



# EDMONTON POLICE SERVICE

## REPORT TO THE EDMONTON POLICE COMMISSION

**DATE:** 2021 November 18

**SUBJECT:** Commitment to Action – *Community Feedback Report*

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### RECOMMENDATION(S):

That this report be received for information at the November 18<sup>th</sup>, 2021 meeting of the Edmonton Police Commission.

### BACKGROUND:

This report provides a summary of the major themes and concepts that emerged from input gathered in the Edmonton Police Service (EPS) Commitment to Action engagement process. Launched in September 2020, the process included engagement with:

- Representatives of Black, Indigenous, racialized, and under-served communities
- Representatives of non-profit organizations involved in delivering social services to disadvantaged, marginalized, and vulnerable Edmontonians
- Representatives of the business community in Edmonton
- Citizens and non-racialized communities from within and external to the City of Edmonton

Facilitated discussion sessions and online mechanisms were used to gather input. The input gathered from the engagement process was synthesized, compiled, and reported on by a third-party consultant.

The common priorities emerging from the engagement process were as follows:

- Relationship Building
- Partner Development
- Training and Professional Development
- Communication and Transparency
- Innovation
- Community Engagement

The input gathered from this process will be used to inform ongoing work under the EPS' Commitment to Action. A roadmap identifying potential enhancements to policies, procedures, and practices will be created and communicated in the first quarter of 2022.

**ADDITIONAL INFORMATION ATTACHED:**

**Attachment 1** *Community Feedback Report*

**Written By:** Inspector Mitch Flaman, Value & Impact Division

**Approved By:** Executive Director Lori Lorenz, Value & Impact Division

**Chief of Police:**  \_\_\_\_\_

**Date:** Oct 29, 21

# COMMUNITY FEEDBACK REPORT

## NOVEMBER 2021



**COMMITMENT  
TO ACTION**



## WE ARE ALL TREATY PEOPLE

Edmonton Police Service is located in amiskwaciwâskahikan (Beaver Hills) on Treaty 6 territory and Métis Region 4. The Edmonton Police Service recognizes that the relationships between policing and Indigenous communities is complex and requires considerable work to address. On the path towards reconciliation, it is essential to acknowledge the truth of our placement on the land which the signing of the treaties are responsible for. Without this understanding and agreement of land sharing, Canada would not exist as it does today. In recognition of the commitment between the Crown and sovereign Indigenous communities, the Edmonton Police Service would like to acknowledge the people and the agreement of Treaty 6 signatories, home to centuries of Indigenous Peoples, including but not limited to the Cree, Dene, Anishinaabe, Blackfoot, Papaschase, Nakota Sioux, and the Métis Peoples. As we are all Canadians, we are all Treaty people.



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Some photos seen in this report were taken before the COVID-19 pandemic. All engagement events held were consistent with the provincial and municipal public health guidelines, including regulations such as social distancing, the use of masks, and other safety recommendations.

## MESSAGE FROM THE CHIEF



In September 2020, we gathered with community members to acknowledge the need for social justice and systemic change. The EPS recognized, that as an organization, we are part of a broader community, a safety and well-being ecosystem, that has many opportunities to pivot, identify and deliver better outcomes to people in need.

We committed to doing better. We made a *Commitment to Action*.

This report encompasses the diverse input gathered throughout our Commitment to Action engagement process. I want to express my sincere gratitude and respect to those that came forward to share their stories, opinions and ideas. Despite the complexities of COVID-19, they took time out of their busy lives, adjusted their schedules and adapted to relay their personal and organizational experiences and perspectives.

To the Elders that blessed many of our gatherings, and offered their sage wisdom, thank you for being a source of light and guidance.

To the facilitators and hosts, thank you for grounding our gathering and giving us an opportunity to reflect upon the spirit of treaty and reconciliation.

To the community partners, social agencies and business associations/ areas that hosted or facilitated sessions, thank you for being bridge builders and entrusting us to effect change.

This engagement has helped deepen our understanding of the challenges and opportunities around the police-community relationship and will help guide us in implementing the necessary changes to improve Edmonton's community safety and well-being.

We will and must remain committed to action.

### **Dale McFee**

Chief of Police  
Edmonton Police Service

## EXECUTIVE SUMMARY

This report provides a summary of the major themes and concepts that emerged from input gathered in the Edmonton Police Service (EPS) Commitment to Action engagement process. Launched in September 2020, the process included engagement with:

- Representatives of Black, Indigenous, racialized, and underserved communities.
- Representatives of non-profit organizations involved in delivering social services to disadvantaged, marginalized and vulnerable Edmontonians.
- Representatives of the business community in Edmonton.

Citizens and non-racialized communities from within and external to the city of Edmonton also participated in the engagement sessions.

While each stream of engagement was unique, they all focused on the same key questions:

1. How do people feel about their experiences with the EPS?
2. What are some solutions for the EPS to think about moving forward?

Facilitated discussion sessions and online mechanisms were used to gather input. The input gathered from the engagement process was synthesized, compiled and reported on by a third-party consultant.

### From the input, a number of key points emerged:

- There were many stories shared about negative interactions with the EPS, in which people felt they were treated rudely,



*Figure 1: The following report and documents resulting from the Commitment to Action can be found at [commitmenttoaction.ca](https://commitmenttoaction.ca). The Commitment to Action timeline is displayed here.*

unfairly or disrespectfully by officers. These included instances of perceived bias based on race, demeaning comments and use of insensitive language. While there were also stories of many positive interactions with the EPS, participants noted that the negative encounters are the ones that stand out and become the stories that are retold throughout communities. However, there was a level of agreement that with some changes, the systems in which police operate could be enhanced, thereby enabling the EPS to have better relationships with communities.

- There were concerns expressed about the treatment of Edmontonians who are experiencing houselessness, substance use and mental health challenges, many of whom are suffering from various forms of trauma. People relayed incidents of tents and personal belongings being thrown away when encampments were cleared by police and peace officers. Several stressed the importance of the EPS treating all Edmontonians as human beings, regardless of their backgrounds and circumstances.
- Concerns were expressed about the rise of hate-based incidents and online hate rhetoric. Activities such as veiled threats and coded language are causing fear and apprehension among members of Black, Indigenous, racialized, and underserved communities. Several expressed concern that the EPS appears to be taking a position that little can be done because the online hate activities do not rise to the level of crimes. This position is conveying indifference towards the concerns of racialized Edmontonians.
- There were widespread views that Edmonton is facing a drug crisis. Businesses reported a perceived rise in crime and disorder related to drug use, including increases in drug-related litter, drug deals and drug-fueled thefts and vandalism. Social sector representatives pointed to opioid use and methamphetamine use as major contributors to increased instances of drug-related psychosis and drug-fueled violence on the streets. Many cited the lack of addictions treatment services available to Edmontonians in need.
- An economic downturn and the impacts of COVID-19 have arguably exacerbated existing social challenges including substance use, mental health issues and houselessness. Many Edmontonians are under stress mentally, emotionally and financially. There were calls for the EPS to be mindful of these circumstances, suggesting that enforcement must be balanced with compassion in policing approaches.
- There were calls to build more cultural awareness and cultural competencies among police officers. This would help reduce misunderstandings between the EPS and cultural communities, leading to less risk of situations becoming escalated.
- Many stressed the need for the EPS to incorporate trauma-informed practices. Individuals who are interacting with police often have some form of trauma, either historical or otherwise. Trauma is also at the root of houselessness, substance use and mental health challenges. It was suggested that all police officers receive regular and ongoing training on trauma-informed policing.
- A widely shared desire was expressed for the EPS to engage in more community building efforts throughout the year. Many emphasized the importance of police officers interacting with community members at times other than during a crisis, through both formal and informal activities. Having a consistent and ongoing presence in communities will serve to humanize officers and enable them to learn more about the communities they serve.
- Beat officers were widely celebrated as valuable and positive members of the community. Many remarked that beat officers take time to learn the nuances of a community, are effective at establishing relationships with local businesses and non-profit organizations and tend to interact with community members in productive and compassionate ways. Several suggested that the use of beat officers be expanded, and that beat officers' postings remain stable in order to promote continuity of relationships.



- There were calls for increased partnerships between the EPS and social agencies. Such partnerships could enable social agencies to work with police in responding to situations. Some felt that the EPS does not fully appreciate the value and expertise that the social sector offers, while the social sector does not always fully appreciate the police perspective. Working together more often would enable both the EPS and the social sector to learn from each other, which in turn would better position all involved to advance the goal of community safety.
- Considerable appreciation was expressed for the Commitment to Action engagement process. Many stated a desire to have ongoing dialogue with the EPS to discuss concerns and explore opportunities to work together on community safety initiatives.

**The input gathered from the engagement process revealed a striking degree of consistency among diverse communities, with the following priorities identified by participants:**

- **Relationship Building** – People wish to see and interact with members of the EPS throughout the year, not only at times of crisis. Having an ongoing presence on the streets and at events, both formally and informally, is important for the EPS to foster and maintain productive relationships with communities.
- **Partnership Development** – Creative partnerships pursued by the EPS, such as Human-centred Engagement and Liaison Partnership (HELP) and Police and Crisis Response Team (PACT), are regarded positively by communities. Edmontonians see value in the EPS continuing along this trajectory and using similar approaches to partner with social service agencies and cultural organizations.
- **Training and Professional Development** – With Edmonton growing increasingly diverse, it was said that today’s police officers require skill sets that include empathy, critical thinking, cultural

competence and trauma-informed practice. Having these skills will better position officers to have positive relationships with communities. It was suggested that social service organizations and cultural communities could play roles in helping build these skills among members of the EPS.

- **Communication and Transparency** – Greater transparency enables communities to have greater confidence in the EPS. To this end, Edmontonians say they would like better access to information on various topics, including the complaints process, the EPS’ policies and procedures, how officers are recruited and the training that officers receive. Feedback was also provided on the manner of communication, emphasizing the need to explore non-traditional communication methods, including a greater use of social media avenues.
- **Innovation** – Citizens recognize that police officers are pulled in several directions on any given day. It was suggested that the EPS could explore innovations to help optimize the time and resources of officers. Among the ideas offered were making it easier and less time-consuming to report crimes and creating dedicated teams to address growing challenges such as construction theft and hate-based behaviours.
- **Community Engagement** – Widespread appreciation was expressed for the Commitment to Action engagement process, with participants signalling they wish to keep the conversation going. It was suggested that the EPS engage in regular dialogue with diverse communities. This would help build positive relationships and, in turn, better community safety outcomes.

The EPS is grateful to all those who participated in the engagement process. Going forward, the input gathered from the process will be used to examine possible enhancements to policies, procedures and practices. The EPS looks forward to continuing the conversation with Edmontonians, as it pursues further work to improve community safety and well-being.

## INTRODUCTION

Following worldwide protests calling for social justice and changes to policing, Edmonton City Council held public hearings in summer 2020, with the goal of better understanding how Edmontonians viewed police-community relationships. The feedback at those hearings highlighted that there are considerable opportunities to improve relationships between the EPS and communities in our city.

From this emerged the EPS Commitment to Action — a recognition and a desire for the EPS to engage with Edmontonians to understand, acknowledge and define their expectations of their police service. A commitment to listen but more importantly, a commitment to act on ideas and a commitment to implement solutions.

The Commitment to Action is about working toward developing a city that feels safer for everyone who lives, works, plays and invests here. This involves fostering confidence, trust and understanding between Edmontonians and the EPS.

Achieving that goal requires many different individuals and organizations working on a variety of fronts. The EPS is a highly visible partner in such efforts, with a mandate that gives it a unique role in the community. With that unique role comes a responsibility to listen and respond to the concerns of Edmontonians.

To that end, in September 2020, the EPS launched a process of engagement with various communities, partners and stakeholders.

While each of these streams of engagement was unique, they all centered around the same key questions:

- How do people feel about their experiences with the EPS?
- What are some solutions for the EPS to think about moving forward?

This report summarizes the key concepts and themes that emerged from our engagement with Edmontonians.



## ENGAGEMENT PROCESS

The Commitment to Action engagement process included three streams of engagement, which sought to gather a range of perspectives of:

- The Black, Indigenous, racialized, and underserved communities.
- The social sector.
- The business community.

Citizens and non-racialized communities from within and external to the City of Edmonton also participated in the engagement sessions.

Details about each of these streams of engagement are provided below.

### Black, Indigenous, Racialized, and Underserved Communities

Engagement with Edmontonians representing Black, Indigenous, racialized, and underserved communities included several mechanisms for input. These included community-hosted discussion sessions, discussions hosted by the EPS, and an online engagement portal.

The community-hosted sessions involved organizations taking the lead in engaging and facilitating conversations with members of their communities. This enabled the process to reach a variety of individuals in faith, youth, Indigenous and other cultural communities. A total of 245 participants were engaged through 16 community-hosted sessions.



### TYPES OF SESSIONS (IN PERSON AND ZOOM)

| TYPE OF SESSION                       | NUMBER OF SESSIONS | NUMBER OF PARTICIPANTS |
|---------------------------------------|--------------------|------------------------|
| Community Hosted                      | 16                 | 245                    |
| EPS Hosted (Cultural/Community)       | 11                 | 109                    |
| EPS Hosted (Non-profit/Social Sector) | 14                 | 45                     |
| Business Community                    | 13                 | 119                    |
| Lunch and Learns                      | 10                 | 123                    |

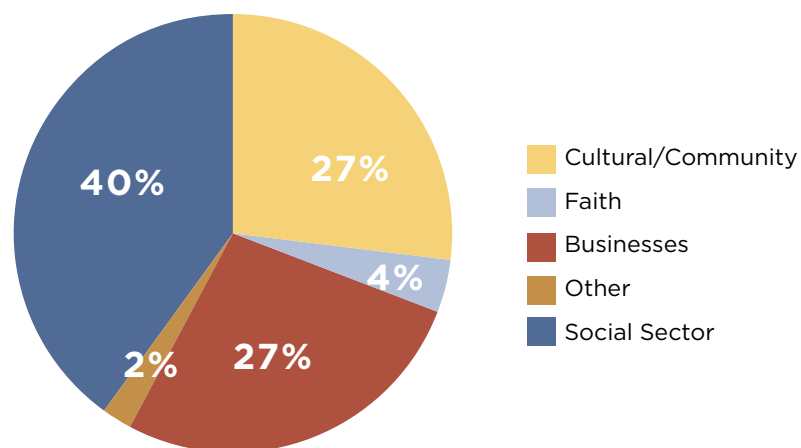
*Figure 2: Commitment to Action sessions can be broadly grouped into five types of sessions shown here.*

Importantly, the community-hosted sessions put control in the hands of community members through a tailored Commitment to Action toolkit (consisting of a facilitator guide and materials) as well as funding and support from the EPS Community Relations Section. Members of the EPS were as present or visible at the sessions as determined by the participants' comfort level. The EPS worked with communities on their terms in order to make the sessions work for their preferences and needs.

Lunch and Learns were another type of session hosted by the EPS. These sessions were on specific topics voted on by the community and included presentations like hate crimes, street checks, public complaint process and police tactics. A total of 109 participants were engaged in the course of 11 sessions held between September 2020 and June 2021.



### COMMUNITIES AND ORGANIZATIONS ENGAGED



*Figure 3: Communities, groups and organizations were sorted into four main categories based on the primary focus of their work.*

## Share Your Stories, & Ask a Question



Figure 4: Members of the public were able to share their stories and ask questions through the tools on [commitmenttoaction.ca](https://commitmenttoaction.ca).

To enable individuals to provide input without having to attend a discussion session, the engagement process included an online portal ([commitmenttoaction.ca](https://commitmenttoaction.ca)). The online engagement portal enabled Edmontonians to provide their views on their own time and on their own terms. It also provided visitors with background information on the EPS Commitment to Action and housed a variety of research reports, podcasts, videos and academic contributions.

There were approximately 4,700 visits to the online portal. Edmontonians interacted with the portal to varying degrees, depending on their needs and interests. A total of 1,239 unique visitors explored content on the portal to be more informed about the process. Research and academic reports on the site were popular, with 608 downloads of information materials. An additional 125 unique visitors provided input through the portal, by way of polls, contributions of ideas and perspectives, and asking questions.

Whether through attendance at a community-hosted session, a session hosted by the EPS, or through the online portal, participants had the

opportunity to provide their input on the same main questions:

1. What are your, your family's, and/or your community's experience with policing?
2. What are some solutions moving forward?

### Social Sector

Engagement with representatives of the social sector included a series of discussion sessions hosted by the EPS, an online engagement portal and an online survey.

The discussion sessions featured attendance by individuals from non-profit organizations who provide services to, or advocate on behalf of, disadvantaged, marginalized and vulnerable Edmontonians. These included organizations involved in areas such youth, housing support and shelters, health services, and social services.

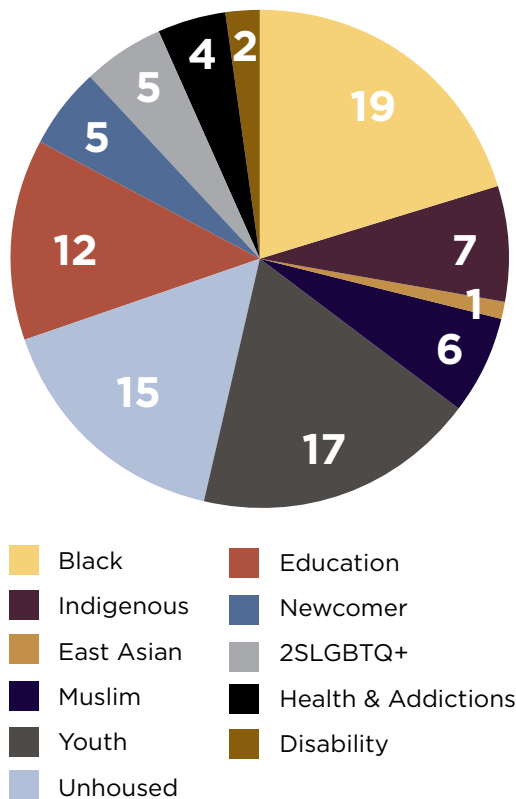
In order to enable more individuals to engage in the process, an online survey was made available. A total of 42 responses to the online survey were received. The survey consisted of several multiple-choice questions and also allowed for respondents to provide input in the form of open-ended responses.

Whether through a discussion session or the online survey, participants from the social sector were asked to provide perspectives on the same main questions:

1. What has been your organization's experience with EPS?
2. What improvements could EPS make in working with your organization or the overall social sector?
3. What are your observations of the current state of the social sector, and how can we collectively better serve the community at large and our vulnerable population?

## WHO WE HEARD FROM

Number of groups or organizations and the communities they serve



**Figure 5:** Communities, groups and organizations were further tagged based on communities they served. Note: More than one tag may be ascribed to each individual community, group or organization.

## Business Community

Engagement with representatives from the business community included a series of discussion sessions hosted by the EPS, an online engagement portal and an online survey.

Each discussion session was attended by Edmonton business owners and managers, and/or representatives from industry groups and business associations.

In order to enable more individuals to engage in the process, an online survey was also made available. A total of 88 responses to the online survey were received. Respondents from the business sector had the opportunity to offer their perspectives about community safety, issues their businesses had experienced, and their interactions with the EPS.



Whether through a discussion session or the online survey, participants from the business sector were asked to provide perspectives on the same main questions:

1. What has been your business' experience of crime and safety, and its interactions with EPS?
2. What are some solutions for us to consider moving forward?

### Analysis and Reporting

The input that was gathered from the engagement process was synthesized, compiled and reported on by a third-party consultant.

Within this report are major themes and concepts that emerged from the input. Also presented are key results that emerged from online surveys used in the social sector and business community streams of engagement.

| CONNECTING WITH THE COMMUNITY                            |          |         |           |
|--|----------|---------|-----------|
|  | FACEBOOK | TWITTER | INSTAGRAM |
| Posts  | 22       | 23      | 25        |
| Reach  | 372,012  | 237,975 | 357,381   |
| Reactions  | 1,710    | 4,765   | 6,409     |
| Comments/Replies   | 1,308    | 59      | 639       |
| Shares/Retweets  | 310      | 73      | 387       |
| ADDITIONAL MEDIA   |          |         |           |
| Mailchimp newsletter contacts                            |          |         | 397       |
| Community media advertising                              |          |         | 57        |
| News media stories                                       |          |         | 50        |
| Posters distributed to community partners and facilities |          |         | 750       |
| Postcards given to community members                     |          |         | 639       |

*Figure 6: Summary of some of the efforts to encourage communities, groups and organizations to participate in the Commitment to Action.*



*Figure 7: Summary of engagement along the engagement spectrum. The totals represent the number of communities, groups, and organizations, rather than individuals.*

# PERSPECTIVES FROM BLACK, INDIGENOUS, RACIALIZED, AND UNDERSERVED COMMUNITIES

## Question 1

**What are your, your family's, and/or your community's experience with policing?**

### Overview

Responses to this question revealed there is room to improve relationships between the EPS and members of Black, Indigenous, racialized, and underserved communities. There were stories of Edmontonians having had both positive and negative experiences with police. While fewer in number, the negative experiences have been very memorable for people, involving instances of officers coming across as rude, disrespectful, insensitive, or biased in their words or actions. The input revealed a clear desire for the EPS to do better, with people identifying a number of ways that systems need to change.

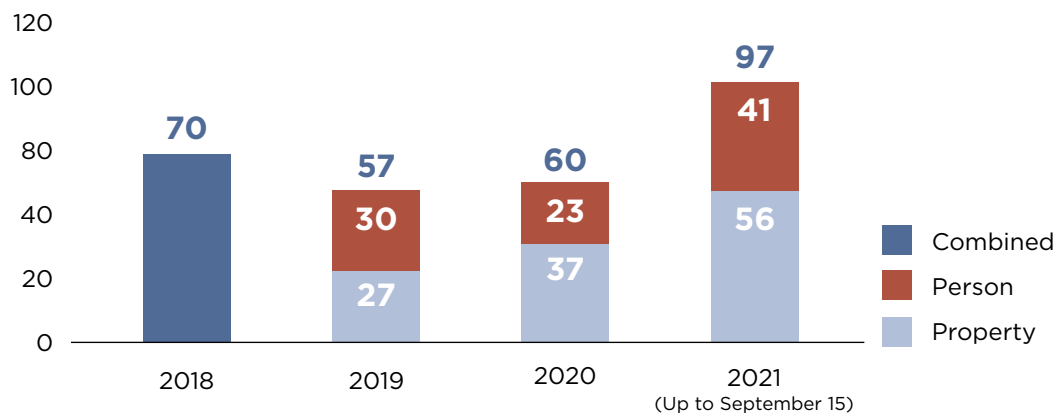
"We are seeing a pattern online which was not categorized as a crime even though there were threats, doxed, mental health concerns. EPS could not take any action because they considered that no crime had happened. I had trouble understanding that."

### Major Themes

#### Hate is increasing and must be taken seriously

There is increasing fear among racialized and vulnerable communities amid an apparent rise of hate-based incidents. It was noted that hateful behaviours in online forums are becoming more prominent, including veiled threats, coded

## HATE MOTIVATED CRIMES IN EDMONTON



*Figure 8: 2018 data is displayed as combined statistics. It is important to note that under reporting can impact data.*



language and racist rhetoric. There have also been increasing in-person incidents of hate speech and hate-based attacks. These attacks have been both verbal and physical, such as widely reported cases where Edmontonians from racialized communities were shouted at or assaulted in public locations.

Knowing the perpetrators of these behaviours are in Edmonton, or planning to travel to Edmonton, raises anxiety among racialized communities. It leads people to avoid visiting certain public locations and causes apprehension during everyday activities such as grocery shopping or walking down the street.

Frustration was expressed with the EPS taking a position that some perpetrators of hate are not technically breaking the law. It was said that by taking this position the EPS can come across as indifferent to hateful behaviours and the threats those behaviours present to racialized and vulnerable Edmontonians.

At the same time, participants signaled appreciation for those cases where the EPS has addressed hateful acts seriously and publicly called them “hate crimes.” People want to see this level of seriousness extended to the activities of known hate groups and identified instances of hateful behaviours.

“I was raised to respect the police, and unfortunately my first experience with the police was one of the worst experiences of my life.”

### **Incidents of rude and disrespectful treatment towards racialized and vulnerable communities**

Across engagement sessions, participants cited instances during which they were treated rudely, unfairly or disrespectfully by the EPS. These included examples such as:

- Being stopped or questioned by a police officer without a legitimate reason as a result of a perceived racial bias.

- Having a police officer take someone else’s word over theirs, because that individual was white or had a more easily pronounceable name.
- Encountering demeaning comments or insensitive language when seeking assistance from or providing information to a police officer.

These types of incidents have dramatic consequences for how members of racialized and vulnerable communities come to perceive members of the EPS. For instance, it was noted that persons with disabilities often experience fears of being belittled, harassed, bullied or looked down upon. Some have come to expect this treatment by default within our society – even from systems of government. When this treatment occurs during interactions with police officers, it has an especially negative impact because police are supposed to ‘stand up’ to bullies and protect those who are victimized.



Similar sentiments were echoed by those representing victims of crimes, including sexual assaults and hate crimes. It was said that victims often experience fears of being judged, stigmatized or discriminated against by police. There is a perception that some police officers do not understand, or do not care to understand, the perspectives that victims bring to police interactions. One observation was that positive policing practices in 2021 should include being mindful about the use of verbal language, tone and body language.

Addressing these challenges is seen as critical for preventing crime and improving community safety. There is a risk that people will choose not to report incidents to the EPS if they fear they will be treated disrespectfully or feel shamed for the circumstances in which they live.

“If I can come up with enough strength to tell you I am having a meltdown, please do not cause me to go down into a deeper meltdown.”

### **Police need to treat people with respect, dignity and compassion**

A widely shared view was that the EPS must treat all Edmontonians with respect and dignity, no matter their circumstances. Police interactions with unhoused Edmontonians were cited as an area where this does not always occur. It was noted that not everyone has the ability to use an emergency shelter and, moreover, the lack of minimum standards for shelters means that shelters are not always safe or healthy. With nowhere else to go, many unhoused Edmontonians will resort to camping. Dismay was expressed about instances where authorities have cleared out campers and thrown away their tents and belongings or played loud music to discourage unhoused Edmontonians from sleeping in particular locations. These incidents were described as “heartless” and “inhumane,” especially since safe and reasonable alternatives do not exist for unhoused Edmontonians. Instead, police should take the prevailing

circumstances of the community into account and perform their jobs with understanding and compassion.

“When people are required to enforce laws, it victimizes the community as they rack up warrants for surviving on the streets, then they can never really get ahead in life. Feels like the systems are stacked against them.”

Similarly, it was said that police officers should consider other prevailing circumstances that are affecting communities, such as substance use and mental health challenges, economic difficulties and impacts related to COVID-19. Many Edmontonians are facing stress and hardship. Taking an enforcement-heavy approach to policing amid these circumstances can have the effect of criminalizing poverty. Instead, police officers should integrate compassion into their policing and take care to treat all Edmontonians as human beings.

### **Recognizing cultural differences when policing**

It was pointed out that as Edmonton grows increasingly diverse, many different cultural communities are represented in the city. This translates into various styles of communication among the city’s population. For example, in some cultures it is commonplace for people to talk with their hands. In others, individuals do not make direct eye contact when speaking. In still others, it is common for people to raise their voices as a means of conveying friendliness. These styles of communication can be different from what police officers are accustomed to seeing, but that does not mean the individuals communicating in these ways are hostile or deceitful. Assuming that they are can lead to misunderstandings and escalated situations.

Many suggested that police obtain more knowledge about the uniqueness of cultural communities. Having this knowledge would help prevent misunderstandings between officers and members of racialized communities and foster better relations along the way.

## Balance enforcement with compassion and common sense

It must be recognized that individuals from racialized communities can harbour an inherent distrust of police because of their past experiences. In some people's previous countries of residence, for example, police were regarded as corrupt, acted above the law, and were used to enforce the will of an autocratic government. For those who have experienced such conditions, it can be very difficult to perceive police officers in positive and trusting ways.

"Officers start hard, and if you can prove yourself somehow, the tone changes and they become nicer and more polite and respectful. You should not have to have some sort of credentials to be treated fairly."

Consequently, policing approaches that weigh too heavily on enforcement can be triggering, upsetting and traumatic to families and communities. Instead, the approaches used by police officers should make room for recognizing the experiences and circumstances of families' lives.

Similar observations were made in regard to vulnerable Edmontonians. It was noted that individuals or families can become trapped in a cycle of poverty or homelessness because of unfortunate life circumstances. Historical incidents, such as residential schools, result in intergenerational trauma that affects the life trajectories of Edmontonians. Policing that is too enforcement-based is harmful in such circumstances. For example, issuing a ticket to someone who is unhoused is pointless because that individual will accumulate penalties they can never hope to pay, amass warrants, and cycle through the justice system — none of which improves community safety.

"When we see these terrible experiences online, how impactful they are. Getting stopped by police, or treated not well, or being afraid of being treated not well. I see recordings online that are just horrible."

## Many had positive experiences with police, but negative episodes are memorable

An important distinction was made between the EPS as a whole versus negative experiences that people have had with specific officers. In fact, many stories were relayed about positive interactions with officers described as respectful, thoughtful and attentive. These good experiences outnumber the bad. However, this means the negative experiences stand out, making them memorable stories that can easily propagate through communities. Addressing the factors behind these negative experiences is important, otherwise the EPS risks becoming predominantly known for them. This means making changes to the systems in which police operate, so that all officers are better enabled to have positive relationships with communities.

## Stress and trauma risk leading to biases

There was a widespread recognition that policing is a challenging job and that individual officers witness a number of disturbing, frightening or discouraging circumstances. Several speculated that police officers likely experience many situations that are traumatizing. Concerns were expressed that, over time, these experiences might lead officers to develop unconscious biases and misconceptions about communities. Many wondered whether the EPS has adequate mechanisms in place to regularly monitor officers' emotional and mental health.

## Opportunities to engage with police have enhanced understanding

Positive comments were made about opportunities that people have had to work alongside police officers, such as formal volunteer opportunities with the EPS or informally at community events. These opportunities have had the effect of shifting their perspectives about the EPS and policing in Edmonton. Where they had originally been skeptical about the EPS due to information in the media or stories they had heard from others, their personal interactions with police officers

had changed their opinions. It was noted these experiences also enabled the EPS to learn more about their community.

## Question 2

### What are some solutions moving forward?

#### Overview

As detailed further in this section, a number of suggestions emerged for improving interactions between the EPS and Black, Indigenous, racialized, and underserved communities. Most of these revolved around the importance of building awareness and understanding. For example, among the responses were suggestions such as:

- Providing training to police officers on cultural awareness.
- Having police officers interact with community members regularly.
- Improving communications between the EPS and communities.
- Helping members of the community better understand processes used by the EPS.

The overall thrust in the responses was that building better understanding would help lead to better relationships which, in turn, could lead to greater trust.

“There are a lot of assumptions on police officers in their interactions with people. Maybe these assumptions have come to play due to limited resources, training. You give people the resources to perform well, and they will.”

#### Major Themes

##### Enhance cultural understanding throughout the EPS

Building cultural knowledge across the EPS would be helpful in improving interactions between police and communities. Acquiring a better understanding of the worldviews and perspectives of members of racialized communities would help lead to fewer misunderstandings and reduce the risk of situations becoming escalated. One observation was that community-based policing could be quite helpful on this front, as it would involve police officers being more immersed in cultural communities and having more opportunities to learn about them.

## 2016 CENSUS PROFILE

### Visible minority population, Edmonton population areas

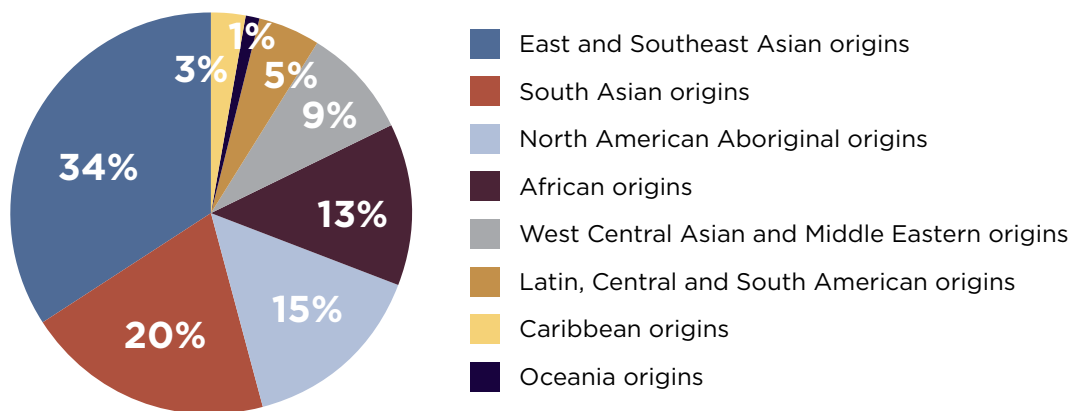


Figure 9: Data and corresponding labels pulled from 2016 Statistics Canada Census profile. Updated data is expected from StatsCan in 2022.

It was suggested that members of racialized communities could be provided a platform by EPS to help build cultural competencies in officers. With first-hand knowledge of cultures and practices, members of communities would be well-positioned to provide training. Developing relationships in this fashion would also help establish greater trust between the EPS and members of cultural communities.

### **Ongoing dialogue with racialized and vulnerable communities**

Those who participated in the engagement process expressed appreciation for the opportunity to share their views and perspectives. There are hopes that the process will serve as the start of a continuing dialogue between the EPS and racialized and vulnerable communities. Such dialogue is important for building positive relationships and, in turn, for building trust.

“When people come to Canada we are given so much information about systems, but we are lacking information concerning police and police practices. There is more to police than calling 911.”

In that spirit, it was suggested that community forums be established to enable ongoing discussion between representatives of racialized and vulnerable communities and representatives of the EPS. These would enable everyone to listen to and relate to one another as human beings, helping to demystify each other. More opportunities for input and engagement, through approaches such as in-person meetings and online forums, would also enable more people from different walks of life to offer perspectives on policing and community safety. A desire was also expressed for the formal collection of race-based data. The perception existed among some communities that racialized individuals were disproportionately stopped and spoken to by police. The collection of race-based data would assist in identifying a problem, hold officers to account and support changes in policy, procedure and training.

“A white person cannot educate someone on what it is like to be a marginalized person.”

### **Formalized collaboration with social and cultural organizations**

Opportunities exist for the EPS to undertake work in formalized collaboration with racialized communities. For instance, service providers in communities could work with the EPS on initiatives that address mental health issues or concerns around domestic violence. Community groups could also undertake formal initiatives with the EPS aimed at preventing crime and promoting community safety.

It was noted that grassroots cultural organizations tend to have more inherent trust with racialized communities. These organizations also tend to be well connected with members of racialized communities. Consequently, it would be sensible for the EPS to collaborate with such organizations. This could help bring about more positive touch points between community members and the EPS, while helping foster better understanding on the part of both.

“Being half black and half white, I have always been afraid of police. Up until this year police have not really been humanized for me. Speaking with the Commitment to Action folks has humanized them a bit more for me.”

### **Interact with communities at times outside of crisis**

Many community members tend to interact with or see police officers only at times of crisis. During or immediately after a destabilizing event is when emotions are typically higher and when the focus is on the search for answers about what happened, who is involved and what went wrong. It is not an ideal time for the nurturing of relationships between the EPS and members of racialized or vulnerable communities.

Instead, positive relationships should be fostered at times outside of crisis. That is when ordinary day-to-day routines are taking place and people

are focused on building their lives, businesses and communities. Interactions between the EPS and communities during these periods do not always need to be formal. They can take the form of patronizing local businesses (e.g., to buy a coffee or lunch), informal connections with neighbourhood youth (e.g., handing out popsicles on a hot day) or even popping into shops and stores of community members just to say hello.

“I felt a noticeable change with the community-based policing approach dating back 15 to 20 years and it really worked within the context of relationship building.”

An important element is that police officers are taking part in communities on a regular basis. This humanizes police officers in the eyes of community members and humanizes community members in the eyes of officers.

### Greater use of alternative responders

While there are dangerous public safety situations that require the attendance of police

officers, alternatives should be explored for responding to situations that involve lower risk. In certain scenarios, an alternative responder (such as a social worker or a mental health practitioner) could be more effective than a police officer. This can be particularly beneficial if the individual or family involved in the situation has had negative experiences with police in their previous country of residence.

The use of alternative responders is an opportunity for greater formal collaboration between the EPS and organizations serving racialized or vulnerable communities. For instance, the EPS could partner with social agencies or cultural organizations to form creative teams that respond to incidents of social disorder, or that pursue crime prevention and community safety initiatives.

“Police need to take advantage of the agencies who already have relationships with the community members and rely more on their area of expertise.”



## More communications around complaints

Submitting a complaint or raising a concern about an officer, or about the EPS generally, can be very stressful for members of racialized or vulnerable communities. They can struggle a great deal about the potential implications of submitting a complaint in ways that non-racialized communities do not, such as: whether they will be believed; what kind of backlash they might face; or whether it will put them at risk of experiencing hateful rhetoric. Therefore, it is significant when they choose to submit a concern.

Following up with a complainant and taking time to explain information to them are tangible actions that demonstrate understanding of this personal significance. It is very important for community members to know how a complaint is being handled, including what steps it is going through, what is happening during those steps, the key decisions being made, and the reasons behind those decisions.

Accordingly, many stressed the importance of enhancing the complaints process. There were calls to make the process more transparent, and to make it more accessible by lowering barriers to submitting a complaint. For instance, it was suggested that key documents and communications be available in multiple languages, and that individuals have the ability to submit non-written complaints.

“Police need education on mental health and addictions. Sending people to jail does not help people to change because they are still getting drugs in jail.”

## Training and professional development of officers

Edmonton has grown increasingly diverse over the years and this trend is expected to continue. It therefore makes sense to incorporate training that provides police officers with the competencies they need to interact with an increasingly diverse population. This would help better equip police officers to be more successful in their interactions with racialized and vulnerable communities.

It was suggested that police officers receive training on matters such as: trauma-informed practice, cultural competency, understanding of mental health issues, and understanding of issues around disabilities. A widely shared view was that empathy needs to be infused in the work and approach of police officers.

One perspective was that despite their relative inexperience, newly hired police officers appear to have many of these elements in their policing skill set. While this is positive, it has the effect of drawing attention to other officers who do not seem to have the same training and perspectives in their policing approaches. Pursuing opportunities to bring all officers up to the same level of training would be valuable.

“If safety is everyone’s responsibility, then people with my skin colour should feel comfortable to be police.”

## Transparency of police operations and policies

Transparency and openness in the overall policing system would help Edmontonians in racialized and vulnerable communities have more confidence in the system. When Edmontonians cannot see what is happening inside the system and do not understand how decisions are made, it is difficult for them to trust the people within that system. This can breed fear and apprehension.

It was suggested that the EPS should work to improve public access to:

- Policies and procedures that are followed by the EPS and police officers.
- Information about the EPS budget, where it goes and how it is spent.
- Information regarding recruitment and training procedures.

Another important point was that publicly available information should be packaged in ways that enable members of the public to understand its meaning, since not everyone has expertise in analyzing raw data.

## PERSPECTIVES FROM THE SOCIAL SECTOR

### Question 1

#### What has been your organization's experience with EPS?

##### Overview

A common theme to this question was the importance of community relations. Many noted a renewed sense of interest from the EPS in community building and urged the pursuit of new and creative partnerships between the EPS and social agencies. Amid the encouraging signs there were cautions that the EPS has more relationship building to do with the individuals and families who are being served by social agencies.

##### Major Themes

#### Police interactions with social agencies' clients could be improved

While they are typically professional and courteous with the staff of social agencies, police officers do not always extend the same level of professionalism and courtesy to agencies' clients. Instances were cited of police officers being very pointed, overly direct or even rude with clients. These clients come away from those interactions feeling shaken, disturbed or upset. Stories were relayed of clients expressing apprehension or fear about interacting with police in the future.

"I have worked with officers who are willing to go 100 percent of the way and others who have been frustrated by different situations."



#### Earning the trust of newcomers

The EPS has more work to do in terms of building relationships with racialized and vulnerable communities. One example was that police officers should develop a better appreciation for the diversity of views that newcomers have about police. Some newcomers have previously lived in places where police are corrupt and violent. Other newcomers come from places where there are roving bands of 'secret police' that seek to quell diversity of thought or particular cultural practices. Newcomers who lived under these regimes have been conditioned to fear or be very apprehensive around police officers. Consequently, the EPS will need to work especially hard to earn the trust of members from these communities.



## Interactions with youth influence the future

It was pointed out that younger generations tend to enjoy interacting with police officers. They are fascinated by the vehicles, the gear and the officers themselves. This creates opportunities for the EPS to enhance relationships with communities through their youth. Positive comments were made about formal and informal activities that the EPS has already undertaken with social agencies to connect with young people, such as the *DIVERSIONfirst* program and the use of restorative circles.

“Interactions with officers in regular clothes outside of uniform puts kids at ease.”

Engaging positively with children and youth pays dividends because there is a good chance that their positive impressions about police will be carried into adulthood. Positive interactions with young people can also help put them on more positive trajectories that involve good relationships with the EPS and the broader community. By contrast, failing to engage young people brings a risk that their impressions about police will be made in some other way, such as through the media or by stories they hear from fellow community members about negative interactions with the EPS.

## Beat officers are helpful and respectful

Officers of the EPS were described as professional and respectful in their interactions with social agencies’ staff. However, it was said the level of professionalism can depend upon the specific police officer with whom an organization interacts.

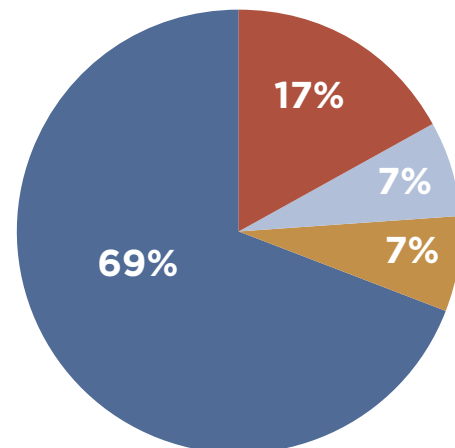
Beat officers were spoken about in glowing terms, with positive feedback expressed about the experiences that social agencies have had with these officers. Members were described as helpful, respectful, eager to become familiar with local conditions and issues, and willing to productively interact with citizens. For example, it was noted that beat officers have engaged with individuals at local shelters in personable,

friendly ways. Through efforts such as these, beat officers come across as a natural and integrated part of the community.

## Community building efforts by the EPS are encouraging

Many participants made a point of noting they have seen a recent shift in the EPS when it comes to building community relationships. There was a perception that community building had fallen by the wayside. Now, many social sector organizations see a “refreshing” change of tone and noticeable efforts by the EPS to engage in community building. Several attributed this shift to the arrival of Chief McFee and his deliberate push to have the EPS more involved in building relationships in the social sphere. Some spoke about new collaborations their organizations had been pursuing with the EPS before COVID-19 restrictions took hold in Alberta. They expressed

## THE EPS HAS A GOOD RELATIONSHIP WITH MY AGENCY/ORGANIZATION



- Strongly agree/agree
- Neither agree nor disagree
- Disagree/strongly disagree
- Prefer not to answer/don't know

*Figure 10: Almost seven in ten social sector survey respondents (69%) agreed that “EPS has a good relationship” with their agency or organization. Just over one-quarter (26%) of respondents strongly agreed with this statement.*

hope that these efforts will resume as COVID-19 restrictions permit and signalled they are looking forward to developing their partnerships with the EPS.

**Initiatives involving community partnerships are positive**

In line with the perceived shift toward greater community building, certain efforts by the EPS were specifically recognized. For example, the Human-centred Engagement and Liaison Partnership (HELP) Unit was described as “phenomenal” and a “step in the right direction.” Similarly, the *DIVERSIONfirst* program, which aims to divert youth away from the justice system through a restorative justice approach, was referenced as a positive initiative.

Several noted that these initiatives are happening in partnership with organizations external to the EPS and felt that the use of partnership is why the initiatives are realizing success. Pursuing more initiatives along these same lines could arguably lead to further success in enhancing community safety.



**THE EPS IS A VALUED AND CONTRIBUTING PARTNER WITHIN THE SOCIAL SECTOR**

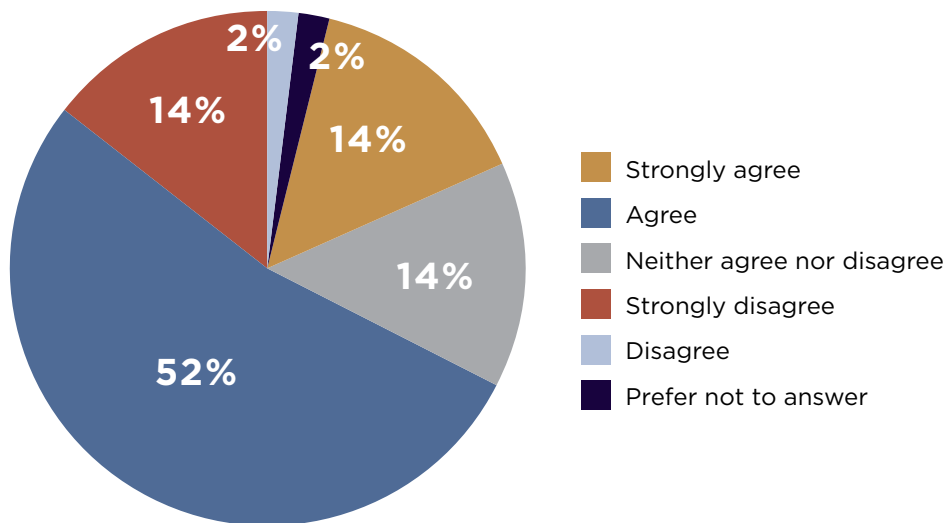


Figure 11: Two-thirds of the social sector survey respondents agree that the EPS is a valued and contributing partner within the social sector.

## Question 2

### What improvements could EPS make in working with your organization or the overall social sector?

#### Overview

Responses to this question placed a great deal of focus on enhancing relationships. Many emphasized the benefits of partnerships between the EPS and the social sector. It was suggested that more of these partnerships could have positive impacts in areas such as crime prevention and frontline service delivery.

Education was also a focus of several responses, with calls for the EPS to build competencies in trauma-informed practices and increase awareness about the expertise offered by the social sector. Learning from one another would enable both the EPS and social agencies to realize greater success in their respective efforts.

#### Major Themes

##### Improve the continuity of relationships

Many participants expressed frustration with frequent changes to police officer postings among different communities and positions. This makes it more difficult for residents and organizations in a community to establish strong and productive relationships with the EPS. When the police officers posted to a community are changed, the relationship building process is interrupted.

“We are always dealing with new officers. It is hard to build relationships and rapport with the high turnover.”

This can mean the difference between having great encounters versus negative interactions. One view was that an officer who is newly posted to an area tends to be more reluctant to rely upon or collaborate with agencies in the community. It was also said a newly posted officer is more likely to respond with something akin to, “There’s nothing we can do,” instead of the more preferable, “Let’s see what we can

do.” It was suggested that the EPS take steps to improve the continuity of relationships between police officers and communities, recognizing that solid and longstanding relationships help lead to greater trust.

##### Enhance communications about incidents in the community

When a high-profile issue occurs, such as an incident in a community or a negative interaction between a police officer and a citizen, there are a lot of questions raised. Members of a community become anxious when they do not understand what will happen next or the processes and decisions that will be made. This anxiety can rapidly evolve into fear, anger, mistrust, and in some cases, the propagation of myths throughout the community.

It was said the EPS could do a better job of recognizing that community members are feeling powerful emotions. This can be done through open and regular communications aimed to help community members understand processes and next steps. Taking special care to conduct investigations with compassion and empathy, rather than in a matter-of-fact methodology, would also help community members see the EPS is concerned about their well-being, and not only about solving the case. Regular follow-up with members of the community about what happened, where things stand, and what they can expect would also demonstrate sensitivity. This would, in turn help improve relations between the EPS and communities.

##### Integrated trauma-informed practices

Many of the major social challenges in Edmonton involve individuals dealing with trauma. This can include historic trauma, intergenerational trauma and trauma individuals have experienced in their childhoods or adult lives. Trauma is often a major contributor to challenges such as substance use and mental health issues. It was noted that the social sector is increasingly shifting to deliver

“Help officers know how to better deal with escalated situations and past trauma.”



services in trauma-informed ways. People urged the EPS to follow suit in terms of its approach to policing.

It was suggested that having more police officers trained in trauma-informed practices would make a notable difference in achieving a safer community. Some said this training ought to be considered core, mandatory training that is routinely refreshed. It was also suggested that training be conducted by community organizations that have incorporated trauma-informed practices and have experience working with traumatized individuals and families. This was cited as an opportunity for productive partnerships between the EPS and the social sector.

### **Interact with community during non-crisis times**

Although the EPS undertakes work with social agencies and communities throughout the year, police officers tend to be most visible when responding to crisis situations. This can leave the erroneous impression that the EPS 'only shows up when something is wrong.' Also, crisis situations are not ideal times to establish relationships with social agencies and community members because addressing the crisis is what takes priority.

**"The only time people see the police is when something is wrong. Let us change that story."**

It was suggested that the EPS should make a deliberate push to enhance the visibility of police officers during non-crisis periods. This would help bolster recognition that the EPS is an integrated part of the community. A number of potential activities were offered as examples such as:

- Regularly attending community meetings.
- Volunteering at community events.
- Holding regular dialogue with communities.
- Participating in activities with kids in social sector programs.
- Hosting community events.
- Informally dropping by at events, organizations and businesses.

It was also suggested that the EPS consider having police officers attend community activities both in and out of uniform. While there are times when uniforms would be more appropriate, having officers attend functions out of uniform is important so members of the community can see there is a human being

behind the badge. This would facilitate the development of more well-rounded relationships between communities and officers.

### Continue building partnerships with social sector organizations

Considerable appreciation was expressed for the Commitment to Action engagement process. Several noted it was not the first time they had been approached, since the EPS had started to reach out to the social sector more deliberately just before the COVID-19 pandemic. Many urged the EPS to build on the engagement process in a meaningful way by establishing more formalized partnerships with organizations in the social sector. Among other benefits, this would:

- Signal that the EPS values the expertise of the social sector.
- Convey recognition that the EPS cannot address all social challenges and community safety issues on its own.
- Demonstrate that the commitment to ‘work together’ for community safety is not merely lip-service.
- Strengthen mutual regard between the EPS and organizations in the social sector

through understanding of each other’s unique skills, background and training.

- Enable social sector organizations to fulfill their roles, since police do not always have the skill sets to step into the shoes of social workers.
- Lead to creative opportunities such as co-training on issues such as trauma-informed practices and cultural competencies.

The EPS Police and Crisis Response Team (PACT), which pairs EPS officers with mental health therapists from Alberta Health Services, was cited as a positive example of formalized partnership. It was suggested that the EPS establish more of such teams and broaden them to include social agencies.

It was pointed out that social agencies have numerous, diverse and significant touchpoints in communities, and have built trust with individuals and families in these communities. As a result, social agencies have the ability to broker conversations with communities that may be difficult for the EPS to start or conduct on its own. Formalized partnerships between the EPS and the social sector could leverage this strength, helping lead to improved relationships between communities and the EPS.

## THE EPS UNDERSTANDS THE WORK OF MY AGENCY/ORGANIZATION

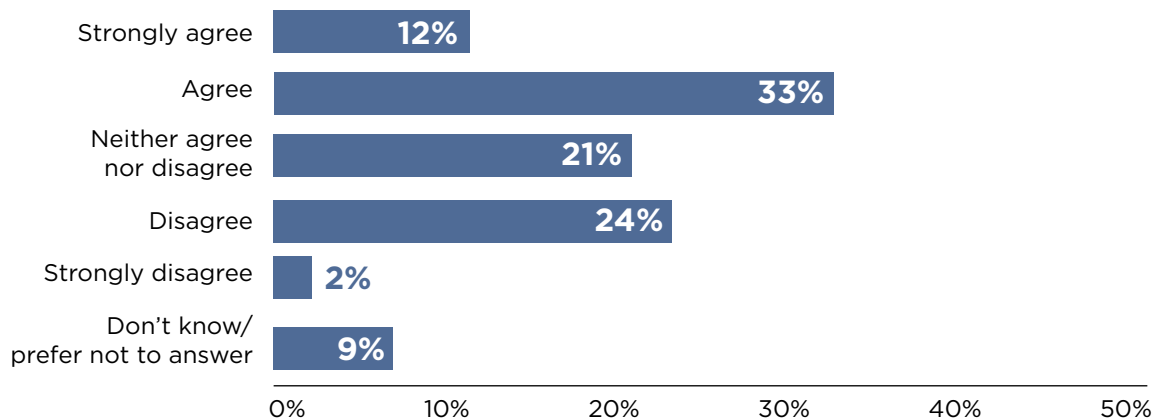


Figure 12: Less than one half (45%) of social sector survey respondents agreed that “EPS understands the work” of their organization. Approximately one quarter of respondents (26%) disagreed with the statement.

## Placing new recruits with social agencies

One suggestion was that new recruits to the EPS should each spend time embedded within a social agency. This would enable each recruit to better understand and appreciate the viewpoints, work approaches and expertise of social sector organizations. It would also give each recruit practical experience to help identify and learn how police can work collaboratively with social agencies to foster improved community safety.

“It is easier to collaborate when you know and understand one another.”



An additional benefit is that recruits would become more familiar with the clientele of various agencies, the types of issues being faced by individuals and families, and the perspectives on the streets. This would empower them with valuable knowledge they could apply to their day-to-day policing and decision-making.

## Balance enforcement with compassion

A widely shared perspective was that police officers need to balance enforcement-based approaches with compassion, common sense and a desire to help make things better. The practice of issuing tickets for minor infractions was cited as an example. Many noted that disadvantaged and vulnerable Edmontonians have no realistic way of paying for tickets. Instead, they amass warrants for non-payment and end up cycling through the justice system. This is costly and does little to improve community safety.

Similarly, it was said that issuing tickets to youth can be counterproductive as it can breed feelings of resentment and distrust towards police, which youth might then carry into adulthood. A better approach might be to use incidents as ‘teachable moments’ to help young people understand the reasons behind a rule or restriction, so there is less chance they are likely to reoffend.

“Social problems get to a crisis point where people end up interacting with police and become criminalized.”

Another point was that inclusivity plays an important role in policing with a balanced approach. For example, by having pronoun awareness in their language, police officers can convey they are sensitive to diversity and want everyone in the community to feel included. Police officers must also hold themselves and each other to account for conscious and unconscious biases in policing. In today’s day and age, it is essential that police officers do their jobs without judgement.

### Question 3

## What are your observations of the current state of the social sector, and how can we collectively better serve the community at large and our vulnerable population?

### Overview

The engagement responses revealed a social sector struggling to reconcile the challenge of fewer available resources, increasing demands for its services, and greater complexity in the issues faced by its clients. Describing it as a “perfect storm,” many observed that substance use and mental health challenges are on the rise in Edmonton, further exacerbated by the impacts of COVID-19.

Against this backdrop, it was noted that some agencies might not survive. Those that do will be under greater pressure to reconcile their services and optimize their resources. Several said that long-term improvement will require more collaboration, ongoing dialogue and a willingness to make key changes in the social services ecosystem.

### Major Themes

#### Substance use a major challenge

Across almost every engagement session, substance use was identified as a major

challenge facing Edmonton. Social agencies are seeing greater numbers of young people present with drug-related issues and at a greater intensity than in the past. Substance use challenges among adults are also on the rise, with methamphetamines and opioids cited as the major drugs being used.

“Crystal meth is causing more issues for residents of the community and downtown.”

These challenges are leading to more incidents of drug overdose and drug-induced psychosis. It was reported that social agencies have noticed shifts in some clients who are known to have substance use challenges, describing these clients’ behaviours as “more erratic” and “more agitated.” Instances of drug-induced vandalism and property crimes are also perceived to be on the rise.

#### Mental health issues on the rise

Mental health issues were also identified as another increasing challenge in Edmonton, including among disadvantaged and vulnerable populations. It was noted that mental health issues were a key concern before the COVID-19 pandemic. These issues have been exacerbated by the impacts of COVID-19 and public health restrictions. Stress, anxiety and depression have impacted many people, with factors such as job loss, economic pressures and loss of social connections all contributing to the situation.



Many Edmontonians facing mental health challenges are undiagnosed or experiencing a lack of adequate or sufficient treatment. Social agencies are concerned that the prospects for improvement are bleak unless sufficient investments are made in mental health services.

### Changes needed to shelter system

A widely shared view was that Edmonton needs to ‘get to the bottom’ of challenges around sheltering and encampments. Informal, unlicensed and illegal camping on public lands has been on the rise, leading to conflicts within communities. The challenges will continue unless meaningful dialogue and actions are undertaken.

Several said the problem lies, in part, on a lack of minimum standards for emergency shelters. Many Edmontonians experiencing houselessness, including those who have become houseless over the past 12 to 18 months, do not wish to make use of existing shelters. The shelters are perceived as unsafe, unsanitary, too cramped, or environments where they would be exposed to unhealthy behaviours. Some individuals are also uncomfortable with the linkages between certain shelters and religious organizations, be it for historical, ideological or psychological reasons. Left with no alternative, these individuals turn to informal camping or congregated encampments.

“Women are especially affected when there are fewer resources.”

It was said that a massive rethink is needed about emergency shelters, including the establishment of standards. This offers Edmonton an opportunity to reconsider what emergency shelters should look like in the twenty-first century, how they should operate, the hours they should have, the programming they should provide, and ways they should link to other services in the social sector.

“When people are choosing to live in rough and extreme conditions instead of shelters — we need to ask why?”

### Social sector facing a “perfect storm”

Challenges in the social sector are more pronounced due to the alignment of several factors. Changes by the government to policy and funding have created a climate of resource scarcity. Meanwhile, economic circumstances during the past few years have impacted private giving. Many non-profit organizations have noticed a decrease in donations from individuals and businesses, and fundraising has been more difficult. At the same time, pressures related to COVID-19 have made already difficult situations even more challenging. Substance use challenges, mental health issues and domestic violence have been magnified.

Together, these factors are leading individuals and families in the community to grow more desperate. There is a sense that the social sector is dealing with a “perfect storm” of higher demands, more complex circumstances, greater intensity of issues, and less funding.

### Collaboration essential for optimizing resources

In the midst of this “perfect storm,” many organizations will be exploring how their work aligns with others in the sector. In the course of this, they can be expected to rationalize their services so they can optimize resources and remain effective. Organizations are also likely to engage in more dialogue with each other to identify opportunities for partnership.

As part of such dialogue, participants indicated there are opportunities for the EPS to engage

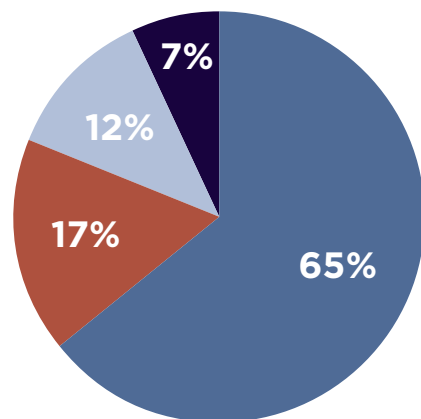




“Deliberately foster the relationship between care providers and boots on the ground.”

with social agencies around roles, responsibilities and services. Clearly defining “who does what” would help everyone understand where each organization sits in the overall continuum of community safety and support. From there, conversations can be held on how to best optimize resources and adjust processes to be most effective.

### THE EPS WORKS HARD TO DEVELOP RELATIONSHIPS WITH THE SOCIAL SECTOR



- Strongly agree/agree
- Neither agree nor disagree
- Disagree/strongly disagree
- Prefer not to answer/don't know

*Figure 13: A large portion (65%) of social sector respondents to the online survey indicated they “agree” or “strongly agree” that the EPS “works hard to develop relationships with the social sector.”*

### Greater partnership between the EPS and social agencies

Several suggested that the EPS could work in greater collaboration with social sector organizations to bring about system changes that help improve community safety. Some key ideas that were identified include:

- Expanding capacity of 211 Crisis Diversion.
- Expanding the formal use of social agencies for lower-risk crisis responses.

- Embedding the practice of a “warm handoff” for clients across systems.
- Establishing more teams such as PACT and HELP, with social agencies as partners.
- Having more harm reduction-based services available.
- Standardizing a harm reduction approach across policing and social services, through policy and training.
- Incorporating trauma-informed practices into policing and service delivery across the social sector.

Some stressed the importance of such efforts being community-led. Although the EPS has capacity and authorities that make it unique from other organizations, it is important for the EPS to act as an equal in cross-sector dialogues. While it comes from a well-meaning place, the EPS’ strong voice can inadvertently become a barrier to collaboration.

### Continue dialogue with the social sector

Many expressed hopes that the Commitment to Action engagement process will serve as a foundation for further dialogue between the EPS and the social sector. Regular and ongoing engagement would be valuable, given the extent of social challenges facing the city. The social sector survey indicated that only three in ten (29%) of respondents agreed that the EPS is effective at communicating with the social sector. Two in ten (22%) disagreed. Another 45% signaled that they were not sure.

Participants put forth the idea of establishing a dedicated forum in which the EPS and social agencies could discuss issues and develop a work plan for meaningful action. The forum could convene on a quarterly or monthly basis in order to keep things moving forward. Some said the goal should be to deliberately plan and implement the kind of system that Edmonton needs to address social challenges, address the concerns of disadvantaged, marginalized and vulnerable Edmontonians, and improve community safety.

# PERSPECTIVES FROM THE BUSINESS COMMUNITY

## Question 1

### What has been your business' experience of crime and safety, and its interactions with EPS?

#### Overview

In responding to this question, many relayed stories illustrating a major urban centre facing the challenges of a growing population, an economic downturn and the impacts of a global pandemic. The linkages between social challenges and disorder were discussed, with several citing substance use, mental health issues and houselessness as key concerns. While most spoke positively about the EPS, there was a sense that more could be done to tackle rising issues.

#### Major Themes

##### Issues with drugs have increased

Across nearly every engagement session, concerns were raised that drug-related issues appear to be on the rise. Numerous indicators of this were cited, such as:

- Larger volumes of drug paraphernalia littered on the streets.
- More frequent occurrences of drug deals happening in broad daylight.
- Known drug dealers hanging around in public locations.
- More episodes of drug overdose.

“We have a community of drug addicts, but we are not addressing the issue.”

The concerns are particularly acute in downtown and surrounding communities, where substance use challenges are intersecting with challenges around houselessness. Many expressed a view that methamphetamine use among vulnerable Edmontonians is leading to behaviours that are more “erratic,” “disturbing” and sometimes “damaging.” For instance, some reported their businesses have experienced break-ins where the purpose has not been theft, but rather, people seeking private and sheltered places to use drugs.

“Consistent problems with loitering, graffiti, defecation all around the building.”

##### Crime related to poverty and desperation

Businesses also reported that nuisances, minor crimes and property crimes appear to be on the rise, such as loitering, panhandling, trespassing, break-ins and minor theft. Many expressed the view that these incidents are rooted in vulnerable Edmontonians struggling to survive. Stories were relayed about individuals hanging around building exhaust vents or breaking into storage rooms to keep warm or find shelter.

##### Combination of social challenges is leading to crime and disorder

The combination of social challenges is leading to many anti-social behaviours ranging from minor issues to serious crimes. Some articulated a view that Edmontonians who are experiencing houselessness can find themselves idle during the day. This leads to loitering and boredom,

which can in turn lead to instances of graffiti, littering and other forms of social disorder.

It was said that the combination of idleness and substance use challenges can also lead to more serious issues. For example, some reported instances of individuals ramming shopping carts into cars, storefronts or other objects. Others recounted cases where staff members or patrons of their businesses have been accosted or assaulted.

### COVID-19 may be contributing to the situation

Some expressed a view that the COVID-19 pandemic may have contributed to the current situation. It was noted that Alberta was still recovering from a difficult recession in spring 2020, when COVID-19 began. Rather than having opportunities to regroup and bounce back from employment or financial difficulties, many disadvantaged Edmontonians were affected further as COVID-19 disrupted daily life and caused economic contraction.

However, some wondered whether social challenges are in fact more pervasive or if they

have simply become more visible during COVID-19 due to the absence of commuters, workers and shoppers. Regardless of the extent to which COVID-19 played a role, the social challenges and associated crime are being significantly noted by the business community and need to be addressed.

### Edmonton's reputation stands to be impacted

A clear concern is that incidents arising from social challenges are having a negative impact on people's willingness to shop, patronize local businesses, open businesses or invest in Edmonton. Participants who work in commercial real estate, for example, shared the difficulties of showing opportunities to prospective investors. Some said they are reluctant to take clients through certain pedways or walk on certain city streets, in order to avoid the client getting a bad impression of Edmonton.

"As a broker, it is important to be able to show downtown, but there are areas you just would not walk with a client."

## DISORDER ISSUES OF SIGNIFICANT CONCERN TO BUSINESSES

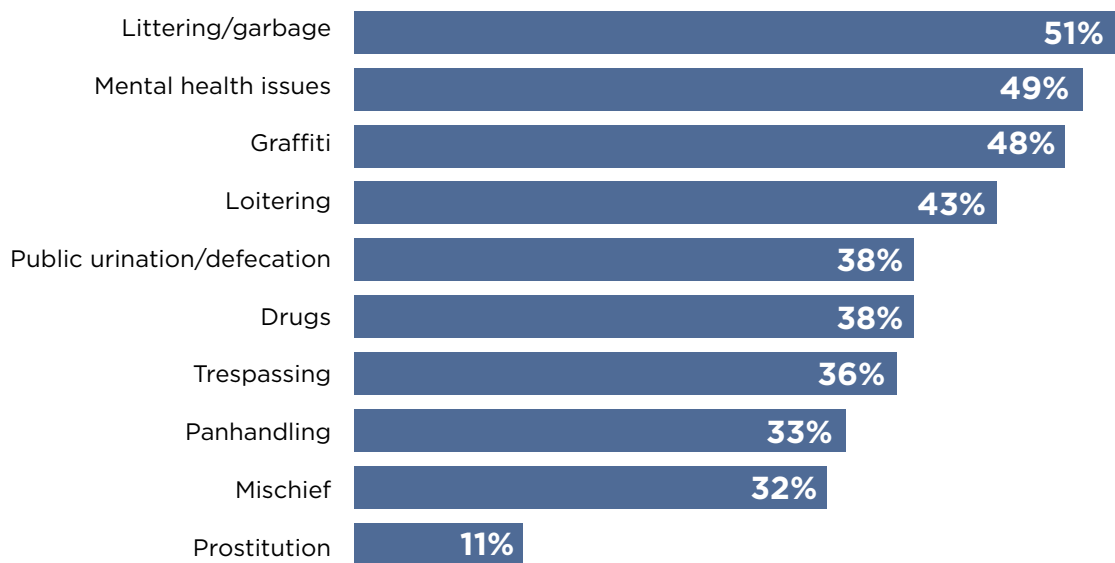


Figure 14: Disorder issues most frequently identified by business sector survey respondents as a "significant concern" to their business are litter/garbage (51%), mental health issues (49%), graffiti (48%) and loitering (43%).



Similarly, customers can gain bad impressions of businesses when excessive loitering is in the vicinity. Drug deals, the presence of drug paraphernalia, or drug-induced yelling or fighting in nearby locations, also discourage customer traffic. Some reported that staff of their businesses have expressed reservations about coming to work, out of concerns for their personal safety. Many cautioned that, if not addressed, the social challenges and associated crime will become a reputational problem for Edmonton.

### **Concerns with construction sites**

Construction sites emerged as a concern, with several participants asserting that some sites contribute to crimes and incidents. Fenced-off and away from public view, these areas have been used by people as makeshift shelters or injection sites.

**“Construction projects and fencing have created problematic ‘dead zones’ downtown.”**

Among the particular projects cited was the city’s new LRT development stretching through

the downtown. It was said that this project has given rise to many different locations that lend themselves to social challenges and attendant problems.

### **Thefts from industrial and construction sites have increased**

Construction and industrial locations were also raised in a different crime-related context. Several spoke about a noticeable rise in thefts of equipment and materials from construction sites and industrial yards. Commodities such as lumber, copper wire and other building supplies have been key targets of thieves, as have tools and devices.

A widely shared view was that these crimes have an organized element to them. They are not being perpetrated by vulnerable Edmontonians on the streets, but by criminal elements that are systematic, brazen and have a degree of sophistication. It was said that thefts have become so commonplace that sentiments in the industry are, “If it’s not tied down then it will be taken; and if it is tied down then it will be cut loose and taken.”

### Businesses forced to invest in crime prevention measures

Amid rising challenges, businesses have invested in crime prevention measures such as security cameras, additional lighting and alarm systems. Several reported these measures have made a difference for their businesses. However, it was noted that security measures are not always effective deterrents when it comes to crimes driven by survival. Vulnerable individuals who are desperate for shelter or food do not necessarily care that a camera is watching them.

Some said they had hired private security personnel for their facilities, given the proximity and intensity of incidents. However, the costs of security services are difficult to sustain. Several were frustrated at having to hire private security, explaining that it became necessary as a result of nearby construction sites that are not adequately secured.

### Edmonton's growth bringing big city challenges

Those who have lived in Edmonton for decades reflected on the current situation philosophically,

describing it as a natural consequence of Edmonton emerging as a bigger city with big city thinking and growth. In some cases, the development of major projects and revitalization in certain areas has had the effect of displacing social challenges out to other neighbourhoods.

Some said that crime-related challenges are part of being located in a large urban environment and ascribed them as part of the cost of doing business. Others disagreed, saying that although Edmonton has big city challenges, there are public expectations that those challenges will be managed effectively so that everyone can be prosperous and safe.

### Beat officers deliver high value

Appreciation was roundly expressed for the work of the EPS. Many described the EPS as quick to respond to serious issues, with police officers who are professional and provide good customer service. One participant, who indicated they have business locations in many other cities and provinces, expressed a view that the EPS was a standout compared to other police services.

## CRIMES OF SIGNIFICANT CONCERN TO BUSINESSES

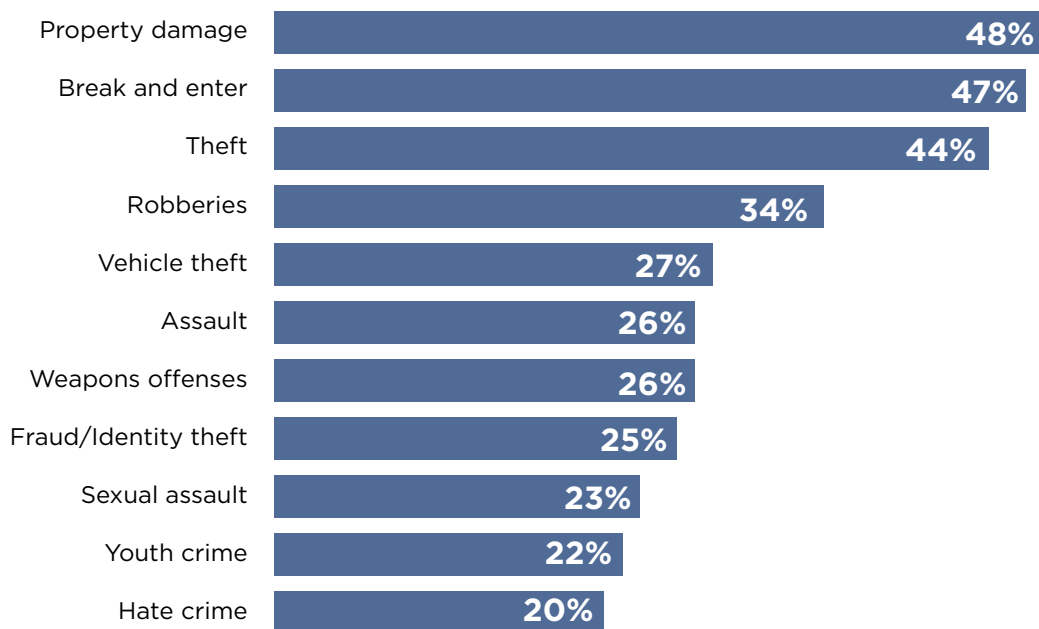


Figure 15: The crimes most frequently identified by business sector survey respondents as a “significant concern” to their business are property damage (48%), break and enter (47%) and thefts not including vehicles (44%).

A widely shared sentiment was that beat officers deliver high value to the city and that their presence helps build ongoing relationships. Stories were relayed of instances where beat officers provided businesses with advice on security matters and information on factors that contribute to crime and mischief. Some expressed disappointment that they have not seen beat officers in their communities as often as in the past. They expressed hopes that this was a temporary change as a result of COVID-19, and that beat officers will be more visible in the months ahead.

“We would love to know who the beat cops are in the area and have a relationship with the team manning the neighbourhood.”

## Question 2

### What are some solutions for us to consider moving forward?

#### Overview

Responses to this question included a number of suggested actions that could be taken by the EPS. However, many responses identified suggested actions to be taken by governments or the broader health and social services ecosystem. Participants delivered a clear message that addressing the root challenges of social disorder is vital for making Edmonton a safer city.

In respect of the EPS, many stressed the value of police officers simply having a presence. Beat officers and community policing were particularly cited here, with observations that these bring comfort to customers, investors and business owners alike. Suggestions for enhancing processes and improving communications also emerged, to better optimize everyone’s time and better enable business owners to participate in crime prevention.

#### Major Themes

##### Social challenges need to be effectively addressed

Action is needed to address the root challenges that are contributing to problems on the streets

— particularly mental health issues, substance use challenges, poverty and homelessness. Many said that until these root challenges are effectively addressed, any other work or supports will merely serve as band-aids.

“People fueled by addiction and mental health issues, and that is ultimately the crisis we are dealing with.”

There was considerable sympathy expressed about the circumstances faced by disadvantaged and vulnerable Edmontonians. Yet many also expressed uncertainty or confusion about what can be done. Some said they have used 211 Crisis Diversion in the past, with varying success.

Many observed that services such as 211 are helpful but episodic. What is needed instead are systematic initiatives to make meaningful, lasting impacts on social challenges.

##### Service gaps need to be addressed

A number of gaps and deficiencies in services were identified. While it was acknowledged that the EPS is not responsible for these services, it was felt that addressing these gaps and deficiencies would better support vulnerable and disadvantaged Edmontonians. This, in turn, could help lower the level of crime linked to social challenges.

Among the key gaps and deficiencies identified were:

- A lack of sufficient addictions treatment services.
- A need for safe injection sites to ensure clients inject inside the facility, rather than providing supplies for clients to use elsewhere.
- A need for drug aftercare to be incorporated in safe injection sites.
- A lack of standards for shelters.
- A lack of daytime facilities for Edmontonians experiencing homelessness.
- A lack of public washrooms.

## Expand the use of beat officers and community policing

It was suggested that the EPS work to enhance relationships between the business community and police officers. Many emphasized that routine patrols by beat officers and officers on bikes help businesses and customers feel more comfortable. In communities where beat officers have a strong presence, they are highly valued. Expanding their presence would be welcomed.

The expanded visibility of beat officers was discussed within the context of a “return” to community policing. Some said they previously had stronger relationships with dedicated teams of the EPS and participated in forums that featured regular meetings and communications with beat officers. Several expressed a belief that community policing seems to have “gone by the wayside” and urged that the model become more prominent again. One suggestion was that business associations or individual businesses could explore donating surplus space to enable the EPS to establish more community or neighbourhood policing locations in an affordable way.

“Pre-COVID, the beat cops did a great job dealing with disruptive individuals.”

## Enhance response times

During serious situations, the response time of the EPS is regarded as very good. The challenges emerge on occasions that are not considered serious emergencies, such as a theft from a business or a construction site. On those occasions a businessperson can find themselves waiting for several hours before a police officer can attend the scene.

One suggestion was that the EPS change its processes so that required information from an incident scene can be captured more efficiently. For example, one option might be for the EPS to allow business’ safety professionals to gather and submit information in a prescribed format. Another idea was for the EPS to develop online reporting options that are specifically designed for incidents of theft from construction or

industrial sites. Being willing to explore novel approaches could help optimize the time of police officers, thereby contributing to better community safety outcomes.

“I do not have time to wait for the police to show up. Sometimes it is just not feasible.”

## Focus on crime prevention

The term “crime prevention” was used across many engagement sessions. A key point was that the EPS should not be solely responsible for crime prevention. It was noted that the business community has an important role to play in crime prevention through efforts such as:

- Consulting and working with the EPS to identify security risks at and around their places of businesses.
- Making investments in crime prevention measures, such as fencing, lighting and other tools to safeguard their properties and assets.
- Discouraging loitering and vandalism through common sense tactics.
- Accepting and adapting to the reality that Edmonton is now a major Canadian city that has ‘big city’ issues and concerns.

It was also noted that the City of Edmonton has a role to play in crime prevention. Infrastructure projects were particularly cited here, with many saying the City needs to better secure construction sites so that they do not serve as places for crime and social disorder.

A number of actions were suggested for the EPS to take, including:

- Having an extra patrol presence around known hotspots.
- Regularly checking in with businesses about their local conditions and security measures.
- Partnering with others to establish a formalized safety program for construction sites and industrial sites.
- Establishing dedicated resources to address thefts from businesses.



### **Expand engagement with surrounding neighbourhoods**

Building lasting relationships with the business community on an ongoing basis would also be helpful. Although the EPS has many touchpoints with the business community, these tend to be episodic encounters. It was suggested that Business Improvement Areas and the EPS explore opportunities to develop mechanisms for regular and systemic dialogue.

It was also suggested that the EPS engage in more direct communications with businesses. For example, one idea was that the EPS provide literature to businesses about how they can play roles in connecting vulnerable people with the resources they need. Another idea was that the EPS undertake training with businesses on

de-escalation practices. Such skills would be helpful for owners and staff to have when managing minor issues or conflicts around their business premises.

Another suggestion was that the EPS expand engagement efforts at the community level. This could be done through formal initiatives, such as neighbourhood safety programs, or informal activities such as attending events, dropping into community meetings or interacting with neighbourhood youth. Having greater engagement with local communities would help send the message that the EPS wants to see the neighbourhood succeed. This would, in turn, help neighbourhood residents feel more connected, perhaps leading to fewer incidents of anti-social behaviours, less crime and, as a consequence, a better business environment.



## PRIORITIES IDENTIFIED BY THE COMMUNITY



The input gathered from the engagement process revealed a striking degree of consistency among the diverse and unique communities in Edmonton. While concepts and concerns were presented differently, participants across all of three streams of engagement articulated many common priorities.

Among those who participated in the engagement process, there was a clear desire expressed for Edmonton to be a safer city. They expressed hope for the future, despite the challenges they identified. Edmontonians believe that a better path forward is possible.

Having regard to all of the engagement input, the following priorities were consistently identified by the community members.

### **Relationship Building**

People value relationships. Positive and productive relationships are critical for building

trust. Forming such relationships requires presence and continuity.

Edmontonians emphasized the importance of having the EPS regarded as an integrated part of the community. Citizens want to see and interact with police officers in various activities throughout the year, not only during times of crisis. Beat officers were almost universally cited as an example of where the EPS' approach to policing enables the nurturing of good relationships between the EPS and community members.

### **Partnership Development**

Community safety is achieved through many different elements of a community working together. Edmontonians signaled that more partnerships between the EPS and community members can assist in achieving this goal. Partnerships can help clarify roles, identify

shared goals and help nurture productive relationships.

Edmontonians spoke positively about the unique partnership approaches that the EPS has already developed, such as HELP and PACT. It was suggested that similar approaches could be pursued with more social service agencies and cultural organizations.

Formal and informal partnerships can be leveraged to pursue work in many different areas to enhance community safety. In addition, partnerships can assist the EPS in being seen as an integrated part of the community, working alongside other community members towards shared goals.

### **Training and Professional Development**

To effectively work in an increasingly diverse city, today's police officers require robust skill sets that include empathy, critical thinking, cultural competence and trauma-informed practices. Edmontonians believe that having these skills will better enable police officers to understand different points of view in the community and balance enforcement with compassion and community building.

To build these skills, it was suggested that the EPS engage community members who have relevant expertise. Many who participated in the Commitment to Action engagement process offered assistance on this front. Some expressed an interest in building their knowledge alongside the EPS, through opportunities such as joint learning.

### **Communication and Transparency**

When people are provided information, are aware of current trends and events, and understand how things work, it enables them to have greater confidence in the systems that are built to serve them. Edmontonians emphasized that being able to understand how the EPS operates will help community members have

more trust and confidence in the EPS as a whole. Increased communication and transparency can help accomplish this.

It was suggested the EPS could pursue more proactive communications on topics such as crime prevention tactics, how the complaints process works, and where to call for assistance in certain situations. Desires were also expressed for more transparency about the EPS' policies and procedures, its recruitment process, and the training that police officers receive.

### **Innovation**

Community members signalled a recognition that police officers are pulled in several directions and face many demands on their time. It was suggested that the EPS explore innovations that could optimize the time of police officers while still meeting the community safety expectations of Edmontonians.

Several ideas were offered, such as making crime reporting easier and less time-consuming, and establishing dedicated teams to address increasing challenges such as construction theft or online hate rhetoric.

### **Community Engagement**

Widespread appreciation was expressed for the Commitment to Action engagement process, along with hopes that it represented a commitment to continued conversation. Edmontonians suggested that the EPS engage in ongoing dialogue with many parts of the community, with the aim of working together to build a stronger, more prosperous city in which everyone can feel safe.

Importantly, this dialogue should occur in a manner that enables the community to lead the discussion. This will pave the way for more positive relationships, more productive discussions and, in turn, better outcomes for Edmontonians.

## MOVING FORWARD

The EPS is extremely grateful to all those who participated in the Commitment to Action. The fact that so many individuals and organizations engaged with the process, despite logistical difficulties presented by the COVID-19 pandemic, speaks to how deeply Edmontonians care about their communities. The incredible sense of community building is a significant factor in making Edmonton unique and will be a valuable asset in improving community safety.

As stated earlier, the Commitment to Action is not only a commitment to engage and listen; it is a commitment to act on ideas and a commitment to implement community solutions. Many community-based solutions have already been put into action. Community agencies are partnering with the EPS for experiential learning opportunities for recruits; curriculum focusing on trauma and the refugee experience has been re-developed and is being delivered; and EPS employees have participated in bias-awareness

training. The work, however, is far from done and will continue.

The input gathered from this process will be used to inform ongoing work under the EPS Commitment to Action. Those solutions offer insight into a range of potential enhancements to policies, procedures and practices. Considering those enhancements will be a key part of the next steps.

In the course of that work, the EPS will keep the dialogue going. This engagement process did not serve as an end, but rather an important milestone as part of broader efforts. We know there are still many Edmontonians we have not heard from and we will continue to provide opportunities to share experiences and solutions. In that spirit, the EPS looks forward to continuing the conversation as it moves forward in considering and implementing steps to improve community safety and well-being.



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THANKS TO ALL WHO HAVE PROVIDED  
INPUT, SUPPORT, AND GUIDANCE



EPS Equity,  
Inclusion and  
Human Rights  
Branch

EPS Partnership  
and Stakeholder  
Development  
Branch





**ADVANIS**

# Police Service Benchmarks 2021 Edmonton Police Service Focus

November 2021

## How Jurisdiction Was Determined

Canadians were asked to rate the "police service with jurisdiction in their area", so when we refer to citizens' ratings of **EPS**, these are citizens who say that EPS has jurisdiction in the area where they live.

## Comparisons Between Police Services

In Sections 1b and 2b below, EPS' results are compared to those of Ottawa Police Service (which also subscribed to this research program). EPS' results are also compared to five other police services of cities with populations of 900,000 or more.

## Report Sections

- 1a. PSC Questions - EPS Only
- 1b. PSC - EPS vs. Other Police Services
- 2a. Advanis Crime Questions - EPS Only
- 2b. Advanis Crime Questions - EPS vs. Other PS

Random samples of *Canadians aged 18+*: **19,455 total and 1,527 for EPS** surveyed from May-July 2021 and **17,599 total and 1,278 for EPS** from February to April 2020.

*Please see footnotes for more details.*

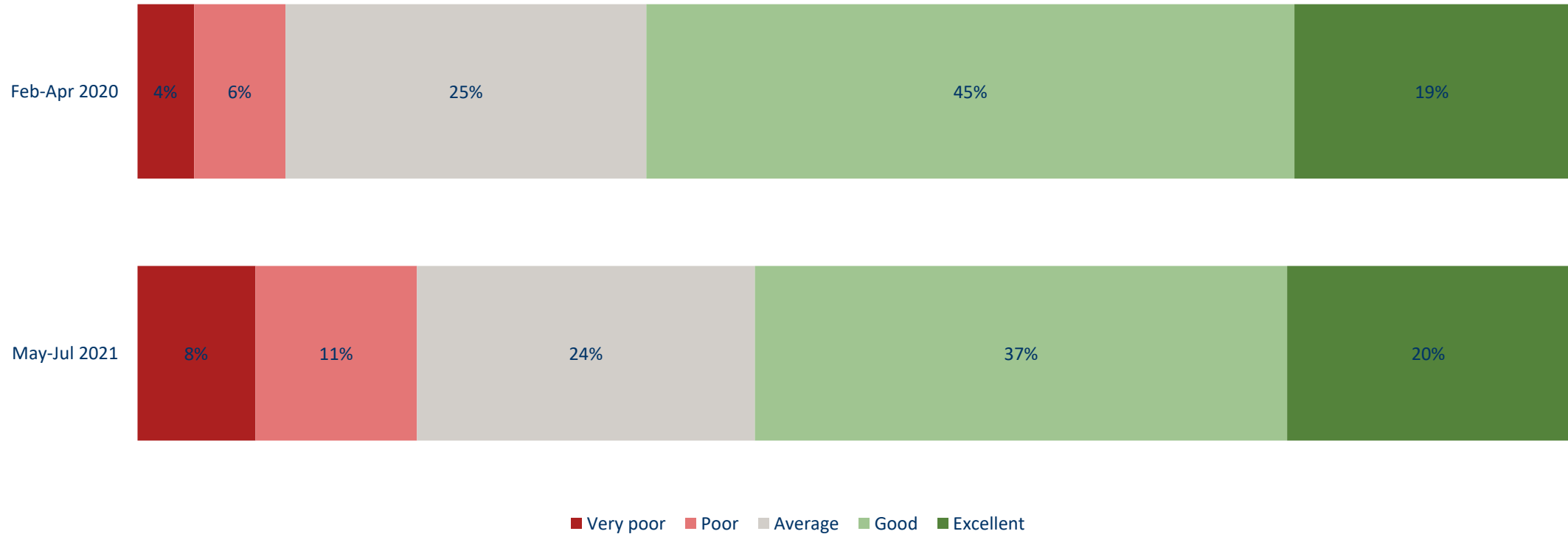
*For questions, please contact: [gary.offenberger@advanis.ca](mailto:gary.offenberger@advanis.ca)*

# 1a. PSC Questions - EPS Only

The overall perception of EPS declined over the last year.

- A lower percentage of citizens think it is doing a *good* job in 2021 (37% vs. 45% in 2020).
- A higher percentage say it's doing a *poor* or *very poor* job (20% vs. 10% 2020).

Overall job of police in your community

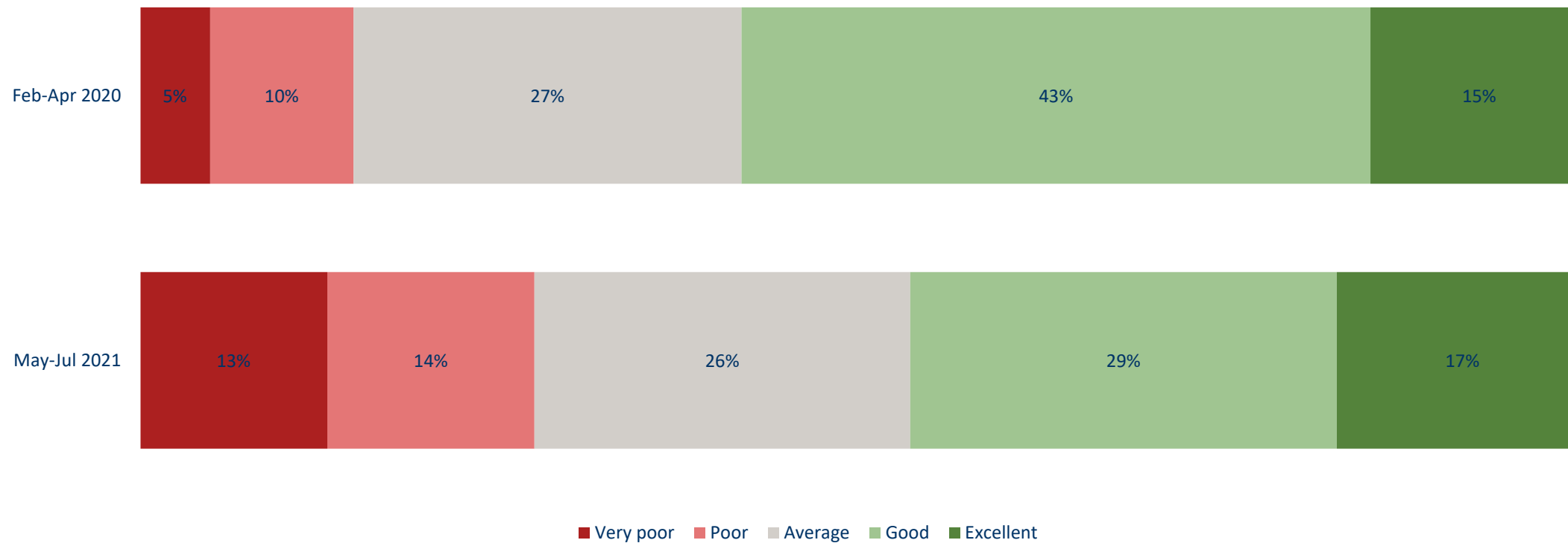


Weight: Weight within police jurisdiction based on age, gender, household income, and household property victimization  
Filters: Cases to be included in analysis: Include in analysis, Police Services Subscribing and Tiers: Edmonton Police Service

A lower percentage of citizens in EPS' jurisdiction also think *other* police services are doing a *good* job in 2021 compared to 2020 (29% vs. 43%).

In both years, citizens in EPS' jurisdiction rate its work more highly than they rate the police in the rest of the country.

### Overall job of police in your country



**Weight:** Weight within police jurisdiction based on age, gender, household income, and household property victimization

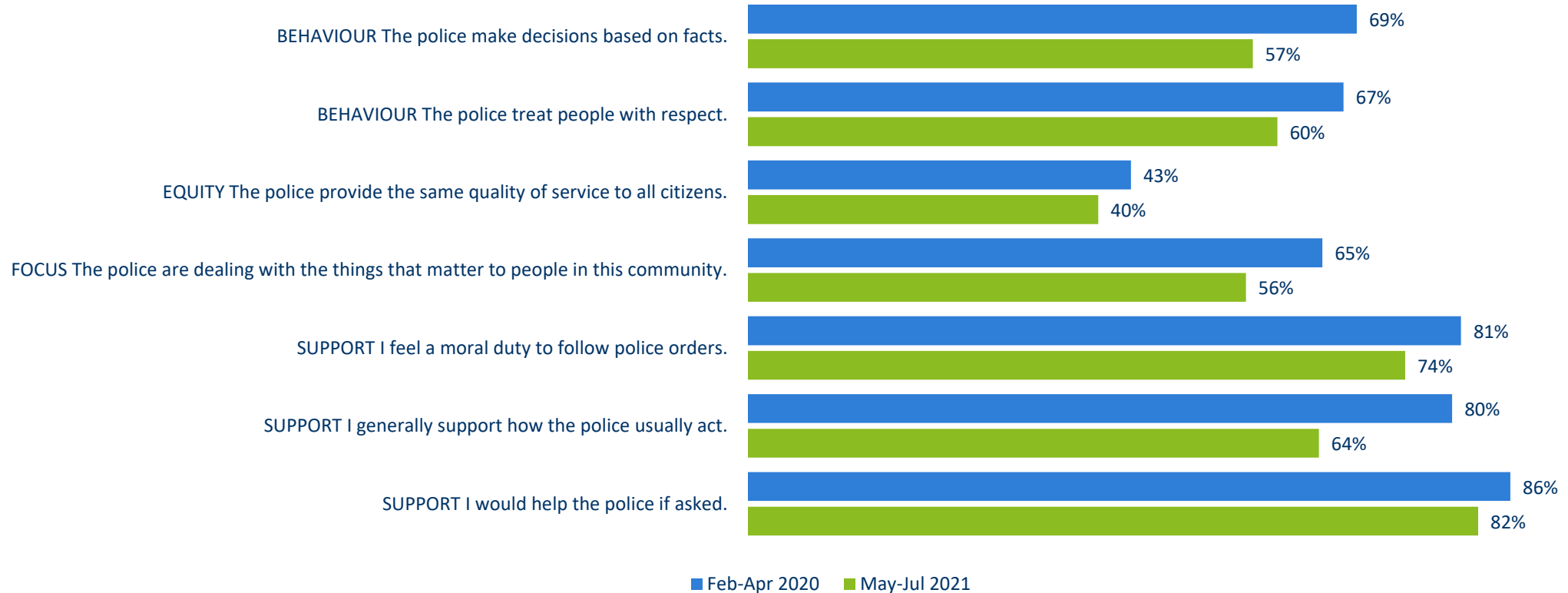
**Filters:** Cases to be included in analysis: Include in analysis, Police Services Subscribing and Tiers: Edmonton Police Service



Although ratings of EPS by citizens in its jurisdiction follow roughly the same rank order as 2020, six of the seven metrics are statistically lower in 2021. The largest declines are:

- *I generally support how the police usually act* (down 16% points)
- *The police make decisions based on facts* (down 12% points)
- *The police are dealing with things that matter to people in this community* (down 9% points)

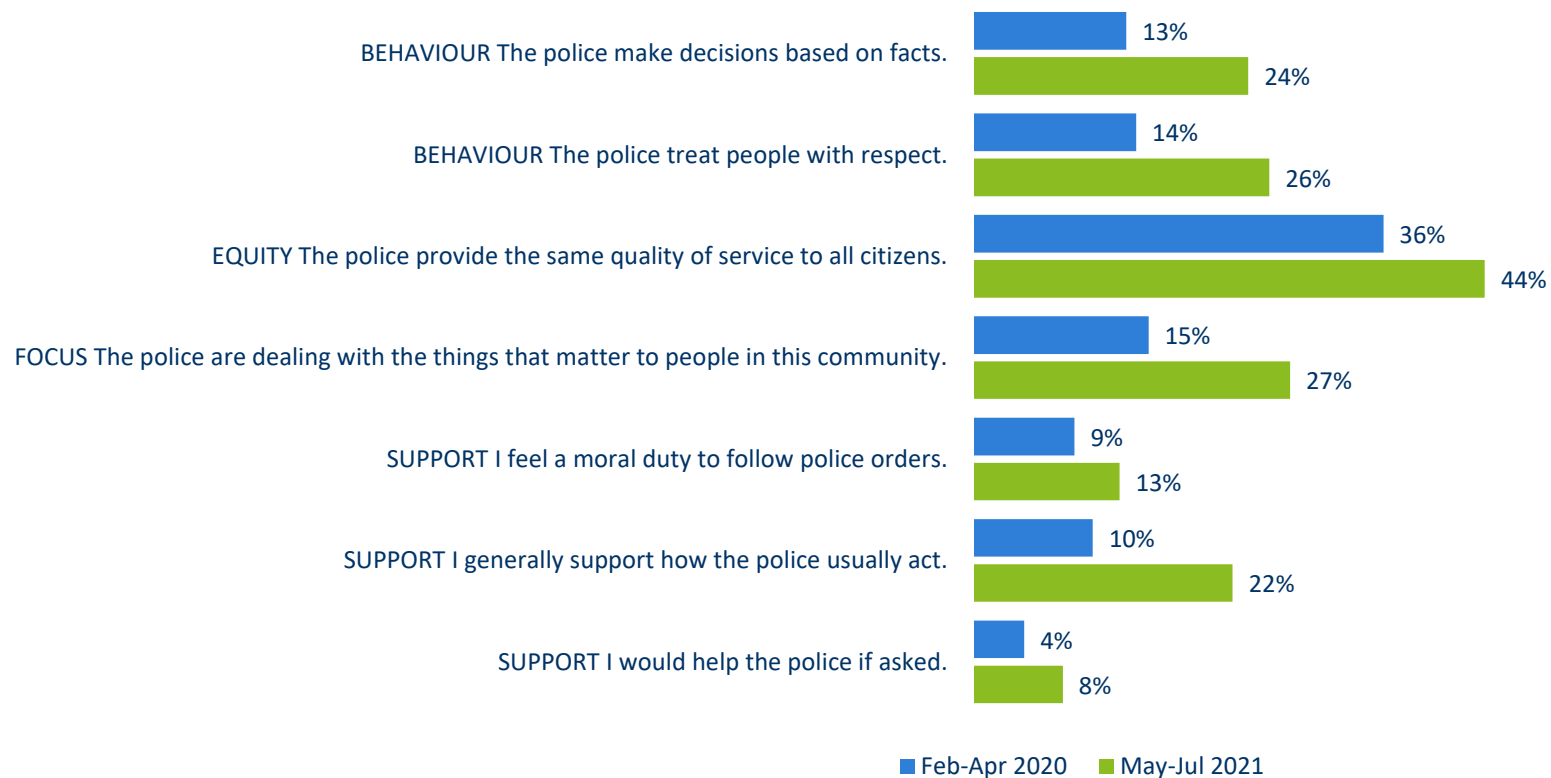
*NET Agree (agree+strongly agree) with statements about your police service*



Equity is even more of a concern this year than last: 44% of citizens *disagree* or *strongly disagree* that EPS provides the same quality of service to all citizens in 2021, up 8% from 2020.

In fact, ratings on *all* of the metrics worsened over the past year.

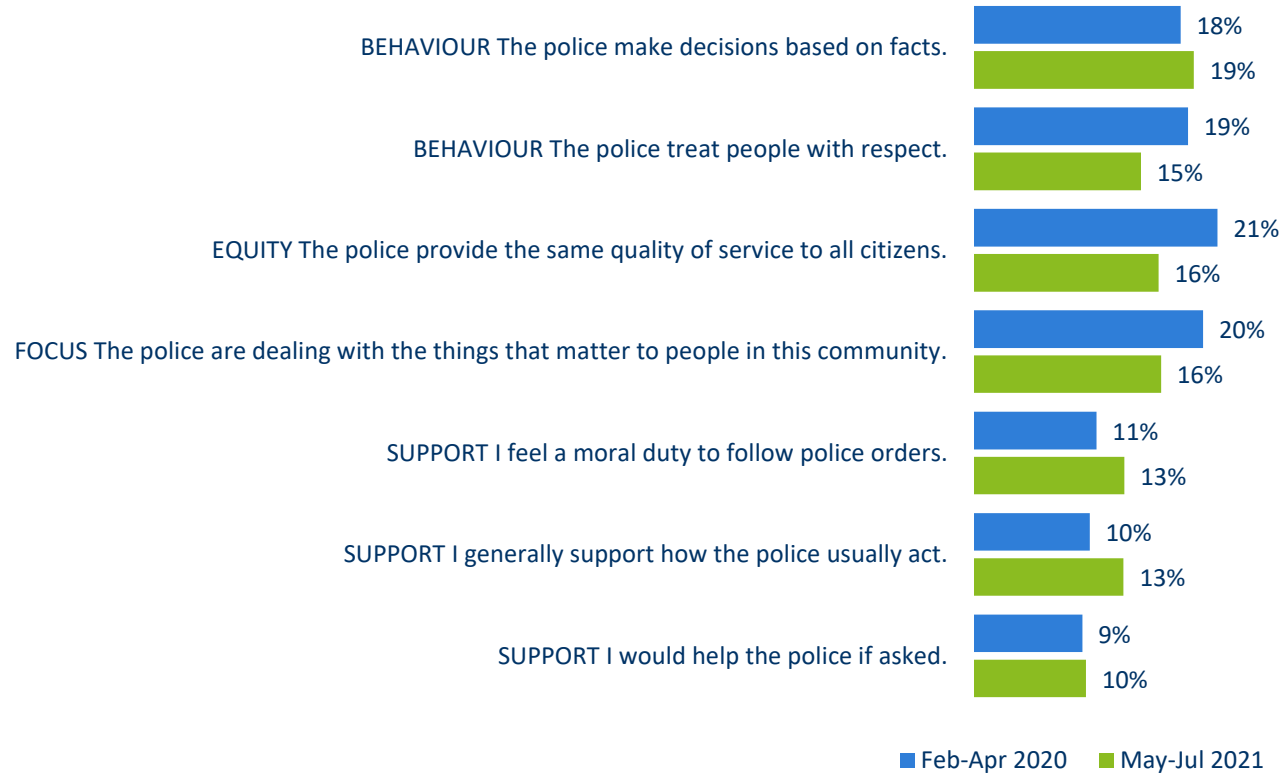
### NET Disagree (disagree+strongly disagree) with statements about your police service



This chart shows those who *neither agree nor disagree* on each aspect of police service. This data gives some sense as to the percentage of citizens who don't have an opinion/don't know (perhaps because they don't have enough information), but people might also choose this level if they agree with some aspect of the metric but disagree with another.

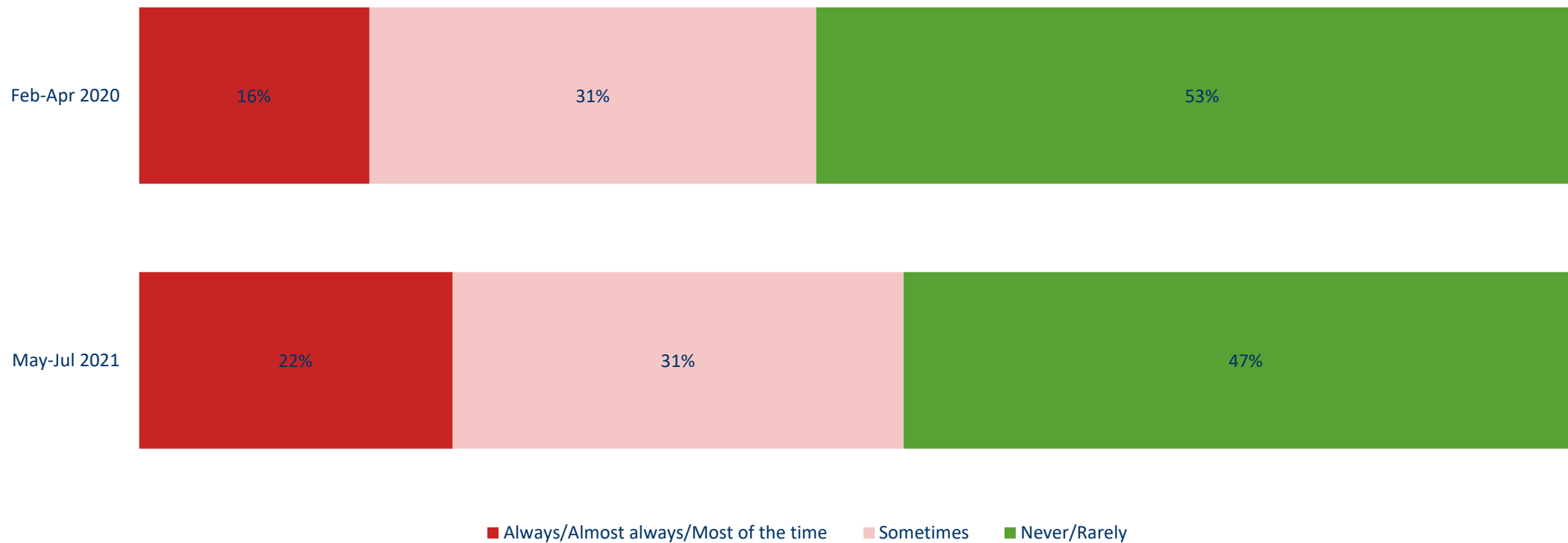
The percentage of citizens in EPS' jurisdiction that neither agree nor disagree declined for *treat people with respect, provide same quality of service, and are dealing with things that matter to the community.*

*Neither agree nor disagree with statements about your police service*



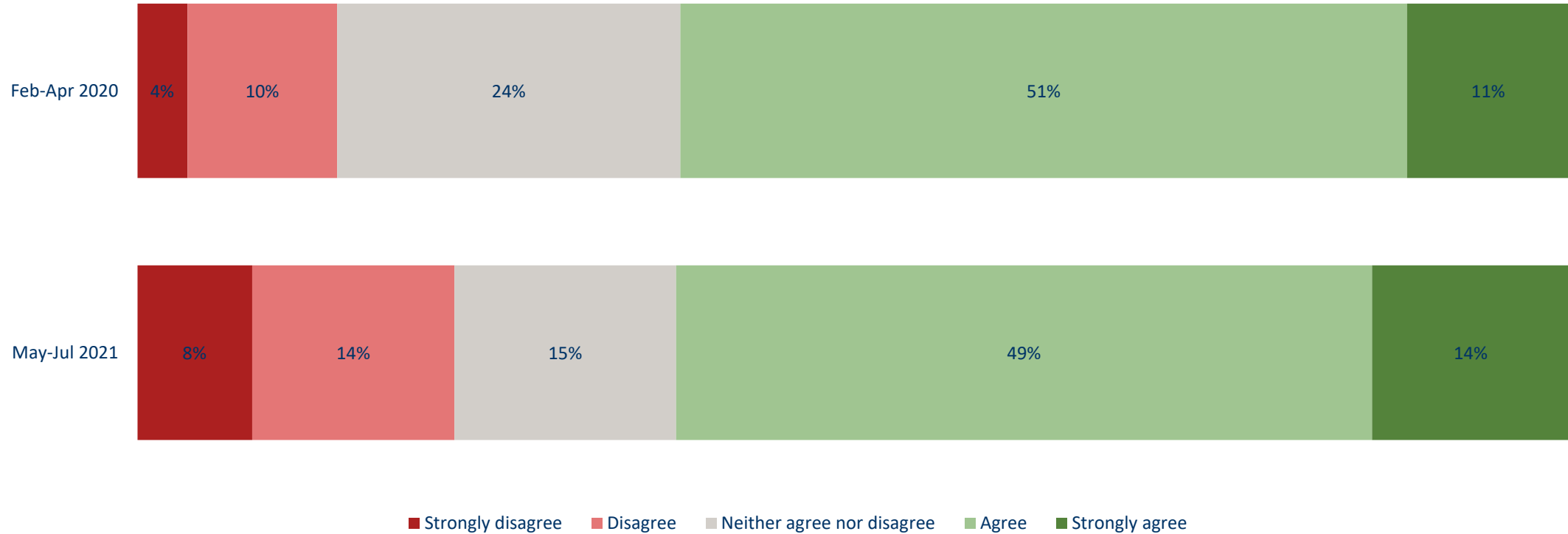
Perceptions that EPS **exceeds its authority worsened**: *always/almost always/most of the time* increased from 16% in 2020 to 22% 2021.

*Exceed their authority*



Perceptions of **violent crime resolution also worsened**: 4% more citizens *strongly disagree* and 4% more *disagree* that crimes are resolved when violence is involved.

*Resolving crimes where violence is involved*



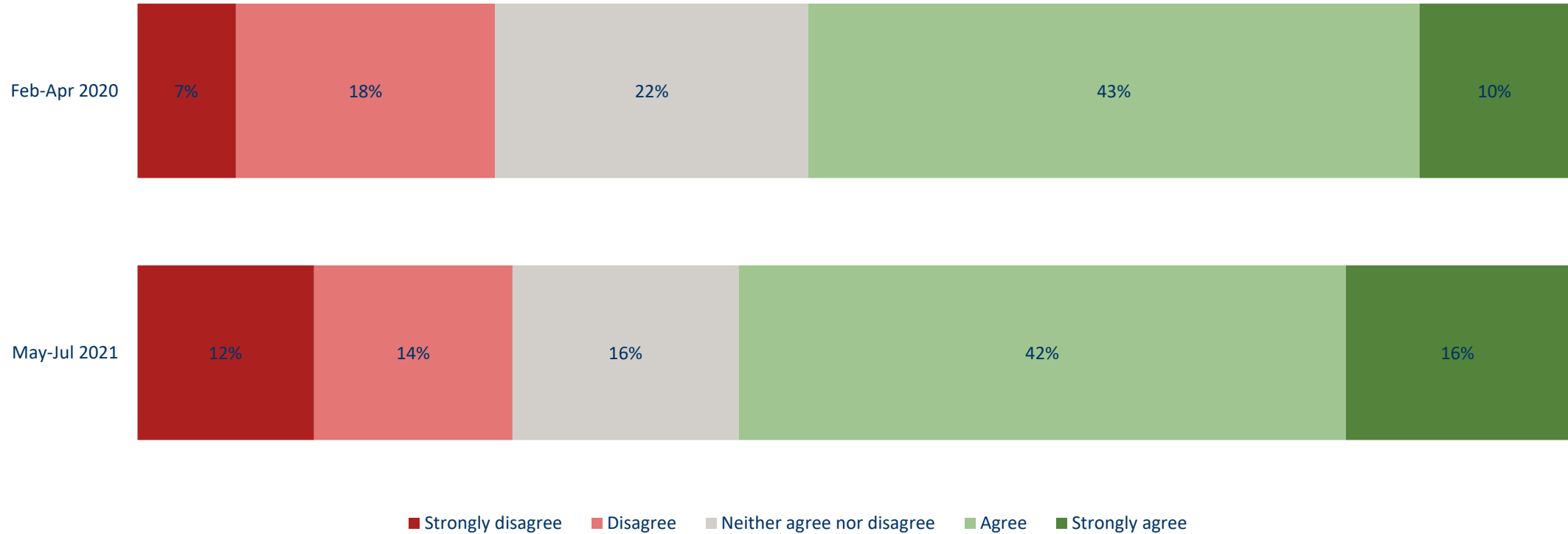
**Weight:** Weight within police jurisdiction based on age, gender, household income, and household property victimization

**Filters:** Cases to be included in analysis: Include in analysis, Police Services Subscribing and Tiers: Edmonton Police Service

However, perceptions of **response time improved**. In 2021, 58% of citizens think that EPS responds quickly vs. 53% last year.

- However, of those who *disagreed*, more stated they *strongly* disagreed (12% vs. 7%).

*Responding quickly to calls for assistance*

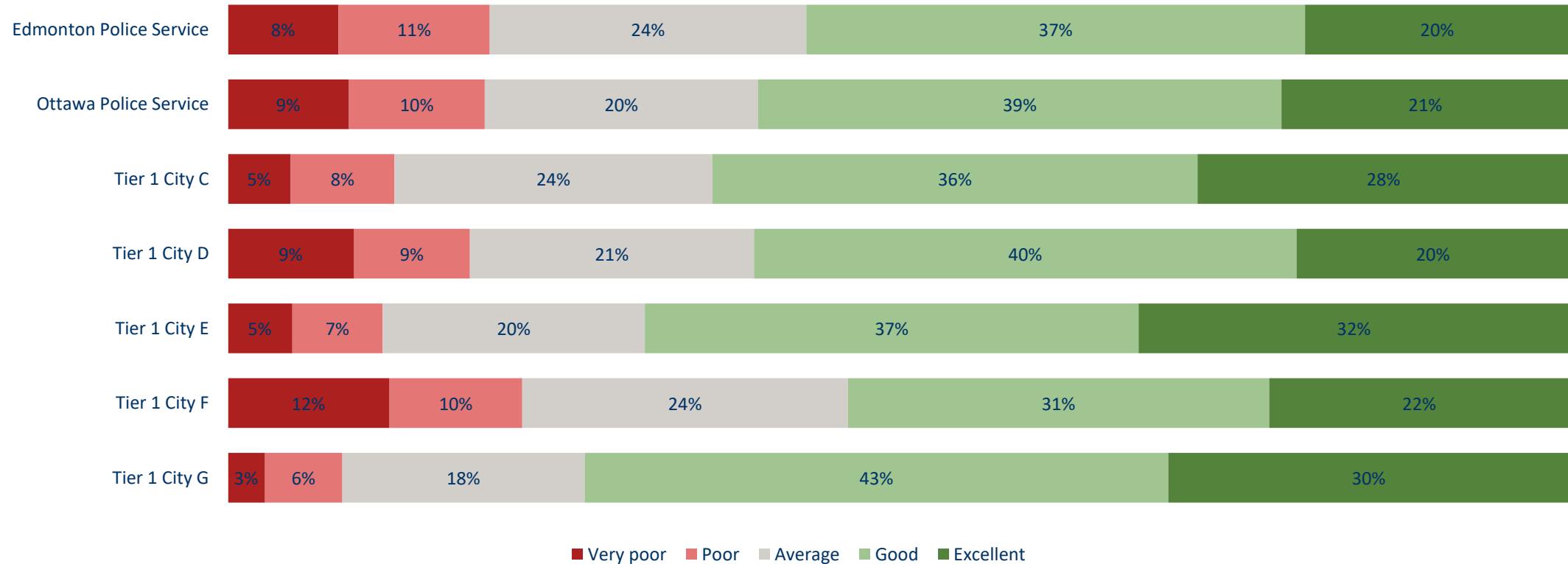


## 1b. PSC Questions - EPS vs. other major PS

In 2021, compared to other cities in Tier 1 (cities with populations of 900,000 or more), citizens in EPS' jurisdiction rate *their own service*:

- lower than those in three cities (C, E, G) rate their own service; and
- on par with how those in three cities (Ottawa, D, F) rate their own service.

*Overall job of police in your community*



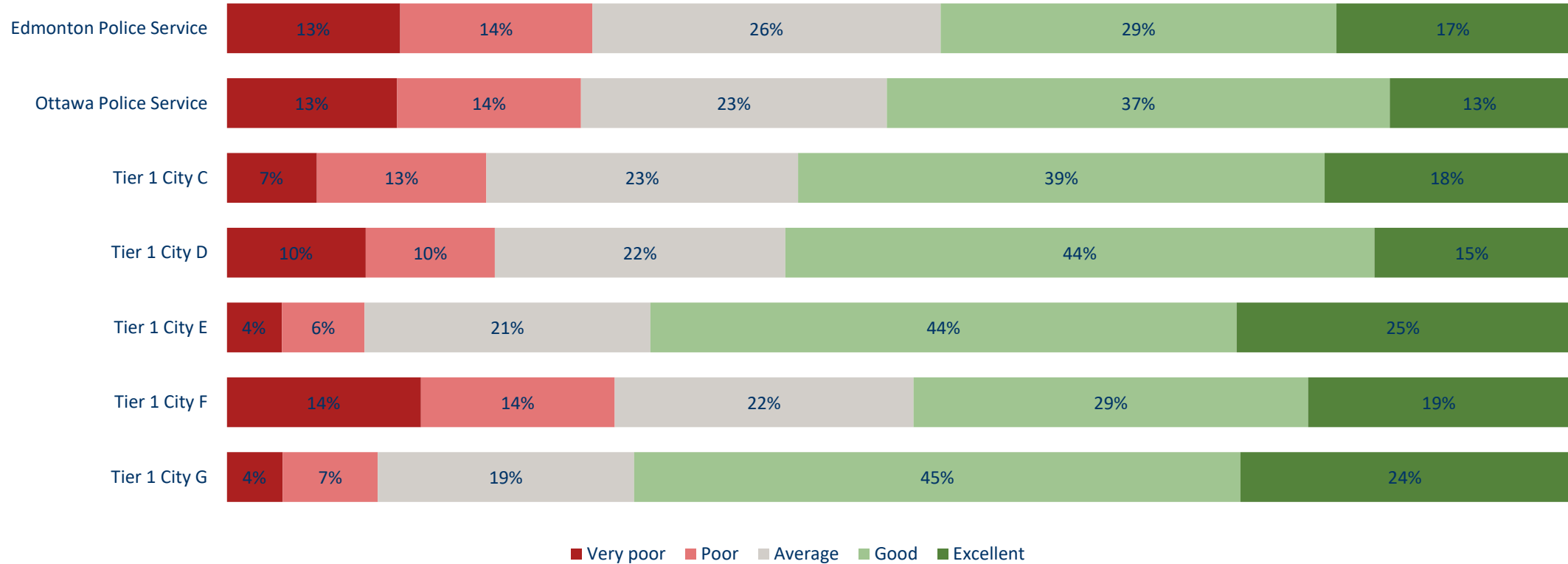
**Weight:** Weight within police jurisdiction based on age, gender, household income, and household property victimization

**Filters:** Cases to be included in analysis: Include in analysis, Time period based on month aggregation: May-Jul 2021, Which police service has the most jurisdiction for the community where you live? (police services that are weighted individually): Edmonton Police Service, Ottawa Police Service, Tier 1 City C, Tier 1 City D, Tier 1 City E, Tier 1 City F, Tier 1 City G

In 2021, compared to other cities in Tier 1 (cities with populations of 900,000 or more), citizens in EPS' jurisdiction rate police services in *the rest of the country*:

- lower than those in four cities (C, D, E, G) do; and
- on par with how those in two cities (Ottawa, F) do.

*Overall job of police in your country*



**Weight:** Weight within police jurisdiction based on age, gender, household income, and household property victimization

**Filters:** Cases to be included in analysis: Include in analysis, Time period based on month aggregation: May-Jul 2021, Which police service has the most jurisdiction for the community where you live? (police services that are weighted individually): Edmonton Police Service, Ottawa Police Service, Tier 1 City C, Tier 1 City D, Tier 1 City E, Tier 1 City F, Tier 1 City G





In 2021, compared to other cities in Tier 1 (cities with populations of 900,000 or more), citizens in EPS' jurisdiction *generally* give:

- lower ratings than those in three cities (C, E, G);
- similar ratings as those in two cities (Ottawa, D); and
- higher ratings than those in one city (F).

| NET Agree (top 2) with statements about your police service                           |     |     |               |               |               |               |               |  |
|---|-----|-----|---------------|---------------|---------------|---------------|---------------|--|
|   | EPS | OPS | Tier 1 City C | Tier 1 City D | Tier 1 City E | Tier 1 City F | Tier 1 City G |  |
|   | A   | B   | C             | D             | E             | F             | G             |  |
| BEHAVIOUR The police make decisions based on facts.                                   | 57% | 54% | 67%           | 55%           | 65%           | 47%           | 69%           |  |
|   | F   | F   | A B D F       | F             | A B D F       |               | A B D F       |  |
| BEHAVIOUR The police treat people with respect.                                       | 60% | 58% | 68%           | 58%           | 71%           | 54%           | 72%           |  |
|   | F   |     | A B D F       |               | A B D F       |               | A B D F       |  |
| EQUITY The police provide the same quality of service to all citizens.                | 40% | 40% | 48%           | 41%           | 59%           | 36%           | 62%           |  |
|   |     |     | A B D F       |               | A B C D F     |               | A B C D F     |  |
| FOCUS The police are dealing with the things that matter to people in this community. | 56% | 58% | 64%           | 59%           | 72%           | 52%           | 74%           |  |
|   |     | F   | A b d F       | F             | A B C D F     |               | A B C D F     |  |
| SUPPORT I feel a moral duty to follow police orders.                                  | 74% | 70% | 80%           | 76%           | 84%           | 67%           | 82%           |  |
|   | F   |     | A B d F       | B F           | A B D F       |               | A B d F       |  |
| SUPPORT I generally support how the police usually act.                               | 64% | 64% | 73%           | 59%           | 75%           | 57%           | 73%           |  |
|   | D F | F   | A B D F       |               | A B D F       |               | A B D F       |  |
| SUPPORT I would help the police if asked.   | 82% | 83% | 87%           | 81%           | 90%           | 76%           | 92%           |  |
|   | F   | F   | A B D F       | f             | A B D F       |               | A B c D F     |  |

**Weight:** Weight within police jurisdiction based on age, gender, household income, and household property victimization

**Filters:** Cases to be included in analysis: Include in analysis, Time period based on month aggregation: May-Jul 2021, Which police service has the most jurisdiction for the community where you live? (police services that are weighted individually): Edmonton Police Service, Ottawa Police Service, Tier 1 City C, Tier 1 City D, Tier 1 City E, Tier 1 City F, Tier 1 City G

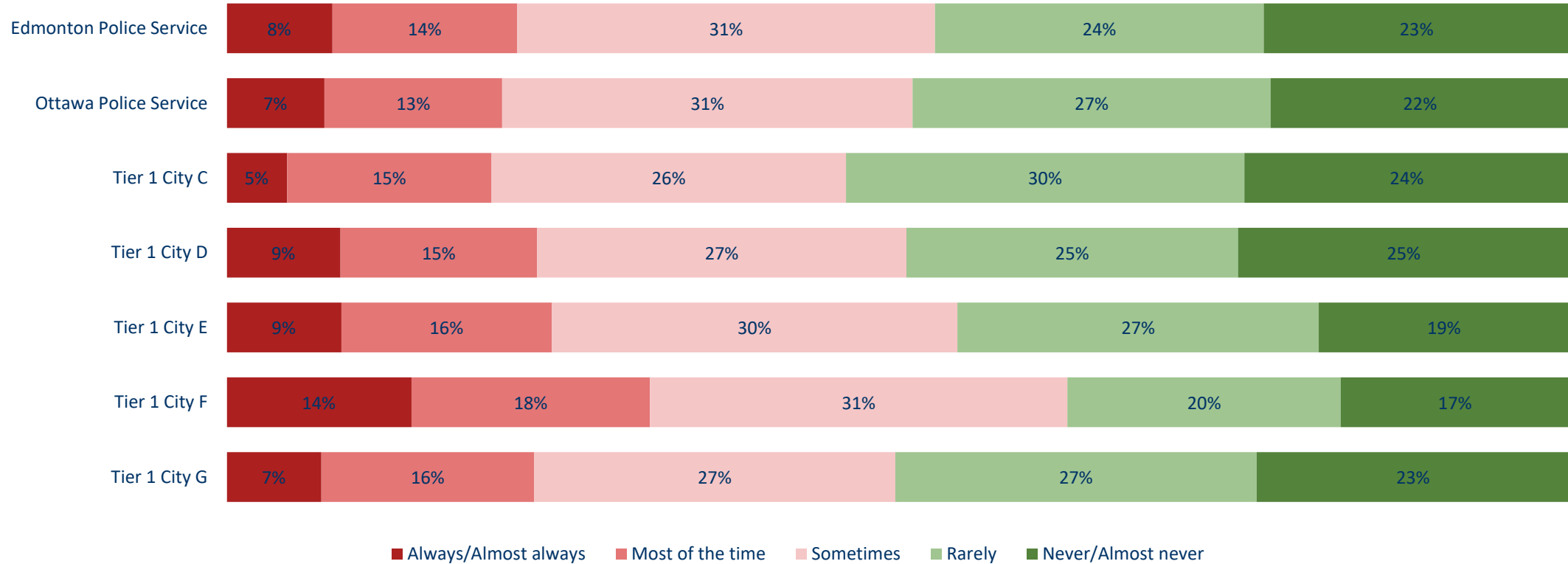
Upper case letters indicate significance at the 95% level, lower case letters indicate significance at the 90% level.



In 2021, compared to other cities in Tier 1 (cities with populations of 900,000 or more), citizens in the EPS' jurisdiction are:

- just as likely to say the police **exceed their authority** always/almost always/most of the time as five other cities (all but F); and
- less likely than those in City F.

*Exceed their authority*



**Weight:** Weight within police jurisdiction based on age, gender, household income, and household property victimization

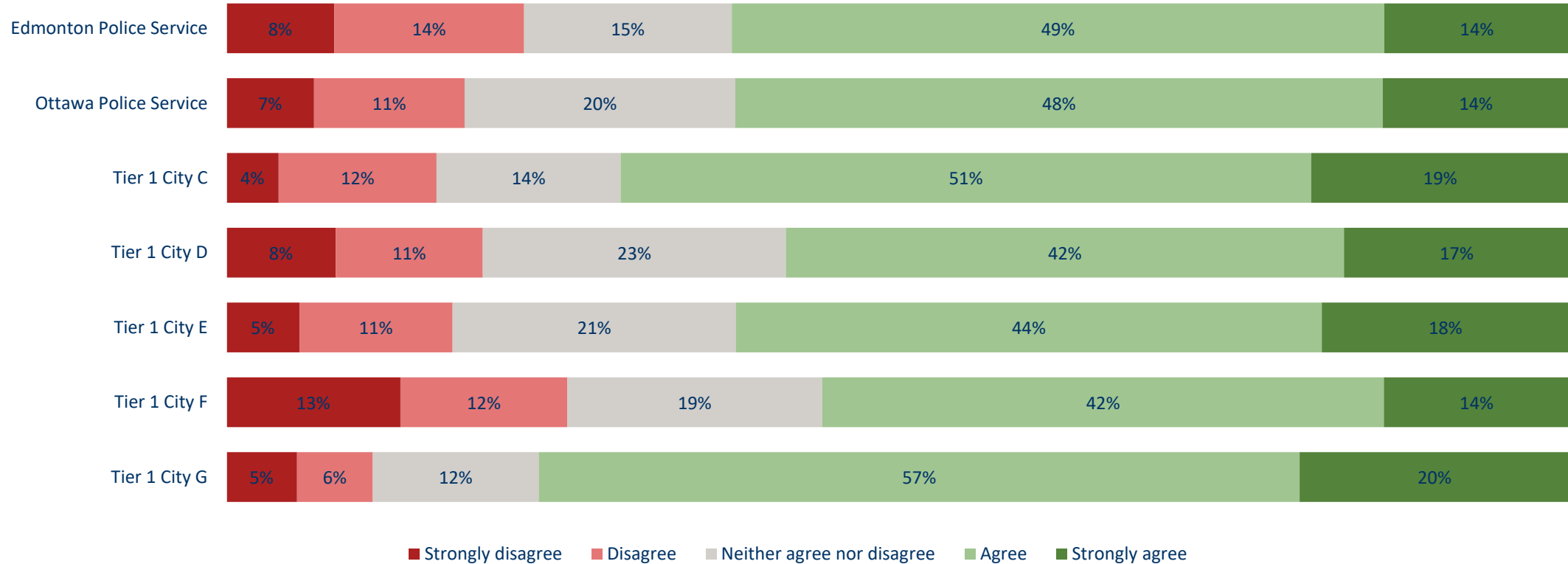
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In 2021, compared to other cities in Tier 1 (cities with populations of 900,000 or more), citizens in the EPS' jurisdiction are:

- more likely to say the police **resolve violent crimes** than those in one other city (F);
- just as likely as those in three cities (Ottawa, D, E); and
- less likely than those in two cities (C and G).

*Resolving crimes where violence is involved*



**Weight:** Weight within police jurisdiction based on age, gender, household income, and household property victimization

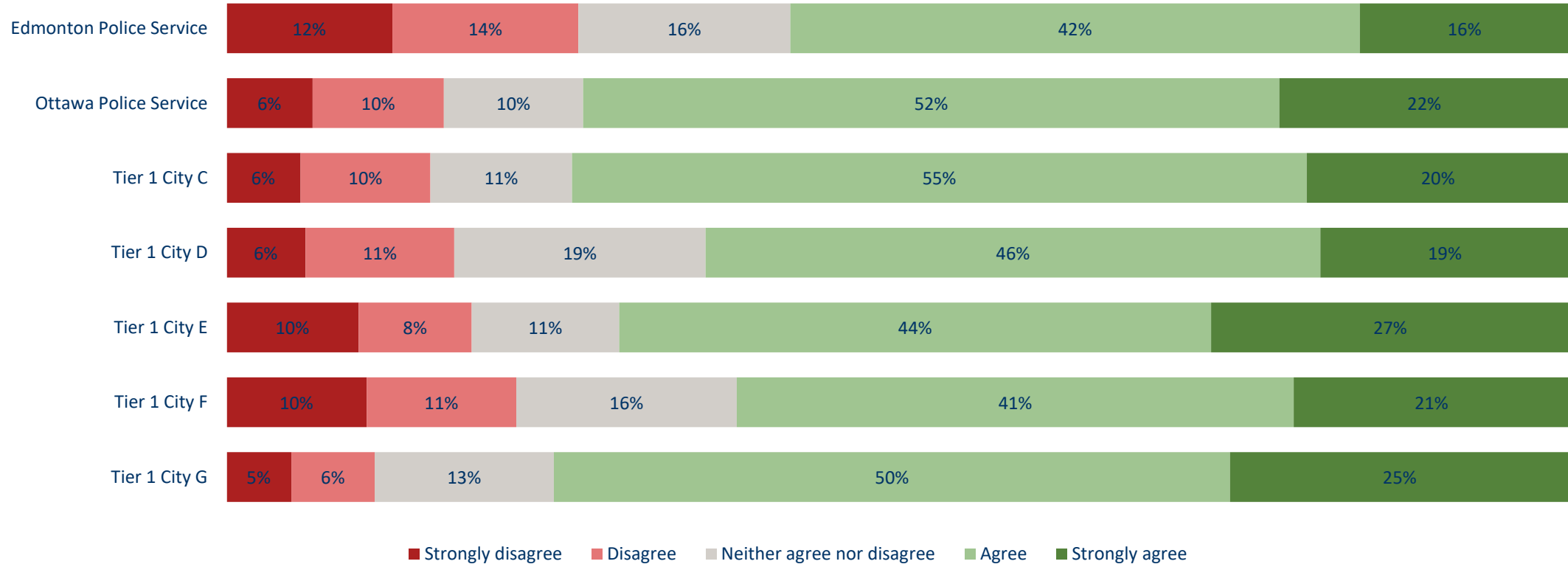
**Filters:** Cases to be included in analysis: Include in analysis, Time period based on month aggregation: May-Jul 2021, Which police service has the most jurisdiction for the community where you live? (police services that are weighted individually): Edmonton Police Service, Ottawa Police Service, Tier 1 City C, Tier 1 City D, Tier 1 City E, Tier 1 City F, Tier 1 City G



In 2021, compared to other cities in Tier 1 (cities with populations of 900,000 or more), citizens in the EPS' jurisdiction are:

- just as likely to say the police **respond quickly** than those in one other city (F); and
- less likely than those in five other cities (Ottawa, C, D, E, G).

*Responding quickly to calls for assistance*



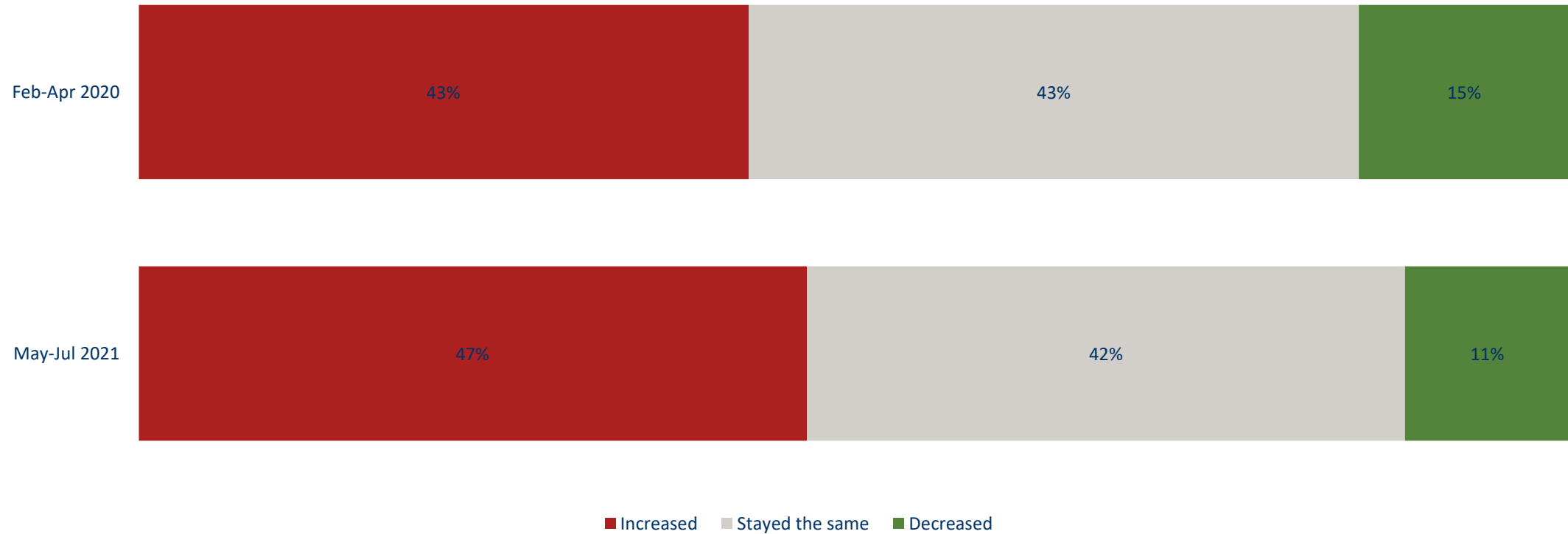
**Weight:** Weight within police jurisdiction based on age, gender, household income, and household property victimization

**Filters:** Cases to be included in analysis: Include in analysis, Time period based on month aggregation: May-Jul 2021, Which police service has the most jurisdiction for the community where you live? (police services that are weighted individually): Edmonton Police Service, Ottawa Police Service, Tier 1 City C, Tier 1 City D, Tier 1 City E, Tier 1 City F, Tier 1 City G

## 2a. Advanis Crime Questions - EPS Only

47% of those in EPS' jurisdiction **feel crime has increased** over the past 5 years, up 4% from last year.

*Change in amount of crime in your community in past 5 years*



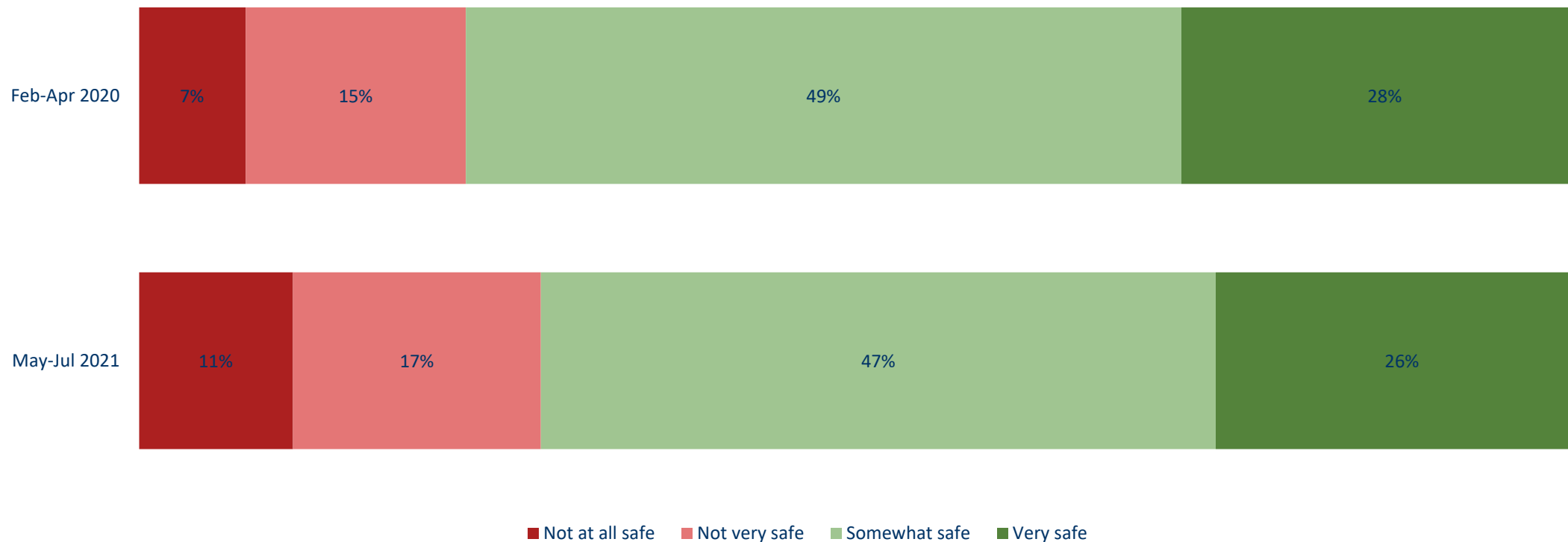
**Weight:** Weight within police jurisdiction based on age, gender, household income, and household property victimization

**Filters:** Cases to be included in analysis: Include in analysis, Police Services Subscribing and Tiers: Edmonton Police Service

28% of those in EPS' jurisdiction feel **unsafe walking alone in their community after dark**, up from 22% last year.

And notably, the percentage of citizens reporting they feel *not at all safe* worsened from 7% to 11%.

### How safe when walking alone in your community after dark



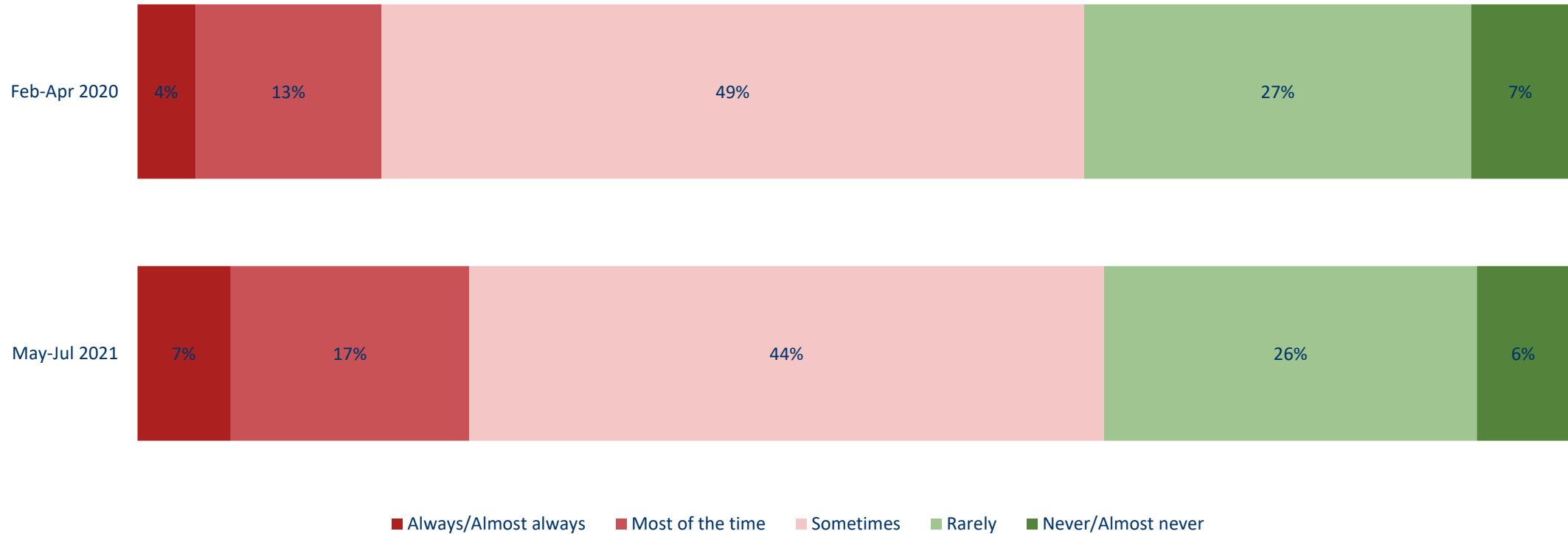
**Weight:** Weight within police jurisdiction based on age, gender, household income, and household property victimization

**Filters:** Cases to be included in analysis: Include in analysis, Police Services Subscribing and Tiers: Edmonton Police Service

About two-thirds of those in EPS' jurisdiction **worry about crime** at least sometimes.

And the percentage of citizens who worry about crime *most of the time or always/almost always* has increased from 17% to 23% in the past year.

### How often worry about crime



**Weight:** Weight within police jurisdiction based on age, gender, household income, and household property victimization

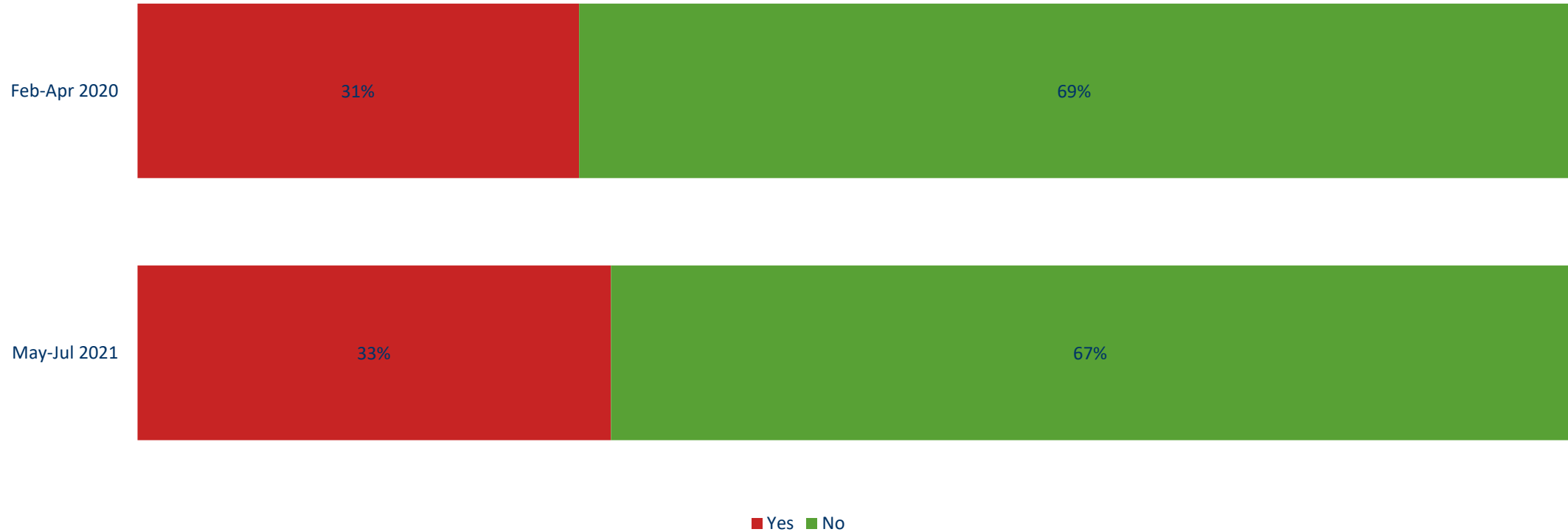
**Filters:** Cases to be included in analysis: Include in analysis, Police Services Subscribing and Tiers: Edmonton Police Service

One-third of citizens in EPS' jurisdiction report that **someone in their household has been a victim** of personal, property, and/or financial crime in the past 12 months.

Results in 2021 are (statistically) the same as they were in 2020.

Not all of these instances of crime are reported to the police, as will be quantified in a following chart.

*Victim of any of 3 crime types, past 12 months (you or someone in household)*



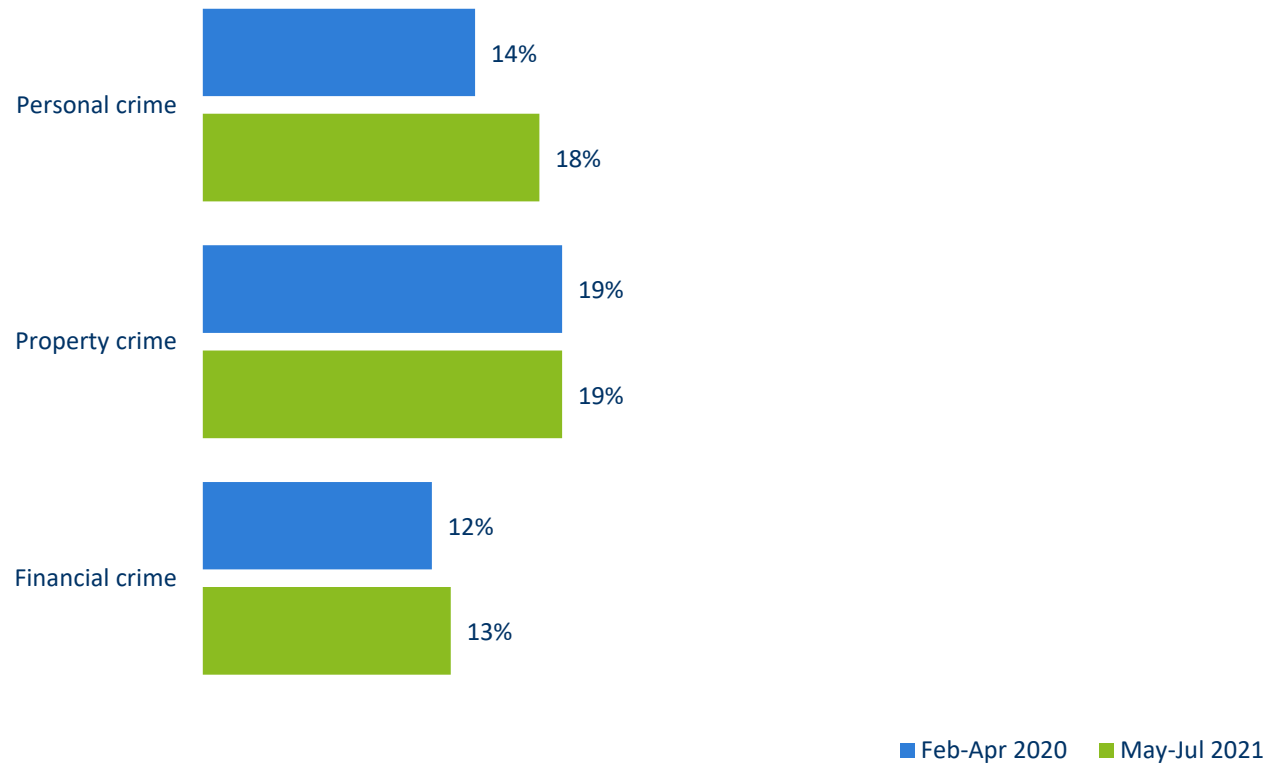
**Weight:** Weight within police jurisdiction based on age, gender, household income, and household property victimization

**Filters:** Cases to be included in analysis: Include in analysis, Police Services Subscribing and Tiers: Edmonton Police Service



The percentage of households in EPS' jurisdiction who report having been a victim of each type of crime in the past 12 months has not changed in the past year.

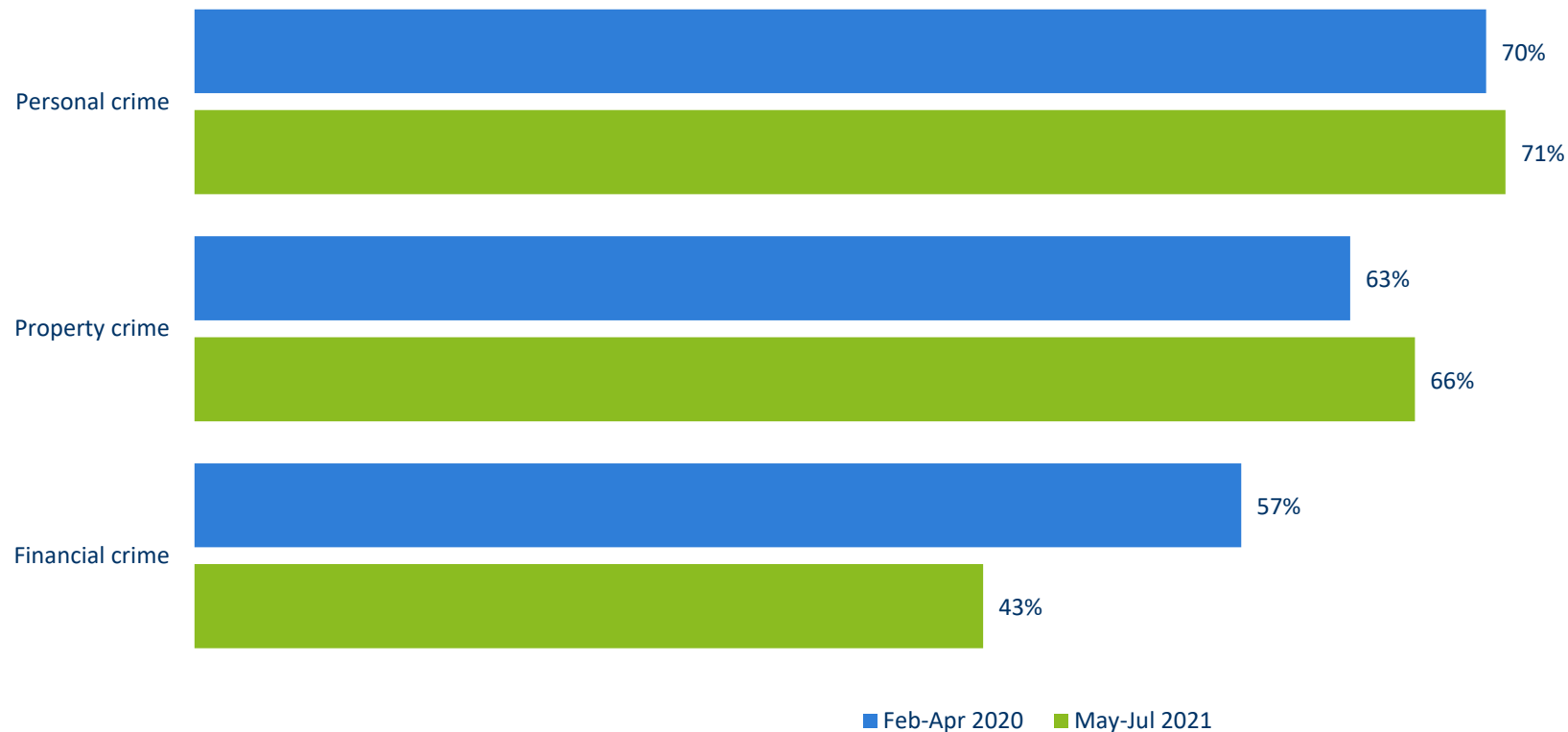
*Victim of crime, past 12 months (you or someone in household)*



Under half of financial crimes are reported to the police vs. over 60% of property crimes and 70% of personal crimes.

These results have not changed in the past year. (The 14% decrease in financial crime reporting is not statistically different because the base size in 2020 was just 84 and in 2021 it is 221.)

### *Reported instances of crime to the police*



**Weight:** Weight within police jurisdiction based on age, gender, household income, and household property victimization

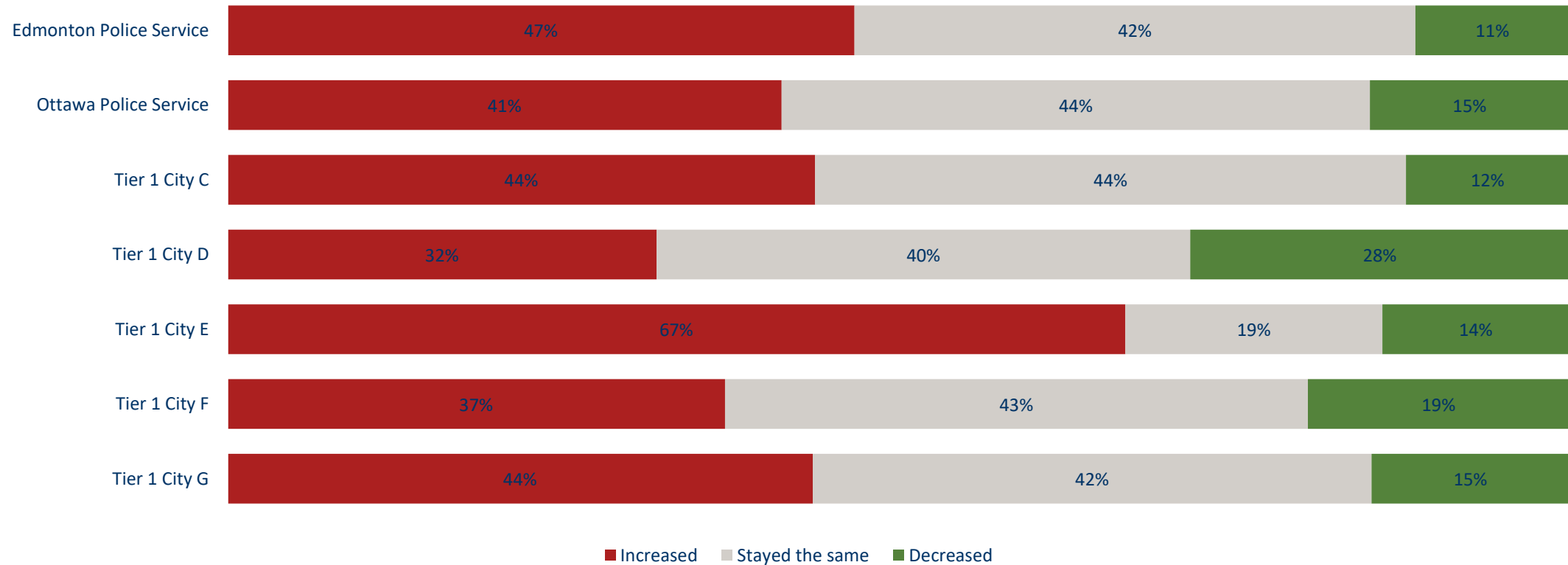
**Filters:** Cases to be included in analysis: Include in analysis, Police Services Subscribing and Tiers: Edmonton Police Service

## 2b. Advanis Crime Questions - EPS vs. other major PS

In 2021, compared to other cities in Tier 1 (cities with populations of 900,000 or more), citizens in the EPS' jurisdiction are:

- more likely to say **crime has increased** than two other cities (D & F);
- just as likely as those in three cities (Ottawa, C, and G); and
- less likely than those in City E.

*Change in amount of crime in your community in past 5 years*



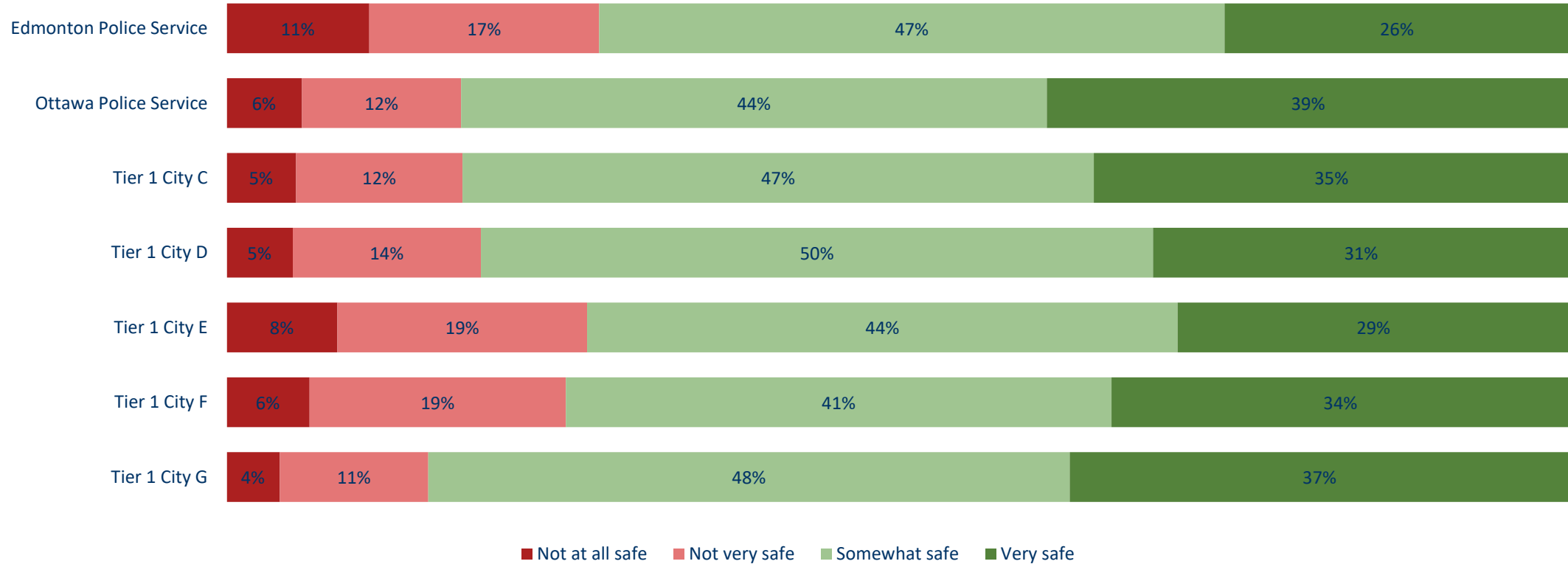
**Weight:** Weight within police jurisdiction based on age, gender, household income, and household property victimization

**Filters:** Cases to be included in analysis: Include in analysis, Time period based on month aggregation: May-Jul 2021, Which police service has the most jurisdiction for the community where you live? (police services that are weighted individually): Edmonton Police Service, Ottawa Police Service, Tier 1 City C, Tier 1 City D, Tier 1 City E, Tier 1 City F, Tier 1 City G

In 2021, compared to other cities in Tier 1 (cities with populations of 900,000 or more), citizens in the EPS' jurisdiction are:

- more likely to say they **feel unsafe (not at all safe or not very safe) after dark** than those in four of the six other cities; and
- more likely to say they feel *not at all safe* than citizens in all but City E.

*How safe when walking alone in your community after dark*



**Weight:** Weight within police jurisdiction based on age, gender, household income, and household property victimization

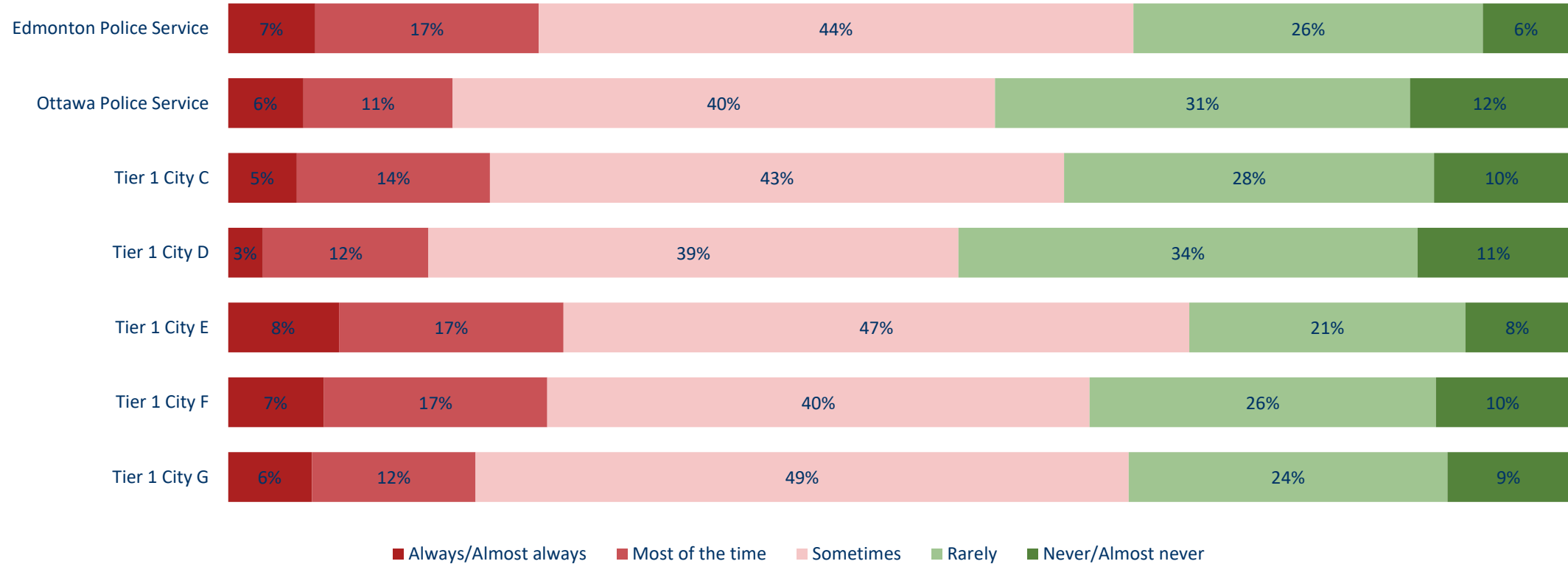
**Filters:** Cases to be included in analysis: Include in analysis, Time period based on month aggregation: May-Jul 2021, Which police service has the most jurisdiction for the community where you live? (police services that are weighted individually): Edmonton Police Service, Ottawa Police Service, Tier 1 City C, Tier 1 City D, Tier 1 City E, Tier 1 City F, Tier 1 City G



In 2021, compared to other cities in Tier 1 (cities with populations of 900,000 or more), citizens in the EPS' jurisdiction are:

- more likely to say they **worry about crime** *always/most of the time* than those in Ottawa and City D; and
- just as likely as those in the other four cities.

*How often worry about crime*



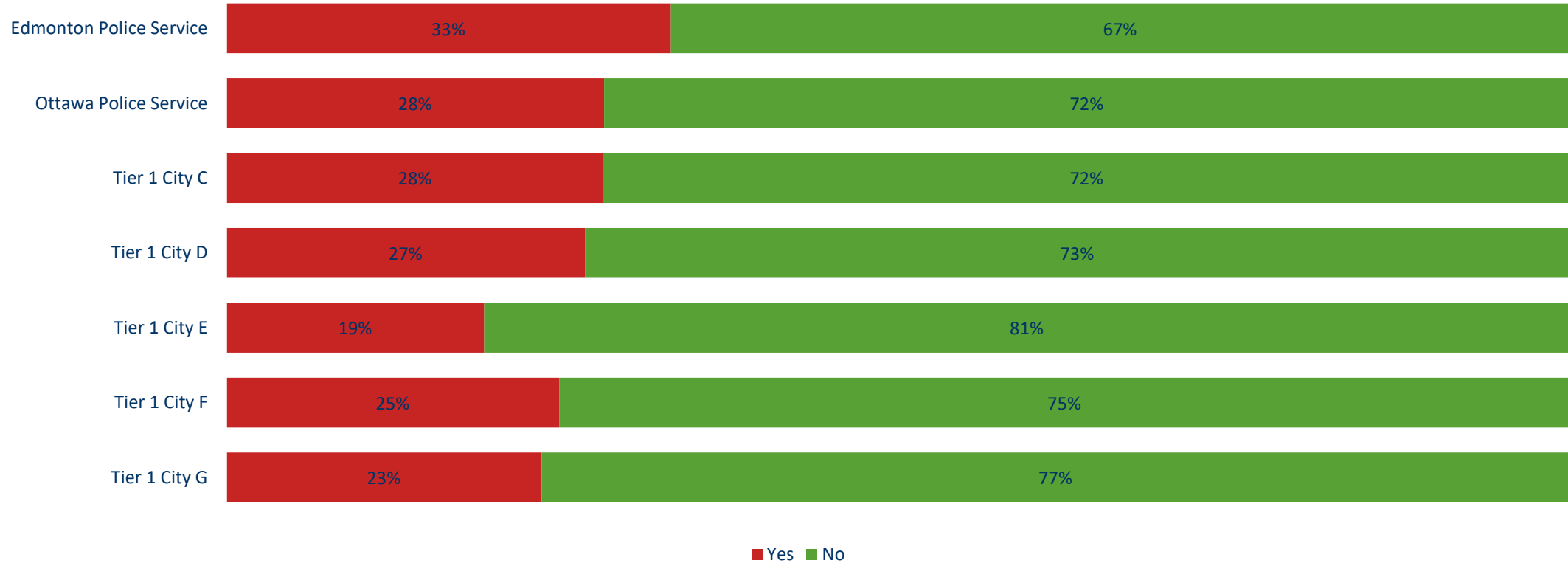
**Weight:** Weight within police jurisdiction based on age, gender, household income, and household property victimization

**Filters:** Cases to be included in analysis: Include in analysis, Time period based on month aggregation: May-Jul 2021, Which police service has the most jurisdiction for the community where you live? (police services that are weighted individually): Edmonton Police Service, Ottawa Police Service, Tier 1 City C, Tier 1 City D, Tier 1 City E, Tier 1 City F, Tier 1 City G

In 2021, focusing on individual cities in Tier 1 (cities with populations of 900,000 or more), the **reported rate of victimization to any of the three crime types** in the EPS' jurisdiction is:

- higher than all other cities.

*Victim of any of 3 crime types, past 12 months (you or someone in household)*



**Weight:** Weight within police jurisdiction based on age, gender, household income, and household property victimization

**Filters:** Cases to be included in analysis: Include in analysis, Time period based on month aggregation: May-Jul 2021, Which police service has the most jurisdiction for the community where you live? (police services that are weighted individually): Edmonton Police Service, Ottawa Police Service, Tier 1 City C, Tier 1 City D, Tier 1 City E, Tier 1 City F, Tier 1 City G

In 2021, citizens in the EPS' jurisdiction report:

- higher **personal crime victimization** than those in all other Tier 1 cities;
- higher **property crime victimization** than those in four other Tier 1 cities; and
- similar **financial crime victimization** as citizens in most other Tier 1 cities.

| Victim of crime, past 12 months (you or someone in household) |             |     |               |               |               |               |               |  |
|---|-------------|-----|---------------|---------------|---------------|---------------|---------------|--|
|   | EPS         | OPS | Tier 1 City C | Tier 1 City D | Tier 1 City E | Tier 1 City F | Tier 1 City G |  |
|   | A           | B   | C             | D             | E             | F             | G             |  |
| Personal crime  | 18%         | 12% | 13%           | 9%            | 9%            | 13%           | 8%            |  |
|   | B c D E F G |     | D G           |               |               | d g           |               |  |
| Property crime  | 19%         | 13% | 16%           | 16%           | 12%           | 12%           | 12%           |  |
|   | B E F G     |     |               | f             |               |               |               |  |
| Financial crime   | 13%         | 13% | 10%           | 13%           | 7%            | 13%           | 10%           |  |
|   | E           | E   |               | e             |               | e             |               |  |

**Weight:** Weight within police jurisdiction based on age, gender, household income, and household property victimization

**Filters:** Cases to be included in analysis: Include in analysis, Time period based on month aggregation: May-Jul 2021, Which police service has the most jurisdiction for the community where you live? (police services that are weighted individually): Edmonton Police Service, Ottawa Police Service, Tier 1 City C, Tier 1 City D, Tier 1 City E, Tier 1 City F, Tier 1 City G

Upper case letters indicate significance at the 95% level, lower case letters indicate significance at the 90% level.



In 2021, citizens in the EPS' jurisdiction are:

- more likely than those in two other Tier 1 cities to **report personal crime**, and statistically on par with the others;
- more likely than those in Ottawa and City D to **report property crime**, and on par with the others; and
- just as likely as citizens in other cities to **report financial crime**.

| Reported instances of crime to the police |     |     |               |               |               |               |               |  |
|---|-----|-----|---------------|---------------|---------------|---------------|---------------|--|
|   | EPS | OPS | Tier 1 City C | Tier 1 City D | Tier 1 City E | Tier 1 City F | Tier 1 City G |  |
|   | A   | B   | C             | D             | E             | F             | G             |  |
| Personal crime                            | 71% | 63% | 58%           | 60%           | 90%*          | 54%           | 87%*          |  |
|   | c F |     |               |               | B C D F       |               | B C D F       |  |
| Property crime                            | 66% | 56% | 62%           | 56%           | 70%           | 57%           | 72%*          |  |
|   | B d |     |               |               |               |               |               |  |
| Financial crime                           | 43% | 41% | 36%           | 42%           | 65%*          | 31%           | 46%*          |  |
|   |     |     |               |               | b C F         |               |               |  |

**Weight:** Weight within police jurisdiction based on age, gender, household income, and household property victimization

**Filters:** Cases to be included in analysis: Include in analysis, Time period based on month aggregation: May-Jul 2021, Which police service has the most jurisdiction for the community where you live? (police services that are weighted individually): Edmonton Police Service, Ottawa Police Service, Tier 1 City C, Tier 1 City D, Tier 1 City E, Tier 1 City F, Tier 1 City G

\*Caution, small base (<=50).





# Demographics

all percentages below are weighted

all counts below are unweighted

data is weighted to population proportions for age, which is why weighted percentages in each time period match

| Age group    | EPS                 |                     | OPS                 |                     | Tier 1 City C       |                     | Tier 1 City D       |                     | Tier 1 City E       |                     | Tier 1 City F       |                     | Tier 1 City G       |                     |
|--------------|---------------------|---------------------|---------------------|---------------------|---------------------|---------------------|---------------------|---------------------|---------------------|---------------------|---------------------|---------------------|---------------------|---------------------|
|              | Feb-<br>Apr<br>2020 | May-<br>Jul<br>2021 | Feb-<br>Apr<br>2020 | May-<br>Jul<br>2021 | Feb-<br>Apr<br>2020 | May-<br>Jul<br>2021 | Feb-<br>Apr<br>2020 | May-<br>Jul<br>2021 | Feb-<br>Apr<br>2020 | May-<br>Jul<br>2021 | Feb-<br>Apr<br>2020 | May-<br>Jul<br>2021 | Feb-<br>Apr<br>2020 | May-<br>Jul<br>2021 |
|              | 18 to 34            | 36%                 | 36%                 | 30%                 | 30%                 | 33%                 | 33%                 | 31%                 | 32%                 | 30%                 | 31%                 | 32%                 | 33%                 | 27%                 |
|              | 315                 | 385                 | 131                 | 268                 | 348                 | 217                 | 252                 | 339                 | 78                  | 94                  | 347                 | 301                 | 60                  | 72                  |
| 35 to 54     | 35%                 | 34%                 | 35%                 | 35%                 | 38%                 | 38%                 | 34%                 | 34%                 | 37%                 | 37%                 | 34%                 | 34%                 | 38%                 | 38%                 |
|              | 541                 | 685                 | 245                 | 593                 | 509                 | 457                 | 571                 | 516                 | 182                 | 192                 | 633                 | 485                 | 137                 | 144                 |
| 55 and older | 30%                 | 30%                 | 35%                 | 35%                 | 29%                 | 29%                 | 35%                 | 35%                 | 33%                 | 32%                 | 34%                 | 33%                 | 35%                 | 35%                 |
|              | 422                 | 457                 | 248                 | 477                 | 550                 | 370                 | 243                 | 266                 | 129                 | 134                 | 492                 | 272                 | 95                  | 84                  |
| Base         | 1278                | 1527                | 624                 | 1338                | 1407                | 1044                | 1066                | 1121                | 389                 | 420                 | 1472                | 1058                | 292                 | 300                 |

**Weight:** Weight within police jurisdiction based on age, gender, household income, and household property victimization

**Filters:** Cases to be included in analysis: Include in analysis, Which police service has the most jurisdiction for the community where you live? (police services that are weighted individually): Edmonton Police Service, Ottawa Police Service, Tier 1 City C, Tier 1 City D, Tier 1 City E, Tier 1 City F, Tier 1 City G, Age group: 18 to 34, 35 to 54, 55 and older



data is weighted to population proportions for gender, which is why weighted percentages in each time period virtually match

| Gender identified as        |                         |              |                       |              |               |              |               |              |               |              |               |              |               |              |
|-----------------------------|-------------------------|--------------|-----------------------|--------------|---------------|--------------|---------------|--------------|---------------|--------------|---------------|--------------|---------------|--------------|
|                             | Edmonton Police Service |              | Ottawa Police Service |              | Tier 1 City C |              | Tier 1 City D |              | Tier 1 City E |              | Tier 1 City F |              | Tier 1 City G |              |
|                             | Feb-Apr 2020            | May-Jul 2021 | Feb-Apr 2020          | May-Jul 2021 | Feb-Apr 2020  | May-Jul 2021 | Feb-Apr 2020  | May-Jul 2021 | Feb-Apr 2020  | May-Jul 2021 | Feb-Apr 2020  | May-Jul 2021 | Feb-Apr 2020  | May-Jul 2021 |
| Male                        | 49%                     | 49%          | 47%                   | 47%          | 49%           | 49%          | 48%           | 47%          | 48%           | 48%          | 47%           | 46%          | 47%           | 47%          |
|                             | 665                     | 752          | 296                   | 647          | 799           | 518          | 578           | 536          | 191           | 230          | 659           | 523          | 141           | 161          |
| Female                      | 49%                     | 49%          | 51%                   | 51%          | 50%           | 50%          | 52%           | 51%          | 51%           | 51%          | 52%           | 51%          | 51%           | 51%          |
|                             | 586                     | 743          | 318                   | 661          | 580           | 507          | 482           | 562          | 194           | 188          | 785           | 503          | 145           | 134          |
| Transgender                 | 0%                      | 0%           | 0%                    | 0%           | 1%            | 0%           | 0%            | 0%           | 1%            | 0%           | 1%            | 0%           | 0%            | 1%           |
|                             | 3                       | 5            |                       | 5            | 5             | 2            | 3             | 3            | 2             |              | 11            | 5            | 1             | 1            |
| Gender-diverse              | 1%                      | 1%           | 1%                    | 1%           | 1%            | 1%           | 0%            | 1%           | 0%            | 0%           | 1%            | 3%           | 2%            | 0%           |
|                             | 14                      | 18           | 6                     | 13           | 11            | 10           | 2             | 10           | 2             |              | 11            | 22           | 4             |              |
| I define myself another way | 1%                      | 0%           | 1%                    | 1%           | 1%            | 0%           | 0%            | 1%           | 0%            | 0%           | 1%            | 0%           | 0%            | 1%           |
|                             | 10                      | 9            | 4                     | 12           | 12            | 7            | 1             | 10           |               | 2            | 6             | 5            | 1             | 4            |
| Base                        | 1278                    | 1527         | 624                   | 1338         | 1407          | 1044         | 1066          | 1121         | 389           | 420          | 1472          | 1058         | 292           | 300          |

**Weight:** Weight within police jurisdiction based on age, gender, household income, and household property victimization

**Filters:** Cases to be included in analysis: Include in analysis, Which police service has the most jurisdiction for the community where you live? (police services that are weighted individually): Edmonton Police Service, Ottawa Police Service, Tier 1 City C, Tier 1 City D, Tier 1 City E, Tier 1 City F, Tier 1 City G



data is weighted to population proportions for income, which is why weighted percentages in each time period virtually match

| Income                          | EPS                    |              | OPS          |              | Tier 1 City C |              | Tier 1 City D |              | Tier 1 City E |              | Tier 1 City F |              | Tier 1 City G |              |
|---------------------------------|------------------------|--------------|--------------|--------------|---------------|--------------|---------------|--------------|---------------|--------------|---------------|--------------|---------------|--------------|
|                                 | Feb-Apr 2020           | May-Jul 2021 | Feb-Apr 2020 | May-Jul 2021 | Feb-Apr 2020  | May-Jul 2021 | Feb-Apr 2020  | May-Jul 2021 | Feb-Apr 2020  | May-Jul 2021 | Feb-Apr 2020  | May-Jul 2021 | Feb-Apr 2020  | May-Jul 2021 |
|                                 | NET Less than \$60,000 | 64%          | 64%          | 65%          | 65%           | 64%          | 64%           | 78%          | 78%           | 77%          | 77%           | 74%          | 74%           | 77%          |
|                                 | 325                    | 331          | 127          | 215          | 315           | 218          | 366           | 392          | 97            | 88           | 347           | 267          | 59            | 82           |
| NET \$60,000 or more            | 36%                    | 36%          | 35%          | 35%          | 36%           | 36%          | 22%           | 22%          | 23%           | 23%          | 26%           | 26%          | 23%           | 23%          |
|                                 | 779                    | 973          | 419          | 919          | 876           | 668          | 593           | 579          | 233           | 256          | 927           | 661          | 186           | 169          |
| Less than \$20,000              | 10%                    | 11%          | 14%          | 10%          | 10%           | 9%           | 16%           | 17%          | 11%           | 9%           | 17%           | 18%          | 14%           | 18%          |
|                                 | 49                     | 51           | 25           | 35           | 46            | 28           | 72            | 82           | 14            | 11           | 74            | 61           | 10            | 19           |
| \$20,000 to less than \$40,000  | 23%                    | 24%          | 25%          | 26%          | 23%           | 24%          | 26%           | 29%          | 35%           | 31%          | 29%           | 25%          | 22%           | 32%          |
|                                 | 119                    | 126          | 50           | 82           | 114           | 80           | 120           | 150          | 44            | 36           | 137           | 91           | 18            | 33           |
| \$40,000 to less than \$60,000  | 32%                    | 29%          | 26%          | 29%          | 31%           | 31%          | 36%           | 32%          | 31%           | 36%          | 28%           | 31%          | 41%           | 27%          |
|                                 | 157                    | 154          | 52           | 98           | 155           | 110          | 174           | 160          | 39            | 41           | 136           | 115          | 31            | 30           |
| \$60,000 to less than \$80,000  | 10%                    | 10%          | 10%          | 12%          | 10%           | 10%          | 9%            | 9%           | 8%            | 8%           | 8%            | 9%           | 9%            | 10%          |
|                                 | 148                    | 173          | 61           | 150          | 162           | 109          | 134           | 125          | 39            | 42           | 169           | 112          | 30            | 31           |
| \$80,000 to less than \$100,000 | 12%                    | 12%          | 13%          | 10%          | 10%           | 10%          | 7%            | 7%           | 8%            | 8%           | 8%            | 8%           | 8%            | 7%           |
|                                 | 170                    | 204          | 78           | 134          | 147           | 119          | 123           | 102          | 43            | 46           | 183           | 105          | 27            | 24           |

... / continued

**Weight:** Weight within police jurisdiction based on age, gender, household income, and household property victimization

**Filters:** Cases to be included in analysis: Include in analysis, Which police service has the most jurisdiction for the community where you live? (police services that are weighted individually): Edmonton Police Service, Ottawa Police Service, Tier 1 City C, Tier 1 City D, Tier 1 City E, Tier 1 City F, Tier 1 City G



data is weighted to population proportions for income, which is why weighted percentages in each time period virtually match

| Income                           | EPS                              |              | OPS          |              | Tier 1 City C |              | Tier 1 City D |              | Tier 1 City E |              | Tier 1 City F |              | Tier 1 City G |              |
|----------------------------------|----------------------------------|--------------|--------------|--------------|---------------|--------------|---------------|--------------|---------------|--------------|---------------|--------------|---------------|--------------|
|                                  | Feb-Apr 2020                     | May-Jul 2021 | Feb-Apr 2020 | May-Jul 2021 | Feb-Apr 2020  | May-Jul 2021 | Feb-Apr 2020  | May-Jul 2021 | Feb-Apr 2020  | May-Jul 2021 | Feb-Apr 2020  | May-Jul 2021 | Feb-Apr 2020  | May-Jul 2021 |
|                                  | \$100,000 to less than \$120,000 | 4%           | 4%           | 3%           | 3%            | 4%           | 4%            | 2%           | 2%            | 2%           | 2%            | 3%           | 2%            | 1%           |
|                                  | 136                              | 172          | 73           | 156          | 137           | 116          | 95            | 116          | 38            | 47           | 156           | 90           | 33            | 27           |
| \$120,000 to less than \$140,000 | 2%                               | 3%           | 2%           | 2%           | 3%            | 2%           | 1%            | 1%           | 2%            | 1%           | 1%            | 1%           | 1%            | 1%           |
|                                  | 74                               | 119          | 49           | 93           | 107           | 56           | 61            | 59           | 40            | 25           | 89            | 63           | 17            | 13           |
| \$140,000 to less than \$160,000 | 2%                               | 2%           | 2%           | 2%           | 3%            | 3%           | 1%            | 1%           | 1%            | 1%           | 1%            | 1%           | 1%            | 0%           |
|                                  | 76                               | 83           | 37           | 75           | 84            | 68           | 48            | 44           | 21            | 21           | 74            | 61           | 26            | 8            |
| \$160,000 or more                | 5%                               | 5%           | 6%           | 6%           | 7%            | 8%           | 2%            | 2%           | 2%            | 3%           | 4%            | 5%           | 3%            | 3%           |
|                                  | 175                              | 222          | 121          | 311          | 239           | 200          | 132           | 133          | 52            | 75           | 256           | 230          | 53            | 66           |
| Base                             | 1104                             | 1304         | 546          | 1134         | 1191          | 886          | 959           | 971          | 330           | 344          | 1274          | 928          | 245           | 251          |

**Weight:** Weight within police jurisdiction based on age, gender, household income, and household property victimization

**Filters:** Cases to be included in analysis: Include in analysis, Which police service has the most jurisdiction for the community where you live? (police services that are weighted individually): Edmonton Police Service, Ottawa Police Service, Tier 1 City C, Tier 1 City D, Tier 1 City E, Tier 1 City F, Tier 1 City G



| Education   |                         |              |                       |              |               |              |               |              |               |              |               |              |               |              |
|---|-------------------------|--------------|-----------------------|--------------|---------------|--------------|---------------|--------------|---------------|--------------|---------------|--------------|---------------|--------------|
|   | Edmonton Police Service |              | Ottawa Police Service |              | Tier 1 City C |              | Tier 1 City D |              | Tier 1 City E |              | Tier 1 City F |              | Tier 1 City G |              |
|   | Feb-Apr 2020            | May-Jul 2021 | Feb-Apr 2020          | May-Jul 2021 | Feb-Apr 2020  | May-Jul 2021 | Feb-Apr 2020  | May-Jul 2021 | Feb-Apr 2020  | May-Jul 2021 | Feb-Apr 2020  | May-Jul 2021 | Feb-Apr 2020  | May-Jul 2021 |
| Completed high school or less                       | 16%                     | 23%          | 9%                    | 16%          | 13%           | 15%          | 14%           | 16%          | 15%           | 16%          | 12%           | 16%          | 15%           | 22%          |
|   | 153                     | 244          | 40                    | 114          | 134           | 112          | 106           | 113          | 29            | 45           | 108           | 95           | 26            | 43           |
| Some post-secondary or completed a college diploma  | 44%                     | 41%          | 41%                   | 34%          | 40%           | 41%          | 34%           | 34%          | 37%           | 38%          | 36%           | 30%          | 45%           | 39%          |
|   | 547                     | 587          | 203                   | 384          | 554           | 391          | 293           | 327          | 133           | 133          | 418           | 268          | 95            | 102          |
| Completed university degree or post-graduate degree | 39%                     | 36%          | 49%                   | 50%          | 47%           | 43%          | 52%           | 50%          | 49%           | 45%          | 52%           | 54%          | 40%           | 39%          |
|   | 578                     | 696          | 381                   | 840          | 719           | 541          | 667           | 681          | 227           | 242          | 946           | 695          | 171           | 155          |
| Base  | 1278                    | 1527         | 624                   | 1338         | 1407          | 1044         | 1066          | 1121         | 389           | 420          | 1472          | 1058         | 292           | 300          |

**Weight:** Weight within police jurisdiction based on age, gender, household income, and household property victimization

**Filters:** Cases to be included in analysis: Include in analysis, Which police service has the most jurisdiction for the community where you live? (police services that are weighted individually): Edmonton Police Service, Ottawa Police Service, Tier 1 City C, Tier 1 City D, Tier 1 City E, Tier 1 City F, Tier 1 City G



## Years resident of Canada: whole life vs. not whole life

|                | Edmonton Police Service |              | Ottawa Police Service |              | Tier 1 City C |              | Tier 1 City D |              | Tier 1 City E |              | Tier 1 City F |              | Tier 1 City G |              |
|----------------|-------------------------|--------------|-----------------------|--------------|---------------|--------------|---------------|--------------|---------------|--------------|---------------|--------------|---------------|--------------|
|                | Feb-Apr 2020            | May-Jul 2021 | Feb-Apr 2020          | May-Jul 2021 | Feb-Apr 2020  | May-Jul 2021 | Feb-Apr 2020  | May-Jul 2021 | Feb-Apr 2020  | May-Jul 2021 | Feb-Apr 2020  | May-Jul 2021 | Feb-Apr 2020  | May-Jul 2021 |
| Whole life     | 72%                     | 67%          | 70%                   | 62%          | 62%           | 64%          | 61%           | 54%          | 40%           | 34%          | 51%           | 47%          | 43%           | 40%          |
|                | 967                     | 1078         | 466                   | 934          | 989           | 714          | 684           | 657          | 187           | 170          | 833           | 580          | 141           | 138          |
| Not whole life | 28%                     | 33%          | 30%                   | 38%          | 38%           | 36%          | 39%           | 46%          | 60%           | 66%          | 49%           | 53%          | 57%           | 60%          |
|                | 302                     | 427          | 153                   | 380          | 407           | 317          | 366           | 446          | 197           | 243          | 619           | 457          | 148           | 156          |
| Base           | 1269                    | 1505         | 619                   | 1314         | 1396          | 1031         | 1050          | 1103         | 384           | 413          | 1452          | 1037         | 289           | 294          |

**Weight:** Weight within police jurisdiction based on age, gender, household income, and household property victimization

**Filters:** Cases to be included in analysis: Include in analysis, Which police service has the most jurisdiction for the community where you live? (police services that are weighted individually): Edmonton Police Service, Ottawa Police Service, Tier 1 City C, Tier 1 City D, Tier 1 City E, Tier 1 City F, Tier 1 City G

| Years resident of Canada                  |              |              |              |              |               |              |               |              |               |              |               |              |               |              |
|---|--------------|--------------|--------------|--------------|---------------|--------------|---------------|--------------|---------------|--------------|---------------|--------------|---------------|--------------|
|   | EPS          |              | OPS          |              | Tier 1 City C |              | Tier 1 City D |              | Tier 1 City E |              | Tier 1 City F |              | Tier 1 City G |              |
|   | Feb-Apr 2020 | May-Jul 2021 | Feb-Apr 2020 | May-Jul 2021 | Feb-Apr 2020  | May-Jul 2021 | Feb-Apr 2020  | May-Jul 2021 | Feb-Apr 2020  | May-Jul 2021 | Feb-Apr 2020  | May-Jul 2021 | Feb-Apr 2020  | May-Jul 2021 |
| Non-Immigrant                             | 72%          | 67%          | 70%          | 62%          | 62%           | 64%          | 61%           | 54%          | 40%           | 34%          | 51%           | 47%          | 43%           | 40%          |
|   | 967          | 1078         | 466          | 934          | 989           | 714          | 684           | 657          | 187           | 170          | 833           | 580          | 141           | 138          |
| Immigrant                                 | 28%          | 33%          | 30%          | 38%          | 38%           | 36%          | 39%           | 46%          | 60%           | 66%          | 49%           | 53%          | 57%           | 60%          |
|   | 302          | 427          | 153          | 380          | 407           | 317          | 366           | 446          | 197           | 243          | 619           | 457          | 148           | 156          |
| Recent Immigrant                          | 9%           | 12%          | 9%           | 13%          | 12%           | 12%          | 17%           | 18%          | 17%           | 28%          | 13%           | 17%          | 7%            | 19%          |
|   | 72           | 111          | 36           | 82           | 99            | 80           | 142           | 159          | 46            | 77           | 123           | 125          | 20            | 42           |
| My whole life                             | 72%          | 67%          | 70%          | 62%          | 62%           | 64%          | 61%           | 54%          | 40%           | 34%          | 51%           | 47%          | 43%           | 40%          |
|   | 967          | 1078         | 466          | 934          | 989           | 714          | 684           | 657          | 187           | 170          | 833           | 580          | 141           | 138          |
| 20 years or more, but not my whole life   | 9%           | 12%          | 12%          | 16%          | 12%           | 12%          | 12%           | 16%          | 24%           | 24%          | 23%           | 23%          | 33%           | 27%          |
|   | 135          | 191          | 87           | 217          | 173           | 137          | 118           | 146          | 99            | 109          | 342           | 218          | 82            | 76           |
| 15 to 19 years                            | 3%           | 3%           | 5%           | 5%           | 6%            | 6%           | 3%            | 4%           | 12%           | 8%           | 7%            | 6%           | 8%            | 8%           |
|   | 30           | 48           | 16           | 39           | 58            | 47           | 38            | 43           | 29            | 33           | 81            | 48           | 23            | 24           |
| 10 to 14 years                            | 7%           | 6%           | 4%           | 4%           | 7%            | 6%           | 7%            | 8%           | 7%            | 7%           | 7%            | 7%           | 9%            | 6%           |
|   | 65           | 77           | 14           | 42           | 77            | 53           | 68            | 98           | 23            | 24           | 73            | 66           | 23            | 14           |
| More than one year but less than 10 years | 9%           | 11%          | 8%           | 11%          | 11%           | 11%          | 16%           | 16%          | 13%           | 22%          | 12%           | 14%          | 7%            | 17%          |
|   | 66           | 102          | 33           | 70           | 93            | 74           | 133           | 143          | 40            | 66           | 118           | 110          | 18            | 37           |
| 1 year or less                            | 1%           | 1%           | 1%           | 2%           | 1%            | 1%           | 1%            | 2%           | 4%            | 6%           | 1%            | 3%           | 0%            | 2%           |
|   | 6            | 9            | 3            | 12           | 6             | 6            | 9             | 16           | 6             | 11           | 5             | 15           | 2             | 5            |
| Base                                      | 1269         | 1505         | 619          | 1314         | 1396          | 1031         | 1050          | 1103         | 384           | 413          | 1452          | 1037         | 289           | 294          |

# Ethnicity

|  | EPS     |         | OPS     |         | Tier 1 City C |         | Tier 1 City D |         | Tier 1 City E |         | Tier 1 City F |         | Tier 1 City G |         |
|--|---------|---------|---------|---------|---------------|---------|---------------|---------|---------------|---------|---------------|---------|---------------|---------|
|  | Feb-Apr | May-Jul | Feb-Apr | May-Jul | Feb-Apr       | May-Jul | Feb-Apr       | May-Jul | Feb-Apr       | May-Jul | Feb-Apr       | May-Jul | Feb-Apr       | May-Jul |
|  | 2020    | 2021    | 2020    | 2021    | 2020          | 2021    | 2020          | 2021    | 2020          | 2021    | 2020          | 2021    | 2020          | 2021    |
| NET Indigenous   | 4%      | 9%      | 3%      | 2%      | 3%            | 3%      | 2%            | 2%      | 0%            | 1%      | 2%            | 2%      | 1%            | 1%      |
|  | 41      | 109     | 22      | 30      | 26            | 25      | 15            | 14      | 5             | 6       | 25            | 20      | 2             | 4       |
| NET Non-Indigenous, Non-White                                | 22%     | 30%     | 23%     | 32%     | 26%           | 31%     | 30%           | 39%     | 50%           | 56%     | 39%           | 45%     | 45%           | 48%     |
|  | 243     | 384     | 110     | 326     | 290           | 251     | 270           | 373     | 169           | 219     | 448           | 414     | 110           | 144     |
| White  | 69%     | 53%     | 68%     | 56%     | 62%           | 57%     | 57%           | 47%     | 38%           | 27%     | 52%           | 44%     | 44%           | 41%     |
|  | 913     | 907     | 471     | 863     | 1000          | 680     | 692           | 628     | 173           | 143     | 886           | 555     | 150           | 120     |
| First Nations  | 2%      | 4%      | 1%      | 2%      | 2%            | 1%      | 0%            | 0%      | 0%            | 1%      | 1%            | 1%      | 1%            | 0%      |
|  | 20      | 41      | 8       | 22      | 9             | 7       | 5             | 4       | 3             | 4       | 16            | 13      | 1             | 2       |
| Métis  | 2%      | 5%      | 2%      | 1%      | 1%            | 2%      | 1%            | 1%      | 0%            | 0%      | 1%            | 1%      | 0%            | 1%      |
|  | 24      | 68      | 13      | 8       | 18            | 22      | 10            | 9       | 2             | 3       | 8             | 6       | 1             | 2       |
| Inuk (Inuit)   | 0%      | 0%      | 0%      | 0%      | 0%            | 0%      | 0%            | 0%      | 0%            | 0%      | 0%            | 0%      | 1%            | 0%      |
|  | 1       | 3       | 3       | 1       |               | 2       |               | 1       |               | 1       | 1             | 2       | 1             |         |
| White  | 69%     | 53%     | 68%     | 56%     | 62%           | 57%     | 57%           | 47%     | 38%           | 27%     | 52%           | 44%     | 44%           | 41%     |
|  | 913     | 907     | 471     | 863     | 1000          | 680     | 692           | 628     | 173           | 143     | 886           | 555     | 150           | 120     |
| South Asian (e.g., East Indian, Pakistani, Sri Lankan, etc.) | 2%      | 8%      | 2%      | 4%      | 5%            | 7%      | 2%            | 3%      | 19%           | 26%     | 8%            | 12%     | 10%           | 10%     |
|  | 42      | 83      | 10      | 43      | 58            | 61      | 10            | 25      | 75            | 101     | 97            | 100     | 23            | 31      |

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**Weight:** Weight within police jurisdiction based on age, gender, household income, and household property victimization

**Filters:** Cases to be included in analysis: Include in analysis, Which police service has the most jurisdiction for the community where you live? (police services that are weighted individually): Edmonton Police Service, Ottawa Police Service, Tier 1 City C, Tier 1 City D, Tier 1 City E, Tier 1 City F, Tier 1 City G





# Ethnicity

|  | EPS          |              | OPS          |              | Tier 1 City C |              | Tier 1 City D |              | Tier 1 City E |              | Tier 1 City F |              | Tier 1 City G |              |
|--|--------------|--------------|--------------|--------------|---------------|--------------|---------------|--------------|---------------|--------------|---------------|--------------|---------------|--------------|
|  | Feb-Apr 2020 | May-Jul 2021 | Feb-Apr 2020 | May-Jul 2021 | Feb-Apr 2020  | May-Jul 2021 | Feb-Apr 2020  | May-Jul 2021 | Feb-Apr 2020  | May-Jul 2021 | Feb-Apr 2020  | May-Jul 2021 | Feb-Apr 2020  | May-Jul 2021 |
| Chinese  | 3%           | 2%           | 1%           | 2%           | 2%            | 4%           | 1%            | 2%           | 1%            | 1%           | 2%            | 4%           | 8%            | 6%           |
|  | 20           | 30           | 8            | 27           | 33            | 27           | 8             | 20           | 5             | 8            | 35            | 49           | 19            | 22           |
| Black  | 6%           | 7%           | 9%           | 13%          | 4%            | 7%           | 13%           | 12%          | 11%           | 10%          | 10%           | 12%          | 10%           | 7%           |
|  | 50           | 79           | 34           | 99           | 34            | 42           | 105           | 108          | 36            | 42           | 92            | 98           | 17            | 24           |
| Filipino   | 3%           | 3%           | 0%           | 1%           | 4%            | 4%           | 1%            | 2%           | 2%            | 4%           | 3%            | 3%           | 4%            | 4%           |
|  | 29           | 32           | 2            | 4            | 35            | 28           | 5             | 13           | 6             | 12           | 28            | 25           | 5             | 8            |
| Latin American   | 3%           | 3%           | 2%           | 2%           | 4%            | 2%           | 4%            | 5%           | 3%            | 5%           | 5%            | 6%           | 9%            | 5%           |
|  | 25           | 42           | 10           | 28           | 42            | 29           | 28            | 49           | 12            | 14           | 71            | 49           | 17            | 16           |
| Arab   | 1%           | 2%           | 3%           | 4%           | 1%            | 3%           | 5%            | 8%           | 4%            | 1%           | 1%            | 1%           | 2%            | 2%           |
|  | 13           | 29           | 15           | 41           | 13            | 20           | 63            | 74           | 7             | 9            | 9             | 11           | 3             | 6            |
| Southeast Asian (e.g., Vietnamese, Cambodian, Laotian, Thai, etc.) | 0%           | 1%           | 0%           | 0%           | 1%            | 1%           | 0%            | 2%           | 1%            | 2%           | 1%            | 2%           | 3%            | 1%           |
|  | 3            | 18           | 1            | 7            | 11            | 10           | 1             | 14           | 3             | 10           | 10            | 12           | 5             | 1            |
| West Asian (e.g., Iranian, Afghan, etc.)                           | 0%           | 1%           | 1%           | 1%           | 1%            | 1%           | 1%            | 1%           | 1%            | 0%           | 2%            | 1%           | 3%            | 7%           |
|  | 4            | 8            | 1            | 7            | 10            | 6            | 6             | 14           | 4             | 3            | 24            | 9            | 9             | 13           |

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**Weight:** Weight within police jurisdiction based on age, gender, household income, and household property victimization

**Filters:** Cases to be included in analysis: Include in analysis, Which police service has the most jurisdiction for the community where you live? (police services that are weighted individually): Edmonton Police Service, Ottawa Police Service, Tier 1 City C, Tier 1 City D, Tier 1 City E, Tier 1 City F, Tier 1 City G



# Ethnicity

|                      | EPS     |         | OPS     |         | Tier 1 City C |         | Tier 1 City D |         | Tier 1 City E |         | Tier 1 City F |         | Tier 1 City G |         |
|----------------------|---------|---------|---------|---------|---------------|---------|---------------|---------|---------------|---------|---------------|---------|---------------|---------|
|                      | Feb-Apr | May-Jul | Feb-Apr | May-Jul | Feb-Apr       | May-Jul | Feb-Apr       | May-Jul | Feb-Apr       | May-Jul | Feb-Apr       | May-Jul | Feb-Apr       | May-Jul |
|                      | 2020    | 2021    | 2020    | 2021    | 2020          | 2021    | 2020          | 2021    | 2020          | 2021    | 2020          | 2021    | 2020          | 2021    |
| Korean               | 0%      | 0%      | 0%      | 0%      | 1%            | 0%      | 0%            | 0%      | 0%            | 1%      | 1%            | 1%      | 2%            | 0%      |
|                      |         | 4       |         | 2       | 6             | 4       | 1             | 3       | 1             | 2       | 7             | 9       | 2             | 1       |
| Japanese             | 0%      | 0%      | 0%      | 0%      | 0%            | 0%      | 0%            | 0%      | 0%            | 0%      | 0%            | 0%      | 3%            | 0%      |
|                      | 1       | 3       | 3       | 3       | 4             | 7       | 1             | 2       |               | 1       | 5             | 1       | 2             | 1       |
| Other                | 4%      | 6%      | 5%      | 6%      | 4%            | 3%      | 4%            | 7%      | 9%            | 7%      | 7%            | 8%      | 9%            | 7%      |
|                      | 62      | 83      | 27      | 74      | 59            | 40      | 45            | 66      | 25            | 26      | 98            | 81      | 22            | 25      |
| Don't know/not sure  | 1%      | 3%      | 1%      | 1%      | 1%            | 0%      | 2%            | 1%      | 1%            | 2%      | 1%            | 1%      | 3%            | 2%      |
|                      | 14      | 22      | 3       | 11      | 12            | 5       | 8             | 9       | 5             | 7       | 15            | 12      | 5             | 6       |
| Prefer not to answer | 9%      | 11%     | 8%      | 11%     | 10%           | 12%     | 11%           | 13%     | 13%           | 15%     | 10%           | 12%     | 10%           | 11%     |
|                      | 108     | 166     | 42      | 148     | 123           | 109     | 99            | 130     | 46            | 55      | 146           | 96      | 31            | 33      |
| Base                 | 1278    | 1527    | 624     | 1338    | 1407          | 1044    | 1066          | 1121    | 389           | 420     | 1472          | 1058    | 292           | 300     |

**Weight:** Weight within police jurisdiction based on age, gender, household income, and household property victimization

**Filters:** Cases to be included in analysis: Include in analysis, Which police service has the most jurisdiction for the community where you live? (police services that are weighted individually): Edmonton Police Service, Ottawa Police Service, Tier 1 City C, Tier 1 City D, Tier 1 City E, Tier 1 City F, Tier 1 City G



| People living in household |                         |              |                       |              |               |              |               |              |               |              |               |              |               |              |
|----------------------------|-------------------------|--------------|-----------------------|--------------|---------------|--------------|---------------|--------------|---------------|--------------|---------------|--------------|---------------|--------------|
|                            | Edmonton Police Service |              | Ottawa Police Service |              | Tier 1 City C |              | Tier 1 City D |              | Tier 1 City E |              | Tier 1 City F |              | Tier 1 City G |              |
|                            | Feb-Apr 2020            | May-Jul 2021 | Feb-Apr 2020          | May-Jul 2021 | Feb-Apr 2020  | May-Jul 2021 | Feb-Apr 2020  | May-Jul 2021 | Feb-Apr 2020  | May-Jul 2021 | Feb-Apr 2020  | May-Jul 2021 | Feb-Apr 2020  | May-Jul 2021 |
| NET Less than 4            | 76%                     | 72%          | 78%                   | 75%          | 72%           | 69%          | 81%           | 81%          | 53%           | 49%          | 76%           | 77%          | 64%           | 59%          |
|                            | 883                     | 1014         | 455                   | 872          | 985           | 667          | 769           | 810          | 199           | 188          | 1038          | 739          | 158           | 151          |
| NET 4 or more              | 24%                     | 28%          | 22%                   | 25%          | 28%           | 31%          | 19%           | 19%          | 47%           | 51%          | 24%           | 23%          | 36%           | 41%          |
|                            | 361                     | 448          | 156                   | 408          | 390           | 348          | 265           | 274          | 176           | 208          | 388           | 283          | 123           | 137          |
| 1                          | 25%                     | 24%          | 27%                   | 25%          | 21%           | 18%          | 31%           | 30%          | 16%           | 9%           | 27%           | 29%          | 22%           | 17%          |
|                            | 205                     | 247          | 108                   | 198          | 201           | 131          | 222           | 229          | 35            | 30           | 265           | 196          | 27            | 27           |
| 2                          | 32%                     | 31%          | 33%                   | 33%          | 33%           | 34%          | 32%           | 36%          | 20%           | 25%          | 34%           | 30%          | 26%           | 22%          |
|                            | 441                     | 494          | 231                   | 426          | 528           | 353          | 333           | 386          | 84            | 90           | 500           | 352          | 66            | 65           |
| 3                          | 20%                     | 18%          | 18%                   | 16%          | 18%           | 17%          | 18%           | 15%          | 16%           | 15%          | 16%           | 18%          | 16%           | 19%          |
|                            | 237                     | 273          | 116                   | 248          | 256           | 183          | 214           | 195          | 80            | 68           | 273           | 191          | 65            | 59           |
| 4                          | 12%                     | 16%          | 14%                   | 15%          | 16%           | 19%          | 12%           | 10%          | 23%           | 28%          | 12%           | 12%          | 17%           | 23%          |
|                            | 199                     | 255          | 105                   | 272          | 258           | 222          | 175           | 166          | 97            | 113          | 236           | 162          | 75            | 88           |
| 5                          | 8%                      | 7%           | 4%                    | 5%           | 8%            | 8%           | 4%            | 6%           | 15%           | 14%          | 6%            | 6%           | 8%            | 15%          |
|                            | 118                     | 134          | 30                    | 90           | 98            | 90           | 60            | 72           | 47            | 56           | 98            | 72           | 29            | 31           |
| 6                          | 2%                      | 3%           | 2%                    | 3%           | 2%            | 2%           | 1%            | 2%           | 5%            | 5%           | 2%            | 4%           | 8%            | 2%           |
|                            | 28                      | 40           | 14                    | 30           | 21            | 26           | 18            | 27           | 21            | 25           | 30            | 32           | 10            | 13           |
| More than 6                | 1%                      | 2%           | 2%                    | 2%           | 2%            | 2%           | 2%            | 1%           | 5%            | 3%           | 3%            | 2%           | 3%            | 2%           |
|                            | 16                      | 19           | 7                     | 16           | 13            | 10           | 12            | 9            | 11            | 14           | 24            | 17           | 9             | 5            |
| Base                       | 1244                    | 1462         | 611                   | 1280         | 1375          | 1015         | 1034          | 1084         | 375           | 396          | 1426          | 1022         | 281           | 288          |

**Weight:** Weight within police jurisdiction based on age, gender, household income, and household property victimization

**Filters:** Cases to be included in analysis: Include in analysis, Which police service has the most jurisdiction for the community where you live? (police services that are weighted individually): Edmonton Police Service, Ottawa Police Service, Tier 1 City C, Tier 1 City D, Tier 1 City E, Tier 1 City F, Tier 1 City G



## Children under 18 in household

|      | Edmonton Police Service |              | Ottawa Police Service |              | Tier 1 City C |              | Tier 1 City D |              | Tier 1 City E |              | Tier 1 City F |              | Tier 1 City G |              |
|------|-------------------------|--------------|-----------------------|--------------|---------------|--------------|---------------|--------------|---------------|--------------|---------------|--------------|---------------|--------------|
|      | Feb-Apr 2020            | May-Jul 2021 | Feb-Apr 2020          | May-Jul 2021 | Feb-Apr 2020  | May-Jul 2021 | Feb-Apr 2020  | May-Jul 2021 | Feb-Apr 2020  | May-Jul 2021 | Feb-Apr 2020  | May-Jul 2021 | Feb-Apr 2020  | May-Jul 2021 |
| No   | 62%                     | 60%          | 65%                   | 64%          | 58%           | 61%          | 60%           | 63%          | 53%           | 52%          | 64%           | 66%          | 62%           | 56%          |
|      | 615                     | 683          | 316                   | 627          | 724           | 500          | 429           | 478          | 175           | 184          | 706           | 492          | 134           | 130          |
| Yes  | 38%                     | 40%          | 35%                   | 36%          | 42%           | 39%          | 40%           | 37%          | 47%           | 48%          | 36%           | 34%          | 38%           | 44%          |
|      | 412                     | 506          | 182                   | 447          | 438           | 380          | 375           | 373          | 156           | 178          | 444           | 327          | 115           | 126          |
| Base | 1027                    | 1189         | 498                   | 1074         | 1162          | 880          | 804           | 851          | 331           | 362          | 1150          | 819          | 249           | 256          |

**Weight:** Weight within police jurisdiction based on age, gender, household income, and household property victimization

**Filters:** Cases to be included in analysis: Include in analysis, Which police service has the most jurisdiction for the community where you live? (police services that are weighted individually): Edmonton Police Service, Ottawa Police Service, Tier 1 City C, Tier 1 City D, Tier 1 City E, Tier 1 City F, Tier 1 City G

## Type of home

|  | Edmonton Police Service |              | Ottawa Police Service |              | Tier 1 City C |              | Tier 1 City D |              | Tier 1 City E |              | Tier 1 City F |              | Tier 1 City G |              |
|--|-------------------------|--------------|-----------------------|--------------|---------------|--------------|---------------|--------------|---------------|--------------|---------------|--------------|---------------|--------------|
|  | Feb-Apr 2020            | May-Jul 2021 | Feb-Apr 2020          | May-Jul 2021 | Feb-Apr 2020  | May-Jul 2021 | Feb-Apr 2020  | May-Jul 2021 | Feb-Apr 2020  | May-Jul 2021 | Feb-Apr 2020  | May-Jul 2021 | Feb-Apr 2020  | May-Jul 2021 |
| Single detached house                    | 46%                     | 48%          | 31%                   | 35%          | 53%           | 59%          | 11%           | 13%          | 44%           | 49%          | 25%           | 25%          | 46%           | 55%          |
|  | 766                     | 921          | 295                   | 697          | 913           | 717          | 162           | 200          | 211           | 243          | 536           | 369          | 185           | 201          |
| Apartment or apartment-style condominium | 30%                     | 30%          | 35%                   | 33%          | 22%           | 19%          | 57%           | 54%          | 27%           | 21%          | 56%           | 53%          | 32%           | 29%          |
|  | 263                     | 316          | 141                   | 256          | 211           | 137          | 541           | 537          | 73            | 62           | 623           | 461          | 52            | 55           |
| Townhouse or rowhouse                    | 12%                     | 12%          | 21%                   | 26%          | 12%           | 12%          | 4%            | 5%           | 18%           | 21%          | 9%            | 12%          | 14%           | 8%           |
|  | 125                     | 137          | 130                   | 302          | 140           | 106          | 62            | 72           | 62            | 85           | 175           | 142          | 37            | 32           |
| Duplex, triplex or fourplex              | 9%                      | 7%           | 9%                    | 4%           | 10%           | 8%           | 24%           | 24%          | 4%            | 2%           | 4%            | 3%           | 4%            | 1%           |
|  | 100                     | 115          | 43                    | 56           | 115           | 71           | 265           | 273          | 23            | 13           | 69            | 47           | 10            | 2            |
| Another type of multi-dwelling unit      | 3%                      | 3%           | 4%                    | 2%           | 3%            | 2%           | 4%            | 5%           | 8%            | 7%           | 6%            | 6%           | 4%            | 6%           |
|  | 24                      | 38           | 15                    | 27           | 28            | 13           | 36            | 39           | 20            | 17           | 69            | 39           | 8             | 10           |
| Base                                     | 1278                    | 1527         | 624                   | 1338         | 1407          | 1044         | 1066          | 1121         | 389           | 420          | 1472          | 1058         | 292           | 300          |

**Weight:** Weight within police jurisdiction based on age, gender, household income, and household property victimization

**Filters:** Cases to be included in analysis: Include in analysis, Which police service has the most jurisdiction for the community where you live? (police services that are weighted individually): Edmonton Police Service, Ottawa Police Service, Tier 1 City C, Tier 1 City D, Tier 1 City E, Tier 1 City F, Tier 1 City G



"PSC questions" designed by Public Safety Canada and Halifax Regional Police per: <https://www.publicsafety.gc.ca/cnt/rsrscs/pblctns/2019-s003/index-en.aspx>

Remaining questions designed by Advanis.

Definitions of types of crime were provided in the survey:

- *Personal crime: results in physical or mental harm to a person, like assault, abuse, kidnapping, sex crimes*
- *Property crime: deprives a person of the use or enjoyment of property, like theft, vandalism*
- *Financial crime: deception or fraud for financial gain, like blackmail, embezzlement, cybercrime*

Random samples of Canadians aged 18+: 19,455 total and **1,527 for EPS** surveyed from May-July 2021 and 17,599 total and **1,278 for EPS** from February to April 2020.

- *In both years, aggregate results accurate to within +/- 0.7%, 19 times out of 20.*
- ***EPS results are accurate to within +/- 2.5% and +/- 2.7%, 19 times out of 20, respectively.***
- *In both cases, margins of error are wider among subsets of the populations.*

*Data was weighted to age, gender, household income, and household property victimization statistics from Statistics Canada. We weighted to victimization data to adjust for a somewhat higher likelihood that victims of crime would respond to the survey. The details are available upon request.*

*For questions, please contact: [gary.offenberger@advanis.ca](mailto:gary.offenberger@advanis.ca)*



[www.advanis.net](http://www.advanis.net)

# COMMITMENT TO ACTION

Report to Edmonton Police Commission



*November 18, 2021*



# Background

## Community Feedback is Provincially Mandated

- *Feedback historically solicited through surveys*

## New Strategic Plan in 2020

- *Opportunity to connect with community through different strategies/mechanisms*
- *World-wide policing developments necessitated that the EPS forecast and pivot to focus on racialized/underserved communities*

## Two Parallel Streams of Information

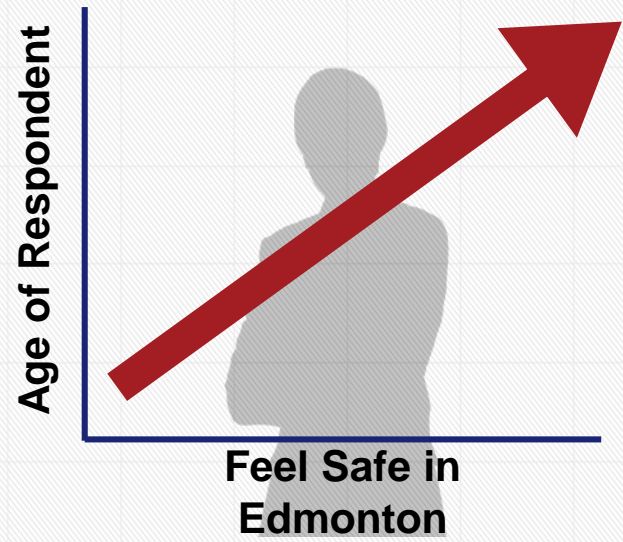
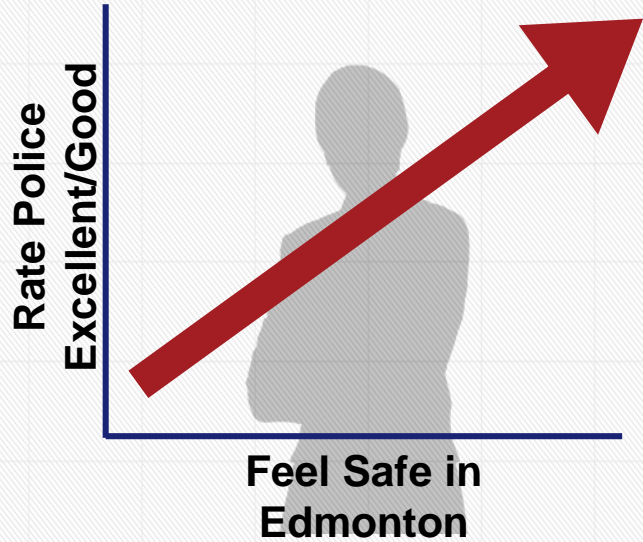
- *Resulted in the collection of similar results/themes*

# Citizen Perception Survey



- 1,527 Edmonton residents participated in 2021
- 36% were 18 to 34 years old
- 49% identified as female, about 2% identified as gender diverse
- Most (64%) reported an annual household income below \$60,000
- 6% identified as Indigenous, 26% identified as people of colour

# Perceived Safety



# Perceptions of Police Across Canada



# Commitment to Action



## COMMITMENT TO ACTION

### Edmonton police listening and learning in journey to eliminate systemic racism, chief says



'Our officers took ownership and they stepped up. And I think we got to a better place'

CBC News - Posted: Oct 07, 2020 6:58 PM MT | Last Updated: October 7, 2020



EDMONTON | News

'We need to do things differently': EPS set to make changes based on community feedback

Published June 29, 2021 11:43 p.m. ET

Local News

### Engagement with marginalized communities prompts 'immediate' changes for Edmonton police

Anna Junker

Jul 05, 2021 • July 5, 2021 • 3 minute read • 24 Comments

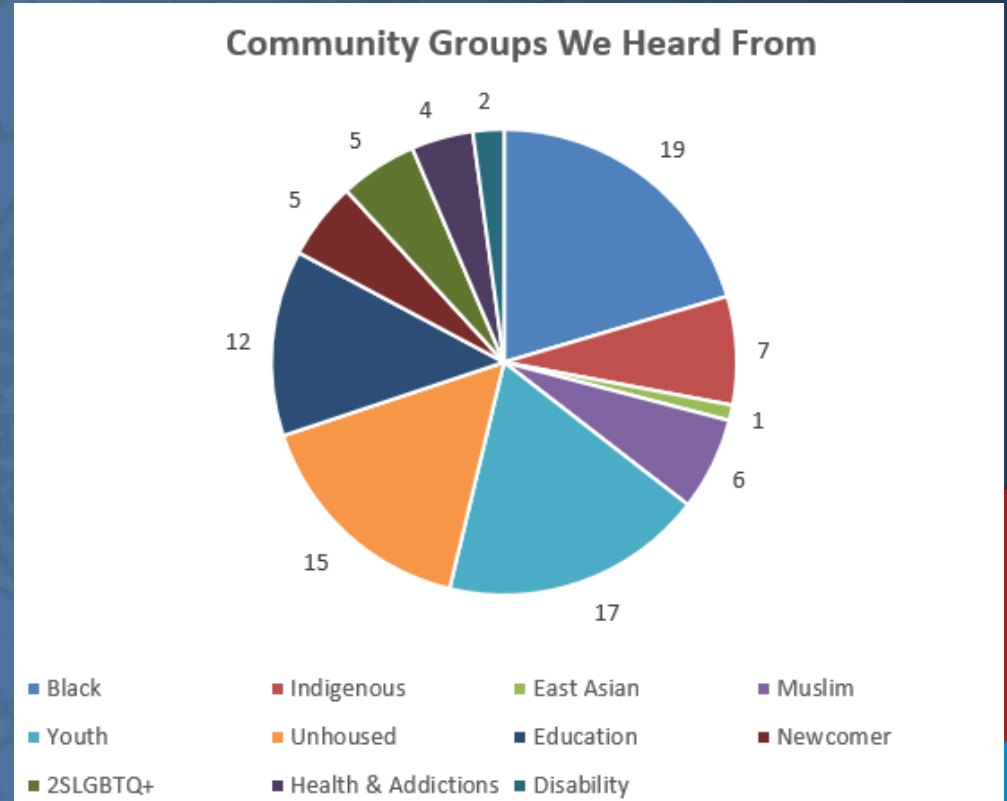
# Who We Heard From



| Number of C2A Sessions Hosted | Number of Pre-Engagement Sessions | Number of Participants at C2A Sessions |
|-------------------------------|-----------------------------------|--|
| 64                            | 27                                | 616                                    |

# Who We Heard From

- **Social Sector (40%)**
- **Cultural & Community (27%)**
- **Businesses (27%)**
- **Faith (4%)**
- **Other (2%)**



# How We Engaged

A guiding principle of the Commitment to Action was to have **many entry points**, ensuring there were a number of ways to provide and share input and experiences.

## COMMITMENT TO ACTION: ONLINE PORTAL STATISTICS

| TOTAL VISITS | MAX VISITORS PER DAY | NEW REGISTRATIONS | INFORMED VISITORS | AWARE VISITORS |
|--------------|----------------------|-------------------|-------------------|----------------|
| 4.7 K        | 78                   | 61                | 1.2 K             | 2.8 K          |

Community Hosted Discussion Sessions

EPS Hosted Sessions

Pop-Up Engagement Sessions

Online Surveys

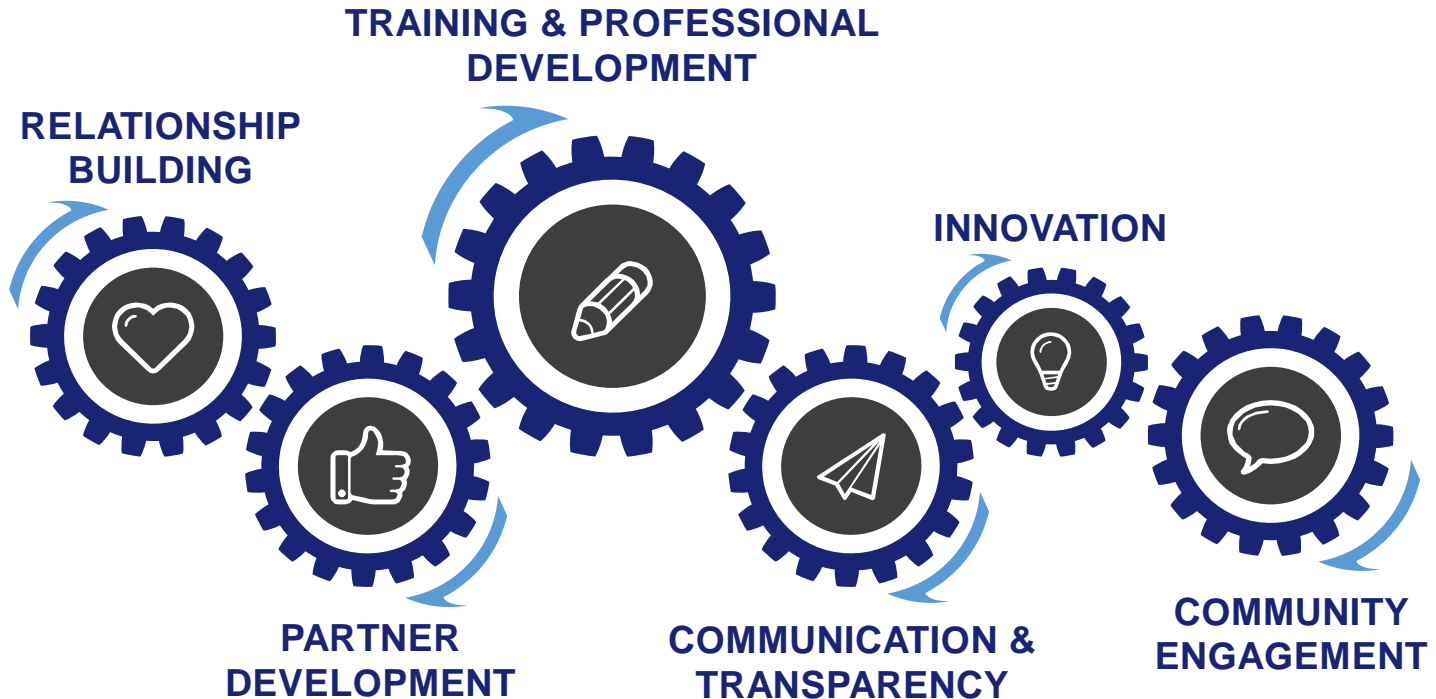
Community Podcasts

Online Engagement Portal



# Priorities – Across the Spectrum of Engagement

Six overarching priorities were identified:

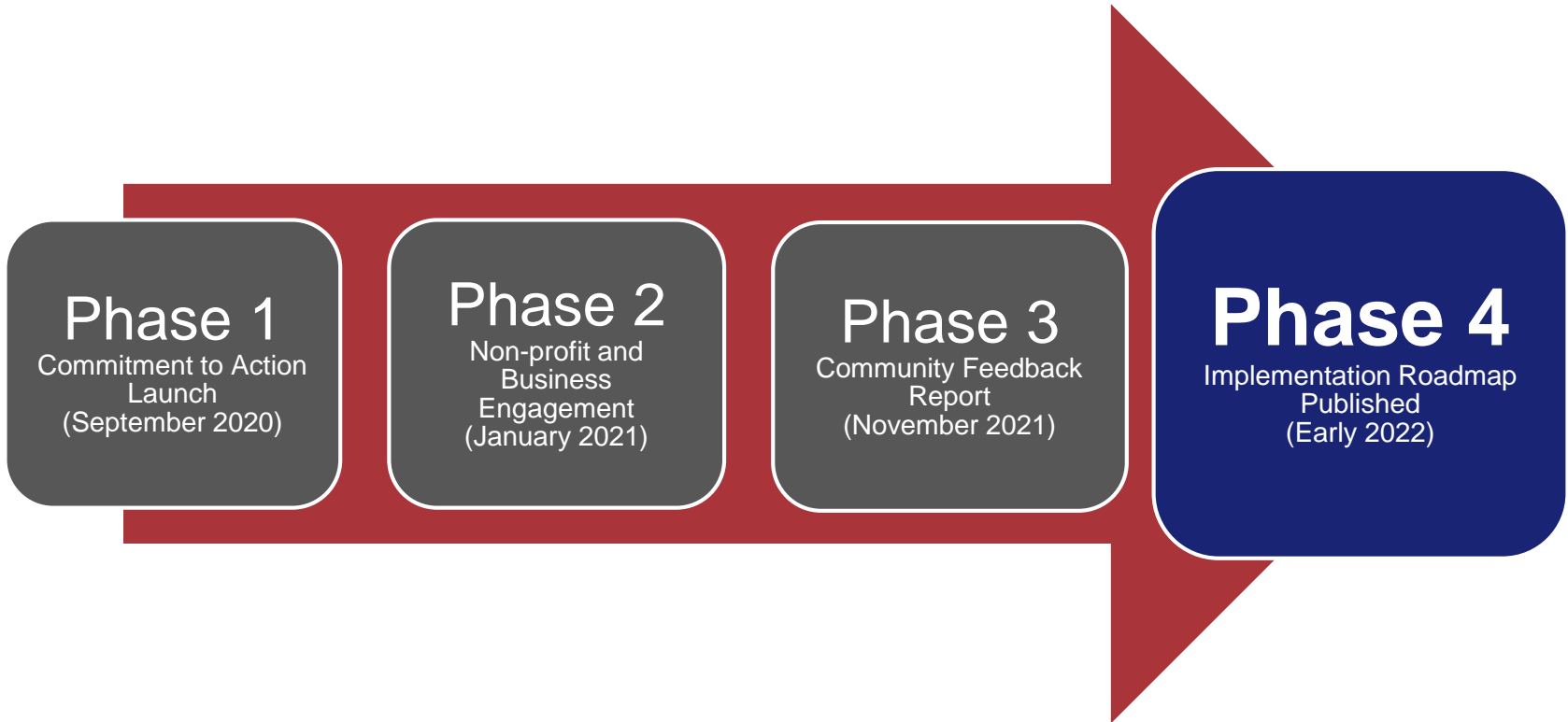


# Co-created Community Solutions Underway

- ✓  Recruit Experiential Learning Shifts
- ✓  New and/or Improved Training
- ✓  Know Your Rights Campaigns
- ✓  Lunch & Learn Info Sessions
- ✓  Inclusive Language Guide
- ✓  Innovation Strategy



# Future Commitment to Action – What's Next?



THANK YOU

