



**OPP COMMUNITY SATISFACTION SURVEY
2010
Lanark County Detachment**

OPP Community Satisfaction Survey 2010

Lanark County Detachment

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OPP Community Satisfaction Survey 2010

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Methodology

- The 2010 OPP Community Satisfaction Survey is the first time the OPP has used a commercial research company to conduct the surveys. Previous surveys have been conducted by local volunteers from within each Detachment.
- The research company R.A. Malatest & Associates Ltd. conducted this telephone survey between October 21, 2010 and December 6, 2010.
- Randomly selected telephone numbers and Random Digit Dial 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 +/- 5%, 19 times out of 20. Where scale responses are presented as means, the margin of error is +/- 5%.

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Methodology

- The 382 completed surveys were broken down into the following groups for analysis:
 - 151 respondents from Zones 1 and 2, which consist of Mississippi Mills and Lanark Highlands;
 - 98 respondents from Zone 6, which consists of Carleton Place;
 - 69 respondents from Zone 3, which consists of Beckwith and Montague;
 - 45 respondents from Zone 5, which consists of Central and North Frontenac; and
 - 19 respondents from Zone 4, which consists of Tay Valley and 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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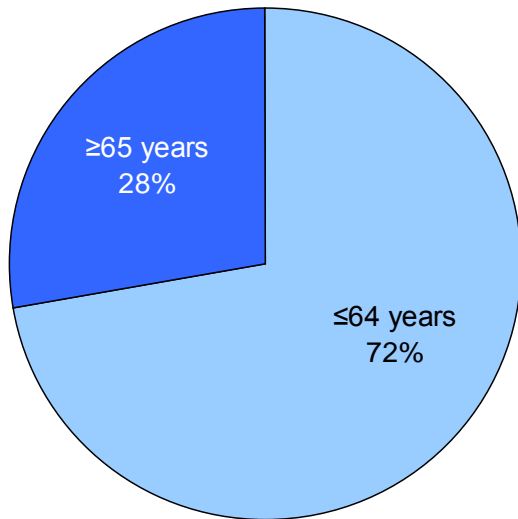
Methodology

- 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.
- Note that some figures may not add up to exactly 100.00% due to rounding.

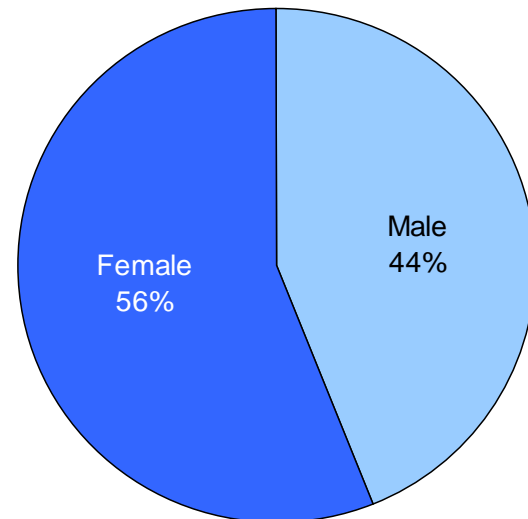
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Demographics



Age Distribution



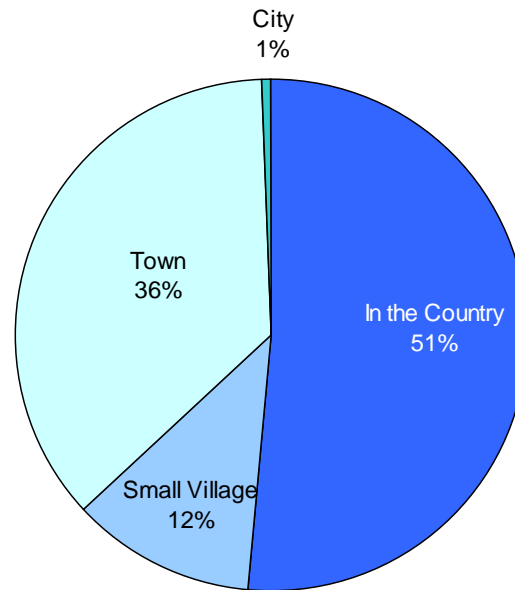
Gender

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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.



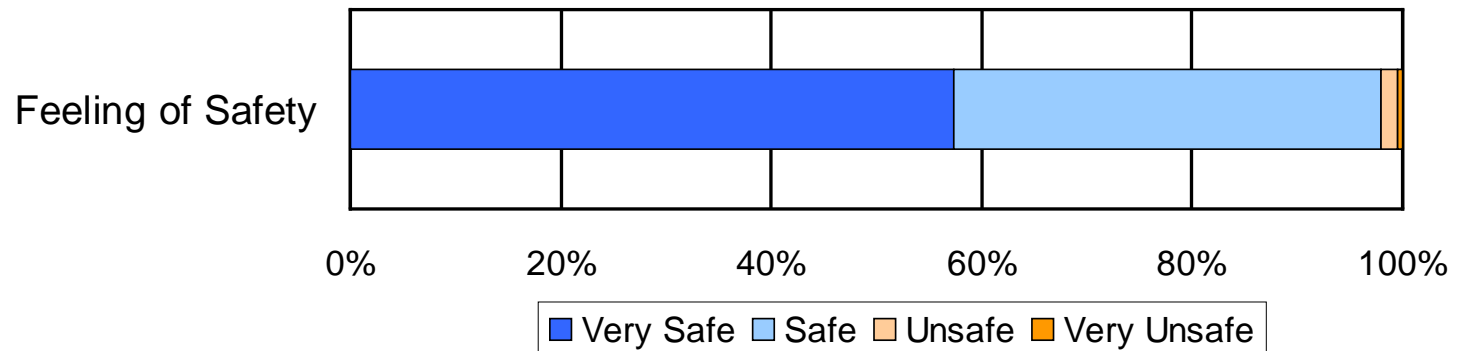
Where Respondents Live

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The OPP and the Community

● 97.9% of respondents felt 'very safe' or 'safe' in their community.



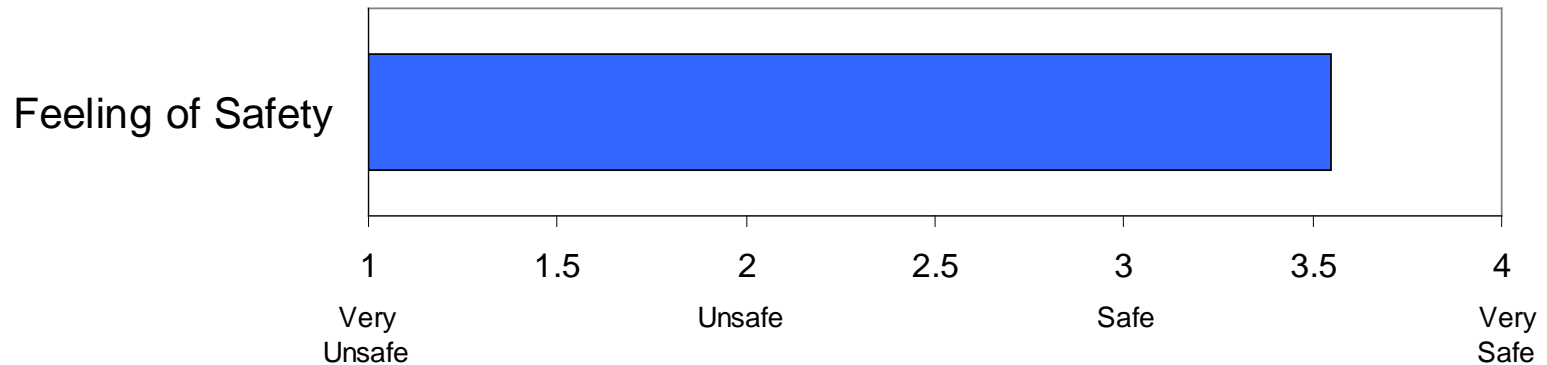
| Very Safe | Safe | Unsafe | Very Unsafe |
|-----------|-------|--------|-------------|
| 57.4% | 40.5% | 1.6% | 0.5% |

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The OPP and the Community

- On average, respondents felt part way between 'safe' and 'very safe' in their community (3.55/4).
- Respondents from Zone 4 felt safer (3.74/4) than those from Zone 6 (3.40/4).

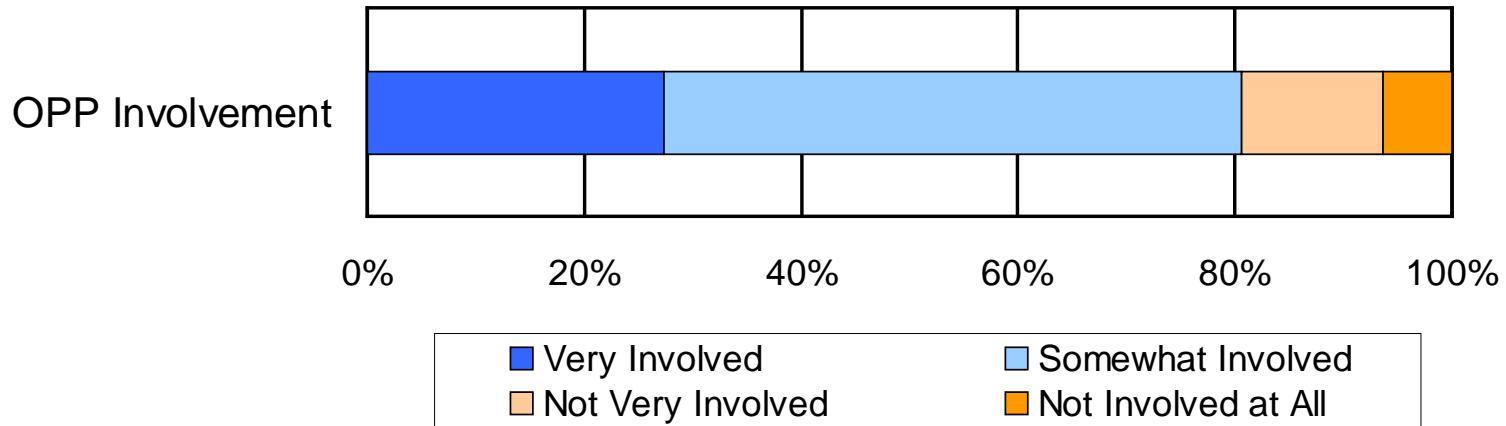


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The OPP and the Community

80.6% of respondents said the OPP were 'somewhat involved' or 'very involved' in their community.



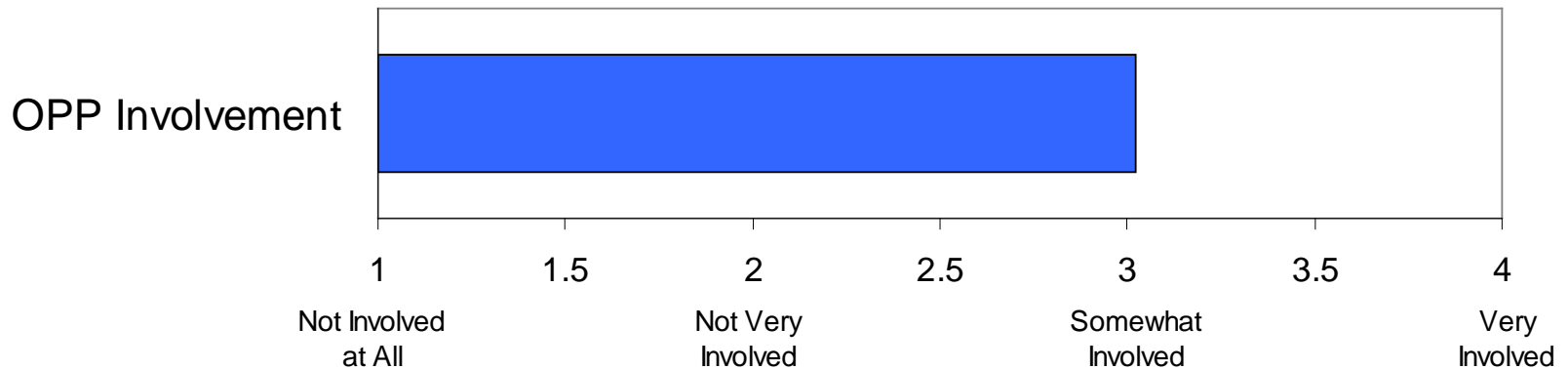
| Very Involved | Somewhat Involved | Not Very Involved | Not Involved at All |
|---------------|-------------------|-------------------|---------------------|
| 27.3% | 53.3% | 13.1% | 6.3% |

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The OPP and the Community

- On average, respondents said the OPP were part way between 'somewhat involved' and 'very involved' (3.02/4) in their community.
- Respondents from Zone 6 said the OPP were more involved (3.35/4) than those from Zones 1 and 2 (2.87/4) and Zone 5 (2.83/4).

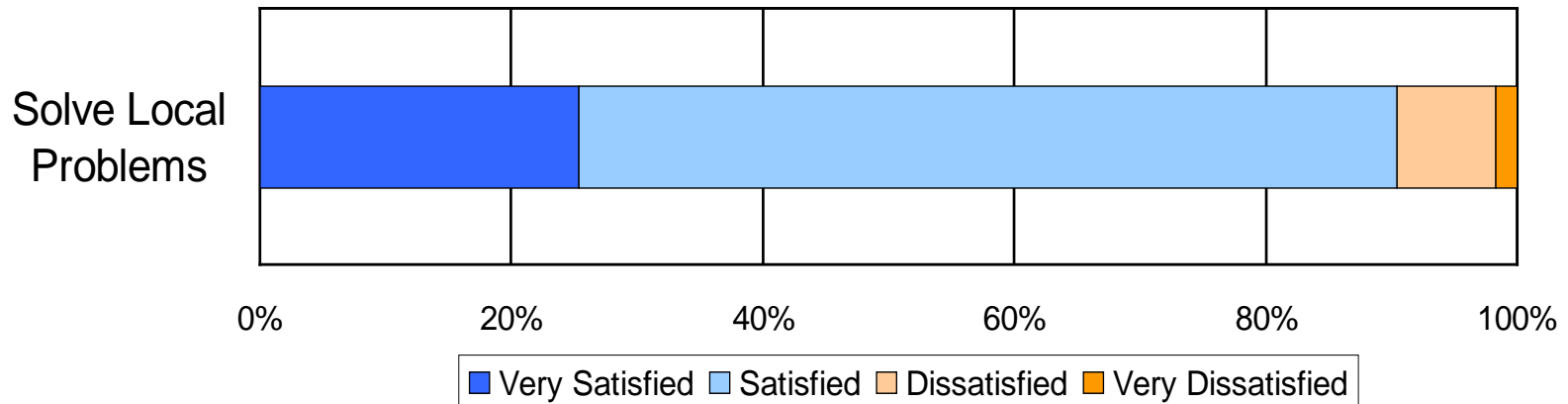


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The OPP and the Community

● 90.5% of respondents were 'satisfied' or 'very satisfied' with the OPP's ability to work with communities to solve local problems.



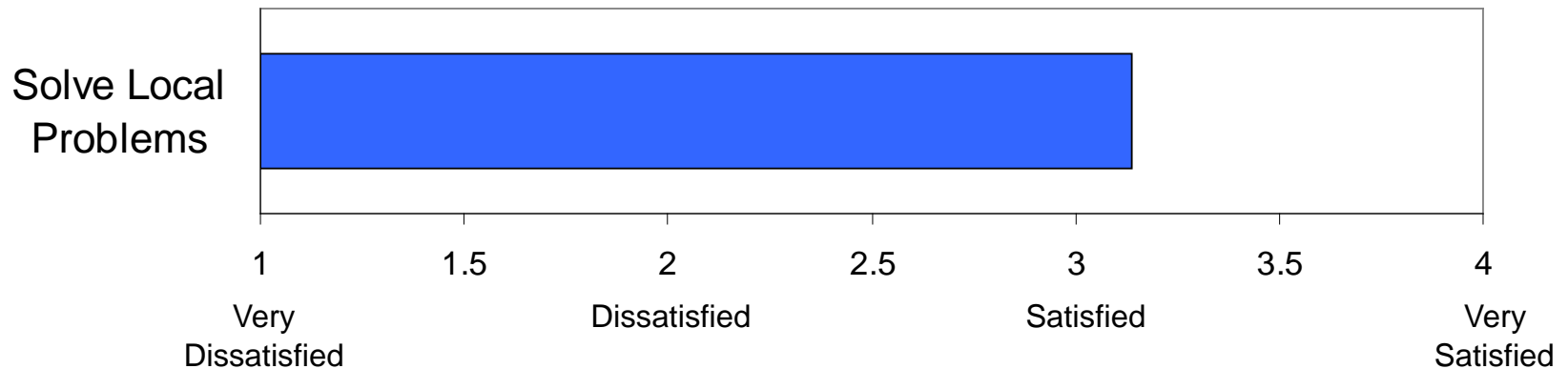
| Very Satisfied | Satisfied | Dissatisfied | Very Dissatisfied |
|----------------|-----------|--------------|-------------------|
| 25.4% | 65.1% | 7.8% | 1.7% |

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The OPP and the Community

- On average, respondents said they were part way between 'satisfied' and 'very satisfied' (3.14/4) with the OPP's ability to work with communities to solve local problems.
- There were no statistically significant differences between zones.

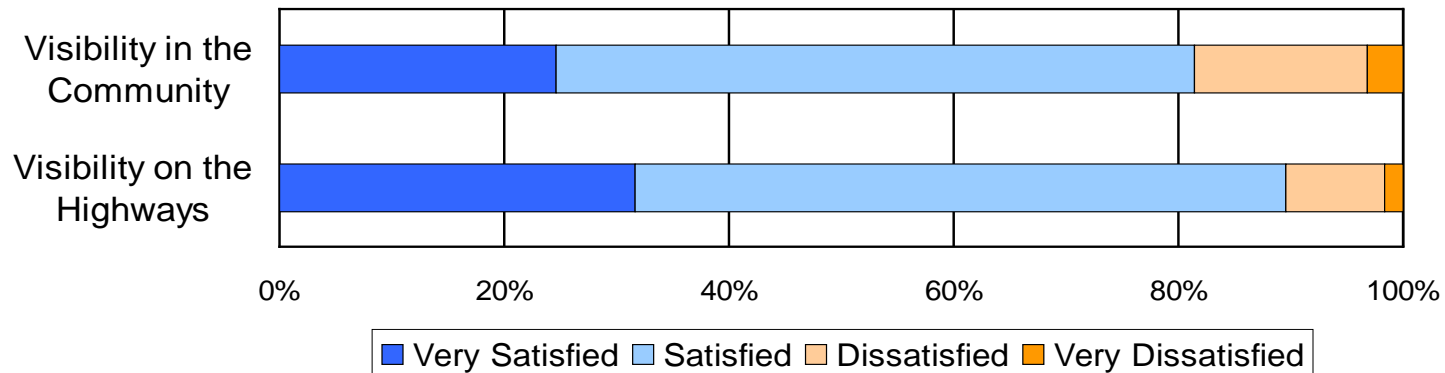


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The OPP and the Community

- 81.5% of respondents were 'satisfied' or 'very satisfied' with the OPP's visibility in their community.
- 89.5% of respondents were 'satisfied' or 'very satisfied' with the OPP's visibility on the highways.



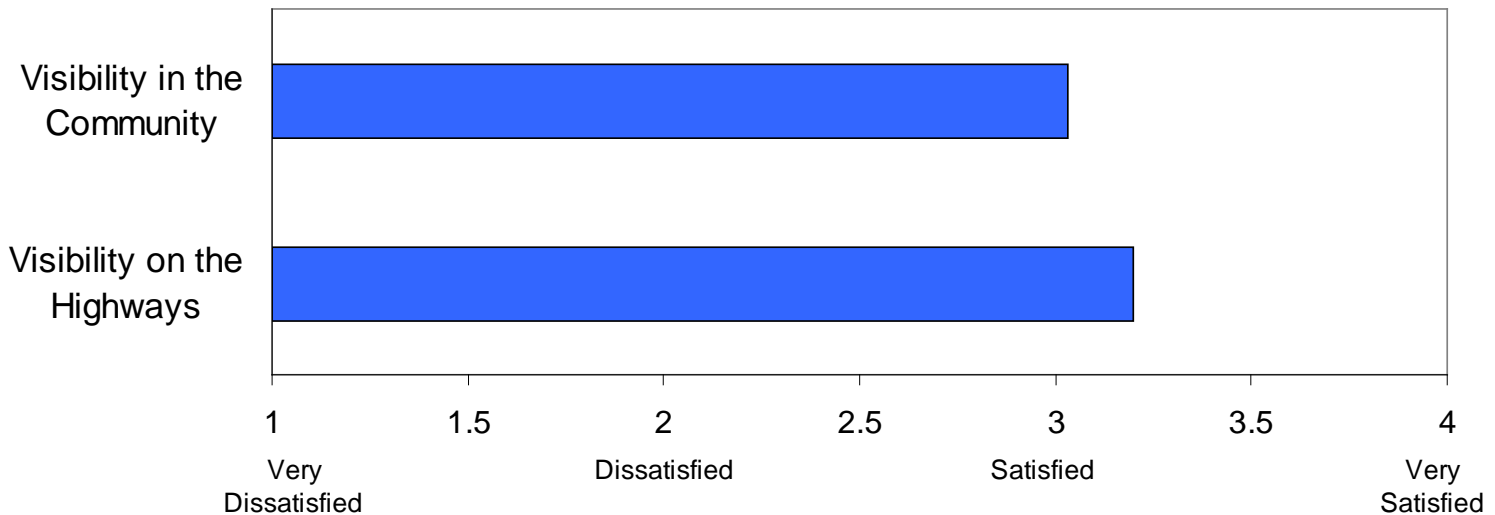
| | Very Satisfied | Satisfied | Dissatisfied | Very Dissatisfied |
|-----------------------------|----------------|-----------|--------------|-------------------|
| Visibility in the Community | 24.6% | 56.9% | 15.3% | 3.2% |
| Visibility on the Highways | 31.6% | 57.9% | 8.8% | 1.6% |

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The OPP and the Community

- On average, respondents said they were part way between 'satisfied' and 'very satisfied' (3.03/4) 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.
- There were no statistically significant differences between zones.

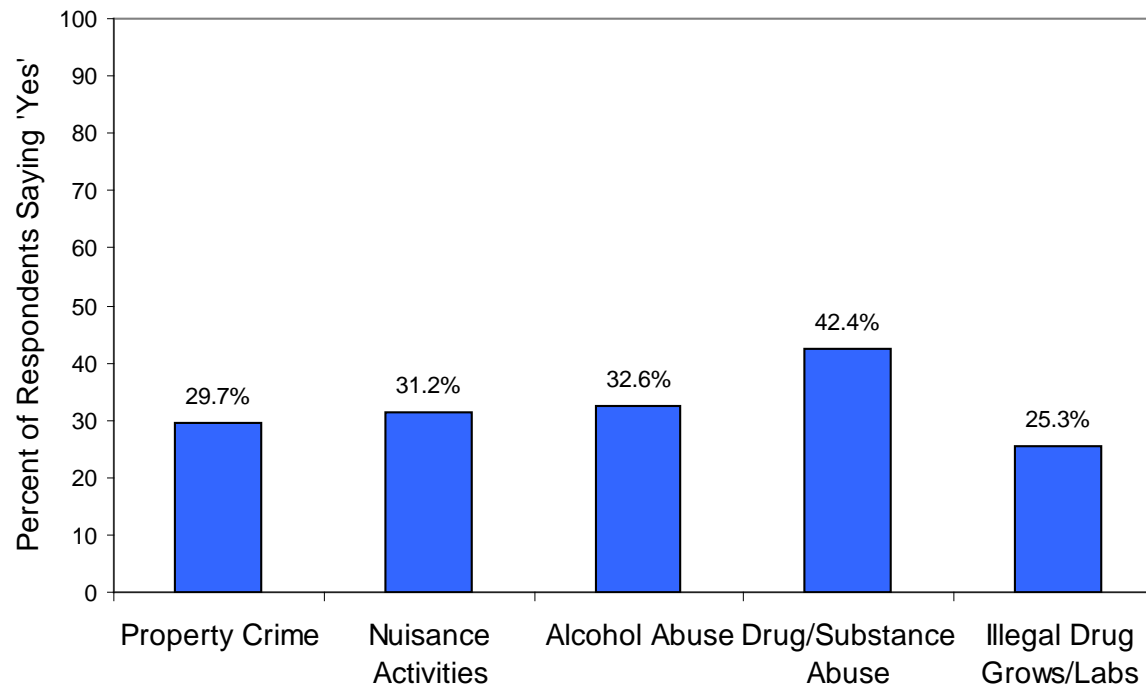


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Community Issues

● Respondents indicated 'yes' when asked whether property crime (29.7%), nuisance activities (31.2%), alcohol abuse (32.6%), drug/substance abuse (42.4%) and illegal drug grows or labs (25.3%) were a problem in their community.

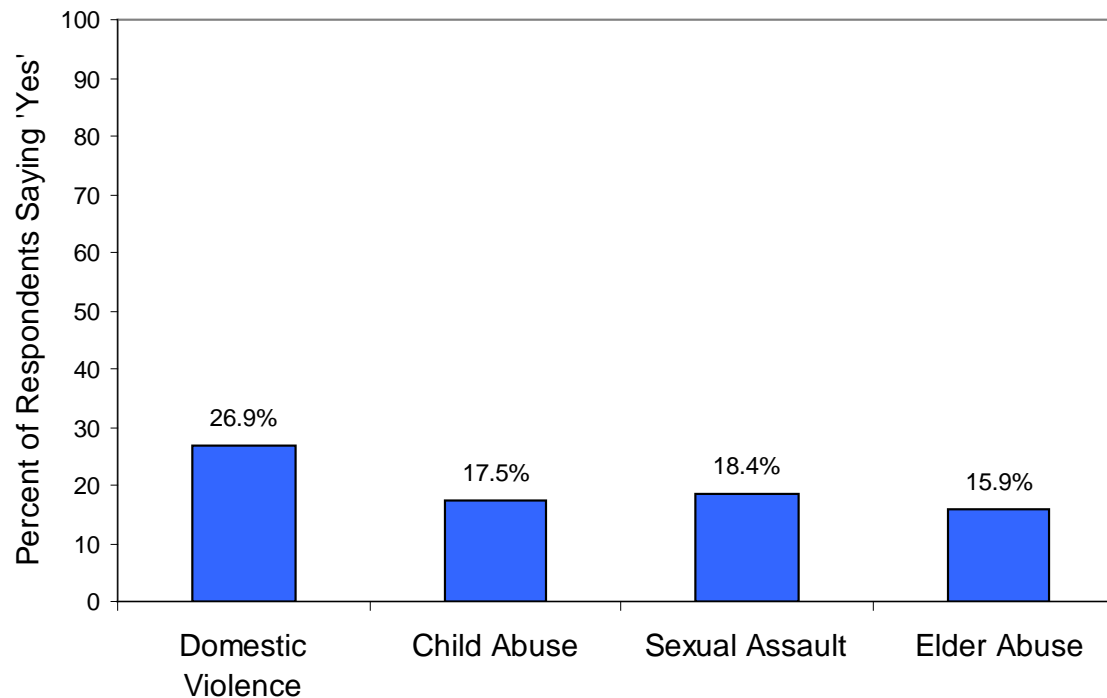


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Community Issues

● Respondents indicated 'yes' when asked whether domestic violence (26.9%), child abuse (17.5%), sexual assault (18.4%), and elder abuse (15.9%) were a problem in their community.

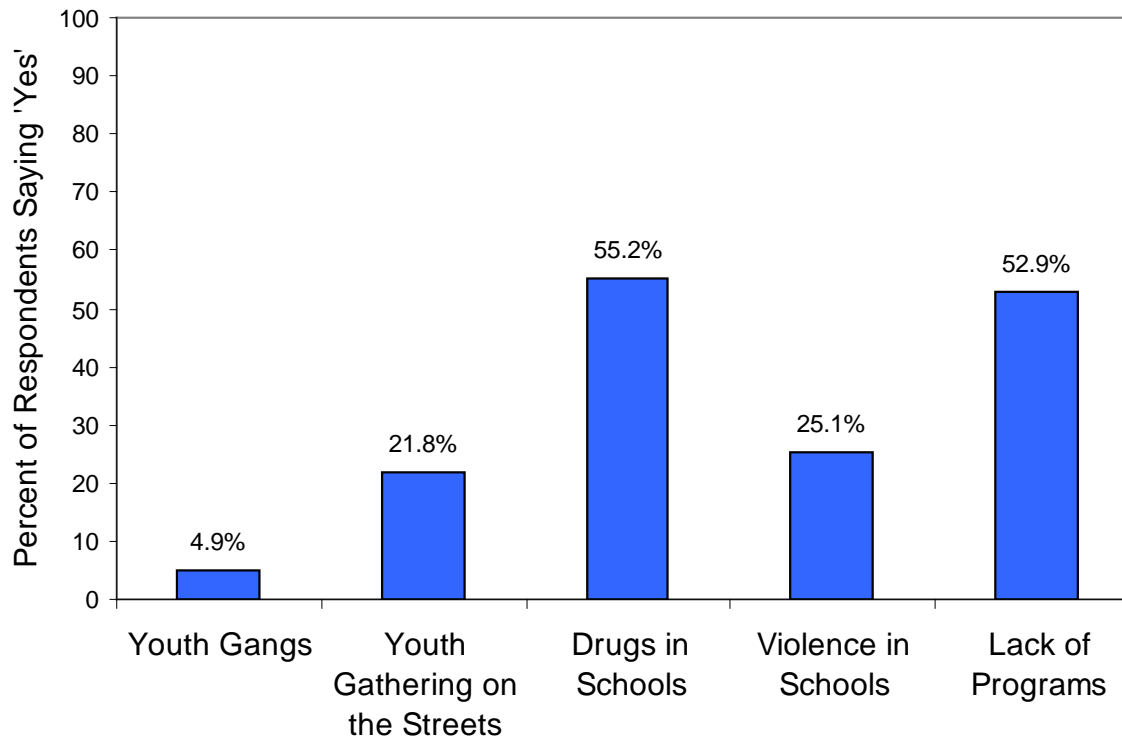


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Community Issues

● Respondents indicated 'yes' when asked whether youth gangs (4.9%), youth gathering on the streets (21.8%), drugs in schools (55.2%), violence in schools (25.1%) and a lack of youth programs or initiatives (52.9%) 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:

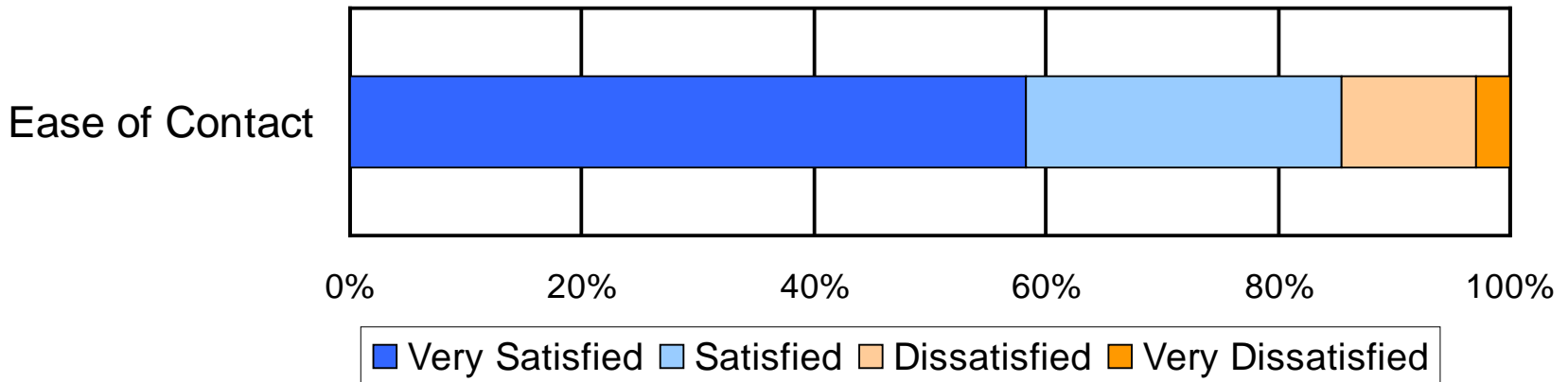
| Issue | Statistical Differences |
|--------------------------------|--|
| Property crime | Zone 6 (41.8%) > Zones 1 & 2 (25.7%) and Zone 3 (21.7%) |
| Nuisance activities | Zone 6 (46.3%) > Zones 1 & 2 (27.4%) and Zone 4 (5.6%) and Zone 5 (22.2%); Zone 3 (30.9%) and Zones 1 & 2 (27.4%) > Zone 4 (5.6%) |
| Alcohol abuse | Zone 6 (43.2%) > Zone 3 (23.9%) and Zone 4 (5.3%); Zone 5 (33.3%) and Zones 1 & 2 (33.6%) > Zone 4 (5.3%) |
| Drug/substance abuse | Zone 6 (59.5%) > Zone 3 (27.7%) and Zones 1 & 2 (42.0%) and Zone 4 (16.7%); Zones 1 & 2 (42.0%) > Zone 4 (16.7%) |
| Domestic violence | Zone 6 (40.0%) > Zones 1 & 2 (24.2%) and Zone 4 (17.6%) and Zone 5 (11.1%) |
| Youth gathering on the streets | Zone 6 (36.6%) > Zones 1 & 2 (18.6%) and Zone 4 (0.0%) and Zone 5 (4.4%); Zones 1 & 2 (18.6%) > Zone 5 (4.4%) and Zone 4 (0.0%); Zone 3 (26.1%) > Zone 5 (4.4%) and Zone 4 (0.0%); |

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Ease of Contacting the OPP

Of the 105 respondents (or 27.6%) who said they had contacted the OPP in the past year, 85.5% were 'satisfied' or 'very satisfied' with the ease of contacting the OPP.



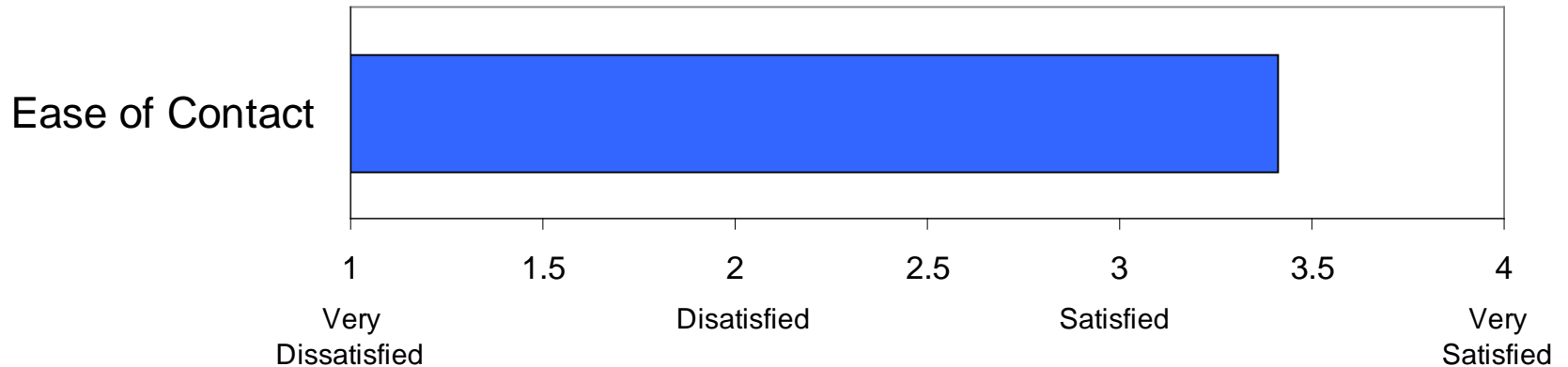
| Very Satisfied | Satisfied | Dissatisfied | Very Dissatisfied |
|----------------|-----------|--------------|-------------------|
| 58.3% | 27.2% | 11.7% | 2.9% |

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Ease of Contacting the OPP

- On average, respondents said they were part way between 'satisfied' and 'very satisfied' (3.41/4) with the ease of contacting the OPP.
- There were no statistically significant differences between zones.

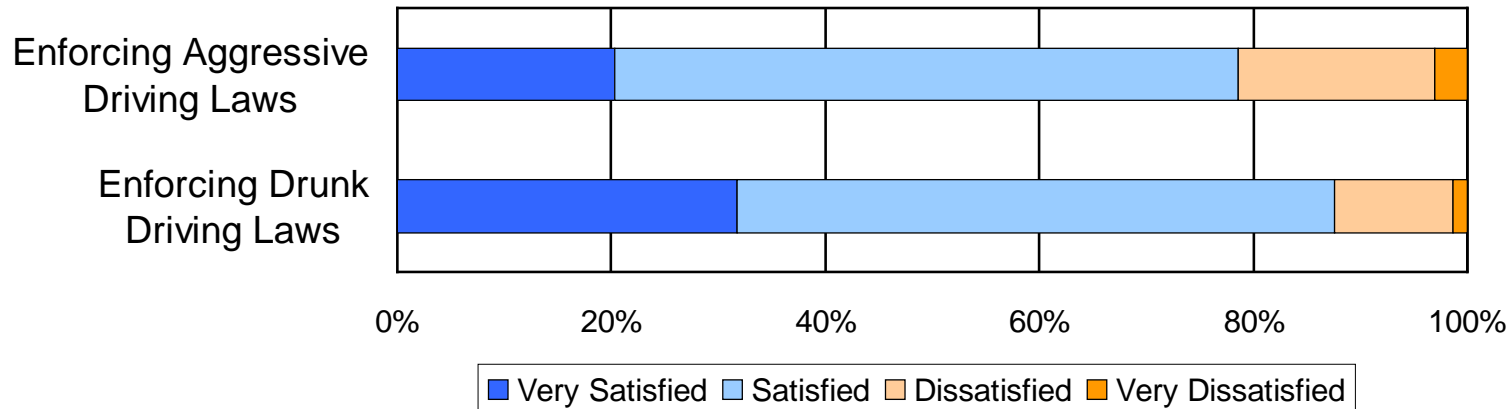


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The OPP's Effectiveness

- 78.5% of respondents were 'satisfied' or 'very satisfied' with the OPP's enforcement of aggressive driving laws.
- 87.5% of respondents were 'satisfied' or 'very satisfied' with the OPP's enforcement of drunk driving laws.



| | Very Satisfied | Satisfied | Dissatisfied | Very Dissatisfied |
|------------------------------------|----------------|-----------|--------------|-------------------|
| Enforcing aggressive driving laws* | 20.3% | 58.2% | 18.4% | 3.0% |
| Enforcing drunk driving laws | 31.7% | 55.8% | 11.1% | 1.4% |

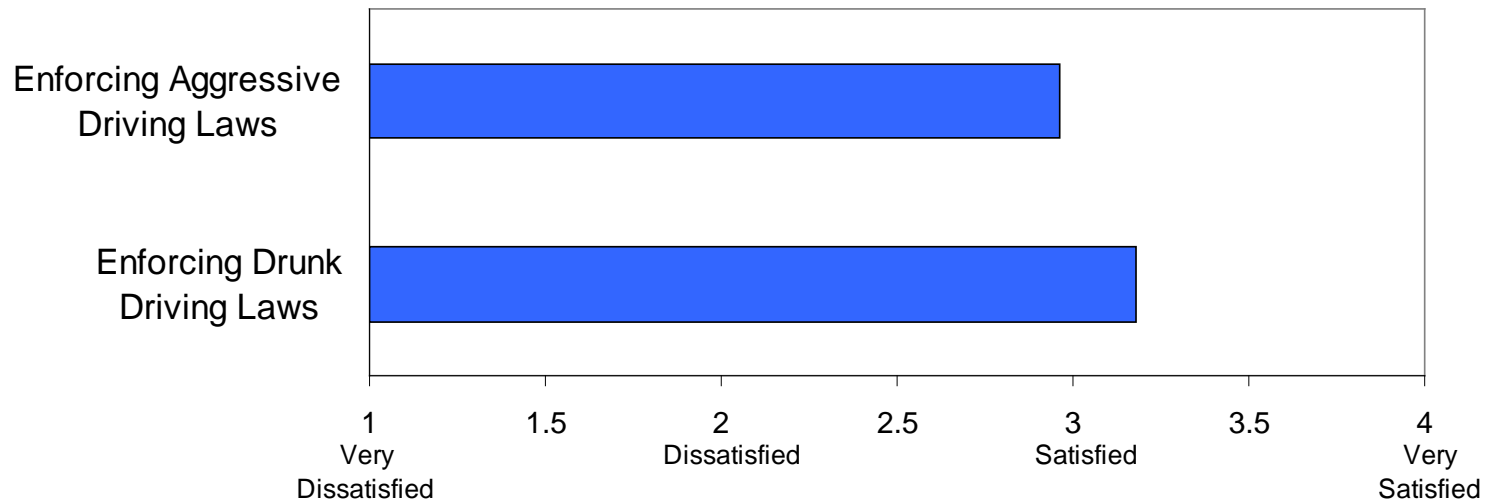
*for example, speeders or improper lane changes

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The OPP's Effectiveness

- On average, respondents said they were 'satisfied' (2.96/4) with the OPP's enforcement of aggressive driving laws.
- On average, respondents said they were part way between 'satisfied' and 'very satisfied' (3.18/4) with the OPP's enforcement of drunk driving laws.
- There were no statistically significant differences between zones.

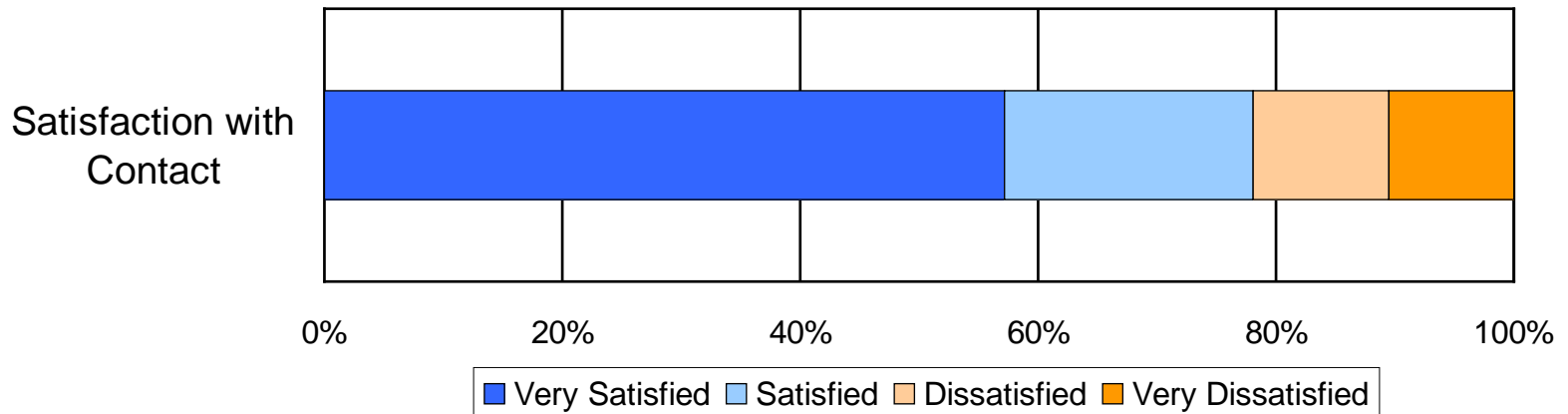


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Contact With the OPP

- Over the past year 106 respondents (or 27.8%) 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. 78.1% of respondents were 'satisfied' or 'very satisfied' with the contact they had.



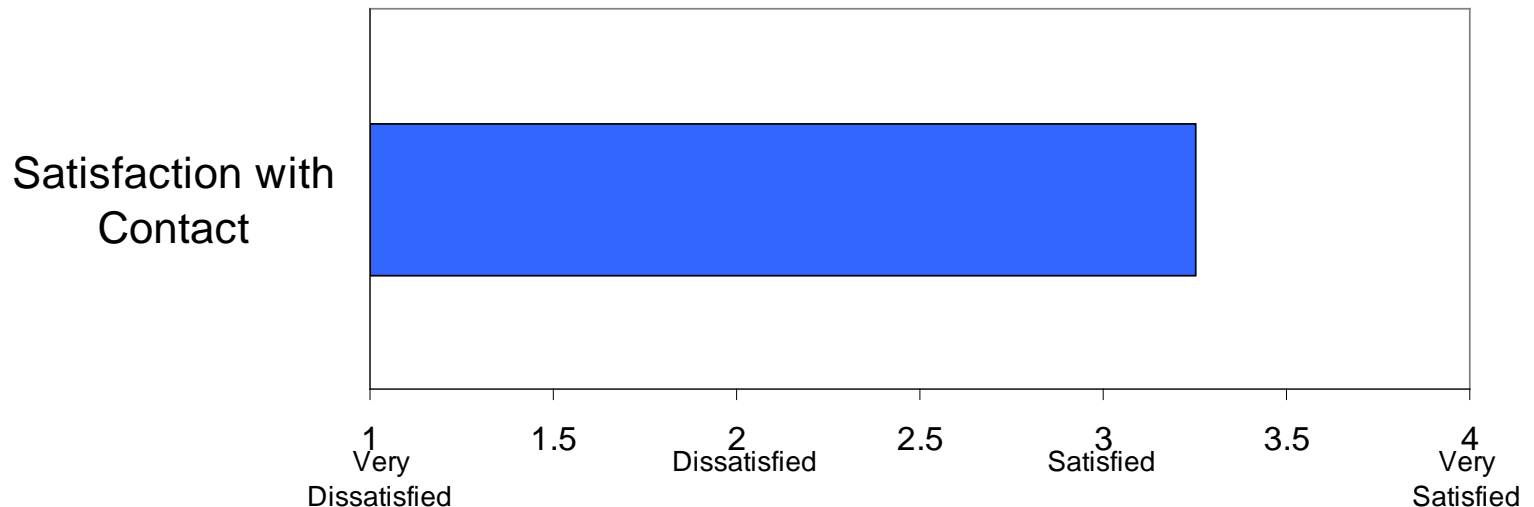
| Very Satisfied | Satisfied | Dissatisfied | Very Dissatisfied |
|----------------|-----------|--------------|-------------------|
| 57.1% | 21.0% | 11.4% | 10.5% |

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Contact With the OPP

- On average, respondents said they were part way between 'satisfied' and 'very satisfied' (3.25/4) with the contact they had with the OPP as a result of a traffic situation, a property crime, or a violent crime.
- There were no statistically significant differences between zones.

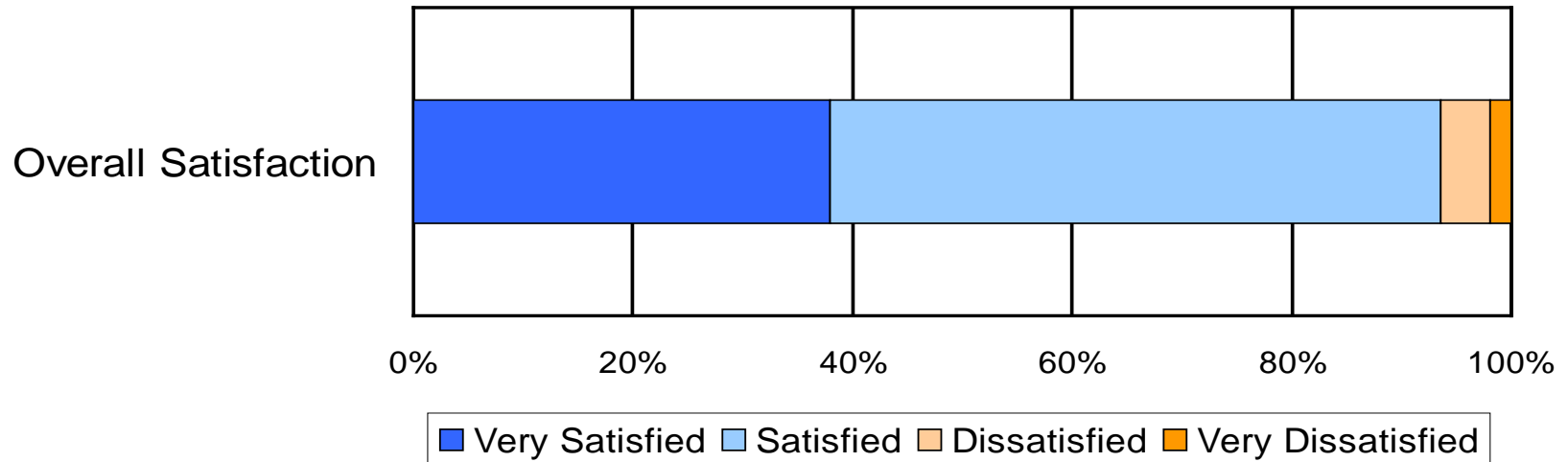


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Overall Satisfaction

● Overall, 93.6% of respondents were 'very satisfied' or 'satisfied' with the quality of police service provided by the OPP.



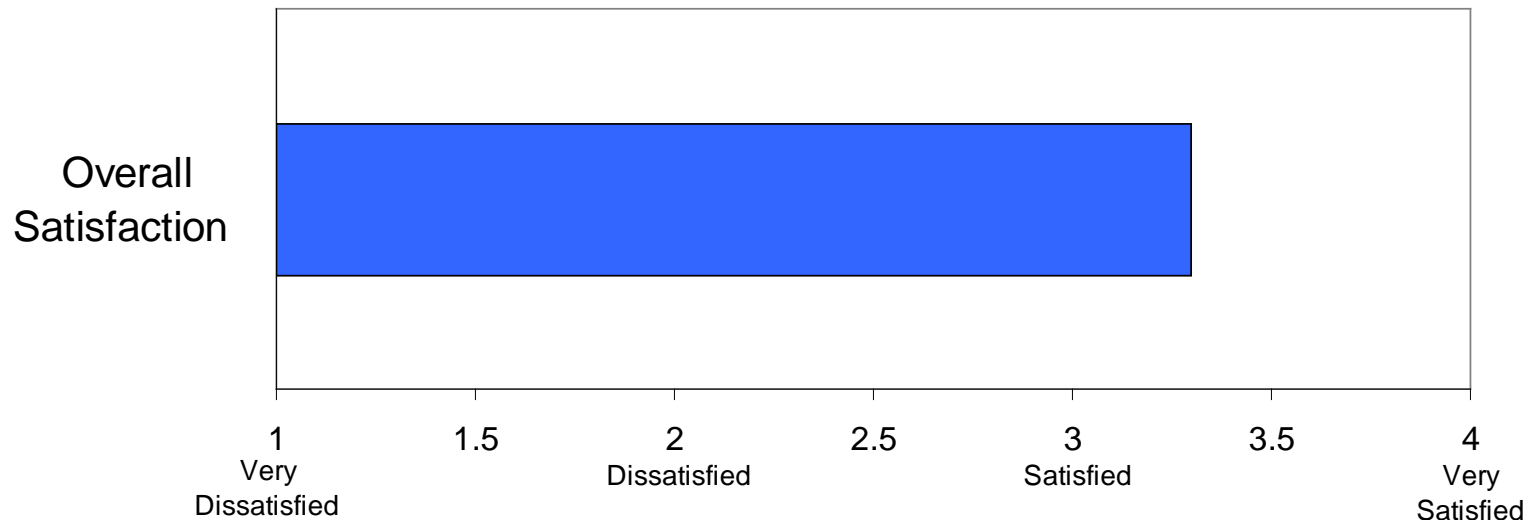
| Very Satisfied | Satisfied | Dissatisfied | Very Dissatisfied |
|----------------|-----------|--------------|-------------------|
| 37.9% | 55.7% | 4.5% | 1.9% |

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Overall Satisfaction

- On average, respondents said they were part way between 'satisfied' and 'very satisfied' (3.30/4) with the overall quality of police service provided by the OPP.
- There were no statistically significant differences between any of the zones.

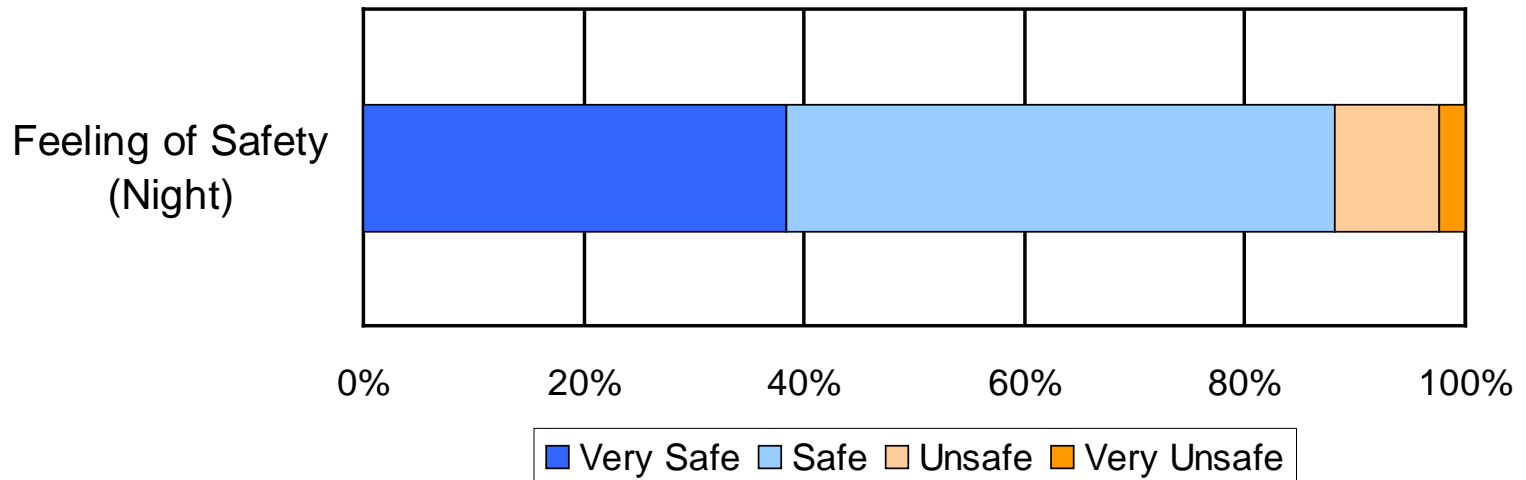


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Lanark County's Local Questions

88.1% of respondents felt 'very safe' or 'safe' walking alone at night.



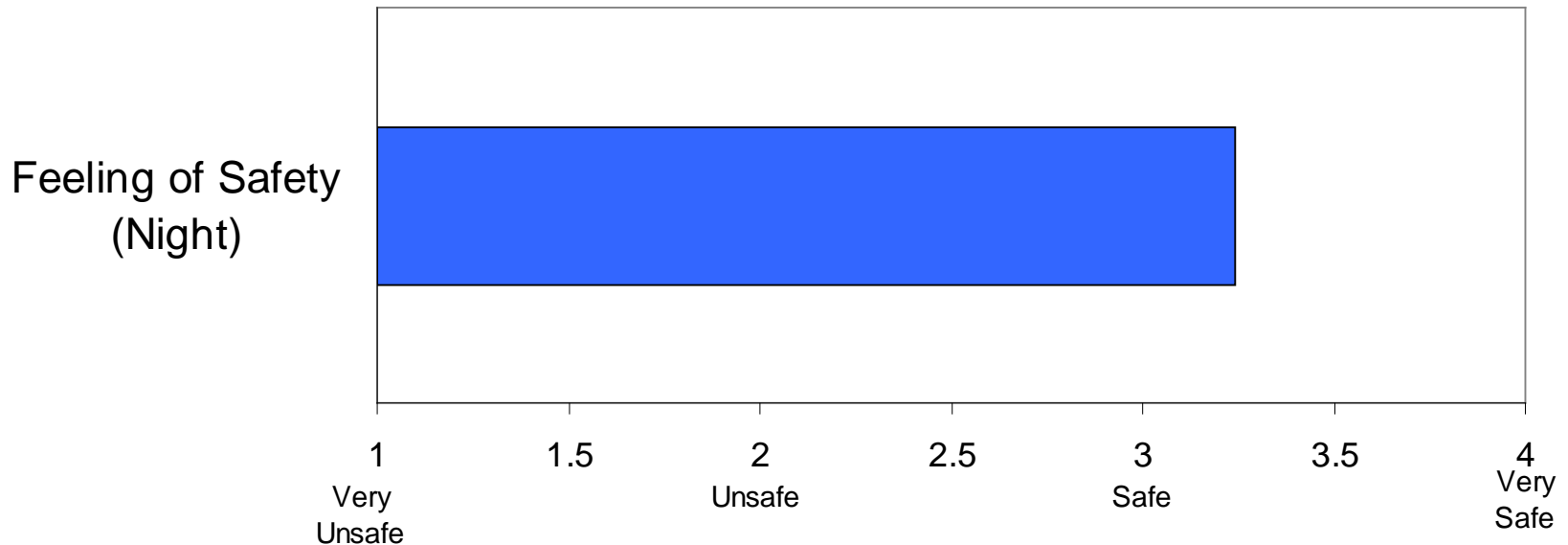
| Very Safe | Safe | Unsafe | Very Unsafe |
|-----------|-------|--------|-------------|
| 38.4% | 49.7% | 9.6% | 2.3% |

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Lanark County's Local Questions

- Respondents felt part way between 'safe' and 'very safe' walking alone at night (3.24/4).

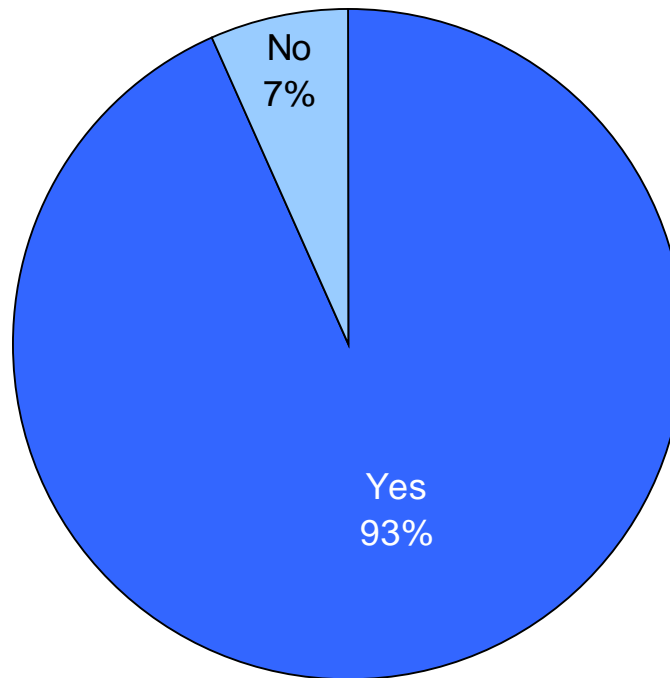


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Lanark County's Local Questions

● Respondents were asked if the OPP officers in their community are approachable and friendly. The results are shown in the chart below.

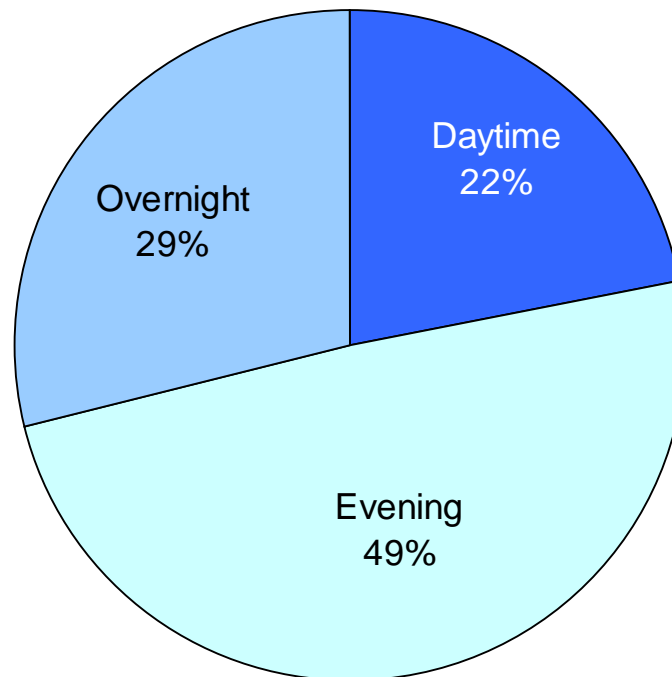


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Lanark County's Local Questions

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



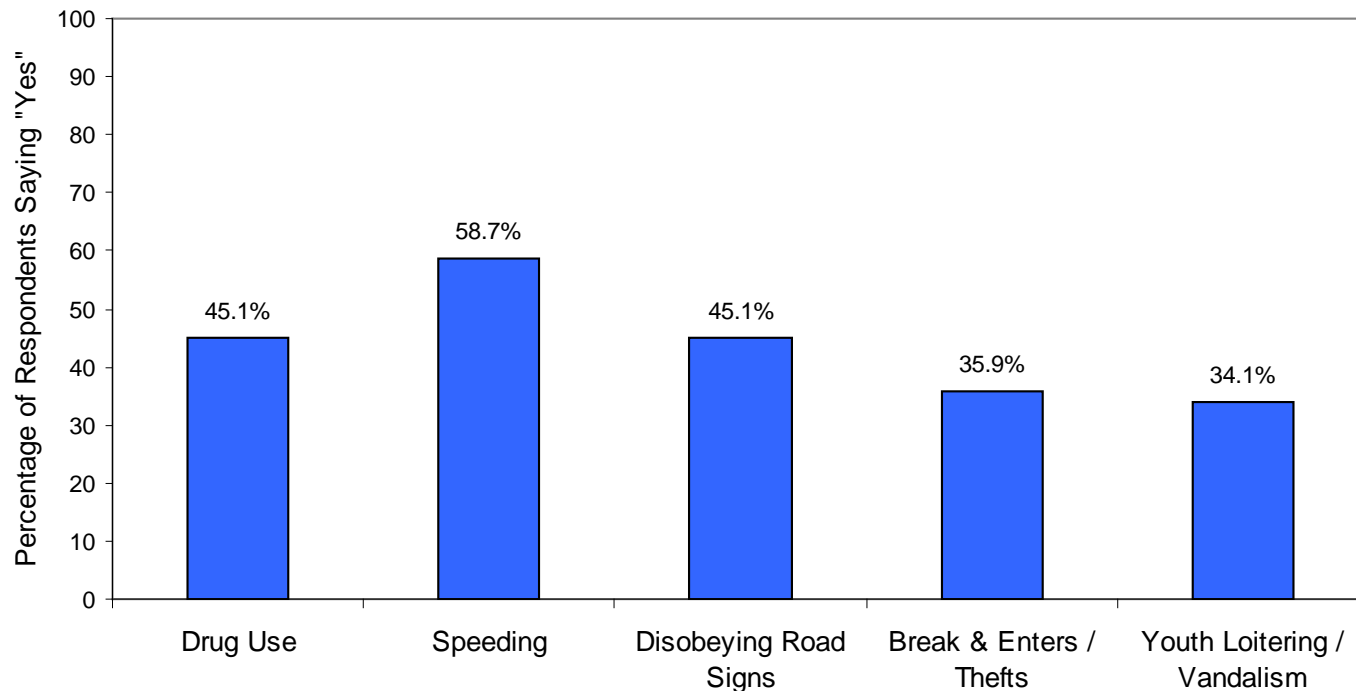
● A significant proportion of respondents from Zone 4 however believed OPP presence should be highest during the daytime (70.6%),

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Lanark County's Local Questions

- Respondents indicated 'yes' when asked whether drug use (45.1%), speeding (58.7%), disobeying road signs (45.1%), break & enters or thefts (35.9%) and youth loitering/vandalism (34.1%) were a problem in their community.



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Lanark County's Local Questions

- 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 |
|---------------------------|--|
| Drug use | Zone 6 (61.1%) > Zones 1 & 2 (44.7%) and Zone 3 (35.4%) and Zone 4 (29.4%) and Zone 5 (33.3%); Zones 1 & 2 (44.7%) > Zone 4 (29.4%) |
| Speeding | Zone 6 (68.0%) > Zone 4 (47.4%) and Zone 5 (35.6%); Zones 1 & 2 (57.3%) and Zone 3 (66.7%) > Zone 5 (35.6%) |
| Youth loitering/vandalism | Zone 6 (50.0%) > Zones 1 & 2 (28.2%) and Zone 4 (22.2%) and Zone 5 (17.8%); Zone 3 (38.2%) > Zone 5 (17.8%) |

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Lanark County's 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.

