

Service Evaluations for Lethbridge Police Service

Lethbridge Public Opinion Study – Winter 2019

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Methodology

Population The city of Lethbridge has a total population of 99,769 residents (2018 census) approximately 80% of which are 18 years of age or older (79,800). A total of 48,883 Lethbridge residents are male (49.0%), 50,697 are female (50.8%) and 18 (0.2%) prefer not to identify. South Lethbridge is home to 32,109 residents (32.2%) while the rapidly expanding west side is now home to 39,960 residents (40.1%). There are 27,700 north Lethbridge residents (27.8%).

Sample Data Collected by Lethbridge College students in the winter of 2019. Students interviewed 882 randomly selected adult Lethbridge residents by telephone from February 9 to 13, 2019 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 ± 3.3 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 (64.1%) believe Lethbridge Police Service is doing a good job policing their community, a marginal decrease from 2018 when approval sat at 66.1%, but still within the normal range over the past decade. Very few Lethbridge residents (6.7%) believe LPS is doing a poor job, while approximately three in ten (29.2%) say the police are performing adequately.

Reasons for Evaluating LPS Performance Poorly

Among the small proportion of Lethbridge who evaluated LPS performance as somewhat poor or very poor, a significant plurality cited general concerns about safety or provided general commentary on the societal problems associated with crime and safety as their reasons. A further quarter made specific mention of drugs, drug trafficking or the crime associated with drug use with many of those also mentioning the safe consumption site or downtown more generally, or both. Fewer residents were upset about traffic tickets this year compared to last year. A few cited LPS taking too long to respond to their concerns or other process or operational inefficiencies, but so few cited racism or discrimination they did not warrant a separate categorization. A very small number cited the 'deer incident'.

Meeting Expectations

A substantial majority of Lethbridge residents (63.5%) believes LPS is doing a good job meeting residents' expectations about what a police service should be doing. Very few residents (5.7%) believe LPS is doing a poor job meeting expectations while the remainder (30.8%) believe LPS to be adequately meeting residents' expectations. Only 1.1% rated LPS as very poor in meeting expectations.

Attitudes and Behavior of LPS Officers

The vast majority of Lethbridge residents (92.6%) believes LPS officers are polite and respectful. Only 7.4% of residents believe LPS officers are impolite and disrespectful, 5.8% somewhat so, while fewer still (1.6%) think LPS officers are very impolite and disrespectful.

Direct Contact with LPS Officer in Past Year

Nearly half of all Lethbridge residents (45.2%) had some direct contact with a LPS officer over the past year.

Performance of LPS Non-officer Staff

A substantial majority of Lethbridge residents (63.8%) believes the LPS non-officer staff are doing a good job performing their duties.

Community Safety

Neighborhood Safety

For the most part, Lethbridge residents continue to feel very safe in their neighborhoods. Nearly a majority (48.3%) feel very safe in their neighborhoods and a further 45.1% feel somewhat safe. Very few Lethbridge residents feel somewhat unsafe (5.5%) in their neighborhood and fewer still feel very unsafe (1.2%).

Changes in Perception of Neighborhood Safety

A substantial majority of Lethbridge residents (62.7%) feel just as safe in their neighborhood this year as they did one year ago. Slightly more Lethbridge residents feel less safe (19.4%) than those who feel more safe (17.8%) this year compared to last year. Only 2.5% of Lethbridge residents feel much less safe in their neighborhoods this year, while 16.9% feel somewhat less safe.

Executive Summary (continued)

Community Safety (continued)

Downtown Safety

Overall, Lethbridge residents feel safe when visiting downtown Lethbridge. However, residents' feelings of safety are diminishing rapidly and are much lower than their feelings of safety in their own neighborhoods. More than two of every five Lethbridge residents (42.0%) now feel unsafe in downtown with most of those (30.6%) feeling somewhat unsafe. But for the first time in a decade, more than one in ten residents (12.4%) feels very unsafe when visiting downtown.

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. A majority still visiting downtown on a regular basis. Approximately one in five Lethbridge residents (19.0%) go downtown daily while two of every five (40.1%) residents visit downtown on a weekly basis.

LPS Community Policing Activities

Half of Lethbridge residents (52.1%) believe LPS officers should be engaged in even more community policing activities while on duty. Most of the remaining residents (44.8%) believe LPS should be engaging in about the same amount of community policing activities while very few residents (3.1%) believe LPS officers should be doing less of this type of policing as part of their regular duties.

911 Dispatch

Called 911 Seeking Police Services in Past 12 Months

Approximately one in six Lethbridge residents (17.0%) called 911 seeking LPS in the past 12 months.

Satisfaction with 911 Dispatch Transfer to LPS

Of those who made a 911 call to contact LPS, the vast majority (86.6%) were satisfied with the service they received.

Awareness of Public Safety Communications Centre

Nearly two-thirds of all Lethbridge residents (64.8%) were aware that the City of Lethbridge operates an integrated emergency services call centre. Slightly more than one-third (35.2%) were not aware of the Public Safety Communications Centre.

Drug Addiction Issues and Service Priorities

Priorities for Dealing with Addictions Issues

A clear majority of Lethbridge residents would prefer LPS to establish a High Engagement Action Team (HEAT-team) to deal with problems arising from drug addiction. Nearly three of every ten residents would prefer LPS provide even greater visibility in downtown Lethbridge while 14.2% would prefer to see more community-based neighbourhood patrols.

Community Recommendations for Service Improvements

Lethbridge residents clearly prioritize crime prevention programs as their most recommended area for service improvements. Clear majorities also believe more efforts should be put into community visibility and community partnerships. Only traffic enforcement fails to receive a majority who believe more efforts are needed in that area of LPS activity.

Overall Performance Evaluation

A substantial majority of Lethbridge residents (64.1%) believe Lethbridge Police Service is doing a good job policing their community, a marginal decrease from 2018 when approval sat at 66.1%, but still within the normal range over the past decade. Very few Lethbridge residents (6.7%) believe LPS is doing a poor job, while approximately three in ten (29.2%) say the police are performing adequately.

Substantial majorities within all demographic groups evaluate Lethbridge Police Service positively. Women (68.9%), university graduates (72.6%), seniors (71.2%), and those who visit downtown daily (72.1%) are most positive. Men (59.5%), upper-income earners (58.7%), less well-educated residents and younger residents are less positive, although still much more positive than negative.

Residents who had direct personal contact with an LPS officer in the past year are nearly as likely (61.0%) as are those who had no contact (66.7%) to believe the police are doing a good job.

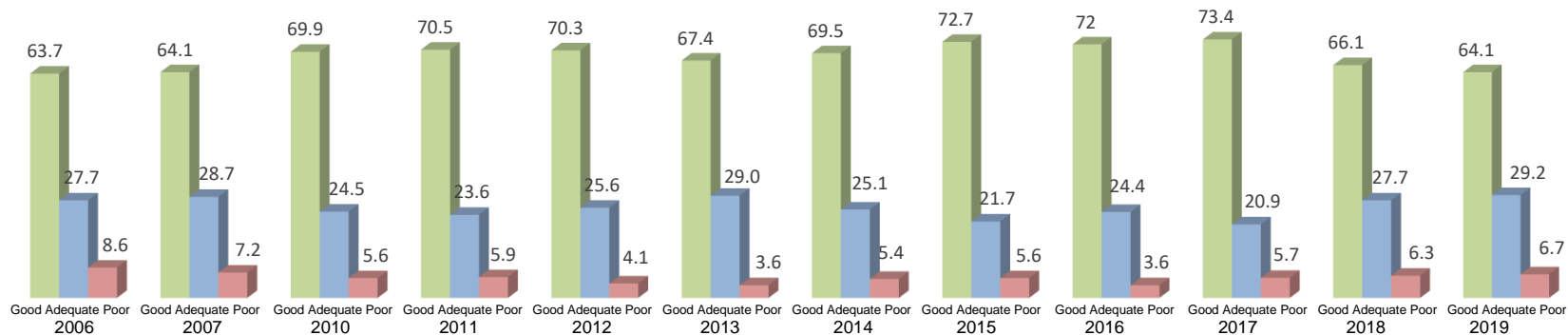
LPS Performance (%)

	2006	2007	2010	2011	2012	2013	2014	2015	2016	2017	2018	2019
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
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
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

	2006	2007	2010	2011	2012	2013	2014	2015	2016	2017	2018	2019
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
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
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
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
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

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

LPS Performance 2006-2019



Lethbridge Police Service Performance (February 2019) (%)

Gender*	Male	Female	Lethbridge	
Good	59.5	68.9	64.1	
Adequate	32.1	26.2	29.2	
Poor	8.4	4.9	6.7	
Contact with LPS	Yes	No		
Good	61.0	66.7		
Adequate	31.0	27.9		
Poor	7.9	5.4		
Area	South	North	West	
Good	67.4	58.0	66.6	
Adequate	25.7	34.5	27.2	
Poor	6.9	7.6	6.2	
Household Income	Under \$40,000	\$40,000 to \$100,000	Over \$100,000	
Good	64.5	65.7	58.7	
Adequate	30.5	27.7	32.6	
Poor	5.0	6.6	8.7	
Education*	High School or less	Some Post-secondary	College-Tech-Trade	University Grad
Good	62.6	56.1	61.8	72.6
Adequate	28.8	35.8	31.3	23.2
Poor	8.6	8.1	6.9	4.2
Age*	18-29	30-44	45-64	65 and older
Good	58.9	56.6	65.2	71.2
Adequate	31.9	37.5	27.6	24.5
Poor	9.2	5.9	7.2	4.4
Visits Downtown	Daily	Weekly	Monthly or less	
Good	72.1	58.8	65.2	
Adequate	21.2	34.3	28.4	
Poor	6.7	6.9	6.3	

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

Reasons for Evaluating LPS Performance Poorly (February 2019)

Among the small proportion of Lethbridge who evaluated LPS performance as somewhat poor (4.8%) or very poor (1.9%), a significant plurality (36.4%, or 3.0% of all respondents) cited general concerns about safety or provided general commentary on the societal problems associated with crime and safety as their reasons for evaluating LPS poorly. A further 27.2% made specific mention of drugs, drug trafficking or the crime associated with drug use with many of those also mentioning the safe consumption site or downtown more generally, or both. Fewer residents were upset about traffic tickets this year (4.9%) compared to last year (20.9%). Less than one in five (18.5%, only about one and a half percent of all respondents) cited LPS taking too long to respond to their concerns or other process or operational inefficiencies. So few residents cited racism or discrimination as the reason for their poor evaluations of LPS that their numbers did not warrant separate categorization and because each also cited a host of other issues, these respondents are included in the general response group. This compares to last year when 15.7% cited racism, discrimination or carding specifically, likely based on the media attention that was being paid to the issue at the time we conducted data collection. This year, 13.1% of those who rated LPS poorly (only 1.1% of total respondents) cited the 'deer incident' as the reason for their poor evaluation.

Few significant differences are measured within the approximately 7% who evaluated LPS poorly in each area of the city. West Lethbridge residents who evaluated LPS poorly (48.0%) are more concerned with drug related crime and the situations downtown than are residents in other areas of the city. South (36.4%) and north Lethbridge residents (43.5%) are more likely to cite responsiveness, while north side residents (30.4%) were more likely to mention the 'deer incident' than were other residents.

Upper-income residents (40.0%) are more concerned about drug crime and responsiveness than are other residents. Lower-income residents and middle-income residents are most likely to cite responsiveness as their reason for evaluating LPS poorly.

Younger residents (28.6%) are more likely than are other age groups to cite tickets as the reason for their poor evaluations.

Reasons for Evaluating LPS Poorly (%)	% of all residents 2018	% of all residents 2019	Evaluated LPS Poorly 2018 (6.3% of total)	Evaluated LPS Poorly 2019 (6.7% of total)
Drugs and Crime (including downtown in 2019)	0.8	2.2	14.9	27.2
Racism and discrimination	0.9	—	15.7	—
General safety and assorted rants	1.8	3.0	32.2	36.4
Responsiveness/processes/operation inefficient	0.9	1.5	16.4	18.5
Tickets and traffic enforcement issues	1.2	0.4	20.9	4.9
Deer incident	—	1.1	—	13.1

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

Reasons for Evaluating LPS Performance Poorly (February 2019) (%)

Gender*	Male	Female	Lethbridge	
Drugs and Crime (including downtown)	31.6	24.2	27.2	
General safety and assorted rants	7.9	0.0	36.4	
Responsiveness/processes/operation	42.1	30.3	18.5	
Tickets/traffic enforcement issues	10.5	15.2	4.9	
Deer incident	7.9	30.3	13.1	
Contact with LPS	Yes	No		
Drugs and Crime (including downtown)	28.6	26.7		
General safety and assorted rants	2.4	6.7		
Responsiveness/processes/operation	40.5	30.0		
Tickets/traffic enforcement issues	7.1	20.0		
Deer incident	21.4	16.7		
Area	South	North	West	
Drugs and Crime (including downtown)	27.3	4.3	48.0	
General safety and assorted rants	9.1	4.3	0.0	
Responsiveness/processes/operation	36.4	43.5	32.0	
Tickets/traffic enforcement issues	4.5	17.4	16.0	
Deer incident	22.7	30.4	4.0	
Household Income	Under \$40,000	\$40 to \$100,000	Over \$100,000	
Drugs and Crime (including downtown)	14.3	33.3	40.0	
General safety and assorted rants	0.0	4.2	0.0	
Responsiveness/processes/operation	42.9	37.5	40.0	
Tickets/traffic enforcement issues	21.4	4.2	10.0	
Deer incident	21.4	20.8	10.0	
Education	High School or less	Some Post-secondary	College-Tech-Trade	University Grad
Drugs and Crime (including downtown)	13.3	31.3	33.3	26.7
General safety and assorted rants	0.0	0.0	11.1	0.0
Responsiveness/processes/operation	46.7	37.5	22.2	53.3
Tickets/traffic enforcement issues	26.7	6.3	14.8	6.7
Deer incident	13.3	25.0	18.5	13.3
Age	18-29	30-44	45-64	65 and older
Drugs and Crime (including downtown)	4.8	60.0	38.5	21.4
General safety and assorted rants	9.5	0.0	3.8	0.0
Responsiveness/processes/operation	38.1	10.0	42.3	42.9
Tickets/traffic enforcement issues	28.6	0.0	7.7	14.3
Deer incident	19.0	30.0	7.7	21.4

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

Meeting Expectations

A substantial majority of Lethbridge residents (63.5%) believes LPS is doing a good job meeting residents' expectations about what a police service should be doing. Approximately one in twenty Lethbridge residents (5.7%) believe LPS is doing a poor job meeting expectations while the remaining 30.8% believe LPS to be adequately meeting residents' expectations. Of those who evaluated LPS poorly, only 1.1% rated LPS as doing a very poor job meeting their expectations with the remaining 4.7% rating LPS as doing a somewhat poor job meeting residents' expectations.

Very few demographic differences are measures when considering whether or not LPS is meeting residents' expectations. Only education significantly impacts opinion with university graduates (74.3%) most likely to say LPS is doing a good job meeting their expectations. Lower-income residents (72.2%) and those who visit downtown on a daily basis (69.1%) are also among those most likely to say LPS doing a good job.

Women (66.1%) are even more likely than are men (61.2%) to think LPS is doing a good job meeting expectations.

Lethbridge residents who had direct contact with an LPS officer in the past year are nearly as likely to believe LPS is meeting residents' expectations (62.1%) as are those who did not have LPS officer contact (64.6%).

LPS Meeting Residents' Expectations (%)												
	2006	2007	2010	2011	2012	2013	2014	2015	2016	2017	2018	2019
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
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
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

	2006	2007	2010	2011	2012	2013	2014	2015	2016	2017	2018	2019
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
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
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
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
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

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

Meeting Expectations (February 2019) (%)

Gender	Male	Female	Lethbridge	
Good	61.2	66.1	63.5	
Adequate	31.8	29.4	30.8	
Poor	7.0	4.5	5.7	
Contact with LPS	Yes	No		
Good	62.1	64.6		
Adequate	31.5	30.2		
Poor	6.4	5.2		
Area	South	North	West	
Good	64.1	58.5	66.3	
Adequate	29.7	33.8	29.2	
Poor	6.2	7.7	4.6	
Household Income	Under \$40,000	\$40,000 to \$100,000	Over \$100,000	
Good	72.2	59.2	64.3	
Adequate	25.3	33.2	29.2	
Poor	2.5	7.5	6.5	
Education*	High School or less	Some Post-secondary	College-Tech-Trade	University Grad
Good	68.5	52.9	56.4	74.3
Adequate	27.9	41.9	34.7	21.4
Poor	3.6	5.2	8.9	4.3
Age	18-29	30-44	45-64	65 and older
Good	68.6	57.0	59.2	68.4
Adequate	28.5	37.0	32.9	26.2
Poor	2.9	5.9	7.9	5.3
Visits Downtown	Daily	Weekly	Monthly or less	
Good	69.1	61.0	63.4	
Adequate	24.8	33.4	30.8	
Poor	6.1	5.5	5.8	

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 (92.6%) believes LPS officers are polite and respectful, the most positive rating LPS officers have received in the past decade but consistent with the long-term pattern. Only 7.4% of Lethbridge residents believe LPS officers are impolite and disrespectful, 5.8% somewhat so with very few (1.6%) 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. Women (95.5%), seniors (95.2%) and those who frequent downtown daily (94.4%) are most likely to say LPS officers are polite and respectful.

Lethbridge residents who had direct contact with an LPS officer (93.0%) are just as likely to evaluate LPS officers as polite and respectful as are those who did not have contact (92.4%).

LPS Officers' Attitude and Behavior (%)

	2010	2011	2012	2013	2014	2015	2016	2017	2018	2019
Polite & respectful	89.2	89.9	88.4	87.5	85.6	88.5	91.5	91.2	90.9	92.6
Impolite & disrespectful	10.8	10.1	11.6	12.5	14.4	11.5	8.5	8.8	9.1	7.4
	2010	2011	2012	2013	2014	2015	2016	2017	2018	2019
Very polite & respectful	40.8	40.0	43.4	38.5	37.0	40.4	47.5	45.5	44.1	42.8
Somewhat polite & respectful	48.4	50.0	45.0	49.0	48.6	48.1	44.0	45.7	46.7	49.8
Somewhat impolite & disrespectful	8.1	7.5	9.1	10.5	9.4	9.8	6.1	6.9	6.3	5.8
Very impolite & disrespectful	2.7	2.6	2.4	2.0	5.0	1.7	2.4	1.9	2.9	1.6

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

Attitudes and Behavior (February 2019) (%)

Gender*	Male	Female	Lethbridge	
Polite and respectful	89.5	95.5	92.6	
Impolite and disrespectful	10.5	4.5	7.4	
Contact with LPS	Yes	No		
Polite and respectful	93.0	92.4		
Impolite and disrespectful	7.0	7.6		
Area	South	North	West	
Polite and respectful	95.4	87.1	94.0	
Impolite and disrespectful	4.6	12.9	6.0	
Household Income	Under \$40,000	\$40,000 to \$100,000	Over \$100,000	
Polite and respectful	93.7	92.2	90.6	
Impolite and disrespectful	6.3	7.8	9.4	
Education	High School or less	Some Post-secondary	College-Tech-Trade	University Grad
Polite and respectful	92.7	89.2	92.0	95.4
Impolite and disrespectful	7.3	10.8	8.0	4.6
Age	18-29	30-44	45-64	65 and older
Polite and respectful	91.0	90.6	92.4	95.2
Impolite and disrespectful	9.0	9.4	7.6	4.8
Visits Downtown	Daily	Weekly	Monthly or less	
Polite and respectful	94.4	92.6	91.7	
Impolite and disrespectful	5.6	7.4	8.3	

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

Attitudes and Behavior (February 2019) (%)

Gender*	Male	Female	Lethbridge	
Very polite/respectful	38.9	47.2	42.8	
Somewhat polite/respectful	50.6	48.2	49.8	
Somewhat impolite/disrespectful	8.6	3.3	5.9	
Very impolite/disrespectful	2.0	1.3	1.6	
Contact with LPS	Yes	No		
Very polite/respectful	45.6	40.5		
Somewhat polite/respectful	47.4	52.1		
Somewhat impolite/disrespectful	6.0	5.5		
Very impolite/disrespectful	1.0	1.9		
Area*	South	North	West	
Very polite/respectful	50.8	38.9	40.1	
Somewhat polite/respectful	44.6	47.8	54.0	
Somewhat impolite/disrespectful	1.9	11.1	5.6	
Very impolite/disrespectful	2.7	2.2	0.3	
Household Income	Under \$40,000	\$40,000 to \$100,000	Over \$100,000	
Very polite/respectful	48.4	38.9	41.8	
Somewhat polite/respectful	44.7	53.3	48.8	
Somewhat impolite/disrespectful	5.3	6.9	7.1	
Very impolite/disrespectful	1.6	0.9	2.4	
Education*	High School or less	Some Post-secondary	College-Tech-Trade	University Grad
Very polite/respectful	40.1	38.3	41.9	49.0
Somewhat polite/respectful	52.6	50.9	50.0	46.1
Somewhat impolite/disrespectful	5.3	9.0	6.9	3.7
Very impolite/disrespectful	2.0	1.8	1.2	1.2
Age	18-29	30-44	45-64	65 and older
Very polite/respectful	46.8	34.4	38.6	49.5
Somewhat polite/respectful	44.3	56.3	53.8	45.7
Somewhat impolite/disrespectful	5.5	8.6	6.5	4.3
Very impolite/disrespectful	3.5	0.8	1.1	0.5
Visits Downtown	Daily	Weekly	Monthly or less	
Very polite/respectful	42.6	46.0	39.3	
Somewhat polite/respectful	51.2	46.6	52.5	
Somewhat impolite/disrespectful	3.7	5.2	7.7	
Very impolite/disrespectful	2.5	2.2	0.6	

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 (45.2%) had some direct contact with a LPS officer over the past year. Men (50.6%) were somewhat more likely to have had contact than were women (39.5%), while upper-income residents (51.8%) were more likely to have had contact than were middle-income (43.6%) or lower-income (39.9%) residents.

Seniors (38.4%) were the least likely to have had direct contact with and LPS officer. Younger Lethbridge residents (45.9%) were no more likely to have had direct contact with an LPS officer in the past year than were either those aged 30 to 44 (47.1%) or those aged 45 to 64 (49.3%).

Those most likely to frequent downtown Lethbridge daily (55.4%) 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 2019) (%)

Gender*	Male	Female	Lethbridge	
Yes	50.6	39.5	45.2	
No	49.4	60.5	54.8	
Area	South	North	West	
Yes	45.0	45.0	45.8	
No	55.0	55.0	54.2	
Household Income*	Under \$40,000	\$40,000 to \$100,000	Over \$100,000	
Yes	39.9	43.6	51.6	
No	60.1	56.4	48.4	
Education	High School or less	Some Post-secondary	College-Tech-Trade	University Grad
Yes	32.1	58.6	43.7	45.9
No	67.9	41.4	56.3	54.1
Age	18-29	30-44	45-64	65 and older
Yes	45.9	47.1	49.3	38.4
No	54.1	52.9	50.7	61.6
Visits Downtown*	Daily	Weekly	Monthly or less	
Yes	55.4	49.7	36.2	
No	44.6	50.3	63.8	

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 (63.8%) believes the LPS non-officer staff are doing a good job performing their duties. This very positive evaluation is somewhat qualified by the fact that three in ten Lethbridge residents either did not know how to evaluate LPS non-officer staff performance (29.2%) or refused to answer the question (0.9%), these cases have been removed from the analysis presented below. Very few Lethbridge residents (3.6%) believe LPS non-officer staff are performing poorly, with most of those (3.2%) saying they are performing somewhat poorly and only 0.4% believing they are performing very poorly. The remaining one-third of respondents (32.6%) believe LPS non-officer staff to be performing adequately.

Women (70.7%) are more likely than are men (57.6%) to say LPS non-officer staff are performing well. But men are more likely to rate LPS non-officer staff as adequate (39.2%), with only small numbers of both genders rating performance as poor (3.2% for men and 4.1% for women).

Older residents evaluate LPS non-officer staff even more positively than do younger residents, as do those who visit downtown daily (69.3%) compared to those who visit downtown less frequently.

Residents who had contact with an LPS officer in the past year provide nearly identical 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 (%)			
Very good	19.1		
Good	44.7	Good	63.8
Adequate	32.6	Adequate	32.6
Poor	3.2	Poor	3.6
Very Poor	0.4		

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

Performance of LPS Non-officer Staff (February 2019) (%)

Gender*	Male	Female	Lethbridge
Good	57.6	70.7	63.8
Adequate	39.2	25.2	32.6
Poor	3.2	4.1	3.6

Contact with LPS	Yes	No
Good	64.1	63.8
Adequate	30.6	34.0
Poor	5.3	2.1

Area	South	North	West
Good	69.3	61.5	61.2
Adequate	26.8	35.1	35.0
Poor	3.9	3.4	3.7

Household Income	Under \$40,000	\$40,000 to \$100,000	Over \$100,000
Good	62.3	63.8	62.6
Adequate	34.0	32.7	32.2
Poor	3.7	3.5	5.2

Education	High School or less	Some Post-secondary	College-Tech-Trade	University Grad
Good	65.0	55.9	60.0	71.3
Adequate	30.8	40.2	36.0	26.1
Poor	4.2	3.9	4.0	2.7

Age*	18-29	30-44	45-64	65 and older
Good	58.3	47.5	70.1	73.6
Adequate	37.2	48.5	26.2	24.3
Poor	4.4	4.0	3.7	2.0

Visits Downtown*	Daily	Weekly	Monthly or less
Good	69.3	63.1	61.3
Adequate	29.1	32.9	34.5
Poor	1.6	4.0	4.3

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

Neighborhood Safety

For the most part, Lethbridge residents continue to feel very safe in their neighborhoods. Nearly a majority (48.3%) feel very safe in their neighborhoods and a further 45.1% feel somewhat safe. Very few Lethbridge residents feel somewhat unsafe (5.5%) in their neighborhood and fewer still feel very unsafe (1.2%).

Lethbridge women (46.4%) are slightly less likely to feel very safe in their neighborhoods than are men (50.3%) but are slightly less likely (0.5%) to feel very unsafe than are men (1.8%).

West Lethbridge residents (97.9%) are most likely to feel safe in their neighborhoods, with a clear majority (55.5%) feeling very safe. Approximately nine out of ten north (91.3%) and south (89.6%) Lethbridge residents also feel safe in their neighborhoods.

University graduates (58.8%) and seniors (57.3%) are most likely to feel very safe in their neighborhoods. The youth (44.9%) and lower income residents (42.4%) are somewhat less likely to feel very safe in their neighborhoods than are other residents, but the vast majority of all residents feel very or somewhat safe in their neighborhoods.

Residents who had contact with an LPS officer in the past year expressed similar feelings of neighborhood safety as those who did not have direct contact with an LPS officer. Most of those who had contact feel very safe (45.1%) or somewhat safe (47.3%) in their neighborhood compared to those who did not have contact (50.6% very safe and 43.3% somewhat safe.)

Neighborhood Safety (%)

	2006	2007	2010	2011	2012	2013	2014	2015	2016	2017	2018	2019
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
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

	2006	2007	2010	2011	2012	2013	2014	2015	2016	2017	2018	2019
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
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
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
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

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

Evaluations of Neighborhood Safety (February 2019) (%) (condensed)

Gender	Male	Female	Lethbridge	
Safe	94.7	92.2	93.4	
Unsafe	5.3	7.8	6.6	
Contact with LPS	Yes	No		
Safe	92.6	93.9		
Unsafe	7.4	6.1		
Area*	South	North	West	
Safe	89.6	91.3	97.9	
Unsafe	10.4	8.8	2.1	
Household Income*	Under \$40,000	\$40,000 to \$100,000	Over \$100,000	
Safe	89.6	92.1	98.4	
Unsafe	10.4	7.9	1.6	
Education	High School or less	Some Post-secondary	College-Tech-Trade	University Grad
Safe	93.4	92.0	91.4	96.2
Unsafe	6.6	8.0	8.6	3.8
Age	18-29	30-44	45-64	65 and older
Safe	90.8	89.8	97.3	92.7
Unsafe	9.2	10.2	2.7	7.3
Visits Downtown	Daily	Weekly	Monthly or less	
Safe	92.2	93.2	94.1	
Unsafe	7.8	6.8	5.9	

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

Evaluations of Neighborhood Safety (February 2019) (%) (full)

Gender	Male	Female	Lethbridge	
Very safe	50.3	46.4	48.3	
Somewhat safe	44.4	46.0	45.1	
Somewhat unsafe	3.4	7.1	5.5	
Very unsafe	1.8	0.5	1.2	
Contact with LPS	Yes	No		
Very safe	45.1	50.6		
Somewhat safe	47.3	43.3		
Somewhat unsafe	6.3	4.8		
Very unsafe	1.3	1.3		
Area*	South	North	West	
Very safe	46.3	42.7	55.5	
Somewhat safe	43.1	48.1	42.4	
Somewhat unsafe	8.5	7.1	2.1	
Very unsafe	46.3	42.7	55.5	
Household Income*	Under \$40,000	\$40,000 to \$100,000	Over \$100,000	
Very safe	42.4	45.3	59.5	
Somewhat safe	47.3	46.7	38.9	
Somewhat unsafe	7.9	7.1	1.1	
Very unsafe	2.5	0.8	0.5	
Education*	High School or less	Some Post-secondary	College-Tech-Trade	University Grad
Very safe	49.1	36.0	44.9	58.8
Somewhat safe	44.3	56.0	46.4	37.4
Somewhat unsafe	5.4	5.7	7.5	3.4
Very unsafe	1.2	2.3	1.1	0.4
Age*	18-29	30-44	45-64	65 and older
Very safe	44.9	48.2	43.3	57.3
Somewhat safe	45.4	41.6	54.0	35.5
Somewhat unsafe	6.8	8.0	2.3	6.8
Very unsafe	2.9	2.2	0.3	0.4
Visits Downtown	Daily	Weekly	Monthly or less	
Very safe	48.8	48.9	47.8	
Somewhat safe	43.4	44.3	46.4	
Somewhat unsafe	4.8	6.3	5.0	
Very unsafe	3.0	0.6	0.8	

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

Changes in Perception of Neighborhood Safety

A substantial majority of Lethbridge residents (62.7%) 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 (19.4%) than those who feel more safe (17.8%) this year compared to last year. Only 2.5% of Lethbridge residents feel much less safe in their neighborhoods this year, while 16.9% feel somewhat less safe. Conversely, 11.6% of Lethbridge residents feel somewhat safer this year while 6.3% feel much safer this year compared to last.

Women (21.1%) are only marginally more likely than are men (18.1%) to feel less safe in their neighborhoods this year compared to last year. Only 2.8% of all women feel much less safe in their neighborhoods this year, a similar proportion to the men who feel much less safe this year (2.1%).

Interestingly, south Lethbridge residents reported the greatest amount of change in their feelings of neighborhood safety over the past year with almost as many feeling more safe (20.6%) as feel less safe (24.2%). North and west Lethbridge residents reported less change in their feelings of neighborhood safety over the past year, but in both cases those who feel less safe are approximately equal to those who feel safer in their neighborhoods this year compared to last year.

Also of note is that the youth (39.8%) are much more likely than are other age groups to feel safer this year compared to last year.

Change in Perceptions of Neighborhood Safety (%)	2018	2019		2018	2019
Much more safe	4.6	6.3			
Somewhat more safe	8.3	11.6	More safe	12.8	17.8
No more or less safe	70.3	62.7	No more or less safe	70.3	62.7
Somewhat less safe	14.2	16.9	Less safe	16.9	19.4
Much less safe	2.7	2.5			

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

Changes in Perceptions of Neighborhood Safety (February 2019) (%) (condensed)

Gender	Male	Female	Lethbridge	
More safe	18.5	17.1	17.8	
No more or less safe	63.4	61.7	62.7	
Less safe	18.1	21.1	19.4	
Contact with LPS	Yes	No		
More safe	17.6	17.8		
No more or less safe	59.4	65.7		
Less safe	23.0	16.5		
Area	South	North	West	
More safe	20.6	19.8	13.6	
No more or less safe	55.2	60.8	71.3	
Less safe	24.2	19.4	15.1	
Household Income*	Under \$40,000	\$40,000 to \$100,000	Over \$100,000	
More safe	38.5	14.5	3.9	
No more or less safe	49.5	64.8	75.6	
Less safe	12.0	20.7	20.6	
Education*	High School or less	Some Post-secondary	College-Tech-Trade	University Grad
More safe	28.8	20.2	13.7	12.3
No more or less safe	58.9	58.4	62.0	69.3
Less safe	12.3	21.4	24.3	18.4
Age*	18-29	30-44	45-64	65 and older
More safe	39.8	14.2	11.4	9.1
No more or less safe	43.8	67.9	63.5	75.3
Less safe	16.4	17.9	25.1	15.6
Visits Downtown	Daily	Weekly	Monthly or less	
More safe	23.5	19.2	13.7	
No more or less safe	56.0	61.9	67.2	
Less safe	20.5	18.9	19.1	

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

Changes in Perceptions of Neighborhood Safety (February 2019) (%) (full)

Gender	Male	Female	Lethbridge	
Much more safe	6.7	5.9	6.3	
Somewhat more safe	11.8	11.3	11.6	
No more or less safe	63.4	61.7	62.7	
Somewhat less safe	16.0	18.3	16.9	
Much less safe	2.1	2.8	2.5	
Contact with LPS	Yes	No		
Much more safe	6.1	6.6		
Somewhat more safe	11.7	11.3		
No more or less safe	59.3	65.5		
Somewhat less safe	18.8	15.2		
Much less safe	4.1	1.3		
Area	South	North	West	
Much more safe	7.5	8.0	4.6	
Somewhat more safe	13.3	11.8	9.0	
No more or less safe	54.8	60.5	71.3	
Somewhat less safe	20.1	16.8	14.2	
Much less safe	4.3	2.9	0.9	
Household Income*	Under \$40,000	\$40,000 to \$100,000	Over \$100,000	
Much more safe	11.6	6.0	3.3	
Somewhat more safe	27.1	8.5	0.6	
No more or less safe	49.7	65.0	75.1	
Somewhat less safe	10.6	18.2	16.6	
Much less safe	1.0	2.3	4.4	
Education*	High School or less	Some Post-secondary	College-Tech-Trade	University Grad
Much more safe	10.5	5.2	5.7	3.8
Somewhat more safe	18.5	15.0	7.7	8.4
No more or less safe	59.3	58.4	62.5	69.3
Somewhat less safe	9.3	19.1	20.3	17.2
Much less safe	2.5	2.3	3.8	1.1
Age*	18-29	30-44	45-64	65 and older
Much more safe	13.6	5.9	4.3	2.6
Somewhat more safe	26.1	8.1	7.0	6.5
No more or less safe	44.2	67.4	63.5	75.3
Somewhat less safe	12.1	14.8	23.1	14.3
Much less safe	4.0	3.7	2.0	1.3

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

Downtown Safety

Overall, Lethbridge residents feel safe when visiting downtown Lethbridge. However, residents' feelings of safety are diminishing rapidly and are much lower than their feelings of safety in their own neighborhoods. A majority of Lethbridge residents (57.0%) feel safe when visiting downtown with most of those (46.5%) feeling somewhat safe and only approximately one in ten (10.5%) feeling very safe when downtown. More than two of every five Lethbridge residents (42.0%) now feel unsafe in downtown with most of those (30.6%) feeling somewhat unsafe. But for the first time in a decade, more than one in ten residents (12.4%) feels very unsafe when visiting downtown.

Lethbridge residents' feelings of safety in downtown Lethbridge have dropped considerably in the past two years, with most of the increase in feeling unsafe happening in the past twelve months. As recently as 2012 more than four out of every five Lethbridge residents (83.3%) felt safe in downtown Lethbridge. One year ago feelings of downtown safety decreased to only 70.2% feeling safe and have continued their slide to only 57% who now feel safe downtown.

Nearly half of all Lethbridge women (48.1%) now feel unsafe downtown, compared to two of every five men (38.1%) who feel unsafe.

Most of the differences in perceived levels of downtown safety that we have previously measured between different demographic groups have disappeared as overall feelings of downtown safety have deteriorated. Those who frequent downtown more often 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
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
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
	2006	2007	2010	2011	2012	2013	2014	2015	2016	2017	2018	2019
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
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
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
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

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

Evaluations of Downtown Safety (February 2019) (%) (condensed)

Gender*	Male	Female	Lethbridge
Safe	61.9	51.9	57.0
Unsafe	38.1	48.1	42.0

Contact with LPS*	Yes	No
Safe	51.2	62.0
Unsafe	48.8	38.0

Area	South	North	West
Safe	58.6	58.1	53.3
Unsafe	41.4	41.9	46.7

Household Income	Under \$40,000	\$40,000 to \$100,000	Over \$100,000
Safe	57.5	60.1	51.7
Unsafe	42.5	39.9	48.3

Education	High School or less	Some Post-secondary	College-Tech-Trade	University Grad
Safe	60.1	52.9	52.1	62.1
Unsafe	39.9	47.1	47.9	37.9

Age	18-29	30-44	45-64	65 and older
Safe	58.0	61.9	51.5	59.9
Unsafe	42.0	38.1	48.5	40.1

Visits Downtown	Daily	Weekly	Monthly or less
Safe	58.0	61.9	51.5
Unsafe	42.0	38.1	48.5

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

Evaluations of Downtown Safety (February 2019) (%) (full)

Gender*	Male	Female	Lethbridge	
Very safe	13.2	8.0	10.5	
Somewhat safe	48.7	43.9	46.5	
Somewhat unsafe	29.1	32.2	30.6	
Very unsafe	9.0	16.0	12.4	
Contact with LPS*	Yes	No		
Very safe	9.6	11.1		
Somewhat safe	41.6	51.0		
Somewhat unsafe	34.1	27.5		
Very unsafe	14.7	10.4		
Area	South	North	West	
Very safe	12.8	10.7	9.0	
Somewhat safe	45.8	47.4	44.2	
Somewhat unsafe	27.5	28.2	35.5	
Very unsafe	13.9	13.7	11.2	
Household Income	Under \$40,000	\$40,000 to \$100,000	Over \$100,000	
Very safe	10.0	11.3	8.5	
Somewhat safe	47.3	49.0	43.5	
Somewhat unsafe	32.3	25.8	36.7	
Very unsafe	10.4	13.9	11.3	
Education	High School or less	Some Post-secondary	College-Tech-Trade	University Grad
Very safe	11.2	8.8	8.1	12.9
Somewhat safe	49.1	43.9	43.8	49.6
Somewhat unsafe	25.5	31.6	34.2	30.1
Very unsafe	14.3	15.8	13.8	7.4
Age	18-29	30-44	45-64	65 and older
Very safe	6.3	7.5	9.2	17.6
Somewhat safe	51.5	54.1	42.5	42.5
Somewhat unsafe	33.5	27.8	32.2	28.1
Very unsafe	8.7	10.5	16.1	11.8
Visits Downtown	Daily	Weekly	Monthly or less	
Very safe	13.9	12.1	6.7	
Somewhat safe	46.1	42.9	50.4	
Somewhat unsafe	27.9	36.6	26.1	
Very unsafe	12.1	8.4	16.7	

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

Frequency of Visits to Downtown Lethbridge

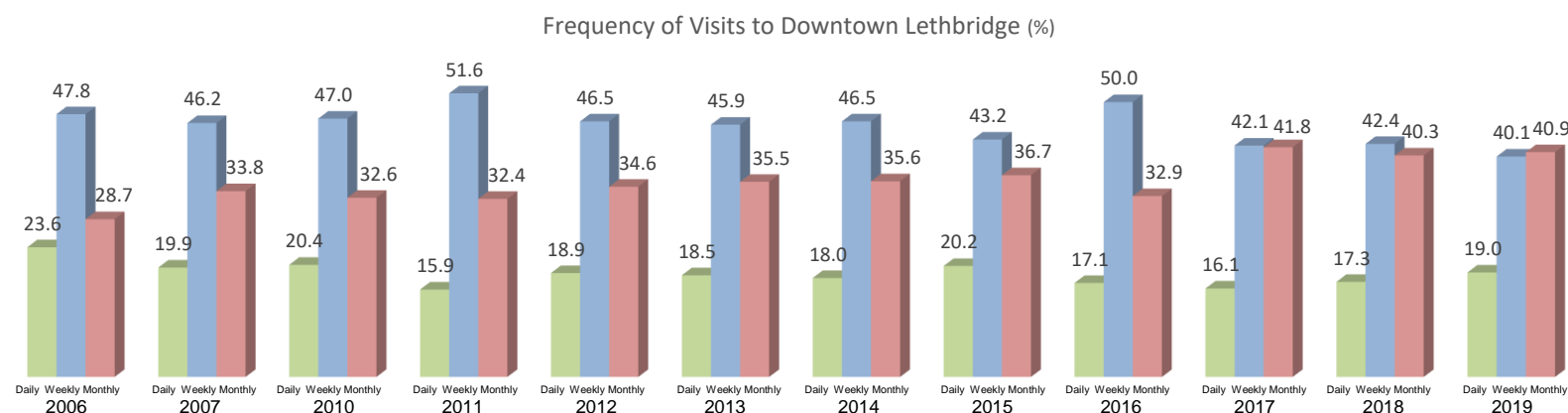
Decreased feelings of safety downtown are not having a dramatic impact on the frequency with which most Lethbridge residents visit downtown. A majority still visiting downtown on a regular basis. Approximately one in five Lethbridge residents (19.0%) go downtown daily. Two of every five (40.1%) residents visit downtown on a weekly basis, approximately the same proportion as those who visit monthly or less (40.9%). Of those who visit less frequently, one-quarter (25.4%) visit downtown at least monthly, while less than one in ten (8.7%) go downtown only a few times per year. Very few (6.8%) report that they rarely or never go downtown.

Few demographic differences are evident in downtown visitation patterns, although university grads (24.7%), the youth (24.6%) and lower-income residents (25.2%) are among those who are most likely to go downtown on a daily basis.

Frequency of Visits to Downtown Lethbridge (%)												
	2006	2007	2010	2011	2012	2013	2014	2015	2016	2017	2018	2019
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
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
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

	2006	2007	2010	2011	2012	2013	2014	2015	2016	2017	2018	2019
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
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
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
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
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

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



Frequency of Visits to Downtown Lethbridge (February 2019) (%)

Gender*	Male	Female	Lethbridge	
Daily	21.0	15.8	19.0	
Weekly	44.1	36.7	40.1	
Monthly or less	34.9	47.5	40.9	
Contact with LPS*	Yes	No		
Daily	23.4	15.5		
Weekly	43.9	36.8		
Monthly or less	32.7	47.7		
Area	South	North	West	
Daily	18.6	17.8	20.4	
Weekly	45.9	35.3	39.8	
Monthly or less	35.5	46.9	39.8	
Household Income	Under \$40,000	\$40,000 to \$100,000	Over \$100,000	
Daily	25.2	16.5	20.7	
Weekly	35.1	40.6	44.0	
Monthly or less	39.6	42.9	35.3	
Education*	High School or less	Some Post-secondary	College-Tech-Trade	University Grad
Daily	15.7	18.9	15.1	24.7
Weekly	32.5	38.3	43.0	43.0
Monthly or less	51.8	42.9	41.9	32.3
Age*	18-29	30-44	45-64	65 and older
Daily	24.6	22.5	20.8	9.5
Weekly	47.8	35.5	39.6	36.6
Monthly or less	27.5	42.0	39.6	53.9

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 (52.1%) believe LPS officers should be doing more of this kind of policing. Most of the remaining residents (44.8%) believe LPS should be engaging in about the same amount of community policing activities as they are currently doing, while very few Lethbridge residents (3.1%) believe LPS officers should be doing less of this type of policing as part of their regular duties.

North (54.1%) and south (54.5%) Lethbridge residents are among the most supportive of even greater amounts of community policing, as are lower-income residents (60.2%) and the youth (61.1%).

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		2018	2019
Much more	15.4	18.1			
Somewhat more	32.2	34.0	More	47.6	52.1
About the same as now	49.3	44.8	Same as now	49.3	44.8
Somewhat less	2.4	2.1	Less	3.1	3.1
Much less	0.7	0.9			

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

LPS Community Policing Activities (February 2019) (%)

Gender	Male	Female	Lethbridge
More	53.1	51.1	52.1
Same as now	43.2	46.7	44.8
Less	3.8	2.2	3.1

Contact with LPS*	Yes	No
More	48.1	55.9
Same as now	48.3	41.5
Less	3.6	2.7

Area	South	North	West
More	54.5	54.1	49.7
Same as now	41.0	41.9	48.8
Less	4.5	3.9	1.6

Household Income*	Under \$40,000	\$40,000 to \$100,000	Over \$100,000
More	60.2	51.6	47.0
Same as now	36.2	45.1	49.7
Less	3.6	3.2	3.3

Education*	High School or less	Some Post-secondary	College-Tech-Trade	University Grad
More	59.5	48.5	57.1	45.4
Same as now	39.3	47.9	39.4	51.4
Less	1.2	3.6	3.5	3.2

Age*	18-29	30-44	45-64	65 and older
More	61.1	42.4	56.4	44.1
Same as now	35.5	54.5	40.8	52.7
Less	3.4	3.0	2.8	3.2

Visits Downtown	Daily	Weekly	Monthly or less
More	56.1	51.2	50.9
Same as now	37.8	47.3	45.8
Less	6.1	1.5	3.3

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

Lethbridge 911 Dispatch

Approximately one in six Lethbridge residents (17.0%) called 911 seeking to contact the Lethbridge Police Service in the past 12 months, slightly more than the proportion who called 911 seeking LPOS help last year (14.1%).

Of those who made a 911 call to contact LPS, the vast majority (86.6%) were satisfied with the service they received, slightly more than what was measured last year (79.3%).

Nearly two-thirds of all Lethbridge residents (64.8%) were aware that the City of Lethbridge operates an integrated emergency services call centre. Slightly more than one-third (35.2%) were not aware of the Public Safety Communications Centre.

Lethbridge 911 Dispatch Service

Called 911 in past year (%)	2018	2019
Yes	14.1	17.0
No	85.9	83.0

Satisfaction with 911 service (%)	2018	2019
Satisfied	79.3	86.6
Dissatisfied	20.7	13.4

Awareness of Public Safety Communication Centre (%)

	2019
Yes	64.8
No	35.2

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

Called 911 Seeking Police Services in Past 12 Months (February 2019)

Approximately one in six Lethbridge residents (17.0%) called 911 during the past 12 months in an effort at contacting Lethbridge Police Service. Women (20.0%) were slightly more likely than men (14.1%) to call 911 trying to contact LPS.

West Lethbridge residents (13.3%) were somewhat less likely than were south (18.1%) and north (21.3%) Lethbridge residents to call 911 in an effort at connecting with LPS. Younger Lethbridge residents, particularly the youth (21.5%) and those aged 30 to 44 years (19.0%) were more likely to have used 911 to contact LPS than were middle-aged residents (15.4%) or seniors (13.7%). Interesting, household income had no significant impact on likelihood of calling 911.

Called 911 Seeking LPS in Past Year (2019) (%)

Gender*	Male	Female	Lethbridge	
Yes	14.1	20.0	17.0	
No	85.9	80.0	83.0	
Contact with LPS*	Yes	No		
Yes	27.7	7.8		
No	72.3	92.2		
Area	South	North	West	
Yes	18.1	21.3	13.3	
No	81.9	78.7	86.7	
Household Income	Under \$40,000	\$40,000 to \$100,000	Over \$100,000	
Yes	16.9	18.2	14.6	
No	83.1	81.8	85.4	
Education	High School or less	Some Post-secondary	College-Tech-Trade	University Grad
Yes	18.7	19.4	16.3	15.2
No	81.3	80.6	83.7	84.8
Age*	18-29	30-44	45-64	65 and older
Yes	21.5	19.0	15.4	13.7
No	78.5	81.0	84.6	86.3
Visits Downtown	Daily	Weekly	Monthly or less	
Yes	20.6	16.0	16.2	
No	79.4	84.0	83.8	

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

Satisfaction with 911 Dispatch Transfer to LPS (February 2019)

The vast majority of 911 callers (86.6%) were satisfied with the service they received from the Public Safety Communications Centre staff who dispatched their call. A clear majority (58.8%) were very satisfied while a further quarter (27.8%) were somewhat satisfied. Very few 911 users were dissatisfied with the services provided (13.4%), including only 4.6% who were very dissatisfied.

No significant differences in satisfaction are evident between demographic groups with women (89.0%) only slightly more satisfied overall than men (83.7%), and lower-income residents (91.9%) somewhat more satisfied than were middle-income (86.0%) or upper-income residents (83.7%).

Satisfaction with 911 Service (2019) (%)				
Gender	Male	Female	Lethbridge	
Satisfied	83.7	89.0	86.6	
Dissatisfied	16.3	11.0	13.4	
Contact in past year	Yes	No		
Satisfied	84.9	89.2		
Dissatisfied	15.1	10.8		
Area	South	North	West	
Satisfied	88.9	87.2	86.7	
Dissatisfied	11.1	12.8	13.3	
Household Income	Under \$40,000	\$40,000 to \$100,000	Over \$100,000	
Satisfied	91.9	86.0	83.7	
Dissatisfied	8.1	14.0	16.3	
Education	High School or less	Some Post-secondary	College-Tech-Trade	University Grad
Satisfied	92.6	81.8	86.4	83.1
Dissatisfied	7.4	18.2	13.6	16.9
Age	18-29	30-44	45-64	65 and older
Satisfied	90.1	94.1	81.4	85.4
Dissatisfied	9.9	5.9	18.6	14.6
Visits Downtown	Daily	Weekly	Monthly or less	
Satisfied	84.1	87.2	88.2	
Dissatisfied	15.9	12.8	11.8	

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

Satisfaction with 911 Dispatch Transfer to LPS (February 2019) (%)

Gender	Male	Female	Lethbridge	
Very satisfied	52.0	64.4	58.8	
Somewhat satisfied	31.6	24.6	27.8	
Somewhat dissatisfied	11.2	6.8	8.8	
Very dissatisfied	5.1	4.2	4.6	
Contact in past year	Yes	No		
Very satisfied	60.4	53.3		
Somewhat satisfied	24.5	34.7		
Somewhat dissatisfied	10.1	8.0		
Very dissatisfied	5.0	4.0		
Area	South	North	West	
Very satisfied	56.9	56.4	64.4	
Somewhat satisfied	31.9	30.8	22.0	
Somewhat dissatisfied	8.3	7.7	6.8	
Very dissatisfied	2.8	5.1	6.8	
Household Income	Under \$40,000	\$40,000 to \$100,000	Over \$100,000	
Very satisfied	59.7	53.5	67.4	
Somewhat satisfied	32.3	32.6	16.3	
Somewhat dissatisfied	8.1	7.0	11.6	
Very dissatisfied	0.0	7.0	4.7	
Education	High School or less	Some Post-secondary	College-Tech-Trade	University Grad
Very satisfied	56.6	45.5	65.0	64.4
Somewhat satisfied	37.7	36.4	21.7	18.6
Somewhat dissatisfied	3.8	9.1	10.0	13.6
Very dissatisfied	1.9	9.1	3.3	3.4
Age	18-29	30-44	45-64	65 and older
Very satisfied	52.8	64.7	54.3	70.7
Somewhat satisfied	36.1	29.4	27.1	14.6
Somewhat dissatisfied	8.3	5.9	10.0	9.8
Very dissatisfied	2.8		8.6	4.9
Visits Downtown	Daily	Weekly	Monthly or less	
Very satisfied	70.5	54.0	57.6	
Somewhat satisfied	13.6	32.2	30.6	
Somewhat dissatisfied	13.6	6.9	8.2	
Very dissatisfied	2.3	6.9	3.5	

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

Awareness of Public Safety Communication Centre (February 2019)

Nearly two-thirds of all Lethbridge residents (64.8%) were aware of the integrated emergency dispatch services being provided by the Public Safety Communications Centre. Slightly more than one-third (35.2%) were unaware of the integrated dispatch service.

Significant differences in awareness were measured between a number of demographic groups including upper-income (74.0%) and highly-educated residents (73.0%) who are much more aware than are lower-income (54.4%) and less well educated residents. Older residents are also more aware than are the youth (48.7%) who are the least aware of the integrated services.

Awareness of Public Safety Communications Centre (2019) (%)

Gender	Male	Female	Lethbridge	
Yes	62.0	67.6	64.8	
No	38.0	32.4	35.2	
Contact with LPS	Yes	No		
Yes	67.1	63.3		
No	32.9	36.7		
Area	South	North	West	
Yes	65.7	59.0	68.1	
No	34.3	41.0	31.9	
Household Income*	Under \$40,000	\$40,000 to \$100,000	Over \$100,000	
Yes	54.4	67.1	74.0	
No	45.6	32.9	26.0	
Education*	High School or less	Some Post-secondary	College-Tech-Trade	University Grad
Yes	57.1	53.8	68.8	73.0
No	42.9	46.2	31.2	27.0
Age*	18-29	30-44	45-64	65 and older
Yes	48.7	65.9	73.0	67.6
No	51.3	34.1	27.0	32.4
Visits Downtown	Daily	Weekly	Monthly or less	
Yes	66.5	66.3	62.6	
No	33.5	33.7	37.4	

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

Priorities for Dealing with Drug Addiction Issues

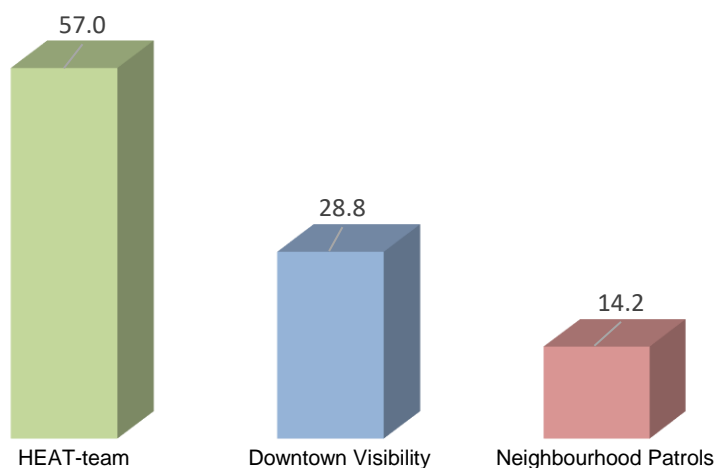
When asked to choose their top priority from among three choices LPS could pursue to more effectively deal with the problems associated with drug addiction, a clear majority of Lethbridge residents (57.0%) would prefer LPS to establish a High Engagement Action Team (HEAT-team). Nearly three of every ten residents (28.8%) would prefer LPS provide even greater visibility in downtown Lethbridge while 14.2% would prefer to see more community-based neighbourhood patrols.

Increased downtown visibility (42.6%) led the way as respondents' second priority, followed by more community-based neighbourhood patrols (34.0%) followed by the HEAT-team (23.4%).

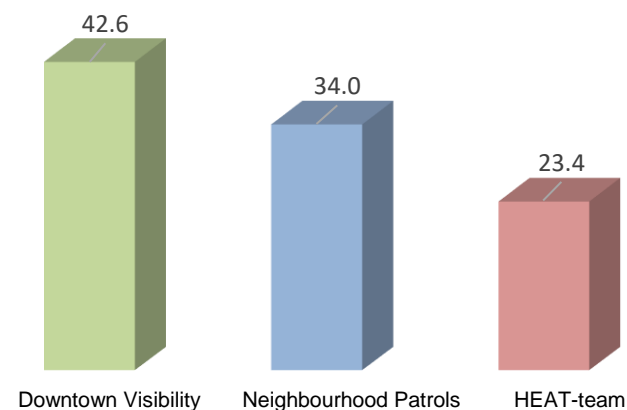
	Top Priority		Second Priority
HEAT-team	57.0	Downtown visibility	42.6
Downtown visibility	28.8	Neighbourhood patrols	34.0
Neighbourhood patrols	14.2	HEAT-team	23.4

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

Drug Addiction Problems - 1st Priority (%)



Drug Addiction Problems - 2nd Priority (%)



Drug Addiction Issues – Top Priority (February 2019) (%)

Few significant differences are measured between demographic groups with a majority of most groups choosing a HEAT-team as their top priority.

Less than a majority of lower-income residents (47.41%), those with high school education or less (46.0%) and the youth (45.5%) supported establishing a HEAT-team. Even among these groups the HEAT-team was the top priority but larger proportions of these residents chose downtown visibility more than did resident with other demographic characteristics.

Gender	Male	Female	Lethbridge
HEAT-team	55.2	58.8	57.0
Downtown visibility	28.9	28.9	28.8
Neighborhood patrols	15.9	12.3	14.2

Area	South	North	West
HEAT-team	54.9	55.6	61.1
Downtown visibility	30.2	26.0	28.8
Neighborhood patrols	14.9	18.4	10.1

Household Income	Under \$40,000	\$40,000 to \$100,000	Over \$100,000
HEAT-team	47.4	62.3	57.6
Downtown visibility	35.3	24.0	27.9
Neighborhood patrols	17.4	13.7	14.5

Education	High School or less	Some Post-secondary	College-Tech-Trade	University Grad
HEAT-team	46.0	56.3	65.3	56.2
Downtown visibility	39.3	30.5	23.5	26.2
Neighborhood patrols	14.7	13.2	11.2	17.6

Age*	18-29	30-44	45-64	65 and older
HEAT-team	45.5	63.0	60.1	60.6
Downtown visibility	39.9	26.8	24.1	25.6
Neighborhood patrols	14.6	10.2	15.8	13.8

Visits Downtown	Daily	Weekly	Monthly or less
HEAT-team	57.1	56.0	57.5
Downtown visibility	23.8	30.1	30.2
Neighborhood patrols	19.0	13.9	12.3

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

Drug Addiction Issues – Second Priority (February 2019) (%)

Increasing LPS visibility in downtown Lethbridge is the clear second priority of residents in all demographic groups, followed closely by increasing community-based neighbourhood patrols.

Gender	Male	Female	Lethbridge	
Downtown visibility	43.8	40.8	42.6	
Neighborhood patrols	33.1	35.2	34.0	
HEAT-team	23.2	24.0	23.4	
Area	South	North	West	
Downtown visibility	39.7	45.4	43.1	
Neighborhood patrols	34.0	33.8	35.0	
HEAT-team	26.3	20.8	21.9	
Household Income*	Under \$40,000	\$40,000 to \$100,000	Over \$100,000	
Downtown visibility	36.0	46.0	41.3	
Neighborhood patrols	33.3	32.5	40.6	
HEAT-team	30.6	21.5	18.1	
Education	High School or less	Some Post-secondary	College-Tech-Trade	University Grad
Downtown visibility	43.8	39.5	46.6	40.5
Neighborhood patrols	34.7	28.4	36.4	35.6
HEAT-team	21.5	32.1	17.0	23.9
Age	18-29	30-44	45-64	65 and older
Downtown visibility	39.2	48.4	42.8	41.8
Neighborhood patrols	31.2	32.0	33.7	38.6
HEAT-team	29.6	19.5	23.5	19.6
Visits Downtown*	Daily	Weekly	Monthly or less	
Downtown visibility	41.3	41.8	43.8	
Neighborhood patrols	25.2	33.8	38.6	
HEAT-team	33.6	24.3	17.5	

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

Community Recommendations for Service Improvements

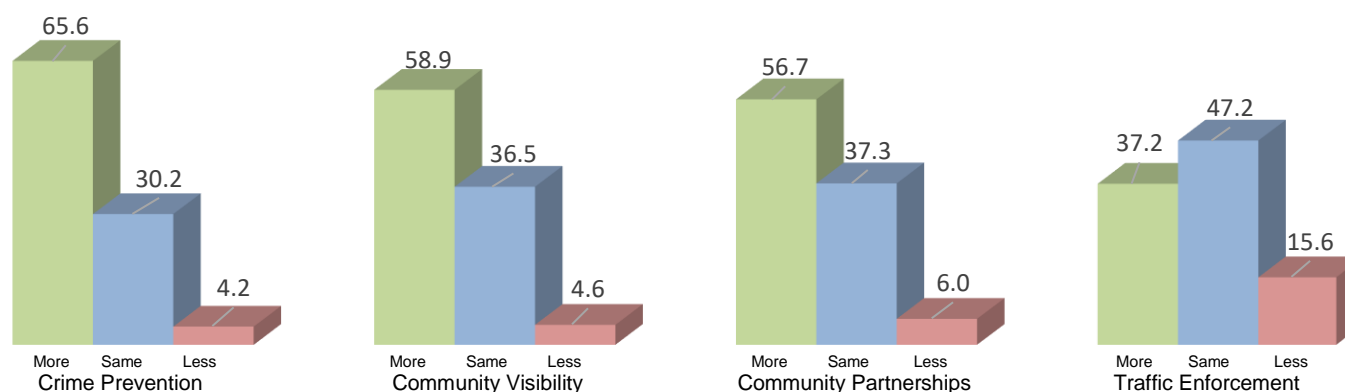
As is explored in greater detail below, although most Lethbridge residents would like to see about the same or more of each of the following LPS services, residents clearly prioritize crime prevention programs as their most recommended area for service improvements. Nearly two-thirds (65.6%) believe LPS should engage in more crime prevention programming while clear majorities also believe more efforts should be put into community visibility (58.9%) and community partnerships (56.7%). Only traffic enforcement fails to receive a majority who believe more efforts are needed in that area of LPS activity (37.2%).

Recommendations for Service Improvements	Great deal more	Some more	About the same	Some less	Great deal less
Crime Prevention Programs	27.0	38.6	30.2	3.1	1.0
Community Visibility	18.0	40.8	36.5	3.2	1.4
Community Partnerships	15.8	40.9	37.3	4.3	1.7
Traffic Enforcement	12.3	24.9	47.2	12.1	3.5

	More	About the same	Less
Crime Prevention Programs	65.6	30.2	4.2
Community Visibility	58.9	36.5	4.6
Community Partnerships	56.7	37.3	6.0
Traffic Enforcement	37.2	47.2	15.6

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

Community Recommendations for Service Improvements (%)



Crime Prevention Programs (February 2019) (%)

Nearly two-thirds of all Lethbridge residents (65.6%) believe LPS should devote greater resources to crime prevention programs. A further three in ten (30.2%) believe LPS is currently devoting an adequate amount of resources to crime prevention programs while 4.2% would like to see LPS devote fewer resources to crime prevention programs.

No significant differences are measured between different demographic groups on this issue.

Gender	Male	Female	Lethbridge
More	65.0	66.0	65.6
Same	30.7	30.1	30.2
Less	4.3	3.9	4.2

Area	South	North	West
More	64.7	68.7	65.1
Same	30.5	28.8	30.2
Less	4.9	2.6	4.7

Household Income	Under \$40,000	\$40,000 to \$100,000	Over \$100,000
More	68.2	65.0	60.1
Same	25.3	30.9	36.0
Less	6.6	4.1	3.9

Education	High School or less	Some Post-secondary	College-Tech-Trade	University Grad
More	70.1	66.1	63.7	63.8
Same	23.6	29.2	33.6	32.7
Less	6.4	4.8	2.7	3.5

Age	18-29	30-44	45-64	65 and older
More	67.2	74.6	64.5	59.8
Same	24.5	22.4	32.1	37.9
Less	8.3	3.0	3.4	2.3

Visits Downtown	Daily	Weekly	Monthly or less
More	63.9	67.0	64.4
Same	29.1	31.3	30.0
Less	7.0	1.8	5.5

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

Community Visibility (February 2019) (%)

Nearly three of every five Lethbridge residents (58.9%) would like LPS to devote more resources to community visibility initiatives. Slightly more than one-third (36.5%) 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 lower (63.5%) and middle-income (62.9%) residents are more likely to want greater attention paid to community visibility than are upper-income residents (52.2%). Lethbridge youth (64.2%) are also slightly more likely to want more resources devoted to community visibility than are other age groups, particularly seniors (52.0%).

Gender	Male	Female	Lethbridge
More	57.0	60.8	58.9
Same	37.4	35.7	36.5
Less	5.6	3.5	4.6

Area	South	North	West
More	60.0	64.8	55.0
Same	35.3	29.7	41.0
Less	4.7	5.5	4.0

Household Income*	Under \$40,000	\$40,000 to \$100,000	Over \$100,000
More	63.5	62.9	52.2
Same	32.0	33.7	40.2
Less	4.5	3.4	7.6

Education	High School or less	Some Post-secondary	College-Tech-Trade	University Grad
More	54.2	65.1	58.0	59.1
Same	37.3	30.9	37.4	38.5
Less	8.4	4.0	4.6	2.3

Age	18-29	30-44	45-64	65 and older
More	64.2	59.0	60.5	52.0
Same	27.5	35.8	35.8	45.9
Less	8.3	5.2	3.7	2.2

Visits Downtown	Daily	Weekly	Monthly or less
More	56.1	62.3	56.8
Same	40.2	33.3	38.1
Less	3.7	4.3	5.1

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

Community Partnerships (February 2019) (%)

Slightly more than half of Lethbridge residents (56.7%) would like LPS to devote more resources to community partnership activities. Slightly more than one-third of all residents (37.3%) believe LPS to be devoting adequate resources to community partnerships while 6.0% 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 (61.3%) are more likely to want greater attention paid to community partnerships than are upper-income residents (51.4%). Lethbridge youth are also somewhat more likely to want more resources devoted to community partnerships than are other age groups, particularly seniors (47.7%).

Gender	Male	Female	Lethbridge
More	57.9	55.4	56.7
Same	35.4	39.6	37.3
Less	6.7	5.0	6.0

Area	South	North	West
More	56.9	57.4	56.9
Same	35.3	36.1	38.7
Less	7.8	6.5	4.4

Household Income*	Under \$40,000	\$40,000 to \$100,000	Over \$100,000
More	61.3	58.0	51.4
Same	35.6	35.9	40.9
Less	3.1	6.1	7.7

Education	High School or less	Some Post-secondary	College-Tech-Trade	University Grad
More	54.3	60.8	52.4	60.5
Same	40.1	34.9	40.6	34.0
Less	5.6	4.2	7.1	5.5

Age*	18-29	30-44	45-64	65 and older
More	66.2	56.6	56.8	47.7
Same	27.1	38.0	36.9	47.2
Less	6.8	5.4	6.3	5.0

Visits Downtown	Daily	Weekly	Monthly or less
More	57.2	55.9	57.2
Same	30.8	39.3	38.4
Less	11.9	4.7	4.4

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

Traffic Enforcement (February 2019) (%)

Only about one-third of Lethbridge residents (37.2%) believe LPS should devote greater resources to traffic enforcement. Nearly half (47.2%) believe LPS is currently devoting enough resources to traffic enforcement while fully 15.6% believe LPS should devote fewer resources to traffic enforcement.

Only income significantly impacts opinion about traffic enforcement resource deployment with more upper-income residents believing LPS is currently devoting too much traffic enforcement (25.8%) than those who believe LPS should devote more (23.1%). Lower-income residents (48.0%) and the youth (49.0%) are most likely to want more resources devoted to traffic enforcement.

Gender	Male	Female	Lethbridge
More	39.4	35.4	37.2
Same	43.2	51.0	47.2
Less	17.4	13.5	15.6

Area	South	North	West
More	36.9	40.3	35.2
Same	46.0	47.5	47.2
Less	17.2	12.2	17.6

Household Income*	Under \$40,000	\$40,000 to \$100,000	Over \$100,000
More	48.0	37.0	23.1
Same	39.0	50.4	51.1
Less	13.0	12.6	25.8

Education	High School or less	Some Post-secondary	College-Tech-Trade	University Grad
More	44.8	35.1	35.9	35.0
Same	44.2	46.8	46.2	50.2
Less	10.9	18.1	17.9	14.8

Age	18-29	30-44	45-64	65 and older
More	49.0	26.7	34.8	36.1
Same	32.8	54.1	47.8	55.5
Less	18.1	19.3	17.4	8.4

Visits Downtown	Daily	Weekly	Monthly or less
More	40.1	36.7	36.1
Same	45.7	47.7	47.9
Less	14.2	15.6	16.0

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

Demographics

Area of City (%)		Gender (%)		Income (%)		Education (%)		Age (%)	
South	32.9	Male	49.6	Under \$40,000	27.4	H-School/less	19.2	18-29	23.5
North	28.2	Female	49.8	\$40-100,000	47.7	Some P-Sec.	20.1	30-44	15.7
West	38.9	Other	0.6	Over \$100,000	25.0	Col-Tech-Grad	30.6	45-64	34.1
						University Grad	30.1	65 or older	26.6

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) [Probe for those who stated LPS is doing a somewhat poor or very poor job] Please explain why you think LPS is doing a poor job?
- 3) 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.
- 4) Overall, how would you rate Lethbridge Police Service officers' attitudes and behavior?
- 5) 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?
- 6) Have you had direct contact with a Lethbridge Police Service officer in the past year?
- 7) Overall, how safe do you feel in your neighborhood?
- 8) 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?
- 9) Overall, how safe do you feel when you visit downtown Lethbridge for work, business, shopping or entertainment (including dining)?
- 10) How often do you visit downtown Lethbridge for work, business, shopping, or entertainment (including dining)?
- 11) 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.
- 12) Did you call 911 sometime in the past 12 months in an effort at contacting Lethbridge Police Service?
- 13) [Probe for those who called 911] Please tell me how satisfied you were with how quickly you were transferred from the 911 dispatcher to Lethbridge Police Service?
- 14) All calls to the 911 emergency number in Lethbridge are received by the Public Safety Communication Centre which is operated by the City of Lethbridge. Calls are directed from there to the appropriate police, fire or ambulance services. Before today, were you aware that 911 emergency calls are received by this communications centre and not police, fire or ambulance services?
- 15) As you are likely aware, Lethbridge is experiencing an increase in drug addiction and the problems associated with addiction. Please tell me which of the following service enhancements you would prefer Lethbridge Police to pursue in dealing with drug addiction problems? (top priority and second priority)
- 16) 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 neighborhood)
 - 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 (Neighborhood watch, citizens on patrol, volunteer policing program)

Appendix A

Open-ended Responses – why LPS is doing a poor or very poor job

Should be more emphasis on drug issues.

This would be higher if they had a bigger budget.

All the trouble downtown not doing enough to keep trouble people off city streets.

A lot of theft in Lethbridge.

Amount of driving, texting. Nothing was done.

Because they don't do job.

Because of money going to cash cropping of our citizens, not looking in protecting the public. Should focus more on investigating crimes

Crime rate continues to rise monthly.

Deer incident.

Do not look up to society.

Doesn't like chief.

Doing a good job but underfunded.

Don't take citizens seriously when 911 is called.

Don't address everybody's needs.

Downtown a high crime area.

Drug issues.

Drugs.

Had drug dealers living next door and police did nothing about it.

High number of petty thefts in neighborhoods

I don't think there's as much crime here as people think.

In regards to the deer.

It seems like they are not taking the needs/ complains of people serious enough.

Just came in his mind.

Lack of training, too many young individuals with no life skills, "you get a 22 year old, and give him a gun, and he has no experience maintaining the discipline.

No follow up on crimes, letting people go too easily.

No oversight, racial discrimination, Deer issue. They tend to abuse/overstretch their power. They are not continually evaluated.

Non responsive to a call placed today.

Not doing fair job.
Not an adequate job, but not the Police's fault. Fault is on the Justice System.
Not doing much with consumption sites and drugs around it.
Not enough done to protect property.
Not good at responding to calls.
Public relations.
Police are reporting to "crimes" that aren't worthwhile. They attend calls that aren't important. I feel that they need.
Security, spend too much time on safety.
Son died and the police service didn't investigate even though she knows who did it.
Safe consumption site was brought about without enough police thought.
Take forever to respond to calls.
Taking a long time to respond, mostly covering traffic, taking up too much resources.
The deer incident.
The deer thing.
The Downtown needs cleaned up.
The police are not the office responsible for the deer being hit with the same enforcements that civilians would follow
There is just too much crime, and they don't seem to do anything about it. "the police couldn't prove who did it, so nobody arrested".
They can do a lot, more and be responsive.
They do their job but can only enforce the law and the laws haven't changed.
They don't worry about the important issues in town such as accidents.
They open up drug centres.
They ran over a deer.
They should be free with information.
They try to be the judge more than they try to be the cop. They're burnt out. And the judicial system is failing.
Too much paperwork, not enough time to go out into the community.
Too slow.
Too slow to come.
Write more traffic tickets than targeting real crime, more concerned with traffic tickets, poor job policing around safe injection place.