

**ALBERTA SOLICITOR GENERAL AND
PUBLIC SECURITY**

**2010
- SURVEY OF ALBERTANS -**

Presented to:

Alberta Solicitor General and Public Security

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EXECUTIVE SUMMARY

The key findings of a telephone survey of a random and representative sample of 1,200 adult Albertans, conducted by Resinova on behalf of Alberta Solicitor General and Public Security in January and February of 2010, were as follows:

Confidence in Ministry and Ministry Programs and Services

- When asked to rate their confidence in seven types of services or programs in meeting the needs of Albertans, confidence was highest with policing services (84% have a lot or some confidence) and sheriff highway patrol services (78%). A majority had confidence in crime prevention programs (70%), victims services (64%), offender custody services (54%), and offender community supervision services (51%). A minority of Albertans had confidence in offender rehabilitation programs (40%).
- Most Albertans have confidence (78% have a lot or some confidence) in Alberta Solicitor General and Public Security, up substantially since 2009 when 70% had confidence.

Road Safety Programs and Services

- Almost all Albertans (95%) travel on Alberta's highways.
- Of those who travel on Alberta's highways, most (80%) agreed that the sheriff highway patrol services are making a positive difference on Alberta's highways, up somewhat since 2009 when 76% agreed.
- When asked to rate the importance of six actions to further promote road safety in Alberta, all six aspects were very or somewhat important to the majority of Albertans who travel on Alberta's highways. The most important actions were to provide more focus on careless or distracted driving offences (97% rated this as very or somewhat important) and to promote public education and awareness (94%).

Satisfaction with Policing

- Most Albertans (81%) were very or somewhat satisfied with policing in Alberta over the past 12 months, up somewhat from 78% in 2009.

Public Perception of Safety from Crime

- The vast majority (91%) said they feel very or reasonably safe when they are in their own home after dark, which is the same as in 2009 (91%).
- Most (78%) said they feel very or reasonably safe walking alone in their neighbourhood or area after dark, up substantially since 2009 (73%).
- Forty-two percent of Albertans (42%) said that crime in their neighbourhood is a very or somewhat serious problem, up somewhat from 39% in 2009.

- About 11% of Albertans feel that the amount of crime in their neighbourhood is higher than in other areas of Alberta, down slightly from 13% in 2009.

Awareness of Victims Services

- Most Albertans (85%) are aware that services and programs are available in Alberta for victims of crime, up somewhat from 81% in 2009.

Crime Victimization

- On an unprompted basis, 23% of Albertans said they had been a victim of crime at least once in the past year, which is somewhat higher than in 2009 (20%).
- When prompted with a list of specific crimes, another 15% of respondents said they had been a victim of crime. Upon combining the unprompted and prompted victimization levels reported by respondents in 2010, about 40% of Albertans indicated they were a victim of crime in the past year, which is somewhat higher than in previous survey years (36% to 38% in 2007 to 2009).
- Albertans are most likely to have been a victim of vandalism (13%), followed by theft of personal property (12%), and motor vehicle or parts theft (12%).
- A small minority of victims (6%) felt that the crime or crimes against them were motivated by hatred towards them as a member of an identifiable group.
- Most perpetrators were strangers (82%), and a minority had a relationship to the victim.
- Less than half of the victims (48%) reported a crime to the police.

Crime Victims' Views on Services

- Of the victims who reported a crime to the police, most (62%) were very or somewhat satisfied with how the police handled their report, up somewhat from 59% in 2009.
- Of the 229 victims who reported a crime to the police, the vast majority agreed (87%) that the police had a professional manner. Most agreed that the police had an adequate response time (65%) and spent in-person time with them (59%). Less than half agreed that the police:
 - Gave them advice on crime prevention (41%),
 - Provided updates on their follow-up investigations (28%),
 - Gave them information on victims programs (17%),
 - Referred them to other agencies for help (15%), and
 - Laid a charge in their case (10%).
- If a charge was not laid, 39% of victims were given an explanation by the police as to why they did not lay a charge.
- Of those who reported a crime to the police, 11% were referred by the police to victims services. Across all victims, including those who did and did not report a crime to the police, 4% accessed an Alberta victims program or service.

Crime Prevention

- Over half of Albertans (54%) are aware that the Government of Alberta has crime prevention materials and information available online.

Views on Selected Topics

- Almost all Albertans (98%) agreed that citizens have a very important role in helping to prevent crime in their community.
- The vast majority of Albertans (86%) agreed that they have respect for the job being done by correctional centre staff who supervise offenders being held in custody.
- Most (70%) agreed that they are satisfied with the job being done by provincial correctional staff in operating provincial correctional and remand centres.
- Most (63%) agreed, and 23% disagreed, that they are satisfied with the job being done by provincial correctional staff in supervising offenders in the community.

Awareness and Usage of Selected Programs and Services

- About one-third (34%) of Albertans are aware of SCAN, the Safe Communities and Neighbourhoods Act. The vast majority of Albertans (87%) would use SCAN if illegal activities were an issue in their area.
- Almost half (47%) of Albertans are aware that Alberta has established a Law Enforcement Response Team, called ALERT.

1.0 INTRODUCTION

In January and February 2010, Alberta Solicitor General and Public Security wished to survey the general public to obtain feedback on the services administered or provided by the department. This survey has been conducted on an annual basis since 1996.

From 2002 to 2007 Alberta Solicitor General and Public Security and Alberta Justice and Attorney General jointly conducted a single survey of Albertans. In 2008, 2009 and 2010, a survey was commissioned solely by Alberta Solicitor General and Public Security. In 2009 and 2010, another survey was solely commissioned by Alberta Justice and Attorney General. Both annual surveys include a few questions that are of interest to both departments.

The results of the 2010 survey, as outlined in this report, provide relevant measures to assist Alberta Solicitor General and Public Security in assessing public perceptions of its performance.

2.0 METHOD

All components of the project were executed in close consultation with representatives of Alberta Solicitor General and Public Security. Resinnova conducted the research in three phases:

Phase 1:	Orientation, Questionnaire Design, and Sampling
Phase 2:	Telephone Interviews
Phase 3:	Analysis and Reporting

A detailed description of each phase is outlined in the remainder of this section.

2.1 Phase 1: Orientation, Questionnaire Design, and Sampling

Orientation and Questionnaire Design - At the outset of the project, Resinnova and representatives of Alberta Solicitor General and Public Security discussed the details of the study, reviewed the past survey questions and methods, and redesigned the survey instrument as required to meet the department's current needs. Several questions were added in 2010 and several questions were removed. A copy of the final questionnaire can be found in Appendix A.

Sampling - A total of 1,200 adult Albertans were interviewed, thereby providing a margin of error in the results that is no greater than $\pm 2.8\%$ at the 95% confidence level. To survey a random and representative sample of adult Albertans, quotas were established based on *Statistics Canada's 2006 Census* data. In each of six geographic

regions of the province, the number of interviews in each age-gender segment was proportionate to their 2006 population estimates. Sampling quotas can be found in Appendix B.

The sample was drawn randomly from the most recent residential telephone listings within Alberta. The last two digits of each telephone number were randomized, thereby allowing new and unpublished listings to be included in the sample. To maximize the representativeness of the sample, up to ten call back attempts were scheduled for each listing prior to excluding it from the final sample. When there was an answering machine, fax, or no answer, the call back was scheduled at a different time period on the following day. The first attempts to reach each listing were made during the evening or weekend. This call schedule helped maximize the likelihood of contacting each household listed, thereby helping to improve the representativeness of the final sample.

2.2 Phase 2: Telephone Interviews

All interviews were conducted by trained and experienced interviewers at Resinova's Central Location Telephone Interviewing Facility in Edmonton. The interviewing was monitored in progress, and at least 10% of each interviewer's work was directly monitored. Interviewers were thoroughly briefed by the project leader prior to working on the project.

The survey instrument was programmed into Resinova's Computer Assisted Telephone Interviewing (CATI) system. Using this system, data collection and data entry were simultaneous given that data was entered into a computer file while the interview was in progress. Command Center 3 was the software used by the CATI system. Using Command Center 3, all required skip patterns were automatically followed and question order was randomly rotated, as required, to minimize potential question order bias. With this system, interviewers directly entered responses to both closed and open-ended questions.

Using our Pronto dialer and Command Center 3's call management capability, the outcome of each call attempt was recorded and callbacks were automatically scheduled according to the sampling callback rules. The final outcome of all attempts to each listing for the 2010 survey is provided in Appendix C.

2.3 Phase 3: Analysis and Reporting

Responses to each open-ended question were printed and then coded, using a code list approved by the project director. Coded responses were then entered into the data file. At least 10% of each coder's work was checked for accuracy and consistency.

At the computer analysis stage, computer programs were written to check the data for quality and consistency (e.g., no out-of-range values, proper skip patterns, etc.). Subsequent data analysis was conducted using StatXP software. Data tables were generated, whereby the frequency and percentage distribution of the results for each question were broken down on the basis of key respondent characteristics or responses (e.g. age, gender, education, income, etc.). A profile of respondents can be found in Appendix D.

This report summarizes responses to the 2010 survey questions, and provides a comparison of the results for key questions that were asked in previous surveys.

3.0 RESULTS

This section presents the results of the 2010 survey of Albertans, as they pertain to each topic area addressed in the questionnaire. When reviewing the results, please note that rounding must often be done in order to report the different categories of responses to a particular question. As a result, the total of the different categories of responses to a particular question may not always add up to 100%. Similarly, when adding together the percentages for two related categories, the total may differ by one percent from the actual percentage who mentioned both categories.

3.1 Confidence in Ministry and Ministry Programs and Services

3.1.1 Confidence in Services or Programs

Respondents were asked to rate their confidence in seven types of services or programs provided by Alberta Solicitor General and Public Security in meeting the needs of Albertans.

Policing services (84%) and sheriff highway patrol services (78%) received the highest confidence ratings (some or a lot of confidence). See Table 1.

Most Albertans also indicated that they have confidence in:

- Crime prevention programs (70%),
- Victims services (64%),
- Offender custody services (54%), and
- Offender community supervision services (51%).

Less than half of Albertans were confident in:

- Offender rehabilitation programs (40%).

Table 1

How much confidence do you have that [INSERT SERVICES OR PROGRAMS] are meeting the needs of Albertans?			
	Percent of Respondents (n=1,200)		
	A Lot or Some Confidence	Very Little or No Confidence	Don't Know/ Not Stated
Policing services	84	15	1
Sheriff highway patrol services	78	13	9
Crime prevention programs	70	25	5
Victims services	64	21	16
Offender custody services	54	26	20
Offender community supervision services	51	31	18
Offender rehabilitation programs	40	47	13

3.1.2 Confidence in Alberta Solicitor General and Public Security

After rating their confidence in seven types of services or programs offered by Alberta Solicitor General and Public Security, respondents were asked to indicate how much confidence they have, overall, in Solicitor General and Public Security over the past 12 months.

As shown in Chart 1, 78% of Albertans have confidence in Solicitor General and Public Security over the past 12 months, including 18% who have a lot of confidence and 60% who have some confidence. Fifteen percent (15%) have very little confidence, and 3% have no confidence at all. Four percent (4%) did not provide a response to the question.

Chart 1

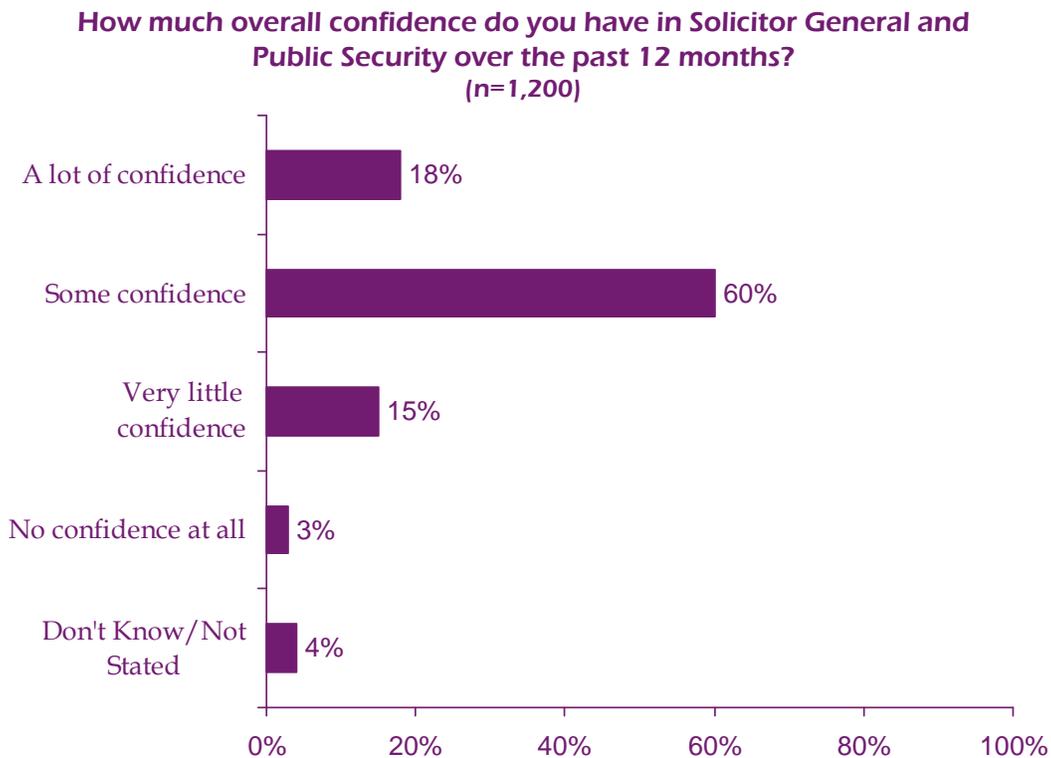
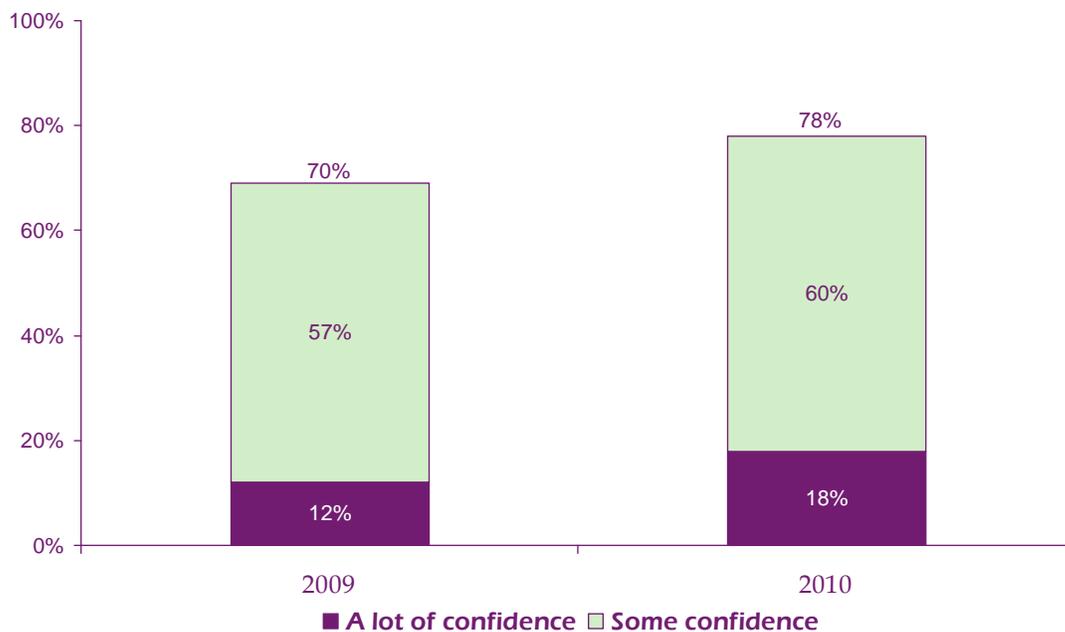


Chart 2 shows that there has been a substantial increase since 2009 in overall confidence in Solicitor General and Public Security (from 70% with a lot or some confidence in 2009, to 78% in 2010). The percentage with a lot of confidence increased by 6 percentage points since 2009, and the percentage with some confidence increased by 3 percentage points.

Chart 2

How much overall confidence do you have in Solicitor General and Public Security over the past 12 months?
(n=1,200)



In reviewing the detailed tables of results for 2010, the following subgroups of respondents had substantially and significantly higher confidence:

- Respondents who are single (83% had a lot or some confidence), and
- Respondents 18 to 24 years of age (86%).

The following subgroups had substantially and significantly lower confidence:

- Respondents 65 years of age or more (72% had a lot or some confidence),
- Respondents with less than high school education (68%), and
- Respondents who do not feel safe from crime when in their homes after dark (57%).

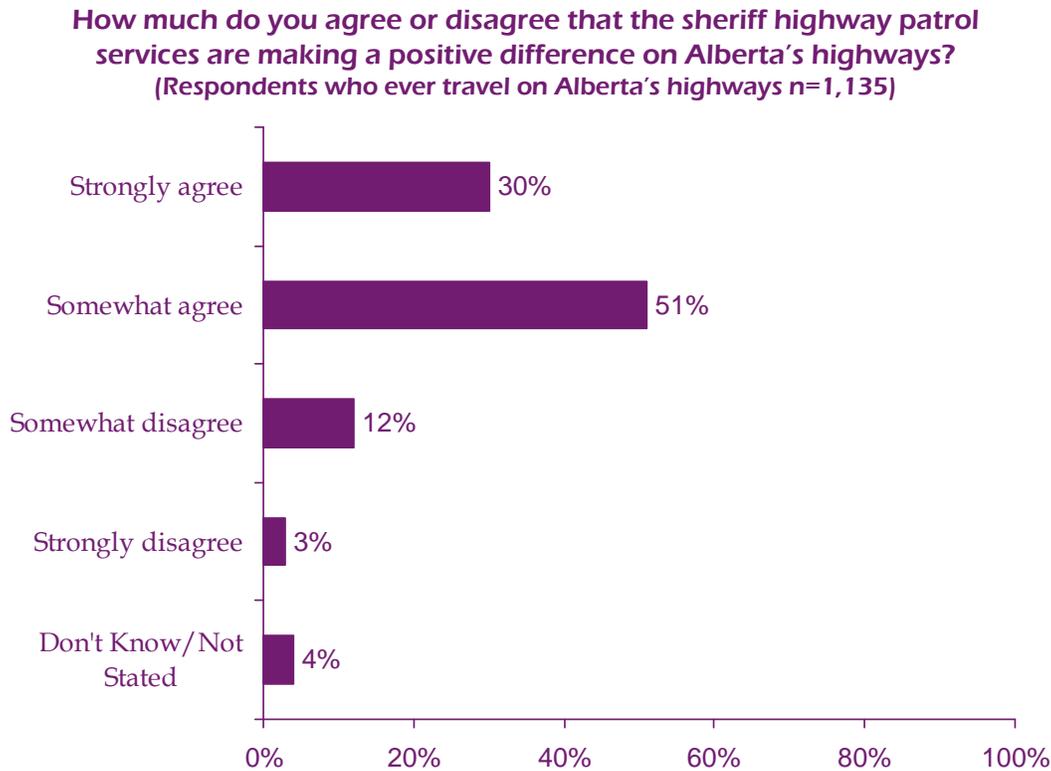
3.2 Road Safety Programs and Services

3.2.1 Level of Agreement that Sheriff Highway Patrol Services Are Making a Difference

Respondents were then asked if they ever travel on Alberta's highways, and those who do (95% of Albertans, n=1,135) were asked several questions relating to road safety in Alberta.

Respondents were asked how much they agreed or disagreed that the sheriff highway patrol services are making a positive difference on Alberta's highways. Most (80%¹) of those who travel on Alberta's highways agreed, including 30% who strongly agreed and 51% who somewhat agreed. Twelve percent (12%) somewhat disagreed with this statement, and 3% strongly disagreed (Chart 3).

Chart 3

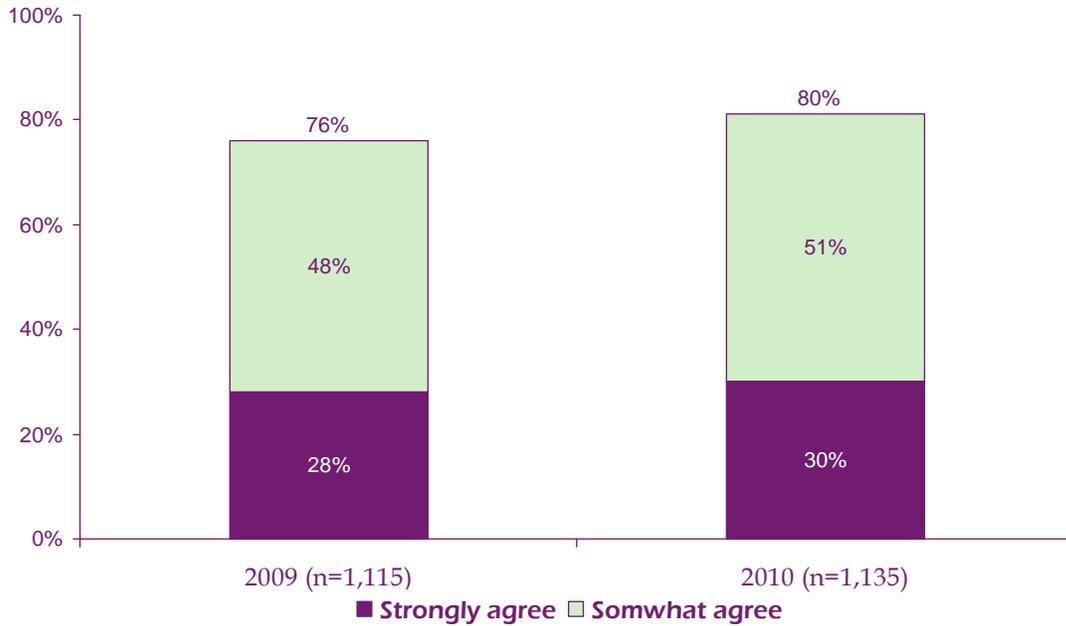


¹ This is the actual percentage who mentioned both categories. When adding together the percentages for two related categories, the total may differ by one percent from the actual percentage who mentioned both categories.

Chart 4 shows that the level of agreement has increased somewhat since 2009 (from 76% strongly or somewhat agreed in 2009, to 80% in 2010).

Chart 4

How much do you agree or disagree that the sheriff highway patrol services are making a positive difference on Alberta's highways?
(Asked of respondents who ever travel on Alberta's highways)



3.2.2 Importance of Actions to Promote Road Safety in Alberta

Respondents who travel on Alberta’s highways (n=1,135) were then asked to rate the importance of various actions to further promote road safety in Alberta.

The highest importance ratings (percent who said it was somewhat or very important) was on providing more focus on careless or distracted driving offences (97%) and promoting public education and awareness (94%) to further promote road safety in Alberta.

The vast majority also rated providing more focus on speeding offences (88%) and vehicle safety equipment offences (87%) as very or somewhat important.

Most said it is important (somewhat or very) to increase the number of law enforcement personnel on the roads (84%), and to provide more focus on seatbelt offenses (79%) and. See Table 2.

Table 2

How important is it to...?			
	Percent of Respondents Who Ever Travel on Alberta’s Highways (n=1,135)		
	Very or somewhat important	Not very or not at all important	Don’t Know/ Not Stated
Provide more focus on careless or distracted driving	97	2	-
Promote public education and awareness	94	5	1
Provide more focus on speeding offences	88	11	1
Provide more focus on vehicle safety equipment offences	87	11	2
Increase the number of law enforcement personnel on the roads	83	16	1
Provide more focus on seatbelt offences	79	20	-
<i>Note: “-” represents less than 0.5%</i>			

3.3 Satisfaction with Policing

All respondents were asked to rate their level of satisfaction with policing in Alberta over the past 12 months. The majority of Albertans (81%) are satisfied with policing in Alberta, including 27% who are very satisfied and 54% who are somewhat satisfied. Twelve percent (12%) of Albertans are somewhat dissatisfied and 4% are very dissatisfied. See Chart 5.

Chart 5

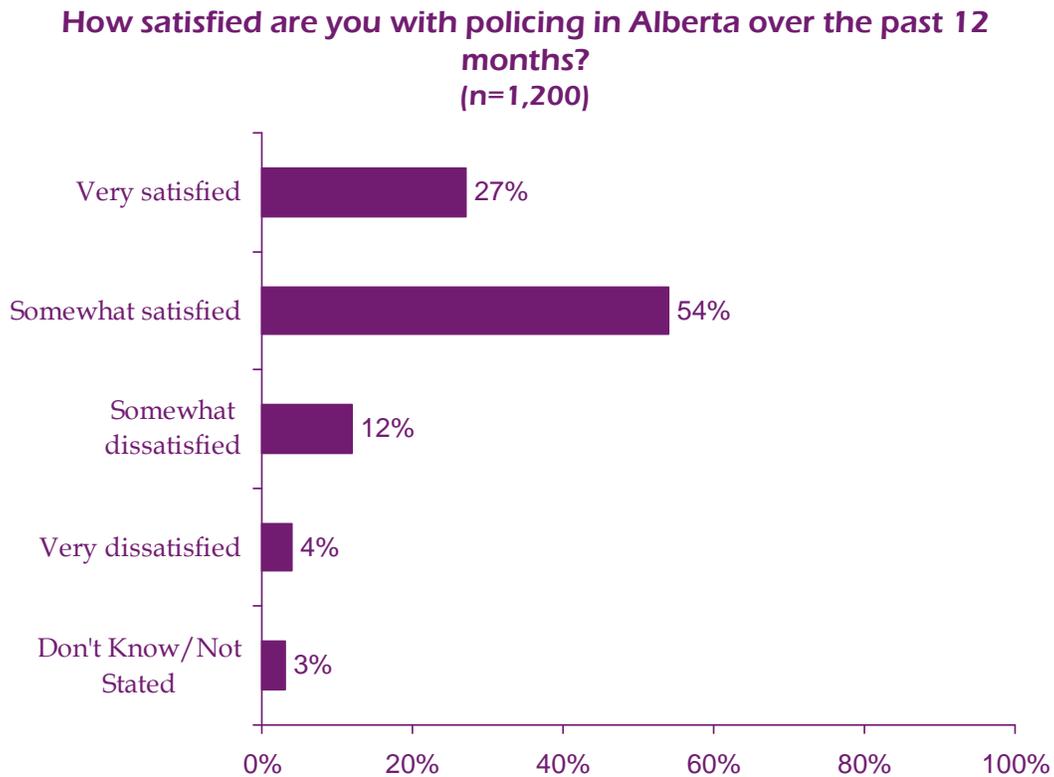
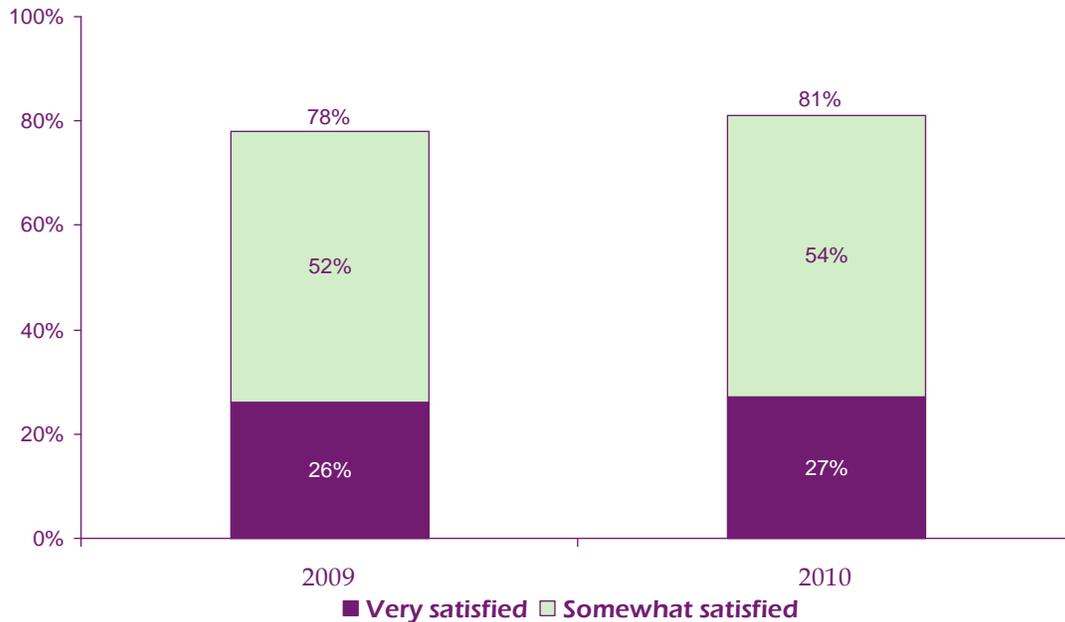


Chart 6 shows that satisfaction with policing in Alberta has increased somewhat since 2009 (from 78% very or somewhat satisfied in 2009, to 81% in 2010).

Chart 6

**How satisfied are you with policing in Alberta over the past 12 months?
(n=1,200)**



In 2010, there were no subgroups of respondents with substantially and significantly higher satisfaction.

The following subgroup had substantially and significantly lower satisfaction:

- Respondents with less than high school education (72% very or somewhat satisfied),
- Victims of crime (75%), and
- Respondents who do not feel safe from crime when in their homes after dark (60%).

3.4 Public Perceptions of Safety from Crime

3.4.1 Safety in the Home

Respondents were asked to rate how safe they feel in their own home after dark. For this question, the results from this survey (n=1,200) were combined with the results of a contemporary survey conducted on behalf of Alberta Justice and Attorney General (n=750). Hence, a total of 1,950 Albertans were asked this question in January, February and March of 2010.

The combined results of both surveys show that the vast majority of Albertans (91%) said they feel very safe (54%) or reasonably safe (37%) in their own home after dark. A smaller percentage said they feel somewhat unsafe (7%) or very unsafe (2%). See Chart 7.

Chart 7

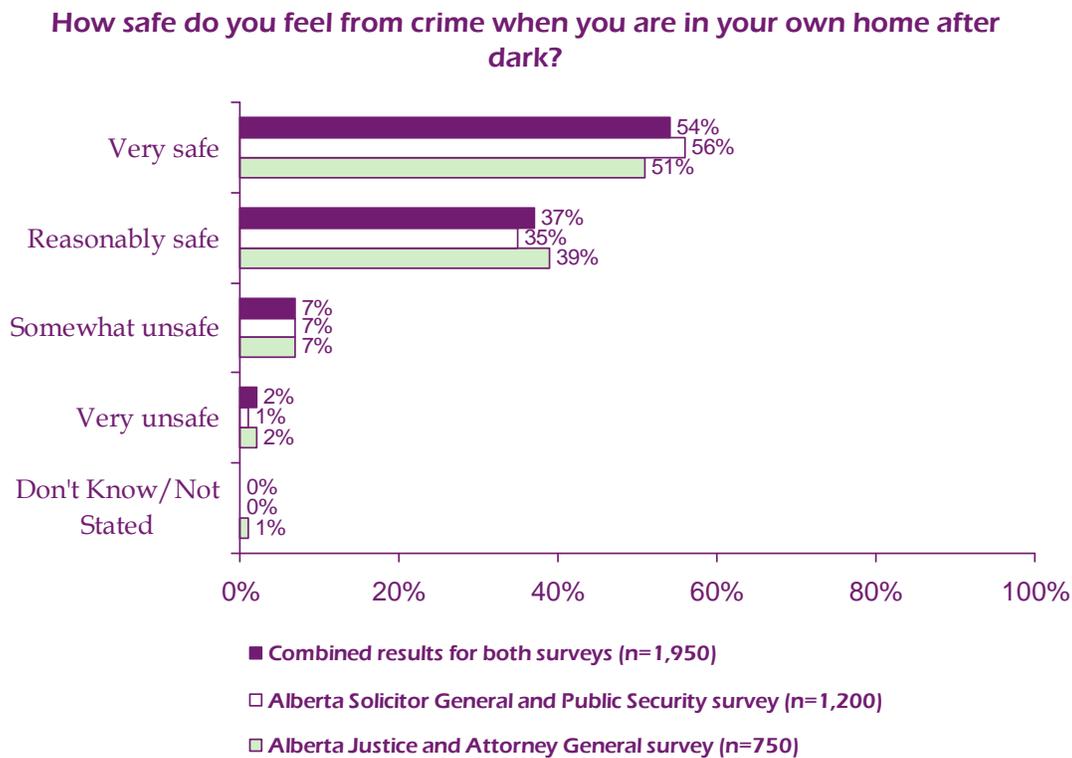
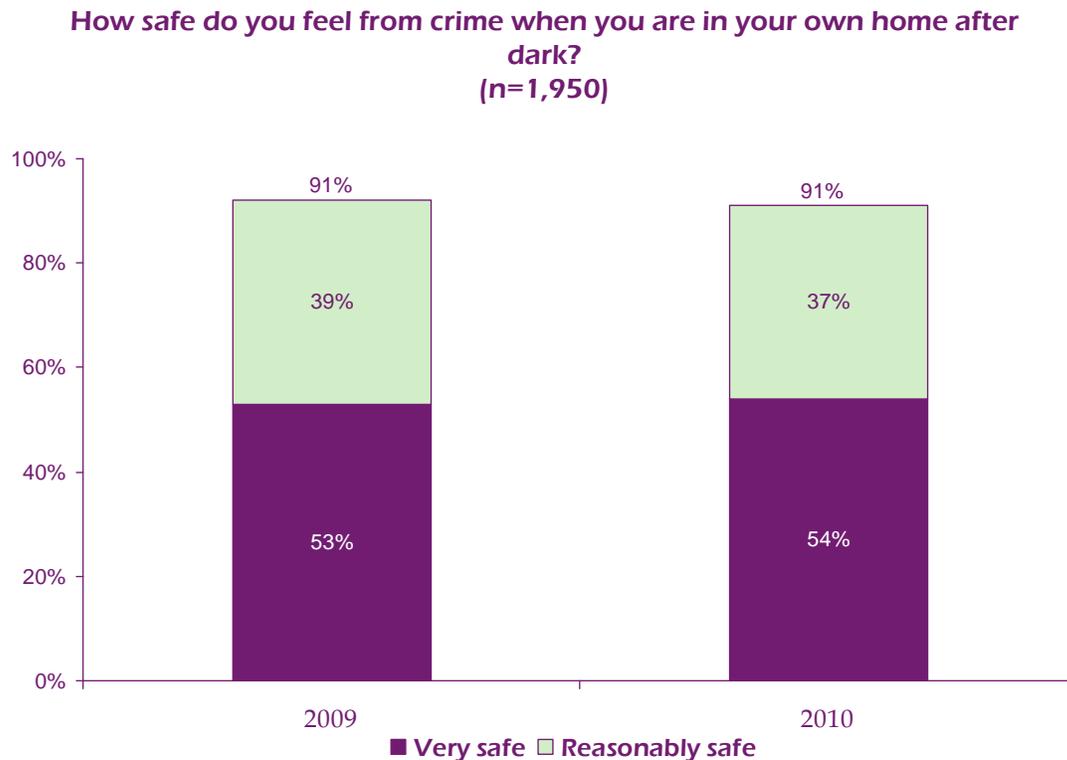


Chart 8 shows that the percentage of Albertans who felt very or reasonably safe in their own home after dark was about the same in both 2009 and 2010.

Chart 8



In reviewing the data tables for the 1,200 respondents who participated in the 2010 survey conducted on behalf of Alberta Solicitor General and Public Security, the following subgroup of respondents had substantially and significantly higher results:

- Respondents living in rural areas of southern Alberta (96% felt very or reasonably safe).

The following subgroups had substantially and significantly lower results:

- Respondents in households with an annual income of less than \$30,000 (84% felt very or reasonably safe), and
- Respondents with less than high school education (85%), and
- Victims of crime (84%).

Respondents who indicated they do not feel safe in their home, regardless of whether or not it is dark outside, were asked to provide the main reason they do not feel safe from crime when they are in their home after dark. The most frequent responses related to a high or increasing amount of crime in the area (37%). As shown in Table 3, other frequent responses were that they were victimized in the past (23%), they are frightened of criminals (22%), there was a lack of police presence or effectiveness (18%), and that they just generally feel unsafe (10%).

Table 3

What is the main reason you do not feel safe from crime when you are in your home after dark?	
	Percent of Respondents (n=103)
Live in a high crime area/crime rate has increased	37
Have been a victim of crime in the past	23
Scared of criminals and perpetrators in the area	22
Police are not visible enough/too slow to respond/didn't come/ have poor attitudes	18
General just feel unsafe/the unknown	10
Reports about crime in the media/newspapers	3
Don't know/Not stated	1
<i>Total</i>	<i>114*</i>
<i>* Adds up to more than 100% due to multiple mentions.</i>	

3.4.2 Safety Walking in Their Neighbourhood or Area

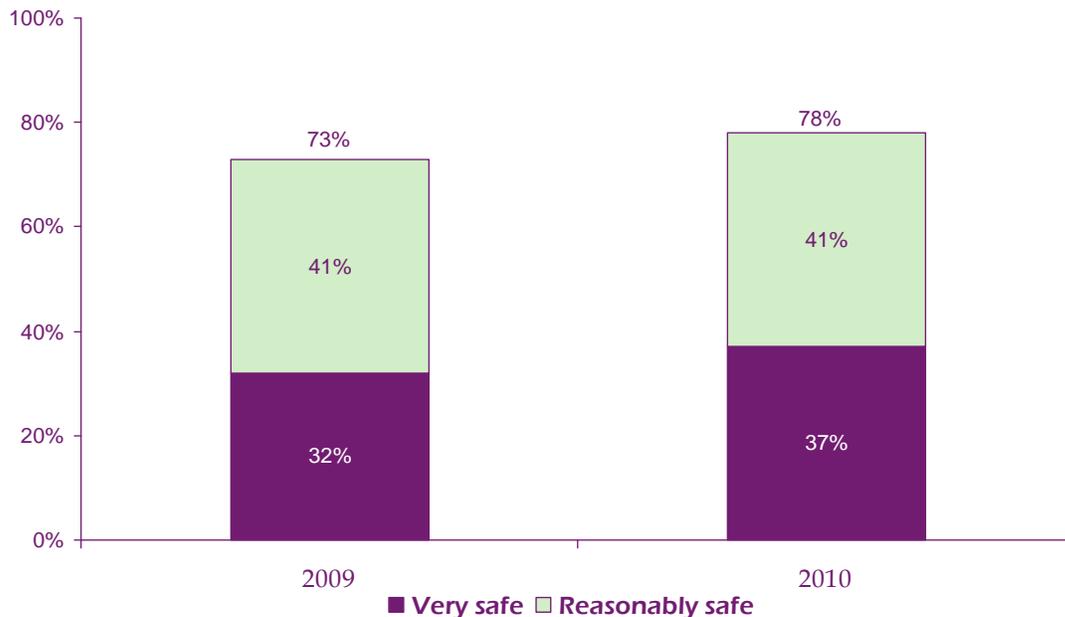
Respondents were asked how safe they feel when walking alone in their neighbourhood or area after dark. For this question, the results from this survey (n=1,200) were combined with the results of a contemporary survey conducted on behalf of Alberta Justice and Attorney General (n=750). Hence, a total of 1,950 Albertans were asked this question in January, February and March of 2010. The combined results show that most Albertans (78%) said they feel very (37%) or reasonably (41%) safe (Chart 9). Fourteen percent (14%) indicated they feel somewhat unsafe, and 5% feel very unsafe. Two percent (2%) did not respond to the question.

Chart 9

Chart 10 shows the percentage of Albertans who felt very or reasonably safe in 2009 and 2010. There has been a substantial increase (by 5 percentage points) since 2009 in the percentage of Albertans who feel very or reasonably safe from crime when walking alone in their neighbourhood or area after dark.

Chart 10

How safe do you feel from crime walking alone in your neighbourhood or area after dark?
(n=1,950)



In reviewing the data tables for the 1,200 respondents who participated in the 2010 survey conducted on behalf of Alberta Solicitor General and Public Security, the following subgroups of respondents had substantially and significantly higher results:

- Respondents living in rural areas of southern Alberta (88% felt very or reasonably safe),
- Males (86%),
- Respondents in households with an annual income of \$100,000 or more (87%),
- Respondents with university education (82%), and
- Respondents who feel very safe from crime when in their homes after dark (90%).

The following subgroups had substantially and significantly lower results:

- Respondents living in Edmonton (68% felt very or reasonably safe),
- Females (68%),

- Respondents 65 years of age or more (67%),
- Divorced, separated or widowed respondents (71%).
- Respondents in households with an annual income of less than \$30,000 (64%),
- Respondents with less than high school education (63%).
- Victims of crime (70%), and
- Respondents who do not feel safe from crime when in their homes after dark (28%), as well as respondents who feel reasonably safe, but not very safe (70%).

The main reasons respondents do not feel safe from crime when walking alone in their neighbourhood or area after dark are provided in Table 4. The most frequent responses were that they generally just feel unsafe (31%), they are frightened of criminals (30%), and the high or increasing amount of crime in the area (30%).

Table 4

What is the main reason you do not feel safe from crime when walking alone in your neighbourhood or area ?	
	Percent of Respondents (n=249)
Generally just feel unsafe/the unknown	31
Scared of the criminals and perpetrators in the area	30
Live in a high crime area/crime rate has increased	30
Police are not visible enough/too slow to respond/didn't come/ have poor attitudes	7
Have been a victim of crime in the past	6
Reports about crime in the media/newspapers	4
Don't know/Not stated	2
<i>Total</i>	110*
<i>* Adds up to more than 100% due to multiple mentions.</i>	

3.4.3 Perceived Seriousness of the Crime Problem

Respondents were then asked to indicate how serious a problem crime is in their neighbourhood. Forty-two percent (42%) of Albertans said that crime in their neighbourhood is a very (8%) or somewhat (34%) serious problem, as shown in Chart 11. Forty-one percent (41%) said it is not very serious, and 16% said it is not at all serious.

Chart 11

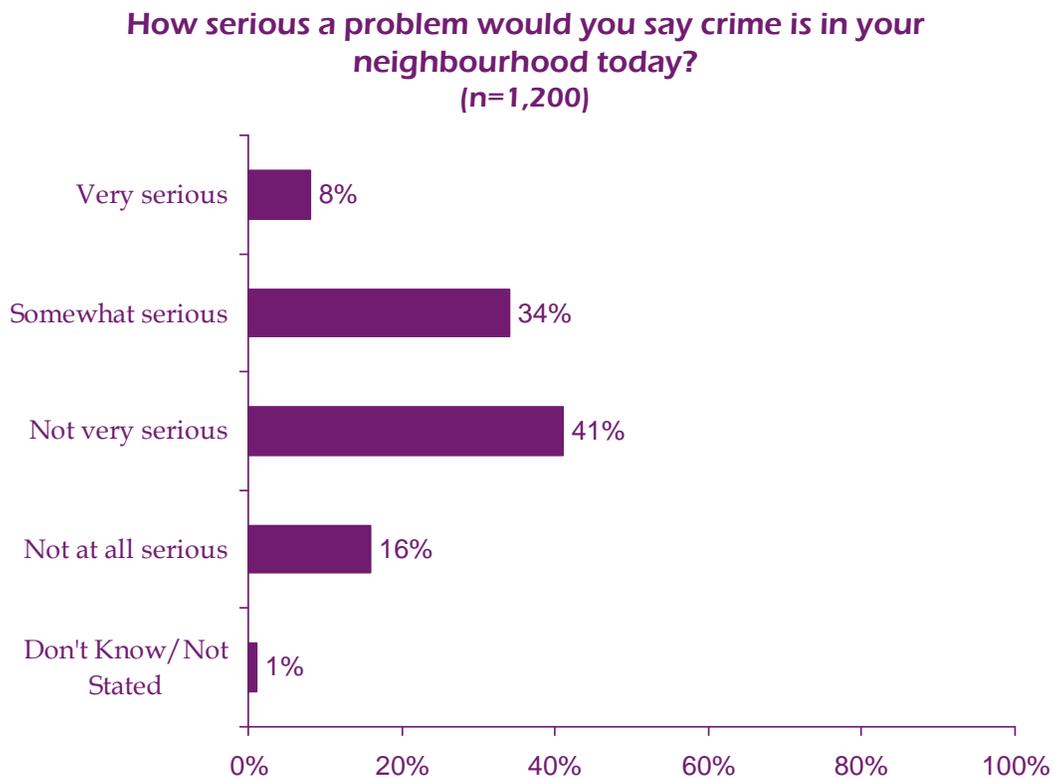
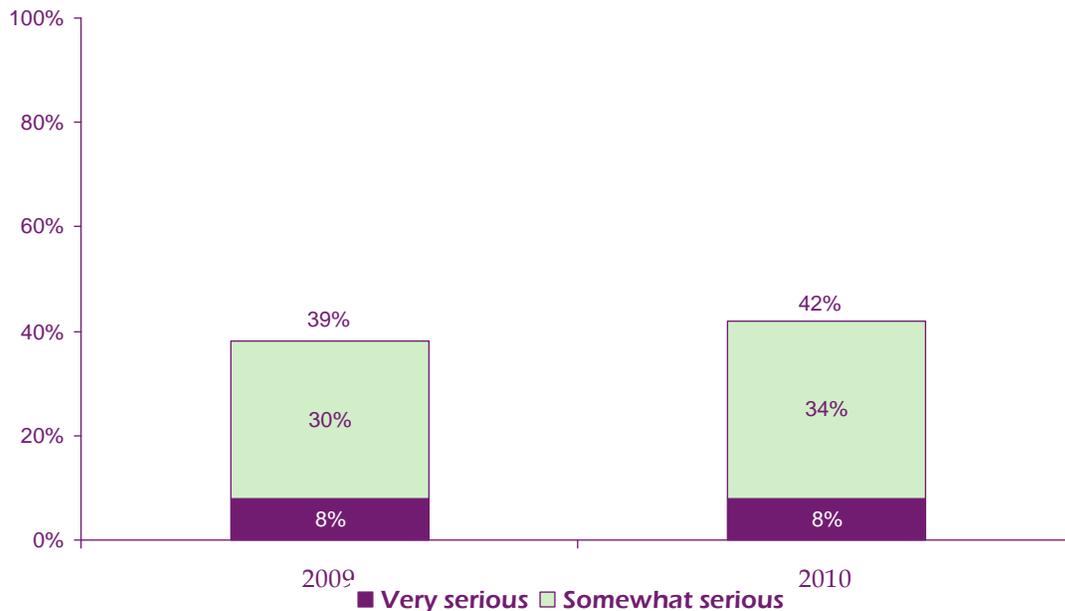


Chart 12 shows the percentage of Albertans in 2009 and 2010 who felt that the amount of crime in their neighbourhood was very or somewhat serious. In 2010 there was a somewhat larger proportion who indicated that crime in their neighbourhood was very or somewhat serious (42%, compared to 39 in 2010).

Chart 12

How serious a problem would you say crime is in your neighbourhood today?
(n=1,200)



In 2010, a substantially and significantly larger proportion of the following said that crime in their neighbourhood is a very or somewhat serious problem:

- Residents of Edmonton (49% very or somewhat serious) and smaller cities in southern Alberta (48%),
- Respondents with high school or less education (48%),
- Victims of crime (59%), and
- Respondents who do not feel safe from crime when in their homes after dark (79%), as well as respondents who feel reasonably safe, but not very safe (52%).

A substantially and significantly smaller proportion of the following said that crime in their neighbourhood is a very or somewhat serious problem:

- Residents of rural areas in northern Alberta (35% very or somewhat serious), and those in rural areas in southern Alberta (29%),

- Those in households with an annual income of more than \$100,000 per year (36%),
- Those with university education (35%),
- Respondents who were not a victim of crime (37%), and
- Respondents who feel very safe from crime when in their homes after dark (30%).

3.4.4 Comparison with Other Neighbourhoods in Alberta

Respondents were asked if they think the amount of crime in their neighbourhood is higher or lower than other areas of the province. About 11% of Albertans feel that the amount of crime in their neighbourhood is higher than in other areas of the province, including 2% who said it is much higher and 9% who said it is somewhat higher. Most feel that there is less crime in their neighbourhood than in other areas of the province (30% said crime in their neighbourhood is somewhat lower and 29% said it is much lower). One-quarter (25%) said the amount of crime in their neighbourhood is about the same and 1% said it depends. Another 4% did not respond to the question. See Chart 13.

Chart 13

How do you think the amount of crime in your neighbourhood today compares with other areas in Alberta?
(n=1,200)

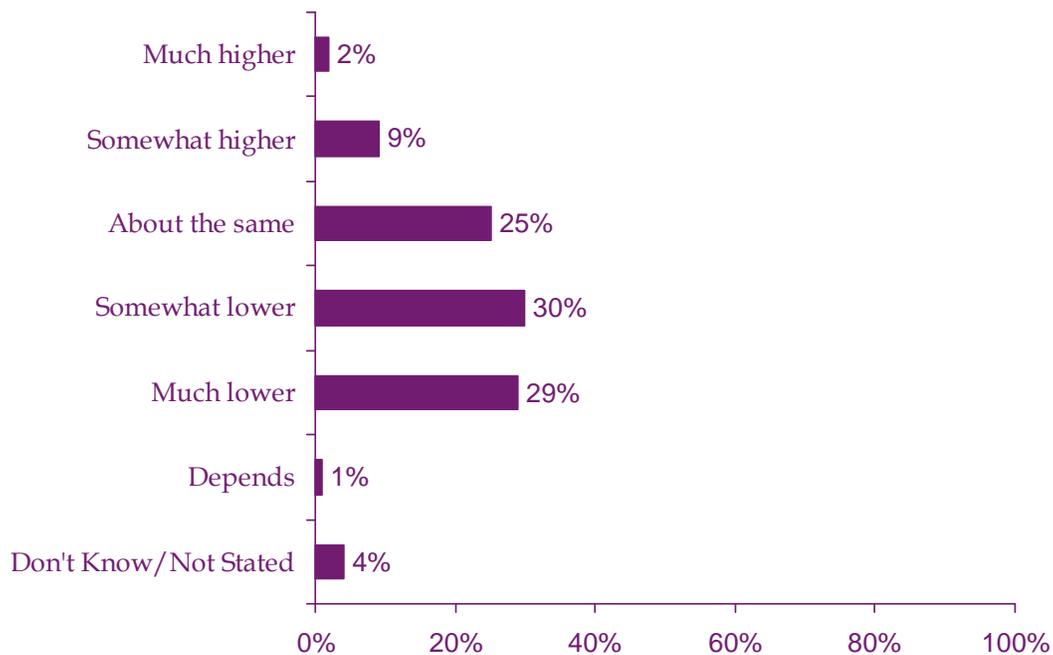
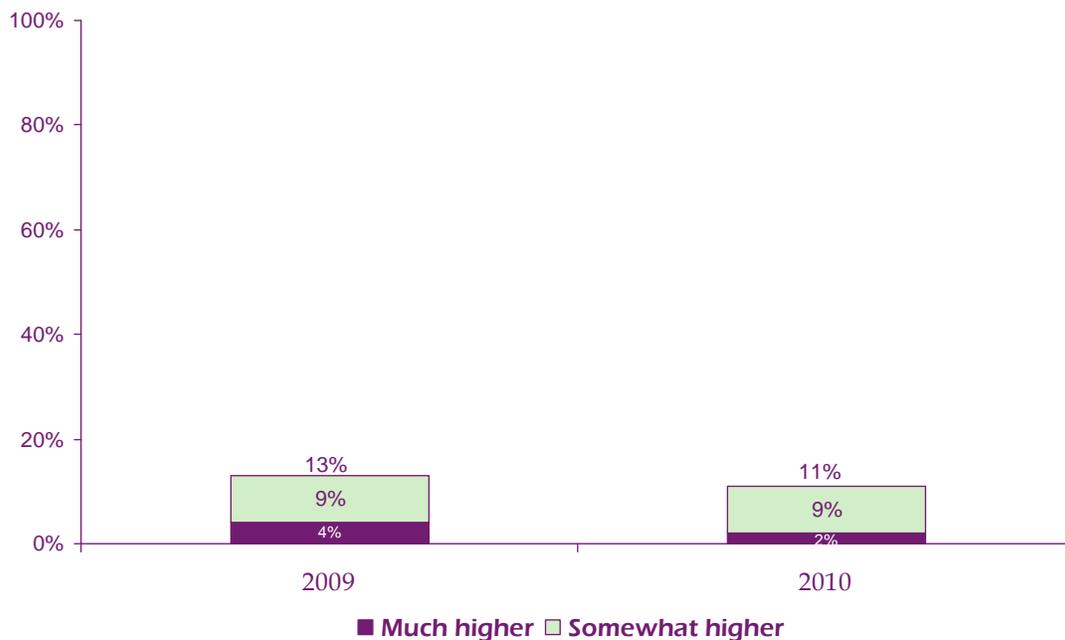


Chart 14 shows that there has been a slight reduction since 2009 (from 13% to 11%) in the percentage who feel that the amount of crime in their neighbourhood is higher (either somewhat or much higher).

Chart 14

How do you think the amount of crime in your neighbourhood today compares with other areas in Alberta?

(n=1,200)



The following subgroups are more likely to say that the amount of crime in their neighbourhood is much or somewhat higher than in other areas of the province:

- Respondents living in Edmonton (16%),
- Respondents 18 to 24 years of age (16%), and
- Respondents who do not feel safe from crime when in their homes after dark (28%).

A smaller proportion said that the amount of crime in their neighbourhood is much or somewhat higher than in other areas of the province among:

- Residents of smaller cities in southern Alberta (6%), and in rural areas of southern (3%), and northern (6%) Alberta, and
- Respondents 65 years of age or more (6%).

All Albertans were asked to provide the top three things that influence how safe they feel within their neighbourhood. Many things influence how safe Albertans feel, as shown in Table 5. The most frequently mentioned factor was police presence or response (mentioned by 39% of Albertans).

Table 5

What are the top three things that influence how safe you feel within your neighbourhood?	
	Percent of Respondents (n=1,200)
Police/security presence/response	39
How well you know your neighbours/neighbourhood	22
Street lighting	21
Neighbourhood location (rural, downtown, etc.)/sparsely populated/small community	19
Community involvement/neighbourhood watch	19
Class level/ethnic makeup of neighbourhood/good neighbourhood	13
Home security (alarm, locks, dogs, etc.)	11
Amount of crime in the area	9
Personal security (don't go out at night, carry pepper spray, etc.)	8
Amount of general activity in the area/high or low traffic	6
Neighbourhood geography (cul-de-sac, hard to access, etc.)	6
Amount of gang activity (e.g. drugs)/teenagers in the area	4
Amount of homeless/drunk people in the area	3
Extent to which criminals are punished/sentenced	1
Amount of people speeding/committing driving offences in the area	1
Media reports on crime	1
Don't know/Not stated	10
<i>Total</i>	187*
<i>* Adds up to more than 100% due to multiple mentions.</i>	

Next Albertans were asked what safety precautions they take to minimize their risk of victimization. Many different safety precautions were mentioned, as shown in Table 6. Most Albertans (54%) said they use locks.

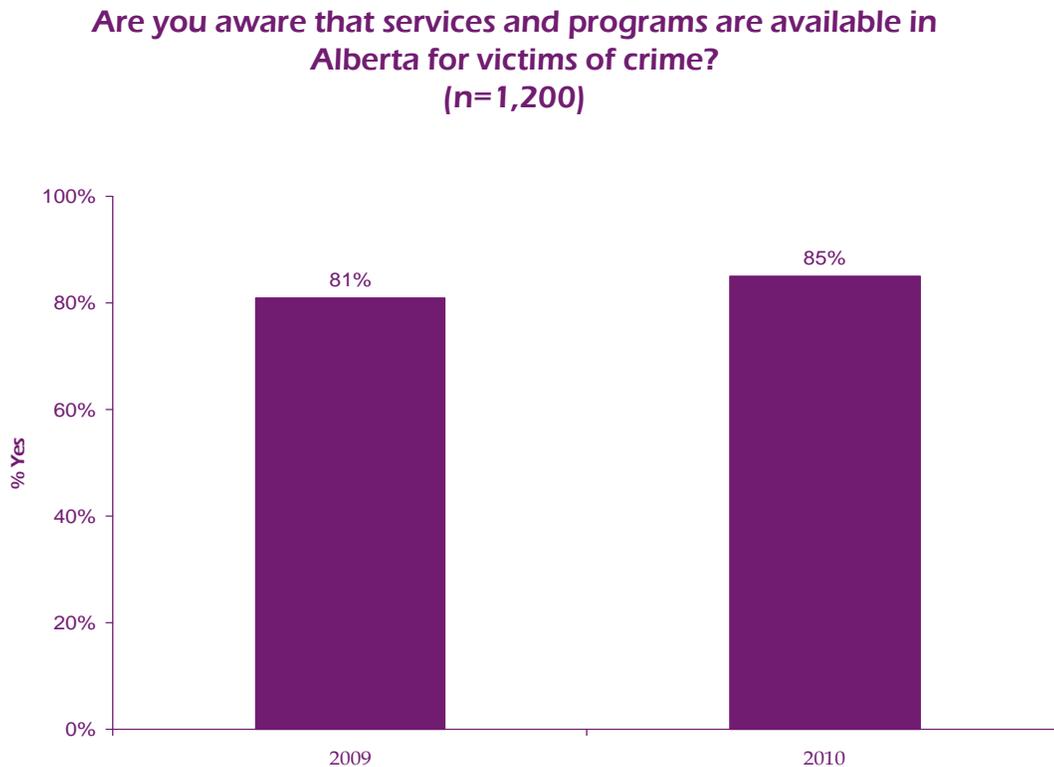
Table 6

What safety precautions do you take to minimize your risk of victimization?	
	Percent of Respondents (n=1,200)
Lock the doors/windows/car	54
Don't go out alone/at night/drive instead of walk	20
Be aware of surroundings	20
Security system	19
Use common sense/trust instincts	13
Family pets	11
Interior/exterior house lighting	11
Communicate with neighbours/neighbourhood watch	9
Don't leave valuables out	7
I am armed/have self-defense training/pepper spray	6
Carry a cell phone/whistle	5
Avoid strangers/criminal types	2
Be careful with ID/credit cards/statements/etc.	2
None, do not take any safety precautions	5
Don't know/Not stated	3
<i>Total</i>	187*
<i>* Adds up to more than 100% due to multiple mentions.</i>	

3.5 Awareness of Victims Services

Most (85%) respondents were aware that services and programs are available in Alberta for victims of crime (Chart 15). This compares to 81% who were aware in 2009.

Chart 15



In 2010, a substantially and significantly larger proportion of the following were aware:

- Residents in rural areas of northern Alberta (90%), and
- Those in households with an annual income of more than \$100,000 per year (90%).

A substantially and significantly smaller proportion of the following were aware:

- Those in households with an annual income of less than \$30,000 (77%), and
- Respondents who do not feel safe from crime when in their homes after dark (74%).

3.6 Crime Victimization

3.6.1 Levels of Crime Victimization

Respondents were asked how many times they, personally, were a victim of crime in the past year. For this question, the results from this survey (n=1,200) were combined with the results of a contemporary survey conducted on behalf of Alberta Justice and Attorney General (n=750). Hence, a total of 1,950 Albertans were asked this question in January, February and March of 2010. The combined results show that 23% of Albertans were a victim of crime in the past year. See Chart 16.

Chart 16

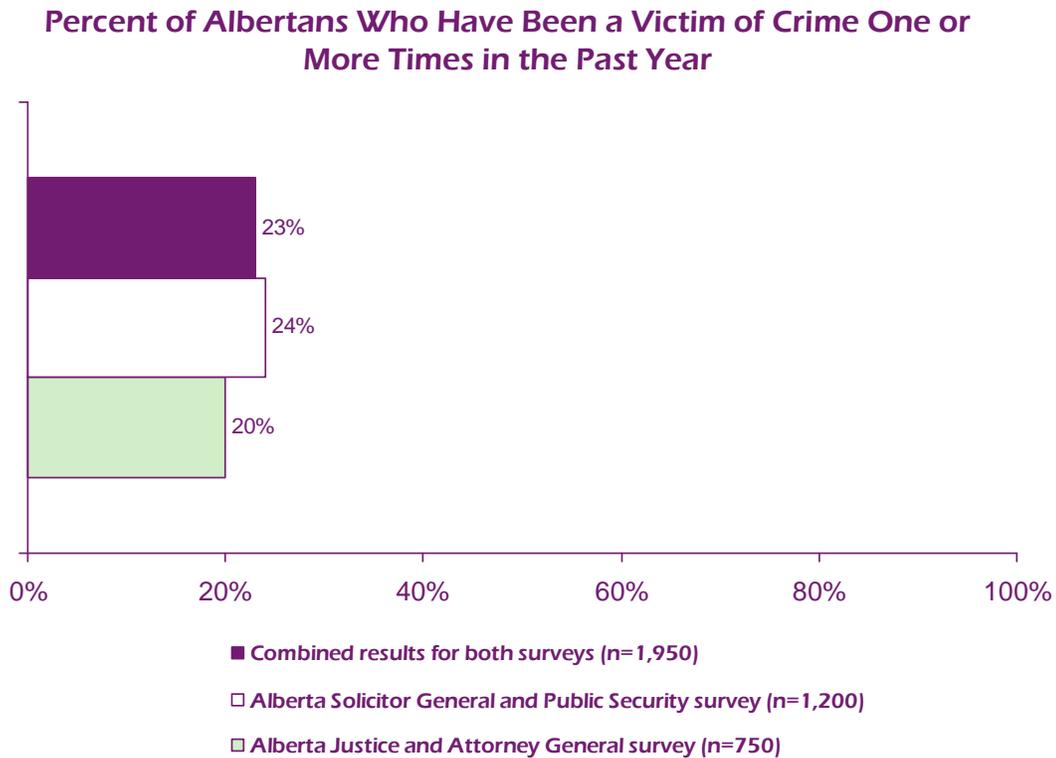
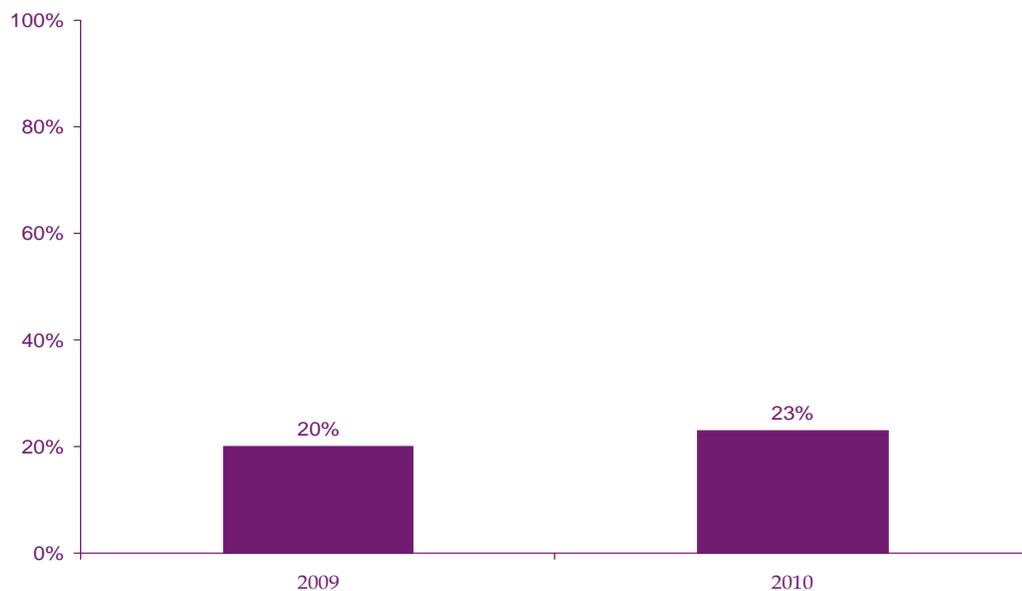


Chart 17 shows that, in 2010, the percentage of Albertans who say they were a victim of crime at least once in the past year (23%) is three percentage points higher than in 2009 (20%).

Chart 17

**Percent of Albertans Who Have Been a Victim of Crime One or More Times in the Past Year
(n=1,950)**



In reviewing the data tables for the 1,200 respondents who participated in the 2010 survey conducted on behalf of Alberta Solicitor General and Public Security, the following subgroups were substantially and significantly more likely to say they were a victim of crime at least once in the past year:

- Respondents 18 to 24 years of age (30%), and 25 to 44 years of age (29%), and
- Single Albertans (31%), and
- Respondents who do not feel safe from crime when in their homes after dark (46%), as well as respondents who feel reasonably safe, but not very safe (29%).

The proportion who said they were a victim of crime at least once in the past year was substantially and significantly smaller among:

- Respondents 65 years of age or older (11%), and
- Respondents with less than high school education (17%),

- Respondents who feel very safe from crime when in their homes after dark (18%).

Next, respondents to the Solicitor General and Public Security survey were read specific descriptions of a number of crimes, and for each they were asked if they had been a victim of that crime in the past year.

When prompted with specific crimes, some respondents acknowledged having been victimized even though they had earlier said they were not victims. In addition to the 24% of the 1,200 respondents who had already said they were a victim, another 15% of respondents said they had been victims of a crime, when prompted, for a total of 40%¹ of Albertans. The total percentage of prompted and unprompted victims in 2010 (40%), as shown in Chart 18, is somewhat higher than in previous survey years (36% to 38% in 2007 to 2009).

Chart 18

Percent of Albertans Who Were Victims of Crime, Both Unprompted and Prompted (n=1,200)



¹ This is the actual percentage who mentioned both categories. When adding together the percentages for two related categories, the total may differ by one percent from the actual percentage who mentioned both categories.

3.6.2 Types of Crimes Committed

Table 7 shows Albertans are most likely to have been a victim of vandalism (13%), followed by theft of personal property (12%), and motor vehicle or parts theft (12%), and. Less than one-in-ten identified themselves as a victim of other crimes.

Table 7

In the past year, how many times were you a victim of ...?		
	Percent of All 1,200 Respondents Who Were a Victim One or More Times	Total Incidents of Crime Among All 1,200 Respondents
Vandalism	13	214
Theft of personal property	12	226
Motor vehicle or parts theft	12	197
Theft of household property	9	144
Robbery	6	105
Break and enter	6	103
Identity theft	5	81
Assault or sexual assault	4	84
Other	6	138
<i>Total</i>	40	1,292

Six percent (6%) of respondents (n=75) said they had been victims of other types of crimes. When asked what the other crimes were, responses were as listed in Table 8.

Table 8

Other Types of Crimes Reported by Respondents	
	Number of Respondents who Were Victims of Other Types of Crimes (n=75)
Hit and run/road rage/traffic offence	20
Fraud/scam	16
Theft of personal property	13
Threat of violence/verbal abuse/harassment	7
Trespassing	6
Vandalism	5
Commercial property break and enter	2
Police harassment/brutality	2
Assault	1
Sexual Assault	1
Don't know/not stated	7
<i>Total</i>	80*
<i>* Adds up to more than the number of respondents due to multiple mentions.</i>	

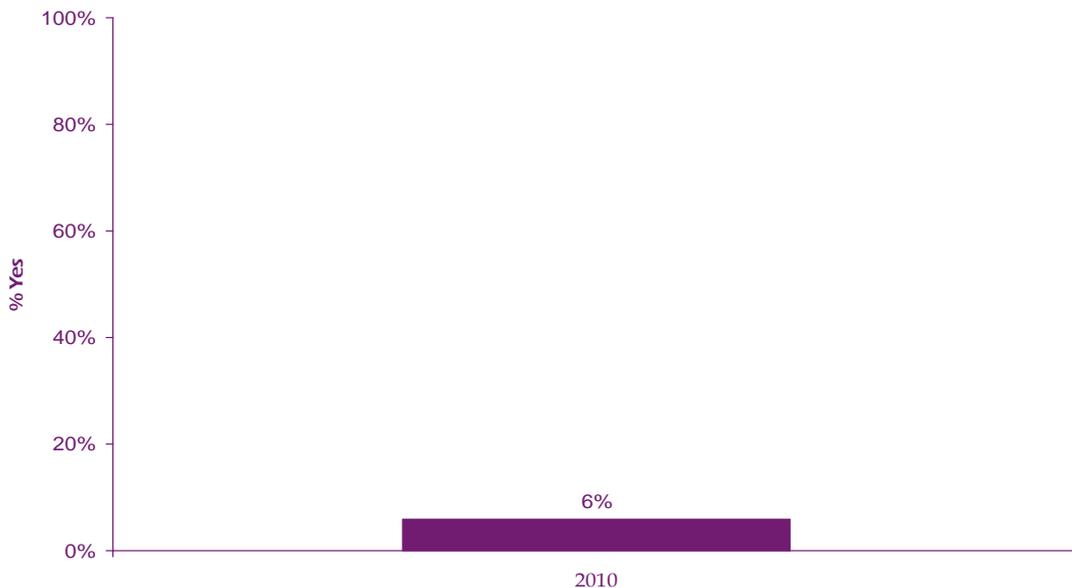
3.6.3 Perceived Motivations for Types of Crimes Committed

Respondents who identified themselves as victims of various crimes in the past 12 months were asked if they felt that any of the crimes against them were motivated by hatred towards them as a member of an identifiable group, such as a religious, ethnic or sexual identity group.

A small minority of victims (6%) felt that a crime against them was motivated by hatred towards them as a member of an identifiable group (Chart 19).

Chart 19

**When thinking of the crime or crimes committed against you in the past 12 months, do you feel that any of them were motivated by hatred towards you as a member of an identifiable group, such as a religious, ethnic or sexual identity group?
(n=476 victims of crime)**



3.6.4 Relationship of Perpetrator to Victim

Those who were victims of a crime in the past 12 months were asked to identify their relationship to the perpetrator(s).

The majority of perpetrators were strangers to the victim (82%), and a minority had a relationship to the victim, as shown in Table 9.

Table 9

Was the perpetrator or were any or the perpetrators a...?	
	Percent of victims of crime (n=476)
Stranger	82
Friend or acquaintance	8
Current or former intimate partner or spouse	3
Family member, not including an intimate partner or spouse	3
Don't know anything about the perpetrator(s)	4
Other	4
Not Stated	1
<i>Total</i>	<i>105*</i>
<i>* Adds up to more than 100% due to multiple mentions.</i>	

3.6.5 Percent of Victims Who Reported Crime to the Police

In the past year, there were 476 victims of crime (40%) among the 1,200 Albertans interviewed. Less than half (48%) of these victims reported a crime to the police in the past 12 months.

Over half of the victims of the following crimes reported a crime to the police:

- Break and enter (53% of victims reported a crime to the police), and
- Motor vehicle or parts theft (52%).

A minority of victims of other crimes reported a crime to the police, as shown in Table 10.

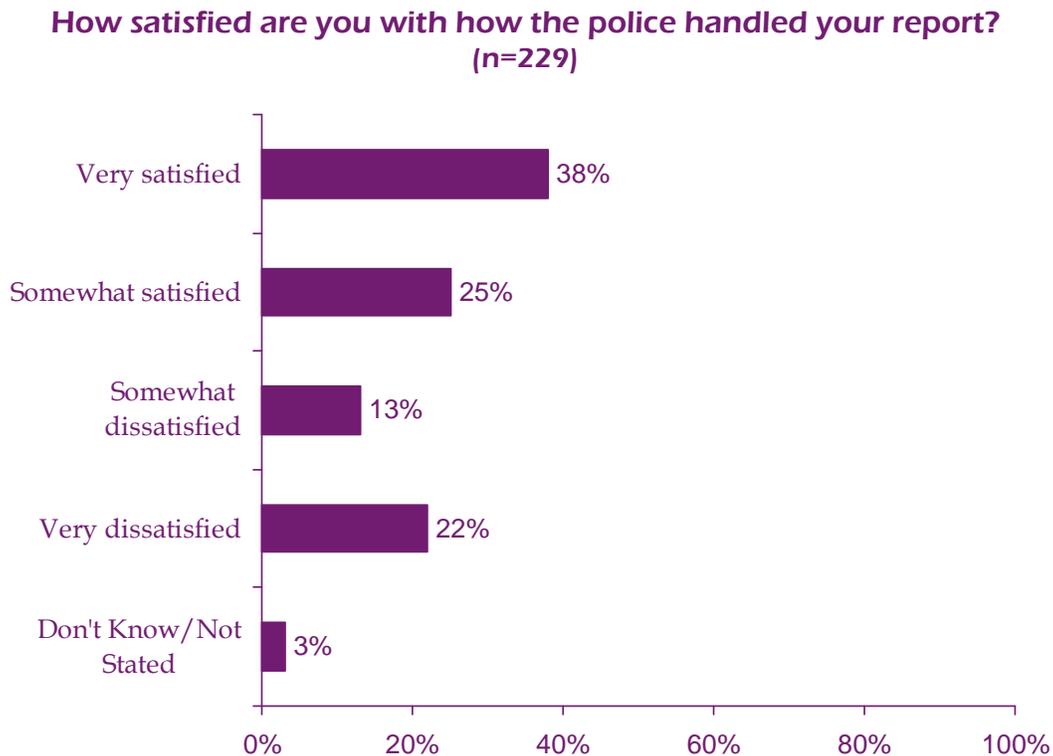
Table 10

In the past 12 months, did you report [Description of Crime] to the police?	
	Percent of victims who reported crime to the police
A break and enter (n=77)	53
A motor vehicle or parts theft (n=52)	52
An assault or sexual assault (n=49)	47
A robbery (n=75)	45
A vandalism (n=151)	44
A theft of personal property (n=148)	41
An identity theft (n=64)	31
A theft of household property (n=104)	27
Other (n=66)	44
<i>Total (n=476 Victims)</i>	48

3.7 Crime Victims' Views on Services

Of the 476 victims of crime, 48% (or 19% of all Albertans) said they had reported a crime to the police in the past year. A total of 229 respondents said that they had reported a crime or crimes to the police in the past year. Most of these (62%¹) were satisfied with how the police handled their report, including 38% who were very satisfied and 25% who were somewhat satisfied. However, 35% (compared to 36% in 2009) were dissatisfied (including 13% who were somewhat dissatisfied and 22% who were very dissatisfied). Three percent (3%) did not respond, as shown in Chart 20.

Chart 20

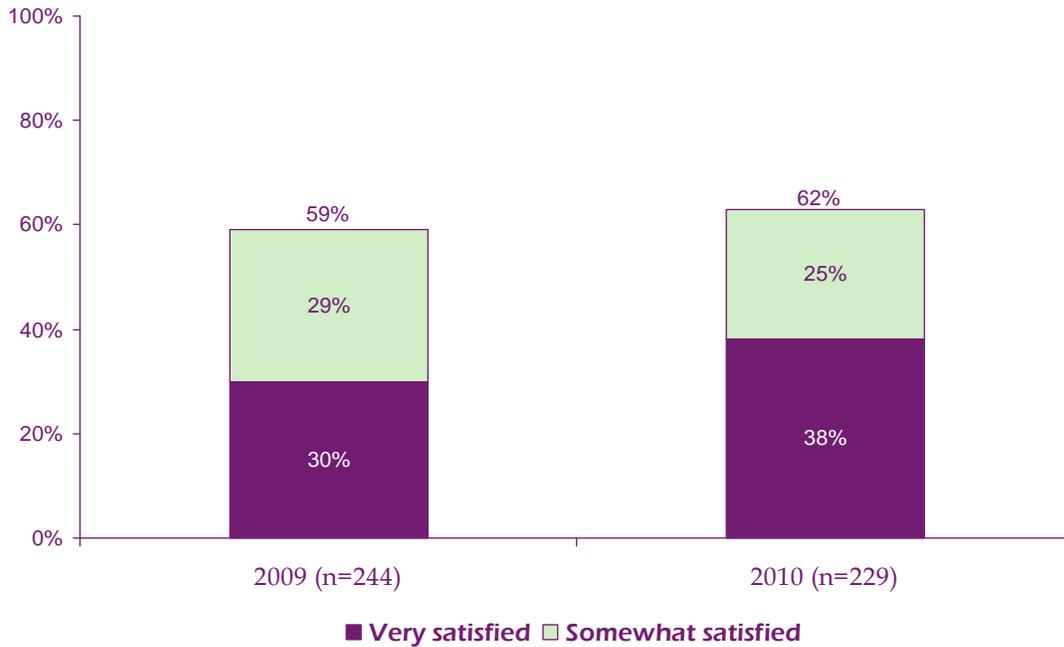


¹ This is the actual percentage who mentioned both categories. When adding together the percentages for two related categories, the total may differ by one percent from the actual percentage who mentioned both categories.

Chart 21 shows that, while the percentage who were satisfied (either very or somewhat) increased by 3 percentage points since 2009, there was a substantial increase (by 8 percentage points) in the percentage who were very satisfied (from 30% very satisfied in 2009, to 38% in 2010).

Chart 21

How satisfied are you with how the police handled your report?



Those who said that they had reported a crime or crimes to the police in the past year where asked to rate their level of agreement with a series of statements about how the police handled their report.

The vast majority (87%) agreed (somewhat or strongly) that the police had a professional manner.

A majority agreed that the police:

- Had an adequate response time (65% agreed), and
- Spent in-person time with them (59% agreed).

A minority agreed with the other statements listed in Table 11.

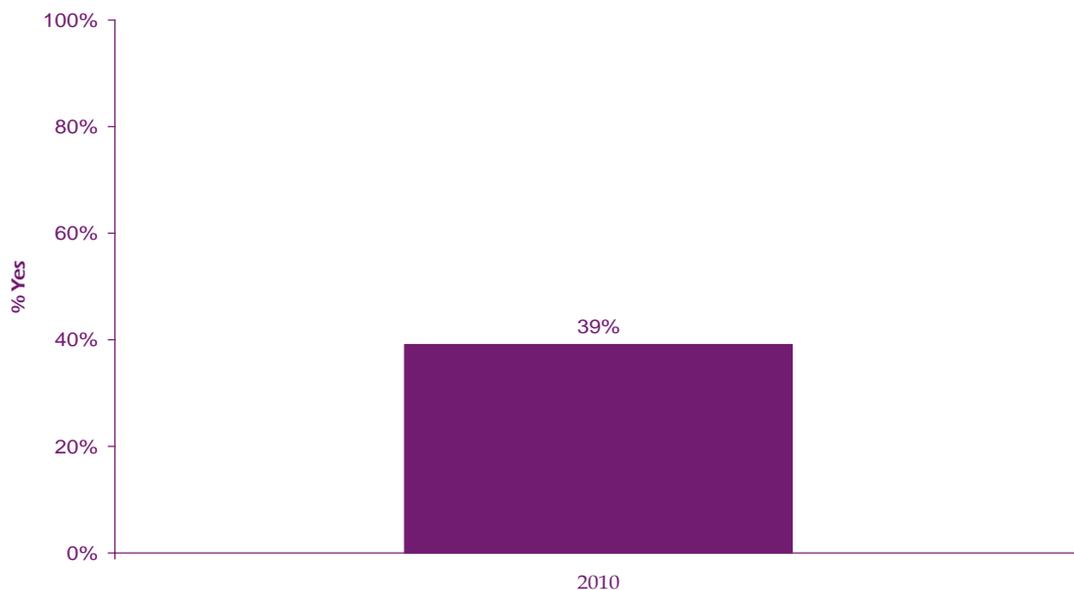
Table 11

Did the police...?	
	Percent of Respondents who Reported a Crime to the Police and Said "Yes" (n=229)
Have a professional manner	87
Have an adequate response time when you called	65
Spend in-person time with you	59
Give you advice on crime prevention	41
Provide you with updates on their follow-up investigations	28
Give you information on victims programs	17
Refer you to other agencies for help	15
Lay a charge in your case	10

There were 189 victims of crime who said that the police did not lay a charge in their case. These victims were then asked if the police had explained to them why they did not lay a charge. Only a minority of these victims (39%) received an explanation from the police, as shown in Chart 22.

Chart 22

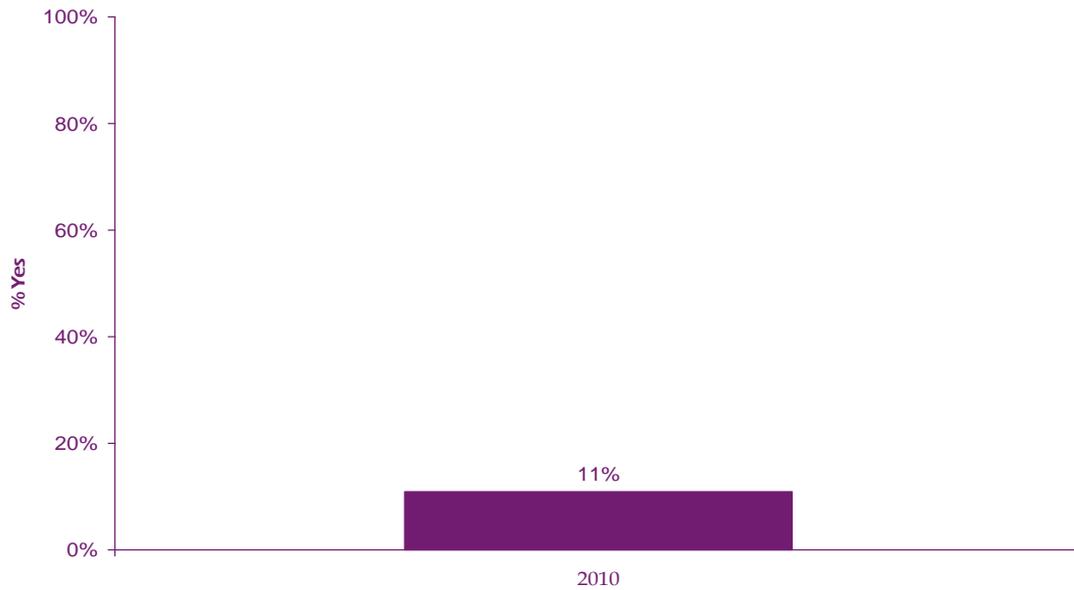
**Did the police explain why they did not lay a charge?
(n=189 victims of crime who reported a crime to the police and
police did not lay a charge)**



Of the victims who reported a crime to the police in the past year, only a small minority (11%) were referred to victims services by the police (Chart 23).

Chart 23

**Did the police refer you to victims services?
(n=229 victims of crime who reported a crime to the police)**

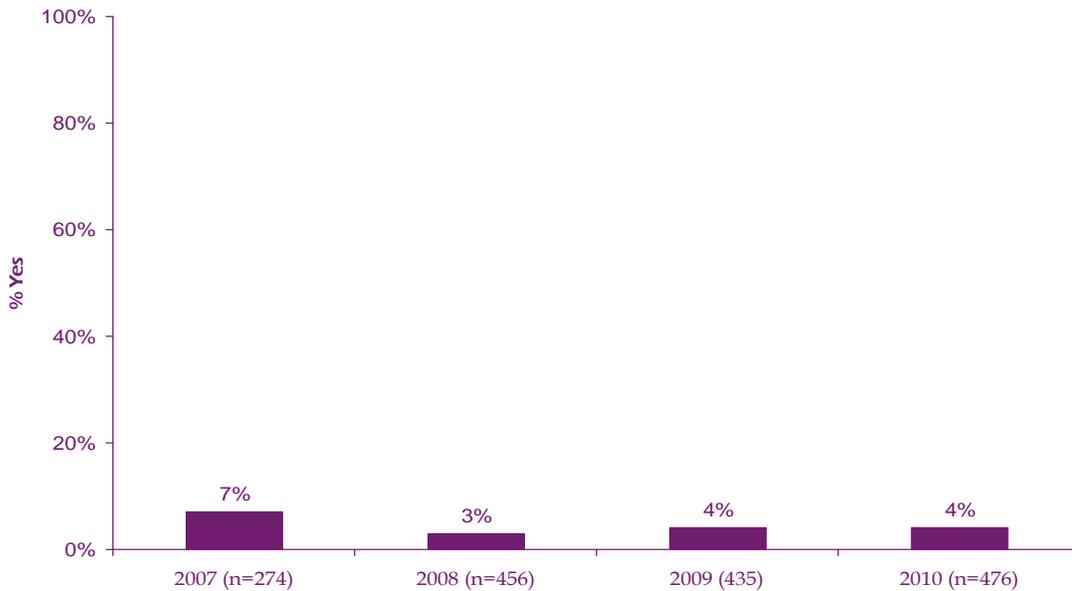


3.7.1 Usage of Victims Services

All victims, regardless of whether or not they reported a crime to the police, were then asked to indicate if they accessed any of the programs or services available to them. As shown in Chart 24, only a small portion (4%) of victims accessed any of the programs or services in Alberta for victims. Similar results were found in 2008 (3%) and 2009 (4%).

Chart 24

**Over the past 12 months, did you access any programs or services for victims in Alberta?
(Asked of victims of crime)**



3.8 Crime Prevention

All respondents were ready a series of statements about the effectiveness of various short-term (Table 12) and long-term (Table 13) crime prevention measures. The majority of Albertans agreed that all the measures were effective.

Table 12

I am now going to read a few statements about short-term crime prevention measures, that, these measures would take place for less than a year. Is it true or false that...?			
	Percent of Respondents (n=1,200)		
	True	False	Not Stated
Intensive policing of hot spot areas is an effective way to prevent crime	93	5	2
Awareness campaigns on the consequences of criminal behaviour are an effective way to prevent crime	68	29	3

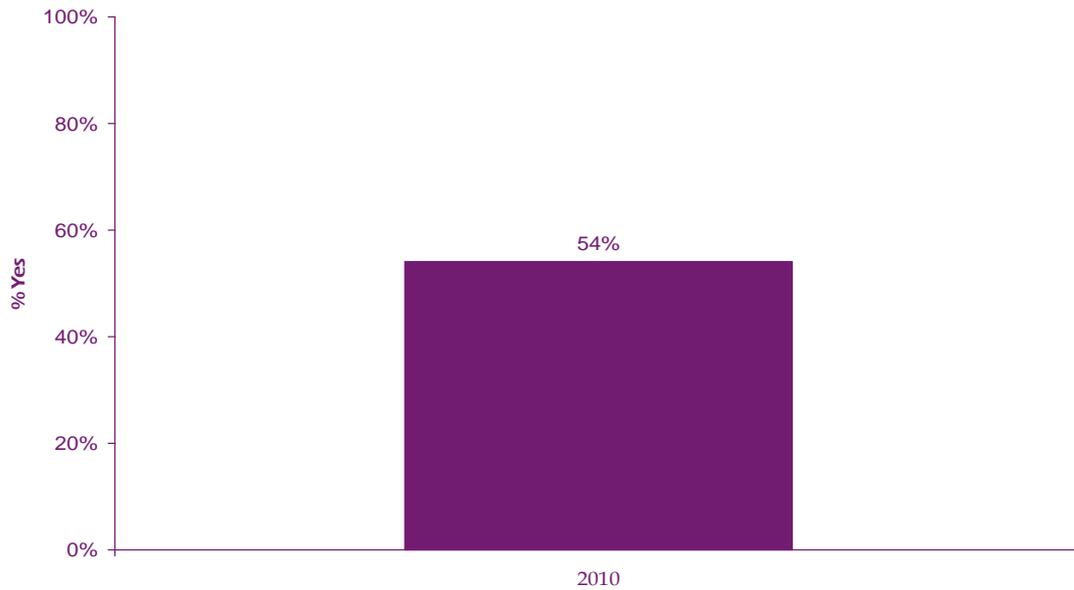
Table 13

Next are a few statements about crime prevention measures that would take place for a year or years. Is it true or false that...?			
	Percent of Respondents (n=1,200)		
	True	False	Not Stated
Mentoring at-risk youth is an effective way to prevent crime	91	5	4
Parental training for at-risk groups is an effective way to prevent crime	91	6	3
Making more recreation programs available to the general public is an effective way to prevent crime	81	17	2
Alcohol and drug awareness programs are an effective way to prevent crime	80	18	2

Over half of Albertans (54%) are aware that the Government of Alberta has crime prevention materials and information available online (Chart 25).

Chart 25

Are you aware that the Government of Alberta has crime prevention materials and information available online?
(n=1,200)



3.9 Views on the Administration of Justice in Alberta

Albertans were read a series of statements in order to assess their views on selected topics related to the administration of justice in Alberta. For each statement, respondents were asked to rate their level of agreement with that statement. As shown in Table 14, the majority of respondents (a range of 63% to 98%) agreed with all four statements. Almost all (98%) agreed that citizens have a very important role in helping to prevent crime in their community. The highest level of disagreement was with being satisfied with the job being done by provincial correctional staff in supervising offenders in the community (23% disagreed).

There were no substantial changes in the results since 2009.

Table 14

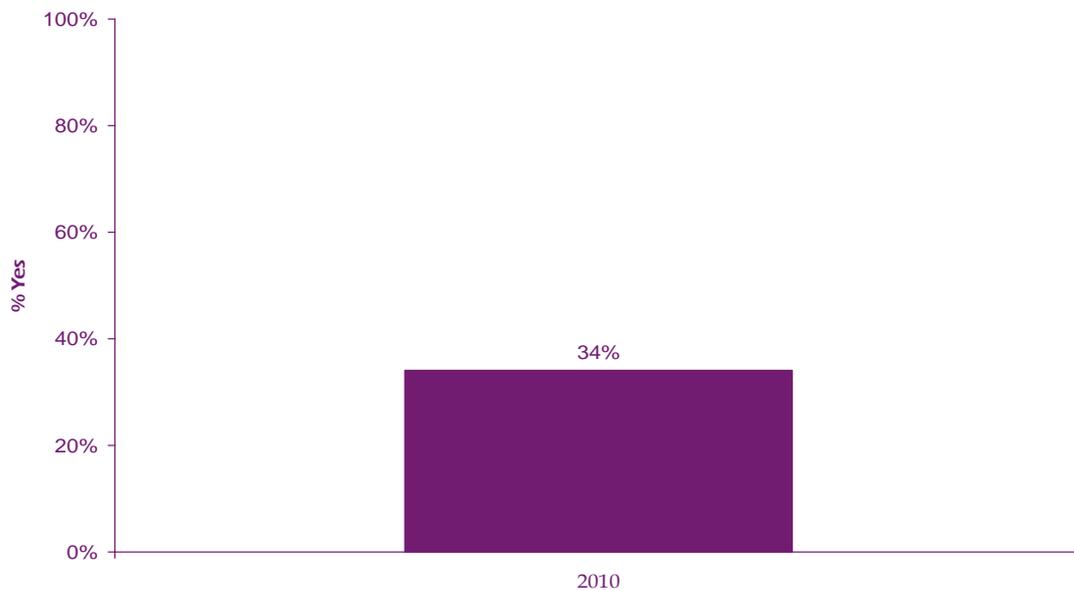
To what extent do you agree or disagree that ...?				
		Percent of Respondents (n=1,200)		
		Strongly or Somewhat Agree	Strongly or Somewhat Disagree	Don't Know/ Not Stated
Citizens have a very important role in helping to prevent crime in their community	2009	96	4	1
	2010	98	2	-
You have respect for the job being done by correctional centre staff who supervise offenders being held in custody	2009	85	8	7
	2010	86	6	8
You are satisfied with the job being done by provincial correctional staff in operating provincial correctional and remand centres	2009	68	17	16
	2010	70	14	16
You are satisfied with the job being done by provincial correctional staff in supervising offenders in the community	2009	60	25	15
	2010	63	23	14
-' = Less than 0.5%				

3.10 Awareness and Usage of Selected Programs and Services

About one-third (34%) of Albertans were aware of SCAN, the Safe Communities and Neighbourhoods Act, as shown in Chart 26.

Chart 26

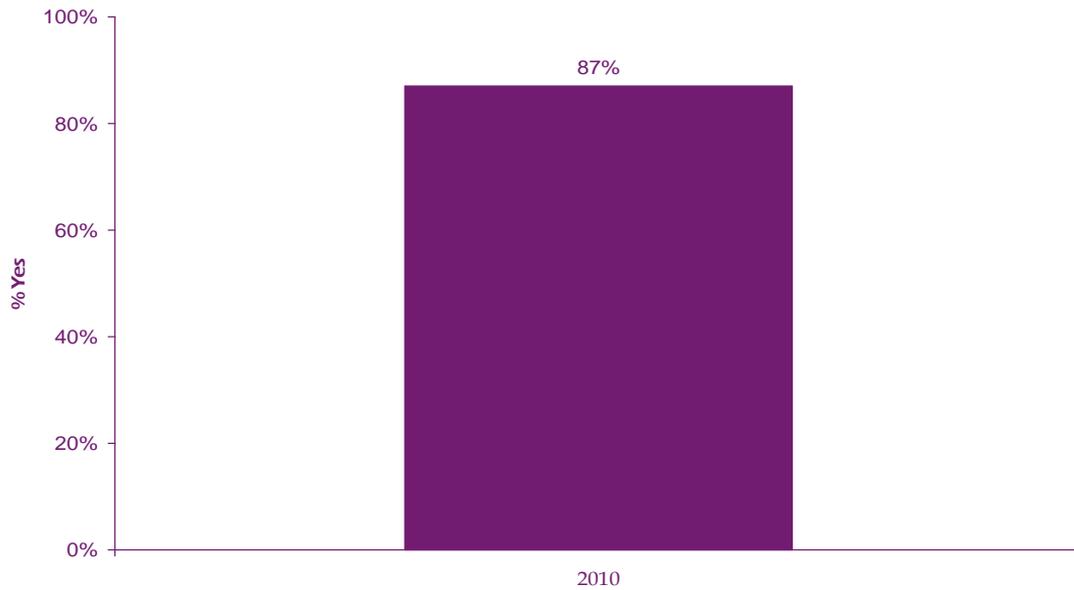
Are you aware that Alberta has a program in place to report apartments and housing with suspected illegal activities, such as prostitution or gangs? This program is known as the Safe Communities and Neighbourhoods Act or SCAN (n=1,200)



The vast majority of Albertans (87%) would use SCAN if illegal activities were an issue in their area (Chart 27).

Chart 27

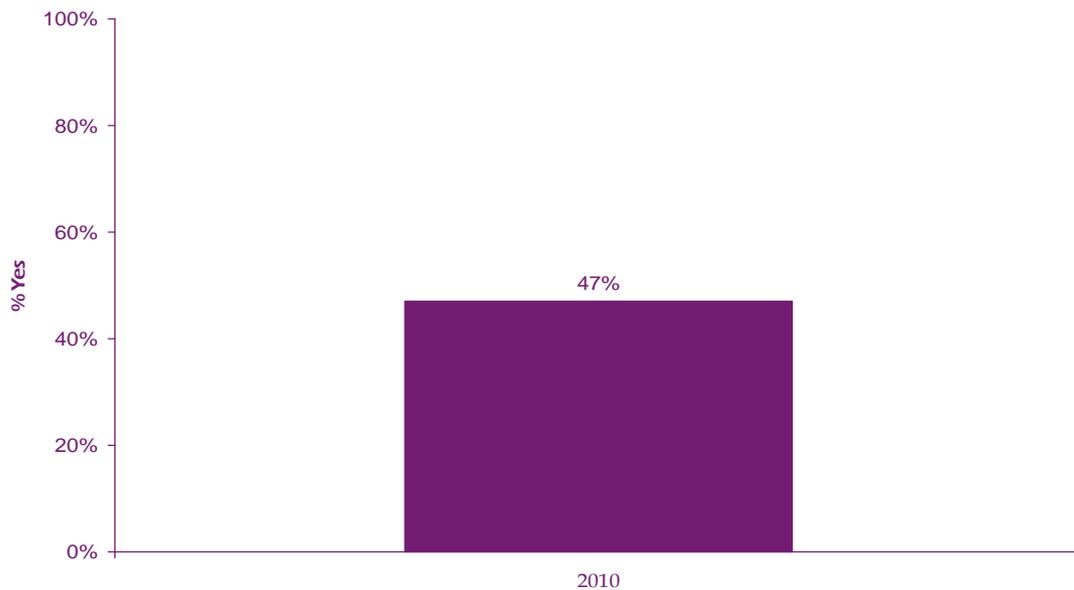
Would you use this service if illegal activities were an issue in your area?
(n=1,200)



Almost half of Albertans (47%) were aware that Alberta has established a Law Enforcement Response Team, called ALERT, as shown in Chart 28.

Chart 28

Are you aware that Alberta has established a Law Enforcement Response Team, called ALERT, to oversee province-wide initiatives directed at criminal activity such as organized crime, child exploitation and drug operations?
(n=1,200)



APPENDIX A
SURVEY QUESTIONNAIRE

ALBERTA SOLICITOR GENERAL AND PUBLIC SECURITY

FINAL: January 21, 2010

QUESTIONNAIRE FOR SURVEY OF ALBERTANS

SGP-019

Hello, my name is _____ with Resinnova, a professional research firm in Edmonton. On behalf of Alberta Solicitor General and Public Security, we are doing a survey of Albertans to gather views on crime, victimization experiences, as well as on the programs and services provided by Alberta Solicitor General and Public Security. We are not selling or promoting anything and all results will be kept completely anonymous. To help ensure our sample is representative, I first have a few questions:

IF HAVE QUESTIONS OR ASK TO CONFIRM LEGITIMACY: If you have any questions about this survey, please contact Coral Thygesen at (780) 944-9609 for further information. You may also check the legitimacy of this survey with Krystal Therien at Alberta Solicitor General and Public Security at (780) 644-2547.

A. Before we begin, I need to know the first three characters of your postal code.

____ _

ASSIGN TO F.S.A. REGION AND CHECK REMAINING AGE/GENDER QUOTAS FOR THAT F.S.A.

- F.S.A. REGION:**
1. Calgary
 2. Edmonton
 3. Small cities north
 4. Small cities south
 5. Rural north
 6. Rural south

B. For the purposes of this survey, could I please speak to the [person] in your household who is [18 years of age or older] and who is having the next birthday? **[WATCH QUOTAS. READ GENDER & AGE GROUP AS NECESSARY TO MEET QUOTAS]**

1. Yes, speaking
2. Yes, I'll get him/her
3. Not available
4. No individual in household in that gender and age group

**CONTINUE
REPEAT INTRO AND CONTINUE
ARRANGE CALL BACK
THANK AND END INTERVIEW**

RECORD FIRST NAME OF ELIGIBLE RESPONDENT: _____

C. **RECORD GENDER:**

1. Male
2. Female

D. In what year were you born? 19 _____

E. This interview will take approximately 15 minutes. Is this a convenient time for you?

1. Yes
2. No **IF NO, ARRANGE CALL BACK**

ALBERTA SOLICITOR GENERAL AND PUBLIC SECURITY

FINAL: January 21, 2010

QUESTIONNAIRE FOR SURVEY OF ALBERTANS

SGP-019

PRE1: As you may know, Alberta Solicitor General and Public Security is the Ministry responsible for policing, enforcement programs, victims services, and corrections for the province.

1. For each of the following services or programs, I'd like you to rate how much confidence you have in how well that those services or programs are meeting the needs of Albertans. How much confidence do you have that **(INSERT ITEM, ROTATE RANDOMLY)** are meeting the needs of Albertans?

1. A lot of confidence
2. Some confidence
3. Very little confidence
4. Or No confidence at all
9. (Don't Know/Not Stated)

- a) Policing services
- b) Victims services
- c) Crime prevention programs
- d) Offender custody services
- e) Offender community supervision services
- f) Offender rehabilitation programs
- g) Sheriff highway patrol services

2. The services and programs just mentioned are provided in Alberta by the department of Solicitor General and Public Security. With this in mind, how much overall confidence do you have in Solicitor General and Public Security over the past 12 months? Do you have **(READ LIST)**

1. A lot of confidence
2. Some confidence
3. Very little confidence
4. Or no confidence at all
9. (Don't Know/Not Stated)

3. Do you ever travel on Alberta's highways?

1. Yes
 2. No
 9. (Not Stated)
- GO TO QUESTION 6**
GO TO QUESTION 6

4. How much do you agree or disagree that the sheriff highway patrol services are making a positive difference on Alberta's highways? Do you **(READ LIST)**:

1. Strongly agree
2. Somewhat agree
3. Somewhat disagree
4. Strongly disagree
9. (Don't know, not stated)

ALBERTA SOLICITOR GENERAL AND PUBLIC SECURITY

FINAL: January 21, 2010

QUESTIONNAIRE FOR SURVEY OF ALBERTANS

SGP-019

5. Please rate the importance, in your view, of each of the following actions to further promote highway safety in Alberta. How important is it to **(READ ITEMS RANDOMLY)**? Is it **(READ LIST)**:

1. Very important
2. Somewhat important
3. Not very important
4. Not at all important
9. (Don't know, not stated)

- a) Increase the number of law enforcement personnel on the roads
- b) Promote public education and awareness
- c) Provide more focus on speeding offences
- d) Provide more focus on seatbelt offences
- e) Provide more focus on careless or distracted driving
- f) Provide more focus on vehicle safety equipment offences

6. Alberta Solicitor General and Public Security also provides funding and other supports for Alberta's police services. How satisfied are you with policing in Alberta over the past 12 months? Are you: **(READ LIST)**

1. Very satisfied
2. Somewhat satisfied
3. Somewhat dissatisfied
4. Very dissatisfied
9. (Don't Know/Not Stated)

PRE7. Now, I would like to ask you a few questions about safety and crime in your neighbourhood.

7. How safe do you feel from crime when you are in your own home after dark? Do you feel **(READ LIST)**

1. Very safe
2. Reasonably safe
3. Somewhat unsafe
4. or Very unsafe
9. (Don't Know/Not Stated)

8. **IF SOMEWHAT OR VERY UNSAFE IN QUESTION 7, ASK:** What is the main reason you do not feel safe from crime when you are in your home after dark?

001. **RECORD VERBATIM**
999. (Don't know/not stated)

9. How safe do you feel from crime walking alone in your neighbourhood or area after dark? Do you feel **(READ LIST)**:

1. Very safe
2. Reasonably safe
3. Somewhat unsafe
4. Very unsafe
9. (Don't Know/Not Stated)

ALBERTA SOLICITOR GENERAL AND PUBLIC SECURITY

FINAL: January 21, 2010

QUESTIONNAIRE FOR SURVEY OF ALBERTANS

SGP-019

10. **IF SOMEWHAT OR VERY UNSAFE IN QUESTION 9, ASK:** What is the main reason you do not feel safe from crime when walking alone in your neighbourhood or area after dark?

001. **RECORD VERBATIM**
999. (Don't know/not stated)

11. How serious a problem would you say crime is in your neighbourhood today? Would you say it is **(READ LIST)**

1. Very serious
2. Somewhat serious
3. Not very serious
4. Not at all serious
9. (Don't Know/Not Stated)

12. **ASK THIS QUESTION IN 2010:** How do you think the amount of crime in your neighbourhood today compares with other areas in Alberta? Is it **(READ LIST)**

1. Much higher
2. Somewhat higher
3. About the same
4. Somewhat lower
5. Much lower
6. (Depends)
9. (Don't Know/Not Stated)

13. **SKIP THIS QUESTION IN 2010:** Over the past three years, do you think crime in your neighbourhood has: **(READ LIST)**

1. Increased substantially
2. Increased somewhat
3. Remained the same
4. Decreased somewhat
5. Decreased substantially
6. (Depends)
9. (Don't Know/Not Stated)

14. **ASK THIS QUESTION IN 2010:** What are the top three things that influence how safe you feel within your neighbourhood?

001. **RECORD VERBATIM**
999. (Don't know/not stated)

15. **ASK THIS QUESTION IN 2010:** What safety precautions do you take to minimize your risk of victimization?

001. **RECORD VERBATIM**
998. (None, do not take any safety precautions)
999. (Don't know/not stated)

ALBERTA SOLICITOR GENERAL AND PUBLIC SECURITY

FINAL: January 21, 2010

QUESTIONNAIRE FOR SURVEY OF ALBERTANS

SGP-019

16. Are you aware that services and programs are available in Alberta for victims of crime?

- 1. Yes
- 2. No
- 9. (Not Stated)

PRE17. Now, I would like to ask you a few questions about your personal experience with crime. Please remember that all of your answers will be kept completely anonymous.

17. How many times, if at all, have you yourself been a victim of a crime in the past year? **(DO NOT READ)**

_____ **RECORD ACTUAL NUMBER OF TIMES**

- 00. (None)
- 98. (Not Stated)

18. I am now going to read a list of different types of crimes and for each I would like you to indicate the number of times that crime was committed against you in the past year. In the past year, how many times were you a victim of **(READ ITEMS)**? **NEVER GO BACK TO CHANGE RESPONSE TO QUESTION 17.**

_____ **RECORD ACTUAL NUMBER OF TIMES**

- 00. (None)
- 98. (Not Stated)

- a) A robbery, that is, a theft or attempted theft in which the perpetrator had a weapon or there was violence or the threat of violence against you.
- b) A break and enter, that is, an illegal entry or attempted entry into your residence or another building on your property.
- c) A motor vehicle or parts theft, that is, a theft or attempted theft of a car, truck, van, motorcycle, moped or other vehicle or part of a motor vehicle. Unlike robbery, the perpetrator does not confront the victim.
- d) A theft or attempted theft of personal property, such as money, clothing, jewellery, a purse or a wallet. Unlike robbery, the perpetrator does not confront the victim.
- e) A theft or attempted theft of household property, such as bicycles, electronics, or tools. Unlike robbery, the perpetrator does not confront the victim.
- f) Vandalism, that is, willful damage of personal or household property.
- g) An assault or sexual assault, that is, an attack where you were hit, slapped, grabbed, knocked down or beaten, or there was a face-to-face threat of physical harm or a weapon present.
- h) Identity theft, that is, someone used your personal information without your permission in order to obtain money or credit.
- i) Some other type of crime. **(SPECIFY)**

19. **IF ONE OR MORE INCIDENTS IN QUESTION 17 OR QUESTIONS 18A TO 18I, ASK QUESTION 19. IF ZERO TO ALL IN QUESTION 17, AND 18A TO 18I, GO TO QUESTION 27.**

When thinking of the crime or crimes committed against you in the past 12 months, do you feel that any of them were motivated by hatred towards you as a member of an identifiable group, such as a religious, ethnic or sexual identity group?

- 1. Yes
- 2. No
- 9. (Not Stated)

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20. When thinking of the crime or crimes committed against you in the past 12 months, which of the following best describes the perpetrator or perpetrators. Was the perpetrator or were any of the perpetrators a **(READ LIST): RECORD ALL THAT APPLY**

1. Current or former intimate partner or spouse
2. Family member, not including an intimate partner or spouse
3. Friend or acquaintance
4. Stranger
5. **READ IF NONE OF THE ABOVE MENTIONED:** or do you not know anything about the perpetrator or perpetrators
6. (Other – SPECIFY)
9. (Not Stated)

21. In the past 12 months, did you report **(READ ITEM WITH ONE INCIDENT OR MORE IN QUESTION 18A TO 18I)** to the police?

1. Yes
2. No
9. (Not Stated)

- a) A robbery
- b) A break and enter
- c) A motor vehicle or parts theft
- d) A theft or attempted theft of personal property
- e) A theft or attempted theft of household property
- f) A vandalism
- g) An assault or sexual assault
- h) An identity theft
- i) **[DISPLAY RESPONSE TO QUESTIONS 18I]**

22. **IF YES TO ANY IN QUESTIONS 21A TO 21I, ASK QUESTION 22. ELSE GO TO QUESTION 26.** How satisfied are you with how the police handled your report? Are you **(READ LIST):**

1. Very satisfied
2. Somewhat satisfied
3. Somewhat dissatisfied
4. Very dissatisfied
9. (Don't Know/Not Stated)

23. Did the police **(READ ITEMS):**

1. Yes
 2. No
 9. (Don't know, not stated)
- a) Have an adequate response time when you called
 - b) Spend in-person time with you
 - c) Have a professional manner
 - d) Provide you with updates on their follow-up investigations
 - e) Lay a charge in your case
 - f) Refer you to other agencies for help
 - g) Give you advice on crime prevention
 - h) Give you information on victims programs

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24. **IF NO TO QUESTION 23E, ASK:** Did the police explain why they did not lay a charge?

1. Yes
2. No
9. (Don't know, not stated)

25. Did the police refer you to victims services?

1. Yes
2. No
9. (Not stated)

26. Over the past 12 months, did you access any programs or services for victims in Alberta?

1. Yes
2. No
9. (Not Stated)

27. **SKIP THIS QUESTION IN 2010:** As you may know, restorative justice is a method of dealing with convicted criminals in which they are urged to accept responsibility for their offences through meeting victims, and making amends to victims or the community. To your knowledge, are there any places or people within your community who use these practices?

1. Yes
2. No
9. (Not Stated)

28. **ASK THIS QUESTION IN 2010:** I am now going to read a few statements about short-term crime prevention measures, that is, these measures would take place for less than a year. For each statement, please indicate if it is true or false. Is it true or false that (**READ ITEMS ALTERNATELY**):

1. True
2. False
9. (Not Stated)

- a) Awareness campaigns on the consequences of criminal behaviour are an effective way to prevent crime
- b) Intensive policing of hot spot areas is an effective way to prevent crime

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29. **ASK THIS QUESTION IN 2010:** Next are a few statements about crime prevention measures that would take place for a year or years. For each statement, please indicate if it is true or false. Is it true or false that (**READ ITEMS RANDOMLY**):

1. True
2. False
9. (Not Stated)

- a) Making more recreation programs available to the general public is an effective way to prevent crime
- b) Mentoring at-risk youth is an effective way to prevent crime
- c) Alcohol and drug awareness programs are an effective way to prevent crime
- d) Parental training for at-risk groups is an effective way to prevent crime

30. Are you aware that the Government of Alberta has crime prevention materials and information available online?

1. Yes, aware
2. No
9. (Not stated)

31. I am now going to read some statements to assess your views toward the administration of justice in Alberta. For each statement, please indicate if you strongly agree, somewhat agree, somewhat disagree, or strongly disagree with that statement. To what extent do you agree or disagree that: (**READ ITEMS RANDOMLY**)? Do you (**READ LIST**)

1. Strongly agree
2. Somewhat agree
3. Somewhat disagree
4. Strongly disagree
- 9 (Don't Know/Not Stated)

- a) You have respect for the job being done by correctional centre staff who supervise offenders being held in custody.
- b) Citizens have an important role in helping to prevent crime in their community.
- c) You are satisfied with the job being done by provincial correctional staff in supervising offenders in the community.
- d) You are satisfied with the job being done by provincial correctional staff in operating provincial correctional and remand centres.

32. **ASK THIS QUESTION IN 2010 ONLY:** Are you aware that Alberta has a program in place to report apartments and housing with suspected illegal activities, such as prostitution or gangs? This program is known as the Safe Communities and Neighbourhoods Act, or SCAN.

1. Yes, aware
2. No
9. (Not stated)

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33. **ASK THIS QUESTION IN 2010 ONLY:** Would you use this service if illegal activities were an issue in your area?

1. Yes
2. No
8. (Depends)
9. (Don't know/not stated)

34. **ASK THIS QUESTION IN 2010 ONLY:** Are you aware that Alberta has established a Law Enforcement Response Team, called ALERT, to oversee province-wide initiatives directed at criminal activity such as organized crime, child exploitation and drug operations?

1. Yes, aware
2. No
9. (Not stated)

PRE35. Lastly I'd like to ask you a few questions strictly for statistical analysis purposes. Again, we guarantee that all individual responses will be kept completely anonymous.

35. Do you, or does another member of your household, own or rent your present accommodation?

1. Own
2. Rent
3. Other (**SPECIFY**)
9. (Don't Know/Not Stated)

36. Which of the following best describes your present employment status? Are you (**READ LIST**):

1. Working full-time
2. Working part-time
3. Unemployed or looking for a job
4. Staying at home full-time
5. A student
6. or Retired
9. (Not Stated)

37. What is the highest level of education that you have reached? **READ LIST IF NECESSARY**

1. Less than high school
2. Completed high school
3. Some college, vocational or trade school
4. Completed college, vocational, or trade school
5. Some university
6. Completed university (Bachelor's Degree)
7. Post graduate degree (Master's Degree, PhD or doctorate)
9. (Not Stated)

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38. Are you ... **(READ LIST)**

1. Single, that is, never married
2. Married or living together as a couple
3. Widowed
4. Separated
5. or Divorced
9. (Not Stated)

39. Are you an aboriginal person, that is, First Nations, Métis, Inuit or North American Indian?

1. Yes
2. No **GO TO QUESTION 42**
9. (Not Stated) **GO TO QUESTION 42**

40. Do you live on an Indian Reserve or Métis Settlement?

1. Yes, live on a Reserve or Settlement
2. No, do not live on a Reserve or Settlement? **GO TO QUESTION 42**
9. (Not Stated) **GO TO QUESTION 42**

41. On what Reserve or Settlement do you live?

1. Blood Tribe
2. Little Red River Cree Nation
3. Louis Bull Tribe
4. Tallcree First Nation
5. Tsuu T'ina Nation
6. Other **(PLEASE SPECIFY)**
9. Don't know/Not stated

42. Which of the following categories applies to your **total household income** before taxes in 2009.
READ - CIRCLE ONE ONLY

1. Under \$20,000
2. \$20,000 to less than \$30,000
3. \$30,000 to less than \$40,000
4. \$40,000 to less than \$60,000
5. \$60,000 to less than \$80,000
6. \$80,000 to less than \$100,000
7. \$100,000 to less than \$120,000
8. \$120,000 or more
9. (Not Stated)

PREG. COMPUTE POLICE REGION.

- | | |
|----------------------------------|---|
| 1. Municipal Police Service Area | IF FSA IN CALGARY, CAMROSE, COALDALE,
EDMONTON, LACOMBE, LETHBRIDGE, MEDICINE
HAT, OR TABER; OR CODE 1 TO 5 IN QUESTION 41 |
| 2. RCMP Service Area | IF NOT IN MUNICIPAL POLICE SERVICE AREA |

These are all the questions I have. Thank you very much for your participation.

APPENDIX B
SAMPLING QUOTAS

Region	Sex	Age	Population	% Pop.	Quotas
1 - Calgary	Male	18-34	138075	5.481461	66
	Female	18-34	136230	5.408217	65
	Male	35-54	169165	6.715708	81
	Female	35-54	166580	6.613086	79
	Male	55+	88190	3.501069	42
	Female	55+	99235	3.939546	47
2 - Edmonton	Male	18-34	102200	4.057254	49
	Female	18-34	100300	3.981826	48
	Male	35-54	110595	4.390529	53
	Female	35-54	110280	4.378023	53
	Male	55+	71945	2.856156	34
	Female	55+	85570	3.397057	41
3 - Smaller Cities North	Male	18-34	48370	1.920248	23
	Female	18-34	45160	1.792814	21
	Male	35-54	61505	2.441697	29
	Female	35-54	61110	2.426016	29
	Male	55+	34495	1.369423	16
	Female	55+	36665	1.45557	17
4 - Smaller Cities South	Male	18-34	37075	1.471846	18
	Female	18-34	35160	1.395822	17
	Male	35-54	39550	1.570102	19
	Female	35-54	39925	1.584989	19
	Male	55+	26185	1.039522	12
	Female	55+	31545	1.25231	15
5 - Rural North	Male	18-34	54140	2.149313	26
	Female	18-34	52205	2.072495	25
	Male	35-54	77695	3.084426	37
	Female	35-54	75095	2.981208	36
	Male	55+	57160	2.269204	27
	Female	55+	56855	2.257096	27
6 - Rural South	Male	18-34	38640	1.533976	18
	Female	18-34	36920	1.465693	18
	Male	35-54	55705	2.211442	27
	Female	35-54	55660	2.209655	27
	Male	55+	40960	1.626078	19
	Female	55+	42800	1.699124	20
TOTAL			2518945	100	1200

APPENDIX C
OUTCOME OF CALLS

**ALBERTA SOLICITOR GENERAL AND PUBLIC SECURITY 2010 SURVEY OF ALBERTANS
FINAL OUTCOME OF CALLS TO EACH LISTING**

<i>CALL CODES</i>	<i>DESCRIPTIONS</i>	<i>RESULTS</i>
BL	Business line	712
BU	Busy , call back in 15 minutes	50
CI	Completed interview	1,200
CS	Call back scheduled – designated respondent is willing to do survey but is currently unavailable. Need to arrange for a specific date and time for call back	456
CU	Call back unscheduled (as per our call back rules)	111
FM	Fax/Modem line	954
IT	Interviewer terminate/Impaired – interviewer terminates the survey due to abusive respondent or respondent’s incapability for completing the survey	11
LB	Language barrier – interviewer and respondent cannot communicate because of language difficulties or hearing problems	286
NA	No answer , hang up after 6 rings	1,830
NC	Number changed – either recorded message of the changed number or new number obtained from conversation. Enter new number when applicable	2
NE	Respondent not eligible – questionnaire specifications disqualify respondent	111
NS	Not in service/disconnected – recorded message informs that the number is not in service or has been disconnected	4,687
QF	Quota filled – used when various qualifiers have been met for the project	956
RF	Refusal – respondent refuses to participate in the survey	2,471
RT	Respondent terminate – respondent terminates the call before the survey is completed with or without a reason, and survey can not be completed	135
RU	Respondent unavailable for the duration of the project	89
VM	Voice mail	3,005
	TOTAL CALLS	17,066

Response Rate = $\frac{\# \text{ of Completed Interviews} + \text{Quota Full}}{\# \text{ of Completed Interviews} + \text{Refused} + \text{Respondent terminate} + \text{Interviewer terminate} + \text{Quota Full}}$
= 2,156/4,773 X 100% = 45%

Refusal Rate = $\frac{\# \text{ Refused} + \text{Respondent terminate} + \text{Interviewer terminate}}{\# \text{ of Completed Interviews} + \# \text{ Refused} + \text{Respondent terminate} + \text{Interviewer terminate} + \text{Quota Full}}$
= 2,617/4,773 X 100% = 55%

APPENDIX D

PROFILE OF RESPONDENTS

Profile of Respondents	
	Percent of Respondents (n=1,200)
Gender:	
Male	49
Female	51
Age (years):	
18 to 34	32
35 to 54	41
55 or more	27
Region:	
Calgary	32
Edmonton	23
Smaller cities north	11
Smaller cities south	8
Rural north	15
Rural south	11
Highest Education:	
Some high school or less	8
Graduated from high school	19
Some college, technical or vocational	11
Graduated from college, vocational or trade school	22
Some university	7
Completed university (Bachelor's Degree)	22
Post-graduate degree (Master's Degree, Ph.D or doctorate)	10
Not stated	1
Annual Household Income:	
Less than \$20,000	6
\$20,000 to less than \$30,000	6
\$30,000 to less than \$40,000	8
\$40,000 to less than \$60,000	13
\$60,000 to less than \$80,000	14
\$80,000 to less than \$100,000	14
\$100,000 to less than \$120,000	9
\$120,000 or more	16
Not stated	14
Employment Status:	
Working full-time	58
Working part-time	11
Unemployed or looking for a job	4
Staying at home full-time	7
A student	6
Retired	13
Not stated	1

Profile of Respondents (Continued)	
	Percent of Respondents (n=1,200)
Own or Rent Home:	
Own	78
Rent	21
Other	1
Not stated	1
Marital Status:	
Single	22
Married or living together as a couple	63
Separated	3
Divorced	7
Widowed	4
Are you an aboriginal person, that is, Métis, Inuit or North American Indian?⁴	
Yes	4
No	95
Not stated	-
Where Reside:	
Aboriginal Persons Living on a Reserve or Settlement	1
Aboriginal Persons Not Living on a Reserve or Settlement	4
Non-aboriginal persons	95
Police Region:	
Municipal Police Service Area	62
RCMP Service Area	38
<i>Note: "-" denotes less than 0.5%</i>	

⁴ The percentage of aboriginal respondents in this survey closely matches the proportion of Alberta's adult aboriginal population. Due to the small number of self-identified aboriginal persons (n=49) and the corresponding high margin of error (14±% at the 95% confidence level), results for this subgroup were not generated.