

CORNWALL POLICE SERVICE

2021-2023 STRATEGIC PLAN

PUBLIC SURVEY SUMMARY



INTRODUCTION

On March 19, 2021, the Cornwall Police Service (CPS) invited members of the community to participate in a Strategic Plan Survey, to help understand how residents and community members feel about crime and safety in the City of Cornwall. The survey was distributed to municipal council, school board members, community organizations and groups, businesses and members of the public as required under the Police Services Act. The electronic survey was active between March 19, 2021 – April 22, 2020 and was made available in both French and English. Through the assistance of community partners, the survey was also accessible in additional languages.

Prior to releasing the survey, the CPS used a strategic focus to ensure all members of Cornwall's diverse population had an opportunity to participate in the survey. With the assistance of community agencies and members of diverse groups, the CPS received a tremendous amount of support with the distribution of the survey to a wide cross-section of community members.

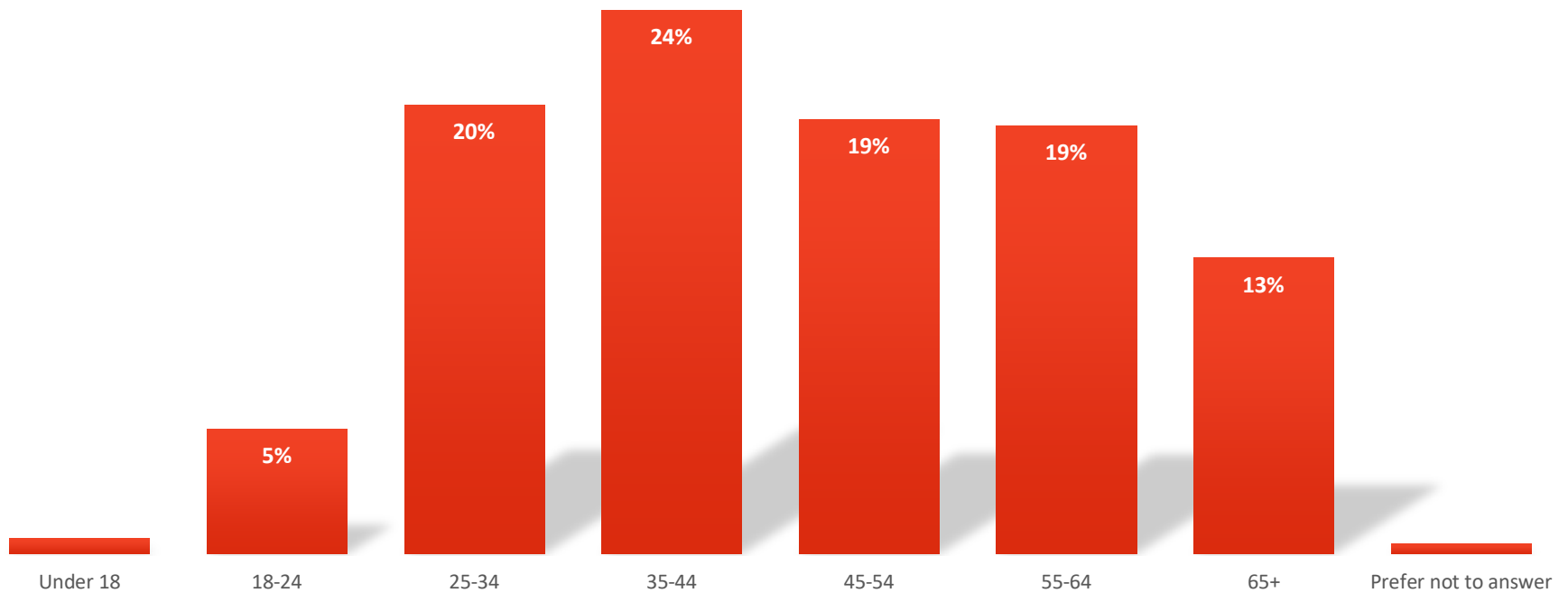
Members of the CPS Auxiliary Program distributed paper copies of the survey to various locations, including seniors' residences and businesses, within the City of Cornwall. Additionally, on April 21st, 2021, a quantity of cell phone users in the Cornwall area received an automated message inviting them to take the survey.

A total of 1,477 surveys were completed.

The following is a summary of the total results.

DEMOGRAPHIC DATA

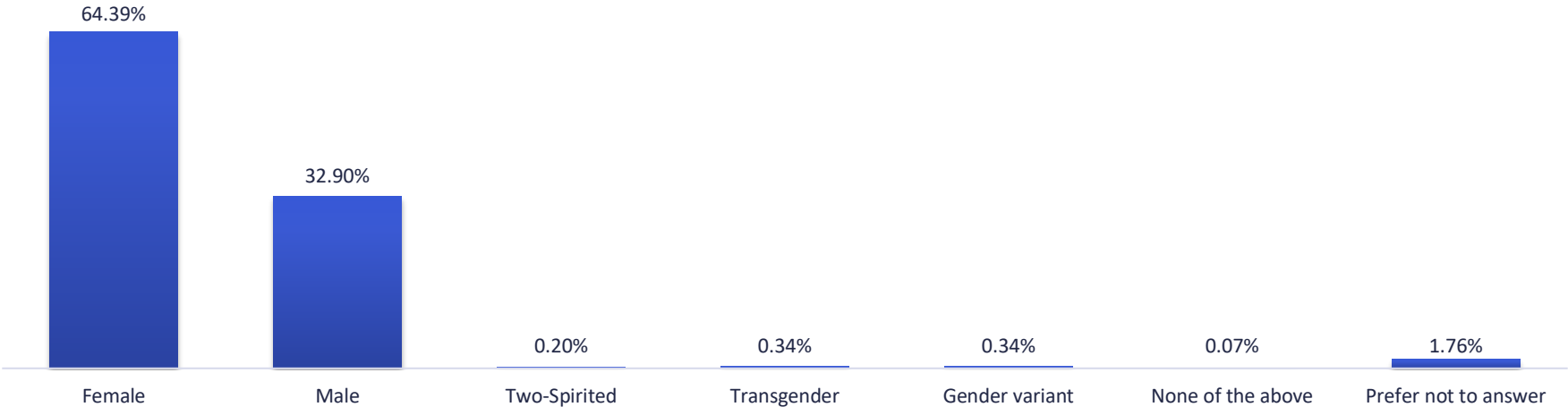
Age



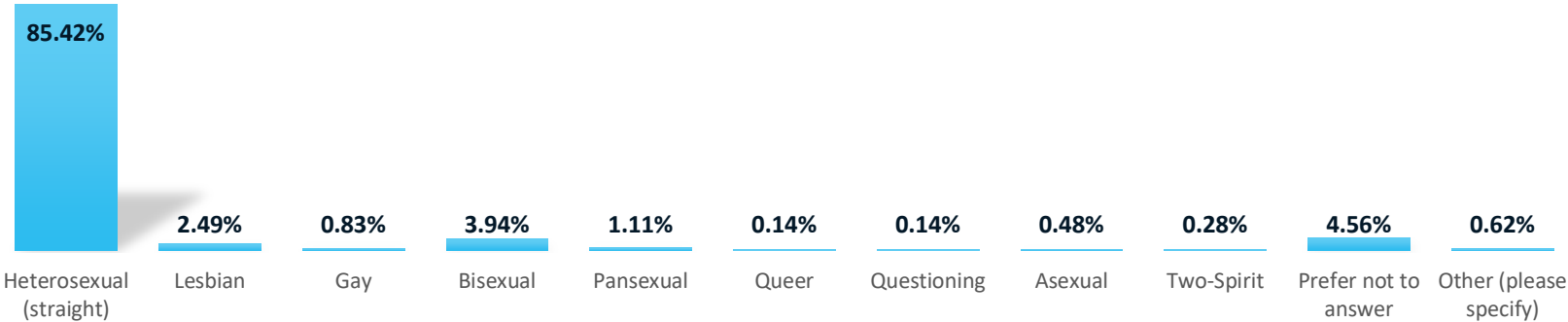
Language spoken primarily most often?	
English	91.40%
French	5.96%
Akan (Twi)	0.07%
Albanian	0.07%
Algonquin	0.07%
American Sign Language	0.14%
Arabic	0.41%
Malayalam	0.07%
Mohawk	0.14%
Spanish	0.41%
Tamil	0.07%
Urdu	0.61%
Prefer not to say	0.20%

Which of the following do you identify as? Please select all that apply.		
Caucasian	83.14%	
Indigenous (Metis, Inuit, First Nations or Mixed Race Indigenous)	5.25%	
Prefer not to say	3.18%	
Other (please specify)	2.83%	
South Asian (i.e. East Indian, Pakistani, Sri Lankan, etc.)	2.00%	
Black	1.94%	
Mixed Race	1.94%	
Arab	1.04%	
Latin American	0.97%	
Chinese	0.48%	
Filipino	0.28%	
West Asian (i.e. Iranian, Afghan, etc.)	0.21%	
South East Asian (i.e. Cambodian, Malaysian, Vietnamese, etc.)	0.14%	
Korean	0.07%	
Japanese	0.00%	

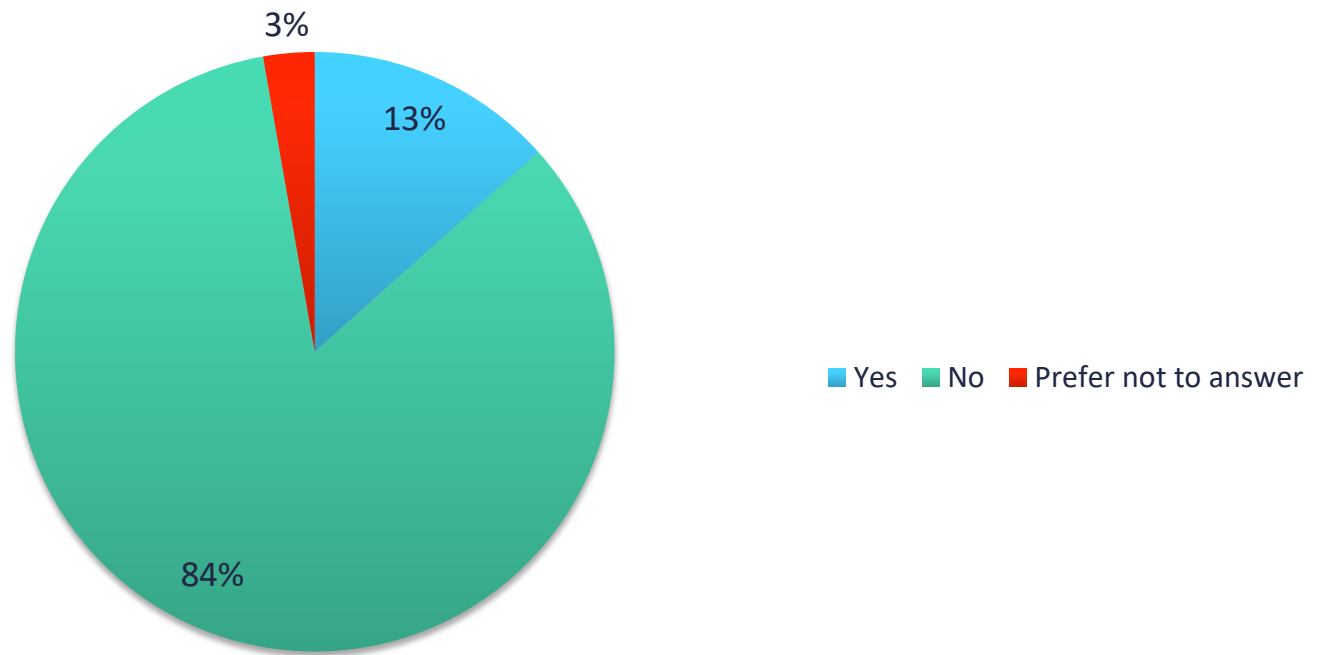
Which of the following best identifies you?



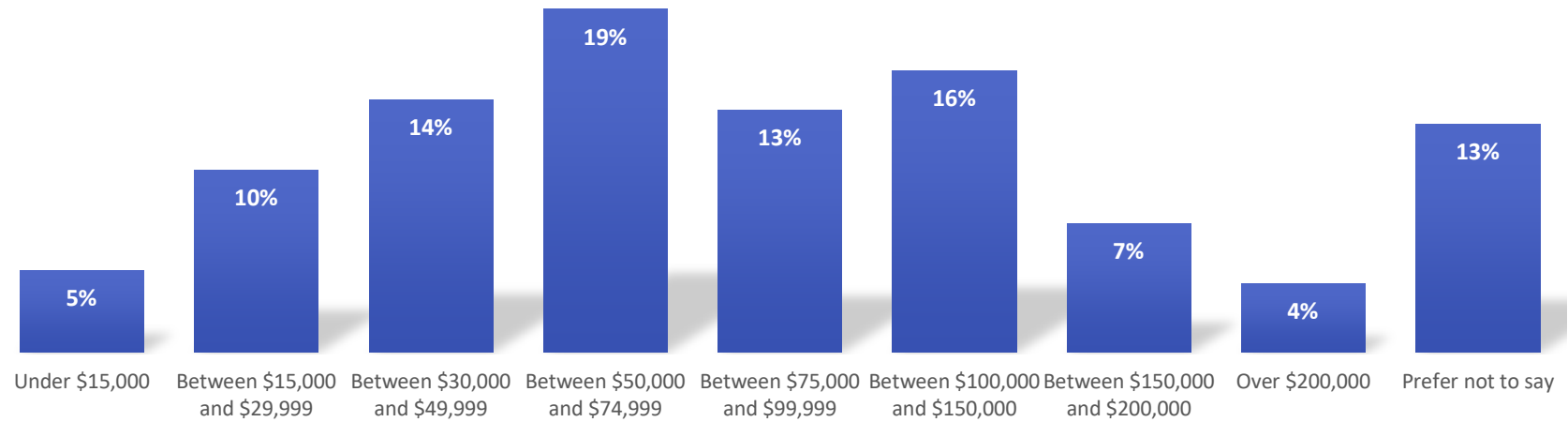
Which of the following describes your sexual orientation?



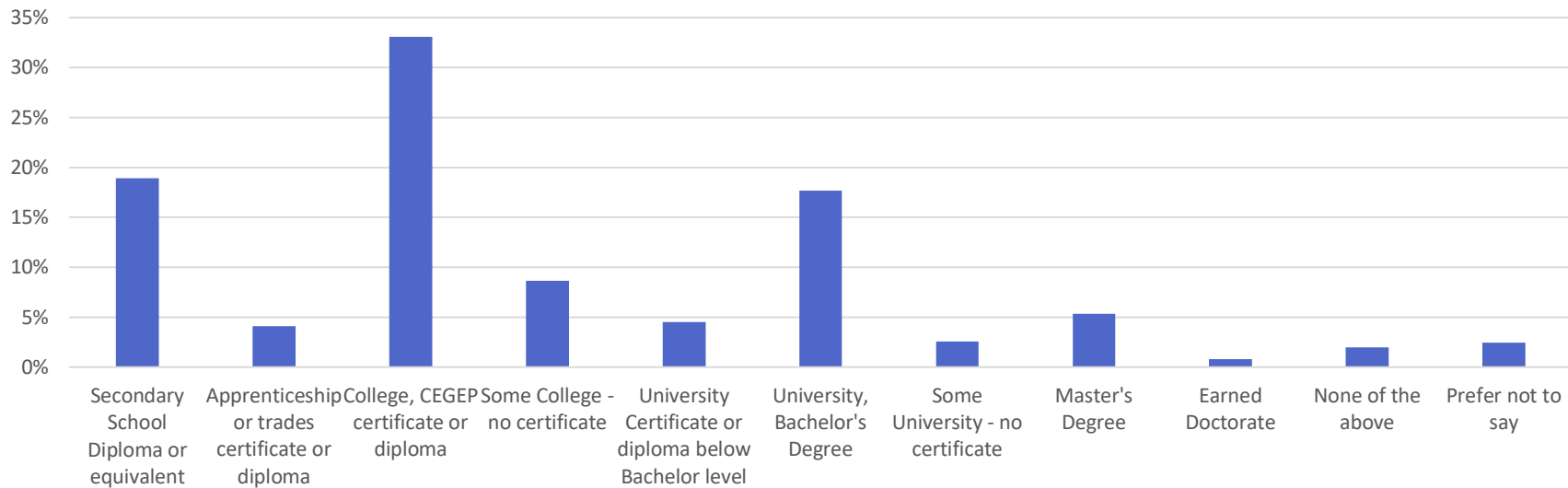
Do you consider yourself a person with a disability?



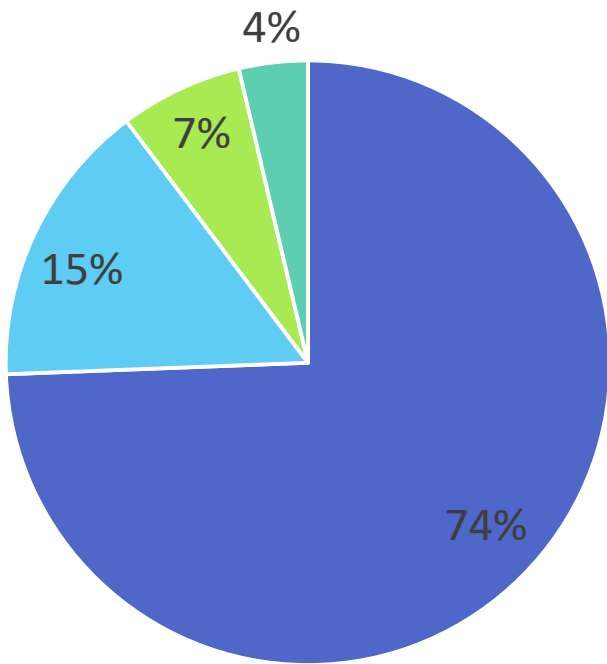
Which of the following best describes your total, annual household income before taxes?



What is the highest degree or level of education you have completed?

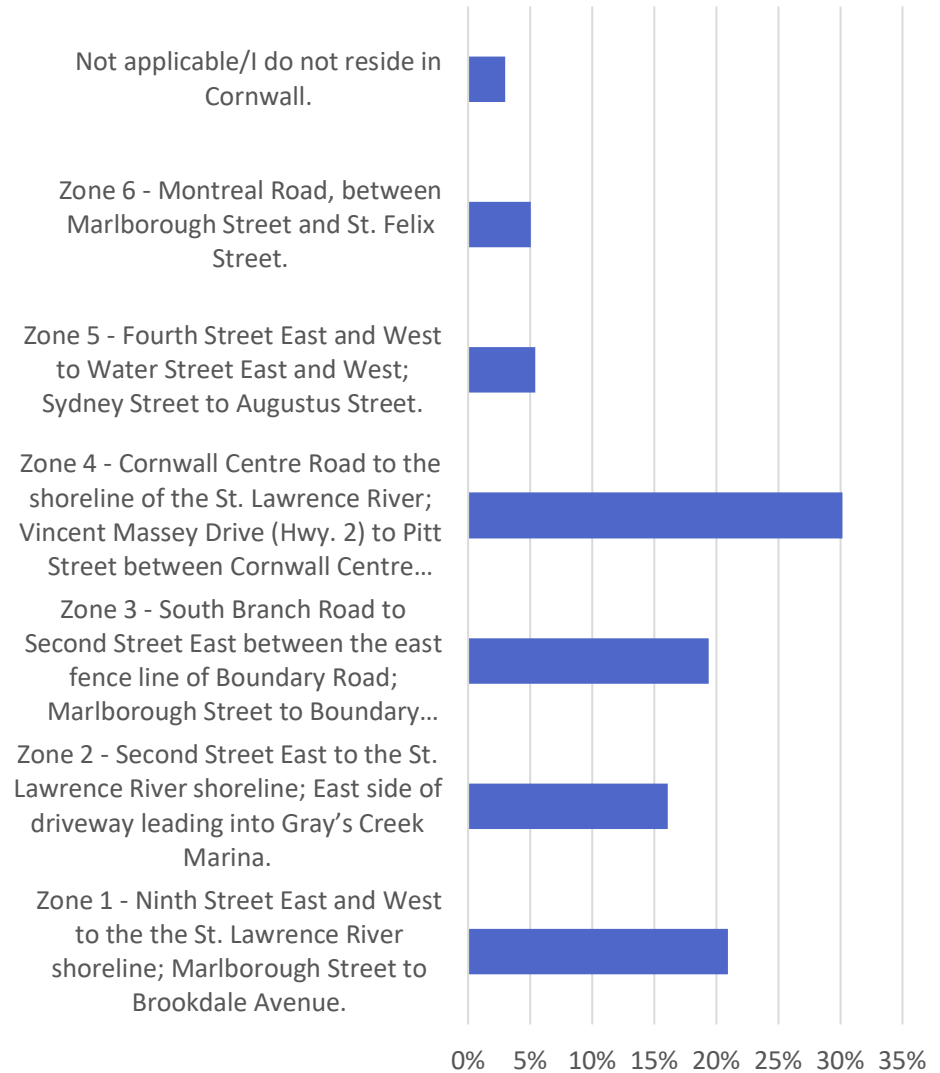


What is your primary purpose for being in the City of Cornwall?



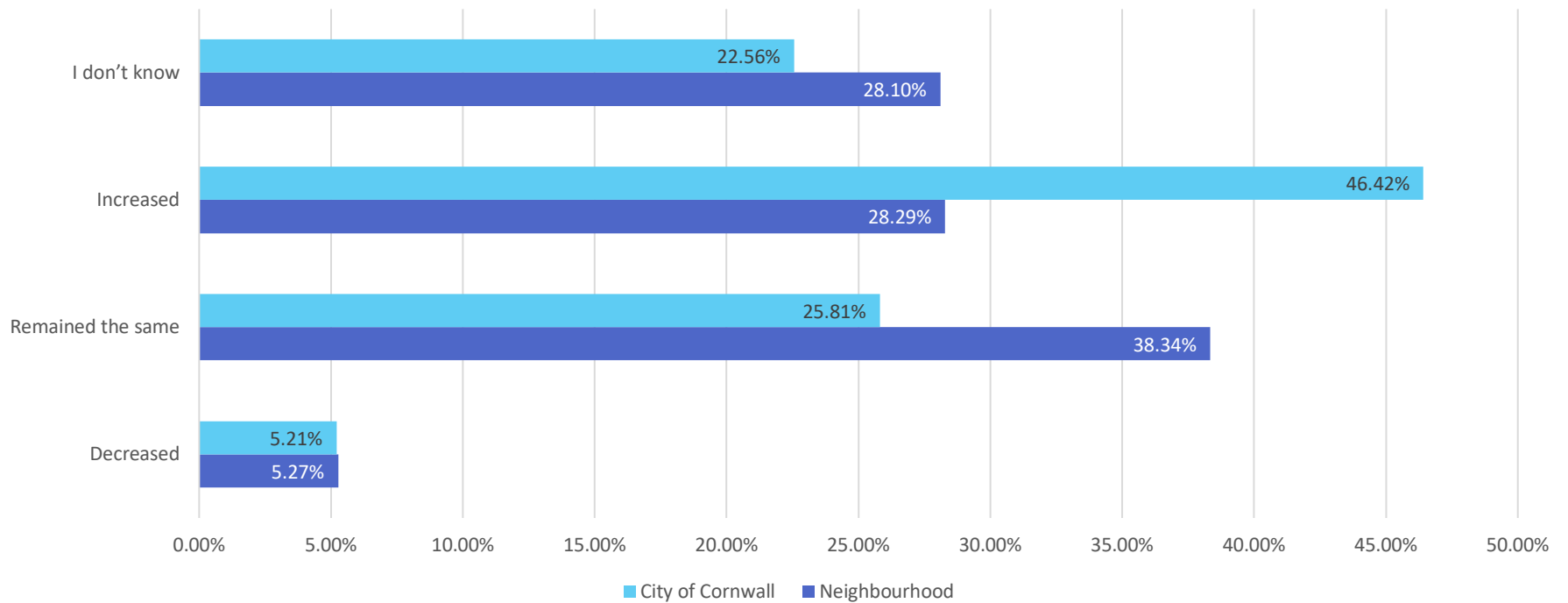
- I live here
- I work here
- I attend for shopping/entertainment
- Other (please specify)

Please specify which area of Cornwall you currently reside in.

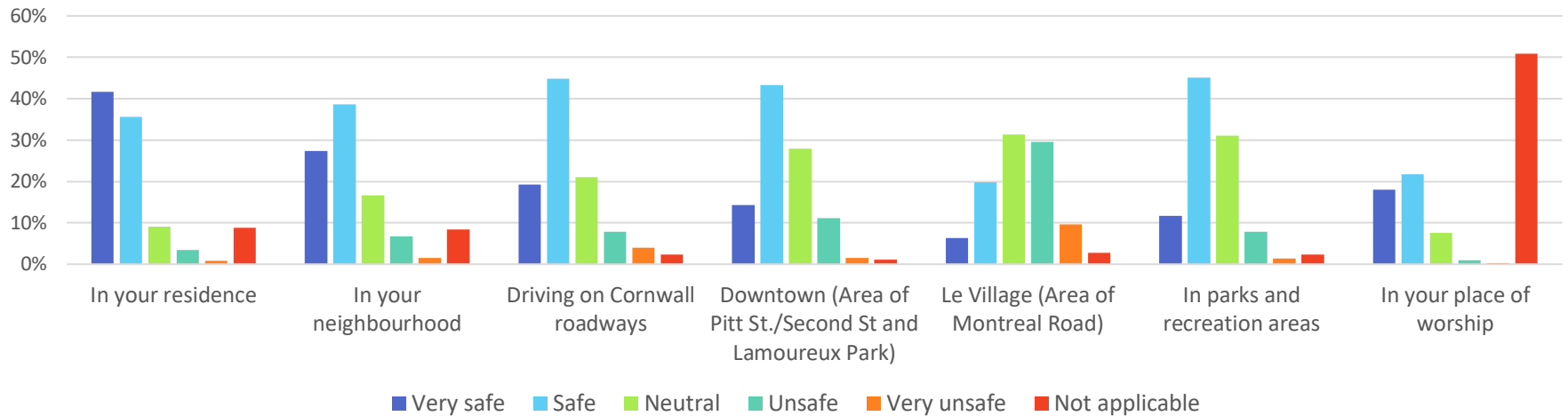


PERCEPTIONS OF CRIME & SAFETY

In the past three years, do you think crime has decreased, remained the same or increased in the City of Cornwall? In your neighbourhood?



How safe do you feel in the following areas in Cornwall?



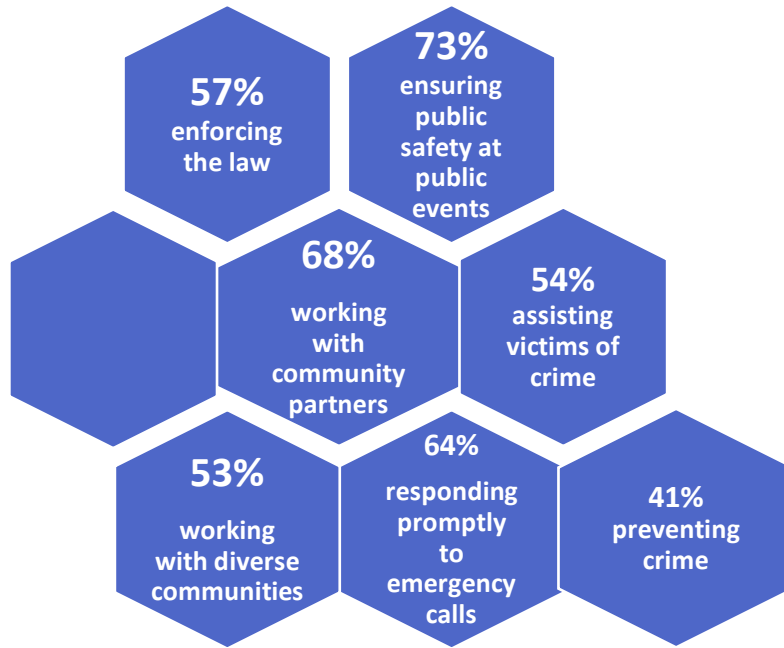
The following chart displays the percentage of respondents who indicated they were very concerned or concerned about a crime.

Top Crime Concerns

- Presence of drugs/ dealers (81%)
- Violence against women (78%)
- Sexual Assault (75%)
- Distracted driving (73%)
- Speeding/Aggressive driving (71%)
- Break and enters (70%)
- Vandalism/Mischief (69%)

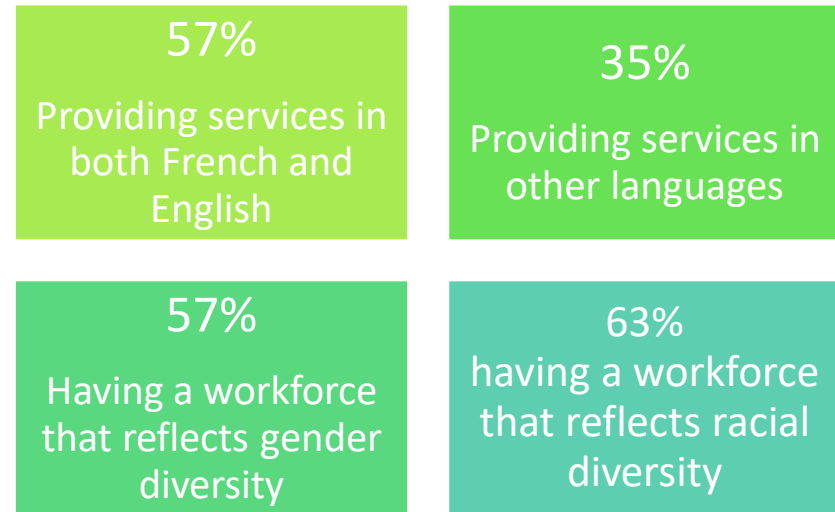
Performance Rating

The following is the percentage of respondents who felt the CPS was very good or good at the following performance aspects.

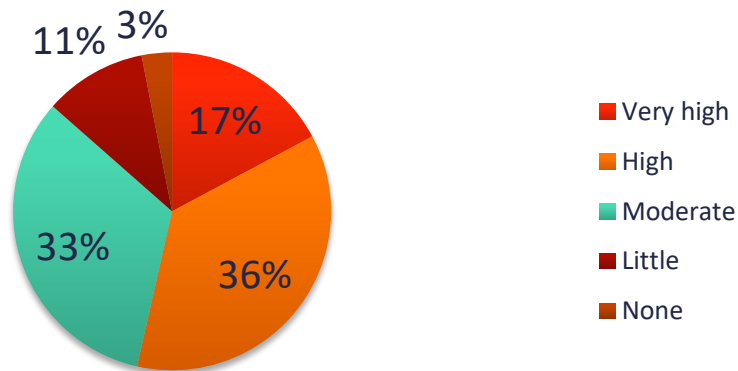


Importance Rating

The following is the percentage of respondents who felt the following aspects were very important or important.

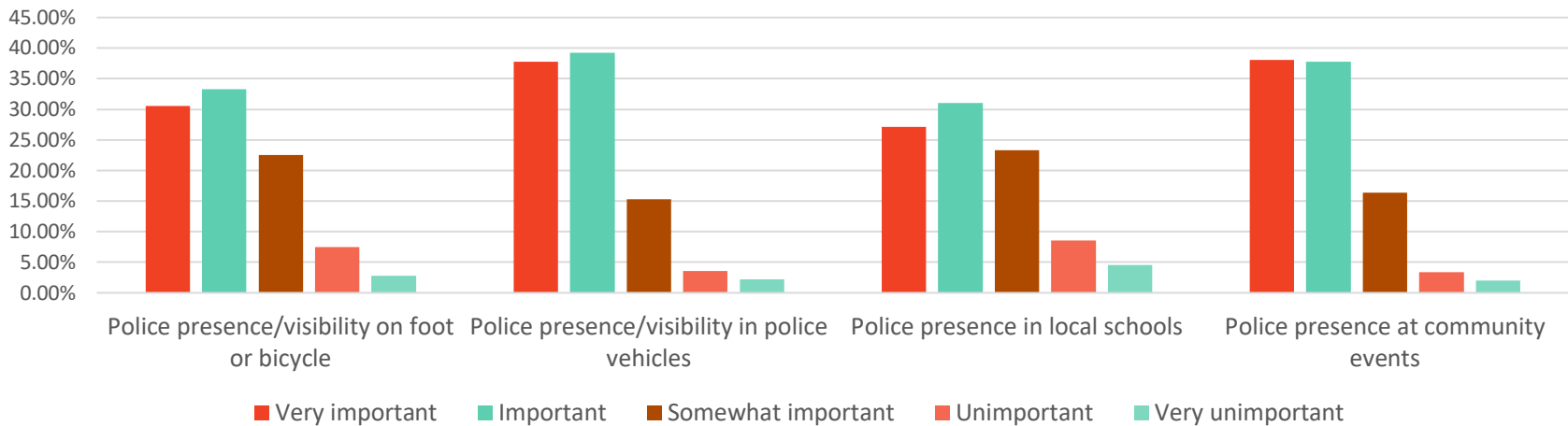


What level of trust do you have in the Cornwall Police Service?

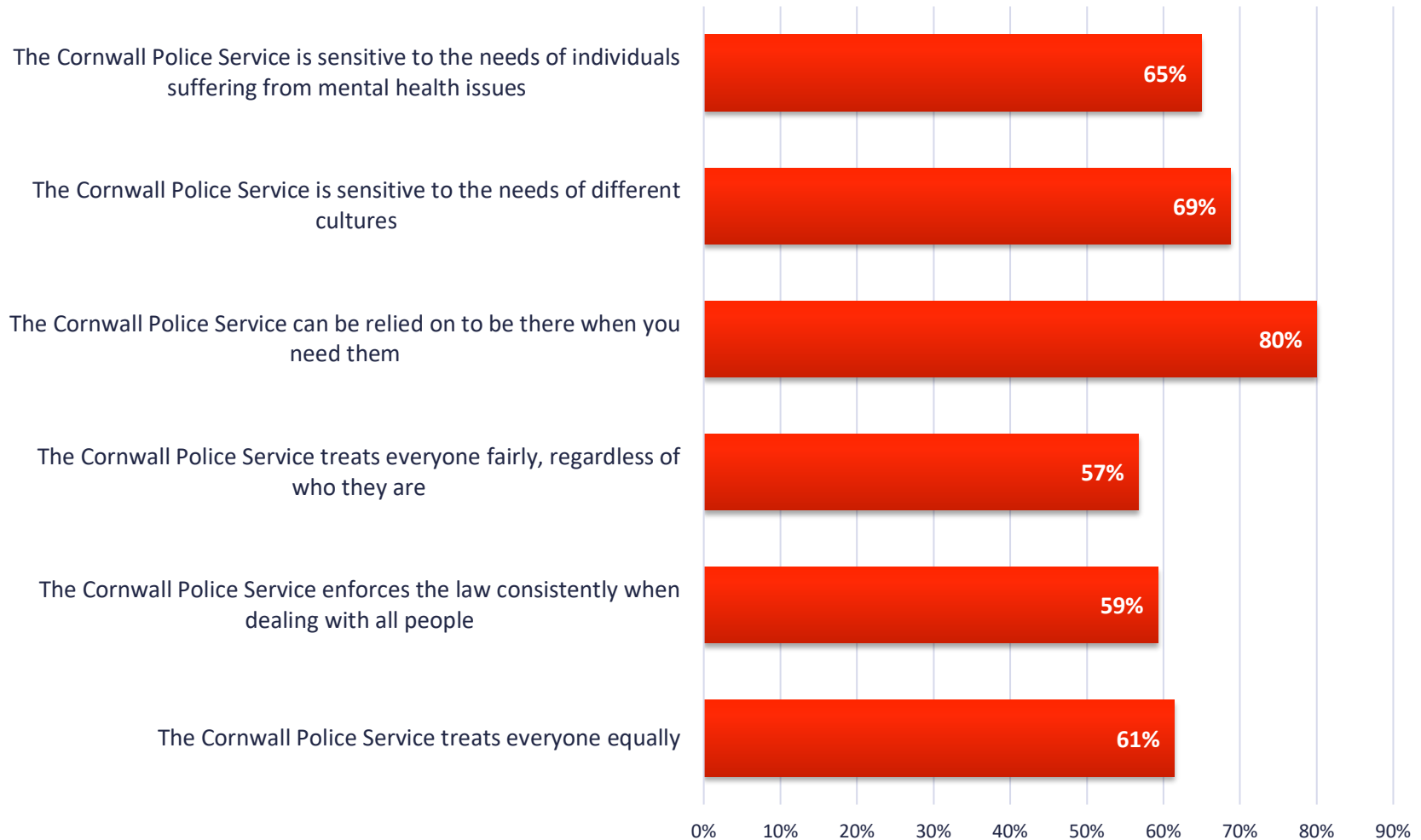


86% of respondents felt a moderate level or greater of trust in the CPS

How important are each of the following to you?

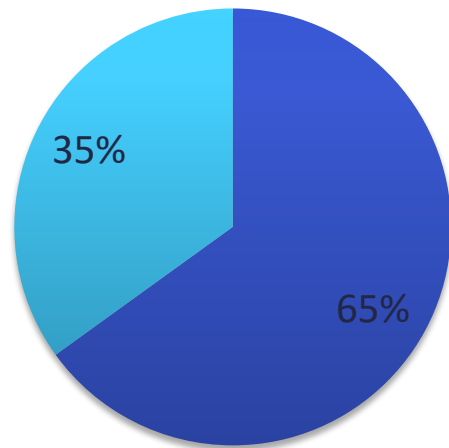


% of Respondents who Strongly Agree or Agree with the Following Statements



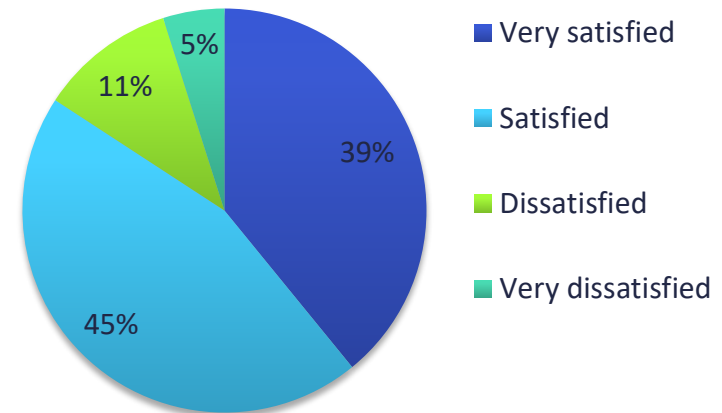
INTERACTIONS WITH CPS

During the past three years, have you had ANY type of contact with the Cornwall Police Service?



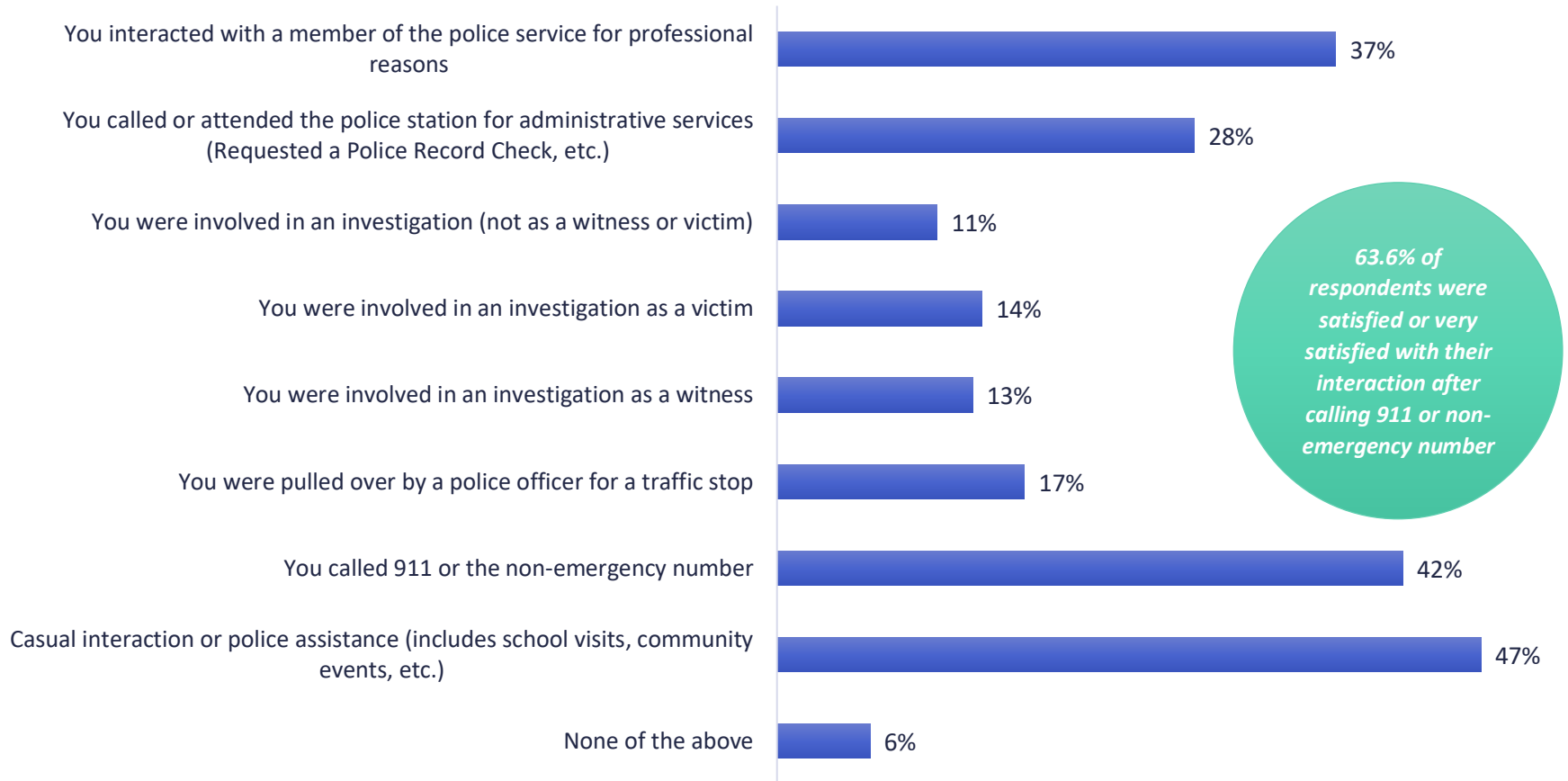
■ Yes ■ No

Please indicate your overall satisfaction with your interaction(s) involving the Cornwall Police Service.



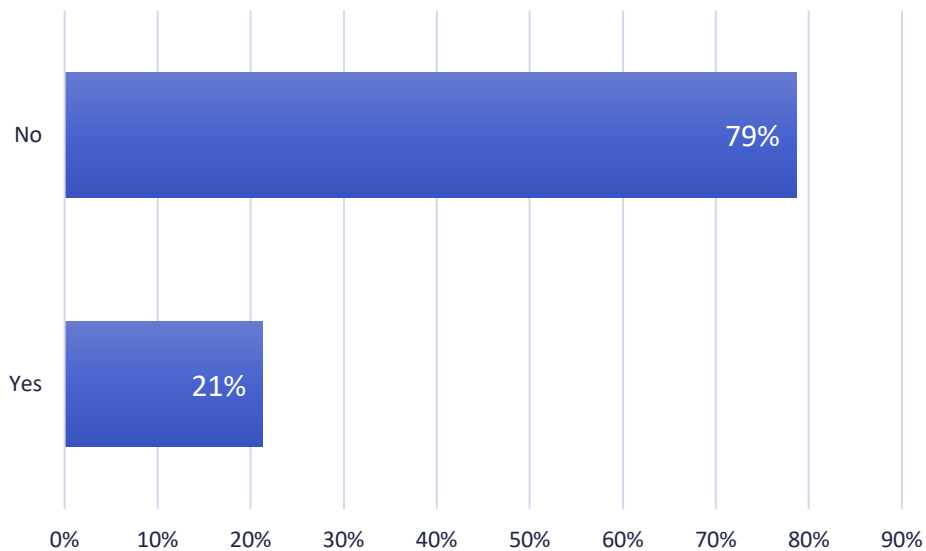
■ Very satisfied
■ Satisfied
■ Dissatisfied
■ Very dissatisfied

Please indicate the types of contact or interactions you have had with the Cornwall Police Service in the past three years. (Select all that apply).

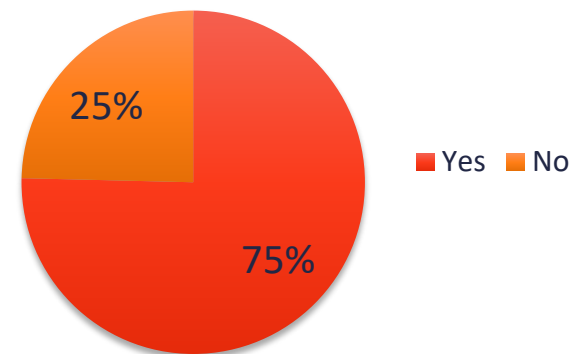


VICTIMS OF CRIME

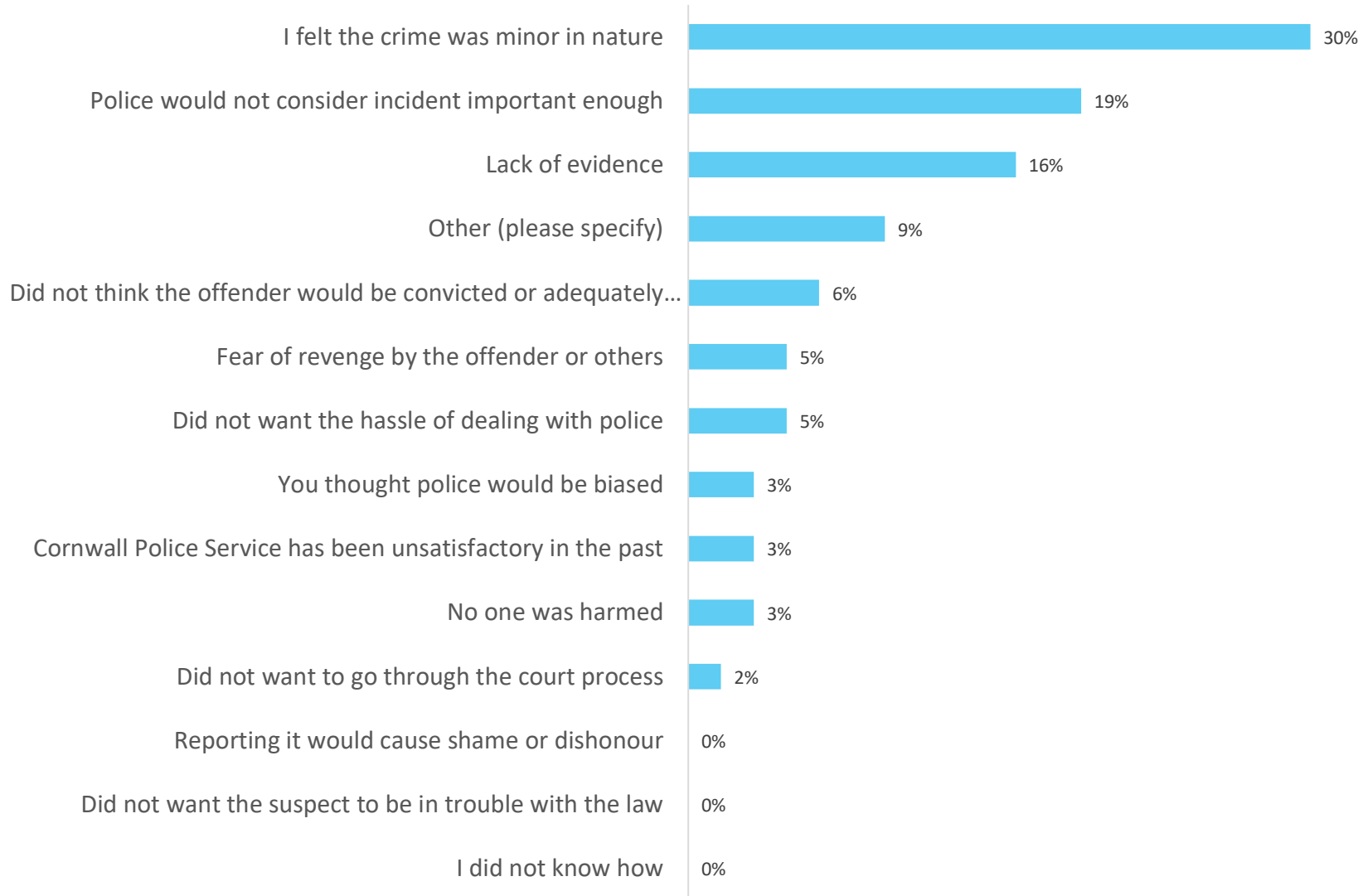
Have you been a victim of crime in the past 3 years?



Did you report this incident to police?

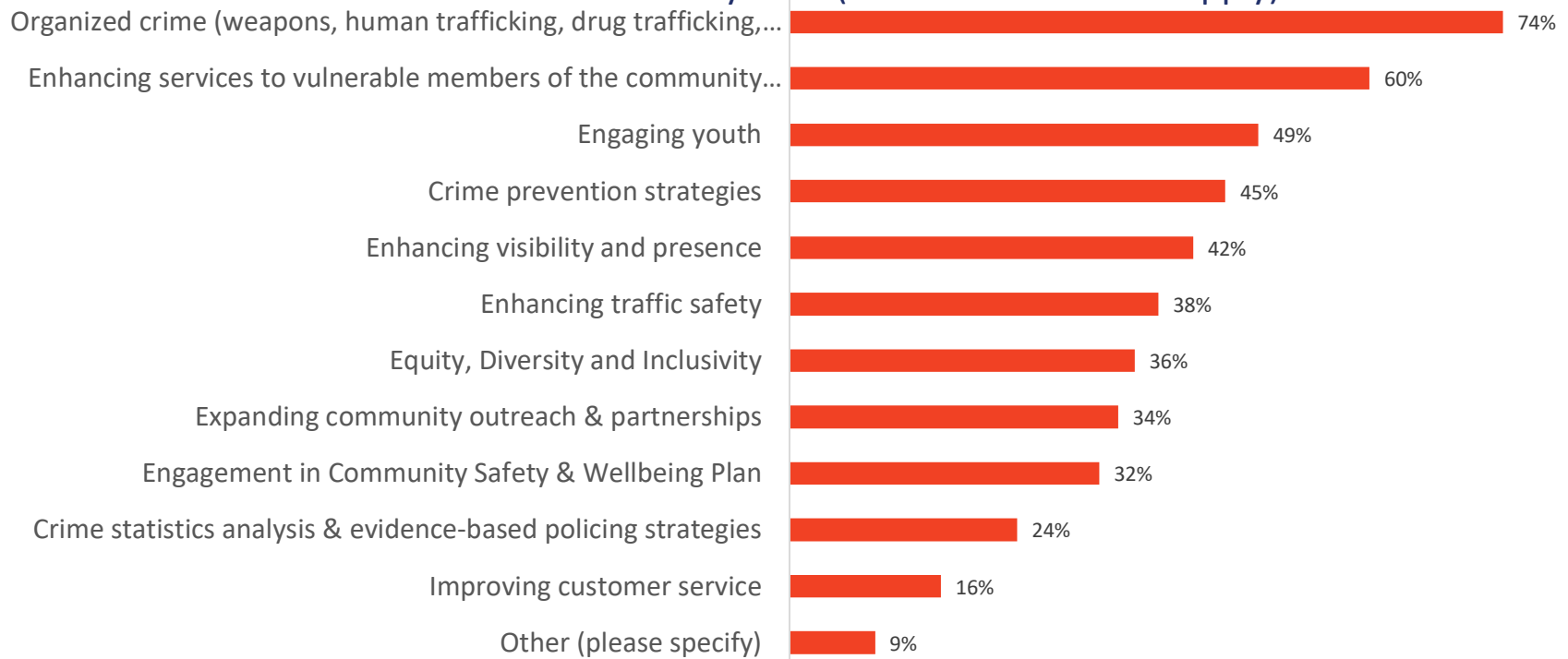


Why did you not notify police?

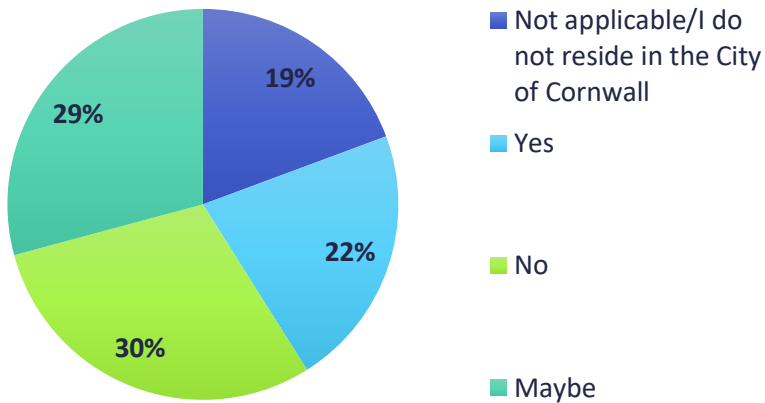


STRATEGIC PRIORITIES

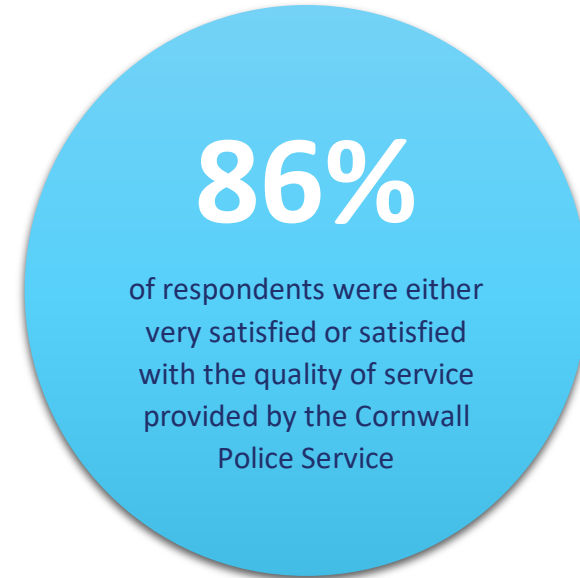
Which of the following strategic priorities do you feel are most important to address over the next three years? (Please select all that apply).



If you are a resident of Cornwall, would you be willing to increase your property taxes if the money was needed to maintain or enhance the strategic priorities noted in the previous question?



Overall, how satisfied are you with the quality of service provided by the Cornwall Police Service?



At the conclusion of the survey, respondents were asked to provide any additional comments they would like shared with the Cornwall Police Service and Cornwall Police Services Board. 336 members of our community took the time to provide thoughtful suggestions, compliments and recommendations for ways the CPS can better serve our community over the next three years. Those open-ended responses are being categorized and will be provided at a later time.