

**ALBERTA SOLICITOR GENERAL AND  
PUBLIC SECURITY**

**2012  
- 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 Resinnova on behalf of Alberta Solicitor General and Public Security in January of 2012, were as follows:

### Confidence in Ministry and Ministry Programs and Services

- When asked to rate their confidence that eight types of services or programs are meeting the needs of Albertans, confidence was highest with policing services (88% had a lot or some confidence) and sheriff highway patrol services (83%). A majority had confidence in crime prevention programs (73%), Perimeter Sheriffs (69%), victims services (67%), offender custody services (60%), and offender community supervision services (55%). A minority of Albertans had confidence in offender rehabilitation programs (46%).
  - Since 2010, there has been a substantial (5 percentage points or more) increase in the percentage of Albertans who have confidence that offender custody services are meeting the needs of Albertans (from 54% in 2010, to 60% in 2012). There has also been a substantial increase since 2010 in the percentage of Albertans who have confidence in offender rehabilitation programs (from 40% in 2010, to 46% in 2012).
- Most Albertans (84%) said they have a lot or some confidence in Alberta Solicitor General and Public Security, up substantially from 2010 when 78% had confidence. There has been a large increase in confidence since 2009 (from 70% with a lot or some confidence in 2009, to 84% in 2012).

### Road Safety Programs and Services

- Almost all Albertans (95%) travel on Alberta's highways.
- Of those who travel on Alberta's highways, most (81%) agreed that the sheriff highway patrol services are making a positive difference on Alberta's highways. The 2012 results are similar to those in recent years (77% in 2011, and 80% in 2010).
- 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 82% to 95%). The most important actions were to promote public education and awareness (95% rated this as very or somewhat important) and provide more focus on impaired driving offences (94%).
  - Since 2010, there has been a substantial decrease in the importance of careless or distracted driving (from 97% very or somewhat important in 2010 and 2011, to 92% in 2012) as well as in the importance of speeding offences (from 88% very or somewhat important in 2010, to 83% in 2012).

### Satisfaction with Policing

- The vast majority of Albertans (86%) were very or somewhat satisfied with policing in Alberta over the past 12 months, up substantially from 81% in 2010.
  - Satisfaction with policing has been increasing each year since 2009 (from 78% very or somewhat satisfied in 2009, to 86% 2012). The percentage of Albertans who are very satisfied with policing has been increasing each year since 2008 (from 25% very satisfied in 2008, to 33% in 2012).

### 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 2010 and 94% in 2011.
  - Since 2009, there has been a substantial increase in the percentage who feel very safe (from 53% in 2009, to 59% in 2012).
- Most (82%) said they feel very or reasonably safe walking alone in their neighbourhood or area after dark, compared to 78% in 2010 and 82% in 2011.
  - The percentage of Albertans who feel very or reasonably safe has increased substantially since 2009 (82% in 2012, up from 73% in 2009). There has been a large increase since 2009 in the percentage of Albertans who feel very safe from crime when walking alone in their neighbourhood or area after dark (from 32% who felt very safe in 2009, to 42% in 2012).
- Thirty-five percent (35%) of Albertans said that crime in their neighbourhood is a very or somewhat serious problem, down substantially from 42% in 2010.
- Twenty-nine percent (29%) of Albertans felt that the amount of crime in their neighbourhood had increased over the last three years, compared to a range of 30% to 42% in previous years.

### Awareness of Victims Services

- The vast majority of Albertans (85%) were aware that services and programs are available in Alberta for victims of crime.

### 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, 20% of Albertans said they had been a victim of crime at least once in the past year, compared to 22% in 2011, and 23% in 2010, and returning to the level found in 2009 (20%). Among the 1,200 respondents who participated in

the 2011 survey conducted on behalf of Alberta Solicitor General and Public Security, 23% said they had been a victim of crime.

- When prompted with a list of specific crimes, an additional 17% 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 2012, about 39% of Albertans indicated they were a victim of crime in the past year (compared to a range of 37% to 45% in previous years).
- Albertans are most likely to have been a victim of vandalism (13%), or motor vehicle or parts theft (13%).
- A small minority of victims (5%) 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 the crime to the police.

### **Crime Victims' Views on Services**

- Of the victims who reported a crime to the police, two-thirds (67%) were very or somewhat satisfied with how the police handled their report, up substantially from 59% in 2009 and 62% in both 2010 and 2011.
- Of the 239 victims who reported a crime to the police, almost all (97%) agreed (strongly or somewhat) that the police had a professional manner (a large increase from 86% in 2009). A majority agreed that the police had an adequate response time (64%) and spent in-person time with them (61%). Less than half agreed that the police:
  - Gave them advice on crime prevention (39%),
  - Provided updates on their follow-up investigations (31%, up from 25% in 2011),
  - Gave them information on victims programs (24%, up from 17% in 2010 and 2011),
  - Referred them to other agencies for help (21%, up from 15% in 2010 and 2011), and
  - Laid a charge in their case (14%).
- In cases where a charge was not laid, just under half (45%) of these victims received an explanation from the police as to why, up substantially from 39% in 2010 and down somewhat from 2011 (49%).
- Of those who reported a crime to the police, 17% were referred by the police to victims' services, up substantially from 11% in 2010 and 12% in 2011. 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

Thirty percent (30%) of Albertans indicated they knew of restorative justice situations in which offenders and victims were encouraged to meet or offenders were provided the opportunity to make amends.

## Crime Prevention

- The vast majority (a range 85% to 99%) of Albertans agreed that various crime prevention measures that would take place for a year or years were effective.
  - Since 2010, there was a substantial increase in the percentage who believed that alcohol and drug awareness programs are an effective way to prevent crime (from 80% in 2010, to 86% in 2012).

## Corrections System

- Most Albertans (a range of 68% to 87%) agreed with three statements related to the corrections system in Alberta. Since 2009, there were substantial increases in agreement with two statements:
  - “You are satisfied with the job being done by Alberta correctional staff in operating provincial correctional centres” (79% in 2012, up from 68% in 2009); and
  - “You are satisfied with the job being done by Alberta correctional staff in supervising offenders in the community” (68% in 2012, up from 60% in 2009).
- Approximately half (47%) of Albertans felt very (8%) or somewhat (38%) informed regarding the correctional services and programs provided by the Government of Alberta.
- Approximately half (49%) of Albertans would like to know more about correctional services and programs provided by the Government of Alberta.
- Among those who would like to know more about correctional services and programs provided by the Government of Alberta, the vast majority would like to be better informed about supervision of offenders in their community (94%), and young offender centres (87%), and 79% would also like to know about adult corrections centres.
- The preferred means of communication among those who would like to know more about correctional services and programs provided by the Government of Alberta (n=591) is television (86%). Most also deemed it appropriate to communicate via internet websites (82%), radio (78%), and pamphlets (71%).
- The vast majority (92%) of Albertans agreed that opportunities to participate in employment readiness, education or treatment should be provided to offenders, and three-quarters (75%) agreed that most offenders can be rehabilitated.

## 1.0 INTRODUCTION

In December and January 2012, 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. Since 2009 another annual survey was solely commissioned by Alberta Justice. Both annual surveys include a few questions that are of interest to both departments.

The results of the 2012 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. Resinova 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, Resinova 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 2012 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 2012 survey is provided in Appendix C.

## **2.3 Phase 3: Analysis and Reporting**

Responses to each open-ended question were 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 2012 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 2012 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 eight types of services or programs provided by Alberta Solicitor General and Public Security in meeting the needs of Albertans. See Table 1.

Policing services (88%) and sheriff highway patrol services (83%) received the highest confidence ratings (some or a lot of confidence).

A majority (a range of 55% to 73%) of Albertans also indicated that they have confidence in:

- Crime prevention programs (73%),
- Perimeter Sheriffs, that is, those who provide security at court houses (69%),
- Victims services (67%),
- Offender custody services (60%), and
- Offender community supervision services (55%).

Less than half of Albertans were confident in offender rehabilitation programs (46%).

Since 2010, there has been a substantial (5 percentage points or more) increase in the percentage of Albertans who have confidence that offender custody services are meeting the needs of Albertans (from 54% in 2010, to 60% in 2012). There has also been a substantial increase since 2010 in the percentage of Albertans who have confidence in offender rehabilitation programs (from 40% in 2010, to 46% in 2012).

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	2010	84	15	1
	2011	86	13	1
	<b>2012</b>	<b>88</b>	<b>11</b>	<b>1</b>
Sheriff highway patrol services	2010	78	13	9
	2011	79	14	8
	<b>2012</b>	<b>83</b>	<b>11</b>	<b>6</b>
Crime prevention programs	2010	70	25	5
	2011	72	24	4
	<b>2012</b>	<b>73</b>	<b>23</b>	<b>5</b>
Perimeter Sheriffs, that is, those who provide security at court houses	2010	NA	NA	NA
	2011	NA	NA	NA
	<b>2012</b>	<b>69</b>	<b>5</b>	<b>26</b>
Victims services	2010	64	21	16
	2011	65	20	16
	<b>2012</b>	<b>67</b>	<b>17</b>	<b>16</b>
Offender custody services	2010	54	26	20
	2011	59	23	18
	<b>2012</b>	<b>60</b>	<b>18</b>	<b>22</b>
Offender community supervision services	2010	51	31	18
	2011	52	28	20
	<b>2012</b>	<b>55</b>	<b>26</b>	<b>19</b>
Offender rehabilitation programs	2010	40	47	13
	2011	44	42	14
	<b>2012</b>	<b>46</b>	<b>40</b>	<b>15</b>
NA=Not asked				

### 3.1.2 Confidence in Alberta Solicitor General and Public Security

After rating their confidence in eight 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 (84%) Albertans indicated they have confidence in Solicitor General and Public Security over the past 12 months, including 22% who had a lot of confidence and 62% who had some confidence. Eleven percent (11%) had very little confidence, and 1% had no confidence at all. Four percent (4%) did not provide a response to the question.

**Chart 1**

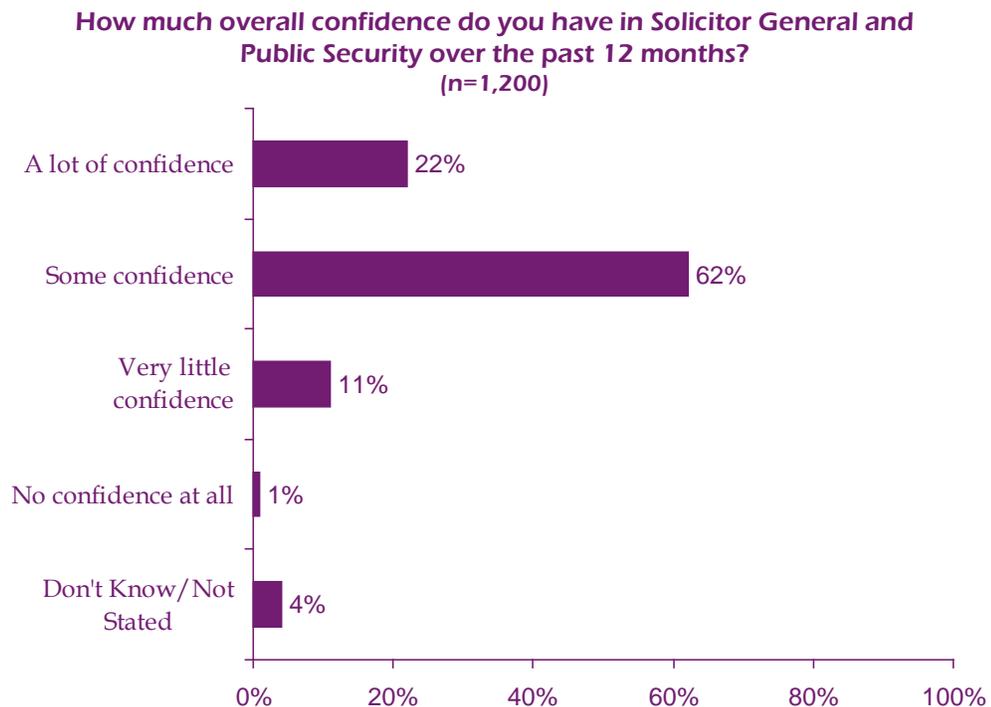
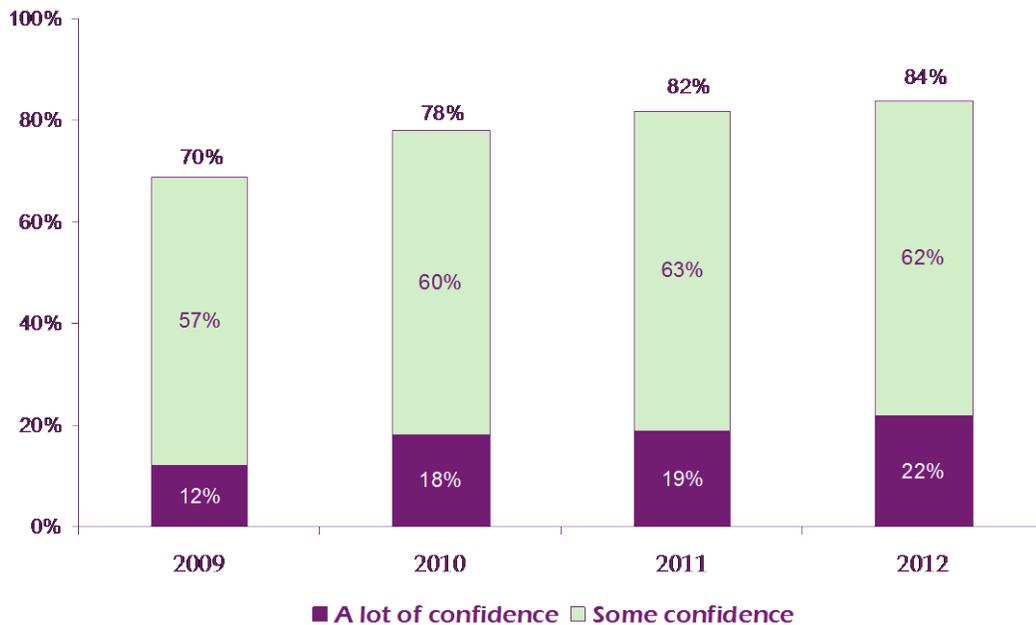


Chart 2 shows that there has been a large increase in overall confidence in Solicitor General and Public Security since 2009, (from 70% with a lot or some confidence in 2009, to 84% in 2012).

## Chart 2

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



Upon reviewing the 2012 detailed tables of results, confidence was substantially higher among:

- Respondents with university education (89%).

Confidence was substantially lower among the following subgroups:

- Respondents living in rural areas of northern Alberta (79%),
- Respondents in households with an annual income of less than \$30,000 (77%),
- Respondents with less than high school education (77%),
- Victims of crime (79%), and
- Respondents who do not feel safe from crime when in their homes after dark (68%).

## 3.2 Road Safety Programs and Services

Respondents were then asked if they ever travel on Alberta's highways, and those who do (95% of Albertans, n=1,134) were asked several questions relating to road safety in Alberta.

### 3.2.1 Agreement that Sheriff Highway Patrol Services Are Making a Difference

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 (81%) of those who travel on Alberta's highways agreed, including 31% who strongly agreed and 50% who somewhat agreed. Ten percent (10%) somewhat disagreed with this statement, and 5% strongly disagreed. Three percent (3%) did not provide a response (Chart 3).

#### Chart 3

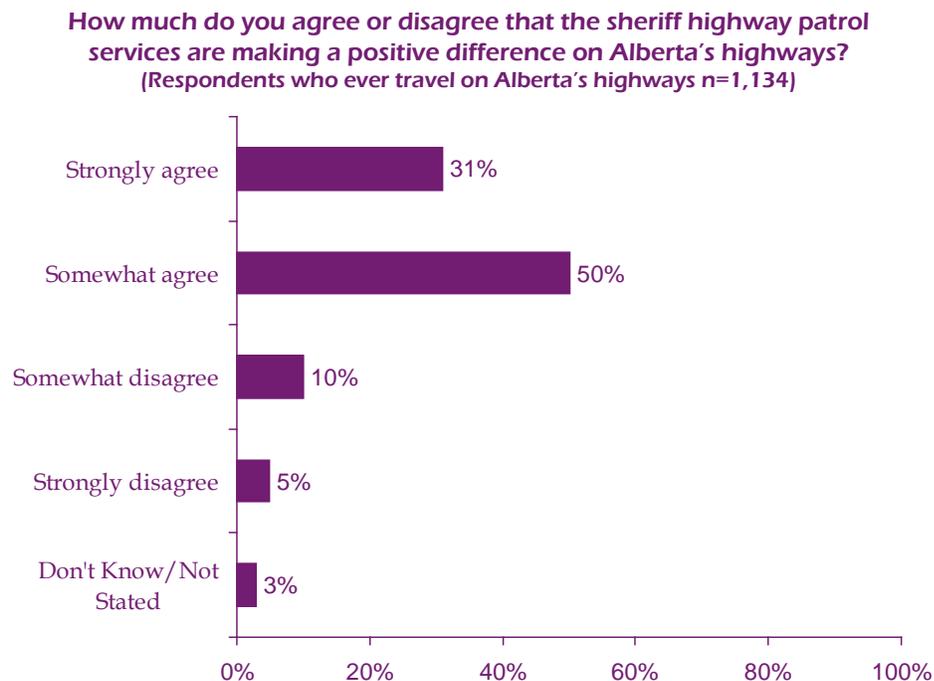
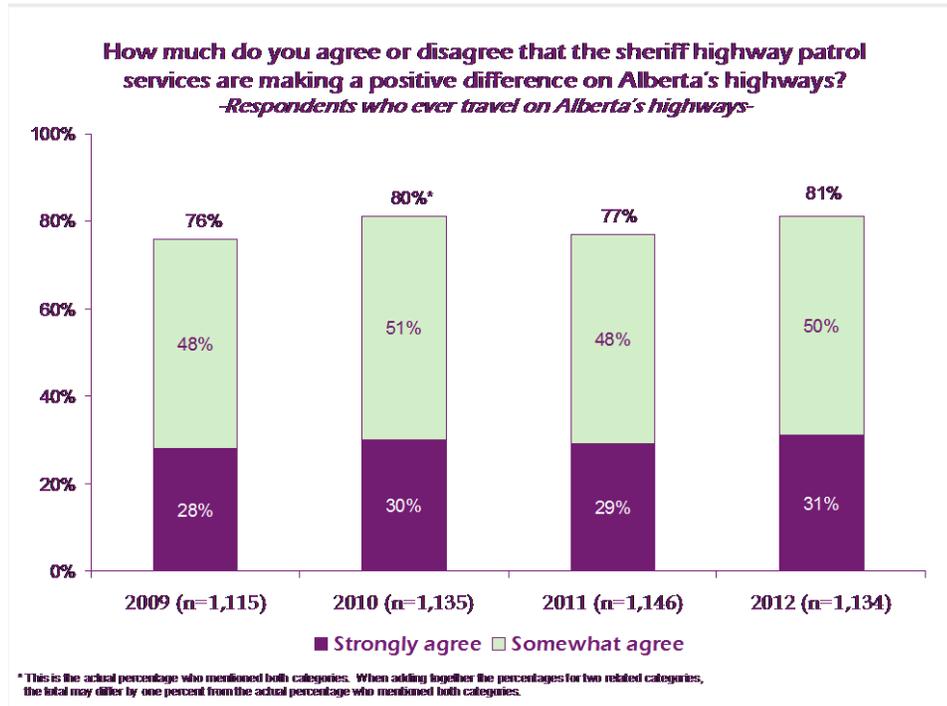


Chart 4 shows that the level of agreement (strongly or somewhat agree ratings) is similar in recent years (81% agreed in 2012, compared to 77% agreed in 2011, and 80% in 2010).

**Chart 4**



### **3.2.2 Importance of Actions to Promote Road Safety in Alberta**

Respondents who travel on Alberta's highways (n=1,134) 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 promoting public education and awareness (95%), providing more focus on impaired driving offences (94%), and providing more focus on careless or distracted driving (92%), to further promote road safety in Alberta.

The vast majority also rated providing more focus on vehicle safety equipment offences (88%) as important.

Most said it is important to provide more focus on speeding offences (83%) and to increase the number of law enforcement personnel on the roads (82%). See Table 2.

Since 2010, there has been a substantial decrease in the importance of careless or distracted driving (from 97% very or somewhat important in 2010 and 2011, to 92% in 2012) as well as in the importance of speeding offences (from 88% very or somewhat important in 2010, to 83% in 2012).

**Table 2**

<b>How important is it to...?</b>				
	<b>Percent of Respondents Who Ever Travel on Alberta's Highways (2012 n = 1,134; 2011 n=1,146; 2010 n=1,135)</b>			
		<b>Very or somewhat important</b>	<b>Not very or not at all important</b>	<b>Don't Know/ Not Stated</b>
Promote public education and awareness	2010	94	5	1
	2011	94	5	-
	<b>2012</b>	<b>95</b>	<b>4</b>	<b>1</b>
Provide more focus on impaired driving offences	2010	NA	NA	NA
	2011	NA	NA	NA
	<b>2012</b>	<b>94</b>	<b>5</b>	<b>1</b>
Provide more focus on careless or distracted driving	2010	97	2	-
	2011	97	3	-
	<b>2012</b>	<b>92</b>	<b>7</b>	<b>1</b>
Provide more focus on vehicle safety equipment offences	2010	87	11	2
	2011	88	9	3
	<b>2012</b>	<b>88</b>	<b>9</b>	<b>3</b>
Provide more focus on speeding offences	2010	88	11	1
	2011	86	13	-
	<b>2012</b>	<b>83</b>	<b>16</b>	<b>-</b>
Increase the number of law enforcement personnel on the roads	2010	83	16	1
	2011	83	16	1
	<b>2012</b>	<b>82</b>	<b>16</b>	<b>2</b>
NA= Not asked "-"= 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 (86%) were satisfied with policing in Alberta, including 33% who were very satisfied and 53% who were somewhat satisfied. Nine percent (9%) of Albertans were somewhat dissatisfied and 3% were very dissatisfied. See Chart 5.

**Chart 5**

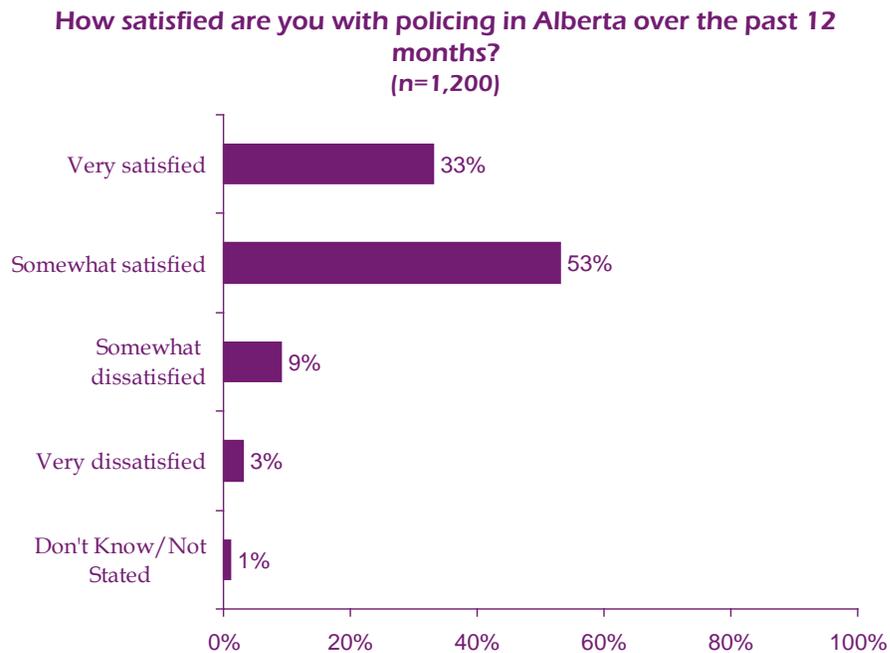
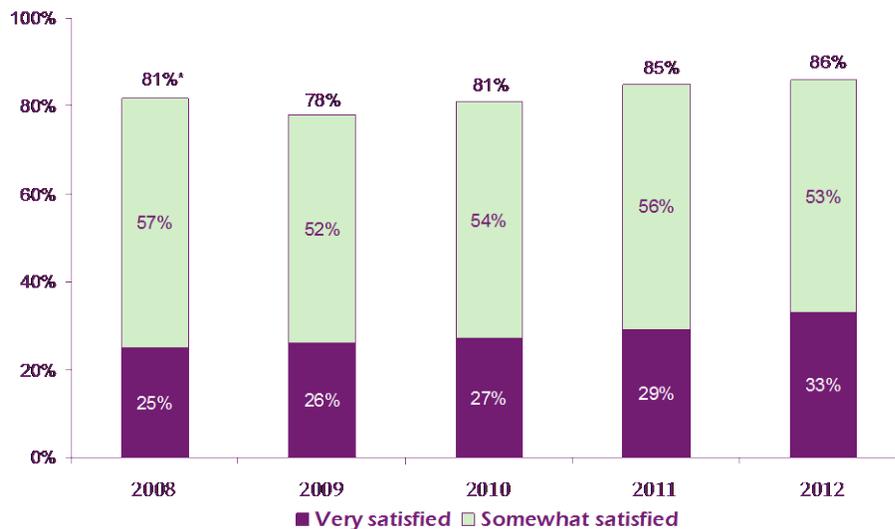


Chart 6 shows that satisfaction (very or somewhat satisfied ratings) with policing in Alberta has increased substantially since 2010 (86% satisfied in 2012, up from 81% in 2010). Satisfaction with policing has been increasing each year since 2009 (from 78% very or somewhat satisfied in 2009, to 86% 2012). The percentage of Albertans who are very satisfied with policing has been increasing each year since 2008 (from 25% very satisfied in 2008, to 33% in 2012).

## Chart 6

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



\* 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.

Satisfaction was substantially higher among:

- Respondents 65 years of age or older (94%).

Satisfaction was substantially lower among the following subgroups:

- Respondents living in Edmonton (81%),
- Respondents living in smaller cities in southern Alberta (81%),
- Respondents with less than high school education (79%),
- Victims of crime (79%), and
- Respondents who do not feel safe from crime when in their homes after dark (61%).

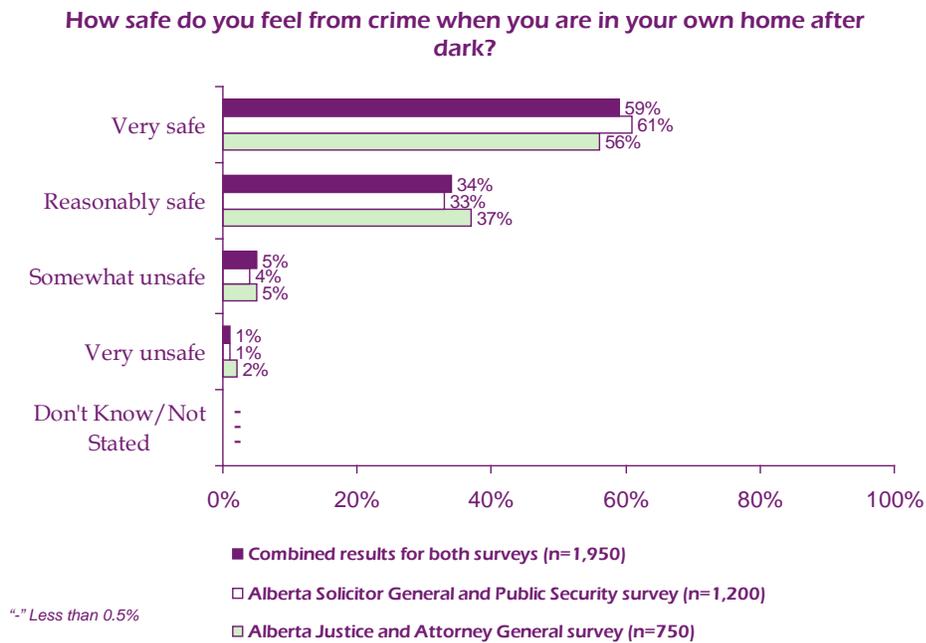
### 3.4 Public Perceptions of Safety from Crime

#### 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 December of 2011 and January of 2012.

The combined results of both surveys show that the vast majority of Albertans (94%)<sup>1</sup> said they feel very safe (59%) or reasonably safe (34%) in their own home after dark. A smaller percentage said they feel somewhat unsafe (5%) or very unsafe (1%). See Chart 7.

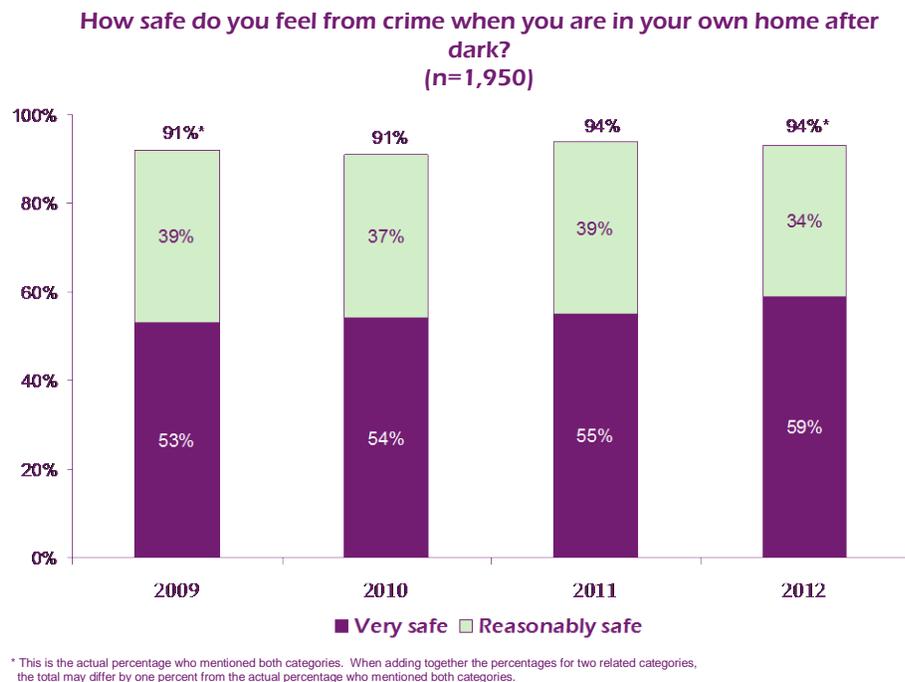
**Chart 7**



<sup>1</sup> 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 8 shows that the percentage of Albertans who felt very or reasonably safe in their own home after dark was 94%<sup>1</sup> in 2012, compared with 94% in 2011 and 91% in 2010 and 2009. Since 2009, there has been a substantial increase in the percentage of Albertans who feel very safe from crime when they are in their own home after dark (from 53% who felt very safe in 2009, to 59% in 2012).

## Chart 8



In 2012, there were no subgroups of respondents with substantially higher perceived safety in their home.

Perceived safety was substantially lower among:

- Respondents with less than high school education (87%), and
- Victims of crime (89%).

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<sup>1</sup> 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

Respondents who indicated they do not feel safe from crime when they are in their home after dark (n=69) were asked to provide the main reason they do not feel safe. The most frequent responses related to a high or increasing amount of crime in the area (36%), and a fear of criminals (25%). Other frequent responses were that there was a lack of police presence or effectiveness (19%), they were victimized in the past (19%), and that they just generally feel unsafe (12%). Less frequently mentioned reasons are listed in Table 3.

**Table 3**

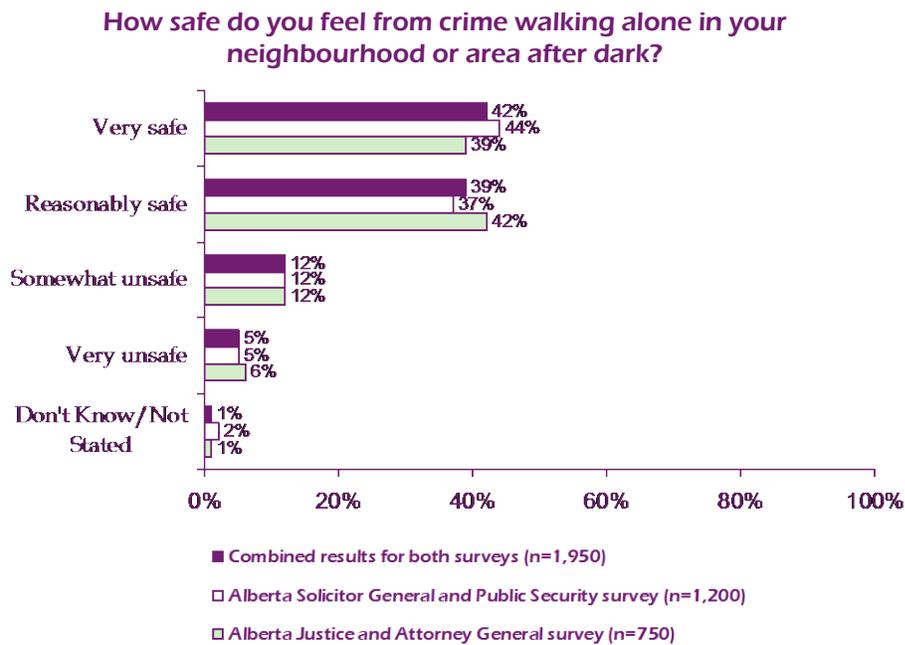
<b>What is the main reason you do not feel safe from crime when you are in your home after dark?</b>	
	<b>Percent of Respondents (n=69)</b>
Live in a high crime area / Crime rate has increased	36
Scared of criminals and perpetrators in the area / Feel vulnerable	25
Police are not visible enough / too slow to respond / didn't come / have poor attitudes	19
Have been a victim of crime in the past	19
Generally just feel unsafe / The unknown	12
Reports about crime in the media / newspapers	3
Law will not protect me if I take action	1
Don't know / Not stated	1
<i>Total</i>	116*
<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 December 2011 and January of 2012.

The combined results show that most Albertans (82%)<sup>1</sup> said they feel very (42%) or reasonably (39%) 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.

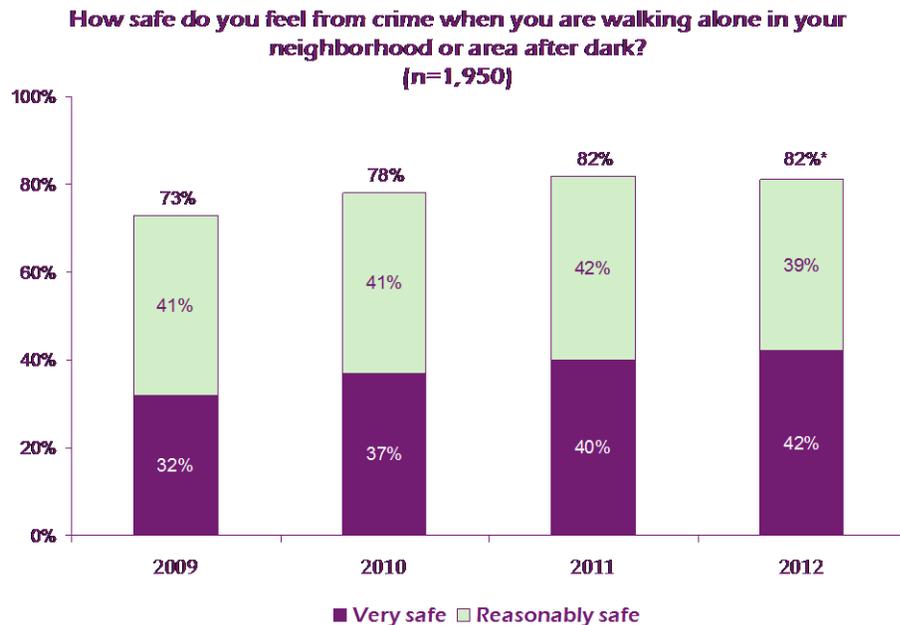
**Chart 9**



<sup>1</sup> 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 10 shows that most (82%)<sup>1</sup> Albertans feel very or reasonably safe when walking alone in their neighbourhood or area after dark in 2012. The percentage of Albertans who feel very or reasonably safe has increased substantially since 2009 (82%<sup>2</sup> in 2012, up from 73% in 2009). There has also been a substantial increase since 2009 in the percentage of Albertans who feel very safe from crime when walking alone in their neighbourhood or area after dark (from 32% who felt very safe in 2009, to 42% in 2012).

## Chart 10



\* 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.

The following subgroups of Albertans had substantially higher perceived safety in their neighbourhood or area:

- Respondents living in RCMP service areas (86%),
- Respondents living in smaller cities in northern Alberta (88%),
- Respondents living in rural areas in southern Alberta (86%),
- Males (89%),
- Respondents in households with an annual income of \$100,000 or more (90%),
- Respondents with university education (86%), and
- Respondents who feel very safe from crime when in their homes after dark (92%).

<sup>1</sup> 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

<sup>2</sup> 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

Perceived safety was substantially lower among:

- Respondents living in Edmonton (71%),
- Females (74%),
- Respondents who are widowed, separated or divorced (73%),
- Respondents 65 years of age or older (71%),
- Respondents in households with an annual income of less than \$30,000 (70%),
- Respondents with less than high school education (61%),
- Victims of crime (75%), and
- Respondents who feel reasonably safe (71%) or who do not feel safe (33%) from crime when in their homes after dark.

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 (56%), the high or increasing amount of crime in the area (24%), and that there was a lack of police presence or effectiveness (13%). Less frequently mentioned reasons are listed below.

**Table 4**

<b>What is the main reason you do not feel safe from crime when walking alone in your neighbourhood or area after dark?</b>	
	<b>Percent of Respondents (n=201)</b>
Scared of criminals and perpetrators in the area / Feel vulnerable	56
Live in a high crime area / Crime rate has increased	24
Police are not visible enough / too slow to respond / didn't come / have poor attitudes	13
Generally just feel unsafe / The unknown	8
Poor lighting / Too dark outside	7
Reports about crime in the media / newspapers	5
Have been a victim of crime in the past	2
Isolated neighborhood / No one around	2
Don't know / Not stated	4
<i>Total</i>	121*
<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-five percent (35%) of Albertans said that crime in their neighbourhood is a very (6%) or somewhat (29%) serious problem, as shown in Chart 11. Forty-five percent (45%) said it is not very serious, and 19% said it is not at all serious.

**Chart 11**

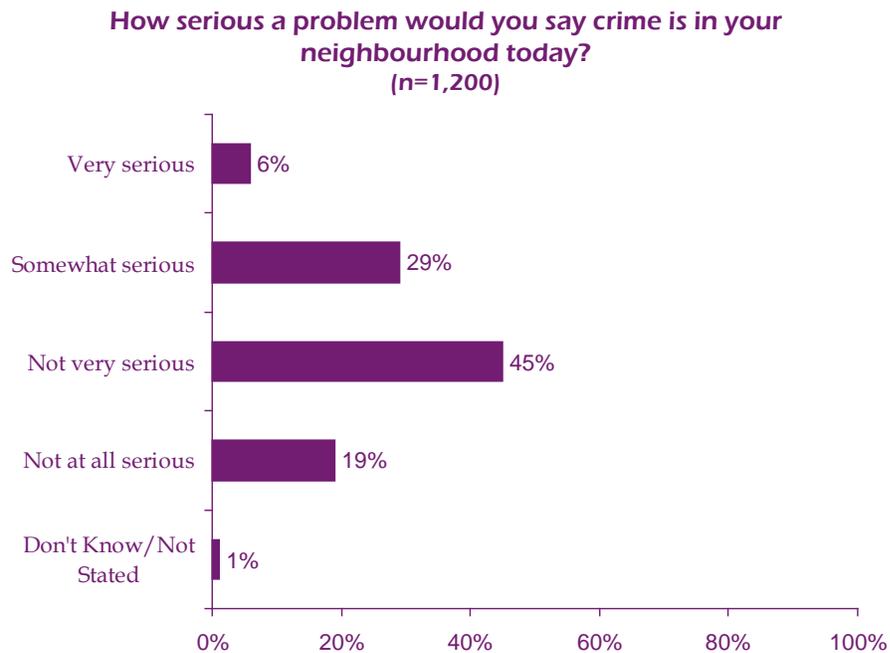


Chart 12 shows a decreasing trend since 2010 in the percentage of Albertans who felt that the amount of crime in their neighbourhood was very or somewhat serious (42% in 2010, down to 37% in 2011, and 35% in 2012).

## Chart 12

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



\* 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.

In 2012, substantially larger proportions of the following subgroups said that crime in their neighbourhood is a very or somewhat serious problem:

- Respondents living in Edmonton (41%),
- Respondents who are widowed, separated or divorced (41%),
- Respondents 45 to 64 years of age (40%),
- Respondents with less than high school education (46%),
- Respondents in households with an annual income of less than \$30,000 (46%),
- Respondents with less than high school education (55%) or high school education (41%),
- Victims of crime (54%), and
- Respondents who feel reasonably safe (47%) or who do not feel safe (88%) from crime when in their homes after dark.

Substantially smaller proportions of the following subgroups said that crime in their neighbourhood is a very or somewhat serious problem:

- Respondents 18 to 24 years of age (21%),
- Respondents in households with an annual income of \$100,000 or more (28%),
- Respondents with university education (29%),

- Respondents who were not victims of crime (30%), 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.

Twenty-nine percent (29%) of Albertans felt that the amount of crime in their neighbourhood had increased over the last three years, including 6% who felt it had increased substantially and another 23% who felt it had increased somewhat. Fifty-five percent (55%) felt it had remained the same, while 10% felt it had decreased either somewhat (8%) or substantially (2%). Six percent (6%) did not respond to the question. See Chart 13.

### Chart 13

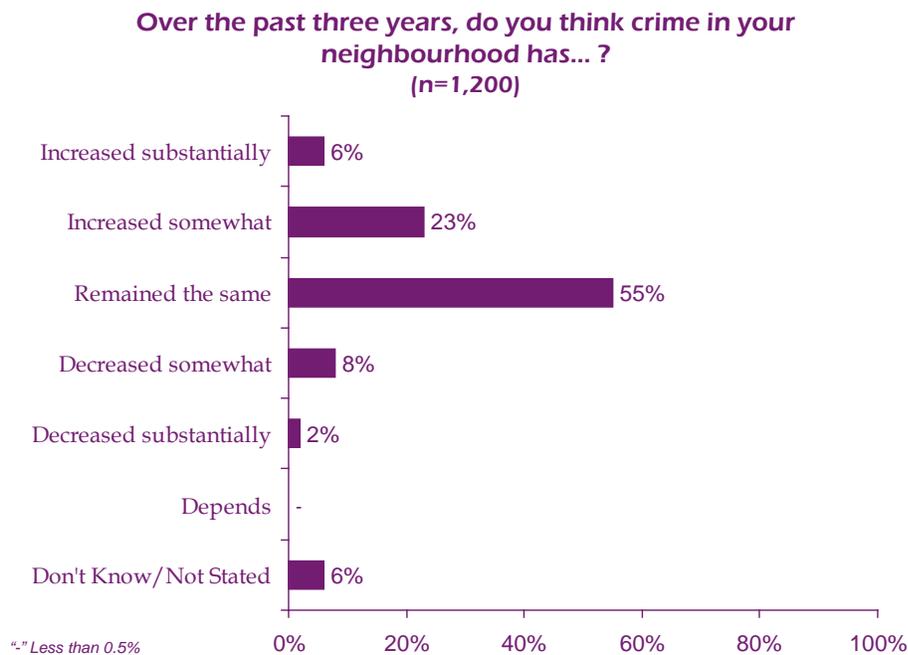
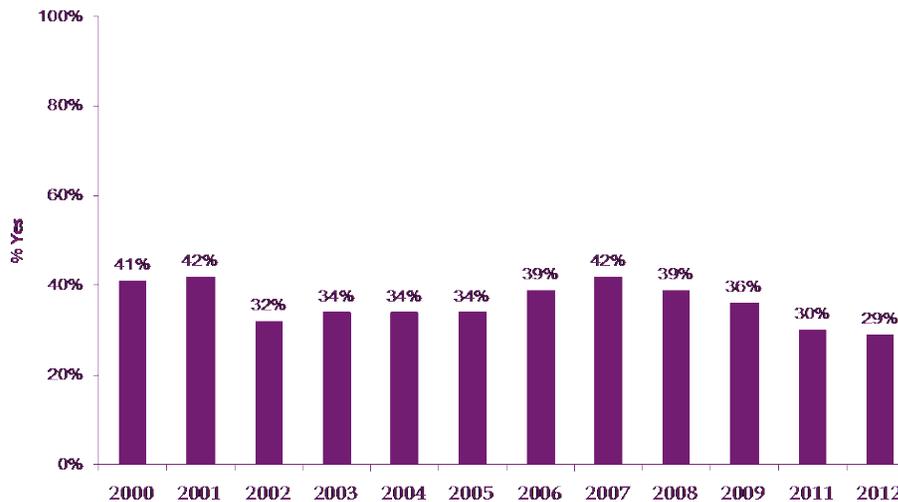


Chart 14 shows the percentage of Albertans who felt that the amount of crime in their neighbourhood has increased over the last three years. In 2012 the level of agreement was the lowest it has been to date (29% in 2012, compared to a range of 30% to 42% in previous years). This question was not asked in 2010.

## Chart 14

**Percent of Albertans Who Feel that the Amount of Crime in Their Neighbourhood Has Increased Over the Last Three Years (2000 to 2007 n=750, 2008 to 2012 n=1,200)**



In 2012, substantially larger proportions felt that crime in their neighbourhood has increased (either somewhat or substantially) among:

- Respondents who are single (34%),
- Respondents with less than high school education (37%),
- Victims of crime (45%), and
- Respondents who feel reasonably safe (35%) or who do not feel safe (64%) from crime when in their homes after dark.

Substantially smaller proportions felt that crime in their neighbourhood has increased among:

- Respondents 65 years of age or older (23%),
- Respondents who were not victims of crime (24%), and
- Respondents who feel very safe from crime when in their homes after dark (22%).

All respondents (n=1,200) 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 45% of Albertans).

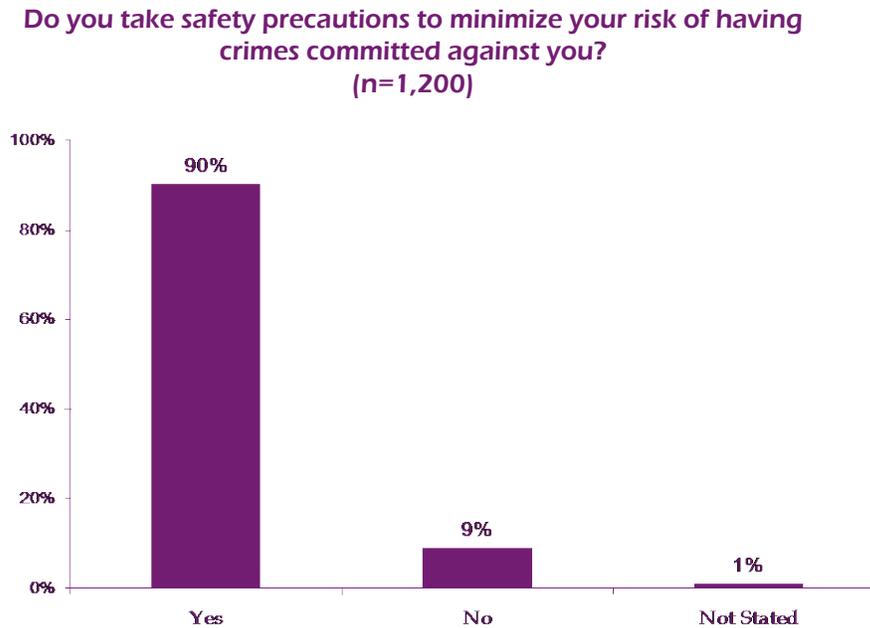
**Table 5**

<b>What are the top three things that influence how safe you feel within your neighbourhood?</b>	
	<b>Percent of Respondents (n=1,200)</b>
Police/ Security presence/ response	45
Street lighting	23
How well you know your neighbours / neighbourhood	21
Neighbourhood location / geography (rural, downtown, hard to access, cul-de-sac, etc.)/ Sparsely populated/ Small community	19
Community involvement/ Neighbourhood watch	17
Neighborhood makeup (class level / ethnicities / family-oriented) / Good neighborhood etc.	17
Home security (alarm, locks, dogs, etc.)	12
Amount of crime in the area	10
Amount of general activity in the area / High or Low traffic	9
Amount of gang activity (e.g. drugs) / teenagers in the area	5
Personal security (don't go out at night, carry pepper spray, etc.)	5
Amount of homeless / drunk people in the area	3
Amount of people speeding / committing driving offences in the area	3
Extent to which criminals are punished / sentenced	2
Media reports on crime	2
Don't know/Not stated	11
<i>Total</i>	204*
<i>* Adds up to more than 100% due to multiple mentions.</i>	

### 3.4.5 Incidence of Taking Safety Precautions to Minimize Risk of Crime

The vast majority (90%) of respondents indicated they take safety precautions to minimize their risk of having crimes committed against them, while 9% do not (Chart 15).

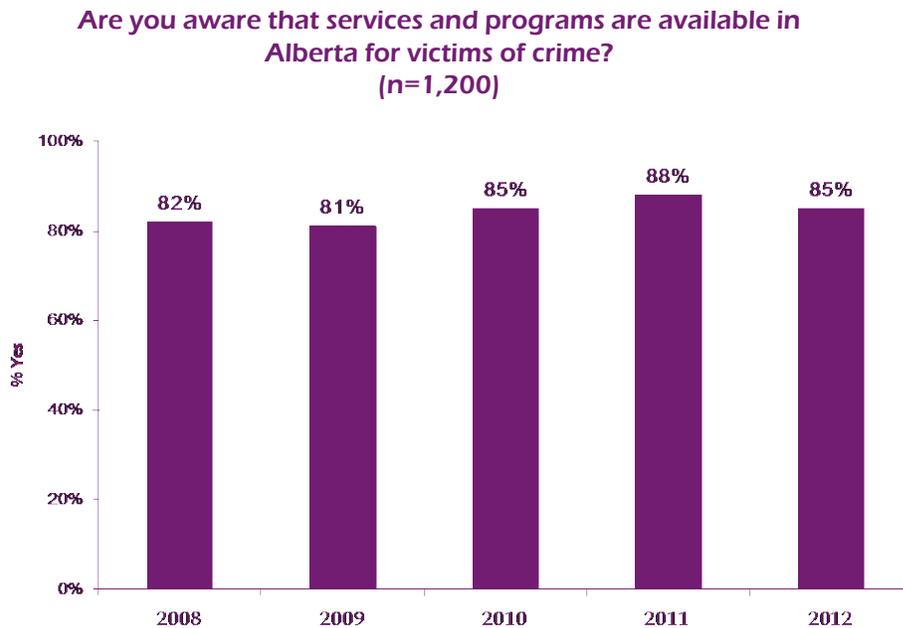
**Chart 15**



### 3.5 Awareness of Victims Services

The vast majority (85%) of respondents were aware that services and programs are available in Alberta for victims of crime, compared to 88% in 2011, and 85% in 2010 (Chart 16).

**Chart 16**



In 2012, awareness of victims services and programs was substantially higher among:

- Females (90%).

Awareness was substantially lower among the following subgroups:

- Males (80%), and
- Respondents with less than high school education (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 December 2011, and January of 2012. The combined results show that 20% of Albertans were a victim of crime in the past year. See Chart 17.

**Chart 17**

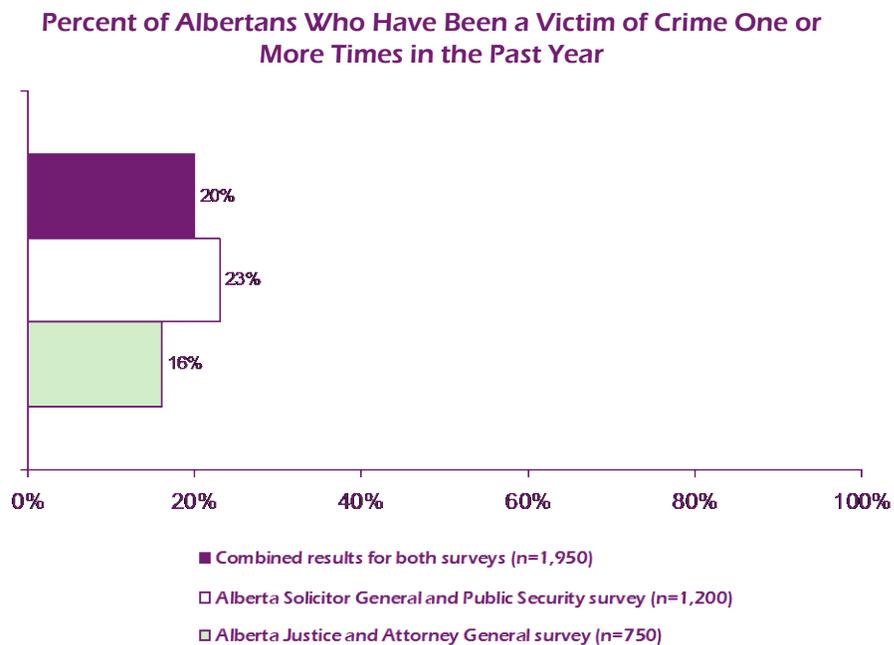
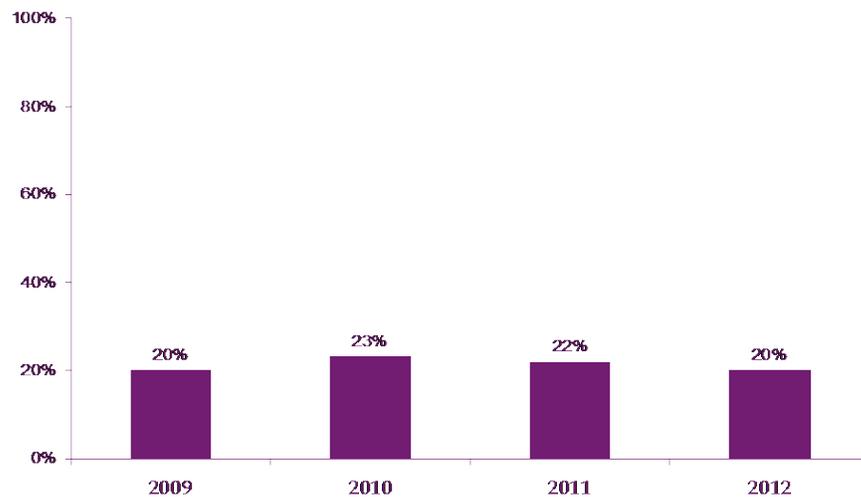


Chart 18 shows that, in 2012, the percentage of Albertans who said they were a victim of crime at least once in the past year is down somewhat when compared to 2010 and 2011 (20% in 2012, compared to 22% in 2011, and 23% in 2010), returning to the level found in 2009 (20%).

## Chart 18

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 2012 survey conducted on behalf of Alberta Solicitor General and Public Security, substantially higher 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 23%:

- Respondents 18 to 24 years of age (29%), and
- Respondents who feel reasonably safe (28%) or who do not feel safe (45%) from crime when in their homes after dark.

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

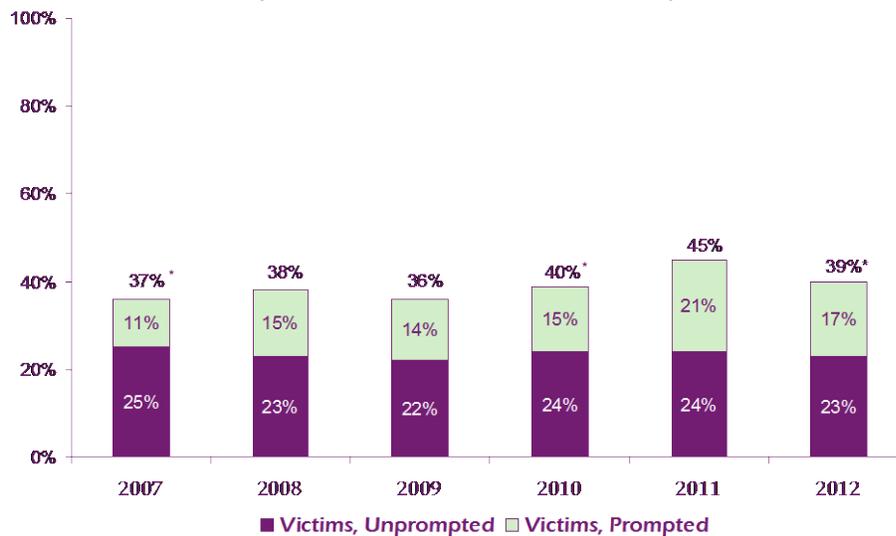
- Respondents 65 years of age or older (12%),
- Respondents with less than high school education (18%), and
- Respondents who feel very safe from crime when in their homes after dark (18%).

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 23% of the 1,200 respondents who had already said they were a victim, another 17% of respondents said they had been victims of a crime, when prompted, for a total of 39%<sup>1</sup> of Albertans. The total percentage of prompted and unprompted victims decreased substantially from 2011 to 2012 (39%<sup>2</sup> in 2012, down from 45% in 2011), returning to a level that is similar to previous years (2007 to 2010). See in Chart 19.

## Chart 19

**Percent of Albertans Who Were Victims of Crime, Both Unprompted and Prompted**  
(2007 n=750, 2008 to 2012 n=1,200)



\* 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.

<sup>1</sup> 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

<sup>2</sup> 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 6 shows Albertans are most likely to have been a victim of vandalism or motor vehicle or parts theft (13% each), followed by theft of personal property (11%) or household property (10%). 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	2010	13	214
	2011	17	294
	<b>2012</b>	<b>13</b>	<b>225</b>
Motor vehicle or parts theft	2010	12	197
	2011	13	204
	<b>2012</b>	<b>13</b>	<b>248</b>
Theft of personal property	2010	12	226
	2011	13	226
	<b>2012</b>	<b>11</b>	<b>208</b>
Theft of household property	2010	9	144
	2011	11	168
	<b>2012</b>	<b>10</b>	<b>162</b>
Break and enter	2010	6	103
	2011	9	159
	<b>2012</b>	<b>8</b>	<b>129</b>
Identity theft	2010	5	81
	2011	8	124
	<b>2012</b>	<b>7</b>	<b>104</b>
Robbery	2010	6	105
	2011	7	108
	<b>2012</b>	<b>5</b>	<b>85</b>

**Table 6 (Continued)**

<b>In the past year, how many times were you a victim of ...?</b>			
		<b>Percent of All 1,200 Respondents Who Were a Victim One or More Times</b>	<b>Total Incidents of Crime Among All 1,200 Respondents</b>
Assault or sexual assault	2010	4	84
	2011	4	109
	<b>2012</b>	<b>4</b>	<b>106</b>
Other	2010	6	138
	2011	7	256
	<b>2012</b>	<b>6</b>	<b>230</b>
<i>Any Crime</i>	2010	40	1,292
	2011	45	1,648
	<b>2012</b>	<b>39</b>	<b>1,497</b>

Six percent (6%) of respondents (n=74) said they had been victims of other types of crimes. Most frequently, respondents reported road offenses such as hit and runs or road rage (21 respondents mentioned this crime). Other responses are listed in Table 7.

**Table 7**

<b>Other Types of Crimes Reported by Respondents</b>	
	<b>Number of Respondents who Were Victims of Other Types of Crimes (n=74)</b>
Hit and run / Road rage / Traffic offence	21
Fraud / Scam	16
Threat of violence / Verbal abuse / Harassment	11
Trespassing	8
Theft of personal property	3
Vandalism	3
Theft of household property	3
Prejudice / Discrimination	3
Motor vehicle or parts theft	2
Wrongfully accused	2
Assault	2
Police harassment / brutality	1
<i>Total</i>	75*
<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

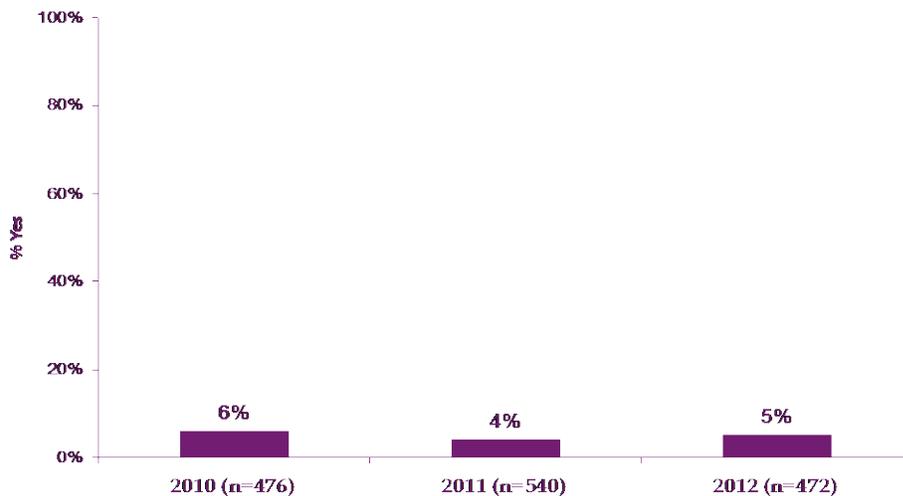
Respondents who identified themselves as victims of various crimes in the past 12 months (n=472) were asked if they felt that any of the crimes against them were motivated by hatred towards them as a member of an identifiable group, such as a religious, ethnic or sexual identity group.

A small minority of victims felt that a crime against them was motivated by hatred towards them as a member of an identifiable group (5% in 2012, compared to 4% in 2011, and 6% in 2010).

#### Chart 20

**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?**

*-Respondents who had crimes committed against them in the past 12 months-*



### 3.6.4 Relationship of Perpetrator to Victim

Those who were victims of a crime in the past 12 months (n=472) were asked to identify their relationship to the perpetrator(s).

Most perpetrators were strangers to the victim (78%), and a minority (a range of 2% to 12%) 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=472)
Stranger	78
Friend or acquaintance	12
Family member, not including an intimate partner or spouse	7
Current or former intimate partner or spouse	2
Don't know anything about the perpetrator(s)	6
Other	4
Not Stated	3
<i>Total</i>	112*
* 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 472 victims of crime among the 1,200 Albertans interviewed (39%). Approximately half (51%) of these victims reported a crime to the police in the past 12 months.

More than half (a range of 54% to 55%) of the victims of the following crimes reported the crime to the police:

- Break and enter (55%);
- Assault or sexual assault (55%);
- Robbery (54%); and
- Motor vehicle or parts theft (54%).

A minority (a range of 18% to 45%) of victims of other crimes reported the crime to the police, as shown in Table 9.

**Table 9**

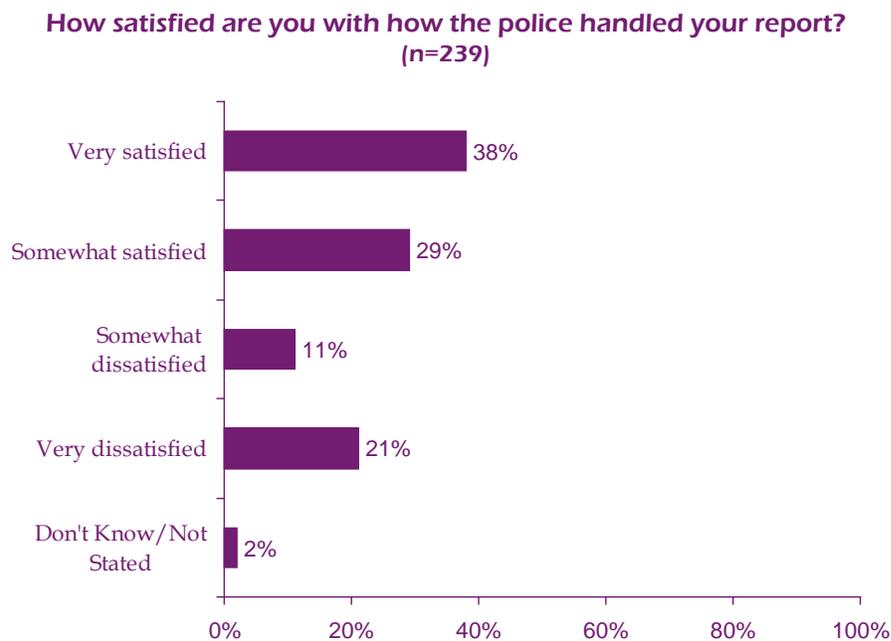
<b>In the past 12 months, did you report [Description of Crime] to the police?</b>	
	<b>Percent of victims who reported crime to the police</b>
A break and enter (n=99)	55
An assault or sexual assault (n=49)	55
A robbery (n=61)	54
A motor vehicle or parts theft (n=158)	54
A theft of personal property (n=135)	45
A vandalism (n=156)	42
A theft of household property (n=116)	32
An identity theft (n=83)	18
Other (n=69)	56
<i>Total (n=472 Victims)</i>	51

### 3.7 Crime Victims' Views on Services

Of the 472 victims of crime, about half (51% or 20% of all Albertans) said they had reported a crime to the police in the past year (n=239).

Two-thirds (67%) of these were satisfied with how the police handled their report, including 38% who were very satisfied and 29% who were somewhat satisfied. Thirty-one percent (31%)<sup>1</sup> were dissatisfied (including 11% who were somewhat dissatisfied and 21% who were very dissatisfied). Two percent (2%) did not respond, as shown in Chart 21.

**Chart 21**



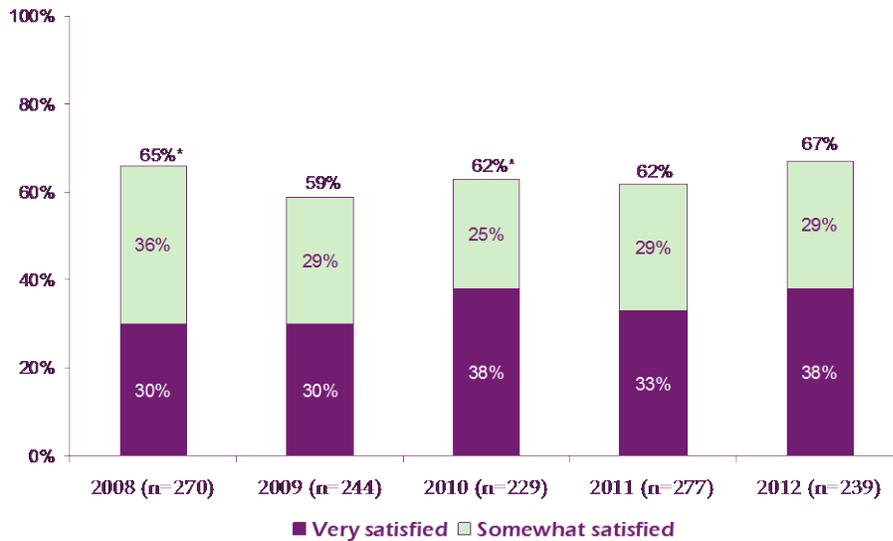
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<sup>1</sup> This is the actual percentage who mentioned both categories. When adding together the percentages for two related categories, the total may differ by one percent from the actual percentage who mentioned both categories

Chart 22 shows that two-thirds (67%) were satisfied (either very or somewhat) with how the police handled their report, up substantially from 59% in 2009 and 62% in both 2010 and 2011.

## Chart 22

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



\* 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.

Those who said that they had reported a crime or crimes to the police in the past year (n=239) were asked to rate their level of agreement with a series of statements about how the police handled their report.

Virtually all (97%) agreed (strongly or somewhat) that the police had a professional manner.

A majority agreed that the police:

- Had an adequate response time (64%), and
- Spent in-person time with them (61%).

A minority agreed with the other statements (a range of 14% to 39%).

Since 2011, increased proportions reported that the police:

- Had a professional manner (97%, up from 80% in 2011 and from 86% in 2009);
- Provide them with updates on their follow-up investigations (31%, up from 25% in 2011)
- Gave information on victims programs (24%, up from 17% in 2010 and 2011); and
- Referred them to other agencies for help (21%, up from 15% in 2010 and 2011).

**Table 10**

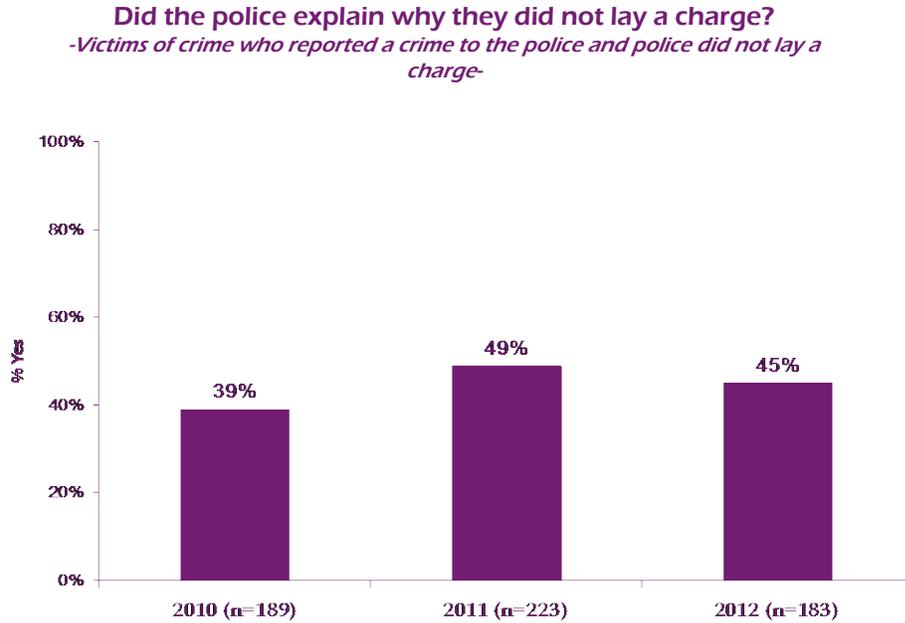
Did the police...?		
	Percent of Respondents who Reported a Crime to the Police and Said "Yes" (2012 n=239; 2011 n=277; 2010 n=229; 2009 n=244)	
Have a professional manner	2009	86
	2010	87
	2011	90
	<b>2012</b>	<b>97</b>
Have an adequate response time when you called	2009	60
	2010	65
	2011	61
	<b>2012</b>	<b>64</b>
Spend in-person time with you	2009	59
	2010	59
	2011	58
	<b>2012</b>	<b>61</b>

**Table 10 (Continued)**

Did the police...?		
	Percent of Respondents who Reported a Crime to the Police and Said "Yes" (2012 n=239; 2011 n=277; 2010 n=229; 2009 n=244)	
Give you advice on crime prevention	2009	49
	2010	41
	2011	42
	<b>2012</b>	<b>39</b>
Provide you with updates on their follow-up investigations	2009	30
	2010	28
	2011	25
	<b>2012</b>	<b>31</b>
Give you information on victims programs	2009	28
	2010	17
	2011	17
	<b>2012</b>	<b>24</b>
Refer you to other agencies for help	2009	23
	2010	15
	2011	15
	<b>2012</b>	<b>21</b>
Lay a charge in your case	2009	19
	2010	10
	2011	12
	<b>2012</b>	<b>14</b>

There were 183 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. Less than half (45%) of these victims received an explanation from the police (up substantially from 39% in 2010), and down somewhat from 2011 (49%), as shown in Chart 23.

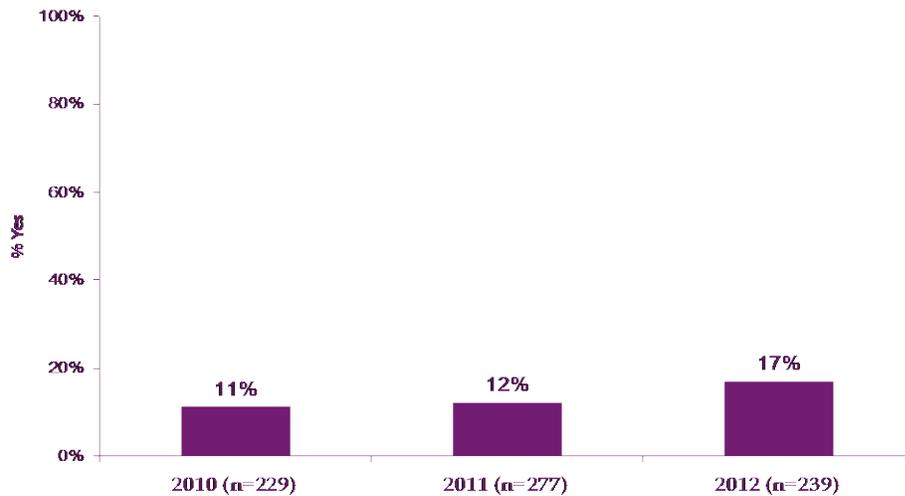
### Chart 23



Of the victims who reported a crime to the police in the past year (n=239), a minority (17%) were referred to victims services by the police (up substantially from 11% in 2010) and 12% in 2011. See Chart 24.

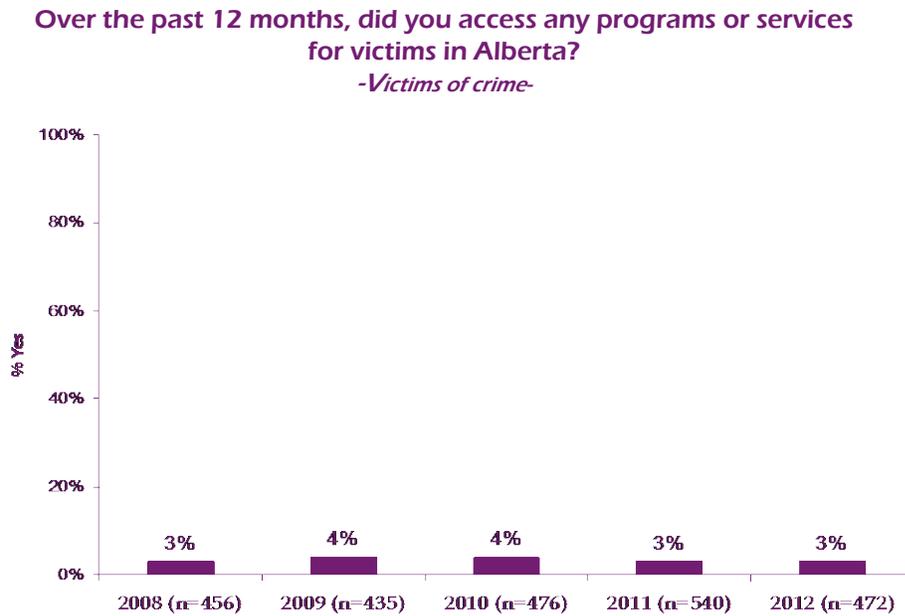
## Chart 24

**Did the police refer you to victims services?**  
*-Victims of crime who reported a crime to the police-*



All victims, regardless of whether or not they reported a crime to the police (n=472), were then asked to indicate if they accessed any of the programs or services available to them. As shown in Chart 25, only a small portion (3%) of victims accessed any of the programs or services in Alberta for victims in 2012. Similar results were found in previous years (a range of 3% to 4%).

## Chart 25



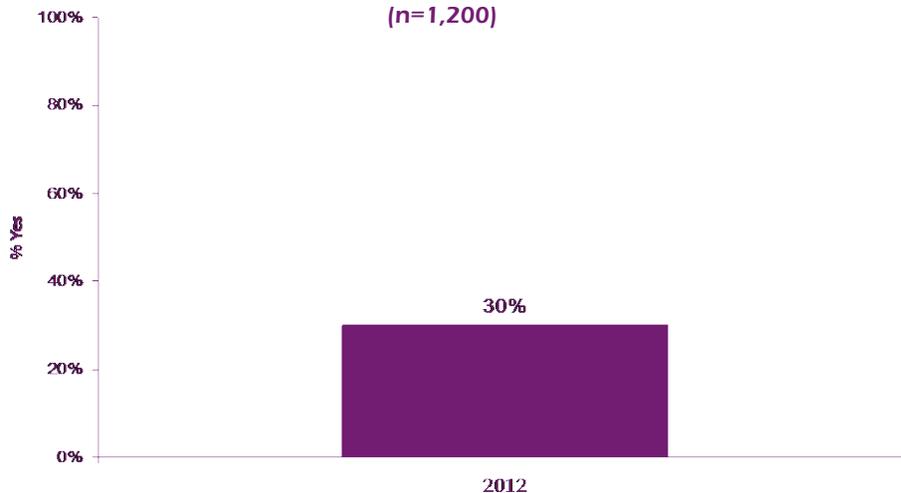
### 3.8 Restorative Justice

All respondents in 2012 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, they had seen or heard of situations where offenders and victims were encouraged to meet or offenders were provided the opportunity to make amends.

As shown in Chart 26, 30% of respondents knew of such practices within their community.

#### Chart 26

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, have you seen or heard of situations where offenders and victims were encouraged to meet or offenders were provided the opportunity to make amends?  
(n=1,200)



In 2012, substantially higher proportions of the following subgroups knew about restorative justice practices:

- Respondents 45 to 64 years of age (37%),
- Respondents in households with an annual income of \$100,000 or more (35%),
- Respondents with university education (36%), and
- Victims of crime (35%).

Substantially lower proportions of the following subgroups knew about restorative justice practices:

- Respondents who are single (23%),
- Respondents 18 to 24 years of age (24%) or 25 to 44 years of age (25%),
- Respondents with less than high school education (22%) or high school education (22%), and
- Respondents who do not feel safe from crime when in their homes after dark (23%).

### 3.9 Crime Prevention

All respondents were read a series of statements about the effectiveness of various crime prevention measures. The vast majority (85% to 99%) agreed that all the measures were effective (Table 11). Since 2010, there was a substantial increase in the percentage who believed that alcohol and drug awareness programs are an effective way to prevent crime (from 80% in 2010, to 86% in 2012).

**Table 11**

<b>Next are a few statements about crime prevention measures that would take place for a year or years. Is it true or false that...?</b>				
		<b>Percent of Respondents (n=1,200)</b>		
		<b>True</b>	<b>False</b>	<b>Not Stated</b>
Citizens have an important role in helping to prevent crime in their community	2010	NA	NA	NA
	2011	NA	NA	NA
	<b>2012</b>	<b>99</b>	<b>1</b>	<b>-</b>
Parental training for at-risk groups is an effective way to prevent crime	2010	91	6	3
	2011	NA	NA	NA
	<b>2012</b>	<b>95</b>	<b>5</b>	<b>3</b>
Mentoring at-risk youth is an effective way to prevent crime	2010	91	5	4
	2011	NA	NA	NA
	<b>2012</b>	<b>92</b>	<b>5</b>	<b>3</b>
Alcohol and drug awareness programs are an effective way to prevent crime	2010	80	18	2
	2011	NA	NA	NA
	<b>2012</b>	<b>86</b>	<b>12</b>	<b>2</b>
Making more recreation programs available to the general public is an effective way to prevent crime	2010	81	17	2
	2011	NA	NA	NA
	<b>2012</b>	<b>85</b>	<b>14</b>	<b>2</b>
NA=Not asked "- "=Less than 0.5%				

## 3.10 Corrections System

### 3.10.1 Views on the Corrections System

Albertans were read three statements in order to assess their views on selected topics related to the corrections system 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 68% to 87%) agreed (strongly or somewhat) with all three statements. The highest agreement was with the statement “You have respect for the job being done by correctional centre staff who supervise offenders in correctional centres” (87% agreed), and the lowest agreement was for the statement “You are satisfied with the job being done by Alberta correctional staff in supervising offenders in the community” (68%).

Since 2009, there were substantial increases in agreement with the statements:

- “You are satisfied with the job being done by Alberta correctional staff in operating provincial correctional centres” (79% in 2012, up from 68% in 2009); and
- “You are satisfied with the job being done by Alberta correctional staff in supervising offenders in the community” (68% in 2012, up from 60% in 2009).

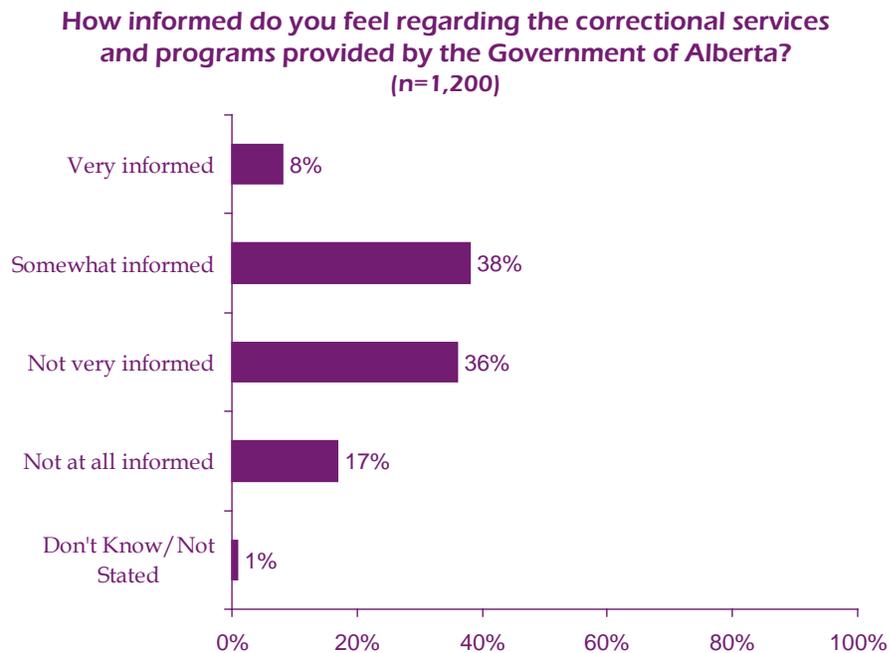
Table 12

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
You have respect for the job being done by Alberta correctional centre staff who supervise offenders in correctional centres	2009	85	8	7
	2010	86	6	8
	2011	85	6	10
	<b>2012</b>	<b>87</b>	<b>5</b>	<b>7</b>
You are satisfied with the job being done by Alberta correctional staff in operating provincial correctional centres	2009	68	17	16
	2010	70	14	16
	2011	72	12	16
	<b>2012</b>	<b>79</b>	<b>8</b>	<b>13</b>
You are satisfied with the job being done by Alberta correctional staff in supervising offenders in the community	2009	60	25	15
	2010	63	23	14
	2011	67	18	15
	<b>2012</b>	<b>68</b>	<b>17</b>	<b>14</b>
'-' = Less than 0.5%				

### 3.10.2 Familiarity with Corrections Services and Programs

When Albertans were asked how informed they feel regarding the correctional services and programs provided by the Government of Alberta, approximately half (47%)<sup>1</sup> indicated they were very (8%) or somewhat (38%) informed. Fifty-three percent (53%) were not very (36%) or not at all (17%) informed (Chart 27).

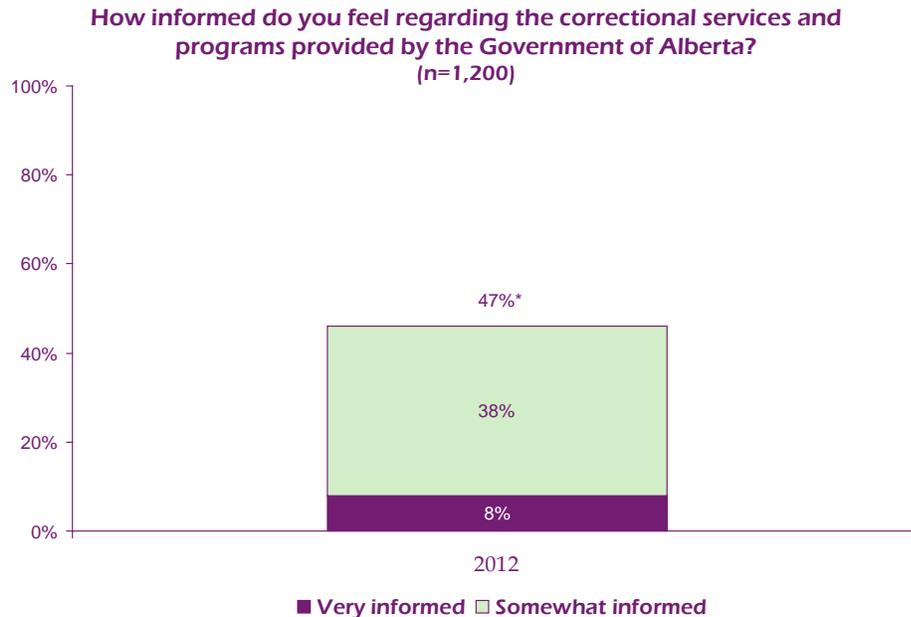
**Chart 27**



<sup>1</sup> 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 28 shows the proportion of Albertans who felt informed (very or somewhat) regarding the correctional services and programs provided by the Government of Alberta (47%)<sup>1</sup>.

## Chart 28



\* 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.

Substantially higher proportions of the following subgroups felt somewhat or very informed:

- Respondents living in rural areas of southern Alberta (53%),
- Respondents who are widowed, separated or divorced (59%),
- Respondents 65 years of age or older (58%),
- Respondents in households with an annual income of less than \$30,000 (55%), and
- Respondents with high school education (55%).

Substantially lower proportions of the following subgroups felt informed (somewhat or very):

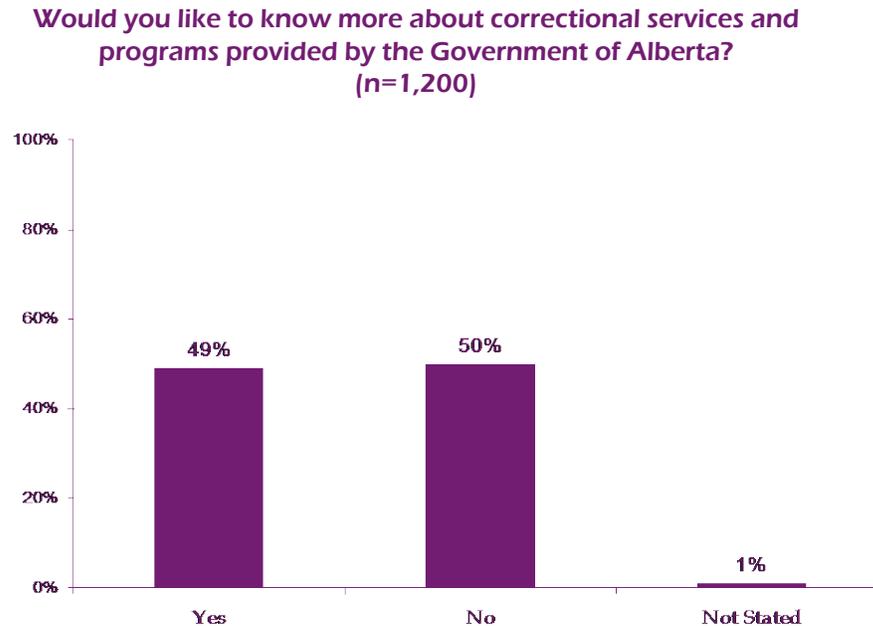
- Respondents 25 to 44 years of age (41%),
- Respondents in households with an annual income of \$100,000 or more (41%), and
- Respondents who do not feel safe from crime when in their homes after dark (36%).

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<sup>1</sup> 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

Approximately half (49%) of Albertans would like to know more about correctional services and programs provided by the Government of Alberta (Chart 29).

## Chart 29



Substantially higher proportions of the following subgroups said they would like to know more:

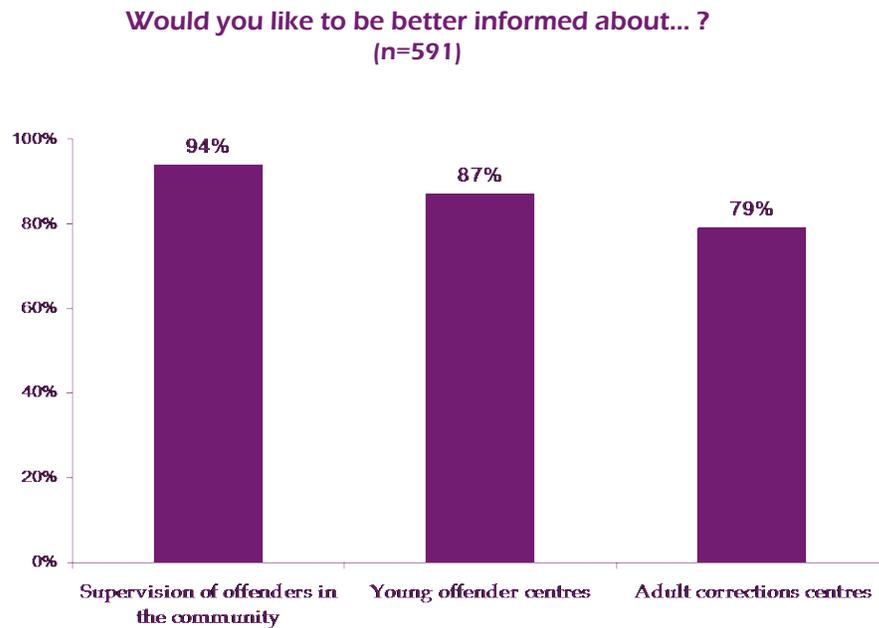
- Respondents living in Calgary (54%),
- Respondents living in smaller cities in southern Alberta (54%),
- Respondents in households with an annual income of less than \$30,000 (56%),
- Victims of crime (56%), and
- Respondents who feel reasonably safe (55%) or who do not feel safe (64%) from crime when in their homes after dark.

Substantially lower proportions of the following subgroups said they would like to know more:

- Respondents living in RCMP service areas (44%),
- Respondents living in rural areas of southern Alberta (42%),
- Respondents living in smaller cities in northern Alberta (37%),
- Respondents who are single (43%), and
- Respondents 18 to 24 years of age (40%).

As shown on Chart 30, among those who would like to know more about correctional services and programs provided by the Government of Alberta (n=591), the vast majority would like to be better informed about supervision of offenders in their community (94%), and young offender centres (87%). Most (79%) would also like to know about adult corrections centers.

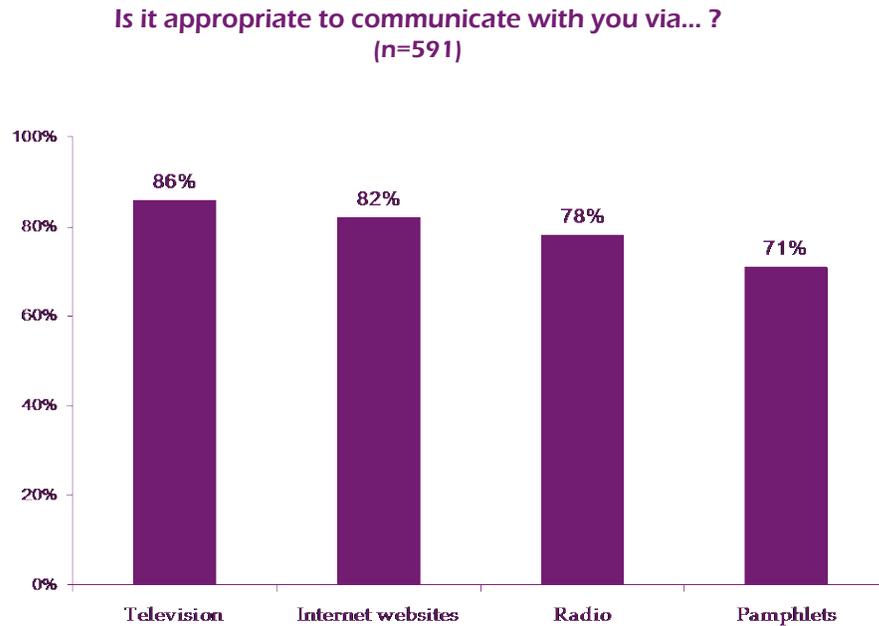
### Chart 30



### 3.10.3 Appropriateness of Various Means of Contact

As shown in Chart 31, the preferred means of communication among those who would like to know more about correctional services and programs provided by the Government of Alberta (n=591) is television (86%). Most (a range of 71% to 82%) deemed it appropriate to communicate via internet websites (82%), radio (78%), and pamphlets (71%).

**Chart 31**



### 3.10.4 Level of Agreement on Issues Relating to Rehabilitation

All respondents (n=1,200) were asked to rate their level of agreement with two issues relating to rehabilitation.

Nearly all (92%) respondents agreed (strongly or somewhat) that opportunities to participate in employment readiness, education or treatment should be provided to offenders, and three-quarters (75%) agreed that most offenders can be rehabilitated. See Table 13 for details.

**Table 13**

<b>To what extent do you agree or disagree that ...?</b>			
	<b>Percent of Respondents (n=1,200)</b>		
	<b>Strongly or Somewhat Agree</b>	<b>Strongly or Somewhat Disagree</b>	<b>Don't Know/ Not Stated</b>
Opportunities to participate in employment readiness, education or treatment should be provided to offenders	92	6	1
Most offenders can be rehabilitated	75	23	2

**APPENDIX A**  
**SURVEY QUESTIONNAIRE**

Hello, my name is \_\_\_\_\_ with Resinnova, a professional research firm in Edmonton. On behalf of Government 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 Katlan Holman 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 REGION**

- 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, law enforcement programs, crime prevention, victims services, and corrections for the province. Please keep in mind that the province is not responsible for federal correctional institutions or the supervision of parolees, as the Government of Canada has this responsibility.

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
- h) Perimeter Sheriffs, that is, those that provide security at court houses

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 impaired driving 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. **SKIP THIS QUESTION IN 2012:** 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. 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. 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. Do you take safety precautions to minimize your risk of having crimes committed against you?
1. Yes  
2. No  
9. (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 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. 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, have you seen or heard of situations where offenders and victims were encouraged to meet or offenders were provided the opportunity to make amends?

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

28. **SKIP THIS QUESTION IN 2012:** 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. 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
- e) Citizens have an important role in helping to prevent crime in their community

30. I am now going to read some statements to assess your views toward the Government of Alberta's correctional system. 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 Alberta correctional centre staff who supervise offenders being held in custody.
- b) You are satisfied with the job being done by Alberta correctional staff in supervising offenders in the community.
- c) You are satisfied with the job being done by Alberta correctional staff in operating provincial correctional centres.

31. **SKIP THIS QUESTION IN 2012:** 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)

32. **SKIP THIS QUESTION IN 2012:** 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)
33. **SKIP THIS QUESTION IN 2012:** 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)
34. How informed do you feel regarding the correctional services and programs provided by the Government of Alberta? Do you feel (**READ LIST**):
1. Very informed
  2. Somewhat informed
  3. Not very informed
  4. Not at all informed
  9. (Don't Know/Not Stated)
35. Would you like to know more about correctional services and programs provided by the Government of Alberta?
1. Yes
  2. No
  9. (Don't know/Not Stated)
36. **IF YES TO QUESTION 35, ASK:** About which of the following aspects of Alberta-delivered correctional services and programs would you like to be better informed? Would you like to be better informed about (**READ ITEMS RANDOMLY**):
1. Yes
  2. No
  9. (Don't know/Not Stated)
- a) Adult corrections centres
  - b) Young offender centres
  - c) Supervision of offenders in the community

37. **IF YES TO QUESTION 35, ASK:** As you may know, there is information about corrections in Alberta on the Solicitor General and Public Security website. For each of the following communication media, please indicate if it is an appropriate way to communicate with you about corrections in the province. Is it appropriate to communicate with you via (**READ ITEMS RANDOMLY**):

1. Yes
2. No
9. (Don't know/Not Stated)

- a) Television
- b) Radio
- c) Pamphlets
- d) Internet websites

38. To what extent do you agree or disagree that (**READ ITEMS ALTERNATELY**)? Do you (**READ LIST**):

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

- a) Opportunities to participate in employment readiness, education or treatment should be provided to offenders
- b) Most offenders can be rehabilitated

PRE39. 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.

39. 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)

40. 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)

41. 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)

42. 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)

43. Which of the following categories applies to your **total household income** before taxes in 2011.  
**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 | <b>IF FSA IN CALGARY, CAMROSE, COALDALE,<br/>EDMONTON, LACOMBE, LETHBRIDGE, MEDICINE<br/>HAT, OR TABER</b> |
| 2. RCMP Service Area             | <b>IF NOT IN MUNICIPAL POLICE SERVICE AREA</b>   |

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
<b>TOTAL</b>			<b>2518945</b>	<b>100</b>	<b>1,200</b>

**APPENDIX C**  
**OUTCOME OF CALLS**

**ALBERTA SOLICITOR GENERAL AND PUBLIC SECURITY 2012 SURVEY OF ALBERTANS  
FINAL OUTCOME OF CALLS TO EACH LISTING**

<i>CALL CODES</i>	<i>DESCRIPTIONS</i>	<i>RESULTS</i>
<b>BL</b>	<b>Business line</b>	1,097
<b>BU</b>	<b>Busy</b> , call back in 15 minutes	241
<b>CI</b>	<b>Completed interview</b>	1,200
<b>CS</b>	<b>Call back scheduled</b> – designated respondent is willing to do survey but is currently unavailable. Need to arrange for a specific date and time for call back	281
<b>CU</b>	<b>Call back unscheduled</b> (as per our call back rules)	80
<b>FM</b>	<b>Fax/Modem line</b>	1,047
<b>IT</b>	<b>Interviewer terminate/Impaired</b> – interviewer terminates the survey due to abusive respondent or respondent’s incapability for completing the survey	8
<b>LB</b>	<b>Language barrier</b> – interviewer and respondent cannot communicate because of language difficulties or hearing problems	336
<b>NA</b>	<b>No answer</b> , hang up after 6 rings	2,801
<b>NC</b>	<b>Number changed</b> – either recorded message of the changed number or new number obtained from conversation. Enter new number when applicable	4
<b>NE</b>	<b>Respondent not eligible</b> – questionnaire specifications disqualify respondent	236
<b>NS</b>	<b>Not in service/disconnected</b> – recorded message informs that the number is not in service or has been disconnected	8,748
<b>QF</b>	<b>Quota filled</b> – used when various qualifiers have been met for the project	1,018
<b>RF</b>	<b>Refusal</b> – respondent refuses to participate in the survey	3,505
<b>RT</b>	<b>Respondent terminate</b> – respondent terminates the call before the survey is completed with or without a reason, and survey can not be completed	42
<b>RU</b>	<b>Respondent unavailable</b> for the duration of the project	104
<b>VM</b>	<b>Voice mail</b>	3,528
	<b>TOTAL CALLS</b>	<b>24,276</b>

Response Rate =  $\frac{\# \text{ of Completed Interviews} + \text{Quota Full}}{\# \text{ of Completed Interviews} + \text{Refused} + \text{Respondent terminate} + \text{Interviewer terminate} + \text{Quota Full}}$   
= 2,218/ 5,773 X 100% = 38%

Refusal Rate =  $\frac{\# \text{ Refused} + \text{Respondent terminate} + \text{Interviewer terminate}}{\# \text{ of Completed Interviews} + \# \text{ Refused} + \text{Respondent terminate} + \text{Interviewer terminate} + \text{Quota Full}}$   
= / X 100% = 62%

**APPENDIX D**  
**PROFILE OF RESPONDENTS**

Profile of Respondents	
	Percent of Respondents (n=1,200)
<b>Gender:</b>	
Male	49
Female	51
<b>Age (years):</b>	
18 to 24	10
25 to 44	41
45 to 64	38
65 or more	12
<b>Region:</b>	
Calgary	32
Edmonton	23
Smaller cities north	11
Smaller cities south	8
Rural north	15
Rural south	11
<b>Highest Education:</b>	
Some high school or less	7
Graduated from high school	20
Some college, technical or vocational	9
Graduated from college, vocational or trade school	27
Some university	7
Completed university (Bachelor's Degree)	21
Post-graduate degree (Master's Degree, Ph.D or doctorate)	8
Not stated	-
<b>Annual Household Income:</b>	
Less than \$20,000	7
\$20,000 to less than \$30,000	7
\$30,000 to less than \$40,000	7
\$40,000 to less than \$60,000	12
\$60,000 to less than \$80,000	12
\$80,000 to less than \$100,000	13
\$100,000 to less than \$120,000	9
\$120,000 or more	20
Not stated	14
<b>Employment Status:</b>	
Working full-time	58
Working part-time	11
Unemployed or looking for a job	3
Staying at home full-time	8
A student	6
Retired	14
Not stated	1

<b>Profile of Respondents (Continued)</b>	
	<b>Percent of Respondents (n=1,200)</b>
<b>Own or Rent Home:</b>	
Own	77
Rent	22
Other	1
Not stated	1
<b>Marital Status:</b>	
Single	19
Married or living together as a couple	67
Separated	4
Divorced	4
Widowed	6
<b>Police Region:</b>	
Municipal Police Service Area	60
RCMP Service Area	40
<i>Note: "-" denotes less than 0.5%</i>	