



EDMONTON POLICE SERVICE

REPORT TO THE EDMONTON POLICE COMMISSION

DATE: March 19, 2026

SUBJECT: 2025 Citizen Perception Survey Results

RECOMMENDATION(S):

That the Edmonton Police Commission accept the attached presentation on the results of the 2025 Citizen Perception survey for information.

INTRODUCTION:

The Edmonton Police Service (EPS) subscribes to an annual survey of perceptions of police and safety in municipalities across Canada conducted by Advanis. In exchange, EPS receives a personalized report that compares Edmonton's results to those of other major cities and over several years. These results are summarized in Attachment 1 – Citizen Perception Survey 2025 Presentation).

BACKGROUND:

The 2025 survey was conducted online with 1,819 adult Edmonton citizens between May and June 2024 (accurate within +/- 2.3%, 19 times out of 20). Participants were randomly selected and invited to participate by text message and/or telephone call. The results were weighted to ensure the sample matched the demographic characteristics of the Edmonton region.

COMMENTS / DISCUSSION:

The percent of Edmonton citizens that were satisfied with EPS has remained consistent from 2024 (52% rated EPS good or excellent in 2025 compared to 56% in 2023). However, satisfaction has been declining steadily over the past three years, which is bringing EPS close to the "low point" in 2022 (51% favourable). Satisfaction ratings were related to perceived safety and to experiences with crime. Those who feel safe in Edmonton rated EPS more highly, while those who had been victimized in the past year rated EPS less highly.

Edmonton citizens' support for the police has remained consistent from 2024.

- 81% would help the police if asked (compared to 80% in 2024);
- 73% feel a moral duty to follow police orders (compared to 74% in 2024); and
- 66% generally support how the police usually act (compared to 68% in 2024).

However, agreement with the statement “the police are dealing with things that matter to people in this community” decreased significantly (from 59% to 52%). The statement “the police provide the same quality of service to all citizens” continues to have low amounts of agreement at 43% favourable.

In comparison with how citizens in six other Canadian cities with populations of 900,000 or more rated their own police services, EPS was rated similar to two of these cities and worse than four overall satisfaction.

Edmonton citizens’ perceived safety improved over previous years. Fewer believe crime is increasing (61% compared to 66% 2024) and 29% feel unsafe walking alone after dark (compared to 36% in 2024). Similar percentages feel unsafe taking transit alone after dark (66% compared to 64% in 2024).

A slight majority of citizens believe that EPS makes Edmonton a safe place to live (53%) and that EPS resolves violent crimes (58%). When they see EPS members in their neighbourhood, 54% said that made them feel safer and 31% said it had no effect (only 15% said they feel less safe).

Overall, 18% of citizens have noticed an increase in police presence in their neighbourhoods (a decrease from 25% in 2024, 65% saw no change).

In terms of demographics, EPS continues to need to build confidence in Indigenous citizens, gender diverse citizens, and youth. Members of these groups tend to rate EPS worse than others in terms of their overall satisfaction, support for how police act, and how often police exceed their authority. They are also less likely to feel safe in the presence of police.

CONCLUSION:

Overall, most Edmonton residents continue to trust EPS and feel safer in the presence of police. While they believe that crime is increasing, they are beginning to feel safer.

ADDITIONAL INFORMATION ATTACHED:

Attachment 1 – 2025 Citizen Perception Survey EPC Presentation

Written By: Stephanie Gazzola, Value and Impact Division

Reviewed By: Executive Director Lori Lorenz, Value and Impact Division **Lori Lorenz**

Digitally signed by Lori Lorenz
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Approved By: Chief of Staff, Patricia Misutka, Office of the Chief

Chief of Police: _____

Date: _____