

Public Safety Survey

Coquitlam / Port Coquitlam Area



Final Report

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Coquitlam Area 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 Coquitlam Detachment of the RCMP. The purpose of the survey was to describe Coquitlam area 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 Coquitlam RCMP. The survey involved mailing a questionnaire to 1174 randomly selected Coquitlam and Port Coquitlam residents, 40% of who responded. Some highlights of the survey findings are:

- Nearly all respondents (93 per cent plus) 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.
- The majority of respondents reported that there was no change in their personal feelings of safety in either their neighborhood or the Coquitlam area from one year ago. However, when asked to consider their feelings today as compared to five years ago, a significant percentage of respondents (45 per cent) felt that their personal sense of safety in their neighbourhood had worsened, and an even larger percentage (50 per cent) felt that their personal sense of safety in the Coquitlam area had worsened. Nonetheless, few respondents (17 per cent and 21 per cent

- respectively) felt that their neighbourhood or community overall was less safe than neighbourhoods or municipalities elsewhere in British Columbia.
- Some 30% of respondents indicated that they were victims of at least one crime in the community in the past year. Specifically, of the entire sample, 23% were victims of at least one property crime, 2% were victims of at least one violent crime, and 5% 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, 66% were satisfied with the police response.
 - Non-reporting of victimization to police was high with 53% of those who were victimized in the past 12 months not reporting the crime to police. Notably though, 58% chose not to report their victimization to police because the incident was either too minor or not important enough. At the same time, the majority (66 per cent) of victims indicated that they did not report their victimization because they felt the police could not do anything about the incident.
 - Satisfaction with the Coquitlam RCMP is high. Specifically, 89% 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 nor low” (a percentage between 31 and 44 depending on the quality considered). Less than 9% of respondents rated local RCMP officers 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

traffic-related issues (58 per cent) followed by groups of teenagers hanging out in the neighbourhood and causing trouble (48 per cent).

- Almost half of respondents (46%) 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 traffic issues). Respondents also frequently mentioned their wish for more police visibility (particularly in park areas, which a notable number of respondents cited as hang out areas and not places where one can feel safe). Further, many respondents volunteered comments related to what is perhaps best described as a general frustration with courts and corrections. At the same, 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 Coquitlam Detachment of the RCMP. The purpose of the survey was to assess Coquitlam area 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 Coquitlam RCMP. The overall aim of the survey was to provide the Coquitlam 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 Coquitlam and Port Coquitlam in October 2006. The sample of residents was drawn using the Coquitlam 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 467 out of 1174 residents who received a questionnaire returning it – a response rate of 40%.

Results

Characteristics of Respondents

Table 1 provides information about selected characteristics of those who responded to the survey. The characteristics would suggest that respondents, as a group, somewhat under-represents female and younger residents. Specifically, 42% of respondents are female and the average age reported for the entire sample was 54 years old.

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)	67
% retired	30
% married	69
% single/divorced/separated	21
% widowed	10
% with no post secondary	36
% with some post secondary	24
% with at least 1 degree or diploma	41
% male	58
% who live in a house	65
Average age	54
% listing Caucasian as primary ethnic background	83

** 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 high percentage of respondents reported feeling safe at night as well.

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	96	5
In neighborhood	94	6
In Coquitlam	93	6
<u>Night</u>		
At residence	88	12
In neighborhood	72	28
In Coquitlam	63	37

** 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 Coquitlam area in general. However, there was a noticeable difference when respondents were asked about their level of safety compared to other neighbourhoods in their area, as well as compared to other municipalities in British Columbia. In both

instances, few respondents (17 per cent and 21 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	10	70	20
Compared to five years ago	12	43	45
Compared to other neighborhoods	42	42	17
<u>In the Coquitlam</u>			
Compared to one year ago	8	62	31
Compared to five years ago	11	39	50
Compared to other municipalities	45	33	21

* 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 Coquitlam during the last twelve months (Table 4). In all, 30% of respondents reported being victimized in the past year. More specifically, of the entire sample, 23% were victims of at least one property crime, 2% were victims of at least one violent offence, and 5% were victims of at least one property and one violent crime. The crimes

respondents were most commonly victims of were vandalism (15%), theft or attempted theft of household property (15%), and attempted motor vehicle theft (9%).

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

<u>Crime</u>	<u>% victimized</u>
Vandalism	15
Theft of household property	15
Attempted motor vehicle theft	9
Threats or intimidations	6
Theft of personal property	6
Break and enter	4
Motor vehicle theft	3
Stalking or harassment	2
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 29% of respondents reported that

theft of household property had the most negative impact on them, while another 21% of respondents felt that vandalism had the most negative impact on them. Another 13% of respondents felt theft or attempted theft of personal property had the most negative impact on them (Table 5).

Table 5
Victimization That Had the Most Negative Impact on Respondent

<u>Crime</u>	<u>% indicating most negative impact</u>
Theft of household property	29
Vandalism	21
Theft of personal property	13
Attempted motor vehicle theft	11
Motor vehicle theft	8
Break and enter	7
Threats or intimidations	6
Stalking or harassment	4
Assault without a weapon	1
Sexual assault	1
Assault with a weapon	1
Robbery or attempted robbery	0
Attempted 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 their in the past 12 months to the RCMP. However, among those who did contact the police, 40% made that report by telephoning the non-emergency phone number. A further 14% of victims reported their victimization by calling 911, while another 5% did so by visiting the police headquarters station (Table 6).

Table 6
How Victims of Crime Contacted Coquitlam RCMP

<u>Contact Method</u>	<u>% indicating this method</u>
Telephoned the non-emergency number	40
Telephoned 911	14
Visited the police headquarters station	5
Visited a community police station	2
Flagged down a patrol car	1
Approached a police officer in person	1
The police initiated contact	1
Some other way	3

** 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 (81per cent), followed by sending out a patrol car (35 per cent) or filing a report or conducting an

investigation (32 per cent). Regardless of how victims contacted the police or the actions taken by the police, 59% 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	81
Sent a patrol car	35
Made a report or conducted an investigation	32
Provided the information you requested	15
Referred you to another agency	10
Gave warning or arrested the offender	9
Asked you to visit the headquarters building	6
Referred you to a Victim Service worker	2
Put you in touch with community services	0
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. It is noteworthy though, as Table 8 shows, that 58% of victims saw the victimization as either too minor or not important enough to involve the police. At the same time, another 13% of victims reported that nothing was taken or that their items were recovered.

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

<u>Reason</u>	<u>% citing reason</u>
Did not think the police could do anything	66
Incident was too minor or not important enough	58
Dealt with it another way	16
Nothing was taken or the items were recovered	13
Police would not help	11
Fear of revenge by offender	4
Did not want to get involved with the police or courts	4
Family put pressure on you to not contact police	2
Fear of publicity or media coverage	2
Incident was a personal matter not concerning police	0
Did not want a child or children arrested or jailed	0
Did not want to get involved with police	0
Did not want anyone to find out about incident	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, 19% of respondents reported having had some direct contact with the police in the past twelve months. The vast majority of these respondents (66 per cent)

had only a single contact with Coquitlam RCMP over the past year, while 4% reported having six or more such contacts. The most common reason for having direct contact with the police, aside from the option of “some other reason”, was to report a suspicious person, or to report a property crime.

Table 9
Respondents’ Reasons for Direct Contact with RCMP

<u>Reason for Contact</u>	<u>% citing reason</u>
To report a suspicious person	23
To report a property crime	21
To report a traffic accident	16
To request information	12
As part of a police traffic enforcement action	11
To report a violent crime	5
To be questioned about a possible crime	3
To complain about police services	1
For some other reason	39

** All responses are rounded.*

Respondents' Rating of and Satisfaction with the RCMP

The vast majority of respondents were satisfied with the Coquitlam RCMP. Notably, some 89% reported being satisfied overall, while only 11% reported being unsatisfied. In terms of specific aspects of Coquitlam RCMP, the level of satisfaction was also 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 just under half (47 per cent) were not satisfied with the number of officers. Similarly, 39% of respondents were not satisfied with the ability of the RCMP to prevent crime.

Table 10
Respondents' Satisfaction with the Coquitlam RCMP

<u>Aspect of Policing Considered</u>	<u>% "very" or "mostly" satisfied</u>	<u>% "very" or "mostly" dissatisfied</u>
Professionalism of the department	90	10
Competence in solving crimes	84	16
Ability to communicate with public	82	18
Seeking of public input	72	28
Ability to prevent crimes	61	39
Number of officers on the street	54	47

** 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 Coquitlam RCMP Officers

<u>Quality Considered*</u>	<u>% giving “high” or “very high” rating</u>	<u>% giving “low” or “very low” rating</u>
Courtesy	63	6
Trustworthiness	63	4
Concern for the Public	60	6
Knowledge of the Law	60	1
Honesty	62	3
Reliability	56	5
Hardworking	58	5
Fairness	52	4
Being Objective	51	8

* 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 58% of respondents citing this as a problem. The next most cited problem was “groups of teenagers hanging out in the neighbourhood and causing trouble” (48 per cent). Another 41% saw a problem in people selling or using drugs.

Table 12
**Problems Respondents Feel the Coquitlam 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	58
Goups of teens hanging out and causing trouble	48
People selling or using drugs	41
Gang-related crime	25
Graffiti on buildings or walls	25
Litter on the street and sidewalks	24
Drinking in public	23
Groups of adults hanging out and causing trouble	21
Street people	21
Prostitution	12
Vacant or deserted storefronts or houses	11

** All figures are rounded.*

Conclusion

The results of this survey indicate that the vast majority of residents of the Coquitlam 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; relatively few described their area as being less safe than other municipalities in British Columbia. In fact, only 21% of respondents described the Coquitlam area as being less safe than other municipalities.

Respondents' feelings of personal safety are consistent with their reports of victimization. Specifically, 30% 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 (53 per cent), it should also be noted 58% felt the incident was too minor or not important enough to involve the police.

Satisfaction with the Coquitlam RCMP is high. Specifically, 89% 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 9% 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 (58 per cent). The second most commonly cited problem related to groups of teenagers hanging out in the neighbourhood and causing trouble (48 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 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

Coquitlam/Port Coquitlam 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%	3%	26%	70%
In your residence during the night?	3%	9%	43%	45%
In your neighborhood during the daytime?	2%	4%	35%	59%
In your neighborhood during the night?	4%	24%	48%	24%
In the Coquitlam/Port Coquitlam area during the daytime?	1%	5%	51%	42%
In the Coquitlam/Port Coquitlam area during the night?	5%	32%	50%	13%

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

	Much Less Safe	Somewhat Less Safe	No Change	Somewhat Safer	Much Safer	Does Not Apply
Compared to one year ago?	2%	18%	70%	7%	3%	
Compared to five years ago?	15%	30%	43%	9%	3%	
Compared to other neighborhoods in your area?	4%	13%	42%	32%	10%	

3. What is your sense of personal safety in the Coquitlam/Port Coquitlam area?

	Much Less Safe	Somewhat Less Safe	No Change	Somewhat Safer	Much Safer	Does Not Apply
Compared to one year ago?	4%	27%	62%	7%	1%	
Compared to five years ago?	13%	37%	39%	9%	2%	
Compared to other municipalities in BC	3%	18%	33%	35%	10%	

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 Coquitlam/Port Coquitlam 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)	15%
2. Theft of household property or attempted theft of household property	15%
3. Theft of personal property or attempted theft or personal property	6%
4. Attempted motor vehicle theft (where something was damaged)	9%
5. Motor vehicle theft	3%
6. Break and enter or attempted break and enter	4%
7. Threats or intimidation	6%
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 COQUITLAM/PORT COQUITLAM AREA, PLEASE GOT 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 53% **(GO TO QUESTION #7)**
- 2. Yes 47% **(GO TO QUESTION #6)**

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

- 1. No 34%
- 2. Yes 66%

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)	21%
2. Theft of household property or attempted theft of household property	29%
3. Theft of personal property or attempted theft or personal property	13%

4. Attempted motor vehicle theft (where something was damaged)	11%
5. Motor vehicle theft	8%
6. Break and enter or attempted break and enter	7%
7. Threats or intimidation	6%
8. Stalking or Harassment	4%
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	1%
11. Robbery or Attempted Robbery	0%
12. Attempted Sexual Assault, Molestation, or Attempted Molestation	0%
13. Sexual Assault where intercourse occurred	1%

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 14%
- 2. Telephoned the non-emergency number 40%
- 3. Visited the police headquarters station 5%
- 4. Visited a community police station 2%
- 5. Flagged down a patrol vehicle 1%
- 6. Approached a police officer in person 1%
- 7. The police initiated the contact 1%
- 8. Some other way 3%

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

- 1. Took information 81%
- 2. Sent a patrol car 35%
- 3. Asked you to visit the headquarters building 6%
- 4. Asked you to visit the community police office 0%
- 5. Provided the information you requested 15%
- 6. Referred you to another agency 10%
- 7. Made a report or conducted an investigation 32%
- 8. Gave a warning or arrested the offender 9%
- 9. Put you in touch with community services 0%
- 10. Referred you to a Victim Service Worker 0%

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

- 1. Very Unsatisfied 21% **(GO TO QUESTION #13)**
- 2. Somewhat Unsatisfied 21% **(GO TO QUESTION #13)**
- 3. Mainly Satisfied 42% **(GO TO QUESTION #13)**
- 4. Very Satisfied 17% **(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.	4%
2. Did not think that the police could not do anything about the incident.	66%
3. Fear of revenge by the offender.	4%
4. The incident was too minor or it was not important enough.	58%
5. The incident was a personal matter and did not concern the police.	0%
6. Nothing was taken or the items were recovered.	13%
7. You dealt with it in another way.	16%
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.	2%
10. The police would not help.	11%
11. You did not want to get involved with police.	0%
12. Fear of publicity or media coverage.	2%
13. You did not want a child or children arrested or jailed.	0%

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 Coquitlam/Port Coquitlam Area in the last 12 months?

- | | |
|---|-----|
| 1. No | 97% |
| 2. Yes, but no medical attention was required | 2% |
| 3. Yes and medical attention was required | 1% |

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

- | | |
|--|-----|
| 1. No | 48% |
| 2. Yes, but insurance did not cover any of the losses | 32% |
| 3. Yes, but insurance only covered a partial of the losses | 17% |
| 4. Yes and insurance covered all of the losses | 3% |

15. Was an offender identified in your case?

- | | |
|---|-----|
| 1. No | 91% |
| 2. Yes, but I did not know the offender | 4% |
| 3. Yes and I knew the offender | 5% |

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

- | | |
|--------|-----|
| 1. No | 70% |
| 2. Yes | 30% |

17. Have you been the victim of a criminal offence outside of the Coquitlam/Port Coquitlam in the past 12 months?

- | | |
|--------|-----|
| 1. No | 96% |
| 2. Yes | 4% |

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 | 81% |
| 2. Yes | 19% |

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

- | | |
|--------|-----|
| 1. 0-1 | 66% |
| 2. 2-3 | 25% |
| 3. 4-5 | 6% |
| 4. 6+ | 4% |

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

- | | |
|---|-----|
| 1. To report a property crime | 21% |
| 2. To report a violent crime | 5% |
| 3. To report a traffic accident | 16% |
| 4. To report a suspicious person | 23% |
| 5. To be questioned about a possible crime | 3% |
| 6. To request information | 12% |
| 7. To complain about police services | 1% |
| 8. As part of a police traffic enforcement action | 11% |
| 9. For some other reason | 39% |

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	3%	13%	72%	12%
The number of officers on the street	9%	38%	48%	5%
The ability to communicate with the public	4%	14%	67%	15%
The ability to prevent crimes	8%	31%	57%	5%
The seeking of public input	5%	24%	59%	13%
The professionalism of the department	2%	7%	66%	24%

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	1%	3%	44%	43%	9%
Courtesy	1%	5%	31%	52%	12%
Knowledge of the Law	0%	1%	39%	47%	13%
Trustworthiness	1%	4%	33%	46%	17%
Honesty	1%	3%	35%	46%	16%
Reliability	2%	4%	39%	42%	15%
Concern for the Public	1%	5%	34%	43%	16%
Hardworking	1%	4%	37%	39%	19%
Being Objective	1%	7%	41%	40%	11%

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

- 1. Very Satisfied 24%
- 2. Mainly Satisfied 65%
- 3. Mainly Unsatisfied 9%
- 4. Very Unsatisfied 2%

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

	Yes
1. Litter, broken glass, or trash on the sidewalks and streets	24%
2. Graffiti on buildings or walls	25%
3. Vacant or deserted houses or storefronts	11%
4. Drinking in public	23%
5. People selling or using drugs	41%
6. Groups of teenagers hanging out in the neighbourhood and causing trouble.	48%
7. Groups of adults hanging out in the neighbourhood and causing trouble.	21%
8. Speeding or other traffic related issues.	58%

9. Street people	21%
10. Prostitution	12%
11. Gang-related crime.	25%

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	25%
2. 6-10	23%
3. 11-15	17%
4. 16-20	12%
5. More than 20 years	24%

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	65%
2. Apartment	9%
3. Condominium	12%
4. Townhouse	10%
5. Duplex	3%
6. Other	2%

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	22%
2. 1-2	61%
3. 3-4	16%
4. 5 or more	2%

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

1. 0	64%
2. 1-2	33%
3. 3-4	3%
4. 5 or more	0%

31. What is your gender?

1. Male	58%
2. Female	42%

32. What is your current age?

1. Less than 18 years of age	0%
2. 19-29	4%
3. 30-39	13%
4. 40-49	24%
5. 50-59	25%
6. 60 or older	34%

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

1. Less than high school	7%
2. A high school diploma	29%
3. Some college/university	24%
4. A College/University diploma or degree	28%
5. A graduate/professional degree	13%

34. What is your current employment status?

1. Employed full-time	48%
2. Employed part-time	8%
3. Self-Employed	11%
4. Retired	30%
5. Unemployed	1%
6. Student	1%
7. Other	2%

35. What is your current marital status?

1. Single-never married	8%
2. Married- including common law	69%
3. Divorced or separated	13%
4. Widowed	10%

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

1. No Income	1%	2. Less than \$10,000	3%	3. \$10,000 - \$19,000	9%
4. \$20,000 - \$29,000	16%	5. \$30,000 - \$39,000	14%	6. \$40,000 - \$49,000	11%
7. \$50,000 - \$59,000	11%	8. \$60,000 - \$69,000	8%	9. \$70,000 - \$79,000	8%
10. \$80,000 - \$89,000	6%	11. \$90,000 - \$99,000	4%	12. More than \$100,000	9%

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

1. Aboriginal	1%
2. Caucasian	83%
3. Asiatic	9%
4. Black	0%
5. East Indian/South Asian	3%
6. Other	5%

Percentage of respondents offering comments = 46%