

**ALBERTA SOLICITOR GENERAL AND
PUBLIC SECURITY**

**2011
- 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 December and January of 2011, 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 (86% have a lot or some confidence) and sheriff highway patrol services (79%). A majority had confidence in crime prevention programs (72%), victims services (65%), offender custody services (59%), and offender community supervision services (52%). A minority of Albertans had confidence in offender rehabilitation programs (44%).
- Most (82% have a lot or some confidence) Albertans have confidence in Alberta Solicitor General and Public Security, up substantially from 2009 when 70% had confidence.

Road Safety Programs and Services

- Almost all Albertans (96%) travel on Alberta's highways.
- Of those who travel on Alberta's highways, most (77%) agreed that the sheriff highway patrol services are making a positive difference on Alberta's highways, similar to previous years (81% in 2010 and 76% in 2009).
- 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 (a range of 79% to 97%). 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

- The vast majority of Albertans (85%) were very or somewhat satisfied with policing in Alberta over the past 12 months, up from 81% in 2010, and 78% in 2009.

Public Perception of Safety from Crime

- When 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), and hence, a total of 1,950 Albertans were asked this question, the vast majority (94%) said they feel very or reasonably safe when they are in their own home after dark, compared to 91% in both 2010, and 2009.

- Most (82%) said they feel very or reasonably safe walking alone in their neighbourhood or area after dark, up from 78% in 2010, and 73% in 2009.
- Thirty-seven percent (37%) of Albertans said that crime in their neighbourhood is a very or somewhat serious problem, compared to 42% in 2010, and 39% in 2009.
- Thirty percent (30%) of Albertans think that the amount of crime in their neighbourhood has increased over the last three years, down substantially from 36% in 2009.

Awareness of Victims Services

- The vast majority of Albertans (88%) are aware that services and programs are available in Alberta for victims of crime, up substantially from 81% in 2009.

Crime Victimization

- When 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), and hence, a total of 1,950 Albertans were asked this question, on an unprompted basis, 22% of Albertans said they had been a victim of crime at least once in the past year, compared to 23% in 2010, and 20% in 2009. Among the 1,200 respondents who participated in the 2011 survey conducted on behalf of Alberta Solicitor General and Public Security 24% said they had been a victim of crime.
- When prompted with a list of specific crimes, and additional 21% of respondents of Alberta Solicitor General and Public Security said they had been a victim of crime. Upon combining the unprompted and prompted victimization levels reported by respondents in 2011, about 45% of Albertans indicated they were a victim of crime in the past year, which is substantially higher than in previous survey years (36% to 40% in 2007 to 2010).
- Albertans are most likely to have been a victim of vandalism (17%), followed by theft of personal property (13%), and motor vehicle or parts theft (13%).
- A small minority of victims (4%) 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 (78%), and a minority had a relationship to the victim.
- About half (51%) of these victims 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, compared to 62% in 2010, and 59% in 2009.
- Of the 277 victims who reported a crime to the police, the vast majority (90%) agreed (strongly or somewhat) that the police had a professional manner. A

majority agreed that the police had an adequate response time (61%) and spent in-person time with them (58%). Less than half agreed that the police:

- Gave them advice on crime prevention (42%),
 - Provided updates on their follow-up investigations (25%),
 - Gave them information on victims programs (17%),
 - Referred them to other agencies for help (15%), and
 - Laid a charge in their case (12%).
- If a charge was not laid, about half (49%) of these victims received an explanation from the police, up substantially from 39% in 2010.
 - Of those who reported a crime to the police, 12% were referred by the police to victims' services. Across all victims, including those who did and did not report a crime to the police, 3% accessed an Alberta victims program or service.

Restorative Justice

Eleven percent (11%) of Albertans indicated they know of restorative justice practices in which places or people within their community were urged to accept responsibility for their offences through meeting victims, and making amends to victims or the community.

Crime Prevention

- The majority (63%) of Albertans were aware that the Government of Alberta has crime prevention materials and information available online, up substantially from 54% in 2010.

Views on Selected Topics

- Almost all Albertans (97%) agreed that citizens have an important role in helping to prevent crime in their community.
- The vast majority of Albertans (85%) agreed that they have respect for the job being done by correctional centre staff who supervise offenders being held in custody.
- Most (72%) agreed that they are satisfied with the job being done by provincial correctional staff in operating provincial correctional and remand centres.
- Most (67%) agreed, and 18% 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

- Thirty-nine percent (39%) of Albertans were aware of SCAN, the Safe Communities and Neighbourhoods Act. The vast majority of Albertans (90%) would use SCAN if illegal activities were an issue in their area.
- Almost half (48%) of Albertans were aware that Alberta has established a Law Enforcement Response Team, called ALERT.

1.0 INTRODUCTION

In December and January 2011, 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. Since 2008 an annual survey was commissioned solely by Alberta Solicitor General and Public Security. In 2009, 2010, and 2011 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 2011 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 2011 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 (i.e., land lines) within Alberta, as well as from randomly generated cell phone numbers 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. Random cell phone numbers were also included in the sample listings in order to contact Albertans who use a cell phone as their main phone at home instead of a land line.

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 Interviewing 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 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 Resinova's 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 2011 survey is provided in Appendix C.

2.3 Phase 3: Analysis and Reporting

Responses to each open-ended question 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 2011 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 2011 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. See Table 1.

Policing services (86%) and sheriff highway patrol services (79%) received the highest confidence ratings (some or a lot of confidence).

A majority of Albertans also indicated that they have confidence in:

- Crime prevention programs (72%),
- Victims services (65%),
- Offender custody services (59%), and
- Offender community supervision services (52%).

Less than half of Albertans were confident in offender rehabilitation programs (44%).

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	86	13	1
Sheriff highway patrol services	79	14	8
Crime prevention programs	72	24	4
Victims services	65	20	16
Offender custody services	59	23	18
Offender community supervision services	52	28	20
Offender rehabilitation programs	44	42	14

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, most (82%) Albertans have confidence in Solicitor General and Public Security over the past 12 months, including 19% who have a lot of confidence and 63% who have some confidence. Fourteen percent (14%) have very little confidence, and 2% have no confidence at all. Three percent (3%) did not provide a response to the question.

Chart 1

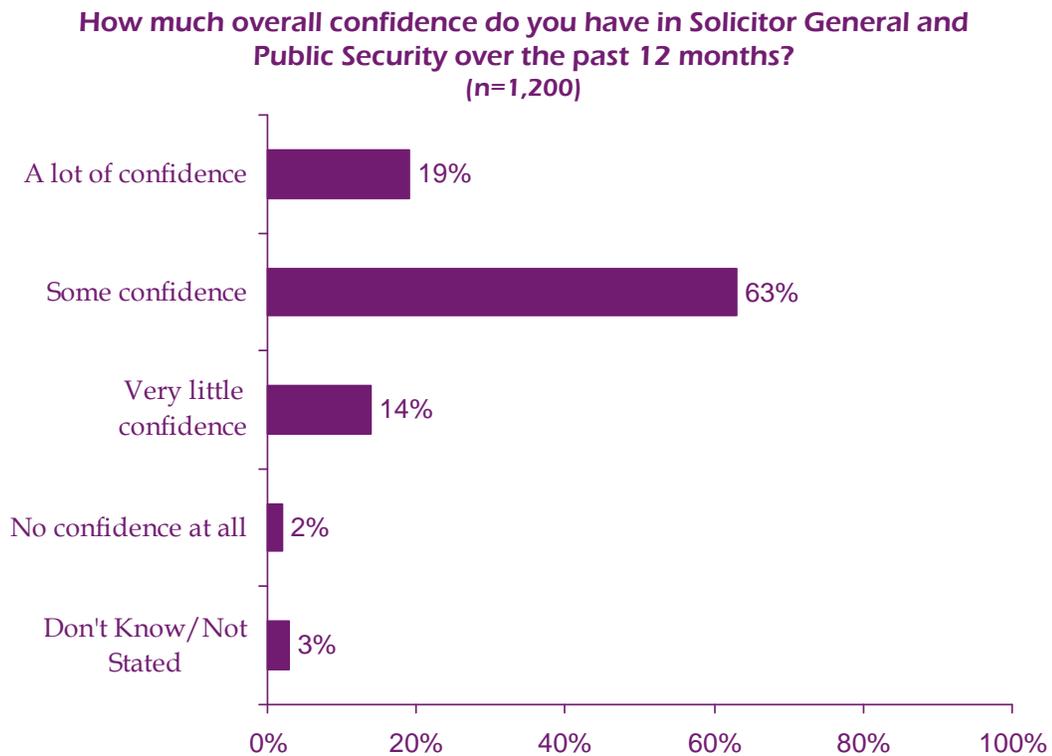
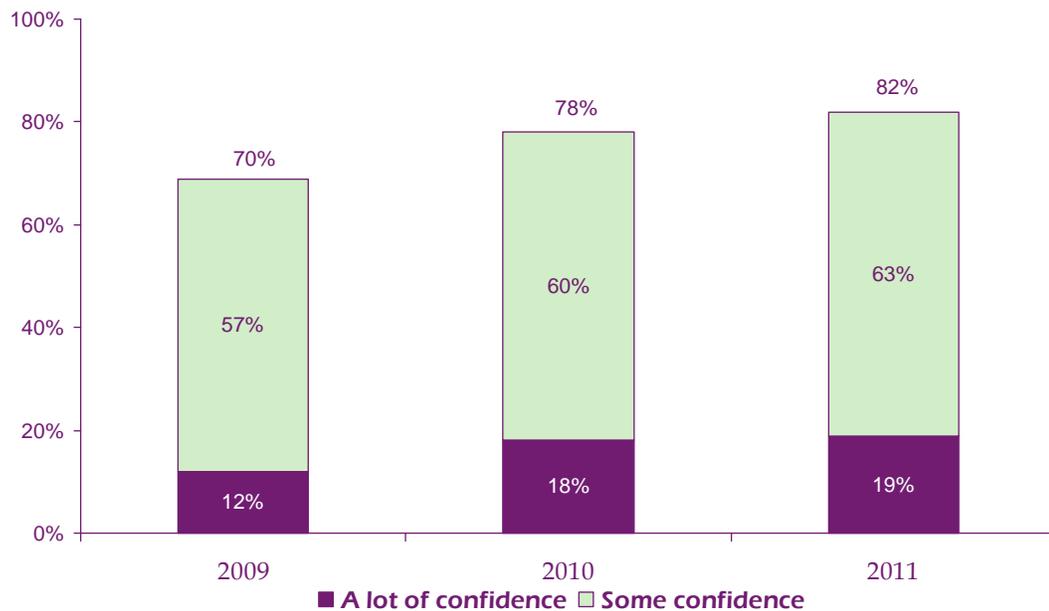


Chart 2 shows that overall confidence in Solicitor General and Public Security has been increasing since 2009, (82% in 2011, up from 78% in 2010, and 70%¹ in 2009).

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 2011, confidence was substantially higher among:

- Respondents 18 to 24 years of age (88%).

The following subgroups had substantially lower confidence:

- Respondents living in rural areas of southern Alberta (77%),
- Respondents in households with an annual income of less than \$30,000 (76%),
- Respondents with less than high school education (76%),
- Victims of crime (76%), and
- Respondents who do not feel safe from crime when in their homes after dark (57%).

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

3.2 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 (96% of Albertans, n=1,146) 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 (77%) of those who travel on Alberta's highways agreed, including 29% who strongly agreed and 48% who somewhat agreed. Twelve percent (12%) somewhat disagreed with this statement, and 6% strongly disagreed (Chart 3).

Chart 3

How much do you agree or disagree that the sheriff highway patrol services are making a positive difference on Alberta's highways?
(Respondents who ever travel on Alberta's highways n=1,146)

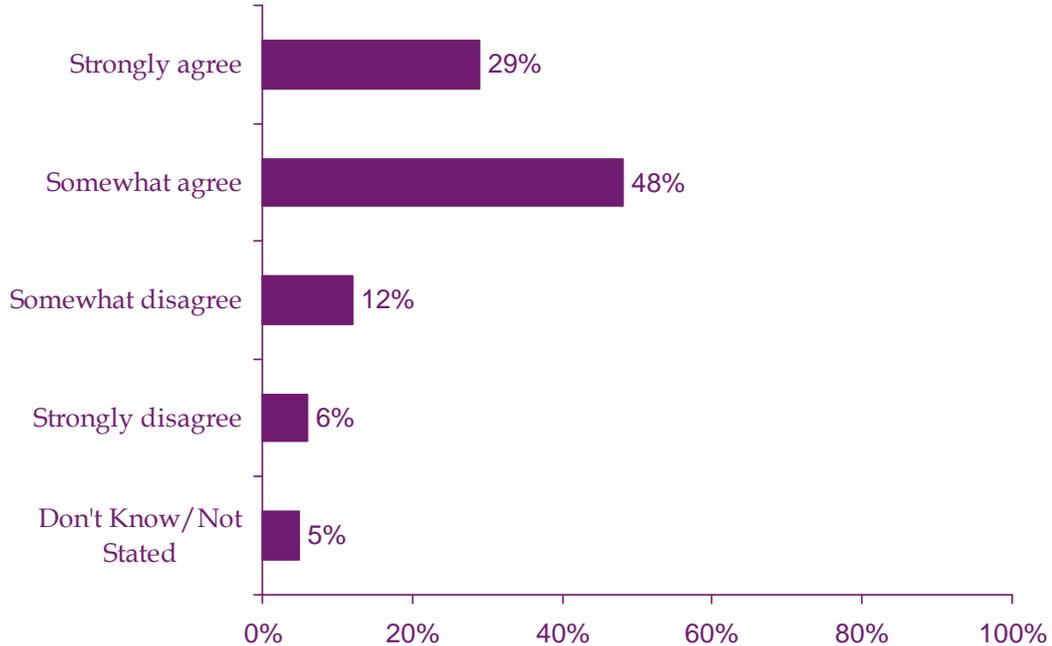
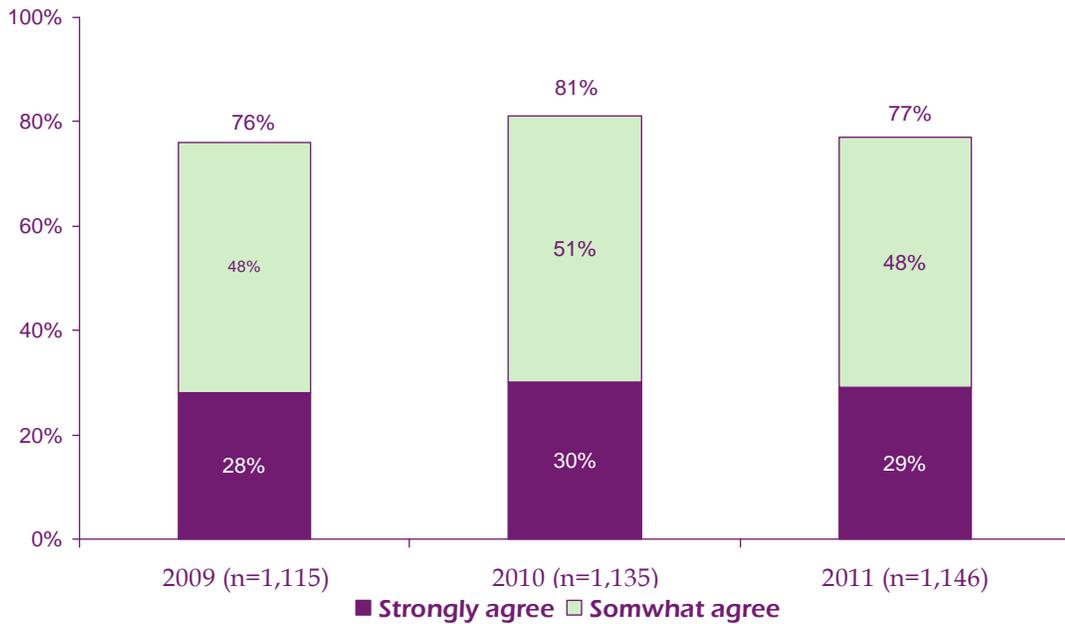


Chart 4 shows that the level of agreement (strongly or somewhat agree ratings) is similar to previous years (77% agreed in 2011, compared to 81% in 2010 and 76% in 2009).

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=1,146) were then asked to rate the importance of various actions to further promote road safety in Alberta.

The highest importance (very or somewhat important) ratings 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 vehicle safety equipment offences (88%) and speeding offences (86%) as important.

Most said it is important to increase the number of law enforcement personnel on the roads (83%) and to provide more focus on seatbelt offenses (79%). See Table 2.

Table 2

How important is it to...?			
	Percent of Respondents Who Ever Travel on Alberta’s Highways (n=1,146)		
	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	3	-
Promote public education and awareness	94	5	-
Provide more focus on vehicle safety equipment offences	88	9	3
Provide more focus on speeding offences	86	13	-
Increase the number of law enforcement personnel on the roads	83	16	1
Provide more focus on seatbelt offences	79	20	1
Note: “-” represents less than 0.5%			

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 vast majority of Albertans (85%) are satisfied with policing in Alberta, including 29% who are very satisfied and 56% who are somewhat satisfied. Nine percent (9%) of Albertans are somewhat dissatisfied and 5% are very dissatisfied. See Chart 5.

Chart 5

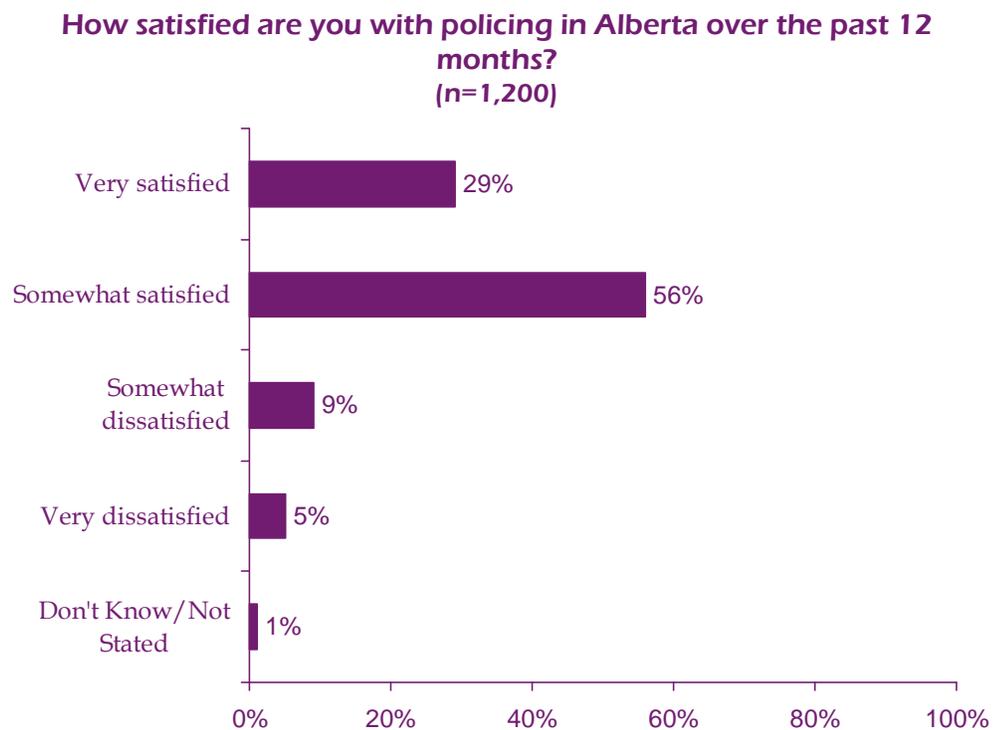
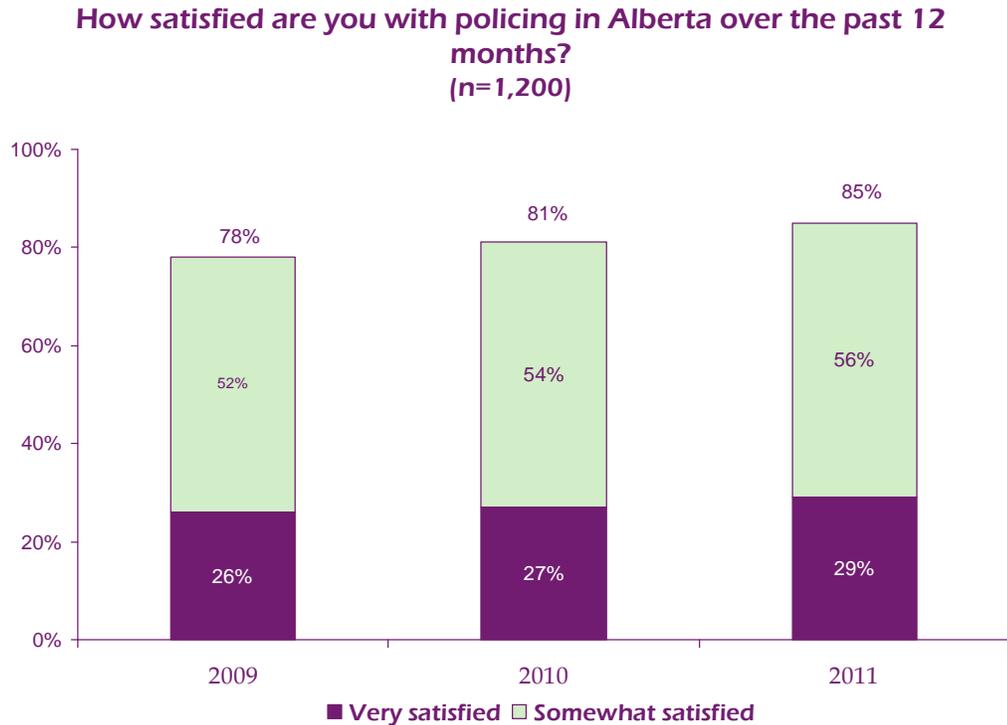


Chart 6 shows that satisfaction (very or somewhat satisfied ratings) with policing in Alberta has been increasing since 2009 (85% satisfied in 2011, up from 81% in 2010, and 78% in 2009).

Chart 6



In 2011, there were no subgroups of respondents with substantially higher satisfaction.

The following subgroups had substantially lower satisfaction:

- Respondents with less than high school education (76%),
- Victims of crime (80%), and
- Respondents who do not feel safe from crime when in their homes after dark (59%).

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 November, December, and January of 2011.

The combined results of both surveys show that the vast majority of Albertans (94%) said they feel very safe (55%) or reasonably safe (39%) in their own home after dark. A smaller percentage said they feel somewhat unsafe (4%) or very unsafe (1%). See Chart 7.

Chart 7

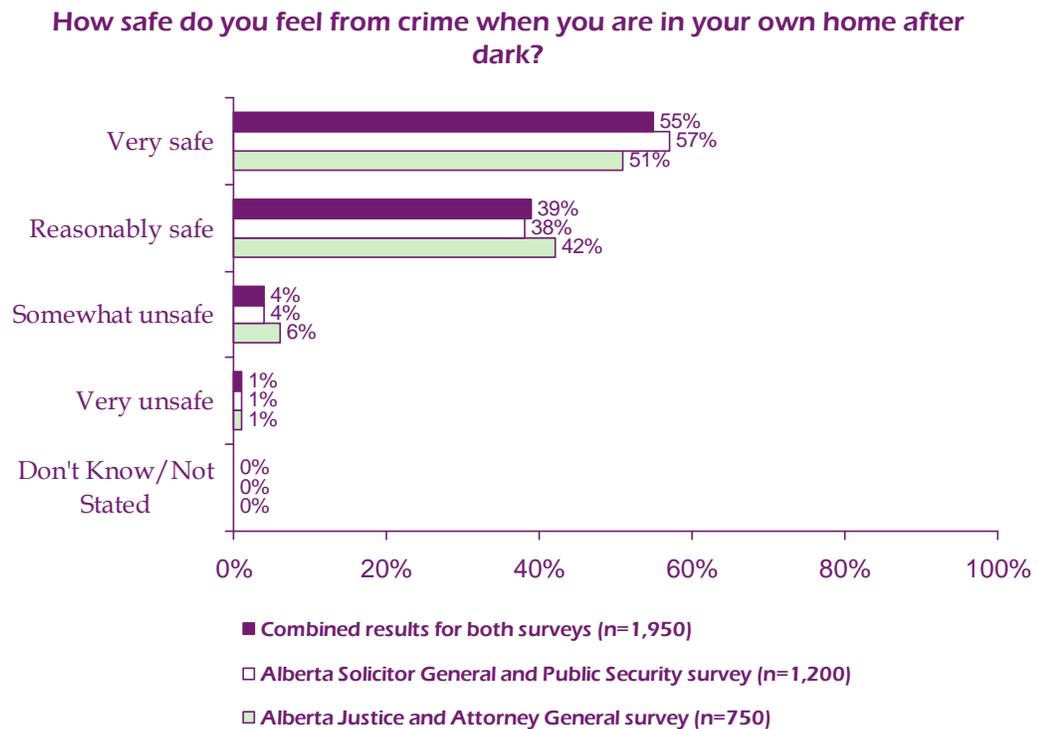
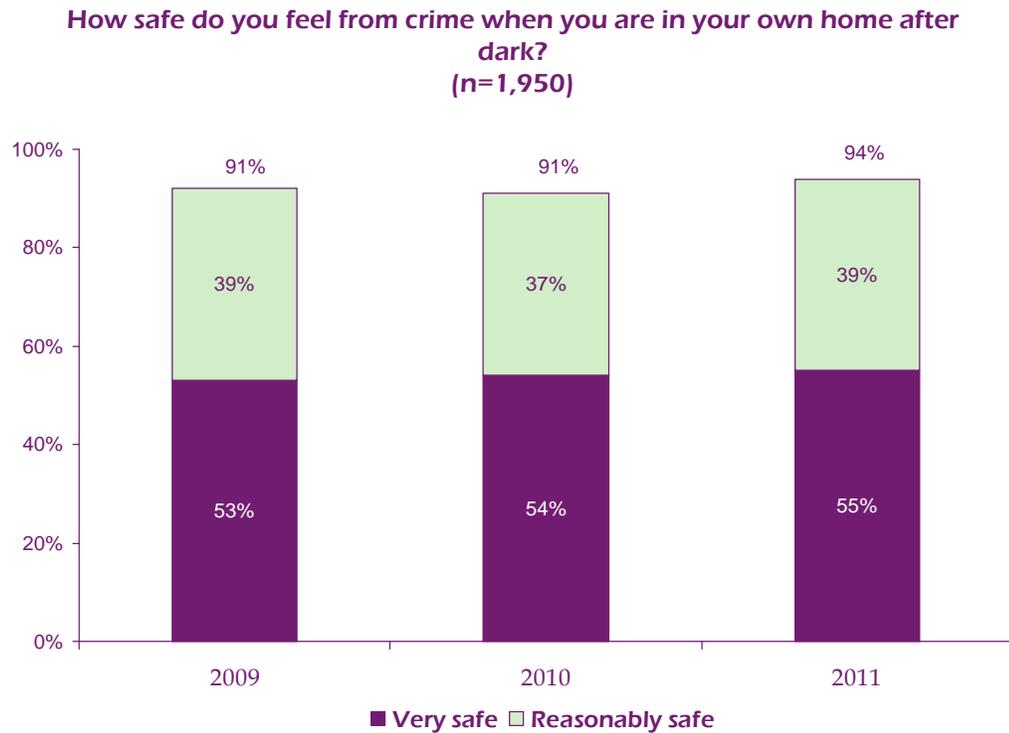


Chart 8 shows that the percentage of Albertans who felt very or reasonably safe in their own home after dark was 94% in 2011, compared with 91% in both 2009 and 2010.

Chart 8



In reviewing the data tables for the 1,200 respondents who participated in the 2011 survey conducted on behalf of Alberta Solicitor General and Public Security, 95% felt safe (very or reasonably), for which there were no subgroups of respondents with substantially higher results for this question.

The following subgroups had substantially lower results:

- Respondents with less than high school education (90%), and
- Victims of crime (90%).

Respondents who indicated they do not feel safe in their home (n=58), 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 (31%), and a fear of criminals (31%). As shown in Table 3, other frequent responses were that there was a lack of police presence or effectiveness (29%), they were victimized in the past (21%), 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=58)
Live in a high crime area / Crime rate has increased	31
Scared of criminals and perpetrators in the area	31
Police are not visible enough / too slow to respond / didn't come / have poor attitudes	29
Have been a victim of crime in the past	21
General just feel unsafe / The unknown	10
Reports about crime in the media / newspapers	5
Law will not protect me if I take action	5
<i>Total</i>	132*
<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 November, December, and January of 2011.

The combined results show that most Albertans (82%) said they feel very (40%) or reasonably (42%) safe (Chart 9). Twelve percent (12%) indicated they feel somewhat unsafe, and 5% feel very unsafe. One percent (1%) did not respond to the question.

Chart 9

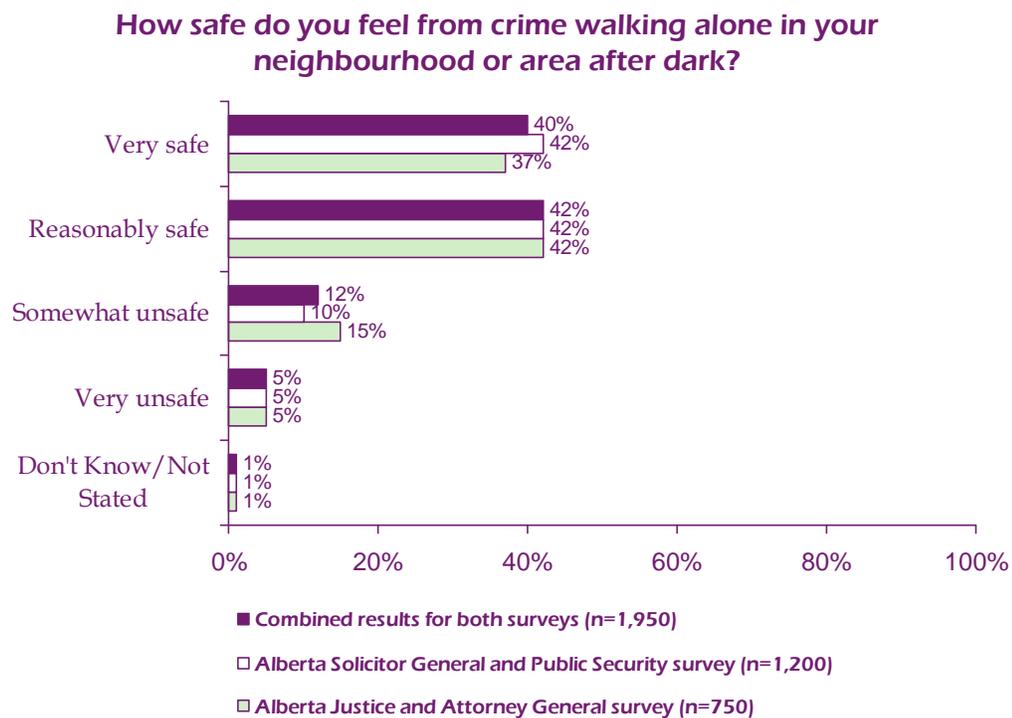
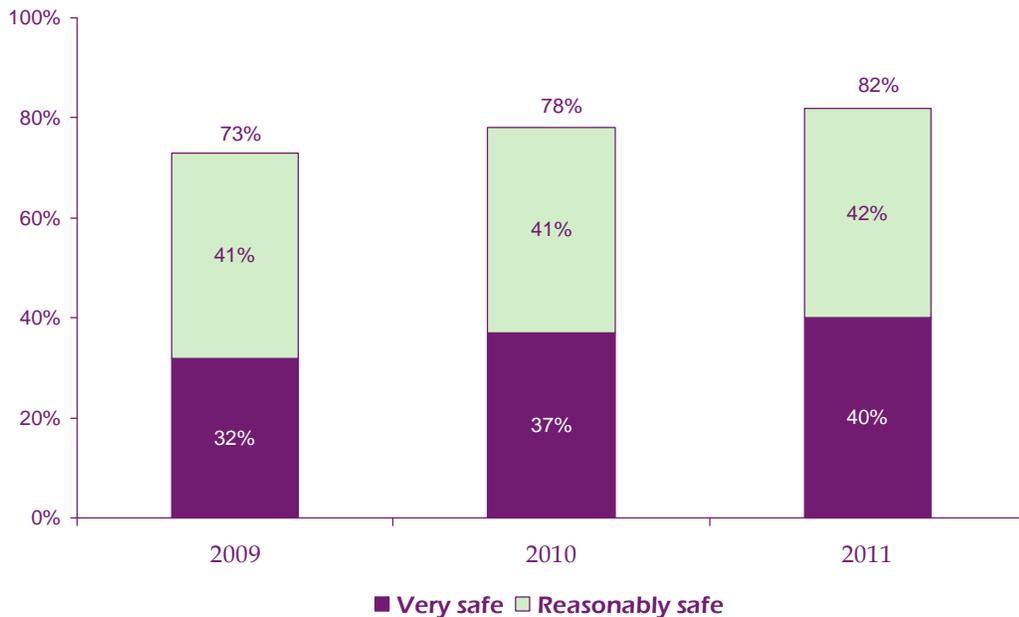


Chart 10 shows that most (82%) Albertans feel very or reasonably safe when walking alone in their neighbourhood or area after dark in 2011. The percentage of Albertans who feel very or reasonably safe has been increasing since 2009 (82% in 2011, up from 78% in 2010, and 73% in 2009).

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 2011 survey conducted on behalf of Alberta Solicitor General and Public Security, 84% felt safe (very or reasonably), compared with the following subgroups of respondents that had substantially higher results:

- Respondents living in rural areas of southern Alberta (93%),
- Males (91%),
- Respondents in households with an annual income of \$100,000 and over (91%), and
- Respondents who feel very safe from crime when in their homes after dark (94%).

The following subgroups had substantially lower results:

- Respondents living in Edmonton (78%),
- Respondents living in smaller cities of southern Alberta (74%),
- Females (76%),
- Respondents who are widowed, separated, or divorced (71%),
- Respondents 18 to 24 years of age (79%),
- Respondents 65 years of age or more (70%),
- Respondents in households with an annual income of less than \$30,000 (69%),
- Respondents with less than high school education (63%),
- Victims of crime (78%),
- Respondents who feel reasonably safe from crime when in their homes after dark (75%), and
- Respondents who do not feel safe from crime when in their homes after dark (33%).

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 are frightened of criminals (39%), they generally just feel unsafe (29%), and the high or increasing amount of crime in the area (22%).

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=180)
Scared of the criminals and perpetrators in the area	39
Generally just feel unsafe / The unknown	29
Live in a high crime area / Crime rate has increased	22
Police are not visible enough / too slow to respond / didn't come / have poor attitudes	13
Reports about crime in the media/newspapers	6
Have been a victim of crime in the past	3
Don't know / Not stated	4
<i>Total</i>	116*
<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. Thirty-seven percent (37%) of Albertans said that crime in their neighbourhood is a very (6%) or somewhat (31%) serious problem, as shown in Chart 11. Forty-four percent (44%) said it is not very serious, and 18% said it is not at all serious.

Chart 11

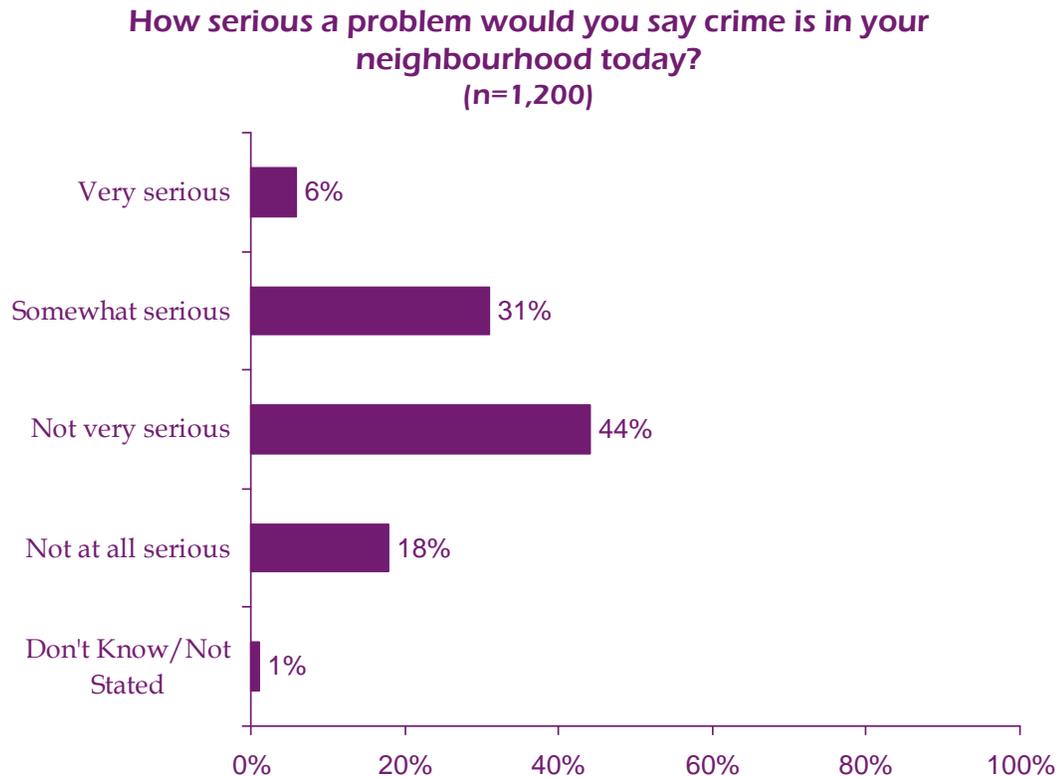
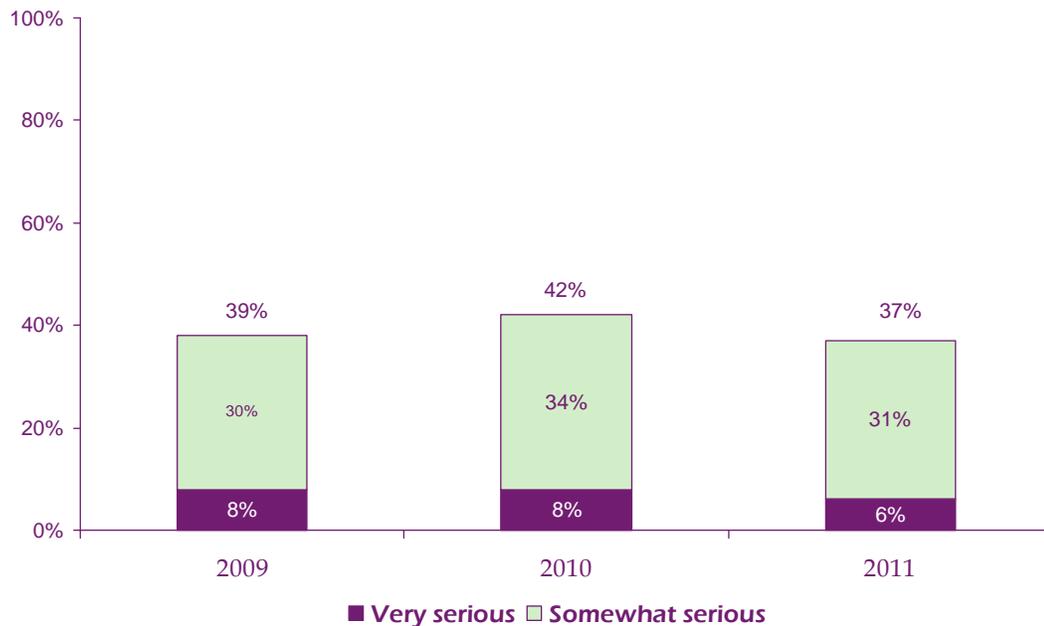


Chart 12 shows the percentage of Albertans in 2009, 2010 and 2011 who felt that the amount of crime in their neighbourhood was very or somewhat serious (37% in 2011, compared to 42% in 2010, and 39% in 2009).

Chart 12

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



In 2011, a substantially larger proportion of the following subgroups said that crime in their neighbourhood is a very or somewhat serious problem:

- Respondents living in Edmonton (46%),
- Respondents 65 years of age or more (44%),
- Respondents in households with an annual income of less than \$30,000 (47%),
- Respondents with less than high school education (48%),
- Victims of crime (50%),
- Respondents who feel reasonably safe from crime when in their homes after dark (51%), and
- Respondents who do not feel safe from crime when in their homes after dark (78%).

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

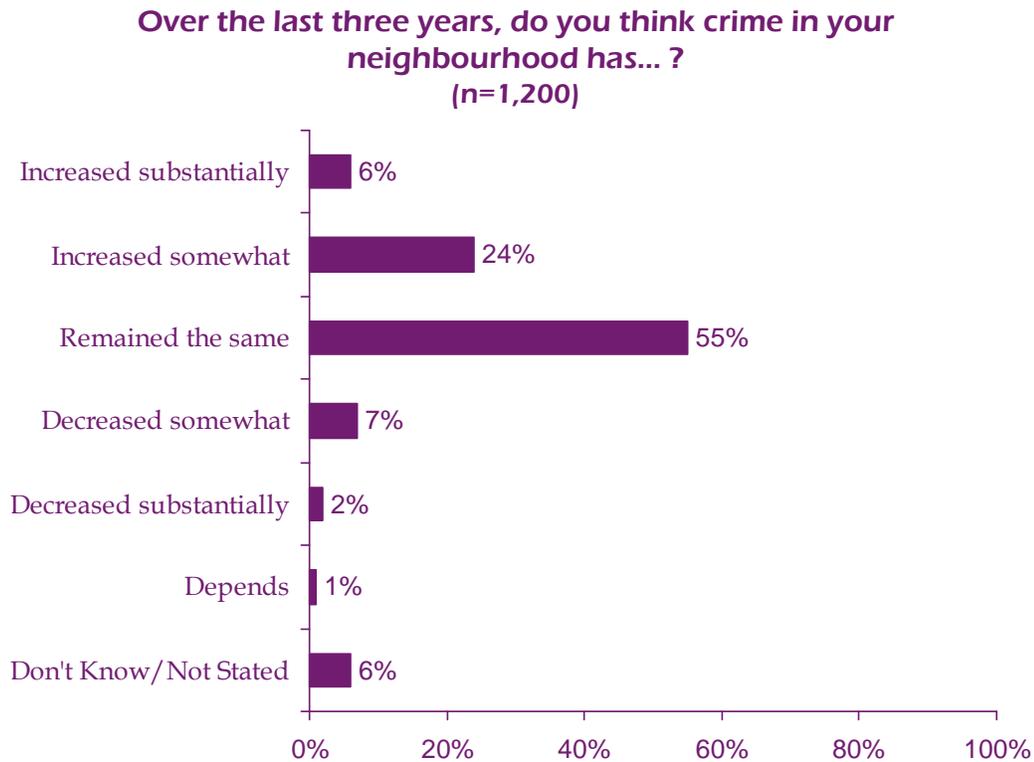
- Respondents living in smaller cities of northern Alberta (25%),
- Respondents living in smaller cities of southern Alberta (32%),
- Respondents living in rural areas of southern Alberta (32%), and
- Respondents who feel very safe from crime when in their homes after dark (24%).

3.4.4 Perceived Change in Crime in Their Neighbourhood

Respondents were then asked if they think the amount of crime in their neighbourhood has increased or decreased, to varying degrees, over the last three years.

Thirty percent (30%) of Albertans think that the amount of crime in their neighbourhood has increased over the last three years, including 6% who think it has increased substantially and another 24% who think it has increased somewhat. Fifty-five percent (55%) think it has remained the same, while 8%¹ think it has decreased either somewhat (7%) or substantially (2%). Six percent (6%) did not respond to the question. See Chart 13.

Chart 13

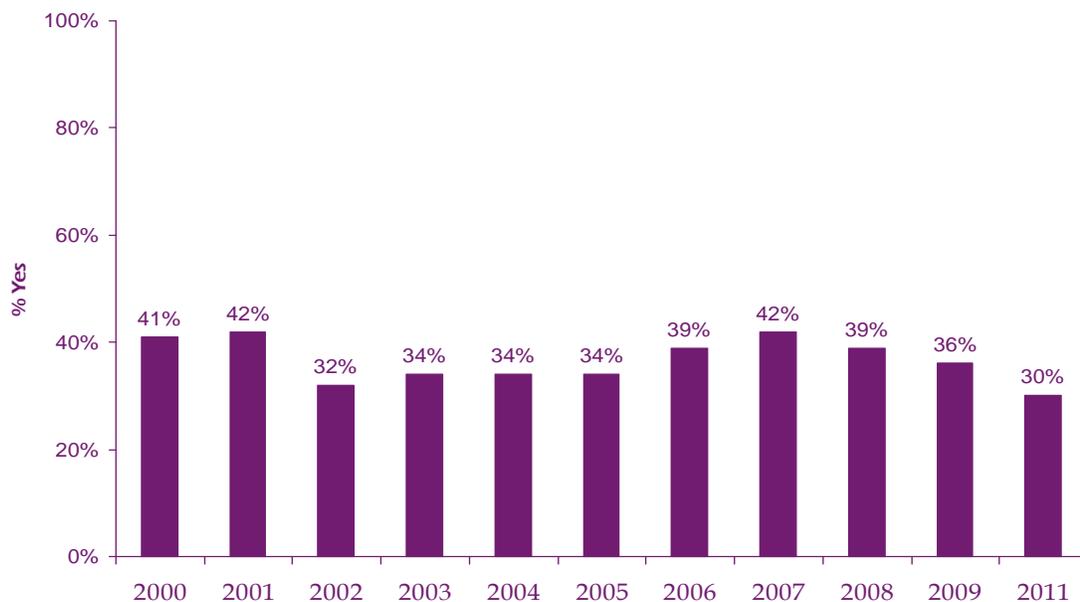


¹ This is the actual percentage who mentioned both categories. When adding together the percentages for two related categories, the total may differ by one percent from the actual percentage who mentioned both categories

Chart 14 shows the percentage of Albertans who felt that the amount of crime in their neighbourhood has increased over the last three years. In 2011 the level of agreement was the lowest it has been to date (30% in 2011, compared to a range of 32% to 42% in previous years). This question was not asked in 2010.

Chart 14

**Percent of Albertans Who Feel that the Amount of Crime in Their Neighbourhood Has Increased Over the Last Three Years
(n=1,200)**



In 2011, a substantially higher proportion felt that the amount of crime in their neighbourhood has increased (either somewhat or substantially) among:

- Respondents living in rural areas of northern Alberta (42%),
- Respondents 45 to 64 years of age (35%),
- Victims of crime (44%),
- Respondents who feel reasonably safe from crime when in their homes after dark (38%), and
- Respondents who do not feel safe from crime when in their homes after dark (62%).

A substantially lower proportion felt that the amount of crime in their neighbourhood has increased among:

- Respondents living in smaller cities of northern Alberta (24%),
- Respondents living in smaller cities of southern Alberta (25%),
- Respondents 18 to 24 years of age (24%), and
- Respondents who feel very safe from crime when in their homes after dark (22%).

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 44% of Albertans).

Table 5

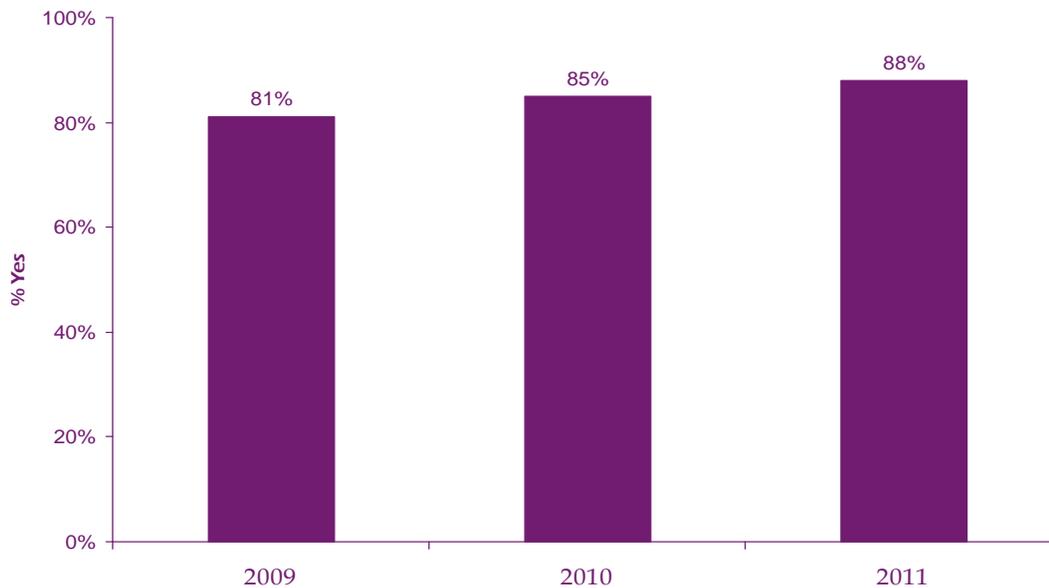
What are the top three things that influence how safe you feel within your neighbourhood?	
	Percent of Respondents (n=1,200)
Police/ Security presence/ response	44
Street lighting	24
How well you know your neighbours/ neighbourhood	21
Community involvement/ Neighbourhood watch	17
Personal security (don't go out at night, carry pepper spray, etc.)	16
Neighbourhood location / geography (rural, downtown, cul-de-sac, hard to access, etc.)/ Sparsely populated/ Small community	14
Class level/ Ethnic makeup of neighbourhood/ Good neighborhood etc.	13
Amount of crime in the area	11
Amount of gang activity (e.g. drugs)/ teenagers in the area	6
Amount of general activity in the area/ High or Low traffic	5
Amount of homeless/ drunk people in the area	4
Amount of people speeding/ committing driving offences in the area	3
Extent to which criminals are punished/ sentenced	2
Media reports on crime	2
Home security (alarm, locks, dogs, etc.)	1
Don't know/Not stated	11
<i>Total</i>	197*
<i>* Adds up to more than 100% due to multiple mentions.</i>	

3.5 Awareness of Victims Services

The vast majority (88%) of respondents were aware that services and programs are available in Alberta for victims of crime, up substantially from 81% who were aware in 2009 (Chart 15).

Chart 15

**Are you aware that services and programs are available in
Alberta for victims of crime?
(n=1,200)**



In 2011, awareness of the services and programs was substantially higher among:

- Respondents 45 to 64 years of age (94%).

Awareness was lower among:

- Respondents who are single (81%),
- Respondents 65 years of age or more (83%),
- Respondents in households with an annual income of less than \$30,000 (81%),
- Respondents in households with an annual income of \$30,000 to less than \$60,000 (83%), and
- Respondents who do not feel safe from crime when in their homes after dark (81%).

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 November, December and January of 2011. The combined results show that 22% of Albertans were a victim of crime in the past year. See Chart 16.

Chart 16

Percent of Albertans Who Have Been a Victim of Crime One or More Times in the Past Year

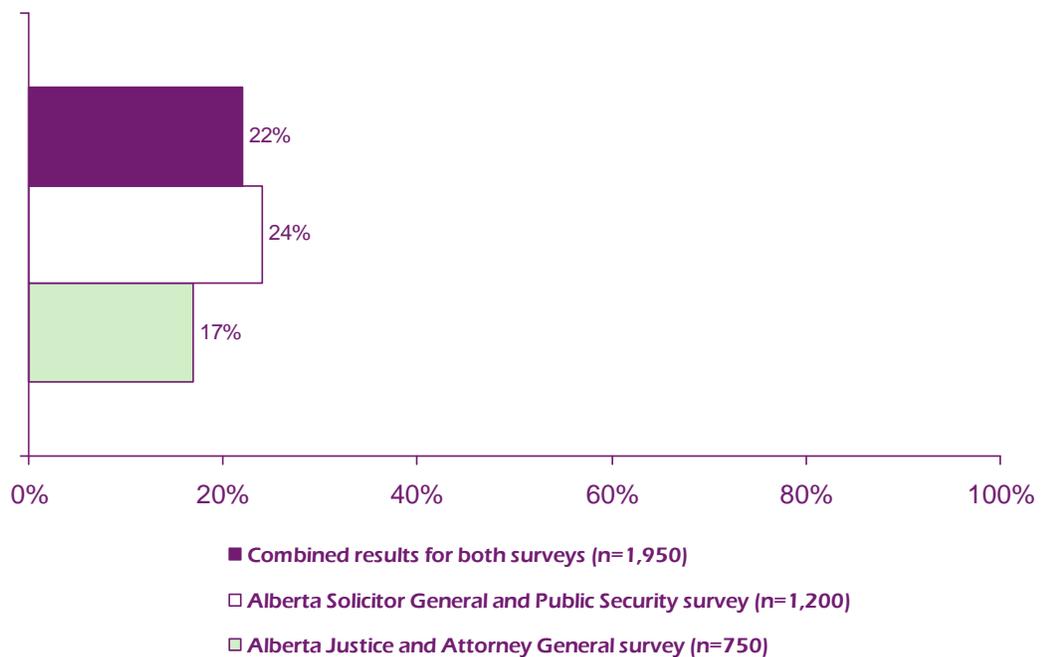
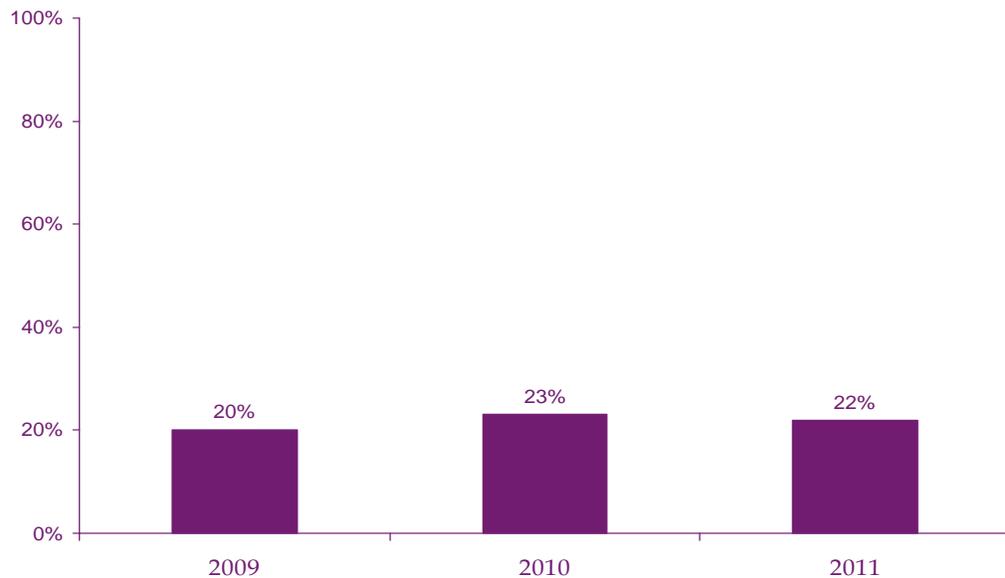


Chart 17 shows that, in 2011, the percentage of Albertans who said they were a victim of crime at least once in the past year is similar to previous years (22% in 2011, compared to 23% in 2010, and 20% in 2009).

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 2011 survey conducted on behalf of Alberta Solicitor General and Public Security, substantially larger proportions of the following subgroups indicated they were a victim of crime at least once in the past year, when compared to the overall incidence of 24%:

- Respondents in households with an annual income of less than \$30,000 (30%),
- Respondents with less than high school education (31%),
- Respondents who feel reasonably safe from crime when in their homes after dark (30%), and
- Respondents who do not feel safe from crime when in their homes after dark (52%).

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

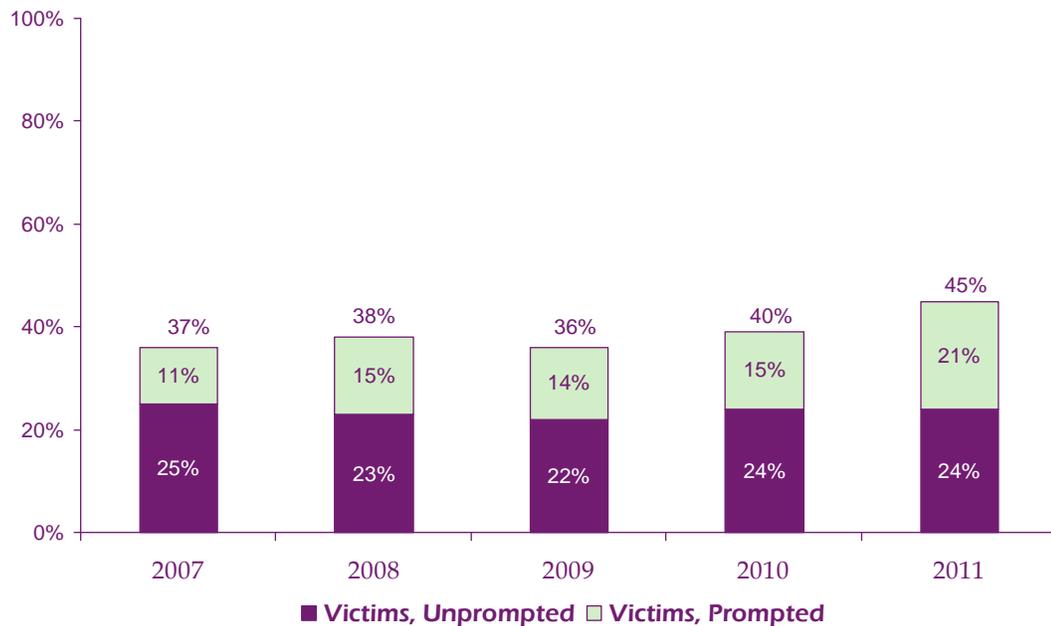
- Respondents living in smaller cities of southern Alberta (18%),
- Respondents 65 years of age or more (12%), and
- Respondents who feel very safe from crime when in their homes after dark (18%).

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 21% of respondents said they had been victims of a crime, when prompted, for a total of 45% of Albertans. The total percentage of prompted and unprompted victims in 2011 (45%), as shown in Chart 18, is substantially higher than in previous survey years (a range of 36% to 40% in 2007 to 2010).

Chart 18

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



3.6.2 Types of Crimes Committed

Table 6 shows Albertans are most likely to have been a victim of vandalism (17%), followed by theft of personal property (13%), motor vehicle or parts theft (13%), and theft of personal property (11%). Less than one-in-ten identified themselves as a victim of other crimes.

Table 6

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	17	294
Theft of personal property	13	226
Motor vehicle or parts theft	13	204
Theft of household property	11	168
Break and enter	9	159
Identity theft	8	124
Robbery	7	108
Assault or sexual assault	4	109
Other	7	256
<i>Total</i>	45	1,648

Seven percent (7%) of respondents (n=82) said they had been victims of other types of crimes. Most frequently, respondents reported frauds or scams (28 respondents mentioned this crime). Other responses are listed in Table 7.

Table 7

Other Types of Crimes Reported by Respondents	
	Number of Respondents who Were Victims of Other Types of Crimes (n=82)
Fraud / Scam	28
Hit and run / Road rage / Traffic offence	19
Threat of violence / Verbal abuse / Harassment	17
Theft of personal property	7
Trespassing	4
Vandalism	4
Animal abuse / killing	2
Theft of household property	1
Motor vehicle or parts theft	1
Commercial property break and enter	1
Assault	1
Sexual Assault	1
<i>Total</i>	86*
<i>* Adds up to more than the number of respondents due to multiple mentions.</i>	

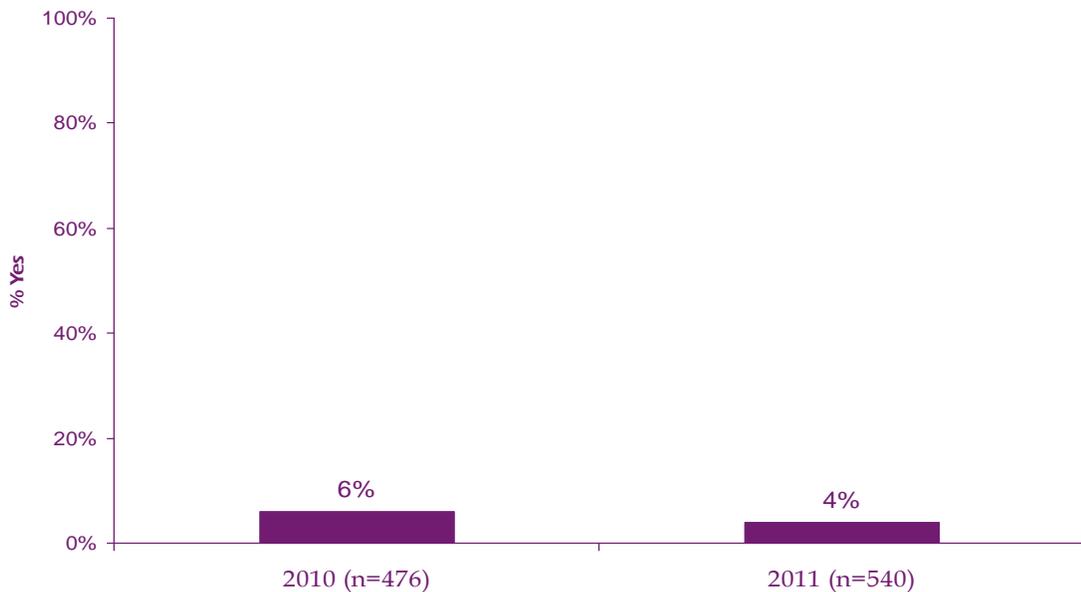
3.6.3 Perceived Motivations for Types of Crimes Committed

Respondents who identified themselves as victims of various crimes in the past 12 months (n=540) 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 felt that a crime against them was motivated by hatred towards them as a member of an identifiable group (4% in 2011, compared to 6% in 2010).

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?



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 (78%), and a minority (a range of 1% to 10%) had a relationship to the victim, as shown in Table 8.

Table 8

Was the perpetrator or were any or the perpetrators a...?	
	Percent of victims of crime (n=540)
Stranger	78
Friend or acquaintance	10
Family member, not including an intimate partner or spouse	3
Current or former intimate partner or spouse	1
Don't know anything about the perpetrator(s)	8
Other	4
Not Stated	3
<i>Total</i>	107*
* Adds up to more than 100% due to multiple mentions.	

3.6.5 Percent of Victims Who Reported Crime to the Police

In the past year, there were 540 victims of crime among the 1,200 Albertans interviewed (45%). About half (51%) of these victims reported a crime to the police in the past 12 months.

Half or more (a range of 50% to 63%) of the victims of the following crimes reported a crime to the police:

- Break and enter (63%);
- Robbery (59%); and
- Motor vehicle or parts theft (50%).

A minority of victims of other crimes reported a crime to the police, as shown in Table 9.

Table 9

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=112)	63
A robbery (n=78)	59
A motor vehicle or parts theft (n=151)	50
An assault or sexual assault (n=50)	48
A vandalism (n=205)	41
A theft of personal property (n=157)	39
A theft of household property (n=128)	35
An identity theft (n=97)	25
Other (n=82)	54
<i>Total (n=540 Victims)</i>	51

3.7 Crime Victims' Views on Services

Of the 540 victims of crime, about half (51% or 23% of all Albertans) said they had reported a crime to the police in the past year (n=277).

Most of these (62%) were satisfied with how the police handled their report, including 33% who were very satisfied and 29% who were somewhat satisfied. Thirty-five percent (35%) were dissatisfied (including 19% who were somewhat dissatisfied and 16% who were very dissatisfied). Three percent (3%) did not respond, as shown in Chart 20.

Chart 20

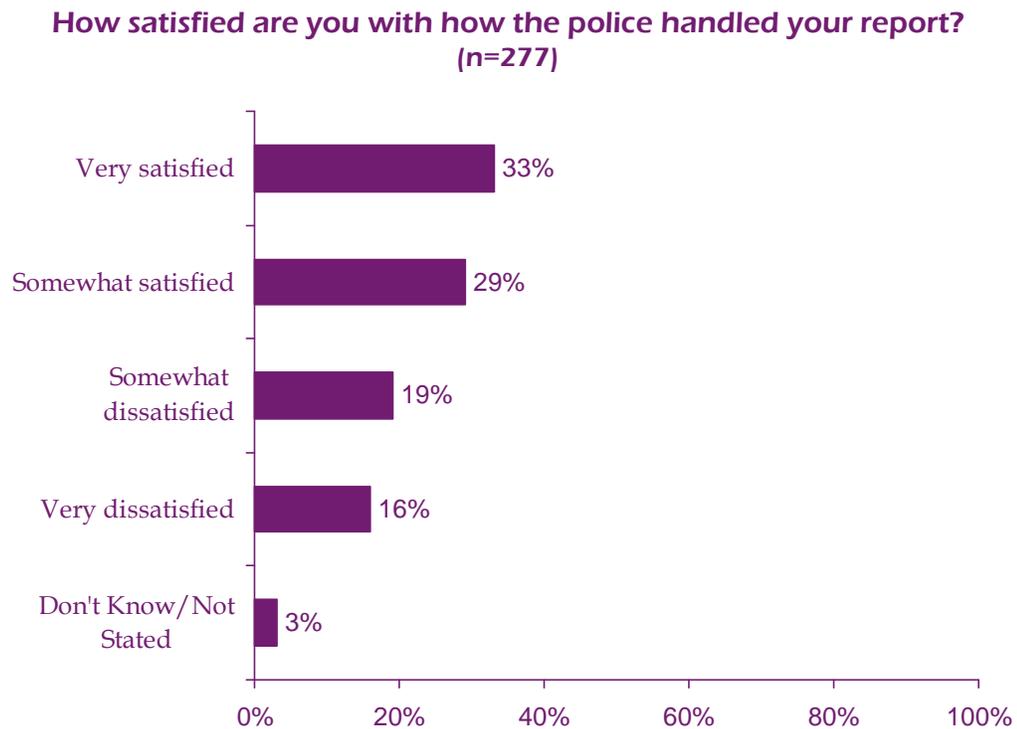
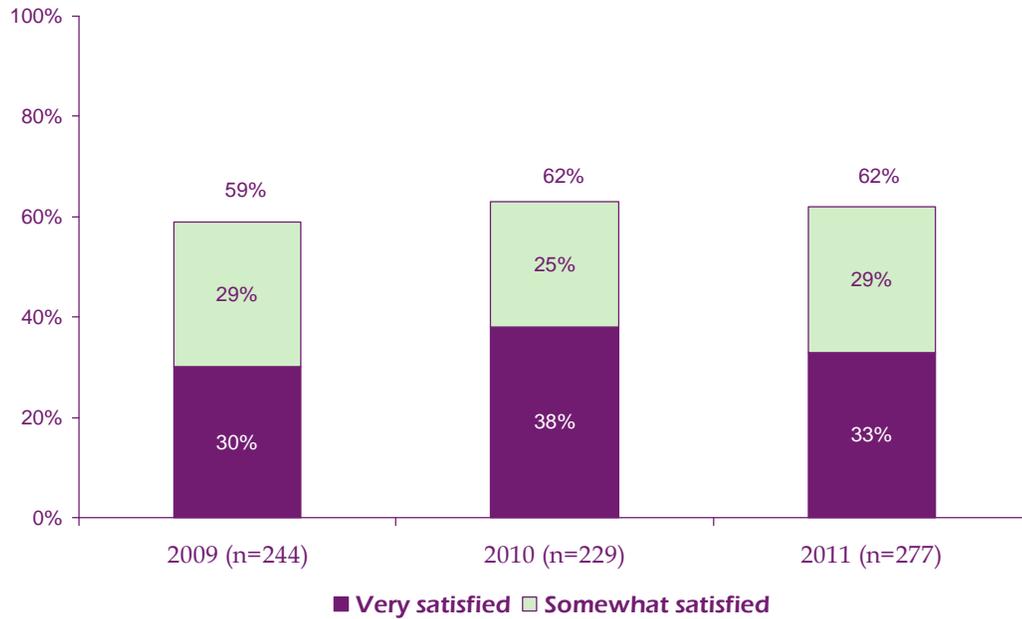


Chart 21 shows that the percentage who were satisfied (either very or somewhat) is similar to previous years (62% in 2011, compared to 62% in 2010, and 59% in 2009).

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 (n=277) were asked to rate their level of agreement with a series of statements about how the police handled their report.

The vast majority (90%) agreed (strongly or somewhat) that the police had a professional manner.

A majority agreed that the police:

- Had an adequate response time (61%), and
- Spent in-person time with them (58%).

A minority agreed with the other statements (a range of 12% to 42%) listed in Table 10.

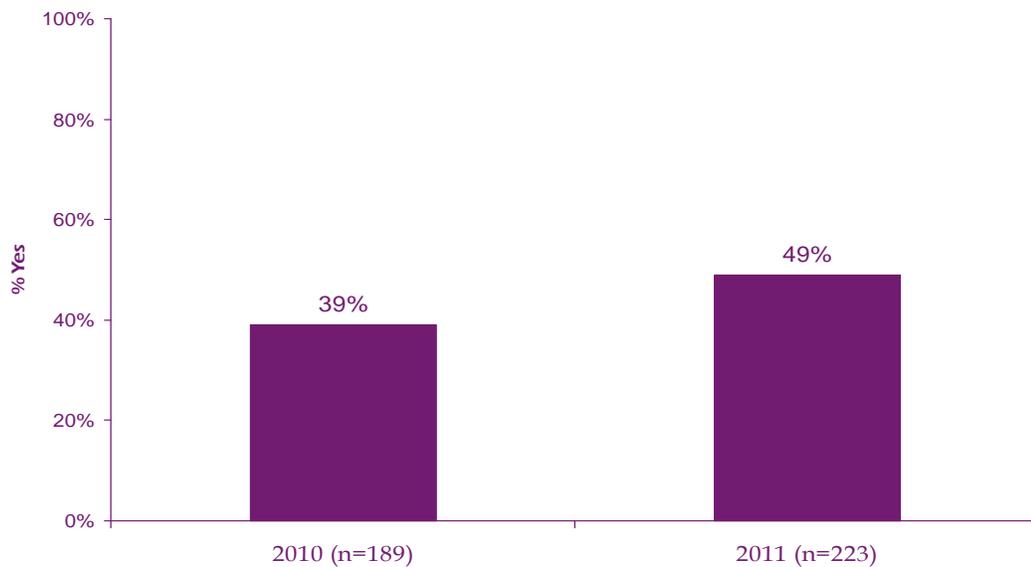
Table 10

Did the police...?	
	Percent of Respondents who Reported a Crime to the Police and Said "Yes" (n=277)
Have a professional manner	90
Have an adequate response time when you called	61
Spend in-person time with you	58
Give you advice on crime prevention	42
Provide you with updates on their follow-up investigations	25
Give you information on victims programs	17
Refer you to other agencies for help	15
Lay a charge in your case	12

There were 223 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. About half (49%) of these victims received an explanation from the police (up substantially from 39% in 2010), as shown in Chart 22.

Chart 22

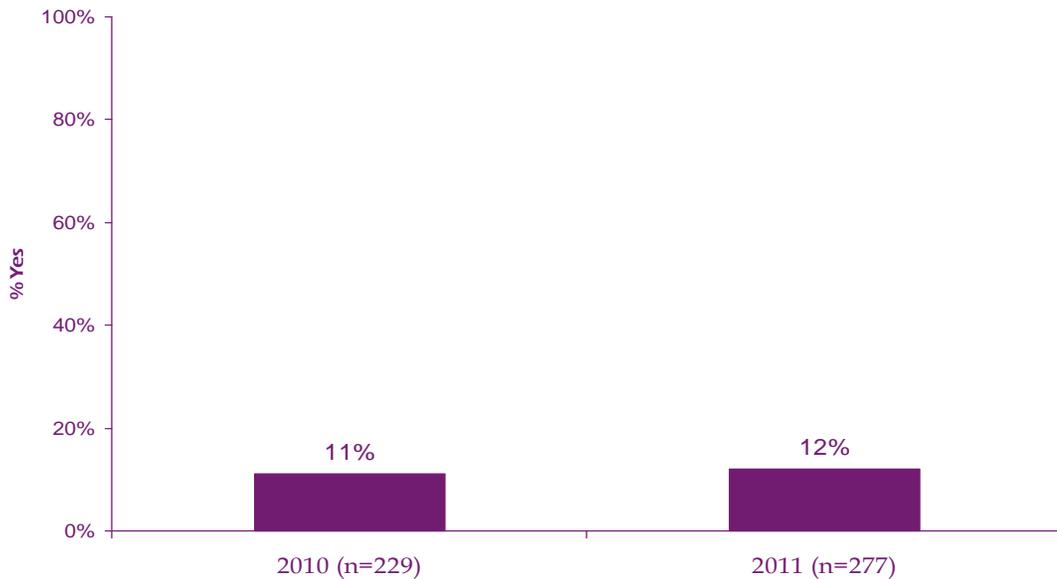
Did the police explain why they did not lay a charge?
(Victims of crime who reported a crime to the police and police did not lay a charge)



Of the victims who reported a crime to the police in the past year (n=277), only a small minority (12%) were referred to victims services by the police, compared to 11% in 2010 (Chart 23).

Chart 23

Did the police refer you to victims services?
(Victims of crime who reported a crime to the police)

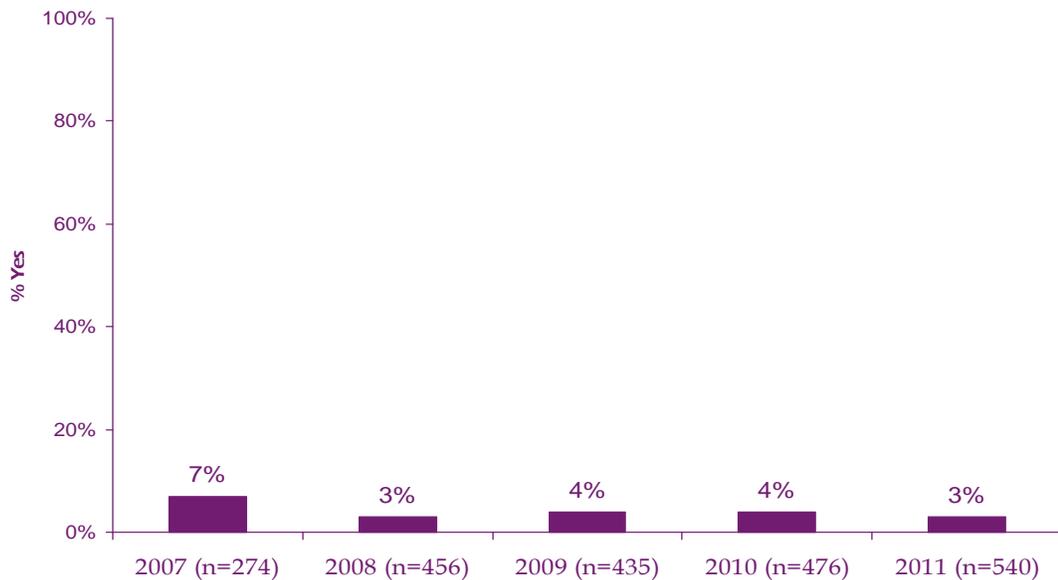


3.7.1 Usage of Victims Services

All victims, regardless of whether or not they reported a crime to the police (n=540), 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 (3%) of victims accessed any of the programs or services in Alberta for victims in 2011. Similar results were found in previous years (a range of 3% to 7%).

Chart 24

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



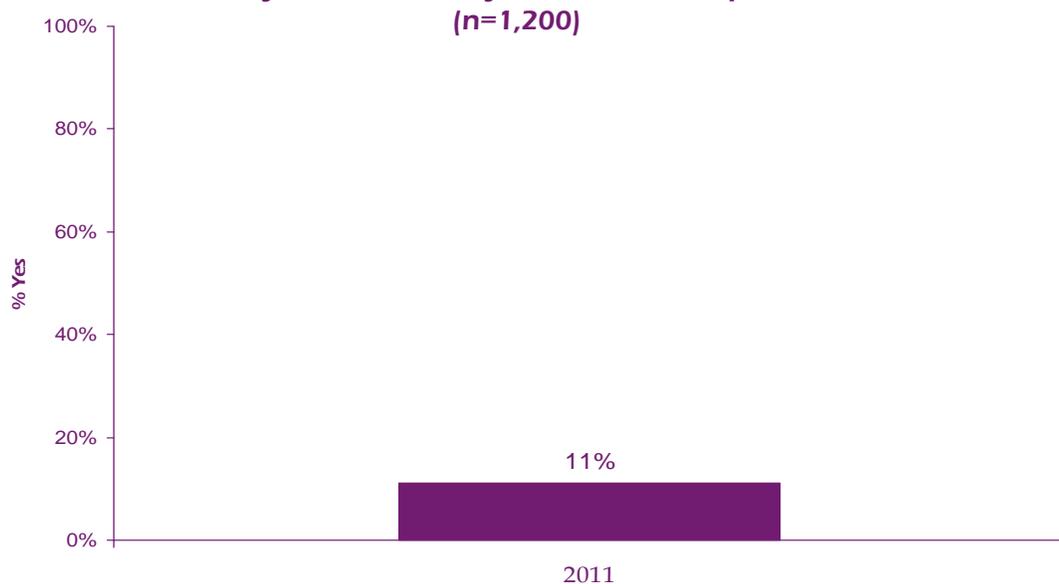
3.8 Restorative Justice

All respondents in 2011 were told that 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. They were then asked if, to their knowledge, there were any places or people within their community who use these practices.

As shown in Chart 25, 11% of respondents knew of such practices within their community.

Chart 25

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?



In 2011, a substantially larger proportion of the following knew about restorative justice practices:

- Respondents living in RCMP Service Areas (16%),
- Respondents living in smaller cities of northern Alberta (16%),
- Respondents living in rural areas of southern Alberta (19%), and
- Victims of crime (19%).

A substantially smaller proportion of the following knew about restorative justice practices:

- Respondents with high school education (6%).

Respondents who knew of restorative justice practices within their community (n=132) were asked where within their community these practices were used. Most frequently, respondents mentioned community leagues, services or centres (12%), in their town or city in general (12%), or through the police, law enforcement, or an institution (11%). Other responses are listed in Table 11.

Table 11

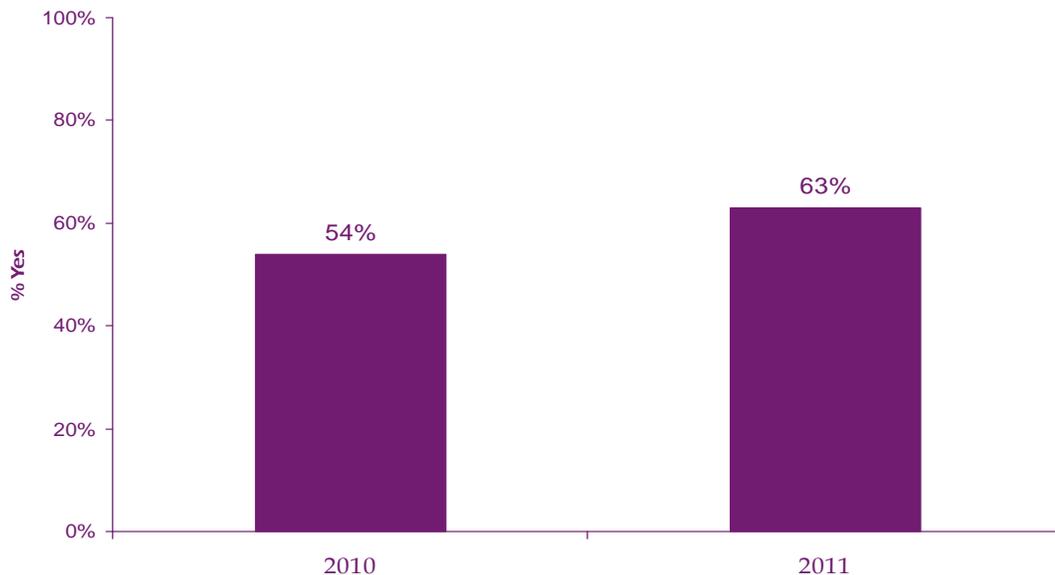
Where within your community do they use these practices?	
	Percent of Respondents who Know About use of Restorative Justice Practices (n=132)
Community league/ services/ centres	12
In my town/ city (unspecified)	12
Through police/ law enforcement/ an institution	11
On an informal/ individual basis (e.g. through a school, through a therapist)	7
Through services for youth/ young offenders (e.g. Radio House, youth justice committee, youth emergency shelter)	7
Local non-profit organization (e.g. food bank, thrift store, hospital, library)	6
Programs to rehabilitate offenders/ substance abusers (e.g. John Howard Society, Odyssey House, AA)	6
Alternative Measures program/ Local program that offers alternative to judicial proceedings	5
Through church/ Church program (e.g. Riseup Ministries)	3
Through victims' services	3
Through a First Nations community	2
Don't know / Not stated	30
<i>Total</i>	<i>104*</i>
<i>* Adds up to more than the number of respondents due to multiple mentions.</i>	

3.9 Crime Prevention

The majority (63%) of Albertans were aware that the Government of Alberta has crime prevention materials and information available online (up substantially from 54% in 2010). See Chart 26.

Chart 26

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



In 2011, awareness of crime prevention materials and information available online was substantially higher among:

- Respondents living in Edmonton (68%).

Awareness was substantially lower among:

- Respondents with less than high school education (58%), and
- Respondents who do not feel safe from crime when in their homes after dark (53%).

3.10 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 12, the majority of respondents (a range of 67% to 97%) agreed (strongly or somewhat) with all four statements. Almost all (97%) agreed that citizens have an important role in helping to prevent crime in their community.

Since 2009, there was a substantial increase in agreement with the statement “You are satisfied with the job being done by provincial correctional staff in supervising offenders in the community” (67% in 2011, up from 60% in 2009).

Table 12

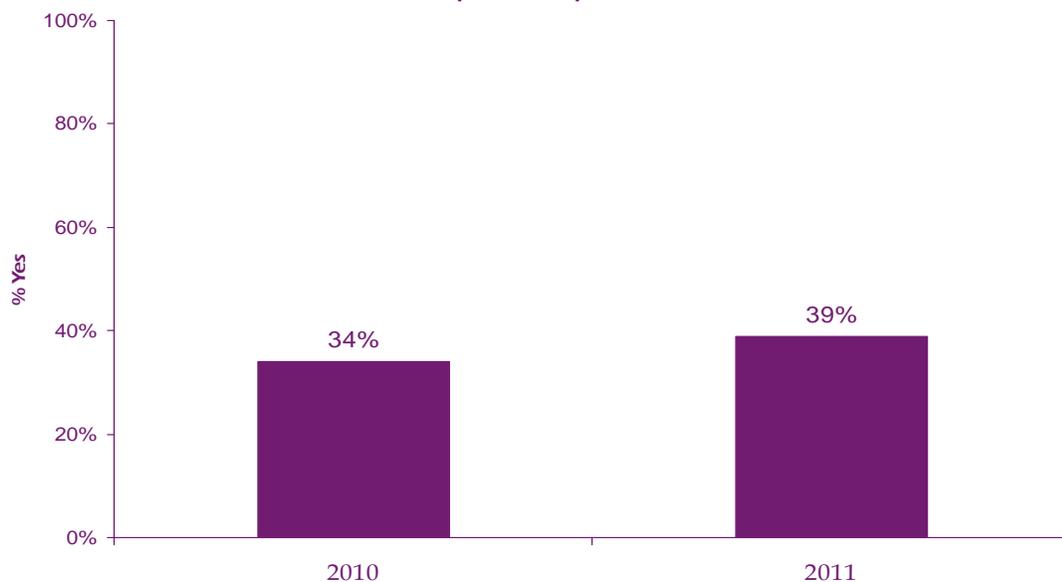
To what extent do you agree or disagree that ...?				
		Percent of Respondents (n=1,200)		
		Strongly or Somewhat Agree	Strongly or Somewhat Disagree	Don't Know/ Not Stated
Citizens have an important role in helping to prevent crime in their community	2009	96	4	1
	2010	98	2	-
	2011	97	2	-
You have respect for the job being done by correctional centre staff who supervise offenders being held in custody	2009	85	8	7
	2010	86	6	8
	2011	85	6	10
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
	2011	72	12	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
	2011	67	18	15
-' = Less than 0.5%				

3.11 Awareness and Usage of Selected Programs and Services

Thirty-nine percent (39%) of Albertans were aware of SCAN, the Safe Communities and Neighbourhoods Act, up substantially from 34% in 2010 (see Chart 27).

Chart 27

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)



In 2011, a substantially larger proportion of the following were aware of SCAN:

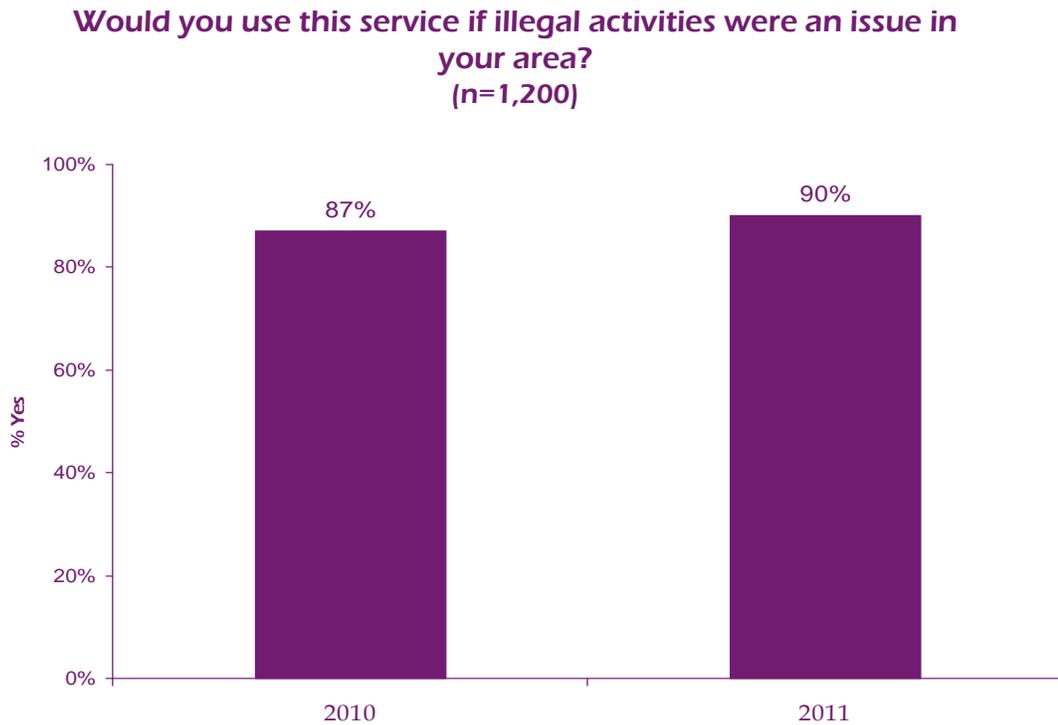
- Respondents living in Edmonton (45%),
- Respondents living in smaller cities of northern Alberta (46%),
- Respondents who are widowed, separated, or divorced (45%),
- Respondents 45 to 64 years of age (45%),
- Respondents 65 years of age or more (48%), and
- Respondents with less than high school education (44%).

A substantially smaller proportion of the following were aware of SCAN:

- Respondents living in smaller cities of southern Alberta (28%),
- Respondents living in rural areas of southern Alberta (30%), and
- Respondents 25 to 44 years of age (33%).

The vast majority of Albertans (90%) would use SCAN if illegal activities were an issue in their area, compared to 87% in 2010 (Chart 28).

Chart 28



In 2011, there were no substantially larger proportions that indicated they would use SCAN.

A substantially smaller proportion of the following indicated they would use SCAN:

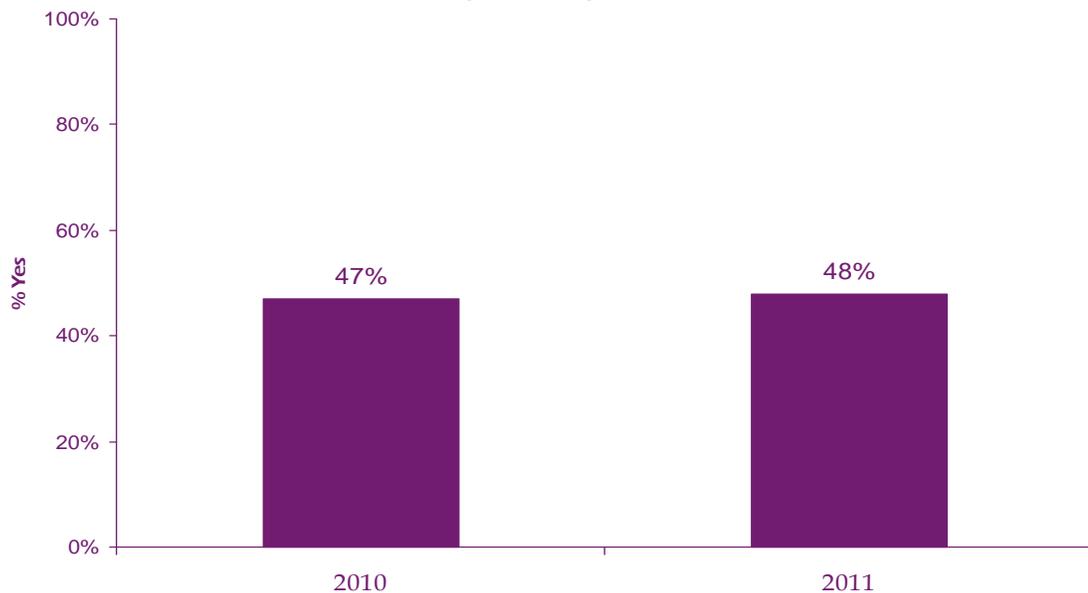
- Respondents who do not feel safe from crime when in their homes after dark (83%).

Almost half of Albertans (48%) were aware that Alberta has established a Law Enforcement Response Team called ALERT (compared to 47% in 2010). See Chart 29.

Chart 29

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)



In 2011, a substantially larger proportion of the following were aware of ALERT:

- Respondents living in smaller cities of northern Alberta (56%),
- Respondents who are widowed, separated, or divorced (56%),
- Respondents 45 to 64 years of age (55%),
- Respondents 65 years of age or more (55%),
- Respondents in households with an annual income of less than \$30,000 (55%), and
- Respondents with high school education (54%).

A substantially smaller proportion of the following were aware:

- Respondents living in Calgary (43%),
- Respondents who are single (37%),
- Respondents 18 to 24 years of age (38%),
- Respondents 25 to 44 years of age (43%),
- Respondents in households with an annual income of \$30,000 to less than \$60,000 (42%),
- Victims of crime (41%), and
- Respondents who do not feel safe from crime when in their homes after dark (41%).

APPENDIX A
SURVEY QUESTIONNAIRE

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**

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 **GO TO QUESTION 6**
9. (Not Stated) **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)

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)

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)

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)

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

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

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)

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)

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
IF NOT IN MUNICIPAL POLICE SERVICE AREA**

2. RCMP 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	63
	Female	18-34	136230	5.408217	64
	Male	35-54	169165	6.715708	82
	Female	35-54	166580	6.613086	80
	Male	55+	88190	3.501069	42
	Female	55+	99235	3.939546	47
2 - Edmonton	Male	18-34	102200	4.057254	46
	Female	18-34	100300	3.981826	48
	Male	35-54	110595	4.390529	54
	Female	35-54	110280	4.378023	54
	Male	55+	71945	2.856156	34
	Female	55+	85570	3.397057	42
3 - Smaller Cities North	Male	18-34	48370	1.920248	21
	Female	18-34	45160	1.792814	23
	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	11
	Female	55+	31545	1.25231	15
5 - Rural North	Male	18-34	54140	2.149313	26
	Female	18-34	52205	2.072495	26
	Male	35-54	77695	3.084426	37
	Female	35-54	75095	2.981208	37
	Male	55+	57160	2.269204	28
	Female	55+	56855	2.257096	28
6 - Rural South	Male	18-34	38640	1.533976	15
	Female	18-34	36920	1.465693	18
	Male	35-54	55705	2.211442	27
	Female	35-54	55660	2.209655	28
	Male	55+	40960	1.626078	20
	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	1,323
BU	Busy , call back in 15 minutes	180
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	348
CU	Call back unscheduled (as per our call back rules)	92
FM	Fax/Modem line	1,186
IT	Interviewer terminate/Impaired – interviewer terminates the survey due to abusive respondent or respondent’s incapability for completing the survey	6
LB	Language barrier – interviewer and respondent cannot communicate because of language difficulties or hearing problems	431
NA	No answer , hang up after 6 rings	2,473
NC	Number changed – either recorded message of the changed number or new number obtained from conversation. Enter new number when applicable	9
NE	Respondent not eligible – questionnaire specifications disqualify respondent	369
NS	Not in service/disconnected – recorded message informs that the number is not in service or has been disconnected	9,708
QF	Quota filled – used when various qualifiers have been met for the project	1,017
RF	Refusal – respondent refuses to participate in the survey	4,774
RT	Respondent terminate – respondent terminates the call before the survey is completed with or without a reason, and survey can not be completed	79
RU	Respondent unavailable for the duration of the project	84
VM	Voice mail	3,380
	TOTAL CALLS	26,659

Response Rate = $\frac{\# \text{ of Completed Interviews} + \text{Quota Full}}{\# \text{ of Completed Interviews} + \text{Refused} + \text{Respondent terminate} + \text{Interviewer terminate} + \text{Quota Full}}$
= 2,217/7,076 X 100% = 31%

Refusal Rate = $\frac{\# \text{ Refused} + \text{Respondent terminate} + \text{Interviewer terminate}}{\# \text{ of Completed Interviews} + \# \text{ Refused} + \text{Respondent terminate} + \text{Interviewer terminate} + \text{Quota Full}}$
= 4,859/4,773 X 100% = 69%

APPENDIX D

PROFILE OF RESPONDENTS

Profile of Respondents	
	Percent of Respondents (n=1,200)
Gender:	
Male	49
Female	51
Age (years):	
18 to 24	12
25 to 44	42
45 to 64	36
65 or more	11
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	5
Graduated from high school	19
Some college, technical or vocational	11
Graduated from college, vocational or trade school	24
Some university	6
Completed university (Bachelor's Degree)	25
Post-graduate degree (Master's Degree, Ph.D or doctorate)	9
Not stated	1
Annual Household Income:	
Less than \$20,000	5
\$20,000 to less than \$30,000	6
\$30,000 to less than \$40,000	7
\$40,000 to less than \$60,000	13
\$60,000 to less than \$80,000	13
\$80,000 to less than \$100,000	12
\$100,000 to less than \$120,000	9
\$120,000 or more	20
Not stated	14
Employment Status:	
Working full-time	60
Working part-time	12
Unemployed or looking for a job	3
Staying at home full-time	6
A student	5
Retired	14
Not stated	1

Profile of Respondents (Continued)	
	Percent of Respondents (n=1,200)
Own or Rent Home:	
Own	77
Rent	22
Other	1
Not stated	1
Marital Status:	
Single	21
Married or living together as a couple	66
Separated	3
Divorced	6
Widowed	4
Are you an aboriginal person, that is, Métis, Inuit or North American Indian?³	
Yes	4
<i>Aboriginal Persons Living on a Reserve or Settlement</i>	1
<i>Aboriginal Persons Not Living on a Reserve or Settlement</i>	4
No	96
Not stated	-
Police Region:	
Municipal Police Service Area	60
RCMP Service Area	40
<i>Note: "-" denotes less than 0.5%</i>	

³ 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.