



Edmonton Police Service

2009 Citizen Survey
July 22, 2010



2009 Citizen Survey

- Purpose

Standard Compliance

- Provincial Policing Standard OM1.1
- Commission on Accreditation for Law Enforcement Agencies (CALEA) 45.2.4

EPS Strategic Objectives

- A Citizen-centred Police Service
 - Listen to and understand the needs of our community
 - Implement solutions to address community needs
-



2009 Citizen Survey

■ Process

- Completed by Pivotal Research Inc. in November 2009
 - 1,141 telephone interviews completed with randomly selected households
 - Results accurate +/- 3%, 19 times out of 20
 - Survey included questions about:
 - Contact with the Edmonton Police Service
 - Victimization
 - Perceptions of Crime and Safety
 - Views of the Edmonton Police Service
 - Awareness of the Edmonton Police Commission
-



2009 Citizen Survey

■ Results Highlights

- Top three **neighbourhood problems** were speeding and careless driving, people breaking into homes and vandalism other than graffiti
 - Almost two-thirds (66%) reported **feeling safe when walking alone** in their neighbourhood after dark; 70% felt neighbourhood crime levels were stable over the past year
 - Top three **city-wide issues** respondents felt should be addressed were traffic, gangs/organized crime and drugs
 - Majority (61%) perceived Edmonton as having the **same amount of crime as other Canadian cities**; 29% perceived Edmonton to have more crime
-



2009 Citizen Survey

- Results Highlights (continued)

- Among five crime types studied, reporting to police varied from a low of 36% for theft of property to a high of 61% for break and enter
 - For all five crime types, the most common reason for not reporting to police was that the matter was not important enough to the respondent to report
-



2009 Citizen Survey

- Results Highlights (continued)

- Whether contacting EPS by telephone, station visit or dispatched officer, 83% - 89% were very or somewhat satisfied with how the matter was handled
 - 89% indicated some level of agreement with the statement *I have a lot of confidence in the EPS*
 - 82% were satisfied with the EPS's service
-



2009 Citizen Survey

- Results Highlights (continued)
 - Recommendations for improved service:
 - Number of officers/police presence
 - Communications/contact with the public
 - Focus of enforcement
 - Response times



Questions ?