

**ALBERTA JUSTICE AND SOLICITOR GENERAL
2012-13 PUBLIC OPINION SURVEY**

Final Report

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Alberta Justice and
Solicitor General

Leger
THE RESEARCH INTELLIGENCE GROUP



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EXECUTIVE SUMMARY

KEY INSIGHTS

When viewing the patterns and trends that emerge from the 2012-13 Public Opinion Survey, several factors are found to be closely linked: feelings of safety, understanding of the justice system, confidence in the justice system, views on human rights, and victimization. In general, feelings of satisfaction with safety, understanding of the justice system, confidence in the justice system, and human rights tend to co-occur. Victims of crime tend to feel negatively about most of these aspects: they generally feel less safe, lack confidence in the justice system, feel less positively about Ministry services and programs (excluding opinions regarding corrections staff) and less positive about the protection of human rights and lack of discrimination in their workplaces.

Those who feel safe in their home after dark, and very safe walking alone in their neighbourhood after dark are also more likely to have confidence in the justice system overall, in individual aspects of the justice system, and in the civil justice system. Feelings of safety in one's home after dark, and walking alone in one's neighbourhood after dark tend to increase with confidence and understanding. Albertans who feel safe in their home after dark, and very safe walking alone in their neighbourhood after dark are more likely to feel human rights are well protected in Alberta, and if employed, that their current or last workplace is free of discrimination.

Albertans who are confident in the justice system are more likely to agree they have a good understanding of the justice system, just as those who agree they have a good understanding are more likely to be confident. Albertans confident in the justice system are generally more likely to feel confident in its individual aspects, and in the civil law system. Furthermore, they are also more satisfied with all aspects of ministry services and programs, including agreement that JSG provides a fair and impartial prosecution service, and satisfaction with both policing and correctional staff. As with feelings of safety, Albertans who have confidence in the justice system are more likely to feel human rights are well protected in Alberta, and if employed, to agree that their current or last workplace is free of discrimination. Respondents aged 18-44 are more likely than those 65 and older to have confidence in the justice system overall, and in its individual aspects.

Understanding is closely linked to confidence: Albertans who agree they have a good understanding of the justice system are also more likely to be confident with the justice system overall. As with confidence, those who believe they have a good understanding are also more likely to be satisfied with JSG providing a fair and impartial prosecution service, with policing, and with corrections staff. Similarly to feelings of safety and confidence, those who believe they have a good understanding of the justice system are more likely to be satisfied with the protection of human rights in Alberta, and with their workplace being free of discrimination (if employed).

CRIME PREVENTION AND REDUCTION

In 2012-13, half (50%) of Albertans believe the Government of Alberta should put priority focus on prevention, including any action, policy or program that prevents or reduces criminality, crime, and victimization. This proportion is consistent with 2011-12 results, and constitutes the stabilization of an upward trend from 2009-10 to 2011-12 in putting priority focus on prevention.

Nearly all (95%) Albertans agree that individuals with mental health and addiction issues who commit crimes should have access to treatment while being held accountable for their crime. An equal proportion (95%) agree that investing in prevention and intervention for young children and families at risk is a good way to prevent and reduce crime and criminality, reflecting the importance Albertans place on prevention in terms of the government's focus.

The belief that the government should place priority focus on prevention, have access to treatment for individuals with mental health and addiction issues who commit crimes, and invest in prevention and intervention for young children and families at risk to reduce crime and criminality tends to increase with education, and decrease the longer the respondent has been living in Alberta. Albertans who have confidence in the justice system in Alberta are more likely to agree with all three aspects.

Respondents who place importance on prevention and agree that investing in prevention and intervention is a valuable strategy tend to be younger (25-44 years of age) and married/common law.

KNOWLEDGE OF THE JUSTICE SYSTEM

The majority (84%) of Albertans agree they have a good understanding of the justice system in Alberta, which is significantly higher than 2011-12 results, largely due to an increase in the proportion expressing strong agreement. Understanding of the justice system has been forming an upward trend among Albertans since 2009-10, and in 2012-13, reached its highest point. Understanding tends to increase with education, feelings of safety in one's home after dark, and feelings of safety in one's neighbourhood after dark. Those who are confident in the justice system are also more likely to agree they have a good understanding of the justice system.

Half (51%) of respondents cannot think of any topics they would like to have more information about in terms of the justice system in Alberta. Of those who identified a topic they would like more information about, the greatest proportion would like to know more about sentencing (8%), followed by more general information about how the system works (7%). The desire for more information about sentencing tends to increase with income and tenure in one's current home.

Most Albertans (63%) use the media (television, radio, or newspapers) as their main source of information about the justice system. Other popular sources include Internet websites (14%) and word of mouth from relatives, friends, colleagues or acquaintances (10%).

CONFIDENCE IN THE JUSTICE SYSTEM

Overall, four-in-five Albertans (79%)¹ have confidence in the justice system in Alberta, consistent with previous years. The key reason cited for lack of confidence in the justice system among those who indicated they had very little or no confidence is that criminals are not given adequate sentences (32%). This lack of confidence may be linked to a lack of understanding: when asked what they would like to have more information about regarding the justice system in Alberta, the greatest proportion of respondents (8%) want to know more about sentencing.

The majority of Albertans (51%-84%) continue to have confidence in each individual aspect of the justice system, with the exception of confidence that courts deal with cases promptly and efficiently (49%). However, in 2012-13, Albertans have significantly lower confidence in almost all individual aspects of the justice system previously measured, with the exception of court outcomes being fair and appropriate, for which confidence has increased.

At least seven-in-ten Albertans (range of 70%-79%) are confident in most aspects of Alberta's civil law, with a lesser proportion having confidence that courts deal with civil law cases promptly and efficiently (56%).

Four in five (81%)¹ Albertans agree they have access to legal information if they need it, and over three-quarters (77%) of Albertans agree they know where to find legal information.

Feelings of safety in one's neighbourhood and home, age, and victimization impact Albertans' feeling of confidence with regard to various aspects of the justice system.

Albertans who feel safe in their home after dark, and very safe in their neighbourhood after dark are more likely to have confidence in the justice system overall, confidence in individual aspects of the justice system, and confidence in the civil justice system. They are also more likely to feel they have enough access to legal information, and know where to find it if necessary.

Furthermore, those who are confident in individual aspects of the justice system and the civil system, and have accessibility to legal information and know where to find it are also more likely to be confident in the justice system overall.

Confidence in the justice system is also affected by age: Albertans 18-44 years of age are more likely than those 65 and older to have confidence in the justice system overall, in its individual aspects, and in the civil law system. In general, confidence with the justice system overall, its individual aspects, and agreement that respondents know how to access legal information and where to find it if necessary decreases with age.

Victimization has a negative effect on confidence: victims of crime are less likely to be confident in the justice system overall, in individual aspects of the justice system, and the civil law system, and they are less likely to agree they know how to access legal information.

¹ Indicates actual percentage of respondents who mentioned both categories. May differ by 1% due to rounding.

VIEWS ON MINISTRY SERVICES AND PROGRAMS

The majority (81%) of Albertans agree that Alberta Justice and Solicitor General provides a fair and impartial prosecution service, and this result is significantly higher than all previous years. A contributing factor to this increase is the higher proportion of Albertans who somewhat agreed that JSG provides a fair and impartial prosecution service. Among those who disagree that JSG provides a fair and impartial prosecution service, the top reasons for lack of agreement are that judges are not tough enough with sentences (17%). The greatest proportion (8%) of Albertans want to know more about sentencing, and nearly one-third (32%) of Albertans with very little to no confidence in the justice system feel that criminals are not being given adequate sentences (32%). This may indicate that lack of understanding about sentencing impacts Albertans' confidence/satisfaction with individual aspects of the justice system.

Four-in-five (81%) Albertans are satisfied with policing in Alberta in the past 12 months, which represents a decrease in 2012-13 from 2011-12 and 2010-11, and a return to 2009-10 levels of satisfaction. Among those who are dissatisfied with policing, the top reasons for dissatisfaction are that there are not enough police (16%); police have too much attitude, questionable conduct, abuse their power, and/or are racist (14%); and personal experience (13%).

The majority of Albertans (range of 71%¹- 86%) agree they are satisfied with / have respect for Alberta's correctional centre staff. Agreement that Albertans respect the job being done by Alberta correctional staff who supervise offenders being held in custody, and satisfaction with supervision of offenders in the community and operating provincial correctional centres is consistent with 2011-12 results. Agreement that Albertans are satisfied with the job being done by correctional staff in supervising offenders in the community is forming an upward trend since 2009, and although consistent with 2011-12, it is significantly higher than in years previous to that.

Further highlighting the relationships found with respect to confidence in the justice system, Albertans satisfied with JSG providing a fair and impartial prosecution service, policing, and corrections staff are more likely to feel safe in their home after dark, feel safe in their neighbourhood after dark, and agree they have a good understanding of the justice system. Albertans satisfied with all these specific aspects of Ministry services and programs are also more likely to be confident in the justice system.

A similar pattern is observed with regard to age and victimization. Albertans who have not been victims of crime are more likely to be satisfied with JSG's impartiality and with policing. Albertans aged 18-44 are more likely to be satisfied with JSG's impartiality, and corrections staff.

Furthermore, those who have lived in Alberta for less than six years are more likely to be satisfied with policing services, and corrections staff.

¹ Indicates actual percentage of respondents who mentioned both categories. May differ by 1% due to rounding.

PERCEPTIONS ON SAFETY FROM CRIME

The vast majority of Albertans agree that Alberta is a safe province to live in (96%), and they feel safe alone in their home after dark (95%)¹. A majority also feel safe from crime walking alone in their neighbourhood/area after dark (83%)¹.

Feelings of safety from crime when alone in one's home after dark, and feelings of safety from crime when walking alone after dark in one's neighbourhood/area are gradually forming upward trends since 2009-10. In both cases, 2012-13 results are consistent with 2011-12 and 2010-11 results, but have increased from 2009-10.

Similar trends are found in terms of victimization, and confidence in the justice system, as those that are found in terms of satisfaction with Ministry services and programs. That is, Albertans who are confident in the justice system and are not victims of crime are more likely to feel safe in the province, in their homes after dark, and walking alone in their neighbourhood after dark.

Furthermore, married/common law Albertans, and those who reside in Calgary or rural regions of Northern Alberta are also more likely to feel safe in the province, in their homes after dark, and walking alone in their neighbourhood after dark. Edmontonians are less likely to feel safe in all three of these places. Edmontonians are also less likely to be confident in the justice system, and tend to be less satisfied with policing, which may contribute to their likelihood to feel less safe. In general, feelings of safety in all aforementioned places increase with education.

CRIME VICTIMIZATION*

In 2012-13, almost one-in-five (17%) Albertans stated they were a victim of crime in the past year. This proportion has been trending downward since 2009-10, is significantly lower than 2011-12 results, and is at its lowest level since 1999-00.

Two-thirds (67%) of victims reported the crime to police. One-third (34%) of victims who reported crime to the police were given information on victims programs by the police, which represents an upward trend since 2010-11, and is significantly higher than 2011-12 results.

In 2012-13, nearly one-in-ten (9%) victims accessed programs or services for victims in Alberta, which constitutes a significant increase from all previous years.

Consistent with previous trends observed in terms of safety and confidence, victims of crime are less likely to feel safe in their home after dark and walking alone in their neighbourhood after dark. They also lack confidence in the justice system.

¹ Indicates actual percentage of respondents who mentioned both categories. May differ by 1% due to rounding

*Results of questions pertaining to victimization should be interpreted with caution, given their higher margin of error and lower confidence level due to smaller sample size.

HUMAN RIGHTS

Nine-in-ten (89%) Albertans believe that human rights are well protected in the province. Since 2007-08, Albertans' views have fluctuated regarding whether human rights are well protected. The majority (85%) of Albertans who are employed full or part time feel that their current or last place of work in Alberta is free of discrimination, which constitutes an upward trend in agreement, and is significantly higher than all previous years.

Similar to trends observed with regard to confidence and views on Ministry services and programs, Albertans who feel very safe in their home after dark, and feel very safe walking alone in their neighbourhood after dark are more likely to feel human rights are well protected in Alberta, and, if employed, agree that their workplace is free of discrimination. Albertans who have confidence in the justice system are also more likely to feel that Alberta protects human rights well, and agree their workplace is free of discrimination (for those employed).

Agreement that human rights are well protected in the province, and that employees' workplaces are free of discrimination tends to increase with income. Albertans who agree with both of these statements also tend not to be victims of crime, and tend to believe they have a good understanding of the justice system.

STUDY BACKGROUND

The Ministry of Justice and Solicitor General (JSG) is responsible for providing law enforcement and crime prevention, prosecution services, victims programs and services, court services, legal and strategic services to government, correctional services, and accessible frontline justice services; promoting safe communities; and, protecting human rights.

In October 2012, JSG contracted Leger The Research Intelligence Group to conduct the 2012-13 Public Opinion Survey of Albertans, which combined two surveys previously conducted for the former Ministry of Justice and the former Ministry of Solicitor General and Public Security. Prior to 2009, a single survey was conducted, as is the case for the current iteration, given the recent combination of the two former ministries. Questions from the Human Rights Survey, which was historically conducted separately from the studies conducted by the Ministry of Justice and Ministry of Solicitor General and Public Security have also been included.

JSG uses the Public Opinion Survey to report on several business plan performance measures, including perceptions of safety in the neighbourhood, victimization, satisfaction with policing, human rights protection and workplace discrimination. All current and historical performance measures were retained in the current iteration of the survey, while all questions not related to current or historical performance measures were revamped. Data collected from the survey enables JSG to meet accountability reporting requirements set out in the *Government Accountability Act*, as well as providing insight into public perceptions of Ministry programs and services, which informs evidence-based decision making at strategic and operational levels.

PROJECT PURPOSE AND OBJECTIVES

Comparing data from the current survey with results from previous years facilitates a better understanding of Albertans' perceptions of the justice system in Alberta, and may illuminate emerging trends and provide insights for improvement. The new questions added to this survey are intended to address the areas of highest priority for JSG, and to serve as baseline results for future surveys.

Specific objectives of the research include:

- ✓ Assessing Albertans' opinions on the priorities of JSG;
- ✓ Understanding Albertans' confidence in, and knowledge of the justice system;
- ✓ Ascertaining where Albertans receive information about the justice system;
- ✓ Evaluating Albertans' views on Ministry services and programs;
- ✓ Establishing Albertans' perceptions of safety from crime;
- ✓ Understanding Albertans' experiences with crime victimization;
- ✓ Gauging Albertans' views on how well human rights are protected; and
- ✓ Understanding how free Albertans' workplaces are from discrimination.

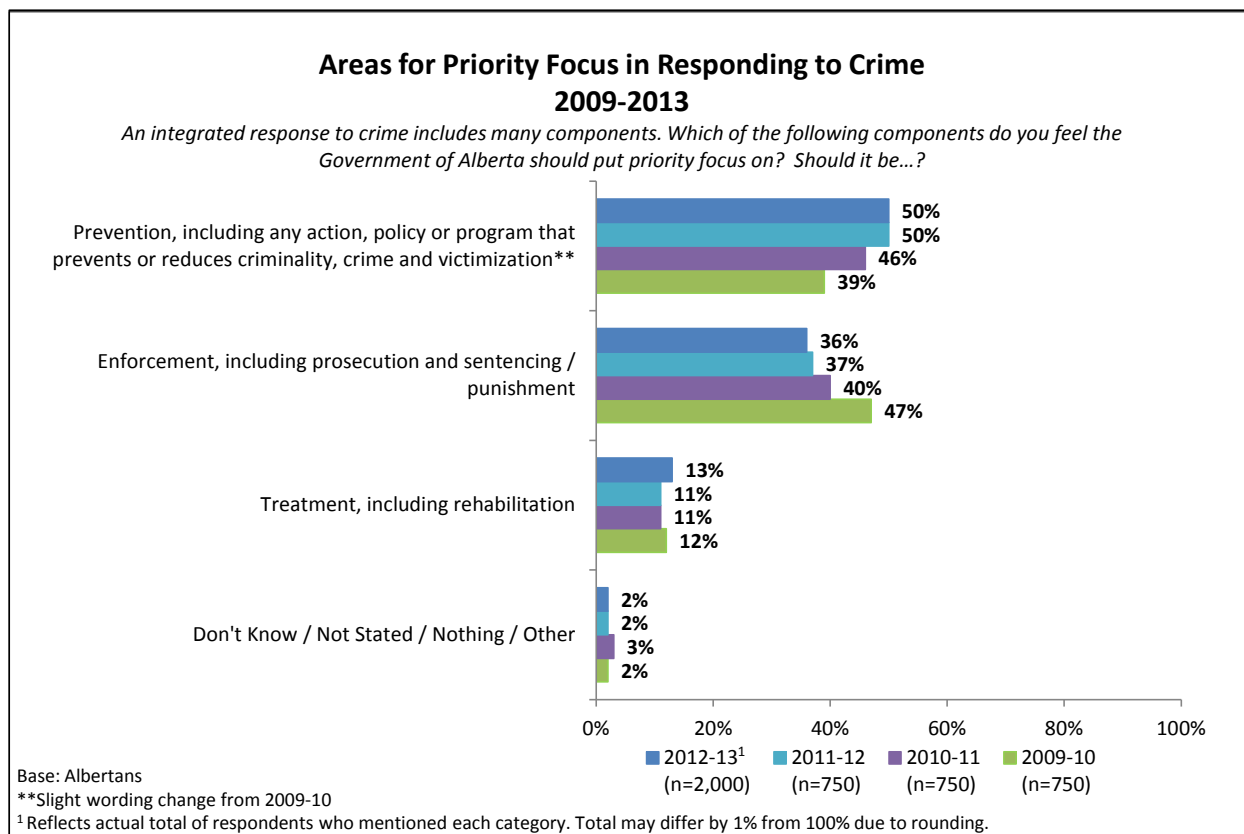
Current results have been compared to previous results wherever possible.

SURVEY FINDINGS

CRIME PREVENTION AND REDUCTION

AREAS FOR PRIORITY FOCUS IN RESPONDING TO CRIME

In 2012-13¹, half (50%) of Albertans believe the Government of Alberta should put priority focus on prevention, including any action, policy or program that prevents or reduces criminality, crime, and victimization. Over one-third (36%) think that the focus should be on enforcement, including prosecution and sentencing or punishment, while just over one-in-ten (13%) feel that treatment, including rehabilitation should be the priority focus.



In 2012-13, the upward shift in putting priority focus on prevention has stabilized, as has the downward trend in putting less focus on enforcement. The proportion of Albertans who believe that prevention should be the area of primary focus is consistent with 2011-12 results (50% 2012-13, 50% 2011-12), as is the proportion who feel the Government of Alberta should place priority focus on enforcement (36% 2012-13, 37% 2011-12).

¹ Reflects actual total of respondents who mentioned each category. Total may differ by 1% from 100% due to rounding.

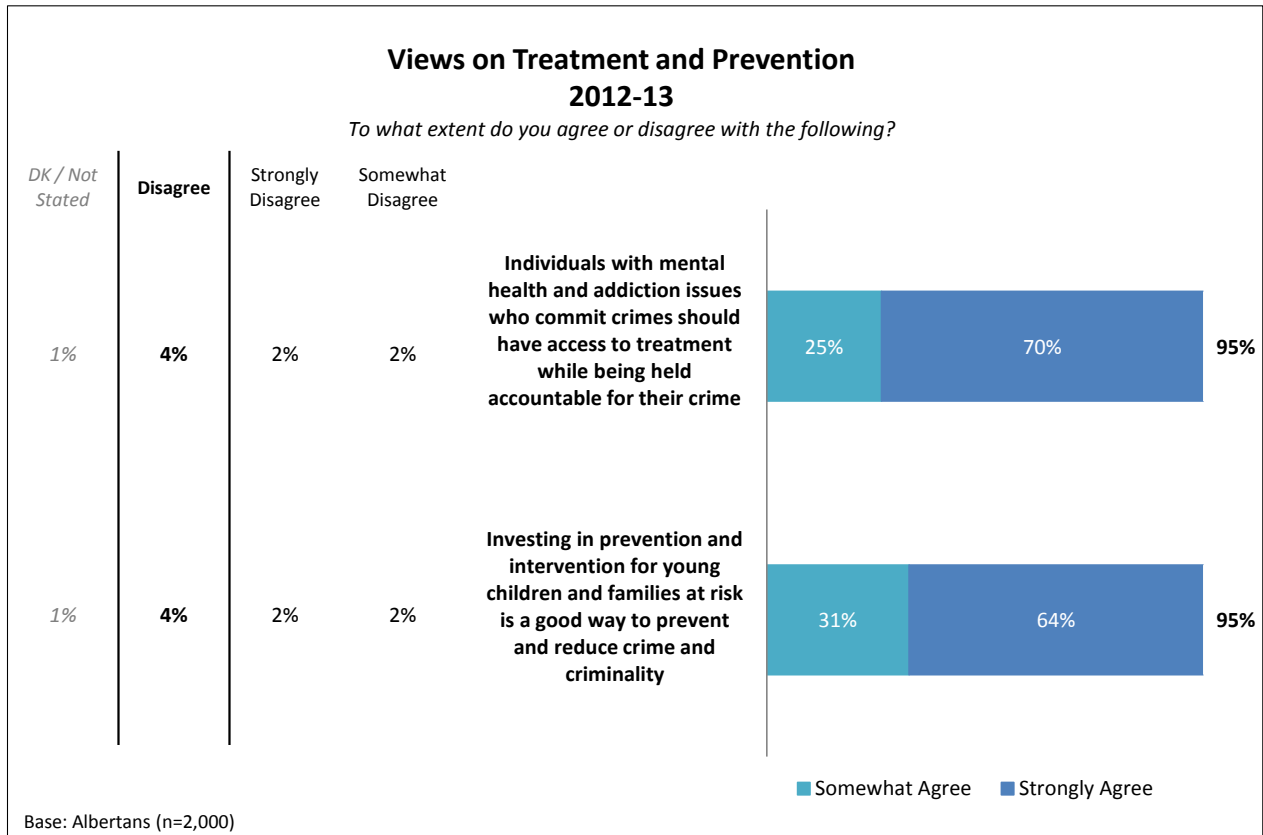
Sub-Segment Differences

Respondents more likely to agree that the Government of Alberta should focus on prevention include those who:

- Are 25-44 years of age (54% 25-44 years of age vs. 45% 45-64 years of age)
- Are Single or married/common law (50% single, 51% married/common law vs. 42% separated/widowed/divorced)
- Live in Calgary or Edmonton (54% Calgary, 53% Edmonton vs. 46% rural North, 44% rural South)
- Have household incomes of \$30,000-\$59,000 (53% \$30,000-\$59,000 vs. 45% less than \$30,000)
- Have at least some college/university education (46% some/graduated college, 61% some/graduated university vs. 35% less than high school, 39% graduated high school)
- Have lived in their current home for less than 3, or 6-10 years (53% less than 3 years, 54% 6-10 years, vs. 45% over 20 years)
- Have lived in Alberta for 40 years or less (65% less than 6 years, 57% 6-10 years, 51% 11-20 years, 52% 21-30 years, 50% 31-40 years vs. 38% 41-50 years)
- Feel very safe in their home after dark (52% very safe vs. 39% unsafe)
- Feel safe walking alone in their neighbourhood after dark (51% very safe, 53% reasonably safe, vs. 40% unsafe)
- Have confidence in the justice system (54% confident vs. 31% not confident)

VIEWS ON TREATMENT AND PREVENTION

In 2012-13, Albertans were asked their opinions on aspects of treatment and prevention. Nearly all Albertans (95%) agree that individuals with mental health and addiction issues who commit crimes should have access to treatment while being held accountable for their crime. An equal proportion (95%) agree that investing in prevention and intervention for young children and families at risk is a good way to prevent and reduce crime and criminality.



Sub-Segment Differences

Respondents more likely to agree that individuals with mental health and addiction issues who commit crimes should have access to treatment while being held accountable for their crime include those who:

- Are 64 years of age or younger (96% 64 years of age or younger vs. 91% 65 years of age or older)
- Have household incomes of \$60,000-\$99,000 (97% \$60,000-\$99,000 vs. 93% less than \$30,000)
- Feel very safe in their home after dark (96% very safe vs. 94% reasonably safe)
- Have confidence in the justice system (97% confident vs. 90% not confident)
- Agree they have a good understanding of the justice system (96% agree vs. 92% disagree)

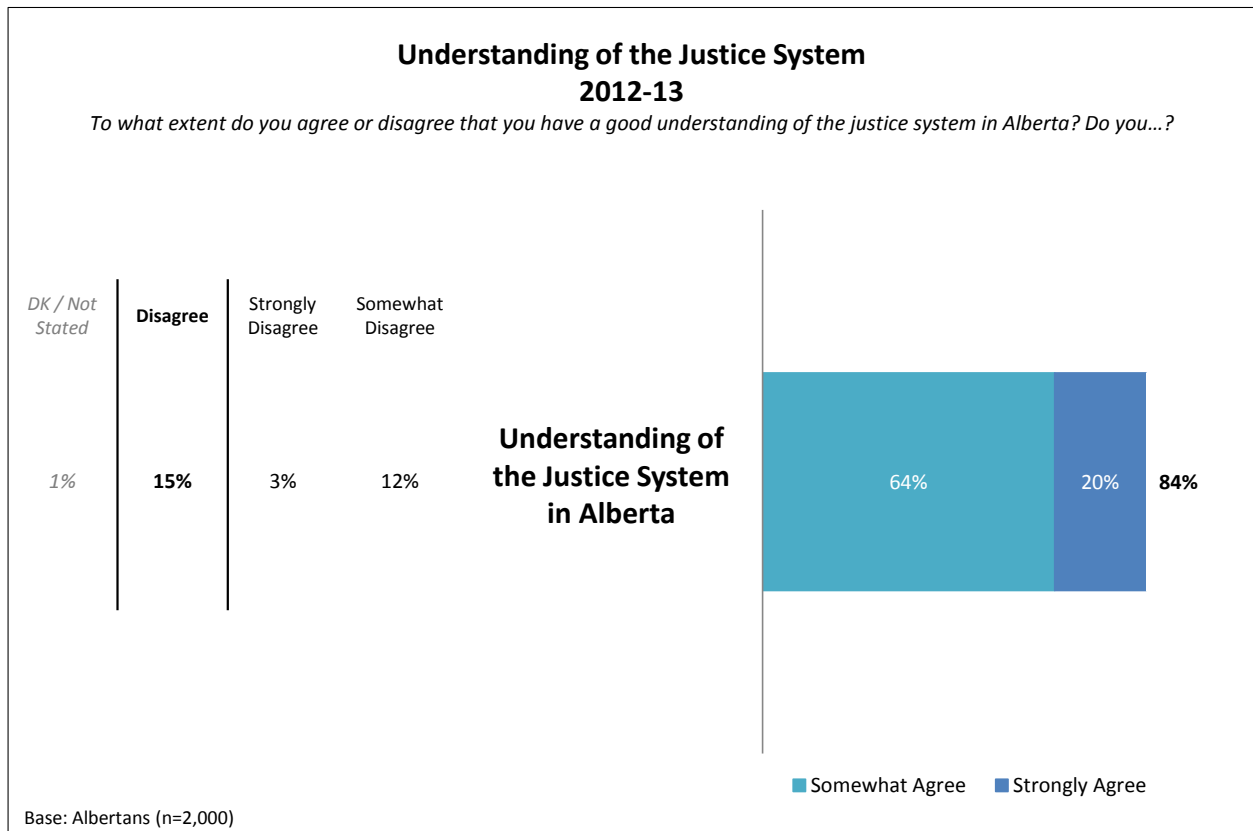
Respondents more likely to agree that investing in prevention and intervention for young children and families at risk is a good way to prevent and reduce crime and criminality include those who:

- Are female (96% female vs. 94% male)
- Are 25-44 years of age (97% 25-44 years of age vs. 94% 45-64 years of age, 92% 65 years of age or older)
- Are married/common law (96% married/common law vs. 92% separated/widowed/divorced)
- Have at least some university education (96% some/graduated university vs. 90% less than high school)
- Have lived in their current home for less than 3 years (96% less than 3 years vs. 93% 11-20 years)
- Have lived in Alberta for less than 6 years (97% less than 6 years vs. 93% 41-50 years)
- Have confidence in the justice system (97% confident vs. 89% not confident)

KNOWLEDGE OF THE JUSTICE SYSTEM

UNDERSTANDING OF THE JUSTICE SYSTEM

The majority (84%) of Albertans agree that they have a good understanding of the justice system in Alberta, with 64% somewhat agreeing and 20% strongly agreeing. Of the fifteen percent (15%) who disagree, 3% strongly disagree and 12% somewhat disagree.



Sub-Segment Differences

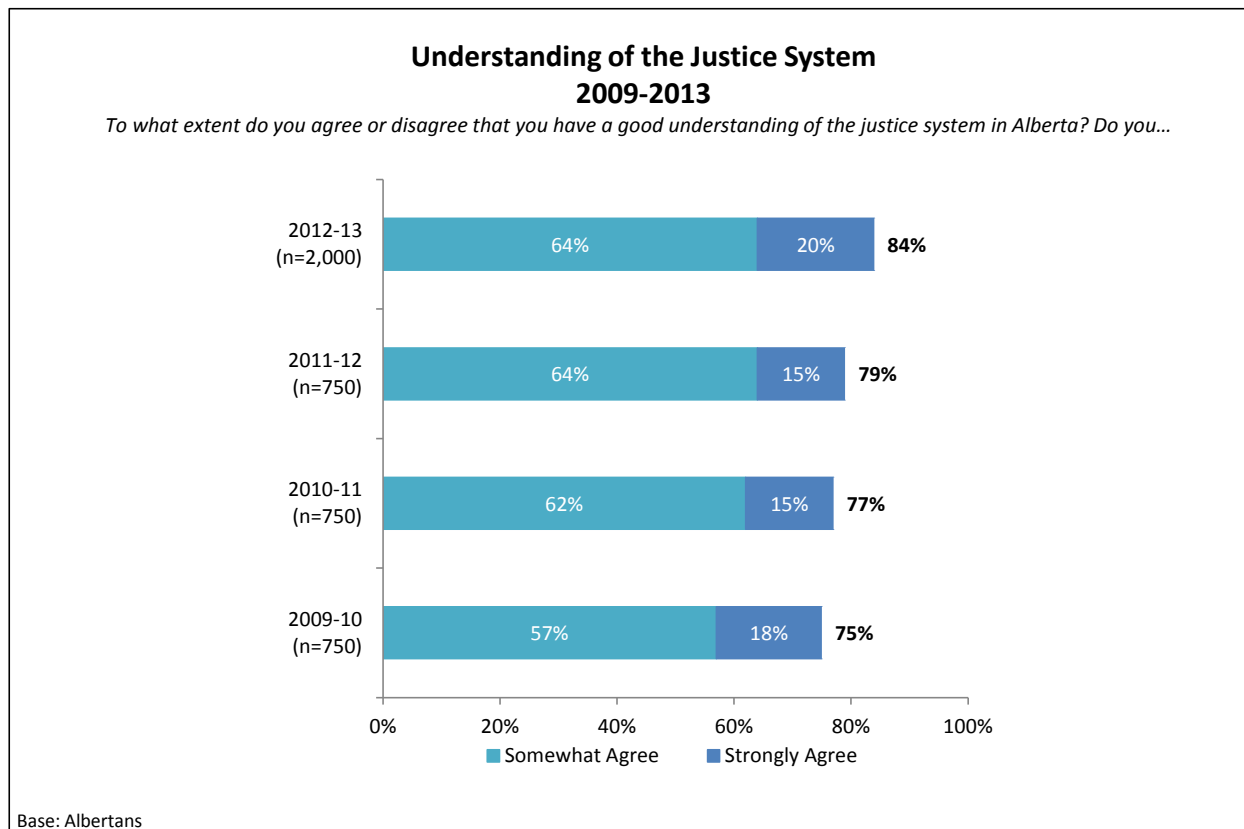
Respondents more likely to agree they have a good understanding of the justice system in Alberta include those who:

- Are 45-64 years of age (86% 45-64 years of age vs. 79% 18-24 years of age)
- Are married/common law (85% married/common law vs. 80% single)
- Have at least high school education (83% graduated high school, some/graduated college, 86% some/graduated university vs. 74% less than high school)
- Have lived in Alberta for 21-50 years (86% 21-50 years vs. 77% less than 6 years)
- Feel safe walking alone in their neighbourhood after dark (86% very safe, 84% reasonably safe vs. 78% unsafe)
- Have confidence in the justice system (85% confident vs. 79% not confident)

Draft Report

Alberta Justice and Solicitor General 2012-13 Public Opinion Survey

Understanding of the justice system in Alberta has been forming an upward trend among Albertans since 2009-10 (84% in 2012-13, 79% in 2011-12, 77% in 2010-11, 75% in 2009-10). Compared to last year, understanding is significantly higher (84% in 2012-13 vs. 79% in 2011-12), due to an increase in those who strongly agree they have a good understanding of the justice system (20% strongly agree in 2012-13 vs. 15% strongly agree in 2011-12). In 2012-13, understanding has reached its highest point.



AREAS OF INTEREST ABOUT THE JUSTICE SYSTEM

Half of respondents (51%) cannot think of any information they would like to have regarding the justice system in Alberta. Of those who desire more information, the greatest proportion of respondents would like to know more about sentencing (8% of all respondents), followed by more general information about how the system works (7%).

Areas of Interest About the Justice System 2012-13	
What would you like to have more information about regarding the justice system in Alberta?***	Total (n=2,000)
Sentencing Procedures	8%
General Information / How the justice system works	7%
Prevention programs	5%
Information or changes about different laws / By laws	4%
Stats on different crimes / Crime rate / Conviction rate / Penalties	3%
Rehabilitation and treatment programs for criminals	2%
Prosecution process	2%
Personal rights / Human rights / Victim rights	2%
Easier access to laws / Information / Advice / Education	2%
Parole Process (early release, approval process, follow ups)	2%
Why it takes so long for the court system to process cases	2%
More about Judges (who chooses judges, how do they enforce the law)	2%
Public awareness on crimes / Recently released offenders / Violent offenders / Sex offenders	2%
Young offenders	1%
Enforcement	1%
Cost	1%
Traffic laws	1%
Mental Health offenders / Issues / Treatments	1%
Transparency / Accountability	1%
Other	3%
Nothing	7%
Don't know	51%

***Multiple mentions allowed

MAIN SOURCE OF INFORMATION ABOUT THE JUSTICE SYSTEM

The main source of information about the justice system for about two-thirds (63%) of Albertans is the media, that is, television, radio, or newspapers. Other popular sources include Internet websites (14%) and word of mouth from relatives, friends, colleagues or acquaintances (10%).

Main Source of Information About the Justice System		
Over the past 12 months, what would you say was your main source of information about the justice system? Was it...?***	2012-13 (n=2,000)	2011-12 (n=750)
Media, that is television, radio or newspapers	63%	67%
Internet website or websites	14%	10%
Word of mouth from relatives, friends, colleagues or acquaintances	10%	14%
Experts, such as academics, politicians, or teachers	5%	N/A
Social media, such as Facebook or Twitter	3%	N/A
Government print publications	2%	1%
Magazines	1%	-
Non-government Organizations (NGOs)	1%	N/A
Direct experience with the justice system	1%	3%
Works / worked in the justice system	N/A	2%
School / Courses	N/A	2%
Don't Know / Not Stated / Other	2%	1%

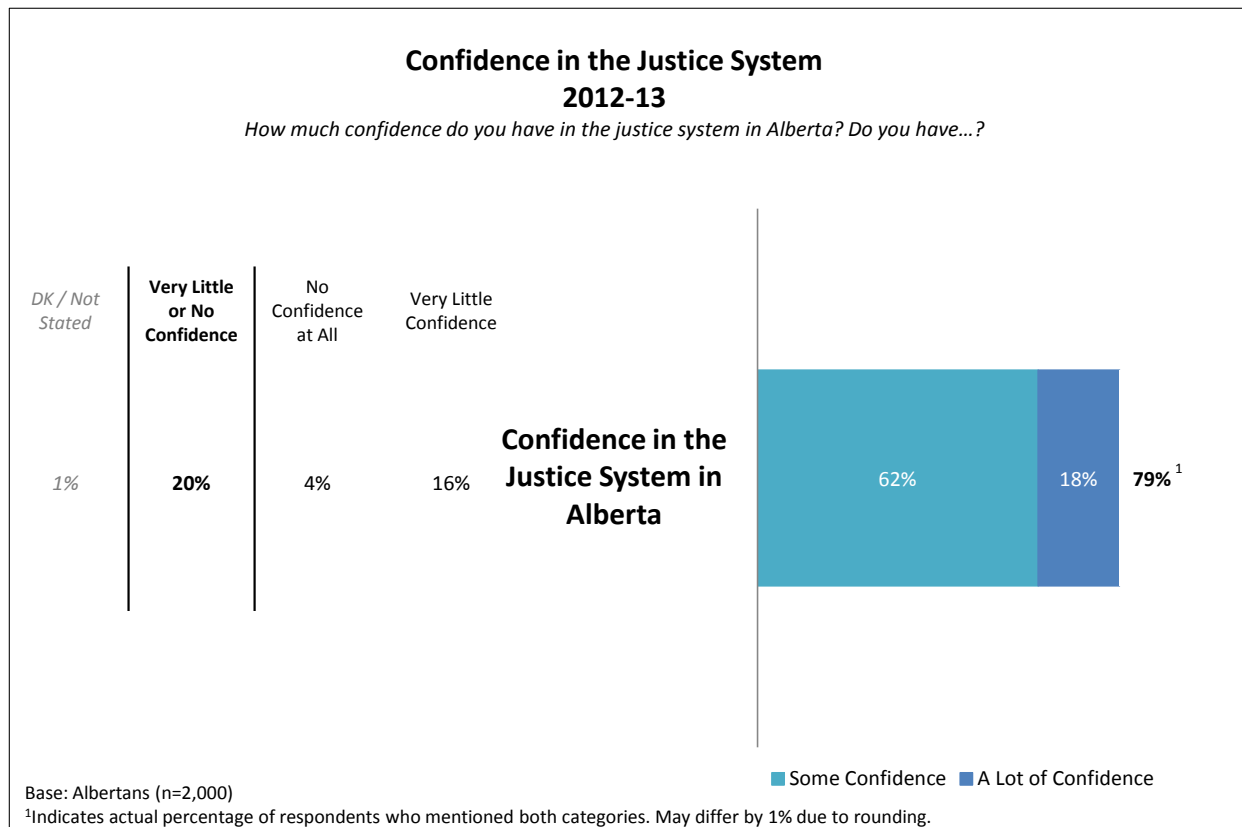
***Multiple mentions allowed

Note: N/A indicates that list of possible sources varied slightly from 2011-12 to 2012-13

CONFIDENCE IN THE JUSTICE SYSTEM

OVERALL CONFIDENCE IN THE JUSTICE SYSTEM

Overall, Albertans have confidence in the justice system in Alberta, with four-in-five (79%)¹ identifying they have confidence. Of those who are confident in the justice system, most have some confidence (62%), while slightly less than one-in-five (18%) have a lot of confidence. One-in-five (20%) of Albertans are not confident in the justice system, with 4% not having any confidence, and 16% having very little confidence.



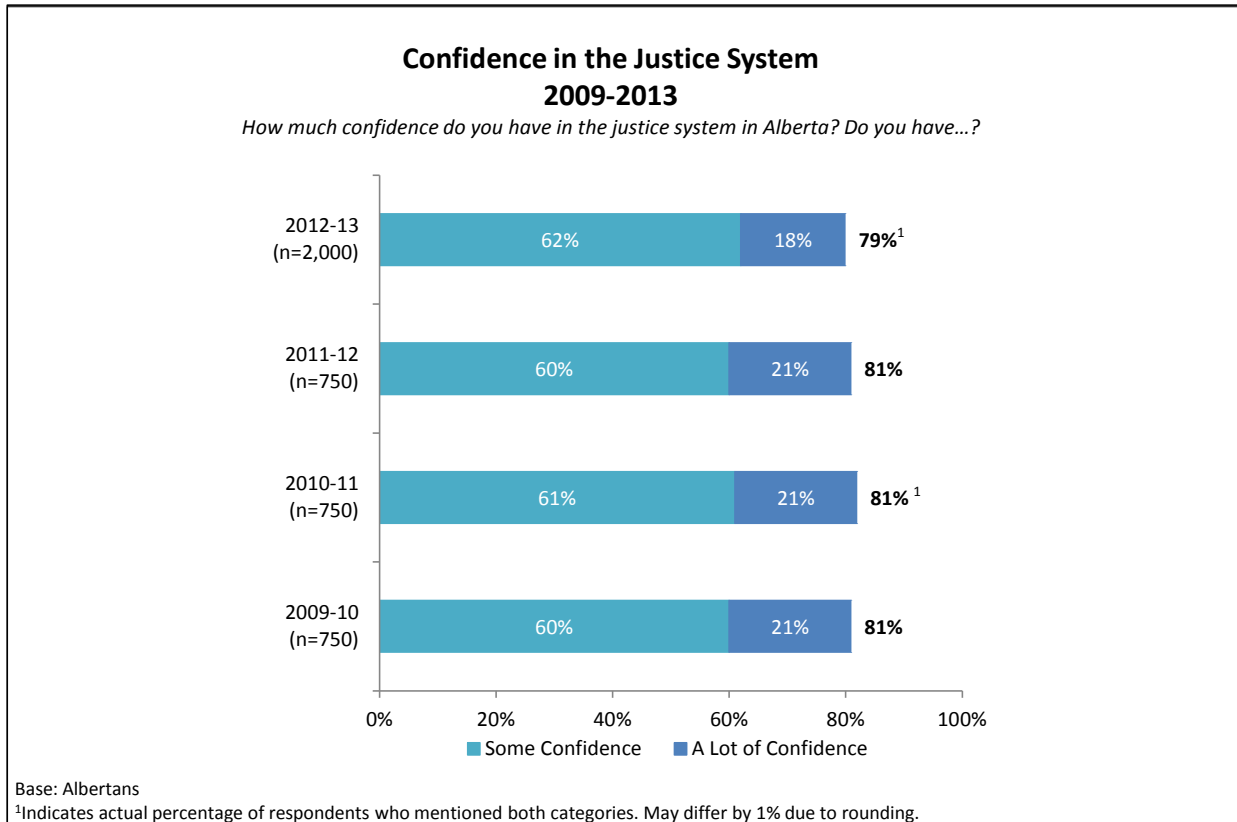
¹ Indicates actual percentage of respondents who mentioned both categories. May differ by 1% due to rounding.

Sub-Segment Differences

Respondents more likely to have confidence in the justice system in Alberta include those who:

- Are 18-44 years of age (85% 18-24 years of age, 81% 25-44 years of age vs. 74% 65 years of age or older)
- Are single or married/common law (81% single or married/common law vs. 68% separated/widowed/divorced)
- Live in Calgary (84% Calgary vs. 78% Edmonton, 75% rural North, 76% rural South)
- Have household incomes of \$100,000 or more (83% \$100,000 or more vs. 76% less than \$30,000, 78% \$60,000-\$99,000)
- Have at least some university education (87% some/graduated university vs. 70% less than high school, 73% graduated high school, 75% some/graduated college)
- Have lived in their current home for 10 years or less (82% less than 3 years, 80% 3-5 years, 84% 6-10 years vs. 74% 11-20 years)
- Have lived in Alberta for 20 years or less (88% less than 6 years, 84% 6-10 years, 85% 11-20 years vs. 71% 41-50 years, 76% 50 years or more)
- Are not victims of crime (82% non-victims vs. 67% victims)
- Feel safe in their home after dark (84% very safe, 76% reasonably safe vs. 47% unsafe)
- Feel safe walking alone in their neighbourhood after dark (85% very safe, 78% reasonably safe vs. 69% unsafe)
- Agree they have a good understanding of the justice system (81% agree vs. 73% disagree)

Albertans' confidence in the justice system in Alberta in 2012-13 is consistent with previous years (79%¹ in 2012-13, 81% in 2011-12, 81%¹ in 2010-11, 81% in 2009-10).



¹ Indicates actual percentage of respondents who mentioned both categories. May differ by 1% due to rounding.

REASONS FOR LACK OF CONFIDENCE IN THE JUSTICE SYSTEM

Among Albertans with very little or no confidence in the justice system, the key reason cited for lack of confidence, among one-third of respondents (32%), is that criminals are not given adequate sentences; that is, their punishment does not fit the crime. The second highest proportion of Albertans lack confidence because they feel that too many criminals are not being convicted or there is no penalty for crime committed (13%).

Reasons for Lack of Confidence in the Justice System 2012-13	
Why do you not have confidence in the justice system in Alberta?***	Respondents Who Have Very Little or No Confidence at All (n=402)
Criminals are not given adequate sentences (too light - punishment doesn't fit the crime)	32%
Too many criminals not being convicted / No penalty for crimes committed	13%
Personal experience	10%
Criminals are released too quickly	8%
System is in favor of the accused and victims have no rights	7%
Too many repeat offenders	6%
Not managed properly / Lack enforcement	6%
Corruption / Politics / Abuse of power	5%
Court process is too slow / Lengthy	5%
Not a justice system it's a legal system / Unfair system	4%
Rich have advantage over poor	4%
Things I've seen or read in the media	3%
Drinking and driving offences are too lenient	3%
Young offenders given too light a sentence	1%
Poor police / RCMP response time / Don't show up	1%
Other	9%
Don't Know/Not Stated	8%

***Multiple mentions allowed

CONFIDENCE IN INDIVIDUAL ASPECTS OF THE JUSTICE SYSTEM

In 2012-13, the majority (51%¹-84%) of Albertans have confidence in each individual aspect of the justice system, with the exception of confidence that courts deal with cases promptly and efficiently (49%)¹. Albertans are most confident (84%) with the laws of Alberta being fair.

¹ Indicates actual percentage of respondents who mentioned both categories. May differ by 1% due to rounding.

Confidence in the Justice System: Individual Aspects 2009-13*				
How much confidence do you have in each of the following aspects of Alberta's justice system? Do you have... **		A Lot or Some Confidence	Very Little or No Confidence	Don't Know / Not Stated
That the laws of Alberta are fair	2012-13 (n=2,000)	84%	14%	2%
	2011-12	N/A	N/A	N/A
	2010-11	N/A	N/A	N/A
	2009-10	N/A	N/A	N/A
That the rights of people accused of committing a crime are protected	2012-13 (n=2,000)	82%	13%	5%
	2011-12 (n=750)	86%	9%	5%
	2010-11 (n=750)	87%	10%	3%
	2009-10 (n=750)	88%	10%	2%
That offenders are safely and securely held while in custody	2012-13 (n=2,000)	81%	13%	6%
	2011-12	N/A	N/A	N/A
	2010-11	N/A	N/A	N/A
	2009-10	N/A	N/A	N/A
In the fairness of the court process**	2012-13 (n=2,000)¹	75%	20%	6%
	2011-12 (n=750)	77%	19%	4%
	2010-11 (n=750) ¹	78%	20%	3%
	2009-10 (n=750)	81%	17%	2%
That the criminal justice system is effective in bringing people to justice	2012-13 (n=2,000)	73%	25%	2%
	2011-12 (n=750)	77%	22%	1%
	2010-11 (n=750)	77%	22%	1%
	2009-10 (n=750)	79%	20%	1%
That legal aid is available and accessible to those who need it	2012-13 (n=2,000)	70%	15%	15%
	2011-12	N/A	N/A	N/A
	2010-11	N/A	N/A	N/A
	2009-10	N/A	N/A	N/A
That court outcomes are fair and appropriate**	2012-13 (n=2,000)	66%	30%	4%
	2011-12 (n=750)	55%	41%	4%
	2010-11 (n=750) ¹	58%	39%	2%
	2009-10 (n=750)	56%	42%	2%
That the needs of victims of crime are being met	2012-13 (n=2,000)	54%	40%	6%
	2011-12 (n=750)	59%	35%	6%
	2010-11 (n=750)	59%	36%	5%
	2009-10 (n=750)	58%	37%	5%
That offenders are supervised effectively in the community	2012-13 (n=2,000)	51%	40%	9%
	2011-12	N/A	N/A	N/A
	2010-11	N/A	N/A	N/A
	2009-10	N/A	N/A	N/A
That the courts deal with cases promptly and efficiently	2012-13 (n=2,000)¹	49%	46%	6%
	2011-12 (n=750) ¹	54%	40%	5%
	2010-11 (n=750)	52%	45%	3%
	2009-10 (n=750)	53%	43%	4%

** Question wording changed slightly in 2012-13

¹Reflects actual total of respondents who mentioned each category. Total may differ by 1% from 100% due to rounding.

In 2012-13, Albertans have significantly lower confidence in all aspects previously measured, with the exception of court outcomes being fair and appropriate (66% in 2012-13 vs. 55% in 2011-12). The following aspects receive significantly lower ratings compared to previous years, and are following downward trends:

- That the rights of people accused of committing a crime are protected, which has followed a downward trend since 2009-10 (82% 2012-13 vs. 86% 2011-12, 87% 2010-11, 88% 2009-10)
- That the criminal justice system is effective in bringing people to justice, which has followed a downward trend since 2009-10 (73% in 2012-13, 77% in 2011-12, 77% in 2010-11, 77% in 2009-10)
- That the needs of victims of crime are being met, which has followed a downward trend since 2010-11 (54% in 2012-13 vs. 59% in 2011-12)

Sub-Segment Differences

Respondents with more confidence in individual aspects of the justice system:

- Are younger (range of 68%-90% 18-24 years of age, range of 54%-87% 25-44 years of age vs. range of 38%-81% 65 years of age or older)
- Are single, with the exception of those who feel that the laws of Alberta are fair (range of 56%-84% single vs. range of 41%-74% separated/divorced/widowed)
- Tend to have lived in Alberta for less than 6 years, with the exception of those who feel that the laws of Alberta are fair, and that the rights of people committing a crime are protected (range of 58%-83% less than 6 years vs. range of 40%-75% 50 years or more)
- Are not victims of crime (range of 50%-86% non-victims vs. 42%-78% victims)
- Feel very safe in their home after dark (range of 52%-88% very safe vs. range of 44%-81% reasonably safe, 27%-68% unsafe)
- Feel very safe walking alone in their neighbourhood after dark (range of 52%-89% very safe vs. range of 36%-75% unsafe)
- Have confidence in the justice system overall (range of 55%-92% confident vs. 25%-65% not confident)

In general:

- Those with at least some university education tend to be more confident in each individual aspect, with the exception of feeling that legal aid is available and accessible to those who need it, and that the courts deal with cases promptly and efficiently

CONFIDENCE IN INDIVIDUAL ASPECTS OF THE JUSTICE SYSTEM: CORRELATION AND FACTOR LOADING

A correlation was run between 10 individual aspects of confidence in the justice system in Alberta, and overall confidence in the justice system in Alberta, to show the degree to which these items are related. A notable correlation with overall confidence occurs between 7 of the 10 aspects, that is, their correlation coefficient is greater than 0.35. These notable correlations indicate that if Albertans have higher confidence in the 7 aforementioned aspects, they will also tend to have higher confidence in the justice system overall, and vice versa. In addition to their correlation to overall confidence, the various aspects are also interrelated with each other. Of all the aspects studied, confidence in the fairness of the court process is the aspect that correlates most strongly with overall confidence. With a correlation of 0.55, this aspect explains 30% of the variation in overall confidence across the different survey respondents.

Confidence in Individual Aspects of The Justice System 2009-2013				
	Correlation with Overall Confidence in the Justice System			
	2009-10	2010-11	2011-12	2012-13
In the fairness of the court process**	.48	.56	.55	.55
That court outcomes are fair and appropriate**	.41	.48	.49	.53
That the criminal justice system is effective in bringing people to justice	.45	.54	.53	.50
That the laws of Alberta are fair	N/A	N/A	N/A	.48
That the needs of victims of crime are being met	.37	.42	.31	.41
That offenders are supervised effectively in the community	N/A	N/A	N/A	.40
That the courts deal with cases promptly and efficiently	.32	.36	.43	.39
That offenders are safely and securely held while in custody	N/A	N/A	N/A	.28
That the rights of people accused of committing a crime are protected	.19	.28	.16	.26
That legal aid is available and accessible to those who need it	N/A	N/A	N/A	.21
That the criminal justice system is effective in dealing with youth accused of crime	.35	.46	.44	N/A
That crime is being reduced	.42	.41	.44	N/A
That the courts will convict the right individuals	.32	.42	.39	N/A
That police will solve crimes	.30	.39	.28	N/A

**Question wording changed slightly in 2012-13

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Alberta Justice and Solicitor General 2012-13 Public Opinion Survey

To explore the relationship between confidence in individual aspects of the justice system and the justice system overall, and to account for the relationships specific aspects of confidence have with each other, a factor analysis was also undertaken. This analysis identified two more general underlying aspects (factors): the “questions that relate to the judicial process” factor and the “questions that relate to the accused who go through the judicial process” factor. Outlined below are the aspects that comprise each factor.

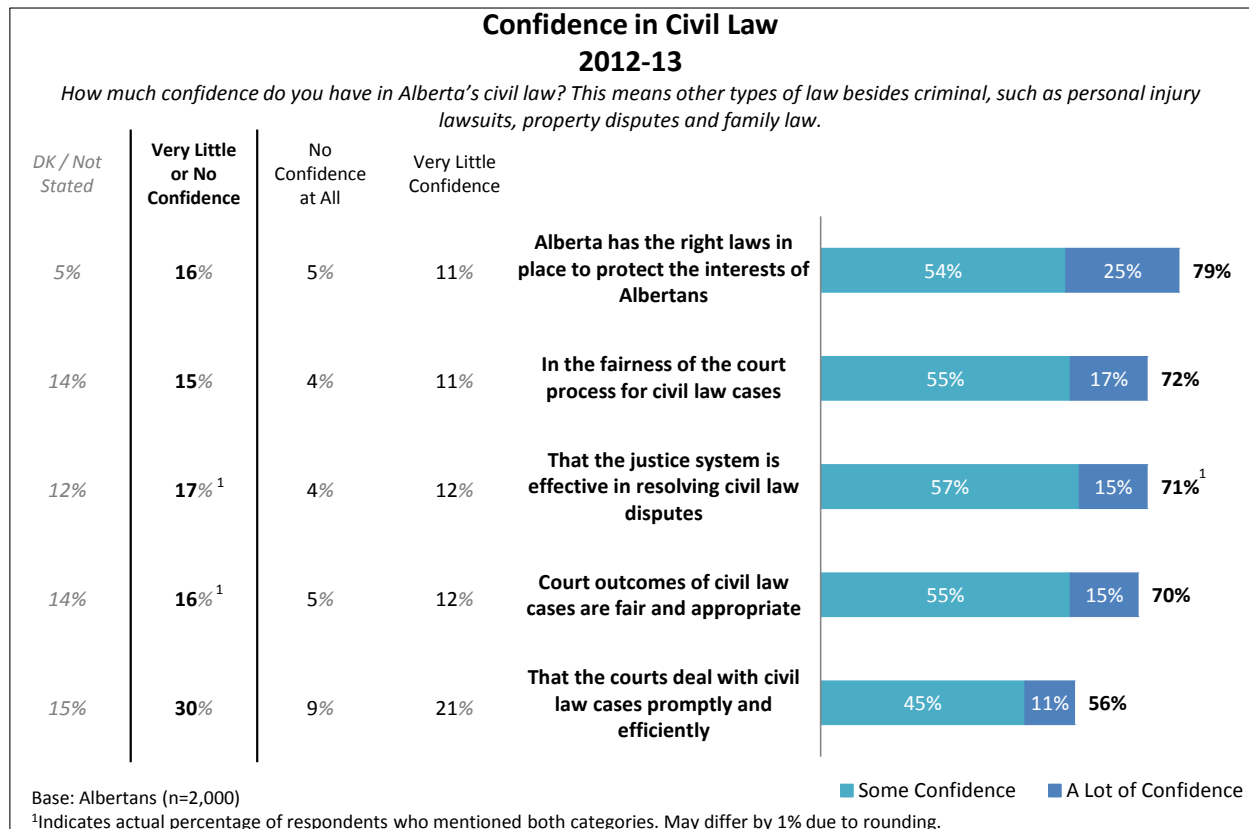
Questions that Relate to the Judicial Process 2009-2013				
	Factor Loading			
	2009-10	2010-11	2011-12	2012-13
That court outcomes are fair and appropriate**	.77	.77	.78	.77
That the criminal justice system is effective in bringing people to justice	.69	.69	.74	.76
That offenders are supervised effectively in the community	N/A	N/A	N/A	.69
That the needs of victims of crime are being met	.74	.67	.57	.69
In the fairness of the court process**	.49	.57	.63	.66
That the courts deal with cases promptly and efficiently	.63	.68	.71	.62
That the laws of Alberta are fair	N/A	N/A	N/A	.58
That the criminal justice system is effective in dealing with youth accused of crime	.76	.74	.75	N/A
That crime is being reduced	.61	.56	.61	N/A

**Question wording changed slightly in 2012-13

Questions that Relate to the Accused Who Go Through the Judicial Process 2009-2013				
	Factor Loading			
	2009-10	2010-11	2011-12	2012-13
That the rights of people accused of committing a crime are protected	.75	.82	.79	.81
That legal aid is available and accessible to those who need it	N/A	N/A	N/A	.68
That offenders are safely and securely held while in custody	N/A	N/A	N/A	.48
That courts will convict the right individuals	.77	.70	.61	N/A
That police will solve crimes	.59	.60	.60	N/A

CONFIDENCE IN CIVIL LAW

At least seven-in-ten Albertans are confident in most aspects of Alberta’s civil law (range of 70%-79% confident), with a lesser proportion having confidence that courts deal with civil law cases promptly and efficiently (56%).



Sub-Segment Differences

Respondents with more confidence in the civil law justice system in Alberta:

- Are younger (range of 72%-82% 18-24 years of age, range of 63%-85% 25-44 years of age vs. range of 41%-75% 65 years of age or older)
- Have lived in Alberta for less than 6 years (range of 69%-85% less than 6 years vs. range of 48%-71% 41-50 years)
- Are not victims of crime (range of 57%-81% non-victims vs. range of 50%-73% victims)
- Feel safe in their home after dark (range of 60%-83% very safe, range of 50%-76% reasonably safe vs. range of 35%-59% unsafe)
- Feel safe walking alone in their neighbourhood after dark (range of 63%-83% very safe, range of 52%-79% reasonably safe vs. range of 45%-70% unsafe)
- Have confidence in the justice system overall (range of 60%-86% confident vs. range of 37%-55% not confident)

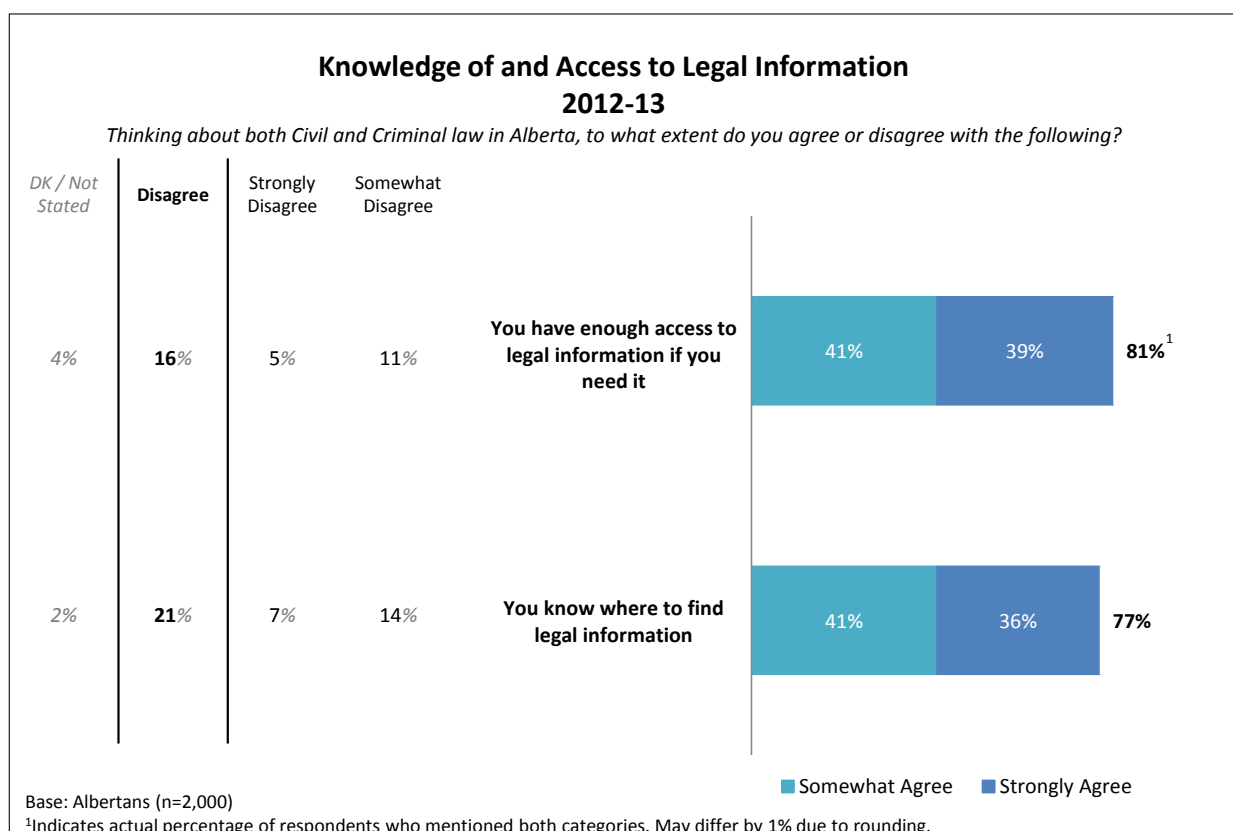
In general:

- Those who are single or married/common law tend to be more confident in the civil justice system than those separated/widowed/divorced
- Confidence in each aspect of the civil justice system tends to increase with education, with the exception of confidence that the courts deal with civil law cases promptly and efficiently
- Confidence in each aspect of the civil justice system tends to decrease with increasing tenure in one's current home
- Those who believe they have a good understanding of the justice system also tend to be more confident in the civil justice system

KNOWLEDGE OF AND ACCESS TO LEGAL INFORMATION

Four-in-five (81%)¹ Albertans agree they have access to legal information if they need it. Agreement is nearly evenly split between those who somewhat agree (41%) and those who strongly agree (39%). 16% of Albertans disagree, with 5% strongly disagreeing and 11% somewhat disagreeing.

Over three-quarters (77%) of Albertans agree they know where to find legal information, with 41% somewhat agreeing and 36% strongly agreeing. One-in-five (21%) disagree, with 7% strongly disagreeing and 14% somewhat disagreeing.



¹ Indicates actual percentage of respondents who mentioned both categories. May differ by 1% due to rounding.

Sub-Segment Differences

Respondents more likely to agree they have enough access to legal information if they need it include those who:

- Are 18-24 years of age (85% 18-24 years of age vs. 78% 65 years of age or older)
- Live in small cities in Northern Alberta, or rural areas in Southern Alberta (84% small cities North, 85% rural South vs. 78% Calgary)
- Have household incomes of \$100,000 or more (85% \$100,000 or more vs. 78% less than \$59,000)
- Are not victims of crime (82% non-victims vs. 75% victims)
- Feel safe in their home after dark (85% very safe, 76% reasonably safe, vs. 65% unsafe)
- Feel very safe walking alone in their neighbourhood after dark (85% very safe vs. 79% reasonably safe, 74% unsafe)
- Have confidence in the justice system (84% confident vs. 69% not confident)
- Agree they have a good understanding of the justice system (84% agree vs. 64% disagree)

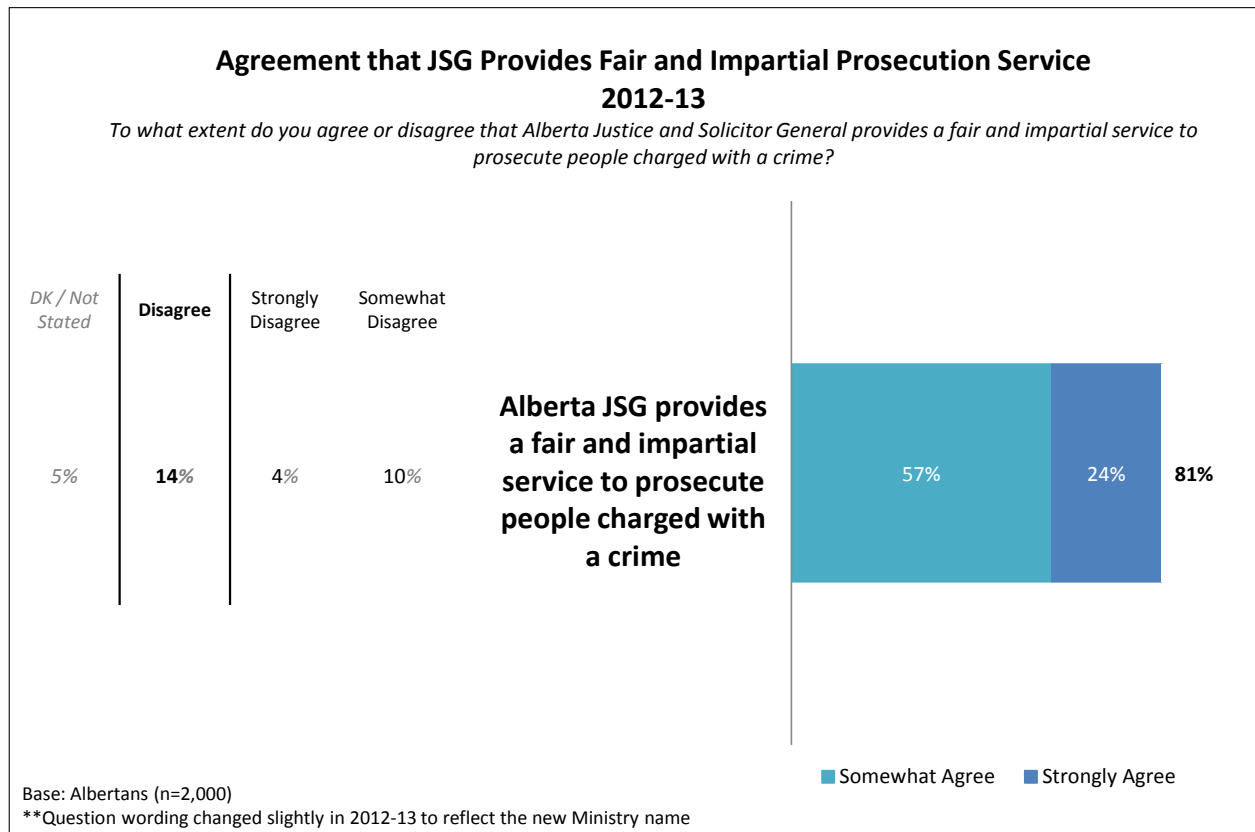
Respondents more likely to agree they know where to find legal information include those who:

- Feel safe in their home after dark (81% very safe, 73% reasonably safe vs. 54% unsafe)
- Feel very safe walking alone in their neighbourhood after dark (81% very safe vs. 75% reasonably safe, 69% unsafe)
- Have confidence in the justice system (80% confident vs. 67% not confident)
- Agree they have a good understanding of the justice system (81% agree vs. 57% disagree)

VIEWS ON MINISTRY SERVICES AND PROGRAMS

AGREEMENT THAT JSG PROVIDES FAIR AND IMPARTIAL PROSECUTION SERVICE

The majority (81%) of Albertans agree that Alberta Justice and Solicitor General provides a fair and impartial prosecution service. Among those who agree, agreement somewhat (57%) is more prominent than strong agreement (24%). Fourteen percent (14%) of Albertans disagree that JSG provides a fair and impartial prosecution service. Of these, 4% strongly disagree and 10% somewhat disagree.

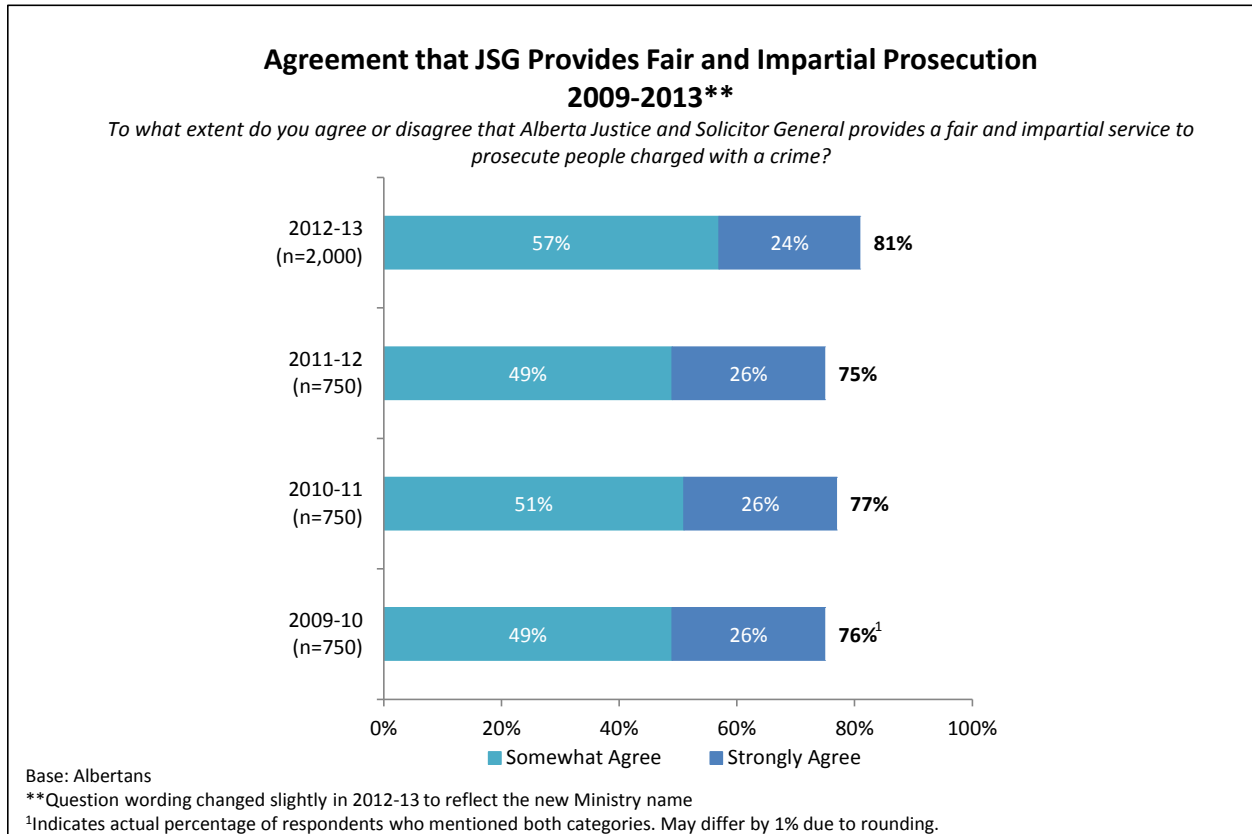


Sub-Segment Differences

Respondents more likely to agree that JSG provides a fair and impartial service to prosecute people charged with a crime include those who:

- Are 18-44 years of age (91% 18-24 years of age, 83% 25-44 years of age vs. 78% 45-64 years of age, 75% 65 years of age or older)
- Live in small cities in Northern Alberta (87% small cities North vs. 81% Calgary, 77% rural North, 78% rural South)
- Have at least some university education (85% some/graduated university vs. 77% some/graduated college)
- Have lived in their current home for 10 years or less (82% less than 5 years, 84% 6-10 years vs. 75% 20 years or more)
- Have lived in Alberta for 6-20 years (85% 6-20 years vs. 77% 50 years or more)
- Are not victims of crime (82% non-victims vs. 75% victims)
- Feel safe in their home after dark (84% very safe, 77% reasonably safe vs. 64% unsafe)
- Feel safe walking alone in their neighbourhood after dark (84% very safe, 82% reasonably safe vs. 70% unsafe)
- Have confidence in the justice system (88% confident vs. 56% not confident)
- Agree they have a good understanding of the justice system (83% agree vs. 73% disagree)

Agreement that Alberta JSG* provides a fair and impartial service to prosecute people charged with a crime is significantly higher than all previous years (81% in 2012-13 vs. 75% in 2011-12, 77% in 2010-11, 76%¹ in 2009-10). This increase in agreement is due to an increase in the proportion of Albertans who somewhat agree that JSG provides a fair and impartial prosecution service (57% in 2012-13 vs. 49% in 2011-12, 51% in 2010-11, 49% in 2009-10).



* Note: Wording changed to Justice and Solicitor General in 2012-13 from Alberta Justice in previous iterations
¹ Indicates actual percentage of respondents who mentioned both categories. May differ by 1% due to rounding.

REASONS FOR DISAGREEMENT THAT JSG PROVIDES FAIR AND IMPARTIAL PROSECUTION SERVICE

Among those who disagree that JSG provides a fair and impartial prosecution service, the top reasons for lack of agreement are that judges are not tough enough with sentences (17%), the rich have an advantage over the poor (13%), and personal experience (10%), or that the system is unfair (10%).

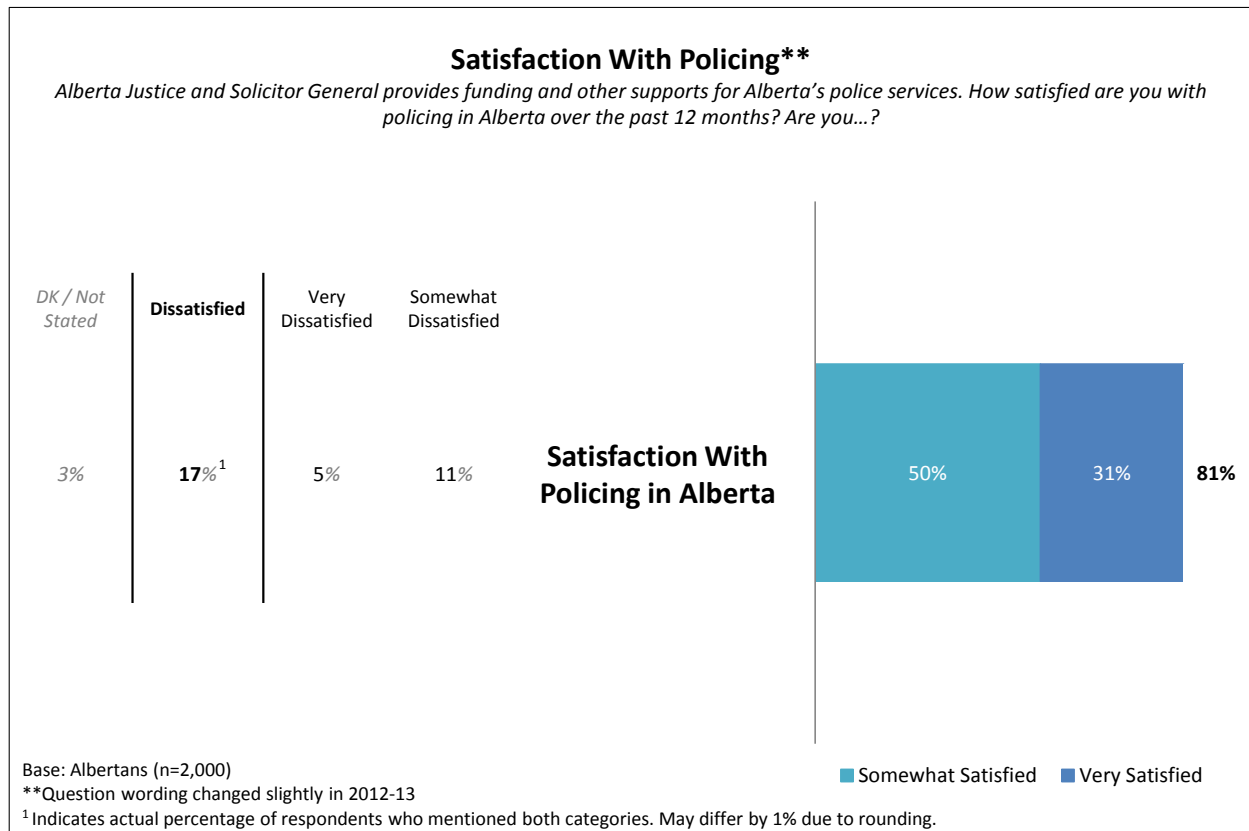
Reasons for Disagreement That JSG Provides Fair and Impartial Prosecution Service 2012-13**	
Why do you disagree that Alberta Justice and Solicitor General provides a fair and impartial service to prosecute people charged with a crime?***	Respondents Who Disagree Prosecution Service is Fair and Impartial (n=278)
Judges are not tough enough with sentences	17%
Rich have advantage over poor (can hire the best lawyer)	13%
Personal experience	10%
Not a justice system it is a legal system / Unfair system	10%
Depends on your social status	7%
What I've seen or read in the media	6%
Too many cases not being prosecuted	6%
The law protects the criminal and not the victim	5%
Political interference / Corruption	5%
Court process is too long / too slow	5%
Too many loopholes in the system / get off on technicalities	3%
Court is unfair with certain nationalities	3%
Other	12%
Don't Know/Not Stated	13%

**Question wording changed slightly in 2012-13 to reflect the new Ministry name

***Multiple mentions allowed

SATISFACTION WITH POLICING

Four-in-five (81%)¹ Albertans are satisfied with policing in Alberta in the past 12 months, with half (50%) somewhat satisfied and 31% very satisfied. Nearly one-in-five (17%)¹ are dissatisfied with policing, of these 5% are very dissatisfied and 11% are somewhat dissatisfied.



¹ Indicates actual percentage of respondents who mentioned both categories. May differ by 1% due to rounding.

Sub-Segment Differences

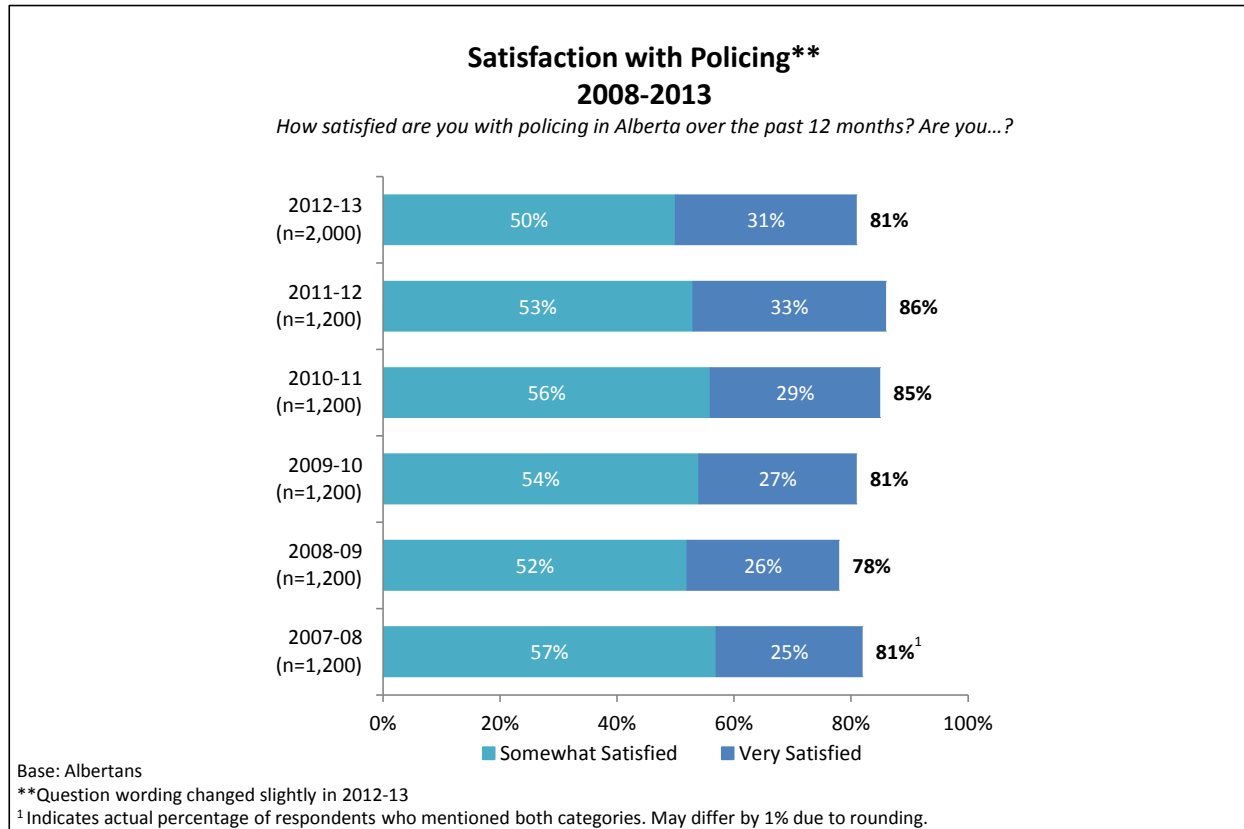
Respondents more likely to be satisfied with policing in Alberta over the past 12 months include those who:

- Live in Calgary or small cities in Southern Alberta (85% Calgary, 86% small cities South vs. 78% Edmonton, 77% rural North)
- Have lived in Alberta for less than 6 years (86% less than 6 years vs. 79% 21-30 years, 78% 41-50 years)
- Are not victims of crime (83% non-victims vs. 70% victims)
- Feel safe in their home after dark (85% very safe, 77% reasonably safe vs. 59% unsafe)
- Feel safe walking alone in their neighbourhood after dark (85% very safe, 80% reasonably safe vs. 71% unsafe)
- Have confidence in the justice system (86% confident vs. 62% not confident)
- Agree they have a good understanding of the justice system (82% agree vs. 77% disagree)

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Alberta Justice and Solicitor General 2012-13 Public Opinion Survey

Satisfaction with policing in Alberta over the past 12 months has decreased in 2013 among Albertans (81% in 2012-13 vs. 86% in 2011-12, 85% in 2010-11), and has returned to 2009-10 levels (81% in 2012-13, 81% in 2009-10).



REASONS FOR DISSATISFACTION WITH POLICING

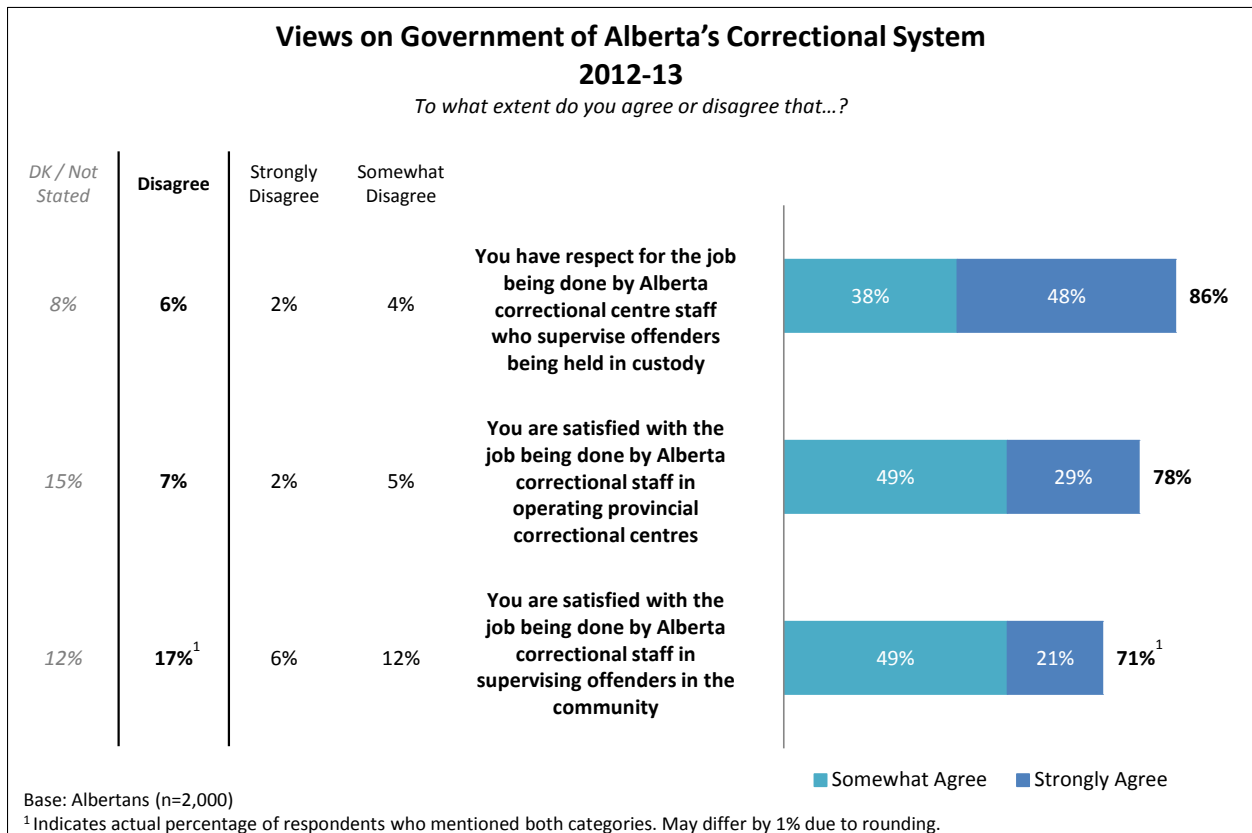
The top reasons for being dissatisfied with policing, among those who are dissatisfied, are that there are not enough police (16%); police have too much attitude, questionable conduct, abuse their power, and/or are racist (14%); and personal experience (13%).

Reasons for Dissatisfaction With Policing 2012-13	
Why are you dissatisfied with policing in Alberta over the past 12 months?***	Respondents Dissatisfied With Policing (n=332)
Not enough police (manpower)	16%
Police have too much attitude / questionable conduct / abuse of power / racist	14%
Personal experience	13%
Not doing their job	11%
Lack of police presence around town	10%
Focus is on traffic violations rather than crimes	9%
Police need better funding	7%
Police don't respond fast enough	7%
Police don't respond to complaints (theft, vandalism, accidents, drugs)	6%
Negative news in the media	3%
Not adequately trained	2%
Lack of police presence on the highways	2%
Too much politics / Corruption	2%
Focus should be on big crimes and not petty crimes	2%
Other	9%
Don't Know/Not Stated	6%

***Multiple mentions allowed

VIEWS ON GOVERNMENT OF ALBERTA'S CORRECTIONAL SYSTEM

The majority of Albertans (range of 71%¹-86%) agree that they are satisfied with / have respect for Alberta's correctional centre staff. Agreement is highest that respondents respect the job being done by Alberta correctional centre staff who supervise offenders being held in custody.



¹ Indicates actual percentage of respondents who mentioned both categories. May differ by 1% due to rounding.

Sub-Segment Differences

Respondents who are more satisfied with the job being done by Alberta correctional staff:

- Are younger (range of 85%-92% 18-24 years of age, range of 74%-92% 25-44 years of age vs. range of 63%-74% 65 years of age or more)
- Tend to be single or married/common law, with the exception of those who are satisfied with the job being done by Alberta correctional staff in operating provincial correctional centres (range of 76%-88% single, range of 70%-87% married vs. range of 64%-76% separated/divorced/widowed)
- Tend to live in rural areas of Northern Alberta, with the exception of those who are satisfied with the job being done by Alberta correctional staff in supervising offenders in the community (range of 82%-89% rural North vs. range of 76%-84% Edmonton)
- Have lived in Alberta for less than 6 years (range of 75%-90% less than 6 years vs. range of 64%-81% 41-50 years, range of 65%-81% more than 50 years)
- Feel safe in their home after dark (range of 75%-88% very safe, range of 66%-85% reasonably safe vs. range of 47%-75% unsafe)
- Feel safe walking alone in their neighbourhood after dark (range of 76%-91% very safe, range of 71%-86% reasonably safe vs. range of 57%-78% unsafe)
- Have confidence in the justice system (range of 76%-89% confident vs. range of 50%-75% not confident)
- Agree they have a good understanding of the justice system (range of 72%-87% agree vs. range of 64%-82% disagree)

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Alberta Justice and Solicitor General 2012-13 Public Opinion Survey

Among Albertans, agreement that they respect the job being done by Alberta correctional centre staff who supervise offenders being held in custody is consistent with previous years (86% in 2012-13¹, 87% in 2011-12¹, 85% in 2010-11¹, 86% in 2009-10, 85% in 2008-09).

In 2013, agreement that Albertans are satisfied with the job being done by Alberta correctional staff in operating provincial correctional centres is consistent with 2012 results (78% in 2012-13 vs. 79% in 2011-12), but is significantly higher than 2008-09¹-2010-11 results (78% in 2012-13 vs. 72% in 2010-11, 70% in 2009-10, 68% in 2008-09¹).

Agreement that Albertans are satisfied with the job being done by Alberta correctional staff in supervising offenders in the community is forming an upward trend since 2009 (71% in 2012-13, 68% in 2011-12¹, 67% in 2010-11, 63% in 2009-10, 60% in 2008-09). Although 2013 agreement is consistent with 2012 (71% in 2012-13, 68% in 2011-12¹), it is significantly higher than in previous years (71% in 2012-13 vs. 67% in 2010-11, 63% in 2009-10, 60% in 2008-09).

Views on Government of Alberta's Correctional System 2009-13				
To what extent do you agree or disagree that...		Strongly or Somewhat Agree	Strongly or Somewhat Disagree	Don't Know / Not Stated
You have respect for the job being done by Alberta correctional centre staff who supervise offenders being held in custody	2012-13 (n=2,000) ¹	86%	5%	8%
	2011-12 (n=1,200) ¹	87%	5%	7%
	2010-11 (n=1,200) ¹	85%	6%	10%
	2009-10 (n=1,200)	86%	6%	8%
	2008-09 (n=1,200)	85%	8%	7%
	2012-13 (n=2,000)	78%	7%	15%
You are satisfied with the job being done by Alberta correctional staff in operating provincial correctional centres	2011-12 (n=1,200)	79%	8%	13%
	2010-11 (n=1,200)	72%	12%	16%
	2009-10 (n=1,200)	70%	14%	16%
	2008-09 (n=1,200) ¹	68%	17%	16%
	2012-13 (n=2,000)	71%	17%	12%
You are satisfied with the job being done by Alberta correctional staff in supervising offenders in the community	2011-12 (n=1,200) ¹	68%	17%	14%
	2010-11 (n=1,200)	67%	18%	15%
	2009-10 (n=1,200)	63%	23%	14%
	2008-09 (n=1,200)	60%	25%	15%

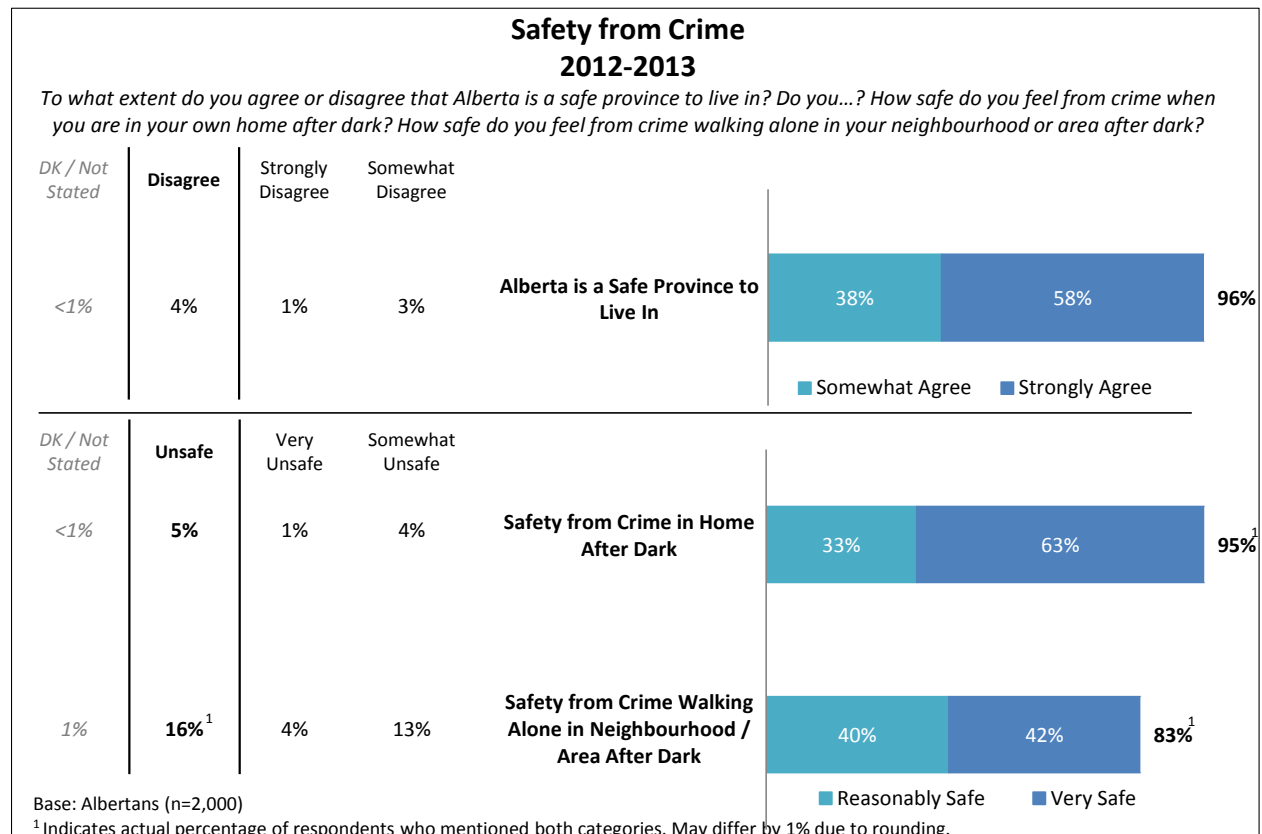
¹ Indicates actual percentage of respondents who mentioned both categories. May differ by 1% due to rounding.

¹ Indicates actual percentage of respondents who mentioned both categories. May differ by 1% due to rounding.

PERCEPTIONS ON SAFETY FROM CRIME

SAFETY FROM CRIME

Nearly all (96%) Albertans agree that Alberta is a safe province to live in. A similar proportion (95%)¹ feel safe when they are alone in their home after dark, while a lesser proportion (83%)¹ feel safe from crime walking alone in their neighbourhood / area after dark.



¹ Indicates actual percentage of respondents who mentioned both categories. May differ by 1% due to rounding.

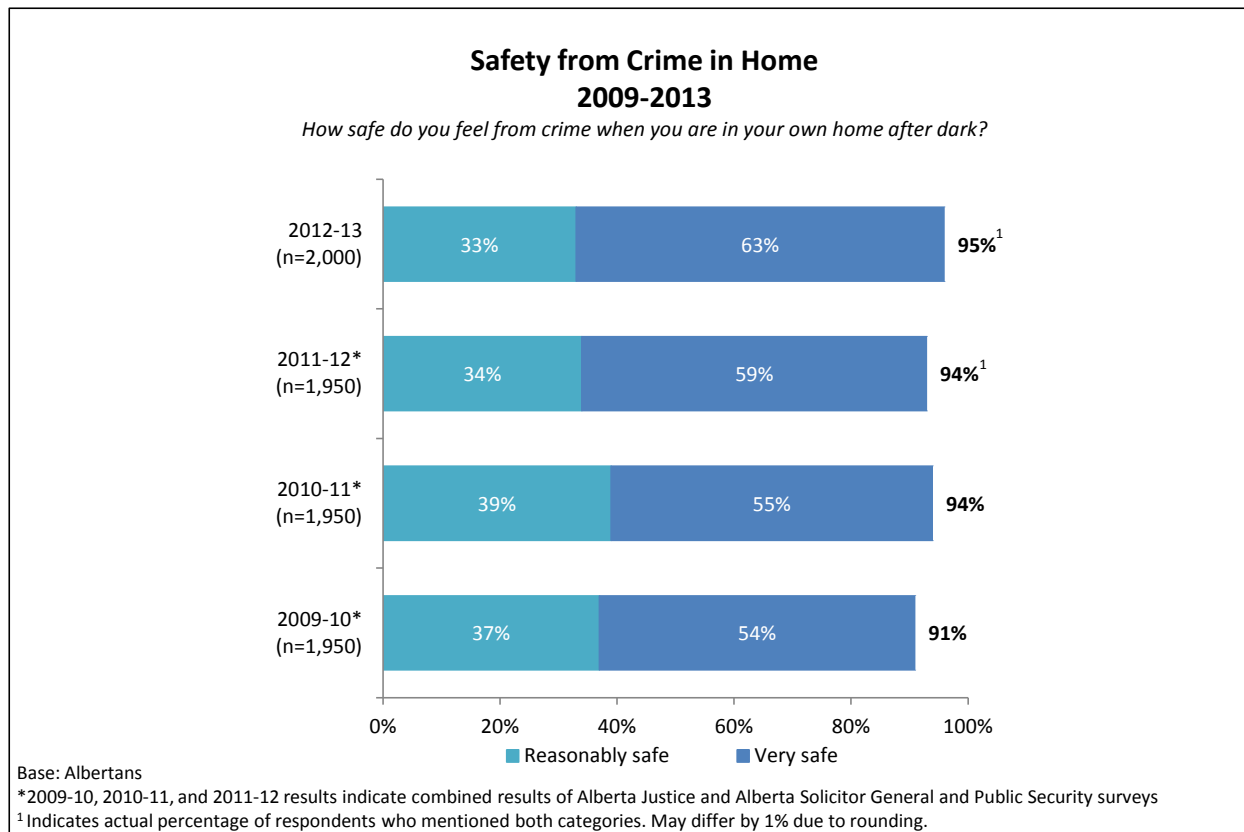
Sub-Segment Differences

Respondents more likely to agree that Alberta is a safe province to live in include those who:

- Are 25 years of age or older (96% 25 years of age or older vs. 91% 18-24 years of age)
- Are married/common law (97% married/common law vs. 94% single, 93% separated/divorced/widowed)
- Live in Calgary or rural areas of Northern Alberta (98% Calgary, rural North vs. 93% Edmonton, small cities North)
- Have at least some college education (97% some/graduated college, 97% some/graduated university vs. 90% less than high school, 93% graduated high school)
- Have lived in Alberta from 31-40 or over 50 years (97% 31-40 years, over 50 years vs. 93% 21-30 years)
- Are not victims of crime (96% non-victims vs. 93% victims)
- Feel safe in their home after dark (98% very safe, 94% reasonably safe vs. 72% unsafe)
- Feel safe walking alone in their neighbourhood after dark (99% very safe, 96% reasonably safe vs. 86% unsafe)
- Have confidence in the justice system (98% confident vs. 87% not confident)

SAFETY FROM CRIME IN HOME

Safety from crime when alone in one’s home after dark is gradually forming an upward trend among Albertans since 2009 (95%¹ in 2012-13, 94%¹ in 2011-12, 94% in 2010-11, 91% in 2009-10). A contributing factor to this upward trend is the increasing proportion of Albertans who feel very safe in their home since 2009-10 (63% very safe in 2012-13 vs. 59% in 2011-12, 55% in 2010-11, 54% in 2009-10). Although overall safety rankings are consistent with 2011-12 and 2010-11 results (95% in 2012-13, 94%¹ in 2011-12, 94% in 2010-11), 2012-13 results are significantly higher than those of 2009-10 (95% in 2012-13 vs. 91% in 2009-10).



¹ Indicates actual percentage of respondents who mentioned both categories. May differ by 1% due to rounding.

Sub-Segment Differences

Respondents more likely to agree that they feel safe in their home after dark include those who:

- Are married/common law (96% married/common law vs. 92% single)
- Live in Calgary, or rural areas of Alberta (97% Calgary, 96% rural North, 97% rural South vs. 92% Edmonton)
- Have a household income of at least \$30,000 (96% \$30,000-\$59,000; 95% \$60,000-\$99,000; 98% \$100,000 or more vs. 89% less than \$30,000)
- Have at least some university education (97% some/graduated university vs. 90% less than high school, 94% graduated high school)
- Have lived in their current home for over 20 years (97% over 20 years vs. 94% 6-20 years)
- Are not victims of crime (97% non-victims vs. 87% victims)
- Feel safe walking alone in their neighbourhood after dark (100% very safe, 97% reasonably safe vs. 77% unsafe)
- Have confidence in the justice system (97% confident vs. 87% not confident)

SAFETY FROM CRIME IN NEIGHBOURHOOD / AREA

In 2012-13, feelings of safety from crime when walking alone after dark in one’s neighbourhood or area follow a similar pattern to that observed with safety from crime in one’s home. That is, safety from crime in one’s neighbourhood / area is gradually forming an upward trend among Albertans since 2009-10 (83%¹ in 2012-13, 82%¹ in 2011-12, 82% in 2010-11, 78% in 2009-10). In 2012-13, feelings of safety from crime in one’s neighbourhood / area are consistent with 2011-12 and 2010-11 results (83% 2012-13, 82% 2011-12, 82% 2010-11), but have increased from 2009-10 results (83% in 2012-13 vs. 78% in 2009-10).



¹ Indicates actual percentage of respondents who mentioned both categories. May differ by 1% due to rounding.

Sub-Segment Differences

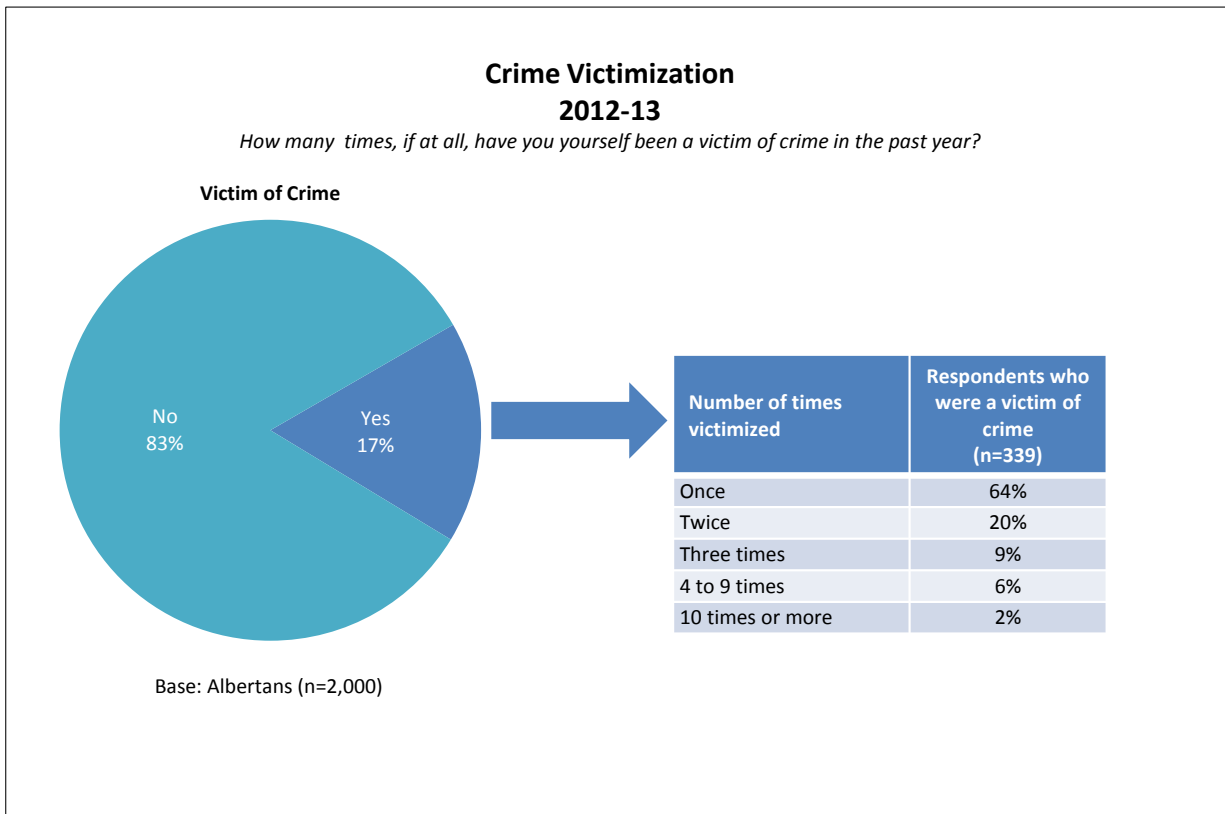
Respondents more likely to agree that they feel safe walking alone in their neighbourhood after dark include those who:

- Are male (91% male vs. 75% female)
- Are 18-64 years of age (81% 18-24 years of age, 86% 25-44 years of age, 84% 45-64 years of age vs. 72% 65 years of age or older)
- Are married or common law (87% married/common law vs. 80% single, 67% other)
- Live in Calgary, small cities in Alberta, or rural areas of Alberta (84% Calgary, 82% small cities North, 83% small cities South, 87% rural North, 91% rural South vs. 74% Edmonton)
- Have a household income of at least \$30,000 (82% \$30,000-\$59,000; 86% \$60,000-\$99,000; 89% \$100,000 or more vs. 69% less than \$30,000)
- Have at least some college/university education (84% some/graduated college, 87% some/graduated university, vs. 68% less than high school, 78% graduated high school)
- Who have lived in Alberta for less than 6 years, 11-20 years, or 31-40 years (88% less than 6 years, 89% 11-20 years, 84% 31-40 years vs. 78% 21-30 years, 78% more than 50 years)
- Are not victims of crime (85% non-victims vs. 74% victims)
- Feel safe in their home after dark (92% very safe, 74% reasonably safe, vs. 26% unsafe)
- Have confidence in the justice system (85% confident, 74% not confident)
- Agree they have a good understanding of the justice system (84% agree vs. 76% disagree)

CRIME VICTIMIZATION

CRIME VICTIMIZATION

In 2012-13, almost one-in-five (17%) Albertans stated they were a victim of crime in the past year. Of those victimized, the majority (64%) were victimized once.



Sub-Segment Differences

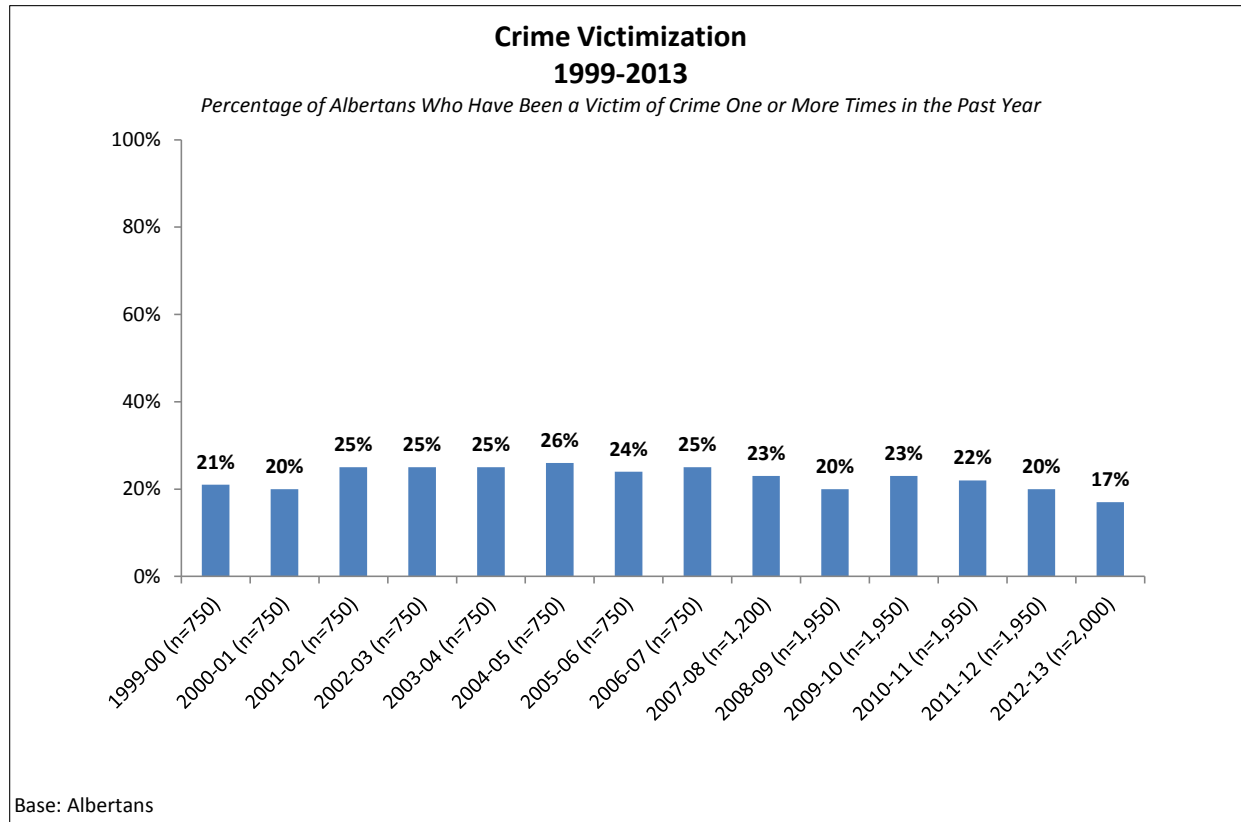
Respondents more likely to have been a victim of crime in the past year include those who:

- Are 18-64 years of age (19% 18-24 years of age, 20% 25-44 years of age, 16% 45-64 years of age vs.)
- Have household incomes of \$60,000 or more (19% \$60,000 or more vs. 14% \$30,000-\$59,000)
- Have lived in their current home for 20 years or less (19% less than 3 years, 18% 3-10 years, 17% 11-20 years vs. 12% over 20 years)
- Have lived in Alberta for 11-40 years (20% 11-20 years, 19% 21-30 years, 18% 31-40 years vs. 12% more than 50 years)
- Feel unsafe in their home after dark (45% unsafe vs. 13% very safe, 20% reasonably safe)
- Feel unsafe walking alone in their neighbourhood after dark (27% unsafe vs. 14% very safe, 17% reasonably safe)
- Lack confidence in the justice system (28% not confident vs. 14% confident)

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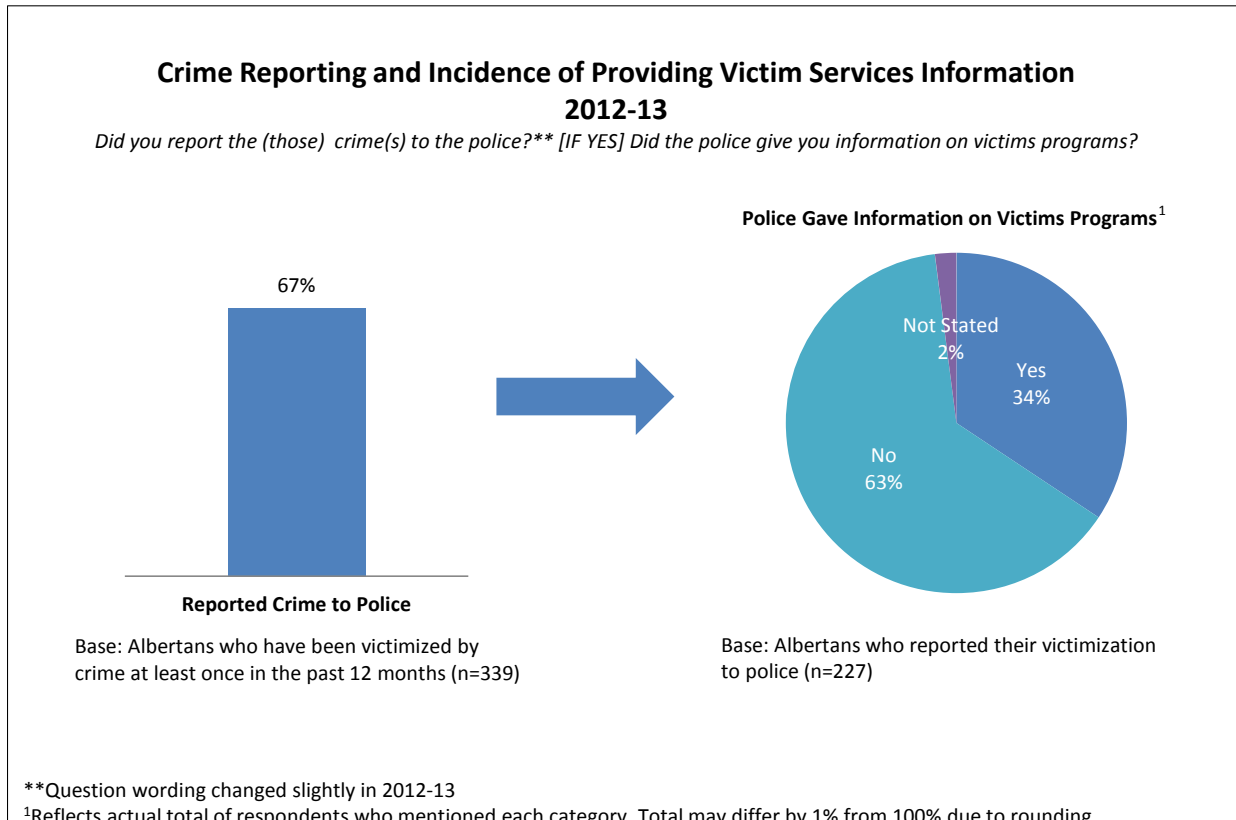
The proportion of Albertans who have been a victim of crime one or more times in the past year has been trending downward since 2009-10 (23% in 2009-10, 22% in 2010-11, 20% in 2011-12, 17% in 2012-13). In 2012-13, the proportion of victims is significantly lower than in the previous year (17% in 2012-13 vs. 20% in 2011-12), and victimization is at its lowest point since 1999-00.



CRIME REPORTING AND INCIDENCE OF PROVIDING VICTIM SERVICES INFORMATION*

In 2012-13, two-thirds (67%) of victims of crime in the past year reported the crime to police.

In 2012-13, one-third (34%) of Albertans who reported their victimization to police state that the police gave them information on victims programs, while just under two-thirds (63%) indicate they were not given this information.



* Note: Caution to be used when interpreting results due to higher margin of error and lower confidence level as a result of smaller sample size

Sub-Segment Differences

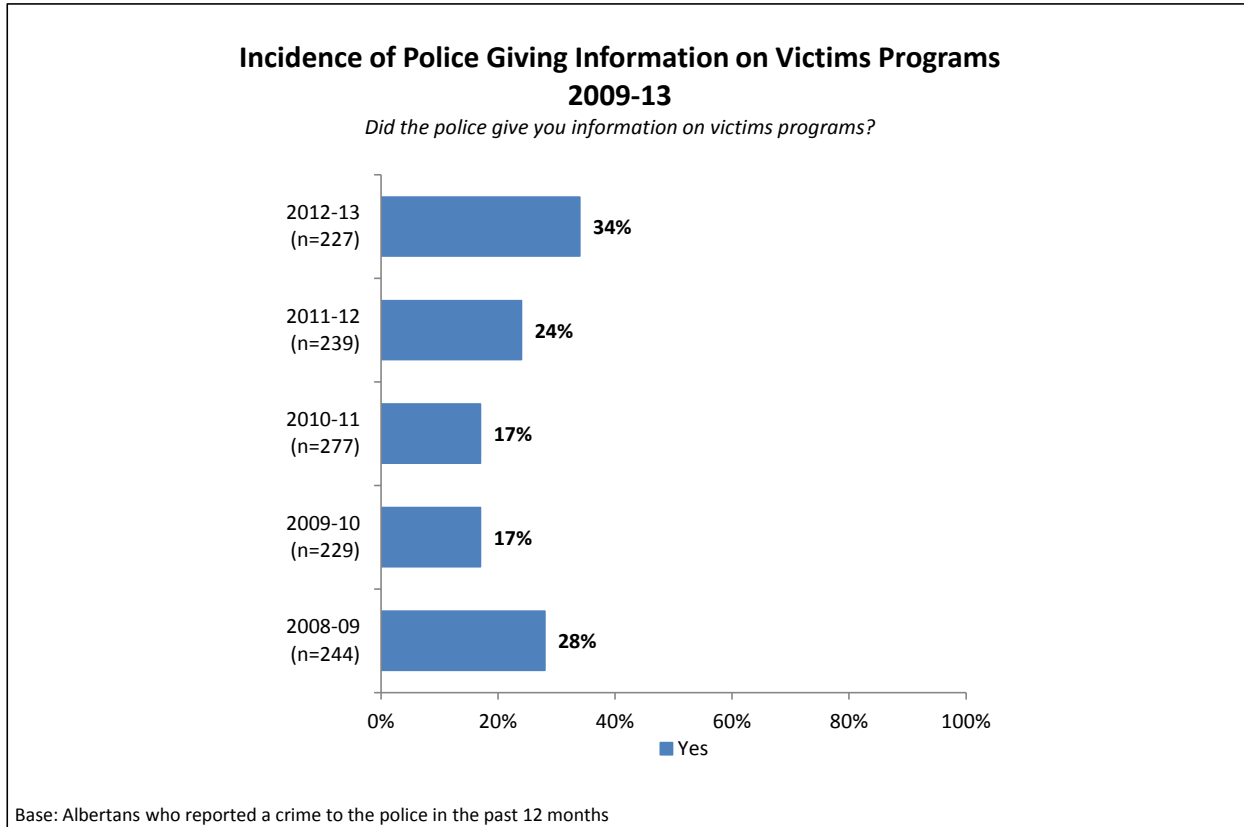
Respondents most likely to report their victimization to police include those who:

- Are married/common law or separated/divorced/widowed (68% married/common law, 80% separated/divorced/widowed vs. 55% single)
- Have lived in their current home for 6-10 years (78% 6-10 years vs. 59% less than 3 years, 60% 3-5 years)
- Have lived in Alberta for 31-40 years, or over 50 years (72% 31-40 years, 77% over 50 years vs. 55% 11-20 years)

Victims of crime who reported the crime to police most likely to be given information on victims programs include those who:

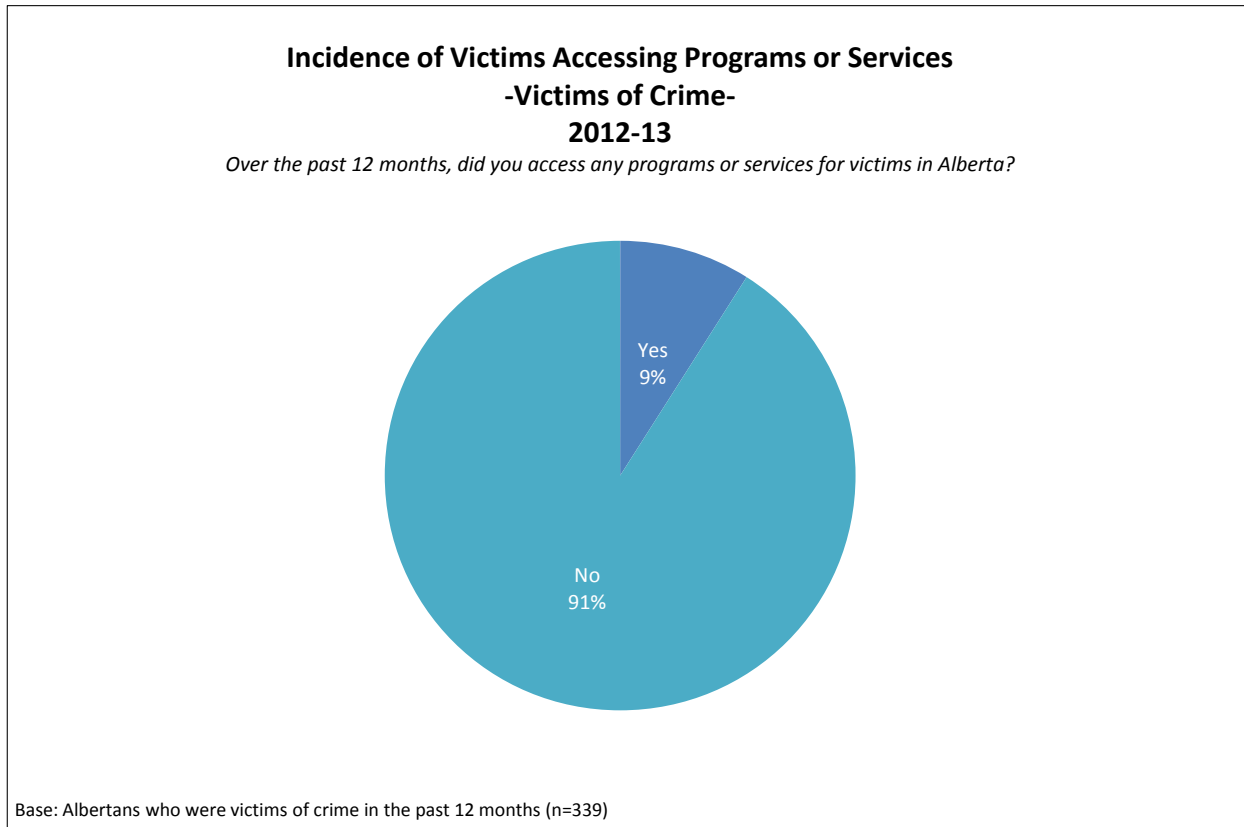
- Are separated/divorced/widowed (58% separated/divorced/widowed vs. 31% single, 29% married/common law)
- Live in rural areas of Southern Alberta (58% rural South vs. 27% Edmonton, 28% rural North)
- Have household incomes less than \$30,000 (48% less than \$30,000 vs. 27% \$100,000 or more)
- Have lived in their current home for less than 3 years (47% less than 3 years vs. 24% 11-20 years)
- Have lived in Alberta for 6-10 years (56% 6-10 years vs. 24% 31-40 years, 27% 50 years or more)

The proportion of victims who reported a crime to the police and were given information on victims programs by the police has been trending upward since 2010-11 (34% 2012-13, 24% 2011-12, 17% 2010-11). There has been a significant increase in the proportion of victims provided with victim services information since 2011-12 (34% in 2012-13 vs. 24% in 2011-12).



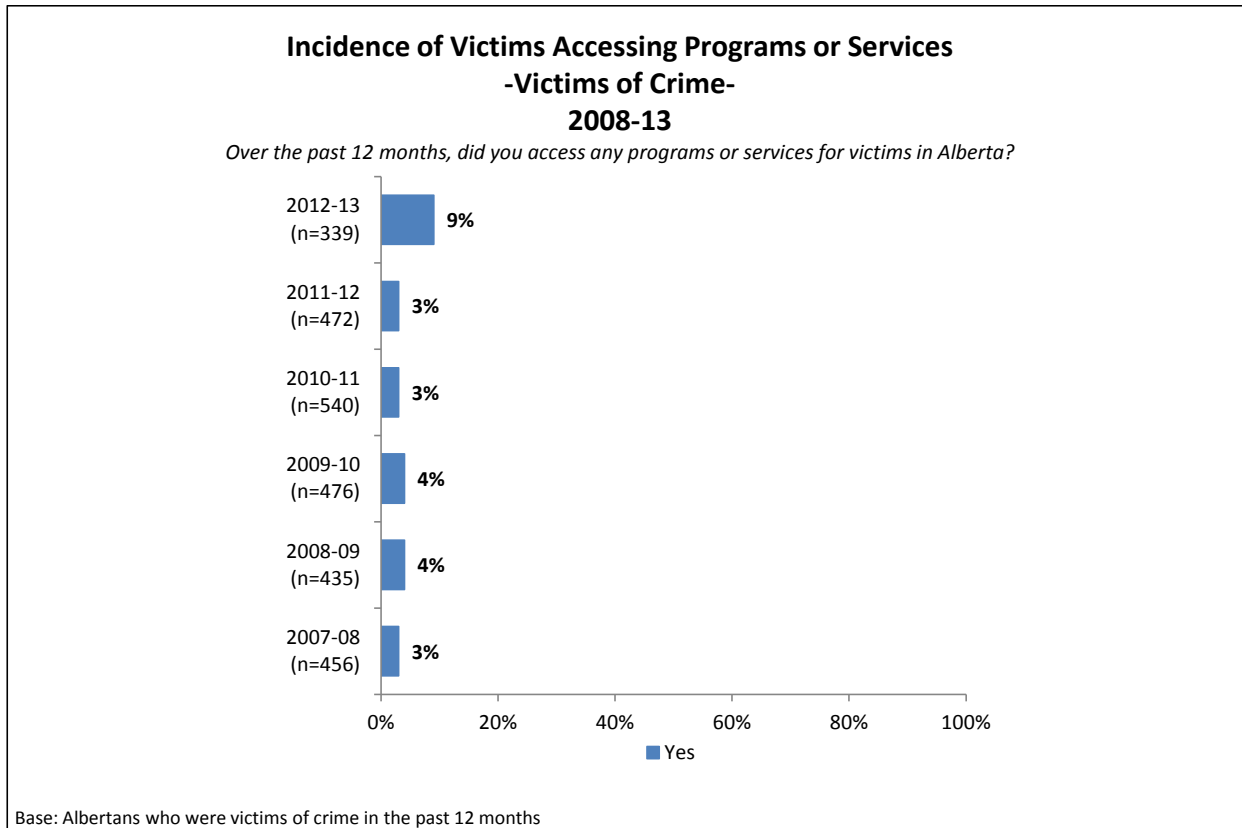
INCIDENCE OF VICTIMS ACCESSING PROGRAMS OR SERVICES*

In 2012-13, nearly one-in-ten (9%) victims of crime accessed programs or services for victims in Alberta.



* * Note: Caution to be used when interpreting results due to higher margin of error and lower confidence level as a result of smaller sample size

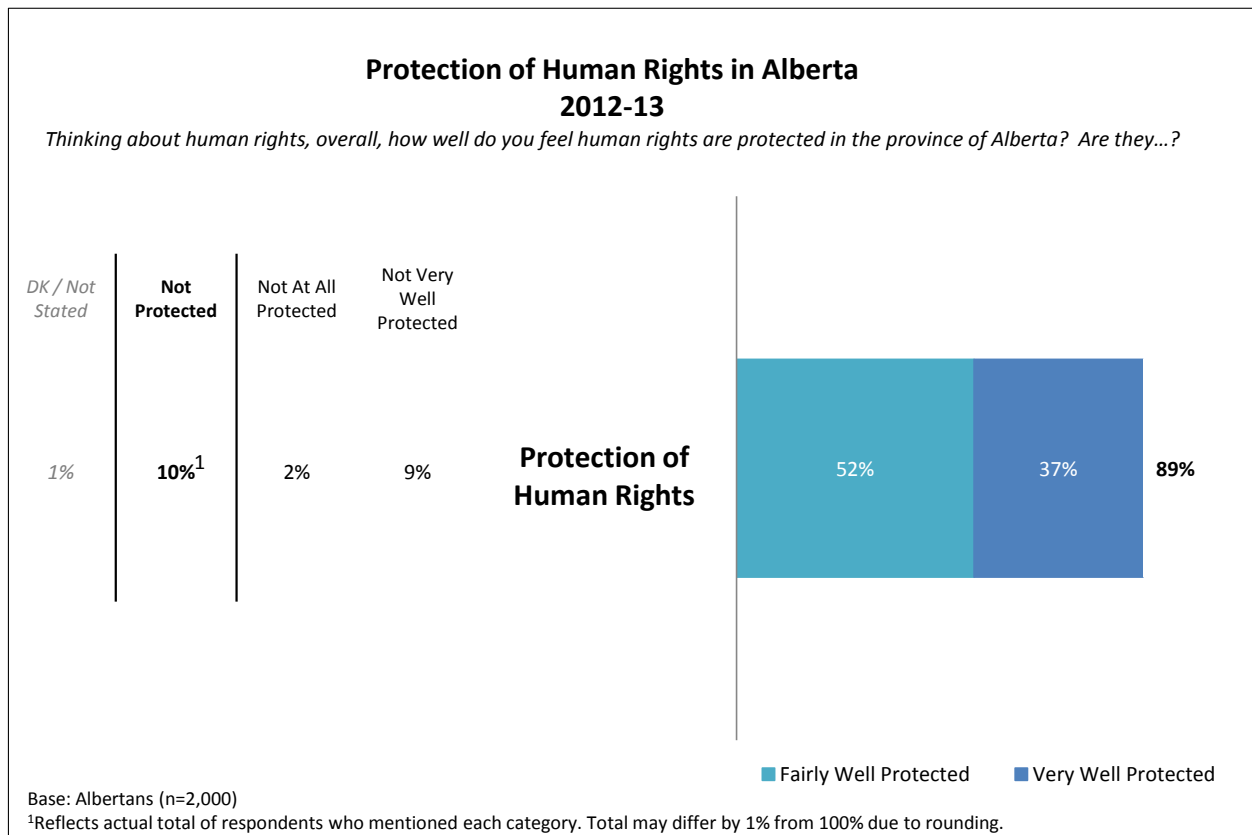
From 2008-2012, the proportion of victims who accessed programs or services for victims in Alberta was consistent (3% in 2007-08, 4% in 2008-09, 4% in 2009-10, 3% in 2010-11, 3% in 2011-12), however 2012-13 demonstrates a significant increase in the proportion of victims who accessed these programs or services (9% in 2012-13 vs. 3% in 2007-08, 4% in 2008-09, 4% in 2009-10, 3% in 2010-11, 3% in 2011-12).



HUMAN RIGHTS

PROTECTION OF HUMAN RIGHTS IN ALBERTA

Nine-in-ten (89%) Albertans believe human rights are well protected in Alberta, with over half (52%) feeling rights are fairly well protected, and 37% feeling rights are very well protected. One-in-ten (10%)¹ Albertans feel that human rights are not protected, with 2% stating they are not at all protected, and 9% stating they are not very well protected.



¹ Indicates actual percentage of respondents who mentioned both categories. May differ by 1% due to rounding.

Sub-Segment Differences

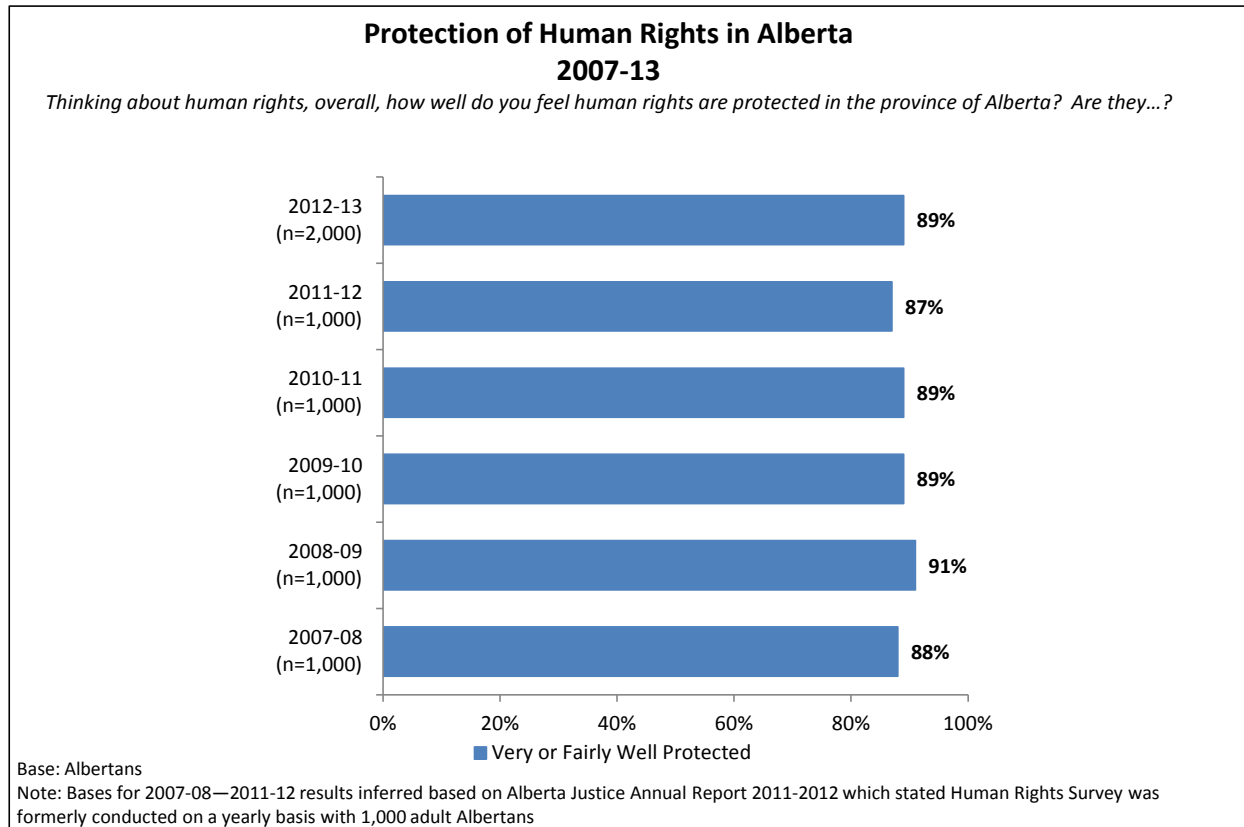
Respondents more likely to feel that human rights are protected in Alberta include those who:

- Are 25-44 years of age (91% 25-44 years of age vs. 87% 45-64 years of age)
- Have household incomes of \$100,000 or more (91% \$100,000 or more vs. 85% less than \$30,000)
- Have at least graduated high school (89% graduated high school, 88% some/graduated college, 91% some/graduated university vs. 80% less than high school)
- Have lived in their current home for 6-10 years (92% 6-10 years vs. 87% 3-5 years, 88% 11-20 years)
- Have lived in Alberta for 10 years or less, or 31-40 years (92% 10 years or less, 31-40 years vs. 84% 41-50 years)
- Are not victims of crime (90% non-victims vs. 83% victims)
- Feel safe in their home after dark (92% very safe, 86% reasonably safe vs. 67% unsafe)
- Feel very safe walking alone in their neighbourhood after dark (92% very safe vs. 88% reasonably safe, 83% unsafe)
- Have confidence in the justice system (93% confident vs. 71% not confident)
- Agree they have a good understanding of the justice system (90% agree vs. 85% disagree)

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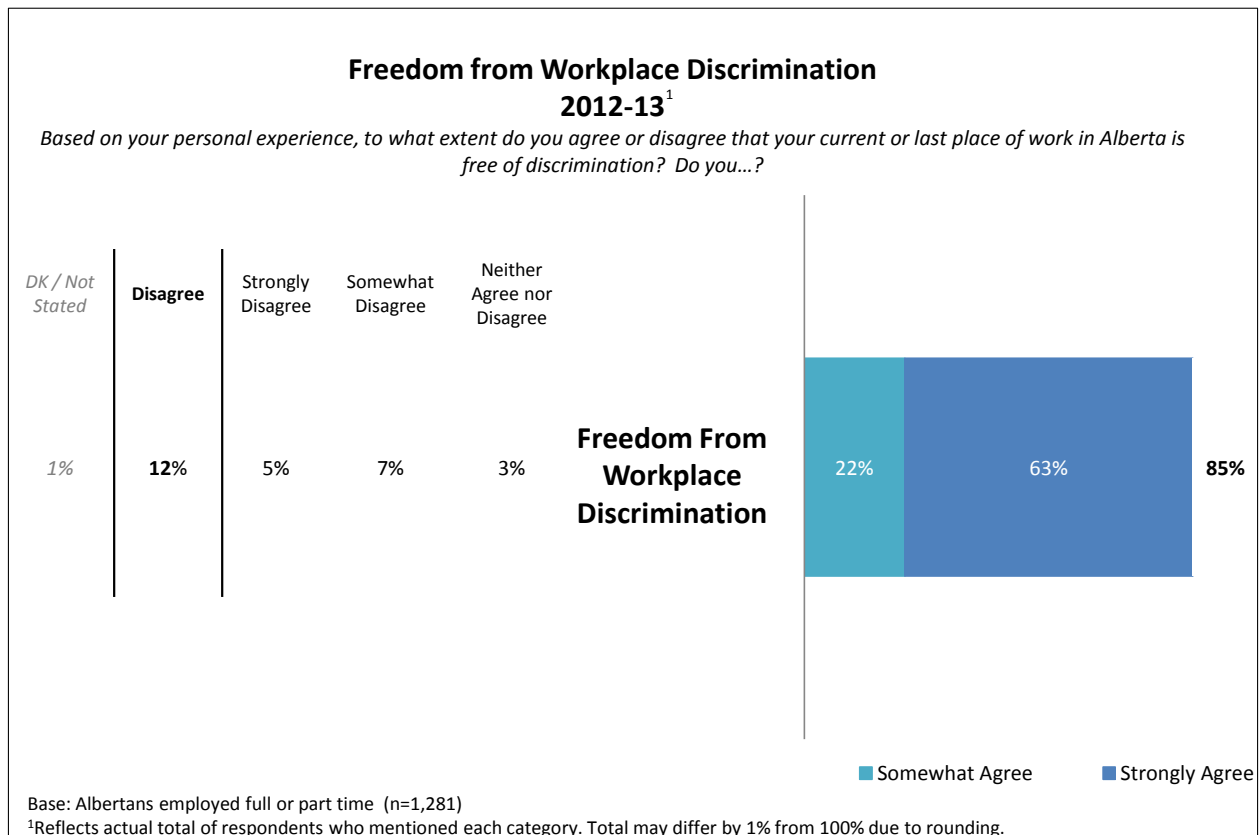
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Since 2007-08, Albertans' views that human rights are well protected in the province of Alberta have fluctuated. The bases for previous years' results were inferred based on Alberta Justice Annual Report 2011-12, which states the Human Rights survey was formerly conducted on a yearly basis with 1,000 adult Albertans. In 2012-13, nine-in-ten (89%) Albertans believe that human rights are protected in Alberta.



FREEDOM FROM WORKPLACE DISCRIMINATION

In 2012-13,¹ the majority (85%) of Albertans who are employed full or part time feel that their current or last place of work in Alberta is free of discrimination, with 63% who strongly agree and 22% who somewhat agree. One-in-ten (12%) Albertans who are employed full or part time disagree that their current or last place of work in Alberta is free of discrimination, with 5% strongly disagreeing and 7% somewhat disagreeing.



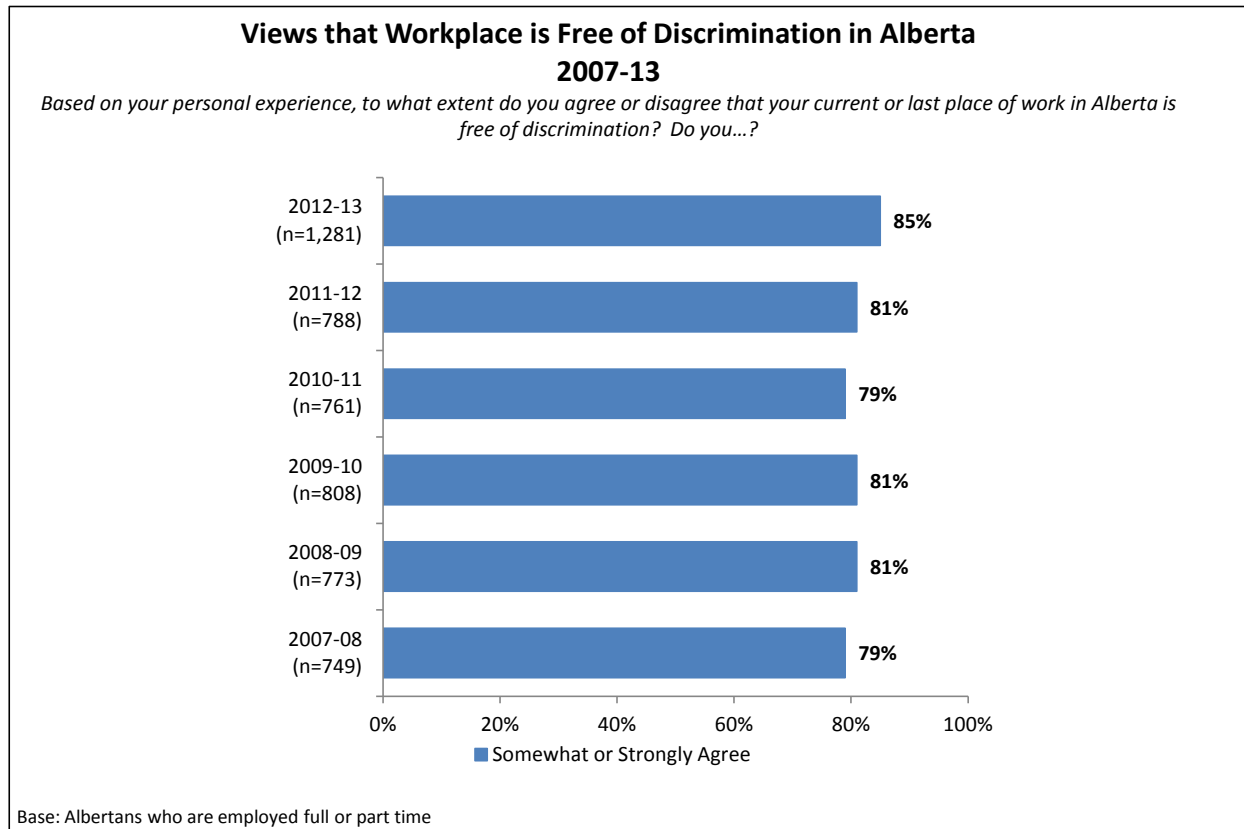
¹ Reflects actual total of respondents who mentioned each category. Total may differ by 1% from 100% due to rounding.

Sub-Segment Differences

Respondents more likely to feel that their current or last place of work in Alberta is free of discrimination include those who:

- Are 45-64 years of age (87% 45-64 years of age vs. 75% 18-24 years of age)
- Live in Calgary (88% Calgary vs. 82% Edmonton)
- Have lived in Alberta for over 50 years (90% over 50 years vs. 82% less than 6 years, 83% 11-20 years, 81% 21-30 years)
- Feel very safe in their home after dark (87% very safe vs. 81% reasonably safe, 72% unsafe)
- Feel safe walking alone in their neighbourhood after dark (89% very safe, 84% reasonably safe vs. 73% unsafe)
- Have confidence in the justice system (87% confident vs. 74% not confident)

Since 2010-11, there has been an upward trend in agreement that their current or last place of work in Alberta is free of discrimination among Albertans working full or part time (85% in 2012-13, 81% in 2011-12, 79% in 2010-11). In 2012-13, the proportion of Albertans working full or part time who agree that their current or last place of work in Alberta is free of discrimination is significantly higher than all previous years (85% in 2012-13, 81% in 2011-12, 79% in 2010-11, 81% in 2009-10, 81% in 2008-09, 79% in 2007-08).



METHODOLOGY

METHODOLOGY CHANGES IN THE 2012-13 PUBLIC OPINION SURVEY

The 2012-13 Alberta Justice and Solicitor General Public Opinion Survey combines two surveys that were previously conducted for the former Ministry of Justice and the former Ministry of Solicitor General and Public Security. It also includes questions which were formerly collected by the Alberta Human Rights Commission.*

In the 2012-13 iteration of the survey, all survey questions not relating to current or historical performance measures were reconsidered to ensure the information collected remains relevant and useful. Key performance measures and historical performance measures were kept consistent with previous years. Some questions were restructured, and new questions were also added in 2012-13.

Throughout this report, changes in question wording have been identified.

To ensure comparability with previous results, the survey was conducted entirely by telephone, as it was in past waves.

TARGET RESPONDENTS

The target respondents are Albertans 18 years of age and older.

The margin of error for the survey is ± 2.2 percentage points, 19 times out of 20.

The margins of error for the individual regions are:

- ✓ Calgary: ± 4.0 percentage points, 19 times out of 20
- ✓ Edmonton: ± 4.6 percentage points, 19 times out of 20
- ✓ Small Cities North: ± 6.2 percentage points, 19 times out of 20
- ✓ Small Cities South: ± 8.0 percentage points, 19 times out of 20
- ✓ Rural North: ± 5.2 percentage points, 19 times out of 20
- ✓ Rural South: ± 7.3 percentage points, 19 times out of 20

Due to smaller sample size ($n \leq 339$), margins of error for questions regarding victimization are as follows:

- ✓ Q19: Did you report the (those) crime(s) to the police, $n=339$
 - Margin of error: ± 5.3 percentage points, 19 times out of 20
- ✓ Q20: Did the police give you information on victims programs, $n=227$
 - Margin of error: ± 6.5 percentage points, 19 times out of 20

* Moved from Ministry of Culture and Community Spirit to Justice in Spring 2012

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Due to smaller sample size (n=1,281), margins of error for questions regarding human rights are as follows:

- ✓ Q25: Based on your personal experience, to what extent do you agree or disagree that your current or last place of work in Alberta is free of discrimination?
 - Margin of error: ± 2.7 percentage points, 19 times out of 20

QUESTIONNAIRE DESIGN

Given the recent combination of the former Ministry of Justice and Ministry of Solicitor General and Public Security into Alberta Justice and Solicitor General, two surveys previously conducted for each ministry needed to be combined into a single questionnaire. Leger was responsible for combining the two former survey instruments into a single survey, ensuring that current and historical performance measures were retained, and all new questions added would provide relevant and actionable data. Leger anticipated that there would be a desire to use newly developed questions as a baseline for comparison in future years, and thus ensured the development of effective questions that can stand the test of time for future survey waves.

Prior to the compilation of the 2012-13 Public Opinion Survey, an internal needs assessment was conducted by JSG to determine what data from the Public Opinion Survey was currently being utilized by program areas, and what high level topics should be addressed by the new survey. Leger facilitated two three-hour consultation sessions with a Working Group of representatives from the Ministry's various divisions and programs. These sessions aided in focusing the questionnaire on clearly articulated and actionable objectives which addressed the highest priority areas for JSG.

DATA COLLECTION

To provide comparability to Previous Public Opinion Surveys, the survey was conducted entirely by telephone. Data was collected from February 6, 2013 to March 7, 2013.

COMPUTER AIDED TELEPHONE INTERVIEWING (CATI)

All telephone interviewing was conducted from Leger's Computer Aided Telephone Interviewing (CATI) stations, located within Canada. Our call centre facility enables us to undertake high volume quantitative research projects without compromising the quality of data collection. Furthermore, Leger customized our telephone number for interviewers' outgoing calls, so that an Alberta phone number appeared on the call recipients' call display units.

Leger's highly trained data analysts program each questionnaire into CATI and perform extensive testing on the program to ensure accuracy. Interviewers input data directly into an electronic data file while on the telephone with a respondent. Each question appears on the interviewer's screen, accompanied by a list of eligible responses. The CATI program automatically presents the next question and includes automatic skip patterns, eliminating improper response and skip errors that can occur when using paper surveys. CATI also removed the need for separate coding and data entry cycles, thereby further reducing the opportunity for error.

Our data analysts randomized the sample and set up quotas for each region, gender, and age group. Interviewing was conducted daily with targets set to take into account holidays or events that impact response rates. All sample and target programming was verified to ensure accuracy.

CATI further enables Leger to track response rates, calling statistics and sample sizes. In this way, the progress of the data collection and the reasons for non-response were closely monitored.

PILOT-TESTING THE QUESTIONNAIRE

Prior to data collection, Leger completed a pilot test of the questionnaire, with 30 respondents. After the pre-test, any questions were clarified with JSG before proceeding. Leger's most senior interviewers and field supervisory staff conducted the pre-test, and senior research staff monitored the interviews and reviewed pre-test results.

RANDOM SELECTION PROCESS

To address the increasing number of cell phone only households, a portion of the interviews were conducted using the existing databases of cell phone numbers, in addition to the interviews that were conducted with those who have landlines.

The remaining phone numbers were obtained by using a random sample within each Alberta region of the most current telephone directories, and randomizing the last digits of the phone numbers to create a random digit dialing sample (RDD). This means that even phone numbers just listed, or unlisted, had as much chance of being in the sample as those that were listed and have not recently changed.

This effectively selected random households within which participants can be selected. Within each household, individuals were also selected at random using the "next birthday method," where we ask to speak to the person in the household whose birthday comes next. Quotas were followed to ensure that the sample was not only random, but also representative based on region, age and gender. A representative sample was achieved, and thus statistical weighting was not required. These measures helped to ensure comparability with previous survey waves.

CALL-BACK PROCEDURES

Call-backs ensure that respondents are not systematically excluded from the study because they are not available on a specific day or at a specific time. To ensure the sample was representative of the population and to maximize the response rate, Leger implemented the following:

- ✓ Made up to ten (10) attempts to reach each potential respondents.
- ✓ Call attempts were made on different days and at different times of day. Each number was called no more than twice per day and never at the same time on different days except in the event where calls were made at all possible times and on all days.
- ✓ Appointments were made and kept with respondents to ensure interviewing could occur at the respondent's convenience. In the case of an appointment, our Voxco CATI system automatically called respondents back at the scheduled appointment time.

INTERVIEW MONITORING AND FEEDBACK

As part of Leger's commitment to providing quality data collection, a trained and experienced supervisor monitored a minimum of 10% of the telephone interviews, as is the MRIA standard in market research. The supervisors ensured that the questionnaire was being administered properly by the interviewers, and provided immediate ongoing feedback to interviewing staff.

INTERVIEWER TOOLS AND TRAINING

Leger's experienced team of research interviewers conducted all interviews. Each interviewer has considerable experience, is fully trained on interviewing techniques, and brings previous experience with a variety of satisfaction studies.

To ensure high quality data collection, a project briefing on the study was administered prior to fielding. Following this briefing and prior to fielding, interviewers role-played interview situations to become thoroughly familiar with the administration of the questionnaire.

Based on our learning from the pilot-test, the interviewers were equipped with the objectives of each question, and trained on rebuttal techniques designed to convert potential refusals into completed surveys. In the case where a respondent provided a soft-refusal, the interviewer used rehearsed responses to handle objections, and if unable to complete an interview, took detailed notes on the nature of the refusal, and then spoke with a supervisor to determine what the next steps should be, and who should handle the call.

DATA CODING, ENTRY AND ANALYSIS

Leger conducted a random sampling of Albertans based on Statistics Canada 2011 Census information, the most recent available at the time of the survey.

Data was collected between February 6, 2013 and March 7, 2013, with 2000 respondents.

For a detailed outline of sampling quotas, please refer to Appendix B.

For a detailed outline of call outcomes, please refer to Appendix C.

DATA CLEANING AND ANALYSIS

To ensure the survey was being completed correctly, Leger's data analysts examined the results of each survey in detail after the first night's results were available. Upon completion of data collection, our data analysts and data processing department cleaned the data thoroughly, ensuring:

- ✓ All closed-ended questions were within the allowable or logical ranges (allowable ranges were confirmed with the client in any circumstance where they were not obvious from the questionnaire);
- ✓ Skip patterns were followed correctly;
- ✓ The data was complete, except where it was intentional and within client expectations; and
- ✓ Information was consistent and logical across questions, with no contradictions in the data.

Some of the data cleaning procedures were completed concurrently with data collection, with a thorough final check performed at the end once all interviewing had been completed. Detailed checks were also made following the pilot test and initial interviews (e.g., first hundred completes) to ensure the survey was working effectively prior to the bulk of the data collection.

Leger's professional data analysis team produced computer tables (frequencies, and cross-tabulations) that presented total results, as well as results based on different sub-segments of the population, as required by JSG. The computer tables enable analysis of the data based on the sub-segments identified at the set-up of the project.

CODING OPEN-ENDED RESPONSES

Asking respondents open-ended questions provides valuable insight into the reasons behind their opinions. Uncategorized open-ended responses, however, can be difficult to interpret, particularly when large sample sizes are involved. To address this, in addition to interviewers entering open-ended responses verbatim, Leger's specialized coding department grouped similar responses into categories by assigning appropriate codes to each open-ended response. This allows the data to be interpreted and compared across sub-segments and action to be taken based on the responses. As a prior codelist was not available, a new codelist was developed by Leger.

DATA TABLES

Clean, labeled data tables have been prepared and delivered to JSG. These tables included all results by demographic breakdowns. All responses were tested for significance at a 95% confidence level.

APPENDIX A – 2012-13 PUBLIC OPINION SURVEY QUESTIONNAIRE

Alberta Justice and Solicitor General 2013 Public Opinion Survey Questionnaire Revised Draft January 31, 2013 Prepared by Leger based on Facilitated Consultation Sessions

Introduction

Hello, my name is _____ with Leger Research, a professional research firm in Edmonton. On behalf of Alberta Justice and Solicitor General, we are conducting a survey of Albertans to gather views on perceptions of safety, crime prevention and reduction as well as on the programs and services provided by Alberta Justice and Solicitor General. We are not selling or promoting anything and all results will be kept completely anonymous. To begin, I have a few questions to ensure we are talking to a representative sample of Albertans:

ADDITIONAL INFORMATION, IF AND WHEN NEEDED: If you have any questions about this survey, please contact Kelly Tyler at (780)422-2617 (Government of Alberta Ministry of Justice and Solicitor General).

A. Before we begin, I need to know the first three characters of your postal code. _ _ _

ASSIGN TO REGION BASED ON POSTAL CODE FSA AND CHECK REMAINING AGE/GENDER QUOTAS FOR THAT REGION.

REGION:

1. Calgary
2. Edmonton
3. Small cities north
4. Small cities south
5. Rural north
6. Rural south

THANK & TERMINATE IF DO NOT LIVE IN ALBERTA, OR IF REFUSED

B. And what is the name of the city, town, village, hamlet, rural municipality, specialized municipality, reserve or settlement in which you live? _____

C. For the purposes of this survey, could I please speak to the [person] in your household who is [18 years of age or older] and who is having the next birthday? **[WATCH QUOTAS. READ GENDER & AGE GROUP AS NECESSARY TO MEET QUOTAS]**

1. Yes, speaking **CONTINUE**
2. Yes, I'll get him/her **REPEAT INTRO AND CONTINUE**
3. Not available **CONTINUE**
4. No individual in household in that gender and age group **THANK AND END INTERVIEW**

D. **ASK:** And what is the first name of the person I should talk to when I call back? **RECORD FIRST**

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NAME OF ELIGIBLE RESPONDENT:
_____ **ARRANGE CALLBACK**

E. RECORD GENDER:

1. Male
2. Female

F. In what year were you born? 19__

THANK AND TERMINATE IF REFUSED

G. This interview will take approximately 10 to 15 minutes. Is this a convenient time for you?

Yes

No **IF NO, ARRANGE CALL BACK**

Crime Prevention and Reduction

1. (25/26.) The Government of Alberta is committed to working together with other levels of government, community agencies and organizations, business, police, and all Albertans to address crime and to ensure Albertans feel safe in their communities. An integrated response to crime includes many components. Which of the following components do you feel the Government of Alberta should put priority focus on? Should it be **(RANDOMIZE & READ LIST)**:

1. Prevention, including any action, policy or program that prevents or reduces criminality, crime and victimization
2. Treatment, including rehabilitation
3. Enforcement, including prosecution and sentencing/punishment
4. (None of the above/Other)
9. (Don't Know/Not Stated)

2. To what extent do you agree or disagree with the following? Do you **(READ LIST)**

1. Strongly agree
2. Somewhat agree
3. Somewhat disagree
4. Strongly disagree
9. (Don't Know/Not Stated)

RANDOMIZE

- a) That individuals with mental health and addiction issues who commit crimes should have access to treatment while being held accountable for their crime?
- b) That investing in prevention and intervention for young children and families at risk is a good way to prevent and reduce crime and criminality?

Knowledge of the Justice System

3. (34.) Next, I would like to ask you a few questions about your knowledge and confidence in the justice system. To what extent do you agree or disagree that you have a good understanding of the justice system in Alberta? Do you **(READ LIST)**

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Alberta Justice and Solicitor General 2012-13 Public Opinion Survey

1. Strongly agree
2. Somewhat agree
3. Somewhat disagree
4. Strongly disagree
9. (Don't Know/Not Stated)

4. What would you like to have more information about regarding the justice system in Alberta?

001. RECORD VERBATIM
999. (Don't Know/Not Stated)

Confidence in the Justice System

5. (36.) How much confidence do you have in the justice system in Alberta? Do you have (**READ LIST**):

1. A lot of confidence
2. Some confidence
3. Very little confidence
4. No confidence at all
9. (Don't Know/Not Stated)

6. (37.) **IF VERY LITTLE OR NO CONFIDENCE IN QUESTION 5, ASK:** Why do you not have confidence in the justice system in Alberta?

001. RECORD VERBATIM
999. (Don't Know/Not Stated)

7. (38.) How much confidence do you have in each of the following aspects of Alberta's justice system? (**READ ITEMS RANDOMLY**)? Do you have... (**READ LIST**)?

1. A lot of confidence
2. Some confidence
3. Very little confidence
4. No confidence at all
9. (Don't Know/Not Stated)

RANDOMIZE

- a) That court outcomes are fair and appropriate
- b) In the fairness of the court process
- c) That the laws of Alberta are fair
- d) That the courts deal with cases promptly and efficiently
- e) That the criminal justice system is effective in bringing people to justice
- f) That offenders are safely and securely held while in custody
- g) That offenders are supervised effectively in the community
- h) That the needs of victims of crime are being met
- i) That legal aid is available and accessible to those who need it
- j) That the rights of people accused of committing a crime are protected

8. How much confidence do you have in Alberta's civil law? This means other types of law besides criminal, such as personal injury lawsuits, property disputes and family law. Do you have

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(READ LIST)?

1. A lot of confidence
2. Some confidence
3. Very little confidence
4. No confidence at all
9. (Don't Know/Not Stated)

RANDOMIZE

- a) That court outcomes of civil law cases are fair and appropriate
- b) In the fairness of the court process for civil law cases
- c) That the courts deal with civil law cases promptly and efficiently
- d) That the justice system is effective in resolving civil law disputes
- e) Alberta has the right laws in place to protect the interests of Albertans

9. Thinking about both Civil and Criminal law in Alberta, to what extent do you agree or disagree with the following? Do you **(READ LIST)**

1. Strongly agree
2. Somewhat agree
3. Somewhat disagree
4. Strongly disagree
9. (Don't Know/Not Stated)

RANDOMIZE

- a) That you have enough access to legal information if you need it
- b) That you know where to find legal information

Views on Ministry Services and Programs

10. (13.) To what extent do you agree or disagree that Alberta Justice and Solicitor General provides a fair and impartial service to prosecute people charged with a crime? Do you **(READ LIST)**

1. Strongly agree
2. Somewhat agree
3. Somewhat disagree
4. Strongly disagree
- 9 (Don't Know/Not Stated)

11. (14.) **IF SOMEWHAT OR STRONGLY DISAGREE IN QUESTION 10, ASK:** Why do you disagree that Alberta Justice and Solicitor General provides a fair and impartial service to prosecute people charged with a crime?

001. **RECORD VERBATIM**
999. (Don't Know/Not Stated)

12. (6.) Alberta Justice and Solicitor General provides funding and other supports for Alberta's police services. How satisfied are you with policing in Alberta over the past 12 months? Are you: **(READ LIST)**

1. Very satisfied
2. Somewhat satisfied

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3. Somewhat dissatisfied
4. Very dissatisfied
9. (Don't Know/Not Stated)

13. **IF SOMEWHAT OR VERY DISSATISFIED in QUESTION 12, ASK:** Why are you dissatisfied with policing in Alberta over the past 12 months?

001. **RECORD VERBATIM**
999. (Don't Know/Not Stated)

Communication

14. (35a). Over the past 12 months, what would you say was your main source of information about the justice system? Was it **(READ LIST): SINGLE RESPONSE ONLY**

1. The media, that is, television, radio, or newspapers
2. An Internet website or websites
3. Word of mouth from relatives, friends, colleagues or acquaintances
4. Magazines
5. Government print publications
6. Social media, such as Facebook or Twitter
7. Non-government organizations (NGOs)
8. Experts, such as academics, politicians or teachers
9. Or some other source **(SPECIFY)**
99. (Don't know/Not Stated)

Perceptions on Safety from Crime

15. To what extent do you agree or disagree that Alberta is a safe province to live in? Do you **(READ LIST)**

1. Strongly agree
2. Somewhat agree
3. Somewhat disagree
4. Strongly disagree
9. (Don't Know/Not Stated)

16. (17.) I would like to ask you a few questions about safety from crime. How safe do you feel from crime when you are in your own home after dark? Do you feel **(READ LIST)**

1. Very safe
2. Reasonably safe
3. Somewhat unsafe
4. Very unsafe
9. (Don't Know/Not Stated)

17. (18.) How safe do you feel from crime walking alone in your neighbourhood or area after dark?

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Do you feel **(READ LIST)**:

1. Very safe
2. Reasonably safe
3. Somewhat unsafe
4. Very unsafe
9. (Don't Know/Not Stated)

Crime Victimization

18.(23.) How many times, if at all, have you yourself been a victim of a crime in the past year? **(DO NOT READ)**

____ **RECORD ACTUAL NUMBER OF TIMES**

00. (None)
99. (Not Stated)

19. (21.) IF A NUMBER OTHER THAN "0" TO QUESTION 18 ABOVE, Did you report the (those) crime(s) to the police?

1. Yes
2. No
9. (Not Stated)

ASK QUESTION 20 IF QUESTION 19 = YES (REPORTED ANY CRIME TO THE POLICE)

20. (23.) Did the police give you information on victims programs?

1. Yes
2. No
9. (Don't know, not stated)

21. (26.) Over the past 12 months, did you access any programs or services for victims in Alberta?

1. Yes
2. No
9. (Don't know, not stated)

22. (30.) I am now going to read some statements to assess your views toward the Government of Alberta's correctional system. For each statement, please indicate if you strongly agree, somewhat agree, somewhat disagree, or strongly disagree with that statement. To what extent do you agree or disagree that: **(READ ITEMS RANDOMLY)?** Do you **(READ LIST)**

1. Strongly agree
2. Somewhat agree
3. Somewhat disagree
4. Strongly disagree
- 9 (Don't Know/Not Stated)

a) You have respect for the job being done by Alberta correctional centre staff who supervise offenders being held in custody.

b) You are satisfied with the job being done by Alberta correctional staff in supervising offenders in the community.

c) You are satisfied with the job being done by Alberta correctional staff in operating provincial correctional centres.

Human Rights Performance Measure Questions (Previously included in the Human Rights Commission Public Opinion Survey)

23. (H1.) Thinking about human rights, overall, how well do you feel human rights are protected in the province of Alberta? Are they **(READ LIST)**:

1. Very well protected
2. Fairly well protected
3. Not very well protected
4. Not at all protected
9. (Don't Know/Not Stated)

24 (41). Which of the following best describes your present employment status? Are you **(READ LIST)**:

1. Working full-time
2. Working part-time
3. Unemployed or looking for a job
4. Staying at home full-time
5. A student
6. Retired
9. (Not Stated)

IF EMPLOYED IN PAST 12 MONTHS (QUESTION 24=1 OR 2), ASK QUESTION 24:

25. (H13.) Based on your personal experience, to what extent do you agree or disagree that your current or last place of work in Alberta is free of discrimination? Do you **(READ LIST)**:

1. Strongly agree
2. Somewhat agree
3. Neither agree nor disagree
4. Somewhat disagree
5. Strongly disagree
9. (Don't Know/Not Stated)

Respondent Characteristics

26. (39.) Lastly I'd like to ask you a few questions so that we can group the data for additional statistical analysis. About how many years have you lived in your current home?

- ___ years **RECORD "1" IF LESS THAN ONE YEAR**
99. (Don't Know/Not Stated)

27. (40.) About how many years have you lived in the province of Alberta?

- ___ years **RECORD "1" IF LESS THAN ONE YEAR**
99. (Don't Know/Not Stated)

DOUBLE CHECK: RESPONSE IN QUESTION 25 CANNOT BE MORE THAN IN 26

28. (43.) What is the highest level of education that you have reached? **READ LIST IF NECESSARY**

1. Less than high school
2. Completed high school
3. Some college, vocational or trade school
4. Completed college, vocational, or trade school
5. Some university
6. Completed university (Bachelor's Degree)
7. Post graduate degree (Master's Degree, PhD or doctorate)
9. (Not Stated)

29. (44.) Are you ... **(READ LIST)**

1. Single, that is, never married/common law
2. Married/common law or living together as a couple
3. Widowed
4. Separated
5. Divorced
9. (Not Stated)

30. (45.) For statistical purposes only, we need information about your household income. All individual responses will be kept confidential. Which of the following categories applies to your **total household income** before taxes in 2012. **READ LIST**

1. Under \$20,000
2. \$20,000 to less than \$30,000
3. \$30,000 to less than \$40,000
4. \$40,000 to less than \$60,000
5. \$60,000 to less than \$80,000
6. \$80,000 to less than \$100,000
7. \$100,000 to less than \$120,000
8. \$120,000 or over
9. (Not Stated)

PREG. COMPUTE POLICE REGION.

1. Municipal Police Service Area **IF FSA IN CALGARY, CAMROSE, COALDALE, EDMONTON, LACOMBE, LETHBRIDGE, MEDICINE HAT, OR TABER**

2. RCMP Service Area **IF NOT IN MUNICIPAL POLICE SERVICE AREA**

These are all the questions I have. Thank you very much for your participation.

APPENDIX B—SAMPLING QUOTAS

REGION	GENDER	AGE	POPULATION	% of POPULATION	REGIONAL QUOTAS	
					REGIONAL SAMPLE	QUOTAS
Calgary	Male	18-34	145040	5.092%	605	102
	Female	18-34	143540	5.039%		101
	Male	35-54	173310	6.084%		122
	Female	35-54	170070	5.971%		119
	Male	55 +	108500	3.809%		76
	Female	55 +	120655	4.236%		85
Edmonton	Male	18-34	116955	4.106%	455	82
	Female	18-34	112840	3.961%		79
	Male	35-54	118255	4.151%		83
	Female	35-54	115530	4.056%		81
	Male	55 +	85955	3.018%		60
	Female	55 +	99165	3.481%		70
Small Cities – North	Male	18-34	65225	2.290%	250	46
	Female	18-34	61125	2.146%		43
	Male	35-54	70315	2.469%		49
	Female	35-54	67760	2.379%		48
	Male	55 +	43675	1.533%		31
	Female	55 +	47665	1.673%		33
Small Cities – South	Male	18-34	36775	1.291%	152	26
	Female	18-34	36715	1.289%		26
	Male	35-54	38035	1.335%		27
	Female	35-54	38475	1.351%		27
	Male	55 +	29765	1.045%		21
	Female	55 +	35480	1.246%		25
Rural – North	Male	18-34	72910	2.560%	356	51
	Female	18-34	70300	2.468%		49
	Male	35-54	99195	3.482%		70
	Female	35-54	97205	3.413%		68
	Male	55 +	84695	2.973%		59
	Female	55 +	84540	2.968%		59
Rural - South	Male	18-34	34290	1.204%	182	24
	Female	18-34	33340	1.170%		23
	Male	35-54	50755	1.782%		36
	Female	35-54	50890	1.787%		36
	Male	55 +	45295	1.590%		32
	Female	55 +	44250	1.553%		31
TOTAL			2,848,490		2,000	2,000

APPENDIX C—CALL DISPOSITION

Call Code	Description	Total	Landline	Cellular Phone
NR	BUSINESS	305	134	171
BU	BUSY (line busy)	54	46	8
CO	COMPLETED INTERVIEW	2000	1792	208
FX/IC	CALL BACK SCHEDULED (appointment with date and time scheduled, incomplete with scheduled appointment)	446	395	51
CB	CALL BACK UNSCHEDULED (To call back, Date and time unspecified)	1014	925	89
FM/CE	FAX/MODEM/PAGER	494	238	256
NC	INTERVIEWER TERMINATE (Respondent not capable of completing survey)	772	723	49
LB	LANGUAGE BARRIER	635	585	50
NA	NO ANSWER	3310	2989	321
N1/N2	RESPONDENT NOT ELIGIBLE (Respondent not eligible or refused age question)	145	136	9
NS	NOT IN SERVICE	195	159	36
QU	QUOTA FULL	4875	4496	379
P9/RE/DR/SU	REFUSED	16441	14899	1542
IN	RESPONDENT TERMINATE (Incomplete with no possibility to call back)	199	179	20
WC/AD	RESPONDENT UNAVAILABLE	167	133	34
AM	VOICEMAIL	5414	4980	434
	TOTAL CALLS	54159	48610	5549

Response Rate= (# of completed interviews + quota full) / (# of completed interviews + refused + respondent terminate + interviewer terminate + quota full)

$$= (6875) / (24287) \times 100\% = 28\%$$

Refusal Rate= (# refused+ respondent terminate + interviewer terminate) / (# of completed interviews + refused + respondent terminate + interviewer terminate + quota full)

$$= (17,412) / (24287) \times 100\% = 72\%$$

APPENDIX D—PROFILE OF RESPONDENTS

Profile of Respondents 2012-13	
	Total (n=2,000)
Gender	
Male	50%
Female	50%
Age	
18-24	10%
25-44	39%
45-64	37%
65 +	15%
Average	45.7 years
Region	
Calgary	30%
Edmonton	23%
Small Cities - North	13%
Small Cities - South	8%
Rural - North	18%
Rural - South	9%
Education	
Less than high school	6%
Completed high school	22%
Some college, vocational or trade school	10%
Completed college, vocational, or trade school	21%
Some university	8%
Completed university (Bachelor's Degree)	22%
Post graduate degree (Master's Degree, PhD or doctorate)	10%
Not Stated	1%
Income	
Under \$20,000	6%
\$20,000 to less than \$30,000	7%
\$30,000 to less than \$40,000	6%
\$40,000 to less than \$60,000	11%
\$60,000 to less than \$80,000	13%
\$80,000 to less than \$100,000	11%
\$100,000 to less than \$120,000	9%
\$120,000 or over	23%
Not Stated	15%

Profile of Respondents cont'd 2012-13	
	Total (n=2,000)
Marital Status	
Single, that is, never married	20%
Married or living together as a couple	67%
Widowed	4%
Separated	2%
Divorced	6%
Not Stated	1%
Employment Status	
Working full-time	53%
Working part-time	11%
Unemployed or looking for a job	4%
Staying at home full-time	8%
A student	5%
Retired	18%
Not Stated	1%
Tenure in Home	
Less than 3 years	20%
3 to 5 years	21%
6 to 10 years	20%
11 to 20 years	22%
More than 20 years	16%
Don't' Know/Not Stated	<1%
Average	11.4 years
Tenure in Alberta	
Less than 6 years	8%
6 to 10 years	9%
11 to 20 years	16%
21 to 30 years	18%
31 to 40 years	18%
41 to 50 years	13%
More than 50 years	18%
Don't' Know/Not Stated	<1%
Average	32.2 years
Police Region	
Municipal Police Service Area	64%
RCMP Service Area	36%