

KINGSTON POLICE
2014 COMMUNITY SURVEY REPORT



Serving Our Community Since 1841

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ACKNOWLEDGMENTS

As part of the 2015–17 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 community safety 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 police service 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 2015–17 Business Plan.



Gilles M. Larochelle
Chief of Police

METHODOLOGY

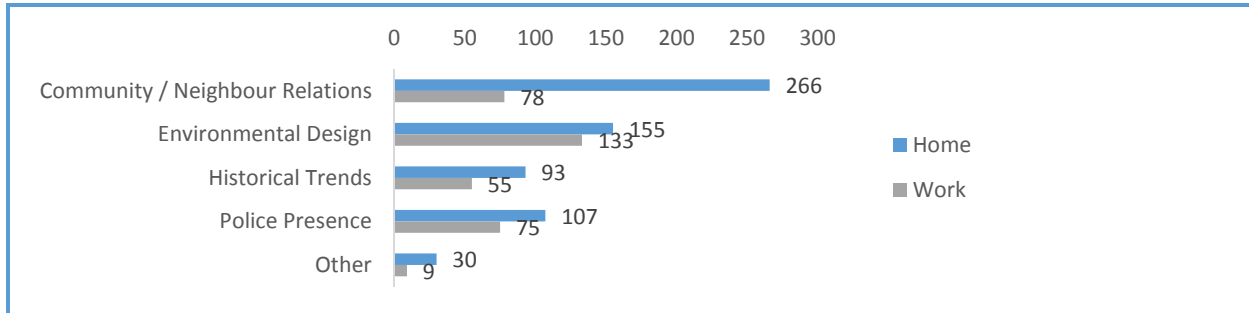
From June 30 to September 30, 2014, the 2014 Kingston Police Community Survey was made available on the service's website and actively promoted through the media. Paper copies of the survey were also made available. There were than 900 respondents to this survey, which represented an increase from the 2011 online community survey. To encourage open and honest feedback, input was anonymous.

Survey questions covered the perceived overall level of crime in the community; personal sense of safety at home and at work; the most important community safety issues; level of satisfaction with the Kingston Police in specific areas; preferred types of police presence; personal interactions and experiences with the Kingston Police; services experienced as a victim; and main sources of information on police activities, programs, and services.

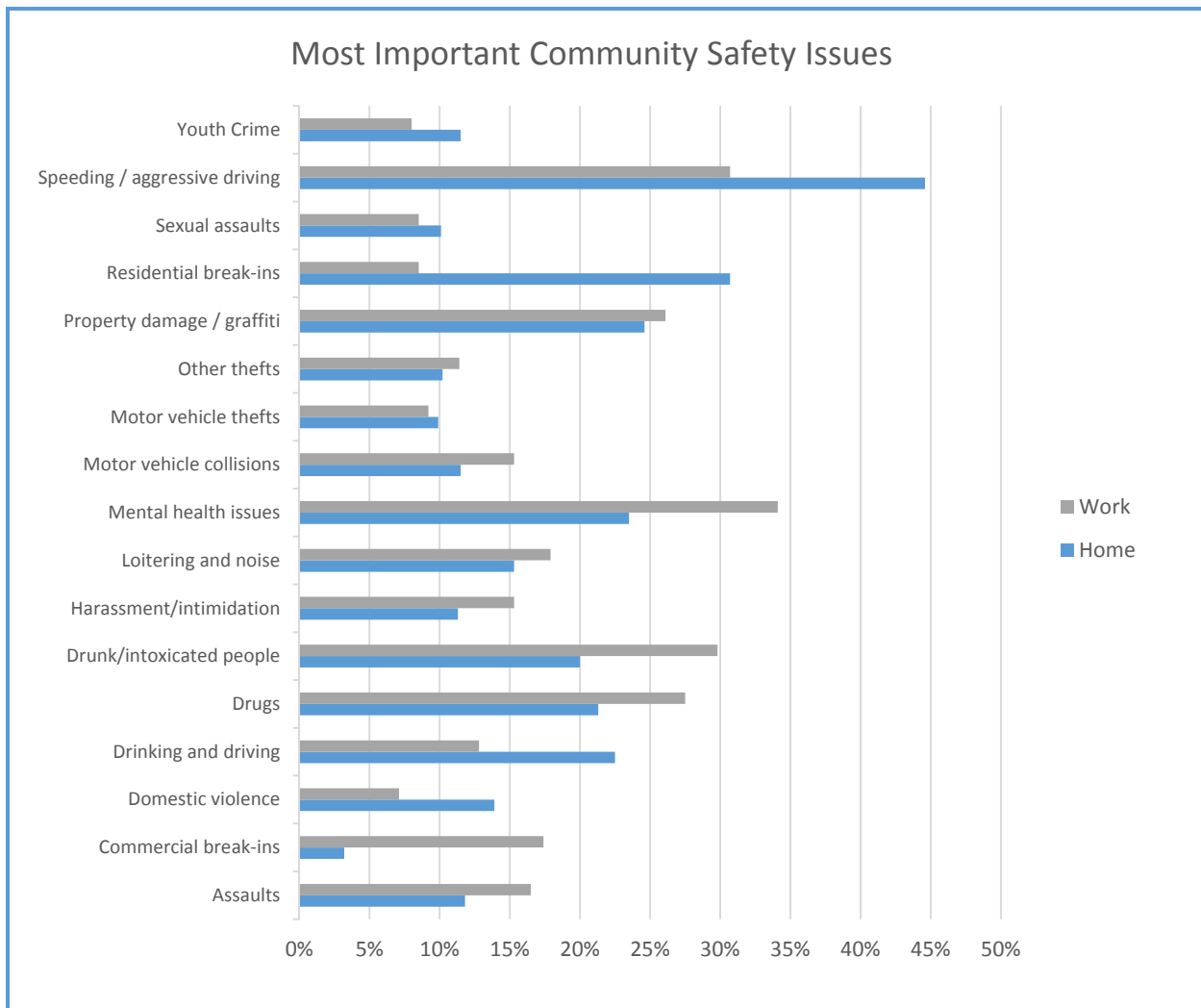
The sample of citizens who elected to provide online feedback included both male (39.2 percent) and female (57.2 percent) respondents, and ages ranged from under 18 years to 65 years and older.

HIGHLIGHTS OF PUBLIC RESPONSE

In response to questions on factors that contributed to a sense of safety where respondents lived and worked, the majority of answers related to community / neighbour relations; environmental design, historical trends, and police presence.



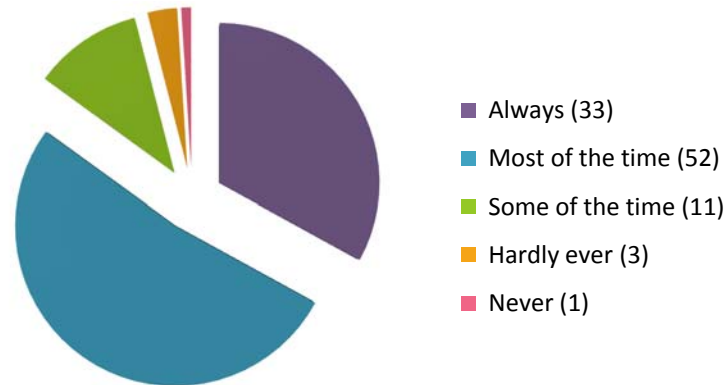
The survey also sought out what participants viewed as the most important community safety issues where they lived and worked. Speeding / aggressive driving was identified as a major safety concern to an even greater extent than in the 2011 survey. In addition, more emphasis was placed on mental health issues in this survey.



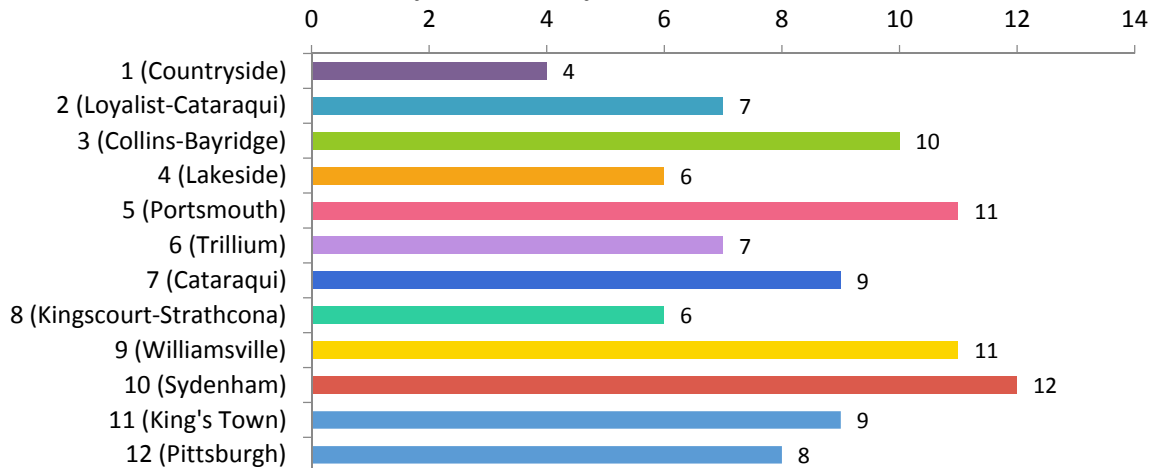
PERCEPTIONS OF PERSONAL SAFETY

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, 91 percent identified themselves as being residents of Kingston, and 67.6 percent responded as having their workplace in the city.

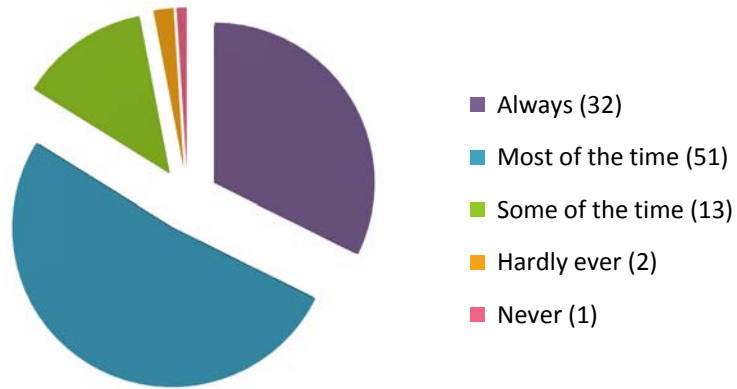
Over the past three years (2011 to 2013), did you feel safe where you were living?



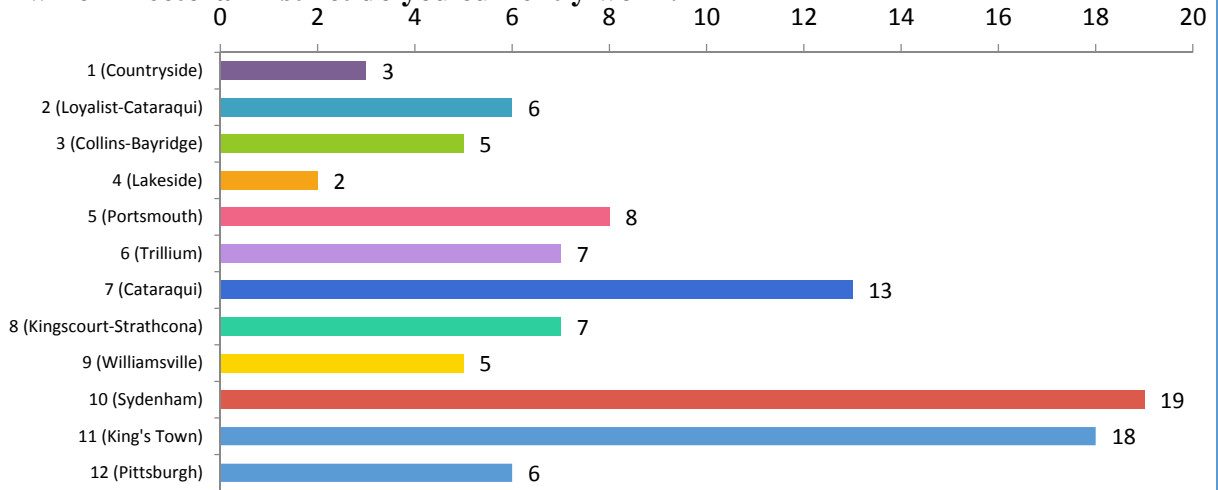
In which Electoral District do you currently live?



Over the past 3 years (2011 to 2013), did you feel safe in the area where you worked?



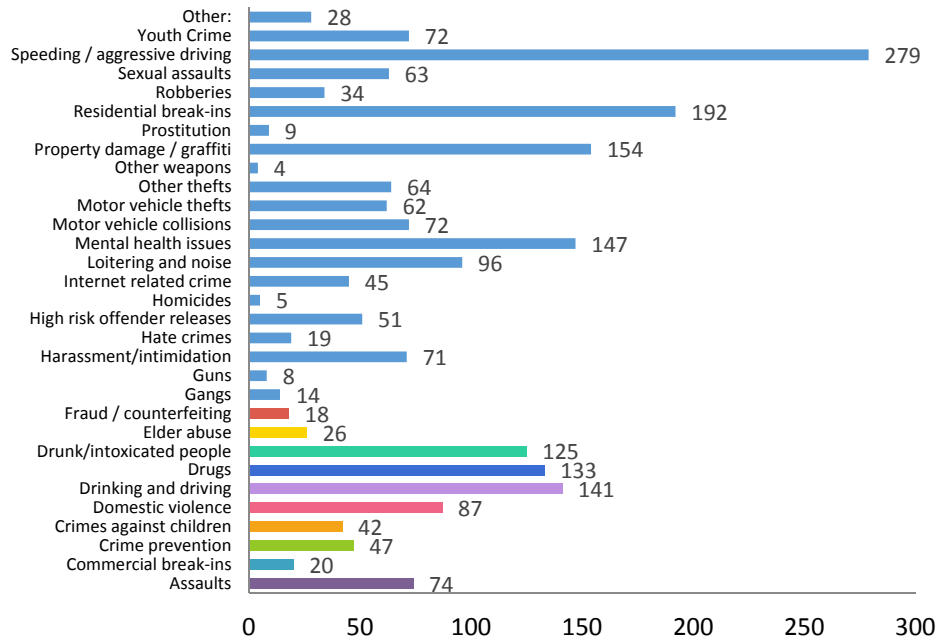
In which Electoral District do you currently work?



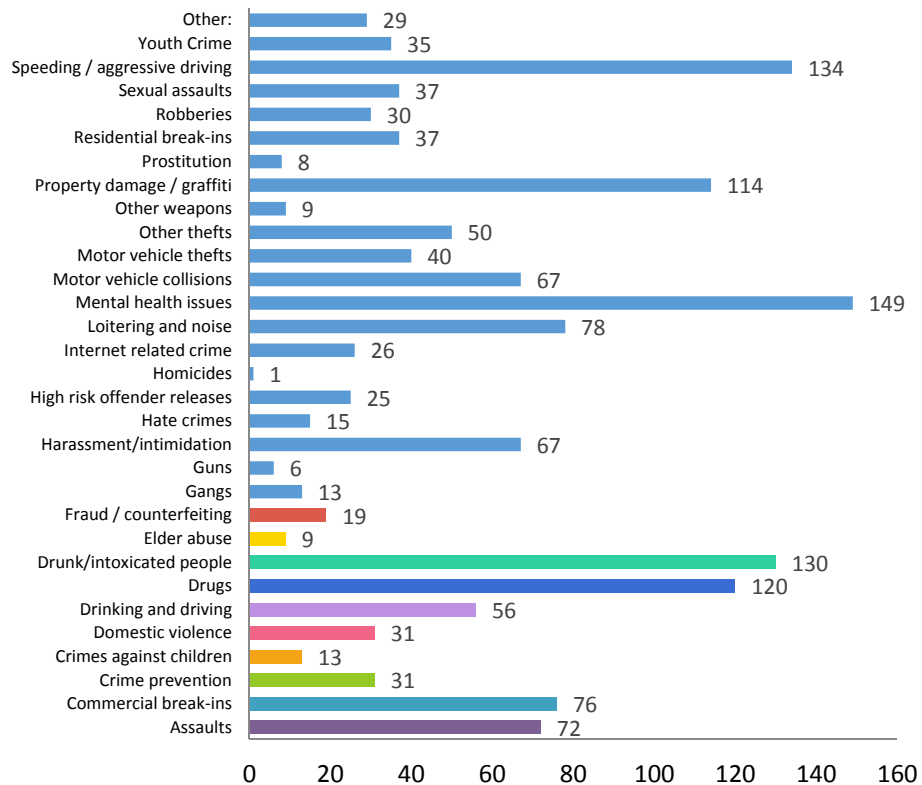
MOST SERIOUS COMMUNITY SAFETY ISSUES

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 thirty most common problems faced by different communities.

What do you believe are the most important community safety issues affecting where you live?



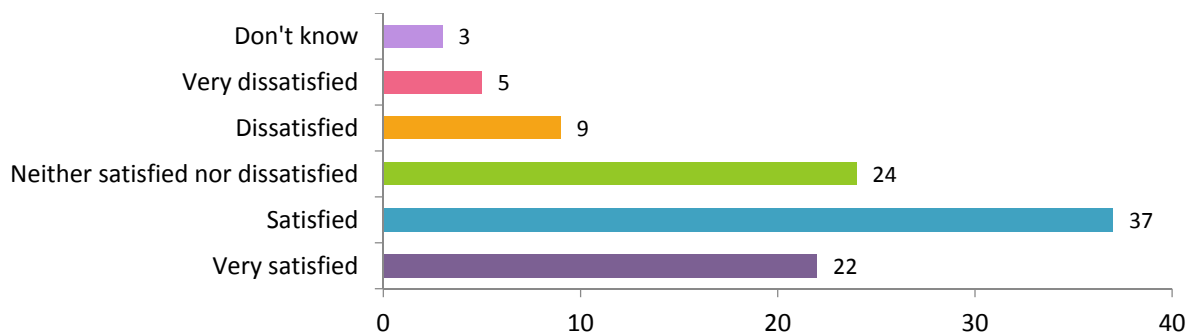
What do you believe are the most important community safety issues affecting your area of work?



SATISFACTION WITH POLICE SERVICES

The survey solicited feedback on the community's satisfaction with services provided by the Kingston Police, as well as the importance of certain types of police presence in the community.

Over the past three years (2011 to 2013), how satisfied have you been with the services provided by the Kingston Police?

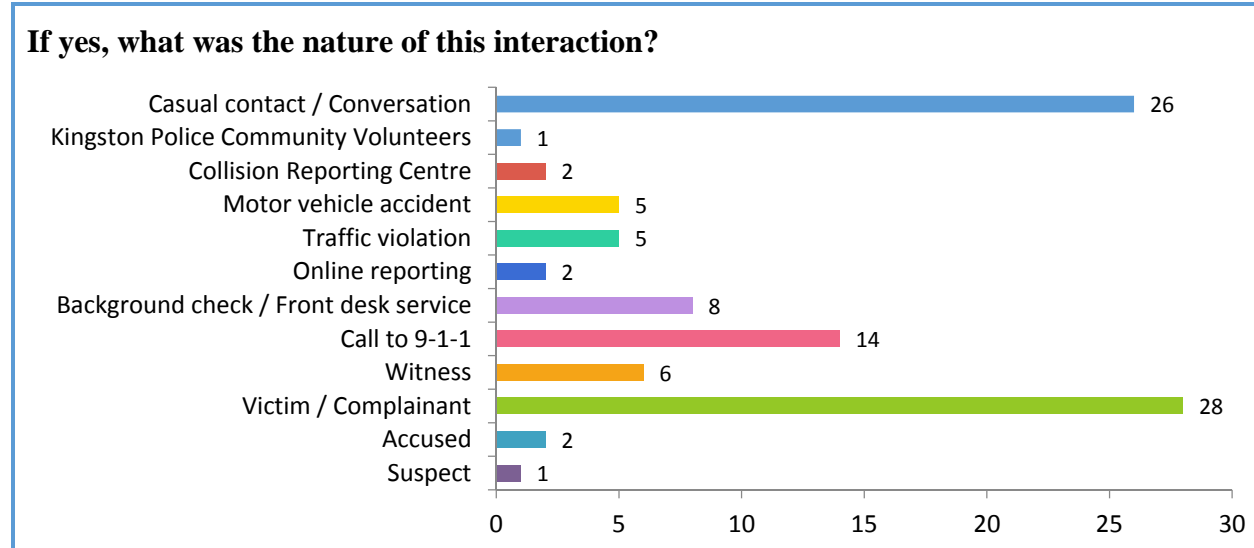


Over the past three years (2011 to 2013), how satisfied were you with the quality of service provided for the following?	Very Satisfied	Satisfied	Neither Satisfied Nor Dissatisfied	Dissatisfied	Very Dissatisfied	Don't Know
Community safety and security (law enforcement, investigating/solving crime)	21.4%	39.3%	18.4%	9.4%	4.6%	6.9%
Traffic enforcement/safety	10.4%	38.4%	18.8%	19.9%	8.6%	4.0%
Crime prevention (working with community)	15.6%	39.1%	21.2%	9.4%	3.8%	10.9%
Public relations (media, social media, community events, etc.)	36.4%	36.1%	16.5%	2.5%	4.0%	4.6%
Support services for victims of crime	9.1%	16.3%	20.3%	6.3%	5.8%	42.3%

How important are each of the following types of police presence in your community?	Very Important	Somewhat Important	No Opinion	Relatively Unimportant	Not Important	Don't Know
Bicycle Patrol	21.0%	34.4%	12.6%	13.3%	15.4%	3.4%
Foot Patrol	32.9%	32.6%	8.4%	8.6%	15.6%	2.0%
Motorcycle	11.9%	30.7%	23.2%	12.1%	18.3%	3.9%
Mounted Unit	8.9%	17.0%	20.2%	15.0%	33.8%	5.2%
Patrol Vehicles	74.6%	19.0%	1.8%	1.0%	1.8%	1.7%
Presence on Trails (ATV, snowmobile, bicycle, etc.)	14.8%	26.9%	20.3%	9.7%	19.2%	9.1%
School Officers	38.8%	28.2%	13.3%	4.9%	7.1%	7.7%

INTERACTION WITH THE KINGSTON POLICE

Respondents were asked to indicate whether there had been any interaction between themselves and the Kingston Police in the previous three years and, if so, the nature of that interaction. Over 68 percent of respondents indicated that there had been some form of interaction.



Respondents were also asked for their impressions of the Kingston Police during this interaction.

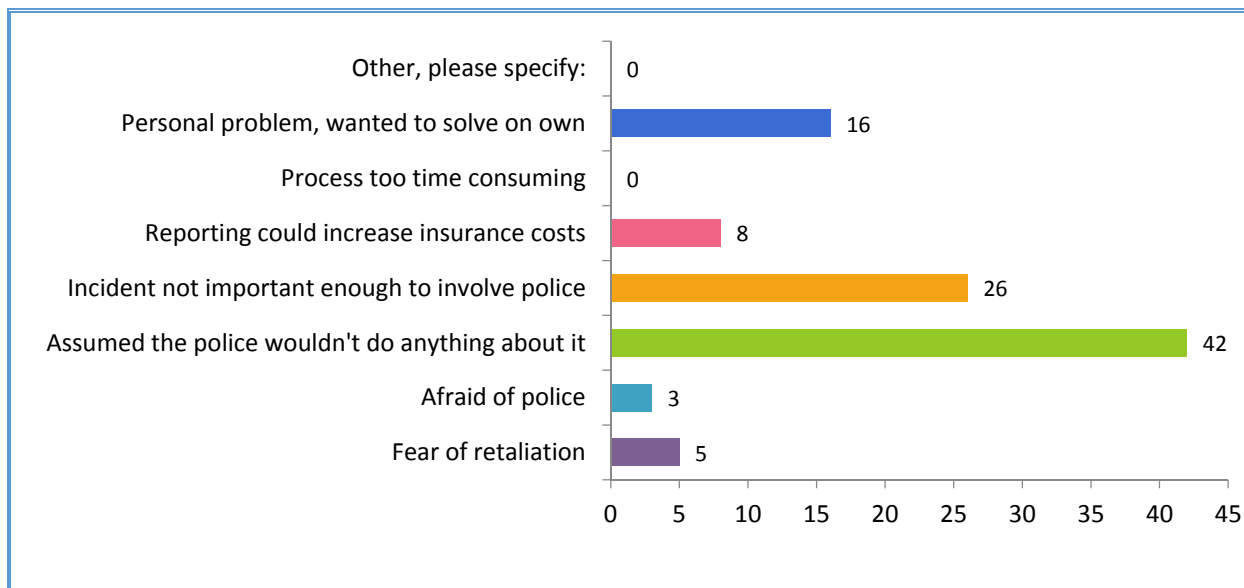
Attribute	Strongly Agree	Agree	Neither Agree Nor Disagree	Disagree	Strongly Disagree	Don't Know
Approachable	40.1%	34.4%	8.5%	9.5%	6.0%	1.5%
Compassionate	27.3%	29.0%	18.0%	12.3%	9.3%	4.3%
Fair	30.3%	35.5%	14.8%	8.3%	8.0%	3.3%
Courteous	35.5%	35.8%	10.3%	9.8%	7.0%	1.8%
Caring	25.3%	29.0%	20.8%	11.3%	9.8%	4.0%
Professional	41.3%	35.0%	8.0%	5.5%	9.0%	1.3%
Knowledgeable	32.5%	35.3%	17.0%	5.0%	5.8%	4.5%
Honest	33.5%	32.3%	16.8%	3.3%	5.8%	8.5%
Effective in their jobs	30.0%	33.8%	14.8%	10.8%	7.5%	3.3%
Culturally sensitive	17.3%	19.3%	29.3%	2.8%	4.8%	26.8%
Trustworthy	32.0%	28.5%	15.8%	5.8%	9.0%	9.0%

SERVICES FOR VICTIMS OF CRIME

Respondents were asked whether they or a member of their family had been a victim of crime in the previous three years (2011 to 2013). Over 35 percent responded in the affirmative, and in 81.6 percent of these cases the crime was reported to police. They were also asked to comment on their satisfaction with the response to reported crime.

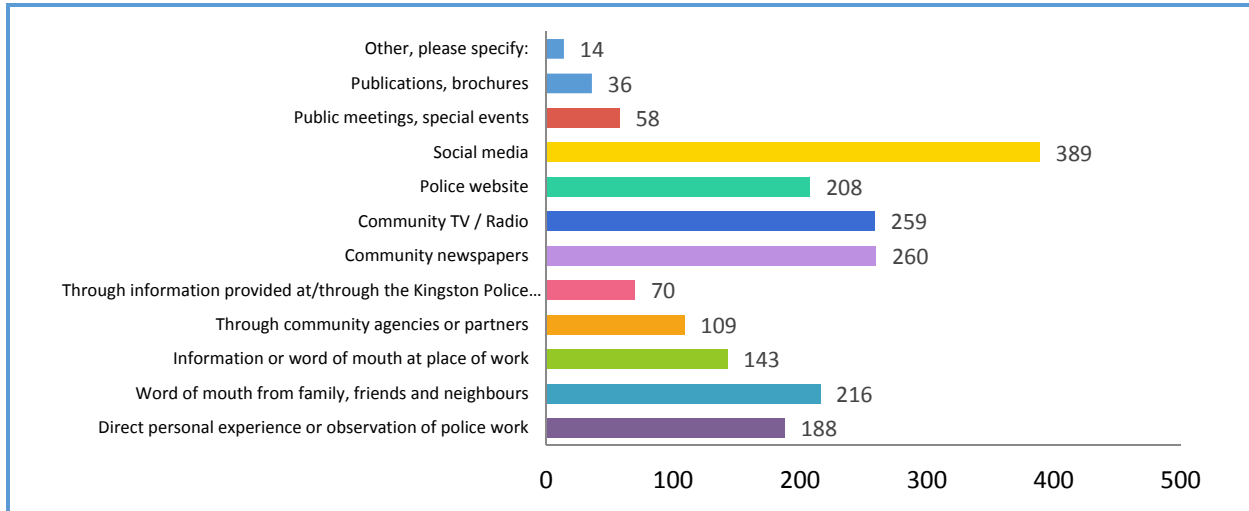
When you reported the crime, how satisfied were you with:	Very Satisfied	Satisfied	Neither Satisfied Nor Dissatisfied	Dissatisfied	Very Dissatisfied	Not Applicable
the length of time for Kingston Police to answer the phone?	28.1%	44.3%	9.0%	6.0%	4.2%	8.4%
the response of the person on the phone?	28.1%	35.9%	12.6%	9.0%	6.6%	7.8%
the ease of use to report the crime online?	12.6%	12.6%	15.6%	3.0%	3.6%	52.7%
the length of time it took the Kingston Police to arrive?	18.6%	26.3%	11.4%	11.4%	10.8%	21.6%
the response of the initial officer you spoke with?	24.0%	30.5%	7.8%	12.0%	12.0%	13.8%
the follow-up/ investigation contact you received?	12.1%	19.4%	10.9%	13.9%	25.5%	18.2%

Respondents were also asked to indicate reasons for not reporting a crime.



MAINTAINING CONTACT

Respondents were asked to indicate how they obtained information on police activities, programs, and services.



PROFILE OF RESPONDENTS

Respondents were from a cross section of the community, with 57.2 percent of respondents being female and 39.2 percent of respondents being male (3.7 percent chose not to answer).

