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# 2016 EPS Citizen Survey

Presentation to  
Edmonton Police Commission  
May 19, 2016



# Background

- EPS conducts a biennial Citizen Survey.
- 1,367 Edmontonians (>18 years) surveyed by landline and mobile phone.
- Survey was administered February 1-21, 2016.
- Results from the online pilot will be available in July.



# Contact with EPS

- 31% of Respondents had contact with EPS over past year
  - Online Crime Reporting Tool (87% Satisfied)
  - Telephone (86% Satisfied)
  - Dispatched Officer (86% Satisfied)
  - Station Visit (85% Satisfied)
  - EPS-Initiated Contact (83% Satisfied)
- 78% felt dispatch time was as expected or faster.



# Victimization

- Levels of property victimization, as reported in the survey, have remained consistent since 2014.
- *Theft of household property* was most under-reported (26% reporting).
- Main reasons for non-reporting:
  - Not important enough
  - Nothing taken/items recovered



# Neighbourhood & City Issues

## Top 3 neighbourhood issues:

- Speeding/careless driving
- People breaking into houses
- Suspicious loitering

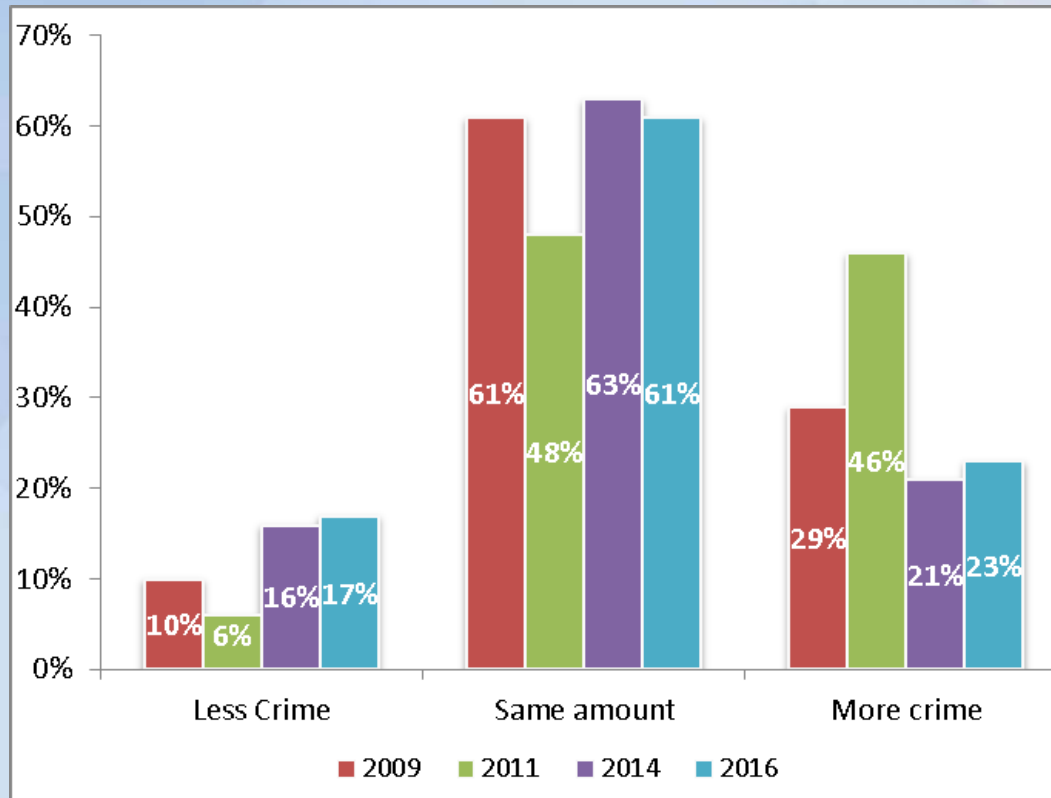
## Top 3 city-wide issues:

- Traffic
- Drugs
- General crime



# Perceptions of Safety

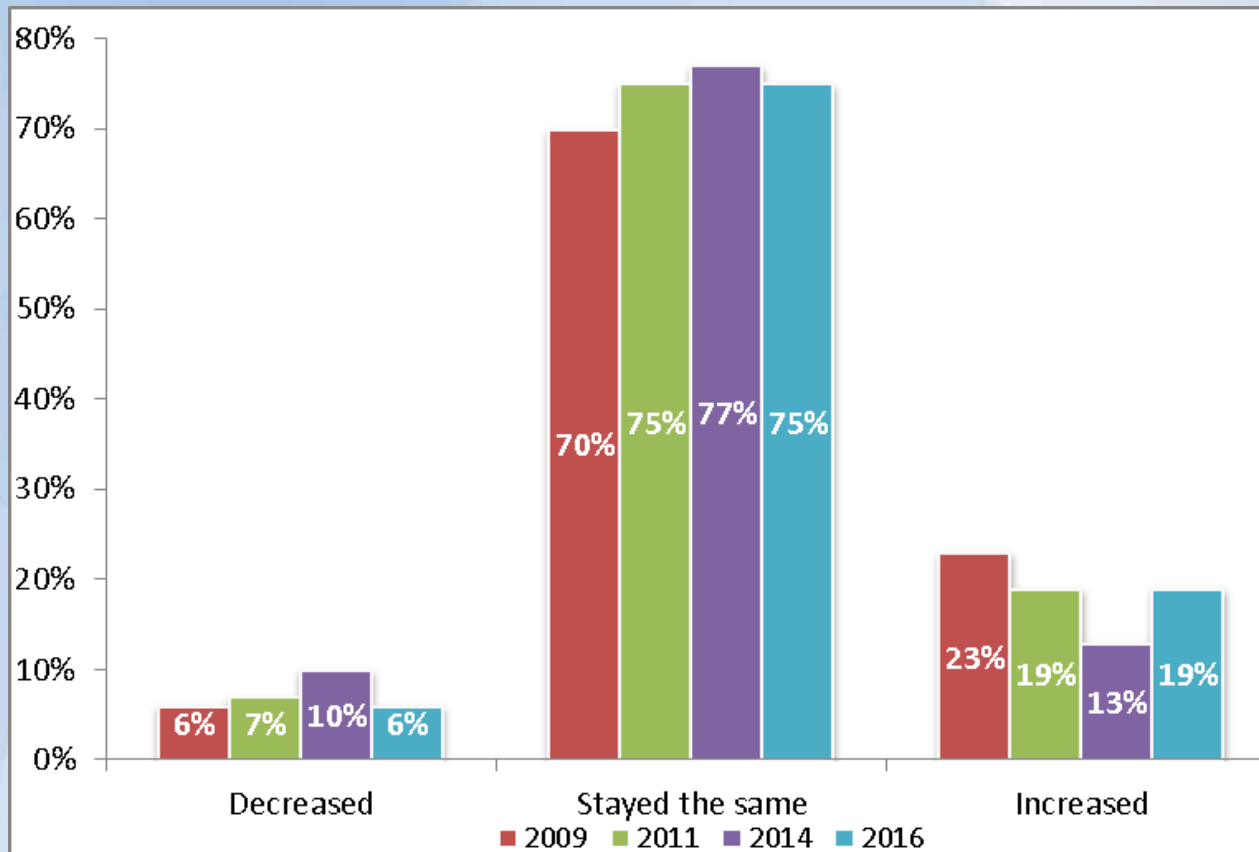
- 78% of respondents felt that Edmonton had about the same amount of crime or less as other Canadian cities.





# Perceptions of Safety

- 81% felt that crime levels had stayed the same or decreased.





# Perceptions of Safety

- 80% of respondents felt safe walking alone in their neighbourhood after dark.

Response WALKING IN NEIGHBOURHOOD	2009	2011	2014	2016
Very safe	22%	26%	28%	33%
Reasonably safe	44%	44%	46%	47%
Somewhat unsafe	16%	15%	14%	12%
Very unsafe	8%	6%	5%	3%
<i>Respondent does not walk alone</i>	8%	9%	8%	6%





# Overall View of the EPS

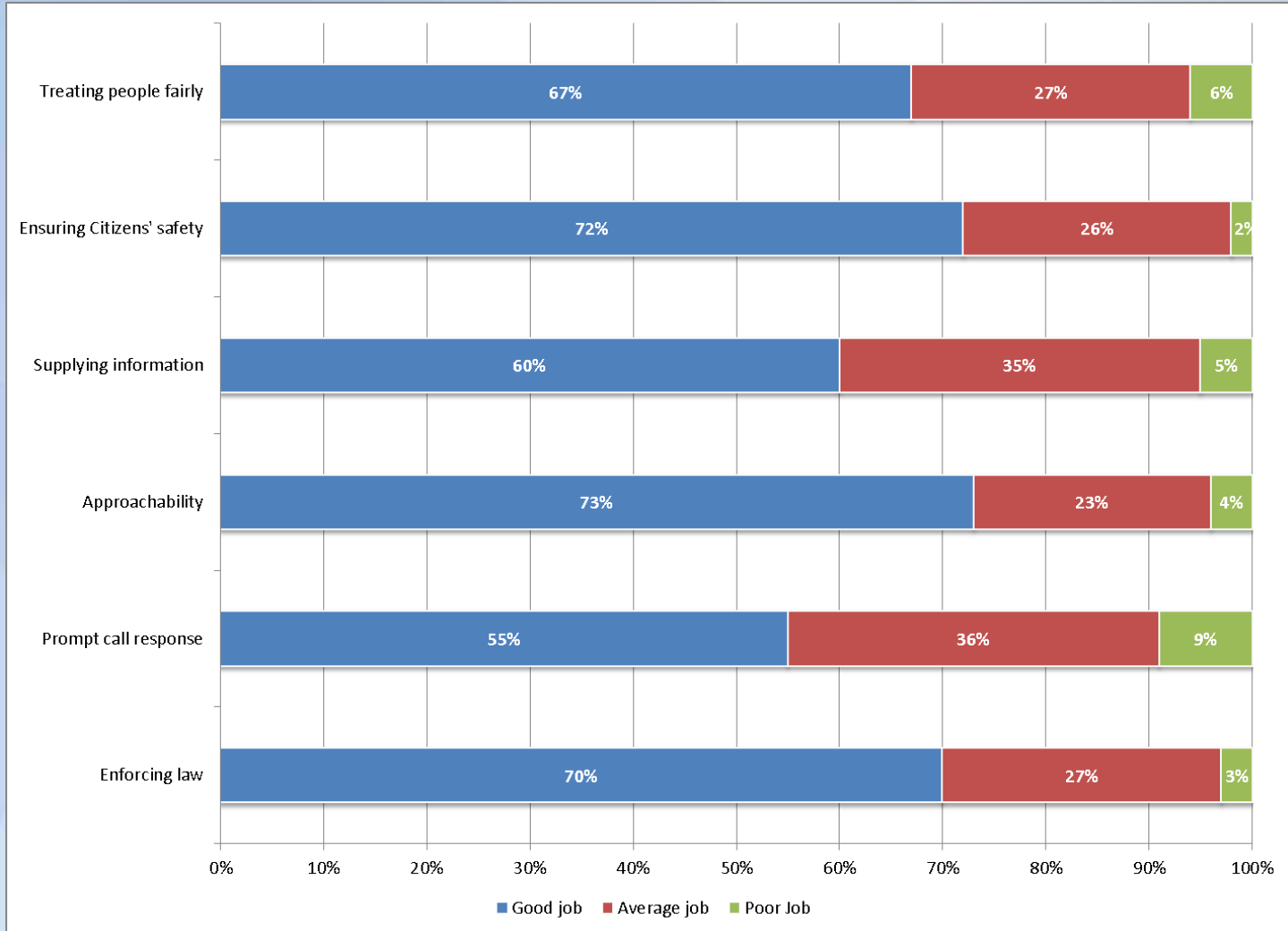
- 94% indicated they are confident in the EPS, representing a 1% increase from 2014.

Response CONFIDENCE	2009	2011	2014	2016
Strongly agree	52%	51%	58%	57%
Somewhat agree	37%	40%	35%	37%
Somewhat disagree	5%	5%	4%	3%
Strongly disagree	5%	3%	2%	3%



# Overall View of the EPS

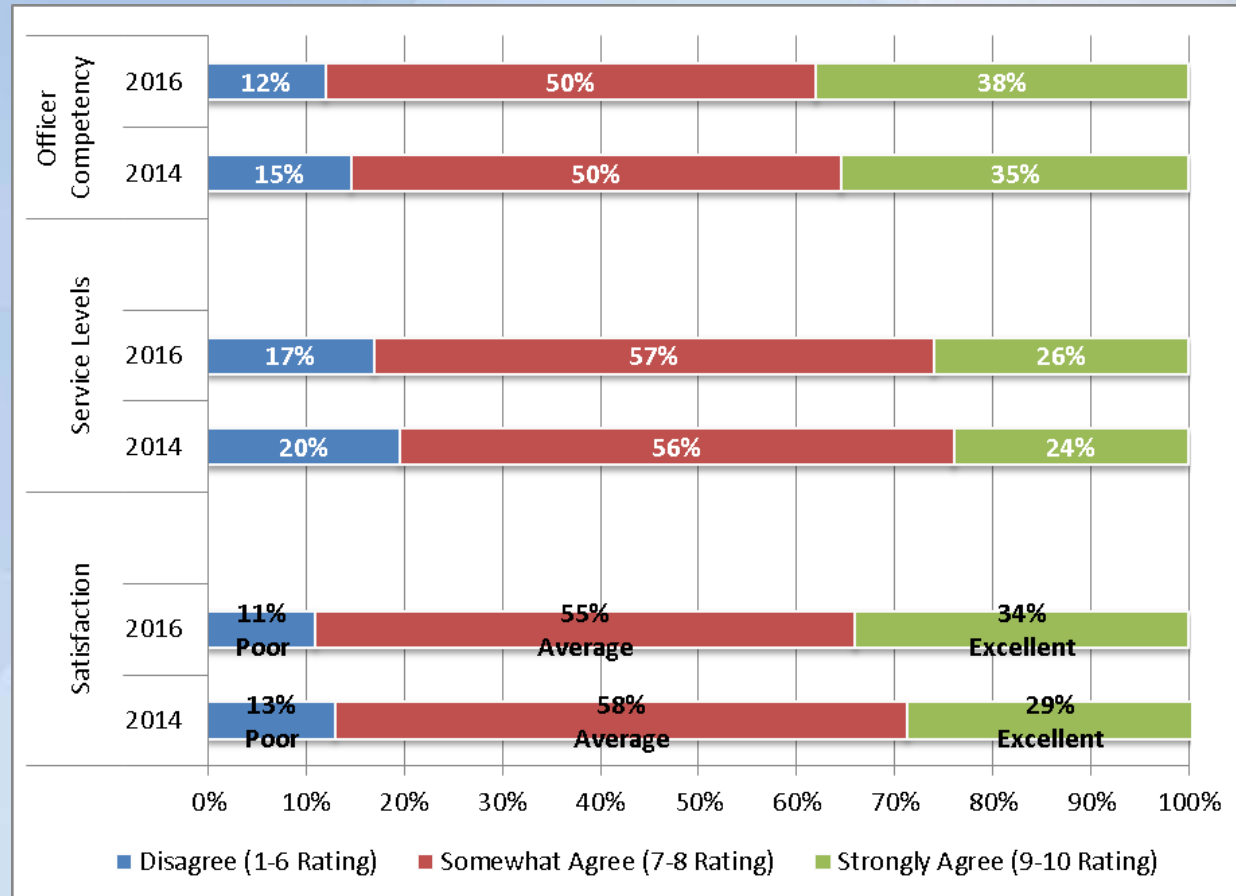
- Where EPS is doing a “good job”:





# Overall View of the EPS

- The percentage of respondents rating EPS as excellent has increased 5% since 2014.





# Recommendations for Improved Service

- More police officers (13% of responses).
- More visible police presence (12% of responses).
- Improve communication / contact with Public (9% of responses).

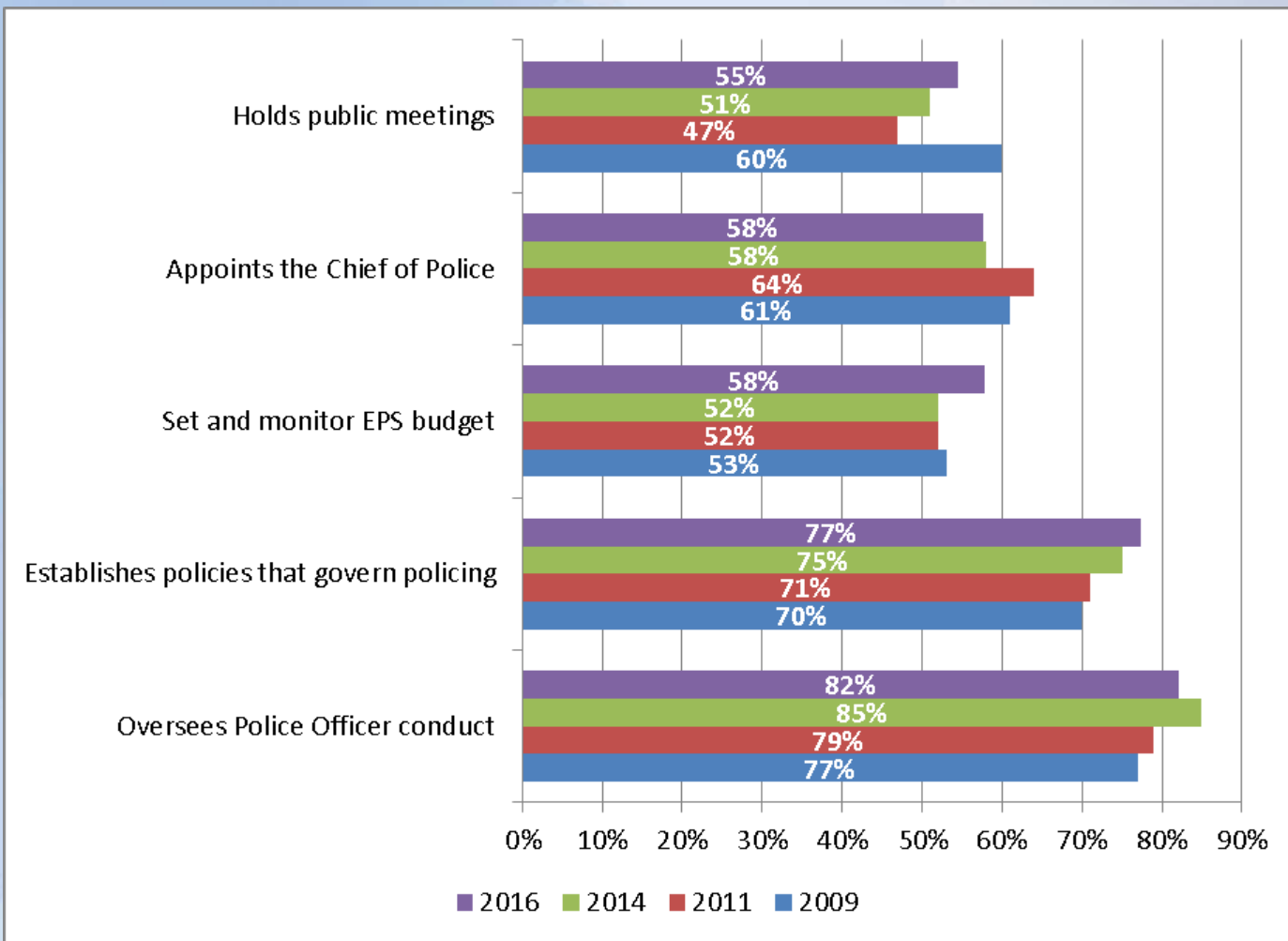


# Edmonton Police Commission

- 67% of respondents knew Edmonton has a Police Commission.
- Most aware of EPC role in overseeing Police Conduct (82%).
- Least aware of EPC role in holding public meetings (55%).



# Edmonton Police Commission





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# Questions?