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Edmonton Police Service 2014 Citizen Survey

May 2014

EDMONTON
POLICE
SERVICE

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Executive Summary

Background

The Edmonton Police Service (EPS) conducts a biennial 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 the organization is doing.

The Alberta Policing Standards, issued under the authority of the *Police Act*, requires the EPS to conduct regular citizen surveys as part of its community engagement program.

Advanis, Inc. conducted the 2014 EPS Citizen Survey between January 13-31, 2014 using a randomized phone sample of Edmonton landlines and mobile phones. 1,357 adults aged 18 years or older participated in the survey.

EPS and Edmonton Police Commission (EPC) will use the information collected in this survey to pursue their respective visions:

- EPC: *“Responsive, inclusive and innovating policing that serves as a foundation for a safe, thriving community.”*
- EPS: *“To make Edmonton the safest major city in Canada and for the EPS to be recognized as a leader in policing.”*

Highlights

CHANGES TO THE 2014 SURVEY

The 2014 iteration of the survey saw changes to the survey instrument as well as the sampling methodology.

The 2014 survey included new questions...

- ...to measure respondents' perceptions of the EPS overall, levels of service to the public and police officer competence, based on items asked in the Calgary Police Commission Citizen Survey of the Calgary Police Service, and
- ...regarding the use of #377 and the Online Crime Reporting Tool.

A number of changes to the sampling methodology were also made:

- Based on feedback from the EPC, an additional sample of 200 mobile phone users was added to the 2014 survey,
- The 2014 sample was stratified by age, gender and police division to guard against issues of under- and over-representation,
- Data from the sample was weighted using a statistical correction, calculated based on the 2011 Statistics Canada profile for age and gender, to better generalize the results of the survey to the population of Edmonton, and
- Because of the 2013 municipal election, survey administration was postponed to January, 2014 to avoid potential response bias.



CONTACT WITH THE EPS

One-third of respondents (33%, n = 441) reported having had formal contact with the EPS in the previous year. Where the respondents initiated this contact, it was most likely because they were reporting a...

- ...crime (42%),
- ...neighbourhood concern (35%), or
- ...traffic accident or medical emergency (31%).

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

- ...address a traffic violation (32%), or
- ...ask the respondent for information about a crime (27%).

SATISFACTION WITH EPS SERVICE LEVELS

Amongst those that reported formal contact with the EPS, overall levels of satisfaction with the service they received were high. These satisfaction ratings ranged from 81% for EPS-initiated contact to 87% for police station contact:

- Police station visit – 87% satisfaction,
- Telephone contact – 84% satisfaction,
- Police officer dispatch contact – 83% satisfaction,
- Online crime reporting tool – 82% satisfaction, and
- EPS-initiated contact – 81% Satisfaction.

When asked about police dispatch response times, 69% of respondents reported that the dispatched officer response time either met or exceeded their expectations.

VICTIMIZATION

All respondents were asked about their household's experience of five specific types of property crime. Of the five options available, the theft of vehicles or vehicle parts was the most common form of victimization reported (11% of respondents who reported owning/leasing a vehicle). The level of victimization reported for each of these five incident types had decreased from the levels reported in 2011.

Respondents were also asked whether they had reported these crimes to the police. When it came to theft of household property only 29% of incidents were reported. Break & enters (49%) were the most reported of the five incident types. The most common reasons for non-reporting were:

- Issue not important enough,
- Nothing was taken or the stolen items were recovered,
- The issue was dealt with in another way, or
- Police couldn't help.



Perceptions of Crime and Safety

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

1. Speeding/careless driving,
2. People breaking into houses, and
3. Suspicious loitering.

Speeding/careless driving and house break-ins have been identified as the top community crime and disorder issues since 2004.

Almost 80% of respondents reported feeling safe walking alone in their neighbourhood after dark, while 87% of respondents felt that crime in their neighbourhood had either stayed the same (77%) or gone down (10%) over the past year. The percentage of respondents who felt crime had gone up in their neighbourhood over the past year has steadily decreased from 30% 2004 to 13% in 2014.

Compared with the 2011 survey, there was a marked increase in the number of respondents who perceived Edmonton as having about the same amount, if not less crime, as other Canadian cities. In fact, the percentage of respondents who reported that Edmonton had more crime than other Canadian jurisdictions fell from 46% in 2011 to 21% in 2014.

OVERALL VIEWS OF THE EPS

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

1. Traffic,
2. Drugs, and
3. Gangs/organized crime.

All three of these issues have consistently been reported as the top three city-wide issues since the 2004.

Ninety-three percent of respondents either strongly agreed (58%) or somewhat agreed (35%) that they had a lot of confidence in the EPS, representing a 2% increase from confidence levels reported in 2011. Most respondents felt that the EPS was doing a good job across six key performance areas. In fact, compared to 2011, there has been an increase in the proportion of respondents reporting that EPS is doing a good job in all surveyed performance areas.

As in previous years, the main recommendations made to the EPS regarding service improvement 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, similar to results reported in 2011

In general, 80% of respondents agreed that the EPS was providing adequate levels of service to the public, and 85% felt that officers were competent in carrying out their duties. Overall, 87% of respondents reported EPS as excellent (29%) or average (58%).

EDMONTON POLICE COMMISSION

The level of recognition for the EPC decreased from 81% of respondents in 2011 to 67% of respondents in 2014. Amongst those who were aware of the EPC, respondents were most familiar with the EPC's role in overseeing police conduct (81%), while they were least familiar with the commission's role in holding public meetings (48%).

Introduction

Background

The Edmonton Police Service (EPS) views Citizen Surveys as key tools in identifying “how it is doing” in its efforts to provide effective policing service to Edmontonians. The key stakeholders for any police service are the people it serves. The EPS is committed to providing 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 Edmontonians 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, and
- f) Citizens' level of satisfaction.

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

Purpose

The purpose of the 2014 EPS Citizen Survey is to identify key community issues, concerns and priorities. EPS and the Edmonton Police Commission (EPC) will use the information collected in this survey to inform policing priorities as they pursue their respective visions:

- EPC: *“Responsive, inclusive and innovating policing that serves as a foundation for a safe, thriving community.”*
- EPS: *“To make Edmonton the safest major city in Canada and for the EPS to be recognized as a leader in policing.”*



Limitations

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 external 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 to which they are exposed.

Methodology

Changes to the 2014 Survey Project

The 2014 project used substantially the same survey instrument as in 2011, with minor changes¹; however, a number of changes to the sampling method were made. The following points are noted:

CHANGES TO THE SURVEY INSTRUMENT

- The following specific questions were added based on the Calgary Police Commission's Citizen Survey regarding the Calgary Police Service:
 - Taking into consideration all of the different aspects of the police and the services provided, how would you rate the Edmonton Police Service overall?
 - To what extent do you agree or disagree that the Edmonton Police Service provides an adequate amount or level of service to the public?
 - To what extent do you agree or disagree that the Edmonton Police Service officers are competent in their duties?
- Items regarding use of #377 (Non-emergency mobile number) and the Online Crime Reporting Tool were added.

SAMPLING

- In 2011, the survey was administered in mid-October. Because of the municipal election in the fall of 2013, survey administration for this iteration was deferred until January, 2014
- The targeted sample size (1,100 respondents) was based on a population of 648,715 Edmontonians, aged 18 years or older, from the last Census of Canada (2011).

- Based on feedback from the EPC, an additional sample of 200 mobile phone users was added to the 2014 survey. Because there were no significant differences in the responses from the mobile sample when compared to those completing the survey on a landline, mobile phone respondents were included in the final sample rather than reported separately.
- To guard against issues of under- and over-representation identified in the 2011 report, the sample was stratified by police division, gender and age.
- Data from the sample was weighted using a statistical correction, calculated based on the 2011 Statistics Canada profile for age and gender, to better generalize the results of the survey to the population of Edmonton.

Survey Administration

The 2014 EPS Citizen Survey was conducted by Advanis Inc. between January 13 - 31, 2014. Computer-Assisted Telephone Interviewing (CATI) was used to administer the survey to a random sample of 1,357 Edmontonians. The sample was comprised of 1155 randomly selected Edmonton listed and unlisted landline numbers and 202 mobile phone numbers. Five callbacks were made to each listing before excluding it from the final sample and replacing it with an alternate selection. Interviews took an average of 17:54 minutes to complete, with a median time of 17:02 minutes.

Response Rate

A total of 1,357 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).

Using the method recommended by the Canadian Marketing Research and Intelligence Association (MRIA) for calculating response rates, the 2014 survey had a response rate of 39.2%, up 7% from 2011. Correspondingly, the refusal rate decreased from 14% in 2011 to 10% in 2014. For a detailed description of response rate calculation, please refer to Appendix A.

Description of Sample

Appendix B provides a comparison between the 2014 EPS Citizen Survey respondents and the City of Edmonton population as recorded in the 2011 Census of Canada as well as additional demographic features, such as level of education, home ownership, phone ownership and police division in which they lived.

Reporting

This report follows a similar format as previous Citizen Survey reports:

- Trend analysis considers the previous ten year period only (2004 - 2014).
 - o As the 2014 survey is the first for which weighted data are used, comparison with results from previous years should be made with caution.
- Percentages reported throughout this document may not add to 100% due to rounding.

Contact with the Edmonton Police Service

Types of Contact with the EPS

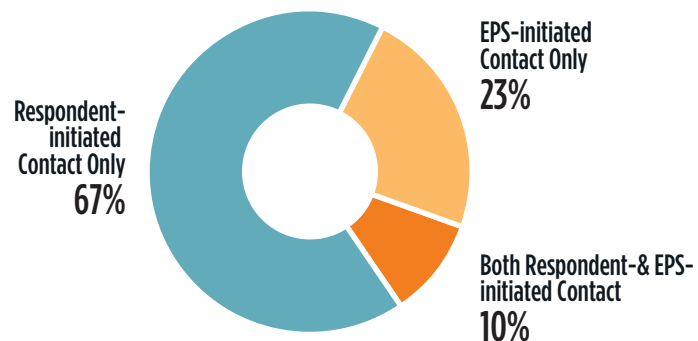
One-third of respondents (n = 441) reported having formal contact with the EPS in the past 12 months, as follows:

- 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



FIGURE 2 Types of Contact with EPS



Of those respondents who reported contact with the EPS in the previous year, two-thirds (n = 297) had initiated it. In 23% (n = 102) of cases, the EPS had initiated the contact, while in a further 10% (n = 42) 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.

Respondent-initiated Contact

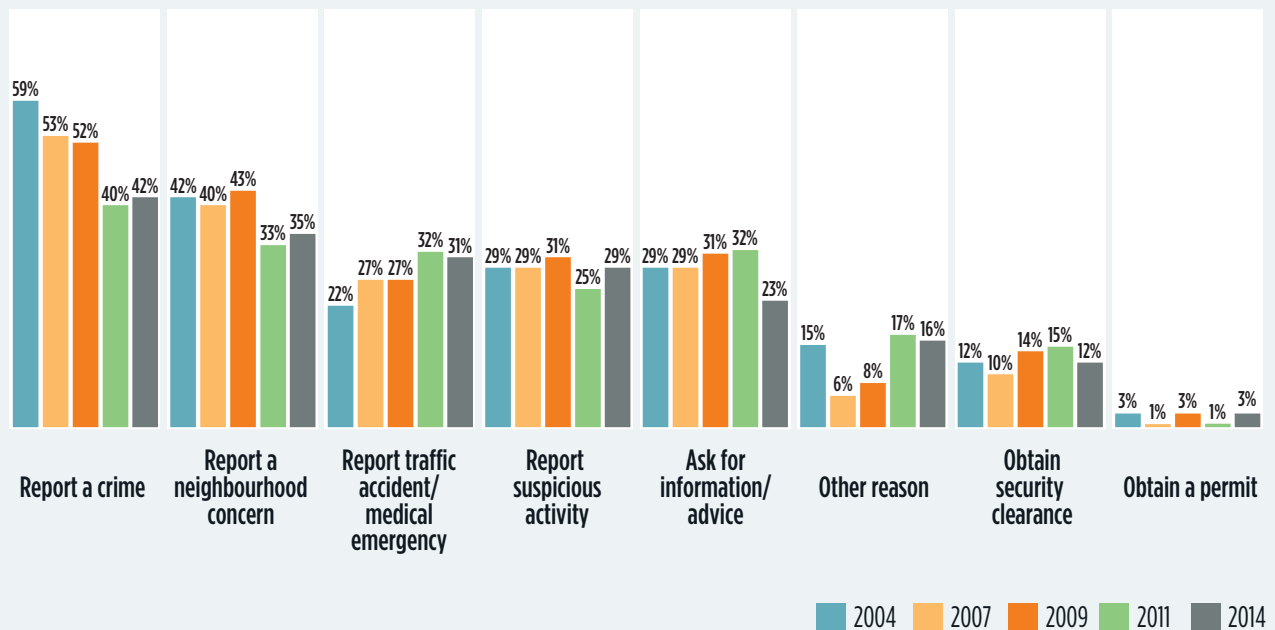
REASONS FOR CONTACT

Those respondents who reported they had contacted the EPS in the previous year were asked for what reason. Results illustrate that respondents were most likely to make contact to *report a crime* (42%, n = 143) or *neighbourhood concern* (35%, n = 117).

Despite being the most commonly reported reason for contacting the EPS in 2014, the percentage of respondents who call EPS to *report a crime* has been generally decreasing since 2004. (Figure 3)

FIGURE 3

Reasons for calling the EPS (2004-2014)



METHODS OF RESPONDENT-INITIATED CONTACT

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

- Telephone (62%, n = 209)
- Police dispatch to their home or business (30%, n = 100)
- Attending a police station (58%, n = 195)
- Online reporting tool (3% , n = 11)

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.

TELEPHONE CONTACT

Of the 209 respondents who reported contacting EPS within the last year via telephone, over half (55%, n = 113) reported using the EPS non-emergency number. Conversely, two respondents reported using #377, the new EPS non-emergency mobile number.

The numbers reported in 2014 were consistent with the results seen in 2011, suggesting that previously noted trends of increasing 911 calls and decreasing calls to police stations have leveled off in the past three years. (Table 1)

TABLE 1 Most Recent Telephone Contact (2004-2014)

Last telephone point of contact with EPS	2004	2007	2009	2011	2014
911	22%	19%	28%	26%	25%
EPS non-emergency number	43%	53%	47%	51%	55%
Police station	29%	23%	18%	18%	15%
Officer's pager or cell phone	4%	1%	6%	5%	4%
#377	-	-	-	-	1%
Don't know / no response	3%	4%	1%	1%	-



As illustrated in Table 2, the number of *extremely urgent* and *urgent* calls reported by the respondents increased between 2011 and 2014, while the number of *routine* calls decreased.

TABLE 2 Perceived Call Urgency (2004-2014)

Urgency of most recent call to EPS	2004	2007	2009	2011	2014
Extremely urgent	7%	5%	11%	7%	12%
Urgent	49%	40%	52%	41%	43%
Routine	44%	54%	34%	52%	45%
Don't know / no response	1%	1%	2%	1%	-

DISPATCH CONTACT

Thirty percent of respondents (n = 100) who initiated contact with the EPS reported that a police officer had been dispatched to their home or business in the previous year.

POLICE STATION CONTACT

Fifty-eight percent of respondents (n = 195) who initiated contact with the EPS in the previous year did so by visiting a police station. As illustrated in Table 3, a majority of respondents visit a police station when their matter is routine. The distribution of these results has been relatively consistent since 2011.

TABLE 3 Perceived Urgency of Last Station Visit (2004-2014)

Urgency of most recent visit to Police Station	2004	2007	2009	2011	2014
Extremely urgent	2%	10%	3%	2%	3%
Urgent	30%	20%	29%	20%	23%
Routine	65%	68%	67%	74%	74%
Don't know / no response	3%	2%	1%	4%	-

Summary of Respondent-Initiated Contact

Overall, the way respondents reported that they initiated contact with the EPS has remained relatively static since 2004. 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.

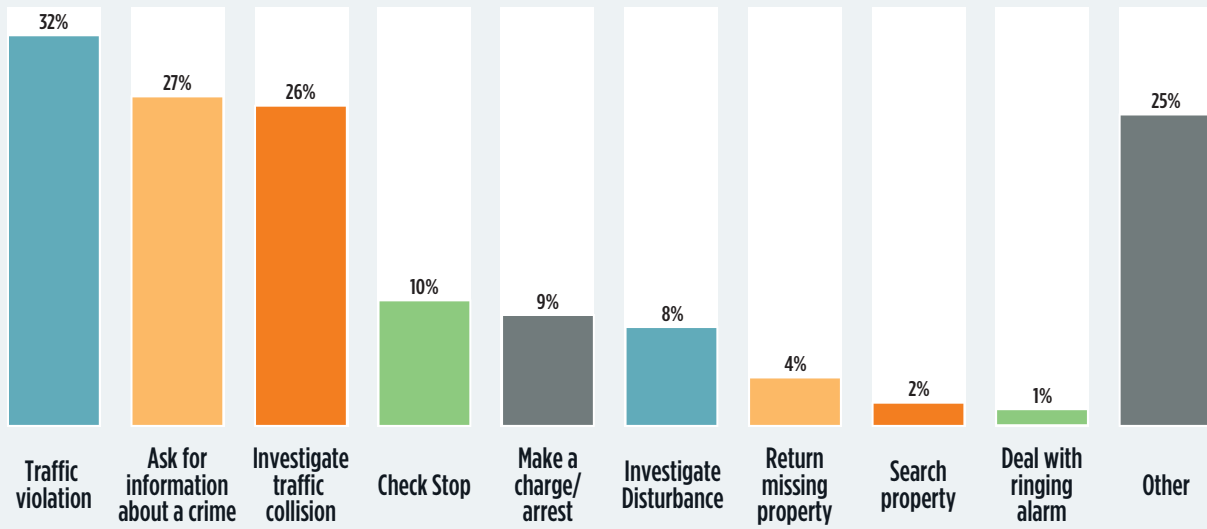
EPS-Initiated Contact

Eleven percent of all respondents (n = 144) 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.



FIGURE 4

Reasons for EPS-Initiated Contact Percentage of Respondents (%)



Satisfaction with EPS Service Levels

The survey asked those respondents who 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 later in this report.

Satisfaction with Respondent-Initiated Contact

The four methods reported for respondent-initiated contact were:

- Telephone (62%, n = 209)
- Police dispatch to their home or business (29%, n = 100)
- Attending a police station (58%, n = 195)
- Online reporting tool (3% , n = 11)

SATISFACTION WITH TELEPHONE-INITIATED CONTACT

Of those respondents who called the EPS via telephone in the previous year, 84% 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.

Of the 121 respondents who reported being *very satisfied* with how their last call to the EPS had been handled, 120 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* with the handling of their last call to the EPS.

FIGURE 5

Satisfaction with EPS Handling of Last Call

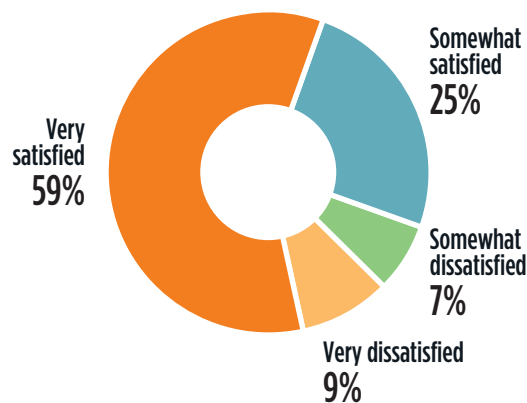


TABLE 4

Main Reason for Satisfaction with Telephone Contact

Response provided	Total Responses
Response Time	41
Response was fast	39
Response was slow	2
Unspecified comments regarding response time	1
Helpfulness of Response	33
Response was helpful, issue was resolved, questions were answered	33
Attitude and Professionalism of Response	36
Officer was friendly, caring and/or understanding	10
Officer was professional	10
Officer listened, showed concern	6
Unspecified or neutral regarding professionalism of response	10
Police Response and/or Followed Up on the Call	10
Police responded to the call	7
Police followed up after resolving issue	3

All respondents who reported being *very dissatisfied* with how their last telephone call to the EPS was handled provided reasons for this dissatisfaction.

TABLE 5

Main Reason for Dissatisfaction with Telephone Contact

Response provided	Total Responses
Response Time	3
Response was slow	3
Helpfulness of Response	1
Response was not helpful	1
Attitude and Professionalism of Response	2
Officer was rude or unsympathetic	2
Police Response and/or Followed Up on the Call	10
Police responded to the call	1
Police did not respond or return call	9
Other Reasons	2
Outcome of the call was unsatisfactory	2

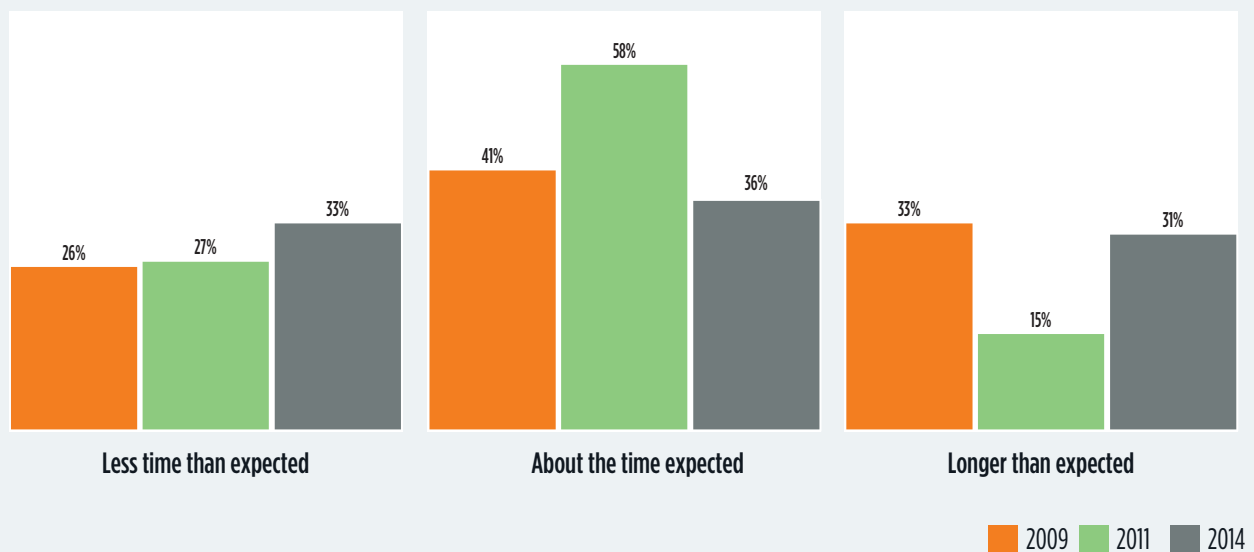
SATISFACTION WITH DISPATCH-INITIATED CONTACT

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 with expectations, and the second element assessed the respondents' overall satisfaction with the interaction.

SATISFACTION WITH WAIT TIME FOR POLICE TO ARRIVE

Overall, the actual response time met or exceeded the respondents' expectations in 69% of cases. This was a decline compared with the level of overall satisfaction (85%) reported in 2011, though the current results are consistent with results from the 2009 iteration of the survey.

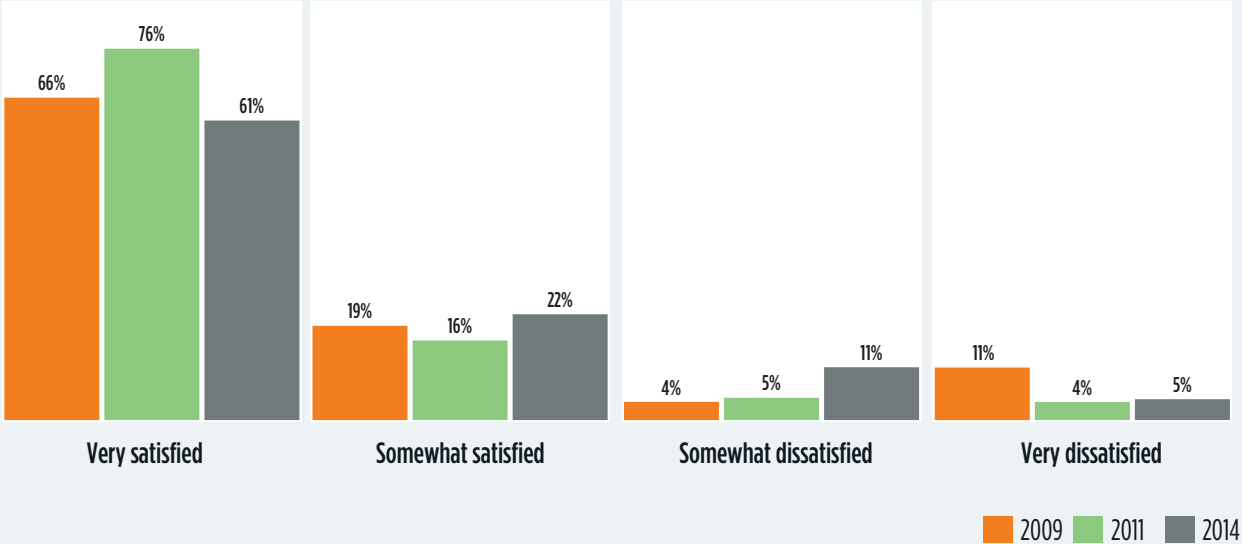
FIGURE 6 Expectations vs. Wait Time for Police Response



OVERALL SATISFACTION WITH CONTACT BY DISPATCHED EPS MEMBERS

Eighty of the ninety-seven respondents (83%) who had a police officer dispatched to their home or business in the previous year reported being somewhat or very satisfied with this interaction, this level of satisfaction is consistent with previous years. (Figure 7)

FIGURE 7 Satisfaction with Police Dispatch Response (2009-2014)



Respondents were asked to provide reasons for their level of satisfaction around their contact with dispatched EPS police officers. Fifty-nine respondents who indicated that they were ‘very satisfied’ provided additional feedback.

TABLE 6 Main Reason for Satisfaction with Dispatched EPS officers

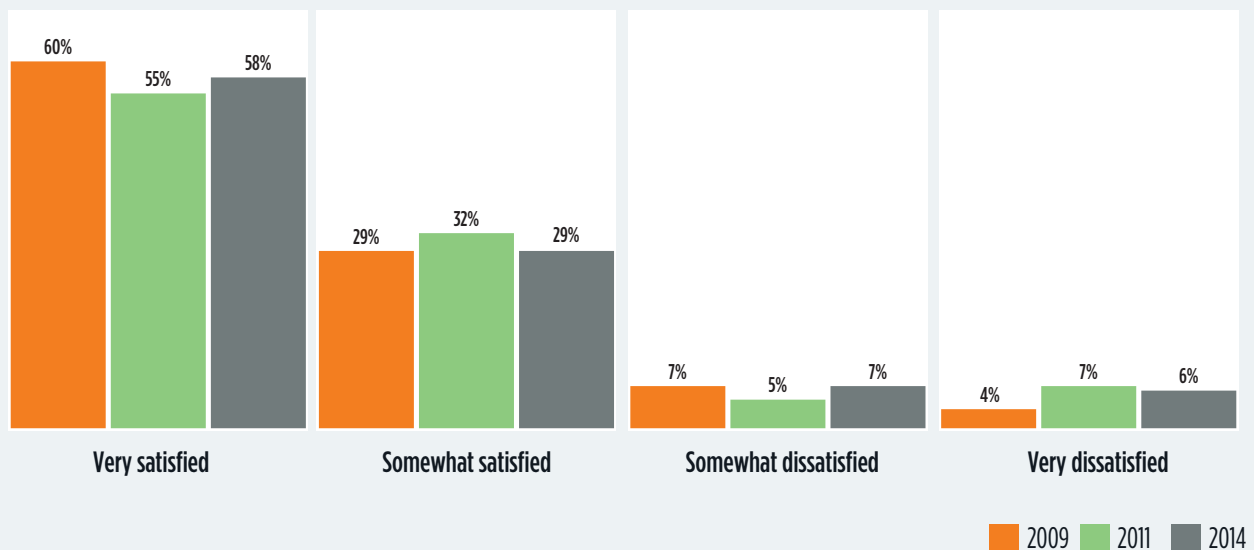
Response provided	Total Responses
Response Time	1
Response time was too long	1
Attitude and Professionalism of Response	34
Responding officer was polite / attentive / understanding	18
Police handled the matter professionally	14
Did not take concern seriously	2
Police Response and/or Followed Up on the Call	24
The outcome of the matter was satisfactory	12
Matter was resolved promptly	9
The response was appropriate	3

Six respondents who were *very dissatisfied* with their interaction with dispatched officers also provided reasons for their rating. Half reported that the dispatched officer **did not take their concern seriously** while the remaining three indicated that the **outcome or response to the call was not satisfactory**.

SATISFACTION WITH STATION-INITIATED CONTACT

When asked about their most recent visit to a police station, 170 of the 194 respondents (87%) who had visited a Station in the past year indicated that they were somewhat or very satisfied with the experience. This level of satisfaction is consistent with what was reported in 2011. (Figure 8)

FIGURE 8 Satisfaction with Last Visit to Police Station



When asked to explain why they were very satisfied with their last visit to a police station, 112 out of 113 respondents provided additional feedback. (Table 7)

TABLE 7

Main Reason for Satisfaction with Last Station Visit

Response provided	Total Responses
Police Responded and / or Followed Up on the Visit	63
Matter was resolved promptly and / or professionally	39
The outcome of the matter was satisfactory	24
Attitude and Professionalism of Response	44
Police officer was helpful / courteous / understanding	44
Other Reasons	5
Other	5

All 12 respondents who indicated that they were *very dissatisfied* with their last visit to a police station also provided the reasons for this dissatisfaction.

TABLE 8

Main Reason for Dissatisfaction with Last Station Visit

Response provided	Total Responses
Attitude and Professionalism of Response	6
Reception at Station was not friendly	3
Did not care	2
Not helpful	1
Police Response and / or Followed Up on the Visit	4
The response or outcome was not completely satisfactory	4
Other Reasons	2
Other	1
Could not assist	1

SATISFACTION WITH THE EPS ONLINE CRIME REPORTING TOOL

In May of 2013, the EPS launched its online crime reporting tool as an alternative to going to a police station or calling police. Reportable crimes include: Lost Property, Theft, Damage/Mischief to Property, Theft from Vehicle, and Damage/Mischief to Vehicle. At the time of the survey, only 11 respondents indicated that they had used the tool; 9 of whom were generally satisfied with it. Seven respondents provided additional feedback with six suggesting that the tool was easy to use and one suggesting that it was difficult to use.

SATISFACTION WITH EPS-INITIATED CONTACT

137 of the 144 respondents who 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-one percent (110 out of 137) of respondents reported being somewhat or very satisfied with their most recent EPS-initiated interaction. This level of satisfaction is consistent with respondents' feedback from previous surveys. (Figure 9)

Of the 87 respondents who indicated they were *very satisfied* with their last EPS-initiated interaction, 86 provided additional feedback. A range of responses were provided, which are summarized in Table 9.

FIGURE 9

Level of Satisfaction with last EPS-Initiated Contact

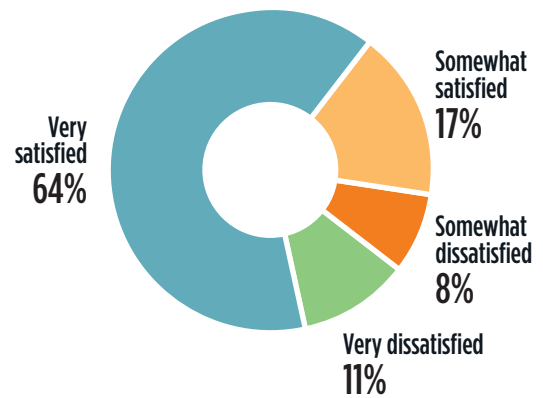


TABLE 9

Main Reason for Satisfaction with Last EPS-Initiated Contact

Response provided	Total Responses
Attitude and Professionalism of Contact	37
Police were helpful / understanding	5
Police were polite / courteous / respectful	32
Information Transfer and Problem Resolution	48
Matter was resolved promptly and / or professionally	22
Police were doing their job and resolved the matter	26
Other Reasons	1
Other	1

Of the 14 respondents who reported being *very dissatisfied* with their last EPS-initiated interaction, 13 provided feedback, summarized in Table 10.

TABLE 10

Reason for Dissatisfaction with Last EPS-Initiated Contact

Response provided	Total Responses
Attitude and Professionalism of Contact	4
Police were rude / unprofessional / discourteous	4
Information Transfer and Problem Resolution	8
I was not given enough information about the situation	1
Police did not do their job properly and could have done it differently / better	7
Other Reasons	1
Other	1

Victimization

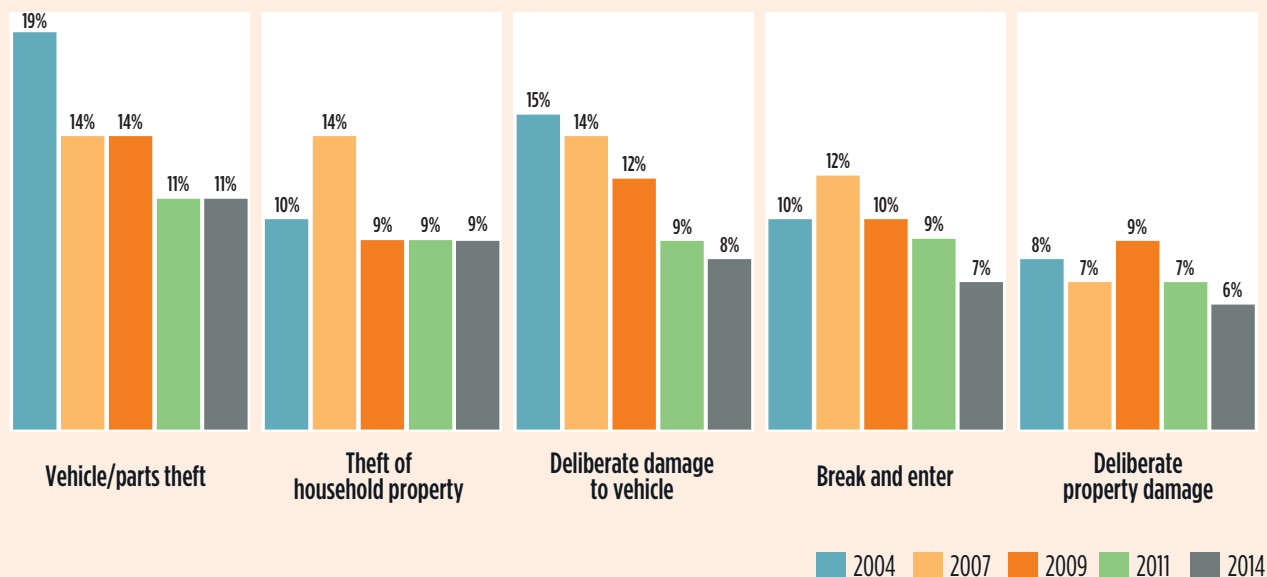
Questions in the survey relating to victimization and its reporting were adapted from Statistics Canada's General Social Survey on victimization.

Respondents were asked about five specific property 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 (1,114 respondents) were asked questions about vehicle/parts theft and deliberate vehicle damage. All 1,357 respondents were asked questions about deliberate property damage, break and enter and theft of property. All figures reported include successful and unsuccessful attempts to commit the specific crime type.

Levels of Reported Victimization

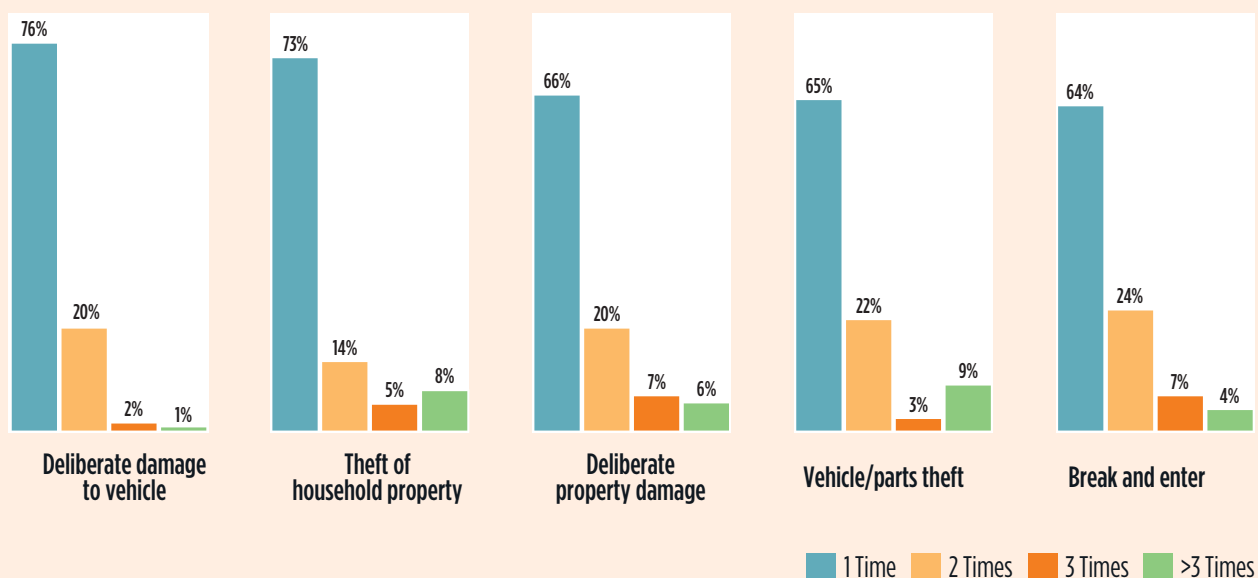
Levels of victimization over the past year were low, with the highest proportion of respondents reporting that they were victims of vehicle or vehicle parts theft (11%, n = 123). Levels of reported victimization remained relatively static between 2011 and 2014 (Figure 10).

FIGURE 10 Levels of Household Victimization (2004-2014)



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. As illustrated, when a respondent reported being victimized, they were most likely to be victimized only once.

FIGURE 11 Levels of Repeat Household Victimization



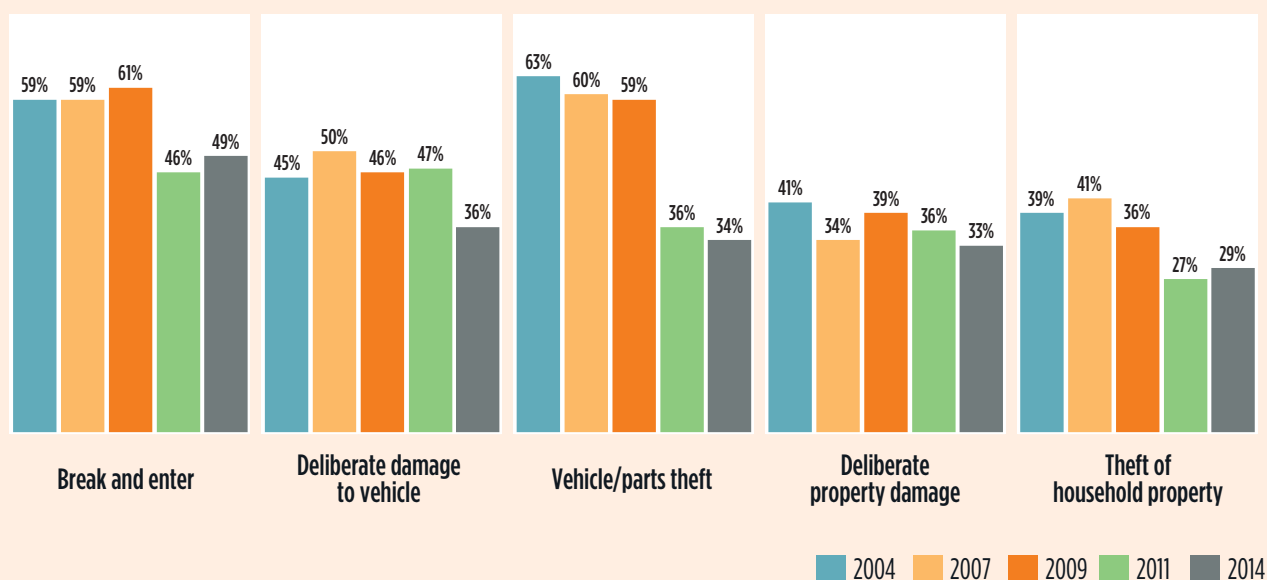
Reporting of Victimization to the Police

For each experience of victimization reported, the respondents were also asked if the incident(s) were reported to the police. Those respondents who 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.

LEVELS OF NON-REPORTING

Figure 12 illustrates that in all five incident types, less than half of respondents were likely to report the incident to the police. Additionally, there has been a sizeable decrease in the number of incidents reported since 2009; specifically, the percentage of respondents who reported *vehicle or parts theft* dropped from 69% in 2009 to 40% in 2014 and those reporting *deliberate damage to their vehicle* dropped from 47% in 2011 to 37% in 2014.

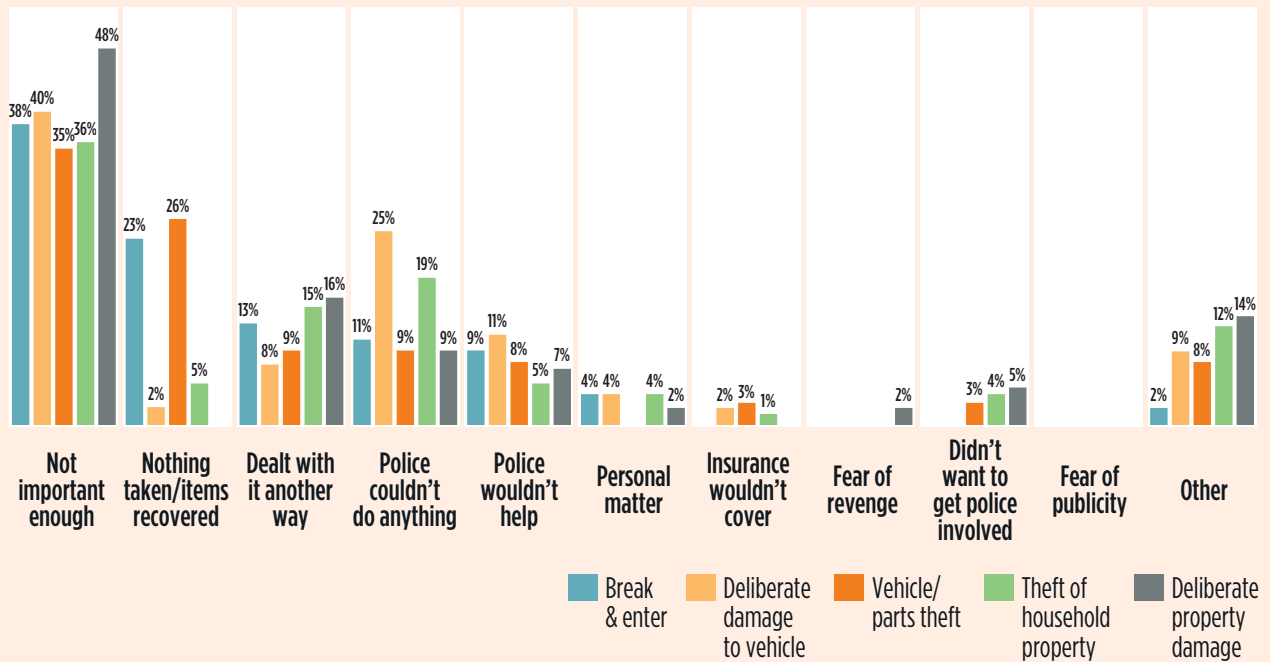
FIGURE 12 Percentage of Incidents Reported to the Police (2004 – 2014)



REASONS FOR NON-REPORTING

As has been reported in previous surveys, the main reason that victims did not report incidents to the police was because it “was not important enough” to them. Specifically, almost half of respondents (48%) who indicated they were the victim of *deliberate property damage* did not report the incident to the police because they felt it was *not important enough*. Conversely, none of the respondents indicated that a *fear of publicity* prevented them from reporting an incident to the police. (Figure 13)

FIGURE 13 EPS Survey Reasons for Non-Reporting (2014)



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 with those in other Canadian cities.

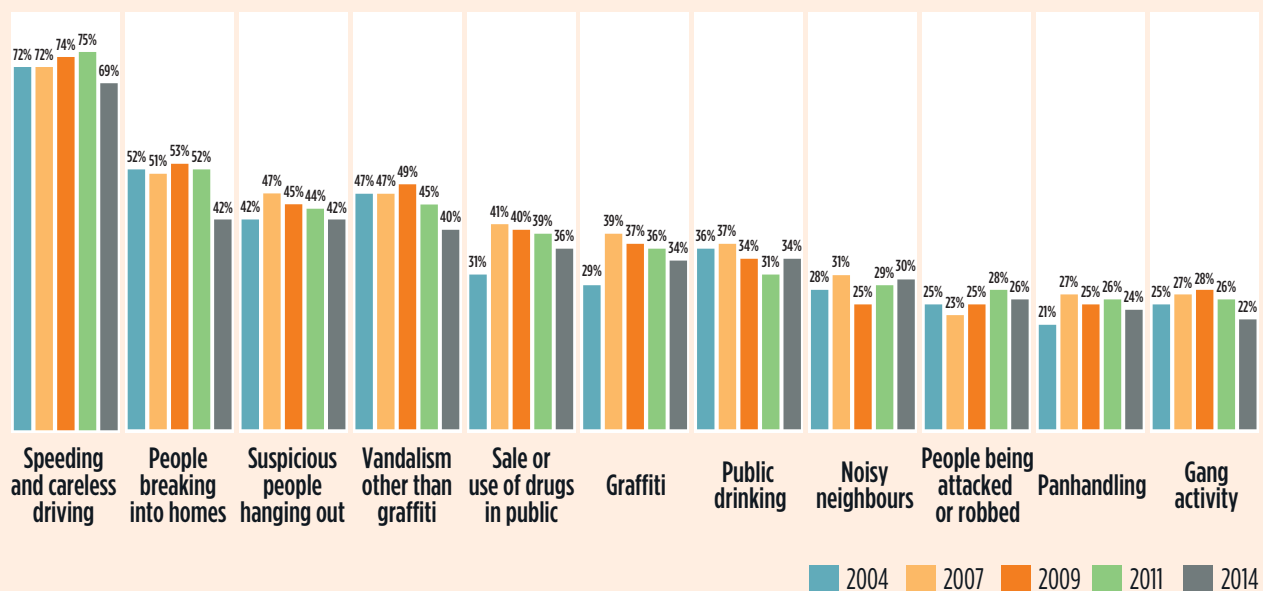
Neighbourhood Problems

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.

As in previous years, the most significant crime and disorder issue identified at the neighbourhood level was speeding and careless driving. Almost 70% of respondents reported that this was an issue in their neighbourhood, and almost a quarter (24%) said it was a big issue. This represents a 4% decline from the results reported in the 2011. (Figure 14)

FIGURE 14

Neighbourhood Crime and Disorder Perceptions – Some or Big Problem (2004-2014)



Similar to previous years, the top two crime and disorder issues identified by Edmontonians as affecting their neighbourhood were:

1. Speeding or careless driving, and
2. People breaking into homes.

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.

FEELINGS OF SAFETY WHEN WALKING ALONE AFTER DARK

Almost 80% (77%, n = 1043) of respondents reported feeling at least reasonably safe from crime when walking alone in their neighbourhood after dark. This trend has remained relatively consistent since 2004. (Table 11)

TABLE 11 Feelings of Safety When Walking Alone After Dark (2004-2014)

Response WALKING IN NEIGHBOURHOOD	2004	2007	2009	2011	2014
Very safe	25%	19%	22%	26%	30%
Reasonably safe	41%	50%	44%	44%	47%
Somewhat unsafe	14%	16%	16%	15%	12%
Very unsafe	5%	7%	8%	6%	4%
<i>Respondent does not walk alone (unread)</i>	14%	9%	8%	9%	7%
Don't know / no response	<1%	<1%	<1%	<1%	-

REASONS FOR FEELING UNSAFE WALKING ALONE AFTER DARK

240 respondents who reported feeling somewhat or very unsafe provided additional detail as to why. 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 12 shows the distribution of these responses.

TABLE 12 Reasons for Feeling Unsafe

Response provided	Total Responses
Individual Victimization Factors	23
Fear of the dark	6
Respondent is female, older or disabled	17
Knowledge or Perception of Crime	86
Fear of crime in general, media reports	21
Because of specific crimes committed	33
Previous experiences of crime or intimidation	18
Fear of walking alone at night (unspecified)	14
Local Neighbourhood Conditions	11
Unsafe area, or area with unsafe characteristics	32
Homeless, drunk or otherwise suspicious people	48
Drug dealers, drug users and drugs in general	21
Teenagers / Youth mentions	9
Gang activity	6
Other Reasons	15
Not enough Police presence	3
Other	12

AVOIDANCE OF GOING OUT AFTER DARK

All respondents were asked if they avoided going out after dark because of crime. The majority of respondents (63%, n = 829) indicated that they never avoided going out after dark. Table 13 provides the rates for each category of response for the period 2004-2014.

TABLE 13 Avoid Going Out after Dark Because of Crime (2004-2014)

Response	2004	2007	2009	2011	2014
Never avoid going out after dark because of crime	60%	56%	56%	61%	63%
Some of the time avoid going out after dark because of crime	22%	25%	25%	23%	25%
Most of the time avoid going out after dark because of crime	17%	17%	18%	15%	8%
All of the time avoid going out after dark because of crime	-	-	-	-	4%
Don't know / no response	2%	1%	2%	2%	-

Perceptions of Crime

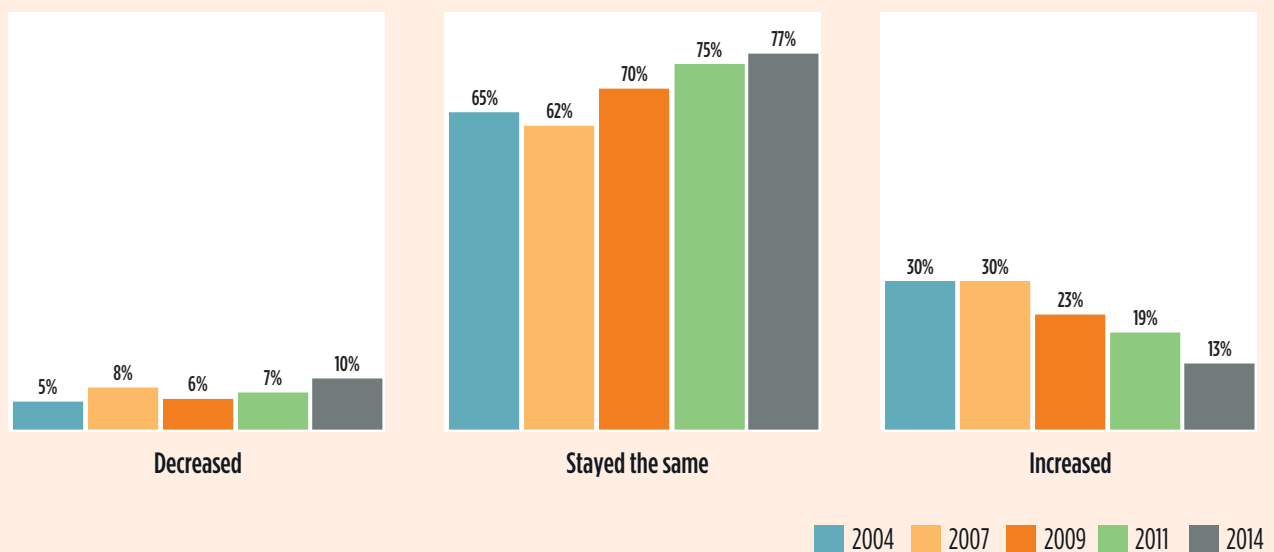
All respondents were asked about their perception of overall crime levels, for their neighbourhood and for the City of Edmonton.

PERCEPTIONS OF NEIGHBOURHOOD CRIME LEVELS

Those respondents who 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.

Seventy-seven percent of respondents (n = 930) felt that crime levels in their neighbourhood had stayed about the same in the previous 12 months. Ten percent felt crime had decreased, while thirteen percent felt that crime had increased in their neighbourhood over the past year. Since 2004, there has been a downward trend in the percentage of those who perceived crime levels as increasing in their neighbourhoods. (Table 15)

FIGURE 15 Perceived Changes in Neighbourhood Crime Level (2004-2014)



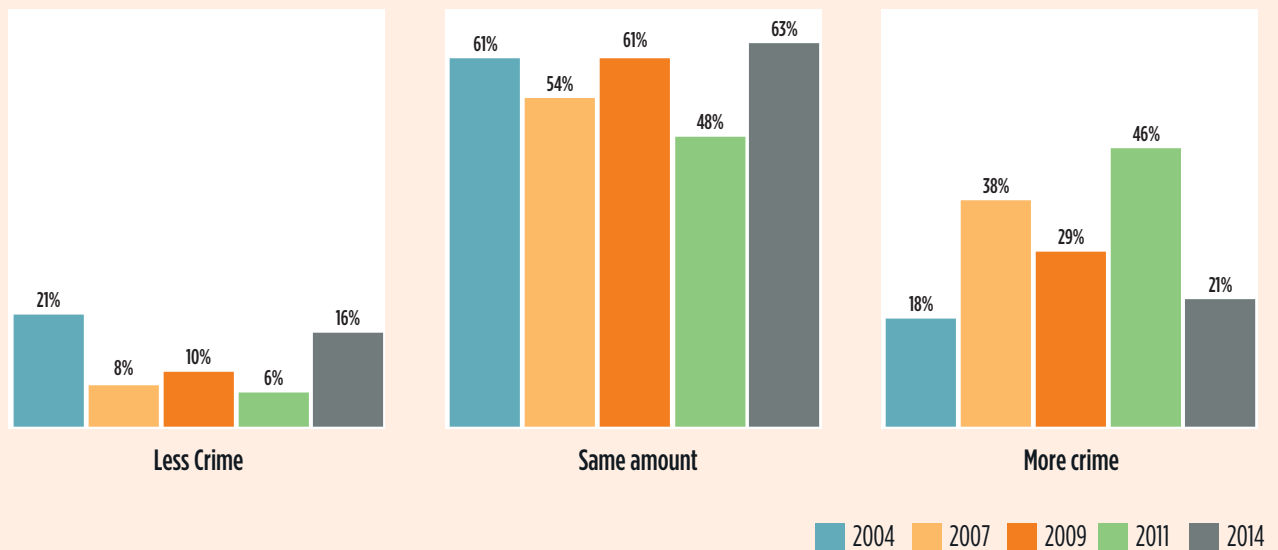
PERCEPTIONS OF CRIME IN EDMONTON

All respondents were also asked for their perception of how Edmonton's crime levels compared to other Canadian Cities. Almost two-thirds of respondents (63%, n = 784) reported that Edmonton had about the same amount of crime as other Canadian cities.

When comparing to previous years, there is a marked decrease in the percentage of respondents who perceived crime levels in Edmonton were higher than in other Canadian cities between 2011 and 2014. Correspondingly, there was an increase in the percentage of respondents who reported that Edmonton had relatively lower crime levels compared to other Canadian Cities. (Figure 16)

FIGURE 16

Perceived Crime Levels in Edmonton Compared to Other Canadian Cities (2004-2014)



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.

Similar to the Citizen Survey conducted by the Calgary Police Commission, respondents of the 2014 survey in Edmonton were asked to rate the following:

- Police Service Levels;
- Officers' competence in their duties; and
- Overall Satisfaction with the EPS.

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. 1183 respondents identified at least one city-wide issue they felt that the EPS should address.

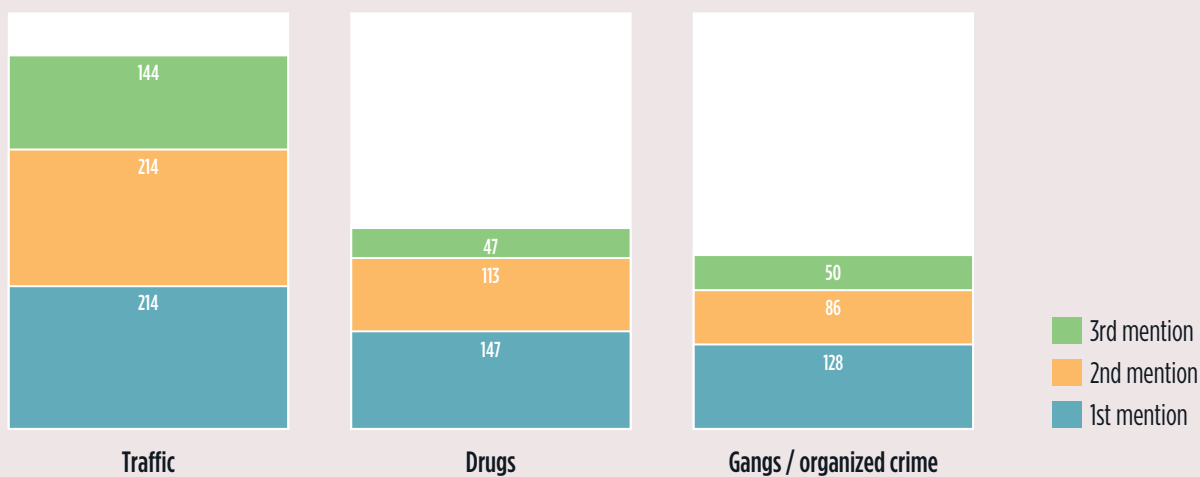
Table 14 shows the overall ranking for the top five city-wide issues identified by respondents in 2014, and compares that ranking with the results from past surveys.

TABLE 14 Top Five City-wide Issues for EPS to Address (2004-2014)

2004 Rank	2007 Rank	2009 Rank	2011 Rank	2014 Rank	Issue to be addressed by the EPS	Number of 2014 Responses
1	1	1	1	1	Traffic (excluding impaired driving)	572
3	2	3	4	2	Drugs	307
2	3	2	2	3	Gangs / Organized crime	264
-	-	-	-	4	General Crime Mentions	238
4	4	4	5	5	More Police visibility / availability / officers	201

The issue of *traffic* includes responses relating to speeding, street racing, careless or reckless driving, traffic enforcement, violations and safety and remains as the number one concern of respondents since 2004. (Figure 17)

FIGURE 17 Top Three City-wide Issues for the EPS to Address



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”. As illustrated in Table 15, 93% (n = 1218) of respondents somewhat or strongly agreed with the statement. This represents a 2% increase in confidence from 2011.

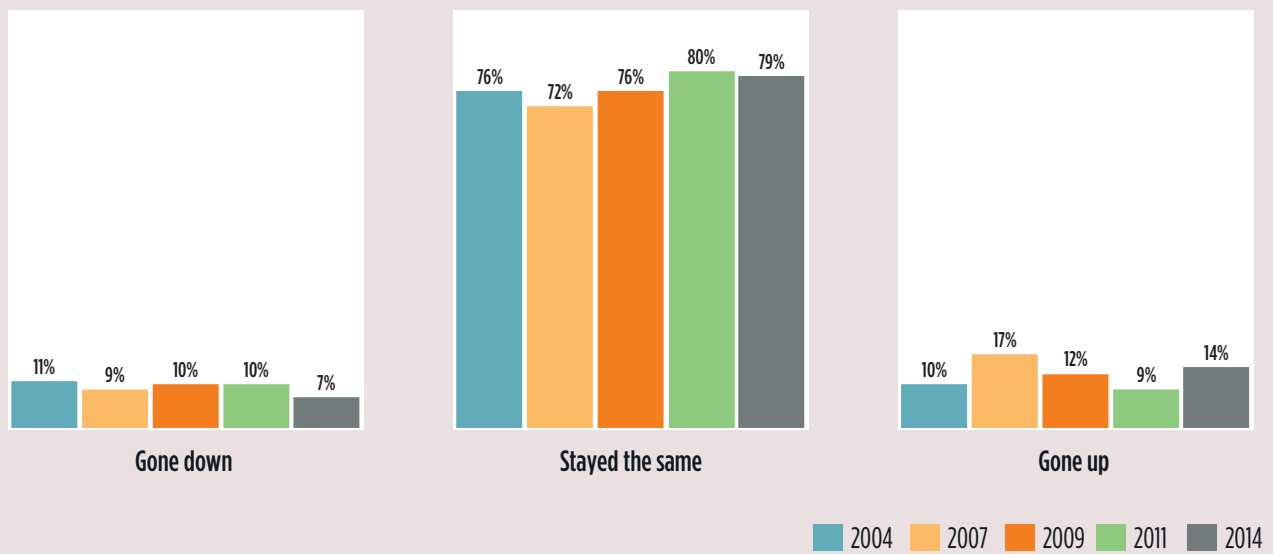
TABLE 15 Confidence in the EPS (2004-2014)

Response	2004	2007	2009	2011	2014
Strongly agree	50%	46%	52%	51%	58%
Somewhat agree	34%	37%	37%	40%	35%
Somewhat disagree	8%	9%	5%	5%	5%
Strongly disagree	5%	6%	5%	3%	2%
Don't know / not stated	3%	2%	1%	1%	-

Respondents were also asked to indicate whether their level of confidence in the EPS had changed over the past year. Almost 80% (79%, n = 1060) reported that their confidence in the EPS had remained unchanged from the previous year, while 14% (n = 193) reported an increase in confidence.

As observed in previous years, the majority of respondents indicated that there had been no change in their level of confidence in the EPS over the past year. In fact, Figure 18 shows a slight increase in the percentage of those reporting a confidence increase in the previous year when compared to 2011 data.

FIGURE 18 Changes in Confidence in EPS in the Past Year (2004-2014)



Respondents who indicated that they had more confidence in the EPS than they had a year before (n = 185) were asked why their confidence had increased. A range of responses were provided, which are summarized in Table 16. As was noted previously there is some misalignment between some of the responses and the rating given in the previous question.

TABLE 16 Reasons for Increased Confidence in EPS

Response provided	Total Responses
Crime Levels or Police Effectiveness	60
Police do a good job	23
Enforcement is effective	1
Police have improved	10
Appears to be less crime, more security	25
Police are ineffective	
Crime is increasing / too high	1
Community Interaction and Visibility	100
Positive visibility or presence	36
Positive experience with police	41
Positive relations or communications with the Public	14
Media (unspecified)	5
Police should patrol more, be more visible	3
Interaction was unsatisfactory	1
Professionalism, Governance and Accountability	14
Leadership	8
More integrity / trusted / respected	3
Insufficient resources (staff, equipment, budget)	3
Other	11
Other	11

Table 17 summarizes feedback from respondents who indicated they had less confidence in the EPS than they had a year before.

TABLE 17 Reasons for Decreased Confidence in EPS

Response provided	Total Responses
Crime Levels or Police Effectiveness	43
Interaction was unsatisfactory	8
Police didn't respond to a call or complaint	8
Police are ineffective	11
Crime is increasing / too high	6
Response times were too slow	7
Appears to be less crime, more security	2
Enforcement is effective	1
Community Interaction and Visibility	6
Positive experience with police	2
Positive visibility or presence	1
Police should patrol more, be more visible	3
Professionalism, Governance and Accountability	37
Leadership	1
Insufficient resources (staff, equipment, budget)	2
Insufficient training or recruitment qualifications	2
Police should focus resources differently	3
Police are poorly managed	2
Police appear disinterested, unhelpful or rude	7
Perceived internal conflict or lack of morale	2
Perceived corruption, misconduct or lack of integrity	18
Other	10
Other	10

EPS Performance Ratings

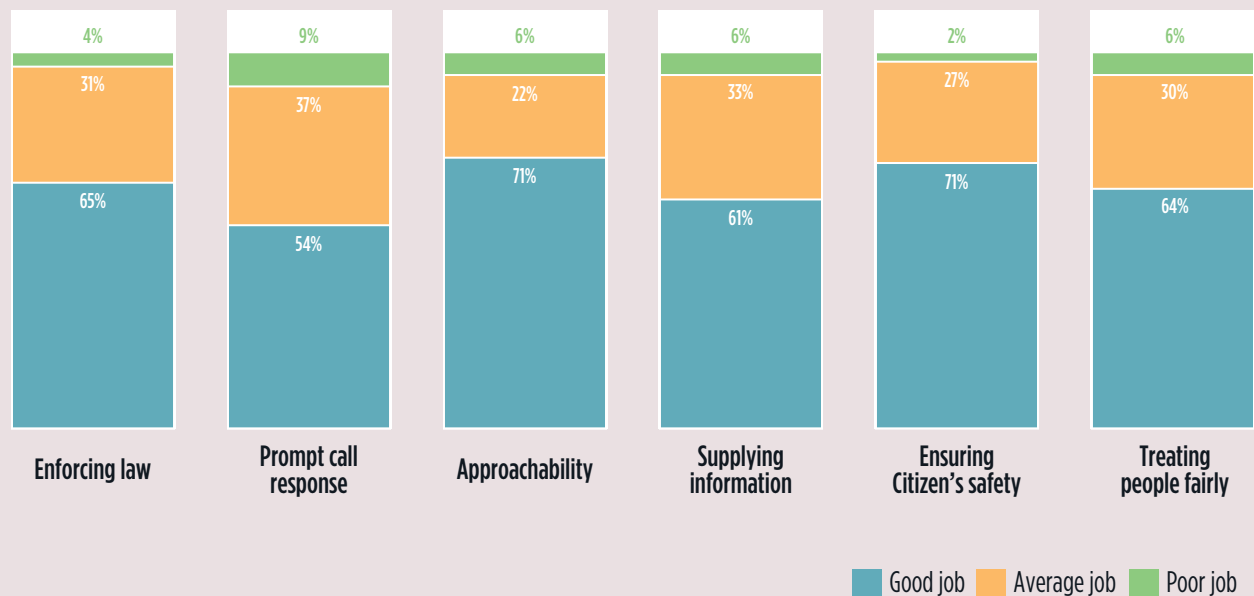
All respondents were asked their opinion on whether the EPS does a good job, does an average job or does a poor job with respect to the following issues:

- 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.

In general, respondents reported that EPS is performing well in the six issues listed above. Specifically, 71% of respondents reported that the EPS is doing a 'good job' being *Approachable* and *ensuring citizens' safety*. (Figure 19)

Compared to reported findings in 2011, there has been an increase in the percentage of respondents reporting that the EPS is doing a 'good job' for all six categories.

FIGURE 19 EPS Performance Ratings (2014)



Despite an increase from 2011 performance ratings, *responding promptly to calls* remains an area of improvement for the EPS with 37% (n = 440) reporting that the service is doing an 'average job' and 9% (n = 105) suggesting that the service is doing a 'poor job'.

Recommendations for Improved Service

Respondents were asked for one recommendation they would make to the EPS about how it could improve its services. Sixty-eight percent (928 out of 1357) of respondents provided a recommendation. The top five responses are summarized in Table 18 below.

TABLE 18 Top Five Recommendations for Improved Service by EPS (2004-2014)

2004 Rank	2007 Rank	2009 Rank	2011 Rank	2014 Rank	Recommendation for the EPS	Number of 2014 Responses
2	2	3	2	1	More visible police presence	196
1	1	1	1	2	More police officers	161
3	5	2	3	3	Improve communication / contact with Public	153
-	-	-	-	4	Faster, more efficient response to calls	85
-	-	4	4	5	Focus of enforcement	84

Consistent with rankings from previous years, the top three recommendations for improved service were:

1. More visible police presence;
2. More police officers; and
3. Improved communication and contact with the public.

Overall Satisfaction with EPS

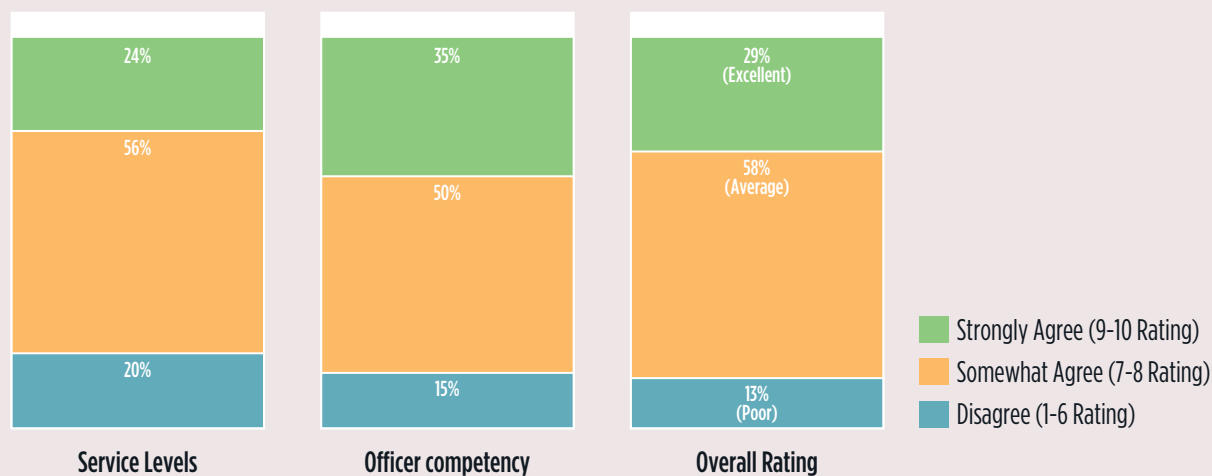
In the 2014 survey, three questions were added based on the Citizen Survey conducted by the Calgary Police Commission regarding the Calgary Police Service. Respondents to the Edmonton Citizen Survey were asked to rate the following:

- Levels of police service to the public,
- Officer competence, and
- The Edmonton Police Service overall.

Because these items are new to the survey, data is not yet available to illustrate trends.

As illustrated in figure 20, 80% of respondents (n = 1091) agreed that the EPS provided adequate levels of service to the public and 85% (n = 1158) felt that EPS officers were competent in their duties. Respondents were also asked to rate the EPS overall: 87% of respondents (n = 1188) rated EPS as 'average' or 'excellent'.

FIGURE 20 Overall EPS satisfaction



In order to better understand respondents' reported dissatisfaction, those who rated the EPS as '3' or less overall (n = 14) were asked to provide additional feedback. Table 18 provides a summary of the responses received to this question.

TABLE 19 Causes for Dissatisfaction with EPS

Response provided	Total Responses
Unsatisfactory interaction with the public	5
Other	4
Accountability, officer conduct	4
Inappropriate or inefficient use of resources	2
Unsatisfactory response to a specific incident	2
Lack of response or slow response time	2
Police don't treat people fairly or equally	1

Edmonton Police Commission

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

Awareness of the EPC

Two-thirds of respondents (n = 903) reported they were aware that Edmonton had a Police Commission. This represents a decrease in awareness from 2011 survey results, when 81% of respondents indicated they were aware of the commission. (Figure 21)

FIGURE 21

Awareness of the EPC (2014)



Understanding the Role of the EPC

The 903 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. Of the 903 who were aware of the commission, 672 respondents provided additional feedback regarding the perceived role of the commission summarized in Table 20.

Table 20 also shows the percentage of all 1,357 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 20

Understanding of the Role of the EPC

Responses	Number of 2014 Responses	% of ALL (1,106) Respondents who provided Response
To oversee or supervise police service	437	32%
To investigate or adjudicate complaints or internal police matters	133	10%
To communicate, mediate or liaise between public and police	72	5%
To set policies and procedures or budget	69	5%
General / vague / unrelated / other responses	34	3%
To serve and protect	31	2%
To hire the chief of police or make other personnel decisions	21	2%
To act as liaison or mediator between police and governments	20	1%
To ensure that police treat citizens fairly and equally	14	1%

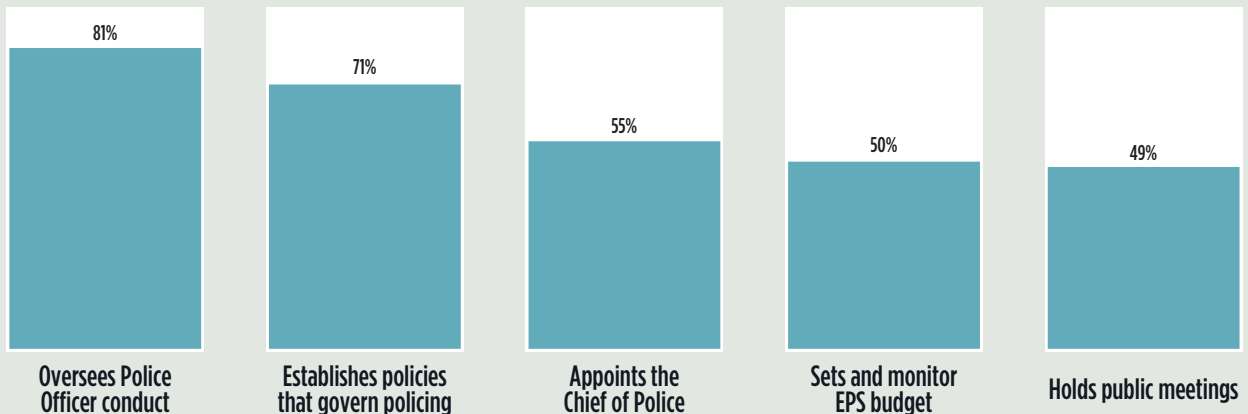
Awareness of Specific Roles Performed by the EPC

Following the open-ended question above, the 903 respondents who 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 22 provides the percentage of the 903 respondents who indicated that they were aware of these specific roles performed by the Edmonton Police Commission. These levels are consistent with what was reported in 2011. (Figure 22)

FIGURE 22

Awareness of Specific EPC Roles

Percentage of Respondents (%)



Appendix A: 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 39.2%.

2014 Call Disposition	Number	Percent
Total numbers attempted	14208	100%
Invalid Not in service, fax/modem, business/non-residence	3635	26%
Unresolved (U) Busy, no answer, answering machine, unsuccessful callbacks	4961	35%
In-scope: Non-responding (IS) Language problem Illness, incapable Selected respondent not available Household refusal Respondent refusal Qualified respondent break-off	1472	10%
In-scope: Responding Units (R) Language disqualify No-one 18+ * Other disqualify	4140	29%
Completed Interviews (included in (R) above)	1357	
Response Rate = R/(U + IS + R)	39%	
Refusal Rate	10%	

Appendix B: Respondent Characteristics

Respondent Characteristics	2014 EPS Citizen Survey	2011 Census of Canada
Gender		
Male	50%	50%
Female	50%	50%
Age (18+)		
18-24	11%	14%
25-34	25%	22%
35-44	18%	17%
45-54	18%	19%
55-64	14%	14%
65-74	9%	7%
75+	6%	7%
Household Size		
1 Person	18%	29%
2 Persons	29%	33%
3 Persons	21%	16%
4 Persons	18%	14%
5+ Persons	14%	3%

Other Respondent Characteristics	2014 EPS Citizen Survey
Home Ownership	
Own	70%
Rent	30%
Level of Educational Attainment by Highest Level of Certificate, Diploma or Degree	
No degree, certificate or diploma	7%
High school graduation certificate	24%
Some trade school, college or university	7%
Trades certificate or diploma	6%
College certificate or diploma	18%
University certificate or diploma below bachelor level	10%
Bachelor's degree	17%
University certificate or diploma above bachelor level	4%
Medical degree	1%
Master's degree	6%
Earned doctorate	1%
Survey District	
Downtown Division	10%
North Division	25%
Southeast Division	21%
Southwest Division	29%
West Division	16%
Phone Ownership	
Landline only	16%
Cell phone only	15%
Both landline and cell phone	68%

Appendix C: 2014 EPS Citizen Survey Instrument

Int1 Hello, my name is _____. I'm calling on behalf of the Edmonton Police Service from Advanis. 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?

(Please select one)

- ₁ Yes
- ₂ No
- ₃ Call back

CB1 *Show If Call_back_1*

Call back
Status Code: 99

Term1 *Show If Terminate_1*

Thank you for your time. Goodbye.
Status Code: 71

Int2 May I please speak with the person in your household aged 18 or older who has the next birthday?

(Please select one)

- ₁ Speaking
- ₂ Getting person
- ₃ No
- ₄ Call back

CB2 *Show If Call_Back_2*

Call back
Status Code: 99

Term2 *Show If Terminate_2*

Thank you for your time. Goodbye.
Status Code: 72

Int3 <<Intro_again>>

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 Edmonton Police Service contact to answer your questions. Would you like that information?

(Please select one)

- Yes
- No
- Call back
- Refused

CB3 *Show If Call_back_3*

Call back
Status Code: 99

Term3 *Show If Third_Refused*

Thank you for your time. Goodbye.
Status Code: 73

Int3a *Show If Wants_EPS_contact_info*

EPS Research and Evaluation Unit can be reached at 780-421-2689
Leave a message and your call will be returned as soon as possible.

Int4 Would you like to proceed with the survey now?

(Please select one)

- Yes
- No - Refused
- No - Call back

Term4 *Show If Fourth_Refused*

Thank you for your time. Goodbye.
Status Code: 74

CB4 *Show If Call_back_4*

Call back
Status Code: 99

Txt1 Thank you. Before we start I would like you to know that this call may be recorded for quality assurance purposes.

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.

Appendix C: 2014 EPS Citizen Survey Instrument (continued)

Q1 In the past 12 months (since January, 2013) have you had **any formal** contact either by phone or in person with the **Edmonton Police Service**?

*(Do not read
Please select one)*

- ₁ Yes
- ₂ No

- ₉ Don't know
- ₈ Refused

Q2 *Show If Has_had_formal_contact_with_EPS*

Did **you** yourself **initiate contact** with the Edmonton Police Service for any reason?

*(Do not read
Please select one)*

- ₁ Yes
- ₂ No

- ₉ Don't know
- ₈ Refused

Q3 *Show If Has_had_formal_contact_with_EPS*

Did the Edmonton Police Service **initiate contact** with you, or stop **you** for any reason?

*(Do not read
Please select one)*

- ₁ Yes
- ₂ No

- ₉ Don't know
- ₈ Refused

LE1 *Show If No_one_initiated_contact_and_contacted_police*
DO NOT READ

The respondent has said that they have had contact with EPS but neither they nor EPS initiated the contact. Probe as to what the situation was where the respondent had contact with the police. Then page down to be taken back to Q1 and update Q1, Q2, and Q3 accordingly (don't re-read the questions)

LE2 *Show If No_one_initiated_contact_and_contacted_police*

Section *Show If Has_had_formal_contact_with_EPS*

Page *Show If R_initiated_contact*

Appendix C: 2014 EPS Citizen Survey Instrument (continued)

Q4 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:

	Yes	No	<Do not read> Refused	<Do not read> Don't know
a. Report a crime?	<input type="radio"/> ₁	<input type="radio"/> ₂	<input type="radio"/> ₈	<input type="radio"/> ₉
b. Report a traffic accident or medical emergency?	<input type="radio"/> ₁	<input type="radio"/> ₂	<input type="radio"/> ₈	<input type="radio"/> ₉
c. Report a neighborhood problem or concern?	<input type="radio"/> ₁	<input type="radio"/> ₂	<input type="radio"/> ₈	<input type="radio"/> ₉
d. Report something suspicious?	<input type="radio"/> ₁	<input type="radio"/> ₂	<input type="radio"/> ₈	<input type="radio"/> ₉
e. Obtain a permit? ([Only read if the respondent is unsure] e.g. firearm, alarm)	<input type="radio"/> ₁	<input type="radio"/> ₂	<input type="radio"/> ₈	<input type="radio"/> ₉
f. Obtain a security clearance?	<input type="radio"/> ₁	<input type="radio"/> ₂	<input type="radio"/> ₈	<input type="radio"/> ₉
g. Ask for information or advice?	<input type="radio"/> ₁	<input type="radio"/> ₂	<input type="radio"/> ₈	<input type="radio"/> ₉
h. Any other reason?	<input type="radio"/> ₁	<input type="radio"/> ₂	<input type="radio"/> ₈	<input type="radio"/> ₉

Q4h2 *Show If Contacted_police_for_some_other_reason*

What other reason?

Q5 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...

In the past 12 months, did you telephone the Edmonton Police Service for any reason?

*(Do not read
Please select one)*

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

Q6 *Show If Called_EPS*

The **last time** you phoned police, did you call...

(Please select one)

- ₁ 911
- ₂ The police **non**-emergency number (423-4567)E
- ₃ The police **non**-emergency mobile number (#377)
- ₄ A police station
- ₅ A police officer's cell phone or pager
- ₉ Don't know
- ₈ Refused

Appendix C: 2014 EPS Citizen Survey Instrument (continued)

Q7 *Show If Called_EPS*

Would you say your **most recent** phone call to police was ...

(Please select one)

- ₁ Extremely urgent
- ₂ Urgent, or
- ₃ Routine

- ₉ Don't know
- ₈ Refused

Q8 *Show If Called_EPS*

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...

(Please select one)

- ₁ Very satisfied
- ₂ Somewhat satisfied
- ₃ Somewhat dissatisfied
- ₄ Very dissatisfied

- ₉ Don't know
- ₈ Refused

Q9 *Show If Phone_call_satisfaction_answered*

Can you tell me the **main reason** you were << Very satisfied / Very dissatisfied >>?

- ₉ Don't know
- ₈ Refused

Q10 In May 2013, EPS introduced online crime reporting for reporting damaged property, lost property or theft under \$5000. Have you used this tool?

*(Do not read
Please select one)*

- ₁ Yes
- ₂ No

- ₉ Don't know
- ₈ Refused

Appendix C: 2014 EPS Citizen Survey Instrument (continued)

Q11 Show If used online reporting

How satisfied were you with the online crime reporting tool? Were you...

(Please select one)

- ₁ Very satisfied
- ₂ Somewhat satisfied
- ₃ Somewhat dissatisfied
- ₄ Very dissatisfied

- ₉ Don't know
- ₈ Refused

Q12 Show If Online_Crime_reporting_satisfaction_answered

Can you tell me the **main reason** you were <<Very satisfied/ Very dissatisfied>>?

- ₉ Don't know
- ₈ Refused

Q13 In the past 12 months was a police officer **dispatched** to your home or business?

(Do not read
Please select one)

- ₁ Yes
- ₂ No

- ₉ Don't know
- ₈ Refused

Q14 Show If Officer_was_dispatched

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
Please select one)

- ₁ Yes
- ₂ No

- ₉ Don't know
- ₈ Refused

Appendix C: 2014 EPS Citizen Survey Instrument (continued)

Q15 *Show If R_knows_who_made_call_for_officer_to_be_dispatched*

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

(Please select one)

- ₁ Longer than you expected
- ₂ About the amount of time you expected, or
- ₃ Less time than you expected?

- ₉ Don't know
- ₈ Refused

Q16 *Show If R_knows_who_made_call_for_officer_to_be_dispatched*

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...

(Please select one)

- ₁ Very satisfied
- ₂ Somewhat satisfied
- ₃ Somewhat dissatisfied
- ₄ Very dissatisfied

- ₉ Don't know
- ₈ Refused

Q17 *Show If R_dispatch_satisfaction_answered*

Can you tell me the **main reason** you were << Very satisfied / Very dissatisfied >>?

- ₉ Don't know
- ₈ Refused

Q18 In the past 12 months, did you go to a **police station** for any reason?

*(Do not read
Please select one)*

- ₁ Yes
- ₂ No

Appendix C: 2014 EPS Citizen Survey Instrument (continued)

Q19 Show If Went_to_police_station

Would you say that your **most recent** visit to a police station was ...

(Please select one)

- ₁ Extremely urgent,
- ₂ Urgent, or
- ₃ Routine

- ₉ Don't know
- ₈ Refused

Q20 Show If Went_to_police_station

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...

(Please select one)

- ₁ Very satisfied
- ₂ Somewhat satisfied
- ₃ Somewhat dissatisfied
- ₄ Very dissatisfied

- ₉ Don't know
- ₈ Refused

Q21 Show If Police_station_satisfaction_answered

Can you tell me the **main reason** you were << Very satisfied / Very dissatisfied >>?

- ₉ Don't know
- ₈ Refused

Appendix C: 2014 EPS Citizen Survey Instrument (continued)

Show If EPS_initiated_contact

Q22 In the past 12 months, did the Edmonton Police Service **initiate contact with you, or stop you,** for any of the following reasons...

	Yes	No	<Do not read> Refused	<Do not read> Don't know
a. To ask for information in connection with a crime that had been committed	<input type="radio"/> ₁	<input type="radio"/> ₂	<input type="radio"/> ₈	<input type="radio"/> ₉
b. To investigate a traffic accident in which you were involved or witnessed	<input type="radio"/> ₁	<input type="radio"/> ₂	<input type="radio"/> ₈	<input type="radio"/> ₉
c. To deal with a ringing burglar alarm	<input type="radio"/> ₁	<input type="radio"/> ₂	<input type="radio"/> ₈	<input type="radio"/> ₉
d. To investigate other noise or disturbance	<input type="radio"/> ₁	<input type="radio"/> ₂	<input type="radio"/> ₈	<input type="radio"/> ₉
e. To return missing property	<input type="radio"/> ₁	<input type="radio"/> ₂	<input type="radio"/> ₈	<input type="radio"/> ₉
f. To search your property	<input type="radio"/> ₁	<input type="radio"/> ₂	<input type="radio"/> ₈	<input type="radio"/> ₉
g. To charge you with an offence or arrest you	<input type="radio"/> ₁	<input type="radio"/> ₂	<input type="radio"/> ₈	<input type="radio"/> ₉
h. For a Check Stop	<input type="radio"/> ₁	<input type="radio"/> ₂	<input type="radio"/> ₈	<input type="radio"/> ₉
i. For a traffic violation ([Only read if the respondent is unsure] e.g. speeding, red light violation, seat belt violation, traffic signal/sign violation)	<input type="radio"/> ₁	<input type="radio"/> ₂	<input type="radio"/> ₈	<input type="radio"/> ₉
j. Any other reason	<input type="radio"/> ₁	<input type="radio"/> ₂	<input type="radio"/> ₈	<input type="radio"/> ₉

Q22j2 Show If Police_contacted_for_some_other_reason

What was the other reason?

Q23 Show If More_than_one_reason_police_initiated_contact

Which of these contacts where police initiated contact with you was the **most recent**?

(Please select one)

- ₁ To ask for information in connection with a crime that had been committed
- ₂ To investigate a traffic accident in which you were involved or witnessed
- ₃ To deal with a ringing burglar alarm
- ₄ To investigate other noise or disturbance
- ₅ To return missing property
- ₆ To search your property
- ₇ To charge you with an offence or arrest you
- ₈ For a Check Stop
- ₉ For a traffic violation ([Only read if necessary] e.g. speeding, red light violation, seat belt violation, traffic signal/sign violation)
- ₁₀ <<Q22j2.text>>
- ₉ Don't know
- ₈ Refused

Appendix C: 2014 EPS Citizen Survey Instrument (continued)

Q24 Show If Answer_to_most_recent_reason_police_initiated_contact

<<More_than_one_reason_police_initiated_contact_formula>> satisfied were you with the way the police handled the matter? Were you...

(Please select one)

- ₁ Very satisfied
- ₂ Somewhat satisfied
- ₃ Somewhat dissatisfied
- ₄ Very dissatisfied

- ₉ Don't know
- ₈ Refused

Q25 Show If Has_rated_sat_with_police_initiating_contact

Can you tell me the **main reason** you were << Very satisfied/ Very dissatisfied >>?

- ₉ Don't know
- ₈ Refused

Q26 Now I'm going to ask about your perceptions of crime and personal safety in your neighborhood.

How long have you lived in your present neighborhood?

*(If less than one year record '0'. Round to closest year, **ROUND HALF YEARS DOWN.**)*

_____ Number of years

Q27 Show If Lived_in_neighborhood_at_least_one_year

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

(Please select one)

- ₁ Increased
- ₂ Decreased, or
- ₃ Stayed about the same

- ₉ Don't know
- ₈ Refused

Appendix C: 2014 EPS Citizen Survey Instrument (continued)

Q28 How safe do you feel from crime when walking **alone** in your neighborhood after dark?
Do you feel...

(Please select one)

- ₁ Very safe
- ₂ Reasonably safe
- ₃ Somewhat unsafe, or
- ₄ Very unsafe
- ₅ [Do not read] Respondent does not walk alone after dark (Go to Q31)

- ₉ Don't know
- ₈ Refused

Q29 *Show If Neighborhood_unsafe*

Can you tell me the **main** reason you feel unsafe?

- ₉ Don't know
- ₈ Refused

Q30 In general, how often do you avoid going out after dark because of crime? Would that be ...

(Please select one)

- ₁ Never
- ₂ Some of the time, or
- ₃ Most of the time
- ₄ All of the time

- ₉ Don't know
- ₈ Refused

Appendix C: 2014 EPS Citizen Survey Instrument (continued)

Q31 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, slight problem, or not a problem in your neighborhood.

(If asked, the time reference is now. Please select one)

	A big problem	Slight problem	Not a problem	<Do not read> Refused	<Do not read> Don't know
a. Noisy neighbors, loud music, late parties. Is that ...	<input type="radio"/> ₃	<input type="radio"/> ₂	<input type="radio"/> ₁	<input type="radio"/> ₋₉	<input type="radio"/> ₋₈
b. People breaking in or sneaking into homes to steal things	<input type="radio"/> ₃	<input type="radio"/> ₂	<input type="radio"/> ₁	<input type="radio"/> ₋₉	<input type="radio"/> ₋₈
c. Suspicious people hanging out in the streets	<input type="radio"/> ₃	<input type="radio"/> ₂	<input type="radio"/> ₁	<input type="radio"/> ₋₉	<input type="radio"/> ₋₈
d. People being attacked or robbed	<input type="radio"/> ₃	<input type="radio"/> ₂	<input type="radio"/> ₁	<input type="radio"/> ₋₉	<input type="radio"/> ₋₈
e. Sale or use of drugs in public places	<input type="radio"/> ₃	<input type="radio"/> ₂	<input type="radio"/> ₁	<input type="radio"/> ₋₉	<input type="radio"/> ₋₈
f. Drinking or drunkenness in public places	<input type="radio"/> ₃	<input type="radio"/> ₂	<input type="radio"/> ₁	<input type="radio"/> ₋₉	<input type="radio"/> ₋₈
g. Speeding and careless driving	<input type="radio"/> ₃	<input type="radio"/> ₂	<input type="radio"/> ₁	<input type="radio"/> ₋₉	<input type="radio"/> ₋₈
h. Panhandling or being asked for money	<input type="radio"/> ₃	<input type="radio"/> ₂	<input type="radio"/> ₁	<input type="radio"/> ₋₉	<input type="radio"/> ₋₈
i. Graffiti, that is writing or painting on walls or buildings	<input type="radio"/> ₃	<input type="radio"/> ₂	<input type="radio"/> ₁	<input type="radio"/> ₋₉	<input type="radio"/> ₋₈
j. Vandalism, other than graffiti	<input type="radio"/> ₃	<input type="radio"/> ₂	<input type="radio"/> ₁	<input type="radio"/> ₋₉	<input type="radio"/> ₋₈
k. Gang activity	<input type="radio"/> ₃	<input type="radio"/> ₂	<input type="radio"/> ₁	<input type="radio"/> ₋₉	<input type="radio"/> ₋₈

Q32 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
Please select one)*

- ₁ Higher
- ₂ About the same
- ₃ Lower
- ₋₉ Don't know
- ₋₈ Refused

Q33 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 January 2013).

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.

(Please select one)

- ₁ Yes
- ₂ No
- ₋₉ Don't know
- ₋₈ Refused

Appendix C: 2014 EPS Citizen Survey Instrument (continued)

Page *Show If Someone_owns_or_leased_a_vehicle*

Q34 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
Please select one)*

- ₁ Yes
- ₂ No

- ₉ Don't know
- ₈ Refused

Q35 *Show If Vehicle_stolen*

How many times did this happen in the past 12 months? _____

- ₉ Don't know
- ₈ Refused

Q36 *Show If Vehicle_stolen*

<<Car_stolen_multiple_times_formula>> reported to the police?

*(Do not read
Please select one)*

- ₁ Yes
- ₂ No

- ₉ Don't know
- ₈ Refused

Q37 *Show If Car_stolen_not_reported*

How many incidents were **not** reported? _____

- ₉ Don't know
- ₈ Refused

Appendix C: 2014 EPS Citizen Survey Instrument (continued)

Q38 *Show If Car_stolen_not_reported*

To the best of your knowledge, what was the main reason <<Multiple_car_stolen_not_reported_formula>> not reported to police?

*(Do not read
Please select one)*

- 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 (specify):

- ₉ Don't know
- ₈ Refused

Q39 In the past 12 months, did anyone **deliberately damage** one of these vehicles, such as slashing tires?

*(Do not read
Please select one)*

- ₁ Yes
- ₂ No

- ₉ Don't know
- ₈ Refused

Q40 *Show If Vehicle_was_damaged*

How many times did this happen in the past 12 months? _____

- ₉ Don't know
- ₈ Refused

Appendix C: 2014 EPS Citizen Survey Instrument (continued)

Q41 Show If Vehicle_was_damaged

<<Car_damaged_multiple_times_formula>> reported to the police?

(Do not read
Please select one)

- O₁ Yes
- O₂ No
- ₉ Don't know
- ₈ Refused

Q42 Show If Damage_not_reported

How many incidents were not reported? _____

- ₉ Don't know
- ₈ Refused

Q43 Show If Damage_not_reported

To the best of your knowledge, what was the main reason <<Multiple_car_damaged_not_reported_formula>> not reported to police?

(Do not read
Please select one)

- O₁ Dealt with another way (e.g. reported to another official/landlord/manager, took care of myself)
- O₂ Fear of revenge by offender
- O₃ 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)
- O₄ Police wouldn't help (e.g. wouldn't think important enough, biased, police would be inefficient/ineffective, offender was police officer)
- O₅ Did not want to get involved with police
- O₆ Not important enough to respondent (e.g. minor crime, small loss, child offender, no intended harm)
- O₇ Incident was a personal matter and did not concern police
- O₈ Fear of publicity/news coverage
- O₉ Insurance wouldn't cover (no insurance, loss less than deductible etc.)
- O₁₀ Nothing taken /items were recovered
- O₁₁ Other (specify):
- ₉ Don't know
- ₈ Refused

Q44 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
Please select one)

- O₁ Yes
- O₂ No
- ₉ Don't know
- ₈ Refused

Appendix C: 2014 EPS Citizen Survey Instrument (continued)

Q45 *Show If Someone_damaged_property*

How many times did this happen in the past 12 months? _____

- _9 Don't know
- _8 Refused

Q46 *Show If Someone_damaged_property*

<<Property_damaged_multiple_times_formula>> reported to the police?

*(Do not read
Please select one)*

- _1 Yes
- _2 No
- _9 Don't know
- _8 Refused

Q47 *Show If Not_all_property_damage_reported*

How many incidents were not reported? _____

- _9 Don't know
- _8 Refused

Q48 *Show If Not_all_property_damage_reported*

To the best of your knowledge, what was the main reason <<Multiple_property_damage_not_reported_formula>> not reported to police?

*(Do not read
Please select one)*

- _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 (specify):
- _9 Don't know
- _8 Refused

Appendix C: 2014 EPS Citizen Survey Instrument (continued)

Q49 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
Please select one)*

- ₁ Yes
- ₂ No

- ₉ Don't know
- ₈ Refused

Q50 *Show If Someone_tried_to_break_in*

How many times did this happen in the past 12 months? _____

- ₉ Don't know
- ₈ Refused

Q51 *Show If Someone_tried_to_break_in*

<<Break_in_multiple_times_formula>> reported to the police?

*(Do not read
Please select one)*

- ₁ Yes
- ₂ No

- ₉ Don't know
- ₈ Refused

Q52 *Show If Break_in_not_reported*

How many incidents were not reported? _____

- ₉ Don't know
- ₈ Refused

Appendix C: 2014 EPS Citizen Survey Instrument (continued)

Q53 Show If Break_in_not_reported

To the best of your knowledge, what was the main reason <<Multiple_break_ins_not_reported_formula>> not reported to police?

(Do not read
Please select one)

- 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 (specify):

- ₉ Don't know
- ₈ Refused

Q54 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
Please select one)

- ₁ Yes
- ₂ No

- ₉ Don't know
- ₈ Refused

Q55 Show If Attempted_to_steal

How many times did this happen in the past 12 months? _____

- ₉ Don't know
- ₈ Refused

Appendix C: 2014 EPS Citizen Survey Instrument (continued)

Q56 *Show If Attempted_to_steal*

<<Stealing_multiple_times_formula>> reported to the police?

*(Do not read
Please select one)*

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

Q57 *Show If Stealing_not_reported*

How many incidents were not reported? _____

- ₉ Don't know
- ₈ Refused

Q58 *Show If Stealing_not_reported*

To the best of your knowledge, what was the main reason <<Multiple_stealing_not_reported_formula>> not reported to police?

*(Do not read
Please select one)*

- 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 (specify):
- ₉ Don't know
- ₈ Refused

Appendix C: 2014 EPS Citizen Survey Instrument (continued)

Q59a Now I'd like to ask about your views of the Edmonton Police Service.

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.

First:

*(NOTE: Page down to see boxes for 2nd and 3rd responses.
Either type in the box OR check off Refused/Don't know. Do NOT do both. If you start typing and then check off Refused/Don't know, erase what you have typed.)*

- Don't know
 Refused

Q59b *Show If Answered_first_view*

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

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.

Second:

*(NOTE: Page down to see box for 3rd response.
Either type in the box OR check off Refused/Don't know. Do NOT do both. If you start typing and then check off Refused/Don't know, erase what you have typed.)*

- Don't know
 Refused

Appendix C: 2014 EPS Citizen Survey Instrument (continued)

Q59c Show If Answered_first_and_second

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

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.

Third:

(Either type in the box OR check off Refused/Don't know. Do NOT do both. If you start typing and then check off Refused/Don't know, erase what you have typed.)

- _9 Don't know
_8 Refused

Q60 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
Please select one)*

- _1 Strongly disagree
_2 Somewhat disagree
_3 Somewhat agree
_4 Strongly agree

- _9 Don't know
_8 Refused

Q61 Thinking back over the past 12 months, would you say that your confidence in the Edmonton Police Service has...

(Please select one)

- _1 Gone down
_2 Stayed the same or
_3 Gone up

- _9 Don't know
_8 Refused

Appendix C: 2014 EPS Citizen Survey Instrument (continued)

Q62 Show If View_has_changed

What is the **main** reason your confidence has changed?

- _9 Don't know
- _8 Refused

Q63 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 ...

	Good job	Average job	Poor job
a. Enforcing the laws	<input type="radio"/> _1	<input type="radio"/> _2	<input type="radio"/> _3
b. Promptly responding to calls	<input type="radio"/> _1	<input type="radio"/> _2	<input type="radio"/> _3
c. Being approachable and easy to talk to			
d. Supplying information to the public on ways to reduce crime	<input type="radio"/> _1	<input type="radio"/> _2	<input type="radio"/> _3
e. Ensuring the safety of citizens	<input type="radio"/> _1	<input type="radio"/> _2	<input type="radio"/> _3
f. Treating people fairly	<input type="radio"/> _1	<input type="radio"/> _2	<input type="radio"/> _3

- _9 Don't know
- _8 Refused

Q64 If you could make just **one** recommendation to the Edmonton Police Service about how they could **improve** their services, what would it be?

- _9 Don't know
- _8 Refused

Appendix C: 2014 EPS Citizen Survey Instrument (continued)

Q65 For the next two questions, please use a scale from 1 to 10 where 1 is “Strongly disagree” and 10 is “Strongly agree”.

To what extent do you agree or disagree that the Edmonton Police Service...

...provides an adequate amount of level of service to the public? Strongly disagree Strongly agree
₁ ₂ ₃ ₄ ₅ ₆ ₇ ₈ ₉ ₁₀

- ₉ Don't know
- ₈ Refused

...officers are competent in their duties? ₁ ₂ ₃ ₄ ₅ ₆ ₇ ₈ ₉ ₁₀

- ₉ Don't know
- ₈ Refused

Q66 Taking into consideration all of the different aspects of the Police and the services provided, how would you rate the Edmonton Police overall? Please use a scale from 1 to 10 where 1 is “Poor” and 10 is “Excellent”.

Poor ₁ ₂ ₃ ₄ ₅ ₆ ₇ ₈ ₉ ₁₀ Excellent

- ₉ Don't know
- ₈ Refused

Q63 *Show If Dissatisfied_with_EPS*

What specific aspects of the police service did you find poor <ask if respondent rated 3 or lower>?

- ₉ Don't know
- ₈ Refused

Q64 Are you aware that Edmonton has a Police Commission?

(Please select one)

- ₁ Yes
- ₂ No

Appendix C: 2014 EPS Citizen Survey Instrument (continued)

Page *Show If Aware_of_commission*

Q65 Based on your understanding, what is the role of the Edmonton Police Commission?

_9 Don't know

_8 Refused

Q66 For the next several questions, please answer "yes" or "no".

Are you aware that ...

	Yes	No
a. ...the Edmonton Police Commission appoints the Chief of Police for Edmonton?	<input type="radio"/> _1	<input type="radio"/> _2
b. ...the Edmonton Police Commission sets and monitors the budget for Edmonton's Police Service?	<input type="radio"/> _1	<input type="radio"/> _2
c. ...the Edmonton Police Commission establishes policies that govern policing in Edmonton?	<input type="radio"/> _1	<input type="radio"/> _2
d. ...the Edmonton Police Commission oversees police officer conduct?	<input type="radio"/> _1	<input type="radio"/> _2
e. ...the Edmonton Police Commission holds public meetings?	<input type="radio"/> _1	<input type="radio"/> _2

Q67 The final few questions will be used for classification purposes only.

How long have you lived in Edmonton?

(Record '0' if less than one year. Otherwise, round to closest year, round half years down.) _____ years

Q68 What age group are you in? Would it be ...

(Please select one)

- _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

_8 Refused

Appendix C: 2014 EPS Citizen Survey Instrument (continued)

Q69 What is the highest level of education you completed?

*(Do not read
Please select one)*

- ₁ No degree, certificate or diploma
- ₂ High school graduation certificate
- ₃ Some trade school, college or university
- ₄ Trades certificate or diploma
- ₅ College certificate or diploma
- ₆ University certificate or diploma below bachelor level
- ₇ Bachelor's degree
- ₈ University certificate or diploma above bachelor level
- ₉ Medical degree
- ₁₀ Master's degree
- ₁₁ Earned doctorate

- ₉ Don't know
- ₈ Refused

Q70 Do you currently own or rent your living accommodation?

*(Do not read
Please select one)*

- ₁ Own
- ₂ Rent

- ₉ Don't know
- ₈ Refused

Q71 In total, how many people, **including adults and children**, live in your household? _____

- ₉ Don't know
- ₈ Refused

Q72 What is your postal code? _____

- ₉ Don't know
- ₈ Refused

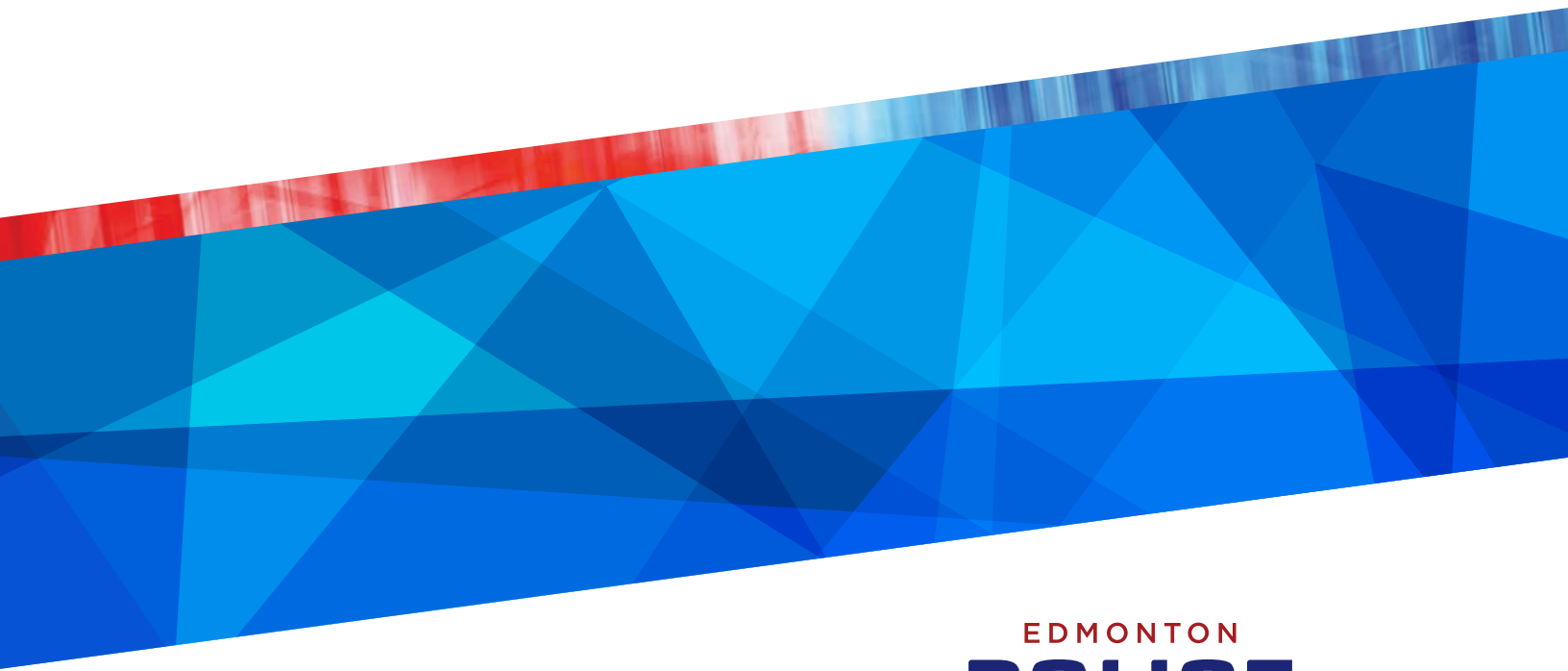
Q73 DO NOT READ
Record gender

(Please select one)

- ₁ Male
- ₂ Female

End 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.

Status Code: -1



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