



OPP Community Satisfaction Survey 2013
Lanark County Detachment

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Lanark County Detachment

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OPP Community Satisfaction Survey 2013

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Methodology

- The research company R.A. Malatest & Associates Ltd. conducted this telephone survey between January 12, 2013 and February 20, 2013.
- Randomly selected telephone numbers were used to sample respondents who were at least 16 years old, where no member of the household was employed by the OPP.
- These 382 completed surveys represent a margin of error of no greater than +/- 5%, 19 times out of 20. Where scale responses are presented as means, the margin of error is also no greater than +/- 5%.

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Methodology

- The 382 completed surveys were broken down into the following groups for analysis:
 - 110 respondents from Carleton Place;
 - 81 respondents from Mississippi Mills;
 - 80 respondents from North/Central Frontenac;
 - 61 respondents from Tay Valley/Lanark Highlands; and
 - 50 respondents from Beckwith/Montague/Drummond North Elmsley.
- Comparisons were made between these communities. Where these were statistically significant at the 5% level those differences are presented.

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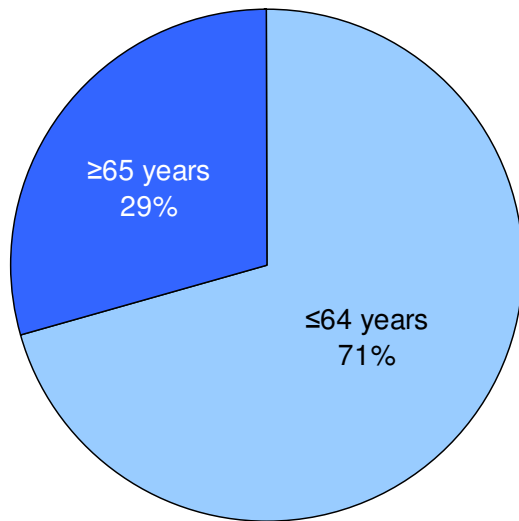
Methodology

- Most scale questions rate the item with a range of four answer choices. Charts present the results in two formats:
 - Actual percentages for each of the four answer choices. For these charts the 'best' two choices are to the left, in blue.
 - The mean value of the result out of a maximum of four. For all items the higher the number (or longer the bar in the chart), the 'better' the result.
- Unless otherwise stated, percentages and means exclude respondents who answered 'Don't Know' or 'No Response'.
- Note that some figures may not add up to exactly 100.0% due to rounding.

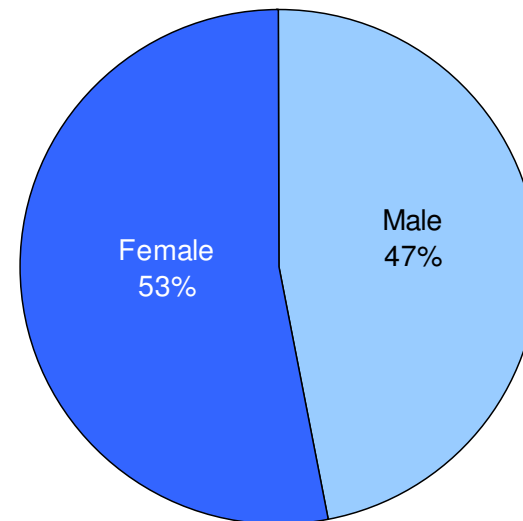
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Demographics



Age Distribution



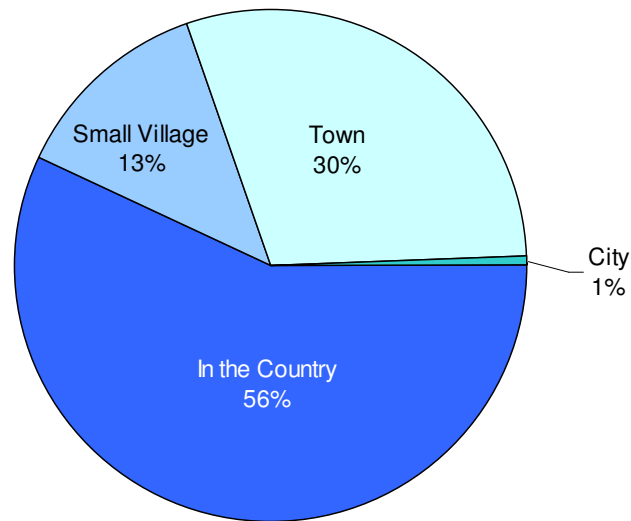
Gender

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Demographics

● Respondents were asked whether they lived in a city, a town, a small village or out in the country. The results are shown in the chart below.



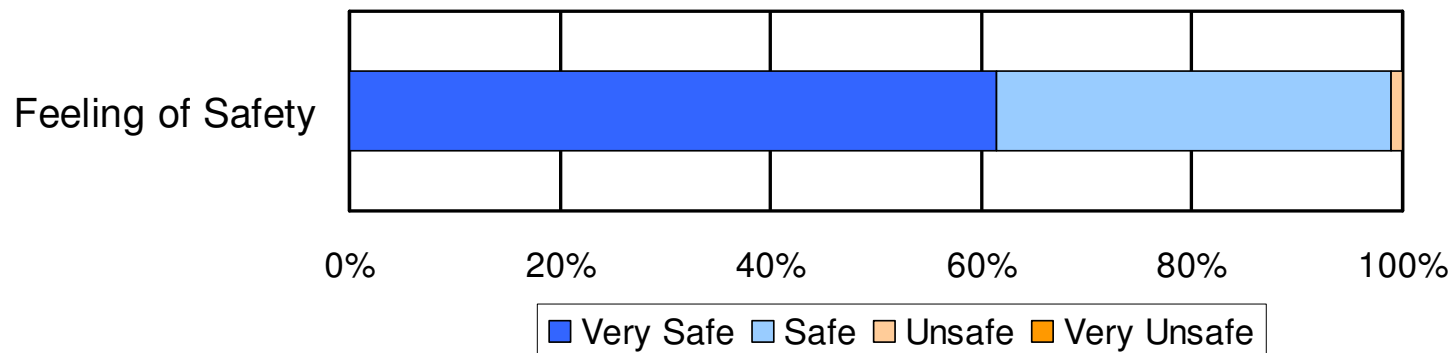
Where Respondents Live

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The OPP and the Community

● 98.9% of respondents felt 'very safe' or 'safe' in their community.



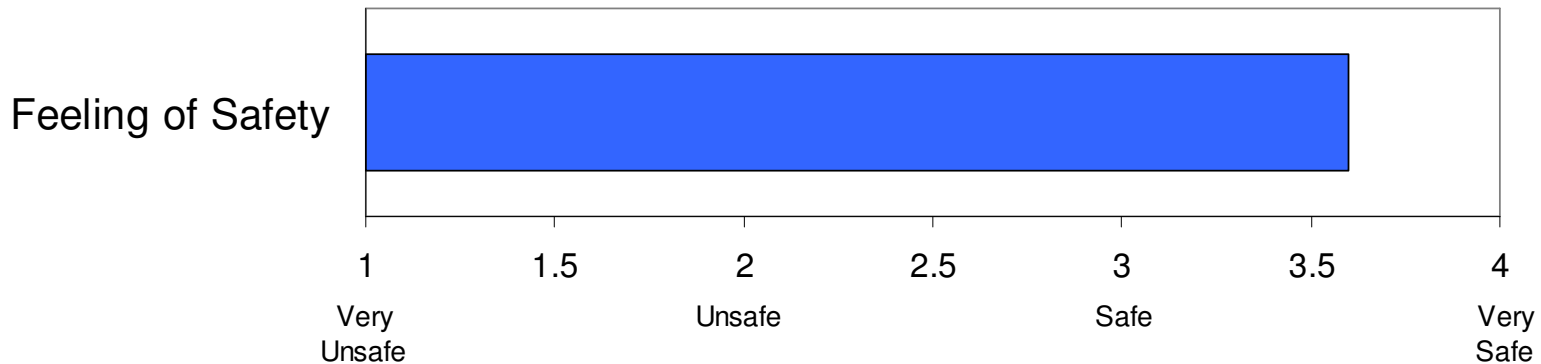
Very Safe	Safe	Unsafe	Very Unsafe
61.5%	37.4%	1.0%	0.0%

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The OPP and the Community

- On average, respondents felt part way between 'safe' and 'very safe' in their community (3.60/4).
- No statistically significant differences were found between any of the communities.

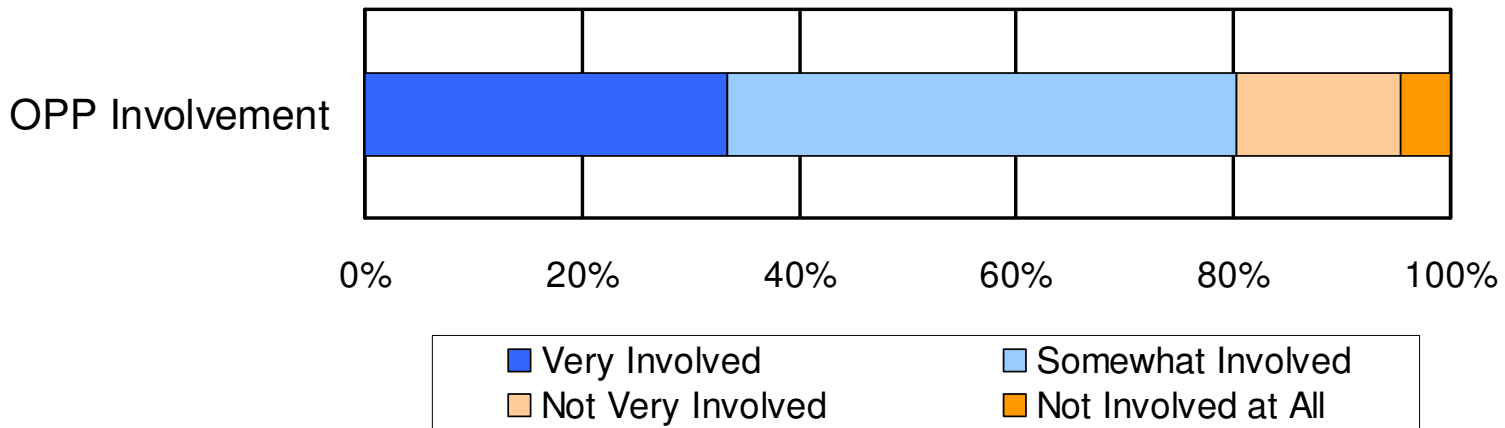


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The OPP and the Community

80.2% of respondents said the OPP were 'very involved' or 'somewhat involved' in their community.



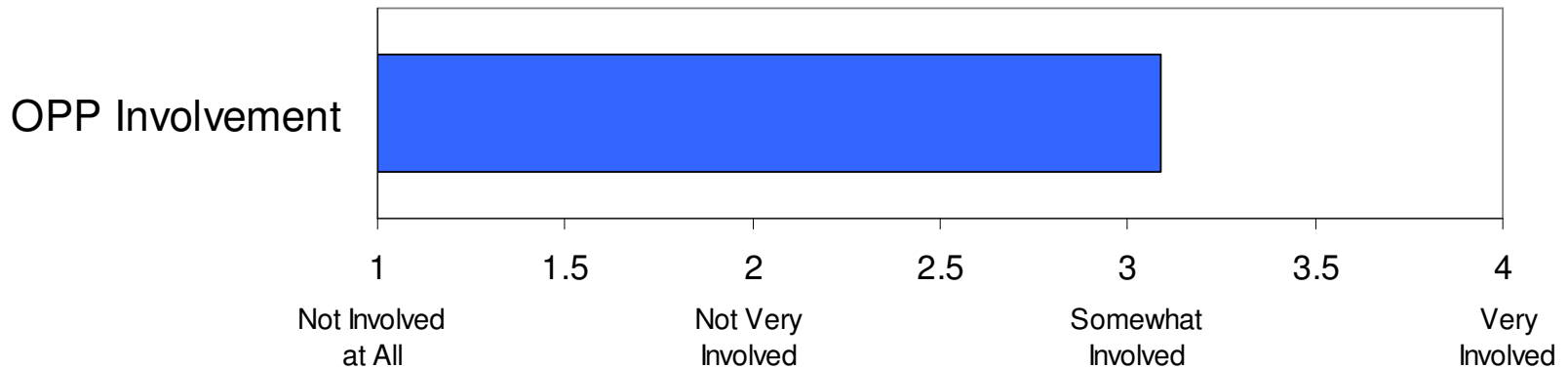
Very Involved	Somewhat Involved	Not Very Involved	Not Involved at All
33.4%	46.8%	15.1%	4.7%

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The OPP and the Community

- On average, respondents said the OPP were 'somewhat involved' (3.09/4) in their community.
- No statistically significant differences were found between any of the communities.

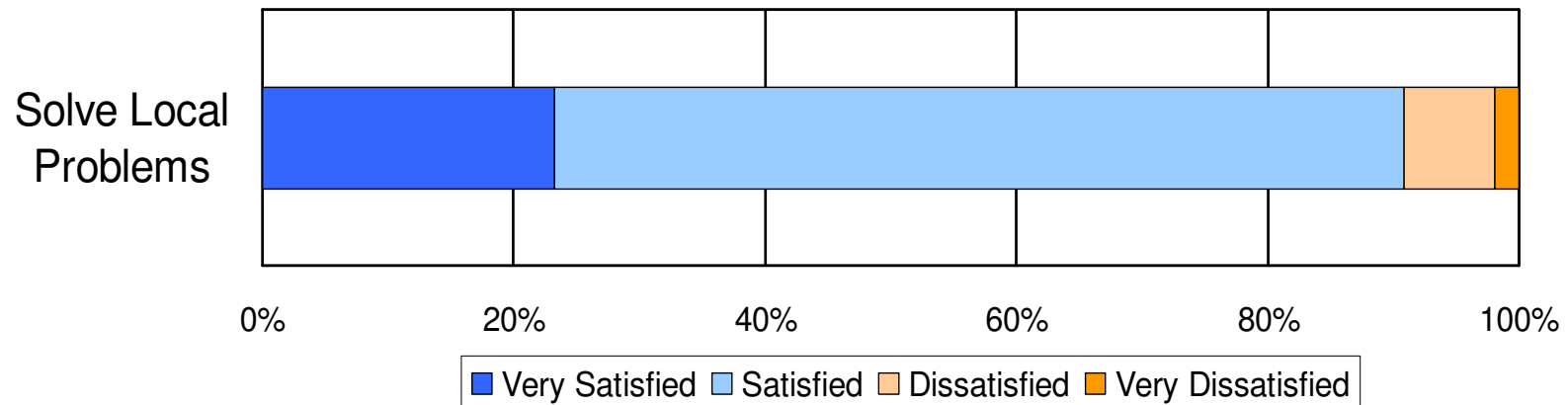


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The OPP and the Community

● 90.9% of respondents were 'very satisfied' or 'satisfied' with the OPP's ability to work with communities to solve local problems.



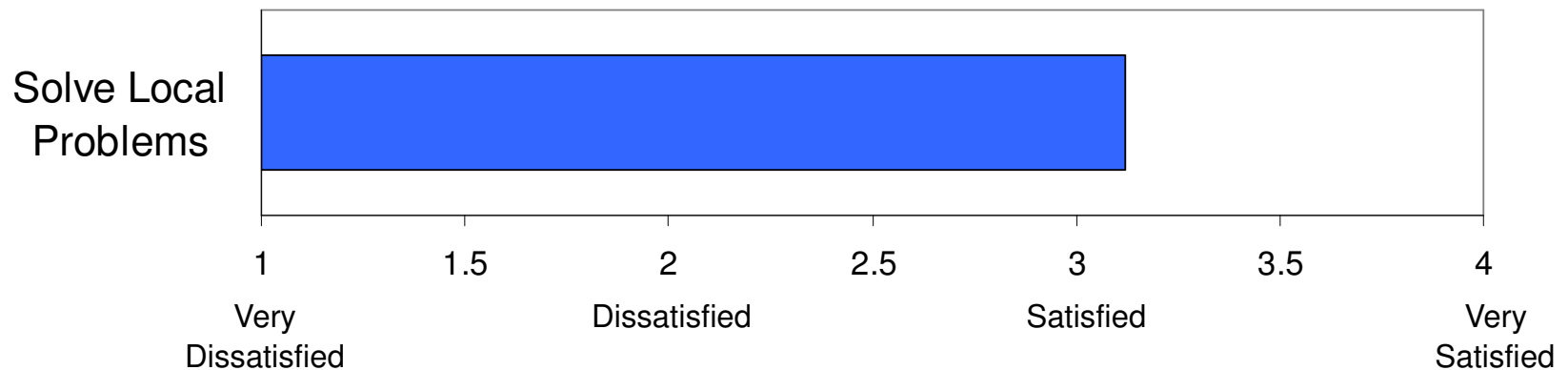
Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied
23.2%	67.7%	7.2%	1.9%

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The OPP and the Community

- On average, respondents said they were part way between 'satisfied' and 'very satisfied' (3.12/4) with the OPP's ability to work with communities to solve local problems.
- No statistically significant differences were found between any of the communities.

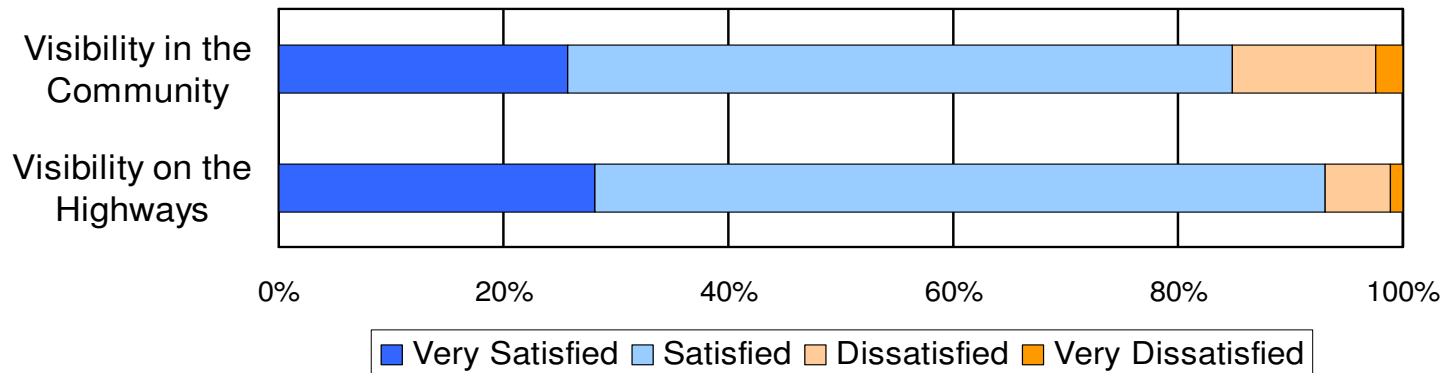


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The OPP and the Community

- 84.9% of respondents were 'very satisfied' or 'satisfied' with the OPP's visibility in their community.
- 93.1% of respondents were 'very satisfied' or 'satisfied' with the OPP's visibility on the highways.



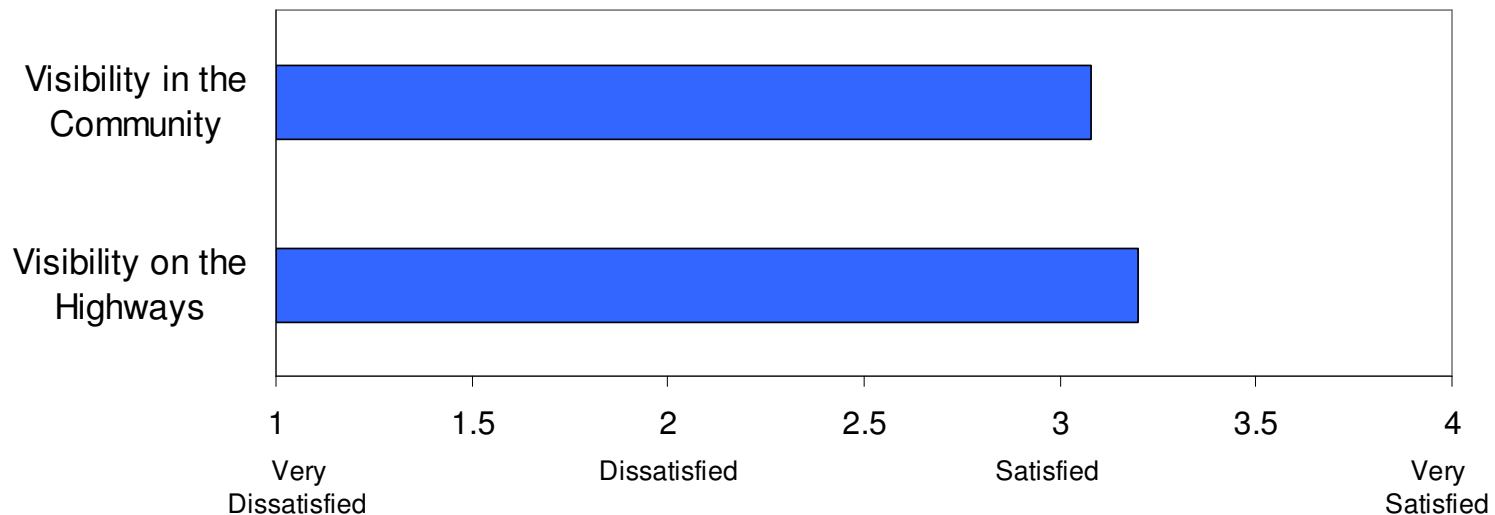
	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied
Visibility in the Community	25.7%	59.2%	12.7%	2.4%
Visibility on the Highways	28.1%	65.0%	5.8%	1.1%

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The OPP and the Community

- On average, respondents said they were 'satisfied' (3.08/4) with the OPP's visibility in the community.
- On average, respondents said they were part way between 'satisfied' and 'very satisfied' (3.20/4) with the OPP's visibility on the highways.
- No statistically significant differences were found between any of the communities.

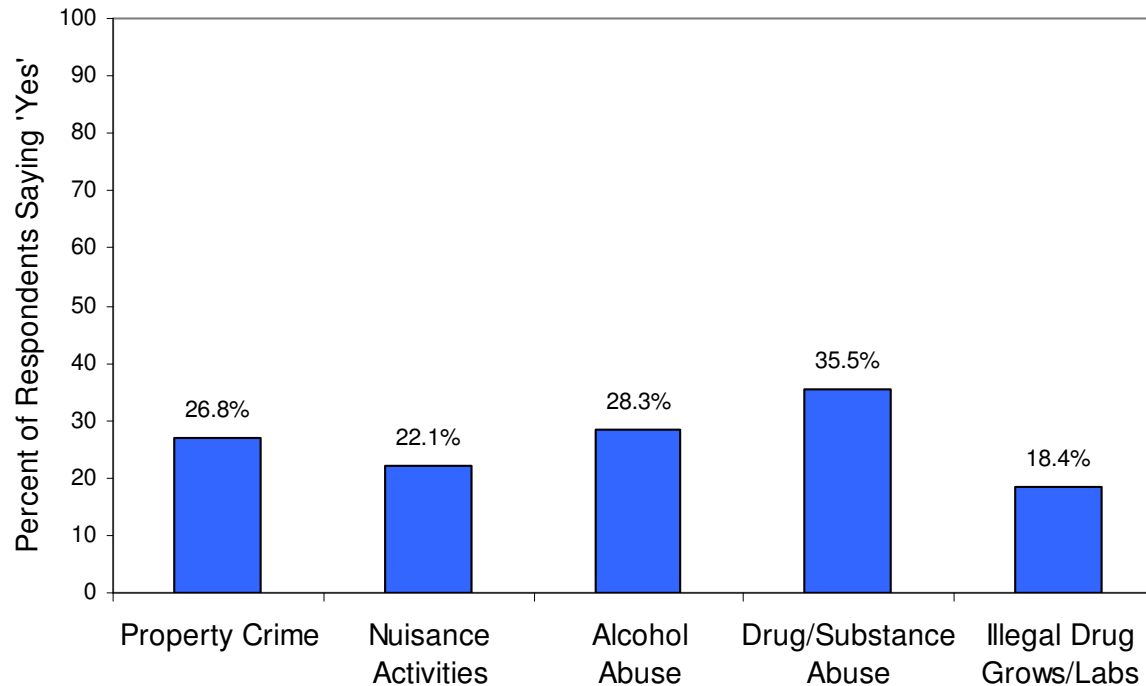


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Community Issues

● Respondents indicated 'yes' when asked whether property crime (26.8%), nuisance activities (22.1%), alcohol abuse (28.3%), drug/substance abuse (35.5%) and illegal drug grows or labs (18.4%) were a problem in their community.

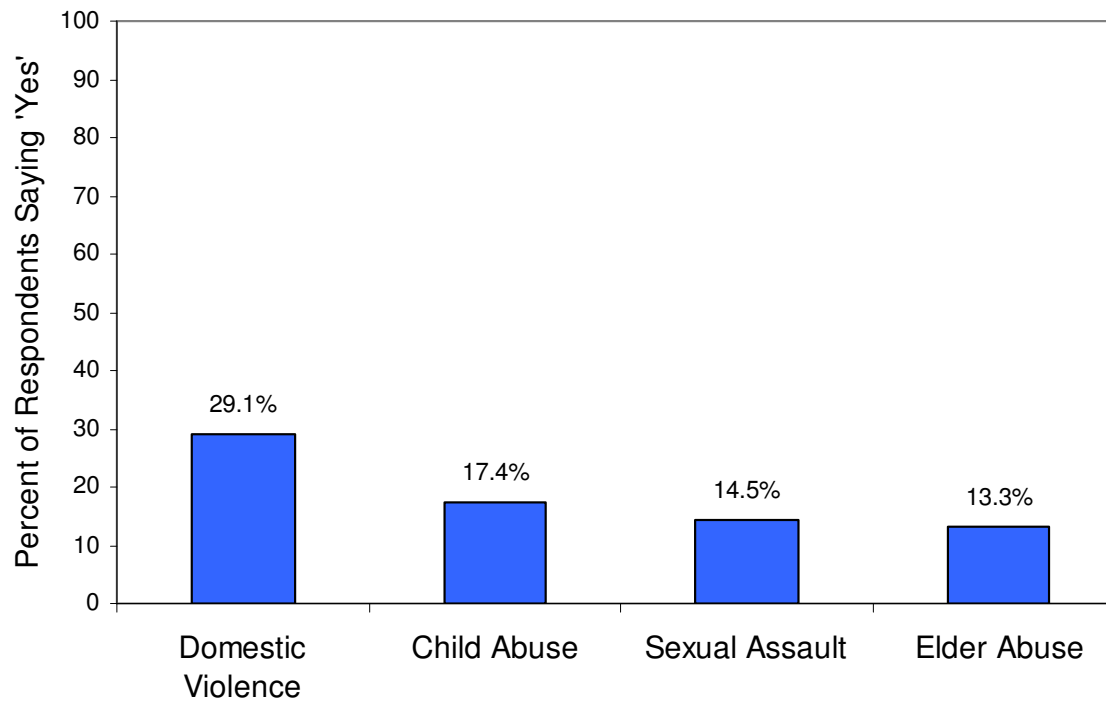


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Community Issues

• Respondents indicated 'yes' when asked whether domestic violence (29.1%), child abuse (17.4%), sexual assault (14.5%), and elder abuse (13.3%) were a problem in their community.

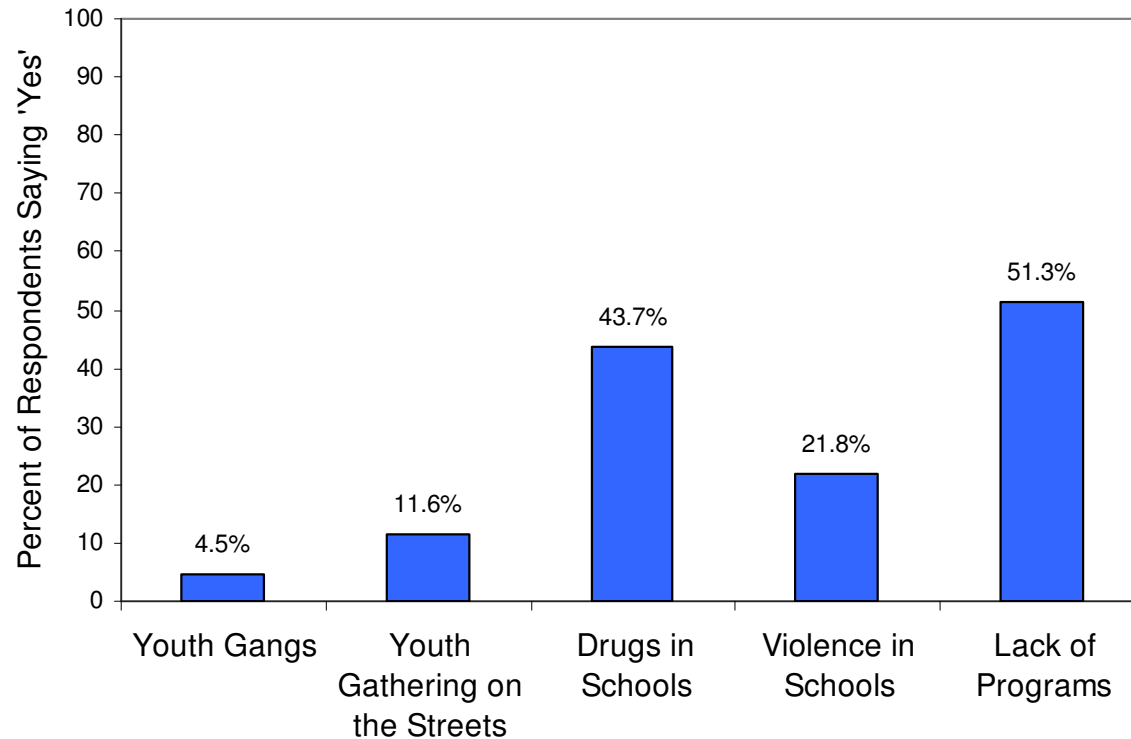


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Community Issues

• Respondents indicated 'yes' when asked whether youth gangs (4.5%), youth gathering on the streets (11.6%), drugs in schools (43.7%), violence in schools (21.8%) and a lack of youth programs or activities (51.3%) were a problem in their community.



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Community Issues

Where there were statistical differences between communities in terms of the number of respondents indicating 'yes' to any of the community issues, these are presented in the table below:

Issue	Statistical Differences
Property crime	North/Central Frontenac (41.3%) > Carleton Place (19.4%) and Beckwith/Montague/Drummond North Elmsley (16.3%)
Nuisance activities	Carleton Place (31.2%) and North/Central Frontenac (27.5%) and Mississippi Mills (20.0%) > Beckwith/Montague/Drummond North Elmsley (6.0%); Carleton Place (31.2%) > Tay Valley/Lanark Highlands (14.8%)
Alcohol abuse	North/Central Frontenac (45.6%) > Mississippi Mills (27.3%) and Tay Valley/Lanark Highland (23.7%) and Carleton Place (22.4%) and Beckwith/Montague/Drummond North Elmsley (20.4%)
Illegal drug grows or labs	Tay Valley/Lanark Highlands (31.5%) and North/Central Frontenac (31.1%) > Carleton Place (12.7%) and Mississippi Mills (11.3%) and Beckwith/Montague/Drummond North Elmsley (6.4%)
Violence in schools	Tay Valley/Lanark Highlands (40.0%) > Carleton Place (19.0%) and Beckwith/Montague/Drummond North Elmsley (18.2%) and Mississippi Mills (13.2%)
Lack of youth activities or programs	North/Central Frontenac (67.1%) > Carleton Place (45.6%) and Beckwith/Montague/Drummond North Elmsley (37.8%)

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Community Issues

● Where there were statistical differences between survey cycles in terms of the number of respondents indicating 'yes' to any of the community issues, these are presented in the table below:

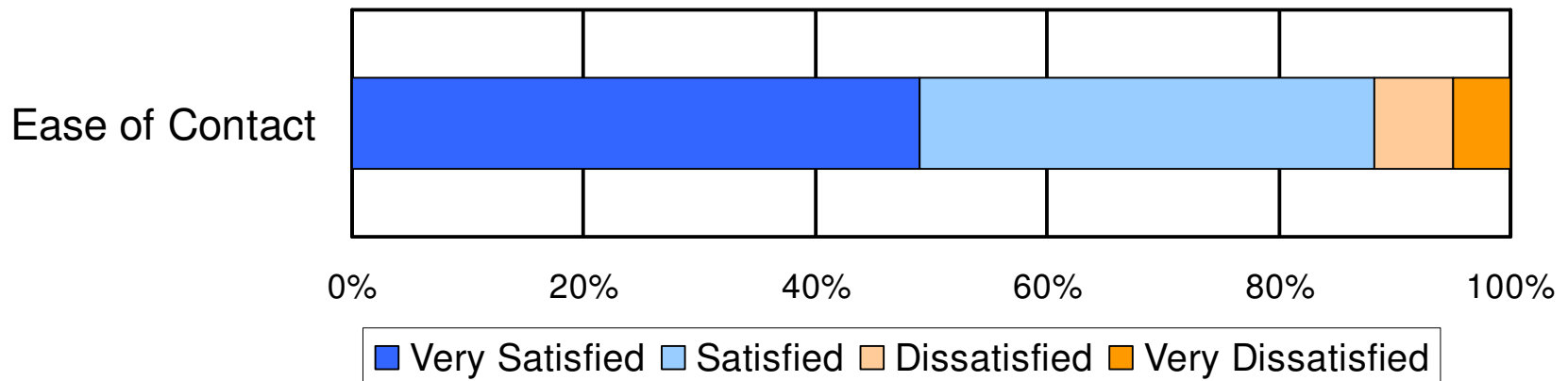
Issue	Statistical Differences
Nuisance activities	2010 (31.2%) > 2013 (22.1%)
Illegal drug grows or labs	2010 (25.3%) > 2013 (18.4%)
Youth gathering on the streets	2010 (21.8%) > 2013 (11.6%)
Drugs in schools	2010 (55.2%) > 2013 (43.7%)

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Ease of Contacting the OPP

● Of the 103 respondents (or 27.0%) who said they had contacted the OPP in the past year, 88.2% were 'very satisfied' or 'satisfied' with the ease of contacting the OPP.



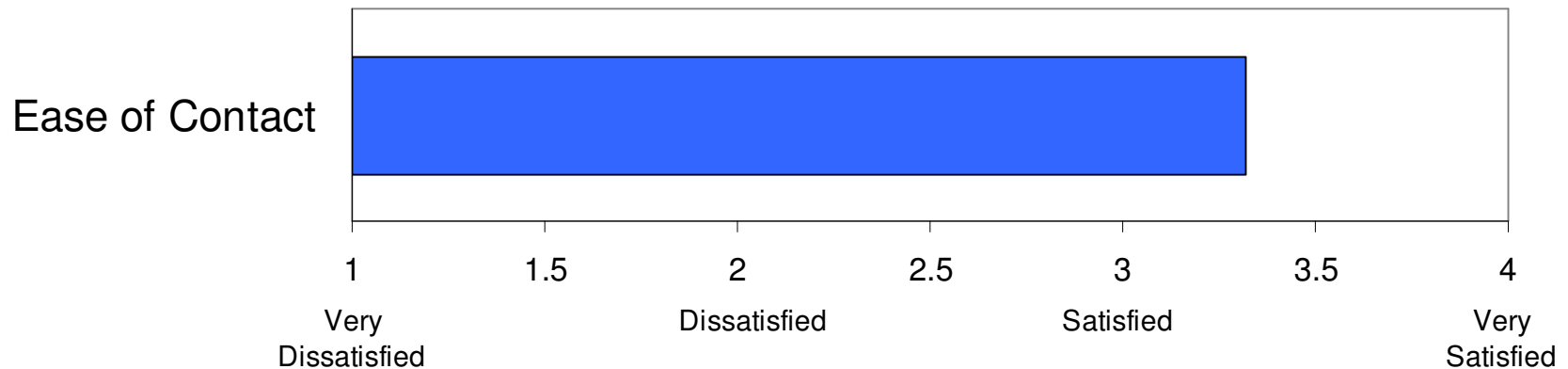
Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied
49.0%	39.2%	6.9%	4.9%

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Ease of Contacting the OPP

- On average, respondents said they were part way between 'satisfied' and 'very satisfied' (3.32/4) with the ease of contacting the OPP.
- No statistically significant differences were found between any of the communities.



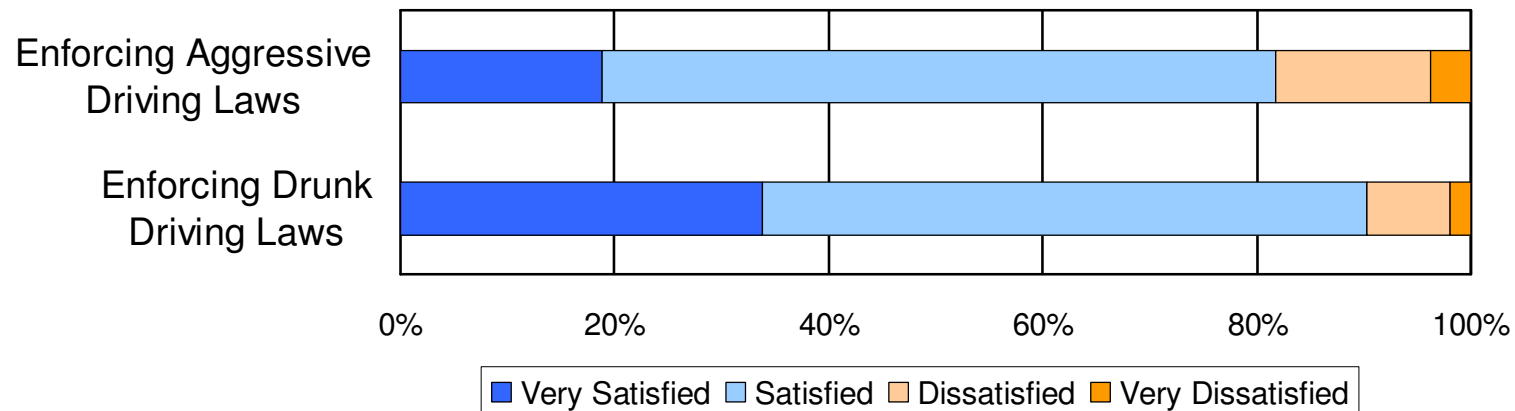
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The OPP's Effectiveness

81.7% of respondents were 'very satisfied' or 'satisfied' with the OPP's enforcement of aggressive driving laws.

90.3% of respondents were 'very satisfied' or 'satisfied' with the OPP's enforcement of drunk driving laws.



	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied
Enforcing aggressive driving laws*	18.9%	62.8%	14.5%	3.8%
Enforcing drunk driving laws	33.9%	56.4%	7.9%	1.9%

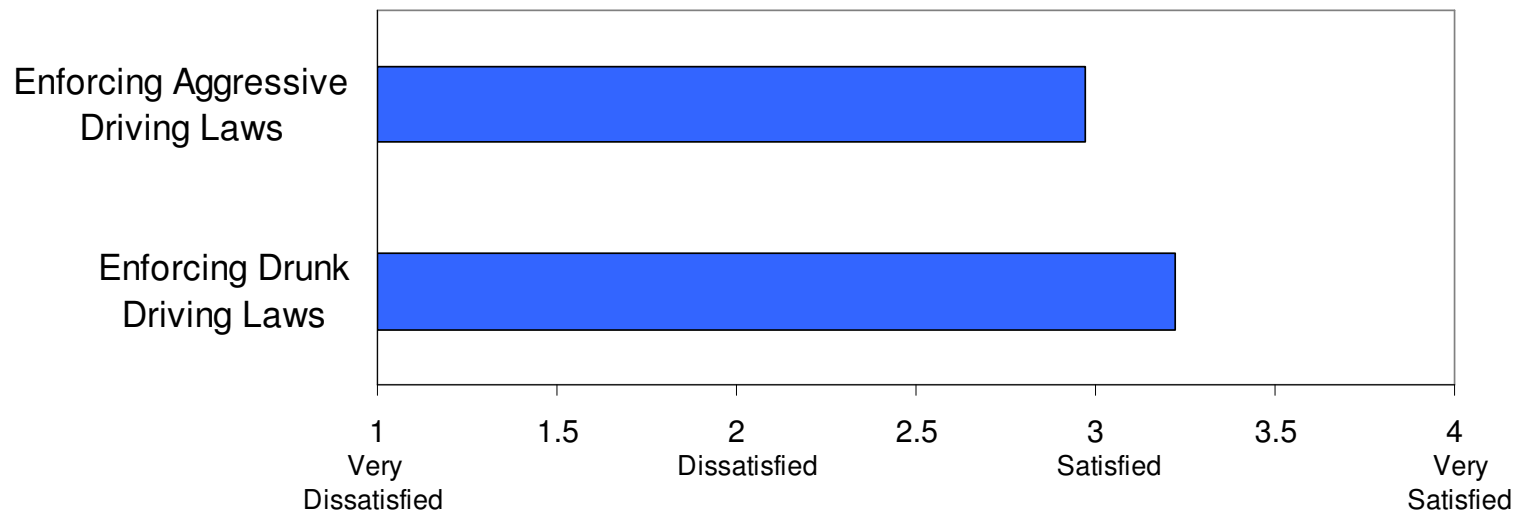
*for example, speeding or improper lane changes

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The OPP's Effectiveness

- On average, respondents said they were 'satisfied' (2.97/4) with the OPP's enforcement of aggressive driving laws.
- On average, respondents said they were part way between 'satisfied' and 'very satisfied' (3.22/4) with the OPP's enforcement of drunk driving laws.
- No statistically significant differences were found between any of the communities.



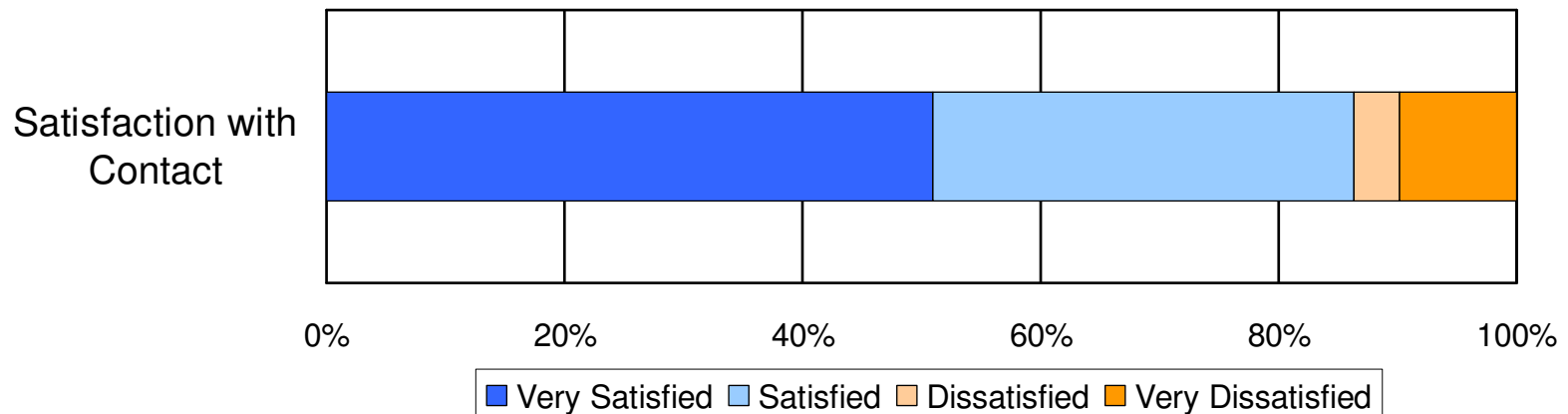
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Contact With the OPP

Over the past year 102 respondents (or 26.7%) had contact with the OPP as a result of a traffic situation, a property crime, or a violent crime. Contact with the OPP was either as a victim/witness or as an accused/charged person.

These respondents were then asked how satisfied they were with that contact. 86.3% of respondents were 'very satisfied' or 'satisfied' with the contact they had.



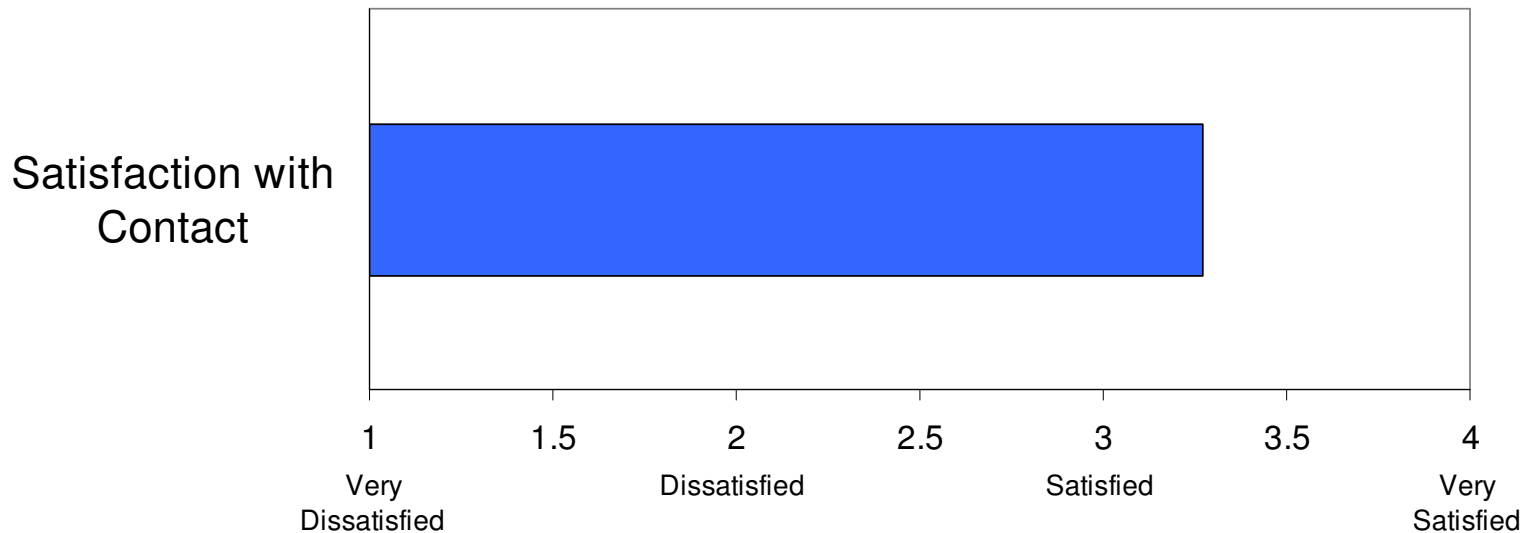
Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied
51.0%	35.3%	3.9%	9.8%

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Contact With the OPP

- On average, respondents said they were part way between 'satisfied' and 'very satisfied' (3.27/4) with the contact they had with the OPP as a result of a traffic situation, a property crime, or a violent crime.
- No statistically significant differences were found between any of the communities.

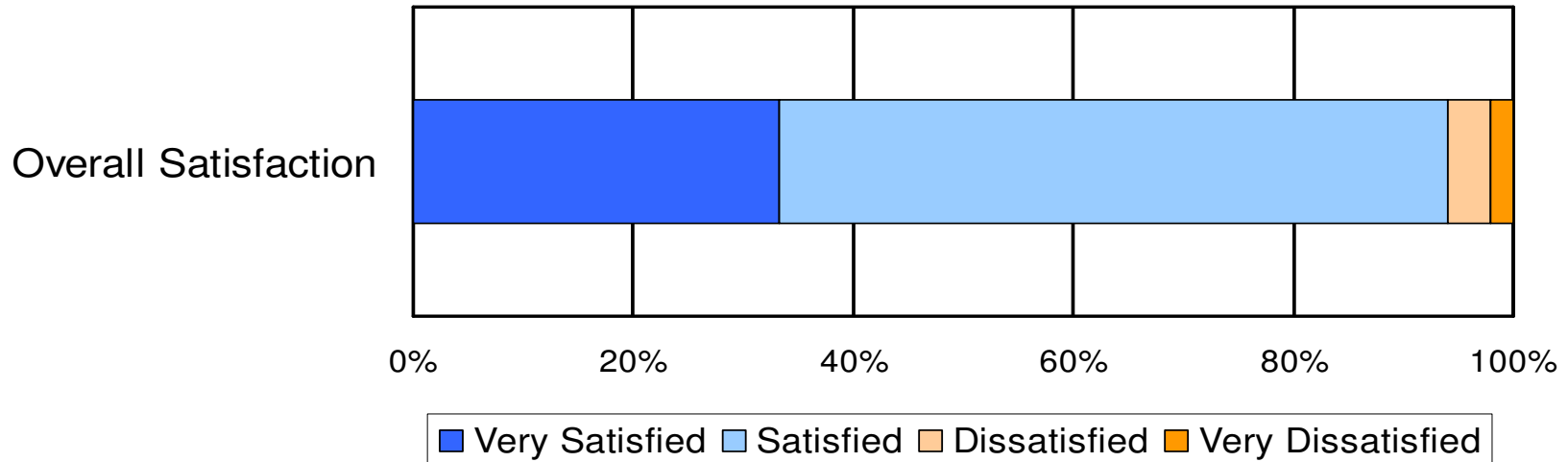


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Overall Satisfaction

Overall, 93.9% of respondents were 'very satisfied' or 'satisfied' with the quality of police service provided by the OPP.



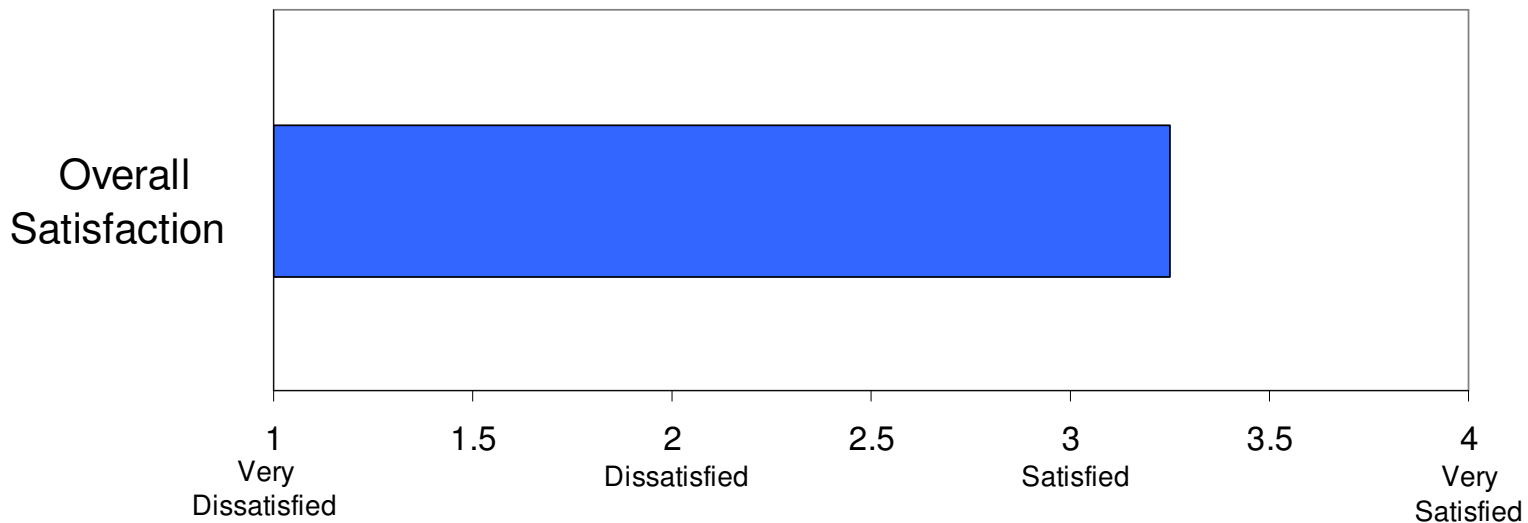
Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied
33.2%	60.7%	3.9%	2.1%

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Overall Satisfaction

- On average, respondents said they were part way between 'satisfied' and 'very satisfied' (3.25/4) with the overall quality of police service provided by the OPP.
- No statistically significant differences were found between any of the communities.

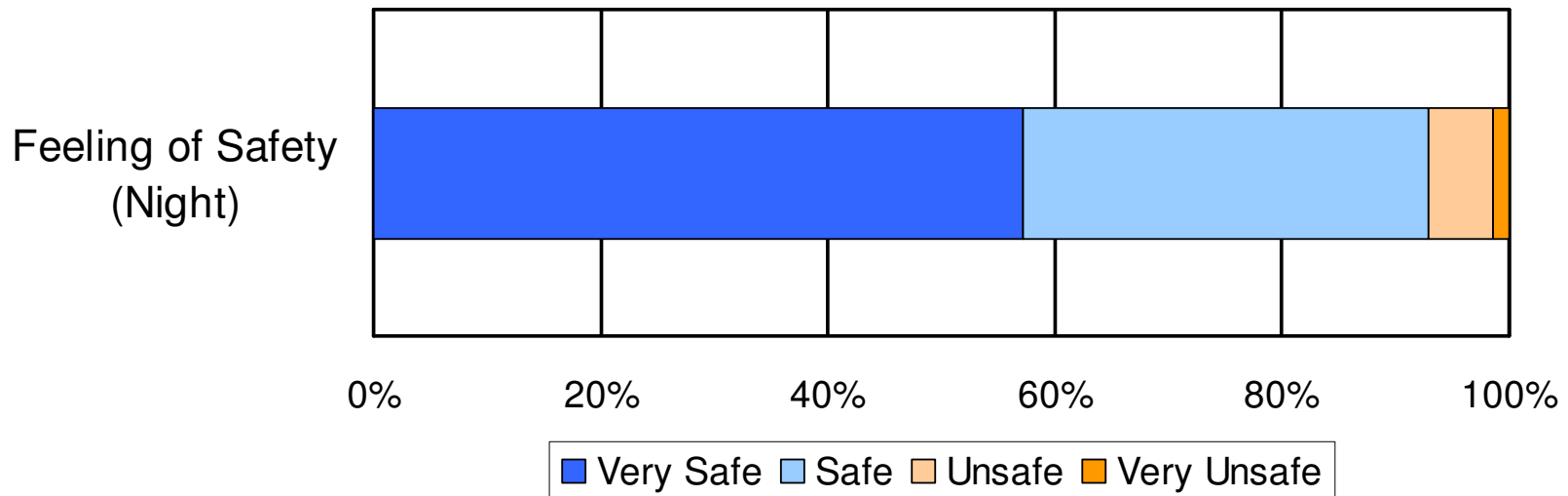


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Lanark County Local Questions

93.0% of respondents felt 'very safe' or 'safe' walking alone at night.



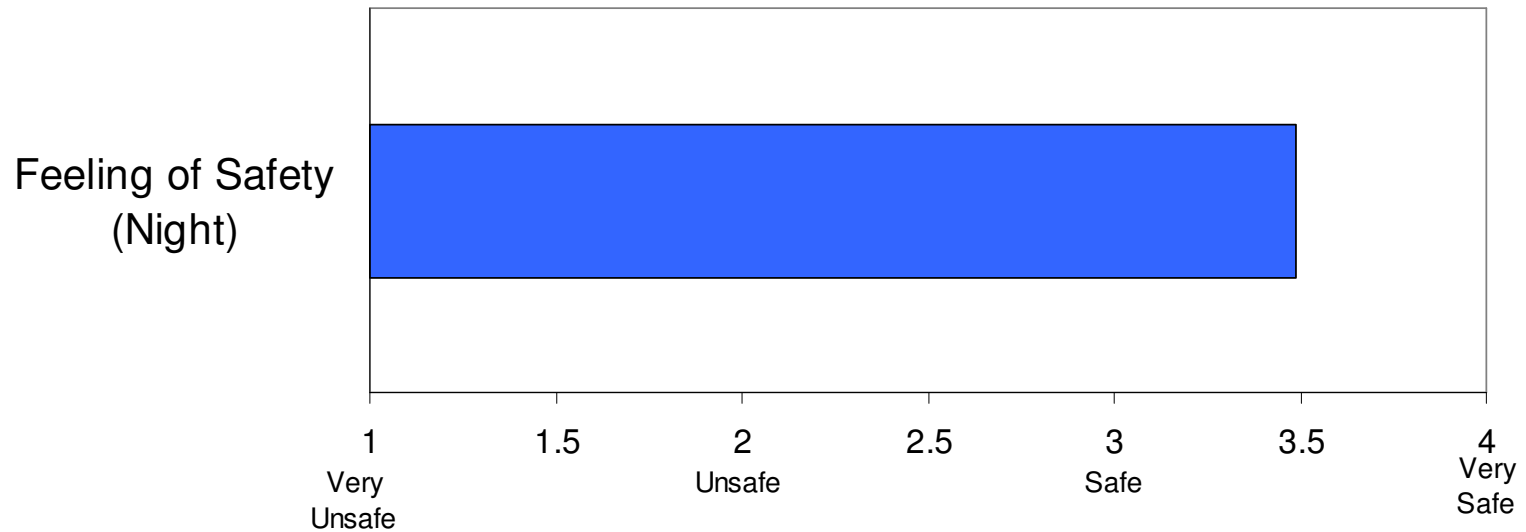
Very Safe	Safe	Unsafe	Very Unsafe
57.2%	35.8%	5.7%	1.4%

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Lanark County Local Questions

- On average, respondents felt part way between 'safe' and 'very safe' walking alone at night (3.49/4).
- No statistically significant differences were found between any of the communities.
- Feelings of safety increased significantly since the 2010 CSS for Lanark County Detachment (3.24/4).

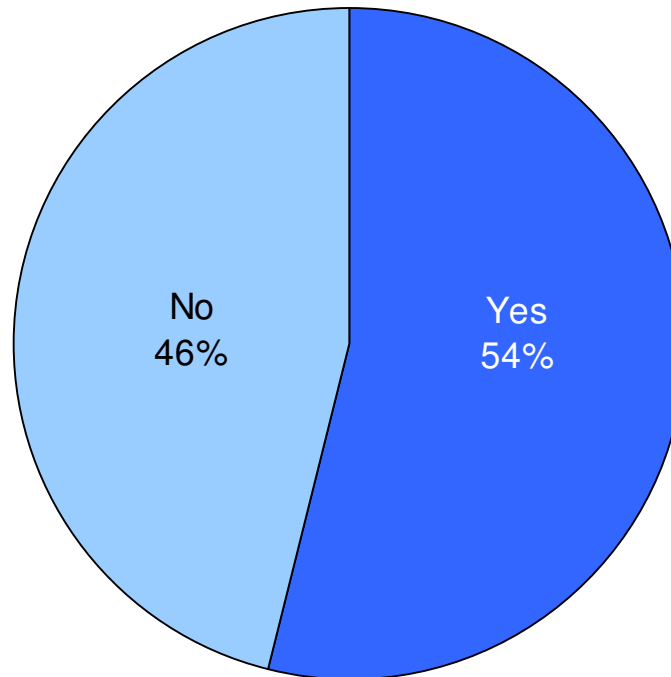


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Lanark County Local Questions

- Respondents were asked if the OPP are providing enough information to the public about their local programs and initiatives. The results are shown in the chart below.
- More respondents from Tay Valley/Lanark Highlands (72.4%) said the OPP were providing enough information compared to respondents from Carleton Place (51.5%), North/Central Frontenac (48.7%) and Mississippi Mills (44.7%).

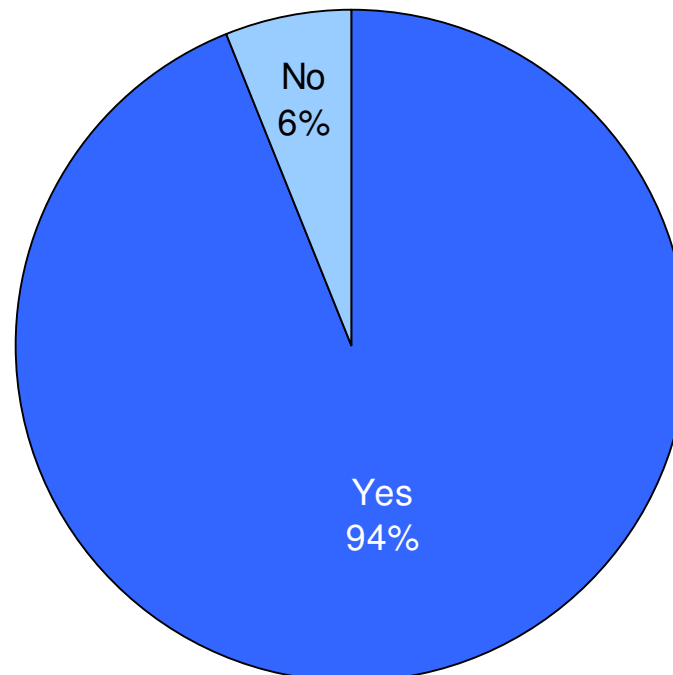


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Lanark County Local Questions

- Respondents were asked if the OPP officers in their community are approachable and friendly. The results are shown in the chart below.
- More respondents from Tay Valley/Lanark Highlands (100.0%) said officers are approachable and friendly compared to respondents from Carleton Place (95.1%), North/Central Frontenac (92.0%) and Mississippi Mills (88.6%).

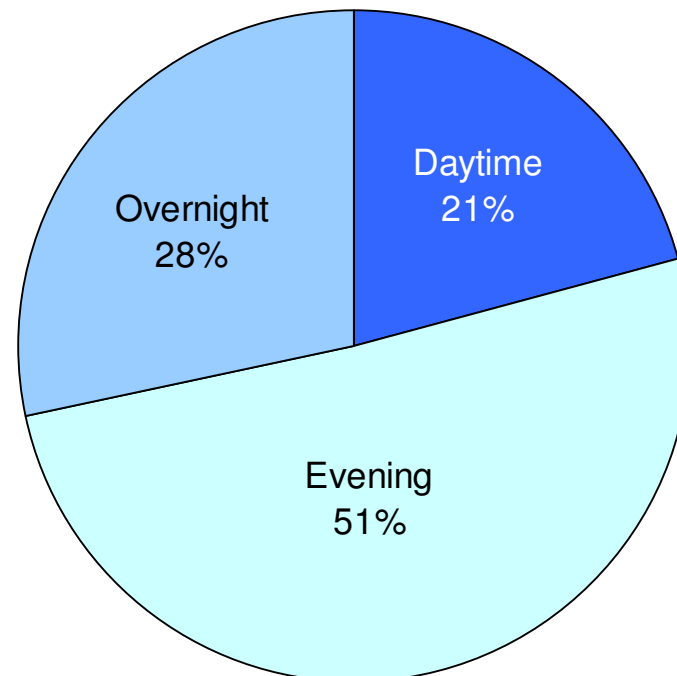


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Lanark County Local Questions

● Respondents were asked when OPP presence should be highest. The results are shown in the chart below.



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Lanark County Local Questions

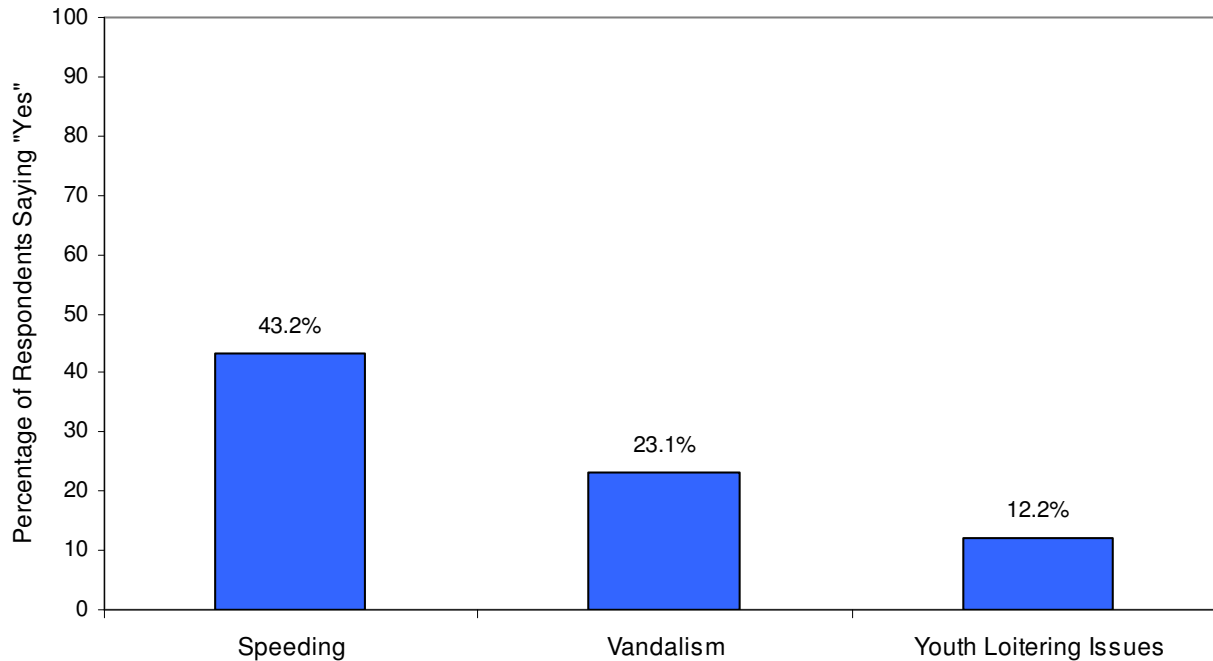
- More respondents from North/Central Frontenac (30.7%), Mississippi Mills (24.0%) and Carleton Place (19.6%) said OPP presence should be highest in the daytime compared to respondents from Beckwith/Montague/Drummond North Elmsley (6.1%).
- More respondents from Beckwith/Montague/Drummond North Elmsley (63.3%) and Mississippi Mills (57.3%) said OPP presence should be highest in the evening compared to respondents from North/Central Frontenac (38.7%).
- More respondents from Carleton Place (33.3%) said OPP presence should be highest overnight compared to respondents from Mississippi Mills (18.7%).

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Lanark County Local Questions

- Respondents indicated 'yes' when asked whether speeding (43.2%), vandalism (23.1%) and youth loitering issues (12.2%).
- No statistically significant differences were found between any of the communities.
- Concerns over speeding decreased significantly since the 2010 CSS for Lanark County Detachment (58.7%).



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Summary of Significant Cycle-to-Cycle Changes

- Where there were statistical differences between survey cycles in terms of survey results, these are presented in the table below:

Item	2010 CSS	2013 CSS
Community Problems (% Yes):		
Nuisance Activities	31.2%	22.1%
Illegal Grow Ops / Drug Labs	25.3%	18.4%
Youth Gathering on the Streets	21.8%	11.6%
Drugs in Schools	55.2%	43.7%
Speeding	58.7%	43.2%
Feeling of Safety Walking Alone at Night (Mean /4)	3.24	3.49