



Windsor Police Service
Community Survey
City of Windsor

January 2023

Prepared by:



FORUM
RESEARCH INC.



Methodology

Method CATI (Computer Aided Telephone Interview)
CAWI (Computer Aided Web Interview)

Criteria for Participation Residents of the City of Windsor who are 16 years of age or older

Sample Size n=687

Average Length 20.3 minutes

Margin of Error ± 3.8%

Fieldwork Dates November 29th – December 18th, 2022

Additional Notes

- CATI sample was drawn using random digit dialing (RDD) among City of Windsor residents. A mix of landline and cell phone sample was used to reach cell phone-only households.
- Results throughout this report have been statistically weighted by age and gender, to ensure that the sample reflects the target population according to 2021 Census data.
- Significant differences across sub-groups are noted where they exist.
- A CAWI (Computer Aided Web Interview) open-link survey was hosted online by the WPS in tandem with the telephone survey. 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 not reported on, as it is affected by self-selection bias and cannot be representative of Windsor demographics.

Reporting Considerations

TOP2 / BTM2

Top 2 (TOP2) and Bottom 2 (BTM2) reference 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 “somewhat satisfied,” where a grouping of “not satisfied” (BTM2) may be the combined result of “not very satisfied” and “not at all satisfied.”

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.

Multi-mentions

In some cases, more than one answer option is applicable to a respondent. Multiple mention questions allow respondents to select more than one answer category for a question. For questions that ask for multiple mentions (e.g., “Why did you decide not to report the incident to the police?”), it is important to note that the percentages typically add to over 100%. This is because the total number of answer categories selected for a question can be greater than the number of respondents who answered the question. For example, respondents were able to select “assumed police wouldn’t take any action” and “it would have been too time-consuming” as their answer.



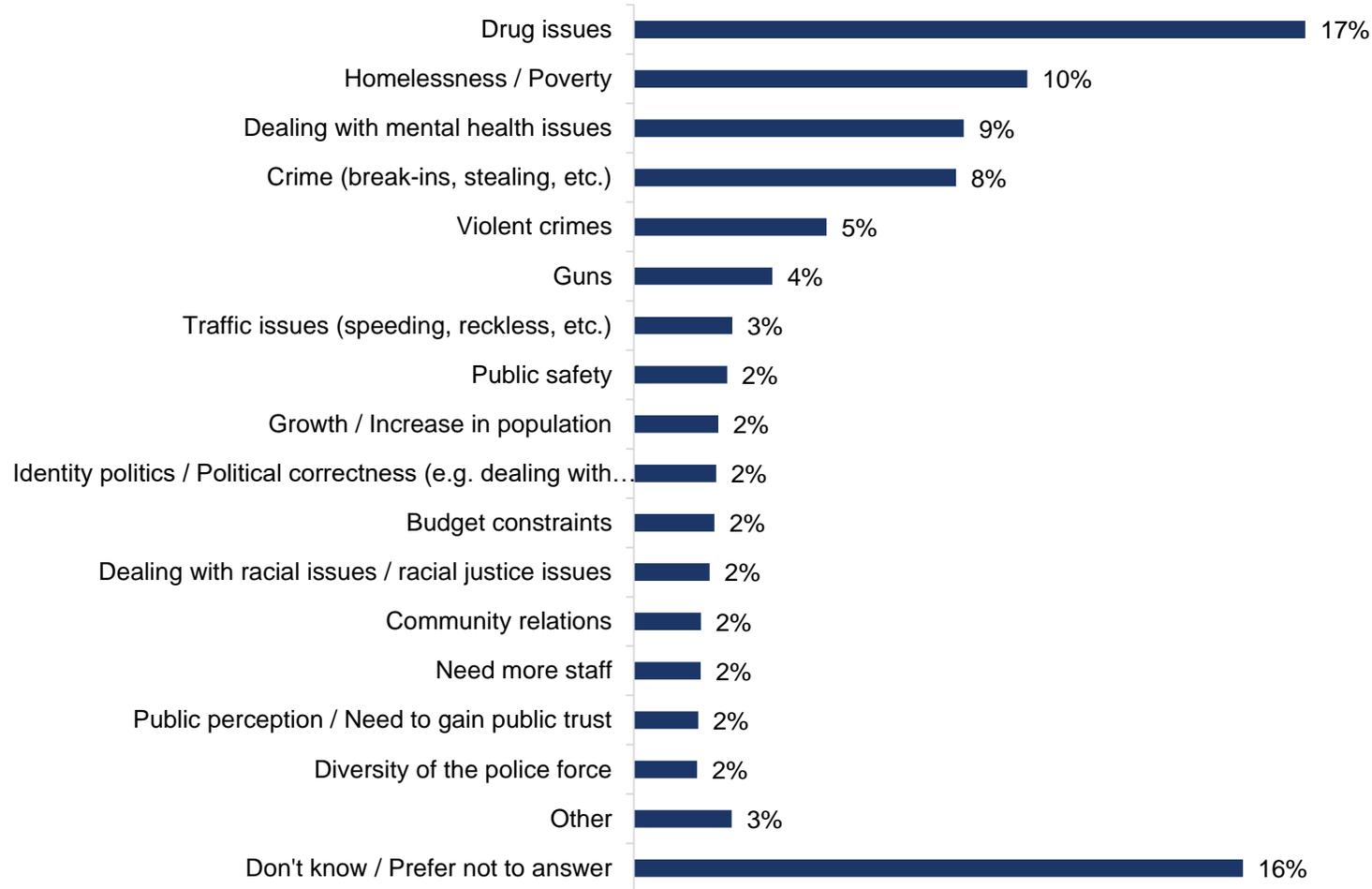
Detailed Findings

Feelings of Safety



Greatest Challenge in the Next 3 Years

Drug issues (17%) are the greatest challenge residents said the Windsor Police will face in the next 3 years, followed by homelessness and poverty (10%), dealing with mental health issues (9%) and crimes (8%).



Residents aged 55-74 (12%) are more likely to say mental health issues will be a challenge compared to residents aged 16-34 (6%).

People of colour tend to perceive growth/ increase in population (5%) as one of the top challenges in the next 3 years than white people (1%).

Residents who do not feel safe in the city are more likely to identify crime as the greatest challenge for the WPS (15%) compared to residents who feel safe in the city (7%).

Q14. What do you see as the greatest challenge the Windsor Police will face in the next 3 years? (Mentions <2% not shown)

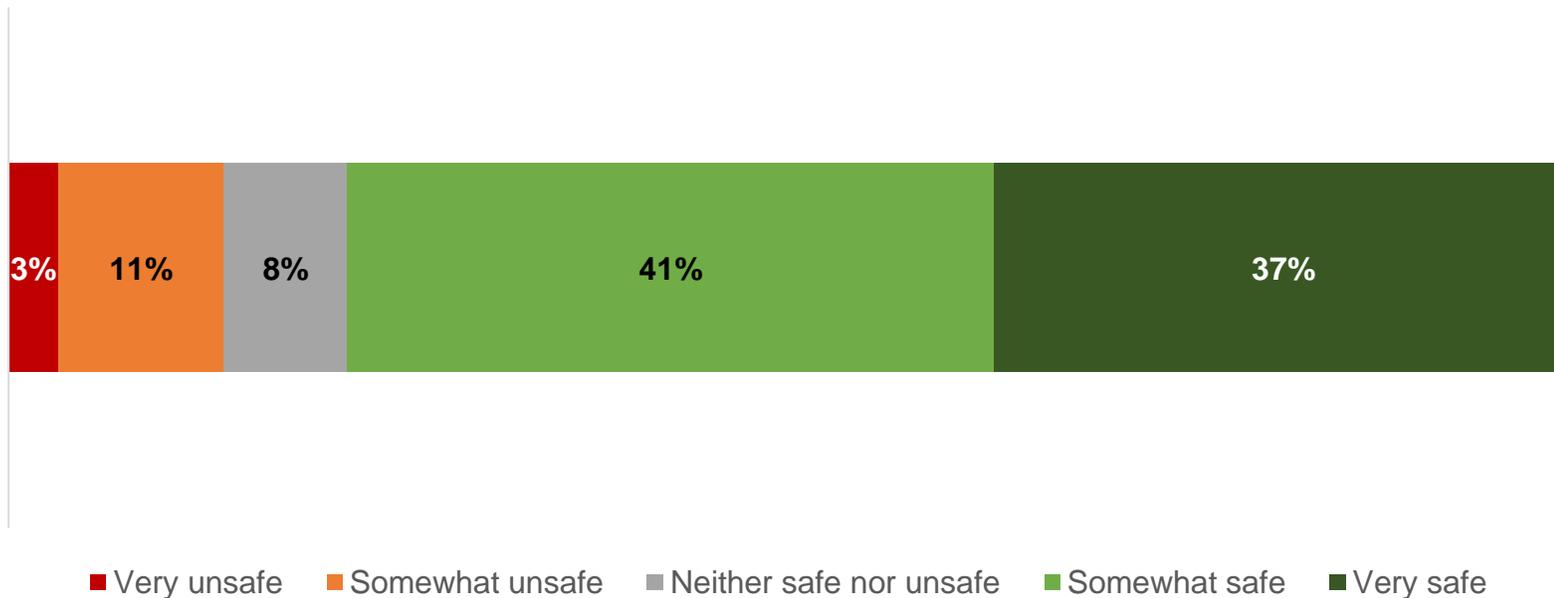
Sample Size: n=687

Framework: All respondents



Overall Feeling of Safety

Around 4 in 5 (TOP2: 78%) Windsor residents generally feel safe in the city.



TOP2

78%

Residents aged 75 years and over feel most safe in the City of Windsor (TOP2: 97%) compared to other age groups (between 69% to 81%).

Men (TOP2: 84%) also tend to feel more safe in the city compared to women (TOP2: 74%).

Residents who say that Windsor Police treat people with respect feel safe in the City of Windsor (83%) compared to those who have a contrasting view (55%).

Q8. Generally speaking, how safe do you feel overall in the City of Windsor? Do you feel ...

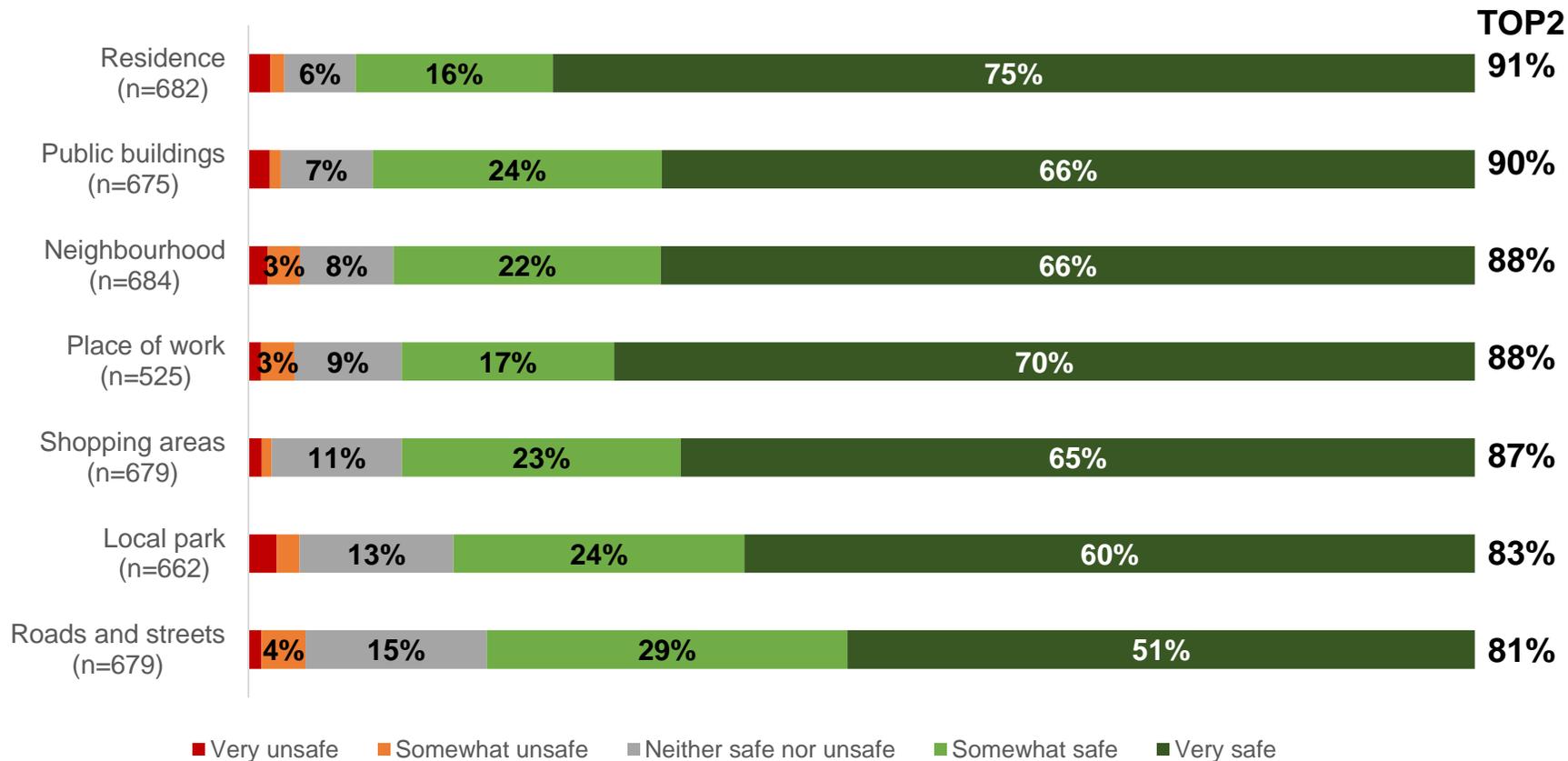
Sample Size: n=685

Framework: All respondents (Excluding 'Don't Know')



Feeling of Safety (Daylight)

While the majority of the residents feel safe in various locations in the city, Windsor residents feel most safe in their residences (TOP2: 91%) compared to other locations during daylight hours.



Residents aged 75+ years are more likely to feel safe in residences, neighbourhood, local park, roads and streets, and public buildings (TOP2: 96%, 95%, 91%, 89%, 97% respectively) compared to residents aged 16 to 34 years (TOP2: 89%, 81%, 77%, 75%, 90% respectively).

Roads and streets are the least safe places for Windsor residents who do not feel safe in the city (22%) compared to residents who feel safe in the city (2%).

Q9. For each of the following, please use the scale of 1 to 5 where 1 means you feel very unsafe and 5 means you feel very safe. How safe do you feel in Windsor? (Categories <3% not labelled)

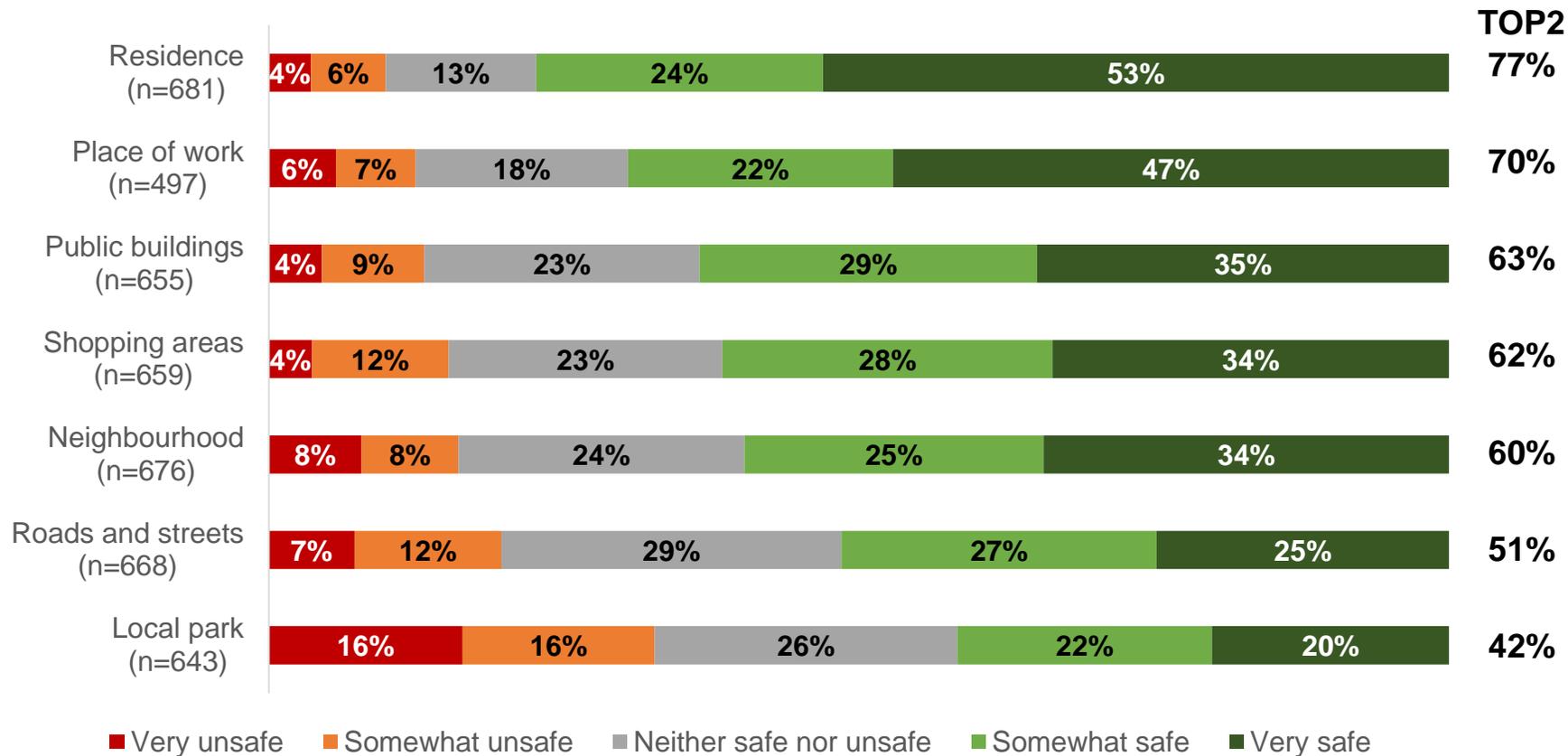
Sample Size: Shown in chart above

Framework: All respondents (excluding Don't Know/ Prefer Not to Answer)



Feeling of Safety (Night)

Similarly, Windsor residents feel most safe in their residences (TOP2: 77%) compared to other locations during night hours. Around half (TOP2: 51%) feel safe in the roads and streets, while less than half feel safe in a local park (TOP2: 42%).



Residents aged 75 years and over feel more safe in their residences (TOP2: 91%) compared to residents belonging to other age groups (TOP 2: between 70% to 82%).

Residents aged 75 years and over also feel more safe in their neighbourhood (TOP2: 78%) compared to residents aged 16 to 34 years, and 35 to 54 years (TOP2: 53%, 55% respectively)

Residents who do not feel safe living in the city are less likely to find shopping areas, residences, neighbourhood, local park, roads and streets, and public buildings (TOP2: 48%, 42%, 63%, 78%, 61%, 44% respectively) compared to residents who feel safe living in the city (TOP2: 10%, 4%, 7%, 23%, 12%, 7% respectively).

Q9. For each of the following, please use the scale of 1 to 5 where 1 means you feel very unsafe and 5 means you feel very safe. How safe do you feel in Windsor?

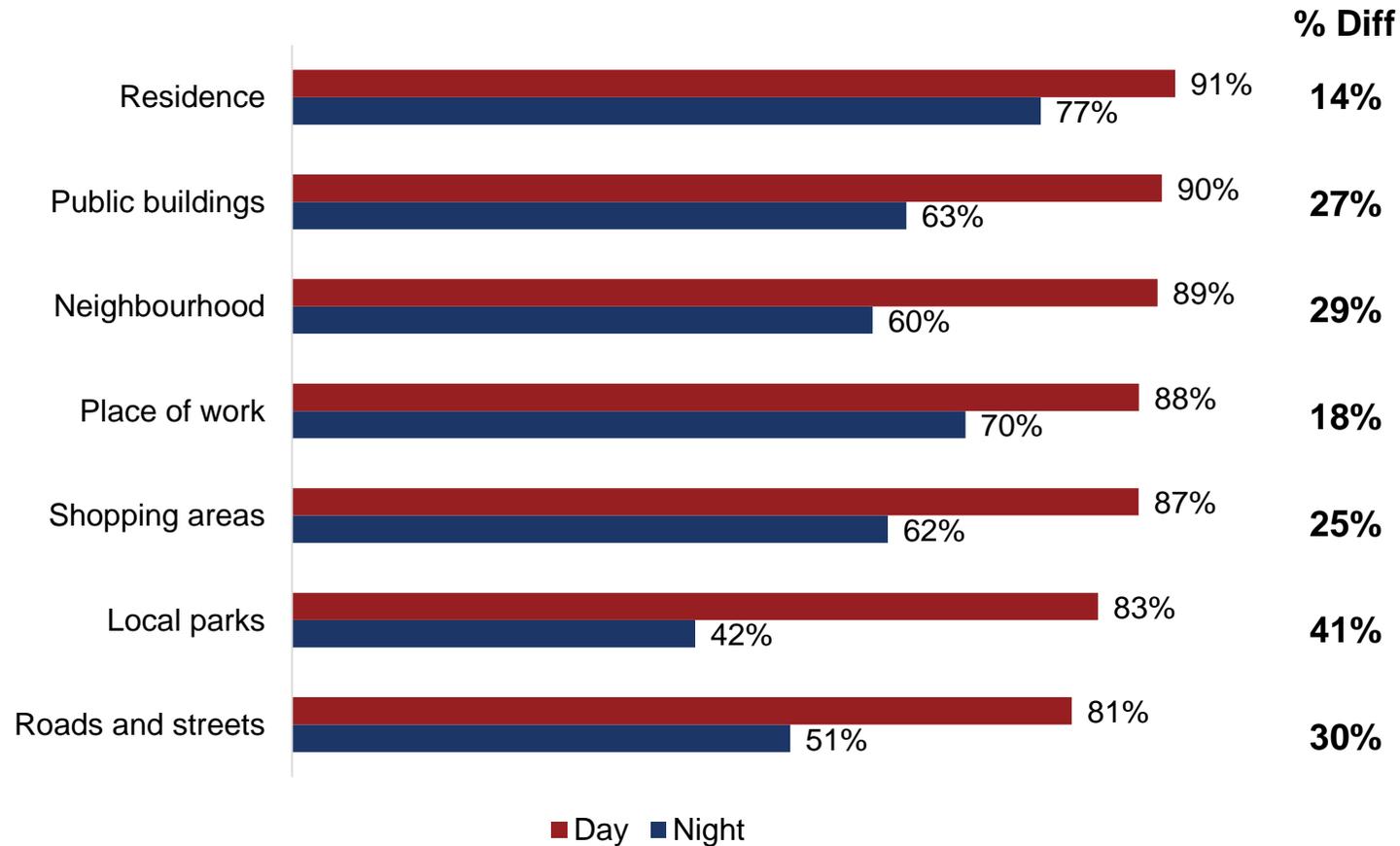
Sample Size: Shown in chart above

Framework: All respondents (excluding Don't Know/ Prefer Not to Answer)



Feeling of Safety (Daylight vs Night)

Generally, residents feel more safe during the day compared to night. Feelings of safety in a local park drops the most during the night compared to other locations (41% decrease).



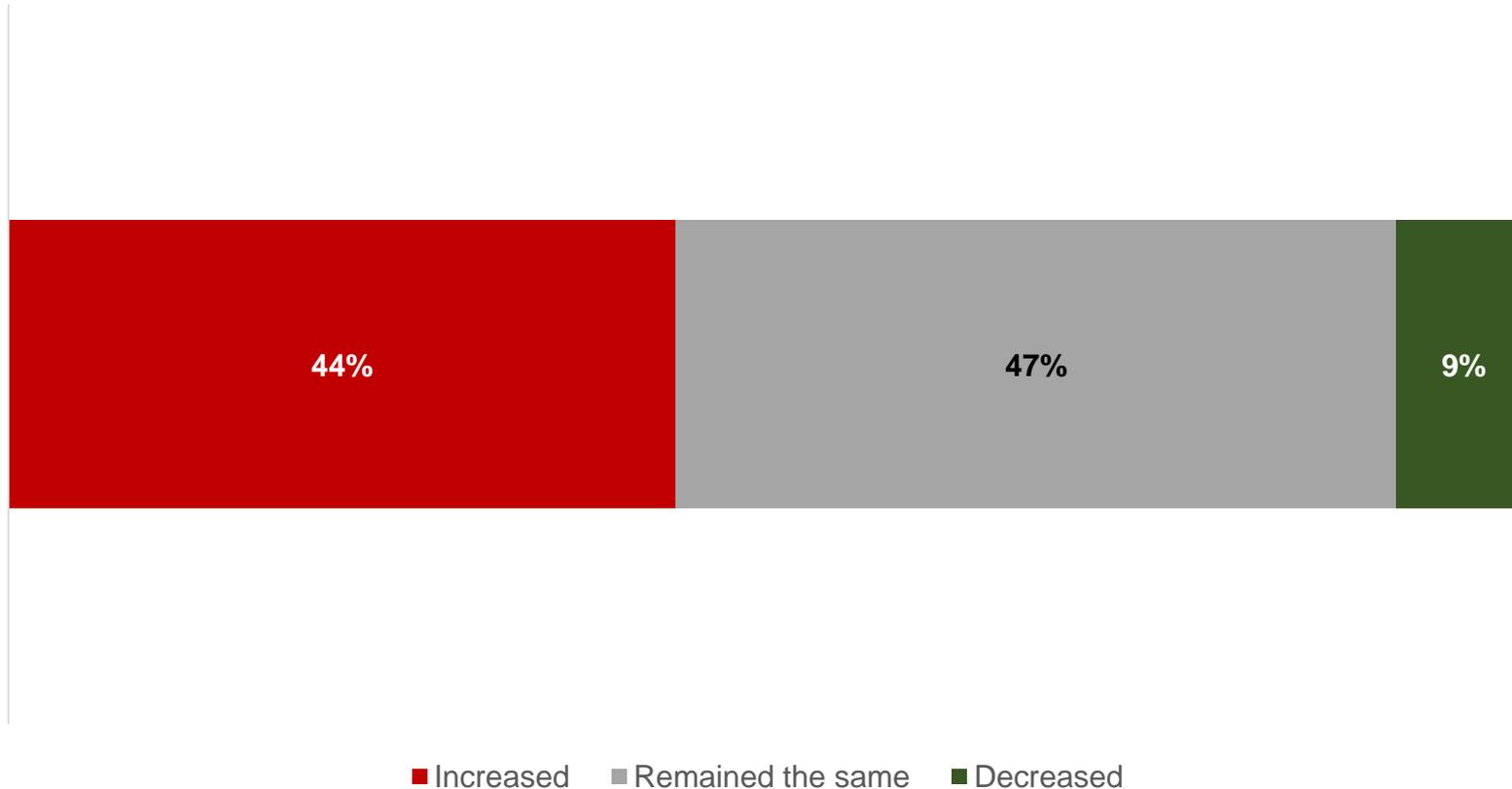
Residents' perception on safety in local parks varies significantly between daylight and night, with fewer residents seeing local parks as a safe location at night than in daylight.

Q9. For each of the following, please use the scale of 1 to 5 where 1 means you feel very unsafe and 5 means you feel very safe. How safe do you feel in Windsor?
 Framework: All respondents



Level of Crime in Neighbourhood

There is a near split between Windsor residents who think that the level of crime in their neighbourhood has remained the same (47%) and those who think the level of crime increased (44%) in the past 1 to 2 years.



More than half of the residents aged 35 and 54 (53%) perceived an increased crime rate in the neighbourhood compared to residents aged 16 to 34 years and 75 years and over (39%, 30% respectively).

Meanwhile, residents aged 75 and older (63%) tend to believe that crime rates remain to be the same compared to residents aged 35 to 54 years, and 55 to 74 years (42%, 45% respectively).

Female residents (49%) tend to think that the level of crime increased in the neighbourhood than male residents (37%).

Residents who do not feel safe living in the city (83%) are more likely to observe that the level of crime in the city increased compared to those who observed otherwise (36%).

Q12. During the past one to two years, do you think that the level of crime in your neighbourhood has ...?

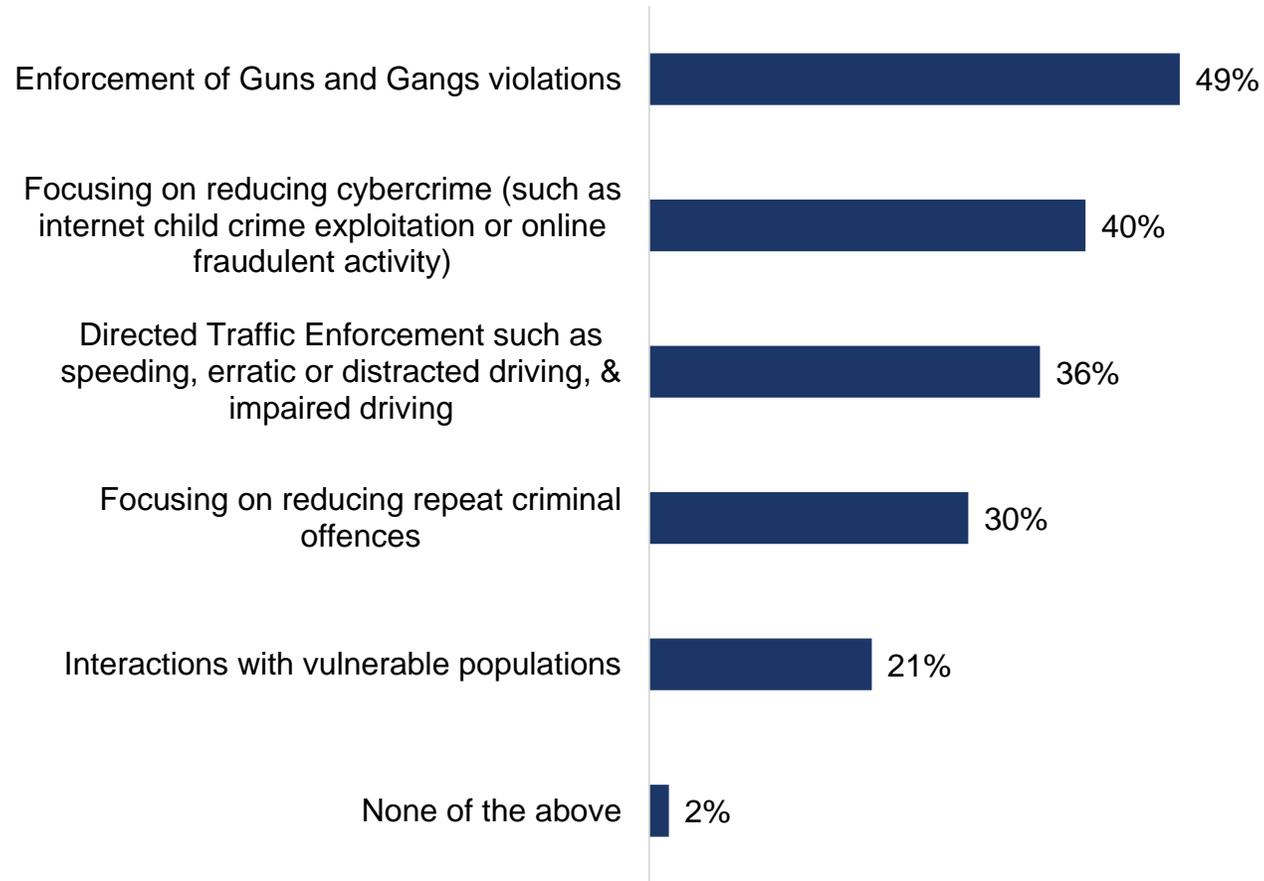
Sample Size: n=641

Framework: All respondents (Excluding Don't Know)



Strategies to Enhance Public Safety

Guns and gangs violations enforcement (49%) and cybercrime reduction (40%) were identified by nearly half of the Windsor residents as the top 2 strategies the Windsor Police Service should continue for enhancing public safety.



Residents who do not feel safe living in the city (40%) were more likely to cite focusing on reducing repeat criminal offences as a focus area on enhancing public safety versus residents who feel safe living in the city (27%).

Directed traffic enforcement was also more identified as a focus area on public safety enhancement among residents who are aged 75 years and older (49%) compared to those aged 35 to 54 years and 55 to 74 years (each at 35%), and male residents (41%) compared to female residents (32%).

Q29. Of the following types of strategies, which TWO would you most like to see the Windsor Police Service continue to enhance public safety?

Sample Size: n=655

Framework: All respondents (Excluding Don't Know)



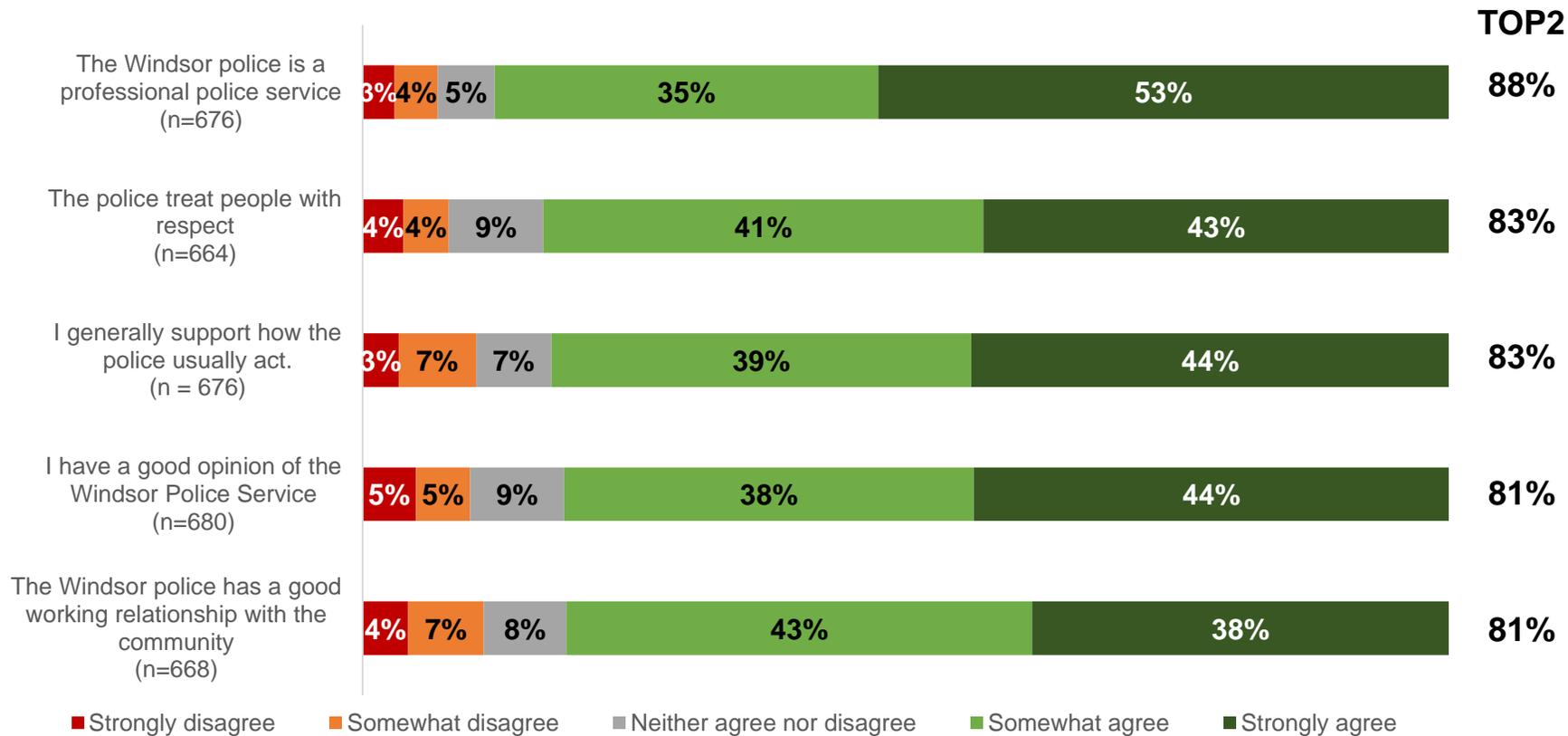
Detailed Findings

Opinions of the Police



Perception of Police

Windsor residents tend to have a positive opinion of the Windsor Police Service. Nearly 9 in 10 residents (TOP2: 88%) perceive the Windsor police as a professional police service.



Majority of the residents agree that the Windsor police treat people with respect (TOP2: 83%), and have a good working relationship with the community (TOP2: 81%). As such, residents tend to support police activities (TOP2: 83%) and have a good opinion of its services overall (TOP2: 81%).

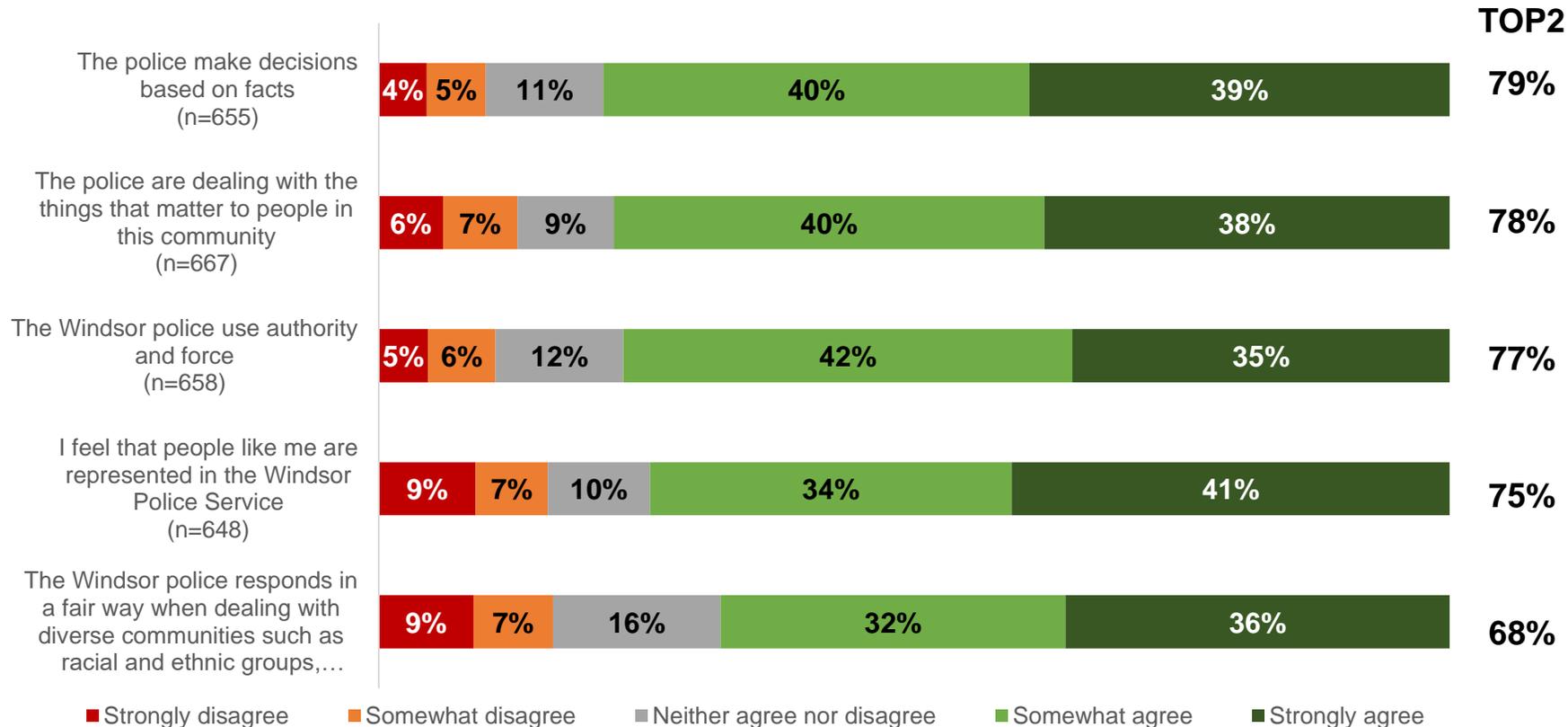
Residents aged 75 years and older (TOP2: between 93% to 97%) are more likely to agree with these statements compared to residents younger than them (TOP2: between 74% to 89%).

Q1/Q7. When you think about the Windsor Police Service, to what extent do you agree or disagree with each of the following statements?
 Framework: All respondents (Excluding Don't Know)



Perception of Police (cont'd)

Only 2 in 3 (TOP2: 68%) residents agree that the Windsor police responds in a fair way when dealing with diverse communities.



Residents who feel safe in the city overall also tend to have more positive perceptions of the police (TOP2: 86%) compared to residents who feel unsafe (TOP2: 57%).

BIPOC residents are not as likely to say they feel represented in the Windsor Police (TOP2: 63%) compared to White residents (TOP2: 81%).

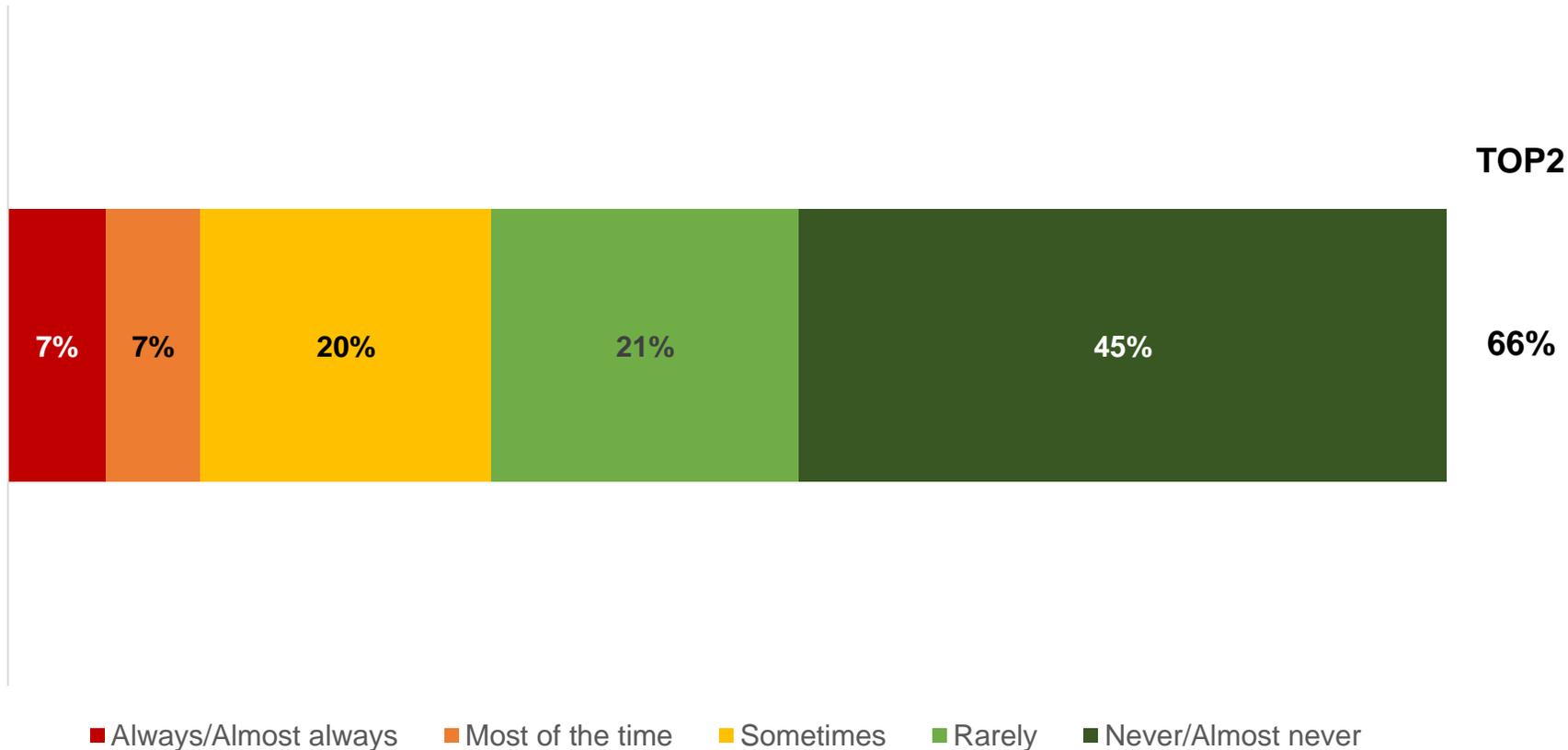
Female residents are less likely to say the police responds in a fair way when dealing with diverse communities (TOP2: 62%) compared to male residents (TOP2: 75%).

Q1/Q7. When you think about the Windsor Police Service, to what extent do you agree or disagree with each of the following statements?
 Framework: All respondents (Excluding Don't Know)



Police Exceeding Authority

While 1 in 5 residents (BTM2: 13%) say the police in their neighbourhood exceed their authority, the plurality of the residents (45%) believe that the police almost never, if not never at all, exceed their authority.



TOP2

66%

Residents aged 75 years and older (TOP2: 75%) tend to perceive that the police almost never exceed their authority compared to those aged 16 and 34 years (TOP2: 60%).

BIPOC residents (BTM2: 19%) tend to find the police exceeding their authority compared to White residents (BTM2: 11%).

Residents who feel safe living in the city of Windsor are less likely to find the police exceeding their authority (TOP2: 71%) compared to those who don't feel safe in the city (TOP2: 41%)

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

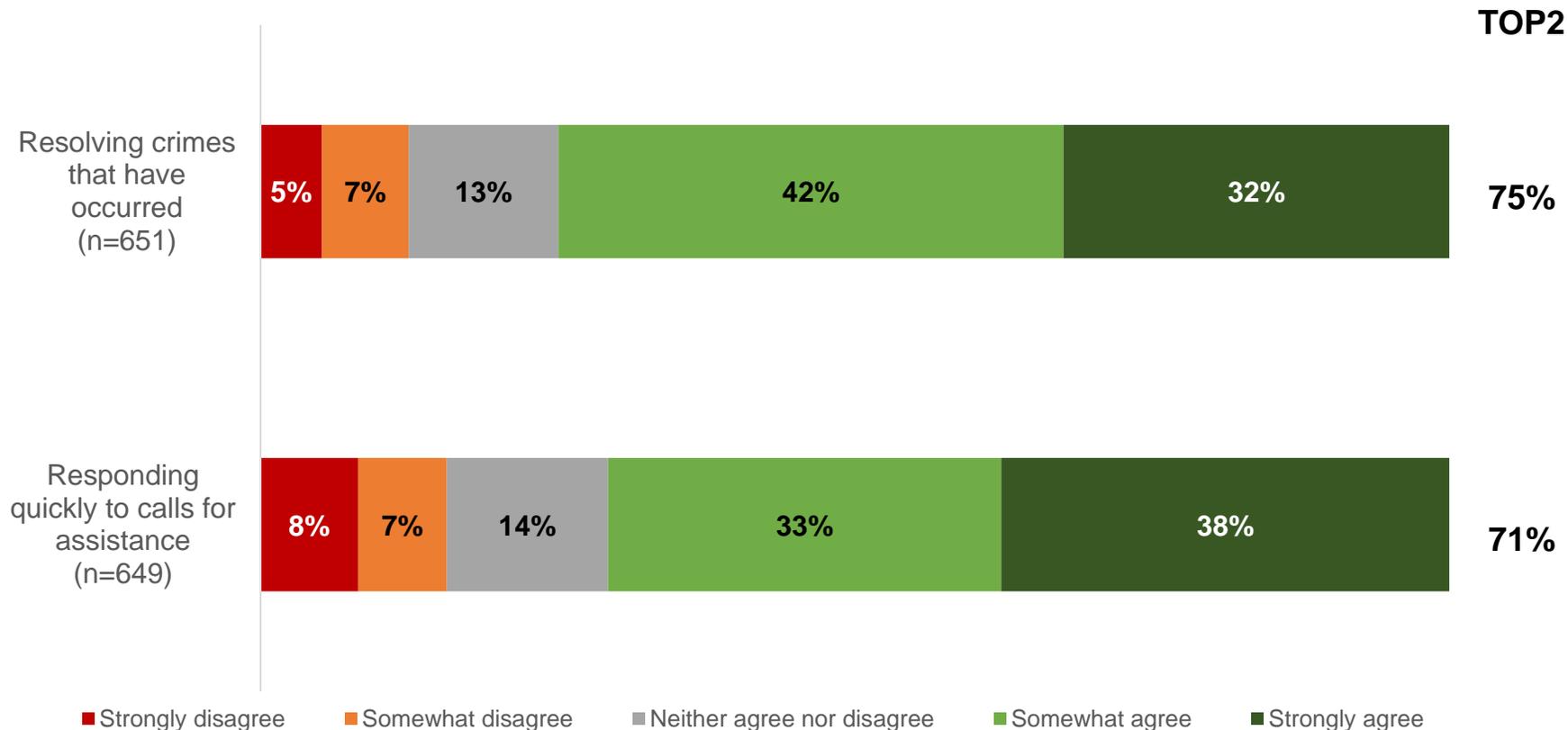
Sample Size: n=587

Framework: All respondents (Excluding Don't Know)



Police Qualities

At least 7 in 10 residents agree that the Windsor Police Service is effective at resolving crimes that occurred (TOP2: 75%), and at responding quickly to calls for assistance (TOP2: 71%) .



TOP2

Among Windsor residents, people aged 75 years and older tend to agree most that the Windsor Police is effective both at resolving crimes (TOP2: 86%) and responding quickly to calls for assistance (TOP2: 88%) compared to residents aged 16-34 years (TOP2: 73%, 63% respectively), and 35-54 years (TOP2: 72%, 70% respectively).

Residents who perceive that the police treat people with respect also tend to agree that the police is effective on both qualities (TOP2: 83%, 77% respectively) compared to their counterpart (TOP2: 30%, 41% respectively).

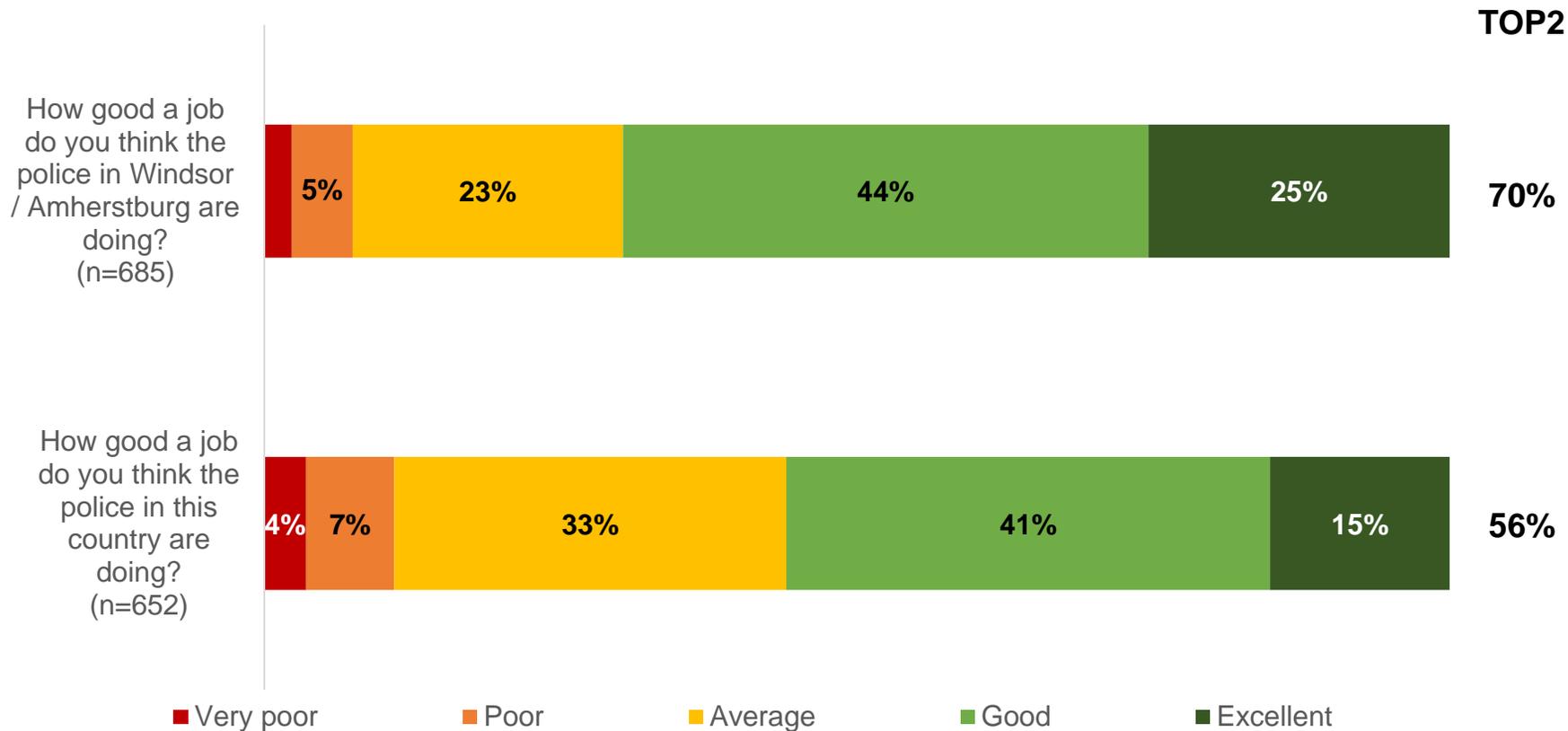
In addition, residents who generally feel safe living in the city of Windsor also find the police as effective on these qualities (TOP2: 82%, 77% respectively) as against those who feel otherwise (TOP2: 47%, 51% respectively).

Q3. In general, to what extent do you agree that the Windsor Police Service is effective at:
 Framework: All respondents (Excluding Don't Know)



Windsor Police vs Canada

While more than half of the residents (TOP2: 56%) believe that the police in Canada are doing a good or excellent job, 7 in 10 (TOP2: 70%) residents believe that the Windsor Police are doing a better job compared to the police in Canada in general.



Residents aged 75 years and older feels positive towards the Windsor Police's performance (TOP2: 88%) relative to other age groups (TOP2: between 66% to 73%).

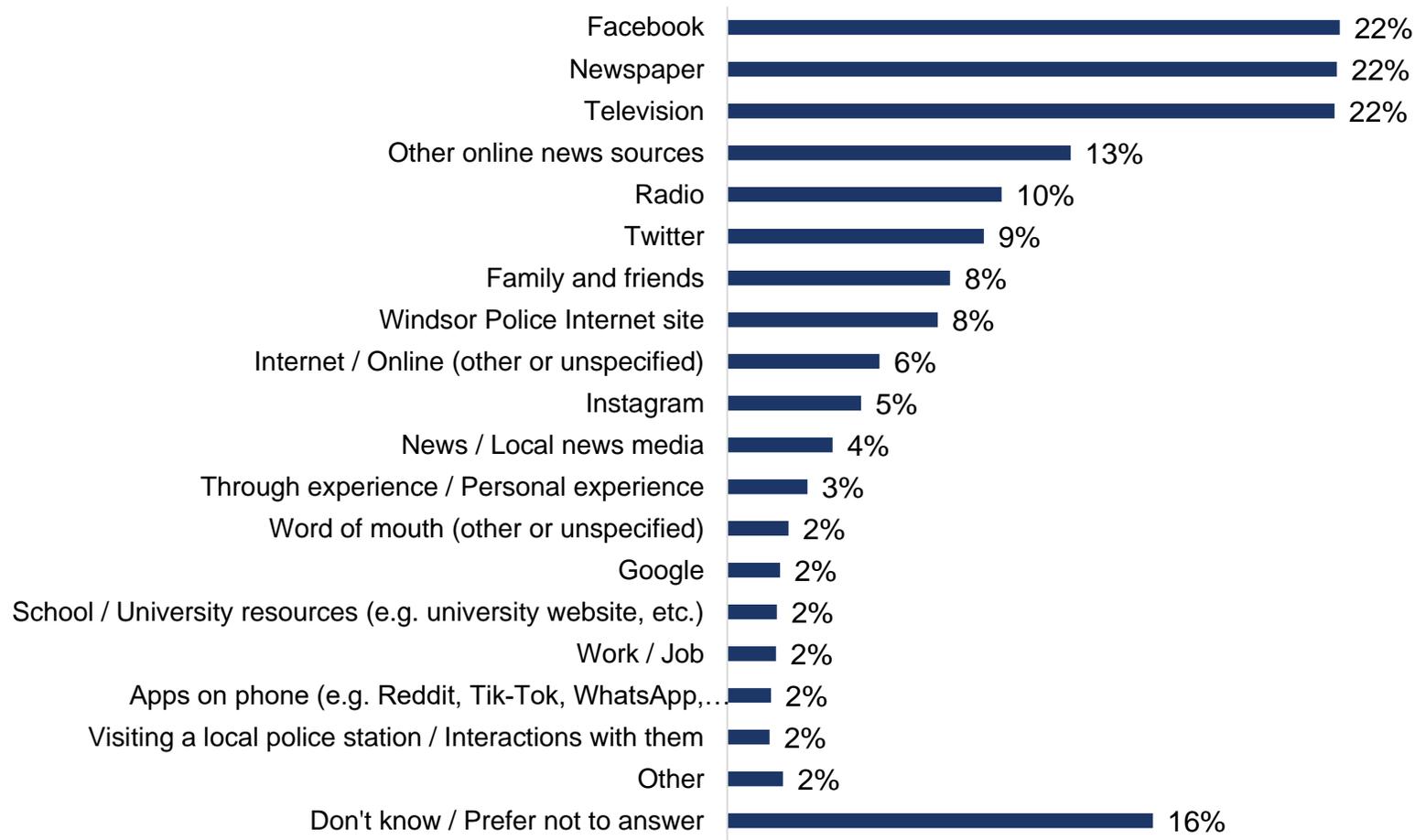
Residents who feel safe living in the City of Windsor also agree that both the Windsor Police and the police in Canada (TOP2: 77%, 63% respectively) are doing a good job compared to residents who feel otherwise (TOP2: 39%, 26% respectively) .

Residents who do not agree that the police treat people with respect tend to disagree on both the Windsor Police and police of Canada's job performance (BTM2: 40%, 44% respectively) compared to their counterpart group (BTM2: 2%, 6% respectively).

Q4 Taking everything into account, how good a job do you think the police in Windsor are doing? / Q5. Taking everything into account, how good a job do you think the police in this country are doing? (Categories <3% not labelled)
 Framework: All respondents (Excluding Don't Know)

Sources of Information

Facebook, newspaper, and television (each at 22%) are the residents' primary sources of information about Windsor Police Service's activity, programs and services.



Newspaper and television appear to be the primary sources of information for residents aged 75 years and older (52%, 43% respectively) compared to residents aged 16-34 years (17%, 19%) and aged 35-54 years (13%, 17%).

Facebook is the primary source for residents aged 35 to 54 years (31%) and 16 to 34 years (28%) compared to residents aged 75 years and older (5%).

Residents aged 55 to 74 years (16%) and 35 to 54 years (15%) also turn to other online news sources for more information more than those aged 16 to 34 (8%).

Windsor Police Internet site appears to appeal more to people aged 35 to 54 years (10%) compared to people aged 75 years and older (3%).

Q15. What are your primary sources of information about the activity, programs and services provided by the Windsor Police Service?

(Mentions <2% not shown)

Sample Size: n=687

Framework: All respondents



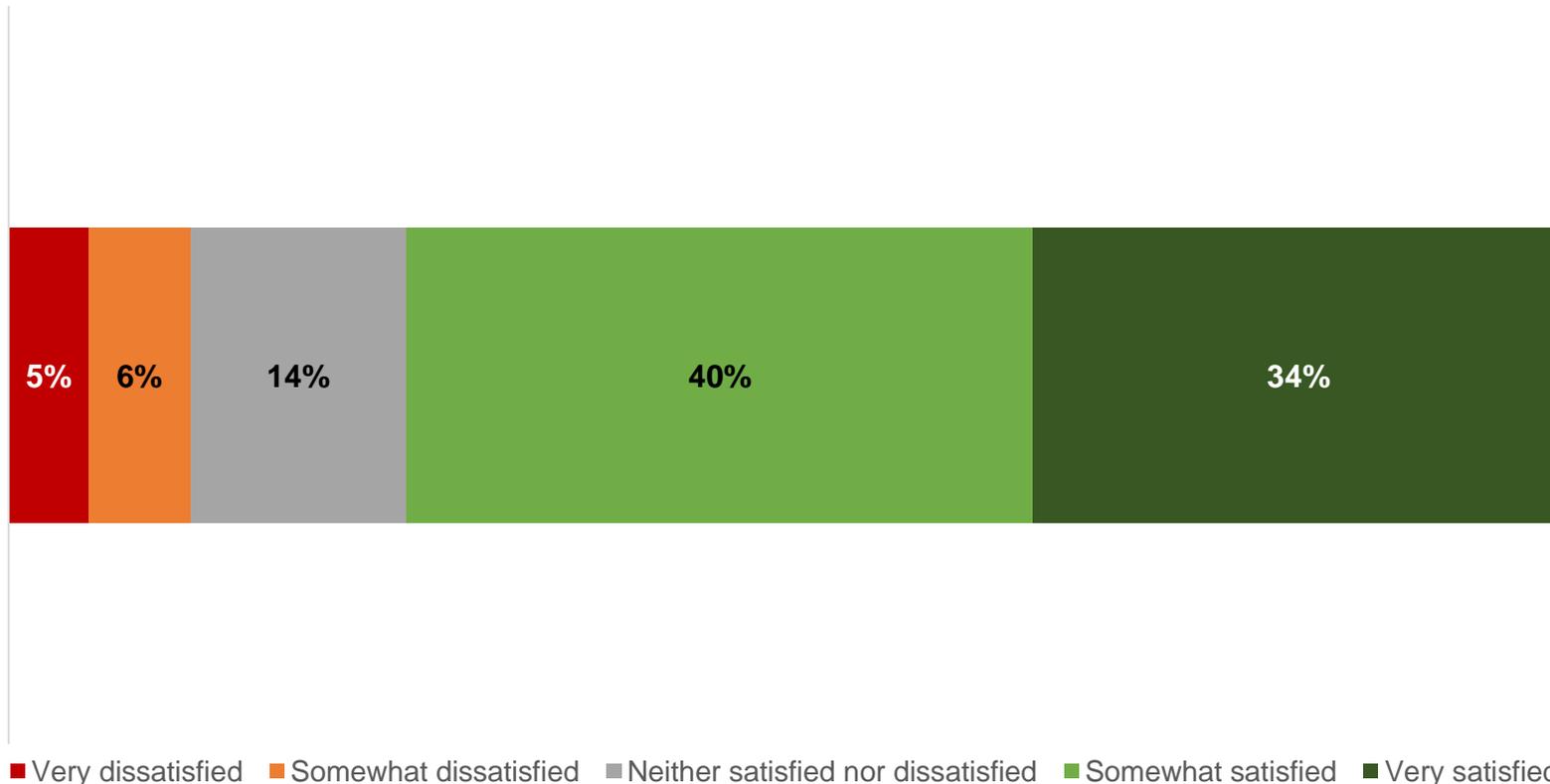
Detailed Findings

Police Services



Overall Satisfaction

Nearly three quarters (74%) are satisfied with Windsor police's overall performance.



TOP2

74%

Residents who are satisfied with the Windsor Police's overall performance tend to belong to the age groups 75 years and older (TOP2: 97%), and 55 to 74 years (TOP2: 77%) compared to those belonging to the age group between 16 to 34 years (TOP2: 67%).

Residents who feel safe living in the city of Windsor are also satisfied on the police's overall performance (TOP2: 80%) compared to those who feel otherwise (TOP2: 55%).

Residents aged 16 to 34 years (BTM2: 16%) tend to be more dissatisfied on Windsor police's overall performance compared to those aged between 55 to 74 years, and over 75 years (BTM2: 8%, 1% respectively). The same is true for residents who feel unsafe in the city (BTM2: 29%) versus those who feel otherwise (BTM2: 9%).

NEWQ17. How satisfied are you with the overall performance of the Windsor police?

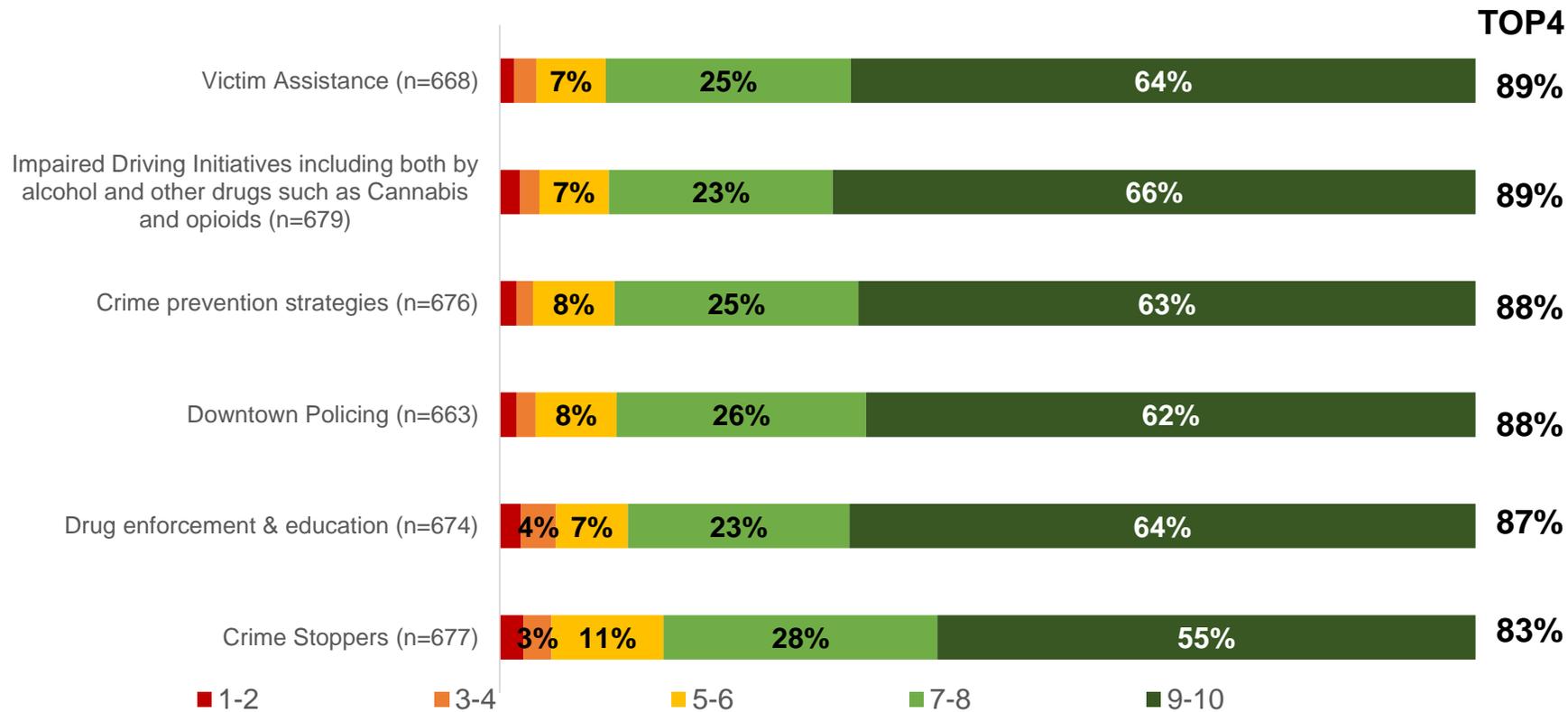
Sample Size: n=682

Framework: All respondents



Importance of Police Services

While all of the police services are important to the majority of the residents, nearly 9 out of 10 residents say victim assistance (TOP4: 89%) and impaired driving initiatives (TOP4: 89%) are the most important police services in the City of Windsor.



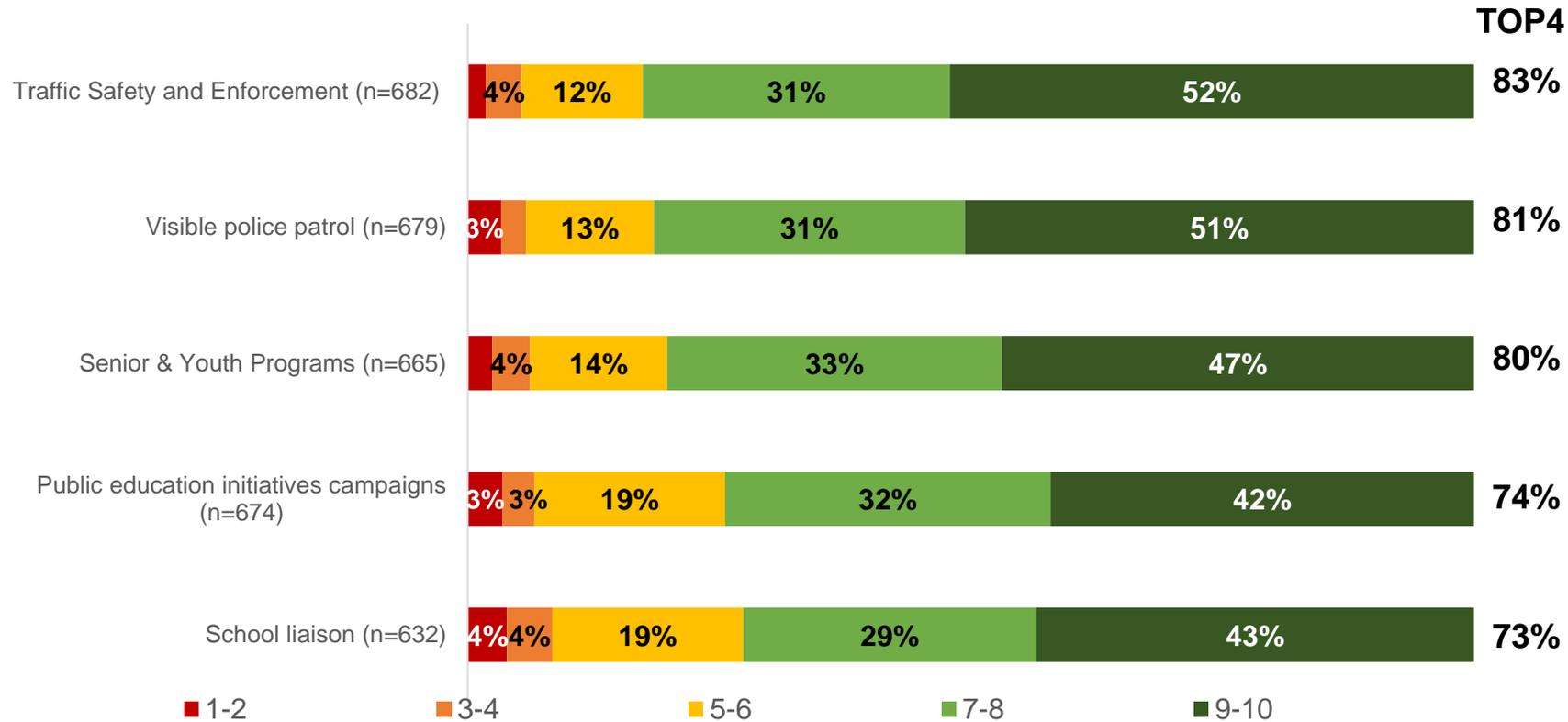
Women view impaired driving initiatives (TOP4: 92%), drug enforcement (TOP4: 90%) and Crime Stoppers (TOP4: 87%) more important than men (TOP4: 85%, 84%, 79% respectively).

Q19. While you may not have had direct experience with the following services, how important are each of the following to you as a resident of Windsor. Please use the scale of 1 to 10 where 1 means not at all important and 10 means very important. You may use a 1 or a 10 or any number in between. How important is: (Categories <3% not labelled)
 Sample Size: Shown in chart above
 Framework: All respondents (Excluding Don't Know)



Importance of Police Services (cont'd)

Most residents also find other police services to be important with at least 8 in 10 saying so. About 3 in 4 say public education initiative campaigns (TOP2: 74%) and school liaisons (TOP2: 73%) are important.



Of these, residents aged 75 years and older (TOP4: 82%) see school liaison as important compared to younger residents under 35 (TOP4: 69%)

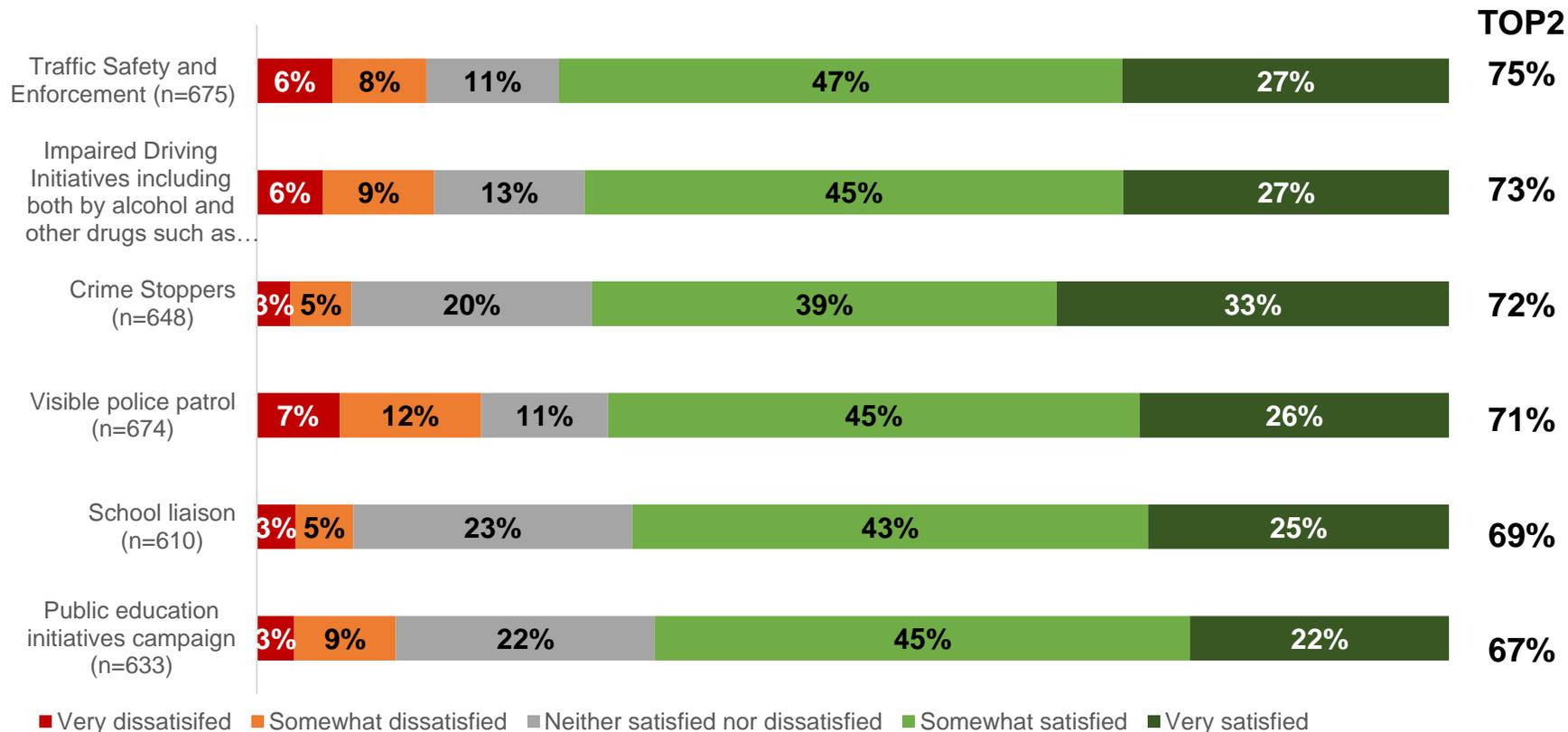
Meanwhile, public education initiative campaigns are deemed more important by residents aged 55 to 74 years (TOP4: 80%) than those aged 35 to 54 years (TOP4: 68%).

Q19. While you may not have had direct experience with the following services, how important are each of the following to you as a resident of Windsor. Please use the scale of 1 to 10 where 1 means not at all important and 10 means very important. You may use a 1 or a 10 or any number in between. How important is: (Categories <3% not labelled)
 Sample Size: Shown in chart above
 Framework: All respondents (Excluding Don't Know)



Satisfaction with Police Services

While more than half of residents are generally satisfied with WPS' performance across all 11 areas, WPS' performance on traffic safety and enforcement registered having the most satisfaction all the police services for the City of Windsor.



Residents who are satisfied with the Windsor Police's traffic safety and enforcement tend to be aged 75 years and older (TOP2: 87%) and BIPOC (TOP2: 83%) compared to their counterparts (TOP2: between 69% to 77% for younger age groups, and 71% for White residents).

People who feel safe living in the city are also satisfied on the police's performance on traffic safety and enforcement (TOP2: 79%) compared to those who feel otherwise (TOP2: 58%).

Residents of colour (78%) are more satisfied with the Windsor Police's performance on police patrol visibility compared to White residents (67%).

Police performance on school liaison (TOP2: 87%) and public education initiatives (TOP2: 80%) campaign earned a positive satisfaction among residents aged 75 years and older compared to residents aged 16 to 54 years (TOP2: between 63%--67%, between 60%-67% respectively).

NEWQ20. How satisfied are you with Windsor police performance in each of the following areas? Are you very satisfied, somewhat satisfied, neither satisfied nor dissatisfied, somewhat dissatisfied, or very dissatisfied?

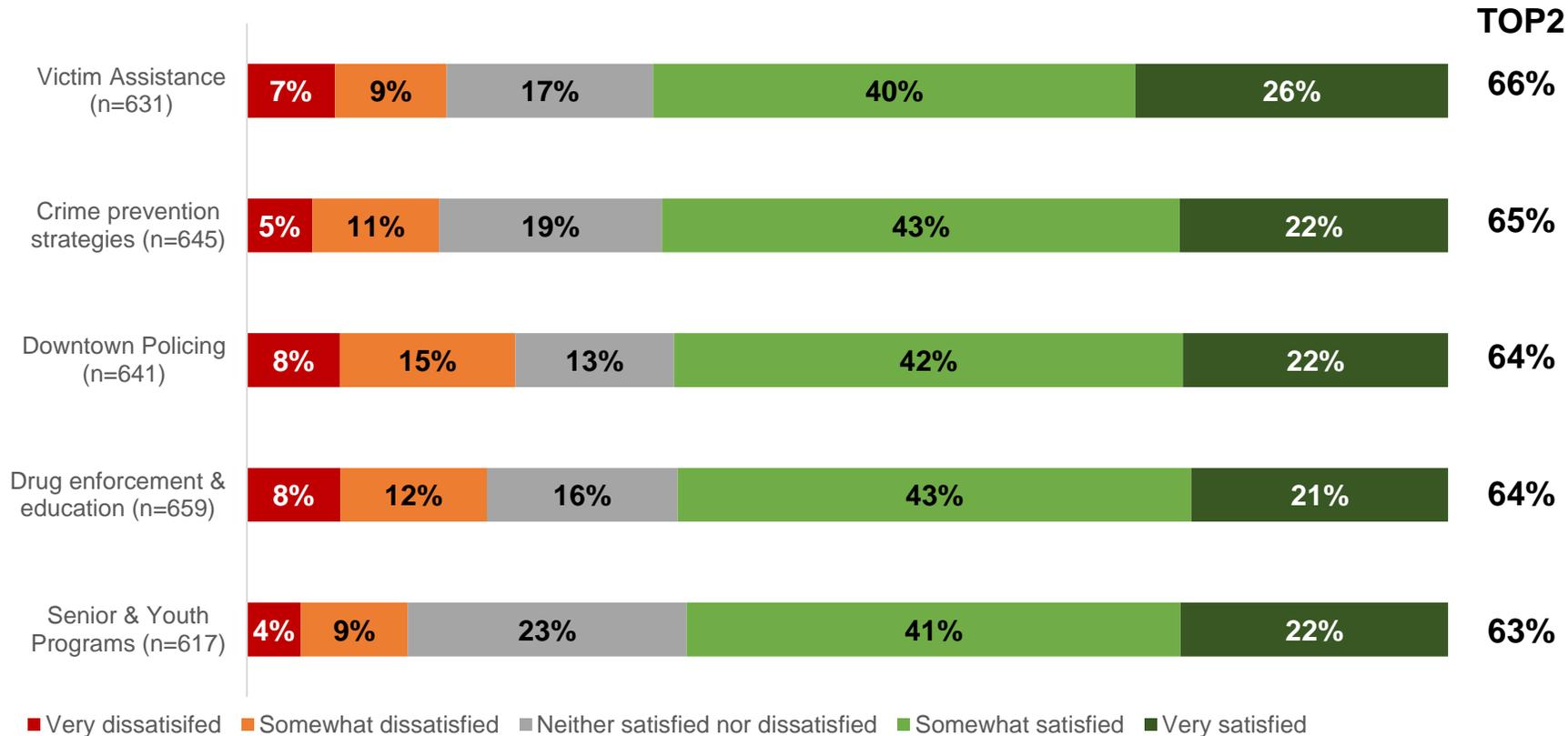
Sample Size: Shown in chart above

Framework: All respondents (Excluding Don't Know)



Satisfaction with Police Services

Only 6 out of 10 (TOP2: 63%) Windsor residents are generally satisfied with the Windsor Police Service's performance on senior and youth programs.



Residents aged 75 years and older (TOP2: 81%) tend to be more satisfied on the Windsor Police's performance on senior and youth programs compared to other age groups (TOP2: between 60% to 67%).

Windsor residents who feel safe living in the city (TOP2: 68%) are also seen to be more satisfied with the police's performance on senior & youth programs compared to their counterpart (TOP2: 47%).

NEWQ20. How satisfied are you with Windsor police performance in each of the following areas? Are you very satisfied, somewhat satisfied, neither satisfied nor dissatisfied, somewhat dissatisfied, or very dissatisfied?

Sample Size: Shown in chart above

Framework: All respondents (Excluding Don't Know)



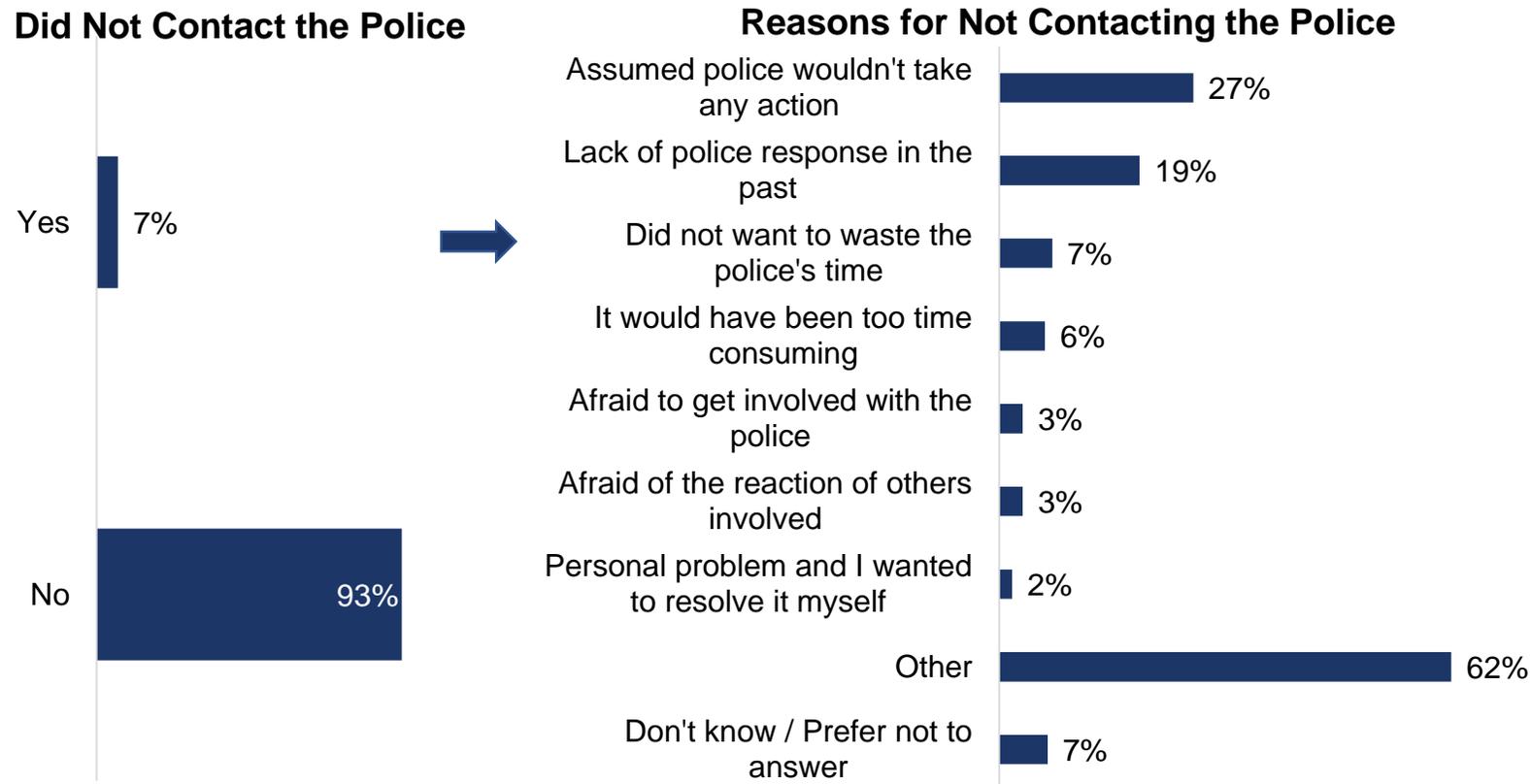
Detailed Findings

Experiences with the Police



Reporting Crime

Of the 1 in 10 (7%) residents who opted not to contact the police for police assistance, over a quarter (27%) did not because they assumed the police will not take any action.



Residents aged 55 to 64 years (52%) tend to assume the police wouldn't take any action should they choose to contact the police.

Q23. Has anything happened to you or a member of your household within the last year that required police assistance, but you did not contact the police? / Q25. Why did you or someone in your household not report the incident to the police?

Sample Size: Q23: n=680 / Q25: n= 44

Framework: Q23: All respondents / Q25: Those who had something happened to themselves or a member of their household within the last year that required police assistance, but did not contact the police

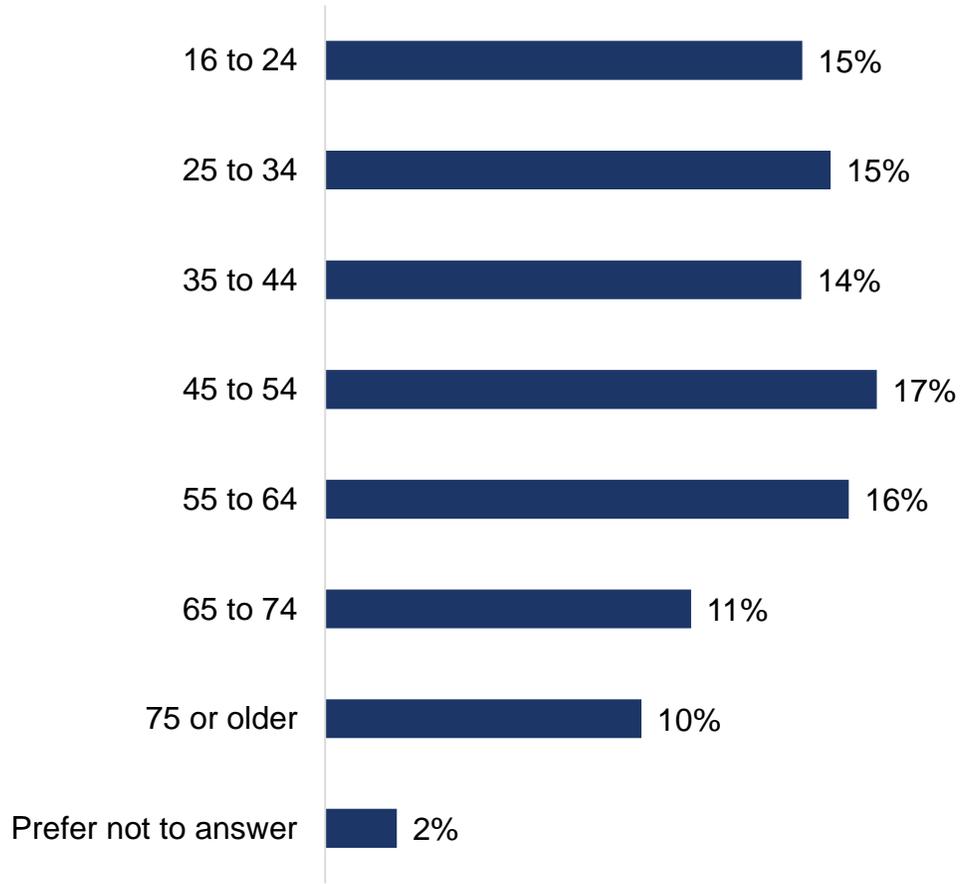


Respondent Profile



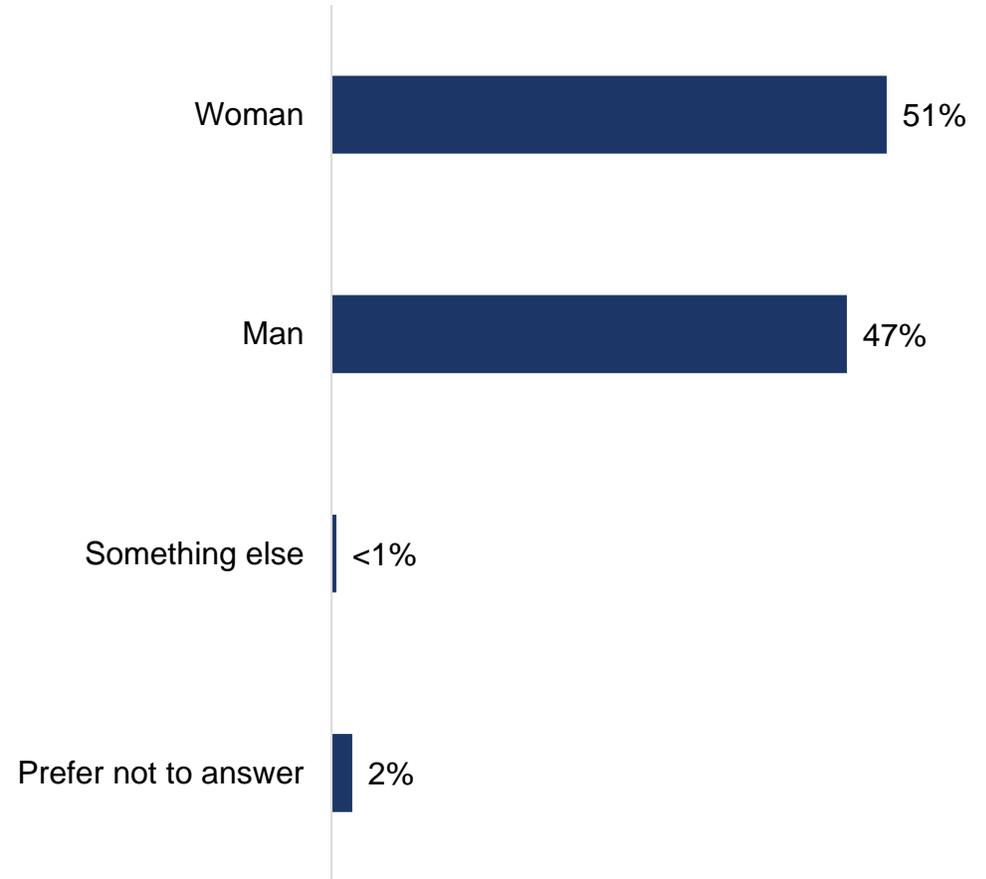
Respondent Profile

Age



Sample Size: n=687
Framework: All respondents

Gender

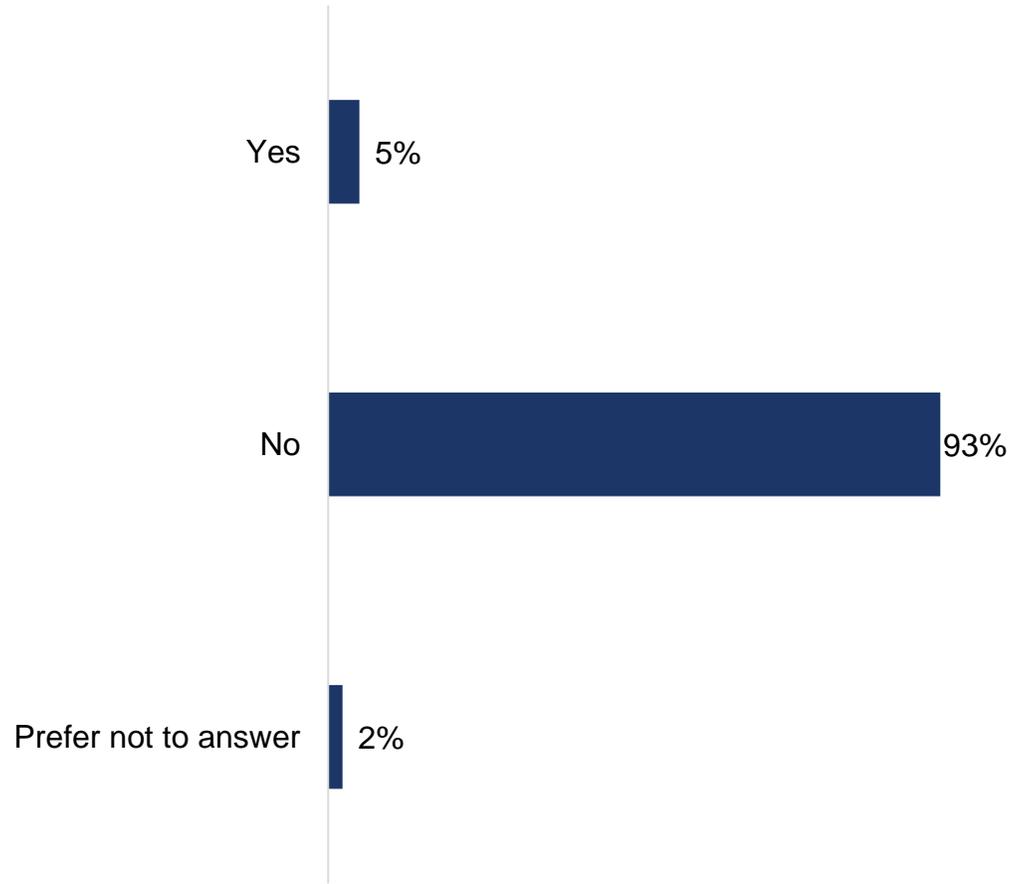


Sample Size: n=687
Framework: All respondents



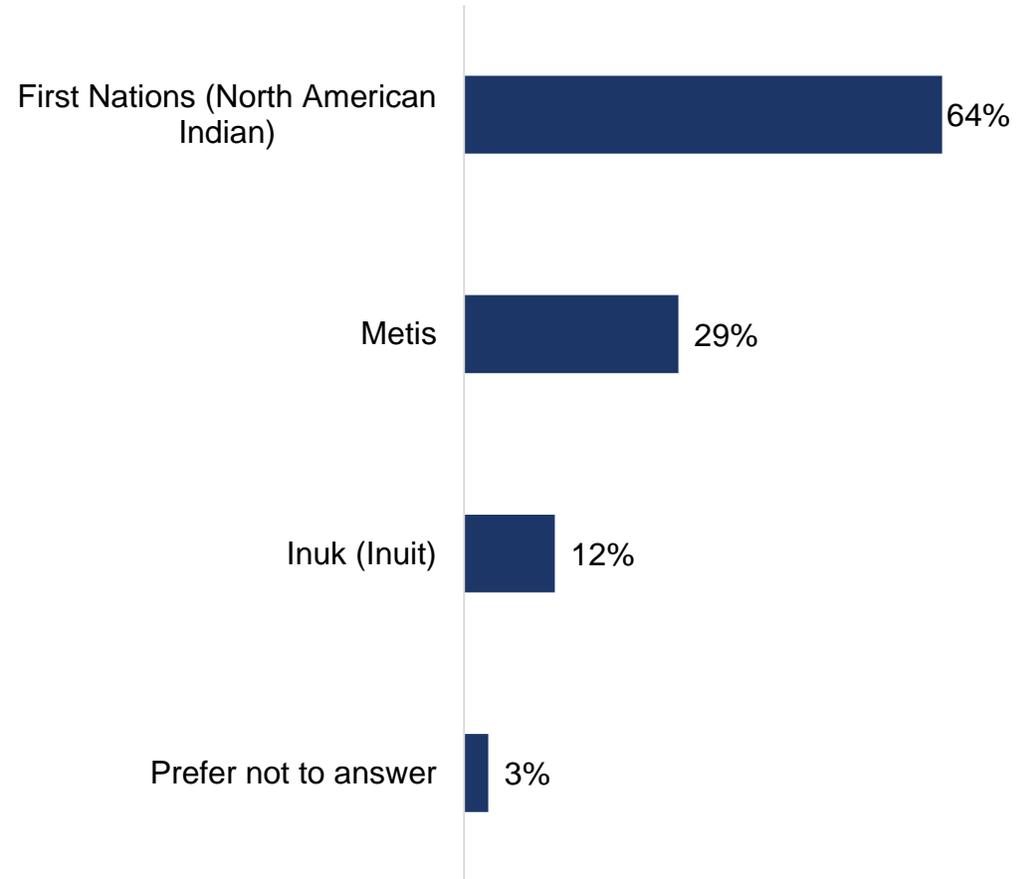
Respondent Profile

Identification to an Indigenous Group



Sample Size: n=687
Framework: All respondents

Indigenous Group Affiliation

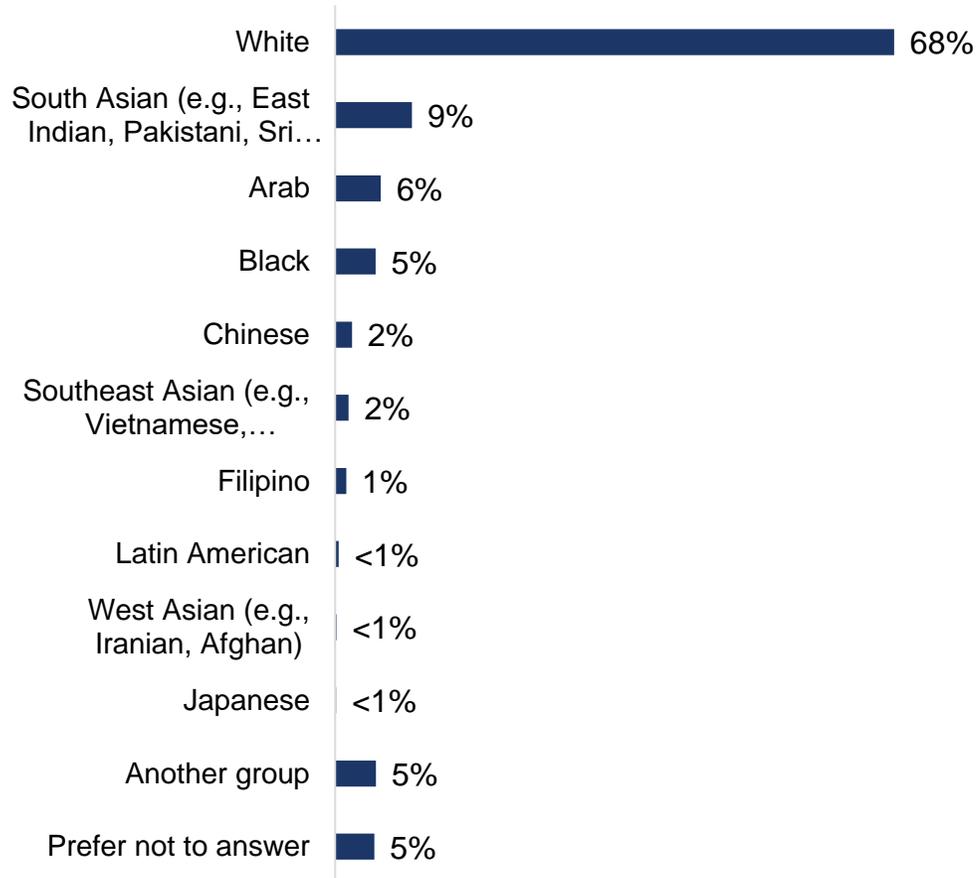


Sample Size: n=33
Framework: Those who identify as First Nations, Metis or Inuk (Inuit)



Respondent Profile

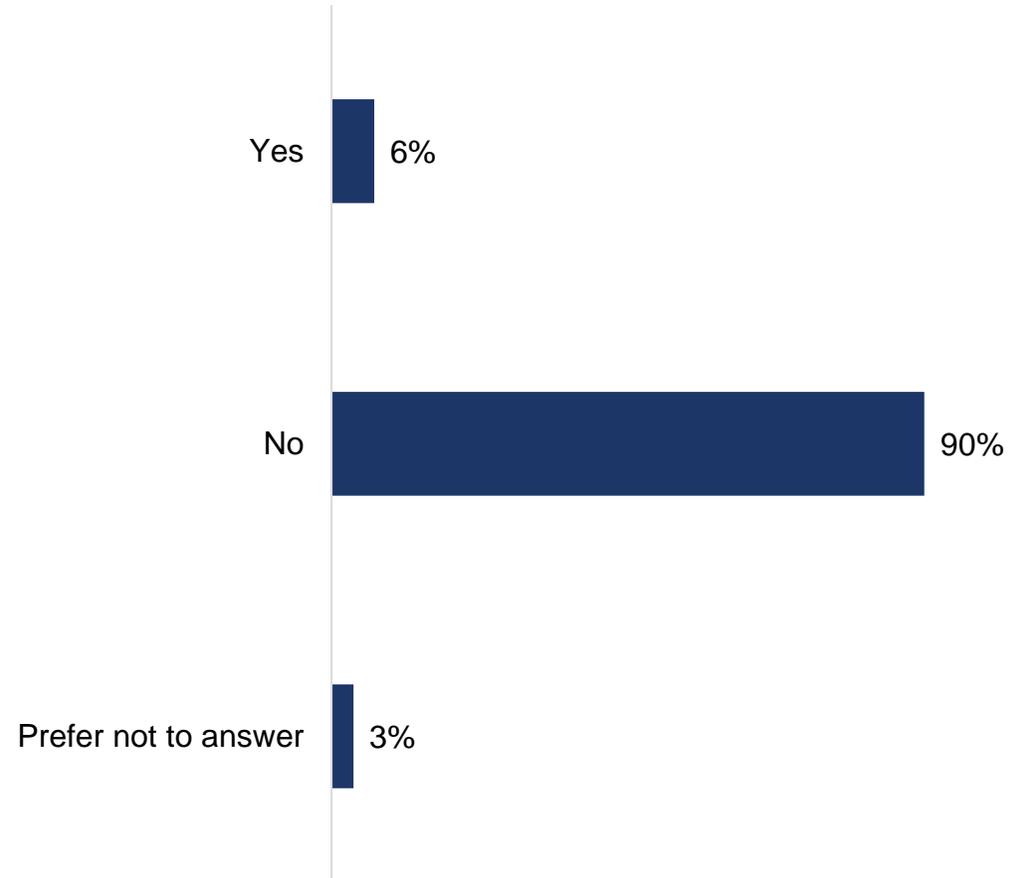
Ethnicity



Sample Size: n=654

Framework: Those who do not identify as First Nations, Metis or Inuk (Inuit)

LGBTQ2IA+ Affiliation



Sample Size: n=687

Framework: All respondents

