

Public Safety Survey

Comox Valley Area



Final Report

**Christie Konarski
Niki Huitson
Irwin M. Cohen
Darryl Plecas**

School of Criminology and Criminal Justice
University College of the Fraser Valley

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Comox Valley Public Safety Survey

Executive Summary

This report presents the results of a public safety survey conducted by the School of Criminology and Criminal Justice at the University College of the Fraser Valley for the Comox Valley Detachment of the RCMP. The purpose of the survey was to describe Comox Valley residents' feelings about their own personal safety and the nature and extent of any victimization in the past year. The survey, which was conducted in October of 2006, also sought to determine residents' level of satisfaction with the Comox Valley RCMP. The survey involved mailing a questionnaire to 1130 randomly selected Comox Valley residents, 51% of who responded. Some highlights of the survey findings are:

- Nearly all respondents (97 per cent) reported feeling safe in their homes, neighbourhood, and community during the day. Likewise, the vast majority of respondents reported feeling safe at night as well. As would be expected, however, respondents' feelings of safety decrease somewhat as they travel further away from their homes at night.
- The vast majority of respondents reported that there was no change in their personal feelings of safety in either their neighborhood or the Courtenay-Comox area from one year ago. However, when asked to consider their feelings today as compared to five years ago, a significant percentage of respondents (28 per cent) felt that their personal sense of safety in their neighbourhood had worsened, and an even larger percentage (42 per cent) felt that their personal sense of safety in the Courtenay-Comox area had worsened. Nonetheless, over the same time

period, very few respondents (10 per cent and 9 per cent respectively) felt that their neighbourhood or community overall was less safe than neighbourhoods or municipalities elsewhere in British Columbia.

- Some 15% of respondents indicated that they were victims of at least one crime in the community in the past year. Specifically, of the entire sample, 10% were victims of at least one property crime, 2% were victims of at least one violent crime, and 3% were victims of at least one violent and one property crime. Among those who reported being the victim of at least one crime in the past 12 months, 77% were satisfied with the police response.
- Non-reporting of victimization to police was high with 44% of those who were victimized in the past 12 months not reporting the crime to police. Notably though, the majority (74 per cent) of these victims indicated that they did not report their victimization because the incident was either too minor or not important enough. An additional 8% chose not to report their victimization to police because they considered the incident a personal matter.
- Satisfaction with the Comox Valley RCMP is high. Specifically, 95% of all respondents reported being satisfied overall, and the vast majority of respondents still report being satisfied when specific aspects of police activity are considered.
- While the majority of respondents rated local RCMP officers highly on each of nine qualities considered, a significant percentage rated local officers as being “neither high or low” (a percentage between 26 and 37 depending on the quality considered). Less than 6% of respondents rated local RCMP officers “low” or “very low” on any one of the qualities considered.

- Respondents identified a number of problems in their neighbourhoods that they felt police should devote more resources and attention to. Of primary concern was speeding or other traffic-related issues (46 per cent) followed by drug related activities (33 per cent).
- About half of respondents (53%) provided additional comments at the end of the questionnaire. The most frequently offered comments were focused again on those issues they felt police should devote more attention to (e.g. wanting police to give more attention to speeding and other traffic issues). Respondents also frequently mentioned their wish for more police visibility. Further, many respondents volunteered comments related to what is perhaps best described as a general frustration with courts and corrections. At the same time, very few respondents offered comments critical of police. Rather, a significant number reiterated their general satisfaction with local police services.

Introduction

This report describes the results of a public safety survey that was conducted by the School of Criminology and Criminal Justice at the University College of the Fraser Valley for the Comox Valley Detachment of the RCMP. The purpose of the survey was to assess Comox Valley residents' feelings about their own personal safety and the nature and extent of any victimization in the past year. The survey also sought to determine residents' level of satisfaction with the Comox Valley RCMP. The overall aim of the survey was to provide the Comox Valley RCMP with information helpful to its improving the quality of local police services.

Methodology

The methodology used in this survey involved mailing a questionnaire (see Appendix A) to a randomly selected sample of 1200 residents of the Comox Valley in October 2006. The sample of residents was drawn using the Comox Valley Area telephone directory and follow-up telephone calls were made to residents immediately after the questionnaires were mailed to help maximize participation rates. Some questionnaires were undeliverable (i.e. resident had moved, incorrect address) which reduced the number of eligible respondents. Overall, the response to the survey was remarkable with a total of 580 out of 1130 residents who received a questionnaire returning it – a response rate of 51%.

Results

Characteristics of Respondents

Table 1 provides information about selected characteristics of those who responded to the survey. Those characteristics would suggest that the respondents, as a group, somewhat under-represent female and young residents and over-represent retirees. Specifically, 39% of respondents are female and the average age reported for the entire sample was 59 years old. Some 50% of respondents reported being retired.

Table 1
Selected Characteristics of Respondents

<u>Characteristic Considered</u>	
Average # of years living in the community	14
% employed (full-time/part-time/self-employed)	46
% retired	50
% married	71
% single/divorced/separated	17
% widowed	12
% with no post secondary	39
% with some post secondary	27
% with at least 1 degree or diploma	34
% male	61
% who live in a house	85
Average age	59
% listing Caucasian as primary ethnic background	96

** All figures are rounded.*

*** See Appendix for all respondent characteristics.*

Residents' Sense of Personal Safety

The results to the questions regarding residents' perceived levels of safety in their neighborhood were very positive. Nearly all respondents reported feeling safe in their home, neighbourhood, and in the community generally during the day. Further, a remarkably high percentage of respondents reported feeling safe at night as well. However, the further away from their residence a respondent traveled at night, the more likely they were to report feeling unsafe.

Table 2
Respondents' Feelings of Personal Safety

<u>Situation</u>	<u>% feeling "very" or "somewhat" safe</u>	<u>% feeling "very" or "somewhat" unsafe</u>
<u>Daytime</u>		
At residence	97	3
In neighborhood	97	3
In Comox Valley	96	4
<u>Night</u>		
At residence	94	6
In neighborhood	88	12
In Comox Valley	77	23

** All figures are rounded.*

In terms of respondents' personal safety in various situations, there were some interesting results (Table 3). Most residents reported that there was no change in their feelings of personal safety in their neighborhood when compared to a year ago. Compared to five years ago, however, more respondents felt that their level of safety was currently lower. There were similar results when respondents were asked about their

safety in the Comox Valley in general. However, there was a noticeable difference when respondents were asked about their level of safety compared to other neighborhoods in their area, as well as compared to other municipalities in British Columbia. In both instances, very few respondents (10 per cent and 9 per cent respectively) felt their neighbourhood or community was less safe than neighbourhoods or municipalities elsewhere.

Table 3
Respondent’s Sense of Personal Safety over Time

<u>Situation</u>	<u>% feeling much safer or somewhat safer</u>	<u>% feeling no change</u>	<u>% feeling much less safe or somewhat less safe</u>
<u>In your neighborhood</u>			
Compared to one year ago	7	82	8
Compared to five years ago	8	64	28
Compared to other neighborhoods	42	48	10
<u>In the Comox Valley area</u>			
Compared to one year ago	6	74	19
Compared to five years ago	8	50	42
Compared to other municipalities	61	30	9

** All figures are rounded.*

*** Respondents’ answers of “does not apply” are excluded here (see Appendix).*

Respondents’ Reported Victimization

Respondents were asked a series of questions about recent victimization. In order to measure more current victimization experiences, respondents were provided with a list of thirteen possible crimes and asked which, if any, they had been the victims of within the Comox Valley during the last twelve months (Table 4). In all, 15% of respondents reported being victimized in the past year. More specifically, of the entire sample, 10%

were victims of at least one property crime, 2% were victims of at least one violent offence, and 3% were victims of at least one property and one violent crime. The crimes respondents were most commonly victims of were vandalism (8%), theft and attempted theft of household property (5%), and threats or intimidation (4%).

Table 4
Percentage of Respondents Who Have Been Victimized In the Past Year

<u>Crime</u>	<u>% victimized</u>
Vandalism	8
Theft of household property	5
Threats or intimidations	4
Theft of personal property	2
Attempted motor vehicle theft	2
Stalking or harassment	2
Motor vehicle theft	1
Break and enter	1
Assault without a weapon	1
Attempted sexual assault	0
Robbery or attempted robbery	0
Assault with a weapon	0
Sexual assault	0

** All figures are rounded. Includes multiple responses.*

Respondents were also asked to indicate which of their victimizations had the most negative impact on them (Table 5). The results for this question were very similar to those of victimization in general. Approximately 26% of respondents felt that vandalism had the most negative impact on them, while another 24% of respondents reported that theft of household property had the most negative impact on them. Another 17% of respondents felt threats or intimidation had the most negative impact (Table 5).

Table 5
Victimization That Had the Most Negative Impact on Respondent

<u>Crime</u>	<u>% indicating most negative impact</u>
Vandalism	26
Theft of household property	24
Threats or intimidations	17
Theft of personal property	10
Attempted motor vehicle theft	7
Stalking or harassment	7
Motor vehicle theft	5
Break and enter	3
Assault without a weapon	1
Attempted sexual assault	1
Assault with a weapon	0
Robbery or attempted robbery	0
Sexual assault	0

**All figures are rounded.*

Respondents' Reporting of Victimization to the RCMP

In terms of contacting the police, it is important to note that only 54% of respondents who were victimized reported the crime which had the most negative impact on them in the past 12 months to the RCMP. However, among those who did contact the police, two thirds (67 per cent) made that report by telephoning the non-emergency phone number. A further 18% of victims reported their victimization by calling 911, while another 13% did so by visiting the police headquarters station (Table 6).

Table 6
How Victims of Crime Contacted Comox Valley RCMP

<u>Contact Method</u>	<u>% indicating this method</u>
Telephoned the non-emergency number	67
Telephoned 911	18
Visited the police headquarters station	13
Visited a community police station	0
Flagged down a patrol car	0
Approached a police officer in person	0
The police initiated contact	0
Some other way	2

** All figures are rounded.*

In terms of a response, the RCMP handled contacts from victims in a variety of ways (Table 7). The most common response was to take information (82 per cent), followed by filing a report or conducting an investigation (38 per cent) or sending out a

patrol car (33 per cent). Regardless of how victims contacted the police or the actions taken by the police, 77% of victims reported being satisfied with the way in which the RCMP responded to their victimization.

Table 7
How the RCMP Responded To Contacts from Victims

<u>Response</u>	<u>% receiving response</u>
Took information	82
Made a report or conducted an investigation	38
Sent a patrol car	33
Gave warning or arrested the offender	24
Asked you to visit the headquarters building	11
Provided the information you requested	9
Put you in touch with community services	7
Referred you to another agency	4
Referred you to a Victim Service worker	2
Asked you to visit the community police office	0

** All figures are rounded.*

In terms of non-reporting, the 46% of victims who did not contact the police were asked to indicate what their reasons were for avoiding contact. Here, as Table 8 shows, majority (74 per cent) reported that the incident was either too minor or not important enough to involve the police. At the same time, essentially half of the victims (54 per cent) feared revenge by the offender.

Table 8
**Reasons That Victims Did Not Report Crimes
 To The Comox Valley RCMP**

<u>Reason</u>	<u>% citing reason</u>
Incident was too minor or not important enough	74
Did not think the police could do anything	54
Fear of revenge by offender	8
Incident was a personal matter not concerning police	8
Dealt with it another way	8
Nothing was taken or the items were recovered	5
Did not want a child or children arrested or jailed	5
Did not want to get involved with the police or courts	3
Did not want to get involved with police	3
Did not want anyone to find out about incident	0
Family put pressure on you to not contact police	0
Police would not help	0
Fear of publicity or media coverage	0

** All figures are rounded.*

In addition to inquiring about victims' contacts with the RCMP as a result of their most serious victimization over the past 12 months, respondents were asked to indicate whether they had any other contacts with the police over the same time period (Table 9). In this regard, 27% of respondents reported having had some direct contact with the police in the past twelve months. Almost half of the respondents (49 per cent) had only a

single contact with Comox Valley RCMP over the past year, while 2% reported having seven or more such contacts. The most common reason for having direct contact with the police, aside from the option of “some other reason”, was a traffic enforcement action or information request.

Table 9
Respondents’ Reasons for Direct Contact with RCMP

<u>Reason for Contact</u>	<u>% citing reason</u>
As part of a police traffic enforcement action	27
To request information	16
To report a traffic accident	13
To report a suspicious person	10
To report a property crime	8
To be questioned about a possible crime	5
To report a violent crime	3
To complain about police services	2
For some other reason	58

** All responses are rounded.*

Respondents' Rating of and Satisfaction with the RCMP

The vast majority of respondents were satisfied with the Comox Valley RCMP. Notably, some 95% reported being satisfied overall, while only 6% reported being unsatisfied. In terms of specific aspects of Comox Valley RCMP, the level of satisfaction was also generally high. As Table 10 shows, the vast majority of respondents were satisfied with the RCMP's ability to solve crimes, communicate with the public, and seek public input. They were also satisfied with the professionalism of the department. Most people were also satisfied with the number of officers on the street, although about a third of respondents (34 per cent) were not satisfied with the number of officers. Similarly, 25% of respondents were not satisfied with the ability of the RCMP to prevent crime.

Table 10
Respondents' Satisfaction with the Comox Valley RCMP

<u>Aspect of Policing Considered</u>	<u>% "very" or "mostly satisfied</u>	<u>% "very" or "mostly" dissatisfied</u>
Professionalism of the department	95	5
Competence in solving crimes	93	7
Ability to communicate with public	90	10
Seeking of public input	83	17
Ability to prevent crimes	75	25
Number of officers on the street	66	34

** All figures are rounded.*

The majority of respondents also gave high ratings when asked to rate the typical local RCMP officer (Table 11). Still, it is interesting that a substantial percentage of respondents rated the typical local RCMP officer as “neither high nor low” on the characteristics considered (see Appendix).

Table 11

Respondents’ Ratings of the Comox Valley RCMP Officers

<u>Quality Considered*</u>	<u>% giving “high” or “very high” rating</u>	<u>% giving “low” or “very low” rating</u>
Courtesy	71	3
Trustworthiness	70	2
Concern for the Public	67	3
Knowledge of the Law	63	2
Honesty	66	1
Reliability	66	5
Hardworking	66	1
Fairness	60	3
Being Objective	59	4

** All figures are rounded.*

*** Respondents’ answers of “neither high nor low” are not included (see Appendix).*

Problems Identified by Respondents as Deserving More Police Resources and Attention

Respondents were asked if there are any problems in their neighbourhood that they felt police should devote more resources and attention to. In this regard, the questionnaire provided a listing of problems to consider. As Table 12 indicates, traffic related issues topped the list with 46% of respondents citing this as a problem. The next most cited problem was drugs (33 per cent). Just over a quarter of respondents (27 per cent) saw a problem in “groups of teenagers hanging out in the neighbourhood and causing trouble”.

Table 12
**Problems Respondents Feel the Comox Valley RCMP
 Should Devote More Resources and Attention To**

<u>Problem</u>	<u>% who feel this is a problem</u>
Speeding and other traffic-related issues	46
People selling or using drugs	33
Groups of teens hanging out and causing trouble	27
Drinking in public	16
Litter on the street and sidewalks	10
Groups of adults hanging out and causing trouble	10
Gang-related crime	10
Street people	7
Graffiti on buildings or walls	7
Vacant or deserted storefronts or houses	4
Prostitution	4

** All figures are rounded.*

Conclusion

The results of this survey indicate that the vast majority of residents of the Courtenay-Comox area feel that their community is a safe place to live. Hardly any residents feel unsafe during the day. As would be expected, after dark, resident's feelings of safety decreases somewhat as they travel further away from their homes. Further, while a substantial percentage of survey respondents indicated that they felt less safe today than they did five years ago; very few described their area as being less safe than other municipalities in British Columbia. In fact, only 9% of respondents described the Courtenay-Comox area as being less safe than other municipalities.

Respondents' feelings of personal safety are consistent with their reports of victimization. Specifically, 15% of respondents reported being victimized in the last year and the largest portion of that was related to property crime. Moreover, while non-reporting of victimization was high (44 per cent), it should also be noted that majority (74 per cent) of those who chose not to report their victimization to police did so because they felt their victimization was either too minor or not important enough to warrant a report to police.

Satisfaction with the Comox Valley RCMP is high. Specifically, 95% of respondents reported being satisfied and the vast majority of respondents also report being satisfied when considering specific police activities. The majority of respondents also gave high rating to local RCMP officers. Less than 5% of respondents rated local RCMP officers low on any one of the qualities considered.

Respondents identified a number of problems in their neighborhoods that they felt police should devote more resources and attention to. Topping the list was traffic-related issues (46 per cent). The second most commonly cited problem related to drug use and the selling of drugs (33 per cent).

Comments offered by respondents at the end of the questionnaire were focused on those issues they felt police should devote more attention to, and otherwise they simply emphasized answers already given to specific questions. Most notably, respondents mentioned their wish for more police patrols and police visibility generally. At the same time, very few respondents offered comments critical of police. Rather, a significant number of respondents reiterated their general satisfaction with local police services.

Appendix

Questionnaire
(With percentage results reported)

Public Safety Survey

Courtenay-Comox Area



School of Criminology and Criminal Justice

Dr. Irwin M. Cohen
Dr. Darryl Plecas

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INSTRUCTIONS

We hope that you will find this questionnaire easy to follow. In most cases, all you have to do is circle or check the answer that best describes how you feel. The questionnaire should take you about 15 minutes to complete.

As you have been advised by the enclosed covering letter, your participation is voluntary, and your responses will be anonymous to the RCMP and the university researchers. In this regard, please remember that the questionnaires are returned directly to us at UCFV, all of the information is aggregated for reporting purposes, and we will not reveal individual responses to anyone.

In addition to your anonymity, you are free to not answer any question in the survey that you would rather not answer.

You will see that we have provided you with a pre-stamped envelope for the return of your questionnaire. We are hoping to have your questionnaire returned to us by

Friday, October 27th, 2006.

For the present, if you have any questions, please do not hesitate to call me at the University College of the Fraser Valley at 604-854-4553. For any concerns regarding the administration of the survey, please contact Yvon Dandurand, Dean of Research and Industry Liaison at 604-864-4654.

Many thanks,

Dr. Darryl Plecas
University Research Chair
School of Criminology & Criminal Justice
University-College of the Fraser Valley

A. IS YOUR COMMUNITY A SAFE PLACE TO LIVE?

In this section, we would like you to tell us how safe you feel in your residence and neighborhood generally, at night and during the day. We would also like to know whether or not your sense of personal safety has changed since you have moved into your present neighborhood. By neighborhood, we mean the geographic area that is within a 15-minute walk in any direction from your home. *Please circle the numbers that best indicate how you feel.*

1. How safe do you feel in each of the following situations?

	Very Unsafe	Somewhat Unsafe	Somewhat Safe	Very Safe
In your residence during the daytime?	2%	1%	15%	82%
In your residence during the night?	2%	4%	34%	60%
In your neighborhood during the daytime?	2%	1%	20%	77%
In your neighborhood during the night?	2%	9%	43%	45%
In the Courtenay/Comox area during the daytime?	1%	2%	33%	64%
In the Courtenay/Comox area during the night?	3%	21%	56%	20%

2. What is your sense of personal safety in your neighbourhood?

	Much Less Safe	Somewhat Less Safe	No Change	Somewhat Safer	Much Safer	Does Not Apply
Compared to one year ago?	1%	7%	82%	4%	3%	
Compared to five years ago?	3%	25%	64%	5%	3%	
Compared to other neighborhoods in your area?	1%	9%	48%	30%	12%	

3. What is your sense of personal safety in the Courtenay/Comox area?

	Much Less Safe	Somewhat Less Safe	No Change	Somewhat Safer	Much Safer	Does Not Apply
Compared to one year ago?	1%	18%	74%	4%	2%	
Compared to five years ago?	7%	35%	50%	6%	2%	
Compared to other municipalities in BC	1%	8%	30%	37%	24%	

B. HAVE YOU BEEN A VICTIM OF CRIME IN THE LAST 12 MONTHS?

In this section, we would like you to tell us if you have been the victim of crime **in the Courtenay/Comox area** in the last 12 months. **If you have not been victimized in the last 12 months, please proceed to QUESTION 17.**

4. In the past 12 months, have you been the victim of any of the following crimes. Check all that apply.

	Yes
1. Vandalism (something was damaged on purpose)	8%
2. Theft of household property or attempted theft of household property	5%
3. Theft of personal property or attempted theft of personal property	2%
4. Attempted motor vehicle theft (where something was damaged)	2%
5. Motor vehicle theft	1%
6. Break and enter or attempted break and enter	1%
7. Threats or intimidation	4%
8. Stalking or Harassment	2%
9. Assault without a weapon, but no theft of property or attempted theft of property	1%
10. Assault with a weapon, but no theft of property or attempted theft of property	0%
11. Robbery or Attempted Robbery	0%
12. Attempted Sexual Assault, Molestation, or Attempted Molestation	0%
13. Sexual Assault where intercourse occurred	0%

IF YOU HAVE NOT BEEN THE VICTIM OF A CRIMINAL OFFENCE IN THE PAST 12 MONTHS IN THE COURTENAY/COMOX AREA, PLEASE GO TO QUESTION 17

5. Thinking about all the victimizations you just indicated, in general, did you report the incident(s) to the RCMP?

- 1. No 44% **(GO TO QUESTION #7)**
- 2. Yes 56% **(GO TO QUESTION #6)**

6. In general, were you satisfied with the police response?

- 1. No 23%
- 2. Yes 77%

7. Thinking about all the victimizations you just indicated in Question 4, please indicate which one was the most serious in that it had the most negative impact on you. PLEASE ONLY SELECT ONE VICTIMIZATION.

	Yes
1. Vandalism (something was damaged on purpose)	26%
2. Theft of household property or attempted theft of household property	24%
3. Theft of personal property or attempted theft or personal property	10%
4. Attempted motor vehicle theft (where something was damaged)	7%
5. Motor vehicle theft	5%
6. Break and enter or attempted break and enter	3%
7. Threats or intimidation	17%
8. Stalking or Harassment	7%
9. Assault without a weapon, but no theft of property or attempted theft of property	1%
10. Assault with a weapon, but no theft of property or attempted theft of property	0%
11. Robbery or Attempted Robbery	0%
12. Attempted Sexual Assault, Molestation, or Attempted Molestation	1%
13. Sexual Assault where intercourse occurred	0%

8. Did you or anyone else report this particular crime to the police?

- 1. No 46% **(GO TO QUESTION #12)**
- 2. Yes 54% **(GO TO QUESTION #9)**

9. How did you contact the police? (Check only ONE response)

- 1. Telephoned 911 18%
- 2. Telephoned the non-emergency number 67%
- 3. Visited the police headquarters station 13%
- 4. Visited a community police station 0%
- 5. Flagged down a patrol vehicle 0%
- 6. Approached a police officer in person 0%
- 7. The police initiated the contact 0%
- 8. Some other way 2%

10. How did your local police respond to your request? Please check all that apply.

- 1. Took information 82%
- 2. Sent a patrol car 33%
- 3. Asked you to visit the headquarters building 11%
- 4. Asked you to visit the community police office 0%
- 5. Provided the information you requested 9%
- 6. Referred you to another agency 4%
- 7. Made a report or conducted an investigation 38%
- 8. Gave a warning or arrested the offender 24%
- 9. Put you in touch with community services 7%
- 10. Referred you to a Victim Service Worker 2%

11. How satisfied were you with the local police response?

- 1. Very Unsatisfied 16% (GO TO QUESTION #13)
- 2. Somewhat Unsatisfied 16% (GO TO QUESTION #13)
- 3. Mainly Satisfied 39% (GO TO QUESTION #13)
- 4. Very Satisfied 30% (GO TO QUESTION #13)

12. There are many different circumstances that may affect why people do not report their victimization to the police. Were any of the following reasons why you did not report this incident to the local police?

	Yes
1. You did not want to get involved with the police or the courts.	3%
2. Did not think that the police could not do anything about the incident.	54%
3. Fear of revenge by the offender.	8%
4. The incident was too minor or it was not important enough.	74%
5. The incident was a personal matter and did not concern the police.	8%
6. Nothing was taken or the items were recovered.	5%
7. You dealt with it in another way.	8%
8. You did not want anyone to find out about the incident.	0%
9. Family member(s) put pressure on you to not contact the police.	0%
10. The police would not help.	0%
11. You did not want to get involved with police.	3%
12. Fear of publicity or media coverage.	0%
13. You did not want a child or children arrested or jailed.	5%

C. HAS BEING A VICTIM OF CRIME AFFECTED YOU?

In this section, we would like you to explain the extent to which you have been affected by the crime(s) referred to in Section B.

13. Were you physically injured by any crime in Courtenay/Comox in the last 12 months?

- 1. No 95%
- 2. Yes, but no medical attention was required 5%
- 3. Yes and medical attention was required 0%

14. Did you suffer any financial losses for any crime in Courtenay/Comox that occurred in the last 12 months?

- 1. No 40%
- 2. Yes, but insurance did not cover any of the losses 46%
- 3. Yes, but insurance only covered a partial of the losses 12%
- 4. Yes and insurance covered all of the losses 1%

15. Was an offender identified in your case?

- | | |
|---|-----|
| 1. No | 71% |
| 2. Yes, but I did not know the offender | 10% |
| 3. Yes and I knew the offender | 20% |

16. To your knowledge, has anyone else in your household been a victim of crimes in Courtenay/Comox in the past 12 months?

- | | |
|--------|-----|
| 1. No | 85% |
| 2. Yes | 15% |

17. Have you been the victim of a criminal offence outside of the Courtenay/Comox area in the past 12 months?

- | | |
|--------|-----|
| 1. No | 98% |
| 2. Yes | 2% |

D. HOW WOULD YOU RATE YOUR LOCAL POLICE?

In this section, we would like to ask for your opinion regarding your local police. When responding to these questions, please **DO NOT** include any police contact you may have had that resulted from one of the victimization experiences you reported in Section B.

18. Other than police contact you may have had as a result of the incident(s) reported in Section B, have you had any other direct contact with the local police in the last 12 months?

- | | |
|--------|-----|
| 1. No | 73% |
| 2. Yes | 27% |

19. How many times in the past 12 months have you had direct contact with the local police?

Average = 10 times

**20. What were the primary reasons you had direct contact with the local police?
Check all that apply.**

- | | |
|---|-----|
| 1. To report a property crime | 8% |
| 2. To report a violent crime | 3% |
| 3. To report a traffic accident | 13% |
| 4. To report a suspicious person | 10% |
| 5. To be questioned about a possible crime | 5% |
| 6. To request information | 16% |
| 7. To complain about police services | 2% |
| 8. As part of a police traffic enforcement action | 27% |
| 9. For some other reason | 58% |

21. How satisfied are you with the following aspects of your local police? Please circle the one answer that best applies to each question.

	Very Unsatisfied	Mostly Unsatisfied	Mostly Satisfied	Very Satisfied
The level of competence in solving crimes	1%	6%	74%	19%
The number of officers on the street	6%	27%	58%	9%
The ability to communicate with the public	3%	7%	62%	28%
The ability to prevent crimes	4%	21%	66%	9%
The seeking of public input	3%	14%	67%	16%
The professionalism of the department	1%	4%	58%	37%

22. How would you rate the typical local RCMP officer on the following qualities? Please circle the one answer that best applies to each question.

	Very Low	Low	Neither High Nor Low	High	Very High
Fairness	0%	3%	37%	47%	13%
Courtesy	1%	2%	26%	52%	19%
Knowledge of the Law	1%	1%	35%	47%	16%
Trustworthiness	0%	2%	28%	52%	18%
Honesty	0%	1%	32%	47%	19%
Reliability	1%	4%	29%	48%	18%
Concern for the Public	1%	2%	30%	47%	20%
Hardworking	0%	1%	33%	45%	21%
Being Objective	0%	4%	37%	45%	14%

23. Overall, how satisfied are you with your local police?

- | | |
|-----------------------|-----|
| 1. Very Satisfied | 37% |
| 2. Mainly Satisfied | 58% |
| 3. Mainly Unsatisfied | 5% |
| 4. Very Unsatisfied | 1% |

24. This is a list of some things that may be a problem in your neighborhood. Please indicate if you feel that this is a particular problem in your neighborhood that your local police should devote more resources and attention to.

	Yes
1. Litter, broken glass, or trash on the sidewalks and streets	10%
2. Graffiti on buildings or walls	7%
3. Vacant or deserted houses or storefronts	4%
4. Drinking in public	16%
5. People selling or using drugs	33%
6. Groups of teenagers hanging out in the neighbourhood and causing trouble.	27%
7. Groups of adults hanging out in the neighbourhood and causing trouble.	10%
8. Speeding or other traffic related issues.	46%
9. Street people	7%
10. Prostitution	4%
11. Gang-related crime.	10%

E. DEMOGRAPHIC INFORMATION:

In this section, we need to ask you some basic background information about yourself to confirm that those responding to our survey are truly a representative cross-section of community residents.

25. For how many years have you been living in your present neighborhood?

1. 1-5	29%
2. 6-10	20%
3. 11-15	18%
4. 16-20	12%
5. More than 20 years	21%

Average = 14 years

26. Are you currently an employee or volunteer with your local police?

1. No	99%
2. Yes	1%

27. Which category best describes the type of residence in which you are currently living?

1. House	85%
2. Apartment	3%
3. Condominium	2%
4. Townhouse	2%
5. Duplex	3%
6. Other	5%

28. What are the first 3 digits of your Postal Code?

29. How many individuals OVER the age of 18 years old currently reside with you?

1. 0	25%
2. 1	54%
3. 2	17%
4. 3	3%
5. 4	1%

30. How many individuals UNDER the age of 18 years old currently reside with you?

1. 0	78%
2. 1	9%
3. 2	10%
4. 3	3%

31. What is your gender?

1. Male	61%
2. Female	39%
3. Transgender	0%

32. What is your current age?

1. Less than 18 years of age	0%
2. 19-29	1%
3. 30-39	7%
4. 40-49	20%
5. 50-59	20%
6. 60 or older	52%

Average age = 59 years old

33. What is the highest level of education that you have completed?

- 1. Less than high school 13%
- 2. A high school diploma 27%
- 3. Some college/university 27%
- 4. A College/University diploma or degree 22%
- 5. A graduate/professional degree 12%

34. What is your current employment status?

- 1. Employed full-time 25%
- 2. Employed part-time 8%
- 3. Self-Employed 14%
- 4. Retired 50%
- 5. Unemployed 1%
- 6. Student 0%
- 7. Other 3%

35. What is your current marital status?

- 1. Single-never married 5%
- 2. Married- including common law 71%
- 3. Divorced or separated 12%
- 4. Widowed 12%

36. What is your annual level of income BEFORE taxes?

1. No Income 0%	2. Less than \$10,000 3%	3. \$10,000 - \$19,000 10%
4. \$20,000 - \$29,000 17%	5. \$30,000 - \$39,000 18%	6. \$40,000 - \$49,000 16%
7. \$50,000 - \$59,000 9%	8. \$60,000 - \$69,000 11%	9. \$70,000 - \$79,000 6%
10. \$80,000 - \$89,000 4%	11. \$90,000 - \$99,000 2%	12. More than \$100,000 6%

37. What do you consider to be your PRIMARY ethnic background?

- 1. Aboriginal 1%
- 2. Caucasian 96%
- 3. Asiatic 1%
- 4. Black 0%
- 5. East Indian/South Asian 0%
- 6. Other 2%

Percentage of respondents offering comments = 53%