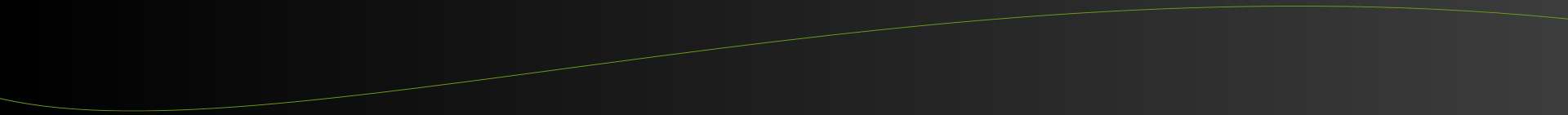*Citizen Society Research Lab*

*Lethbridge Police Service
Stakeholder Survey 2018*

Dr. Faron Ellis

Executive Summary

Community Safety

- Stakeholders feel very safe in most areas of the city during daytime hours.

- An overwhelming majority of stakeholders also feel safe in most areas of the city of Lethbridge at night, with the exception of downtown and outdoor public events

LPS Performance

- Nearly four out of every five LPS stakeholders evaluate LPS performance as good or very good, even more positively than does the overall population of Lethbridge residents.

- Stakeholders also provide LPS with very positive performance evaluations for their work in policing various areas within the city of Lethbridge.

LPS Financial Management

- Stakeholders evaluate LPS financial management performance very positively
- Stakeholders are only slightly more critical when evaluating certain aspects of LPS's financial management

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Executive Summary (continued)

Community Peace Officers and Special Constables
- Stakeholders overwhelming support making greater use of community peace officers or special constables
- Support increases when stakeholders consider some of the duties to be performed

Public Security Enhancement
- All the pubic security enhancement initiatives meet with strong stakeholder support
- Establishing a high enforcement action team (HEAT-team) is most preferred new initiative
- Stakeholders also strongly support additional video surveillance in public spaces

New Beat Zones
- Stakeholders are very supportive of the new LPS beat zones and principles

Stakeholder Priorities

Top Priorities:	Drug trafficking	2nd Tier Priorities:	Intoxication, vagrancy & panhandling
	Property crimes		Crime prevention programs
Lesser Priorities:	Traffic enforcement		
	Cybercrime		

Methodology

Questionnaire A 52-item questionnaire was constructed to measure stakeholders' perceptions of safety in a variety of locations in Lethbridge, their evaluations of LPS performance and their opinions about a variety of LPS strategic initiatives, including their prioritizing of services. Data were collected via the Internet through a self-administered questionnaire.

Population Stakeholder was defined based on a number of criteria
- Owners and operators of spaces open to the public (businesses, public facilities, other spaces that allow public access)
- Social, community and neighborhood associations
- Educators and public health providers
- Other partner agencies such as EMS, fire and community support agencies

Methodology (continued)

Sample Email addresses were collected from a variety of public sources. In total, 1,300 invitations were sent to stakeholders including members of the various business associations, community and neighborhood associations, ethnic and religious associations, public facility operators, Lethbridge's two post-secondary institutions, and educators in primary and secondary education.

- A total of 1,300 invitations to participate were sent
- Responses were collected from February 5 to 26, 2018
- A total of 451 respondents provided answers for all policy items (including 70 school board educators)
- Response rate of 34.7%
- After analyzing the demographic data and comparing the results to other known data, sample is highly representative of LPS stakeholders
    - Non-probability study, no confidence interval and level (margin of error)

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Methodology (continued)

Stakeholder Sector (%)

Primary-sec. Ed.	14.8
Post-secondary Ed.	8.5
Private Business	54.0
Not-for-profit service	12.6
Healthcare	3.8
Other government	4.0
NA (refused)	2.0

Business Zone (%)

10	53.4
20	14.4
30	16.7
40	10.4
Multiple	5.2

Residence Zone (%)

10	7.8
20	15.5
30	33.8
40	42.9

Gender (%)

Male	49.3
Female	50.7
Other	0.0

Indigenous (%)

Metis	1.3
Status Indian	1.3
Non-status Indian	0.2
No (none)	95.1
NA (refused)	2.0

Time in Lethbridge (%)

Less than 5 years	7.5
5 to 10 years	10.0
10 to 20 years	21.5
More than 20 years	61.0

LGBTQ+ (%)

Yes	2.5
No	94.6
Don't know	0.9
NA (refused)	2.0

Immigrant (%)

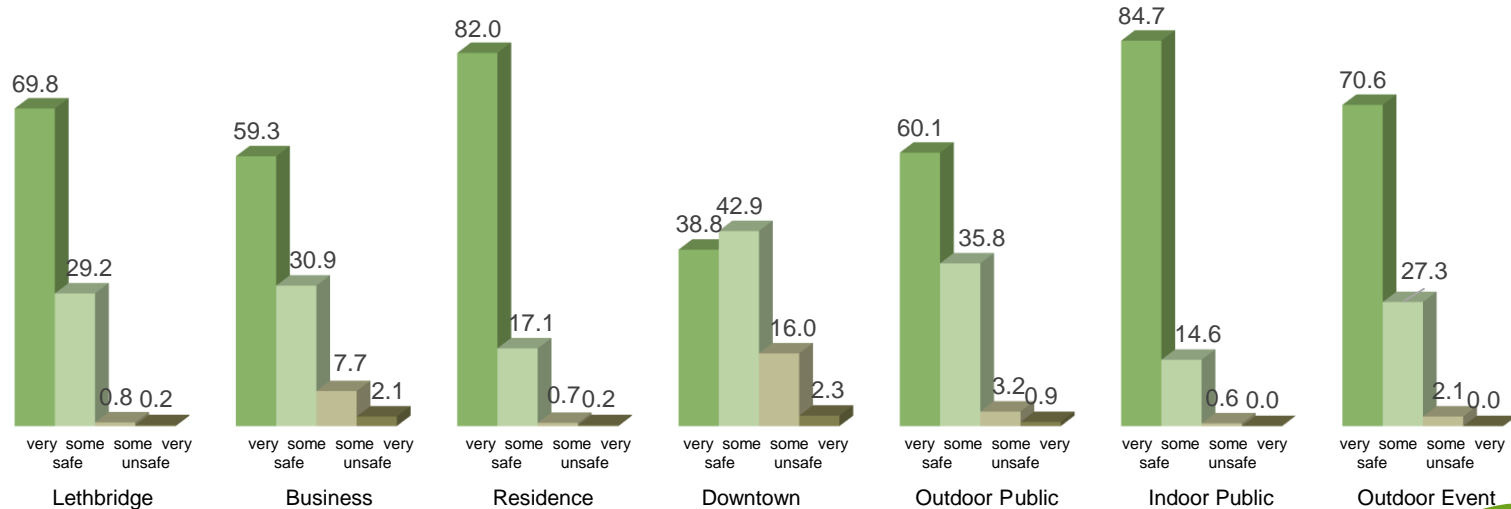|	
Yes	8.7
No	90.8
NA (refused)	0.4

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Community Safety

- Daytime – very safe to somewhat safe
- Nighttime – somewhat safe to somewhat unsafe
  - Downtown at night
  - Outdoor public spaces at night

Community Safety (means)

	Lethbridge	Business	Residence	Downtown	Outdoor Public	Indoor Public	Outdoor Event
Day	1.32	1.53	1.19	1.82	1.45	1.16	1.32
Night	2.12	2.39	1.71	2.90	2.66	1.47	1.94

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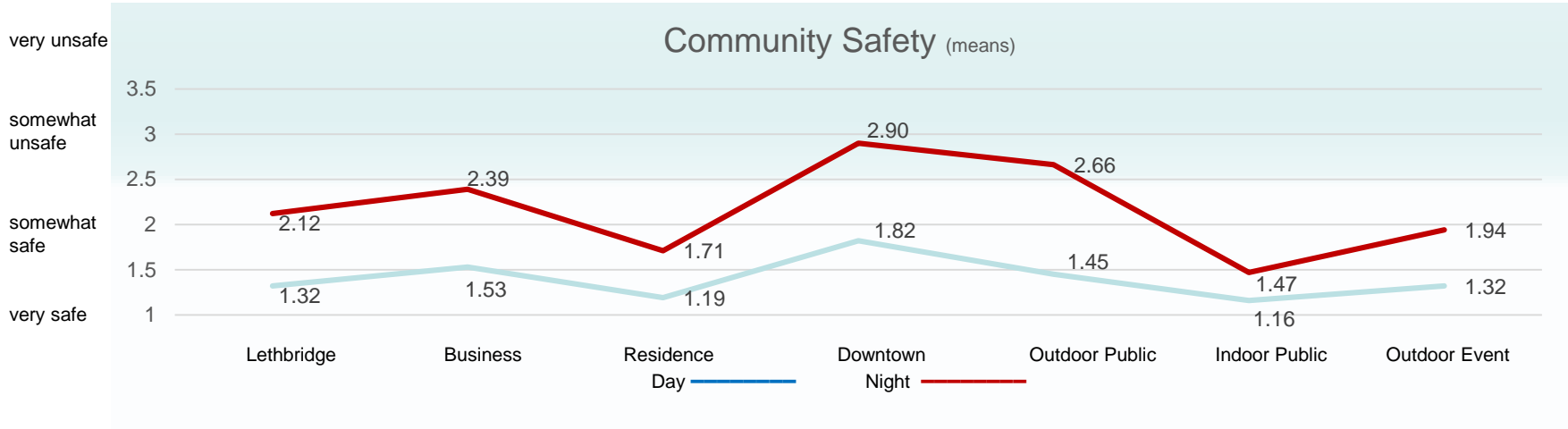
Daytime safety

- Vast majority feel very safe in most areas of Lethbridge
- More likely to feel somewhat safe than very safe downtown during daytime hours
  - Less than one in five feel somewhat or very unsafe downtown during the day

	Lethbridge	Business	Residence	Downtown	Outdoor Public	Indoor Public	Outdoor Event
very safe	69.8	59.3	82.0	38.8	60.1	84.7	70.6
some safe	29.2	30.9	17.1	42.9	35.8	14.6	27.3
some unsafe	0.8	7.7	0.7	16.0	3.2	0.6	2.1
very unsafe	0.2	2.1	0.2	2.3	0.9	0.0	0.0

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Nighttime Safety

- Majority feel somewhat safe in Lethbridge at night
- Nearly two-thirds feel somewhat or very unsafe downtown at night
- Slightly more likely to feel unsafe than safe in outdoor public spaces at night
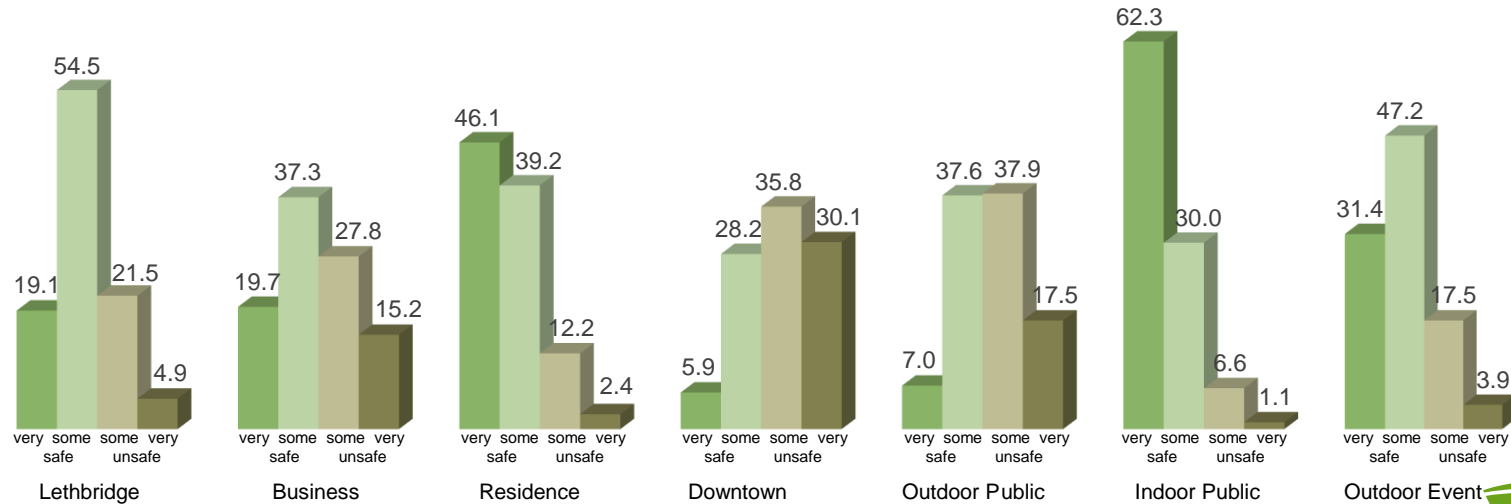
Neighborhood Safety

- Very safe in daytime
- Less safe but still very safe to somewhat safe at night
- Residents are providing us with their least safe evaluations

Neighborhood and Downtown Safety - Stakeholders and Residents (%)
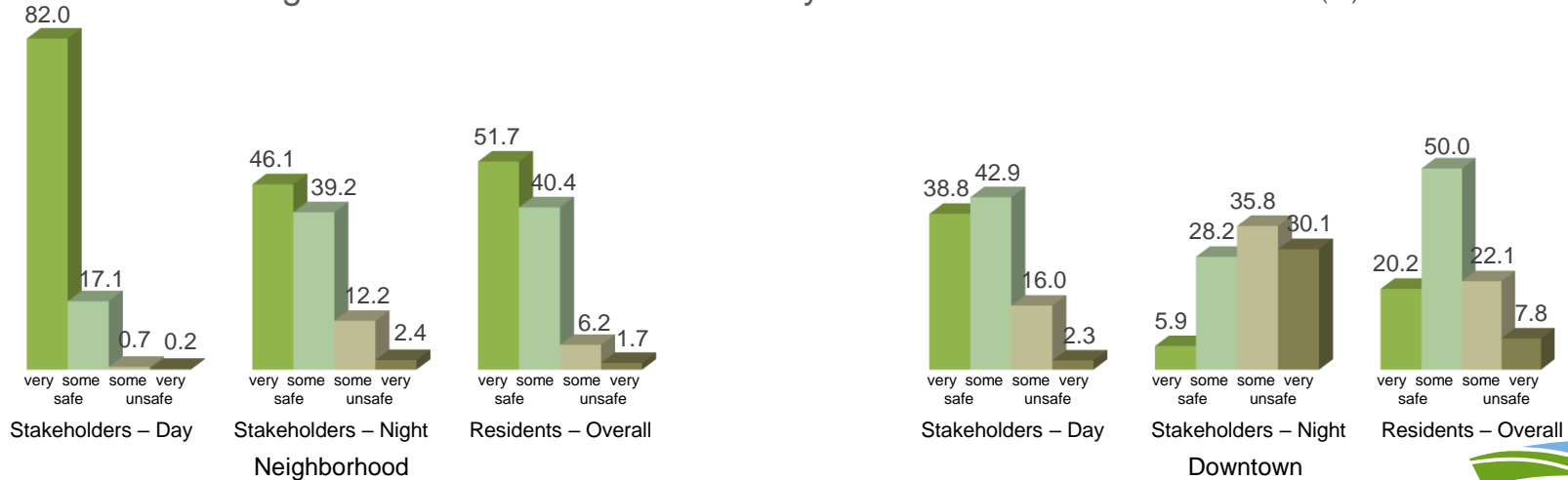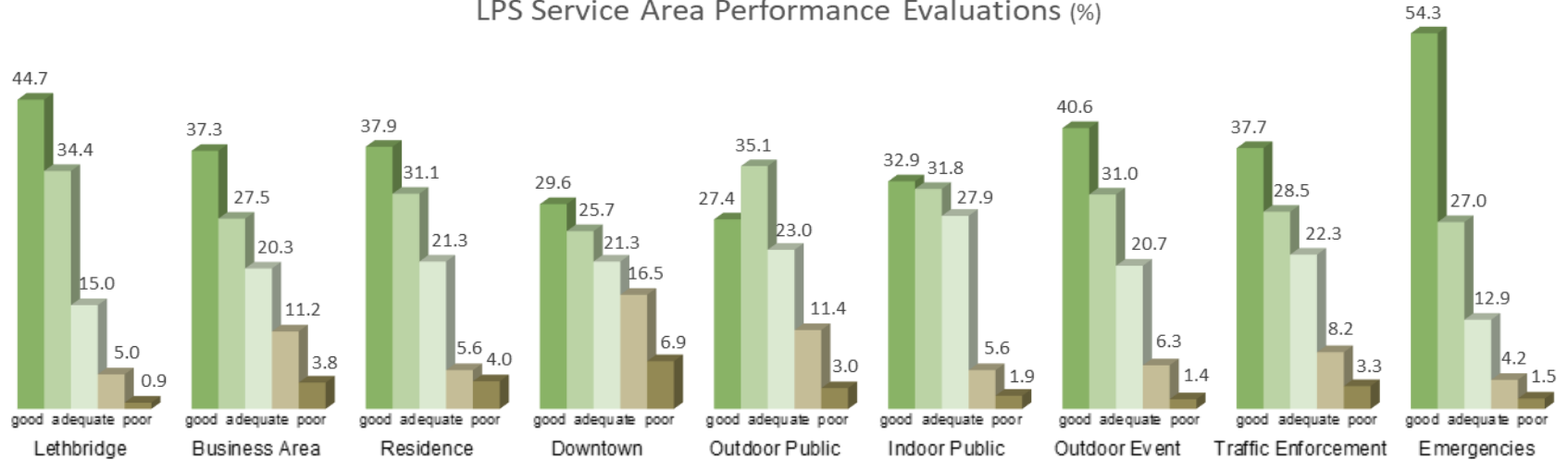
LPS Performance

- Very good evaluations
- Few poor evaluations
- Stakeholders rate LPS better than do residents
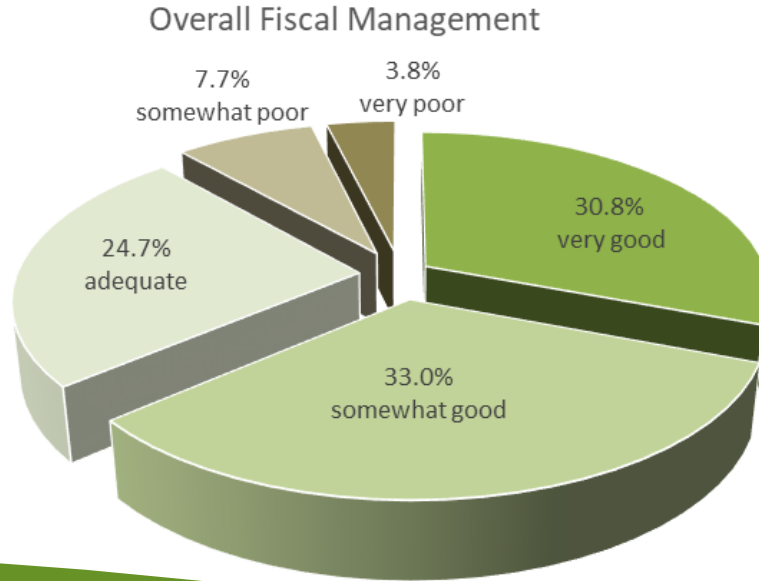 - Residents still very positive
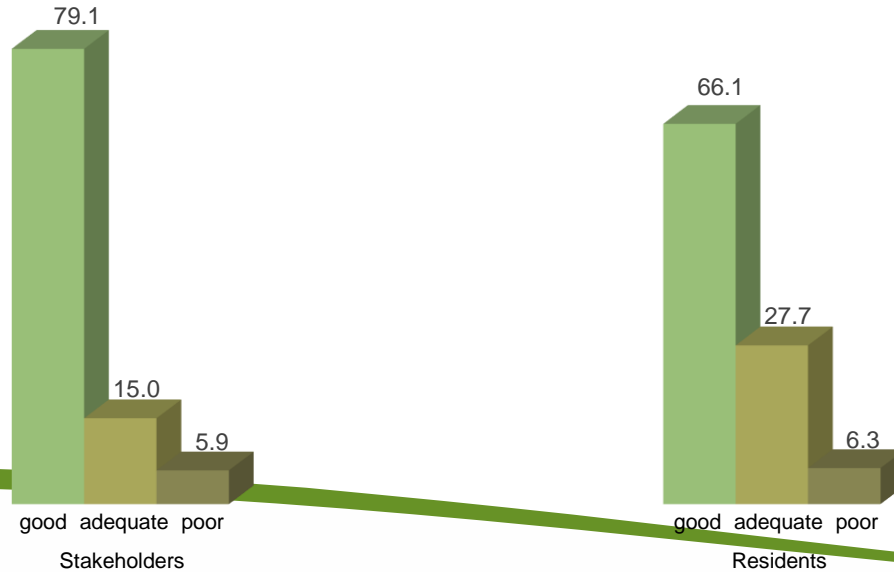
LPS Performance

- Very good evaluations overall
- Few poor evaluations

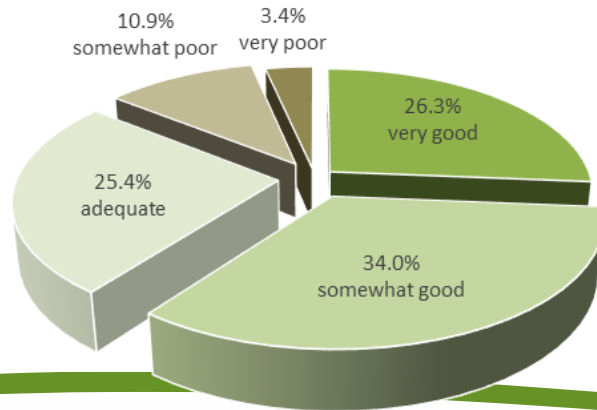LPS Service Area Performance Evaluations (%)

LPS Financial Management

- Good overall evaluations
- Very few poor or somewhat poor evaluations
- Twice as many adequate as poor evaluations

Overall Fiscal Management

- 3.8% very poor
- 7.7% somewhat poor
- 24.7% adequate
- 30.8% very good
- 33.0% somewhat good

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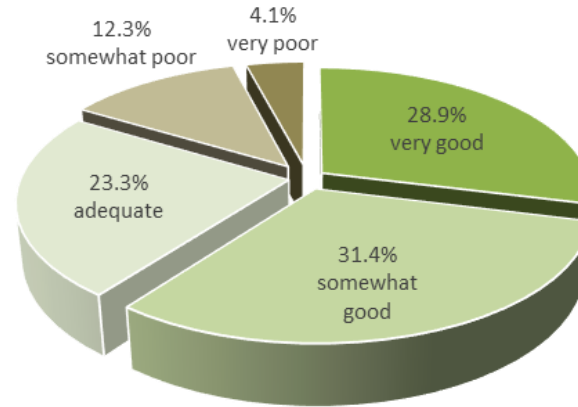*Citizen Society Research Lab*

LPS Financial Management

- Good overall evaluations for devoting resources to community needs
- Good overall evaluations for prioritizing resources
- Very few poor or somewhat poor evaluations
  - But slightly poorer overall evaluations on the specifics compared to the overall fiscal management question

Devotes resources to community needs

- 10.9% somewhat poor
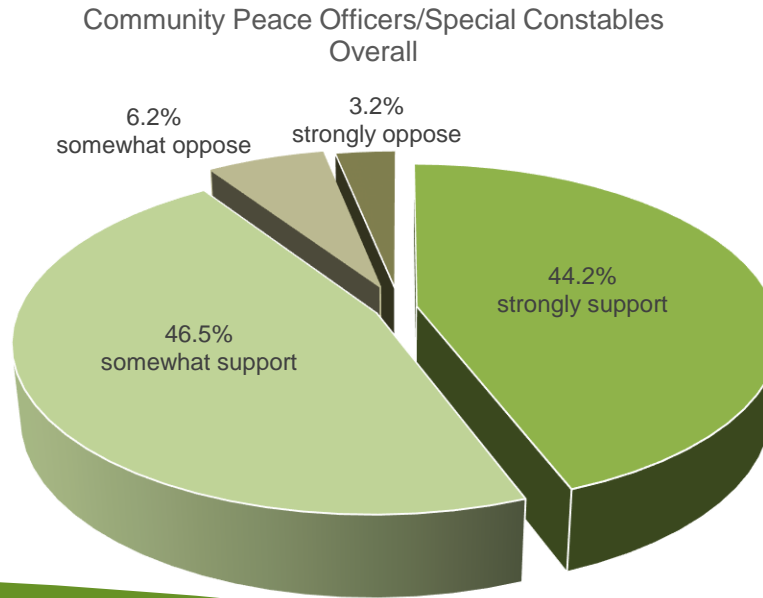- 3.4% very poor
- 26.3% very good
- 25.4% adequate
- 34.0% somewhat good

Prioritizataion of resources

- 12.3% somewhat poor
- 4.1% very poor
- 28.9% very good
- 23.3% adequate
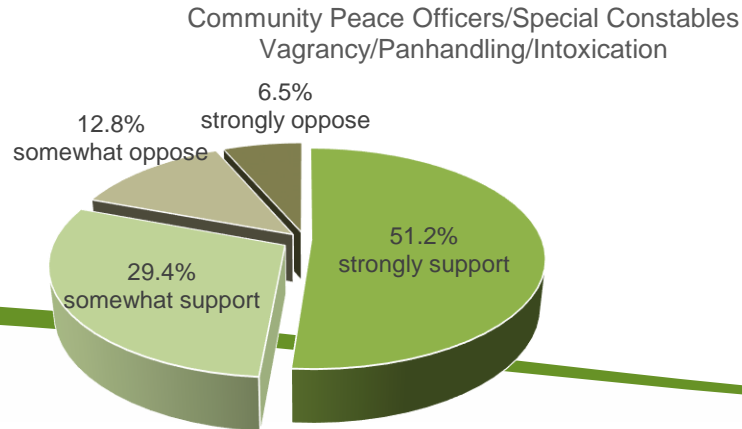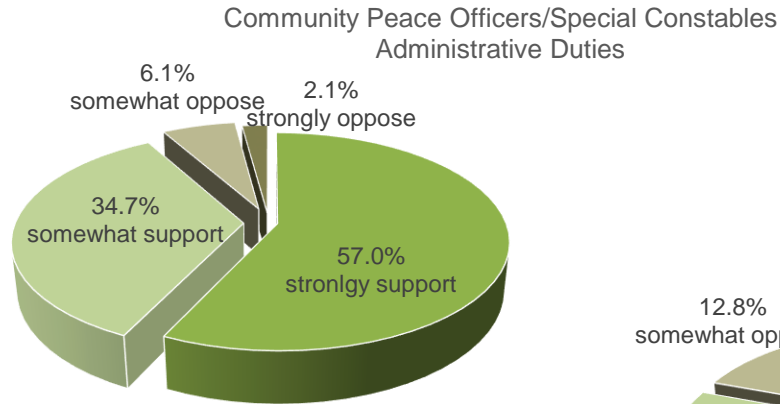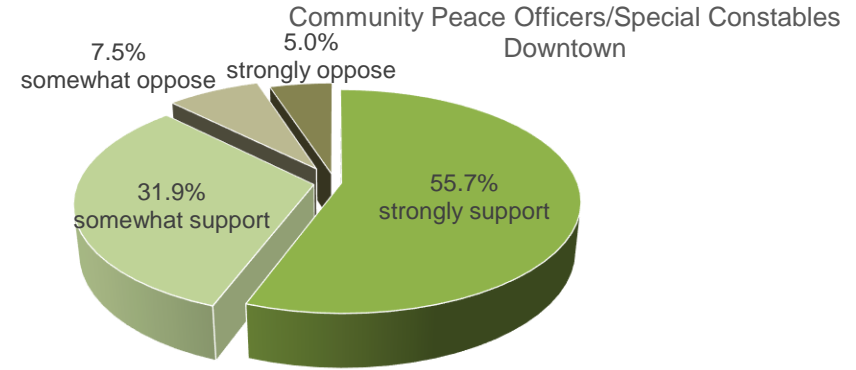- 31.4% somewhat good

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Community Peace Officer/Special Constable

- Very popular idea
- Very few opposed

Community Peace Officers/Special Constables
Overall

- 6.2% somewhat oppose
- 3.2% strongly oppose
- 44.2% strongly support
- 46.5% somewhat support

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Community Peace Officer/Special Constable

- All duties strongly supported
  - Administrative duties
  - Downtown patrols
- Very few opposed

Community Peace Officers/Special Constables
Downtown

7.5%
somewhat oppose

5.0%
strongly oppose

31.9%
somewhat support

55.7%
strongly support

Community Peace Officers/Special Constables
Administrative Duties

6.1%
somewhat oppose

2.1%
strongly oppose

34.7%
somewhat support

57.0%
stronlgy support

Community Peace Officers/Special Constables
Vagrancy/Panhandling/Intoxication

6.5%
strongly oppose

12.8%
somewhat oppose

29.4%
somewhat support

51.2%
strongly support

Lethbridge
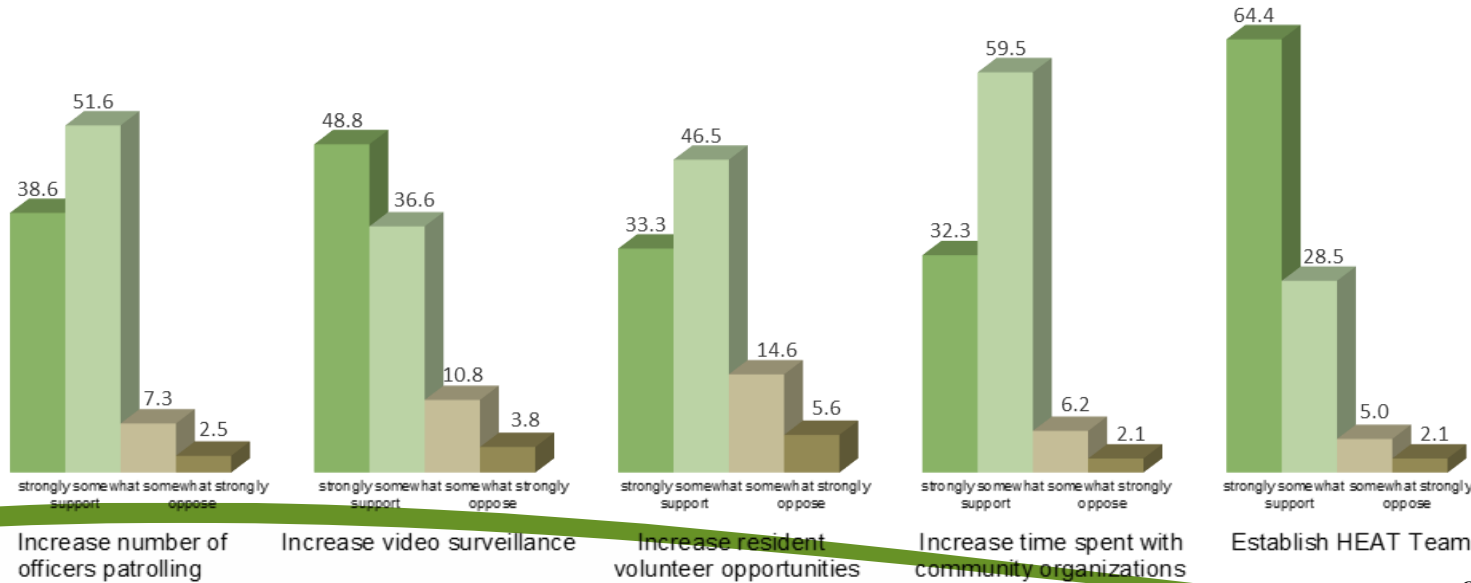College
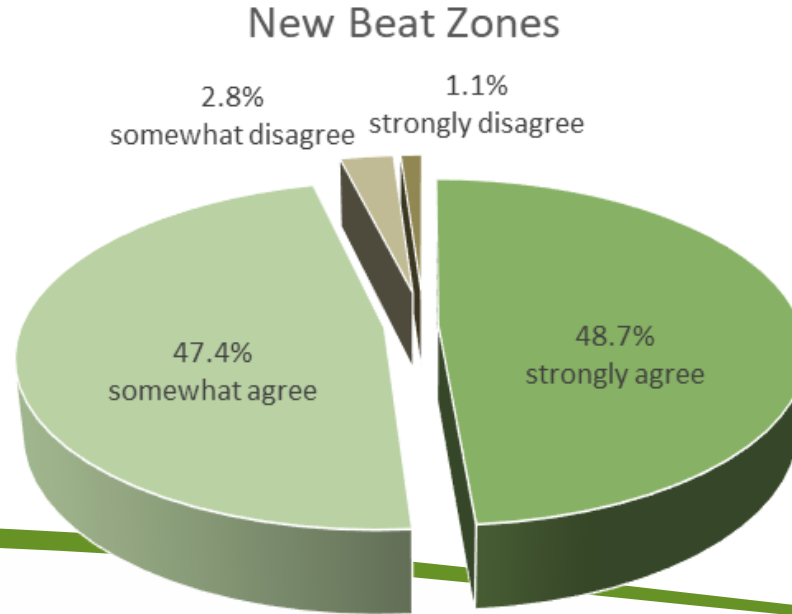
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Public Security

- All initiatives meet with strong support
- HEAT-team most popular – large majority strongly support
- Video surveillance second with nearly a majority strongly supporting
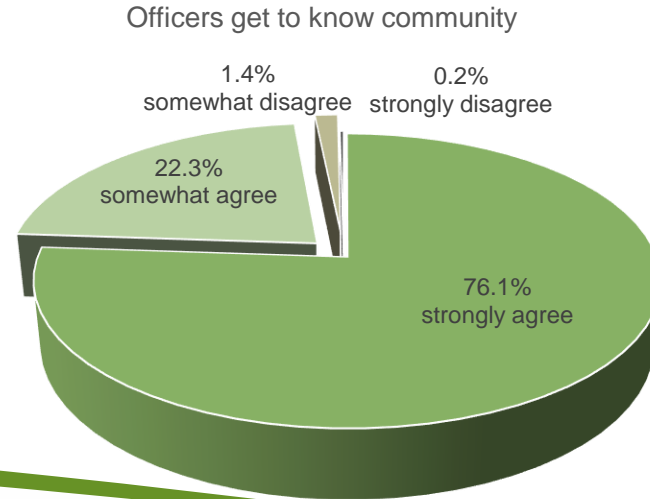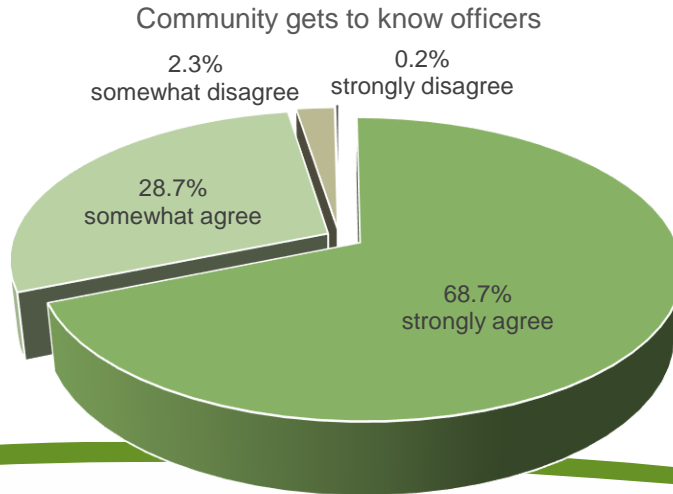

Public Security (%)

New Beat Zones

- Vast majority strongly or somewhat agree new beat zones is good idea
  - 24.1% didn't have an opinion
  - Strong support from those who did

New Beat Zones

2.8% somewhat disagree

1.1% strongly disagree

47.4% somewhat agree

48.7% strongly agree

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New Beat Zones

- Both principles strongly supported
  - Officers getting to know community most supported
  - Community getting to know officers also important

Community gets to know officers

2.3% somewhat disagree
0.2% strongly disagree
28.7% somewhat agree
68.7% strongly agree

Officers get to know community

1.4% somewhat disagree
0.2% strongly disagree
22.3% somewhat agree
76.1% strongly agree

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Stakeholder Priorities

- Drug Trafficking and Property Crimes
- Public intoxication and crime prevention second-order priorities
- Traffic enforcement and cybercrime lesser priorities

Stakeholder Priorities (%)

Public Intoxication Vagrancy: 11.9, 18.8, 18.6, 20.0, 17.0, 13.7

Drug Trafficking: 38.9, 25.5, 18.1, 9.4, 4.0, 4.0

Property Crimes: 28.5, 33.2, 22.6, 9.0, 4.9, 1.8

Traffic Enforcement: 3.6, 7.8, 14.8, 26.2, 23.3, 24.4

Cybercrime: 2.7, 3.2, 11.5, 20.1, 31.4, 31.2

Crime Prevention Programs: 14.8, 11.6, 14.8, 15.9, 19.7, 23.3

1st 2nd 3rd 4th 5th 6th

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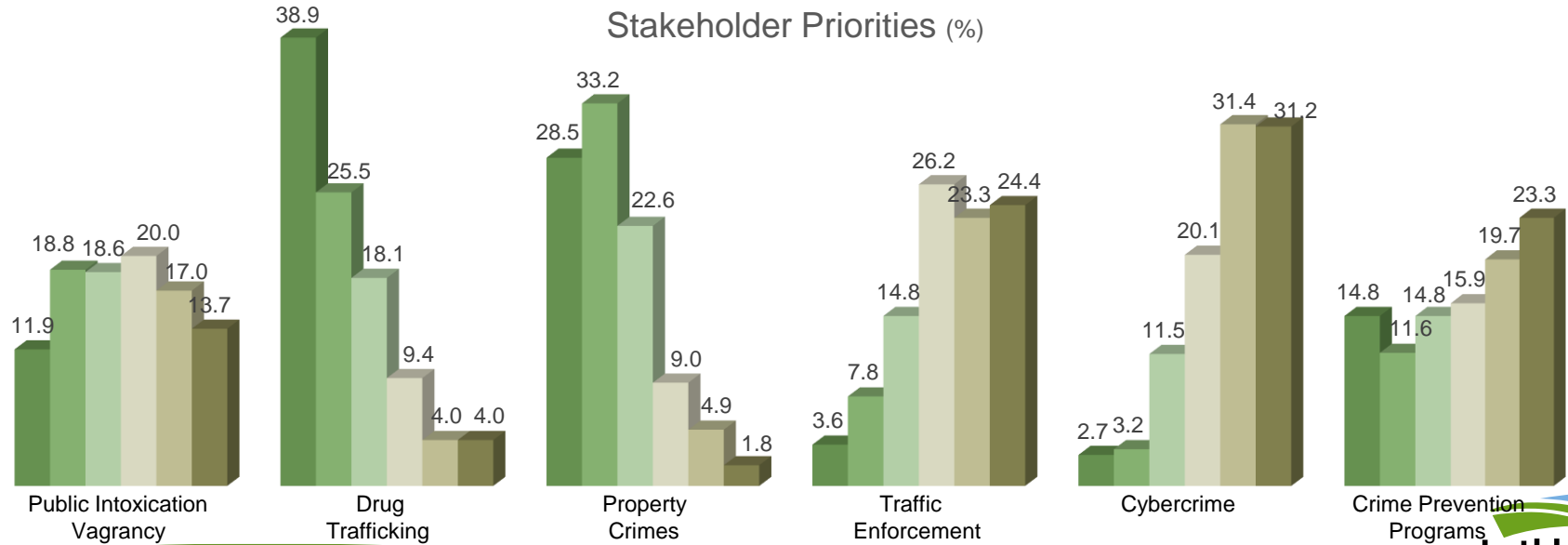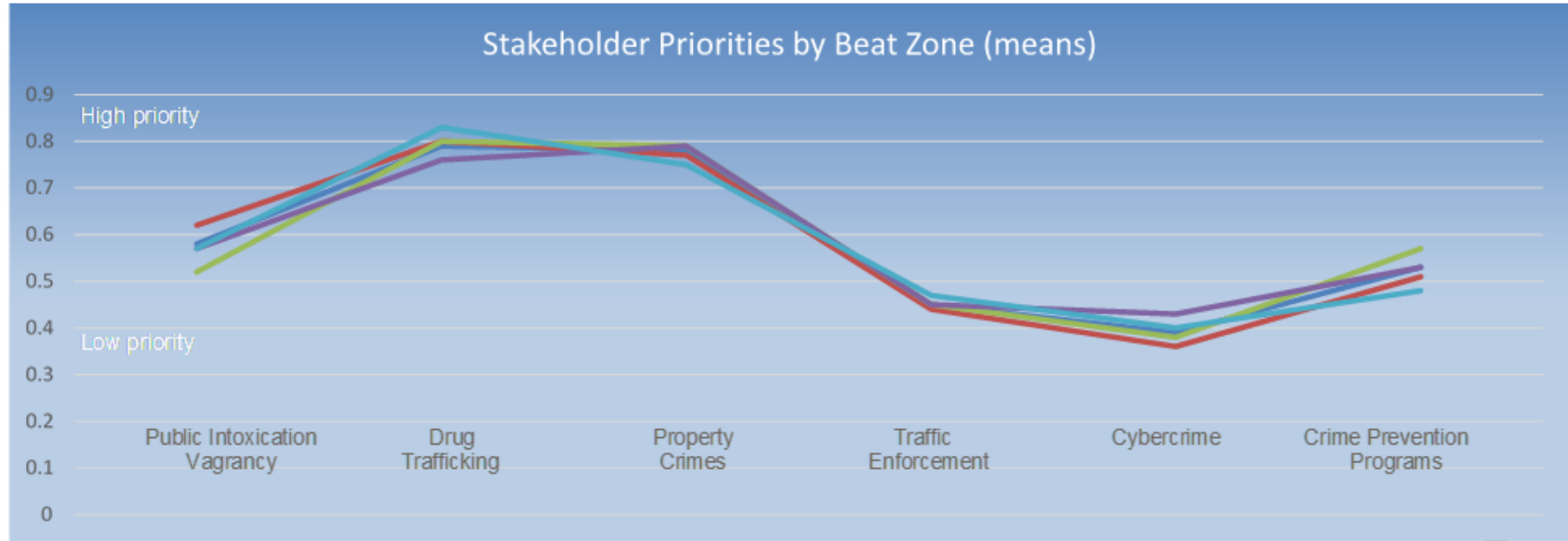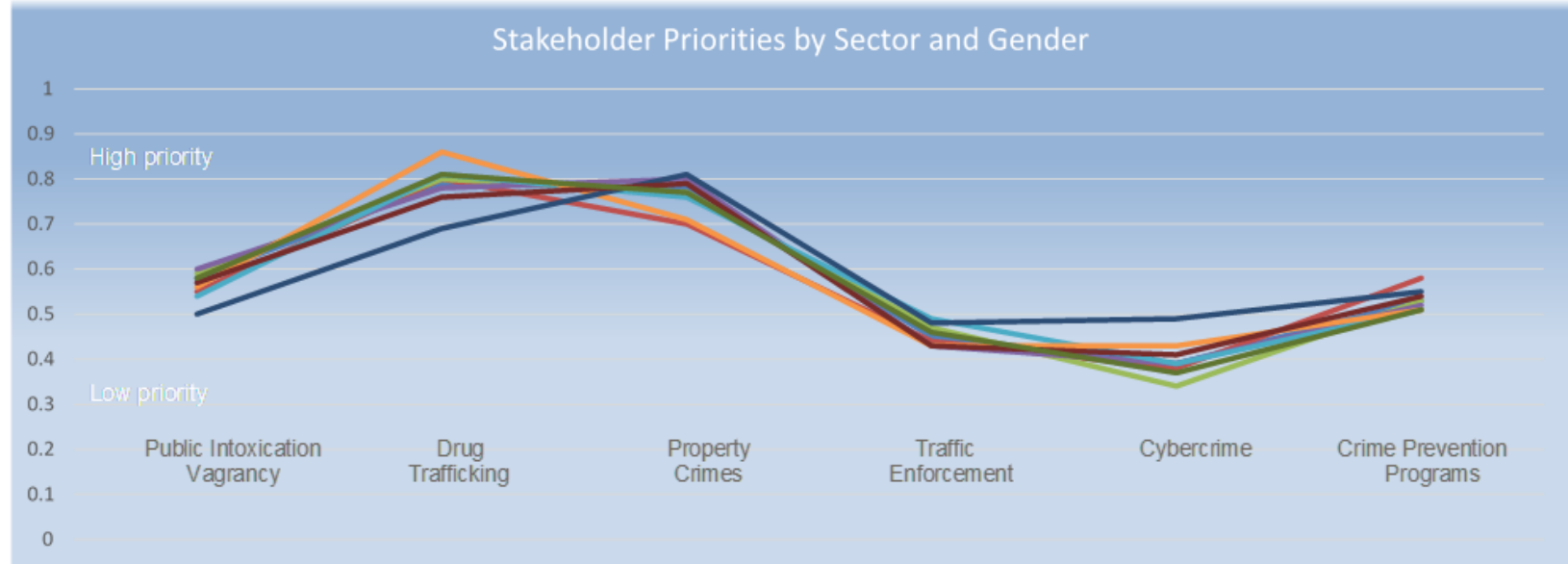
Stakeholder Priorities

- Few differences between beat zones
- Drug trafficking and property crimes remain top priorities

Stakeholder Priorities by Beat Zone (means)

Stakeholder Priorities

- Few differences between stakeholder sectors or gender
- Drug trafficking and property crimes remain top priorities

Stakeholder Priorities by zone, sector and gender

	Public Intoxication	Drug Trafficking	Property crimes	Traffic	Cybercrime	Crime Prevention Programs
1st	11.9	38.9	28.5	3.6	2.7	14.8
2nd	18.8	25.5	33.2	7.8	3.2	11.6
3rd	18.6	18.1	22.6	14.8	11.5	14.8
4th	20.0	9.4	9.0	26.2	20.1	15.9
5th	17.0	4.0	4.9	23.3	31.4	19.7
6th	13.7	4.0	1.8	24.4	31.2	23.3

		Public Intoxication	Drug Trafficking	Property Crimes	Traffic	Cybercrime	Crime Prevention Programs
All	(blue)	0.58	0.79	0.78	0.45	0.39	0.53
Zone 10	(red)	0.62	0.80	0.77	0.44	0.36	0.51
Zone 20	(green)	0.52	0.80	0.79	0.45	0.38	0.57
Zone 30	(magenta)	0.57	0.76	0.79	0.45	0.43	0.53
Zone 40	(cyan)	0.57	0.83	0.75	0.47	0.40	0.48

		Public Intoxication	Drug Trafficking	Property Crimes	Traffic	Cybercrime	Crime Prevention Programs
All	(blue)	0.58	0.79	0.78	0.45	0.39	0.53
P & S Education	(red)	0.55	0.80	0.74	0.44	0.38	0.58
Post-sec. Education	(green)	0.59	0.80	0.77	0.47	0.34	0.53
Private business	(magenta)	0.60	0.78	0.80	0.43	0.39	0.52
Not for profit	(cyan)	0.54	0.81	0.76	0.49	0.39	0.51
Healthcare	(yellow)	0.56	0.86	0.71	0.43	0.43	0.51
Other government	(navy)	0.50	0.69	0.81	0.48	0.49	0.55
Male	(dark red)	0.57	0.76	0.79	0.43	0.41	0.54
Female	(dark green)	0.58	0.81	0.77	0.46	0.37	0.51

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Conclusions

- For the most part, LPS stakeholders feel safe in their community
    - Nighttime safety downtown is a concern

- Stakeholders evaluate LPS performance positively
    - Evaluate LPS performance positively in all service areas

- Stakeholders evaluate LPS financial management positively

- Stakeholders prioritize a new HEAT-team as their most preferred new public security initiative
    - Secondary nod to more video surveillance in public spaces

- Stakeholders approve of the new Beat Zones and the principles behind them

- Stakeholders prioritize:
    - 1st – drug trafficking and property crimes
    - 2nd – public intoxication and crime prevention programs
    - 3rd – traffic enforcement and cyber crime

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