



OPP Community Satisfaction Survey 2010
Grenville County Detachment

Table of Contents

Methodology.....	4
Demographics.....	7
The OPP and the Community.....	9
Community Issues.....	17
Ease of Contacting the OPP.....	21
The OPP's Effectiveness.....	23
Contact With the OPP.....	25
Overall Satisfaction.....	27
Local Questions.....	29

3

OPP Community Satisfaction Survey 2010
Grenville County Detachment

Methodology

- The 2010 OPP Community Satisfaction Survey is the first time the OPP has used a commercial research company to conduct the surveys. Previous surveys have been conducted by local volunteers from within each Detachment.
- The research company R.A. Malatest & Associates Ltd. conducted this telephone survey between October 21, 2010 and December 6, 2010.
- Randomly selected telephone numbers and Random Digit Dial were used to sample respondents who were at least 16 years old, where no member of the household was employed by the OPP.
- These 380 completed surveys represent a margin of error of +/- 5%, 19 times out of 20. Where scale responses are presented as means, the margin of error is +/- 5%.

4

OPP Community Satisfaction Survey 2010
Grenville County Detachment

Methodology

- The 380 completed surveys were broken down into the following groups for analysis:
 - 152 respondents from North Grenville;
 - 91 respondents from Prescott;
 - 57 respondents from Edwardsburgh-Cardinal;
 - 40 respondents from Augusta; and
 - 40 respondents from Merrickville-Wolford.
- Comparisons were made between these communities. Where these were statistically significant at the 5% level those differences are presented.

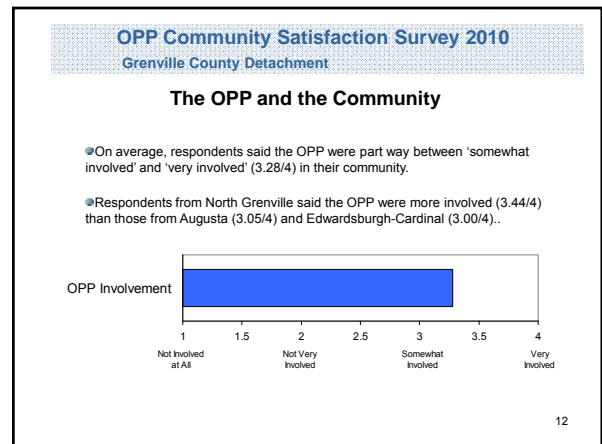
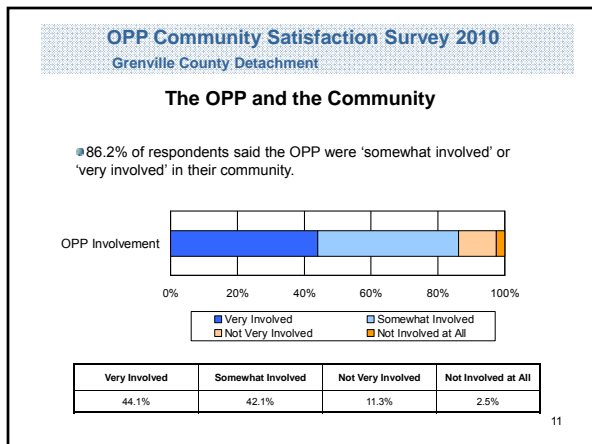
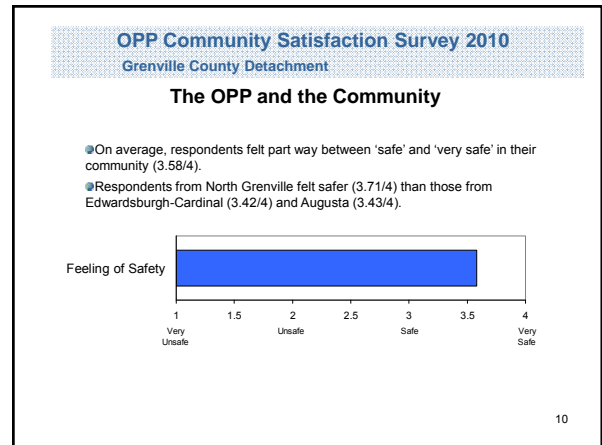
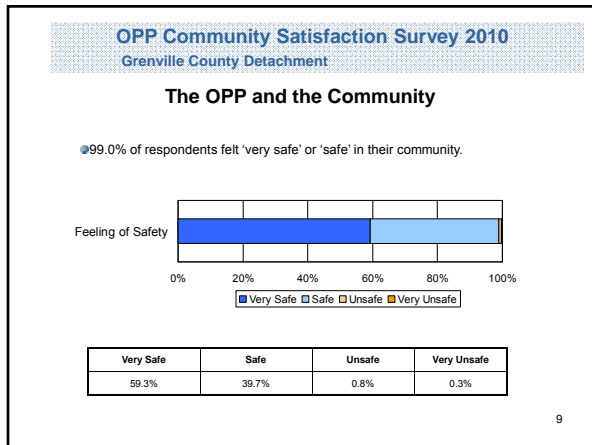
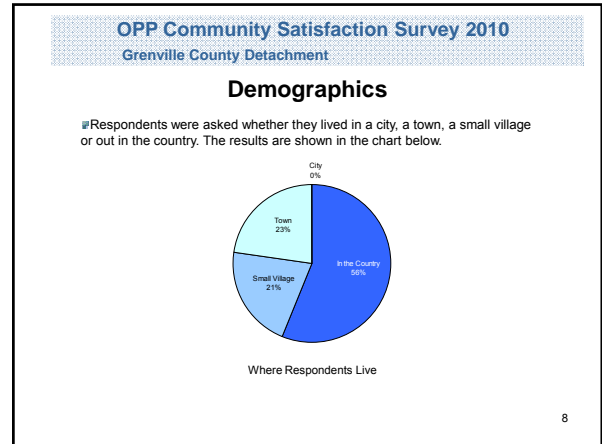
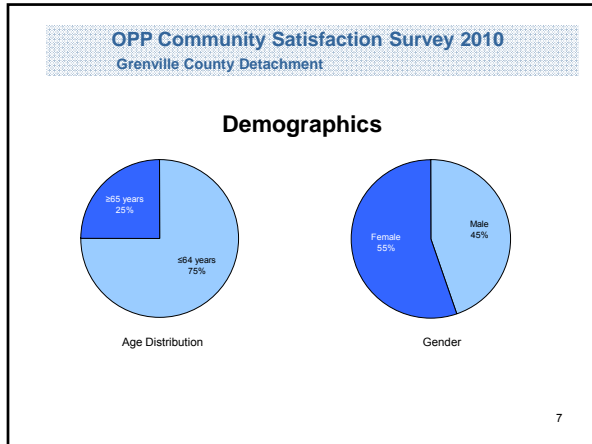
5

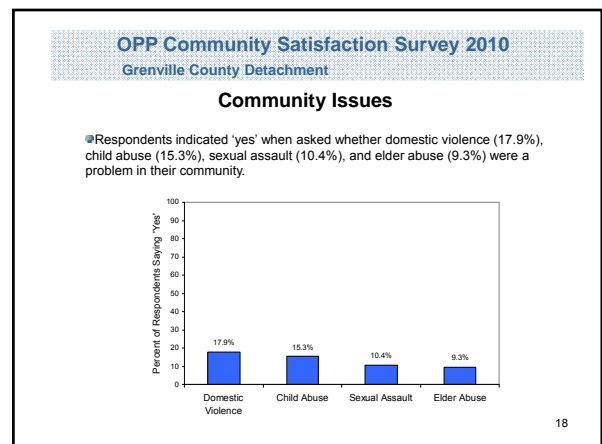
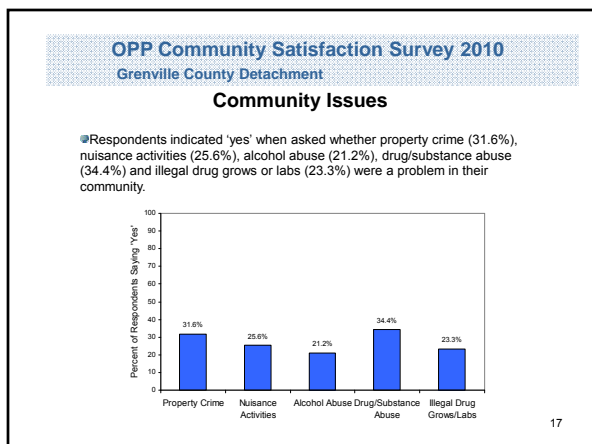
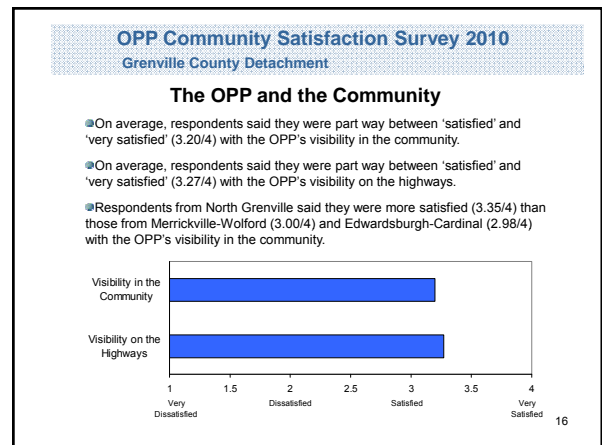
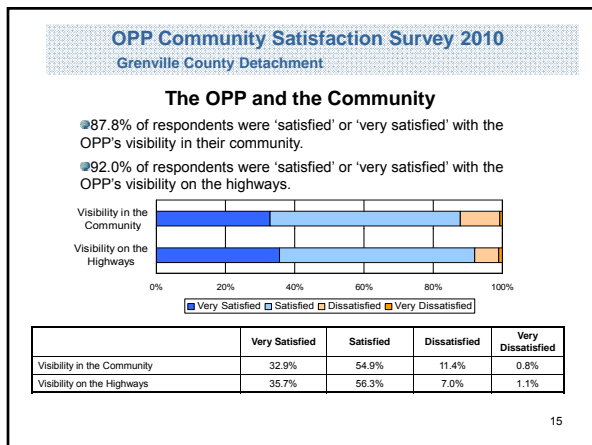
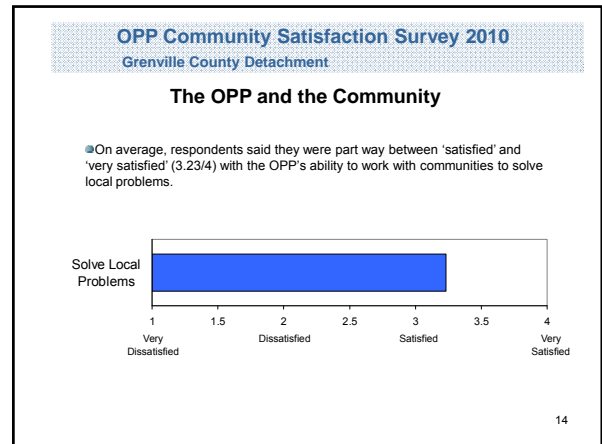
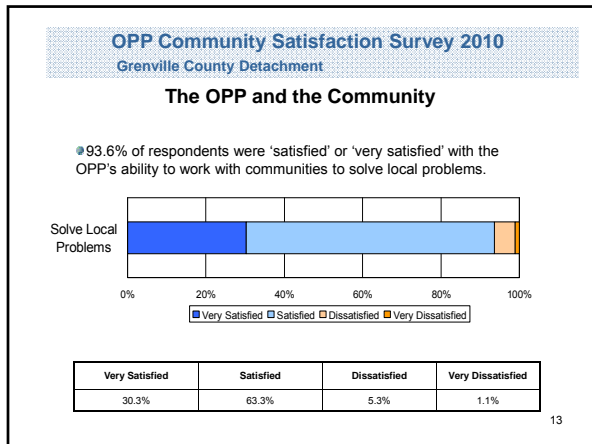
OPP Community Satisfaction Survey 2010
Grenville County Detachment

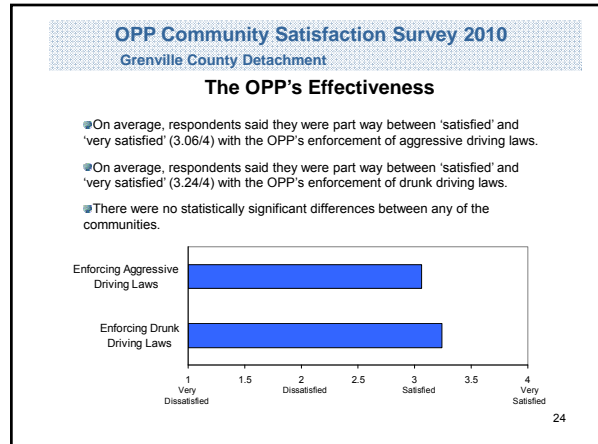
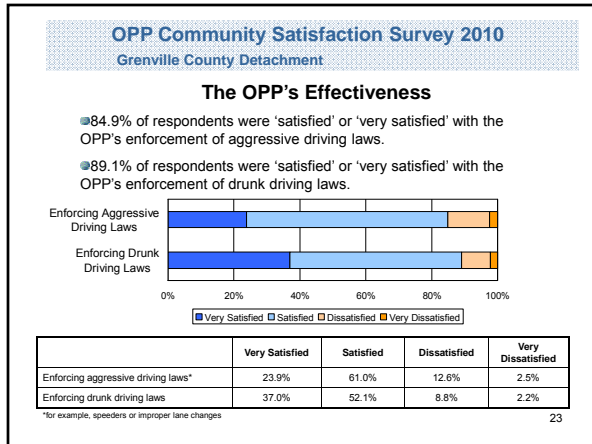
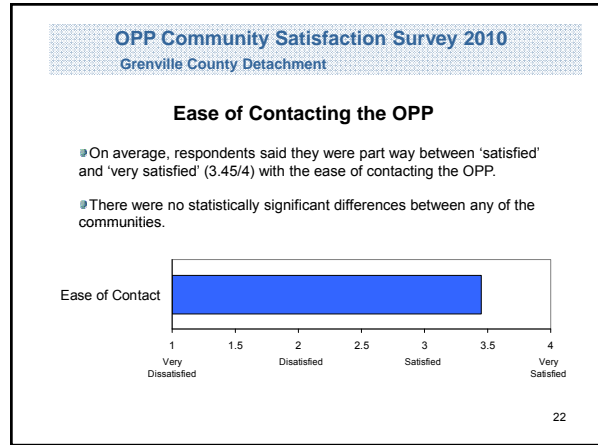
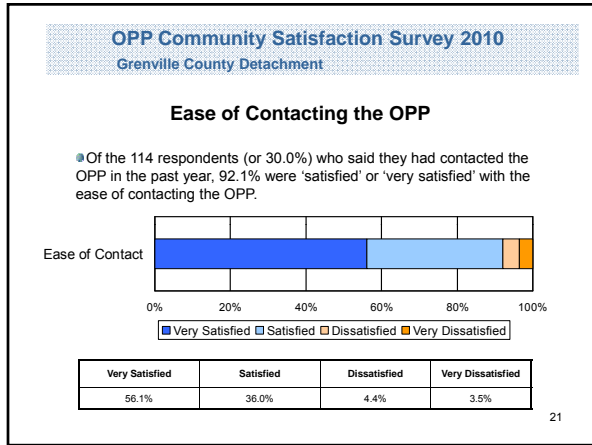
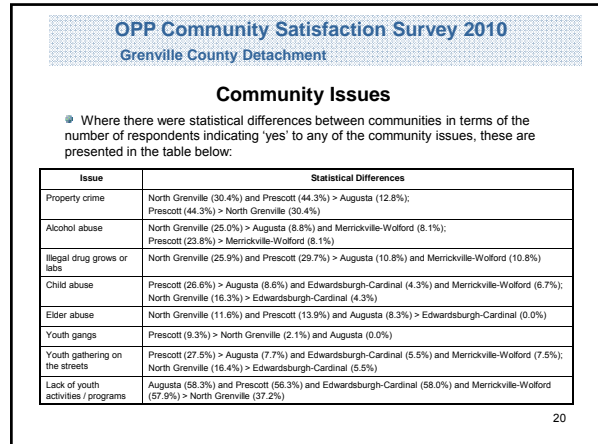
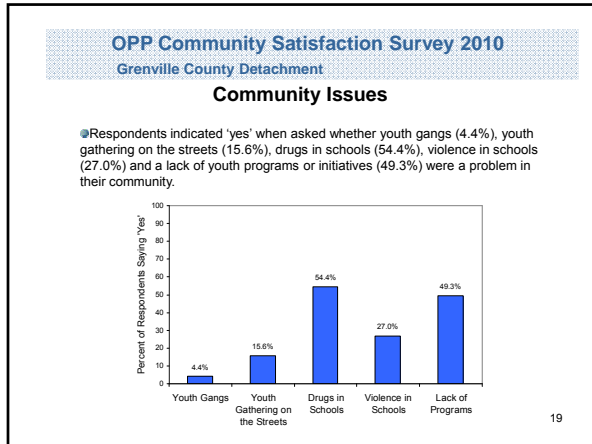
Methodology

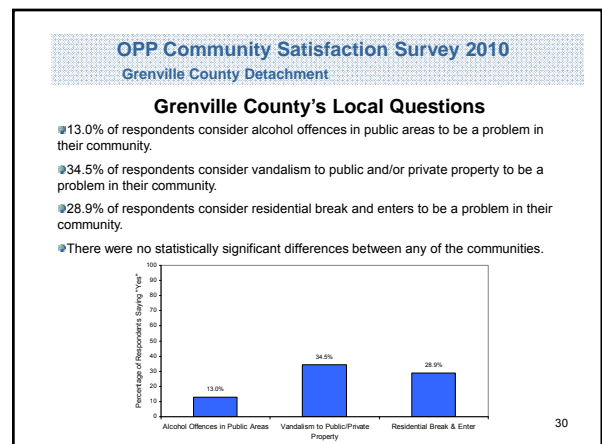
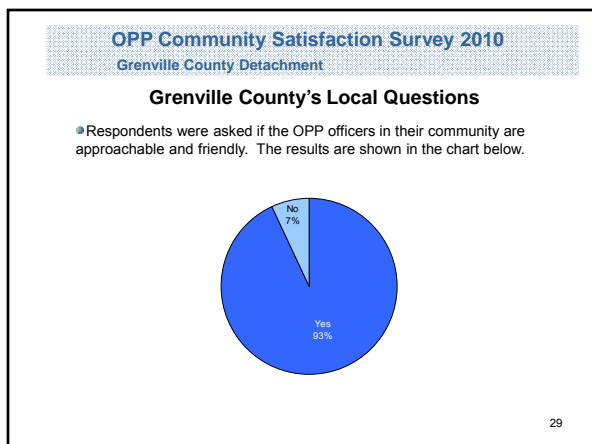
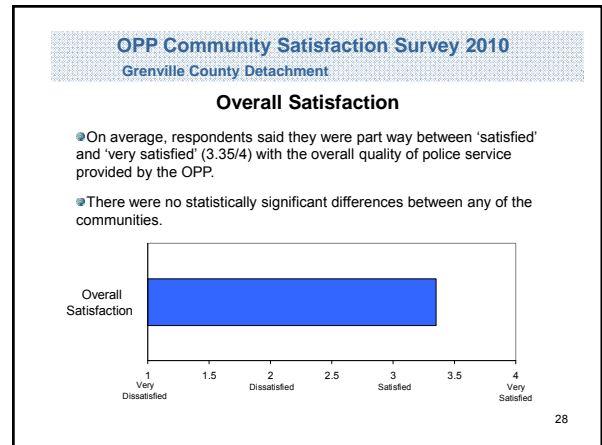
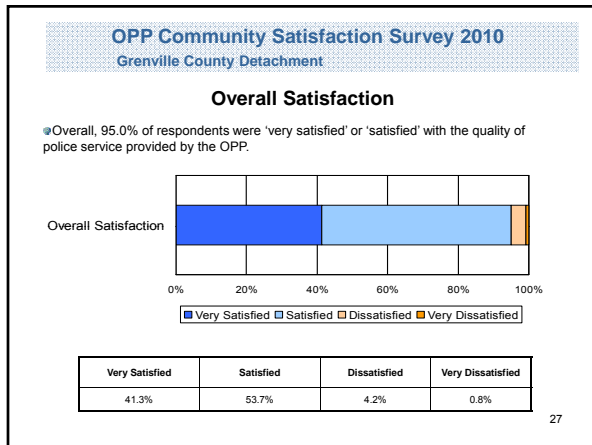
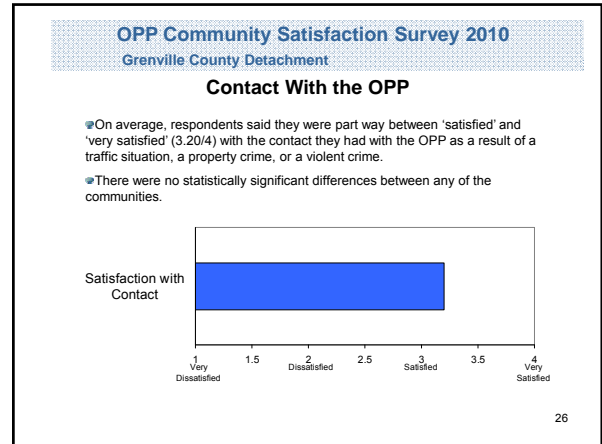
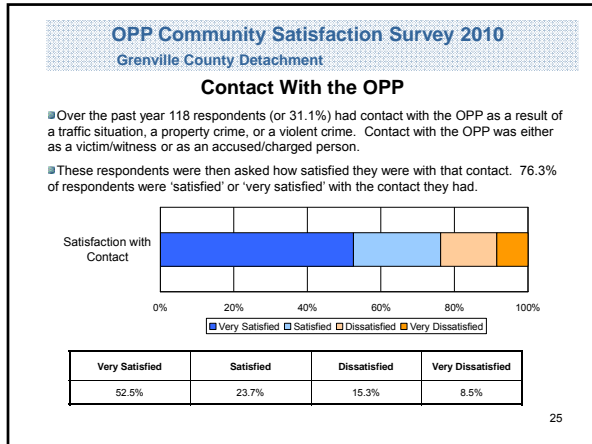
- Most scale questions rate the item with a range of four answer choices. Charts present the results in two formats:
 - Actual percentages for each of the four answer choices. For these charts the 'best' two choices are to the left, in blue.
 - The mean value of the result out of a maximum of four. For all items the higher the number (or longer the bar in the chart), the 'better' the result.
- Note that some figures may not add up to exactly 100.00% due to rounding.

6









OPP Community Satisfaction Survey 2010
Grenville County Detachment

Grenville County's Local Questions

• Respondents were asked if the OPP are providing enough information to the public about their local programs and initiatives. The results are shown in the chart below.

