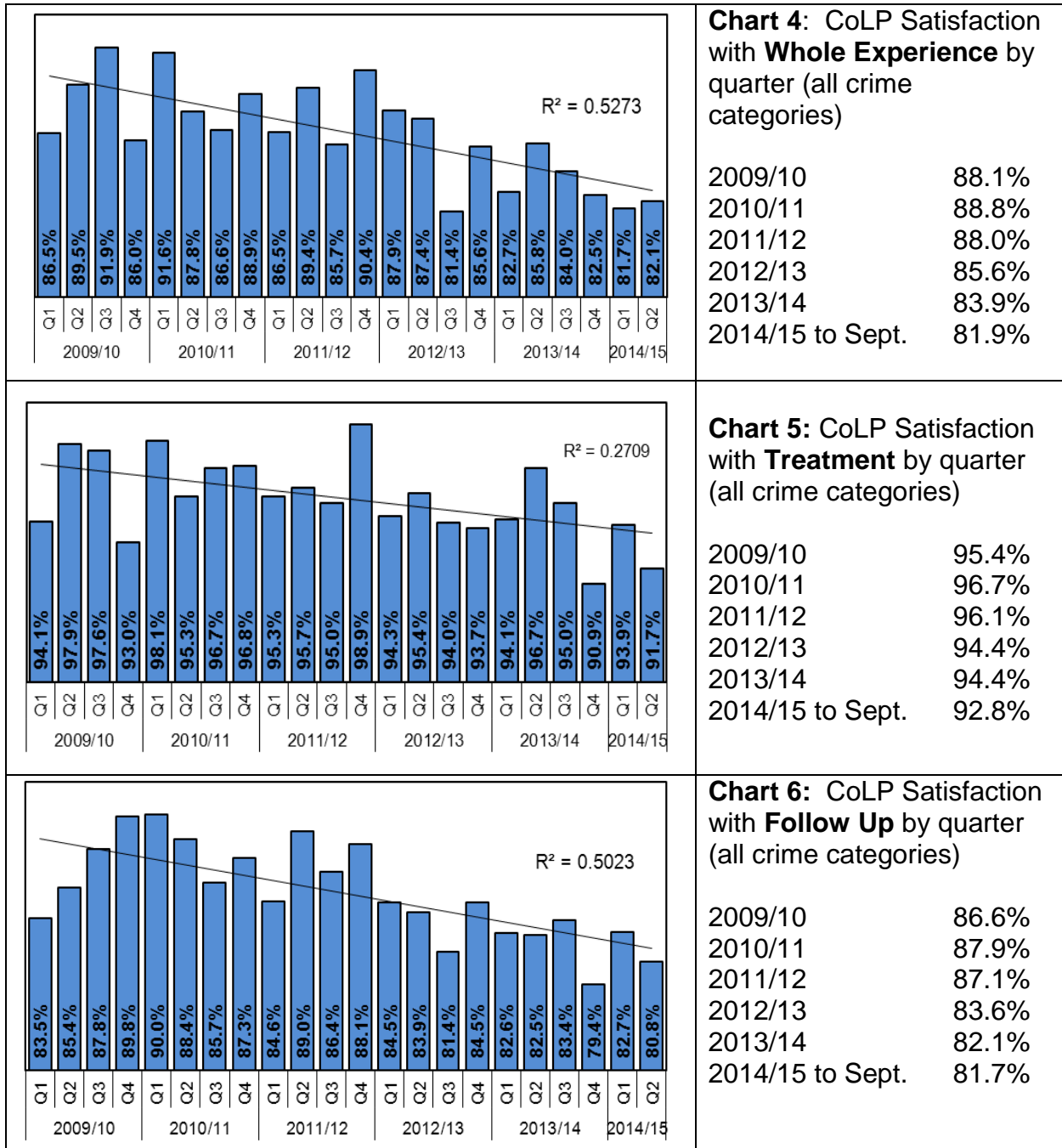


Appendix A



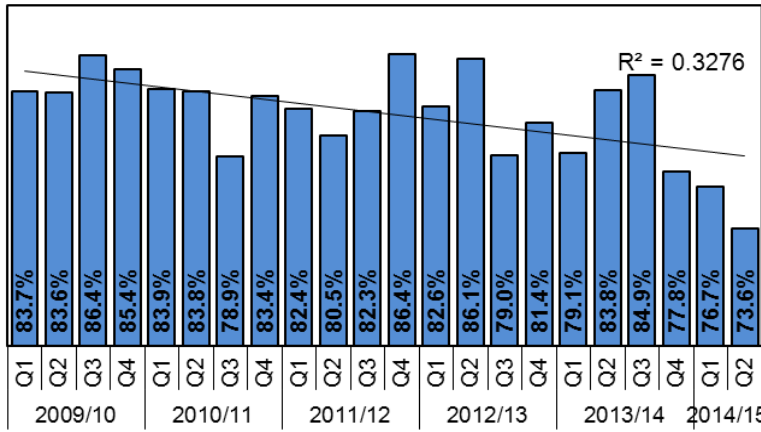


Chart 7: CoLP Satisfaction with Actions Taken by quarter (all crime categories)

2009/10	84.6%
2010/11	82.6%
2011/12	82.6%
2012/13	82.3%
2013/14	81.7%
2014/15 to Sept.	75.1%

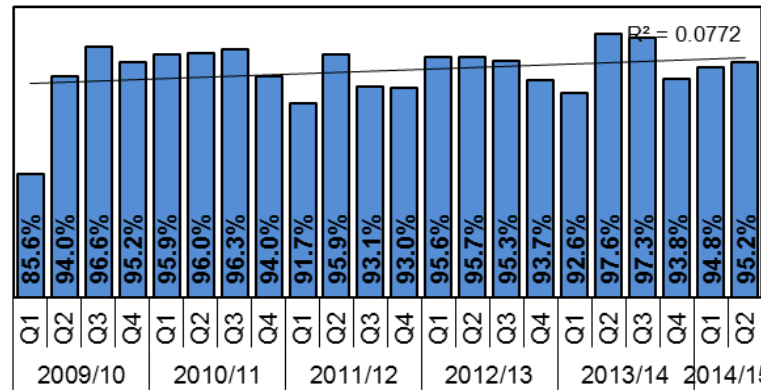


Chart 8: CoLP Satisfaction with Ease of Contact by quarter (all crime categories)

2009/10	92.7%
2010/11	95.6%
2011/12	93.6%
2012/13	95.1%
2013/14	95.5%
2014/15 to Sept.	95.0%