



**ALBERTA JUSTICE
AND SOLICITOR GENERAL**

**2013-14
PUBLIC OPINION SURVEY**

Presented to:

Alberta Justice and Solicitor General

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EXECUTIVE SUMMARY

The key findings of a telephone survey of a random and representative sample of 2,000 adult Albertans, conducted by Resinnova on behalf of Alberta Justice and Solicitor General in January and February of 2014, were as follows:

Knowledge of and Confidence in the Justice System

- In 2013-14, most Albertans (79%) agreed that they have a good understanding of the justice system in Alberta, which is down from 84% in 2012-13. The 2013-14 results are the same as in 2011-12 (79%). Most Albertans (76%) agreed that they have a good understanding of the criminal justice system, and 70% agreed that they have a good understanding of the civil justice system in Alberta.
- Albertans' primary source of information about the justice system was the media, that is, television, radio, or newspapers, including media websites (84% get information from this source). Other frequent sources included word of mouth (37%), social media (21%), Government of Alberta websites (12%), and other websites (18%).
- Most Albertans (77%) had some or a lot of confidence in the justice system in Alberta, with little change since last year or previous years. Most Albertans (73%) had some or a lot of confidence in the civil justice system, and 70% had some or a lot of confidence in the criminal justice system in Alberta.
- When asked to rate their level of confidence in 10 specific aspects of Alberta's criminal justice system, a majority of Albertans had confidence with eight of the ten aspects. A minority of Albertans had confidence with two of the ten aspects, namely, "that the courts deal with cases promptly and efficiently" (45% had a lot or some confidence), and "that offenders are supervised effectively in the community" (49%). When compared to previous survey results, confidence in the following aspects has decreased substantially:
 - "That the criminal justice system is effective in bringing people to justice" (69% had a lot or some confidence in both 2013-14 and 2012-13, down from 79% who had a lot or some confidence in 2009-10);
 - "That the courts deal with cases promptly and efficiently" (45% had a lot or some confidence, compared to 49% in 2012-13, and 52% to 54% who had a lot or some confidence from 2009-10 to 2011-12); and
 - "That the rights of people accused of committing a crime are protected" (82% had a lot or some confidence in both 2013-14 and 2012-13, down from 88% who had a lot or some confidence in 2009-10).
- When asked to rate their level of confidence in five specific aspects of Alberta's civil justice system, most Albertans had confidence in all five aspects. Since 2011-12, there were no substantial changes in confidence in the five aspects of the civil justice system.

- Most Albertans (81%) agreed and 15% disagreed that they have enough access to legal information (both criminal and civil) if they need it, with no change in these results since 2011-12. Most (78%) agreed and 20% disagreed that they know where to find legal information, with little change in results since 2011-12.

Safety from Crime

- The vast majority (90%) agreed that, with respect to crime, Alberta is a safe province to live in.
- The vast majority (94%) said they feel very or reasonably safe from crime when they are in their own home after dark, with little change in these results for the past three years.
- Most (82%) said they feel very or reasonably safe from crime walking alone in their neighbourhood or area after dark, with little change in these results for the past four years.

Crime Prevention and Reduction

- When asked on which components the Government of Alberta should focus its response to crime, 46% said the focus should be on prevention, including any action, policy or program that prevents or reduces criminality, crime and victimization; 38% indicated that the focus should be on enforcement, including prosecution and sentencing or punishment; and 13% thought it should be on treatment, including rehabilitation. There has been no substantial change in these results for the past three years.
- The vast majority of Albertans (94%) agreed that individuals with mental health and addiction issues who commit crimes should have access to treatment while being held accountable for their crime, with a substantial increase since 2012-13 in the percentage who strongly agreed (from 70% who strongly agreed in 2012-13, to 75% in 2013-14).
- The vast majority of Albertans (94%) agreed that investing in prevention and intervention for young children and families at risk is a good way to prevent and reduce crime, with a substantial increase since 2012-13 in the percentage who strongly agreed (from 64% who strongly agreed in 2012-13, to 70% in 2013-14).

Views on Ministry Services and Programs

- Most (80%) Albertans agreed and 12% disagreed that Alberta Justice and Solicitor General provides a fair and impartial service to prosecute people charged with a crime, with substantially higher agreement in both 2013-14 (80%) and 2012-13 (81%), than in 2011-12 (75%).
- Most (83%) Albertans were satisfied and 15% were dissatisfied with policing in Alberta. Over the past five years, there has been little change in these results (ranging from a low of 81% to a high of 86% who were satisfied with policing).
- Most Albertans agreed with three specific statements about the corrections system in Alberta, as follows:
 - You have respect for the job being done by Alberta correctional centre staff who supervise offenders being held in custody (85% agreed in 2013-14, with little change in these results for the past five years);
 - “You are satisfied with the job being done by Alberta correctional staff in operating provincial correctional centres” (75% agreed in 2013-14, down somewhat from 78% who agreed in 2012-13, and up substantially from 70% who agreed in 2009-10); and
 - “You are satisfied with the job being done by Alberta correctional staff in supervising offenders in the community” (64% agreed in 2013-14, down substantially from 71% who agreed in 2012-13).

Crime Victimization

- Eighteen percent (18%) of Albertans said they had been a victim of crime at least once in the past year, up slightly since 2012-13 (17%) and down substantially since 2009-10 (23%).
- Most victims (69%) reported the crime(s) to the police.
- Of the victims who reported a crime to the police, 36% received information from the police on victims programs. Each year since 2010-11, an increasing proportion has received information from the police on victims programs (from 15% in 2010-11, to 36% in 2012-13).
- All Albertans were asked if they accessed programs or services for victims in the past 12 months. Six percent (6%) of all Albertans accessed programs or services for victims in the past 12 months. Of those who indicated they were a victim of crime in the past 12 months, 11% accessed programs or services for victims in the past 12 months. There has been a substantial increase since 2011-12 in the proportion of crime victims who accessed victims programs or services during the same year that they were victimized (from 3% in 2011-12, to 9% in 2012-13, and to 11% in 2013-14).

1.0 INTRODUCTION

In January and February 2014, Alberta Justice and Solicitor General commissioned a survey of adult Albertans to gather views on the justice system, crime, as well as certain programs and services provided by the ministry. The 2013-14 survey, as presented in this report, was designed to provide relevant and actionable information that will assist the ministry in assessing and making decisions about its performance. Wherever possible, comparisons are made to the results of comparable previous surveys.

2.0 METHOD

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

Phase 1:	Planning Phase
Phase 2:	Implementation Phase
Phase 3:	Reporting Phase

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

2.1 Phase 1: Planning Phase

Project Commencement and Orientation – At the outset of the project, Resinnova met with representatives of Alberta Justice and Solicitor General to discuss the details of the survey, including any anticipated changes or additions to the past survey questions, survey design, sample size, and data collection, analysis or reporting methods.

Questionnaire Design – In consultation with representatives of Alberta Justice and Solicitor General, the questionnaire used for the 2012-13 survey was reviewed and revisions were made as required to establish better measures and to reflect any important changes in the services provided by Alberta Justice and Solicitor General. A copy of the final approved questionnaire can be found in Appendix A.

Sampling – A total of 2,000 adult Albertans were interviewed, thereby providing a margin of error in the results that is no greater than $\pm 2.2\%$ at the 95% confidence level. To survey a random and representative sample of adult Albertans, quotas were established based on *Statistics Canada's 2011 Census* data. In each of six geographic regions of the province, the number of interviews in each age-gender segment was

proportionate to their 2011 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. For residential land-line listings, the last two digits of each telephone number were randomized, thereby allowing new and unpublished listings to be included in the sample. 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. 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.

To randomly select the respondent at the household level, and to ensure that only those who live in the household were interviewed, the interviewers asked to speak to the person who lives in the household who was 18 years of age or older and having the next birthday.

2.2 Phase 2: Implementation Phase

All interviews were conducted by trained and experienced interviewers at Resinova's central location telephone interviewing facility in Edmonton. Interviewing was monitored in progress. At least 10% of each interviewer's work was directly monitored. Interviewers were thoroughly briefed by the project leader prior to working on the project.

The survey instrument was programmed into Resinova's Computer Assisted Telephone Interviewing (CATI) system. Using this CATI system, data collection and data entry were simultaneous, given that data was entered into a computer file while the interview was in progress. Command Center 3 was the software used by the CATI system. To ensure that only relevant questions were asked, based on how a respondent answered certain questions (e.g., victim of crime, not a victim or crime) certain subsequent questions were no longer relevant and needed to be skipped. Using Command Center 3, all required skips were programmed. During the interview, required skips were automatically followed. Question order was randomly rotated, as required, to minimize potential question order bias. With this CATI system, interviewers directly entered responses to both closed and open-ended questions.

Using Resinnova'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 calls to each listing dialed for the 2013-14 survey is provided in Appendix C.

2.3 Phase 3: Reporting Phase

Responses to each open-ended question were coded using a code list approved by the project director. At least 10% of each coder's work was checked for accuracy and consistency.

At the computer analysis stage, data was checked for quality and consistency (e.g., no out-of-range values, proper skip patterns, etc.). A preliminary overview of results was then provided to Alberta Justice and Solicitor General showing the frequency and percentage distribution of responses to each question.

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., region, age, gender, education, income, etc.). Pairwise tests (Z tests) to identify statistically significant differences between subgroups were also conducted.

A profile of respondents can be found in Appendix D.

Notes to Reader - This report summarizes responses to the 2013-14 survey questions and provides a comparison of the results for those questions that were asked in previous surveys. The following notes may be helpful when reading these results:

- Rounding has been done in order to report the percentage who provided each response to a particular question. As a result, the total of the rounded percentages of the different categories of responses to a particular question may not always add up to 100%.
- Similarly, when adding together the rounded percentages for two related categories, the total may differ by 1% from the actual percentage who mentioned both categories.
- Within this report, a five or more percentage point change or difference is considered substantial.
- Statistically significant differences ($p < 0.05$) in the results for the various subgroups of respondents were identified by conducting pairwise tests (Z tests).
- If the results for a particular subgroup were substantially different (by five percentage points or more) and they were statistically significant, then the results for that subgroup are highlighted in this report.

3.0 RESULTS

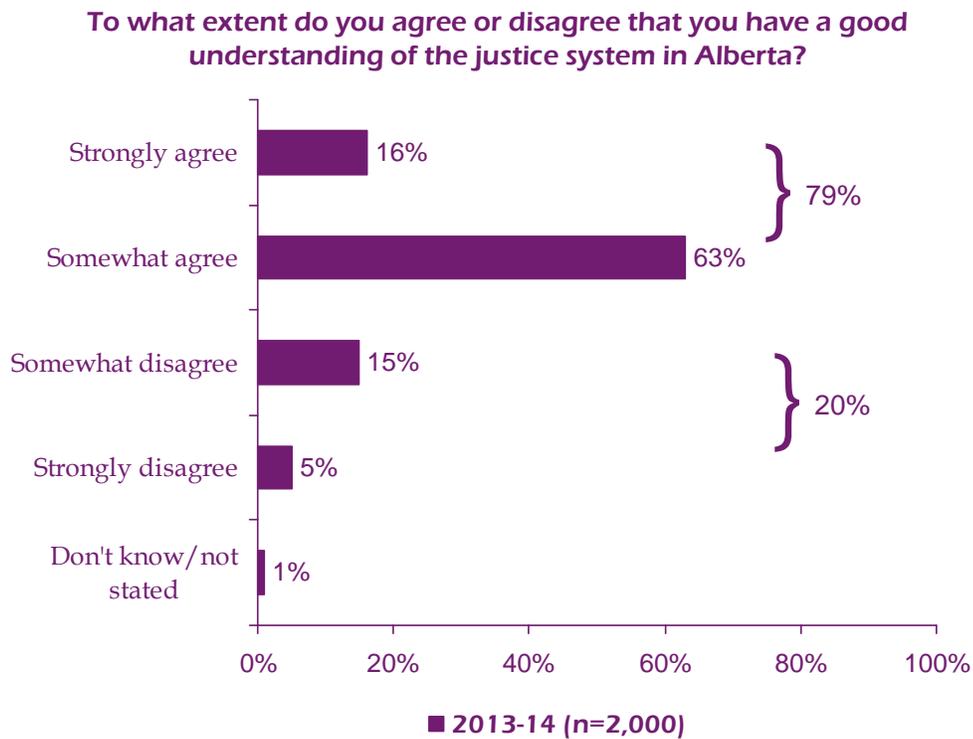
This section presents the results of the 2013-14 Public Opinion Survey of adult Albertans, as they pertain to each topic area addressed in the questionnaire.

3.1 Knowledge of and Confidence in the Justice System

3.1.1 Knowledge of the Justice System

At the beginning of the survey, respondents were asked about their knowledge of the justice system. Most (79%) respondents agreed (16% strongly and 63% somewhat agreed) that they have a good understanding of the justice system in Alberta. Twenty percent (20%) of respondents disagreed, of which 15% somewhat disagreed and 5% strongly disagreed. One percent (1%) did not respond to the question (Chart 1).

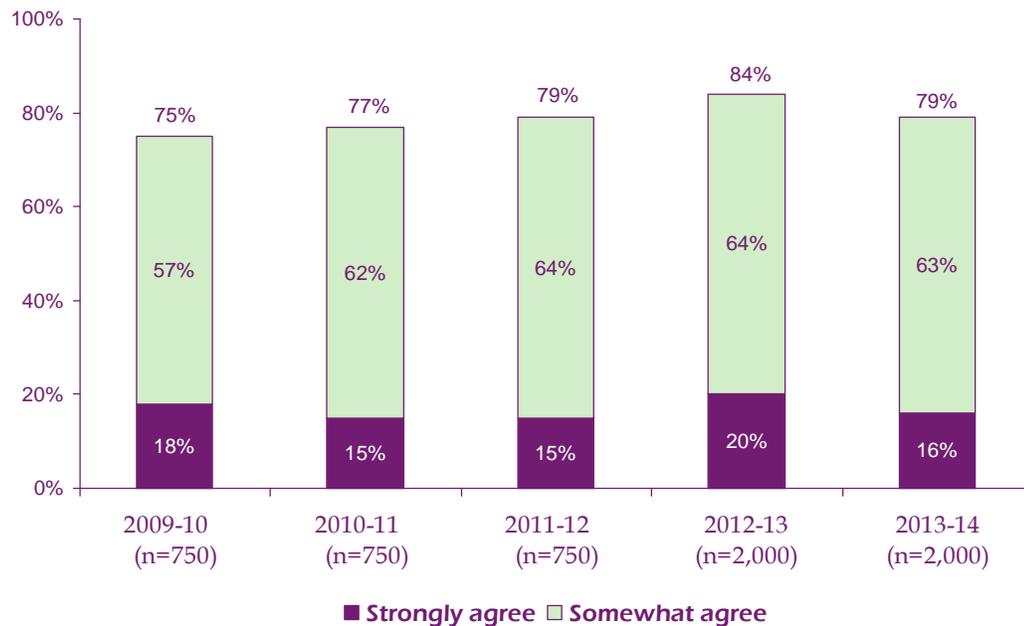
Chart 1



As shown in Chart 2, the percentage who strongly or somewhat agreed that they have a good understanding of the justice system in Alberta increased from 2009-10 to 2012-13 (from 75% agreed in 2009-10, to 84% in 2012-13), and then decreased to 79% agreed in 2013-14.

Chart 2

To what extent do you agree or disagree that you have a good understanding of the justice system in Alberta?



In 2013-14, the following subgroup had substantially and significantly higher agreement that they have a good understanding of the justice system in Alberta:

- Those who have lived in Alberta for 41 to 50 years (87% agreed).

The following subgroups had substantially and significantly lower agreement that they have a good understanding of the justice system in Alberta (beginning with the subgroup that had the lowest agreement):

- Those who have lived in Alberta for 10 years or less (69% agreed);
- Those who do not feel safe in their home after dark (70%);
- Respondents 18 to 24 years of age (73%);
- Those in households with an annual income of less than \$30,000 (73%);
- Those with high school or less education (73%); and
- Those who do not have confidence in Alberta’s justice system (73%).

3.1.2 Sources of Information about the Justice System

Over the past 12 months, most (84%)¹ respondents accessed information about the justice system from the media, including media websites (70% as their main source, and 15% as an additional source). Word of mouth was the second most frequent source (37%¹, including 9% as their main source and 27% as an additional source). Social media was the third most frequent source (21%), including 6% as their main source and 15% as an additional source. Other websites (not including media, social media, Government of Alberta, or magazine websites) were the fourth most frequent source (18%, including 4% as their main source and 14% as an additional source). Government of Alberta websites were a source for 12% of adult Albertans, including 3% as their main source, and 9% as an additional source. Other less frequently mentioned sources are also listed in Table 1.

Table 1

Sources of Information about the Justice System			
	Percent of Respondents (n=2,000)		
	Main Source	Other Sources	Total Sources
Television, radio, or newspapers, including television, radio or newspaper websites	70	15	84 ¹
Word of mouth from relatives, friends, colleagues or acquaintances	9	27	37 ¹
Social media such as Facebook, Twitter or LinkedIn	6	15	21
A Government of Alberta website or websites, including the Alberta Justice and Solicitor General website	3	9	12
A magazine, including online magazines	1	8	8 ¹
Another Internet website or websites	4	14	18
Other print publications	1	5	6
Other:			
Personal experience with the justice system	2	2	4
Works/worked in the justice system	2	1	3
School/courses	1	<0.5	2 ¹
Don't know/Not stated	1	37	1

¹ This is the actual percentage who mentioned the source as either their main source or as another sources. When adding together the rounded percentages for those who mentioned the source as their main source or as another source, the total may differ by 1% from the actual percentage who mentioned it as a main source or other source.

3.1.3 Overall Confidence in the Justice System

Respondents were asked to indicate how much confidence they have in the justice system in Alberta. Most (77%) Albertans had a lot (19%) or some (58%) confidence in the justice system in Alberta. A minority (21%) indicated they had very little (17%) or no confidence at all (4%) in the system (Chart 3).

Chart 3

How much confidence do you have in the justice system in Alberta?

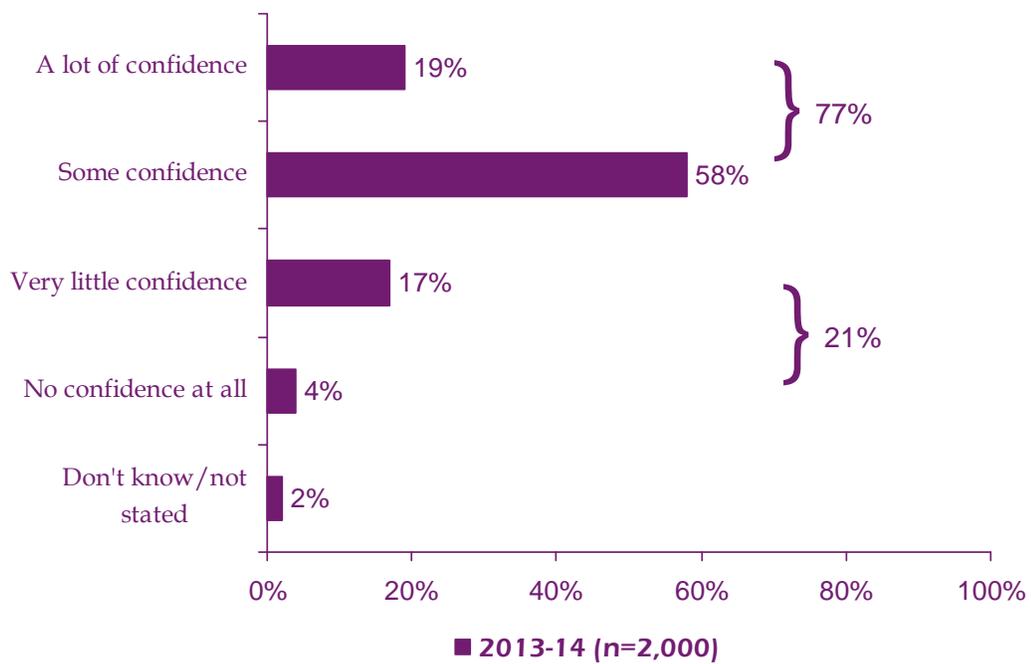
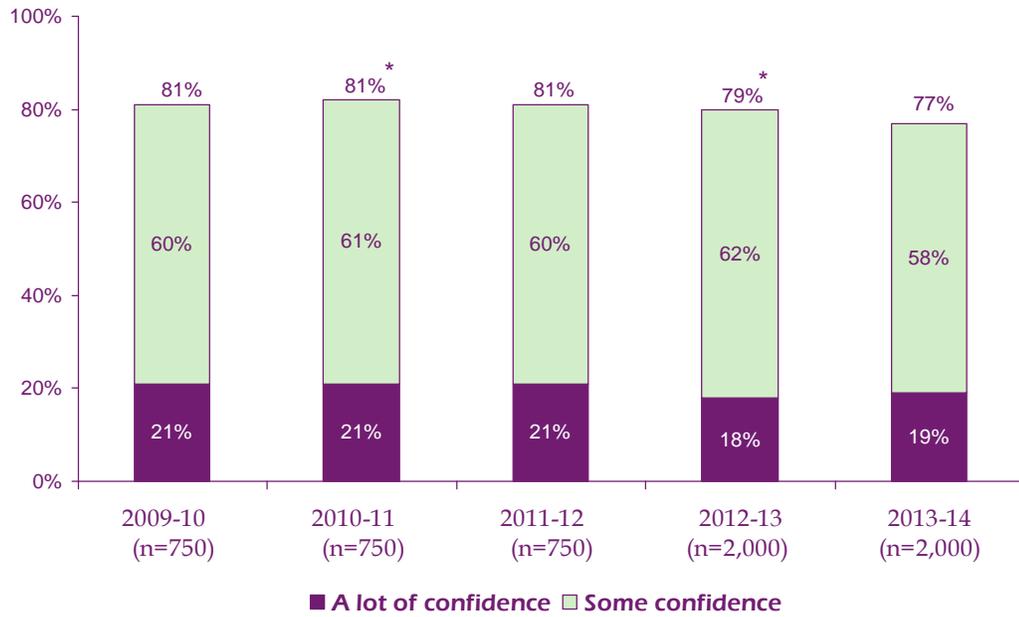


Chart 4 shows that the proportion of respondents who have some or a lot of confidence in the justice system has decreased somewhat (by four percentage points) since 2011-12 (from 81% in 2011-12, to 77% in 2013-14).

Chart 4

How much confidence do you have in the justice system in Alberta?



* 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 2013-14, the following subgroups had a substantially and significantly higher percentage who had a lot or some confidence in the justice system in Alberta (beginning with the subgroup that had the highest percentage):

- Those who have lived in Alberta for 5 years or less (86% had a lot or some confidence);
- Those with university education (85%);
- Those who feel very safe walking alone in their neighbourhood after dark (83%); and
- Calgary residents (82%).

The following subgroups had a substantially and significantly lower percentage who had a lot or some confidence in the justice system in Alberta (beginning with the subgroup that had the lowest percentage):

- Those who do not feel safe in their home after dark (44% had a lot or some confidence);
- Those who do not feel safe walking alone in their neighbourhood after dark (61%);
- Victims of crime (67%);
- Residents of rural areas in northern Alberta (69%),
- Those with high school or less education (69%);
- Respondents 65 years of age or more (70%);
- Residents of smaller cities in southern Alberta (71%), and
- Those who have lived in Alberta for more than 50 years (72%).

Respondents who do not have confidence in the justice system in Alberta (n=428, or 21% of all Albertans) were asked to provide the reason(s) for their lack of confidence. The responses to this open-ended question were coded into themes. The theme that was mentioned most often was that prosecution and penalties need to be tougher (37% mentioned this theme). The other themes mentioned are listed in Table 2.

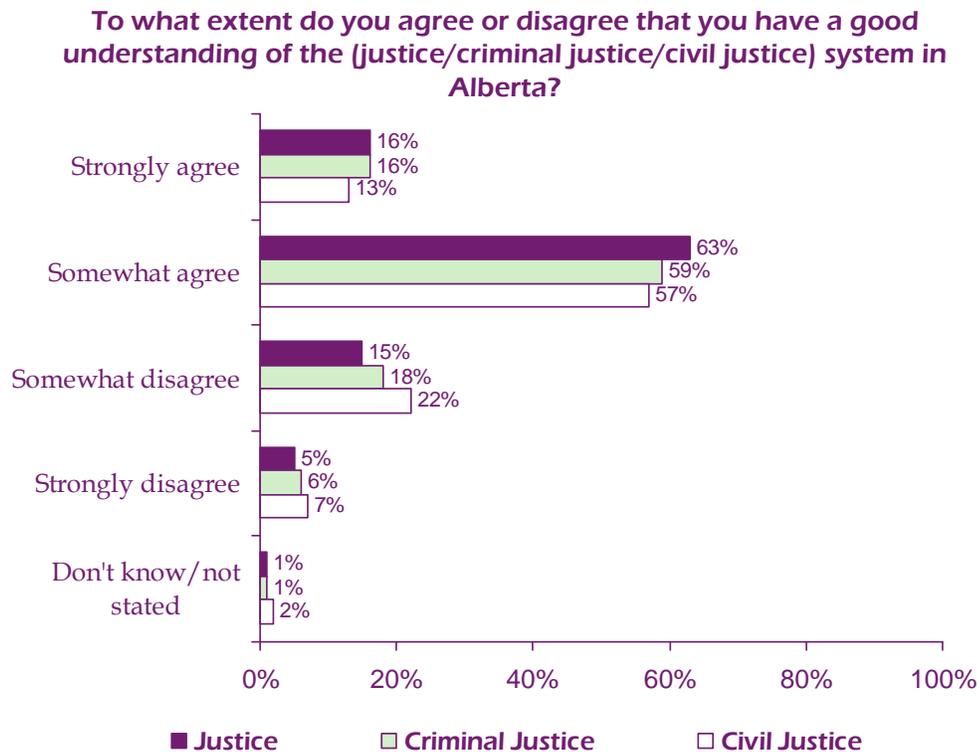
Table 2

Why do you not have confidence in the justice system in Alberta?	
	Percent of Respondents Who Have Very Little or No Confidence at All (n=428)
Need tougher penalties/prosecution	37
Need more enforcement of crime/criminals	19
Dissatisfied with a personal past experience	11
Does not provide fair and impartial service to prosecute people	11
System does not protect the victim/criminals have more rights than victims	9
Negative portrayal in the media	4
Did not follow up after a crime was reported/have been a victim with no outcome	3
Need more/better staff, i.e. police, judges, parole officers, lawyers	3
Need more crime prevention/awareness programs/jails are overcrowded	2
Feel the general cost is too high/bail too low/system or lawyers just trying to make a buck	2
System takes too long	2
Other	1
Don't know / Not stated	7
<i>Total</i>	<i>111*</i>
<i>* Adds up to more than 100% due to multiple mentions.</i>	

3.1.4 Knowledge of the Criminal and Civil Justice Systems

Respondents were also asked about their knowledge of the criminal as well as the civil justice systems in Alberta. As shown in Chart 5, most (79%) respondents agreed (16% strongly and 63% somewhat agreed) that they have a good understanding of the justice system in general. Agreement was somewhat lower (76%¹ agreed, including 16% who strongly and 59% who somewhat agreed) that they have a good understanding of the criminal justice system. There was somewhat lower agreement (70%, with 13% who strongly and 57% who somewhat agreed) that they have a good understanding of the civil justice system.

Chart 5



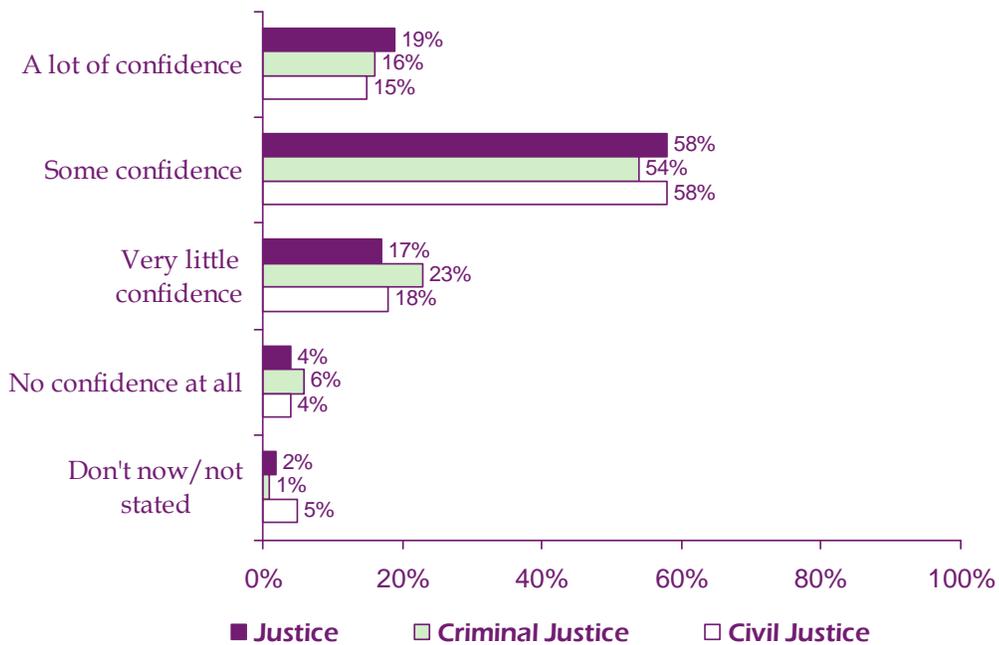
¹ This is the actual percentage who mentioned both categories. When adding together the rounded percentages for two related categories, the total may differ by 1% from the actual percentage who mentioned both categories.

3.1.5 Confidence in the Criminal and Civil Justice Systems

Respondents were asked to indicate how much confidence they have in the criminal as well as the civil justice systems in Alberta. As shown in Chart 6, most (77%) Albertans had a lot (19%) or some (58%) confidence in the justice system, in general. Agreement was somewhat lower (73%) that they had a lot (15%) or some (58%) confidence in the civil justice system. There was somewhat lower agreement (70%) that they had a lot (16%) or some (54%) confidence in the criminal justice system.

Chart 6

How much confidence do you have in the (justice/criminal justice/civil justice) system in Alberta?



3.1.6 Confidence in Specific Aspects of Alberta's Criminal Justice System

Respondents were then asked to rate their confidence in ten aspects of Alberta's criminal justice system. The results are provided in Table 3 on the next page.

"That the rights of people accused of committing a crime are protected" and "that the laws of Alberta are fair" received the highest ratings, with 82% indicating they have confidence (a lot or some) in these two aspects of the criminal justice system.

A minority of Albertans have confidence with two of the ten aspects listed in Table 3, namely, that "the courts deal with cases promptly and efficiently" (45% had a lot or some confidence), and "that offenders are supervised effectively in the community" (49%).

When compared to previous survey results, confidence in the following aspects has decreased substantially:

- "That the criminal justice system is effective in bringing people to justice" (from 79% who had a lot or some confidence in 2009-10, to 69% in both 2012-13 and 2013-14);
- "That the courts deal with cases promptly and efficiently" (from 52% to 54% who had a lot or some confidence from 2009-10 to 2011-12, to 45% in 2013-14); and
- "That the rights of people accused of committing a crime are protected" (from 88% who had a lot or some confidence in 2009-10, to 82% in both 2012-13 and 2013-14).

Table 3

Please rate your confidence in each of the following aspects of Alberta's criminal justice system. How confident are you...?				
		Percent of Respondents (2013-14 and 2012-13 n=2,000; 2009-10 to 2011-12 n=750)		
		A Lot or Some Confidence	Very Little or No Confidence	Don't Know/ Not Stated
That the rights of people accused of committing a crime are protected	2009-10	88	10	2
	2010-11	87	10	3
	2011-12	86	9	5
	2012-13	82	13	5
	2013-14	82	14	5
That the laws of Alberta are fair	2012-13	84	14	2
	2013-14	82	17	2
That offenders are safely and securely held while in custody	2012-13	81	13	6
	2013-14	79	17	4
That legal aid is available and accessible to those who need it	2012-13	70	15	15
	2013-14	72	17	11
In the fairness of the court process for criminal law cases	2012-13	NA	NA	NA
	2013-14	70	25	5
That the criminal justice system is effective in bringing people to justice	2009-10	79	20	1
	2010-11	77	22	1
	2011-12	77	22	1
	2012-13	73	25	2
	2013-14	69	30	1
That court outcomes are fair and appropriate	2012-13	66	30	4
	2013-14	66	32	2
That the needs of victims of crime are being met	2012-13	54	40	6
	2013-14	52	43	5

Table 3 (Continued)

How confident are you...?				
		Percent of Respondents (2013-14 and 2012-13 n=2,000: 2009-10 to 2011-12 n=750)		
		A Lot or Some Confidence	Very Little or No Confidence	Don't Know/ Not Stated
That offenders are supervised effectively in the community	2012-13	51	40	9
	2013-14	49	44	7
That the courts deal with cases promptly and efficiently	2009-10	53	43	4
	2010-11	52	45	3
	2011-12	54	40	5
	2012-13	49	46	6
	2013-14	45	50	5
NA=Not Asked				

3.1.7 Confidence in Specific Aspects of Alberta’s Civil Justice System

Respondents were then asked to rate their confidence in the five aspects of Alberta’s civil justice system listed in Table 4.

A majority of Albertans (55% to 77% of Albertans) had confidence (a lot or some) in all five aspects. “That Alberta has the right laws in place to protect the interests of Albertans” received the highest rating, with 77% indicating they have confidence in this aspect of the civil justice system.

Since 2012-13, there were no substantial changes in the percent who had confidence in the five aspects.

Table 4

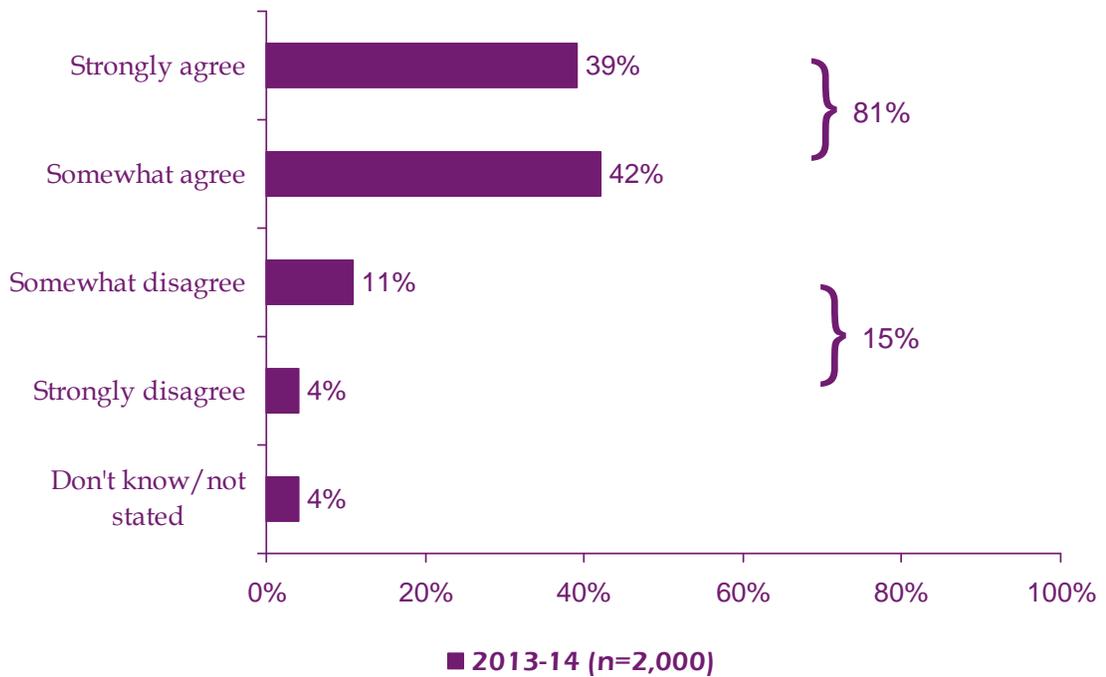
Please rate your confidence in each of the following aspects of Alberta’s civil justice system. How confident are you...?				
		Percent of Respondents (2013-14 and 2012-13 n=2,000)		
		A Lot or Some Confidence	Very Little or No Confidence	Don’t Know/ Not Stated
That Alberta has the right laws in place to protect the interests of Albertans	2012-13	79	16	5
	2013-14	77	20	3
In the fairness of the court process for civil law cases	2012-13	72	15	14
	2013-14	73	18	9
That court outcomes of civil law cases are fair and appropriate	2012-13	70	16	14
	2013-14	73	19	8
That the justice system is effective in resolving civil law disputes	2012-13	71	17	12
	2013-14	72	21	7
That the courts deal with civil law cases promptly and efficiently	2012-13	56	30	15
	2013-14	55	34	11

3.1.8 Access to Legal Information

Albertans were asked to think about both civil and criminal law in Alberta and to rate the extent to which they agreed or disagreed that they have enough access to legal information if they need it. As shown in Chart 7, 81% agreed (39% strongly and 42% somewhat), 15% disagreed (11% somewhat and 4% strongly), and 4% did not provide an opinion that they have enough access to legal information if they need it.

Chart 7

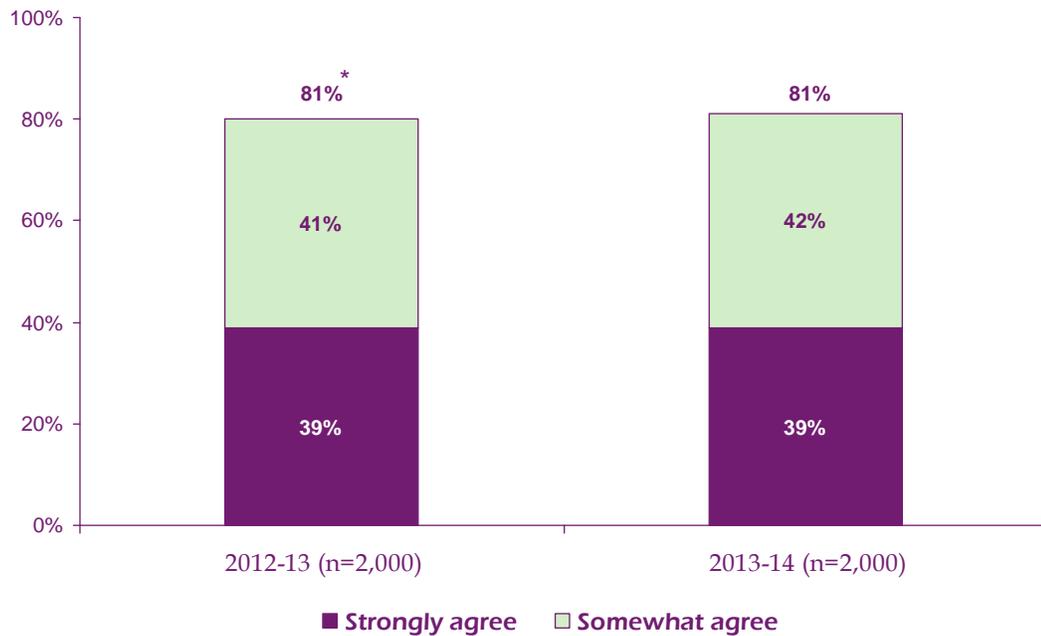
To what extent do you agree or disagree that you have enough access to legal information if you need it?



As shown in Chart 8, the proportion of respondents who agreed that they have enough access to legal information if they need it was the same in both 2012-13 and 2013-14.

Chart 8

To what extent do you agree or disagree that you have enough access to legal information if you need it?



*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 2013-14, the following subgroups had substantially and significantly higher agreement that they have enough access to legal information if they need it:

- Those who feel very safe in their home after dark (86% agreed); and
- Those who feel very safe walking alone in their neighbourhood after dark (86%).

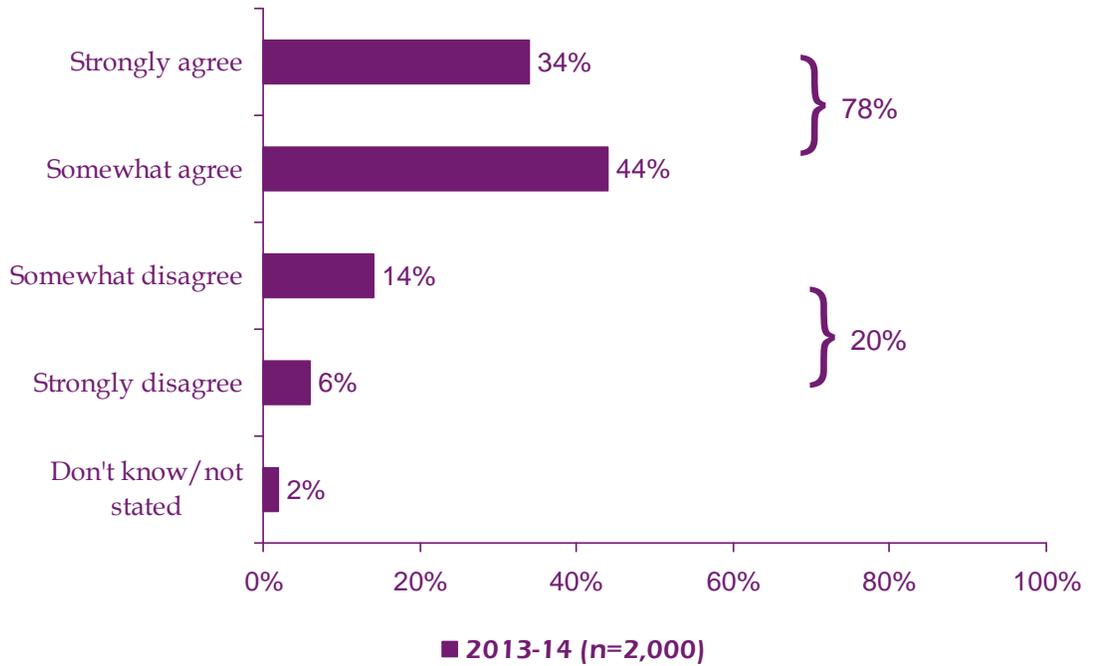
The following subgroups had substantially and significantly lower agreement that they have enough access to legal information if they need it (beginning with the subgroup that had the lowest agreement):

- Those who do not feel safe in their home after dark (56% agreed);
- Those who do not feel safe walking alone in their neighbourhood after dark (71%);
- Respondents 65 years age or more (75%);
- Divorced, separated or widowed respondents (75%);
- Those who do not have confidence in Alberta’s justice system (75%); and
- Those who have lived in Alberta for 21 to 30 years (76%).

When asked the extent to which they agreed or disagreed that they know where to find legal information, 78% agreed (34% strongly and 44% somewhat), 20% disagreed (14% somewhat and 6% strongly), and 2% did not provide an opinion, as shown in Chart 9.

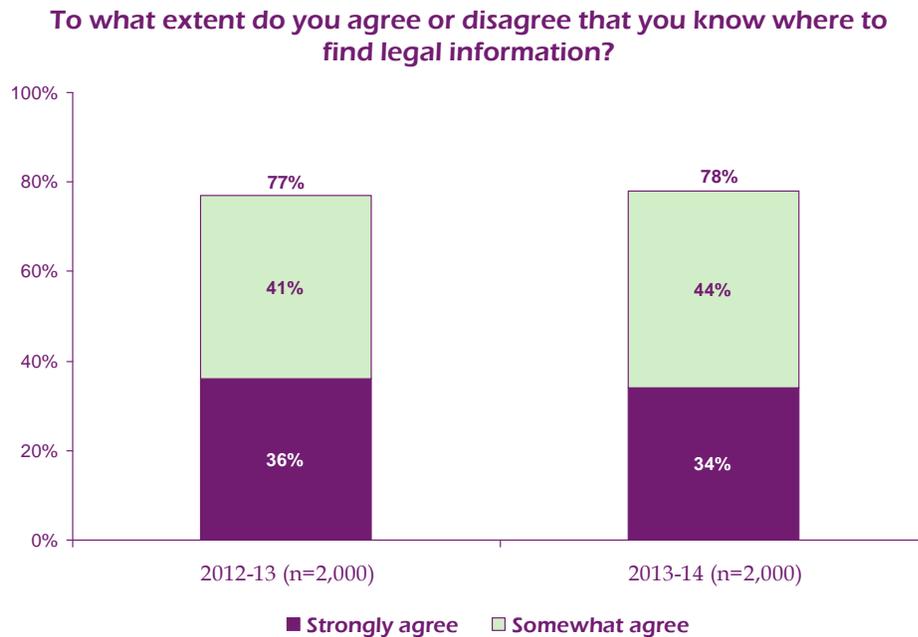
Chart 9

To what extent do you agree or disagree that you know where to find legal information?



As shown in Chart 10, the proportion of respondents who agreed that they know where to find legal information was about the same in both 2012-13 and 2013-14.

Chart 10



In 2013-14, the following subgroups had substantially and significantly higher agreement that they know where to find legal information (beginning with the subgroup that had the highest agreement):

- Residents of smaller cities in northern Alberta (85% agreed);
- Those who have lived in Alberta for 31 to 40 years (83%);
- Those who feel very safe in their home after dark (83%); and
- Those who feel very safe walking alone in their neighbourhood after dark (83%).

The following subgroups had substantially and significantly lower agreement that they know where to find legal information (beginning with the subgroup that had the lowest agreement):

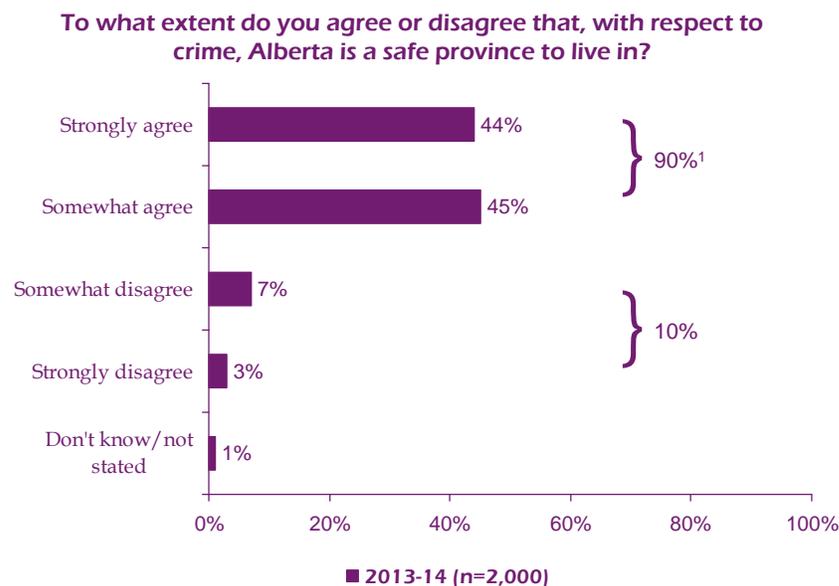
- Those who do not feel safe in their home after dark (58% agreed);
- Those with less than high school education (68%);
- Respondents 65 years age or more (71%);
- Those who do not feel safe walking alone in their neighbourhood after dark (72%);
- Those who do not have confidence in Alberta’s justice system (72%); and
- Those who feel reasonably safe in their home after dark (73%);
- Those who have lived in Alberta for 21 to 30 years (76%).

3.2 Safety from Crime

3.2.1 Safety in Alberta

Albertans were asked the extent to which they agreed or disagreed that, with respect to crime, Alberta is a safe province to live in. Chart 11 shows that 90%¹ agreed (44% strongly and 45% somewhat), 10% disagreed (7% somewhat and 3% strongly), and 1% did not provide an opinion.

Chart 11



In 2013-14, the following subgroups had substantially and significantly higher agreement that, with respect to crime, Alberta is a safe province to live in:

- Those who feel very safe in their home after dark (95% agreed); and
- Those who feel very safe walking alone in their neighbourhood after dark (95%).

The following subgroups had substantially and significantly lower agreement that, with respect to crime, Alberta is a safe province to live in (beginning with the subgroup with the lowest agreement):

- Those who do not feel safe in their home after dark (54% agreed);
- Those who do not feel safe walking alone in their neighbourhood after dark (73%);
- Those who do not have confidence in Alberta's justice system (76%);
- Victims of crime (82%); and
- Those with high school or less education (83%).

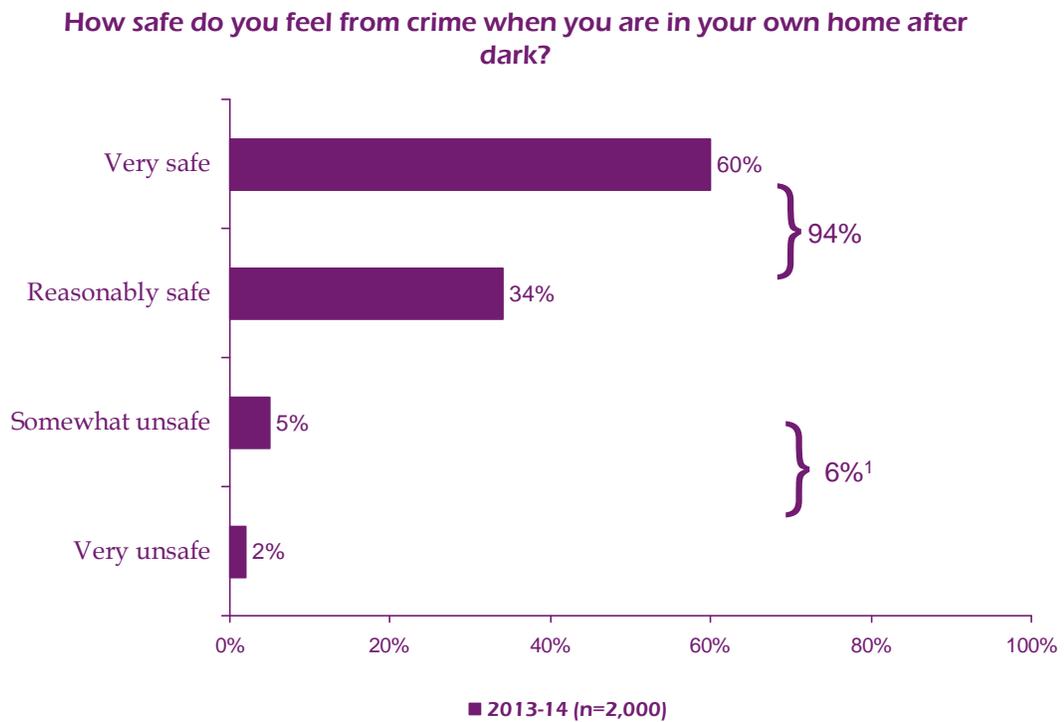
¹ This is the actual percentage who mentioned both categories. When adding together the rounded percentages for two related categories, the total may differ by 1% from the actual percentage who mentioned both categories.

3.2.2 Safety in the Home after Dark

Respondents were asked to rate how safe they feel from crime when in their own home after dark.

The vast majority of Albertans (94%) feel safe from crime when in their home after dark, including 60% who feel very safe and 34% who feel reasonably safe. A small percentage (6%¹) said they feel somewhat unsafe (5%) or very unsafe (2%), as shown in Chart 12.

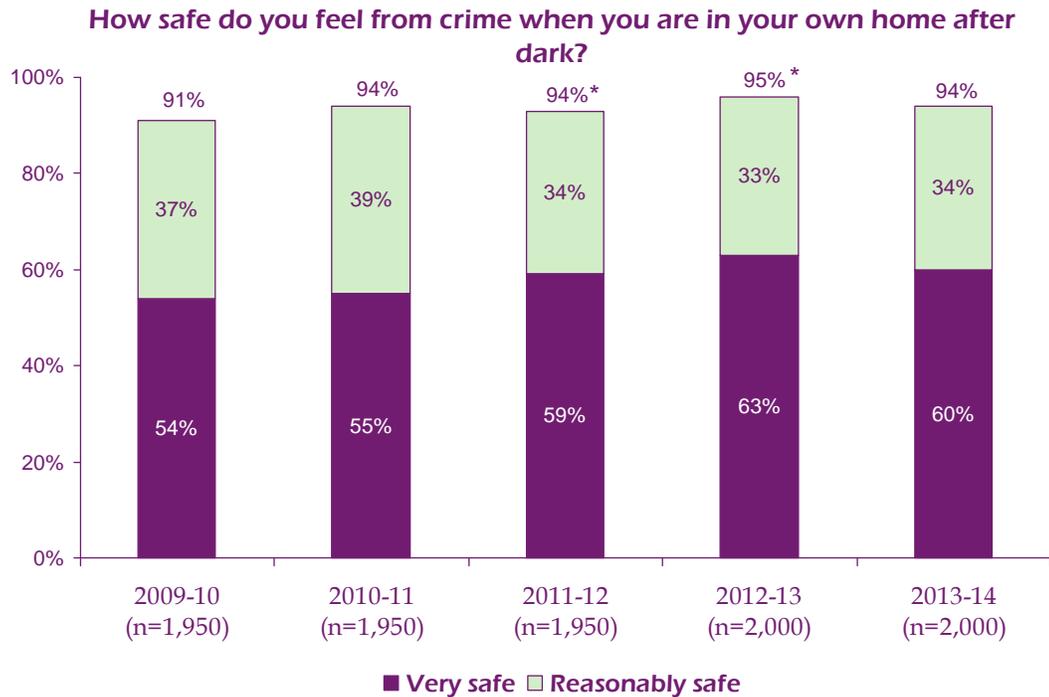
Chart 12



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

Chart 13 shows the percentage of Albertans who felt very or reasonably safe from crime when in their own home after dark. For the past three years (2011-12 to 2013-14) there has been little change in these results.

Chart 13



* 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 2013-14, the following subgroup had a substantially and significantly higher percentage who felt very or reasonably safe from crime when in their home after dark:

- Those who feel very safe walking alone in their neighbourhood after dark (99% felt very or reasonably safe).

The percentage who felt very or reasonably safe from crime when in their home after dark was substantially and significantly lower among (beginning with the subgroup with the lowest percentage):

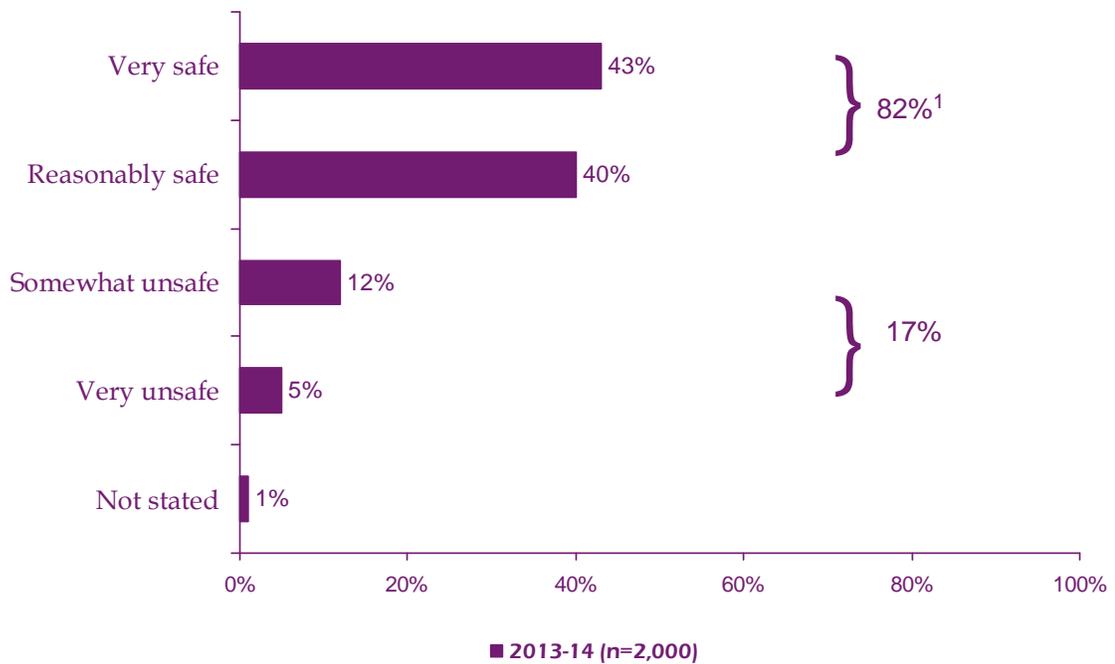
- Those who do not feel safe walking alone in their neighbourhood after dark (73% felt very or reasonably safe);
- Those who do not have confidence in Alberta’s justice system (84%);
- Victims of crime (86%);
- Residents of smaller cities in southern Alberta (88%); and
- Those with less than high school education (88%).

3.2.3 Safety Walking Alone in Neighbourhood or Area after Dark

Respondents were asked how safe they feel from crime when walking alone in their neighbourhood or area after dark. Most Albertans (82%)¹ said they feel very (43%) or reasonably (40%) safe. Twelve percent (12%) indicated they feel somewhat unsafe, and 5% feel very unsafe. One percent (1%) did not respond to the question, as shown in Chart 14.

Chart 14

How safe do you feel from crime walking alone in your neighbourhood or area after dark?

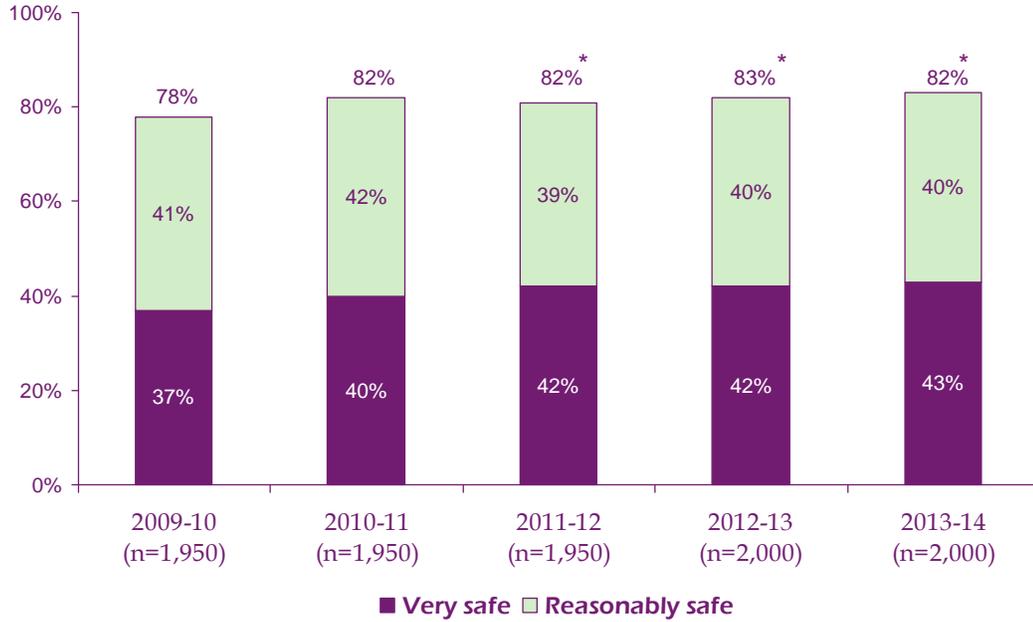


¹ This is the actual percentage who mentioned both categories. When adding together the rounded percentages for two related categories, the total may differ by 1% from the actual percentage who mentioned both categories.

Chart 15 shows the percentage of Albertans who felt very or reasonably safe from crime when walking alone in their neighbourhood or area after dark. For the past four years (2010-11 to 2013-14) there has been little change in these results.

Chart 15

How safe do you feel from crime when you are walking alone in your neighborhood or area after dark?



* 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.

When compared to the results for all Albertans, in 2013-14, the following subgroups had a substantially and significantly higher percentage who felt very or reasonably safe from crime when walking alone in their neighbourhood or area after dark (beginning with the subgroup that had the highest percentage):

- Those who feel very safe when in their own home after dark (97% felt very or reasonable safe);
- Males (92%);
- Those in households with an annual income of \$100,000 or more (89%);
- Residents of smaller cities in northern Alberta (88%); and
- Residents of rural areas in southern Alberta (88%).

The percentage who felt very or reasonably safe from crime when walking alone in their neighbourhood or area after dark was substantially and significantly lower among (beginning with the subgroup that had the lowest percentage):

- Those who do not feel safe when in their own home after dark (26% felt very or reasonable safe);
- Those in households with an annual income of less than \$30,000 (68%);
- Those who do not have confidence in Alberta's justice system (68%);
- Divorced, separated or widowed respondents (71%);
- Victims of crime (71%);
- Respondents 65 years of age or more (72%);
- Females (73%);
- Those who feel reasonably safe when in their own home after dark (74%);
- Residents of Edmonton (74%);
- Those with high school or less education (76%); and
- Residents of smaller cities in southern Alberta (77%).

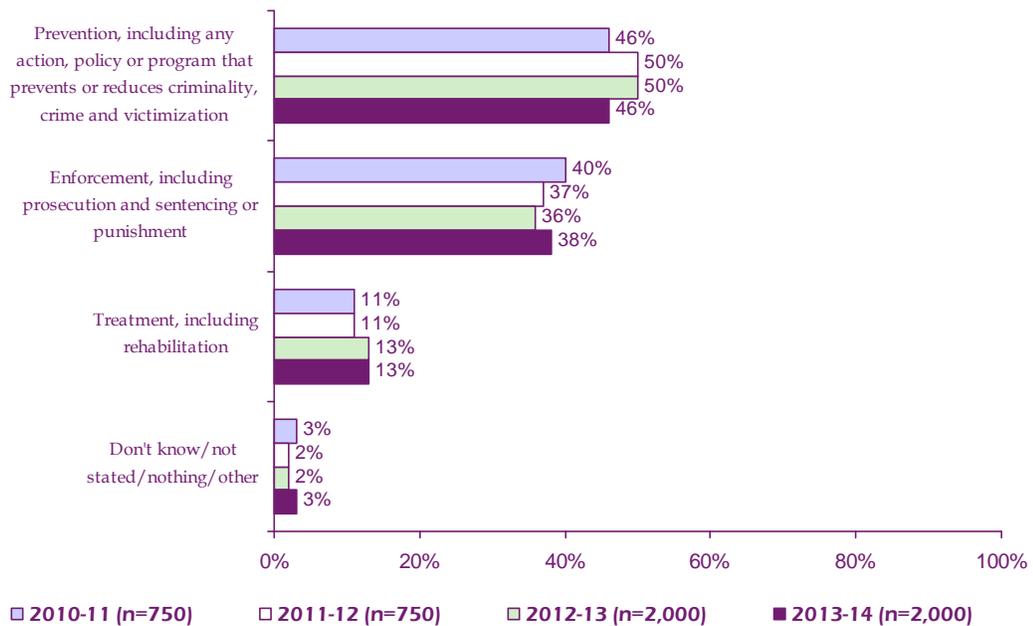
3.3 Crime Prevention and Reduction

3.3.1 Priority Components for Reducing or Preventing Crime

It was explained to respondents that the Government of Alberta is committed to working together with other levels of government, community agencies and organizations, business, police, and all Albertans to address crime and to ensure Albertans feel safe in their communities. It was also explained that an integrated response to crime includes many components. When asked which of three components (shown in Chart 16) the Government of Alberta should put priority focus on, 46% said the focus should be on prevention, including any action, policy or program that prevents or reduces criminality, crime and victimization; 38% indicated that the focus should be on enforcement, including prosecution and sentencing or punishment; and 13% thought it should be on treatment, including rehabilitation. As shown in Chart 16, there has been no substantial change in these results since 2010-11.

Chart 16

An integrated response to crime includes many components. Which of the following components do you feel the Government of Alberta should put priority focus on? Should it be...?



There were substantial and significant differences in priorities across the various subgroups of respondents:

- *Regional differences* - Calgary residents had a substantially higher percentage who said the focus should be on prevention (51%) and a substantially lower percentage who said the focus should be on enforcement (33%). Residents of rural areas in northern Alberta had a substantially higher percentage who said

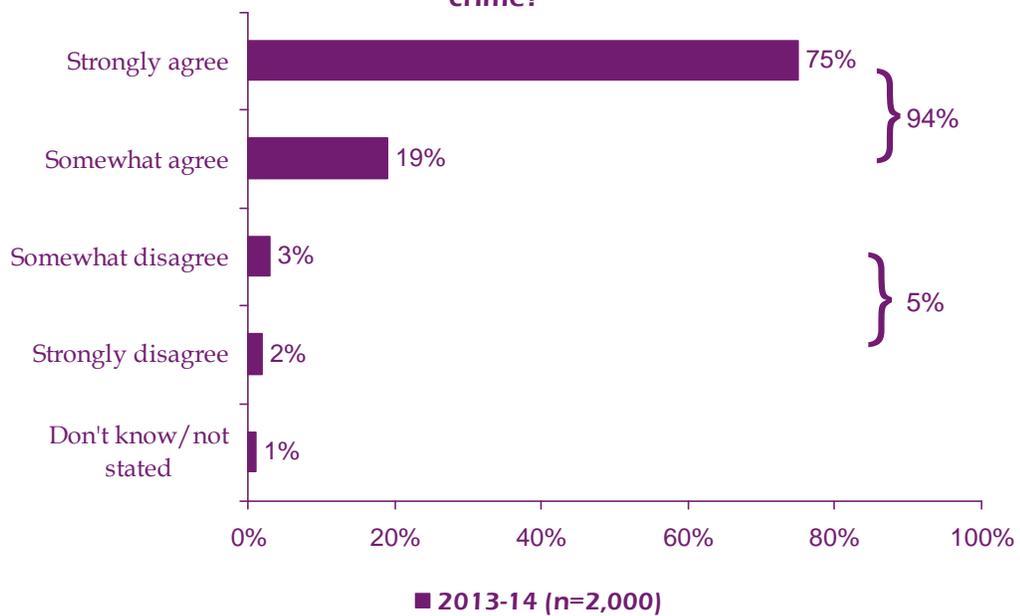
- the focus should be on enforcement (45%) and a substantially lower percentage who said the focus should be on prevention (40%). Residents of rural areas in southern Alberta had a substantially higher percentage who said the focus should be on enforcement (45%).
- *Age differences* - Respondents 18 to 24 years of age had a substantially higher percentage who said the focus should be on treatment (26%) and a substantially lower percentage who said the focus should be on enforcement (28%).
 - *Marital status differences* - Single respondents had a substantially higher percentage who said the focus should be on treatment (19%) and a substantially lower percentage who said the focus should be on enforcement (30%).
 - *Education differences* - Those with less than high school education had a substantially higher percentage who said the focus should be on enforcement (47%) and a substantially lower percentage who said the focus should be on prevention (34%). Those with high school education had a substantially higher percentage who said the focus should be on enforcement (44%). Those with college education had a substantially higher percentage who said the focus should be on enforcement (44%) and a substantially lower percentage who said the focus should be on prevention (40%). Those with university education had a substantially higher percentage who said the focus should be on prevention (56%) and a substantially lower percentage who said the focus should be on enforcement (28%).
 - *Years in current home differences* - Those in their current home for less than three years had a substantially higher percentage who said the focus should be on prevention (53%) and a substantially lower percentage who said the focus should be on enforcement (30%).
 - *Years in Alberta differences* - Those in Alberta for 5 years or less had a substantially higher percentage who said the focus should be on prevention (64%) and a substantially lower percentage who said the focus should be on enforcement (21%). Those in Alberta for 6 to 10 years had a substantially lower percentage who said the focus should be on enforcement (31%). Those in Alberta for 11 to 20 years had a substantially higher percentage who said the focus should be on enforcement (46%) and a substantially lower percentage who said the focus should be on prevention (40%). Those in Alberta for more than 20 years had a substantially higher percentage who said the focus should be on enforcement (43%).
 - *Safety in the home differences* - Those who do not feel safe from crime in their home after dark had a substantially higher percentage who said the focus should be on enforcement (47%) and a substantially lower percentage who said the focus should be on prevention (36%).
 - *Confidence in the justice system differences* - Those who do not have confidence in Alberta's justice system had a substantially higher percentage who said the focus should be on enforcement (52%) and a substantially lower percentage who said the focus should be on prevention (33%).

3.3.2 Views on People with Mental Health and Addiction Issues

Respondents were asked the extent to which they agreed or disagreed that individuals with mental health and addiction issues who commit crimes should have access to treatment while being held accountable for their crime. As shown in Chart 17, the vast majority agreed (94%, including 75% strongly and 19% somewhat), 5% disagreed (3% somewhat and 2% strongly), and 1% did not provide an opinion.

Chart 17

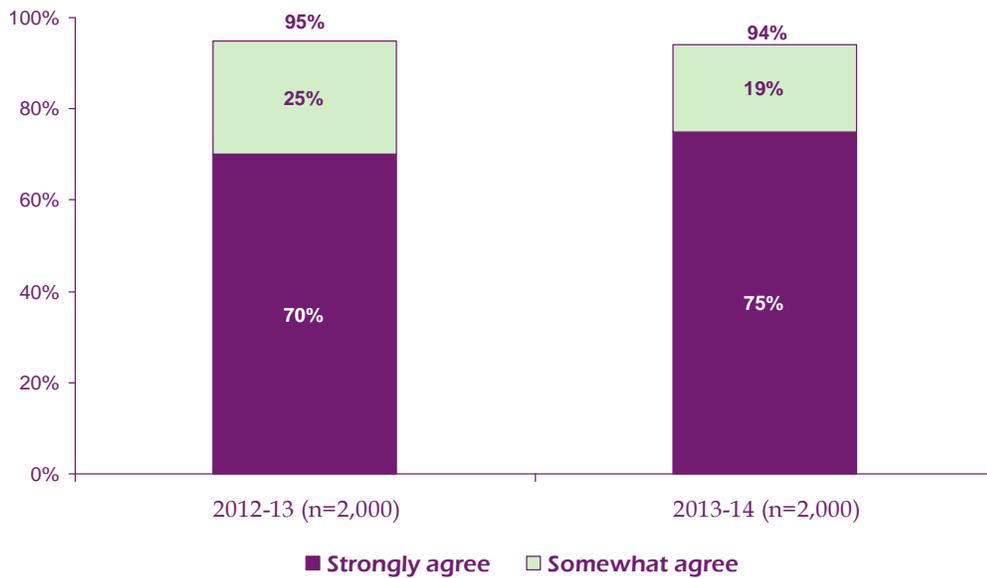
To what extent do you agree or disagree that individuals with mental health and addiction issues who commit crimes should have access to treatment while being held accountable for their crime?



As shown in Chart 18, there was high agreement in both 2012-13 (95% agreed) and 2013-14 (94% agreed) that individuals with mental health and addiction issues should have access to treatment. In 2013-14, there was a substantial increase in the percentage who strongly agreed (from 70% in 2012-13, to 75% in 2013-14).

Chart 18

To what extent do you agree or disagree that individuals with mental health and addiction issues who commit crimes should have access to treatment while being held accountable for their crime?



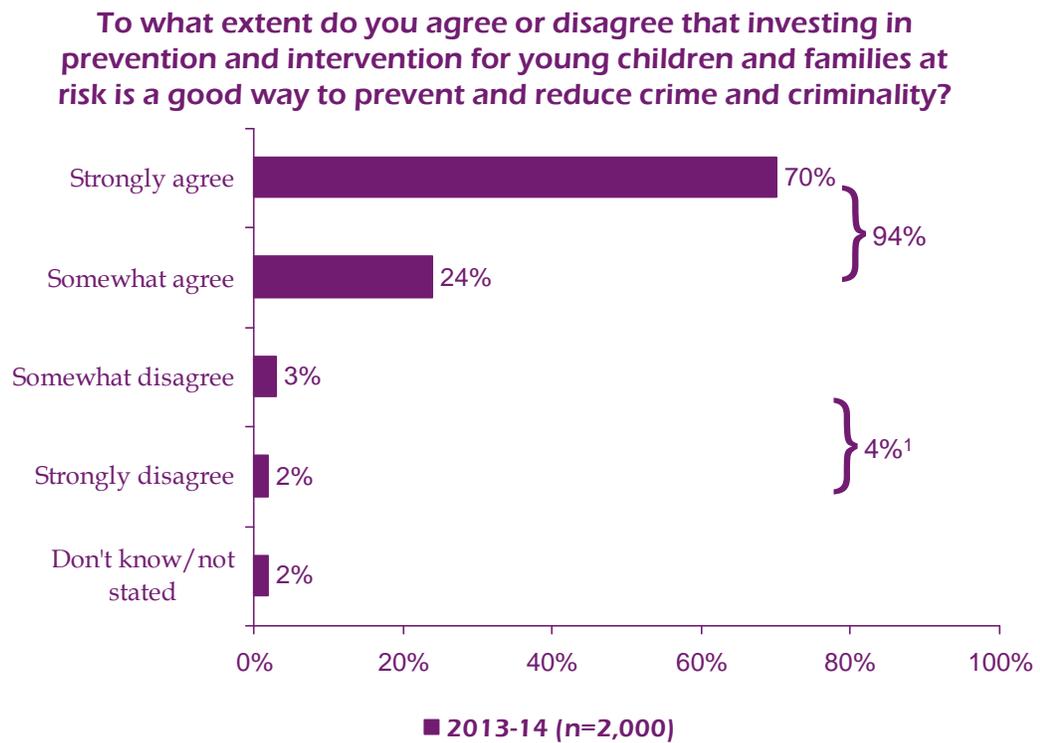
The following subgroups had substantially and significantly lower agreement that individuals with mental health and addiction issues who commit crimes should have access to treatment while being held accountable for their crime (beginning with the subgroup that had the lowest agreement):

- Those who do not feel safe in their home after dark (86% agreed);
- Those with less than high school education (88%); and
- Those who do not have confidence in Alberta’s justice system (88%).

3.3.3 Views on Children and Families at Risk

Respondents were asked the extent to which they agreed or disagreed that investing in prevention and intervention for young children and families at risk is a good way to prevent and reduce crime. As shown in Chart 19, the vast majority agreed (94%, including 70% strongly and 24% somewhat), 4%¹ disagreed (3% somewhat and 2% strongly), and 2% did not provide an opinion.

Chart 19

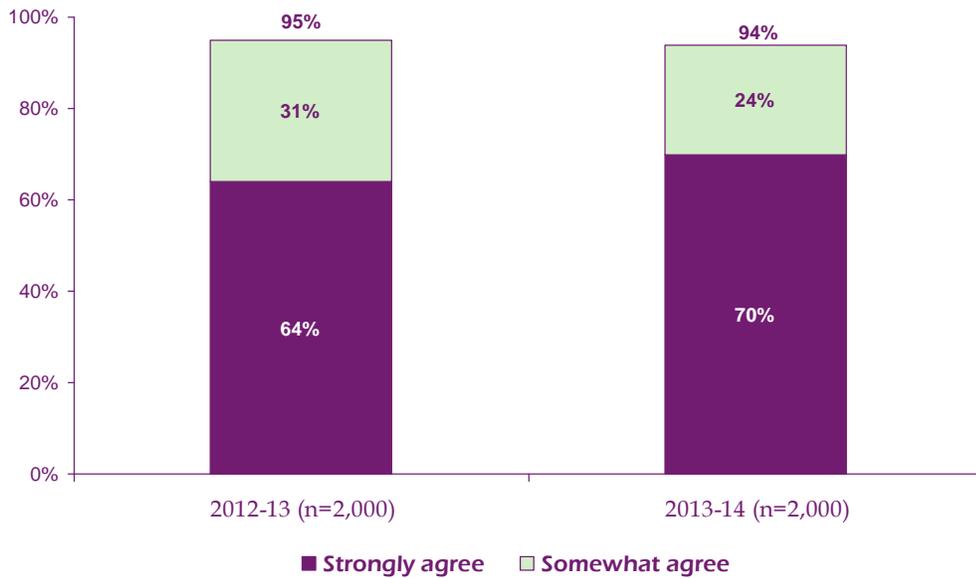


¹ This is the actual percentage who mentioned both categories. When adding together the rounded percentages for two related categories, the total may differ by 1% from the actual percentage who mentioned both categories.

As shown in Chart 20, there was high agreement in both 2012-13 (95% agreed) and 2013-14 (94% agreed) that investing in prevention and intervention for young children and families at risk is a good way to prevent and reduce crime. In 2013-14, there was a substantial increase in the percentage who strongly agreed (from 64% in 2012-13, to 70% in 2013-14).

Chart 20

To what extent do you agree or disagree that investing in prevention and intervention for young children and families at risk is a good way to prevent and reduce crime and criminality?



The following subgroups had substantially and significantly lower agreement that investing in prevention and intervention for young children and families at risk is a good way to prevent and reduce crime and criminality (beginning with the subgroup that had the lowest agreement):

- Those who do not feel safe in their home after dark (87% agreed);
- Those with less than high school education (89%); and
- Those who do not have confidence in Alberta’s justice system (89%).

3.4 Views on Ministry Services and Programs

3.4.1 Views on Prosecution Service

Albertans were asked to rate their level of agreement that Alberta Justice and Solicitor General provides a fair and impartial service to prosecute people charged with a crime. Chart 21 shows that, 80% agreed (26% strongly and 54% somewhat), 12% disagreed (7% somewhat and 5% strongly), and 7% did not provide an opinion.

Chart 21

To what extent do you agree or disagree that Alberta Justice provides a fair and impartial service to prosecute people charged with a crime?

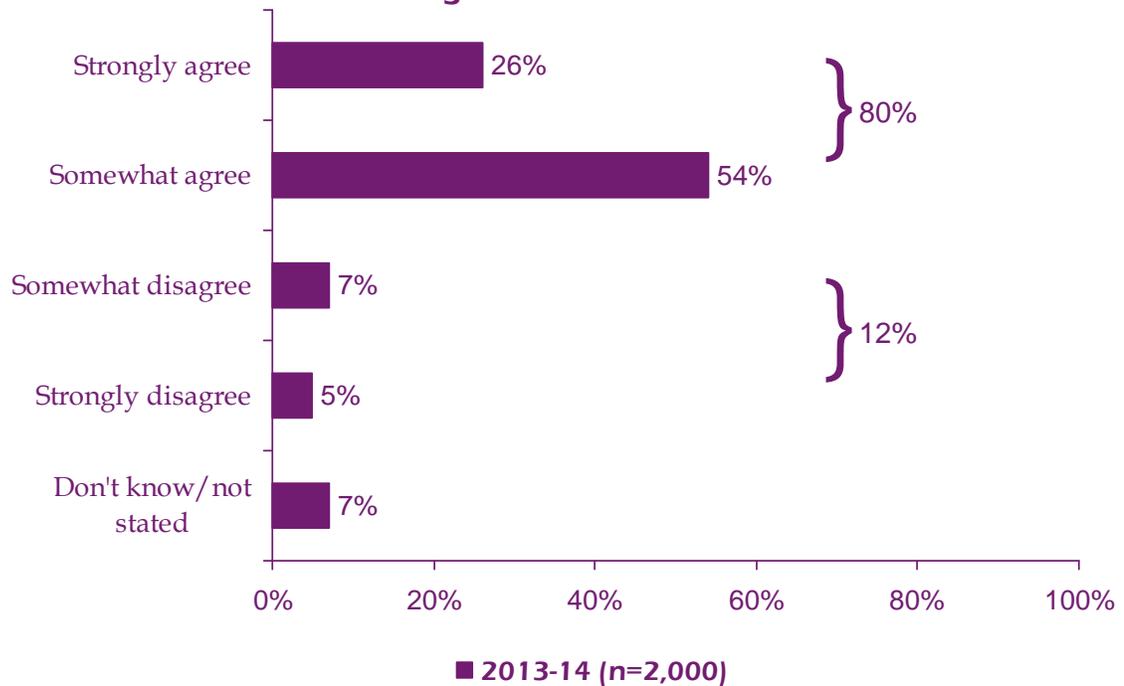
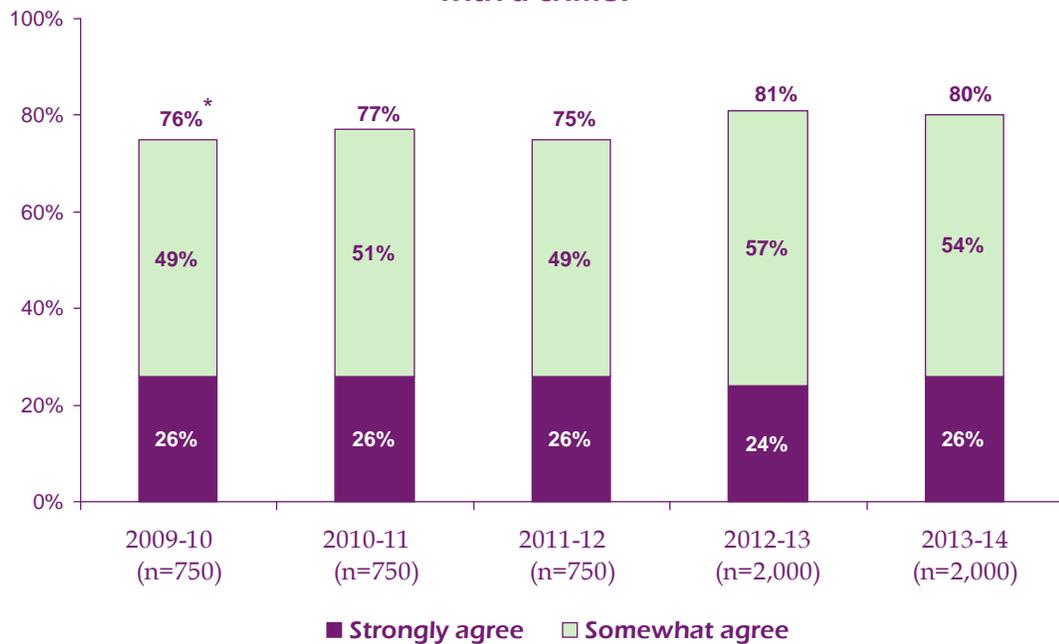


Chart 22 shows that the proportion of respondents who agreed that Alberta Justice and Solicitor General provides a fair and impartial service to prosecute people charged with a crime was substantially higher in 2012-13 (81%) and 2013-14 (80%), than in 2011-12 (75%).

Chart 22

To what extent do you agree or disagree that Alberta Justice provides a fair and impartial service to prosecute people charged with a crime?



*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 2013-14, the following subgroups had substantially and significantly higher agreement that Alberta Justice provides a fair and impartial service to prosecute people charged with a crime:

- Respondents 18 to 24 years of age (86% agreed); and
- Respondents who have confidence in Alberta’s justice system (86%).

Agreement that Alberta Justice provides a fair and impartial service to prosecute people charges with a crime was substantially and significantly lower among the following (beginning with the subgroup that had the lowest agreement):

- Those who do not feel safe when in their own home after dark (60% agreed);
- Respondents who do not have confidence in Alberta’s justice system (60%);
- Those who do not feel safe walking alone in their neighbourhood after dark (68%); and
- Victims of crime (73%).

The 246 respondents (or 12% of all Albertans) who disagreed that Alberta Justice and Solicitor General provides a fair and impartial service to prosecute people charged with a crime were asked to provide the reason(s) they disagreed. The responses to this open-ended question were coded into themes. The most frequent theme of the responses was that that certain groups are not treated equally (35% mentioned this theme). Other less frequent themes are also provided in Table 5.

Table 5

Why do you disagree that Alberta Justice and Solicitor General provides a fair and impartial service to prosecute people charged with a crime?	
	Percent of Respondents Who Disagreed That Prosecution Service is Fair and Impartial
	2013-14 (n=246)
Specific groups are not treated equally	35
Punishment does not fit the crime	17
Penalties are too lenient/released on bail too easily	15
Criminals have more rights than victims/system does not protect the victim	13
Dissatisfied with a past personal experience	10
Process takes too long	5
Dislike/distrust the government/justice system	4
Don't know/not stated	8
<i>Total</i>	<i>107*</i>
<i>* Adds up to more than 100% due to multiple mentions.</i>	

3.4.2 Satisfaction with Policing

It was explained to respondents that Alberta Justice and Solicitor General provides funding and other supports for Alberta’s police services. All respondents were then asked to rate their level of satisfaction with policing in Alberta over the past 12 months. Most Albertans (83%) were satisfied with policing in Alberta, including 34% who were very satisfied and 49% who were somewhat satisfied. Fifteen percent (15%) of Albertans were somewhat dissatisfied (11%) or very dissatisfied (4%), as shown in Chart 23.

Chart 23

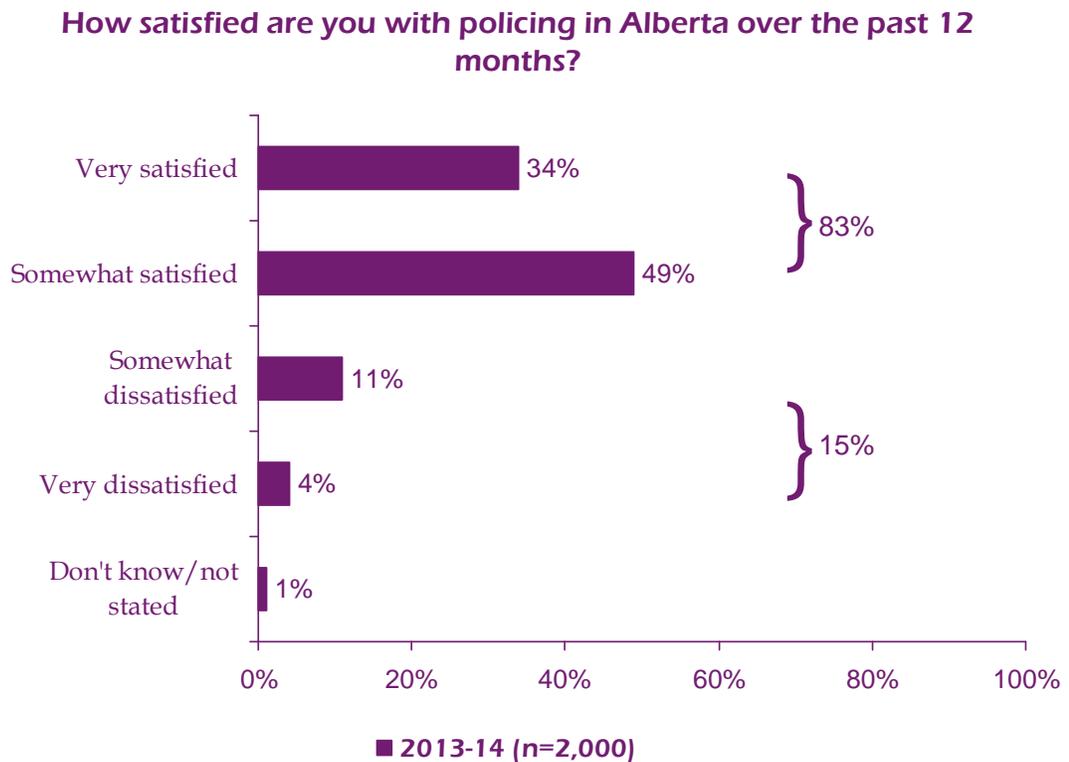
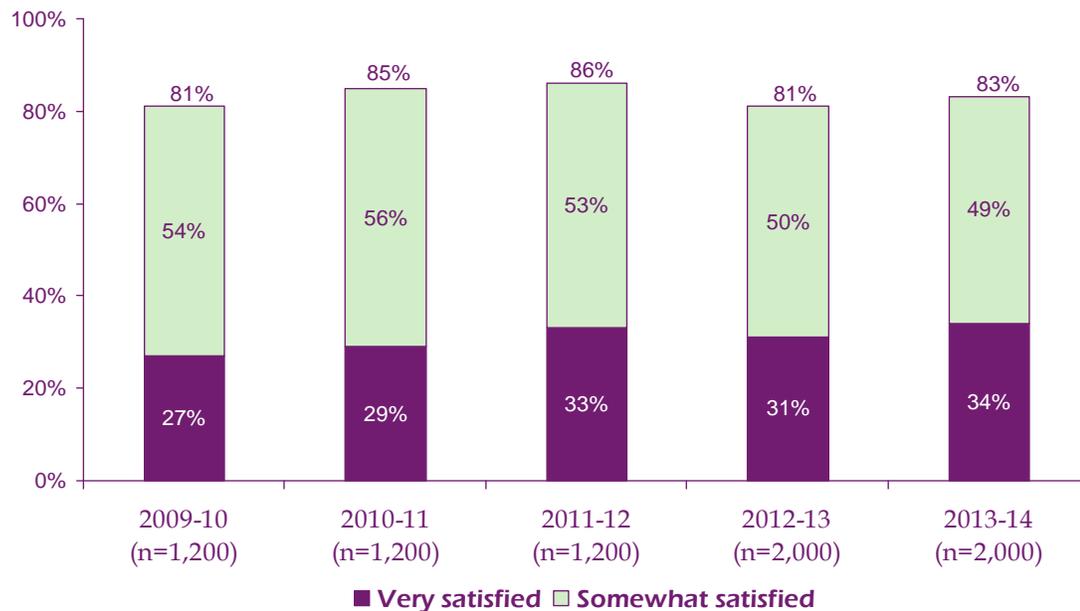


Chart 24 shows that satisfaction (very or somewhat satisfied ratings) with policing in Alberta increased substantially from 2009-10 (86% satisfied) to 2011-12 (86%), then decreased substantially from 2011-12 (86%) to 2012-13 (81%), and then increased somewhat in 2013-14 (83%).

Chart 24

How satisfied are you with policing in Alberta over the past 12 months?



Satisfaction with policing was substantially and significantly higher among (beginning with the subgroup that had the highest agreement):

- Those who have lived in Alberta for 5 years or less (93% satisfied);
- Respondents 65 years of age or older (90%);
- Those who feel very safe when in their homes after dark (88%); and
- Those who have confidence in the justice system in Alberta (88%).

Satisfaction with policing was substantially and significantly lower among the following subgroups (beginning with the subgroup that had the lowest agreement):

- Those who do not feel safe when in their homes after dark (59%);
- Those who do not have confidence in the justice system in Alberta (66%);
- Those who do not feel safe walking alone in their neighbourhood after dark (71%);
- Victims of crime (72%); and
- Respondents with less than high school education (76%).

The 305 respondents (or 15% of all Albertans) who were dissatisfied with policing in Alberta were then asked why they were dissatisfied. The responses to this open-ended question were coded into themes. The most frequent theme of the responses was that there were not enough officers, police or enforcement (33%). Less frequent themes are also listed in Table 6.

Table 6

Why are you dissatisfied with policing in Alberta over the past 12 months?	
	Percent of Respondents Dissatisfied with Policing
	2013-14 (n=305)
Not enough officers/police presence/enforcement	33
Police take too long to arrive	17
Police too concerned with petty crime/traffic violations rather than serious crime	17
Do not trust the police to act fairly/legally	15
Police need better training/better competency	10
Crime is still a problem in the area	9
Don't know/not stated	6
<i>Total</i>	<i>107*</i>
<i>* Adds up to more than 100% due to multiple mentions.</i>	

3.4.3 Views on the Corrections System

Albertans were read three statements in order to assess their views on the corrections system in Alberta. For each statement, respondents were asked to rate their level of agreement with that statement.

As shown in Table 7 on the next page, the majority of respondents agreed 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 being held in custody” (85% agreed). The next highest agreement was with the statement that “You are satisfied with the job being done by Alberta correctional staff in operating provincial correctional centres” (75%). 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” (64%).

The level of agreement with the following statement is substantially and significantly higher than it was in 2009-10:

- “You are satisfied with the job being done by Alberta correctional staff in operating provincial correctional centres” (75% in 2013-14, up from 70% in 2009-10).

Since 2012-13, there was a substantial and significant decrease in agreement with the following statement:

- “You are satisfied with the job being done by Alberta correctional staff in supervising offenders in the community” (64% in 2013-14, down from 71% in 2012-13).

Table 7

To what extent do you agree or disagree that ...?				
		Percent of Respondents (2009-10 to 2011-12 n=1,200; 2012-13 to 2013-14 n=2,000)		
		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 being held in custody	2009-10	86	6	8
	2010-11	85	6	10
	2011-12	87	5	7
	2012-13	86	6	8
	2013-14	85	5	9
You are satisfied with the job being done by Alberta correctional staff in operating provincial correctional centres	2009-10	70	14	16
	2010-11	72	12	16
	2011-12	79	8	13
	2012-13	78	7	15
	2013-14	75	9	17
You are satisfied with the job being done by Alberta correctional staff in supervising offenders in the community	2009-10	63	23	14
	2010-11	67	18	15
	2011-12	68	17	14
	2012-13	71	17	12
	2013-14	64	20	16

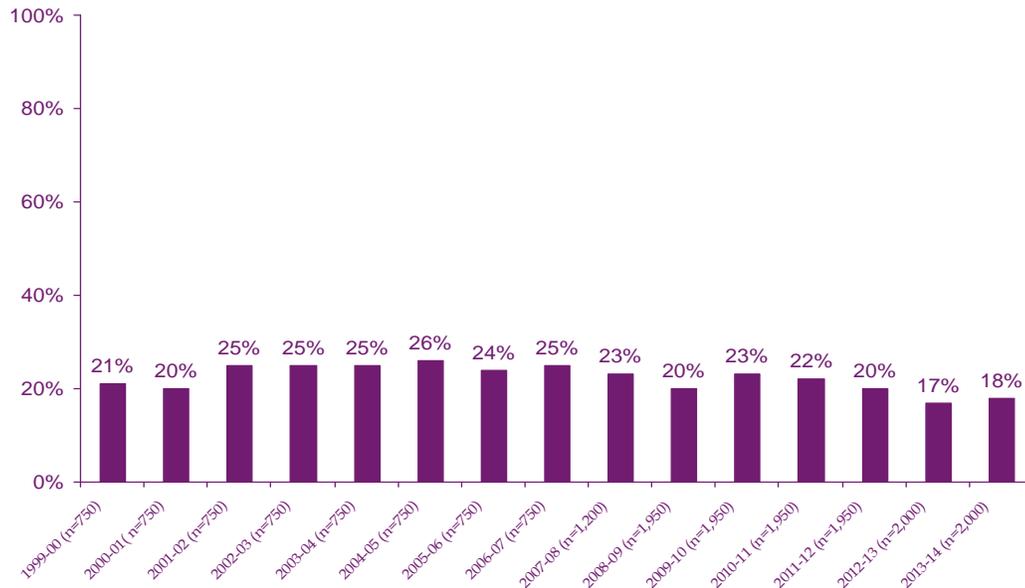
3.5 Crime Victimization

3.5.1 Level of Victimization

Respondents were asked how many times they, personally, were a victim of crime in the past year. Chart 25 shows that 18% of Albertans were a victim of crime at least once in the past year, up slightly since 2012-13 (17%) and down substantially since 2009-10 (23%). In 2012-13 and 2013-14, crime victimization was the lowest it has been in the past fifteen years.

Chart 25

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



In 2013-14, the following subgroups had a substantially and significantly higher proportion who said they were a victim of crime at least once in the past year (beginning with the subgroup with the highest proportion):

- Respondents who do not feel safe when in their own home after dark (38% were a crime victim in the past year);
- Respondents who do not feel safe walking alone in their neighbourhood after dark (30%);
- Those who do not have confidence in the justice system in Alberta (27%);
- Respondents who feel reasonably safe when in their own home after dark (24%);
- Respondents 18 to 24 years of age (23%); and
- Those in households with an annual income of less than \$30,000 (23%).

The proportion who said they were a victim of crime at least once in the past year was substantially and significantly lower among (beginning with the subgroup with the lowest proportion):

- Respondents 65 years of age or more (9% were a crime victim in the past year);
- Those who have lived in their current home for 21 years or more (10%); and
- Those who feel very safe when in their own home after dark (12%).

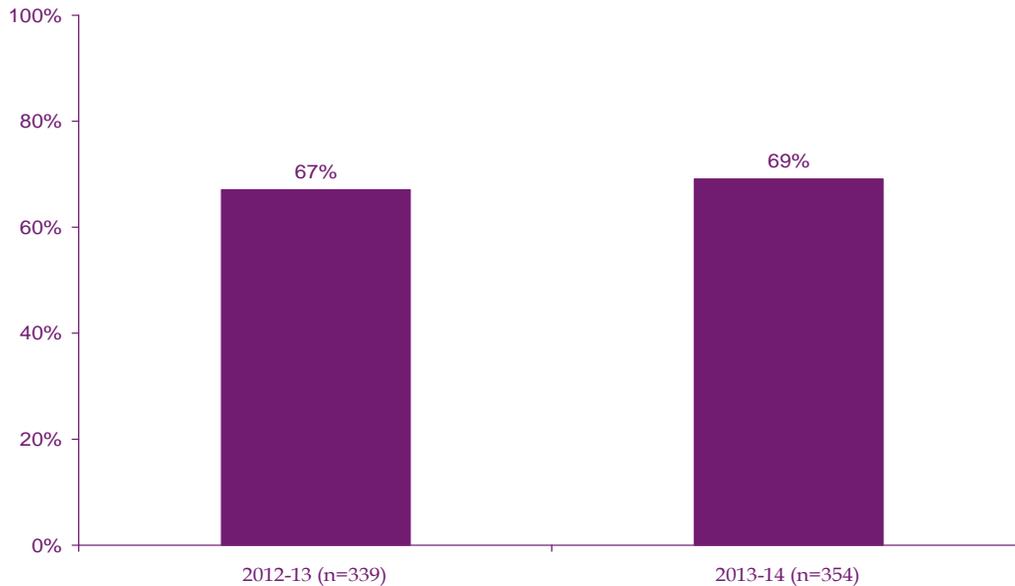
3.5.2 Reporting of Crimes to the Police

The 354 respondents who were a victim of crime at least once in the past year were asked if they reported the crime(s) to the police. Chart 26 shows that 69% reported a crime to the police, with little change in results since 2012-13 (67%).

Chart 26

Did you report the/those crime(s) to the police?

(Percent who said "Yes" among those who were a victim of at least one crime in the past year)



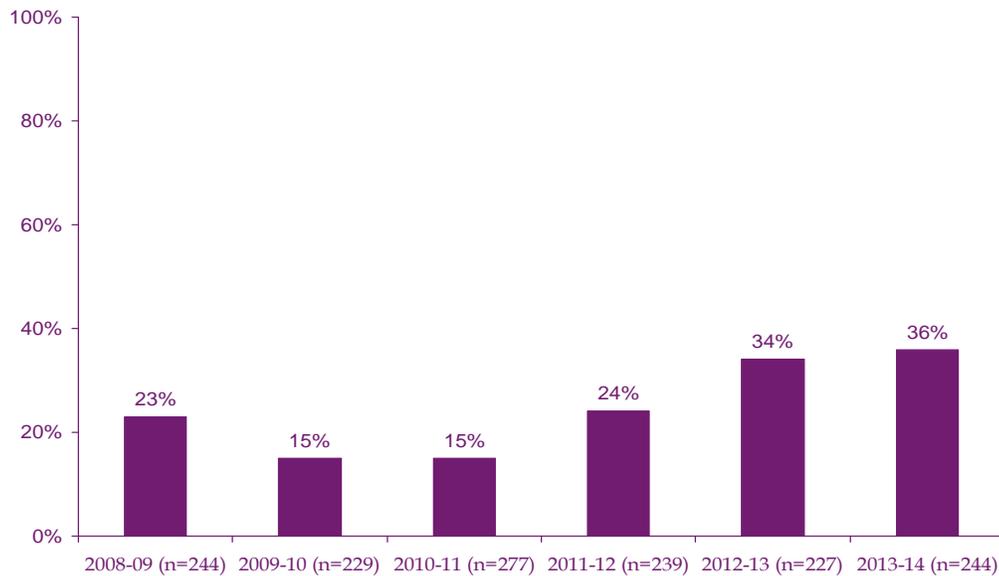
3.5.3 Information Provided by Police on Victims Programs

The 244 respondents who were a victim of crime in the past year and who reported the crime to the police were asked if the police gave them information on victims programs. Chart 27 shows that 36% received information from the police on victims programs. Each year since 2010-11, an increasing proportion has received information from the police on victims programs (from 15% in 2010-11, to 36% in 2013-14).

Chart 27

Did the police give you information on victims programs?

(Percent who said "Yes" among victims who reported the crime to the police in the past year)



3.5.4 Victims Programs and Services

All Albertans were asked if they accessed any programs or services for victims in Alberta over the past 12 months. As shown in Chart 28, 6% of all adult Albertans accessed programs or services for victims over the past 12 months. Of those who were a victim of crime in the past 12 months, 11% accessed programs or services for victims.

Chart 28

Over the past 12 months, did you access any programs or services for victims in Alberta?
(Percent who said "Yes")

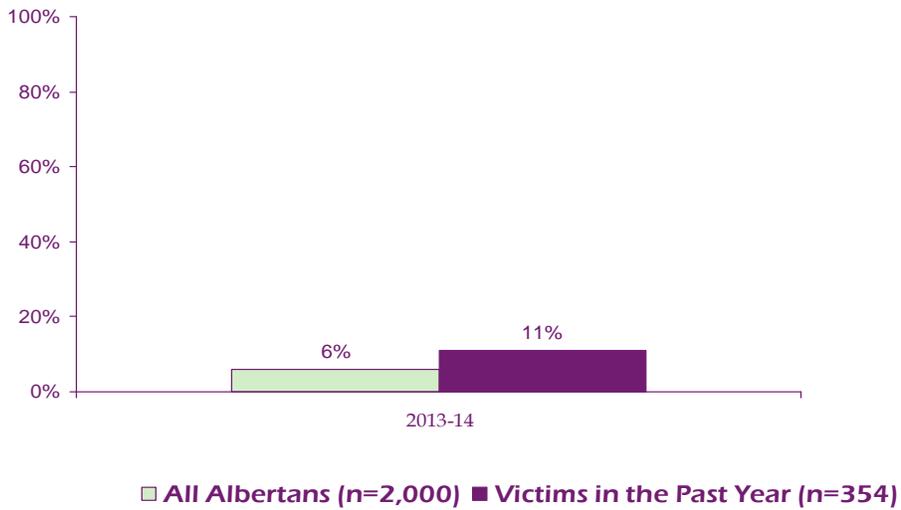
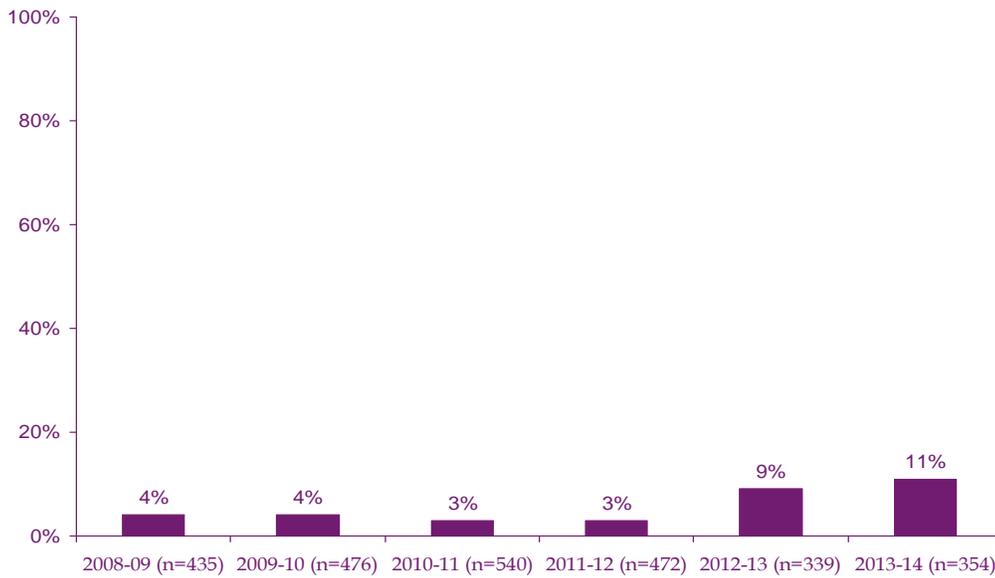


Chart 29 shows that there has been a substantial increase since 2011-12 in the proportion of crime victims who accessed victims programs or services during the same year that they were victimized (from 3% in 2011-12, to 11% in 2013-14).

Chart 29

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

(Percent who said "Yes" among those who were a victim of at least one crime in the past year)



3.6 Desired Information about the Justice System

All respondents were asked to indicate what they would like to have more information about regarding the justice system in Alberta, if anything. The themes of the responses to this open-ended question are listed in Table 8. Most respondents (66%) did not want any more information.

Table 8

What would you like to have more information about regarding the justice system in Alberta, if anything?	
	Percent of Respondents (n=2,000)
How the system works/general information about the justice system	8
More explanation of the laws/citizens' rights	6
Sentencing	4
Civil law lawsuit	3
More transparency/accountability, in general	3
Crime prevention initiatives/community involvement	3
Publishing names of high risk offenders/sex offenders	2
Information on the police/RAMP (e.g., training, spending, local contact information, etc.)	2
Family law	2
Support/initiatives for people with mental illness	2
Victim's services	2
Juvenile law/young offenders	1
Other	1
Nothing more	53
Don't know / Not stated	13
<i>Total</i>	<i>105*</i>

** Ads up to more than 100% due to multiple mentions.*

The 683 respondents (34% of Albertans) who would like more information about the justice system were asked to indicate the best way to provide them with that information. The responses to this open-ended question were coded into themes. The most frequent response was to provide the information through the media, including media websites (40%); followed by 24% who thought it would be best to provide the information via a Government of Alberta website or websites; and 11% who thought social media would be best. Less frequent responses are also listed in Table 9.

Table 9

And what would be the best way to provide you with that information?	
	Percent of Respondents Who Would Like to Have More Information (n=683)
Television, radio, or newspapers, including television, radio or newspaper websites	40
A Government of Alberta website or websites, including the Alberta Justice and Solicitor General website	24
Social media such as Facebook, Twitter or LinkedIn	11
Another Internet website or websites	6
Other print publications	3
Word of mouth from relatives, friends, colleagues or acquaintances	1
A magazine, including online magazines	1
Other:	
Direct contact by email/phone/etc.	7
Pamphlet	2
Public workshops/conferences/etc.	2
Don't know/Not stated	3
<i>Total</i>	100

APPENDIX A
SURVEY QUESTIONNAIRE

Introduction

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

ADDITIONAL INFORMATION, IF AND WHEN NEEDED: If you have any questions about this survey, please contact Coral Thygesen with Resinnova at (780) 944-9609. You may also check the legitimacy of this survey with Kim Flowers at Alberta Justice and Solicitor General at (780) 427-2822.

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

ASSIGN TO REGION BASED ON POSTAL CODE FSA AND CHECK REMAINING AGE/GENDER QUOTAS FOR THAT REGION.

REGION:

1. Calgary
2. Edmonton
3. Small cities north
4. Small cities south
5. Rural north
6. Rural south

THANK & TERMINATE IF DO NOT LIVE IN ALBERTA OR QUOTA FULL

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	CONTINUE
2. Yes, I'll get him/her	REPEAT INTRO AND CONTINUE
3. Not available	CONTINUE
4. No individual in household in that gender and age group	THANK AND END INTERVIEW

C. **IF NOT AVAILABLE, ASK:** And what is the first name of the person I should talk to when I call back? **RECORD FIRST NAME OF ELIGIBLE RESPONDENT:**

_____ **ARRANGE CALLBACK**

D. RECORD GENDER:

1. Male
2. Female

E. In what year were you born? 19__

F. This interview will take approximately 10 to 15 minutes. Is this a convenient time for you?

Yes

No **IF NO, ARRANGE CALL BACK**

Knowledge of and Confidence in the Justice System

1PR. First, I would like to ask you a few questions about your knowledge of and confidence in the justice system.

1. To what extent do you agree or disagree that you have a good understanding of the justice system in Alberta? Do you (**READ LIST**):

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

2. Over the past 12 months, what would you say was your main source of information about the justice system? Was it (**READ LIST**): **RECORD ONE RESPONSE ONLY**

01. Television, radio or newspapers, including television, radio or newspaper websites
02. Word of mouth from relatives, friends, colleagues or acquaintances
03. Social media such as Facebook, Twitter or LinkedIn
04. A Government of Alberta website or websites, including the Alberta Justice and Solicitor General website
05. A magazine, including online magazines
06. Another Internet website or websites
07. Other print publications
08. Or some other source (**SPECIFY**)
99. (Don't know/Not Stated)

GO TO QUESTION 4

3. What other sources of information about the justice system have you had over the past 12 months? **ELIMINATE RESPONSE TO QUESTION 2 AND RECORD ALL OTHER MENTIONS.**

- 01. Television, radio or newspapers, including television, radio or newspaper websites
- 02. Word of mouth from relatives, friends, colleagues or acquaintances
- 03. Social media such as Facebook, Twitter or LinkedIn
- 04. A Government of Alberta website or websites, including the Alberta Justice and Solicitor General website
- 05. A magazine, including online magazines
- 06. Another Internet website or websites
- 07. Other print publications
- 08. Or some other source (**SPECIFY**)
- 99. (Don't know/Not Stated)

4. How much confidence do you have in the justice system in Alberta? Do you have (**READ LIST**):

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

5. **IF VERY LITTLE OR NO CONFIDENCE IN QUESTION 4, ASK:** Why do you not have confidence in the justice system in Alberta?

- 001. **RECORD VERBATIM**
- 999. (Don't Know/Not Stated)

6. There are two major components to the justice system namely, the criminal justice system and the civil justice system. The criminal justice system includes criminal laws and the civil justice system includes other types of laws, such as personal injury, property, and family law. To what extent do you agree or disagree that you have a good understanding of the (**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) Criminal justice system in Alberta
- b) Civil justice system in Alberta

7. And how much confidence do you have in the **(READ ITEMS ALTERNATELY)**? Do you have **(READ LIST)**:

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

- a) Criminal justice system in Alberta
- b) Civil justice system in Alberta

8. Please rate your confidence in each of the following aspects of Alberta's criminal justice system. How confident are you **(READ ITEMS RANDOMLY)**? Do you have **(READ LIST)**?

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

- a) That court outcomes are fair and appropriate
- b) In the fairness of the court process for criminal law cases
- c) That the laws of Alberta are fair
- d) That the courts deal with cases promptly and efficiently
- e) That the criminal justice system is effective in bringing people to justice
- f) That offenders are safely and securely held while in custody
- g) That offenders are supervised effectively in the community
- h) That the needs of victims of crime are being met
- i) That legal aid is available and accessible to those who need it
- j) That the rights of people accused of committing a crime are protected

9. How much confidence do you have in each of the following aspects of Alberta's civil justice system? How confident are you (**READ ITEMS RANDOMLY**)? Do you have (**READ LIST**)?

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

- a) That court outcomes of civil law cases are fair and appropriate
- b) In the fairness of the court process for civil law cases
- c) That the courts deal with civil law cases promptly and efficiently
- d) That the justice system is effective in resolving civil law disputes
- e) That Alberta has the right laws in place to protect the interests of Albertans

10. Thinking now about both civil and criminal law in Alberta, to what extent do you agree or disagree (**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) That you have enough access to legal information if you need it
- b) That you know where to find legal information

Perceptions on Safety from Crime

11PR. I would like to ask you a few questions about safety from crime.

11. To what extent do you agree or disagree that, with respect to crime, Alberta is a safe province to live in? Do you (**READ LIST**):

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

12. 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. Very unsafe
9. (Don't Know/Not Stated)

13 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)

Crime Prevention and Reduction

14PR. The Government of Alberta is committed to working together with other levels of government, community agencies and organizations, business, police, and all Albertans to address crime and to ensure Albertans feel safe in their communities. An integrated response to crime includes many components.

14. Which of the following components do you feel the Government of Alberta should put priority focus on? Should it be **(READ LIST RANDOMLY)**:

1. Prevention, including any action, policy or program that prevents or reduces criminality, crime and victimization
2. Treatment, including rehabilitation
3. Enforcement, including prosecution and sentencing or punishment
4. (None of the above/Other)
9. (Don't Know/Not Stated)

15. To what extent do you agree or disagree (**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) That individuals with mental health and addiction issues who commit crimes should have access to treatment while being held accountable for their crime
- b) That investing in prevention and intervention for young children and families at risk is a good way to prevent and reduce crime and criminality

Views on Ministry Services and Programs

16. To what extent do you agree or disagree that Alberta Justice and Solicitor General provides a fair and impartial service to prosecute people charged with a crime? Do you (**READ LIST**):

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

17. **IF SOMEWHAT OR STRONGLY DISAGREE IN QUESTION 16, ASK:** Why do you disagree that Alberta Justice and Solicitor General provides a fair and impartial service to prosecute people charged with a crime?

001. **RECORD VERBATIM**
999. (Don't Know/Not Stated)

18. Alberta Justice and Solicitor General 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)

19. **IF SOMEWHAT OR VERY DISSATISFIED IN QUESTION 18, ASK:** Why are you dissatisfied with policing in Alberta over the past 12 months?

001. **RECORD VERBATIM**
999. (Don't Know/Not Stated)

20. 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

Crime Victimization

21. 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)
99. (Not Stated)

22. **IF ONE OR MORE IN QUESTION 21, ASK:** Did you report the/those crime(s) to the police?

1. Yes, reported at least one crime to the police
2. No, did not report any crime to the police
9. (Not Stated)

GO TO QUESTION 24
GO TO QUESTION 24

23. Did the police give you information on victims programs?

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

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

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

Desired Information about the Justice System

25. What would you like to have more information about regarding the justice system in Alberta, if anything?

001. **RECORD VERBATIM**

998. Nothing more

999. (Don't Know/Not Stated)

GO TO QUESTION 27

GO TO QUESTION 27

26. And what would be the best way to provide you with that information? **RECORD ONE RESPONSE ONLY**

- 01. Television, radio or newspapers, including television, radio or newspaper websites
- 02. Word of mouth from relatives, friends, colleagues or acquaintances
- 03. Social media such as Facebook, Twitter or LinkedIn
- 04. A Government of Alberta website or websites, including the Alberta Justice and Solicitor General website
- 05. A magazine, including online magazines
- 06. Another Internet website or websites
- 07. Other print publications
- 08. Or some other source (**SPECIFY**)
- 99. (Don't know/Not Stated)

Respondent Characteristics

27. Lastly I'd like to ask you a few questions so that we can group the data for additional statistical analysis. About how many years have you lived in your current home?

_____ years **RECORD "1" IF LESS THAN ONE YEAR**

99. (Don't Know/Not Stated)

28. About how many years have you lived in the province of Alberta?

_____ years **RECORD "1" IF LESS THAN ONE YEAR**

99. (Don't Know/Not Stated)

29. 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)

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

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

31. For statistical purposes only, we need information about your household income. All individual responses will be kept confidential. Which of the following categories applies to your **total household income** before taxes in 2013? **READ LIST**

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 over
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**

2. RCMP Service Area **IF NOT IN MUNICIPAL POLICE SERVICE AREA**

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

APPENDIX B

SAMPLING QUOTAS

Sampling Quotas					
Region	Sex	Age	Population	% Pop.	Quotas
1 - Calgary	Male	18-34	145040	5.14516	103
	Female	18-34	143540	5.091949	102
	Male	35-54	173310	6.148012	123
	Female	35-54	170070	6.033076	121
	Male	55+	108500	3.848937	77
	Female	55+	120655	4.280125	86
2 - Edmonton	Male	18-34	116955	4.148871	83
	Female	18-34	112840	4.002895	80
	Male	35-54	118255	4.194987	84
	Female	35-54	115530	4.09832	82
	Male	55+	85955	3.049174	61
	Female	55+	99165	3.517787	70
3 - Smaller Cities North	Male	18-34	55940	1.98442	40
	Female	18-34	52740	1.870903	37
	Male	35-54	62645	2.222273	44
	Female	35-54	60720	2.153986	43
	Male	55+	39865	1.414174	28
	Female	55+	43685	1.549685	31
4 - Smaller Cities South	Male	18-34	38825	1.377281	27
	Female	18-34	38455	1.364156	27
	Male	35-54	40340	1.431024	29
	Female	35-54	40195	1.42588	28
	Male	55+	30905	1.096326	22
	Female	55+	36830	1.30651	26
5 - Rural North	Male	18-34	64230	2.2785	46
	Female	18-34	61500	2.181656	44
	Male	35-54	87290	3.096532	62
	Female	35-54	85015	3.015829	60
	Male	55+	74495	2.642641	53
	Female	55+	72710	2.57932	52
6 - Rural South	Male	18-34	44820	1.589948	32
	Female	18-34	43420	1.540284	31
	Male	35-54	62545	2.218726	44
	Female	35-54	63080	2.237705	45
	Male	55+	54125	1.920034	38
	Female	55+	54770	1.942915	39
TOTAL			2818960	100	2000

APPENDIX C

OUTCOME OF CALLS

**ALBERTA JUSTICE AND SOLICITOR GENERAL 2013-14 PUBLIC OPINION SURVEY
FINAL OUTCOME OF CALLS TO EACH LISTING**

CALL CODES	DESCRIPTIONS	RESULTS
BL	Business line	2,476
BU	Busy , call back in 15 minutes	430
CI	Completed interview	2,000
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	1
CU	Call back unscheduled (as per our call back rules)	153
FM	Fax/Modem line	1,282
IT	Interviewer terminate/Impaired – interviewer terminates the survey due to abusive respondent or respondent’s incapability for completing the survey	3
LB	Language barrier – interviewer and respondent cannot communicate because of language difficulties or hearing problems	413
NA	No answer , hang up after 6 rings	3,126
NC	Number changed – either recorded message of the changed number or new number obtained from conversation. Enter new number when applicable	3
NE	Respondent not eligible – questionnaire specifications disqualify respondent	150
NS	Not in service/disconnected – recorded message informs that the number is not in service or has been disconnected	17,963
QF	Quota filled – used when various qualifiers have been met for the project	828
RF	Refusal – respondent refuses to participate in the survey	5,409
RT	Respondent terminate – respondent terminates the call before the survey is completed with or without a reason, and survey can not be completed	40
RU	Respondent unavailable for the duration of the project	92
VM	Voice mail	4,129
	TOTAL LISTINGS CALLED	38,498

$$\text{Response Rate} = \frac{\# \text{ of Completed Interviews} + \text{Quota Full}}{\# \text{ of Completed Interviews} + \text{Refused} + \text{Respondent terminate} + \text{Interviewer terminate} + \text{Quota Full}}$$

$$= 2,828 / 8,280 \times 100\% = 34\%$$

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

$$= 2,075 / 8,280 \times 100\% = 66\%$$

APPENDIX D
PROFILE OF RESPONDENTS

Profile of Respondents	
	Percent of Respondents (n=2,000)
Gender:	
Male	50
Female	50
Age (years):	
18 to 24	9
25 to 44	38
45 to 64	39
65 or more	14
Region:	
Calgary	30
Edmonton	24
Smaller cities North	11
Smaller cities South	8
Rural north	16
Rural south	11
Highest Education:	
Some high school or less	6
Graduated from high school	20
Some college, technical or vocational	10
Graduated from college, vocational, trade school	24
Some university	6
Completed university (Bachelor's Degree)	24
Post-graduate degree (Master's Degree, Ph.D or doctorate)	10
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	6
\$40,000 to less than \$60,000	10
\$60,000 to less than \$80,000	13
\$80,000 to less than \$100,000	11
\$100,000 to less than \$120,000	10
\$120,000 or more	25
Not stated	14
Marital Status:	
Single	21
Married/Common-law	64
Widowed	5
Separated	3
Divorced	7
Not stated	1

Profile of Respondents (Cont'd)	
	Percent of Respondents (n=2,000)
Years Lived in Current Home:	
2 years or less	22
3 to 5 years	18
6 to 10 years	21
11 to 20 years	21
21 years or more	16
Not stated	2
Years Lived in Alberta:	
5 years or less	6
6 to 10 years	8
11 to 20 years	15
21 to 30 years	18
31 to 40 years	18
41 to 50 years	13
51 years or more	21
Not stated	2
Police Region	
Municipal police service areas	59
RCMP service areas	41