



YORK REGIONAL POLICE 2015 BUSINESS SURVEY HIGHLIGHTS



February 17 2016



Agenda

- Purpose of the Survey
- Methodology
- Respondent Profile
- Responses by Question
- Recommendations





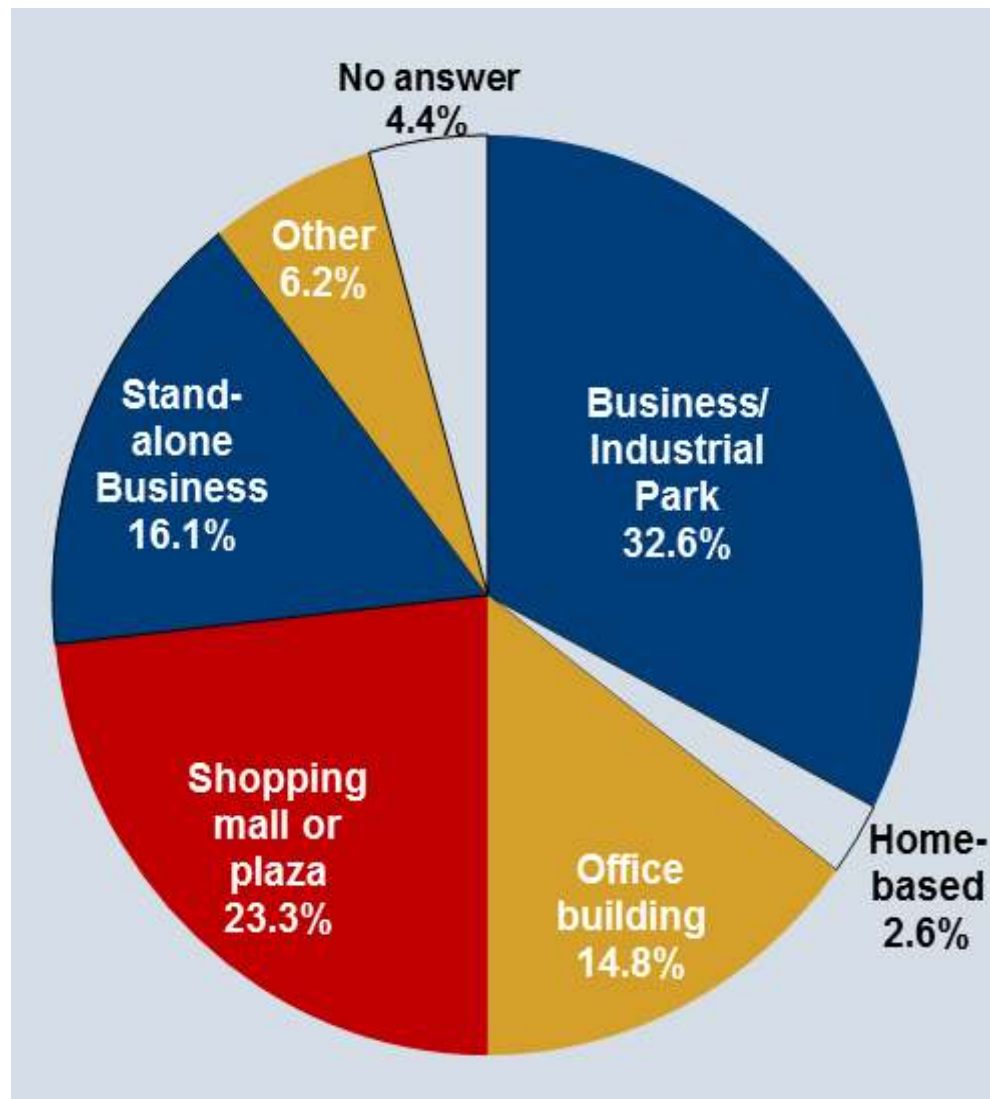
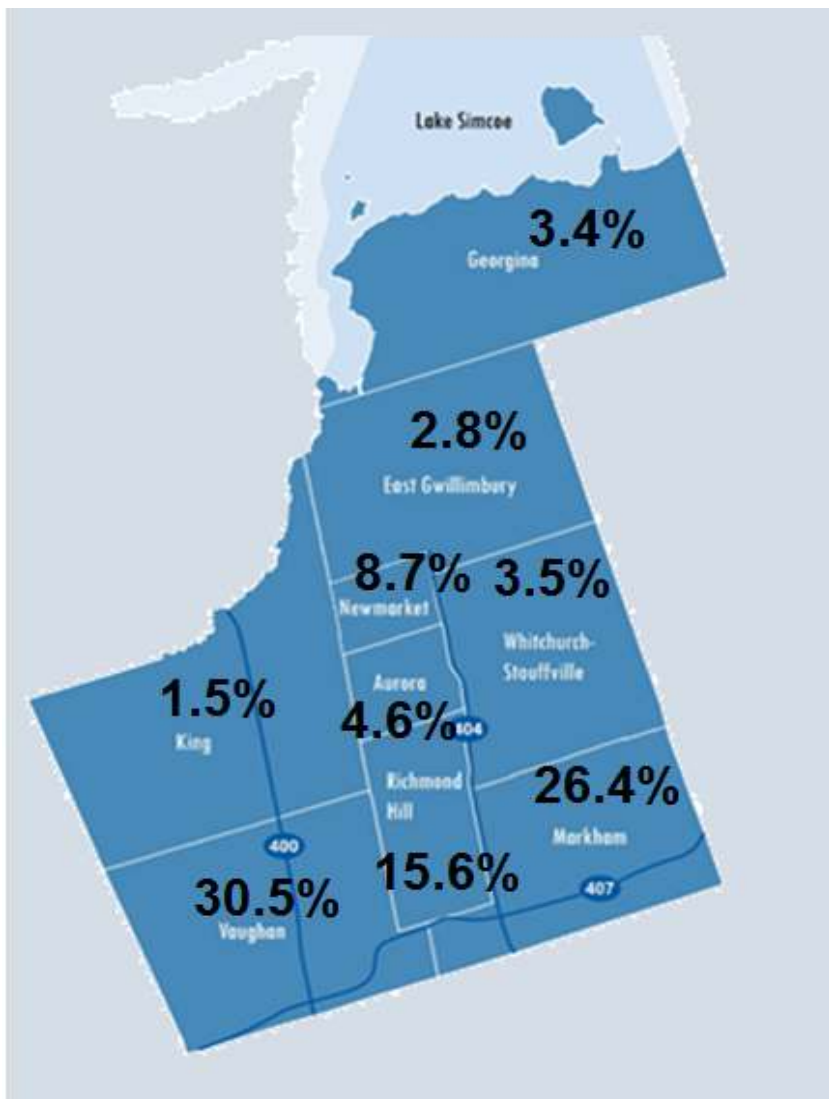
Methodology

- 6,500 surveys mailed
- 907 surveys completed
- 13.9% response rate
- Made available online and in hardcopy
- 24.4% of responses were online



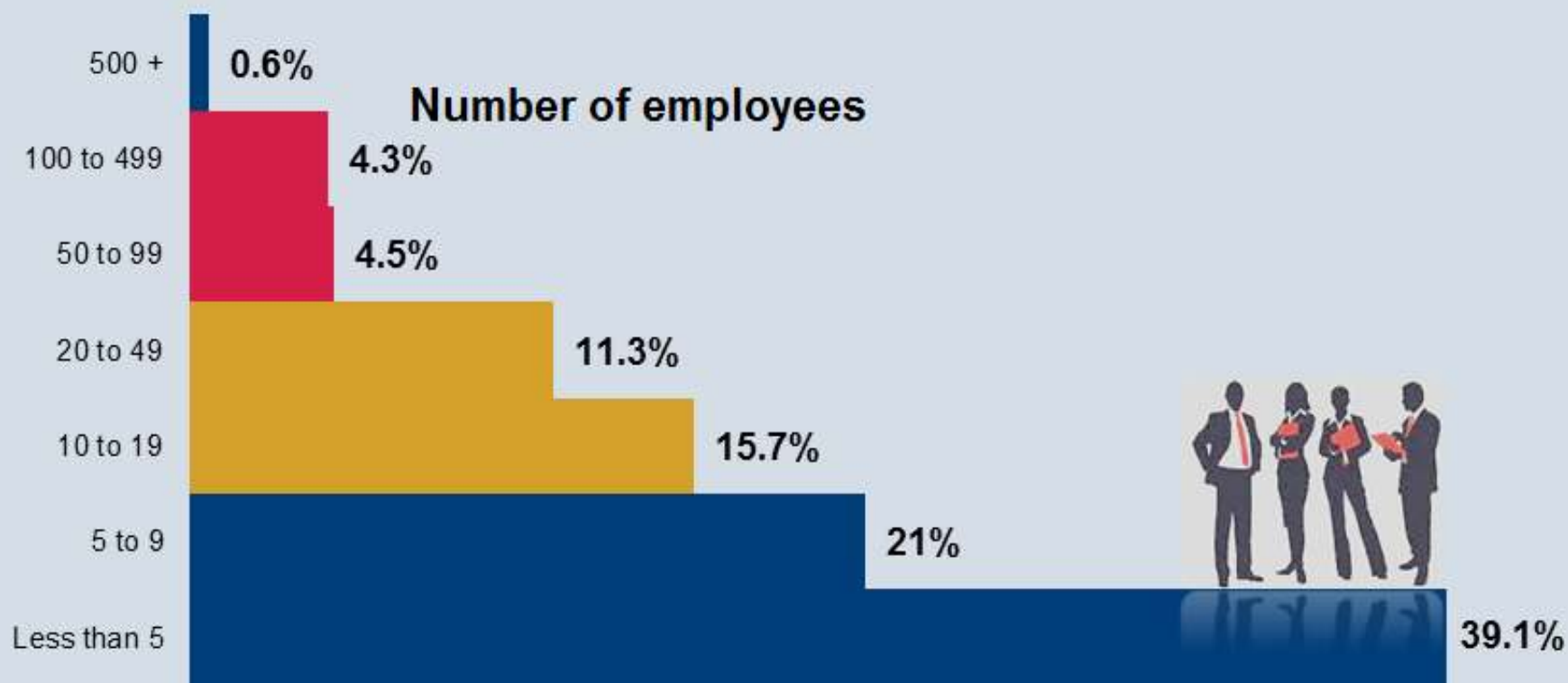


Respondent Profile



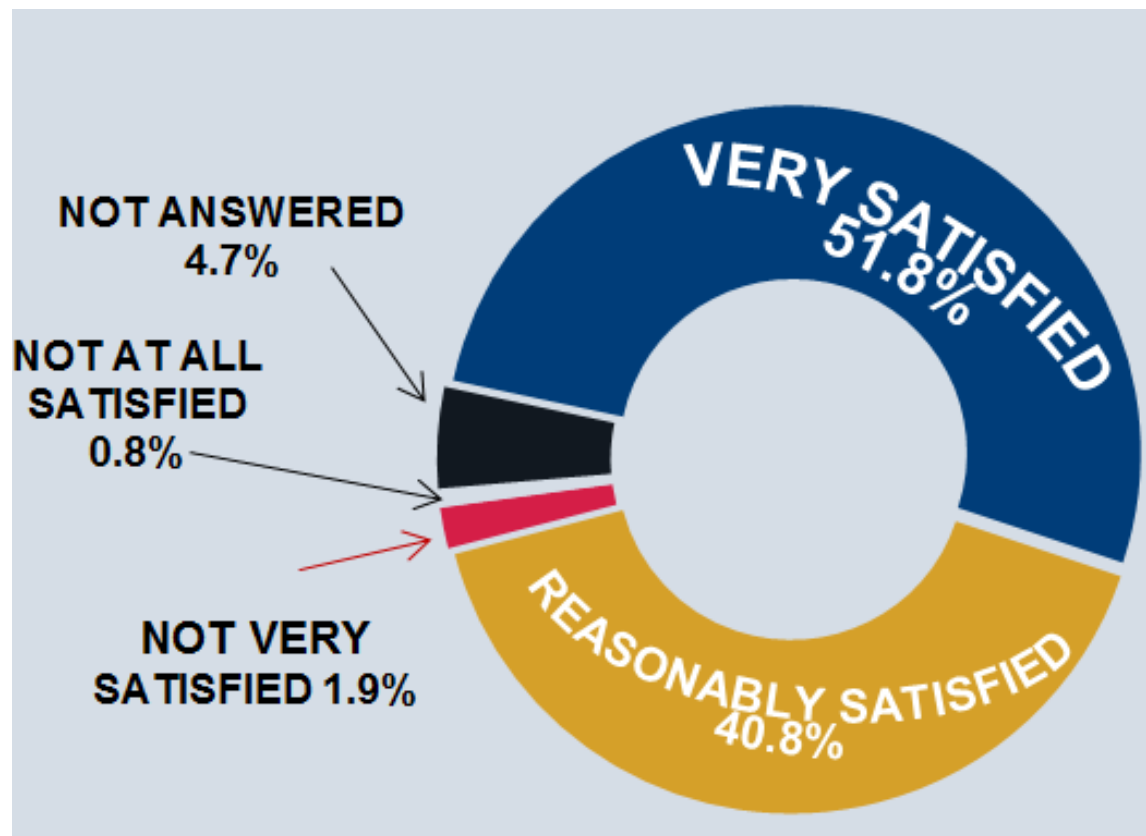


Respondent Profile (Con't)





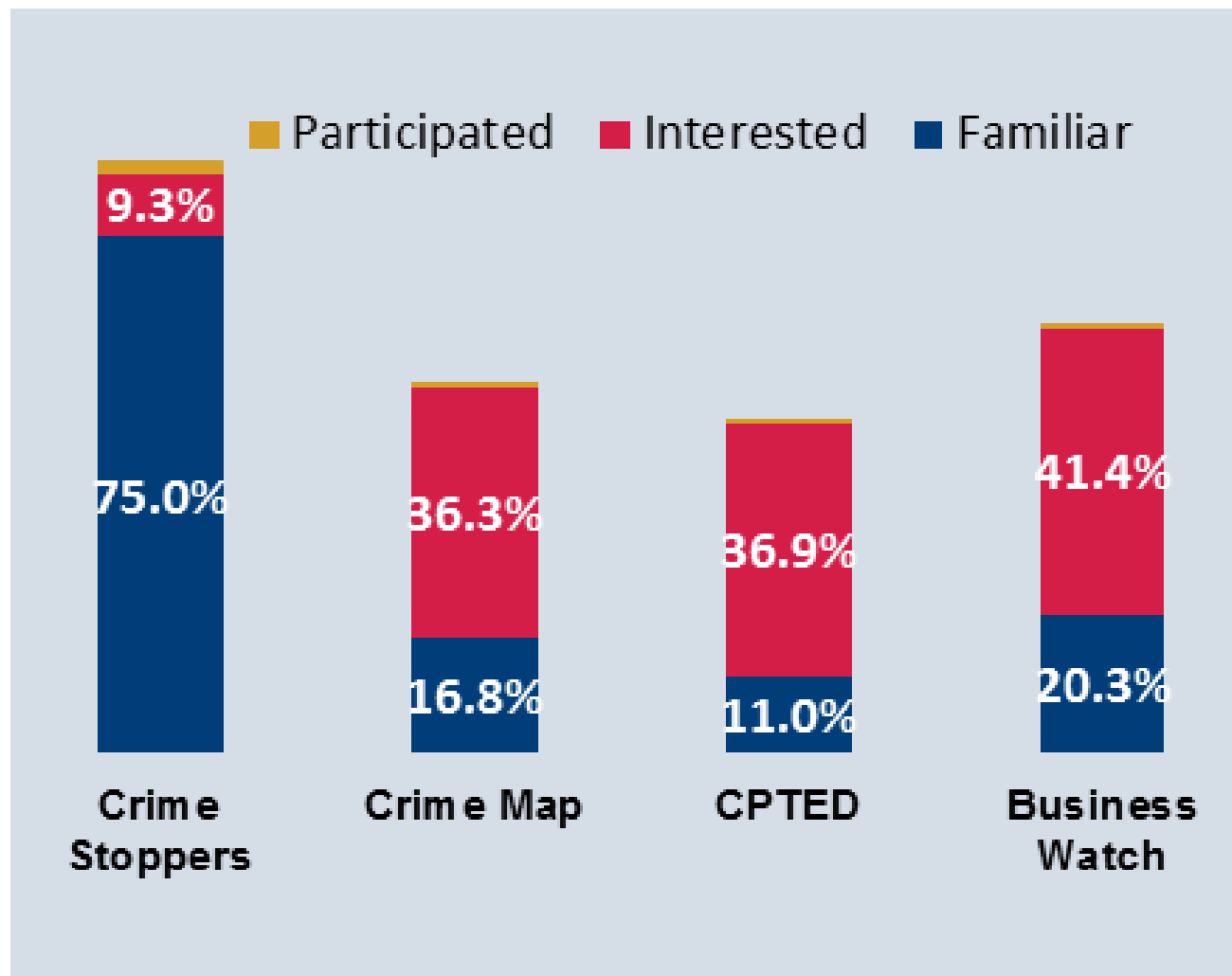
Satisfaction Rate



- 92.6% of business respondents were either very satisfied or reasonably satisfied with York Regional Police

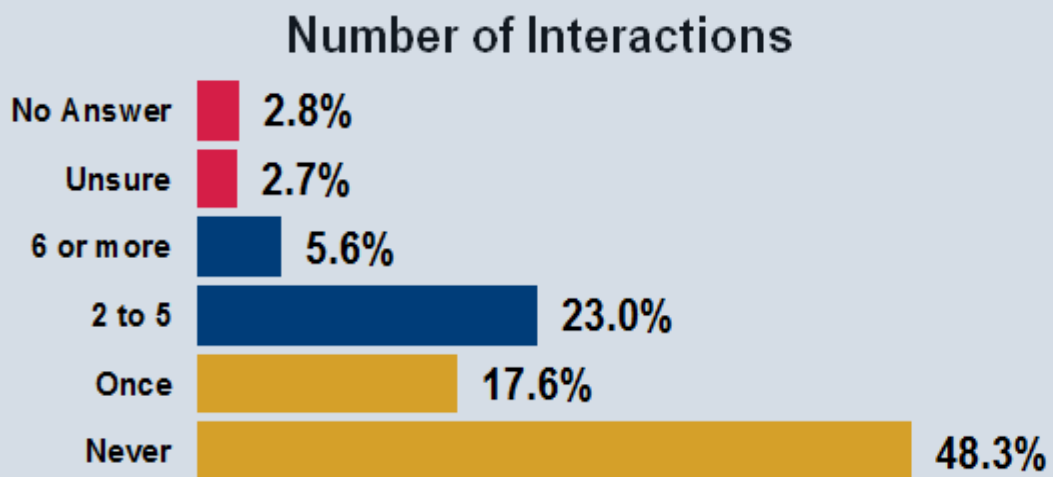


Crime Prevention Programs





Interactions with Police

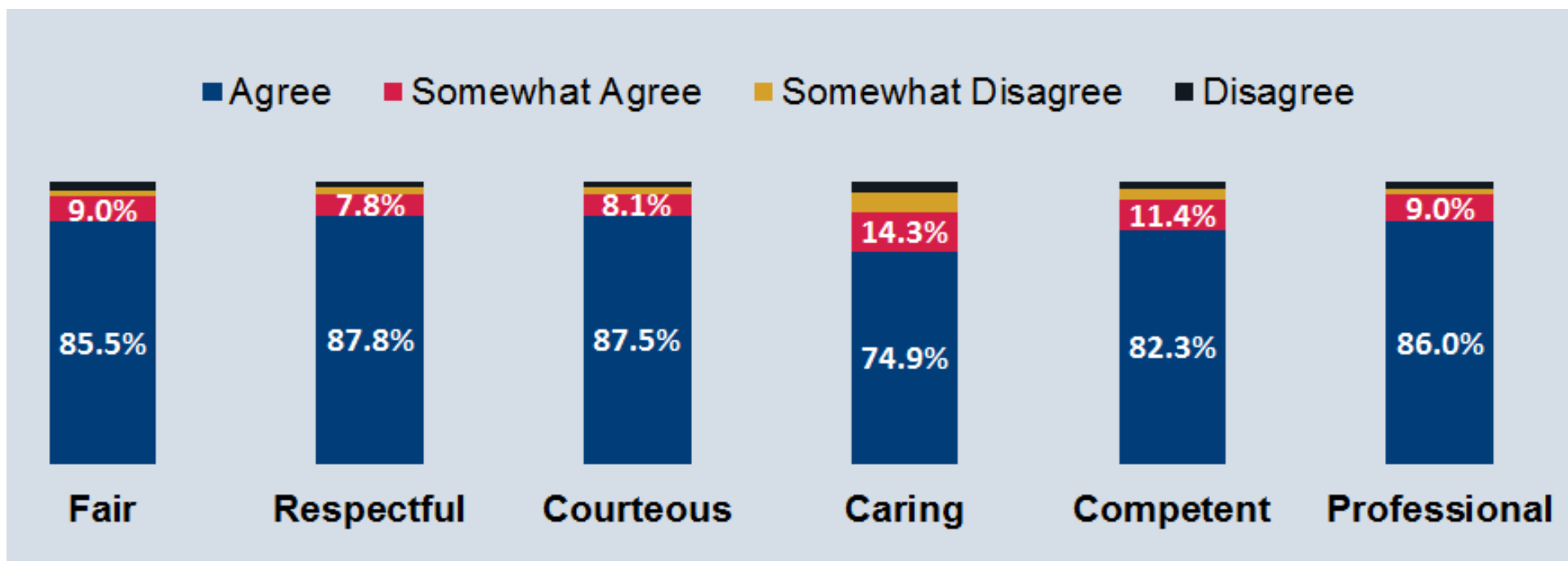


Type of Interaction

1. Victim of a crime
2. Reported a crime
3. Alarm call
4. General inquiry
5. Community event

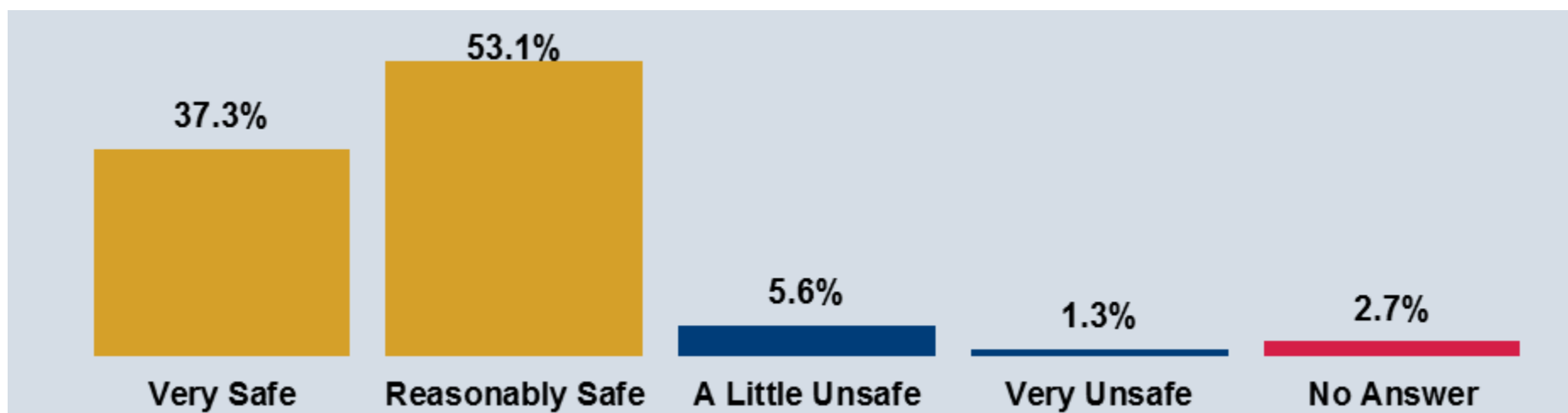


Interactions with Police





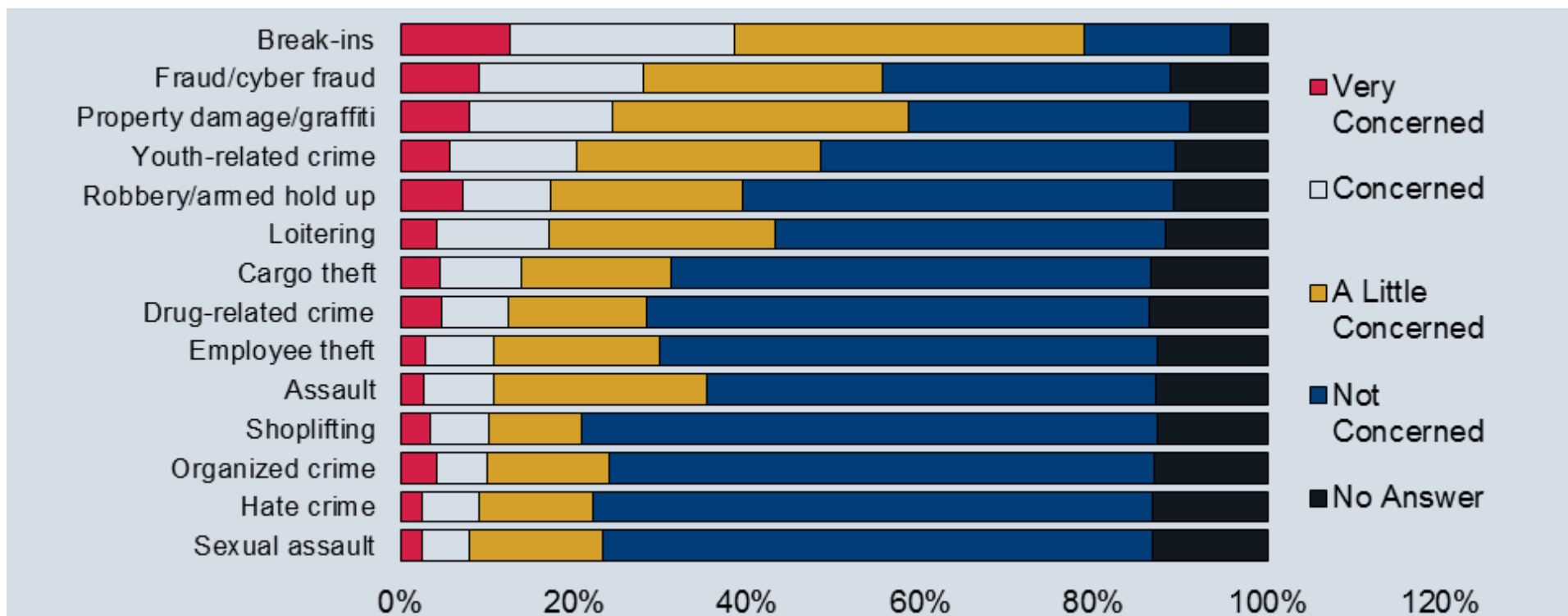
Safety at Business Location



- Over 90% of business respondents felt their business location was either safe or reasonably safe



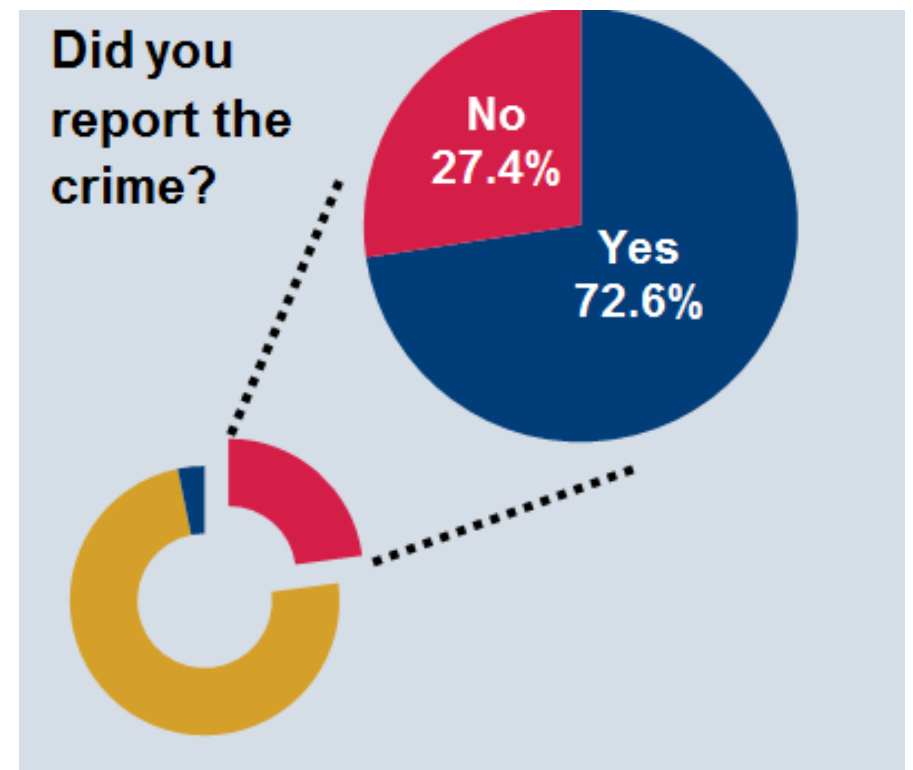
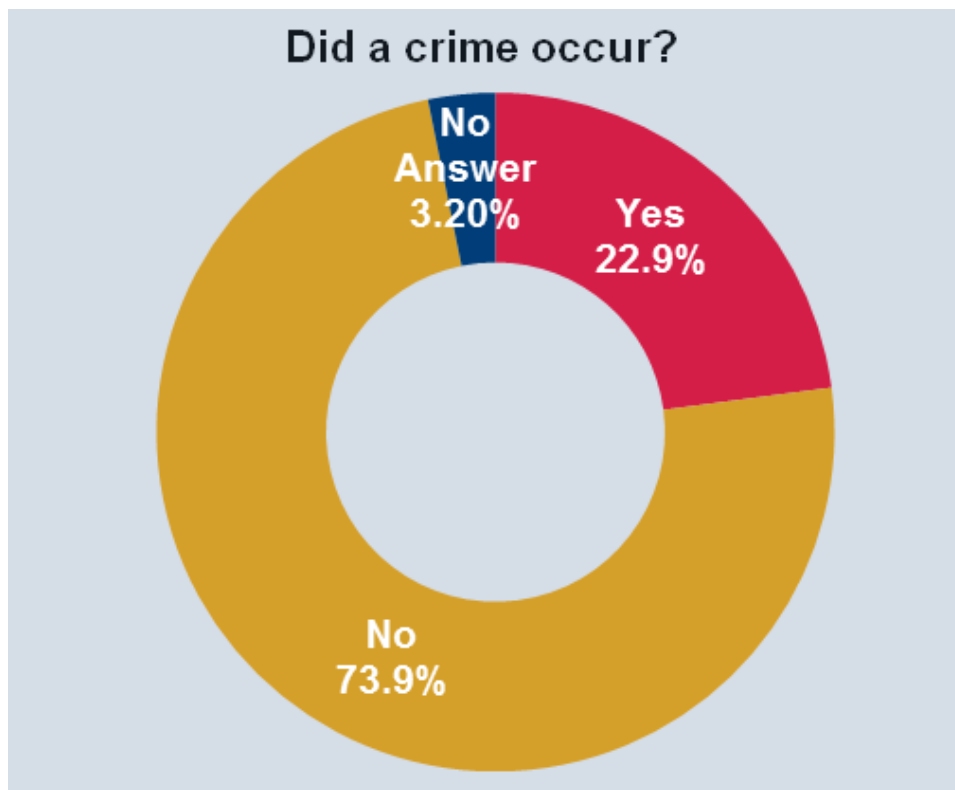
Concerns at Business Location



- The highest rated concerns were Break-ins, Fraud/Cybercrime and Property Damage/Graffiti



Crime at Business Location



- 22.9% of business respondents stated that a crime took place at their business in the last three years.



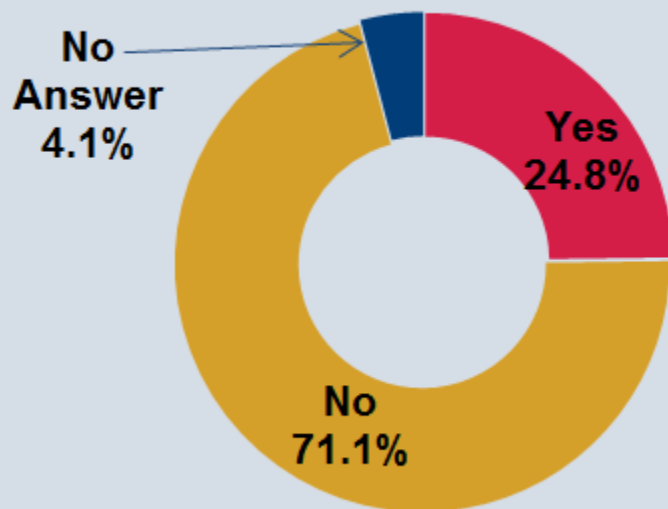
Reasons for not reporting

- Crime was minor and not worth the time to report
- Did not think offender would be convicted or adequately punished
- Police would not have considered the incidents important enough
- Police would not be able to find/identify property or offender
- Lack of evidence

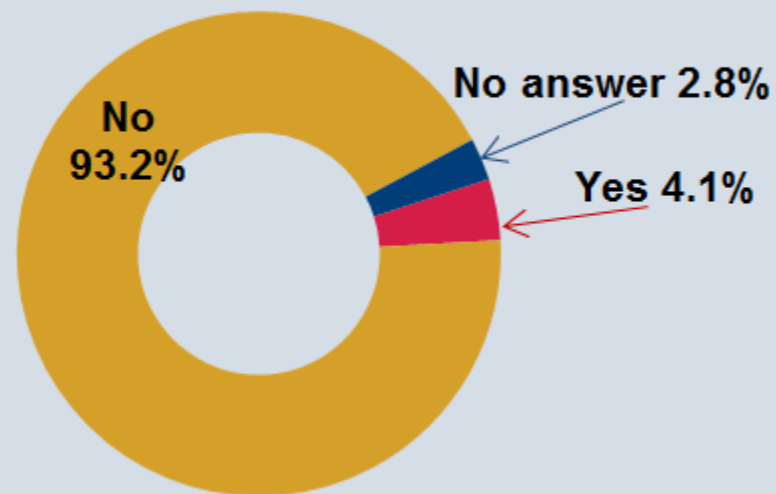


Online Crime Reporting

Are you aware of the Online Reporting Tool?



Have you used Online Reporting?



- 24.8% of respondents were aware of Online Reporting



Respondent Comments

- York Regional Police is doing a great job, keep up the good work
- Increase the level of patrolling/visibility
- Requests for more information about crime prevention programs
- Business owners would like to have more face-to-face interaction with the police.
- Traffic concerns



Recommendations

- Review and enhance survey format
- Educate the business community about crime prevention programs.
- Increased promotion of online reporting
- Education about importance of reporting crimes
- Continue to emphasize customer service and community engagement by police officers



Feedback from Business Owner

February 01, 2016

To Detective John Khoshandish,

We cannot **thank you** and the police officers who responded that day enough. They were very **professional**. If possible, it would mean a great deal to us if you could pass on our **appreciation** to the officers that attended our bakery and risked their lives to help us.

Those officers deserve so much more. It is difficult to put our thanks to all involved in words, but we'd also like to thank you in particular. We know you went over and beyond to keep us updated. Thank you for having the patience and the time to answer our emails, your **patience and professionalism** were more appreciated than you will know.

Regards
A grateful business owner.



Thank you Questions?

