



OPP Community Satisfaction Survey 2017
West Region
Haldimand County Detachment

OPP Community Satisfaction Survey 2017

Haldimand County Detachment

Prepared By:
Cory Aston, Statistician
Business Management Bureau
OPP General Headquarters
777 Memorial Ave.
Orillia, ON
L3V 7V3
(705) 329-6159

OPP Community Satisfaction Survey 2017

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Methodology

- The research company R.A. Malatest & Associates Ltd. conducted this telephone survey between January 11 and March 31, 2017.
- Randomly selected telephone numbers were used to sample respondents who were at least 16 years old, where no member of the household was employed by the OPP.
- Using formulae to minimize cost while maximizing the reliability of survey results, a soft target of 380 completed surveys was established.
- In total, 382 surveys were actually completed for Haldimand County Detachment during the data collection period.
- The margin of error for survey results was calculated to be no greater than +/- 5%, 19 times out of 20. Where scale responses are presented as means, the margin of error is also no greater than +/- 5%.

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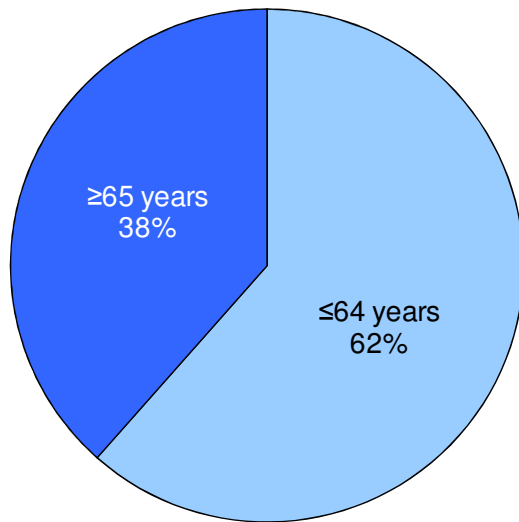
Methodology

- Most scale questions rate the item with a range of four 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 four. For all items the higher the number (or longer the bar in the chart), the 'better' the result.
- Unless otherwise stated, percentages and means exclude respondents who answered 'Don't Know' or 'No Response'.
- Note that some figures may not add up to exactly 100.0% due to rounding.

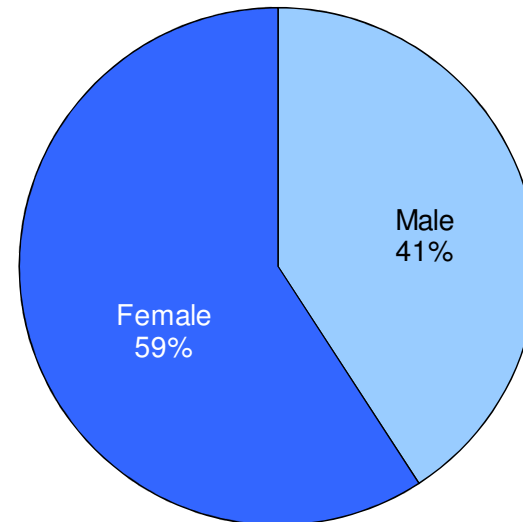
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Demographics



Age Distribution



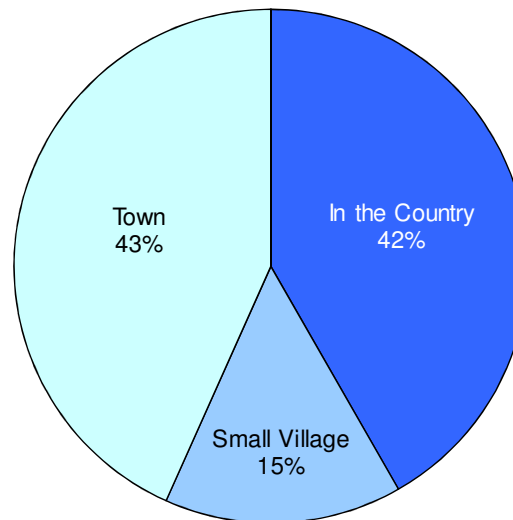
Gender

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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.



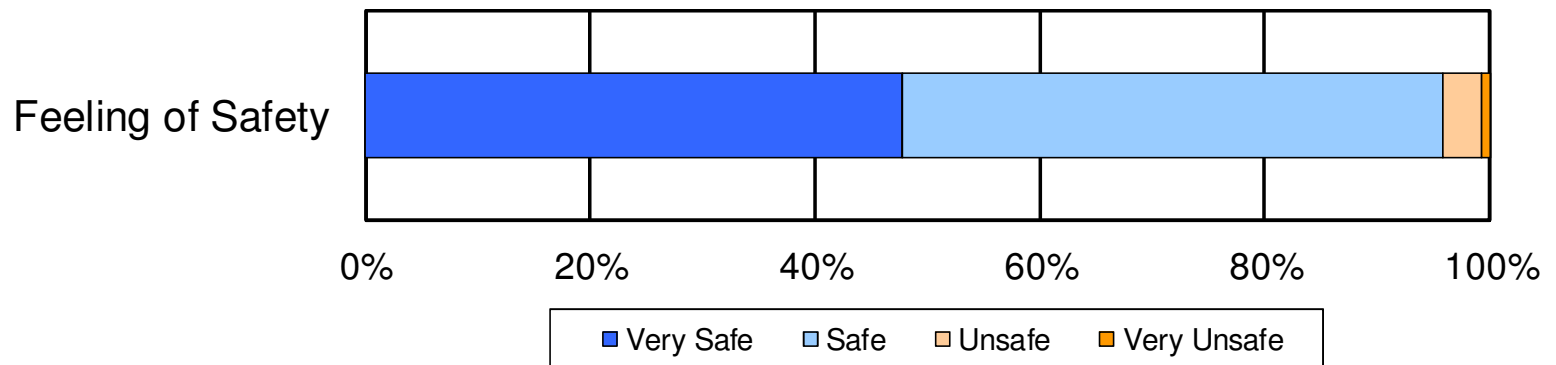
Where Respondents Live

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The OPP and the Community

● 95.8% of respondents felt 'very safe' or 'safe' in their community.



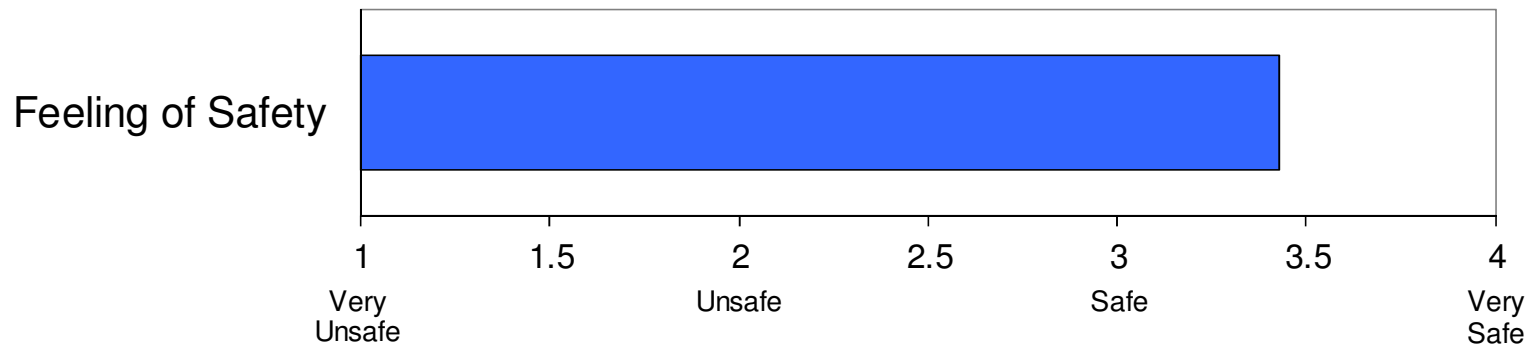
Very Safe	Safe	Unsafe	Very Unsafe
47.8%	48.0%	3.4%	0.8%

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The OPP and the Community

- On average, respondents felt part way between 'safe' and 'very safe' in their community (3.43/4).

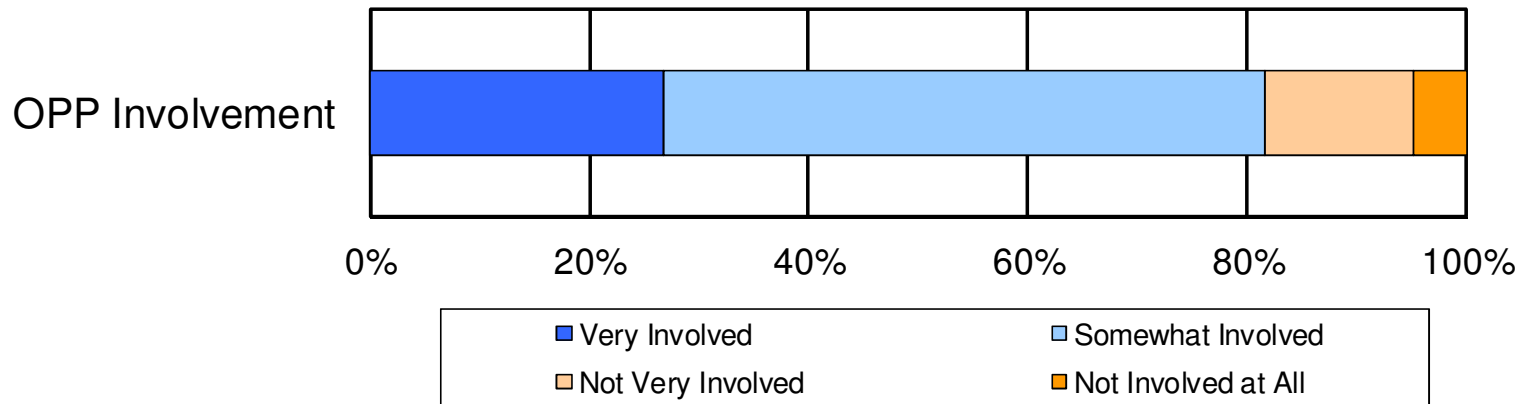


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The OPP and the Community

81.6% of respondents said the OPP were ‘very involved’ or ‘somewhat involved’ in their community.



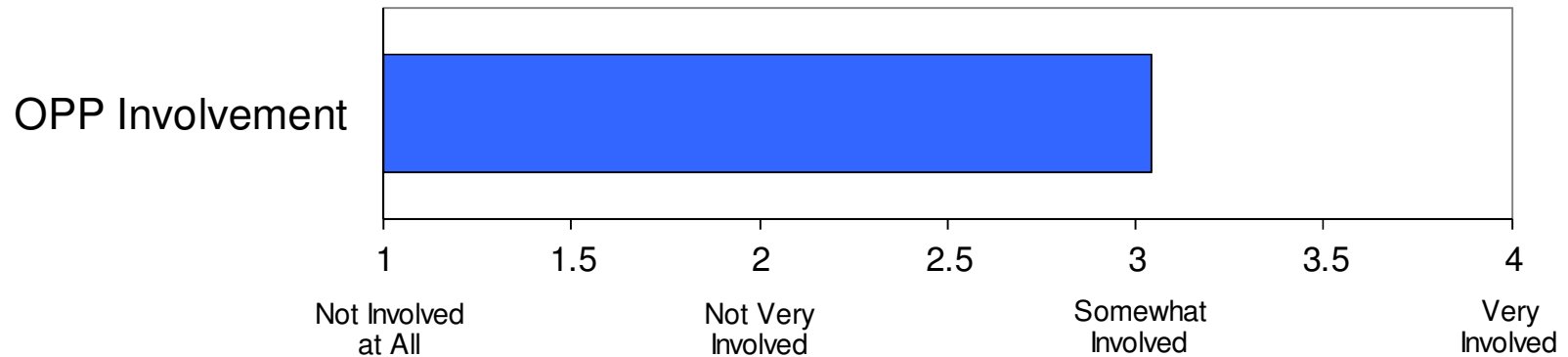
Very Involved	Somewhat Involved	Not Very Involved	Not Involved at All
26.8%	54.8%	13.6%	4.8%

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The OPP and the Community

- On average, respondents said the OPP were 'somewhat involved' (3.04/4) in their community.
- This is a statistically significant increase since the 2014 CSS for Haldimand County Detachment (2.85/4).

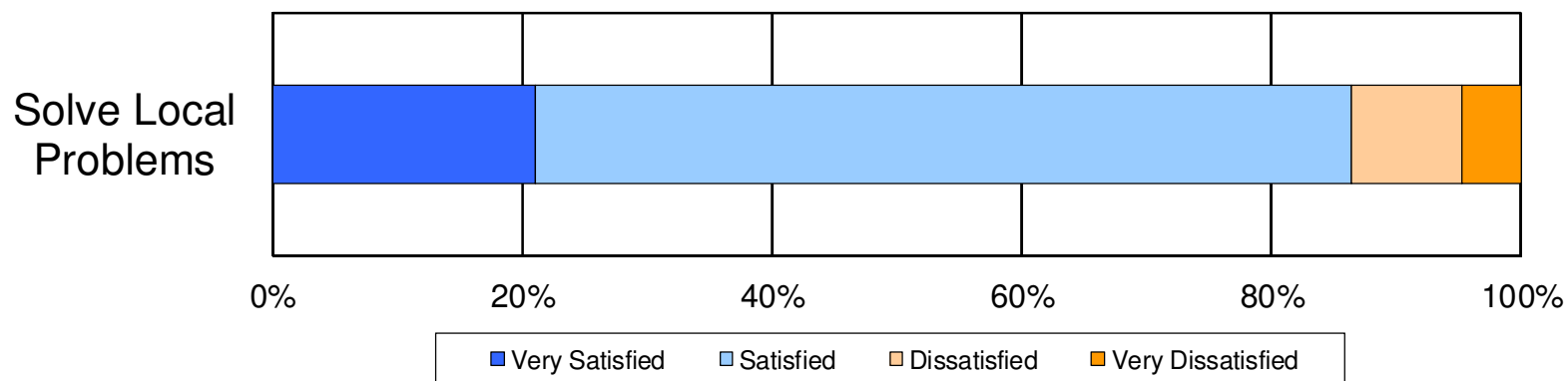


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The OPP and the Community

86.5% of respondents were 'very satisfied' or 'satisfied' with the OPP's ability to work with communities to solve local problems.



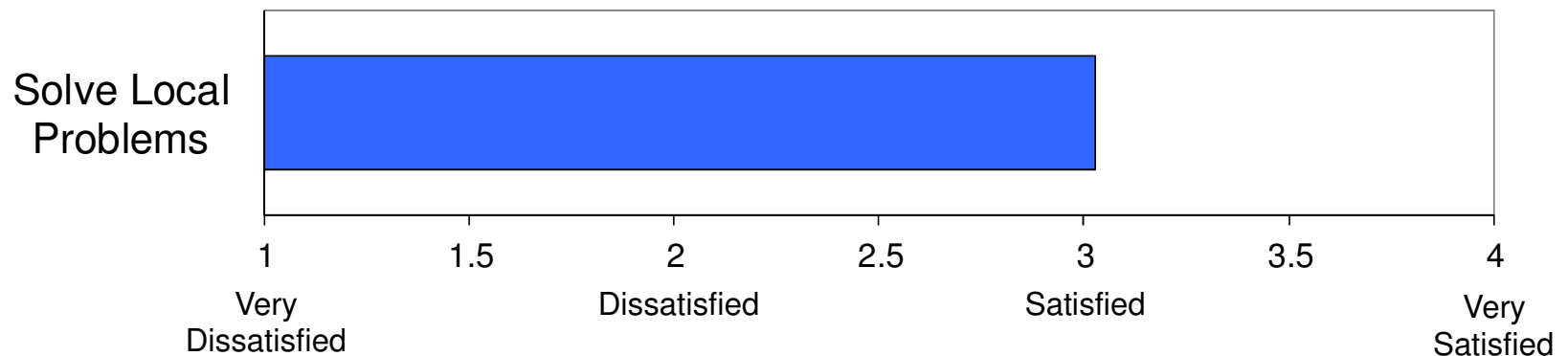
Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied
21.1%	65.4%	8.9%	4.7%

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The OPP and the Community

- On average, respondents said they were 'satisfied' (3.03/4) with the OPP's ability to work with communities to solve local problems.
- This is a statistically significant increase since the 2014 CSS for Haldimand County Detachment (2.81/4).

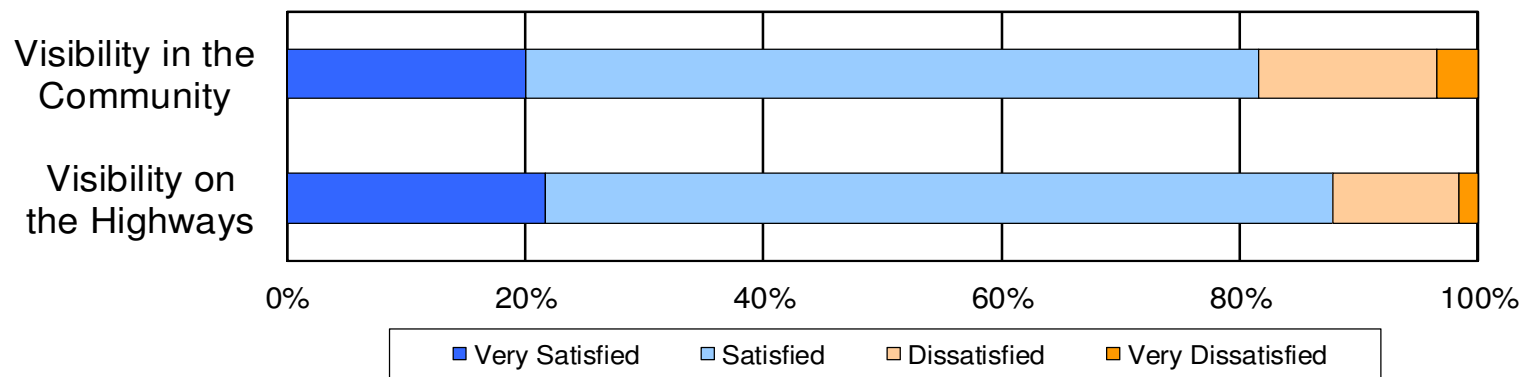


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The OPP and the Community

- 81.6% of respondents were 'very satisfied' or 'satisfied' with the OPP's visibility in their community.
- 87.8% of respondents were 'very satisfied' or 'satisfied' with the OPP's visibility on the highways.



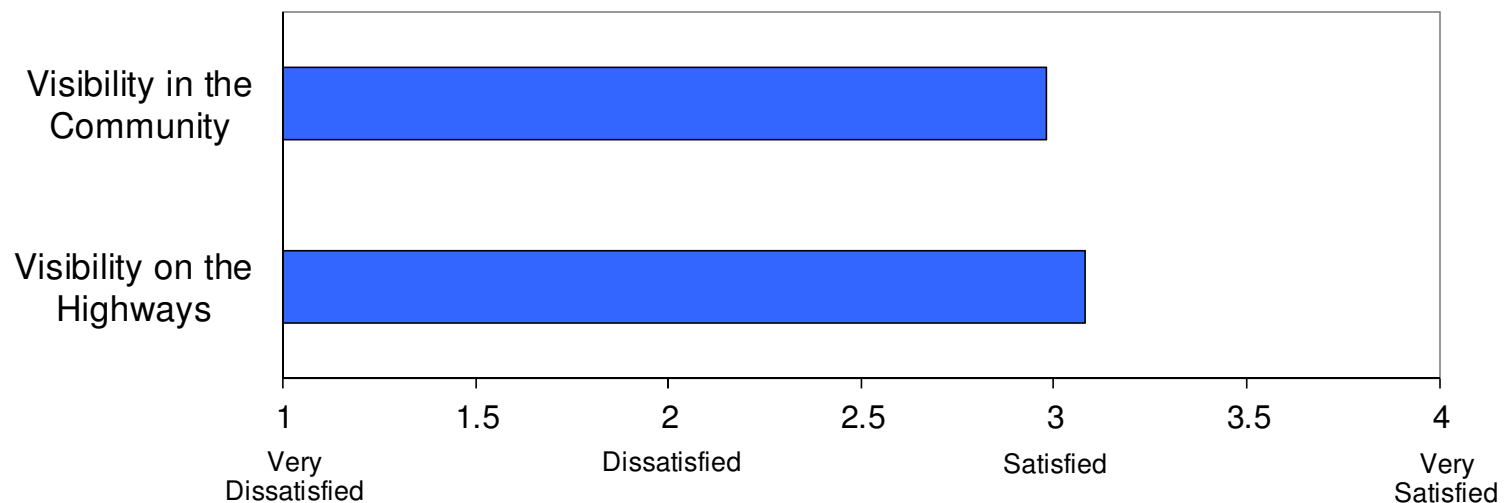
	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied
Visibility in the Community	20.1%	61.5%	15.0%	3.5%
Visibility on the Highways	21.7%	66.1%	10.6%	1.6%

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The OPP and the Community

- On average, respondents said they were 'satisfied' (2.98/4) with the OPP's visibility in the community.
- On average, respondents said they were 'satisfied' (3.08/4) with the OPP's visibility on the highways.

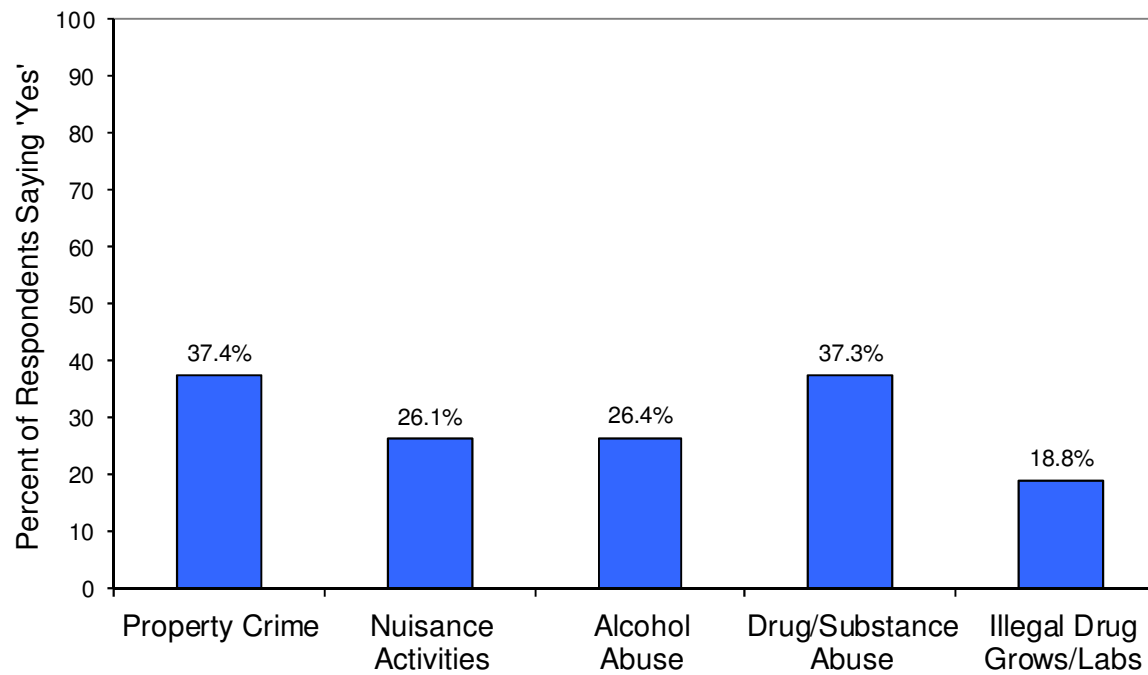


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Community Issues

● Respondents indicated 'yes' when asked whether property crime (37.4%), nuisance activities (26.1%), alcohol abuse (26.4%), drug/substance abuse (37.3%) and illegal drug grows or labs (18.8%) were a problem in their community.

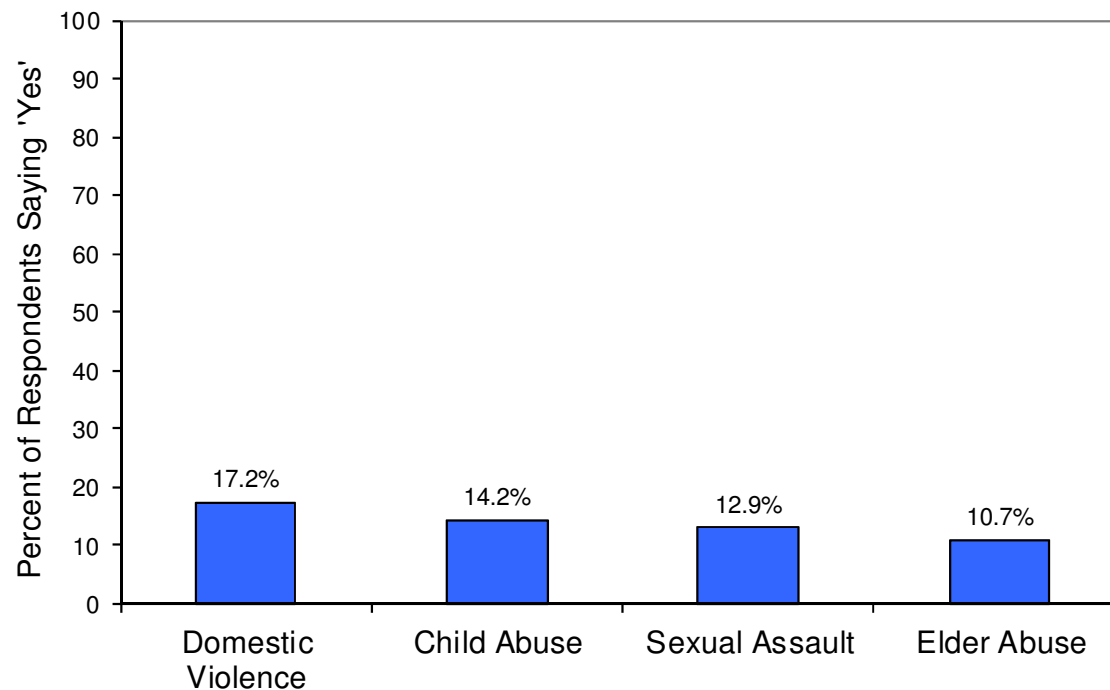


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Community Issues

- Respondents indicated 'yes' when asked whether domestic violence (17.2%), child abuse (14.2%), sexual assault (12.9%), and elder abuse (10.7%) were a problem in their community.

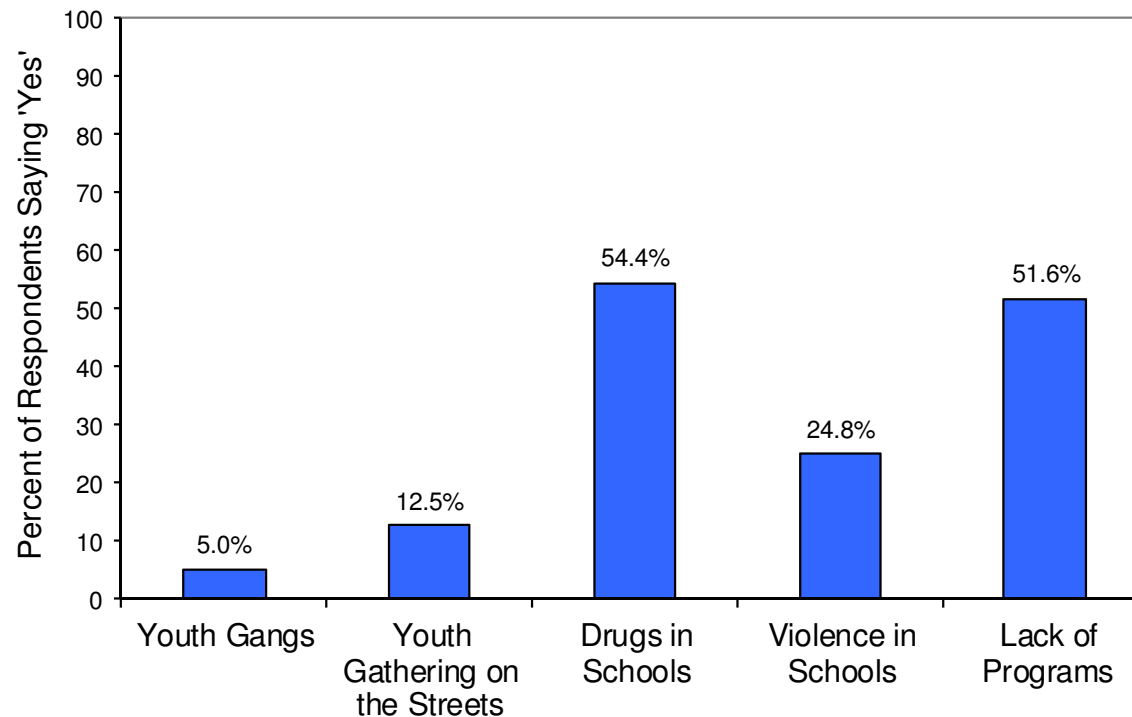


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Community Issues

● Respondents indicated 'yes' when asked whether youth gangs (5.0%), youth gathering on the streets (12.5%), drugs in schools (54.4%), violence in schools (24.8%) and a lack of youth programs or activities (51.6%) were a problem in their community.



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Community Issues

● Where there were statistically significant differences between survey cycles in terms of the number of respondents indicating 'yes' to any of the community issues, these are presented in the table below:

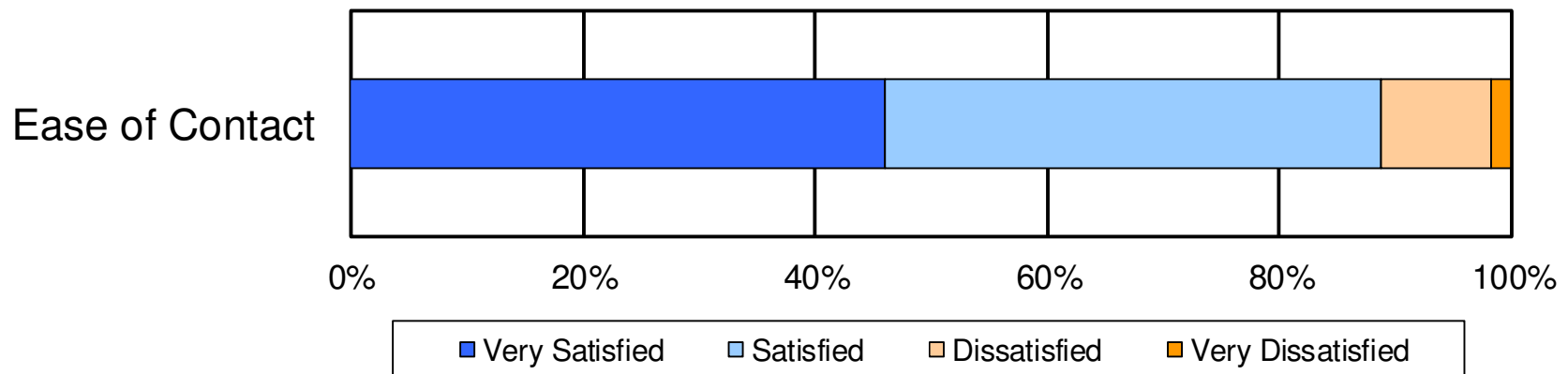
Issue	Statistically Significant Differences
Alcohol abuse	2014 (39.1%) > 2017 (26.4%)
Drug/substance abuse	2014 (50.6%) > 2017 (37.3%)
Illegal grow ops or drug labs	2014 (30.1%) > 2017 (18.8%)
Domestic violence	2014 (34.3%) > 2017 (17.2%)
Child abuse	2014 (23.8%) > 2017 (14.2%)
Sexual assault	2014 (20.5%) > 2017 (12.9%)
Elder abuse	2014 (19.0%) > 2017 (10.7%)
Youth gangs	2014 (10.0%) > 2017 (5.0%)
Youth gathering on the streets	2014 (18.2%) > 2017 (12.5%)

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Ease of Contacting the OPP

- Of the 115 respondents (or 30.1%) who said they had contacted the OPP in the past year, 88.7% were 'very satisfied' or 'satisfied' with the ease of contacting the OPP.



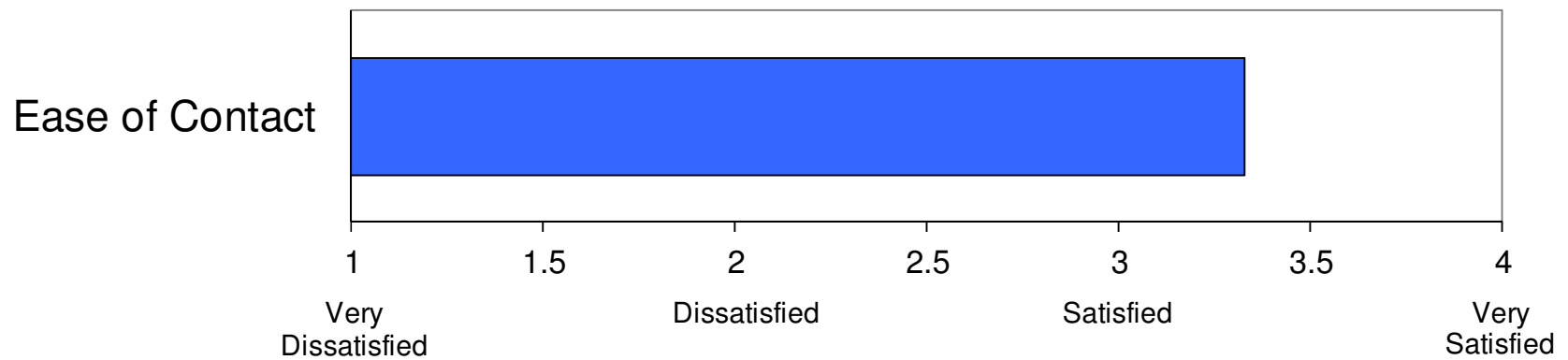
Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied
46.1%	42.6%	9.6%	1.7%

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Ease of Contacting the OPP

- On average, respondents said they were part way between 'satisfied' and 'very satisfied' (3.33/4) with the ease of contacting the OPP.

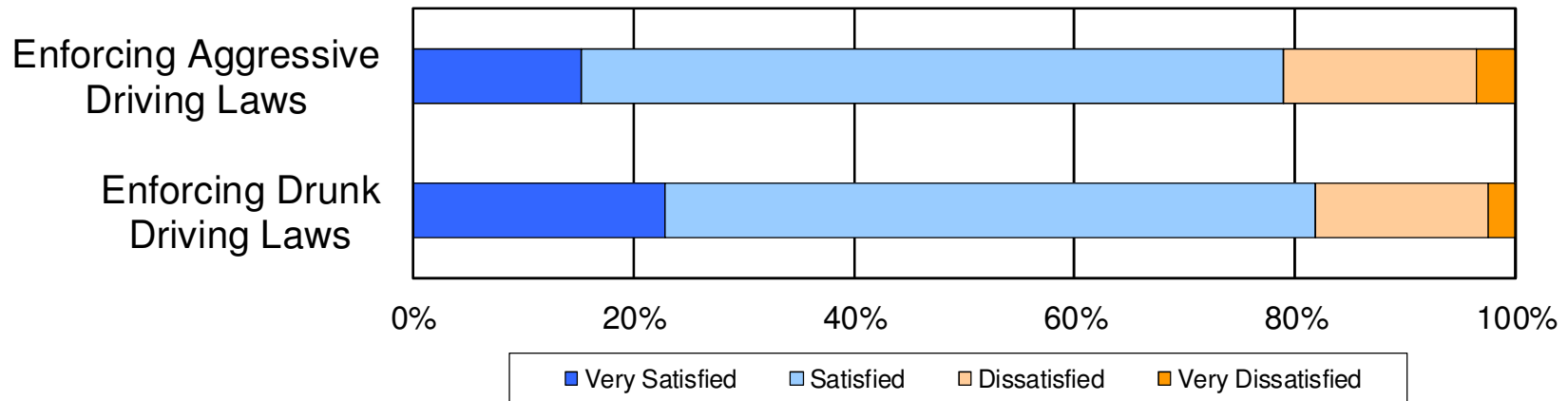


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The OPP's Effectiveness

- 78.9% of respondents were 'very satisfied' or 'satisfied' with the OPP's enforcement of aggressive driving laws.
- 81.9% of respondents were 'very satisfied' or 'satisfied' with the OPP's enforcement of drunk driving laws.



	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied
Enforcing aggressive driving laws*	15.2%	63.7%	17.5%	3.6%
Enforcing drunk driving laws	22.9%	59.0%	15.7%	2.5%

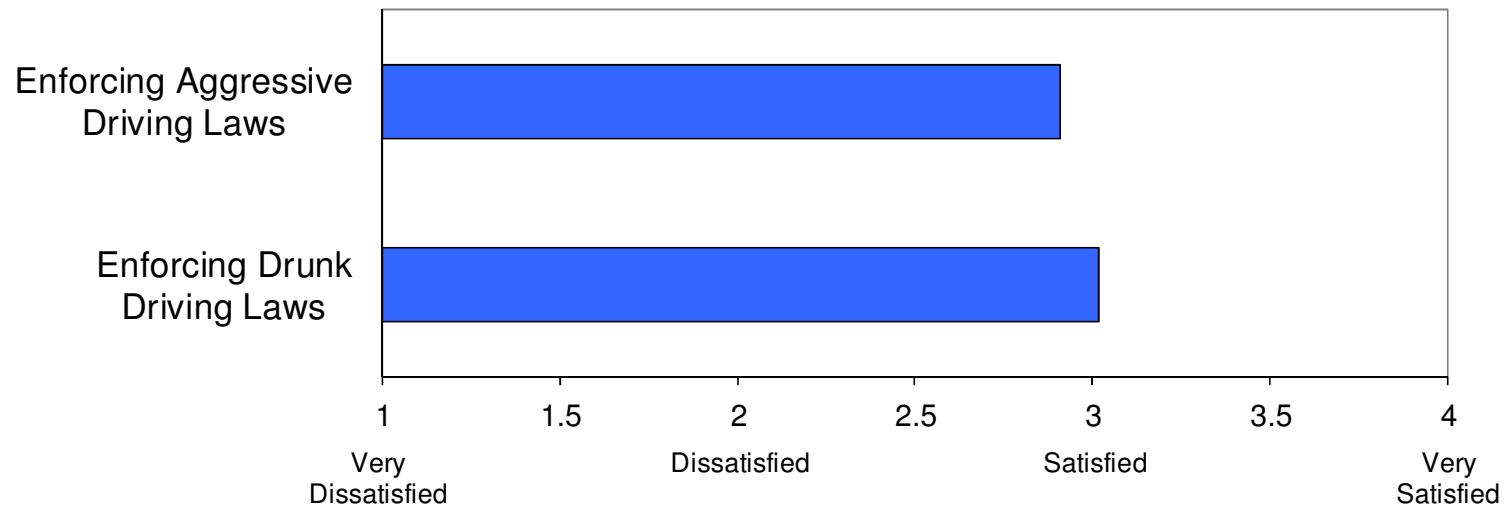
*for example, speeding or improper lane changes

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The OPP's Effectiveness

- On average, respondents said they were slightly less than 'satisfied' (2.91/4) with the OPP's enforcement of aggressive driving laws.
- On average, respondents said they were 'satisfied' (3.02/4) with the OPP's enforcement of drunk driving laws.

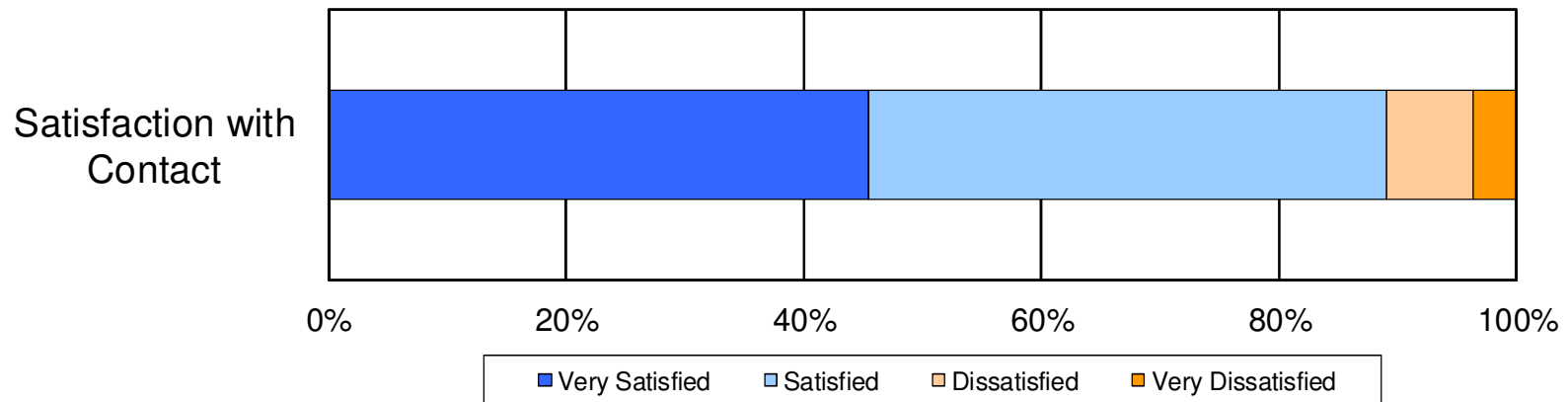


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Contact with the OPP

● Of the 55 respondents (or 14.4%) who said they had contact with the OPP over the past year (resulting from a traffic situation, a property crime, or a violent crime)*, 89.1% were 'very satisfied' or 'satisfied' with the contact they had.



Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied
45.5%	43.6%	7.3%	3.6%

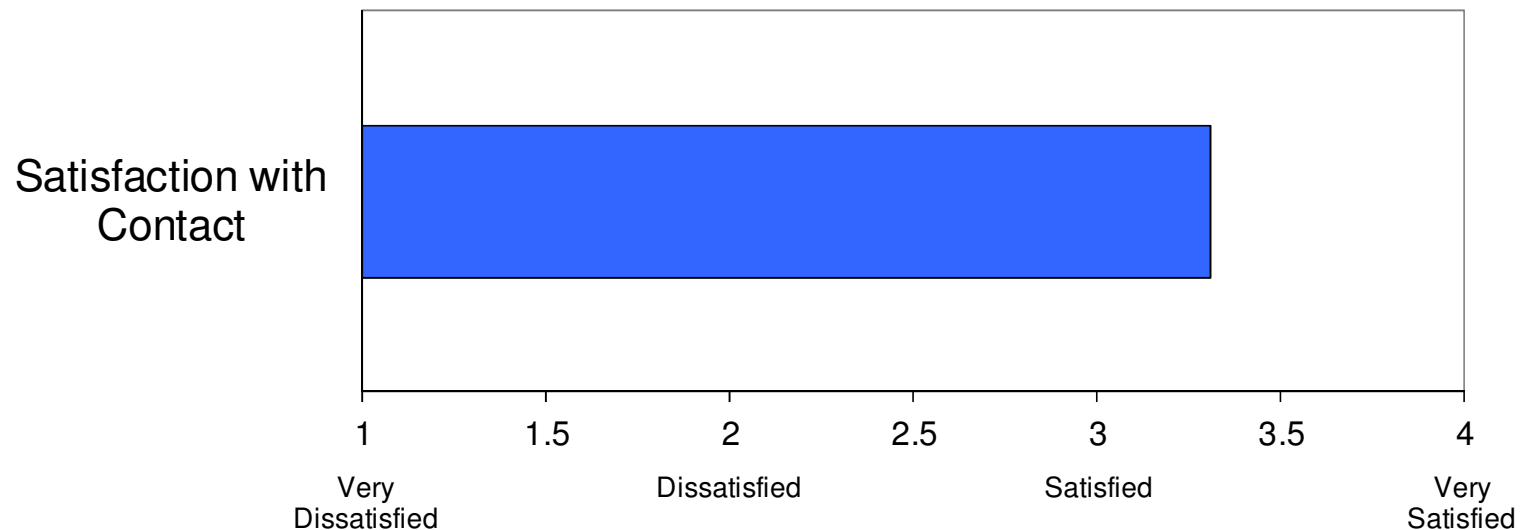
*Contact with the OPP was either as a victim/witness or as an accused/charged person.

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Contact with the OPP

- On average, respondents said they were part way between 'satisfied' and 'very satisfied' (3.31/4) with the contact they had with the OPP as a result of a traffic situation, a property crime, or a violent crime.

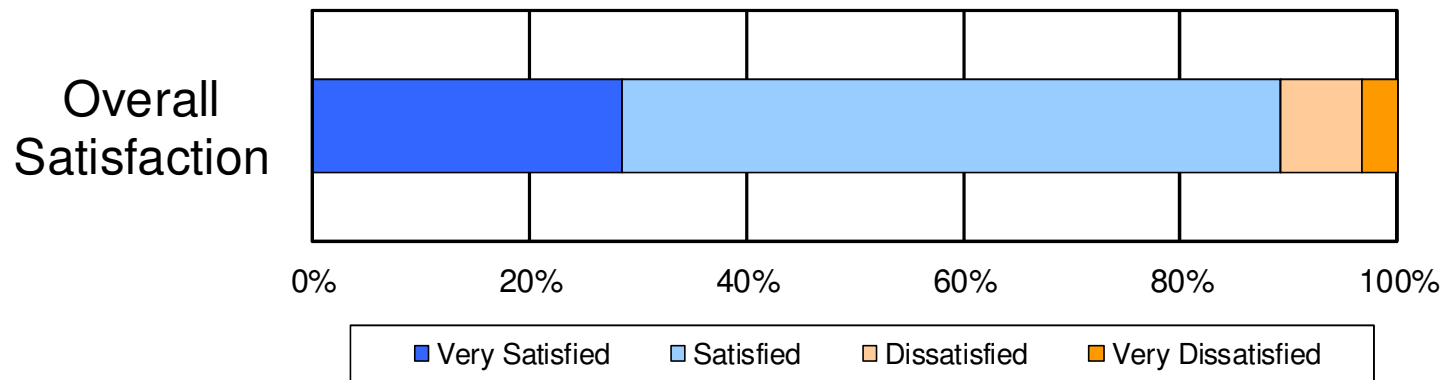


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Overall Satisfaction

Overall, 89.2% of respondents were 'very satisfied' or 'satisfied' with the quality of police service provided by the OPP.



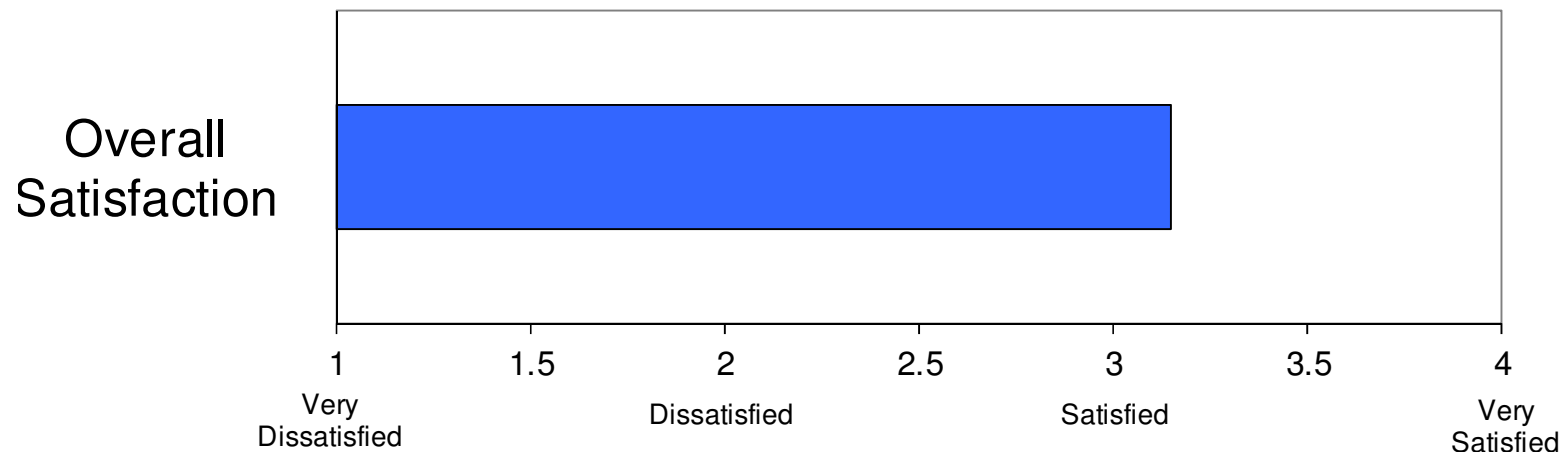
Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied
28.5%	60.7%	7.7%	3.2%

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Overall Satisfaction

- On average, respondents said they were part way between 'satisfied' and 'very satisfied' (3.15/4) with the overall quality of police service provided by the OPP.
- This is a statistically significant increase since the 2014 CSS for Haldimand County Detachment (3.00/4).

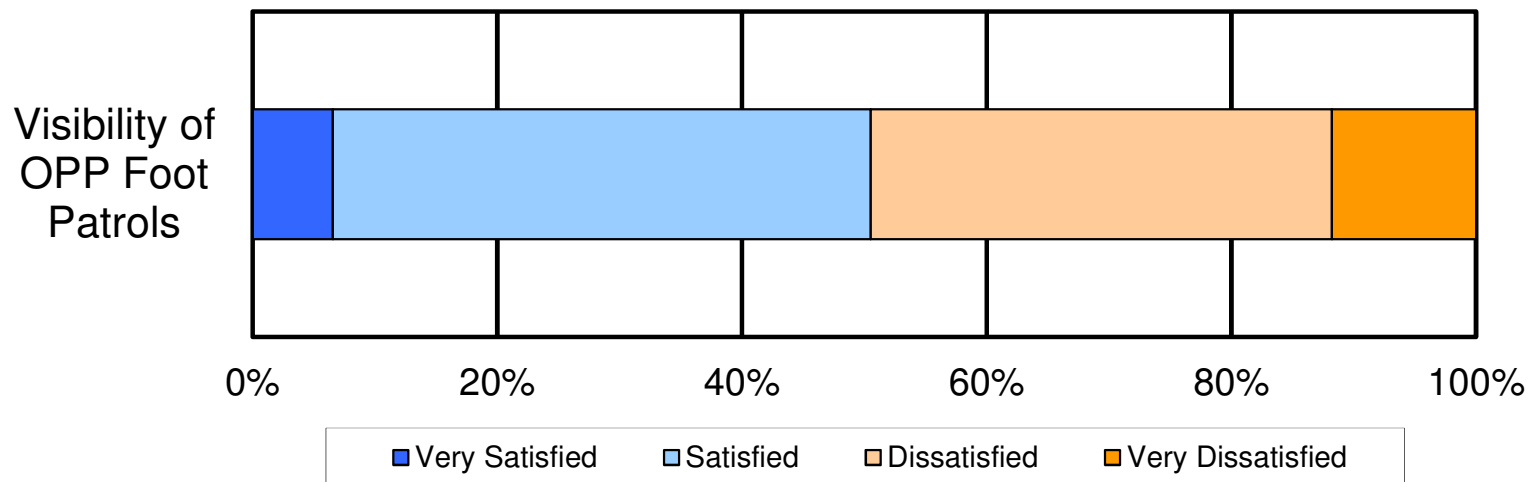


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Local Questions

50.5% of respondents were 'very satisfied' or 'satisfied' with the visibility of OPP Foot Patrols within their communities.



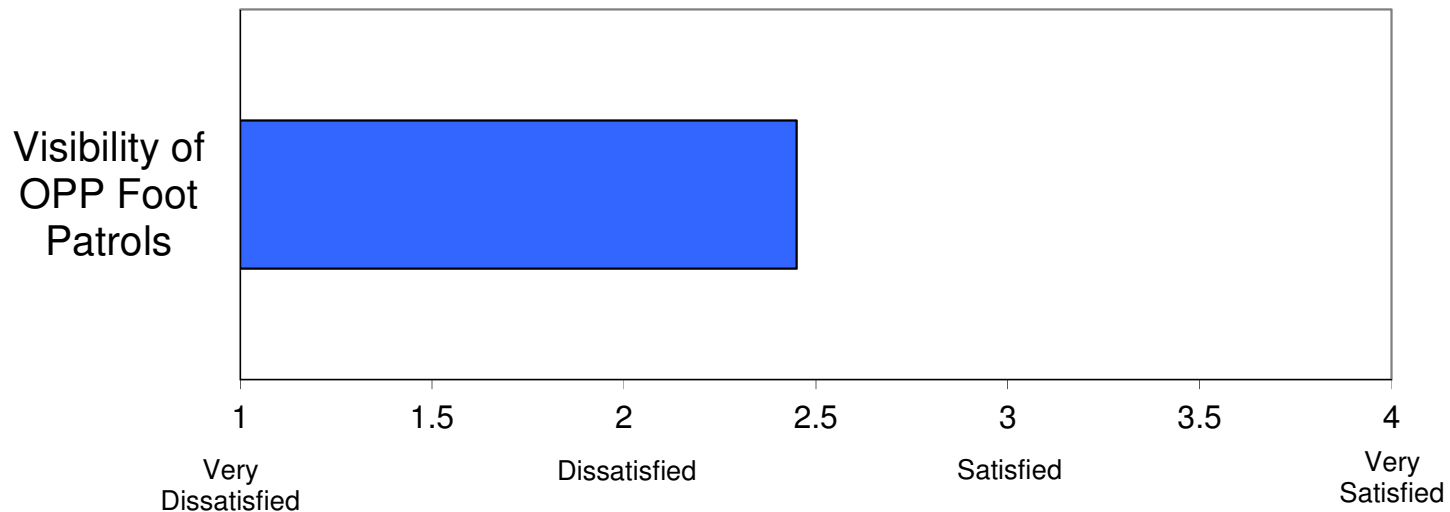
Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied
6.6%	43.9%	37.7%	11.8%

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Local Questions

- On average, respondents said they were part way between 'dissatisfied' and 'satisfied' (2.45/4) with the visibility of OPP Foot Patrols.

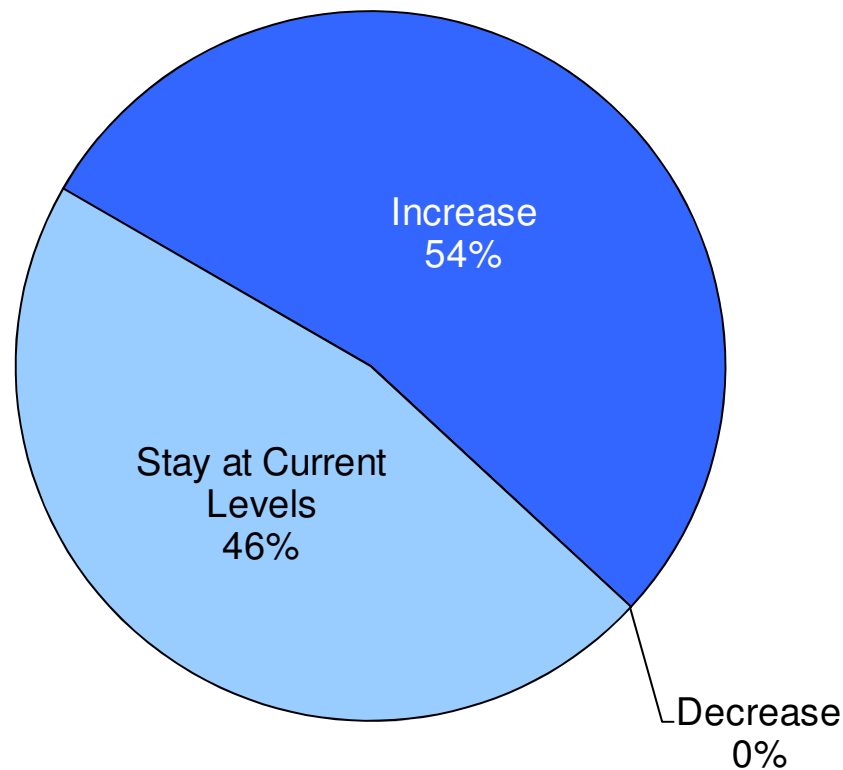


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Local Questions

- Respondents were asked whether they think Haldimand County OPP should increase Foot Patrols, decrease Foot Patrols, or leave them at current levels. The results are shown in the chart below.

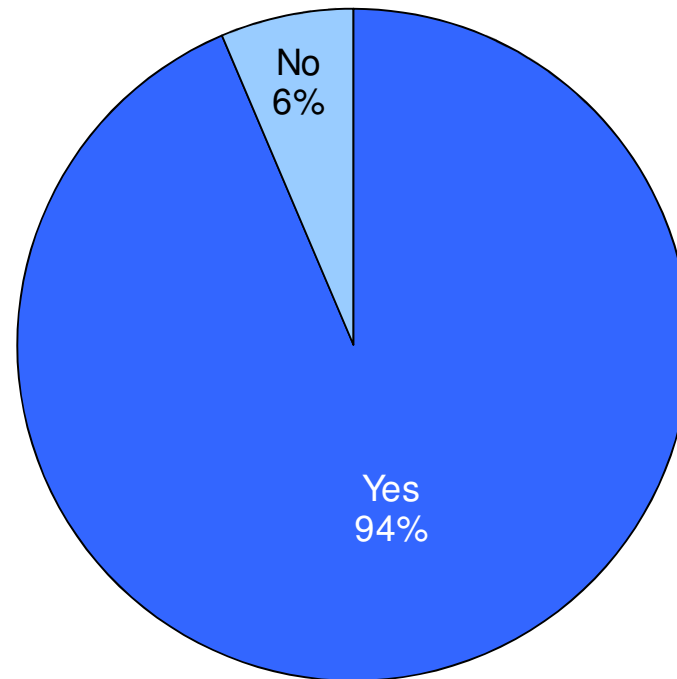


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Local Questions

- Respondents were asked if the OPP officers in their community are approachable and friendly. The results are shown in the chart below.

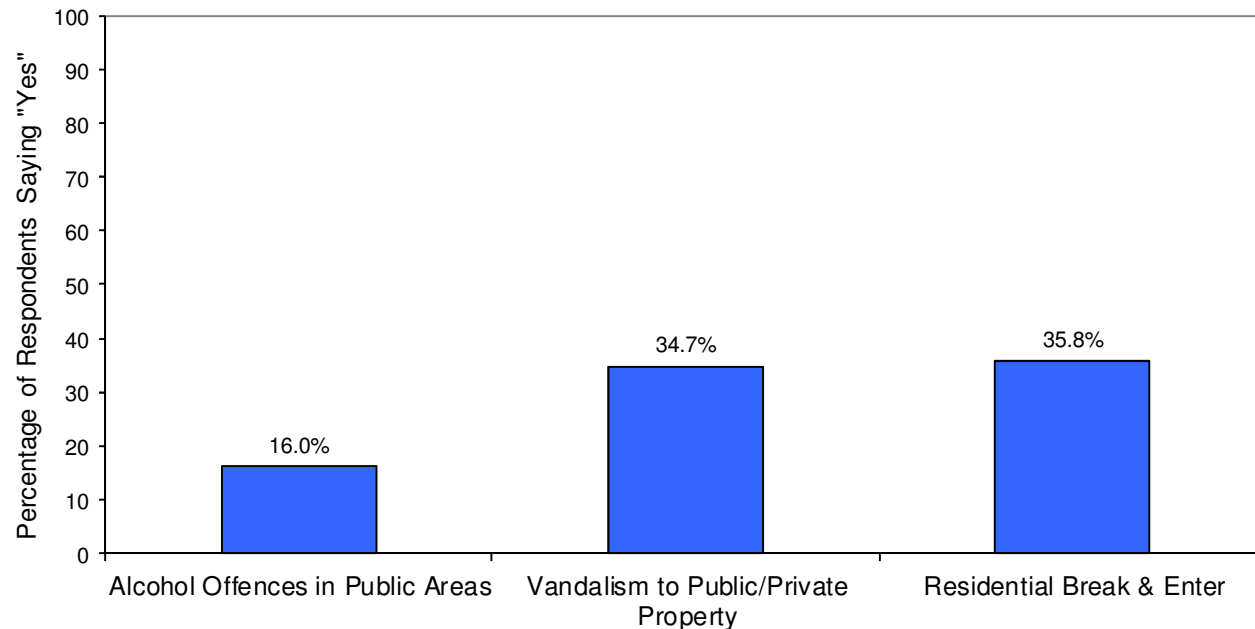


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Local Questions

- Respondents indicated 'yes' when asked whether alcohol offences in public areas (16.0%), vandalism to public and/or private property (34.7%) and residential break and enter (35.8%) were a problem in their community.



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Local Questions

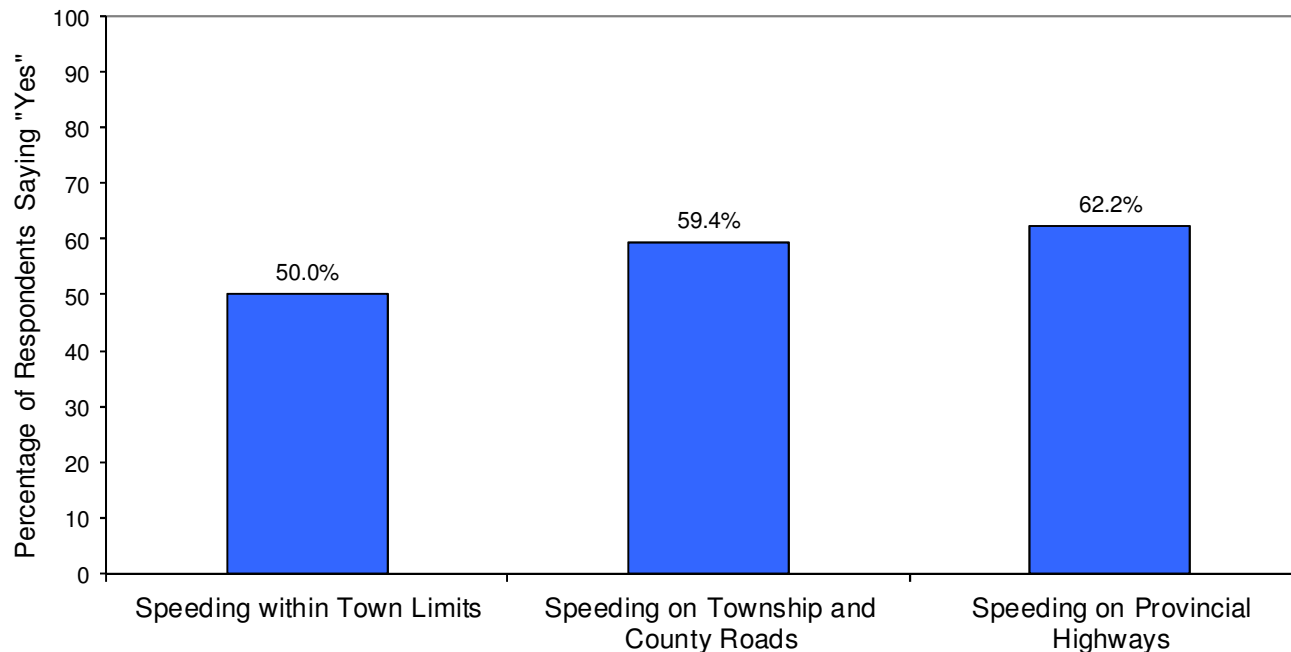
- The proportion of respondents who said vandalism to public and/or private property was a problem decreased significantly since the 2014 CSS for Haldimand County Detachment (45.4%).
- The proportion of respondents who said residential break and enters were a problem also decreased significantly since the 2014 CSS for Haldimand County Detachment (48.5%).

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Local Questions

- Respondents indicated 'yes' when asked whether speeding within town limits (50.0%), speeding on township and county roads (59.4%) and speeding on provincial highways (62.2%) were a problem in their community.
- The proportion of respondents who said speeding on township and county roads was a problem in the community decreased significantly since the 2014 CSS for Haldimand County Detachment (68.2%).



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Summary of Significant Cycle-to-Cycle Changes

Where there were statistically significant differences between survey cycles in terms of survey results, these are presented in the table below:

Item	2011 CSS	2014 CSS	2017 CSS
Rating of OPP Involvement in the Community (Mean /4)	3.06	2.85	3.04
Satisfaction with OPP's Ability to Work with Communities to Solve Local Problems (Mean /4)	2.84	2.81	3.03
Community Problems (% Yes):			
Alcohol Abuse	32.9	39.1	26.4
Drug/Substance Abuse	42.1	50.6	37.3
Illegal Grow Ops/Drug Labs	34.2	30.1	18.8
Youth Gangs	7.2	10.0	5.0
Youth Gathering on the Streets	23.1	18.2	12.5

Note: A green shaded cell indicates a statistically significant positive change since the previous survey cycle. A red shaded cell indicates a statistically significant negative change since the previous survey cycle. An unshaded cell indicates the change, if any, between survey cycles was not found to be statistically significant.

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Summary of Significant Cycle-to-Cycle Changes

Where there were statistically significant differences between survey cycles in terms of survey results, these are presented in the table below:

Item	2011 CSS	2014 CSS	2017 CSS
Community Problems (cont.) (% Yes):			
Domestic Violence	24.1	34.3	17.2
Child Abuse	17.6	23.8	14.2
Sexual Assault	12.7	20.5	12.9
Elder Abuse	10.9	19.0	10.7
Overall Satisfaction with the Quality of Police Services Provided by the OPP (Mean /4)	3.05	3.00	3.15

Note: A green shaded cell indicates a statistically significant positive change since the previous survey cycle. A red shaded cell indicates a statistically significant negative change since the previous survey cycle. An unshaded cell indicates the change, if any, between survey cycles was not found to be statistically significant.

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Summary of Significant Cycle-to-Cycle Changes

● Where there were statistically significant differences between survey cycles in terms of survey results, these are presented in the table below:

Local Questions	2011 CSS	2014 CSS	2017 CSS
Community Problems (% Yes):			
Vandalism to Public and/or Private Property	43.9	45.4	34.7
Residential Break and Enters	48.5	48.5	35.8
Speeding on Township and County Roads	66.9	68.2	59.4

Note: A green shaded cell indicates a statistically significant positive change since the previous survey cycle. A red shaded cell indicates a statistically significant negative change since the previous survey cycle. An unshaded cell indicates the change, if any, between survey cycles was not found to be statistically significant.