

**TORONTO POLICE SERVICE
TORONTO ANTI-VIOLENCE INTERVENTION STRATEGY
NEIGHBOURHOOD TAVIS INITIATIVE
2009 NEIGHBOURHOODS SURVEY**

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SUMMARY OF FINDINGS

- The purpose of this survey was to measure the community's perception of safety and quality of life in the two TAVIS Initiative neighbourhoods and the perception of change in the level of safety and quality of life in their communities over the past summer.
- Approximately 12,675 surveys were delivered to all households and business premises (census) in the two TAVIS Initiative neighbourhoods in May and then again in September. A total of 784 responses were returned in May and 881 were returned in September, an overall response rate of 6% and 7%, respectively. By neighbourhood, the response rate was higher in Keele-Eglinton than in Jane-Finch.
- While less than half of respondents in May said they felt very or reasonably safe in their neighbourhoods over the past year, two thirds of respondents reported that they felt very or reasonably safe in September. When asked if their feelings of safety had changed over the summer, four in ten said they felt safer.
- About six in ten respondents in May and again in September said that worry about crime kept them from doing things; while most respondents said that this had not changed over the summer, almost one third of respondents who said they worried, said that they worried less often.
- When asked if certain crime, disorder and quality of life issues (violent crime, guns, gangs, property crime, youth hanging around, loud noises/parties, vandalism, graffiti, and drugs) had increased, decreased or stayed the same in their neighbourhoods over the prior period, between four and seven in ten respondents said it had remained the same or they didn't know. However, those respondents who reported a change in May were generally more likely to say that these issues had increased over the past year, but in September respondents were significantly more likely to say that these issues had decreased over the summer and less likely to say they that they had increased.
- Specific to crime, disorder and quality of life issues, respondents from the Keele-Eglinton neighbourhood were significantly more likely to respond less positively (i.e. more likely to say that issues had increased and less likely to say issues in their neighbourhood had decreased) than respondents from Jane-Finch in the May survey; however, there was no significant differences in responses between the two neighbourhoods in September. Both neighbourhoods responded more positively in September.
- In May, just less than one in ten respondents said that their neighbourhood's ability to deal with crime issues had increased and that opportunities to commit crimes in their neighbourhood had decreased. In September, almost twice as many said that their neighbourhood's ability to deal with crime issues and four times as many said the opportunity to commit a crime in their neighbourhood had decreased.
- Six in ten respondents said that relations between the police and the community got better over the summer. In both May and September, more than nine in ten respondents, rated their own attitude towards the police in their neighbourhood as very or somewhat positive but somewhat fewer respondents rated their community's attitude towards the police in their neighbourhood as very or somewhat positive. There was, however, a notable shift from somewhat positive to very positive for both personal and community attitude between May and September.
- In May, two in ten respondents reported that they knew before they received the survey that the Toronto Police Service had a city-wide anti-violence strategy called TAVIS; in September, almost three times that many said that they knew about TAVIS. Most respondents reported learning of TAVIS from a media source or a TAVIS pamphlet. In September, two thirds of all respondents said they knew their neighbourhood had been a TAVIS Initiative neighbourhood during the past summer.
- In May, six in ten respondents said that they had noticed additional police officers in their neighbourhoods over the past year and in September almost nine in ten had noticed an increase; in both surveys a vast majority of respondents said the additional officers were needed in their neighbourhoods, and it made them feel safer, however, between two and three in ten said it made them feel that their neighbourhood was less safe than before; almost four in ten respondents said they actually spoke to an officer. Eight in ten people in the September survey felt that the additional officers in their neighbourhoods reduced crime.
- In both surveys, respondents who had prior knowledge of TAVIS, knew their neighbourhood was a TAVIS Initiative neighbourhood and/or saw more officers in their neighbourhood, were, almost across the board, more likely to respond more positively to the survey (e.g. were more likely to say they felt safe in their neighbourhood, report that that crime and quality of life issues were decreasing, less likely to say that worry keep them from doing things they wanted to do, etc.)

BACKGROUND

In June 2009, the Toronto Police Service launched the Neighbourhood TAVIS Initiative. Building on the success of the 2008 Focus Neighbourhood TAVIS Deployment – dedicated police resources to a manageable geographical area for a specific [extended] period of time – 75 *additional* officers were deployed to the Jane-Finch and Keele-Eglinton neighbourhoods from June 15th to September 20th; 50% of the additional complement remained in place until October 25th. Beyond strict enforcement, police officers worked with neighbourhood residents and business owners to build and/or increase community/police relations, civic engagement, and community capacity.

The selection of the two TAVIS Initiative neighbourhoods considered a number of factors. The top ten hotspots – violence-prone areas as determined by a geographical analysis of homicides, shootings and ranked categories of other violent crime – were identified by the Crime Information Analysis Unit. A further micro-analysis of the identified hotspots was conducted to define a smaller geographic area and, in consultation with police managers and community members, a portion of the Jane-Finch and Keele-Eglinton neighbourhoods were selected as initiative neighbourhoods for the summer of 2009 (Figure 1).

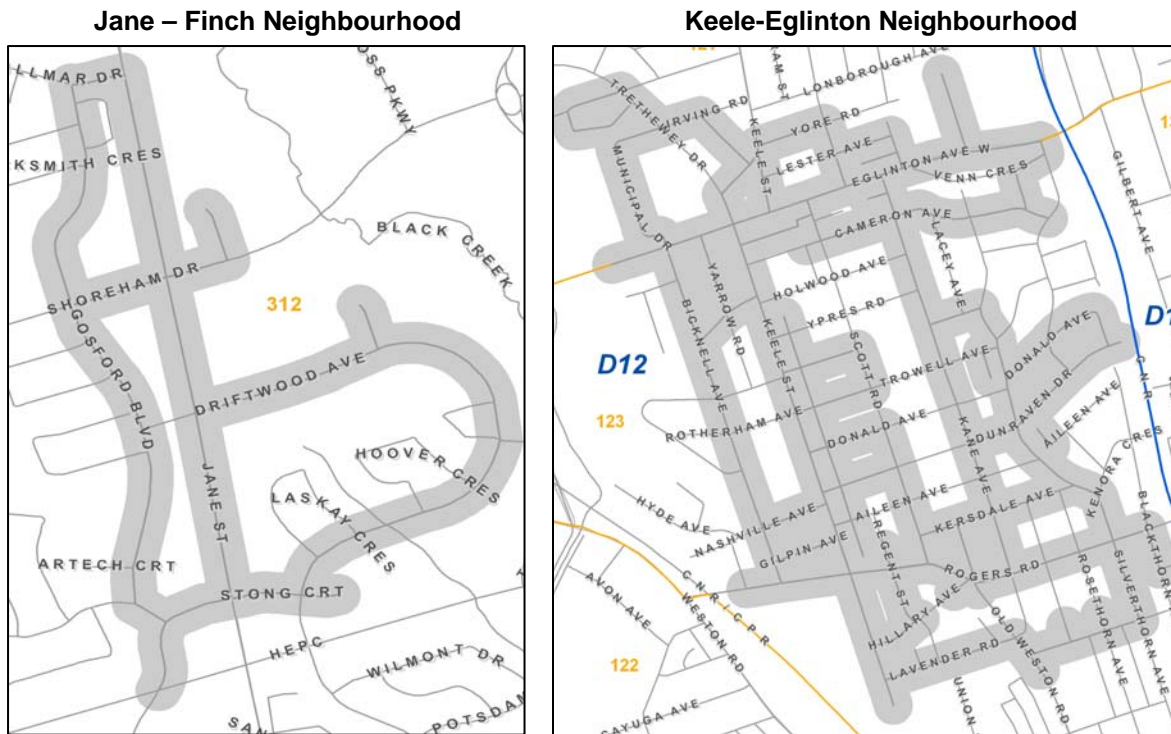


Figure 1

The purpose of the surveys was to measure and benchmark the community's perception of safety and quality of life in the two focus neighbourhoods and measure the perception of change in the level of safety and quality of life in their communities before the summer compared to the end of the summer.

RESPONSE RATES AND RESPONDENT DEMOGRAPHICS

The target population included every one of the approximately 12,675 households and business establishments in the two TAVIS Initiative neighbourhoods. In early May, a two-page survey, stamped/address return envelope, and a pamphlet describing TAVIS were delivered (Canada Post Unaddressed Admail) to each every premises in the initiative neighbourhoods.¹ In early September, the survey package delivered to each premise included a survey, return envelope and information about the TPS Links program. Neither the packaging nor the two survey documents, indicated which member of the household or business should complete the survey. A copy of the two survey instruments is appended to this report.

From the 12,674 surveys delivered in May 2009 and 12,663 surveys delivered in September 2009, 784 and 881 responses were returned in May and September, respectively; a response rate of about 6% and 7%.²³ The table below details the target population and return rate by neighbourhood.

Neighbourhood	Total Premises	May Response**	May Response Rate	September Response	September Response Rate
Keele-Eglinton	4,985/4,974	414	8.3%	500	10.1%
Jane-Finch	7,689	352	4.6%	350	4.6%
Overall*	12,674/12,663	784*	6.2%	881	7.0

* Not all respondents indicated neighbourhood.

** Responses by neighbourhoods must be considered with some caution. Respondents were asked to indicate the first two digits of their postal code; however, the associated geographical boundaries were incorrect (switched) on the survey. For the purposes of this analysis, it is assumed that respondents selected their postal code, rather than the described boundaries

While total premises in Jane-Finch outnumbered those in Keele-Eglinton by more than 50%, respondents from the Keele-Eglinton neighbourhood accounted for about 55% of total responses. Households accounted for the vast majority of all respondents (93% in May and 91% in September); business owners/employees and respondents who identified themselves as both residents and business owners/employees accounted for the remaining respondents. In both May and September females accounted for almost two-thirds of respondents (64% and 62%, respectively), the majority of respondents had lived in the neighbourhood for more than ten years and almost three-quarters had lived in the neighbourhood for more than five years. Overall only about one in ten respondents (11%) said they belonged to a community group or committee that dealt with neighbourhood issues; however, almost six in ten respondents (59%) said that given the opportunity, they would join a community group to deal with neighbourhood issues.⁴ Respondents in the May survey were somewhat more likely to be younger than those responding to the September survey; however, in both May and September the majority of respondents were over the age of 45 years (58% in May and 65% in September).

¹ Unaddressed Admail is delivered based on Letter Carrier Walks (LCW) and may include a small number of premises outside, but adjacent to the TAVIS Initiative Neighbourhood boundaries.

² Based on the total number of surveys returned, the responses overall are considered accurate within $\pm 3.4\%$, 19 times out of 20 in May and $\pm 3.2\%$, 19 times out of 20 in September. By neighbourhood, however, the responses are considered less accurate; in Keele-Eglinton results are considered accurate within $\pm 4.6\%$ (May) and $\pm 4.2\%$ (September) 19 times out of 20 and in Jane-Finch results are considered accurate within $\pm 5.0\%$ 19 times out of 20 in both May and September.

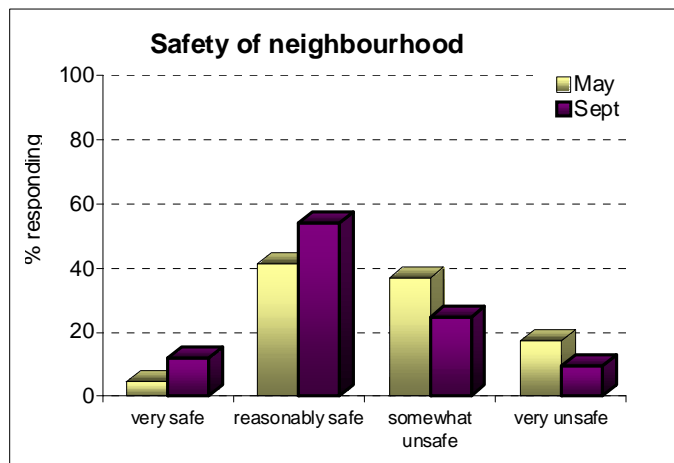
³ Not all questions were answered by all respondents; unless otherwise specified, the results (percentages) reflect the proportion of respondents who answered the question.

⁴ Questions about the civic engagement of community members were not repeated on the September survey.

PERCEPTIONS OF SAFETY

Overall, two thirds of the respondents in September said they felt very (12%) or reasonably safe (54%) in their own neighbourhood, compared to less than half (46%) of the respondents in May. There is a notable shift in perception of safety between May and September.

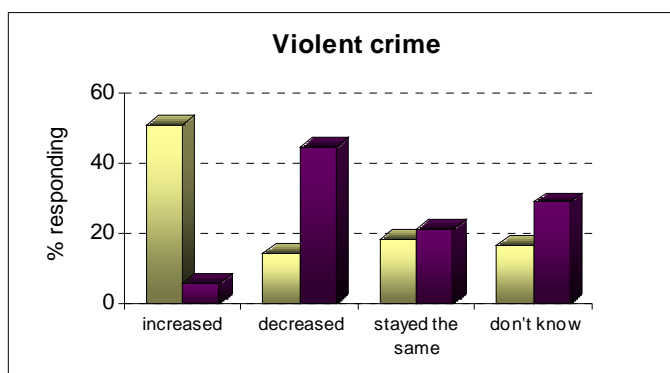
In both May and September, respondents from Jane-Finch were more likely to say they felt very or reasonably safe in their neighbourhood than respondents from Keele-Eglinton, however, the gap narrowed over the summer. When asked if their feelings of safety in their neighbourhood had changed over summer, overall and in both neighbourhoods, 43% of respondents indicated that they felt safer and about half said it had stayed the same.



Although more people reported feeling very or reasonably safe in their neighbourhoods and almost half of the respondents in September said they felt safer than before the summer, the proportion of respondents who said that worry about crime kept them from doing things they would like to do decreased only about 10% from 63% of respondents in May to 57% of respondents in September. In both surveys, about one third (34% in May and 31% in September) of those people who said that worry about crime kept them from doing things, said that worry *often* kept them from doing things and about six in ten (58% in May and 62% in September) said it *sometimes* kept them from doing things they wanted to do. When asked if the frequency that worry kept them from doing things they wanted to do changed over the summer, most said it had not changed (61%), but almost one-third (32%) said they worried less often.

Respondents in September were more likely to say they they walk alone in their neighbourhood after dark (41%) than respondents in May (32%), but those who said they did not walk alone after dark, both in May and September, were only slightly less likely to say they did not do so because they feel unsafe (52% in May and 49% in September).

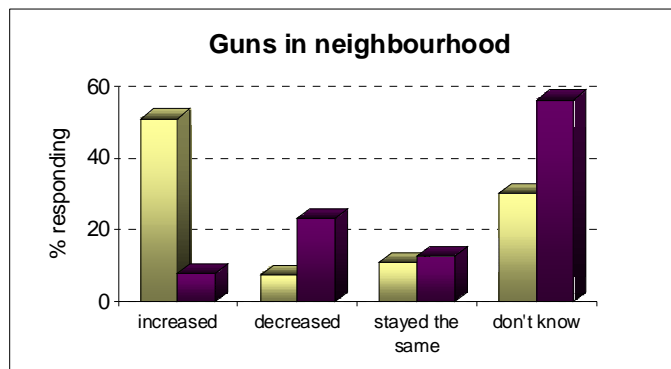
The perception of a change in the level of violent crime – responses in May compared to those in September – was dramatic. While the majority of respondents in May (51%) said that violent crime had increased over the past year, only 6% of respondents in September said that violent crime had increased over the summer. On the other hand, 44% of respondents in September said that violent crime had decreased over the summer, compared to only 14% of respondents in May who said that violent crime had decreased over the past year.



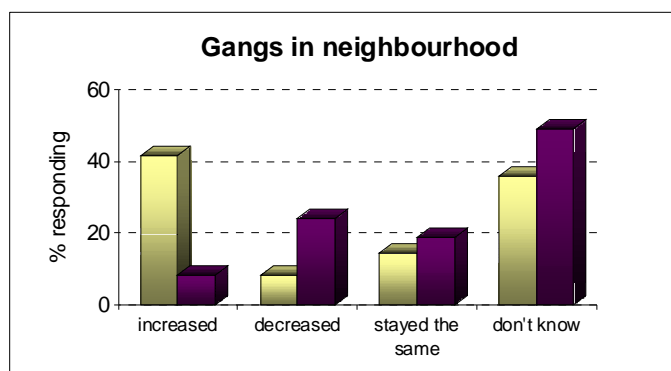
In May, residents in the Keele-Eglinton neighbourhood, were significantly more likely than residents in the Jane-Finch neighbourhood to say that violent crime in their neighbourhood had increased and significantly less likely to say that it had decreased; however, there were no significant differences in perception of change in the level of violent crime between the two neighbourhoods in the September survey.⁵

⁵ p=.000, p=.669

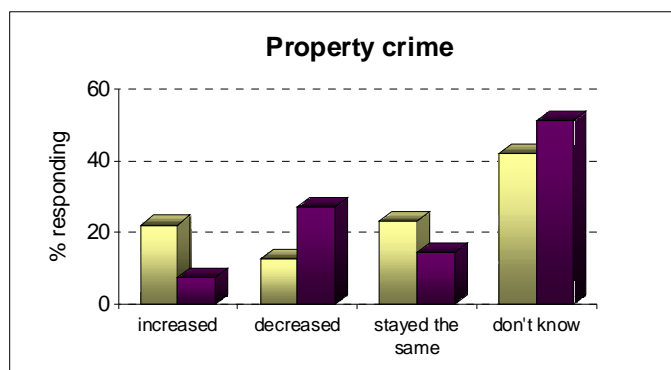
Although more respondents in September than in May said they did not know if there was a change in the presence of guns in their neighbourhood, those who had an opinion were far less likely in September (8%) than in May (51%) to say that the presence of guns had increased in their neighbourhood over the previous period. In May, residents in the Keele-Eglinton neighbourhood, were significantly more likely than residents in the Jane-Finch neighbourhood to say that guns in their neighbourhood had increased and significantly less likely to say they had decreased; however, there was no significant difference in responses between the two neighbourhoods in September.⁶



Again, more respondents in September than in May said they did not know if there was a change in the presence of gangs in their neighbourhood, but those who had an opinion were far less likely in September (9%) than in May (42%) to say that the presence of gangs had increased in their neighbourhood over the previous period. As with guns, in the May survey, residents in the Keele-Eglinton neighbourhood, were significantly more likely than residents in the Jane-Finch neighbourhood to say that guns in their neighbourhood had increased over the past year and significantly less likely to say they had decreased; however, there was no significant difference in responses between the two neighbourhoods in September.⁷



As with the other perception of safety issues, more respondents in September than in May said they did not know if there was a change in the presence of property crime in their neighbourhood, but those who had an opinion were far less likely in September (7%) than in May (22%) to think that property crime had increased in their neighbourhood over the previous period. Further, in the May survey, residents in the Keele-Eglinton neighbourhood, were significantly more likely than residents in the Jane-Finch neighbourhood to say that property crime in their neighbourhood had increased over the past year and significantly less likely to say it had decreased; however, there was no significant difference in responses between the two neighbourhoods in September.⁸



⁶ p=.000, p=.053

⁷ p=.000, p=.783

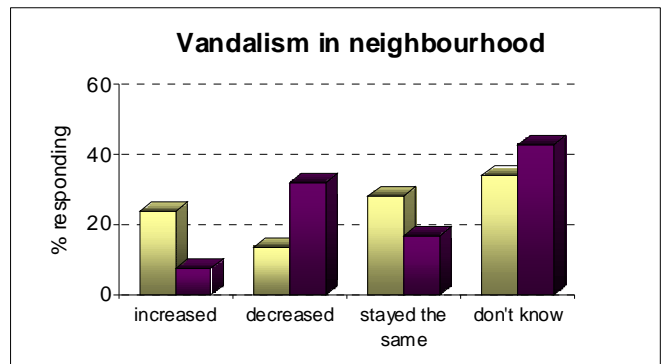
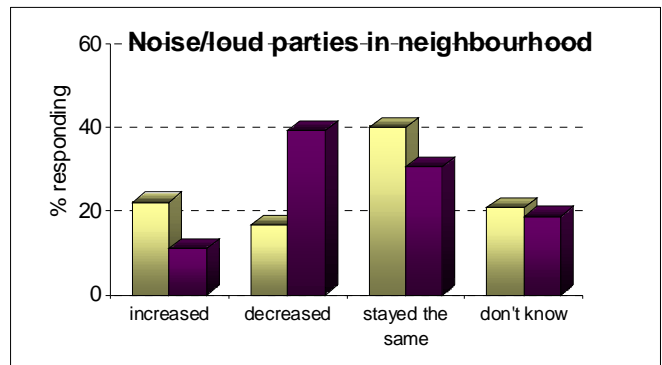
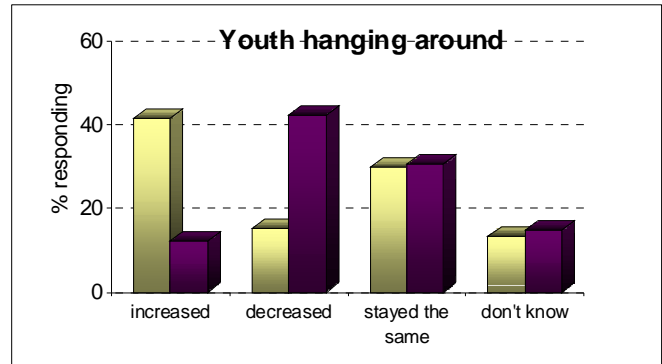
⁸ p=.003, p=.650

QUALITY OF LIFE

Although respondents in September and in May were equally likely to say they did not know if there was a change in youth hanging around in their neighbourhood or that it had stayed the same, they were far less likely in September (12%) than in May (42%) to say that youth hanging around had increased in their neighbourhood over the previous period and almost three times as likely to say that youth hanging around had decreased (43% in September and 15% in May). Further, in the May survey, residents in the Keele-Eglinton neighbourhood, were significantly more likely than residents in the Jane-Finch neighbourhood to say that youth hanging around in their neighbourhood had increased over the past year and significantly less likely to say it had decreased; however, there was no significant difference in responses between the two neighbourhoods in September.⁹

Respondents in September were twice as likely to say that noise and loud parties in their neighbourhood had decreased (17% in May compared to 39% in September) and only half as likely to say that it had increased. A significant difference in responses between neighbourhoods was evident in May, but not in September.¹⁰

When asked about changes in vandalism in their neighbourhood, respondents were most likely in both May and September to say that they did not know, but more than twice as likely in September than in May to say that it had decreased (14% in May and 32% in September). A significant difference in responses between neighbourhoods was evident in May, but not in September.¹¹

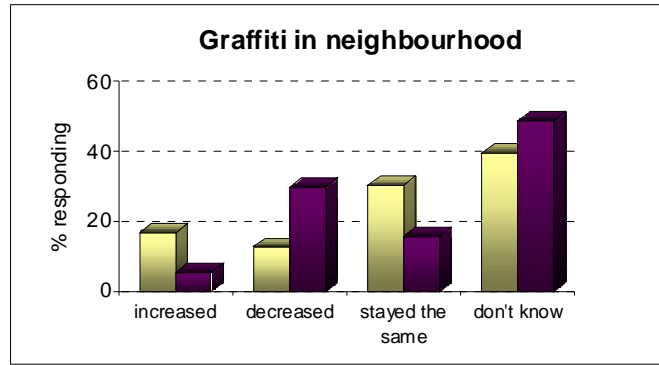


⁹ p=.000, p=.215

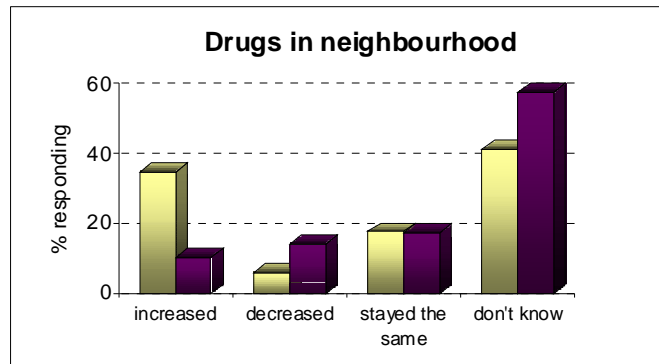
¹⁰ p=.000, p=.146

¹¹ p=.000, p=.717

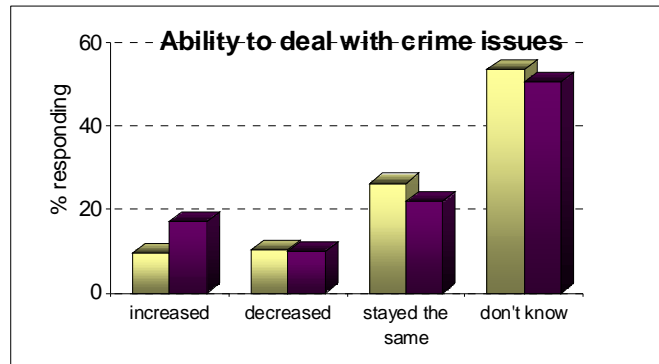
When asked about changes in the presence of graffiti in their neighbourhood, respondents in May and even more so in September were mostly likely to say they did not know. Of those respondents who indicated a change from the previous time period, September respondents were more than twice as likely as May respondents to say that graffiti had decreased. As with most other issues, a significant difference in responses between neighbourhoods was evident in May, but not in September.¹²



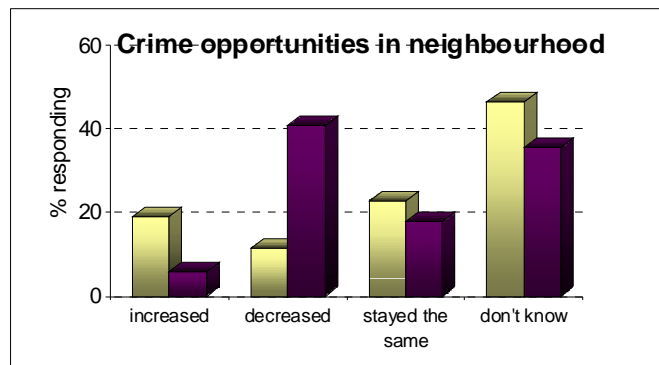
When asked about changes in the presence of drugs in their neighbourhood, respondents in May and again in September were most likely to say they did not know. In September, however, those who indicated a change were far less likely to say that drugs had increased; respondents in May were more than three times more likely than in September to say that drugs in their neighbourhood had increased. As with most other issues, a significant difference in responses between neighbourhoods was evident in May, but not in September.¹³



When asked about the ability of their neighbourhood to deal with crime issues, in both May and September, most respondents did not know if it had increased decreased, or stayed the same. In May, those who did indicate a change were equally likely to say increase as to say decrease (10%); in September, however, respondents were somewhat more likely to say that the ability of their community to deal with crime issues had increased (17%) than had decreased (10%).



When asked about the crime opportunities in their neighbourhood, there were notable differences in the responses between May and September. While most respondents in May said they did not know, most respondents in September said that the opportunities had decreased. In May, those who did indicate a change were far more likely to say that opportunities had increased. As with most other issues, a significant difference in responses between neighbourhoods was evident in May, but not in September.¹⁴

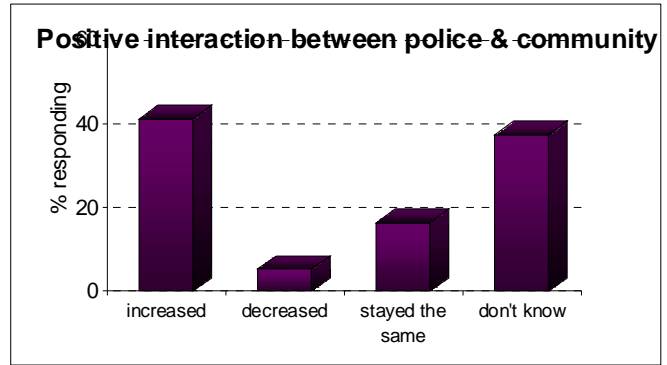


¹² p=.000, p=.077

¹³ p=.000, p=.865

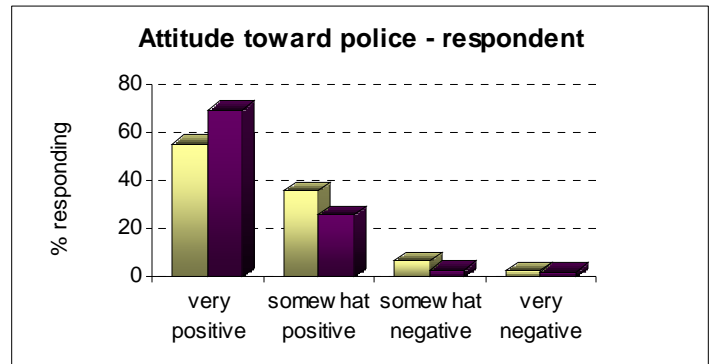
¹⁴ p=.001, p=.525

Four in ten respondents (41%) said that positive interactions between police and the community increased over the summer, but almost as many (37%) said they did not know if there had been a change. On the other hand, only 5% felt that positive interaction between police and the community had actually decreased over the summer.

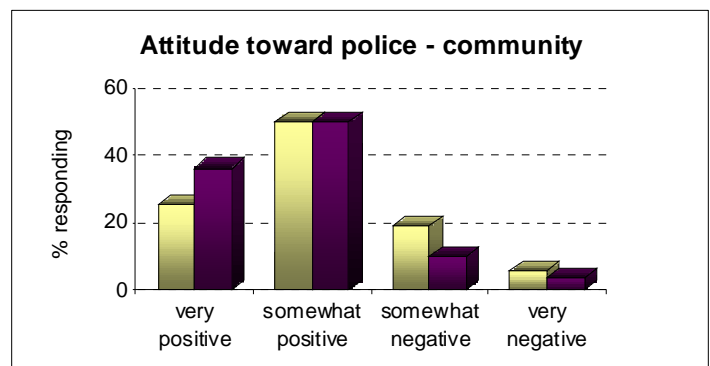


RELATIONS WITH POLICE

Most respondents, both in May (91%) and in September (95%), said that their attitude towards police was very positive or somewhat positive. As is evident in the graph, September respondents were more likely to report a very positive attitude than the May respondents (55% in May as compared to 70% in September). Interestingly, while there was no significant difference between the neighbourhoods in the respondent's attitude towards police in the May survey; in the September survey, respondents in both neighbourhoods were more likely to report a more positive attitude than in May, however, respondents in Keele-Eglinton were significantly more likely to do so.¹⁵



Overall, respondents in September were more positive about the community's attitude to the police than in May - 75% of respondents in May reported a very or somewhat community attitude towards police compared to 86% in September. Again, while there was no significant difference between neighbourhoods in May, in September respondents in Keele-Eglinton were significantly more likely to report that the community's attitude towards police was positive and, in particular, very positive.¹⁶



When asked if the relationship between the police and the community got better, worse, or stayed the same over the summer, almost six in ten respondents (58%) said it had improved and four in ten (40%) said it had stayed the same; very few said it had gotten worse. While respondents in Keele-Eglinton were somewhat more likely to say attitudes had improved, there was no significant difference between the two neighbourhoods.

¹⁵ p=.138, p=.000

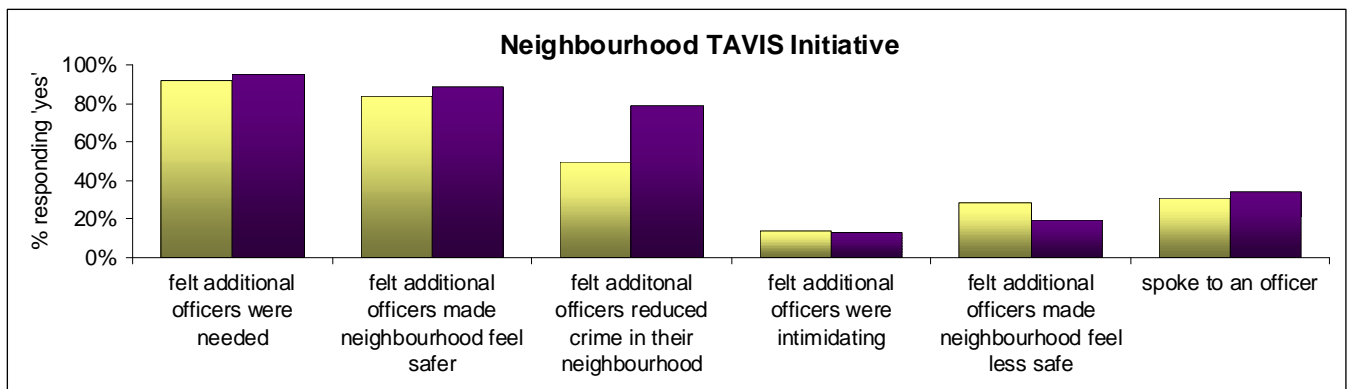
¹⁶ p=.682, p=.000

TAVIS IN NEIGHBOURHOODS

Awareness of TAVIS in the two neighbourhoods increased dramatically over the summer; while one in five respondents in May (20%) said they knew that the Toronto Police Services had a city-wide anti-violence strategy called TAVIS prior to receiving the survey, almost three times as many (58%) respondents in September said they knew about TAVIS. Further, almost two thirds of respondents (64%) were aware that their neighbourhood was involved in the Neighbourhood TAVIS Initiative program. When asked how they knew about TAVIS, almost half of the respondents (45%) in May indicated a media source; in September, “media” and “TAVIS pamphlet” were the most frequent responses (26% and 24%, respectively).¹⁷ The increase in respondents who indicated that they had learned of TAVIS from a TAVIS pamphlet (8% of respondents in May) is, at least in part, the result of inserting the pamphlet into the May survey package. Awareness of TAVIS increased over the summer in both neighbourhoods, but to a greater degree in Keele-Eglinton (increasing from 17% in May to 58% in September) than in Jane-Finch (increasing from 24% in May to 58% in September).

Overall, the number of respondents who said they saw more officers in their neighbourhoods increased over the summer, from 60% in May to 85% in September. In May, respondents in Keele-Eglinton were less likely to say they noticed more officers in their neighbourhood than respondents from Jane-Finch (57% and 64%, respectively); however, in September, respondents in Keele-Eglinton were significantly more likely to report seeing more officers in their neighbourhoods than were respondents from Jane-Finch (91% and 77%, respectively).¹⁸ Respondents who knew of TAVIS and those who knew that their neighbourhood was a TAVIS Initiative Neighbourhood this summer were significantly more likely to say that they saw more officers in their neighbourhood over the summer.¹⁹

In May respondents who reported seeing more officers in their neighbourhoods and in September all respondents were asked what they thought about the additional officers being dedicated to their neighbourhood. Overall, the response to the TAVIS Initiative – more officers in the neighbourhood – was very positive in May and even more positive in September. Most notable, however, was a 60% increase in the proportion of respondents that felt that the additional officers reduced crime in their neighbourhood and a 30% decrease in the proportion of respondents who felt that the additional officers made the neighbourhood feel less safe.



Although there was a slight increase in the proportion of respondents who were aware of a meeting in their neighbourhood to discuss neighbourhood crime and/or disorder issues (28% in May compared to 33% in September), a smaller proportion of the respondents who said they were aware of such a meeting attended the meeting (37% of May respondents said they attended a community meeting compared to only 32% in September). There were no significant differences between the two neighbourhoods in May or September.

¹⁷ In the May survey, respondents who indicated that they knew of TAVIS prior to receiving the survey were asked how they heard about the survey and were asked for a single response; in September, respondents were asked to check as many sources as applied.

¹⁸ p=.000

¹⁹ p=.000, p=.000

DISCUSSION OF FINDINGS

The Toronto Anti-Violence Intervention Strategy is an intensive violence reduction strategy. The plan calls for a city-wide, divisionally-based program of law enforcement to reduce violence – on the streets and in homes – particularly in high-risk neighbourhoods. The goals of TAVIS include reducing crime and disorder, and increasing community safety and the quality of life in all Toronto neighbourhoods. TAVIS, particularly the Rapid Response Teams, is a very visible and critical component in the Toronto Police Service's delivery of policing service; however, TAVIS is only one component of policing in Toronto, fitting within the overall philosophy of community mobilization.

The Toronto Police Service is strongly committed to promoting community mobilization – moving communities from almost total dependence on the police for community safety, through interdependence where community members start to form partnerships with police and other social service providers to address neighbourhood crime and safety issues, and finally, to independence where community members largely take responsibility for directing the resolution of the issues underlying crime and safety in their neighbourhoods. TAVIS-related activities are most evident in the first and second stages of community mobilization – dependence and interdependence. The local strategies delivered through TAVIS are meant to reduce violence in neighbourhoods so that the community, as a whole, can take steps toward taking control of their neighbourhoods and addressing the underlying causes of crime and disorder within their neighbourhoods.

The desired short-, intermediate- and long-term outcomes of TAVIS are detailed in the Toronto Anti-Violence Task Force Program Logic Model:

Toronto Anti-Violence Task Force Program Logic Model

Sustainable Safe Neighbourhoods

Community Members in Toronto's Priority Neighbourhoods

1. Reduce Violence
2. Increase Safety in the Community
3. Improve the Quality of Life

Inputs	Activities	Outputs	Short-Term Outcomes	Intermediate-Term Outcomes
Police Resources <ul style="list-style-type: none"> • TAVIS Rapid Response Team • Divisional resources, including patrol and community response officers • Support resources (Guns & Gangs, Drug Squads, etc.) Community stakeholders <ul style="list-style-type: none"> • residents, business community members, social agencies, City of Toronto Departments (i.e. Health, Parks & Recreation), Faith Leaders, Justice System, etc 	Intelligence Gathering <ul style="list-style-type: none"> • Collect intelligence to identify violent recidivists, persons with prior firearms charges and gang members Enforcement <ul style="list-style-type: none"> • Develop and implement divisional anti-violence strategy • Target enforcement: <ul style="list-style-type: none"> - priority neighbourhoods - high-risk offenders • Rapid Response to violence Community Mobilization <ul style="list-style-type: none"> • educate on personal and community safety • assign Neighbourhood Officers to priority neighbourhoods • participate in Neighbourhood Action Teams, Community Crisis Response, etc. 	<ol style="list-style-type: none"> 1. Number of uniformed officers, particularly in priority neighbourhoods 2. Number of persons arrested for violent crimes 3. Number of crime prevention presentations to community members, particularly in priority neighbourhoods 4. Number and type of firearms seized 	<ol style="list-style-type: none"> 1. Decreased opportunity to commit crime, particularly within neighbourhoods identified as priority 2. Decreased number of offenders engaged in violent crime 3. Community member perception of increased police visibility, particularly in priority neighbourhoods 	<ol style="list-style-type: none"> 1. Decreased number/rate of violent crimes 2. Decreased level/rate of victimization by violent crime 3. Increased community member perception of personal safety and security within their neighbourhood 4. Increased student perception of personal safety and security within their schools 5. Decreased community tolerance for violence in their community 6. Improved communication between police and community members

A neighbourhood survey was administered in May and again in September to gather information from members of the two initiative neighbourhoods specific to the stated goals of TAVIS – people’s feelings of personal safety and security in their neighbourhood, changes in safety and the quality of life in neighbourhoods over the summer, and the capacity of community members to take control of their neighbourhoods. A finding of increased personal feelings of safety in neighbourhoods, the perception that crime and disorder issues are decreasing, and that the community is prepared to and better able to build the necessary relationships to deal with the underlying causes of crime and disorder, would point to the overall effectiveness of TAVIS.

The following discussion of the findings of the 2009 Neighbourhood TAVIS Initiative survey includes analysis of the findings of and comparisons of responses from these two surveys to responses from previous TAVIS and community surveys. *It is important to note that such comparisons are presented with some caution.* Comparison of responses between the two TAVIS Initiative neighbourhoods, while interesting, may not be reliable due to the neighbourhood sample size.²⁰ Comparison of 2009 Initiative Neighbourhoods Survey responses to findings from other surveys are presented as a general indication of perceptions of neighbourhood safety and quality of life, but they are not directly comparable. Although some of the same questions asked in the 2009 Neighbourhood TAVIS Initiative Surveys were asked in the 2007 TAVIS Community Survey, 2008 Focus Neighbourhood TAVIS Deployment Survey, and the 2009 Toronto Police Service Community Survey, the target populations and timeframes of each of these surveys varied considerably.²¹

PERCEPTION OF SAFETY

QUALITY OF LIFE

RELATIONS WITH POLICE

TAVIS IN FOCUSED NEIGHBOURHOODS

FOCUS NEIGHBOURHOOD TAVIS DEPLOYMENT

CONCLUSION

²⁰ Based on the total number of surveys returned, the responses overall are considered accurate within $\pm 3.4\%$, 19 times out of 20 in May and $\pm 3.2\%$, 19 times out of 20 in September. By neighbourhood, however, the responses are considered less accurate; in Keele-Eglinton results are considered accurate within $\pm 4.6\%$ (May) and $\pm 4.2\%$ (September) 19 times out of 20 and in Jane-Finch results are considered accurate within $\pm 5.0\%$ 19 times out of 20 in both May and September. Further, to report neighbourhood, respondents were asked to indicate the first two digits of their postal code; however, on the May survey, the associated geographical boundaries were incorrect (switched). For the purposes of this analysis, it is assumed that respondents selected their postal code (first line, larger font and bolded), rather than the described boundaries.

²¹ The target population of the 2007 TAVIS Survey included all thirteen City of Toronto designated priority neighbourhoods as compared to the 2008 Focus Neighbourhoods Survey which included only a very small portion of Regent Park and Jane-Finch. Further, respondents of the 2007 survey were asked to consider changes over an eighteen month period as compared to a ten week period in the 2008 Focus Neighbourhoods Survey. The 2009 Toronto Police Service Community Survey, an annual telephone survey carried out in December 2009 by Market Dimensions Inc., includes responses specific to the past year from more than 1,200 residents across Toronto, evenly split between all priority neighbourhoods and all other neighbourhoods.

APPENDIX A – SURVEY INSTRUMENTS

MAY 2009

SEPTEMBER 2009