COMMUNITY PERCEPTIONS
of the Regina Police Service, 2015

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I. EXECUTIVE SUMMARY

Telephone surveys of 462 Regina residents carried out between September 8 and 28, 2015 reveal that public perceptions of the Regina Police Service (RPS) were generally more favorable than the results reported in the 2011 and 2013 RPS community surveys, and the City of Regina surveys conducted between 2005 and 2009. The key findings of the 2015 survey are:

- Over four-fifths (80.8%) of the survey respondents ranked the overall quality of service provided by the RPS as very good to excellent.
- Almost four-fifths (79.4%) of respondents reported being highly or very satisfied with the overall level of service provided by the RPS.
- Over four-fifths (81.2%) of respondents somewhat or strongly agreed that the RPS was an organization with integrity and honesty, and 80.4% said the RPS demonstrates professionalism in their work.
- Over three-quarters (77.2%) of respondents somewhat or strongly agreed that the RPS is sensitive to the needs of their ethnic group.
- Nine in ten respondents (90.1%) somewhat or strongly agreed having confidence in calling 911 in emergency situations.

It is noteworthy that in all of the five categories listed above, the totals for 2015 survey items were higher than those reported in 2013. This was a consistent finding in the 2015 results.

The police have a visible presence in the community and 41.8% of the respondents had contact with RPS personnel in the previous year (most of these interactions were initiated by the respondent and a very small proportion were traffic stops or arrests). Of individuals interacting with the RPS, over four-fifths (80.3%) of them reported being satisfied or very satisfied with the level of service they received—and in 2015 the average satisfaction was 4.24 on a five-point scale, which is a substantial increase since this question was first asked in 2006 and the response was 3.58 on the same five-point scale. The RPS also has a growing online presence, and the proportion of respondents who had accessed some form of social media has more than doubled since 2011: respondents (including non-users) overwhelmingly report that these forms of interaction are useful.

When asked about their overall safety, respondents indicated that their quality of life has increased in terms of the possibility of crime inhibiting their behaviour. For example, in 2011 24.6% of respondents reported they did not walk alone after dark in their neighbourhood, but that proportion had decreased to 7.7% in 2015. The percentage of respondents who strongly agreed with the statement that "the possibility of crime keeps me from doing things I'd like to do" also decreased from 21.6% in 2011 to 8.8% in 2015. Last, the proportion of respondents saying Regina was "very unsafe" has decreased from 10.8% in 2011 to 1.6% in 2015. Residents in the Central patrol district also report there was more neighbourhood disorder and feel less safe than those living in the North and South districts, although they also are more likely to say that the police were more visible and that the visibility of the police has increased.

A number of survey items asked respondents whether the RPS did a "good job" of enforcing the law, responding to calls, being approachable and easy to talk to, ensuring safety, cooperating with the public, and treating people fairly. The 2015 survey results reveal that the proportion of respondents who were satisfied with these factors has been increasing since 2011. In a comparison with the results of the 2014 General Social Survey (GSS) carried out by Statistics Canada, the RPS has more favourable rankings than the Saskatchewan average for police services in five of the six survey items reported.

Similar to community research carried out throughout Canada, the results vary somewhat across different demographic groups. Like the results reported in 2011 and 2013, the average perceptions of quality of service and satisfaction with the RPS for Aboriginal persons and crime victims were lower than non-Aboriginal respondents and those who had not been victimized, and some of those differences were statistically significant. Perceptions of policing also vary by where a respondent lives; and those living in the Central patrol district expressed slightly less trust and confidence in the police, although those differences were not statistically significant.

Altogether, the results of the 2015 community survey show that levels of satisfaction and support for the Regina Police Service have been increasing since data about public perceptions was first collected in 2005.

II. BACKGROUND

A. Public Support for the Police

Cotter (2015, p. 9) observes that "perceptions of police performance can impact Canadians' perceptions of police legitimacy, willingness to report crime, and levels of cooperation with police." Sherman (2001) notes, however, that public confidence in all government institutions in Western democracies has been decreasing. When it comes to the police, recent surveys show that the public's feelings tend to be mixed as researchers carrying out national surveys find both increasing and decreasing support for the police.

Although carrying out public opinion surveys on policing is labour intensive, the information that the public provides researchers is useful for organizations. Police services routinely use this information to identify potential problems with service delivery, improve training, and redeploy personnel to match community concerns (Foglesong, 2014). For example, Cheng (2015, p. 690) carried out a study of public satisfaction with the Saskatoon Police Service and he observes that those results could be used to "provide a more structured avenue for citizen participation in establishing safe neighbourhoods, more structured cultural sensitivity training and create a wider channel through which community residents with various social backgrounds can demand some measure of accountability for police in their area."

The outcomes of research examining the public perceptions of the police can sometimes be difficult to interpret as the findings can be the result of the research questions being posed or the variables examined, (e.g. the overall satisfaction with the police as compared with specific examples of police performance such as their relationships with different ethnocultural groups). In addition, the research methods that are used for public opinion research—whether the studies are qualitative, such as in-depth interviews, or the quantitative examination of survey data—and the characteristics of the sample that is studied can produce a diverse range of findings within a single jurisdiction. The timing of public opinion research can also influence the outcomes: polls carried out after controversial or high visibility cases involving the police (such as the 2014 shooting of Michael Brown in Ferguson, Missouri) may influence the opinions of Canadian

respondents about the police as members of the public might not make the distinction between police services.

Some scholars and researchers observe that a number of factors may influence community perceptions of the police apart from their actual performance (Cotter, 2015). For example, in their study of perceptions of the British police, Jackson, Bradford, Hohl and Farrall (2011) report how neighbourhood decay and disorder shapes the assessment of community residents about their risks of criminal victimization. In addition, Britto (2015) notes that an individual's view of the police, fear of crime and the hours of crime-related television programs they watch are related (see also Callanan & Rosenberger, 2011).

The results of several recent Canadian surveys show mixed results in terms of public support for the police. An Ipsos Reid (2012) poll reveals that trust in the police decreased from 69% in 2007 to 57% in 2012. A May 2013 poll conducted by the *Reader's Digest* shows that the police were the 13th most trusted profession in Canada, which was down two positions from a poll conducted in the previous year (*Reader's Digest*, 2012; 2013). The results of an Ipsos Reid (2015) survey reports similar findings, and police were ranked as the twelfth most trusted profession. In contrast with those results, however, Cotter (2015, p. 5) finds that Canadian's trust in the police is higher than in the school system, banks, justice system and courts, the media, federal parliament or major corporations. Moreover, Cao, Lai and Zhao (2012) report that Canadians have more confidence in the police than respondents in most developed nations.

B. Perceptions of the Regina Police Service: Prior Research

In order to better understand the strengths of the RPS and areas for improving service delivery, the City of Regina has invested in a number of surveys in the past decade. Starting in 2005, Sigma Analytics carried out a number of City of Regina surveys (called "summer surveys") that asked respondents about a range of civic services, including perceptions about the police. These results established a baseline of information about citizen perceptions between 2005 and 2009. In 2011, 2013, and 2015 Jones and Ruddell carried out community surveys funded by the RPS. The

key findings in the 2011 and 2013 studies were that rates of overall satisfaction and quality were very high, although there were statistically significant differences between Aboriginal and non-Aboriginal respondents, with Aboriginal persons generally reporting less trust and confidence in the police. Moreover, a number of analyses showed that crime victims reported lower levels of satisfaction with the police and those differences were also statistically significant. Those results, however, are consistent with other recent Canadian research (Cao, 2014; Cheng, 2015; Cotter, 2015).

Jones and Ruddell also conducted surveys of University of Regina (U of R) students (using the same survey instrument as used by community respondents) and the results are as follows:

Perceptions of the RPS: Community and University Samples, 2011 and 2013

Question:	Survey Year	Sample	Responses (Number)[1]	Average[2]
RPS provides adequate public safety information	2011	Community	496	3.61
		University	288	3.73
	2013	Community	441	3.86
		University	241	4.24
RPS demonstrates professionalism in its work	2011	Community	489	3.98
		University	291	3.88
	2013	Community	443	4.12
		University	238	4.29
RPS is an organization with integrity and honesty	2011	Community	493	3.94
		University	298	3.92
	2013	Community	438	4.06
		University	239	4.27
Overall satisfaction with RPS service	2011	Community	496	3.94
		University	303	3.62
	2013	Community	449	3.99
		University	235	3.97

1. The number of responses varies, as some respondents do not answer all of the questions.
2. Higher values express greater agreement with the statement.

Whereas many scholars find that university students tend to be significantly less supportive of the police, the 590 U of R students who completed surveys in 2011 and 2013 had perceptions of the police that were very close to those expressed by community residents, and in one-half the survey items, the University students' perceptions of the police were more positive.

Ruddell and Jones (2013) also used the information on social media obtained from the community respondents and U of R students who participated in the 2011 survey 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.

Professor Henry Chow from the U of R conducted research into attitudes toward the RPS in samples of college and high school students. In research that reported the opinions of 321 undergraduate students, Chow (2012, p. 516) observes 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 those reported by Jones and Ruddell (2011).

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

> 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, 2010, p. 496)

Chow (2011, p. 638) also surveyed 262 students attending 14 Regina high schools (average age = 15.92 years) and he found:

> 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 young adult respondents in Regina generally had more favourable perceptions toward the police than those of the same demographic 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, 2014; Cheng, 2015; O'Conner, 2008).

C. Methodology

Telephone interviews of Regina residents were completed from September 8 to 28, 2015 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 Prairie Research Associates (PRA), 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. Altogether, 4,581 telephone contacts were made, and after refusals and disqualifications (e.g., those who were working for the RPS) a total of 462 responses were collected. The response rate in this research was 21%: PRA reported that a response rate between 14% and 29% was considered normal for similar surveys.

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. Although statistical significance is a benchmark for social science research, it is important to note that in large samples, such as the 462 persons who participated in the 2015 RPS community survey, very minor differences (e.g., several tenths of a percent) between groups can be statistically significant.

D. Survey Instrument

The survey instrument was identical to the one used in 2013 and asked the same 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 included in the original 2011 and 2013 surveys were selected on the basis of a literature review of prior community surveys in Canada, the United Kingdom and the United States. Some questions were included in order to facilitate comparisons with other research, such as using the same questions as those used by Statistics Canada in their GSS on Victimization (which is carried out every five years and includes questions about police performance). The GSS victimization survey was last carried out in 2014 and comparison data from Regina, Saskatchewan, and Canada became available in December 2015 and are reported below. In addition, several questions that had been asked in the surveys conducted by the U of R and Sigma Analytics going back to 2005 were included in order to compare results from the previous years to 2015. A copy of the survey instrument is included in this document as Appendix I.

Most items in the survey instrument used a symmetrical 5-point scale for 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 all of the questions on the 2015 survey were the same as ones asked in the 2013 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 = 462) given the size of the community. A sample of this size (using the Statistics Canada population estimate for the Regina Census Metropolitan Area of 237,758 residents on July 1, 2014 – see Statistics Canada, 2015) can be projected to the general population within a margin of error of +/- 2.85% ninety-five times out of hundred.

E. 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 in the 2011 census. This provides representative results reflecting the actual population with respect to age and gender. Apart from age and gender, no other variables in this study were weighted.

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 un-weighted 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, and the results are very similar to the ones presented below (and would only pertain to analyses involving age or gender). 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 area) and Aboriginal persons accounted for 7.7% of the sample in the 2015 research, which was higher than was reported in the 2011 or 2013 community surveys. 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

A. Characteristics of the Sample

Demographic Characteristics	Categories	Total Percentage
Gender	Male	47.4
	Female	52.4
Age category	18-24	13.7
	25-34	19.3
	35-44	16.2
	45-54	19.2
	55-64	15.1
	65-74	8.4
	75+	8.1
Highest level of education Completed	Less than high school	5.5
	High school/GED graduate	21.6
	Some post secondary	24.0
	Completed post secondary	14.6
	Bachelor's degree	25.1
	Master's degree	8.6
	Doctorate	0.5
Home ownership (Current residence)	Rent	18.8
	Own	81.2
With which ethnic group do you most closely identify?	White	84.1
	First Nation	3.9
	Métis	3.8
	Asian	3.0
	Arabic	0.3
	East Indian	0.4
	Black	2.2
	Other	2.2
Patrol District	North	34.1
	Central	30.2
	South	34.7

[1] Totals might not add up to 100% due to rounding

B. Public Information and Social Media

The public is increasingly reliant upon web-based information to learn about municipal services. Sigma Analytics (2009, p. 4) report that for almost one-half of Regina respondents, the city website was the "first place respondents would go for information." That proportion has increased over time: for example, since the first RPS community survey was carried out in 2011, the proportion of respondents who access these web-based sources of information has more than doubled and users report that these services are of value to them.

The following questions were asked about public safety information as well as 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, 2011	Average, 2013	Average, 2015
Strongly disagree	(1.6%)			
Somewhat disagree	(6.0%)			
Neither agree nor disagree	(21.8%)	3.68	3.88	3.89
Somewhat agree	(42.6%)			
Strongly agree	(27.9%)			

[1] 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:	2011 Percentage	2013 Percentage	2015 Percentage
(a) Website	13.9	24.3	26.0
(b) Facebook page	2.6	18.0	26.2
(c) Twitter	2.8	7.9	10.9

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

B3-1. These computer-based methods of receiving information are useful to you.		Average, 2011[1] (n = 74)[2]	Average, 2013 (n = 148)	Average, 2015 (n = 205)
Strongly disagree	(2.9%)			
Somewhat disagree	(3.3%)			
Neither agree nor disagree	(14.6%)	3.70	3.76	4.22
Somewhat agree	(27.2%)			
Strongly agree	(52.0%)			

[1] Scale of 1 to 5 where higher values indicate greater agreement with the statement.
[2] Total numbers of responses reflect only those who answered "yes" to using the social media.

B3-2. Non-users of these social media (n = 205 respondents in 2015) were asked whether these computer-based methods of receiving information <u>may be</u> useful for them in the future:

These computer-based methods of receiving information may be useful in the future.		Average, 2011[1]	Average, 2013	Average, 2015
Strongly disagree	(15.9%)			
Somewhat disagree	(9.7%)			
Neither agree nor disagree	(23.2%)	2.68	3.24	3.33
Somewhat agree	(27.7%)			
Strongly agree	(23.5%)			

[1] 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, consistent with the results reported in 2011 and 2013, the 2015 survey reveals that younger respondents were generally more likely to use these applications (the one exception was that 35 to 54 year-olds were more likely to access the website). In addition, the proportion of respondents 55 years and over accessing the RPS website has more than doubled since 2011 and the older users of Facebook and Twitter increased from under 1% to 5.5% and 2.7% respectively.

RPS Website and Social Media Use by Age Group, 2011 to 2015

Age Group (years)	Have you ever visited the RPS:	Accessed, 2011 Percentage	Accessed, 2013 Percentage	Accessed, 2015 Percentage
18-34	Website	27.1	35.1	25.7
	Facebook	6.8	32.0	50.0
	Twitter	5.1	16.6	16.4
35-54	Website	20.1	27.4	35.6
	Facebook	3.8	16.7	22.1
	Twitter	4.9	6.4	12.8
55 and over	Website	6.6	9.2	15.6
	Facebook	0.8	4.3	5.5
	Twitter	0.8	0.0	2.7

Summary

Over two-thirds of respondents in the 2015 survey agreed or strongly agreed that the RPS provides them with adequate information about public safety, and the overall average satisfaction increased slightly since the 2013 survey. Members of the public are increasingly obtaining this information through internet-based websites and the overall proportion of respondents accessing the RPS website, Facebook or Twitter feed had increased almost threefold in four years. Whereas 14.7% of respondents in the 2011 community survey reported they had accessed one of the RPS social media sites, that proportion had increased to 44.3% in 2015. Not only did the percentage of social media users increase, but also a greater proportion of those who had accessed these sites felt that it was useful to them. In addition, an increasing proportion of non-users of social media reported that receiving web-based information might be important to them in the future.

C. Perceptions of Regina Police Visibility and Presence

Higher levels of police visibility are regarded as a crime deterrent and may also reduce fear of crime. Similar to the results from the 2011 and 2013 surveys, the 2015 results showed that almost two-thirds (64.1%) of respondents agree or strongly agree that the police are 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, 2011[1]	Average, 2013	Average, 2015
Strongly disagree (4.6%) Somewhat disagree (9.3%) Neither agree nor disagree (22.0%) Somewhat agree (30.7%) Strongly agree (33.4%)	3.67	3.78	3.79

[1] 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?

Comparison to previous years: Results obtained from the City of Regina Summer Survey conducted by Sigma Analytics (2009) and the 2011 and 2013 RPS Surveys.

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?	2005	2006	2007	2008	2009	2011	2013	2015
Decrease	10.7	10.5	11.1	8.5	9.7	5.1	4.8	5.7
Stayed the same	74.1	76.2	72.7	75.6	73.1	79.9	82.1	80.5
Increase	15.2	13.3	16.2	15.9	17.2	15.0	13.1	13.8

In the ten years between 2005 and 2015, the proportion of residents who report the police were less visible decreased from 10.7% to 5.7%.

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 police presence had increased in the previous year. Both of these differences were statistically significant.

RPS Visibility: Comparisons of Averages From the Three Patrol Districts, 2015

Central	North	South
4.04	3.72	3.64

Higher Values Reflect Perceptions of Greater Police Visibility

Increased Visibility of City Police in Your Neighbourhood, 2015

Percentage Agreeing

Central	North	South
46.8	30.6	22.6
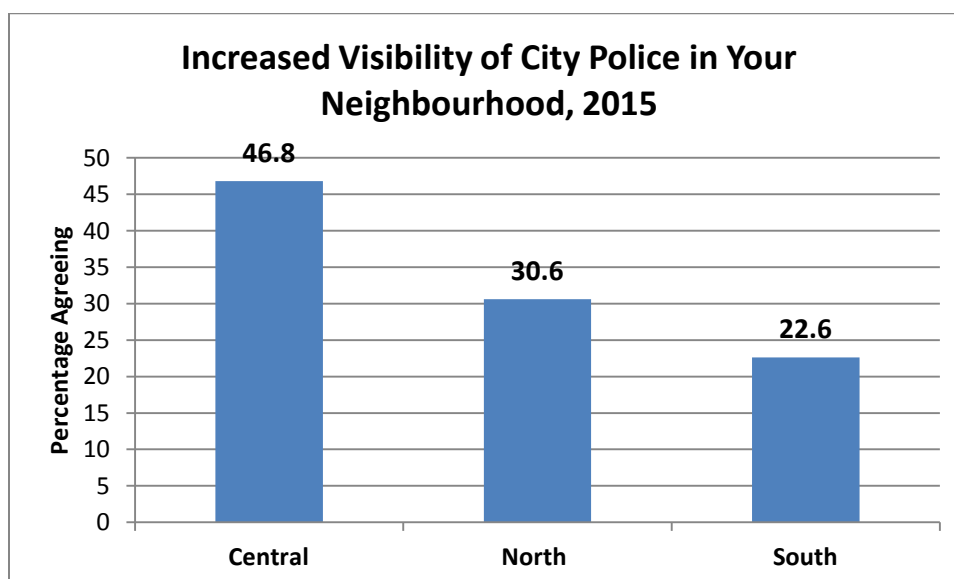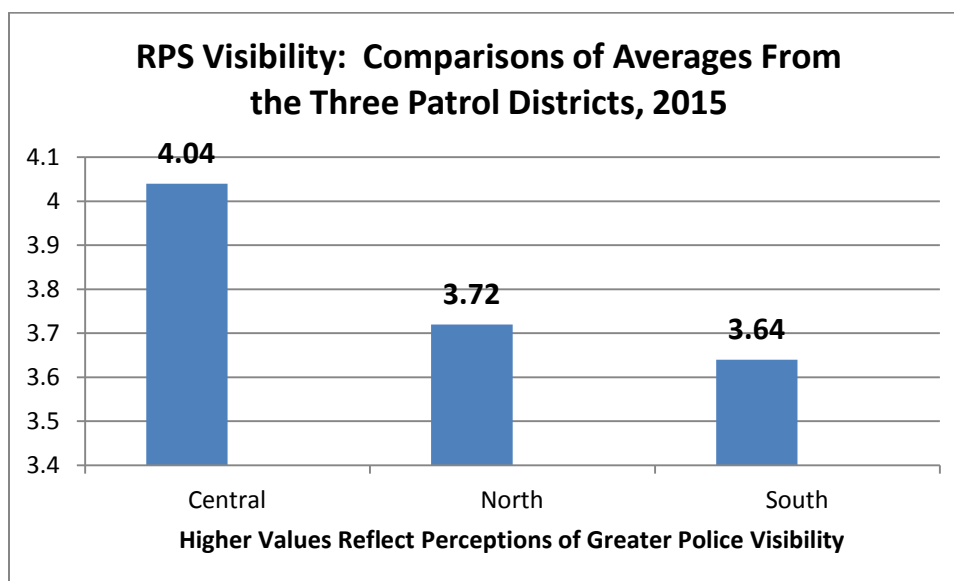
With respect to demographic differences, examination of the responses about police visibility showed that there were no statistically significant differences when the following factors were examined: (a) youth (18-24 year olds) compared with all other respondents and (b) Aboriginal peoples compared with all other respondents. However, when Aboriginal and Visible Minority respondents (including Arab, Asian, and East Asian) were contrasted against all other

respondents, they were more likely to report that police visibility had increased, and that difference was statistically significant.

Police Visibility by Postal Code, 2015

Higher Values Reflect Perceptions of Greater Visibility
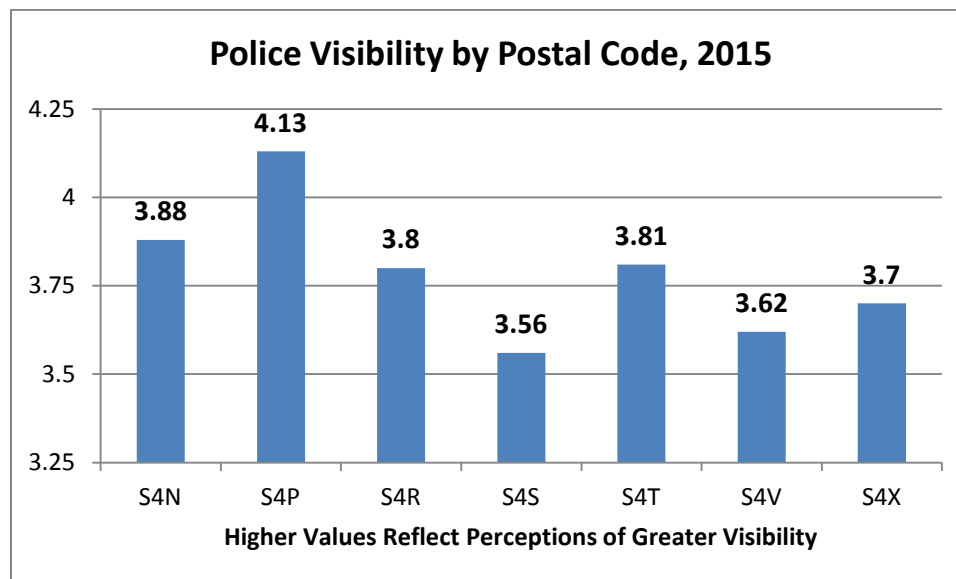
In addition to disaggregating the perceptions of visibility by patrol zone, these perceptions were also classified using nine urban postal zones, or FSAs (Forward Sortation Areas—as classified by Canada Post—use the first three characters of a postal code). These zones are shown on a map of Regina in Appendix III. As there were a total of only 25 respondents from the S4M, S4W and S4Y FSA, those three 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 S4P postal FSA (4.13) and the lowest was reported in the S4S postal FSA (3.56), and those differences were not statistically significant.

Summary

The results of the three administrations of the community survey show that about two-thirds of respondents report that the RPS are a visible presence in their community. Although the proportion of respondents agreeing with that statement were higher in 2015 than in the prior two waves of the survey, these differences are minor. When contrasted against the results from the

2005 survey, however, the proportion of respondents who believed that the police presence was decreasing in their neighbourhood had dropped from 10.7% to 5.7%.

With respect to demographic differences, an examination of the data reveals there was only one statistically significant difference between respondents, and the combined Aboriginal and Visible Minority population was more likely to report police visibility had increased in the prior year. Otherwise, there were no meaningful differences between groups: youthful respondents (18 to 24 year-olds) were just as likely as their older counterparts to report police visibility had remained the same. The results of Aboriginal and Métis respondents and their non-Aboriginal counterparts were also similar.

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 FSAs and residents in the S4T and S4N zones had the highest agreement that the police were a visible presence in their community and respondents from the S4S zone had the lowest agreement with that statement, although none of those differences were statistically significant.

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 2015 community survey showed that:

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

The RPS demonstrates professionalism in its work.		Average, 2011[1]	Average, 2013	Average, 2015
Strongly disagree	(2.2%)			
Somewhat disagree	(4.8%)			
Neither agree nor disagree	(12.7%)	3.98	4.11	4.16
Somewhat agree	(35.8%)			
Strongly agree	(44.6%)			

[1] 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, 2011[1]	Average, 2013	Average, 2015
Strongly disagree	(1.8%)			
Somewhat disagree	(3.1%)			
Neither agree nor disagree	(13.9%)	3.94	4.06	4.22
Somewhat agree	(33.2%)			
Strongly agree	(48.0%)			

[1] 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, 2011[1]	Average, 2013	Average, 2015
Strongly disagree	(3.2%)			
Somewhat disagree	(2.3%)			
Neither agree nor disagree	(17.4%)	3.98	4.12	4.19
Somewhat agree	(26.4%)			
Strongly agree	(50.8%)			

[1] 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, 2011[1]	Average, 2013	Average, 2015
Strongly disagree (1.6%) Somewhat disagree (2.4%) Neither agree nor disagree (5.9%) Somewhat agree (19.7%) Strongly agree (70.4%)	4.37	4.51	4.55

[1] 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, 2011[1]	Average, 2013	Average, 2015
Strongly disagree (3.7%) Somewhat disagree (4.3%) Neither agree nor disagree (16.3%) Somewhat agree (37.8%) Strongly agree (37.9%)	3.95	3.97	4.02

[1] Scale of 1 to 5 where higher values indicate greater agreement with the statement.

Although the differences were minor, all five of the indicators of trust and confidence in the RPS increased in 2015 when compared to the previous two cycles of the survey. One of the consistent factors that was observed when compiling the report was that the proportion of respondents who strongly agreed with all five of the statements (e.g., Understanding the issues that affect the community) was higher in each category than in previous years.

Comparisons of the averages between the three patrol districts (Central, North, and South) revealed that there were statistically significant differences between the respondents on three questions. Central district residents had lower rankings for the following survey items: the RPS demonstrates professionalism in its work, the RPS is an organization with integrity and honesty, and having confidence in calling 911 in an emergency situation. There were no statistically significant differences for the other questions relating to trust and confidence.

When it came to differences between demographic groups, it was found that Aboriginal respondents were more likely to report a lower average agreement with all five of the statements relating to trust and confidence, although in only two of those cases were those differences statistically significant (The RPS was sensitive to the needs of my ethnic group, and having confidence in the RPS when calling 911). The responses of the combined Aboriginal/Métis and Visible Minority categories were also examined and these analyses reveal that only one question had a statistically significant difference between the combined group and their White counterparts: the Visible Minority and Aboriginal/Métis respondents had lower average agreement with the statement that the RPS was sensitive to the needs of their ethnic group.

With respect to age, younger respondents (18 to 34 year-olds) had higher average rankings of trust and confidence when compared to those aged 35 to 54 years or 55 years and older. These younger respondents rated the RPS as being more professional, having more honesty and integrity, and sensitivity to their ethnic group: all of those differences were statistically significant. These results are in contradiction to previous Canadian research suggesting that younger respondents tend to have less trust and confidence in police (Cao, 2011; Chow, 2011).

Female respondents reported higher level of trust and confidence in the RPS and rated the organization higher in every category than their male counterparts. Those differences were statistically significant when it came to three issues: RPS professionalism, the honesty and integrity of the organization, and the understanding of the police regarding issues that affected their community. These results are consistent with prior Canadian research showing that women tend to have higher levels of trust and confidence in the police (Cao, 2011; Cotter, 2015; O'Conner, 2008).

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. The analyses reveal that overall trust and confidence have increased in the three times the community survey was conducted.

Total Trust and Confidence (Sum of all five "D" survey items) by Patrol District			
Patrol District	Average, 2011[1]	Average, 2013	Average, 2015
Central	20.1	20.2	20.5
North	20.0	20.9	21.4
South	20.6	21.1	21.6

[1] Scale of 0-25, where higher values show more trust and confidence.

The figure below shows the total trust and confidence in the police using two series of analyses: Aboriginal and all Non-Aboriginal, and the combined Aboriginal and Visible Minority persons and all White persons. The analyses revealed that there was a statistically significant difference between the Aboriginal and non-Aboriginal groups: there was no significant difference between the Aboriginal/Visible Minority group and the White respondents. Again, this used the scale of 0-25 where 25 was the highest possible value.
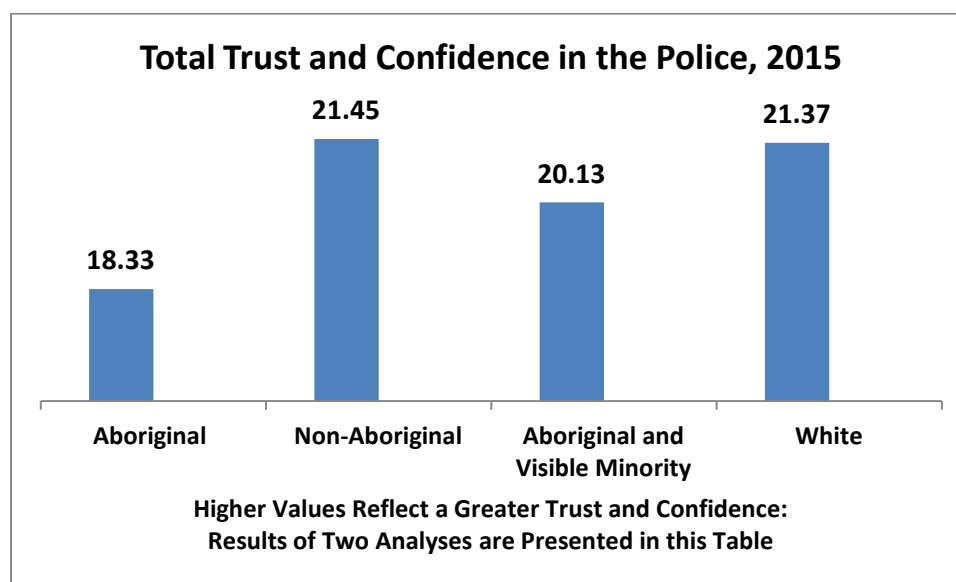
In order to better understand the group that expressed the least confidence and trust in the police, an examination was undertaken for those who had a combined score of 18 or less of a possible 25 (n = 74, accounting for 18.4% of the sample) to assess their characteristics. As noted in the 2011 and 2013 reports, the upper cut-off point of 18 of a possible 25 in that classification still shows modest or neutral support for the police. These additional analyses revealed that members of the "low confidence" group were statistically more likely to be Aboriginal, members of the

combined Aboriginal/Visible Minority category, rent (rather than own) their residence, were male, or resided in the Central patrol district. A number of other variables were also examined (e.g. age, level of education, accessing any of the RPS social media sites) in order to identify any other characteristics of the "low confidence" group and those analyses revealed no statistically significant differences.

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 170 respondents who had contact with the RPS in the prior year (and for which trust and confidence information was available), 30 (41.1% of those with contact) reported low levels of trust and confidence in the police compared to the 43 respondents with no contact. Chi-square analyses revealed this difference was not statistically significant, suggesting that contact with the police was not associated with lower levels of trust and confidence.

Contact with RPS in Previous Year and Level of Trust and Confidence (n = 398)		
Have you had contact with the RPS in the last year?	Contact with RPS in the previous year	No contact with RPS in the previous year
Low trust and confidence (n = 73)	30 (41.1%)	43 (58.9%)
High trust and confidence (n = 325)	140 (16.9%)	185 (83.1%)

Summary

Overall, respondents in the 2015 survey expressed considerable trust and confidence in the Regina Police Service. Average levels for all five indicators of trust and confidence were higher in 2015 than in 2011 or 2013. Moreover, in all five questions related to trust and confidence there was stronger agreement with the survey item (e.g. the RPS is an organization with integrity and honesty).

A closer examination of these five survey items and different demographic and contextual factors reveals that persons in the Central patrol district expressed less confidence in the RPS but in only two cases were these differences statistically significant (professionalism and having confidence when calling 911). In addition, Aboriginal respondents were more likely than their non-Aboriginal counterparts to disagree with the five statements although in only two cases were these differences statistically significant (that the RPS was sensitive to the needs of their ethnic group and having confidence when calling 911). All of the Aboriginal and Visible Minority respondents were also placed in a single group and in only one question was there a statistically significant difference with this group and their non-visible counterparts: whether the RPS was sensitive to the needs of their ethnic group.

In terms of age and gender, 18 to 24 year-old respondents were more likely to express more trust and confidence in the police than older respondents, although those differences were not statistically significant. Women respondents had a higher level of trust and confidence in the RPS and rated the organization higher in all of the five survey items than their male counterparts examined in this section.

Similar to analyses carried out in 2011 and 2013, we attempted to identify the characteristics of respondents who had the least trust and confidence in the RPS. A separate sample was created for respondents who had scores of 18 or less of an overall of 25 for the five items. The results were not surprising and this "low confidence" group were more likely to be Aboriginal, members of the combined Aboriginal/Visible minority category, rent (rather than own) their residence, were male, and respondents who resided in the Central patrol district. With respect to the demographic characteristics of this "low confidence" group, these results are similar to those published by researchers examining trust and confidence in the police in other Canadian jurisdictions (see: Cao, 2011, 2014; Cotter, 2015).

Last, we also examined whether respondents who had contact with the police in the previous year had less confidence in the police: an issue that had mixed findings in the 2011 and 2013 community surveys. Of the 170 respondents who had contact with the RPS in the prior year (and for which trust and confidence information was available), 30 (41.1% of those with contact)

reported low levels of trust and confidence in the police compared to the 43 respondents with no contact. This difference was not, however, statistically significant; suggesting that contact with the police was not associated with lower levels of trust and confidence in the police.

E. Perceptions of Regina Police Service Contact (Responsiveness)

The City of Regina and RPS Community Surveys since 2005 show that between 33.8% and 47% of respondents had some contact with the RPS in the previous year. The proportion of respondents with contact in 2015 (41.8%) was somewhat lower than in the 2011 (42.9%) and 2013 (47%) surveys.

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 and 2013 RPS Community Surveys.

Have you had contact with the Regina Police Service in the last year?	2005	2006	2007	2008	2009	2011	2013	2015
Yes	41.7	40.6	33.8	36.1	36.8	42.9	47.0	41.8

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 and 2013 RPS Surveys.

What type of contact did you have?	2007	2008	2009	2011	2013	2015
Reported a crime/Called 911/Witness	52.6	43.1	43.0	48.6	45.9	47.9
Traffic related/Traffic stop/Check stop	8.2	22.3	28.7	7.0	10.8	7.3
Suspect/Arrested	2.9	3.8	2.2	1.9	2.1	2.1
Other	36.3	38.5	40.5	42.5	41.2	44.7

In order to facilitate comparisons with surveys from prior years, the same four categories are used in the 2015 community survey. Respondents who answered E2 provide open-ended responses, so they are sometimes difficult to place them into separate categories. For example, 30 respondents (15.6% of those with contact with the RPS) report that they spoke with an officer on the street, but that interaction could be in relation to being a witness, suspect, or asking for directions. A number of respondents (10.9%) reported going to police headquarters, community centre or public meeting while another 7.8% met with an officer at home, work, or a specific place.

In order to shed light on the characteristics of the 192 respondents who had contact with the RPS we examined demographic factors such as age, ethnocultural status, gender, and education. Our analyses reveal, however, that the only statistically significant difference in the demographic characteristics was that respondents aged 35 to 54 years were more likely to have contact with the RPS than younger or older respondents.

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, 2011[1] (n = 212)	Average, 2013 (n = 206)	Average, 2015 (n = 192)
Very unsatisfied (5.6%) 2 (5.6%) 3 (8.6%) 4 (19.8%) Very satisfied (60.5%)	3.88[2]	4.10	4.24

[1] The total includes only persons who had contact with the RPS.
[2] 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 Surveys carried out 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?	2006	2007	2008	2009	2011	2013	2015
City Average	3.58	3.62	3.49	3.76	3.88	4.10	4.24

Comparisons of the average responses from respondents in the three patrol districts reveal that while there were differences, they were not statistically significant between the three groups on item E3. In 2015, the average satisfaction level was higher for all three districts compared with 2011. However, when compared to the 2013 survey results, the satisfaction reported by

respondents in the Central District dropped slightly while the other two districts increased from the previous wave of the survey.

How satisfied or dissatisfied were you with the police service you received?	Patrol District Average, 2011[1]	Patrol District Average, 2013	Patrol District Average, 2015
Central	3.90	4.22	4.15
North	3.82	3.98	4.23
South	3.93	4.09	4.31

[1] Scale of 1-5, where higher values show more satisfaction

Summary

Slightly more than two-fifths of the respondents (41.8%) had some form of contact with the RPS in the previous year, which is lower than in the previous year (47%) but higher than the 39.8% average from the seven previous administrations of surveys. Because respondents provide their own response to questions about their contact (they are not given a choice) it is sometimes difficult to classify the reasons for the RPS-citizen interaction. Our analysis reveals that very few of the respondents disclose that their interactions with the RPS are the result of a traffic stop (7.4%) or an arrest (2.1%). Similar to the results of the 2013 community survey, it appears as though many of citizen contacts with the RPS are with their personnel (e.g., dispatchers and the staff members at the police headquarters). As a result, these personnel may play a very important role in how the public perceives the RPS.

The average level of satisfaction with the police was 4.24 in 2015, which had increased from 3.88 in 2011 and 4.10 in 2013 (where five was very satisfied), and the level of satisfaction in 2015 is much higher than reported in 2006 (3.58) or 2008 (3.49). Like the results of the community survey presented in 2013, there were no statistically significant differences in satisfaction based on patrol district.

F. Perceptions of Crime and Fear of Crime

Fear of crime can be related to factors other than crime, including witnessing rude or uncivil behaviour, an individual's television viewing habits (e.g., watching more hours of crime-related programs), and indicators of neighbourhood disorder such as graffiti. As a result, fear of crime can be unrelated to a person's actual risk of victimization or levels of crime in a community. Perceptions of crime and fear of crime for Regina residents, for example, can also be influenced by media reports and offences that occur in another Saskatchewan municipality or province. The 2015 survey reveals 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, 2011[1]	Average, 2013	Average, 2015
Very unsafe (1.6%) 2 (10.3%) 3 (38.3%) 4 (40.4%) Very safe (9.4%)	3.51	3.57	3.46

[1]Scale of 1 to 5 where higher values indicate greater agreement with the statement.
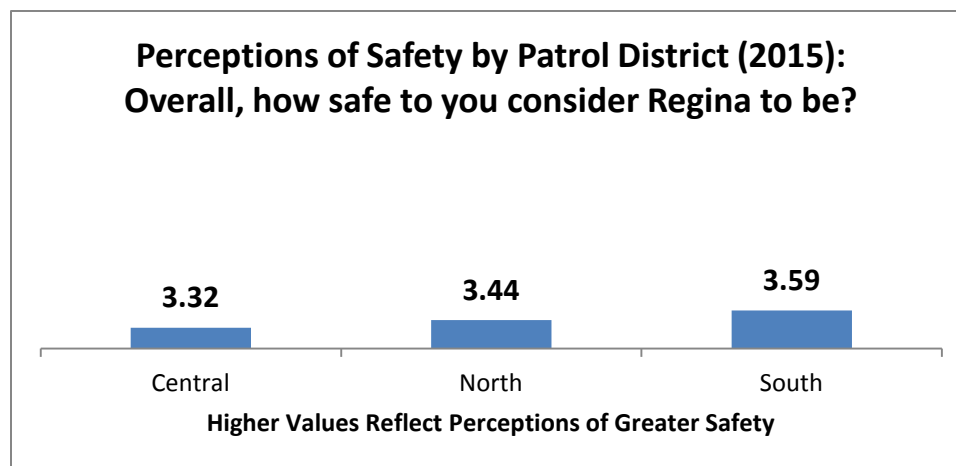
Comparison to previous years: Results obtained from the City of Regina Summer Survey conducted by Sigma Analytics (2009) and the 2011 and 2013 RPS Community Surveys.

How safe do you consider Regina to be overall?	2005	2006	2007	2008	2009	2011	2013	2015
Average	3.20	3.24	3.26	3.26	3.26	3.51	3.57	3.46

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, 2011[1]	Average, 2013	Average, 2015
Increased (23.7%) Stayed the same (68.2%) Decreased (8.1%)	2.00	2.02	2.16

[1] 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').

Perceptions of Safety by Patrol District (2015): Overall, how safe to you consider Regina to be?

3.32	**3.44**	**3.59**
Central	North	South

Higher Values Reflect Perceptions of Greater Safety

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, 2011[1 / 2]	Average, 2013	Average, 2015
Very safe (26.8%) Reasonably/Somewhat safe (57.2%) Very unsafe (8.3%) Does not walk alone (7.7%)	1.71	1.80	1.74

[1] Scale of 1 to 3 where higher values represent a greater fear of crime.
[2] 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.

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, and Chi-square analyses reveal that the difference was statistically significant. In fact, of the 36 persons who reported that they did not walk alone after dark, 35 were women.
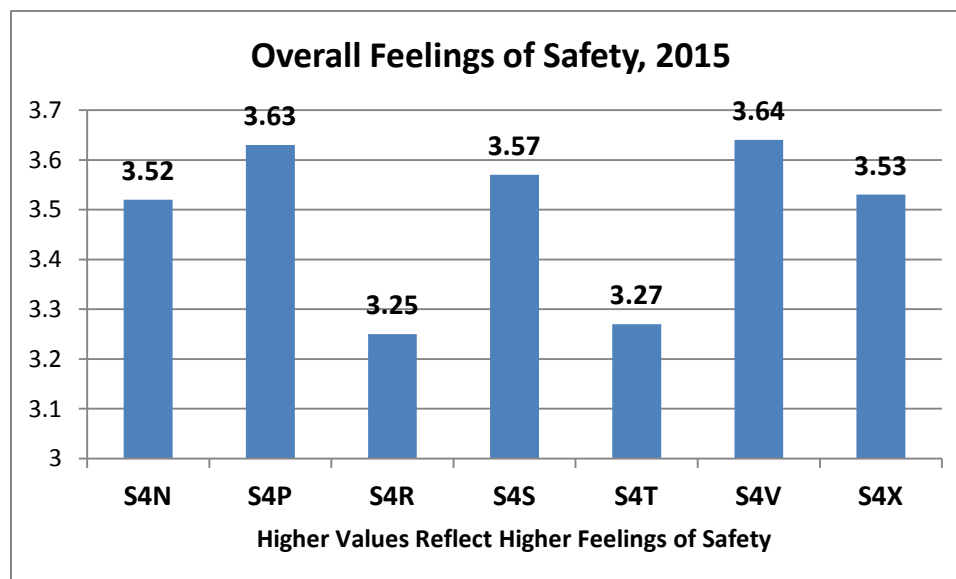
F4.   Using the 5 - point agreement scale, to what extent do you agree or disagree with the following statement: The possibility of crime keeps me from doing things I'd like to do.

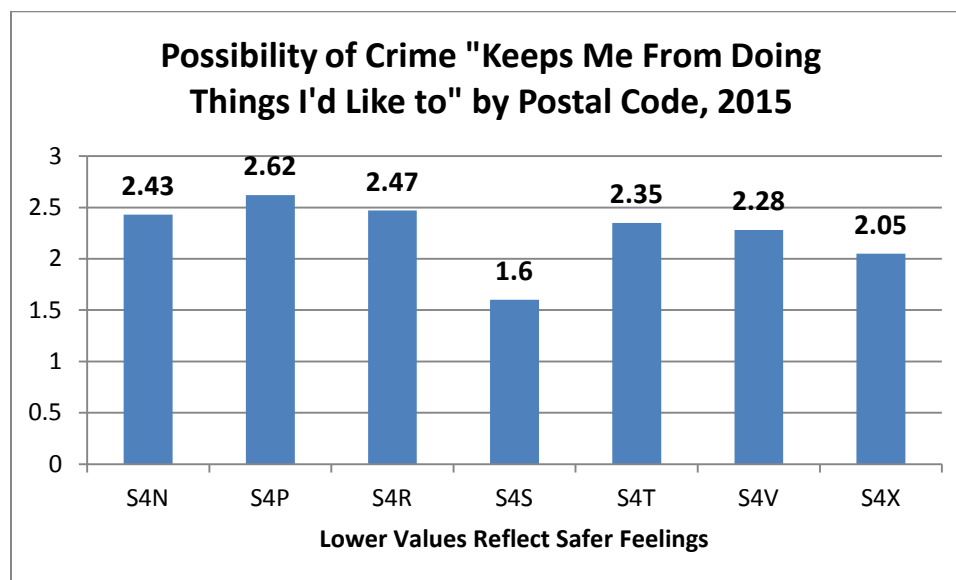| The possibility of crime keeps me from doing things I'd like to do.	Average, 2011[1] [2]	Average, 2013	Average, 2015
Strongly disagree (40.6%) Somewhat disagree (20.5%) Neither agree nor disagree (16.8%) Somewhat agree (13.3%) Strongly agree (8.8%)	2.16	2.21	2.29

[1] Scale of 1 to 5 where higher values indicate greater agreement with the statement.
[2] 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 question F1 reveal that there are statistically significant differences in perceptions of safety when the FSA postal zones were examined. Residents in the S4R FSA had the lowest overall feelings of safety, while those residing in S4V had the highest.

Overall Feelings of Safety, 2015

Higher Values Reflect Higher Feelings of Safety

S4N: 3.52, S4P: 3.63, S4R: 3.25, S4S: 3.57, S4T: 3.27, S4V: 3.64, S4X: 3.53

There are statistically significant differences in the responses from residents of the seven postal code FSAs that were examined. Residents in the S4S FSA were the least likely to be deterred by the possibility of crime, while those living in S4P were the most likely to report the possibility of crime preventing them from doing things that they would like to do.

Possibility of Crime "Keeps Me From Doing Things I'd Like to" by Postal Code, 2015

Postal Code	Value
S4N	2.43
S4P	2.62
S4R	2.47
S4S	1.6
S4T	2.35
S4V	2.28
S4X	2.05

Lower Values Reflect Safer Feelings

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 Percentage Agreeing			Fairly Big Problem Percentage Agreeing			Not a Very Big Problem Percentage Agreeing			Not a Problem at All Percentage Agreeing		
	2011	2013	2015	2011	2013	2015	2011	2013	2015	2011	2013	2015
Vandalism, graffiti, and deliberate damage to property or vehicles in your neighbourhood.	15.7	14.4	10.8	17.3	22.2	29.2	42.0	43.8	41.5	24.9	19.6	18.6

Compared to the 2011 and 2013 results regarding concerns for vandalism, graffiti and deliberate damage to property or vehicles, there has been a reduction in the public's overall perception of this behaviour as a very big problem, from 15.7% of respondents saying that it was a very big problem in 2011 to 10.8% in 2015. When these issues were examined by patrol district, respondents from the Central district report the highest levels of neighbourhood disorder, and that difference was statistically significant.

Neighbourhood Disorder (Vandalism, Graffiti, and Damage) by Patrol District, 2015

Higher Values Reflect More Problems with Disorder
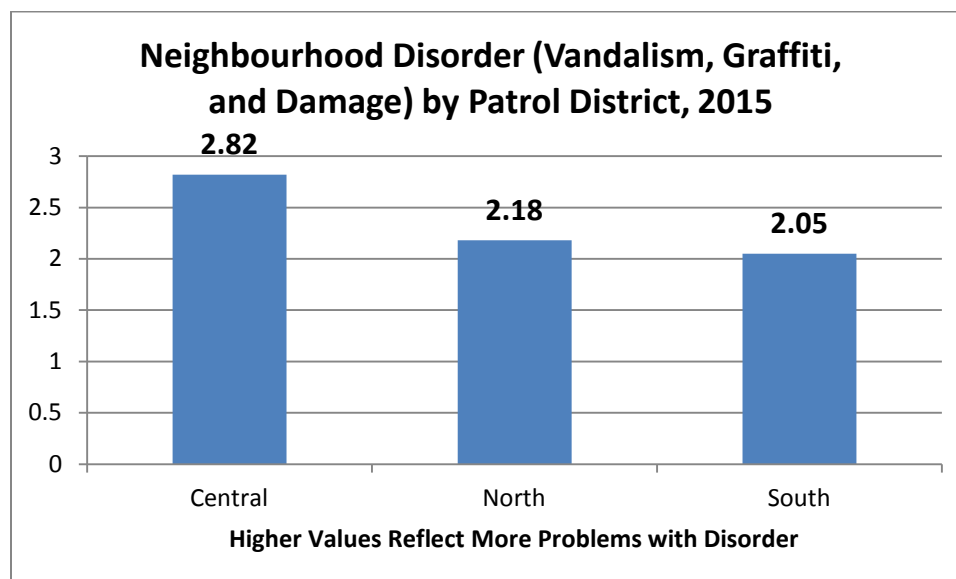
F6.   If you were the victim of a crime in Regina, in the last two years, did you report the offence(s) to the police?

Of the 441 respondents providing an answer to this question, 153 (32.2%) reported that they had been a victim of crime, with 145 of those providing a response regarding their reporting behaviour.

Did you report the offence(s) to the police? (n = 145)	
No, never	(33.8%)
Yes, for some of the crimes committed against me	(7.6%)
Yes, for every instance	(58.6%)

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 = 61)	
Minor value	(17.4%)
Lack of confidence in the police	(13.7%)
I did not consider it important	(36.0%)
Police won't be able to solve	(5.9%)
Lack of confidence in the justice system	(6.4%)
Fear of retaliation	(3.5%)
Other responses (and all others less than 3%)	(12.9%)
Don't know/Not applicable	(4.2%)

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, 2011[1]	Average, 2013	Average, 2015
Poor (6.0%) 2 (6.0%) 3 (13.4%) 4 (44.8%) Excellent (29.9%)	3.24	3.93	3.87

[1] Scale of 1 to 5 where higher values indicate greater agreement with the statement (demonstrating higher satisfaction with the police response).

A supplementary series of analyses were conducted to examine the differences between those who report having 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 127 persons who had reported being victimized and provided a response in 2015, 28 of them reported low levels of trust and confidence in the RPS and chi-square analysis reveals that difference was not statistically significant. These findings are somewhat different than those reported in 2011 and 2013 where respondents who had been victimized reported a significantly lower level of trust and confidence in the police.

Impact of Victimization and Levels of Trust and Confidence in the RPS		
Was a crime victim in the prior two years	Low trust and confidence in the police (n = 74)	High trust and confidence in the police (n = 325)
Yes (n = 127)	28 (37.8%)	99 (69.73%)
No (n = 272)	46 (16.9%)	226 (83.1%)

Summary

Although the overall average for this question in 2015 was somewhat less than reported in the 2011 or 2013 community surveys (3.51 and 3.57 respectively), with respect to the issue of fear of crime, the results presented above show respondents continue to report that Regina is a safe place to live and this is part of a decade long trend where rankings of safety increased from 3.20 in 2005 to 3.46 in 2015.

Over two-thirds of respondents (68.2%) reported that crime in their neighbourhoods had remained the same, while slightly less than one-quarter (23.7%) believed that crime was increasing. When it comes to feeling safe walking alone in their neighbourhood after dark, 84% reported that it was very safe, reasonably/somewhat safe. In 2015, 7.7% of respondents said that they did not walk alone, which is down somewhat from 2013 (9.3%) and a substantial decrease from the 24.6% reported in 2011. Despite the fact that residents generally felt safe in 2015, 22.1% strongly or somewhat agreed that the possibility of crime keeps them from doing things that they would like to do, which was similar to the proportion of respondents (21.6%) expressing similar fears in 2011.

A citizen's fear of crime and the degree to which their behaviours are influenced by the possibility of being victimized varies by where they reside. Residents in the S4R and S4T postal zones, for example, expressed the lowest overall feelings of safety while residents of the S4P and S4V zones were the most likely to report that the possibility of crime "keeps me from doing things I'd like to do."

With respect to perceptions of neighbourhood disorder—such as vandalism, deliberate damage to property and vehicles—the overall number of respondents who said that this was a "very big problem" has been decreasing since 2011. There is some neighbourhood variation to this indicator and residents of the Central patrol district reported the highest levels of disorder compared to their counterparts living in the North or South districts.

Approximately one-third (32.2%) of respondents reported having been victims of crime in the prior two years. Of the 145 crime victims who provided a response, 33.8% never reported their victimization to the police, which increased from 28.7% in 2013. Closer examination of their responses reveals the main reasons for not reporting the crimes to the police were: Victims did not consider the offence important (36%), the minor value of property (17.4%), lack of confidence in the police (13.7%) or the justice system (6.4%), the belief that the police could not solve the crime (5.9%) or they feared retaliation (3.5%).

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 2015 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, 2011[1]	Average, 2013	Average, 2015
Poor　　　　(1.6%) 2　　　　　(3.4%) 3　　　　　(14.1%) 4　　　　　(50.5%) Excellent　(30.3%)	3.93	4.02	4.04

[1] 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[1]	Percentages
Don't know/Not applicable	29.7%
More police visibility, police presence, more officers/patrols	15.0%
More patrols in high crime areas	9.7%
Enforcement of laws	8.7%
Better response time, faster investigations	6.4%
Treatment of minority groups	4.3%
Focus on property crimes/petty crimes	4.2%
Focus on gangs, drugs, alcohol and prostitution	3.6%
Community relations/communication improved	2.0%

[1] 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?

Comparison of the 2011, 2013, and 2015 RPS Community Surveys				
Do you think that the Regina Police Service does a good job, an average job, or poor job of:	Year	Good Job: Percentage Agreeing	Average Job: Percentage Agreeing	Poor Job: Percentage Agreeing
(a) Enforcing the laws?	2011	62.3	33.0	4.7
	2013	63.8	34.1	2.1
	2015	71.4	26.0	2.6
(b) Promptly responding to calls?	2011	54.1	32.9	13.0
	2013	58.1	33.8	8.1
	2015	62.8	30.0	7.3
(c) Being approachable and easy to talk to?	2011	75.4	18.4	6.2
	2013	71.5	22.8	5.7
	2015	71.9	23.3	4.8
(d) Supplying information to the public on ways to reduce crime?	2011	54.1	34.6	11.3
	2013	48.6	41.9	9.5
	2015	52.7	37.2	10.2
(e) Ensuring the safety of citizens in your area?	2011	61.4	31.2	7.3
	2013	62.2	32.2	5.6
	2015	63.9	30.3	5.8
(f) Treating people fairly?	2011	64.0	25.9	10.1
	2013	58.2	34.4	7.4
	2015	64.9	26.6	8.4
(g) Cooperating with the public to address their concerns?	2011	Not asked in 2011		
	2013	57.3	36.8	5.9
	2015	58.1	36.4	5.5

When these values were summed (for the six questions that had three observations), the proportion of respondents who report the RPS did a "poor job" decreased from 52.6 in 2011 (an average of 8.8% per item) to 39.1 in 2015 (an average of 6.5% per item).

In a Statistics Canada report, Cotter (2015, pp. 26-28) reports the results from the 2014 GSS, which includes information about confidence in public institutions, including the police. Included in Cotter's report is information from Canada, Saskatchewan, and Regina for the police-related items reported in the previous table. In the table that follows, the 2014 GSS results are contrasted against the findings revealed in the 2015 RPS community survey.

The results in the table on the following page show that a greater proportion of the participants in the 2015 community survey felt that the police did a better job of enforcing the law, promptly responded to calls, were more approachable, were more likely to ensure their safety and treated people fairly than the results presented in the 2014 GSS. Although most of these differences are relatively minor, they can be attributed to differences in sampling and the community survey drew from a larger sample than the GSS and is more likely to be representative of the population.

In addition, the timing of surveys can have a significant impact on the results, and in 2014, there were a number of police shootings of unarmed Black men in the United States. What happens in other nations influences Canadian attitudes and Logan (2014) reports that "the protests surrounding the deaths of black men at the hands of police was the top U.S. news story [in Canada] of 2014." There is no way of knowing how these news reports from other jurisdictions or nations influence the perceptions of local police services.

When only the GSS results for Regina, Saskatchewan, and the entire nation are compared, they reveal that the RPS matches or exceeds the provincial statistics for every category except for RPS officers being approachable and easy to talk to compared to their provincial counterparts (71% and 72% respectively). In terms of national comparisons, a greater percentage of Regina respondents felt that the RPS did a better job at enforcing the laws and supplying the public with information on reducing crime, but fell behind the national average with the other four items.

**Comparing the 2014 General Social Survey and
2015 RPS Community Survey Results**

Do you think that your police Service does a good job, an average job, or poor job of:		Jurisdiction	Good Job Percentage Agreeing
(a) Enforcing the laws?	2014	Canada	65.0
	2014	Saskatchewan	55.0
	2014	Regina	62.0
	2015	Regina	71.4
(b) Promptly responding to calls?	2014	Canada	68.0
	2014	Saskatchewan	55.0
	2014	Regina	55.0
	2015	Regina	62.8
(c) Being approachable and easy to talk to?	2014	Canada	73.0
	2014	Saskatchewan	72.0
	2014	Regina	71.0
	2015	Regina	71.9
(d) Supplying information to the public on ways to reduce crime?	2014	Canada	62.0
	2014	Saskatchewan	58.0
	2014	Regina	63.0
	2015	Regina	52.7
(e) Ensuring the safety of citizens in your area?	2014	Canada	70.0
	2014	Saskatchewan	63.0
	2014	Regina	63.0
	2015	Regina	63.9
(f) Treating people fairly?	2014	Canada	68.0
	2014	Saskatchewan	63.0
	2014	Regina	63.0
	2015	Regina	64.9

Source: Cotter (2015, pp. 27-28).

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, 2011[1]	Average, 2013	Average, 2015
Very unsatisfied	(1.8%)			
2	(3.7%)			
3	(15.1%)	3.94	3.96	4.08
4	(43.0%)			
Very satisfied	(36.4%)			

[1] Scale of 1 to 5 where higher values indicate greater agreement with the statement (demonstrating higher satisfaction with the RPS).

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 (n = 175)	2015 (n = 194)
Yes	39.0%	42.3%

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 = 190)		Average, 2011[1]	Average, 2013	Average, 2015
Strongly disagree	(6.7%)			
Somewhat disagree	(4.3%)			
Neither agree nor disagree	(8.5%)	3.76	4.11	4.23
Somewhat agree	(20.7%)			
Strongly agree	(59.8%)			

[1] 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, 2011[1]	Average, 2013	Average, 2015
Poor　　　　(0.2%) 2　　　　　(1.9%) 3　　　　　(12.4%) 4　　　　　(37.8%) Excellent　　(47.6%)	4.27	4.24	4.31

[1] 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 and 2013, examination of the district averages of survey item G1 (overall quality of service) reveals there were no statistically significant differences between the three patrol districts (Central = 3.91; North = 4.08; and South = 4.12). Analysis of survey item G4 (overall level of satisfaction with the RPS) show there was a statistically significant difference and those differences are presented in the figure that follows this paragraph.

Overall Satisfaction with the Regina Police Service by Patrol DIstrict, 2015
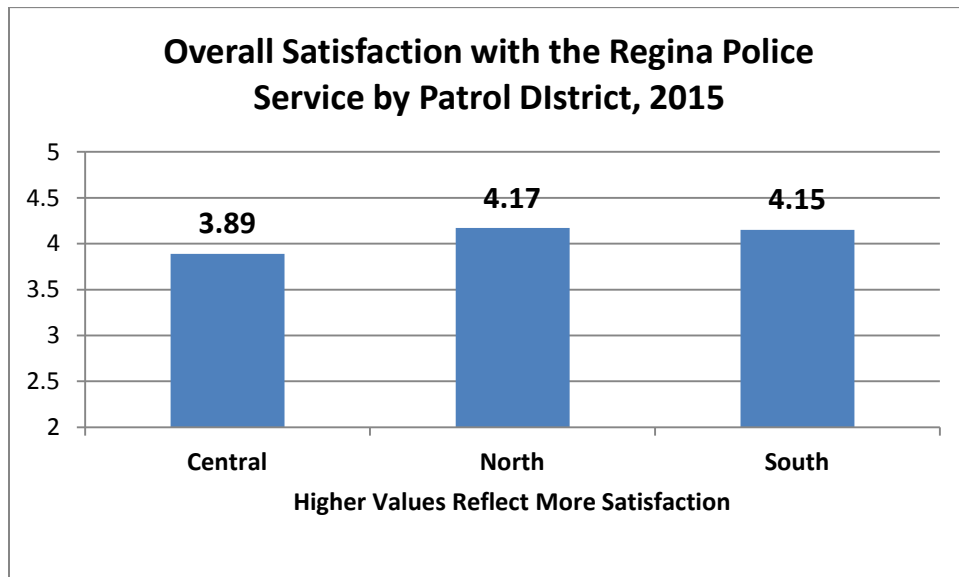
To better understand the respondents' overall perceptions of satisfaction and quality of the RPS, these factors were examined with all of the demographic factors collected in the study, including gender, ethnocultural status, age, and education. In addition, two criminal justice related factors were also analyzed: contact with the RPS in the previous year, and whether the respondent had been victimized in the previous two years. The results, presented in the table that follows shows that the differences between these groups were often minor: women tended to rate the RPS more positively, as did non-Aboriginal respondents. Although the differences in these rankings between Aboriginal and non-Aboriginal respondents were relatively minor, it was statistically significant. With respect to age, the rankings followed a "U" shaped distribution, where the youngest and oldest respondents were the most satisfied with the police and had the most favourable perceptions of quality, and those from 45 to 64 years of age ranked the RPS somewhat lower. Respondents who had not graduated high school had the lowest rankings for overall satisfaction of the RPS, while those with some post-secondary education had the lowest rankings for overall RPS quality.

In terms of criminal justice system variables, crime victims had lower overall rankings for overall satisfaction and quality than those who had not been victimized, and those differences were statistically significant. In addition, respondents who had contact with the RPS in the prior year had slightly lower rankings and those differences were not statistically significant.

Overall Satisfaction and Quality of the Regina Police Service, 2015

Characteristics	Overall Satisfaction	Overall Quality
Gender		
• Male	4.04	4.01
• Female	4.14	4.11
Ethnocultural Status		
• Aboriginal	3.77	3.97
• Non-Aboriginal	4.12	4.07
Age		
• 18-24	4.12	4.07
• 25-34	4.24	4.22
• 35-44	4.05	3.98
• 45-54	3.93	3.91
• 55-64	3.98	3.97
• 65-74	4.21	4.13
• 75 and over	4.14	4.08
Education		
• Less than high school	3.67	4.09
• High school/GED	4.15	4.17
• Some post secondary	4.12	3.96
• Complete diploma	4.23	4.02
• University graduate	4.02	4.03
Victimization		
• Crime Victim (in previous two years)	3.92	3.92
• Non-Victim	4.17	4.13
Contact with RPS in Previous Year		
• Yes	4.07	4.03
• No	4.11	4.07

Summary

The results of the 2015 survey show that the favourable overall perceptions of the RPS presented in the 2011 and 2013 studies continues to increase. Almost four-fifths of respondents (79.4%) rank the RPS quality of service as four or five on a five-point scale. The overall average of 4.04

out of 5.0 is the highest in the three times the community survey has been administered. In terms of suggestions for improving the service delivery, there was no clear consensus from the respondents and the five most common responses were (a) more police visibility/presence (including hiring more officers), (b) more patrols in high crime areas, (c) better enforcement of laws, (d) better response time (including faster investigations) and (e) better treatment of minority groups.

Respondents were asked to evaluate RPS performance on seven different issues that are commonly asked by Canadian police researchers. The results of the 2015 survey show the proportion of respondents who said that the RPS was doing a "good job" (the highest classification) was higher in five categories compared with 2011 (enforcing the laws, responding promptly to calls, supplying information to the public on ways to reduce crime, ensuring the safety of citizens, and treating people fairly). One noteworthy observation is that the proportion of respondents who report the RPS does a "poor job" had decreased in all seven items. That decrease was meaningful, as the average for the six items for which we had three observations dropped from 8.8% to 6.5%.

When using the results from the 2014 GSS, the citizen evaluations of RPS were equal to or greater than the provincial average for all but one category (officers being approachable and easy to talk to—the RPS was lower by 1% than the provincial average in this category). Perceptions of the RPS in the performance issues were, however, lower than the national average in all but two of the seven classifications.

In terms of overall satisfaction with RPS services, the 2015 results had the highest average ratings since this question was first asked in the 2011 survey. Respondents from the Central patrol district had slightly less satisfaction (3.89 on the five-point scale, compared with 4.15 and 4.17 from the South and North districts) and those differences were statistically significant. In 2015, 42.3% of the respondents reported having called the RPS or 911 in the previous two years, which was slightly higher than in 2013 (39%). Of those respondents, 80.5% somewhat agreed or strongly agreed that they were given sufficient information to effectively deal with

their situation, and that proportion was almost 3% higher than reported in the 2013 survey. The average agreement with this survey item also increased from 3.76 in 2011 to 4.22 in 2015.

Consistent with other Canadian police research, we find that perceptions of overall quality and satisfaction vary across different demographic groups, and women respondents tended to rate the RPS more positively, as did non-Aboriginal respondents, with the latter relationship being statistically significant. With respect to age, the youngest and oldest respondents were the most satisfied with the police and had the most favourable perceptions of quality, whereas those from 45 to 64 years of age ranked the RPS somewhat lower. Respondents who had not graduated high school had the lowest rankings for overall satisfaction of the RPS, while those with some post-secondary education had the lowest rankings for overall RPS quality.

A number of Canadian scholars have found that crime victims tend to have lower rankings of the police (see Chow, 2012; Cotter, 2015), and the 2015 results show that Regina crime victims had lower overall rankings for overall satisfaction and quality than those who had not been victimized, and those differences were statistically significant. Moreover, respondents who had contact with the RPS in the prior year had slightly lower average ratings compared with those who had no contact, although those differences were not statistically significant.

Altogether, the results from the 2015 survey reveal 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.

V. CONCLUSIONS

Nair, Luqman, Vadeveloo, Marimuthu and Shanmuggam (2012, p. 113) note 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." Similar to the results presented in 2011 and 2013, the findings reported in the 2015 RPS community survey reveal that the police enjoy positive public perceptions about their service. The proportion of citizens who express positive sentiments about the performance of the RPS has continued to trend upward since the results of the first city "summer survey" were published in 2006.

A review of the findings suggests that about four-fifths of the respondents rate the performance of the RPS as very good or excellent, that the RPS is an organization with integrity and honesty, and professional. Of those who had contact with the RPS, 80.3% reported that they were satisfied or very satisfied with the service they received. This is part of a long-term trend, and the average satisfaction with the services respondents received from the RPS increased from 3.58 in 2006 to 4.20 in 2015.

The results of the 2015 survey support the proposition that police performance has a positive impact upon quality of life for Regina residents. With respect to feeling safe, for example, in the 2011 survey almost one-quarter (24.6%) of respondents said that they did not walk alone in their neighbourhood after dark, but that had decreased to 7.7% of respondents in 2015. Despite that positive decrease, slightly more than one-fifth of respondents (22.1%) in 2015 strongly or somewhat agreed that the possibility of crime keeps them from doing things that they would like to do.

When asked whether the RPS did a "good job" of enforcing the law, responding to calls, being approachable and easy to talk to, ensuring safety, cooperating with the public, and treating people fairly, the 2015 survey reveals that the proportion of respondents who were satisfied has increased since 2011. Comparison with the results from the 2014 GSS reveals that the RPS generally has higher reported levels of citizen satisfaction than the Saskatchewan average.

Some respondents report less positive perceptions toward the police. Aboriginal persons and members of Visible Minority groups are less likely to agree with the statement that the RPS was sensitive to the needs of their ethnic group—and those differences were statistically significant. Aboriginal respondents were also less likely to be satisfied with the RPS. These findings are consistent with other recent Canadian public opinion studies of the police (Cao, 2014; Cheng, 2015; Cotter, 2015). Despite the fact that Aboriginal respondents had lower average ratings for overall satisfaction and quality of the RPS, those differences were not statistically significant compared to non-Aboriginal respondents.

Our analyses suggest that the relationships between victimization and perceptions toward the police be further examined. The results reported in the 2015 survey show that respondents who had been victimized in the previous two years expressed less positive satisfaction with the RPS, and felt that the overall quality of service was less than those who had not been victimized. These results were somewhat similar to findings reported in the 2011 and 2013 community surveys, although the outcomes are not always consistent (e.g., in some of the survey items that we examined there were statistically significant differences between victims and non-victims, but not in all cases). Chow (2012) reported that U of R students who had been victimized had less positive perceptions toward the police. In his analysis of GSS data from 2014, Cotter (2015) also found that crime victims tended to report less favourable perceptions of the police.

When asked whether the RPS did a "good job" of enforcing the law, responding to calls, being approachable and easy to talk to, ensuring safety, cooperating with the public, and treating people fairly, the 2015 survey reveals that the proportion of respondents who were satisfied has increased since 2011. Comparison with the national and provincial results from the 2014 GSS reveals that the RPS ranks higher than the Saskatchewan average in every category but one, and although there are several exceptions, the Regina totals are somewhat less than the national average.

Changes in levels of trust and confidence the public express are occurring 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—as well as older cadets with different life experiences). 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 (see Regina Police Service, 2015). In addition to greater access to information, citizens are actively participating in the management of police services through advisory boards, such as the Board of Police Commissioners. Many police services are also engaging in efforts to build bridges with communities that had historically expressed mistrust with the police, such as Aboriginal peoples. In Regina, for instance, the Cultural, Community and Diversity Unit was first 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. As noted in this report, each of these activities will reach different populations. It is possible that these initiatives, in addition to the services that officers and civilian personnel deliver, exert a positive influence on public opinion toward the RPS.

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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 <u>MY</u> 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 <u>did not</u> 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.

I1. **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**	**Regina Proportion**	**Sample Proportion**	**Weight**
Female		79075	51.91714	58.5683297	0.88644
Male		73235	48.08286	41.4316703	1.16053
Total		**152310**			
18 to 24		20645	13.55459	5.8441558	2.31934
25 to 34		29690	19.49314	17.5324675	1.11183
35 to 44		24435	16.04294	20.1298701	0.79697
45 to 54		28960	19.01385	19.0476190	0.99823
55 to 64		22715	14.91366	18.1818182	0.82025
65 to 74		12665	8.31528	12.1212121	0.68601
75 and Over		13200	8.66654	7.1428571	1.21331
Total		**152310**			

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

APPENDIX III: Regina Forward Sorting Areas (Postal Code Zones)

SCALE / ÉCHELLE 1:120 000

Metres 1000   0   1000   2000   3000   Metres

248177