
- 96.1% of respondents from non-OPP policed areas were 'very satisfied' or 'satisfied' with the services provided to them compared to 95.2% of OPP policed respondents who were 'very satisfied' or 'satisfied' with all police services provided.



	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied
<b>Partial Services</b>	20.6%	75.5%	3.2%	0.6%
<b>All Services</b>	33.2%	62.0%	3.3%	1.5%



## Overall Satisfaction

- Again, although the proportions shown on previous slide were very similar between the groups of respondents, the mean satisfaction ratings are quite different
- Respondents living in areas policed by the OPP and receiving all police services (3.27/4) were significantly more satisfied with the services they received compared to respondents living in areas policed by *other* police services (3.18/4).

