

# Halton Regional Police Service 2016 Community Survey - Summary of Results

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## Introduction:

In March 2016, the Halton Regional Police Service distributed a survey aimed at gauging the opinions of Halton residents relating to policing matters. Survey recipients were asked questions relative to their experience with the Service, perceptions of crime in the community, feelings of safety and police priorities. The questions asked were intended to provide comparative results for similar surveys conducted in 2012, 2009, 2008, 2007, 2005, 2002, 1997 and 1995. In addition to the questions used in prior surveys, a number of new questions were included to delve deeper into the policing and crime issues that Halton residents consider to be most important.

A random sample of households was taken from the current address listings for Halton Region provided by Info Canada. A survey package was delivered to 2,351 households, including a survey form and a postage paid addressed return envelope. Name and location identifiers were stripped out, ensuring that the returned survey forms were completely anonymous. Overall, 664 responses were received and incorporated into the survey database for summary and analysis. This represents a response rate of 28.2% (significantly up from the return rate of 22.8% in 2012). Region-wide, at this level of response, we can expect response results within +/- 4% of the survey results 19 times out of 20.

Overall, results from the 2016 Survey were generally consistent with those produced in the previous surveys. The new questions included in the 2016 Survey will be repeated in future surveys to provide additional analysis over time. Please note that due to rounding; percentages may not always appear to add up to exactly 100% within this document.

Data collected through the Survey are intended to assist police and the public in the development of strategies to address various problems and issues, and as an input to the business planning process.

## Survey Highlights

- 61% of respondents to the Survey had some form of contact with the HRPS over the last five years. In the 2012 Survey, the value was 64% (Question 1)
- Of those people having contact over the last five years, the contact was primarily with either a uniformed officer (76%) or a communication/station duty staff member (23%). In 2012, these values were 83% and 36% respectively. (Question 1a)
- 15% of respondents who had contact with the police identified themselves as having been the victim of a crime over the last five years (Question 1c). This value was 18% in 2012. The breakdown of the form of contact was as follows:

| Contact Type                    | Percentage |
|---------------------------------|------------|
| Victim of a crime               | 15% (-3%)  |
| A witness to an accident        | 16% (-3%)  |
| At a RIDE or seatbelt program   | 7% (-3%)   |
| At a public presentation        | 4% (+2%)   |
| Stopped for a traffic violation | 14% (+1%)  |
| Charged with criminal offence   | 0% (-)     |
| Fire or medical emergency       | 5% (-)     |
| Attended community event        | 5% (-2%)   |
| Asking for information          | 18% (+5%)  |
| Casual talk with patrol         | 8% (-1%)   |

The values between parentheses indicate the change from the 2012 Survey

- Respondents with some contact with Halton Police over the last five years were polled about their experience in dealing with the HRPS (Question 1d). This was a new question for 2016. For respondents expressing an opinion, the responses are provided in the table below:

| <b>"The Last Time You Contacted the HRPS" ...</b>   | <b>Percentage responding "Yes"</b> | <b>Percentage responding "Yes" who were also a victim of crime</b> |
|---|------------------------------------|--|
| I was satisfied with the amount of time it took for police to respond to my problem             | 93%                                | 89%  |
| I was satisfied with the level of concern of HRPS members regarding my problem                  | 88%                                | 90%  |
| I was satisfied with the HRPS response to my issue  | 89%                                | 93%  |
| I was satisfied with any referral given to other community services (answer only if applicable) | 92%                                | 100%   |
| I was provided language translation options (if required/needed)                                | 78%                                | 100%   |

It is interesting to note that although the results are positive for all those having contact with the HRPS, they are even better for those that identified themselves as being a victim of a crime in the past five years. The only measure that was lower for this group was the "time it took for police to respond", and this is perhaps explained by the desire for any victim to receive immediate assistance when in need, thus slightly changing the perception of response time.

- Of respondents expressing an opinion, 96% believe the Halton Police are honest and fair, 96% believe members are courteous and polite, 92% think members have a caring attitude and 96% believe HRPS members respect human rights. These are consistent with (and slightly better than) the 2012 results (Question 2). The following table provides the full set of responses received:

| <b>Members of Halton Regional Police Service are:</b> | <b>Percentage Agreeing</b> |
|---|----------------------------|
| Honest/fair   | 96% (-)                    |
| Courteous/polite                                      | 96% (-)                    |
| Have a caring attitude                                | 95% (+3%)                  |
| Respect human rights                                  | 98% (+2%)                  |
| Are approachable                                      | 97% (+1%)                  |
| Are committed to their job                            | 98% (+1%)                  |
| Inspire confidence                                    | 94% (+2%)                  |
| Look professional                                     | 99% (+1%)                  |
| Are proud of their community                          | 99% (+2%)                  |
| Are proud of their work                               | 99% (+2%)                  |
| Represent their community                             | 97% (+1%)                  |
| Are visible   | 91% (-1%)                  |
| Are well trained                                      | 97% (+1%)                  |
| Are knowledgeable about their community (new)         | 97% (N/A)                  |

The values between parentheses indicate the change from the 2012 Survey

- When asked to identify the top five problems in their community area (Question 3), respondents selected the following as their top concerns: distracted driving, aggressive or careless driving, residential break-ins, vandalism, and theft from vehicles. This list is very similar to the top five from 2012, except that distracted driving has entered the list as the number one concern (it was added as a new option in this survey). The full list of responses received is as follows:

| <b>How do you perceive the following problems in your community?</b> | <b>Percentage selecting response as one of the top five most serious</b> |
|--|--|
| Distracted driving (new for 2016)                                    | 61% (N/A)  |
| Aggressive or careless driving                                       | 55% (-4%)  |
| Residential break-in   | 50% (-)  |
| Vandalism  | 35% (-21%)   |
| Thefts from cars   | 35% (-8%)  |
| Drinking and driving   | 34% (+3%)  |
| Drugs in schools   | 29% (-4%)  |
| Internet/cybercrime (new for 2016)                                   | 23% (N/A)  |
| Fraud  | 21% (+7%)  |
| Addiction/mental health (new for 2016)                               | 17% (N/A)  |
| Drug-related crime   | 17% (-3%)  |
| Theft of cars  | 11% (-2%)  |
| Youth loitering  | 11% (-8%)  |
| Noisy parties  | 9% (-2%)   |
| Family violence  | 8% (-2%)   |
| Business break-in  | 8% (-3%)   |
| Youth gang activity  | 6% (-4%)   |
| School violence  | 6% (-6%)   |
| Armed robberies  | 5% (-3%)   |
| Hate crime   | 4% (+4%)   |
| Assault  | 3% (-5%)   |
| Lack of crime prevention   | 3% (-2%)   |
| Prostitution   | 1% (+1%)   |

The values between parentheses indicate the change from the 2012 Survey

- Building on the identification of traffic issues as being a major concern of Halton’s residents in prior surveys, the 2016 Survey asked respondents to identify the three most serious traffic problems they encounter (Question 4). The results obtained were as follows:

| <b>What are the most serious traffic problems in your community?</b> | <b>Percentage selecting response as one of the top three most serious</b> |
|--|---|
| Distracted driving (new for 2016)                                    | 72% (N/A)   |
| Aggressive driving   | 64% (-12%)  |
| Speeding   | 45% (-20%)  |
| Disobey signs and signals  | 43% (-17%)  |
| Impaired driving   | 20% (+1%)   |
| School zones   | 19% (-4%)   |
| Heavy truck safety   | 15% (-4%)   |
| Unsafe vehicles  | 5% (-3%)  |
| Seatbelts, child restraint violations                                | 2% (-2%)  |

The values between parentheses indicate the change from the 2012 Survey

Once again, distracted driving has jumped to the top of the list, indicting just how significant concern it is for the public. The drops in the other choices correspond to the introduction of distracted driving as an option in the 2016 survey and the fact that it was the number one identified traffic concern.

- When questioned about their feelings of personal safety during daylight hours, respondents generally felt safe - in their own homes (100%), in shopping centres (99%), driving (93%), walking in their neighbourhood (96%) or in public parks (98%). This is consistent with 2012 survey results, yet shows a slight shift to the “feeling safer” side of the equation (Question 5).

| <b>How Safe Do You Feel During Daylight Hours?</b> | <b>Very Safe</b> | <b>Somewhat Safe</b> | <b>Somewhat Unsafe</b> | <b>Very Unsafe</b> |
|--|------------------|----------------------|------------------------|--------------------|
| At shopping centres                                | 86% (-)          | 12% (-)              | 1% (-)                 | 0% (-1%)           |
| In your residence                                  | 90% (+2%)        | 10% (-)              | 0% (-1%)               | 0% (-1%)           |
| In your place of work*                             | 87% (+2%)        | 12% (-)              | 0% (-1%)               | 0% (-1%)           |
| In public parks                                    | 70% (+4%)        | 28% (-3%)            | 2% (+1%)               | 0% (-1%)           |
| While driving                                      | 59% (+3%)        | 34% (-1%)            | 6% (-)                 | 0% (-2%)           |
| Walking in neighbourhood                           | 69% (-1%)        | 27% (-2%)            | 4% (+2%)               | 0% (-1%)           |
| Using public transit*                              | 73% (+2%)        | 25% (+1%)            | 2% (-1%)               | 0% (-2%)           |

\* - If Applicable

The values between parentheses indicate the change from the 2012 Survey

- After dark, only 74% of respondents felt safe in public parks, but 89% felt safe using public transit – these results show a greater shift towards the “feeling safer” side compared to 2012 (Question 6).

| <b>How Safe Do You Feel After Dark?</b> | <b>Very Safe</b> | <b>Somewhat Safe</b> | <b>Somewhat Unsafe</b> | <b>Very Unsafe</b> |
|---|------------------|----------------------|------------------------|--------------------|
| At shopping centres                     | 65% (+4%)        | 30% (-2%)            | 5% (-1%)               | 0% (-1%)           |
| In your residence                       | 78% (+4%)        | 20% (-2%)            | 2% (-)                 | 0% (-1%)           |
| In your place of work*                  | 73% (+6%)        | 24% (-)              | 3% (-4%)               | 0% (-2%)           |
| In public parks                         | 29% (+5%)        | 45% (+2%)            | 22% (-4%)              | 4% (-3%)           |
| While driving                           | 51% (+2%)        | 40% (+2%)            | 8% (-3%)               | 1% (-1%)           |
| Walking in neighbourhood                | 34% (+2%)        | 48% (+3%)            | 16% (-2%)              | 2% (-3%)           |
| Using public transit*                   | 51% (+4%)        | 38% (-1%)            | 10% (-1%)              | 1% (-2%)           |

\* - If Applicable

The values between parentheses indicate the change from the 2012 Survey

- When asked Question 7 - "On a scale of one to four, with one (1) being not at all fearful and four (4) being very fearful, how much would you say you fear" various criminal scenarios, the following responses were received.

| How fearful are you of:   | Not At All Fearful (1) | (2)       | (3)       | Very Fearful (4) |
|---|------------------------|-----------|-----------|------------------|
| Being assaulted   | 56% (+4%)              | 34% (-1%) | 6% (-1%)  | 4% (-2%)         |
| Being sexually assaulted  | 68% (+4%)              | 24% (-)   | 4% (-1%)  | 5% (-1%)         |
| Being robbed or mugged  | 49% (+6%)              | 39% (-)   | 10% (-1%) | 3% (-4%)         |
| Having your car stolen  | 40% (+2%)              | 46% (+1%) | 12% (-1%) | 3% (-)           |
| Having your car broken into (new for 2016)                        | 20% (N/A)              | 51% (N/A) | 22% (N/A) | 6% (N/A)         |
| Having someone break in while at home                             | 39% (-)                | 40% (+3%) | 14% (-)   | 7% (-3%)         |
| Having someone break in while out                                 | 15% (-4%)              | 51% (+5%) | 26% (-1%) | 8% (-1%)         |
| Being in a collision caused by an impaired driver                 | 13% (-5%)              | 48% (+3%) | 26% (+5%) | 12% (-4%)        |
| Being in a collision caused by a distracted driver (new for 2016) | 4% (N/A)               | 38% (N/A) | 37% (N/A) | 21% (N/A)        |

The values between parentheses indicate the change from the 2012 Survey

Distracted driving was a new option for 2016 and it produced dramatic results with 58% (37% + 21%) of respondents indicating that were significantly fearful of being in a collision caused by a distracted driver. Most of the other scenarios produced lower measures of fear than reported in the 2012 survey.

- Question 8 on the survey asked “In general, how satisfied or dissatisfied are you with your personal safety from crime”? The responses provided suggest that Halton residents continue to consider themselves generally safe from crime.

| Very Satisfied | Somewhat Satisfied | Somewhat Dissatisfied | Very Dissatisfied |
|----------------|--------------------|-----------------------|-------------------|
| 60.4% (+2.9%)  | 36.7% (-1.8%)      | 2.2% (-0.9%)          | 0.8% (-)          |

The values between parentheses indicate the change from the 2012 Survey

- Question 9 asked whether crimes against seniors are a problem in Halton. The responses provided indicate that although the majority of Halton residents consider seniors safe and generally free from crime, nearly a third of residents feel otherwise. Of note, approximately 31% of respondents aged 65 or older answered “Yes” to this question, a lower percentage than those aged under 65:

| Do you feel that crimes against seniors are a problem in Halton? | Yes           | No            |
|--|---------------|---------------|
|  | 32.8% (+4.3%) | 67.2% (-4.3%) |

- Questions 10 and 11, new for 2016, asked whether crimes against Canadian newcomers and diverse communities are a problem in Halton. Although the percentages believing crimes against these groups are lower than that those saying the same about seniors, these are interesting totals which will be monitored over future public surveys:

| Do you feel that crimes against Canadian newcomers are a problem in Halton? | Yes   | No    |
|---|-------|-------|
|   | 12.9% | 87.1% |

| Do you feel that crimes against diverse communities are a problem in Halton? | Yes   | No    |
|--|-------|-------|
|  | 13.5% | 86.5% |

- Recent studies have suggested that part of the reason for falling crime rates in Canada is an increasing unwillingness for the public to report crime. The General Social Survey of Canada (GSS) reveals that a large proportion of Canadians never reported criminal incidents to police. In all, the GSS reports that only 29% of certain criminal incidents came to the attention of police in 2014, down from 31% in 2009 (and 34% in 2004). In an effort to gauge the scale of non-reported crime in Halton, 2016 Survey recipients were asked Question 12 - "Has anything happened to you or a member of your household within the past 12 months which you thought was a crime, but which you decided not to report to the police?" Nearly 8% of respondents indicated that there were crimes they had not reported to police. This number is not directly comparable to the GSS findings, as it only covers the past 12 months, but it is a number that we can track over time (it is virtually unchanged from the 2012 number):

| Any crime you didn't report to police within past 12 months? | Yes          | No            |
|--|--------------|---------------|
|  | 7.8% (+0.2%) | 92.2% (-0.2%) |

The values between parentheses indicate the change from the 2012 Survey

- Question 13 probed deeper, seeking answers to the following question for those that had indicated non-reported crime in the previous question:

| Why did you decide not to report that incident to the police? | % *        |
|---|------------|
| Assumed police could not do anything about it                 | 55% (-8%)  |
| Assumed that police would not take any action                 | 65% (+12%) |
| I was afraid of the reaction of the people involved           | 12% (-6%)  |
| It was a personal problem and I wanted to solve it myself     | 12% (-4%)  |
| It would have been too time-consuming                         | 22% (+2%)  |
| I didn't know how to contact the police                       | 0% (-3%)   |
| I was afraid of getting involved with the police              | 6% (-7%)   |

\* Percentage changes are greater due to small reporting numbers involved in this question  
The values between parentheses indicate the change from the 2012 Survey

- Delving deeper into the perceptions of safety experienced by Halton residents, we asked a question (14) regarding safety in schools. Elementary and middle schools were overwhelmingly considered fairly or very safe. Feelings about safety in high schools was slightly less positive, with 9% of respondents characterizing high schools as somewhat (a bit) or very unsafe (nonetheless representing a significant improvement over 2012 levels):

| How safe are local schools in daytime? | Very Safe | Fairly Safe | A Bit Unsafe | Very Unsafe | Don't Know |
|--|-----------|-------------|--------------|-------------|------------|
| Elementary schools                     | 56% (+3%) | 30% (+3%)   | 2% (-1%)     | 0% (-1%)    | 12% (-4%)  |
| Middle schools                         | 51% (+7%) | 32% (-1%)   | 3% (-2%)     | 0% (-1%)    | 13% (-4%)  |
| High schools                           | 34% (+8%) | 41% (+4%)   | 9% (-7%)     | 0% (-2%)    | 15% (-5%)  |
| Colleges                               | 36% (9%)  | 36% (+3%)   | 6% (-3%)     | 1% (-)      | 22% (-8%)  |

The values between parentheses indicate the change from the 2012 Survey

- New for 2016 (but asked last in 2007), we asked respondents to indicate how much crime they felt their city/town/rural area had compared to areas outside Halton (Question 15) and whether the amount of crime had changed over the past three years (Question 16). Compared to 2007, a greater percentage of respondents felt that there was less crime in Halton (69% in 2007), and that crime had decreased (10% in 2007). These changes may indicate that the public are becoming more aware of the low and declining crime rates in Halton:

| Compared to areas outside of HALTON (Burlington, Oakville, Halton Hills, Milton), would you say that your city/town/rural area has: | More Crime | Less Crime | About the same |
|---|------------|------------|----------------|
|   | 2.6%       | 72.5%      | 24.8%          |

| During the past 3 years, do you think that crime in your city/town/rural area has: | More Crime | Less Crime | About the same |
|--|------------|------------|----------------|
|  | 18.3%      | 16.9%      | 64.8%          |

- Question 17 (new for 2016) considered the public's knowledge of collaboration efforts between the HRPS and community partners:

| Are you aware that the Halton Regional Police Service collaborates with a number of community partners to jointly provide programs to address crime and social disorder? | Yes   | No    |
|--|-------|-------|
|  | 47.3% | 52.7% |

Responses to this question will be monitored over future editions of the community survey.

- Question 18 (new for 2016) identified the commitment made by the HRPS to four levels of planning for community safety and well-being. Survey participants were asked the following question: "Based on the model (provided), please rank the four levels of planning in the order of the priority that you believe the Service should apply its resources. Please rank from 4 (highest priority) to 1 (lowest priority):

|       | <b>Emergency Response</b> | <b>Risk Intervention</b> | <b>Prevention</b> | <b>Social Development</b> |
|-------|---------------------------|--------------------------|-------------------|---------------------------|
| Score | 2,418                     | 1,664                    | 1,499             | 934                       |
| Rank  | 1st                       | 2nd                      | 3rd               | 4th                       |

Responses to this question will be used as inputs to the Service's Community Safety and Well Being activities.

- Respondents were asked to describe their familiarity with a range of HRPS programs and services in Question 19 (new for 2016):

| <b>How familiar are you with the following HRPS Programs and Services?</b> | <b>Not at all familiar</b> | <b>Somewhat familiar</b> | <b>Very familiar</b> |
|--|----------------------------|--------------------------|----------------------|
| Police Ethnic And Cultural Education (PEACE) Youth Leadership Program      | 88%                        | 11%                      | 1%                   |
| Youth in Policing Initiative (Y.I.P.I.) Program                            | 85%                        | 14%                      | 1%                   |
| B.R.A.V.O. (Building Respect, Attitudes and Values with Others) Program    | 83%                        | 12%                      | 5%                   |
| HRPS Service Seniors Liaison Team  | 85%                        | 14%                      | 1%                   |
| HRPS Citizen Police Academy  | 89%                        | 9%                       | 1%                   |
| Crime Stoppers Program   | 13%                        | 55%                      | 32%                  |
| HRPS Vulnerable Person Registry Program                                    | 86%                        | 12%                      | 2%                   |
| Security Camera Registration & Monitoring Program                          | 80%                        | 17%                      | 3%                   |
| HRPS Auxiliary Policing Services Unit                                      | 71%                        | 25%                      | 4%                   |
| HRPS Website (www.haltonpolice.ca)   | 45%                        | 42%                      | 13%                  |
| HRPS Social Media accounts   | 75%                        | 19%                      | 6%                   |
| HRPS Online Reporting System for Citizens                                  | 79%                        | 19%                      | 2%                   |
| HRPS Multilingual Publications and Documents                               | 90%                        | 9%                       | 1%                   |
| Emergency Services Introduction for New Canadians (ESINC) Program          | 93%                        | 6%                       | 1%                   |
| HRPS Collision Reporting Centres   | 28%                        | 48%                      | 23%                  |
| HRPS Victim Services Unit  | 68%                        | 26%                      | 5%                   |
| Crisis Outreach and Support Teams (COAST)                                  | 70%                        | 25%                      | 5%                   |

These results will help identify programs that might benefit from additional public exposure.

- Question 20 (new for 2016) sought out the public’s knowledge of various communication methods: “The Halton Regional Police Service publicly communicates about crime and social disorder issues (through pamphlets, social media, information sessions, media releases and signage). How familiar are you with these communications?”:

| <b>Not at all familiar</b> | <b>Somewhat familiar</b> | <b>Very familiar</b> |
|----------------------------|--------------------------|----------------------|
| 51.3%                      | 44.4%                    | 4.3%                 |

- Question 21 (new for 2016) asked: “The Halton Regional Police Service has identified four key issues that contribute to the overall well-being and safety of a community. Please rank the following in the order of priority that you believe the Service should apply its resources. Please rank from 4 (highest priority) to 1 (lowest priority)”:

|       | <b>Mental Health /<br/>Addiction</b> | <b>Traffic<br/>Concerns</b> | <b>Vulnerable<br/>Persons</b> | <b>New or<br/>Identified<br/>Crime Trends</b> |
|-------|--------------------------------------|-----------------------------|-------------------------------|---|
| Score | 1,645                                | 1,672                       | 1,592                         | 1,624   |
| Rank  | 2nd                                  | 1st                         | 4th                           | 3rd   |

Although the scores have been ranked, they are tightly grouped and indicate that all four options were considered to be very close to each other in terms of prioritization.

- With respect to use of police time, the nearly half of respondents (49%, down from 51% in 2012) believe that police should spend more time controlling illegal drug use, enforcing traffic laws (38%, down from 43% in 2012) and providing educational programs at schools (41%, down from 42% from 2012) (Question 22).
- Only 5% of respondents believed police should spend more time responding to calls of a minor nature (8% in 2012) (Question 22):

| <b>Should police spend more, less or the same amount of time dealing with the following matters?</b> | <b>More</b> | <b>Same</b> | <b>Less</b> |
|--|-------------|-------------|-------------|
| Enforcing traffic laws   | 38% (-5%)   | 55% (+1%)   | 7% (+4%)    |
| Organizing crime prevention activities   | 33% (+5%)   | 64% (-6%)   | 3% (+1%)    |
| Trying to catch criminals  | 39% (+1%)   | 61% (-)     | 0% (-1%)    |
| Controlling illegal drug use   | 49% (-2%)   | 47% (-)     | 4% (+2%)    |
| Responding in person to calls of a minor nature  | 5% (-3%)    | 58% (-10%)  | 37% (+13%)  |
| Working with the public to solve problems  | 29% (-)     | 68% (-1%)   | 3% (+1)     |
| Foot/bicycle patrol when practical   | 36% (+3%)   | 56% (-5%)   | 9% (+3%)    |
| Patrolling in marked police cars   | 33% (+5%)   | 64% (-6%)   | 3% (-)      |
| Patrolling in unmarked police cars   | 29% (-2%)   | 60% (-)     | 12% (+3%)   |
| Providing educational programs at schools  | 41% (-1%)   | 56% (-)     | 3% (+1%)    |
| Patrolling schools   | 31% (-4%)   | 64% (+2%)   | 4% (+1%)    |

The values between parentheses indicate the change from the 2012 Survey

The only significant change from 2012 is the increase in the numbers indicating the HRPS should spend less time on responding to calls of a minor nature.

The final opinion-based question of the 2016 Survey (Question 23) measured the satisfaction of Halton residents in the work of the Halton Regional Police Service. 95% of respondents indicated that they were very satisfied or reasonably satisfied with the work of the Halton Regional Police Service (up from 93% in 2012), 2% offered no opinion, 2% were reasonably dissatisfied and 1% very dissatisfied with the work of the Service.

| <b>From an overall perspective, how satisfied are you with the work of the Halton Regional Police Service in your city/town/rural area?</b> | <b>Percentage</b> |
|---|-------------------|
| Very Satisfied  | 67% (+14%)        |
| Reasonably Satisfied  | 28% (-12%)        |
| Don't Have an Opinion   | 2% (-3%)          |
| Reasonably Dissatisfied   | 2% (-)            |
| Very Dissatisfied   | 1% (+1%)          |

The values between parentheses indicate the change from the 2012 Survey

This is a very positive response. As well as an increase in the combined percentage of those reasonably or very satisfied, there has been a substantial shift towards the “very satisfied” category. This continues a trend as shown in the following table:

| <b>From an overall perspective, how satisfied are you with the work of the Halton Regional Police Service in your city/town/rural area?</b> | <b>2009</b> | <b>2012</b> | <b>2016</b> |
|---|-------------|-------------|-------------|
| Very Satisfied  | 42%         | 53%         | 67%         |
| Reasonably Satisfied  | 50%         | 40%         | 28%         |
| Don't Have an Opinion   | 5%          | 5%          | 2%          |
| Reasonably Dissatisfied   | 2%          | 2%          | 2%          |
| Very Dissatisfied   | 1%          | 0%          | 1%          |

- Returned survey forms closely matched the proportional household counts outlined in the Region of Halton’s 2016 estimates, with 35% of returns coming from Burlington (35% of 2016 Halton households), 11% from Halton Hills (10%), 18% from Milton (20%) and 36% from Oakville (35%) (Question 24)
- Most of the respondents to the Survey had resided in their communities for over 10 years (77.4%), while an additional 20.3% had lived in the community for between 3 and 10 years, and 2.3% for less than 3 years (Question 25)
- Only 4 (0.6%) respondents identified themselves as being a newcomer to Canada (resided in Canada 5 years or less – Question 26)

- 41% of the respondents identified themselves as female, and 59% as male (Question 27)
- Respondents represented all age groups over age 18; although an under-representation in the 18-30 year age group was encountered (Question 28). Specifically:
  - 2% were 18-30 years old (1% in 2012)
  - 13% were 31-44 years old (15% in 2012)
  - 49% were 45-64 years old (49% in 2012)
  - 37% were over age 65 (35% in 2012)
- The 2016 Survey is attached to this summary document

## **Conclusion**

The data collected through the 2016 Halton Regional Police Service Community Survey provide police management with feedback on the public perception relating to police operations in Halton. The results of the Survey should be considered in the business planning process, assigning priorities, developing or fine-tuning existing community programs, crime prevention and education activities, and enforcement.

Overall, the 2016 results were consistent with survey findings produced in 2012, 2009, 2008, 2007, 2005, 2002, 1997 and 1995. The new questions included in the 2016 survey will be repeated in future surveys to provide additional analysis over time.

Prepared by: Planning and Research Bureau – June 2016