

Service Evaluations for Lethbridge Police Service

Lethbridge Public Opinion Study – Winter 2017

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Methodology

Population The city of Lethbridge has a total population of 96,828 residents (2016 census) approximately 80% of which are 18 years of age or older (77,500). A total of 47,457 Lethbridge residents are male (49%) while 49,371 are female (51%). South Lethbridge is home to 31,720 residents (32.8%) while the rapidly expanding west side is now home to 37,929 residents (39.2%). There are 27,179 north Lethbridge residents (28.1%).

Sample Data Collected by Lethbridge College students in 11 courses enrolled in a variety of Lethbridge College programs in the winter of 2017. Students interviewed 1,501 randomly selected adult Lethbridge residents by telephone on February 11-16, 2017 under the supervision of CSRL Research Chair, Faron Ellis. We sincerely appreciate and thank all those who took time to respond to our survey. Full methodological notes and results from previous Lethbridge and Alberta Public Opinion Studies can be accessed by visiting the CSRL web pages at: www.lethbridgecollege.ab.ca/go/csrl.

Representativeness Analysis of the demographic data indicates that, within acceptable limits, the sample accurately represents the demographic distribution of the adult population within the city of Lethbridge. The sample has been statistically weighted to even better reflect that of the population (sex, age, and area of the city of Lethbridge).

Confidence The sample yields a margin of error of ± 2.5 percentage points, 19 times out of 20. The margin of error increases when analyzing subsamples of the data.

IB Commons Call Centre The CSRL operates as a division of the Centre for Applied Arts and Sciences. Students conducted interviews using the facilities of the Lethbridge College IB Commons Call Centre, drawing on support from the Lethbridge College Facility Management, Instructional Technology, Audio Visual, and the Centre for Applied Research and Innovation.

Sponsorship These data are part of a larger study of the attitudes and opinions of Lethbridge residents conducted by the Citizen Society Research Lab at Lethbridge College. Lethbridge Police Service sponsored this particular set of questions. We thank LPS for their ongoing support of our research endeavors.

Executive Summary

Perceptions of Lethbridge Police Service

Overall Performance Evaluation

A substantial majority of Lethbridge residents (73.4%) believe Lethbridge Police Service is doing a good job policing their community, a noticeable increase from the 63.7% who thought similarly in 2006. Very few Lethbridge residents (5.7%) believe LPS is doing a poor job, while approximately one-fifth (20.9%) say the police are performing adequately. Large majorities within all demographic groups provide Lethbridge Police Service with very positive evaluations.

Meeting Expectations

A substantial majority of Lethbridge residents (69.0%) believes LPS is doing a good job meeting residents' expectations about what a police service should be doing. Less than one in twenty Lethbridge residents (4.0%) believe LPS is doing a poor job meeting expectations while the remaining 27.2% believe LPS to be adequately meeting residents' expectations.

Changes in Meeting Expectations

Most Lethbridge residents (73.8%) believe LPS has neither improved nor worsened in meeting expectations in the past year. Of those who believe LPS has changed in meeting expectations, nearly four times more Lethbridge residents believe LPS has improved (15.9%) than believe LPS has gotten worse (4.3%).

Attitudes and Behavior of LPS Officers

The vast majority of Lethbridge residents (91.2%) believe LPS officers are polite and respectful. Only 8.8% of Lethbridge residents believe LPS officers are impolite and disrespectful (6.9% somewhat so while only 1.9% believe LPS officers to be very impolite and disrespectful.)

Direct Contact with LPS Officer in Past Year

Exactly half of all Lethbridge residents (50.0%) had some direct contact with a LPS officer over the past year. Younger Lethbridge residents (61.9%) are much more likely to have contact with LPS officers than are seniors (36.2%).

Community Safety

Neighborhood Safety

For the most part, Lethbridge residents feel very safe in their neighborhoods. A majority of Lethbridge residents (52.9%) feels very safe in their neighborhoods and a further 40.3% feel somewhat safe. Very few feel somewhat unsafe (6.1%) and fewer still (0.7%) feel very unsafe in their neighborhoods.

Changes in Perception of Neighborhood Safety

A large majority of Lethbridge residents (72.3%) feel just as safe in their neighborhood this year as they did one year ago. Slightly more Lethbridge residents feel less safe (15.9%) than those who feel safer (11.8%) this year compared to last year. Women (20.8%) are twice as likely as are men (10.8%) to feel less safe in their neighborhoods this year.

Executive Summary (continued)

Community Safety (continued)

Reasons for Feeling Less Safe in Neighborhood

Of the 15.9% who feel less safe in their neighborhoods this year compared to one year ago, a substantial plurality (38.2%) stated that property crimes were the main reason they feel less safe. A further 16.2% said violent crime was their main concern (only 2.5% of the total respondents surveyed.) Approximately one in ten cited societal changes, drugs, or undesirable people in their neighborhoods as the main reason for feeling less safe. A further 7.4% referred to general problems specific to their neighborhood while only 6.4% (1% of the total respondents) cited police problems for their declining feelings of safety in their neighborhoods.

Downtown Safety

Overall, Lethbridge residents feel safe when visiting downtown Lethbridge, although less safe than they feel in their own neighborhoods. A majority of Lethbridge residents feel somewhat safe (53.2%) when visiting downtown Lethbridge, while just under one-quarter (23.1%) feel very safe downtown. Less than one-quarter of Lethbridge residents do not feel safe downtown, with most of those (18.9%) feeling somewhat unsafe. Only a very small number (4.8%) feel very unsafe while visiting downtown.

Frequency of Visits to Downtown Lethbridge

Most Lethbridge residents frequent downtown on a regular basis. Less than one in six Lethbridge residents (16.1%) go downtown daily, and less than half (42.1%) visit downtown on a weekly basis. One-quarter of Lethbridge residents (25.9%) visit downtown at least monthly, while 9.9% go downtown only a few times per year. Approximately one in twenty Lethbridge residents (6.0%) report that they rarely or never go downtown.

Policing Priorities

When asked to prioritize from a list of four activities that Lethbridge Police Service could devote greater time and resources to, a clear consensus emerged with crime prevention topping the list for respondents' first (and second) priorities. Drug enforcement followed as the second most important area to which resident would prefer LPS to devote more time and resources. Community visibly emerged as the third most prioritized area, while traffic enforcement came in fourth. Less than one in twenty respondents offered their own suggestions beyond the four listed.

Overall Performance Evaluation

A substantial majority of Lethbridge residents (73.4%) believe Lethbridge Police Service is doing a good job policing their community, a noticeable increase from the 63.7% who thought similarly in 2006. Very few Lethbridge residents (5.7%) believe LPS is doing a poor job, while approximately one-fifth (20.9%) say the police are performing adequately.

Substantial majorities within all demographic groups evaluate Lethbridge Police Service positively. Women (76.4%), university graduates (83.7%), seniors (77.1%), and upper income residents (76.7%) are most positive. Men (70.2%), lower income earners (70.5), less educated residents, and the youth (65.6%) are less positive, although still much more positive than negative.

Residents who had direct personal contact with a LPS officer in the past year are just as likely (73.4%) as are those who had no contact (73.5%) to believe the police are doing a good job.

| | 2006 | 2007 | 2010 | 2011 | 2012 | 2013 | 2014 | 2015 | 2016 | 2017 |
|----------|------|------|------|------|------|------|------|------|------|-------------|
| Good | 63.7 | 64.1 | 69.9 | 70.5 | 70.3 | 67.4 | 69.5 | 72.7 | 72.0 | 73.4 |
| Adequate | 27.7 | 28.7 | 24.5 | 23.6 | 25.6 | 29.0 | 25.1 | 21.7 | 24.4 | 20.9 |
| Poor | 8.6 | 7.2 | 5.6 | 5.9 | 4.1 | 3.6 | 5.4 | 5.6 | 3.6 | 5.7 |

| | 2006 | 2007 | 2010 | 2011 | 2012 | 2013 | 2014 | 2015 | 2016 | 2017 |
|-----------|------|------|------|------|------|------|------|------|------|-------------|
| Very good | 19.9 | 23.7 | 17.3 | 21.1 | 30.7 | 22.1 | 28.1 | 30.9 | 30.5 | 30.7 |
| Good | 43.8 | 40.4 | 52.6 | 49.4 | 39.6 | 45.3 | 41.4 | 41.8 | 41.5 | 42.7 |
| Adequate | 27.7 | 28.7 | 24.5 | 23.6 | 25.6 | 29.0 | 25.1 | 21.7 | 24.4 | 20.9 |
| Poor | 6.1 | 5.5 | 3.4 | 4.6 | 3.0 | 2.7 | 4.1 | 4.6 | 2.6 | 3.4 |
| Very Poor | 2.5 | 1.7 | 2.2 | 1.4 | 1.1 | 0.9 | 1.3 | 1.0 | 1.0 | 2.3 |

Note: Due to rounding, proportions may not total exactly 100%

Lethbridge Police Service Performance (February 2017) (%)

| Gender* | Male | Female | Lethbridge |
|----------|------|--------|------------|
| Good | 70.2 | 76.4 | 73.4 |
| Adequate | 23.6 | 18.4 | 20.9 |
| Poor | 6.2 | 5.1 | 5.7 |

| Contact in past year | Yes | No |
|----------------------|------|------|
| Good | 73.4 | 73.5 |
| Adequate | 19.7 | 21.9 |
| Poor | 6.9 | 4.6 |

| Area | South | North | West |
|----------|-------|-------|------|
| Good | 73.6 | 74.1 | 72.6 |
| Adequate | 20.3 | 19.3 | 22.6 |
| Poor | 6.1 | 6.6 | 4.8 |

| Household Income* | Under \$40,000 | \$40,001 to \$100,000 | Over \$100,000 |
|-------------------|----------------|-----------------------|----------------|
| Good | 70.5 | 75.2 | 76.7 |
| Adequate | 21.6 | 19.9 | 19.0 |
| Poor | 8.0 | 4.9 | 4.3 |

| Education* | High School or less | Some Post-secondary | College-Tech-Trade | University Grad |
|------------|---------------------|---------------------|--------------------|-----------------|
| Good | 69.2 | 68.8 | 70.0 | 83.7 |
| Adequate | 21.4 | 24.2 | 23.3 | 15.1 |
| Poor | 9.4 | 7.0 | 6.7 | 1.2 |

| Age* | 18-29 | 30-44 | 45-64 | 65 and older |
|----------|-------|-------|-------|--------------|
| Good | 65.6 | 75.2 | 76.8 | 77.1 |
| Adequate | 24.7 | 21.1 | 18.6 | 19.2 |
| Poor | 9.7 | 3.7 | 4.6 | 3.7 |

| Visits Downtown | Daily | Weekly | Monthly or less |
|-----------------|-------|--------|-----------------|
| Good | 73.3 | 74.5 | 72.6 |
| Adequate | 21.6 | 20.8 | 20.7 |
| Poor | 5.2 | 4.7 | 6.7 |

Notes: Due to rounding, proportions may not total exactly 100%; * sig < 0.05

Meeting Expectations

A substantial majority of Lethbridge residents (69.0%) believes LPS is doing a good job meeting residents' expectations about what a police service should be doing. Less than one in twenty Lethbridge residents (4.0%) believe LPS is doing a poor job meeting expectations while the remaining 27.0% believe LPS to be adequately meeting residents' expectations.

Very few demographic differences are measures when considering whether LPS is meeting residents' expectations. Only education and frequency of visits downtown significantly impact opinion, with university graduates (80.2%) most likely to say LPS is meeting their expectations, compared to only 60.8% of those with the least amount of education who thought similarly. In addition, those who frequent downtown Lethbridge on a weekly basis (73.7%) and daily (69.7%) are more likely to think LPS is meeting their expectations than are those who frequent downtown monthly or less (64.1%).

Lethbridge residents who had direct contact with an LPS officer in the past year are just as likely to believe LPS is meeting residents' expectations (69.1%) as are those who did not have LSP contact (68.8%).

| | 2006 | 2007 | 2010 | 2011 | 2012 | 2013 | 2014 | 2015 | 2016 | 2017 |
|----------|------|------|------|------|------|------|------|------|------|-------------|
| Good | 64.3 | 58.3 | 65.4 | 67.0 | 68.6 | 63.3 | 68.1 | 70.5 | 67.7 | 69.0 |
| Adequate | 30.2 | 35.0 | 29.6 | 26.7 | 27.8 | 32.1 | 28.2 | 24.5 | 28.2 | 27.0 |
| Poor | 5.6 | 6.7 | 5.0 | 6.3 | 3.6 | 4.6 | 3.7 | 5.0 | 4.1 | 4.0 |

| | 2006 | 2007 | 2010 | 2011 | 2012 | 2013 | 2014 | 2015 | 2016 | 2017 |
|-----------|------|------|------|------|------|------|------|------|------|-------------|
| Very good | 15.9 | 14.8 | 14.5 | 15.5 | 22.7 | 17.3 | 23.9 | 22.3 | 24.9 | 22.2 |
| Good | 48.4 | 43.5 | 50.9 | 51.6 | 45.9 | 46.0 | 44.2 | 48.2 | 42.8 | 46.8 |
| Adequate | 30.2 | 35.0 | 29.6 | 26.7 | 27.8 | 32.1 | 28.2 | 24.5 | 28.2 | 27.0 |
| Poor | 3.6 | 5.5 | 4.3 | 4.6 | 3.0 | 4.0 | 1.8 | 4.3 | 2.8 | 2.9 |
| Very Poor | 2.0 | 1.2 | 0.7 | 1.7 | 0.5 | 0.6 | 1.8 | 0.7 | 1.3 | 1.1 |

Note: Due to rounding, proportions may not total exactly 100%

Meeting Expectations (February 2017) (%)

| Gender | Male | Female | Lethbridge |
|----------|------|--------|------------|
| Good | 67.3 | 70.7 | 69.0 |
| Adequate | 28.4 | 25.8 | 27.0 |
| Poor | 4.3 | 3.6 | 4.0 |

| Contact in past year | Yes | No |
|----------------------|------|------|
| Good | 69.1 | 68.8 |
| Adequate | 25.6 | 28.4 |
| Poor | 5.3 | 2.8 |

| Area | South | North | West |
|----------|-------|-------|------|
| Good | 70.9 | 66.2 | 69.5 |
| Adequate | 25.7 | 28.0 | 27.3 |
| Poor | 3.3 | 5.8 | 3.1 |

| Household Income | Under \$40,000 | \$40,001 to \$100,000 | Over \$100,000 |
|------------------|----------------|-----------------------|----------------|
| Good | 67.3 | 68.5 | 72.7 |
| Adequate | 28.8 | 26.9 | 24.7 |
| Poor | 3.9 | 4.7 | 2.6 |

| Education* | High School or less | Some Post-secondary | College-Tech-Trade | University Grad |
|------------|---------------------|---------------------|--------------------|-----------------|
| Good | 60.8 | 67.2 | 64.2 | 80.2 |
| Adequate | 34.0 | 28.5 | 30.0 | 18.6 |
| Poor | 5.2 | 4.3 | 5.8 | 1.2 |

| Age | 18-29 | 30-44 | 45-64 | 65 and older |
|----------|-------|-------|-------|--------------|
| Good | 66.3 | 74.3 | 67.3 | 70.7 |
| Adequate | 29.5 | 22.4 | 28.4 | 26.2 |
| Poor | 4.2 | 3.3 | 4.3 | 3.1 |

| Visits Downtown* | Daily | Weekly | Monthly or less |
|------------------|-------|--------|-----------------|
| Good | 69.7 | 73.7 | 64.1 |
| Adequate | 24.8 | 23.1 | 31.7 |
| Poor | 5.6 | 3.2 | 4.2 |

Notes: Due to rounding, proportions may not total exactly 100%; * sig < 0.05

Changes in Meeting Expectations

Most Lethbridge residents (79.8%) believe LPS has neither improved nor worsened in meeting expectations in the past year. Of those who believe LPS has changed in meeting expectations, nearly four times more Lethbridge residents believe LPS has improved (15.9%) than believe LPS has gotten worse (4.3%).

Few differences in opinion are measured between different demographic groups, although lower income residents (20.3%) are significantly more likely than are other income groups to believe LPS has improved in meeting residents' expectations about what a police service should be doing. Women (17.9%) are also slightly more likely than are men (13.7%) to believe LPS has improved in meeting their expectations.

Lethbridge residents who had direct contact with an LPS officer in the past year are slightly more likely to believe LPS to have improved in meeting expectations (17.9%) than are those who had no contact (13.8%).

| | 2006 | 2007 | 2010 | 2011 | 2012 | 2013 | 2014 | 2015 | 2016 | 2017 |
|-------------|------|------|------|------|------|------|------|------|------|-------------|
| Improved | 24.3 | 17.4 | 18.2 | 16.0 | 16.0 | 17.0 | 16.8 | 17.0 | 19.5 | 15.9 |
| Stayed Same | 71.9 | 77.2 | 78.4 | 79.9 | 80.5 | 77.0 | 75.9 | 78.1 | 76.8 | 79.8 |
| Worsened | 3.7 | 5.4 | 3.4 | 4.1 | 3.5 | 6.0 | 7.3 | 4.9 | 3.8 | 4.3 |

Note: Due to rounding, proportions may not total exactly 100%

Changes in Meeting Expectations (February 2017) (%)

| Gender* | Male | Female | Lethbridge |
|-----------------|------|--------|------------|
| Improved | 13.7 | 17.9 | 15.9 |
| Stayed the same | 81.2 | 78.5 | 79.8 |
| Worsened | 5.1 | 3.6 | 4.3 |

| Contact in past year | Yes | No |
|----------------------|------|------|
| Improved | 17.9 | 13.8 |
| Stayed the same | 76.6 | 83.1 |
| Worsened | 5.5 | 3.1 |

| Area | South | North | West |
|-----------------|-------|-------|------|
| Improved | 16.0 | 20.0 | 12.6 |
| Stayed the same | 78.4 | 76.2 | 83.7 |
| Worsened | 5.6 | 3.8 | 3.6 |

| Household Income* | Under \$40,000 | \$40,001 to \$100,000 | Over \$100,000 |
|-------------------|----------------|-----------------------|----------------|
| Improved | 20.3 | 16.4 | 11.9 |
| Stayed the same | 75.3 | 79.7 | 84.7 |
| Worsened | 4.4 | 3.9 | 3.4 |

| Education | High School or less | Some Post-secondary | College-Tech-Trade | University Grad |
|-----------------|---------------------|---------------------|--------------------|-----------------|
| Improved | 20.7 | 17.9 | 12.6 | 14.2 |
| Stayed the same | 73.4 | 77.9 | 82.0 | 83.7 |
| Worsened | 5.8 | 4.2 | 5.3 | 2.0 |

| Age | 18-29 | 30-44 | 45-64 | 65 and older |
|-----------------|-------|-------|-------|--------------|
| Improved | 18.6 | 11.1 | 12.5 | 19.6 |
| Stayed the same | 75.7 | 87.2 | 83.0 | 76.5 |
| Worsened | 5.8 | 1.6 | 4.5 | 4.0 |

| Visits Downtown | Daily | Weekly | Monthly or less |
|-----------------|-------|--------|-----------------|
| Improved | 17.9 | 15.1 | 15.4 |
| Stayed the same | 76.1 | 81.5 | 80.0 |
| Worsened | 6.0 | 3.4 | 4.6 |

Notes: Due to rounding, proportions may not total exactly 100%; * sig < 0.05

Attitudes and Behavior of LPS Officers

The vast majority of Lethbridge residents (91.2%) believe LPS officers are polite and respectful. Only 8.8% of Lethbridge residents believe LPS officers are impolite and disrespectful (6.9% somewhat so, while only 1.9% believe LPS officers to be very impolite and disrespectful.)

All demographic groups within the city of Lethbridge agree by overwhelming majorities that LPS officers are polite and respectful. Statistically significant differences are measured within only two demographic categories. University graduates (94.3%) and seniors (93.8%) are more likely to rate LPS officers as polite and respectful than are the youth (86.7%) and those with less education.

Nine out of every ten Lethbridge residents who had direct contact with an LPS officer believe officers to be polite and respectful (89.9%), only slightly fewer than those who did not have contact (92.7%), but these differences are not statistically significant.

| | 2010 | 2011 | 2012 | 2013 | 2014 | 2015 | 2016 | 2017 |
|--------------------------|------|------|------|------|------|------|------|-------------|
| Polite & respectful | 89.2 | 89.9 | 88.4 | 87.5 | 85.6 | 88.5 | 91.5 | 91.2 |
| Impolite & disrespectful | 10.8 | 10.1 | 11.6 | 12.5 | 14.4 | 11.5 | 8.5 | 8.8 |

| | 2010 | 2011 | 2012 | 2013 | 2014 | 2015 | 2016 | 2017 |
|-----------------------------------|------|------|------|------|------|------|------|-------------|
| Very polite & respectful | 40.8 | 40.0 | 43.4 | 38.5 | 37.0 | 40.4 | 47.5 | 45.5 |
| Somewhat polite & respectful | 48.4 | 50.0 | 45.0 | 49.0 | 48.6 | 48.1 | 44.0 | 45.7 |
| Somewhat impolite & disrespectful | 8.1 | 7.5 | 9.1 | 10.5 | 9.4 | 9.8 | 6.1 | 6.9 |
| Very impolite & disrespectful | 2.7 | 2.6 | 2.4 | 2.0 | 5.0 | 1.7 | 2.4 | 1.9 |

Note: Due to rounding, proportions may not total exactly 100%

Attitudes and Behavior (February 2017) (%)

| Gender | Male | Female | Lethbridge |
|----------------------------|------|--------|------------|
| Polite and respectful | 90.6 | 91.8 | 91.2 |
| Impolite and disrespectful | 9.4 | 8.2 | 8.8 |

| Contact in past year | Yes | No |
|----------------------------|------|------|
| Polite and respectful | 89.9 | 92.7 |
| Impolite and disrespectful | 10.1 | 7.3 |

| Area | South | North | West |
|----------------------------|-------|-------|------|
| Polite and respectful | 91.5 | 90.3 | 91.7 |
| Impolite and disrespectful | 8.5 | 9.7 | 8.3 |

| Household Income | Under \$40,000 | \$40,001 to \$100,000 | Over \$100,000 |
|----------------------------|----------------|-----------------------|----------------|
| Polite and respectful | 89.8 | 91.8 | 90.6 |
| Impolite and disrespectful | 10.2 | 8.2 | 9.4 |

| Education* | High School or less | Some Post-secondary | College-Tech-Trade | University Grad |
|----------------------------|---------------------|---------------------|--------------------|-----------------|
| Polite and respectful | 90.4 | 89.9 | 90.2 | 94.3 |
| Impolite and disrespectful | 9.6 | 10.1 | 9.8 | 5.7 |

| Age* | 18-29 | 30-44 | 45-64 | 65 and older |
|----------------------------|-------|-------|-------|--------------|
| Polite and respectful | 86.7 | 93.4 | 92.4 | 93.8 |
| Impolite and disrespectful | 13.3 | 6.6 | 7.6 | 6.3 |

| Visits Downtown | Daily | Weekly | Monthly or less |
|----------------------------|-------|--------|-----------------|
| Polite and respectful | 91.3 | 92.0 | 90.4 |
| Impolite and disrespectful | 8.7 | 8.0 | 9.6 |

Notes: Due to rounding, proportions may not total exactly 100%; * sig < 0.05

Attitudes and Behavior (February 2017) (%)

| Gender | Male | Female | Lethbridge | |
|---------------------------------|---------------------|-----------------------|--------------------|-----------------|
| Very polite/respectful | 42.7 | 47.8 | 45.5 | |
| Somewhat polite/respectful | 47.8 | 44.1 | 45.7 | |
| Somewhat impolite/disrespectful | 7.5 | 6.3 | 6.9 | |
| Very impolite/disrespectful | 2.0 | 1.8 | 1.9 | |
| Contact in past year | Yes | No | | |
| Very polite/respectful | 48.5 | 41.9 | | |
| Somewhat polite/respectful | 41.4 | 50.8 | | |
| Somewhat impolite/disrespectful | 7.1 | 6.6 | | |
| Very impolite/disrespectful | 3.0 | 0.7 | | |
| Area | South | North | West | |
| Very polite/respectful | 45.7 | 46.5 | 44.5 | |
| Somewhat polite/respectful | 45.7 | 43.6 | 47.2 | |
| Somewhat impolite/disrespectful | 6.7 | 7.2 | 6.9 | |
| Very impolite/disrespectful | 1.8 | 2.7 | 1.4 | |
| Household Income | Under \$40,000 | \$40,001 to \$100,000 | Over \$100,000 | |
| Very polite/respectful | 47.3 | 43.0 | 45.8 | |
| Somewhat polite/respectful | 42.5 | 48.8 | 44.7 | |
| Somewhat impolite/disrespectful | 8.4 | 5.7 | 8.4 | |
| Very impolite/disrespectful | 1.8 | 2.5 | 1.1 | |
| Education | High School or less | Some Post-secondary | College-Tech-Trade | University Grad |
| Very polite/respectful | 44.2 | 43.8 | 43.1 | 50.7 |
| Somewhat polite/respectful | 45.8 | 46.3 | 47.2 | 43.6 |
| Somewhat impolite/disrespectful | 7.1 | 9.0 | 6.2 | 4.8 |
| Very impolite/disrespectful | 2.9 | 0.8 | 3.5 | 0.9 |
| Age* | 18-29 | 30-44 | 45-64 | 65 and older |
| Very polite/respectful | 38.6 | 43.6 | 46.2 | 54.5 |
| Somewhat polite/respectful | 48.1 | 49.8 | 46.2 | 39.6 |
| Somewhat impolite/disrespectful | 9.5 | 6.2 | 6.6 | 4.6 |
| Very impolite/disrespectful | 3.9 | 0.4 | 1.0 | 1.3 |
| Visits Downtown | Daily | Weekly | Monthly or less | |
| Very polite/respectful | 44.5 | 46.0 | 45.3 | |
| Somewhat polite/respectful | 46.4 | 46.0 | 45.1 | |
| Somewhat impolite/disrespectful | 8.1 | 6.9 | 6.5 | |
| Very impolite/disrespectful | 1.0 | 1.1 | 3.2 | |

Notes: Due to rounding, proportions may not total exactly 100%; * sig < 0.05

Direct Contact with LPS Officer in Past Year

Exactly half of all Lethbridge residents (50.0%) had some direct contact with a LPS officer over the past year.

Younger Lethbridge residents (61.9%) are much more likely to have contact with an LPS officer than are seniors (36.2%).

Interestingly, those most likely to frequent downtown Lethbridge are also most likely to have had direct contact with an LPS officer, clearly a reflection of LPS's efforts at being visible and interactive with downtown Lethbridge businesses, their employees and patrons.

Direct Contact with LPS Officer in the Past Year (February 2017)

| Gender | Male | Female | Lethbridge |
|--------|------|--------|------------|
| Yes | 52.6 | 47.6 | 50.0 |
| No | 47.4 | 52.4 | 50.0 |

| Area | South | North | West |
|------|-------|-------|------|
| Yes | 49.3 | 48.7 | 51.5 |
| No | 50.7 | 51.3 | 48.5 |

| Household Income | Under \$40,000 | \$40,001 to \$100,000 | Over \$100,000 |
|------------------|----------------|-----------------------|----------------|
| Yes | 51.1 | 49.0 | 56.4 |
| No | 48.9 | 51.0 | 43.6 |

| Education | High School or less | Some Post-secondary | College-Tech-Trade | University Grad |
|-----------|---------------------|---------------------|--------------------|-----------------|
| Yes | 42.3 | 56.0 | 53.4 | 46.7 |
| No | 57.7 | 44.0 | 46.6 | 53.3 |

| Age* | 18-29 | 30-44 | 45-64 | 65 and older |
|------|-------|-------|-------|--------------|
| Yes | 61.9 | 58.7 | 49.3 | 36.2 |
| No | 38.1 | 41.3 | 50.7 | 63.8 |

| Visits Downtown | Daily | Weekly | Monthly or less |
|-----------------|-------|--------|-----------------|
| Yes | 54.9 | 54.3 | 44.3 |
| No | 45.1 | 45.7 | 55.7 |

Notes: Due to rounding, proportions may not total exactly 100%; * sig < 0.05

Neighborhood Safety

For the most part, Lethbridge residents feel very safe in their neighborhoods. A majority (52.9%) feels very safe in their neighborhoods and a further 40.3% feel somewhat safe. Very few Lethbridge residents feel somewhat unsafe (6.1%) in their neighborhood and fewer still (0.7%) feel very unsafe in their neighborhoods.

Unlike in past years, Lethbridge women (47.7%) are significantly less likely to feel very safe in their neighborhoods than are men (58.6%).

University graduates (60.7%) and seniors (59.3%) are most likely to feel very safe in their neighborhoods. Younger (52.6%), lower income (50.5%), and north Lethbridge residents (46.3%) are somewhat less likely to feel very safe in their neighborhoods than are other residents, but the vast majority of all residents feel safe in their neighborhoods.

Residents who had contact with an LPS officer in the past year were just as likely to feel very safe (51.7%) or somewhat safe (39.8%) in their neighborhood as those who did not have contact (54.2% very safe and 41.0% somewhat safe.)

| | 2006 | 2007 | 2010 | 2011 | 2012 | 2013 | 2014 | 2015 | 2016 | 2017 |
|-----------------|------|------|------|------|------|------|------|------|------|-------------|
| Very safe | 60.7 | 49.8 | 59.9 | 54.2 | 62.1 | 59.0 | 61.8 | 60.9 | 58.4 | 52.9 |
| Somewhat safe | 32.2 | 42.9 | 36.2 | 41.4 | 34.9 | 35.8 | 30.7 | 33.8 | 34.9 | 40.3 |
| Somewhat unsafe | 4.9 | 6.6 | 3.5 | 3.5 | 2.3 | 4.6 | 6.4 | 3.7 | 5.2 | 6.1 |
| Very unsafe | 2.1 | 0.7 | 0.4 | 1.0 | 0.7 | 0.6 | 1.1 | 1.6 | 1.5 | 0.7 |

Note: Due to rounding, proportions may not total exactly 100%

Evaluations of Neighborhood Safety (February 2017) (%)

| Gender* | Male | Female | Lethbridge |
|-----------------|------|--------|------------|
| Very safe | 58.6 | 47.7 | 52.9 |
| Somewhat safe | 35.8 | 44.8 | 40.3 |
| Somewhat unsafe | 5.2 | 6.7 | 6.1 |
| Very unsafe | 0.4 | 0.8 | 0.7 |

| Contact in past year | Yes | No |
|----------------------|------|------|
| Very safe | 51.7 | 54.2 |
| Somewhat safe | 39.8 | 41.0 |
| Somewhat unsafe | 7.7 | 4.3 |
| Very unsafe | 0.8 | 0.6 |

| Area | South | North | West |
|-----------------|-------|-------|------|
| Very safe | 54.4 | 46.3 | 56.7 |
| Somewhat safe | 39.5 | 44.6 | 37.6 |
| Somewhat unsafe | 6.0 | 7.6 | 4.9 |
| Very unsafe | 0.0 | 1.4 | 0.7 |

| Household Income | Under \$40,000 | \$40,001 to \$100,000 | Over \$100,000 |
|------------------|----------------|-----------------------|----------------|
| Very safe | 50.5 | 52.0 | 56.7 |
| Somewhat safe | 39.6 | 42.7 | 37.5 |
| Somewhat unsafe | 8.2 | 5.1 | 5.5 |
| Very unsafe | 1.6 | 0.2 | 0.3 |

| Education* | High School or less | Some Post-secondary | College-Tech-Trade | University Grad |
|-----------------|---------------------|---------------------|--------------------|-----------------|
| Very safe | 53.1 | 49.8 | 47.5 | 60.7 |
| Somewhat safe | 38.0 | 42.8 | 43.7 | 36.2 |
| Somewhat unsafe | 6.6 | 7.0 | 8.2 | 2.9 |
| Very unsafe | 2.2 | 0.5 | 0.5 | 0.2 |

| Age* | 18-29 | 30-44 | 45-64 | 65 and older |
|-----------------|-------|-------|-------|--------------|
| Very safe | 52.6 | 45.9 | 52.6 | 59.8 |
| Somewhat safe | 34.6 | 48.8 | 41.8 | 36.3 |
| Somewhat unsafe | 11.4 | 4.5 | 5.1 | 3.3 |
| Very unsafe | 1.4 | 0.8 | 0.4 | 0.5 |

| Visits Downtown | Daily | Weekly | Monthly or less |
|-----------------|-------|--------|-----------------|
| Very safe | 51.7 | 53.9 | 52.8 |
| Somewhat safe | 41.9 | 40.7 | 39.0 |
| Somewhat unsafe | 5.9 | 5.1 | 7.2 |
| Very unsafe | 0.4 | 0.3 | 1.0 |

Notes: Due to rounding, proportions may not total exactly 100%; * sig < 0.05

Changes in Perception of Neighborhood Safety

A large majority of Lethbridge residents (72.3%) feel just as safe in their neighborhood this year as they did one year ago. Nevertheless, of those whose feelings of safety have changed, slightly more Lethbridge residents feel less safe (15.9%) than those who feel more safe (11.8%) this year compared to last year. Only 2.4% of Lethbridge residents feel much less safe in their neighborhoods this year, while 13.5% feel somewhat less safe. Conversely, 7.7% of Lethbridge residents feel somewhat safer this year, while 4.1% feel much safer.

Women (20.8%) are twice as likely as are men (10.8%) to feel less safe in their neighborhoods this year compared to last year. Only 3.4% of all women feel much less safe in their neighborhoods this year, while 17.2% feel somewhat less safe. This compares to only 1.1% of men who feel much less safe this year and slightly less than one in ten (9.6%) who feel somewhat less safe in their neighborhoods compared to a year ago.

Interestingly, all areas of the city report similar levels of changes in their feelings of safety in their neighborhoods. Only income and age significantly affect changes in feelings of neighborhood safety, with the youth (19.3%) twice as likely as all other age groups to feel more safe in their neighborhoods this year. Lower income earners (21.1%) are also much more likely than are other income groups to feel more safe in their neighborhoods this year. Upper income earners (18.3%) are slightly more likely than are other income groups to feel less safe in their neighborhoods this year compared to last year.

| Change in Perceptions of Neighborhood Safety | Men | Women | All Residents | All Residents | |
|--|------|-------|---------------|----------------------|------|
| Much more safe | 4.4 | 3.4 | 4.1 | More safe | 11.8 |
| Somewhat more safe | 7.7 | 7.7 | 7.7 | No more or less safe | 72.3 |
| No more or less safe | 77.2 | 68.2 | 72.3 | Less safe | 15.9 |
| Somewhat less safe | 9.6 | 17.2 | 13.5 | | |
| Much less safe | 1.1 | 3.4 | 2.4 | | |

Note: Due to rounding, proportions may not total exactly 100%

Changes in Perceptions of Neighborhood Safety (February 2017) (%)

| Gender* | Male | Female | Lethbridge |
|----------------------|------|--------|------------|
| More safe | 12.1 | 11.1 | 11.8 |
| No more or less safe | 77.2 | 68.1 | 72.3 |
| Less safe | 10.8 | 20.8 | 15.9 |

| Contact in past year | Yes | No |
|----------------------|------|------|
| More safe | 13.3 | 10.7 |
| No more or less safe | 68.1 | 76.4 |
| Less safe | 18.6 | 12.9 |

| Area | South | North | West |
|----------------------|-------|-------|------|
| More safe | 12.1 | 13.4 | 10.3 |
| No more or less safe | 71.5 | 70.6 | 74.4 |
| Less safe | 16.5 | 16.0 | 15.3 |

| Household Income* | Under \$40,000 | \$40,001 to \$100,000 | Over \$100,000 |
|----------------------|----------------|-----------------------|----------------|
| More safe | 21.6 | 11.1 | 5.2 |
| No more or less safe | 62.7 | 74.4 | 76.5 |
| Less safe | 15.7 | 14.5 | 18.3 |

| Education | High School or less | Some Post-secondary | College-Tech-Trade | University Grad |
|----------------------|---------------------|---------------------|--------------------|-----------------|
| More safe | 14.4 | 15.3 | 10.0 | 8.5 |
| No more or less safe | 68.9 | 68.6 | 73.3 | 77.5 |
| Less safe | 16.7 | 16.1 | 16.7 | 14.0 |

| Age* | 18-29 | 30-44 | 45-64 | 65 and older |
|----------------------|-------|-------|-------|--------------|
| More safe | 19.3 | 10.6 | 7.2 | 10.5 |
| No more or less safe | 66.1 | 69.8 | 77.9 | 73.4 |
| Less safe | 14.6 | 19.6 | 14.9 | 16.1 |

| Visits Downtown | Daily | Weekly | Monthly or less |
|----------------------|-------|--------|-----------------|
| More safe | 12.9 | 11.8 | 11.2 |
| No more or less safe | 67.9 | 74.9 | 71.7 |
| Less safe | 19.2 | 13.3 | 17.2 |

Notes: Due to rounding, proportions may not total exactly 100%; * sig < 0.05

Reasons for Change in Perception of Neighborhood Safety

As noted above, a large majority of Lethbridge residents (72.3%) feel just as safe in their neighborhood this year as they did one year ago while 11.8% feel safer than they did last year.

Of the 15.9% who feel less safe, a substantial plurality (38.2%) stated that property crimes are the main reason they feel less safe in their neighborhood this year than they did one year earlier. A further 16.2% said violent crime is their main concern (only 2.5% of the total respondents surveyed.) Slightly more than one in ten (12.1%) cited societal changes of some kind – including problems associated with the economy, growth in the city of Lethbridge, or other societal factors – as the reason for their decreased feelings of neighborhood safety. A similar number (11.2%) referred to drugs (and often the crime associated with the drug trade) as the main reason they feel less safe this year. Less than one in ten (8.5%) mentioned undesirable people in their neighborhoods, often citing a large number of rental accommodations as the source. A further 7.4% referred to problems – other than property or violent crime, drugs, or general societal problems – that are specific to their neighborhood.

Only 6.4% (1% of the total respondents) cited policing issues for their declining feelings of safety in their neighborhoods.

Women are more likely to cite property (42.1%) and violent crime (18.6%) than are men (31.3% and 12.5% respectively) as the reason they feel less safe in their neighborhoods. Men (15.0%) are more likely than are women (9.3%) to cite drugs as their main concern.

West Lethbridge residents who feel less safe this year are more concerned about violent crime (24.7%) than are their south (16.3%) and north (6.3%) Lethbridge counterparts. North (14.1%) and south (12.5%) residents are more concerned about drugs than are west Lethbridge residents (7.4%).

Lower income residents (25.0%) are much more concerned about violent crime than are middle (16.9%) and upper income residents (11.9%). Lower income residents are less concerned about property crime (26.9%) than are residents with higher incomes.

Younger residents are much less concerned about drugs (5.3%) than are older residents, especially seniors (20.8%). However, the youth are more concerned about violent crime (22.1%) and are more likely to blame society generally (21.1%) than are older residents.

| Reasons for Feeling Less Safe in Neighborhood | All residents | Residents who feel less safe (15.9% of total) |
|---|---------------|--|
| Property Crime | 5.8 | 38.2 |
| Violent Crime | 2.5 | 16.2 |
| Society/City (general/change/growth problems) | 1.8 | 12.1 |
| Drugs | 1.7 | 11.2 |
| Undesirable People - Rentals | 1.3 | 8.5 |
| General Neighborhood (problems) | 1.1 | 7.4 |
| Police Issues | 1.0 | 6.4 |

Note: Due to rounding, proportions may not total exactly 100%

Reasons for Feeling Less Safe in Neighborhood (February 2017) (%)

| Gender* | Male | Female | Lethbridge |
|----------------|------|--------|------------|
| Property Crime | 31.3 | 42.1 | 38.2 |
| Violent Crime | 12.5 | 18.6 | 16.2 |
| Society/City | 11.3 | 12.9 | 12.1 |
| Drugs | 15.0 | 9.3 | 11.2 |

| Area | South | North | West |
|----------------|-------|-------|------|
| Property Crime | 40.0 | 39.1 | 35.8 |
| Violent Crime | 16.3 | 6.3 | 24.7 |
| Society/City | 7.5 | 17.2 | 12.3 |
| Drugs | 12.5 | 14.1 | 7.4 |

| Household Income | Under \$40,000 | \$40,001 to \$100,000 | Over \$100,000 |
|------------------|----------------|-----------------------|----------------|
| Property Crime | 26.9 | 46.5 | 42.4 |
| Violent Crime | 25.0 | 16.9 | 11.9 |
| Society/City | 13.5 | 4.2 | 22.0 |
| Drugs | 7.7 | 18.3 | 3.4 |

| Education* | High School or less | Some Post-secondary | College-Tech-Trade | University Grad |
|----------------|---------------------|---------------------|--------------------|-----------------|
| Property Crime | 30.2 | 45.3 | 30.6 | 43.4 |
| Violent Crime | 9.3 | 17.2 | 16.1 | 20.8 |
| Society/City | 18.6 | 12.5 | 11.3 | 7.5 |
| Drugs | 11.6 | 6.3 | 14.5 | 13.2 |

| Age | 18-29 | 30-44 | 45-64 | 65 and older |
|----------------|-------|-------|-------|--------------|
| Property Crime | 36.8 | 49.0 | 35.5 | 32.1 |
| Violent Crime | 22.8 | 18.4 | 11.3 | 13.2 |
| Society/City | 21.1 | 10.2 | 9.7 | 7.5 |
| Drugs | 5.3 | 10.2 | 11.3 | 20.8 |

| Visits Downtown | Daily | Weekly | Monthly or less |
|-----------------|-------|--------|-----------------|
| Property Crime | 35.0 | 43.9 | 35.7 |
| Violent Crime | 15.0 | 18.3 | 15.3 |
| Society/City | 10.0 | 7.3 | 17.3 |
| Drugs | 17.5 | 9.8 | 10.2 |

Notes: Due to rounding, proportions may not total exactly 100%; * sig < 0.05

Downtown Safety

Overall, Lethbridge residents feel safe when visiting downtown Lethbridge, although less safe than they feel in their own neighborhoods. A majority of Lethbridge residents feel somewhat safe (53.2%) when visiting downtown Lethbridge, while just under one-quarter (23.1%) feel very safe downtown. Less than one-quarter of Lethbridge residents do not feel safe downtown, with most of those (18.9%) feeling somewhat unsafe. Only a very small number (4.8%) feel very unsafe while visiting downtown.

As was observed with respect to neighborhood safety, Lethbridge women feel less safe when visiting downtown than do Lethbridge men. Only 17.1% of women feel very safe when visiting downtown, compared to nearly three of every ten Lethbridge men (29.5%) who feel very safe when downtown.

As has been observed previously, younger residents (16.6%) are slightly less likely to feel very safe when visiting downtown Lethbridge than do other age groups, but younger residents are still much more likely to feel safe downtown than unsafe. Seniors are most likely to feel very safe when visiting downtown Lethbridge (28.7%).

Most of the differences in perceived levels of safety downtown parallel those found in perceptions of neighborhood safety. For example, the youth and lower income residents feel less safe in their own neighborhoods as well as downtown, indicating that socioeconomic factors are more likely to be at play here. Further, the data on the following page clearly indicate that those who frequent downtown most are also those who feel most safe downtown. Hence, while there may be a perception amongst some that downtown is less safe than other areas of the city, those opinions are most acute amongst socioeconomic groups who engage in activities that make them feel less safe more generally, and by those who do not frequent downtown very often. Clearly, residents who are most familiar with downtown are most likely to feel safe in that area of Lethbridge.

| | 2006 | 2007 | 2010 | 2011 | 2012 | 2013 | 2014 | 2015 | 2016 | 2017 |
|-----------------|------|------|------|------|------|------|------|------|------|-------------|
| Very safe | 24.1 | 23.2 | 25.1 | 30.7 | 29.5 | 23.1 | 25.4 | 22.4 | 23.8 | 23.1 |
| Somewhat safe | 54.9 | 53.1 | 53.6 | 52.4 | 53.8 | 55.6 | 54.4 | 53.9 | 53.5 | 53.2 |
| Somewhat unsafe | 16.9 | 19.6 | 18.1 | 15.0 | 14.9 | 18.9 | 15.6 | 19.8 | 18.9 | 18.9 |
| Very unsafe | 4.0 | 4.0 | 3.2 | 1.9 | 1.8 | 2.3 | 4.6 | 3.9 | 3.7 | 4.8 |

Note: Due to rounding, proportions may not total exactly 100%

Evaluations of Downtown Safety (February 2017) (%)

| Gender* | Male | Female | Lethbridge |
|-----------------|------|--------|------------|
| Very safe | 29.5 | 17.1 | 23.1 |
| Somewhat safe | 51.4 | 55.2 | 53.2 |
| Somewhat unsafe | 15.4 | 22.0 | 18.9 |
| Very unsafe | 3.8 | 5.7 | 4.8 |

| Contact in past year* | Yes | No |
|-----------------------|------|------|
| Very safe | 21.2 | 24.6 |
| Somewhat safe | 52.9 | 53.8 |
| Somewhat unsafe | 20.5 | 17.5 |
| Very unsafe | 5.5 | 4.1 |

| Area | South | North | West |
|-----------------|-------|-------|------|
| Very safe | 26.4 | 22.0 | 21.0 |
| Somewhat safe | 51.0 | 51.7 | 56.4 |
| Somewhat unsafe | 18.4 | 20.3 | 18.2 |
| Very unsafe | 4.2 | 5.9 | 4.5 |

| Household Income | Under \$40,000 | \$40,001 to \$100,000 | Over \$100,000 |
|------------------|----------------|-----------------------|----------------|
| Very safe | 23.1 | 23.6 | 23.0 |
| Somewhat safe | 53.5 | 51.9 | 56.3 |
| Somewhat unsafe | 18.0 | 20.2 | 16.7 |
| Very unsafe | 5.4 | 4.3 | 4.0 |

| Education* | High School or less | Some Post-secondary | College-Tech-Trade | University Grad |
|-----------------|---------------------|---------------------|--------------------|-----------------|
| Very safe | 19.3 | 20.2 | 19.1 | 31.4 |
| Somewhat safe | 47.5 | 55.5 | 53.8 | 54.3 |
| Somewhat unsafe | 25.9 | 19.9 | 20.8 | 11.9 |
| Very unsafe | 7.3 | 4.3 | 6.3 | 2.5 |

| Age* | 18-29 | 30-44 | 45-64 | 65 and older |
|-----------------|-------|-------|-------|--------------|
| Very safe | 16.6 | 20.6 | 25.2 | 28.7 |
| Somewhat safe | 55.5 | 57.2 | 54.2 | 48.0 |
| Somewhat unsafe | 22.8 | 19.3 | 15.3 | 19.6 |
| Very unsafe | 5.1 | 2.9 | 5.3 | 3.8 |

| Visits Downtown | Daily | Weekly | Monthly or less |
|-----------------|-------|--------|-----------------|
| Very safe | 26.6 | 27.3 | 17.2 |
| Somewhat safe | 51.5 | 53.9 | 53.1 |
| Somewhat unsafe | 17.5 | 15.7 | 22.9 |
| Very unsafe | 4.4 | 3.1 | 6.8 |

Notes: Due to rounding, proportions may not total exactly 100%; * sig < 0.05

Frequency of Visits to Downtown Lethbridge

Most Lethbridge residents frequent downtown on a regular basis. Less than one in six Lethbridge residents (16.1%) go downtown daily, and less than half (42.1%) visit downtown on a weekly basis. One-quarter of Lethbridge residents (25.9%) visit downtown at least monthly, while one in ten (9.9%) go downtown only a few times per year. Approximately one in twenty Lethbridge residents (6.0%) report that they rarely or never go downtown.

Upper income earners, men, and middle aged and younger residents frequent downtown Lethbridge more often than do women, seniors or lower income earners.

| | Lethbridge | | | | | | | | | |
|-----------------|------------|------|------|------|------|------|------|------|------|-------------|
| | 2006 | 2007 | 2010 | 2011 | 2012 | 2013 | 2014 | 2015 | 2016 | 2017 |
| Daily | 23.6 | 19.9 | 20.4 | 15.9 | 18.9 | 18.5 | 18.0 | 20.2 | 17.1 | 16.1 |
| Weekly | 47.8 | 46.2 | 47.0 | 51.6 | 46.5 | 45.9 | 46.5 | 43.2 | 50.0 | 42.1 |
| Monthly or less | 28.7 | 33.8 | 32.6 | 32.4 | 34.6 | 35.5 | 35.6 | 36.7 | 32.9 | 41.8 |

| | Lethbridge | | | | | | | | | |
|-----------------|------------|------|------|------|------|------|------|------|------|-------------|
| | 2006 | 2007 | 2010 | 2011 | 2012 | 2013 | 2014 | 2015 | 2016 | 2017 |
| Daily | 23.6 | 19.9 | 20.4 | 15.9 | 18.9 | 18.5 | 18.0 | 20.2 | 17.1 | 16.1 |
| Weekly | 47.8 | 46.2 | 47.0 | 51.6 | 46.5 | 45.9 | 46.5 | 43.2 | 50.0 | 42.1 |
| Monthly | 17.4 | 19.3 | 21.3 | 19.7 | 22.1 | 23.3 | 25.2 | 25.6 | 21.1 | 25.9 |
| Few times/year | 4.8 | 7.3 | 6.3 | 7.1 | 6.0 | 9.0 | 6.7 | 6.1 | 7.6 | 9.9 |
| Rarely or never | 6.4 | 7.3 | 5.0 | 5.6 | 6.4 | 3.3 | 3.6 | 4.9 | 4.2 | 6.0 |

Note: Due to rounding, proportions may not total exactly 100%

Frequency of Visits to Downtown Lethbridge (February 2017) (%)

| Gender* | Male | Female | Lethbridge |
|-----------------|------|--------|------------|
| Daily | 17.8 | 14.5 | 16.1 |
| Weekly | 44.8 | 39.5 | 42.1 |
| Monthly or less | 37.4 | 46.0 | 41.8 |

| Contact in past year* | Yes | No |
|-----------------------|------|------|
| Daily | 17.7 | 14.7 |
| Weekly | 45.3 | 38.5 |
| Monthly or less | 37.0 | 46.8 |

| Area | South | North | West |
|-----------------|-------|-------|------|
| Daily | 15.8 | 15.2 | 17.0 |
| Weekly | 46.0 | 35.7 | 43.4 |
| Monthly or less | 38.1 | 49.0 | 39.6 |

| Household Income* | Under \$40,000 | \$40,001 to \$100,000 | Over \$100,000 |
|-------------------|----------------|-----------------------|----------------|
| Daily | 14.0 | 15.8 | 23.0 |
| Weekly | 44.1 | 38.6 | 45.3 |
| Monthly or less | 41.9 | 45.6 | 31.7 |

| Education* | High School or less | Some Post-secondary | College-Tech-Trade | University Grad |
|-----------------|---------------------|---------------------|--------------------|-----------------|
| Daily | 12.5 | 14.3 | 19.2 | 17.8 |
| Weekly | 36.2 | 45.7 | 35.3 | 48.8 |
| Monthly or less | 51.3 | 39.9 | 45.5 | 33.4 |

| Age* | 18-29 | 30-44 | 45-64 | 65 and older |
|-----------------|-------|-------|-------|--------------|
| Daily | 13.9 | 22.4 | 18.4 | 11.2 |
| Weekly | 51.4 | 44.3 | 37.1 | 38.5 |
| Monthly or less | 34.7 | 33.3 | 44.5 | 50.3 |

Notes: Due to rounding, proportions may not total exactly 100%; * sig < 0.05

Priorities or Policing Time and Resources

1st Priority

When asked to prioritize from a list of four activities to which LPS could devote greater time and resources, a clear consensus emerged with crime prevention (40.2%) topping the list. Drug enforcement (28.9%) followed as the second most important priority. Community visibility (16.8%) emerged as the third most important area while traffic enforcement (10.5%) came in fourth. Less than one in twenty-five respondents (3.6%) offered their own suggestions beyond the four that we listed.

No significant gender differences appear with approximately two of every five men (38.8%) and women (41.5%) choosing crime prevention as their top priority. Slightly less than three of every ten men (29.3%) and women (28.6%) prioritized drug enforcement.

Crime prevention and drug enforcement are the two top priorities in all areas of the city, with west Lethbridge residents most supportive of crime prevention (42.8%). South Lethbridge residents are slightly more interested in community visibility (19.8%) and traffic enforcement (13.0%) than are other residents, while north side residents are slightly more supportive of drug enforcement (31.4%) than are residents in other areas of the city.

No significant differences in priorities are measured between income groups, although lower income residents are slightly more likely to prioritize crime prevention (46.4%), while upper income residents are slightly more likely to prioritize drug enforcement (32.6%).

No significant differences are measured between income groups; however, it is worth noting that those with the least amount of formal education are the only demographic group to prioritize drug enforcement (36.3%) over crime prevention (31.7%).

Although all age groups prioritize crime prevention first and drug enforcement second, significant differences are evident with the youth most interested in crime prevention (48.7%) and considerably less interested in drug enforcement (24.4%) than are other age groups. Seniors, on the other hand, are slightly less interested in crime prevention (34.0%) and more interested in traffic enforcement (15.8%) than are other age groups. In fact, support for crime prevention decreases consistently as age increases.

No significant differences are measured based on frequency of visits to downtown Lethbridge, although those who frequent downtown the least are also the least interested in crime prevention and the most interested in drug enforcement.

| | 1 st priority | 2 nd priority |
|----------------------|--------------------------|--------------------------|
| Crime prevention | 40.2 | 34.1 |
| Drug enforcement | 28.9 | 31.0 |
| Community visibility | 16.8 | 17.4 |
| Traffic enforcement | 10.5 | 13.2 |
| Some other activity | 3.6 | 4.2 |

Note: Due to rounding, proportions may not total exactly 100%

2nd Priority

No significant demographic differences are measured on any of the second priority choices. Subgroup patterns are similar to those observed with first priorities, with crime prevention as the clear second priority only being supplemented by drug enforcement in 25 demographic groups who had strongly endorsed crime prevention as their first priority.

1st Priority (February 2017) (%)

| Gender | Male | Female | Lethbridge |
|----------------------|------|--------|------------|
| Crime Prevention | 38.8 | 41.5 | 40.2 |
| Drug Enforcement | 29.3 | 28.6 | 28.9 |
| Community Visibility | 16.5 | 17.1 | 16.8 |
| Traffic Enforcement | 11.5 | 9.5 | 10.5 |
| Some other activity | 3.9 | 3.3 | 3.6 |

| Area* | South | North | West |
|----------------------|-------|-------|------|
| Crime Prevention | 38.7 | 38.7 | 42.8 |
| Drug Enforcement | 26.0 | 31.4 | 29.5 |
| Community Visibility | 19.8 | 16.2 | 14.4 |
| Traffic Enforcement | 13.0 | 9.7 | 9.0 |
| Some other activity | 2.6 | 4.0 | 4.3 |

| Household Income | Under \$40,000 | \$40,001 to \$100,000 | Over \$100,000 |
|----------------------|----------------|-----------------------|----------------|
| Crime Prevention | 46.4 | 38.1 | 38.3 |
| Drug Enforcement | 23.4 | 28.2 | 32.6 |
| Community Visibility | 15.7 | 17.0 | 19.1 |
| Traffic Enforcement | 9.7 | 14.1 | 6.0 |
| Some other activity | 4.8 | 2.7 | 4.0 |

| Education | High School or less | Some Post-secondary | College-Tech-Trade | University Grad |
|----------------------|---------------------|---------------------|--------------------|-----------------|
| Crime Prevention | 31.7 | 45.9 | 42.9 | 37.8 |
| Drug Enforcement | 36.3 | 24.5 | 28.0 | 29.2 |
| Community Visibility | 14.1 | 16.5 | 16.9 | 18.8 |
| Traffic Enforcement | 12.6 | 10.3 | 8.8 | 10.9 |
| Some other activity | 5.3 | 2.8 | 3.4 | 3.3 |

| Age* | 18-29 | 30-44 | 45-64 | 65 and older |
|----------------------|-------|-------|-------|--------------|
| Crime Prevention | 48.7 | 43.4 | 36.9 | 34.0 |
| Drug Enforcement | 24.4 | 31.4 | 29.4 | 30.5 |
| Community Visibility | 17.0 | 16.9 | 18.2 | 15.0 |
| Traffic Enforcement | 6.8 | 5.4 | 11.9 | 15.8 |
| Some other activity | 3.1 | 2.9 | 3.5 | 4.7 |

| Visits Downtown | Daily | Weekly | Monthly or less |
|----------------------|-------|--------|-----------------|
| Crime Prevention | 41.3 | 41.4 | 38.8 |
| Drug Enforcement | 25.6 | 26.8 | 32.1 |
| Community Visibility | 18.4 | 17.8 | 15.1 |
| Traffic Enforcement | 11.2 | 10.4 | 10.1 |
| Some other activity | 3.6 | 3.5 | 3.8 |

Notes: Due to rounding, proportions may not total exactly 100%; * sig < 0.05

2nd Priority (February 2017) (%)

| Gender | Male | Female | Lethbridge |
|----------------------|------|--------|------------|
| Crime Prevention | 35.5 | 33.1 | 34.1 |
| Drug Enforcement | 27.4 | 34.3 | 31.0 |
| Community Visibility | 18.3 | 16.9 | 17.4 |
| Traffic Enforcement | 13.3 | 12.9 | 13.2 |
| Some other activity | 5.5 | 2.7 | 4.2 |

| Area | South | North | West |
|----------------------|-------|-------|------|
| Crime Prevention | 34.8 | 32.0 | 35.1 |
| Drug Enforcement | 30.7 | 30.2 | 32.0 |
| Community Visibility | 16.0 | 16.1 | 19.7 |
| Traffic Enforcement | 13.6 | 17.6 | 9.5 |
| Some other activity | 5.0 | 4.0 | 3.7 |

| Household Income | Under \$40,000 | \$40,001 to \$100,000 | Over \$100,000 |
|----------------------|----------------|-----------------------|----------------|
| Crime Prevention | 30.1 | 33.7 | 38.3 |
| Drug Enforcement | 36.4 | 28.5 | 30.7 |
| Community Visibility | 13.2 | 19.9 | 17.6 |
| Traffic Enforcement | 14.9 | 14.0 | 9.3 |
| Some other activity | 5.4 | 3.9 | 4.1 |

| Education | High School or less | Some Post-secondary | College-Tech-Trade | University Grad |
|----------------------|---------------------|---------------------|--------------------|-----------------|
| Crime Prevention | 35.1 | 31.5 | 32.5 | 37.6 |
| Drug Enforcement | 28.2 | 28.3 | 35.7 | 31.9 |
| Community Visibility | 14.9 | 20.5 | 16.8 | 16.1 |
| Traffic Enforcement | 18.3 | 14.4 | 11.0 | 10.9 |
| Some other activity | 3.4 | 5.2 | 4.1 | 3.6 |

| Age | 18-29 | 30-44 | 45-64 | 65 and older |
|----------------------|-------|-------|-------|--------------|
| Crime Prevention | 33.0 | 34.2 | 35.0 | 33.4 |
| Drug Enforcement | 29.9 | 32.9 | 31.9 | 29.8 |
| Community Visibility | 19.0 | 15.8 | 18.8 | 16.0 |
| Traffic Enforcement | 11.8 | 12.5 | 11.7 | 17.2 |
| Some other activity | 6.3 | 4.6 | 2.6 | 3.6 |

| Visits Downtown | Daily | Weekly | Monthly or less |
|----------------------|-------|--------|-----------------|
| Crime Prevention | 32.3 | 33.6 | 35.4 |
| Drug Enforcement | 35.0 | 31.2 | 28.9 |
| Community Visibility | 15.0 | 18.7 | 17.2 |
| Traffic Enforcement | 12.3 | 11.8 | 15.3 |
| Some other activity | 5.5 | 4.8 | 3.2 |

Notes: Due to rounding, proportions may not total exactly 100%; * sig < 0.05

Demographics

| Gender (%) | | Area of City (%) | | Income (%) | | Education (%) | | Age (%) | |
|------------|------|------------------|------|----------------|------|-----------------|------|-------------|------|
| Male | 48.9 | South | 33.7 | Under \$40,000 | 30.0 | H-School/less | 18.7 | 18-29 | 25.3 |
| Female | 51.1 | North | 28.7 | \$40-100,000 | 44.7 | Some P-Sec. | 27.5 | 30-44 | 17.4 |
| | | West | 37.6 | Over \$100,000 | 25.3 | Col-Tech-Grad | 25.2 | 45-64 | 31.5 |
| | | | | | | University Grad | 28.6 | 65 or older | 25.8 |

Note: Due to rounding, proportions may not total exactly 100%

Questions

How would you rate the job the Lethbridge police are doing in policing our community?

We would like to know how the Lethbridge Police Service is meeting your expectations about what the police should be doing to keep Lethbridge a safe and secure place to live and work.

In the past year, would you say that Lethbridge Police Service has improved in meeting your expectations of what a police service should be doing, has neither improved nor worsened, or that Lethbridge Police Service has gotten worse in meeting your expectations of what a police service should be doing?

Overall, how would you rate Lethbridge Police Service officers' attitudes and behavior?

Have you had direct contact with a Lethbridge Police Service officer in the past year?

Overall, how safe do you feel in your neighborhood?

Please tell me if your feelings of safety in your neighborhood have changed in the past year. Would you say that you feel much more safe in your neighborhood than you did one year ago, somewhat more safe, no more or less safe than a year ago, somewhat less safe, or much less safe in your neighborhood than you did one year ago?

[Probe: only for those who stated they feel somewhat or much less safe]

In your own words, please tell me if there is one reason why you feel less safe in your neighborhood this year than you did one year ago?

Overall, how safe do you feel when you visit downtown Lethbridge for work, business, shopping or entertainment (including dining)?

How often do you visit downtown Lethbridge for work, business, shopping, or entertainment (including dining)?

Please tell me which of the following activities you would prefer Lethbridge Police Service to devote greater time and resources to: 1st & 2nd choices

- Traffic Enforcement (including more checkstops, equipment checks, speed enforcement)
- Community Visibility (including more bicycle or foot patrols, police cars in your neighborhood)
- Drug Enforcement (including increased staffing in drug units to deal with trafficking)
- Crime Prevention (programs or projects intended to stop offenses before they occur, possibly including education on a new type of fraud, or placement of cameras in high crime areas to deter thefts)
- Some Other Activity