THE CITY OF SURREY PUBLIC SAFETY SURVEY 2014

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CRIMINAL JUSTICE RESEARCH

Introduction

This report describes the results of a public safety and police satisfaction survey conducted by the Centre for Public Safety and Criminal Justice Research in the School of Criminology and Criminal Justice at the University of the Fraser Valley for the City of Surrey. The purpose of this project was to assess Surrey residents' feelings about their own personal safety, victimization experiences over the past 12 months, and levels of satisfaction with the Surrey RCMP. The overall aim of the survey was to provide the City of Surrey with information helpful for improving the quality of local police services.

Methodology

The methodology used in this survey involved delivering a questionnaire (see Appendix A) to a randomly selected sample of 1,500 residents of Surrey in March 2014. The survey package was mailed to residents in an RCMP envelope that contained the survey, an instruction sheet, a cover letter for the Chief Superintendent – Officer in Charge of the Surrey RCMP, Bill Fordy, and a pre-paid return envelope to the University of the Fraser Valley. The instruction sheet detailed the nature, purpose, and structure of the survey, the instructions for completing and returning the survey, the survey's return date, and information about consent, anonymity, and how to contact the university if the respondent has any questions or concerns.

Rather than relying on Canada Post to derive the sample, as had been the practice for all previous similar public safety surveys conducted by the research team, for this study, the samples were derived from the City of Surrey's GIS program, stratified by the five RCMP districts in Surrey (n = 300 in each district), with more emphasis placed on more populated areas. While it was felt that this approach would provide a more valid random sample that did not rely exclusively on those with residential phone numbers, as the GIS program used tax records as the basis for the sample, the information provided to the researchers did not include telephone numbers for the residential addresses. This was a substantial limitation as part of our methodology has always included calling all of the residents to ensure that they received the survey, to encourage their participation, to remind them to return of the completed survey by the stated return date, and to answer any questions. It has been the research team's experience that this approach can increase survey participation. As phone numbers did not accompany the sample, the researchers used a variety of internet-based methods to try to associate a phone number to a residential address in the sample. However, the researchers were not able to identify a phone number for one-third of the addresses in the sample. In those cases where a phone number was identified, the researchers called the number and asked to speak to the person who was over the age of 18 years old and whose birthday was next in the household, the same instruction that was provided on the information sheet included in the survey package. The research team was able to speak with one-quarter of the sample with phone numbers. Researchers also left voice messages at the residences of another one-fifth of the sample; however, nearly one-quarter (24 per cent) of the phone numbers were not in service, the number could not be completed as dialed, or there was no way to leave a voice message.

Another challenge with administering the survey had to do with Canada Post. As with all our previous public safety surveys, in order to ensure that the surveys are competed and returned to the researchers in a timely fashion, a return date is explicitly stated on the survey. The return date is between 10 to 14 days from when the research team anticipates that respondents will receive the survey. However, in the case of this project, unbeknownst to the research team at the time, Canada Post was in the process of closing one of their main distribution centres, which resulted in them holding mail or delaying sending out mail for a longer period of time than normal. In discussing the project with Canada Post prior to mailing out the surveys, this information was not relayed to the research team. As a result of participants contacting the researchers to state that they received the survey after the return date or by our researchers calling potential respondents and discovering that the survey had not yet arrived, the research team became aware of the problem. In response, the researchers informed those they contacted by phone that the deadline was extended, the voice mail of the lead researchers included a message that the deadline for returning the surveys had been extended, and those who wanted were sent a copy of the survey by email that they could complete and return. Still, the research team feels that the combination of the delay from Canada Post and the lack of having phone numbers included with the sample's residential addresses negatively affected the survey's response rate.

Nonetheless, of the 1,500 surveys that were mailed out, 19 were returned as undeliverable. Of the 1,481 successfully mailed surveys, the researchers received 261 completed surveys resulting in an 18% response rate.

Characteristics of Respondents

The sample was comprised of residentially stable, older respondents (see Table 1). More specifically, a slight minority of respondents were male (47 per cent), while nearly four-fifths (78 per cent) were Caucasian. Of note, 9% of the sample self-identified as East Indian or South Asian descent, and two respondents (1 per cent) self-identified as Aboriginal. The mean age of the sample was 60 years old with a range of 20 years old to 98 years old.

Slightly more than one-quarter of the sample (26 per cent) had no post-secondary education. This is an important factor because of the well-established relationship between lower levels of education and more frequent police contacts. Approximately one-fifth of the sample (21 per cent) reported having some college or university education and a slight minority (43 per cent) had a college or university degree or diploma. Given the mean age of the sample, it was not surprising that four-fifths of respondents (80 per cent) reported that they were married, while only 5% reported being single and 7% reported being divorced or separated. Similarly, only 8% were widowed.

The average older age helped explain the finding that nearly half of the sample (45 per cent) reported being retired, while only one-third reported being employed full time. A small proportion of respondents (8 per cent) reported that they were employed part-time and a similar proportion (10 per cent) indicated that they were self-employed. In effect, only 2% of respondents stated that they were unemployed. Given the age and employment status of the sample, it was not unexpected

that approximately one-quarter of the sample (26 per cent) reported that their annual level of income before taxes was $39,999 or less. A similar proportion (24 per cent) reported annual income of $100,000 or higher.

Of note, there was not an even distribution of respondents based on where they lived in Surrey. Nearly one-third of the sample (30 per cent) lived in South Surrey and slightly more than one-fifth (22 per cent) lived in the Cloverdale/Port Kells area. In total, one-fifth (19 per cent) of respondents resided in North Surrey/Whalley/City Centre, 14% in Newton, and 7% in both Fleetwood and Guildford. Critical for several of the issues explored in this study, respondents lived in their current community for a substantial amount of time (X^2 = 19.5 years). The benefit to this study of this high average amount of time lived in the community is that it is a sufficient amount of time for respondents to develop an opinion about safety and crime in their community, establish an opinion about their local police, and have a sense of how their feelings of safety, fear of crime, and police performance have changed or remained stable over time.

Table 1: Respondent Characteristics

Avg. Number of Years Living in the Community	19.5 Years
% Employed	50%
% Male	47%
Avg. Age	60 Years Old
% Caucasian	78%
% With No Post-Secondary Education	26%

Sense of Personal Safety

In general, residents perceived themselves to be safe in a number of different contexts (see Table 2). A majority (60 per cent) of respondents reported feeling very safe in their homes and an additional one-third (33 per cent) indicated that they felt somewhat safe in their homes. Slightly more than one-third of respondents (36 per cent) indicated that they felt very safe in their neighbourhood, while an additional 49% reported that they felt somewhat safe in their neighbourhood. However, only 8% reported feeling very safe in Surrey generally, but a majority (59 per cent) indicated that they felt somewhat safe in Surrey generally. Of note, there were no statistically significant differences on any of these results by gender. There were also no statistically significant correlations between age and feelings of personal safety. These results suggest that people generally feel very safe in their homes, a slightly smaller proportion of people feel as safe in their homes as in their neighbourhood, and, again, a smaller proportion of people feel as safe outside of their neighbourhood, but still in Surrey as in their homes and in their neighbourhoods. These findings are very similar to most research on feelings of personal safety in that as people move further away from their homes and, therefore further away from the area they know best, their feelings of person safety decrease.

Table 2: Feelings of Personal Safety

	Somewhat or Very Safe
In Your Home	93%
In Your Neighbourhood	85%
In Surrey Generally	67%

The notion that one's feelings of personal safety decreases as one moves further away from one's residence is further supported by an analysis of personal safety in consideration of where the respondent lives. The researchers considered the proportion of people who felt somewhat or very safe in a number of contexts, but also analysed the mean score by neighbourhood using a 4-point Likert scale anchored by Very Unsafe and Very Safe. As demonstrated in Table 3, people's feelings of personal safety were higher in neighbourhoods that have been characterized by lower levels of crime. For example, nearly all of the respondents who lived in Cloverdale/Port Kells, South Surrey, and Fleetwood estimated their levels of personal safety at home and in their neighbourhoods as somewhat or very high, but a much smaller proportion of these respondents felt the same when they were in other areas of Surrey. Conversely, while those who lived in Newton and North Surrey/Whalley/City Centre had similarly high feelings of personal safety in their homes, these respondents had much lower estimations of their levels of safety while in the community and much more similar perceptions in other areas of Surrey. The most likely explanations for these findings are that these neighbourhoods have traditionally had higher crime rates when compared to other communities in Surrey and have been the site of most of the homicides that occurred in Surrey in 2013.

Table 3: Feeling Somewhat or Very Safe by Neighbourhood

	At Home		In Your Neighbourhood		In Surrey Generally	
	%	Average	%	Average	%	Average
Cloverdale/Port Kells	96%	3.7	94%	3.3	71%	2.8
Fleetwood	84%	3.5	100%	3.2	60%	2.5
Guildford	88%	3.2*	82%	2.9	59%	2.6
Newton	89%	3.3	71%	3.0	63%	2.6
North Surrey/Whalley/City Centre	89%	3.4*	73%	2.8**	63%	2.6
South Surrey	96%	3.6*	94%	3.4**	71%	2.8

*$p < 0.05$; ** $p < .001$*

When asked to compare their personal sense of safety in their neighbourhoods to one year ago, 70% reported no change, but slightly more than one-fifth (21 per cent) reported feeling somewhat or much less safe than one year ago. When respondents were asked to compare their safety in the neighbourhood to five years ago, a larger proportion of people (33 per cent) reported feeling somewhat or much less safe when compared to five years ago. Again, there were slight neighbourhood variations although the general trend was consistent across all six communities. As demonstrated in Table 4, the largest proportion of respondents who felt somewhat or very unsafe in their neighbourhood compared to one year ago were those from Newton (37 per cent). When compared to five years ago, a slight majority of respondents (54 per cent) from Newton and a slight minority of respondents from Guildford felt somewhat or much less safe in their communities.

Table 4: Feeling Somewhat or Very Unsafe in the Neighbourhood by Neighbourhood

	Compared to 1 Year Ago		Compared to 5 Years Ago	
	%	Average	%	Average
Cloverdale/Port Kells	22%	2.9	33%	2.7
Fleetwood	19%	2.7	27%	3.0
Guildford	23%	2.8	47%	2.6
Newton	37%	2.7	54%	2.5*
North Surrey/Whalley/City Centre	17%	2.9	29%	3.1
South Surrey	14%	2.9	29%	2.8

*$p < 0.05$; ** $p < .001$*

When asked to compare how their general sense of personal safety has changed in Surrey overall, as opposed to just in their neighbourhood, from one year ago and from five years ago, slightly more than one-quarter of respondents (26 per cent) felt somewhat or much less safe in Surrey generally than one year ago, and 39% felt somewhat or much less safe in Surrey generally than five years ago.

Of note, when asked to compare their personal sense of safety in Surrey compared to other municipalities in British Columbia, 46% reported the same level of safety, nearly one-third (30 per cent) indicated that they felt somewhat less safe in Surrey compared to other municipalities in British Columbia, and 15% reported feeling somewhat safer or much safer in Surrey by comparison. There was a very weak, but statistically significant correlation with age as the older one was the more safe they felt Surrey was compared to other municipalities, and, while not statistically significant, a greater proportion of females (42 per cent) felt somewhat or much less safe in Surrey than in other British Columbian municipalities compared to males (36 per cent).

Perceptions of Crime

In addition to safety, respondents were asked a series of questions about crime problems, both in their neighbourhoods and in Surrey generally. The results indicated that the majority of people do not rate crime as a serious issue in their neighbourhoods (see Table 5). Only one in four respondents felt that crime was a serious problem in their neighbourhoods, and only one in three believed that crime had increased. As well, respondents evaluated their specific neighbourhoods very positively in relation to the rest of Surrey. In fact, for the entire sample, more than 90% of respondents judged their neighbourhood to have less crime than other parts of Surrey. This is particularly interesting given that more than half of the respondents (56 per cent) maintained that crime is higher in Surrey than in other parts of Metro Vancouver. In general, the perception is that the incidence of crime in Surrey is elevated, but people seem to feel that it is "other" parts of Surrey that are the problem.

Table 5: Agree or Strongly Agree with Perceptions of Crime

	% Agree or Strongly Agree
Crime is a serious problem in my neighbourhood	24%
In the last year, the rate of crime in my neighbourhood has increased	32%
There is more crime in my neighbourhood than in other parts of Surrey	9%
The incidence of crime in Surrey is higher than in other parts of Metro Vancouver	56%

As demonstrated in Table 6, there are some notable differences in perceptions of crime across neighbourhoods. On average, respondents' assessments of the seriousness of the crime problem were consistent across neighbourhoods. The only significant difference was for South Surrey. Relative to other neighbourhoods, respondents from South Surrey were less apt to characterize crime as being a serious problem. Importantly, responses to the other questions related to neighbourhood crime were more varied. Again, South Surrey residents were significantly less likely to suggest that crime had increased or that there was more crime in their neighbourhood than in other parts of Surrey. In contrast, people residing in Fleetwood and Newton were significantly more likely to agree that their neighbourhood crime rates had increased, while those from Newton and North Surrey/Whalley/City Centre felt that crime levels where higher in those neighbourhoods than in Surrey generally. It should be noted that one's perception of crime does not always correspond accurately with the reality of crime. For example, while nearly two-thirds of respondents in Fleetwood and nearly one-third of respondents from Guildford felt that crime in their neighbourhoods had increased, Surrey RCMP reported that the violent crime rate in these neighbourhoods decreased by 24% in 2013 compared to 2012. Similarly, while nearly a majority of respondents from Newton believed that the crime rate in Newton had increased, in fact the property crime rate only increased 1% in 2013 from 2012, but the violent crime rate had decreased 9% over the same time period. Moreover, for Surrey, in general, the violent crime rate decreased by 15% in 2013 compared to 2012, while the property crime rate increased by 2% in 2013 from 2012.

Table 6: Agree or Strongly Agree with Perceptions of Crime by Neighbourhood

	Crime Serious Problem in Neighbourhood		Neighbourhood Rate of Crime has Increased		More Crime Than in Other Parts of Surrey		Crime Higher in Surrey Than in Vancouver	
Cloverdale/Port Kells	20%	2.1	37%	2.4	0%	1.7	52%	2.6
Fleetwood	27%	2.3	63%	2.7*	7%	1.7	50%	2.6
Guildford	29%	2.3	31%	2.4	18%	2.0	59%	2.6
Newton	38%	2.3	47%	2.5*	15%	2.0*	50%	2.6
North Surrey/Whalley/ City Centre	30%	2.2	23%	2.2	20%	2.0*	63%	2.7
South Surrey	14%	1.9**	20%	2.1*	4%	1.6**	58%	2.6

*$p < 0.05$; ** $p < .001$*

As a means of further investigating perceptions of crime, respondents were asked to indicate whether they felt crime had increased, decreased, or remained the same in their neighbourhood compared to one year ago. In general, nearly one-third (32 per cent) felt that crime had increased a little, 12% felt it had increased a lot, and 44% felt that there was no change. Conversely, 11% indicated that they felt crime had decreased a little, and 2% felt that it had decreased a lot. As expected, there were variations by neighbourhood. As demonstrated in Table 7, nearly two-thirds of respondents (62 per cent) from Fleetwood felt that crime had increased in the neighbourhood compared to one year ago and a majority of respondents (57 per cent) from Newton felt similarly. By comparison, nearly one-quarter of respondents (24 per cent) from Guildford and one-fifth of respondents from North Surrey/Whalley/City Centre felt that crime had decreased.

Table 7: Compared to One Year Ago, Perception of Overall Level of Crime by Neighbourhood

	Increased A Little or A Lot	No Change	Decreased a Little or A Lot	Average on 4-Point Scale
Cloverdale/Port Kells	46%	47%	7%	2.5
Fleetwood	62%	31%	6%	2.3
Guildford	47%	29%	24%	2.5
Newton	57%	29%	14%	2.4
North Surrey/Whalley/City Centre	39%	41%	20%	2.8
South Surrey	32%	57%	11%	2.7

*p < 0.05; ** p < .001*

Respondents were asked to consider if there were any places or neighbourhoods in Surrey where they would not feel safe walking at night. This question was open-ended so it allowed respondents to self-identify one or more locations. In total, respondents provided 358 answers. While the vast majority of locations were only provided by one or two respondents, slightly more than one-third (35 per cent) of the responses for Whalley generally, and nearly one-third (30 per cent) of responses were for Newton generally. In terms of more specific location, while 18% of responses identified the Surrey Central Mall/Skytrain, the next largest proportion of responses tended to be along King George Highway between certain clusters of streets. For example, 13% identified between 105th to 110th on King George Highway, 11% stated between 100th and 104th on King George Highway, and 11% identified between 70th and 74th on King George Highway.

Although they are important in their own right, perceptions of crime are often also associated with feelings of safety. Table 8 demonstrates significant negative associations between perceptions of crime and feelings of safety. The more respondents believed crime to be a serious neighbourhood problem, the less they felt safe in all contexts, such as in their homes, neighbourhoods, and Surrey generally. These same respondents also sensed that their level of safety had deteriorated over time. Similar links were found between perceptions that neighbourhood crime rates had increased and levels of crime comparative to other part of Surrey. In general, and consistent with previous research, more negative impressions of crime were commensurate with heightened concerns about safety.

Table 8: Spearman's Correlations – Perceptions of Crime and Feelings of Safety

	Safe in Home	Safe in Neighbourhood	Safe in Surrey	Safe vs. 1 Year Ago	Safe vs. 5 Years Ago
Crime is a serious problem in my neighbourhood	-.410**	-.446**	-.365**	-.304**	-.292**
In the last year, the rate of crime in my neighbourhood has increased	-.282**	-.345**	-.344**	-.436**	-.333**
More crime in my neighbourhood than in other parts of Surrey	-.345**	-.376**	-.247**	-.137*	-.168*
Crime in Surrey is higher than in other parts of Metro Vancouver	-.012	-.061	-.167*	-.033	-.033

*p < 0.05; ** p < .001*

Collective Efficacy

In addition to considerations such as crime, it is also possible that perceptions of safety reflect how people feel about their communities. In particular, Sampson's theory of collective efficacy posits that neighbourhoods varied in their capacity to organize and execute actions that benefited residents, such as keeping them safe from crime. It follows that people who feel that their neighbourhoods are deficient in collective efficacy are less likely to feel safe. Respondents were asked a series of questions designed to measure the two dimensions of collective efficacy. The first dimension, *social cohesion*, is related to impressions of shared values, closeness, and trust, while the second dimension, *informal social control*, gauges the willingness of neighbours to intervene in a number of scenarios. With regard to social cohesion, respondents overwhelmingly agreed that people in their neighbourhoods generally get along, are trustworthy, and are willing to help one another (see Table 9). A smaller proportion, although still a large majority (73 per cent), felt that their neighbours shared the same values, while fewer still (59 per cent) maintained that they lived in "close-knit" neighbourhoods. Respondents also indicated that they would anticipate that their neighbours would likely intervene in a variety of circumstances, suggesting a moderately high degree of informal social control in these areas.

Table 9: Agree or Strongly Agree with Elements of Collective Efficacy

	% Agree or Strongly Agree
Social Cohesion	
In general...	
People in my neighbourhood can be trusted	86%
People in my neighbourhood generally get along with each other	91%
People in my neighbourhood share the same values	73%
People in my neighbourhood are willing to help their neighbours	86%
I live in a close-knit neighbourhood	59%
Informal Social Control	
In general, one or more of my neighbours could be counted on to intervene if...	
Children were spray painting on a local building	76%
Children were showing disrespect to an adult	68%
The fire station closest to our homes was threatened with budget cuts	71%
A fight broke out in front of our homes	70%
Children were skipping school and hanging out on a street corner	47%

In order to evaluate the degree of collective efficacy across Surrey neighbourhoods, the five items comprising each of the two dimensions were combined to create two indices, referred to as *social cohesion* and *informal social control*.[1] As demonstrated in Table 10, there were neighbourhood-level differences in collective efficacy. At one end of the spectrum, both dimensions of collective efficacy were significantly higher in South Surrey than in any other area in Surrey. Conversely, the North Surrey/Whalley/City Centre area was characterized by significantly lower collective efficacy, although the levels of social cohesion were actually lowest in Guildford.

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[1] The indices represent the average score for each respondent across the five items in each index. The Cronbach's alpha scores for Social Cohesion (.890) and Informal Social Control (.848) were both very large indicating a high level of correspondence between the items.

Table 10: Collective Efficacy by Neighbourhood

	Social Cohesion	Informal Social Control
Cloverdale/Port Kells	2.9	2.8
Fleetwood	3.0	2.7
Guildford	2.6*	2.5
Newton	2.8	2.7
North Surrey/Whalley/City Centre	2.7*	2.5*
South Surrey	3.1**	2.9**

*p < 0.05; ** p < .001*

As anticipated, collective efficacy was found to correlate significantly with both feelings of safety and perceptions of crime. As indicated by Table 11, respondents who assessed their neighbourhoods as having higher social cohesion and informal social control felt safer in their homes, neighbourhoods, and in Surrey generally. As well, more positive evaluations of collective efficacy were related to more positive outlooks on crime. That is, respondents were less likely to see crime as a serious problem and less likely to feel that crime was increasing in areas perceived to be high in collective efficacy.

It is worth noting that the association between collective efficacy and temporal assessment of safety (compared to 1 and 5 years ago) were quite weak. It is possible that changes in feelings of safety are related less to present collective efficacy and more to trends in collective efficacy. There has been very little empirical research on collective efficacy in Canada. By establishing as baseline, the present study will allow the research team to track the potential effects of changes in collective efficacy over time.

Table 11: Spearman's Correlations – Collective Efficacy and Feelings of Safety

	Social Cohesion	Informal Social Control
Feelings of Personal Safety		
In Your Home	.291**	.130*
In Your Neighbourhood	.381**	.244**
In Surrey Generally	.229**	.223**
Compared to 1 Year Ago	.071	.052
Compared to 5 Years Ago	.147*	.085
Perceptions of Crime		
Crime is a serious problem in my neighbourhood	-.337**	-.235**
In the last year, the rate of crime in my neighbourhood has increased	-.194*	-.140*
More crime in my neighbourhood than in other parts of Surrey	-.308**	-.242**
Crime in Surrey is higher than in other parts of Metro Vancouver	.049	.003

*p < 0.05; ** p < .001*

Victimization

In total, 26% of respondents (n = 67) reported that they were the victims of a crime in Surrey in 2013. As respondents could select more than one crime type that they were the victim of, 2% (n = 6) indicated that they were the victim of at least one personal or violent crime, 23% (n = 58) indicated that they were the victim of at least one property offence, and 4% (n = 11) reported that they were the victim of at least one other type of crime. In effect, more than four-fifths (87 per cent) of victims were property crime victims, while only 9% were victims of a violent or personal offence.

Of those who reported being a victim of a crime in Surrey in 2013, approximately two-thirds (67 per cent) indicated that they reported their victimization to the Surrey RCMP. All of the victims of a violent crime reported their victimization to the police, while two-thirds of the property crime victims and 10% of the other crime victims reported their victimization to the police.

Among the minority of victims who did not report their victimization to Surrey RCMP, the most common reasons were a feeling that the incident was too minor or not important enough (83 per cent), that the Surrey RCMP could not do anything about the incident (82 per cent), because they felt the police could not help (77 per cent), and because they did not want to get involved with the police and the courts (54 per cent) (see Table 12). It should be noted that this order of reasons is consistent with all of the other public safety surveys conducted by these researchers. Moreover, given that the most common form of victimization reported in this survey was a property offence, the findings presented in Table 6 are not particularly surprising as they likely represent very minor property offences.

Table 12: Reasons for Not Contacting Surrey RCMP As a Result of Victimization

Reason	%
Incident was too minor or it was not important enough	83%
Did not think Surrey RCMP could do anything about the incident	82%
Surrey RCMP could not help	77%
Did not want to get involved with Surrey RCMP or the courts	54%
Dealt with the incident in some other way	40%
Incident was a personal matter that did not concern Surrey RCMP	0
Did not want a child or children to get arrested or jailed	0
Did not want anyone to find out about the incident	0
Family member(s) put pressure on you to not contact Surrey RCMP	0

Regardless of whether the respondent indicated that they had been a victim of crime in Surrey in 2013, all respondents were asked how many times in 2013 they had contacted the Surrey RCMP to report a crime, to discuss a safety concern in their neighbourhood, or to simply get information about an issue. In total, nearly half of the sample (48 per cent) indicated that they had had at least one contact with the police. Among those who had contacted the Surrey RCMP, the average number of contacts in 2013 was two, with a range of one to eight times.

When respondents were asked why they had any contact with the Surrey RCMP in 2013, the most commonly provided reasons were to report a property crime (44 per cent) to report a suspicious person (31 per cent), and to request information (13 per cent). Very few respondents indicated that they had contacted the Surrey RCMP to report a traffic incident (5 per cent) or to complain about police services (2 per cent) (see Table 13).

Table 13: Reasons for Having Any Direct Contact with Surrey RCMP in 2013

Reason	%
To Report a Property Crime	44%
To Report a Suspicious Person	31%
To Request Information	14%
To Be Questioned about a Possible Crime	11%
As Part of a Police Traffic Enforcement Action	10%
To Report a Traffic Accident	9%
To Report a Violent Crime	5%
To Complain About Police Services	2%

Respondents' Rating of and Satisfaction with the Surrey RCMP

Respondents were asked to assess how satisfied overall they were with the Surrey RCMP using a 4-point scale anchored by very unsatisfied and very satisfied. The mean score was 2.8 out of 4. In effect, 69% of the sample reported being mainly satisfied and 8% reported being very satisfied. Conversely, only 3% reported being very unsatisfied with the Surrey RCMP. Considered by gender, 81% of males and 74% of females reported being either mainly or very satisfied with the Surrey RCMP, although this difference was not statistically significant. There was a weak, but statistically significant positive relationship between age and satisfaction indicating that as one got older, one was more satisfied with the police ($r = .202$; $p = 0.002$). There were no statistically significant correlations between satisfaction with the police and level of education or mean income.

Interestingly, there was virtually no variation by neighbourhood; however, on average, respondents from South Surrey and North Surrey/Whalley/City Centre were slightly more satisfied (2.94/4.0) compared to Guildford, Fleetwood, and Cloverdale/Port Kells (2.75/4.0), and Newton (2.63/4.0). There was also a very weak, but statistically significant positive relationship between satisfaction with the police and the length of time that one lived in the neighbourhood. In other words, the longer one lived in the neighbourhood, the more satisfied one was with the police ($r = .158$; $p = 0.013$). There was also a statistically significant difference in satisfaction based on whether one was a victim of crime in 2013. Here, 81% of non-victims and 69% of victims reported being mainly or very satisfied with the police.

To further assess satisfaction with the Surrey RCMP, respondents were asked about the degree to which they felt the Surrey RCMP kept them informed about crime and police programs. Only one-quarter of respondents felt that the Surrey RCMP kept them well informed about crime in their neighbourhood (25 per cent) and the availability of community policing and crime prevention programs and services (26 per cent). Moreover, slightly more than one-third of respondents (35 per cent) felt that the Surrey RCMP kept them well informed of ways to prevent and reduce crime, and 41% felt that the Surrey RCMP involved the community in addressing local crime and public safety issues.

While these findings suggest that the Surrey RCMP can do more to reach out to residents, when respondents were asked how satisfied they were with similar aspects of the Surrey RCMP, the findings were more positive. More specifically, on a 4-point scale anchored by very unsatisfied to very satisfied, approximately two-thirds (67 per cent) of the sample reported being either mostly or very satisfied with the Surrey RCMP's ability to communicate with the public and a similar

proportion (63 per cent) were mostly or very satisfied with the degree to which the Surrey RCMP sought public input. Moreover, when asked if they would like to access or receive information from the Surrey RCMP, virtually all respondents (94 per cent) indicated that they would. The most commonly reported preferred method of receiving information was indirectly as the overwhelming majority (85 per cent) stated that they wanted their information via traditional news media, such as newspapers, radio, and TV (see Table 14). A substantial minority (40 per cent) indicated that they wanted police information provided to them in printed material. In fact, only slightly more than one-quarter (27 per cent) of the sample preferred the Surrey RCMP website, 22% wanted email, and only 10% preferred social media as the way in which they received police information[2]. One possible explanation for these results might be the older mean age of the sample.

Table 14: What are the Prefered Methods for Accessing or Receiving Information on the Surrey RCMP and its Activities

	%
News Media (Newspaper, Radio, Television)	85%
Print Materials	41%
Surrey RCMP Website	27%
Email	22%
In Person	12%
Telephone	10%
Social Media (Twitter, Facebook)	10%

In terms of the type of information that respondents wanted to receive, virtually all respondents wanted information on crime in their neighbourhood (90 per cent), while two-thirds (67 per cent) wanted information or tips on crime prevention and community safety materials. A majority of respondents wanted information on community policing programs and services (58 per cent) and crime occurring in the City of Surrey (55 per cent). Finally, a notable minority of respondents (43 per cent) wanted information on Surrey RCMP community engagement activities.

Importantly, on the issues of the professionalism of the detachment and their level of competence in solving crimes, the large majority of respondents (86 per cent) felt mostly or very satisfied with members of the Surrey RCMP (see Table 15). Of note, nearly half of the respondents were unsatisfied with the number of officers on the street (49 per cent). When considering this result by neighbourhood, it was interesting that virtually no respondents were very satisfied with the number of officers on the street, but the proportion of those who were mostly satisfied did differ by neighbourhood. In effect, while the highest level of satisfaction was in South Surrey (63 per cent), the lowest was in Whalley/North Surrey/City Centre (41 per cent). The other neighbourhoods had similar satisfaction rates to each other; however, in each case, it was a minority of respondents who were satisfied with the number of police members. Specifically, the results were 49% in of respondents in Newton, 47% in Guildford, and 48% in Cloverdale/Port Kells.

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[2] As respondents were asked all the ways they preferred to access or receive Surrey RCMP information, the totals in Table 14 exceed 100%.

Table 15: Proportion of Respondents Reporting Being Mostly or Very Satisfied with the Surrey RCMP

	% Mostly or Very Satisfied
The Level of Competence in Solving Crimes	83%
The Number of Officers on the Street	51%
The Ability to Communicate with the Public	67%
Being Responsive to the Needs of the Community	68%
The Seeking of Public Input	64%
The Professionalism of the Detachment	86%
Their Speed in Responding to Calls for Service	75%
Overall Level of Satisfaction	77%

The comparisons of satisfaction across neighbourhoods indicated less than marked variation (see Table 16). In other words, there was very little variation in levels of satisfaction by respondents' neighbourhood. Not surprisingly, given earlier findings, South Surrey respondents were significantly more satisfied concerning the number of officers on the street, the seeking of public input, and the speed of response to calls for service. South Surrey respondents similarly demonstrated the highest overall level of satisfaction with the Surrey RCMP. Although respondents from Newton were not significantly less satisfied with regard to any of the particular aspects of satisfaction measured in this survey, on average, they presented with the lowest levels of overall satisfaction. This disparity would seem to indicate that factors other than tangible grievance, including perhaps adverse media coverage, are driving these concerns.

Table 16: Satisfaction with Surrey RCMP by Neighbourhood

	Cloverdale	Fleetwood	Guildford	Newton	Whalley	South Surrey
Level of Competence in Solving Crimes	2.9	2.8	2.8	3.0	2.9	3.0
Number of Officers on Street	2.3	2.2	2.4	2.3	2.3	2.6*
Ability to Communicate with the Public	2.7	2.6	2.6	2.7	2.7	2.8
Being Responsive to Community Needs	2.6	2.7	2.6	2.7	2.7	2.8
Seeking Public Input	2.6	2.4	2.4	2.7	2.6	2.8*
Professionalism of Detachment	3.0	3.1	2.6*	2.9	3.0	3.1
Speed in Responding to Calls for Service	2.7	2.7	2.6	2.8	2.8	3.0*
Overall Level of Satisfaction	2.8	2.8	2.8	2.6*	2.9	2.9*

*$p < 0.05$; ** $p < .001$*

Respondents were also asked to report how effective they felt the Surrey RCMP was in managing a range of crime and safety issues. As demonstrated in Table 17, a majority of respondents felt that the Surrey RCMP was either mostly or very effective in managing various crime and safety issues, particularly traffic safety (83 per cent) and auto theft (70 per cent); however, only a minority of respondents reported that the police were effective in dealing with street level drug activity (30 per cent), organized crime/gang activity (47 per cent), mischief (48 per cent), and prostitution (48 per cent). Only minor differences between neighbourhoods were evident (see Table 18).

Table 17: Proportion of Respondents Reporting that the Surrey RCMP were Mostly or Very Effective

	% Mostly or Very Effective
Traffic Safety	83%
Auto Theft	70%
Violent Crimes	68%
Nuisance Behaviour / Public Disorder	62%
Economic Crime / Fraud / identify Theft	59%
Break and Enter	54%
Grow Ops / Clandestine Drug Labs	52%
Youth / Youth At-Risk / Young Offenders	50%
Prostitution / Solicitation	48%
Mischief (Vandalism / Graffiti)	48%
Organized Crime / Gang Activity	47%
Street Level Drug Activity (Drug Use / Dealing)	30%

Table 18: Effectiveness of Surrey RCMP by Neighbourhood

	Cloverdale	Fleetwood	Guildford	Newton	Whalley	South Surrey
Traffic Safety	2.9	2.9	2.9	2.7	2.9	3.0
Auto Theft	2.8	2.6	2.7	2.7	2.7	2.8
Violent Crimes	2.7	2.8	2.4	2.6	2.8	2.9
Nuisance Behaviour / Public Disorder	2.7	2.5	2.4	2.4	2.5	2.8*
Economic Crime / Fraud / identify Theft	2.6	2.3	2.5	2.6	2.5	2.6
Break and Enter	2.4	2.3	2.5	2.4	2.5	2.6
Grow Ops / Clandestine Drug Labs	2.3	2.3	2.5	2.2	2.6	2.6
Youth / Offenders	2.5	2.4	2.1	2.3	2.4	2.6
Prostitution / Solicitation	2.4	2.4	2.5	2.1	2.3	2.5
Mischief (Vandalism / Graffiti)	2.3	2.3	2.4	2.5	2.3	2.5
Organized Crime / Gang Activity	2.4	2.5	2.3	2.2	2.4	2.4
Street Level Drug Activity	2.2	1.8	1.9	1.8*	2.1	2.3*

*$p < 0.05$; **$p < .001$

Using a 5-point scale, respondents were also asked to indicate whether a series of issues were a particular problem in their neighbourhood that the local police should devote more resources and attention to. The scale was anchored from not a problem and a definite problem. As demonstrated in Table 19, the issues with the highest mean scores were traffic issues, property crime, and drug dealing. Those issues with the lowest mean scores were unlicensed bars and clubs, panhandling or begging, and prostitution.

Table 19: Proportion of Respondents Indicating that an Issue Was or Was Not a Problem in Their Neighbourhood that Police Should Devote More Attention and Resources To

	% Not A Problem	% Definite Problem
Unlicensed Bars or Clubs	85%	1%
Prostitution	74%	2%
Panhandling / Begging	73%	2%
Unlicensed or Unregulated Recovery Homes	73%	6%
Public Intoxication	70%	2%
Transit / Transit Exchanges	67%	6%
Mentally Ill Persons	67%	3%
Homelessness	65%	3%
Personal or Violent Crime	64%	4%
"Crack Houses"	64%	6%
Organized Crime / Gang Activity	59%	9%
Public Disorder / Causing a Disturbance	59%	3%
Impaired Driving	54%	4%
Loitering Youth / Groups of Youth Gathering in Public Places	53%	6%
Litter, Broken Glass, Trash, or Graffiti	52%	8%
Unsightly Properties	51%	6%
Illegal Suites	50%	14%
Grow Operations (Marijuana)	49%	13%
Drug Dealing	43%	15%
Motor Vehicle Theft	41%	6%
Property Crime	26%	11%
Traffic Issues	23%	24%

When considering the individual responses to these issues, it is interesting to note that, in the aggregate, the issue that had the greatest proportion of respondents indicating that the issue was definitely a problem that police in the neighbourhood should devote more attention and resources to deal with was traffic (24 per cent) followed by drug dealing (16 per cent) and illegal suites (14 per cent) (see Table 19). There were also a number of issues that three-quarters or more of respondents felt were not problems that the police should devote more resources or attention to. These were unlicensed bars and clubs (84 per cent) and prostitution (75 per cent).

Consistent with the other results in this study, the perceived seriousness of issues varied by neighbourhood. For example, South Surrey residents were significantly less likely to perceive many potential issues as being of serious concern (see Table 20). In some cases, including problems such as drug dealing, illegal suites, and litter, the differences between South Surrey and other areas was substantial. Moreover, numerous problems were rated as more serious in North Surrey/Whalley/City Centre and Newton. Compared to other neighbourhoods, drug dealing, "crack houses," and litter were viewed as particularly vexing in North Surrey/Whalley/City Centre, while illegal suits, loitering youth, and prostitution were regarded as especially problematic in Newton.

Table 20: Problem Issues by Neighbourhood

	Cloverdale	Fleetwood	Guildford	Newton	Whalley	South Surrey	Overall Average
Traffic Issues	2.7*	3.1	3.1	3.4	3.3	3.0	3.0
Property Crime	2.5	2.9	2.2	2.7	2.7	2.3	2.5
Drug Dealing	2.1	2.4	2.7	3.1*	3.2**	1.8**	2.4
Illegal Suites	1.9	1.8	2.4	3.5**	2.7*	1.7**	2.3
Grow Operations (Marijuana)	2.3	2.1	2.3	2.2	2.5*	1.8*	2.1
Motor Vehicle Theft	1.9	2.3	1.9	2.2	2.5*	1.9	2.1
Loitering Youth	1.7*	1.8	2.1	2.6**	2.2	1.6*	2.0
Litter, Broken Glass, Trash, or Graffiti	1.9	2.3	1.8	2.3*	2.7**	1.3**	1.9
Organized Crime / Gang Activity	1.8	2.4	1.8	2.3	2.0	1.7*	1.9
Unsightly Properties	1.9	1.6	1.9	2.3	2.4*	1.7*	1.9
"Crack Houses"	1.7	2.1	1.8	1.7	2.3**	1.5*	1.8
Impaired Driving	1.5	2.3	1.5	2.0	2.1*	1.7	1.8
Public Disorder / Causing a Disturbance	1.5	1.9	1.6	1.9	2.1*	1.4*	1.7
Homelessness	1.6	1.3	1.8	1.9	2.0*	1.4*	1.7
Personal or Violent Crime	1.4*	2.2	1.6	2.1*	2.1*	1.4*	1.7
Transit / Transit Exchanges	1.5	1.6	1.7	2.1	2.0*	1.6	1.7
Unlicensed Recovery Homes	1.4	1.4	1.6	2.2*	2.1*	1.3*	1.6
Mentally Ill Persons	1.5	1.3	1.9	1.9	2.0*	1.4*	1.6
Public Intoxication	1.4	1.4	1.6	1.7	1.8*	1.4	1.5
Prostitution	1.2*	1.3	1.4	2.0**	2.0*	1.2*	1.5
Panhandling / Begging	1.3	1.1*	1.6	1.9*	1.9*	1.3	1.5
Unlicensed Bars or Clubs	1.2	1.4	1.1	1.5	1.3	1.1	1.3

*$p < 0.05$; ** $p < .001$*

At the conclusion of the survey, respondents were provided with a place to provide any comments they wanted about the Surrey RCMP, crime, and personal safety. In total, 116 respondents provided at least one comment. Given the number of comments and the wide range of topics that respondents might write about, it was not surprising that the proportion of respondents that commented on the same topic was very low. Still, there were some interesting common comments that people made. For example, 17% of those respondents who provided comments stated that there needed to be tougher enforcement of the laws and harsher penalties or sanctions for violators. This theme reflected a feeling that the criminal justice system was too lenient with offenders.

A similar proportion of respondents (16 per cent) wrote that they felt there was a need to enhance the police's presence in Surrey. This was reflected in the comment by several people that the Surrey RCMP needed to increase the number of their patrols. Related to this theme, 14% of respondents who provided comments wrote that they felt the Surrey RCMP needed additional members, more resources, and additional financial support from the city. This sentiment was reflected in a number of people (8 per cent) writing that it took the police too long to respond to calls for service. Conversely, a slightly higher proportion of respondents (10 per cent) took the time to indicate that the felt the police's response time to calls for service was good.

As reported above, respondents wrote that they were concerned with property crime (13 per cent), drug dealing (11 per cent), and the problems associated with a growing and developing city (9 per cent). Here, the concern was mainly around the number of abandoned building and illegal suites. Finally, the Surrey RCMP should be happy that 13% of respondents took the additional time to

comment that they were either satisfied, appreciated, or respect the Surrey RCMP's efforts and professionalism in responding and preventing crime and in keeping the City of Surrey safe.

Conclusion

The results of this survey indicate that the majority of respondents felt safe in their homes, neighbourhoods, and throughout the city. It would appear that the main areas of the city that respondents did not feel safe walking through at night were areas of concern well known to the Surrey RCMP and are clustered in various blocks of streets along King George Highway. In addition, it would appear that their general feelings of personal safety were consistent with their reports of victimization.

Specifically, 26% of respondents reported being victimized in the previous 12 months and the overwhelming majority of this victimization was related to property crime. The nature of victimization may also explain the proportion of respondents who did not report their victimization to the Surrey RCMP and their main reasons for not reporting their victimization. Regardless of the number of contacts that respondents had with the police or the reasons for these contacts, satisfaction with the Surrey RCMP was very high. The majority of respondents felt that members of the Surrey RCMP exhibited many of the behaviours that one should expect from a police organization and its members. While the scores were lower when comparing the responses of victims with non-victims, the findings and the general comments made by respondents indicated a high level of trust and respect for the Surrey RCMP. Still, respondents did identify a number of problems in their neighborhoods that they felt police should devote more resources and attention to. Topping the list were traffic issues, property crime, and drug dealing, although this varied by neighbourhood.

In conclusion, the results of this survey suggest that one area that the Surrey RCMP could attempt to improve is in communicating and involving the community in providing more crime information and crime prevention strategies. Moreover, Surrey RCMP should look for ways to improve the interactions between the police and the public, particularly the relationship between the police officer and victims of crime. As mentioned above, while respondents indicated a general satisfaction with their police, those who had direct contact with the Surrey RCMP members as victims of a crime consistently rated their levels of satisfaction slightly lower than non-victims. A final key issue for respondents was the number of Surrey RCMP members in their neighbourhoods. The data was quite clear that Surrey residents want more police officers and want them focused on traffic issues, property crime, and drug dealing. Given the number of high profile homicides that have occurred in Surrey and the media coverage of these crimes and general reports about the crime rate in Surrey, it is not surprising that respondents felt that more police was necessary. Importantly, even with the perception that there are not enough police in the neighbourhood, and that crime rates have been increasing, in general, respondents felt satisfied with the level of police service they have received and reported feeling safe in their neighbourhoods. Given these findings, the Surrey RCMP might consider developing policies and practices to share their activities and successes with the public, in addition to providing accurate and timely information about crime in Surrey.

Appendix A – City of Surrey Public Safety Survey

Public Safety Survey

City of Surrey

UNIVERSITY OF THE FRASER VALLEY

School of Criminology and Criminal Justice

Dr. Irwin M. Cohen
Amanda V. McCormick
Dr. Garth Davies

Information Sheet for Participation

On behalf of the City of Surrey and the Surrey RCMP, the Centre for Public Safety and Criminal Justice Research at the University of the Fraser Valley is conducting a public safety survey concerning your perception of public safety in Surrey, BC and your satisfaction with the Surrey RCMP. Your mailing address was randomly selected for participation in this interview.

We ask that this survey be completed by the person in your household who is at least 18 years of age and who is next to celebrate a birthday.

We hope that you will find this questionnaire easy to follow. The survey should take you approximately 20 minutes to complete and is completely anonymous. In most cases, all you have to do is circle or check the answer that best describes how you feel. Please do not put any identifying information, such as your name or address, on this questionnaire as this study is designed to be completed anonymously.
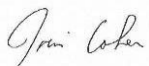
As you have been advised by the enclosed covering letter, your participation is voluntary, and your responses will be anonymous to the City of Surrey, the Surrey RCMP, and the university researchers. By completing and sending in your survey, you are giving consent to be part of our study. In this regard, please remember that you are mailing the questionnaires directly to us at UFV, all of the information is aggregated for reporting purposes, we will not reveal individual responses to anyone, and given the anonymous nature of this survey, we cannot specifically link you with any of your responses.

In addition to your anonymity, you are free to not answer any question in the survey that you would rather not answer. Any information that you can provide us regarding your perceptions of safety in Surrey and satisfaction with the Surrey RCMP will help to inform our final report to the Surrey RCMP regarding improved policing in Surrey. You will be able to download a copy of this final report later this summer from the following website: http://cjr.ufv.ca/. In addition to using the aggregated information collected through these surveys to write a final report and presentation for the City of Surrey, data collected through this study may also be used to develop academic articles or presentations in the future. You will see that we have provided you with a pre-stamped envelope for the return of your questionnaire. We are hoping to have your questionnaire returned to us by

Friday March 28th 2014.

We will be phoning your household within the next couple of weeks to answer any questions you may have about this study. For the present, if you have any questions, please do not hesitate to call the University of the Fraser Valley at 1-888-504-7441 extension 4106. For any concerns regarding the administration of the survey, please contact Adrienne Chan, UFV AVP of Research, Engagement, and Graduate Studies at 604-557-4074. The ethics of this research project have been approved by the UFV Human Research Ethics Board.

Many thanks,

Dr. Irwin Cohen, Director, Centre for Public Safety and Criminal Justice Research
School of Criminology & Criminal Justice, University of the Fraser Valley

YOUR THOUGHTS ON SAFETY IN SURREY?

In this section, we would like you to tell us how safe you feel living in Surrey. We would also like you to tell us about any places in Surrey that you don't feel safe, any crime problems that cause you to feel unsafe, and any public safety problems that you feel Surrey RCMP should give more attention to.

1. How safe do you feel in each of the following situations?

		Very Unsafe	Somewhat Unsafe	Somewhat Safe	Very Safe
1.	In your home	1	2	3	4
2.	In your neighbourhood	1	2	3	4
3.	In Surrey generally	1	2	3	4

2. What is your sense of personal safety in your neighbourhood…

		Much Less Safe	Somewhat Less Safe	No Change	Somewhat Safer	Much Safer	Does not Apply
1.	…compared to one year ago?	1	2	3	4	5	6
2.	…compared to five years ago?	1	2	3	4	5	6
3.	…compared to other neighbourhoods in Surrey?	1	2	3	4	5	6

3. What is your sense of personal safety in general when you are in Surrey…

		Much Less Safe	Somewhat Less Safe	No Change	Somewhat Safer	Much Safer	Does not Apply
1.	…compared to one year ago?	1	2	3	4	5	6
2.	…compared to five years ago?	1	2	3	4	5	6
3.	…compared to other municipalities in BC?	1	2	3	4	5	6

4. Compared to one year ago, in general, would you say that the overall level of crime in your neighbourhood has:

      1. Increased a Lot   □

      2. Increased a Little   □

      3. No Change   □

      4. Decreased a Little   □

      5. Decreased a Lot   □

      6. Does not apply (new to area) □

5. In general, how much do you agree or disagree with the following statements:

	Strongly Disagree	Disagree	Agree	Strongly Agree
1. People in my neighbourhood can be trusted	1	2	3	4
2. People in my neighbourhood generally get along with each other	1	2	3	4
3. People in my neighbourhood share the same values	1	2	3	4
4. People in my neighbourhood are willing to help their neighbours	1	2	3	4
5. I live in a close-knit neighbourhood	1	2	3	4

6. In general, how much do you agree or disagree with the following statement in each situation: "One or more of my neighbours could be counted on to intervene if…"

	Strongly Disagree	Disagree	Agree	Strongly Agree
1. …children were spray-painting on a local building	1	2	3	4
2. …children were showing disrespect to an adult	1	2	3	4
3. …the fire station closest to our homes was threatened with budget cuts	1	2	3	4
4. …a fight broke out in front of our homes	1	2	3	4
5. …children were skipping school and hanging out on a neighbourhood street corner	1	2	3	4

7. Please indicate the extent to which you agree or disagree with each of the following statements:

		Strongly Disagree	Disagree	Agree	Strongly Agree
1.	Crime is a serious problem in my neighbourhood	1	2	3	4
2.	In the last year, the rate of crime in my neighbourhood has increased	1	2	3	4
3.	There is more crime in my neighbourhood than in other parts of Surrey	1	2	3	4
4.	The incidence of crime in Surrey is higher than in other parts of Metro Vancouver	1	2	3	4
5.	The Surrey RCMP keeps me well informed of crime that occurs in my neighbourhood	1	2	3	4
6.	The Surrey RCMP keeps me well informed of the community policing and crime prevention programs and services available	1	2	3	4
7.	The Surrey RCMP keeps me well informed of ways to prevent and reduce crime	1	2	3	4
8.	The Surrey RCMP involves the community in addressing local crime and public safety issues	1	2	3	4

8. Are there any places or neighborhoods in Surrey where you would not feel safe walking at night? If no, please just go to the next question. If yes, please indicate one or two general areas, by street or nearby intersection if possible, and tell us WHY you feel unsafe there at night?

1. _____

2. _____

YOUR CONTACT WITH THE SURREY RCMP

In this section, we would like you to tell us about your contact with the Surrey RCMP, either because you have been a victim or witness of crime, or because you reported a crime.

These questions focus on contact with the Surrey RCMP in the past year.

9. Please let us know the reasons why you had <u>ANY</u> direct contact with the Surrey RCMP in 2013? Check all that apply.

1. I did not have any contact with Surrey RCMP ☐
2. To report a property crime ☐
3. To report a violent crime ☐
4. To report a traffic accident ☐
5. To report a suspicious person ☐
6. To be questioned about a possible crime ☐
7. To request information ☐
8. To complain about police services ☐
9. As part of a police traffic enforcement action ☐
10. For some other reason ☐

10. How many times in 2013 did you contact the Surrey RCMP to report a crime, to discuss a safety concern in your neighborhood, or to simply get information about an issue?

|_____|_____| **Times**

11. Were you the victim of a crime in Surrey in 2013? (check all that apply)

1. A personal or violent crime (e.g. assault, robbery, sexual assault) ☐
2. A property crime (e.g. theft, fraud, vandalism, break and enter) ☐
3. Other ☐
4. I was not a victim of a crime in Surrey in 2013 ☐

12. If you were the victim of a crime in Surrey in 2013, did you report it to the Surrey RCMP?

0. No ☐
1. Yes ☐
2. I was not a victim of a crime in Surrey in 2013 ☐

13. There are many reasons why victims of crime do not report to the police. If you did not report your victimization to Surrey RCMP, please circle all the reasons why you did NOT report your victimization to Surrey RCMP.

	No	Yes
1. Does Not Apply (I was not a victim of crime in Surrey in 2013)	0	1
2. I did not want to get involved with the police or the courts	0	1
3. I did not think the police could do anything about the incident	0	1
4. The incident was too minor or not important enough	0	1
5. The incident was a personal matter and did not concern the police	0	1
6. I dealt with the problem in another way	0	1
7. I did not want anyone to find out about the incident	0	1
8. A family member put pressure on me to not contact the police	0	1
9. I did not think that the police would help	0	1
10. I did not want a child or minor to get arrested or jailed	0	1
11. Some other reasons (please explain):	0	1

14. In general, how satisfied are you with the following aspects of the Surrey RCMP? Please circle the one answer that best applies to each question.

	Very Unsatisfied	Mostly Unsatisfied	Mostly Satisfied	Very Satisfied
1. The level of competence in solving crimes	1	2	3	4
2. The number of officers on the street	1	2	3	4
3. The ability to communicate with the public	1	2	3	4
4. Being responsive to the needs of the community	1	2	3	4
5. The seeking of public input	1	2	3	4
6. The professionalism of the detachment	1	2	3	4
7. Their speed in responding to calls for service	1	2	3	4

15. In general, how effective or ineffective do you feel that the Surrey RCMP is in managing each of these crime and safety issues in Surrey? Please circle <u>the one answer that best applies</u> to each question.

	Very Ineffective	Mostly Ineffective	Mostly Effective	Very Effective
1. Auto Theft	1	2	3	4
2. Break and Enter	1	2	3	4
3. Economic Crime / Fraud / Identity Theft	1	2	3	4
4. Grow Ops / Clandestine Drug Labs	1	2	3	4
5. Nuisance Behaviour / Public Disorder	1	2	3	4
6. Organized Crime / Gang Activity	1	2	3	4
7. Prostitution / Solicitation	1	2	3	4
8. Street Level Drug Activity (Drug Use / Dealing)	1	2	3	4
9. Traffic Safety	1	2	3	4
10. Mischief (Vandalism / Graffiti)	1	2	3	4
11. Violent Crimes	1	2	3	4
12. Youth /Youth-at-risk / Young Offenders	1	2	3	4

16. Overall, how satisfied or unsatisfied are you with the Surrey RCMP?

1. Very Unsatisfied ☐
2. Mainly Unsatisfied ☐
3. Mainly Satisfied ☐
4. Very Satisfied ☐

17. This is a list of some things that may be a problem in your neighbourhood. Using a scale of 1 through 5 where 1 is "not a problem" and 5 is a "definite problem", please indicate to what extent each of the following is a <u>particular problem in your neighbourhood</u> that you believe your local police should devote more resources and attention to.

	Write a Number between 1 and 5 (1 = Not a Problem 5 = A Definite Problem)
1. Litter, Broken Glass, Trash, or Graffiti	
2. Grow Operations (Marijuana)	
3. "Crack houses"	
4. Drug Dealing	
5. Unlicensed or Unregulated Recovery Homes	
6. Unlicensed Bars / Clubs	
7. Organised Crime / Gang Activity	
8. Property Crime	
9. Motor Vehicle Theft	
10. Impaired Driving	
11. Traffic Issues (e.g. speeding, using cell phones while driving)	
12. Public Intoxication	
13. Loitering Youth / Groups of youth gathering in public places	
14. Public Disorder / Causing a Disturbance	
15. Homelessness	
16. Mentally Ill Persons	
17. Prostitution	
18. Illegal Suites	
19. Personal or Violent Crime	
20. Unsightly Properties	
21. Panhandling / Begging	
22. Transit / Transit Exchanges	
23. Other – please explain	

18. Considering all the problems you just identified in Question 17 please list, <u>in order of importance</u>, the three (3) problems you would MOST want the Surrey RCMP to devote more resources and attention to.

    1. _____

    2. _____

    3. --

19. Which of the following is your preferred method for accessing or receiving information on the Surrey RCMP Detachment and its various activities? (check all that apply)

1. News Media (newspapers, radio, TV) ☐
2. Telephone ☐
3. In person ☐
4. Email ☐
5. Surrey RCMP Website ☐
6. Social Media (Twitter, Facebook) ☐
7. Print Materials ☐
8. I do not access and would not like to receive information ☐

20. What type of information would you be interested in hearing about from the Surrey RCMP? (check all that apply)

1. Crime occurring in my neighbourhood ☐
2. Crime occurring in the City of Surrey ☐
3. Crime Prevention and community safety materials (guides, tips) ☐
4. Community policing programs and services ☐
5. Surrey RCMP community engagement activities ☐

DEMOGRAPHIC INFORMATION

In this final section, we need to ask you some basic background information about yourself to confirm that those responding to our survey are truly a representative cross-section of community residents.

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21. How many months have you been living in your present neighbourhood?

|_____|_____|_____| **months**

22. What is the postal code associated with your residence?   V 3|____| |____|____|____|

23. Where do you currently live in Surrey?

1. Cloverdale / Port Kells ☐
2. Fleetwood ☐
3. Guildford ☐
4. Newton ☐
5. North Surrey / Whalley / City Centre ☐
6. South Surrey ☐

24. Are you currently an employee or volunteer with the Surrey RCMP?

0. No ☐
1. Yes ☐

25. What is your gender?

1. Male ☐
2. Female ☐
3. Other ☐

26. What is your current age? |_____|_____| years old

27. What is the highest level of education that you have completed?

1. No formal schooling ☐
2. Some primary schooling ☐
3. Some secondary schooling ☐
4. Completed secondary schooling (high school diploma or equivalent) ☐
5. Trade or vocational education ☐
6. Some college/university ☐
7. College/university graduate ☐

28. What is your current employment status?

1. Employed full-time ☐
2. Employed part-time ☐
3. Self-Employed ☐
4. Retired ☐
5. Unemployed ☐
6. Student ☐
7. Other ☐

29. What is your current marital status?

1. Single – never married, includes dating ☐
2. Married – including common law ☐
3. Divorced or separated ☐
4. Widowed ☐

30. What is your annual level of income BEFORE taxes?

1. No Income ☐	2. Less than $10,000 ☐	3. $10,000 - $19,999 ☐
4. $20,000 - $29,999 ☐	5. $30,000 - $39,999 ☐	6. $40,000 - $49,999 ☐
7. $50,000 - $59,999 ☐	8. $60,000 - $69,999 ☐	9. $70,000 - $79,999 ☐
10. $80,000 - $89,999 ☐	11. $90,000 - $99,999 ☐	12. More than $100,000 ☐

31. What do you consider to be your PRIMARY ethnic background?

1. Aboriginal ☐
2. Caucasian ☐
3. Asiatic ☐
4. Black ☐
5. East Indian / South Asian ☐
6. Mixed ☐
7. Other (please explain) ☐   _____

Please turn to the next page for space to add additional comments

COMMENTS

Please use this space to provide any additional comments you would like to make about crime, personal safety, and the Surrey RCMP.

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Thank you for your participation. Please return this survey to the University of the Fraser Valley by Friday March 28th, 2014 using the Self-Addressed Stamped Envelope provided.