



# Edmonton Police Service 2016 Citizen Survey

April 2016

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; and 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 2016 EPS Citizen Survey between February 1-21, 2016 using a randomized phone sample of Edmonton landlines and mobile phones. 1,376 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 shared vision:

*"To make Edmonton the safest major city in Canada and for the EPS to be recognized as a leader in policing."*



## Highlights

### CONTACT WITH THE EPS

Thirty-one percent of respondents (n = 424) 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 (39%),
- ...neighbourhood concern (35%), or
- ...traffic accident or medical emergency (30%).

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 (37%), or
- ...ask the respondent for information about a crime (26%).



### 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 83% for EPS-initiated contact to 87% for online crime reporting:

- Online crime reporting tool – 87% satisfaction
- Police officer dispatch contact – 86% satisfaction,
- Telephone contact – 86% satisfaction,
- Police station visit – 85% satisfaction, and
- EPS-initiated contact – 83% Satisfaction.

When asked about police dispatch response times, 78% 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, theft of vehicles or vehicle parts were the most common form of victimization reported (9% of respondents who reported owning/leasing a vehicle). The level of victimization reported for each of these five incident types has remained relatively static since 2014.

Respondents were also asked whether they had reported these crimes to the police. When it came to theft of household property only 26% of incidents were reported. Break & enters (53%) 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,
- Police couldn't or wouldn'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 2009.

Eighty percent of respondents 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 percentage of respondents who felt crime had gone up in their neighbourhood over the past year has steadily decreased from 23% in 2009 to 19% in 2016.

These results are similar to the 2014 findings; however, when 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 23% in 2016.





## **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. General crime.

Traffic and drugs have been consistently in the top city-wide issues since 2009

Ninety-four percent of respondents either strongly agreed (57%) or somewhat agreed (37%) that they had a lot of confidence in the EPS, representing a 1% increase from confidence levels reported in 2014. Most respondents felt that the EPS was doing a good job across six key 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, and focusing enforcement on specific areas of concern such as traffic, street-level crime and disorder, and gangs, similar to results reported in 2014

In general, 83% of respondents agreed that the EPS was providing adequate levels of service to the public, and 88% felt that officers were competent in carrying out their duties. Overall, 89% of respondents reported EPS as excellent (29%) or average (58%).

## **EDMONTON POLICE COMMISSION**

The level of recognition for the EPC remained static between 2014 and 2016, with 66% of respondents indicating that they were aware of the commission. Amongst those who were aware of the EPC, respondents were most familiar with the EPC's role in overseeing police conduct (82%), while they were least familiar with the commission's role in holding public meetings (55%).

# 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 biennially, the EPS is able to obtain a more frequent 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 2016 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:

*“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

## Survey Administration

The 2016 EPS Citizen Survey was conducted by Advanis Inc. between February 1 – 21, 2016. Computer-Assisted Telephone Interviewing (CATI) was used to administer the survey to a random sample of 1,376 Edmontonians. The sample was comprised of 760 randomly selected Edmonton listed and unlisted landline numbers and 616 wireless 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 16:35 minutes to complete.

## Response Rate

A total of 1,376 interviews were completed. Given the population of Edmonton, using a targeted sample size of at least 1,320 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 2016 survey had a response rate of 27%, down 12% from 2014. Further, the refusal rate decreased from 14% in 2014 to 13% in 2016. For a detailed description of response rate calculation, please refer to Appendix A.

## Description of Sample

Appendix B provides a description the 2016 EPS Citizen Survey respondents, weighted to better align with the population as recorded in the 2014 City of Edmonton Civic Census. Additional demographic features, such as level of education, home ownership, phone ownership and police division in which they lived is also detailed.

## Reporting

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

- Trend analysis considers the 2009-2016 period only
- 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

Thirty-one percent of respondents (n = 424) 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)

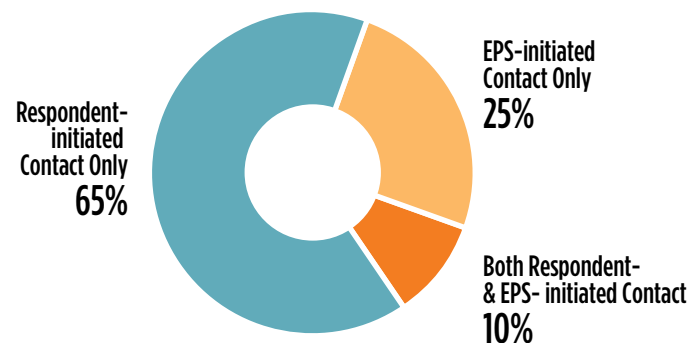
FIGURE 1

Formal Contact with EPS



FIGURE 2

Types of Contact with EPS



Of those respondents who reported contact with the EPS in the previous year, approximately two-thirds (65%, n = 273) had initiated it. In 25% (n = 107) 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

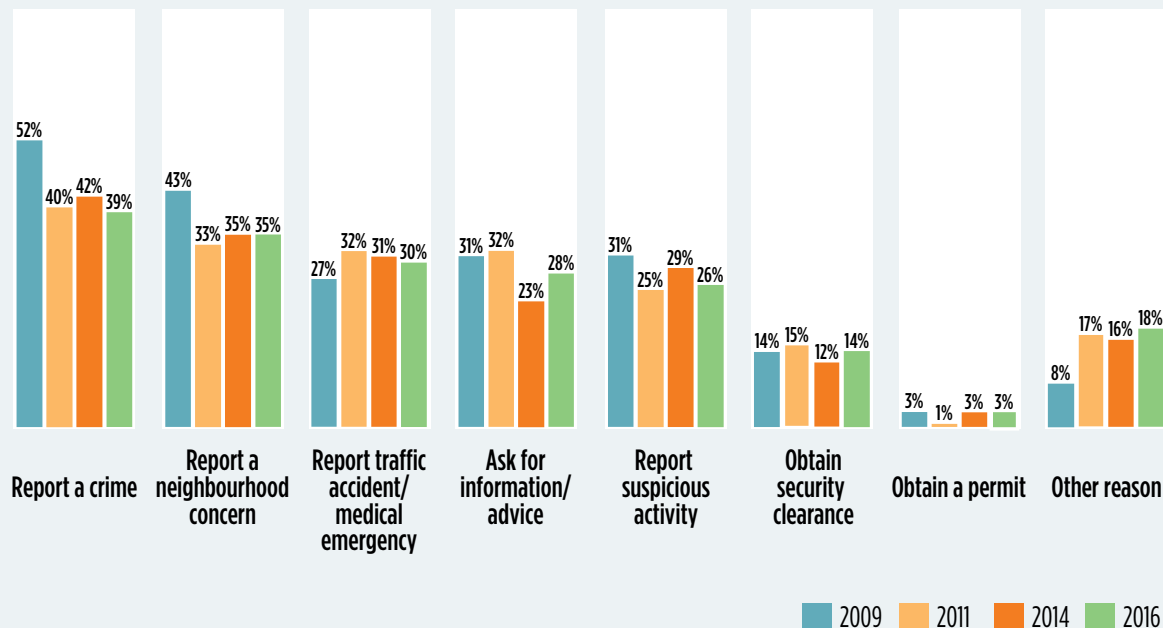
### REASONS FOR CONTACT

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* (39%, n = 121) or *neighbourhood concern* (35%, n = 110).

Despite being the most commonly reported reason for contacting the EPS in 2016, the percentage of respondents who call EPS to *report a crime* has been generally decreasing since 2009. (Figure 3)

FIGURE 3

Reasons for calling the EPS (2009-2016)



## 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 (72%, n = 228)
- Attending a police station (49%, n = 154)
- Police dispatch to their home or business (38%, n = 119)
- Online reporting tool (6%, n = 20)

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 (54%, n = 121) reported using the EPS non-emergency number. Conversely, three respondents reported using #377.

The numbers reported in 2016 saw an increase in the number of respondents dialing 911 and decrease in the number directly calling a police station when compared to 2014. (Table 1)

**TABLE 1** Most Recent Telephone Contact (2009-2016)

Last telephone point of contact with EPS	2009	2011	2014	2016
911	28%	26%	26%	<b>30%</b>
EPS non-emergency number	47%	51%	55%	<b>54%</b>
Police station	18%	18%	14%	<b>11%</b>
Officer's pager or cell phone	6%	5%	4%	<b>3%</b>
#377	-	-	1%	<b>1%</b>



As illustrated in Table 2, perceived urgency of calls remained relatively static between 2014 and 2016.

TABLE 2

### Perceived Call Urgency (2009-2016)

Urgency of most recent call to EPS	2009	2011	2014	<b>2016</b>
Extremely urgent	11%	7%	11%	<b>10%</b>
Urgent	52%	41%	46%	<b>48%</b>
Routine	34%	52%	43%	<b>42%</b>
Don't know / no response	2%	1%	-	-

### DISPATCH CONTACT

Thirty-eight percent of respondents (n = 119) 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

Forty-nine percent of respondents (n = 154) 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. There was an increase in the number of respondents who visited a police station for an urgent matter in 2016 when compared to previous years.

TABLE 3

Perceived Urgency of Last Station Visit (2009-2016)

Urgency of most recent visit to Police Station	2009	2011	2014	2016
Extremely urgent	3%	2%	2%	<b>2%</b>
Urgent	29%	20%	22%	<b>28%</b>
Routine	67%	74%	76%	<b>70%</b>
Don't know / no response	1%	4%	-	-

## Summary of Respondent-Initiated Contact

Overall, the way respondents reported that they initiated contact with the EPS has remained relatively static since 2009. 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

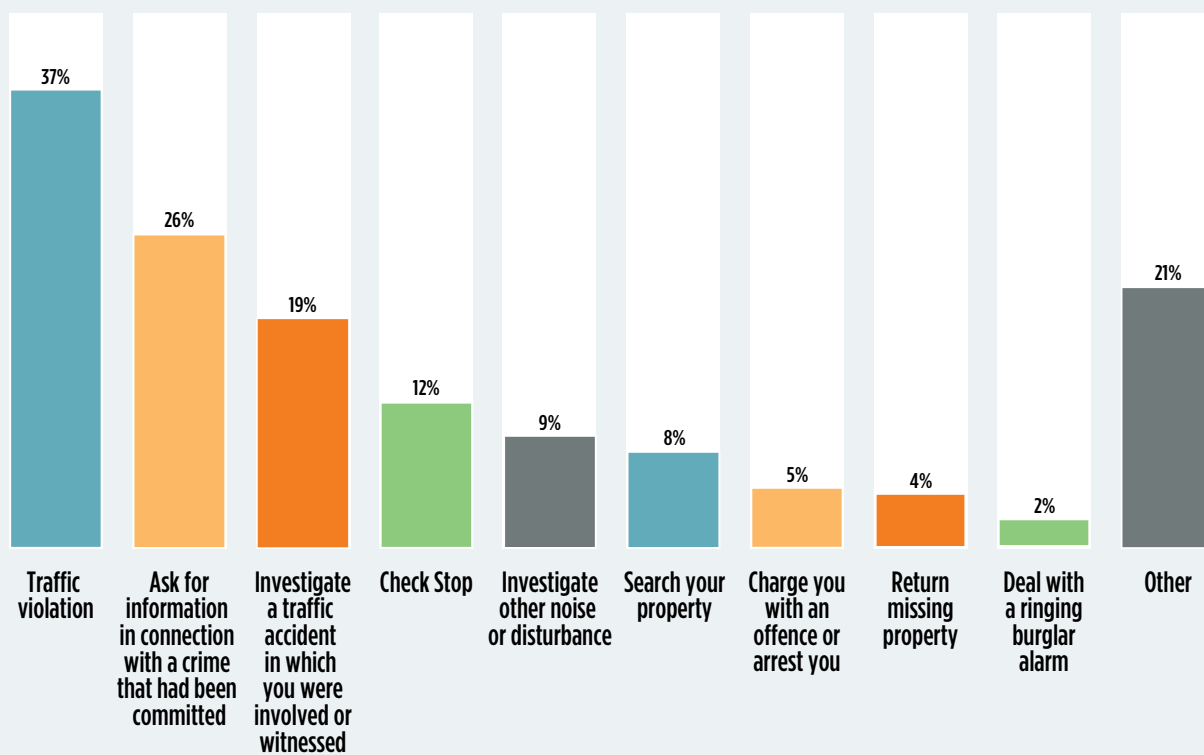
Eleven percent of all respondents (n = 149) indicated that the EPS had initiated contact with them during the previous year. When asked why the EPS had initiated contact with them, a range of responses were provided. These responses are summarized in Figure 4 below.





FIGURE 4

## Reasons for EPS-Initiated Contact



# 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:

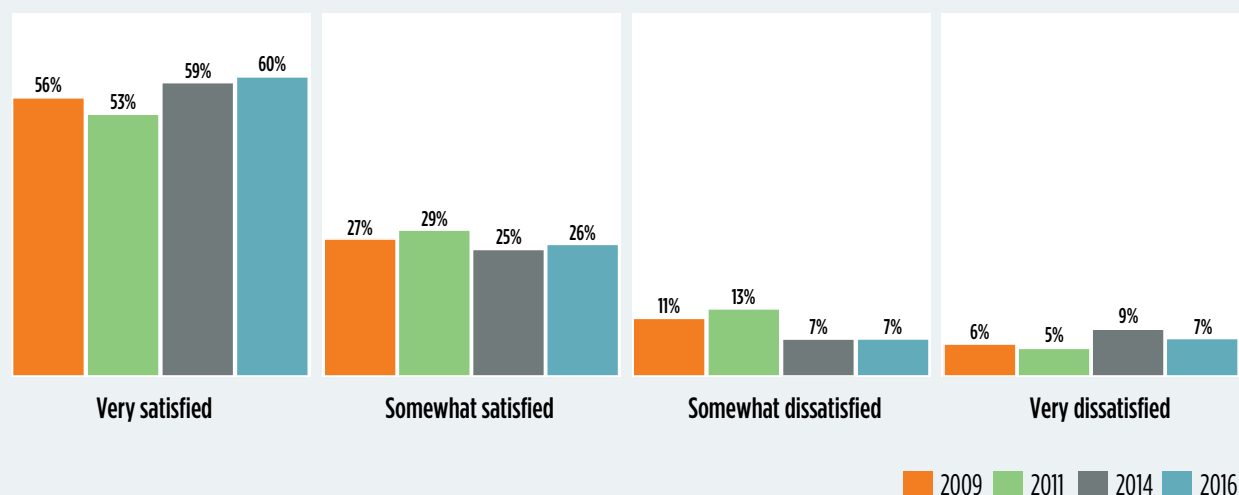
- Telephone (72%, n = 228)
- Attending a police station (49%, n = 154)
- Police dispatch to their home or business (38%, n = 119)
- Online reporting tool (6%, n = 20)

### **SATISFACTION WITH TELEPHONE-INITIATED CONTACT**

Of those respondents who called the EPS via telephone in the previous year, 86% 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 (2009-2016)



Of the 133 respondents who reported being *very satisfied* with how their last call to the EPS had been handled, 131 provided additional feedback.

Table 4 provides a summary of reasons why respondents were *very 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	46
Police responded to the call	4
Unspecified comments regarding response time	3
<b>Helpfulness of Response</b>	<b>42</b>
Response was helpful, issue was resolved, questions were answered	41
Response was not helpful	1
<b>Attitude and Professionalism of Response</b>	<b>35</b>
Officer was friendly, caring and/or understanding	8
Officer was professional	9
Officer listened, showed concern	10
Unspecified or neutral regarding professionalism of response	8
<b>Police Response and/or Followed Up on the Call</b>	<b>2</b>
Police followed up after resolving issue	2

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
<b>Response Time</b>	<b>2</b>
Response was slow	2
<b>Helpfulness of Response</b>	<b>5</b>
Police were unable to help	1
Response was not helpful	4
<b>Attitude and Professionalism of Response</b>	<b>5</b>
Officer was rude or unsympathetic	5
<b>Police Response and/or Followed Up on the Call</b>	<b>3</b>
Police did not respond or return call	3
<b>Other Reasons</b>	<b>1</b>

## SATISFACTION WITH DISPATCH-INITIATED CONTACT

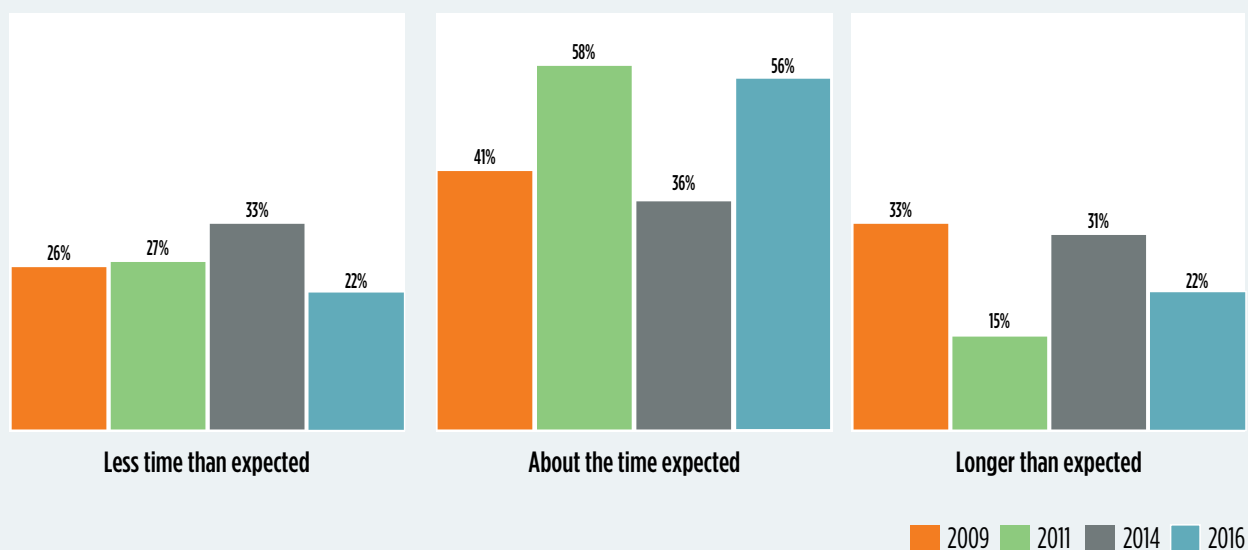
Two elements were examined with respect to the dispatch of police officers. The first element was the wait time for the officers to respond compared with expectations, and the second element assessed the respondents' overall satisfaction with the interaction.

## RESPONSE TIME EXPECTATION

Overall, the actual response time met or exceeded the respondents' expectations in 77% of cases. This was an increase compared with expectations reported in 2014 (69%).

FIGURE 6

## Expectations vs. Wait Time for Police Response

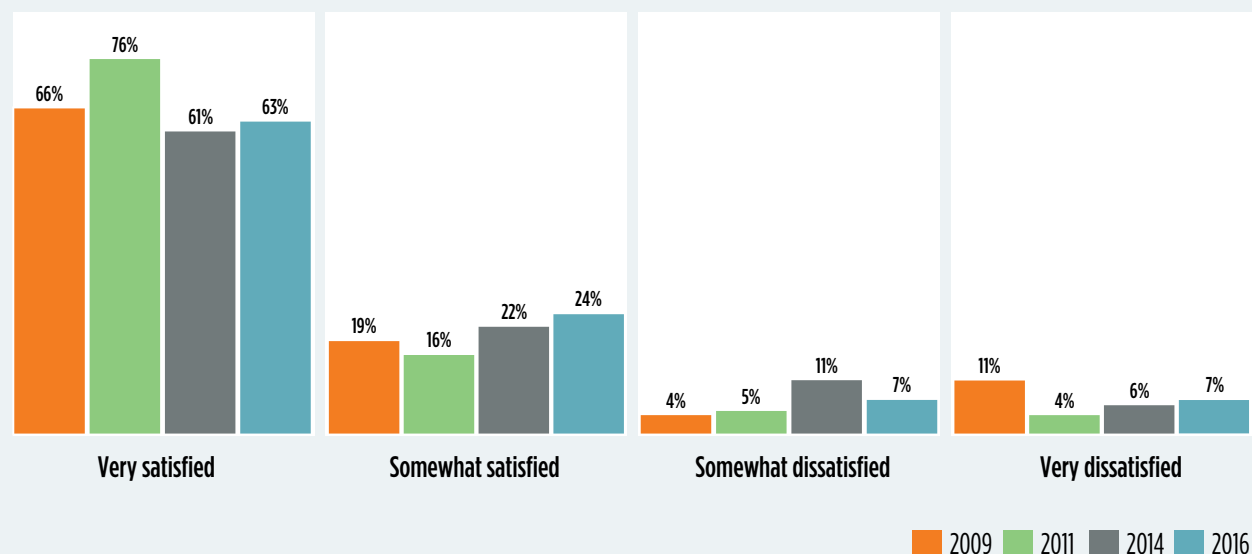


## OVERALL SATISFACTION WITH CONTACT BY DISPATCHED EPS MEMBERS

Ninety-seven of the 112 respondents (87%) 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. Sixty-seven 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
<b>Attitude and Professionalism of Response</b>	<b>37</b>
Responding officer was polite / attentive / understanding	22
Police handled the matter professionally	14
Did not take concern seriously	1
<b>Police Response and/or Followed Up on the Call</b>	<b>27</b>
The outcome of the matter was satisfactory	10
Matter was resolved promptly	4
The response was appropriate	13
<b>Other</b>	<b>4</b>



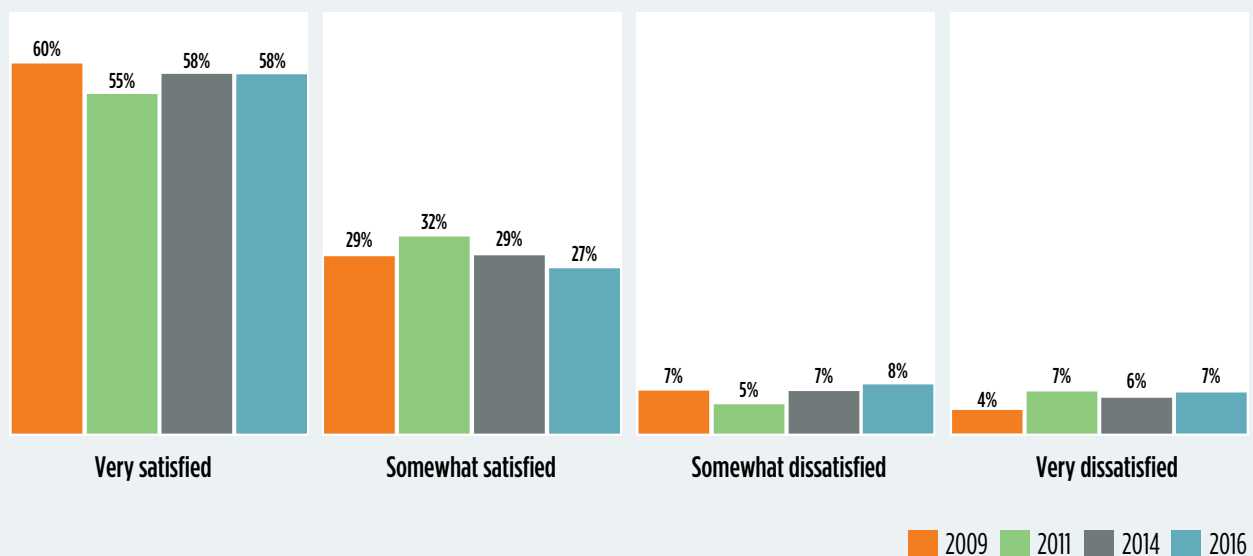
Seven respondents who were *very dissatisfied* with their interaction with dispatched officers also provided reasons for their rating. Four reported that the dispatched officer **did not take their concern seriously** while the remaining three indicated that the **outcome or response to the call was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

## SATISFACTION WITH STATION-INITIATED CONTACT

When asked about their most recent visit to a police station, 130 of the 155 respondents (85%) 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 previous years. (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, all 89 respondents provided additional feedback. (Table 7)

TABLE 7

## Main Reason for Satisfaction with Last Station Visit

Response provided	Total Responses
<b>Police Responded and / or Followed Up on the Visit</b>	<b>49</b>
Matter was resolved promptly and / or professionally	37
The outcome of the matter was satisfactory	12
<b>Attitude and Professionalism of Response</b>	<b>38</b>
Police officer was helpful / courteous / understanding	37
Wait was too long	1
<b>Other Reasons</b>	<b>2</b>
Other	1
Could not assist	1

All 10 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

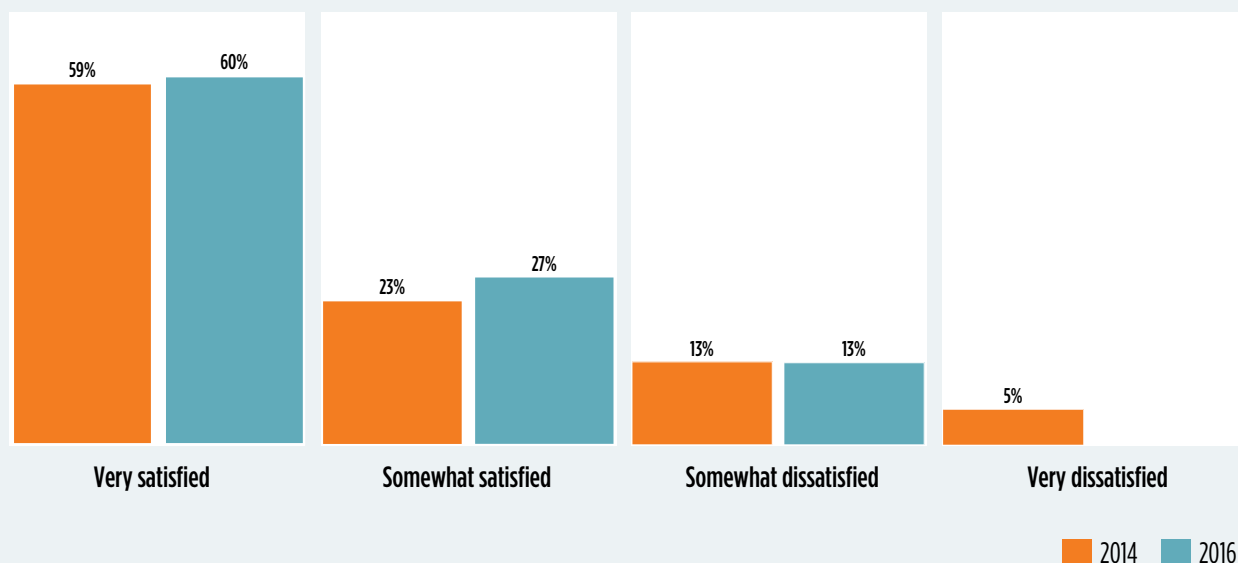
Response provided	Total Responses
<b>Attitude and Professionalism of Response</b>	<b>5</b>
Did not care	3
Not helpful	2
<b>Police Response and/ or Followed Up on the Visit</b>	<b>1</b>
No follow up	1
<b>Other Reasons</b>	<b>5</b>
Other	3
Could not assist	2

## 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 21 respondents indicated that they had used the tool; 17 of whom were generally satisfied with it. Twelve respondents provided additional feedback with five suggesting that the tool was easy to use, and one suggesting that it was difficult to use; while an additional six indicated the response time was prompt.

FIGURE 9

## Level of Satisfaction with the EPS Online Crime Reporting Tool

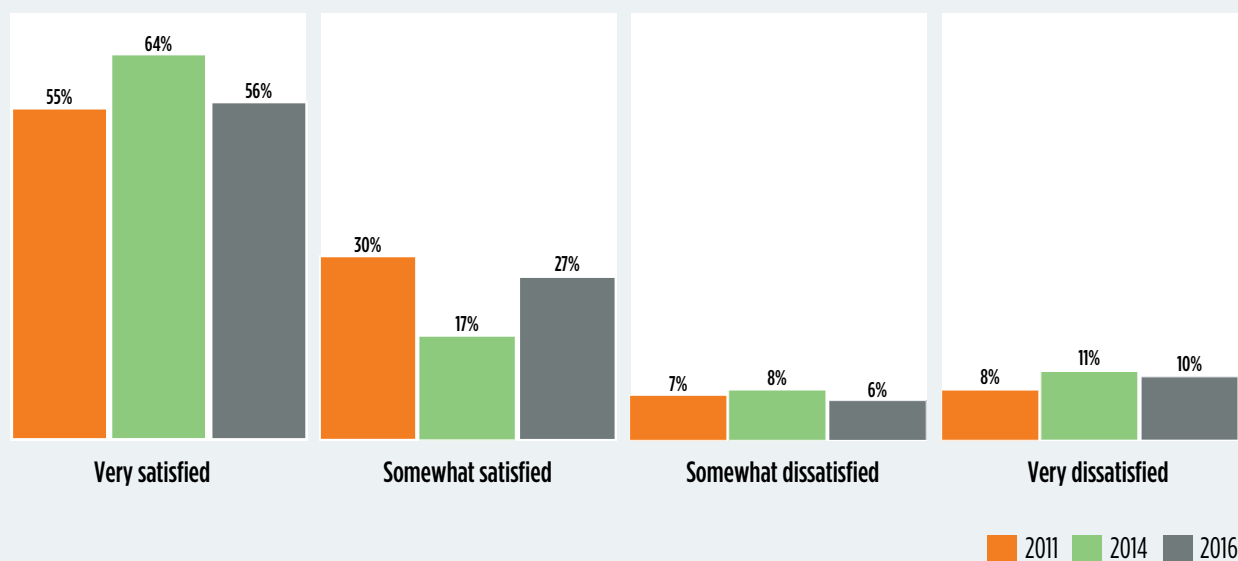


## SATISFACTION WITH EPS-INITIATED CONTACT

135 of the 149 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-three percent (112 out of 135) of respondents reported being somewhat or very satisfied with their most recent EPS-initiated interaction. (Figure 10)

FIGURE 10

## Level of Satisfaction with last EPS-Initiated Contact (2011-2016)



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

TABLE 9

### Main Reason for Satisfaction with Last EPS-Initiated Contact

Response provided	Total Responses
<b>Attitude and Professionalism of Contact</b>	<b>30</b>
Police were helpful / understanding	9
Police were polite / courteous / respectful	21
<b>Information Transfer and Problem Resolution</b>	<b>39</b>
Matter was resolved promptly and / or professionally	23
Police were doing their job and resolved the matter	6
<b>Police Responded and/or Followed Up on the Visit</b>	<b>12</b>
Police answered questions/followed up	12
<b>Other Reasons</b>	<b>3</b>

Of those who reported being *very dissatisfied* with their last EPS-initiated interaction, all provided feedback, summarized in Table 10.

TABLE 10

### Reason for Dissatisfaction with Last EPS-Initiated Contact

Response provided	Total Responses
<b>Attitude and Professionalism of Contact</b>	<b>5</b>
Police were rude / unprofessional / discourteous	5
<b>Information Transfer and Problem Resolution</b>	<b>8</b>
I was not given enough information about the situation	4
Police did not do their job properly and could have done it differently / better	4
<b>Other Reasons</b>	<b>2</b>
Felt victimized by police	2

# Victimization

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

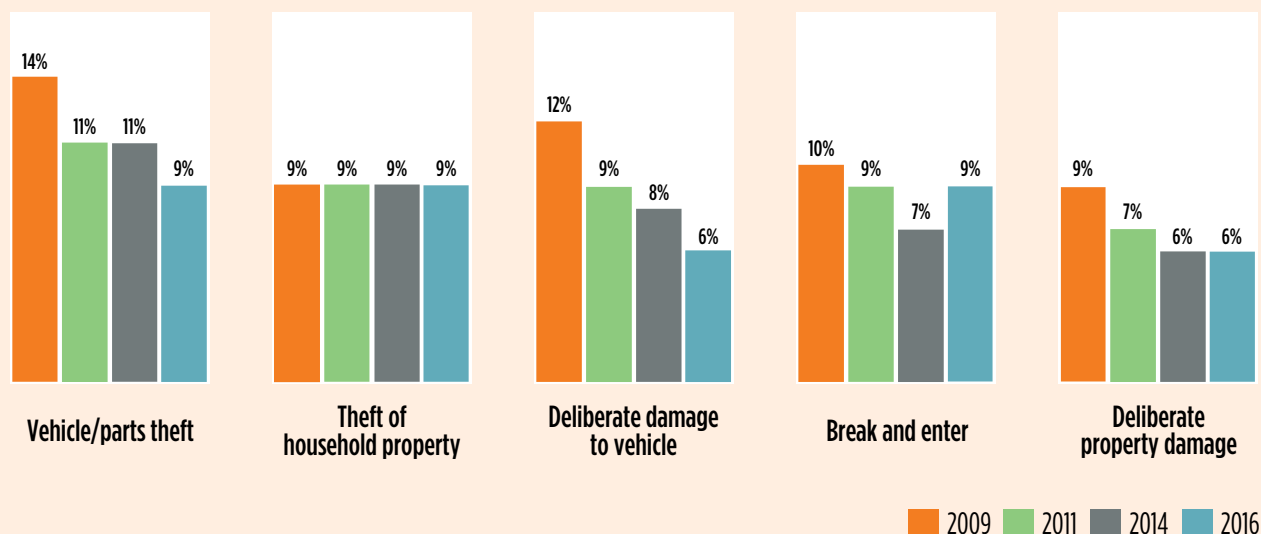
Respondents were asked about five specific property crime types that members of their household may have experienced over the past 12 months within the City of Edmonton, and whether these crimes were reported to the police or not. Only those households that reported having owned or leased a vehicle in the previous 12 months (1,114 respondents) were asked questions about vehicle/parts theft and deliberate vehicle damage. All 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 (9%,  $n = 102$ ) or break and enter (10%,  $n = 121$ ). Levels of reported victimization remained relatively static between 2014 and 2016 (Figure 11).

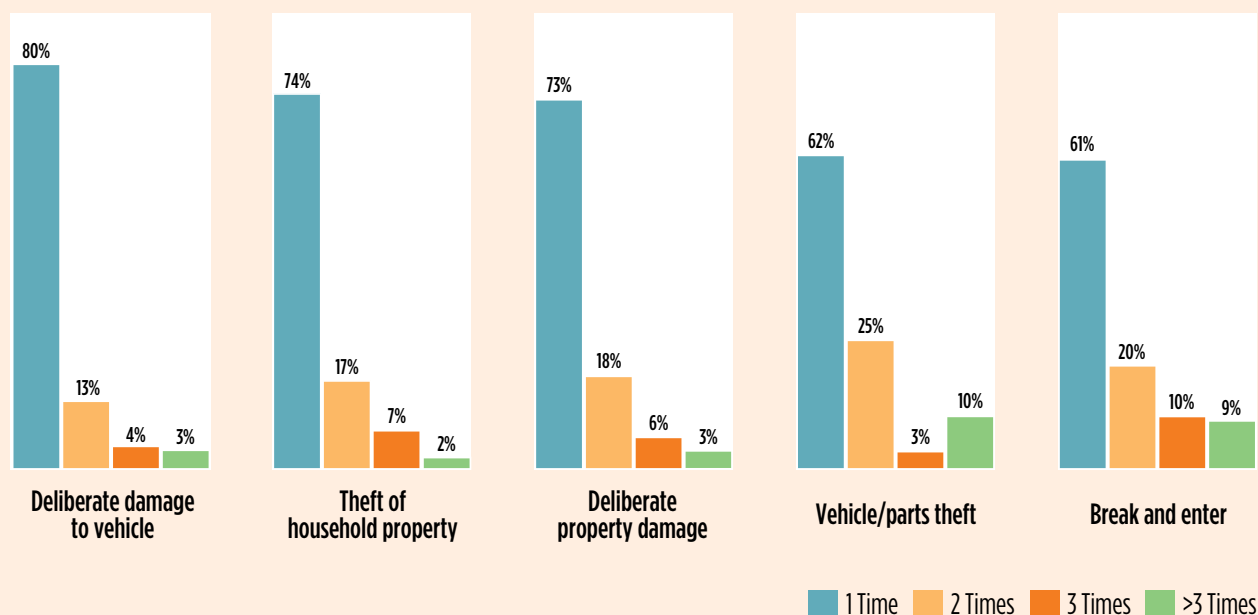


**FIGURE 11** Levels of Household Victimization (2009-2016)



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

**FIGURE 12** Levels of Repeat Household Victimization



## Reporting of Victimization to the Police

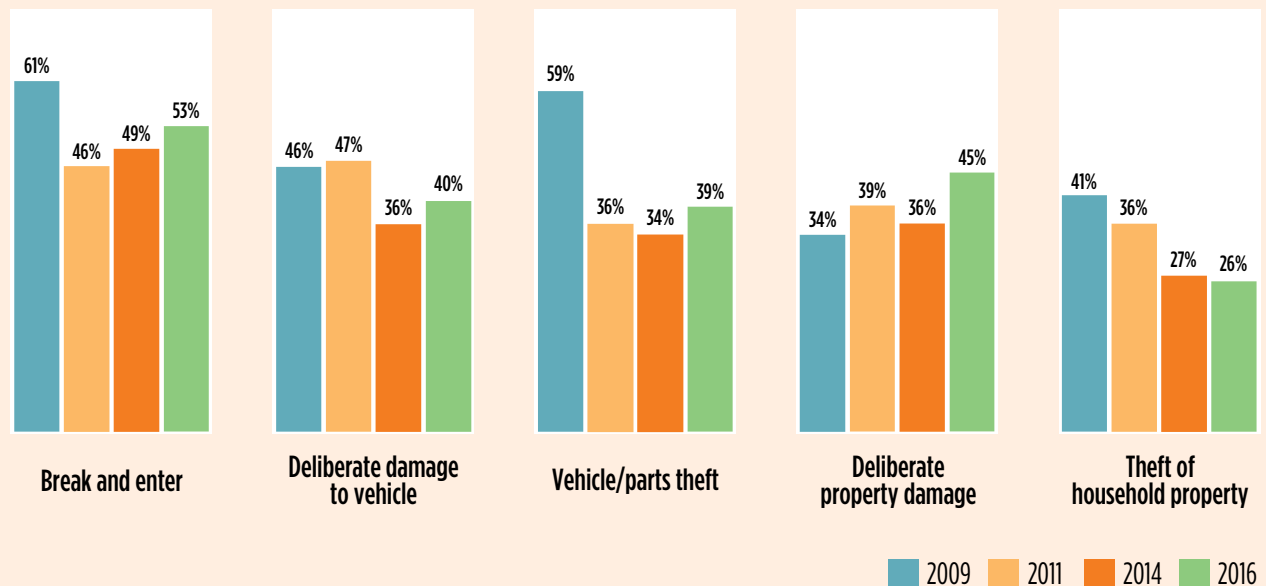
For each experience of victimization reported, the respondents were also asked if the incident(s) were reported to the police. Those respondents who indicated some or all incidents of a specific crime type were not reported to police were then asked to identify the main reason why the incident was not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

### LEVELS OF REPORTING

Figure 13 illustrates that in all incident types, excepting break and enters, less than half of respondents were likely to report the incident to the police. While there has been an overall decline in the likelihood a respondent would report an incident since 2009, the percentage of those reporting all crime types except theft of household property has been increasing since 2011.

FIGURE 13

Percentage of Incidents Reported to the Police (2009-2016)

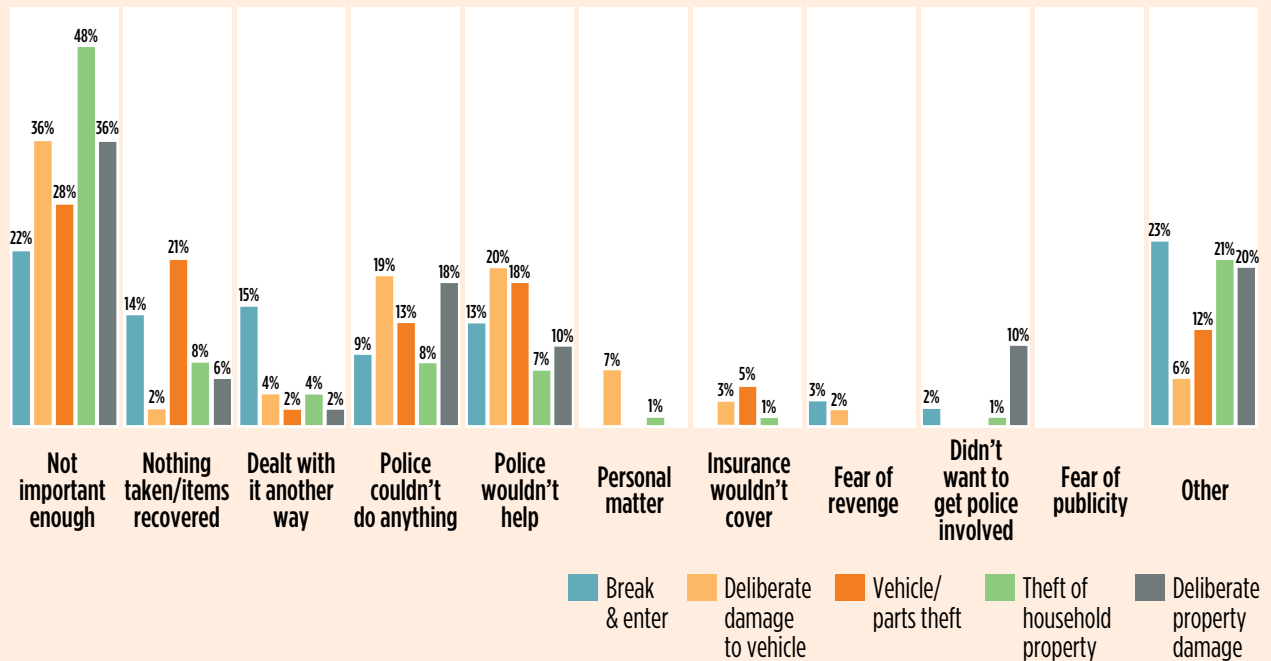


## REASONS FOR NON-REPORTING

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. Conversely, none of the respondents indicated that a *fear of publicity* prevented them from reporting an incident to the police. (Figure 14)

FIGURE 14

EPS Survey Reasons for Non-Reporting (2016)



# 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.

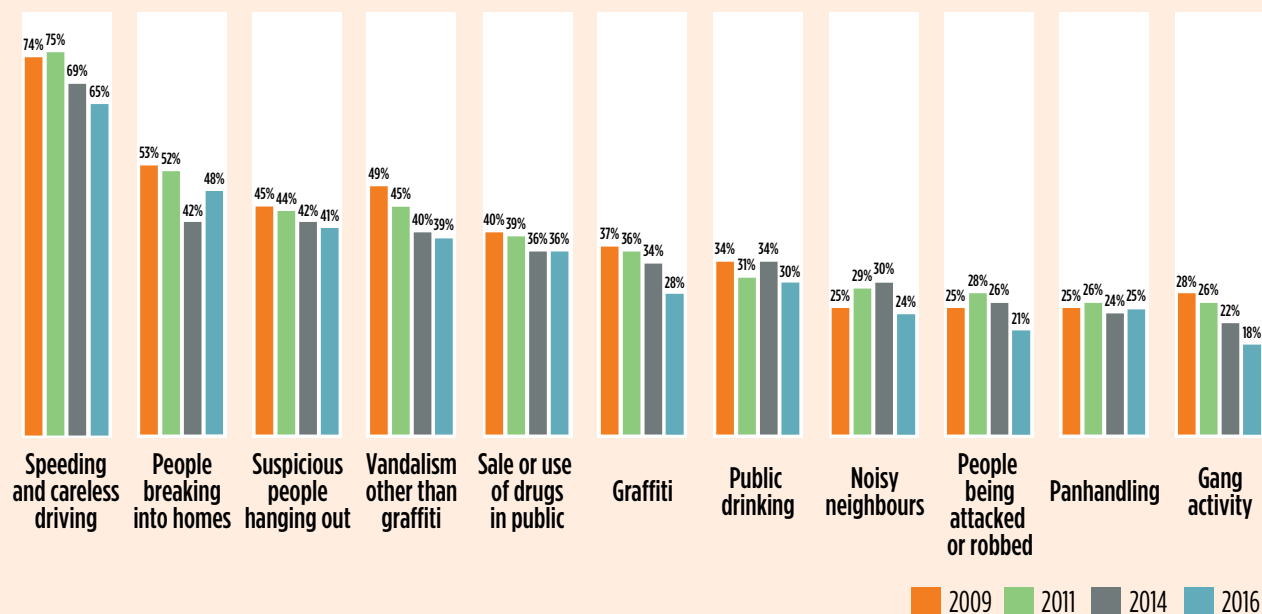
## Neighbourhood Problems

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 65% of respondents reported that this was an issue in their neighbourhood, and 21% said it was a big issue. This represents a 4% decline from the results reported in the 2014. (Figure 15)

FIGURE 15

## Neighbourhood Crime and Disorder Perceptions – Some or Big Problem (2009-2016)



Similar to 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. Suspicious people loitering.

## 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 (2009-2016)

Eighty percent (n = 1089) 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 2009. (Table 11)

**TABLE 11** Feelings of Safety When Walking Alone After Dark (2009-2016)

Response WALKING IN NEIGHBOURHOOD	2009	2011	2014	2016
Very safe	22%	26%	28%	<b>33%</b>
Reasonably safe	44%	44%	46%	<b>47%</b>
Somewhat unsafe	16%	15%	14%	<b>12%</b>
Very unsafe	8%	6%	5%	<b>3%</b>
<i>Respondent does not walk alone</i>	8%	9%	8%	<b>6%</b>
Don't know / no response	<1%	<1%	-	-

## REASONS FOR FEELING UNSAFE WALKING ALONE AFTER DARK

192 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
<b>Individual Victimization Factors</b>	<b>28</b>
Fear of the dark	18
Respondent is female, older or disabled	10
<b>Knowledge or Perception of Crime</b>	<b>44</b>
Fear of crime in general, media reports	15
Because of specific crimes committed	5
Previous experiences of crime or intimidation	24
<b>Local Neighbourhood Conditions</b>	<b>112</b>
Unsafe area, or area with unsafe characteristics	47
Homeless, drunk or otherwise suspicious people	47
Drug dealers, drug users and drugs in general	12
Teenagers / Youth mentions	4
Gang activity	2
<b>Other Reasons</b>	<b>8</b>
Not enough police presence	1
Other	7

## AVOIDANCE OF GOING OUT AFTER DARK

All respondents were asked if they avoided going out after dark because of crime. The majority of respondents (68%, n = 910) indicated that they never avoided going out after dark. Table 13 provides the rates for each category of response for the period 2009-2016.

TABLE 13

## Avoid Going Out after Dark Because of Crime (2009-2016)

Response	2009	2011	2014	2016
Never avoid going out after dark because of crime	56%	61%	61%	<b>68%</b>
Some of the time avoid going out after dark because of crime	25%	23%	25%	<b>20%</b>
Most of the time avoid going out after dark because of crime	18%	15%	19%	<b>9%</b>
All of the time avoid going out after dark because of crime	-	-	4%	<b>4%</b>
Don't know / no response	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.

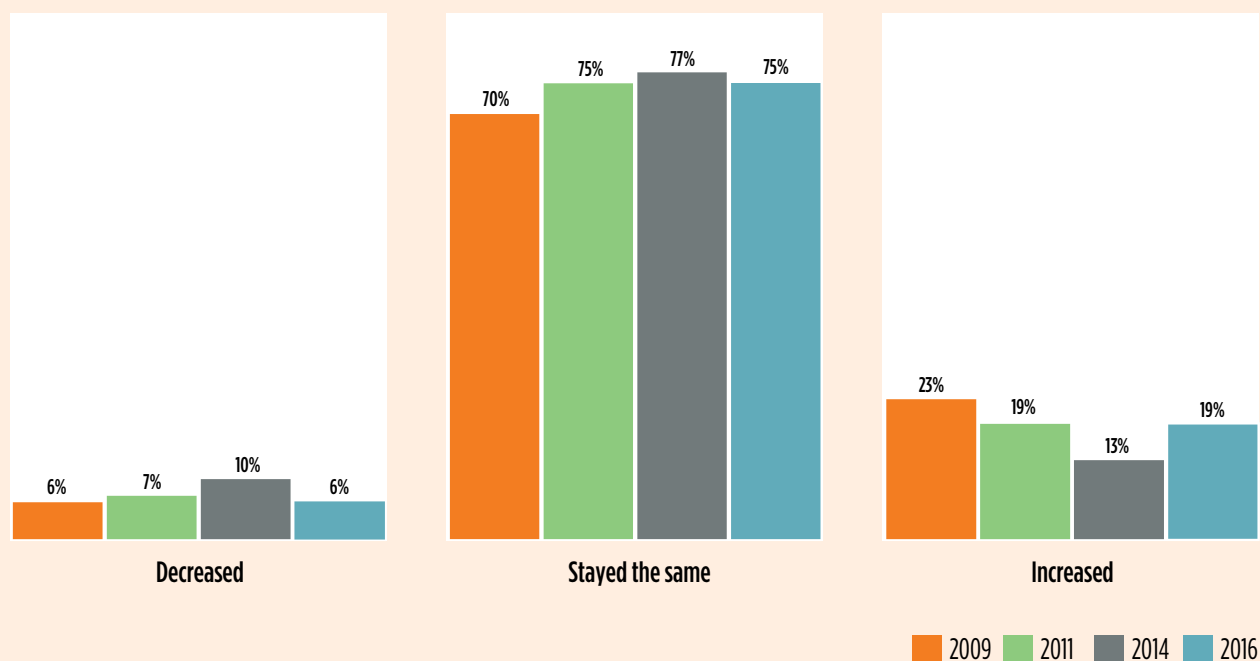
### PERCEPTIONS OF NEIGHBOURHOOD CRIME LEVELS

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-five percent of respondents (n = 906) felt that crime levels in their neighbourhood had stayed about the same in the previous 12 months. Six percent felt crime had decreased, while 19% felt that crime had increased in their neighbourhood over the past year. Since 2009, there has been a downward trend in the percentage of those who perceived crime levels as increasing in their neighbourhoods, though that proportion increased slightly in 2016. (Figure 16)

FIGURE 16

### Perceived Changes in Neighbourhood Crime Level (2009-2016)



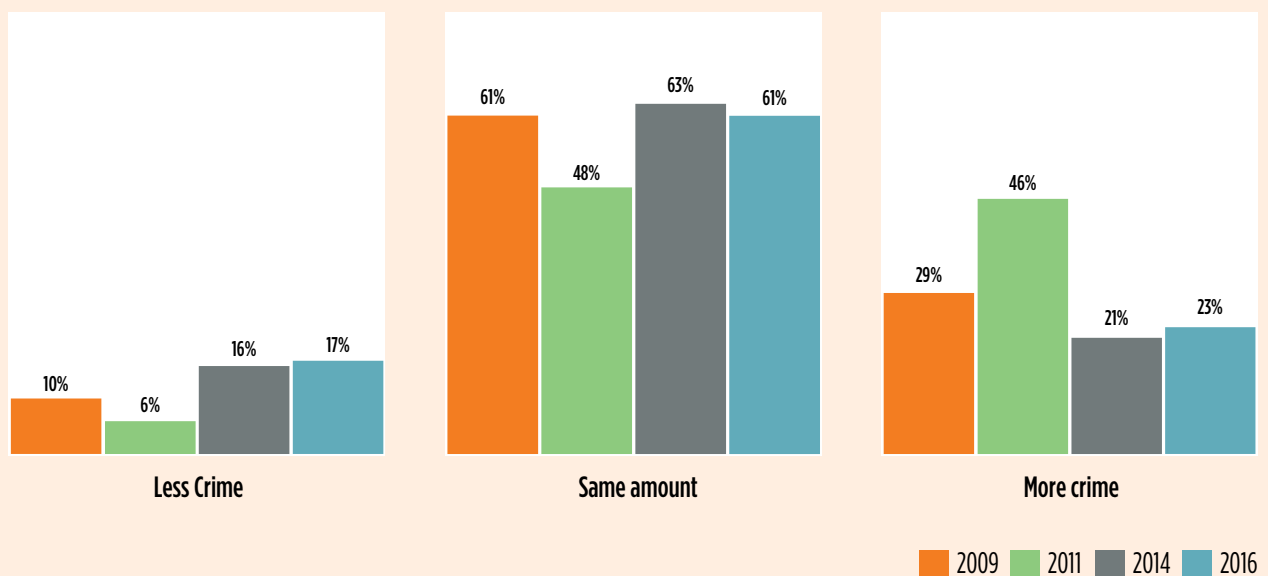
## PERCEPTIONS OF CRIME IN EDMONTON

All respondents were also asked for their perception of how Edmonton's crime levels compared to other Canadian cities. Almost two-thirds of respondents (61%, n = 764) 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 since 2011. 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 17)

FIGURE 17

### Perceived Crime Levels in Edmonton Compared to Other Canadian Cities (2009-2016)



# 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. All 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 2016, and compares that ranking with the results from past surveys.

TABLE 14

## Top Five City-wide Issues for EPS to Address (2009-2016)

2009 Rank	2011 Rank	2014 Rank	2016 Rank	Issue to be addressed by the EPS	Number of 2016 Responses
1	1	1	1	Traffic (excluding impaired driving)	<b>589</b>
3	4	2	2	Drugs	<b>345</b>
-	-	4	3	General Crime Mentions	<b>295</b>
4	5	5	4	More police visibility / availability / officers	<b>206</b>
2	2	3	5	Gang / Organized Crime	<b>174</b>

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 2009.

## 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, 94% (n = 1270) of respondents somewhat or strongly agreed with the statement. This represents a 1% increase in confidence from 2014.

TABLE 15

## Confidence in the EPS (2009-2016)

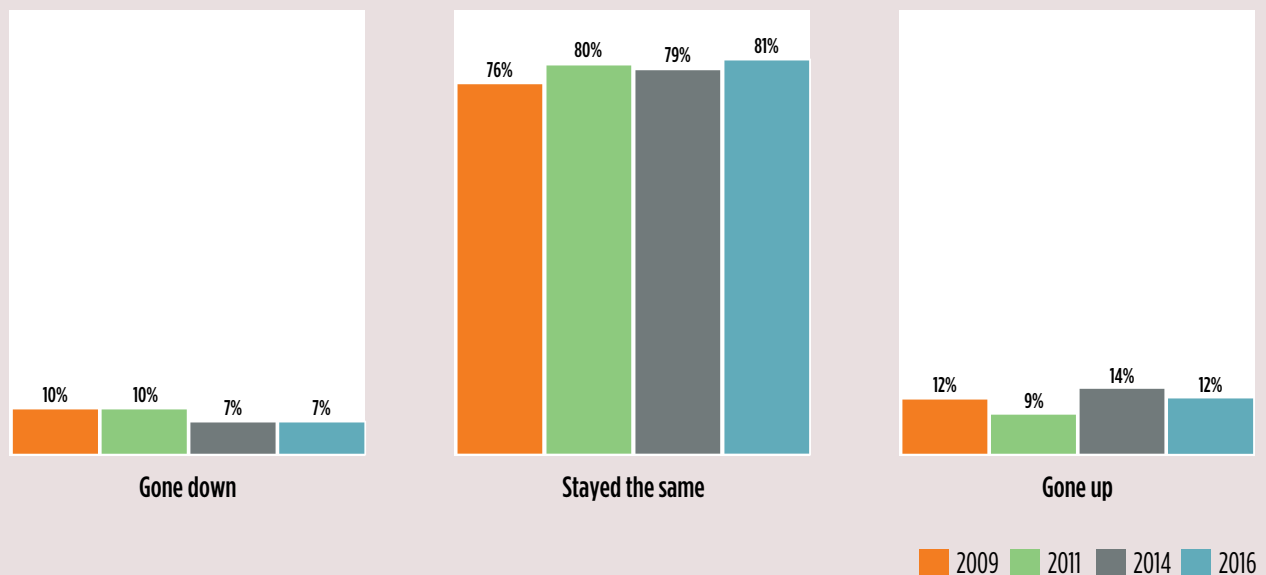
Response CONFIDENSE	2009	2011	2014	2016
Strongly agree	52%	51%	58%	<b>57%</b>
Somewhat agree	37%	40%	35%	<b>37%</b>
Somewhat disagree	5%	5%	4%	<b>3%</b>
Strongly disagree	5%	3%	2%	<b>3%</b>

Respondents were also asked to indicate whether their level of confidence in the EPS had changed over the past year. Over 80% (81%, n = 1100) reported that their confidence in the EPS had remained unchanged from the previous year, while 12% (n = 160) 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.

FIGURE 18

### Changes in Confidence in EPS in the Past Year (2009-2016)



Respondents who indicated that they had more confidence in the EPS than they had a year before (n = 160) 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
<b>Crime Levels or Police Effectiveness</b>	<b>61</b>
Police do a good job	25
Enforcement is effective	8
Appears to be less crime, more security	5
Police have improved	17
Police are ineffective	3
Crime is increasing / too high	3
<b>Community Interaction and Visibility</b>	<b>58</b>
Positive visibility or presence	26
Positive experience with police	22
Positive relations or communications with the Public	4
Media (unspecified)	6
<b>Professionalism, Governance and Accountability</b>	<b>18</b>
Leadership	4
More integrity / trusted / respected	10
Perceived corruption, misconduct or lack of integrity	1
Police appear disinterested, unhelpful or rude	1
Insufficient resources (staff, equipment, budget)	2
<b>Other</b>	<b>16</b>



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
<b>Crime Levels or Police Effectiveness</b>	<b>46</b>
Interaction was unsatisfactory	4
Police didn't respond to a call or complaint	5
Police are ineffective	16
Crime is increasing / too high	15
Response times were too slow	3
Appears to be less crime, more security	2
Police do a good job	1
<b>Community Interaction and Visibility</b>	<b>5</b>
Police should patrol more, be more visible	3
Media (unspecified)	2
<b>Professionalism, Governance and Accountability</b>	<b>37</b>
Insufficient resources (staff, equipment, budget)	8
Insufficient training or recruitment qualifications	2
Police should focus resources differently	5
Police appear disinterested, unhelpful or rude	11
Perceived corruption, misconduct or lack of integrity	11
<b>Other</b>	<b>10</b>

## EPS Performance Ratings

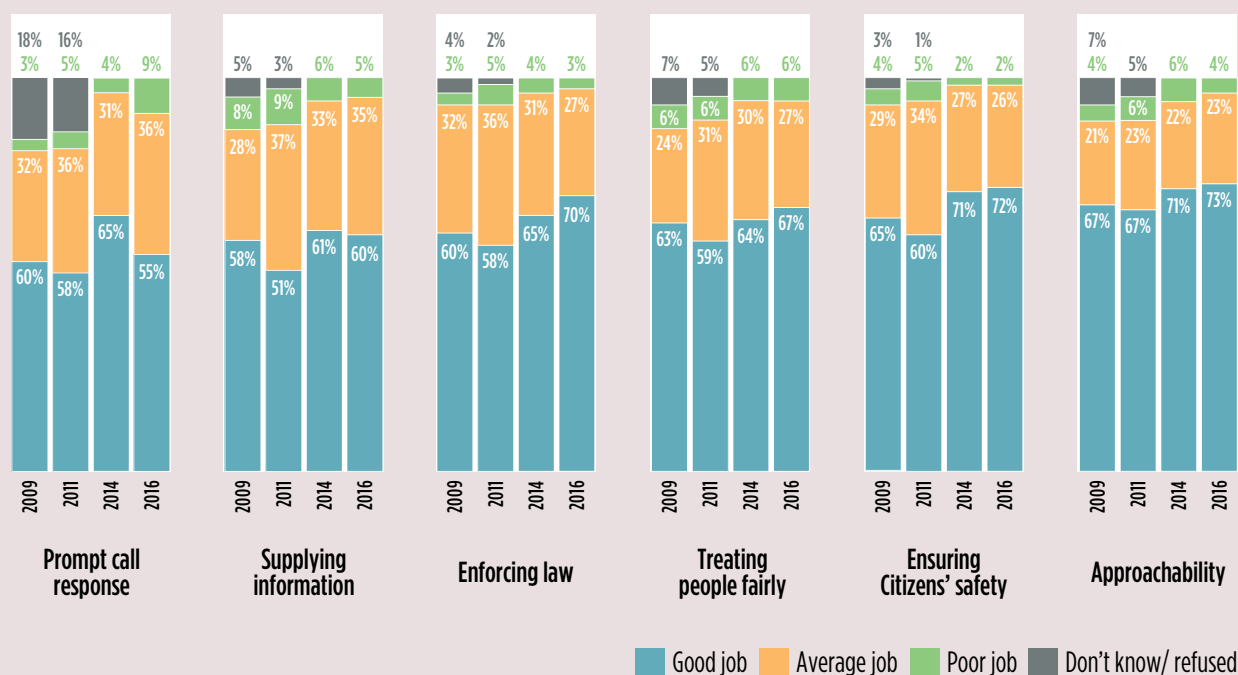
All respondents were asked their opinion on whether the EPS does a good job, does an average job or does a poor job with respect to the following issues:

- 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, approximately 70% of respondents reported that the EPS is doing a 'good job' being *Approachable* and *ensuring citizens' safety*. (Figure 19)

FIGURE 19

EPS Performance Ratings (2009–2016)



*Responding promptly* to calls remains an area of improvement for the EPS with 36% (n = 419) reporting that the service is doing an 'average job' and 9% (n = 101) 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-seven percent (915 out of 1376) 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 (2009-2016)**

2009 Rank	2011 Rank	2014 Rank	2016 Rank	Recommendation for the EPS	Number of 2011 Responses
1	1	2	1	More police officers	<b>175</b>
3	2	1	2	More visible police presence	<b>169</b>
2	3	3	3	Improve communication / contact with public	<b>128</b>
4	4	5	4	Focus of enforcement	<b>109</b>
-	-	4	5	Faster, more efficient response to calls	<b>79</b>

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

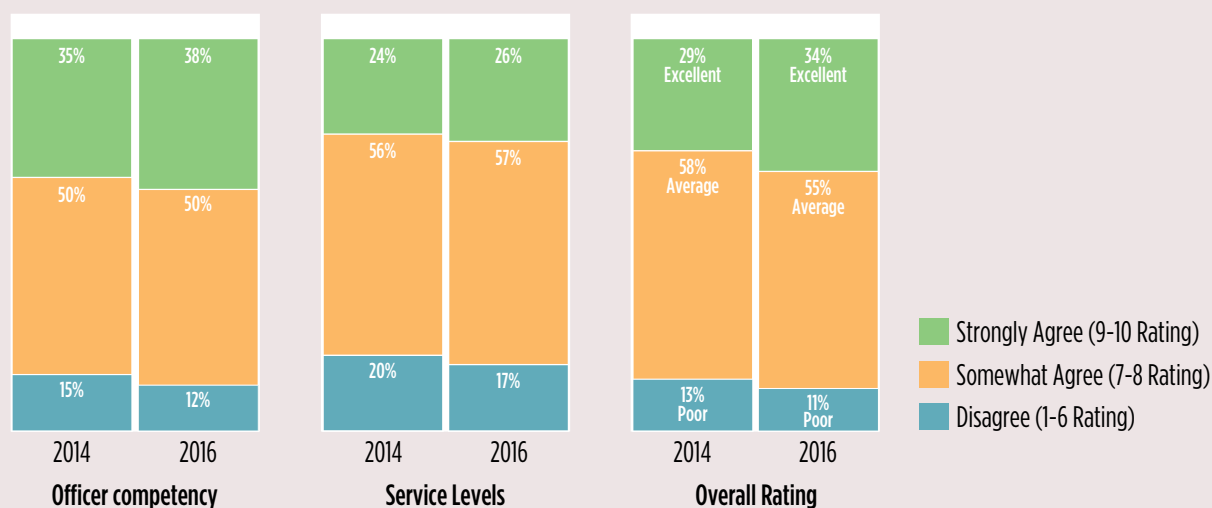
In the 2014 survey, three questions were added based on the Citizen Survey conducted by the Calgary Police Commission regarding the Calgary Police Service. Respondents to the Edmonton Citizen Survey were asked to rate the following:

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

As illustrated in figure 20, 82% of respondents (n = 1129) agreed that the EPS provided adequate levels of service to the public and 88% (n = 1156) felt that EPS officers were competent in their duties. Respondents were also asked to rate the EPS overall: 89% of respondents (n = 1220) 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 = 18) were asked to provide additional feedback. Table 19 provides a summary of the responses received to this question.

TABLE 19

## Causes for Dissatisfaction with EPS

Response provided	Total Responses
Police are unprofessional, incompetent or unhelpful	10
Accountability, officer conduct	9
Unsatisfactory response to a specific incident	4
Poor management or discipline	4
Lack of response or slow response time	3
Unsatisfactory interaction with the public	1
Inappropriate or inefficient use of resources	1
Police don't treat people fairly or equally	1

# Edmonton Police Commission

The EPS Citizen Survey also includes 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 identical results from 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 1,376 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.

FIGURE 21

### Awareness of the EPC



TABLE 20

## Understanding of the Role of the EPC

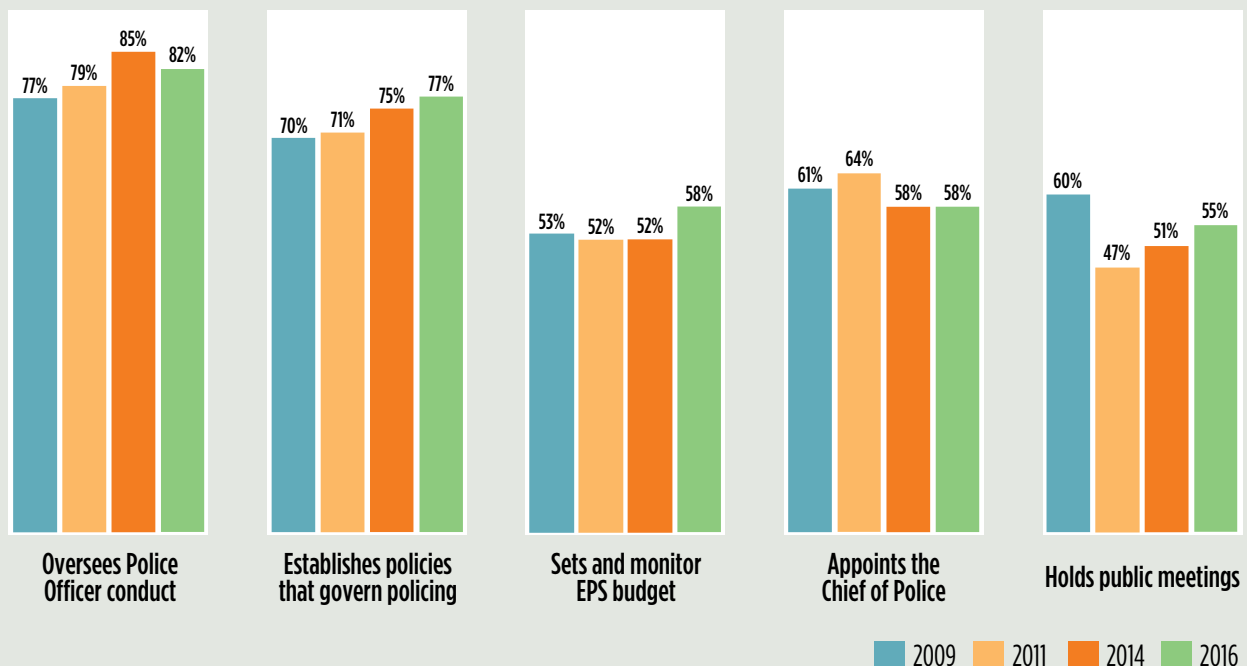
Responses	Number of Responses	% of ALL Respondents who provided Response
To oversee or supervise police service	399	62%
To set policies and procedures or budget	138	21%
To investigate or adjudicate complaints or internal police matters	101	16%
To communicate, mediate or liaise between public and police	76	12%
To hire the chief of police or make other personnel decisions	28	4%
To act as liaison or mediator between police and governments	23	4%
To ensure that police treat citizens fairly and equally	19	3%
To serve and protect	2	-
General / vague / unrelated / other responses	37	6%

## 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. (Figure 22)

FIGURE 22

## Awareness of Specific EPC Roles (2009-2016)



## 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 27%.

2016 Call Disposition		
<b>Total numbers attempted</b>	<b>19004</b>	<b>100%</b>
<b>Invalid</b> NIS, fax/modem, business/non-res.	<b>2828</b>	15%
<b>Unresolved (U)</b> Busy, no answer, answering machine, callbacks	<b>9400</b>	49%
<b>In-scope - non-responding (IS)</b> Language problem Illness, incapable Selected respondent not available Household refusal Respondent refusal Qualified respondent break-off	<b>2412</b>	13%
<b>In-scope - Responding units (R)</b> Language disqualify No one 18+ *Other disqualify	<b>4364</b>	23%
<b>Completed interviews</b>	<b>1376</b>	
<b>Response Rate = <math>R/(U+IS+R)</math></b>	<b>27%</b>	
<b>Refusal Rate</b>	<b>13%</b>	



## Appendix B: Respondent Characteristics

Respondent Characteristics	2016 EPS Citizen Survey
<b>Gender</b>	
Male	50%
Female	50%
<b>Age (18+)</b>	
18-24	11%
25-34	23%
35-44	18%
45-54	17%
55-64	15%
65-74	10%
75+	6%
<b>Household Size</b>	
1 Person	15%
2 Persons	29%
3 Persons	20%
4 Persons	20%
5+ Persons	16%

Other Respondent Characteristics	2016 EPS Citizen Survey
<b>Home Ownership</b>	
Own	72%
Rent	28%
<b>Level of Educational Attainment by Highest Level of Certificate, Diploma or Degree</b>	
No degree, certificate or diploma	5%
High school graduation certificate	24%
Some trade school, college or university	5%
Trades certificate or diploma	6%
College certificate or diploma	18%
University certificate or diploma below bachelor level	6%
Bachelor's degree	22%
University certificate or diploma above bachelor level	4%
Medical degree	0%
Master's degree	8%
Earned doctorate	2%
<b>Survey District</b>	
Downtown Division	7%
Northeast Division	19%
Northwest Division	12%
Southeast Division	22%
Southwest Division	26%
West Division	14%
<b>Phone Ownership</b>	
Landline only	10%
Cell phone only	29%
Both landline and cell phone	61%

## Appendix C: 2016 EPS Citizen Survey Instrument

**Int1** Hello, my name is \_\_\_\_\_. I'm calling on behalf of the Edmonton Police Service from an independent market research firm called 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)*

- ☐ <sub>1</sub> Yes
- ☐ <sub>2</sub> No
- ☐ <sub>3</sub> 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** *Show If Landline\_phone\_number*

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

*(Please select one)*

- ☐ <sub>1</sub> Speaking
- ☐ <sub>2</sub> Getting person
- ☐ <sub>3</sub> No
- ☐ <sub>4</sub> 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** 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)*

- ☐ <sub>1</sub> Yes
- ☐ <sub>2</sub> No
- ☐ <sub>3</sub> Call back
- ☐ <sub>4</sub> 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 (Edmonton Police Service) Andrew Lejeune can be reached at the Research and Evaluation Unit by calling 780-421-2689. Leave a message and your call will be returned as soon as possible.

**Q68** Before we start I would like you to know that this call may be recorded for quality assurance purposes.

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

- ☐ <sub>1</sub> 18 to 24
- ☐ <sub>2</sub> 25 to 34
- ☐ <sub>3</sub> 35 to 44
- ☐ <sub>4</sub> 45 to 54
- ☐ <sub>5</sub> 55 to 64
- ☐ <sub>6</sub> 65 to 74
- ☐ <sub>7</sub> 75 or over

**Q73** [DO NOT READ] Record gender. If unsure, ask: Are you a male or female?

*(Please select one)*

- ☐ <sub>1</sub> Male
- ☐ <sub>2</sub> Female

**Q72** For classification purposes, can you please provide us with your postal code?

*(If asked: Using your postal code, we will group your answers with others who live in your part of the Edmonton.*

- 
- ☐ <sub>9</sub> Don't know [THIS WILL TERMINATE RESPONDENT]
  - ☐ <sub>8</sub> Refused [THIS WILL TERMINATE RESPONDENT]

## Appendix C: 2016 EPS Citizen Survey Instrument (continued)

- Q1** 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.

In the past 12 months (since January 2015) have you had **any formal** contact either by phone or in person with the **Edmonton Police Service**?

*(Do not read  
Please select one)*

- ☐<sub>1</sub> Yes  
☐<sub>2</sub> No  
  
☐<sub>9</sub> Don't know  
☐<sub>8</sub> 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)*

- ☐<sub>1</sub> Yes  
☐<sub>2</sub> No  
  
☐<sub>9</sub> Don't know  
☐<sub>8</sub> 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?

*(If needed: I realize this question can provoke strong emotions, sir/madame, but at this time we're just asking if they did or not.)*

*(Do not read  
Please select one)*

- ☐<sub>1</sub> Yes  
☐<sub>2</sub> No  
  
☐<sub>9</sub> Don't know  
☐<sub>8</sub> 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)

## Appendix C: 2016 EPS Citizen Survey Instrument (continued)

Section (Q4 to Q22) *Show If Has\_had\_formal\_contact\_with\_EPS*

Page (Q4 to Q18) *Show If R\_initiated\_contact*

**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"/> <sub>1</sub>	<input type="radio"/> <sub>2</sub>	<input type="radio"/> <sub>8</sub>	<input type="radio"/> <sub>9</sub>
b. Report a traffic accident or medical emergency?	<input type="radio"/> <sub>1</sub>	<input type="radio"/> <sub>2</sub>	<input type="radio"/> <sub>8</sub>	<input type="radio"/> <sub>9</sub>
c. Report a neighborhood problem or concern?	<input type="radio"/> <sub>1</sub>	<input type="radio"/> <sub>2</sub>	<input type="radio"/> <sub>8</sub>	<input type="radio"/> <sub>9</sub>
d. Report something suspicious?	<input type="radio"/> <sub>1</sub>	<input type="radio"/> <sub>2</sub>	<input type="radio"/> <sub>8</sub>	<input type="radio"/> <sub>9</sub>
e. Obtain a permit? ( <i>[Only read if the respondent is unsure] e.g. firearm, alarm</i> )	<input type="radio"/> <sub>1</sub>	<input type="radio"/> <sub>2</sub>	<input type="radio"/> <sub>8</sub>	<input type="radio"/> <sub>9</sub>
f. Obtain a security clearance?	<input type="radio"/> <sub>1</sub>	<input type="radio"/> <sub>2</sub>	<input type="radio"/> <sub>8</sub>	<input type="radio"/> <sub>9</sub>
g. Ask for information or advice?	<input type="radio"/> <sub>1</sub>	<input type="radio"/> <sub>2</sub>	<input type="radio"/> <sub>8</sub>	<input type="radio"/> <sub>9</sub>
h. Any other reason?	<input type="radio"/> <sub>1</sub>	<input type="radio"/> <sub>2</sub>	<input type="radio"/> <sub>8</sub>	<input type="radio"/> <sub>9</sub>

**Q4h2** *Show If Contacted\_police\_for\_some\_other\_reason*

What other reason?

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**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)

- ☐<sub>1</sub> Yes  
☐<sub>2</sub> No  
☐<sub>9</sub> Don't know  
☐<sub>8</sub> Refused

Appendix C: 2016 EPS Citizen Survey Instrument (continued)

**Q6** *Show If Called\_EPS*

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

*(Please select one)*

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

**Q7** *Show If Called\_EPS*

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

*(Please select one)*

- ☐ <sub>1</sub> Extremely urgent
- ☐ <sub>2</sub> Urgent, or
- ☐ <sub>3</sub> Routine
- ☐ <sub>9</sub> Don't know
- ☐ <sub>8</sub> 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)*

- ☐ <sub>1</sub> Very satisfied
- ☐ <sub>2</sub> Somewhat satisfied
- ☐ <sub>3</sub> Somewhat dissatisfied
- ☐ <sub>4</sub> Very dissatisfied
- ☐ <sub>9</sub> Don't know
- ☐ <sub>8</sub> Refused

**Q9** *Show If Phone\_call\_satisfaction\_very\_sat\_or\_dissat*

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

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- ☐ <sub>9</sub> Don't know
- ☐ <sub>8</sub> Refused

**Appendix C: 2016 EPS Citizen Survey Instrument (continued)**

**Q10a** 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)*

- ☐ <sub>1</sub> Yes
- ☐ <sub>2</sub> No
- ☐ <sub>9</sub> Don't know
- ☐ <sub>8</sub> Refused

**Q11a** *Show If Used\_online\_reporting*

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

*(Select one)*

- ☐ <sub>1</sub> Very satisfied
- ☐ <sub>2</sub> Somewhat satisfied
- ☐ <sub>3</sub> Somewhat dissatisfied
- ☐ <sub>4</sub> Very dissatisfied
- ☐ <sub>9</sub> Don't know
- ☐ <sub>8</sub> Refused

**Q12a** *Show If Online\_tool\_very\_sat\_or\_dissat*

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

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**Q10** In the past 12 months was a police officer **dispatched** to your home or business?

*(Do not read  
Please select one)*

- ☐ <sub>1</sub> Yes
- ☐ <sub>2</sub> No
- ☐ <sub>9</sub> Don't know
- ☐ <sub>8</sub> Refused



Appendix C: 2016 EPS Citizen Survey Instrument (continued)

**Q11** *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)*

- ☐<sub>1</sub> Yes
- ☐<sub>2</sub> No
- ☐<sub>9</sub> Don't know
- ☐<sub>8</sub> Refused

**Q12** *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)*

- ☐<sub>1</sub> Longer than you expected
- ☐<sub>2</sub> About the amount of time you expected, or
- ☐<sub>3</sub> Less time than you expected?
- ☐<sub>9</sub> Don't know
- ☐<sub>8</sub> Refused

**Q13** *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)*

- ☐<sub>1</sub> Very satisfied
- ☐<sub>2</sub> Somewhat satisfied
- ☐<sub>3</sub> Somewhat dissatisfied
- ☐<sub>4</sub> Very dissatisfied
- ☐<sub>9</sub> Don't know
- ☐<sub>8</sub> Refused

Appendix C: 2016 EPS Citizen Survey Instrument (continued)

**Q14** *Show If R\_dispatch\_satisfaction\_very\_sat\_or\_dissat*

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

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- ☐\_9 Don't know  
☐\_8 Refused

**Q15** 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

**Q16** *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

**Q17** *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

## Appendix C: 2016 EPS Citizen Survey Instrument (continued)

**Q18** *Show If Police\_station\_satisfaction\_very\_sat\_or\_dissat*

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

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☐\_9 Don't know

☐\_8 Refused

Page (Q19 to Q22) *Show If EPS\_initiated\_contact*

**Q19** 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 noises or disturbances	<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

**Q19j2** *Show If Police\_contacted\_for\_some\_other\_reason*

What was the other reason?

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Appendix C: 2016 EPS Citizen Survey Instrument (continued)

**Q20** 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)

- ☐ <sub>1</sub> To ask for information in connection with a crime that had been committed  
[Show If Q19\_1\_To\_ask\_for\_info]
- ☐ <sub>2</sub> To investigate a traffic accident in which you were involved or witnessed  
[Show If Q19\_2\_To\_investigate\_]
- ☐ <sub>3</sub> To deal with a ringing burglar alarm  
[Show If Q19\_3\_To\_deal\_with\_a\_]
- ☐ <sub>4</sub> To investigate other noises or disturbances  
[Show If Q19\_4\_To\_investigate\_]
- ☐ <sub>5</sub> To return missing property  
[Show If Q19\_5\_To\_return\_missi]
- ☐ <sub>6</sub> To search your property  
[Show If Q19\_6\_To\_search\_your\_]
- ☐ <sub>7</sub> To charge you with an offence or arrest you  
[Show If Q19\_7\_To\_charge\_you\_w]
- ☐ <sub>8</sub> For a Check Stop  
[Show If Q19\_8\_For\_a\_Check\_Sto]
- ☐ <sub>9</sub> For a traffic violation ([Only read if the respondent is unsure]  
e.g. speeding, red light violation, seat belt violation, traffic signal/sign violation)  
[Show If Q19\_9\_For\_a\_traffic\_v]
- ☐ <sub>10</sub> <<Q19j2.text>>  
[Show If Q19\_10\_Any\_other\_reaso]
- ☐ <sub>9</sub> Don't know
- ☐ <sub>8</sub> Refused

**Q21** Show If Answer\_to\_most\_recent\_reason\_police\_initiated\_contact

(Thinking about your most recent contact) How satisfied were you with the way the police handled the matter? Were you...

(Please select one)

- ☐ <sub>1</sub> Very satisfied
- ☐ <sub>2</sub> Somewhat satisfied
- ☐ <sub>3</sub> Somewhat dissatisfied
- ☐ <sub>4</sub> Very dissatisfied
- ☐ <sub>9</sub> Don't know
- ☐ <sub>8</sub> Refused

Appendix C: 2016 EPS Citizen Survey Instrument (continued)

**Q22** Show If Very\_sat\_or\_dissat\_with\_police\_initiating\_contact

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

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- ☐\_9 Don't know  
☐\_8 Refused

**Q23** 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**

**Q24** 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

**Q25** 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

- ☐\_9 Don't know  
☐\_8 Refused

## Appendix C: 2016 EPS Citizen Survey Instrument (continued)

### Q26 Show If Neighborhood\_unsafe

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

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- ☐\_9 Don't know  
☐\_8 Refused

### Q27 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  
☐\_3 Most of the time, or  
☐\_4 All of the time  
☐\_9 Don't know  
☐\_8 Refused

### Q28 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	<i>(Do not read)</i> Refused	<i>(Do not read)</i> 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

Appendix C: 2016 EPS Citizen Survey Instrument (continued)

- Q29** 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)*

- ☐ <sub>1</sub> Higher  
☐ <sub>2</sub> About the same  
☐ <sub>3</sub> Lower  
  
☐ <sub>9</sub> Don't know  
☐ <sub>8</sub> Refused

- Q30** 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 2015).

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)*

- ☐ <sub>1</sub> Yes  
☐ <sub>2</sub> No  
  
☐ <sub>9</sub> Don't know  
☐ <sub>8</sub> Refused

Page (Q31 to Q40)      *Show If Someone\_owns\_or\_leased\_a\_vehicle*

- Q31** In the past 12 months, did anyone **steal** or try to steal one of these vehicles or a part from one of them, such as a battery, hubcap, or radio?

*(Do not read  
Please select one)*

- ☐ <sub>1</sub> Yes  
☐ <sub>2</sub> No  
  
☐ <sub>9</sub> Don't know  
☐ <sub>8</sub> Refused

- Q32** *Show If Vehicle\_stolen*

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

- ☐ <sub>9</sub> Don't know  
☐ <sub>8</sub> Refused

## Appendix C: 2016 EPS Citizen Survey Instrument (continued)

### Q33 *Show If Vehicle\_stolen*

Were all of these incidents/was this incident reported to the police?

*(Do not read  
Please select one)*

- ☐<sub>1</sub> Yes
- ☐<sub>2</sub> No
- ☐<sub>9</sub> Don't know
- ☐<sub>8</sub> Refused

### Q34 *Show If Car\_stolen\_not\_reported*

How many incidents were **not** reported? \_\_\_\_\_

- ☐<sub>9</sub> Don't know
- ☐<sub>8</sub> Refused

### Q35 *Show If Car\_stolen\_not\_reported*

To the best of your knowledge, what was the main reason these incidents were/this incident was not reported to police?

*(Do not read  
Please select one)*

- ☐<sub>1</sub> Dealt with another way (e.g. reported to another official/landlord/manager, took care of myself)
- ☐<sub>2</sub> Fear of revenge by offender
- ☐<sub>3</sub> 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)
- ☐<sub>4</sub> Police wouldn't help (e.g. wouldn't think important enough, biased, police would be inefficient/ineffective, offender was police officer)
- ☐<sub>5</sub> Did not want to get involved with police
- ☐<sub>6</sub> Not important enough to respondent (e.g. minor crime, small loss, child offender, no intended harm)
- ☐<sub>7</sub> Incident was a personal matter and did not concern police
- ☐<sub>8</sub> Fear of publicity/news coverage
- ☐<sub>9</sub> Insurance wouldn't cover (no insurance, loss less than deductible etc.)
- ☐<sub>10</sub> Nothing taken /items were recovered
- ☐<sub>11</sub> Other (specify):
- ☐<sub>9</sub> Don't know
- ☐<sub>8</sub> Refused



**Appendix C: 2016 EPS Citizen Survey Instrument (continued)**

**Q36** In the past 12 months, did anyone **deliberately damage** one of these vehicles, such as slashing tires?

*(Do not read  
Please select one)*

☐<sub>1</sub> Yes

☐<sub>2</sub> No

☐<sub>9</sub> Don't know

☐<sub>8</sub> Refused

**Q37** *Show If Vehicle\_was\_damaged*

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

☐<sub>9</sub> Don't know

☐<sub>8</sub> Refused

**Q38** *Show If Vehicle\_was\_damaged*

Were all of these incidents/was this incident reported to the police?

*(Do not read  
Please select one)*

☐<sub>1</sub> Yes

☐<sub>2</sub> No

☐<sub>9</sub> Don't know

☐<sub>8</sub> Refused

**Q39** *Show If Damage\_not\_reported*

How many incidents were not reported? \_\_\_\_\_

☐<sub>9</sub> Don't know

☐<sub>8</sub> Refused

Appendix C: 2016 EPS Citizen Survey Instrument (continued)

**Q40** *Show If Damage\_not\_reported*

To the best of your knowledge, what was the main reason these incidents were/this incident was not reported to police?

*(Do not read  
Please select one)*

- ☐ <sub>1</sub> Dealt with another way (e.g. reported to another official/landlord/manager, took care of myself)
- ☐ <sub>2</sub> Fear of revenge by offender
- ☐ <sub>3</sub> 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)
- ☐ <sub>4</sub> Police wouldn't help (e.g. wouldn't think important enough, biased, police would be inefficient/ineffective, offender was police officer)
- ☐ <sub>5</sub> Did not want to get involved with police
- ☐ <sub>6</sub> Not important enough to respondent (e.g. minor crime, small loss, child offender, no intended harm)
- ☐ <sub>7</sub> Incident was a personal matter and did not concern police
- ☐ <sub>8</sub> Fear of publicity/news coverage
- ☐ <sub>9</sub> Insurance wouldn't cover (no insurance, loss less than deductible etc.)
- ☐ <sub>10</sub> Nothing taken /items were recovered
- ☐ <sub>11</sub> Other (specify):
- ☐ <sub>9</sub> Don't know
- ☐ <sub>8</sub> Refused

**Q41** 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)*

- ☐ <sub>1</sub> Yes
- ☐ <sub>2</sub> No
- ☐ <sub>9</sub> Don't know
- ☐ <sub>8</sub> Refused

**Q42** *Show If Someone\_damaged\_property*

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

- ☐ <sub>9</sub> Don't know
- ☐ <sub>8</sub> Refused

**Q43** *Show If Someone\_damaged\_property*

Were all of these incidents/was this incident reported to the police?

*(Do not read  
Please select one)*

- ☐ <sub>1</sub> Yes
- ☐ <sub>2</sub> No
- ☐ <sub>9</sub> Don't know
- ☐ <sub>8</sub> Refused

Appendix C: 2016 EPS Citizen Survey Instrument (continued)

**Q44** *Show If Not\_all\_property\_damage\_reported*

How many incidents were not reported? \_\_\_\_\_

- ☐\_9 Don't know  
☐\_8 Refused

**Q45** *Show If Not\_all\_property\_damage\_reported*

To the best of your knowledge, what was the main reason these incidents were/this incident was 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

**Q46** 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

**Appendix C: 2016 EPS Citizen Survey Instrument (continued)**

**Q47** *Show If Someone\_tried\_to\_break\_in*

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

- ☐\_9 Don't know  
☐\_8 Refused

**Q48** *Show If Someone\_tried\_to\_break\_in*

Were these incidents/was this incident reported to the police?

*(Do not read  
Please select one)*

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

**Q49** *Show If Break\_in\_not\_reported*

How many incidents were not reported? \_\_\_\_\_

- ☐\_9 Don't know  
☐\_8 Refused

**Q50** *Show If Break\_in\_not\_reported*

To the best of your knowledge, what was the main reason these incidents were/this incident was 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: 2016 EPS Citizen Survey Instrument (continued)

- Q51** 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)*

- ☐<sub>1</sub> Yes  
☐<sub>2</sub> No  
  
☐<sub>9</sub> Don't know  
☐<sub>8</sub> Refused

- Q52** *Show If Attempted\_to\_steal*

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

- ☐<sub>9</sub> Don't know  
☐<sub>8</sub> Refused

- Q53** *Show If Attempted\_to\_steal*

Were these incidents/was this incident reported to the police?

*(Do not read  
Please select one)*

- ☐<sub>1</sub> Yes  
☐<sub>2</sub> No  
  
☐<sub>9</sub> Don't know  
☐<sub>8</sub> Refused

- Q54** *Show If Stealing\_not\_reported*

How many incidents were not reported? \_\_\_\_\_

- ☐<sub>9</sub> Don't know  
☐<sub>8</sub> Refused

## Appendix C: 2016 EPS Citizen Survey Instrument (continued)

### Q55 *Show If Stealing\_not\_reported*

To the best of your knowledge, what was the main reason these incidents were/this incident was not reported to police?

*(Do not read  
Please select one)*

- ☐ <sub>1</sub> Dealt with another way (e.g. reported to another official/landlord/manager, took care of myself)
- ☐ <sub>2</sub> Fear of revenge by offender
- ☐ <sub>3</sub> 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)
- ☐ <sub>4</sub> Police wouldn't help (e.g. wouldn't think important enough, biased, police would be inefficient/ineffective, offender was police officer)
- ☐ <sub>5</sub> Did not want to get involved with police
- ☐ <sub>6</sub> Not important enough to respondent (e.g. minor crime, small loss, child offender, no intended harm)
- ☐ <sub>7</sub> Incident was a personal matter and did not concern police
- ☐ <sub>8</sub> Fear of publicity/news coverage
- ☐ <sub>9</sub> Insurance wouldn't cover (no insurance, loss less than deductible etc.)
- ☐ <sub>10</sub> Nothing taken /items were recovered
- ☐ <sub>11</sub> Other (specify):
- ☐ <sub>9</sub> Don't know
- ☐ <sub>8</sub> Refused

### Q56 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.

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- ☐ <sub>9</sub> Don't know
- ☐ <sub>8</sub> Refused

Appendix C: 2016 EPS Citizen Survey Instrument (continued)

- Q57** 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)*

- ☐<sub>1</sub> Strongly disagree  
☐<sub>2</sub> Somewhat disagree  
☐<sub>3</sub> Somewhat agree  
☐<sub>4</sub> Strongly agree

- ☐<sub>9</sub> Don't know  
☐<sub>8</sub> Refused

- Q58** Thinking back over the past 12 months, would you say that your confidence in the Edmonton Police Service has...

*(Please select one)*

- ☐<sub>1</sub> Gone down  
☐<sub>2</sub> Stayed the same or  
☐<sub>3</sub> Gone up

- ☐<sub>9</sub> Don't know  
☐<sub>8</sub> Refused

- Q59** *Show If View\_has\_changed*

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

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- ☐<sub>9</sub> Don't know  
☐<sub>8</sub> Refused

## Appendix C: 2016 EPS Citizen Survey Instrument (continued)

**Q60** 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<br>job                        | Average<br>job                     | Poor<br>job                        |
|---|------------------------------------|------------------------------------|------------------------------------|
| a. Enforcing the laws   | <input type="radio"/> <sub>1</sub> | <input type="radio"/> <sub>2</sub> | <input type="radio"/> <sub>3</sub> |
| b. Promptly responding to calls                                   | <input type="radio"/> <sub>1</sub> | <input type="radio"/> <sub>2</sub> | <input type="radio"/> <sub>3</sub> |
| c. Being approachable and easy to talk to                         | <input type="radio"/> <sub>1</sub> | <input type="radio"/> <sub>2</sub> | <input type="radio"/> <sub>3</sub> |
| d. Supplying information to the public<br>on ways to reduce crime | <input type="radio"/> <sub>1</sub> | <input type="radio"/> <sub>2</sub> | <input type="radio"/> <sub>3</sub> |
| e. Ensuring the safety of citizens                                | <input type="radio"/> <sub>1</sub> | <input type="radio"/> <sub>2</sub> | <input type="radio"/> <sub>3</sub> |
| f. Treating people fairly   | <input type="radio"/> <sub>1</sub> | <input type="radio"/> <sub>2</sub> | <input type="radio"/> <sub>3</sub> |
| <input type="checkbox"/> <sub>9</sub> Don't know                  |                                    |                                    |                                    |
| <input type="checkbox"/> <sub>8</sub> Refused                     |                                    |                                    |                                    |

**Q61** If you could make just **one** recommendation to the Edmonton Police Service about how they could **improve** their services, what would it be?

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- ☐<sub>9</sub> Don't know  
☐<sub>8</sub> Refused

**Q23a** 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...

- |   | Strongly<br>disagree               |                                    |                                    |                                    |                                    |                                    |                                    |                                    | Strongly<br>agree                  | Prefer not<br>to answer             |                                     |
|---|------------------------------------|------------------------------------|------------------------------------|------------------------------------|------------------------------------|------------------------------------|------------------------------------|------------------------------------|------------------------------------|-------------------------------------|-------------------------------------|
| a. provides an adequate<br>amount or level of service<br>to the public? | <input type="radio"/> <sub>1</sub> | <input type="radio"/> <sub>2</sub> | <input type="radio"/> <sub>3</sub> | <input type="radio"/> <sub>4</sub> | <input type="radio"/> <sub>5</sub> | <input type="radio"/> <sub>6</sub> | <input type="radio"/> <sub>7</sub> | <input type="radio"/> <sub>8</sub> | <input type="radio"/> <sub>9</sub> | <input type="radio"/> <sub>10</sub> | <input type="radio"/> <sub>11</sub> |
| b. officers are competent<br>in their duties?                           | <input type="radio"/> <sub>1</sub> | <input type="radio"/> <sub>2</sub> | <input type="radio"/> <sub>3</sub> | <input type="radio"/> <sub>4</sub> | <input type="radio"/> <sub>5</sub> | <input type="radio"/> <sub>6</sub> | <input type="radio"/> <sub>7</sub> | <input type="radio"/> <sub>8</sub> | <input type="radio"/> <sub>9</sub> | <input type="radio"/> <sub>10</sub> | <input type="radio"/> <sub>11</sub> |



Appendix C: 2016 EPS Citizen Survey Instrument (continued)

**Q4a** 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 Excellent  
☐ <sub>1</sub>   ☐ <sub>2</sub>   ☐ <sub>3</sub>   ☐ <sub>4</sub>   ☐ <sub>5</sub>   ☐ <sub>6</sub>   ☐ <sub>7</sub>   ☐ <sub>8</sub>   ☐ <sub>9</sub>   ☐ <sub>10</sub>

☐ <sub>9</sub> Don't know  
☐ <sub>8</sub> Refused

**Q63** *Show If Dissatisfied\_with\_EPS*

What specific aspects of the police service did you find poor?

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☐ <sub>9</sub> Don't know  
☐ <sub>8</sub> Refused

**Q64** Are you aware that Edmonton has a Police Commission?

*(Please select one)*

☐ <sub>1</sub> Yes  
☐ <sub>2</sub> No

Page      *Show If Aware\_of\_commission*

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

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☐ <sub>9</sub> Don't know  
☐ <sub>8</sub> Refused

## Appendix C: 2016 EPS Citizen Survey Instrument (continued)

**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"/> <sub>1</sub>	<input type="radio"/> <sub>2</sub>
b. ...the Edmonton Police Commission sets and monitors the budget for Edmonton's Police Service?	<input type="radio"/> <sub>1</sub>	<input type="radio"/> <sub>2</sub>
c. ...the Edmonton Police Commission establishes policies that govern policing in Edmonton?	<input type="radio"/> <sub>1</sub>	<input type="radio"/> <sub>2</sub>
d. ...the Edmonton Police Commission oversees police officer conduct?	<input type="radio"/> <sub>1</sub>	<input type="radio"/> <sub>2</sub>
e. ...the Edmonton Police Commission holds public meetings?	<input type="radio"/> <sub>1</sub>	<input type="radio"/> <sub>2</sub>

**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.*

*If respondent indicates that they've lived here, then moved away, and then came back, ask for the total number of years, not just the number of years since they came back.)*

\_\_\_\_\_ years

**Q69** What is the highest level of education you completed?

*(Do not read  
Please select one)*

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

☐ <sub>9</sub> Don't know

☐ <sub>8</sub> Refused

**Q70** Do you currently own or rent your living accommodation?

*(Do not read  
Please select one)*

☐ <sub>1</sub> Own

☐ <sub>2</sub> Rent

☐ <sub>9</sub> Don't know

☐ <sub>8</sub> Refused

Appendix C: 2016 EPS Citizen Survey Instrument (continued)

**P1** Show If Landline\_phone\_number

Do you personally have a mobile or cellular telephone? Note that this does not include cordless home landline phones, or numbers used solely for business purposes.

*(If needed: We only wish to know if you own one or not. We will not ask you what the phone number is.)*

*(Select one.)*

- ☐<sub>1</sub> Yes  
☐<sub>2</sub> No

**P2** Show If Wireless\_phone\_number

Do you have a landline telephone number in your household? Note that this does not include cell phones, numbers that are **only** used by a computer or fax machine, or numbers used solely for business purposes.

*(If needed: We only wish to know if you own one or not. We will not ask you what the phone number is.)*

*(Select one.)*

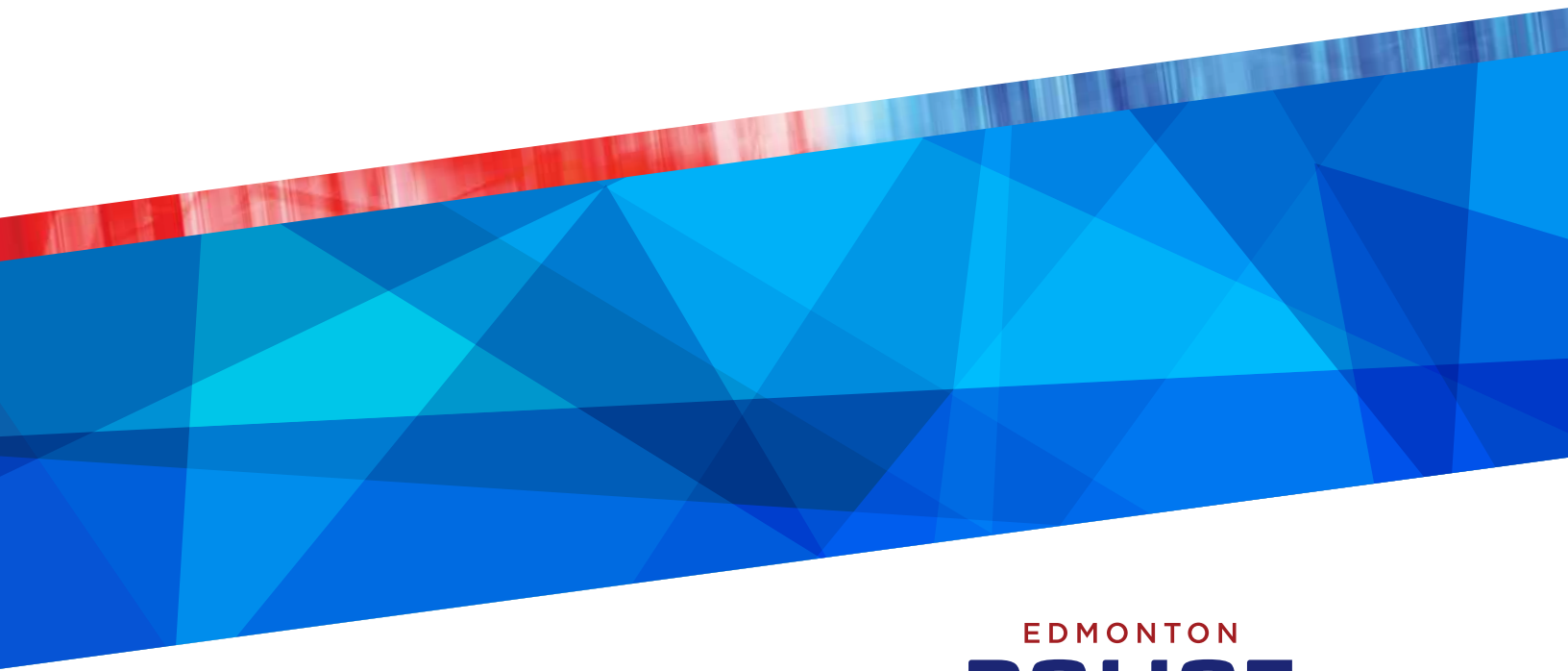
- ☐<sub>1</sub> Yes  
☐<sub>2</sub> No

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

- ☐<sub>9</sub> Don't know  
☐<sub>8</sub> Refused

**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.





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SERVICE