

Public Safety Survey

Terrace Area



Final Report

**Rocky Sharma
Niki Huitson
Irwin Cohen
Darryl Plecas**

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

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Terrace 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 Terrace Detachment of the RCMP. The purpose of the survey was to describe Terrace 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 Terrace RCMP. The survey involved mailing a questionnaire to 1124 randomly selected Terrace residents, 40% of who responded. Some highlights of the survey findings are:

- Over 91% of respondents 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 majority of respondents reported that there was no change in their personal feelings of safety in either their neighborhood or the Terrace area from one year ago. However, when asked to consider their feelings today as compared to five years ago, a significant percentage of respondents (35 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 Terrace area had worsened. Nonetheless, relatively few respondents (18 per cent and 17 per

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

- Some 29% of respondents indicated that they were victims of at least one crime in the community in the past year. Specifically, of these respondents, 73% were victims of at least one property crime, 9% were victims of at least one violent crime, and 19% 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, 63% were satisfied with the police response.
- Non-reporting of victimization to police was high with 49% of those who were victimized in the past 12 months not reporting the incident to police. Notably though, the majority (57 per cent) of these victims indicated that they did not report their victimization because they felt that the incident was either too minor or not important enough to involve the police.
- Satisfaction with the Terrace RCMP is high. Specifically, 88% 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.
- Respondents' ratings of local RCMP officers on each of nine qualities they were asked to consider were not as high as expected. Specifically, while very few respondents gave officers a low rating on any characteristic considered, a significant percentage rated them as "neither high nor low", and only a very slight majority of respondents gave officers a high rating.

- Respondents identified a number of problems in their neighbourhoods that they felt police should devote more resources and attention to. Of primary concern was drug related activities (47 per cent) followed by groups of teenagers hanging out in the neighbourhood and causing trouble (44 per cent).
- Half of the 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. drug related issues). Further, many respondents volunteered comments related to what is perhaps best described as a general frustration with courts and corrections. At the same, 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 Terrace Detachment of the RCMP. The purpose of the survey was to assess Terrace 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 Terrace RCMP. The overall aim of the survey was to provide the Terrace 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 Terrace area in October 2006. The sample of residents was drawn using the Terrace 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 impressive with a total 444 out of 1124 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. While those characteristics indicate a fairly balanced gender split (i.e. 52% male/48% female), they also indicate that as a group respondents somewhat over-represent older residents. Specifically, the average age reported from the sample was 54 years.

Table 1
Selected Characteristics of Respondents

| <u>Characteristic Considered</u> | |
|--|----|
| Average # of years living in the community | 16 |
| % employed (full-time/part-time/self-employed) | 64 |
| % retired | 29 |
| % married | 69 |
| % single/divorced/separated | 19 |
| % widowed | 12 |
| % with no post secondary | 41 |
| % with some post secondary | 22 |
| % with at least 1 or more degree | 37 |
| % male | 52 |
| % who live in a house | 84 |
| Average age | 54 |
| % who are Caucasian | 88 |

** 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. However, it is clear that 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 Safety

| <u>Situation</u> | <u>% feeling "very" or "somewhat" safe</u> | <u>% feeling "very" or "somewhat" unsafe</u> |
|------------------|--|--|
| <u>Daytime</u> | | |
| At residence | 98 | 2 |
| In neighborhood | 94 | 6 |
| In Terrace | 92 | 7 |
| <u>Night</u> | | |
| At residence | 89 | 11 |
| In neighborhood | 76 | 25 |
| In Terrace | 62 | 38 |

** All figures 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 Terrace 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, relatively few respondents (18 per cent and 17 per cent respectively) felt their neighbourhood or community was less safe than neighbourhoods or municipalities elsewhere.

Table 3
Respondents' 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 | 9 | 71 | 20 |
| Compared to five years ago | 13 | 52 | 35 |
| Compared to other neighborhoods | 46 | 36 | 18 |
| <u>In the Terrace</u> | | | |
| Compared to one year ago | 10 | 64 | 26 |
| Compared to five years ago | 12 | 47 | 42 |
| Compared to other municipalities | 53 | 31 | 17 |

* All figures are rounded.

** Respondents' answers of "does not apply" are not included (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 Terrace area during the last twelve months (Table 4). In all, 29% of respondents

reported being victimized in the past year. More specifically, of this group of victims, 73% were victims of at least one property crime, 9% were victims of at least one violent offence, and 19% were victims of at least one property and one violent crime. The crimes respondents were most commonly victims of were theft or attempted theft of household property (15%), vandalism (13%), and theft of personal property (7%).

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

| <u>Crime</u> | <u>% victimized</u> |
|-------------------------------|---------------------|
| Theft of household property | 15 |
| Vandalism | 13 |
| Theft of personal property | 7 |
| Break and enter | 5 |
| Threats or intimidations | 5 |
| Stalking or harassment | 4 |
| Attempted motor vehicle theft | 3 |
| Motor vehicle theft | 2 |
| Assault without a weapon | 2 |
| Assault with a weapon | 1 |
| Attempted sexual assault | 1 |
| Robbery or attempted robbery | 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 25% of respondents felt that theft of household property or attempted theft of household property had the most negative impact on them, while another 23% of respondents reported that vandalism had the most negative impact on them. Another 15% of respondents felt that theft of personal property 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> |
|-------------------------------|--|
| Theft of household property | 25 |
| Vandalism | 23 |
| Theft of personal property | 15 |
| Break and enter | 11 |
| Threats or intimidations | 7 |
| Motor vehicle theft | 6 |
| Stalking or harassment | 6 |
| Attempted motor vehicle theft | 2 |
| Assault without a weapon | 2 |
| Attempted sexual assault | 1 |
| Assault with a weapon | 1 |
| Sexual assault | 1 |
| Robbery or attempted robbery | 0 |

**All figures are rounded.*

Respondents' Reporting of Victimization to the RCMP

In terms of contacting the police, it is important to note that 41% of respondents who were victimized did not report 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, almost half (47 per cent) made that report by telephoning the non-emergency phone number. A further 24% 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 Terrace RCMP

| <u>Contact Method</u> | <u>% indicating this method</u> |
|---|---------------------------------|
| Telephoned the non-emergency number | 47 |
| Telephoned 911 | 24 |
| Visited the police headquarters station | 10 |
| Visited a community police station | 4 |
| The police initiated contact | 3 |
| Flagged down a patrol car | 0 |
| Approached a police officer in person | 1 |
| Some other way | 11 |

** 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 (66 per cent), followed by sending out a patrol car (40 per cent), and followed by filing a report or

conducting an investigation (25 per cent). Regardless of how victims contacted the police or the actions taken by the police, 58% 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 | 66 |
| Sent a patrol car | 40 |
| Made a report or conducted an investigation | 25 |
| Gave warning or arrested the offender | 14 |
| Provided the information you requested | 9 |
| Referred you to a Victim Service worker | 6 |
| Asked you to visit the headquarters building | 6 |
| Referred you to another agency | 3 |
| Put you in touch with community services | 3 |
| Asked you to visit the community police office | 1 |

** All figures are rounded.*

In terms of non-reporting, the 49% of victims overall who did not contact the police were asked to indicate what their reasons were for avoiding contact. However, as Table 8 shows, 57% of these respondents reported that they felt that the incident was too minor or not important enough to involve the police. At the same time, the same percentage of respondents felt that the police could do anything about the incident

anyway, and some 18 % of respondents didn't report because nothing was taken or items were recovered. Disturbingly though, 16% indicated that they did not report out of fear of revenge from the offender.

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

| <u>Reason</u> | <u>% citing reason</u> |
|--|------------------------|
| Did not think the police could do anything | 57 |
| Incident was too minor or not important enough | 57 |
| Nothing was taken or the items were recovered | 18 |
| Fear of revenge by offender | 16 |
| Dealt with it another way | 12 |
| Did not want to get involved with police | 12 |
| Police would not help | 6 |
| Did not want to get involved with the police or courts | 6 |
| Did not want a child or children arrested or jailed | 2 |
| Did not want anyone to find out about incident | 2 |
| Family put pressure on you to not contact police | 0 |
| Incident was a personal matter not concerning 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, 41% of respondents reported having had some direct contact with the police in the past twelve months. The vast majority of these respondents (79 per cent) had three contacts or less with the Terrace RCMP over the past year, while 12% 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 as part of a police traffic enforcement action.

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 | 30 |
| To report a suspicious person | 22 |
| To report a property crime | 14 |
| To be questioned about a possible crime | 11 |
| To request information | 10 |
| To report a traffic accident | 10 |
| To report a violent crime | 5 |
| To complain about police services | 2 |
| For some other reason | 53 |

** All responses are rounded.*

Respondents' Rating of and Satisfaction with the RCMP

The vast majority of respondents were satisfied with the Terrace RCMP. Notably, some 88% reported being satisfied overall. In terms of specific aspects of Terrace RCMP, the level of satisfaction was also generally high. As Table 10 shows, the vast majority of respondents were satisfied with the professionalism of the department as well as the number of officers on the street. They were also satisfied with the competence in solving crimes and the RCMP's ability to communicate with the public. On the other hand, a significant percentage of respondents (42 per cent) indicated dissatisfaction with the ability of the local RCMP to prevent crime.

Table 10
Respondents' Satisfaction with the Terrace RCMP

| <u>Aspect of Policing Considered</u> | <u>% "very" or "mostly" satisfied</u> | <u>% "very" or "mostly" dissatisfied</u> |
|--------------------------------------|---------------------------------------|--|
| Professionalism of the department | 87 | 12 |
| Number of officers on the street | 87 | 12 |
| Competence in solving crimes | 82 | 18 |
| Ability to communicate with public | 82 | 19 |
| Seeking of public input | 71 | 30 |
| Ability to prevent crimes | 57 | 42 |

** All figures are rounded.*

The majority of respondents were also asked to rate the typical local RCMP officer (Table 11), and in this regard the results are less impressive. Specifically, while relatively few respondents rated officers low on any of the nine characteristics considered, only a small majority rated them high on most those same characteristics. Further, only 47% rated them high fairness and objectivity.

Table 11

Respondents' Ratings of the Terrace RCMP Officers

| <u>Quality Considered*</u> | <u>% giving "high" or "very high" rating</u> | <u>% giving "low" or "very low" rating</u> |
|----------------------------|--|--|
| Courtesy | 60 | 8 |
| Concern for the Public | 59 | 9 |
| Trustworthiness | 58 | 8 |
| Honesty | 58 | 7 |
| Hardworking | 57 | 8 |
| Knowledge of the Law | 55 | 3 |
| Reliability | 52 | 8 |
| Fairness | 47 | 11 |
| Being Objective | 47 | 11 |

* 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, people selling or using drugs topped the list with 47% of respondents citing this as a problem. The next most cited problem was groups of teens hanging out and causing trouble (44 per cent).

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

| <u>Problem</u> | <u>% who feel this is a problem</u> |
|--|---|
| People selling or using drugs | 47 |
| Groups of teens hanging out and causing trouble | 44 |
| Speeding and other traffic-related issues | 40 |
| Drinking in public | 39 |
| Groups of adults hanging out and causing trouble | 27 |
| Litter on the street and sidewalks | 24 |
| Street people | 20 |
| Vacant or deserted storefronts or houses | 14 |
| Gang-related crime | 14 |
| Graffiti on buildings or walls | 14 |
| Prostitution | 8 |

** All figures are rounded.*

Conclusion

The results of this survey indicate that the vast majority of residents of the Terrace 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.

Respondents' feelings of personal safety are consistent with their reports of victimization. Specifically, 29% 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 (49 per cent), it should also be noted that majority (57 per cent) of those who chose not to report their victimization to police did so because they felt that the incident was either too minor or not important enough to involve the police.

Satisfaction with the Terrace RCMP is high. Specifically, 88% 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.

Respondents identified a number of problems in their neighborhoods that they felt police should devote more resources and attention to. Topping the list was related to drug use and the selling of drugs (47 per cent). The second most commonly cited problem was groups of teenagers hanging out in the neighbourhood causing trouble (44 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. 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

Terrace 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? | 1% | 1% | 23% | 75% |
| In your residence during the night? | 3% | 8% | 41% | 48% |
| In your neighborhood during the daytime? | 1% | 5% | 28% | 66% |
| In your neighborhood during the night? | 4% | 21% | 47% | 29% |
| In the Terrace area during the daytime? | 1% | 6% | 33% | 59% |
| In the Terrace area during the night? | 6% | 32% | 46% | 16% |

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

| | Much Less Safe | Somewhat Less Safe | No Change | Somewhat Safer | Much Safer |
|---|----------------|--------------------|-----------|----------------|------------|
| Compared to one year ago? | 3% | 16% | 68% | 5% | 4% |
| Compared to five years ago? | 5% | 21% | 39% | 7% | 3% |
| Compared to other neighborhoods in your area? | 4% | 13% | 35% | 27% | 18% |

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

| | Much Less Safe | Somewhat Less Safe | No Change | Somewhat Safer | Much Safer |
|--|----------------|--------------------|-----------|----------------|------------|
| Compared to one year ago? | 3% | 23% | 63% | 7% | 3% |
| Compared to five years ago? | 9% | 30% | 44% | 8% | 3% |
| Compared to other municipalities in BC | 4% | 10% | 28% | 29% | 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 Terrace 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) | 13% |
| 2. Theft of household property or attempted theft of household property | 15% |
| 3. Theft of personal property or attempted theft or personal property | 7% |
| 4. Attempted motor vehicle theft (where something was damaged) | 3% |
| 5. Motor vehicle theft | 2% |
| 6. Break and enter or attempted break and enter | 5% |
| 7. Threats or intimidation | 5% |
| 8. Stalking or Harassment | 4% |
| 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 | 1% |
| 11. Robbery or Attempted Robbery | 0% |
| 12. Attempted Sexual Assault, Molestation, or Attempted Molestation | 1% |
| 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 TERRACE 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 49% **(GO TO QUESTION #7)**
- 2. Yes 52% **(GO TO QUESTION #6)**

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

- 1. No 37%
- 2. Yes 63%

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) | 23% |
| 2. Theft of household property or attempted theft of household property | 25% |
| 3. Theft of personal property or attempted theft or personal property | 15% |
| 4. Attempted motor vehicle theft (where something was damaged) | 2% |

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. | 6% |
| 2. Did not think that the police could not do anything about the incident. | 57% |
| 3. Fear of revenge by the offender. | 16% |
| 4. The incident was too minor or it was not important enough. | 57% |
| 5. The incident was a personal matter and did not concern the police. | 0% |
| 6. Nothing was taken or the items were recovered. | 18% |
| 7. You dealt with it in another way. | 12% |
| 8. You did not want anyone to find out about the incident. | 2% |
| 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. | 12% |
| 12. Fear of publicity or media coverage. | 0% |
| 13. You did not want a child or children arrested or jailed. | 2% |

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 Terrace Area in the last 12 months?

- | | |
|---|-----|
| 1. No | 81% |
| 2. Yes, but no medical attention was required | 10% |
| 3. Yes and medical attention was required | 10% |

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

- | | |
|--|-----|
| 1. No | 51% |
| 2. Yes, but insurance did not cover any of the losses | 40% |
| 3. Yes, but insurance only covered a partial of the losses | 8% |
| 4. Yes and insurance covered all of the losses | 1% |

15. Was an offender identified in your case?

- | | |
|---|-----|
| 1. No | 78% |
| 2. Yes, but I did not know the offender | 12% |
| 3. Yes and I knew the offender | 10% |

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

- | | |
|--------|-----|
| 1. No | 84% |
| 2. Yes | 16% |

17. Have you been the victim of a criminal offence outside of the Terrace 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 | 59% |
| 2. Yes | 41% |

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 | 39% |
| 2. 2-3 | 40% |
| 3. 4-5 | 10% |
| 4. 6+ | 12% |

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

- | | |
|---|-----|
| 1. To report a property crime | 14% |
| 2. To report a violent crime | 5% |
| 3. To report a traffic accident | 10% |
| 4. To report a suspicious person | 22% |
| 5. To be questioned about a possible crime | 11% |
| 6. To request information | 10% |
| 7. To complain about police services | 2% |
| 8. As part of a police traffic enforcement action | 30% |

9. For some other reason

53%

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 | 5% | 13% | 67% | 15% |
| The number of officers on the street | 9% | 29% | 53% | 10% |
| The ability to communicate with the public | 8% | 11% | 63% | 19% |
| The ability to prevent crimes | 8% | 34% | 49% | 8% |
| The seeking of public input | 7% | 23% | 59% | 12% |
| The professionalism of the department | 3% | 9% | 63% | 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 | 2% | 5% | 37% | 43% | 12% |
| Courtesy | 2% | 6% | 32% | 44% | 16% |
| Knowledge of the Law | 1% | 2% | 43% | 40% | 15% |
| Trustworthiness | 4% | 4% | 34% | 40% | 18% |
| Honesty | 3% | 4% | 35% | 40% | 18% |
| Reliability | 2% | 6% | 40% | 36% | 16% |
| Concern for the Public | 3% | 6% | 33% | 39% | 20% |
| Hardworking | 3% | 5% | 35% | 41% | 16% |
| Being Objective | 3% | 8% | 42% | 34% | 13% |

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

- 1. Very Satisfied 25%
- 2. Mainly Satisfied 63%
- 3. Mainly Unsatisfied 10%
- 4. Very Unsatisfied 3%

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 | 14% |
| 3. Vacant or deserted houses or storefronts | 14% |
| 4. Drinking in public | 39% |
| 5. People selling or using drugs | 47% |
| 6. Groups of teenagers hanging out in the neighborhood and causing trouble. | 44% |
| 7. Groups of adults hanging out in the neighborhood and causing trouble. | 27% |

| | |
|--|-----|
| 8. Speeding or other traffic related issues. | 40% |
| 9. Street people | 20% |
| 10. Prostitution | 8% |
| 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 neighborhood?

- | | |
|-----------------------|-----|
| 1. 1-5 | 26% |
| 2. 6-10 | 17% |
| 3. 11-15 | 16% |
| 4. 16-20 | 13% |
| 5. More than 20 years | 28% |

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 | 84% |
| 2. Apartment | 5% |
| 3. Condominium | 2% |
| 4. Townhouse | 0% |
| 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 | 27% |
| 2. 1-2 | 48% |
| 3. 3-4 | 20% |
| 4. 5 or more | 1% |

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

| | |
|--------------|-----|
| 1. 0 | 70% |
| 2. 1-2 | 25% |
| 3. 3-4 | 6% |
| 4. 5 or more | 0% |

31. What is your gender?

| | |
|-----------|-----|
| 1. Male | 52% |
| 2. Female | 48% |

32. What is your current age?

| | |
|------------------------------|-----|
| 1. Less than 18 years of age | 0% |
| 2. 19-29 | 6% |
| 3. 30-39 | 12% |
| 4. 40-49 | 21% |
| 5. 50-59 | 25% |
| 6. 60 or older | 36% |

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

| | |
|---|-----|
| 1. Less than high school | 19% |
| 2. A high school diploma | 22% |
| 3. Some college/university | 22% |
| 4. A College/University diploma or degree | 25% |
| 5. A graduate/professional degree | 12% |

34. What is your current employment status?

| | |
|-----------------------|-----|
| 1. Employed full-time | 43% |
| 2. Employed part-time | 9% |
| 3. Self-Employed | 12% |
| 4. Retired | 29% |
| 5. Unemployed | 3% |
| 6. Student | 1% |
| 7. Other | 4% |

35. What is your current marital status?

| | |
|----------------------------------|-----|
| 1. Single-never married | 7% |
| 2. Married- including common law | 69% |
| 3. Divorced or separated | 12% |
| 4. Widowed | 12% |

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

| | | | | | |
|-------------------------|-----|-------------------------|-----|-------------------------|-----|
| 1. No Income | 2% | 2. Less than \$10,000 | 5% | 3. \$10,000 - \$19,000 | 10% |
| 4. \$20,000 - \$29,000 | 17% | 5. \$30,000 - \$39,000 | 14% | 6. \$40,000 - \$49,000 | 13% |
| 7. \$50,000 - \$59,000 | 9% | 8. \$60,000 - \$69,000 | 10% | 9. \$70,000 - \$79,000 | 7% |
| 10. \$80,000 - \$89,000 | 5% | 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 | 4% |
| 2. Caucasian | 88% |
| 3. Asiatic | 0% |
| 4. Black | 0% |
| 5. East Indian/South Asian | 1% |
| 6. Other | 7% |

Percentage of respondents offering comments = 51%