

2005 CITIZEN SURVEY



CALGARY
POLICE
SERVICE



CALGARY POLICE SERVICE

2005 CITIZEN SURVEY

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2005 CPS Citizen Survey

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Methodology

- ✦ Telephone survey of 2,001 Calgarians.
- ✦ The sample was drawn randomly from current telephone number lists of Calgarians aged 18 and older.
- ✦ A sample of 2,001 surveys represents a margin of error of $\pm 2.2\%$, 19 times out of 20.
- ✦ The survey was conducted in December 2005.
- ✦ The CPS has conducted the citizen survey previously in 1995, 1997, 2000, and 2003.
- ✦ The majority of the survey is being replicated, allowing for year to year comparisons, strengthening the confidence of the results over time.



Citizen Satisfaction

Overall, how satisfied are you with the service provided by the Calgary Police Service?

Very Satisfied	39%
Satisfied	53%
Dissatisfied	5%
Very Dissatisfied	2%

- 92% of Calgarians are either “very satisfied” or “satisfied” with the service from the CPS.



Citizen Satisfaction

Comparison of Satisfaction Ratings 1995-2005

	1995	1997	2000	2003	2005*
“Very Satisfied” and “Satisfied”*	96%	95%	96%	91%	92%

*Prior to 2005, the response categories were "very satisfied" and "somewhat satisfied". In 2005, these two response categories were changed to "very satisfied" and "satisfied".



Citizen Satisfaction

Satisfaction Rating Means

	1995	1997	2000	2003	*2005
Mean (Out of 4)	3.48	3.66	3.54	3.38	*3.29

- ✦ While citizen satisfaction remains high, a regression analysis of the satisfaction scores revealed a slightly declining trend before 2005.
- ✦ The differences between the means were found to be statistically significant between all of the years, except for between 1995 and 2000.
- ✦ The mean scores have been slightly declining since the high reached in 1997.



Citizen Satisfaction

In order to improve citizen satisfaction, respondents who were not "very satisfied" were asked why. Their replies were (in order of mention):

Service issues	<ul style="list-style-type: none">•Lack of information about case•Insufficient investigation
Public profile of CPS	<ul style="list-style-type: none">•Lack of visibility•Do not deal with public concerns•Need to consult public
Attitude of personnel	<ul style="list-style-type: none">•Not caring•Not courteous•Arrogant
Traffic Issues	<ul style="list-style-type: none">•Too much or too little time spent on enforcement•Too much time spent on minor issues•Radar
Dissatisfaction with system	<ul style="list-style-type: none">•Police ineffective•Too easy on offenders



Public Perceptions of CPS Officers

Generally speaking, Calgary Police Officers are...

	Strongly Agree %	Somewhat Agree %	Somewhat Disagree %	Strongly Disagree %	Mean (Out of 4)
Professional in appearance	85	14	1	0	3.84
Knowledgeable	60	31	4	1	3.59
Hardworking	59	31	3	1	3.56
Honest	55	33	4	2	3.52
Courteous	59	33	4	2	3.52
Easy to approach	59	29	5	3	3.50
Professional in conduct	58	33	4	2	3.50
Fair	52	36	5	3	3.43



Public Perceptions of CPS Officers

Certain age categories are indicators of level of agreement with the above statements:

- Respondents 65 years and older were most likely to agree that officers possess the stated characteristics.
- 18 – 24 year olds are less likely to agree with the statements “officers are fair”, and “officers are easy to approach”.



Perceptions of Officers 1995-2005 comparisons Mean (out of 4)

	1995	1997	2000	2003	2005
Professional in appearance	N/A*	N/A	N/A	3.88	3.84
Knowledgeable in their job	3.58	3.66	3.66	3.63	3.59
Hardworking	3.50	3.59	3.59	3.55	3.56
Courteous	3.51	3.59	3.58	3.54	3.52
Honest	3.49	3.59	3.58	3.55	3.52
Easy to approach	3.47	3.56	3.60	3.54	3.50
Professional in conduct	N/A	N/A	N/A	N/A	3.50
Fair	3.43	3.59	3.56	3.41	3.43

N/A - Not available



CPS Relationship with Citizens

2005	Strongly Agree	Somewhat Agree	Somewhat Disagree	Strongly Disagree	Mean (Out of 4.00)
The Calgary Police Service provides the types of services that are needed by the community.	50%	40%	5%	2%	3.42
The location of police facilities makes policing services easy to obtain.	49%	35%	9%	3%	3.36
The Calgary Police Service...					
...maintains appropriate visibility in the community.	48%	40%	7%	3%	3.36
...adequately communicates crime issues and trends to the community.	46%	40%	9%	2%	3.34
...uses its authority and force appropriately.	46%	40%	7%	4%	3.33
...responds in a fair way when dealing with all segments of the Calgary community.	43%	41%	7%	4%	3.32
...provides an adequate amount/level of service to the public.	43%	44%	8%	3%	3.30
...has the trust of the public.	41%	49%	6%	3%	3.30
...asks Calgarians about policing issues in the city.	26%	46%	21%	7%	2.91



CPS Relationship with Citizens

- ✦ The level of agreement with this series of statements continues to remain high, showing a continuing commitment from the CPS and the public's acknowledgment of these aspects of service.
- ✦ Respondents 65 years or older are more likely to agree with the statements in this series.



CPS Relationship with Citizens

	1995	1997	2000	2003	2005
	Percentages of respondents who “strongly agree” and “somewhat agree”.				
The location of police facilities makes policing services easy to obtain.	N/A	N/A	88%	88%	84%
The Calgary Police Service...					
...has the trust of the public.	89%	93%	93%	91%	90%
...uses its authority and force appropriately.	88%	91%	92%	90%	85%
...responds in a fair way when dealing with all segments of the Calgary community.	85%	89%	91%	89%	84%
...adequately communicates crime issues and trends to the community.	N/A	N/A	93%	90%	86%
...provides the types of services that are needed by the community.	N/A	N/A	89%	92%	90%
...maintains appropriate visibility in the community.	N/A	N/A	88%	89%	88%
...asks Calgarians about policing issues in the city.	N/A	N/A	N/A	N/A	72%



CPS Relationship with Citizens

Comparison of Means (Out of 4.00)	2000	2003	2005
The Calgary Police Service provides the types of services that are needed by the community.	3.48	3.40*	3.42
The Calgary Police Service...			
...maintains appropriate visibility in the community.	3.44	3.35*	3.36
...adequately communicates crime issues and trends to the community.	3.47	3.36*	3.34**
...uses its authority and force appropriately.	3.44	3.34*	3.33**
...responds in a fair way when dealing with all segments of the Calgary community.	3.40	3.31*	3.32
...has the trust of the public.	3.40	3.34	3.30**

* The differences between 2000 and 2003 means are statistically significant.

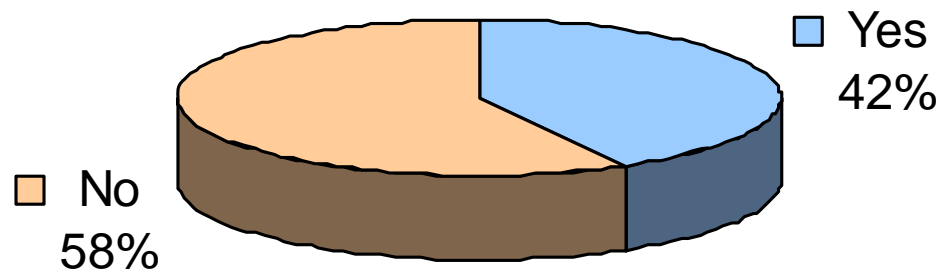
** The differences between 2000 and 2005 means are statistically significant.

A comparison of the means for each statement indicates that there are no statistically significant differences between the responses in 2003 and those of 2005.



Contact with CPS

In the past 12 months have you had any contact either on the telephone or in person with an officer or other on-duty employee of the Calgary Police Service?



- To compare, 47% respondents had contact in 2003.
- Respondents aged 18-24 and 35-44 were most likely to have had contact with CPS.



Contact with CPS

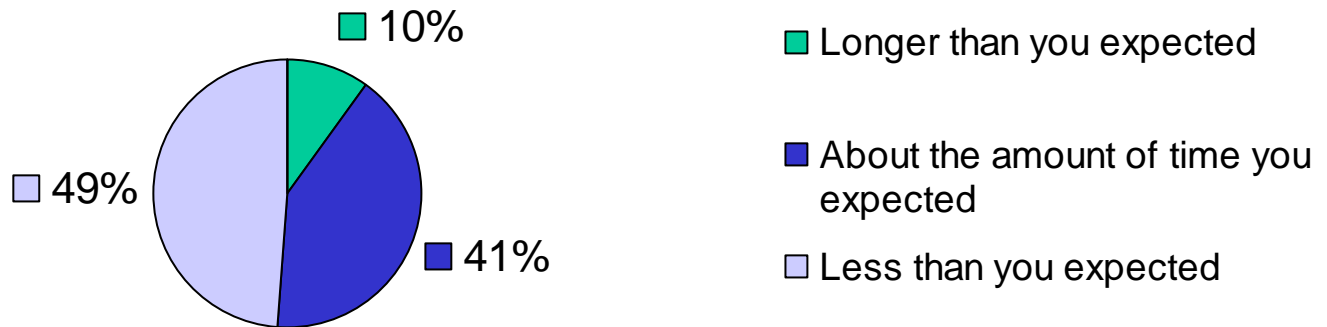
Nature of Respondents' Contact with CPS	
N= 831*	
Called 911 or 266-1234	23%
Officer dispatched/follow-up investigation	17%
Traffic accident, Officer dispatched	10%
Went to a police facility	9%
Stopped because of traffic violation	8%
Spoke with Officer on the street	5%
Community meeting/crime prevention/education program	4%
Police initiated contact	3%
Encountered a check stop	2%
Charged by police officer	1%



Contact with CPS

- Citizens' primary contact with CPS is requesting service by phone and/or having an Officer dispatched as a response to a call for service or for follow-up investigations.
- The respondents who contacted CPS by going in to a police facility (N=70) were asked about the wait times they experienced.

Expectations for Wait Times





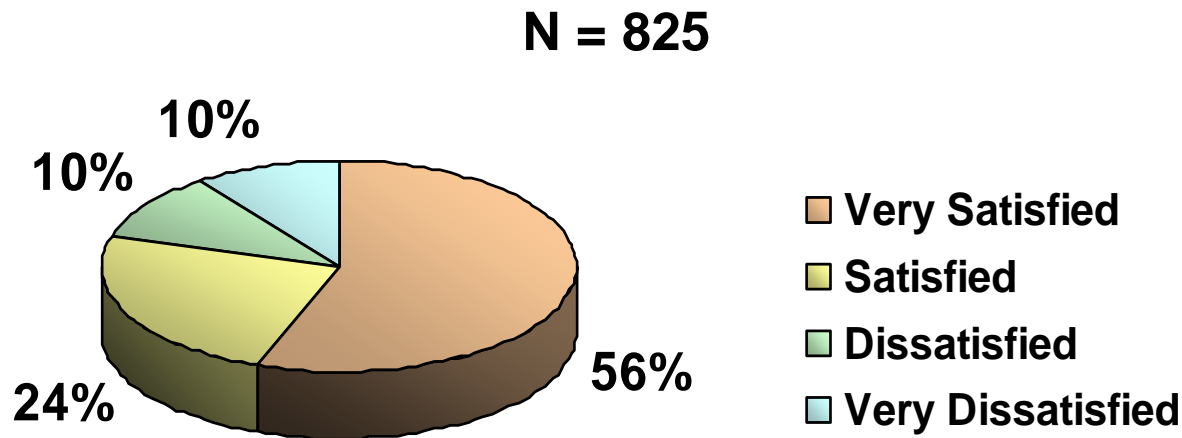
Rating of Last Contact

How would you rate the service you received?
Was the person...

	Courteous	Thorough	Knowledgeable	Concerned*
Very...	75%	67%	67%	50%
Somewhat...	15%	18%	20%	33%
Not Very...	5%	5%	4%	8%
Not at all...	6%	7%	5%	6%
Mean (Out of 4.00)	3.55	3.50	3.56	3.31



Overall Satisfaction with Last Contact



- 80% of respondents were either “very satisfied” or “satisfied” with the service they received from the Calgary Police Service.
- Respondents 18-34 were most likely to say they were “dissatisfied” and “very dissatisfied” compared to other age groups.
- People who had been charged or stopped for traffic violations were also most likely to give negative overall satisfaction ratings.



Satisfaction with Last Contact

Comparison of Satisfaction Ratings 1997-2005

	1997	2000	2003	2005
Mean (Out of 4)	3.39	3.43	3.32	3.26

- A comparison of the means indicates that the differences are not statistically significant.



Perceptions of Safety

How safe do you feel, or how safe would you feel, walking alone in your area after dark?

	2005 %
Very Safe	44
Reasonably Safe	39
Somewhat Unsafe	12
Very Unsafe	5

- Perceptions of safety in Calgary continue to be very stable.
- Respondents aged 65 or older are most likely to feel unsafe.



Perceptions of Safety

Historical Trends:

Perceptions of safety walking alone in your area after dark.

	Statistics Canada		Calgary Police Service				City of Calgary		
	1999* %	2004 %	1997 %	2000 %	2003 %	2005 %	2003 %	2004 %	2005 %
Very safe	34	40	35	45	42	44	41	41	37
Reasonably safe	44	41	41	36	40	39	39	41	42
Somewhat unsafe	13	12	14	13	12	12	14	12	15
Very unsafe	9	7	10	6	6	5	5	6	6

*From: Statistics Canada, for city of Calgary CMA (Census Metropolitan Area). Based on responses for people who engage in these activities.

Note: The highlighted info is the most recent available.



Perceptions of Safety

How safe do you feel, or how safe would you feel

...around the LRT areas such as the platforms or parking areas?

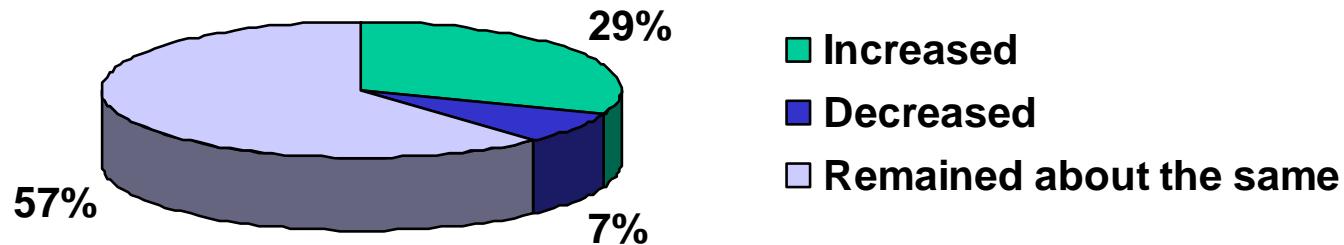
...in and around the downtown and city centre areas?

	LRT areas %	Downtown %
Very Safe	12	12
Reasonably Safe	42	44
Somewhat Unsafe	31	30
Very Unsafe	15	14
Mean (out of 4)	2.52	2.53



Level of Crime in Neighbourhoods

During the last 5 years, do you think that crime in your neighbourhood has increased, decreased or remained about the same?



- The majority of respondents think crime has remained about the same in their neighbourhoods.
- Respondents who have had contact with CPS in the last 12 months are more likely to say that crime has increased in their neighbourhoods.



Level of Crime in Neighbourhoods

	CPS 2003	CPS 2005	General Social Survey 1999* (Calgary CMA)	General Social Survey 2004** (Calgary CMA)
Increased	27%	29%	31%	29%
Decreased	10%	7%	7%	5%
Stayed the same	63%	57%	47%	56%

✦ These findings have remained stable over time.

Source: Statistics Canada. General Social Survey on Victimization, Cycle 18: An Overview of Findings. Catalogue no. 85-553. 1999.

**Source: Statistics Canada. General Social Survey on Victimization, Cycle 18: An Overview of Findings. Catalogue no. 85-565. 2004.



Top Six Neighbourhood Problems

	<i>Ranking</i>	<i>% of respondents</i>
House break-ins / break and enter	1	32
Traffic violations (speeding, unsafe driving)	2	28
There are none	3	17
Drug law enforcement	4	12
Theft of vehicles	5	11
Theft other than vehicles	6	9



2005 CPS Citizen Survey

Most Important Neighbourhood Problems or Concerns *1995-2005*

	1995 %	1997 %	2000 %	2003 %	2005 %
House break-ins (break and enter)	47	35	49	38	32
Traffic violations (speeding, unsafe driving)	32	13	10	30	28
None	N/A	18	12	17	17
Damage to property	N/A	N/A	3	20	14
Drug law enforcement	6	3	4	7	12
Theft of vehicles	N/A	N/A	14	11	11
Theft other than vehicles	16	15	8	9	9
Juveniles congregating (hanging around)	N/A	N/A	9	7	7
Graffiti	N/A	1	2	4	4
Illegal gang activity (organized crime)	7	5	4	3	4
Neighbourhood noise (disturbing the peace)	6	3	5	5	3
Assault causing injury	5	2	3	2	2
Adult prostitution	2	1	1	2	2
Domestic abuse	N/A	2	2	1	2
Violent youth crime	22	14	5	2	2



Top Six City Problems

	<i>Ranking</i>	<i>% of respondents</i>
Illegal gang activity/organized crime	<i>1</i>	43
Drug law enforcement	<i>2</i>	36
Traffic violations (speeding, unsafe driving)	<i>3</i>	31
House break-ins (break and enter)	<i>4</i>	14
Theft other than vehicles	<i>5</i>	9
Assault causing injury	<i>6</i>	8



Most Important Policing Problems in Calgary 1995-2005

	1995 %	1997 %	2000 %	2003 %	2005 %
Illegal gang activity (organized crime)	19	17	20	35	43
Drug law enforcement	20	11	16	29	36
Traffic violations (speeding, unsafe driving)	15	12	19	32	31
House break-ins (break and enter)	28	30	33	19	14
Violent youth crime	N/A	N/A	N/A	N/A	9
Assault causing Injury	22	8	14	8	8
None	N/A	2	5	10	7
Theft other than vehicles	9	16	5	9	5
Theft of vehicles	N/A	N/A	9	7	5
Damage to property	N/A	N/A	2	6	5
Domestic abuse	N/A	7	6	4	4
Adult prostitution	4	2	2	4	3
Juveniles congregating (hanging around)	N/A	N/A	5	3	3



Crime and Related Issues in Calgary

The majority of respondents consider the following issues to be “a big problem” in the city:

- ✦ Illegal gang activity / organized crime
- ✦ Cellphone usage while driving
- ✦ Drug law enforcement
- ✦ Violent youth crime
- ✦ Traffic violations
- ✦ Domestic abuse
- ✦ Child abuse
- ✦ Theft of vehicles



Crime and Related Issues in Calgary

The majority of respondents consider the following issues to be “a small problem” in the city:

- ✦ Graffiti
- ✦ Neighbourhood noise / disturbing the peace
- ✦ Juveniles congregating / hanging around

For this question, respondents are not given a definition for “small, big, or no problem” . Therefore, their answers are reflective of their individual perceptions of the response categories.



Safety in Schools

Percentage of respondents who answered the question “Not including traffic and personal accidents, how safe are our schools for our children?”

	Elementary Schools	Junior High Schools	High Schools
N=1812	%	%	%
Very Safe	46	28	21
Reasonably Safe	46	55	54
Somewhat Unsafe	6	14	20
Very Unsafe	2	3	5
Mean (out of 4)	3.36	3.08	2.92



Safety in Schools

- Perceptions of safety in all levels of Calgary schools remain high.
- The combined percentages of “very safe” and “reasonably safe” responses are almost identical to those of 2003.



Safety in Schools

Safety Perceptions of People with Children in Schools			
	Respondents with Children in Elementary N=343	Respondents with Children in Junior High N=212	Respondents with Children in High School N=210
Very safe	50%	21%	25%
Reasonably safe	40%	52%	51%
Somewhat unsafe	7%	20%	19%
Very unsafe	2%	7%	5%
Mean (Out of 4)	3.46	3.12	3.05



Safety in Schools

Safety Perceptions of People with Children in Schools

	Respondents with Children in Elementary			Respondents with Children in Junior High			Respondents with Children in High School		
	2000	2003	2005	2000	2003	2005	2000	2003	2005
% responding “very safe” & “reasonably safe”	88%	92%	90%	71%	78%	73%	61%	67%	76%
Mean (Out of 4)	3.19	3.38	3.46	2.75	2.94	3.12	2.67	2.79	3.05



Safety in Schools

- ✦ Perceptions of safety in all levels of schools in Calgary has increased since 2000.
- ✦ Comparisons of the means indicate statistically significant differences between 2000 and 2005 responses for junior high and high schools. There are also statistically significant differences between 2000, 2003, and 2005 for elementary schools.



Safety in Schools

What, if any, are the major safety concerns in Calgary schools?
Responses in order of mention:

- ✦ Availability of drugs
- ✦ Bullying
- ✦ Gangs
- ✦ Weapons
- ✦ Violence



School Resource Officers

Respondents were asked if they are aware that the CPS provides a school resource officer on site at most of Calgary's high schools to deal with school policing issues.

- 72% are aware of the program
- 97% support continuing to fund the program



Information Preferences

From what sources do you get the majority of your information about crime and crime issues in Calgary?

Newspapers	70
Television Newscasts	66
Radio	24
Family and Friends	10
Internet/Web pages	8

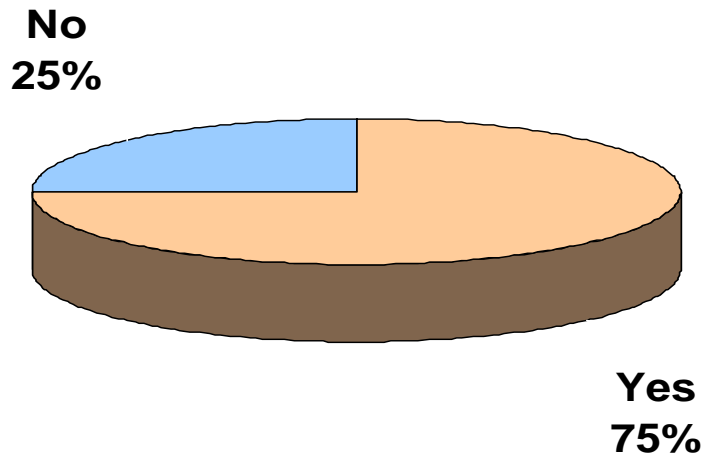
How would you PREFER to get information about policing issues in Calgary?

Television Newscasts	30
Newspapers	29
Internet/Web pages	9
Community Newsletters/Pamphlets	9
CPS Publications/presentations	5



Awareness of Role of CPC

Did you know that Calgary has a Police Commission?



- The awareness of the Calgary Police Commission was 79% in 2000, and 76% in 2003.



Awareness of Role of CPC

Were you aware that the Calgary Police Commission...

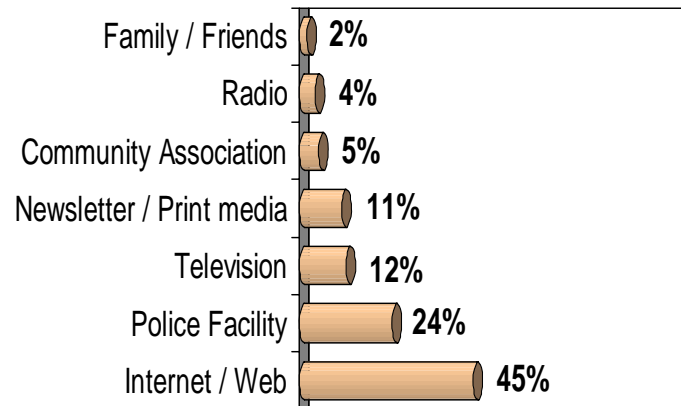
	% Yes responses N = 1489
...appoints the Chief of Police in Calgary?	81
...presents the Calgary Police Service budget to City Council?	78
...establishes policies for the Calgary Police Service?	78
...can be contacted by the public about police officer conduct?	66
...holds public meetings?*	52

- ✦ The awareness of CPC public meetings was 58% in 2003 and 63% in 2000.



Awareness of Role of CPC

If you want to know more about the Calgary Police Commission, from where would you prefer to get that information?



- The preference for the Internet/Web was mostly from respondents 18-44 years of age.



APPENDIX A Questionnaire

**2005 Calgary Police Service Citizen Survey
Final, November 30, 2005**

Good afternoon/evening, this is _____ calling from _____. I'm calling on behalf of the Calgary Police Service and would like to ask your opinion about the services they provide. May I please speak to the person in your household age 18 or older and has the next birthday?

Your household has been selected at random from a list of thousands of callers, and your name will not be associated with your responses. All information collected will be held in strict confidence. Could you please spare us some time?

Re-introduce if necessary.

Schedule a callback if person is not available.

IF NECESSARY...

Police phone # to confirm the study is authorized by the Calgary Police Service: 206-8429.

S1. Do you or does any member of your household work for the Calgary Police Service? If Yes, terminate with thanks.

S2. What are the first three digits of your postal code? _ _ _

Section A. Perceptions of the Calgary Police Service

A1. First I would like you to think about the qualities of Calgary Police officers when dealing with the public. Please tell me whether you Strongly agree, Somewhat Agree, Somewhat Disagree or Strongly Disagree with the following: generally speaking, Calgary Police officers are:

ROTATE ORDER

- | | |
|----------------|-------------------------------|
| a) Fair | e) Knowledgeable in their job |
| b) Courteous | f) Easy to approach |
| c) Honest | g) Professional in appearance |
| d) Hardworking | h) Professional in conduct |

A2. And can you tell me whether you strongly agree, somewhat agree, somewhat disagree or strongly disagree with the following statements...

ROTATE ORDER

- a) The location of police facilities makes policing services easy to obtain

The Calgary Police Service...

- b) provides an adequate amount/level of service to the public
- c) asks Calgarians about policing issues in the city
- d) has the trust of the public
- e) uses its authority and force appropriately
- f) responds in a fair way when dealing with all segments of the Calgary community
- g) adequately communicates crime issues and trends to the community
- h) provides the types of services that are needed by the community
- i) maintains appropriate visibility in the community

A3a. Overall, how satisfied are you with the service provided by the Calgary Police Service?
Would you say that you are...

- 04 Very satisfied
- 03 Satisfied
- 02 Dissatisfied
- 01 Very Dissatisfied
- DNR 98 Don't know

If not "very satisfied" at Q. A3a, ask A3b. Otherwise, skip to Q. B1.

A3b. Can you explain why you are not very satisfied?

DO NOT READ. MULTIPLE RESPONSE—ENTER ALL THAT APPLY . PROBE FOR COMPLETE AND CLEAR RESPONSES.

Attitude of Personnel

- 01 Not courteous
- 02 Not knowledgeable
- 03 Not caring
- 04 Arrogant

Service Issues

- 05 Insufficient investigation
- 06 No dispatch sent
- 07 Lack of info about case
- 08 Inconvenient to public
- 09 Slow response/service

- 10 Issue not solved
- 11 Poor telephone service
- 12 Inconvenient hours
- 98 Don't Know
- 96 Other (specify)

Public Profile of Service

- 13 Need more visibility
- 14 Need to consult public
- 15 Deal with public concerns

Traffic

- 16 Too much time spent on traffic
- 17 Too little time spent on traffic
- 18 Too much time on minor traffic
- 19 Photo radar/ MultaNova

Dissatisfaction with System

- 20 Too easy on offenders
- 21 Police ineffective
- 22 Unhappy with gun laws
- 23 Was wrongly charged
- 24 Little attention given to victim

Section B. User Satisfaction with Service

B1. In the past 12 months have you had any contact either on the telephone or in person with an officer or other on-duty employee of the Police Service? This does not include parking control people or receiving a speeding ticket in the mail unless you made a follow-up phone call.

- 01 Yes
- 02 No

IF YES, CONTINUE TO Q. B2, OTHERWISE, SKIP TO Q.C1.

B2. Now thinking ONLY about the LAST contact you had, can you tell me what type of contact it was?

DO NOT READ. ONE RESPONSE ONLY. FOR EXAMPLE, IF THE RESPONDENT SAYS THEY CALLED 911 AND AN OFFICER WAS DISPATCHED WITH WHOM THEY HAD PERSONAL CONTACT, ENTER "02". IF THEY CALLED THE POLICE AND AN OFFICER WAS DISPATCHED BUT THEY DIDN'T TALK TO OR COME FACE TO FACE WITH THE OFFICER, ENTER "01".

- 01 Called 911 or 266-1234 (telephone contact only)

- 02 Officer dispatched/ follow-up investigation (respondent initiated call; personal contact/interaction)
- 03 Witnessed or was involved in a traffic accident where officer dispatched (respondent did not initiate call; personal contact/interaction)
- 04 Went to a police facility (eg. District office, police offices or kiosks in malls, headquarters downtown)
- 05 Attended a community meeting, crime prevention or educational program, or police presentation
- 06 Spoke with an officer on the street (eg. Asked officer for information)
- 07 Charged by a police officer
- 08 Encountered a check stop
- 09 Stopped because of traffic violation
- 96 Other (eg. school program)(specify)_____

ASK ONLY IF THEY WENT TO A POLICE FACILITY, "04" AT Q.B2, OTHERWISE SKIP TO Q.B 3.

- B2a. When you went to the police facility, did you wait...
- 01 Longer than you expected
 - 02 About the amount of time you expected, or
 - 03 Less than you expected

B3. Thinking about this last contact, how would you rate the service you received?
Was the person...

ROTATE ORDER.

- a)
 - 04 Very courteous
 - 03 Somewhat courteous
 - 02 Not very courteous
 - 01 Not at all courteous

- b)
 - 04 Very thorough
 - 03 Somewhat thorough
 - 02 Not very thorough
 - 01 Not at all thorough

- c)
 - 04 Very knowledgeable
 - 03 Somewhat knowledgeable
 - 02 Not very knowledgeable
 - 01 Not at all knowledgeable

ASK Q.B3d ONLY IF ENTERED 01 TO 06 IN Q.B2.

- d)
 - 04 Very concerned with my problem
 - 03 Somewhat concerned with my problem
 - 02 Not very concerned with my problem
 - 01 Not at all concerned with my problem

ASK EVERYONE Q.B4a.

B4a. And thinking again about this last contact, how satisfied overall were you with the service you received from the Calgary Police Service? Were you...

- 04 Very satisfied
- 03 Satisfied
- 02 Dissatisfied
- 01 Very Dissatisfied
- DNR 98 Don't know**

B4b. Can you explain why you feel this way?

- 96 Other (specify) _____
- 97 No reason in particular

Section C. Perception of Safety

C1. How safe do you feel, or how safe would you feel, walking alone in your area after dark? Would you say you feel ...

- 04 Very safe
- 03 Reasonably safe
- 02 Somewhat unsafe
- 01 Very unsafe
- DNR 98 Don't know

If NOT "very safe", ask Q.C1a, otherwise, skip to Q.C2.

C1a. Can you tell me why you do not feel "very safe"?

DO NOT READ. MULTIPLE RESPONSE—ENTER ALL THAT APPLY. PROBE FOR COMPLETE AND CLEAR RESPONSES.

- | | |
|---|---------------------------------|
| 01 general feelings of unease/just don't go out | 06 poor lighting |
| 02 fear of physical assault (other than sexual) | 07 no one around/deserted |
| 03 fear of sexual assault | 08 suspicious people around |
| 04 fear of harassment | 09 I am vulnerable/old/disabled |
| 05 fear of robbery/mugging | 10 obstructed visibility |
| | 11 lack of police in the area |
| | 96 Other (specify)_____ |

C2. During the last 5 years, do you think that crime in your neighbourhood has...

- 03 Increased
- 02 Decreased
- 01 Remained about the same
- DNR 98 Don't Know

C3. How safe do you feel, or how safe would you feel...

ASK BOTH a AND b. ROTATE ORDER.

- a) around the LRT areas such as the platforms or parking areas
- b) in and around the downtown and city center areas

Do you feel...

- 04 Very safe
- 03 Reasonably safe
- 02 Somewhat unsafe
- 01 Very unsafe
- DNR 98 Don't Know

IF NOT "04 VERY SAFE", IN QC3a AND/OR QC3b, ASK QC3c, OTHERWISE, SKIP TO QC4.

QC3c. Can you tell me why you do not feel "very safe"?

DO NOT READ. MULTIPLE RESPONSE—ENTER ALL THAT APPLY.

- | | |
|---|-------------------------------|
| 01 general feelings of unease/just don't go out | 06 poor lighting |
| 02 fear of physical assault (other than sexual) | 07 no one around/deserted |
| 03 fear of sexual assault | 08 suspicious people around |
| 04 fear of harassment | 09 I am |
| vulnerable/old/disabled | |
| 05 fear of robbery/mugging | 10 obstructed visibility |
| | 11 lack of police in the area |
| | 96 Other (specify)_____ |

SCHOOL SAFETY

C4. Not including traffic accidents and personal accidents, how safe are Calgary schools and school areas for our children? In your opinion, are our...

- | | |
|------------------------|--------------------|
| a) Elementary schools | 04 Very safe |
| b) Junior High schools | 03 Reasonably safe |
| c) High schools | 02 Somewhat unsafe |
| | 01 Very unsafe |
| | DNR 98 Don't Know |

C5. What, if any, are the major safety concerns in Calgary schools?

DO NOT READ. MULTIPLE RESPONSE—ENTER ALL THAT APPLY.

- | | |
|--------------------------------|--|
| 01 There are no major concerns | 06 Bullying |
| 02 Gangs | 07 School administration doesn't take any action |
| 03 Weapons | 08 Ethnic confrontations |
| 04 Cliques | 09 Availability of drugs |
| 05 Deranged people | 11 Violence |
| | 98 Don't Know |
| | 96 Other (Specify)_____ |

C6a. At this time, do you have any children...

- 1) In elementary school.....01 Yes 02 No
- 2) In junior high school.....01 Yes 02 No

3) In senior high school.....01 Yes 02 No

C6b Are you aware that the Calgary Police Service provides...

1) a school resource officer on site at most of Calgary's high schools to deal with school policing issues?

- 01 Yes
- 02 No

IF AWARE OF EITHER OR BOTH IN QC6b, ASK THE APPROPRIATE QC6c; OTHERWISE SKIP TO QD1.

C6c. Do you support or oppose continuing to fund...

1) the School Resource Officer Program in most of Calgary's senior high schools?

- 01 Support
- 02 Oppose
- 03 Don't know about the program

Section D. Perceptions of Policing Problems and Priorities

D1. Now I would like to ask you a question about your neighbourhood...

The Calgary Police Service deals with many community concerns and problems. In your opinion, what are the three most important policing concerns or problems in your neighbourhood?

DO NOT READ. ENTER THREE RESPONSES. PROBE FOR COMPLETE AND CLEAR RESPONSES.

- | | |
|---|--|
| 01 Assault causing injury | 13 Prostitution (adult) |
| 02 Child Abuse | 14 Prostitution (juvenile) |
| 03 Computer/Internet crime | 15 Sexual assaults |
| 04 Damage to property | 16 Theft of vehicles |
| 05 Domestic abuse | 17 Theft other than vehicles |
| 06 Drug law enforcement | 18 Traffic violations (speeding, unsafe driving) |
| 07 Fraud against seniors | 19 Violent youth crime |
| 08 House break-ins/break and enter | 20 Graffiti |
| 09 Illegal gang activity/organized crime | 21 Cellphone usage while driving |
| 10 Image of police or justice system | 22 None |
| 11 Juveniles congregating/hanging around | 96 Other (specify) _____ |
| 12 Neighbourhood noise/disturbing the peace | 98 Don't Know |

NOTE: DO NOT INCLUDE 22 NONE IN D3.

D2. Next I would like to ask you the same question about the city overall...

In your opinion, what are the three most important policing concerns or problems in the city?

USE SAME LIST AS Q.D1. DO NOT READ. ENTER THREE RESPONSES.

FOR THOSE ISSUES NOT MENTIONED IN EITHER Q.D1 OR Q.D2, ASK Q.D3a. ROTATE ORDER.

- D3. Now, I would like you to consider the following issues in the city of Calgary and tell me if you think each is a...
- 01 Big problem,
 - 02 Small problem or
 - 03 No problem
 - DNR 98 Don't know

Section E. Perceptions of Selected Aspects of Service

Now I have a few questions about the Calgary Police Commission.

E1a. Before now, did you know that Calgary has a Police Commission?

- 1. Yes
- 2. No **IF NO, SKIP TO Q. E1c.**

E1b. Before now, were you aware that the Calgary Police Commission...

1)...appoints the Chief of Police in Calgary?

- 1. Yes
- 2. No

2)...presents the Calgary Police Service budget to City Council?

- 1. Yes
- 2. No

3)...establishes policies for the Calgary Police Service?

- 1. Yes
- 2. No

4)...can be contacted by the public about police officer conduct?

- 1. Yes
- 2. No

5)... holds public meetings?

- 1. Yes
- 2. No

E1c. If you want to know more about the Calgary Police Commission, from where would you prefer to get that information?

DO NOT READ. MULTIPLE RESPONSE, ENTER ALL THAT APPLY.

- | | |
|---------------------------------------|---|
| 01 Newspaper | 06 Internet/Web page |
| 02 Newsletter, other printed material | 07 Community association/group |
| 03 Radio | 08 Family/friends |
| 04 Television | 09 Not interested; don't want more info |
| 05 Police facility | 96 Other (specify) _____ |
| | 98 Don't Know |

3. CRIME & CRIME ISSUES – Information Sources

E3. From what sources do you get the majority of your information about crime and crime issues in Calgary?

DO NOT READ. MULTIPLE RESPONSE, ENTER ALL THAT APPLY.

- | | |
|-------------------------------------|---|
| 01 Family and friends | 07 Internet/Web pages |
| 02 Newspapers | 08 Calgary Police Service (police publications/
presentations) |
| 03 Radio | 09 Alarm companies |
| 04 Television newscasts | 10 Community newsletters/pamphlets |
| 05 Television programs | 96 Other (specify)_____ |
| 06 Neighbours and community members | |

E3a. How would you PREFER to get information about policing issues in Calgary?

READ. ACCEPT ONE RESPONSE ONLY.

- | | |
|-------------------------------------|---|
| 01 Family and friends | 07 Internet/Web pages |
| 02 Newspapers | 08 Calgary Police Service (police publications/
presentations) |
| 03 Radio | 09 Alarm companies |
| 04 Television newscasts | 10 Community newsletters/pamphlets |
| 05 Television programs | 96 Other (specify)_____ |
| 06 Neighbours and community members | |

Section F. Demographic Information

The following questions will be used for classification purposes only.

F1. What was the highest level of education that you completed?

READ.

- | | |
|-------------------------|-------------------------|
| 01 Elementary school | 05 Some university |
| 02 Junior high school | 06 University degree |
| 03 High school | 07 Post-graduate degree |
| 04 College/trade school | |

F2. And can you please tell me your marital status?

READ.

- | | |
|--------------|---------------|
| 01 Married | 04 Common law |
| 02 Divorced | 05 Widowed |
| 03 Separated | 06 Single |

F3. And what age group are you in?

READ.

- | | |
|-------------|---------------|
| 01 18 to 24 | 05 55 to 64 |
| 02 25 to 34 | 06 65 or over |
| 03 35 to 44 | 99 Refused |
| 04 45 to 54 | |

F4. Do you consider yourself a member of a diverse community?

- | |
|--------|
| 01 Yes |
| 02 No |

99 Refused

F5. Is your annual household income...

01 Under \$50,000 **Go to F5a.**

02 Over \$50,000 **Go to F5b.**

DNR 98 Don't Know

DNR 99 Refused

If Under \$50,000 read:

Is it...

01 \$20,000 or less

02 Over \$20,000 to \$30,000

03 Over \$30,000 to \$40,000

04 Over \$40,000 to \$50,000

DNR 98 Don't Know

DNR 99 Refused

If Over \$50,000 read:

Is it...

05 Over \$50,000 to \$60,000

06 Over \$60,000 to \$70,000

07 Over \$70,000 to \$80,000

08 Over \$80,000 to \$90,000

09 Over \$90,000 to \$100,000

10 Over \$100,000

DNR 98 Don't Know

DNR 99 Refused

F6. Sex: 01 Male

02 Female

Thank you very much for your time and cooperation.



APPENDIX B

Demographic Frequencies

CPS 2005 CITIZEN SURVEY

**DEMOGRAPHICS
FREQUENCIES**

F1 WHAT WAS THE HIGHEST LEVEL OF EDUCATION THAT YOU COMPLETED?

	(N = 2001) #	%
ELEMENTARY SCHOOL	14	1
JUNIOR HIGH SCHOOL	62	3
HIGH SCHOOL	483	24
COLLEGE/TRADE SCHOOL	560	28
SOME UNIVERSITY	168	8
UNIVERSITY DEGREE	525	26
POST GRADUATE DEGREE	174	10
REFUSED	15	1

F2 AND WHAT IS YOUR MARITAL STATUS?

	(N = 2001)	
MARRIED	1166	58
DIVORCED	142	7
SEPARATED	38	2
COMMON LAW	106	5
WIDOWED	113	6
SINGLE	412	21
REFUSED	24	1

F3 AND WHAT AGE GROUP ARE YOU IN?**(N = 2001)**

	#	%
18 TO 24 YRS	157	8
25 TO 34 YRS	335	17
35 TO 44 YRS	452	23
45 TO 54 YRS	449	22
55 TO 64 YRS	310	15
65 YEARS OR OVER	286	14
REFUSED	12	1

F4 DO YOU CONSIDER YOURSELF A MEMBER OF A DIVERSE COMMUNITY?**(N = 2001)**

YES	1342	67
NO	624	31
REFUSED	32	2

F5 IS YOUR ANNUAL HOUSEHOLD INCOME . . . ?**(N = 2001)**

\$20,000 OR LESS	117	6
OVER 20,000 – 30,000	180	9
OVER 30,000 – 40,000	148	7
OVER 40,000 – 50,000	120	6
OVER 50,000 – 60,000	231	12
OVER 60,000 – 70,000	167	8
OVER 70,000 – 80,000	130	7
OVER 80,000 – 90,000	97	5
OVER 90,000 – 100,000	80	4
OVER 100,000	346	17
DON'T KNOW/REFUSED	385	19

F6 GENDER**(N = 2001)**

MALE	900	45
FEMALE	1101	55



APPENDIX C Verbatims



The verbatim response files are available in the Research & Development Section, 4th floor, Andrew Davison Building.





APPENDIX D Cross Tabulations



Cross tabulation data is available in the Research & Development Section,
4th floor, Andrew Davison Building.

