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# Edmonton Police Service 2011 Citizen Survey

May 2012

EDMONTON  
**POLICE**  
SERVICE

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This report is dedicated to the memory of Ronda Baxter (1967 - 2012).

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# Executive Summary

## Background

The Edmonton Police Service (EPS) conducts a bi-annual Citizen Survey to identify key community issues, concerns, perceptions and priorities that Edmontonians have with respect to crime, disorder and neighbourhood safety. The survey also provides Citizens with an opportunity to tell the EPS how they think it is doing in delivering services against their expectations.

The Alberta Policing Standards, issued under the authority of the Police Act require the EPS to conduct regular Citizen Surveys as part of its community engagement program. As an accredited Police Agency, the EPS also needs to conduct regular Citizen Surveys to maintain compliance with the standards set by the Commission on Accreditation for Law Enforcement Agencies (CALEA).

The 2011 EPS Citizen Survey was conducted by *Advantis Inc.* between October 12 - 27, 2011 using a randomized phone sample of Edmonton homes. 1,106 adults aged 18 years or older participated in the survey, with a response rate of 32.2%.

The information collected in this survey will be used by the Edmonton Police Service and the Edmonton Police Commission to inform policing priorities as they pursue their shared vision of *"a safe, vibrant city, achieved in partnership through innovative, responsive community policing"*.



## Highlights

### CONTACT WITH THE EDMONTON POLICE SERVICE

Approximately one-third of respondents (34%, 373) reported having had formal contact with the EPS in the previous year. Where the respondents initiated this contact with the EPS, it was most likely because they were:

- Reporting a crime (40%),
- Reporting a neighbourhood concern (33%),
- Reporting a traffic accident or medical emergency (32%), or
- Asking for information or advice (32%).

In those cases where the respondents had been contacted by the EPS, it was most likely this contact was initiated to:

- Ask the respondent for information about a crime, or
- Address a traffic violation

### SATISFACTION WITH EPS SERVICE LEVELS

Amongst those 373 respondents that reported having formal contact with the EPS in the past year, overall levels of satisfaction with the service they received was high. These satisfaction ratings ranged from 82% (telephone-initiated contact) to 89% (Police Officer dispatched).

- Telephone Contact – 82% satisfaction
- Police Officer Dispatch Contact – 89% satisfaction
- Police Station Visit Contact – 87% satisfaction
- Response time – 85% felt the time it took for a Police Officer to arrive was about the length of time they expected, or was faster than they had expected.



## VICTIMIZATION

All respondents were asked about their household's experience of five specific types of crime. Of the five options available, the *theft of vehicles or vehicle parts* was the most common form of victimization reported (11% of eligible respondents). The level of victimization reported for each of these five incident types had decreased from the levels reported in 2009. In three cases, the reported level of victimization was at its lowest levels at any time between 2001 and 2011.

Respondents were also asked whether they had reported these crimes to the Police. When it came to *theft of household property*, only 27% of incidents were reported to Police. *Deliberate damage to vehicles* and *break and enters* were the most reported of the five incident types (47% and 46% respectively). The most common reasons for non-reporting were:

- Not important enough (47%)
- Police couldn't do anything (11%)
- Police wouldn't help (10%)

## PERCEPTIONS OF CRIME AND SAFETY

The top three issues that Edmontonians reported as affecting their neighbourhood were:

1. Speeding and careless driving,
2. People breaking into houses, and
3. Vandalism (other than graffiti).

These are the same top three issues (in the same order) as reported in the 2001, 2004, 2007 and 2009 Citizen Surveys.

70% of residents reported feeling safe walking alone in their neighbourhood after dark, while 81% of respondents felt that crime in their neighbourhood had either stayed the same (75%) or gone down (6%) over the past year. The number of respondents that felt crime had gone up in their neighbourhood over the past year was at its lowest level for the period 2001 to 2011.

There was a significant change from the 2009 Citizen Survey in the number of respondents who felt that Edmonton had more crime than other Canadian cities. Nearly as many respondents felt that Edmonton had more crime than other Canadian cities (46%) than those respondents who felt that Edmonton had the same amount of crime as other Canadian cities (48%). There was also a reduction in the number of respondents who felt that Edmonton had less crime than other Canadian cities (6%).



## OVERALL VIEWS OF THE EPS

The top three city-wide problems that respondents felt that the EPS should address were:

1. Traffic,
2. Gangs / organized crime, and
3. Murder rate.

*Traffic* and *gangs/organized crime* have consistently been in the top three since 2001, while murder rate was a new addition. This is perhaps not surprising given the number of homicides reported in Edmonton in 2011.

91% of respondents either *strongly agreed* or *somewhat agreed* that they had a lot of confidence in the EPS. This was a two percent increase in confidence compared to 2009 levels. Most respondents felt that the EPS was doing a good job across six key performance areas, with results generally comparable to the 2009 survey.

As in previous years, the main recommendations made to the EPS on how to improve its service related to the number of Police Officers and their visibility. Recommendations also suggested improving communication with the Public (particularly the young or marginalized), and focusing enforcement on specific areas of concern such as *traffic*, *street-level crime and disorder* and *gangs*.

Overall, 84% of respondents were satisfied with the service delivered by the EPS. 4% of respondents were dissatisfied, while 11% were neutral. This level of satisfaction is 2% higher than was reported in 2009.

## EDMONTON POLICE COMMISSION

The level of recognition for the Edmonton Police Commission (EPC) increased by 7% compared to 2009 levels. Amongst those who knew that Edmonton had a Police Commission, the most common role respondents knew about related to overseeing Police conduct. The lowest level of role awareness related to the holding of public meetings.

# Introduction

## 1.1 Background

The Edmonton Police Service (EPS) views Citizen Surveys as a key tool in identifying “*how it is doing*” in its efforts to provide effective policing service to the Edmonton community. The key stakeholders for any Police Service are the people it serves; the EPS is committed to ensuring that the Edmonton community is provided the best policing program it can based on the funding it is allocated by the Edmonton City Council.

The Alberta Policing Standards require the EPS to formally consult with the members of the Edmonton community at least once every four years. This consultation must seek the opinions of the community on the following matters:

- a. The performance of the police service.
- b. The conduct of police personnel.
- c. The interaction of police officers with citizens.
- d. Public perceptions regarding safety and security in the community.
- e. Recommendations for improvement.
- f. Citizens’ level of satisfaction.

In order to maintain its accreditation with the Commission on Accreditation for Law Enforcement Agencies (CALEA), the EPS must also survey the Citizens it serves at least once every three years. This survey is required to seek community member’s input on the following areas:

- a. Overall agency performance;
- b. Overall competence of agency employees;
- c. Citizens’ perception of officers’ attitudes and behavior;
- d. Community concern over safety and security within the agency’s service area; and
- e. Citizens’ recommendations and suggestions for improvements.

By conducting a Citizen Survey once every two years, the EPS is able to obtain a regular performance review from its key stakeholders. It is also able to obtain valuable information on what the Edmonton community thinks should be the policing priorities for the coming two years.



## 1.2 Purpose

The purpose of the 2011 EPS Citizen Survey was to identify key community issues, concerns and priorities. This information will be used by the Edmonton Police Service and the Edmonton Police Commission to inform policing priorities as they pursue their shared vision of *“a safe, vibrant city, achieved in partnership through innovative, responsive community policing”*.

## 1.3 Limitations

Based on the Canadian Marketing Research and Intelligence Association (MRIA) standard for calculating response rates, the 2011 EPS Citizen Survey had a response rate of 32.2%. Sample quality can influence the validity of estimates or projections that are based on that sample. For example, people who chose to participate in the EPS Citizen Survey may have responded differently (i.e. had different experiences or held different opinions) than those who refused to participate or could not be contacted. Equally, some respondents may be more influenced than others by key sources of information, such as media reporting on a particular topic. This can tend to skew their responses (either positively or negatively) depending on the nature of the reporting they are exposed to.

# 2

## Methodology

### 2.1 Changes to the 2011 Survey Project

The 2011 EPS Citizen Survey used substantially the same survey instrument and design as the 2009 EPS Citizen Survey. The following points are noted:

**Sampling:**

- The sample size selected (1,100 respondents) was based on a population of 578,345 persons aged 18 years or older, residing within the City of Edmonton during the last Census of Canada (2006).

**Reporting:**

- Report content has been further streamlined compared to previous reports.
- Trend analysis considers the previous ten year period only (2001 – 2011).
- No reference is made to other related surveys. Only data received through the administration of EPS Citizen Surveys is included.
- Percentages reported throughout this document may not add to 100% due to rounding.

### 2.2 Survey Administration

The 2011 EPS Citizen Survey was conducted by *Advanis Inc.* between the dates of October 12 – 27, 2011. Computer-Assisted Telephone Interviewing (CATI) was used to administer the survey to a random sample of 1,106 Edmontonians. The sample was comprised of randomly selected Edmonton listed and unlisted telephone numbers. Only landlines were called; no cellular phone numbers were included. Five callbacks were made to each listing before excluding it from the final sample and replacing it with an alternate selection.

To randomize respondent selection within a household, the adult (aged 18 years or older) with the next birthday was interviewed. Call outcome data is presented at Appendix A. Interviews took an average of 16:37 minutes to complete, with a median time of 15:36 minutes.

## 2.3 Response Rate

Using the method recommended by the Canadian Marketing Research and Intelligence Association (MRIA) for calculating response rates, the 2011 EPS Citizen Survey had a response rate of 32.2%.

A total of 1,106 interviews were completed. Given the population of Edmonton, using a targeted sample size of at least 1,100 interviews predicts that the sample results will be accurate for the general population to within +/- 3% in 19 times out of 20 (a 95% confidence level).

## 2.4 Description of Sample

Appendix C provides a comparison between the 2011 EPS Citizen Survey respondents and the City of Edmonton population as recorded in the 2006 Census of Canada. While a new Census of Canada was held on May 10, 2011, detailed data is not yet available for analysis.

Key differences between the 2011 EPS Citizen Survey sample and the Census data include:

- Under-representation of 18-24 and 25-34 age groups and over-representation of 65-74 age group,
- Under-representation of renters and over-representation of home-owners,
- Under-representation of persons with Trade-based qualification, and significant over-representation of persons with University-level qualifications.
- Under-representation of single-person households.

Under-coverage of young people, who are also more likely to be renters, may be explained in part by the sampling method. The exclusion of cellular phone listings may limit the ability of younger Citizens, as well as Citizens living in homes without landline telephones, to participate in the survey.

The time difference between the data collection for the EPS Citizen Survey and the Census of Canada is also likely to have had some effect on the comparability of the two data sets. Comparison with the 2011 Census of Canada data (once released) may provide more meaningful insights into the usefulness of the sample in predicting the opinions of all Edmontonians.

As the EPS Citizen Survey uses a sample (includes some members of the target population) rather than a census (includes all members of the target population), the results should be viewed as estimates only. These results may not necessarily represent the views of the entire community.

# 3

## Contact with the Edmonton Police Service

### 3.1 Type of Contact with EPS

Nearly two-thirds (727) of respondents had no formal contact with the EPS during the previous year. The remaining 34% of respondents who were able to provide a response (373) reported that they had some form of formal contact with the EPS within the previous year.

There are a number of ways respondents could have come into contact with the EPS during the previous year. This included:

- Self - Initiated (e.g. to report a crime)
- EPS - Initiated (e.g. during a traffic Check-Stop)
- Both (e.g. to report a crime *and* during a traffic Check-Stop)

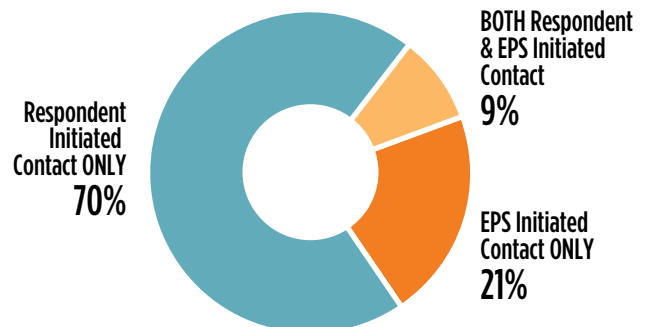
FIGURE 1

Formal Contact with EPS in Past Year (N=1106)



FIGURE 2

Type of Contact with EPS (N=373)



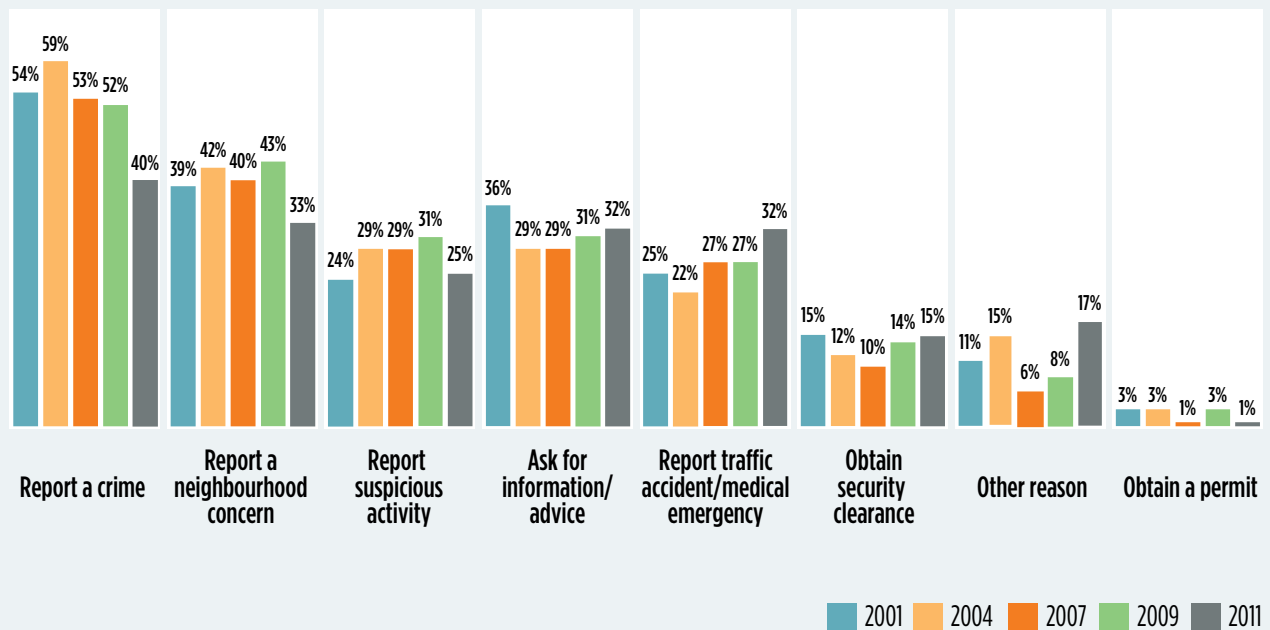
Of those respondents who reported contact with the EPS in the previous year, 70% (262) had initiated that contact. In 21% (77) of cases, the EPS had initiated the contact, while in a further 9% (34) of cases both the respondent and the EPS had initiated contact at some point during the previous year. The following sections provide a more detailed analysis of how these contacts were made, and for what reasons.

## 3.2 Respondent-Initiated Contact

### 3.2.1 REASONS FOR CONTACT

Those respondents that reported they had contacted the EPS in the previous year (296 or 27% of all survey respondents) were asked about their reason(s) for contacting the EPS. Each respondent was able to provide more than one reason for initiating contact.

FIGURE 3 Reasons for Contacting the EPS (2001 - 2011)



The number of respondents calling the EPS to *report a crime*, a *neighbourhood concern* or *suspicious activity* fell significantly between 2009 and 2011. The number of respondents calling to *ask for information or advice* or to *report a traffic accident or medical emergency* increased over the same period.



### 3.2.2 METHODS OF RESPONDENT-INITIATED CONTACT

Respondents who reported making contact with the EPS during the previous year were asked how they made that contact. This contact occurred via:

- Telephone (68% of respondents)
- Police dispatch to their home or business (29% of respondents)
- Attending a Police Station (58% of respondents)

Respondents could choose more than one method, as they may have contacted the EPS on more than one occasion, or used more than one method to contact the EPS during the previous year.

#### 3.2.2.1 TELEPHONE CONTACT

Nearly 70% of respondents who reported making contact with the EPS in the previous year did so via telephone. Table 1 shows how these respondents made their *most recent* call to the EPS.

TABLE 1 Most Recent Telephone Contact (2001 – 2011)

Last telephone point of contact with EPS	2001	2004	2007	2009	2011
911	18%	22%	19%	28%	<b>26%</b>
EPS non-emergency number	38%	43%	53%	47%	<b>51%</b>
Police station	39%	29%	23%	18%	<b>18%</b>
Officer's pager or cell phone	3%	4%	1%	6%	<b>5%</b>
Don't know / no response	2%	3%	4%	1%	<b>1%</b>

The numbers reported in 2011 were consistent with the results seen in 2009, suggesting that previously noted trends of increasing 911 calls and decreasing calls to Police Stations have leveled off in the past two years.

Of those respondents who called the EPS in the previous year, the perceived urgency of their most recent call is shown in Table 2 below.

**TABLE 2** Perceived Call Urgency (2001 - 2011)

Urgency of most recent call to EPS	2001	2004	2007	2009	2011
Extremely urgent	9%	7%	5%	11%	<b>7%</b>
Urgent	35%	49%	40%	52%	<b>41%</b>
Routine	55%	44%	54%	34%	<b>52%</b>
Don't know / no response	1%	1%	1%	2%	<b>1%</b>

The number of *extremely urgent* and *urgent* calls reported by the respondents decreased between 2009 and 2011, while the number of *routine* calls increased to levels previously seen in 2001 and 2007.

### 3.2.2.2 DISPATCH CONTACT

Twenty-eight percent of respondents (84 of 296) who initiated contact with the EPS reported that a Police Officer had been dispatched to their home or business in the previous year. Two-thirds of these respondents (56 of 84) had personally made the telephone call that resulted in the dispatch of EPS officers.

### 3.2.2.3 POLICE STATION CONTACT

Fifty-eight percent of respondents (171 of 296) who initiated contact with the EPS in the previous year did so by visiting a Police Station. This represents a small increase in the number of respondents reporting they had visited a Police Station in the previous year compared to the 2009 Survey results.

The perceived urgency of these respondents most recent visit to a Police Station is shown in Table 4 below.

TABLE 3 Perceived Urgency of Last Station Visit (2001 - 2011)

Urgency of most recent visit to Police Station	2001	2004	2007	2009	2011
Extremely urgent	3%	2%	10%	3%	<b>2%</b>
Urgent	30%	30%	20%	29%	<b>20%</b>
Routine	65%	65%	68%	67%	<b>74%</b>
Don't know / no response	2%	3%	2%	1%	<b>4%</b>

The results indicate that that majority of respondents visit a Police Station when their matter is *routine*. The distribution of these results has been relatively consistent for the past decade, excepting an unexplained anomaly in 2007 where the number of *extremely urgent* visits to Police Stations nearly tripled. This anomaly has not been observed since.

### 3.2.3 SUMMARY OF RESPONDENT-INITIATED CONTACT

Overall, the way respondents reported that they initiated contact with the EPS has remained relatively static since 2001. In general, respondents will telephone the EPS on the 911 or non-emergency line if their matter is urgent; otherwise they will visit a Police Station or call another non-emergency telephone contact for the EPS.

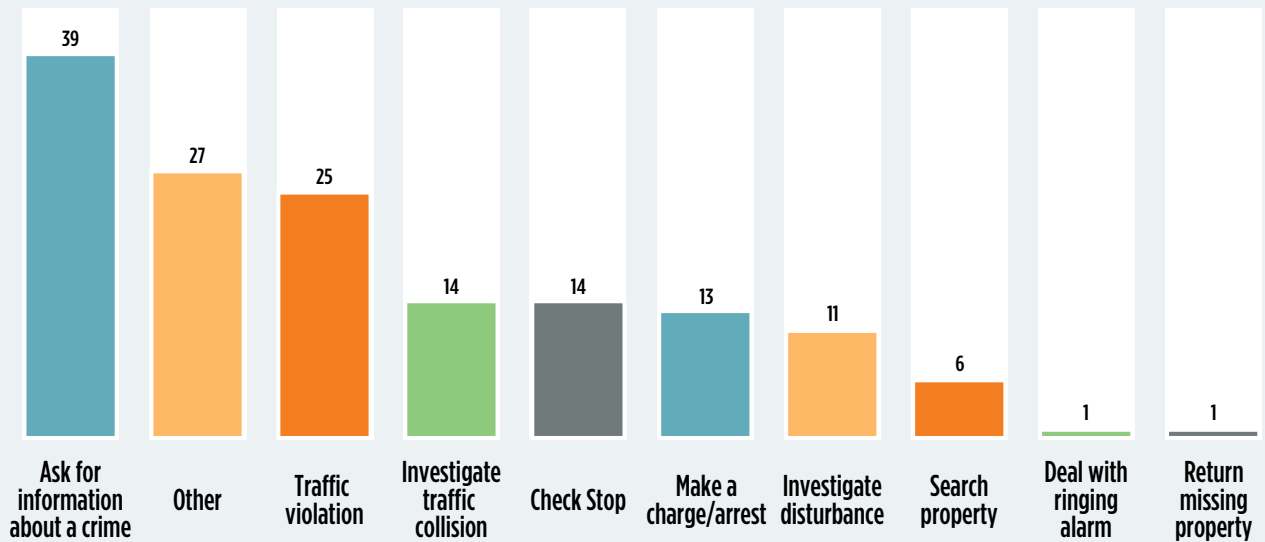
### 3.3 EPS-Initiated Contact

Ten percent of all respondents (111 out of 1,106) indicated that the EPS had initiated contact with them during the previous year. When asked why the EPS had initiated contact with them, a range of responses were provided. These responses are summarized in Figure 4 below. The total exceeds 111 as some respondents were contacted by the EPS multiple times in the previous year.

FIGURE 4

#### Reasons for EPS-Initiated Contact

Number of Respondents



# 4

## Satisfaction with EPS Service Levels

The 2011 EPS Citizen Survey asked those respondents that reported specific types of contact with the EPS additional questions about how satisfied they were with the service they had received during those interactions. These contact-specific questions were in addition to questions about the overall level of satisfaction that *all* respondents were asked about the performance of the EPS. These overall impressions are reported in Section 7 of this report.

### 4.1 Satisfaction with Respondent-Initiated Contact

The three methods reported for respondent-initiated contact were:

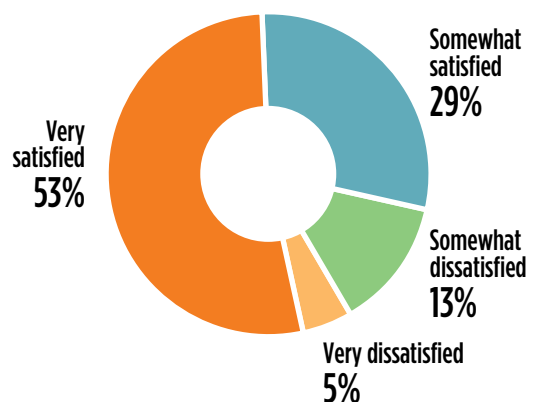
- Telephone contact (68% of respondents reporting contact)
- Police dispatch to their home or business (29% of respondents reporting contact)
- Attending a Police Station (58% of respondents reporting contact)

#### 4.1.1 SATISFACTION WITH TELEPHONE-INITIATED CONTACT

Of those respondents who called the EPS via telephone in the previous year, 82% were satisfied with how their last telephone contact was handled. Figure 5 shows the respondents' level of satisfaction with the handling of their *last telephone call* to the EPS.

FIGURE 5

Satisfaction with EPS Handling of Last Call (N=198)



Of the 163 respondents who reported being *very satisfied* or *somewhat satisfied* with how their last call to the EPS had been handled, 161 identified why they provided that rating. **As was seen in previous years, there were instances where respondents gave answers that may appear inconsistent with their primary response.**

Table 4 provides a *summary of reasons why respondents were very satisfied or somewhat satisfied* with the handling of their last call to the EPS.

TABLE 4

### Main Reason for Satisfaction with Telephone Contact

Response provided	Total Responses
<b>Response Time</b>	<b>53</b>
Response was fast	38
Response was slow	13
Unspecified comments regarding response time	2
<b>Helpfulness of Response</b>	<b>41</b>
Response was helpful, issue was resolved, questions were answered	39
Response was not helpful	3
<b>Attitude and Professionalism of Response</b>	<b>37</b>
Officer was friendly, caring and/or understanding	7
Officer was professional	14
Officer listened, showed concern	4
Unspecified or neutral regarding professionalism of response	11
Officer was rude or unsympathetic	1
<b>Police Response and/or Followed Up on the Call</b>	<b>17</b>
Police responded to the call	11
Police followed up after resolving issue	2
Police were unable to help	1
Police did not respond or return call	3
<b>Other Reasons</b>	<b>12</b>
Other	6
Problems with the phone system or communication	1
Outcome of the call was unsatisfactory	5

All 35 respondents who reported being *somewhat dissatisfied* or *very dissatisfied* with how their last telephone call to the EPS was handled provided reasons for this dissatisfaction. **As was seen in Table 4, in some cases the reasons provided may appear inconsistent with the primary response.**

**TABLE 5** Main Reason for Dissatisfaction with Telephone Contact

Response provided	Total Responses
<b>Response Time</b>	<b>8</b>
Response was fast	1
Response was slow	5
Unspecified comments regarding response time	<b>2</b>
<b>Helpfulness of Response</b>	<b>2</b>
Response was not helpful	2
<b>Attitude and Professionalism of Response</b>	<b>6</b>
Unspecified or neutral regarding professionalism of response	4
Officer was rude or unsympathetic	2
<b>Police Response and/or Followed Up on the Call</b>	<b>11</b>
Police were unable to help	5
Police did not respond or return call	6
<b>Other Reasons</b>	<b>8</b>
Other	3
Outcome of the call was unsatisfactory	5

## 4.1.2 SATISFACTION WITH DISPATCH-INITIATED CONTACT

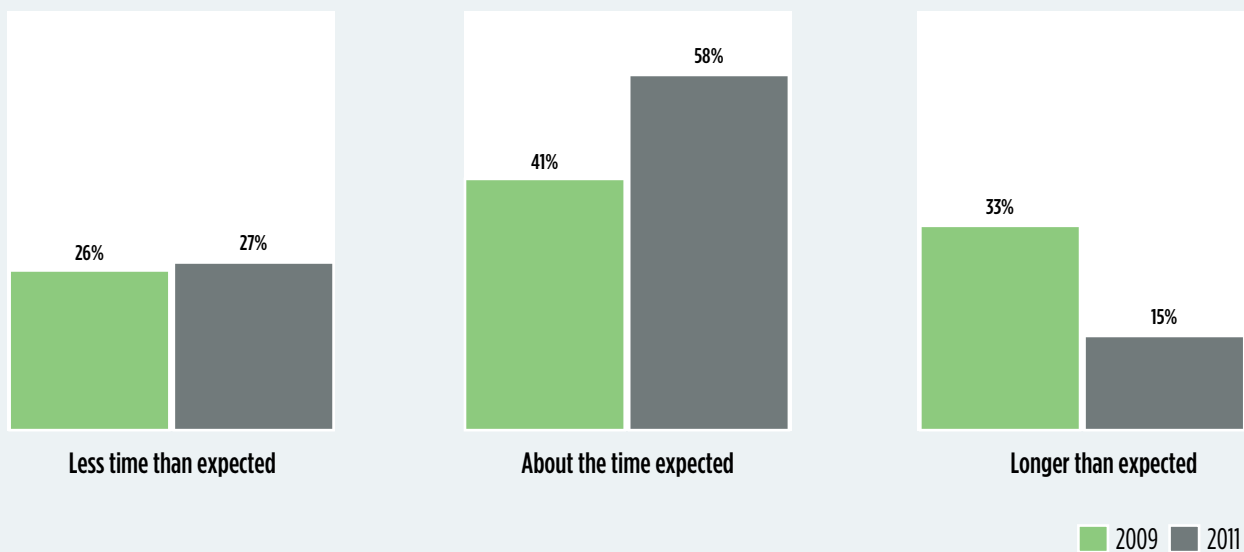
Two elements were examined with respect to the dispatch of Police Officers. The first element was the wait time for the Officers to respond compared to expectations, and the second element looked at the respondents overall satisfaction with the interaction.

### 4.1.2.1 SATISFACTION WITH WAIT TIME FOR POLICE TO ARRIVE

When asked about the wait time for Police to arrive on scene, 75 out of 84 respondents were able to comment on their expectations of response time and their experience of how long that response actually took. Overall, the actual response time met or exceeded the respondents' expectations in 85% of cases. This was a significant improvement compared to the level of overall satisfaction (67%) reported in 2009.

FIGURE 6

### Expectations vs. Wait Time for Police Response



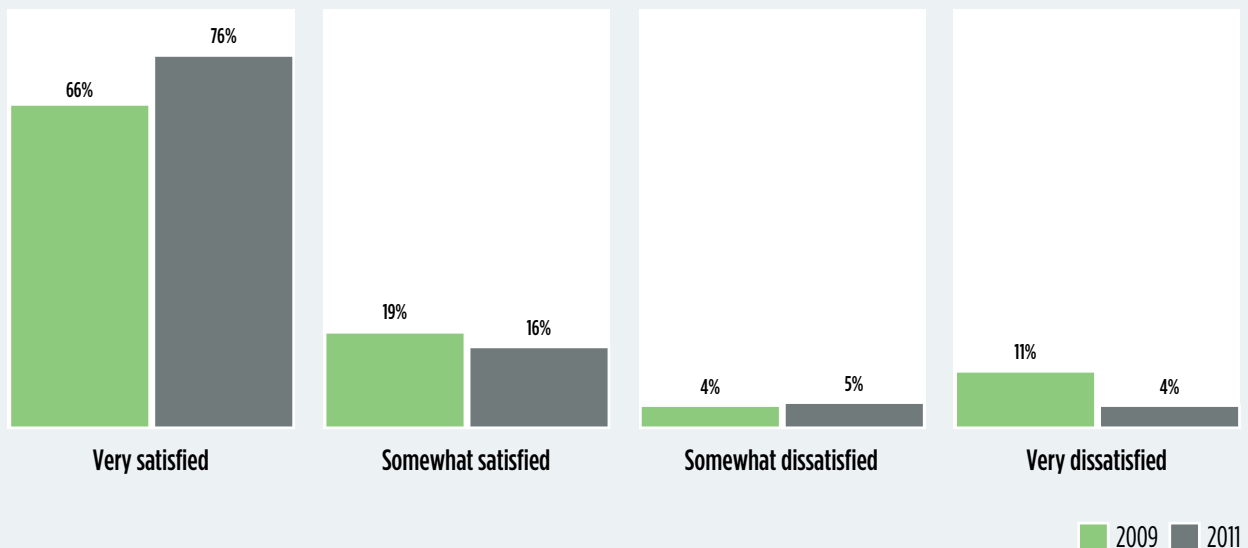


#### 4.1.2.2 OVERALL SATISFACTION WITH CONTACT BY DISPATCHED EPS MEMBERS

75 of the 84 respondents (89%) who had a Police Officer dispatched to their home or business in the previous year reported being satisfied with this interaction. 82 of the 84 respondents provided a satisfaction rating, with this information shown in Figure 7 below. This figure compares the level of satisfaction reported for this question in 2011 with the responses recorded in 2009.

FIGURE 7

#### Satisfaction with Police Dispatch Response (2009 – 2011)



Overall, the level of respondents reporting they were *very satisfied* with the dispatched response increased by ten percent compared to 2009 results, and the level of respondents who were *very dissatisfied* with their interaction with a dispatched response fell seven percent compared to the previous Survey.

Respondents were asked to provide reasons for their level of satisfaction around their contact with dispatched EPS Police Officers. **As was seen in Table 4 and Table 5, the reasons provided did not always appear consistent with the stated level of satisfaction.**

TABLE 6

## Main Reason for Satisfaction with Dispatch Contact

Response provided	Total Responses
<b>Response Time</b>	<b>2</b>
Response was slow	1
No response	1
<b>Attitude and Professionalism of Response</b>	<b>37</b>
Responding officer was polite / attentive / understanding	23
Police handled the matter professionally	12
Did not take concern seriously	2
<b>Police Response and/or Followed Up on the Call</b>	<b>28</b>
Matter was resolved promptly	12
The response was appropriate	5
The outcome of the matter was satisfactory	10
The response or outcome was not completely satisfactory	1
<b>Other Reasons</b>	<b>8</b>
Other	8

The seven respondents who were not satisfied with their interaction with dispatched EPS Police Officers also provided reasons for their rating.

TABLE 7

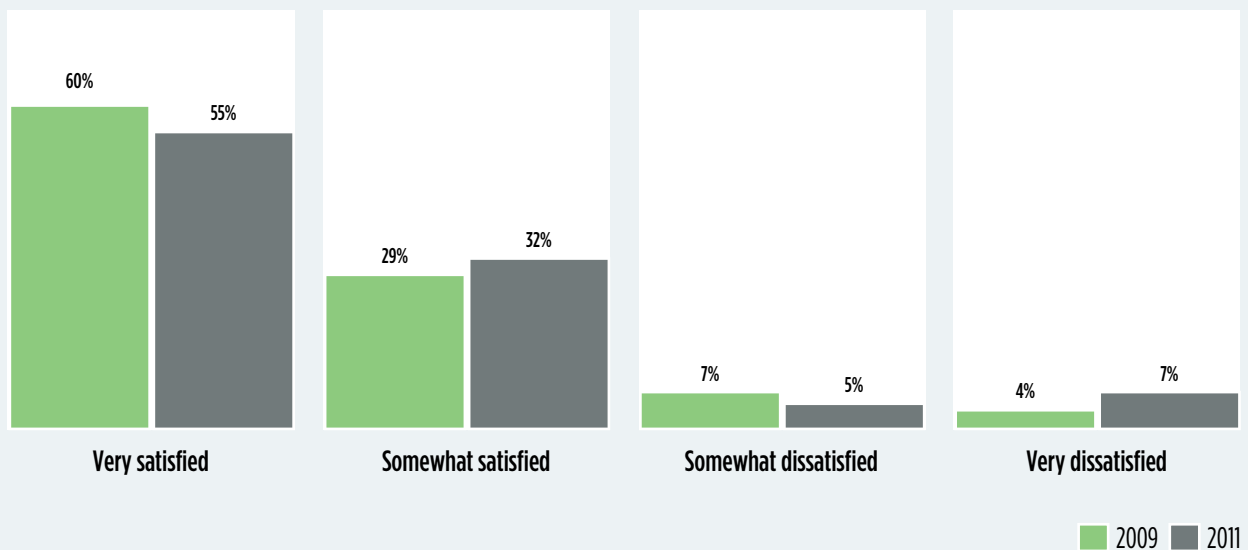
## Main Reason for Dissatisfaction with Dispatch Contact

Response provided	Total Responses
<b>Attitude and Professionalism of Response</b>	<b>2</b>
Did not take concern seriously	2
<b>Police Response and/or Followed Up on the Call</b>	<b>2</b>
The outcome of the matter was unsatisfactory	1
The response or outcome was not completely satisfactory	1
<b>Other Reasons</b>	<b>3</b>
Other	3

### 4.1.3 SATISFACTION WITH STATION-INITIATED CONTACT

When asked about their most recent visit to a Police Station, 149 of the 171 respondents (87%) who had visited a Station in the past year indicated that they were satisfied with the experience. This is slight (2%) decrease compared to 2009, and was off-set by an increase in the number of respondents who were *very dissatisfied* by their last experience visiting a Police Station.

FIGURE 8 Satisfaction with Last Visit to Police Station



When asked to provide reasons for their level of satisfaction with their last visit to a Police Station, 144 out of 149 satisfied respondents provided their main reason for the rating they had previously given. **The inconsistency between the responses and the reasons for these responses is again noted.**

TABLE 8

## Main Reason for Satisfaction with Last Station Visit

Response provided	Total Responses
<b>Time Taken</b>	<b>6</b>
Wait was too long	6
<b>Attitude and Professionalism of Response</b>	<b>45</b>
Police officer was helpful / courteous / understanding	42
Did not care	1
Reception at Station was not friendly	1
Not helpful	1
<b>Police Response and/or Followed Up on the Visit</b>	<b>74</b>
Matter was resolved promptly and / or professionally	41
The outcome of the matter was satisfactory	29
The response or outcome was not completely satisfactory	3
No follow up	1
<b>Other Reasons</b>	<b>19</b>
Other	14
Could not assist	5

All 21 respondents who indicated that they were dissatisfied with their last visit to a Police Station also provided the reasons for this dissatisfaction.

TABLE 9

## Main Reason for Dissatisfaction with Last Station Visit

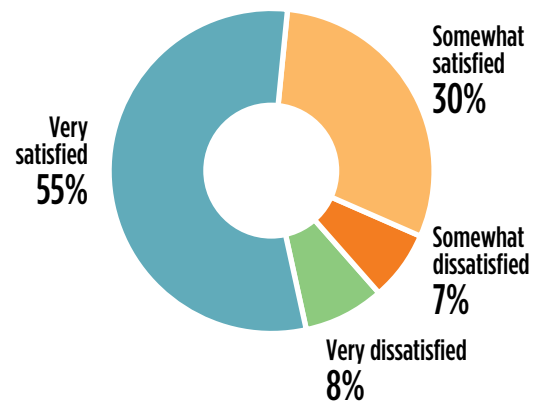
Response provided	Total Responses
<b>Time Taken</b>	<b>3</b>
Wait was too long	3
<b>Attitude and Professionalism of Response</b>	<b>4</b>
Did not care	3
Not helpful	1
<b>Police Response and/or Followed Up on the Visit</b>	<b>5</b>
The response or outcome was not completely satisfactory	3
No follow up	2
<b>Other Reasons</b>	<b>9</b>
Other	8
Could not assist	1

## 4.2 Satisfaction with EPS-Initiated Contact

109 of the 111 respondents that reported that the EPS had initiated contact with them in the previous year provided responses when asked how satisfied they were with the most recent contact. Eighty-five percent (93 out of 109) respondents reported being *very satisfied* or *satisfied* with their most recent EPS-initiated interaction.

FIGURE 9

### Level of Satisfaction with last EPS-Initiated Contact



Due to a programming error in the 2009 survey, no data is available from that year for comparison. However, in the 2001, 2004 and 2007 surveys, the overall level of satisfaction with the last EPS-initiated contact ranged from 76% (2004) through to 84% (2007). As such, there is no significant difference in the level of total satisfaction for this element.

The 93 respondents who indicated they were either *satisfied* or *very satisfied* with their last EPS-initiated interaction were asked why they provided that rating. A range of responses were provided, which are summarized in Table 10.



TABLE 10

## Reasons for Satisfaction with Last EPS-Initiated Contact

Response provided	Total Responses
<b>Attitude and Professionalism of Contact</b>	<b>39</b>
Police were helpful / understanding	15
Police were polite / courteous / respectful	21
Police were rude / unprofessional / discourteous	3
<b>Information Transfer and Problem Resolution</b>	<b>41</b>
Matter was resolved promptly and / or professionally	23
Police were doing their job and resolved the matter	8
I was not given enough information about the situation	2
Police did not do their job properly and could have done it differently / better	8
<b>Other Reasons</b>	<b>13</b>
Other	13

The 16 respondents who indicated they were either *dissatisfied* or *very dissatisfied* with their last EPS-initiated interaction were also asked why they provided that rating. A range of responses was again provided, and is summarized in Table 11 below.

TABLE 11

## Reasons for Dissatisfaction with Last EPS-Initiated Contact

Response provided	Total Responses
<b>Attitude and Professionalism of Contact</b>	<b>10</b>
Police were rude / unprofessional / discourteous	5
Felt victimized by Police	5
<b>Information Transfer and Problem Resolution</b>	<b>4</b>
Matter was resolved promptly and / or professionally	1
I was not given enough information about the situation	2
Police did not do their job properly and could have done it differently / better	1
<b>Other Reasons</b>	<b>2</b>
Other	2

# 5

## Victimization

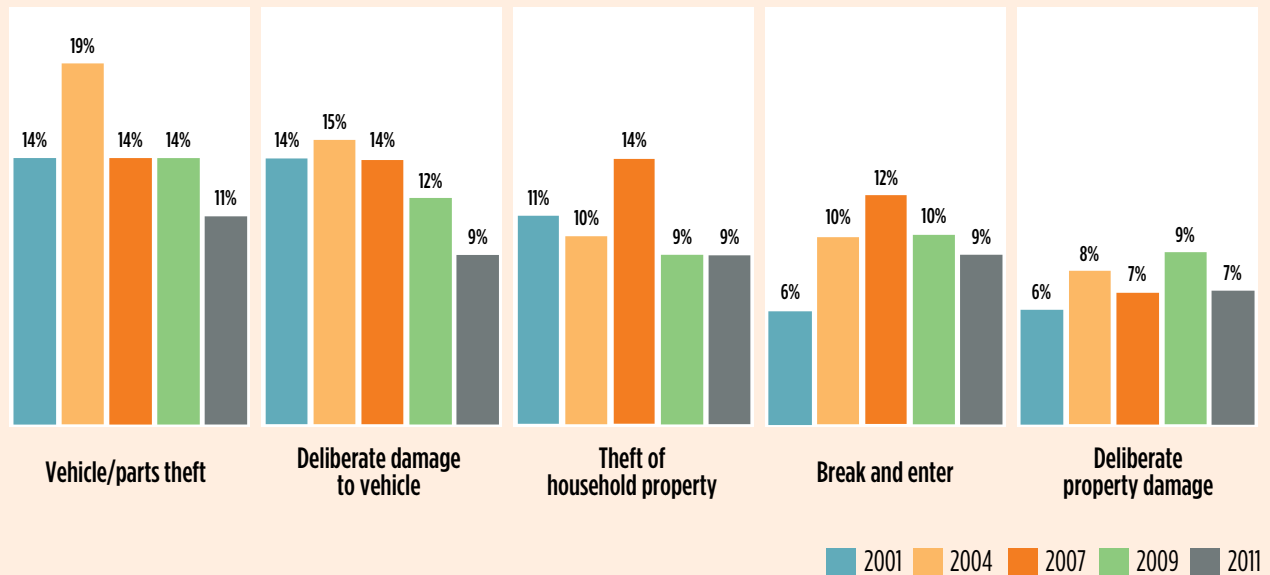
Questions in the EPS Citizen Survey relating to victimization and its reporting were adapted from Statistics Canada's *General Social Survey (GSS) on Victimization*. Statistics Canada has conducted this survey every five years since 1988, with the last survey conducted in 2009. The results for the victimization question in the 2011 EPS Citizen Survey can be broadly compared with the corresponding question in the GSS to determine how the reported rates in Edmonton may differ from the national or provincial averages.

Respondents were asked about five specific crime types that members of their household may have experienced over the past 12 months *within the City of Edmonton*, and whether these crimes were reported to the Police or not. Only those households that reported having owned or leased a vehicle in the previous 12 months (916 respondents) were asked questions about *vehicle/parts theft* and *deliberate vehicle damage*. All 1,106 respondents were asked questions about *deliberate property damage*, *break and enter* and *theft of property*. All figures reported include attempts to commit the specific crime type.

## 5.1 Levels of Reported Victimization

There was a general decrease in the level of victimization reported across the five areas that the EPS asks Edmontonians about. Figure 10 shows the rates of victimization reported for the period 2001-2011 for these five crime types.

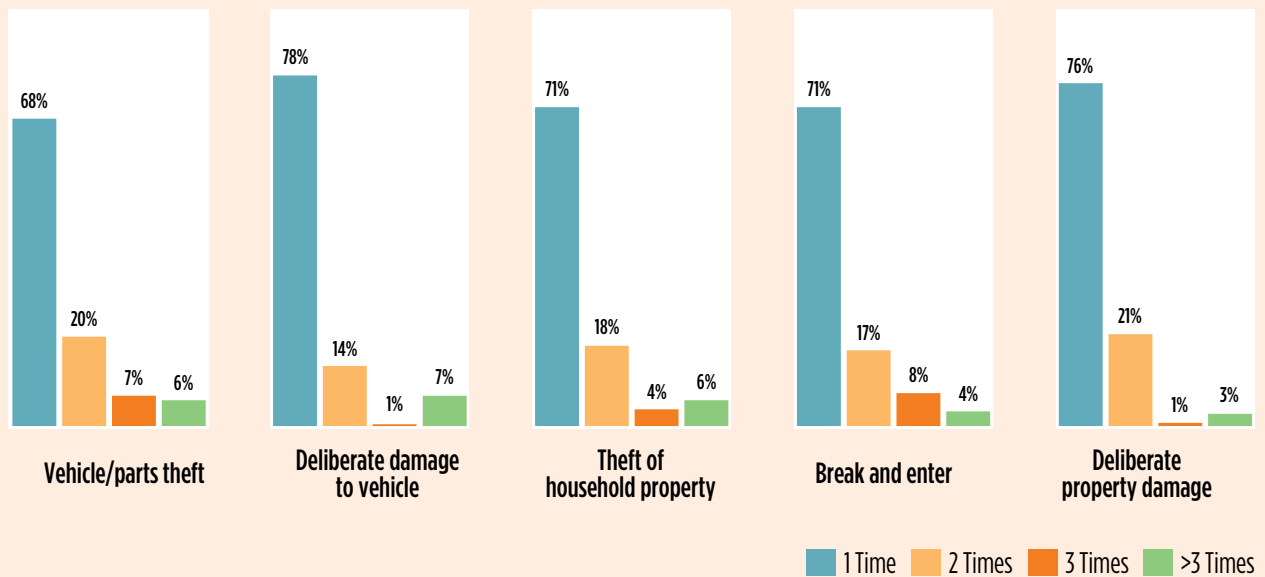
**FIGURE 10** Levels of Household Victimization (2001 - 2011)



In order to determine the rates of repeat victimization, those respondents who identified that they had been the victim of a specific type of incident were also asked how many times in the past year they had been the victim of that specific incident. The summary of these results (by crime incident type) are reported in Figure 11.



FIGURE 11 Levels of Repeat Household Victimization (2011)



The most obvious trend with respect to repeat victimization was that once a respondent had been victimized three times, they were more likely to be further victimized if the incident related to *deliberate damage to a vehicle*, *theft of household property* or *deliberate property damage*.

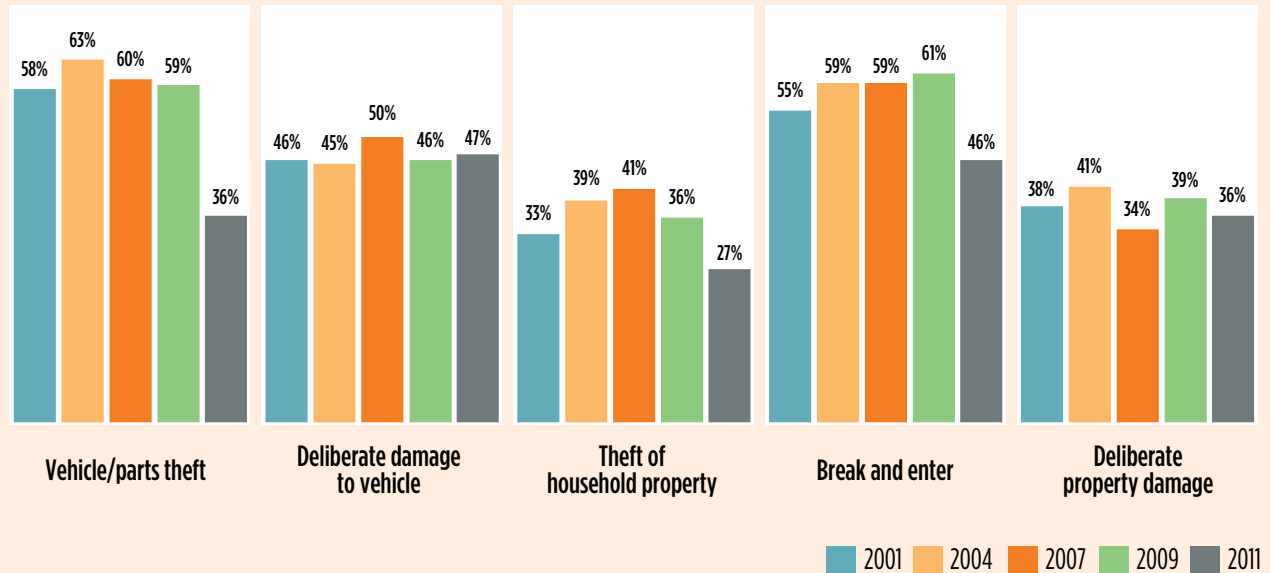
## 5.2 Reporting of Victimization to Police

For each experience of victimization reported, the respondents were also asked if the incident(s) were reported to the Police. Those respondents that indicated some or all incidents of a specific crime type were not reported to Police were then asked to identify the main reason why the incident was not reported.

## 5.2.1 LEVELS OF NON-REPORTING

Figure 12 shows the level of incident reporting for each of the five incident types for the period 2001 - 2011.

**FIGURE 12** Percentage of Incidents Reported to Police (2001-2011)

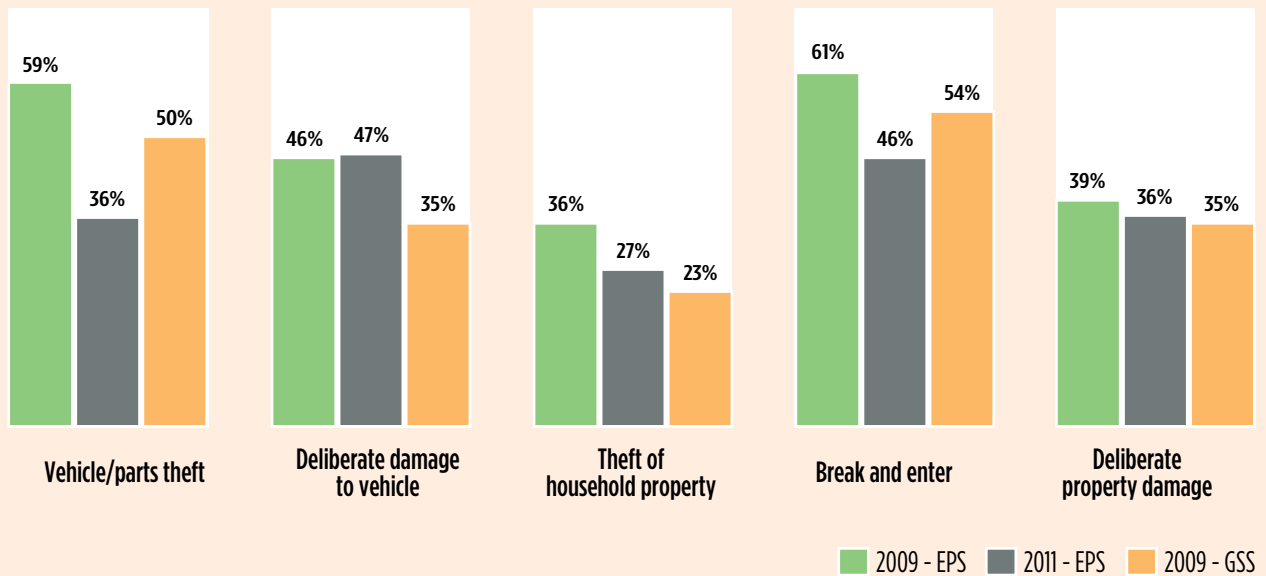


2011 Survey respondents reported significantly less of these five incident types to the Police compared to previous Survey respondents. Marked decreases in reporting were noted for *vehicle/parts theft*, *theft of household property*, and *break and enter*. The most marked decrease was for reporting of the *vehicle/parts theft* incident type, which decreased by 23% compared to 2009 levels.

Figure 13 compares the 2011 EPS Citizen Survey reporting results with the GSS reporting results for Canada. It should be noted that the GSS does not distinguish between deliberate damage to vehicles and other property damage. As such, comparisons of the results for both of these categories should be done with caution.

FIGURE 13

## Comparison of GSS and EPS Reporting Levels (2009-2011)



In comparing the EPS results from 2009 and 2011 with the 2009 GSS results, there was a marked reduction in the level of reporting for the *vehicle/parts theft* and *break and enter* incident types in 2011 compared to 2009.

## 5.2.2 REASONS FOR NON-REPORTING

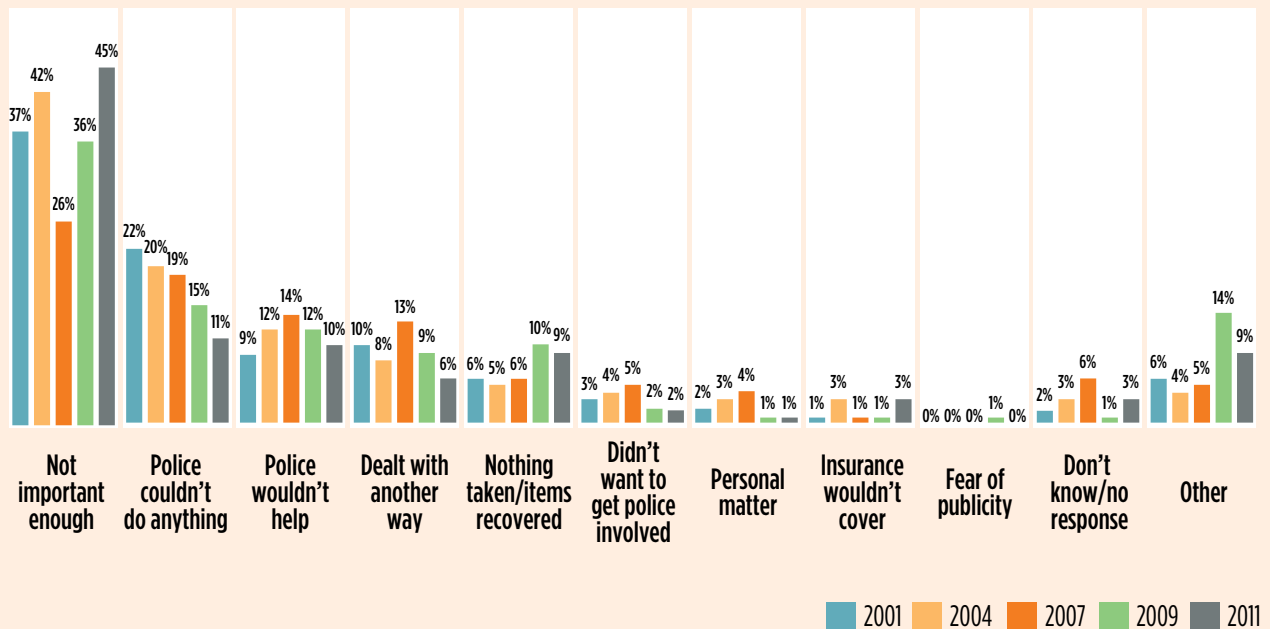
As has been reported in previous EPS Citizen Surveys, the main reason that victims did not report incidents to the Police was because it *“was not important enough”* to them. This reason for non-reporting increased nine percent compared to 2009 levels, reaching its highest level in the last decade.

Responses indicating that non-reporting occurred because *“Police couldn’t help”* or *“Police wouldn’t help”* have both progressively declined since the 2007. Nearly all other reasons for non-reporting remained relatively static compared to 2009 levels, or decreased slightly. The one exception where a reason was given was where *“insurance wouldn’t cover”* which increased slightly (2%).

Figure 14 shows the percentages for each non-reporting reason recorded since 2001.

FIGURE 14

EPS Survey Reasons for Non-Reporting (2001-2011)



These results are generally consistent in pattern, but not magnitude, with the findings from the *GSS: Victimization* study for 2009. The most common reasons that Canadian victims of all reported crimes (not just the five household types reported here) did not report them to Police was because they felt it was *not important enough* (68%) or because they felt the *Police could not do about it* (59%).

# 6

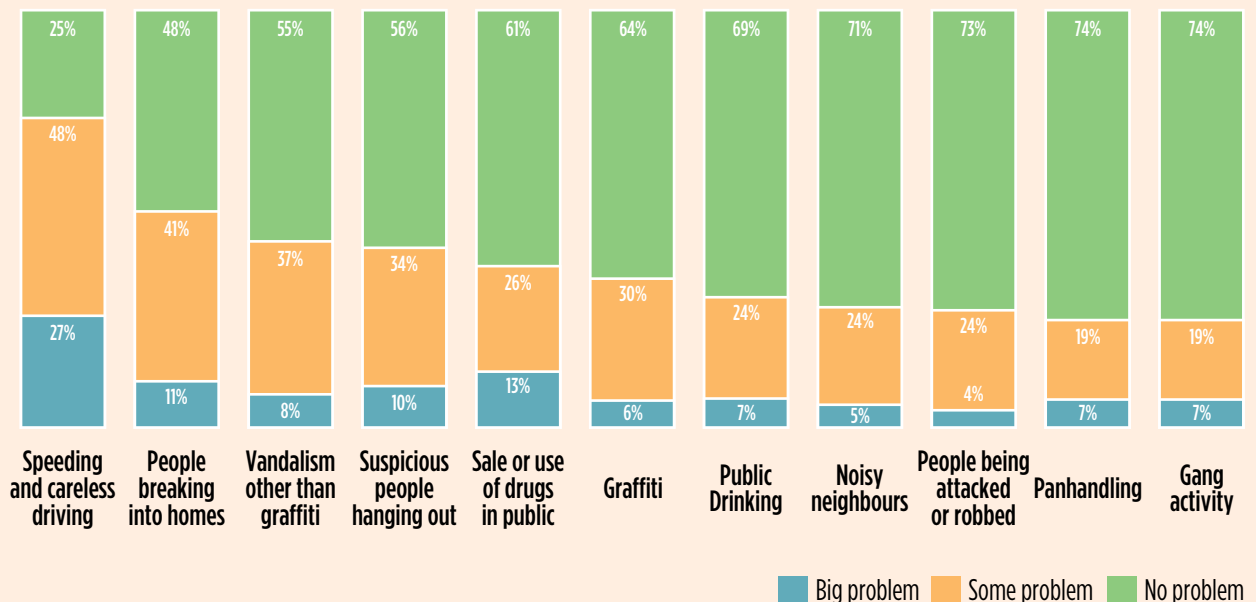
## Perceptions of Crime and Safety

Respondents were asked about their perceptions of crime and safety in both their neighbourhood and the City of Edmonton. They were also asked to describe their perceptions of how the crime and safety levels in Edmonton compared to those in other Canadian cities.

### 6.1 Neighbourhood Problems

All respondents were asked whether there was *no problem*, *some problem*, or a *big problem* in their neighbourhood with eleven different crime and disorder issues. These issues, and the questions asked about them, were adapted from versions of the Chicago CAPS Citywide Resident Survey. Those respondents who answered “don’t know” or did not provide a response were removed from the results presented here.

**FIGURE 15** Perceptions of Neighbourhood Crime and Disorder

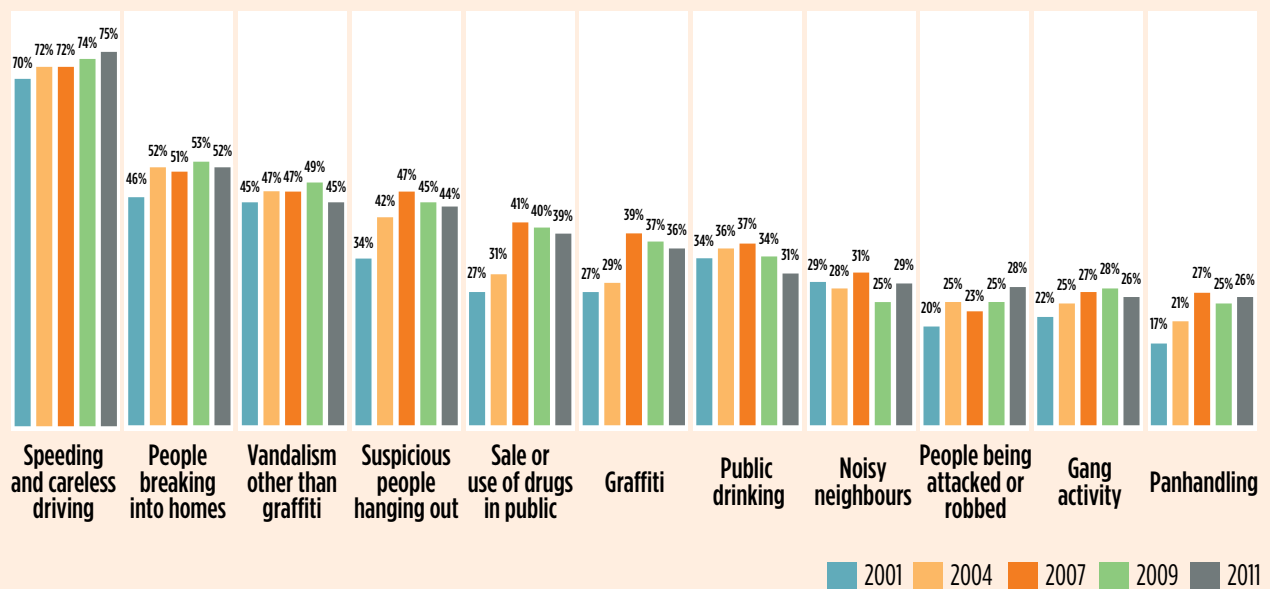


As in previous years, the most significant crime and disorder issue identified at the neighbourhood level was *speeding and careless driving*. Three quarters of respondents reported that this was an issue in their neighbourhood, and over a quarter (27%) said it was a big issue. This is unchanged from the results reported in the 2009 survey, where seventy-five percent of respondents also identified this as an issue in their neighbourhood.

Figure 16 shows the percentage of respondents who identified these eleven crime and disorder types as being a *big* or *some* issue for their neighbourhood in each of the five surveys conducted since 2001.

FIGURE 16

### Neighbourhood Crime and Disorder Perceptions – Some or Big Problem (2001 - 2011)



As in previous years, the top three crime and disorder issues identified by Edmontonians as affecting their neighbourhood were:

1. Speeding or careless driving,
2. People breaking into homes, and
3. Vandalism other than graffiti.

## 6.2 Fear of Crime

All respondents were asked the following three questions about their personal safety:

1. How safe do you feel from crime when walking alone in your neighbourhood after dark?
2. If unsafe, what is the main reason you feel unsafe?
3. How often do you avoid going out after dark because of crime?

The responses to these questions are summarized below.

### 6.2.1 FEELINGS OF SAFETY WHEN WALKING ALONE AFTER DARK

The majority (70%) of respondents continue to feel safe (*very safe* or *reasonably safe*) from crime when walking alone in their neighbourhood after dark.

**TABLE 12** Feelings of Safety When Walking Alone After Dark

Response	2001	2004	2007	2009	2011
Very safe	29%	25%	19%	22%	<b>26%</b>
Reasonably safe	41%	41%	50%	44%	<b>44%</b>
Somewhat unsafe	14%	14%	16%	16%	<b>15%</b>
Very unsafe	5%	5%	7%	8%	<b>6%</b>
<i>Respondent does not walk alone (unread)</i>	12%	14%	9%	8%	<b>9%</b>
Don't know / no response	<1%	<1%	<1%	1%	<b>&lt;1%</b>

### 6.2.2 REASONS FOR FEELING UNSAFE WALKING ALONE AFTER DARK

234 respondents reported feeling *somewhat* or *very unsafe* (166 and 68 responses respectively). These respondents were asked to identify what specifically made them feel *somewhat* or *very unsafe* when walking alone after dark in their neighbourhood.

A range of responses were received which covered individual victimization factors (age, sex, physical ability), knowledge or perception of crime (personal experience and media reporting), as well as local conditions (gang activity, drug users/dealers in general, homeless, drunk or suspicious people).

Table 13 shows the distribution of these responses.

**TABLE 13** Reasons for Feeling Unsafe

Response provided	Total Responses
<b>Individual Victimization Factors</b>	<b>39</b>
Fear of the dark	20
Respondent is female, older or disabled	19
<b>Knowledge or Perception of Crime</b>	<b>78</b>
Fear of crime in general, media reports	33
Because of specific crimes committed	25
Previous experiences of crime or intimidation	14
Fear of walking alone at night (unspecified)	6
<b>Local Neighbourhood Conditions</b>	<b>101</b>
Unsafe area, or area with unsafe characteristics	37
Homeless, drunk or otherwise suspicious people	34
Drug dealers, drug users and drugs in general	19
Teenagers / Youth mentions	8
Gang activity	3
<b>Other Reasons</b>	<b>16</b>
Don't know	3
Not enough Police presence	2
Other	11

### 6.2.2 AVOIDANCE OF GOING OUT AFTER DARK

All respondents were asked if they avoided going out after dark because of crime. The majority of respondents (671 out of 1,106) indicated that they *never* avoid going out after dark because of crime. The number of respondents who reported avoiding going out after dark most of the time because of crime dropped slightly compared to 2009 levels. Table 14 provides the rates for each category of response for the period 2001 – 2011.

**TABLE 14** Avoid Going Out after Dark Because of Crime (2001-2011)

Response	2001	2004	2007	2009	2011
Never avoid going out after dark because of crime	65%	60%	56%	56%	<b>61%</b>
Some of the time avoid going out after dark because of crime	19%	22%	25%	25%	<b>23%</b>
Most of the time avoid going out after dark because of crime	15%	17%	17%	18%	<b>15%</b>
Don't know / no response	2%	2%	1%	2%	<b>2%</b>



## 6.3 Perceptions of Crime

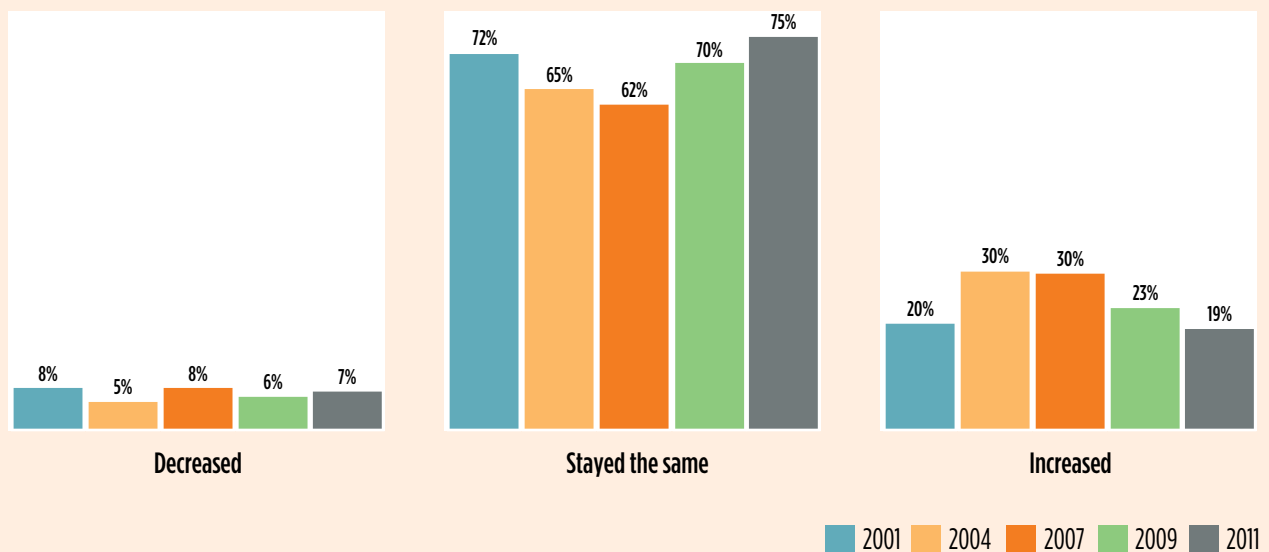
All respondents were asked two questions about their perception of overall crime levels, firstly for their neighbourhood and then for the City of Edmonton.

### 6.3.1 PERCEPTIONS OF NEIGHBOURHOOD CRIME LEVELS

Those respondents that had lived in their current neighbourhood for at least a year were asked to comment on whether they felt crime levels in their neighbourhood had changed in the previous 12 months. 1,024 respondents provided a response to this question after the exclusion of those who didn't know (53 respondents), and those who had lived in their current neighbourhood for less than a year (29 respondents).

Seventy-five percent of respondents (765 out of 1024) felt that crime levels in their neighbourhood had stayed about the same in the previous 12 months. Seven percent felt crime had decreased, while nineteen percent felt that crime had increased in their neighbourhood over the past year. This is the smallest percentage of respondents who felt that crime had *increased* over the period 2001 – 2011. The tabulated results for this period are shown in Figure 17.

FIGURE 17 Perceived Changes in Neighbourhood Crime Level (2001-2011)

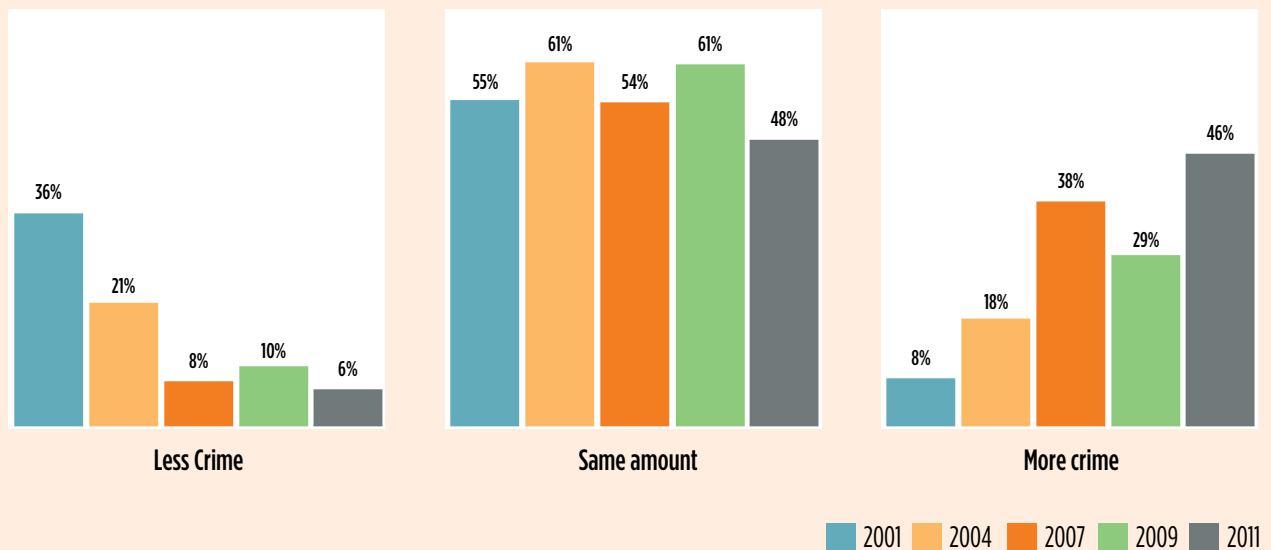


### 6.3.2 PERCEPTIONS OF CRIME IN EDMONTON

All respondents were also asked for their perception of how Edmonton's crime levels compared to other Canadian Cities. 1050 respondents provided a reply to this question, and the most common response (498 out of 1050) was that Edmonton had *about the same amount* of crime as other Canadian cities. An almost equal number of respondents (46%, 485 out of 1050) felt that Edmonton had more crime than other Canadian cities. This is the highest percentage of respondents that felt Edmonton had more crime than other Canadian cities recorded at any time over the period 2001 - 2011. Correspondingly, the number of respondents who perceived that Edmonton has less crime than other Canadian cities was at its lowest levels for the same period. The tabulated results for this period are shown in Figure 18.

FIGURE 18

Perceived Crime Levels in Edmonton and Other Canadian Cities



# Overall Views of the Edmonton Police Service

All respondents were asked for their opinion on the following subjects:

- City-wide issues that should be addressed by the EPS,
- Overall EPS performance, and
- How the EPS could improve its services.

## 7.1 City-wide Issues That Should be Addressed by the EPS

Respondents were asked to identify the top three issues for the City of Edmonton that they thought the EPS should address. Respondents were not provided options for this question, and were asked to rank these issues in terms of their relative importance. 1,037 respondents identified at least one city-wide issue they felt that the EPS should address.

Table 15 shows the overall ranking for the top five city-wide issues identified by respondents in 2011, and compares that ranking with the results from past Citizen Surveys.

**TABLE 15** Top Five City-wide Issues for EPS to Address (2001-2011)

2001 Rank	2004 Rank	2007 Rank	2009 Rank	2011 Rank	Issue to be addressed by the EPS	Number of 2011 Responses
2	1	1	1	1	Traffic (excluding impaired driving)	<b>401</b>
1	2	3	2	2	Gangs / organized crime	<b>339</b>
n/a	n/a	n/a	n/a	3	Murder rate	<b>308</b>
3	3	2	3	4	Drugs	<b>276</b>
4	4	4	4	5	More Police visibility / availability / officers	<b>197</b>

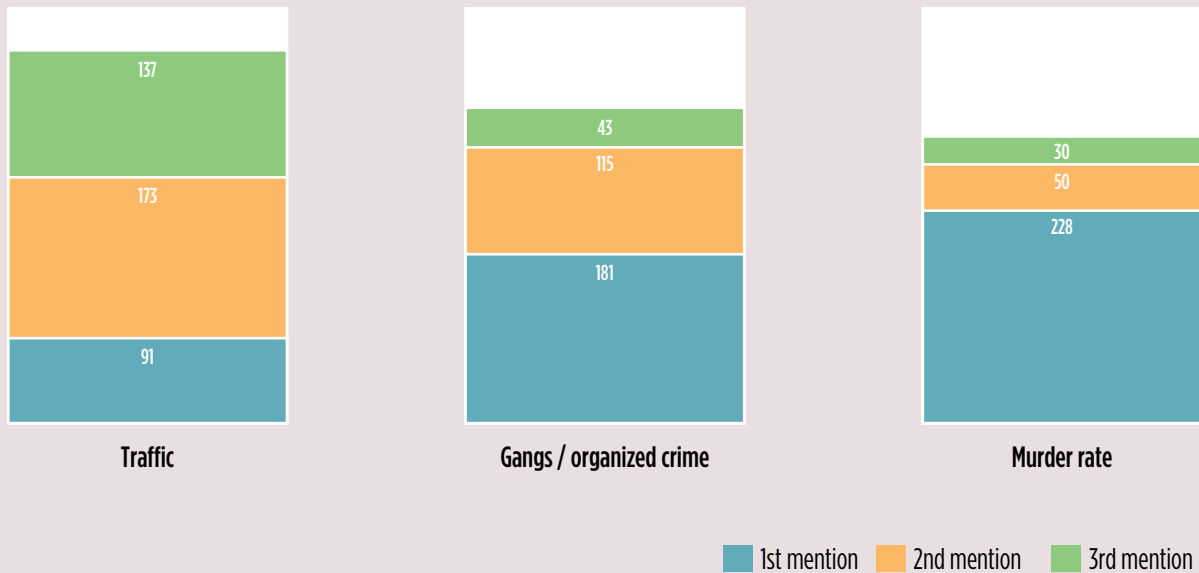
The issue of *traffic* includes responses relating to speeding, street racing, careless or reckless driving, traffic enforcement, violations and safety.

Prior to the 2011 EPS Citizen Survey, murder and other violent crimes were often grouped together for ranking purposes. This limits the ability to provide a rank for these issues as separate entities. However, in general terms murder and violent crime tended to appear in the upper half to upper third of responses for similar questions in past surveys.

Given the higher than usual murder rate recorded for the City of Edmonton in 2011, it is perhaps not surprising that this issue was “front-of-mind” for many respondents. This is illustrated in Figure 19 below, which shows that for the top three city-wide issues, the *murder rate* was the first issue mentioned by the most respondents.

FIGURE 19

### Top Three City-wide Issues for the EPS to Address



2011 was the first time in the period 2001-2011 that *drugs* was not one of the top three issues, being displaced by *murder rate*. However, it did rank as the fourth most important issue for respondents, with respondents mentioning *drugs* in 276 responses.

## 7.2 Confidence in the EPS

All respondents were asked to indicate their level of agreement with the statement “I have a lot of confidence in the EPS”. The results of this question are shown in Table 16 below.

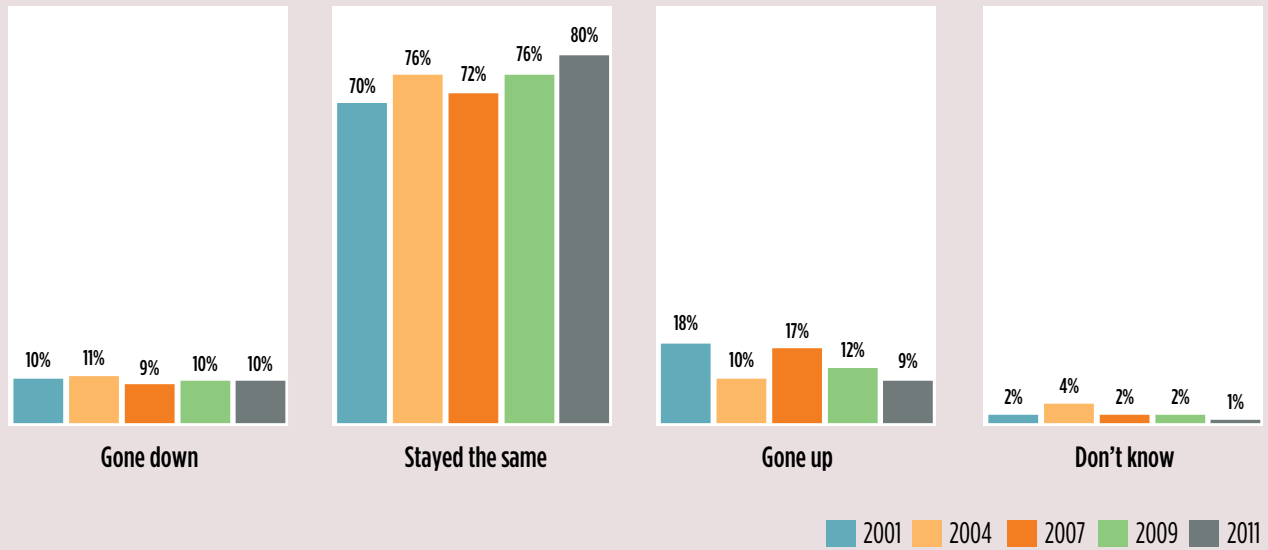
**TABLE 16** Confidence in the EPS (2001-2011)

Response	2001	2004	2007	2009	2011
Strongly agree	52%	50%	46%	52%	<b>51%</b>
Somewhat agree	32%	34%	37%	37%	<b>40%</b>
Somewhat disagree	8%	8%	9%	5%	<b>5%</b>
<i>Strongly disagree</i>	7%	5%	6%	5%	<b>3%</b>
Don't know / not stated	2%	3%	2%	1%	<b>1%</b>

Over ninety percent of respondents (1,004 out of 1,106) respondents *strongly* or *somewhat* agreed that they had a lot of confidence in the EPS.

Respondents were also asked to indicate whether their level of confidence in the EPS had changed over the past year. As observed in previous years, the significant majority of respondents (880 out of 1,106) indicated that there had been no change in their level of confidence in the EPS over the past year.

**FIGURE 20** Change in Confidence in EPS in Past Year (2001-2011)



The 101 respondents who indicated they had more confidence in the EPS than they had a year before were asked why their confidence had increased. A range of responses were provided, which are summarized in Table 17. As was noted previously there is some misalignment between some of the responses and the rating given in the previous question.

The most prevalent comments related to *positive visibility or presence, police doing a good job, and leadership*.

**TABLE 17** Reasons for Increased Confidence in EPS

Response provided	Total Responses
<b>Crime Levels or Police Effectiveness</b>	<b>31</b>
Police do a good job	15
Enforcement is effective	5
Police have improved	5
Appears to be less crime, more security	2
Police are ineffective	1
Crime is increasing / too high	3
<b>Community Interaction and Visibility</b>	<b>39</b>
Positive visibility or presence	20
Positive experience with Police	11
Positive relations or communications with the Public	5
Media (unspecified)	2
Police should patrol more, be more visible	1
<b>Professionalism, Governance and Accountability</b>	<b>32</b>
Leadership	14
More integrity / trusted / respected	4
Insufficient resources (staff, equipment, budget)	1
Police should focus resources differently	2
Perceived corruption, misconduct or lack of integrity	1
<b>Other</b>	<b>8</b>
Don't know	2
Other	6

The 110 respondents who indicated they had less confidence in the EPS than they had a year before were also asked why their confidence had decreased. A range of responses was again provided, and are summarized in Table 18.

TABLE 18

### Reasons for Decreased Confidence in EPS

Response provided	Total Responses
<b>Crime Levels or Police Effectiveness</b>	<b>58</b>
Interaction was unsatisfactory	6
Police didn't respond to a call or complaint	2
Police are ineffective	9
Crime is increasing / too high	41
<b>Community Interaction and Visibility</b>	<b>12</b>
Positive experience with Police	2
Positive relations or communications with the Public	1
Media (unspecified)	2
Police should patrol more, be more visible	7
<b>Professionalism, Governance and Accountability</b>	<b>34</b>
More integrity / trusted / respected	1
Insufficient resources (staff, equipment, budget)	2
Insufficient training or recruitment qualifications	1
Police should focus resources differently	3
Police are poorly managed	2
Police appear disinterested, unhelpful or rude	14
Perceived internal conflict or lack of morale	2
Perceived corruption, misconduct or lack of integrity	9
<b>Other</b>	<b>6</b>
Other	6

## 7.3 EPS Performance Ratings

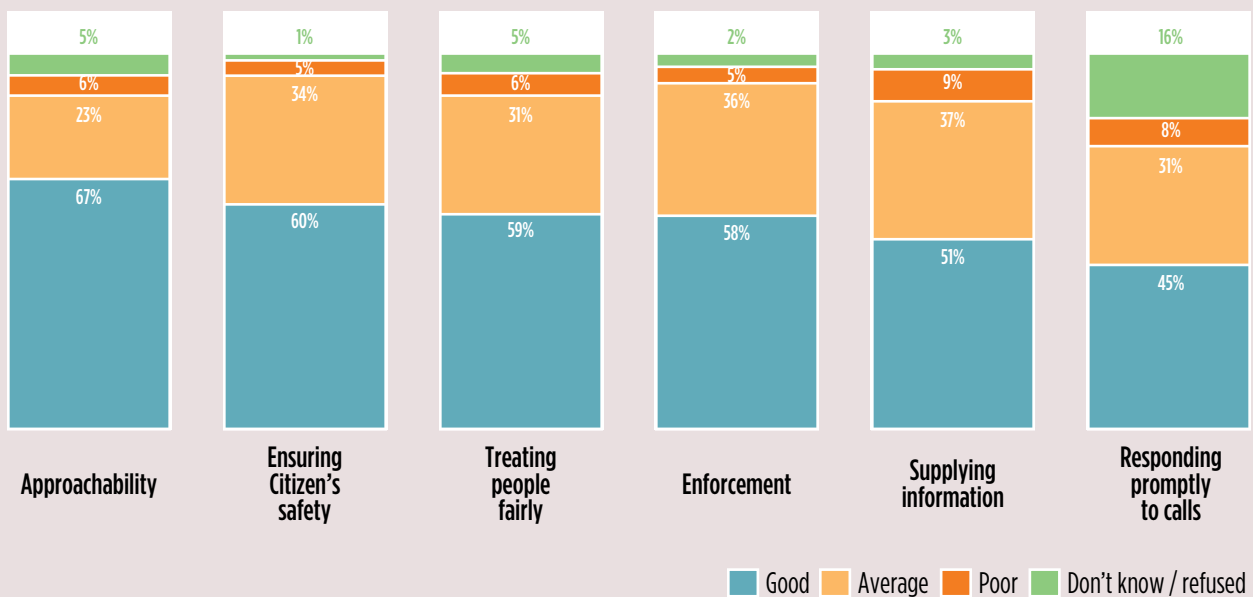
All respondents were asked their opinion on whether the EPS *does a good job, does an average job or does a poor job* with respect to the following issues:

- Enforcing the laws,
- Promptly responding to calls,
- Being approachable and easy to talk to,
- Supplying information to the public on ways to reduce crime,
- Ensuring the safety of citizens, and
- Treating people fairly.



The EPS was seen to be doing a good job of being approachable, with nearly seventy percent of respondents providing this rating (741 out of 1,106). This is an increase of three percent compared to 2009 levels. Overall, the EPS was also doing slightly better at treating people fairly compared to 2009 levels. Ninety percent of respondents indicated that the EPS did at least an average job of treating people fairly, compared to eighty-seven percent who gave the same rating in 2009.

**FIGURE 21** EPS Performance Ratings



The area where respondents said the EPS was doing the least well overall was in the area of promptly responding to calls. Forty-five percent (494 out of 1,106) of respondents indicated that the EPS was doing a good job in this area, while a further thirty-one percent (339 out of 1,106) respondents indicated that the EPS was doing an average job. A large number of respondents (179 out of 1,106) did not know how the EPS was doing in terms of providing a prompt response to calls. Prompt response to calls was also the lowest performing area in 2009, where forty-four percent of respondents said the EPS was doing a good job.

## 7.4 Recommendations for Improved Service

Respondents were asked what one recommendation they would make to the EPS about how it could improve its services. Seventy-eight percent (868 out of 1,106) of respondents provided a recommendation. The top five responses are summarized in Table 19 below.

**TABLE 19** Top 5 Recommendations for Improved Service by EPS (2001-2011)

2001 Rank	2004 Rank	2007 Rank	2009 Rank	2011 Rank	Recommendation for the EPS	Number of 2011 Responses
2	1	1	1	1	More Police Officers	<b>195</b>
1	2	2	3	2	More visible Police presence	<b>161</b>
3	3	5	2	3	Improve communication / contact with Public	<b>127</b>
n/a	n/a	n/a	4	4	Focus of enforcement	<b>106</b>
4	4	3	n/a	5	Improve Officers' behaviour	<b>54</b>

Closely aligned with *improve Officers' behaviour* were a series of recommendations (52) relating to integrity, accountability and conduct. A faster, more efficient response to calls was also seen to be important by a number of respondents (51 recommendations).

The focus of the recommendations made within each of the top five categories was relatively consistent. Recommendations relating to *more Police Officers* spoke to the need for more officers for a City the size of Edmonton, both in general and in specialist roles such as Beat Policing and Traffic Enforcement. These themes were reinforced through the *more visible Police presence* recommendations, which tended to reinforce a desire for more foot patrols rather than greater numbers of vehicle-mounted patrols. These recommendations noted that this type of approach would assist in building better relationships with communities, and would help to identify community problems.

Recommendations made to *improve communication / contact with Public* tended to focus on youth, marginalized and minority groups. A number of recommendations also referred to strengthening programs that provide crime prevention information to Edmontonians.

Recommendations relating to *focus of enforcement* had a broad range of suggested priorities. While a number of recommendations were made to focus on gang and drug-related activity, there were also a number of recommendations that the EPS should focus on lower-level street crime as a means of preventing more violent incidents. The approach taken by New York City to issues such as jay-walking, prostitution and panhandling was provided as a positive example by a number of respondents.

Not surprisingly given the top three priorities outlined in Section 7.1 above, an increased focus on traffic enforcement and education were also common themes for improved EPS service.

## 7.5 Overall Satisfaction with EPS Service

Alongside the satisfaction levels reported in Section 4 for those respondents that had actually had contact with the EPS in the previous year, all 1,106 respondents were asked about their overall satisfaction with the EPS.

Overall, 84% (924 out of 1,106) of respondents were satisfied with the service provided by the EPS. This is an increase of two percent over the level of satisfaction (82%) reported in 2009.

FIGURE 22

Overall Satisfaction with Service Provided by EPS (N= 1,106)

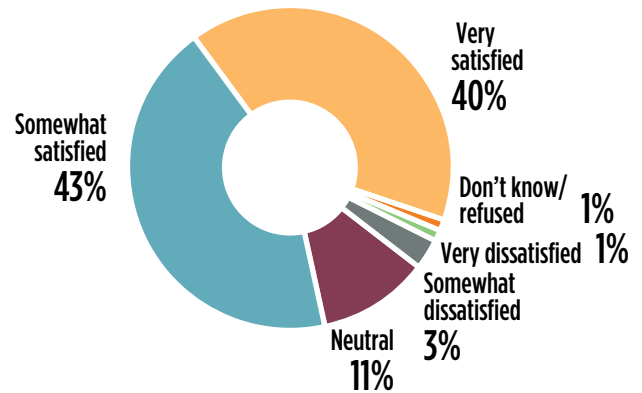
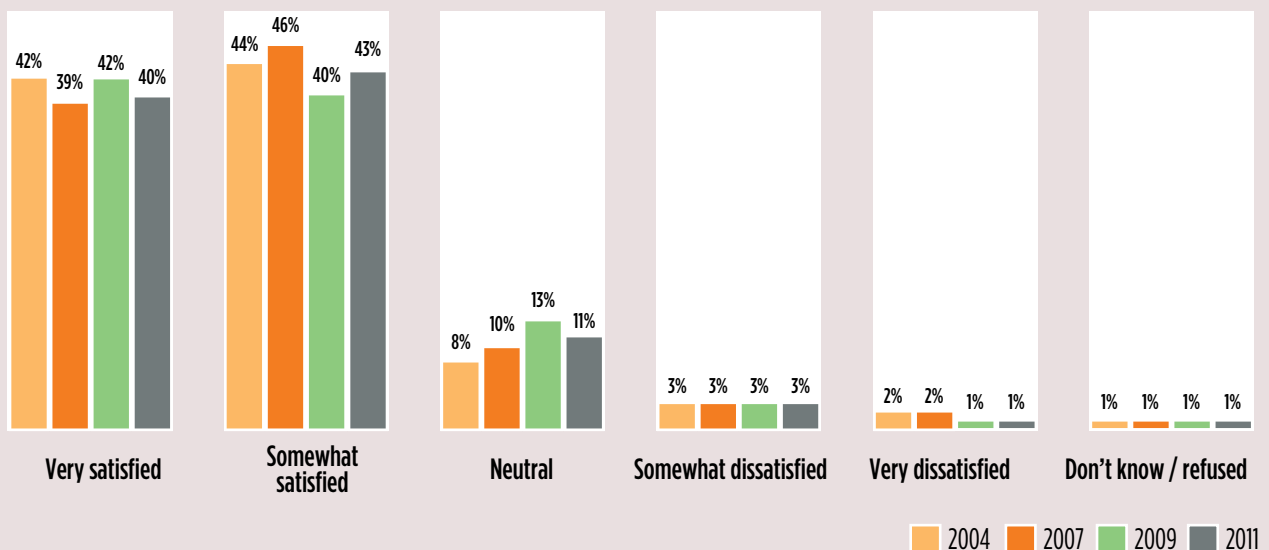


Figure 23 shows the trends in overall satisfaction with the service provided by the EPS since 2004, the first year this question was asked.

FIGURE 23

Overall Satisfaction with Service Provided by the EPS (2004 – 2011)



The level of citizen satisfaction with the services provided by the EPS has remained relatively constant since reporting began, with the total level of satisfaction ranging from 82% (2009) to 86% (2004).

The level of dissatisfaction with the services provided by the EPS has also stayed reasonably constant, with four percent of respondents reporting they were dissatisfied in both 2009 and 2011.

In order to better understand what might have caused this rating, the 45 respondents who indicated that they were dissatisfied were asked to specifically identify the cause of their dissatisfaction.

Table 20 provides a summary of the responses received to this question.

**TABLE 20**

**Causes for Dissatisfaction with Service Provided by the EPS**

Response provided	Total Responses
Police are unprofessional, incompetent or unhelpful	11
Other	11
Police don't treat people fairly or equally	8
Inappropriate or inefficient use of resources	6
Unsatisfactory response to a specific incident	6
Lack of response or slow response time	4
Don't know	3
Unsatisfactory interaction with the public	1
Poor management or discipline	1
Accountability, officer conduct	1

The “other” response category contained a broad range of comments, covering everything from traffic enforcement to homicide investigations. There was no clear pattern in the data reported for this category that could provide the EPS with any additional insights into how it could substantively improve its performance.

# Edmonton Police Commission

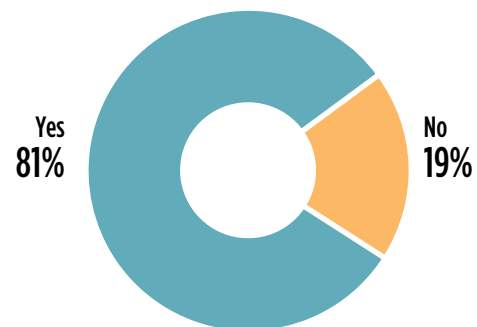
Since 2007, the EPS Citizen Survey has included questions to gauge respondents' awareness of the Edmonton Police Commission (EPC) and its role in Policing governance and oversight.

## 8.1 Awareness of the EPC

Eighty-one percent of respondents (893 out of 1,106) reported they were aware that Edmonton had a Police Commission. This is a seven percent increase in awareness compared to the 2007 and 2009 EPS Citizen Survey results.

FIGURE 24

### Awareness of the Edmonton Police Commission (N= 1,106)



## 8.2 Understanding of the Role of the EPCC

The 893 respondents who were aware that Edmonton had a Police Commission were then asked what their understanding was of the role performed by the EPC. Respondents were not provided options for this question, and could provide multiple responses.

202 respondents indicated that they did not know the role of the EPC. Of the remaining 691 respondents, a total of 816 responses were received. These are summarized in Table 21 below. This table also shows the percentage of all 1,106 respondents who demonstrated an awareness of the roles performed by the EPC. This percentage provides an estimate of the total awareness of the role of the EPC amongst *all* Citizens, rather than just those who were aware that the Edmonton had a Police Commission.

TABLE 21

## Understanding of the Role of the EPC

Responses	Number of 2011 Responses	% of ALL (1,106) Respondents who provided Response
To oversee or supervise Police Service	444	40%
To set policies and procedures or budget	109	10%
To investigate or adjudicate complaints or internal police matters	92	8%
To communicate, mediate or liaise between Public and Police	84	8%
To hire the Chief of Police or make other personnel decisions	36	3%
General / vague / unrelated / other responses	24	2%
To act as liaison or mediator between Police and Governments	22	2%
To ensure that Police treat Citizens fairly and equally	5	<1%

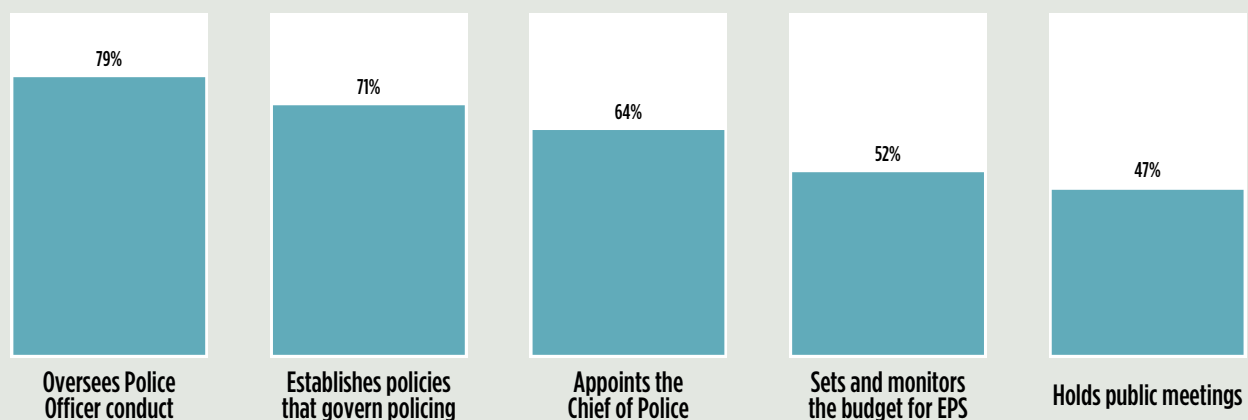
### 8.3 Awareness of Specific Roles Performed by the EPC

Following on from the open-ended question above, the 893 respondents that had previously indicated they were aware that Edmonton had a Police Commission were then asked about their awareness of specific roles performed by the EPC. Figure 25 provides the percentage of the 893 respondents who indicated that they were aware of these specific roles performed by the Edmonton Police Commission.

FIGURE 25

#### Awareness of Specific EPC Roles (N=893)

Percentage of respondents answering "Yes"



There was a slight increase in awareness for the first three categories (*oversees conduct*, *establishes policies* and *appoints the Chief of Police*) and a slight decrease in awareness for the last two categories (*sets budget for EPS* and *holds public meetings*) compared to 2009 levels.

## Appendix A - Abbreviations

CALEA	Commission on Accreditation for Law Enforcement Agencies
EPC	Edmonton Police Commission
EPS	Edmonton Police Service
MRIA	Marketing Research and Intelligence Association

## Appendix B - Response Rate Calculations

The following table describes the response rate calculation. This calculation was completed in line with the method recommended by the Marketing and Research Intelligence Association (MRIA). The response rate was 32.2%.

2011 Call Disposition	Number	Percent
<b>Total numbers attempted</b>	<b>7,972</b>	<b>100%</b>
<b>Invalid</b> Not in service, fax/modem, business/non-residence	623	7.8%
<b>Unresolved (U)</b> Busy, no answer, answering machine, callbacks	3936	49.4%
<b>In-scope: Non-responding (IS)</b> Language problem Illness, incapable Selected respondent not available Household refusal Respondent refusal Qualified respondent break-off	1046	13.1
<b>In-scope: Responding Units (R)</b> Language disqualify No-one 18+ * Other disqualify	2367	29.7%
<b>Completed Interviews</b> (included in (R) above)	1106	
<b>Response Rate = R/(U + IS + R)</b>	32.2%	
<b>Refusal Rate</b>	14%	

## Appendix C – Respondent Characteristics

Respondent Characteristics	2011 EPS Citizen Survey (October 12-27, 2011)	2006 Census of Canada <sup>1</sup> City of Edmonton Data (May 16, 2006)
<b>Gender</b>		
Male	42%	49%
Female	58%	51%
<b>Age (18+)</b>		
18-24	4%	15%
25-34	13%	20%
35-44	18%	19%
45-54	23%	19%
55-64	23%	12%
65-74	13%	8%
75+	6%	7%
<b>Home Ownership</b>		
Own	79%	63%
Rent	19%	37%
Don't know / No Response	2%	n/a
<b>Level of Educational Attainment by Highest Level of Certificate, Diploma or Degree</b>		
High School	23%	26%
Trades Certificate or Diploma	5%	11%
College Certificate or Diploma	18%	18%
University (Bachelor Level or above)	37%	18%
<b>Household Size</b>		
1 Person	15%	26%
2 Persons	35%	33%
3 Persons	18%	16%
4 Persons	20%	15%
5+ Persons	11%	9%

<sup>1</sup> While a more recent Federal Census was conducted on 2011, detailed data from this census is not yet available. Statistics Canada. 2007. *Edmonton, Alberta* (Code4811061) (table). *2006 Community Profiles*. 2006 Census. Statistics Canada Catalogue no. 92-591-XWE. Ottawa. Released March 13, 2007. <http://www12.statcan.ca/census-recensement/2006/dp-pd/prof/92-591/index.cfm?Lang=E> (accessed March 11, 2012).



# Appendix D – 2011 EPS Citizen Survey Instrument

## EDMONTON POLICE SERVICE 2011 CITIZEN SURVEY

### INTRODUCTION

Hello, my name is \_\_\_\_\_. I'm calling on behalf of the Edmonton Police Service from \_\_\_\_\_. We're conducting a survey of randomly selected households in Edmonton to collect opinions on policing issues.

Can I confirm that I've reached an Edmonton household?

### PARTICIPANT SELECTION

May I please speak with the person in your household aged 18 or older who is having the next birthday?

### INFORMED CONSENT

*Once contact made with potential participant:*

- Repeat INTRODUCTION
- Provide the following information:  
All responses are completely anonymous and only group results will be reported.  
If you have any questions about the survey or how the results will be used I can provide an EPS contact to answer your questions. Would you like that information?

[If yes,

EPS Research and Evaluation Unit  
780-391-4391

Leave a message and your call will be returned as soon as possible.

Would you like to proceed with the survey now? ]

## SECTION 1: USER SATISFACTION

The first set of questions asks about any **formal** contact you may have had with the Edmonton Police Service. Please **do not** include bylaw or parking control people, or receiving a ticket in the mail *unless* you made a follow-up call. We are interested **only** in your contact with the **Edmonton** Police Service - **not** police from other jurisdictions. Also, please **do not** include *informal* contacts with police officers who are friends, classmates or colleagues.

1. In the past 12 months (since October 2010) have you had **any formal** contact either by phone or in person with the **Edmonton Police Service**? [Do not read]

- 1 Yes
- 2 No (*Go to Section 2*)
- 8 Don't know (*Go to Section 2*)
- 9 No response (*Go to Section 2*)

2. Did **you** yourself **initiate contact** with the Edmonton Police Service for any reason? [Do not read]

- 1 Yes
- 2 No
- 8 Don't know
- 9 No response

3. Did the Edmonton Police Service **initiate contact** with you, or stop **you** for any reason? [Do not read]

- 1 Yes
- 2 No
- 8 Don't know
- 9 No response

The following skip patterns to be built into CATI for Section 1:

If Q1=Yes and ...	Q2	Q3	
	Yes	Yes	ask Q4-Q22
	Yes	No	ask Q4-Q18 then skip to Section 2
	Yes	Don't know	ask Q4-Q18 then skip to Section 2
	Yes	No response	ask Q4-Q18 then skip to Section 2
	No	Yes	ask Q19-Q22
	No	No	Logic error (i.e. Q1=Y). Clarify answer to Q1
	No	Don't know	Clarify answers to Q1-Q3
	No	No response	Clarify answers to Q1-Q3
	Don't know	Yes	ask Q19-Q22
	Don't know	No	Clarify answers to Q1-Q3
	Don't know	Don't know	Clarify answers to Q1-Q3
	Don't know	No response	Clarify answers to Q1-Q3
	No response	Yes	ask Q19-Q22
	No response	No	Clarify answers to Q1-Q3
	No response	Don't know	Clarify answers to Q1-Q3
	No response	No response	Clarify answers to Q1-Q3

**Appendix D - 2011 EPS Citizen Survey Instrument (continued)**

4. I'm now going to read a list of reasons why someone might contact the police. As I read the list, please tell me "yes" or "no" to indicate the reason or reasons you contacted the Edmonton Police Service over the last year. Did you contact the Edmonton Police Service to... (*Read, multiple responses allowed*)
- a) Report a crime? (1=Yes, 2=No, 8=Don't know, 9=No response)
  - b) Report a traffic accident or medical emergency?
  - c) Report a neighborhood problem or concern?
  - d) Report something suspicious?
  - e) Obtain a permit? ([Only read if necessary] e.g. firearm, alarm)
  - f) Obtain a security clearance?
  - g) Ask for information or advice?
  - h) Any other reason? 4h2) What other reason?\_\_\_\_\_

Now I'm going to ask you about the various *types* of contact you may have had with the Edmonton Police Service over the past year...

5. In the past 12 months, did you **telephone** the Edmonton Police Service for any reason?  
[Do not read]

- 1 Yes
- 2 No (Go to Q10)
- 8 Don't know (Go to Q10)
- 9 No response (Go to Q10)

6. The **last time** you phoned police, did you call ... [read]

- 1 911
- 2 The police **non**-emergency number (423-4567)
- 3 A police station
- 4 A police officer's cell phone or pager
- 8 [Do not read] Don't know
- 9 [Do not read] No response

7. Would you say your **most recent** phone call to police was ... [read]

- 1 Extremely urgent
- 2 Urgent, or
- 3 Routine
- 8 [Do not read] Don't know
- 9 [Do not read] No response

8. Still thinking about your **most recent** phone call to the Edmonton Police Service, how satisfied were you with the way your call was handled? Were you... [read]

- 1 Very satisfied
- 2 Somewhat satisfied
- 3 Somewhat dissatisfied
- 4 Very dissatisfied
- 8 [Do not read] Don't know (Go to Q10)
- 9 [Do not read] No response (Go to Q10)

Appendix D - 2011 EPS Citizen Survey Instrument (continued)

9. Can you tell me the **main reason** you were \_\_\_\_\_ (response above)?

- 88 Don't know
- 99 No response

10. In the past 12 months was a police officer **dispatched** to your home or business? [Do not read]

- 1 Yes
- 2 No (Go to Q15)
- 8 Don't know (Go to Q15)
- 9 No response (Go to Q15)

11. Thinking back to the **last time** police were dispatched to your home or business, did you *yourself* make the phone call that resulted in police being dispatched? [Do not read]

- 1 Yes
- 2 No
- 8 Don't know (Go to Q15)
- 9 No response(Go to Q15)

12. Between the time the call was made and the responding officer arrived on scene, would you say the wait was ... [read]

- 1 Longer than you expected
- 2 About the amount of time you expected, or
- 3 Less time than you expected?
- 8 [Do not read] Don't know
- 9 [Do not read] No response

13. Still thinking about the **last time** police were dispatched to your home or business, how satisfied were you with the way the responding officer handled the matter when they arrived? Were you... [read]

- 1 Very satisfied
- 2 Somewhat satisfied
- 3 Somewhat dissatisfied
- 4 Very dissatisfied
- 8 [Do not read] Don't know (Go to Q15)
- 9 [Do not read] No response (Go to Q15)

14. Can you tell me the **main reason** you were \_\_\_\_\_ (response above)?

- 88 Don't know
- 99 No response

15. In the past 12 months, did you go to a **police station** for any reason? [Do not read]

- 1 Yes
- 2 No (Go to Q19 if Q3=Yes; Go to Section 2 if Q3=No, Don't Know, No Response)

**Appendix D – 2011 EPS Citizen Survey Instrument (continued)**

**16.** Would you say that your **most recent** visit to a police station was ... [read]

- 1 Extremely urgent,
- 2 Urgent, or
- 3 Routine
- 8 [Do not read] Don't know
- 9 [Do not read] No response

**17.** Still thinking about your **most recent** visit to a police station, how satisfied were you with the way police handled your concern or issue? Were you... [read]

- 1 Very satisfied
- 2 Somewhat satisfied
- 3 Somewhat dissatisfied
- 4 Very dissatisfied
- 8 [Do not read] Don't know  
(Go to Q19 if Q3=Yes; Go to Section 2 if Q3=No, Don't Know, No Response)
- 9 [Do not read] No response  
(Go to Q19 if Q3=Yes; Go to Section 2 if Q3=No, Don't Know, No Response)

**18.** Can you tell me the **main reason** you were \_\_\_\_\_ (response above)? (Go to Q19 if Q3=Yes; Go to Section 2 if Q3=No, Don't Know, No Response)

- 88 Don't know (Go to Q19 if Q3=Yes; Go to Section 2 if Q3=No, Don't Know, No Response)
- 99 No response (Go to Q19 if Q3=Yes; Go to Section 2 if Q3=No, Don't Know, No Response)

**19.** In the past 12 months, did the Edmonton Police Service **initiate contact with you, or stop you**, for any of the following reasons... (Read, multiple responses allowed)

- a) To ask for information in connection with a crime that had been committed (1=Yes, 2=No, 8=Don't know, 9=No response)
- b) To investigate a traffic accident in which you were involved or witnessed
- c) To deal with a ringing burglar alarm
- d) To investigate other noise or disturbance
- e) To return missing property
- f) To search your property
- g) To charge you with an offence or arrest you
- h) For a Check Stop
- i) For a traffic violation ([Only read if necessary] e.g. speeding, red light violation, seat belt violation, traffic signal/sign violation)
- j) Any other reason 19j2) What was the other reason? \_\_\_\_\_

**20.** [Ask ONLY if more than one contact] Which of these contacts where police initiated contact with you was the **most recent**?

- 1-10, corresponding with Q19 a-j
- 88 [Do not read] Don't know (Go to Section 2)
- 99 [Do not read] No response (Go to Section 2)

Appendix D - 2011 EPS Citizen Survey Instrument (continued)

21. [Use this preface ONLY if police made more than one contact with respondent: Thinking about your **most recent** contact,] How satisfied were you with the way the police handled the matter? Were you... [read]

- 1 Very satisfied
- 2 Somewhat satisfied
- 3 Somewhat dissatisfied
- 4 Very dissatisfied
- 8 [Do not read] Don't know (Go to Section 2)
- 9 [Do not read] No response (Go to Section 2)

22. Can you tell me the **main reason** you were \_\_\_\_\_ (response above)?

- 88 Don't know
- 99 No response

**SECTION 2: NEIGHBORHOOD SAFETY**

Now I'm going to ask about your perceptions of crime and personal safety in your neighborhood.

23. How long have you lived in your present neighborhood?

\_\_\_\_\_ Number of years (888=Don't know, 999=No response) (If less than one year record '0' and go to Q25. Round to closest year, round half years down)

24. In your opinion, over the past 12 months, do you think that crime in your neighborhood has ... [read]

- 1 Increased
- 2 Decreased, or
- 3 Stayed about the same
- 8 [Do not read] Don't know
- 9 [Do not read] No response

25. How safe do you feel from crime when walking **alone** in your neighborhood after dark? Do you feel... [read]

- 1 Very safe (Go to Q27)
- 2 Reasonably safe (Go to Q27)
- 3 Somewhat unsafe, or
- 4 Very unsafe
- 5 [Do not read] Respondent does not walk alone after dark (Go to Q27)
- 8 [Do not read] Don't Know (Go to Q27)
- 9 [Do not read] No response (Go to Q27)

26. Can you tell me the **main** reason you feel unsafe? \_\_\_\_\_ (88=Don't know, 99=No response)

## Appendix D – 2011 EPS Citizen Survey Instrument (continued)

27. In general, how often do you avoid going out after dark because of crime? Would that be ... [read]

- 1 Never
- 2 Some of the time, or
- 3 Most of the time
- 8 [Do not read] Don't know
- 9 [Do not read] No response

28. Now I'm going to read a list of things that you **may** think are problems in your neighborhood. After I read each one, please tell me whether you think it's a big problem, some problem, or no problem in your neighborhood. (*Time reference is now. Randomize and read*)

- 1 No problem
  - 2 Some problem
  - 3 A big problem
  - 8 [Do not read] Don't know
  - 9 [Do not read] No response
- 
- a) Noisy neighbors, loud music, late parties. Is that ...
  - b) People breaking in or sneaking into homes to steal things
  - c) Suspicious people hanging out in the streets
  - d) People being attacked or robbed
  - e) Sale or use of drugs in public places
  - f) Drinking or drunkenness in public places
  - g) Speeding and careless driving
  - h) Panhandling or being asked for money
  - i) Graffiti, that is writing or painting on walls or buildings
  - j) Vandalism, other than graffiti
  - k) Gang activity

29. Generally speaking, compared to other cities in Canada, do you think that Edmonton has a higher amount of crime, about the same or a lower amount of crime? [Do not read]

- 1 Higher
- 2 About the same
- 3 Lower
- 8 Don't know
- 9 No response

### SECTION 3: VICTIMIZATION

The next few questions ask about your household's experiences with crimes **that occurred within the City of Edmonton** over the past 12 months (since October 2010).

30. First, I'd like to ask if over the past 12 months, you or anyone in your household *owned or leased* a motor vehicle, such as a car, truck, motorcycle, etc. [Do not read]

- 1 Yes
- 2 No (Go to Q41)
- 8 Don't know (Go to Q41)
- 9 No response (Go to Q41)

**Appendix D - 2011 EPS Citizen Survey Instrument (continued)**

**31.** In the past 12 months, did anyone **steal** or try to steal one of these vehicles or a part of one of them, such as a battery, hubcap, or radio? [Do not read]

- 1 Yes
- 2 No (Go to Q36)
- 8 Don't know (Go to Q36)
- 9 No response (Go to Q36)

**32.** How many times did this happen in the past 12 months? \_\_\_\_\_  
(88=Don't Know, 99=No Response)

**33.** Was this [If Q32>1, Were all of these] incidents reported to the police? [Do not read]

- 1 Yes (Go to Q36)
- 2 No
- 8 Don't know (Go to Q36)
- 9 No response (Go to Q36)

**34.** How many incidents were not reported? \_\_\_\_\_ (88=Don't Know, 99=No Response)

**35.** To the best of your knowledge, what was the main reason this incident was (If Q34>1, these incidents were) not reported to police? [Do not read]

- 1 Dealt with another way (e.g. reported to another official/landlord/manager, took care of myself)
- 2 Fear of revenge by offender
- 3 Police couldn't do anything about it (e.g. didn't find out until too late, lack of proof, couldn't recover/ identify property, couldn't find/identify offender)
- 4 Police wouldn't help (e.g. wouldn't think important enough, biased, police would be inefficient/ineffective, offender was police officer)
- 5 Did not want to get involved with police
- 6 Not important enough to respondent (e.g. minor crime, small loss, child offender, no intended harm)
- 7 Incident was a personal matter and did not concern police
- 8 Fear of publicity/news coverage
- 9 Insurance wouldn't cover (no insurance, loss less than deductible etc.)
- 10 Nothing taken /items were recovered
- 11 Other 35i) \_\_\_\_\_
- 88 Don't know
- 99 No response

**36.** In the past 12 months, did anyone **deliberately damage** one of these vehicles, such as slashing tires? [Do not read]

- 1 Yes
- 2 No (Go to Q41)
- 8 Don't know (Go to Q41)
- 9 No response (Go to Q41)



**Appendix D - 2011 EPS Citizen Survey Instrument (continued)**

**37.** How many times did this happen in the past 12 months? \_\_\_\_\_  
(88=Don't Know, 99=No Response)

**38.** Was this [*If Q37>1, Were all of these*] incidents reported to the police? [Do not read]

- 1 Yes (Go to Q41)
- 2 No
- 8 Don't know (Go to Q41)
- 9 No response (Go to Q41)

**39.** How many incidents were not reported? \_\_\_\_\_  
(88=Don't Know, 99=No Response)

**40.** To the best of your knowledge, what was the main reason this incident was  
(*If Q39>1, these incidents were*) not reported to police? [Do not read]

- 1 Dealt with another way (e.g. reported to another official/landlord/manager, took care of myself)
- 2 Fear of revenge by offender
- 3 Police couldn't do anything about it (e.g. didn't find out until too late, lack of proof, couldn't recover/ identify property, couldn't find/identify offender)
- 4 Police wouldn't help (e.g. wouldn't think important enough, biased, police would be inefficient/ineffective, offender was police officer)
- 5 Did not want to get involved with police
- 6 Not important enough to respondent (e.g. minor crime, small loss, child offender, no intended harm)
- 7 Incident was a personal matter and did not concern police
- 8 Fear of publicity/news coverage
- 9 Insurance wouldn't cover (no insurance, loss less than deductible etc.)
- 10 Nothing taken /items were recovered
- 11 Other 40i) \_\_\_\_\_
- 88 Don't know
- 99 No response

**41.** In the past 12 months, did anyone **deliberately damage** or **destroy** any **other property** belonging to you, or anyone in your household, such as a window or a fence? [Do not read]

- 1 Yes
- 2 No (Go to Q46)
- 8 Don't know (Go to Q46)
- 9 No response (Go to Q46)

**42.** How many times did this happen in the past 12 months? \_\_\_\_\_  
(88=Don't Know, 99=No Response)

**Appendix D - 2011 EPS Citizen Survey Instrument (continued)**

**43.** Was this [*If Q42>1, Were all of these*] incidents reported to the police? [Do not read]

- 1 Yes (Go to Q46)
- 2 No
- 8 Don't know (Go to Q46)
- 9 No response (Go to Q46)

**44.** How many incidents were not reported? \_\_\_\_\_  
(88=Don't Know, 99=No Response)

**45.** To the best of your knowledge, what was the main reason this incident was [*If Q44>1, these incidents were*] not reported to police? [Do not read]

- 1 Dealt with another way (e.g. reported to another official/landlord/manager, took care of myself)
- 2 Fear of revenge by offender
- 3 Police couldn't do anything about it (e.g. didn't find out until too late, lack of proof, couldn't recover/ identify property, couldn't find/identify offender)
- 4 Police wouldn't help (e.g. wouldn't think important enough, biased, police would be inefficient/ineffective, offender was police officer)
- 5 Did not want to get involved with police
- 6 Not important enough to respondent (e.g. minor crime, small loss, child offender, no intended harm)
- 7 Incident was a personal matter and did not concern police
- 8 Fear of publicity/news coverage
- 9 Insurance wouldn't cover (no insurance, loss less than deductible etc.)
- 10 Nothing taken /items were recovered
- 11 Other 45i) \_\_\_\_\_
- 88 Don't know
- 99 No response

**46.** In the past 12 months, did anyone illegally break into or attempt to **break into** your residence or any other building on your property? [Do not read]

- 1 Yes
- 2 No (Go to Q51)
- 8 Don't know (Go to Q51)
- 9 No response (Go to Q51)

**47.** How many times did this happen in the past 12 months? \_\_\_\_\_  
(88=Don't Know, 99=No Response)

**48.** Was this [*If Q47>1, Were all of these*] incidents reported to the police? [Do not read]

- 1 Yes (Go to Q51)
- 2 No
- 8 Don't know (Go to Q51)
- 9 No response (Go to Q51)

**Appendix D - 2011 EPS Citizen Survey Instrument (continued)**

**49.** How many incidents were not reported? \_\_\_\_\_  
(88=Don't Know, 99=No Response)

**50.** To the best of your knowledge, what was the main reason this incident was  
(If Q49>1, these incidents were) not reported to police? [Do not read]

- 1 Dealt with another way (e.g. reported to another official/landlord/manager, took care of myself)
- 2 Fear of revenge by offender
- 3 Police couldn't do anything about it (e.g. didn't find out until too late, lack of proof, couldn't recover/ identify property, couldn't find/identify offender)
- 4 Police wouldn't help (e.g. wouldn't think important enough, biased, police would be inefficient/ineffective, offender was police officer)
- 5 Did not want to get involved with police
- 6 Not important enough to respondent (e.g. minor crime, small loss, child offender, no intended harm)
- 7 Incident was a personal matter and did not concern police
- 8 Fear of publicity/news coverage
- 9 Insurance wouldn't cover (no insurance, loss less than deductible etc.)
- 10 Nothing taken /items were recovered
- 11 Other 50i) \_\_\_\_\_
- 88 Don't know
- 99 No response

**51.** Other than any incidents already mentioned, did anyone **steal** or attempt to steal money or property belonging to you or anyone in your household in the past 12 months? [Do not read]

- 1 Yes
- 2 No (Go to Q56)
- 8 Don't know (Go to Q56)
- 9 No response (Go to Q56)

**52.** How many times did this happen in the past 12 months? \_\_\_\_\_  
(88=Don't Know, 99=No Response)

**53.** Was this [If Q52>1, Were all of these] incidents reported to the police? [Do not read]

- 1 Yes (Go to Q56)
- 2 No
- 8 Don't know (Go to Q56)
- 9 No response (Go to Q56)

**54.** How many incidents were not reported? \_\_\_\_\_  
(88=Don't Know, 99=No Response)

Appendix D - 2011 EPS Citizen Survey Instrument (continued)

55. To the best of your knowledge, what was the main reason this incident was (If Q54>1, these incidents were) not reported to police? [Do not read]

- 1 Dealt with another way (e.g. reported to another official/landlord/manager, took care of myself)
- 2 Fear of revenge by offender
- 3 Police couldn't do anything about it (e.g. didn't find out until too late, lack of proof, couldn't recover/ identify property, couldn't find/identify offender)
- 4 Police wouldn't help (e.g. wouldn't think important enough, biased, police would be inefficient/ineffective, offender was police officer)
- 5 Did not want to get involved with police
- 6 Not important enough to respondent (e.g. minor crime, small loss, child offender, no intended harm)
- 7 Incident was a personal matter and did not concern police
- 8 Fear of publicity/news coverage
- 9 Insurance wouldn't cover (no insurance, loss less than deductible etc.)
- 10 Nothing taken /items were recovered
- 11 Other 55i) \_\_\_\_\_
- 88 Don't know
- 99 No response

**SECTION 4: VIEWS OF EPS**

Now I'd like to ask about your views of the Edmonton Police Service.

56. In your opinion, what are the **three** most important issues in the City that should be addressed by the Edmonton Police Service today? Please list them in order of importance, starting with the most important: (88=Don't know, 99=No response)

- 1. \_\_\_\_\_
- 2. \_\_\_\_\_
- 3. \_\_\_\_\_

57. I will read a statement, and please tell me if you strongly disagree, somewhat disagree, somewhat agree, or strongly agree. "I have a lot of confidence in the Edmonton Police Service." [Do not read]

- 1 Strongly disagree
- 2 Somewhat disagree
- 3 Somewhat agree
- 4 Strongly agree
- 8 Don't know
- 9 No response

Appendix D - 2011 EPS Citizen Survey Instrument (continued)

58. Thinking back over the past 12 months, would you say that your confidence in the Edmonton Police Service has . . . [read]

- 1 Gone down
- 2 Stayed the same (Go to Q60) or
- 3 Gone up
- 8 [Do not read] Don't know (Go to Q60)
- 9 [Do not read] No response(Go to Q60)

59. What is the **main** reason your confidence has changed? \_\_\_\_\_  
(88=Don't know, 99=No response)

60. The next questions deal with your perceptions of the work that is being carried out by the Edmonton Police Service. Do you think the Edmonton Police Service does a **good** job, an **average** job, or a **poor** job of ... (*Randomize and read*)

- a) Enforcing the laws
- b) Promptly responding to calls
- c) Being approachable and easy to talk to
- d) Supplying information to the public on ways to reduce crime
- e) Ensuring the safety of citizens
- f) Treating people fairly

- 1 Good job
- 2 Average job
- 3 Poor job
- 8 [Do not read] Don't know
- 9 [Do not read] No response

61. If you could make just **one** recommendation to the Edmonton Police Service about how they could improve their services, what would it be? \_\_\_\_\_  
(88=Don't know, 99=No Response)

62. **Overall**, regardless of your own use, how satisfied are you with the service provided by the Edmonton Police Service? Would you say you are ...? (READ LIST)

- 1 Very satisfied (*Go to Section 5*)
- 2 Somewhat satisfied (*Go to Section 5*)
- 3 Neither satisfied nor dissatisfied (*Go to Section 5*)
- 4 Somewhat dissatisfied
- 5 Very dissatisfied
- 8 [Do not read] Don't know (*Go to Section 5*)
- 9 [Do not read] No response (*Go to Section 5*)

63. What specific aspects of the police service dissatisfied you? \_\_\_\_\_  
(88=Don't know, 99=No response)

## SECTION 5: EDMONTON POLICE COMMISSION

**64.** Are you aware that Edmonton has a Police Commission?

- 1 Yes
- 2 No (*Go to Q67*)

**65.** Based on your understanding, what is the role of the Edmonton Police Commission?

\_\_\_\_\_ (88=Don't know, 99=No response)

For the next several questions, please answer "yes" or "no":

**66.** Are you aware that ...

- a) ...the Edmonton Police Commission appoints the Chief of Police for Edmonton?
- b) ...the Edmonton Police Commission sets and monitors the budget for Edmonton's Police Service?
- c) ...the Edmonton Police Commission establishes policies that govern policing in Edmonton?
- d) ...the Edmonton Police Commission oversees police officer conduct?
- e) ...the Edmonton Police Commission holds public meetings?

- 1 Yes
- 2 No

## SECTION 6: DEMOGRAPHIC INFORMATION

The final few questions will be used for classification purposes only.

**67.** How long have you lived in Edmonton? \_\_\_\_\_ years (*Record '0' if less than one year*)  
(888=Don't know, 999=No response)

**68.** What age group are you in? Would it be . . . [read]

- 1 18 to 24
- 2 25 to 34
- 3 35 to 44
- 4 45 to 54
- 5 55 to 64
- 6 65 to 74
- 7 75 or over
- 9 [Do not read] refused

**Appendix D - 2011 EPS Citizen Survey Instrument (continued)**

**69.** What is the highest level of education you completed? [Do not read]

- 1 Less than grade 9
- 2 Grades 9 to 13 *without* high school graduation certificate
- 3 Grades 9 to 13 with high school graduation certificate
- 4 Trades certificate or diploma
- 5 College *without* certificate or diploma
- 6 College with certificate or diploma
- 7 University without degree
- 8 University with bachelor's degree or higher
- 88 Don't know
- 99 Not stated

**70.** Do you currently own or rent your living accommodation? [Do not read]

- 1 Own
- 2 Rent
- 8 Don't know
- 9 No response

**71.** In total, how many people, *including adults and children*, live in your household?

\_\_\_\_\_ (88=Don't know, 99=No response)

**72.** What is your postal code? \_\_\_\_\_ (88 = Don't know. 99 = No response)

**73.** Gender (*do not ask*)

- 1 Male
- 2 Female

Those are all the questions I have. On behalf of the Edmonton Police Service, I'd like to thank you for taking part in this survey.







EDMONTON  
**POLICE**  
SERVICE