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The London Police Service

**2008 PUBLIC NEEDS
SURVEY**

Acknowledgements

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Executive Summary

The *Public Needs Survey* was conducted as part of the business planning process in September of 2008. 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, also provides 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 (2007 – 2009).

An excellent response rate of 32.9% (1,317 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.

Respondents were also asked about their perceptions regarding the level of crime within their neighbourhood during the past 3 years. The majority (59.9%) indicated that they felt it “*remained the same*” while one third felt it “*increased*” and 7.2% felt it “*decreased*.” The majority of respondents also indicated that they felt safe at all locations identified in the survey (e.g., neighbourhood, public buildings) during both daylight hours and at night.

Notwithstanding their general satisfaction, respondents expressed some specific issues when asked to identify what they considered to be the most important crime-related or policing problem. The top 5 issues identified were: *Drugs and drug-related crimes/drug control; Crimes against Property; Crimes of Violence; Traffic-related concerns; and Gangs and gang-related activities*. A comparison to the 2005 Survey shows that “*Drugs and drug-related crimes/drug control*” continues to be the number one issue, while “*Crimes of Violence*” and “*Gangs and gang-related activities*” remain in the top five. New to the top five, were “*Crimes Against Property*” and “*Traffic-related concerns*.” Two additional issues that were frequently identified (close to being ranked with the top five) were “*Youth (Problems and Violence)*” and “*Post Secondary Student Issues (e.g., rowdy parties/disturbance to neighbours)*.”

When asked about specific solutions to problems, the majority of respondents (93%) agreed that the LPS should “do more patrolling/be more visible in the community.” This result was further confirmed by the majority of respondents who also indicated that they would like to see more car, bicycle and foot patrols.

The willingness of respondents to pay more property taxes in support of police services decreased slightly (3.9%) when compared to 2005. It's interesting to note that despite the survey being conducted during the fall season of 2008 when the impact of the economic downturn was increasing, the majority of respondents (67.1%) still supported an increase in taxes if the funds were to be used to hire additional officers, increase police visibility and preserve 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 2.7% 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, 2005, and 2008 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 2007-2009 Business Plan and now it’s time to develop a new Business Plan for 2010-2012. 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 (2007 – 2009)

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 (2010 – 2012).

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 E for a copy of the cover letter and survey):

- (1) Length of Survey – An effort has been taken to keep the questionnaire as short as possible (3 pages) to help improve the response rate.
- (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.
- (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 three 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.

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 E 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 for the previous Public Needs Surveys 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. 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*

Before determining the exact sample size, it was necessary to project a realistic return rate. The most recent LPS mail survey was conducted in 2005 resulting in a return rate of 34.3%. 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. 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 sample size of 4,000 was determined for the mail-out surveys to ensure achievement of a minimum return sample size of 384 which would be representative of the City of London's population within plus or minus five percent; at 95 percent, an acceptable confidence level for survey research.

3) 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 2008. 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, 2008*.

A total of 1,317 residents completed the surveys providing a solid sampling of opinions and a return rate of 32.9%. (95% Confidence Level, 2.7% Confidence Interval)

The survey data was processed with the use of SPSS software. Weighted averaging was applied to the SPSS program to adjust for 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.

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 Appendices C and D for a comprehensive report of the results from the 2002 & 2005 Surveys.

Communication Strategies

Question # 1

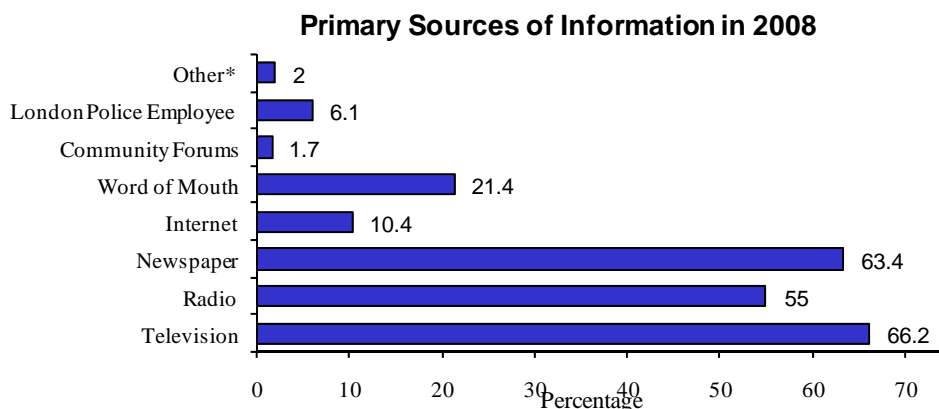
During the past 2 years, the London Police Service has implemented a number of communication strategies to inform the community about public safety issues and police programs. Do you feel that your level of knowledge has increased as a result of these efforts (e.g., media releases, enhanced website)?

Close to half of the respondents (48.9%) 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 (66.2%), newspaper (63.4%), and radio (55.0%) are the respondents’ most primary sources of information. In 2005, the top three responses were television (69.3%), newspaper (65.6%), and radio (50.9%).



* 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 2008, the majority of respondents felt safe in all categories during both “daylight hours” and “at night.”

The following “2002/2005/2008 Survey Comparison” shows the percentage of respondents are feeling relatively the same in all categories.

The greatest change from 2002 to 2008 was the percentage of respondents who felt safe “In Parks” during daylight hours (increased from 80% to 85%). Also, the percentage of respondents who felt safe “While Driving” during daylight hours increased from 87% to 91%.

2002/2005/2008 Survey Comparisons % of Respondents Who Feel Safe* ...						
	During Daylight Hours			At Night		
	2002	2005	2008	2002	2005	2008
In Shopping Centres	98	98	98	89	89	88
In Residence	96	98	98	92	93	93
At Work Place	97	97	97	88	90	90
In Neighbourhood	94	94	94	79	78	77
In Parks	80	83	85	N/A	N/A	N/A
While Driving	87	88	91	80	81	81
In Public Buildings	96	96	96	81	81	82

* Safe and Very Safe

Perception of Level of Crime

Question # 5

During the past three years, do you think that the level of crime “**in your neighbourhood**” has increased, decreased, or remained the same?

The majority of respondents (59.9%) indicated that they felt that the level of crime “remained the same” during the past three years, while 33% felt it “increased” and 7.2% felt it “decreased.” This question was newly introduced to the 2008 survey; therefore, there are no previous comparisons available.

Satisfaction with the Quality of Police Services and Programs

Question # 6

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

The majority of respondents (89.2%) are satisfied with the overall quality of police services. The results are very similar when compared to 89.0% who were satisfied in 2005.

Question # 7

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. "Investigating Crime" continues to be rated highest in terms of satisfaction at 88.4%.

2002/2005/2008 Survey Comparisons % of Respondents Who Are Satisfied with Quality of Police Services			
	Satisfied or Very Satisfied		
	2002	2005	2008
a) Investigating crime	84.7%	86.5%	88.4%
b) Responding to specific community problems	78.2%	79.7%	80.7%
c) Crime prevention	79.6%	77.9%	81.5%
d) Responding promptly to calls	68.7%	74.6%	76.6%
e) Visible police presence	64.3%	69.8%	73.2%
f) Protection of property	67.7%	73.7%	72.8%
g) Helping victims of crime	82.6%	83.6%	82.2%
h) Traffic safety (prevention, education, and enforcement)	76.2%	77.0%	77.6%

Question # 8

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?

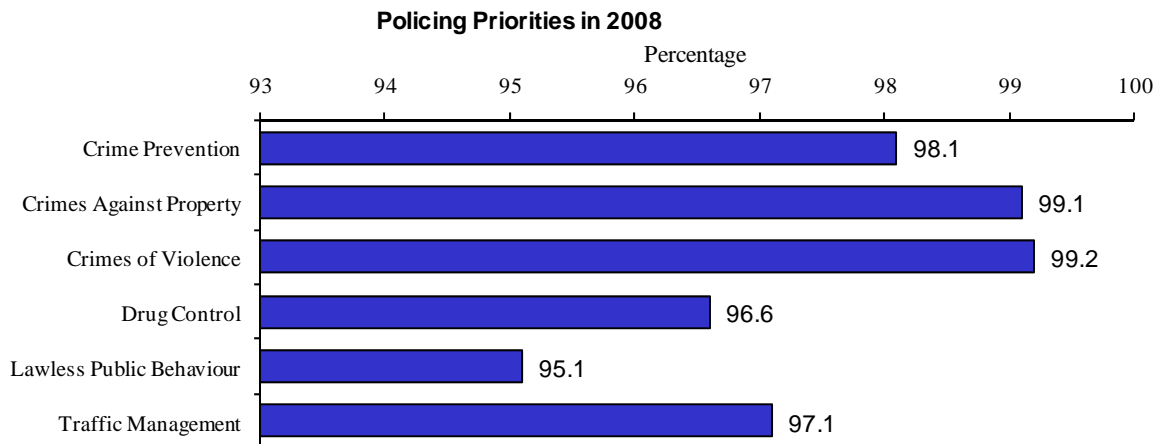
A total of 26 respondents, representing a small minority of 2%, indicated that they have been involved in one of the LPS Crime Prevention Programs. However, 94.2% of these respondents are satisfied with the programs.

Policing Priorities

Question # 9

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 of Violence” (99.2%) and “Crimes Against Property” (99.1%). These two issues were also the top priorities in 2005 and 2002.



Refer to Appendix B, C, & D for detailed frequencies and percentages reports for 2002, 2005, and 2008

Policing Priorities Continued

Question # 13

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

A total of 1,126 respondents (85.5%) 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:

Top 5 Issues identified in 2008		# of Responses
1.	Drugs and drug-related crimes/drug control	357
2.	Crimes Against Property	255
3.	Crimes of Violence	220
4.	Traffic-related concerns (traffic violations and enforcement)	130
5.	Gangs and gang-related activities	111

Also, next to the top five issues identified in 2008 were the following:

- “Youth (Problems and Violence)” - 102 responses
- “Post Secondary Student Issues (e.g., rowdy parties/disturbance to neighbours)” 99 responses.

Note: see Appendix A for additional details and responses from 2008.

In comparison, the top five problems in 2005 were identified as follows:

Top 5 Issues/Problems identified in 2005		# of Responses
1.	Drugs and drug-related crimes/drug control	355
2.	Weapons (crimes with weapons/weapon control)	265
3.	Crimes of Violence	165
4.	Gangs and gang-related activities	121
5.	Youth (problems and violence) - 108 responses	108

Police Patrols

Question # 10

How often do you see police patrols in your neighbourhood?

In 2008, the majority of respondents (71%) indicated that they “Rarely” or “Never” see police patrols in their neighbourhood.

The following 2002/2005/2008 survey comparisons show similar results for each year.

2002/2005/2008 Survey Comparisons % of Respondents Who See Police Patrols in Their Neighbourhood			
	2002	2005	2008
Very Frequently	3.2%	5.5	4.9
Often	23.8%	25.9	23.7
Rarely	61.2%	54.8	61.4
Never	11.9%	13.9	10.0
			} 29%
			} 71%

Question # 11

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

The majority of respondents continue to want to see more “Car”, “Bicycle”, and “Foot” patrols.

2002/2005/2008 Survey Comparisons % of Respondents Who Would Like to See More of the Following Patrols			
	2002	2005	2008
Car Patrols	87.2%	82.8%	79.5%
Bicycle Patrols	58.4%	59.3%	54.7%
Foot Patrols	72.1%	69.8%	66.6%
Marine Patrols	14.4%	12.7%	11.2%
Motorcycle Patrols	56.0%	52.6%	49.2%

Reporting Crime

Question # 12

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 221 (16.8%) respondents indicated that they did not report a crime to the police. Most of these respondents (60.7%) replied that they “assumed that police wouldn’t take any action.”

2002/2005/2008 Survey Comparisons % of Respondents Who Decided Not to Report the Incident to the Police for the Following Reasons:			
	2002	2005	2008
Lack of police response in the past	37.7%	37.9%	28.6%
Assumed police wouldn’t take any action	66.7%	63.9%	60.7%
It was a personal problem and I wanted to solve it myself	10.1%	7.0%	4.7%
I was afraid of the reaction of the people involved	18.6%	19.2%	12.6%
I was afraid of getting involved with the police	7.0%	5.8%	8.1%
I didn’t know how to contact the police	2.3%	1.4%	1.3%
It would have been too time-consuming	12.4%	14.5%	12.7%
Other*	9.3%	17.2%	13.7%

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

Customer Service

Question # 15

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.

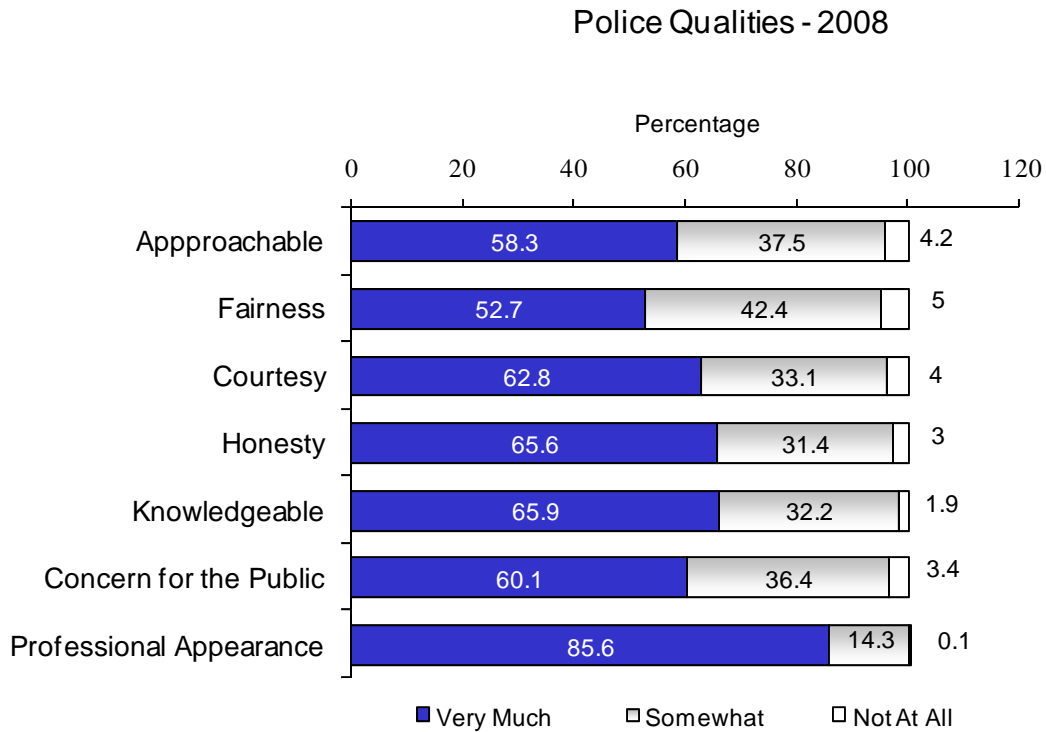
2002/2005/2008 Survey Comparisons % of Respondents Who Phoned or Attended the LPS HQ and Answered “Yes” to the Following:			
	2002	2005	2008
a) My phone call or enquiry was answered promptly.	77.0%	78.3%	79.9%
b) The switchboard operator/officer was helpful and efficient.	85.9%	83.6%	85.3%
c) The person I spoke to after my initial contact was helpful and efficient.	82.5%	81.7%	84.1%

A total of 608 (46.2%) respondents indicated that they have phoned or attended the LPS HQ during the past 2 years. The majority of these respondents (79.9%) indicated that their calls or enquiries were answered promptly. They also felt that their initial and secondary contacts were helpful and efficient.

Police Qualities

Question # 16

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 85.6% for “Very Much”.

Community Relationships

Question # 17

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

2002/2005/2008 Survey Comparisons % of Respondents Who Agree* With the Following Statements			
The London Police Service ...	Agree*		
	2002	2005	2008
a) has a good working relationship with the community.	91.4%	91.1%	92.6%
b) is making an effort to become more involved with the community in a positive way.	92.5%	90.2%	91.5%
c) responds in a fair way when dealing with the various racial, religious, and ethnic communities.	92.6%	88.9%	89.4%
d) uses authority and force appropriately.	87.9%	85.4%	86.1%

* Agree and Strongly Agree

The vast majority of respondents (92.6%) agree that the LPS has a good working relationship with the community. Most of the respondents (86.1%) also agree that the LPS uses authority and force appropriately.

Solutions

Question # 14

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?

2002/2005/2008 Survey Comparisons Solutions - % of Respondents Who Answered "Yes" to the Following Statements			
	Yes		
	2002	2005	2008
a) Crack down harder on criminals	91.3%	90.2%	90.2%
b) Do more crime prevention work	80.9%	80.6%	78.8%
c) Do more patrolling / be more visible in the community	96.8%	94.3%	93.0%
d) Enforce laws more strictly	84.7%	81.6%	83.6%
e) Hire more officers	86.3%	82.7%	73.7%
f) Provide more information and advice	71.4%	68.8%	70.9%
g) Spend more time talking to people	75.7%	77.1%	74.4%

The majority of respondents agree to all of the solutions. As in the past, the statement that received the most "Yes" responses (93%) was "Do more patrolling/be more visible in the community." The statement "Provide more information and advice" received the least "Yes" responses (70.9%).

Taxes

Question # 18

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?

2002/2005/2008 Survey Comparisons					
Willing to Pay More Property Taxes - % of Respondents:					
	2002		2005		2008
Yes, \$10 per household	29.4%	} 76.9%	28.3%	} 71.0%	24.1%
Yes, \$25 per household	29.2%		22.8%		21.0%
Yes, \$50 per household	18.3%		19.9%		22.0%
No	23.1%		29.1%		32.9%
					} 67.1%

A comparison from 2005 to 2008 shows that there has been a slight decrease (3.9%) in terms of the percentage of respondents willing to pay more property taxes per year if the money would be used to hire additional officers, increase police visibility and preserve police programs.

However, the majority of respondents (67.1%) continue to be willing to pay more property taxes towards this type of support for police services.

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 2008, the majority of respondents felt safe in all circumstances identified in the survey. The greatest change from 2002 to 2008 was the percentage of respondents who felt safe *"In Parks"* during daylight hours (increased from 80% to 85%).

Perception of Level of Crime:

This question was newly introduced in 2008; therefore there are no past comparators. However, in 2008, the majority of respondents (59.9%) indicated that they felt the level of crime *"remained the same"* in their neighbourhood during the past three years, while 33% felt it *"increased"* and 7.2% felt it *"decreased."*

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 five issues:

1. Drugs and drug-related crimes/drug control
2. Crimes Against Property
3. Crimes of Violence
4. Traffic-related concerns (traffic violations and enforcement)
5. Gangs and gang-related activities

A comparison to the 2005 Survey shows that *"Drugs and drug-related crimes/drug control"* remain as the number one issue, and *"Crimes of Violence"* and *"Gangs and gang-related activities"* remain in the top five. However, *"Crimes Against Property"* and *"Traffic-related concerns"* are new to the top five in 2008.

Also noteworthy, are two frequently identified issues that came close to being ranked within the top five in 2008:

- Youth (Problems and Violence)
- Post Secondary Student Issues (e.g., rowdy parties/disturbance to neighbours).

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. The majority of the respondents agreed to the following as the top 3 solutions:

1. Do more patrolling/be more visible in the community (93.0%)
2. Crack down harder on criminals (90.2%)
3. Enforce laws more strictly (83.6%)

The response in support of the first of the foregoing solutions was further confirmed by results from other sections of the survey. The majority continue to want more Car Patrols (79.5%), Foot Patrols (66.6%) and Bicycle Patrols (54.7%).

Taxes:

A comparison from 2005 to 2008 indicates that the willingness of respondents to pay more property taxes in support of police services decreased slightly (3.9%). However, most residents (67.1%) continue to 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 A

2008 Survey - Qualitative Data

Summary of Responses to Questions 2, 12 and 13

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>
Direct Contact/Personal Experience	5
Work	4
Neighbourhood Watch	4
Schools/OPC	2
Media (TV/Newspaper)	2
Mail	2
Neighbourhood	2
Council	1
UWO Police	1
Chief's Presentation	1
Telephone	1
Hamilton Road Assoc.	1
Family	1

Appendix A – Responses to Question # 12 (b)

Question # 12 (b)

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

Other (specify) _____

Number of Responses

Minor Damage or of little value	16
No witness/evidence	4
Afraid of Offender/retaliation	3
Didn't want to waste police time/resources	2
Didn't lock car/own fault	2
Too much deductible or Ins. Co. advised against reporting	2
Neighbour called	1
Rudeness when taking the call	1

Appendix A – Responses to Question # 13

Question # 13 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	357
	Crimes Against Property (see table below for more details)	255
	Crimes of Violence (see table below for more details)	220
	Traffic-related concerns (traffic violations and enforcement)	130
	Gangs and gang-related activities	111
	Youth (problems and violence)	102
	Post Secondary Student Issues	99
	Legislative and Court System (see separate table for more details)	82
	Weapons (crimes with weapons/weapon control)	80

Crimes Against Property	255 Total
General crimes against property <i>(excluding crimes listed below)</i>	44
Break and Enters	87
Vandalism	59
Theft	33
Graffiti	19
Theft (Auto)	13

Crimes of Violence	220 Total
Violence and General crimes of violence <i>(excluding crimes listed below, as well as, gang related violence, youth violence and domestic violence which are listed separately)</i>	123
Robberies	25
Assaults/Fights	24
Domestic Violence and Abuse	19
Sexual Assault and sex related crimes	15
Child Abuse/pedophiles/Internet child porn	14

Bar Issues and/or Downtown Issues	64 Total
Downtown issues - unsafe/crime and/or drugs downtown	25
Downtown at night	6
Clean up downtown/city	6
Unsavory/homeless people downtown/beggars	12
Bar Issues (e.g., drunks (fights) Problems before and after bars close	15

Alcohol Related Issues	63 Total
Alcohol related crimes and problems in general	41
Drinking and Driving	22

Legislative and Court System	82 Total
Lack of discipline/consequences for youth crimes/no fear of law	25
Poor laws too lenient by courts	15
More effective actions for those who commit crimes/lack of fear of discipline	15
YCJA – should be changed /ineffective	10
Ineffective court system and justice system	7
Not enough police support in courts	5
Ineffective judges	5

Other Issues with 5 or more comments	
Lack of resources (need more funding/officers/programs)	44
Increase Police Visibility/Patrols	41
Public's Disrespect (<i>Lack of respect to police, public institution and authority/ and citizens lack of respect to each other</i>)	24
Crime Prevention work (education and community)	17
Prostitution	14
Lawless Public Behaviour/disorder	12
Students in general	10
Abuse of power/overzealous/dishonest	8
Police don't seem to care/lack of action	8
Organized Crime	7
Mental Illness	7
Police doing a good job	6
Increasing budget/Preserve current services while controlling costs	6
Parents not looking after kids or pets	5
Need more detachments/sub stations	5
Poor Response time	5
Bullying/Swarming	5

APPENDIX B

2008 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	495	37.6	48.9	48.9
	No	516	39.2	51.1	100.0
	Total	1011	76.8	100.0	
Missing	8	263	20.0		
	9	43	3.3		
	Total	306	23.2		
Total		1317	100.0		

2. 1) Television

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	872	66.2	66.2	66.2
	No	445	33.8	33.8	100.0
	Total	1317	100.0	100.0	

2. 2) Radio

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	724	55.0	55.0	55.0
	No	593	45.0	45.0	100.0
	Total	1317	100.0	100.0	

2. 3) Newspaper

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	835	63.4	63.4	63.4
	No	482	36.6	36.6	100.0
	Total	1317	100.0	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. What are your primary source (s) of information about police activity, programs, and services?

2. 4) Internet

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	137	10.4	10.4	10.4
	No	1180	89.6	89.6	100.0
	Total	1317	100.0	100.0	

2. 5) Word of Mouth

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	282	21.4	21.4	21.4
	No	1035	78.6	78.6	100.0
	Total	1317	100.0	100.0	

2. 6) Community Forums

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	23	1.7	1.7	1.7
	No	1294	98.3	98.3	100.0
	Total	1317	100.0	100.0	

2. 7) London Police Employee Acquaintance

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	81	6.1	6.1	6.1
	No	1236	93.9	93.9	100.0
	Total	1317	100.0	100.0	

2. 8) Other

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	26	2.0	2.0	2.0
	No	1291	98.0	98.0	100.0
	Total	1317	100.0	100.0	

3. a) Daylight - safety in shopping centres

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Safe	686	52.1	52.7	52.7
	Safe	593	45.0	45.5	98.2
	Unsafe	23	1.8	1.8	100.0
	Total	1302	98.9	100.0	
Missing	8	2	.1		
	9	13	1.0		
	Total	15	1.1		
Total		1317	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	714	54.2	54.5	54.5
	Safe	566	43.0	43.2	97.8
	Unsafe	28	2.2	2.2	100.0
	Very Unsafe	1	.0	.0	100.0
	Total	1309	99.4	100.0	
Missing	8	1	.1		
	9	8	.6		
	Total	8	.6		
Total		1317	100.0		

3. c) Daylight - safety place of work

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Safe	619	47.0	56.7	56.7
	Safe	438	33.3	40.2	96.9
	Unsafe	30	2.3	2.7	99.6
	Very Unsafe	4	.3	.4	100.0
	Total	1091	82.8	100.0	
Missing	8	33	2.5		
	9	193	14.7		
	Total	226	17.2		
Total		1317	100.0		

3. d) Daylight - safety in neighbourhood

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Safe	513	39.0	39.6	39.6
	Safe	701	53.2	54.0	93.6
	Unsafe	81	6.2	6.3	99.9
	Very Unsafe	2	.1	.1	100.0
	Total	1297	98.5	100.0	
Missing	8	6	.5		
	9	14	1.1		
	Total	20	1.5		
Total		1317	100.0		

3. e) Daylight - in public buildings

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Safe	495	37.6	39.0	39.0
	Safe	728	55.2	57.2	96.2
	Unsafe	47	3.6	3.7	99.9
	Very Unsafe	1	.1	.1	100.0
	Total	1271	96.5	100.0	
Missing	8	23	1.7		
	9	23	1.7		
	Total	46	3.5		
Total		1317	100.0		

3. f) Daylight - while driving

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Safe	371	28.2	29.0	29.0
	Safe	788	59.8	61.6	90.7
	Unsafe	110	8.4	8.6	99.3
	Very Unsafe	9	.7	.7	100.0
	Total	1278	97.0	100.0	
Missing	8	14	1.1		
	9	25	1.9		
	Total	39	3.0		
Total		1317	100.0		

3. g) Daylight - in parks

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Safe	293	22.2	23.7	23.7
	Safe	758	57.5	61.2	84.9
	Unsafe	168	12.8	13.6	98.5
	Very Unsafe	18	1.4	1.5	100.0
	Total	1237	93.9	100.0	
Missing	8	51	3.9		
	9	29	2.2		
	Total	80	6.1		
Total		1317	100.0		

4. a) Night - safety in shopping centres

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Safe	386	29.3	30.3	30.3
	Safe	730	55.5	57.4	87.8
	Unsafe	140	10.6	11.0	98.8
	Very Unsafe	15	1.2	1.2	100.0
	Total	1271	96.5	100.0	
Missing	8	23	1.7		
	9	22	1.7		
	Total	45	3.5		
Total		1317	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	511	38.8	39.2	39.2
	Safe	695	52.8	53.3	92.5
	Unsafe	92	7.0	7.0	99.5
	Very Unsafe	6	.5	.5	100.0
	Total	1305	99.1	100.0	
Missing	8	3	.3		
	9	9	.7		
	Total	12	.9		
Total		1317	100.0		

4. c) Night - safety place of work

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Safe	367	27.9	37.0	37.0
	Safe	529	40.1	53.2	90.3
	Unsafe	84	6.4	8.5	98.7
	Very Unsafe	13	1.0	1.3	100.0
	Total	993	75.4	100.0	
Missing	8	95	7.2		
	9	229	17.4		
	Total	324	24.6		
Total		1317	100.0		

4. d) Night - safety in neighbourhood

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Safe	250	19.0	19.5	19.5
	Safe	735	55.8	57.2	76.7
	Unsafe	264	20.1	20.6	97.3
	Very Unsafe	35	2.7	2.7	100.0
	Total	1284	97.5	100.0	
Missing	8	15	1.1		
	9	18	1.4		
	Total	33	2.5		
Total		1317	100.0		

4. e) Night - in public buildings

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Safe	243	18.5	20.4	20.4
	Safe	740	56.2	61.9	82.3
	Unsafe	196	14.9	16.4	98.6
	Very Unsafe	16	1.2	1.4	100.0
	Total	1195	90.7	100.0	
Missing	8	81	6.1		
	9	41	3.1		
	Total	122	9.3		
Total		1317	100.0		

4. f) Night - while driving

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Safe	189	14.3	15.0	15.0
	Safe	829	63.0	66.1	81.2
	Unsafe	207	15.7	16.5	97.7
	Very Unsafe	29	2.2	2.3	100.0
	Total	1254	95.2	100.0	
Missing	8	28	2.1		
	9	35	2.6		
	Total	63	4.8		
Total		1317	100.0		

5. Level of Crime in Neighbourhood

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Increased	353	26.8	33.0	33.0
	Decreased	77	5.8	7.2	40.1
	Remained the Same	640	48.6	59.9	100.0
	Total	1070	81.2	100.0	
Missing	8	247	18.8		
Total		1317	100.0		

5. During the past three years, do you think that the level of crime **“in your neighbourhood”** has increased, decreased, or remained the same?

6. Overall Quality of police service

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Satisfied	210	15.9	16.7	16.7
	Satisfied	910	69.1	72.5	89.2
	Dissatisfied	117	8.9	9.3	98.5
	Very Dissatisfied	19	1.5	1.5	100.0
	Total	1256	95.4	100.0	
Missing	8	47	3.6		
	9	14	1.1		
	Total	61	4.6		
Total		1317	100.0		

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

7. a) Quality - investigation crime

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Satisfied	163	12.4	16.9	16.9
	Satisfied	688	52.2	71.5	88.4
	Dissatisfied	88	6.7	9.2	97.6
	Very Dissatisfied	24	1.8	2.4	100.0
	Total	962	73.1	100.0	
Missing	8	330	25.1		
	9	25	1.9		
	Total	355	26.9		
Total		1317	100.0		

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

7. b) Quality - specific community problems

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Satisfied	163	12.4	15.5	15.5
	Satisfied	686	52.1	65.2	80.7
	Dissatisfied	170	12.9	16.2	96.9
	Very Dissatisfied	33	2.5	3.1	100.0
	Total	1052	79.9	100.0	
Missing	8	243	18.5		
	9	22	1.7		
	Total	265	20.1		
Total		1317	100.0		

7. c) Quality - crime prevention

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Satisfied	136	10.3	13.1	13.1
	Satisfied	710	53.9	68.4	81.5
	Dissatisfied	164	12.4	15.8	97.3
	Very Dissatisfied	28	2.1	2.7	100.0
	Total	1037	78.8	100.0	
Missing	8	248	18.8		
	9	31	2.4		
	Total	280	21.2		
Total		1317	100.0		

7. d) Quality - responding promptly

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Satisfied	185	14.0	19.5	19.5
	Satisfied	542	41.2	57.1	76.6
	Dissatisfied	171	13.0	18.0	94.5
	Very Dissatisfied	52	3.9	5.5	100.0
	Total	950	72.1	100.0	
Missing	8	338	25.7		
	9	29	2.2		
	Total	367	27.9		
Total		1317	100.0		

7. e) Quality - police visibility

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Satisfied	179	13.6	14.5	14.5
	Satisfied	723	54.9	58.7	73.2
	Dissatisfied	281	21.3	22.8	96.0
	Very Dissatisfied	50	3.8	4.0	100.0
	Total	1232	93.6	100.0	
Missing	8	64	4.8		
	9	21	1.6		
	Total	85	6.4		
Total		1317	100.0		

7. f) Quality - protection of property

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Satisfied	85	6.4	8.2	8.2
	Satisfied	666	50.6	64.6	72.8
	Dissatisfied	229	17.4	22.2	95.0
	Very Dissatisfied	51	3.9	5.0	100.0
	Total	1031	78.3	100.0	
Missing	8	256	19.4		
	9	30	2.3		
	Total	286	21.7		
Total		1317	100.0		

7. g) Quality - helping victims of crime

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Satisfied	116	8.8	15.3	15.3
	Satisfied	508	38.6	66.9	82.2
	Dissatisfied	103	7.8	13.5	95.7
	Very Dissatisfied	33	2.5	4.3	100.0
	Total	760	57.7	100.0	
Missing	8	531	40.3		
	9	26	1.9		
	Total	557	42.3		
Total		1317	100.0		

7. h) Quality - traffic safety

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Satisfied	162	12.3	13.7	13.7
	Satisfied	752	57.1	63.9	77.6
	Dissatisfied	202	15.3	17.1	94.7
	Very Dissatisfied	62	4.7	5.3	100.0
	Total	1178	89.5	100.0	
Missing	8	117	8.9		
	9	22	1.7		
	Total	139	10.5		
Total		1317	100.0		

8. a) Crime Prevention Program Participant

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	26	2.0	2.0	2.0
	No	1253	95.2	98.0	100.0
	Total	1279	97.1	100.0	
Missing	9	38	2.9		
Total		1317	100.0		

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

8. b) Crime Prevention Program Satisfaction

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Satisfied	6	.5	25.5	25.5
	Satisfied	17	1.3	68.7	94.2
	Dissatisfied	1	.1	5.8	98.7
	Total	25	1.9	100.0	
Missing	8	32	2.4		
	9	1241	95.7		
	Total	1292	98.1		
Total		1317	100.0		

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

9. a) Policing Priorities - Crime Prevention

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly Agree	755	57.4	63.0	63.0
	Agree	421	32.0	35.1	98.1
	Disagree	22	1.6	1.8	99.9
	Strongly Disagree	2	.1	.1	100.0
	Total	1200	91.1	100.0	
Missing	8	24	1.8		
	9	93	7.0		
	Total	117	8.9		
Total		1317	100.0		

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

9. b) Policing Priorities - Crime Against Property

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly Agree	840	63.8	69.0	69.0
	Agree	367	27.8	30.1	99.1
	Disagree	9	.6	.7	99.8
	Strongly Disagree	3	.2	.2	100.0
	Total	1218	92.5	100.0	
Missing	8	10	.8		
	9	89	6.7		
	Total	99	7.5		
Total		1317	100.0		

9. c) Policing Priorities - Crimes of Violence

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly Agree	1054	80.1	86.3	86.3
	Agree	158	12.0	12.9	99.3
	Disagree	6	.5	.5	99.8
	Strongly Disagree	3	.2	.2	100.0
	Total	1221	92.7	100.0	
Missing	8	8	.6		
	9	87	6.6		
	Total	96	7.3		
Total		1317	100.0		

9. d) Policing Priorities - Drug Control

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly Agree	838	63.6	69.0	69.0
	Agree	335	25.4	27.6	96.6
	Disagree	30	2.3	2.5	99.1
	Strongly Disagree	11	.8	.9	100.0
	Total	1214	92.2	100.0	
Missing	8	15	1.1		
	9	88	6.7		
	Total	103	7.8		
Total		1317	100.0		

9. e) Policing Priorities - Lawless Public Behaviour

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly Agree	662	50.3	54.5	54.5
	Agree	494	37.5	40.6	95.2
	Disagree	49	3.8	4.1	99.2
	Strongly Disagree	9	.7	.8	100.0
	Total	1215	92.2	100.0	
Missing	8	12	.9		
	9	91	6.9		
	Total	102	7.8		
Total		1317	100.0		

9. f) Policing Priorities - Traffic Management

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly Agree	744	56.5	61.2	61.2
	Agree	437	33.2	35.9	97.1
	Disagree	27	2.1	2.2	99.3
	Strongly Disagree	8	.6	.7	100.0
	Total	1216	92.3	100.0	
Missing	8	11	.9		
	9	90	6.8		
	Total	101	7.7		
Total		1317	100.0		

10. Police Patrols Frequency

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Frequently	64	4.8	4.9	4.9
	Often	309	23.5	23.7	28.6
	Rarely	799	60.7	61.4	90.0
	Never	130	9.9	10.0	100.0
	Total	1302	98.9	100.0	
Missing	9	15	1.1		
Total		1317	100.0		

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

11. a) Want More Car Patrols

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	988	75.0	79.5	79.5
	No	255	19.3	20.5	100.0
	Total	1243	94.4	100.0	
Missing	9	74	5.6		
Total		1317	100.0		

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

11. b) Want More Bicycle Patrols

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	612	46.5	54.7	54.7
	No	507	38.5	45.3	100.0
	Total	1119	84.9	100.0	
Missing	9	198	15.1		
Total		1317	100.0		

11. c) Want More Marine Patrols

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	110	8.4	11.2	11.2
	No	871	66.2	88.8	100.0
	Total	981	74.5	100.0	
Missing	9	336	25.5		
Total		1317	100.0		

11. d) Want More Motorcycle Patrols

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	530	40.3	49.2	49.2
	No	549	41.7	50.8	100.0
	Total	1079	81.9	100.0	
Missing	9	238	18.1		
Total		1317	100.0		

11. e) Want More Foot Patrols

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	754	57.3	66.6	66.6
	No	378	28.7	33.4	100.0
	Total	1132	86.0	100.0	
Missing	9	185	14.0		
Total		1317	100.0		

12. a) Crime Not Reported

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	221	16.8	17.3	17.3
	No	1061	80.6	82.7	100.0
	Total	1283	97.4	100.0	
Missing	9	34	2.6		
Total		1317	100.0		

12. b1) Lack of police response in the past

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	63	4.8	28.6	28.6
	No	158	12.0	71.4	100.0
	Total	221	16.8	100.0	
Missing	9	1095	83.2		
Total		1317	100.0		

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	135	10.2	60.7	60.7
	No	87	6.6	39.3	100.0
	Total	221	16.8	100.0	
Missing	9	1095	83.2		
Total		1317	100.0		

12. 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?

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

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	10	.8	4.7	4.7
	No	211	16.0	95.3	100.0
	Total	221	16.8	100.0	
Missing	9	1095	83.2		
Total		1317	100.0		

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	28	2.1	12.6	12.6
	No	194	14.7	87.4	100.0
	Total	221	16.8	100.0	
Missing	9	1095	83.2		
Total		1317	100.0		

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	18	1.4	8.1	8.1
	No	203	15.5	91.9	100.0
	Total	221	16.8	100.0	
Missing	9	1095	83.2		
Total		1317	100.0		

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	3	.2	1.3	1.3
	No	219	16.6	98.7	100.0
	Total	221	16.8	100.0	
Missing	9	1095	83.2		
Total		1317	100.0		

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	28	2.1	12.7	12.7
	No	193	14.7	87.3	100.0
	Total	221	16.8	100.0	
Missing	9	1095	83.2		
Total		1317	100.0		

12. b8) Other

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	30	2.3	13.7	13.7
	No	191	14.5	86.3	100.0
	Total	221	16.8	100.0	
Missing	9	1095	83.2		
Total		1317	100.0		

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	1002	76.1	90.2	90.2
	No	108	8.2	9.8	100.0
	Total	1110	84.3	100.0	
Missing	8	143	10.9		
	9	63	4.8		
	Total	206	15.7		
Total		1317	100.0		

14. 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?

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	764	58.0	78.8	78.8
	No	206	15.6	21.2	100.0
	Total	969	73.6	100.0	
Missing	8	232	17.6		
	9	115	8.8		
	Total	347	26.4		
Total		1317	100.0		

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	1104	83.8	93.0	93.0
	No	84	6.3	7.0	100.0
	Total	1188	90.2	100.0	
Missing	8	65	5.0		
	9	64	4.8		
	Total	129	9.8		
Total		1317	100.0		

14. d) Recommended Improvements - Enforce laws more strictly

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	879	66.7	83.6	83.6
	No	172	13.1	16.4	100.0
	Total	1051	79.8	100.0	
Missing	8	167	12.7		
	9	99	7.5		
	Total	266	20.2		
Total		1317	100.0		

14. e) Recommended Improvements - Hire more officers

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	725	55.1	73.7	73.7
	No	259	19.7	26.3	100.0
	Total	984	74.7	100.0	
Missing	8	239	18.2		
	9	94	7.1		
	Total	333	25.3		
Total		1317	100.0		

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	653	49.6	70.9	70.9
	No	268	20.4	29.1	100.0
	Total	922	70.0	100.0	
Missing	8	279	21.2		
	9	116	8.8		
	Total	395	30.0		
Total		1317	100.0		

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	704	53.4	74.4	74.4
	No	242	18.4	25.6	100.0
	Total	946	71.8	100.0	
Missing	8	261	19.8		
	9	110	8.3		
	Total	371	28.2		
Total		1317	100.0		

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	485	36.9	79.9	79.9
	No	122	9.3	20.1	100.0
	Total	608	46.1	100.0	
Missing	9	709	53.9		
Total		1317	100.0		

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	502	38.1	85.3	85.3
	No	87	6.6	14.7	100.0
	Total	589	44.7	100.0	
Missing	9	728	55.3		
Total		1317	100.0		

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	498	37.8	84.1	84.1
	No	94	7.1	15.9	100.0
	Total	592	45.0	100.0	
Missing	9	725	55.0		
Total		1317	100.0		

16. a) Police Qualities – Approachable

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Much	655	49.7	58.3	58.3
	Somewhat	421	31.9	37.5	95.8
	Not at all	47	3.5	4.2	100.0
	Total	1122	85.2	100.0	
Missing	8	134	10.2		
	9	61	4.6		
	Total	195	14.8		
Total		1317	100.0		

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

16. b) Police Qualities – Fairness

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Much	504	38.3	52.7	52.7
	Somewhat	405	30.8	42.4	95.0
	Not at all	48	3.6	5.0	100.0
	Total	957	72.6	100.0	
Missing	8	284	21.6		
	9	76	5.8		
	Total	360	27.4		
Total		1317	100.0		

16. c) Police Qualities – Courtesy

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Much	686	52.1	62.8	62.8
	Somewhat	362	27.5	33.1	96.0
	Not at all	44	3.4	4.0	100.0
	Total	1092	82.9	100.0	
Missing	8	152	11.6		
	9	73	5.5		
	Total	225	17.1		
Total		1317	100.0		

16. d) Police Qualities – Honesty

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Much	597	45.3	65.6	65.6
	Somewhat	285	21.7	31.4	97.0
	Not at all	27	2.1	3.0	100.0
	Total	910	69.1	100.0	
Missing	8	341	25.9		
	9	66	5.0		
	Total	407	30.9		
Total		1317	100.0		

16. e) Police Qualities – Knowledgeable

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Much	660	50.1	65.9	65.9
	Somewhat	322	24.5	32.2	98.1
	Not at all	19	1.4	1.9	100.0
	Total	1001	76.0	100.0	
Missing	8	245	18.6		
	9	71	5.4		
	Total	316	24.0		
Total		1317	100.0		

16. f) Concern for the public

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Much	641	48.6	60.1	60.1
	Somewhat	388	29.5	36.4	96.6
	Not at all	37	2.8	3.4	100.0
	Total	1065	80.9	100.0	
Missing	8	185	14.1		
	9	67	5.1		
	Total	252	19.1		
Total		1317	100.0		

16. g) Police Qualities - Professional Appearance

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Much	1013	76.9	85.6	85.6
	Somewhat	169	12.9	14.3	99.9
	Not at all	1	.1	.1	100.0
	Total	1183	89.9	100.0	
Missing	8	73	5.5		
	9	61	4.6		
	Total	134	10.1		
Total		1317	100.0		

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly Agree	234	17.8	21.0	21.0
	Agree	800	60.7	71.6	92.6
	Disagree	69	5.2	6.1	98.8
	Strongly Disagree	14	1.0	1.2	100.0
	Total	1116	84.7	100.0	
Missing	8	170	12.9		
	9	31	2.3		
	Total	201	15.3		
Total		1317	100.0		

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

17. 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	242	18.4	24.1	24.1
	Agree	677	51.4	67.4	91.5
	Disagree	69	5.2	6.9	98.4
	Strongly Disagree	16	1.2	1.6	100.0
	Total	1004	76.2	100.0	
Missing	8	279	21.2		
	9	34	2.6		
	Total	313	23.8		
Total		1317	100.0		

17. 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	195	14.8	24.1	24.1
	Agree	530	40.2	65.3	89.4
	Disagree	62	4.7	7.7	97.1
	Strongly Disagree	24	1.8	2.9	100.0
	Total	811	61.6	100.0	
Missing	8	473	35.9		
	9	33	2.5		
	Total	506	38.4		
Total		1317	100.0		

17. d) The LPS uses authority and force appropriately

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly Agree	211	16.0	21.7	21.7
	Agree	626	47.5	64.4	86.1
	Disagree	100	7.6	10.3	96.4
	Strongly Disagree	35	2.7	3.6	100.0
	Total	972	73.8	100.0	
Missing	8	306	23.3		
	9	38	2.9		
	Total	345	26.2		
Total		1317	100.0		

18. Willing to pay additional property taxes

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes, \$10 per household	304	23.1	24.1	24.1
	Yes, \$25 per household	266	20.2	21.0	45.1
	Yes, \$50 per household	278	21.1	22.0	67.1
	No	416	31.6	32.9	100.0
	Total	1263	95.9	100.0	
Missing	8	1	.1		
	9	53	4.0		
	Total	54	4.1		
Total		1317	100.0		

18. 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

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

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		

4. 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		

6. 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 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		

7. 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		

10. 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		

9. 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		

10. 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		

11. 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		

12. 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		

13. 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 D

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. 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. 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	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 Service.

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 neighbourhood

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 E

2008 Cover Letter and Survey

September 3, 2008

Dear Resident:

Re: 2008 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, strategic directions were undertaken 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, 2008.**

Yours truly,

Wm. Murray Faulkner
Chief of Police



THE 2008 LONDON POLICE SERVICE (LPS) PUBLIC NEEDS SURVEY

Please return your completed survey in the enclosed prepaid postage envelope by **September 30th, 2008.**

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) In public buildings	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f) While driving	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
g) In parks	<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) In public buildings	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f) While driving	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

5. During the past three years, do you think that the level of crime "**in your neighbourhood**" has increased, decreased, or remained the same?

- Increased
- Decreased
- Remained the same
- Don't Know

6. 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

7. 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"/>

8. 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 # 9)

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

9. 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"/>

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

Very Frequently Often Rarely Never

11. 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"/>

12. 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 # 13)

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) _____

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

14. 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"/> |

15. 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"/> |

16. 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"/> |

17. 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"/> |

18. 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

19. What are the first three digits of your postal code? ___ ___ ___

20. What is your age group?

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

21. Gender

- Male
 Female

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