



# Edmonton Police Service

2014 Citizen Survey

Presentation to  
Edmonton Police Commission  
22 May 2014



# Background

- EPS conducts a Citizen Survey biennially
- 1,357 Edmontonians (>18 years) surveyed by landline and mobile phone
- Survey was administered between January 13-31, 2014



# Changes to the Survey

- Mobile phone users were sampled
- Sampling method was adjusted to increase representativeness of the sample
- Questions regarding #377 and the Online Crime Reporting Tool were added



# Contact with EPS

- 33% of Respondents had contact with EPS over past year
  - Telephone (84% Satisfied)
  - Dispatched Officer (83% Satisfied)
  - Station Visit (87% Satisfied)
  - Online Crime Reporting Tool (82% Satisfied)
  - EPS-Initiated Contact (81% Satisfied)
- 69% felt dispatch time was as expected or faster



# Victimization

- Levels of property victimization have remained consistent since 2011
- *Theft of household property* was most under-reported (29% reporting)
- Main reasons for non-reporting:
  - Not important enough
  - Nothing taken/items recovered



# Perceptions of Safety

- Top three issues affecting neighbourhoods:
  - Speeding/careless driving
  - People breaking into houses
  - Suspicious loitering



# Perceptions of Safety

- 63% of respondents felt that Edmonton had about the same amount of crime as other Canadian cities
- 77% of respondents felt safe walking alone in their neighbourhood after dark
- 77% felt that crime levels had stayed the same



# Top City-wide Issues

- Traffic (20% of responses)
- Drugs (10% of responses)
- Gangs/organized crime (9% of responses)
- General crime mentions (8% of responses)





# Confidence with EPS

- 93% indicated they are confident in the EPS
  - 58% ***strongly agree*** they have a lot of confidence in the EPS
  - 35% ***somewhat agree*** they have a lot of confidence in the EPS
- This represents a 2% increase from 2011



# Overall View of the EPS

- Where EPS is doing a “good job”:
  - Approachability (71%)
  - Ensuring citizens’ safety (71%)
  - Enforcement (65%)
  - Treating people fairly (64%)
  - Supplying information (61%)
  - Responding promptly to calls (54%)



# Recommendations for Improved Service

- More visible police presence (21% of responses)
- More police officers (17% of responses)
- Improve communication / contact with Public (16% of responses)
- Faster, more efficient response to calls (9% of responses)



# EPC

- 67% of respondents knew Edmonton has a Police Commission
  - 14% decrease over 2011 levels
- Most aware of EPC role in overseeing Police Conduct (81%)
- Least aware of EPC role in holding public meetings (49%)



# Summary

- 93% of Citizens have confidence in the EPS
- Traffic, B&E and suspicious loitering are top community issues
- Traffic, drugs, and gangs are top city-wide issues



Questions?