

# Bermuda Omnibus Survey

A Syndicated Quarterly Survey of the Bermudian Community

## *Final Results* for *The Bermuda Police Service*

Field Dates:	September 5 <sup>th</sup> - 19 <sup>th</sup> , 2012
Population:	Bermuda Residents (18+)
Sample:	400
Sampling Error:	+/-4.9% (19 in 20 Samples)

*All results are expressed as a percentage*

# The Bermuda Omnibus Survey© Third Quarter 2012

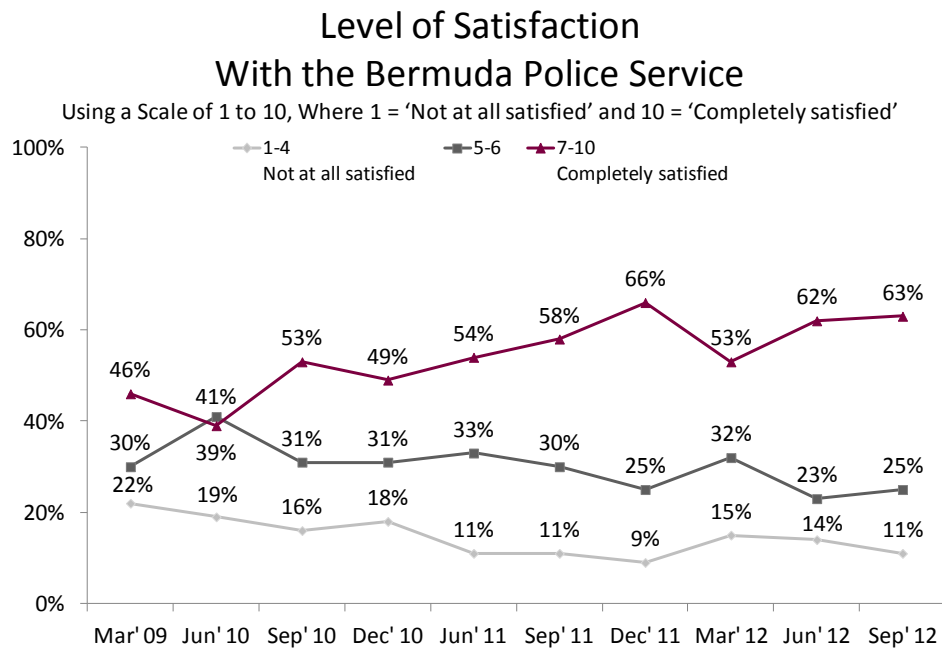
## Summary Report for the Bermuda Police Service

*The following are summary results for the Bermuda Police Service’s commissioned questions from the latest Bermuda Omnibus Survey© a syndicated quarterly survey of Bermuda residents. The survey consisted of telephone interviews with a representative sample of 400 Bermuda residents conducted between September 5<sup>th</sup> and 19<sup>th</sup>, 2012. A sample of this size drawn from the population provides results accurate to within plus or minus 4.9 percent in 19 out of 20 samples.*

### Satisfaction with the Bermuda Police Service

**Satisfaction with the Bermuda Police Service has remained constant quarter-over-quarter.**

- After a notable increase last quarter, overall satisfaction with the Bermuda Police Service has remained constant over the past three months. Indeed, close to two-thirds of residents continue to express satisfaction with the Service (63%; up 1 point). These figures represent the percentage of individuals who offer scores of 7-10 on a scale of 1 to 10, where ‘1’ is completely dissatisfied and ‘10’ is completely satisfied. The percentage of residents offering top-2 box scores (i.e. those who offer scores of 9-10) has not changed this quarter (13% top-2 box; no change). Similarly, the proportion of residents who are dissatisfied with the Service (i.e. those who offer scores of 1-4) remains stable (11%; down 3 points). (Table BPS1)

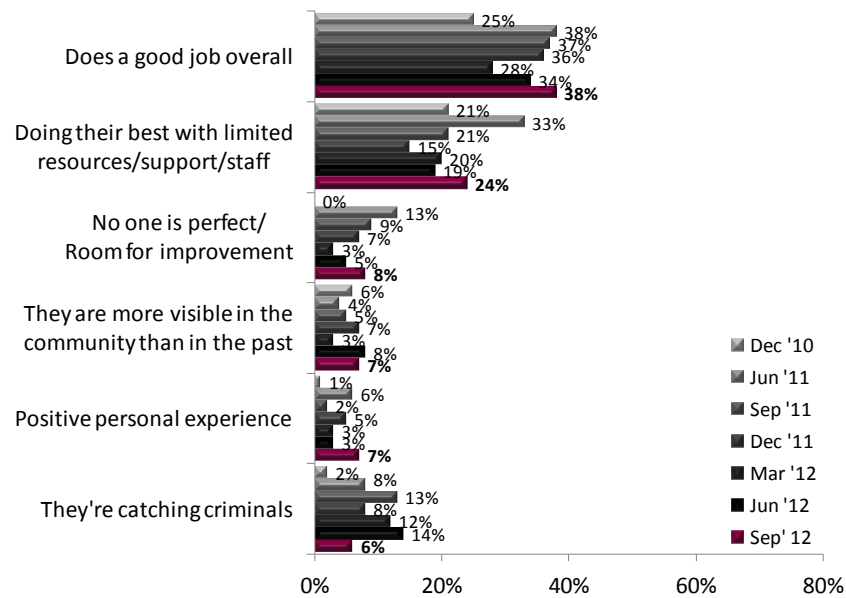


Q.BPS1: Overall, how satisfied are you with the Bermuda Police Service? Please use a scale of 1-10 where 1 is ‘not at all satisfied’ and 10 is ‘completely satisfied’. (n=400)

- Residents who expressed satisfaction with the Service by offering satisfaction scores of '7' to '10' were asked why those scores were offered (n = 262). The top two mentions offered by satisfied residents have not changed since last quarter, as over one-third offer that the Service **does a good job overall** (38%; up 4 points), followed by mentions that officers are **doing their best with limited resources** (24%; up 5 points). Other reasons for satisfaction with the Service include that they are **more visible in the community than they were in the past** (7%; down 1 point), and **positive personal experiences** (7%; up 4 points). This quarter has seen a slight decline in those saying officers are **catching criminals** (6%; down 8 points).

## Reasons Driving Ratings of Bermuda Police

Key Mentions, Among Those Rating Bermuda Police a 7 or Higher

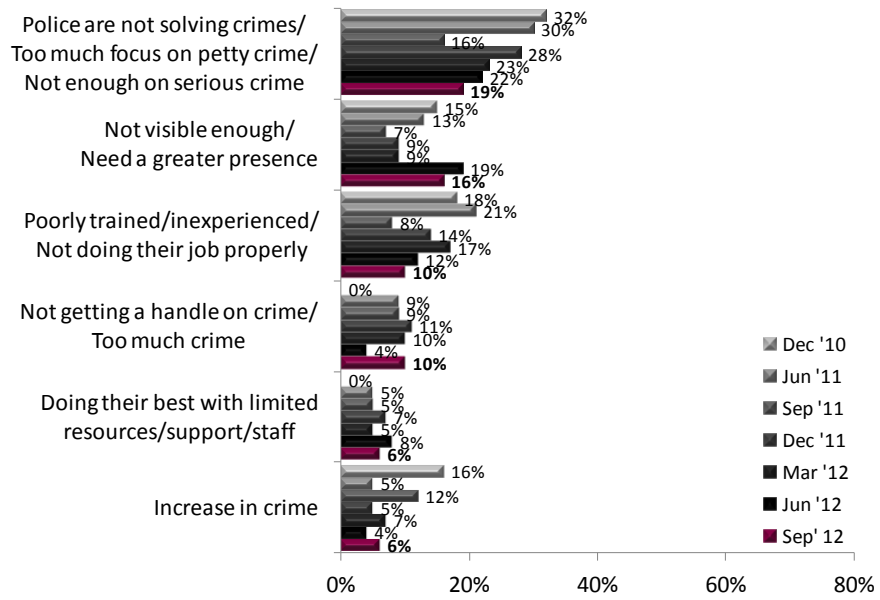


Q.BPS2: Why do you say that? PROBE: Any other reasons? (n=262)

- It is noteworthy that some **unfavourable mentions** are included in the reasons provided by satisfied residents, presumably because they perceive this question to be asking why they did not provide a perfect score for the Service. This quarter, unfavourable mentions include there being **room for improvement** (8%; up 3 points), that the Service is **not visible enough** (4%; down 2 points) or **not getting a handle on crime** (3%; no change). (Table BPS2)
- Residents who are *not* satisfied with the Police Service (n = 137), and offered a satisfaction score of less than '7' were also asked to provide reasons for their dissatisfaction. Similar to last quarter, the most common mentions include the Service **not solving crimes and not focusing enough on serious crime** (19%; down 3 points), and **not being visible enough** (16%; down 3 points). Others feel police are **poorly trained** (10%; down 2 points) and **not getting a handle on crime** (10%; up 6 points). (Table BPS2)

# Reasons Driving Ratings of Bermuda Police

Key Mentions, Among Those Rating Bermuda Police a 6 or Lower



Q.BPS2: Why do you say that? PROBE: Any other reasons? (n=137)

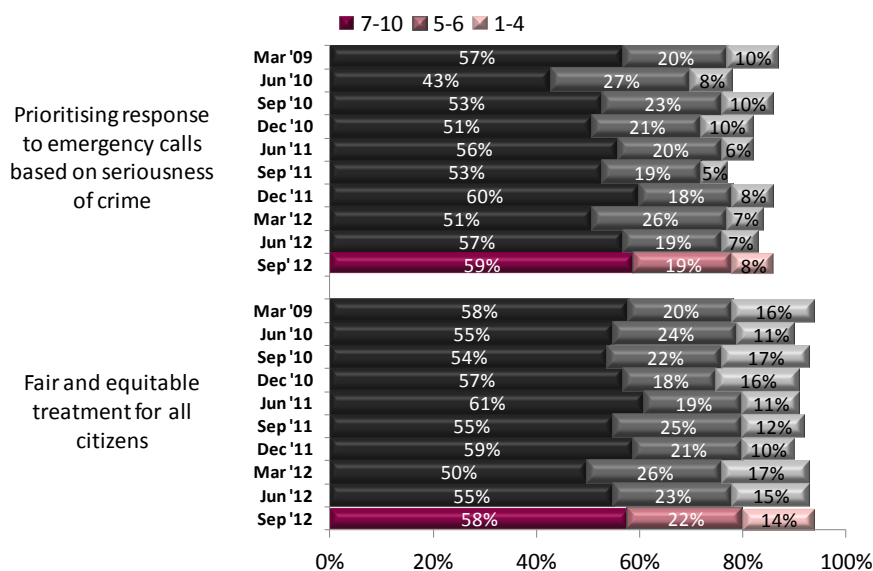
## Satisfaction across Key Factors

*Satisfaction with two factors decreased significantly this quarter, including the Service's investigation of serious crime, and its ability to solve crimes in a timely manner.*

- Residents were asked to rate their satisfaction with several individual factors concerning the Police Service's performance, using the same 10-point scale. Compared to June 2012, satisfaction has remained relatively constant, though two factors show a statistically significant decrease. Indeed, residential satisfaction with the Police Service's **investigation of serious crime**, and **ability to solve crimes in a timely manner** have both declined over the past three months. (Table BPS3a-f)
- As has been the case in recent quarters, satisfaction with the Service's ability to **prioritise response to emergency calls based on the seriousness of the crime** remains statistically unchanged (59%; up 2 points). Likewise, there has been little change in the ratings for the Service's **fair and equitable treatment for all citizens** (58%; up 3 points).

### Satisfaction/Dissatisfaction With BPS Performance

Using a Scale of 1 to 10, Where 1 is 'Not at all satisfied' and 10 is 'Completely satisfied'

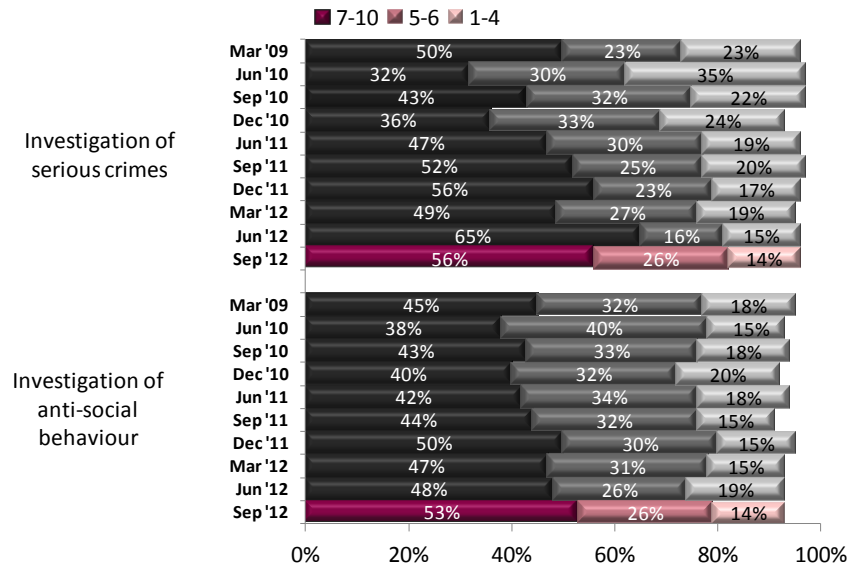


Q.BPS3a-f: Using a scale of 1 to 10 where 1 is 'not at all satisfied' and 10 is 'completely satisfied', I would now like you to consider the Bermuda Police Service's performance. How satisfied are you with the Bermuda Police Service's: (n=400)

- After an increase last quarter, satisfaction with the Service's **investigation of serious crimes** has seen a significant decline over the past three months (56%; down 9 points), while satisfaction with the **investigation of anti-social behavior** remains steady (53%; up 5 points).

## Satisfaction/Dissatisfaction With BPS Performance (Cont'd)

Using a Scale of 1 to 10, Where 1 is 'Not at all satisfied' and 10 is 'Completely satisfied'

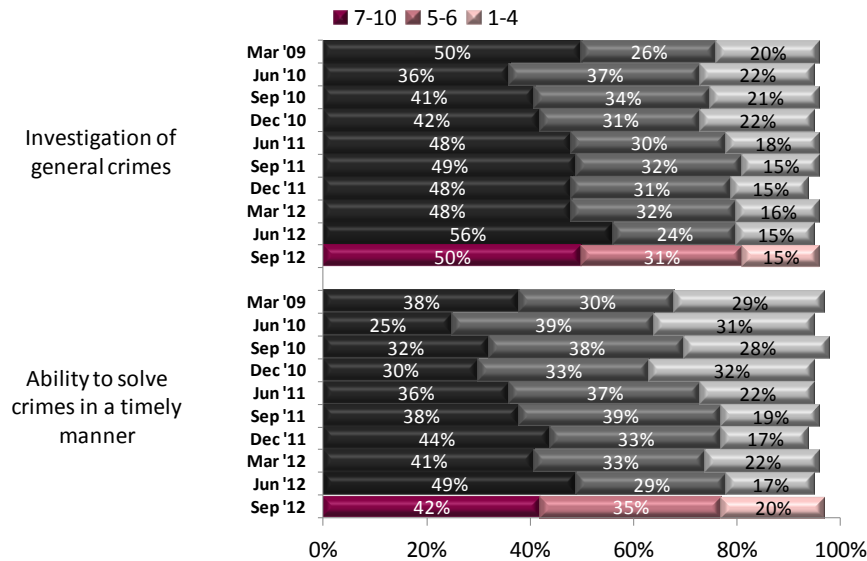


Q.BPS3a-f: Using a scale of 1 to 10 where 1 is 'not at all satisfied' and 10 is 'completely satisfied', I would now like you to consider the Bermuda Police Service's performance. How satisfied are you with the Bermuda Police Service's: (n=400)

- One-half of residents express satisfaction with the Police Service's **investigation of general crimes** (50%; down 6 points). Showing a statistically significant decline this quarter, fewer residents are satisfied with the Service's **ability to solve crimes in a timely manner** (42%; down 7 points).

## Satisfaction/Dissatisfaction With BPS Performance (Cont'd)

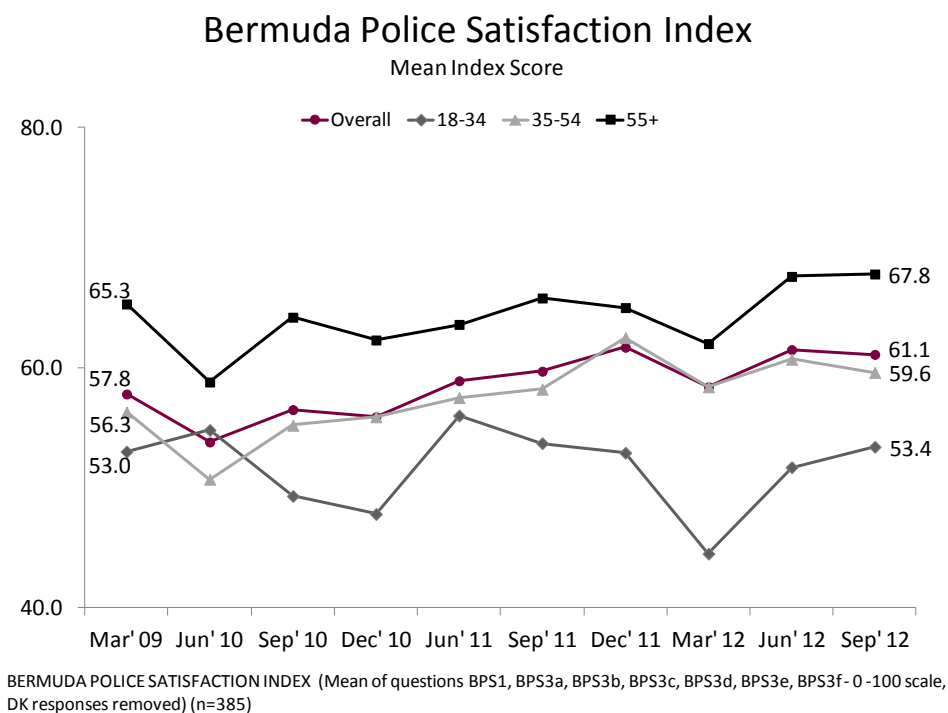
Using a Scale of 1 to 10, Where 1 is 'Not at all satisfied' and 10 is 'Completely satisfied'



Q.BPS3a-f: Using a scale of 1 to 10 where 1 is 'not at all satisfied' and 10 is 'completely satisfied', I would now like you to consider the Bermuda Police Service's performance. How satisfied are you with the Bermuda Police Service's: (n=400)

## Bermuda Police Satisfaction Index

- The Bermuda Police Satisfaction Index (BPSI) was created in 2009 to assist in tracking the effectiveness of future service improvements implemented by the Police. This summary measure establishes a benchmark of service satisfaction, helping the Service to monitor overall satisfaction on an ongoing basis. In the development of the Index, items on the survey were chosen based on their perceived importance to the Police Service by residents of Bermuda, as well as their derived importance from a regression analysis. In other words, the BPSI captures the level of satisfaction reported by residents on a number of important aspects of the service, including:
  - ✓ Overall performance of the Bermuda Police Service;
  - ✓ Fair and equitable treatment for all citizens;
  - ✓ Ability to solve crimes in a timely manner;
  - ✓ Prioritising response to emergency calls based on the seriousness of crime;
  - ✓ Investigation of serious crimes;
  - ✓ Investigation of general crime; and
  - ✓ Investigation of anti-social behaviour.
- The graphic below displays this quarter's measurement of the Bermuda Police Satisfaction index, which stands at 61.1 (relatively consistent with last quarter's measure of 61.5). Similar to last quarter, the BSPI increases with age. (Tables BPS3a-f)



- The following table outlines the top four box scores (the percentage of those who offered scores of 7 or higher out of 10) for each of the items that form the BPSI. The two previously-described significant changes appear as shaded boxes below, highlighting the decrease in satisfaction with the Police Service’s investigation of serious crime, and ability to solve crimes in a timely manner.

<b>Satisfaction with Bermuda Police Top 4 Box</b>		
	<b>June 2012</b>	<b>September 2012</b>
Satisfaction with police service	62%	63%
Fair and equitable treatment for all citizens regardless of race, income or age	55%	58%
Ability to solve crimes in a timely manner	49%	42%
Prioritizing response to emergency calls based on seriousness of crime	57%	59%
Investigation of serious crimes including firearms, gang violence, street drug dealing or drug importation	65%	56%
Investigation of general crime including theft, burglary, or drug trafficking	56%	50%
Investigation of anti-social behavior including loitering, boisterous argument with profanity and alcohol and/or substance abuse or fighting in public streets and parks	48%	53%

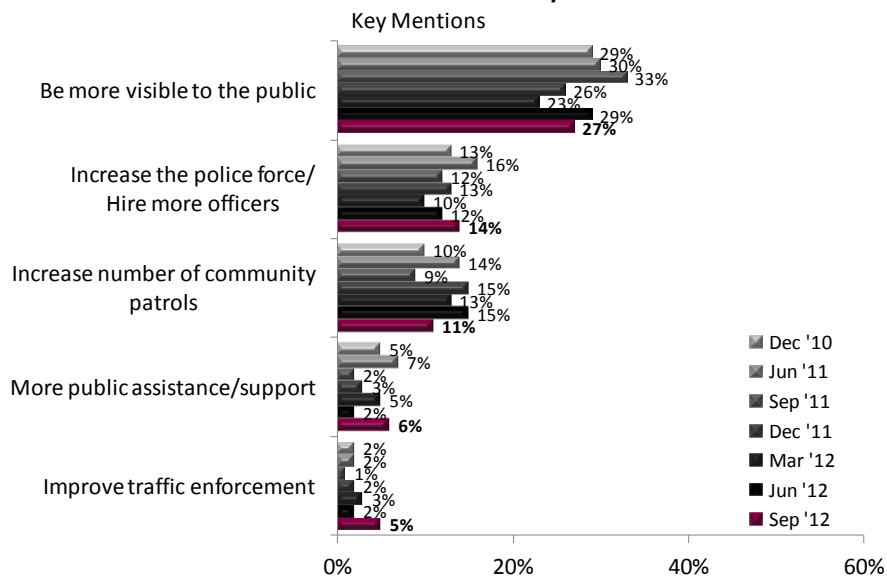


## How to Better Serve the Community

**Increasing the visibility of the BPS continues to be the number one suggestion for improving its service to the community.**

- Residents were asked how the Bermuda Police Service could improve its service to the community. After remaining constant over the past two quarters, the top five primary suggestions have shifted somewhat. **Increasing visibility of the Police to the public** continues to be the most common suggestion (27%; down 2 points), though **increasing the police force by hiring more officers** has moved from third to second place (14%; up 2 points). The third most common suggested improvement this quarter is **increasing the number of community patrols** (11%; down 4 points). Residents also suggest they would like to see **more public assistance** from the service (6%; up 4 points), along with **improved traffic enforcement** (5%; up 3 points). (Table BPS4)

### How the Bermuda Police Could Improve Its Service to the Community



Q.BPS4: How, if at all, could the Bermuda Police improve its service to the community? PROBE: Anything else? (n=400)