

PEEL POLICE RESIDENTIAL SURVEY

September 2023



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TABLE OF CONTENTS

Introduction	3
Methodology	4
Reporting Considerations	5
Executive Summary	6
Detailed Findings	10
Perception of PRP	11
Community Safety	20
Contact and Communication	27
Police Services	33
Demographics	38



INTRODUCTION



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Methodology

Method: CATI (Computer Aided Telephone Interview) using random digit dialing (RDD). A mix of landline and cell phone sample was used to reach cell phone-only households.

Criteria for Participation: Residents 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=800, n=420 residents from Mississauga, n=380 residents from Brampton.

Average Length: 19.8 min

Margin of Error: $\pm 3.46\%$

Fieldwork Dates: July 12th – August 2nd, 2023

Additional Notes Results throughout this report have been statistically weighted by age and gender in the Mississauga and Brampton area, to ensure that the sample reflects the target population according to 2021 Census data.



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.

Trending and Benchmarking

Trending data has been included where possible. Benchmarking (comparisons to other Ontario municipalities) have been included where possible. As reports from other Ontario municipalities did not incorporate a 'Don't know / Not sure' option, this category was consequently excluded from the benchmarking data. This exclusion may result in variations when compared to the original data.



EXECUTIVE SUMMARY



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Executive Summary

The findings of the 2023 Resident Survey provide Peel Regional Police (PRP) a foundation of information that allows them to better understand the needs of their residents. 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.

In summary, there has been a decline in overall results when comparing the current year to 2020. However, the perception of a rising trend in criminal activity has remained consistent.

Perception of Police

- Overall, residents' perceptions of the PRP are generally positive – they would help the police if asked (TOP2: 92%), feel a moral duty to follow police orders (TOP2: 88%), and generally support how the police usually act (TOP2: 80%). *(Slide 12)*
- Most residents agree that the PRP does well in treating people with respect (TOP2: 78%) and making fact-based decisions (TOP2: 76%). However, PRP can improve on providing the same quality of service to all citizens (TOP2: 62%). *(Slide 12)*
- The majority (TOP2: 53%) of Peel residents say the police rarely or never exceed their authority, with one-third (33%) saying the police have never done so in their neighbourhood. *(Slide 14)*
- Moreover, the majority of Peel residents think the PRP are doing a good or excellent job (TOP2: 67%), which is higher than their perceptions of how good a job the police in this country are doing (TOP2: 55%). *(Slide 18)*



Executive Summary

Community Safety

- Overall, 7 in 10 Peel residents (TOP2: 71%) feel satisfied with their personal safety. However, more than half of Peel residents think that crime in their neighbourhood has increased (54%). *(Slides 21-22)*
- In general, Peel residents think that fraud scams (BTM2: 72%), theft of vehicles (BTM2: 69%), theft from vehicles (BTM2: 65%), and gun violence (BMT2: 54%) are some big or moderate problems in their neighbourhood. *(Slide 23)*
 - On the other hand, Peel residents think gang violence (TOP2: 50%), human trafficking (TOP2: 48%), family and domestic violence (TOP2: 48%), and school safety (TOP2: 48%) is a small problem or not a problem at all. *(Slide 23)*
- When it comes to road safety, Peel residents think that speeding (BTM2: 80%), aggressive driving (BTM2: 79%), and distracted driving (BMT2: 78%), are big or moderate problems in their community. *(Slide 24)*
 - On the other hand, over one-third of Peel residents think pedestrian safety (TOP2: 38%) and impaired driving (TOP2: 39%) are a small problem or not a problem at all. *(Slide 24)*
- Overall, over 4 in 5 Peel residents (TOP2: 83%) agree that Peel Regional Police employees are reflective of the Peel community, with 3 in 10 (30%) reporting that direct contact or personal experience had the most influence on their impressions of Peel Regional Police. *(Slides 25-26)*

Executive Summary

Contact And Communication

- About 4 in 10 Peel residents (39%) have contacted Peel Regional Police in the last 2 years. Among those, 1 in 5 (22%) recently contacted the police for being a victim of a crime or reporting a crime. *(Slide 28)*
- Overall, the majority of Peel residents who has contacted Peel Regional Police in the last 2 years feel satisfied with the way the police treat them (TOP2: 77%). *(Slide 29)*
- Within the past two years, 1 in 9 Peel residents (11%) reported to have been a victim of a crime. Among those, 3 in 4 (76%) reported the crime. *(Slide 30)*
 - Moreover, among those who were a victim of a crime, 4 in 5 Peel residents (82%) have personally been the victim of a crime committed in the Brampton or Mississauga area at least once in the past two years. *(Slide 31)*
 - And within the past two years, a small number of Peel residents (5%) have contacted Peel Regional Police for a matter related to mental health. *(Slide 32)*

Police Services

- Awareness of PRP initiatives is generally low. Around half of Peel residents (46%) are not aware about the Mobile Crisis Rapid Response Teams. *(Slide 34)*
 - Meanwhile, 7 in 10 are not aware about the Divisional Mobilization Units (67%) or Safe Centre Response Team (66%). *(Slide 34)*
- Awareness of services is higher, with Accident Reporting Centres being the most common service residents are aware of (TOP2: 66%). *(Slide 35)*
 - However, more than half (59%) are not aware about the Crime Mapping service. *(Slide 35)*
- Overall, 9 in 10 residents (TOP2: 90%) 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 36)*



DETAILED FINDINGS



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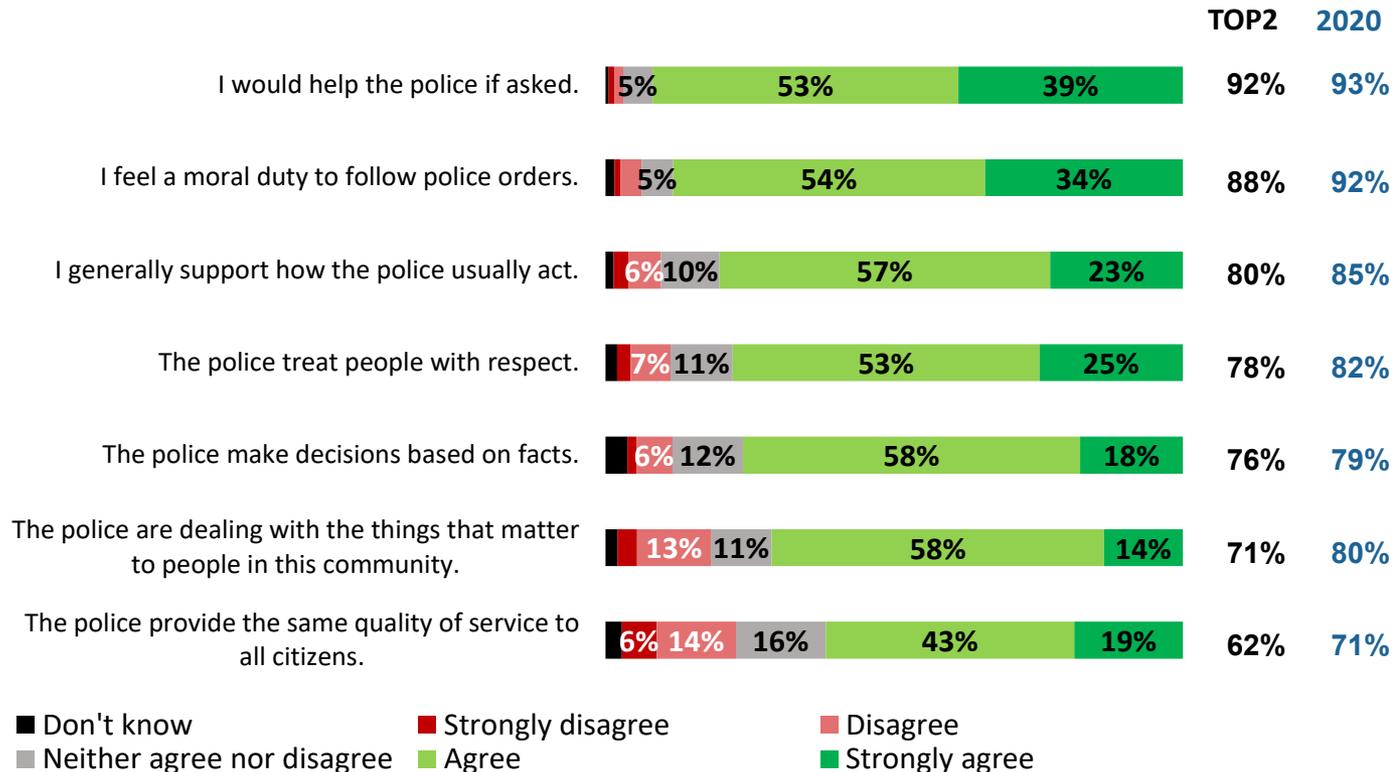
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PERCEPTION OF PRP



Perception of Police

In general, most Peel residents have a positive perception of the Peel Regional Police, with the vast majority of residents being willing to help the police if asked (TOP2: 92%), feeling a moral duty to follow police orders (TOP2: 88%), and will be generally supportive of how the police will act (TOP2: 80%).



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

- Helping the police if asked: Brampton residents compared to Mississauga residents (TOP2: 95% vs 89%)
- Feeling a moral duty to follow police orders: Residents aged 45 to 64 compared to those aged 18 to 29 (TOP2: 93% vs 81%).

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?

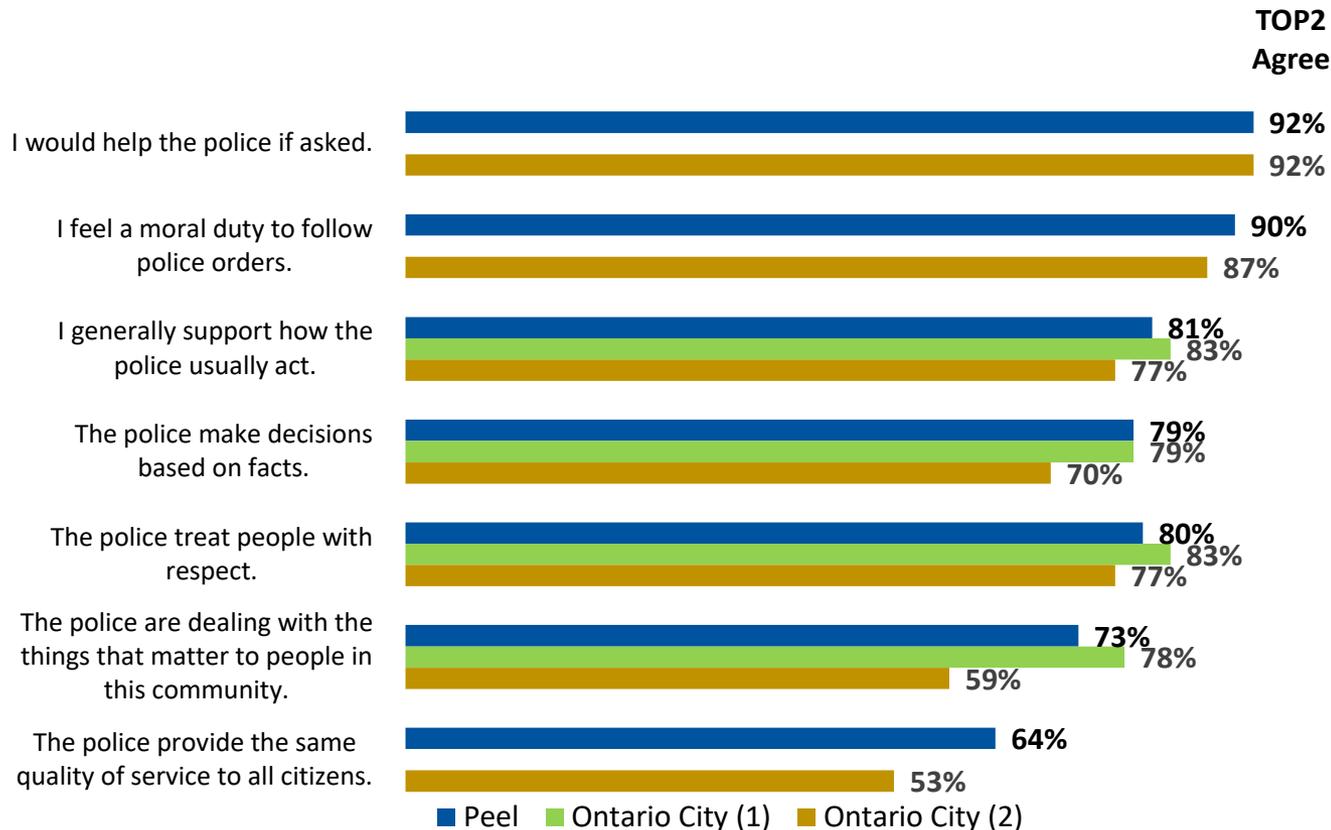
Sample size: n=800

Framework: All Respondents



Perception of Police - Benchmark

In general, residents' perceptions of the Peel Regional Police are generally higher, compared to other municipalities in Ontario.



*This benchmark analysis is based on the results of surveys that asked this same question and were conducted between 2020-2022. Comparisons for this question include 2 municipalities in Ontario .

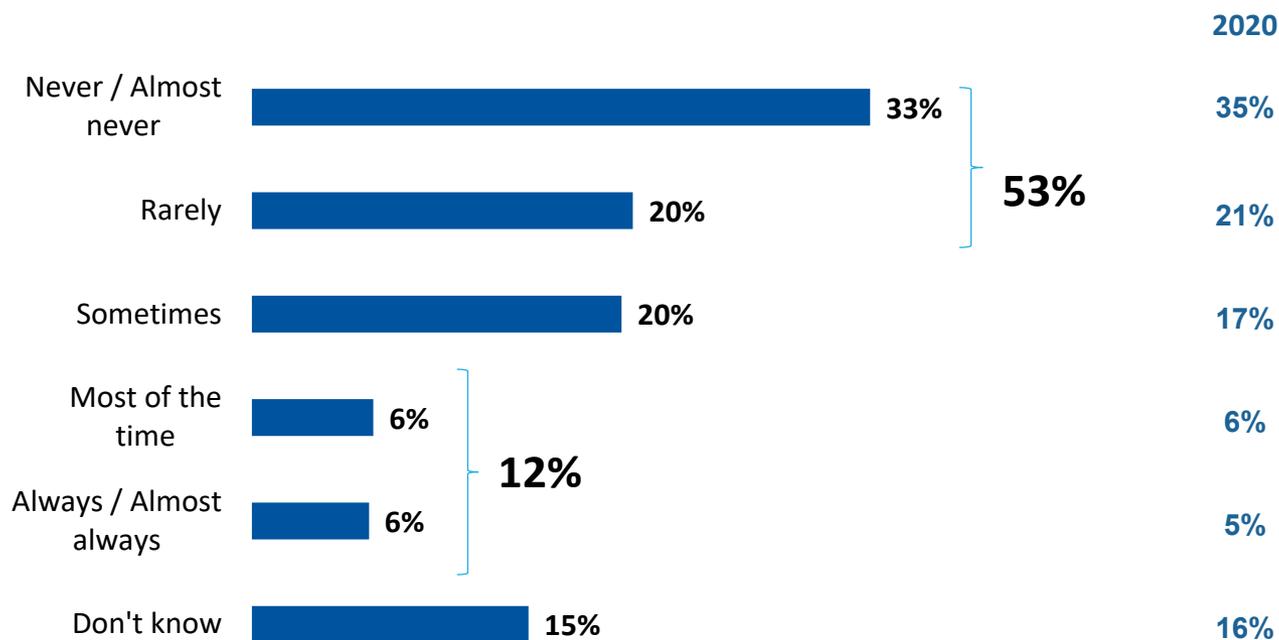
Q1. I'm going to read a series of statements, as I read each please tell me if you strongly agree, agree, neither agree nor disagree, disagree, or strongly disagree, when you think about Peel Regional Police?

Framework: All Respondents (excluded. Don't know/Not sure)



Police Exceeding Authority

The majority (TOP2: 53%) of Peel residents say the police rarely or never exceed their authority, with one-third (33%) saying the police have never done so in their neighbourhood. On the contrary, about an eighth (BTM2: 12%) say the police exceed their authority always or most of the time.



Residents aged 18 to 29 are more likely to say the police rarely or never exceeded their authority, compared to residents aged 45 to 64 (TOP2: 21% vs 10%)

Q2. About how often would you say that the police in your neighborhood exceed their authority?

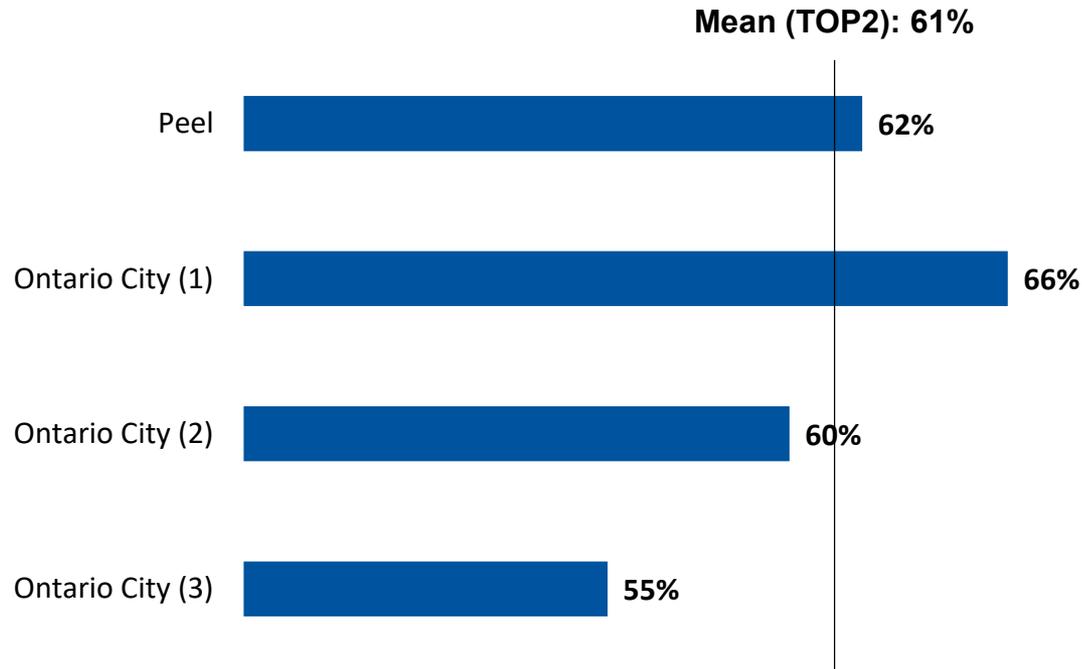
Sample size: n = 800

Framework: All Respondents



Police Exceeding Authority - Benchmark

The majority (TOP2: 62%) of Peel residents say the police rarely or never exceed their authority – which is around the average score (TOP2: 61%) of other Ontario municipalities.



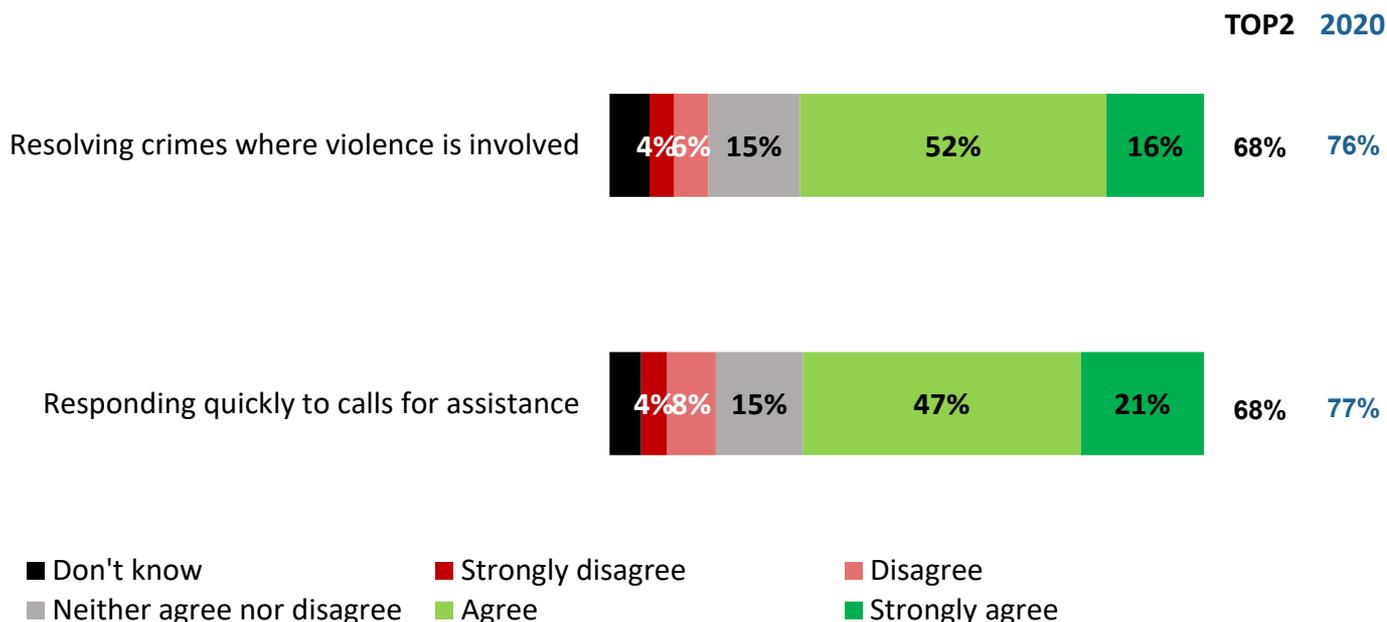
*This benchmark analysis is based on the results of surveys that asked this same question and were conducted between 2020-2022. Comparisons for this question include 3 municipalities in Ontario.

Q2. About how often would you say that the police in your neighborhood exceed their authority?
Framework: All Respondents (excluded. Don't know/Not sure)



Police Qualities

Over two-thirds of residents (TOP2: 68%) say the Peel Regional Police is effective at resolving crimes where violence is involved, as well as at responding quickly to calls for assistance.



Non-visible minorities are significantly more likely to agree that the PRP is effective at resolving crimes where violence is involved compared to visible minorities (TOP2: 74% vs 63%).

In terms of PRP responding quickly to calls for assistance:

- Residents aged 65 or older are **more** likely to agree compared to those aged 30 to 44 and 45 to 64 (TOP2: 77% vs 64% and 65%, respectively).
- Residents who lived more than 10 years in the area are **least** likely to agree compared to those who lived between 5 and 10 years (BTM2: 14% vs 3%).

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

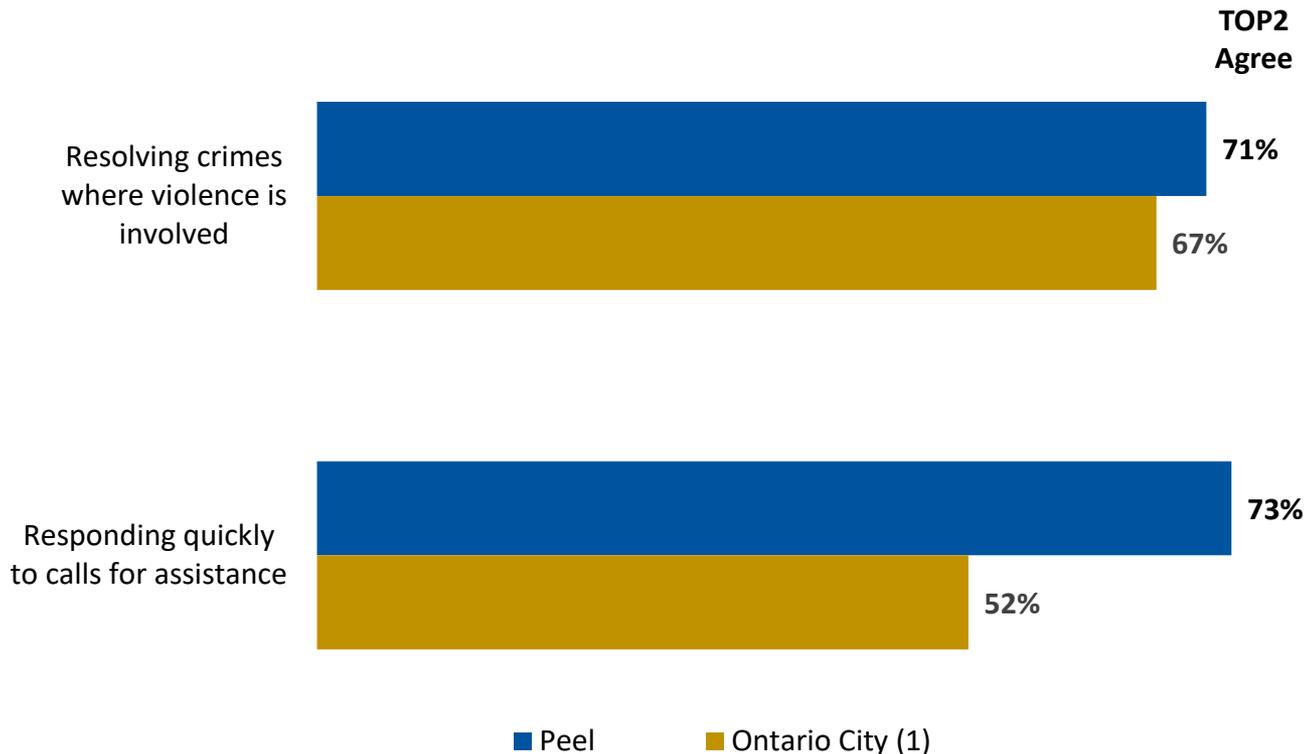
Sample size: n=800

Framework: All Respondents



Police Qualities - Benchmark

In general, residents' perceptions of the Peel Regional Police about resolving crimes where violence is involved and responding quickly to calls for assistance are generally higher, compared to another municipality in Ontario.



*This benchmark analysis is based on the results of surveys that asked this same question and were conducted between 2020-2022. Comparisons for this question include 1 municipality in Ontario.

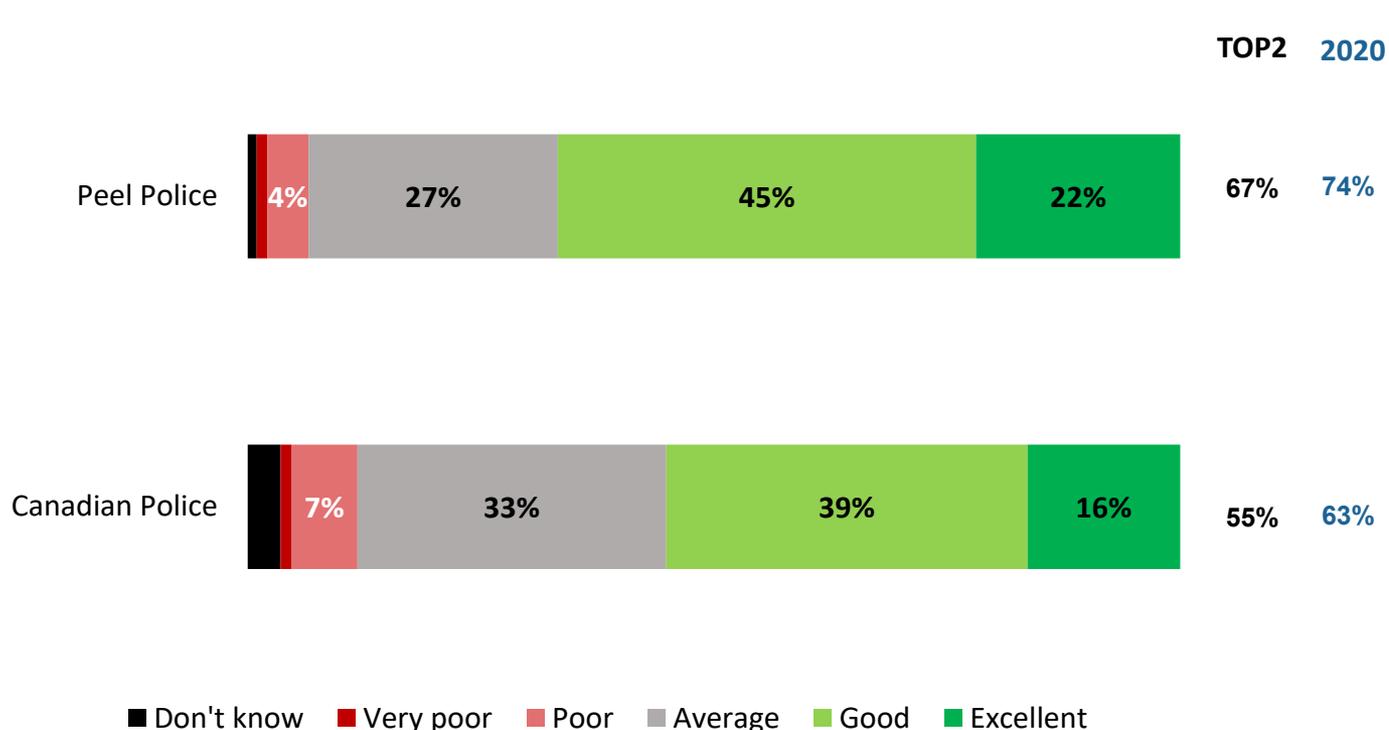
Q3. In general, do you strongly agree, agree, neither disagree nor agree, disagree, or strongly disagree that the Peel Regional Police are effective at...

Framework: All Respondents (excluded. Don't know/Not sure)



Peel vs Canadian Police

Overall, the majority of Peel residents think the Peel police are doing a good or excellent job (TOP2: 67%), which is higher than their perceptions of how good a job the police in this country are doing (TOP2: 55%).



TOP2 2020

67% 74%

55% 63%

Residents aged 65 or older are significantly more likely to have positive perception on PRP's job in the area compared to those aged 45 to 64 years (TOP2: 76% vs 62%).

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?

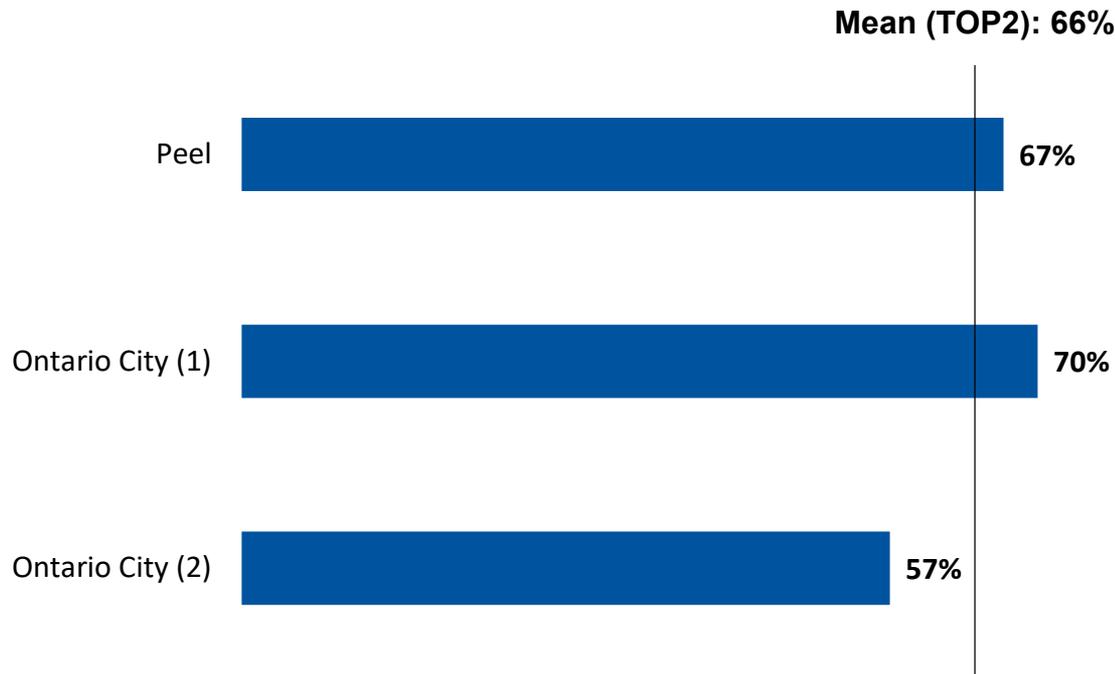
Sample size: n=800

Framework: All Respondents



Peel vs Other Polices – Benchmark

The majority of Peel residents think the Peel police are doing a good or excellent job (TOP2: 67%) – which is similar to the average score (TOP2: 66%) of other Ontario municipalities.



*This benchmark analysis is based on the results of surveys that asked this same question and were conducted between 2020-2022. Comparisons for this question include 2 municipalities in Ontario.

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?

Framework: All Respondents (excluded. Don't know/Not sure)



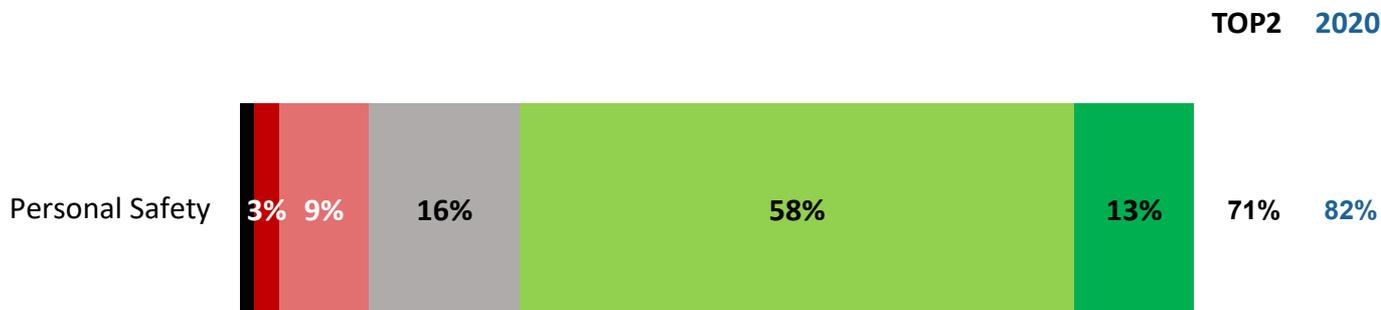
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COMMUNITY SAFETY



Satisfaction with Personal Safety

About 7 in 10 Peel residents (TOP2: 71%) are satisfied with their personal safety.



Residents aged 65 or older are more likely to feel satisfied with their personal safety compared to residents aged 45 to 64 years (TOP2: 77% vs 68%).

- Don't know
- Dissatisfied
- Satisfied
- Very dissatisfied
- Neither satisfied nor dissatisfied
- Very satisfied

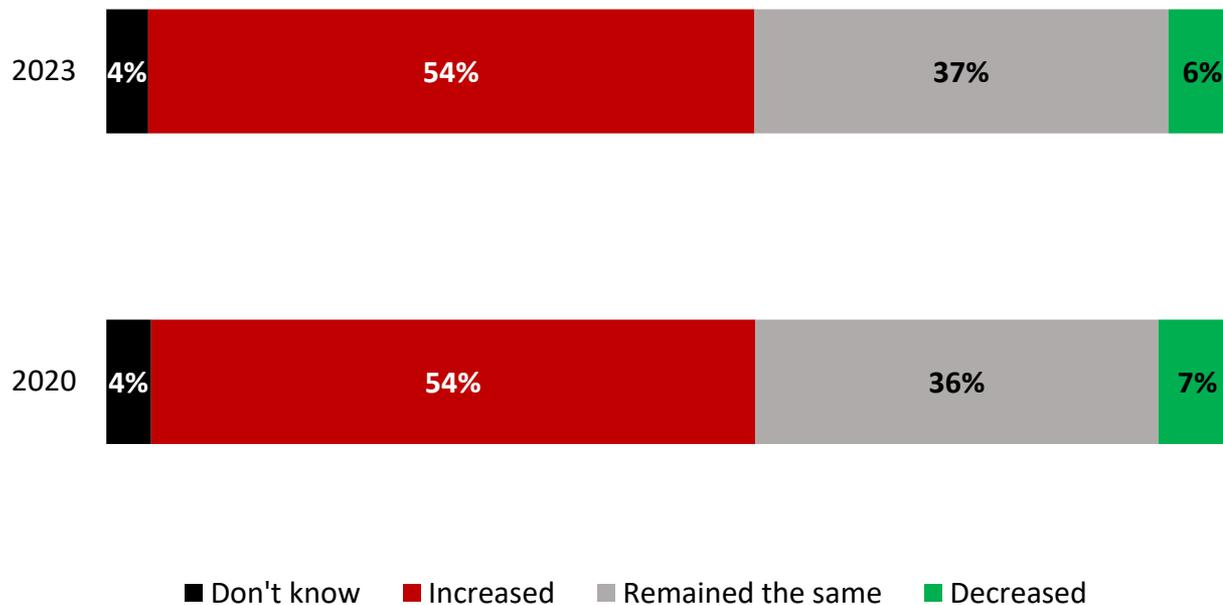
Q6. In general, are you very satisfied, satisfied, neither dissatisfied nor satisfied, dissatisfied, or very dissatisfied, with your personal safety from crime?

Sample size: n = 800

Framework: All Respondents

Crime in Neighbourhood

More than half of Peel residents (54%) think that crime in their neighbourhood has increased.



Residents aged 45 to 64 and 65 or older are more likely to think that crime in their neighbourhood has increased in the past year compared to those aged 18 to 29 (62% and 55% vs 38%).

Q7. During the last year, do you think that crime in your neighbourhood has...

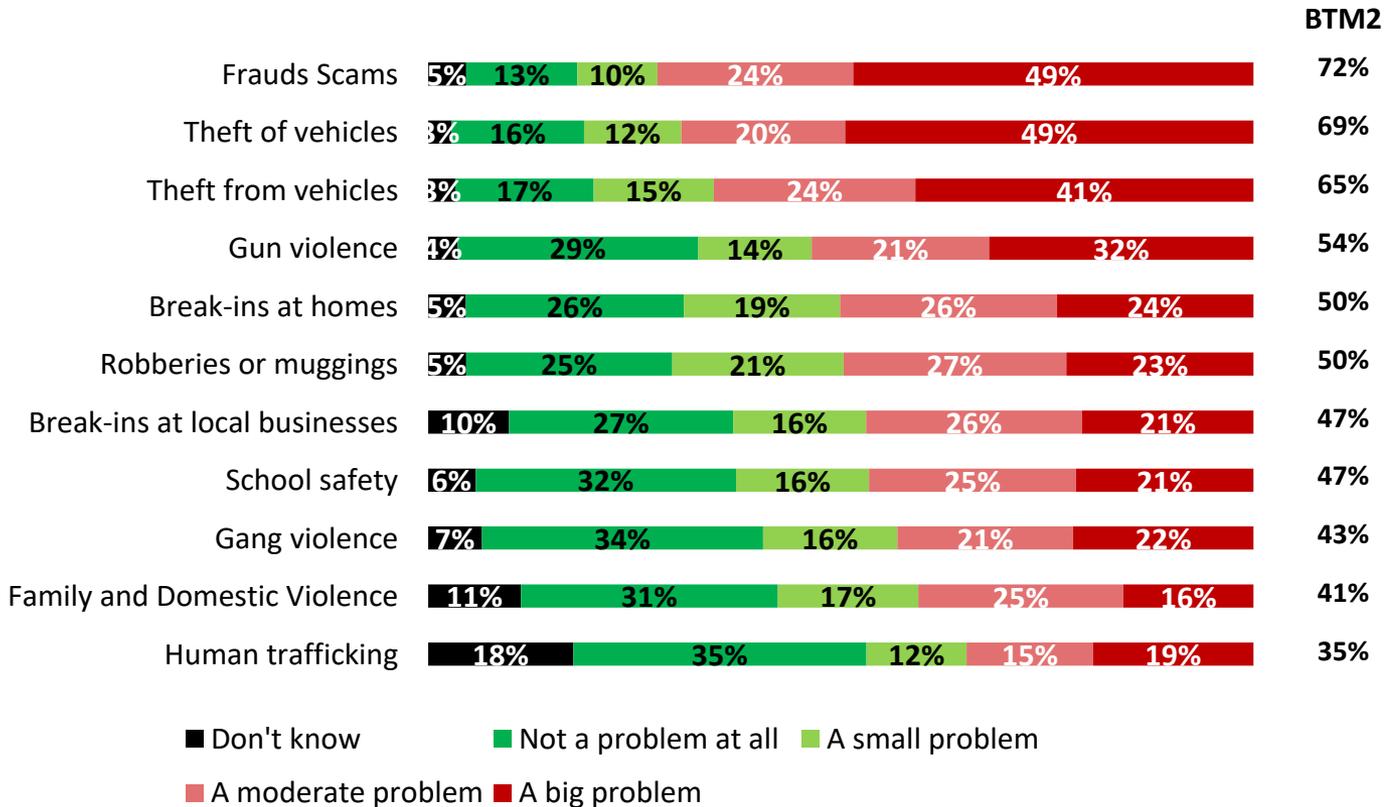
Sample size: n = 800

Framework: All Respondents



Problem in Neighbourhood

In general, Peel residents think that fraud scams (BTM2: 72%), theft of vehicles (BTM2: 69%), theft from vehicles (BTM2: 65%), and gun violence (BMT2: 54%) are big or moderate problems in their neighbourhood.



On the other hand, Peel residents think gang violence (TOP2: 50%), human trafficking (TOP2: 48%), family and domestic violence (TOP2: 48%), and school safety (TOP2: 48%) is a small problem or not a problem at all.

Residents in Mississauga are *less* likely to think gang violence as a major problem compared to those from Brampton (TOP2: 55% vs 45%)

Q8. Thinking about your neighborhood, 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?

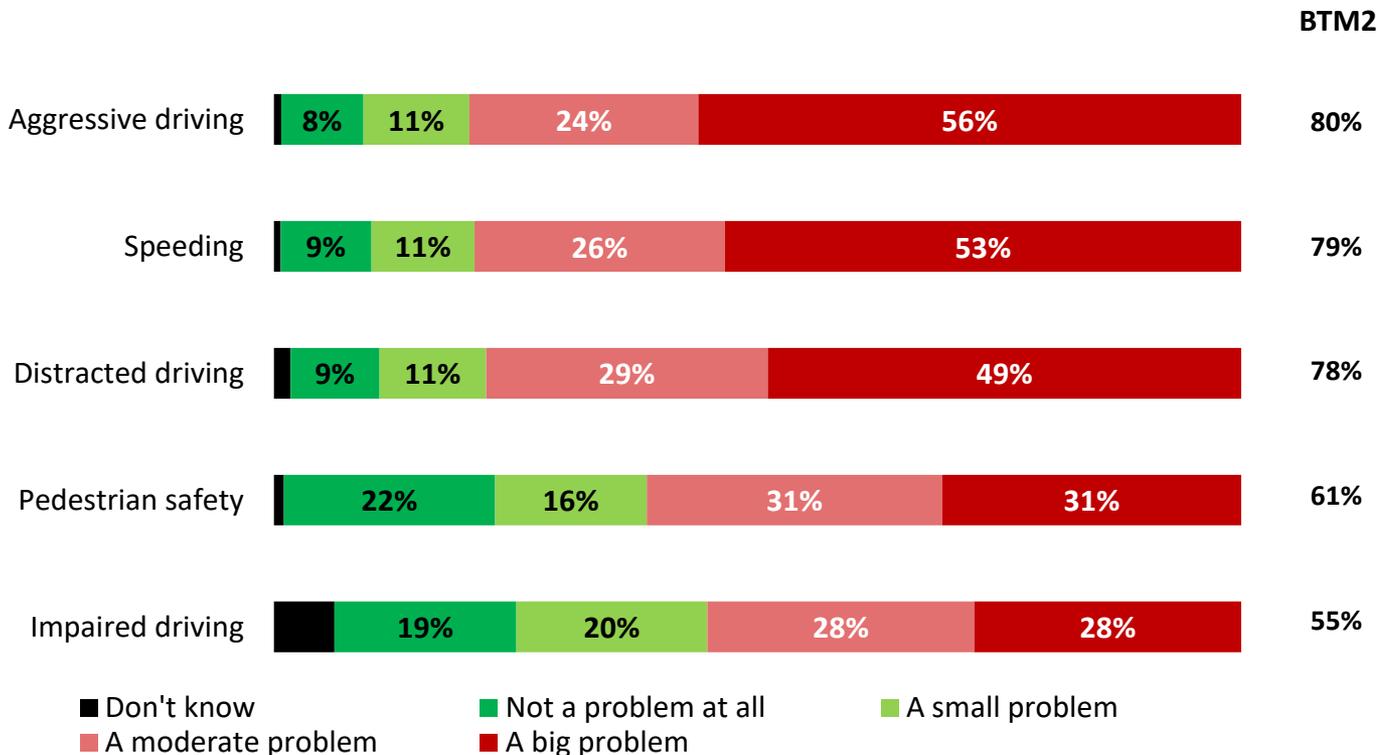
Sample size: n = 800

Framework: All Respondents



Road Safety Issues

When it comes to road safety, Peel residents think that speeding (BTM2: 80%), aggressive driving (BTM2: 79%), and distracted driving (BMT2: 78%), are big or moderate problems in their community.



BTM2

On the other hand, over one-third of Peel residents think pedestrian safety (TOP2: 38%) and impaired driving (TOP2: 39%) are a small problem or not a problem at all.

Residents in Mississauga are significantly *less* likely to perceive pedestrian safety as a major problem compared to those from Brampton (TOP2: 43% vs 32%).

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

Sample size: n = 800

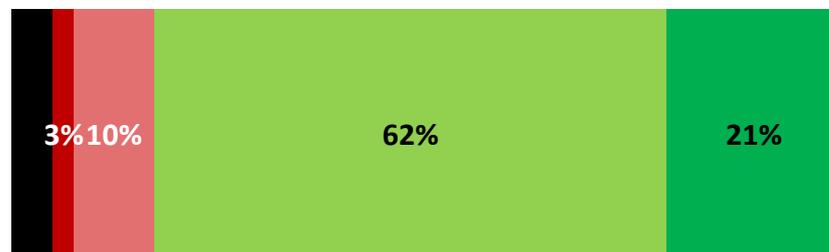
Framework: All Respondents



Reflection on Community

Overall, over 4 in 5 Peel residents (TOP2: 83%) agree that Peel Regional Police employees are reflective of the Peel community.

Peel Regional Police employees are reflective of the Peel community



■ Don't know ■ Strongly disagree ■ Disagree ■ Agree ■ Strongly agree

TOP2

83%

Residents with an income between \$80k and under \$100k are significantly *more* likely to agree that PRP employees are reflective of the Peel community compared to those with an income between \$40k to under \$60k, \$60k to under 80k and \$100k+ (TOP2:38% vs 19%, 16% and 16%, respectively)

Meanwhile, residents living in Brampton or Mississauga for more than 10 years are *less* likely to agree on PRP employees being reflective of the community in comparison to those residing within 5 to 10 years in the area (BTM2: 15% vs 5%).

Q10. Please tell me if you strongly agree, agree, disagree or strongly disagree this statement:

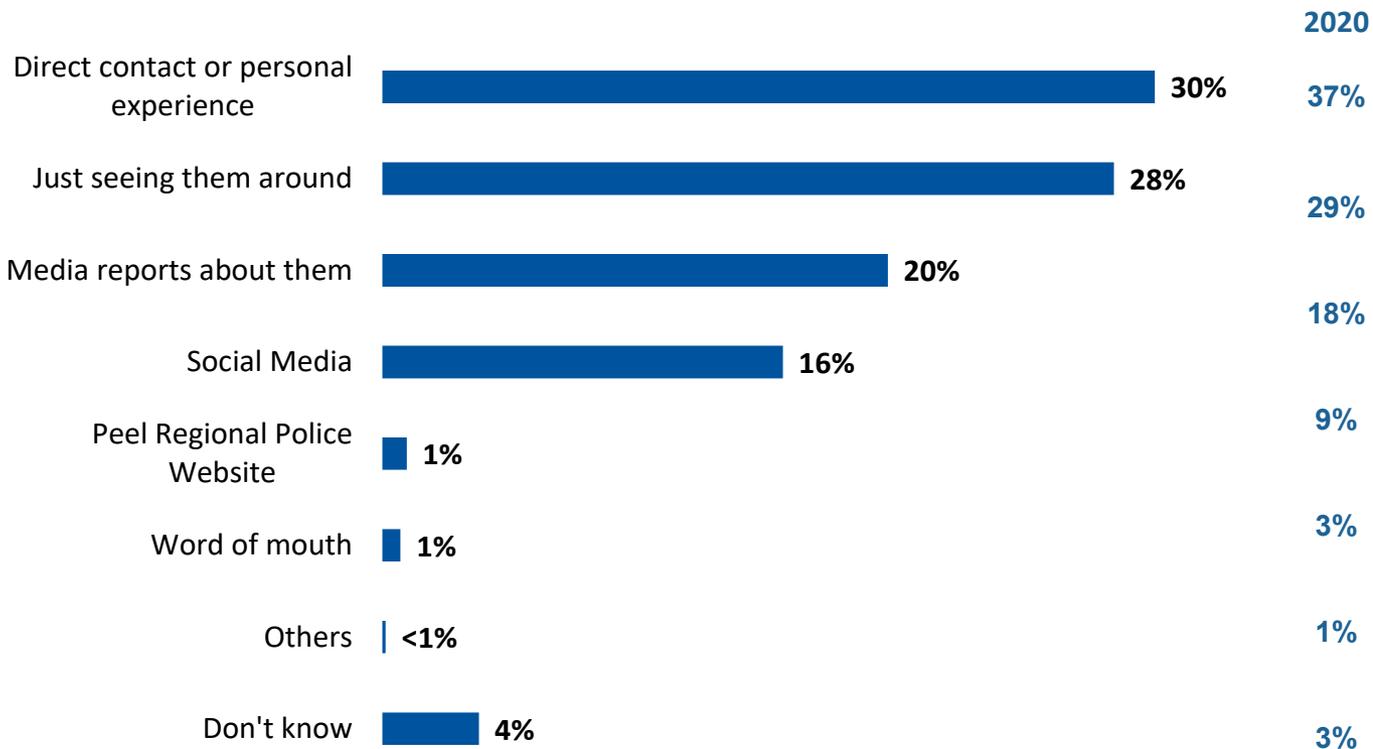
Sample size: n = 800

Framework: All Respondents



Ways of Impression

3 in 10 Peel residents (30%) 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 residents from the following groups more:

- Those living in Brampton or Mississauga for 5 to 10 years for 10 years or more compared to those living there from 1 to 5 years (54% and 31% vs 15%, respectively).

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

Framework: All Respondents

Sample size: n = 800



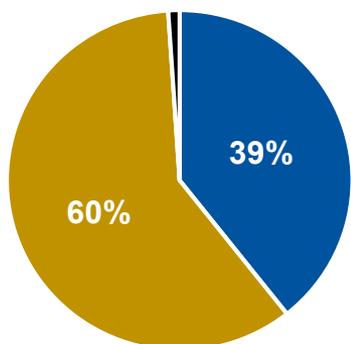
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CONTACT AND COMMUNICATION

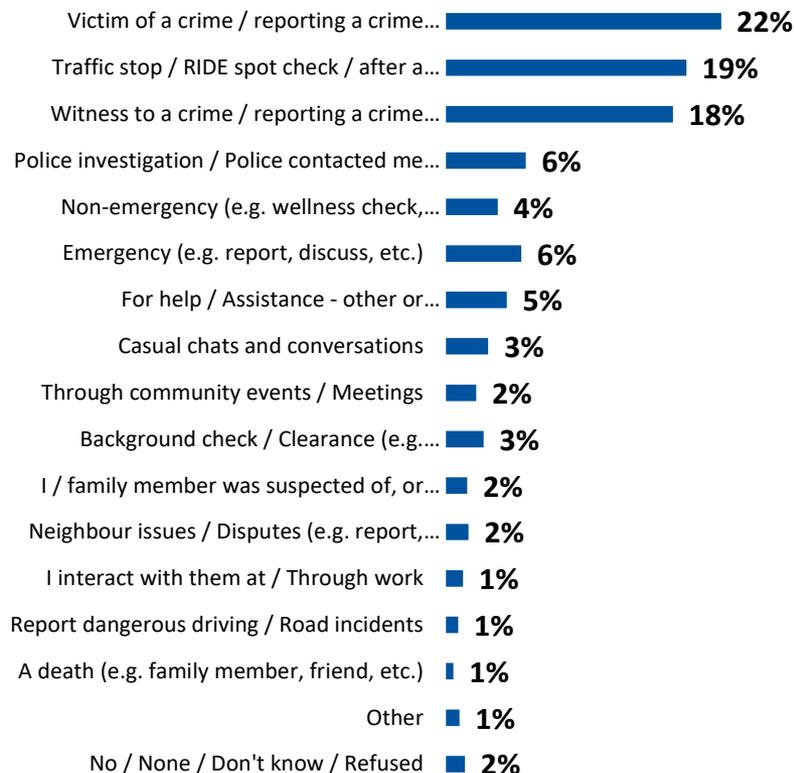
Contact with Peel Police

About 4 in 10 Peel residents (39%) contacted Peel Regional Police in the last 2 years. Among those, 1 in 5 (22%) 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%

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

- Those living in Brampton or Mississauga for 5 to 10 years, and more than 10 years compared to those living there from 1 to 5 years (41% and 61% vs 20%, respectively).
- Those aged 18 to 29 and 45 to 64, compared to those aged 65 or older (43% and 43% vs 29%, respectively).

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

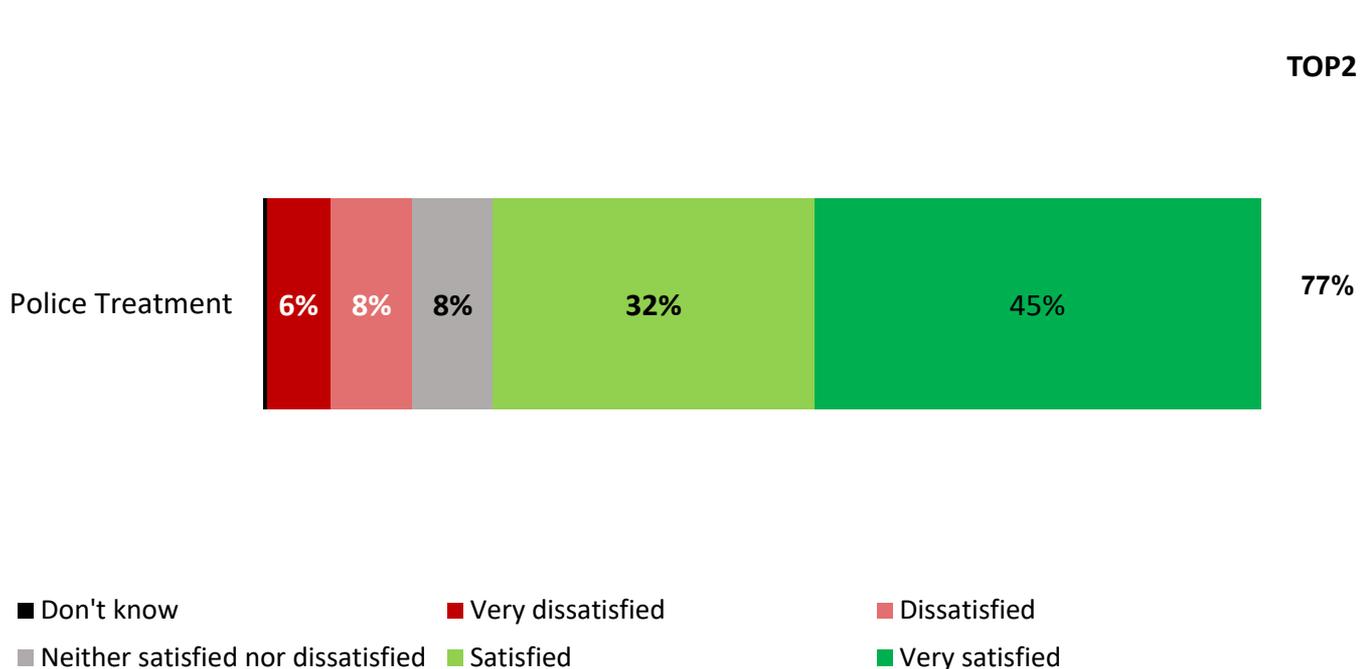
Sample size: n = 800 (Q12) / n = 315 (Q13)

Framework: All Respondents (Q12) / Respondents who has contacted the police in the last 2 years (Q13)



Satisfaction with Police Treatment

Overall, the majority of Peel residents who have contacted Peel Regional Police in the last 2 years feel satisfied with the way the police treat them (TOP2: 77%).



TOP2

Residents aged 65 or older are more likely to feel satisfied with the way the police treat them, compared to residents aged 45 to 64 (TOP2: 88% vs 75%).

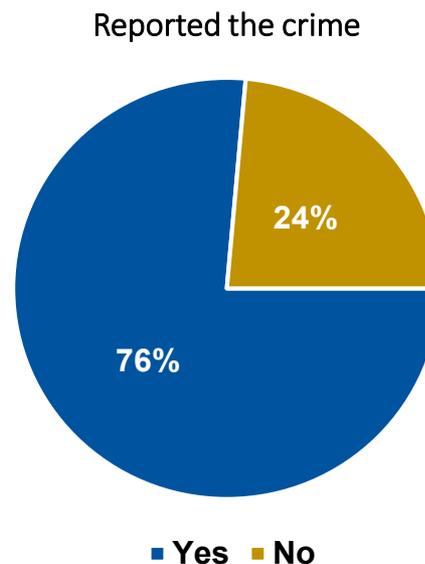
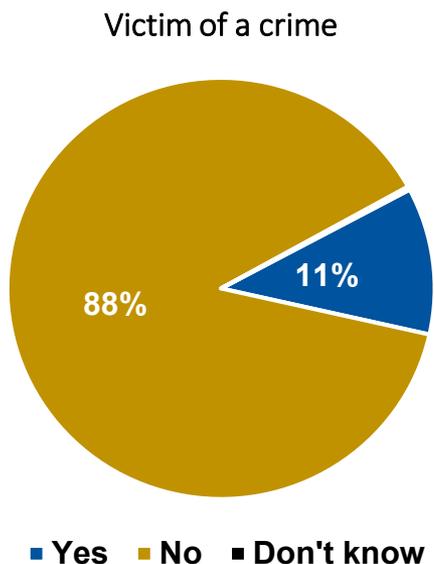
Q14. How satisfied were you with the way the police treated you? Would you say you are...

Sample size: n =315

Framework: Respondents who has contacted the police in the last 2 years

Crime Reporting

Within the past two years, 1 in 9 Peel residents (11%) have been a victim of a crime. Among those, 3 in 4 (76%) reported the crime.



Residents aged 45 to 64 or older are more likely to have been a victim of a crime, compared to residents aged 65 or older (15% vs 7%).

	Yes	No	Don't Know
2020	12%	87%	<1%

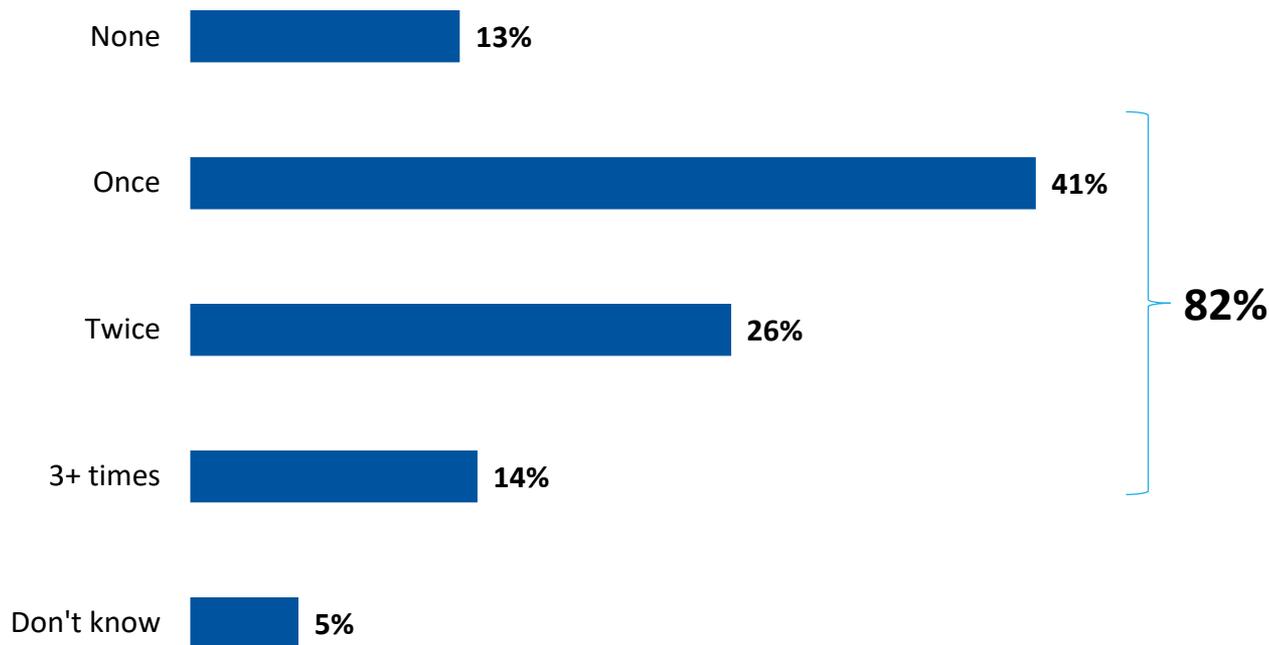
Q15. In the past two years, have you been a victim of any crime? / **Q16.** Did you report it?

Sample size: n = 800 (Q15) / n = 90 (Q16)

Framework: All Respondents (Q15) / Respondents who was a victim of a crime (Q16)

Crime Victim in Peel Area

Within the Peel residents that were a victim of a crime, 4 in 5 Peel residents (82%) 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 been the victim of a crime committed in the Brampton or Mississauga area?

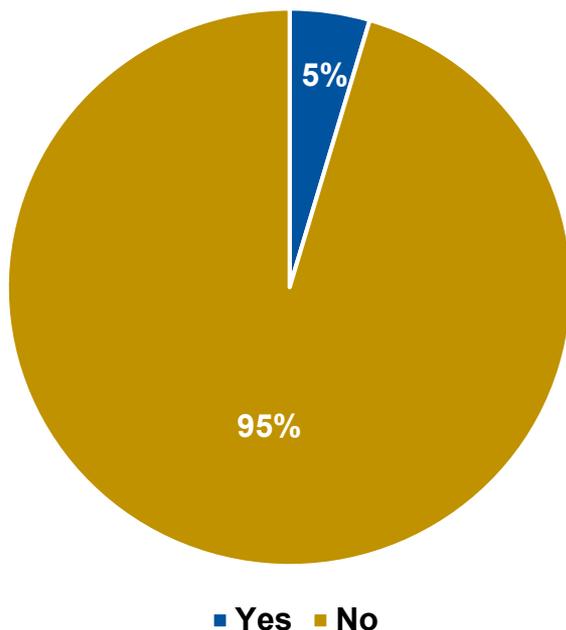
Sample size: n = 90

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



Mental Health – Contacting Police

Within the past two years, 1 in 20 Peel residents (5%) have contacted Peel Regional Police for a matter related to mental health.



Residents from the following groups have significantly been more likely to have contacted PRP on mental health-related matters

- Those who identify as with disabilities, compared to those who do not identify as with disabilities (14% vs 3%)
- Non-visible minorities, compared to visible minorities (7% vs 2%)

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

Sample size: n = 800

Framework: All Respondents

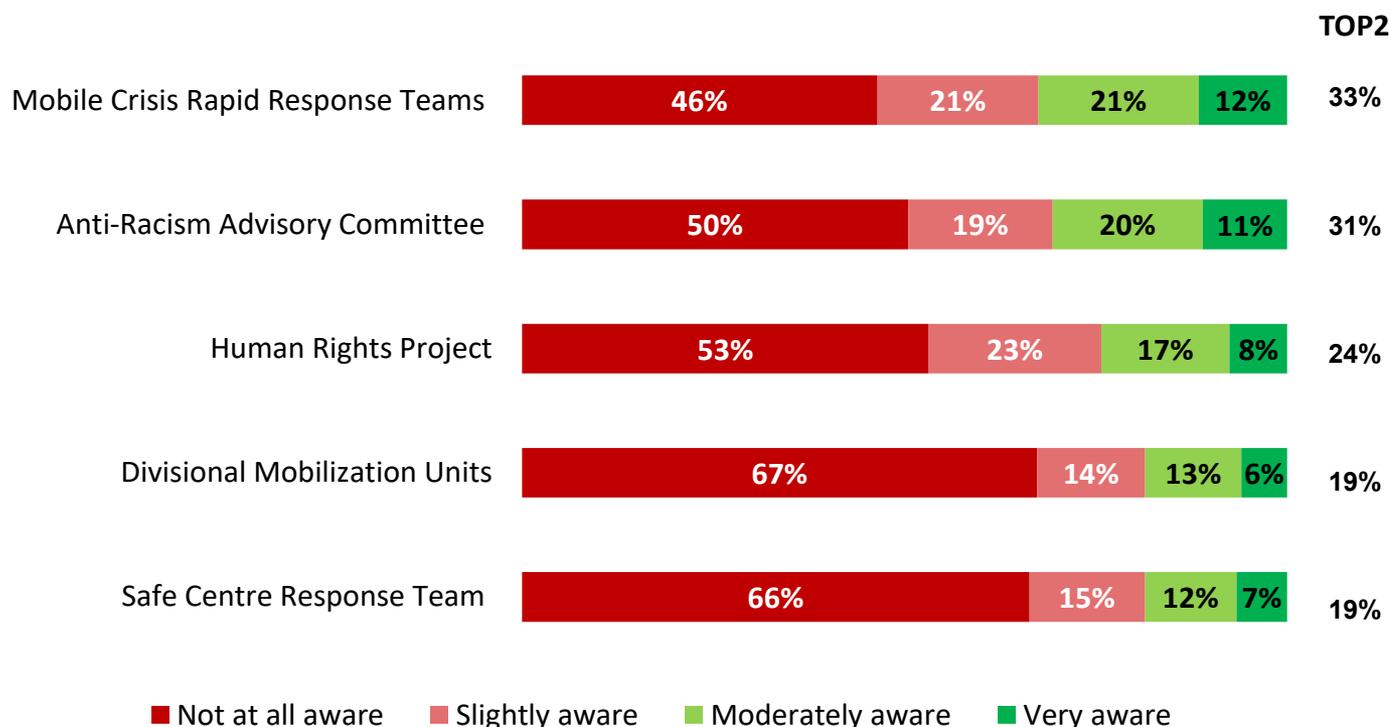


POLICE SERVICES



Initiatives Awareness

In general, around half of Peel residents (46%) are not aware about the Mobile Crisis Rapid Response Teams. On the other hand, 7 in 10 are not aware about the Divisional Mobilization Units (67%) and Safe Centre Response Team (66%).



TOP2

1 in 3 (TOP2: 33%) 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: 19%) or Safe Centre Response Team (TOP2: 19%).

Residents from Brampton are significantly more aware of PRP's Anti-Racism Advisory Committee compared to Mississauga residents (TOP2: 38% vs 23%).

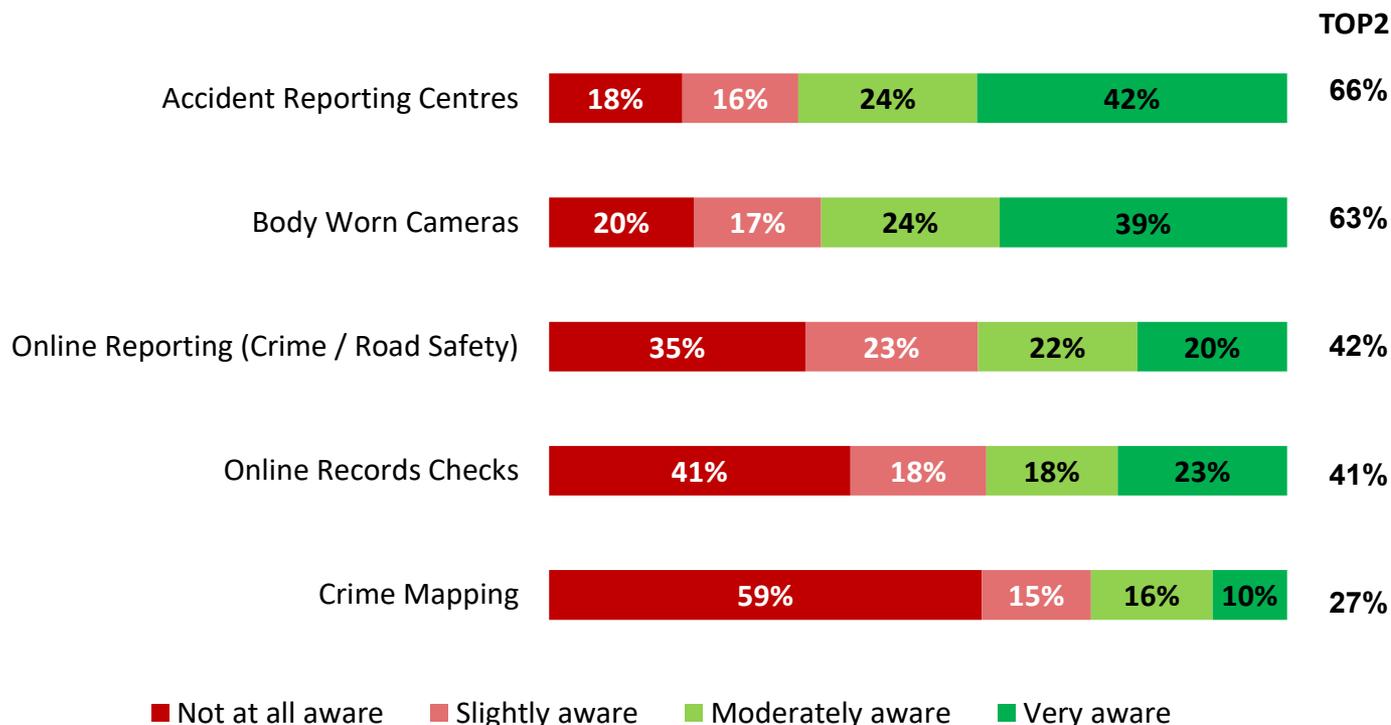
Q19. Please indicate your level of awareness of the following initiatives:

Sample size: n = 800

Framework: All Respondents

Services Awareness

Accident Reporting Centres is the most common service residents are aware of, with two-thirds being moderately or very aware (TOP2: 66%). On the other hand, more than half (59%) are not aware of the Crime Mapping service.



TOP2

The majority of residents (TOP2: 66%) are very aware or moderately aware about Accident Reporting Centres. On the other hand, only 1 in 4 (TOP2: 27%) are very aware or moderately aware of the Crime Mapping service.

Residents from the following groups are significantly more aware of PRP's accident reporting centres:

- Those living in Brampton or Mississauga for more than 10 years in the area compared to living there between 1 and 5 years (TOP2: 68% vs 51%)
- Those aged 45 to 64 compared to those aged 65 or older (TOP2: 72% vs 63%)

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

Sample size: n = 800

Framework: All Respondents



Mental Health Focus

9 in 10 Peel residents (TOP2: 90%) 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.



■ Not at all important ■ Slightly important ■ Fairly important ■ Important ■ Very important

TOP2

90%

Residents aged 30 to 44 are significantly more likely to 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, compared to residents aged 18 to 29 and 65 or older (TOP2: 95% vs 82% and 90%, respectively).

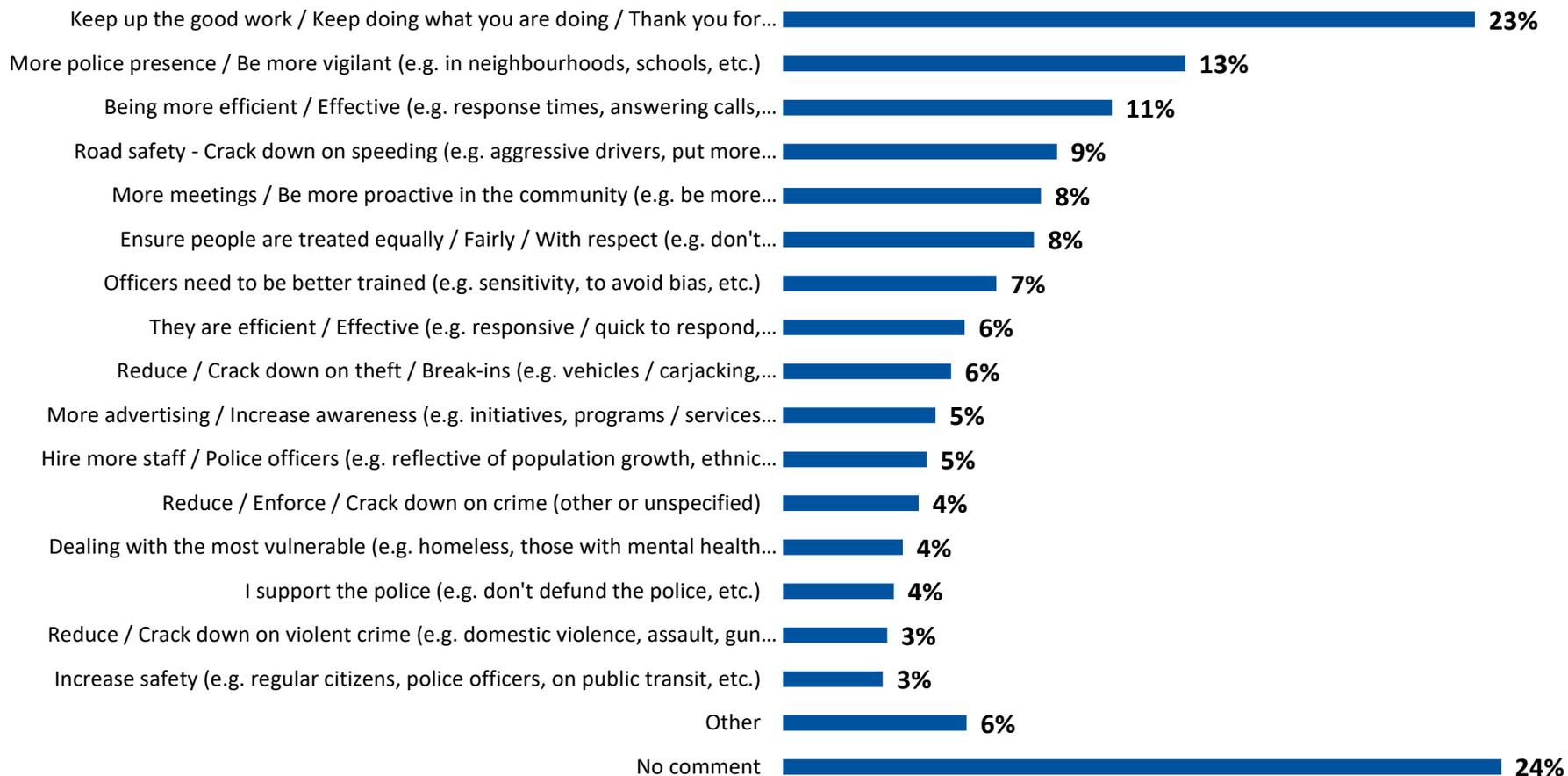
Q21. How important is it that Peel Regional Police continue to focus on working with community partners and supporting individuals impacted by mental health and other vulnerable populations?

Sample size: n = 800

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 = 800

Framework: All Respondents

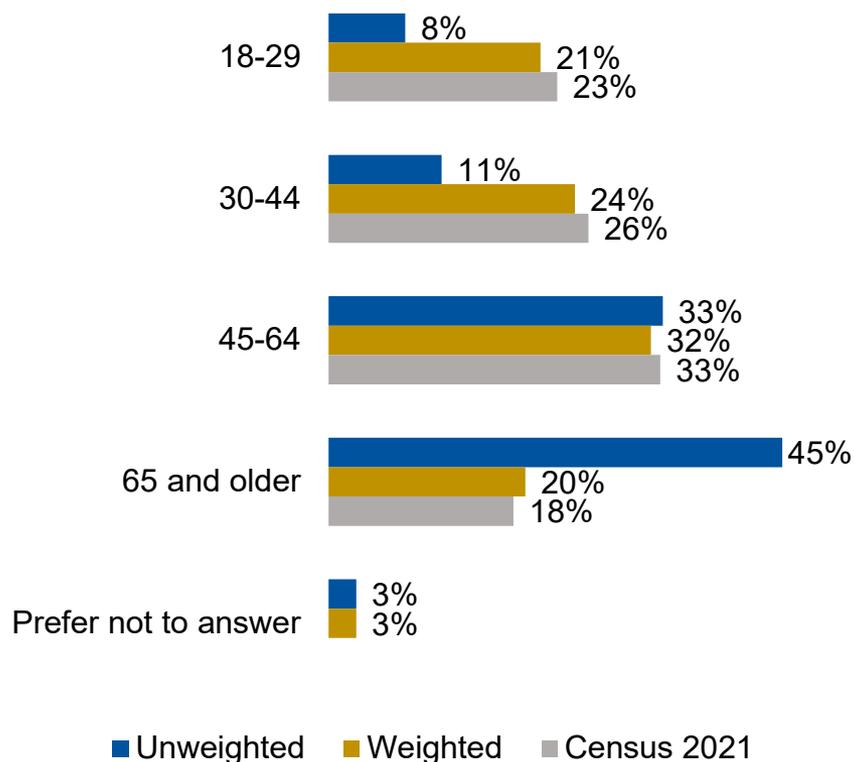


DEMOGRAPHICS

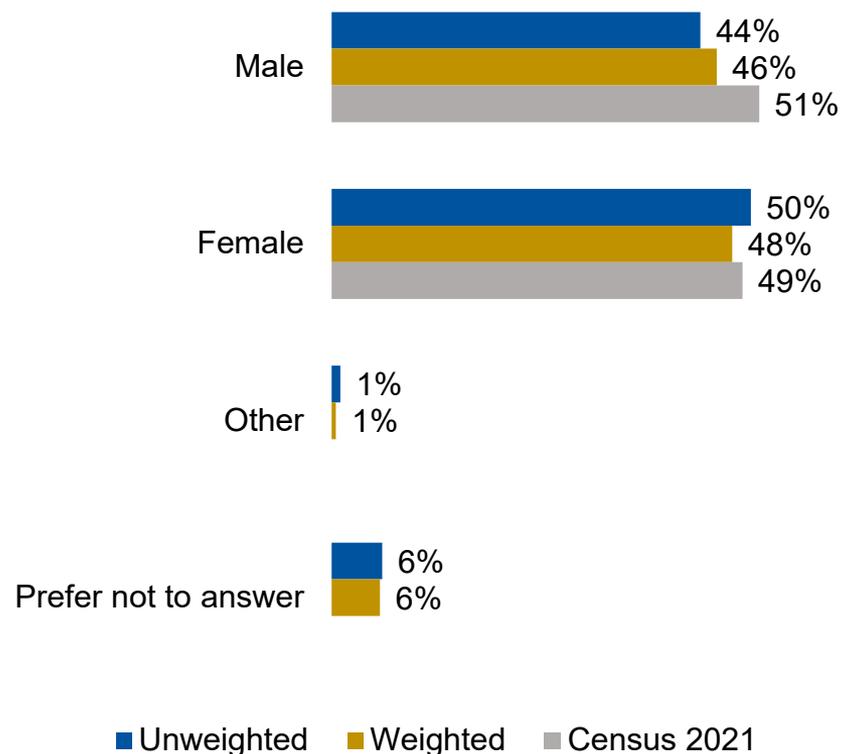


Demographics

Age



Gender



Q24. Which of the following age groups do you belong to? / Q30. Which of the following genders do you identify with?

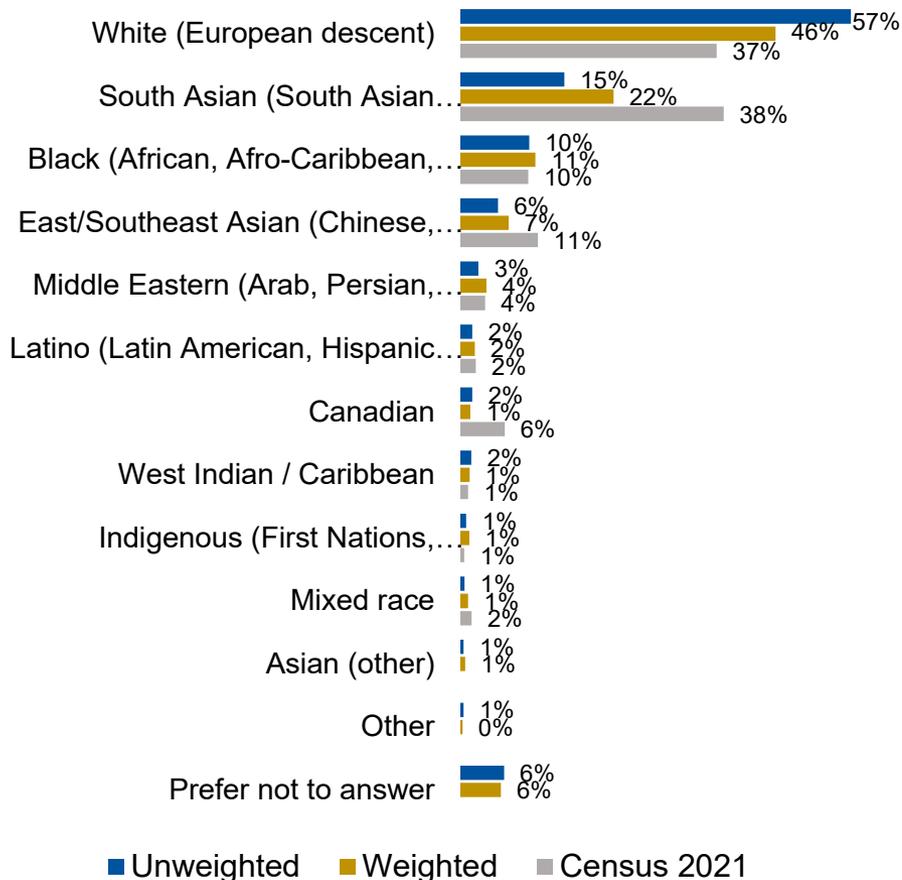
Sample size: n = 800

Framework: All Respondents

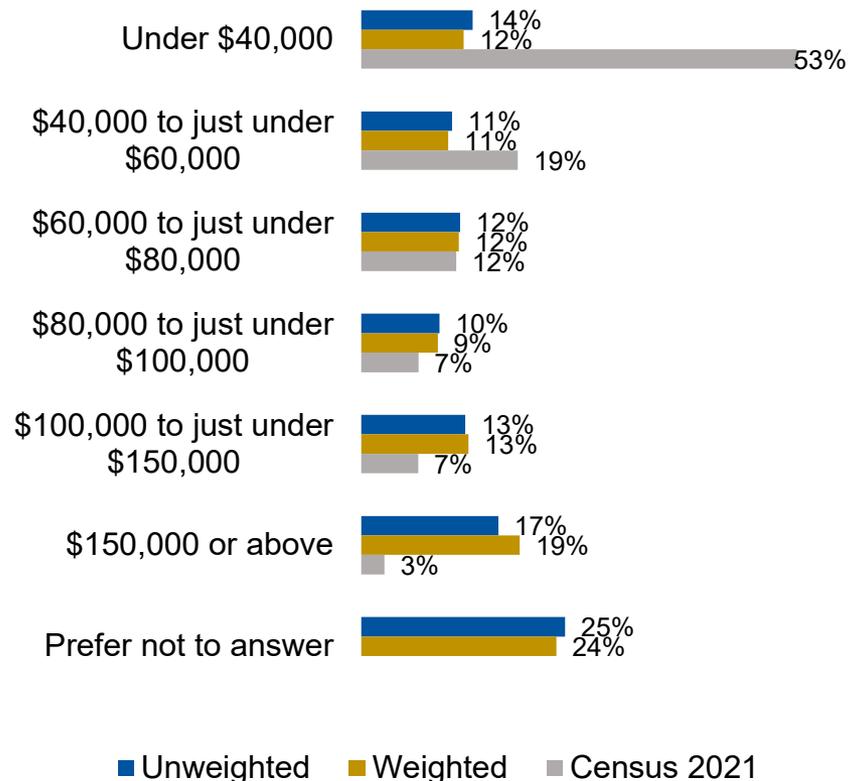


Demographics

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 = 800

Framework: Q28. All Respondents (Multi Select) / Q29. All Respondents



Demographics

Number of People in the Household (Unweighted)



■ None ■ 1 to 4 ■ 5 to 8 ■ Prefer not answer

Number of People in the Household (Weighted)



■ None ■ 1 to 4 ■ 5 to 8 ■ Prefer not answer

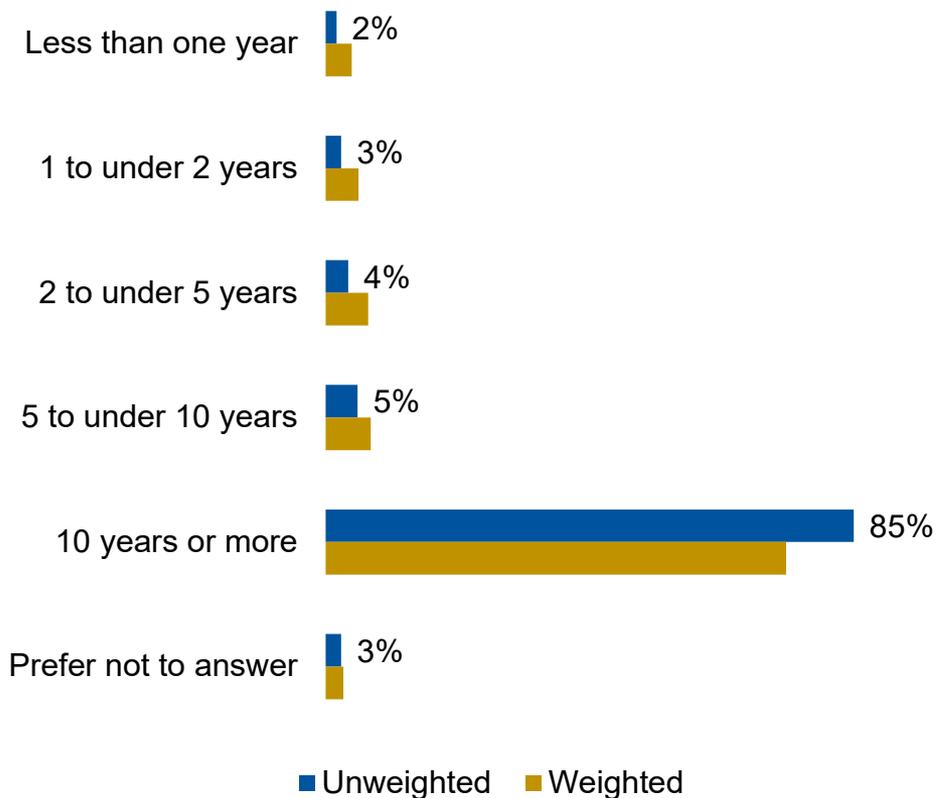
Q25. Including yourself, how many people in your household are...?

Sample size: n = 800

Framework: All Respondents

Demographics

Residence Time in Peel



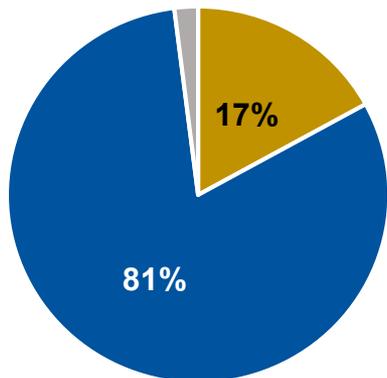
Q23. How long have you lived in Brampton or Mississauga?

Sample size: n = 800

Framework: All Respondents

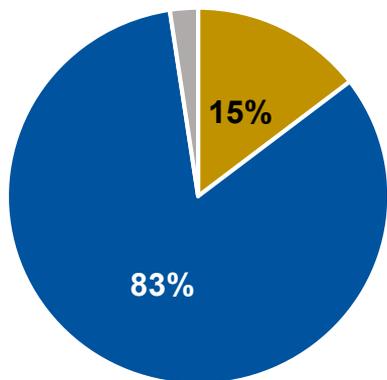
Demographics

Identify with Disability (Unweighted)



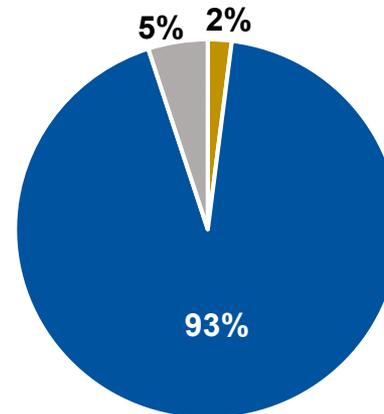
■ Yes ■ No ■ Prefer not to answer

Identify with Disability (Weighted)



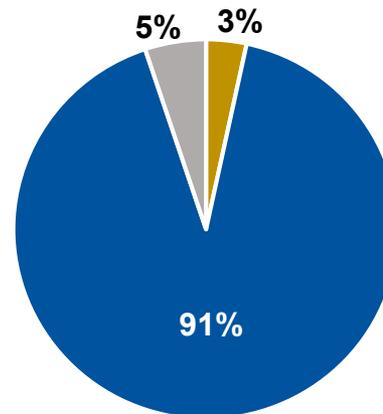
■ Yes ■ No ■ Prefer not to answer

Identify as LGBTQ2S+ (Unweighted)



■ Yes ■ No ■ Prefer not to answer

Identify as LGBTQ2S+ (Weighted)



■ Yes ■ No ■ Prefer not to answer

Q26. Do you identify as having a disability? / Q27. Do you identify as being a member of the LGBTQ2+ community?

Sample size: n = 800

Framework: All Respondents