



Oak Bay Police Department 2008 Community Survey Results

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Executive Summary

The objective of this survey was to design a product with the intentions of gathering empirical data to assist in the strategic planning of the Oak Bay Police Department. Ultimately it is the responsibility and obligation of the Oak Bay Police Department to discover unmet community needs, to establish long-term community relationships, gauge the effectiveness of our business delivery system, ascertain relative strengths and areas that need to be improved, and finally to develop an action plan to tackle critical business concerns. By conducting this survey the Oak Bay Police were able to establish “what’s going on,” provide an opportunity to discuss key topics with the community stakeholders, prioritize actions based on objective data, and to provide a benchmark or snapshot of the population’s attitudes and perception for policing in this community.

The survey had 36 questions ranging from customer satisfaction to environmental concerns. It was broken into 4 distinct categories in order:

- i) Quality of Customer Service (past)
- ii) Demographics of the Community (present – could be used for the past or future)
- iii) Improved Business Delivery System (future)

There was an additional page (question 36) attached at the end of the survey so that respondents could offer their own comments.

From the direction of the Oak Bay Police Board, for the purposes of data analysis, the Oak Bay municipality was broken into 3 distinct geographical quadrants.

North: North of Cadboro Bay Road/Bowker Avenue

Central: South of Cadboro Bay Road/Bowker Avenue to McNeill Avenue/Margate Avenue

South: South of McNeill Avenue/Margate Avenue

There were 200 surveys sent to each quadrant for a total of 600 surveys. The surveys were to be completed and returned to the Oak Bay Police by May 23, 2008. In total 253 surveys (**42%**) were returned for analysis with 88 North, 85 Central, and 80 South. Ironically all 3 distinct geographical quadrants had similar satisfaction ratings and concerns that police should prioritize.

The remainder of the document will highlight in detail responses by the community so that the Oak Bay Police Management team and Police Board may take the necessary steps to provide policing the community seeks.





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Methodology

The methodology of survey questions used was simple random sampling. This allowed for closed-ended questions as the open-ended questions are primarily used for qualitative data frequently used in exploratory research. Closed-ended questions require the respondents to complete a limited number of responses to answer the questions of who, what, where, when, and why basically charting a map of past, present, and future policing in Oak Bay. The questions were structured using multiple choice, categorical, likert-scale (likert-scale questions are used when trying to determine respondents attitude about something), ordinal and numerical types of closed-ended questions.

Several techniques were employed to prevent bias response. Firstly, every question was designed to measure something, written clearly, precisely, and relatively short. None of the questions were “leading” or “loaded” questions. Questions were designed with an attitudinal object to avoid double-barrelled questions.

Secondly, it was important to determine the distribution style of the survey. By using simple random sampling chosen from a population allows each individual to be chosen randomly and entirely by chance. Thus, each individual has the same probability of being chosen to avoid biased responses. With this in mind the mail survey was chosen ensuring that the potential for bias is at a minimal. Through random sampling an **optimum return ratio of 30% is ideal for analysis.** With a **survey return rate of 42% this far exceeds our expectations.**

Type of Survey	Advantages	Disadvantages	Recommendation
Mail Survey	<ul style="list-style-type: none"> Frequently used for social research Low cost Eliminates potential bias 	<ul style="list-style-type: none"> Potential for low response rate Time! Need to wait at least several weeks for all responses 	<ul style="list-style-type: none"> Target population is random Provides feedback from a diverse background Ensures demographical and geographical interests are met

Thirdly, it is important to determine the respondent/participant involvement to ensure the survey is distributed equally and fairly within the community. By using a crime map of incidents reported to police in the 2007 calendar year, we were able to break the distribution into quadrants (as mentioned above) within the municipality of Oak Bay.





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With the assistance of Municipal Hall staff, addresses within the municipality were randomly selected for delivery thus avoiding any potential bias response. This allowed for equal distribution of surveys to be hand delivered to residents in the Oak Bay community.

The tools used to analyze the data will be the simple mathematical “mean,” “median, or “mode” process. This process will help in developing the hypothesis needed to guide the Oak Bay Police in there strategic planning. It is important to note that the process used to create, deliver, and analyze the survey was the most cost effective way of doing business.

Of note, Mr. LONSDALE (MBA) civilian analyst for Victoria Police reviewed and provided his expertise with the development of this survey. As well, we were fortunate enough to have Mr. Kevin CRAIB who has a PHD in statistical analysis from UBC, endorse the survey.





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Respondents

In receiving 253 responses to the survey (**42%**), this allows conclusions to be drawn for the Oak Bay municipality as a whole. The survey (questions 16-26) in **Part 2** asked respondents to answer eleven demographic questions: gender, age, language, ethnic minority, education, work status, location of work, annual income, dwelling, years lived in Oak Bay, and status. This information is shown in the tables below with a total of 253 respondents per survey question.

Gender	Male	Female	No Response
Respondents	108 (43%)	144 (57%)	1

Age Group	18	19-29	30-39	40-49	50-59	60-69	70-79	80+
Respondents	1	3 (1%)	12 (4%)	41 (16%)	62 (25%)	58 (24%)	41 (16%)	35 (14%)

Language	English	French	Other
Respondents	250 (99%)	3 (1%)	

Ethnic Minority	Yes	No	No response
Respondents	13 (5%)	239 (94+%)	1

Education	Eleme/ Middle	High School	College	University (under)	University (Graduate)	No Comment
Respondents	3 (1%)	34 (13%)	57 (23%)	71 (28%)	84 (34%)	4 (1%)

Work Status	Part Time	Full Time	Unemployed	Student	Homemaker	Retired
Respondents	22 (9%)	84 (33%)	2 (1%)	20 (8%)	121 (48%)	4 (1%)

Work Location	Oak Bay	Victoria	Saanich	Esquimalt	Other	No Comment
Respondents	41 (16%)	47 (19%)	16 (6%)	3 (1%)	17 (7%)	129 (51%)

Income	Under \$50,000	\$50,000 – \$75,000	\$75,000 – \$100,000	Over \$100,000	No Comment
Respondents	36 (14%)	47 (19%)	50 (20%)	82 (32%)	38 (15%)





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Dwelling	Single Detached	Townhouse	Apartment Building	Other	No Comment
Respondents	250 (99%)	1	1	1	

Years Lived in Oak Bay	Less than 1 year	1-4 Years	5-10 Years	11-20 Years	More than 20 years	No Comment
Respondents	13 (5%)	29 (11%)	41 (16%)	64 (25%)	105 (42%)	1

Existing Status	Married with Children	Married no Children	Single Parent	Single	Common Law	No Comment
Respondents	36 (14%)	140 (55%)	16 (6%)	35 (14%)	19 (8%)	7 (3%)

The survey results appear to sufficiently represent the population's demographics within the municipality of Oak Bay. Thus the results outlined in the rest of this document should be a fair and a consistent description of customer satisfaction and the direction the community would like the police to chart.

The analysis of the empirical data gathered will follow the same format of the survey. Thus the results will follow in numerical order starting from question 1 to question 35. Questions 16 – 26 have already been answered under the respondent's portion of this document. Every question had 253 responses allowing for accurate analysis of data.

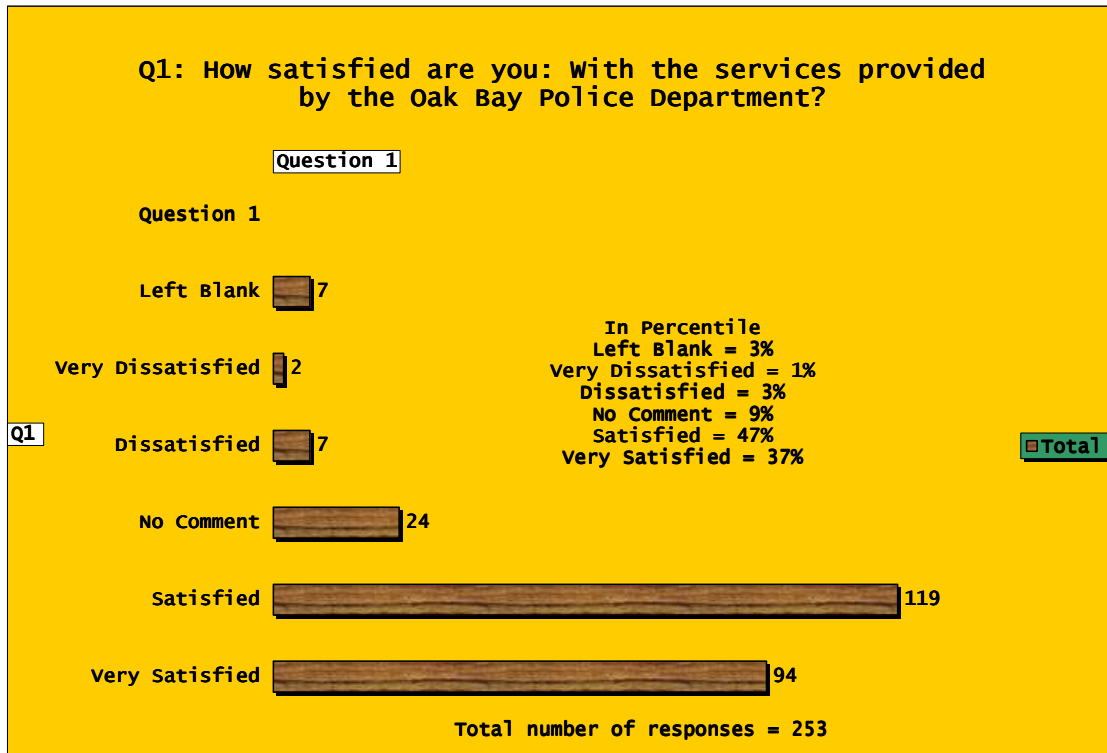




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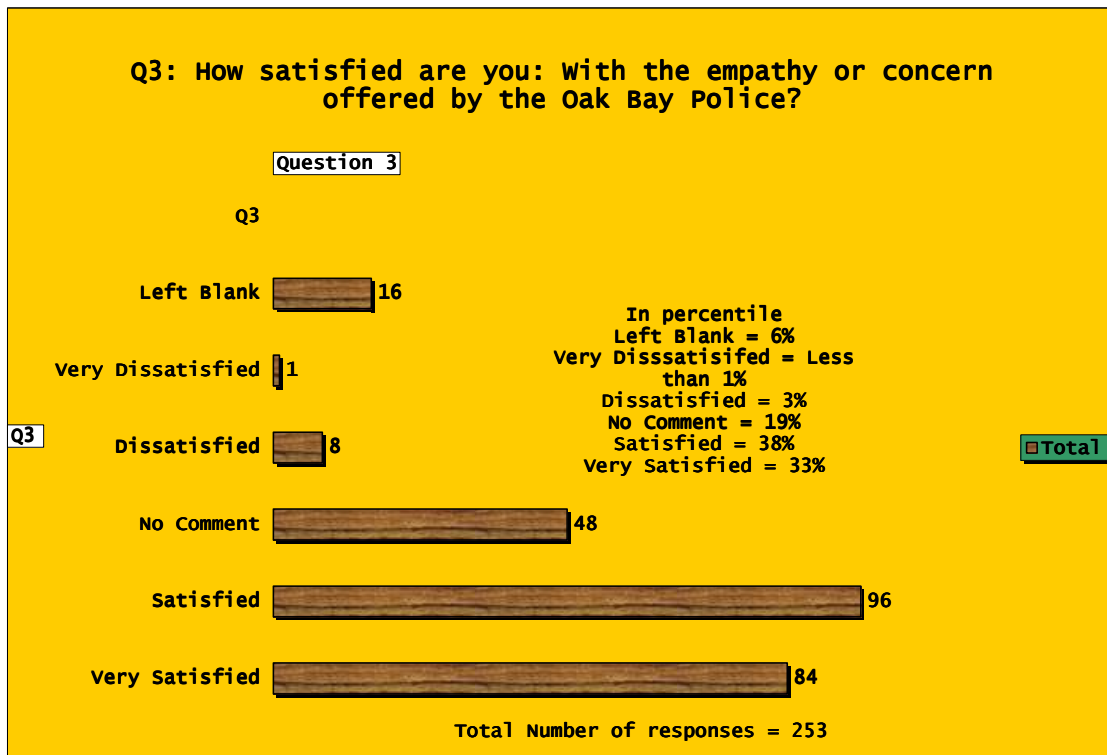
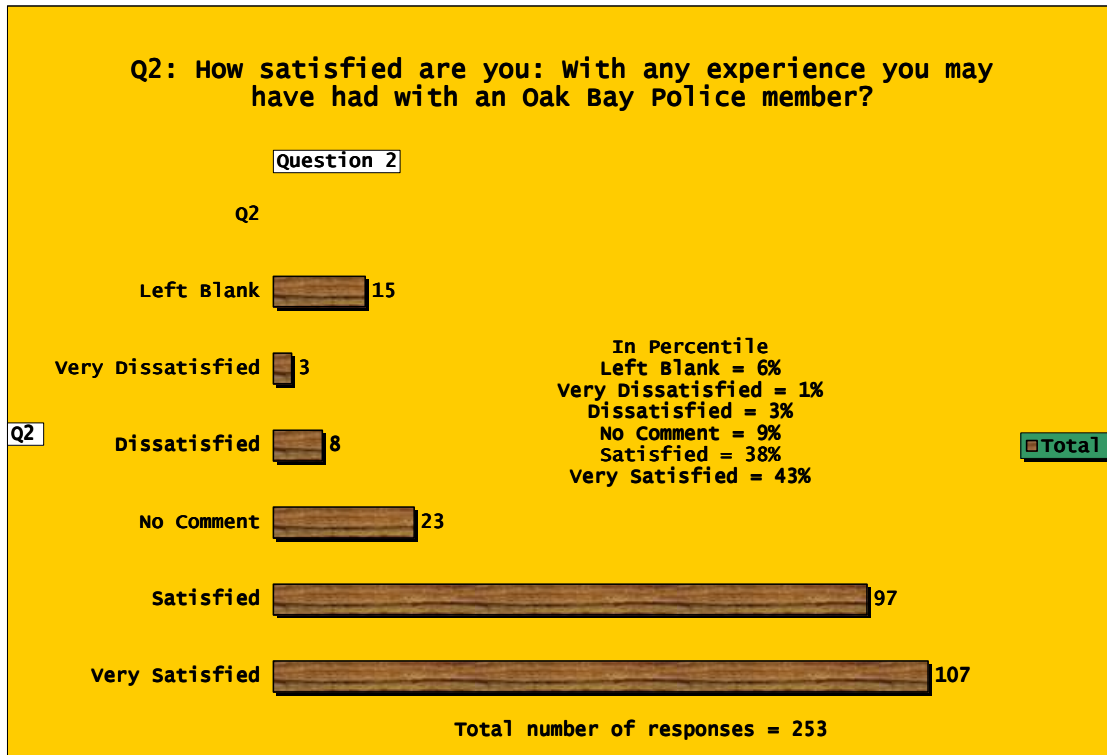
Part 1 Quality of Customer Service

Part 1: Quality of Customer Service, asked the respondents to answer a variety of questions in relation to the services the Oak Bay Police Department has offered in the past. Questions are geared to ask the satisfaction level of the department, members, and community integration as a whole. Other questions in Part 1 ask the respondents if they feel “safe” in their neighbourhood and whether the Oak Bay Police are responding appropriately to crime. Part 1 covers off questions 1-15. Charts and graphs will be used to isolate the analysis of the respondent’s data from the returned surveys.



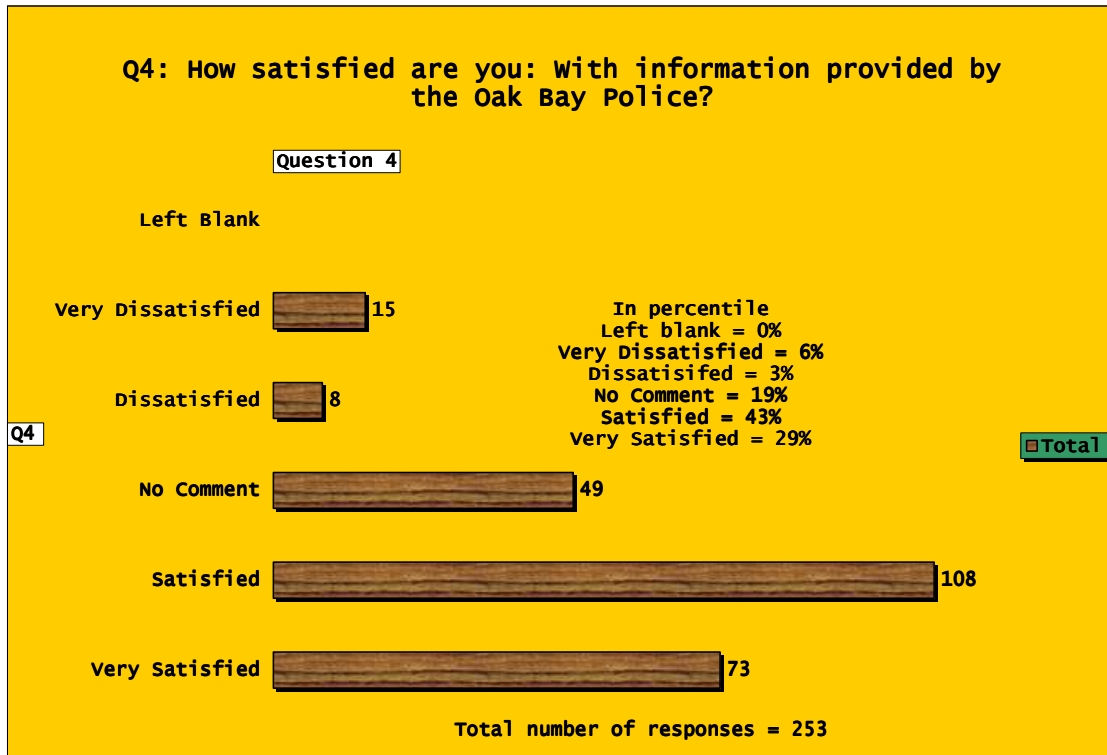


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- 6) Based on your own personal experience, or what you may have read or heard, please indicate whether you agree, disagree, or don't know to the following statements?

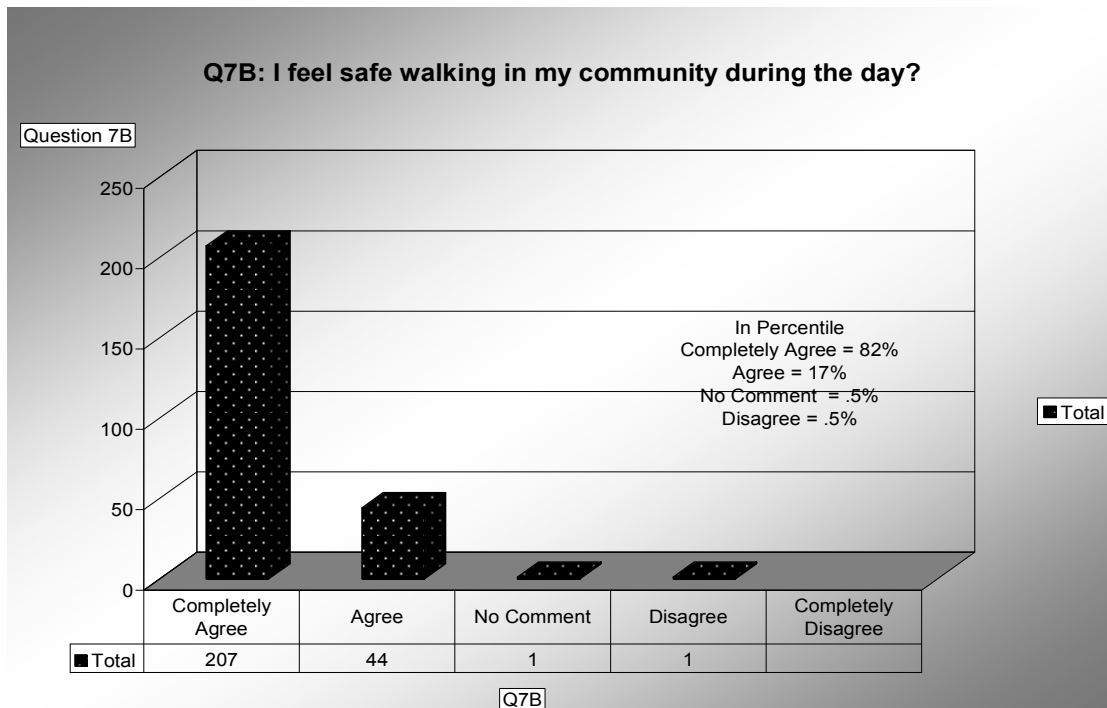
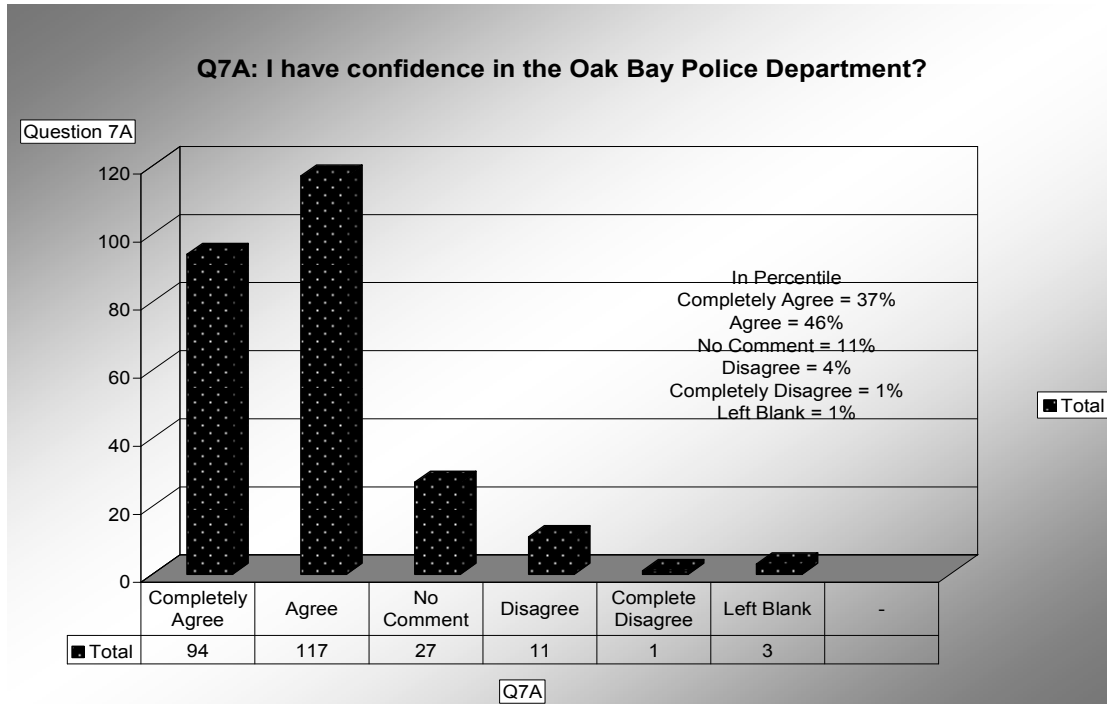
The Oak Bay Police (are):	Agree (Responses)	Disagree (Responses)	Don't Know (Responses)
Accountable	139 (55%)	11 (4%)	103 (41%)
Approachable	225 (89%)	4 (1%)	24 (10%)
Committed to their job	165 (65%)	3 (1%)	85 (34%)
Courteous and polite	220 (87%)	5 (2%)	28 (11%)
Fair	161 (63%)	7 (3%)	85 (34%)
Have a caring manner	175 (69%)	6 (2%)	72 (29%)
Inspire Confidence	167 (66%)	16 (6%)	70 (28%)
Know their job well	137 (54%)	8 (3%)	108 (43%)
Look Professional	231 (91%)	2 (1%)	20 (8%)
Proud of their community	138 (55%)	2 (1%)	115 (46%)
Well trained	117 (46%)	6 (2%)	130 (52%)





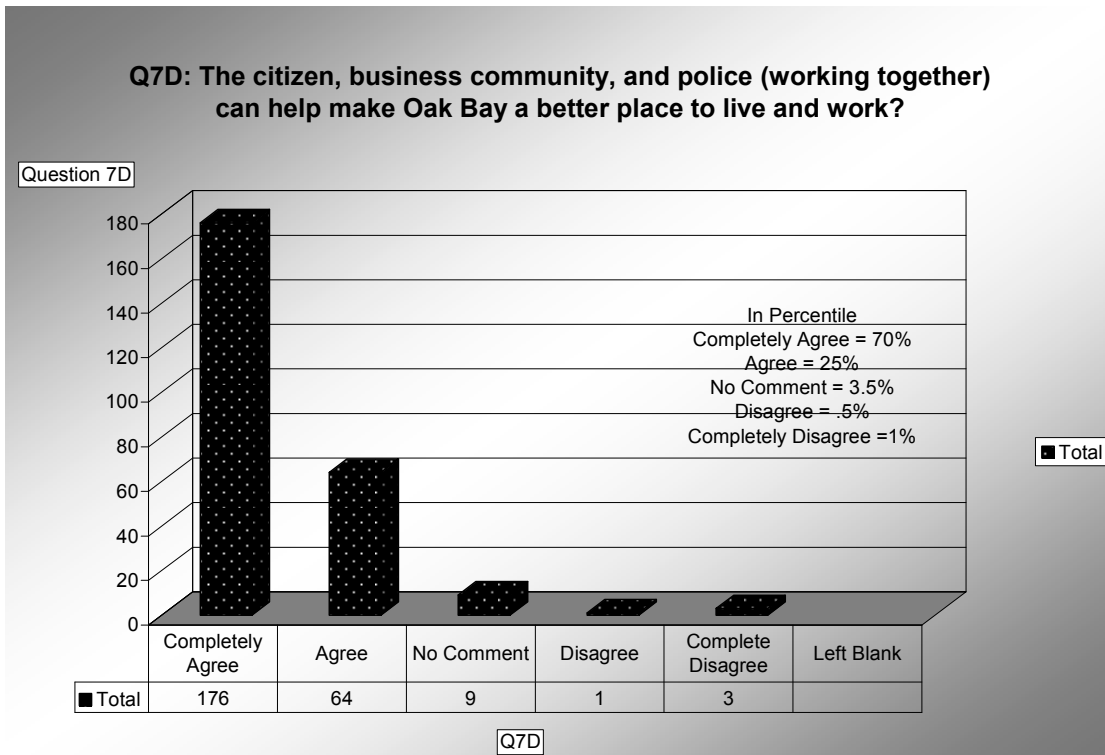
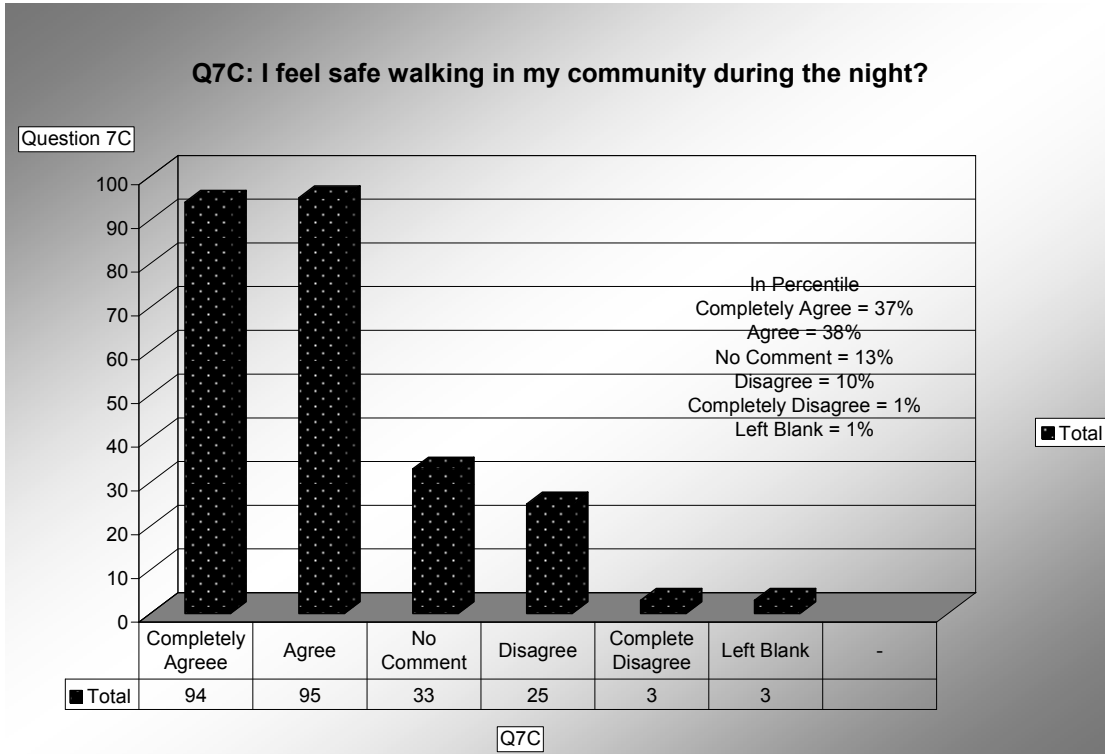
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- 7) Please tell us how much you agree or disagree with each of the following statements about the Oak Bay Police. Number “1” means you completely agree, “2” means you agree, “3” means unable to comment “4” means you disagree, and “5” means you completely disagree. (Please circle the appropriate number)





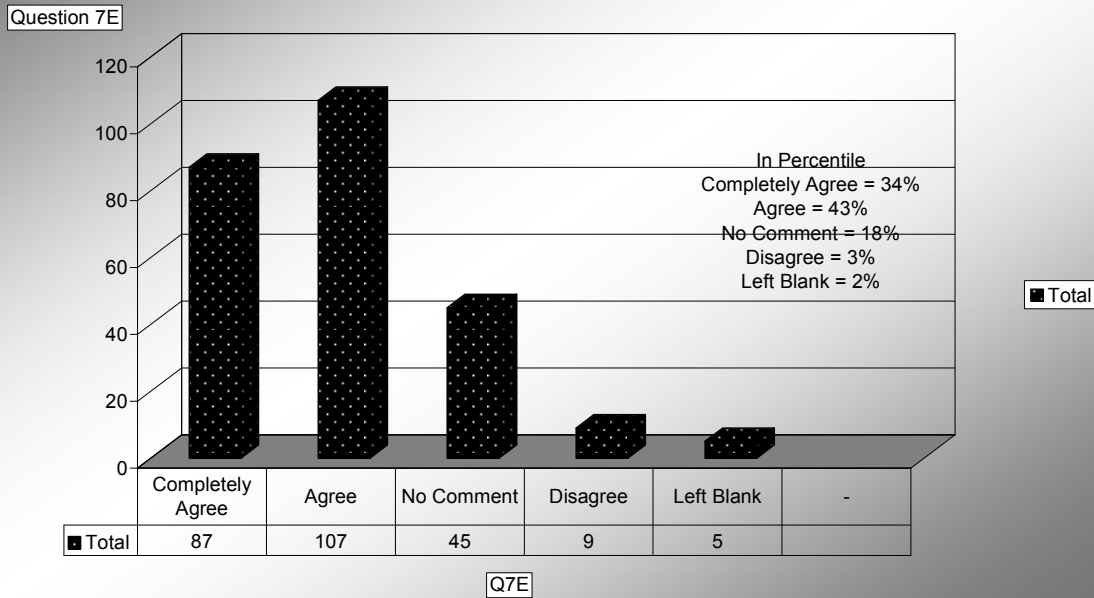
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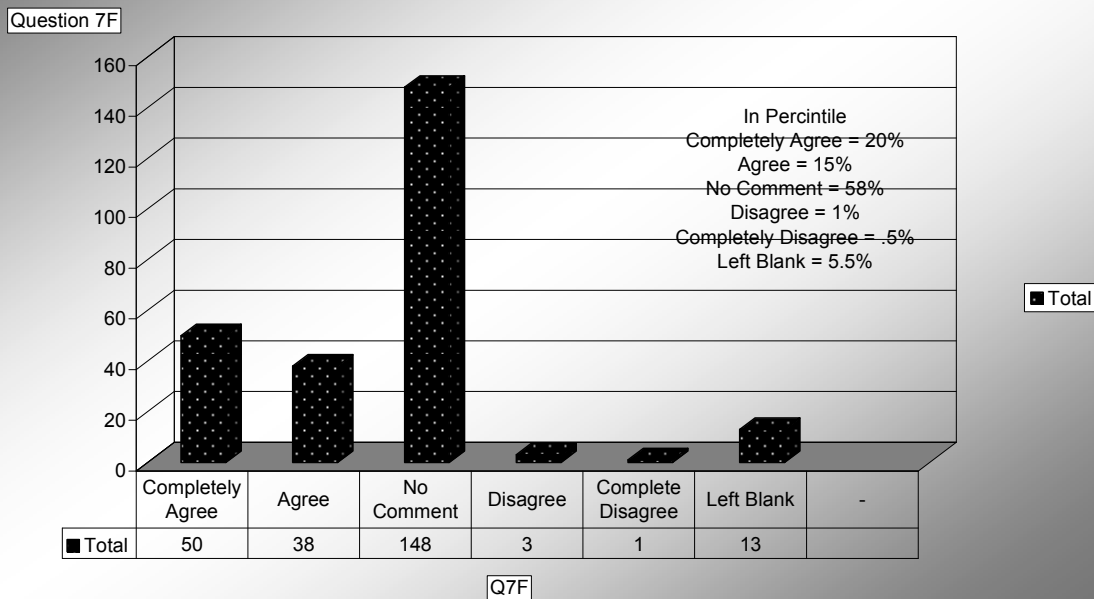


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Q7E: I am proud of the service the Oak Bay Police provide in my community?



Q7F: The Oak Bay Police respond in a fair way when dealing with the racial, religious, and ethnic communities of this area?

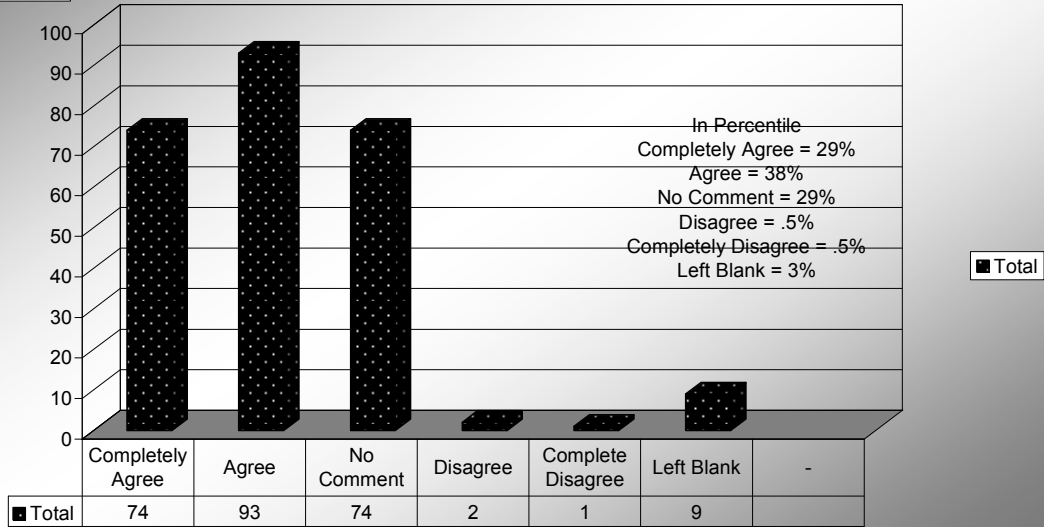




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Q7G: Oak Bay Police have a good working relationship with those people who live and work in the community?

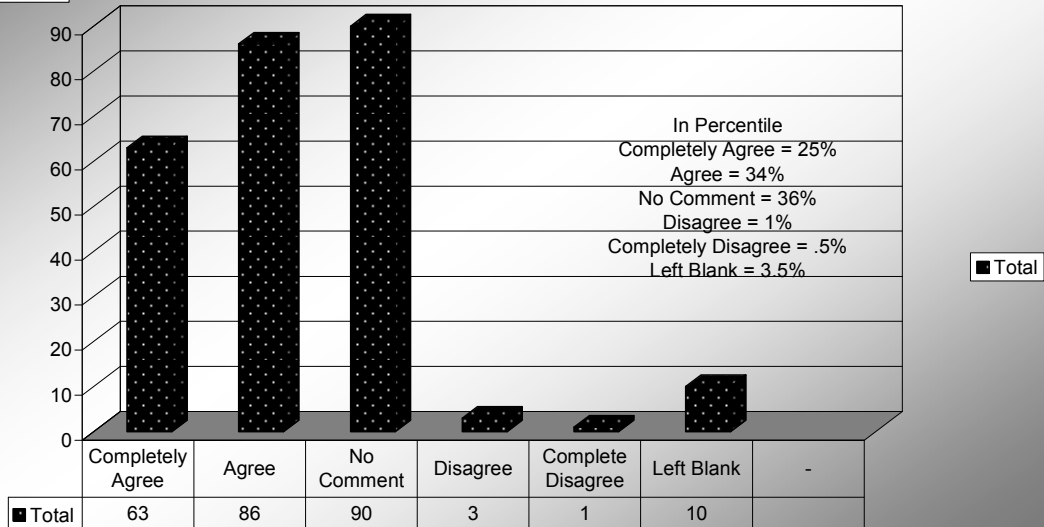
Question 7G



Q7G

Q7H: Oak Bay Police are making an effort to become more involved with the community in a positive way, not just when there is trouble?

Question 7H



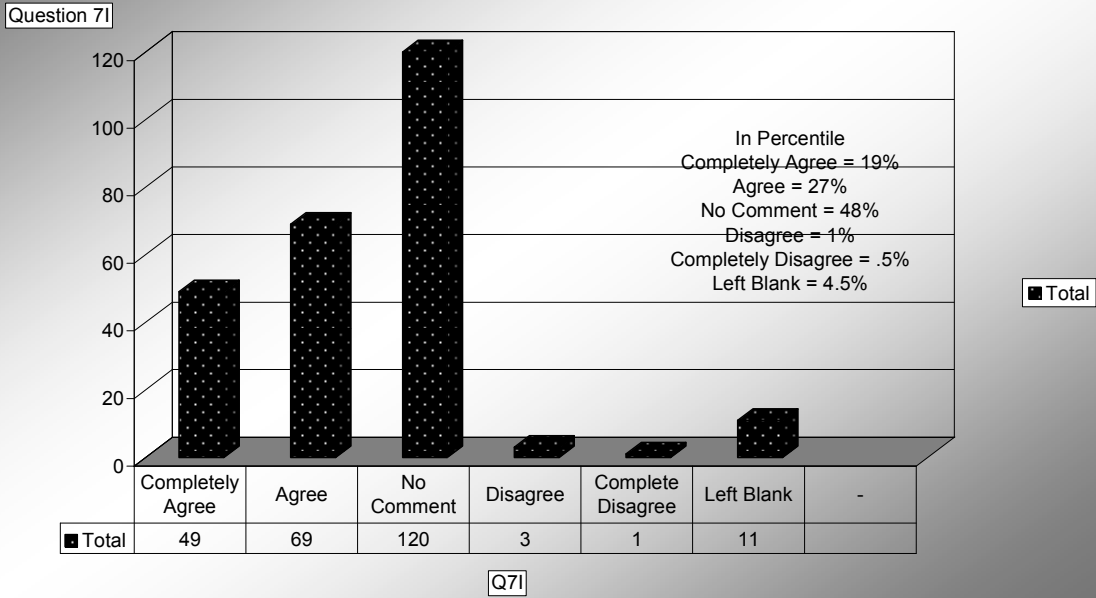
Q7H



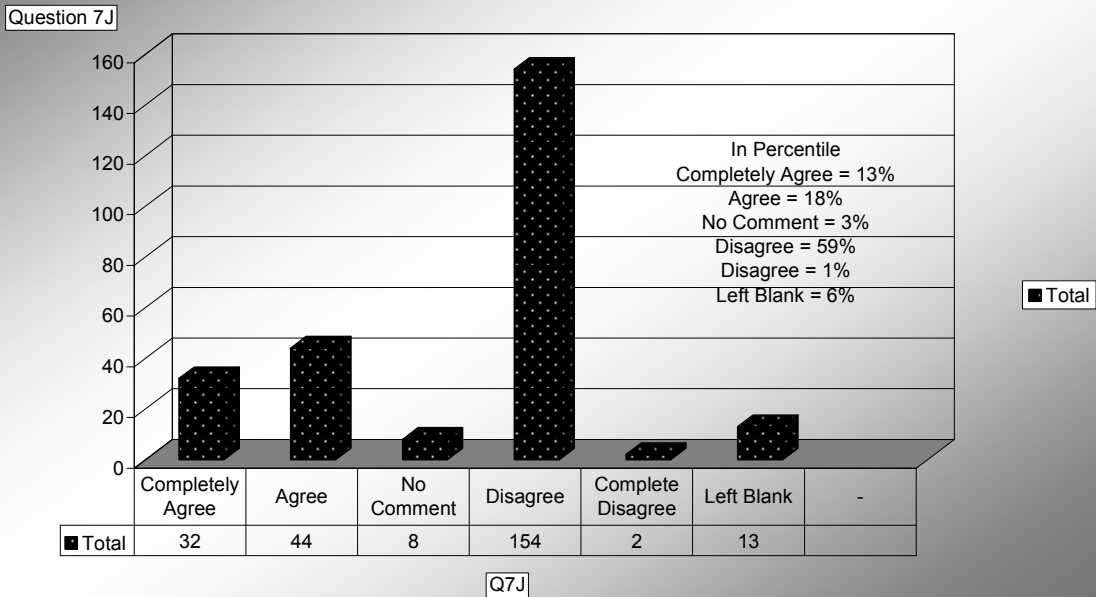


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Q7I: Oak Bay Police try hard to understand the needs of the people who live and work in this community?



Q7J: I feel the Oak Bay Police are making efforts to help improve the environment?

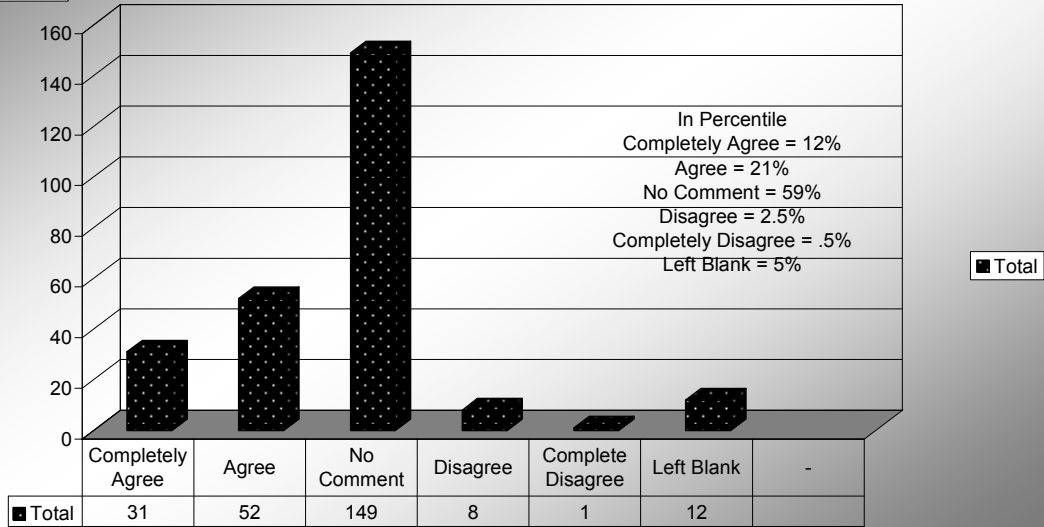




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Q7K: Oak Bay Police spend the appropriate amount of time with the public and business community?

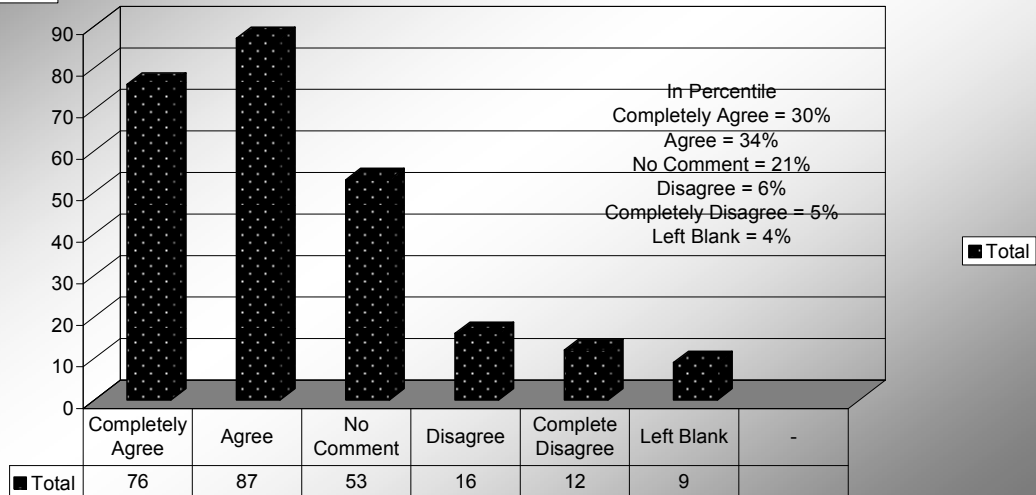
Question 7K



Q7K

Q7L: I would like the Oak Bay Police to assist in the community to help forge relations with the citizens and business in improving the environment?

Question 7L

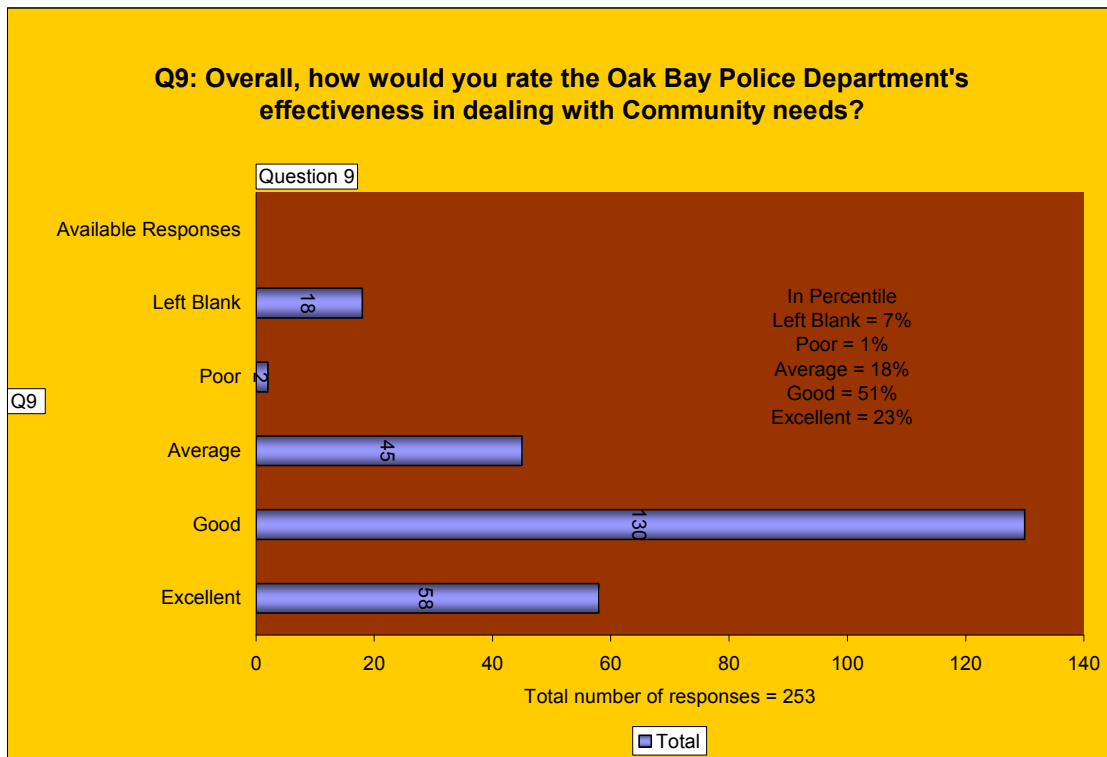
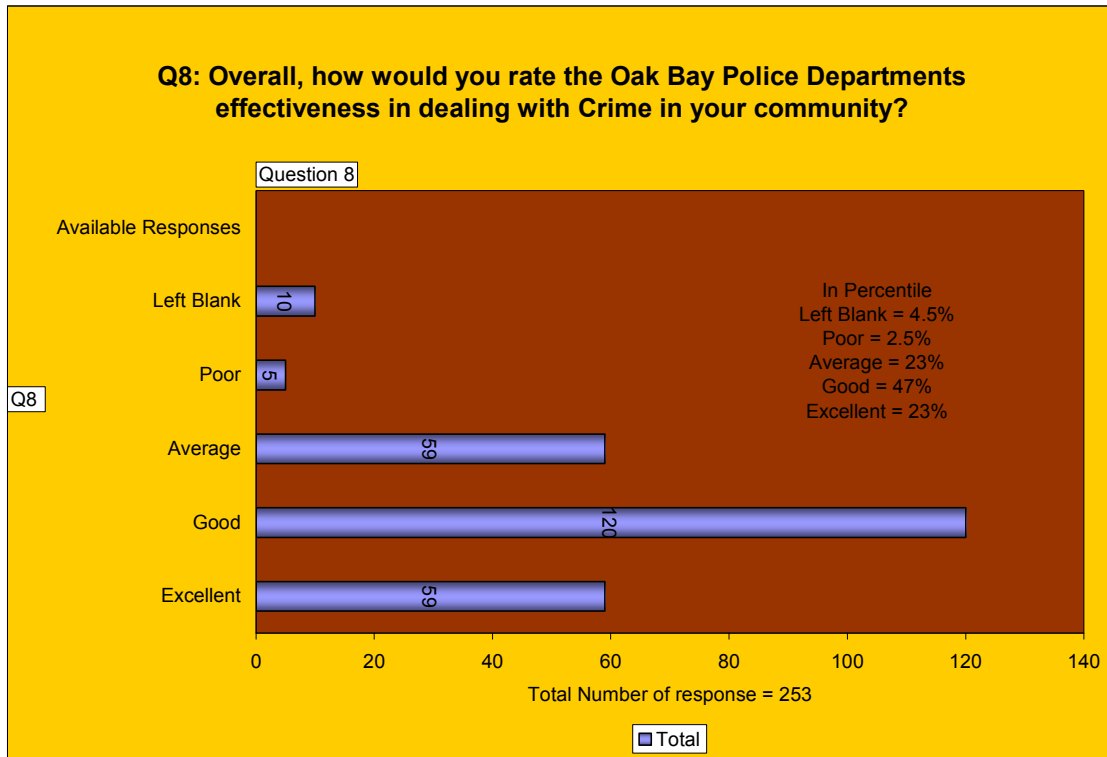


Q7L



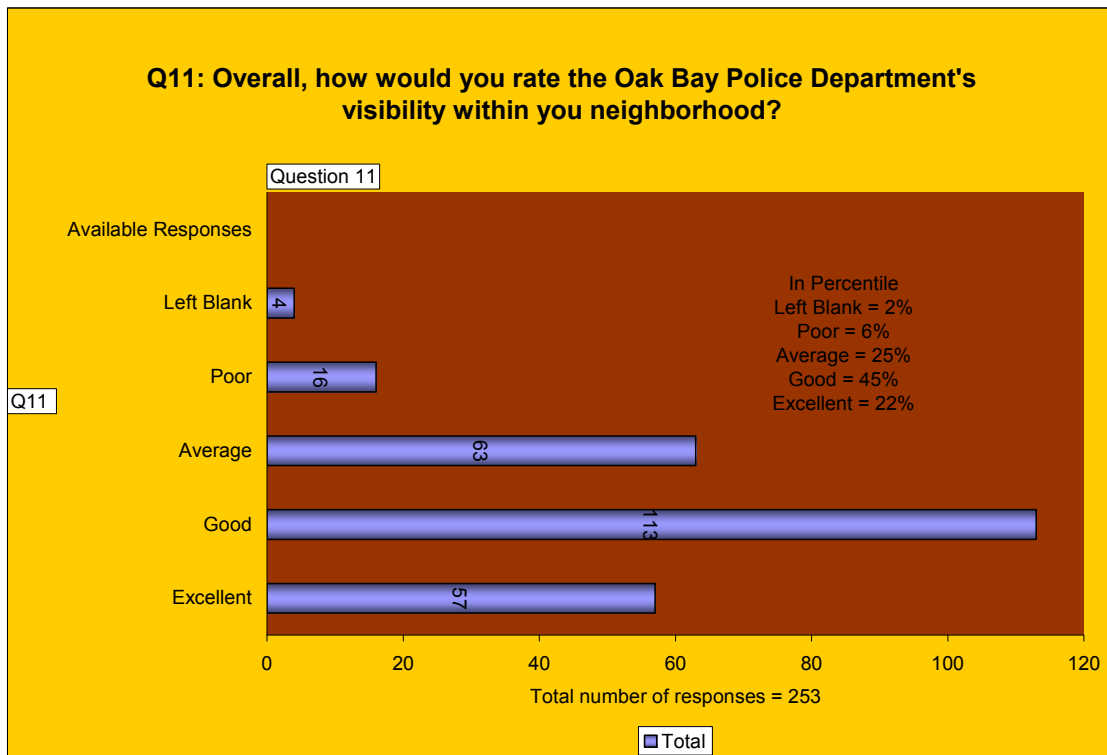
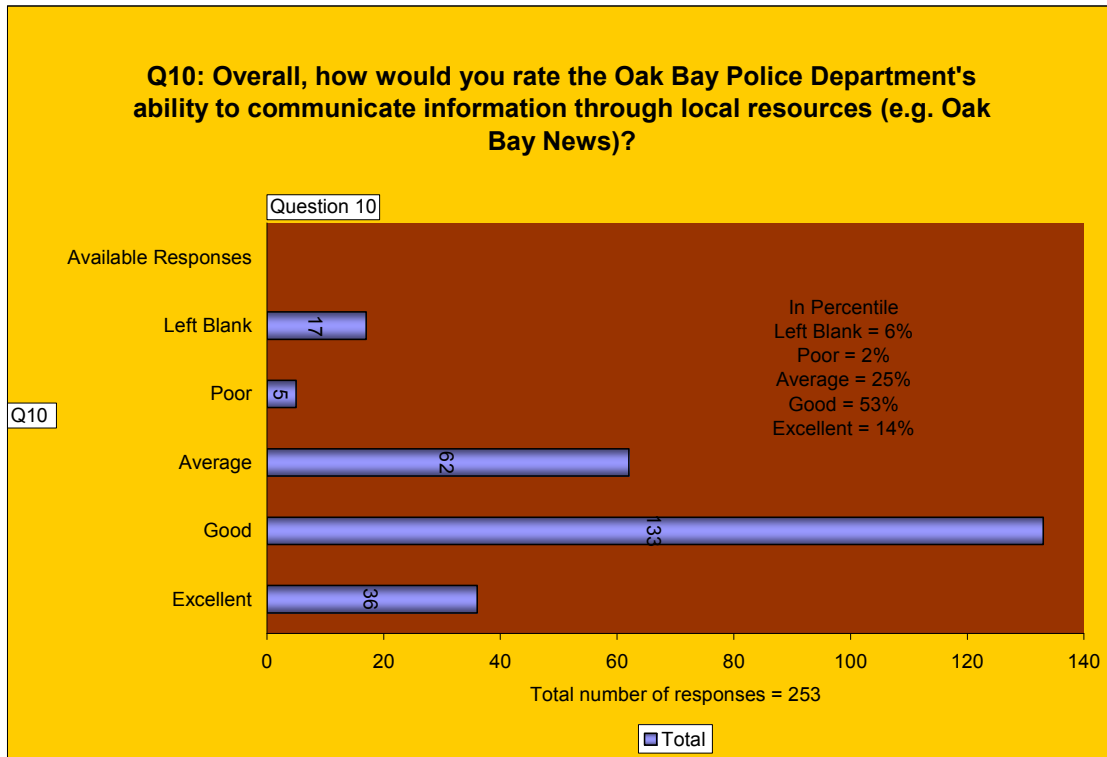


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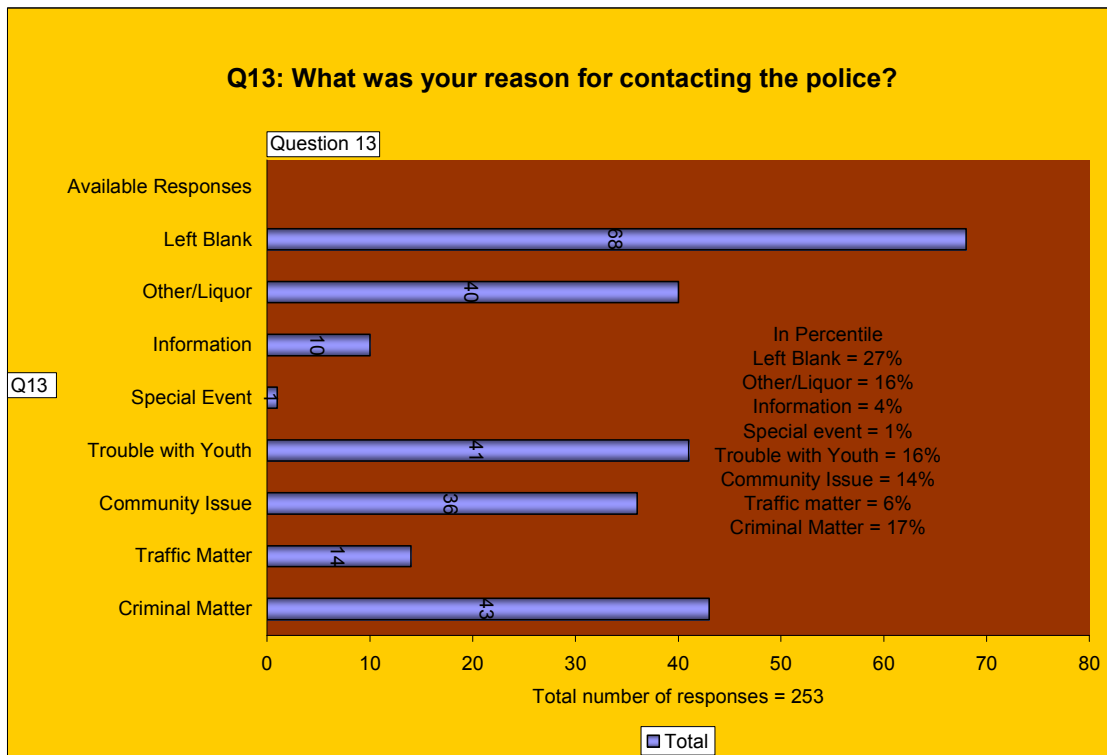
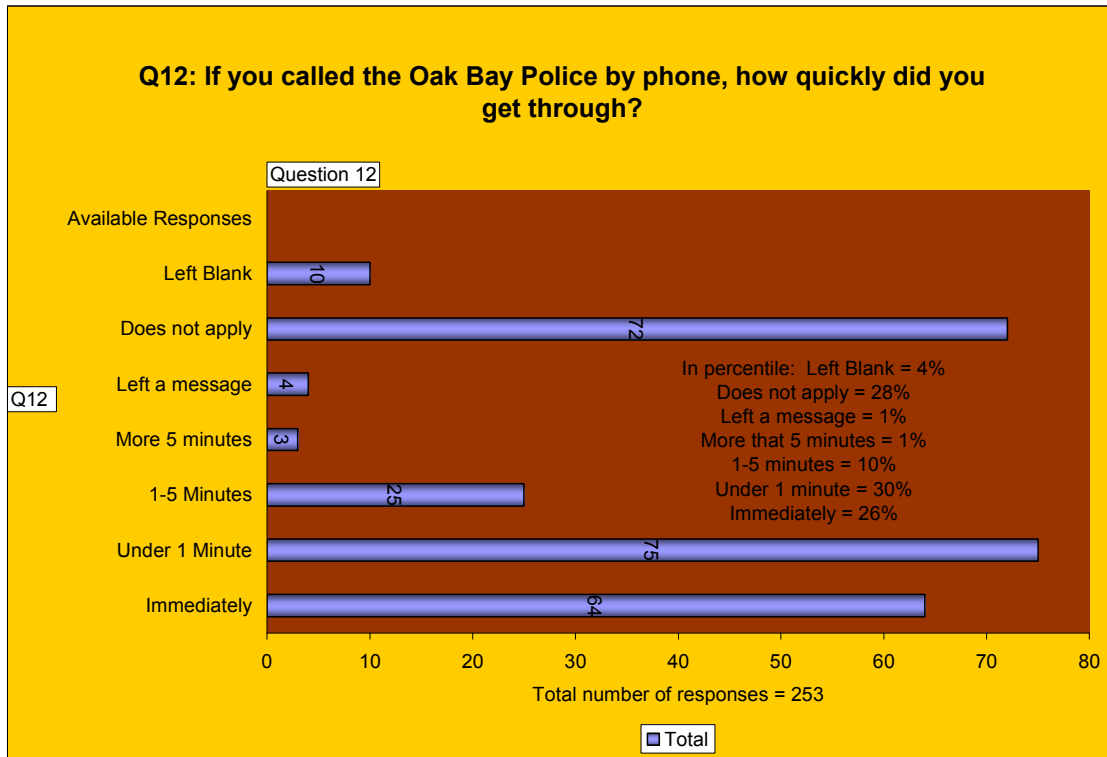


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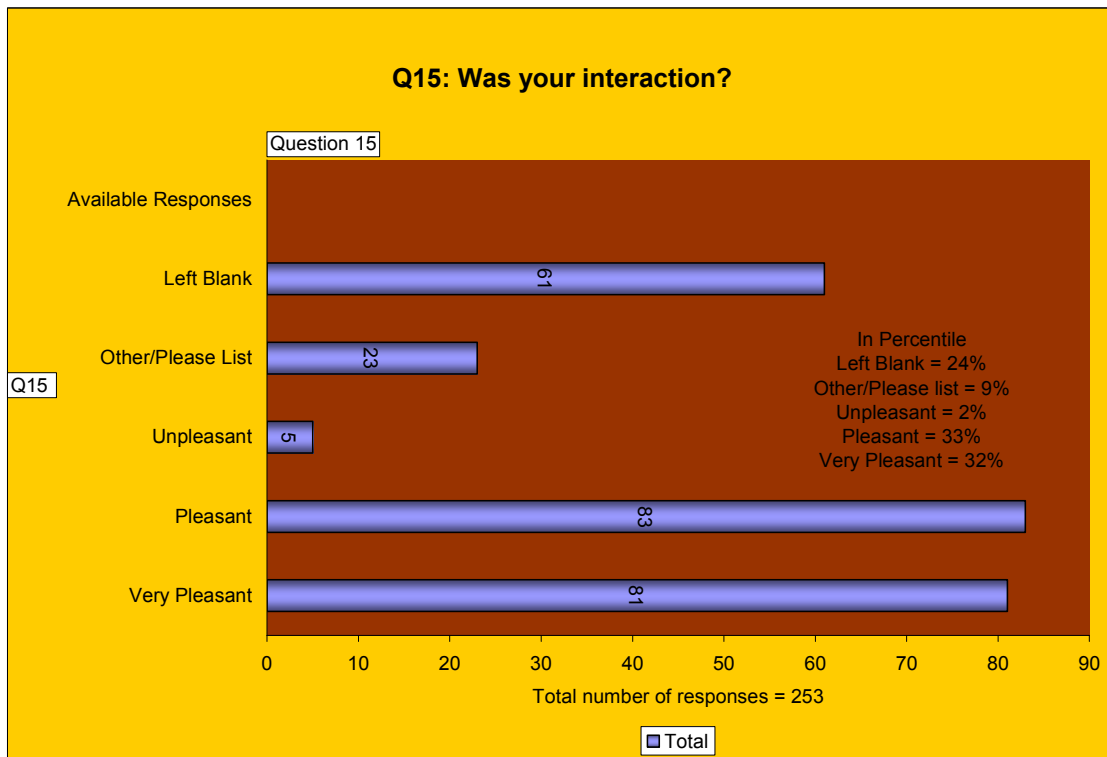
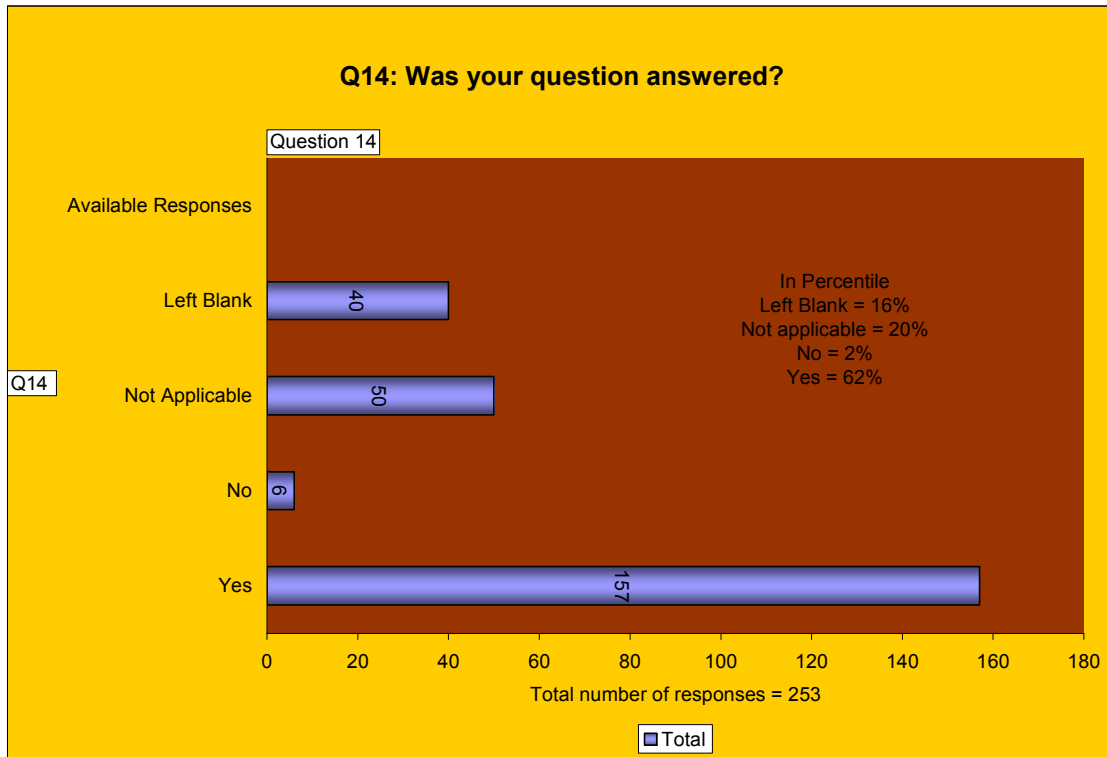


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Part 3 Improved Business Delivery System

Part 3, Improved Business Delivery system, asked the respondents to answer a variety of questions in relation to the future direction the Oak Bay Police Department should consider when in strategic planning. Questions are geared to seek priorities the organization as a whole should consider including but not limited to: crime prevention, targeting criminals, increased traffic enforcement, community initiatives, etc. Part 3 covers off questions 27-35. Charts and graphs will be used to isolate the analysis of the respondent's data in the returned surveys.

Question 27:

In your opinion, how could the Oak Bay Police best improve the way it deals with the problems in your community and with those who break the law? The respondents were asked to check four of the 8 responses available.

Following questions were made available for responses	253 respondents were allowed to select 4 responses total listed below
Do more patrols in uniform/be more visible in the community	181 or 71% of the respondents felt this response was the most important
More crime prevention work in the area	104 or 41% of the respondents felt the following in relation to this response
Enforce laws more strictly	71 or 28% of the respondents felt the following in relation to this response
Provide more information and advice	47 or 19% of the respondents felt the following in relation to this response
Spend more time talking to people	80 or 32% of the respondents felt the following in relation to this response
Spend more time targeting criminals	105 or 42% of the respondents felt the following in relation to this response
Don't know	29 or 11% of the respondents felt the following in relation to this response
Other/Please list	23 or 9% of the respondents felt the following in relation to this response





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Question 28: There are many concerns and issues facing the Oak Bay community. Below is a list “**Type of Activity**” that generally occur where police become involved. In your opinion, realizing that all activities are of concern to the Oak Bay Police, what do you feel should be the Oak Bay Police priority concern in the community? In other words where should police resources be focused to implement strategies to deal with **your** community concerns? (Please pick only 7 items in priority with 1 being the highest priority)

Type of Activity	Priority order with 1 being highest and 7 being lowest. NP=Not picked							
	1	2	3	4	5	6	7	NP
Break and Enters	123 49%	46 18%	30 12%	20 8%	6 2%	7 2%	2 1%	19 8%
Theft of Vehicles	2 1%	20 8%	9 4%	17 7%	27 11%	14 5%	16 6%	148 58%
Theft from Vehicles	3 1%	26 10%	27 11%	14 5%	21 9%	16 6%	13 5%	133 53%
Bicycle Thefts	1 .5%	4 1.5%	7 3%	9 4%	8 3%	6 2%	6 2%	212 84%
Other Property Crimes	5 2%	18 8%	17 7%	24 9%	21 8%	19 8%	24 9%	125 49%
Robberies	12 5%	41 16%	41 16%	21 8%	24 9%	19 8%	11 4%	84 34%
Assaults / Fighting	36 14%	18 7%	17 7%	11 4%	13 5%	15 6%	9 4%	134 53%
Youth Related Issues	12 4%	19 8%	19 8%	31 12%	20 8%	17 7%	18 8%	117 45%
Bike/Pedestrian Enforcement	3 1%	2 .5	7 3%	1 .5	5 2%	5 2%	4 1%	226 90%
Drug Activity	31 12%	21 8%	33 13%	36 14%	22 9%	19 8%	20 8%	71 28%
Traffic Enforcement	14 5%	22 9%	21 8%	25 10%	25 10%	25 10%	16 6%	105 42%
Panhandling and Loitering	4 1%	5 2%	6 2%	7 3%	10 4%	20 8%	16 6%	185 74%
Neighbour Disputes	2 1%	4 1%	6 2%	17 7%	13 5%	16 6%	22 9%	173 69%
Drinking in Public	0	3 1%	6 2%	7 3%	8 3%	9 4%	12 5%	208 82%
Other liquor related	1 .5%	0	1 .5%	2 1%	5 2%	5 2%	11 4%	228 90%





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Question 29: Please rank the following services that the Oak Bay Police **should** provide to the community of Oak Bay in priority? (Please pick only 6 items with “1” being the highest priority)

Services Oak Bay Police should provide	Priority order with “1” being the highest and “6” being the lowest. NP = Not Picked						
	1	2	3	4	5	6	NP
At-Risk youth programs	21 8%	18 7%	22 9%	30 12%	18 7%	21 8%	123 49%
Bicycle Patrols	21 8%	19 8%	21 8%	22 9%	13 5%	22 9%	135 53%
Crime Prevention programs	36 14%	36 14%	31 12%	20 8%	20 8%	21 8%	89 36%
Criminal Investigations	46 18%	33 13%	29 11%	16 6%	19 8%	12 5%	98 39%
Drug/Alcohol Education Programs	14 6%	17 7%	9 3%	20 8%	21 8%	23 9%	149 59%
Emergency Mental Health Programs	9 3%	12 5%	15 6%	9 3%	13 5%	14 6%	181 72%
Foot Patrol	18 7%	27 10%	17 7%	12 5%	12 5%	12 5%	155 61%
Patrol by Police Vehicles	47 19%	35 14%	24 9%	24 9%	13 5%	7 3%	103 41%
School Liaison Program	3 1%	18 7%	21 8%	31 12%	24 9%	21 8%	135 55%
Traffic Enforcement	13 5%	12 5%	26 10%	27 10%	27 10%	11 5%	137 55%
Youth Issues Within the community	12 5%	14 5%	19 7%	14 5%	30 12%	22 9%	142 57%
Referral to support Services (ex.RJOB)	6 2%	3 1%	8 3%	8 3%	10 4%	22 9%	196 78%





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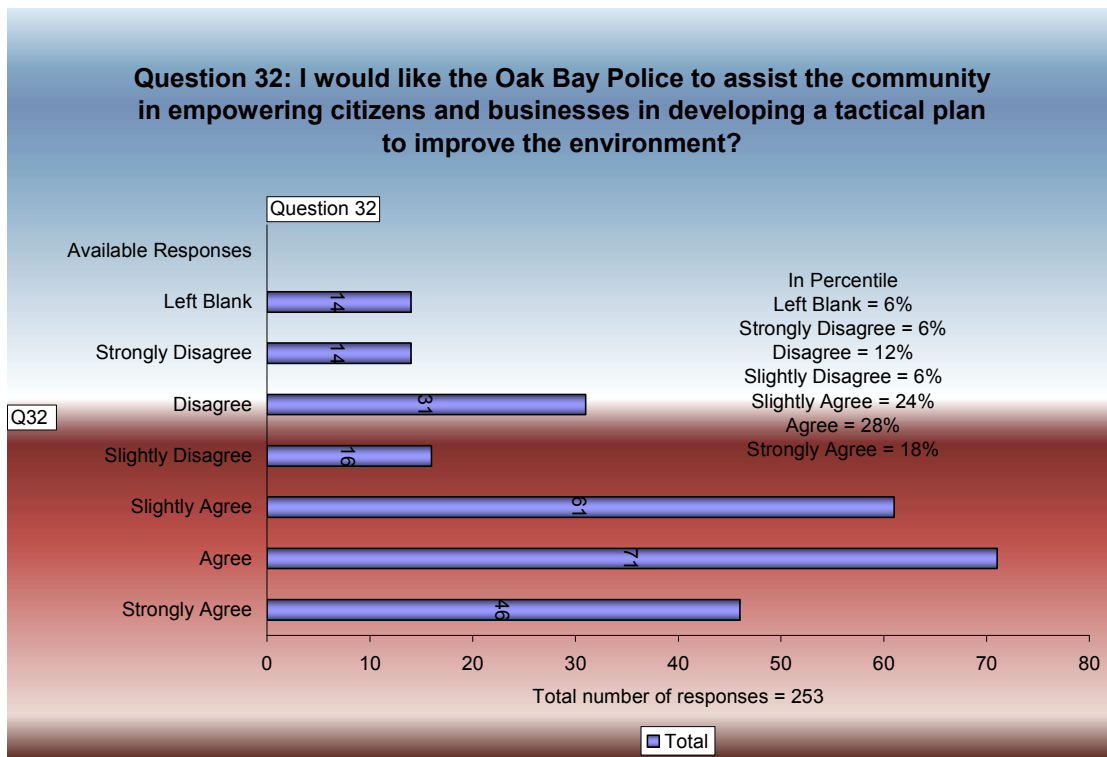
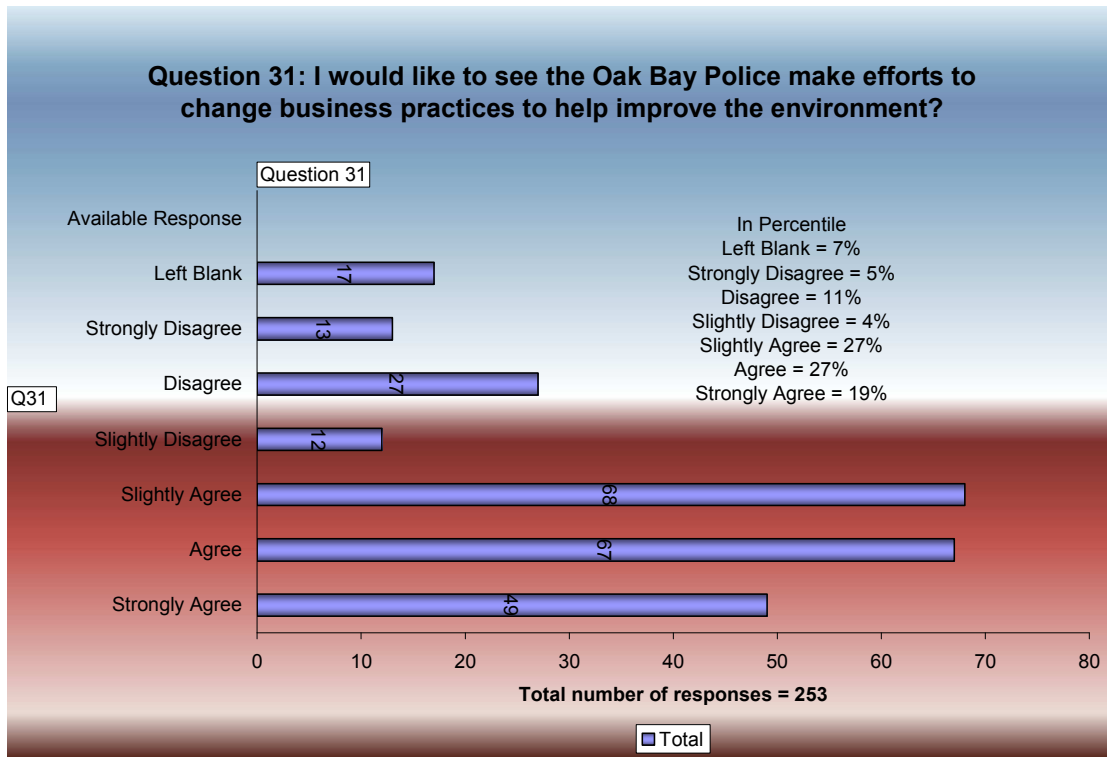
Question 30: Below is a list of some of the Community Based Programs offered by the Oak Bay Police Department. Rank in order the services that the Oak Bay Police should provide to the Oak Bay Community in priority with “1” being the highest priority?

Community Based Programs	Priority order with “1” being the highest and “8” being the lowest. NP = Not Picked								
	1	2	3	4	5	6	7	8	NP
Block Watch	72 29%	43 17%	41 16%	26 10%	15 6%	14 6%	3 1%	5 2%	34 13%
Restorative Justice Oak Bay	22 9%	16 6%	19 8%	26 10%	30 12%	15 6%	26 10%	30 12%	69 27%
Speed Watch	27 11%	41 16%	24 9%	27 11%	21 8%	18 7%	18 7%	26 10%	54 21%
Crime Free Multi Housing	11 4%	12 5%	20 8%	24 9%	28 11%	33 13%	23 9%	22 9%	80 32%
Lock It or Lose It Auto Theft Program	4 2%	19 8%	25 10%	28 11%	29 11%	25 10%	28 11%	20 8%	75 29%
Together Against Graffiti Program	15 6%	15 6%	26 10%	23 9%	23 9%	25 10%	29 12%	41 16%	56 22%
DARE program (Drug Awareness)	57 23%	38 15%	28 11%	24 9%	18 7%	17 7%	13 5%	3 1%	55 22%
W.I.T.S. (Anti-bullying education)	22 9%	41 16%	33 13%	24 9%	18 7%	25 10%	20 8%	15 6%	55 22%





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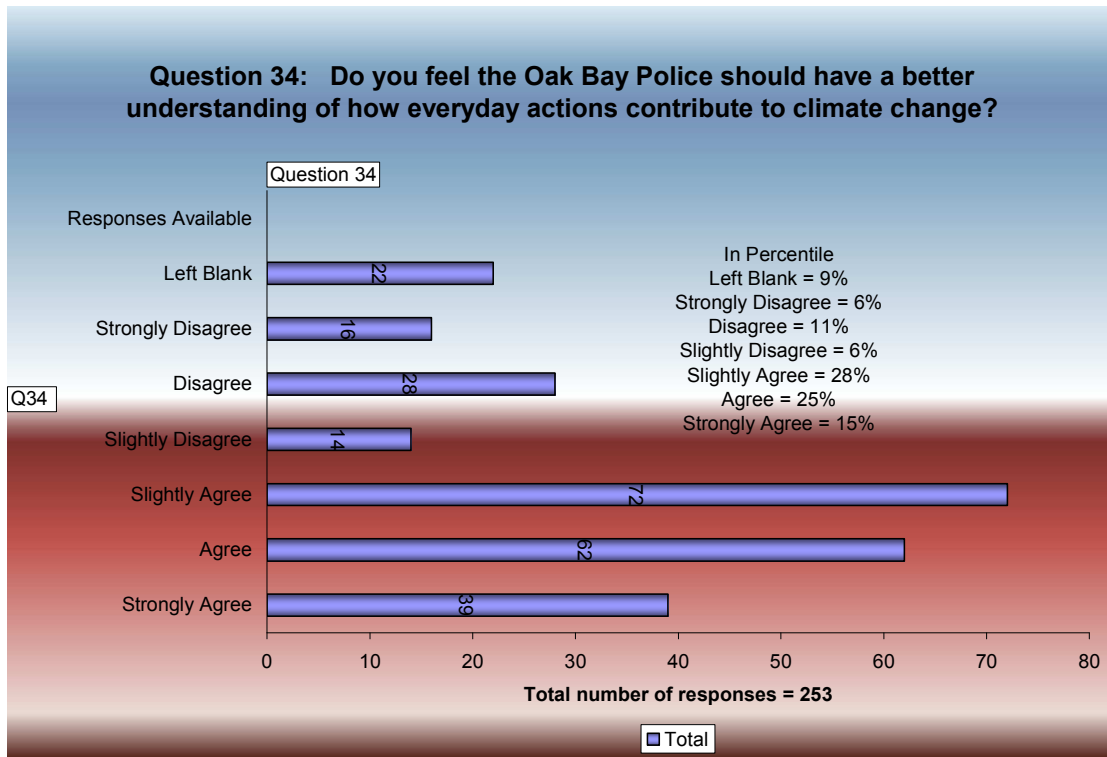
Question 33: How concerned are you about the following environmental issues in Oak Bay? (Please check the appropriate response)

Environmental Categories	Extremely	Very	Interested	Not Very	Not At All	Not Picked
Level of Waste	65 26%	77 30%	69 27%	24 10%	6 2%	12 5%
Loss of Wildlife	53 21%	66 26%	79 31%	30 12%	12 5%	13 5%
Traffic Congestion	41 16%	64 25%	81 32%	40 16%	13 5%	14 6%
Changes in the Landscape	51 20%	77 30%	72 28%	32 13%	7 3%	14 6%
The Ozone Layer	55 22%	46 18%	80 32%	33 13%	18 7%	21 8%
Access to local "Green spaces"	78 31%	69 27%	63 25%	20 8%	8 3%	15 6%
Conserving "built heritage"	65 26%	72 28%	56 22%	34 14%	11 4%	15 6%
Local Air Pollution	72 28%	66 26%	63 25%	26 10%	10 4%	16 7%





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Question 35: What Steps do you feel the Oak Bay Police can take to reduce marked patrol car use and still provide the appropriate level of service to the community? (Please rank in order of priority with “1” highest and “6” lowest)

Service Levels Available	Priority order with “1” being the highest and “6” being the lowest. NP = Not Picked						
	1	2	3	4	5	6	NP
Status Quo with use of marked police vehicles	81 32%	23 9%	20 8%	27 11%	43 17%	10 4%	49 19%
Use Public Transport	2 1%	0	3 1%	3 1%	15 6%	157 62%	73 29%
Increased Beat Patrols	27 11%	53 21%	37 15%	40 16%	36 14%	2 1%	58 22%
Increased Bike Patrols	70 28%	57 22%	42 17%	35 14%	9 4%	0	40 15%
With maximum staffing levels shared vehicles (2person Car)	13 5%	29 11%	43 17%	47 19%	44 17%	2 1%	75 30%
Look at eco friendly vehicles as an alternative	47 19%	57 22%	47 19%	24 9%	24 9%	7 3%	47 19%





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Question 36: Do you have any additional comments you would like to make about this survey or about the Oak Bay Police Department? You may also add comments regarding regionalized policing.

In summary, question 36 had 146 respondent's list comments and 107 respondents having no comment. The comments were split equally amongst the municipality with 47 North (red color), 47 Central (green color), and 52 South (blue). There were several comment sheets that were quite lengthy in size so the below responses will be summarized to best explain the respondents thoughts. The comments portion will be placed in numerical order. Quotes will be used to capture verbatim what the respondent stated.

Survey Number	Respondent Comments
2	"Shared services for regionalized policing but keep the Oak Bay Police" School liaison drug programs are high priority. Let others work on the environment so that police can focus on the people and crime.
3	Most police officers have inadequate training to deal with the mental health issues. In favour of regionalized policing.
5	"It's time to amalgamate police forces to provide better service.
8	Traffic concerns on the narrower streets of Oak Bay. "Oak Bay Police rate 4 out of 5."
9	The increased problems with the mentally ill on the streets.
10	"Keep Oak Bay Police separate from the other police forces." "It is not the role of the police to worry about the environment." Increase visibility.
12	"I am proud of the Oak Bay Police in general." Increase training.
13	"Oak Bay should have 24 hour dispatch."
15	Increased traffic enforcement.
17	A single and effective communication system is needed for all police forces.
18	Concerns with 911 and how this communication tool effects the public
23	"At the various times we required police assistance the matter was dealt with professionally and promptly."
26	"In my opinion the visibility of the police is a deterrent to crime."
27	"Keep separate police forces"
28	"I highly value the community feel of the services offered by the Police & Fire department." "I do not mind payer higher taxes if it is necessary to maintain our current local services." Keep separate police forces.
31	"Police should encourage environmental improvements but enforcement should be a community effort led by council"





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32	“Police should: React quick when receiving “911” calls from individuals, regardless what language he (she) speaks.” In favour of amalgamation.
33	“The focus in this survey seems to surround the environment which is out of line.” “You are a police force focus on your prime mission.” “Drive your police vehicles as much as you need to do your job.”
37	“The Oak Bay and Saanich Police seem to work well together but I am not in favour of amalgamation.” “The police are here to maintain law and order not have to educate the public, students, the environmentalists etc. in environmental issues.” Oak Bay Police force is always professional.
39	Not happy with Saanich dispatch for information. “The department does not appear to be citizen friendly.” Willing to pay more taxes to ensure Oak Bay does not amalgamate police forces.
41	Too many young people walking the streets at night. Stronger police presence at night on Willows & Gonzales beaches.
42	Excellent police service. Opposed to amalgamation.
43	“Keep up the good work.”
45	“Give your head a shake!” This is a police department not an environmental group!! You are not there to save the trees but to protect the citizens.”
46	More policing around Willows. Increased traffic enforcement around the schools.
47	Oak Bay seems very well policed. Increased drug education.
49	“I do not support the Oak Bay Police as protectors of the environment when we need the limited resources available to deal with law & order.”
50	Don’t let the results of the survey get lost in the shuffle
51	Concerned about the youth problems
52	Enforce helmet laws and increased bike checks.
53	Increase education programs to landlords about there rights.
55	Positive interaction with police. “I would be very opposed to amalgamation of the force.” I support a tax raise to keep the police.
56	Policing should be the priority not community programs and the environment.
57	The police were patronizing upon the report of my stolen bicycle
59	“I believe foot/bike patrols would limit response time.” In favour of amalgamation. “I do not think police should be the lead on any environmental issues, the politicians need to lead – the police can enforce.”
61	Regionalized policing is a good idea.
63	Police should not instigate environmental programs. Opposed to amalgamation.





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64	Strong working relationship with the police
65	Unpleasant encounter with members over a break in
69	“The Oak Bay murder/suicide made me think that police amalgamation is important.”
70	Police need to increase communication skills
71	“Thanks for keeping us safe”
74	Find volunteers to help educate the community in drugs and alcohol abuse
75	Negative comment on how the Oak Bay Police treat young people
79	Increased traffic enforcement, pedestrian and bicycle enforcement
87	Against amalgamation of police forces
88	Communicate back after a reported incident
90	Positive experiences with OBPD. Fight crime not the environment. Police forces should amalgamate
94	No occasion to deal with police so I have no negative concerns
95	Increased bike patrols. Increase drug education in schools. Saanich dispatch is not a good idea as the service is very limited.
96	Need more attention during Halloween
98	Current service is good but the Saanich dispatch is not effective. Amalgamation is desirable.
99	Opposed to amalgamation.
101	“I absolutely believe the local department is best for Oak Bay.”
102	All professional experiences when dealing with the police
103	Increased police liaison at the schools. Environmental concerns are not a police issue.
104	“Strongly support regionalized policing”
105	“More cops on bikes and more women officers”
106	Environmental issues are not a police concern. This should be dealt with by the municipality. Opposed to amalgamation ban Halloween.
107	Opposed to amalgamation. Oak Bay should have marine and emergency training
108	Consistently received courteous and prompt response to my questions. I have noticed increased patrols in the neighbourhood please continue.
111	Opposed to amalgamation but integration of policing is a good idea. Not happy with the existing communication system with Saanich.
115	More training for police in relation to domestic violence. Education in the community should remain a priority. The police forces should be amalgamated.
116	All environmental questions are “inappropriate.” I do not want Oak Bay Police to divert their resources to environmental issues. Regionalize one communication center.
117	Very happy with the services provided by the Oak Bay Police





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118	Opposed to amalgamation
119	Increase police visibility
121	Limited involvement with the police
122	Improve the communication system
125	#1 Priority is drug prevention in youth. Alcohol and pot use at the Oak Bay High school is extensive – even at lunch time
126	Increase police visibility
127	“In no way in favour of regionalized policing.”
128	Concerned about business interests over policing issues. In favour of police taking an active role as leaders in the environmental issues
131	Increase staffing levels and continue to police Oak Bay in such a great way
133	“All members in our household are against amalgamation.”
135	Both good and bad experiences with the police
137	Police forces should be amalgamated
139	Increased police visibility and traffic enforcement
144	Any contact with police was very favourable
146	Police forces should amalgamate
147	Overall pleased with the services provided by the OBPD
149	Lack of respect with the youth to police and vice versa. Police should become more active in understanding the youth
152	“Having lived in my home in Oak Bay since my birth on March 2, 1917 I can definitely say that I am completely satisfied with the level and quality of policing throughout the Oak Bay municipality
154	Increased police visibility. More beat patrols on Willows and Oak Bay Avenue.
156	“I would be against amalgamation of police forces.” “Happy to increase taxes so we can have our own trained answering services.” “Dislike the Saanich communication service.”
159	Opposed to amalgamation. Target the graffiti artists.
160	“The environmental committee has insinuated their agenda into a survey about the Oak Bay Police Department, How did this happen?”
163	Increased traffic and bylaw enforcement.
165	“This is a silly survey what are you trying to do – make your job bigger – stick to basic police work – be in the community – be available to answer the phone”
166	Very minimal experiences with the OBPD.
167	Increased police involvement regarding anti-graffiti.
168	Take the lead in amalgamation of police forces.
170	We are impressed with the police presence but would not want to see an increase in police patrols
171	“I really feel it is time all the different regions are combined as one.”





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173	"The Oak Bay Police is the BEST IN THE WORLD! Thanks for being there!"
176	"Thank you for not amalgamating with other municipal police forces." Opposed to amalgamation
177	"Environmental issues should be left to others and not the police protect and serve and keep our community safe."
178	Police are efficient and polite. Increased visibility.
179	Opposed to amalgamation.
180	"Strongly agree in amalgamation of police forces"
181	Increase police visibility. Poor service from Saanich dispatch. Do not feel safe walking at nights due to kids hanging around
184	"I don't understand how environmental issues fall anywhere within the mandate of the police."
185	"I would be in favour of Oak Bay maintaining it's own Police Department"
189	"Walking patrols in the village is important as is cycling"
190	Opposed to regionalized policing. "I want the police in the fastest biggest cars on the road"
191	Increased traffic enforcement. "I don't believe the police force should be educating anyone about climate change."
192	"Please do not amalgamate"
193	Increased traffic/bicycle enforcement
195	"We would support amalgamation of police forces" "We feel positive towards restorative justice."
197	"I support integrated services in this area."
199	Concerned about the high speed driving in Oak Bay.
201	"I feel very fortunate that I live in an area that has such a wonderful police/fire department."
204	Opposed to amalgamation. "Who was the retard that wanted transportation or public transit for the police?"
205	"I would like to see the Police Dept. stationed in Oak Bay 24/7. Thank you for being there for me."
207	Increased training for the members to deal with major crime. Increase traffic enforcement.
208	Oak Bay Police have always been very pleasant to deal with. I believe the police forces of greater Victoria should be amalgamated
209	"Would efficiency be increased at present costs by integrating with other municipalities?"
210	"We do not want amalgamation" "Oak Bay to do its own dispatching"
211	Overall police are regarded highly in Oak Bay
213	We have lived in Oak Bay for 40 years and have no concerns with the policing in Oak Bay





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214	"In these current times, and in response to high – profile crimes where police departments have been subject to criticism from the community, please be assured that this family maintains 100% admiration for the OBPD"
215	"I think consolidation of Police forces and other emergency response services is a good idea"
217	"We have a very good police force. Lets keep it – no amalgamation"
218	"I am totally opposed to overall amalgamation – Oak Bay residents be taxed more and will get poorer service."
220	My biggest bone of contention is the teenagers in this community. The lack of respect for authority and the people is running rampant.
221	Increased visibility as there is very little police presence in our neighbourhood. Increased traffic enforcement.
222	Strongly support amalgamation. Increase police patrols in the business community
223	"Keep up the good work and keep your cars clean"
224	Increased education and more patrols
226	"In general we are satisfied with the Oak Bay Police and want to see it continue as a separate entity." Opposed to amalgamation. Not the role of the police to lead the community in environmental issues
227	"To have a very visible police force" Concerns with the Saanich communication/dispatch area.
229	"The police should receive recognition of the daily risks they are exposed to as without the police we are a dead duck"
231	Increased bike/foot patrols for improved interaction
232	Opposed to amalgamation. Increased bylaw and traffic enforcement
234	Improve communication and interaction with the youth
235	"Consideration in a regionalized police force."
239	More information (biographies) on the members of the force. Opposed to regionalized policing.
240	Increased patrols with police vehicles
241	"Lack of police presence in our community"
243	Not satisfied with the service that Saanich communications offers. Would like to see Oak Bay take by control of there own calls.
247	"Feel strongly that Oak Bay should amalgamate with Victoria"
248	I have not been involved with the Police in Oak Bay
249	Concerned for the elderly if a major disaster occurs
250	Opposed to amalgamation. Nice to see the police walking the beat in the village
251	"I have enjoyed the response & service I have received from the Oak Bay Police
253	Traffic safety concerns police need to enforce the traffic and bicycle laws more strictly.





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Conclusion

There is a much greater respondent rate from women than men. Close to 80% of the respondents were over 50 years of age with a predominantly English speaking community. The respondent education level was 84 (33%) with Masters or higher, 71 (28%) with under graduate degrees, and 57 (23%) with College diplomas totalling 84% of the respondents well educated. Just over 52% of the respondent's have an annual income of over \$75,000. And finally, the most tell tale sign of the vibrant and community oriented people of Oak Bay, 67% of Oak Bay residents have lived in the municipality for more than 11 years and of the 67% just over 42% have lived over 20 years.

There is between 80 – 90% satisfaction rate with regards to quality of customer service (**Part1**). This rating is consistent throughout the customer service portion of the survey. The respondents who left many of the questions blank in this part had no interaction with police so they were limited to responses. Several highlights of Part 1 is the fact that **87 – 91 %** of the responses show that the Oak Bay Police are polite/courteous, approachable, and look professional. The confidence level of the Oak Bay Police is an astonishing 83% with an additional 11% having no comment in relation to this particular question. Of the responses, 99% of the respondents felt safe walking in Oak Bay during the day and 75% felt safe at night (13% of the respondents had no comment for the walking at night question). The respondents felt that the Oak Bay Police have a strong commitment to the community as a whole. The one area that could be strengthened would be in the area of visibility of police in the community. Only 67% of the respondents viewed visibility in the neighbour as good to excellent. Trouble with youths, liquor related offences, criminal matters, and community concerns were the main reasons for contact with the police.

Part 3, Improved Business Delivery System had interesting conclusions that would marry the Part 1 hypothesis. The community felt that increasing the vehicle, bicycle, and foot patrols in there neighbourhood was the number one priority. Responses also indicated that the police should be more active in helping the community to deal with Break and Enters, assaults/fighting, robberies, and drug activity through education and proactive enforcement. Services/programs offered by the Oak Bay Police showed that crime prevention programs, school liaison, DARE education, and Block Watch were the programs police should continue as there priority.





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The environmental questions showed that police should play an active role in assisting the community in developing strategies to assist in reducing greenhouse emissions. But the comments portion of the survey clearly shows an overwhelming percentage of respondents upset that the environmental issues were even a part of this survey.

Information garnered from the comments portion clearly indicates that the public of Oak Bay is not satisfied with Saanich dispatch. Some of the respondents would be willing to raise taxes to keep Oak Bay Police in Oak Bay and have 24/7 call evaluation and dispatch completed by Oak Bay staff. Approximately 70% of the respondent comments are opposed to amalgamation. Traffic, bylaw, bicycle, and pedestrian enforcement are of concern to many of the people.

The stats: "speak for themselves." The community stakeholders appear satisfied with the past policing practices and shed a bright light to the future direction the Oak Bay Police should consider when strategic planning occurs.

