

Public Safety Survey

Penticton Area



Final Report

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Penticton 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 Penticton Detachment of the RCMP. The purpose of the survey was to describe Penticton 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 Penticton RCMP. The survey involved mailing a questionnaire to 1104 randomly selected Penticton residents, 53% of who responded. Some highlights of the survey findings are:

- Nearly all respondents (over 95 per cent) reported feeling safe in their homes, neighbourhood, and community during the day. Likewise, the vast majority of respondents reported feeling safe in their home and neighbourhood at night as well. However, just 39% of respondents felt safe in Penticton generally at night.
- The vast majority of respondents reported that there was no change in their personal feelings of safety in either their neighbourhood or the Penticton area from one year ago. However, when asked to consider their feelings today as compared to five years ago, a significant percentage of respondents (34 per cent) felt that their personal sense of safety in their neighbourhood had worsened, and an even larger percentage (43 per cent) felt that their personal sense of safety in the Penticton area had worsened. Nonetheless, very few respondents (13 per cent)

felt that either their neighbourhood or community overall was less safe than neighbourhoods or municipalities elsewhere in British Columbia.

- Some 21% of respondents indicated that they were victims of at least one crime in the community in the past year. Specifically, of the entire sample, 16% 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, 71% were satisfied with the police response.
- Non-reporting of victimization to police was high with 33% of those who were victimized in the past 12 months not reporting the crime to police. Notably though, the majority (56 per cent) of these victims indicated that they did not report their victimization because the incident was either too minor or not important enough. Additionally, 53% chose not to report their victimization to police because they felt the police could not do anything about the incident.
- Satisfaction with the Penticton RCMP is high. Specifically, 93% 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 24 and 36 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

speeding and other traffic-related issues (49 per cent) followed by drug related activities (39 per cent).

- About half of respondents (51%) provided additional comments at the end of the questionnaire. The most frequently offered comments were focused 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. 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 Penticton Detachment of the RCMP. The purpose of the survey was to assess Penticton 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 Penticton RCMP. The overall aim of the survey was to provide the Penticton 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) to a randomly selected sample of 1200 residents of the Penticton in October 2006. The sample of residents was drawn using the Penticton 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 584 out of 1104 residents who received a questionnaire returning it – a response rate of 53%.

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 over-represents older residents. Specifically, the average age reported for the entire sample was 61 years old.

Table 1
Selected Characteristics of Respondents

<u>Characteristic Considered</u>	
Average # of years living in the community	12
% employed (full-time/part-time/self-employed)	46
% retired	50
% married	62
% single/divorced/separated	22
% widowed	14
% with no post secondary	43
% with some post secondary	24
% with at least 1 degree or diploma	21
% male	53
% who live in a house	64
Average age	61
% listing Caucasian as primary ethnic background	92

** 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 neighbourhood were generally very positive. Nearly all respondents reported feeling safe in their home, neighbourhood, and in the community generally during the day. Further, a very high percentage of respondents reported feeling safe in their home and neighbourhood at night. However, only 39% of respondents felt safe in the community generally at night.

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	4
In neighbourhood	96	4
In Penticton	95	6
<u>Night</u>		
At residence	91	8
In neighbourhood	80	20
In Penticton	39	62

** 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 neighbourhood 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 Penticton 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, very few respondents (13 per cent) 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 neighbourhood</u>			
Compared to one year ago	10	74	16
Compared to five years ago	13	53	34
Compared to other neighbourhoods	47	40	13
<u>In the Penticton</u>			
Compared to one year ago	11	65	25
Compared to five years ago	14	44	43
Compared to other municipalities	62	26	13

* 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 Penticton during the last twelve months (Table 4). In all, only 21% of respondents

reported being victimized in the past year. More specifically, of the entire sample, 16% 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 (12%), theft or attempted theft of household property (8%), and attempted motor vehicle theft (5%).

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

<u>Crime</u>	<u>% victimized</u>
Vandalism	12
Theft of household property	8
Attempted motor vehicle theft	5
Break and enter	4
Threats or intimidations	4
Theft of personal property	3
Stalking or harassment	2
Motor vehicle theft	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 35% of respondents felt that vandalism had the most negative impact on them, while another 18% of respondents reported that theft of household property had the most negative impact on them. Another 10% of respondents felt attempted motor vehicle theft 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	35
Theft of household property	18
Attempted motor vehicle theft	10
Threats or intimidations	9
Theft of personal property	8
Break and enter	7
Stalking or harassment	6
Motor vehicle theft	6
Assault without a weapon	2
Assault with a weapon	2
Robbery or attempted robbery	1
Sexual assault	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 70% 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 respondents who did contact the police, 58 per cent made the report by telephoning the non-emergency phone number. A further 27% of victims reported their victimization by calling 911, while another 10% did so by visiting the police headquarters station (Table 6).

Table 6
How Victims of Crime Contacted Penticton RCMP

<u>Contact Method</u>	<u>% indicating this method</u>
Telephoned the non-emergency number	58
Telephoned 911	27
Visited the police headquarters station	10
Visited a community police station	0
Flagged down a patrol car	0
Approached a police officer in person	0
The police initiated contact	3
Some other way	0

** 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 (71 per cent), followed by sending a patrol car (54 per cent). Regardless of how victims contacted the

police or the actions taken by the police, 61% 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	71
Sent a patrol car	54
Made a report or conducted an investigation	29
Gave warning or arrested the offender	10
Provided the information you requested	9
Referred you to a Victim Service worker	4
Put you in touch with community services	3
Referred you to another agency	3
Asked you to visit the community police office	3
Asked you to visit the headquarters building	0

** All figures are rounded.*

In terms of non-reporting, the 30% of victims who did not contact the police were asked to indicate what their reasons were for avoiding contact. Here, as Table 8 shows, the majority (56 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 (53 per cent) did not feel the incident was something that the police could do anything about it.

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

<u>Reason</u>	<u>% citing reason</u>
Incident was too minor or not important enough	56
Did not think the police could do anything	53
Fear of revenge by offender	18
Dealt with it another way	9
Nothing was taken or the items were recovered	9
Did not want to get involved with the police or courts	9
Police would not help	6
Incident was a personal matter not concerning police	6
Did not want to get involved with police	6
Did not want a child or children arrested or jailed	3
Did not want anyone to find out about incident	0
Family put pressure on you to not contact police	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, 26% of respondents reported having had some direct contact with the police in the past twelve months. Almost half of these respondents (48 per cent) had only a single contact with Penticton RCMP over the past year, while 6% 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 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 property crime	5
As part of a police traffic enforcement action	4
To request information	4
To report a traffic accident	4
To report a suspicious person	4
To be questioned about a possible crime	3
To report a violent crime	1
To complain about police services	1
For some other reason	11

** All responses are rounded.*

Respondents’ Rating of and Satisfaction with the RCMP

The vast majority of respondents were satisfied with the Penticton RCMP. Notably, some 93% reported being satisfied overall, while only 8% reported being unsatisfied. In terms of specific aspects of Penticton 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.

Most people were also satisfied with the professionalism of the department. Most respondents were also satisfied with the number of officers on the street, although 29% were not satisfied with the number of officers. Similarly, 27% of respondents were not satisfied with the ability of the RCMP to prevent crime.

Table 10
Respondents' Satisfaction with the Penticton RCMP

<u>Aspect of Policing Considered</u>	<u>% “very” or “mostly” satisfied</u>	<u>% “very” or “mostly” dissatisfied</u>
Professionalism of the department	94	6
Ability to communicate with public	90	11
Competence in solving crimes	89	12
Seeking of public input	83	17
Ability to prevent crimes	73	27
Number of officers on the street	71	29

** 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 significant percentage of respondents rated the typical local RCMP officer as “neither high nor low” on the characteristics considered (see Appendix A).

Table 11

Respondents' Ratings of the Penticton RCMP Officers

<u>Quality Considered*</u>	<u>% giving "high" or "very high" rating</u>	<u>% giving "low" or "very low" rating</u>
Honesty	72	2
Courtesy	71	6
Concern for the Public	71	5
Knowledge of the Law	70	2
Trustworthiness	69	2
Hardworking	67	3
Reliability	66	5
Fairness	60	4
Being Objective	57	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 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 Penticton 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	49
People selling or using drugs	39
Groups of teens hanging out and causing trouble	35
Drinking in public	21
Street people	18
Litter on the street and sidewalks	16
Groups of adults hanging out and causing trouble	13
Graffiti on buildings or walls	14
Gang-related crime	10
Prostitution	10
Vacant or deserted storefronts or houses	7

** All figures are rounded.*

Conclusion

The results of this survey indicate that the vast majority of residents of the Penticton 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; few described their area as being less safe than other municipalities in British Columbia. In fact, only 12% of respondents described the Penticton area as being less safe than other municipalities.

Respondents' feelings of personal safety are consistent with their reports of victimization. Specifically, 21% 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 (33 per cent), it should also be noted that the majority (56 per cent) of those who chose not to report their victimization to police did so because they felt the incident was too minor or not important enough for the police to be involved.

Satisfaction with the Penticton RCMP is high. Specifically, 93% of respondents reported being satisfied and the vast majority of respondents also report being satisfied when considering specific police activities. 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. Topping the list was traffic-related issues (49 per cent). The second most commonly cited problem related to drug use and the selling of drugs (39 per cent).

Comments offered by respondents at the end of the questionnaire were focused again 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 visibility generally (particularly in the downtown core). 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

Penticton 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 neighbourhood 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 neighbourhood. By neighbourhood, 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%	4%	20%	76%
In your residence during the night?	2%	8%	42%	49%
In your neighbourhood during the daytime?	1%	4%	27%	69%
In your neighbourhood during the night?	4%	20%	50%	30%
In the Penticton area during the daytime?	2%	6%	38%	57%
In the Penticton area during the night?	7%	32%	48%	14%

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?	2%	14%	74%	7%	3%	
Compared to five years ago?	8%	26%	53%	10%	3%	
Compared to other neighbourhoods in your area?	2%	11%	40%	33%	14%	

3. What is your sense of personal safety in the Penticton area?

	Much Less Safe	Somewhat Less Safe	No Change	Somewhat Safer	Much Safer	Does Not Apply
Compared to one year ago?	2%	23%	65%	8%	3%	
Compared to five years ago?	10%	33%	44%	11%	3%	
Compared to other municipalities in BC	2%	11%	26%	43%	19%	

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 Penticton 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)	12%
2. Theft of household property or attempted theft of household property	8%
3. Theft of personal property or attempted theft or personal property	3%
4. Attempted motor vehicle theft (where something was damaged)	5%
5. Motor vehicle theft	2%
6. Break and enter or attempted break and enter	4%
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 PENTICTON 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 33% **(GO TO QUESTION #7)**
- 2. Yes 67% **(GO TO QUESTION #6)**

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

- 1. No 29%
- 2. Yes 71%

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)	35%
2. Theft of household property or attempted theft of household property	18%
3. Theft of personal property or attempted theft or personal property	8%

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

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

- 1. No 30% **(GO TO QUESTION #12)**
- 2. Yes 70% **(GO TO QUESTION #9)**

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

- 1. Telephoned 911 27%
- 2. Telephoned the non-emergency number 58%
- 3. Visited the police headquarters station 10%
- 4. Visited a community police station 0%
- 5. Flagged down a patrol vehicle 0%
- 6. Approached a police officer in person 1%
- 7. The police initiated the contact 3%
- 8. Some other way 0%

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

- 1. Took information 71%
- 2. Sent a patrol car 54%
- 3. Asked you to visit the headquarters building 0%
- 4. Asked you to visit the community police office 3%
- 5. Provided the information you requested 9%
- 6. Referred you to another agency 3%
- 7. Made a report or conducted an investigation 29%
- 8. Gave a warning or arrested the offender 10%
- 9. Put you in touch with community services 3%
- 10. Referred you to a Victim Service Worker 4%

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

- 1. Very Unsatisfied 24% **(GO TO QUESTION #13)**
- 2. Somewhat Unsatisfied 15% **(GO TO QUESTION #13)**
- 3. Mainly Satisfied 35% **(GO TO QUESTION #13)**
- 4. Very Satisfied 26% **(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.	9%
2. Did not think that the police could not do anything about the incident.	53%
3. Fear of revenge by the offender.	18%
4. The incident was too minor or it was not important enough.	56%
5. The incident was a personal matter and did not concern the police.	6%
6. Nothing was taken or the items were recovered.	9%
7. You dealt with it in another way.	9%
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.	6%
11. You did not want to get involved with police.	6%
12. Fear of publicity or media coverage.	0%
13. You did not want a child or children arrested or jailed.	3%

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 Penticton Area in the last 12 months?

- | | |
|---|-----|
| 1. No | 91% |
| 2. Yes, but no medical attention was required | 10% |
| 3. Yes and medical attention was required | 0% |

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

- | | |
|--|-----|
| 1. No | 44% |
| 2. Yes, but insurance did not cover any of the losses | 38% |
| 3. Yes, but insurance only covered a partial of the losses | 15% |
| 4. Yes and insurance covered all of the losses | 4% |

15. Was an offender identified in your case?

- | | |
|---|-----|
| 1. No | 77% |
| 2. Yes, but I did not know the offender | 12% |

3. Yes and I knew the offender 12%

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

1. No 84%
2. Yes 16%

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

1. No 97%
2. Yes 3%

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 75%
2. Yes 26%

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 48%
2. 1-2 29%
3. 3-4 17%
4. 5+ 6%

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

1. To report a property crime 5%
2. To report a violent crime 1%
3. To report a traffic accident 4%
4. To report a suspicious person 4%
5. To be questioned about a possible crime 3%
6. To request information 4%

- 7. To complain about police services 1%
- 8. As part of a police traffic enforcement action 4%
- 9. For some other reason 11%

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%	9%	71%	18%
The number of officers on the street	4%	25%	61%	10%
The ability to communicate with the public	3%	8%	64%	26%
The ability to prevent crimes	4%	23%	64%	9%
The seeking of public input	4%	13%	64%	19%
The professionalism of the department	2%	4%	60%	34%

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%	35%	51%	9%
Courtesy	1%	5%	24%	54%	17%
Knowledge of the Law	0%	2%	28%	52%	18%
Trustworthiness	1%	1%	28%	48%	21%
Honesty	1%	1%	26%	51%	21%
Reliability	1%	4%	30%	49%	17%
Concern for the Public	1%	4%	24%	52%	19%
Hardworking	1%	3%	29%	47%	20%
Being Objective	1%	7%	35%	43%	14%

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

- 1. Very Satisfied 32%
- 2. Mainly Satisfied 61%
- 3. Mainly Unsatisfied 6%
- 4. Very Unsatisfied 2%

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

	Yes
1. Litter, broken glass, or trash on the sidewalks and streets	16%
2. Graffiti on buildings or walls	22%
3. Vacant or deserted houses or storefronts	7%
4. Drinking in public	21%
5. People selling or using drugs	39%

6. Groups of teenagers hanging out in the neighbourhood and causing trouble.	35%
7. Groups of adults hanging out in the neighbourhood and causing trouble.	13%
8. Speeding or other traffic related issues.	49%
9. Street people	18%
10. Prostitution	10%
11. Gang-related crime	14%

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 neighbourhood?

1. 1-5	36%
2. 6-10	19%
3. 11-15	16%
4. 16-20	10%
5. More than 20 years	16%

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

1. No	98%
2. Yes	2%

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

1. House	64%
2. Apartment	10%
3. Condominium	12%
4. Townhouse	5%
5. Duplex	3%
6. Other	6%

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	35%
2. 1-2	60%
3. 3-4	5%
4. 5 or more	0%

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

1. 0	82%
2. 1-2	15%
3. 3-4	3%
4. 5 or more	0%

31. What is your gender?

1. Male	53%
2. Female	47%

32. What is your current age?

1. Less than 18 years of age	0%
2. 19-29	2%
3. 30-39	7%
4. 40-49	14%
5. 50-59	17%
6. 60 or older	56%

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

1. Less than high school	15%
2. A high school diploma	28%
3. Some college/university	24%
4. A College/University diploma or degree	21%
5. A graduate/professional degree	12%

34. What is your current employment status?

1. Employed full-time	28%
2. Employed part-time	6%
3. Self-Employed	8%
4. Retired	53%
5. Unemployed	2%
6. Student	0%
7. Other	3%

35. What is your current marital status?

1. Single-never married	8%
2. Married- including common law	62%
3. Divorced or separated	16%
4. Widowed	14%

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

1. No Income	1%	2. Less than \$10,000	4%	3. \$10,000 - \$19,000	14%
4. \$20,000 - \$29,000	17%	5. \$30,000 - \$39,000	21%	6. \$40,000 - \$49,000	12%
7. \$50,000 - \$59,000	9%	8. \$60,000 - \$69,000	7%	9. \$70,000 - \$79,000	5%
10. \$80,000 - \$89,000	3%	11. \$90,000 - \$99,000	2%	12. More than \$100,000	5%

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

1. Aboriginal	2%
2. Caucasian	92%
3. Asiatic	1%
4. Black	0%
5. East Indian/South Asian	1%
6. Other	4%

Percentage of respondents offering comments = 51%