

**PETERBOROUGH LAKEFIELD COMMUNITY
POLICE SERVICE
2009 SURVEY OF RESIDENTS AND BUSINESSES IN THE
CITY OF PETERBOROUGH & VILLAGE OF LAKEFIELD**

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BACKGROUND

Fleming Data Research (FDR) was contracted by the Peterborough Lakefield Community Police Service in February 2009 to complete a research study to assess public perceptions of community safety and police performance in the City of Peterborough and the Village of Lakefield.

METHODOLOGY

Survey Design and Implementation

Two telephone surveys, one for residents and one for businesses in the City of Peterborough and the Village of Lakefield were developed by the Peterborough Lakefield Community Police Service in collaboration with FDR. Telephone interviews were conducted using a Computer Automated Telephone Interviewing System.

Commercially prepared databases of residential and business telephone numbers were obtained from ASDE Survey Sampler Inc. The resident database contained a random sample of 2634 telephone numbers of residents living in the City of Peterborough and a complete listing (N=3409) of residents with a 705-652 exchange (This file was used to capture residents from the Village of Lakefield). The business database contained 2500 randomly selected telephone numbers of businesses located in the City of Peterborough. A file containing the telephone numbers of businesses located within the Village of Lakefield was provided to FDR by the Peterborough Lakefield Community Police Service.

FDR randomly called the listing of residential and business telephone numbers beginning in April 2009 and continued until early May 2009 until a sample of 403 residents from the City of Peterborough, 200 residents from the Village of Lakefield and 402 businesses from both the City of Peterborough and the Village of Lakefield were achieved.

Resident Survey

Respondents to the **resident** survey had to meet the following three criteria to qualify as a valid respondent:

1. were 15 years of age or over
2. were not a member, retiree or employee of the Peterborough Lakefield Community Police Service or another police service
3. lived within the City of Peterborough or the Village of Lakefield

Post-sample stratification was used to ensure that the age of respondents from the telephone listing of residents in the City of Peterborough was proportionally similar to the distribution of Youth (15-19 years), Adults (20-64) and Seniors (65 years and over) in the City of Peterborough, according to the 2006 Census data. These measures ensured that the sample adequately represented the population of the City of Peterborough and increases the level of confidence that the results of the survey will generalize to the population of the City of Peterborough residents.

The following table provides a comparison of the age of respondents from the City of Peterborough to the age of the overall population of the City of Peterborough residents.

Age Category	* Population of the City of Peterborough Residents		Sample of City of Peterborough Residents	
	N	%	N	%
15-19	5,240	8%	31	8%
20-64	43,620	69%	279	69%
65 and over	14,540	23%	93	23%
Total	63,400	100%	403	100%

* 2006 Census Data

A sample of 200 residents from the Village of Lakefield was surveyed and post-sample stratification was used to ensure that the age of respondents had adequate representation from Youth, Adults and Seniors.

Business Survey

Respondents to the **business** survey had to meet the following two criteria to qualify as a valid respondent:

1. were the owner, manager or supervisor
2. located within the City of Peterborough or the Village of Lakefield

Since the City of Peterborough accounts for 97% of the total population and the Village of Lakefield accounts for 3% of the total population, post sample stratification was used to ensure that businesses from the City of Peterborough accounted for 97% of the sample and businesses from the Village of Lakefield accounted for 3% of the sample.

Sample Size, Confidence Level and Margin of Error

According to the 2006 Census Data provided by Statistics Canada, the approximate population of Peterborough City permanent residents aged 15 and over is 63,400. A sample size of 400 Peterborough City residents provides a 95% confidence level with a 5% margin of error when generalizing the results of this study to the population of Peterborough City residents.

A sample of 400 businesses from the City of Peterborough and Village of Lakefield was surveyed in order to provide a 95% confidence level with a 5% margin of error when generalizing the results of this study to all businesses in the City of Peterborough and Village of Lakefield.

A 95% confidence level means that if this survey was repeated with the same population, the same or similar results would be obtained 19 times out of 20. A 5% margin of error means that if 28% of respondents indicated that they feel safe while walking in parks, for example, then the actual percentage of residents who feel safe while walking in parks in the target population would range $\pm 5\%$ (i.e. 23% to 33%).

A sample of 200 residents from the Village of Lakefield was surveyed in order to make general inferences about the perception and satisfaction levels of this group. However this sample is not statistically representative of the larger population.

Limitations

Threats to the validity of the survey results include historical effects. Historical effects on survey validity are attributable to time-related changes. As time passes, the characteristics of the population in the community change and the data will become less representative of the needs and opinions of the residents.

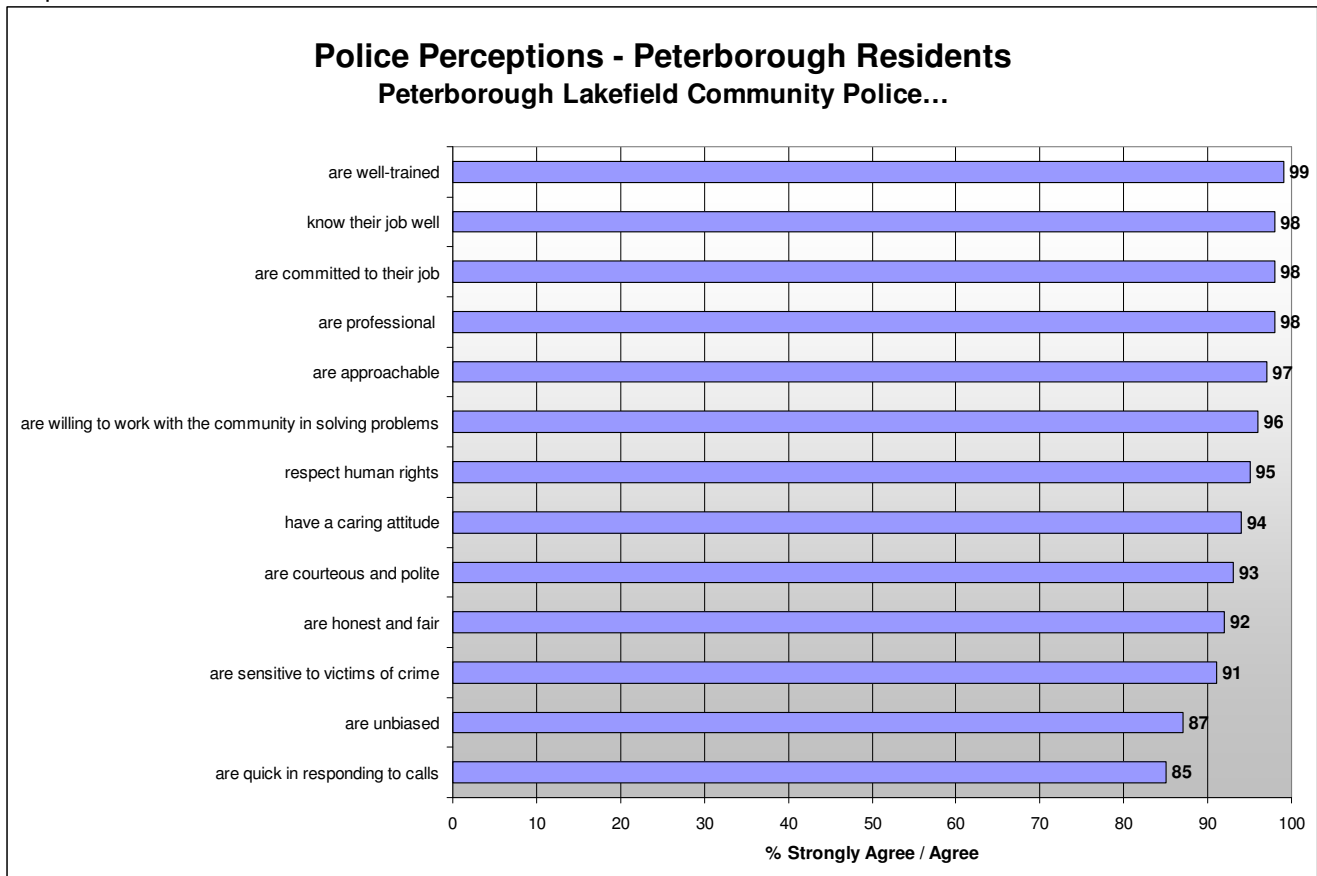
CITY OF PETERBOROUGH RESIDENTS (N = 403)

CITY OF PETERBOROUGH RESIDENTS' PERCEPTION OF PETERBOROUGH LAKEFIELD COMMUNITY POLICE

Residents from the City of Peterborough were asked to indicate their level of agreement with the following statements about the Peterborough Lakefield Community Police. See Graph 1.0.

- Over 90% of residents *Strongly Agreed or Agreed* with 11 of the 13 statements.
- Residents from the City of Peterborough **agreed most** with the statements “Are well trained” (99%), “Know their job well” (98%), “Are committed to the job (98%) and “Are professional” (98%).
- Statements with **lowest agreement** were “Are quick in responding to calls” (85%) and “Are unbiased” (87%).

Graph 1.0



* Percentages have been calculated independently of not applicable/no response.

Table 1.0 shows the level of agreement (*Strongly Agree / Agree*) with the following statements about the Peterborough Lakefield Community Police for youth (15 to 19 years), adults (20 to 64 years) and seniors (65 years and over).

- Agreement was highest among seniors and youth with the seniors having the highest level of agreement on all 13 items.
- Adults had lower agreement levels than youth and seniors on 10 of the 13 items. Specifically, adults agreement with the statements “Are unbiased”, “Are quick in responding to calls”, “Are courteous and polite”, “Are honest and fair”, “Respect human rights” and “Have a caring attitude” was lower in comparison to youths and seniors.
- Youth had lower levels of agreement with the statements “Are approachable” and “Are sensitive to victims of crime” compared to adults and seniors.

Table 1.0

Peterborough Community Police are...	% STRONGLY AGREE / AGREE			
	Youth (15 – 19 Yrs) (N=31) (%)	Adult (20 – 64 Yrs) (N=279) (%)	Senior (65 and Over) (N=93) (%)	Total (N=403) (%)
are well-trained	100	99	100	99
are professional	97	97	100	98
are committed to their job	100	98	100	98
know their job well	100	98	99	98
are approachable	94	96	100	97
are willing to work with the community in solving problems	100	95	99	96
respect human rights	100	93	98	95
have a caring attitude	97	93	98	94
are courteous and polite	96	91	98	93
are honest and fair	93	90	98	92
are sensitive to victims of crime	88	91	91	91
are unbiased	93	84	94	87
are quick in responding to calls	89	82	93	85

* Percentages have been calculated independently of not applicable/no response.

ISSUES OF MOST CONCERN TO RESIDENTS IN THE CITY OF PETERBOROUGH

Residents from the City of Peterborough were asked to specify three policing issues that concern them in the City of Peterborough. Graph 2.0 shows the top eleven policing issues of greatest concern to residents in the City of Peterborough.

- “Illegal drugs” (43%), “Traffic safety” (28%) and “Break and enter into residence” (18%) were the **issues of greatest concern** to residents in the City of Peterborough.

Graph 2.0

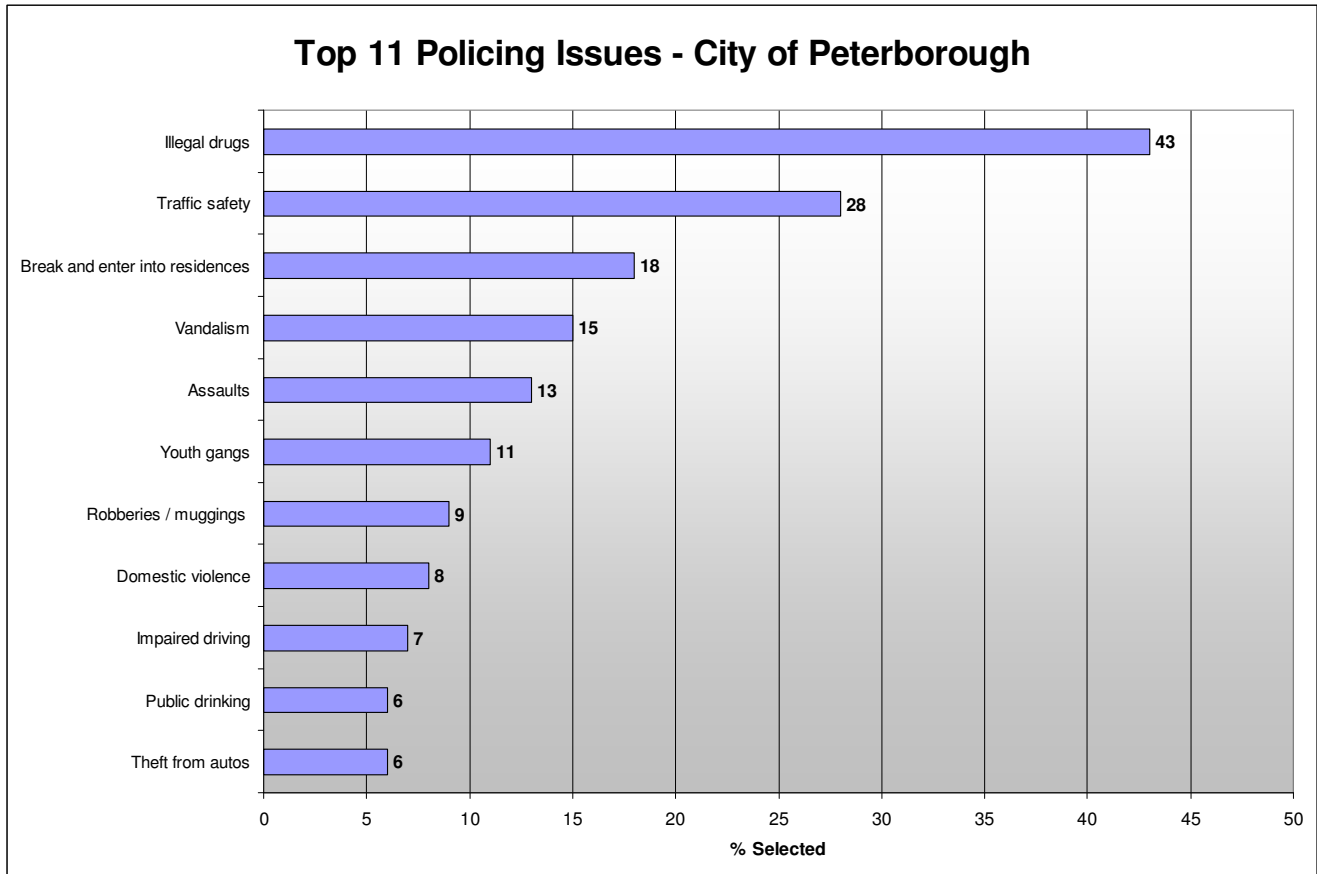


Table 2.0 shows the top issues of greatest concern for youth (15 to 19 years), adults (20 to 64 years) and seniors (65 years and over) in the City of Peterborough.

- Youth had greater concerns than adults and seniors with robberies/muggings, noise, racism/discrimination, hate crimes and frauds.
- Youth had less of a concern compared to adults and seniors with traffic safety, youth gangs and pan handling/homelessness.
- Adults had greater concerns than youth and seniors with domestic violence and sexual assaults/date rapes.
- Seniors had less of a concern compared to adults and youth with vandalism, assaults, theft from autos and public drinking.

Table 2.0

Issues of Greatest Concern	% SELECTED			
	Youth (15 – 19 Yrs) (N=31) (%)	Adult (20 – 64 Yrs) (N=279) (%)	Senior (65 and Over) (N=93) (%)	Total (N=403) (%)
Illegal drugs	42	44	42	43
Traffic safety	19	29	29	28
Break and enter into residences	7	19	19	18
Vandalism	13	17	8	15
Assaults	16	15	8	13
Youth gangs	3	11	12	11
Robberies / muggings (use of force)	16	8	10	9
Domestic violence	0	10	7	8
Impaired driving	7	8	5	7
Theft from autos	7	7	2	6
Public drinking	7	6	3	6
Sexual assaults / date rapes	0	6	2	5
Pan handling / homelessness	0	5	7	5
Noise	10	3	4	4
Hate crimes	7	4	1	4
Racism / discrimination	10	2	4	3
Frauds	7	1	2	2

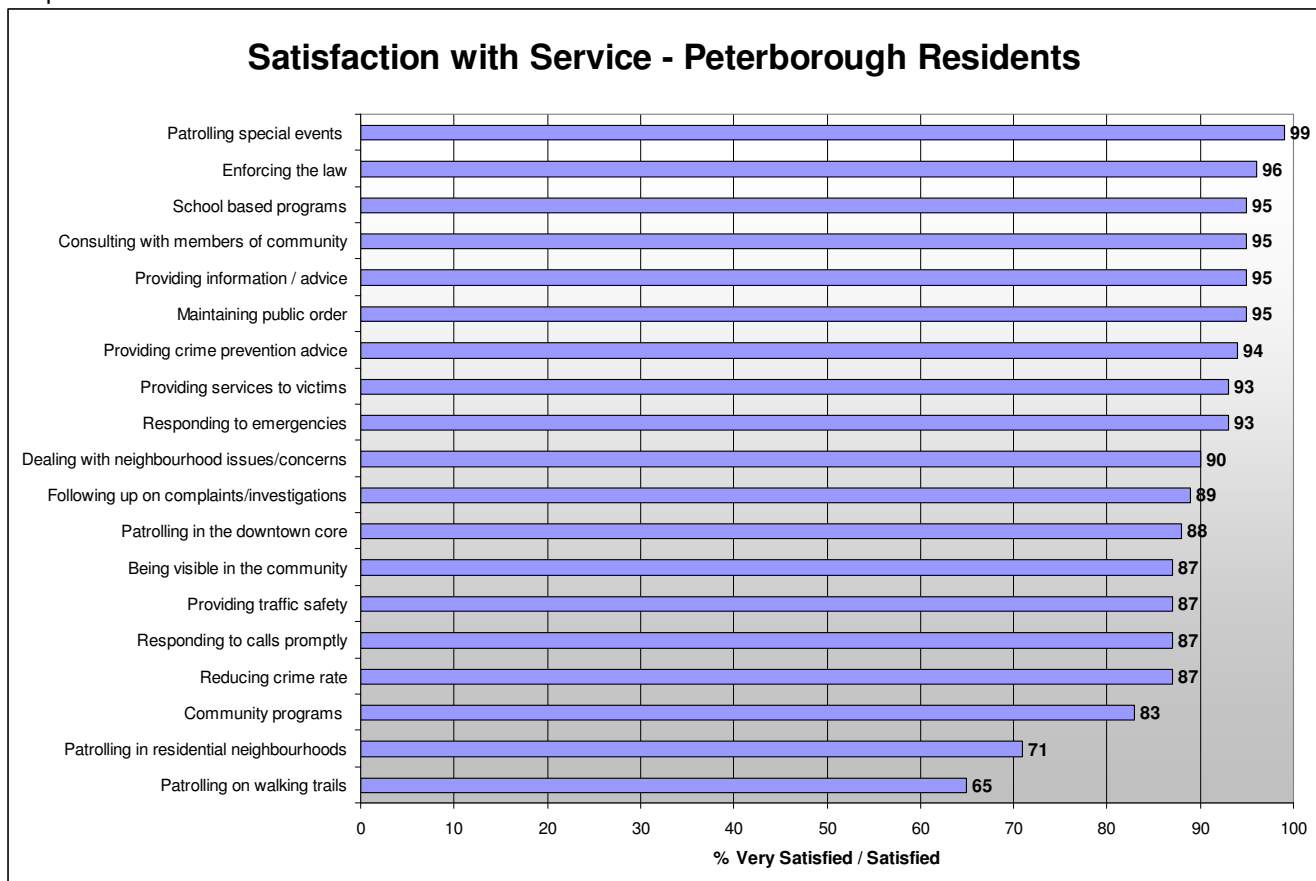
CITY OF PETERBOROUGH RESIDENTS' SATISFACTION WITH PETERBOROUGH LAKEFIELD COMMUNITY POLICE SERVICE

SATISFACTION WITH SERVICE

Residents from the City of Peterborough were asked to indicate how satisfied they were with 19 services, based on personal experiences or what they may have read or heard about the Peterborough Lakefield Community Police Service.

- Graph 3.0 shows that over 80% of residents were *Very Satisfied* or *Satisfied* with 17 of the 19 service areas.
- Residents from the City of Peterborough were **most satisfied** with “Patrolling special events” (99%) and “Enforcing the law” (96%).
- Residents from the City of Peterborough were **least satisfied** with “Patrolling on walking trails” (65%), “Patrolling in residential neighborhoods” (71%) and “Community programs” (83%).

Graph 3.0



* Percentages have been calculated independently of not applicable/no response.

Table 3.0 shows satisfaction (*Very Satisfied / satisfied*) with the services provided by the Peterborough Lakefield Community Police for youth (15 to 19 years), adults (20 to 64 years) and seniors (65 years and over).

- Adults had slightly lower levels of satisfaction than youth and seniors with 17 of the 19 services.
- Satisfaction with “Patrolling on walking trails” was substantially lower among adults, with 60% satisfied compared to 80% of youth and 82% of seniors.
- Seniors had lower satisfaction ratings compared to adults and youths with “Patrolling in residential neighbourhoods” (67% versus 72% and 77% respectively) and “Being visible in the community” (81% versus 88% and 94% respectively).
- Seniors had higher satisfaction ratings than adults and youth with “Responding to emergencies” (98% versus 92% and 90% respectively), “Dealing with neighbourhood issues and concerns” (95% versus 88% and 86% respectively) and “Community programs” (87% versus 82% and 81% respectively).
- Youth were less satisfied with “School based programs” compared to seniors and adults (86% versus 98% and 96% respectively).

Table 3.0

Satisfaction With Service	% VERY SATISFIED / SATISFIED			
	Youth (15 – 19 Yrs) (N=31) (%)	Adult (20 – 64 Yrs) (N=279) (%)	Senior (65 and Over) (N=93) (%)	Total (N=403) (%)
Patrolling special events (i.e. Festival of Lights and Head of the Trent)	100	99	99	99
Enforcing the law	100	96	94	96
Maintaining public order	93	94	97	95
Providing information / advice	97	95	95	95
Consulting with members of the community	97	93	97	95
School based programs	86	96	98	95
Providing crime prevention advice	100	93	97	94
Responding to emergencies	90	92	98	93
Providing services to victims	100	92	96	93
Dealing with neighbourhood issues and concerns	86	88	95	90
Following up on complaints / investigations	96	86	97	89
Patrolling in the downtown area	100	87	85	88
Reducing crime rate	90	86	91	87
Responding to calls promptly	90	85	94	87
Providing traffic safety	90	86	88	87
Being visible in the community	94	88	81	87
Community programs (i.e. Neighbourhood Watch and Home Guard)	81	82	87	83
Patrolling in residential neighbourhoods	77	72	67	71
Patrolling on walking trails	80	60	82	65

* Percentages have been calculated independently of not applicable/no response.

OVERALL SATISFACTION WITH SERVICE

Residents from the City of Peterborough were asked to indicate their **overall** satisfaction with the service provided by the Peterborough Lakefield Community Police Service.

- Thirty-seven percent (37%) of residents were *Very Satisfied*, and an additional 60% indicated they were *Satisfied* with the *overall* service provided.

Table 4.0 shows overall satisfaction with the service provided by the police for youth (15 to 19 years), adults (20 to 64 years) and seniors (65 years and over).

- One hundred percent (100%) of seniors, 97% of youth and 95% of adults were *Very Satisfied* or *Satisfied* with the *overall* service provided by the police.
- Seniors and youth were more likely than adults to indicate they were *Very Satisfied* with the *overall* service provided by the police (45% and 42% respectively, compared to 33%).

Table 4.0

Age Group	Very Satisfied (%)	Satisfied (%)	Dissatisfied (%)	Very Dissatisfied (%)
Youth (15 – 19 Yrs) (N=31)	42	55	3	0
Adult (20 – 64 Yrs) (N=279)	33	62	5	1
Senior (65 and Over) (N=93)	45	55	0	0
Total (N=403)	37	60	4	1

SATISFACTION WITH THE NUMBER OF POLICE OFFICERS

Residents from the City of Peterborough were asked to indicate their satisfaction with the number of police they see in the City of Peterborough.

- Forty-nine percent (49%) of residents indicated that the number of police seen in the City of Peterborough was “*About Right*”, 45% indicated there were “*Too Few*”, 1% indicated there were “*Too Many*” and 5% “*Didn’t Know*”.

SATISFACTION WITH CHANGES TO SERVICE

The Peterborough Lakefield Community Police Service made changes to the way they provide service in some situations.

- Eighty-four percent (84%) of residents from the City of Peterborough were *Very Satisfied* or *Satisfied* with minor complaints being taken over the phone rather than a police officer going to the scene when there is no immediate threat or danger, and/or no suspect present.
- Seventy-five percent (75%) of residents from the City of Peterborough were *Very Satisfied* or *Satisfied* with the investigation of non-injury motor vehicle collisions being handled through the Collision Reporting Centre, rather than a police officer attending the scene. Twenty-five percent (25%) were *Dissatisfied* or *Very Dissatisfied*.

Residents were asked about the likelihood that they would report a minor crime or community problem electronically through the Police Service website rather than calling the police directly.

- Thirty-two percent (32%) of residents from the City of Peterborough were *Very Likely* or *Likely* to report a minor crime in this manner while 67% of residents were *Not Likely* to do so.

SAFETY WITHIN THE CITY OF PETERBOROUGH

POLICING PROGRAM

The Peterborough Lakefield Community Police Service has a *Policing Program* whereby officers are assigned to patrol specific neighbourhoods and sectors of Peterborough on a continuing basis. Officers are responsible for dealing with ongoing crime prevention and problem solving initiatives within their assigned patrol areas.

- Twelve percent (12%) of residents from the City of Peterborough were *Aware* of the Policing Program and 88% were *Unaware* of this program.

COMMUNITY SAFETY

Residents from the City of Peterborough were asked if they perceived Community Safety to be the sole responsibility of the police, the sole responsibility of community members or a shared responsibility between the police and community members.

- Ninety-seven percent (97%) of residents from the City of Peterborough believe that “*Both members of the community and police*” share responsibility for community safety.

VICTIM OF A CRIME

Residents were asked if they were a victim of a crime (i.e. assault, theft, vandalism) that occurred within the City of Peterborough in the last five years.

- Twenty-eight percent (28%) of residents from the City of Peterborough reported that they were a victim of a crime that occurred in the last five years.
- Seventy-eight percent (78%) of residents who were a victim of a crime, reported the crime to police.

LEVEL OF CRIME

Residents from the City of Peterborough were asked if the level of crime in the City of Peterborough has increased, decreased, or remained the same during the past three years.

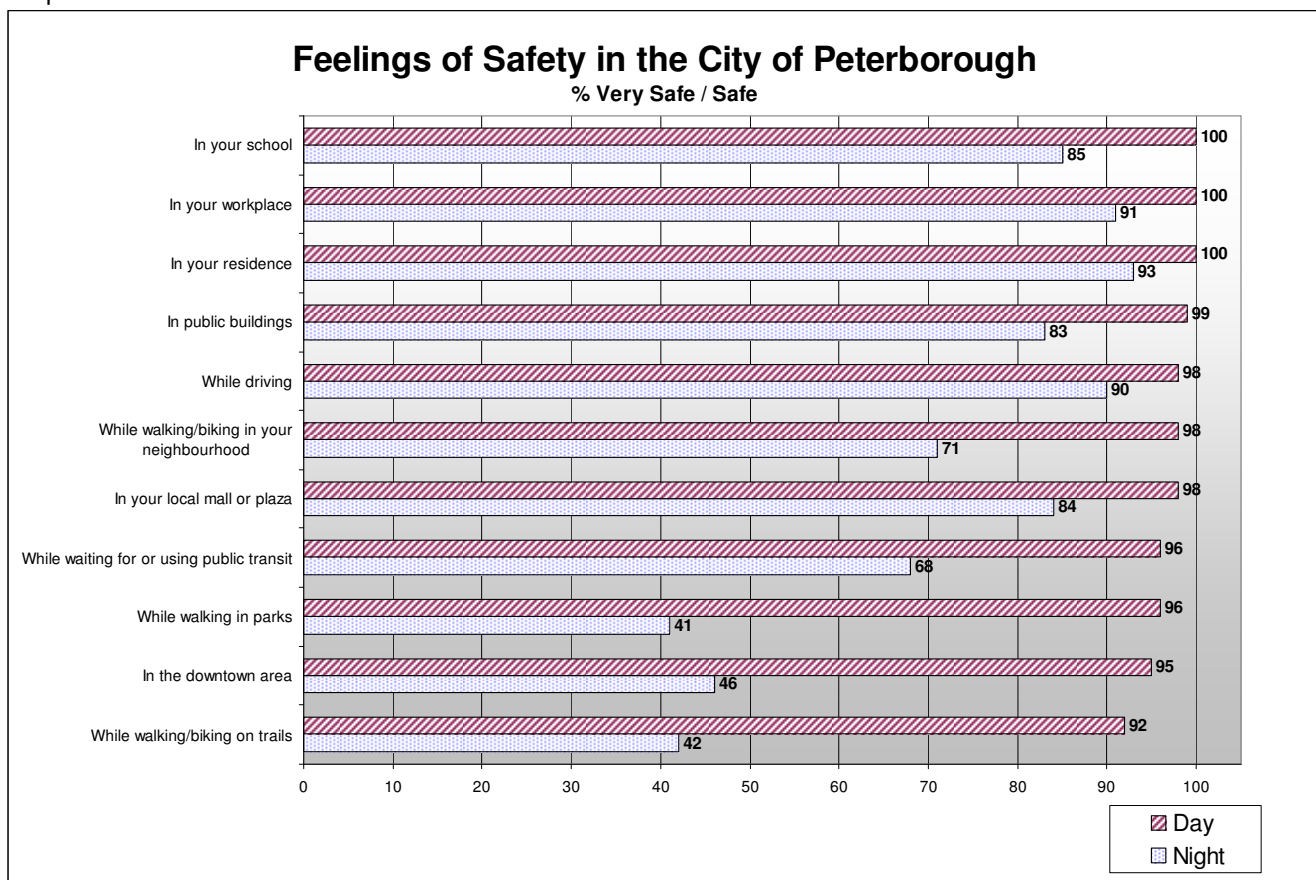
- Forty-three percent (43%) of residents felt that the level of crime in the City of Peterborough *Increased* during the past three years, 29% felt it *Remained the Same*, 8% felt that the crime level *Decreased* and 20% *Did Not Know/Unable to Assess*.

FEELINGS OF SAFETY - DAY VERSUS NIGHT

Residents from the City of Peterborough were asked how safe they felt during day time and night time hours for each of the following items. Graph 4.0 shows the percentage of *Very Safe / Safe* for each item.

- Over 90% of residents felt **Very Safe or Safe** during **DAY TIME** hours for all 11 items. All residents felt *Very Safe or Safe* during day time hours “In their residence”, “In their workplace” and “In their school”.
- Over 80% of residents from the City of Peterborough felt **Very Safe or Safe** during **NIGHT TIME** hours for 6 of the 11 items. Residents felt safest during night time hours “In their residence” and “In their workplace”.
- Residents felt **less safe** during **NIGHT TIME** hours “While walking in parks” (50% Unsafe and 9% Very Unsafe), “While walking/biking on trails” (47% Unsafe and 11% Very Unsafe) and “In the downtown area” (45% Unsafe and 9% Very Unsafe).

Graph 4.0



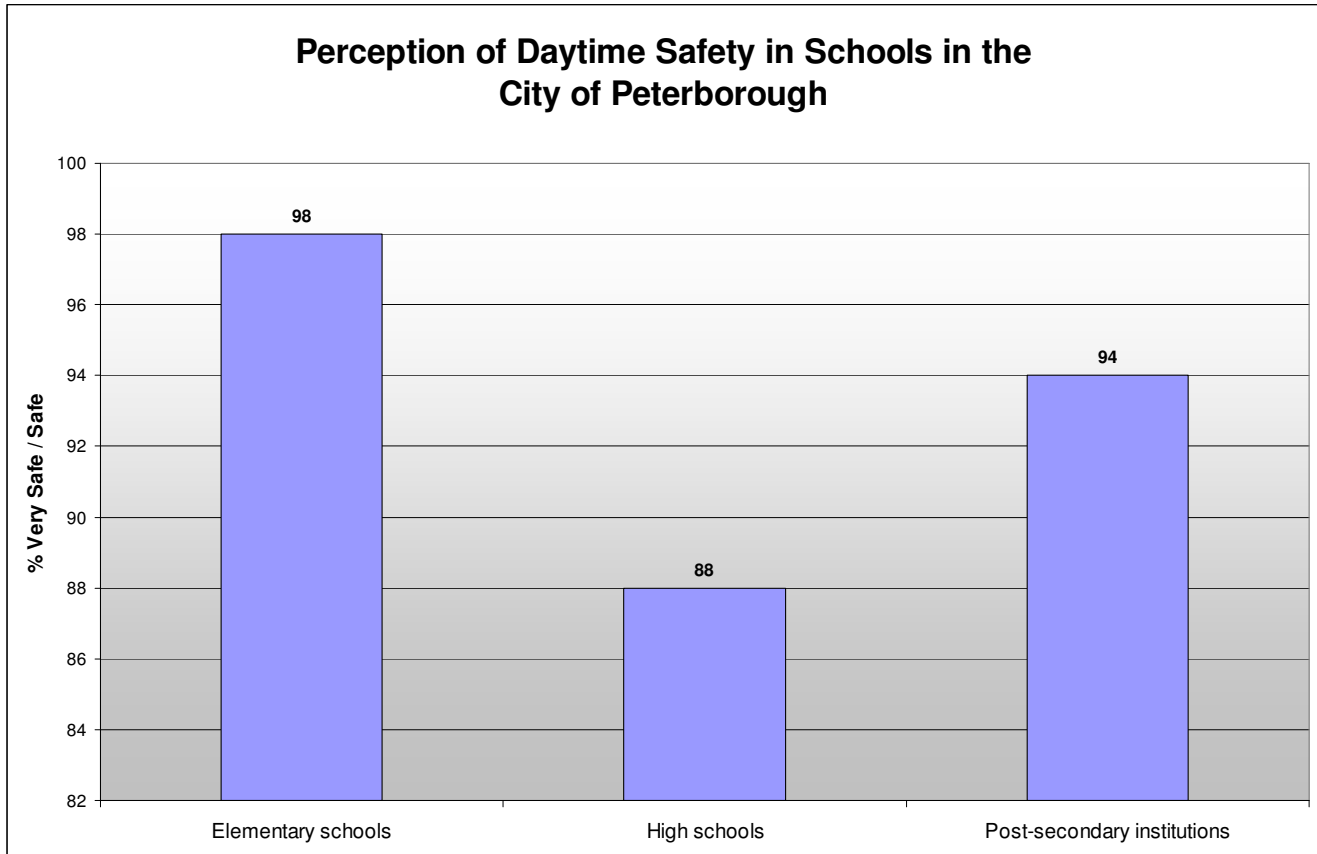
* Percentages have been calculated independently of not applicable/no response.

FEELINGS OF SAFETY - SCHOOLS

Residents from the City of Peterborough were asked how safe they felt the following types of schools were in the City of Peterborough during **DAYTIME** school hours.

- Graph 5.0 shows that 98% of residents rated elementary schools as *Very Safe* or *Safe*, 94% rated post-secondary schools as *Very Safe* or *Safe* and 88% rated high schools as *Very Safe* or *Safe*.

Graph 5.0



* Percentages have been calculated independently of not applicable/no response.

STRENGTHS AND SUGGESTED AREAS OF IMPROVEMENT WITH THE PETERBOROUGH LAKEFIELD COMMUNITY POLICE SERVICE - RESIDENTS IN THE CITY OF PETERBOROUGH

Residents in the City of Peterborough were asked to comment on the *strengths* of the Peterborough Lakefield Community Police Service and to suggest ways their service could be *improved*. The following is a summary of the major themes that were identified.

Peterborough Lakefield Community Police Services greatest STRENGTH:

1. Community involvement
2. Interpersonal skills of officers - approachable, friendly
3. Protecting the community

Ways the Peterborough Lakefield Community Police Service could IMPROVE their service:

1. More officers
2. More visibility / presence
3. More patrolling

VILLAGE OF LAKEFIELD RESIDENTS

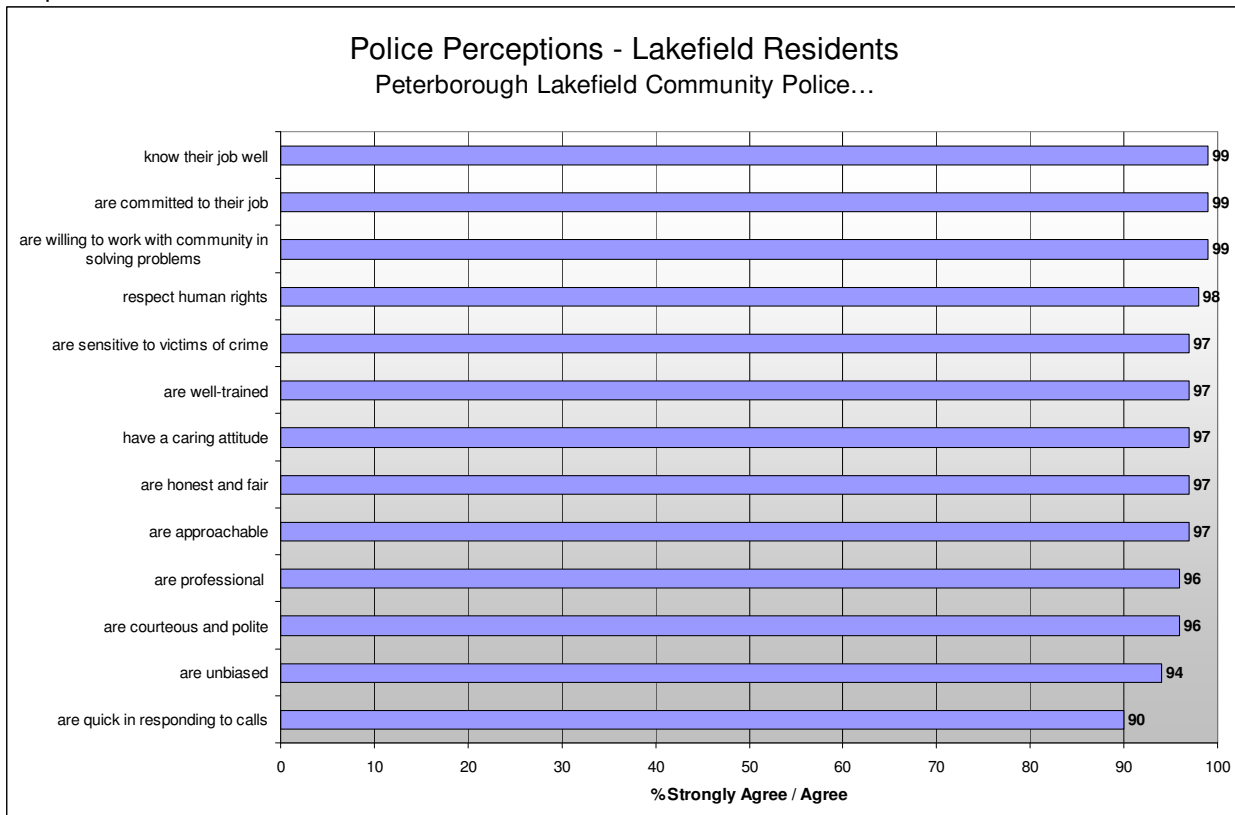
(N = 200)

VILLAGE OF LAKEFIELD RESIDENTS' PERCEPTION OF PETERBOROUGH LAKEFIELD COMMUNITY POLICE

Residents from the Village of Lakefield were asked to indicate their level of agreement with the following statements about the Peterborough Lakefield Community Police.

- Graph 6.0 shows that over 90% of residents *Strongly Agreed or Agreed* with 12 of the 13 statements.
- Residents from the Village of Lakefield **agreed most** with “Know their job well” (99%), “Are committed to their job” (99%) and “Are willing to work with the community to solve problems” (99%).
- Residents from the Village of Lakefield **agreed least** with “Are quick in responding to calls” (90%) and “Are unbiased” (94%).

Graph 6.0



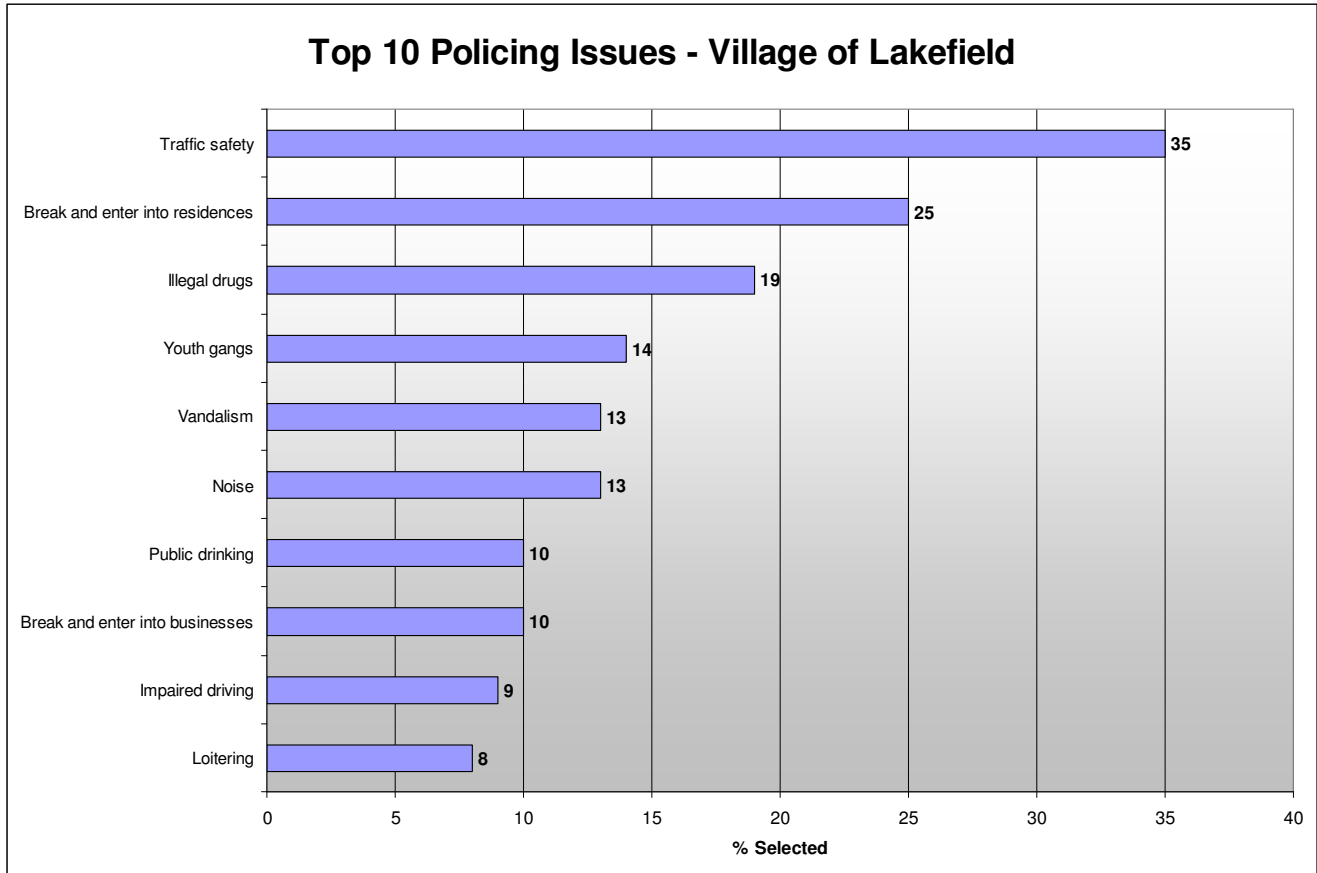
* Percentages have been calculated independently of not applicable/no response.

ISSUES OF MOST CONCERN TO RESIDENTS IN THE VILLAGE OF LAKEFIELD

Residents from the Village of Lakefield were asked to specify three policing issues that concern them in the Village of Lakefield. Graph 7.0 shows the top ten policing issues of greatest concern to residents in the Village of Lakefield.

- “Traffic safety” (35%), “Break and enter into residence” (25%) and “Illegal drugs” (19%) were **issues of greatest concern** to residents in the Village of Lakefield.

Graph 7.0



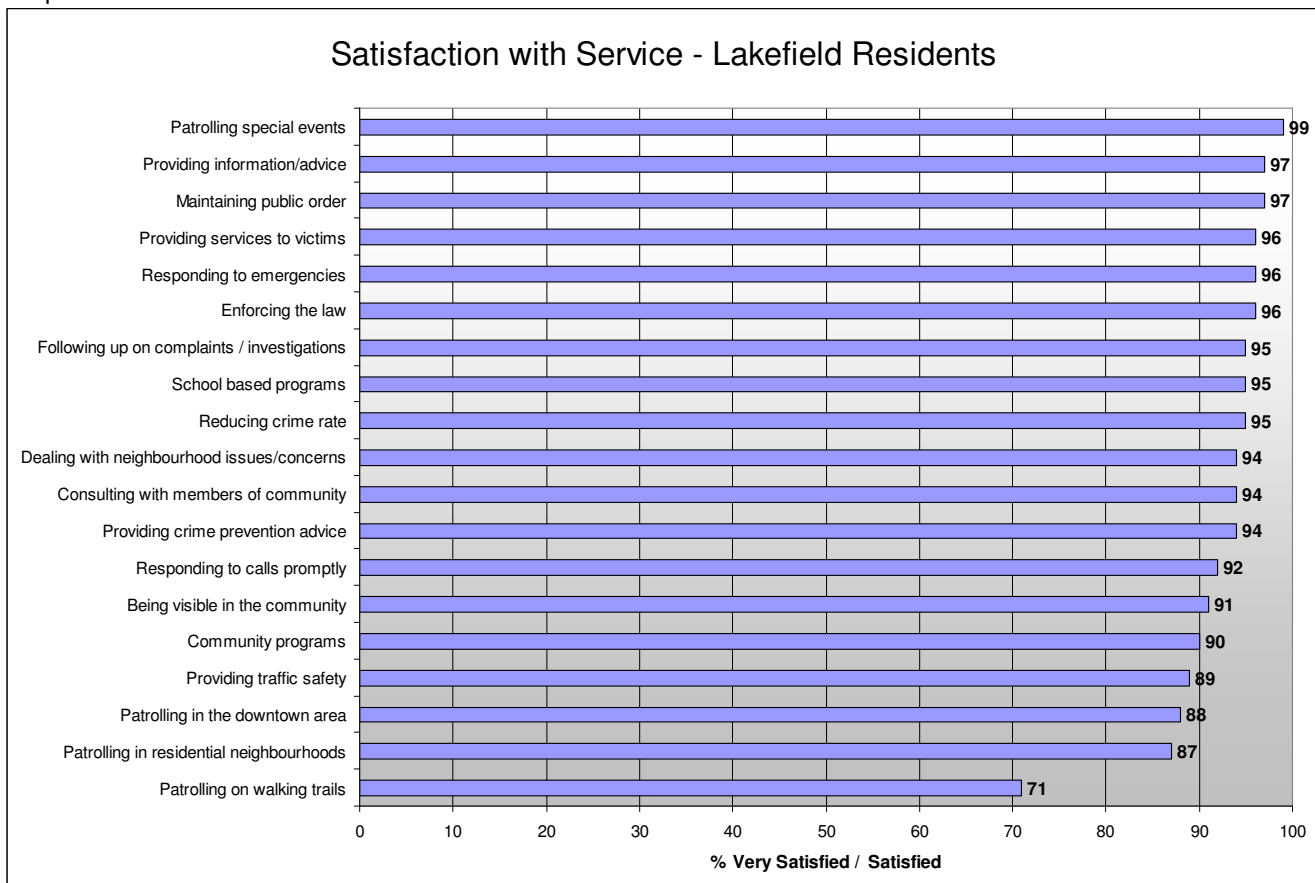
VILLAGE OF LAKEFIELD RESIDENTS' SATISFACTION WITH PETERBOROUGH LAKEFIELD COMMUNITY POLICE SERVICE

SATISFACTION WITH SERVICE

Residents from the Village of Lakefield were asked to indicate how satisfied they were with 19 services, based on personal experiences or what they may have read or heard about the Peterborough Lakefield Community Police Service.

- Graph 8.0 shows that over 90% of residents were *Very Satisfied* or *Satisfied* with 14 of the 19 service areas.
- Residents from the Village of Lakefield were **most satisfied** with “Patrolling special events” (99%), “Providing information / advice” (97%) and “Maintaining public order” (97%).
- Residents from the Village of Lakefield were **least satisfied** with “Patrolling on walking trails” (71%), “Patrolling in residential neighbourhoods” (87%) and “Patrolling in downtown area” (88%).

Graph 8.0



* Percentages have been calculated independently of not applicable/no response.

OVERALL SATISFACTION WITH SERVICE

Residents from the Village of Lakefield were asked to indicate their **overall** satisfaction with the service provided by the Peterborough Lakefield Community Police Service.

- Fifty percent (50%) of residents were *Very Satisfied* and 48% indicated they were *Satisfied overall*, with the service provided.

SATISFACTION WITH THE NUMBER OF POLICE OFFICERS

Residents from the Village of Lakefield were asked to consider the number of police they see in the Village of Lakefield.

- Fifty-nine percent (59%) of residents indicated that the number of police seen in the Village of Lakefield was “*About Right*”, 34% indicated there were “*Too Few*”, 1% indicated there were “*Too Many*” and 7% “*Didn’t Know*”.

SATISFACTION WITH CHANGES TO SERVICE

The Peterborough Lakefield Community Police Service made changes to the way they provide service in some situations.

- Eighty-five percent (85%) of residents from the Village of Lakefield were *Very Satisfied* or *Satisfied* with minor complaints being taken over the phone rather than a police officer going to the scene when there is no immediate threat or danger, and/or no suspect present.

Residents were asked about the likelihood that they would report a minor crime or community problem electronically through the Police Service website rather than calling the police directly.

- Twenty-four percent (24%) of residents from the Village of Lakefield were *Very Likely* or *Likely* to report a minor crime in this manner while 73% of residents were *Not Likely*.

SAFETY WITHIN THE VILLAGE OF LAKEFIELD

POLICING PROGRAM

The Peterborough Lakefield Community Police Service has a *Policing Program* whereby officers are assigned to patrol specific neighbourhoods and sectors of Lakefield on a continuing basis. Officers are responsible for dealing with ongoing crime prevention and problem solving initiatives within their assigned patrol areas.

- Eighteen percent (18%) of residents from the Village of Lakefield were *Aware* of the Policing Program and 83% were *Unaware* of this program.

COMMUNITY SAFETY

Residents from the Village of Lakefield were asked if they perceived Community Safety to be the sole responsibility of the police, the sole responsibility of the community members or a shared responsibility between the police and community members.

- Ninety-seven percent (97%) of residents from the Village of Lakefield believe that “*Both members of the community and police*” share responsibility for community safety.

VICTIM OF A CRIME

Residents were asked if they were a victim of a crime (i.e. assault, theft, vandalism) that occurred within the Village of Lakefield in the last five years.

- Seventeen percent (17%) of residents from the Village of Lakefield reported that they were a victim of a crime that occurred in the last five years.
- Seventy-four percent (74%) of residents who were a victim of a crime, reported the crime to police.

LEVEL OF CRIME

Residents from the Village of Lakefield were asked if the level of crime in the Village of Lakefield has increased, decreased, or remained the same during the past three years.

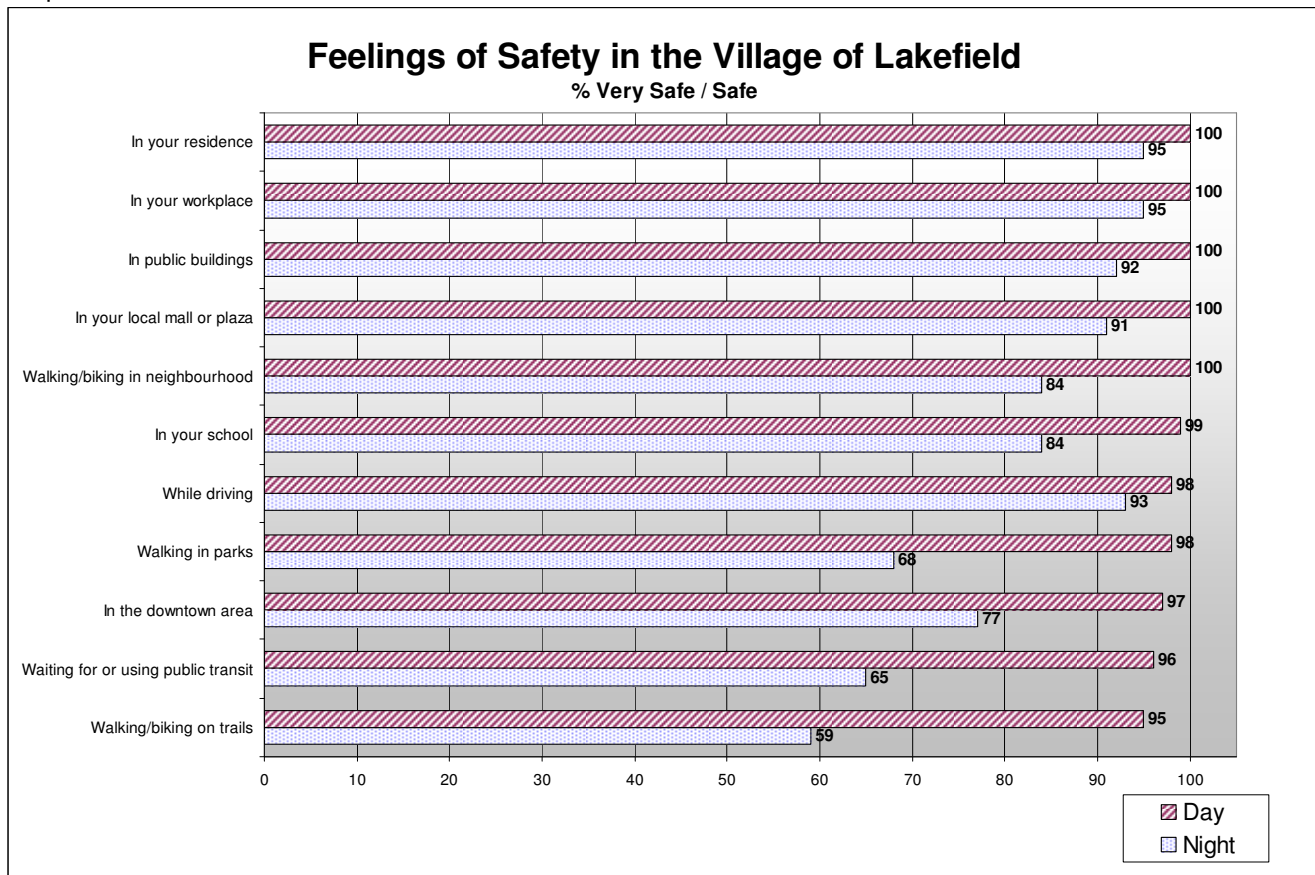
- Fifty-nine percent (59%) of residents felt that the level of crime in the Village of Lakefield *Remained the Same* during the past three years, 17% felt that the crime level *Increased*, 11% felt that the crime level *Decreased* and 13% *Did Not Know/Unable to Assess*.

FEELINGS OF SAFETY - DAY VERSUS NIGHT

Residents from the Village of Lakefield were asked how safe they felt during day time and night time hours for each of the following items. Graph 9.0 shows the percentage of *Very Safe / Safe* for each item.

- Over 94% of residents felt **Very Safe or Safe during DAY TIME** hours for all 11 items. All residents felt *Very Safe or Safe* during day time hours “In their residence”, “In their workplace”, “In public buildings”, “In local mall or plaza” and “Walking/biking in their neighbourhood”.
- Over 80% of residents from the Village of Lakefield felt **Very Safe or Safe** during **NIGHT TIME** hours for 7 of the 11 items. Residents felt safest during night time hours “In their residence”, “In their workplace”, “While driving” and “In public buildings”.
- Residents **felt less safe** during **NIGHT TIME** hours “While walking / biking on trails” (36% *Unsafe* and 6% *Very Unsafe*), “Waiting for or using public transit trails” (30% *Unsafe* and 5% *Very Unsafe*) and “While walking in parks trails” (29% *Unsafe* and 3% *Very Unsafe*).

Graph 9.0



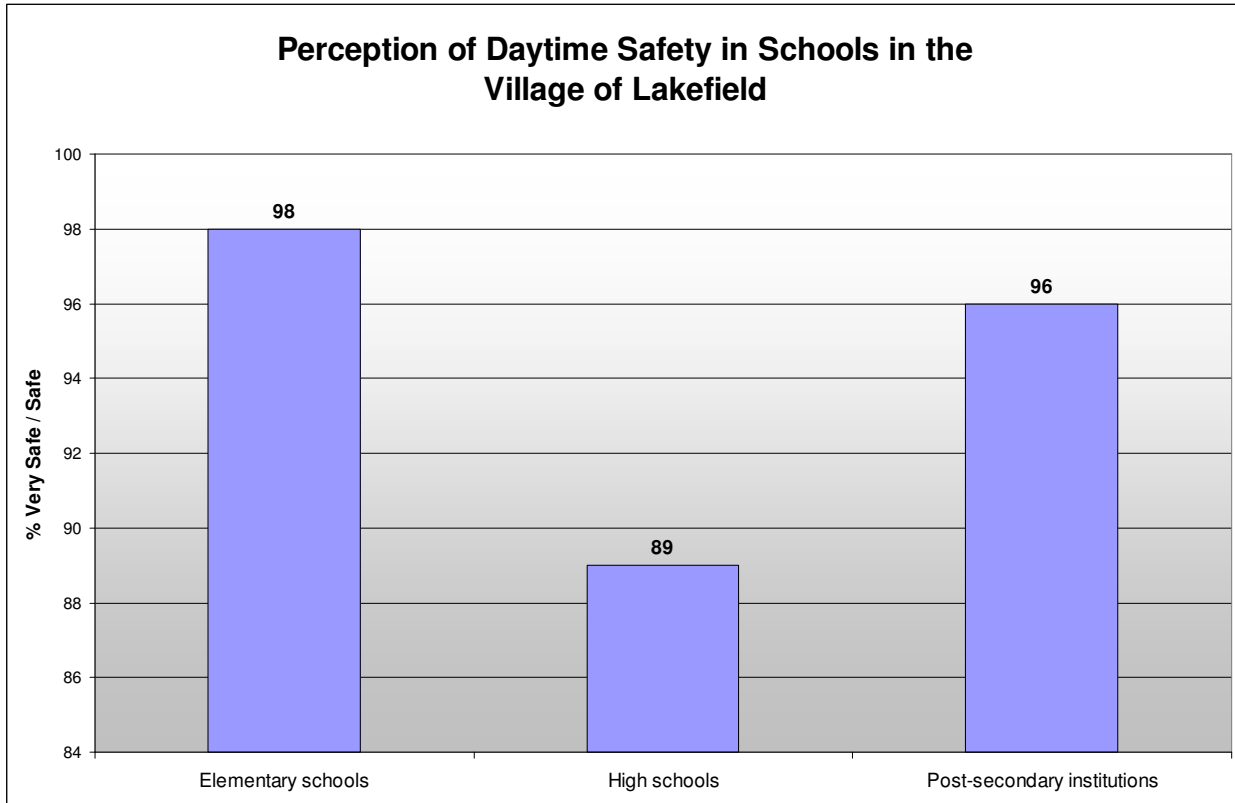
* Percentages have been calculated independently of not applicable/no response.

FEELINGS OF SAFETY - SCHOOLS

Residents from the Village of Lakefield were asked how safe they felt the following types of schools were in the Village of Lakefield during **DAYTIME** school hours.

- Graph 10.0 shows that 98% of residents rated elementary schools as *Very Safe* or *Safe*, 96% rated post-secondary schools as *Very Safe* or *Safe* and 89% rated high schools as *Very Safe* or *Safe*.

Graph 10.0



* Percentages have been calculated independently of not applicable/no response.

STRENGTHS AND SUGGESTED AREAS OF IMPROVEMENT WITH THE PETERBOROUGH LAKEFIELD COMMUNITY POLICE SERVICE – RESIDENTS IN THE VILLAGE OF LAKEFIELD

Residents in the Village of Lakefield were asked to comment on the *strengths* of the Peterborough Lakefield Community Police Service and to suggest ways their service could be *improved*. The following is a summary of the major themes that were identified.

Peterborough Lakefield Community Police Services greatest STRENGTH:

1. Interpersonal skills - respectful, approachable, friendly
2. Being available / visible
3. Effective protection of community

Ways the Peterborough Lakefield Community Police Service could IMPROVE their service:

1. More presence / visibility
2. More officers
3. More interaction with the public

RESIDENTS IN CITY OF PETERBOROUGH COMPARED TO VILLAGE OF LAKEFIELD

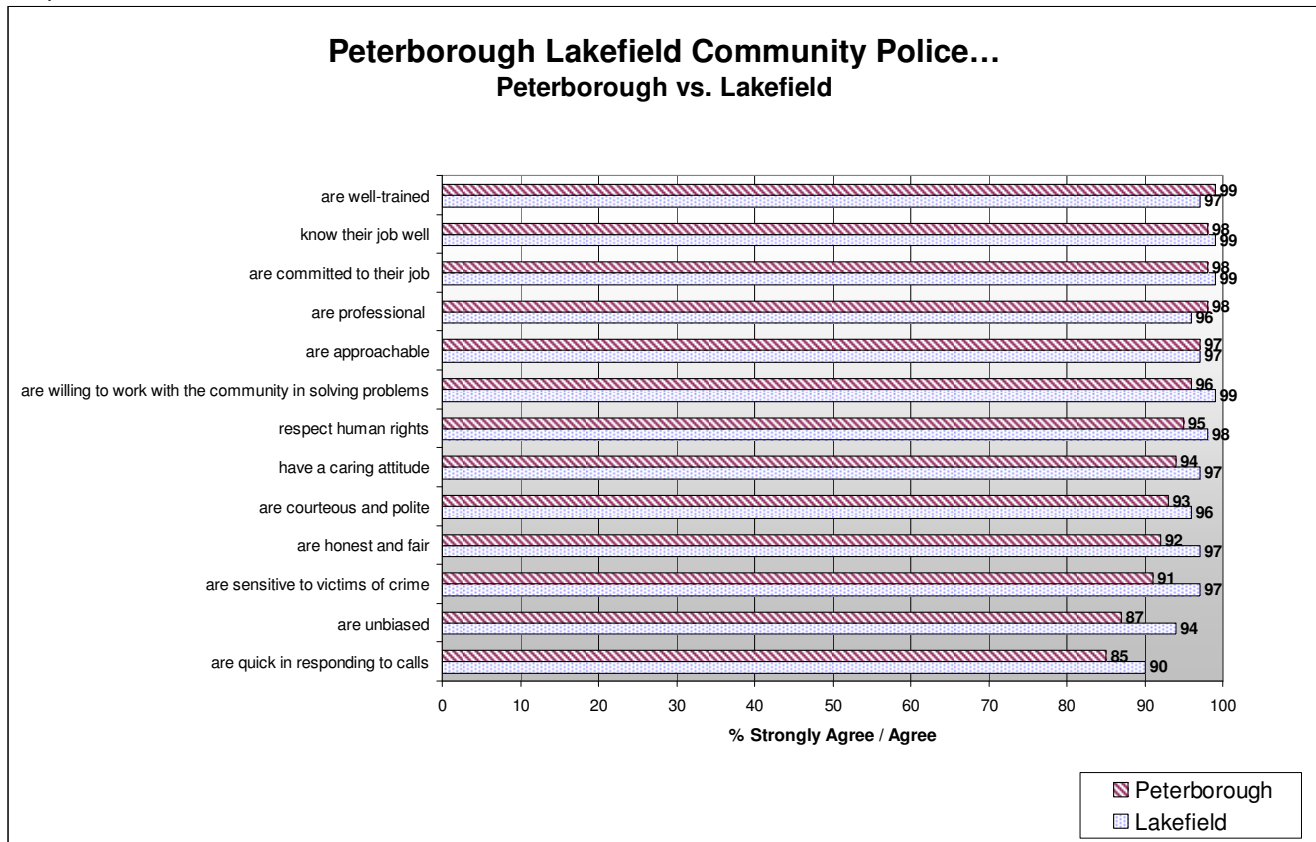
The following graphs show how the perception, concern, satisfaction and safety levels differ between residents from the City of Peterborough and the Village of Lakefield. Please note that the sample of residents in the Village of Lakefield is not representative of the larger population so results should be viewed with caution.

PERCEPTION OF PETERBOROUGH LAKEFIELD COMMUNITY POLICE - CITY OF PETERBOROUGH VERSUS THE VILLAGE OF LAKEFIELD

Graph 11.0 shows the level of agreement (*Strongly Agree / Agree*) of residents from the City of Peterborough and the Village of Lakefield on 13 statements pertaining to Peterborough Lakefield Community Police.

- Agreement scores did not differ greatly between residents from the City of Peterborough and the Village of Lakefield on 9 of the 13 statements.
- Residents from the Village of Lakefield had slightly higher agreement scores (*Strongly Agree/Agree*) with respect to the following statements, “Are unbiased” (94% versus 87%), “Are sensitive to victims of crime” (97% versus 91%), “Are quick to responding to calls” (90% versus 85%) and “Are honest and fair” (97% versus 92%).

Graph 11.0

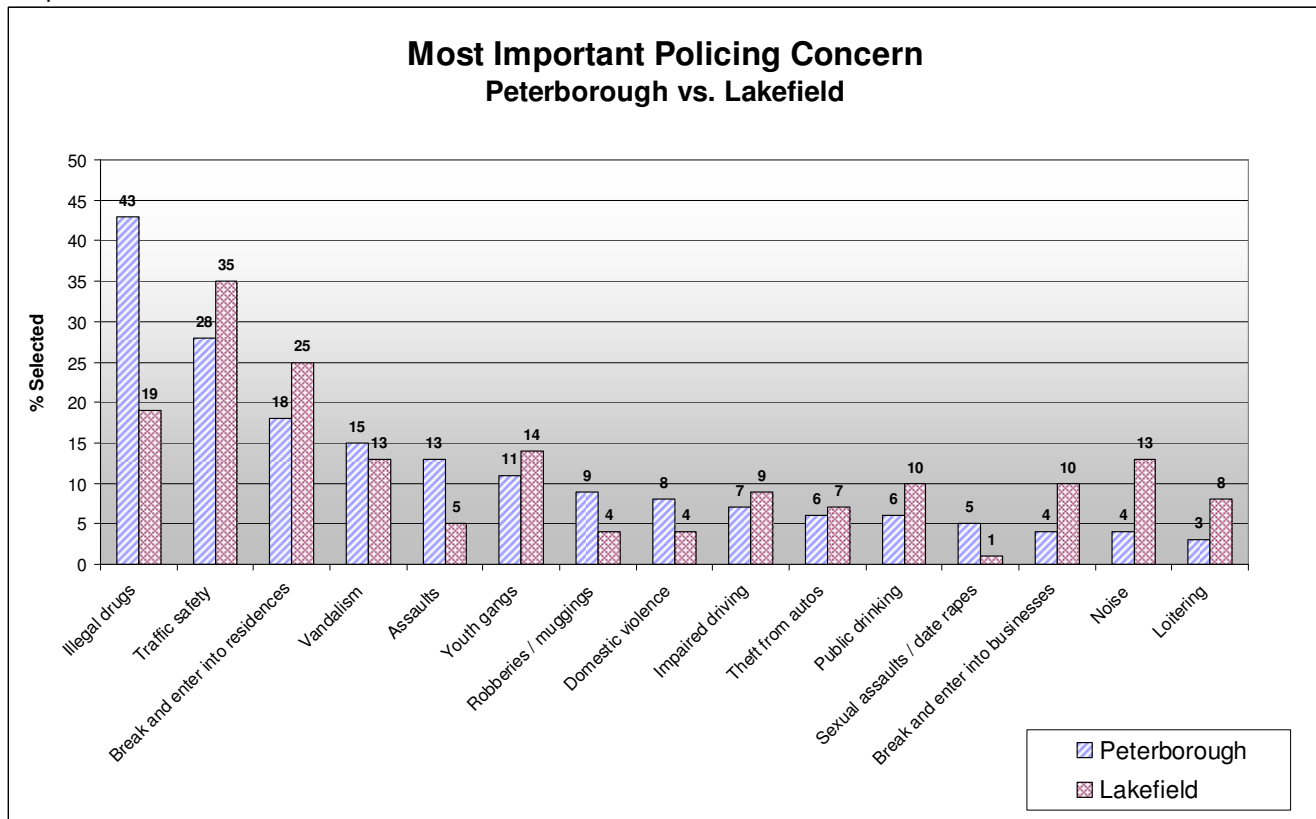


ISSUES OF MOST CONCERN - CITY OF PETERBOROUGH VERSUS THE VILLAGE OF LAKEFIELD

Residents were asked to specify three policing issues that concern them in the City of Peterborough/Village of Lakefield. Graph 12.0 shows the top policing issues of greatest concern to residents in the City of Peterborough compared to residents in the Village of Lakefield.

- “Illegal drugs”, “Assaults”, “Robberies/muggings” and “Domestic violence” were of greater concern to residents in the City of Peterborough than residents in the Village of Lakefield.
- “Traffic safety”, “Break and enter into residence”, “Break and enter into businesses”, “Noise” and “Loitering” were of greater concern to residents in the Village of Lakefield than residents in the City of Peterborough.

Graph 12.0



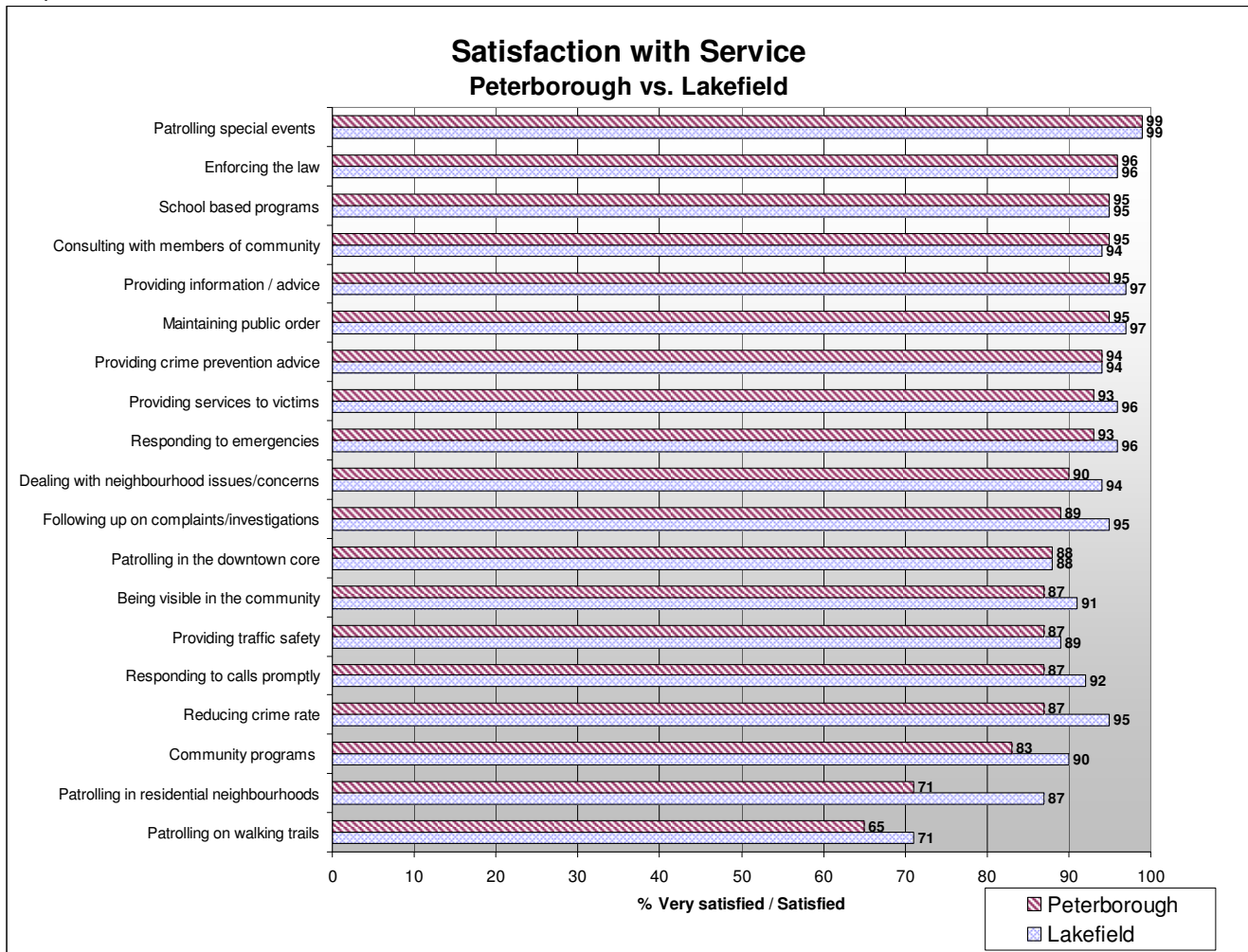
SATISFACTION WITH PETERBOROUGH LAKEFIELD COMMUNITY POLICE SERVICE - CITY OF PETERBOROUGH VERSUS THE VILLAGE OF LAKEFIELD

SATISFACTION WITH SERVICE

Graph 13.0 shows a comparison of the satisfaction levels (*Very Satisfied / Satisfied*) of residents from the City of Peterborough and the Village of Lakefield with 19 service areas.

- Residents from the City of Peterborough and the Village of Lakefield had similar satisfaction levels for 11 of the 19 services.
- Residents from the Village of Lakefield had higher satisfaction levels (*Very Satisfied / Satisfied*) with “Patrolling in residential neighbourhoods” (87% versus 71%), “Reducing crime rate” (95% versus 87%), “Community programs” (90% versus 83%), “Following up on complaints/investigations” (95% versus 89%), “Patrolling on walking trails” (71% versus 65%) and “Responding to calls promptly” (92% versus 87%).

Graph 13.0



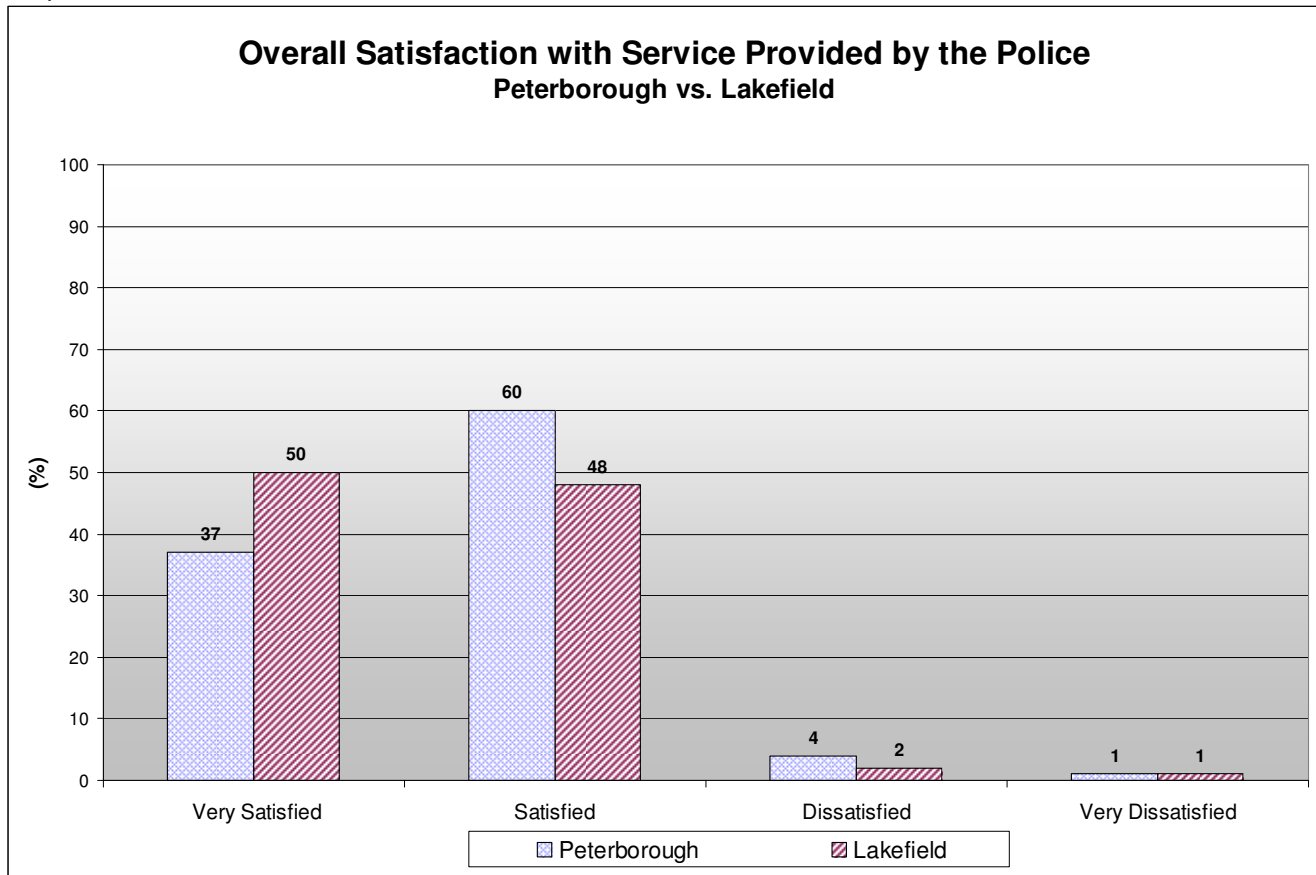
* Percentages have been calculated independently of not applicable/no response.

OVERALL SATISFACTION

Graph 14.0 shows the **overall** satisfaction levels of residents from the City of Peterborough and the Village of Lakefield with the service provided by the Peterborough Lakefield community Police.

- Residents from both the City of Peterborough and the Village of Lakefield are satisfied with the service provided (97% and 98% *Very Satisfied/Satisfied* respectively). However, residents from the Village of Lakefield were more likely to indicate they were *Very Satisfied* than residents from the City of Peterborough (50% versus 37%).

Graph 14.0

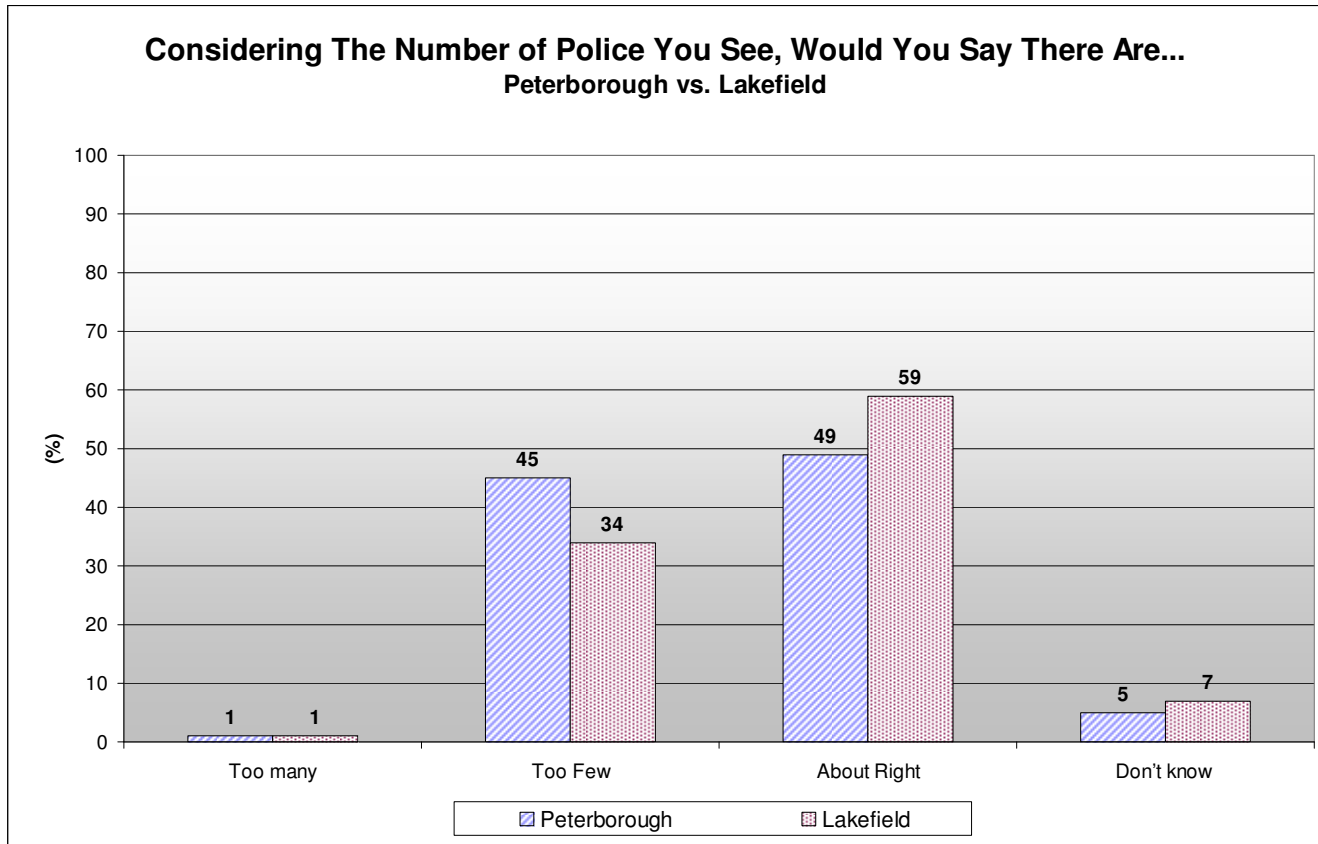


SATISFACTION WITH NUMBER OF POLICE

Residents from the City of Peterborough and the Village of Lakefield were asked to indicate their satisfaction with the number of police they see.

- Graph 15.0 shows that residents from the City of Peterborough were more likely than residents from the Village of Lakefield to indicate that there were *Too Few* police officers (45% versus 34%).

Graph 15.0



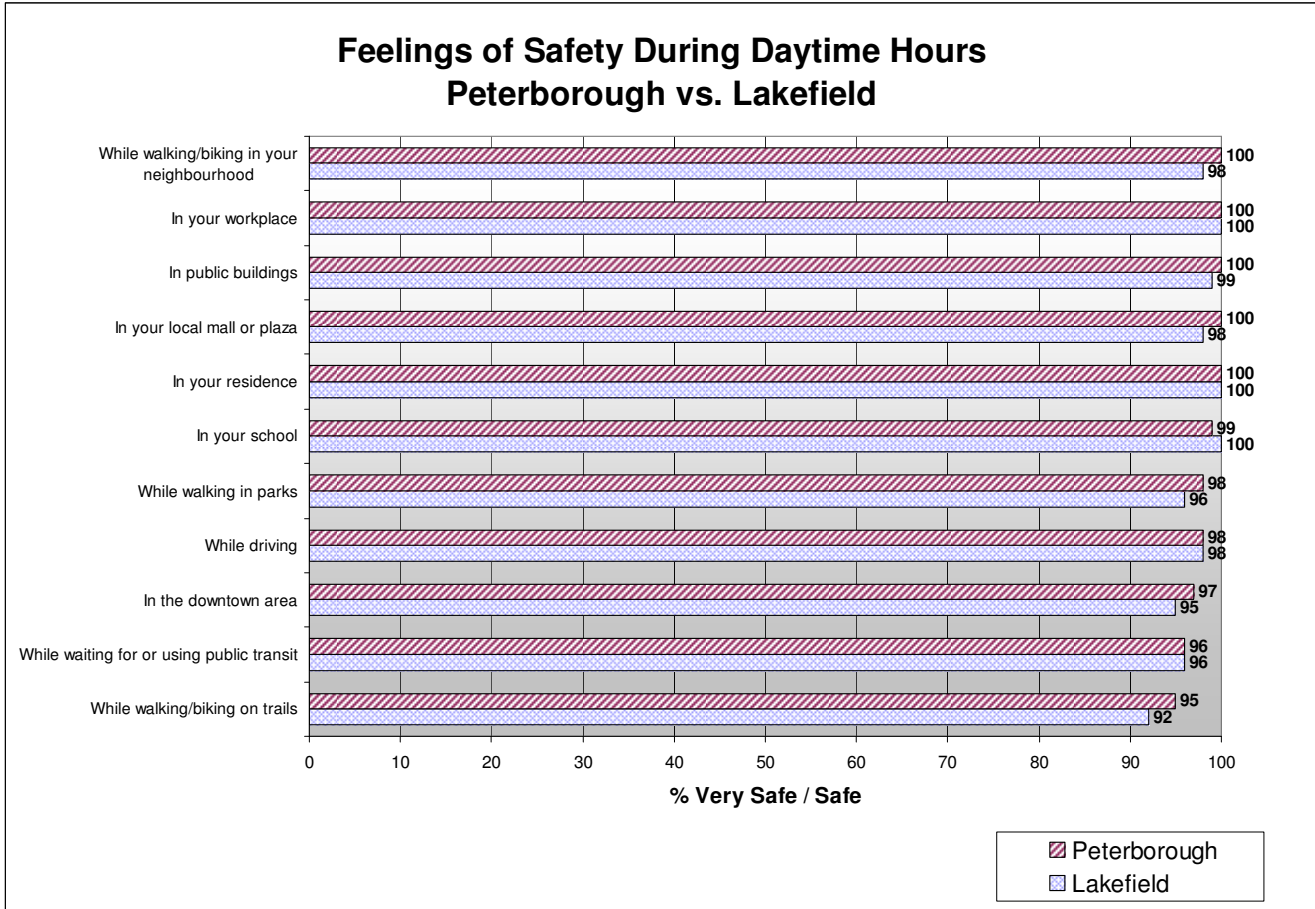
SAFETY WITHIN THE CITY OF PETERBOROUGH/VILLAGE OF LAKEFIELD

DAYTIME HOURS

Graph 16.0 shows how safe residents from the City of Peterborough and the Village of Lakefield feel during *daytime* hours.

- There was little difference between residents from the City of Peterborough and the Village of Lakefield in feelings of safety during **daytime** hours, see graph 16.0. Over 90% of residents from the City of Peterborough and the Village of Lakefield feel *Very Safe or Safe* during the **day** on all 11 items.

Graph 16.0



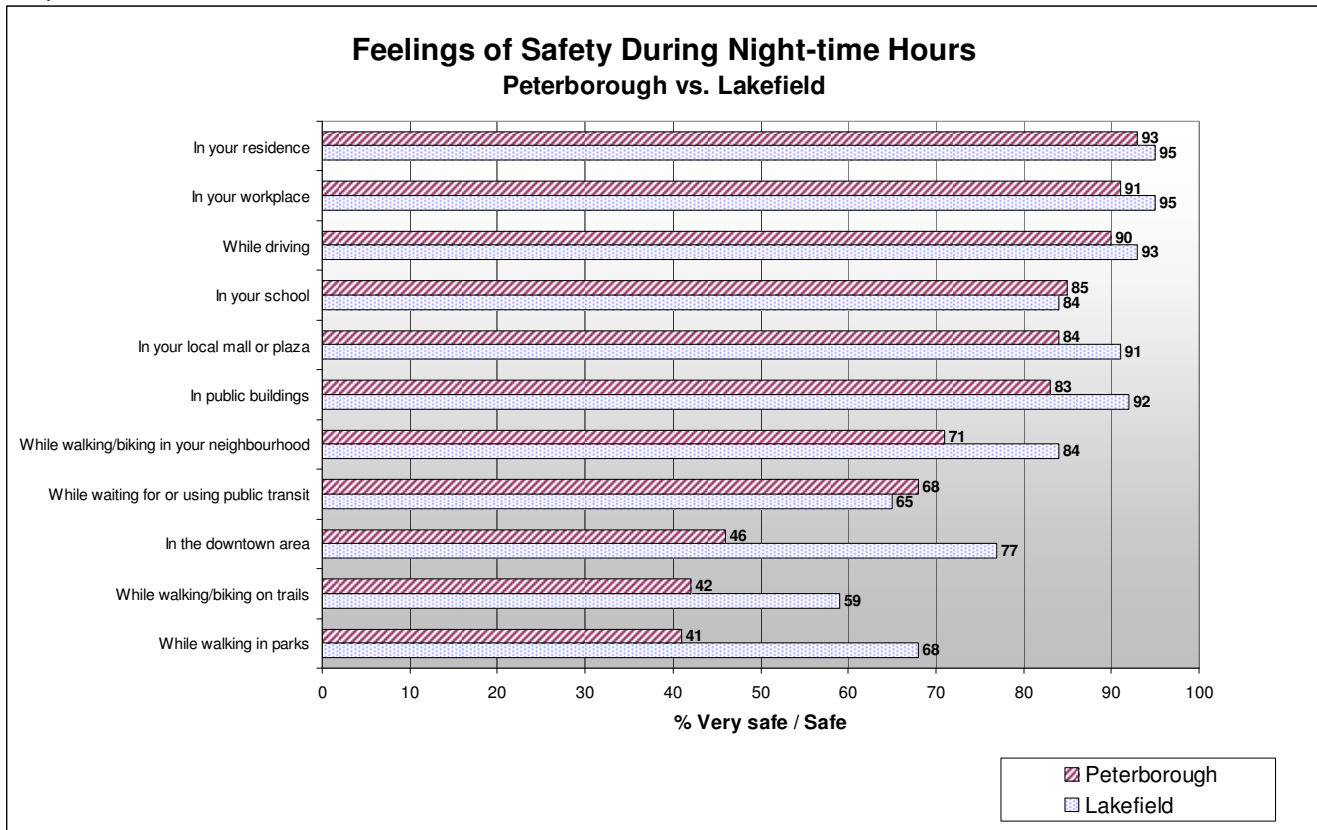
* Percentages have been calculated independently of not applicable/no response.

NIGHT-TIME HOURS

Graph 17.0 shows how safe residents from the City of Peterborough and the Village of Lakefield feel during *night-time* hours.

- Graph 17.0 shows that residents from the Village of Lakefield experience much higher levels of safety than residents from the City of Peterborough during *night-time* hours “In the downtown area” (77% versus 46%), “While walking in parks” (68% versus 41%), “While walking/biking on trails” (59% versus 42%) and “While walking/biking in neighbourhood” (84% versus 71%).

Graph 17.0



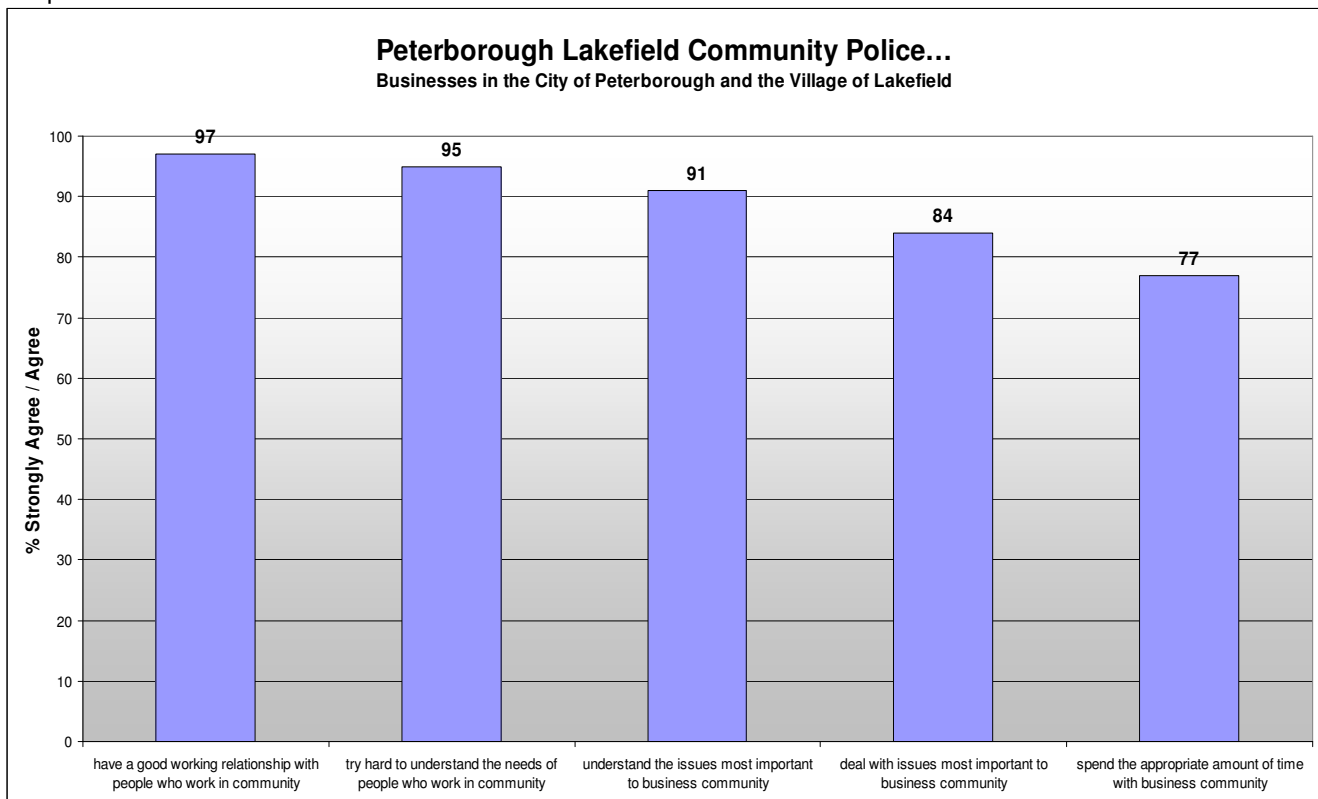
BUSINESSES IN THE CITY OF PETERBOROUGH / VILLAGE OF LAKEFIELD (N = 402)

BUSINESS PERCEPTION OF PETERBOROUGH LAKEFIELD COMMUNITY POLICE

Businesses in the City of Peterborough/Village of Lakefield were asked to indicate their level of agreement with the following statements about the Peterborough Lakefield Community Police.

- Graph 18.0 shows that the business community has a positive perception of the Peterborough Lakefield Community Police with over 97% agreeing that the police “Have a good working relationship with the people who work in the business community”, 95% agreeing that the police “Try hard to understand the needs of people who work in the business community” and 91% agreeing that the police “Understand the issues most important to the business community”.
- Two statements “The police deal with issues most important to the business community” and “The police spend the appropriate amount of time with the business community” had lower agreement ratings with 84% and 77% of businesses in agreement respectively.

Graph 18.0



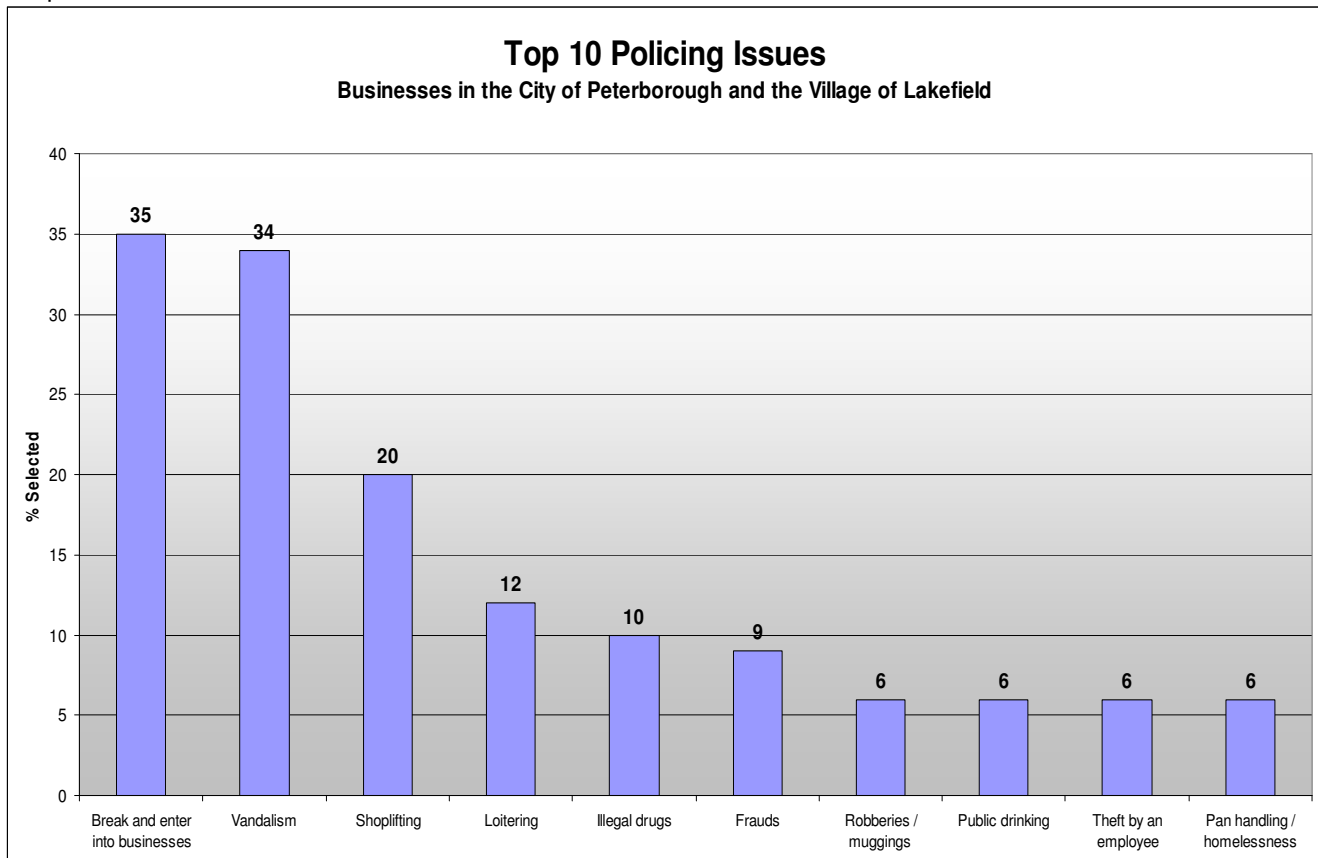
* Percentages have been calculated independently of not applicable/no response.

ISSUES OF MOST CONCERN TO BUSINESSES IN THE CITY OF PETERBOROUGH/ VILLAGE OF LAKEFIELD

Businesses in the City of Peterborough/Village of Lakefield were asked to specify three policing issues that concern them in the City of Peterborough / Village of Lakefield. Graph 19.0 shows the top ten policing issues of greatest concern to businesses.

- “Break and enter into business” (35%), “Vandalism” (34%) and “Shoplifting” (20%) were **issues of greatest concern** to businesses.

Graph 19.0



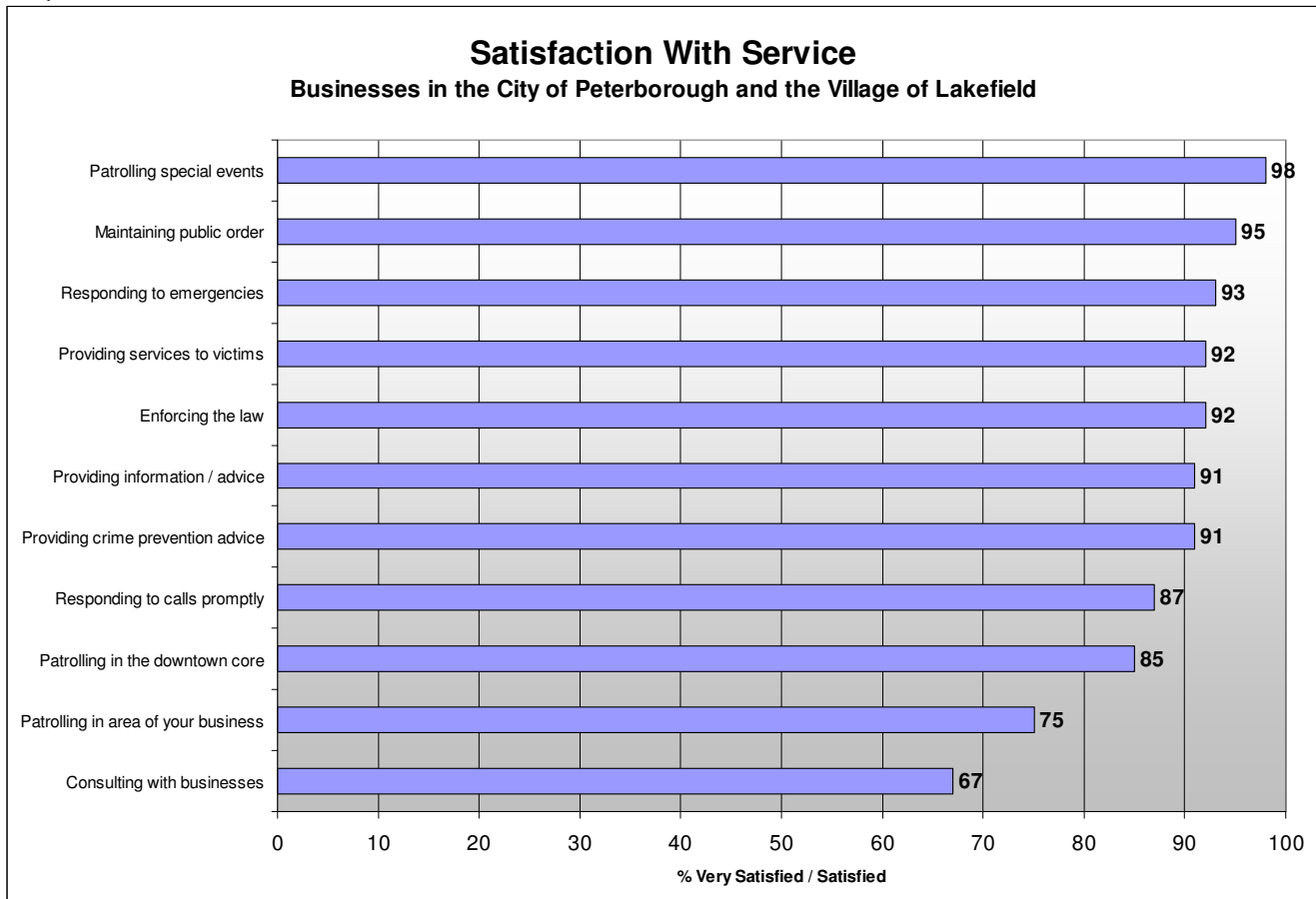
SATISFACTION WITH PETERBOROUGH LAKEFIELD COMMUNITY POLICE SERVICE – BUSINESSES IN THE CITY OF PETERBOROUGH/VILLAGE OF LAKEFIELD

SATISFACTION WITH SERVICE

Businesses in the City of Peterborough/Village of Lakefield were asked to indicate how satisfied they were with 11 services, based on personal experiences or what they may have read or heard about the Peterborough Lakefield Community Police Service.

- Graph 20.0 shows that over 90% of businesses were *Very Satisfied* or *Satisfied* with 7 of the 11 service areas.
- Businesses had the **highest satisfaction** with “Patrolling special events” (98%) and “Maintaining public order” (95%).
- Businesses had **lower satisfaction** with “Consulting with businesses” (67%) and “Patrolling in the area of their business” (75%).

Graph 20.0



* Percentages have been calculated independently of not applicable/no response.

OVERALL SATISFACTION WITH SERVICE

Businesses in the City of Peterborough/Village of Lakefield were asked to indicate their **overall** satisfaction with the service provided by the Peterborough Lakefield Community Police Service.

- Thirty-seven percent (37%) of businesses were *Very Satisfied overall*, and an additional 57% indicated they were *Satisfied overall* with the service provided.
- Ninety-five percent (95%) of businesses *Strongly Agreed or Agreed* with the statement “I have confidence in the Peterborough Lakefield Community Police”.

SATISFACTION WITH THE NUMBER OF POLICE OFFICERS

Businesses from the City of Peterborough/Village of Lakefield were asked to consider the number of police they see in the City of Peterborough and the Village of Lakefield.

- Fifty-three percent (53%) of businesses indicated that the number of police seen in the City of Peterborough/Village of Lakefield was *About Right*, 38% indicated there were *Too Few*, 3% indicated *Too Many* and 6% *Didn't Know*.

SATISFACTION WITH CHANGES TO SERVICE

The Peterborough Lakefield Community Police Service made changes to the way they provide service in some situations.

- Eighty-one percent (81%) of businesses in the City of Peterborough/Village of Lakefield were *Very Satisfied* or *Satisfied* with minor complaints being taken over the phone rather than a police officer going to the scene when there is no immediate threat or danger, and/or no suspect present.

SAFETY WITHIN THE CITY OF PETERBOROUGH/VILLAGE OF LAKEFIELD - BUSINESS

POLICING PROGRAM

The Peterborough Lakefield Community Police Service has a *Policing Program* whereby officers are assigned for patrolling specific neighbourhoods and sectors of Peterborough and Lakefield on a continuing basis. Officers are responsible for dealing with ongoing crime prevention and problem solving initiatives within their assigned patrol areas.

- Twenty-one percent (21%) of businesses in the City of Peterborough/Village of Lakefield were *Aware* of the Policing Program and 79% were *Unaware* of this program.

COMMUNITY SAFETY

Businesses in the City of Peterborough/Village of Lakefield were asked if they perceived Community Safety to be the sole responsibility of the police, the sole responsibility of community members or a shared responsibility between the police and community members.

- Ninety-nine percent (99%) of businesses in the City of Peterborough/Village of Lakefield believe that “*Both members of the community and police*” share responsibility for community safety.
- All businesses surveyed *Strongly Agreed or Agreed* with the statement “The business community, citizen and police (working together) can help make Peterborough/Lakefield better place to work.”

VICTIM OF A CRIME

Businesses in the City of Peterborough/Village of Lakefield were asked if their business experienced a crime (i.e. robbery, theft, vandalism) that occurred within the City of Peterborough/Village of Lakefield in the last five years.

- Fifty-one percent (51%) of businesses in the City of Peterborough/Village of Lakefield reported that their business experienced a crime that occurred in the last five years.
- Eighty-three percent (83%) of businesses that experienced a crime, reported the crime to police.

LEVEL OF CRIME

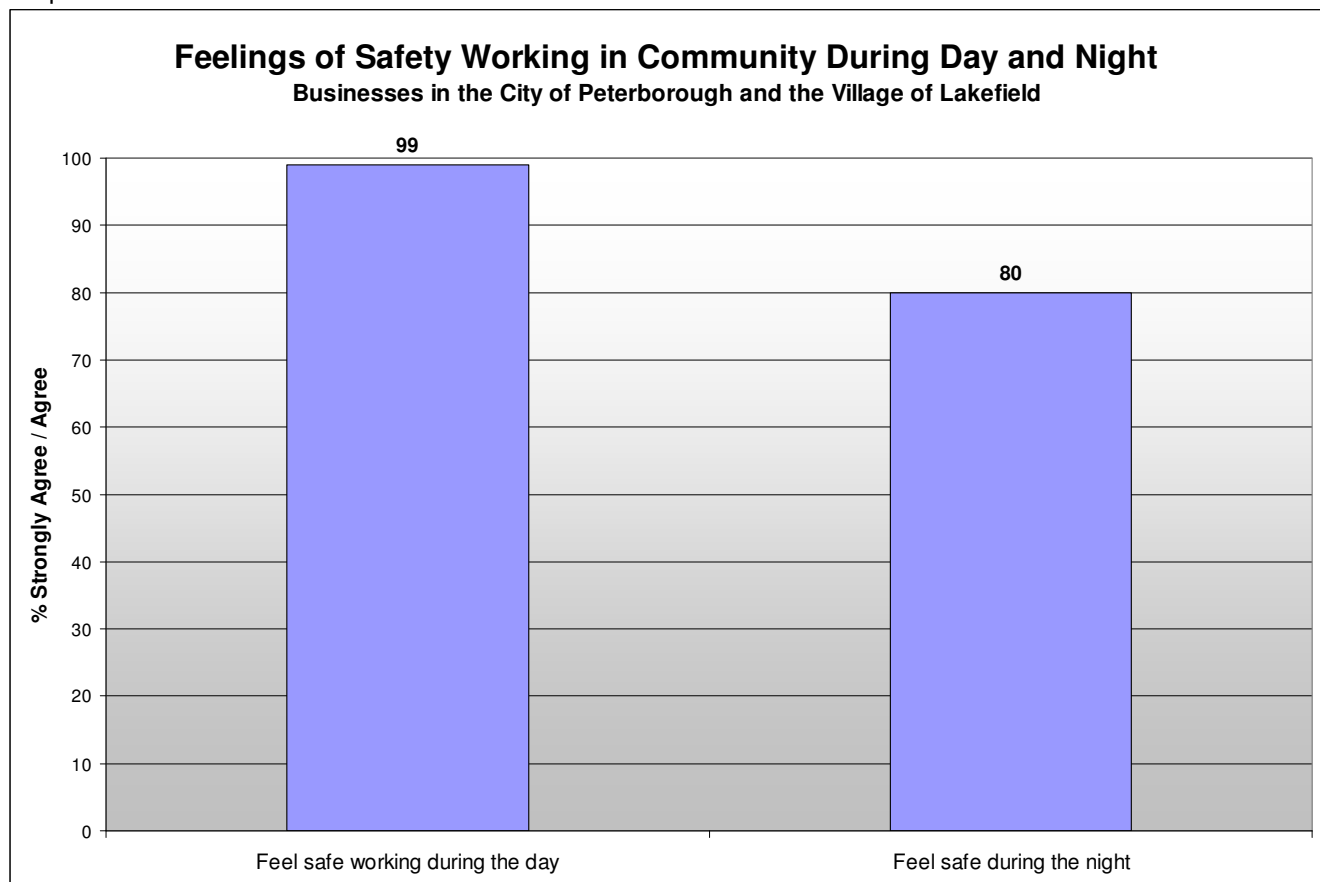
Businesses in the City of Peterborough/Village of Lakefield were asked if the level of crime in the City of Peterborough/Village of Lakefield has increased, decreased, or remained the same during the past three years.

- Thirty-eight percent (38%) of businesses felt that the level of crime in the City of Peterborough/Village of Lakefield *Increased* during the past three years, 33% felt that the crime level *Remained the Same*, 6% felt that the crime level *Decreased* and 23% *Did Not Know/Unable to Assess*.

FEELINGS OF SAFETY - DAY VERSUS NIGHT

- Graph 21.0 shows that 99% of business in City of Peterborough/Village of Lakefield *Strongly Agreed or Agreed* that they felt safe working during the **day** while 80% *Strongly Agreed or Agreed* they felt safe working during the **night**.

Graph 21.0



* Percentages have been calculated independently of not applicable/no response.

BUSINESS PERCEPTION OF STRENGTHS AND SUGGESTED AREAS OF IMPROVEMENT WITH THE PETERBOROUGH LAKEFIELD COMMUNITY POLICE

Businesses in the City of Peterborough and the Village of Lakefield were asked to comment on the *strengths* of the Peterborough Lakefield Community Police Service and to suggest ways their service could be *improved*. The following is a summary of the major themes that were identified.

Peterborough Lakefield Community Police Services greatest STRENGTH:

1. Presence, visibility and involvement in the community
2. Interpersonal skills of officers - friendly, courteous, approachable and helpful
3. Responsive
4. Connectedness to community

Ways the Peterborough Lakefield Community Police Service could IMPROVE their service:

1. More officers
2. More patrolling
3. Greater presence / visibility

HOW TO OBTAIN INFORMATION ABOUT PETERBOROUGH LAKEFIELD COMMUNITY POLICE SERVICE

Residents and businesses in the City of Peterborough and the Village of Lakefield were asked to indicate how they obtained information about the Peterborough Lakefield Community Police Service.

- Graph 22.0 shows that “Newspapers” was the most common source for information pertaining to the Peterborough Lakefield Community Police Service for both residents and businesses. Sixty-four percent (64%) of residents in the City of Peterborough, 60% of residents in the Village of Lakefield and 58% of businesses in the City of Peterborough/Village of Lakefield selected “Newspapers” as a source of information about the police service.
- “Television” and “Friends/family” were more likely to be a source of information about the Peterborough Lakefield Community Police Service for residents in the City of Peterborough and the Village of Lakefield.
- “Internet/website” was more likely to be selected as a source of information by the business community than residents in the City of Peterborough and the Village of Lakefield.

Graph 22.0

