

**REPORT ON THE
PUBLIC AWARENESS SURVEY
CONDUCTED FOR THE REVIEW OF
THE POLICE COMPLAINT PROCESS
IN BRITISH COLUMBIA**

SUBMITTED BY:

**Police Services Division
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EXECUTIVE SUMMARY

As part of the review of the police complaint process, Police Services Division implemented a public awareness survey across the 11 municipalities policed by independent forces. The purpose of this research was to:

- Measure awareness of the process for handling complaints against police;
- Measure satisfaction with the complaints process; and
- Provide an opportunity for the police complaint review team to understand some of the issues surrounding public awareness of the police complaint process.

In November of 2005, a total of 1,024 residents from the 11 communities completed the survey via telephone in one of four languages: English, Cantonese, Mandarin, or Punjabi. The sample of respondents was selected through random-digit dialling, and was designed to match the BC population in regard to gender, age, and ethnic or racial origin.

The major findings of this survey are as follows:

- **Confidence:** Just over half of all participants (55%) reported that they are confident or very confident with the existing process for handling complaints against the police. In comparison, 27% provided neutral responses, and 18% said that they were not very confident or not confident at all.
- **Reasons for Confidence:** The most recurring explanations provided when participants reported confidence with the process include:
 - Trust in the system;
 - Positive interaction with police; and
 - Positive media reports.
- **Reasons for Lack of Confidence:** The most recurring explanations provided when participants reported a lack of confidence with the process include:
 - Belief that police should not investigate police;
 - Negative interaction with police; and
 - No trust in the process.
- **Fairness of Local Police:** 78% believe investigations into complaints against the police are conducted fairly in their local police department.
- **Experience with Police:** 26% noted that they have not had any direct contact with the police.
- **Awareness of OPCC:** 61% were not aware of the role of the Office of the Police Complaint Commissioner.

1 INTRODUCTION AND METHODOLOGY

As part of the review of the police complaint process, Police Services Division contracted with BC Stats to implement a public awareness survey across the 11 municipalities policed by independent forces. The purpose of this research was to:

- Measure the awareness of the existing process for handling complaints against the police;
- Measure satisfaction with the complaints process; and
- Provide an opportunity for the police complaint review team to understand some of the issues surrounding public awareness of the police complaint process.

In November of 2005, a total of 1,024 residents from the 11 communities completed the survey via telephone in one of four languages: English, Cantonese, Mandarin, or Punjabi. The sample of respondents was selected through random-digit dialling, and was designed to represent population distributions across the municipalities (see Table 1). Please see Annex I for a copy of the invitation script and the questionnaire.

Table 1: Municipalities by Survey Completes¹

City	Size of Population ²	% of Population	# of Respondents	% of Respondents
Abbotsford	126,634	11%	90	9%
Central Saanich	16,451	1%	17	2%
Delta	101,843	9%	60	6%
Nelson	9,784	1%	17	2%
New Westminster	58,286	5%	62	6%
Oak Bay	18,357	2%	21	2%
Port Moody	26,613	2%	25	2%
Saanich	109,639	9%	124	12%
Vancouver	583,296	50%	481	47%
Victoria	77,538	7%	94	9%
West Vancouver	43,867	4%	33	3%
TOTAL	1,172,308	100%	1,024	100%

¹ This table lists the population of each municipality included in the survey as well as the number of people in each municipality who completed the survey. Both absolute numbers and percentages are provided. For example, the population figure for Abbotsford was 126,634, which represented 11% of the total population of 1,172,308. Ninety people from Abbotsford completed the survey, which represented 9% of the total 1,024 people who completed the survey. This means that while Abbotsford residents made up 11% of the total population, they represented a slightly smaller share of survey respondents (9%). This variance (-2%) does not affect the representativeness of the sample.

² Population estimate, 2004. Source: BC Stats.

Respondent demographics also matched that of the BC population in regard to gender, age, and ethnic or racial origin. Three-quarters of the respondents identified themselves as being white, with the largest groups of visible minorities being Chinese (10%) and South Asian (4%). The majority of participants (59%) were employed outside the home, 17% were retired, 11% reported being in school, and 10% work within the home. Seven percent (7%) of the participants identified themselves as persons with a disability. See Table 2 for further detail.

Table 2: Respondent Demographics

Demographic	# of Respondents	% of Respondents
Age		
< 20	35	3%
20-29	163	16%
30-39	228	22%
40-49	232	23%
50-59	159	16%
60 +	203	20%
Gender		
Female	605	59%
Male	419	41%
Language		
English	1,000	98%
Chinese	18	2%
Punjabi	6	1%
Ethnicity/Cultural Background³		
White	768	75%
Chinese	107	10%
South Asian	40	4%
Filipino	18	2%
Aboriginal/First Nations/Indian	16	2%
Black	8	1%
Latin American	8	1%
South East Asian	7	1%
Japanese	6	1%
Arab/West Asian	4	< 1%
Korean	3	< 1%
Other/Mixed Ethnicity	15	1%
Employment Status		
Employed Outside Home	600	59%
Retired	178	17%
In school	113	11%
Working in the home	104	10%
Not employed/in school	60	6%
Self-Employed	6	1%
On Disability	5	< 1%
Person with Disability	72	7%

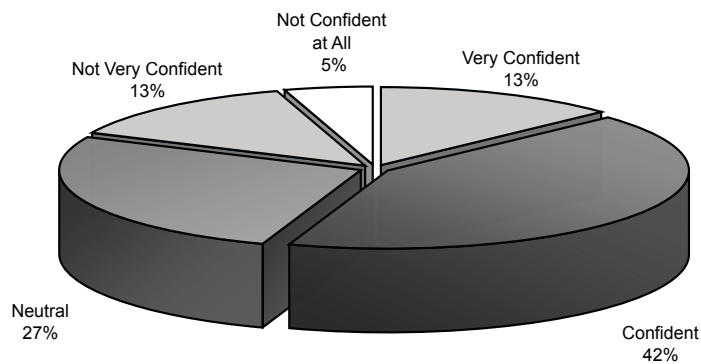
³ These categories are derived from the Statistics Canada 2001 Canadian Census.

The sample of 1,024 yields a margin of error of ± 3.0 percentage points at the 95% confidence level on the key question, "How would you rate your level of confidence with the overall process for handling complaints against the police?" Fifty five percent (55%) responded "Very confident" or "Confident". This means that if this survey was repeatedly administered, between 52% and 58% of respondents would be confident with the process for handling complaints against the police, 19 times out of 20. Annex II contains overall results for each question.

2 FINDINGS

2.1 CONFIDENCE WITH POLICE COMPLAINT PROCESS

As noted, slightly more than half of all respondents (55%) reported confidence with the existing process for handling complaints against the police. In comparison, three in ten provided neutral responses when asked this key question, while roughly one in five said that they were not very confident or not confident at all.



Some of the smaller jurisdictions were the most likely to receive the highest confidence ratings. Although it is not possible to accurately compare all municipalities due to the size of the respondent populations, larger municipalities, including Vancouver, ranged from 49% to 65% of respondents who reported confidence with the police complaint process. Respondents within Oak Bay, Port Moody, and West Vancouver rated their level of confidence with the police complaint process at a much higher level compared to similar size locations, such as Central Saanich or Nelson. See Table 3 for detail.

Table 3: Confidence with the Overall Police Complaint Process by Municipality

City	# of Respondents	% Confident & Very Confident	% Neutral	% Not Very Confident & Not at All	# Don't Know
Oak Bay	21	76%	18%	6%	4
Port Moody	25	75%	17%	8%	1
West Vancouver	33	71%	13%	16%	2
Saanich	124	65%	26%	9%	14
Abbotsford	90	63%	21%	16%	9
Delta	60	61%	28%	11%	6
Central Saanich	17	57%	36%	7%	3
Victoria	94	51%	35%	14%	6
Vancouver	481	50%	28%	22%	45
New Westminster	62	49%	25%	25%	7
Nelson	17	36%	21%	43%	3
TOTAL	1,024	55%	27%	18%	100

There was concern about data received from survey participants within Nelson. Findings from this jurisdiction may not be valid due to the potential for participant confusion between the Nelson Police Department and the local area RCMP. These two police agencies have recently integrated a number of policing services. This topic was discussed with Nelson Police Department staff and a Police Board representative who confirmed the question of public confusion between the two police forces. As such, caution should be used when reviewing data regarding Nelson.

Public confidence with the overall process for handling complaints against the police may be impacted by whether or not one has experience dealing with the police and whether that experience was positive or negative. One quarter (26%) of the respondent population made a point of stating that they have had no contact with the police (this question was not asked on this survey because it was too sensitive and because public opinion can be based on a variety of factors, not simply direct experience alone). Of those who mentioned that they had no contact with the police, 49% provided neutral confidence ratings, 43% reported being confident, and 8% reported a lack of confidence.

All participants were asked to explain their reasons for stating that they were confident, neutral, or not confident with the process for handling complaints against the police. Table 4 is organized by confidence level (confident, neutral, and not confident) and shows the variety of comments provided. When reading Table 4, it is important to note that not all participants provided a comment, while others may have provided more than one reason for their level of confidence.

2.1.1 REASONS FOR CONFIDENCE

Of those who reported confidence in the process (55%), 515 individuals (or 50% of the respondent population) provided 548 reasons as to why they were confident. The reasons most often cited were trust in the system, positive experiences with the police, and hearing positive media reports. Table 4 shows the reasons for confidence grouped into descriptive themes based on their recurrence.

Trust in the System

Based on comments provided by participants who reported confidence with the process for handling complaints, an inherent trust in the system or in structured systems in general, is one of the main reasons for having confidence (mentioned by 29% of participants who provided comment).

Individuals who shared this type of comment pointed to their positive experiences with other government agencies, a general acceptance of the notion that if someone complains they will receive response, a belief that “most people try to do a good job”, and trust that the system was built to address public concerns.

Table 4: Open-Ended Comments

Confidence Level and Theme	# of Comments	% of Comments	% of Respondents N=1,024
Confident (515 participants provided 548 comments)	548	100%	
Trust in the system	158	29%	15%
No (bad) Experience with Police	117	21%	11%
Positive Experience with Police	87	16%	8%
Positive Media Reports	47	9%	5%
Faith in OPCC Oversight	39	7%	4%
Generally Positive But Feel Police Should Not Investigate Police	18	3%	2%
Recognition of Tough Job for Police	16	3%	2%
Notion that Complaints are Frivolous	11	2%	1%
Positive Word of Mouth	9	2%	1%
Positive Survey Description of OPCC	8	1%	1%
Positive Self Knowledge of Process	7	1%	1%
Miscellaneous	31	6%	3%
Neutral (196 participants provided 213 comments)	213	100%	
No Experience	131	62%	13%
Police Investigating Police	18	8%	2%
Positive and Negative Media Reports	14	7%	1%
Positive and Negative Word of Mouth	7	3%	1%
Negative Experiences	6	3%	1%
Trust in the system	5	2%	< 1%
Faith in OPCC Oversight	5	2%	< 1%
Positive and Negative Experiences	3	1%	< 1%
Notion of Bias Toward Police	2	1%	< 1%
Lack of Knowledge About Process	2	1%	< 1%
Miscellaneous	20	9%	2%
Not Confident (171 participants provided 192 comments)	192	100%	
Police Should Not Investigate Police	47	24%	5%
Negative Experience with Police	27	14%	3%
No Experience with Police	21	11%	2%
No Trust in the Process	14	7%	1%
Negative Media Reports	11	6%	1%
No Faith in OPCC Oversight	10	5%	1%
No Trust in Government/Bureaucracy	10	5%	1%
No Punishment Anyway	8	4%	1%

Negative Word of Mouth	7	4%	1%
Bias Exists in Favour of Police	7	4%	1%
Complaints Not Treated Seriously	5	3%	< 1%
Miscellaneous	25	13%	2%
Grand Total	(882 participants provided 953 comments)	953	100%
		100%	86%

Positive Experience

Lack of experience with the police (21%) and direct positive experiences (16%) were also quoted as reasons why participants feel confident about the process for handling complaints. Responses categorized under these themes are different than the above ‘trust in the system’. For example, when asked to explain why they reported being confident with the process, one participant responded with “because I’ve never had any complaints” and another stated “whenever I had to deal with [the police] it’s always been a good experience.”

Other Elements

Other elements that influenced participants’ confidence with the process for handling complaints included attention to positive media reports (9%), and knowledge of the independence of Office of the Police Complaint Commissioner (the “OPCC”) as an oversight body (7%). Please see Table 4 for a complete list of reasons provided by respondents as to why they reported being confident with the complaints process.

2.1.2 REASONS FOR LACK OF CONFIDENCE

Those who reported a lack of confidence with the complaints process were asked to explain why they were not confident. The 171 participants who reported a lack of confidence provided 192 distinct reasons which were grouped into thematic categories. The most often noted reasons included a sense that the process lacks independence through its reliance on internal investigations (mentioned by 24% of the respondents who provided comment), general negative experiences with the police (14%), and a lack of trust in the police or the complaints process in general (7%).

There is also some evidence to suggest that non-white⁴ respondents were more likely to report a lack of confidence with the process compared to Caucasian respondents (45% to 58%, respectively). The ethnic groups who reported the highest levels of non-confidence include South Asian, Black, Arab/West Asian, and South East Asian; however, the respondent populations were not large enough to make this determination conclusively.

2.2 POLICE INVESTIGATING POLICE

Even though police investigating police was cited as the most common reason for a lack of confidence with the complaints process, more than three-quarters (78%) of all respondents thought investigations into complaints were conducted fairly by their own police departments.

Results across all included municipalities were similar in regard to a high number of participants who reported that they believe investigations into complaints against the police are conducted fairly. However, there is some evidence to suggest that municipalities where citizens were more likely to report belief in the fairness of their department’s internal investigations were generally more likely to report higher levels of confidence in the system overall. See Table 5 for information.

⁴ The term non-white is used to denote the following ethnic groupings, as utilized by Statistics Canada in the 2001 Canadian Census: Aboriginal/First Nations/Indian, Chinese, South Asian, Black, Arab/West Asian, Filipino, South East Asian, Latin American, Japanese, and Korean.

The potential for contradiction between high ratings for local police complaint investigations, versus lower levels of confidence overall, suggests that elements other than concern regarding police investigating police likely contribute to varied rates of public confidence.

Table 5: Fairness of Complaints Investigations and Confidence with Overall Process by Municipality

City	% Who Believe Local Police Investigations are Conducted Fairly	% Confident or Very Confident with Overall Process
Port Moody	100%	75%
Oak Bay	94%	76%
Delta	90%	61%
Abbotsford	89%	63%
West Vancouver	86%	71%
Saanich	86%	65%
Victoria	79%	51%
Central Saanich	79%	57%
New Westminster	78%	49%
Nelson	73%	36%
Vancouver	70%	50%
TOTAL	78%	55%

2.3 EXPERIENCE WITH POLICE AND WITH FILING A COMPLAINT

Overall, 15% of the participants (148 people) reported having had concerns about the actions or comments of a police officer, or the service provided by their local police department within the past two years. Some of these concerns resulted from direct contact with the police and others developed as a result of media attention to police actions. By municipality, the percent of the participants who reported having had concerns about an officer or the department varies from 4% to 24% (though the sample sizes were too small to do an accurate comparison between municipalities).

Overall, two-thirds of those with concerns elected not to report those concerns to any group or individual (whether the complaint was the result of direct contact or not). Just under one-third of those with concerns (28% or 41 people) noted that they reported their concerns to a group or agency. Two-thirds (63%) of those who reported their concerns did so at their local police department; while 12% reported to a community agency or advocacy group, 5% to the OPCC, and 2% to their local government representative or via other means. Of the 41 individuals who reported their concerns to any group, only 15 recall being told of the steps they could take to address the complaint and one-quarter (10 people) filed a formal written complaint. The Police Department or OPCC followed up with or responded to the formal complaints of all 10. See Table 6.

Table 6: Reporting of and Response to Complaints

# Respondents	# With Concerns	# Raised Concerns with Any Group	# Raised Concerns with Police or OPCC	# Informed of Steps	# Filed Formal Complaint	# Received Response to their Formal Complaint
1,024	148	41	28	15	10	10

Those who mentioned that they had concerns but did not complain formally provided numerous reasons for not filing. Across municipalities and racial or ethnic groups, the top reasons why these participants did not formally complain include:

- 27% felt nothing would be done about the complaint;
- 19% did not know who to talk to;
- 16% felt the incident wasn't important enough;
- 12% said it was their word against an officer's;
- 12% dealt with the complaint in another way; and
- 8% feared retaliation from the police.

Some of the reasons selected above speak to issues of accessibility and confidence regarding the treatment of complaints against the police. These points can be compared to some of the open-ended comments made by those who were not confident with the overall process for handling complaints. Approximately 15% of participants who provided comment regarding why they were not confident noted that they did not trust the process for handling complaints, felt that there would not be punishment delivered to errant officers regardless of the outcome of the investigation, or that complaints in general are not treated seriously.

2.4 AWARENESS OF THE OPCC

Respondents were asked whether they were aware of the role of the OPCC, and, if so, how they had heard about the OPCC. Those who were not aware were provided with a description of the role and responsibilities and informed that, should they ever have a complaint, staff at either the OPCC or their local police department would be able to help them understand the complaints process.

Overall, 61% of respondents were not previously aware of the role of OPCC. This result did not differ significantly by municipality, however, when comparing ethnic background, 43% of Caucasian respondents reported being aware of the role of the OPCC compared to only 26% of those of other ethnic or racial background.

Of those who were aware of the role of the OPCC, three in five had read about the office in the newspaper, two in five learned via television, and less than one in five heard through word of mouth. Only 3% of the entire sample had ever had direct contact with the OPCC in past.

Open-ended comments provided by respondents regarding the OPCC suggest that there is some confusion regarding the role of the OPCC. A few individuals who reported a lack of confidence with the process overall appear to assume that the OPCC is an extension of the police department, or that the OPCC follows an American-style Police Commissioner model. Others questioned the level of independence of the OPCC, citing that the office has "too close of a tie to the Police Department."

On the other hand, some of the comments provided by those who reported confidence with the overall process showed that some participants believe that the OPCC is independent, but also believe it is the OPCC who conducts investigations and has the authority to question police officers as to their conduct.

3 CONCLUSION

Public opinion has shown that just over half of all respondents have confidence in the process for handling complaints against the police. As discussed throughout this report, concerns regarding the independence of investigations, negative experiences with the police in general, and a lack of trust contribute to this level of confidence with the process.

Increasing public awareness of the process is likely the single most important factor in increasing public confidence. Increased awareness of the steps that one could take to address a complaint, as well as increased awareness regarding the role and function of the OPCC, would allow BC residents to have greater trust in the system, knowledge of their own rights and means for redress, and knowledge of the process for ‘checks and balances’ provided by the OPCC (elements noted by those who did report having higher levels of confidence).

ANNEX I: QUESTIONNAIRE

Postal code screener _____
Police Department _____
Language conducted _____
Gender _____

OPENING SCRIPT:

Hello, I'm calling on behalf of BC Stats. BC Stats is conducting a study on people's perception of the provincial process for handling public complaints against the police. You have been randomly selected to participate in this voluntary survey. We will be conducting this survey with 1,000 BC residents, and all information we collect will be kept strictly confidential as guaranteed by the Statistics Act. Your name will never be connected to your answers in any way. We are asking for 10 minutes of your time to help us understand public views of the police complaints process. Are you interested in participating in this survey?

POLICE COMPLAINTS PROCESS:

1. In the past 2 years, have you had concerns about the actions or comments of a police officer, or the service provided by the police department in your community?

Yes

No – Go to Q7

Don't Know / Don't Remember – Go to Q7

2. Did you raise your concerns with any of the following groups or individuals?

Police Department

The Office of the Police Complaints Commissioner

MP / MLA / City Counsellor

Community Organization or Advocacy Group (i.e., Civil Liberties Association)

Other, please specify _____

Did not raise concerns with anyone – Go to Q6

Don't Know / Don't Remember – Go to Q7

3. Did the person or organization you raised your complaint with inform you of the steps you could take to address the complaint?

Yes

No

Don't Know/ Don't Remember

4. Did you file a formal written complaint with the Police Department or the Office of the Police Complaints Commissioner?

Yes – Do not include Q6

No – Include Q6

Don't Know/ Don't Remember – Do not include Q6

5. Did the Police Department or Office of the Police Complaints Commissioner follow up with or respond to your complaint?

Yes

No

Substitute "raise your concerns" for "file a formal written complaint" depending on previous question

6. What is the main reason you did not raise your concerns / file a formal written complaint? Check all that apply.

Incident not important enough

Didn't know who to talk to

Language is an issue / they would not understand me

The process was too confusing

Dealt with it in another way

It's not part of my culture

No one can/will do anything about it

It's my word against a police officer's

Fear of retaliation from the police

I already did my part (i.e., gave verbal complaint)

Other, please specify _____

OFFICE OF THE POLICE COMPLAINTS COMMISSIONER:

7. Are you aware of the role of the Office of the Police Complaints Commissioner for British Columbia?

Yes

No – explain the Role of the OPCC and Go to Q10

Role of the OPCC:

“The role of the Office of the Police Complaints Commissioner is to make sure complaints against municipal police are handled fairly. If necessary, the Commissioner can order an external investigation or call for a Public Hearing. If you wish to make a complaint, you can do so at your local Police Department or at the Office of the Police Complaints Commissioner. Staff at either location will help you understand the complaints process and your rights, and assist you in making sure you have all the information you would need to file a complaint.”

8. How did you hear about the Office of the Police Complaints Commissioner?

Word of mouth / Newspaper / TV / Posted Info / Radio / Website / Brochure /

Referral from a police department / Community organization or advocacy group

If Q2 answer included OPCC – Go to Q10

9. Have you ever been in contact with the Office of the Police Complaints Commissioner?

Yes

No

Don't Know / Don't Remember

OVERALL QUESTIONS:

10. How would you rate your level of confidence with the overall process for handing complaints against the police?

Very Confident – Go to Q13

Confident – Go to Q13

Neutral – Go to Q12

Not Very Confident – Go to Q11

Not Confident At All – Go to Q11

Don't Know / No Opinion – Go to Q13

11. Please explain why you are not confident with the overall process for handing complaints against the police. – Go to Q14

12. Please explain why you gave a neutral rating for the overall process for handing complaints against the police. – Go to Q14

13. Please explain why you are confident with the overall process for handing complaints against the police.

14. In your local police department, do you believe investigations into complaints against the police are conducted fairly?

- Yes
- No
- Don't Know

DEMOGRAPHICS:

15. What is your age?

- Under 20
- 20-29
- 30-39
- 40-49
- 50-59
- 60 or more years

16. Do you consider yourself to be a person with a disability?

- Yes
- No

17. What is your racial or ethnic background?

- White (e.g., French, German, Scottish, Irish)
- Aboriginal/First Nations/Indian
- Chinese
- South Asian (e.g., East Indian, Pakistani, Punjabi, Sri Lankan)
- Black (e.g., African, Haitian, Jamaican, Somali)
- Arab/West Asian (e.g., Armenian, Egyptian, Iranian, Lebanese, Moroccan)
- Filipino
- South East Asian (e.g., Cambodian, Indonesian, Laotian, Vietnamese)
- Latin American
- Japanese
- Korean
- Other, please specify _____

18. Regarding work, are you:

In school

Employed outside the home

Working in the home

Not currently employed / not in school

Retired

Other, please specify _____

CONTACT INFO PAGE: *(only for those who said yes in Q1)*

If you would like to participate in an interview, you can call the review team to arrange one. The telephone number in Vancouver is (604) 660-2906. If you are calling from outside the lower mainland, please feel free to call collect.

CLOSING SCRIPT:

Thank you very much for taking the time you participate in this survey. Your assistance is appreciated. Good bye.

ANNEX II: RESULTS TABLE ⁵

#	Public Awareness Survey Results Overall	#	%
1	In the past 2 years, have you had concerns about the actions or comments of a police officer, or the service provided by the police department in your community?	148	15%
2	Did you raise your concerns with any of the following groups or individuals? <i>n=148</i>		
	Did not raise concerns	100	71%
	Department	26	18%
	Other	7	4%
	Community Organization / Advocacy Group	5	1%
	OPCC	2	1%
	MP / MLA / City Counsellor	1	0%
	Don't Know / Don't Remember	7	5%
3	Did the person or organization you raised your complaint with inform you of the steps you could take to address the complaint? <i>n=41</i>	15	37%
4	Did you file a formal written complaint with the Police Department or the Office of the Police Complaint Commissioner? <i>n=41</i>	10	26%
5	Did the Police Department or Office of the Police Complaint Commissioner follow up with or respond to your complaint? <i>n=41</i>	10	26%
6	What is the main reason you did not raise your concern / file a formal complaint? <i>n=129</i>		
	No one would do anything	35	27%
	Didn't know who to talk to	24	19%
	Incident not important enough	21	16%
	Other	15	12%
	My word against an officer's	15	12%
	Dealt with in another way	12	9%
	Fear of retaliation	10	8%
	Already did my part	3	2%
	Process too confusing	2	2%
	Not part of my culture, Language is an issue <i>mentioned once each</i>	2	2%
	Don't Know / No Opinion	9	7%
7	Are you aware of the role of the OPCC for British Columbia? <i>yes</i>	400	39%
8	How did you hear about the OPCC? <i>n=400</i>		
	Newspaper	224	58%
	TV	145	37%

⁵ Results for questions 11-13 and 15-18 are not included in the Table because they are open-ended or demographic questions.

	Word of Mouth	54	14%
	Radio	32	8%
	At Work	22	6%
	Referral from a Police Department	11	3%
	Website	9	2%
	Public Knowledge	8	2%
	Family Member/Friend in the Police	7	2%
	Posted Info.	7	2%
	Community organization or Advocacy Group	6	2%
	News	4	1%
	Brochure	4	1%
	Lawyer	2	1%
	At School	2	1%
	Other	5	1%
	Don't Know	15	4%
9	Have you ever been in contact with the Office of the Police Complaint Commissioner? <i>n=400</i>	13	3%
10	How would you rate your level of confidence with the overall process for handling complaints against the police?		
	<i>Confident</i>	512	55%
	<i>Neutral</i>	246	27%
	<i>Not Confident</i>	166	18%
	<i>Don't Know No Opinion</i>	100	
14	In your local police department, do you believe investigations into complaints against the police are conducted fairly?		
	<i>Yes</i>	588	78%

