



Edmonton Police Service

2011 EPS Citizen Survey

Presentation to EPC

17 May 2012



Overview

- Background
- Satisfaction with EPS Contact
- Victimization / Perceptions of Safety
- Overall View of the EPS
- Questions



Background

- EPS is required to conduct Citizen Survey at least once per four years
- EPS conducts a Citizen Survey bi-annually
- 1,106 Edmontonians (>18 years) surveyed by phone over October 12-27, 2011
- Not quota-based, but generally representative



Satisfaction with Contact

- 34% of Respondents had contact with EPS over past year
 - Via Telephone (82% Satisfied)
 - Via Dispatched Officer (89% Satisfied)
 - Via Station Visit (87% Satisfied)
- 85% felt dispatch time was about what they expected, or faster



Victimization

- All respondents asked about their level of reporting for five indicator crimes
 - Overall levels of victimization (reported or not) fell compared to 2009
 - *Theft of household property* most under-reported of the five categories (27% reporting)
- Main reasons for non-reporting:
 - Not important enough (47%)
 - Police couldn't do anything (11%)



Perceptions of Safety

- Top three issues affecting neighbourhoods:
 - Speeding and Careless Driving
 - People breaking into houses
 - Vandalism (other than Graffiti)
- These have been the top three issues in every survey since 2001



Perceptions of Safety

- 70% of respondents felt safe walking along in their neighbourhood after dark.
 - 4% increase in feelings of safety
- 4% fewer respondents felt that crime in their neighbourhood had gone up in the last year.
 - 81% felt that crime levels had stayed the same
- 46% of respondents felt that Edmonton had more crime than other Canadian cities
 - 48% felt that Edmonton had the same as other cities



Overall View of the EPS

- The top four city-wide issues the EPS should address:
 - Traffic (15% of responses)
 - Gangs/Organized Crime (13% of responses)
 - Murder rate (12% of responses)
 - Drugs (10% of responses)



Overall View of the EPS

- 91% indicated their confidence in the EPS
 - 51% ***strongly agree*** they have a lot of confidence in the EPS
 - 40% ***somewhat agree*** they have a lot of confidence in the EPS
- This is an increase of 2% overall compared to 2009



Overall View of the EPS

- Asked about six specific measures:
 - Approachability (67% said “Good Job”)
 - Ensuring Citizens’ Safety (60% Good Job)
 - Treating People Fairly (59% Good Job)
 - Enforcement (58% Good Job)
 - Supplying Information (51% Good Job)
 - Responding Promptly to Calls (45% Good Job)



Overall View of the EPS

- Recommendations for improved service:
 - More Police Officers
 - More visible Police presence
 - Improve communication / contact with Public
 - Focus enforcement on traffic, street crime



Overall View of the EPS

- Overall, 84% of respondents were satisfied with the service provided by the EPS
 - 40.4% were very satisfied
 - 43.1% were somewhat satisfied



EPC

- 81% of respondents knew Edmonton has a Police Commission
 - 7% Increase over 2009 levels
- Most aware of EPC role in overseeing Police Conduct (79%)
- Least aware of EPC role in holding public meetings (47%)



SUMMARY

- 84% of Citizens are satisfied with the EPS
- 91% of Citizens have confidence in the EPS
- Traffic, B&E and Vandalism affect communities the most
- Traffic, Gangs and Violent Crime (Murders) should be the priorities



Questions?