

GPA Public Survey 2011-2012 Results

| Online or Manual Form |            |            |            |            |             |     |
|-----------------------|------------|------------|------------|------------|-------------|-----|
|                       | 2011       |            |            |            |             |     |
|                       | Manual     | Online     |            | Total      |             |     |
| Under 25s             | 301        | 30%        | 26         | 3%         | 327         | 32% |
| 25-55                 | 298        | 29%        | 164        | 16%        | 462         | 45% |
| 55+                   | 183        | 18%        | 28         | 3%         | 211         | 21% |
| Unanswered            | 19         | 2%         | 0          | 0%         | 19          | 2%  |
| <b>Total</b>          | <b>801</b> | <b>79%</b> | <b>218</b> | <b>21%</b> | <b>1019</b> |     |

| Demographics - Age/Gender |            |            |            |            |            |            |            |            |            |            |            |            |            |           |           |             |     |            |     |             |     |
|---------------------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|-----------|-----------|-------------|-----|------------|-----|-------------|-----|
|                           | Male       |            |            |            |            |            | Female     |            |            |            |            |            | Unanswered |           |           | Total       |     |            |     |             |     |
|                           | 2011       | 2010       | 2009       |            | 2011       | 2010       | 2009       |            | 2011       | 2010       | 2009       |            | 2011       | 2010      | 2009      |             |     |            |     |             |     |
| Under 25s                 | 145        | 14%        | 194        | 20%        | 125        | 12%        | 181        | 18%        | 56         | 6%         | 92         | 9%         | 1          | 0         | 1         | 327         | 32% | 250        | 26% | 218         | 21% |
| 25-55                     | 236        | 23%        | 213        | 22%        | 228        | 22%        | 225        | 22%        | 126        | 13%        | 200        | 19%        | 1          | 1         | 1         | 462         | 45% | 340        | 35% | 429         | 41% |
| 55+                       | 149        | 15%        | 241        | 25%        | 282        | 27%        | 82         | 6%         | 111        | 11%        | 98         | 9%         | 0          | 6         | 4         | 211         | 21% | 358        | 37% | 384         | 37% |
| Unanswered                | 8          | 1%         | 10         | 1%         | 7          | 1%         | 10         | 1%         | 2          | 0%         | 0          | 0%         | 1          | 6         | 7         | 19          | 2%  | 18         | 2%  | 14          | 1%  |
| <b>Total</b>              | <b>538</b> | <b>53%</b> | <b>658</b> | <b>68%</b> | <b>642</b> | <b>61%</b> | <b>478</b> | <b>47%</b> | <b>295</b> | <b>31%</b> | <b>390</b> | <b>37%</b> | <b>3</b>   | <b>13</b> | <b>13</b> | <b>1019</b> |     | <b>966</b> |     | <b>1045</b> |     |

| Demographics - Profession/Gender |            |            |            |            |            |           |             |     |  |
|----------------------------------|------------|------------|------------|------------|------------|-----------|-------------|-----|--|
|                                  | Male       |            | Female     |            | Unanswered |           | Total       |     |  |
|                                  | 2011       |            |            |            |            |           |             |     |  |
| Full time Employed               | 294        | 29%        | 224        | 22%        | 2          | 0%        | 520         | 51% |  |
| Part time Employed               | 10         | 1%         | 41         | 4%         | 1          | 0%        | 52          | 5%  |  |
| Retired                          | 101        | 10%        | 37         | 4%         |            |           | 138         | 14% |  |
| Student                          | 120        | 12%        | 137        | 13%        |            |           | 257         | 25% |  |
| Homemaker                        | 3          | 0%         | 28         | 3%         |            |           | 31          | 3%  |  |
| Unemployed                       | 7          | 1%         | 7          | 1%         |            |           | 14          | 1%  |  |
| Unanswered                       | 3          | 0%         | 4          | 0%         |            |           | 7           | 1%  |  |
| <b>Total</b>                     | <b>538</b> | <b>53%</b> | <b>478</b> | <b>47%</b> | <b>3</b>   | <b>0%</b> | <b>1019</b> |     |  |

| Demographics - Age/Living Area  |            |            |            |  |            |            |            |  |            |            |            |  |            |           |           |       |  |  |
|---------------------------------|------------|------------|------------|--|------------|------------|------------|--|------------|------------|------------|--|------------|-----------|-----------|-------|--|--|
|                                 | Under 25s  |            |            |  |            |            | 25-55      |  |            | 55+        |            |  | Unanswered |           |           | Total |  |  |
|                                 | 2011       | 2010       | 2009       |  | 2011       | 2010       | 2009       |  | 2011       | 2010       | 2009       |  | 2011       | 2010      | 2009      |       |  |  |
| East Side                       | 11         | 14         | 16         |  | 16         | 11         | 16         |  | 7          | 18         | 19         |  | 0          | 0         | 1         |       |  |  |
| North District                  | 21         | 11         | 14         |  | 44         | 32         | 32         |  | 24         | 41         | 46         |  | 0          | 3         | 3         |       |  |  |
| South District                  | 93         | 62         | 53         |  | 120        | 92         | 120        |  | 70         | 96         | 107        |  | 5          | 2         | 2         |       |  |  |
| Town                            | 36         | 35         | 31         |  | 62         | 63         | 65         |  | 40         | 73         | 71         |  | 3          | 1         |           |       |  |  |
| Upper Town                      | 30         | 34         | 18         |  | 36         | 22         | 30         |  | 15         | 27         | 25         |  | 1          | 1         |           |       |  |  |
| Westside/Varyl Beqq/Reclamation | 122        | 89         | 79         |  | 172        | 114        | 159        |  | 54         | 93         | 106        |  | 10         | 5         | 3         |       |  |  |
| Unanswered                      | 14         | 5          | 7          |  | 12         | 6          | 7          |  | 1          | 10         | 10         |  | 0          | 6         | 5         |       |  |  |
| <b>Total</b>                    | <b>327</b> | <b>250</b> | <b>218</b> |  | <b>462</b> | <b>340</b> | <b>429</b> |  | <b>211</b> | <b>358</b> | <b>384</b> |  | <b>19</b>  | <b>18</b> | <b>14</b> |       |  |  |

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| Percentage of respondents who agreed with priority in annual plan |           |      |      |       |      |      |      |      |      |       |      |      |
|---|-----------|------|------|-------|------|------|------|------|------|-------|------|------|
|   | 2011      | 2010 | 2009 | 2011  | 2010 | 2009 | 2011 | 2010 | 2009 | 2011  | 2010 | 2009 |
|   | Under 25s |      |      | 25-55 |      |      | 55+  |      |      | Total |      |      |
| To reduce levels of overall crime                                 | 88%       | 80%  | 83%  | 80%   | 75%  | 82%  | 89%  | 75%  | 85%  | 85%   | 76%  | 84%  |
| Maintain quality of policing services                             | 84%       | 77%  | 78%  | 80%   | 72%  | 76%  | 89%  | 75%  | 82%  | 83%   | 74%  | 79%  |
| Improve Road Safety & Traffic Fluidity                            | 88%       | 76%  | 86%  | 76%   | 74%  | 77%  | 87%  | 68%  | 82%  | 82%   | 72%  | 81%  |
| Execute Gibraltar's plans for the security of its territory       | 83%       | 81%  | 85%  | 77%   | 74%  | 76%  | 87%  | 80%  | 82%  | 81%   | 78%  | 80%  |
| Continue to tackle serious crime                                  | 91%       |      |      | 80%   |      |      | 90%  |      |      | 86%   |      |      |
| Use resources more effectively                                    | 85%       |      |      | 78%   |      |      | 88%  |      |      | 83%   |      |      |

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| Percentage of respondents who have been subject to ..... |           |      |      |       |      |      |      |      |      |       |      |      |
|--|-----------|------|------|-------|------|------|------|------|------|-------|------|------|
|  | Under 25s |      |      | 25-55 |      |      | 55+  |      |      | Total |      |      |
|  | 2011      | 2010 | 2009 | 2011  | 2010 | 2009 | 2011 | 2010 | 2009 | 2011  | 2010 | 2009 |
| Physical or verbal abuse                                 | 14%       | 24%  | 25%  | 12%   | 16%  | 17%  | 8%   | 11%  | 9%   | 12%   | 16%  | 15%  |
| Burglary or theft  | 8%        | 8%   | 9%   | 6%    | 12%  | 9%   | 5%   | 7%   | 5%   | 6%    | 9%   | 8%   |
| Antisocial behaviour                                     | 13%       | 20%  | 17%  | 22%   | 30%  | 26%  | 20%  | 20%  | 23%  | 19%   | 23%  | 23%  |

| Percentage of Victims who reported |            |      |
|------------------------------------|------------|------|
| 2011                               |            | 2010 |
| Reported                           | Satisfied? |      |
| 43%                                | 29%        | 47%  |
| 66%                                | 40%        | 71%  |
| 41%                                | 26%        | 47%  |

| Percentage of respondents who have been a witness to ..... |           |      |      |       |      |      |      |      |      |       |      |      |
|--|-----------|------|------|-------|------|------|------|------|------|-------|------|------|
|  | Under 25s |      |      | 25-55 |      |      | 55+  |      |      | Total |      |      |
|  | 2011      | 2010 | 2009 | 2011  | 2010 | 2009 | 2011 | 2010 | 2009 | 2011  | 2010 | 2009 |
| Physical or verbal abuse                                   | 30%       | 39%  | 45%  | 19%   | 25%  | 18%  | 8%   | 9%   | 9%   | 20%   | 22%  | 20%  |
| Burglary or theft  | 11%       | 15%  | 15%  | 3%    | 6%   | 4%   | 1%   | 4%   | 4%   | 5%    | 7%   | 6%   |
| Antisocial behaviour                                       | 32%       | 41%  | 41%  | 33%   | 35%  | 33%  | 19%  | 22%  | 24%  | 30%   | 31%  | 31%  |

| Percentage of Witnesses who reported |            |      |
|--------------------------------------|------------|------|
| 2011                                 |            | 2010 |
| Reported                             | Satisfied? |      |
| 27%                                  | 50%        | 32%  |
| 30%                                  | 63%        | 41%  |
| 25%                                  | 49%        | 31%  |

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| Concerns                            | A big problem |      |      | A problem |      |      | Not a problem |      |      | Unanswered |      |      |
|-------------------------------------|---------------|------|------|-----------|------|------|---------------|------|------|------------|------|------|
|                                     | 2011          | 2010 | 2009 | 2011      | 2010 | 2009 | 2011          | 2010 | 2009 | 2011       | 2010 | 2009 |
| Supply & misuse of drugs            | 47%           | 49%  | 58%  | 37%       | 37%  | 30%  | 8%            | 9%   | 6%   | 7%         | 6%   | 6%   |
| Under-age drinking                  | 46%           | 46%  | 55%  | 37%       | 37%  | 33%  | 11%           | 12%  | 7%   | 6%         | 5%   | 5%   |
| Careless and indiscriminate driving | 37%           | 45%  | 53%  | 45%       | 37%  | 33%  | 12%           | 13%  | 10%  | 6%         | 4%   | 4%   |
| Vandalism                           | 21%           | 25%  | 35%  | 53%       | 51%  | 46%  | 19%           | 19%  | 14%  | 7%         | 5%   | 5%   |
| Burglaries                          | 14%           | 16%  | 15%  | 53%       | 53%  | 49%  | 25%           | 24%  | 29%  | 8%         | 6%   | 7%   |
| Theft of/from motor vehicles        | 14%           | 13%  | 15%  | 43%       | 44%  | 41%  | 34%           | 36%  | 37%  | 8%         | 7%   | 7%   |
| Environmental offences              | 22%           | 24%  | 32%  | 45%       | 44%  | 38%  | 25%           | 25%  | 24%  | 8%         | 6%   | 6%   |
| Physical attack                     | 11%           | 16%  | 12%  | 45%       | 44%  | 39%  | 36%           | 33%  | 42%  | 9%         | 7%   | 7%   |
| Domestic Violence                   | 12%           | 16%  | 12%  | 46%       | 46%  | 43%  | 31%           | 30%  | 36%  | 11%        | 8%   | 9%   |
| Child Abuse                         | 13%           | 22%  | 11%  | 42%       | 39%  | 31%  | 34%           | 31%  | 48%  | 12%        | 8%   | 10%  |
| Anti-social behaviour               | 36%           | 42%  | 51%  | 44%       | 43%  | 36%  | 12%           | 11%  | 9%   | 7%         | 4%   | 5%   |

| Biggest Concern |      |
|-----------------|------|
| 2011            | 2010 |
| 45%             | 39%  |
| 11%             | 12%  |
| 12%             | 15%  |
| 2%              | 3%   |
| 2%              | 3%   |
| 2%              | 1%   |
| 2%              | 2%   |
| 2%              | 2%   |
| 2%              | 1%   |
| 3%              | 10%  |
| 6%              | 11%  |

**GPA Public Survey 2011-2012 Results**

| Specific questions  |      |      |      |      |      |      |            |      |      |
|---|------|------|------|------|------|------|------------|------|------|
|   | YES  |      |      | No   |      |      | Unanswered |      |      |
|   | 2011 | 2010 | 2009 | 2011 | 2010 | 2009 | 2011       | 2010 | 2009 |
| Are you satisfied with the overall services of the Police                             | 64%  | 53%  | 57%  | 29%  | 42%  | 36%  | 7%         | 5%   | 7%   |
| Do you believe the services offered by the Police have improved in the last 12 months | 52%  | 43%  | 51%  | 38%  | 47%  | 40%  | 10%        | 10%  | 9%   |
| Are you satisfied with the way the Police enforce the traffic laws on our roads       | 43%  | 33%  | 34%  | 50%  | 61%  | 58%  | 7%         | 5%   | 8%   |
| Do you have confidence in the Police  | 60%  | 53%  | 57%  | 31%  | 40%  | 35%  | 9%         | 7%   | 8%   |

**GPA Public Survey 2011-2012 Results**

| Specific questions  |      |      |      |      |      |      |            |      |      |            |      |      |
|---|------|------|------|------|------|------|------------|------|------|------------|------|------|
|   | YES  |      |      | No   |      |      | Don't know |      |      | Unanswered |      |      |
|   | 2011 | 2010 | 2009 | 2011 | 2010 | 2009 | 2011       | 2010 | 2009 | 2011       | 2010 | 2009 |
| Do you believe the public has confidence in the Police  | 34%  | 34%  | 37%  | 26%  | 32%  | 31%  | 32%        | 30%  | 26%  | 8%         | 5%   | 6%   |
| Do you believe the public confidence in the Police has improved in the last 12 months             | 29%  | 24%  | 30%  | 25%  | 34%  | 28%  | 38%        | 37%  | 35%  | 8%         | 5%   | 7%   |
| Do you believe the Police have a good relationship with the public                                | 48%  | 46%  | 49%  | 24%  | 29%  | 25%  | 20%        | 20%  | 18%  | 8%         | 5%   | 7%   |
| Do you believe the relationship the Police has with the public has improved in the last 12 months | 29%  | 27%  | 31%  | 22%  | 29%  | 26%  | 41%        | 39%  | 35%  | 8%         | 5%   | 7%   |

It should be borne in mind that the answers to the questions in this page is an assumption on the part of respondents as to how they perceive the view of the general public, whereas the replies on page 5 is their own personal assessment.