

KINGSTON POLICE
2011 COMMUNITY SURVEY REPORT



Serving Our Community Since 1841

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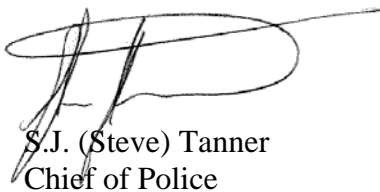
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ACKNOWLEDGMENTS

As part of the 2012–14 business planning process, the Kingston Police conducted an online public opinion survey to obtain feedback on perceptions as to current police service delivery and input on what community members viewed as the most pressing public safety and policing issues, based on their experience.

On behalf of the Kingston Police and the Kingston Police Services Board, I would like to thank the members of our force who took part in the design, implementation, and analysis of this community survey.

I would also like to express my appreciation to those within our community who took part in the survey, which was an important part of our information gathering for the Kingston Police 2012–14 Business Plan.



S.J. (Steve) Tanner
Chief of Police

METHODOLOGY

From August through September 2011 the 2011 Kingston Police Survey was made available on the force's website and actively promoted through the media. Paper copies of the survey were also made available. More than 750 residents responded to this survey, an increased number from the first online community survey conducted in 2007, which had 613 respondents. To encourage open and honest feedback, input was anonymous.

Survey questions covered the perceived incidence of crime; sense of safety; the most important policing issues; level of satisfaction with the Kingston Police in specific areas; preferred types of police presence; personal interactions and experiences with police in both emergency and non-emergency situations; experiences as a victim; perceived characteristics of the members of Kingston Police; and main sources of information on police activities, programs, and services.

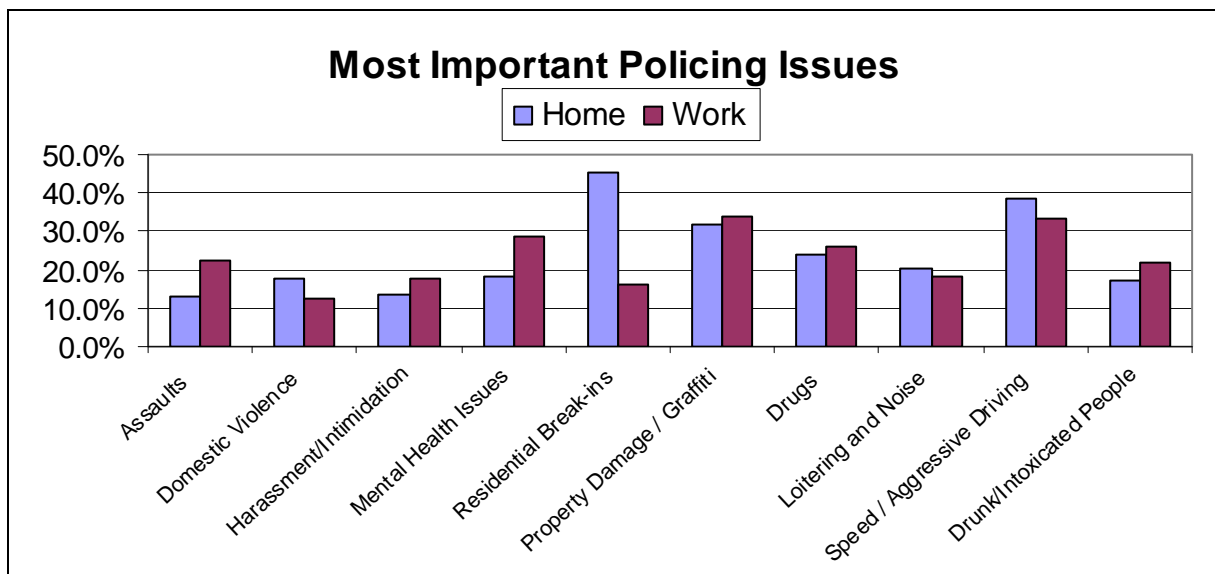
The sample of citizens who elected to provide online feedback had a balanced, representative mix with respect to male (47 percent) and female (53 percent) respondents, and ages ranged from under 18 years to 85 years and older.

HIGHLIGHTS OF PUBLIC RESPONSE

Compared to a similar survey conducted in 2007, it would appear that there has been an increased sense of personal safety. When respondents were asked their opinion as to whether crime had increased, decreased, or remained the same for the 2008–11 period, 26.5 percent believed that crime had increased, but 52.7 percent believed that crime had remained the same and 20.8 percent believed that crime had decreased. The following table compares the 2011 responses to this question with the 2007 perceptions of crime for the 2004–6 period.

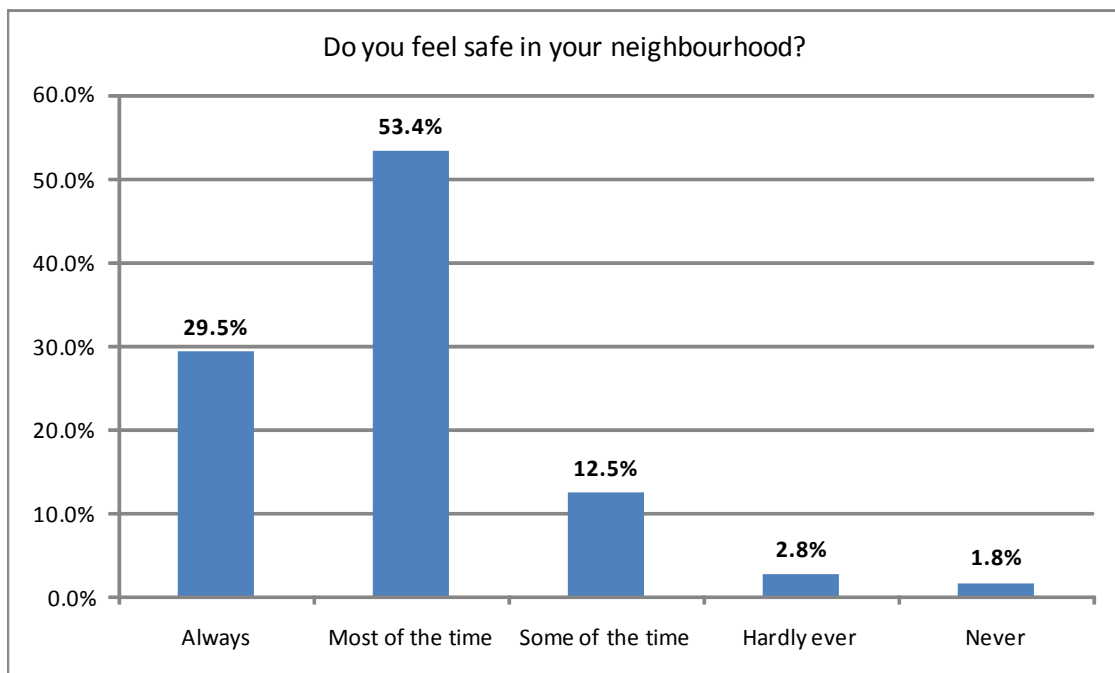
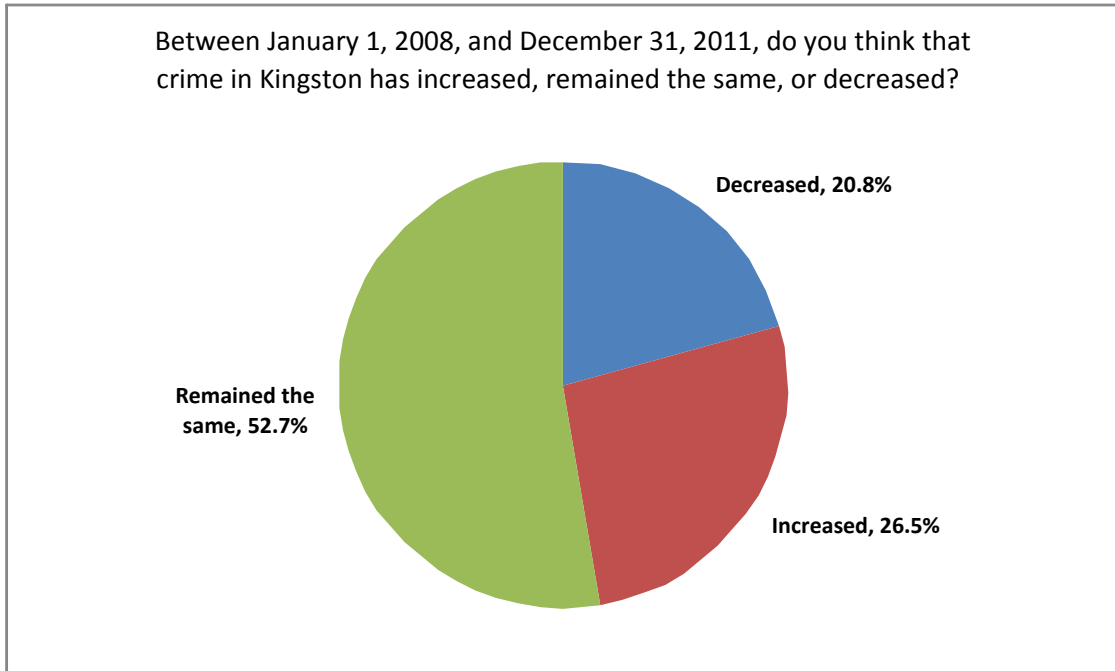
Perception of Crime	2007 Survey	2011 Survey
Increased	44.0%	26.5%
Remained the Same	43.4%	52.7%
Decreased	12.5%	20.8%

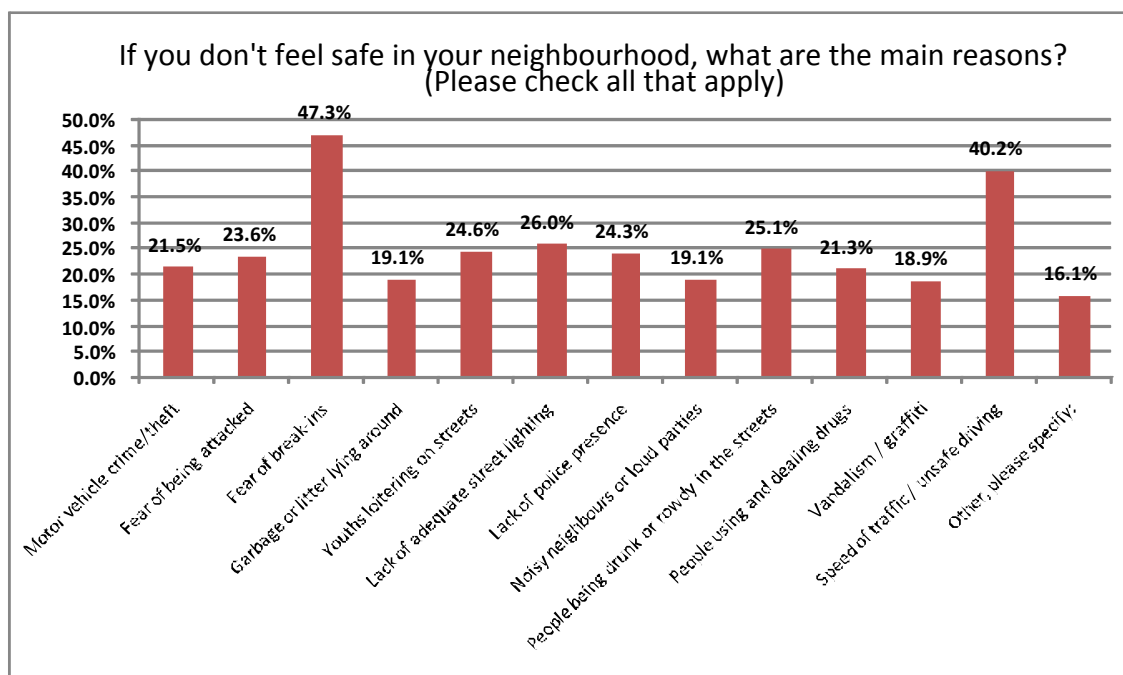
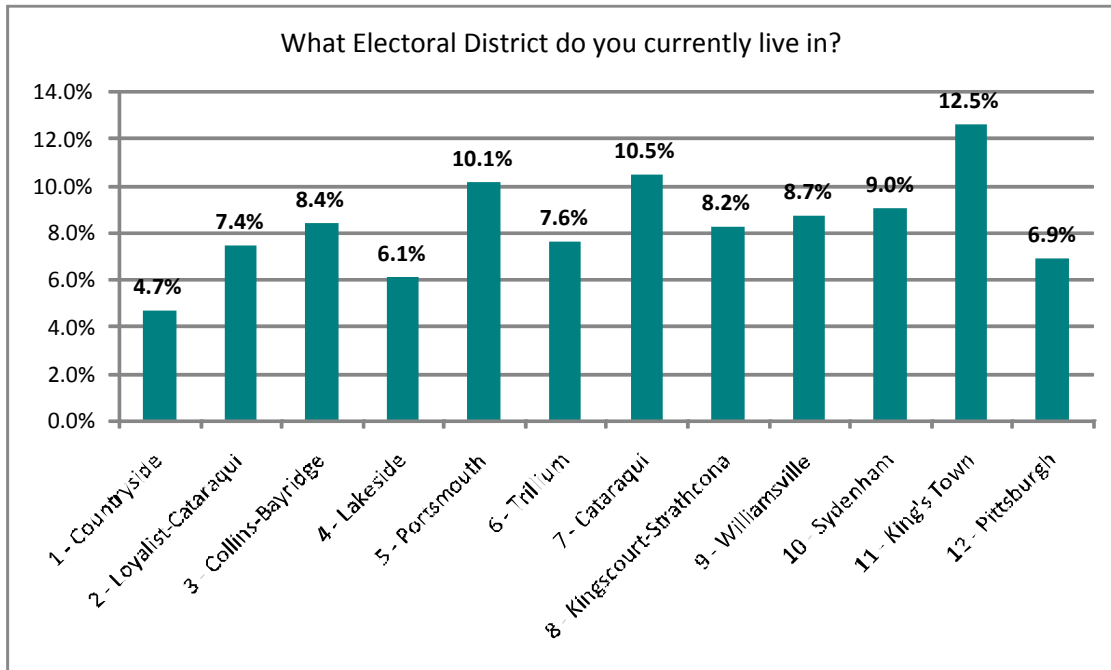
Responses to what participants viewed as the most important policing issues or problems in Kingston also differed slightly from the 2007 survey. In 2007, respondents identified drugs as the most serious problem by a significant margin. While still a concern, it has been surpassed by concerns regarding break-ins, speeding and aggressive driving, and property damage.

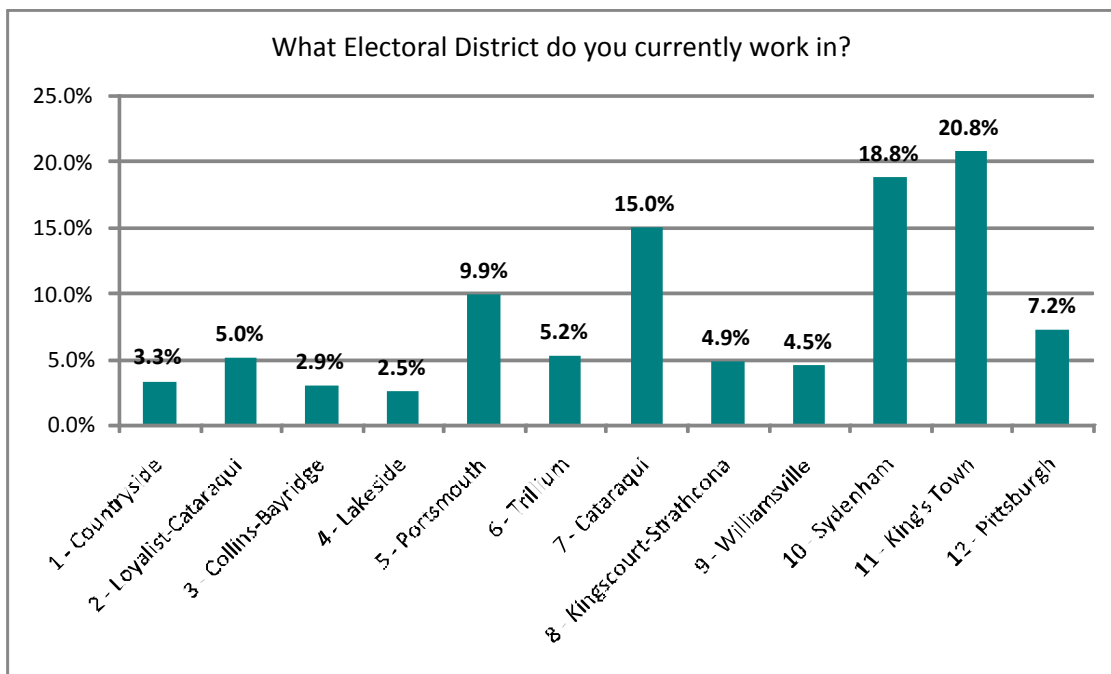
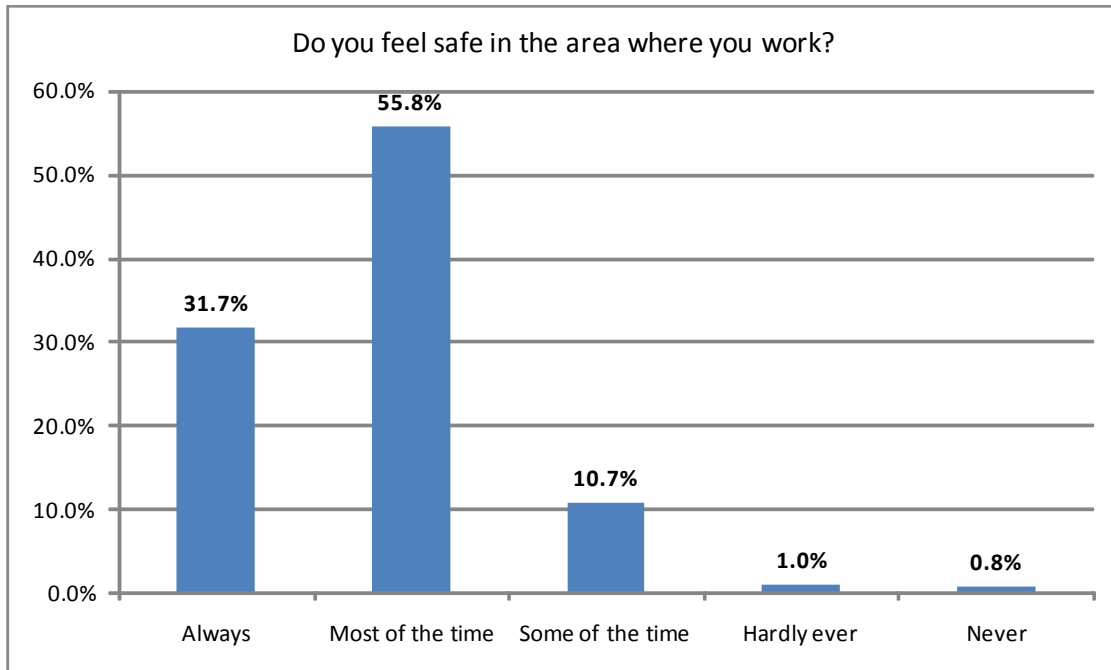


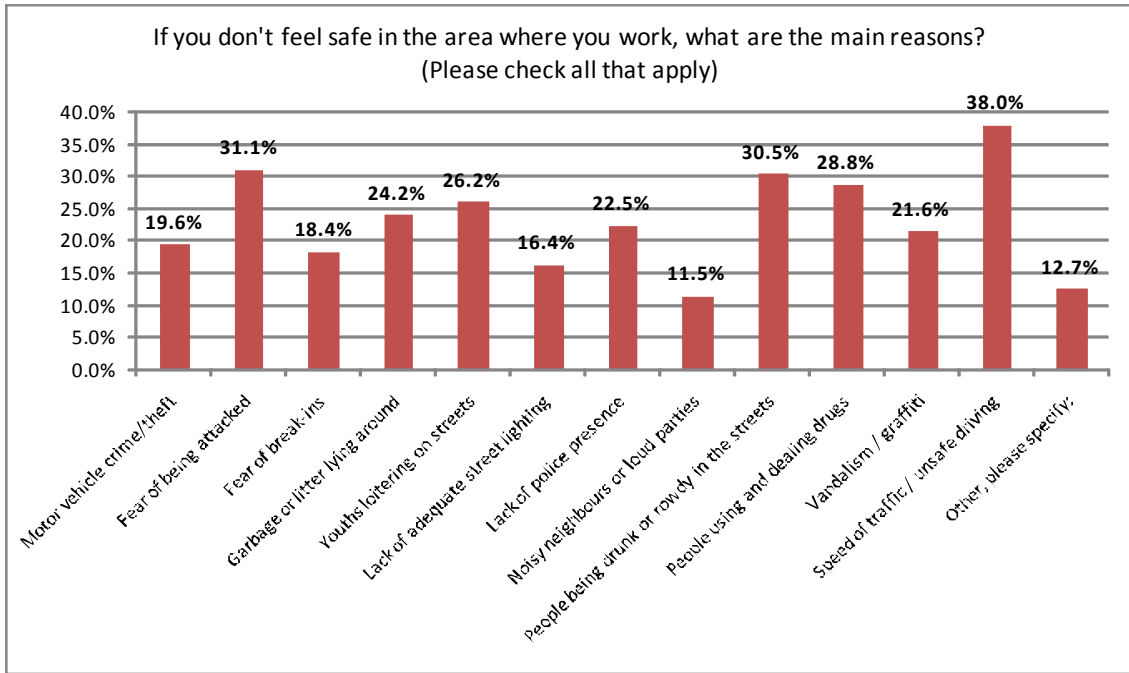
PERCEPTIONS OF PERSONAL SAFETY

Respondents were asked to comment on their personal sense of safety in their neighbourhood and in their work locations, as well as any reasons for not feeling safe. Of those who responded to the online survey, 86.4 percent identified themselves as being residents of Kingston, and 75.7 percent responded as having their workplace in the city.



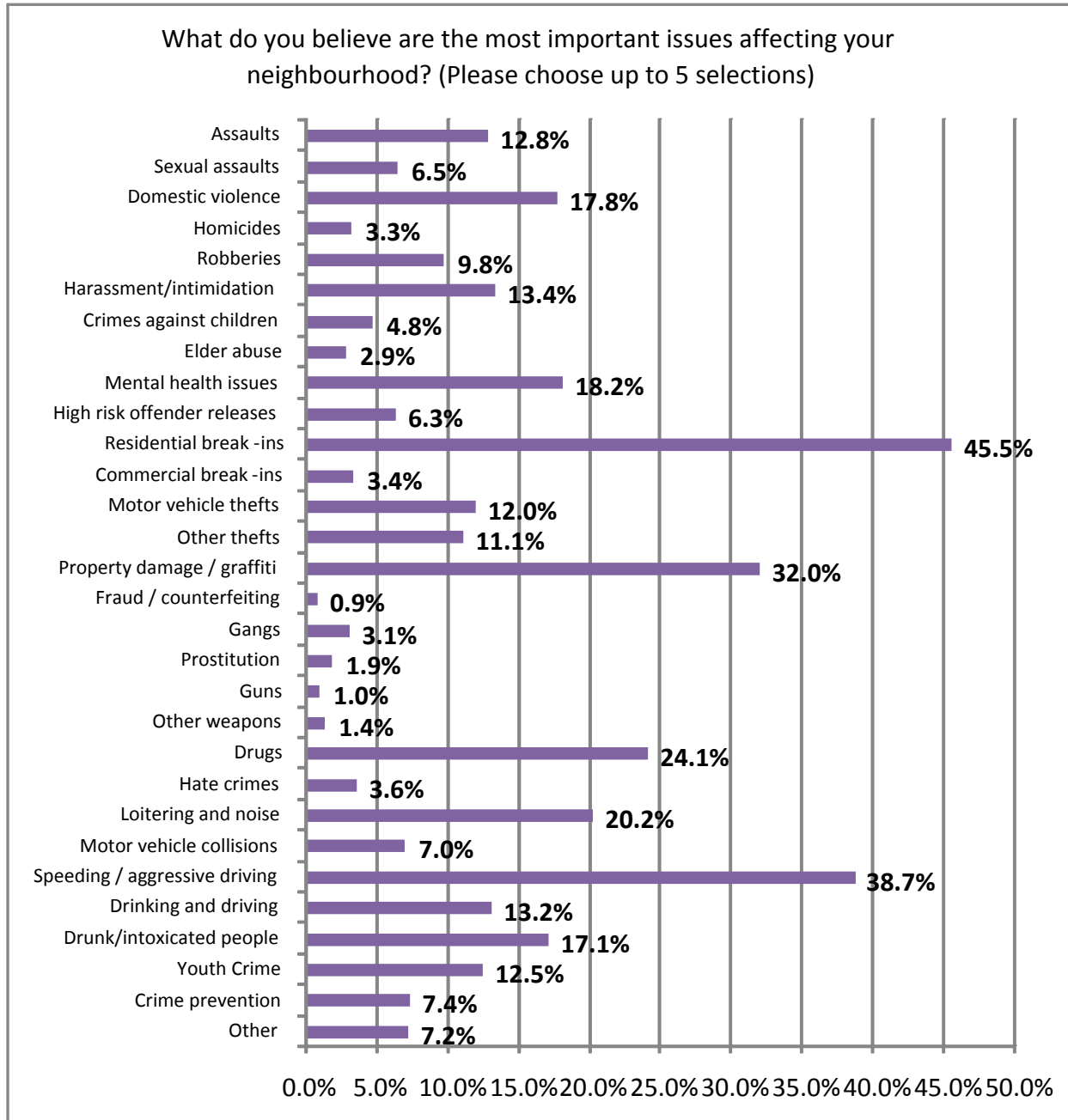




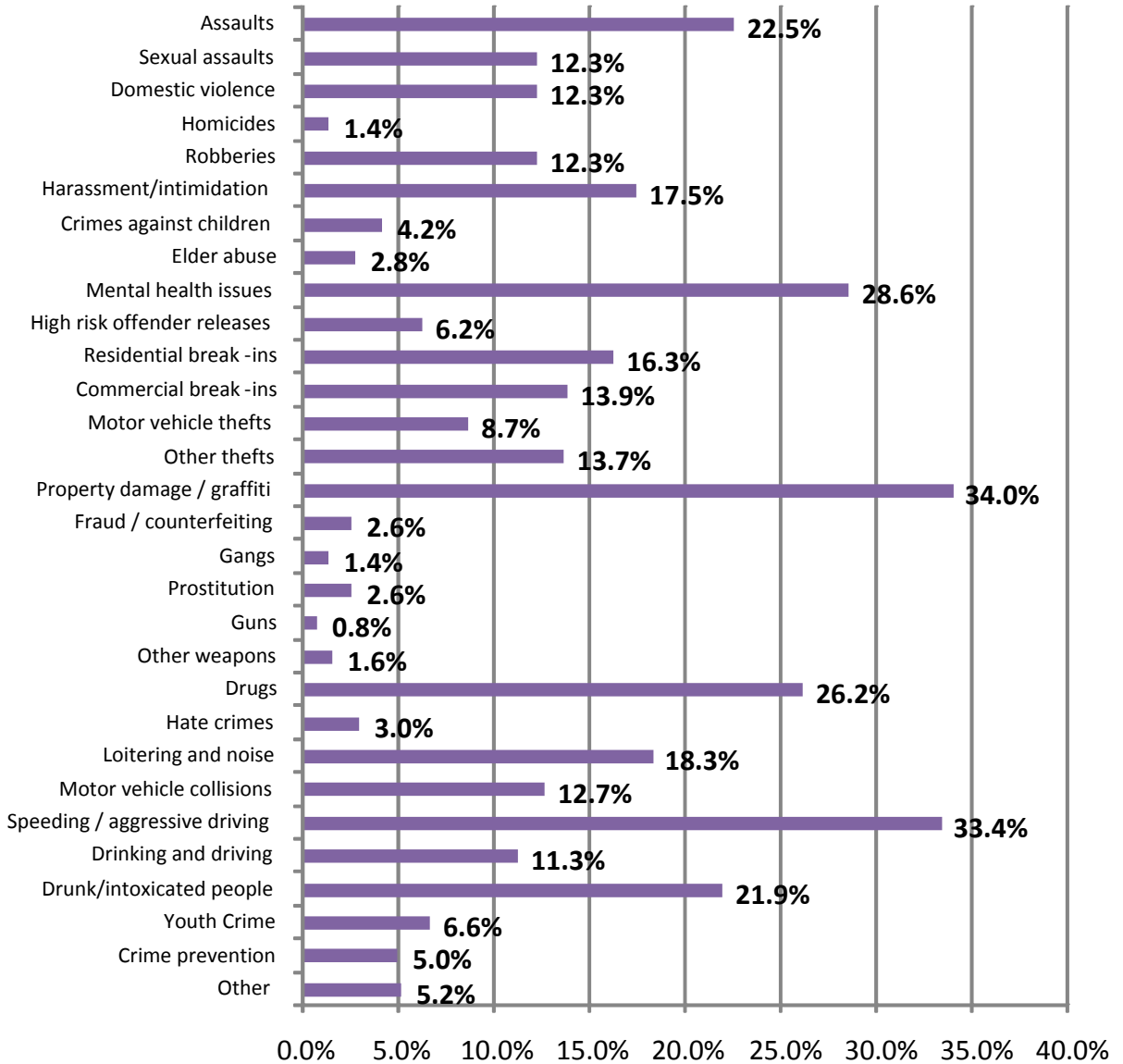


MOST SERIOUS COMMUNITY SAFETY ISSUES

Respondents were asked to comment on what they believed to be the most serious safety issues for their neighbourhoods and for their work locations by selecting five that reflected their greatest concerns from a list of twenty-nine most common problems faced by different communities.

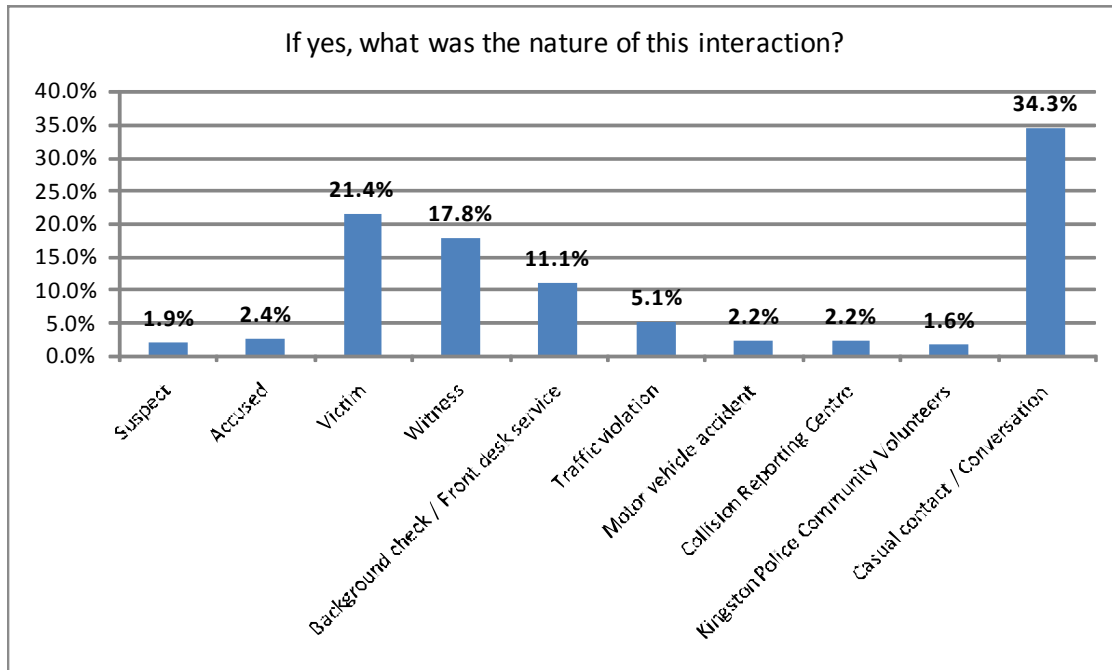


What do you believe are the most important policing issues affecting your area of work? (Please choose up to 5 selections)

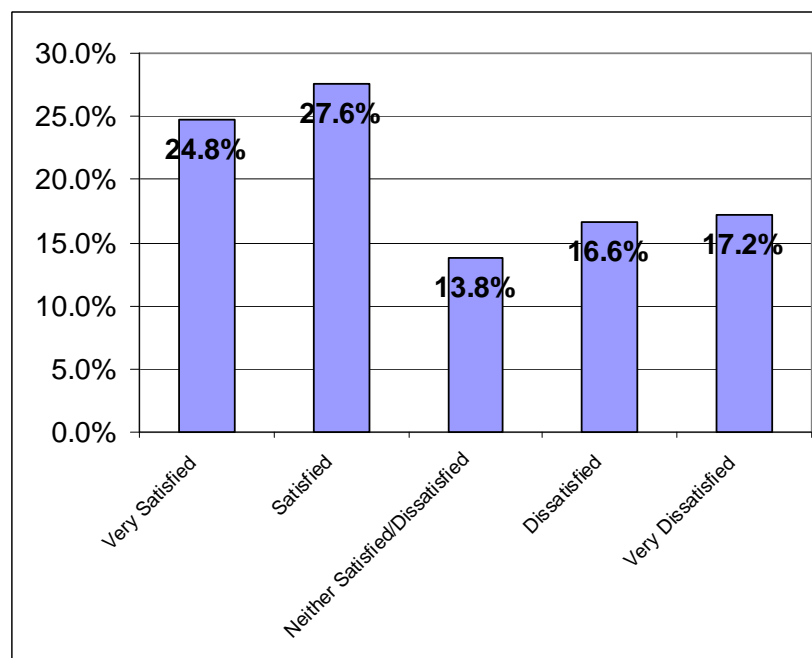


CONTACT WITH THE KINGSTON POLICE

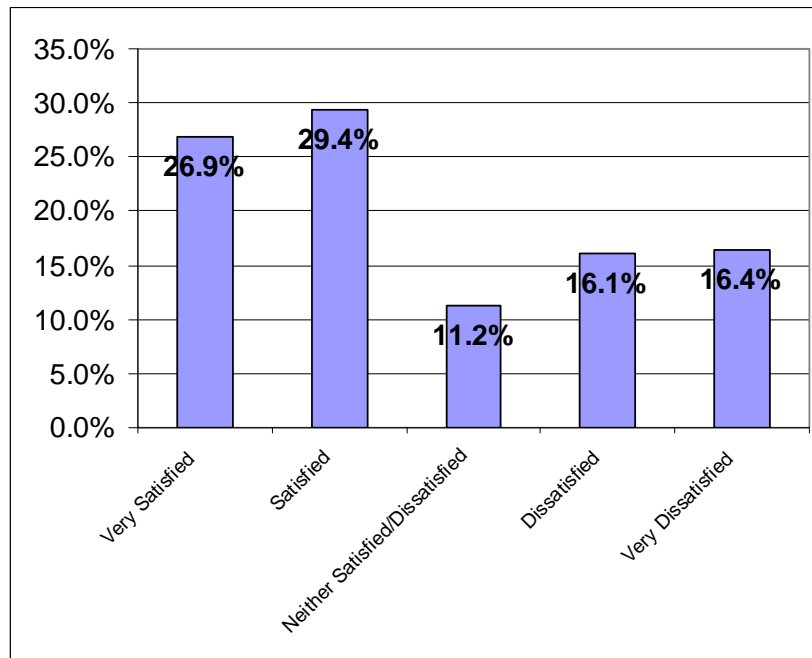
Respondents were asked to indicate whether there had been any interaction between themselves and the Kingston Police in the previous 12 months and, if so, the nature of that interaction. Almost 62 percent of respondents indicated that there had been some form of interaction.



Respondents were also asked whether they had contacted the Kingston Police in an emergency situation (e.g., calling 9-1-1) in the previous 12 months and, if so, how satisfied they were with the quality of service.

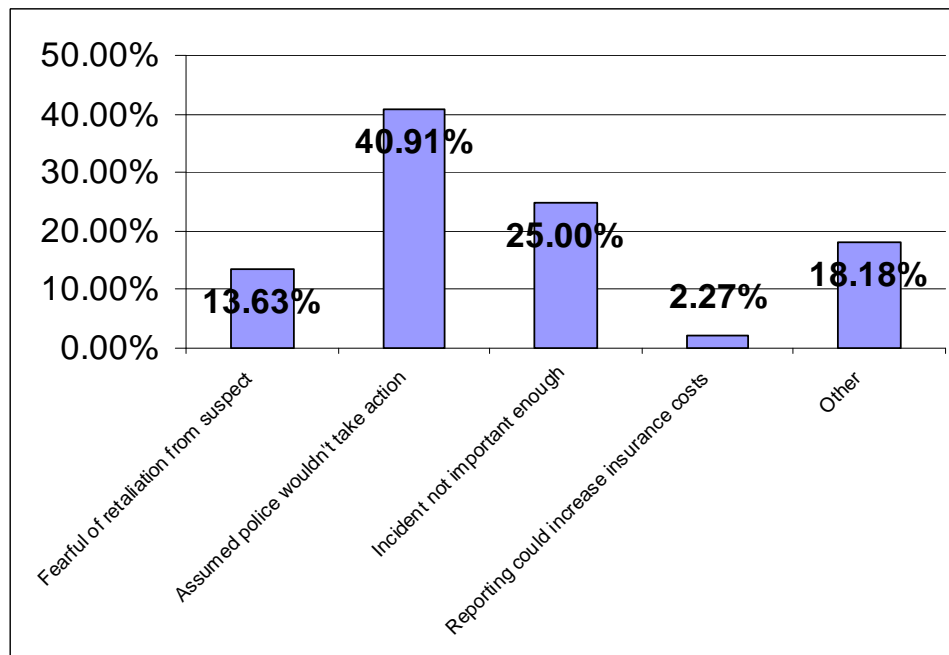


As well, respondents were asked whether they had contacted the Kingston Police in a non-emergency situation (e.g., to report an incident or get in touch with a specific officer or unit for assistance) in the previous 12 months and, if so, how satisfied they were with the quality of service.



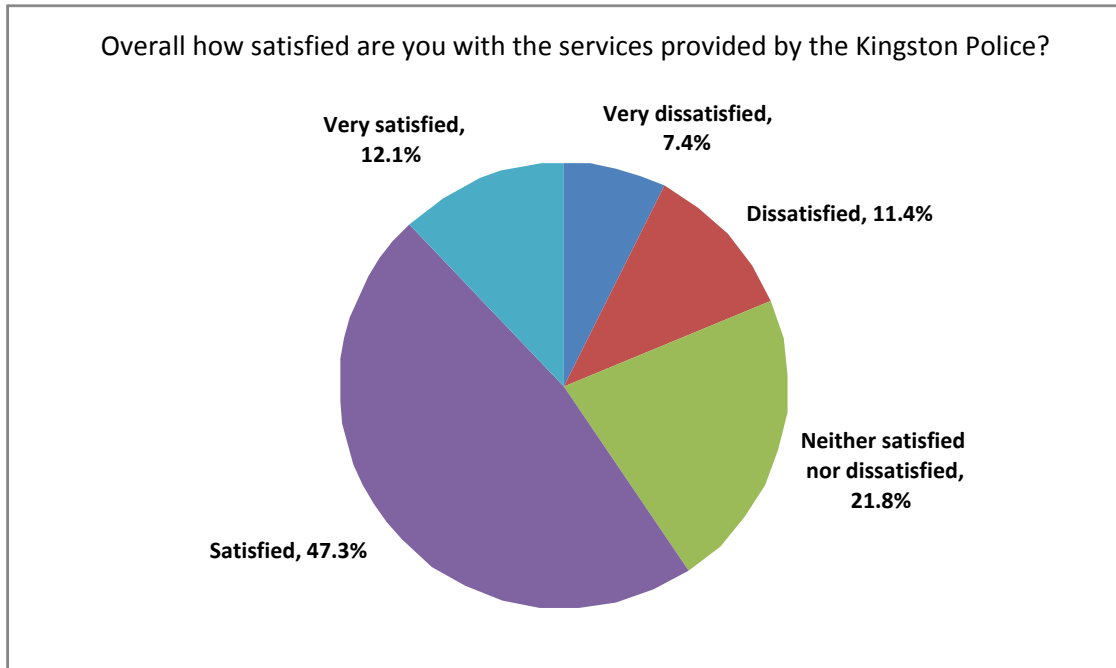
UNREPORTED CRIME

Respondents were asked whether they had been a victim of crime in the previous 12 months. Over 77 percent indicated that they had been; however, when asked whether this crime had been reported to police, 32.1 percent indicated that it had not, for the following reasons.



IMPRESSIONS OF THE KINGSTON POLICE

When asked to provide one word that best described the Kingston Police, the most common response was “professional.” Respondents were also asked for their overall opinion as to the quality of services provided by the Kingston Police, as well as their level of satisfaction when reporting a crime. In addition, they were also asked for their opinions on the importance of the various types of police presence available.

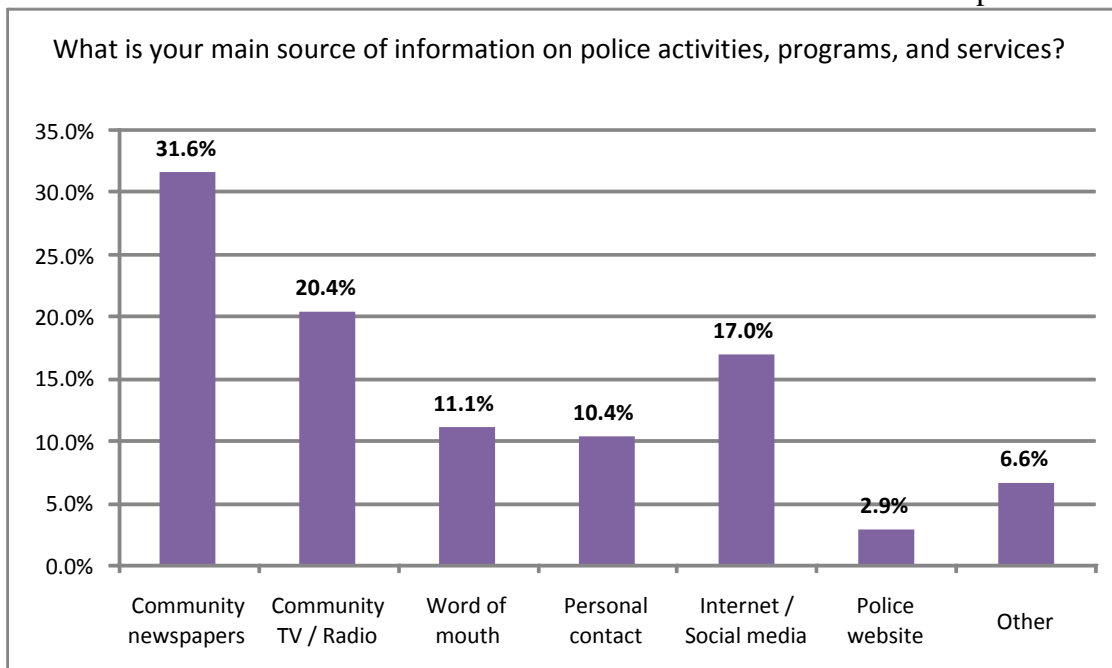


As a victim, when you reported the crime, how satisfied were you with:	Very Dissatisfied	Dissatisfied	Neither Satisfied Nor Dissatisfied	Satisfied	Very Satisfied	Don't Know
the length of time it took the Kingston Police to answer the phone?	7.6%	7.6%	13.0%	39.1%	27.2%	5.4%
the response of the person you spoke to on the phone?	13.0%	8.7%	12.0%	35.9%	25.0%	5.4%
if police were sent to you, the length of time it took the Kingston Police to arrive and speak to you?	9.9%	15.4%	18.7%	26.4%	19.8%	9.9%
the response of the officer you spoke with?	20.0%	12.2%	13.3%	18.9%	32.2%	3.3%

How satisfied are you with the quality of service that the Kingston Police provide for the following items?	Very Dissatisfied	Dissatisfied	Neither Satisfied Nor Dissatisfied	Satisfied	Very Satisfied	Don't Know
Overall law enforcement	4.8%	9.0%	16.9%	47.5%	17.2%	4.6%
Traffic enforcement	6.9%	21.5%	17.8%	37.5%	11.7%	4.6%
Crime prevention	4.9%	15.8%	24.3%	37.3%	9.5%	8.1%
Public relations (media, community events, etc.)	6.9%	11.7%	27.3%	32.6%	14.8%	6.7%
Working with residents to resolve neighbourhood issues	8.7%	19.2%	25.3%	21.4%	7.6%	17.8%
Public safety and security	4.8%	12.7%	25.7%	37.7%	13.3%	5.9%
Apprehending criminals	5.6%	10.0%	22.4%	34.4%	12.7%	14.8%
Investigating/solving crime	6.9%	12.4%	20.9%	30.6%	13.0%	16.1%
Support services for victims of crime	7.6%	11.6%	25.6%	21.0%	7.6%	26.7%

How important are each of the following types of police presence in your community?	Not Important	Relatively Unimportant	No Opinion	Somewhat Important	Very Important	Don't Know
Motorcycle	20.2%	17.5%	22.0%	25.2%	10.5%	4.7%
Foot Patrol	10.3%	11.3%	7.5%	24.8%	42.0%	4.0%
Bicycle Patrol	12.5%	11.9%	11.4%	29.4%	30.9%	4.0%
Mounted Unit	28.8%	18.0%	17.5%	18.8%	10.7%	6.2%
Patrol Vehicles	1.8%	3.2%	5.2%	16.8%	71.2%	1.8%
School Officers	8.0%	5.7%	16.5%	25.0%	34.0%	10.8%
Presence on Trails (ATV, snowmobile, bicycle, etc.)	17.2%	12.3%	19.7%	22.0%	19.5%	9.3%

Respondents were also asked to indicate their main source of information on the police force.



PROFILE OF RESPONDENTS

Respondents were from a cross section of the community, with 53.5 percent of respondents being female and 46.5 percent of respondents being male.

