



ARCHIVED - Archiving Content

Archived Content

Information identified as archived is provided for reference, research or recordkeeping purposes. It is not subject to the Government of Canada Web Standards and has not been altered or updated since it was archived. Please contact us to request a format other than those available.

ARCHIVÉE - Contenu archivé

Contenu archivé

L'information dont il est indiqué qu'elle est archivée est fournie à des fins de référence, de recherche ou de tenue de documents. Elle n'est pas assujettie aux normes Web du gouvernement du Canada et elle n'a pas été modifiée ou mise à jour depuis son archivage. Pour obtenir cette information dans un autre format, veuillez communiquer avec nous.

This document is archival in nature and is intended for those who wish to consult archival documents made available from the collection of Public Safety Canada.

Some of these documents are available in only one official language. Translation, to be provided by Public Safety Canada, is available upon request.

Le présent document a une valeur archivistique et fait partie des documents d'archives rendus disponibles par Sécurité publique Canada à ceux qui souhaitent consulter ces documents issus de sa collection.

Certains de ces documents ne sont disponibles que dans une langue officielle. Sécurité publique Canada fournira une traduction sur demande.



The London Police Service (LPS) 2011 Public Needs Survey

The following is a brief summary of the results of the LPS 2011 Public Needs Survey. These results, along with the citizens' input received during a series of Public Consultations held in the fall of 2011, will be used towards the formation of the 2013 – 2015 LPS Business Plan.

Overview:

- In September 2011, 4,000 surveys were mailed to randomly selected households within the City of London.
- 1,393 residents completed the surveys providing a solid sampling of opinions and a return rate of 34.8%.
(95% confidence level with a 2.7% confidence interval)

Highlights:

- Communication Strategies
- Feeling of Safety
- Quality of Police Services & Programs
- Policing Priorities
- Police Patrols
- Reporting Crime
- Police Qualities and Customer Service
- Community Relationships
- Solutions
- Taxes

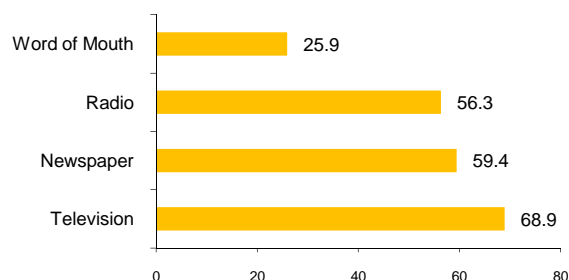
Communication Strategies

Close to half of the respondents (44%) felt that their level of knowledge has increased as a result of various communication strategies implemented by the LPS during the past 2 years.

London residents were also asked what their primary source(s) of information are for police activity, programs, and services.

The results show that television (68.9%), newspaper (59.4%), radio (56.3%), and word of mouth (25.9%) are the respondents' most primary sources of information.

2011 Survey
Primary Sources of Information



Feeling of Safety

Residents were asked to rate their feelings of safety during daylight hours and at night. The majority of residents felt safe in all circumstances.

Residents were also asked about their perceptions regarding the level of crime within their neighbourhood during the past 3 years.

The majority (61.5%) indicated that they felt it "remained the same" while 29.5% felt it "increased" and 9.0% felt it "decreased."

2011 Survey
% of Respondents
Who Feel Safe* ...

	Daylight Hours	At Night
In Shopping Centers	98.6%	92.8%
In Residence	97.4%	94.5%
At Work Place	98.0%	91.5%
In Neighbourhood	95.2%	80.8%
In Parks	88.7%	N/A
While Driving	90.4%	84.3%
In Public Buildings	96.4%	86.0%

* Safe or Very Safe



Quality of Police Services and Programs

“Deeds Not Words”



2011 Survey Quality of Police Services % of Respondents Who Feel Satisfied* ...	
Responding to specific community problems	80.9%
Crime prevention	82.3%
Responding promptly to calls	71.9%
Visible police presence	75.3%
Protection of property	75.6%
Helping victims of crime	83.9%
Investigating crime	87.3%
Traffic safety (prevention, education, and enforcement)	79.8%

* Satisfied or Very Satisfied

When residents were asked how satisfied they were with the overall quality of police services in the City of London, the majority (91.1%) responded that they are satisfied. The results are very similar when compared to 89.2% who were satisfied in 2008.

Residents were also asked to rate the quality of services for specific categories. The results showed that their level of satisfaction varied between specific police services. However the majority were satisfied with all categories. *“Investigating Crime”* was rated the highest in terms of satisfaction at 87.3% while *“Responding promptly to calls”* was rated the lowest. The satisfaction level for *“Responding promptly to calls”* decreased from 76.6% in 2008 to 71.9% in 2011.



Policing Priorities

The top 5 crime-related or policing problems facing the community and the LPS were identified as the following:

1. Drugs and drug-related crimes/drug control
2. Crimes of Violence
3. Crimes Against Property
4. Traffic-related concerns (traffic violations and enforcement)
5. Downtown Safety/Bar Issues

Next to the top 5 issues identified were:

- Youth (Problems/Attitude, Violence)
- Gangs and Gang-related Activities
- Weapons (Crimes and Weapons)

Respondents were asked to indicate whether each of the following should continue to be policing priorities:	
	Agree*
Crime Prevention.....	96.8%
Crimes Against Property .	99.1%
Crimes of Violence	99.8%
Drug Control	95.6%
Lawless Public Behaviour	94.3%
Traffic Management	96.1%
Assistance to Victims	93.2%

* Agree or Strongly Agree



V.I.P.
Values Influence and Peers



Police Patrols

Mission Statement

"The London Police Service is committed to providing a safe and secure community through community partnerships and by striving to attain the highest level of professionalism and accountability."

When asked, *as you go about your daily activities, how often do you see police patrols*, respondents indicated:

- 4.7% Very Frequently
- 49.2% Often
- 42.7% Rarely
- 3.4% Never

Respondents were also asked about specific types of patrols. The following survey comparison shows that the majority of residents continue to want to see more "car", "bicycle", and "foot" patrols.

% of Respondents Who Would like to See More of the Following	
Car Patrols	75.5%
Bicycle Patrols	58.7%
Marine Patrols	10.2%
Motorcycle Patrols	43.3%
Foot Patrols	73.0%

Reporting Crime

A total of 216 respondents indicated that they did not report a crime to the police, within the past year, for the following reasons:

Top 5	
Assumed police wouldn't take any action	61.2%
Lack of police response in the past	37.7%
It would have been too time consuming	17.7%
I was afraid of the reaction of the people involved	7.8%
I was afraid of getting involved with the police	6.8%

Statement of Values

"The London Police Service, in pursuit of its mission, believes in providing quality service with the highest possible degree of excellence, based upon the principles of fairness, integrity, honesty, and respect for human dignity."

Customer Service and Police Qualities

Quick Facts – 2011

City of London

Population – 368,400
163.3 square miles

London Police Service

Police – 591
Civilians – 196
Cadets - 22

Customer Service

Respondents who have phoned or attended the LPS Headquarters within the past 2 years were asked to describe their experience.

% of respondents who answered "Yes" to the following statements:

- My phone call or enquiry was answered promptly 75.8%
- The switchboard operator/officer was helpful and efficient 83.6%
- The person I spoke to after my initial contact was helpful and efficient 77.5%

Online Reporting

Respondents were asked if they were aware of the new online reporting system and how satisfied they were with this system.

- 8.5% aware of the online system
- 7.2% reported occurrences online
- 81.4% satisfied or very satisfied with the online system

Police Qualities

The majority of respondents replied with "Very Much" when asked how well the London Police exhibit certain qualities including approachable, fairness, courtesy, honesty, concern for the public, knowledgeable and professional appearance.



Community Relationships, Solutions, and Taxes

London Police Service (LPS) Headquarters

601 Dundas Street,
London, Ont.
N6B 1X1

Emergency Calls – 911

Non-emergency Calls
(519) 661-5670

or

TTY
for the Deaf/Hard of Hearing
(519) 661-6472
(Non-emergency Calls)

We're on the Web and Facebook!

Check out our website for more information about the London Police Service

- ▶ [Employment](#)
- ▶ [News Room](#)
- ▶ [Services](#)
- ▶ [How to Report](#)
- ▶ [Online Reporting](#)
- ▶ [Most Wanted](#)
- ▶ [Missing Persons](#)
- ▶ [Background Checks](#)
- ▶ [Lost & Found](#)
- ▶ [Publications/Stats](#)
- ▶ [FAQs](#)
- ▶ [Publications](#)

<http://police.london.ca>

Community Relationships

% of Respondents Who Agree* with the Following Statements

The London Police Service ...

has a good relationship with the community	90.7%
is making an effort to become more involved with the community in a positive way	91.0%
responds in a fair way when dealing with the various racial, religious, and ethnic communities ..	92.9%
uses authority and force appropriately	85.6%

* Agree or Strongly Agree

Reductions of Services

% of Respondents Who Answered "Yes" If They Believed a Reduction in Any of the Following Services Would Impact Public Safety.

Domestic Violence Program	78.8%
Victim Services	66.1%
Children's Safety Village	59.3%
Safety School Officer Program (Elementary)	71.9%
Secondary School Resource Officer Program	77.0%
Community Foot Patrol	86.8%
Crime Prevention Programs	82.4%
Traffic Enforcement	80.7%

More detailed information, including methodology, is available on our website within the complete "2011 Public Needs Survey" report.

Solutions

Respondents were asked how the LPS could most improve the way it deals with the problems in our community and with those who break the law. The majority of respondents agreed to all of the suggested solutions as follows:

% of Respondents Who Answered "Yes" to the Following Statements

Do more crime prevention work	78.2%
Do more patrolling / be more visible in the community	93.9%
Enforce laws more strictly	73.7%
Hire more officers	58.8%
Provide more information and advice	71.4%
Spend more time talking to people	75.8%
Respond to calls more quickly	83.9%

Taxes

Respondents (who indicated that they are property owners) were asked if they were willing to pay more property taxes per year if the money would be used to hire more police officers, increase police visibility, or towards preserving the current police programs.

The majority of respondents (64.1%) indicated that they are willing to pay more taxes.