



**2014
Commercial Break & Enter
Victim Feedback
Survey Report**

**Prepared By:
Corporate Planning and Research
December 2014**

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Survey Report Notes

Disagreement/agreement and dissatisfied/satisfied results are combined
 Strongly disagree and disagree responses are reported in aggregate as disagree. Similarly, strongly agree and agree responses are reported as agree. Very dissatisfied and dissatisfied responses are reported in aggregate as dissatisfied. Similarly, very satisfied and satisfied are reported as satisfied.

Charts and Tables – Do not always add to 100%
 In some cases the results displayed in the charts/tables do not add to 100% due to rounding, missing or N/A responses. All charts are n=85 unless otherwise stated. Some charts only highlight agreement/satisfaction results.

“Thank you for this survey and the chance to have my say.”

Executive Summary

Commitment to quality services

Peel Regional Police’s (PRP) community surveys have revealed that similar to residents, businesses ranked break-ins as a top crime concern. As part of PRP’s commitment to quality services and support for victims, residential B&E victims were surveyed in 2009 and a follow-up survey completed in 2013. In the fall of 2014, PRP expanded the survey to victims of commercial B&Es. The commercial survey included additional questions to raise awareness about reporting B&Es using the (905) 453-3311 number (non-emergency) rather than 9-1-1, and promotion of crime prevention measures and resources.

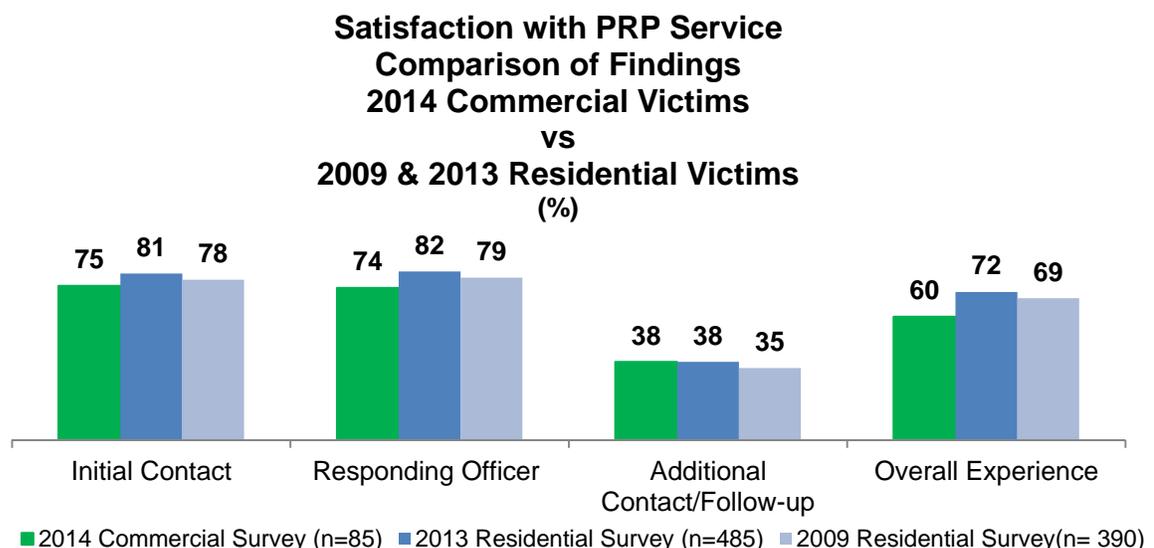
Surveys were distributed to approximately 900 business victims, with a total of 85 surveys completed, resulting in a response rate of 10.2%. Despite the small sample, the consistency of findings with the Residential B&E Victim Feedback Surveys supports the validity of results.

Expectations are being met

- Almost 90% of business victims reported that PRP is meeting or exceeding their service expectations.

Satisfaction

- 75% of business victims are satisfied with the initial contact experience.
- 74% are satisfied with the responding officer.
- With satisfaction under 40% for additional contact/ follow-up by officers, this continues to be an opportunity for service improvement. Results reveal that when there is additional contact by officers overall victim satisfaction with PRP’s service is higher.
- 60% reported overall satisfaction with the service PRP provided.



Officers are highly regarded as courteous, professional, approachable and fair

Recent client satisfaction studies emphasize that accessibility to service and timeliness are not the only major factors that organizations should pursue to improve the service experience. Factors that have an “interpersonal emotional dimension”, such as “going the extra mile” or in the case of B&E victims, officer/call-taker attributes that were measured included, professionalism, being courteous, fair, approachable, etc. can significantly impact client satisfaction and service reputation.

In addition to residential B&E survey results, commercial results further confirm that in such areas, PRP officers and call takers are performing well.

Responding Officer - Service Delivery Attributes

(n=85 2014 Commercial Results)



Other key 2014 survey findings:

- To report B&E's more business victims used the non-emergency line (38%) rather than 9-1-1 (22%) - an improvement from residential victims, where more victims were using 9-1-1. In addition, almost 40% of business victims indicated other reporting methods, which included contact by the alarm company or by other business or neighbour.
- The survey increased awareness of use of the non-emergency line to report B&Es, as almost 40% of businesses were previously unaware.
- Officers are responding to just over half of calls in <1 hour with 1/3 of those calls in <30 minutes. Just over 10% of calls are responded to in >3 hours. Response times are similar for residential victims.
- Just over 60% of businesses reported that the officer's arrival time was reasonable. When response is delayed, only 28% of victims received a call back to indicate response would be delayed, and 50% were told what to do while waiting for response – results are similar to residential victims and suggest PRP should continue to work to improve victim support in these areas.
- Just over 8 in 10 businesses agreed officer contact information was provided to them with less than 5 in 10 receiving crime prevention information – results are similar to residential findings. When crime prevention information is provided, 97% reported that the material was useful.
- The survey revealed low awareness and participation in PRP's crime prevention programs, initiatives and fact sheets, suggesting an opportunity for further promotion to support victims.
- Businesses use a variety of crime prevention measures and have implemented precautions as a result of B&Es, with the most common an alarm system.
- 60% of business victims feel safe to operate a business in Peel, but just about the same amount fear another B&E.

Conclusion and Recommendations

Survey results indicate that while PRP is performing well in some areas of service delivery to B&E victims, there are opportunities to enhance service and support. Survey results also reveal a consistent service experience trend for business and residential victims, which suggests the approach taken to improve the service experience of residential victims is consistent for business victims.

In March 2014, the Chief’s Management Group (CMG) approved recommended next steps to improve service delivery to residential victims. Given similar service experience of business victims, **all** recommended next steps are applicable to improve business victim satisfaction and overall service experience.

Based on customer satisfaction research, two additional next steps are recommended to improve services provided to B&E victims (identified as **new** in the table below). The Institute for Citizen-Centred Services (ICCS) recently outlined possible priorities for service improvement for government organizations. Managing expectations at all stages of the service experience was identified and includes addressing “what is the process” and “how long it will take.” Further, the ICCS indicates that managing expectations could positively impact satisfaction. Another priority identified by the ICCS includes driving services online which is cost-efficient and in-line with public expectations to be able to do more online and do it quickly.

Consistent with 2013 Residential B&E Survey	Recommended Next Steps	2014 Commercial B&E Survey Results
✓	<ul style="list-style-type: none"> ▪ Strengthen the campaign to raise public awareness on the use of (905) 453-3311 for non-emergency calls. 	<ul style="list-style-type: none"> ▪ While there was more use of the 3311 line (38%) than 9-1-1 (22%), almost 40% of businesses were unaware that 3311 should be used.
<p>✓</p> <p>New</p>	<ul style="list-style-type: none"> ▪ Continue with current initiatives to ensure members of the public are provided with approx. officer arrival, follow-up contact if there is a delay, & information on what to do while waiting for police response. ▪ Corporate Communications to update the PRP website and outline the process for victims of break and enters– from initial reporting, the investigation, FAQs, key contacts, crime prevention resources & measures. 	<ul style="list-style-type: none"> ▪ 58% were informed of officer’s arrival time. ▪ 50% were told what to do while waiting for response. ▪ Just over ¼ agreed they received a call back to indicate police response would be delayed.
<p>✓</p> <p>✓</p> <p>✓</p> <p>New</p>	<ul style="list-style-type: none"> ▪ Encourage officer contact information be provided with every incident visit or call ▪ Ensure officers follow-up with victims in a timely manner regarding the progress of the investigation. ▪ Continue to raise the public’s feelings of personal safety by educating them on what measures are most effective in reducing another B&E incident & routinely offering them B&E prevention information. ▪ Enhance marketing of crime prevention resources and information available on the PRP website. 	<ul style="list-style-type: none"> ▪ 82% were provided with officer contact information. ▪ 38% were satisfied with additional contact and 37% with the timeliness. ▪ Less than 50% received information about preventing future B&Es. ▪ Over 8 in 10 are unaware of crime prevention programs, almost 60% fear another B&E and 1/3 are unaware of neighbourhood crime trends.
✓	<ul style="list-style-type: none"> ▪ Develop a communication plan to provide feedback both internally and externally about the survey results. 	<ul style="list-style-type: none"> ▪ As per previous residential survey processes and our commitment to keeping the community and staff informed.
✓	<ul style="list-style-type: none"> ▪ Perform another follow-up B&E survey in 2 years after any new or updated additional actions are implemented to measure the impact of the changes on satisfaction; essentially creating an environment committed to continuous improvement. 	<ul style="list-style-type: none"> ▪ As per previous residential survey processes and our commitment to ensuring high quality services.

Purpose, Methodology & Response

Delivering quality services

In March 2014, CMG directed the Corporate Planning & Research Bureau to expand the residential B&E survey process to conduct a survey of victims of commercial B&Es. The survey (2014 Commercial B&E Victim Feedback Survey) focuses on measuring service satisfaction levels (from initial reporting of the B&E, response of the investigating officer, additional contact etc.) among Brampton and Mississauga businesses who were victimized between July 1, 2013 and June 30, 2014.

- The survey is in alignment with our highest priority as an organization which is to enhance and promote safety, as well as our goal of delivering quality services.

The survey is similar in methodology and content to previous surveys of residential B&E victims (2009 & 2013). This facilitates comparison of trends to identify gaps between services provided and the expectations of the community in order to develop strategies to improve service delivery. Key survey enhancements include measuring and raising awareness in the business community about:

- The use of the non-emergency number to report B&Es - *which contributes to the PRP campaign to help reduce non-emergency 9-1-1 calls*
- Crime prevention resources and methods- *which may help reduce future incidents*

Mail-out survey with online option

In September 2014, hardcopy surveys (Appendix B) accompanied with a letter from the Chief (Appendix A) were mailed out to 895 businesses who were victims of B&Es. Sixty-four surveys were returned due to an undeliverable address.

Businesses were provided with a 4-week window to complete the survey (by October 17th) either by hard-copy questionnaire (and provided with a postage-paid return envelope) or online, with the proviso of anonymity and confidentiality.

Survey response

A total of 85 surveys were completed, resulting in a response rate of 10.2%. Results are considered accurate within +/- 8%, at the 90% confidence level. Despite the small sample, the consistency of findings with the Residential B&E Victim Feedback Surveys supports the validity of results.

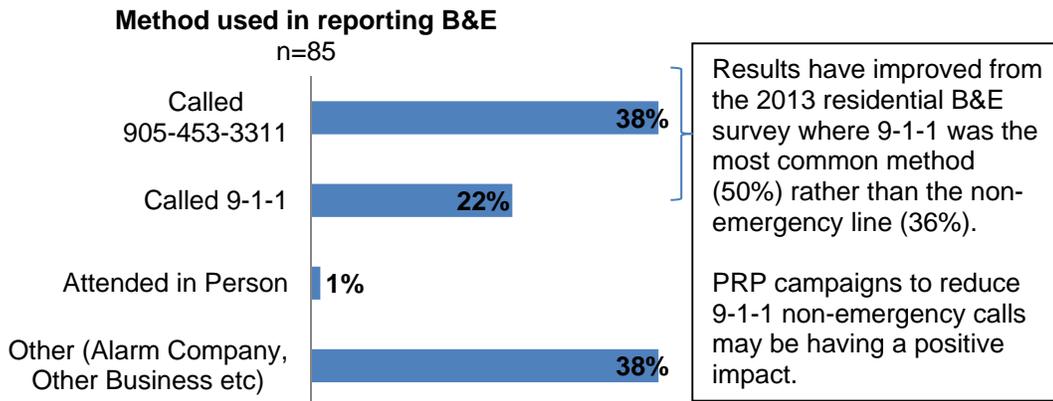
2014 Commercial B&E Victim Survey	#	%
Paper	81	9.7%
On-line	4	0.5%
Total Survey Response	85	10.2%

Findings

Initial Contact

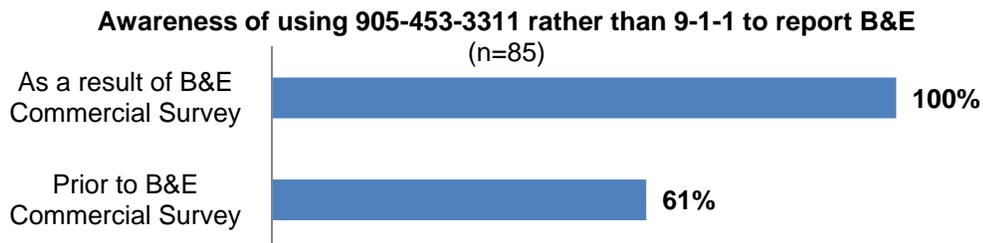
The most common method for businesses to report B&Es is using the non-emergency number rather than 9-1-1

- Almost 40% of businesses called 905-453-3311, followed by 9-1-1 (22%), with only 1% reporting in person at a division or community station. Almost 40% indicated other methods of contacting police, with most businesses indicating 'Alarm Company', followed by other business or neighbour.



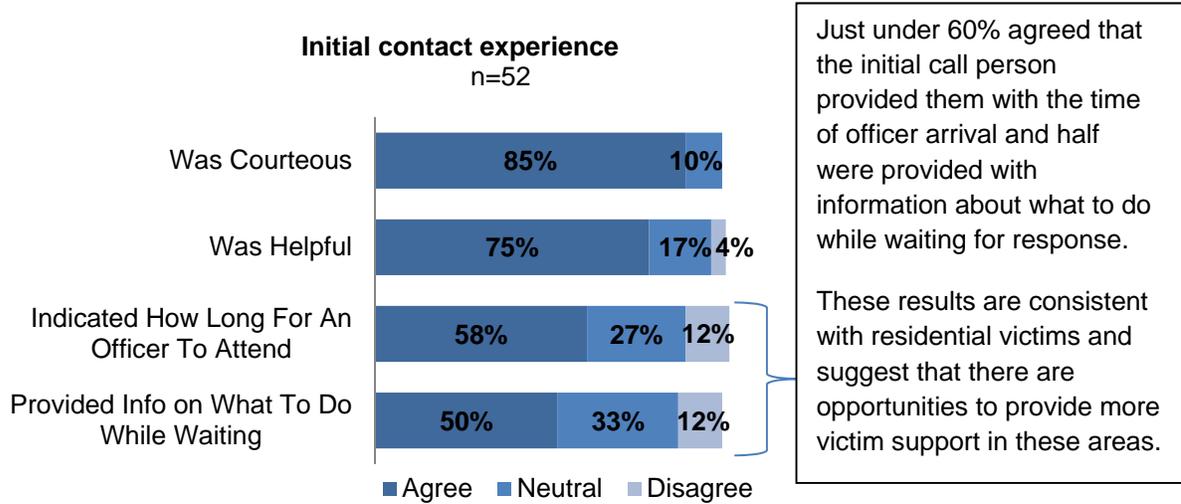
Awareness of using the non-emergency number to report B&Es has increased as a result of this survey

- To increase awareness of reporting using the non-emergency number, victims were asked if they were aware that they could use the non-emergency number rather than 9-1-1.
- While just over 60% of business victims indicated they were aware, almost 40% were unaware. The survey increased awareness of all respondents.

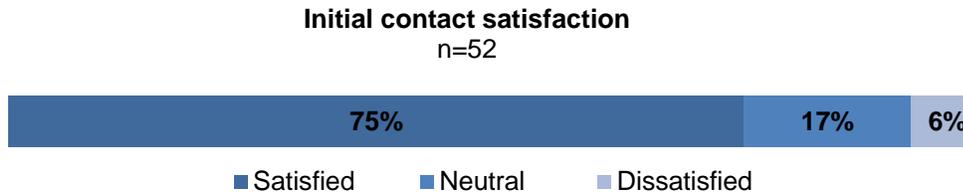


Positive experience with initial contact person but there are opportunities to provide more victim support

- Over 8 in 10 agreed that the first person who took the information about the B&E was courteous, with ¾ indicating that they were helpful.



Overall, ¾ are satisfied with the initial contact experience

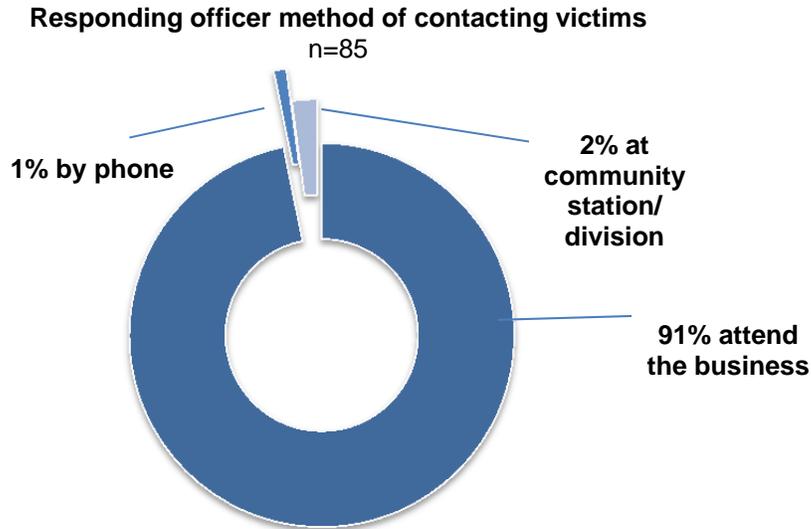


- Most victim comments highlighted positive first person contact, e.g., “The officer was courteous and wonderful!!!” and “The call taker was awesome.”

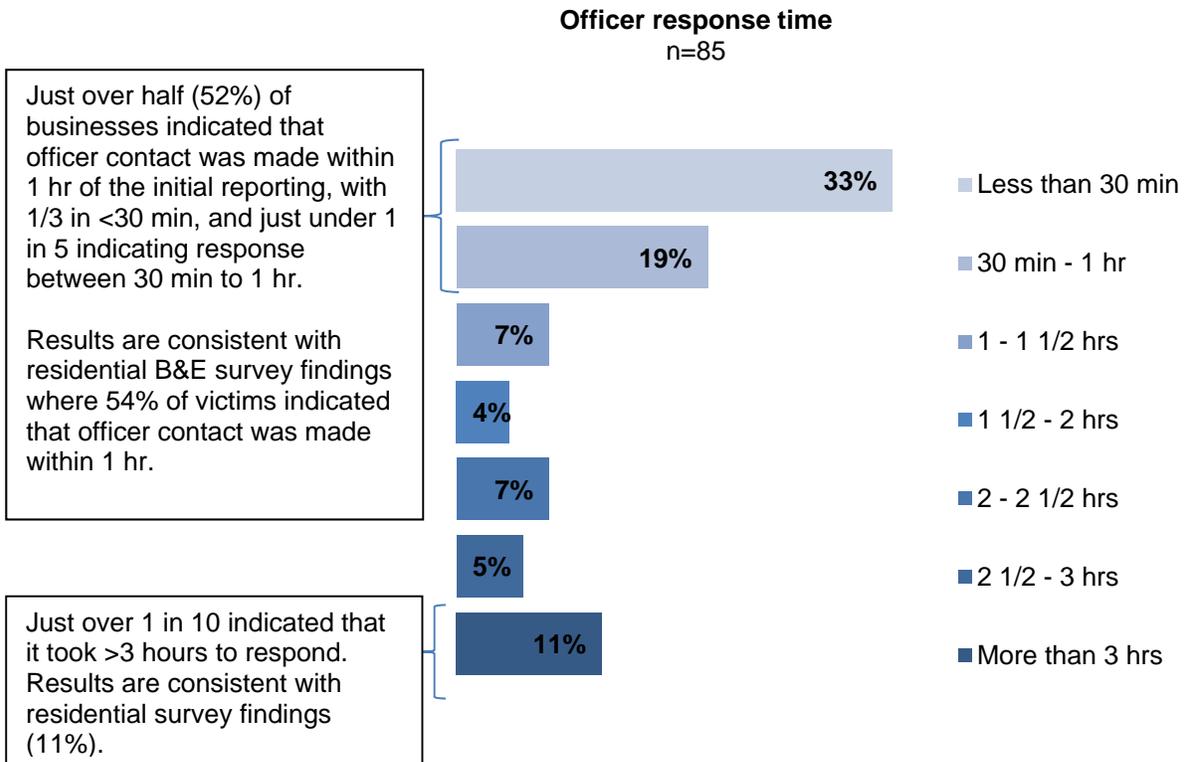
Comment Theme	# of comments
Call taker or officer courteous and helpful	7
Not provided with arrival time or instructed with next steps	4
Contact made by alarm company or by another party	4
Other (slow response, no complaints, training needed)	9

Responding Officer

The responding officer primarily attends the business to record details of the B&E rather than at a community station or division, or by phone

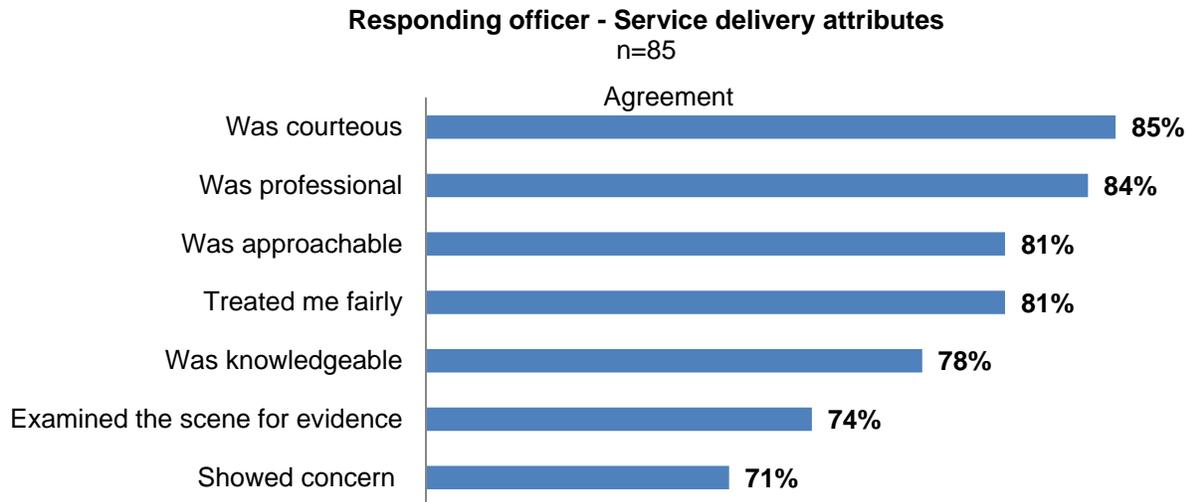


Officers respond to just over half of B&Es within 1 hour, with 1/3 in less than 30 minutes



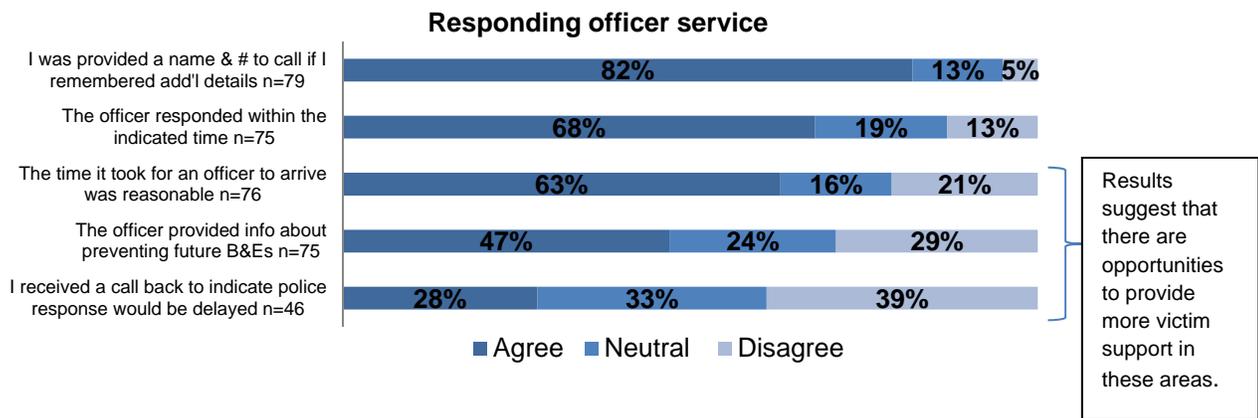
Positive experience with responding officer - courteous, professional, approachable, fair, knowledgeable

- B&Es can have a traumatic impact on victims and PRP officers continue to demonstrate how they excel in providing service and support.
- 8 in 10 business victims agree with the majority of service delivery attributes exhibited by responding officers, with 7 in 10 agreeing that the officer examined the scene for evidence and showed concern.



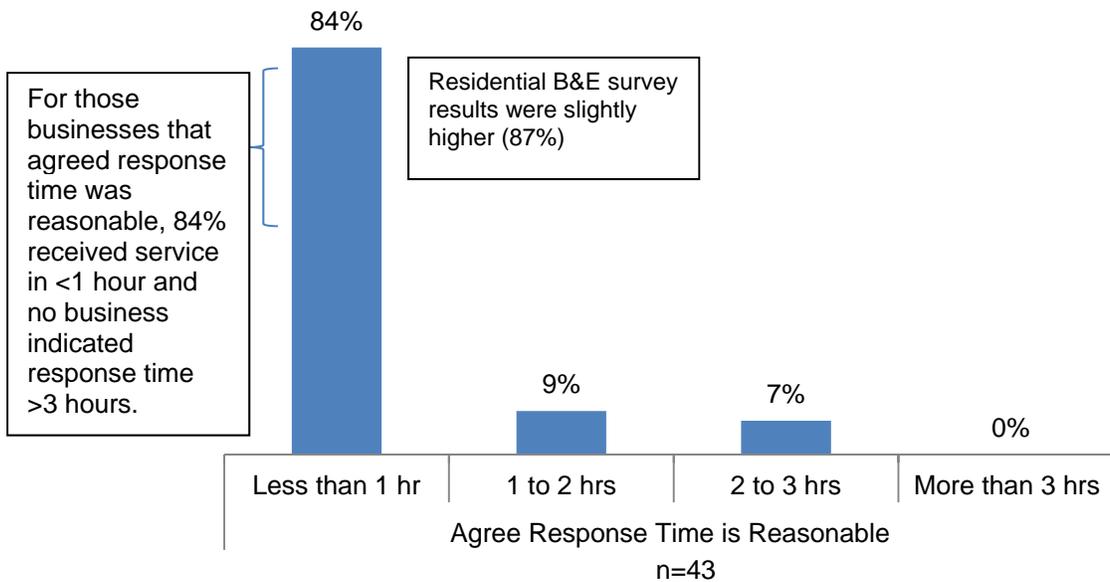
Contact information is being provided to victims and crime prevention information is useful, but there are opportunities to provide more victim support

- Just over 8 in 10 indicated that the officer provided contact information. Although less than half indicated they received crime prevention information, of those victims that did, 97% agreed it was useful.
- In addition to ease of access to service, timeliness is a key driver of service satisfaction. Almost 7 in 10 (68%) indicated that the officer responded within the indicated time frame and just over 60% agreed that response time was reasonable. Expectations management was low, as only 28% agreed that they received a call back to indicate police response would be delayed.

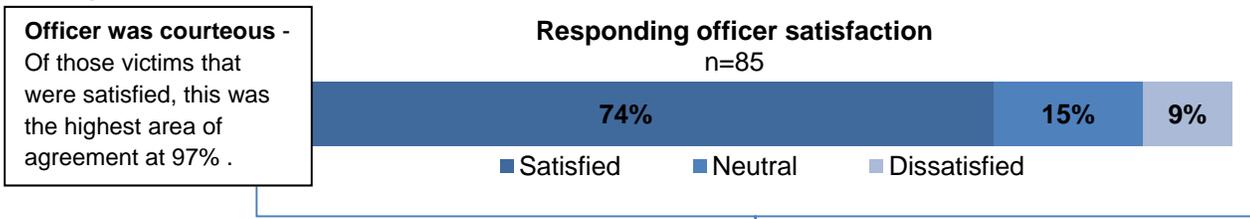


Reasonable response time is less than 1 hour

Officer's arrival time & reasonableness with response time



Overall, 3/4 of businesses are satisfied with the service provided by the responding officer



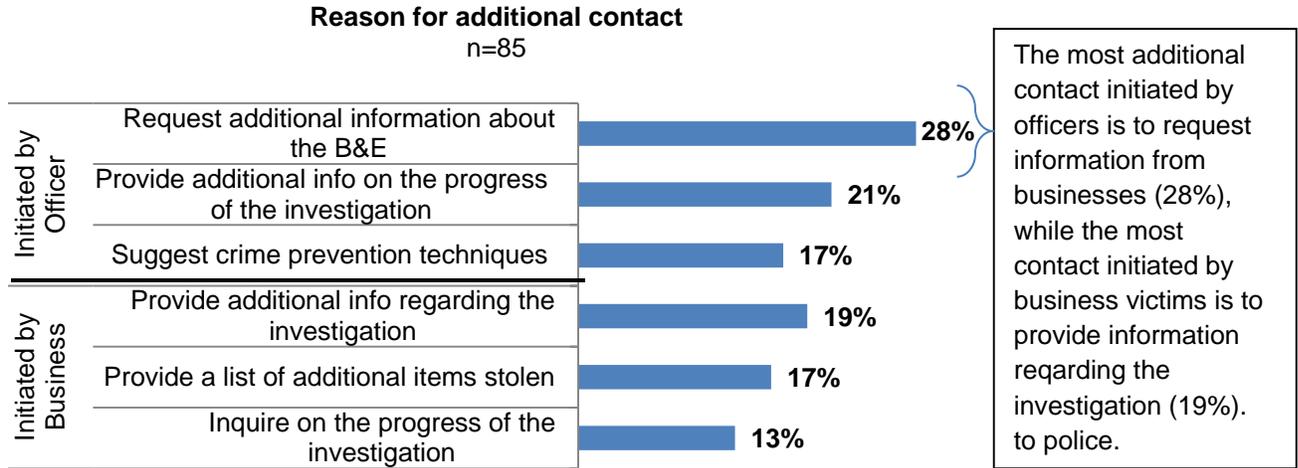
Response time was reasonable- Just under 70% of those satisfied agreed, whereas only 1/4 of the dissatisfied agreed. For those victims where response time was <1 hour, almost 80% indicated satisfaction whereas when response time was >3 hours, only 44% indicated satisfaction with the responding officer.

- Victim commentary about the responding officer highlighted the good service provided, e.g., “Professional and courteous” or “Officers found more than what we saw.” Some victims indicated there was no follow-up, “Would like to know if they caught this person,” or “There was no follow-up investigation” or that response was slow, “Officer was fine but it took almost 3 hrs to respond.”

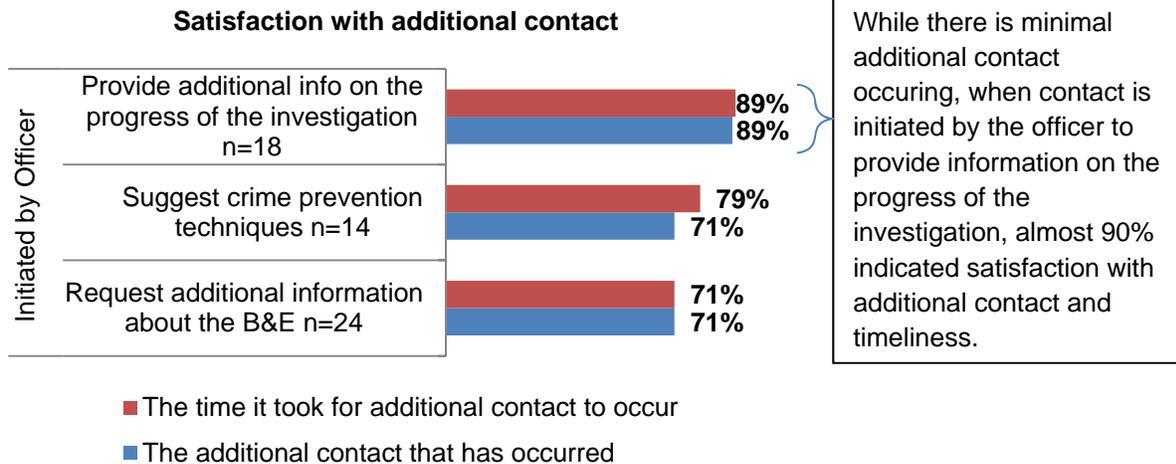
Comment Theme	# of comments
Officer courteous and helpful, provides good service	10
No follow-up	5
Slow response/No response	4
Disappointed with service provided	3
Other (more prevention info, follow-up done, service ok)	16

Additional Contact

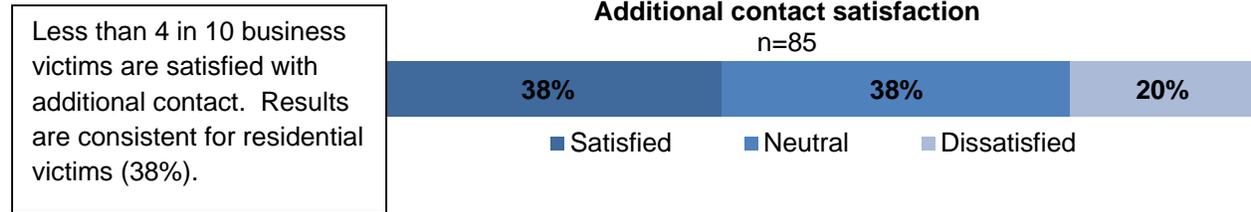
There is minimal additional contact initiated by officers or by businesses once the B&E report is filed



Businesses who are contacted by officers are satisfied with the contact and timeliness



Satisfaction levels indicate that more additional contact is required to support victims



- Victim comments about additional contact were similar to comments about the responding officer and the lack of follow-up, e.g., *“I don't know the result. I should be told how the case is going on, or if the case is closed or not etc...”* and *“An update would be appreciated.”*

Comment Theme	# of comments
▪ No additional contact/follow-up	10
▪ Doesn't seem like anybody cares	3
▪ Other (Officer gave a detailed response, more drive-bys, more info on crime prevention techniques)	8

Overall Service

Overall, service is meeting or exceeding victim expectations (86%)

Almost 9 in 10 business victims indicate that service meets or exceeds expectations (86%) which is slightly higher than residential victims (82%). Just over 1 in 10 indicated service was worse than expected.

Service received compared to expectations

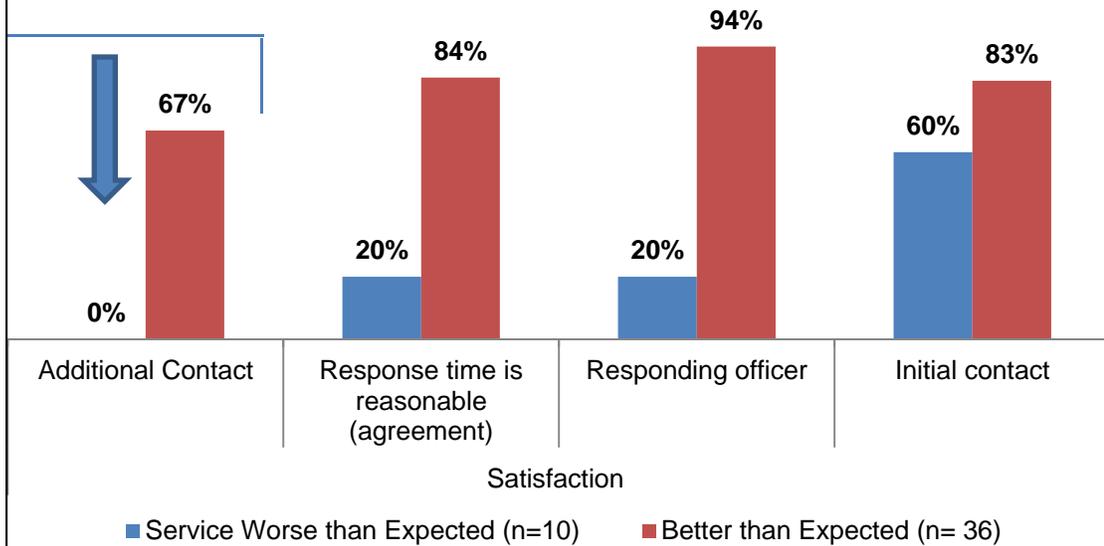
n=85



Better service experience requires additional contact by officers

Of select components, additional contact has the lowest satisfaction results for those businesses that rated service as worse than expected (0%) & those who indicated service was better than expected (67%) - suggesting better service experience requires additional contact.

**Service received compared to expectations
Comparison of victims that rated service worse than expected & better than expected**

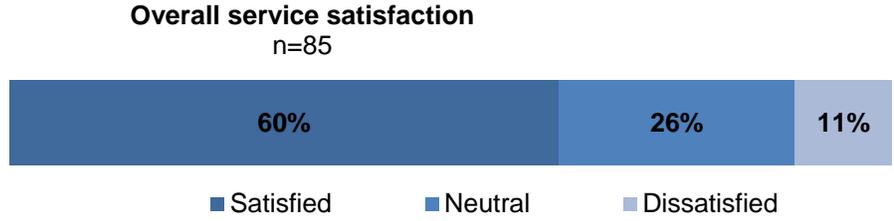


- Victim commentary about service expectations once again highlighted the good service provided, “Officer was very understandable & co-operative and very helpful”, in addition to comments about response time and additional contact, “Too long to respond - no feedback - no results.”

Comment Theme	# of comments
Officer provides good service	7
Slow response time	5
No follow-up/additional contact	3
Other (doesn't seem like they care, police should be more visible)	5

Overall, B&E business victims are satisfied with the service received from PRP but results suggest there is room for improvement

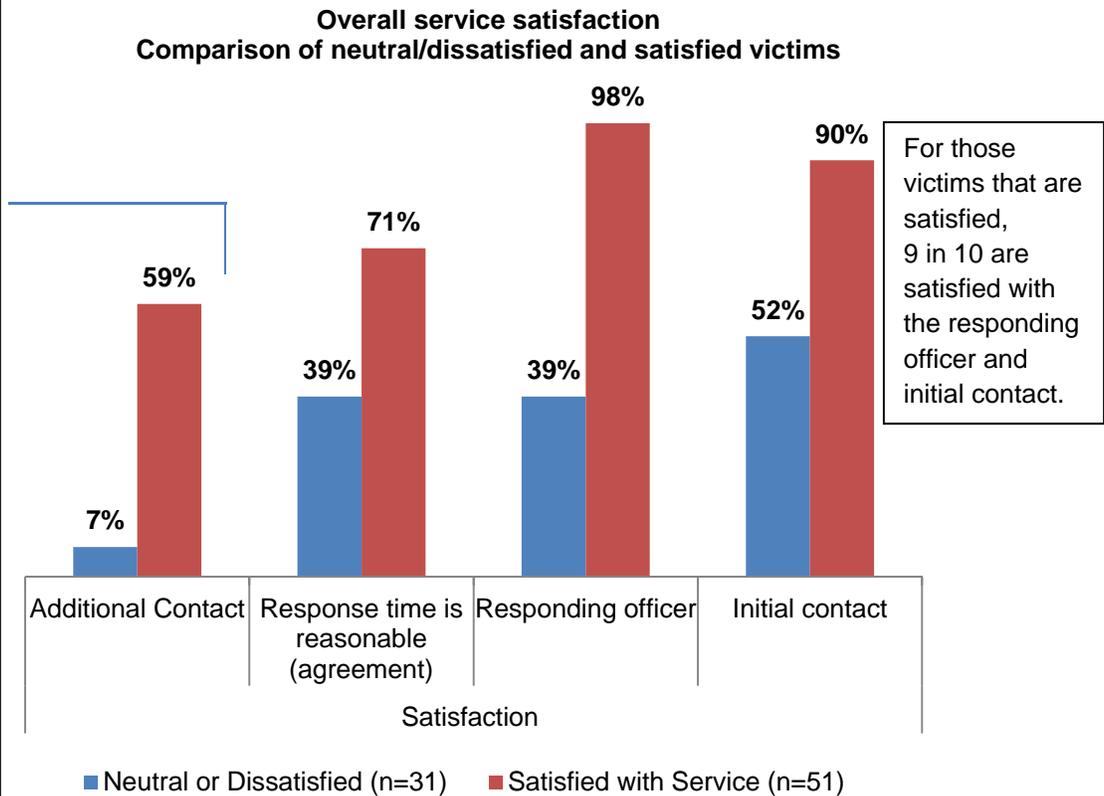
Overall service satisfaction results (60%) are lower than residential B&E victims (72%) and the general 2013 Community survey of businesses (91%).



Greater service satisfaction requires additional contact by officers

Of select components, additional contact has lower results for both neutral / dissatisfied & satisfied victims -suggesting improvements in this area could achieve greater satisfaction.

When there is additional contact by the officer to provide investigative progress, 83% of business victims indicated overall service satisfaction. Those victims not updated on progress rated overall service satisfaction at 53%.



For those victims that are satisfied, 9 in 10 are satisfied with the responding officer and initial contact.

Note: 3 respondents did not answer

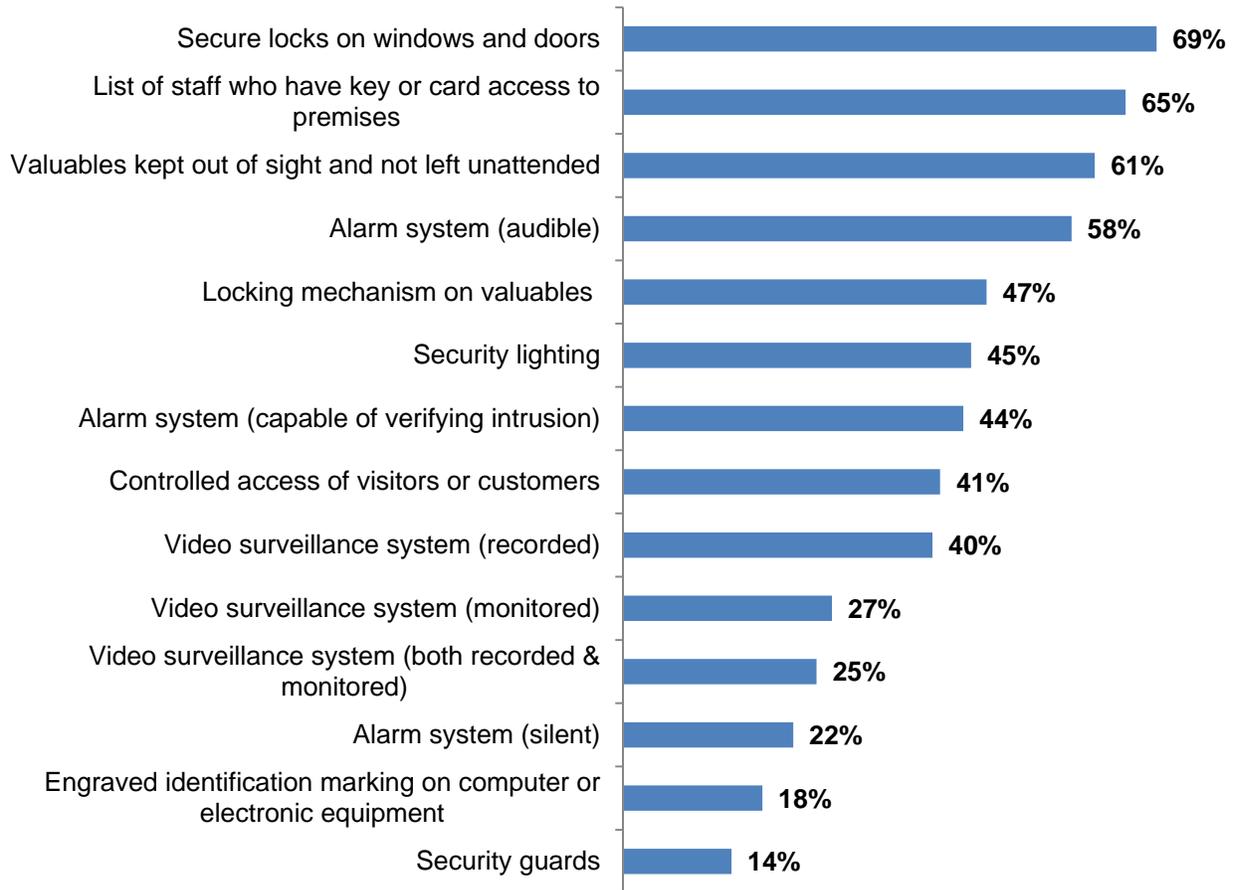
Crime Prevention Measures

Victims use a variety of crime prevention measures, with 7 in 10 indicating secure locks on windows and doors as the most common

“Overall satisfied with police, I understand it is up to us as a Business to do everything we can to protect our property.”

Crime prevention measures prior to B&E

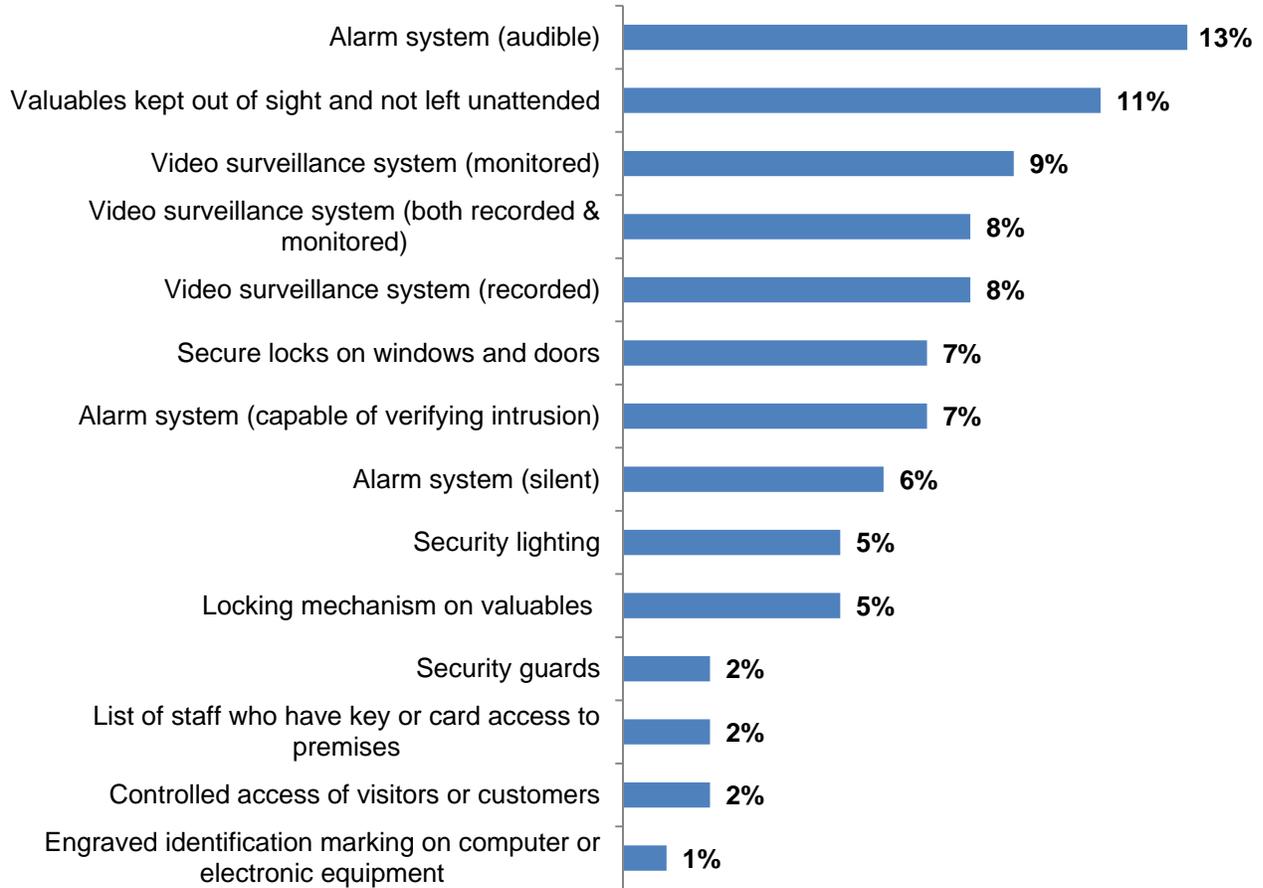
n=85



Some businesses implemented additional crime prevention measures as result of the B&E, with just over 1 in 10 installing an alarm system

*“Alarm system capable of verifying intrusion installed after 3rd break-in.
Video surveillance system recorded - installed after 2nd break in.”*

Crime prevention measures implemented as a result of B&E
n=85



- In addition to the above measures, some victims specified other precautions implemented as a result of the B&E.

Victim Commentary

- Moved
- Signs no cash on premises
- Employee awareness
- Glass break system
- Sealed roof access
- Heat and knock vibration sensors
- Updating company & contact information
- Dummy cameras and signs

PRP Crime Prevention Programs & Resources

While awareness is low, awareness of PRP’s crime prevention programs & resources has increased as a result of the survey

- Over 8 in 10 victims were unaware of specified PRP programs & resources, and very few participated. One victim indicated, *“Was not aware but now will definitely look into it.”*

Crime Prevention Programs & Resources		Unaware
Awareness was the highest for these programs (both 12%)	▪ Cyber Academy	91%
	▪ Crime Prevention Academy	89%
	▪ Internet Crime Mapping	88%
	▪ Vulnerable Person Registry	88%
	▪ Operation Provident	87%
	▪ CPTED, Crime Prevention Through Environmental Design	85%
	▪ Lock it or Lose it Program	81%
	▪ Citizen Online Reporting	81%

Over 8 in 10 victims unaware

- Victims were much more aware of Bike Patrol and Foot Patrol programs.

Awareness	Yes	No
▪ Bicycle Patrol	62%	33%
▪ Foot Patrol	45%	51%

- For most fact sheets, over 7 in 10 business victims were unaware and use is very limited.

Crime Prevention Fact Sheets	Unaware
▪ Bomb Threats	80%
▪ Shop Theft Prevention	77%
▪ Securing Commercial Buildings	75%
▪ General Business Security	74%
▪ Robbery Prevention & Survival Techniques	74%
▪ Internal Theft	74%
▪ Repeat Burglaries - Homes/Business	74%
▪ Fraud	73%
▪ Identity Theft	72%
▪ Workplace Violence & Harassment	64%

Over 7 in 10 victims unaware

- In addition to increasing victim awareness of PRP’s crime prevention programs and precautions that could be implemented to reduce future B&E incidents, the survey directs victims to the PRP website for crime prevention support.

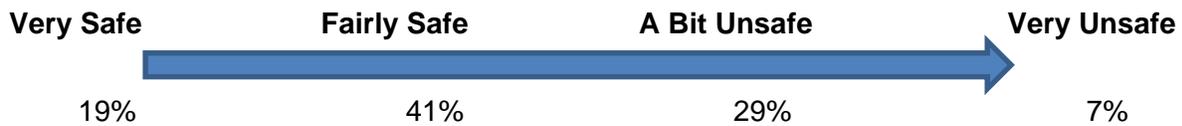
“We have never thought to access such information because we did not know it existed...”

“Unfortunately, criminals are very creative when it comes to breaking in and it’s tough to stay ahead of them which is why we value any information and tips the police can give us to protect our property and deter crime and to also help police do their job better in the future when issues do happen.”

Neighbourhood Safety

Although most businesses feel the neighbourhood is a safe place, 60% also fear another B&E and 1/3 are unaware of crime trends

- 6 in 10 business victims feel that the neighbourhood is safe (19% very safe, 41% fairly safe), with just over 1/3 indicating they feel unsafe (either a bit unsafe (29%) or very unsafe (7%)). Results are consistent with residential B&E survey findings however differ from 2013 Community Business survey results where 9 in 10 businesses reported they feel safe.



- On a 4 point scale, the majority (almost 60%) of business victims are either somewhat fearful (33%) or very fearful (25%) that another B&E will occur.



- Just over 1/3 of victims are unaware of crime trends in the neighbourhood, almost 30% think that crime has remained the same or increased. Fewer than 10% think that crime has decreased.

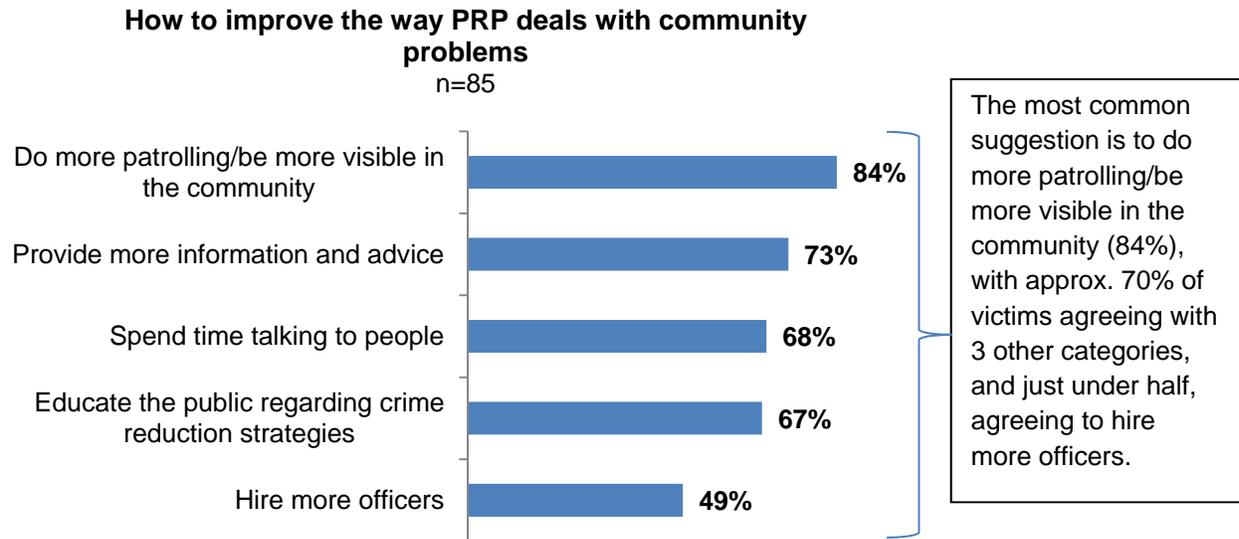


To deal with community problems, victims agree with a variety of suggestions, with more police patrol/visibility as the most common

- Similar to the Community Business survey findings (2009 & 2013), B&E business victims agreed with a variety of suggestions to deal with community problems.

“I believe the Police know what the problem areas are in my area and we would like to see them more visible including patrolling properties where there are areas not necessarily visible from the main street.”

“Should improve flow and awareness of prevention information available.”



Additional Comments

Additional victim commentary reiterates the good service PRP is providing and suggests some improvements such as more patrol and additional contact

Comment Theme	# of comments
▪ PRP provides good service	11
▪ Do more patrol/be more visible	5
▪ Follow-up/additional contact would be appreciated	3
▪ Other (more crime prevention awareness, slow response, should be a law for landlords to provide building surveillance)	15

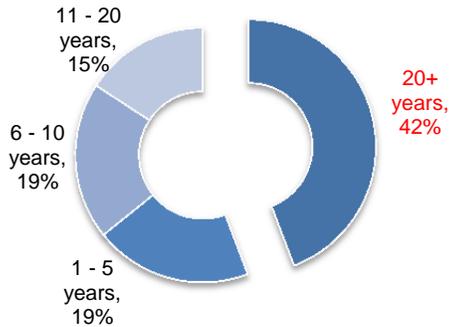
Demographics

Profile of Business Victim Respondents (n=85)

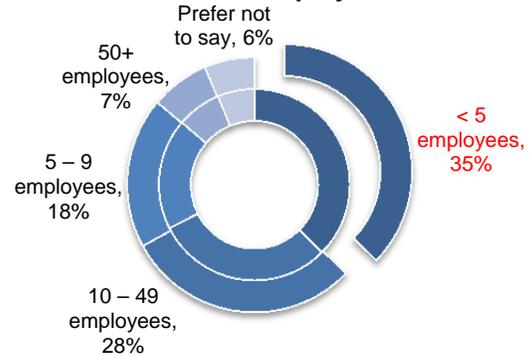
Most businesses have long established roots in Peel

Most businesses have few employees (53% <10 employees)

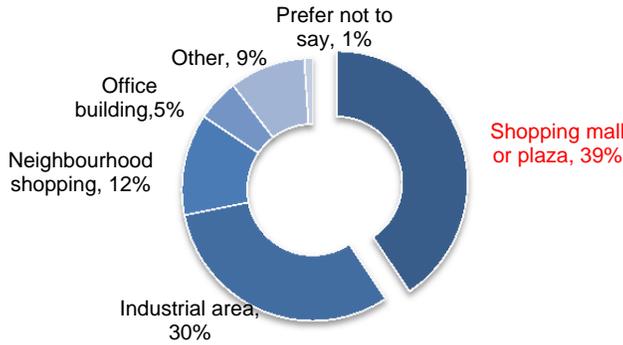
Years in Mississauga/Brampton



Number of Employees

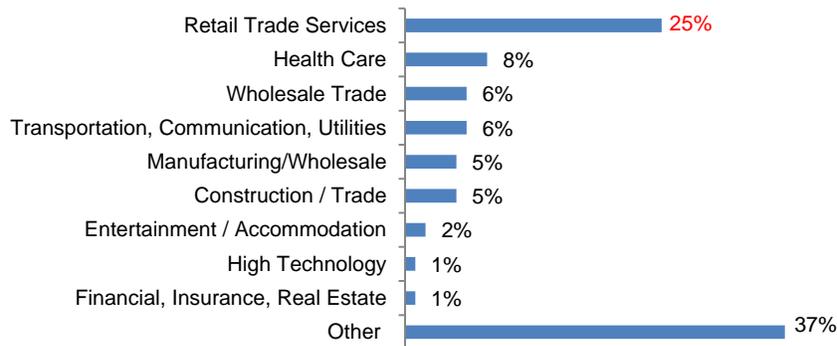


Business Location



Most are located in a shopping mall or plaza or industrial area

Business Type



Most identify under the retail trade services category (other includes a variety of business types)

Appendices

Appendix A – Chief's Letter

PEEL REGIONAL POLICE
7750 Hurontario Street
Brampton, Ontario
Canada L6V 3W6

Tel: (905) 453-3311
Fax: (905) 451-1638

www.peelpolice.ca

JENNIFER EVANS
Chief of Police



September 19, 2014

Dear Business Owner / Manager,

**Re: Peel Regional Police
Victims of Commercial Break and Enters
Feedback Survey**

Peel Regional Police is committed to responding to victims' concerns and increasing community awareness, feedback and involvement. As a reflection of this commitment, we are inviting businesses that experienced a Break & Enter to complete a survey. This feedback will assist us in ensuring that we continue our tradition of providing professional police services to victims in Brampton and Mississauga.

The attached survey is being sent to businesses that experienced a Break & Enter in Brampton and Mississauga between July 1, 2013 and June 30, 2014. The survey takes about **10 minutes** to complete and responses are completely confidential. The survey should be completed by the staff member(s) who can best respond to questions relating to the Break & Enter as the survey addresses the following areas:

- Reporting the Break & Enter to police;
- Response of the investigating officer;
- Additional contact relating to the case;
- Crime prevention measures; and
- Neighbourhood safety.

Once the survey has been completed, please mail it in the enclosed self-addressed, stamped envelope. For convenience, the survey can also be completed on-line at: www.surveymonkey.com/s/PRPCommercialBreakAndEnterSurvey2014. The deadline for all surveys is **Friday October 17, 2014**.

For more information, please contact:
Sheila Doyle | Supervisor, Corporate Planning & Research
sheila.doyle@peelpolice.ca
(905) 453-2121 x4731

For information about Crime Prevention Programs and Resources, please visit:
<http://peelpolice.on.ca/en/crimeprevention.asp>

As a member of the business community, this survey provides you with an opportunity to positively impact the services provided by Peel Regional Police supporting our vision of **"A Safer Community Together."** Thank you very much for your time and participation.

Sincerely,

Chief Jennifer Evans,
Peel Regional Police.

A Safer Community Together

BREAK & ENTER Commercial Victim – Feedback Survey 2014

7. From the time you made the initial call to Peel Regional Police, approximately how long did it take an officer to contact you?

- | | |
|--|---|
| <input type="checkbox"/> Less than 30 minutes | <input type="checkbox"/> 2 hours - 2 1/2 hours |
| <input type="checkbox"/> 30 minutes - 1 hour | <input type="checkbox"/> 2 1/2 hours - 3 hours |
| <input type="checkbox"/> 1 hour - 1 1/2 hours | <input type="checkbox"/> More than 3 hours |
| <input type="checkbox"/> 1 1/2 hours - 2 hours | <input type="checkbox"/> Not Applicable
(I attended a Community Station or Division) |

8. Please indicate how strongly you agree or disagree with the following statements.

THE RESPONDING OFFICER:	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
(a) Was courteous	<input type="checkbox"/>				
(b) Was professional	<input type="checkbox"/>				
(c) Was knowledgeable	<input type="checkbox"/>				
(d) Was approachable	<input type="checkbox"/>				
(e) Treated me fairly	<input type="checkbox"/>				
(f) Showed concern	<input type="checkbox"/>				
(g) Examined the scene for evidence	<input type="checkbox"/>				

9. Please indicate how strongly you agree or disagree with the following statements.

	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	N/A Not Applicable
(a) The officer responded within the indicated time.....	<input type="checkbox"/>					
(b) I received a call back to indicate police response would be delayed	<input type="checkbox"/>					
(c) The time it took for an officer to arrive was reasonable	<input type="checkbox"/>					
(d) The officer provided information about preventing future Break & Enters.....	<input type="checkbox"/>					
(e) The information received about preventing future Break & Enters was useful	<input type="checkbox"/>					
(f) I was provided a name and number to call if I remembered additional details.....	<input type="checkbox"/>					

10. Overall, how satisfied were you with the service provided by the responding officer?

Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
<input type="checkbox"/>				

11. Please provide any comments regarding the responding officer. _____

ADDITIONAL CONTACT

12. Since the report was filed, has an officer contacted the business to:

	Yes	No	Don't Know
(a) Provide additional information on the progress of the investigation into the Break & Enter	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(b) Request additional information about the Break & Enter	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(c) Suggest crime prevention techniques related to Break & Enter	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

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13. Have the police been contacted since filing the initial report to:

	Yes	No	Don't Know
(a) Provide a list of additional items stolen	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(b) Provide additional information regarding the investigation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(c) Inquire on the progress of the investigation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

14. Overall, how satisfied are you with:

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
(a) The additional contact that has occurred	<input type="checkbox"/>				
(b) The time it took for additional contact to occur.....	<input type="checkbox"/>				

15. Please provide any comments regarding the additional contact. _____

OVERALL SERVICE

16. How did the service you received from Peel Regional Police compare to what you expected?

	Much Better Than Expected	Better Than Expected	The Same As Expected	Worse Than Expected	Much Worse Than Expected
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

COMMENTS: _____

17. Overall, how satisfied were you with the service you received from Peel Regional Police?

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
	<input type="checkbox"/>				

COMMENTS: _____

CRIME PREVENTION MEASURES

18. Please indicate if the business used any of the following crime prevention measures prior to the Break & Enter or if any of the measures were implemented following the Break & Enter.

	Used Prior To The Break & Enter	Implemented As A Result Of The Break & Enter	Do Not Use
(a) Alarm system (audible)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(b) Alarm system (silent)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(c) Alarm system (capable of verifying intrusion).....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

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18. Continued ...

	Used Prior To The Break & Enter	Implemented As A Result Of The Break & Enter	Do Not Use
(d) Controlled access of visitors or customers	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(e) Engraved identification marking on computer or electronic equipment.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(f) List of staff who have key or card access to premises....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(g) Locking mechanism on valuables (e.g. secured via cable to desk, wall).....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(h) Secure locks on windows and doors.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(i) Security guards.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(j) Security lighting	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(k) Valuables kept out of sight and not left unattended....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(l) Video surveillance system (monitored).....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(m) Video surveillance system (recorded).....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(n) Video surveillance system (both recorded & monitored)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Please specify other measures/precautions implemented following the Break & Enter: _____

CRIME PREVENTION PROGRAMS & RESOURCES

Peel Regional Police's Crime Prevention Bureau offers programs, initiatives and resources to support businesses. Information is provided on our website at: www.peel.police.ca/en/crimeprevention.asp

19. Please indicate if you are aware and have participated in any of the following Peel Regional Police programs and initiatives.

	Aware And Have Participated	Aware But Have Not Participated	Not Aware
(a) Operation Provident	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(b) Internet Crime Mapping	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(c) Crime Prevention Academy.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(d) Cyber Academy.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(e) Lock It or Lose It Program	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(f) Citizen Online Reporting.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(g) CPTED – Crime Prevention Through Environmental Design	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(h) Vulnerable Person Registry.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

COMMENTS: _____

20. Please indicate if you are aware of the following Peel Regional Police programs:

	Yes	No
(a) Foot Patrol	<input type="checkbox"/>	<input type="checkbox"/>
(b) Bicycle Patrol.....	<input type="checkbox"/>	<input type="checkbox"/>

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21. Please indicate if you are aware and have accessed any of the following Peel Regional Police fact sheets:

	Aware And Have Accessed	Aware But Have Not Accessed	Not Aware
(a) General Business Security	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(b) Securing Commercial Buildings	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(c) Shop Theft Prevention	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(d) Bomb Threats	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(e) Robbery Prevention & Survival Techniques	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(f) Internal Theft	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(g) Workplace Violence & Harassment	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(h) Identity Theft	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(i) Fraud	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(j) Repeat Burglaries Homes/Business	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

COMMENTS: _____

NEIGHBOURHOOD SAFETY

22. Please indicate how safe do you feel the neighbourhood is as a place to operate a business?

Very Safe	Fairly Safe	A Bit Unsafe	Very Unsafe	Don't Know
<input type="checkbox"/>				

23. Please indicate during the last year, do you think that crime in the neighbourhood of the business has:

Increased	Decreased	Remained The Same	Don't Know
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

24. Please indicate on a scale of one to four, how fearful are you that another Break & Enter will occur at the business?

Not At All Fearful			Very Fearful
1	2	3	4
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

25. How could Peel Regional Police most improve the way it deals with the problems of the community in which this business operates and with those who break the law? Please indicate "YES" if you agree or "NO" if you disagree.

	Yes	No	Don't Know
(a) Do more patrolling/be more visible in the community	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(b) Educate the public regarding crime reduction strategies	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(c) Hire more officers	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(d) Provide more information and advice	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(e) Spend more time talking to people	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

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ADDITIONAL COMMENTS

26. Please provide any additional comments regarding your experience with Peel Regional Police.

DEMOGRAPHICS

27. How many years has this business been located in Mississauga or Brampton?

<1 Year	1-5 Years	6-10 Years	11-20 Years	20+ Years	Prefer Not To Say
<input type="checkbox"/>					

28. How many employees are there at this business location?

<5 Employees	5-9 Employees	10-49 Employees	50+ Employees	Prefer Not To Say
<input type="checkbox"/>				

29. What is the type of business?

- | | |
|--|--|
| <input type="checkbox"/> Construction / Trade | <input type="checkbox"/> Resource (Agriculture, Forestry, Fishing, Mining) |
| <input type="checkbox"/> Entertainment / Accommodation | <input type="checkbox"/> Retail Trade Services |
| <input type="checkbox"/> Financial/Insurance / Real Estate | <input type="checkbox"/> Transportation, Communication, Utilities |
| <input type="checkbox"/> Health Care | <input type="checkbox"/> Wholesale Trade |
| <input type="checkbox"/> High Technology | <input type="checkbox"/> Prefer Not To Say |
| <input type="checkbox"/> Manufacturing / Wholesale | <input type="checkbox"/> Other: _____ |

30. Where is the business located?

- | | |
|--|--|
| <input type="checkbox"/> Shopping Mall or Plaza | <input type="checkbox"/> Industrial Area |
| <input type="checkbox"/> Neighbourhood Shopping Area | <input type="checkbox"/> Prefer Not To Say |
| <input type="checkbox"/> Office Building | <input type="checkbox"/> Other: _____ |

Thank you for sharing your thoughts with us.

Please return this completed survey in the envelope provided, by
FRIDAY, OCTOBER 17, 2014.

No postage stamp is required. If you have lost the original envelope, please mail the survey to:
Peel Regional Police, Corporate Planning & Research, 7750 Hurontario Street, Brampton, Ontario, L6V 3W6