

Service Evaluations for Lethbridge Police Service

Lethbridge Public Opinion Study – Winter 2020

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Methodology

Population

The city of Lethbridge has a total population of 101,482 residents (2019 census) approximately 80% of which are 18 years of age or older (81,165). A total of 51,419 Lethbridge residents are male (50.7%), 49,552 are female (48.8%) and 511 (0.5%) prefer not to identify. South Lethbridge is home to 32,412 residents (31.9%) while the rapidly expanding west side is now home to 40,898 residents (40.3%). There are 28,172 north Lethbridge residents (27.8%).

Sample

Data were collected by Lethbridge College students in the winter of 2020. Students interviewed 624 randomly selected adult Lethbridge residents by telephone from February 8 to 11, 2020 under the supervision of CSRL Research Chair, Dr. Faron Ellis. We sincerely appreciate and thank all those who took time to respond to our survey. Full methodological notes and results from previous CSRL Opinion Studies can be accessed by visiting CSRL web pages at: <https://lethbridgecollege.ca/departments/citizen-society-research-lab>.

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 ± 3.9 percentage points, 19 times out of 20. The margin of error increases when analyzing sub-samples 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 with support from the Lethbridge College Facility Management, Instructional Technology, and Audio-Visual teams.

Sponsorship

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

Executive Summary

Perceptions of Lethbridge Police Service

Overall Performance Evaluation

A substantial majority of Lethbridge residents (68.3%) believe Lethbridge Police Service is doing a good job policing their community. Very few Lethbridge residents (5.6%) believe LPS is doing a poor job, while approximately one-quarter (26.0%) say the police are performing adequately. Substantial majorities within all demographic groups evaluate Lethbridge Police Service performance positively.

Meeting Expectations

A substantial majority of Lethbridge residents (61.3%) believe LPS is doing a good job meeting residents' expectations about what a police service should be doing. Approximately one in twelve Lethbridge residents (8.4%) believe LPS is doing a poor job meeting expectations while the remaining 30.3% believe LPS to be adequately meeting residents' expectations. Only 2.3% rated LPS as doing a very poor job meeting their expectations with the remainder (6.0%) evaluating LPS as doing a somewhat poor job. Very few demographic differences are measured when considering whether LPS is meeting residents' expectations. Only frequency of downtown visits impacts opinion with those who visit downtown most frequently the most likely to say LPS is doing a good job meeting their expectations (72.2%).

Attitudes and Behavior of LPS Officers

The vast majority of Lethbridge residents (87.2%) believe LPS officers are polite and respectful. Only 12.8% believe LPS officers are impolite and disrespectful, 10.5% somewhat so with very few (2.3%) believing LPS officers are very impolite and disrespectful. All demographic groups within the city of Lethbridge agree by overwhelming majorities that LPS officers are polite and respectful.

Direct Contact with LPS Officer in Past Year

Nearly half of all Lethbridge residents (44.7%) had some direct contact with an LPS officer over the past year.

Performance of LPS Non-officer Staff

A substantial majority of Lethbridge residents (68.0%) believe LPS non-officer staff are doing a good job performing their duties.

Community Safety

Neighbourhood Safety

For the most part, Lethbridge residents continue to feel safe in their neighbourhoods. More than one-third (36.3%) feel very safe in their neighbourhoods and a further 47.2% feel somewhat safe. However, more Lethbridge residents feel somewhat unsafe (13.4%) in their neighbourhood than we have measured at any time in the past, while 3.1% feel very unsafe.

Changes in Perception of Neighbourhood Safety

A plurality of Lethbridge residents (43.4%) feel just as safe in their neighbourhood this year as they did one year ago. However, considerably more Lethbridge residents feel less safe (34.5%) than those who feel safer (22.2%). Nearly one in ten (9.4%) Lethbridge residents feel much less safe in their neighbourhoods this year, while one-quarter (25.0%) feel somewhat less safe. Conversely, 12.4% of Lethbridge residents feel somewhat safer this year while 9.8% feel much safer this year compared to last.

Community Safety (continued)

Downtown Safety

Residents' feelings of safety downtown continue to rapidly deteriorate and are much lower than their feelings of safety in their own neighbourhoods. Nearly as many Lethbridge residents feel unsafe when visiting downtown Lethbridge (49.7%) as those who feel safe (50.3%). Approximately one in five (19.4%) feel very unsafe while more than three of every ten (30.3%) feel somewhat unsafe.

Frequency of Visits to Downtown Lethbridge

Decreased feelings of safety downtown are not having a dramatic impact on the frequency with which most Lethbridge residents visit downtown. However, although a majority are still visiting downtown on a regular basis, weekly visits are down over the long term while monthly or fewer visits are increasing.

LPS in the Community

LPS Community Policing Activities

Half of Lethbridge residents (51.7%) believe LPS officers should be doing more community policing. Most of the remaining residents (45.2%) believe LPS should be engaging in about the same amount of community policing activities as they are currently doing, while very few Lethbridge residents (3.2%) believe LPS officers should be doing less of this type of policing as part of their regular duties.

WATCH

The vast majority of Lethbridge residents (88.8%) believe the new LPS-initiated WATCH program is a good idea. Only slightly more than one in ten (11.2%) think WATCH is a poor idea with very few (2.7%) of those believing it is a very poor idea.

Priorities for Additional Effort

Devoting greater effort to policing violent crime tops Lethbridge residents' priority list. Nearly half (48.3%) chose violent crime as their top priority with slightly more than one-quarter (27.8%) focusing on property crime. One in six stated vagrancy or trespassing issues as their top priority. Policing property crime was the second priority followed by vagrancy and trespassing issues.

Community Recommendations for Service Improvements

Nearly two-thirds (64.4%) believe LPS should engage in more crime prevention programming while a clear majority also believe more efforts should be put into community visibility (54.8%). Nearly half (48.3%) believe more community partnership-building should occur. Traffic enforcement trails, but even here twice as many residents (35.2%) want more rather than less (16.8%) traffic enforcement.

Overall Performance Evaluation

A substantial majority of Lethbridge residents (68.3%) believe Lethbridge Police Service is doing a good job policing their community, a marginal increase from 2019 when positive evaluations were at 64.1% and within the normal range for the past decade. Very few residents (5.6%) believe LPS is doing a poor job, while approximately one-quarter (26.0%) say the police are performing adequately.

Substantial majorities within all demographic groups evaluate Lethbridge Police Service positively. Women (69.7%), university graduates (75.3%), those with the least amount of formal education (77.8%), the youth (73.4%), and those who visit downtown daily (75.9%) are most positive. North Lethbridge residents (59.8%) evaluate LPS positively, but less so than do south (72.4%) and west (70.3%) Lethbridge residents.

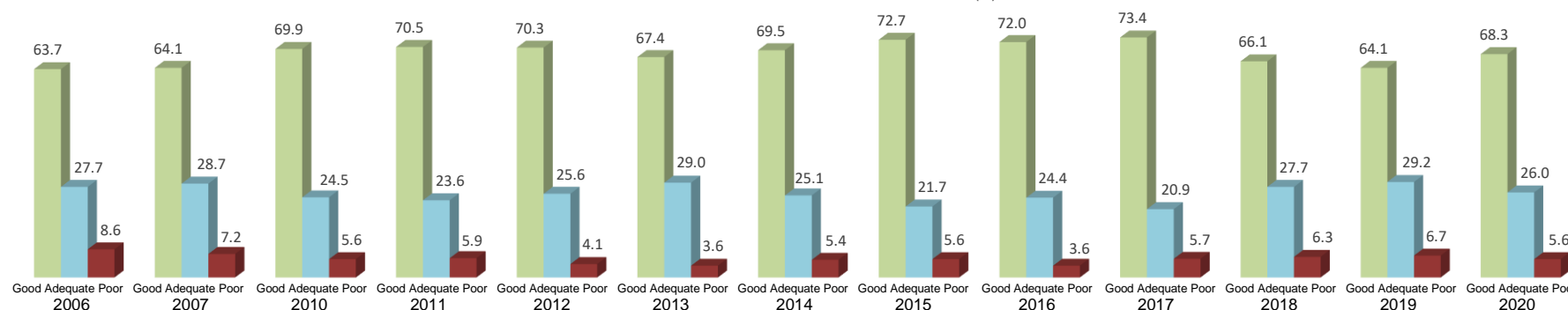
Residents who had direct personal contact with an LPS officer in the past year are just as likely (67.9%) as are those who had no contact (68.4%) to believe the police are doing a good job.

LPS Performance (%)

	2006	2007	2010	2011	2012	2013	2014	2015	2016	2017	2018	2019	2020
Good	63.7	64.1	69.9	70.5	70.3	67.4	69.5	72.7	72.0	73.4	66.1	64.1	68.3
Adequate	27.7	28.7	24.5	23.6	25.6	29.0	25.1	21.7	24.4	20.9	27.7	29.2	26.0
Poor	8.6	7.2	5.6	5.9	4.1	3.6	5.4	5.6	3.6	5.7	6.3	6.7	5.6

	2006	2007	2010	2011	2012	2013	2014	2015	2016	2017	2018	2019	2020
Very good	19.9	23.7	17.3	21.1	30.7	22.1	28.1	30.9	30.5	30.7	21.5	21.6	27.2
Good	43.8	40.4	52.6	49.4	39.6	45.3	41.4	41.8	41.5	42.7	44.6	42.5	41.2
Adequate	27.7	28.7	24.5	23.6	25.6	29.0	25.1	21.7	24.4	20.9	27.7	29.2	26.0
Poor	6.1	5.5	3.4	4.6	3.0	2.7	4.1	4.6	2.6	3.4	3.7	4.8	3.5
Very Poor	2.5	1.7	2.2	1.4	1.1	0.9	1.3	1.0	1.0	2.3	2.6	1.9	2.1

LPS Performance - 2006-2020 (%)



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

Lethbridge Police Service Performance (February 2020) (%)

Gender	Male	Female	Lethbridge	
Good	66.9	69.7	68.3	
Adequate	26.5	25.5	26.0	
Poor	6.6	4.8	5.6	
Contact with LPS	Yes	No		
Good	67.9	68.4		
Adequate	26.8	25.5		
Poor	5.3	6.1		
Area*	South	North	West	
Good	72.4	59.8	70.3	
Adequate	22.2	33.1	25.1	
Poor	5.4	7.1	4.6	
Household Income	Under \$40,000	\$40,000 to \$100,000	Over \$100,000	
Good	68.6	68.8	61.9	
Adequate	24.3	27.5	29.2	
Poor	7.1	3.7	8.8	
Education	High School or less	Some Post-secondary	College-Tech-Trade	University Grad
Good	77.8	52.7	60.8	75.3
Adequate	18.8	35.5	35.8	18.9
Poor	3.4	11.8	3.4	5.8
Age	18-29	30-44	45-64	65 and older
Good	73.4	69.1	64.4	69.5
Adequate	19.6	25.5	32.0	24.4
Poor	7.0	5.3	3.6	6.1
Visits Downtown*	Daily	Weekly	Monthly or less	
Good	75.9	67.5	64.5	
Adequate	22.4	28.1	26.9	
Poor	1.7	4.3	8.7	

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

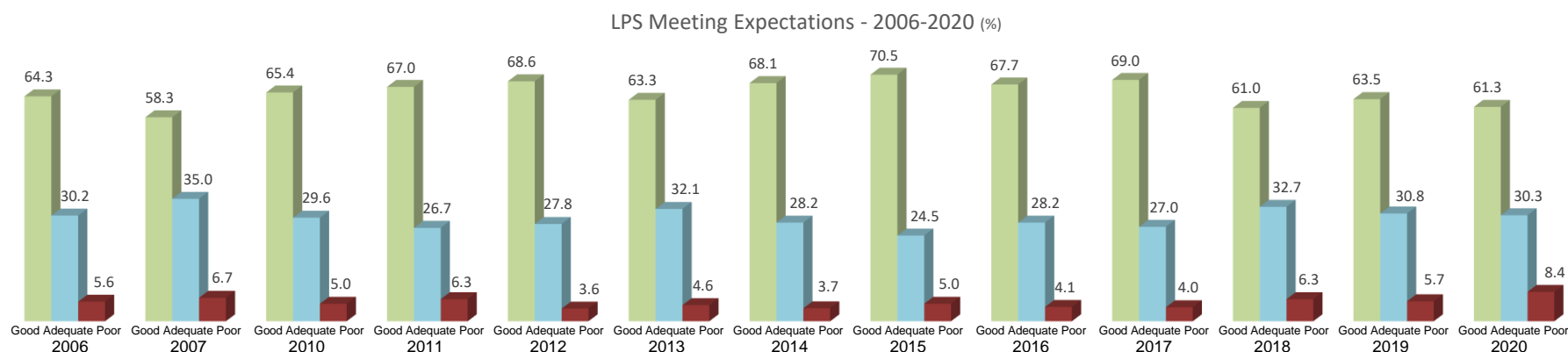
Meeting Expectations

A substantial majority of Lethbridge residents (61.3%) believe LPS is doing a good job meeting residents' expectations about what a police service should be doing. Approximately one in twelve Lethbridge residents (8.4%) believe LPS is doing a poor job meeting expectations. The remaining 30.3% believe LPS to be adequately meeting residents' expectations. Only 2.3% rated LPS as doing a very poor job meeting expectations with the remainder (6.0%) evaluating LPS as doing a somewhat poor job meeting residents' expectations.

Very few demographic differences are measured when considering whether LPS is meeting residents' expectations. Only frequency of downtown visits impacts opinion. Those who visit downtown most frequently are most likely to say LPS is doing a good job meeting their expectations (72.2%). Positive valuations decrease as visits to downtown decrease with those visiting downtown the least evaluating LPS positively (54.9%), but much less positively than do other downtown visitors.

LPS Meeting Residents' Expectations (%)													
	2006	2007	2010	2011	2012	2013	2014	2015	2016	2017	2018	2019	2020
Good	64.3	58.3	65.4	67.0	68.6	63.3	68.1	70.5	67.7	69.0	61.0	63.5	61.3
Adequate	30.2	35.0	29.6	26.7	27.8	32.1	28.2	24.5	28.2	27.0	32.7	30.8	30.3
Poor	5.6	6.7	5.0	6.3	3.6	4.6	3.7	5.0	4.1	4.0	6.3	5.7	8.4

	2006	2007	2010	2011	2012	2013	2014	2015	2016	2017	2018	2019	2020
Very good	15.9	14.8	14.5	15.5	22.7	17.3	23.9	22.3	24.9	22.2	17.2	18.3	19.5
Good	48.4	43.5	50.9	51.6	45.9	46.0	44.2	48.2	42.8	46.8	43.9	45.2	41.9
Adequate	30.2	35.0	29.6	26.7	27.8	32.1	28.2	24.5	28.2	27.0	32.7	30.8	30.3
Poor	3.6	5.5	4.3	4.6	3.0	4.0	1.8	4.3	2.8	2.9	4.2	4.7	6.0
Very Poor	2.0	1.2	0.7	1.7	0.5	0.6	1.8	0.7	1.3	1.1	2.1	1.1	2.3



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

Meeting Expectations (February 2020) (%)

Gender	Male	Female	Lethbridge
Good	61.0	62.2	61.3
Adequate	28.2	31.9	30.3
Poor	10.8	5.9	8.4

Contact with LPS	Yes	No
Good	62.8	60.4
Adequate	26.7	33.1
Poor	10.5	6.5

Area	South	North	West
Good	66.7	53.8	61.4
Adequate	25.4	36.1	31.4
Poor	8.0	10.1	7.3

Household Income	Under \$40,000	\$40,000 to \$100,000	Over \$100,000
Good	65.9	58.4	59.3
Adequate	23.4	35.7	29.2
Poor	10.8	5.9	11.5

Education	High School or less	Some Post-secondary	College-Tech-Trade	University Grad
Good	68.1	48.9	54.5	67.7
Adequate	23.3	39.4	38.1	25.4
Poor	8.6	11.7	7.4	6.9

Age	18-29	30-44	45-64	65 and older
Good	66.9	62.1	56.2	63.6
Adequate	20.4	31.6	37.6	29.5
Poor	12.7	6.3	6.2	7.0

Visits Downtown*	Daily	Weekly	Monthly or less
Good	72.2	61.3	54.9
Adequate	23.5	29.1	35.7
Poor	4.3	9.6	9.4

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 (87.2%) believe LPS officers are polite and respectful, consistent with the long-term pattern. Only 12.8% of Lethbridge residents believe LPS officers are impolite and disrespectful, 10.5% somewhat so and only 2.3% believing LPS officers are very impolite and disrespectful.

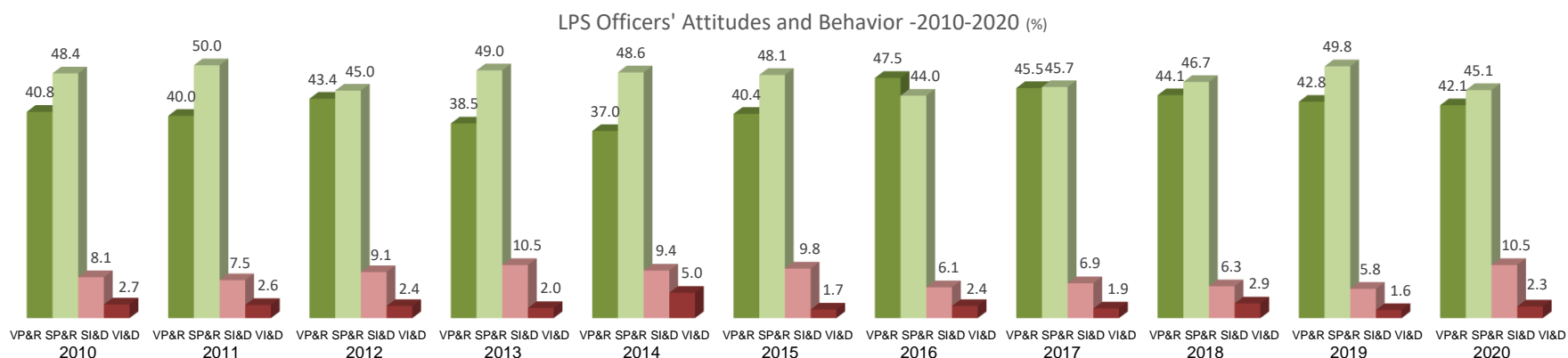
Overwhelming majorities in all demographic groups believe LPS officers are polite and respectful. Women (91.1%), seniors (93.8%) and those who frequent downtown daily (88.8%) are most likely to say LPS officers are polite and respectful.

Lethbridge residents who had direct contact with an LPS officer (83.1%) are only slightly less likely to evaluate LPS officers as polite and respectful than are those who did not have contact (91.8%).

LPS Officers' Attitude and Behavior (%)

	2010	2011	2012	2013	2014	2015	2016	2017	2018	2019	2020
Polite & respectful	89.2	89.9	88.4	87.5	85.6	88.5	91.5	91.2	90.9	92.6	87.2
Impolite & disrespectful	10.8	10.1	11.6	12.5	14.4	11.5	8.5	8.8	9.1	7.4	12.8

	2010	2011	2012	2013	2014	2015	2016	2017	2018	2019	2020
Very polite & respectful	40.8	40.0	43.4	38.5	37.0	40.4	47.5	45.5	44.1	42.8	42.1
Somewhat polite & respectful	48.4	50.0	45.0	49.0	48.6	48.1	44.0	45.7	46.7	49.8	45.1
Somewhat impolite & disrespectful	8.1	7.5	9.1	10.5	9.4	9.8	6.1	6.9	6.3	5.8	10.5
Very impolite & disrespectful	2.7	2.6	2.4	2.0	5.0	1.7	2.4	1.9	2.9	1.6	2.3



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

Attitudes and Behavior (February 2020) (%)

Gender*	Male	Female	Lethbridge	
Polite and respectful	83.3	91.1	87.2	
Impolite and disrespectful	16.7	8.9	12.8	
Contact with LPS*	Yes	No		
Polite and respectful	83.1	91.8		
Impolite and disrespectful	16.9	8.2		
Area	South	North	West	
Polite and respectful	89.3	85.9	86.1	
Impolite and disrespectful	10.7	14.1	13.9	
Household Income	Under \$40,000	\$40,000 to \$100,000	Over \$100,000	
Polite and respectful	83.2	87.1	88.3	
Impolite and disrespectful	16.8	12.9	11.7	
Education	High School or less	Some Post-secondary	College-Tech-Trade	University Grad
Polite and respectful	88.8	83.5	87.4	89.0
Impolite and disrespectful	11.2	16.5	12.6	11.0
Age	18-29	30-44	45-64	65 and older
Polite and respectful	77.4	93.5	88.3	93.8
Impolite and disrespectful	22.6	6.5	11.7	6.2
Visits Downtown	Daily	Weekly	Monthly or less	
Polite and respectful	88.8	87.7	85.8	
Impolite and disrespectful	11.2	12.3	14.2	

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

Attitudes and Behavior (February 2020) (%)

Gender*	Male	Female	Lethbridge	
Very polite/respectful	39.2	44.8	42.1	
Somewhat polite/respectful	44.1	46.3	45.1	
Somewhat impolite/disrespectful	13.3	7.5	10.5	
Very impolite/disrespectful	3.4	1.4	2.3	
Contact with LPS	Yes	No		
Very polite/respectful	44.6	39.4		
Somewhat polite/respectful	38.5	52.3		
Somewhat impolite/disrespectful	13.5	6.8		
Very impolite/disrespectful	3.5	1.4		
Area	South	North	West	
Very polite/respectful	42.2	42.9	41.2	
Somewhat polite/respectful	47.1	42.9	44.8	
Somewhat impolite/disrespectful	9.6	11.5	10.3	
Very impolite/disrespectful	1.1	2.6	3.6	
Household Income	Under \$40,000	\$40,000 to \$100,000	Over \$100,000	
Very polite/respectful	40.0	42.8	40.8	
Somewhat polite/respectful	43.1	44.3	47.6	
Somewhat impolite/disrespectful	11.9	11.9	9.7	
Very impolite/disrespectful	5.0	1.0	1.9	
Education	High School or less	Some Post-secondary	College-Tech-Trade	University Grad
Very polite/respectful	44.9	40.0	40.3	42.8
Somewhat polite/respectful	43.9	43.5	47.2	46.2
Somewhat impolite/disrespectful	9.3	9.4	11.3	9.8
Very impolite/disrespectful	1.9	7.1	1.3	1.2
Age*	18-29	30-44	45-64	65 and older
Very polite/respectful	32.1	42.9	44.4	50.0
Somewhat polite/respectful	44.5	50.5	43.9	43.8
Somewhat impolite/disrespectful	13.9	6.6	11.7	6.3
Very impolite/disrespectful	9.5	0.0	0.0	0.0
Visits Downtown*	Daily	Weekly	Monthly or less	
Very polite/respectful	43.0	49.5	33.3	
Somewhat polite/respectful	45.8	37.9	52.5	
Somewhat impolite/disrespectful	9.3	9.3	12.3	
Very impolite/disrespectful	1.9	3.3	1.8	

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

Direct Contact with LPS Officer in Past Year

Nearly half of all Lethbridge residents (44.7%) had some direct contact with an LPS officer over the past year. Men (51.0%) were somewhat more likely to have had contact than were women (39.4%), while lower-income residents (48.8%) were more likely to have had contact than were middle-income (46.1%) or upper-income (44.2%) residents.

Seniors (30.9%) were the least likely to have had direct contact with an LPS officer. Younger Lethbridge residents (50.3%) were slightly more likely to have had direct contact with an LPS officer in the past year than were either those aged 30 to 44 (46.8%) or those aged 45 to 64 (48.5%).

Regular downtown visitors are also more likely to have had direct contact with an LPS officer than are those who infrequently visit downtown.

Direct Contact with LPS Officer in the Past Year (February 2019) (%)

Gender*	Male	Female	Lethbridge	
Yes	51.0	39.4	44.7	
No	49.0	60.6	55.3	
Area	South	North	West	
Yes	42.0	50.6	42.0	
No	58.0	49.4	58.0	
Household Income	Under \$40,000	\$40,000 to \$100,000	Over \$100,000	
Yes	48.8	46.1	44.2	
No	51.2	53.9	55.8	
Education	High School or less	Some Post-secondary	College-Tech-Trade	University Grad
Yes	44.8	49.0	42.7	43.8
No	55.2	51.0	57.3	56.2
Age*	18-29	30-44	45-64	65 and older
Yes	50.3	46.8	48.5	30.9
No	49.7	53.2	51.5	69.1
Visits Downtown*	Daily	Weekly	Monthly or less	
Yes	48.2	48.7	38.3	
No	51.8	51.3	61.7	

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

Performance of LPS Non-officer Staff

A substantial majority of Lethbridge residents (68.0%) believe LPS non-officer staff are doing a good job performing their duties. This very positive evaluation is somewhat qualified by the fact that one-quarter of Lethbridge residents either did not know how to evaluate LPS non-officer staff performance (23.8%) or refused to answer the question (2.3%), these cases have been removed from the analysis presented below. Very few Lethbridge residents (1.9%) believe LPS non-officer staff are performing poorly, with all of those saying they are performing somewhat poorly and none believing they are performing very poorly. The remaining residents (30.1%) believe LPS non-officer staff to be performing adequately.

Women (69.9%) are only slightly more likely than are men (66.2%) to say LPS non-officer staff are performing well. Older residents (62.4%) evaluate LPS non-officer staff slightly less positively than do younger residents, as do those who visit downtown infrequently (61.0%) compared to those who visit downtown weekly (70.4%) or daily (77.9%).

Residents who had contact with an LPS officer in the past year provide similar performance evaluations of LPS non-officer staff as do those who did not have direct contact with an officer.

Performance of LPS Non-officer Staff (%)					
	<u>2019</u>	<u>2020</u>		<u>2019</u>	<u>2020</u>
Very good	19.1	23.4			
Good	44.7	44.6	Good	63.8	68.0
Adequate	32.6	30.1	Adequate	32.6	30.1
Poor	3.2	1.9	Poor	3.6	1.9
Very Poor	0.4	0.0			

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

Performance of LPS Non-officer Staff (February 2020) (%)

Gender	Male	Female	Lethbridge
Good	66.2	69.9	68.0
Adequate	31.1	28.8	30.1
Poor	2.6	1.3	1.9

Contact with LPS	Yes	No
Good	66.2	68.9
Adequate	30.4	30.3
Poor	3.4	0.8

Area	South	North	West
Good	70.4	65.4	65.9
Adequate	28.4	32.3	31.7
Poor	1.2	2.4	2.4

Household Income	Under \$40,000	\$40,000 to \$100,000	Over \$100,000
Good	68.7	70.1	60.5
Adequate	29.3	28.0	37.0
Poor	2.0	1.8	2.5

Education	High School or less	Some Post-secondary	College-Tech-Trade	University Grad
Good	74.5	54.7	64.0	72.8
Adequate	24.5	44.0	33.8	23.5
Poor	1.0	1.3	2.2	3.7

Age	18-29	30-44	45-64	65 and older
Good	68.2	70.6	68.5	62.4
Adequate	30.3	29.4	28.3	35.3
Poor	1.5	0.0	3.1	2.4

Visits Downtown	Daily	Weekly	Monthly or less
Good	77.9	70.4	61.0
Adequate	17.9	28.5	37.4
Poor	4.2	1.1	1.6

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

Neighbourhood Safety

For the most part, Lethbridge residents continue to feel safe in their neighbourhoods. More than one-third (36.3%) feel very safe in their neighbourhoods and a further 47.2% feel somewhat safe. However, more Lethbridge residents feel somewhat unsafe (13.4%) in their neighbourhood than we have measured at any time in the past. Similarly, although still a relatively small number, 3.1% feel very unsafe.

Lethbridge women (30.9%) are slightly less likely to feel very safe in their neighbourhoods than are men (42.8%) and are slightly more likely to feel very unsafe (3.8%) than are men (2.5%).

West Lethbridge residents (87.7%) are most likely to feel safe in their neighbourhoods. South Lethbridge residents feel almost as safe (84.5%), while most north Lethbridge residents (76.2%) also feel safe in their neighbourhoods.

University graduates (89.6%), seniors (86.8%) and upper-income residents (86.0%) are most likely to feel safe in their neighbourhoods. The youth (77.1%) and lower income residents (79.3%) are somewhat less likely to feel safe in their neighbourhoods than are other residents, but most residents continue to feel safe in their neighbourhoods.

Residents who had contact with an LPS officer in the past year feel slightly less safe in their neighbourhoods (78.4%) than do those who did not have direct contact with an LPS officer (87.3%).

Neighbourhood Safety (%)

	2006	2007	2010	2011	2012	2013	2014	2015	2016	2017	2018	2019	2020
Safe	92.9	92.7	96.1	95.6	97.0	94.8	92.5	94.7	93.3	93.2	92.1	93.4	83.4
Unsafe	7.1	7.3	3.9	4.5	3.0	5.2	7.5	5.3	6.7	6.9	7.9	6.6	16.6

	2006	2007	2010	2011	2012	2013	2014	2015	2016	2017	2018	2019	2020
Very safe	60.7	49.8	59.9	54.2	62.1	59.0	61.8	60.9	58.4	52.9	51.7	48.3	36.3
Somewhat safe	32.2	42.9	36.2	41.4	34.9	35.8	30.7	33.8	34.9	40.3	40.4	45.1	47.2
Somewhat unsafe	4.9	6.6	3.5	3.5	2.3	4.6	6.4	3.7	5.2	6.1	6.2	5.5	13.4
Very unsafe	2.1	0.7	0.4	1.0	0.7	0.6	1.1	1.6	1.5	0.7	1.7	1.2	3.1

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

Evaluations of Neighbourhood Safety (February 2020) (%)

Gender	Male	Female	Lethbridge	
Safe	83.9	82.5	83.4	
Unsafe	16.1	17.5	16.6	
Contact with LPS*	Yes	No		
Safe	78.4	87.3		
Unsafe	21.6	12.7		
Area*	South	North	West	
Safe	84.5	76.2	87.7	
Unsafe	15.5	23.8	12.3	
Household Income*	Under \$40,000	\$40,000 to \$100,000	Over \$100,000	
Safe	79.3	82.8	86.0	
Unsafe	20.7	17.2	14.0	
Education	High School or less	Some Post-secondary	College-Tech-Trade	University Grad
Safe	79.5	74.5	85.0	89.6
Unsafe	20.5	25.5	15.0	10.4
Age	18-29	30-44	45-64	65 and older
Safe	77.1	88.4	84.8	86.8
Unsafe	22.9	11.6	15.2	13.2
Visits Downtown	Daily	Weekly	Monthly or less	
Safe	87.2	84.3	80.2	
Unsafe	12.8	15.7	19.8	

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

Evaluations of Neighbourhood Safety (February 2020) (%)

Gender*	Male	Female	Lethbridge	
Very safe	42.8	30.9	36.3	
Somewhat safe	41.1	51.9	47.2	
Somewhat unsafe	13.7	13.4	13.4	
Very unsafe	2.5	3.8	3.1	
Contact with LPS	Yes	No		
Very safe	35.4	36.6		
Somewhat safe	42.9	50.8		
Somewhat unsafe	16.4	11.2		
Very unsafe	5.2	1.5		
Area*	South	North	West	
Very safe	33.5	29.8	42.3	
Somewhat safe	51.0	46.4	45.5	
Somewhat unsafe	13.1	17.9	10.5	
Very unsafe	2.4	6.0	1.8	
Household Income	Under \$40,000	\$40,000 to \$100,000	Over \$100,000	
Very safe	33.7	36.7	42.5	
Somewhat safe	45.6	46.2	43.4	
Somewhat unsafe	16.6	14.0	12.4	
Very unsafe	4.1	3.2	1.8	
Education*	High School or less	Some Post-secondary	College-Tech-Trade	University Grad
Very safe	29.1	35.1	33.3	44.3
Somewhat safe	50.4	39.4	51.7	45.8
Somewhat unsafe	16.2	24.5	11.1	7.8
Very unsafe	4.3	1.1	3.9	2.1
Age	18-29	30-44	45-64	65 and older
Very safe	31.4	41.1	32.8	44.1
Somewhat safe	45.7	47.4	51.5	42.6
Somewhat unsafe	21.4	8.4	11.1	11.0
Very unsafe	1.4	3.2	4.5	2.2
Visits Downtown	Daily	Weekly	Monthly or less	
Very safe	48.3	36.9	30.4	
Somewhat safe	39.7	47.5	49.8	
Somewhat unsafe	9.5	12.7	16.2	
Very unsafe	2.6	3.0	3.6	

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

Changes in Perception of Neighbourhood Safety

A plurality of Lethbridge residents (43.4%) feel just as safe in their neighbourhood this year as they did one year ago. Nevertheless, of those whose feelings of safety have changed, considerably more residents feel less safe (34.5%) than those who feel more safe (22.2%) this year compared to last year. Nearly one in ten (9.4%) residents feel much less safe in their neighbourhoods this year, while one-quarter (25.0%) feel somewhat less safe. Conversely, 12.4% residents feel somewhat safer this year while 9.8% feel much safer this year compared to last.

Women (39.6%) are considerably more likely than are men (28.7%) to feel less safe in their neighbourhoods this year compared to last year. More than one in ten Lethbridge women (11.8%) feel much less safe in their neighbourhoods this year while 7.0% of men feel similarly.

South Lethbridge residents reported the greatest amount of change in their feelings of neighbourhood safety over the past year with almost as many feeling safer (28.0%) as those who feel less safe (32.9%). North and west Lethbridge residents reported less change in their feelings of neighbourhood safety over the past year, but in both cases, more feel less safe this year than last. Twice as many north Lethbridge residents feel less safe (38.3%) this year than those who feel more safe (17.4%). West Lethbridge residents' feelings follow a similar although less pronounced pattern with one in five (20.1%) feeling safer but one in three feeling less safe (34.2%).

Also of note is that the youth (45.3%) are much more likely than are other age groups to feel safer this year compared to last year, nearly twice as many as those who feel less safe (23.7%).

Change in Perceptions of Neighbourhood Safety (%)	<u>2018</u>	<u>2019</u>	<u>2020</u>		<u>2018</u>	<u>2019</u>	<u>2020</u>
Much more safe	4.6	6.3	9.8				
Somewhat more safe	8.3	11.6	12.4	More safe	12.8	17.8	22.2
No more or less safe	70.3	62.7	43.4	No more or less safe	70.3	62.7	43.4
Somewhat less safe	14.2	16.9	25.0	Less safe	16.9	19.4	34.5
Much less safe	2.7	2.5	9.4				

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

Changes in Perceptions of Neighbourhood Safety (February 2020) (%)

Gender*	Male	Female	Lethbridge	
More safe	24.5	19.5	22.2	
No more or less safe	46.9	40.9	43.4	
Less safe	28.7	39.6	34.5	
Contact with LPS	Yes	No		
More safe	23.8	20.4		
No more or less safe	39.8	46.2		
Less safe	36.4	33.4		
Area	South	North	West	
More safe	28.0	17.4	20.1	
No more or less safe	39.1	44.3	45.7	
Less safe	32.9	38.3	34.2	
Household Income*	Under \$40,000	\$40,000 to \$100,000	Over \$100,000	
More safe	33.7	23.5	6.1	
No more or less safe	39.6	43.4	48.2	
Less safe	26.6	33.0	45.6	
Education	High School or less	Some Post-secondary	College-Tech-Trade	University Grad
More safe	33.1	16.8	14.6	23.3
No more or less safe	42.4	42.1	45.5	43.5
Less safe	24.6	41.1	39.9	33.2
Age*	18-29	30-44	45-64	65 and older
More safe	45.3	24.5	10.0	11.0
No more or less safe	30.9	38.3	46.5	58.8
Less safe	23.7	37.2	43.5	30.1
Visits Downtown	Daily	Weekly	Monthly or less	
More safe	31.0	23.7	15.7	
No more or less safe	44.2	42.8	44.0	
Less safe	24.8	33.5	40.3	

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

Changes in Perceptions of Neighbourhood Safety (February 2020) (%) (full)

Gender*	Male	Female	Lethbridge	
Much more safe	12.3	7.0	9.8	
Somewhat more safe	12.3	12.4	12.4	
No more or less safe	47.0	40.8	43.4	
Somewhat less safe	21.4	28.0	25.0	
Much less safe	7.0	11.8	9.4	
Contact with LPS	Yes	No		
Much more safe	15.2	5.2		
Somewhat more safe	8.6	15.2		
No more or less safe	39.8	46.1		
Somewhat less safe	25.3	25.5		
Much less safe	11.2	8.2		
Area	South	North	West	
Much more safe	11.6	7.1	10.0	
Somewhat more safe	16.4	10.1	10.0	
No more or less safe	39.1	44.0	45.5	
Somewhat less safe	24.6	24.4	26.8	
Much less safe	8.2	14.3	7.7	
Household Income*	Under \$40,000	\$40,000 to \$100,000	Over \$100,000	
Much more safe	17.6	10.5	1.8	
Somewhat more safe	16.5	13.2	4.4	
No more or less safe	39.4	43.6	48.2	
Somewhat less safe	20.0	24.1	33.3	
Much less safe	6.5	8.6	12.3	
Education	High School or less	Some Post-secondary	College-Tech-Trade	University Grad
Much more safe	9.3	7.4	6.7	13.5
Somewhat more safe	23.7	8.5	7.9	9.8
No more or less safe	42.4	42.6	45.5	43.5
Somewhat less safe	16.9	31.9	30.3	23.8
Much less safe	7.6	9.6	9.6	9.3
Age*	18-29	30-44	45-64	65 and older
Much more safe	17.3	13.8	5.0	2.9
Somewhat more safe	28.1	10.6	4.5	7.4
No more or less safe	30.9	38.3	46.7	58.8
Somewhat less safe	19.4	26.6	30.2	23.5
Much less safe	4.3	10.6	13.6	7.4

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

Downtown Safety

Residents' feelings of safety downtown continue to rapidly deteriorate and are much lower than their feelings of safety in their own neighbourhoods. Nearly as many Lethbridge residents now feel unsafe when visiting downtown Lethbridge (49.7%) as those who feel safe (50.3%). Approximately one in five (19.4%) feel very unsafe when visiting downtown while more than three of every ten (30.3%) feel somewhat unsafe.

Lethbridge residents' feelings of safety in downtown have dropped considerably in the past three years. As recently as 2012 more than four out of every five Lethbridge residents (83.3%) felt safe in downtown Lethbridge. Feelings of downtown safety began decreasing three years ago and have deteriorated significantly since then.

More than half of all Lethbridge women (55.1%) now feel unsafe downtown, compared to two of every five men (42.9%) who feel unsafe.

Most of the differences in perceived levels of downtown safety that we have previously been measured between demographic groups have disappeared as overall feelings of downtown safety have deteriorated. Those who frequent downtown most continue to feel somewhat safer than those who do not visit downtown on a regular basis, but all residents feel less safe in the downtown core than they have in the past, no matter how often they visit.

Perceptions of Downtown Safety (%)

	2006	2007	2010	2011	2012	2013	2014	2015	2016	2017	2018	2019	2020
Safe	79.1	76.4	78.7	83.1	83.3	78.7	79.8	76.3	77.3	76.3	70.2	57.0	50.3
Unsafe	20.9	23.6	21.3	16.9	16.7	21.3	20.8	23.7	22.7	23.7	29.8	42.0	49.7

	2006	2007	2010	2011	2012	2013	2014	2015	2016	2017	2018	2019	2020
Very safe	24.1	23.2	25.1	30.7	29.5	23.1	25.4	22.4	23.8	23.1	20.2	10.5	13.5
Somewhat safe	54.9	53.1	53.6	52.4	53.8	55.6	54.4	53.9	53.5	53.2	50.0	46.5	36.8
Somewhat unsafe	16.9	19.6	18.1	15.0	14.9	18.9	15.6	19.8	18.9	18.9	22.1	30.6	30.3
Very unsafe	4.0	4.0	3.2	1.9	1.8	2.3	4.6	3.9	3.7	4.8	7.8	12.4	19.4

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

Perceptions of Downtown Safety (February 2020) (%)

Gender*	Male	Female	Lethbridge
Safe	57.1	44.9	50.3
Unsafe	42.9	55.1	49.7

Contact with LPS	Yes	No
Safe	52.1	48.6
Unsafe	47.9	51.4

Area	South	North	West
Safe	50.7	43.8	55.5
Unsafe	49.3	56.2	44.5

Household Income	Under \$40,000	\$40,000 to \$100,000	Over \$100,000
Safe	52.1	50.0	45.5
Unsafe	47.9	50.0	54.5

Education*	High School or less	Some Post-secondary	College-Tech-Trade	University Grad
Safe	51.8	36.0	43.4	61.1
Unsafe	48.2	64.0	56.6	38.9

Age	18-29	30-44	45-64	65 and older
Safe	56.1	45.8	47.6	51.6
Unsafe	43.9	54.2	52.4	48.4

Visits Downtown*	Daily	Weekly	Monthly or less
Safe	53.5	57.9	40.3
Unsafe	46.5	42.1	59.7

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

Perceptions of Downtown Safety (February 2020) (%)

Gender*	Male	Female	Lethbridge	
Very safe	17.1	10.5	13.5	
Somewhat safe	40.0	34.3	36.8	
Somewhat unsafe	27.6	32.7	30.3	
Very unsafe	15.3	22.5	19.4	
Contact with LPS	Yes	No		
Very safe	18.3	9.9		
Somewhat safe	33.9	38.7		
Somewhat unsafe	28.4	32.2		
Very unsafe	19.5	19.2		
Area	South	North	West	
Very safe	12.3	14.7	14.2	
Somewhat safe	38.4	28.8	41.2	
Somewhat unsafe	32.0	28.8	29.4	
Very unsafe	17.2	27.6	15.2	
Household Income	Under \$40,000	\$40,000 to \$100,000	Over \$100,000	
Very safe	11.7	13.9	18.9	
Somewhat safe	40.1	36.1	26.1	
Somewhat unsafe	28.4	33.8	23.4	
Very unsafe	19.8	16.2	31.5	
Education*	High School or less	Some Post-secondary	College-Tech-Trade	University Grad
Very safe	10.7	4.4	10.9	20.5
Somewhat safe	41.1	31.1	32.6	40.5
Somewhat unsafe	30.4	38.9	31.4	25.3
Very unsafe	17.9	25.6	25.1	13.7
Age	18-29	30-44	45-64	65 and older
Very safe	12.9	11.7	14.4	10.9
Somewhat safe	43.2	34.0	33.5	40.6
Somewhat unsafe	30.9	30.9	30.9	29.7
Very unsafe	12.9	23.4	21.3	18.8
Visits Downtown	Daily	Weekly	Monthly or less	
Very safe	22.8	14.5	8.2	
Somewhat safe	30.7	43.6	32.2	
Somewhat unsafe	27.2	28.6	33.5	
Very unsafe	19.3	13.2	26.2	

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

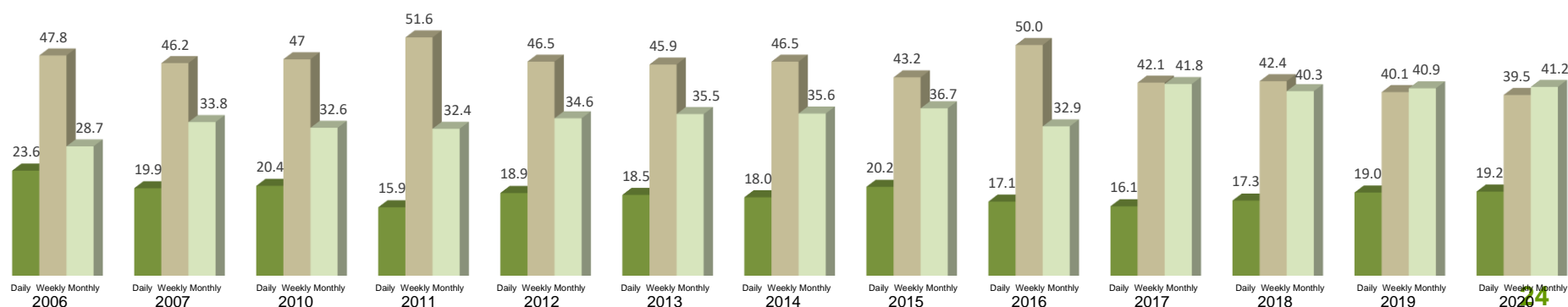
Frequency of Visits to Downtown Lethbridge

Decreased feelings of safety downtown are not having a dramatic impact on the frequency with which most Lethbridge residents visit downtown. With that said, although a majority are still visiting downtown on a regular basis, weekly visits are down over the long term while monthly or fewer visits are increasing. Approximately one in five Lethbridge residents (19.2%) go downtown daily. Two of every five (39.5%) residents visit downtown on a weekly basis, approximately the same proportion as those who visit monthly or less (41.2%). Of those who visit less frequently, one-quarter (24.8%) visit downtown at least monthly, while fewer (7.9%) go downtown only a few times per year. Fewer than one in ten Lethbridge residents (8.6%) report that they rarely or never go downtown.

Few demographic differences are evident in downtown visitation patterns, although university grads (26.9%), the youth (24.8%) and upper-income residents (33.9%) are among those most likely to go downtown daily.

Frequency of Visits to Downtown Lethbridge (%)													
	2006	2007	2010	2011	2012	2013	2014	2015	2016	2017	2018	2019	2020
Daily	23.6	19.9	20.4	15.9	18.9	18.5	18.0	20.2	17.1	16.1	17.3	19.0	19.2
Weekly	47.8	46.2	47.0	51.6	46.5	45.9	46.5	43.2	50.0	42.1	42.4	40.1	39.5
Monthly or less	28.7	33.8	32.6	32.4	34.6	35.5	35.6	36.7	32.9	41.8	40.3	40.9	41.2
	2006	2007	2010	2011	2012	2013	2014	2015	2016	2017	2018	2019	2020
Daily	23.6	19.9	20.4	15.9	18.9	18.5	18.0	20.2	17.1	16.1	17.3	19.0	19.2
Weekly	47.8	46.2	47.0	51.6	46.5	45.9	46.5	43.2	50.0	42.1	42.4	40.1	39.5
Monthly	17.4	19.3	21.3	19.7	22.1	23.3	25.2	25.6	21.1	25.9	25.0	25.4	24.8
Few times/year	4.8	7.3	6.3	7.1	6.0	9.0	6.7	6.1	7.6	9.9	8.9	8.7	7.9
Rarely or never	6.4	7.3	5.0	5.6	6.4	3.3	3.6	4.9	4.2	6.0	6.4	6.8	8.6

Visits Downtown (%)



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

Frequency of Visits to Downtown Lethbridge (February 2020) (%)

Gender*	Male	Female	Lethbridge	
Daily	22.9	16.0	19.2	
Weekly	43.1	36.5	39.5	
Monthly or less	34.0	47.4	41.2	
Contact with LPS*	Yes	No		
Daily	20.8	17.8		
Weekly	43.2	36.1		
Monthly or less	36.0	46.1		
Area	South	North	West	
Daily	22.5	15.7	18.3	
Weekly	36.8	32.6	47.2	
Monthly or less	40.7	51.7	34.4	
Household Income	Under \$40,000	\$40,000 to \$100,000	Over \$100,000	
Daily	22.0	13.1	33.9	
Weekly	41.1	42.1	31.3	
Monthly or less	36.9	44.8	34.8	
Education*	High School or less	Some Post-secondary	College-Tech-Trade	University Grad
Daily	11.3	13.8	19.3	26.9
Weekly	34.8	34.0	39.2	45.1
Monthly or less	53.9	52.1	41.4	28.0
Age*	18-29	30-44	45-64	65 and older
Daily	24.8	21.6	20.7	10.3
Weekly	49.6	40.2	35.4	35.3
Monthly or less	25.5	38.1	43.9	54.4

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

LPS Community Policing Activities

As part of their regular duties, Lethbridge Police officers engage in community policing activities such as making regular foot and bicycle patrols, meeting with community groups, business owners and other residents. When asked to judge whether LPS officers should be engaging in more or less of this type of on-duty activity, half of Lethbridge residents (51.7%) believe LPS officers should be doing more. Most of the remaining residents (45.2%) believe LPS should be engaging in about the same amount of community policing activities as they are currently doing, while very few Lethbridge residents (3.2%) believe LPS officers should be doing less of this type of policing as part of their regular duties.

North (57.7%) and south (51.3%) Lethbridge residents are most supportive of even greater amounts of community policing, as are lower-income residents (58.1%) and the youth (60.7%).

Clearly, Lethbridge residents support LPS's efforts at community policing and a majority would like to see LPS officers engaging in even more community policing.

Community Policing Activities (%)	2018	2019	2020		2018	2019	2020
Much more	15.4	18.1	20.6				
Somewhat more	32.2	34.0	31.1	More	47.6	52.1	51.7
About the same as now	49.3	44.8	45.2	Same as now	49.3	44.8	45.2
Somewhat less	2.4	2.1	2.4	Less	3.1	3.1	3.2
Much less	0.7	0.9	0.8				

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

LPS Community Policing Activities (February 2020) (%)

Gender	Male	Female	Lethbridge
More	51.9	51.2	51.7
Same as now	45.5	45.1	45.2
Less	2.6	3.8	3.2

Contact with LPS	Yes	No
More	52.8	49.8
Same as now	44.4	46.6
Less	2.8	3.6

Area	South	North	West
More	51.3	57.7	46.8
Same as now	46.0	37.4	51.2
Less	2.6	4.9	2.0

Household Income	Under \$40,000	\$40,000 to \$100,000	Over \$100,000
More	58.1	50.0	46.8
Same as now	38.1	48.1	47.7
Less	3.8	1.9	5.5

Education	High School or less	Some Post-secondary	College-Tech-Trade	University Grad
More	57.1	51.1	48.2	48.3
Same as now	40.2	38.9	50.0	50.0
Less	2.7	10.0	1.8	1.7

Age	18-29	30-44	45-64	65 and older
More	60.7	46.7	47.3	47.9
Same as now	33.3	50.0	50.0	50.4
Less	5.9	3.3	2.7	1.7

Visits Downtown	Daily	Weekly	Monthly or less
More	59.2	51.1	48.7
Same as now	37.9	46.7	48.2
Less	2.9	2.2	3.1

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

WATCH

The vast majority of Lethbridge residents (88.8%) believe the new LPS-initiated WATCH program is a good idea. Only slightly more than one in ten (11.2%) think WATCH is a poor idea with very few of those (2.7%) believing it is a very poor idea.

No significant demographic differences are measured with vast majorities of all groups believing WATCH is a good idea. In most categories, approximately one-third or more residents believe WATCH to be a very good idea while half, or slightly fewer believe WATCH to be a somewhat good idea.

WATCH Program Evaluations (%)

Gender	Male	Female	Lethbridge	
Good	86.2	91.0	88.8	
Poor	13.8	9.0	11.2	
Contact with LPS	Yes	No		
Good	88.3	89.7		
Poor	11.7	10.3		
Area	South	North	West	
Good	89.8	85.1	90.5	
Poor	10.2	14.9	9.5	
Household Income	Under \$40,000	\$40,000 to \$100,000	Over \$100,000	
Good	91.2	89.1	83.2	
Poor	8.8	10.9	16.8	
Education	High School or less	Some Post-secondary	College-Tech-Trade	University Grad
Good	91.5	90.0	88.4	86.3
Poor	8.5	10.0	11.6	13.7
Age	18-29	30-44	45-64	65 and older
Good	84.6	91.1	88.9	90.4
Poor	15.4	8.9	11.1	9.6
Visits Downtown	Daily	Weekly	Monthly or less	
Good	90.1	88.2	88.5	
Poor	9.9	11.8	11.5	

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

WATCH Program Evaluations (%)

Gender	Male	Female	Lethbridge	
Very good	37.2	39.1	38.3	
Somewhat good	49.0	51.6	50.5	
Somewhat poor	10.3	7.3	8.5	
Very poor	3.4	2.1	2.7	
Contact in past year	Yes	No		
Very good	39.3	37.3		
Somewhat good	49.0	52.3		
Somewhat poor	9.3	7.3		
Very poor	2.4	3.0		
Area	South	North	West	
Very good	37.1	32.3	44.7	
Somewhat good	52.7	52.8	45.7	
Somewhat poor	7.5	11.2	7.5	
Very poor	2.7	3.7	2.0	
Household Income	Under \$40,000	\$40,000 to \$100,000	Over \$100,000	
Very good	41.5	36.9	38.3	
Somewhat good	49.7	51.7	44.9	
Somewhat poor	8.2	8.9	10.3	
Very poor	0.6	2.5	6.5	
Education*	High School or less	Some Post-secondary	College-Tech-Trade	University Grad
Very good	31.1	29.7	36.0	48.3
Somewhat good	61.3	59.3	52.4	37.9
Somewhat poor	5.7	7.7	11.0	9.8
Very poor	1.9	3.3	0.6	4.0
Age	18-29	30-44	45-64	65 and older
Very good	31.6	40.0	35.0	48.7
Somewhat good	52.9	51.1	53.9	41.7
Somewhat poor	14.0	8.9	7.2	6.1
Very poor	1.5		3.9	3.5
Visits Downtown	Daily	Weekly	Monthly or less	
Very good	44.5	39.5	32.9	
Somewhat good	45.5	48.6	55.6	
Somewhat poor	8.2	9.5	7.9	
Very poor	1.8	2.3	3.7	

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

Priorities for Additional Effort

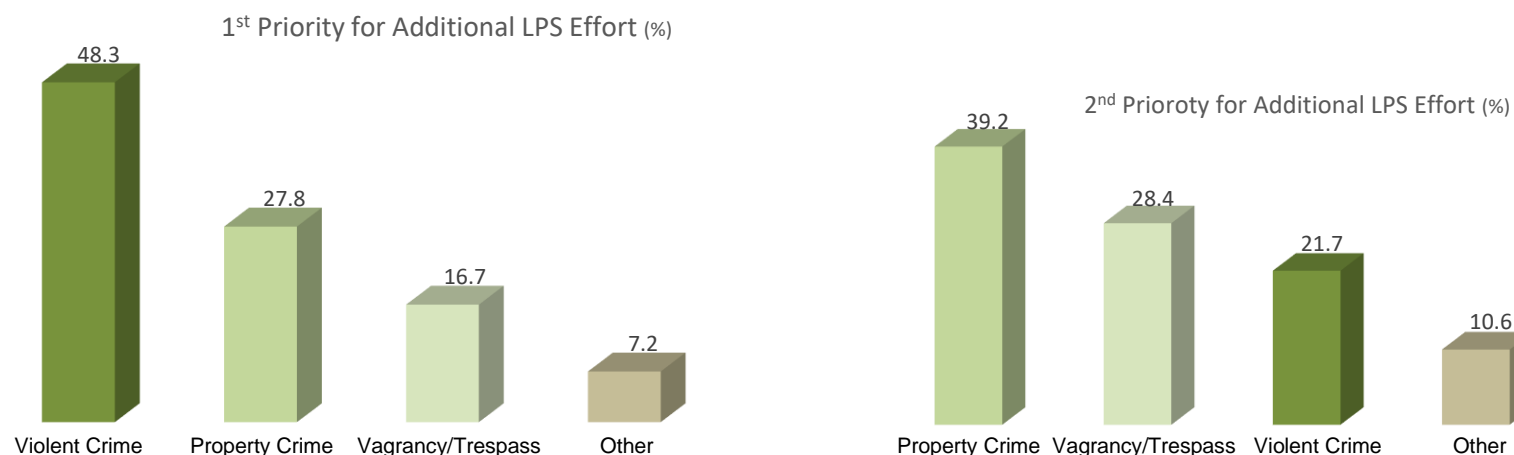
Previous research has indicated that Lethbridge residents believe drug-related crime to be the most important issue facing Lethbridge residents when they consider their safety and other policing matters. To that end, recognizing that there are many different causes of crime, including drug addiction, poverty, and other social factors, we asked residents to set those causes aside, thinking only about the crimes themselves, and tell us their top priority for Lethbridge Police Service to devote greater effort.

Clearly, devoting greater effort to policing violent crime tops Lethbridge residents' priority list. Nearly half (48.3%) told us violent crime is their top priority with slightly more than one-quarter (27.8%) focusing on property crime. One in six stated vagrancy or trespassing issues were their top priority. Policing property crime was the second priority (39.2%) while vagrancy issues (28.7%) outpaced violent crime (21.7%) as second priority.

Only 7.2% suggested another top priority. More than half of those ignored our direction to set aside drug issues and mentioned a drug addiction problem of one kind or another. One in ten (10.6%) provided similar responses for their second priority.

	1 st Priority		2 nd Priority
Violent crime	48.3	Property crime	39.2
Property crime	27.8	Vagrancy/trespassing	28.4
Vagrancy/trespassing	16.7	Violent crime	21.7
Other	7.2	Other	10.6

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



Additional Effort – Top Priority (%)

Few significant differences are measured between demographic groups although women (52.1%) are even more likely than are men (43.5%) to view violent crime as their top priority for LPS to devote greater attention.

Lethbridge youth (56.6%), west Lethbridge residents (56.4%) and those who visit downtown weekly (50.7%) are among those most likely to prioritize violent crime.

Gender*	Male	Female	Lethbridge
Violent crime	43.5	52.1	48.3
Property crime	30.6	25.9	27.8
Vagrancy/trespassing	18.5	14.8	16.7

Area	South	North	West
Violent crime	45.9	39.5	56.4
Property crime	32.5	32.7	20.6
Vagrancy/trespassing	15.5	21.6	14.2

Household Income	Under \$40,000	\$40,000 to \$100,000	Over \$100,000
Violent crime	48.4	49.8	46.8
Property crime	24.2	25.8	33.9
Vagrancy/trespassing	23.0	17.2	13.8

Education	High School or less	Some Post-secondary	College-Tech-Trade	University Grad
Violent crime	40.0	54.4	45.0	53.2
Property crime	32.4	23.3	28.7	26.3
Vagrancy/trespassing	20.0	18.9	19.9	11.3

Age	18-29	30-44	45-64	65 and older
Violent crime	56.6	37.4	49.7	47.2
Property crime	23.5	33.0	29.2	26.4
Vagrancy/trespassing	18.4	20.9	14.6	16.0

Visits Downtown	Daily	Weekly	Monthly or less
Violent crime	48.1	50.7	46.7
Property crime	30.6	29.1	23.6
Vagrancy/trespassing	13.9	13.5	21.4

Notes: Due to rounding and the removal of the "other" mentions from the tables, proportions will not total 100%; * sig < 0.05

Additional Effort – Second Priority (%)

Property crime is the second priority for Lethbridge residents (39.2%) followed by vagrancy and trespassing issues (28.4%).

Gender*	Male	Female	Lethbridge
Property crime	37.1	40.5	39.2
Vagrancy/trespassing	26.5	30.4	28.4
Violent crime	22.3	21.5	21.7

Area	South	North	West
Property crime	39.0	36.2	40.6
Vagrancy/trespassing	27.8	28.2	30.2
Violent crime	24.1	23.3	18.8

Household Income	Under \$40,000	\$40,000 to \$100,000	Over \$100,000
Property crime	34.4	43.1	40.2
Vagrancy/trespassing	29.3	29.7	27.1
Violent crime	26.8	18.7	15.9

Education	High School or less	Some Post-secondary	College-Tech-Trade	University Grad
Property crime	31.4	50.0	35.7	43.0
Vagrancy/trespassing	37.3	23.3	26.9	27.9
Violent crime	22.5	16.7	24.0	19.6

Age	18-29	30-44	45-64	65 and older
Property crime	39.6	32.3	41.3	41.3
Vagrancy/trespassing	29.1	32.3	27.7	25.6
Violent crime	20.1	25.8	20.7	21.5

Visits Downtown	Daily	Weekly	Monthly or less
Property crime	41.5	40.0	38.6
Vagrancy/trespassing	30.2	26.4	30.3
Violent crime	17.9	25.5	18.4

Notes: Due to rounding and the removal of the "other" mentions from the tables, proportions will not total 100%; * sig < 0.05

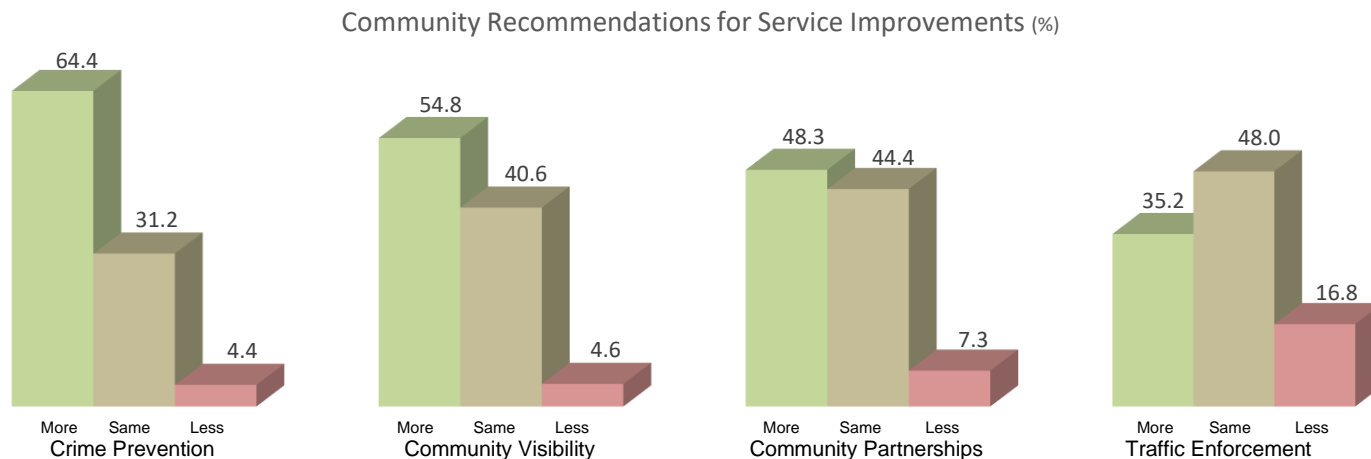
Community Recommendations for Service Improvements

As explored in greater detail below, although most Lethbridge residents would like to see about the same or more of each of the following LPS services, residents clearly prioritize crime prevention programs as their most recommended area for service improvements. Nearly two-thirds (64.4%) believe LPS should engage in more crime prevention programming while a clear majority also believe more efforts should be put into community visibility (54.8%). Nearly half (48.3%) believe more community partnership-building should occur. Traffic enforcement trails, but even here twice as many residents (35.2%) want more rather than less (16.8%) traffic enforcement.

Recommendations for Service Improvements	Great deal more	Some more	About the same	Some less	Great deal less
Crime Prevention Programs	23.8	40.6	31.2	2.7	1.7
Community Visibility	17.0	37.8	40.6	3.2	1.3
Community Partnerships	17.9	30.4	44.4	5.6	1.7
Traffic Enforcement	11.6	23.6	48.0	12.3	4.5

	More	About the same	Less
Crime Prevention Programs	64.4	31.2	4.4
Community Visibility	54.8	40.6	4.6
Community Partnerships	48.3	44.4	7.3
Traffic Enforcement	35.2	48.0	16.8

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



Crime Prevention Programs (%)

Nearly two-thirds of all Lethbridge residents (64.4%) believe LPS should devote greater resources to crime prevention programs. A further three in ten (31.2%) believe LPS is currently devoting an adequate amount of resources to crime prevention programs while 4.4% would like to see LPS devote fewer resources to crime prevention programs.

Few significant differences are measured between different demographic groups on this issue with the exception that those who visit downtown daily (71.2%) being more likely than are those who visit least (58.1%) to want more crime prevention programs.

Gender	Male	Female	Lethbridge
More	62.5	65.7	64.4
Same	31.5	31.4	31.2
Less	6.0	3.0	4.4

Area	South	North	West
More	61.0	71.4	61.8
Same	35.9	23.2	33.8
Less	3.1	5.4	4.4

Household Income	Under \$40,000	\$40,000 to \$100,000	Over \$100,000
More	67.9	64.2	56.4
Same	27.3	31.6	37.3
Less	4.8	4.2	6.4

Education	High School or less	Some Post-secondary	College-Tech-Trade	University Grad
More	61.1	64.1	62.8	67.4
Same	37.2	22.8	34.9	29.3
Less	1.8	13.0	2.3	3.3

Age	18-29	30-44	45-64	65 and older
More	70.9	64.8	58.5	65.9
Same	24.1	28.6	36.8	33.3
Less	5.0	6.6	4.7	0.8

Visits Downtown*	Daily	Weekly	Monthly or less
More	71.2	67.4	58.1
Same	23.1	29.5	37.6
Less	5.8	3.1	4.3

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

Community Visibility (%)

A majority of Lethbridge residents (54.8%) would like LPS to devote more resources to community visibility initiatives. Approximately two of every five residents (40.6%) believe LPS is currently devoting adequate resources to community visibility while 4.6% would prefer to see LPS devote fewer resources to community visibility activities.

Few significant differences are measured between different demographic groups on this issue, although frequent visitors to downtown (62.5%) are more likely to want additional resources devoted to community policing than are less frequent visitors (48.7%).

Gender	Male	Female	Lethbridge
More	52.9	56.2	54.8
Same	41.9	39.5	40.6
Less	5.1	4.2	4.6

Area	South	North	West
More	60.9	52.4	50.0
Same	34.7	43.9	44.3
Less	4.5	3.7	5.7

Household Income	Under \$40,000	\$40,000 to \$100,000	Over \$100,000
More	58.4	51.4	61.6
Same	33.7	45.0	36.6
Less	7.8	3.7	1.8

Education	High School or less	Some Post-secondary	College-Tech-Trade	University Grad
More	58.2	46.7	54.2	56.8
Same	37.3	42.4	41.9	41.1
Less	4.5	10.9	3.9	2.1

Age	18-29	30-44	45-64	65 and older
More	58.7	60.4	51.0	53.9
Same	36.4	31.9	44.4	44.5
Less	4.9	7.7	4.6	1.6

Visits Downtown*	Daily	Weekly	Monthly or less
More	62.5	57.5	48.7
Same	33.9	37.7	47.0
Less	3.6	4.8	4.2

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

Community Partnerships (%)

Slightly less than half of Lethbridge residents (48.3%) would like LPS to devote more resources to community partnership activities. Nearly as many (44.4%) believe LPS is devoting adequate resources to community partnerships while 7.3% would prefer LPS to devote fewer resources to community partnerships.

Few significant differences are measured between different demographic groups on this issue although lower-income residents (54.3%) are slightly more likely to want greater attention paid to community partnerships than are upper-income residents (42.2%). Again, frequent downtown visitors are more supportive of increased resources being devoted to community partnerships than are other residents.

Gender	Male	Female	Lethbridge
More	47.0	49.0	48.3
Same	43.9	45.3	44.4
Less	9.1	5.7	7.3

Area	South	North	West
More	51.0	48.3	46.4
Same	43.8	40.1	48.0
Less	5.2	11.6	5.6

Household Income*	Under \$40,000	\$40,000 to \$100,000	Over \$100,000
More	54.3	46.0	42.2
Same	40.7	45.1	46.8
Less	4.9	8.9	11.0

Education	High School or less	Some Post-secondary	College-Tech-Trade	University Grad
More	48.6	48.9	47.7	49.5
Same	50.5	38.9	44.8	42.9
Less	0.9	12.2	7.6	7.6

Age	18-29	30-44	45-64	65 and older
More	56.5	33.3	47.6	48.8
Same	35.5	49.5	48.1	48.0
Less	8.0	17.2	4.2	3.3

Visits Downtown*	Daily	Weekly	Monthly or less
More	58.7	47.3	44.3
Same	30.8	46.0	49.1
Less	10.6	6.6	6.5

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

Traffic Enforcement (%)

Only about one-third of Lethbridge residents (35.2%) believe LPS should devote greater resources to traffic enforcement. Nearly half (48.0%) believe LPS is currently devoting enough resources to traffic enforcement while 16.8% believe LPS should devote fewer resources to traffic enforcement.

Income, education and age significantly impact opinion about traffic enforcement resource deployment with more upper-income residents believing LPS is currently devoting too much traffic enforcement (29.7%) than those who believe LPS should devote more (18.0%). Lower-income (47.6%), less well-educated (49.6%) and young residents (53.1%) are most likely to want more resources devoted to traffic enforcement.

Gender	Male	Female	Lethbridge
More	37.2	32.8	35.2
Same	44.0	52.3	48.0
Less	18.8	14.9	16.8

Area	South	North	West
More	35.8	39.2	32.7
Same	48.8	44.4	48.8
Less	15.4	16.4	18.5

Household Income*	Under \$40,000	\$40,000 to \$100,000	Over \$100,000
More	47.6	36.1	18.0
Same	43.5	47.9	52.3
Less	8.9	16.0	29.7

Education*	High School or less	Some Post-secondary	College-Tech-Trade	University Grad
More	49.6	35.1	25.6	34.2
Same	45.1	44.7	54.5	46.1
Less	5.3	20.2	19.9	19.7

Age*	18-29	30-44	45-64	65 and older
More	53.1	31.6	24.2	31.5
Same	34.3	49.5	53.1	56.9
Less	12.6	18.9	22.7	11.5

Visits Downtown	Daily	Weekly	Monthly or less
More	35.5	38.9	30.2
Same	40.9	50.2	50.0
Less	23.6	10.9	19.8

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

Demographics

Area of City (%)	
South	33.1
North	28.1
West	37.0
Farm-Acreage	1.7

Gender (%)	
Male	47.2
Female	51.9
Other	0.9

Income (%)	
Under \$40,000	33.9
\$40-100,000	43.5
Over \$100,000	22.5

Education (%)	
H-School/less	20.0
Some P-Sec.	16.4
Col-Tech-Grad	30.6
University Grad	33.0

Age (%)	
18-29	25.2
30-44	16.9
45-64	34.3
65 or older	23.5

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

Questions

- 1) How would you rate the job Lethbridge Police Service is doing in policing our community?
- 2) We would like to know how Lethbridge Police Service is meeting your expectations about what police should be doing to keep Lethbridge a safe & secure place to live & work.
- 3) Overall, how would you rate Lethbridge Police Service officers' attitudes and behavior?
- 4) Lethbridge Police Service employs a significant number of non-officer staff, also known as civilian staff, to conduct administrative and other duties. From what you know about the non-officer LPS staff, how well do you think they are doing in performing their duties?
- 5) Have you had direct contact with a Lethbridge Police Service officer in the past year?
- 6) Overall, how safe do you feel in your neighbourhood?
- 7) Please tell me if your feelings of safety in your neighbourhood have changed in the past year. Would you say that you feel much more safe in your neighbourhood 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 neighbourhood than you did one year ago?
- 8) Overall, how safe do you feel when you visit downtown Lethbridge for work, business, shopping or entertainment (including dining)?
- 9) How often do you visit downtown Lethbridge for work, business, shopping, or entertainment (including dining)?
- 10) As part of their regular duties, Lethbridge Police officers engage in community policing activities such as making regular foot and bicycle patrols, meeting with community groups, business owners and other residents. Please tell me if you think Lethbridge Police officers should be doing more, about the same as they now do, or less community policing activities while on duty.
- 11) As you may be aware, the Lethbridge Police Service recently created a downtown Lethbridge WATCH program that trains volunteers who patrol downtown Lethbridge in an effort at supporting residents, visitors and businesses with security and safety issues. Please tell me if you think the WATCH program is a very good program, a somewhat good program, a somewhat poor program or a very poor program?
- 12) Recognizing that there are many different causes of crime, including drug addiction, poverty, and other social factors, setting those causes aside and thinking only about the crimes themselves, please tell me which of the following is your top priority for Lethbridge Police Service to devote greater effort? (top priority and second priority)
- 13) Lethbridge Police Service is looking for recommendations from the community about how to improve its performance and services in meeting residents' expectations and concerns. Keeping in mind that like all public services, Lethbridge Police must prioritize what services it delivers based on the limited resources it has available, please tell me whether you support Lethbridge Police Service doing a much more, some more, about the same amount, somewhat less or a much less of each of the following policing activities:
 - Traffic enforcement (including more check-stops, equipment checks, speed enforcement)
 - Community visibility (including more bicycle or foot patrols, police cars in your neighbourhood)
 - Crime prevention programs (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)
 - Community partnerships and engagement (neighbourhood watch, citizens on patrol, volunteer policing program)