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PUBLIC NEEDS SURVEY

2005

Submitted to

Superintendent Rob Brown

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Prepared by:

Joan Atchison, Planner-Analyst, MBA
Corporate Services Division

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Executive Summary

The *Public Needs Survey* was conducted as part of the business planning process in September of 2005. The main purpose of the *Survey* is to determine the needs and concerns of the citizens of London with respect to the LPS programs and service delivery.

The *Survey*, as a measurement tool, provided a means to determine the community's level of satisfaction with regards to the various services provided, and to measure the progress of specific performance indicators as outlined in the LPS Business Plan (2004 – 2006).

An excellent response rate of 34.3% (1,370 completed surveys) provided a solid sampling of opinions, fulfilling the objective of gathering information that is representative of the community. The results of the *Survey* indicate that, overall, the respondents are satisfied with the LPS personnel, customer service, and the programs that are provided by the LPS. Notwithstanding their general satisfaction, residents expressed some specific concerns. Similar to the results of the 2002 *Survey*, residents indicate that they feel relatively safe in all circumstances with the exception of "Parks" and "Downtown" at night. However, the feelings of safety in these areas have improved since 2002.

The primary concerns that have emerged since the 2002 *Survey* are related to "crimes with weapons", "weapon control", and "violence in general." When asked about specific solutions to problems, an overwhelming majority of respondents (94.3%) agreed that the LPS should "do more patrolling/be more visible in the community." Furthermore, the majority of respondents (82.7%) agreed that "more officers should be hired." Most of the respondents (71%) are also willing to pay more property taxes per year if the money would be used to hire more police officers, increase police visibility, and preserve the current police programs.

Overall, the *Public Needs Survey* process went exceedingly well in terms of fulfilling the purpose and objectives. The high return rate achieved a 95% confidence level with a 2.6% confidence interval. Based on generally accepted research principles (e.g., sample size) and results, we are confident that the results of the survey are a reasonable representation of the community's thoughts, perceptions, and opinions.



Introduction

In 1999, the Ontario government passed Ontario Regulation 3/99, commonly referred to as the “Adequacy Standards Regulation.” The Regulation requires every police service in Ontario to develop a Business Plan, and to consult with members of the community to determine the level of satisfaction with policing, as well as, the direction that the service should be taking relative to the needs of the community.

In conformance with the Adequacy Standards Regulation, the LPS continues to develop a Business Plan in 3 year intervals with maximum input from a broad spectrum of the community and those from within the LPS. In the fall of 1999, 2002, and 2005 a series of public consultation meetings were held with citizens, business leaders, educators, and community organizations. A Public Needs Survey was also conducted along with the public consultations to help determine the citizens’ opinions and recommendations regarding the LPS service delivery.

Three years have passed since the formation of the 2004-2006 Business Plan and now it’s time to develop a new Business Plan for 2007-2009. Hence the Public Needs Survey process is being revisited as one of the main components of the Business Planning process. The Survey has remained an essential business planning tool in that it provides a scientific approach for assessment purposes, as well as, a “two-way” communication flow between the LPS and the community it serves.

The Purpose and Objectives:

The main purpose of the Survey is to determine the current perception of the citizens of London to help ensure that the program development and service delivery of the LPS continues to meet the needs of the community.

Specifically, the objectives of the Survey are as follows:

- To measure the community’s level of satisfaction with respect to the quality of various services provided (e.g., Crime Prevention, Traffic Safety)
- To determine the community’s recommendations for the prioritization of specific policing issues
- To measure the progress of specific performance indicators as outlined within the current LPS Business Plan (2004 – 2006)

The Survey, as one of the components of the community consultative process, will provide valuable quantitative and qualitative findings to be drawn from during the formation of the LPS Business Plan (2007 – 2009).



Development of the Survey:

For the purpose of the Survey, an assumption has been made that the generalizations about the respondents' attitudes towards current police issues and service delivery are also transferable, or applicable, to the population of the City of London as a whole. A concentrated effort has been taken to develop a Survey that will reflect a true representation of the population by minimizing potential biases. The following are some of the factors that were considered during the development of the Survey to ensure content validity and minimal respondent error (refer to the Appendix D for a copy of the cover letter and survey):

- (1) Length of Survey – as the length of a survey increases, the response rate decreases (Young, 1998). An effort has been taken to keep the questionnaire as short as possible (3 pages).
- (2) Clarity of Questions – to help ensure reliability, the LPS Senior Officers reviewed the draft survey. This helps ensure clarity of the questions as well as provides an opportunity to recommend additional questions. A “pilot test” of the sample survey instrument was conducted on a small sample of citizens to ensure clarity of the questions before releasing it to the general population.
- (3) Anonymity / Confidentiality – when respondents names are used, perceived confidentiality can be affected, therefore, the term “resident” was entered in the fields for “addressee” for both the survey envelope and the cover letter. The closing line of the survey instrument provides assurance that individual responses shall remain anonymous. This type of assurance can help to reduce self-selection bias and non-response error (Young, 1998).
- (4) Purpose – the purpose of the survey is explained in the cover letter to encourage participation and help minimize the non-response error.
- (5) Effective Deadline and Easy Return - a return deadline of two weeks was set to help ensure that all respondents have an opportunity to reply. In addition, postage-paid return envelopes were enclosed to provide a free and convenient return. Both of these efforts, along with media releases, help in reducing non-response error.
- (6) Credibility - a cover letter, signed by the Chief of Police, gives the survey the credibility it needs to help increase the response rate.

Scope and Limitations:

Traditionally, any LPS general correspondence is restricted to English, the predominate language within the London community. However, London is a growing community in terms of ethnic diversity, and as a result, there is the potential that some of the selected respondents will be citizens that speak and write in other than the predominate language and are less likely to participate. Nevertheless, it is expected that such cases will be rare, resulting in minimal response bias and impact to the overall findings, and that the results can still be generalized and applied to the population as a whole.



Methodology

The purpose of the survey, as described in the Introduction, is to provide an information base that can assist the Administration of the LPS, in understanding the current needs of the citizens of London. The survey information required to identify the community's needs covers the respondents' attitudes, opinions, and ideas towards police programs, service delivery, and various policing issues. All of this information will help towards developing a Business Plan that is reflective of what the people of London want in terms of service and programs.

Sources of Data:

The data was collected using primary research. A questionnaire was designed to incorporate the desired information mentioned above. The questionnaire includes a variety of question types, mostly fixed response using Likert or category scales (refer to the Appendix D for a copy of the survey).

Sampling:

The following categories outline the decisions that were made to help determine the most effective and efficient data collection process for the Public Needs Survey.

1) Mail vs. Telephone Survey

Research was undertaken in 2002 for the previous Public Needs Survey to help decide whether to use a mail or a telephone survey. A telephone survey would be relatively inexpensive to administer, however, many potential respondents with busy schedules consider a survey call as an unwelcome call. There is a growing trend among the population to have call display and/or call answer and ignore anything other than personal calls. According to an article published by NCR Pearson, telemarketing conducted in the guise of conducting surveys has resulted in the public sentiment that telephone surveys are intrusive. In contrast, a majority of respondents indicate that mailed surveys are not intrusive. Correspondingly, there is an increasing reluctance to conduct telephone surveys, creating a challenge with respect to the recruitment and commitment of telephone interviewers. Besides being less intrusive, a mail survey has the advantage of providing respondents the flexibility to participate at a time that is more suitable to their schedule. Another benefit for mail surveys is the elimination of interview bias. During telephone surveys, an interviewer can influence survey results by mood or tone and respondents may feel pressure to give socially desirable responses. All things considered, a mail survey is preferable when compared to a telephone survey.

2) Sample Size

In accordance with Afreck and Settle's Common Sense Rules (Crocker, 1996), the factors that support minimizing the sample are listed as the following:

- (1) A large proportion of the total projected expenses are for data collection (survey distribution and return). Furthermore, the costs increase dramatically with sample size.

- (2) The analysis and interpretation of the survey data will be based on the entire sample or a few large sub samples.
- (3) According to R.V. Krejcie & D.W. Morgan (Crocker, 1996), a minimum sample (return) size of 384 will be representative of a population parameter of 100,000 or more within plus or minus five percent; at 95 percent, an acceptable confidence level for survey research. *Correspondingly, a sample (return) size of 384 will be representative of the City of London's population parameter of 145,910 households*.*

* based on projected housing figures released by City of London, Finance Dept. for 2005

In light of the foregoing, the following minimum objectives were determined for the sample:

- ▶ 95% confidence level
- ▶ 5% confidence interval
- ▶ target return – 384 surveys

Before determining the exact sample size, it was necessary to project a realistic return rate. The most recent LPS mail survey was conducted in 2002 resulting in a return rate of 36.7%. However, times have changed and so have public attitudes towards surveys. Researchers that rely on surveys as their primary data source are increasingly faced with the challenge of declining return rates. For example, the Ontario education poll, conducted three years ago, received less than 2 percent of 4 million questionnaires that were mailed. According to NCS Pearson, a research firm experienced in surveys, the majority of mail surveys distributed by NCS achieve a response rate between 15% and 25%. However, NCS Pearson also points out that each survey situation can be unique. Given the vast number of variables that have the potential to affect response rates (e.g., well-designed survey, pre-notification, and incentives), it can be difficult to estimate return rates.

Erring on the side of caution, a 4,000 sample size was determined to ensure that minimum objective target return rates are met.

3) Contingency Plan

As quoted in an article published by NCS Pearson regarding response rates,

“A survey is only as effective as its weakest link. In general, this tends to be the low percentage of returns frequently found in mail surveys. The response number has a direct effect on the conclusions you can draw from the data.”

In consideration of the foregoing, a contingency plan was developed in the event that return rates ended up being lower than the minimum objectives. A check point was scheduled for the end of September to assess the status of the return rate and determine whether additional survey mail outs will be required to meet the target rate. A check on September 30th revealed a preliminary amount of 1,229 returns which exceeded the target rate and achieved all of the objectives related to the sample size.

4) Random Selection Process

The data collection process is at least as important as the analysis process. In particular, a sample should be representative of the population. A generally accepted research principle is that random sampling is often the best way to achieve this.

A random selection process was achieved by shuffling an exported database (100,000 plus records). First, a random number generation formula was applied to scramble the residential addresses that were initially sorted in ascending order by street address within an Excel spreadsheet. Then, the first 4,000 records were selected for the random sample. The process is similar to shuffling a deck of cards (database) and then dealing out the required amount of cards (random sample).

Administrative Process:

A mailing of 4,000 surveys was completed by mid September 2005. For convenient return, a postage-paid return envelope was enclosed with the survey. A survey cover letter provided the following information:

- The importance and purpose of the survey
- Survey method - random selection of households
- Instructions for completion and return of the survey

The requested return date for completed surveys was included in both the cover letter and survey as *September 30th, 2005*.

A total of 1,370 residents completed the surveys providing a solid sampling of opinions and a return rate of 34.25%. (95% Confidence Level, 2.6% Confidence Interval)

The survey data was processed with the use of SPSS software. Weighted averaging was applied to the SPSS program to adjust for any over/under representations in terms of age and gender demographics. The data processing was followed by an audit process, assessment of the results, and the development of a summary report.

References

Crocker, O. & Duford, S. (1996). Research Methodology: A Guide for Executives, Windsor: University of Windsor

Young, S. (1998). Asking the staff. Management, 45 (8), 74.

NCS Pearson, <http://www.ncspearson.com/research-notes/subject.htm> (July 22, 2002)



Analysis of the Data

All of the following results are based on valid responses (excluding “don’t knows” and no responses). Refer to Appendix B for a comprehensive report providing the following details for each survey question:

- total # of responses
- total # of “don’t knows”
- total # of no responses

Refer to Appendix C for a comprehensive report of the results from the 2002 Survey.

Communication Strategies

Question # 1

During the past 2 years, the London Police Service has implemented a number of communication strategies to inform the community about public safety issues and police programs. Do you feel that your level of knowledge has increased as a result of these efforts (e.g., media releases, enhanced website)?

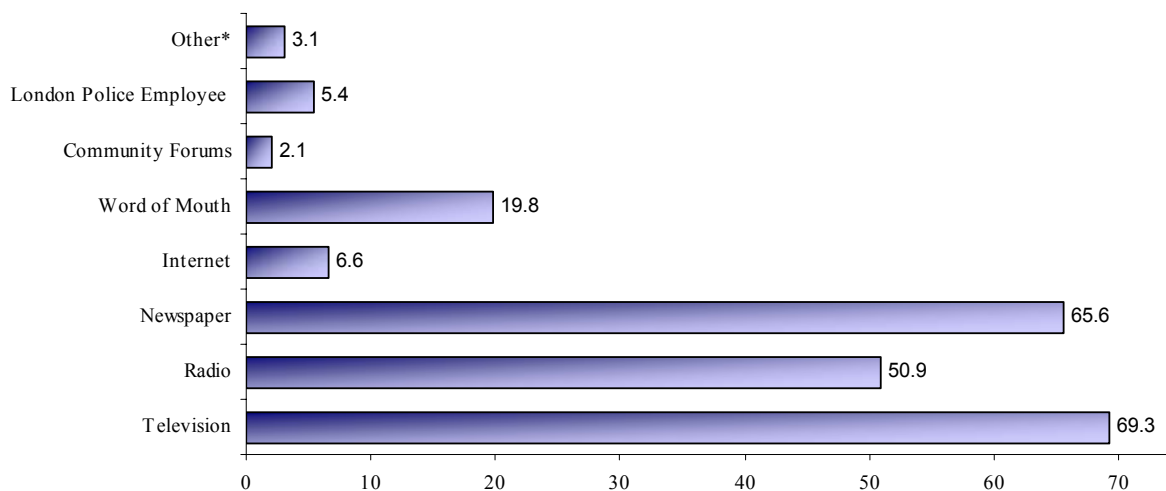
Close to half of the respondents (47.3%) felt that their level of knowledge has increased as a result of various communication strategies implemented by the LPS during the past 2 years.

Question # 2

What are your primary source(s) of information about police activity, programs, and services?

The results show that television (69.3%), newspaper (65.6%), and radio (50.9%) are the respondents’ most primary sources of information. In 2002, the top three responses were newspaper (70.1%), television (69.1%), and radio (56.5%).

Primary Sources of Information in 2005



* A breakdown of the responses included in the “Other” category is provided in Appendix A.

Feeling of Safety

Question # 3

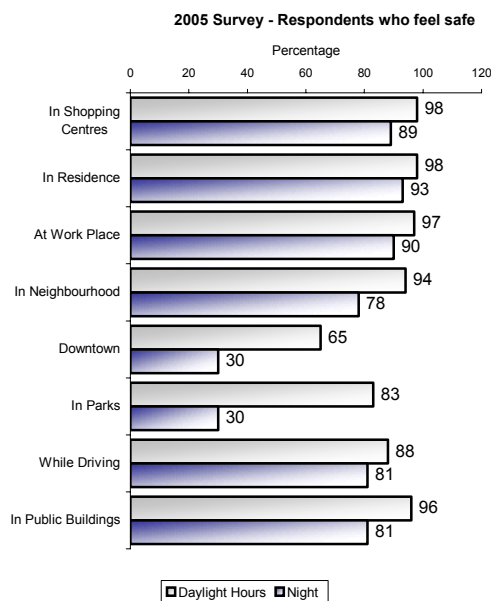
How safe do you feel during the **daylight hours** in London?

Question # 4

How safe do you feel **at night** in London?

In 2005, the majority of respondents felt safe in most circumstances with the exception of “In Parks” at night (30%) and “Downtown” at night (30%).

The following “2002 – 2005 Survey Comparison” shows that respondents are feeling relatively the same in all categories with the exceptions of “In Parks”. The percentage of respondents who felt safe “In Parks” has increased from 80% to 83% during daylight hours and from 22% to 30% at night.



2002 – 2005 Survey Comparisons % of Respondents Who Feel Safe* ...

	During Daylight Hours		At Night	
	2002	2005	2002	2005
In Shopping Centres	98	98	89	89
In Residence	96	98	92	93
At Work Place	97	97	88	90
In Neighbourhood	94	94	79	78
Downtown	68	65	27	30
In Parks	80	83	22	30
While Driving	87	88	80	81
In Public Buildings	96	96	81	81

* Safe and Very Safe

Satisfaction with the Quality of Police Services and Programs

Question # 5

Overall, how satisfied are you with the quality of police services in the City of London?

The majority of respondents (89.0%) are satisfied with the overall quality of police services. The results show a slight improvement when compared to 88.7% who were satisfied in 2002.

Question # 6

How satisfied are you with the quality of police services for the following?

The majority of the respondents are satisfied with the quality of each of the following police services. “Visible police presence” is rated the lowest in terms of satisfaction at 69.8%. However, the results in this category show an improvement when compared to 64.3% who were satisfied in 2002.

	Satisfied or Very Satisfied	
	2002	2005
a) Investigating crime	84.7%	86.5%
b) Responding to specific community problems	78.2%	79.7%
c) Crime prevention	79.6%	77.9%
d) Responding promptly to calls	68.7%	74.6%
e) Visible police presence	64.3%	69.8%
f) Protection of property	67.7%	73.7%
g) Helping victims of crime	82.6%	83.6%
h) Traffic safety (prevention, education, and enforcement)	76.2%	77.0%

Question # 7

a) In the past 2 years, have you been involved in one of our Crime Prevention Programs?

For example, Project Safeguard (a residential Break & Enter Program) or Operation Identification (a program that provides engraving of personal property).

b) How satisfied were you with the Crime Prevention Program(s) that you were involved in?

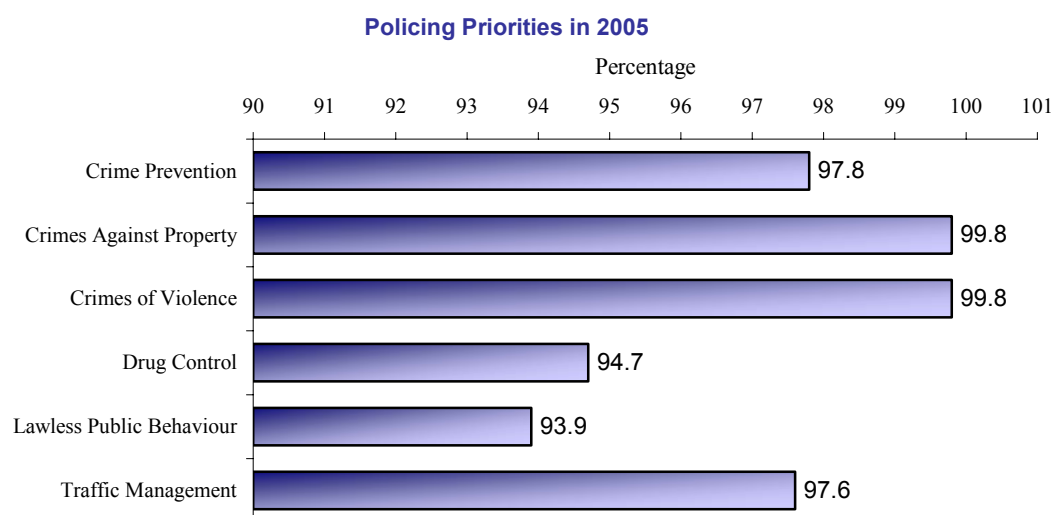
A total of 42 respondents, representing a small minority of 3.1%, indicated that they have been involved in one of the LPS Crime Prevention Programs. However, 83.7% of these respondents are satisfied with the programs.

Policing Priorities

Question # 8

Please indicate whether the following issues, listed in alphabetical order, should continue to be policing priorities for the London Police Service.

A strong majority of respondents agree that each of the following issues should continue to be policing priorities for the LPS. The issues that received the largest response in support of being a policing priority were “Crimes Against Property” and “Crimes of Violence” at 99.8% each. These two issues were also the top priorities in 2002.



Question # 12

What do you think is the most important crime-related or policing problem facing the community and the London Police Service?

A total of 1,113 respondents (81.2%) replied with at least one issue that they perceived to be an important crime-related or policing problem. The top 5 problems are identified as follows:

1. Drugs and drug-related crimes/drug control - 355 responses
2. Weapons (crimes with weapons/weapon control) - 265 responses
3. Violence in general - 165 responses
4. Gangs and gang-related activities - 121 responses
5. Youth (problems and violence) - 108 responses

Note: A complete list of the responses is provided in Appendix A.

In comparison, the top 5 problems in 2002 were identified as follows:

1. Gangs and gang-related activities - 181 responses
2. Youth (problems and violence) - 148 responses
3. Drugs and drug-related crimes - 146 responses
4. Break and Enters - 143 responses
5. Traffic-related concerns (traffic violations) - 132 responses

Police Patrols

Question # 9

How often do you see police patrols in your neighbourhood?

The following survey comparison shows an increase from 2002 to 2005 in terms of respondents reporting that they “Often” or “Very Frequently” see police patrols in their neighbourhood, from 27% to 31%.

2002 – 2005 Survey Comparisons
% of Respondents Who See Police Patrols in Their Neighbourhood

	2002		2005	
Very Frequently	3.2%	} 27%	5.5	} 31.4%
Often	23.8%		25.9	
Rarely	61.2%		54.8	
Never	11.9%		13.9	

Question # 10

Regarding types of police patrols, would you like to have more of the following?

The majority of respondents continue to want to see more patrols of all types with the exception of “Marine Patrols” at 12.7%.

2002 – 2005 Survey Comparisons
% of Respondents Who Would Like to See More of the Following Patrols

	2002	2005
Car Patrols	87.2%	82.8%
Bicycle Patrols	58.4%	59.3%
Marine Patrols	14.4%	12.7%
Motorcycle Patrols	56.0%	52.6%
Foot Patrols	72.1%	69.8%

Reporting Crime

Question # 11

- a) Has anything happened to you or a member of your household within the past year that you thought was a crime, however, you decided not to report it to the police?
- b) Why did you decide not to report the incident to the police?

A total of 226 respondents (16.5%) indicated that they did not report a crime to the police. Most of these respondents (63.9%) replied that they “assumed that police wouldn’t take any action.”

% of Respondents Who Decided Not to Report the Incident to the Police for the Following Reasons:

	2002	2005
Lack of police response in the past	37.7%	37.9%
Assumed police wouldn’t take any action	66.7%	63.9%
It was a personal problem and I wanted to solve it myself	10.1%	7.0%
I was afraid of the reaction of the people involved	18.6%	19.2%
I was afraid of getting involved with the police	7.0%	5.8%
I didn’t know how to contact the police	2.3%	1.4%
It would have been too time-consuming	12.4%	14.5%
Other*	9.3%	17.2%

* A breakdown of the responses included in the “Other” category is provided in Appendix A.

Customer Service

Question # 14

If you have phoned or attended the London Police Service Headquarters within the past 2 years, please answer yes or no to describe your experience.

% of Respondents Who Phoned or Attended the LPS HQ and Answered “Yes” to the Following:

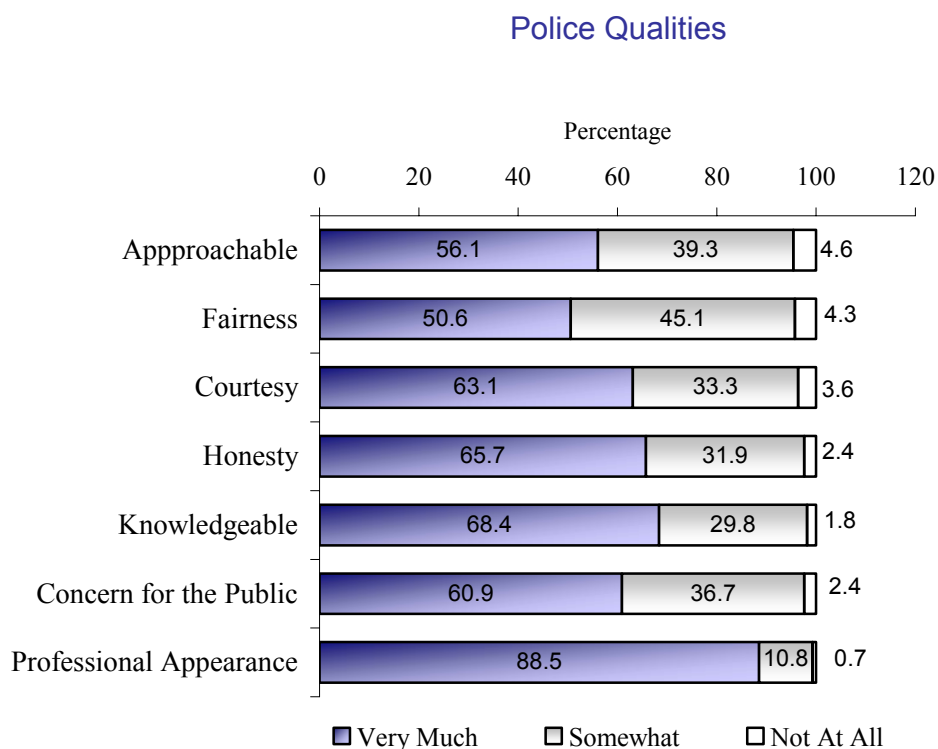
	2002	2005
a) My phone call or enquiry was answered promptly.	77.0%	78.3%
b) The switchboard operator/officer was helpful and efficient.	85.9%	83.6%
c) The person I spoke to after my initial contact was helpful and efficient.	82.5%	81.7%
d) I was told how long it would take for the police to respond to my problem.	58.4%	55.0%

The majority of respondents (78%) indicated that their calls or enquiries were answered promptly. They also felt that their initial and secondary contacts were helpful and efficient. However, only 55% of these respondents were told how long it would take for the police to respond.

Police Qualities

Question # 15

How well do the London police exhibit the following qualities?



The majority of respondents replied with “Very Much” when asked how well the London police exhibit certain qualities. “Professional Appearance” was rated particularly high with a response rate of 88.5% for “Very Much”. The category that was rated the lowest was “Fairness” with a response rate of 50.6% and 45.1% for “Very Much” and “Somewhat”, respectively.

Community Relationships

Question # 16

Tell us how much you agree or disagree with each of the following statements.

% of Respondents Who Agree* With the Following Statements:

The London Police Service ...	Agree*	
	2002	2005
a) has a good working relationship with the community.	91.4%	91.1%
b) is making an effort to become more involved with the community in a positive way.	92.5%	90.2%
c) responds in a fair way when dealing with the various racial, religious, and ethnic communities.	92.6%	88.9%
d) uses authority and force appropriately.	87.9%	85.4%

* Agree and Strongly Agree

The vast majority of respondents (91.1%) agree that the LPS has a good working relationship with the community. Most of the respondents (85.4%) also agree that the LPS uses authority and force appropriately.

Solutions

Question # 13

In your opinion, how could the London Police Service most improve the way it deals with the problems in our community and with those who break the law?

Solutions - % of Respondents Who Answered "Yes" to the Following Statements:

	Yes	
	2002	2005
a) Crack down harder on criminals	91.3%	90.2%
b) Do more crime prevention work	80.9%	80.6%
c) Do more patrolling / be more visible in the community	96.8%	94.3%
d) Enforce laws more strictly	84.7%	81.6%
e) Hire more officers	86.3%	82.7%
f) Provide more information and advice	71.4%	68.8%
g) Spend more time talking to people	75.7%	77.1%

The majority of respondents agree to all of the suggested solutions. The statement that received the most "Yes" responses (94.3%) was "Do more patrolling/be more visible in the community." The statement "Provide more information and advice" received the least "Yes" responses (68.8%).

Taxes

Question # 17

Would you be willing to pay more property taxes per year if the money would be used to hire more police officers, increase police visibility, and preserve the current police programs?

Willing to Pay More Property Taxes - % of Respondents:			
	2002		2005
Yes, \$10 per household	29.4%	} 76.9%	28.3%
Yes, \$25 per household	29.2%		22.8%
Yes, \$50 per household	18.3%		19.9%
No	23.1%		29.1%

} 71%

The majority of respondents (71%) indicated that they are willing to pay more taxes. A comparison from 2002 to 2005 shows the proportion of respondents willing to pay more taxes has decreased by 6%. However, the percentage of respondents willing to pay \$50 more per household has slightly increased (1.6%).

Demographics

The sample demographics were compared to the population of the City of London. While the results showed a very similar representation in terms of postal code segments, there was an over representation in both the “female” and the “55 +” demographic segments. However, weighted averages were applied to the SPSS program to adjust for any of these differences.



Conclusions

Overall, the results of the survey indicate that the respondents are satisfied with the LPS personnel, and the services and programs that are provided by the LPS. Notwithstanding their general satisfaction, residents also expressed the following concerns:

Feelings of Safety:

In 2005, the majority of respondents felt safe in most circumstances. Exceptions are “In Parks” and “Downtown” at night where only 30% felt safe. However, the feelings of safety in these areas have improved since 2002 (3% increase for “Downtown” and 8% increase for “In Parks”).

Police Response:

The majority of the respondents who did not report a crime (within the past year) decided not to because they “assumed the police wouldn’t take any action.” The 2nd most popular response was “lack of police response in the past.”

Police Priorities:

When residents were asked what they consider to be the most important crime-related or policing problem they indicated the following as the top 5 issues:

1. Drugs and drug-related crimes/drug control
2. Weapons (crimes with weapons/weapon control)
3. Violence in general
4. Gangs and gang-related activities
5. Youth (problems and violence)

Solutions:

Residents were also asked how the LPS could most improve the way it deals with the problems in the community and with those who break the law. Similar to 2002, the majority of the respondents agreed to the following as the top 3 solutions:

1. Do more patrolling/be more visible in the community (94.3%)
2. Crack down harder on criminals (90.2%)
3. Hire more officers (82.7%)

The overwhelming response in support of these solutions was further confirmed by results from other sections of the survey. For example, the majority of respondents (68.7%) indicated that they “Rarely” or “Never” see police patrols. However, this represents an improvement in frequency of patrols when compared to 73% who “Rarely” or “Never” saw patrols in 2002. The majority continue to want more Car Patrols (82.8%) and Foot Patrols (69.8%).

Most residents (71%) are willing to pay more property taxes per year if the money would be used to hire more police officers, increase police visibility, and preserve the current police programs. However, when compared to 2002, the proportion willing to pay more taxes has decreased from 77% to 71%.

Summary:

Similar to the results of the 2002 Survey were the respondents’ concerns about “Feelings of Safety” in parks and downtown at night, and the need for increased “Patrols.” The primary concerns that have emerged since the 2002 Survey are related to “crimes with weapons”, “weapon control”, and “violence in general.”



APPENDIX A

2005 Survey - Qualitative Data

Summary of Responses to Questions 2, 11 and 12



Appendix A – Responses to Question # 2 (other category)

Question # 2

What are your primary source(s) of information about police activity, programs, and services?

Other (specify) _____

<u>Primary Source</u>	<u>Number of responses</u>
Work	11
Neighbourhood Watch	6
Observation	4
Organizations	4
Schools	3
Media	3
OPP	2
Family	1
Mail	1
Neighbourhood	1
Council Debates	1
Library	1
UWO	1



Appendix A – Responses to Question # 11 (b)

Question # 11 (b)

Why did you decide not to report the incident to the police?

Other (specify) _____

	<u>Number of Responses</u>
Didn't want to waste valuable police time/resources	5
Poor response time	4
Past experiences	4
Police Biases	3
No witness/evidence	3
No action taken 1 st , 2 nd , 3 rd time	3
Petty Theft	2
Vandalisms	2
Didn't lock car (everything stolen)	1
Ignored problem	1
Damage too small	1
Gained knowledge of incident after it occurred	1
Neighbour called	1
Traffic (speeding)	1



Appendix A – Responses to Question # 12

Question # 12 What do you think is the most important crime-related or policing problem facing the community and the London Police Service?

Note: Many respondents provided more than one comment in response to this question.

The most Important Crime-Related or Policing Problem facing the community and the LPS	Frequency of Comment
Top 5	
Drugs and drug-related crimes/drug control	355
Weapons (crimes with weapons/weapon control)	265
Violence in general	165
Gangs and gang-related activities	121
Youth (problems and violence)	108

Crimes Against Property	
General crimes against property	27
Vandalism	40
Theft (Auto)	24
Theft	36
Shoplifters	2
Break and Enters	78
Lack of response for residential break ins	3
Petty Theft	2

Crimes of Violence	
Assault	26
Domestic Violence and Abuse	26
Robberies	35
Murders	35
Stabbings	12
Sex-related crimes	5
Gay related violence	2

Traffic	
Traffic-related concerns (e.g., traffic violations, enforcement)	101

Crime Prevention	
Crime Prevention work (e.g., education and community)	25

Downtown Issues and Alcohol/Bar Issues	
Downtown unsafe/crime	40
Downtown at night	4
Clean up downtown	2
Creeps downtown	1
Alcohol related crimes and problems	20
Bar Issues (e.g., drunks/fights/problems before and after bars close)	34
Policing before and after bars close (bars open too late)	3
Drunk Driving	14
Need Transportation available after bars close	1

Police Visibility	
General Lack of police visibility/patrols	30
Lack of police visibility at night (bars, downtown, parks)	1
Police visibility downtown	7
Visibility in neighbourhood	6
Visibility – east end	2
Foot bike and motorcycle patrols	4
Need police presence in schools	1

Lawless Public Behaviour	
General Lawless Public Behaviour	14
Loud noise in neighbourhood	6
Citizens lack of respect to people	1

LPS Resources	
LPS understaffed/need more police	70
Maintain sufficient staffing levels	1
Increase funding for programs, police dept.	10
Lack of support/resources for LPS	3
Not enough LPS vehicles	2
Infrastructure Improvement (e.g., sub stations, more space)	3
Lack of manpower or use of it	5
Need to deploy more effectively (e.g., excess patrol cars at crime scene, standing talking)	4
Young inexperienced officers	1
Need more dispatchers	1
Set priorities and live within budget	1
Chief accountable for cost of new building. Can't just push it off that he only knows criminals, crime etc.	1
Need more resources (e.g., to control property, drug offences, B&Es, vandalism)	2
Too many Senior Officers, top heavy, inefficient	1
Keep Senior Officers, effective use of budget	1
Budget/salary for senior officers too high	1
Women officers a waste of time	1



Public Relations/Communications/police attitudes	
Abuse of power/overzealous	2
Lack of communication of public to police and police to public	2
Police apathy	1
Lack of community based programs supported by the LPS	3
Lack of respect to police, public institution and authority	13
Lack of trust between police and community	1
Police doing a good job	3
Disregarding civil rights	1
Corruption within police dept.	1
Police lack of respect to people	1
Polarization of social groups increases fear and violence	1
Build better relationships with public, certain ethnic groups (ghetto)	2

Legislative and Court System	
Lack of discipline/consequences for youth crimes	8
Poor laws too lenient by courts	20
YCJA – should be changed /ineffective	10
Court procedure delays – ineffective	1
Not enough police support in courts	10
Rights of criminals given more importance than rights of victims	1
Fines that cover costs completely	1
Unsettled laws	1
More effective actions for those who commit crimes	15
Judges are ineffective	3
Ineffective court system and justice system	3

General Issues	
Need video Surveillance in schools	1
Response time too slow	12
Lack of enforcement in general	2
Safety for women/children (child abuse/battered women)	6
Organized Crime	2
Hate crimes	6
Animals (not controlled)	1
Loitering	4
Public security	3
Pedophiles	1
Pornography (incl. children)	3
Eliminate panhandlers	5
Racial Tensions/Bias against certain groups	6
LPS Bias	1
Protect local business	1
Issues with homeless/mentally/physically/emotionally ill (e.g., low self-esteem, need programs)	8
Child abuse and crimes against youth, violence against children	13
Community pressure on police to focus on non essential problems detract from useful policing	1
Abuse	1
Don't like answering machine at police stn.	2
Safety at night	3
Danger in neighbourhood	4
Crimes against elderly	1
Repeat offenders	2
East end crime	1
Mistrust between different communities	1
Greater leadership from police chief	1
Police over worked – underpaid	1
Police use too much media	2
Parents	2
People roaming neighbourhoods at night	1
More priority put on minor crimes	1
Media coverage	3
Crimes by immigrants	3
Jurisdiction	1
People don't want to help police or get involved	1



Prostitution	2
Unemployment	2
More programs for teens	1
Police do not respond	2
Police not assisting accidents (should be mandatory when children involved)	1
Wild speed chases should stop	1
Reporting Crimes	1
Lack of follow up after a crime	2
Welfare fraud (more control)	1
Terrorism	1
Sleeper cells	1
Reserves	1
Increasing fatalities	1
Sexual Offences	2
Violence against women	3
Violence against minorities	1
Return of stolen bikes	1
Parks unsafe	1
Poverty	1
Money	1
Media creating public hysteria about crime	1
Lack of understanding between different cultures (e.g., First Nations)	1
Economic segregation within City	1
Noise pollution (e.g., Balloon Festival – Harris Park)	1
Public Apathy	3
Breakdown of accountability for people and families	1
Citizens confused when to call police	1
Lack of sense of community togetherness	1
Internet Crime	1
Lack of high profile in known crime areas	1
More RIDE programs	1



APPENDIX B

2005 Survey - Frequencies



The “Analysis of the Data” section of this report is based on the “Valid Percent” columns. Valid Percents do not include “don’t knows” or no responses.
Note: Code References for the following Tables 8 = don’t know 9 = no response

1. Level of Knowledge - Increased

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	486	35.5	47.3	47.3
	No	540	39.4	52.7	100.0
	Total	1026	74.9	100.0	
Missing	8	298	21.8		
	9	46	3.3		
	Total	344	25.1		
Total		1370	100.0		

1. During the past 2 years, the London Police Service has implemented a number of communication strategies to inform the community about public safety issues and police programs. Do you feel that your level of knowledge has increased as a result of these efforts (e.g., media releases, enhanced website)?

2. 1) Television

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	943	68.8	69.3	69.3
	No	417	30.4	30.7	100.0
	Total	1359	99.3	100.0	
Missing	9	10	.7		
Total		1370	100.0		

2. 2) Radio

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	692	50.5	50.9	50.9
	No	667	48.7	49.1	100.0
	Total	1359	99.3	100.0	
Missing	9	10	.7		
Total		1370	100.0		

2. What are your primary source(s) of information about police activity, programs, and services?

2. 3) Newspaper

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	891	65.1	65.6	65.6
	No	468	34.2	34.4	100.0
	Total	1359	99.3	100.0	
Missing	9	10	.7		
Total		1370	100.0		



2. 4) Internet

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	90	6.5	6.6	6.6
	No	1270	92.7	93.4	100.0
	Total	1359	99.3	100.0	
Missing	9	10	.7		
Total		1370	100.0		

2. 5) Word of Mouth

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	270	19.7	19.8	19.8
	No	1090	79.6	80.2	100.0
	Total	1359	99.3	100.0	
Missing	9	10	.7		
Total		1370	100.0		

2. 6) Community Forums

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	29	2.1	2.1	2.1
	No	1331	97.1	97.9	100.0
	Total	1359	99.3	100.0	
Missing	9	10	.7		
Total		1370	100.0		

2. 7) London Police Employee Acquaintance

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	73	5.4	5.4	5.4
	No	1286	93.9	94.6	100.0
	Total	1359	99.3	100.0	
Missing	9	10	.7		
Total		1370	100.0		

2. 8) Other

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	42	3.1	3.1	3.1
	No	1316	96.1	96.9	100.0
	Total	1358	99.2	100.0	
Missing	9	11	.8		
Total		1370	100.0		

3. a) Daylight - safety in shopping centres

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Safe	686	50.1	50.5	50.5
	Safe	649	47.4	47.8	98.3
	Unsafe	21	1.6	1.6	99.8
	Very Unsafe	2	.2	.2	100.0
	Total	1358	99.2	100.0	
Missing	8	3	.2		
	9	9	.6		
	Total	12	.8		
Total		1370	100.0		

3. How safe do you feel during the **daylight hours** in London?

3. b) Daylight - safety in residence

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Safe	709	51.8	52.2	52.2
	Safe	620	45.2	45.6	97.7
	Unsafe	28	2.0	2.0	99.8
	Very Unsafe	3	.2	.2	100.0
	Total	1360	99.3	100.0	
Missing	8	2	.2		
	9	8	.6		
	Total	10	.7		
Total		1370	100.0		

3. c) Daylight - safety place of work

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Safe	600	43.8	54.7	54.7
	Safe	460	33.6	41.9	96.6
	Unsafe	31	2.3	2.8	99.5
	Very Unsafe	6	.4	.5	100.0
	Total	1096	80.0	100.0	
Missing	8	37	2.7		
	9	236	17.3		
	Total	273	20.0		
Total		1370	100.0		



3. d) Daylight - safety in neighbourhood

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Safe	529	38.6	39.4	39.4
	Safe	729	53.2	54.3	93.7
	Unsafe	74	5.4	5.5	99.2
	Very Unsafe	10	.8	.8	100.0
	Total	1342	98.0	100.0	
Missing	8	14	1.0		
	9	14	1.0		
	Total	28	2.0		
Total		1370	100.0		

3. e) Daylight - safety downtown

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Safe	185	13.5	14.5	14.5
	Safe	647	47.3	50.5	65.0
	Unsafe	366	26.7	28.5	93.5
	Very Unsafe	83	6.0	6.5	100.0
	Total	1281	93.5	100.0	
Missing	8	55	4.0		
	9	33	2.4		
	Total	88	6.5		
Total		1370	100.0		

3. f) Daylight - safety in parks

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Safe	274	20.0	21.7	21.7
	Safe	769	56.1	60.9	82.6
	Unsafe	187	13.6	14.8	97.4
	Very Unsafe	33	2.4	2.6	100.0
	Total	1261	92.1	100.0	
Missing	8	73	5.4		
	9	35	2.5		
	Total	108	7.9		
Total		1370	100.0		



3. g) Daylight - safety while driving

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Very Safe	389	28.4	29.9	29.9
Safe	761	55.6	58.5	88.4
Unsafe	127	9.3	9.8	98.2
Very Unsafe	23	1.7	1.8	100.0
Total	1301	95.0	100.0	
Missing 8	28	2.1		
9	41	3.0		
Total	69	5.0		
Total	1370	100.0		

3. h) Daylight - safety in public buildings

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Very Safe	475	34.7	35.9	35.9
Safe	797	58.2	60.2	96.1
Unsafe	44	3.2	3.3	99.4
Very Unsafe	8	.5	.6	100.0
Total	1324	96.7	100.0	
Missing 8	25	1.8		
9	21	1.5		
Total	46	3.3		
Total	1370	100.0		

4. a) Night - safety in shopping centres

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Very Safe	409	29.9	31.3	31.3
Safe	749	54.7	57.3	88.6
Unsafe	134	9.8	10.2	98.9
Very Unsafe	15	1.1	1.1	100.0
Total	1307	95.4	100.0	
Missing 8	28	2.0		
9	35	2.5		
Total	63	4.6		
Total	1370	100.0		

4. How safe do you feel at night in London?

4. b) Night - safety in residence

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Safe	506	36.9	37.5	37.5
	Safe	748	54.6	55.5	93.0
	Unsafe	72	5.3	5.4	98.4
	Very Unsafe	22	1.6	1.6	100.0
	Total	1348	98.4	100.0	
Missing	8	7	.5		
	9	15	1.1		
	Total	22	1.6		
Total		1370	100.0		

4. c) Night - safety place of work

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Safe	387	28.2	37.5	37.5
	Safe	544	39.7	52.8	90.3
	Unsafe	82	6.0	7.9	98.2
	Very Unsafe	19	1.4	1.8	100.0
	Total	1031	75.3	100.0	
Missing	8	79	5.8		
	9	260	19.0		
	Total	339	24.7		
Total		1370	100.0		

4. d) Night - safety in neighbourhood

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Safe	238	17.4	18.1	18.1
	Safe	793	57.9	60.2	78.3
	Unsafe	238	17.4	18.1	96.4
	Very Unsafe	48	3.5	3.6	100.0
	Total	1317	96.2	100.0	
Missing	8	25	1.9		
	9	27	2.0		
	Total	53	3.8		
Total		1370	100.0		



4. e) Night - safety downtown

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Safe	41	3.0	3.3	3.3
	Safe	332	24.2	27.0	30.3
	Unsafe	550	40.1	44.6	74.9
	Very Unsafe	309	22.6	25.1	100.0
	Total	1232	89.9	100.0	
Missing	8	93	6.8		
	9	45	3.3		
	Total	138	10.1		
Total		1370	100.0		

4. f) Night - safety in parks

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Safe	50	3.7	4.2	4.2
	Safe	303	22.1	25.3	29.5
	Unsafe	587	42.9	49.0	78.5
	Very Unsafe	258	18.8	21.5	100.0
	Total	1198	87.5	100.0	
Missing	8	121	8.9		
	9	49	3.6		
	System	1	.0		
	Total	171	12.5		
Total		1370	100.0		

4. g) Night - safety while driving

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Safe	203	14.8	15.8	15.8
	Safe	842	61.5	65.6	81.4
	Unsafe	199	14.5	15.5	96.9
	Very Unsafe	40	2.9	3.1	100.0
	Total	1284	93.7	100.0	
Missing	8	40	2.9		
	9	46	3.3		
	Total	86	6.3		
Total		1370	100.0		



4. h) Night - safety in public buildings

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Safe	232	16.9	18.8	18.8
	Safe	773	56.5	62.6	81.4
	Unsafe	196	14.3	15.9	97.3
	Very Unsafe	33	2.4	2.7	100.0
	Total	1234	90.1	100.0	
Missing	8	91	6.7		
	9	44	3.2		
	Total	135	9.9		
Total		1370	100.0		

5. Overall Quality of police service

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Satisfied	209	15.3	16.3	16.3
	Satisfied	933	68.1	72.7	89.0
	Dissatisfied	120	8.8	9.4	98.4
	Very Dissatisfied	21	1.5	1.6	100.0
	Total	1283	93.7	100.0	
Missing	8	58	4.2		
	9	28	2.1		
	Total	87	6.3		
Total		1370	100.0		

5. Overall, how satisfied are you with the quality of police services in the City of London?

6. a) Quality - investigation crime

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Satisfied	174	12.7	16.8	16.8
	Satisfied	720	52.6	69.7	86.5
	Dissatisfied	111	8.1	10.7	97.2
	Very Dissatisfied	29	2.1	2.8	100.0
	Total	1033	75.4	100.0	
Missing	8	313	22.8		
	9	24	1.7		
	Total	336	24.6		
Total		1370	100.0		

6. How satisfied are you with the quality of police services for the following?

6. b) Quality - specific community problems

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Satisfied	134	9.8	12.4	12.4
	Satisfied	727	53.1	67.3	79.7
	Dissatisfied	182	13.3	16.9	96.6
	Very Dissatisfied	37	2.7	3.4	100.0
	Total	1080	78.9	100.0	
Missing	8	263	19.2		
	9	26	1.9		
	Total	289	21.1		
Total		1370	100.0		

6. c) Quality - crime prevention

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Satisfied	117	8.5	10.5	10.5
	Satisfied	752	54.9	67.4	77.8
	Dissatisfied	227	16.6	20.4	98.2
	Very Dissatisfied	20	1.5	1.8	100.0
	Total	1116	81.5	100.0	
Missing	8	218	15.9		
	9	35	2.6		
	Total	253	18.5		
Total		1370	100.0		

6. d) Quality - responding promptly

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Satisfied	170	12.4	16.7	16.7
	Satisfied	589	43.0	57.9	74.7
	Dissatisfied	198	14.4	19.5	94.1
	Very Dissatisfied	60	4.4	5.9	100.0
	Total	1017	74.2	100.0	
Missing	8	322	23.5		
	9	31	2.3		
	Total	353	25.8		
Total		1370	100.0		

6. e) Quality - police visibility

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Satisfied	161	11.8	12.6	12.6
	Satisfied	729	53.2	57.2	69.8
	Dissatisfied	321	23.5	25.2	95.0
	Very Dissatisfied	64	4.6	5.0	100.0
	Total	1275	93.1	100.0	
Missing	8	69	5.0		
	9	25	1.8		
	Total	94	6.9		
Total		1370	100.0		

6. f) Quality - protection of property

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Satisfied	84	6.1	7.6	7.6
	Satisfied	728	53.2	66.1	73.7
	Dissatisfied	232	17.0	21.1	94.8
	Very Dissatisfied	57	4.1	5.2	100.0
	Total	1102	80.4	100.0	
Missing	8	233	17.0		
	9	35	2.6		
	Total	268	19.6		
Total		1370	100.0		

6. g) Quality - helping victims of crime

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Satisfied	124	9.1	14.7	14.7
	Satisfied	581	42.4	68.9	83.6
	Dissatisfied	102	7.4	12.1	95.6
	Very Dissatisfied	37	2.7	4.4	100.0
	Total	844	61.6	100.0	
Missing	8	494	36.1		
	9	31	2.3		
	Total	525	38.4		
Total		1370	100.0		



6. h) Quality - traffic safety

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Satisfied	167	12.2	13.6	13.6
	Satisfied	782	57.1	63.4	76.9
	Dissatisfied	203	14.8	16.5	93.4
	Very Dissatisfied	82	6.0	6.6	100.0
	Total	1235	90.1	100.0	
Missing	8	115	8.4		
	9	20	1.5		
	Total	135	9.9		
Total		1370	100.0		

7. a) Crime Prevention Program Participant

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	42	3.1	3.2	3.2
	No	1273	92.9	96.8	100.0
	Total	1315	96.0	100.0	
Missing	9	55	4.0		
	Total	1370	100.0		

7. a) In the past 2 years, have you been involved in one of our Crime Prevention Programs?

7. b) Crime Prevention Program Satisfaction

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Satisfied	11	.8	28.4	28.4
	Satisfied	22	1.6	55.3	83.7
	Dissatisfied	6	.4	14.4	98.1
	Very Dissatisfied	1	.1	1.9	100.0
	Total	39	2.9	100.0	
Missing	8	21	1.5		
	9	1309	95.6		
	Total	1331	97.1		
Total		1370	100.0		

7. b) How satisfied were you with the Crime Prevention Program(s) that you were involved in?



8. a) Policing Priorities - Crime Prevention

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly Agree	775	56.6	63.1	63.1
	Agree	426	31.1	34.7	97.9
	Disagree	24	1.7	2.0	99.8
	Strongly Disagree	2	.2	.2	100.0
	Total	1227	89.6	100.0	
Missing	8	21	1.6		
	9	121	8.9		
	Total	143	10.4		
Total		1370	100.0		

8. Please indicate whether the following issues, listed in alphabetical order, should continue to be policing priorities for the London Police Service.

8. b) Policing Priorities - Crime Against Property

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly Agree	842	61.5	68.3	68.3
	Agree	389	28.4	31.5	99.8
	Disagree	3	.2	.2	100.0
	Total	1234	90.1	100.0	
Missing	8	15	1.1		
	9	121	8.8		
	Total	136	9.9		
Total		1370	100.0		

8. c) Policing Priorities - Crimes of Violence

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly Agree	1080	78.8	87.2	87.2
	Agree	157	11.4	12.6	99.8
	Disagree	2	.2	.2	100.0
	Total	1239	90.4	100.0	
Missing	8	11	.8		
	9	120	8.7		
	Total	131	9.6		
Total		1370	100.0		



8. d) Policing Priorities - Drug Control

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly Agree	803	58.6	65.0	65.0
	Agree	367	26.8	29.7	94.7
	Disagree	59	4.3	4.7	99.5
	Strongly Disagree	6	.5	.5	100.0
	Total	1235	90.2	100.0	
Missing	8	17	1.2		
	9	118	8.6		
	Total	135	9.8		
Total		1370	100.0		

8. e) Policing Priorities - Lawless Public Behaviour

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly Agree	580	42.4	47.0	47.0
	Agree	578	42.2	46.9	93.9
	Disagree	65	4.7	5.2	99.2
	Strongly Disagree	10	.8	.8	100.0
	Total	1234	90.1	100.0	
Missing	8	13	1.0		
	9	123	9.0		
	Total	136	9.9		
Total		1370	100.0		

8. f) Policing Priorities - Traffic Management

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly Agree	692	50.5	55.9	55.9
	Agree	516	37.7	41.7	97.5
	Disagree	27	2.0	2.2	99.7
	Strongly Disagree	4	.3	.3	100.0
	Total	1240	90.5	100.0	
Missing	8	10	.7		
	9	120	8.8		
	Total	130	9.5		
Total		1370	100.0		

9. Police Patrols Frequency

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Frequently	74	5.4	5.5	5.5
	Often	349	25.5	25.9	31.3
	Rarely	739	54.0	54.8	86.1
	Never	187	13.7	13.9	100.0
	Total	1348	98.4	100.0	
Missing	9	21	1.6		
Total		1370	100.0		

9. How often do you see police patrols in your neighbourhood?

10. a) Want More Car Patrols

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	1066	77.8	82.8	82.8
	No	222	16.2	17.2	100.0
	Total	1288	94.0	100.0	
Missing	9	82	6.0		
Total		1370	100.0		

10. Regarding types of police patrols, would you like to have more of the following?

10. b) Want More Bicycle Patrols

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	682	49.8	59.3	59.3
	No	468	34.2	40.7	100.0
	Total	1151	84.0	100.0	
Missing	9	219	16.0		
Total		1370	100.0		

10. c) Want More Marine Patrols

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	128	9.3	12.7	12.7
	No	880	64.2	87.3	100.0
	Total	1008	73.6	100.0	
Missing	9	362	26.4		
Total		1370	100.0		

10. d) Want More Motorcycle Patrols

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	584	42.7	52.6	52.6
	No	526	38.4	47.4	100.0
	Total	1110	81.1	100.0	
Missing	9	259	18.9		
Total		1370	100.0		

10. e) Want More Foot Patrols

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	800	58.4	69.8	69.8
	No	346	25.3	30.2	100.0
	Total	1147	83.7	100.0	
Missing	9	223	16.3		
Total		1370	100.0		

11. a) Crime Not Reported

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	226	16.5	17.1	17.1
	No	1094	79.8	82.9	100.0
	Total	1319	96.3	100.0	
Missing	9	50	3.7		
Total		1370	100.0		

11. b1) Lack of police response in the past

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	86	6.3	37.9	37.9
	No	140	10.2	62.1	100.0
	Total	226	16.5	100.0	
Missing	9	1144	83.5		
Total		1370	100.0		

11. b2) Assumed police wouldn't take any action

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	144	10.5	63.9	63.9
	No	81	5.9	36.1	100.0
	Total	225	16.4	100.0	
Missing	9	1145	83.6		
Total		1370	100.0		

11. a) Has anything happened to you or a member of your household within the past year that you thought was a crime, however, you decided not to report it to the police?

11 b) Why did you decide not to report the incident to the police?



11. b3) It was a personal problem and I wanted to solve it myself

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	16	1.2	7.0	7.0
	No	209	15.3	93.0	100.0
	Total	225	16.4	100.0	
Missing	9	1145	83.6		
Total		1370	100.0		

11. b4) I was afraid of the reaction of the people involved

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	43	3.2	19.2	19.2
	No	182	13.3	80.8	100.0
	Total	225	16.4	100.0	
Missing	9	1145	83.6		
Total		1370	100.0		

11. b5) I was afraid of getting involved with the police

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	13	1.0	5.8	5.8
	No	212	15.5	94.2	100.0
	Total	225	16.4	100.0	
Missing	9	1145	83.6		
Total		1370	100.0		

11. b6) I didn't know how to contact the police

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	3	.2	1.4	1.4
	No	222	16.2	98.6	100.0
	Total	225	16.4	100.0	
Missing	9	1145	83.6		
Total		1370	100.0		

11. b7) It would have been too time-consuming

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	33	2.4	14.5	14.5
	No	192	14.0	85.5	100.0
	Total	225	16.4	100.0	
Missing	9	1145	83.6		
Total		1370	100.0		

11. b8) Other

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	39	2.8	17.2	17.2
	No	186	13.6	82.8	100.0
	Total	225	16.4	100.0	
Missing	9	1145	83.6		
Total		1370	100.0		

13. a) Recommended Improvements - Crack down harder on Criminals

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	1053	76.9	90.2	90.2
	No	114	8.3	9.8	100.0
	Total	1167	85.2	100.0	
Missing	8	128	9.3		
	9	75	5.5		
Total	Total	203	14.8		
Total		1370	100.0		

13. In your opinion, how could the London Police Service most improve the way it deals with the problems in our community and with those who break the law?

13. b) Recommended Improvements - Do more crime prevention work

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	805	58.8	80.6	80.6
	No	194	14.2	19.4	100.0
	Total	999	72.9	100.0	
Missing	8	252	18.4		
	9	119	8.7		
Total	Total	371	27.1		
Total		1370	100.0		

13. c) Recommended Improvements - Do more patrolling/be more visible in the community

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	1172	85.5	94.3	94.3
	No	71	5.2	5.7	100.0
	Total	1242	90.7	100.0	
Missing	8	61	4.5		
	9	66	4.8		
Total	Total	127	9.3		
Total		1370	100.0		

13. d) Recommended Improvements - Enforce laws more strictly

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	903	66.0	81.6	81.6
	No	204	14.9	18.4	100.0
	Total	1108	80.9	100.0	
Missing	8	176	12.8		
	9	86	6.3		
	Total	262	19.1		
Total		1370	100.0		

13. e) Recommended Improvements - Hire more officers

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	876	64.0	82.7	82.7
	No	183	13.4	17.3	100.0
	Total	1059	77.3	100.0	
Missing	8	214	15.6		
	9	96	7.0		
	Total	310	22.7		
Total		1370	100.0		

13. f) Recommended Improvements - Provide more information and advice

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	664	48.4	68.8	68.8
	No	302	22.0	31.2	100.0
	Total	965	70.5	100.0	
Missing	8	276	20.1		
	9	129	9.4		
	Total	405	29.5		
Total		1370	100.0		

13. g) Recommended Improvements - Spend more time talking to people

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	774	56.5	77.1	77.1
	No	230	16.8	22.9	100.0
	Total	1004	73.3	100.0	
Missing	8	248	18.1		
	9	118	8.6		
	Total	366	26.7		
Total		1370	100.0		

14. a) Headquarters Service - phone call / enquiry answered promptly

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	502	36.7	78.3	78.3
	No	139	10.1	21.7	100.0
	Total	641	46.8	100.0	
Missing	9	729	53.2		
Total		1370	100.0		

14. b) Headquarters Service - switchboard operator/officer was helpful and efficient

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	516	37.7	83.6	83.6
	No	101	7.4	16.4	100.0
	Total	617	45.1	100.0	
Missing	9	752	54.9		
Total		1370	100.0		

14. c) Headquarters Service - additional contacts were helpful and efficient

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	501	36.6	81.7	81.7
	No	112	8.2	18.3	100.0
	Total	613	44.8	100.0	
Missing	9	757	55.2		
Total		1370	100.0		

14. d) Headquarters Service - told the expected police response time

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	320	23.4	55.0	55.0
	No	262	19.1	45.0	100.0
	Total	582	42.5	100.0	
Missing	9	788	57.5		
Total		1370	100.0		

15. a) Police Qualities – Approachable

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Much	655	47.9	56.1	56.1
	Somewhat	459	33.5	39.3	95.4
	Not at all	53	3.9	4.6	100.0
	Total	1167	85.2	100.0	
Missing	8	139	10.1		
	9	63	4.6		
Total	Total	202	14.8		
Total		1370	100.0		

14. If you have phoned or attended the London Police Service Headquarters within the past 2 years, please answer yes or no to describe your experience.

15. How well do the London police exhibit the following qualities?



15. b) Police Qualities – Fairness

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Much	502	36.6	50.6	50.6
	Somewhat	447	32.6	45.1	95.7
	Not at all	42	3.1	4.3	100.0
	Total	990	72.3	100.0	
Missing	8	306	22.3		
	9	74	5.4		
	Total	380	27.7		
Total		1370	100.0		

15. c) Police Qualities – Courtesy

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Much	713	52.1	63.1	63.1
	Somewhat	377	27.5	33.3	96.4
	Not at all	40	2.9	3.6	100.0
	Total	1131	82.5	100.0	
Missing	8	173	12.6		
	9	66	4.8		
	Total	239	17.5		
Total		1370	100.0		

15. d) Police Qualities – Honesty

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Much	608	44.4	65.7	65.7
	Somewhat	295	21.5	31.9	97.6
	Not at all	22	1.6	2.4	100.0
	Total	925	67.5	100.0	
Missing	8	367	26.8		
	9	78	5.7		
	Total	445	32.5		
Total		1370	100.0		

15. e) Police Qualities – Knowledgeable

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Much	696	50.8	68.4	68.4
	Somewhat	303	22.1	29.8	98.2
	Not at all	18	1.3	1.8	100.0
	Total	1017	74.2	100.0	
Missing	8	279	20.3		
	9	74	5.4		
	Total	353	25.8		
Total		1370	100.0		



15. f) Concern for the public

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Much	680	49.7	60.9	60.9
	Somewhat	410	29.9	36.7	97.6
	Not at all	26	1.9	2.4	100.0
	Total	1117	81.5	100.0	
Missing	8	187	13.6		
	9	66	4.8		
	Total	253	18.5		
Total		1370	100.0		

15. g) Police Qualities - Professional Appearance

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Much	1105	80.7	88.5	88.5
	Somewhat	135	9.8	10.8	99.3
	Not at all	9	.7	.7	100.0
	Total	1249	91.2	100.0	
Missing	8	60	4.4		
	9	60	4.4		
	Total	121	8.8		
Total		1370	100.0		

16. a) The LPS has a good working relationship with the community

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly Agree	182	13.3	16.1	16.1
	Agree	847	61.8	75.0	91.1
	Disagree	91	6.7	8.1	99.2
	Strongly Disagree	8	.6	.8	100.0
	Total	1129	82.4	100.0	
Missing	8	205	14.9		
	9	36	2.7		
	Total	241	17.6		
Total		1370	100.0		

16. Tell us how much you agree or disagree with each of the following statements.



16. b) The LPS is making an effort to become involved with the community in a positive way

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly Agree	219	16.0	21.0	21.0
	Agree	721	52.6	69.2	90.3
	Disagree	92	6.7	8.9	99.2
	Strongly Disagree	9	.6	.8	100.0
	Total	1041	76.0	100.0	
Missing	8	286	20.9		
	9	43	3.1		
	Total	329	24.0		
Total		1370	100.0		

16. c) The LPS responds in a fair way when dealing with the various racial, religious, and ethnic communities

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly Agree	201	14.7	24.3	24.3
	Agree	535	39.0	64.6	88.9
	Disagree	79	5.8	9.6	98.4
	Strongly Disagree	13	.9	1.6	100.0
	Total	828	60.4	100.0	
Missing	8	500	36.5		
	9	42	3.1		
	Total	542	39.6		
Total		1370	100.0		

16. d) The LPS uses authority and force appropriately

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly Agree	205	15.0	20.4	20.4
	Agree	651	47.6	65.0	85.4
	Disagree	113	8.3	11.3	96.7
	Strongly Disagree	33	2.4	3.3	100.0
	Total	1002	73.2	100.0	
Missing	8	321	23.4		
	9	46	3.4		
	Total	367	26.8		
Total		1370	100.0		



17. Willing to pay additional property taxes

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Yes, \$10 per household	369	26.9	28.3	28.3
Yes, \$25 per household	297	21.7	22.8	51.0
Yes, \$50 per household	259	18.9	19.9	70.9
No	380	27.7	29.1	100.0
Total	1304	95.2	100.0	
Missing 9	66	4.8		
Total	1370	100.0		

17. Would you be willing to pay more property taxes per year if the money would be used to hire more police officers, increase police visibility, and preserve the current police programs?



APPENDIX C

2002 Survey - Frequencies



The “Analysis of the Data” section of this report is based on the “Valid Percent” columns. Valid Percents do not include “don’t knows” or no responses.

Note: Code References for the following Tables 8 = don’t know 9 = no response

1. Level of Knowledge - Increased

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	456	41.5	55.1	55.1
	No	371	33.7	44.9	100.0
	Total	827	75.2	100.0	
Missing	8	228	20.7		
	9	45	4.1		
	Total	273	24.8		
Total		1100	100.0		

1. During the past 2 years, the London Police Service has implemented a number of communication strategies to inform the community about public safety issues and police programs. Do you feel that your level of knowledge has increased as a result of these efforts (e.g., media releases, enhanced website)?

2. 1) Television

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	760	69.1	69.1	69.1
	No	340	30.9	30.9	100.0
	Total	1100	100.0	100.0	

2. What are your primary source(s) of information about police activity, programs, and services?

2. 2) Radio

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	621	56.5	56.5	56.5
	No	479	43.5	43.5	100.0
	Total	1100	100.0	100.0	

2. 3) Newspaper

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	771	70.1	70.1	70.1
	No	329	29.9	29.9	100.0
	Total	1100	100.0	100.0	

2. 4) Internet

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	41	3.7	3.7	3.7
	No	1059	96.3	96.3	100.0
	Total	1100	100.0	100.0	

2. 5) Word of Mouth

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	230	20.9	20.9	20.9
	No	870	79.1	79.1	100.0
	Total	1100	100.0	100.0	

2. 6) Community Forums

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	37	3.4	3.4	3.4
	No	1063	96.6	96.6	100.0
	Total	1100	100.0	100.0	

2. 7) London Police Employee Acquaintance

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	62	5.6	5.6	5.6
	No	1038	94.4	94.4	100.0
	Total	1100	100.0	100.0	

2. 8) Other

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	48	4.4	4.4	4.4
	No	1052	95.6	95.6	100.0
	Total	1100	100.0	100.0	

3. a) Daylight - safety in shopping centres

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Safe	552	50.2	50.6	50.6
	Safe	515	46.8	47.2	97.8
	Unsafe	20	1.8	1.8	99.6
	Very Unsafe	4	.4	.4	100.0
	Total	1091	99.2	100.0	
Missing	8	2	.2		
	9	7	.6		
	Total	9	.8		
Total		1100	100.0		

3. How safe do you feel during the **daylight hours** in London?

3. b) Daylight - safety in residence

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Safe	507	46.1	46.5	46.5
	Safe	543	49.4	49.8	96.3
	Unsafe	37	3.4	3.4	99.7
	Very Unsafe	3	.3	.3	100.0
	Total	1090	99.1	100.0	
Missing	8	4	.4		
	9	6	.5		
	Total	10	.9		
Total		1100	100.0		

3. c) Daylight - safety place of work

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Safe	399	36.3	49.1	49.1
	Safe	392	35.6	48.2	97.3
	Unsafe	17	1.5	2.1	99.4
	Very Unsafe	5	.5	.6	100.0
	Total	813	73.9	100.0	
Missing	8	37	3.4		
	9	249	22.6		
	System	1	.1		
	Total	287	26.1		
Total		1100	100.0		

3. d) Daylight - safety in neighbourhood

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Safe	384	34.9	35.8	35.8
	Safe	628	57.1	58.5	94.3
	Unsafe	52	4.7	4.8	99.2
	Very Unsafe	9	.8	.8	100.0
	Total	1073	97.5	100.0	
Missing	8	10	.9		
	9	17	1.5		
	Total	27	2.5		
Total		1100	100.0		

3. e) Daylight - safety downtown

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Safe	122	11.1	12.3	12.3
	Safe	554	50.4	55.8	68.1
	Unsafe	274	24.9	27.6	95.7
	Very Unsafe	43	3.9	4.3	100.0
	Total	993	90.3	100.0	
Missing	8	74	6.7		
	9	33	3.0		
	Total	107	9.7		
Total		1100	100.0		

3. f) Daylight - safety in parks

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Safe	162	14.7	16.2	16.2
	Safe	639	58.1	63.7	79.9
	Unsafe	181	16.5	18.0	97.9
	Very Unsafe	21	1.9	2.1	100.0
	Total	1003	91.2	100.0	
Missing	8	56	5.1		
	9	40	3.6		
	System	1	.1		
	Total	97	8.8		
Total		1100	100.0		

3. g) Daylight - safety while driving

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Safe	262	23.8	25.2	25.2
	Safe	644	58.5	62.0	87.3
	Unsafe	114	10.4	11.0	98.3
	Very Unsafe	18	1.6	1.7	100.0
	Total	1038	94.4	100.0	
Missing	8	23	2.1		
	9	39	3.5		
	Total	62	5.6		
Total		1100	100.0		

3. h) Daylight - safety in public buildings

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Safe	332	30.2	31.5	31.5
	Safe	677	61.5	64.2	95.6
	Unsafe	40	3.6	3.8	99.4
	Very Unsafe	6	.5	.6	100.0
	Total	1055	95.9	100.0	
Missing	8	28	2.5		
	9	17	1.5		
	Total	45	4.1		
Total		1100	100.0		

4. a) Night - safety in shopping centres

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Safe	285	25.9	27.4	27.4
	Safe	643	58.5	61.7	89.1
	Unsafe	100	9.1	9.6	98.7
	Very Unsafe	14	1.3	1.3	100.0
	Total	1042	94.7	100.0	
Missing	8	24	2.2		
	9	34	3.1		
	Total	58	5.3		
Total		1100	100.0		

4. How safe do you feel at night in London?

4. b) Night - safety in residence

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Safe	339	30.8	31.4	31.4
	Safe	654	59.5	60.6	92.0
	Unsafe	73	6.6	6.8	98.8
	Very Unsafe	13	1.2	1.2	100.0
	Total	1079	98.1	100.0	
Missing	8	5	.5		
	9	16	1.5		
	Total	21	1.9		
Total		1100	100.0		

4. c) Night - safety place of work

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Safe	225	20.5	29.6	29.6
	Safe	444	40.4	58.4	88.0
	Unsafe	80	7.3	10.5	98.6
	Very Unsafe	11	1.0	1.4	100.0
	Total	760	69.1	100.0	
Missing	8	68	6.2		
	9	272	24.7		
	Total	340	30.9		
Total		1100	100.0		

4. d) Night - safety in neighbourhood

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Safe	159	14.5	15.2	15.2
	Safe	669	60.8	64.1	79.3
	Unsafe	191	17.4	18.3	97.6
	Very Unsafe	25	2.3	2.4	100.0
	Total	1044	94.9	100.0	
Missing	8	22	2.0		
	9	33	3.0		
	System	1	.1		
	Total	56	5.1		
Total		1100	100.0		

4. e) Night - safety downtown

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Safe	22	2.0	2.4	2.4
	Safe	232	21.1	24.8	27.1
	Unsafe	479	43.5	51.2	78.3
	Very Unsafe	203	18.5	21.7	100.0
	Total	936	85.1	100.0	
Missing	8	112	10.2		
	9	52	4.7		
	Total	164	14.9		
Total		1100	100.0		

4. f) Night - safety in parks

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Safe	24	2.2	2.6	2.6
	Safe	180	16.4	19.7	22.3
	Unsafe	511	46.5	56.0	78.3
	Very Unsafe	198	18.0	21.7	100.0
	Total	913	83.0	100.0	
Missing	8	114	10.4		
	9	73	6.6		
	Total	187	17.0		
Total		1100	100.0		

4. g) Night - safety while driving

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Safe	129	11.7	12.7	12.7
	Safe	682	62.0	67.4	80.1
	Unsafe	172	15.6	17.0	97.1
	Very Unsafe	29	2.6	2.9	100.0
	Total	1012	92.0	100.0	
Missing	8	35	3.2		
	9	53	4.8		
	Total	88	8.0		
Total		1100	100.0		

4. h) Night - safety in public buildings

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Safe	154	14.0	16.2	16.2
	Safe	621	56.5	65.2	81.4
	Unsafe	155	14.1	16.3	97.7
	Very Unsafe	22	2.0	2.3	100.0
	Total	952	86.5	100.0	
Missing	8	97	8.8		
	9	51	4.6		
	Total	148	13.5		
Total		1100	100.0		

5. Overall Quality of police service

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Satisfied	156	14.2	15.4	15.4
	Satisfied	743	67.5	73.3	88.7
	Dissatisfied	105	9.5	10.4	99.0
	Very Dissatisfied	10	.9	1.0	100.0
	Total	1014	92.2	100.0	
Missing	8	49	4.5		
	9	37	3.4		
	Total	86	7.8		
Total		1100	100.0		

5. Overall, how satisfied are you with the quality of police services in the City of London?

6. a) Quality - investigation crime

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Satisfied	131	11.9	16.3	16.3
	Satisfied	548	49.8	68.3	84.7
	Dissatisfied	110	10.0	13.7	98.4
	Very Dissatisfied	13	1.2	1.6	100.0
	Total	802	72.9	100.0	
Missing	8	271	24.6		
	9	27	2.5		
	Total	298	27.1		
Total		1100	100.0		

6. How satisfied are you with the quality of police services for the following?

6. b) Quality - specific community problems

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Satisfied	110	10.0	12.8	12.8
	Satisfied	561	51.0	65.4	78.2
	Dissatisfied	167	15.2	19.5	97.7
	Very Dissatisfied	20	1.8	2.3	100.0
	Total	858	78.0	100.0	
Missing	8	209	19.0		
	9	33	3.0		
	Total	242	22.0		
Total		1100	100.0		

6. c) Quality - crime prevention

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Satisfied	88	8.0	10.4	10.4
	Satisfied	585	53.2	69.1	79.6
	Dissatisfied	159	14.5	18.8	98.3
	Very Dissatisfied	14	1.3	1.7	100.0
	Total	846	76.9	100.0	
Missing	8	206	18.7		
	9	48	4.4		
	Total	254	23.1		
Total		1100	100.0		

6. d) Quality - responding promptly

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Satisfied	110	10.0	13.7	13.7
	Satisfied	443	40.3	55.0	68.7
	Dissatisfied	188	17.1	23.4	92.0
	Very Dissatisfied	64	5.8	8.0	100.0
	Total	805	73.2	100.0	
Missing	8	258	23.5		
	9	37	3.4		
	Total	295	26.8		
Total		1100	100.0		

6. e) Quality - police visibility

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Satisfied	101	9.2	10.0	10.0
	Satisfied	547	49.7	54.3	64.3
	Dissatisfied	300	27.3	29.8	94.0
	Very Dissatisfied	60	5.5	6.0	100.0
	Total	1008	91.6	100.0	
Missing	8	63	5.7		
	9	29	2.6		
	Total	92	8.4		
Total		1100	100.0		

6. f) Quality - protection of property

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Satisfied	63	5.7	7.4	7.4
	Satisfied	517	47.0	60.3	67.7
	Dissatisfied	225	20.5	26.3	93.9
	Very Dissatisfied	52	4.7	6.1	100.0
	Total	857	77.9	100.0	
Missing	8	206	18.7		
	9	37	3.4		
	Total	243	22.1		
Total		1100	100.0		

6. g) Quality - helping victims of crime

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Satisfied	94	8.5	14.5	14.5
	Satisfied	442	40.2	68.1	82.6
	Dissatisfied	83	7.5	12.8	95.4
	Very Dissatisfied	30	2.7	4.6	100.0
	Total	649	59.0	100.0	
Missing	8	421	38.3		
	9	30	2.7		
	Total	451	41.0		
Total		1100	100.0		

6. h) Quality - traffic safety

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Satisfied	116	10.5	12.0	12.0
	Satisfied	620	56.4	64.2	76.2
	Dissatisfied	182	16.5	18.8	95.0
	Very Dissatisfied	48	4.4	5.0	100.0
	Total	966	87.8	100.0	
Missing	8	104	9.5		
	9	30	2.7		
	Total	134	12.2		
Total		1100	100.0		

7. a) Crime Prevention Program Participant

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	38	3.5	3.6	3.6
	No	1013	92.1	96.4	100.0
	Total	1051	95.5	100.0	
Missing	8	1	.1		
	9	48	4.4		
	Total	49	4.5		
Total		1100	100.0		

7. a) In the past 2 years, have you been involved in one of our Crime Prevention Programs?

7. b) Crime Prevention Program Satisfaction

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Satisfied	9	.8	23.7	23.7
	Satisfied	24	2.2	63.2	86.8
	Dissatisfied	3	.3	7.9	94.7
	Very Dissatisfied	2	.2	5.3	100.0
	Total	38	3.5	100.0	
Missing	8	2	.2		
	9	1060	96.4		
	Total	1062	96.5		
Total		1100	100.0		

7. b) How satisfied were you with the Crime Prevention Program(s) that you were involved in?

8. a) Policing Priorities - Crime Prevention

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly Agree	613	55.7	62.6	62.6
	Agree	355	32.3	36.2	98.8
	Disagree	9	.8	.9	99.7
	Strongly Disagree	3	.3	.3	100.0
	Total	980	89.1	100.0	
Missing	8	14	1.3		
	9	105	9.5		
	System	1	.1		
Total		120	10.9		
Total		1100	100.0		

8. Please indicate whether the following issues, listed in alphabetical order, should continue to be policing priorities for the London Police

8. b) Policing Priorities - Crime Against Property

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly Agree	702	63.8	70.8	70.8
	Agree	284	25.8	28.7	99.5
	Disagree	3	.3	.3	99.8
	Strongly Disagree	2	.2	.2	100.0
	Total	991	90.1	100.0	
Missing	8	7	.6		
	9	102	9.3		
	Total	109	9.9		
Total		1100	100.0		

8. c) Policing Priorities - Crimes of Violence

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly Agree	856	77.8	86.6	86.6
	Agree	126	11.5	12.8	99.4
	Disagree	3	.3	.3	99.7
	Strongly Disagree	3	.3	.3	100.0
	Total	988	89.8	100.0	
Missing	8	9	.8		
	9	103	9.4		
	Total	112	10.2		
Total		1100	100.0		

8. d) Policing Priorities - Drug Control

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly Agree	611	55.5	62.5	62.5
	Agree	321	29.2	32.9	95.4
	Disagree	31	2.8	3.2	98.6
	Strongly Disagree	14	1.3	1.4	100.0
	Total	977	88.8	100.0	
Missing	8	19	1.7		
	9	104	9.5		
	Total	123	11.2		
Total		1100	100.0		

8. e) Policing Priorities - Lawless Public Behaviour

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly Agree	468	42.5	47.8	47.8
	Agree	463	42.1	47.2	95.0
	Disagree	44	4.0	4.5	99.5
	Strongly Disagree	5	.5	.5	100.0
	Total	980	89.1	100.0	
Missing	8	16	1.5		
	9	104	9.5		
	Total	120	10.9		
Total		1100	100.0		

8. f) Policing Priorities - Traffic Management

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly Agree	629	57.2	63.5	63.5
	Agree	336	30.5	33.9	97.5
	Disagree	20	1.8	2.0	99.5
	Strongly Disagree	5	.5	.5	100.0
	Total	990	90.0	100.0	
Missing	8	10	.9		
	9	100	9.1		
	Total	110	10.0		
Total		1100	100.0		

9. Police Patrols Frequency

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Frequently	34	3.1	3.2	3.2
	Often	257	23.4	23.8	27.0
	Rarely	660	60.0	61.2	88.1
	Never	128	11.6	11.9	100.0
	Total	1079	98.1	100.0	
Missing	9	21	1.9		
Total		1100	100.0		

9. How often do you see police patrols in your neighbour

10. a) Want More Car Patrols

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	885	80.5	87.2	87.2
	No	130	11.8	12.8	100.0
	Total	1015	92.3	100.0	
Missing	9	85	7.7		
Total		1100	100.0		

10. Regarding types of police patrols, would you like to have more of the following

10. b) Want More Bicycle Patrols

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	494	44.9	58.4	58.4
	No	352	32.0	41.6	100.0
	Total	846	76.9	100.0	
Missing	9	254	23.1		
Total		1100	100.0		

10. c) Want More Marine Patrols

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	103	9.4	14.4	14.4
	No	613	55.7	85.6	100.0
	Total	716	65.1	100.0	
Missing	9	384	34.9		
Total		1100	100.0		

10. d) Want More Motorcycle Patrols

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	459	41.7	56.0	56.0
	No	361	32.8	44.0	100.0
	Total	820	74.5	100.0	
Missing	9	280	25.5		
Total		1100	100.0		

10. e) Want More Foot Patrols

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	642	58.4	72.1	72.1
	No	248	22.5	27.9	100.0
	Total	890	80.9	100.0	
Missing	9	210	19.1		
Total		1100	100.0		

11. a) Crime Not Reported

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	134	12.2	12.8	12.8
	No	916	83.3	87.2	100.0
	Total	1050	95.5	100.0	
Missing	9	50	4.5		
Total		1100	100.0		

11. a) Has anything happened to you or a member of your household within the past year that you thought was a crime, however, you decided not to report it to the police?

11. b1) Lack of police response in the past

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	49	4.5	37.7	37.7
	No	81	7.4	62.3	100.0
	Total	130	11.8	100.0	
Missing	9	970	88.2		
Total		1100	100.0		

11 b) Why did you decide not to report the incident to the police?

11. b2) Assumed police wouldn't take any action

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	86	7.8	66.7	66.7
	No	43	3.9	33.3	100.0
	Total	129	11.7	100.0	
Missing	9	971	88.3		
Total		1100	100.0		

11. b3) It was a personal problem and I wanted to solve it myself

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	13	1.2	10.1	10.1
	No	116	10.5	89.9	100.0
	Total	129	11.7	100.0	
Missing	9	971	88.3		
Total		1100	100.0		

11. b4) I was afraid of the reaction of the people involved

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	24	2.2	18.6	18.6
	No	105	9.5	81.4	100.0
	Total	129	11.7	100.0	
Missing	9	971	88.3		
Total		1100	100.0		

11. b5) I was afraid of getting involved with the police

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	9	.8	7.0	7.0
	No	120	10.9	93.0	100.0
	Total	129	11.7	100.0	
Missing	9	971	88.3		
Total		1100	100.0		

11. b6) I didn't know how to contact the police

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	3	.3	2.3	2.3
	No	127	11.5	97.7	100.0
	Total	130	11.8	100.0	
Missing	9	970	88.2		
Total		1100	100.0		

11. b7) It would have been too time-consuming

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	16	1.5	12.4	12.4
	No	113	10.3	87.6	100.0
	Total	129	11.7	100.0	
Missing	9	971	88.3		
Total		1100	100.0		

11. b8) Other

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	12	1.1	9.3	9.3
	No	117	10.6	90.7	100.0
	Total	129	11.7	100.0	
Missing	9	971	88.3		
Total		1100	100.0		

13. a) Recommended Improvements - Crack down harder on Criminals

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	816	74.2	91.3	91.3
	No	78	7.1	8.7	100.0
	Total	894	81.3	100.0	
Missing	8	134	12.2		
	9	72	6.5		
Total		206	18.7		
Total		1100	100.0		

13. In your opinion, how could the London Police Service most improve the way it deals with the problems in our community and with those who break the law?

13. b) Recommended Improvements - Do more crime prevention work

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	621	56.5	80.9	80.9
	No	147	13.4	19.1	100.0
	Total	768	69.8	100.0	
Missing	8	207	18.8		
	9	125	11.4		
	Total	332	30.2		
Total		1100	100.0		

13. c) Recommended Improvements - Do more patrolling/be more visible in the community

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	965	87.7	96.8	96.8
	No	32	2.9	3.2	100.0
	Total	997	90.6	100.0	
Missing	8	56	5.1		
	9	47	4.3		
	Total	103	9.4		
Total		1100	100.0		

13. d) Recommended Improvements - Enforce laws more strictly

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	722	65.6	84.7	84.7
	No	130	11.8	15.3	100.0
	Total	852	77.5	100.0	
Missing	8	146	13.3		
	9	102	9.3		
	Total	248	22.5		
Total		1100	100.0		

13. e) Recommended Improvements - Hire more officers

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	693	63.0	86.3	86.3
	No	110	10.0	13.7	100.0
	Total	803	73.0	100.0	
Missing	8	208	18.9		
	9	89	8.1		
	Total	297	27.0		
Total		1100	100.0		

13. f) Recommended Improvements - Provide more information and advice

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	528	48.0	71.4	71.4
	No	212	19.3	28.6	100.0
	Total	740	67.3	100.0	
Missing	8	236	21.5		
	9	124	11.3		
	Total	360	32.7		
Total		1100	100.0		

13. g) Recommended Improvements - Spend more time talking to people

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	603	54.8	75.7	75.7
	No	194	17.6	24.3	100.0
	Total	797	72.5	100.0	
Missing	8	204	18.5		
	9	99	9.0		
	Total	303	27.5		
Total		1100	100.0		

14. a) Headquarters Service - phone call / enquiry answered promptly

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	372	33.8	77.0	77.0
	No	111	10.1	23.0	100.0
	Total	483	43.9	100.0	
Missing	9	617	56.1		
Total		1100	100.0		

14. b) Headquarters Service - switchboard operator/officer was helpful and efficient

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	395	35.9	85.9	85.9
	No	65	5.9	14.1	100.0
	Total	460	41.8	100.0	
Missing	8	1	.1		
	9	639	58.1		
	Total	640	58.2		
Total		1100	100.0		

14. If you have phoned or attended the London Police Service Headquarters within the past 2 years, please answer yes or no to describe your experience.

14. c) Headquarters Service - additional contacts were helpful and efficient

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	376	34.2	82.5	82.5
	No	80	7.3	17.5	100.0
	Total	456	41.5	100.0	
Missing	9	644	58.5		
Total		1100	100.0		

14. d) Headquarters Service - told the expected police response time

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	251	22.8	58.4	58.4
	No	179	16.3	41.6	100.0
	Total	430	39.1	100.0	
Missing	9	670	60.9		
Total		1100	100.0		

15. a) Police Qualities - Approachable

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Much	560	50.9	61.2	61.2
	Somewhat	327	29.7	35.7	96.9
	Not at all	28	2.5	3.1	100.0
	Total	915	83.2	100.0	
Missing	8	124	11.3		
	9	60	5.5		
	System	1	.1		
	Total	185	16.8		
Total		1100	100.0		

15. How well do the London police exhibit the following qualities?

15. b) Police Qualities - Fairness

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Much	456	41.5	57.9	57.9
	Somewhat	306	27.8	38.9	96.8
	Not at all	25	2.3	3.2	100.0
	Total	787	71.5	100.0	
Missing	8	242	22.0		
	9	71	6.5		
	Total	313	28.5		
Total		1100	100.0		

15. c) Police Qualities - Courtesy

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Much	643	58.5	70.4	70.4
	Somewhat	248	22.5	27.1	97.5
	Not at all	23	2.1	2.5	100.0
	Total	914	83.1	100.0	
Missing	8	122	11.1		
	9	64	5.8		
	Total	186	16.9		
Total		1100	100.0		

15. d) Police Qualities - Honesty

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Much	515	46.8	69.0	69.0
	Somewhat	214	19.5	28.7	97.7
	Not at all	17	1.5	2.3	100.0
	Total	746	67.8	100.0	
Missing	8	278	25.3		
	9	76	6.9		
	Total	354	32.2		
Total		1100	100.0		

15. e) Police Qualities - Knowledgeable

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Much	559	50.8	68.8	68.8
	Somewhat	243	22.1	29.9	98.6
	Not at all	11	1.0	1.4	100.0
	Total	813	73.9	100.0	
Missing	8	209	19.0		
	9	77	7.0		
	System	1	.1		
	Total	287	26.1		
Total		1100	100.0		



15. f) Concern for the public

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Much	541	49.2	61.8	61.8
	Somewhat	314	28.5	35.9	97.7
	Not at all	20	1.8	2.3	100.0
	Total	875	79.5	100.0	
Missing	8	157	14.3		
	9	68	6.2		
	Total	225	20.5		
Total		1100	100.0		

15. g) Police Qualities - Professional Appearance

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Much	865	78.6	88.4	88.4
	Somewhat	111	10.1	11.3	99.7
	Not at all	3	.3	.3	100.0
	Total	979	89.0	100.0	
Missing	8	63	5.7		
	9	58	5.3		
	Total	121	11.0		
Total		1100	100.0		

16. a) The LPS has a good working relationship with the community

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly Agree	155	14.1	17.1	17.1
	Agree	671	61.0	74.2	91.4
	Disagree	70	6.4	7.7	99.1
	Strongly Disagree	8	.7	.9	100.0
	Total	904	82.2	100.0	
Missing	8	156	14.2		
	9	40	3.6		
	Total	196	17.8		
Total		1100	100.0		

16. Tell us how much you agree or disagree with each of the following statements.

16. b) The LPS is making an effort to become involved with the community in a positive way

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly Agree	179	16.3	21.2	21.2
	Agree	603	54.8	71.4	92.5
	Disagree	60	5.5	7.1	99.6
	Strongly Disagree	3	.3	.4	100.0
	Total	845	76.8	100.0	
Missing	8	217	19.7		
	9	38	3.5		
	Total	255	23.2		
Total		1100	100.0		

16. c) The LPS responds in a fair way when dealing with the various racial, and ethnic communities

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly Agree	160	14.5	24.2	24.2
	Agree	452	41.1	68.4	92.6
	Disagree	39	3.5	5.9	98.5
	Strongly Disagree	10	.9	1.5	100.0
	Total	661	60.1	100.0	
Missing	8	398	36.2		
	9	41	3.7		
	Total	439	39.9		
Total		1100	100.0		

16. d) The LPS uses authority and force appropriately

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly Agree	175	15.9	23.2	23.2
	Agree	487	44.3	64.7	87.9
	Disagree	70	6.4	9.3	97.2
	Strongly Disagree	21	1.9	2.8	100.0
	Total	753	68.5	100.0	
Missing	8	298	27.1		
	9	49	4.5		
	Total	347	31.5		
Total		1100	100.0		



17. Willing to pay additional property taxes

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes, \$10 per household	305	27.7	29.4	29.4
	Yes, \$25 per household	303	27.5	29.2	58.6
	Yes, \$50 per household	190	17.3	18.3	76.9
	No	240	21.8	23.1	100.0
	Total	1038	94.4	100.0	
Missing	8	1	.1		
	9	61	5.5		
	Total	62	5.6		
Total		1100	100.0		

17. Would you be willing to pay more property taxes per year if the money would be used to hire more police officers, increase police visibility, and preserve the current police programs?

APPENDIX D

2005 Cover Letter and Survey

September 7, 2005

Dear Resident:

Re: 2005 London Police Service Public Needs Survey

Your opinion is important to us. The enclosed survey provides you an opportunity to share your opinions, needs, and concerns with the London Police Service.

Surveys have been mailed to 4,000 randomly selected households in the City of London to help determine the formulation of our next business plan and the direction to be taken over the next three years. Community consultations, along with this Public Needs Survey, are being conducted to help ensure our program development and service delivery will meet the needs of the members of our community. In previous Business Plans, changes were made based on input received from the public surveys and consultations.

I encourage you to be a part of the process to ensure the best in policing services for your community. Please complete and return the survey in the enclosed postage-paid return envelope by **September 30th, 2005.**

Yours truly,

Wm. Murray Faulkner
Chief of Police



THE 2005 LONDON POLICE SERVICE (LPS) PUBLIC NEEDS SURVEY

Please return your completed survey in the enclosed prepaid postage envelope by **September 30th, 2005.**

Note: Only one person per household (age 18 or over) should answer these questions.

1. During the past 2 years, the London Police Service has implemented a number of communication strategies to inform the community about public safety issues and police programs. Do you feel that your level of knowledge has increased as a result of these efforts (e.g., media releases, enhanced website)?

- Yes
- No
- Don't Know

2. What are your primary source(s) of information about police activity, programs, and services?

- Television
- Radio
- Newspaper
- Internet
- Word of mouth
- Community forums
- London Police employee acquaintance
- Other (specify) _____

3. How safe do you feel during the **daylight hours** in London?

	Very Safe	Safe	Unsafe	Very Unsafe	Don't know
a) In shopping centres	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b) In your residence	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c) In your place of work	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d) In your neighbourhood	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e) Downtown	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f) In parks	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
g) While driving	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
h) In public buildings	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

4. How safe do you feel **at night** in London?

	Very Safe	Safe	Unsafe	Very Unsafe	Don't Know
a) In shopping centres	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b) In your residence	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c) In your place of work	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d) In your neighbourhood	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e) Downtown	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f) In parks	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
g) While driving	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
h) In public buildings	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

5. Overall, how satisfied are you with the quality of police services in the City of London?

- Very Satisfied
- Satisfied
- Dissatisfied
- Very Dissatisfied
- Don't Know

6. How satisfied are you with the quality of police services for the following?

	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Don't Know
a) Investigating crime	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b) Responding to specific community problems	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c) Crime prevention	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d) Responding promptly to calls	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e) Visible police presence	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f) Protection of property	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
g) Helping victims of crime	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
h) Traffic safety (prevention, education, and enforcement)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

7. a) In the past 2 years, have you been involved in one of our Crime Prevention Programs?
For example, Project Safeguard (a residential Break & Enter Program) or Operation Identification (a program that provides engraving of personal property).

Yes No (if no, skip to question # 8)

b) How satisfied were you with the Crime Prevention Program(s) that you were involved in?

Very Satisfied Satisfied Dissatisfied Very Dissatisfied Don't Know

8. Please indicate whether the following issues, listed in alphabetical order, should continue to be policing priorities for the London Police Service.

	Strongly Agree	Agree	Disagree	Strongly Disagree	Don't Know
a) Crime Prevention (includes crime prevention programs, etc.)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b) Crimes Against Property (includes investigation of break & enters, theft, frauds, and vandalism)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c) Crimes of Violence (includes investigation of homicides and attempts, robberies, domestic violence, assaults, child abuse, and threatening incidents)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d) Drug Control (includes drug enforcement, "grow op" investigations, and drug education)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e) Lawless Public Behaviour (includes quality of life issues such as noise complaints, disturbances, neighbour disputes, and liquor violations)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f) Traffic Management (includes impaired driving, motor vehicle collisions, traffic enforcement, and public education)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

9. How often do you see police patrols in your neighbourhood?

Very Frequently Often Rarely Never

10. Regarding types of police patrols, would you like to have more of the following?

	Yes	No
a) Car patrols	<input type="checkbox"/>	<input type="checkbox"/>
b) Bicycle patrols	<input type="checkbox"/>	<input type="checkbox"/>
c) Marine patrols	<input type="checkbox"/>	<input type="checkbox"/>
d) Motorcycle patrols	<input type="checkbox"/>	<input type="checkbox"/>
e) Foot patrols	<input type="checkbox"/>	<input type="checkbox"/>

11. a) Has anything happened to you or a member of your household within the past year that you thought was a crime, however, you decided not to report it to the police?

Yes No (if no, skip to question # 12)

b) Why did you decide not to report the incident to the police?

- Lack of police response in the past
- Assumed police wouldn't take any action
- It was a personal problem and I wanted to solve it myself
- I was afraid of the reaction of the people involved
- I was afraid of getting involved with the police
- I didn't know how to contact the police
- It would have been too time-consuming
- Other (specify) _____

12. What do you think is the most important crime-related or policing problem facing the community and the London Police Service?

13. In your opinion, how could the London Police Service most improve the way it deals with the problems in our community and with those who break the law?

	Yes	No	Don't Know
a) Crack down harder on criminals	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b) Do more crime prevention work	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c) Do more patrolling / be more visible in the community	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d) Enforce laws more strictly	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e) Hire more officers	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f) Provide more information and advice	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
g) Spend more time talking to people	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

14. If you have phoned or attended the London Police Service Headquarters within the past 2 years, please answer yes or no to describe your experience.

	Yes	No
a) My phone call or enquiry was answered promptly.	<input type="checkbox"/>	<input type="checkbox"/>
b) The switchboard operator/officer was helpful and efficient.	<input type="checkbox"/>	<input type="checkbox"/>
c) The person I spoke to after my initial contact was helpful and efficient.	<input type="checkbox"/>	<input type="checkbox"/>
d) I was told how long it would take for the police to respond to my problem.	<input type="checkbox"/>	<input type="checkbox"/>

15. How well do the London police exhibit the following qualities?

	Very Much	Somewhat	Not at all	Don't Know
a) Approachable	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b) Fairness	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c) Courtesy	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d) Honesty	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e) Knowledgeable	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f) Concern for the public	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
g) Professional Appearance	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

16. Tell us how much you agree or disagree with each of the following statements.

The London Police Service ...	Strongly Agree	Agree	Disagree	Strongly Disagree	Don't Know
a) has a good working relationship with the community.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b) is making an effort to become more involved with the community in a positive way.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c) responds in a fair way when dealing with the various racial, religious, and ethnic communities.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d) uses authority and force appropriately.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

17. Would you be willing to pay more property taxes per year if the money would be used to hire more police officers, increase police visibility, and preserve the current police programs?

Yes, \$10 per household
 Yes, \$25 per household
 Yes, \$50 per household
 No

18. What are the first three digits of your postal code? ____ ____ ____

19. What is your age group?

18-24 years
 25-34 years
 35-44 years
 45-54 years
 55 years and over

20. Gender

Male
 Female

**Thank you for sharing your thoughts with us.
The results will be combined to ensure that individual responses remain anonymous.**