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OPP COMMUNITY SATISFACTION SURVEY 2015

Provincial Report

OPP Community Satisfaction Survey 2015



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OPP Community Satisfaction Survey 2015



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OPP Community Satisfaction Survey 2015



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 6, 2015 and January 26, 2015.
- 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.
- Sampling for the Provincial CSS is intended to result in a margin of error that does not exceed +/- 5.00%
- The 1,005 completed surveys provide an actual margin of error of +/- 3.09%, 19 times out of 20.

OPP Community Satisfaction Survey 2015



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 2015



Methodology

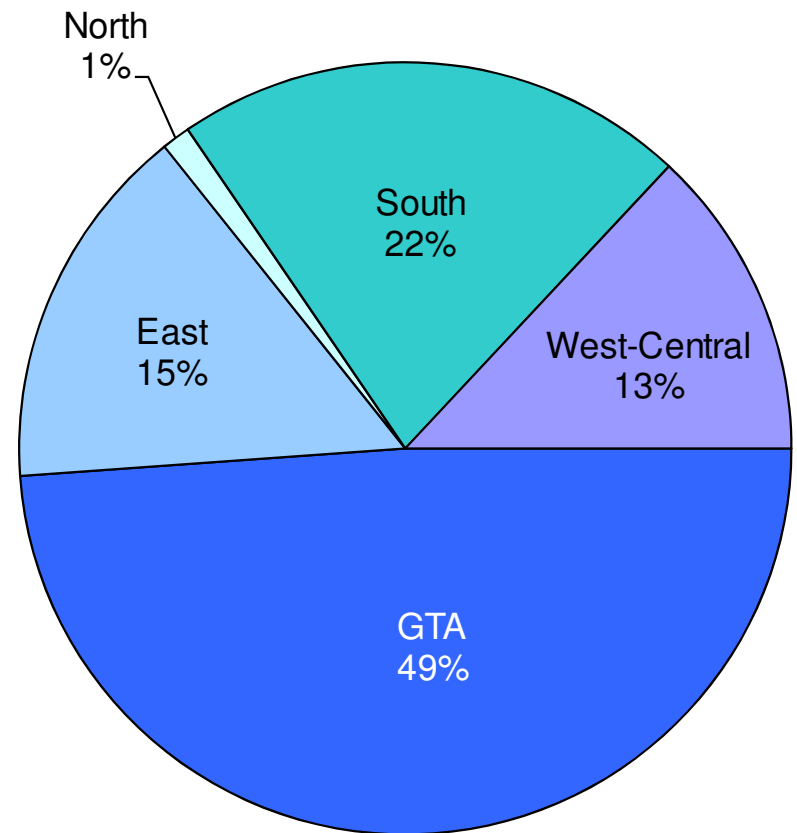
- Most scale questions rate the item with a range of four answer choices. Charts present the results in two formats:
 - Actual proportions for each of the four answer choices. For these charts the 'best' two choices are to the left, in blue.
 - The mean value of the result, out of a maximum of four.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

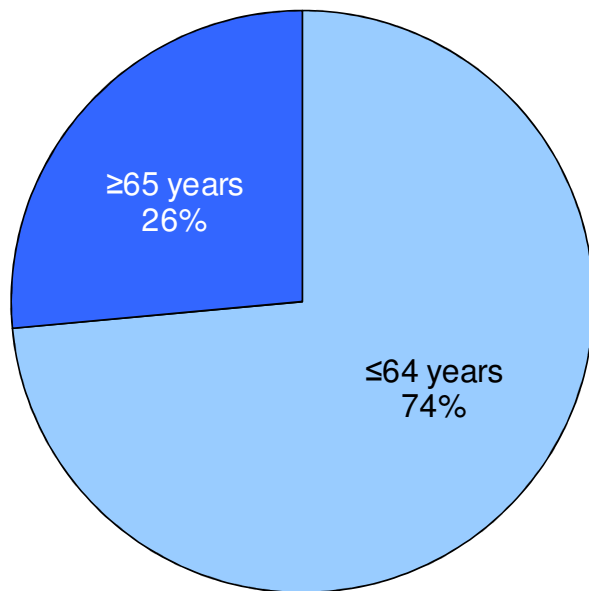
Area Code Region	Telephone Area Codes
Greater Toronto Area (GTA)	416, 647, 905, 289
East Area Code Region	613, 343
West-Central Area Code Region	705, 249
South Area Code Region	519, 226
North Area Code Region	807



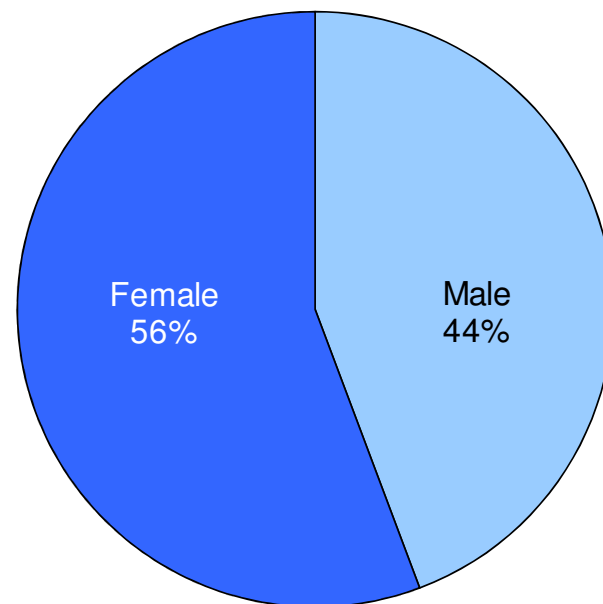


Demographics

- 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

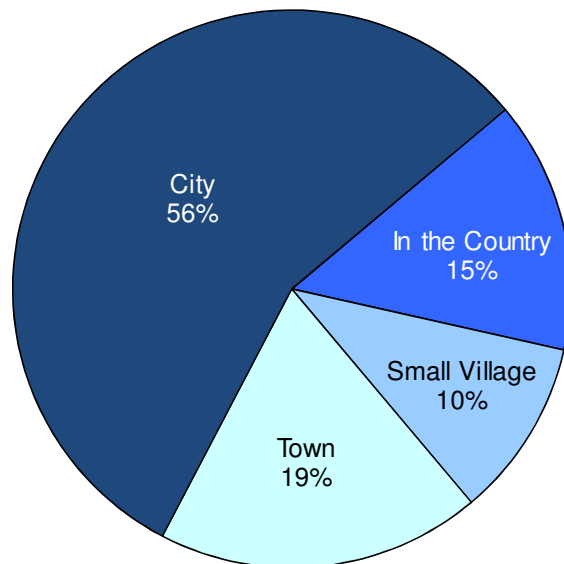


Gender

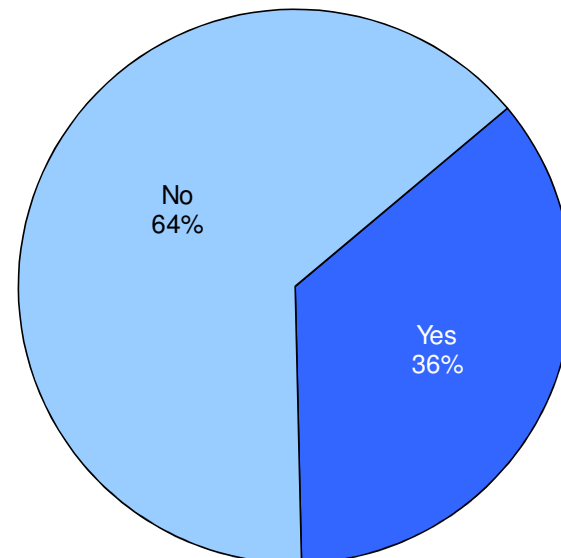


Demographics

- 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



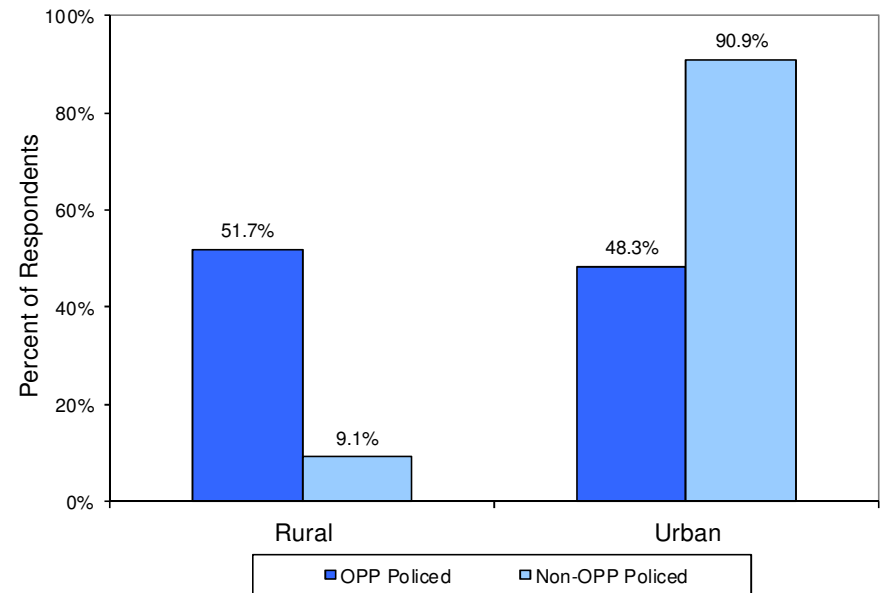
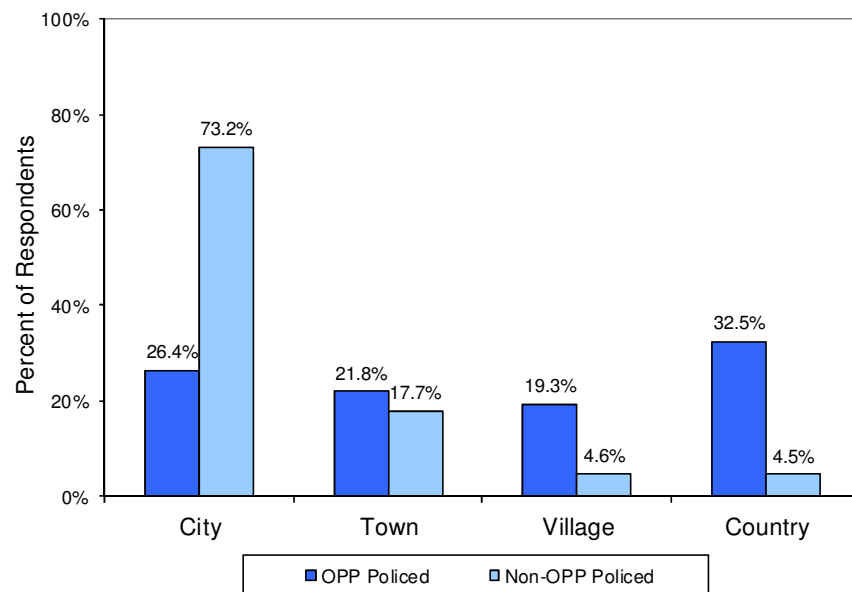
Primary Police Service is OPP

OPP Community Satisfaction Survey 2015



Demographics

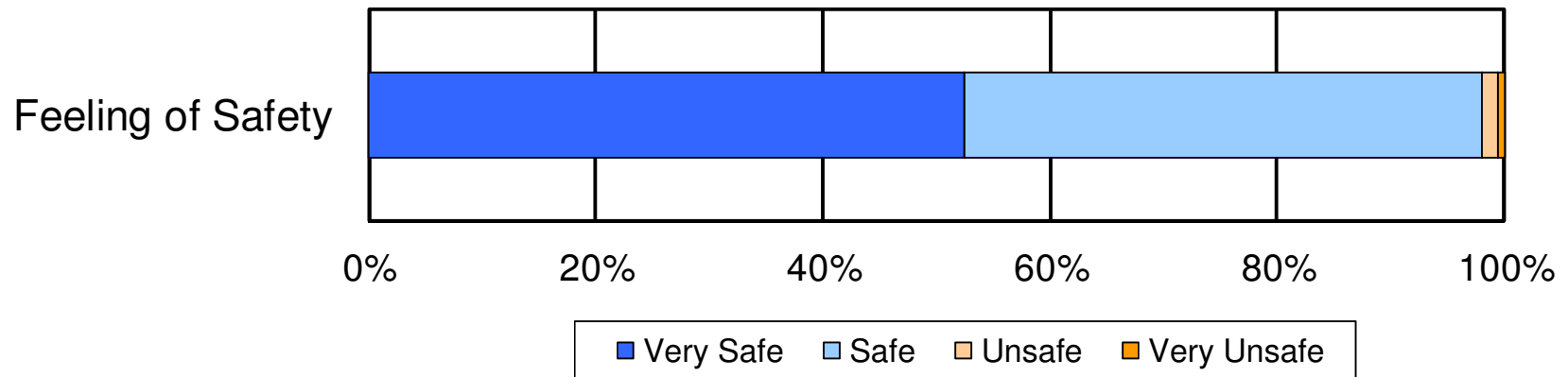
- Areas primarily policed by the OPP are fairly evenly dispersed among urban (cities and towns) and rural areas (villages and the country), whereas areas primarily policed by non-OPP police services are primarily urban.





Ontarians' Feelings of Safety

● 98.0% of respondents felt 'very safe' or 'safe' in their community.

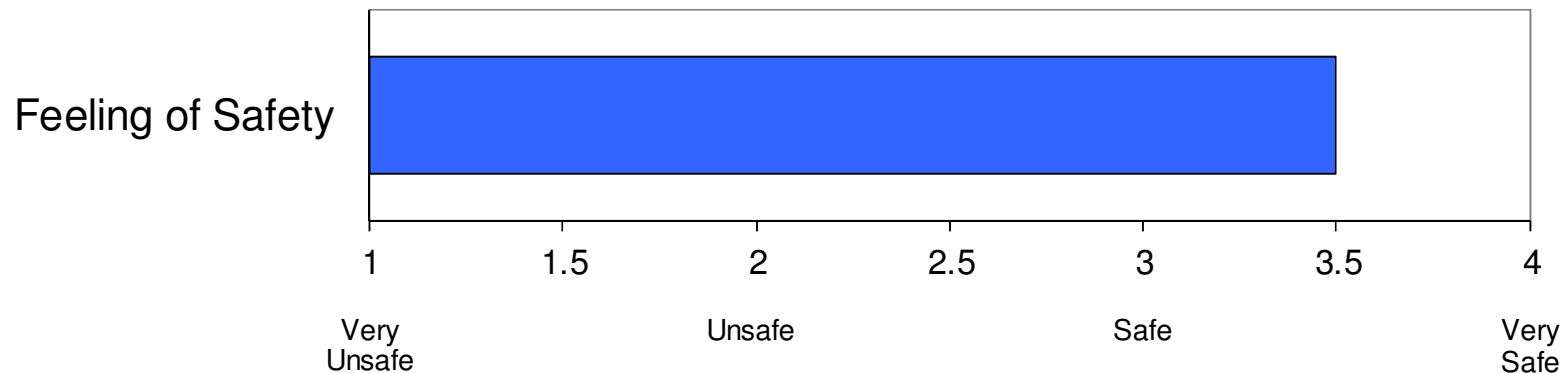


Very Safe	Safe	Unsafe	Very Unsafe
52.4%	45.6%	1.5%	0.5%



Ontarians' Feelings of Safety

- On average, respondents felt part way between 'safe' and 'very safe' in their community (3.50/4).
 - The average feeling of safety increased significantly since the 2014 Provincial CSS (3.43/4).
- Respondents from the South (3.58/4), East (3.53/4), GTA (3.48/4) and West-Central (3.43/4) area code regions felt significantly safer compared to respondents from the North area code region (3.15/4).





Ontarians' Feelings of Safety

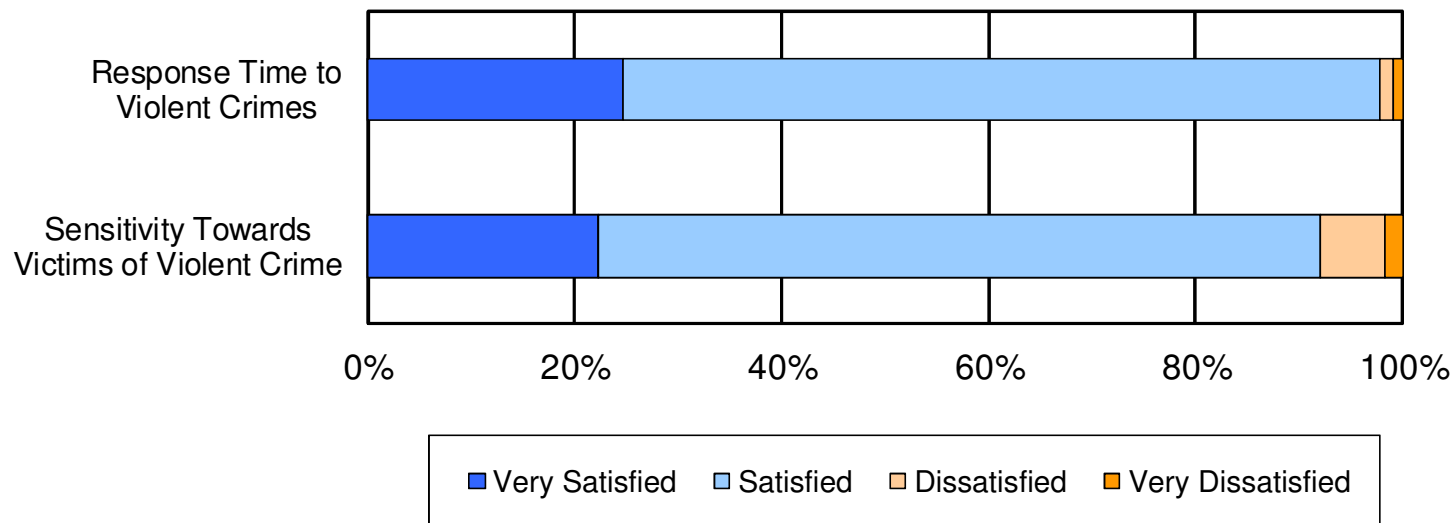
- Male respondents felt significantly safer (3.48/4) compared to female respondents (3.40/4).
- Respondents living in rural areas felt significantly safer (3.54/4) compared to respondents living in urban areas (3.39/4).
- Respondents living in areas primarily policed by the OPP felt significantly safer (3.50/4) compared to respondents living in areas primarily policed by non-OPP police services (3.38/4).

OPP Community Satisfaction Survey 2015



Handling of Crimes

- 97.8% of respondents were 'very satisfied' or 'satisfied' with the OPP's response time to violent crimes.
- 92.1% of respondents were 'very satisfied' or 'satisfied' with the OPP's sensitivity towards victims of violent crime.

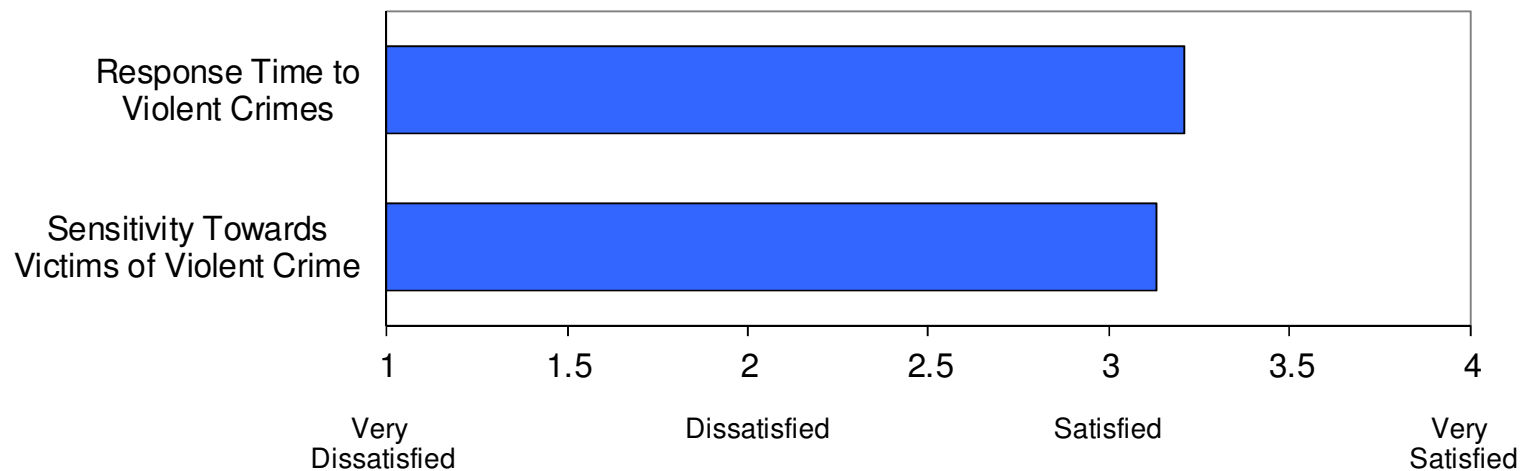


	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied
Response Time to Violent Crimes	24.7%	73.1%	1.4%	0.8%
Sensitivity Towards Victims of Violent Crime	22.3%	69.8%	6.2%	1.7%



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 (3.21/4).
- On average, respondents also said they were part way between 'satisfied' with the OPP's sensitivity towards victims of violent crime (3.13/4).





Handling of Crimes

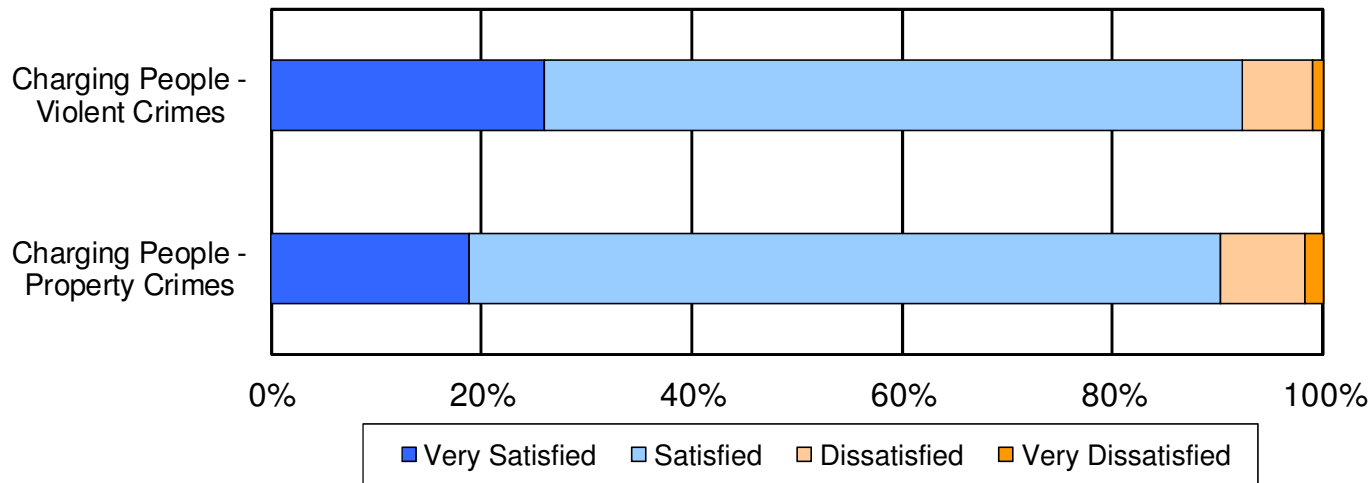
- Respondents from the South area code region (3.24/4) were significantly more satisfied with the OPP's response time to violent crimes compared to respondents from the East (3.04/4), GTA (3.03/4), West-Central (3.02/4), and North (3.01/4) area code regions.
- Respondents from the South area code region (3.25/4) were also significantly more satisfied with the OPP's sensitivity towards victims of violent crime compared to respondents from the West-Central area code region (3.03/4).
- Respondents who live in areas primarily policed by the OPP were more satisfied with the OPP's sensitivity toward victims of violent crime (3.21/4) compared to respondents who live in areas primarily policed by non-OPP police services (3.10/4).
- Finally, respondents who reported being victims of violent crime (2.91/4) in the past year were significantly less satisfied with the OPP's sensitivity towards victims compared to respondents who reported being victims of property crime in the past year (3.56/4).

OPP Community Satisfaction Survey 2015



Handling of Crimes

- 92.3% of respondents were 'very satisfied' or 'satisfied' with the OPP's charging of people who have committed a violent crime.
- 90.3% of respondents were 'very satisfied' or 'satisfied' with the OPP's charging of people who have committed a property crime.

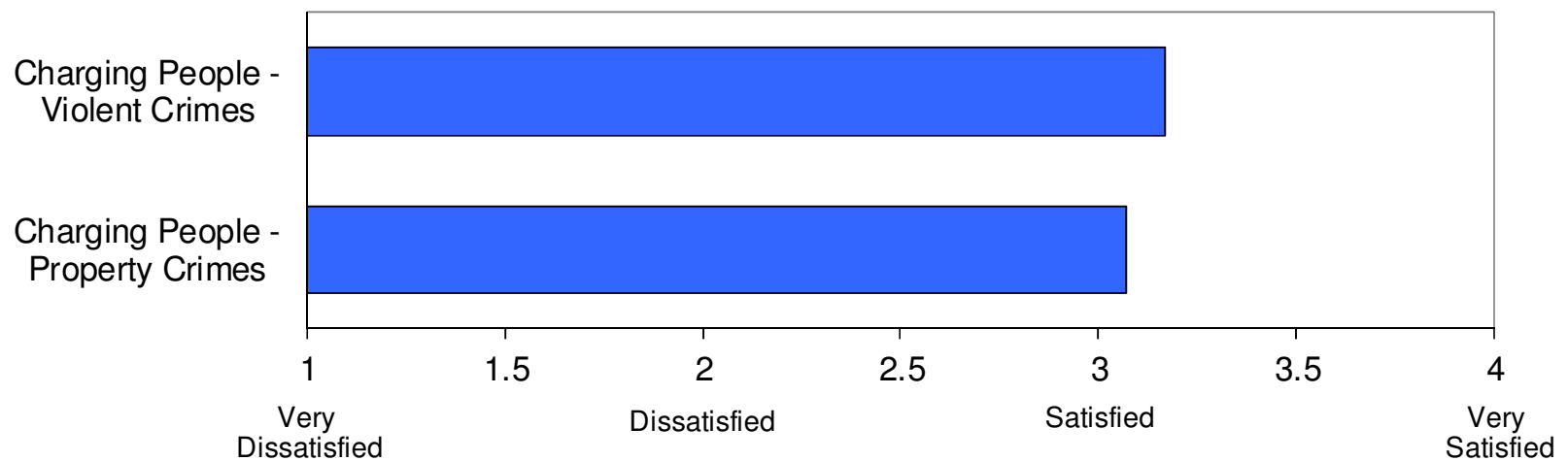


	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied
Charging People – Violent Crimes	25.9%	66.4%	6.6%	1.0%
Charging People – Property Crimes	18.8%	71.5%	8.0%	1.8%



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 (3.17/4).
 - This represents a significant increase in satisfaction over the 2014 Provincial CSS (3.11/4).
- On average, respondents said they were 'satisfied' with the OPP's charging of people who have committed a property crime (3.07/4).





Handling of Crimes

- Respondents from the South area code region (3.25/4) were significantly more satisfied with the OPP's charging of people who have committed a violent crime compared to respondents from the West-Central area code region (3.06/4).
- Respondents from the South area code region (3.24/4) were also significantly more satisfied with the OPP's charging of people who have committed a property crime compared to respondents from the East (3.04/4), GTA (3.03/4), West-Central (3.02/4) and North (3.01/4) area code regions.



OPP Marine Patrols

- 172 respondents (or 17.1%) said they were involved in marine activities on Ontario's waters.
- Respondents from the West-Central (37.8%), North (31.0%), and East (24.4%) area code regions were significantly more likely to be involved in marine activities compared to respondents from the South (14.5%) and GTA (10.0%) area code regions.
 - Furthermore, respondents from the West-Central area code region (37.8%) were also more likely to be involved in marine activities compared to those from the East area code region (24.4%).
- Respondents from Rural areas (34.9%) were significantly more likely to be involved in marine activities compared to respondents from Urban areas (19.0%).
- Male respondents (31.1%) were significantly more likely to be involved in marine activities compared to female respondents (18.0%).



OPP Marine Patrols

- Respondents aged 64 and under (26.6%) were significantly more likely to be involved in marine activities compared to respondents aged 65 and older (16.6%).
- Respondents who travel on Ontario's highways frequently (31.0%) were significantly more likely to be involved in marine activities compared to respondents who infrequently travel on the highways (13.6%).
- Respondents living in areas primarily policed by the OPP (27.5%) were significantly more likely to be involved in marine activities compared to respondents living in areas primarily policed by non-OPP police services (21.1%).

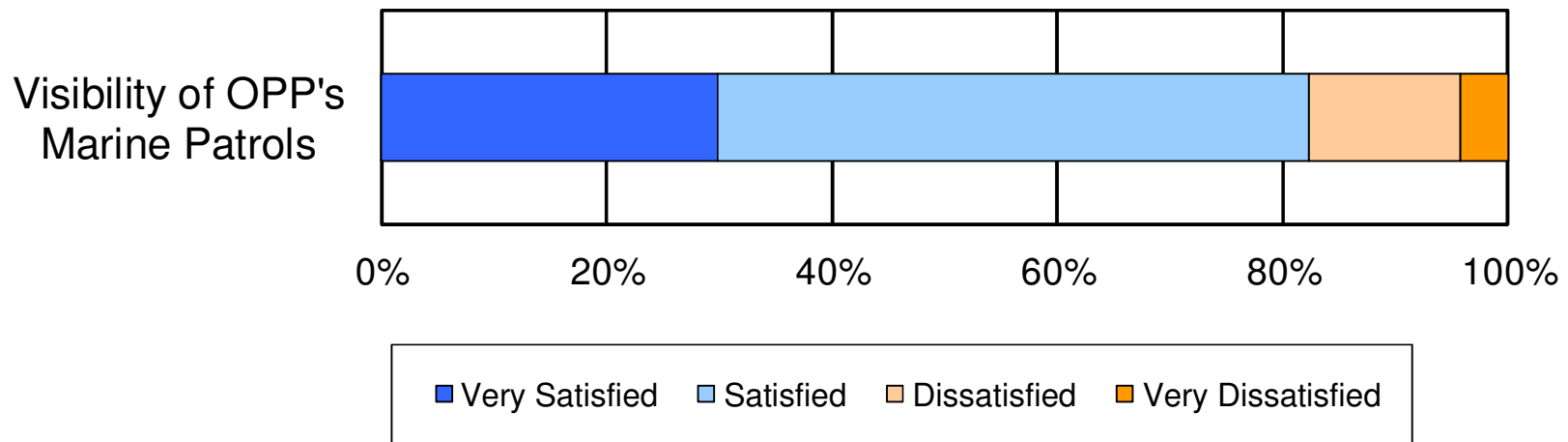
Note: Respondents who travel on Ontario's highways daily or weekly are referred to as "frequent" highway users. Respondents who travel on Ontario's highways monthly, rarely or not at all are referred to as "infrequent" highway users.

OPP Community Satisfaction Survey 2015



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. 82.3% of these respondents said they were 'very satisfied' or 'satisfied' with the visibility of the OPP's marine patrols.

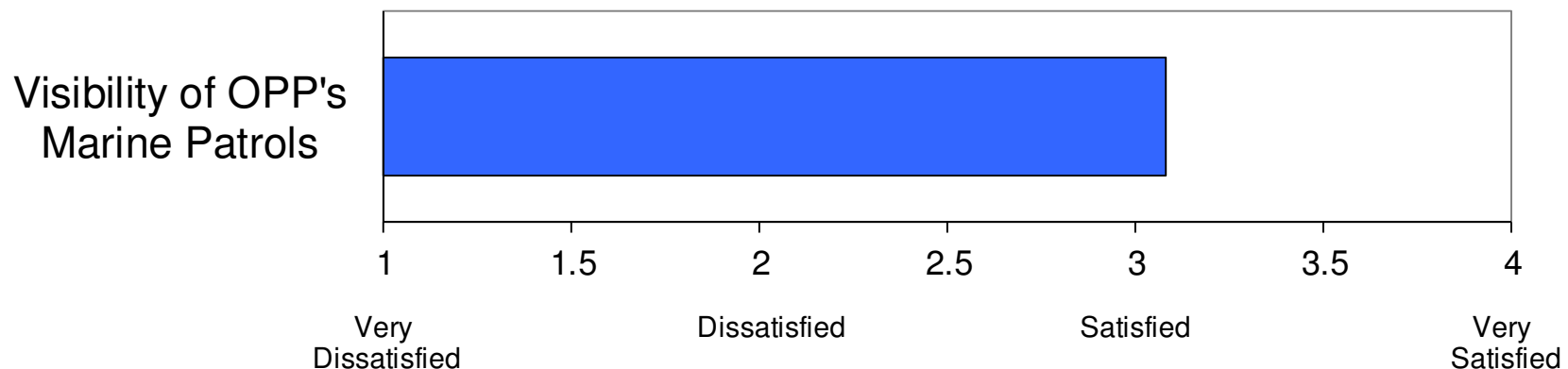


Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied
29.9%	52.4%	13.4%	4.3%



OPP Marine Patrols

- On average, respondents said they were 'satisfied' with the visibility of the OPP's marine patrols (3.08/4).
- There were no statistically significant differences found between regions, genders, age groups or any other factor of interest in the current survey cycle.
 - However, satisfaction with the visibility of OPP marine patrols increased significantly since the 2014 Provincial CSS (2.98/4).





OPP ATV Patrols

- 56 respondents (or 5.6%) said they were involved in ATV activities on Ontario's trails.
- Respondents from the West-Central (14.9%) were significantly more likely to be involved in ATV activities compared to respondents from the North (7.4%), South (4.0%) and GTA (2.5%) area code regions.
 - Furthermore, respondents from the North were significantly more likely to be involved in ATV activities compared to those from the GTA.
- Respondents from the East (9.5%) area code region were also more likely to be involved in ATV activities compared to those from the South (4.0%) and GTA (2.5%).
- Male respondents (10.1%) were more likely to be involved in ATV activities compared to female respondents (5.9%).
- Respondents aged 64 and under (9.7%) were more likely to be involved in ATV activities compared to respondents aged 65 and older (3.0%).



OPP ATV Patrols

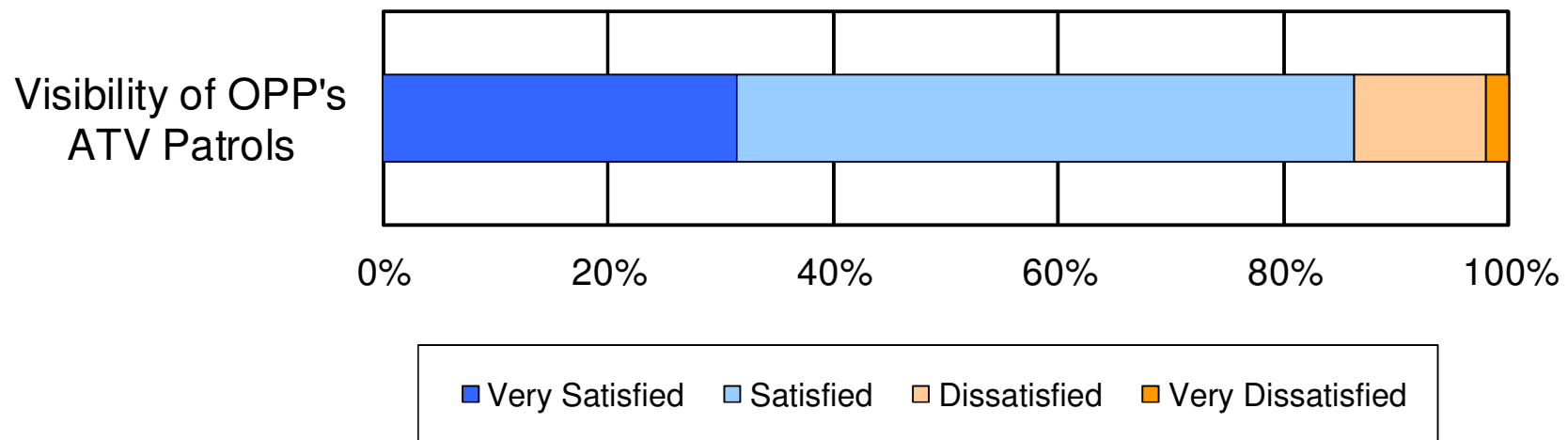
- Respondents from rural areas (15.6%) were more likely to be involved in ATV activities compared to those from urban areas (4.5%).
- Respondents living in areas primarily policed by the OPP (11.8%) were significantly more likely to be involved in ATV activities compared to respondents living in areas primarily policed by non-OPP police services (5.1%).
- Respondents who travel on Ontario's highways frequently (9.7%) were more likely to be involved in ATV activities compared to respondents who infrequently travel on the highways (4.9%).

OPP Community Satisfaction Survey 2015



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. 86.3% of these respondents were 'very satisfied' or 'satisfied' with the visibility of the OPP's ATV patrols.

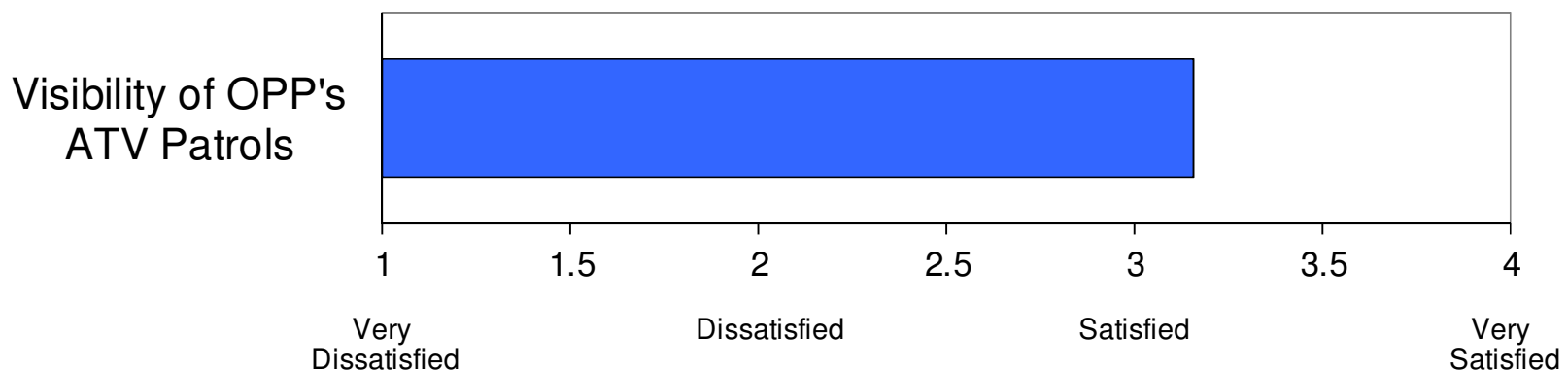


Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied
31.4%	54.9%	11.8%	2.0%



OPP ATV Patrols

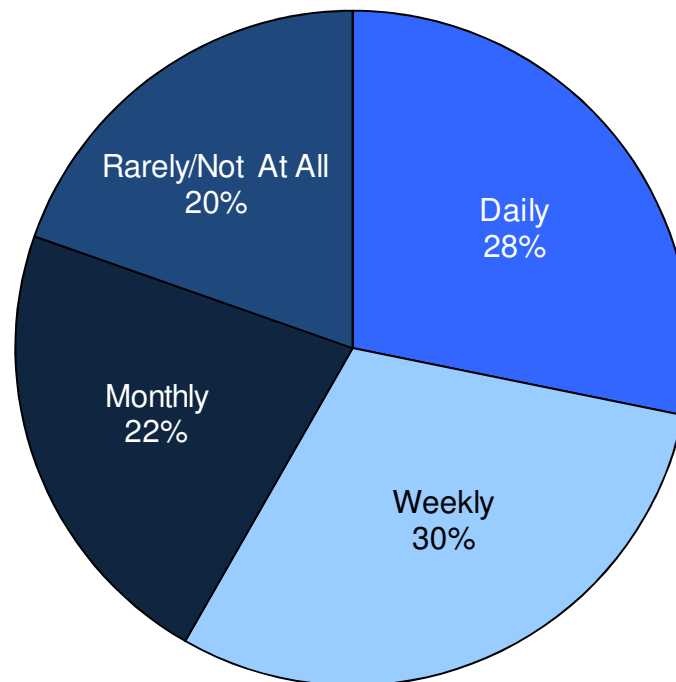
- On average, respondents said they were part way between 'satisfied' and 'very satisfied' with the visibility of the OPP's ATV patrols (3.16/4).
- There were no statistically significant differences found between regions, genders, age groups or any other factor of interest in terms of satisfaction with the visibility of the ATV patrols.
 - However, satisfaction with the visibility of OPP ATV patrols increased significantly since the 2014 Provincial CSS (2.76/4).





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 (58.3%) travel on provincial highways 'frequently' (on a daily or weekly basis). The remaining 41.7% travel on the highways 'infrequently' (either monthly, rarely, or not at all).





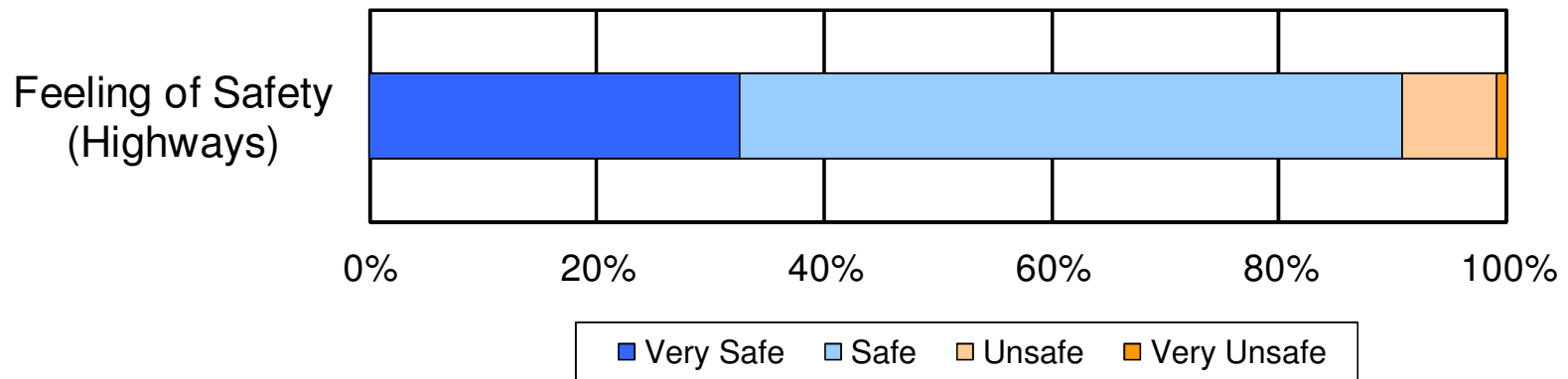
Highway Usage

- Significantly more respondents from the East (63.2%), West-Central (61.7%) and GTA (60.0%) area code regions said they travel on Ontario's highways frequently compared to respondents from the South area code region (49.0%).
- Significantly more males reported they travel on the highways frequently (62.9%) compared to female respondents (53.4%).
- Significantly more respondents aged 64 and under reported they travel on the highways frequently (61.9%) compared to those aged 65 and older (47.0%).
- Significantly more respondents from rural areas reported they travel on the highways frequently (69.6%) compared to those from urban areas (52.5%).
- Finally, significantly more respondents from areas primarily policed by the OPP reported they travel on the highways frequently (67.4%) compared to respondents from areas primarily policed by non-OPP police services (51.7%).



Highway Safety

● 90.8% of respondents felt 'very safe' or 'safe' when travelling on Ontario's provincial highways.

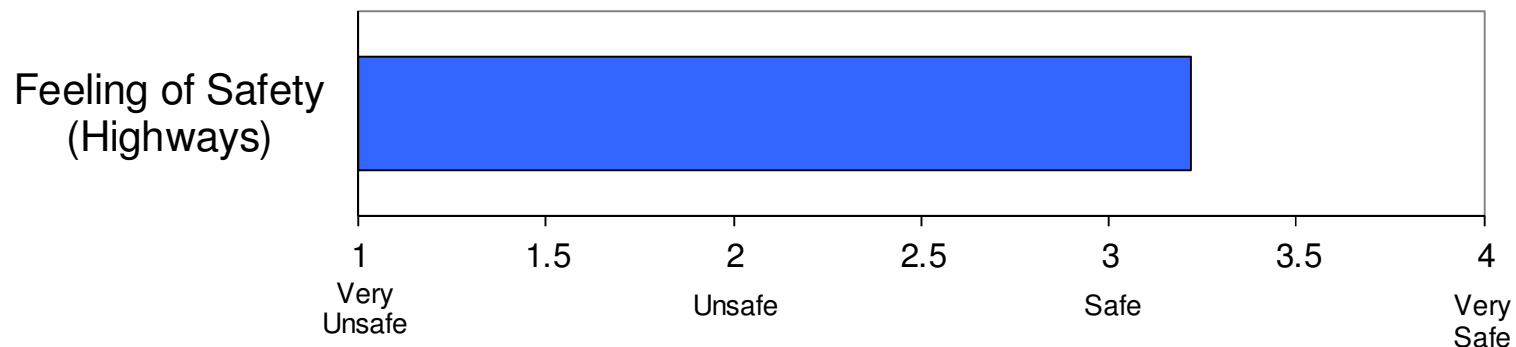


Very Safe	Safe	Unsafe	Very Unsafe
32.5%	58.3%	8.3%	0.9%



Highway Safety

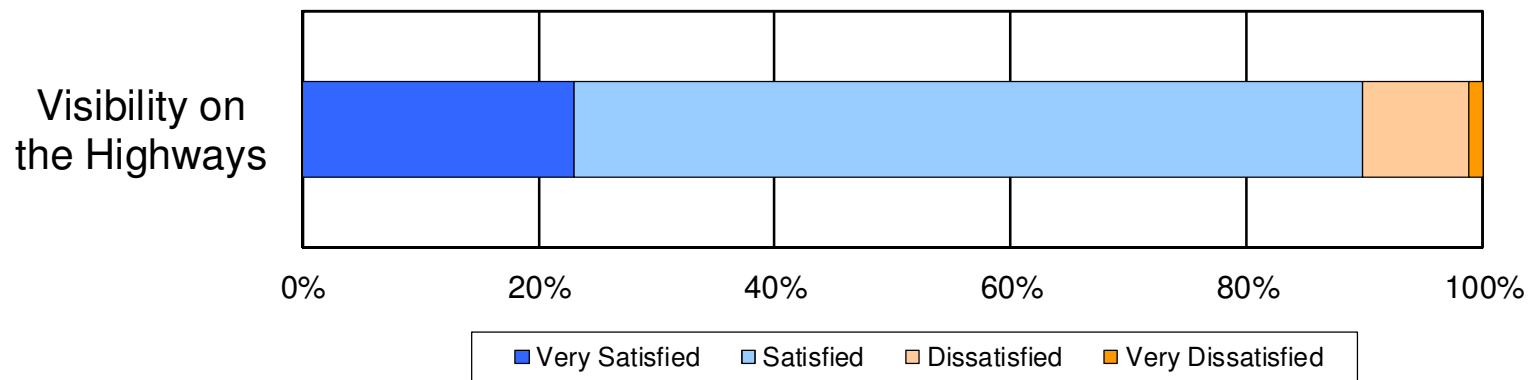
- On average, respondents felt part way between 'safe' and 'very safe' when travelling on Ontario's provincial highways (3.22/4).
 - This average feeling of safety increased significantly since the 2014 Provincial CSS (3.15/4).
- Respondents from the South (3.32/4) and East (3.29/4) area code regions felt significantly safer on Ontario's provincial highways compared to respondents from the West-Central (3.09/4) and North (2.99/4) area code regions.
 - In addition, respondents from the GTA area code region (3.20/4) also felt safer on the highways compared to respondents from the North (2.99/4).





Visibility on the Highways

89.8% of respondents were 'very satisfied' or 'satisfied' with the visibility of the OPP on the highways.

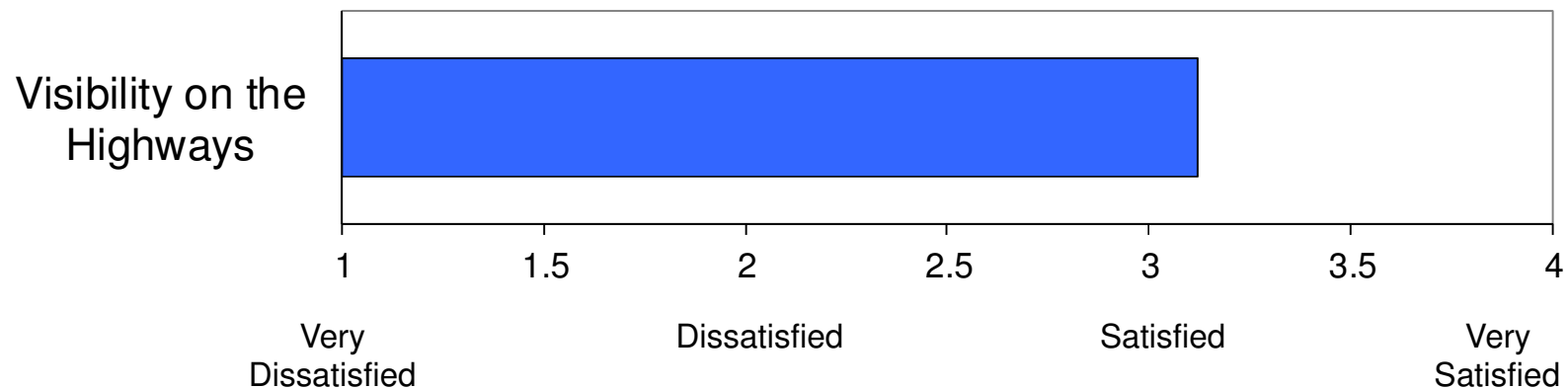


Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied
23.0%	66.8%	9.1%	1.1%



Visibility on the Highways

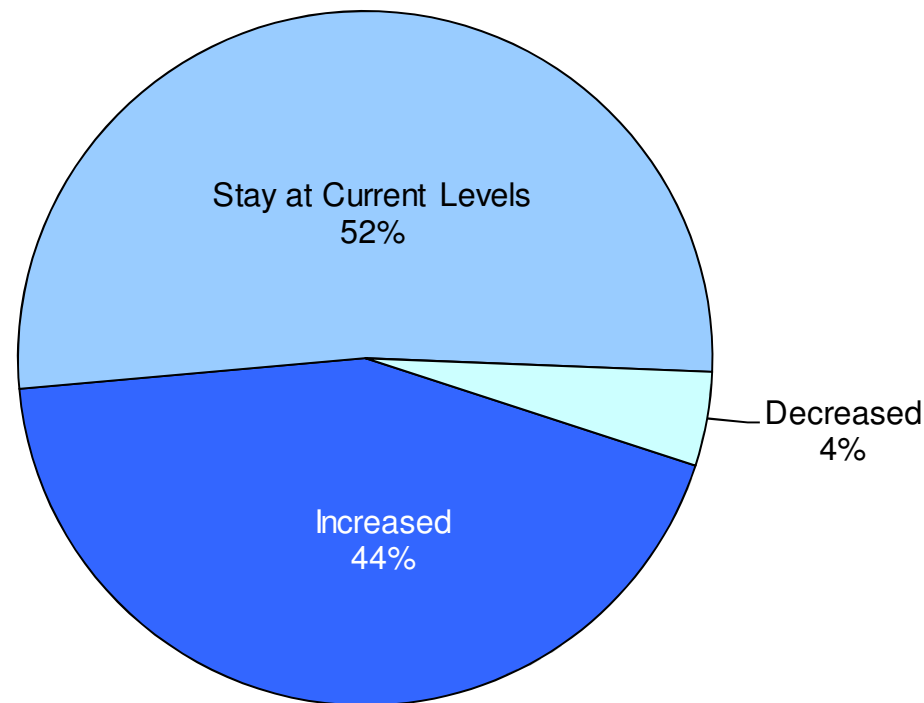
- On average, respondents said they were part way between 'satisfied' and 'very satisfied' with the visibility of the OPP on the highways (3.12/4).
 - Satisfaction with the visibility of the OPP on the highways increased significantly since the 2014 Provincial CSS (3.06/4).
- Respondents living in areas primarily policed by the OPP were significantly more satisfied (3.19/4) with the visibility of the OPP on the highways compared to respondents living in areas policed by non-OPP police services (3.11/4).





Traffic Enforcement

- Just over half (52.0%) of all respondents felt that the OPP's efforts at enforcing traffic laws should stay at current levels. Another 43.6% felt that efforts should be increased and the remaining 4.4% felt efforts should be decreased.





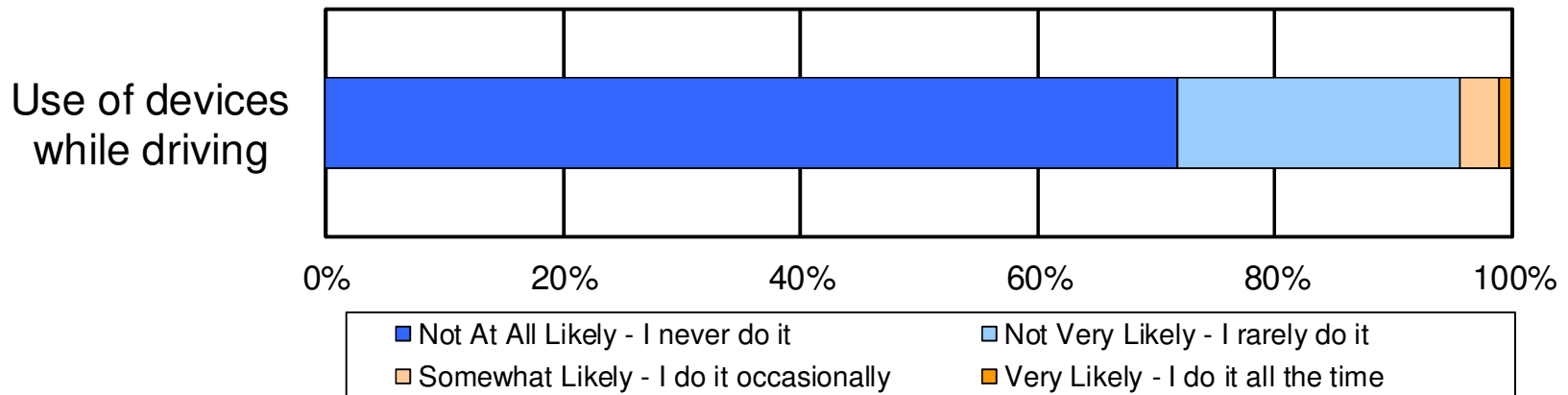
Traffic Enforcement

- Significantly more male respondents (7.0%) said the OPP's efforts at enforcing traffic laws should be decreased compared to female respondents (2.9%).
- Significantly more respondents living in urban areas said the OPP's efforts should be increased (45.1%) compared to respondents living in rural areas (37.4%).
 - Conversely, significantly more respondents living in rural areas said the OPP's efforts should be decreased (9.6%) compared to respondents living in urban areas (2.7%).
- Finally, significantly more respondents living in areas primarily policed by the OPP said efforts should be decreased (7.4%) compared to respondents living in areas policed by non-OPP police services (3.0%).



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.
- 95.5% 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.

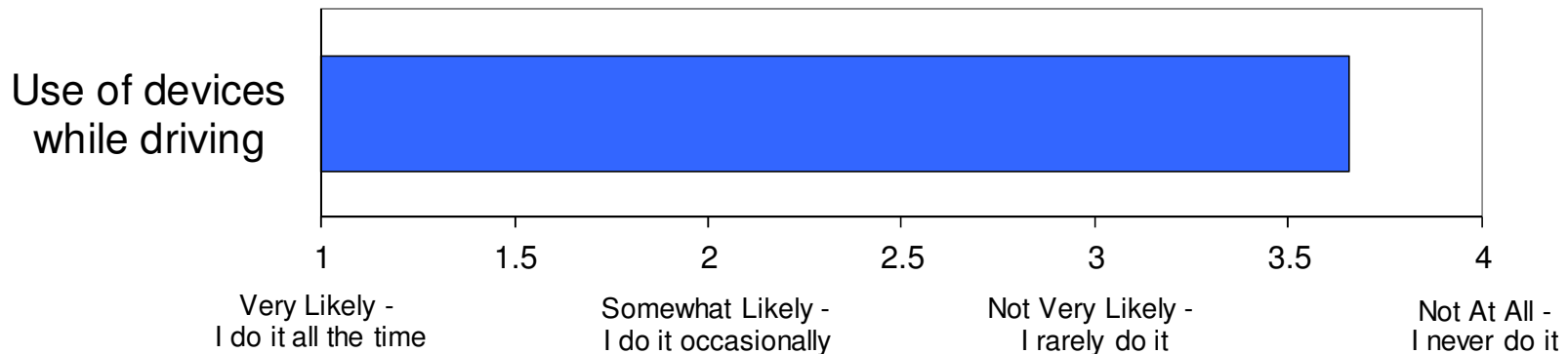


Not at All Likely (I never do it)	Not Very Likely (I rarely do it)	Somewhat Likely (I do it occasionally)	Very Likely (I do it all the time)
71.8%	23.7%	3.3%	1.1%



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 (3.66/4).
 - This represents a significant increase over the 2014 Provincial CSS average (3.58/4).
- Respondents living in the East area code region were significantly more likely to say they do *not* use hand-held devices while driving (3.80/4) compared to respondents from the GTA (3.63/4) and South (3.63/4) area code regions.



Note: The higher the rating, the less likely the respondent is to use hand-held devices while driving.



Traffic Enforcement

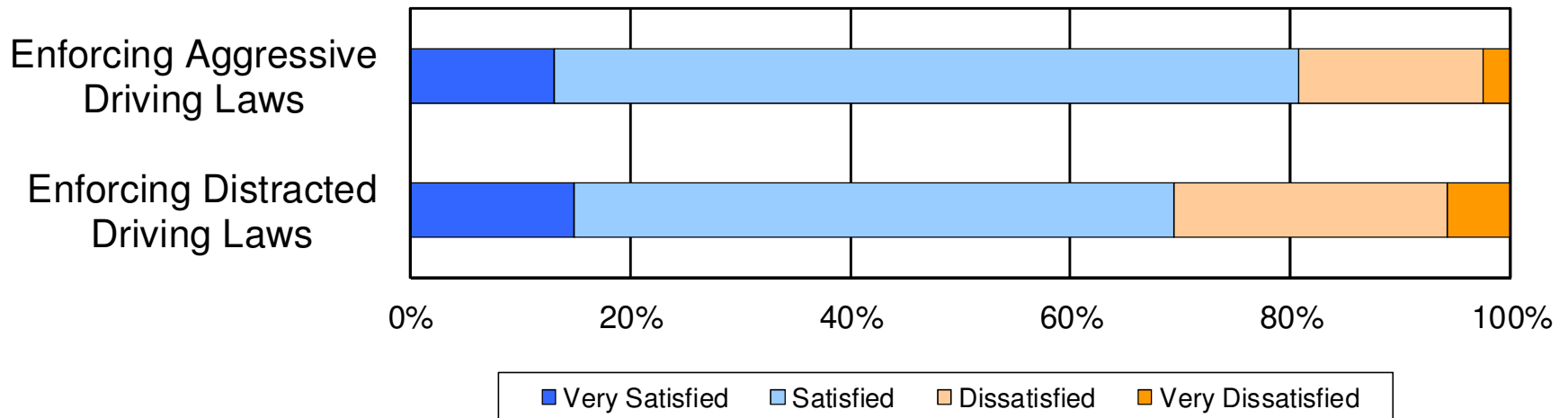
- Respondents aged 65 and older were significantly more likely to say they do *not* use hand-held devices while driving (3.88/4) compared to respondents aged 64 and younger (3.59/4).
- Intuitively, respondents who said they travel on Ontario's highways infrequently were significantly less likely to say they use hand-held devices while driving (3.84/4) compared to respondents who said they travel on the highways frequently (3.56/4).
- Finally, respondents who said the OPP's efforts at enforcing traffic laws should be increased (3.73/4) were significantly less likely to say they use handheld devices while driving compared to respondents who said the OPP's efforts should be decreased (3.50/4).

OPP Community Satisfaction Survey 2015



Traffic Enforcement

- 80.8% of respondents were 'very satisfied' or 'satisfied' with the OPP's enforcement of aggressive driving laws.
- 65.4% of respondents were 'very satisfied' or 'satisfied' with the OPP's enforcement of distracted driving laws.



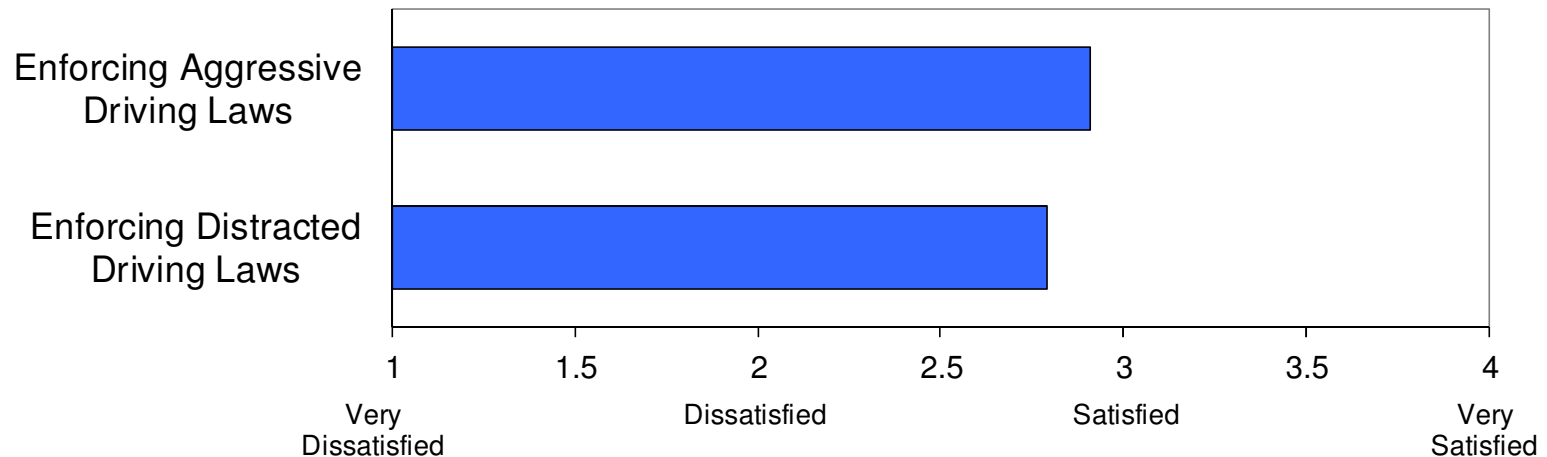
	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied
Enforcing aggressive driving laws*	13.1%	67.7%	16.8%	2.4%
Enforcing distracted driving laws	14.8%	54.6%	24.8%	5.7%

*for example, laws against speeding and/or improper lane changing



Traffic Enforcement

- On average, respondents were slightly less than 'satisfied' with the OPP's enforcement of aggressive driving laws (2.91/4).
- On average, respondents were also less than 'satisfied' with the OPP's enforcement of distracted driving laws (2.79/4).
 - However, satisfaction with the OPP's enforcement of distracted driving laws increased significantly since the 2014 Provincial CSS (2.63/4).





Traffic Enforcement

- Respondents who said the OPP's efforts at enforcement traffic laws should stay at current levels were more satisfied with the OPP's enforcement of aggressive driving laws (3.11/4) compared to respondents who said efforts should be increased (2.73/4) or decreased (2.67/4).
- Respondents aged 65 and older were more satisfied with the OPP's enforcement of distracted driving laws (2.87/4) compared to respondents aged 64 and younger (2.75/4).
- Respondents living in areas primarily policed by the OPP were significantly more satisfied with the OPP's enforcement of distracted driving laws (2.87/4) compared to respondents from areas policed by non-OPP police services (2.73/4).



Traffic Enforcement

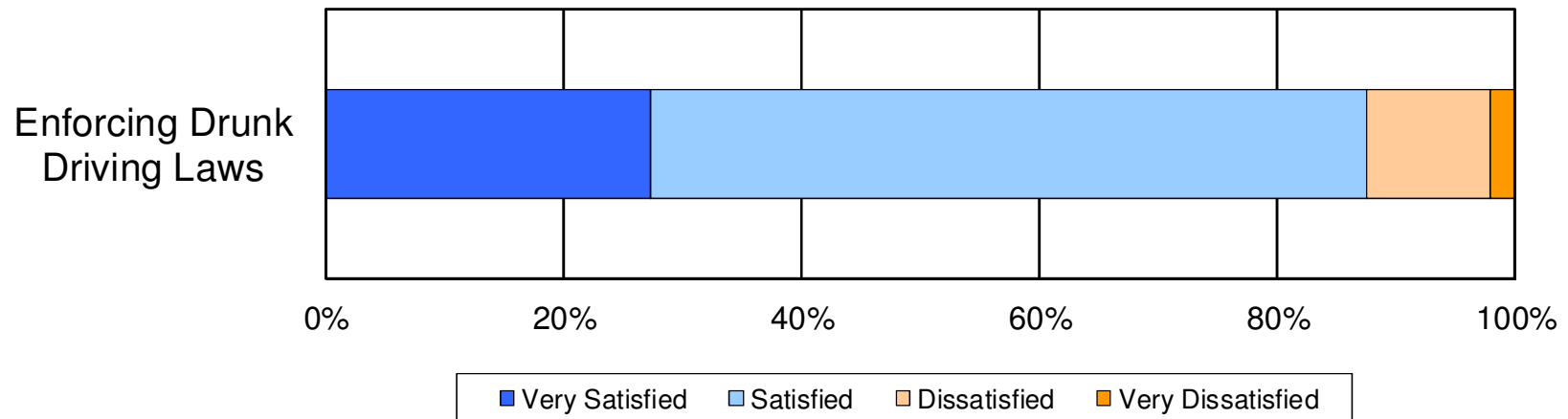
- Respondents who said they travel on Ontario's highways infrequently were significantly more satisfied with the OPP's enforcement of distracted driving laws (2.85/4) compared to respondents who travel the highways frequently (2.74/4).
- Finally, respondents who said the OPP's efforts at enforcing traffic laws should be decreased (2.98/4) or stay at current levels (2.92/4) were more satisfied with the OPP's enforcement of distracted driving laws compared to respondents who said efforts should be increased (2.58/4).

OPP Community Satisfaction Survey 2015



Traffic Enforcement

87.6% of respondents were 'very satisfied' or 'satisfied' with the OPP's enforcement of drunk driving laws

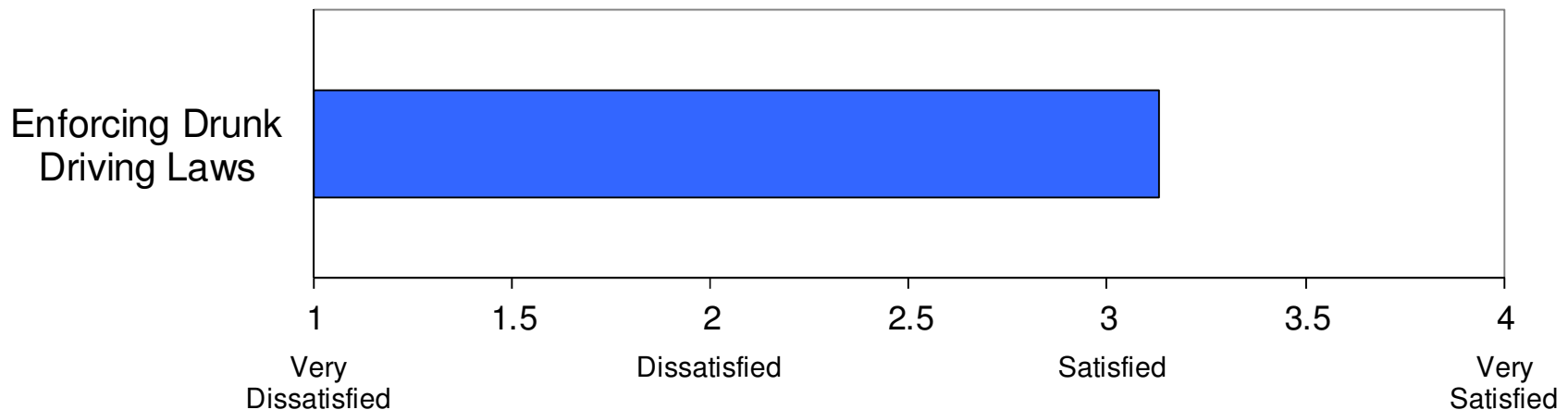


Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied
27.3%	60.3%	10.4%	2.0%



Traffic Enforcement

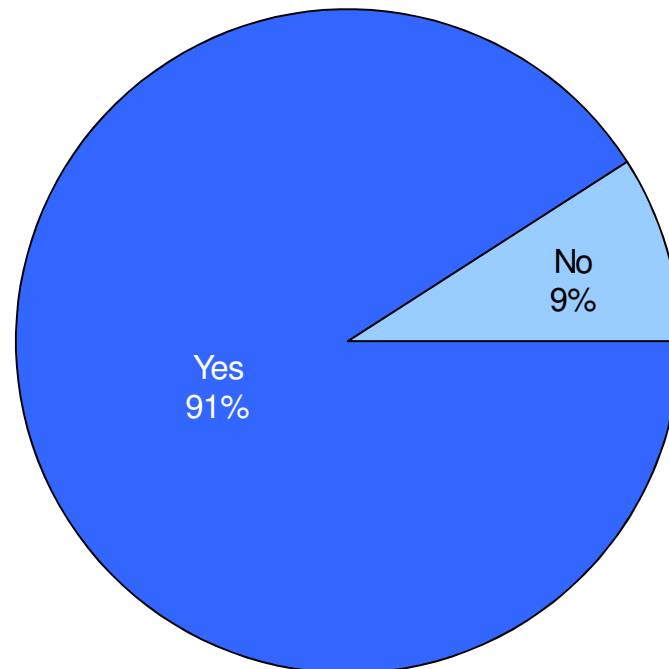
- On average, respondents were 'satisfied' with the OPP's enforcement of drunk driving laws (3.13/4).
- Respondents who said the OPP's efforts at enforcing traffic laws should stay at current levels were significantly more satisfied (3.24/4) with the OPP's enforcement of drunk driving laws compared to respondents who said efforts should be increased (3.00/4) or decreased (2.83/4).





Awareness of Impaired Driving Laws

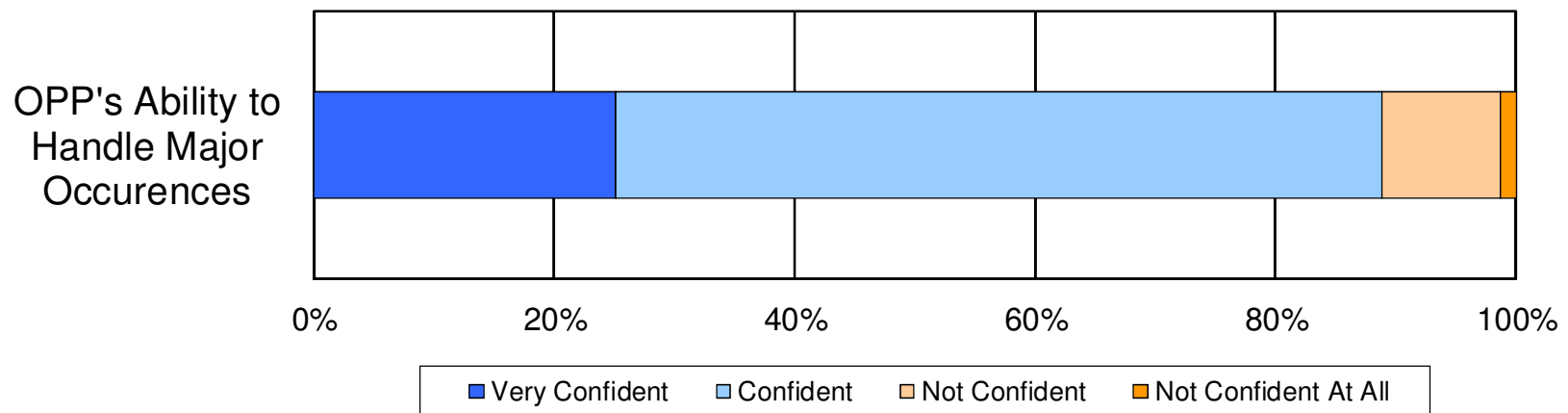
- Respondents were informed that the definition of impaired driving includes impairment by drugs. Respondents were then asked if they were aware that they may be charged with impaired driving if drugs they have taken have affected their ability to drive. The results are presented in the chart below.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





Major Occurrences

88.8% 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.

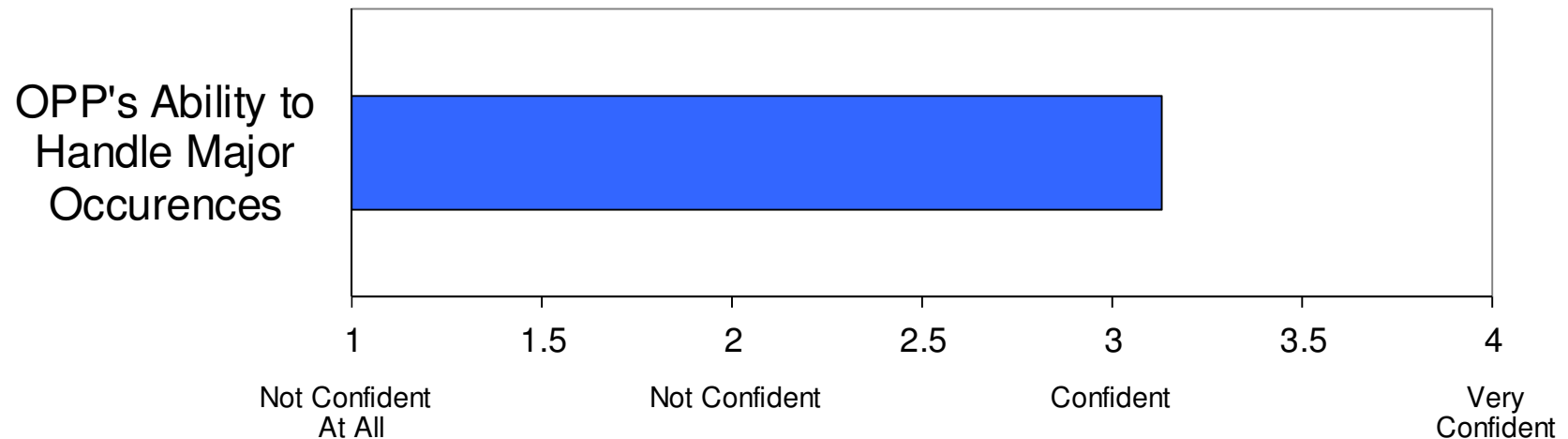


Very Confident	Confident	Not Confident	Not Confident At All
25.1%	63.7%	9.9%	1.2%



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 living in the South area code region were more satisfied (3.27/4) with the OPP's ability to handle major occurrences compared to respondents from the GTA area code region (3.06/4).





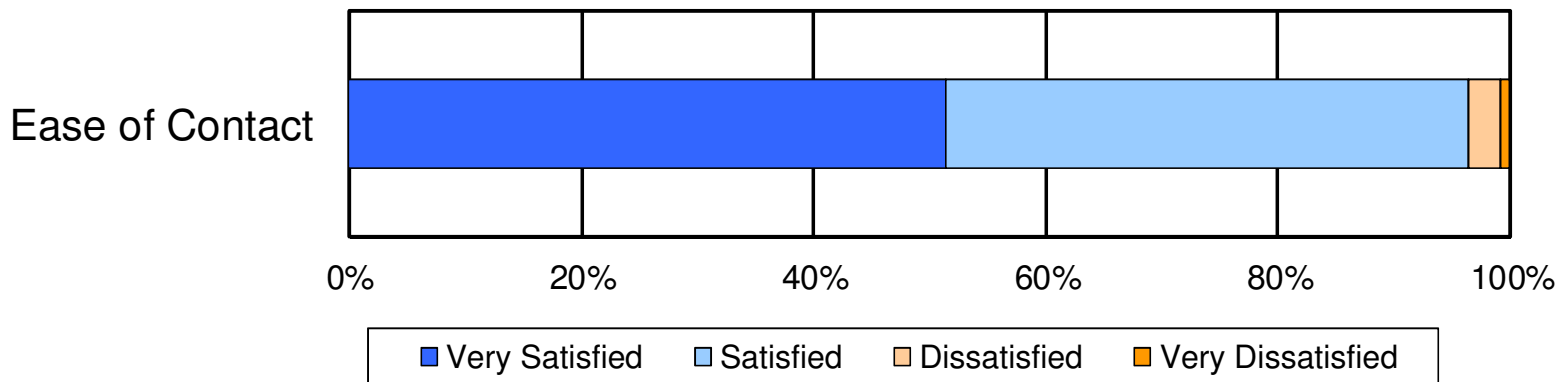
Ease of Contacting the OPP

- In total, 114 respondents (or 11.3%) said they had personally contacted the OPP in the past year.
- Significantly more respondents from the South (17.0%), West-Central (16.4%) and East (14.4%) area code regions said they personally contacted the OPP in the past year compared to respondents from the GTA area code region (6.5%).
- Significantly more respondents aged 64 and younger (15.1%) contacted the OPP in the past year compared to respondents aged 65 and older (8.3%).
- Significantly more respondents living in rural areas (21.5%) contacted the OPP in the past year compared to respondents living in urban areas (9.6%).
- Understandably, significantly more respondents from areas primarily policed by the OPP personally contacted the OPP in the past year (22.5%) compared to respondents living in areas primarily policed by non-OPP police services (7.3%).



Ease of Contacting the OPP

● Of the 114 respondents who said they had personally contacted the OPP in the past year, 96.4% were 'very satisfied' or 'satisfied' with the ease of contacting the OPP.

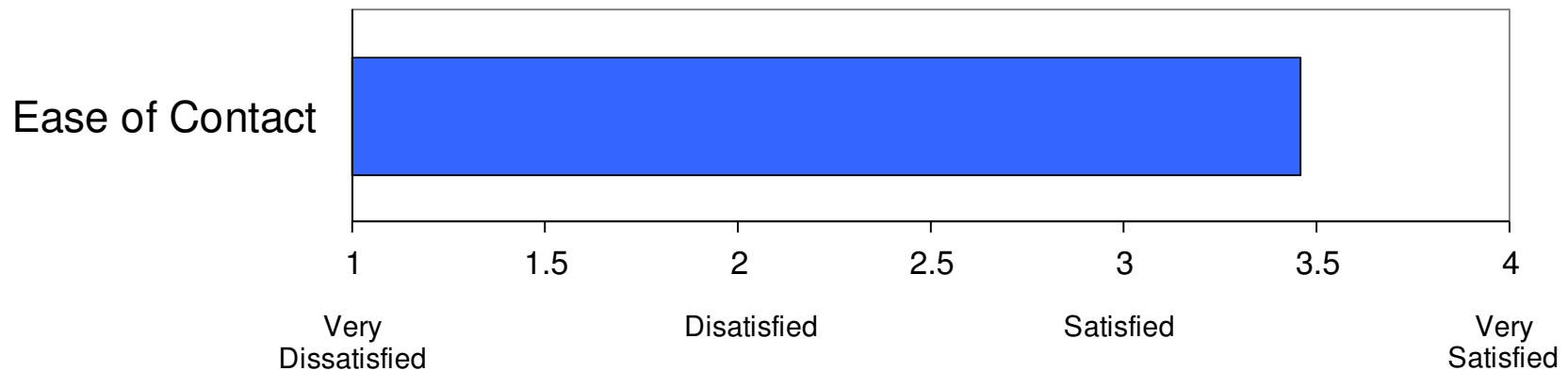


Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied
51.3%	45.1%	2.7%	0.9%



Ease of Contacting the OPP

- On average, respondents were part way between 'satisfied' and 'very satisfied' with the ease of contacting the OPP (3.46/4).
- There were no statistically significant differences found between regions, genders, age groups or any other factor of interest in the current survey cycle.





Ease of Contacting the OPP

Reasons for Dissatisfaction

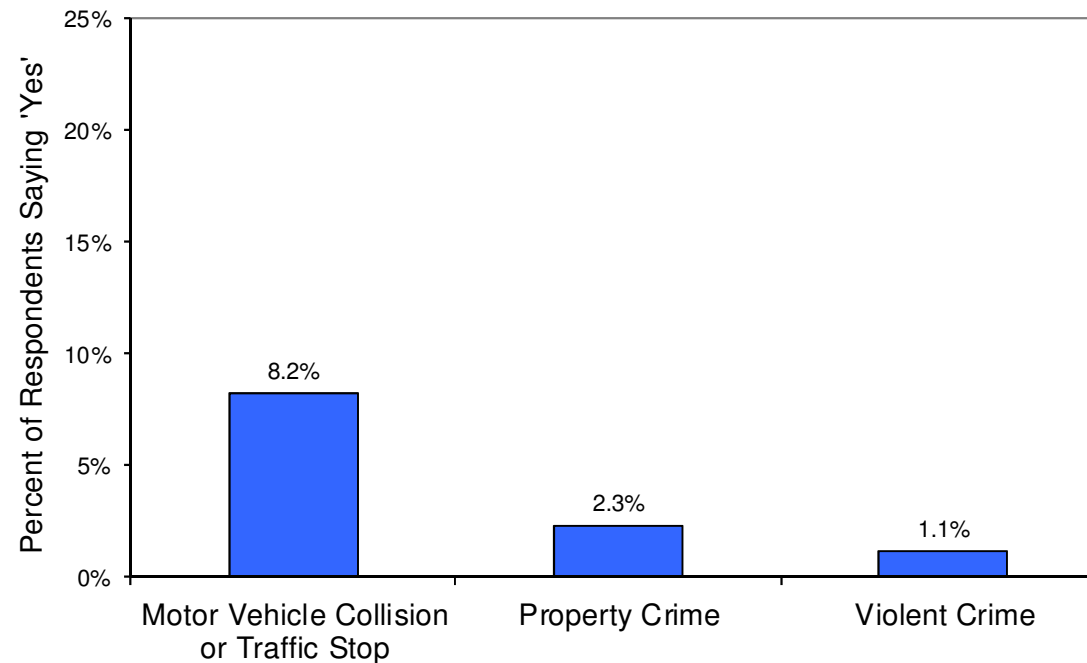
- A total of 6 respondents said they were 'very dissatisfied' or 'dissatisfied' with the ease of contacting the OPP. These respondents were asked to describe their reasons for dissatisfaction.
 - The 4 respondents who said they were 'dissatisfied' all cited distance/response time related issues as the source of their dissatisfaction.
 - The 2 respondents who were 'very dissatisfied' both cited call-taker/officer conduct-related reasons, and one mentioned an additional reason related to frustrations with call-centre protocol/procedures

OPP Community Satisfaction Survey 2015



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 (8.2%), as a result of a property crime (2.3%), and/or as a result of a violent crime (1.1%).
- **Note:** Multiple responses were possible, but only 10 respondents (or 1.0%) 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.





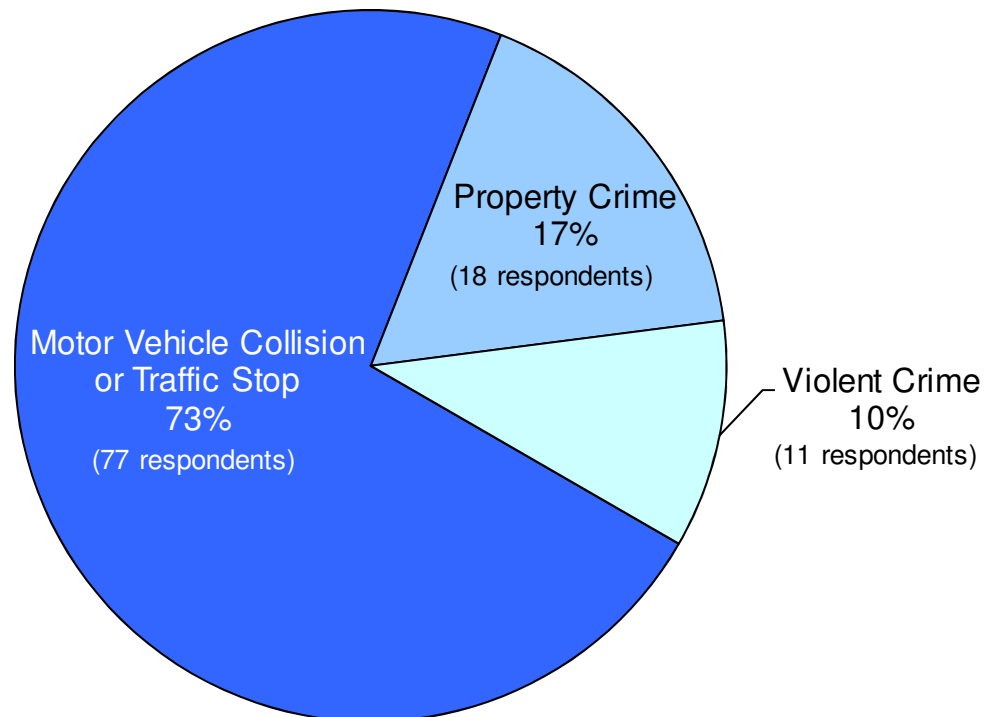
Contact Due To Incident

- Significantly more respondents from the West-Central area code region (13.9%) had contact with the OPP in the past year due to a motor vehicle collision or traffic stop compared to respondents from the South (12.1%), East (10.9%), North (9.9%) and GTA (4.0%) area code regions.
- Respondents living in rural areas (18.4%) were significantly more likely to have contact with the OPP due to a motor vehicle collision or traffic stop compared to respondents living in urban areas (6.8%).
- Intuitively, significantly more respondents living in areas primarily policed by the OPP had contact with the OPP due to a motor vehicle collision or traffic stop (17.6%) compared to respondents living in areas primarily policed by non-OPP police services (5.9%).
- Significantly more male respondents (13.1%) had contact with the OPP in the past year due to a motor vehicle collision or traffic stop compared to female respondents (8.0%).
- Respondents aged 64 and younger (11.4%) were significantly 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 (7.3%).
- Respondents who travel Ontario's highways frequently were significantly more likely to have contact with the OPP due to a motor vehicle collision or traffic stop (13.5%) compared to respondents who use the highways infrequently (7.4%).



Contact Due To Incident

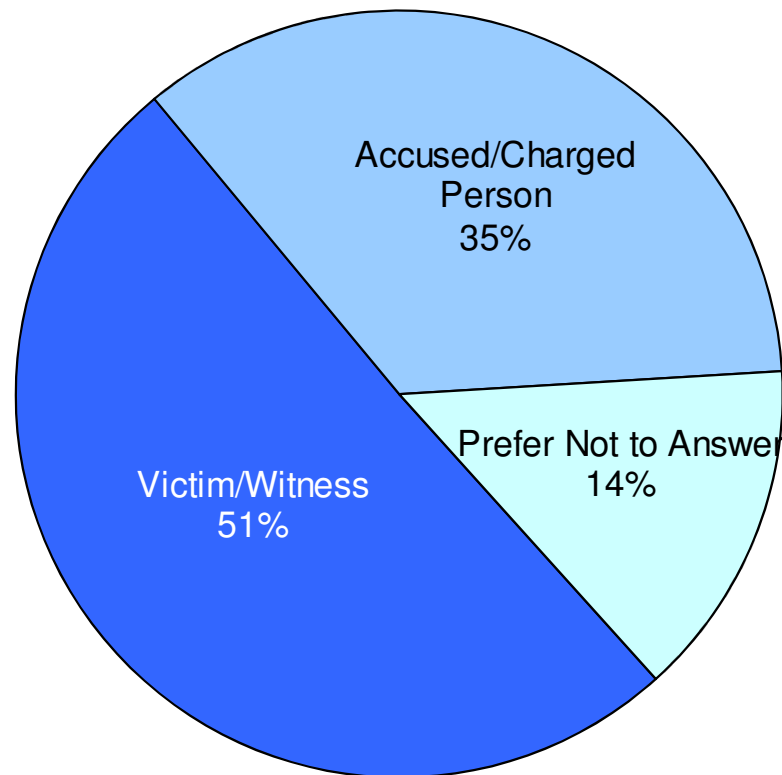
● In total, 106 respondents (or 10.5%) had contact with the OPP over the past year due to a motor vehicle collision/traffic stop, property crime incident or violent crime incident. The most recent incident type which lead to the contact with the OPP is presented in the chart below. The next few slides examine satisfaction with the contact had with the OPP for each of these groups.





Contact Due To Incident – Motor Vehicle Related

• For the 77 respondents whose most recent contact with the OPP in the past year was due to a motor vehicle collision or traffic stop, half (50.6%) were victims or witnesses, a third (35.1%) were accused/charged persons and the remaining 14.3% of respondents preferred not to answer this question.

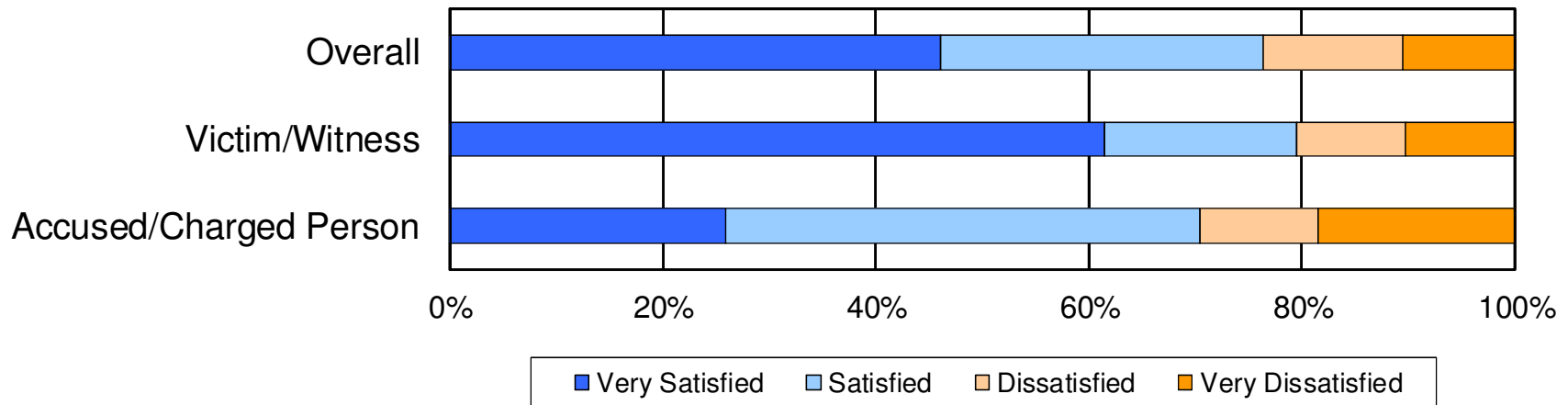


OPP Community Satisfaction Survey 2015



Contact Due To Incident – Motor Vehicle Related

● Overall, 76.4% 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 increases to 79.4% when only considering victims and witnesses, and the proportion drops to 70.3% when only considering those accused or charged.

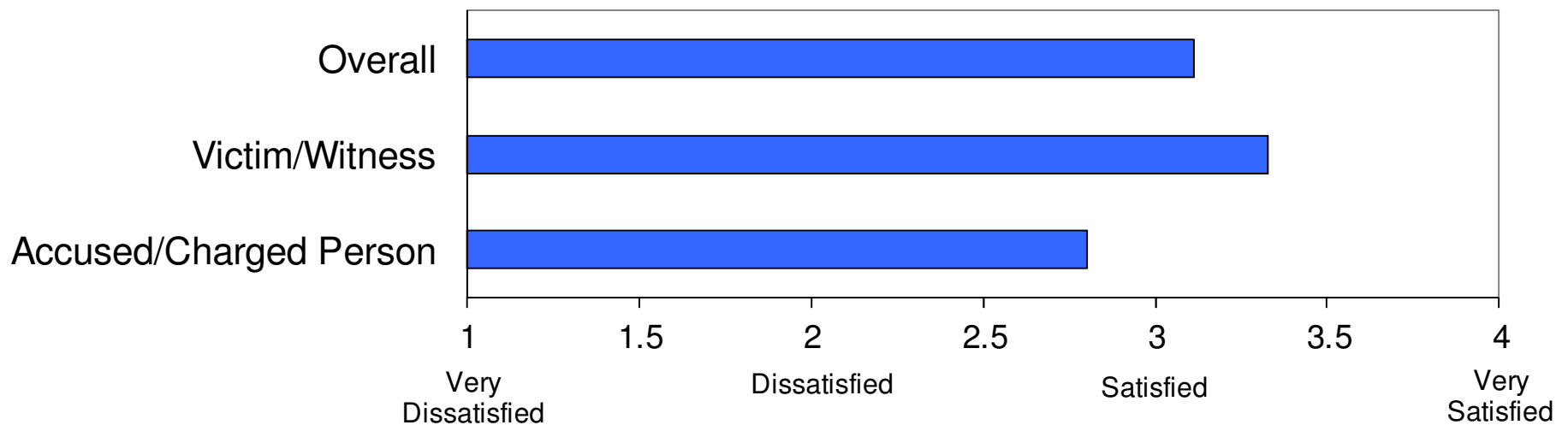


	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied
Overall	46.1%	30.3%	13.2%	10.5%
Victim/Witness	61.5%	17.9%	10.3%	10.3%
Accused/Charged Person	25.9%	44.4%	11.1%	18.5%



Contact Due To Incident – Motor Vehicle Related

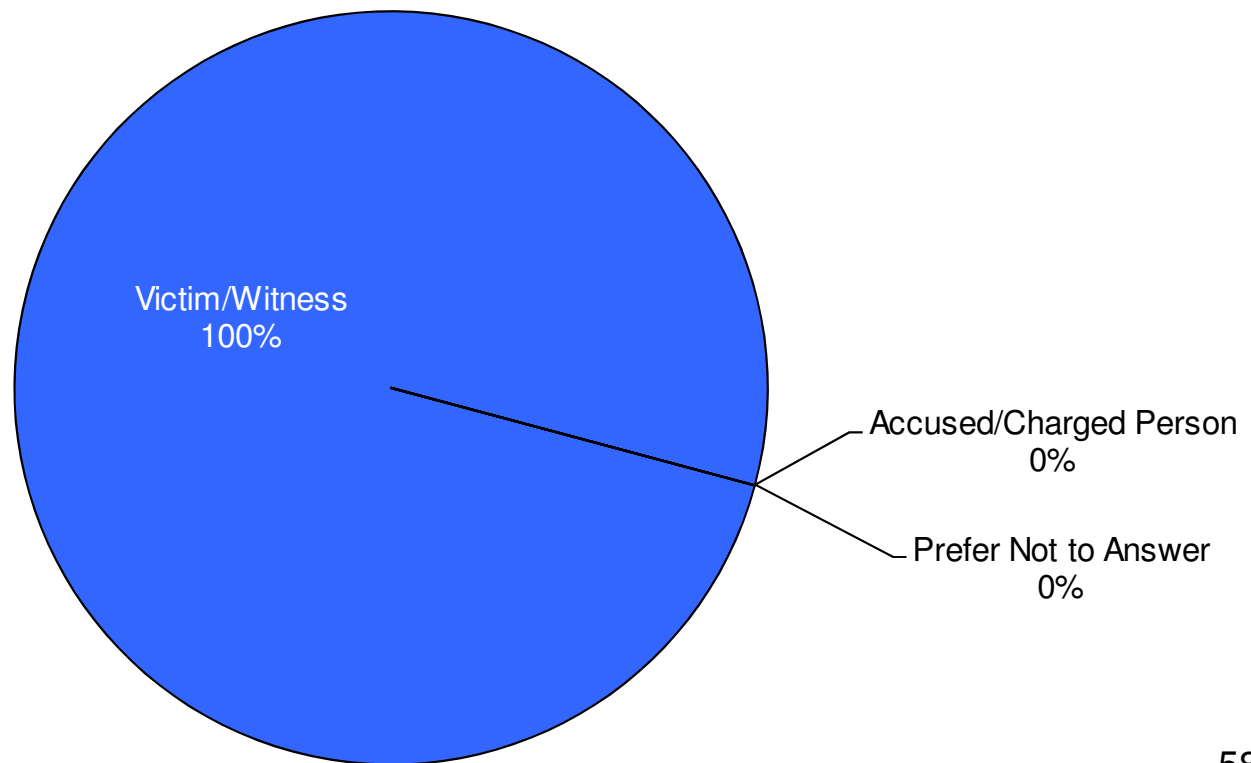
- On average, those respondents who had contact with the OPP in the past year due to a motor vehicle collision or traffic stop said they were part way between 'very satisfied' and 'satisfied' with the contact they had (3.18/4)
- Victims/witnesses were significantly more satisfied with the contact they had with the OPP (3.31/4) compared to those who were accused/charged (2.85/4).





Contact Due To Incident – Property Crime

● For each of 18 respondents whose most recent contact with the OPP in the past year was due to a property crime incident, they were a victim or witness to the incident (100.0%).

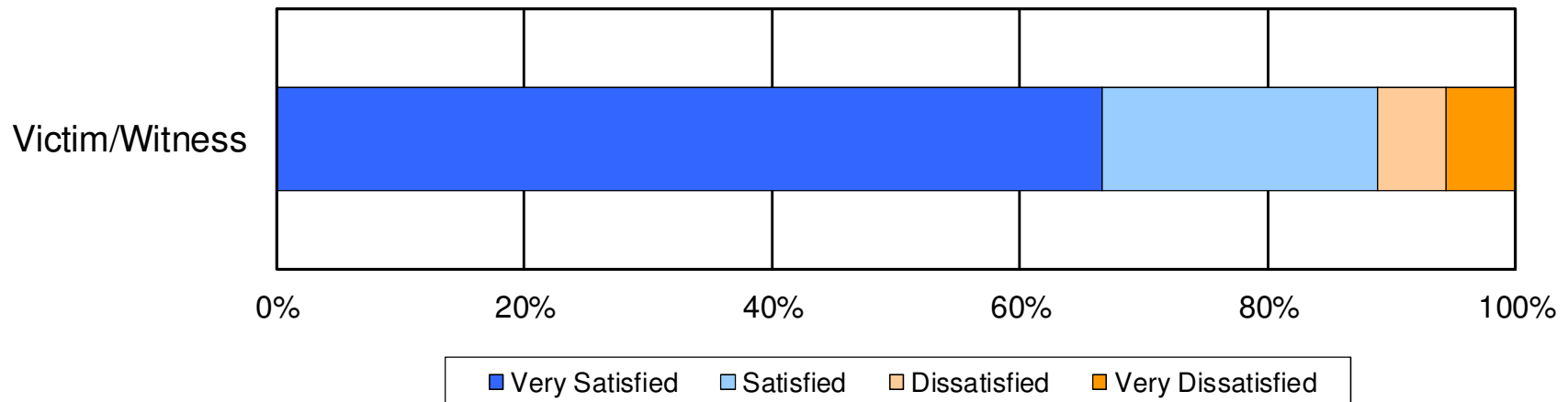


OPP Community Satisfaction Survey 2015



Contact Due To Incident – Property Crime

- The 18 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.
- 88.9% of these victims/witnesses to property crime incidents were 'very satisfied' or 'satisfied' with the contact they had with the OPP.

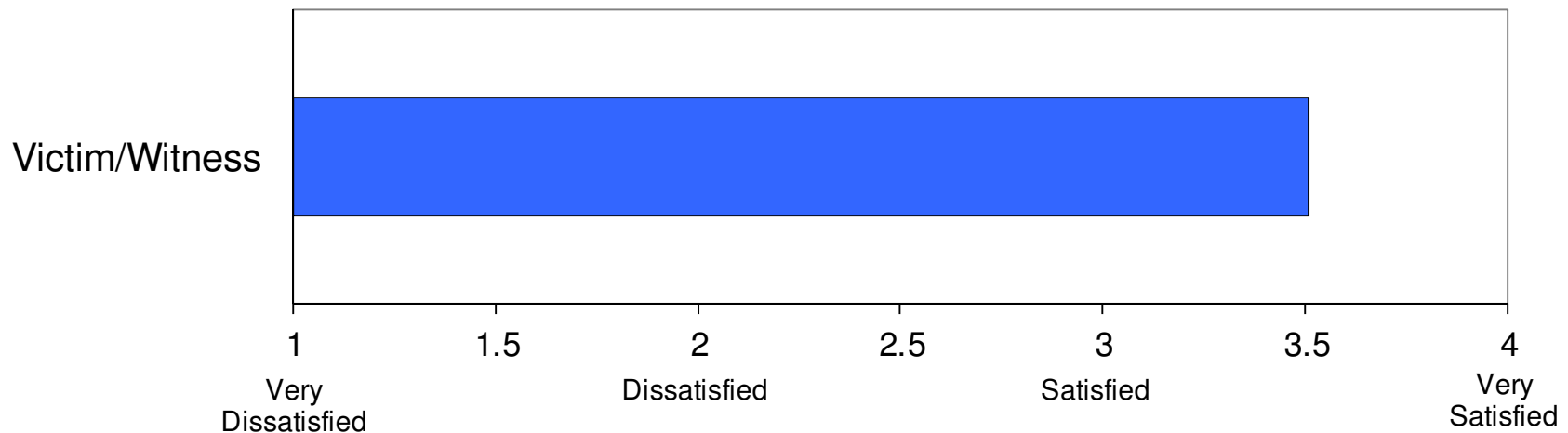


Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied
66.7%	22.2%	5.6%	5.6%



Contact Due To Incident – Property Crime

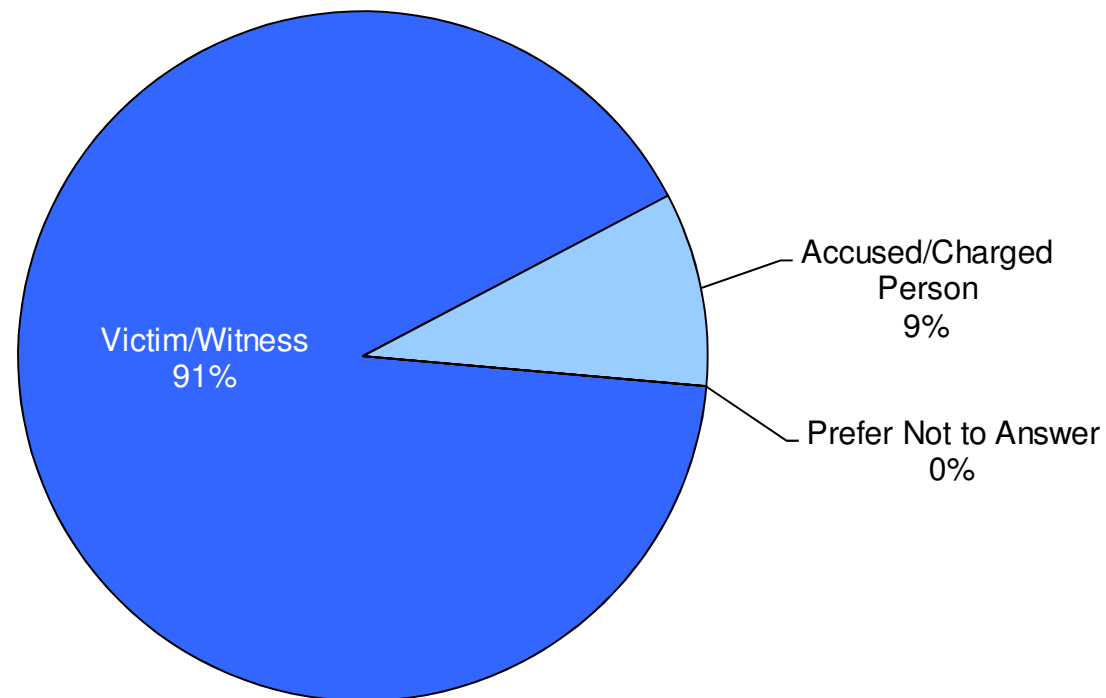
- On average, victims/witnesses of property crimes said they were part way between 'satisfied' and 'very satisfied' with the contact they had with the OPP as a result of the incident (3.51/4).
- No comparisons were made between victims/witnesses and accused/charged persons or those who preferred not to answer, due to insufficient numbers of respondents in the latter groups.





Contact Due To Incident – Violent Crime

- For the 11 respondents whose most recent contact with the OPP in the past year was due to a violent crime incident, the vast majority (90.9%) were victims or witnesses, one reported being accused or charged (9.1%), and no respondents preferred to keep their contact type confidential.

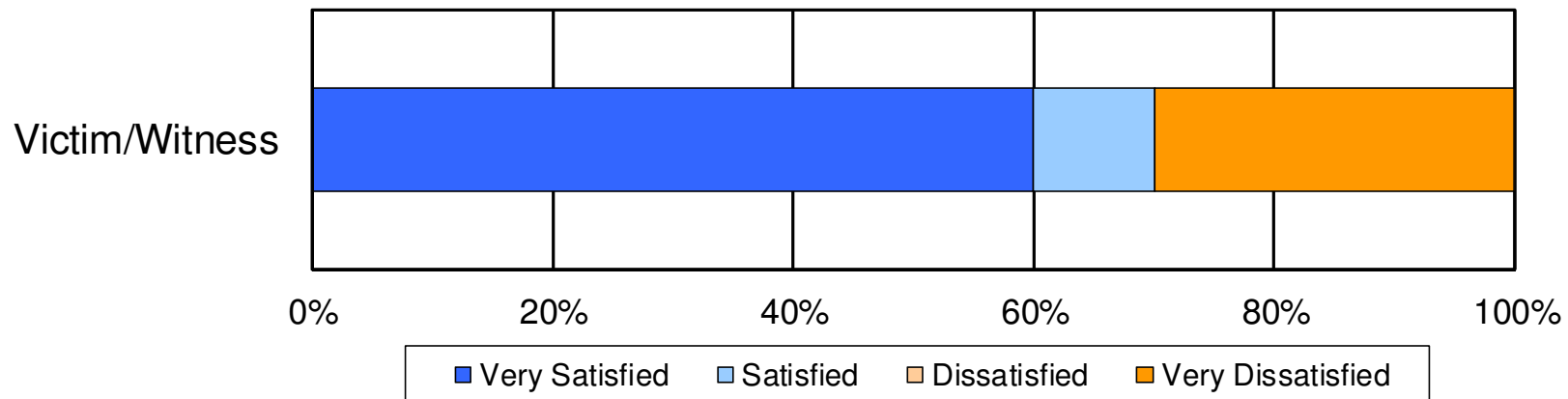


OPP Community Satisfaction Survey 2015



Contact Due To Incident – Violent Crime

- 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.
- 70.0%% of the victims/witnesses were ‘very satisfied’ or ‘satisfied’ with the contact they had.

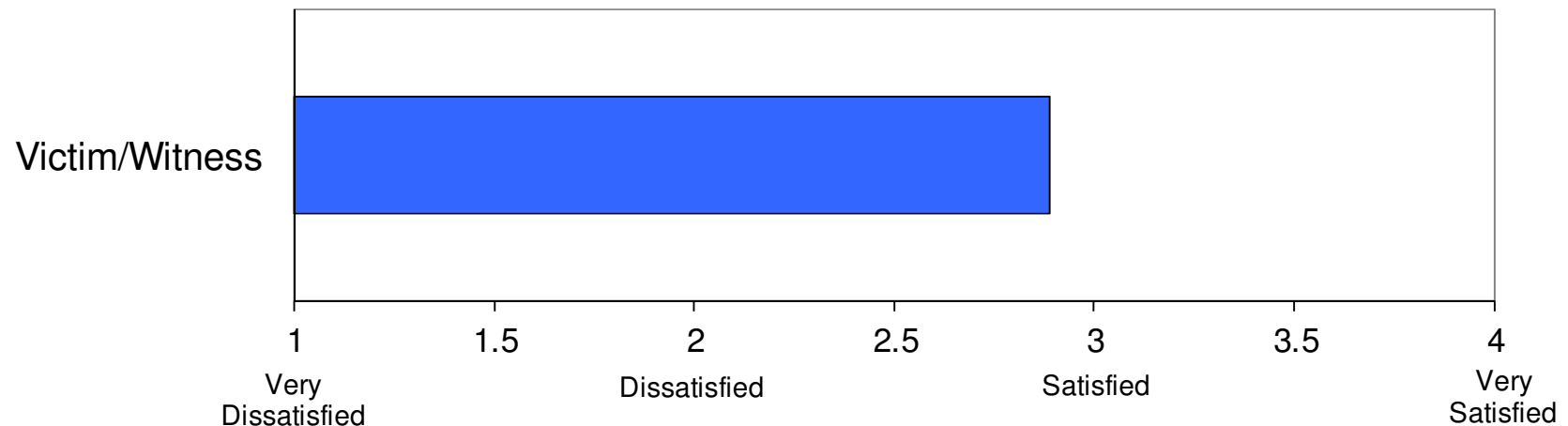


Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied
60.0%	10.0%	0.0%	30.0%



Contact Due To Incident – Violent Crime

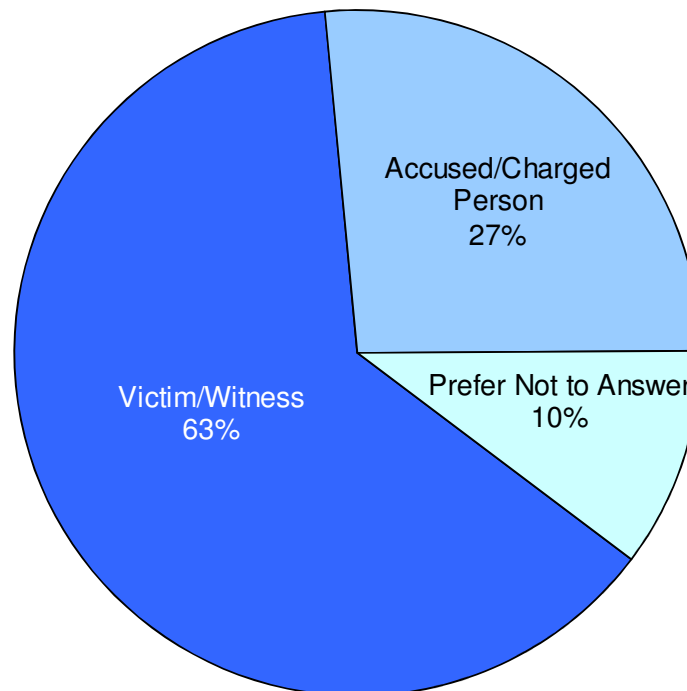
- On average, victims/witnesses of violent crimes were less than 'satisfied' with the contact they had with the OPP as a result of the incident (2.89/4).
- No comparisons were made between victims/witnesses and accused/charged persons or those who preferred not to answer, due to insufficient numbers of respondents in the latter groups.





Contact Due To Incident – Overall

- Overall, irrespective of the *type* of incident, a total of 106 respondents (or 11.2%) had contact with the OPP in the past year due to an incident.
- Over half of these respondents (63.2%) were victims/witnesses to the incident in question, just over one-quarter (26.4%) were accused/charged persons and the remaining 10.4% preferred not to answer this question.

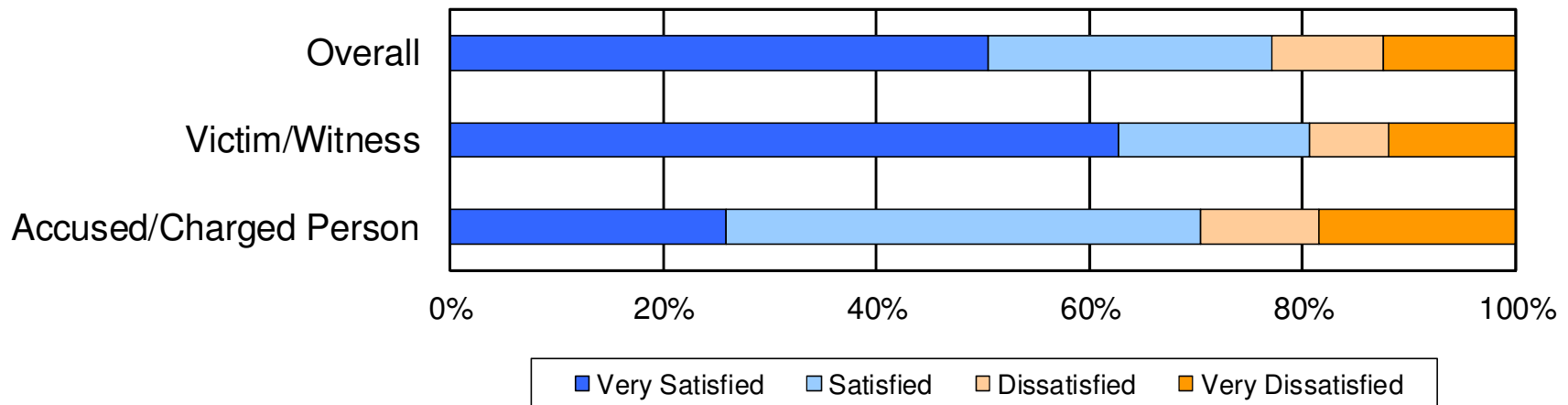


OPP Community Satisfaction Survey 2015



Contact Due To Incident – Overall

Overall, 77.2% of respondents were ‘very satisfied’ or ‘satisfied’ with the contact they had with the OPP due to an incident. This proportion increases to 80.6% when only considering victims and witnesses, and the proportion drops to 70.3% when only considering accused or charged persons.

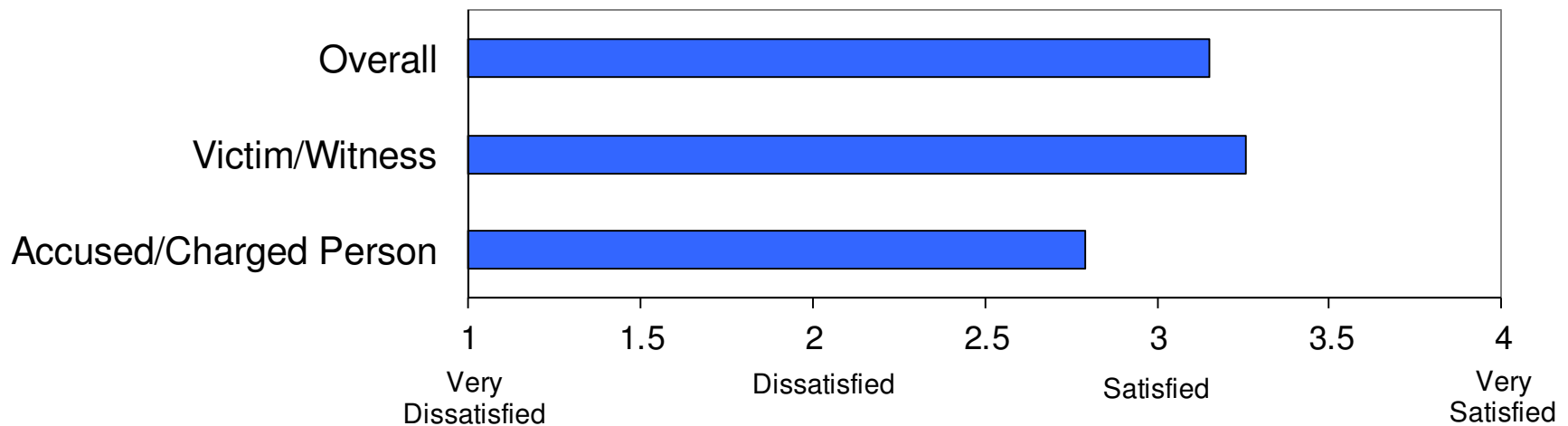


	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied
Overall	50.5%	26.7%	10.5%	12.4%
Victim/Witness	62.7%	17.9%	7.5%	11.9%
Accused/Charged Person	25.9%	44.4%	11.1%	18.5%



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 (3.15/4).
- Respondents whose most recent contact with the OPP was as a victim/witness to an incident were significantly more satisfied (3.26/4) with the resulting contact they had with the OPP compared to respondents who were accused/charged (2.79/4).





Contact Due To Incident – Overall

Reasons for Dissatisfaction

- 12 respondents said they were ‘dissatisfied’ and another 16 respondents said they were ‘very dissatisfied’ with the actual contact they had with the OPP as a result of the motor vehicle collision, traffic stop, property crime or violent crime incident. These respondents were asked to describe their reasons for dissatisfaction.
 - In general, respondents who were ‘dissatisfied’ or ‘very dissatisfied’ with the contact they had with the OPP resulting from a motor vehicle collision or traffic stop cited conduct/attitude reasons for their dissatisfaction significantly more so than respondents who were involved in property or violent crimes.
 - Victims/witnesses of property crimes were significantly more likely than those involved in violent crime or motor vehicle incidents to cite ‘ineffective service’ as the cause of their dissatisfaction.



Contact Due To Incident – Overall

Reasons for Dissatisfaction (cont.)

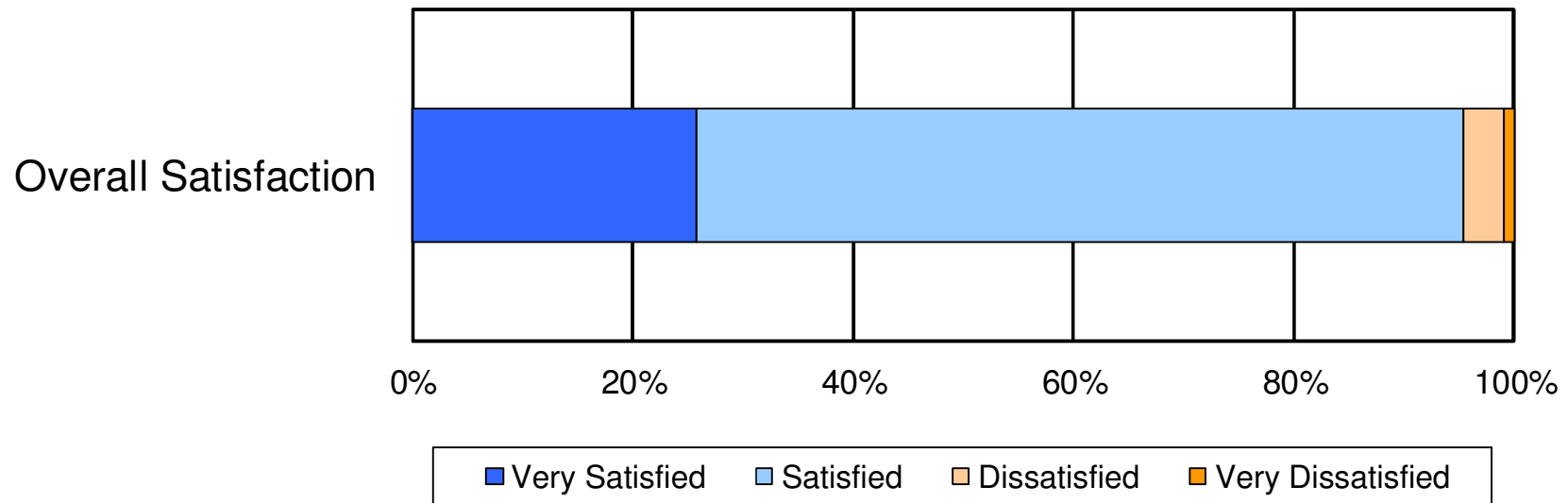
- Victims/witnesses in general were significantly more likely to mention 'ineffective service' as a source of their dissatisfaction whereas accused/charged persons were more likely to cite reasons such as 'negative outcomes due to police intervention' and 'perceived overuse/abuse of authority'.
- A significantly higher proportion of respondents from the West-Central area code region cited perceived 'overuse/abuse of authority' as a reason for their dissatisfaction compared to all other regions

OPP Community Satisfaction Survey 2015



Overall Satisfaction

- All things considered, 95.6% of respondents were 'very satisfied' or 'satisfied' with the overall quality of police service provided by the OPP.



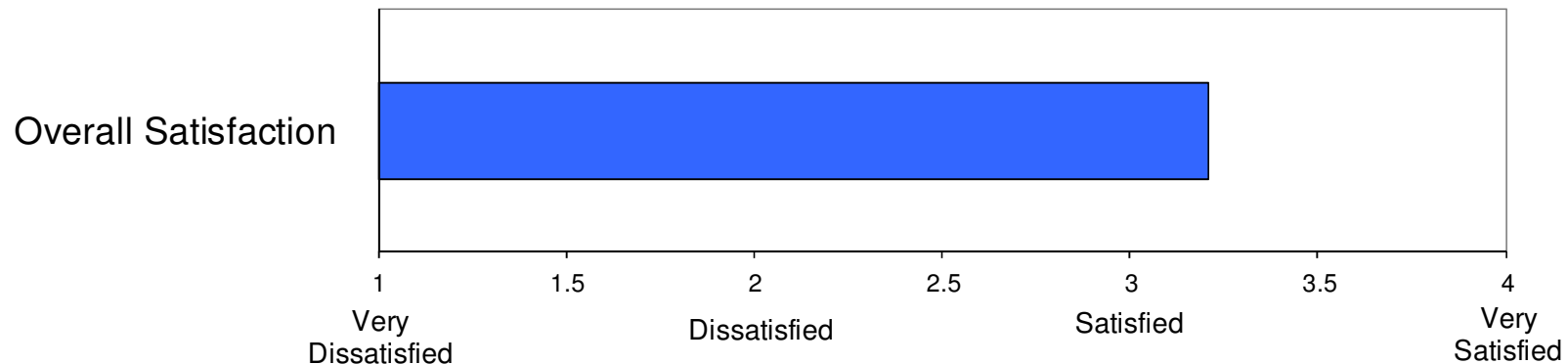
Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied
25.9%	69.7%	3.7%	0.8%

OPP Community Satisfaction Survey 2015



Overall Satisfaction

- On average, respondents were part way between 'satisfied' and 'very satisfied' with the overall quality of police service provided by the OPP (3.21/4).
- Respondents living in the South (3.30/4) and East (3.26/4) area code regions were significantly more satisfied with the overall quality of police service provided by the OPP compared to respondents living in the West-Central area code region (3.11/4).
- Respondents who felt that the OPP's efforts at enforcing traffic laws should stay at current levels (3.27/4) or be increased (3.17/4) were significantly more satisfied with the overall quality of police service provided by the OPP compared to respondents who felt efforts should be decreased (2.64/4).

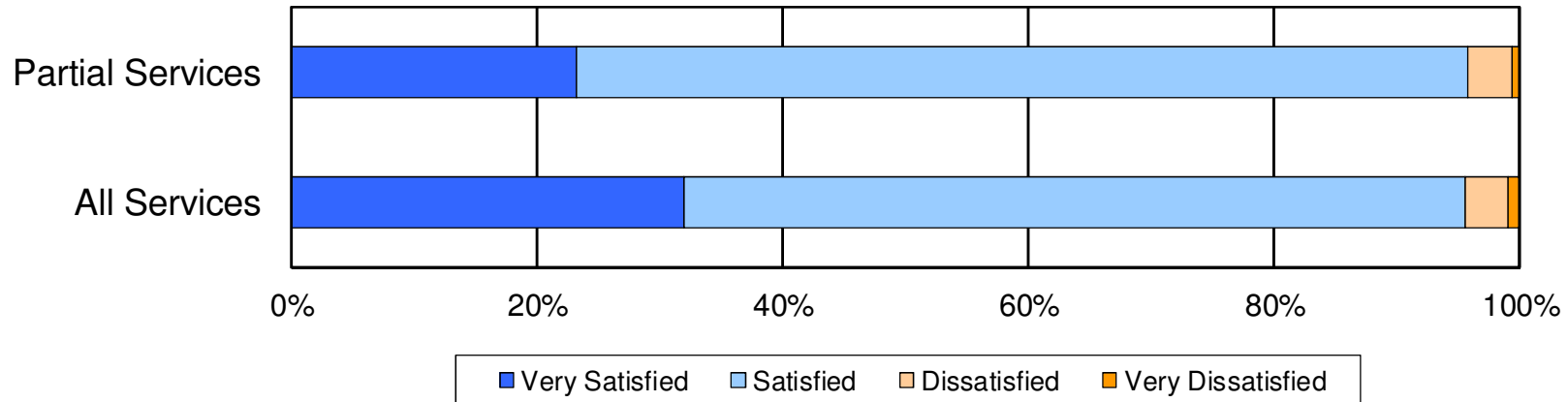


OPP Community Satisfaction Survey 2015



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.).
- 95.8% of respondents from non-OPP policed areas were 'very satisfied' or 'satisfied' with the *partial* services provided to them. Similarly, 95.6% of respondents living in areas primarily policed by the OPP were 'very satisfied' or 'satisfied' with *all* services provided by the OPP.



	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied
Partial Services	23.2%	72.5%	3.6%	0.7%
All Services	32.0%	63.6%	3.5%	0.9%

OPP Community Satisfaction Survey 2015



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 (3.24/4) with the quality of police services provided by the OPP as respondents living in areas receiving *partial* OPP services (3.19/4).

