

# PEEL POLICE ONLINE SURVEY

September 2023



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# INTRODUCTION



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# Methodology



**Method:** CAWI (Computer Aided Web Interview)

**Criteria for Participation:** Residents and business owners/managers in the Peel Region (Mississauga and Brampton) who are 18 years of age or older and have awareness of Peel Regional Police.

**Sample Size:** N=474, n=451 residents from Peel, n=23 business owners from Peel. Due to the small business sample size, results throughout are analyzed by the total sample size of N=474.

**Average Length:** 12.8 min

**Fieldwork Dates:** July 24<sup>th</sup> – August 22<sup>nd</sup>, 2023

**Additional Notes** CAWI data was collected through an open link hosted by the Peel Regional Police. The sample from CAWI consist of only self-selected respondents, who have chosen to take part in the survey on their own accord, and all having computer access and internet connection. Due to this fact, CAWI data is affected by self-selection bias and cannot be representative of Peel demographics.

In traditional probability sampling surveys, the margin of error (MOE) provides a measure of the uncertainty associated with sample results. Because this study was completed online and was a self-selected survey, we do not have a random sample, and therefore, a conventional MOE cannot be calculated.



# Reporting Consideration

## TOP2 / BTM2

Top 2 (TOP2) and Bottom 2 (BTM2) refer to the collected TOP2 positive and BTM2 negative responses, respectively where applicable. For example, a TOP2 grouping referred to as “satisfied” may be the combined result of “very satisfied” and “satisfied,” where a grouping of “dissatisfied” (BTM2) may be the combined result of “dissatisfied” and “very dissatisfied.”

## Rounding

Due to rounding, numbers presented throughout this document may not add up to the totals provided. For example, in some cases, the sum of all question values may add up to 101% instead of 100%. Similar logic applies to TOP2 and BTM2 groupings.

## Significance Testing

Throughout the report, statistically significant differences (at 95% confidence level) between demographic segments have been stated under the related finding in the right text boxes.

## Respondents' grouping

Due to the limited number of business owner respondents, this report has grouped both residents and business owners together.



# EXECUTIVE SUMMARY



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# Executive Summary

The findings of the 2023 Peel Online Survey provide Peel Regional Police (PRP) a foundation of information that allows them to better understand the needs of their respondents. As a diagnostic tool, this survey offers a way to identify and track the public's shifting perceptions of different programs and service delivery. This survey also included the core questions from Public Safety Canada guideline.

## Perception of Police

- Overall, respondents' perceptions of the PRP are generally positive – they would help the police if asked (TOP2: 87%), feel a moral duty to follow police orders (TOP2: 79%), and generally support how the police usually act (TOP2: 67%). *(Slide 12)*
- Most respondents agree that the PRP does well in treating people with respect (TOP2: 67%) and making fact-based decisions (TOP2: 59%). However, PRP can improve on providing the same quality of service to all citizens (TOP2: 48%) and dealing with the things that matter to people in this society (TOP2: 43%). *(Slide 12)*
- Less than half (TOP2: 47%) of Peel respondents say the police rarely or never exceed their authority, with one-fourth (27%) saying the police have never done so in their neighbourhood. *(Slide 13)*
- Moreover, 2 in 5 Peel respondents think the Peel police are doing a good or excellent job (TOP2: 40%), which is lower than their perceptions of how good a job the police in this country are doing (TOP2: 41%). *(Slide 15)*



# Executive Summary

## Community Safety

- Overall, 2 in 5 Peel respondents (TOP2: 38%) are satisfied with their personal safety. 7 in 10 of Peel respondents think that crime in their neighbourhood has increased (71%). *(Slides 17-18)*
- In general, Peel respondents think that theft of vehicles (BTM2: 83%), theft from vehicles (BTM2: 78%), and fraud scams (BTM2: 74%) are big or moderate problems in their neighbourhood. *(Slide 19)*
  - On the other hand, Peel respondents think gang violence (TOP2: 30%), school safety (TOP2: 33%), family and domestic violence (TOP2: 22%), and human trafficking (TOP2: 20%) is a small problem or not a problem at all. *(Slide 19)*
- When it comes to road safety, Peel respondents think that aggressive driving (BTM2: 91%), speeding (BTM2: 90%), and distracted driving (BMT2: 86%), are big or moderate problems in their community. *(Slide 20)*
  - On the other hand, Peel respondents think pedestrian safety (TOP2: 22%) and impaired driving (TOP2: 13%) are a small problem or not a problem at all. *(Slide 20)*
- Overall, 3 in 5 Peel respondents (TOP2: 60%) agree that Peel Regional Police employees are reflective of the Peel community, with One-third of Peel respondents (33%) report that direct contact or personal experience had the most influence on their impressions of Peel Regional Police. *(Slides 21-22)*

# Executive Summary

## Contact And Communication

- About half of Peel respondents (45%) contacted Peel Regional Police in the last 2 years. Among those, 3 in 10 (30%) recently contacted the police for being a victim of a crime or reporting a crime. *(Slide 24)*
- Overall, the majority of Peel respondents who have contacted Peel Regional Police in the last 2 years feel satisfied with the way the police treat them (TOP2: 58%). *(Slide 25)*
- Within the past two years, one-fourth of Peel respondents (23%) have been a victim of a crime. Among those, 6 in 7 (85%) reported the crime. *(Slide 26)*
  - Moreover, among those who were a victim of a crime, 4 in 5 Peel respondents (80%) have personally been the victim of a crime committed in the Brampton or Mississauga area at least once in the last two years. *(Slide 27)*
  - And within the past two years, a small number of Peel respondents (7%) have contacted Peel Regional Police for a matter related to mental health. *(Slide 28)*

## Police Services

- Awareness of PRP initiatives is generally low. One-third of Peel respondents (35%) are not aware about the Mobile Crisis Rapid Response Teams. *(Slide 30)*
  - Meanwhile, more than half are not aware about the Divisional Mobilization Units (56%) and Safe Centre Response Team (55%). *(Slide 30)*
- Awareness of services is higher, with Body Worn Cameras (TOP2: 67%) and Accident Reporting Centres (TOP2: 66%) being the most common service respondents are aware of. *(Slide 31)*
  - However, 2 in 5 (36%) are not aware about the Crime Mapping service. *(Slide 31)*
- Overall, 7 in 10 respondents (TOP2: 72%) think it is important for Peel Regional Police to continue to focus on working with community partners and supporting individuals impacted by mental health and other vulnerable populations. *(Slide 32)*



# DETAILED FINDINGS



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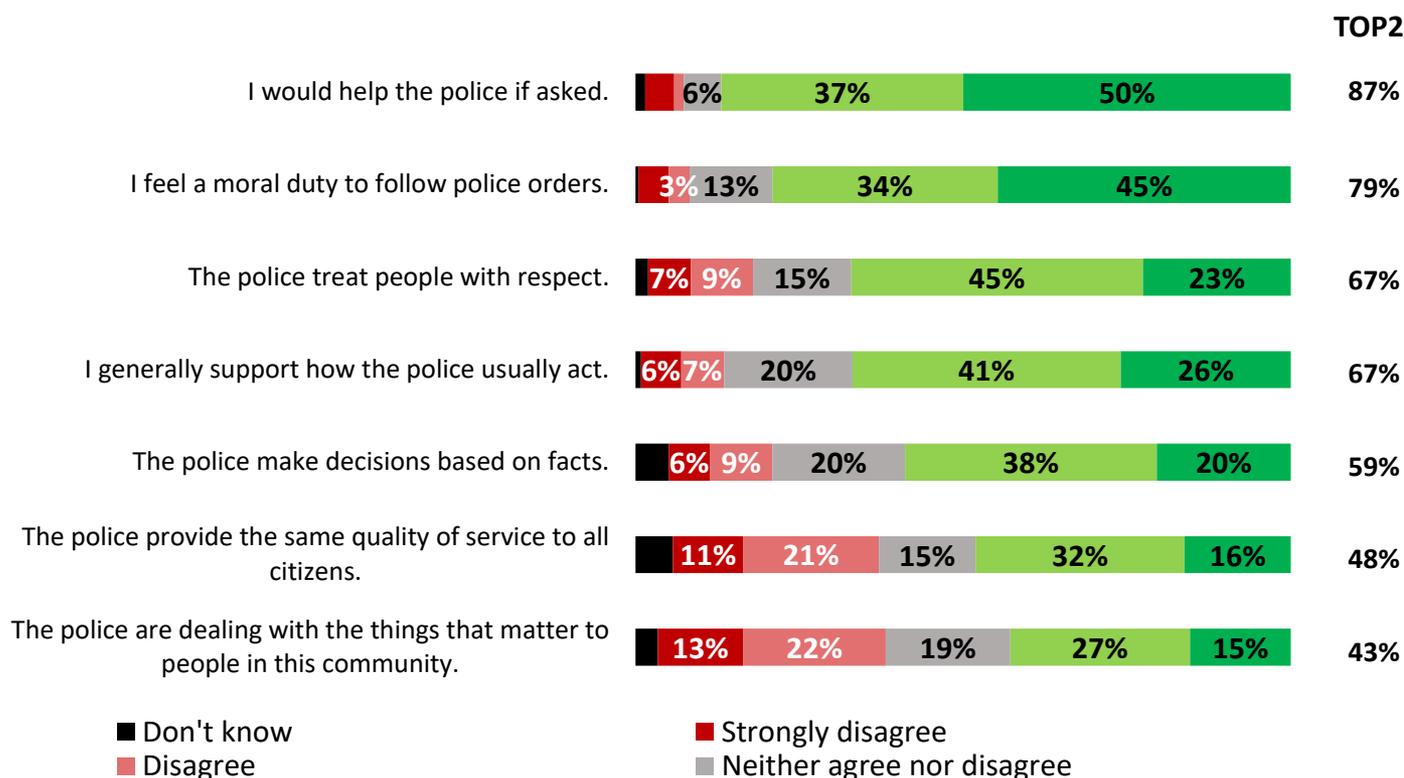
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# PERCEPTION OF PRP



# Perception of Police

In general, most Peel respondents have a positive perception of the Peel Regional Police, with the vast majority of respondents being willing to help the police if asked (TOP2: 87%), feeling a moral duty to follow police orders (TOP2: 79%), and will be generally supportive of how the police will act (TOP2: 67%).



Respondents from the following demographic groups are significantly more likely to positively perceive the police based on the following statements:

- Generally support how the police usually act: respondents aged 45 to 64 and 65 or older, compared to respondents aged 30 to 44 (73% and 77% vs 57%, respectively)

Q1. I'm going to read a series of statements, as I read each please tell me if you strongly agree, agree, neither agree nor disagree, disagree, or strongly disagree, when you think about Peel Regional Police?

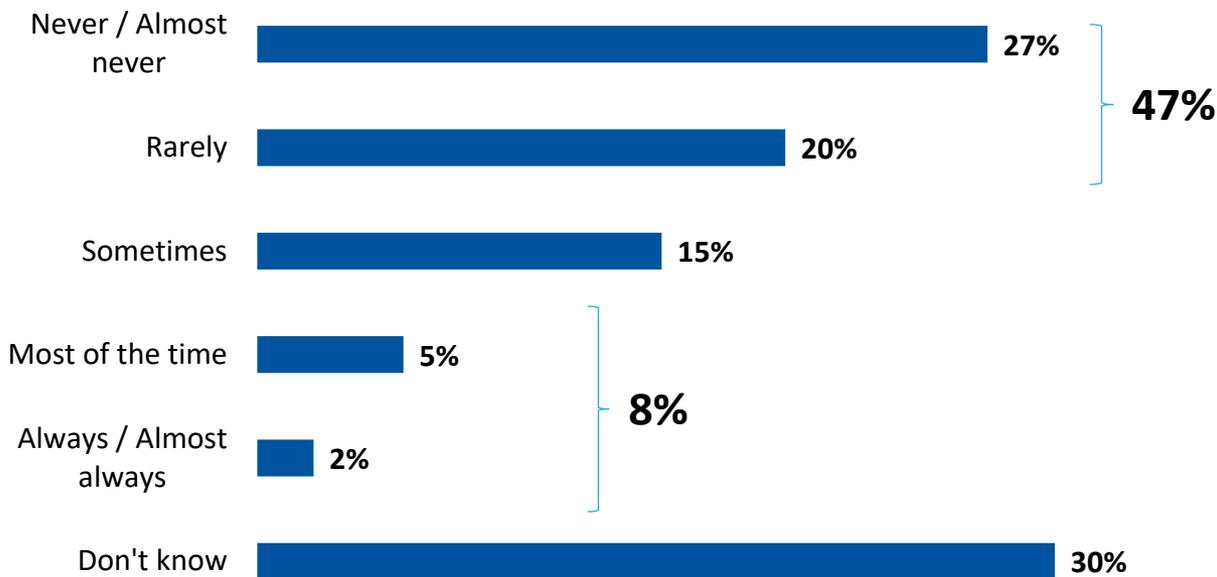
Sample size: n=474

Framework: All Respondents



# Police Exceeding Authority

Less than half (TOP2: 47%) of Peel respondents say the police rarely or never exceed their authority, with one-fourth (27%) saying the police have never done so in their neighbourhood. On the contrary, about a tenth (BTM2: 8%) say the police exceed their authority always or most of the time.



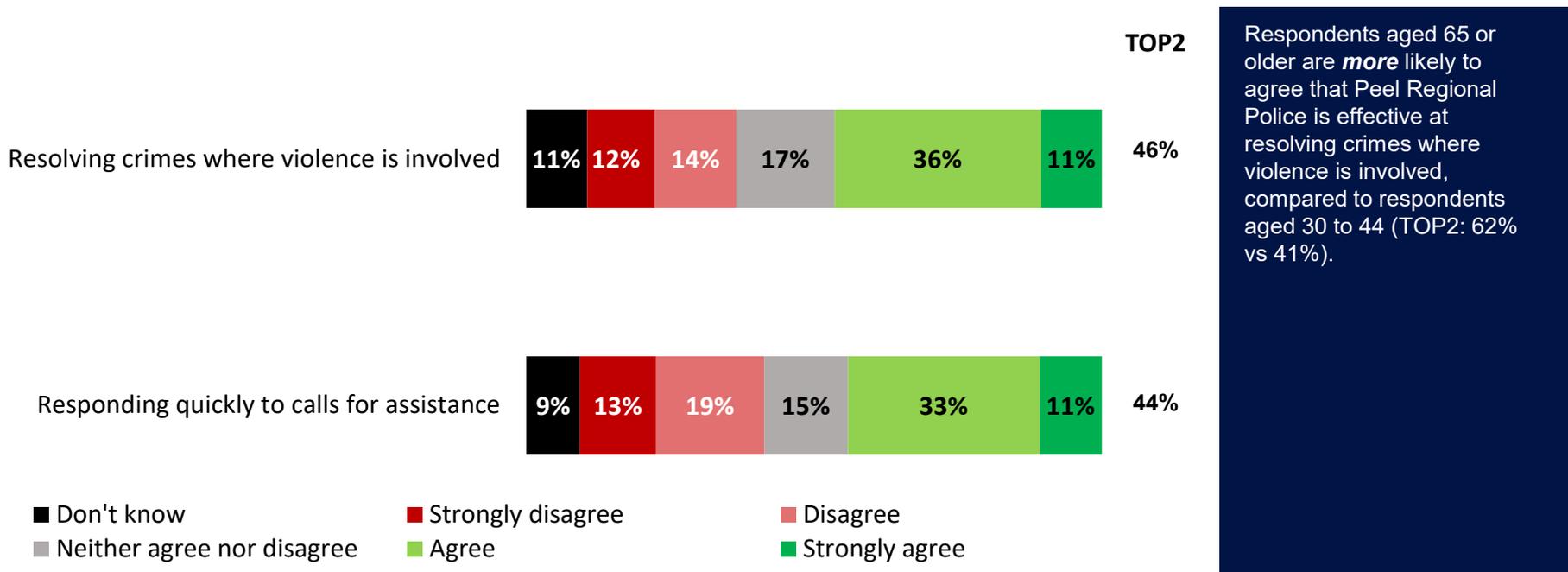
Q2. About how often would you say that the police in your neighborhood / your neighborhood in which your business is located exceed their authority?

Sample size: n = 474

Framework: All Respondents

# Police Qualities

Less than half of respondents say the Peel Regional Police is effective at resolving crimes where violence is involved (TOP2: 46%), as well as at responding quickly to calls for assistance (TOP2: 44%).



Q3. In general, do you strongly agree, agree, neither disagree nor agree, disagree, or strongly disagree that the Peel Regional Police are effective at...

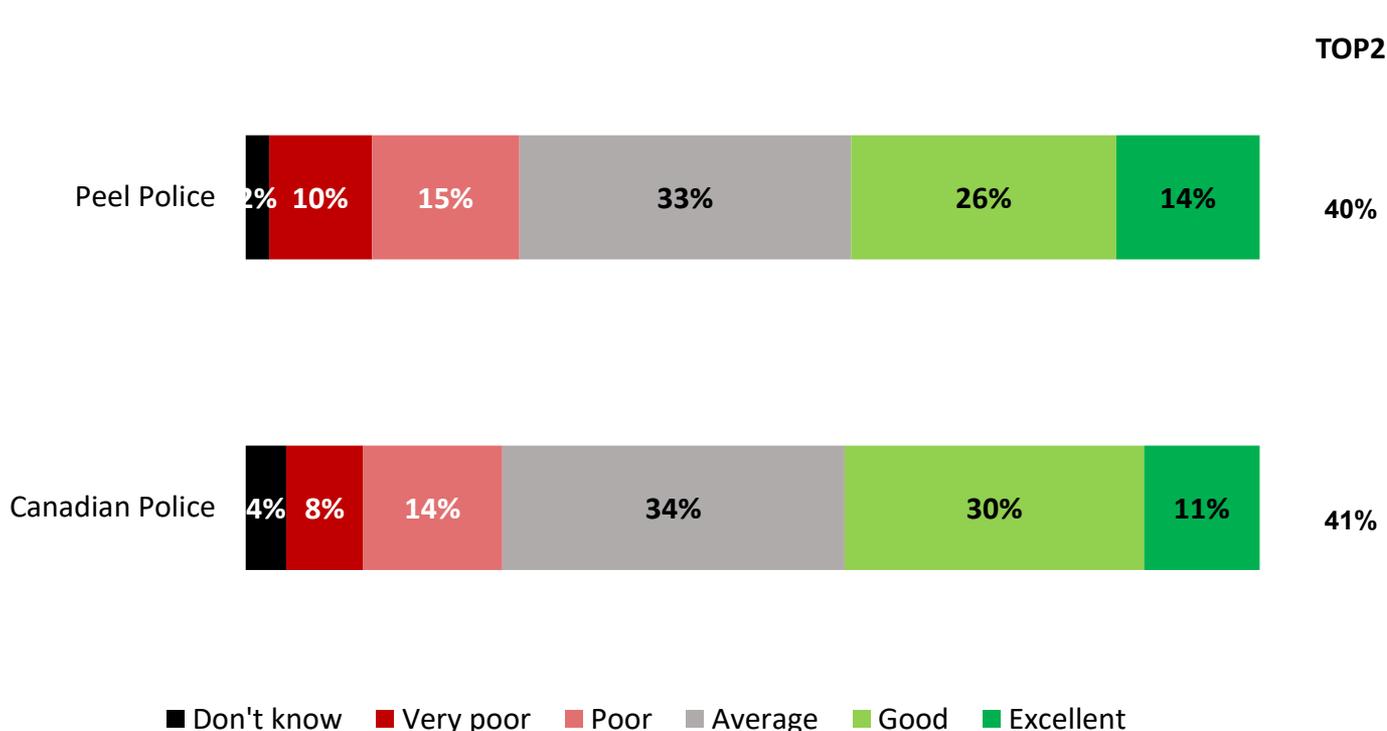
Sample size: n=474

Framework: All Respondents



# Peel vs Canadian Police

Overall, 2 in 5 Peel respondents think the Peel police are doing a good or excellent job (TOP2: 40%), which is lower than their perceptions of how good a job the police in this country are doing (TOP2: 41%).



TOP2

Mississauga respondents are **more** likely to have positive perception on PRP's job in the area, compared to Brampton respondents (TOP2: 45% vs 36%).

**Q4.** Taking everything into account, how good a job do you think the police in this area are doing? Are they doing a very poor, poor, average, good, or excellent job? / **Q5.** Taking everything into account, how good a job do you think the police in this country are doing? Again, are they doing a very poor, poor, average, good, or excellent job?

Sample size: n=474

Framework: All Respondents



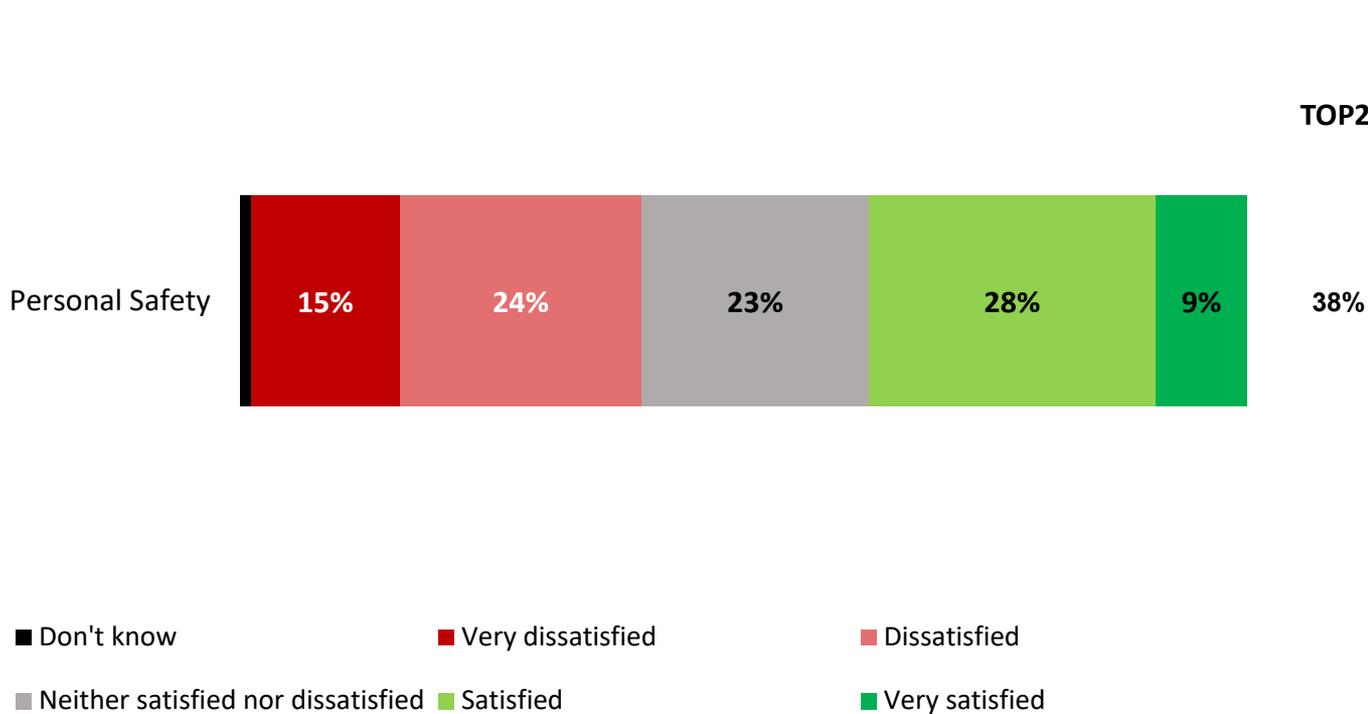
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# COMMUNITY SAFETY



# Satisfaction with Personal Safety

About 2 in 5 Peel respondents (TOP2: 38%) are satisfied with their personal safety.



Mississauga respondents are **more** likely to feel satisfied with their personal safety, compared to Brampton respondents (TOP2: 42% vs 33%).

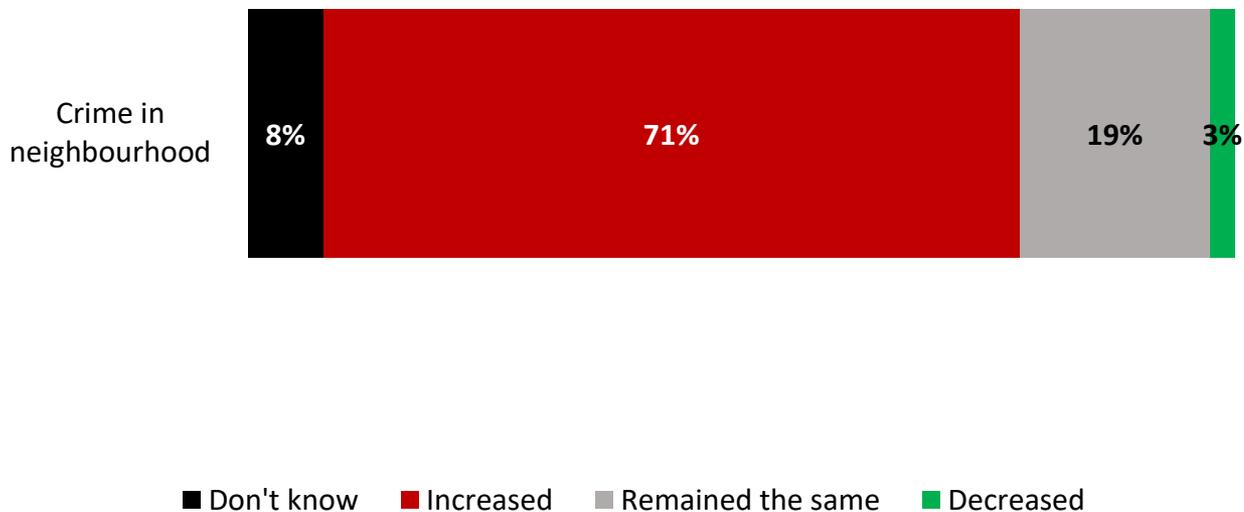
Q6. In general, are you very satisfied, satisfied, neither dissatisfied nor satisfied, dissatisfied, or very dissatisfied, with your personal safety from crime?

Sample size: n = 474

Framework: All Respondents

# Crime in Neighbourhood

7 in 10 of Peel respondents (71%) think that crime in their neighbourhood has increased.



Respondents 30 to 44 and 45 to 64 are **more** likely to agree that crime in their neighbourhood has increased, compared to respondents aged 18 to 29 (TOP2: 72% and 72% vs 55%, respectively).

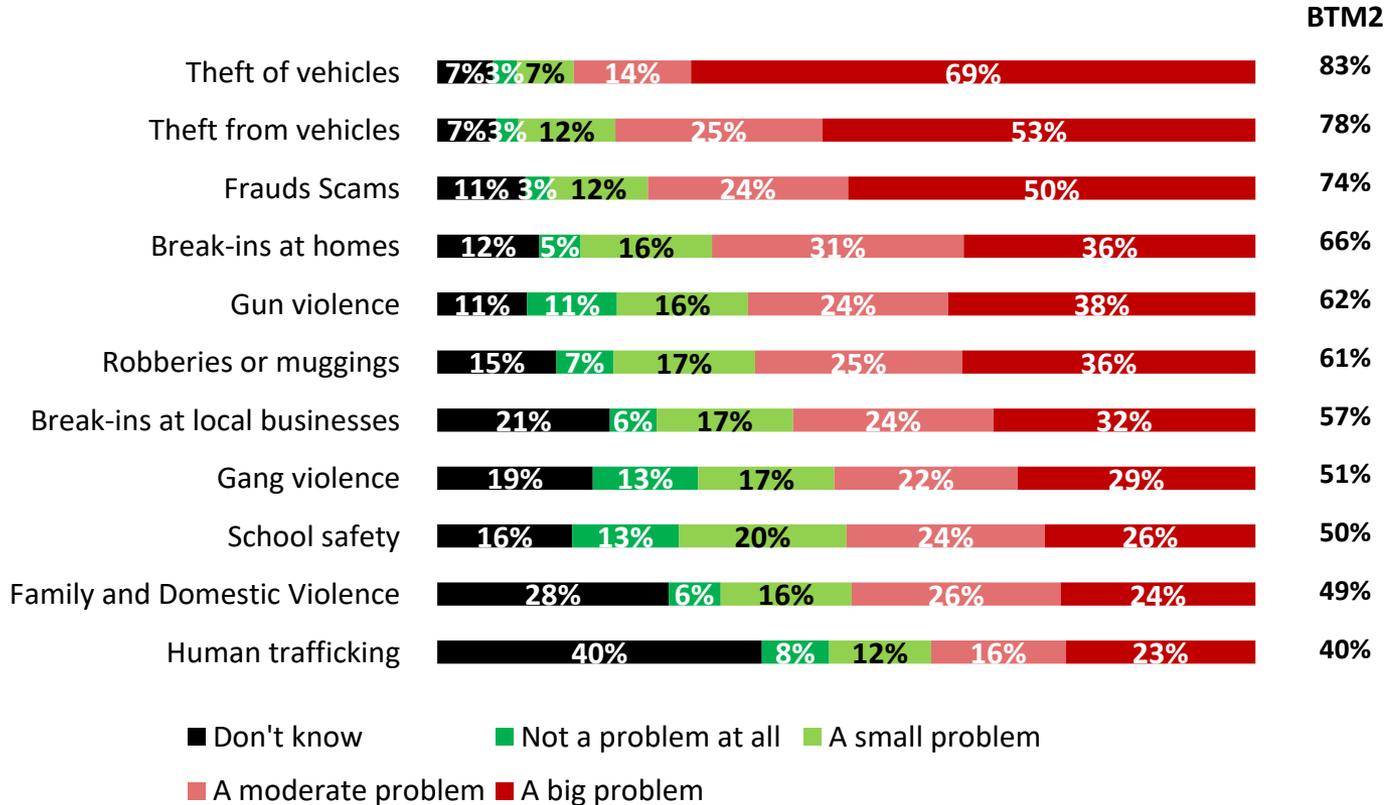
Q7. During the last year, do you think that crime in your neighbourhood / the neighbourhood in which your business is located has...

Sample size: n = 474

Framework: All Respondents

# Problem in Neighbourhood

In general, Peel respondents think that theft of vehicles (BTM2: 83%), theft from vehicles (BTM2: 78%), and fraud scams (BTM2: 74%) are big or moderate problems in their neighbourhood.



On the other hand, Peel respondents think gang violence (TOP2: 30%), school safety (TOP2: 33%), family and domestic violence (TOP2: 22%), and human trafficking (TOP2: 20%) is a small problem or not a problem at all.

Q8. Thinking about your neighborhood / your neighborhood around your business, would you say that each of the following aspects are a big problem, a moderate problem, a small problem or not a problem at all?

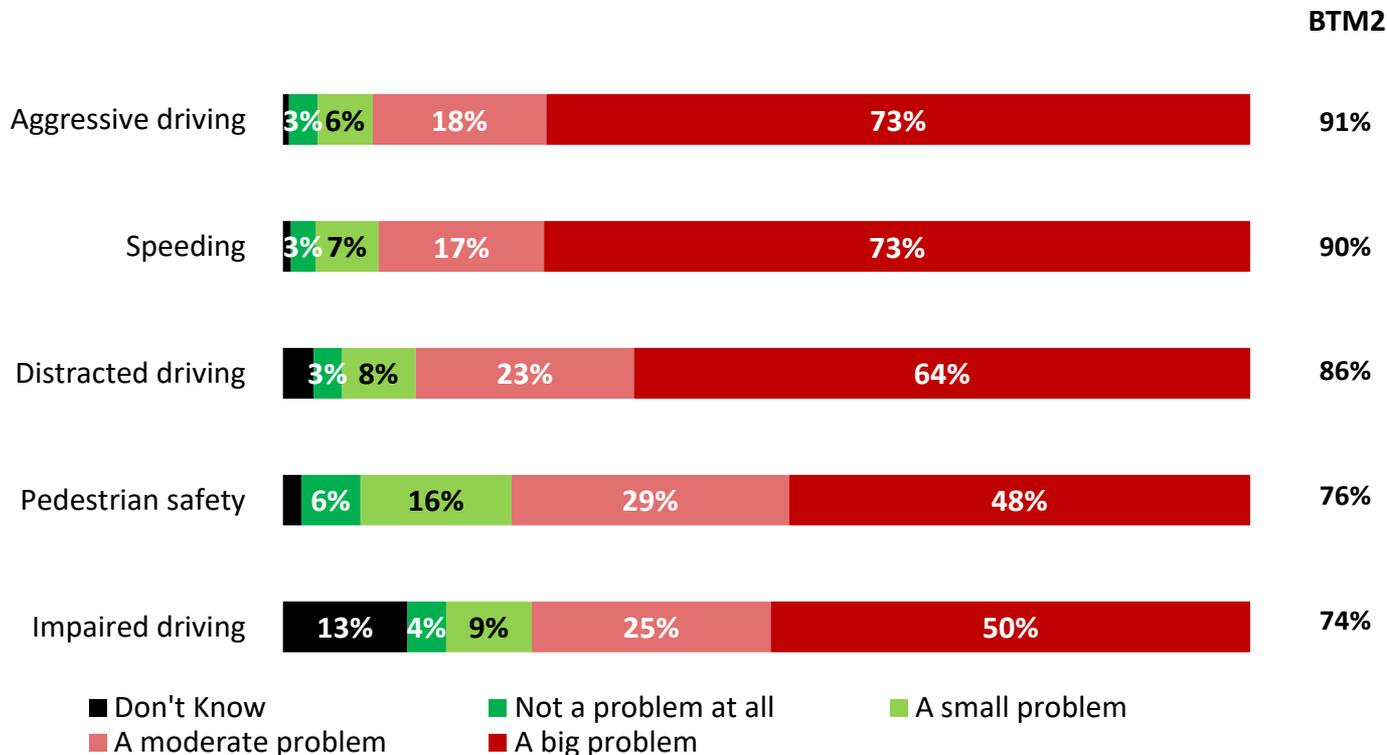
Sample size: n = 474

Framework: All Respondents



# Road Safety Issues

When it comes to road safety, Peel respondents think that aggressive driving (BTM2: 91%), speeding (BTM2: 90%), and distracted driving (BTM2: 86%), are big or moderate problems in their community.



On the other hand, Peel respondents think pedestrian safety (TOP2: 22%) and impaired driving (TOP2: 13%) are a small problem or not a problem at all.

Respondents in Brampton are **more** likely to perceive aggressive driving as a major problem compared to those from Mississauga (BTM2: 94% vs 88%).

Q9. Thinking about your community / the community around your business, how much of problem are the following road safety issues.

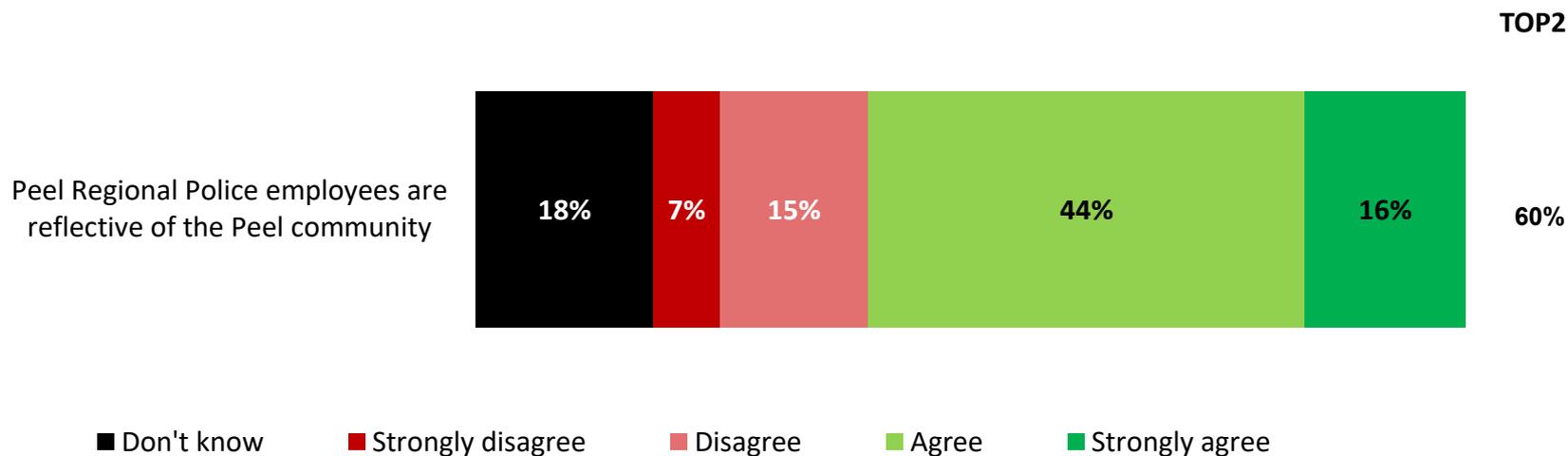
Sample size: n = 474

Framework: All Respondents



# Reflection on Community

Overall, 3 in 5 Peel respondents (TOP2: 60%) agree that Peel Regional Police employees are reflective of the Peel community.



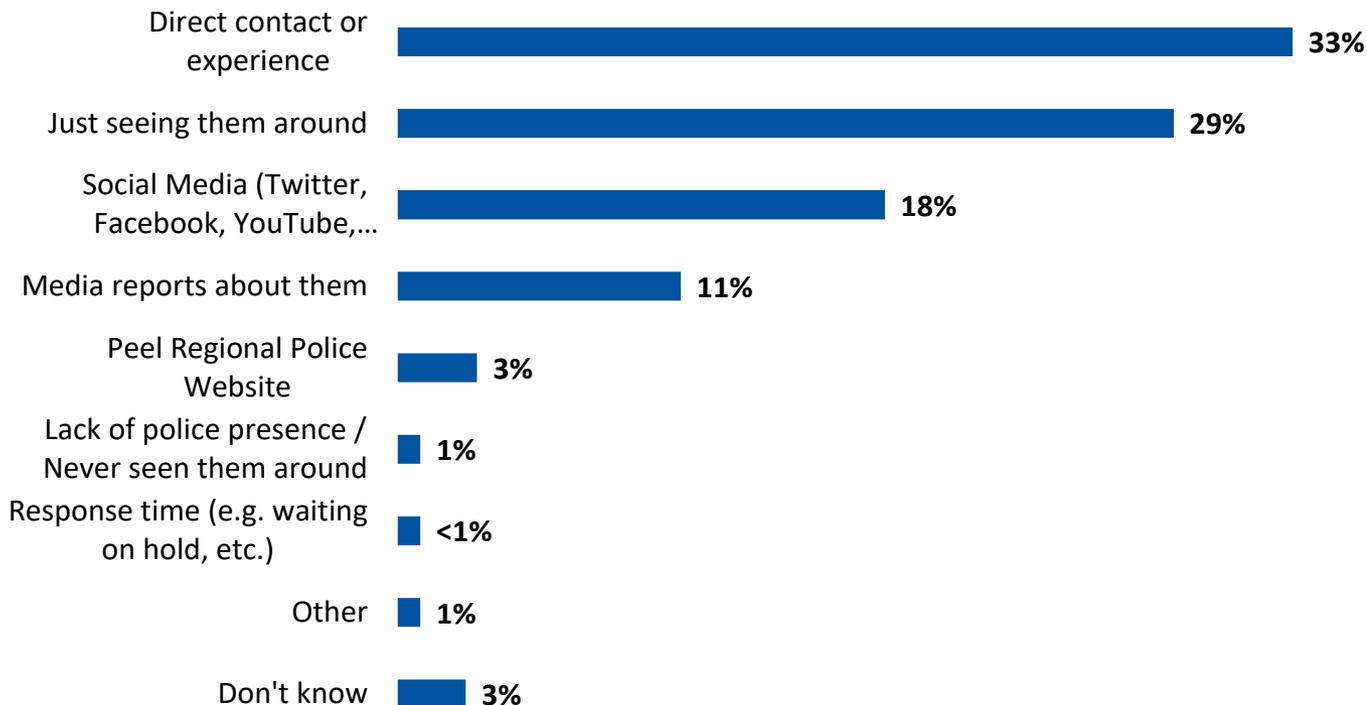
Q10. Please tell us how much you agree or disagree that Peel Regional Police employees are reflective of the Peel community.

Sample size: n = 474

Framework: All Respondents

# Ways of Impression

One-third of Peel respondents (33%) report that direct contact or personal experience had the most influence on their impressions of Peel Regional Police.



Note: not shown if <1%

Direct contact or personal experience significantly have the most influence on the impressions the respondents from the following groups more:

- Respondents aged 30 to 44, compared to respondents aged 45 to 64 and 65 or older (41% vs 30% and 21%, respectively).

Q11. Which one of the following has had the most influence on your impressions of Peel Regional Police?

Sample size: n = 474

Framework: All Respondents

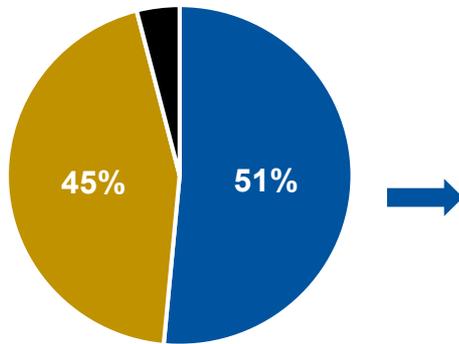


# CONTACT AND COMMUNICATION

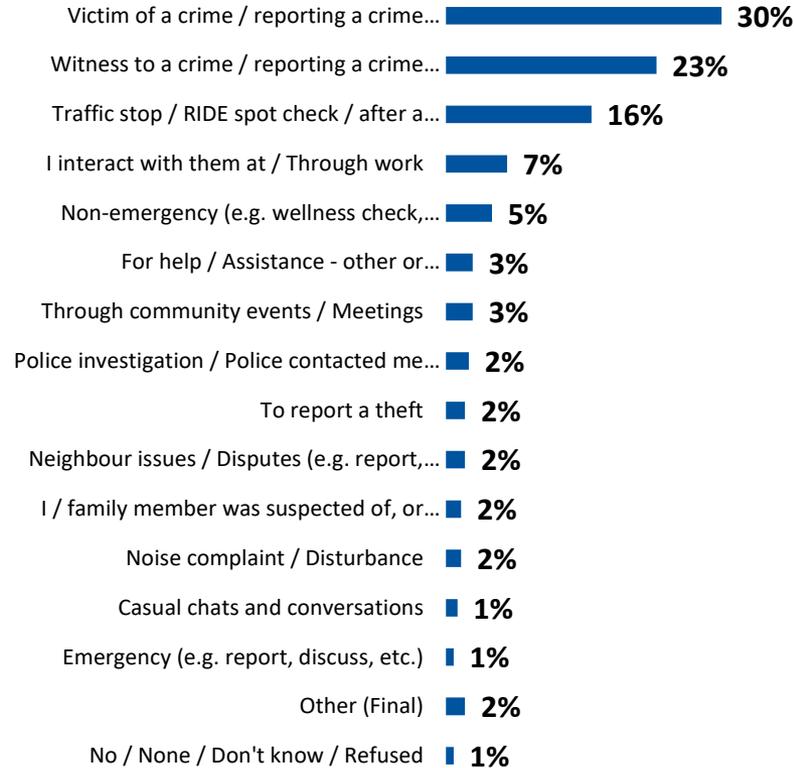
# Contact with Peel Police

About half of Peel respondents (45%) contacted Peel Regional Police in the last 2 years. Among those, 3 in 10 (30%) recently contacted the police for being a victim of a crime or reporting a crime.

Contacted with Police



■ Yes ■ No ■ Don't know/ Can't remember



Note: not shown if <1%

Respondents from the following groups have significantly been more likely to be in contact with PRP:

- Respondents aged 30 to 44, compared to respondents aged 45 to 64 and 65 or older (59% vs 47% and 38%, respectively).

**Q12.** Have you had contact with Peel Regional Police in the last 2 years? / Have you had contact with Peel Regional Police related to your business in the last 2 years? / **Q13.** Which of the following best describes your MOST RECENT CONTACT with Peel Regional Police?

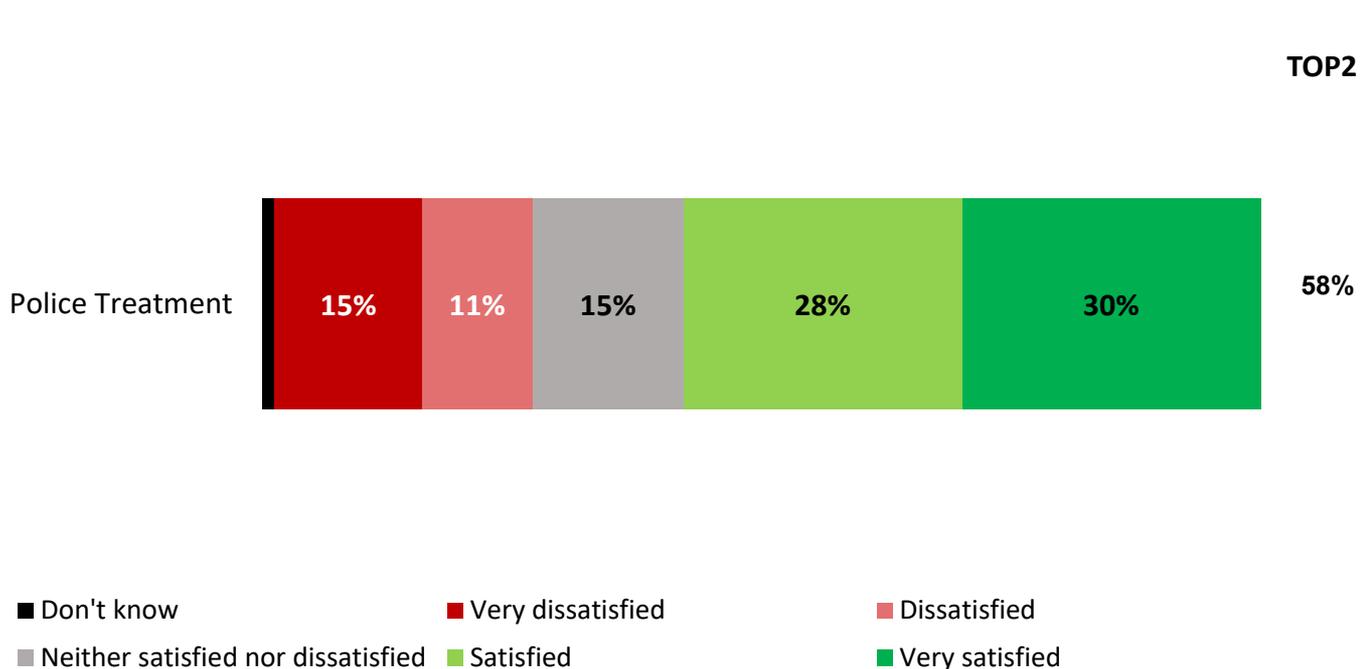
**Sample size:** n = 474 (Q12) / n =244 (Q13)

**Framework:** All Respondents (Q12) / Respondents who has contacted the police in the last two years (Q13)



# Satisfaction with Police Treatment

Overall, the majority of Peel respondents who have contacted Peel Regional Police in the last 2 years feel satisfied with the way the police treat them (TOP2: 58%).



**TOP2**

Respondents aged 18 to 29 are **more** likely to feel satisfied with the way the police treat them, compared to respondents aged 30 to 44 (TOP2: 76% vs 45%).

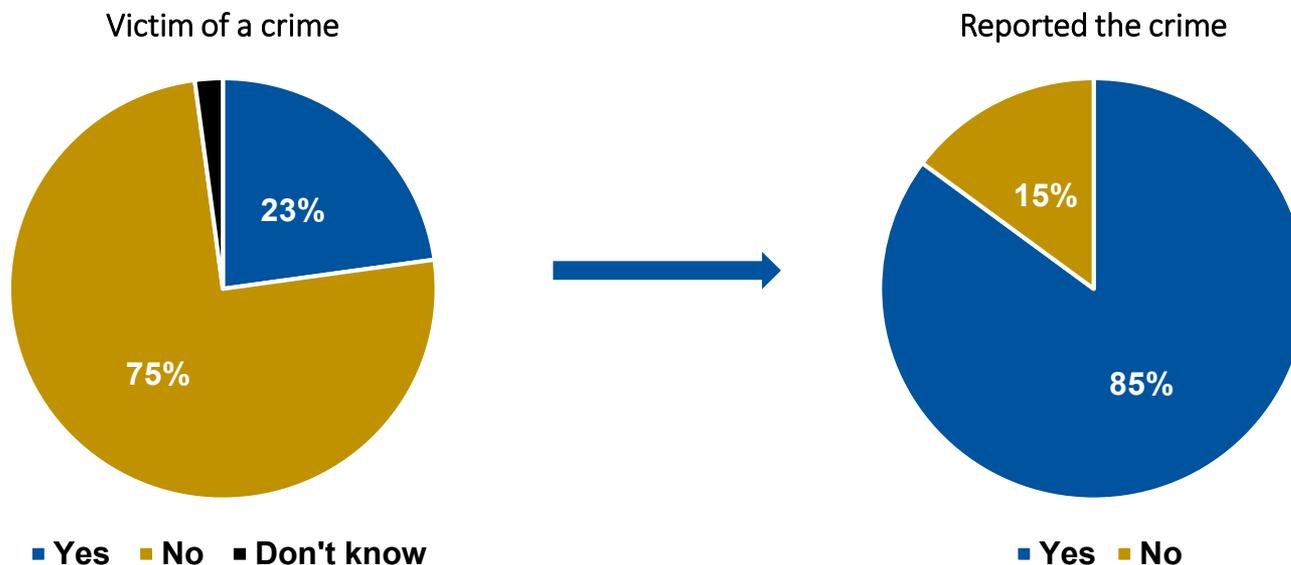
Q14. How satisfied were you with the way the police treated you? Would you say you are...

Sample size: n =244

Framework: Respondents who has contacted the police in the last two years

# Crime Reporting

Within the past two years, one-fourth of Peel respondents (23%) have been a victim of a crime. Among those, 6 in 7 (85%) reported the crime.



Mississauga respondents are less likely to have been a victim of a crime, compared to Brampton respondents (18% vs 28%).

**Q15.** In the past two years, have you / has your business been a victim of any crime? / **Q16.** Did you report it?

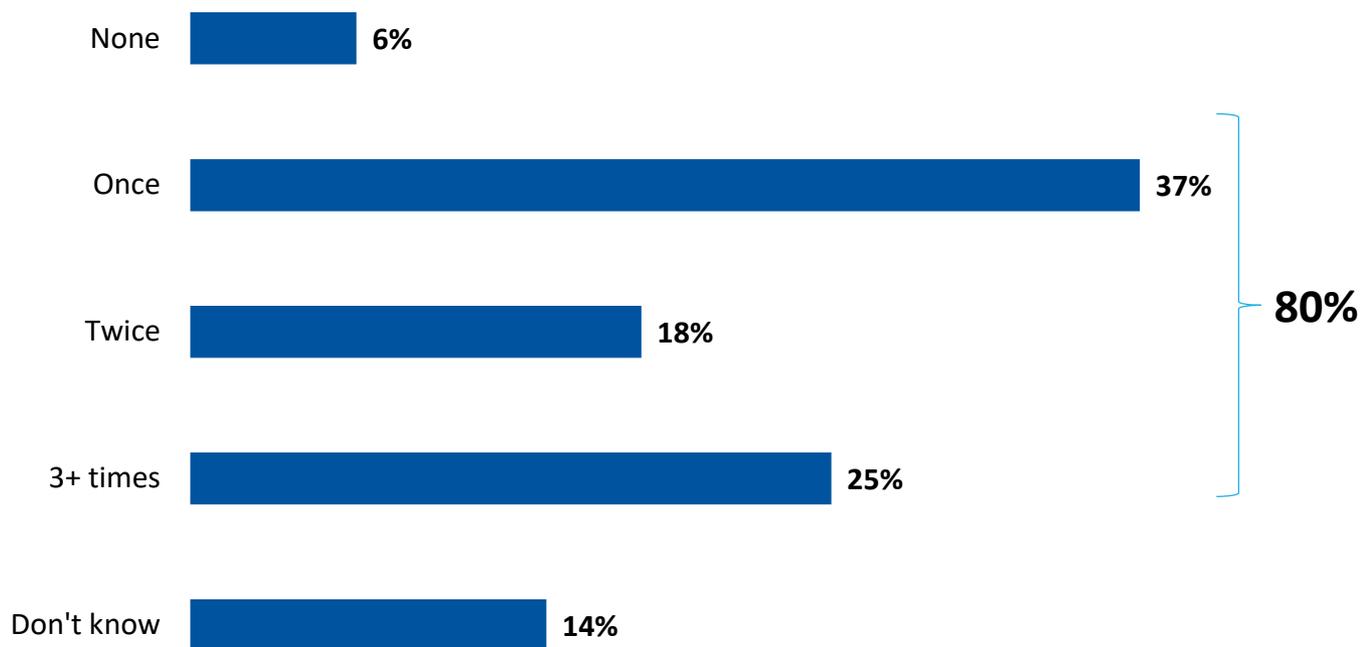
**Sample size:** n = 474 (Q15) / n = 108 (Q16)

**Framework:** All Respondents (Q15) / Respondents who was a victim of a crime in the past two years (Q16)



# Crime Victim in Peel Area

Within the Peel respondents that were a victim of a crime, 4 in 5 Peel respondents (80%) have personally been the victim of a crime committed in the Brampton or Mississauga area at least once in the last two years.



Q17. In the past two years, approximately how many times have you personally / has your business been the victim of a crime committed in the Brampton or Mississauga area?

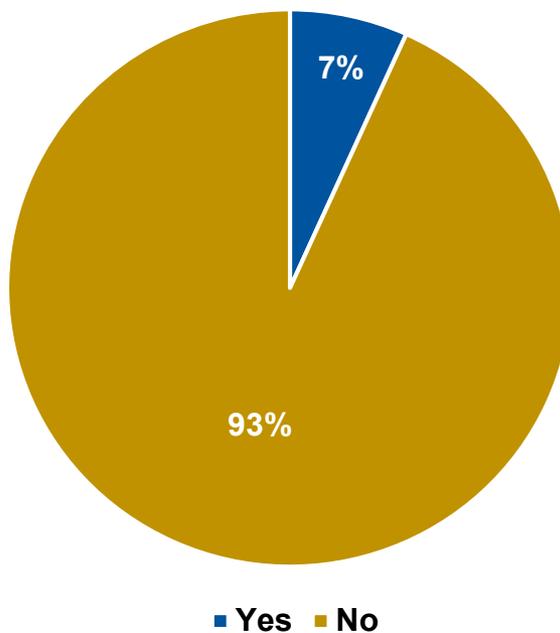
Sample size: n = 108

Framework: Respondents who were a victim of a crime in the last two years



# Mental Health – Contacting Police

Within the past two years, a small number of Peel respondents (7%) have contacted Peel Regional Police for a matter related to mental health.



Q18. In the past two years, have you contacted Peel Regional Police for a matter related to mental health?

Sample size: n = 474

Framework: All Respondents

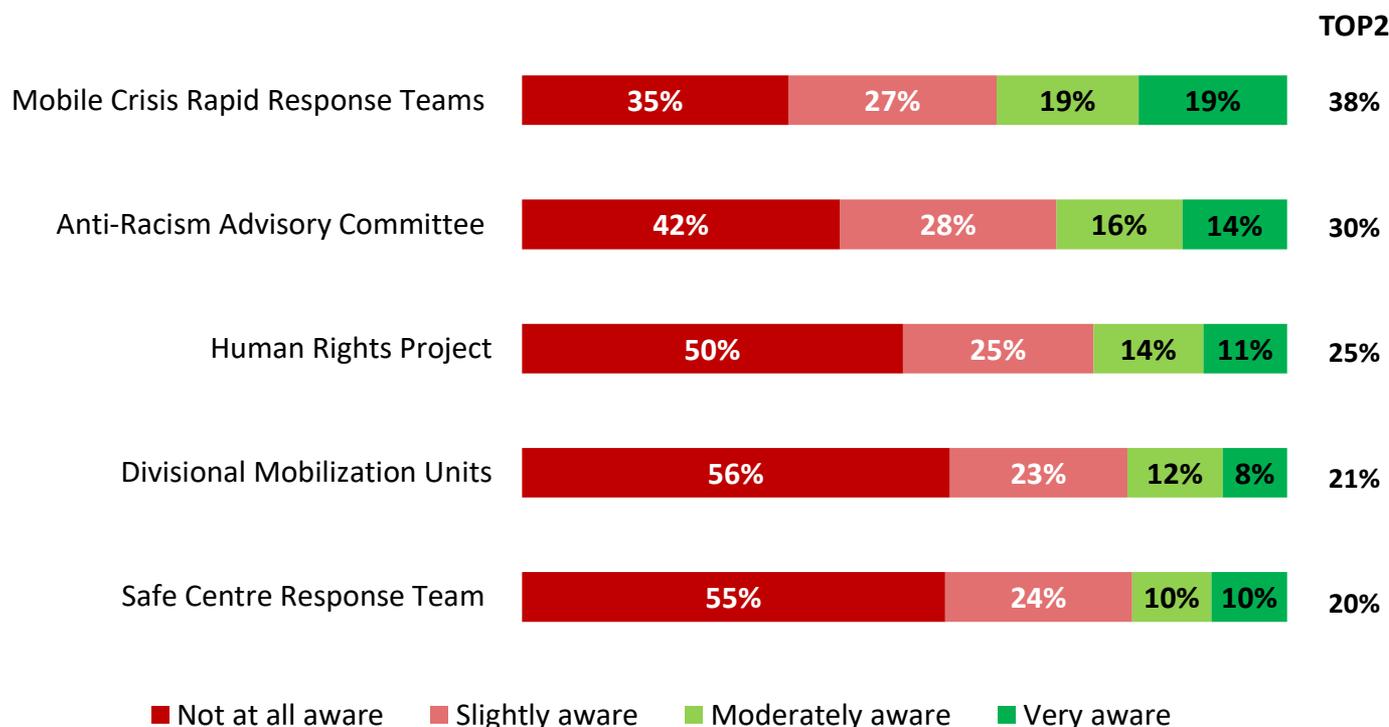


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# POLICE SERVICES

# Initiatives Awareness

In general, one-third of Peel respondents (35%) are not aware about the Mobile Crisis Rapid Response Teams. On the other hand, more than half are not aware about the Divisional Mobilization Units (56%) and Safe Centre Response Team (55%).



**TOP2**

1 in 3 (TOP2: 38%) are very aware or moderately aware about Mobile Crisis Rapid Response Teams.

On the other hand, only 1 in 5 are very aware or moderately aware about the Divisional Mobilization Units (TOP2: 21%) or Safe Centre Response Team (TOP2: 20%).

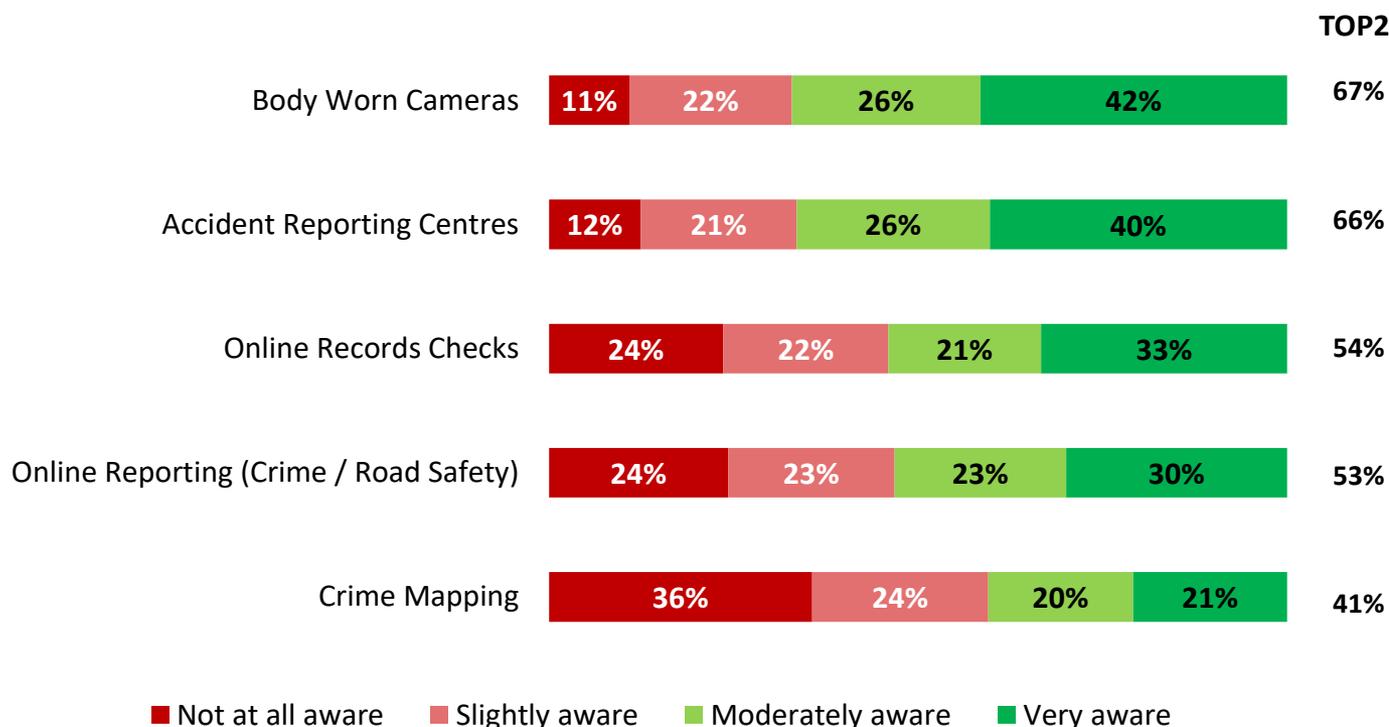
Q19. Please indicate your level of awareness of the following initiatives:

Sample size: n = 474

Framework: All Respondents

# Services Awareness

**Body Worn Cameras (TOP2: 67%) and Accident Reporting Centres (TOP2: 66%) are the most common services respondents are aware of, with two-thirds being moderately or very aware. On the other hand, 2 in 5 (36%) are not aware of the Crime Mapping service.**



**TOP2**  
 Respondents who has been living for more than 10 years in Peel are more likely to aware of crime mapping, compared to respondents who has been living for 1 to 5 years (TOP2: 43% vs 28%).

**Q20.** Please indicate your level of awareness of the following police services and initiatives:

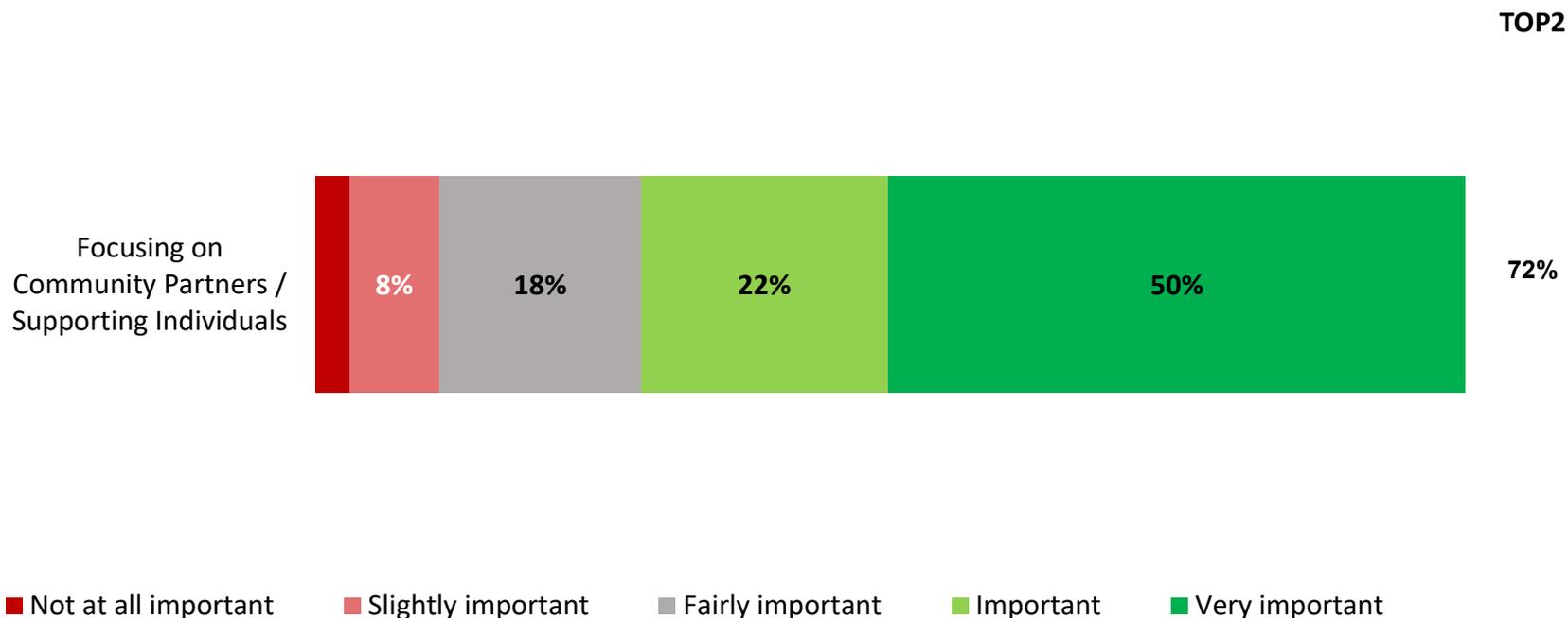
**Sample size:** n = 474

**Framework:** All Respondents



# Mental Health Focus

7 in 10 Peel respondents (TOP2: 72%) think it is important for Peel Regional Police to continue to focus on working with community partners and supporting individuals impacted by mental health and other vulnerable populations.



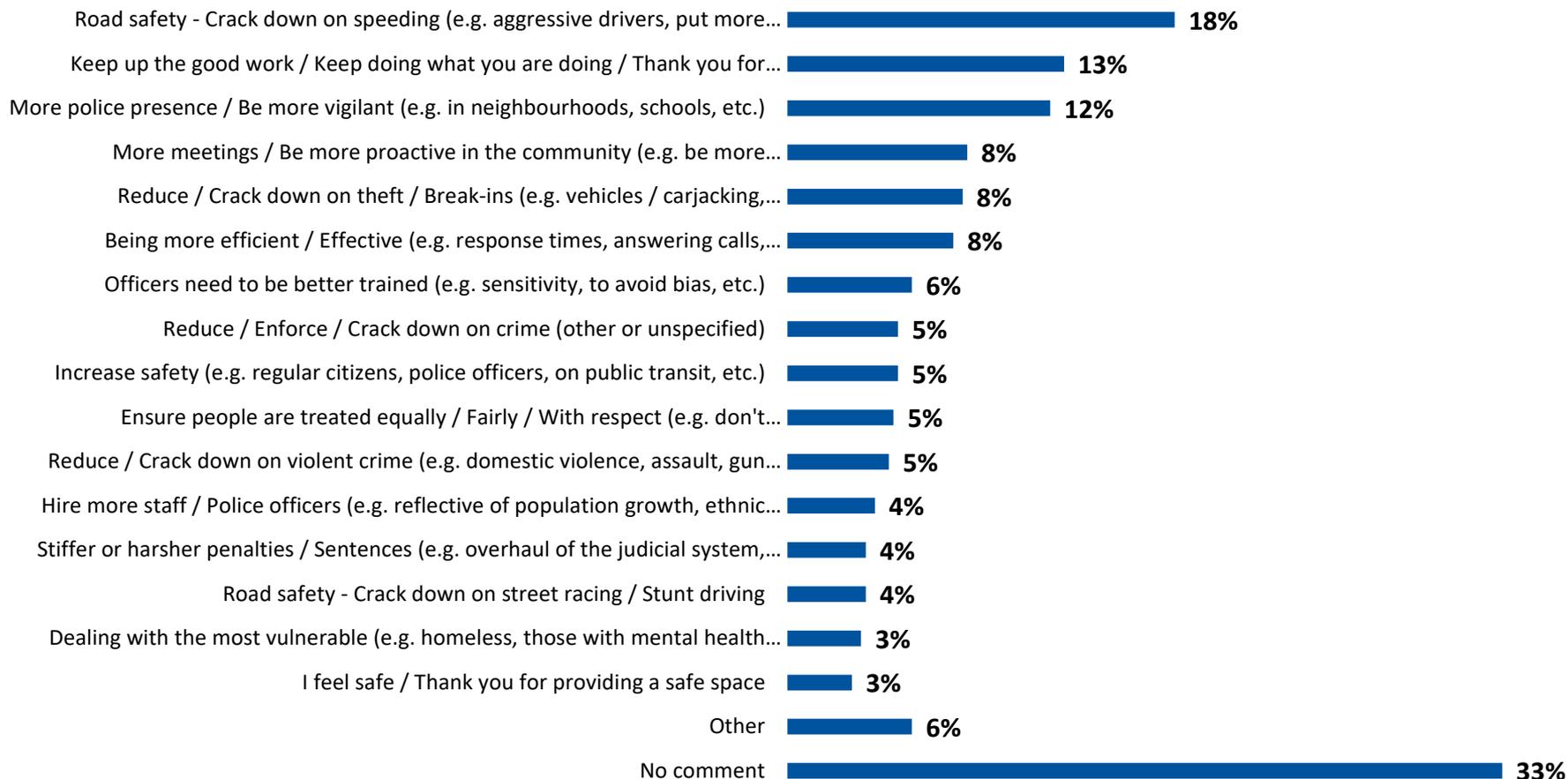
**Q21.** How important is it that Peel Regional Police continue to focus on working with community partners and supporting individuals impacted by mental health and other vulnerable populations?

**Sample size:** n = 474

**Framework:** All Respondents



# Other Messages



Note: not shown if <3%

**Q22.** To wrap up, what one message would you most like to communicate to Peel Regional Police about its current and future work in your community?

**Sample size:** n = 474

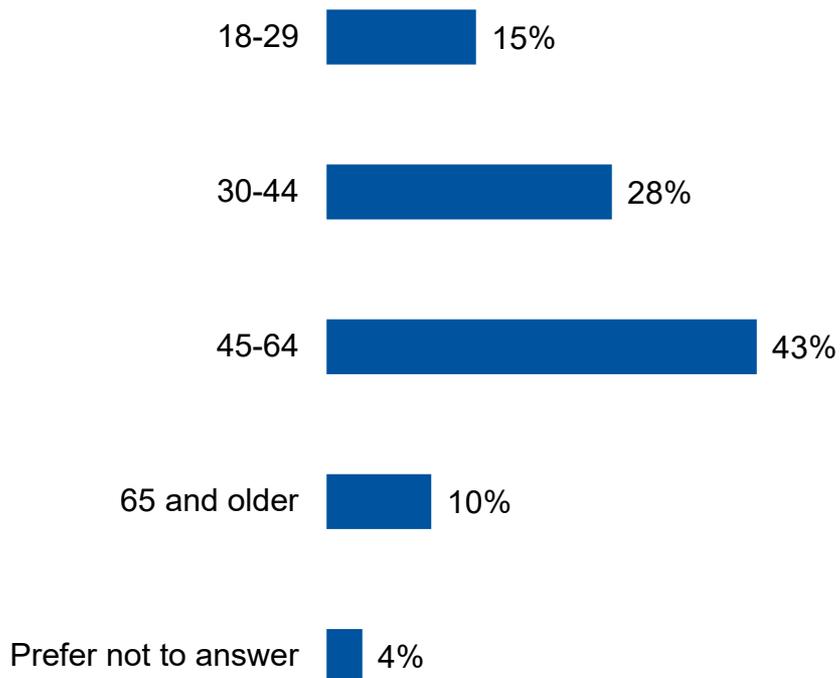
**Framework:** All Respondents



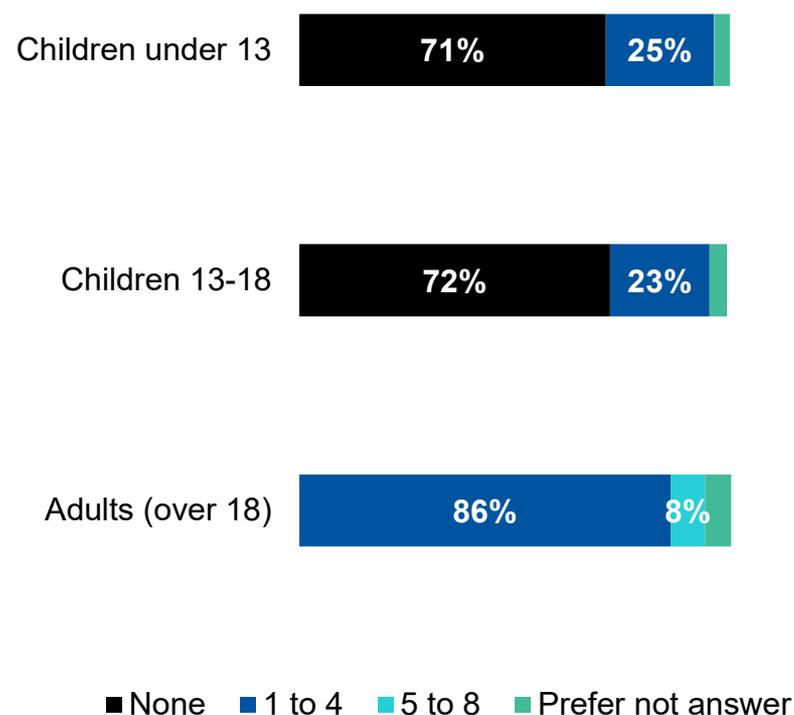
# DEMOGRAPHICS

# Demographics

## Age



## Number of People in the Household



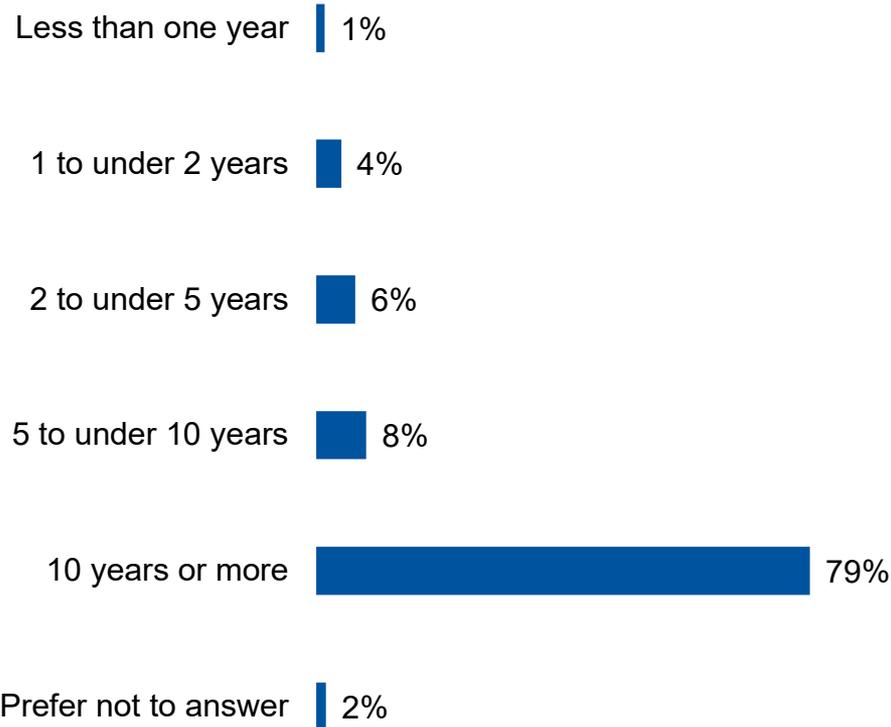
Q24. Which of the following age groups do you belong to? / Q25. Including yourself, how many people in your household are...?

Sample size: n = 451

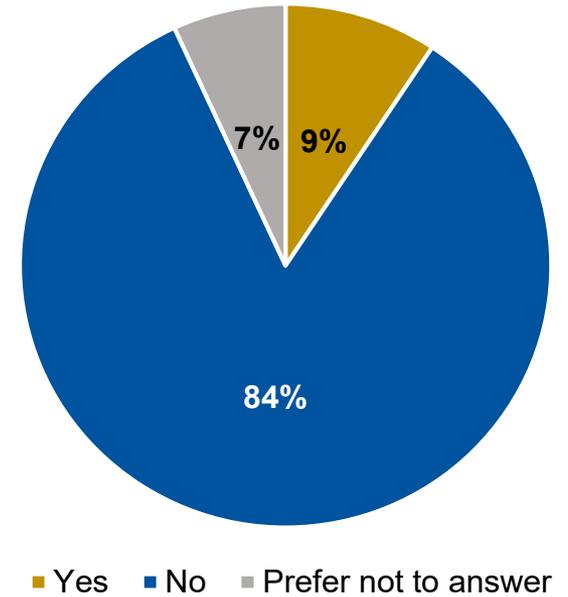
Framework: All Residents

# Demographics

## Residence Time in Peel



## Identify with Disability



Q23. How long have you lived in Brampton or Mississauga? / Q26. Do you identify as having a disability?

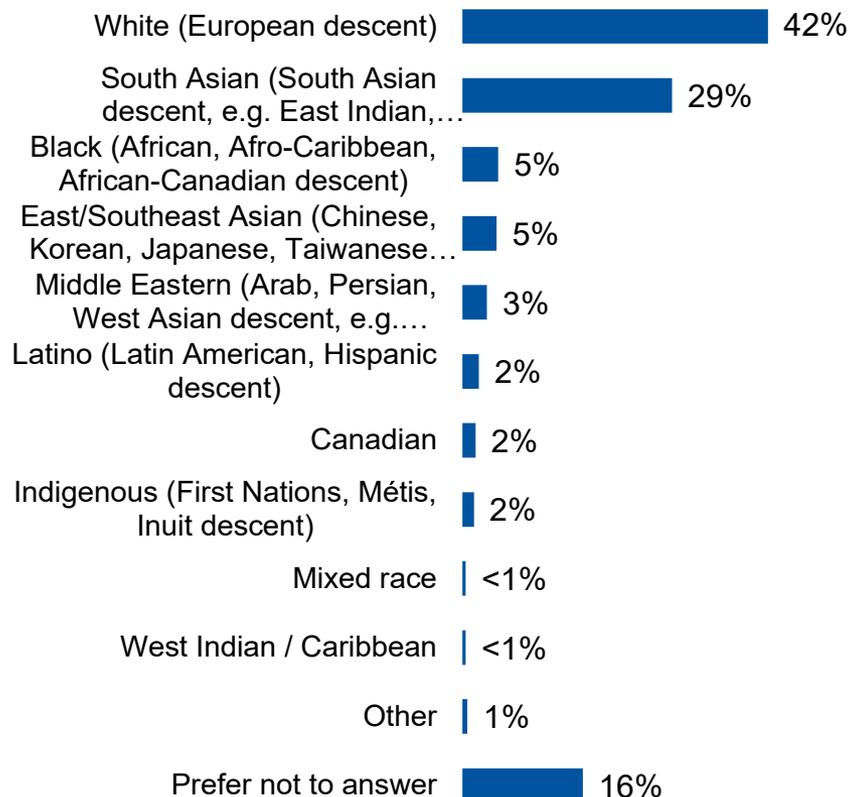
Sample size: n = 451

Framework: All Residents

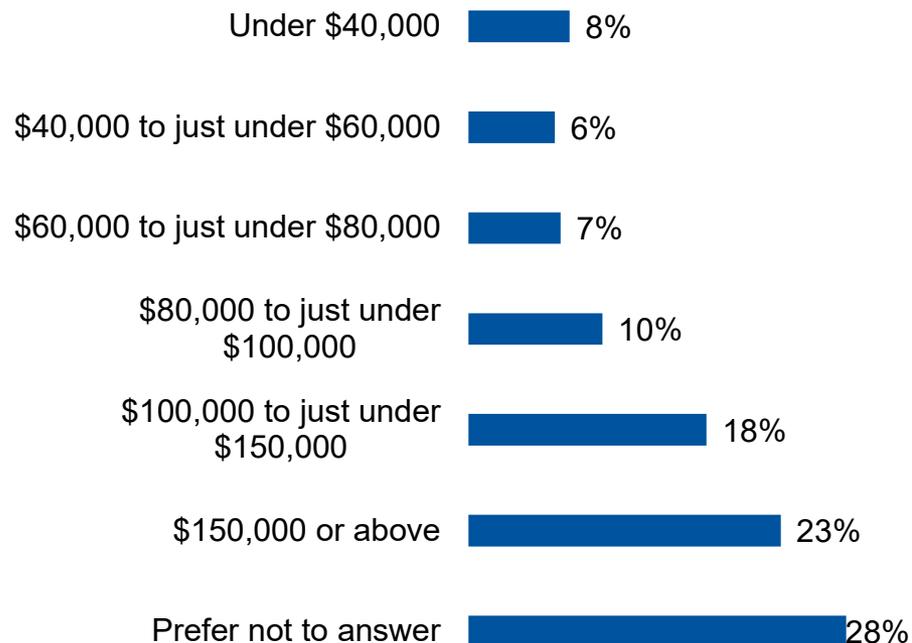


# Demographics

## Ethnicity



## Total Annual Household Income



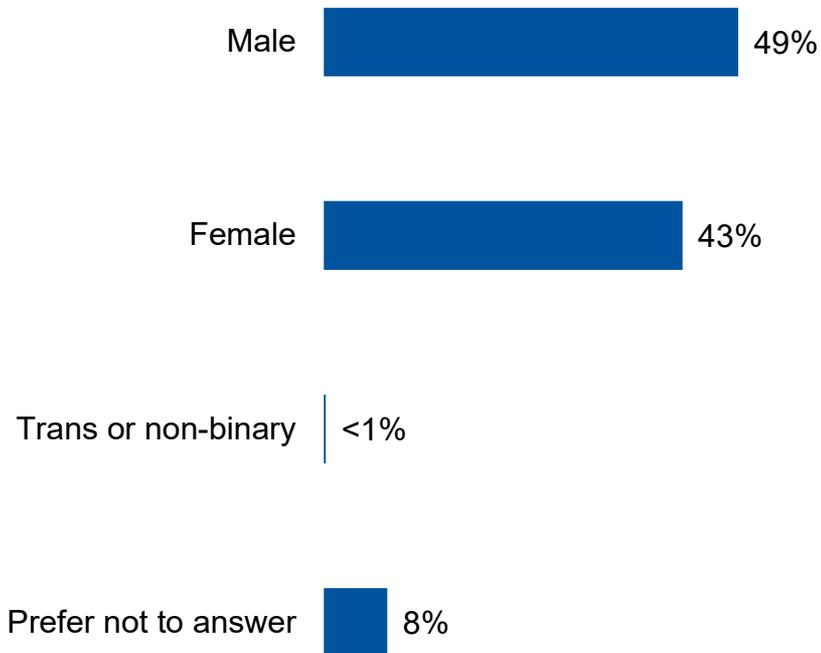
**Q28.** To which racial or cultural groups do you belong? / **Q29.** Which of the following categories best describes your total household income in 2022? That is, the total income of all persons in your household combined, before taxes?

**Sample size:** n = 451

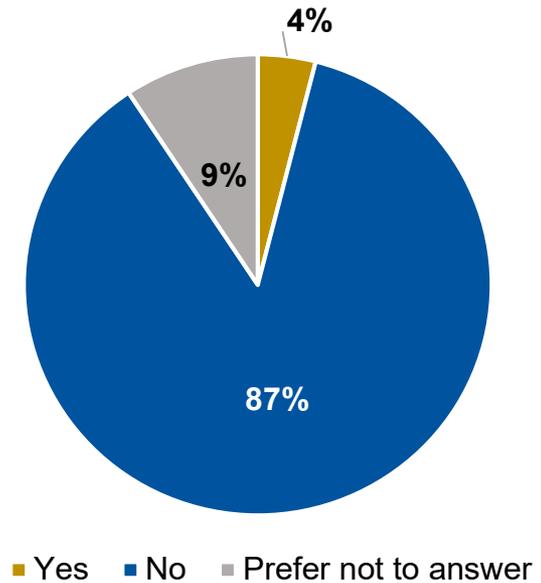
**Framework:** Q28. All Residents (Multi Select) / Q29. All Residents

# Demographics

## Gender



## Identify as LGBTQ2S+



Q30. Which of the following genders do you identify with? / Q27. Do you identify as being a member of the LGBTQ2+ community?

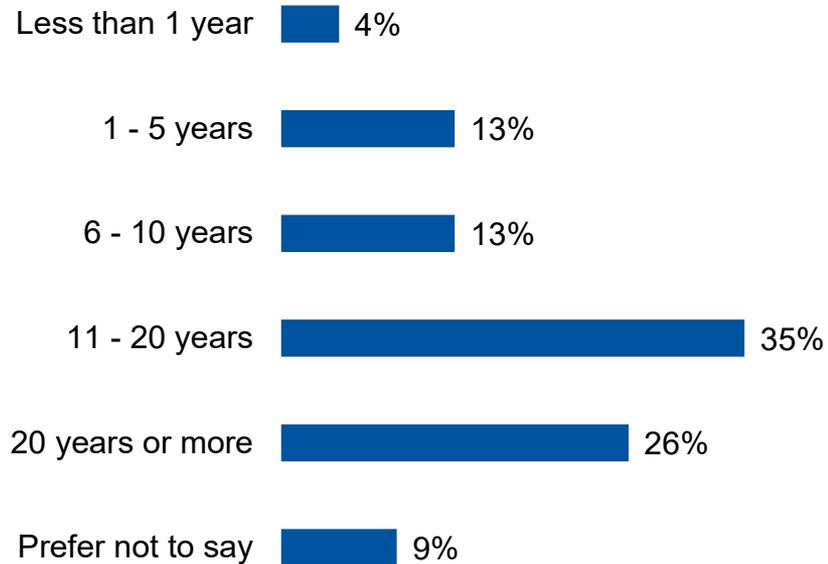
Sample size: n = 451

Framework: All Residents

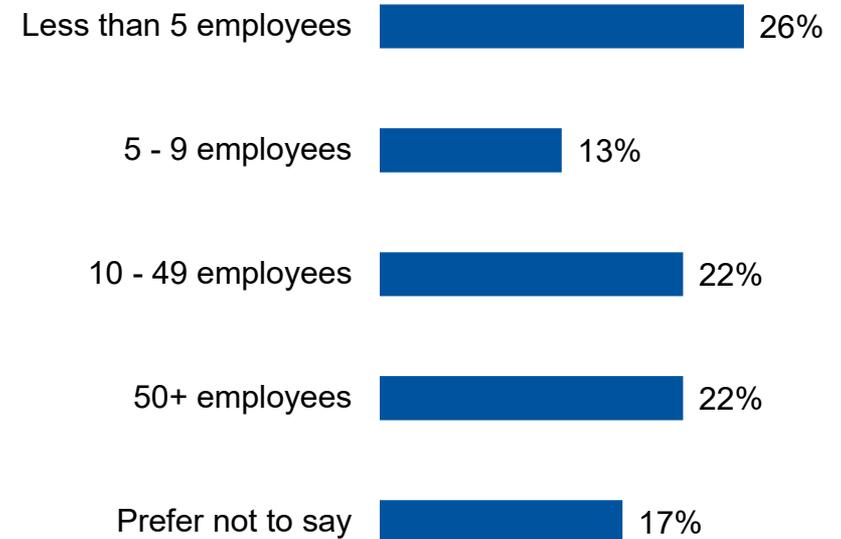


# Demographics

## Business Time in Peel



## Number of Employees



**Q23.** How many years has this business been located in Mississauga or Brampton? / **Q24.** How many employees are there at this business location?

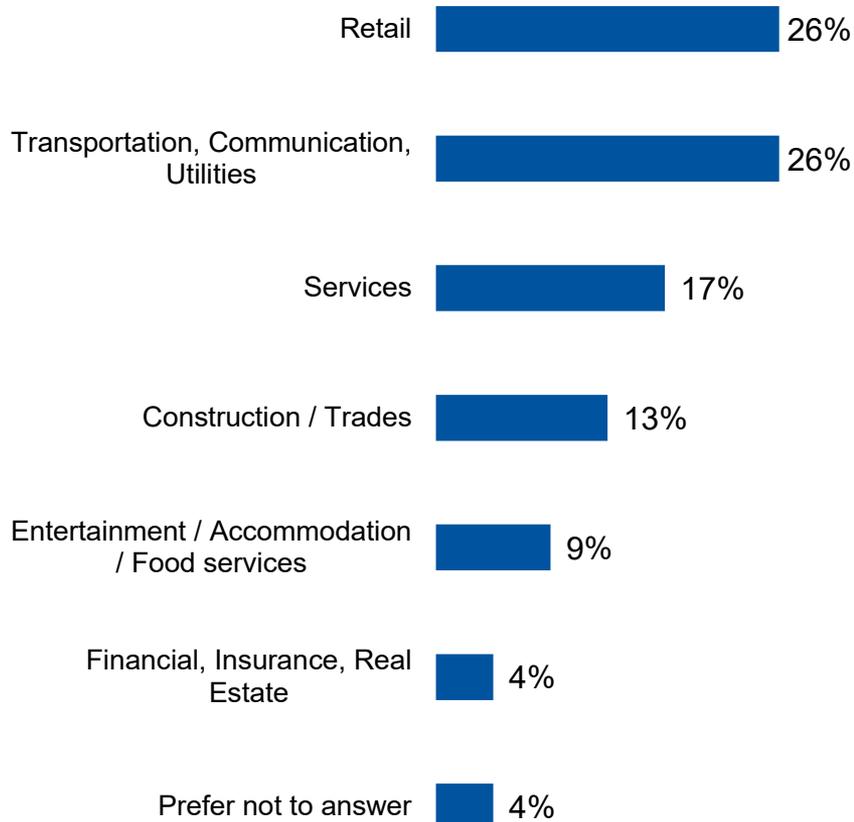
**Sample size:** n = 23

**Framework:** All Business Owners

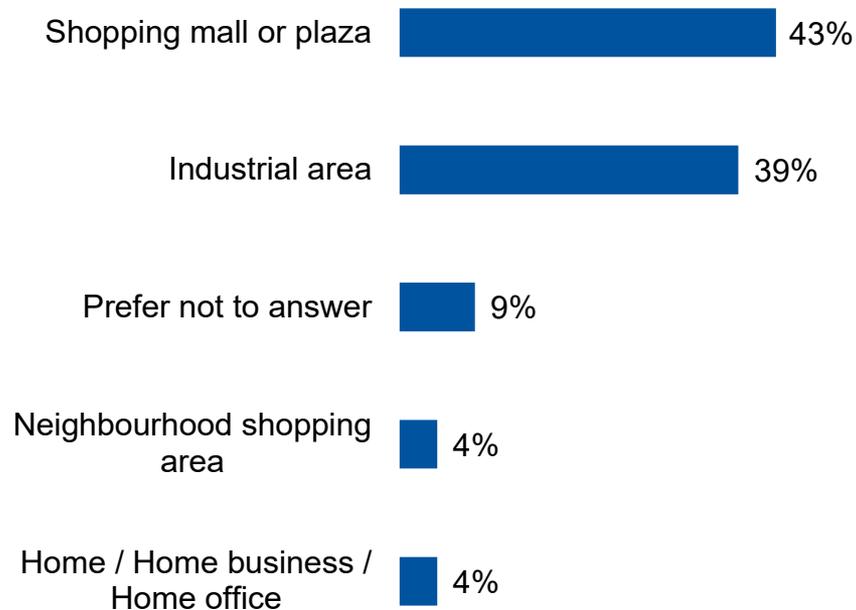


# Demographics

## Business Industry



## Business Location



Q25. What industry is your business in? / Q26. Where is your business located?

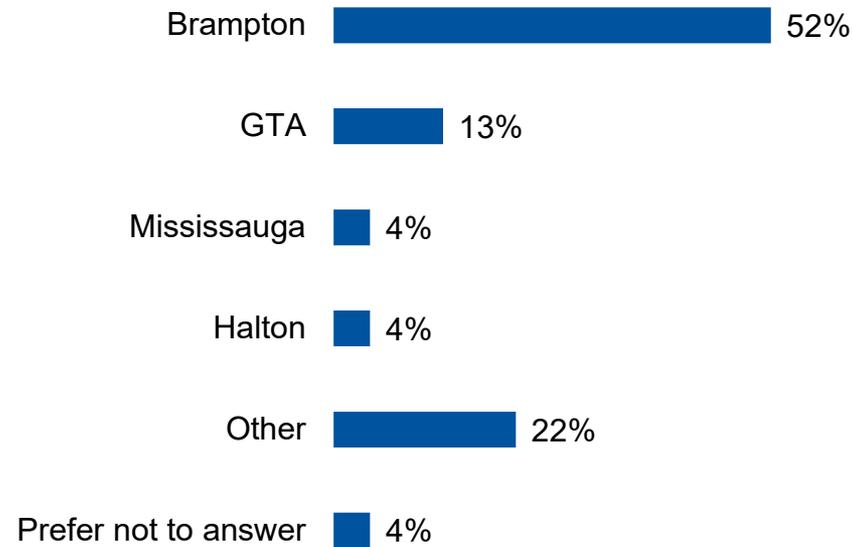
Sample size: n = 23

Framework: All Business Owners

# Demographics



## Owner's Living Area



Q27. Do you personally live in...?  
Sample size: n = 23  
Framework: All Business Owners