



EDMONTON POLICE SERVICE

REPORT TO THE EDMONTON POLICE COMMISSION

DATE: 2017 Oct 23

SUBJECT: 2018 EPS CITIZEN AND BUSINESS SURVEYS

RECOMMENDATION(S):

- 1) EPC approves the attached business and citizen surveys; and
- 2) EPC approves the proposed timeline.

INTRODUCTION:

In previous years, the Edmonton Police Service (EPS) has conducted a biennial Citizen Survey in accordance with Alberta Policing Standard OM 1.1. The last survey was conducted in the winter of 2016.

Since EPC approval in April 2017 to begin work on the 2018 iteration of the survey, EPS has been working closely with the EPC Executive Director to develop two surveys for administration in February 2018: one for citizens, and one for the business community of Edmonton.

BACKGROUND:

Summary of changes from 2016

- 2018 marks the first year that the EPS Citizen Survey is administered entirely online, as approved by EPC in April 2017;
- Development and administration of a survey to Edmonton's business community;
- Addition of specific questions regarding EPS' web presence (including social media, website, and EPS App) to gain valuable feedback regarding how to best engage our citizens online;
- Addition of a Statistics Canada based demographic question regarding ethnicity, used to ascertain similarities and differences in perceptions of EPS from Edmonton's diverse ethnic communities; and
- A comprehensive inventory of changes to the 2018 Citizen Survey is included in Attachment 1.

Survey Highlights

The following table summarizes key points of both surveys, including descriptions, samples, administration mediums and timelines.

	Citizen Survey	Business Survey
Description	The purpose is to identify 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 provide feedback on the level of satisfaction with the policing services provided relative to their expectations.	Based on a scan of other police agencies in Canada, EPS is pursuing development and administration of a survey, similar to the Citizen Survey, reaching businesses in Edmonton. This mechanism will provide opportunity for business owners and operators to provide feedback regarding their perceptions of and levels of satisfaction with EPS. This is a new, and valuable, perspective for community feedback for the EPS and falls within the organization's core values of accountability, innovation, and community.
Sample & Administration Medium	As in 2016, the citizen survey will be administered via the Edmonton Insight Panel to panel members and will also be published on EPS Facebook and Twitter Platforms as well as the EPS Website to reach Edmontonians who are not Insight Panel Members. EPS Corporate Communications Branch has been engaged to develop an advertising strategy to promote the survey.	EPS will contact various Edmonton Business Associations and Improvement Areas in late November to promote interest and awareness amongst the business community. EPS will contact these entities again at the time of administration to distribute a link to the online survey for Edmonton businesses.
Timeline	Both surveys will be administered between February 20-27, 2018 and reports will be available in June 2018.	

CONCLUSION:


For review and approval.

ADDITIONAL INFORMATION ATTACHED:

- Attachment 1 – EPS 2018 Citizen Survey
- Attachment 2 – EPS 2018 Business Survey

Written by: Andrew LEJEUNE, Strategic Analyst, 
Katherine PASCOE, Research Analyst, 
Strategic Planning, Evaluation & Research Unit (SPERU), OSM Division

Reviewed By: Daniel SPANU, Manager, 
Strategic Planning, Evaluation & Research Unit, OSM Division

Reviewed By: Marc COCHLIN, Staff Sergeant, 
Strategic Business Planning Section, OSM Division

Approved by: Roxanne DAVIGNON, A/Executive Director, 
Office of Strategy Management Division
Oct. 24, 2017

Chief of Police:  
Greg Preston
Acting Chief of Police

Date: 2017 OCT 24

The Edmonton Police Service (EPS) in collaboration with the Edmonton Police Commission (EPC) conducts a biennial Citizen Survey to identify community issues, concerns, perceptions and priorities that Edmontonians have with respect to crime, disorder and neighbourhood safety.

This survey also provides you, as citizens, with an opportunity to provide feedback on the level of satisfaction with the policing services provided relative to your expectations.

All information collected is confidential and the survey will take between 20 to 30 minutes of your time to complete.

If you have any questions or concerns regarding this survey, please contact researcheval@edmontonpolice.ca.

In Alberta, the *Police Act*, provides the framework for policing in Alberta. This allows for a continuum of resources available throughout Alberta to deliver effective and efficient deployment of law enforcement, inclusive of municipal police services, like the Edmonton Police Service (EPS). So, in accordance with Alberta Policing Standard OM 1.1, EPS conducts a biennial Citizen Survey).

The first set of questions asks about any **contact** you may have had with the **Edmonton Police Service**. We are interested only in your contact with the Edmonton Police Service - *not police from other jurisdictions*. Also, please do not include informal contacts with police officers who are friends, classmates or colleagues.

1. Have you had **any contact** with the Edmonton Police Service in the past **24 months** (since January, 2016) in any of the following forms? (please check all that apply)

- ☐ I contacted EPS by **phoning the non-emergency number (780) 423-4567**
- ☐ I contacted EPS by **phoning the non-emergency number #377**
- ☐ I contacted EPS by **phoning 911**
- ☐ I contacted EPS by **phoning a police station**
- ☐ I contacted EPS by **phoning an officer's mobile phone**
- ☐ I contacted EPS by **visiting a police station**
- ☐ I approached an **officer on duty**
- ☐ I used EPS' **online crime reporting tool**
- ☐ EPS **Initiated Contact** with me
- ☐ I **have not had contact** with the EPS in the past 24 months (go to question 7)

2. Did **you** contact the Edmonton Police Service to: (please check all that apply)

- ☐ Report a crime?
- ☐ Report a traffic accident or medical emergency?
- ☐ Report a neighborhood problem or concern?
- ☐ Report something suspicious?

- ☐ Obtain a permit? e.g. firearm, alarm
- ☐ Obtain a security clearance?
- ☐ For information or advice?
- ☐ Any other reason? Please specify _____

3. How satisfied were you with the following contact:
(Respondents will only be presented with options they selected in Q1.)

	Very satisfied	Somewhat Satisfied	Somewhat dissatisfied	Very dissatisfied
the non-emergency number (780) 423-4567				
the non-emergency number #377				
phoning 911				
phoning a police station				
phoning an officer's mobile phone				
visiting a police station				
online crime reporting tool				
Approaching an officer on duty				

4. In the **past 24 months**, has a police officer had to respond to your location?
- ☐ Yes (if yes, go to question 5)
 - ☐ No (if no, go to question 7)
5. **Between** the time the **call was made** and the responding **officer arrived on scene**, would you say the wait was ...
- ☐ Longer than you expected
 - ☐ About the amount of time you expected, or
 - ☐ Less time than you expected?
6. How satisfied were you with the way **the responding officer** handled the matter when they arrived? Were you...
- ☐ Very satisfied
 - ☐ Somewhat satisfied
 - ☐ Somewhat dissatisfied
 - ☐ Very dissatisfied

7. Have you visited the Edmonton Police Service Website (www.edmontonpolice.ca) in the past 24 months?
- ☐ Yes
- ☐ No
8. How did you access the EPS website? (If they selected visited EPS Website)
- ☐ Directly using the URL
- ☐ Via social media (e.g. facebook, twitter,...)
- ☐ Internet search
- ☐ Other: _____
9. Thinking of your most recent visit, what was your reason for visiting the EPS website?
- ☐ News about EPS
- ☐ Information about EPS
- ☐ Information about community policing
- ☐ Information about crime prevention
- ☐ Information about victim support
- ☐ Information about traffic & vehicles
- ☐ Information about crime files
- ☐ Submit a compliment or complaint about EPS
10. How satisfied were you with your experience with the EPS website? (display only that which is selected above)

	Very satisfied	Somewhat satisfied	Somewhat dissatisfied	Very dissatisfied	Very satisfied	Not applicable
News about EPS						
Information about EPS						
Information about community policing						
Information about crime prevention						
Information about victim support						
Information about traffic						

& vehicles						
Information about crime files						
Submit a compliment or complaint about EPS						

11. Have you downloaded/used the Edmonton Police Service APP with in the past 24 months?

- ☐ Yes
- ☐ IOS
 - ☐ Android
- ☐ No

12. Thinking of your most recent visit, what was your reason for using the EPS APP?

- | | |
|--|--|
| <input type="checkbox"/> News | <input type="checkbox"/> Recruiting |
| <input type="checkbox"/> Alerts | <input type="checkbox"/> View caught on camera |
| <input type="checkbox"/> Report a crime | <input type="checkbox"/> Assist to ID |
| <input type="checkbox"/> View success stories | <input type="checkbox"/> Most wanted |
| <input type="checkbox"/> Locate stations | <input type="checkbox"/> Unsolved homicides |
| <input type="checkbox"/> View reported found items | <input type="checkbox"/> Missing persons |

13. How satisfied were you with your experience using the EPS APP? (display only that which is selected above)

	Very satisfied	Somewhat satisfied	Somewhat dissatisfied	Very dissatisfied	Not applicable
News					
Alerts					
Report a crime					
View success stories					
Locate stations					
View reported found items					
Recruiting					
View caught on camera					
Assist to ID					
Most wanted					
Unsolved homicides					
Missing persons					
Collision guide					

14. Are you aware of the Edmonton Police Service social media presence?

- ☐ Yes
☐ No

15. Which social media accounts have you visited in the past 24 months? (Please select all that apply)

- ☐ Facebook (www.facebook.com/edmontonpoliceservice/)
☐ Twitter (@edmontonpolice)
☐ Instagram (@edmontonpoliceservice)
☐ Pinterest (edmontonpolice)
☐ Youtube (EPSVideoOnline)
☐ Other: _____

16. How satisfied were you with your experience with EPS social media? (options will include only what respondents selected in the previous question)

	Very satisfied	Somewhat satisfied	Somewhat dissatisfied	Very dissatisfied	Very satisfied
Facebook					
Twitter					
Instagram					
Pinterest					
Youtube					
Other					

17. Where do you typically get information about the Edmonton Police Service?

- ☐ Family and friends
☐ Speaking with an EPS member
☐ Radio
☐ Television
☐ News paper
☐ Social media
☐ Website
☐ Soundcloud
☐ RSS
☐ Other: _____

18. Which is your primary source of Information? (drop down of those respondent selected)

19. **In the past 24 months**, did the EPS **initiate contact with you**, for any of the following reasons: (please check all that apply)

- ☐ To ask for information in connection with a crime that had been committed
- ☐ To investigate a traffic collision in which you were involved or witnessed
- ☐ To deal with a residential or commercial alarm
- ☐ To investigate other noise or disturbance
- ☐ To return missing property
- ☐ To search your property
- ☐ To charge you with an offence or arrest you
- ☐ For a Check Stop
- ☐ For a traffic violation
- ☐ Any other reason. Please specify: _____

20. Which of these police-initiated contacts was the **most recent**?

(Respondents will only be presented with options they selected in previous question.)

- ☐ To ask for information in connection with a crime that had been committed
- ☐ To investigate a traffic collision in which you were involved or witnessed
- ☐ To deal with a residential or commercial alarm
- ☐ To investigate other noise or disturbance
- ☐ To return missing property
- ☐ To search your property
- ☐ To charge you with an offence or arrest you
- ☐ For a Check Stop
- ☐ For a traffic violation
- ☐ Any other reason. Please specify _____

21. How satisfied were you with the way the police handled the matter?

Were you...

- ☐ Very satisfied
- ☐ Somewhat satisfied
- ☐ Somewhat dissatisfied
- ☐ Very dissatisfied

The next few questions are going to ask about your perceptions of crime and personal safety in your City and neighbourhood.

22. In your opinion, **over the past 24 months**, do you think that crime in...

	...Increased	...Stayed about the same	...Decreased
...the City has...			
...your neighbourhood has...			

23. How safe do you **feel from crime** when **walking alone in Edmonton**...

	Very safe	Reasonably safe	Somewhat unsafe	Very unsafe
...during the day ?				
...at night ?				

24. How safe do you **feel from crime** when **walking alone in your neighborhood**...

	Very safe	Reasonably safe	Somewhat unsafe	Very unsafe
...during the day ?				
...at night ?				

25. Please indicate whether each of the following is a big problem, slight problem, or not a problem in your neighbourhood currently.

	A big problem	Slight problem	Not a problem	Don't know
Noisy neighbors, loud music, late parties.				
People breaking in or sneaking into homes to steal things				
Suspicious people hanging out in the streets				
People being attacked or robbed				
Sale of drugs in public places				
Use of drugs in public places				
Drinking or drunkenness in public places				
Speeding and careless driving				
Panhandling or being asked for money				

Graffiti, that is writing or painting on walls or buildings				
Vandalism, other than graffiti				
Gang activity				

25a. Are there any issues not listed above that are currently **big problems** in your neighbourhood? Please list them here:

26. Generally speaking, compared to other major cities in Canada, do you think that Edmonton has a higher amount of crime, about the same, or a lower amount of crime?

- ☐ Higher
- ☐ About the same
- ☐ Lower
- ☐ Don't know

The next few questions ask about your household's experiences with crimes **that occurred within the City of Edmonton** over the **past 24 months** relating to property crime/theft.

27. Over the **past 24 months** did anyone ... (please check all that apply)

- ☐ ...steal or try to steal your vehicle
- ☐ ...steal or try to steal items from your vehicle (i.e., money or license plate)?
- ☐ ...deliberately damage your vehicle (i.e., tire slashing, keying, broken window)?
- ☐ ...deliberately damage or destroy any other property belonging to you or anyone in your household (i.e., break a window or fence)
- ☐ ...break into or attempt to break into your residence or any other building on your property?
- ☐ ...steal or attempt to steal money or property to you or anyone in your household? (excluding any incidents already mentioned)

28. How many times did this happen over the **past 24 months**?

(respondents will only be presented with options they selected in previous question)

...steal or try to steal your vehicle)?	
...steal or try to steal items from your vehicle (i.e., money or license plate)?	
... deliberately damage your vehicle (i.e., tire slashing, keying, broken window)?	
...deliberately damage or destroy any other property belonging to you or anyone in your household (i.e., break a window or fence)?	
...break into or attempt to break into your residence or any other building on your property?	
...steal or attempt to steal money or property to you or anyone in your household? (excluding any incidents already mentioned)	

29. How many incidents were not reported?

(respondents will only be presented with options they selected in previous question)

...steal or try to steal your vehicle)?	
...steal or try to steal items from your vehicle (i.e., money or license plate)?	
... deliberately damage your vehicle (i.e., tire slashing, keying, broken window)?	
...deliberately damage or destroy any other property belonging to you or anyone in your household (i.e., break a window or fence)?	
...break into or attempt to break into your residence or any other building on your property?	
...steal or attempt to steal	

money or property to you or anyone in your household? (excluding any incidents already mentioned)	
--	--

30. To the best of your knowledge, what was the main reason this was not reported to police?

(This question will be asked for each of the options selected above)

- ☐ Dealt with another way (e.g. reported to another official/landlord/manager, took care of myself)
- ☐ Fear of revenge by offender
- ☐ 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)
- ☐ Police wouldn't help (e.g. wouldn't think important enough, biased, police would be inefficient/ineffective)
- ☐ Did not know about online crime reporting
- ☐ Did not want to get involved with police
- ☐ Not important enough to report (e.g. minor crime, small loss, child offender, no intended harm)
- ☐ Incident was a personal matter and did not concern police
- ☐ Insurance wouldn't cover (no insurance, loss less than deductible etc.)
- ☐ You believed that your insurance costs would increase as a result
- ☐ You did not want anyone to find out about the incident
- ☐ Prevented by someone
- ☐ Nothing taken /items were recovered
- ☐ Other (specify): _____
- ☐ Don't know

The following questions will ask you about what you think of important issues in the City that should be addressed by the Edmonton Police Service today.

31. Edmontonians have consistently identified traffic safety as an area of concern. Please **rank** what, in your opinion, are the three most important traffic offences that should be addressed by the Edmonton Police Service?

- ☐ Aggressive/reckless driving
- ☐ Cell phone use/distracted driving/texting
- ☐ Cyclists not obeying the laws of the road
- ☐ Disrespect of cyclists
- ☐ Disrespect of pedestrians
- ☐ Disrespect of school zones
- ☐ Impaired driving
- ☐ Jay walking

Attachment #1 EPS 2018 Citizen Survey

- ☐ Lane changes without signaling
- ☐ Red light violations
- ☐ Speeding
- ☐ Stop signs/4 way stops
- ☐ Tailgating (e.g. following too close)
- ☐ Other: _____

32. Please rank, from most important to least important; which of the following do you consider the **top five (5) areas** where the EPS should focus resources?

Arson	Fraud	Mischief	Theft over \$5000
Assault (other than sexual assault)	Gangs/organized crime	Panhandling	Theft under \$5000
Attempted murder	Hate Crimes	Property Damage	Vandalism
Break and enters	Homicide	Prostitution/Sex Trade	Vehicle theft
Domestic Violence	Human trafficking	Robbery	Weapons
Drugs	Identity Theft	Sexual Assault	Youth Crime

Other: _____

The following questions are going to ask you about your confidence in the Edmonton Police Service.

33. Please rate your level of agreement with the following statement:

“I have a lot of confidence in the Edmonton Police Service.”

- ☐ Strongly disagree
- ☐ Somewhat disagree
- ☐ Somewhat agree
- ☐ Strongly agree

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

- ☐ Gone down
- ☐ Stayed the same or
- ☐ Gone up

22a. What is the **main** reason your confidence has changed?

35. 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	Don't know
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				
Treating people fairly				

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

- ☐ Easier access to services
- ☐ Faster, more efficient response to calls
- ☐ Improve communication/contact with public
- ☐ Improve officers' behaviour (e.g., integrity, accountability, and conduct of officers)
- ☐ Improved technology
- ☐ Keep police stations open longer
- ☐ More effective recruitment and training
- ☐ More officers
- ☐ Crime prevention
- ☐ More visible police presence
- ☐ Other: _____

37. 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 disagree Strongly agree

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

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

☐Don't know

38. 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

☐Don't know

26a. What specific aspects of the police service did you find poor/excellent?
(asked for ratings of 3 or lower/8 or higher)

The following questions will ask you about your knowledge of the Edmonton Police Commission.

39. How aware are you that the Edmonton Police Commission...

	Not at all aware	Slightly aware	Moderately Aware	Very Aware
... holds public meetings?				
... oversees police officer conduct?				
... appoints the Chief of Police for Edmonton?				
... establishes policies that govern policing in Edmonton?				
... sets and monitors the budget for Edmonton's Police Service?				
... administers awards to citizens who aid in maintaining safe communities				

40. The following are platforms in which the Edmonton Police Commission **currently** provides information to the public. How **likely** are you to access information from the following platforms?

	Very Unlikely	Unlikely	Likely	Very likely
Attend Public Commission Meeting				
Attend Community Meetings				
Commission Website www.edmontonpolicecommission.com				
Twitter feed @YEG_Commission				

41. Have you visited the police commission website in the past 24 months?

- ☐ Yes
☐ No

42. For which reason(s) have you visited the commission website? Please check all that apply.

- ☐ To see reports on Police Budgets
☐ To see reports on Policing Priorities
☐ To see policies set by the Commission
☐ To get news about Commission business
☐ To make a complaint about police policy
☐ To make a complaint about police conduct
☐ To give a compliment about police conduct
☐ To watch the live stream of public meetings
☐ To see when and where public meetings are held
☐ Other _____

43. The Police Commission is also exploring other platforms with which to provide information the public. If available, how likely would you be to utilize the following sources to access information?

	Very Unlikely	Unlikely	Likely	Very likely
Facebook				
LinkedIn				

44. If there are other platforms that you would use to access information regarding the Edmonton Police Commission, please list them here:

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

45. How long have you lived in **Edmonton**?

_____ years

(Partial years, 0-5 months please round down to nearest whole year, 6-12 months please round up to nearest whole year)

46. In which neighborhood do you currently live?

(There will be a drop down box with all of the different neighborhoods in Edmonton)

47. How long have you lived in your present **neighborhood**?

_____ Number of years

(Partial years, 0-5 months please round down to nearest whole year, 6-12 months please round up to nearest whole year)

48. What age group are you in?

- | | |
|--|--|
| <input type="checkbox"/> 17 or younger | <input type="checkbox"/> 55 to 59 |
| <input type="checkbox"/> 18 to 19 | <input type="checkbox"/> 60 to 64 |
| <input type="checkbox"/> 20 to 24 | <input type="checkbox"/> 65 to 69 |
| <input type="checkbox"/> 30 to 34 | <input type="checkbox"/> 70 to 74 |
| <input type="checkbox"/> 35 to 39 | <input type="checkbox"/> 75 to 79 |
| <input type="checkbox"/> 40 to 44 | <input type="checkbox"/> 80 to 84 |
| <input type="checkbox"/> 45 to 49 | <input type="checkbox"/> 85 years and over |
| <input type="checkbox"/> 50 to 54 | |

49. What is your ethnic identity?

- | | |
|---|--|
| <input type="checkbox"/> White | <input type="checkbox"/> West Asian (e.g., Iranian, Afghan, etc.) |
| <input type="checkbox"/> South Asian (e.g., East Indian, Pakistani, Sri Lankan, etc.) | <input type="checkbox"/> Korean |
| <input type="checkbox"/> Chinese | <input type="checkbox"/> Japanese |
| <input type="checkbox"/> Black | <input type="checkbox"/> First Nations (North American Indian; includes Status and Non-Status Indians) |
| <input type="checkbox"/> Filipino | <input type="checkbox"/> Metis |
| <input type="checkbox"/> Latin American | <input type="checkbox"/> Inuk (Inuit) |
| <input type="checkbox"/> Arab | <input type="checkbox"/> Other: _____ |
| <input type="checkbox"/> Southeast Asian (e.g., Vietnamese, Cambodian, Laotian, Thai, etc.) | <input type="checkbox"/> Refused |

50. What is the highest level of education you completed?

- ☐ No certificate, diploma, or degree
- ☐ High school diploma or equivalent
- ☐ Some trade school, college or university
- ☐ Trades certificate or diploma
- ☐ Registered Apprenticeship certificate
- ☐ College certificate or diploma
- ☐ University certificate or diploma below bachelor level
- ☐ Bachelor's degree
- ☐ University certificate or diploma above bachelor level
- ☐ Medical degree
- ☐ Master's degree
- ☐ Earned Doctorate

51. Which of the following best describes your total, annual household income *before taxes*?

- ☐ Less than \$30, 000
- ☐ \$30, 000 to less than \$60, 000
- ☐ \$60, 000 to less than \$100, 000
- ☐ \$100, 000 to less than \$125, 000
- ☐ \$125, 000 to less than \$150, 000
- ☐ \$150, 000 to less than \$250, 000
- ☐ Over \$250, 000
- ☐ Prefer not to say

52. Do you currently own or rent your living accommodation?

- ☐ Own
- ☐ Rent
- ☐ Don't know

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

54. Do you identify as...?

- ☐ Male
- ☐ Female
- ☐ Other: _____ (*fill in the blank optional*)

Thank you for your time and your opinion. We value both!

The Edmonton Police Service (EPS) in collaboration with the Edmonton Police Commission (EPC) conducts a biennial Citizen Survey to identify community issues, concerns, perceptions and priorities that Edmontonians have with respect to crime, disorder and neighbourhood safety.

This new *business specific survey* provides you, *as a business owner or operator*, an opportunity to provide feedback on the level of satisfaction with the policing services provided relative to your expectations. Even if you have had no contact with the EPS, your views are still important to include in this survey.

The results will be used to help inform the Edmonton Police Service and the Edmonton Police Commission of business' priorities, assist in organizational planning, and determine resource allocation.

All information collected is confidential and the survey will take between 20 to 30 minutes of your work time to complete.

If you have any questions or concerns regarding this survey, please contact researcheval@edmontonpolice.ca.

1. Which neighbourhood is your business located in?

(There will be a drop down box with all of the different neighborhoods in Edmonton)

The Edmonton Police Service is interested in knowing what local businesses think about the services they provide to the City. Thinking about the Edmonton Police Service as a whole...

2. Overall how satisfied are you with service provided by the Edmonton Police Service?

- ☐ Very satisfied
- ☐ Somewhat satisfied
- ☐ Somewhat dissatisfied
- ☐ Very dissatisfied

3. Do you think crime in the neighbourhood **your business is located** in has increased, decreased, or stayed the same over the last 24 months?

- ☐ Increased
- ☐ Decreased
- ☐ Stayed the same
- ☐ Don't know

4. We would like to get an impression of how safe you feel your business' neighbourhood is *compared to other neighbourhoods in the City*.

How safe do you feel your neighbourhood is?

One of the most dangerous

☐ 1

☐ 2

☐ 3

One of the safest

☐ 4

☐ 5

The next few questions are going to ask you about your business' experience with crime and disorder **within the past 24 months**.

5. Has your business experienced crime within the last 24 months?

☐ Yes

i. How many incidents **were reported** to the EPS? _____

ii. How many incidents **were not reported** to the EPS? _____

☐ No

i. Go to question 10

☐ Do not know

i. Go to question 10

6. Thinking back to **the most recent occurrence**, how satisfied were you with the way the police handled the matter? *(if yes, I notified EPS)*

☐ Very satisfied

o If so, why? _____

☐ Somewhat satisfied

☐ Somewhat dissatisfied

☐ Very dissatisfied

o If so, why? _____

7. Thinking back to **the most recent occurrence**, to the best of your knowledge, what was the main reason this was not reported to police? *(If yes, but incidents were not reported to the EPS)*

☐ Dealt with another way (e.g. reported to another official/landlord/manager, took care of myself)

☐ Fear of revenge by offender

☐ 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)

☐ Police wouldn't help (e.g. wouldn't think important enough, biased, police would be inefficient/ineffective)

- ☐ Did not want to get involved with police
- ☐ Not important enough to report (e.g. minor crime, small loss, child offender, no intended harm)
- ☐ Incident was a personal matter and did not concern police
- ☐ Insurance wouldn't cover (no insurance, loss less than deductible etc.)
- ☐ You believed that your insurance costs would increase as a result
- ☐ You did not want anyone to find out about the incident
- ☐ Prevented by someone
- ☐ Public perception
- ☐ Nothing taken /items were recovered
- ☐ Other (specify): _____
- ☐ Don't know

8. Thinking only about the last contact your business had with the Edmonton Police Service, was the crime...

- ☐ Committed against the business
- ☐ Committed against a staff member of the business
- ☐ Committed against a client/customer of the business
 - i. Was it a
 - 1. Property crime (e.g. damage, fraud, ...)
 - 2. Violent crime (e.g. assault, robbery, ...)
 - 3. Disorder (e.g. loitering)
- ☐ Don't know (*go to question 10*)

9. Please indicate to what degree you agree or disagree...

As a business, do you believe that Edmonton is a safe and secure place in which to own or operate a business?

Strongly Agree	Agree	Disagree	Strongly Disagree
<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4

10. Of the items listed below, please **choose up to five** which you feel are of most concern to your business.

Property Crime	Violent Crime	Disorder
<input type="checkbox"/> Break and enter	<input type="checkbox"/> Assault	<input type="checkbox"/> Panhandling
<input type="checkbox"/> Vandalism	<input type="checkbox"/> Drugs	<input type="checkbox"/> Public drinking
<input type="checkbox"/> Graffiti	<input type="checkbox"/> Gangs/Organised crime	<input type="checkbox"/> Mental health
<input type="checkbox"/> Employee theft	<input type="checkbox"/> Youth violence	<input type="checkbox"/> Loitering
<input type="checkbox"/> Shoplifting	<input type="checkbox"/> Prostitution/Sex trade	
	<input type="checkbox"/> Human trafficking	
	<input type="checkbox"/> Robbery	

11. For each of the following statements about the Edmonton Police Service, please indicate to what degree you agree or disagree ...

	Strongly Agree	Agree	Disagree	Strongly Disagree
I would feel comfortable talking with any EPS officer.				
EPS have a good relationship with those who own and operate businesses in Edmonton.				
EPS are involved with the business community in a positive way, not just when there is a problem.				
EPS officers use authority and force appropriately.				
EPS works with businesses to understand the needs of the business community.				

The next question deals with your perceptions of the work that is being carried out by the Edmonton Police Service.

12. As a business, do you think the Edmonton Police Service does a **good** job, an **average** job, or a **poor** job...

	Great job	Average job	Poor job	Don't know
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				
Treating people fairly				

13. As a business, 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

☐1
 ☐2
 ☐3
 ☐4
 ☐5
 ☐6
 ☐7
 ☐8
 ☐9
 ☐10

14. As a business, approximately how frequently do you contact the Edmonton Police Service?

- ☐ Once a year
- ☐ 2 – 3 times per year
- ☐ Every 2 – 3 months
- ☐ Once a month
- ☐ Weekly
- ☐ Daily
- ☐ Do not call
- ☐ Do not know

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

15. How long has your business been in operation in the City of Edmonton?

- | | |
|---|--|
| <input type="checkbox"/> Up to one year | <input type="checkbox"/> 6-10 years |
| <input type="checkbox"/> 1-2 years | <input type="checkbox"/> Over 10 years |
| <input type="checkbox"/> 3-5 years | <input type="checkbox"/> Don't know |

16. In what industry or field of business is your business primarily involved?

- ☐ Retail
- ☐ Office/Medical
- ☐ Industrial
- ☐ Hospitality
- ☐ Other: _____ (please specify)
- ☐ Don't know

17. How many people does your business employ? (Full-time equivalents at your location)

- | | |
|----------------------------------|-------------------------------------|
| <input type="checkbox"/> 0-25 | <input type="checkbox"/> 251-500 |
| <input type="checkbox"/> 26-50 | <input type="checkbox"/> Over 500 |
| <input type="checkbox"/> 51-100 | <input type="checkbox"/> Don't know |
| <input type="checkbox"/> 101-250 | |

18. Have you visited the Edmonton Police Service Website (www.edmontonpolice.ca) in the past 24 months?

- ☐ Yes
- ☐ No

19. How did you access the EPS website?

- ☐ Directly using the URL
- ☐ Via social media (e.g. facebook, twitter,...)
- ☐ Internet search
- ☐ Other: _____

20. Thinking of your most recent visit, what was your reason for visiting the EPS website?

- ☐ News about EPS
- ☐ Information about EPS
- ☐ Information about community policing
- ☐ Information about crime prevention
- ☐ Information about victim support
- ☐ Information about traffic & vehicles
- ☐ Information about crime files
- ☐ Submit a compliment or complaint about EPS

21. How satisfied were you with your experience with the EPS website? (display only that which is selected above)

	Very satisfied	Somewhat satisfied	Somewhat dissatisfied	Very dissatisfied	Very satisfied	Not applicable
News about EPS						
Information about EPS						
Information about community policing						
Information about crime prevention						
Information about victim support						
Information about traffic & vehicles						
Information about crime files						
Submit a compliment or complaint about EPS						

22. Have you downloaded/used the Edmonton Police Service APP with in the past 24 months?

- ☐ Yes
- ☐ IOS
 - ☐ Android
- ☐ No

23. Thinking of your most recent visit, what was your reason for using the EPS APP?

- ☐ News
- ☐ Alerts
- ☐ Report a crime
- ☐ View success stories
- ☐ Locate stations
- ☐ View reported found items
- ☐ Recruiting
- ☐ View caught on camera
- ☐ Assist to ID
- ☐ Most wanted
- ☐ Unsolved homicides
- ☐ Missing persons

24. How satisfied were you with your experience using the EPS APP? (display only that which is selected above)

	Very satisfied	Somewhat satisfied	Somewhat dissatisfied	Very dissatisfied	Not applicable
News					
Alerts					
Report a crime					
View success stories					
Locate stations					
View reported found items					
Recruiting					
View caught on camera					
Assist to ID					
Most wanted					
Unsolved homicides					
Missing persons					
Collision guide					

25. Are you aware of the Edmonton Police Service social media presence?

- ☐ Yes
- ☐ No

26. Which social media accounts have you visited in the past 24 months? (Please select all that apply)

- ☐ Facebook (www.facebook.com/edmontonpoliceservice/)
- ☐ Twitter (@edmontonpolice)
- ☐ Instagram (@edmontonpoliceservice)
- ☐ Pinterest (edmontonpolice)
- ☐ Youtube (EPSVideoOnline)
- ☐ Other: _____

27. How satisfied were you with your experience with EPS social media? (options will include only what respondents selected in the previous question)

	Very satisfied	Somewhat satisfied	Somewhat dissatisfied	Very dissatisfied	Very satisfied
Facebook					
Twitter					
Instagram					
Pinterest					
Youtube					
Other					

28. Where do you typically get information about the Edmonton Police Service?

- ☐ Family and friends
- ☐ Speaking with an EPS member
- ☐ Radio
- ☐ Television
- ☐ News paper
- ☐ Social media
- ☐ Website
- ☐ Soundcloud
- ☐ RSS
- ☐ Other: _____

29. Which is your primary source of Information? (drop down of those respondent selected)

Thank you for your time and your opinion. We value both!