



# OPP COMMUNITY SATISFACTION SURVEY 2009

## Hurononia West Detachment

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# OPP Community Satisfaction Survey 2009

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# OPP Community Satisfaction Survey 2009

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### Methodology

- The 2009 OPP Community Satisfaction Survey is the first time the OPP have used a commercial research company to conduct the surveys. Previous surveys have been conducted by local volunteers from the Huronia West Detachment.
- The research company R.A. Malatest & Associates Ltd. conducted this telephone survey between September 28, 2009 and November 9, 2009.
- Randomly selected telephone numbers and Random Digit Dial were used to sample a total of 382 respondents who were at least 16 years old, where no member of the household was employed by the OPP.
- These 382 completed surveys represent a margin of error of +/- 5%, 19 times out of 20. Where scale responses are presented as means, the margin of error is +/- .06.

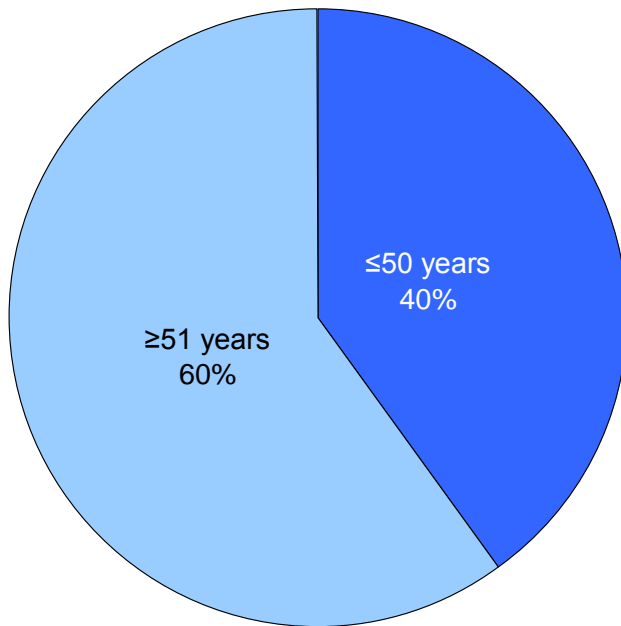


## Methodology

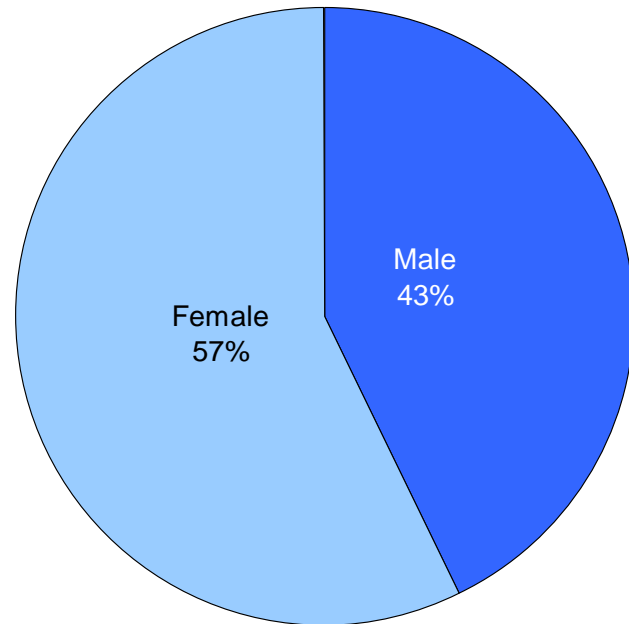
- Comparisons were made between the municipalities of Clearview, Springwater and Wasaga Beach. Where these were statistically significant at the 5% level those differences are presented.
- There were 125 respondents from Clearview, 142 respondents from Springwater and 115 respondents from Wasaga Beach.
- Most scale questions rate the item with a range of 4 answer choices. Charts present the results in two formats:
  - Actual percentages for each of the four answer choices. For these charts the 'best' two choices are to the left, in blue.
  - The mean value of the result, out of a maximum of 4. For all items the higher the number (or longer the bar in the chart), the 'better' the result.



## Demographics



Age Distribution

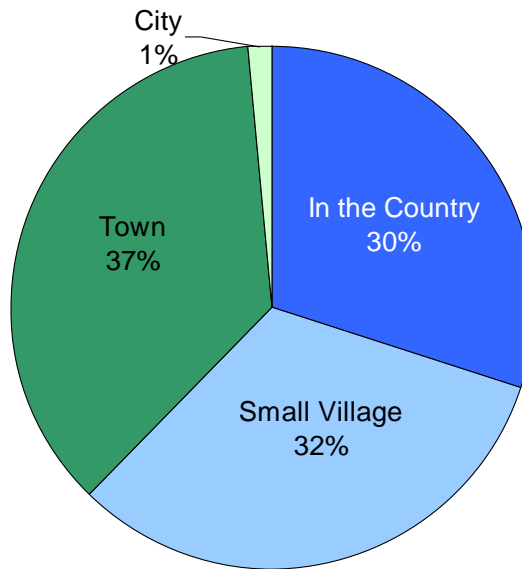


Gender



## Demographics

● Respondents were asked whether they lived in a city, a town, a small village or out in the country. The results are shown in the chart below.

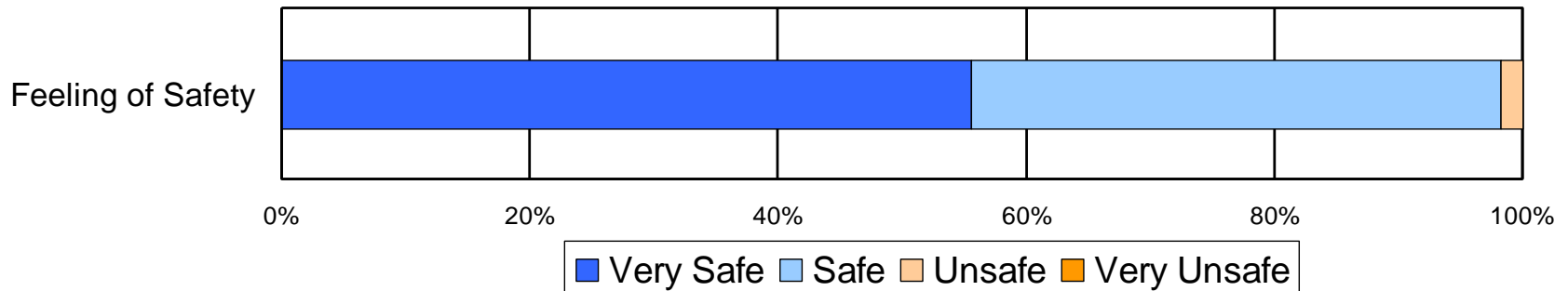


Where Respondents Live



## The OPP and the Community

- 98.2% of respondents felt 'very safe' or 'safe' in their community.

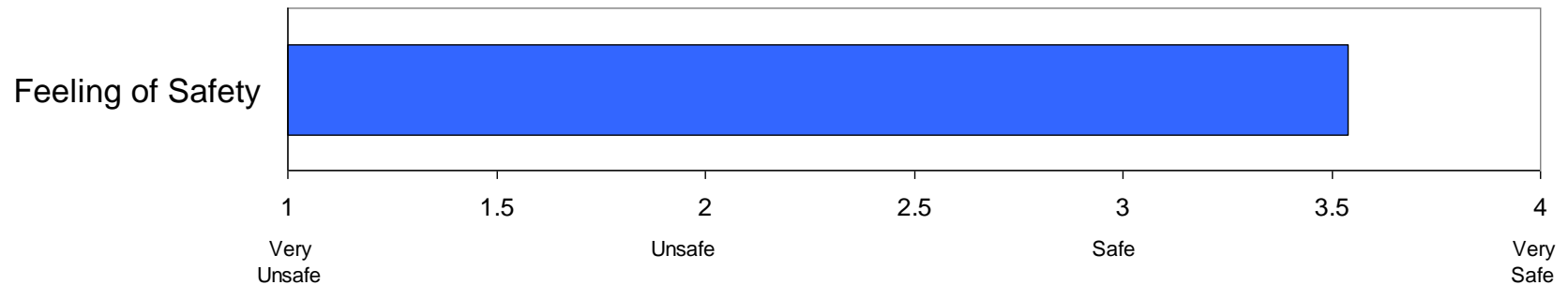


Very Safe	Safe	Unsafe	Very Unsafe
55.5%	42.7%	1.8%	0%



## The OPP and the Community

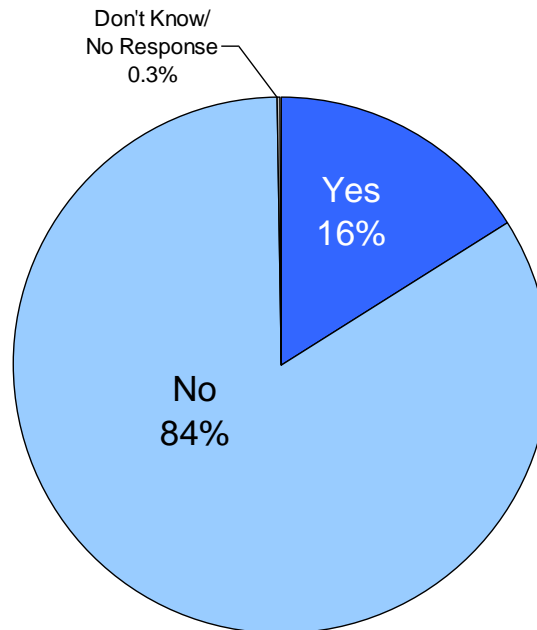
- On average, respondents felt part way between 'safe' and 'very safe' in their community (3.54/4).





## The OPP and the Community

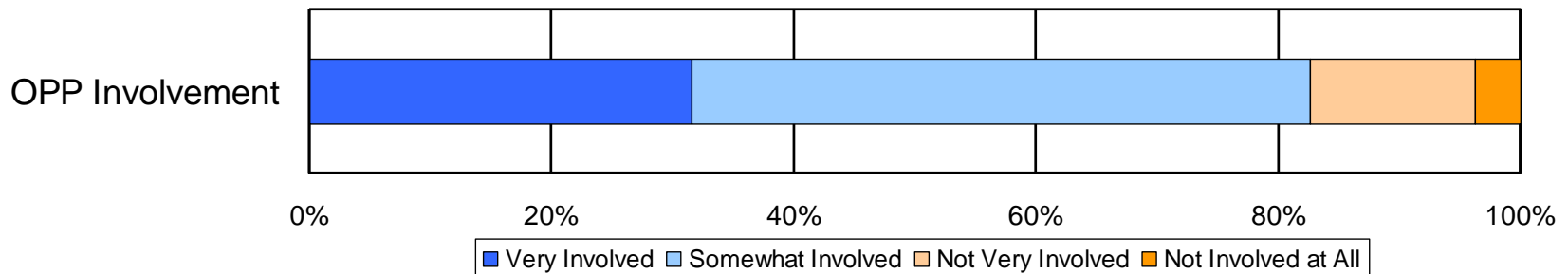
Over the past two years, 16.0% of respondents indicated they have had contact with the OPP in their community in a routine situation such as at community or charity events, or with the School Resource Officer.





## The OPP and the Community

82.6% of respondents said the OPP were 'somewhat involved' or 'very involved' in their community.

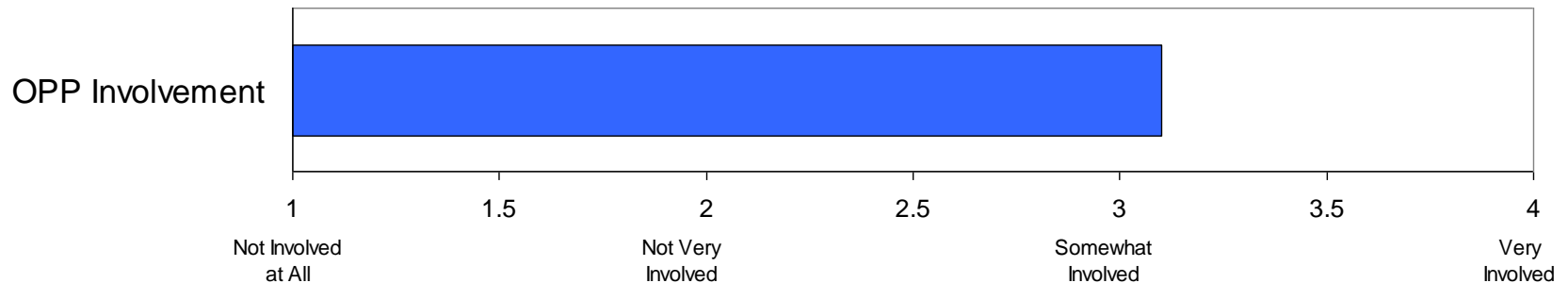


Very Involved	Somewhat Involved	Not Very Involved	Not Involved at All
31.5%	51.1%	13.6%	3.8%



## The OPP and the Community

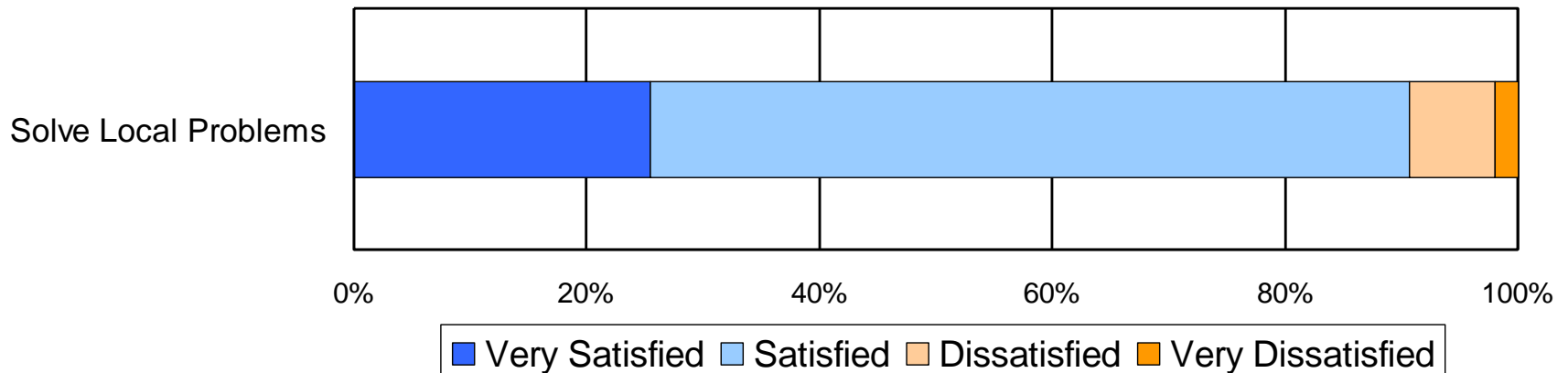
- On average, respondents said the OPP were 'somewhat involved' (3.10/4) in their community.
- Respondents from Wasaga Beach said the OPP were more involved (3.35/4) than those from the other two areas (3.00/4).





## The OPP and the Community

- 90.5% of respondents were 'satisfied' or 'very satisfied' with the OPP's ability to work with communities to solve local problems.

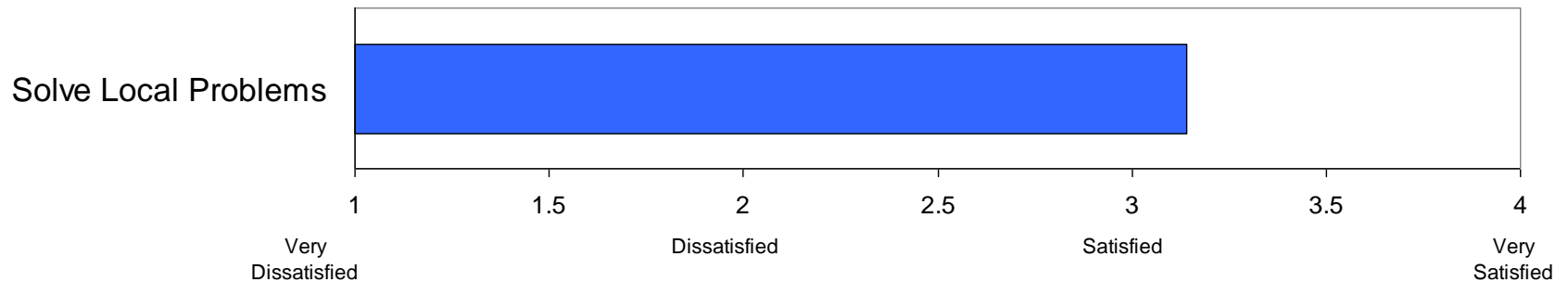


Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied
25.4%	65.1%	7.4%	2.0%



## The OPP and the Community

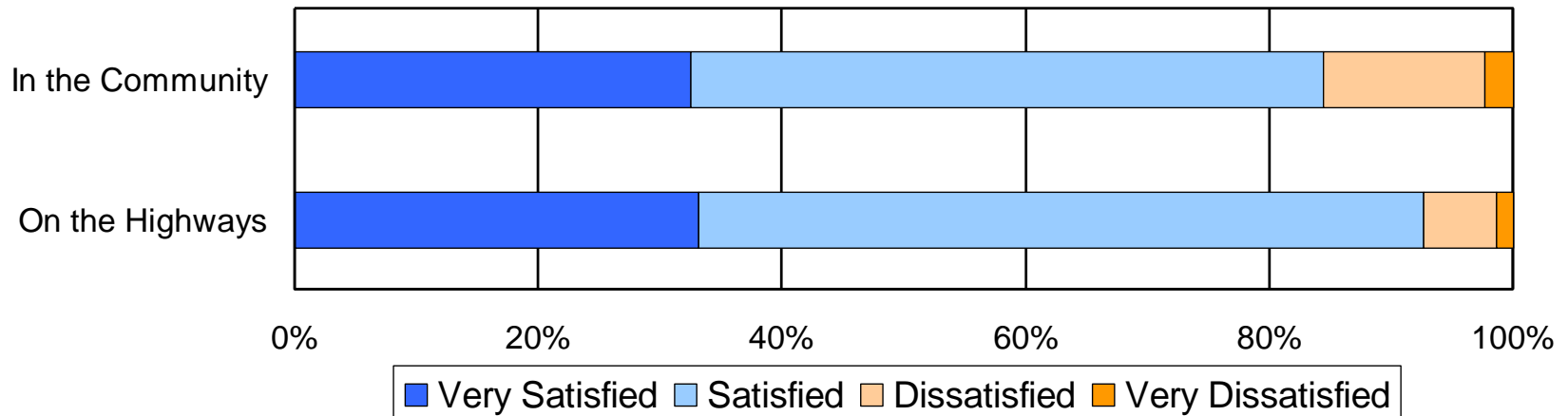
- On average, respondents said they were part way between 'satisfied' and 'very satisfied' (3.14/4) with the OPP's ability to work with communities to solve local problems.





### The OPP and the Community

- 84.3% of respondents were ‘satisfied’ or ‘very satisfied’ with the OPP’s visibility in their community.
- 92.7% of respondents were ‘satisfied’ or ‘very satisfied’ with the OPP’s visibility on the highways.

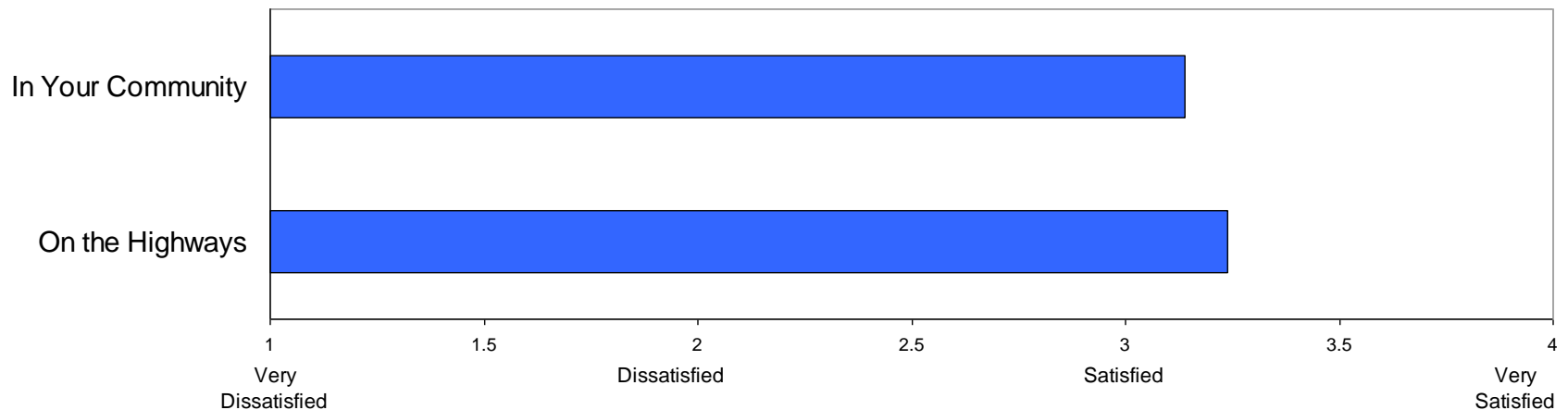


	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied
Visibility in the community	32.4%	51.9%	13.2%	2.4%
Visibility on the highways	33.1%	59.6%	6.0%	1.4%



## The OPP and the Community

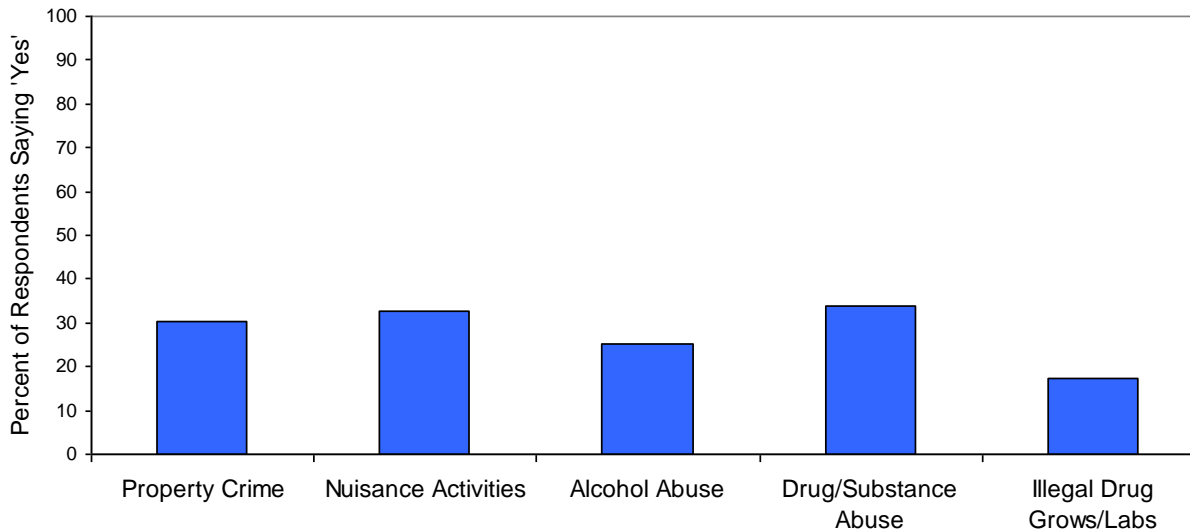
- On average, respondents said they were part way between 'satisfied' and 'very satisfied' (3.14/4) with the OPP's visibility in the community.
- On average, respondents said they were part way between 'satisfied' and 'very satisfied' (3.24/4) with the OPP's visibility on the highways.
- Respondents from Wasaga Beach said they were more satisfied (3.35/4) than those from the other two areas (3.06/4) with OPP's visibility in the community.





## Community Issues

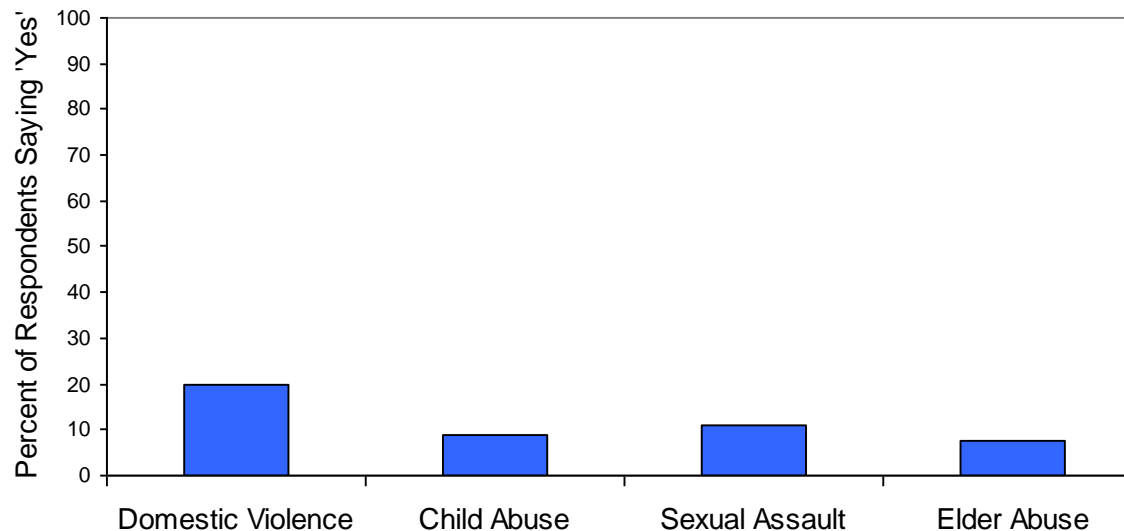
• Respondents indicated 'yes' when asked whether property crime (30.5%), nuisance activities (32.5%), alcohol abuse (25.3%), drug/substance abuse (33.7%) and illegal drug grows or labs (17.5%) were a problem in their community.





## Community Issues

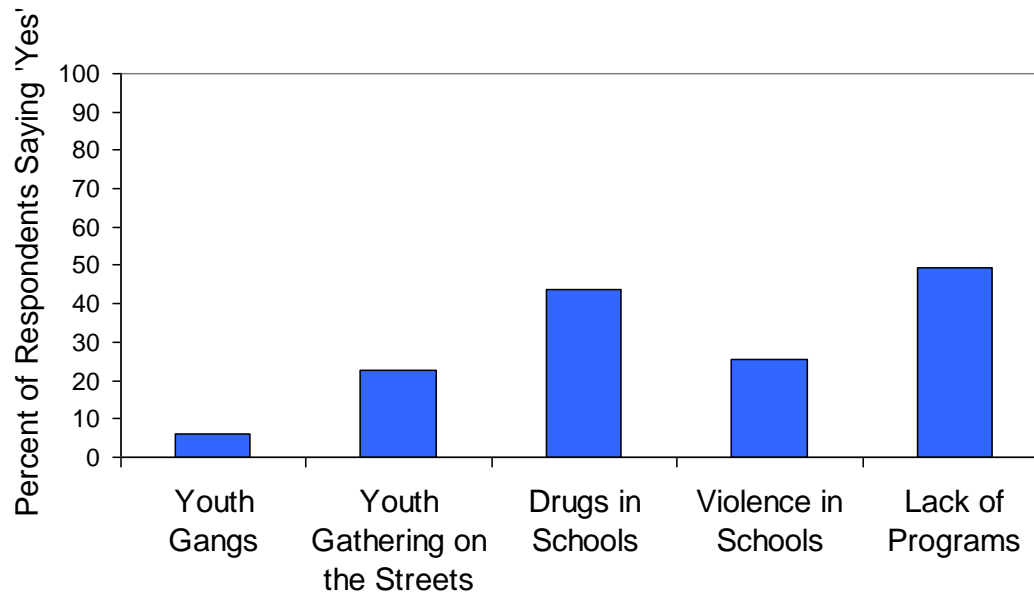
- Respondents indicated 'yes' when asked whether domestic violence (20.0%), child abuse (8.9%), sexual assault (11.1%), and elder abuse (7.6%) were a problem in their community.





## Community Issues

• Respondents indicated 'yes' when asked whether youth gangs (6.0%), youth gathering on the streets (22.7%), drugs in schools (43.6%), violence in schools (25.4%) and a lack of youth programs or initiatives (49.3%) were a problem in their community.





## Community Issues

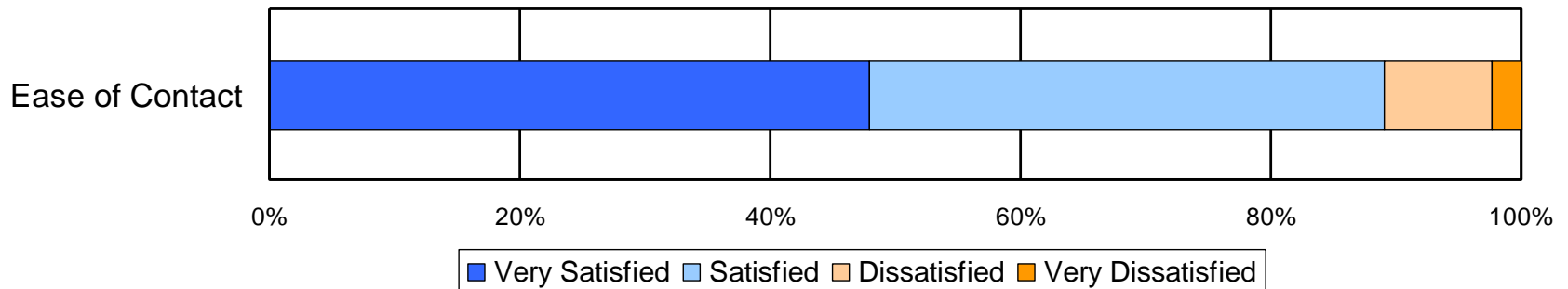
- Where there were statistical differences between communities in the number of respondents indicating 'yes' to any of the community issues, these are presented in the table below

Issue	Statistical Differences
Property crime	Clearview + Wasaga Beach (35.2%) > Springwater (22.4%)
Alcohol abuse	Wasaga Beach (42.2%) > Clearview + Springwater (17.6%)
Drug/substance abuse	Wasaga Beach (45.0%) > Clearview (36.6%) > Springwater (22.0%)
Domestic violence	Wasaga Beach (28.7%) > Clearview + Springwater (16.4%)



## Ease of Contacting the OPP

● Of the 55.1% of respondents who said they had contacted the OPP in the past year, 88.9% were 'satisfied' or 'very satisfied' with the ease of contacting the OPP

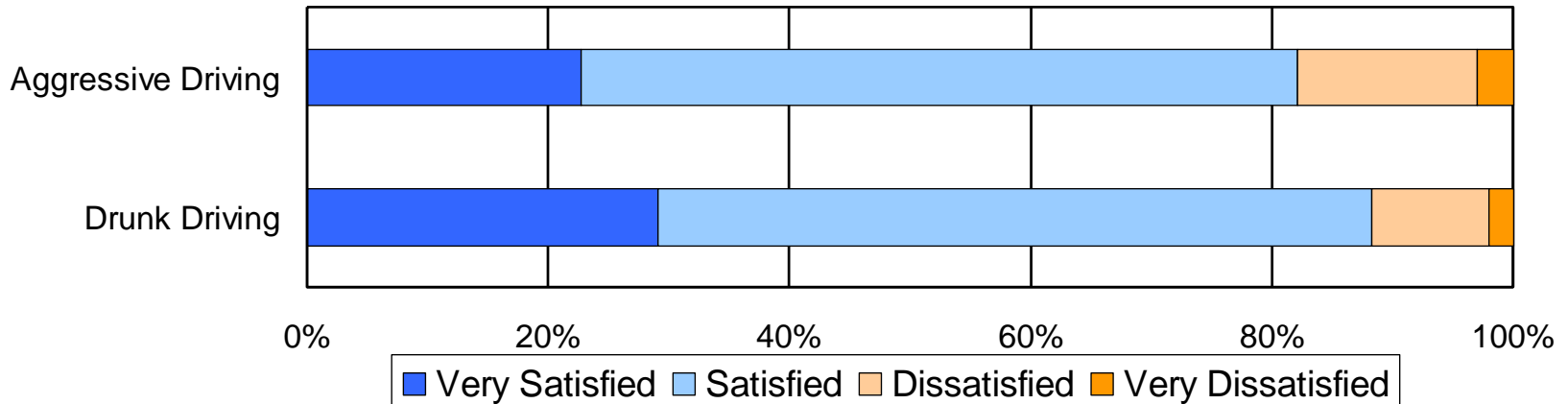


Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied
47.8%	41.1%	8.6%	2.4%



### The OPP's Effectiveness

- 82.1% of respondents were 'satisfied' or 'very satisfied' with the OPP's enforcement of aggressive driving laws.
- 88.3% of respondents were 'satisfied' or 'very satisfied' with the OPP's enforcement of drunk driving laws.



	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied
Enforcing aggressive driving laws*	22.7%	59.4%	14.9%	3.0%
Enforcing drunk driving laws	29.1%	59.2%	9.8%	2.0%

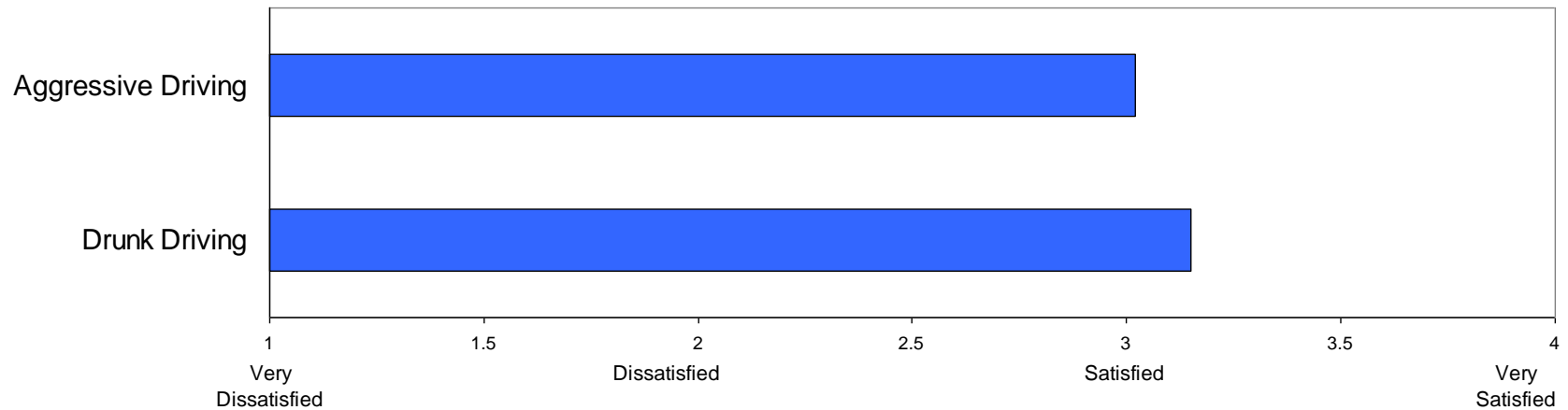
\*for example, speeders or improper lane changes

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### The OPP's Effectiveness



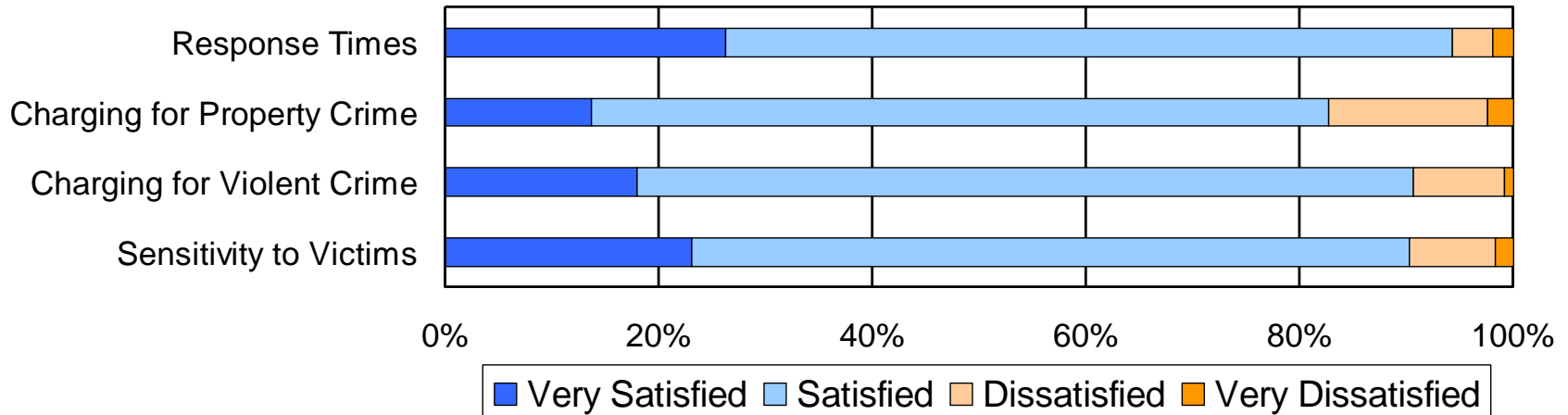
	<b>Overall Mean</b>
Enforcing aggressive driving laws	3.02/4
Enforcing drunk driving laws	3.15/4

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### The OPP's Effectiveness



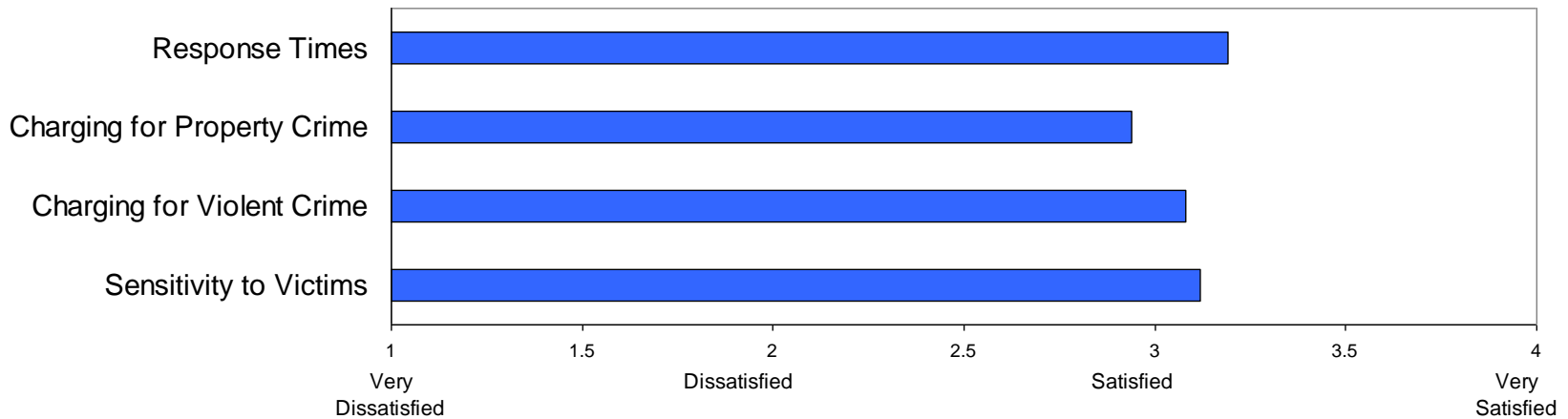
	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied
Response times to violent crime	26.2%	68.1%	3.8%	1.9%
Charging people who have committed a property crime	13.6%	69.1%	14.8%	2.5%
Charging people who have committed a violent crime	17.9%	72.8%	8.5%	0.9%
Sensitivity to victims of violent crime	23.1%	67.1%	8.1%	1.7%

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### The OPP's Effectiveness

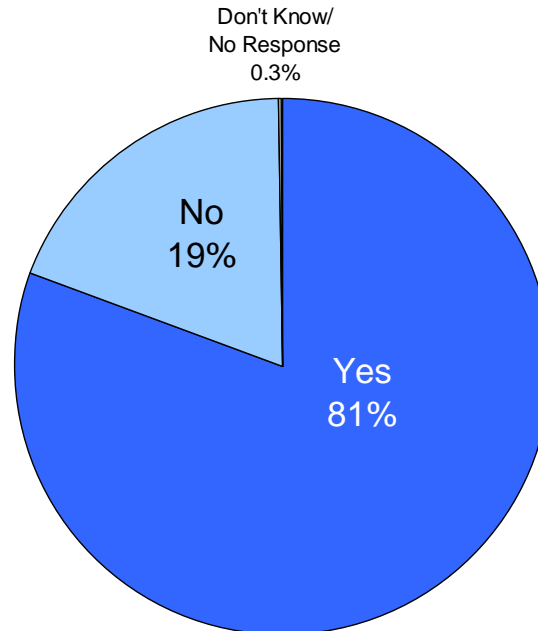


	<b>Overall Mean</b>	<b>Significant Differences</b>
Response times to violent crimes	3.19/4	
Charging people who have committed a property crime	2.94/4	
Charging people who have committed a violent crime	3.08/4	Respondents from Clearview and Springwater (3.15/4) were more satisfied than those from Wasaga Beach (2.92/4)
Sensitivity of the OPP towards victims of violent crime	3.12/4	



## Emergency Preparedness

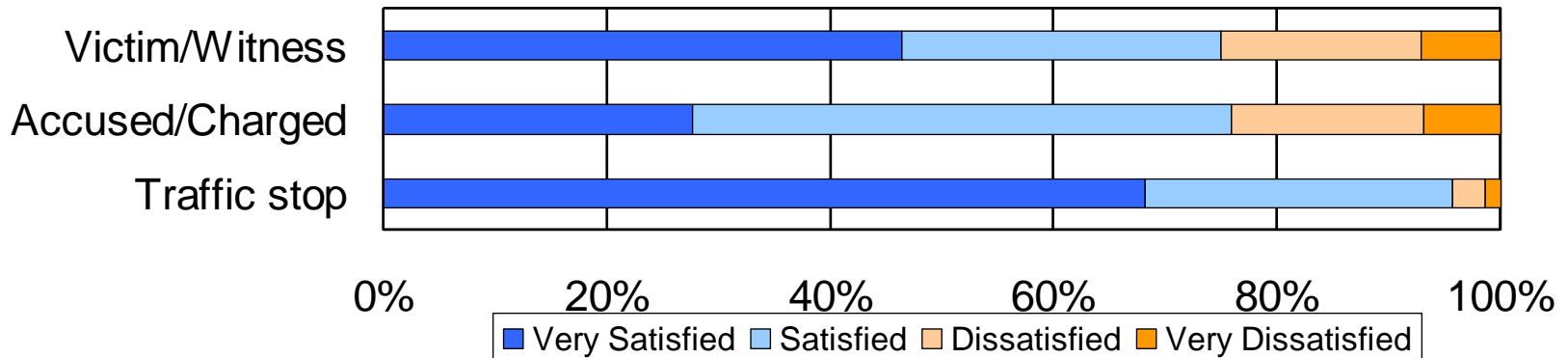
● In the event of an extended power outage, would you be able to be self-sufficient for 72 hours at any time of year?





### Contact With the OPP

- Over the past year 31.9% of respondents had contact with the OPP in a traffic situation (such as a traffic collision or a traffic stop), as a victim/witness, as an accused/charged person or in a routine traffic stop.
- These respondents were then asked how satisfied they were with that contact:

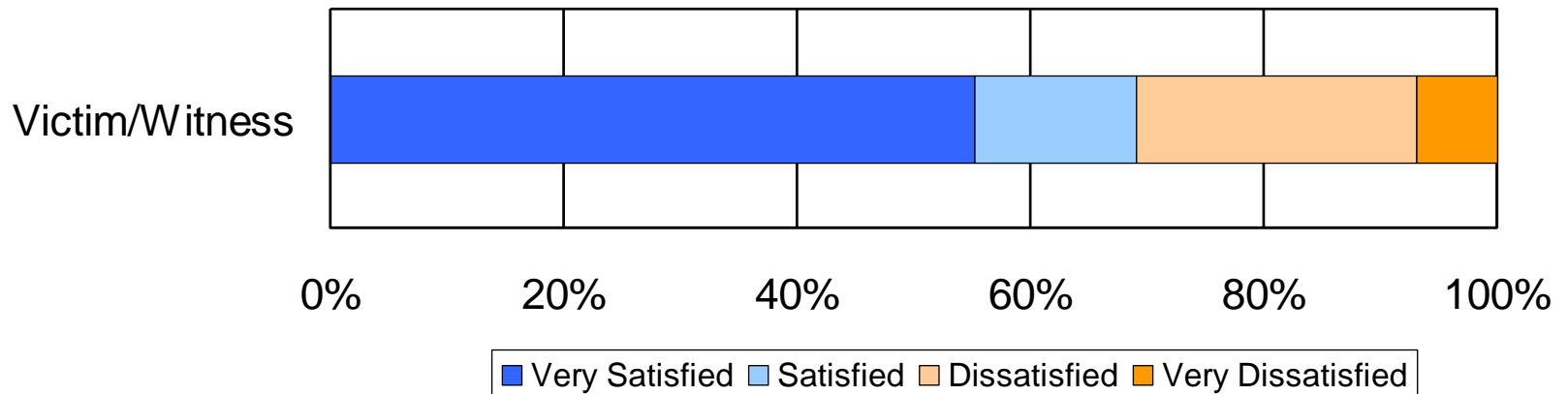


	Number of Respondents	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Overall Mean
Victim/Witness	28	46.4%	28.6%	17.9%	7.1%	3.14/4
Accused/Charged	29	27.6%	48.3%	17.2%	6.9%	2.97/4
Traffic Stop	69	68.1%	27.5%	2.9%	1.4%	3.6/4



### Contact With the OPP

- Over the past year 7.9% of respondents had contact with the OPP as a result of a property crime (such as vandalism, break & enter or theft), as a victim/witness or as an accused/charged person
- These respondents were then asked how satisfied they were with that contact:



	Number of Respondents	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Overall Mean
Victim/Witness	29	55.2%	13.8%	24.1%	6.9%	3.17/4
Accused/Charged	0					

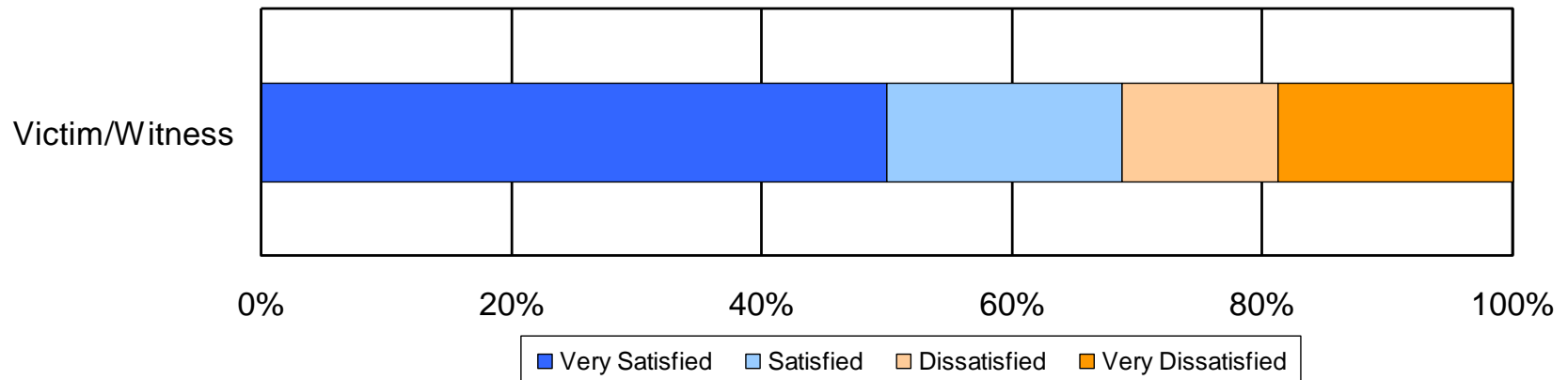
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### Contact With the OPP

- Over the past year 4.2% of respondents had contact with the OPP as a result of a violent crime (crime against a person that includes not only violent acts but also threats of violence or any sexual offence), as a victim/witness or as an accused/charged person
- These respondents were then asked how satisfied they were with that contact:

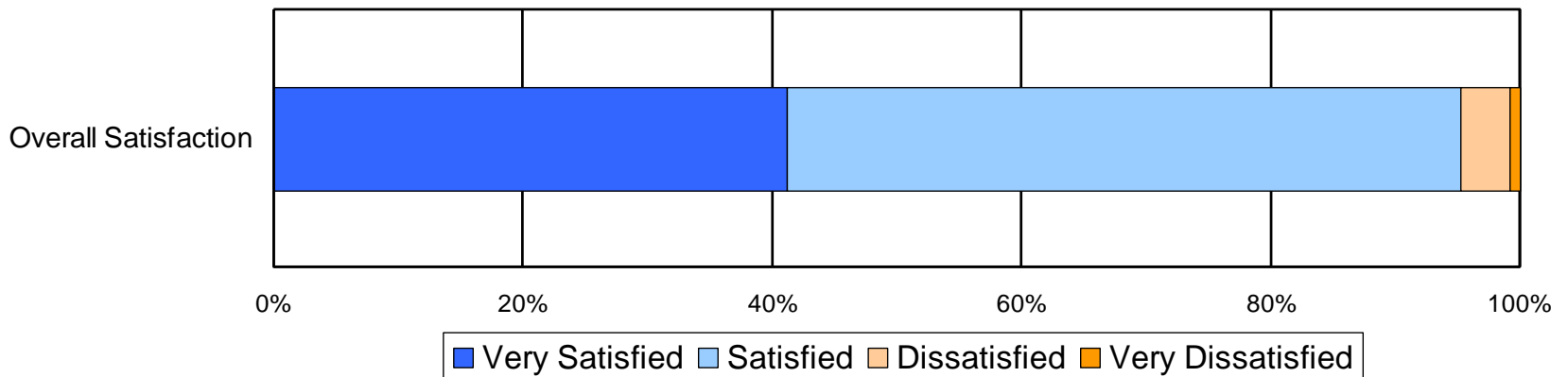


	Number of Respondents	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Overall Mean
Victim/Witness	16	50.0%	18.8%	12.5%	18.8%	3.00/4
Accused/Charged	0					



### Overall Satisfaction

● Overall, 95.1% of respondents were ‘very satisfied’ or ‘satisfied’ with the quality of police service provided by the OPP.

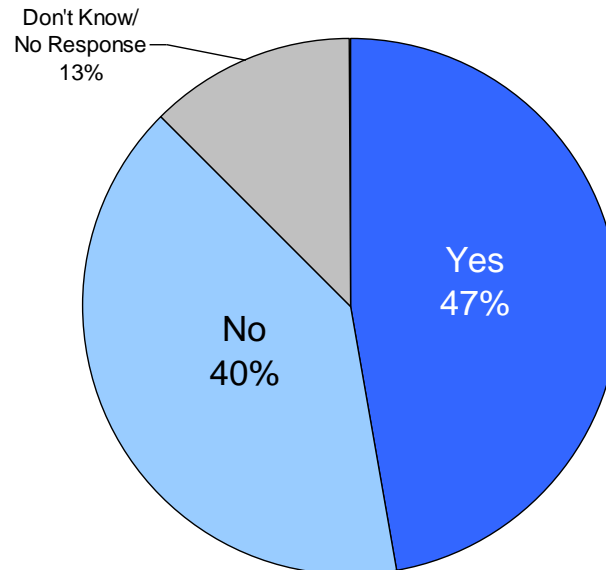


Very Satisfied (4)	Satisfied (3)	Dissatisfied (2)	Very Dissatisfied (1)		Overall Mean
41.1%	54.0%	4.0%	0.8%		3.35/4



## Huronia West's Local Questions

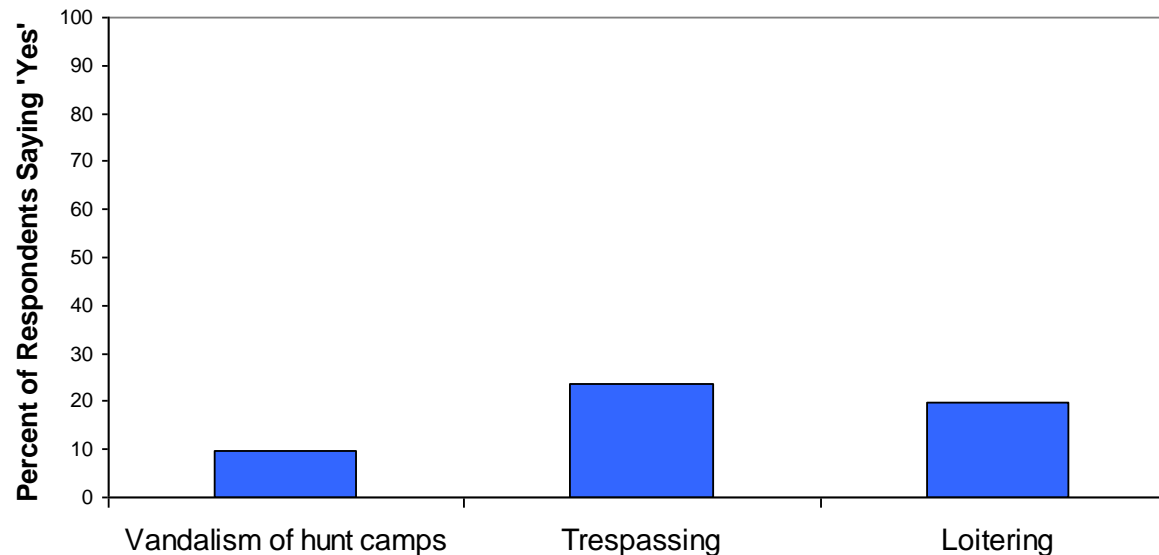
- Are the OPP providing enough information to the public about their local programs and initiatives?





## Huronia West's Local Questions

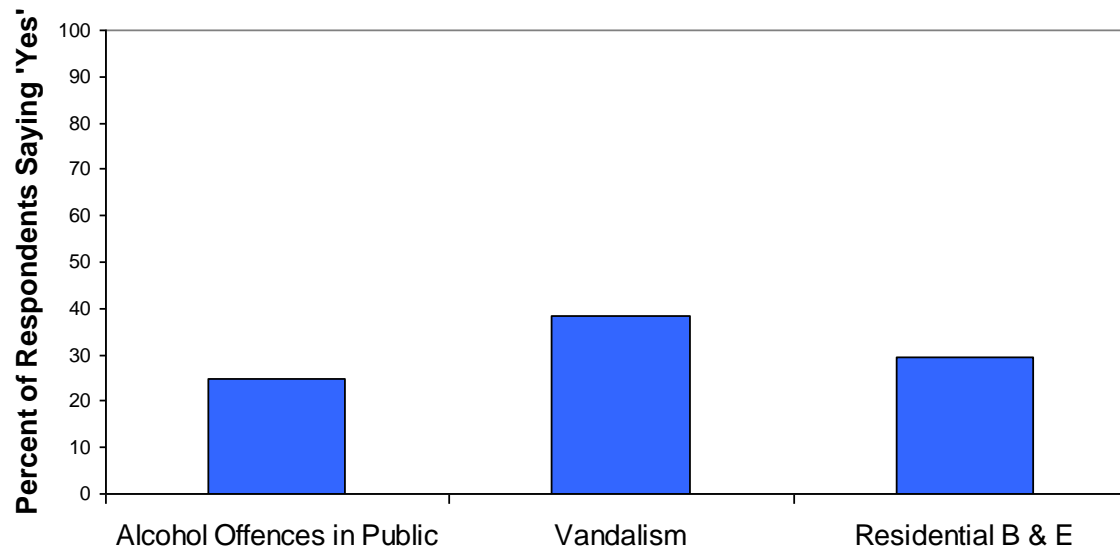
- Respondents indicated 'yes' when asked whether loitering around schools/parks after hours (19.8%), trespassing on private property (23.5%) or vandalism of hunt camps (9.7%) were a problem in their community.





## Huronia West's Local Questions

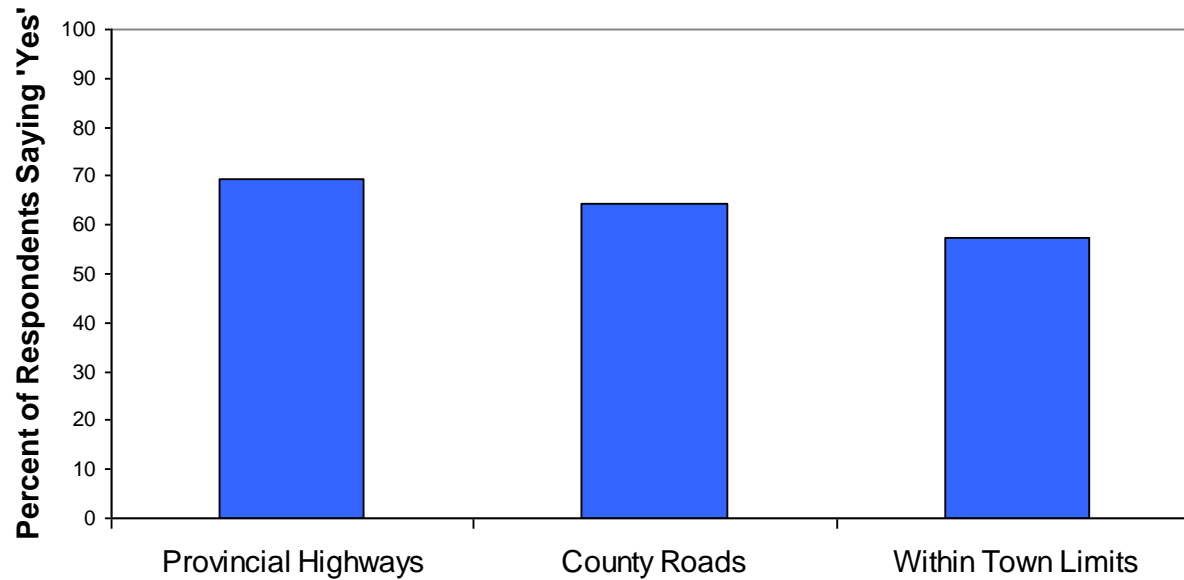
- Respondents indicated 'yes' when asked whether alcohol offences in public areas (24.8%), vandalism to public or private property (38.5%) or residential break and enter (29.3%) were a problem in their community.





## Huronia West's Local Questions

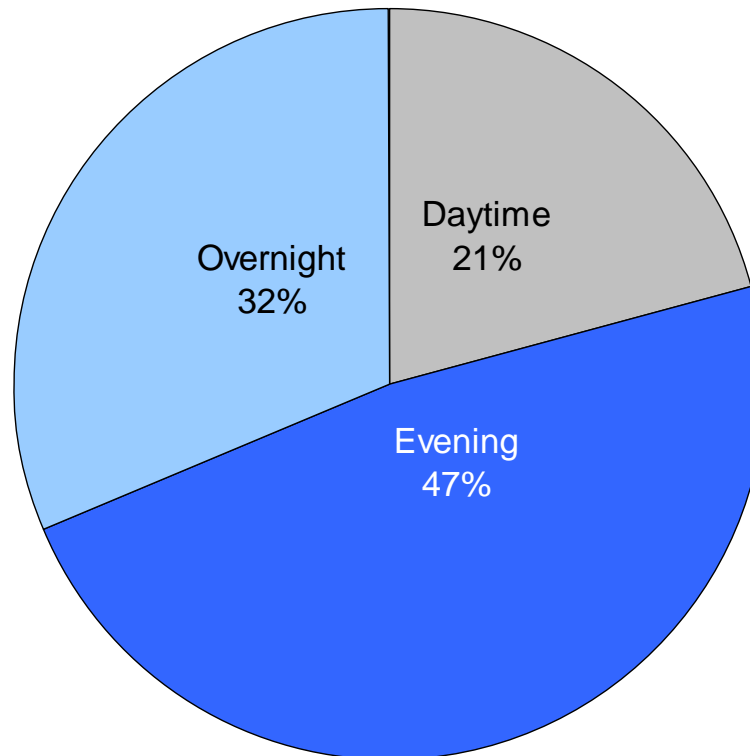
- Respondents indicated 'yes' when asked whether speeding within town limits (57.3%), speeding on township and county roads (64.3%) or speeding on provincial highways (69.3%) were a problem in their community.





## Huronia West's Local Questions

- When do you believe OPP presence should be highest? During the daytime, the evening or overnight?





## Future Surveys

- Future surveys might attempt to determine the reasons for dissatisfaction with the OPP after people have had contact with the OPP as a victim or a witness.