

**COMMUNITY PERCEPTIONS OF THE  
REGINA POLICE SERVICE, 2013**

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Acknowledgments: This study was funded by the Regina Police Service and the authors gratefully acknowledge their financial support for policing research. The authors also thank the Centre for Collaboration, Justice and Safety for their work in helping with the publication of the report and appreciate the work carried out by the staff of Prairie Research Associates in the administration of the telephone survey.

## I. EXECUTIVE SUMMARY

A telephone survey of 450 Regina residents conducted between September 17 and October 2, 2013 revealed that overall satisfaction with the Regina Police Service (RPS) was generally higher than the results presented in the 2011 RPS survey. The increase from 2011 to 2013 builds on the positive perceptions of the service that have been increasing since 2005. The following are some key findings:

- Over three-quarters (77.7%) of respondents ranked the overall quality of the RPS as very good to excellent.
- Three-quarters (75.5%) of respondents reported being highly or very satisfied with the overall level of service provided by the RPS.
- Almost four-fifths (79.5%) of respondents somewhat or strongly agreed that the RPS demonstrated professionalism in their work.
- Over three-quarters (77.3%) of respondents somewhat or strongly agreed that the RPS was an organization with integrity and honesty.
- Over four-fifths (86.7%) of respondents somewhat or strongly agreed having confidence in calling 911 in an emergency situation.

Almost two-thirds (63.5%) of respondents agreed or strongly agreed that RPS officers were a visible presence in their community and 95.2% reported that the visibility of officers had remained the same or had increased in the previous year. This was a slight increase from the results reported in the 2011 survey and shows a continual upward trend since 2005. In 2013, 47% of the respondents reported that they had contact with the RPS in the previous year, which was the highest proportion since this question was asked in 2005. Of those who did have contact, 75.5% reported a high degree of satisfaction which had increased from 70.8% in the 2011 survey and was the highest reported level of satisfaction since that question was asked in 2006.

When asked about their overall safety, most respondents felt that Regina was a safe place to live, and the average of 3.57 on a five-point scale was higher than the results reported in six previous surveys of Regina residents conducted between 2005 and 2011. In 2011, 10.8% of respondents felt very or highly unsafe; that percentage decreased to 8.1% in 2013. In 2013, the fear of crime deterred 17.6% of respondents from engaging in activities that they would otherwise do, which

was down from 21.6% in 2011. With respect to feeling safe walking alone in one's neighbourhood, 9.3% reported that they don't walk alone/after dark in 2013, which was down from 26.4% in 2011.

There is some variation in perceptions of safety between the three patrol districts (Central, North and South). Similar to the results reported in 2011, residents of the Central patrol district reported feeling less safe and their fear of crime was higher. Residents of the Central district were also more likely to report having problems with vandalism, graffiti and other deliberate damage to property or vehicles than their counterparts in the North or South districts.

While the 2013 survey revealed that perceptions of overall quality of service and satisfaction were the highest since these surveys began in 2005, not all respondents shared those favourable impressions. Average perceptions of quality of service and satisfaction with the RPS for Aboriginal persons and crime victims were somewhat lower and those differences were statistically significant. While crime victims reported having less satisfaction, it is unknown whether this was a result of the treatment that they received from the police or feelings of being less safe after being victimized.

Respondents made a number of suggestions about improving service delivery, and the top three issues in 2011 were: (a) More police visibility/presence and more officers (33.4%), (b) More enforcement of laws (13.8%) and, (c) Quicker or improved response times (10.6%). In 2011 respondents also prioritized improved police visibility and presence (and hiring more officers) as the top priority. A greater proportion of residents in 2011 identified the need for better police-youth interactions (23.9%) than in 2013 (2.9%).

Altogether, the results of the 2013 community survey shows that levels of satisfaction and support for the Regina Police Service have been increasing since 2005.

## II. BACKGROUND

### Perceptions of Policing

Nair and colleagues (2012, p. 113) noted that “It is essential that the public should have a positive perception of the police force that the force may be able to count on public cooperation in their efforts to combat crime and maintain public order.” Studies of public opinion in North America and the United Kingdom, however, have generally shown that trust and confidence in the police and the justice system has decreased over the past thirty years. This decrease is consistent with public perceptions of all government institutions (e.g., the courts, government services and legislatures) as well as professions such as medicine (Angus Reid, 2012; Roberts, 2004; Sherman, 2001). A *Readers Digest* poll published online in May 2013 showed that the police were the 13<sup>th</sup> most trusted profession in Canada which is down from previous years (Readers Digest, 2013). A 2012 survey of Canadians conducted by Angus Reid ranked the police higher than the *Reader’s Digest* poll, but below physicians, nurses and farmers. Moreover, an Ipsos Reid (2012b) poll reported that Canadian’s trust in the police had decreased by 12% between 2007 and 2012 from 69% to 57% (Ipsos Reid, 2012b).

Decreases in the public’s perceptions in their trust and confidence in the police have come at the same time as decreased confidence in most aspects of the justice system (Sherman, 2001). Even though recent polls have shown a decline in trust for the police, Cao, Lai and Zhao (2012) found that the average rating of confidence in the Canadian police was in the top five of the 50 nations they examined.

The literature on community perceptions is difficult to summarize as the findings are often a result of the research questions being posed, the variables examined (e.g., trust and confidence, service quality, or the effectiveness of the police), whether the studies were qualitative or quantitative, as well as the populations that were studied (Maguire & Johnson, 2010).

It is important to note that the decreased trust and confidence has occurred at the same time that police services have become more representative of the population (in terms of hiring women officers, Aboriginal persons and members of visible minority groups). Police operations are also more transparent than ever and citizens have more access to information about crime and justice

including websites that provide crime maps and reports for different neighbourhoods. In addition, citizens can actively participate in the management of police services through advisory boards (e.g., the Board of Police Commissioners). Moreover, police services, including the Regina Police Service, have introduced a number of initiatives to enhance relationships with community groups and members, including the Cultural, Community and Diversity Unit (established in 1983). The RPS has also introduced educational programs such as the Citizen's Police Academy as well as delivered public awareness programs about the police service, introduced police department websites and social media—including Twitter and Facebook websites—and participated in media outreach activities.

### **Perceptions of the Regina Police Service: Prior Research**

There is a growing body of city-sponsored and other scholarship that has examined public perceptions of policing in Regina with different populations. This tradition started with city-sponsored research conducted by Sigma Analytics (2009) and other research firms. Lately, there has been an increased amount of scholarship published by university researchers. Jones and Ruddell (2012), for example, compared the perceptions of 268 university students with 504 members of the public (from the 2011 RPS survey). While other research has generally shown that university students are less supportive of the police, Jones and Ruddell found that the perceptions of University of Regina students were almost identical to those of the general public (See Table on the following page).

In research funded by the Regina Police Service, Jones and Ruddell (2011) found that community perceptions of the service had increased over time: rates of overall satisfaction and quality were very high although there were differences between White and Aboriginal respondents. The results revealed that Aboriginal respondents had less confidence and trust in the police and were more likely to be dissatisfied with the treatment they received. Moreover, a number of analyses showed that crime victims reported lower levels of satisfaction with the police and those differences were statistically significant.

<b>Comparison of Regina Residents and University of Regina Students, 2011</b>		
Issue:	Community Average <sup>1</sup> (n = 504)	Students (n = 268)
Police are a visible presence	3.67	3.94
RPS demonstrates professionalism	3.98	3.83
RPS has integrity and honesty	3.94	3.88
RPS are sensitive to my ethnic group	3.98	4.06
Confidence in calling 911	4.37	4.44
RPS Officers understand issues affecting this community	3.95	3.67
Overall quality of RPS	3.93	3.58
Overall satisfaction with RPS	3.94	3.61

<sup>1.</sup> Averages were based on a five-point scale where 5.0 represented the highest agreement.

The 2011 survey included several questions about policing that had been used in the 2009 General Social Survey (GSS), which is a national-level study conducted by Statistics Canada. When compared against provincial and national responses, the respondents ranked their police service highly: the proportion of residents who reported that the RPS did a good job was higher than the national average in terms of enforcing the law and being approachable and easy to talk to. With respect to treating people fairly, ensuring the safety of citizens and supplying information to the public on reducing crime, the RPS results were generally within one or two percentage points of the national average.

The 2011 survey also examined several operational issues that had not previously been reported including perceptions toward the RPS Community Service Centre (located in the Central patrol district) and the use of social media. In terms of the Community Service Centre, most (78%) respondents from the Central patrol district knew where the facility was located although only 29.1% had visited the Centre. Many of the respondents saw the Centre as very beneficial (58.1% reported that it was very beneficial) and wanted the hours of operation to be expanded. With



respect to the use of web-based forms of communication the analyses revealed that use of the department's website was generally high while a smaller proportion of the sample had used different social media applications, such as accessing the Facebook page or Twitter feed (although both the Facebook and Twitter applications had only been recently introduced).

Ruddell and Jones (2013) used the information on social media obtained from the community respondents and University of Regina students to show that younger and better educated residents are the highest users of these services. Moreover, younger respondents were more likely to report that computer-based methods of communication were useful (or would be useful to them), whether they had accessed them or not.

The 2011 community survey built on research previously conducted by Sigma Analytics, a firm that completed annual surveys of City of Regina residents between 2004 and 2009, asking respondents about the delivery of all civic services. In the survey that Sigma Analytics conducted between July 28 and August 1, 2009, these researchers reported that crime and policing was the most important issue for about one-quarter of respondents, which was consistent with the prior year's results. In terms of overall satisfaction with the police, Sigma Analytics (2009, p. 4) reported that there had been an upward trend in the overall satisfaction with the police. They also reported that home owners and bus users were more likely to identify crime as the number one civic issue compared to renters and non-bus users.

In two unrelated studies, Professor Henry Chow from the University of Regina conducted research into attitudes toward the police in samples of college and high-school students. In research that reported the opinions of 321 undergraduate students Chow (2012, p. 516) observed that respondents generally held moderately favourable attitudes toward the police and that "students from a higher SES [socio-economic status] were more satisfied with the overall performance of the police," and that, "students who lived off campus tended to hold more favourable assessment of police activity." Perhaps more importantly, Chow found that students who had been victimized in the previous year had lower levels of satisfaction with the police, which was a finding consistent to what Jones and Ruddell (2011) reported.

The findings in Chow's (2012) research were similar to those he reported after analyzing responses from 501 University of Regina students conducted in the 2003-2004 academic year (Chow, 2010). He reported that:

respondents who identified themselves as Protestant or Catholic, expressed satisfaction with their personal safety, experienced no property...[or] violent crime victimization experience expressed satisfaction with their last contact with the police, and reported not having been harassed by the police were found to be more satisfied with police performance.

Chow (2011) also surveyed 262 students attending 14 Regina high schools (average age = 15.92 years) and he found that:

respondents who were older and those who held more positive attitudes toward school, experienced no police mistreatment or harassment, reported no criminal victimization experience, and exhibited lower propensity to engage in unlawful activities were found to rate the overall police performance more favourably.

Not surprisingly, Chow (2011) reported that the best predictor of negative attitudes toward the police was involvement in criminal activities.

Overall, the findings in the previous Regina studies showed that younger respondents in Regina generally had more favourable perceptions toward the police than young adults in other Canadian jurisdictions (see Cao, 2011; O'Conner, 2008). The findings in the previous Regina studies of public opinion have also found less support for the police in Aboriginal and visible minority populations and that finding is consistent with prior Canadian studies (Cao, 2011; O'Conner, 2008) and studies involving Black respondents in the United States (Jones, 2011).

## **Methodology**

Telephone interviews of Regina residents were completed from September 17, 2013 to October 2, 2013 utilizing a computer aided telephone interviewing system (CATI) that randomly dialled potential participants. New computer applications and improved access to databases for cellular phone customers enabled the research firm that conducted the survey to include cellular phone numbers as part of the random dialling process. This led to a larger pool of potential respondents

and especially younger persons who might not have a “landline” phone. A total of 450 responses were collected from a total of attempted 7,478 calls which represents a response rate of 24% when other calling factors are considered. With respect to the calls, the total number of eligible phone numbers where contact was attempted was 6,419. Of these, 1,558 were “cooperative contacts” with 1,108 disqualified from participating for either having a household member currently working for the Regina Police Service, or screened out as the strata for their geographic area, age or gender was already met. The refusal rate in this research was 46%. Prairie Research Associates reported that a response rate between 14% and 29% was considered normal and therefore, 24% is on the higher end of normal parameters.

To provide a geographically representative sample based on RPS districts, potential participants for the telephone survey were randomly selected from the geographic areas in Regina that corresponded with the three RPS patrol districts. The sample included 149 participants from the North District, 158 from the South District and 143 from the Central District. In order to reduce any potential bias, no Regina Police Service officers or employees, or those residing in the same households with officers or employees participated in the study.

Throughout this report, the term “statistical significance” is used to describe the outcomes of some analyses. Whenever there is a reference to statistical significance in this report, the findings were found to be statistically significant at a minimum alpha level of 5% ( $\alpha = 0.05$ ). This means that in all cases reporting statistical significance the likelihood of the results being due to chance is less than five times out of a hundred.

## **Survey Instrument**

The survey instrument included five sets of questions soliciting information about the demographic characteristics of the respondent (e.g., age, education, home ownership, and ethnocultural group), and the interviewers recorded whether the respondent was male or female without directly asking about their gender. Another 39 questions solicited responses about the following issues:

- Public information and social media

- Perceptions of police visibility/presence
- Perceptions of trust/confidence in the police
- Perceptions of crime and fear of crime
- Perceptions of quality of service

Questions were selected on the basis of a literature review of prior community surveys in Canada, the United Kingdom and the United States. In addition, several questions that had been asked in the surveys conducted by the University of Regina and Sigma Analytics were included in order to compare results from 2013 to previous years. There were a number of minor modifications to the 2011 survey instrument; duplicate questions were eliminated as were the questions about the Community Service Centre and several survey items that produced inconclusive results (e.g., asking respondents about the allocation of additional police funding). A copy of the survey instrument is included in this document as Appendix I.

For the most part, the questionnaire used a symmetrical 5 point scale for most of the questions. Each response set was verbally-anchored on both ends (e.g. “Do you strongly agree or strongly disagree”). Averages reported above the midpoint of “3” suggest a positive tendency in the respondents’ opinions and averages below “3” suggest a negative tendency. An average that approaches either “2” or “4” is suggestive (but not conclusive) of an outstandingly high (or low) positive (or negative) tendency (Sigma Analytics, 2009, p. 1).

The administration of the survey was conducted by Prairie Research Associates, a privately-owned research firm that has extensive experience conducting survey research. Although most of the questions on the 2013 survey were similar to ones asked in the 2011 survey the instrument was pre-tested prior to its administration. In terms of the survey itself, there was no cost to the subjects, no deception was involved in the study, and the participants’ only benefit was having the opportunity to provide their opinions about an important public service. Each survey took approximately 15 minutes to administer. Prior to the start of this study, the methodology and survey instrument were reviewed and approved by the University of Regina Ethics Board.

With respect to the sample size, there were a relatively large number of respondents (n = 450) given the size of the community. A sample of this size (using the Statistics Canada population

estimate for the Regina Census Metropolitan Area of 210,556 residents in 2011 – see Statistics Canada, 2013a) can be projected to the general population within a margin of error of +/- 4.6% ninety-five times out of hundred.

## **Survey Weighting**

The ability to generalize findings from a sample to the entire population of interest is desired in survey research. Telephone surveys based on random selection tend, however, to under-represent certain population groups (e.g., fewer younger respondents and men participate in survey research). To address this potential source of bias the data was weighted to mirror the percentages reported by Statistics Canada (2013a) data from the 2011 census. This provides representative results reflecting the actual population with respect to age and gender.

A weighting variable was constructed by Prairie Research Associates researchers and this was provided to the investigators. Components of the analysis were completed using the unweighted data to assess how great an effect the variables of age and gender had on the results compared to the results using the weighted data. In order for there to be a significant difference between these values, a significant portion of the individuals in a particular group would have had to respond in one direction (either positively or negatively). This was not found to be the case. The weighting applied to the variables of age and gender is provided in Appendix II.

Aboriginal persons are somewhat under-represented in this sample. According to the 2011 census the population of Aboriginal persons in Regina is approximately 10% (the proportion is slightly higher in the city compared to the census metropolitan areas statistics) and Aboriginal persons accounted for 4.3% of the sample in the 2013 research, which was higher than was reported in the 2011 community survey. Consistent with the Statistics Canada (2013, n.p.) definition, Aboriginal refers to persons reported being “First nations (North American Indian), Métis or Inuk (Inuit) and /or those who reported Registered or Treaty Indian status.”

### III. SURVEY RESULTS

#### Demographic Characteristics of the Sample

Demographic Characteristics	Categories	Total Percentage (Weighted)	Total Percentage
Gender	Male	48.9	44.7
	Female	51.1	55.3
Age category	18-24	14.2	5.6
	25-34	19.4	19.1
	35-44	16.0	19.3
	45-54	18.9	20.2
	55-64	14.6	15.6
	65-74	8.2	12.4
	75+	8.6	7.8
Highest level of education Completed	Less than high school	6.3	6.7
	High school/GED graduate	25.7	24.2
	Some post secondary	18.5	16.4
	Completed post secondary	16.8	18.2
	Bachelor's degree	23.6	24.7
	Master's degree	7.1	7.6
	Doctorate	2.1	2.2
Home ownership (Current residence)	Rent	22.8	20.9
	Own	77.2	79.1
With which ethnic group do you most closely identify?	White	84.8	86.0
	First Nation	2.2	2.5
	Métis	2.1	2.7
	Asian	5.0	4.5
	Arabic	0.2	0.2
	East Indian	1.8	1.1
	Black	2.0	1.4
	Other	1.9	1.6
Patrol District	North	33.1	32.0
	Central	31.8	32.9
	South	35.1	35.1

<sup>1</sup> Totals might not add up to 100% due to rounding

**B. Public Information and Social Media**

Most large Canadian police services are using websites and social media to provide information about their services as well as aiding in criminal investigations. Social media applications such as Facebook and Twitter have been rapidly adopted by most U.S. and Canadian police services over the past five years (International Association of Chiefs of Police, 2013; Ruddell & Jones, 2013). The Sigma Analytics (2009, p. 4) survey results shows that for almost one-half of Regina respondents, the city website was the “first place respondents would go for information.”

The following questions were asked about public safety information and whether respondents accessed different forms of social media:

B1. The Regina Police Service provides residents with adequate public safety information:

The RPS provides residents with adequate public safety information	Average, 2013	Average, 2011 <sup>1</sup>
Strongly disagree (3.4%)	3.88	3.68
Somewhat disagree (5.1%)		
Neither agree nor disagree (20.2%)		
Somewhat agree (43.2%)		
Strongly agree (28.1%)		

<sup>1</sup> Scale of 1 to 5 where higher values indicate greater agreement with the statement.

B2. Have you ever visited the Regina Police Service Website?

Have you ever visited the Regina Police Service Facebook Page?

Have you ever visited the Regina Police Service Twitter?

Have you ever visited the RPS:	2013	2011
(a) Website	24.3%	13.9%
(b) Facebook page	18.0%	2.6%
(c) Twitter	7.9%	2.8%

B3-1. Users of these social media reported the following:

B3-1. These computer-based methods of receiving information are useful to you.	Average, 2013 (n = 148)	Average, 2011 <sup>1</sup> (n = 74) <sup>2</sup>
Strongly disagree (9.8%)	3.76	3.70
Somewhat disagree (5.0%)		
Neither agree nor disagree (18.4%)		
Somewhat agree (32.4%)		
Strongly agree (34.3%)		

<sup>1</sup> Scale of 1 to 5 where higher values indicate greater agreement with the statement.

<sup>2</sup> Total numbers of responses reflect only those who answered “yes” to using the social media.

B3-2. Non-users of these social media (n = 282) were asked whether these computer-based methods of receiving information may be useful for them in the future.

These computer-based methods of receiving information may be useful in the future.	Average, 2013	Average, 2011 <sup>1</sup>
Strongly disagree (15.4%)	3.24	2.68
Somewhat disagree (11.1%)		
Neither agree nor disagree (28.8%)		
Somewhat agree (23.3%)		
Strongly agree (21.4%)		

<sup>1</sup> Scale of 1 to 5 where higher values indicate greater agreement with the statement.

The table on the following page classifies the proportion of social media users into three age groups and the 2013 results show that younger respondents were more likely to use any of these three applications and all those differences were all statistically significant (using chi-square analyses). It is important to acknowledge that the Facebook site was not operational from March 25 to September 18, 2013 and this would have reduced the potential number of persons accessing that application.



<b>RPS Website and Social Media Use by Age Group, 2013</b>			
Age Group (years)	Have you ever visited the RPS:	Accessed, 2013 %	Accessed, 2011 %
18-34	Website	35.1	27.1
	Facebook	32.0	6.8
	Twitter	16.6	5.1
35-54	Website	27.4	20.1
	Facebook	16.7	3.8
	Twitter	6.4	4.9
55 and over	Website	9.2	6.6
	Facebook	4.3	0.8
	Twitter	0.0	0.8

**Summary**

There was a substantial increase between 2011 and 2013 in the proportion of respondents who somewhat or strongly agreed that the RPS provided residents with adequate public safety information (57.9% to 71.3%). Only one-twelfth (8.5%) of respondents strongly disagreed or disagreed that residents received adequate public safety information. While public information a decade ago had typically been disseminated by public information officers, press releases and through public education activities, there is a growing public use of the RPS website and social media applications to receive information about police operations.

In terms of social media, we found that use of the RPS website had almost doubled between 2011 and 2013. The proportion of respondents who had reported accessing Facebook had grown six-fold and Twitter users had more than doubled during that two-year period. Acceptance of computer-based methods of communication increased somewhat in the past two years (3.2%) as indicated by the respondents who somewhat or strongly agreed that this was useful to them (66.7% in 2013). More pronounced was the increase of the proportion of non-users of social media who somewhat or strongly agreed that receiving computer-based methods of information might be useful for them in the future (increasing from 35.8% to 44.7%).

**C. Perceptions of Regina Police Visibility and Presence**

Higher levels of police visibility are widely regarded to be a deterrent to crime and may also reduce fear of crime. Results from the 2013 Regina Police Service survey showed that most Regina residents feel that the police were a visible presence in their community:

C1. Regina Police Service personnel are a visible presence in my community?

RPS personnel are a visible presence in my community.	Average, 2013	Average, 2011 <sup>1</sup>
Strongly disagree (6.3%)	3.78	3.67
Somewhat disagree (7.2%)		
Neither agree nor disagree (23.0%)		
Somewhat agree (29.4%)		
Strongly agree (34.1%)		

<sup>1</sup> Scale of 1 to 5 where higher values indicate greater agreement with the statement.

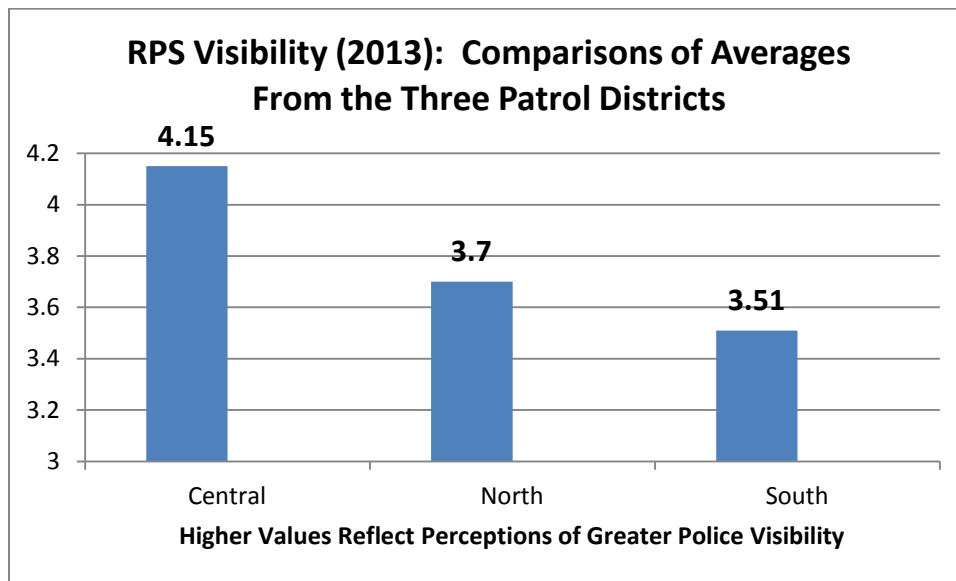
C2. Over the past year would you say there has been an increase or decrease in the visibility of city police in your neighbourhood, or has it stayed the same?

Over the past year, would you say there has been an increase or decrease in the visibility of city police in your neighbourhood, or has it stayed the same?	2013	2011	2009	2008	2007	2006	2005
Decrease	4.8	5.1	9.7	8.5	11.1	10.5	10.7
Stayed the same	82.1	79.9	73.1	75.6	72.7	76.2	74.1
Increase	13.1	15.0	17.2	15.9	16.2	13.3	15.2

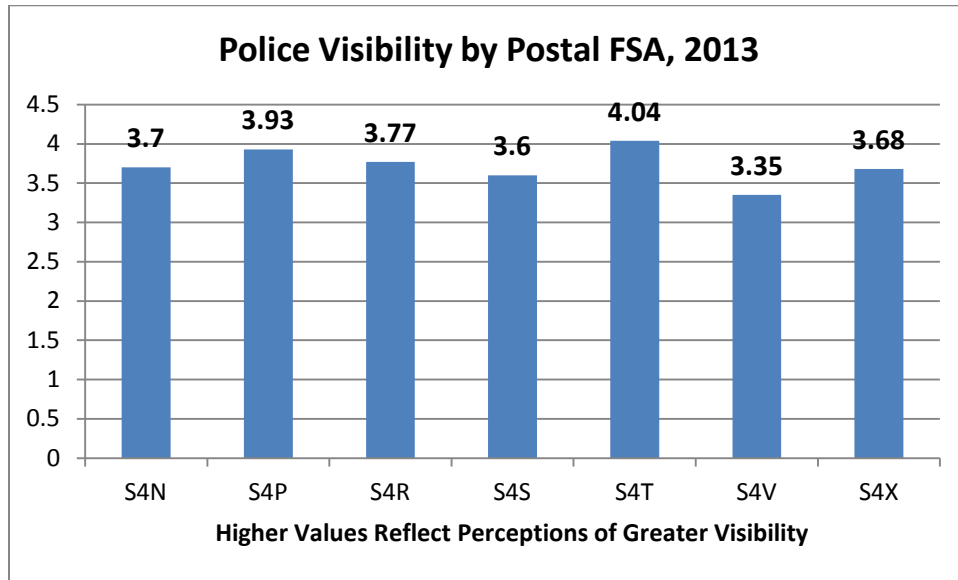
The proportion of residents who reported that the police were less visible in 2013 had decreased by more than one-half since 2005 (from 10.7% to 4.8%).

Comparisons of the perceptions of the respondents from the three patrol districts showed that residents of the Central patrol district were more likely to report that the police were a visible presence in their neighbourhoods and that visibility had increased in the previous year. These results are shown in the chart below and our analyses revealed that these differences were

statistically significant. Examination of the responses showed that young respondents (18 to 24 years of age) were more likely to report that the police were a visible presence and that police visibility had increased during the previous year, and those differences were statistically significant. Aboriginal respondents, by contrast, were less likely to report that the police were a visible presence. Closer examination of these responses by patrol zone did not reveal any distinct patterns for Aboriginal respondents.



In addition to disaggregating the perceptions of visibility by patrol zone, these perceptions were also classified using nine urban postal zones, or FSA (Forward Sortation Areas – as classified by Canada Post – use the first three characters of a postal code). These zones are shown on a map of Regina in Appendix III. As there were only 11 respondents from the S4W and S4Y Forward Sortation Areas, those two zones were excluded from the analyses (because the low number of respondents makes it difficult to make any meaningful inferences about that population). The remaining cases were analyzed and the highest average visibility was reported in the S4T postal FSA (4.04) and the lowest was reported in the S4V postal FSA (3.35), and those differences were statistically significant.



**Summary**

A greater proportion of Regina residents in 2013 reported that police were a visible presence compared to 2011. Examination of the survey data revealed that respondents aged 18 to 24 years were more likely to report that the police were a visible presence in their communities. Aboriginal respondents were less likely than non-Aboriginals to report that the police were a visible presence in their community, and that difference was statistically significant. When perceptions of police visibility were compared by patrol district, respondents in the Central district had the highest agreement that the RPS was a visible presence in their community. These results were further disaggregated into postal FSA and residents in the S4T and S4P zones had the highest agreement that the police were a visible presence in their community and respondents from the S4V zone had the lowest agreement with that statement.

**D. Perceptions of Trust/Confidence in the Regina Police**

Higher levels of confidence and trust in the police are important in order to gain the cooperation of citizens in law enforcement (e.g., by supplying information to the police, participating in investigations, or reporting offences). The results from the 2013 community survey showed that:

D1. The Regina Police Service demonstrates professionalism in its work.

The RPS demonstrates professionalism in its work.	Average, 2013	Average, 2011 <sup>1</sup>
Strongly disagree (2.2%)	4.11	3.98
Somewhat disagree (4.5%)		
Neither agree nor disagree (13.8%)		
Somewhat agree (39.1%)		
Strongly agree (40.4%)		

<sup>1</sup> Scale of 1 to 5 where higher values indicate greater agreement with the statement.

D2. The Regina Police Service is an organization with integrity and honesty.

The RPS is an organization with integrity and honesty.	Average, 2013	Average, 2011 <sup>1</sup>
Strongly disagree (3.0%)	4.06	3.94
Somewhat disagree (4.0%)		
Neither agree nor disagree (15.6%)		
Somewhat agree (39.0%)		
Strongly agree (38.3%)		

<sup>1</sup> Scale of 1 to 5 where higher values indicate greater agreement with the statement.

D3. The Regina Police Service is sensitive to the needs of MY ethnic group.

The RPS is sensitive to the needs of MY ethnic group.	Average, 2013	Average, 2011 <sup>1</sup>
Strongly disagree (3.7%)	4.12	3.98
Somewhat disagree (3.9%)		
Neither agree nor disagree (16.3%)		
Somewhat agree (29.3%)		
Strongly agree (46.9%)		

<sup>1</sup> Scale of 1 to 5 where higher values indicate greater agreement with the statement.

D4. I would have confidence in calling 911 if I were in an emergency situation requiring police assistance.

I would have confidence in calling 911 if I were in an emergency situation requiring police assistance.	Average, 2013	Average, 2011 <sup>1</sup>
Strongly disagree (1.4%)	4.51	4.37
Somewhat disagree (2.8%)		
Neither agree nor disagree (9.1%)		
Somewhat agree (16.5%)		
Strongly agree (70.2%)		

<sup>1</sup> Scale of 1 to 5 where higher values indicate greater agreement with the statement.

D5. Regina Police officers understand the issues that affect this community.

RPS officers understand the issues that affect this community.	Average, 2013	Average, 2011 <sup>1</sup>
Strongly disagree (3.6%)	3.97	3.95
Somewhat disagree (3.8%)		
Neither agree nor disagree (18.2%)		
Somewhat agree (40.8%)		
Strongly agree (33.7%)		

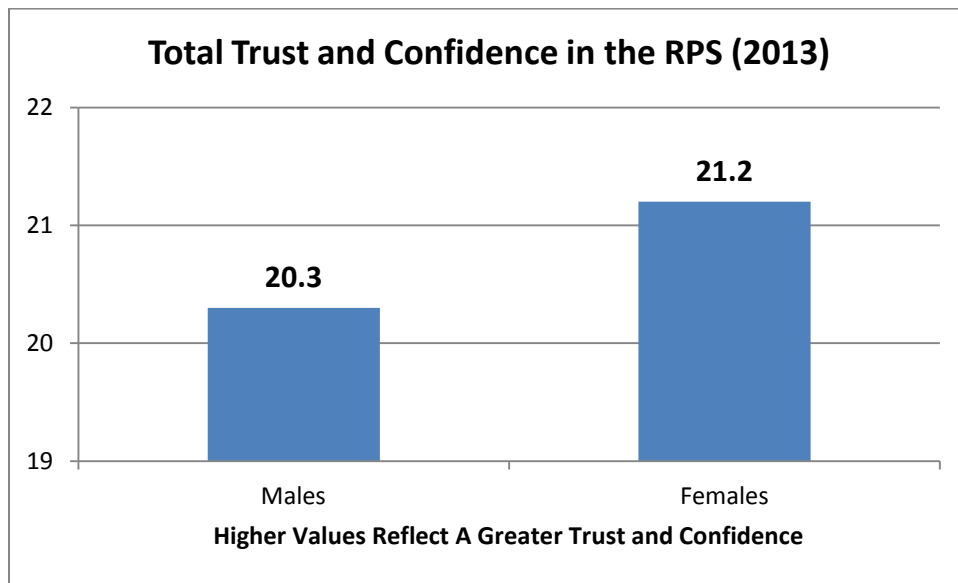
<sup>1</sup> Scale of 1 to 5 where higher values indicate greater agreement with the statement.

Comparisons of the means between the groups from the three patrol districts (Central, North, and South) revealed that there were no statistically significant differences between the three groups of respondents on items D1, D2, D3, D4, or D5. Examination of the results revealed that female respondents had more confidence in calling 911 than their male counterparts, and that difference was statistically significant. The relationship between age and all five indicators of trust and confidence were also examined, and young respondents (aged 18 to 24 years) had a *higher* average agreement with the statement that the RPS was sensitive to the needs of their ethnic group. Aboriginal respondents had significantly lower agreement with the statements in survey items D1, D2, D3 and D5. Aboriginal respondents expressed the same degree of confidence in calling 911 as the non-Aboriginal respondents.

In order to better understand the overall trust and confidence, all five “D” survey items were added together, and the results showed that the averages for respondents from the three patrol districts were very similar although residents in the South patrol district expressed the highest levels of trust and confidence. Those differences were not, however, statistically significant.

<b>Total Trust and Confidence (Sum of all five “D” survey items) by Patrol District</b>		
Patrol District	Average, 2013	Average, 2011 <sup>1</sup>
Central	20.2	20.1
North	20.9	20.0
South	21.1	20.6

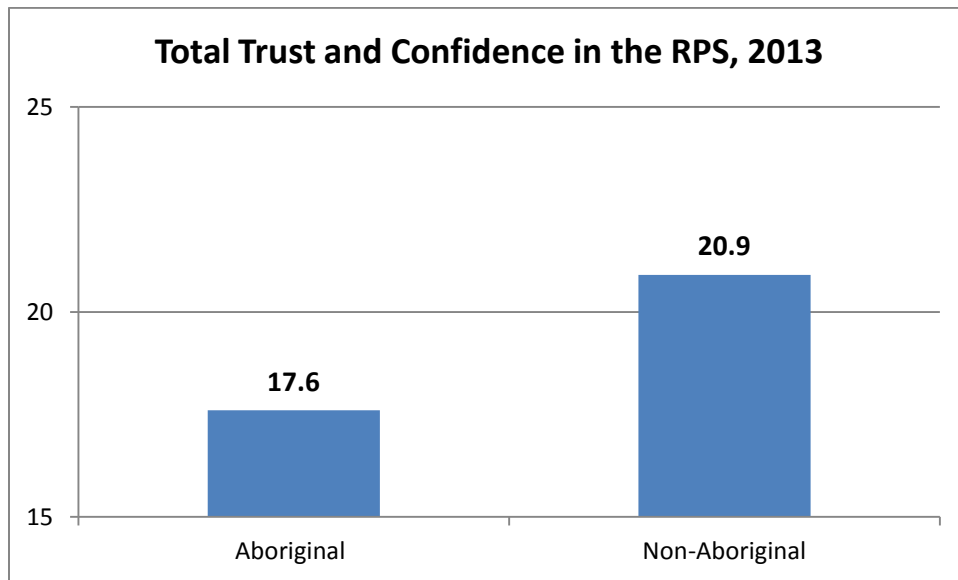
<sup>1</sup> Scale of 0-25, where higher values show more trust and confidence.



Comparisons of the averages between male and female respondents showed that women had a higher degree of trust/confidence in the police compared to their male counterparts, and these differences were statistically significant. The analyses also showed that the overall average for female respondents (21.2 out of a possible 25) is higher than the total mean for males (20.3). T-tests revealed that this difference was statistically significant. These results are consistent with other prior Canadian research that showed that women tend to have higher levels of trust and

confidence in the police (Cao, 2011; O’Conner, 2008) as well as the results of the 2011 RPS survey (Jones & Ruddell, 2012).

A similar series of analyses were conducted for Aboriginal and Non-Aboriginal respondents, and the results, shown in the chart below, show that the overall average trust and confidence (out of a possible 25) are higher for the Non-Aboriginal respondents, and that difference is statistically significant.



In order to better understand the characteristics of the group that expressed the least confidence and trust in the police, those who had a combined score of 18 or less of a possible 25 (n = 89, accounting for 19.9% of the sample). This group of persons with relatively lower trust and confidence was a smaller group than in 2011 (n = 108). It is important to note that the low-confidence group represents the bottom 20% of respondents in the sample, but that the upper cut-off point of 18 of a possible 25 in that classification still shows modest or neutral support for the police (on the five-point scale this value would be 3.6 which lies somewhere between “neither agree nor disagree” and “somewhat agree”).

This “low confidence” group exhibited differences in regard to gender (60.8% of the persons in the least confidence group were males, compared to 48.9% for the entire sample), Aboriginal



respondents (First Nation and Métis combined) where 13.2% were in the low confidence group compared to a 4.3% representation in the overall sample, and level of education, as those with grade 12 or less comprised 32% of the low confidence group, compared with 32.0% in the overall sample. The proportion of young adults was also examined and they represented 8.8% of the low confidence group, but 14.2% of the overall sample. When T-tests were computed, the differences in terms of gender or Aboriginal status in this group of 89 respondents were not statistically significant, although young adults (aged 18-24 years) in this sample expressed significantly less overall average trust and confidence in the police. The finding that young people tend to have less trust and confidence in the police is not surprising given the results of prior Canadian research (see Cao, 2011) although Jones and Ruddell (2012) found that the perceptions of the police by University of Regina students was almost identical to those reported by the general public in the 2011 Community Survey.

<b>Effect of Contact with RPS in Previous Year and Level of Trust and Confidence</b> (n = 450)		
Have you had contact with the RPS in the last year?	Low trust and confidence in the police	High trust and confidence in the police
Yes (n = 210)	49 (23.3%)	161 (76.7%)
No (n = 237)	40 (16.9%)	197 (83.1%)

A series of analyses were conducted to examine the differences between those who had low or high levels of trust and confidence in the police, and their contact with the police in the previous year. Of the 210 respondents who had contact with the RPS in the prior year, 49 (23.3% of those with contact) reported low levels of trust and confidence in the police compared to the 40 respondents (16.9%) with no contact. Chi-square analyses revealed that this difference was not statistically significant ( $p = .056$ ); suggesting that contact with the police was not associated with lower levels of trust and confidence in the police.

## Summary

Average levels of all five indicators of trust and confidence were higher in 2013 than in 2011. When all survey items were examined individually, only two had a statistically significant association between demographic characteristics and the different indicators of trust/confidence: Female respondents had more confidence in calling 911 and a *larger proportion* of young adults (aged 18 to 24 years) reported that the RPS was sensitive to the needs of their ethnic group than their older counterparts. When all five survey items were summed together, two demographic characteristics were statistically significant. Women reported having more overall trust and confidence in the police than males, and Aboriginal respondents had less overall trust and confidence than their non-Aboriginal counterparts.

In order to better understand whether there were specific factors associated with low levels of trust and confidence in the RPS, the 19.9% of the sample who reported the least trust and or confidence (18 and less out of a possible 25 for the combined indicator) underwent a separate series of analyses. Although there were some categories where those with low confidence were greater than their representation in the overall sample (e.g., males and those with less education), none of those characteristics were statistically significant. The analyses did reveal that young adults (those aged 18 to 24 years) had less trust/confidence in the RPS, and those differences were statistically significant.

The 2011 RPS survey reported that persons who had contact with the police in the previous year were significantly more likely to have lower trust and confidence. A similar series of analyses using the 2013 results were conducted and although they did reveal a similar relationship, those differences were not statistically significant.

**E. Perceptions of Regina Police Service Contact (Responsiveness)**

A review of the prior city surveys showed that an increasing proportion of respondents had some contact with the RPS in the previous year. The results from the 2013 RPS community survey revealed that:

E1. Have you had contact with the Regina Police Service in the last year?

Comparison to previous years: Data from the 2009 City of Regina Summer Survey reported by Sigma Analytics (2009) and the 2011 RPS Survey.

Have you had contact with the Regina Police Service in the last year?	2013	2011	2009	2008	2007	2006	2005
Yes	47.0	42.9	36.8	36.1	33.8	40.6	41.7

E2. What was the nature of your last contact(s)?

Comparison to previous years: Results obtained from the City of Regina Summer Survey conducted by Sigma Analytics (2009) and the 2011 RPS Survey.

What type of contact did you have?	2013	2011	2009	2008	2007
Reported a crime/Called 911/Witness	45.9	48.6	43.0	43.1	52.6
Traffic related/Traffic stop/Check stop	10.8	7.0	28.7	22.3	8.2
Suspect/Arrested	2.1	1.9	2.2	3.8	2.9
Other	41.2	42.5	40.5	38.5	36.3

Note: This was an open-ended response and the investigators classified these contacts into categories similar to the Sigma Analytics (2009) study.

Note: Because two categories in the prior Sigma Analytics surveys were very similar (Reported a crime and being witness to a crime) these two categories were combined in the 2013 and 2011 survey results.

As noted above, several categories in question E2 were combined to enable comparisons. Because respondents provided open-ended responses, they are sometimes difficult to classify consistently. Of the respondents who had contact with the RPS, 29.3% had telephone contact only, 10.8% encountered a Check Stop or traffic stop, 8.9% went to police headquarters, 6.4% had contact because of work, 4.5% spoke with an officer on the street, 1.2% attended a community meeting, 1.2% went to a Community Service Centre. Only four respondents (2.1%) had been charged by a police officer.

In order to shed light on the characteristics of the 210 respondents who had contact with the RPS our analyses revealed that there were no statistically significant differences in their demographic characteristics.

E3. On a scale of 1-5, where 1 is “very unsatisfied” and 5 is “very satisfied,” please indicate your level of satisfaction with the service you received on your last contact with the police service.

How satisfied or dissatisfied were you with the police service you received?	Average, 2013 (n = 206) <sup>1</sup>	Average, 2011 <sup>2</sup> (n = 212)
Very unsatisfied (5.9%)	4.10	3.88
2 (7.3%)		
3 (11.7%)		
4 (20.8%)		
Very satisfied (54.3%)		

<sup>1</sup> The number of respondents varies somewhat as not all respondents provided a response. This total includes only persons who had contact with the RPS.

<sup>2</sup> Scale of 1 to 5, where higher values show more satisfaction with service received.

The results from the 2013 and 2011 RPS Surveys and the City of Regina Summer Surveys conducted by Sigma Analytics (2009) shows that satisfaction with the service that the respondents received has been increasing over time.

How satisfied or dissatisfied were you with the police service you received?	2013	2011	2009	2008	2007	2006
City Average	4.10	3.88	3.76	3.49	3.62	3.58

Comparisons of the averages responses between the groups from the three patrol districts (Central, North, and South) revealed that while there were differences, they were not statistically significant between the three groups on item E3.

How satisfied or dissatisfied were you with the police service you received?	Patrol District Average, 2013	Patrol District Average, 2011
Central (n = 78)	4.22	3.90
North (n = 66)	3.98	3.82
South (n = 62)	4.09	3.93

<sup>1</sup> Scale of 1-5, where higher values show more satisfaction

Analyses of these data also revealed that Aboriginal and younger respondents (aged 18 to 24 years) had lower levels of satisfaction, and those differences were statistically significant.

**Summary**

Almost one-half of the respondents (47%) had some form of contact with the RPS in the previous year, which is the highest reported proportion since this question was first asked in the 2005 survey. Most of the individuals who had contact with the RPS were reporting an offence, were a witness, visited the headquarters or Community Service Centre, or contacted the police by phone (although the reasons for those contacts were not obtained). A smaller percentage of these respondents had been stopped in their vehicles (10.8%) or arrested (2.1%). For the most part, respondents who had contact with the police closely resembled the overall sample, but were slightly more likely to be male and younger, although those differences were not statistically significant.

The average level of satisfaction with the police was 4.10 in 2013, which had increased from 3.88 in 2011 (where five was very satisfied). This average represents an increase over the results reported from five prior surveys conducted between 2006 and 2011. Comparisons of the responses between the different patrol districts and between genders showed that there were no statistically significant differences between these groups. Aboriginal and young persons, however, reported having less satisfaction with the police, and that difference was statistically significant.

### F. Perceptions of Crime and Fear of Crime

Prior research conducted by Sigma Analytics (2009) found that lower rates of crime are associated with a higher quality of life. Yet, fear of crime is often unrelated to the actual amount of crime in a community. Local perceptions of crime and fear of crime can both, for example, be influenced by media reports and offences that occur in another Saskatchewan municipality or province might influence the fear of crime of local residents. The 2013 RPS Survey revealed that:

F1. On a scale of 1-5, where 1 is “very unsafe” and 5 is “very safe,” please indicate how safe you consider Regina to be overall.

How safe to you consider Regina overall?	Average, 2013	Average, 2011 <sup>1</sup>
Very unsafe (1.7%)	3.57	3.51
2 (6.4%)		
3 (36.9%)		
4 (43.2%)		
Very safe (11.8%)		

<sup>1</sup>Scale of 1 to 5 where higher values indicate greater agreement with the statement.

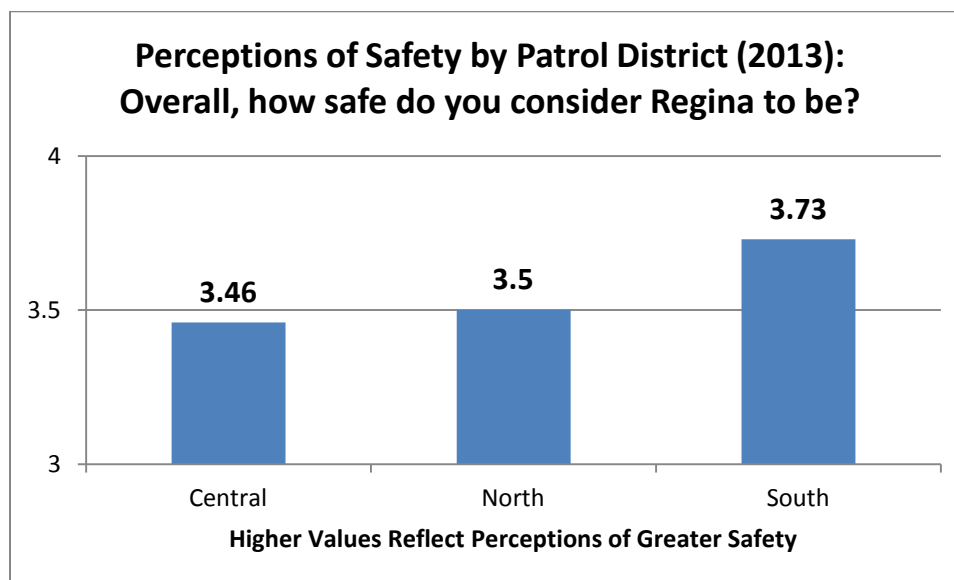
Comparison to previous years: Data from 2013 was compared with results from prior surveys of Regina residents.

How safe do you consider Regina to be overall?	2013	2011	2009	2008	2007	2006	2005
Average	3.57	3.51	3.26	3.26	3.26	3.24	3.2

F2. During the past two years, would you say there has been an increase or decrease in the level of crime in your neighbourhood, or has it stayed the same?

Increase or decrease in the level of crime in your neighbourhood.	Average, 2013	Average, 2011 <sup>1</sup>
Increased (13.8 %)	2.02	2.00
Stayed the same (71.0 %)		
Decreased (15.2 %)		

<sup>1</sup> While the average is reported for this survey item, its usefulness as a measure is limited by the possible responses (e.g., ‘stayed the same’).



F3. How safe do you feel from crime when you walk alone in your neighbourhood after dark?

How safe do you feel from crime	Average, 2013	Average, 2011 <sup>1/2</sup>
Very safe (25.4%)	1.80	1.71
Reasonably/Somewhat safe (58.1%)		
Very unsafe (7.1%)		
Does not walk alone (9.3%)		

<sup>1</sup> Scale of 1 to 3 where higher values represent a greater fear of crime.

<sup>2</sup> In order to increase the ease of comparisons of the results the 2011 and 2013 surveys were re-coded and the reasonably safe and somewhat safe responses were combined into one category.

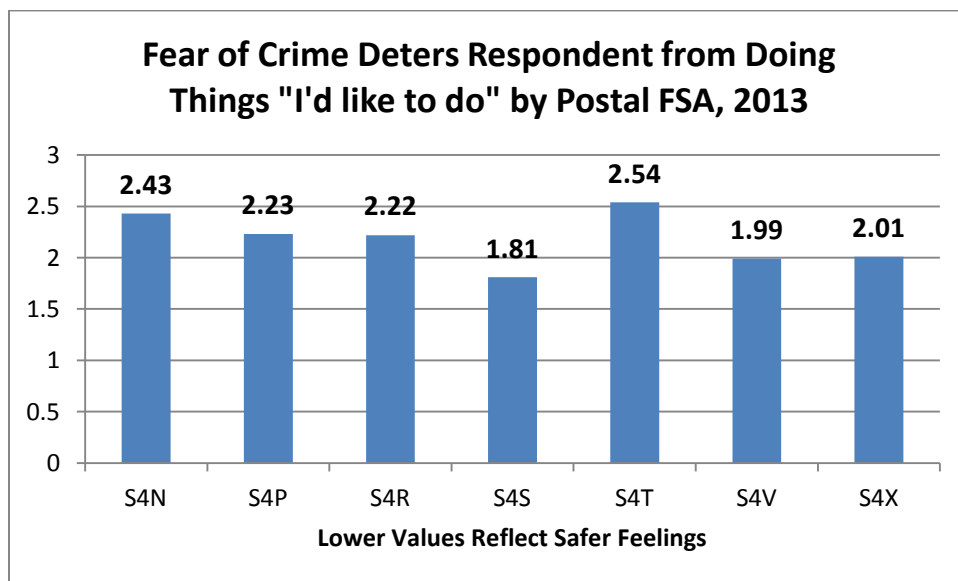
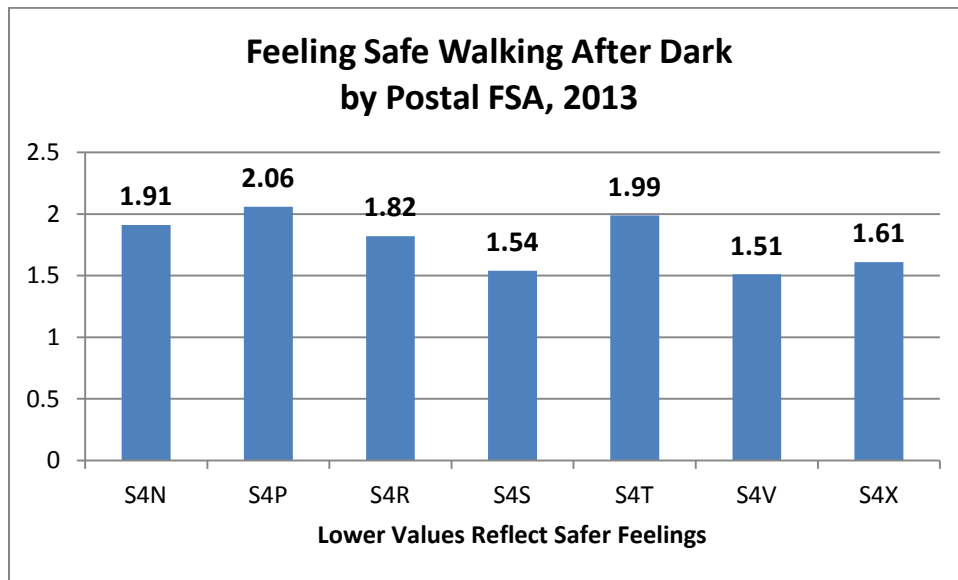
F4. Using the 5 - point agreement scale, to what extent do you agree or disagree with the following statement: The possibility of crime keeps me from doing things I'd like to do.

The possibility of crime keeps me from doing things I'd like to do.	Average, 2013	Average, 2011 <sup>1/2</sup>
Strongly disagree (43.9%)	2.21	2.16
Somewhat disagree (18.9%)		
Neither agree nor disagree (19.6%)		
Somewhat agree (7.8%)		
Strongly agree (9.8%)		

<sup>1</sup> Scale of 1 to 5 where higher values indicate greater agreement with the statement.

<sup>2</sup> Lower values for this response are a better outcome (e.g., respondent is less likely to be impacted by the possibility of crime).

The results for questions F3 and F4 both revealed that there were statistically significant differences in perceptions of safety in both the patrol districts (residents in the Central patrol district reported being the least safe) and when FSA postal zones were examined. Residents in the S4V FSA felt the least safe walking after dark, while those living in the S4T postal FSA felt the safest. Fear of crime was most likely to keep residents of the S4S postal FSA from doing the things that they would like to do, and least likely to influence the behaviour of respondents from the S4T FSA.



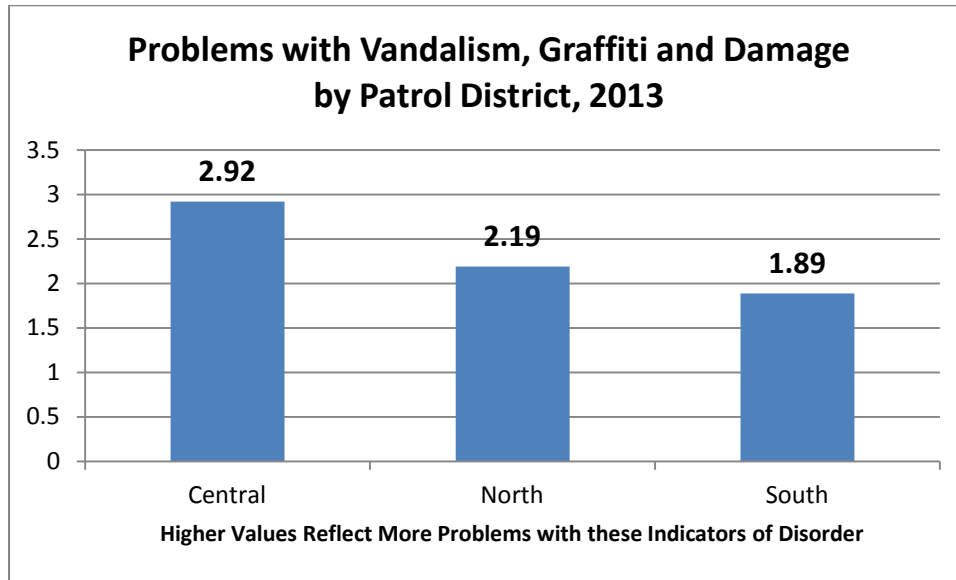


F5. Please tell me if vandalism, graffiti, and other deliberate damage to property or vehicles are a very big problem, fairly big problem, not a very big problem, or not a problem at all in your neighbourhood?

	Very Big Problem (%)		Fairly Big Problem (%)		Not a Very Big Problem (%)		Not a Problem at All (%)	
	2011	2013	2011	2013	2011	2013	2011	2013
Vandalism, graffiti, and deliberate damage to property or vehicles in your neighbourhood.	15.7	14.4	17.3	22.2	42.0	43.8	24.9	19.6

Compared to the 2011 results regarding concerns for vandalism, graffiti and deliberate damage to property or vehicles, there has been a slight reduction in the public’s overall perception of this behaviour as a very big problem.

Examination of these perceptions by patrol zone revealed a statistically significant difference, and respondents from the Central patrol zone reported that vandalism, graffiti and other deliberate damage to property or vehicles was a more serious problem. These perceptions were also examined by postal FSA, and respondents with S4S postal codes had the lowest self-reported concerns, whereas those living in the S4T and S4P FSAs were more likely to report that these offences were more serious problems.



F6. If you were the victim of a crime in Regina, in the last two years, did you report the offence(s) to the police?

Of the 450 respondents, 153 (34.2%) reported that they had been a victim of crime.

Did you report the offence(s) to the police? (n = 153)	
No, never (n=44)	(28.7 %)
Yes, for some of the crimes committed against me (n=30)	(19.6%)
Yes, for every instance (n=79)	(51.6%)

F7. If you did not report a crime, what was the major reason why you did not report? (Open ended question – no options were given to respondents).

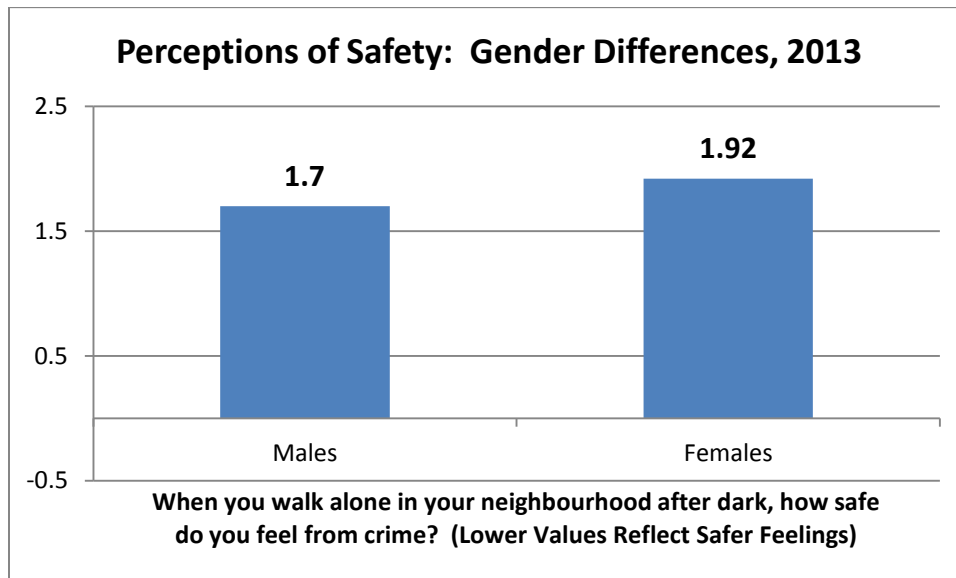
Reasons for not reporting a crime to the police: (n = 71)	
Minor value	(40.1%)
Lack of confidence in the police	(13.7%)
I did not consider it important	(12.1%)
Police won't be able to solve	(6.9%)
Known offender	(5.6%)
Lack of confidence in the justice system	(3.7%)
Fear of retaliation	(3.7%)
Other responses (and all others less than 3%)	(14.2%)

F8. If you did report a crime as a victim, pick a number on the scale from 1 to 5, where 1 is “poor” and 5 is “excellent,” to indicate your level of satisfaction with the police response.

If you did report crime as a victim, what was your level of satisfaction with the police response:	Average, 2013	Average, 2011 <sup>1</sup>
Poor (4.6%)	3.93	3.24
2 (4.8%)		
3 (19.2%)		
4 (35.7%)		
Excellent (35.8%)		

<sup>1</sup>Scale of 1 to 5 where higher values indicate greater agreement with the statement (demonstrating higher satisfaction with the police response).

Gender differences in perceptions about personal safety were also examined and female respondents reported feeling less safe walking alone after dark (Question F3) than their male counterparts.



A supplementary series of analyses were conducted to examine the differences between those who had low or high levels of trust and confidence in the police, and whether they had been a victim of crime in the past two years. Of the 153 persons who had reported being victimized and provided a response, 46 (30.26%) reported low levels of trust and confidence in the police

compared to 42 (14.29%) respondents who did not have contact with the police as victims (see table below). The results show that about twice the percentage of those who had been victimized in the previous two years, compared to those who had not, reported lower levels of trust and confidence. Similar to the results reported in 2011, chi-square analyses revealed that this difference was statistically significant: suggesting that contact with the police as a victim is associated with low levels of confidence.

Impact of Victimization and Levels of Trust and Confidence		
Was a crime victim in the prior two years	Low trust and confidence in the police (n = 88)	High trust and confidence in the police (n = 358)
Yes (n = 152)	46 (30.26%)	106 (69.73%)
No (n = 294)	42 (14.29%)	252 (85.71%)

**Summary**

In terms of fear of crime, results of the 2013 survey show that residents consider Regina to be safer than the respondents in prior surveys. Whereas the average perception of safety was 3.2 (out of 5) in 2005, the average had increased to 3.57 by 2013. About two-thirds of respondents (63.5%) reported that crime had remained the same. When it comes to feeling safe walking alone in their neighbourhood after dark, 83.6% reported that it was very safe, reasonably / somewhat safe. In 2013, 9.3% of the respondents reported that they did not walk alone and this had decreased from 26.4% in 2011. Despite the fact that residents generally felt safe, 17.6% strongly or somewhat agreed that the possibility of crime keeps them from doing things that they would like to do, but that was down from 21.6% of respondents expressing similar fears in 2011.

Perceptions about crime and fear of crime vary somewhat by where one resides and their gender. Residents of the Central patrol district reported higher average levels of concern regarding vandalism, graffiti and deliberate damage to property and vehicles. Women, by contrast, were more fearful of walking alone at night than their male counterparts. Both of those differences were statistically significant.

Approximately one-third (34.2%) of respondents had reported that they had been victims of crime. Of those respondents, 28.8% reported that they never reported any of the offences, 19.6% reported some of the crimes while about one-half (51.6%) reported the offence(s) to the police in every instance. Closer examination of the data revealed that the main reasons for not reporting the crimes to the police were: Minor value of property (40.1%), lack of confidence in the police (13.7%), the victim did not consider it important (12.1%), the belief that the police could not solve the crime (6.9%) and they either knew the offender (5.6%) or feared retaliation (3.7%).

**G. Perceptions of Quality of Service**

Public perceptions of quality of service can be an important indicator for police services, as areas for service improvement can be identified and acted upon. The results from the 2013 Regina Police Service community service showed that:

G1. On a scale of 1 to 5, where 1 is “poor” and 5 is “excellent,” please indicate how you rate the overall quality of service provided by the Regina Police Service.

How you rate the overall quality of service provided by the RPS?	Average, 2013	Average, 2011 <sup>1</sup>
Poor (1.0%)	4.02	3.93
2 (3.2%)		
3 (18.0%)		
4 (48.5%)		
Excellent (29.2%)		

<sup>1</sup> Scale of 1 to 5 where higher values indicate greater agreement with the statement (demonstrating higher satisfaction with overall quality of RPS service).

G2. In order of importance, please provide the top three (3) areas where you think that the Regina Police Service could improve service delivery.

Top areas where the RPS could improve service delivery <sup>1</sup>	Percentages
More police visibility, police presence, more officers	33.4%
Enforcement of laws	13.8%
Better response time, faster investigations	10.6%
Community relations/communication improved	5.4%
Focus on gangs, drugs, alcohol and prostitution	4.4%
Treatment of minority groups	3.7%
More professional/better interpersonal skills	3.7%
Better quality of service	3.0%
Relations between police and youth	2.9%
Place more focus on property crimes	2.4%

<sup>1</sup> Note: Options were not read to the respondents.

G3. Do you think that the Regina Police Service does a good job, an average job, or a poor job of enforcing the law, promptly responding to calls, being approachable and easy to talk to, supplying information to the public on ways to reduce crime, ensuring the safety of citizens in your area, treating people fairly?

<b>Comparison with the Results of the RPS Survey (2011)</b>				
Do you think that the Regina Police Service does a good job, an average job, or poor job of:	Year	Good Job (%)	Ave. Job (%)	Poor Job (%)
(a) Enforcing the laws?	2013	63.8	34.1	2.1
	2011	62.3	33.0	4.7
(b) Promptly responding to calls?	2013	58.1	33.8	8.1
	2011	54.1	32.9	13.0
(c) Being approachable and easy to talk to?	2013	71.5	22.8	5.7
	2011	75.4	18.4	6.2
(d) Supplying information to the public on ways to reduce crime?	2013	48.6	41.9	9.5
	2011	54.1	34.6	11.3
(e) Ensuring the safety of citizens in your area?	2013	62.2	32.2	5.6
	2011	61.4	31.2	7.3
(f) Treating people fairly?	2013	58.2	34.4	7.4
	2011	64.0	25.9	10.1
(g) Cooperating with the public to address their concerns?	2013	57.3	36.8	5.9
	2011	Not asked in 2011		

G4. On a scale from 1 to 5, where 1 is “very unsatisfied” and 5 is “very satisfied,” please indicate your overall level of satisfaction with the service provided by the RPS.

Overall level of satisfaction with the service provided by the RPS	Average, 2013	Average, 2011 <sup>1</sup>
Very unsatisfied (2.1%)	3.96	3.94
2 (2.9%)		
3 (19.6%)		
4 (47.5%)		
Very satisfied (28.0%)		

<sup>1</sup> Scale of 1 to 5 where higher values indicate greater agreement with the statement (demonstrating higher satisfaction with the RPS).

The 2013 results show a higher level of satisfaction with the RPS than those reported by Sigma Analytics (2009) or Jones and Ruddell (2011).

Pick a number on the scale from 1-5, where 1 is “very unsatisfied” and 5 is very satisfied to indicate your level of satisfaction with the service you received on your last contact with the police service.	2013	2011	2009	2008	2007	2006
	3.96	3.94	3.76	3.49	3.62	3.58

G5. In the past two years have you called the Regina Police Service or 911 for any reason?

In the past two years have you called the Regina Police Service or 911 for any reason?	2013
Yes (n = 175)	39.0%



G6. To what extent do you agree or disagree with the following statement: The last time I called the Regina Police Service or 911, I was given sufficient information to effectively deal with my situation.

I was given sufficient information to effectively deal with my situation (n = 171)	Average, 2013	Average, 2011 <sup>1</sup>
Strongly disagree (5.6%)	4.11	3.76
Somewhat disagree (4.4%)		
Neither agree nor disagree (12.2%)		
Somewhat agree (29.0%)		
Strongly agree (48.8%)		

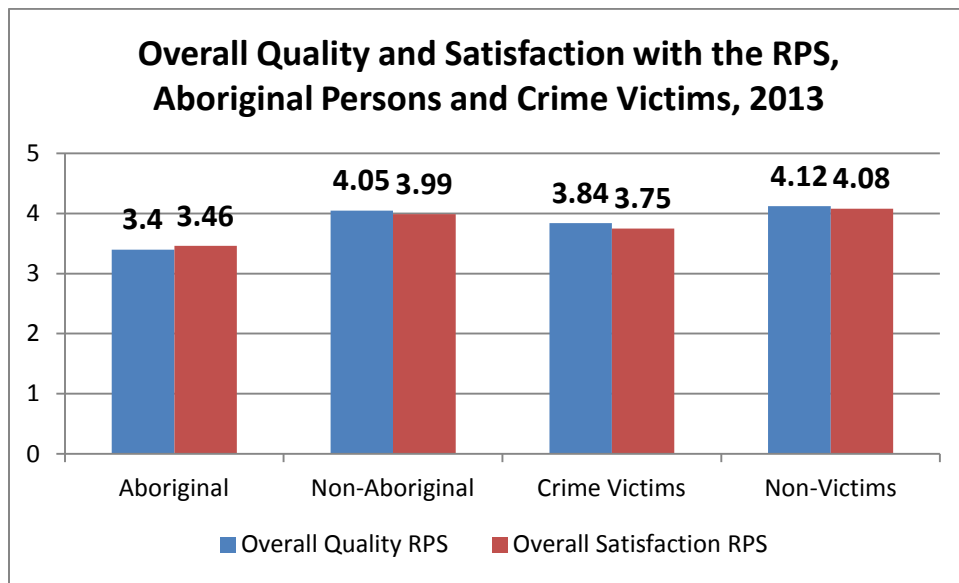
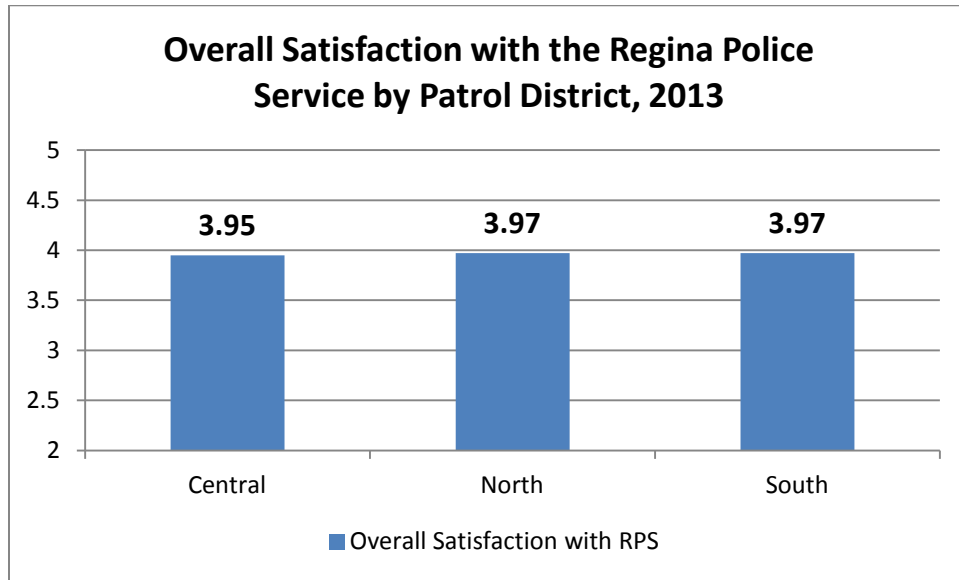
<sup>1</sup> Scale of 1 to 5 where higher values indicate greater agreement with the statement (demonstrating higher satisfaction with amount of information provided by RPS to deal with their situation).

G7. On a scale from 1 to 5, where 1 was “poor” and 5 is “excellent,” please indicate how you would rate the Regina Police Service’s handling of major community events such as concerts, sporting events or festivals such as Mosaic?

Handling major community events such as concerts, sporting events or festivals.	Average, 2013	Average, 2011 <sup>1</sup>
Poor (1.4%)	4.24	4.27
2 (2.1%)		
3 (13.2%)		
4 (37.5%)		
Excellent (45.7%)		

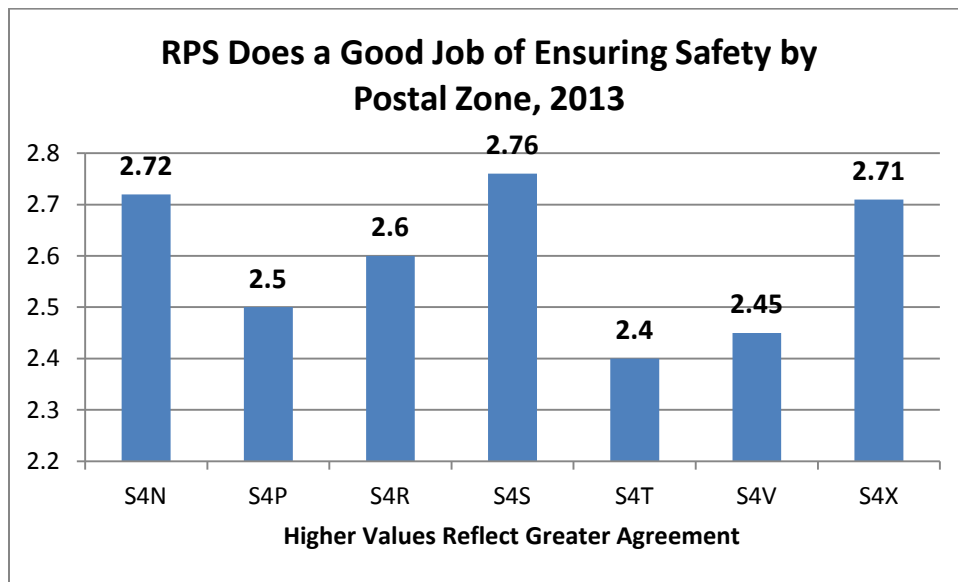
<sup>1</sup> Scale of 1 to 5 where higher values indicate greater agreement with the statement (demonstrating higher satisfaction with how RPS polices major community events).

Similar to the results reported in 2011, further examination of the district averages of survey item G1 (overall quality of service) revealed that there were no statistically significant differences between the three patrol districts (Central = 3.96; North = 3.97; and South = 4.12) and all were up slightly from 2011. Analysis of survey item G4 (overall level of satisfaction with the RPS) showed that there were no significant differences between patrol districts and as the chart below shows, the satisfaction was almost identical.



The average levels of overall quality and satisfaction were compared for several demographic groups (males/females, young (18 to 24 years)/all others, Aboriginal/non-Aboriginal) and persons who had reported being crime victims in the previous two years. The analyses revealed that Aboriginal persons had lower perceptions of overall quality and satisfaction with the RPS and those differences were statistically significant. In addition, crime victims reported lower favourable perceptions on both indicators, and those differences were statistically significant (see Chart below).

Respondents were asked to evaluate RPS performance on seven different issues that are commonly asked by Canadian police researchers. The results of the 2013 survey were fairly consistent with the findings reported in 2011. With regard to respondents classifying the RPS as doing a “good job” there were modest increases in three of these categories (enforcing the laws, promptly responding to calls and ensuring the safety of citizens) and negligible decreases in three categories (e.g., being approachable and easy to talk to, supplying information to the public on ways to reduce crime, and treating people fairly). The seventh question —cooperating with the public to address their concerns—could not be compared as it was asked for the first time in 2013. It is important to note that in none of the six questions for which we had a comparison, did the proportion of respondents indicate that the RPS was doing a “poor job” increase from 2011.



These seven responses were classified according to RPS patrol district and postal FSA. There was only one survey question that produced a statistically significant difference, and that was G3E, where respondents were asked whether the RPS did a good job of ensuring the safety of citizens. Respondents from the Central patrol district reported the lowest level of agreement (with an average of 2.44) compared to the North and South districts (with averages of 2.62 and 2.63 respectively) on a three-point scale. In terms of ensuring their safety, respondents living in the S4S postal FSA had the highest level of agreement (average of 2.76) while those from the

S4T had the lowest level of agreement, with an average of 2.40.

## Summary

The results of the 2013 survey showed that the favourable perceptions of the RPS presented in prior studies continued to increase. Over three-quarters (77.7%) of respondents ranked the overall quality of services provided by the RPS as four or higher on a five-point scale. In the 2011 survey, 2.9% of the respondents rated the overall quality of service as “poor” and that proportion had decreased to 1.0% in 2013. Consistent with the results presented in the 2011 report, there were no statistically significant differences in these perceptions when the results from the three patrol zones were compared.

In terms of overall satisfaction with RPS services, the 2013 results had the highest averages in the past six iterations of the survey. Again, there were no statistically significant differences between respondents from the three patrol districts in terms of their perceptions of overall satisfaction.

Closer examination of these results did reveal that both Aboriginal respondents and persons who had reported being victims of crime had statistically lower average perceptions of overall quality of service and satisfaction. There were no statistically significant differences in perceptions of quality or satisfaction with respect to age (18 to 24 year olds compared with the rest of the sample) or gender.

Almost two-fifths (39%) of the respondents reported having called the RPS or 911, and 77.8% somewhat agreed or strongly agreed that they were given sufficient information to effectively deal with their situation. The average level of agreement in 2013 was 4.11 (on a five-point scale) which was higher than the 3.76 reported in 2011.

Respondents were also asked to identify ways that the RPS could improve service delivery and 33.4% of the persons who provided an answer to this open-ended question reported that responses could be improved with “more police visibility,” “[a greater] police presence,” or “more officers.” The other top public recommendations were “more enforcement of laws,”

“better response times/faster investigations” and “improved communication and community relations.” These responses were somewhat different than those reported in 2011 but some of this can be attributed to the open-ended nature of the questions.

Altogether, the results from the 2013 survey revealed that the public’s response to the RPS is very favourable when it comes to ranking their overall quality of service and satisfaction with their services. It is important to note that these favourable perceptions have been increasing over time. Yet, not all groups share in these sentiments and Aboriginal respondents and crime victims ranked the overall quality of service and satisfaction lower than non- Aboriginal respondents or respondents who had not been victimized.

## V. CONCLUSIONS

Robertson (2012, p. 361) observed that, “Canada’s police services, despite occasional controversy, continue to enjoy high levels of public support.” The results revealed in the 2013 Regina Police Service community survey, provides empirical support of that observation. Positive perceptions of the Regina Police Service were higher in 2013 in almost every category compared to the results presented in the 2011 study. These favourable public perceptions have been trending upward since the civic surveys conducted in 2005.

In addition to favourable perceptions of the police, fear of crime has also been decreasing over time. Most respondents reported that Regina is a safe place to live; and in 2013, the average perception of safety was 3.57 on a five-point scale, which was the highest reported in any public survey conducted since 2005. The proportion of residents who felt very or highly unsafe has been decreasing and fear of crime was less likely in 2013 to influence a respondent’s behaviour: a smaller proportion reported that fear deterred them from engaging in activities “that they would like to do” or “walking alone after dark.”

Police leaders and stakeholders can use the information reported in public opinion research to improve services through targeting areas for improvement in officer training, deploying resources, changing human resource management practices as well as changing operational procedures (Bradford, Stanko, & Jackson, 2009; Murphy, Hinds, & Fleming, 2008; Myhill & Bradford, 2012; Stanko & Bradford, 2009).

It is noteworthy that perceptions toward police services also shape the public’s relationships with the police. Community residents who see their police service in a more positive manner may be more willing to contact the police if they have information about an offence that occurred or otherwise aid in an investigation. In addition, if the public has a great deal of trust and confidence in the police, crime victims might be more likely to report their victimization. As a result, these favourable views of the police might actually result in *increased* levels of crime reporting.

It is important to acknowledge that perceptions toward the police, crime, and fear of crime are shaped by a number of factors. Foremost of these are the interactions that the public has with their local police, but other factors (that may be out of the control of the police) also shape public opinion. In their study of perceptions toward the British police, Jackson, Bradford, Hohl and Farrall (2011) found that non-criminal indicators of disorder such as neighbourhood decay and disorder shaped the perceptions of community residents about their risks of victimization. There are a growing number of studies that show a relationship between an individual's trust and confidence in the police, fear of crime and the hours of crime-related television that they watch (Callanan & Rosenberger, 2011). Perceptions of the police are also influenced by the media, and an incident that is widely reported in another jurisdiction, such as the 2013 shooting of Sammy Yatim in Toronto, might influence perceptions of Saskatchewan residents about the police (e.g., members of the public might not make the distinction between police services).

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**APPENDIX I: SURVEY INSTRUMENT**

**A. INTRODUCTION AND SCREENING**

Hello, I'm \_\_\_\_\_ from Prairie Research Associates. We are conducting an important study for the University of Regina on behalf of the Regina Police Service. We are collecting community perceptions about various aspects of the Police Service. Do you have time now to share your opinion? The survey will take approximately 8 – 10 minutes.

(If no, schedule call back)

IF ASKED: Your household phone number has been randomly selected to participate in the study. This survey has received ethics approval from the University of Regina Research Ethics Board. All information collected will be kept completely anonymous (neither the researchers from the U of R nor the Regina Police Service will know who has answered this survey). You may refuse to answer any specific questions or withdraw your consent at any time.

If you have any questions or concerns about this project, you may contact Dr. Jones at the University of Regina @ 585-4862.

OTHER CONTACT NUMBERS, IF NECESSARY:

Regina Police Service @ 777 – 6500

Research Ethics Board at the University of Regina (306) 585-4775.

**A1. Are you or anyone in your household currently employed by the Regina Police Service?**

- 1 - Yes            Thank and end survey
- 2 - No            Continue with the survey

**A2. To ensure that we have proper geographic representation from across all of Regina, what is your home postal code?**

\_\_\_\_\_ (Record Postal Code)

888- Don't know

999- Prefer not to say / no response

**B. PUBLIC INFORMATION AND SOCIAL MEDIA**

**B1. On a scale of 1 to 5, where 1 is strongly disagree and 5 is strongly agree, to what extent do you agree or disagree with the following statement:**

**The Regina Police Service provides residents with adequate public safety information.** (PROMPT: Safety information would include such things as crime statistics, warning to the community, traffic information, messages about slowing down in school zones, drinking and driving campaigns, etc.)

- 1 - Strongly disagree
- 2- Somewhat disagree
- 3- Neither agree nor disagree
- 4- Somewhat agree
- 5- Strongly agree
- 8 - Don't know / not applicable
- 9 - Prefer not to say / no response

**B2. Have you ever visited the Regina Police Service: (CHECK ALL THAT APPLY)**

- a. Website
  - 1- Yes
  - 2- No
  - 8- Don't know / not applicable
  - 9- Prefer not to say / no response
  
- b. Facebook page
  - 1- Yes
  - 2- No
  - 8- Don't know / not applicable
  - 9- Prefer not to say / no response
  
- c. Twitter
  - 1- Yes
  - 2- No
  - 8- Don't know / not applicable
  - 9- Prefer not to say / no response

IF "YES" TO ANY OF THE ABOVE ASK WORDING 1 IN B3-1. IF "NO," ASK WORDING 2 IN B3-2. (PROGRAM TO BRANCH TO TWO QUESTIONS):

**On a scale of 1 to 5, where 1 is strongly disagree and 5 is strongly agree, to what extent do you agree or disagree with the following statement:**

**B3-1. These computer-based methods of receiving information are useful for you.**

- 1 - Strongly disagree
- 2- Somewhat disagree
- 3- Neither agree nor disagree
- 4- Somewhat agree
- 5- Strongly agree
- 8 - Don't know / not applicable
- 9 - Prefer not to say / no response

**B3-2. These computer-based methods of receiving information may be useful for you in the future.**

- 1 - Strongly disagree
- 2- Somewhat disagree
- 3- Neither agree nor disagree
- 4- Somewhat agree
- 5- Strongly agree
- 8 - Don't know / not applicable
- 9 - Prefer not to say / no response

**C. PERCEPTIONS OF VISIBILITY/PRESENCE**

**Using the same 5-point scale where 1 to 5, where 1 is strongly disagree and 5 is strongly agree, to what extent do you agree or disagree with this statement:**

**C1. Regina Police Service officers are a visible presence in my community.**

- 1 - Strongly disagree
- 2- Somewhat disagree
- 3- Neither agree nor disagree
- 4- Somewhat agree
- 5- Strongly agree
- 8 - Don't know / not applicable
- 9 - Prefer not to say / no response

**C2. Over the past 12 months, would you say the visibility of city police in your neighbourhood has increased, decreased, or stayed the same?**

- 1- Decrease
- 2-Stayed the same
- 3-Increase
- 8-Don't know / not applicable
- 9-Prefer not to say / no response

**D. PERCEPTIONS OF TRUST/CONFIDENCE IN POLICE**

**Using the same 5-point scale, where 1 is strongly disagree and 5 is strongly agree, to what extent do you agree or disagree with the following statements:**

**D1. The Regina Police Service demonstrates professionalism in its work.**

- 1 - Strongly disagree
- 2- Somewhat disagree
- 3- Neither agree nor disagree
- 4- Somewhat agree
- 5- Strongly agree
- 8 - Don't know / not applicable
- 9 - Prefer not to say / no response

**D2. The Regina Police Service is an organization with integrity and honesty.**

- 1 - Strongly disagree
- 2- Somewhat disagree
- 3- Neither agree nor disagree
- 4- Somewhat agree
- 5- Strongly agree
- 8 - Don't know / not applicable
- 9 - Prefer not to say / no response

**D3. The Regina Police Service is sensitive to the needs of MY ethnic group.**

- 1 - Strongly disagree
- 2- Somewhat disagree
- 3- Neither agree nor disagree
- 4- Somewhat agree
- 5- Strongly agree
- 8 - Don't know / not applicable
- 9 - Prefer not to say / no response

**D4. I would have confidence in calling 911 if I were in an emergency situation requiring police assistance.** (PROMPT: This would include such things as your confidence that you will quickly be able to reach a 911 operator and that the police will arrive quickly.)

- 1 - Strongly disagree
- 2- Somewhat disagree
- 3- Neither agree nor disagree
- 4- Somewhat agree
- 5- Strongly agree
- 8 - Don't know / not applicable
- 9 - Prefer not to say / no response

**D5. Regina Police officers understand the issues that affect my community.**

- 1 - Strongly disagree
- 2- Somewhat disagree
- 3- Neither agree nor disagree
- 4- Somewhat agree
- 5- Strongly agree
- 8 - Don't know / not applicable
- 9 - Prefer not to say / no response

**E. PERCEPTIONS OF RPS CONTACT (RESPONSIVENESS)**

**E1. Have you had any contact with the Regina Police Service in the last year?** (PROMPT: This would include calling 911 or talking to a police officer even briefly in any situation.)

- 1-Yes (GO TO E2)
- 2-No (GO TO SECTION F)
- 8-Don't know / not applicable (GO TO SECTION F)
- 9-Prefer not to say / no response (GO TO SECTION F)

**E2. What types of contact have you had with the Regina Police Service in the last 12 months? Any other contact?** (PROMPT: Please describe the contact you had with police.) (DO NOT READ. ALLOW MULTIPLE RESPONSES)

- 1-Called 911 or 777-6500 (telephone contact only)
- 2-Went to police headquarters
- 3-Went to a community service centre
- 4-Attended a community meeting hosted by the police, crime prevention or educational program, or police presentation
- 5-Spoke with an officer on the street (e.g., asked officer for information)
- 6-Charged by a police officer
- 7-Encountered a check stop

- 8-Stopped because of traffic violation
- 66-Other – (Specify: \_\_\_\_\_)
- 88-Don't know / not applicable/
- 99-Prefer not to say / no response

**E3. On a scale from 1 to 5, where 1 is “very unsatisfied” and 5 is “very satisfied,” please indicate your level of satisfaction with the service you received on your last contact with the police service.**

- 1-Very Unsatisfied
- 2
- 3
- 4
- 5-Very Satisfied
- 8-Don't know / not applicable
- 9-Prefer not to say / no response

**F. PERCEPTIONS OF CRIME AND FEAR OF CRIME**

**F1. On a scale of 1 to 5, where 1 is “very unsafe” and 5 is “very safe,” overall how safe do you consider Regina to be?**

- 1-Very Unsafe
- 2
- 3
- 4
- 5-Very Safe
- 8-Don't know / not applicable
- 9-Prefer not to say / no response

**F2. During the past two years, has the level of crime in your neighbourhood increased, decreased, or stayed the same?**

- 3-Increased
- 2-Stayed the Same
- 1-Decreased
- 8-Don't know / not applicable
- 9-Prefer not to say / no response



**F3. When you walk alone in your neighbourhood after dark, how safe do you feel from crime? Do you feel...**

- 4-Very safe
- 3-Reasonably safe
- 2-Somewhat unsafe
- 1-Very unsafe
- 7-Does not walk alone
- 8-Don't know
- 9-Prefer not to say / no response

**F4. On a scale of 1 to 5, where 1 is "strongly disagree" and 5 is "strongly agree," to what extent do you agree or disagree with the following statement: The possibility of crime keeps me from doing things I'd like to do.**

- 1 - Strongly disagree
- 2- Somewhat disagree
- 3- Neither agree nor disagree
- 4- Somewhat agree
- 5- Strongly agree
- 8 - Don't know / not applicable
- 9 - Prefer not to say / no response

**F5. Please tell me if vandalism, graffiti and other deliberate damage to property or vehicles are a very big problem, fairly big problem, not a very big problem, or not a problem at all in your neighbourhood.**

- 4-Very big problem
- 3-Fairly big problem
- 2-Not a very big problem
- 1-Not a problem at all
- 8-Don't know / not applicable
- 9-Prefer not to say / no response

**F6. If you were a victim of a crime, in Regina, in the last two years, did you report the offence(s) to police? (READ)**

- 1-No, never (GO TO F7 THEN SKIP TO SECTION G)
- 2-Yes, for some of the crimes that were committed against me (GO TO F7)
- 3-Yes, for every instance (GO TO F8)
- 7-I was not a victim of crime in the past two years. (GO TO SECTION G)
- 8-Don't know / not applicable (GO TO SECTION G)
- 9-Prefer not to say / no response (GO TO SECTION G)

**F7. If you did not report a crime, what was the major reason why you did not report?  
(DO NOT READ. ALLOW ONE RESPONSE ONLY)**

- 1-Minor value of property
- 2-Known offender
- 3-Fear of retaliation
- 4-Lack of confidence in police
- 5-Lack of confidence in justice system
- 6-Lack of confidence in initial telephone contact
- 7-I did not consider it important
- 8-Other: (specify:\_\_\_\_\_)
- 88-Don't know / not applicable
- 99-Prefer not to say / no response

(After answering F7, go to G1)

**F8. On a scale of 1 to 5, where 1 is “poor” and 5 is “excellent,” how would you rate your satisfaction with the police response?**

- 1-Poor
- 2
- 3
- 4
- 5-Excellent
- 8-Don't know / not applicable
- 9-Prefer not to say / no response

**G. PERCEPTIONS OF QUALITY OF SERVICE**

**Now thinking of the police service overall.**

**G1. On a scale from 1 to 5, where 1 is “Poor” and 5 is “Excellent,” please indicate how you rate the overall quality of service provided by the Regina Police Service.**

- 1-Poor
- 2
- 3
- 4
- 5-Excellent
- 8-Don't know / not applicable
- 9-Prefer not to say / no response

**G2. In order of importance, please provide the top three (3) areas where you think the Regina Police Service could improve service delivery. (DO NOT READ. ALLOW THREE RESPONSES ONLY)**

- 1-Relations between police and youth
- 2-Public education
- 3-Relations or communications between the police and community
- 4-Treatment of minority groups
- 5-Foot patrol in business areas
- 6-Enforcement of laws
- 7-Vehicle patrols in residential areas
- 8-Bike patrols
- 9-Place more officers in schools
- 10-By-law enforcement
- 11-Hire more officers
- 66-Other: (specify: \_\_\_\_\_)
- 88-Don't know / not applicable
- 99-Prefer not to say / no response

**G3. Do you think the Regina Police Service does a good job, an average job, or a poor job of:**

- a. enforcing the laws?
  - 3-Good job
  - 2-Average job
  - 1-Poor job
  - 8-Don't know / not applicable
  - 9-Prefer not to say / no response
  
- b. promptly responding to calls?
  - 3-Good job
  - 2-Average job
  - 1-Poor job
  - 8-Don't know / not applicable
  - 9-Prefer not to say / no response
  
- c. being approachable and easy to talk to?
  - 3-Good job
  - 2-Average job
  - 1-Poor job
  - 8-Don't know / not applicable
  - 9-Prefer not to say / no response

d. supplying information to the public on ways to reduce crime?

- 3-Good job
- 2-Average job
- 1-Poor job
- 8-Don't know / not applicable
- 9-Prefer not to say / no response

e. ensuring the safety of citizens in your area?

- 3-Good job
- 2-Average job
- 1-Poor job
- 8-Don't know / not applicable
- 9-Prefer not to say / no response

f. treating people fairly?

- 3-Good job
- 2-Average job
- 1-Poor job
- 8-Don't know / not applicable
- 9-Prefer not to say / no response

g. cooperating with the public to address their concerns?

- 3-Good job
- 2-Average job
- 1-Poor job
- 8-Don't know / not applicable
- 9-Prefer not to say / no response

**G4. On a scale from 1 to 5, where 1 is “very unsatisfied” and 5 is “very satisfied,” please indicate your overall level of satisfaction with the service provided by the Regina Police Service.**

- 1-Very unsatisfied
- 2
- 3
- 4
- 5-very satisfied
- 8-Don't know
- 9-Prefer not to say / no response

**G5. In the past two years have you called the Regina Police Service or 911 for any reason?**

- 1-Yes (GO TO G6)
- 2-No (GO TO G7)
- 8-Don't know / not applicable (GO TO G7)
- 9-Prefer not to say / no response (GO TO G7)

**G6. On a scale of 1 to 5, where 1 is “strongly disagree” and 5 is “strongly agree,” to what extent do you agree or disagree with the following statement: The last time I called the Regina Police Service or 911, I was given sufficient information to effectively deal with my situation.**

- 1 - Strongly disagree
- 2- Somewhat disagree
- 3- Neither agree nor disagree
- 4- Somewhat agree
- 5- Strongly agree
- 8 - Don't know / not applicable
- 9 - Prefer not to say / no response

**G7. On a scale from 1 to 5, where 1 is “Poor” and 5 is “Excellent,” please indicate how you would rate the Regina Police Service’s handling of major community events such as concerts, sporting events or festivals such as Mosaic?**

- 1-Poor
- 2
- 3
- 4
- 5-Excellent
- 8-Don't know / not applicable
- 9-Prefer not to say / no response

## **I. DEMOGRAPHIC QUESTIONS**

**Finally, I have some background questions. These questions are used to ensure our sample is representative of the Regina population.**

**II. In which of the following age categories does your current age fit? (READ THE LIST)**

- 1. 18 – 24
- 2. 25 – 34
- 3. 35 – 44
- 4. 45 – 54

- 5. 55 – 64
- 6. 65 – 74
- 7. 74+
- 9 - Prefer not to say

**I2. What is the highest level of education you have completed? (READ THE LIST)**

- 
- 1. Less than high school
  - 2. High school (or GED) graduate
  - 3. Some post-secondary education (college or university)
  - 4. Completed technical diploma/certificate
  - 5. Bachelors degree
  - 6. Master's Degree
  - 7. Doctorate (Ph.D.)
  
  - 8. Don't know / not sure
  - 9. Prefer not to say

**I3. Do you rent or own your current residence?**

- 1-Rent
- 2-Own
- 8-Don't know / not applicable
- 9-Prefer not to say

**I4. With which of the following groups do you most closely identify with? (READ)**

- 1. First Nation
- 2. Métis
- 3. Asian
- 4. Arab
- 5. East Indian
- 6. Black
- 7. Caucasian or White
- 8. Other: (specify: \_\_\_\_\_)
  
- 9. Prefer not to say

**I5. Record Gender without asking:**

- 1-Male
- 2-Female
- 8-Don't know / unsure

**That is all the questions I have. On behalf of the Regina Police Service and the University of Regina I would like to thank you for your time. The information you provided will help the Regina Police Service as it moves forward in meeting its mandate to serve the citizens of Regina.**

APPENDIX II: Weighting Table

**REGINA WEIGHTING**

Category	Regina Population (over 18 yrs.)	Regina Proportion	Sample Proportion	Weight
Female	79075	51.91714	55.3333333	0.93826
Male	73235	48.08286	44.6666667	1.07648
<b>Total</b>	<b>152310</b>			
18 to 24	20645	13.55459	5.5555556	2.43983
25 to 34	29690	19.49314	19.1111111	1.01999
35 to 44	24435	16.04294	19.3333333	0.82981
45 to 54	28960	19.01385	20.2222222	0.94025
55 to 64	22715	14.91366	15.5555556	0.95874
65 to 74	12665	8.31528	12.4444444	0.66819
75 and Over	13200	8.66654	7.7777778	1.11427
<b>Total</b>	<b>152310</b>			

\* Age and gender updated with 2011 Census data released June 2012.

