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OPP COMMUNITY SATISFACTION SURVEY 2014

Provincial Report

OPP Community Satisfaction Survey 2014



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OPP Community Satisfaction Survey 2014



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OPP Community Satisfaction Survey 2014



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 10, 2014 and March 23, 2014.
- Randomly selected telephone numbers were used to gather a total of 1,025 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 1,025 completed surveys represent a margin of error of +/- 3.06%, 19 times out of 20.

OPP Community Satisfaction Survey 2014



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 2014



Methodology

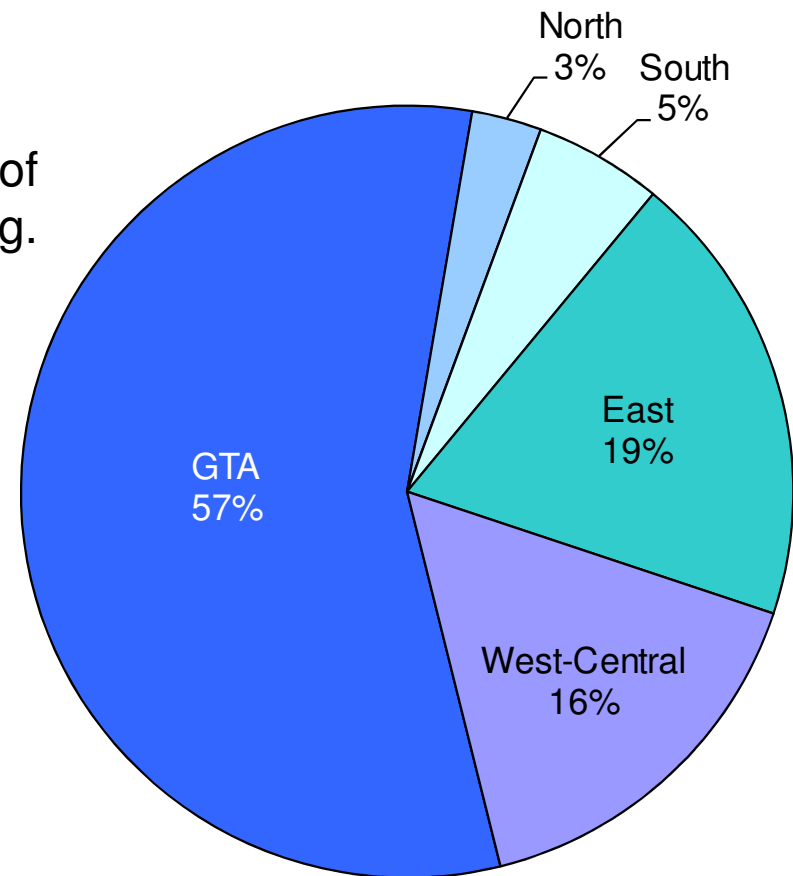
- Most scale questions rate the item with a range of four answer choices. Charts present the results in two formats:
 - Actual proportions for each of the four answer choices. For these charts the 'best' two choices are to the left, in blue.
 - The mean value of the result, out of a maximum of four. 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.

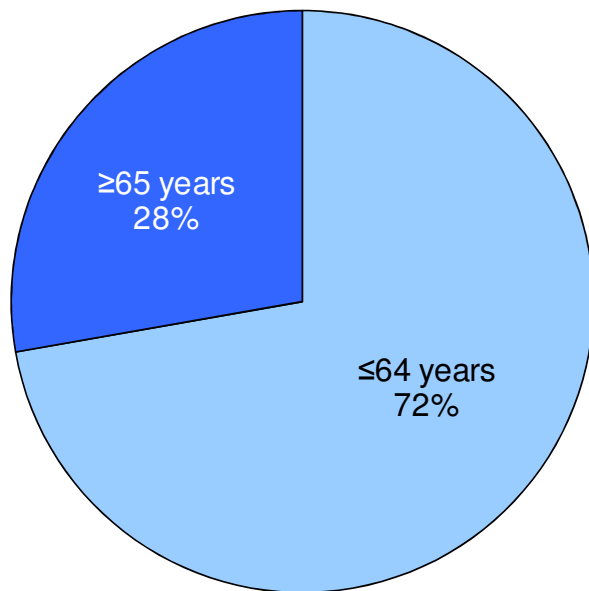
Area Code Region	Telephone Area Codes
Greater Toronto Area (GTA)	416, 647, 905, 289
East Area Code Region	613, 343
West-Central Area Code Region	705, 249
South Area Code Region	519, 226
North Area Code Region	807



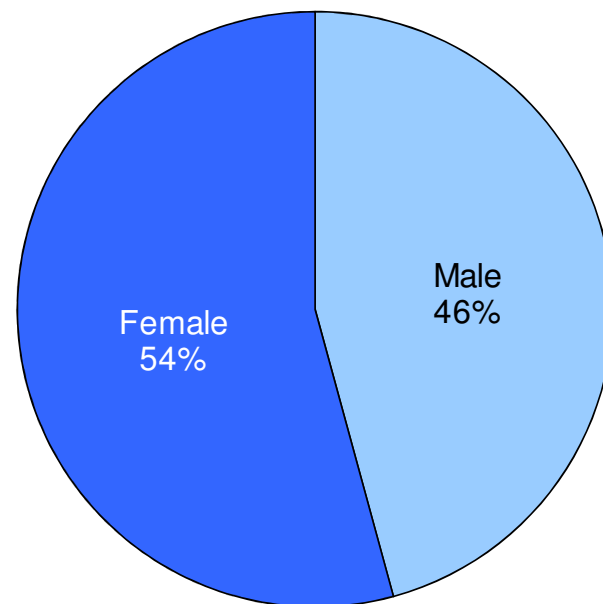


Demographics

- 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

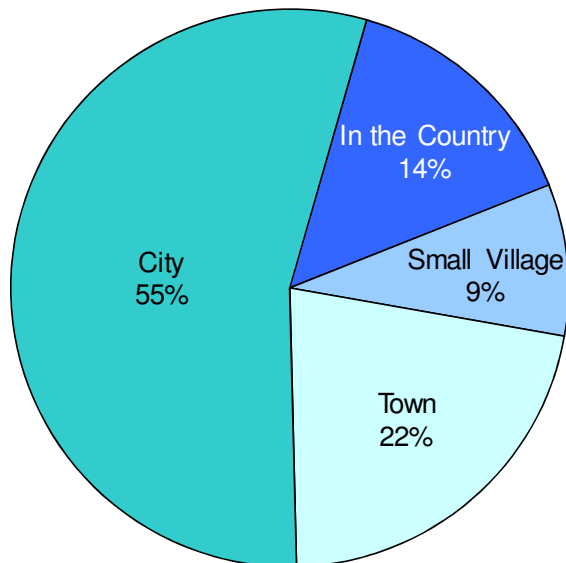


Gender

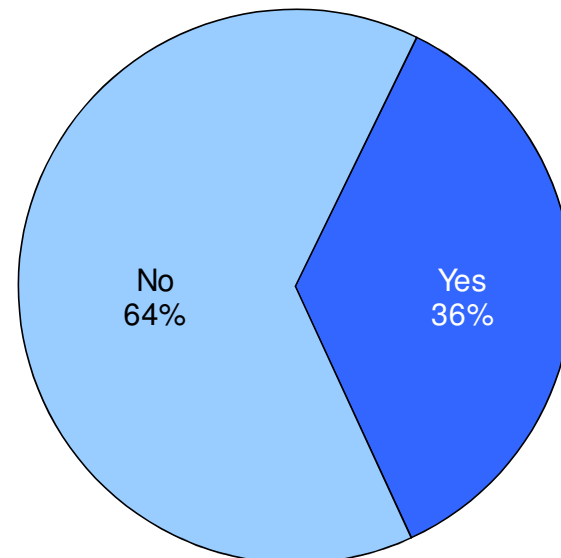


Demographics

- 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



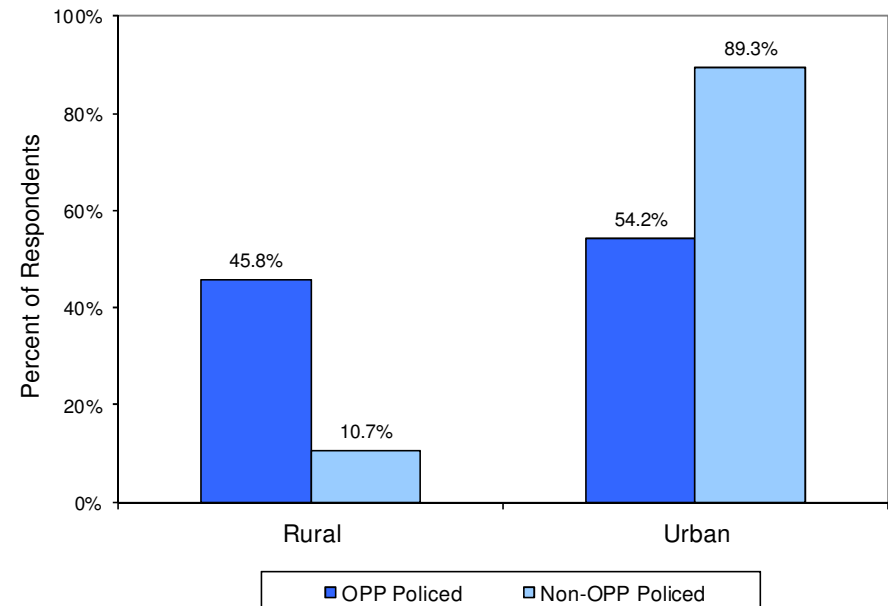
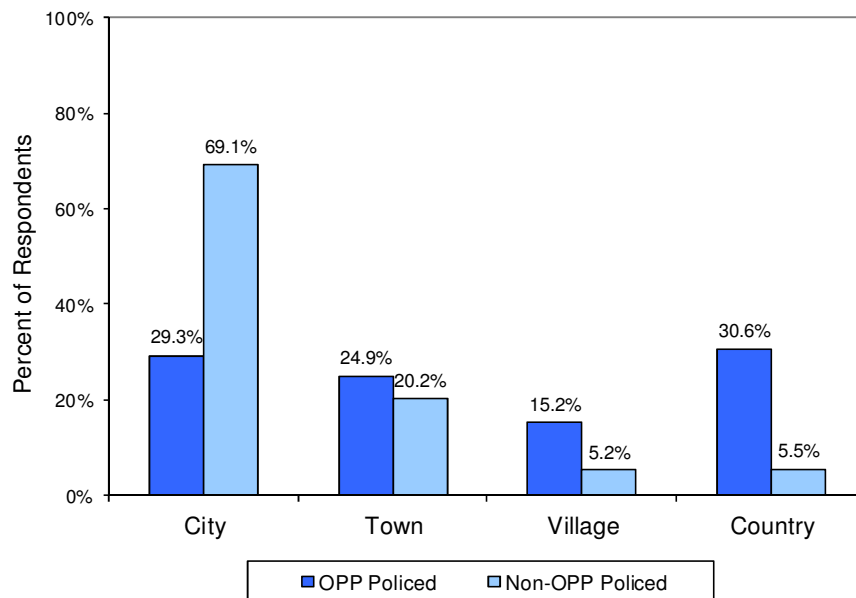
Primary Police Service is OPP

OPP Community Satisfaction Survey 2014



Demographics

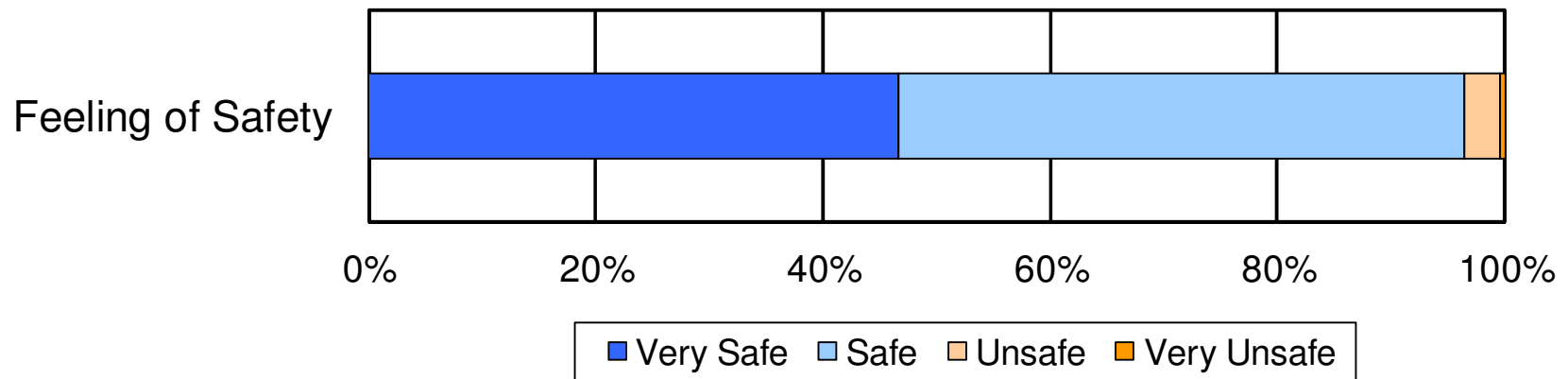
- Areas primarily policed by the OPP are fairly evenly dispersed among urban (cities and towns) and rural areas (villages and the country), whereas areas primarily policed by non-OPP police services are primarily urban.





Ontarians' Feelings of Safety

● 96.6% of respondents felt 'very safe' or 'safe' in their community.

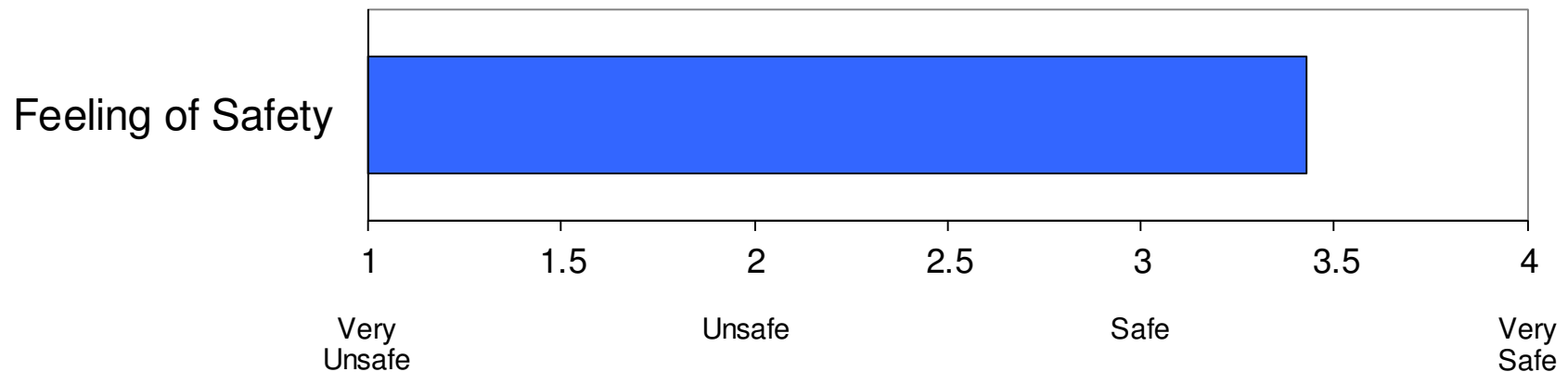


Very Safe	Safe	Unsafe	Very Unsafe
46.7%	49.9%	3.1%	0.4%



Ontarians' Feelings of Safety

- On average, respondents felt part way between 'safe' and 'very safe' in their community (3.43/4).
- Respondents from the West-Central area code region (3.52/4) felt safer compared to respondents from the North area code region (3.36/4).
- In addition, respondents living in rural areas (3.55/4) felt safer than respondents living in urban areas (3.41/4).

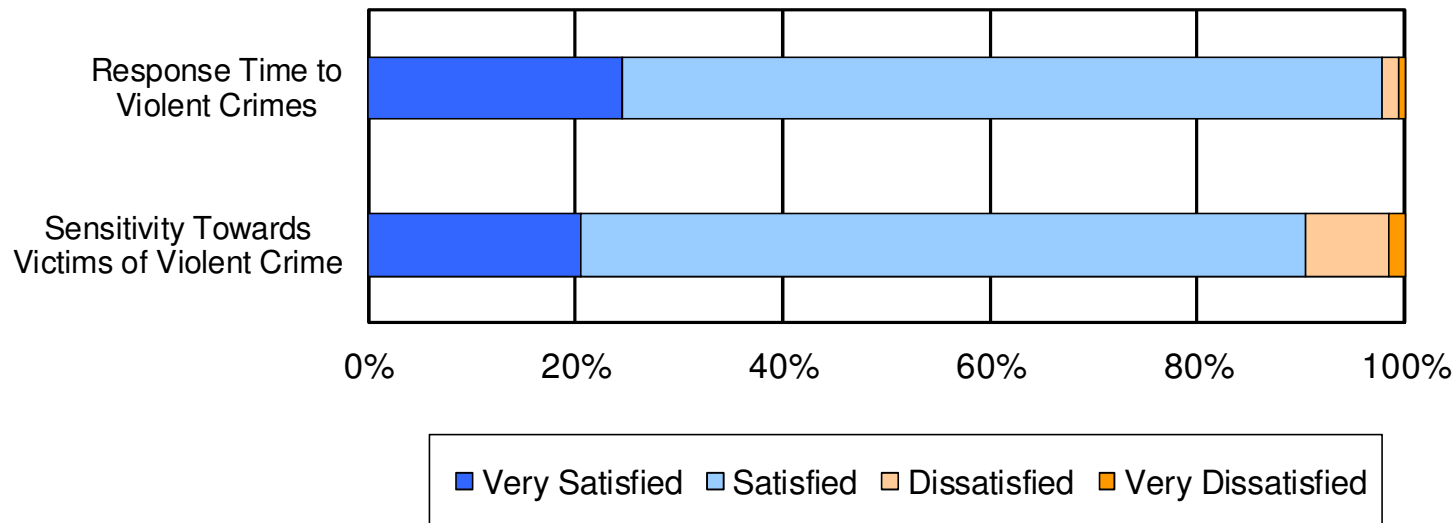


OPP Community Satisfaction Survey 2014



Handling of Crimes

- 97.8% of respondents were 'very satisfied' or 'satisfied' with the OPP's response time to violent crimes.
- 90.5% of respondents were 'very satisfied' or 'satisfied' with the OPP's sensitivity towards victims of violent crime.



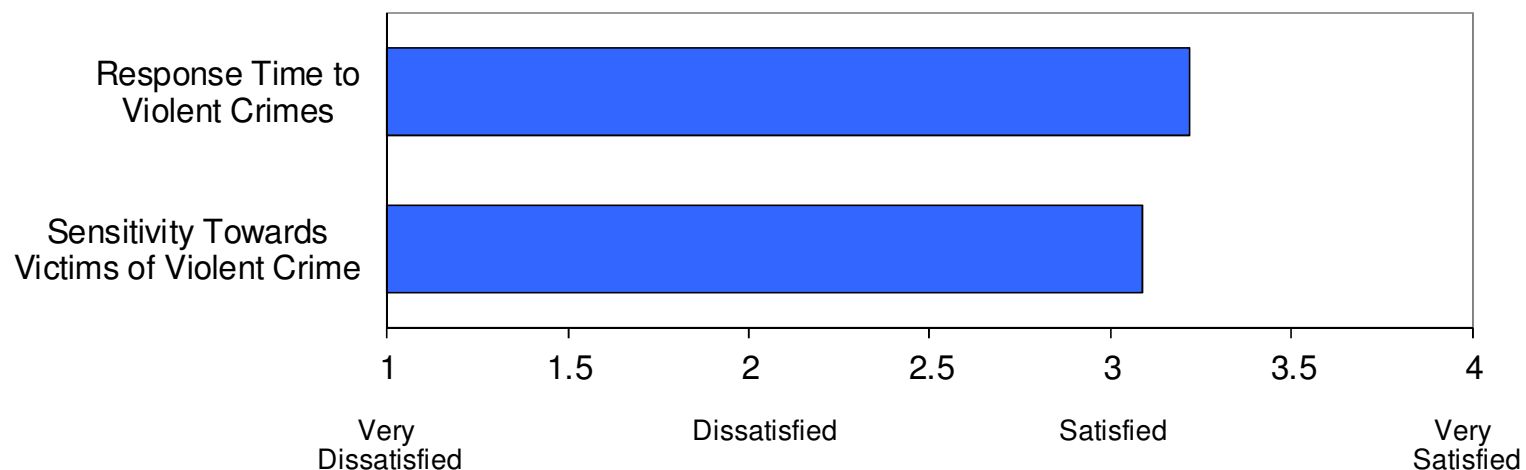
	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied
Response Time to Violent Crimes	24.5%	73.3%	1.5%	0.6%
Sensitivity Towards Victims of Violent Crime	20.6%	69.9%	7.9%	1.6%

OPP Community Satisfaction Survey 2014



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 (3.22/4).
- On average, respondents said they were 'satisfied' with the OPP's sensitivity towards victims of violent crime (3.09/4).
- Respondents who live in areas primarily policed by the OPP were more satisfied with the OPP's sensitivity toward victims of violent crime (3.17/4) compared to respondents who live in areas primarily policed by *other* police services (3.09/4).
- In addition, satisfaction with the OPP's sensitivity towards victims of violent crime decreased significantly since the 2013 Provincial CSS (3.17/4).

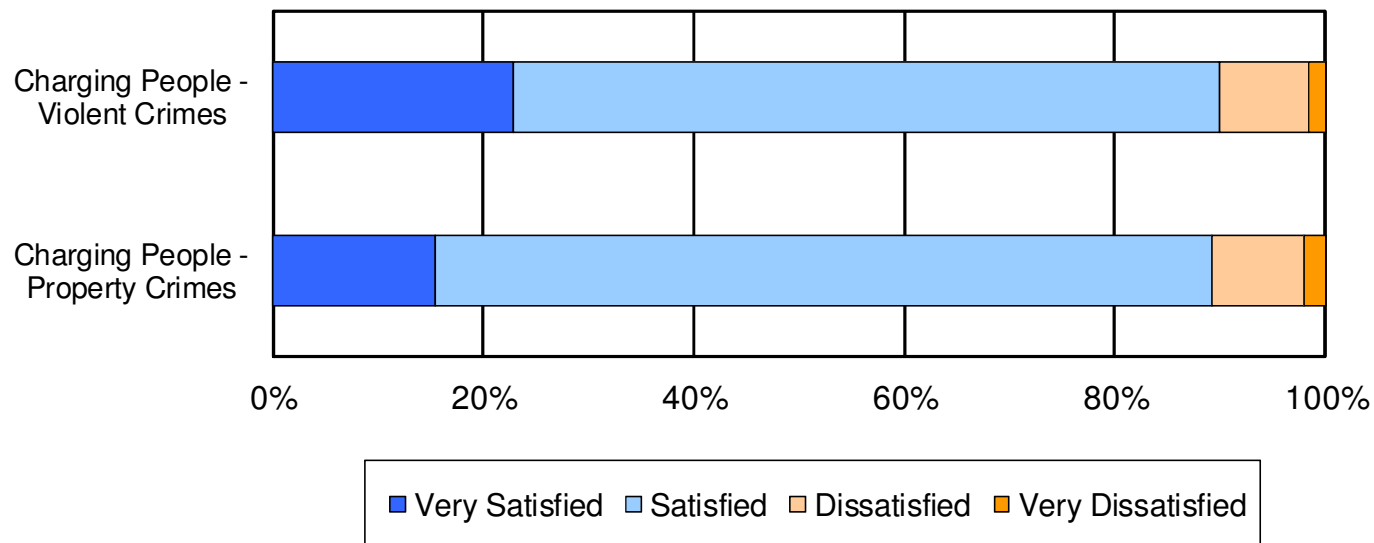


OPP Community Satisfaction Survey 2014



Handling of Crimes

- 89.9% of respondents were 'very satisfied' or 'satisfied' with the OPP's charging of people who have committed a violent crime.
- 89.2% of respondents were 'very satisfied' or 'satisfied' with the OPP's charging of people who have committed a property crime.



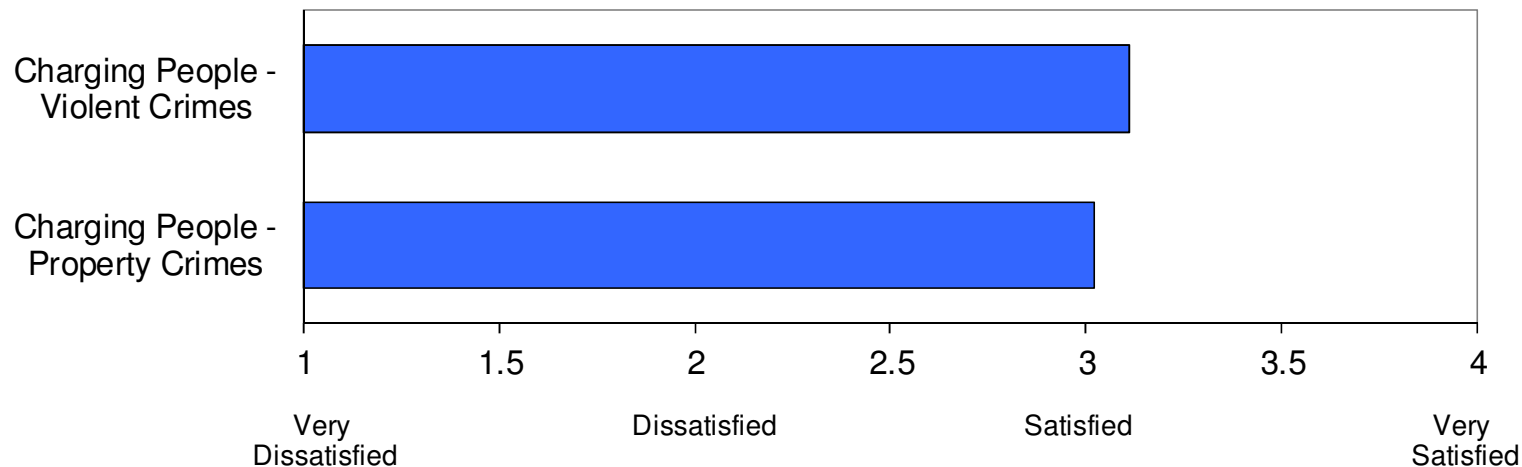
	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied
Charging People – Violent Crimes	22.8%	67.1%	8.5%	1.6%
Charging People – Property Crimes	15.4%	73.8%	8.8%	2.0%

OPP Community Satisfaction Survey 2014



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 (3.11/4).
- On average, respondents said they were 'satisfied' with the OPP's charging of people who have committed a property crime (3.02/4).
- Respondents aged 65 or older were more satisfied (3.12/4) with the OPP's charging of people who have committed a property crime compared to respondents aged 64 or younger (3.01/4).
- 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 (2.92/4) with the OPP's charging of property crime perpetrators compared to respondents who had no contact with the OPP in the past year (3.07/4).





OPP Marine Patrols

- 218 respondents (or 21.3%) said they were involved in marine activities on Ontario's waters.
- Respondents from the North (38.5%) and West-Central (37.7%) area code regions were more likely to be involved in marine activities compared to respondents from the East (19.8%), South (17.9%) and GTA (16.5%) area code regions.
- Respondents from rural areas (36.4%) were more likely to be involved in marine activities compared to those from urban areas (21.8%).
- Male respondents (34.3%) were more likely to be involved in marine activities compared to female respondents (19.3%).
- Respondents aged 64 and under (29.2%) were more likely to be involved in marine activities compared to respondents aged 65 and older (18.7%).
- Respondents who travel on Ontario's highways frequently (31.8%) were more likely to be involved in marine activities compared to respondents who infrequently travel on the highways (18.4%).

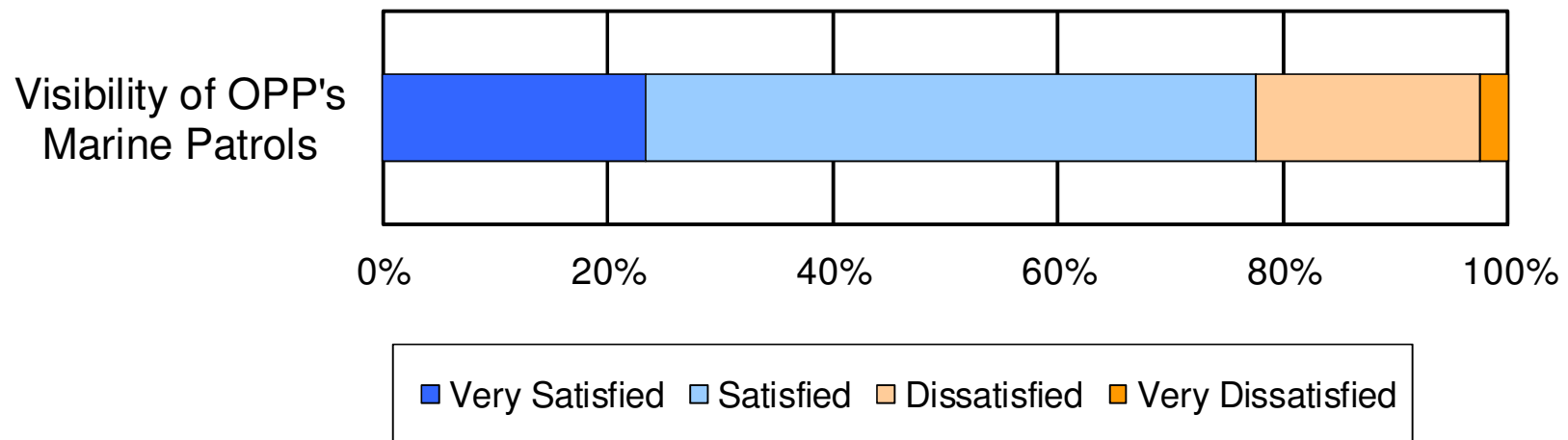
Note: Respondents who travel on Ontario's highways daily or weekly are referred to as "frequent" highway users. Respondents who travel on Ontario's highways monthly, rarely or not at all are referred to as "infrequent" highway users.

OPP Community Satisfaction Survey 2014



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. 77.6% of these respondents were 'very satisfied' or 'satisfied' with the visibility of the OPP's marine patrols.

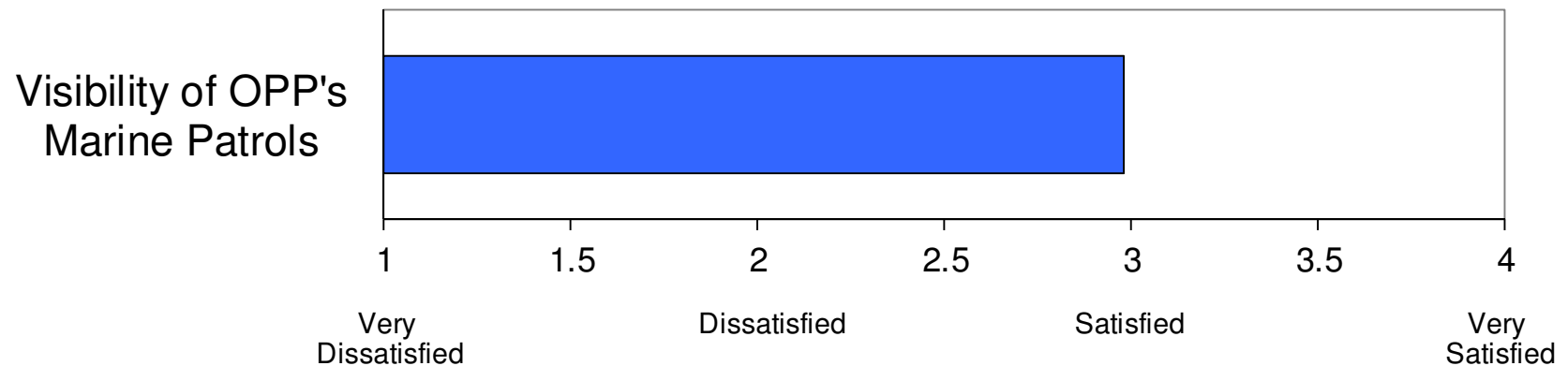


Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied
23.4%	54.2%	19.9%	2.5%



OPP Marine Patrols

- On average, respondents said they were slightly less than 'satisfied' with the visibility of the OPP's marine patrols (2.98/4).
- 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

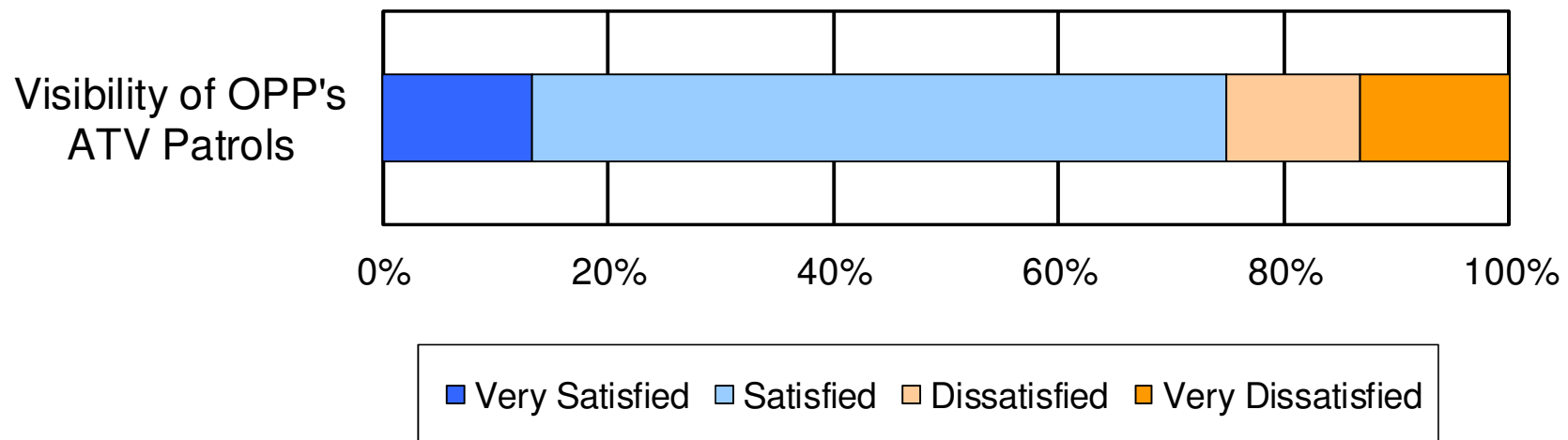
- 78 respondents (or 7.6%) said they were involved in ATV activities on Ontario's trails.
- Respondents from the North (19.5%) area code region were more likely to be involved in ATV activities compared to respondents from the East (8.7%), GTA (5.0%), and South (4.5%) area code regions. In addition, respondents from the West-Central (14.2%) area code region were also more likely to be involved in ATV activities compared to respondents from the GTA (5.0%) and South (4.5%) area code regions.
- Respondents from rural areas (18.2%) were more likely to be involved in ATV activities compared to those from urban areas (7.0%).
- Male respondents (14.8%) were more likely to be involved in ATV activities compared to female respondents (6.7%).
- Respondents aged 64 and under (12.2%) were more likely to be involved in ATV activities compared to respondents aged 65 and older (5.9%).
- Respondents who travel on Ontario's highways frequently (13.6%) were more likely to be involved in ATV activities compared to respondents who infrequently travel on the highways (5.9%).

OPP Community Satisfaction Survey 2014



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. 75.0% of these respondents were 'very satisfied' or 'satisfied' with the visibility of the OPP's ATV patrols.



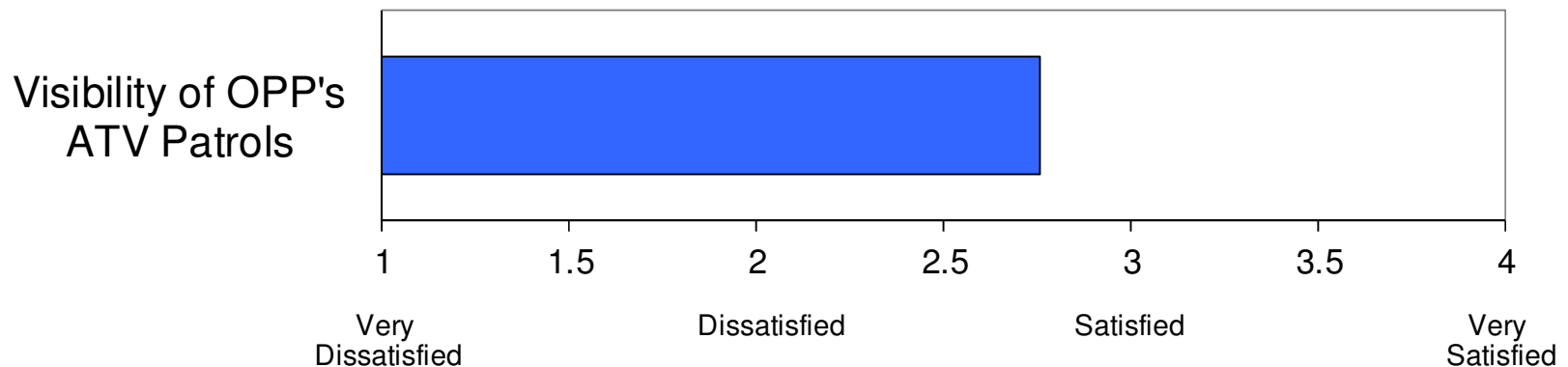
Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied
13.2%	61.8%	11.8%	13.2%

OPP Community Satisfaction Survey 2014



OPP ATV Patrols

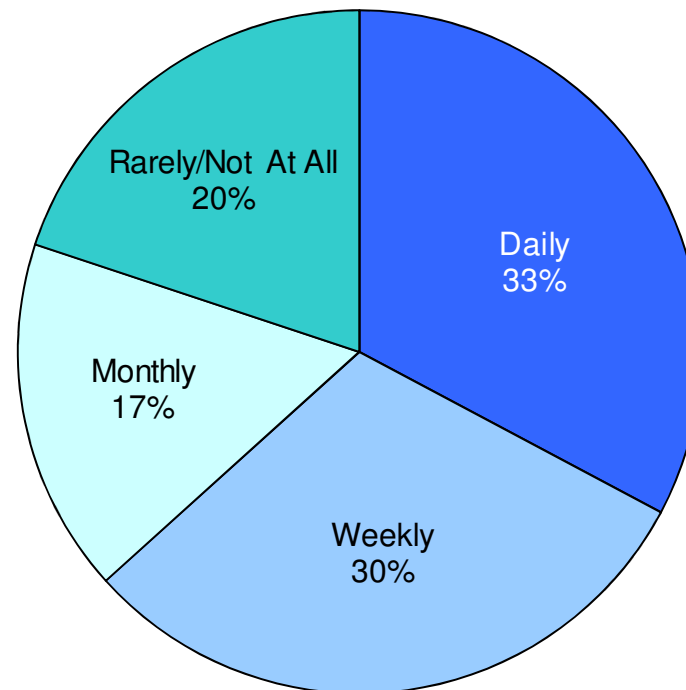
- On average, respondents said they were less than 'satisfied' with the visibility of the OPP's ATV patrols (2.76/4).
- There were no statistically significant differences found between regions, genders, age groups or any other factor of interest in terms of satisfaction with the visibility of the ATV patrols.
- However, satisfaction with the visibility of OPP ATV patrols decreased significantly since the 2013 Provincial CSS (3.12/4).





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 (63.3%) travel on provincial highways 'frequently' (on a daily or weekly basis). The remaining 36.7% travel on the highways 'infrequently' (either monthly, rarely, or not at all).





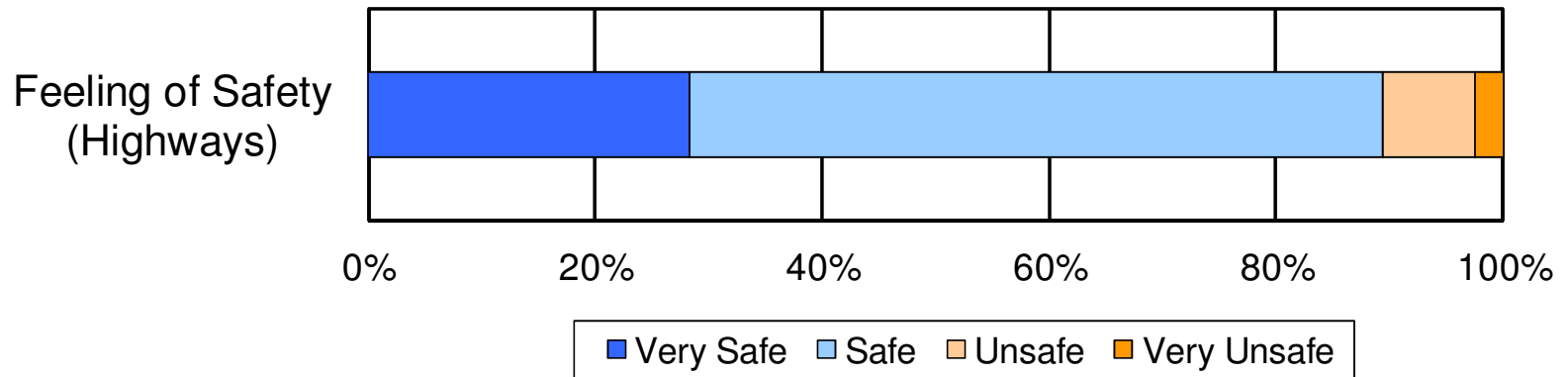
Highway Usage

- More respondents from the GTA area code region said they travel on Ontario's highways frequently (68.0%) compared to respondents from the North (58.0%), East (57.5%) and South (50.2%) area code regions.
- More males reported they travel on the highways frequently (69.9%) compared to female respondents (49.0%).
- More respondents aged 64 and under reported they travel on the highways frequently (60.7%) compared to those aged 65 and older (53.3%).
- More respondents from rural areas reported they travel on the highways frequently (74.8%) compared to those from urban areas (51.5%).
- More respondents from areas primarily policed by the OPP reported they travel on the highways frequently (66.1%) compared to respondents from areas primarily policed by *other* police services (52.7%).



Highway Safety

● 89.5% of respondents felt 'very safe' or 'safe' when travelling on Ontario's provincial highways.

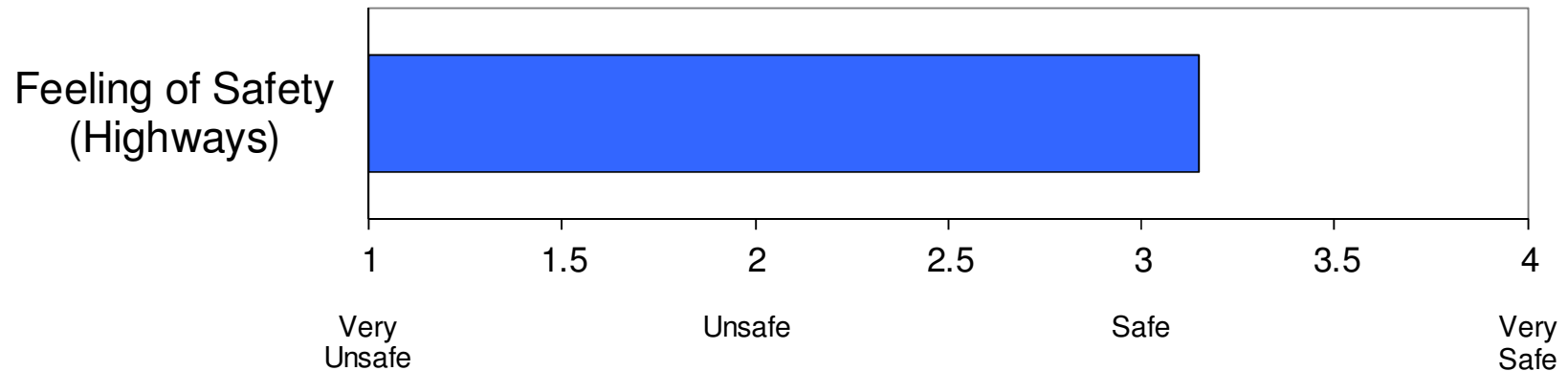


Very Safe	Safe	Unsafe	Very Unsafe
28.3%	61.2%	8.2%	2.4%



Highway Safety

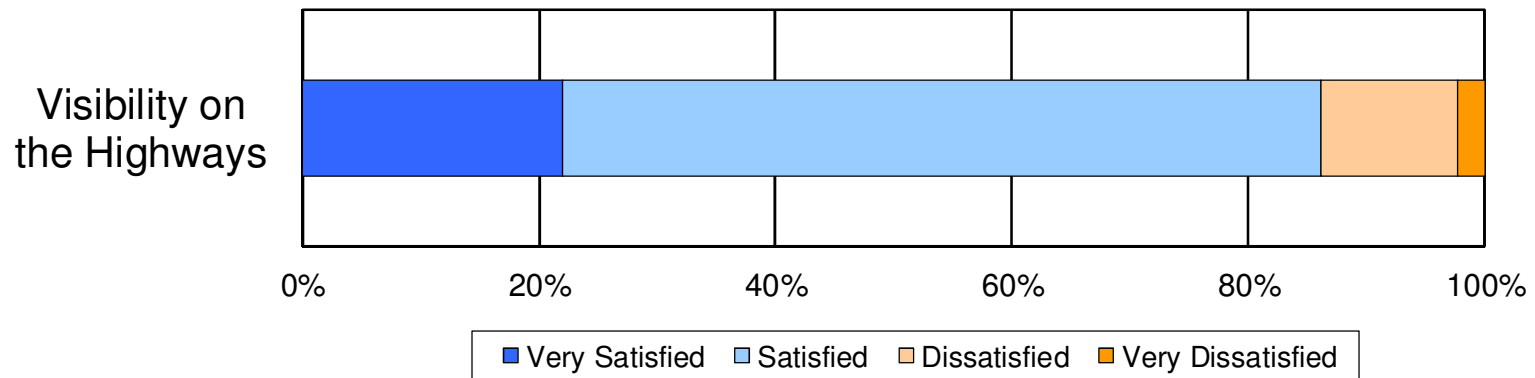
- On average, respondents felt part way between 'safe' and 'very safe' when travelling on Ontario's provincial highways (3.15/4).
- Respondents from the East (3.28/4), South (3.21/4), West-Central (3.14/4) and GTA (3.12/4) area code regions felt safer compared to respondents from the North area code region (2.87/4).
- In addition, feelings of safety when travelling on Ontario's provincial highways decreased significantly since the 2013 Provincial CSS (3.21/4).





Visibility on the Highways

86.2% of respondents were 'very satisfied' or 'satisfied' with the visibility of the OPP on the highways.

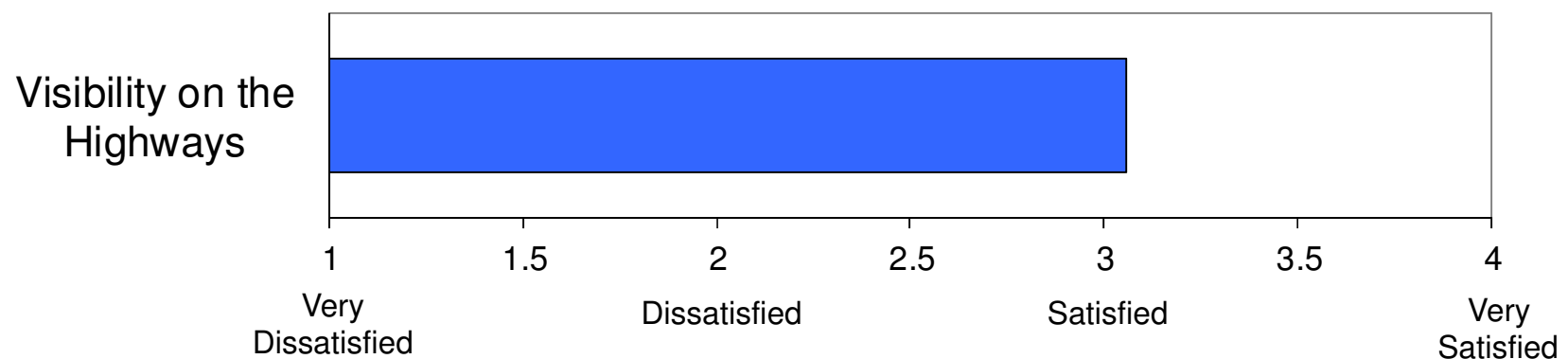


Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied
22.0%	64.2%	11.5%	2.3%



Visibility on the Highways

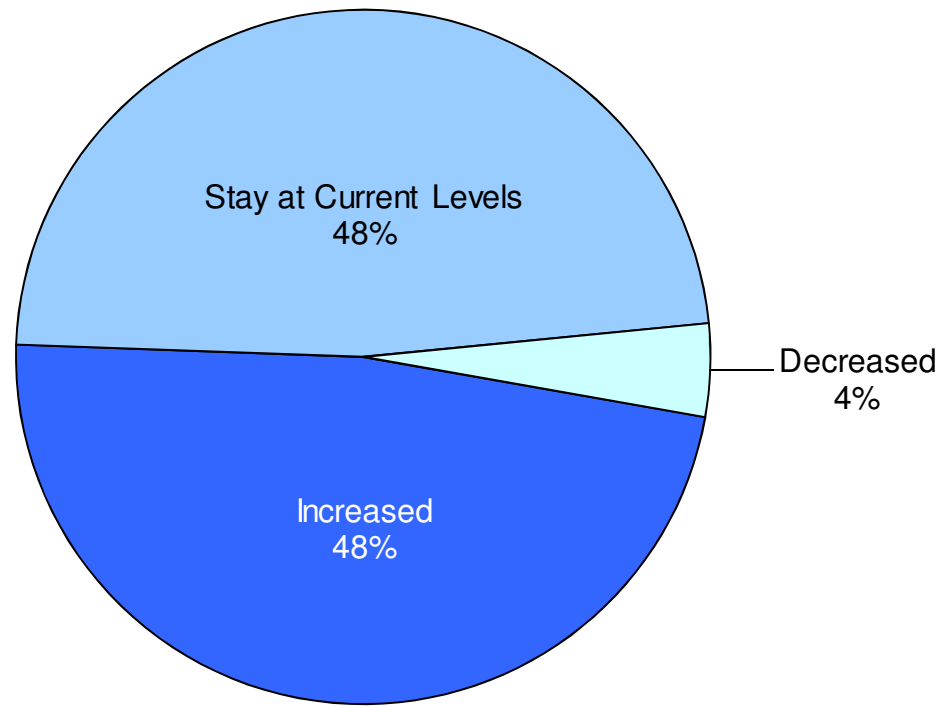
- On average, respondents said they were 'satisfied' with the visibility of the OPP on the highways (3.06/4).
- Respondents from the West-Central area code region (3.17/4) were more satisfied compared to respondents from the GTA area code region (2.99/4).
- In addition, satisfaction with the visibility of the OPP on the highways decreased significantly since the 2013 Provincial CSS (3.15/4).





Traffic Enforcement

- Just under half (48%) of all respondents felt that the OPP's efforts at enforcing traffic laws should stay at current levels. Another 48% felt that efforts should be increased and the remaining 4% felt efforts should be decreased.





Traffic Enforcement

- More respondents from the GTA area code region (52.4%) said efforts should be increased compared to respondents from the West-Central (40.1%), South (36.6%) and North (35.4%) area code regions. In addition, more respondents from the East area code region (45.7%) said efforts should be increased compared to respondents from the North (35.4%) area code region.
- More respondents from the South area code region (60.8%) said efforts should stay at current levels compared to respondents from the East (49.7%) and GTA (42.9%) area code regions. Similarly more respondents from the West-Central (57.4%) and North (57.4%) area code regions said efforts should stay at current levels compared to respondents from the GTA area code region (42.9%).
- More respondents from the North area code region (7.2%) said efforts should be decreased compared to respondents from the South (2.7%) and West-Central (2.5%) area code regions.



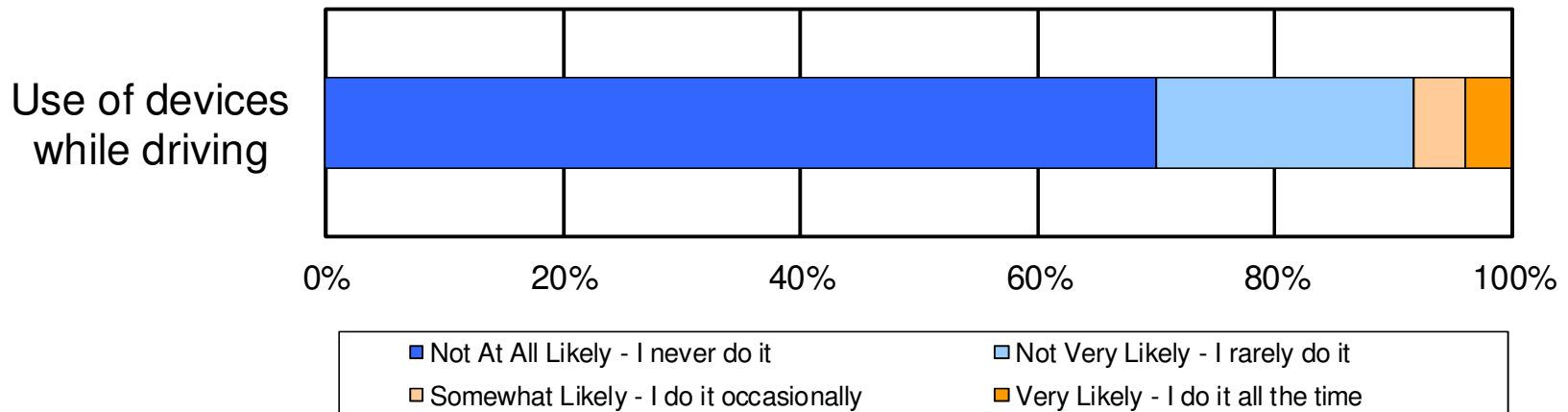
Traffic Enforcement

- More female respondents (47.3%) said the OPP's traffic enforcement efforts should be increased compared to male respondents (35.9%).
- Conversely, male respondents were more likely to say efforts should stay at current levels (57.6%) compared to female respondents (50.2%). Male respondents were also more likely to say that efforts should be decreased (6.4%) compared to female respondents (2.5%).
- More respondents living in urban areas said efforts should be increased (44.7%) compared to respondents living in rural areas (36.0%).
- Frequent highway users were more likely to say that efforts should be decreased (5.5%) compared to respondents who use the highways infrequently (2.6%).
- Finally, the proportion of respondents saying efforts should stay at current levels decreased significantly since the 2013 Provincial CSS (55.0%), while the proportion of respondents saying efforts should be increased was significantly higher compared to the 2013 Provincial CSS (41.4%).



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.
- 91.7% 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.

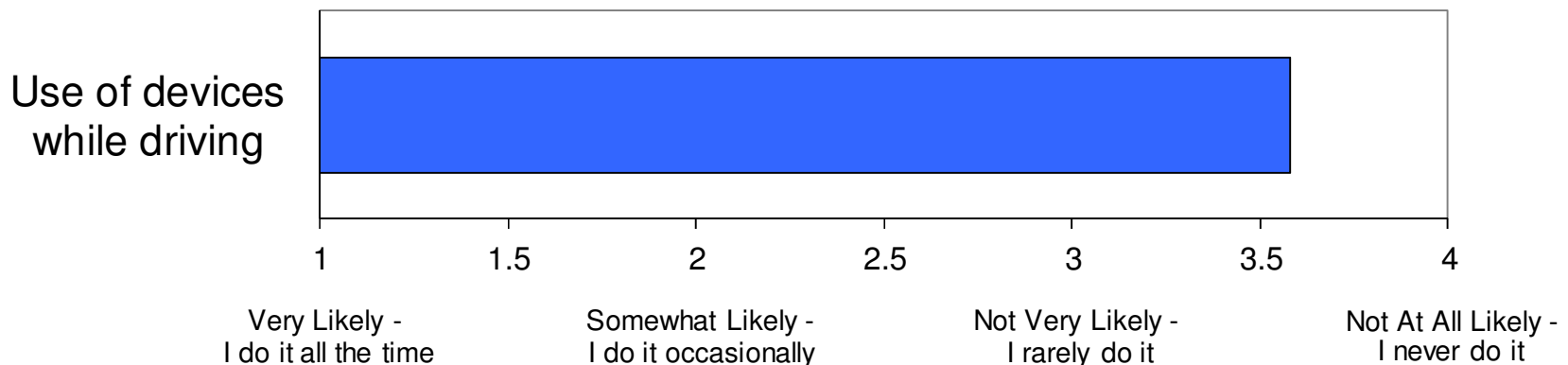


Not at All Likely (I never do it)	Not Very Likely (I rarely do it)	Somewhat Likely (I do it occasionally)	Very Likely (I do it all the time)
70.0%	21.7%	4.4%	3.9%



Traffic Enforcement

- On average, respondents were party way between 'not at all likely' and 'not very likely' to use hand-held communications or entertainment devices while driving (3.58/4).
- Respondents aged 65 and older said they were less likely (3.85/4) to use hand-held devices while driving compared to respondents aged 64 and younger (3.50/4).
- Female respondents said they were less likely (3.68/4) to use hand-held devices while driving compared to male respondents (3.51/4).





Traffic Enforcement

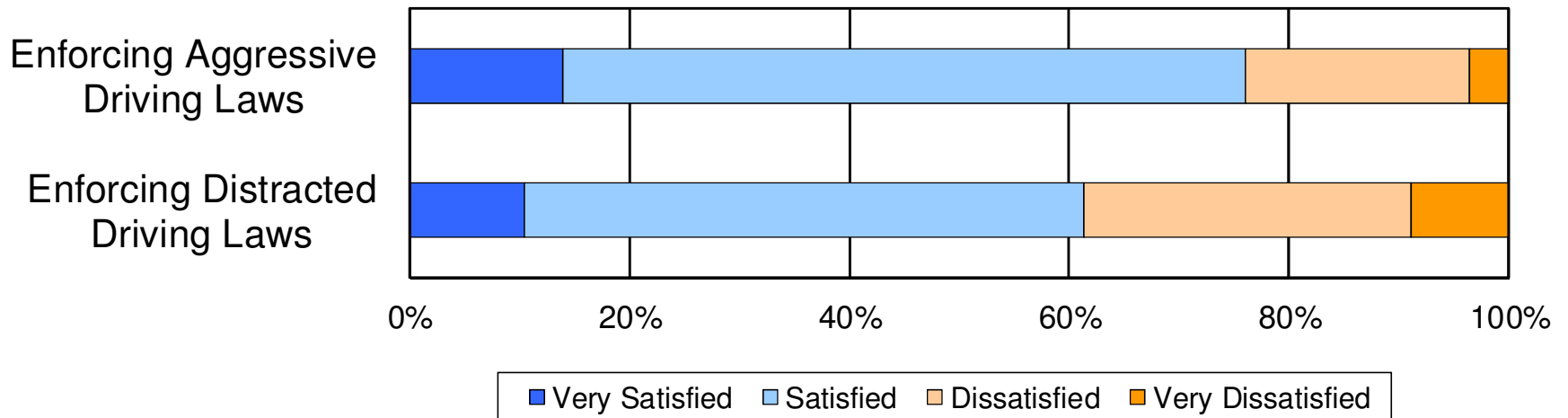
- Respondents who travel on provincial highways infrequently said they were less likely (3.73/4) to use hand-held devices while driving compared to those who travel on the highways frequently (3.51/4).
- Finally, respondents who said the OPP's efforts at enforcing traffic laws should be increased (3.69/4) and respondents who said efforts should stay at current levels (3.55/4) said they were less likely to use hand-held devices while driving compared to respondents who said the OPP's efforts should be decreased (3.20/4).

OPP Community Satisfaction Survey 2014



Traffic Enforcement

- 76.0% of respondents were 'very satisfied' or 'satisfied' with the OPP's enforcement of aggressive driving laws.
- 61.3% of respondents were 'very satisfied' or 'satisfied' with the OPP's enforcement of distracted driving laws.



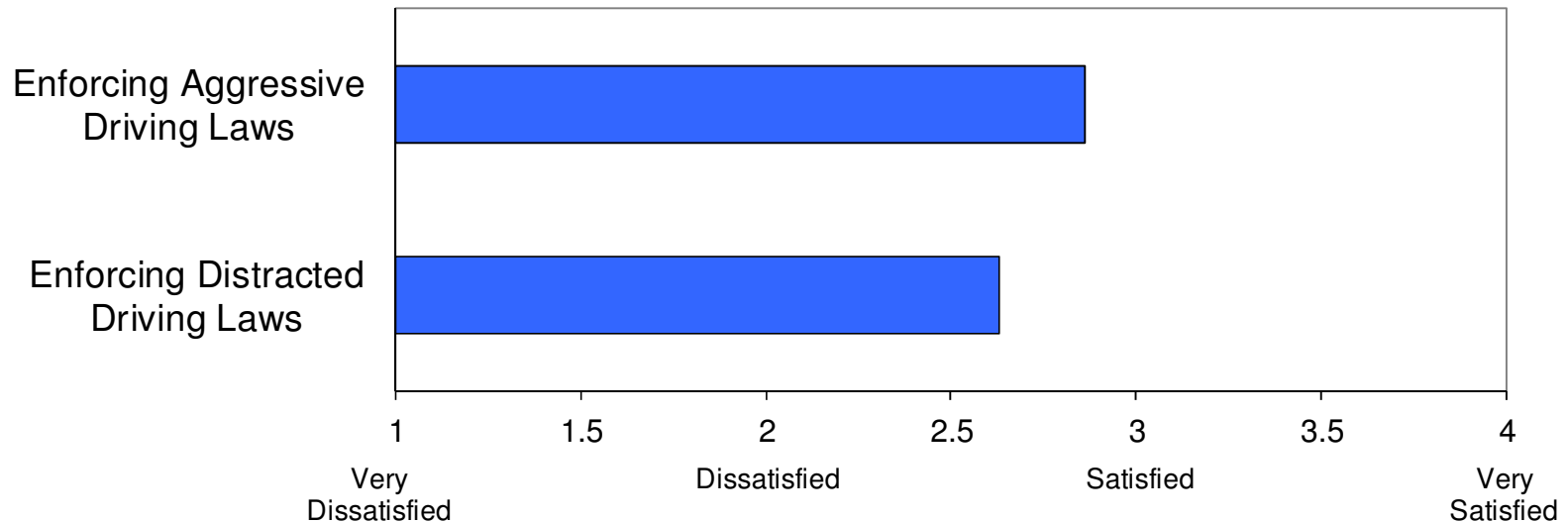
	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied
Enforcing aggressive driving laws*	14.0%	62.0%	20.5%	3.5%
Enforcing distracted driving laws	10.4%	50.9%	29.9%	8.8%

*for example, speeding or improper lane changing



Traffic Enforcement

- On average, respondents were less than 'satisfied' with the OPP's enforcement of aggressive driving laws (2.86/4).
- On average, respondents were also less than 'satisfied' with the OPP's enforcement of distracted driving laws (2.63/4).





Traffic Enforcement

- Respondents from the North (3.00/4), West-Central (2.99/4) and East (2.97/4) area code regions were more satisfied with the OPP's enforcement of aggressive driving laws compared to respondents from the GTA area code region (2.78/4).
- Respondents who said the OPP's efforts at enforcement traffic laws should stay at current levels (3.10/4) were more satisfied with the OPP's enforcement of aggressive driving laws compared to respondents who said efforts should be decreased (2.83/4) or increased (2.69/4).
- Respondents aged 65 and older (2.78/4) were more satisfied with the OPP's enforcement of distracted driving laws compared to respondents aged 64 and younger (2.66/4).



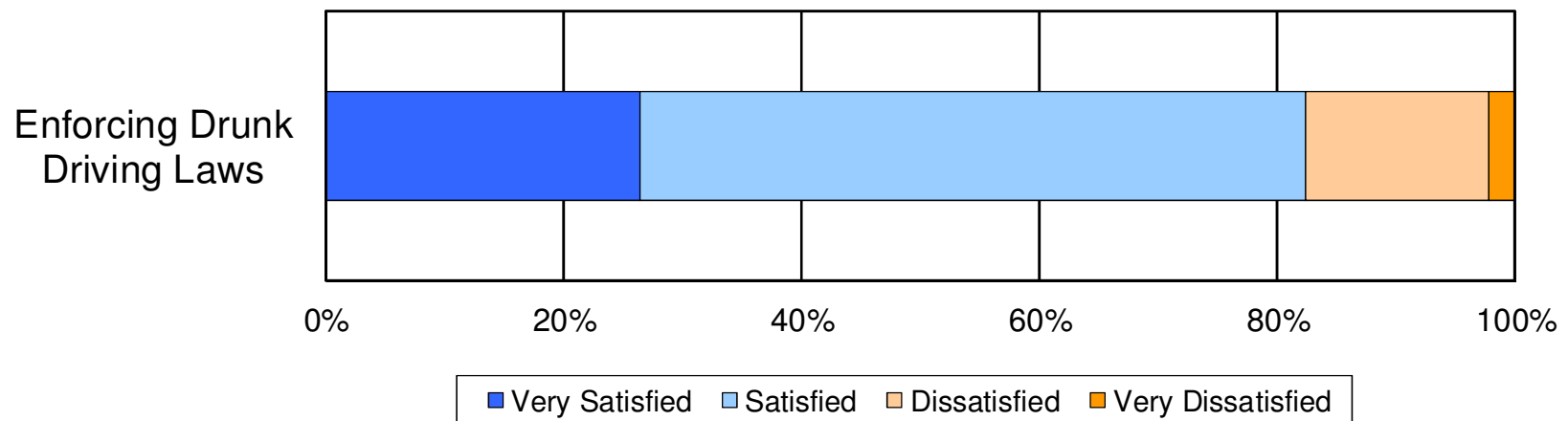
Traffic Enforcement

- Respondents who travel Ontario's highways infrequently (2.76/4) were more satisfied with the OPP's enforcement of distracted driving laws compared to respondents who travel the highways frequently (2.47/4).
- Respondents who said the OPP's efforts at enforcement traffic laws should stay at current levels (2.86/4) were more satisfied with the OPP's enforcement of distracted driving laws compared to respondents who said efforts should be increased (2.47/4).
- Finally, satisfaction with the enforcement of distracted driving laws decreased significantly since the 2013 Provincial CSS (2.72/4).



Traffic Enforcement

82.3% of respondents were 'very satisfied' or 'satisfied' with the OPP's enforcement of drunk driving laws



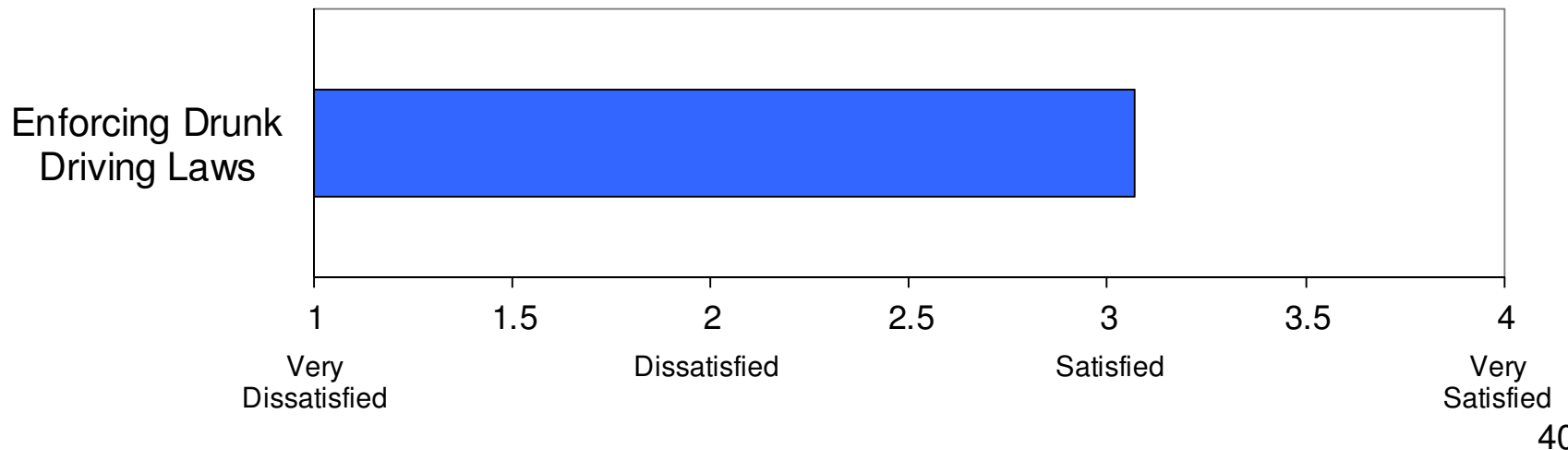
Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied
26.4%	55.9%	15.5%	2.1%

OPP Community Satisfaction Survey 2014



Traffic Enforcement

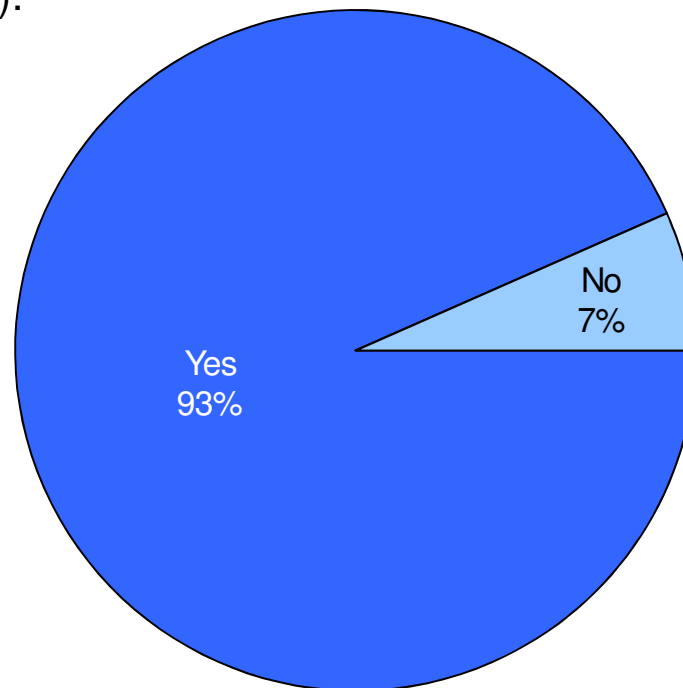
- On average, respondents were 'satisfied' with the OPP's enforcement of drunk driving laws (3.07/4).
- Male respondents were more satisfied (3.18/4) with the OPP's enforcement of drunk driving laws compared to female respondents (3.02/4).
- Respondents who said the OPP's efforts at enforcing traffic laws should stay at current levels were more satisfied (3.25/4) with the OPP's enforcement of drunk driving laws compared to respondents who said efforts should be decreased (3.00/4) or increased (2.89/4).





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.
- More respondents in the North (95.6%), GTA (94.4%) and West-Central (93.8%) area code regions were aware of this possibility compared to respondents from the South area code region (86.9%).

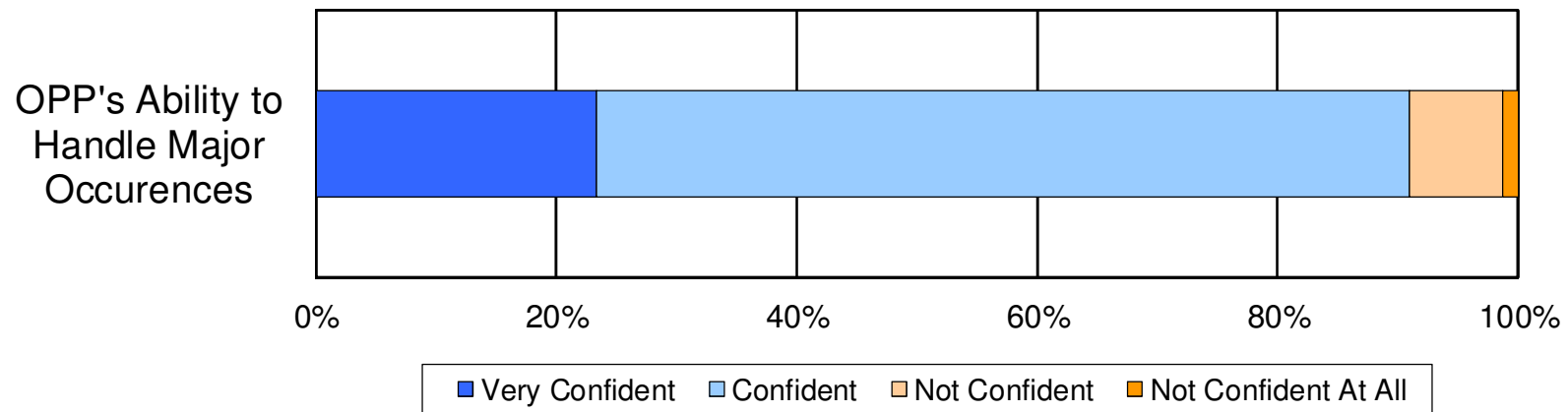


OPP Community Satisfaction Survey 2014



Major Occurrences

● 90.9% 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.

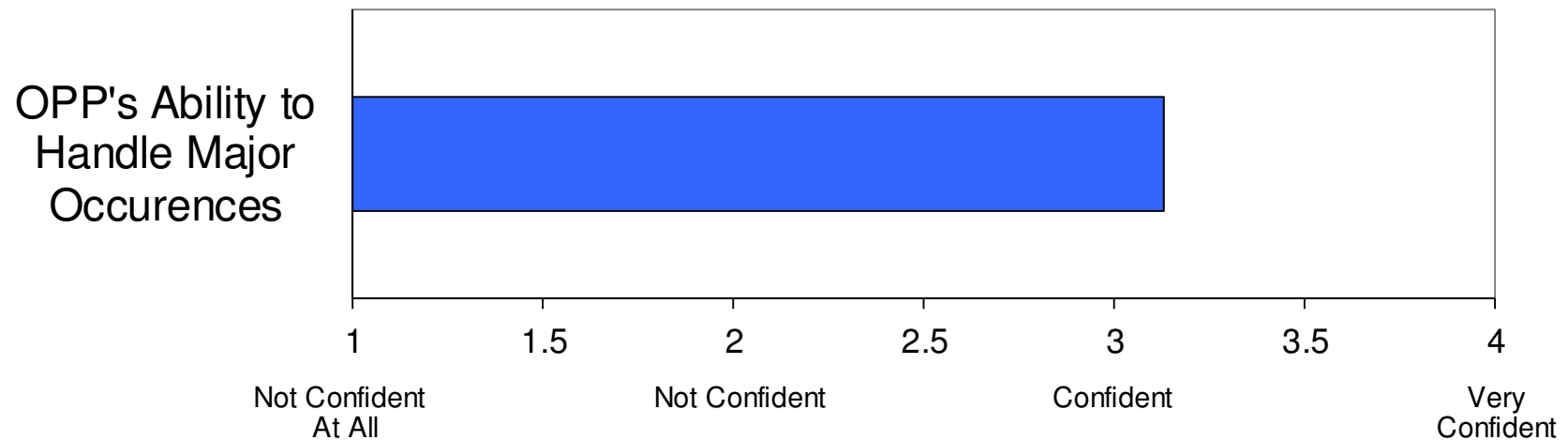


Very Confident	Confident	Not Confident	Not Confident At All
23.3%	67.6%	7.8%	1.3%



Major Occurrences

- On average, respondents were part way between 'confident' and 'very confident' with the OPP's ability to handle major occurrences (3.13/4).
- Respondents who reported being victims or witnesses to a traffic or crime incident in the past year had more confidence (3.14/4) in the OPP's ability to handle major occurrences compared to respondents who reported being accused or charged (2.79/4) in the past year.





Ease of Contacting the OPP

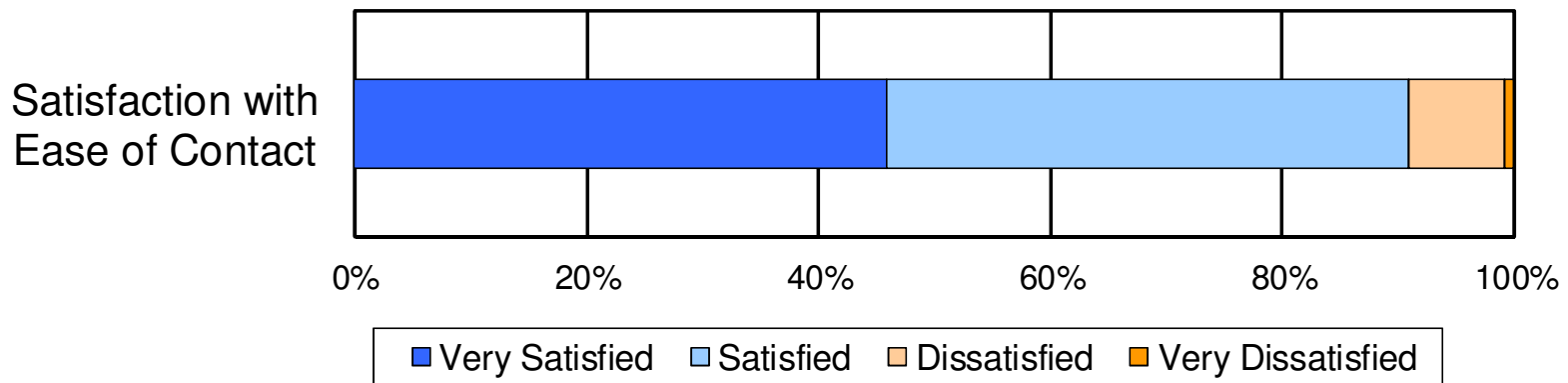
- In total, 109 respondents (or 10.6%) said they had personally contacted the OPP in the past year.
- More respondents from the North (24.4%) and West-Central (18.9%) area code regions said they personally contacted the OPP in the past year compared to respondents from the East (10.1%) and GTA (7.5%) area code regions. In addition, respondents in the North area code region (24.4%) were more likely to have contacted the OPP compared to respondents from the South area code region (12.9%).
- More respondents aged 64 and younger (17.3%) contacted the OPP in the past year compared to respondents aged 65 and older (8.7%).
- More respondents living in rural areas (21.7%) contacted the OPP in the past year compared to respondents living in urban areas (11.8%).
- Frequent travelers on Ontario's highways were more likely to have contacted the OPP in the past year (19.8%) compared to infrequent users of the highways (7.8%).

OPP Community Satisfaction Survey 2014



Ease of Contacting the OPP

● Of the 109 respondents who said they had personally contacted the OPP in the past year, 90.9% were 'very satisfied' or 'satisfied' with the ease of contacting the OPP.

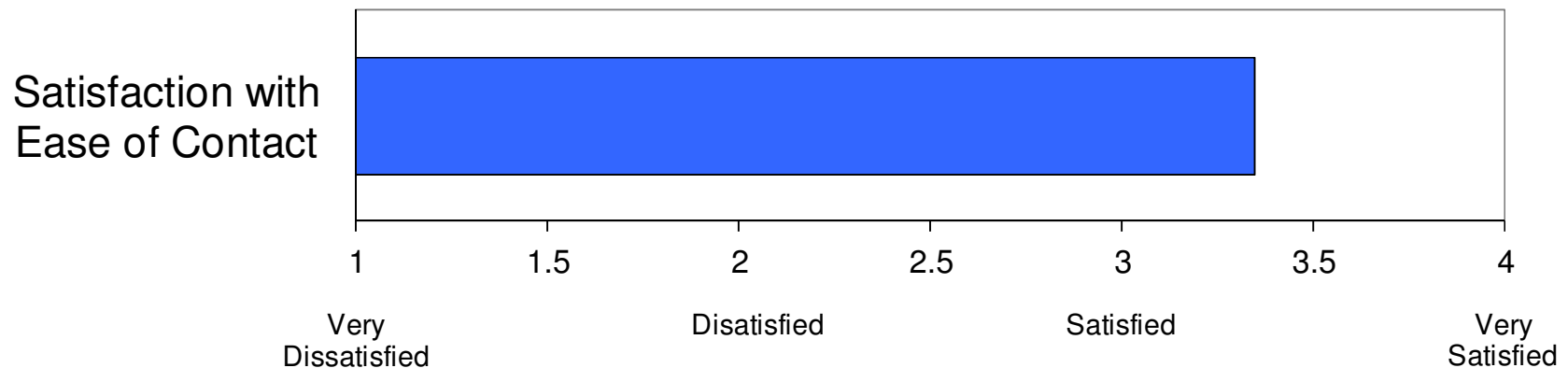


Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied
45.9%	45.0%	8.3%	0.9%



Ease of Contacting the OPP

- On average, respondents were part way between 'satisfied' and 'very satisfied' with the ease of contacting the OPP (3.35/4).
- There were no statistically significant differences found between regions, genders, age groups or any other factor of interest.

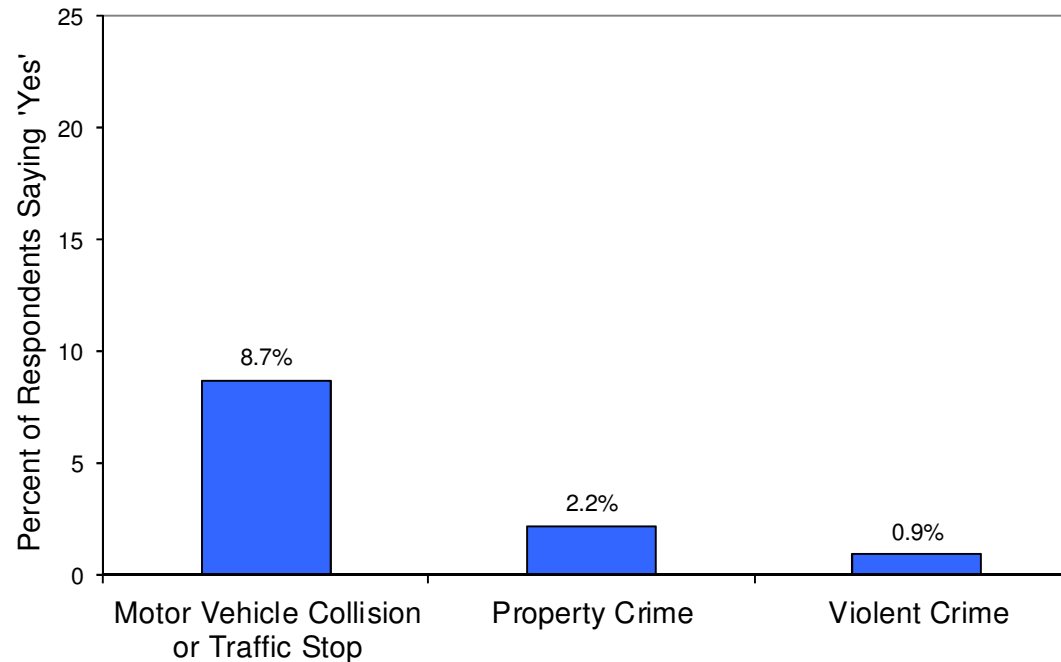


OPP Community Satisfaction Survey 2014



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 (8.7%), as a result of a property crime (2.2%), and/or as a result of a violent crime (0.9%).
- **Note:** Multiple responses were possible, but only 6 respondents (or 0.6%) had multiple contacts with the OPP during the past year due to an incident. The remainder of this section pertains only to the most recent contact respondents had with the OPP.





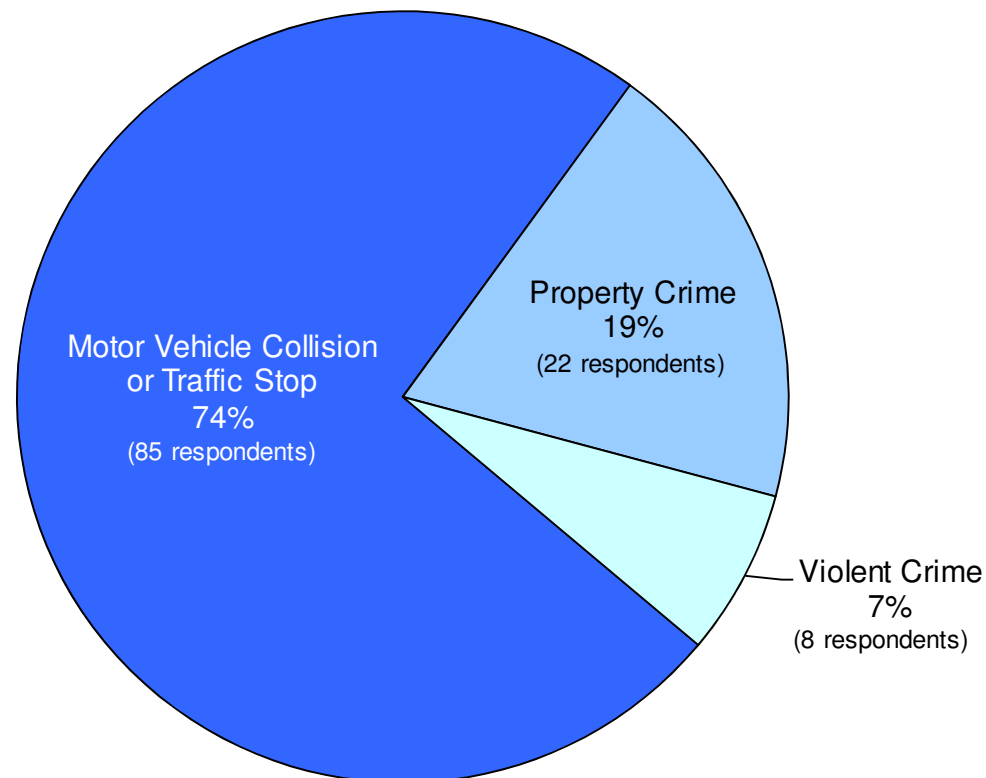
Contact Due To Incident

- More respondents in the North area code region (16.7%) had contact with the OPP in the past year due to a motor vehicle collision or traffic stop compared to respondents from the East (7.7%) and GTA (7.5%) area code regions.
- More male respondents (12.9%) had contact with the OPP in the past year due to a motor vehicle collision or traffic stop compared to female respondents (9.1%).
- Respondents aged 64 and younger (13.2%) were more likely to have contact with the OPP during the past year due to a motor vehicle collision or traffic stop compared to respondents aged 65 and older (4.8%).
- More respondents in the North (5.9%) and West-Central (5.2%) had contact with the OPP in the past year due to a property crime incident compared to respondents from the GTA area code region (1.0%).
- There were no statistically significant differences found between regions, genders, age groups or any other factor of interest in terms of the proportion of respondents who had contact with the OPP in the past year due to a violent crime incident.



Contact Due To Incident

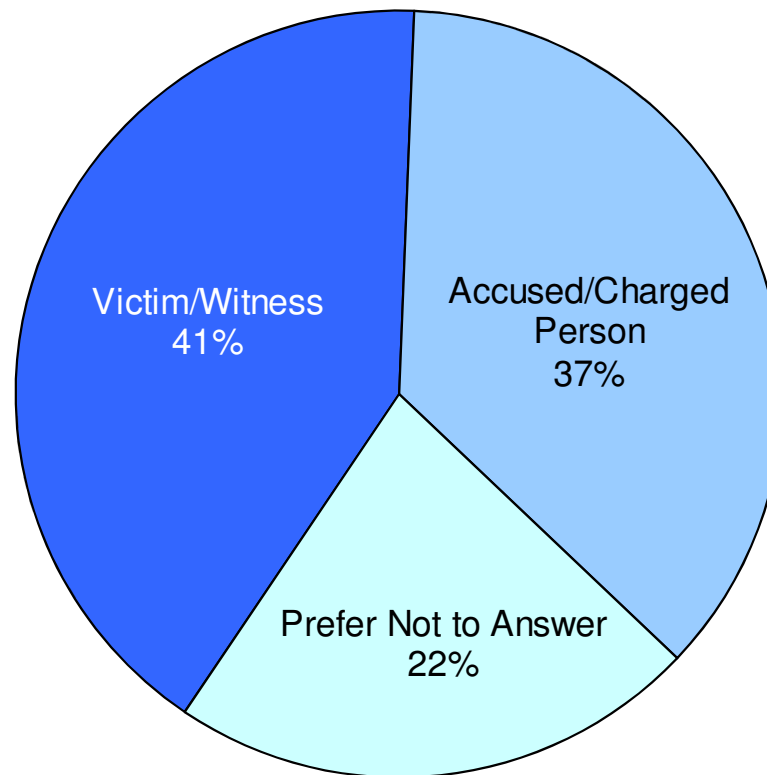
● In total 115 respondents (or 11.2%) had contact with the OPP over the past year due to a motor vehicle collision/traffic stop, property crime incident or violent crime incident. The most recent incident type which lead to the contact with the OPP is presented in the chart below. The next few slides examine satisfaction with the contact had with the OPP for each of these groups.





Contact Due To Incident – Motor Vehicle Related

• For the 85 respondents whose most recent contact with the OPP in the past year was due to a motor vehicle collision or traffic stop, nearly half (41.2%) were victims or witnesses, just over a third (36.5%) were accused/charged persons and the remaining respondents (22.4%) preferred not to answer this question.

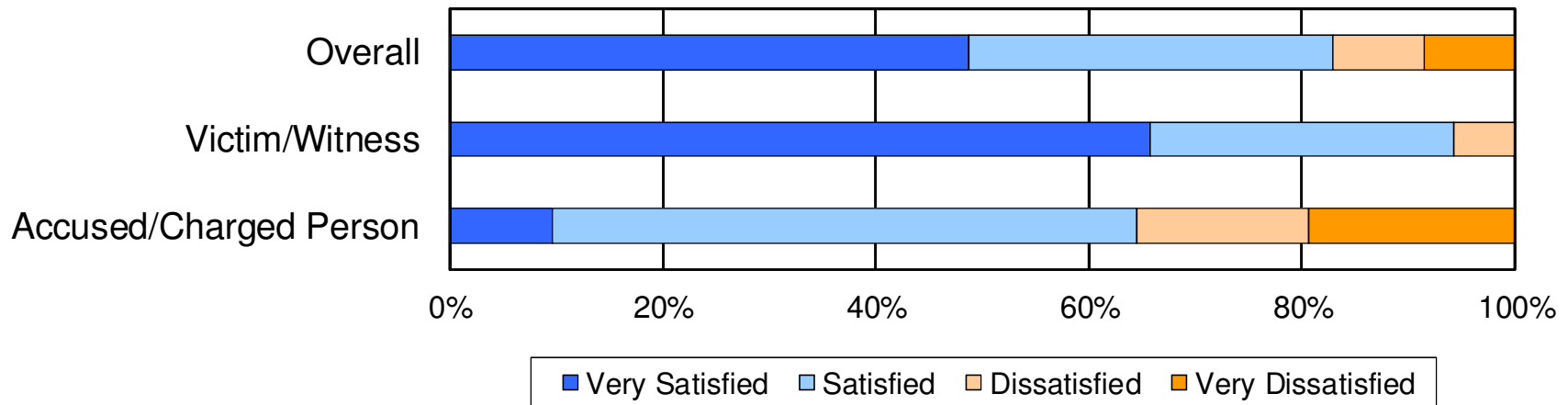


OPP Community Satisfaction Survey 2014



Contact Due To Incident – Motor Vehicle Related

● Overall, 82.9% 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 94.3% when only considering victims and witnesses, and the proportion drops to 64.5% when only considering those accused or charged.



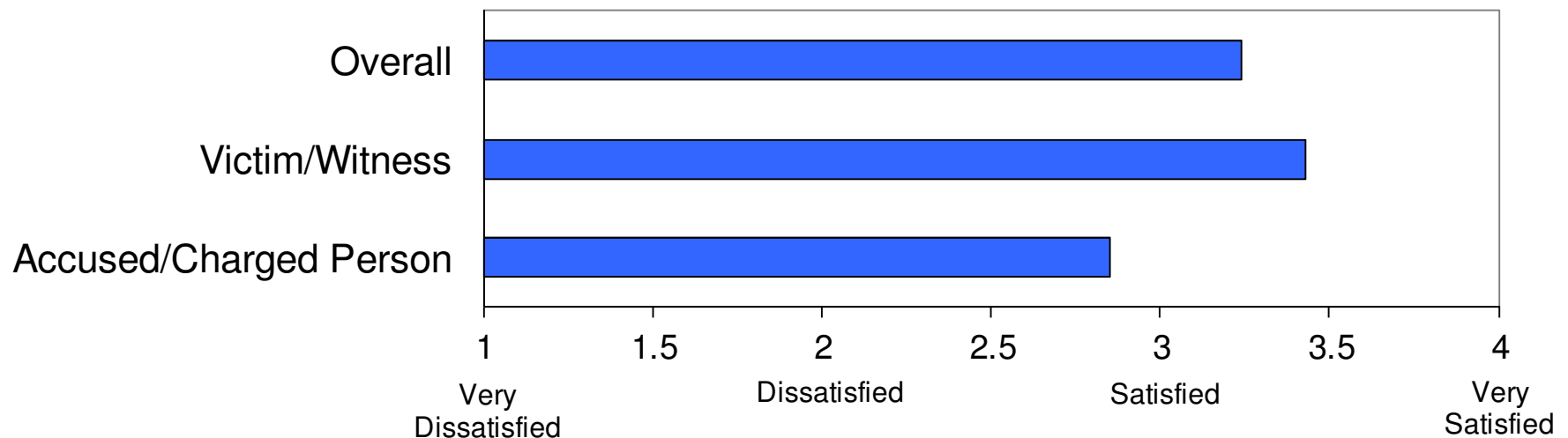
	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied
Overall	48.8%	34.1%	8.5%	8.5%
Victim/Witness	65.7%	28.6%	5.7%	0.0%
Accused/Charged Person	9.7%	54.8%	16.1%	19.4%

OPP Community Satisfaction Survey 2014



Contact Due To Incident – Motor Vehicle Related

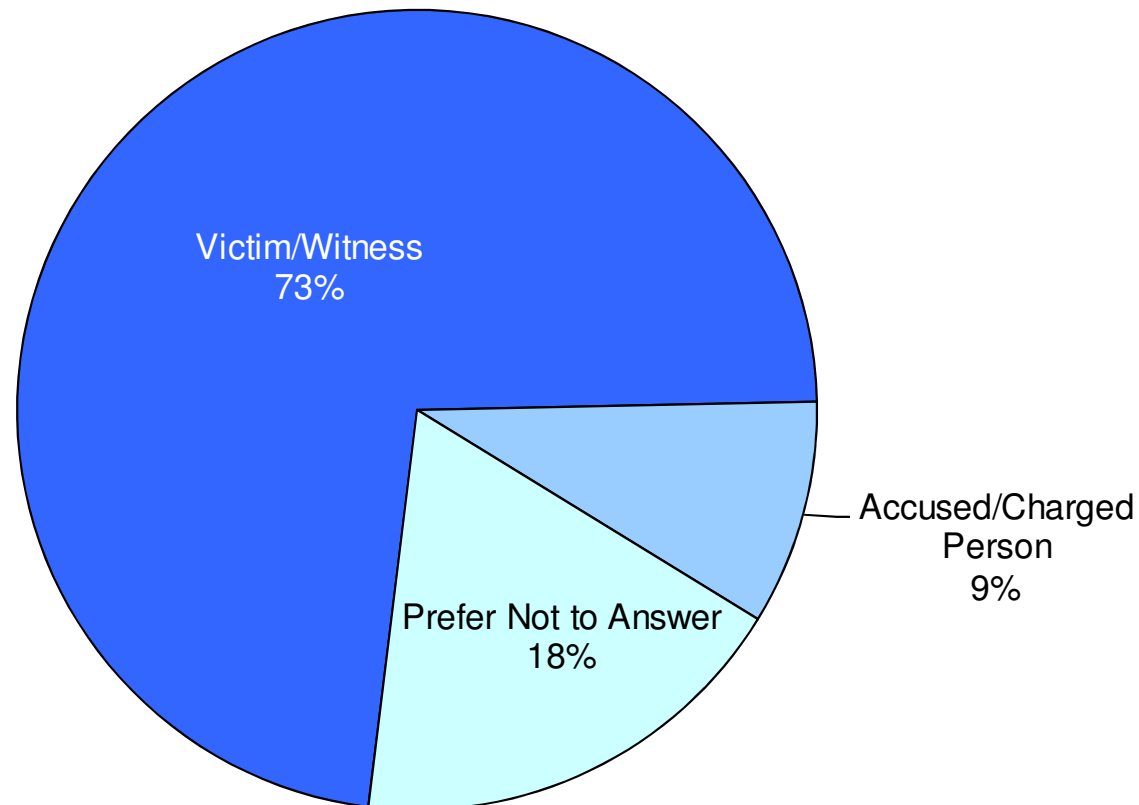
- On average, those respondents who had contact with the OPP in the past year due to a motor vehicle collision or traffic stop said they were part way between 'very satisfied' and 'satisfied' with the contact they had (3.24/4)
- Victims/witnesses were more satisfied with the contact they had with the OPP (3.43/4) compared to those who were accused/charged (2.85/4).





Contact Due To Incident – Property Crime

● For the 22 respondents whose most recent contact with the OPP in the past year was due to a property crime incident, nearly three-quarters (72.7%) were victims or witnesses, only 2 (9.1%) were accused/charged persons and the remaining respondents (18.2%) preferred not to answer this question.

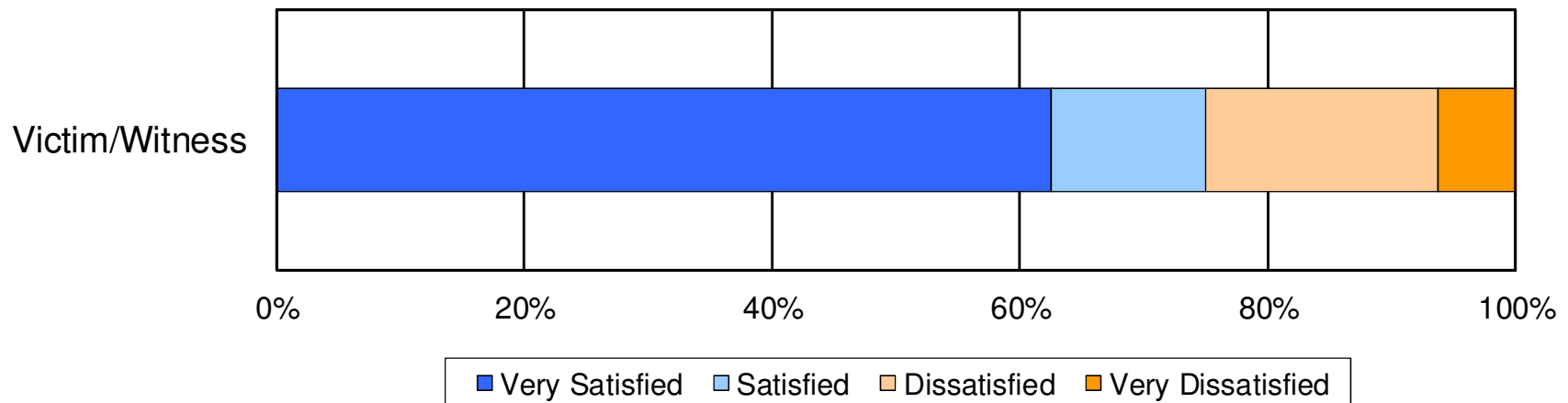


OPP Community Satisfaction Survey 2014



Contact Due To Incident – Property Crime

- The 16 respondents whose most recent contact with the OPP was as a victim or witness to a property crime incident in the past year were asked to rate their satisfaction with the contact they had.
- 75.0% of victims/witnesses were 'very satisfied' or 'satisfied' with the contact they had.

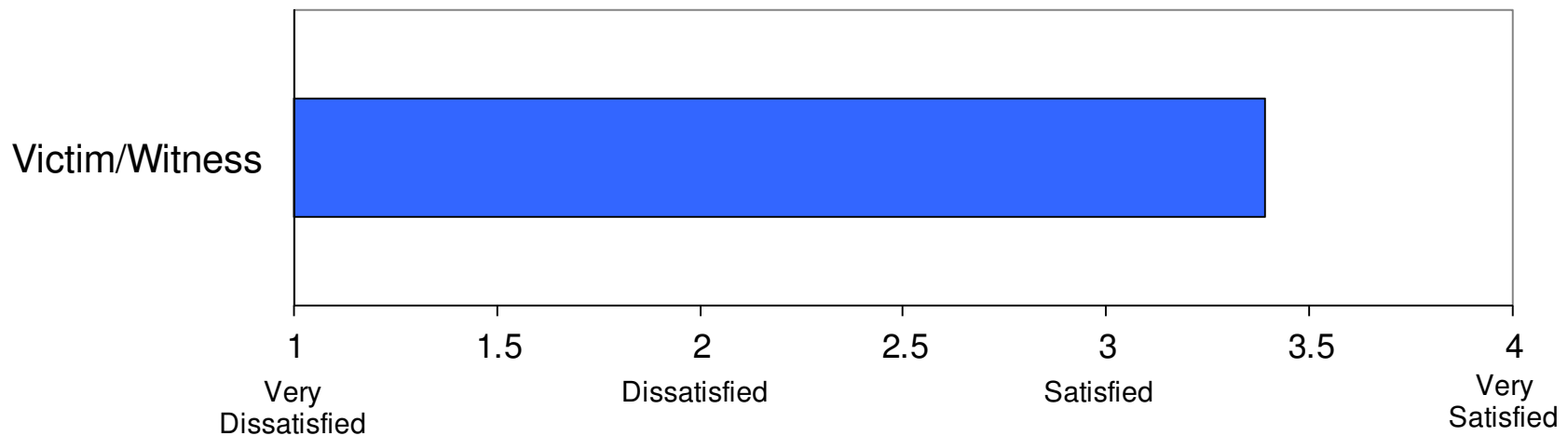


Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied
62.5%	12.5%	18.8%	6.3%



Contact Due To Incident – Property Crime

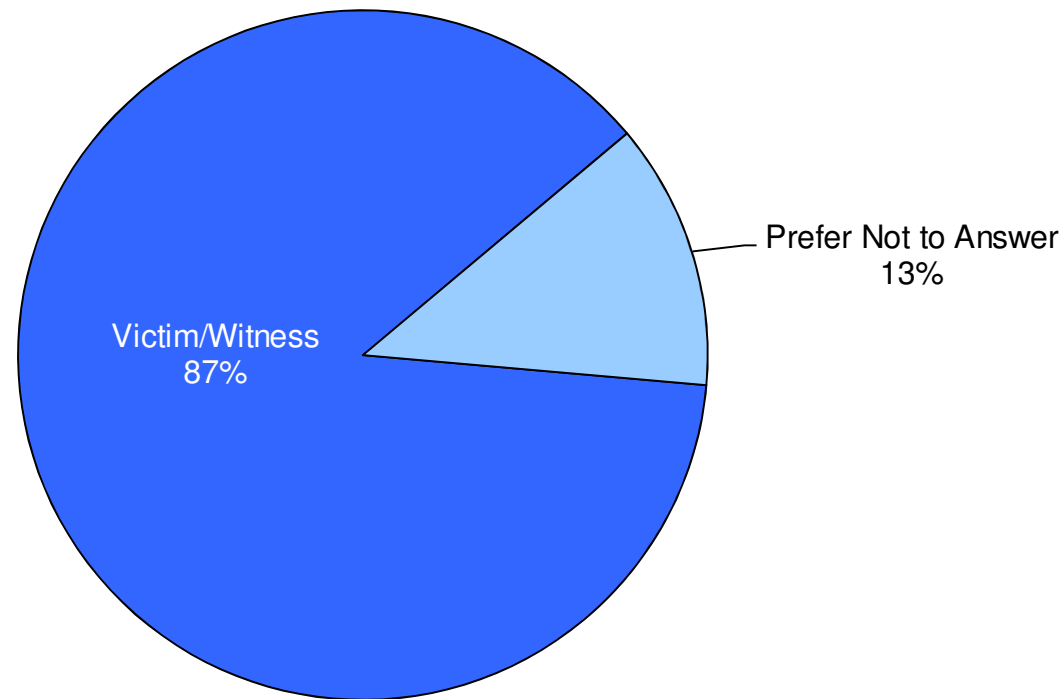
- On average, victims/witnesses of property crimes said they were part way between 'satisfied' and 'very satisfied' with the contact they had with the OPP as a result of the incident (3.17/4).
- No comparisons were made between victims/witnesses and accused/charged persons or those who preferred not to answer, due to insufficient numbers of respondents in these groups.





Contact Due To Incident – Violent Crime

● For the 9 respondents whose most recent contact with the OPP in the past year was due to a violent crime incident, all but one (87.5%) were victims or witnesses, none reported being accused or charged, and the remaining respondent preferred not to answer this question (12.5%).

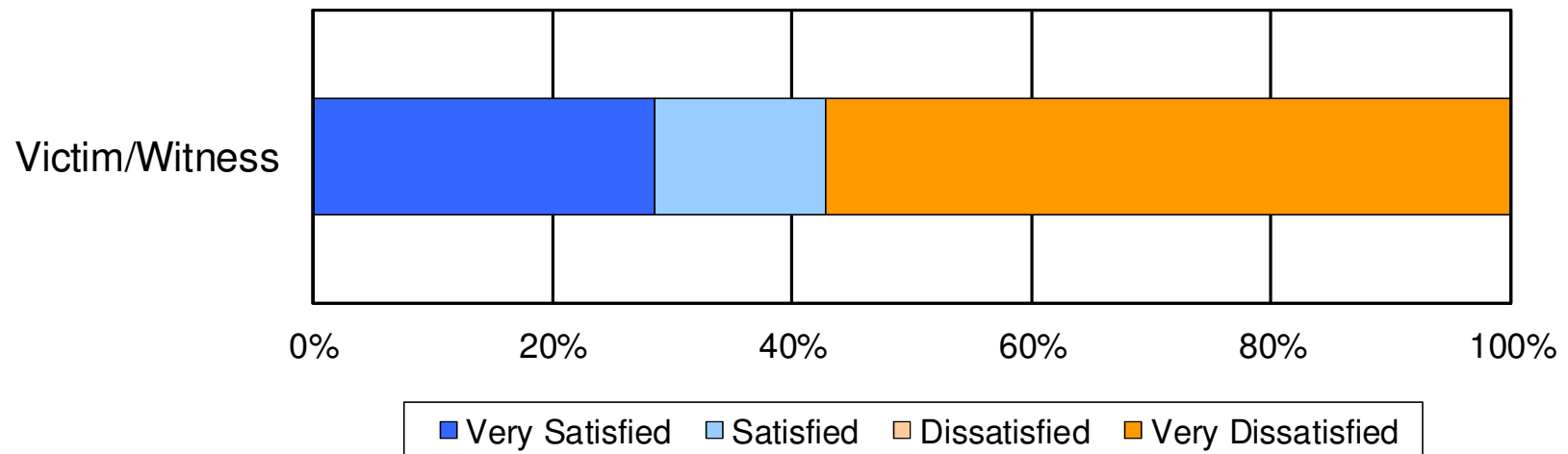


OPP Community Satisfaction Survey 2014



Contact Due To Incident – Violent Crime

- The 8 respondents whose most recent contact with the OPP was as a victim or witness to a violent crime incident in the past year were asked to rate their satisfaction with the contact they had.
- 42.9% of the victims/witnesses were 'very satisfied' or 'satisfied' with the contact they had.



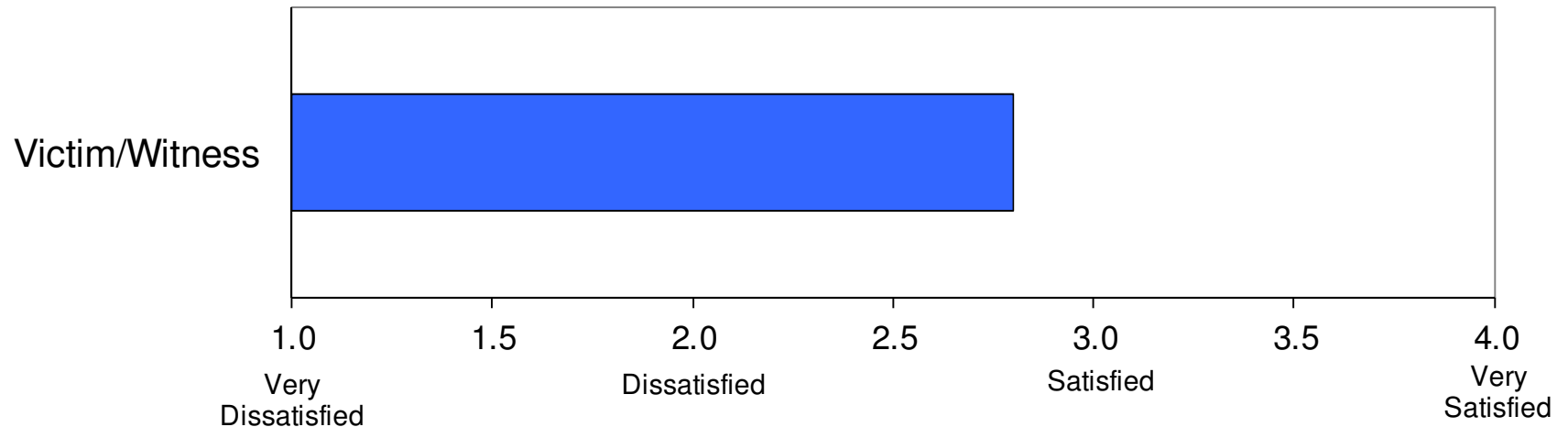
Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied
62.5%	12.5%	18.8%	6.3%

OPP Community Satisfaction Survey 2014



Contact Due To Incident – Violent Crime

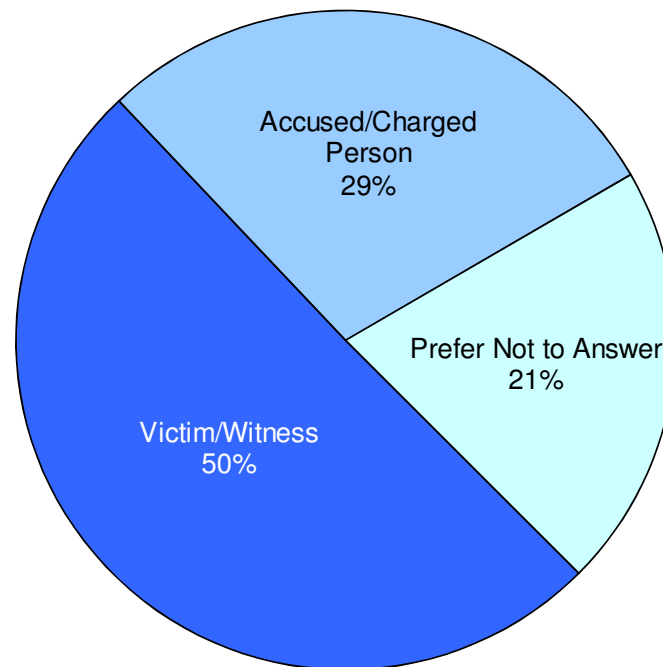
- On average, victims/witnesses of violent crimes said they were less than 'satisfied' with the contact they had with the OPP as a result of the incident (2.80/4).
- No comparisons were made between victims/witnesses and accused/charged persons or those who preferred not to answer, due to insufficient numbers of respondents in these groups.





Contact Due To Incident – Overall

- Overall, irrespective of the *type* of incident, a total of 115 respondents (or 11.2%) had contact with the OPP in the past year due to an incident.
- Half of these respondents (50.4%) were victims/witnesses, just over one-quarter (28.7%) were accused/charged persons and the remaining 20.9% preferred not to answer this question.
- Females who had contact with the OPP due to an incident in the past year were more likely to report being a victim/witness to the incident (89.1%) compared to males (62.7%).

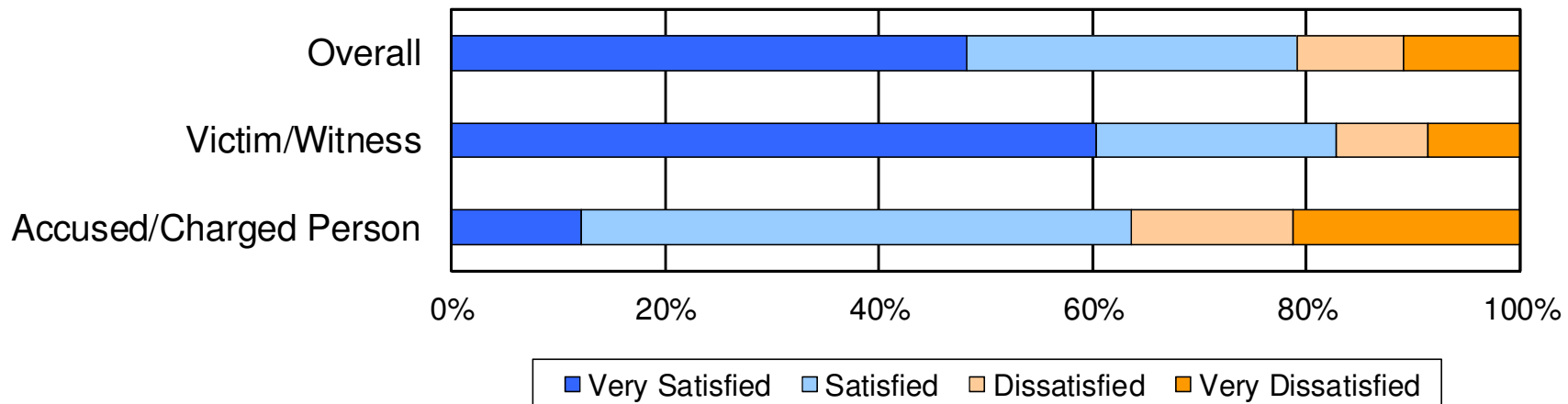


OPP Community Satisfaction Survey 2014



Contact Due To Incident – Overall

● Overall, 79.1% of respondents were ‘very satisfied’ or ‘satisfied’ with the contact they had with the OPP due to the incident. This proportion grows to 82.7% when only considering victims and witnesses, and the proportion drops to 63.6% when only considering accused or charged persons.



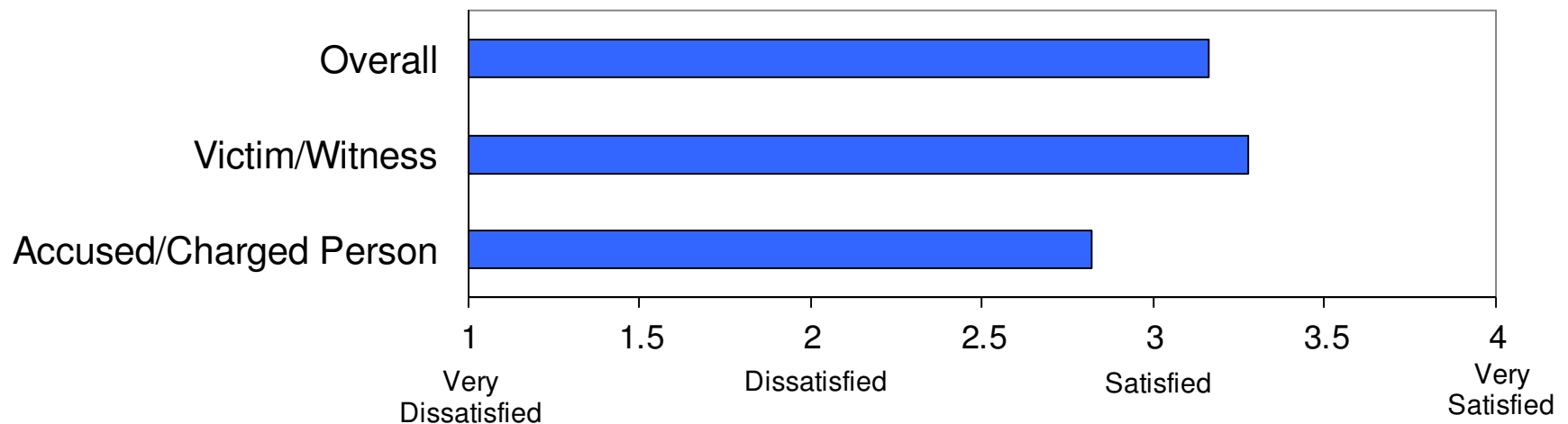
	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied
Overall	48.2%	30.9%	10.0%	10.9%
Victim/Witness	60.3%	22.4%	8.6%	8.6%
Accused/Charged Person	12.1%	51.5%	15.2%	21.2%

OPP Community Satisfaction Survey 2014



Contact Due To Incident – Overall

- On average, irrespective of the *type* of incident, 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 as a victim/witness to an incident were more satisfied (3.28/4) with the contact they had compared to respondents whose contact with the OPP was as an accused/charged person (2.82/4).

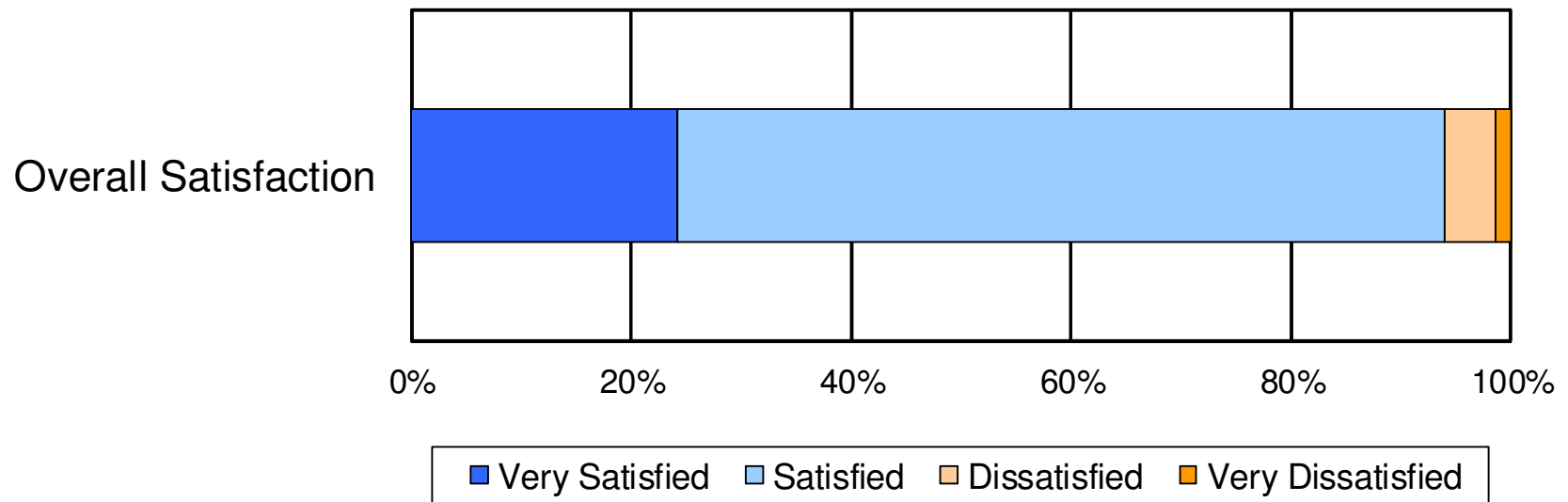


OPP Community Satisfaction Survey 2014



Overall Satisfaction

All things considered, 94.0% of respondents were 'very satisfied' or 'satisfied' with the overall quality of police service provided by the OPP.



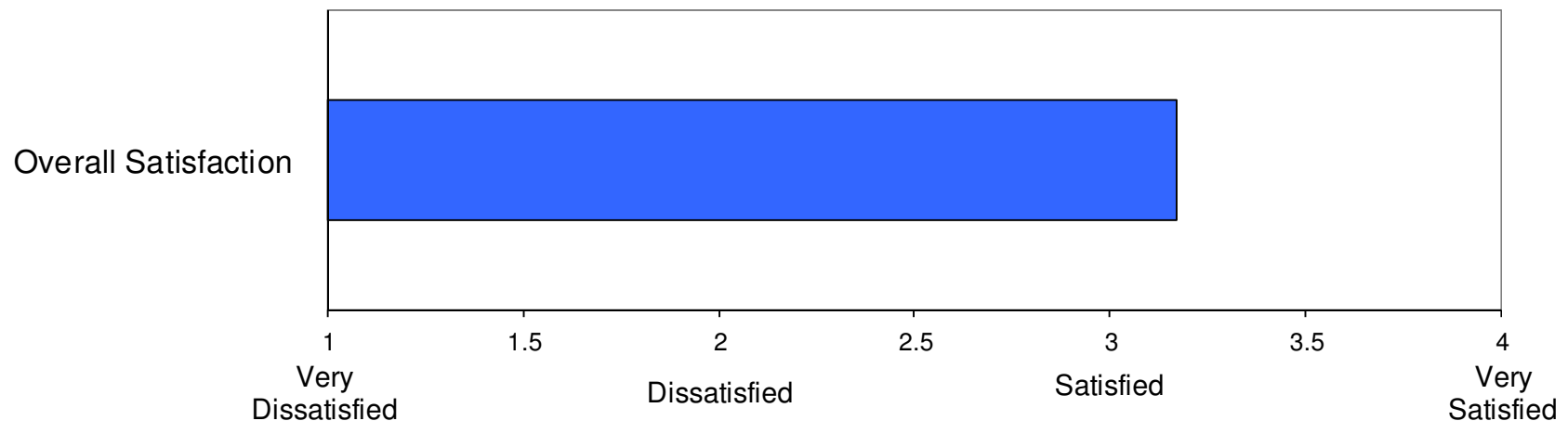
Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied
24.1%	69.9%	4.6%	1.3%

OPP Community Satisfaction Survey 2014



Overall Satisfaction

- On average, respondents were part way between 'satisfied' and 'very satisfied' with the overall quality of police service provided by the OPP (3.17/4).
- Respondents who felt that the OPP's efforts at enforcing traffic laws should stay at current levels were more satisfied (3.28/4) with the overall quality of policing services provided by the OPP compared to respondents who felt efforts should be decreased (3.03/4).

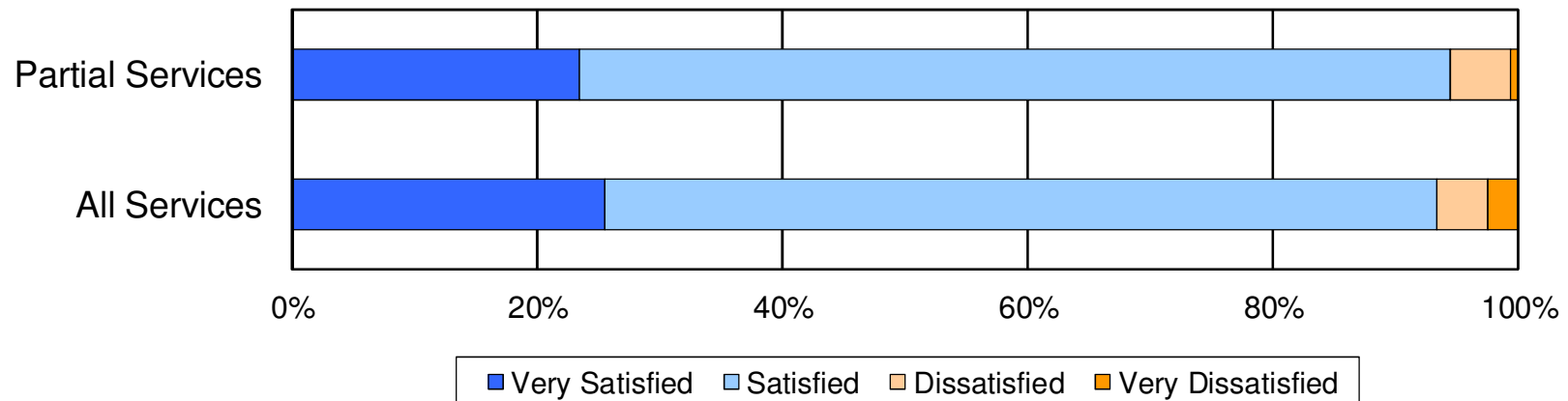


OPP Community Satisfaction Survey 2014



Overall Satisfaction

- Ratings of overall satisfaction with OPP services were then compared between respondents living in areas primarily policed by the OPP (and receiving *all* OPP services) and respondents living in areas primarily policed by other (municipal) police services (and only receiving *partial* OPP services such as highway safety, waterways, ATV patrols, snowmobile patrols etc.).
- 94.5% of respondents from non-OPP policed areas were 'very satisfied' or 'satisfied' with the *partial* services provided to them compared to 93.4% of respondents living in areas primarily policed by the OPP (and therefore receiving *all* OPP services).



	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied
Partial Services	23.5%	71.0%	4.9%	0.6%
All Services	25.5%	67.9%	4.1%	2.5%

OPP Community Satisfaction Survey 2014



Overall Satisfaction

- However, on average there were no significant differences in terms of overall satisfaction with the quality police services provided by the OPP between respondents living in areas receiving partial services and respondents living in areas receiving *all* OPP services.
- Respondents living in areas receiving *all* OPP services were, on average, just as satisfied (3.21/4) with the overall quality of police services provided by the OPP as respondents living in areas receiving *partial* OPP services (3.21/4).

