Stakeholder Engagement Survey

for

Lethbridge Police Service – Winter 2018

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Lethbridge Police Service Stakeholder Engagement Survey

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Stakeholders feel very safe in most areas of Lethbridge during daytime hours. Nearly seven in ten stakeholders (69.8%) feel safe during daylight hours. More than eight in ten (82.0%) feel very safe in their own neighborhoods 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 nighttime outdoor public spaces. Only in downtown and outdoor public spaces do substantial proportions of stakeholders feel unsafe, with 35.8% feeling somewhat unsafe downtown at night and a further 30.1% feeling very unsafe. Similarly, but more modestly, slightly more than one-third of stakeholders feel somewhat unsafe in outdoor public spaces at night (37.9%) while 17.5% fee very unsafe. Stakeholders also have more muted safety concerns in the areas of their businesses at night, although here they are still more likely to feel safe than unsafe.

LPS Performance

Nearly four out of every five LPS stakeholders (79.1%) evaluate LPS performance as good or very good, even more positive than does the general population of Lethbridge residents (66.1%). Most of the remaining stakeholders (15.0%) believe LPS is doing an adequate job policing Lethbridge. Very few stakeholders (5.9%) think LPS is doing a poor job, with less than one percent stating LPS is doing a very poor job (0.9%). Stakeholders also provide LPS with very positive performance evaluations for their work in policing various areas within the city of Lethbridge. For example, a clear majority (54.3%) believe LPS does a very good job policing emergency events, with a further quarter (27.0%) believing LPS does a somewhat good job. Only about one in twenty stakeholders believe LPS is doing a poor job policing emergencies. Approximately two of every five stakeholders believes LSP is doing a very good job policing their immediate business area (37.3%), their neighborhood (37.9%), outdoor events (40.6%) and traffic enforcement (37.7%). A further one-quarter to one-third of stakeholders believe LPS is doing a somewhat good job of policing in these areas. Most of the remaining stakeholders believe LPS to be performing adequately, with typically only between 10 to 15 percent stating LPS is performing somewhat or very poorly.

LPS Financial Management

Stakeholders evaluate LPS financial management performance very positively with approximately one-third of all stakeholders stating LPS is doing a very good (30.8%) or somewhat good job (33.0%) with its overall management of financial resources. A further one-quarter (24.7%) believe LPS to be adequately managing its financial resources. Slightly more than one in ten stakeholders believe LPS to be doing a somewhat poor (7.7%) or very poor (3.8%) job managing its financial resources. Stakeholders are only slightly more critical when evaluating specific aspects of LPS's financial management. Three of every five (60.3%) evaluate LPS positively with respect to effectively devoting resources to the needs of the community. A similar proportion (60.4%) positively evaluate LPS's effectiveness in prioritizing its allocations of financial resources. Only 14.3% and 16.4% evaluate LPS negatively on these matters, with the remaining stakeholders stating LPS is performing adequately.

Executive Summary (continued)

Community Peace Officers and Special Constables
LPS stakeholders are overwhelming supportive (90.6%) of LPS making greater use of community peace officers or special constables. Support increases when stakeholders consider some of the duties community peace officers and special constables could potentially perform. Nearly half (44.2%) strongly support the overall concept of making more use of community peace officers or special constables and clear majorities strongly support using this classification of officer to conduct administrative duties (57.0%), dealing with vagrancy, panhandling and intoxication issues (51.2%), and for patrolling downtown Lethbridge (55.7%). Very little opposition exists to both the concept and potential duties associated with the use of community peace officers and special constables. Less than one of every ten stakeholders (9.4%) is opposed to the concept overall. Opposition is even more muted with respect to having special constables perform administrative duties (8.2%). Only 12.4% are opposed to using social constables to police downtown Lethbridge but slightly more stakeholders have reservations about employing special constables to deal with vagrancy and intoxication issues (19.3%).

Public Security Enhancement
All the pubic security enhancement initiatives LPS is currently considering would meet with strong stakeholder support. Undoubtedly, establishing a high enforcement action team (HEAT-team) is by far the most popular new public security initiative. Nearly two-thirds of all stakeholders (64.4%) strongly support establishing a HEAT-team. A further 28.5% are somewhat supportive, with very few somewhat opposed (5.0%) and fewer still strongly opposed (2.1%). Although also popular, no other pubic security initiative receives a majority of stakeholders' strong support. Nearly half of all stakeholders (48.8%) strongly support additional video surveillance in public spaces, while approximately one-third of stakeholders strongly support the remaining public security initiatives: increasing the number of officers on patrol (38.6%); increasing volunteer opportunities for residents (33.3%) and; having officers increase on-duty time they spend interacting with community organizations (32.3%).

New Beat Zones
Stakeholders are very supportive of the new LPS beat zones and the principles behind the reorganization. Nearly half of all stakeholders who registered an opinion strongly agree with the new beat zones (48.7%) with almost as many somewhat agreeing (47.4%). Very few of those who registered an opinion somewhat disagree (2.8%) or strongly disagree (1.1%). Support for the two principles underpinning the reorganization is even stronger.

Stakeholder Priorities
Stakeholders single out drug trafficking and property crimes as their top two priorities. Nearly two of every five stakeholders (38.9%) chose drug trafficking as their top priority with a further quarter (25.5%) choosing it as second most important. More than one-quarter chose property crime as their top priority with a further one-third making it their second most important priority. Public intoxication, vagrancy and panhandling issues along with crime prevention programs form a 'second tier' set of priorities. Traffic enforcement and cybercrime are the two least prioritized areas.

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 from February 5 to 26, 2018.

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

Sample Email addresses were collected from a variety of public sources. Initially, 1,150 emails were sent directly to stakeholders including some members of the Lethbridge Chamber of Commerce, Canadian Homebuilders Association Lethbridge, Downtown Lethbridge BRZ, Industrial Association of Southern Alberta, community and neighborhood associations, ethnic and religious associations, and public facility operators, including Lethbridge's two post-secondary institutions. A further 150 educators (primarily principals, vice-principals, councilors and FMNI coordinators) in the primary and secondary education sector were sent invitations by their respective superintendents for a total of 1,300 total invitations.

A total of 451 provided answers for all policy items (including 70 school board educators) for a response rate of 34.7%. Because this is a non-probability study, calculating confidence interval and level is not appropriate. However, after analyzing the demographic data and comparing the results to other known data, we believe this sample to be highly representative of LPS stakeholders.

Demographics

Stakeholder Sector (%)	
Primary-secondary 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

Gender (%)	
Male	49.3
Female	50.7
Other	0.0

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

Immigrant (%)	
Yes	8.7
No	90.8
NA (refused)	0.4

LGBTQ+ Identity (%)	
Yes	2.5
No	94.6
Don't know	0.9
NA (refused)	2.0

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

Lethbridge Resident (%)	
Less than 5 years	7.5
5 to 10 years	10.0
10 to 20 years	21.5
More than 20 years	61.0

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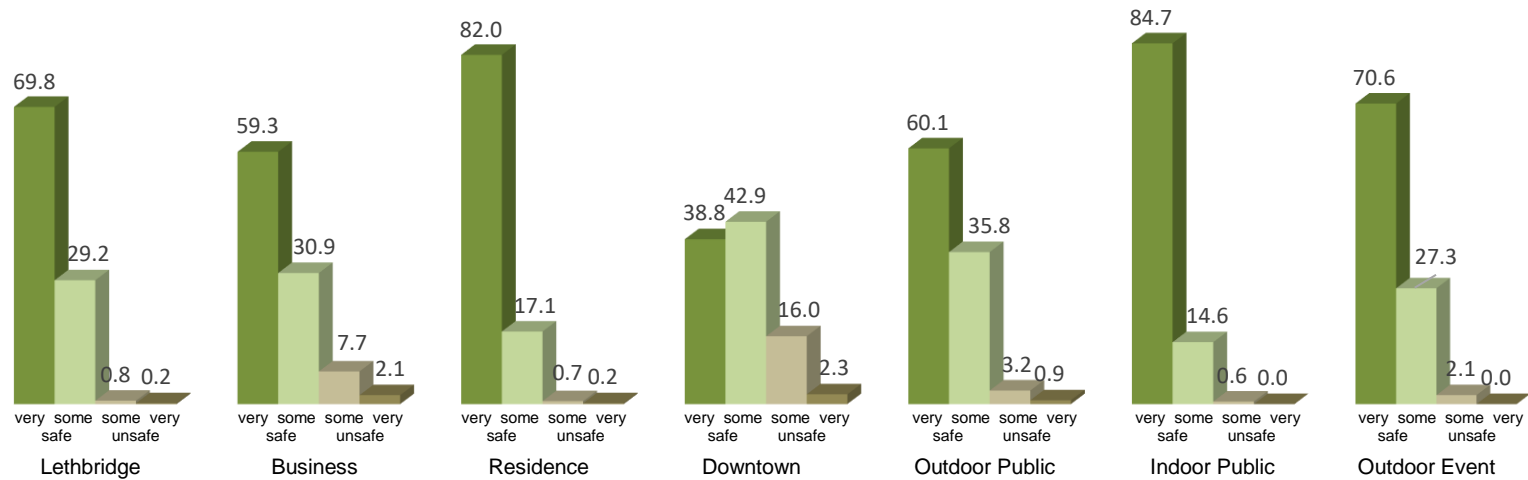
Community Safety

Lethbridge Police Service stakeholders feel very safe in most areas of the city during daytime hours. Nearly seven in ten stakeholders (69.8%) feel safe during daylight hours. More than eight in ten (82.0%) feel very safe in their own neighborhoods. In both cases, a further one in three feels somewhat safe. Only in downtown Lethbridge are stakeholders more likely to feel somewhat safe (42.9%) than very safe (38.8%). But even here, less than on in five feel unsafe, with most of those feeling somewhat unsafe (16.0%) and very few (2.3%) feeling very unsafe downtown during daylight 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 nighttime outdoor public spaces. A clear majority feel somewhat safe in Lethbridge overall (54.5%) with nearly a further one in five feeling very safe (19.1%). Nearly half (46.1%) feel very safe in their neighborhoods with a further two of every five (39.2%) feeling somewhat safe. Only in downtown and outdoor public spaces do substantial proportions of stakeholders feel unsafe, with 35.8% feeling somewhat unsafe downtown at night and a further 30.1% feeling very unsafe. Similarly, but more modestly, slightly more than one-third of stakeholders feel somewhat unsafe in outdoor public spaces at night (37.9%) while 17.5% fee very unsafe. Stakeholders also have more muted safety concerns in the areas of their businesses at night, although here they are still more likely to feel safe than unsafe.

(mean scores)	Day	Night
Lethbridge Overall	1.32	2.12
Business area	1.53	2.39
Area of residence	1.19	1.71
Downtown Lethbridge	1.82	2.90
Outdoor public spaces	1.45	2.66
Indoor public spaces	1.16	1.47
Outdoor public events	1.32	1.94

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Daytime Safety (%)

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

Nighttime Safety (%)

Lethbridge: very safe 19.1, some safe 54.5, some unsafe 21.5, very unsafe 4.9
Business: very safe 19.7, some safe 37.3, some unsafe 27.8, very unsafe 15.2
Residence: very safe 46.1, some safe 39.2, some unsafe 12.2, very unsafe 2.4
Downtown: very safe 5.9, some safe 28.2, some unsafe 35.8, very unsafe 30.1
Outdoor Public: very safe 7.0, some safe 37.6, some unsafe 37.9, very unsafe 17.5
Indoor Public: very safe 62.3, some safe 30.0, some unsafe 6.6, very unsafe 1.1
Outdoor Event: very safe 31.4, some safe 47.2, some unsafe 17.5, very unsafe 3.9

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Community Safety – Neighborhood and Downtown Safety – Stakeholders and Residents

The general Lethbridge population evaluates their overall neighborhood safety similar to how stakeholders evaluate their nighttime neighborhood safety. A clear majority of residents (51.7%) rate their neighborhoods very safe overall, slightly more than the 46.1% of stakeholders who rate their neighborhoods safe at night. A further two in four (40.4%) of residents rate their neighborhoods somewhat safe overall, similar to how stakeholders rate their neighborhoods at night (39.2%).
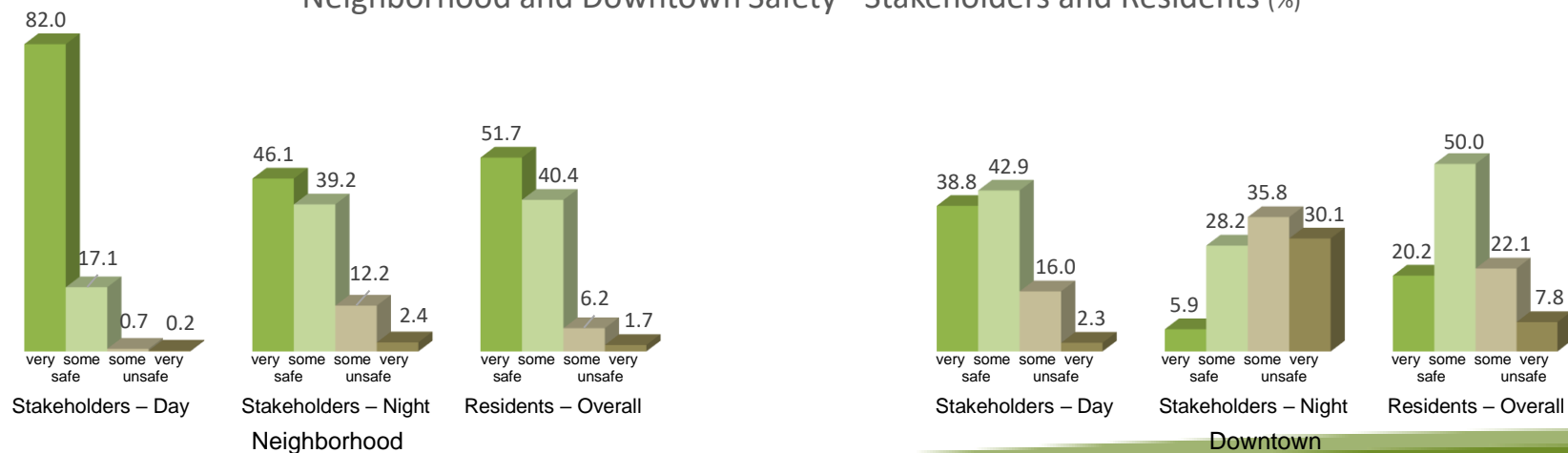
When considering downtown safety, residents rate overall downtown safety about half way between how stakeholders rate downtown day and night safety.

The summary data in the tables on the following pages are presented to demonstrate where stakeholders have elevated concerns about safety but must be taken in the contest of stakeholders overall evaluations that they feel very or somewhat safe in most places in the city. For example, although women feel very or somewhat safe, in most instances they feel somewhat less safe than do men. Negative deviations of 0.1 or greater from the sample mean have been highlighted.

| | Neighborhood | | | | Downtown | | |
| | Stakeholders | | Residents | | Stakeholders | | Residents |
	Day	Night	Overall		Day	Night	Overall
Very safe	82.0	46.1	51.7		38.8	5.9	20.2
Somewhat safe	17.1	39.2	40.4		42.9	28.2	50.0
Somewhat safe	0.7	12.2	6.2		16.0	35.8	22.1
Very unsafe	0.2	2.4	1.7		2.3	30.1	7.8

Neighborhood and Downtown Safety - Stakeholders and Residents (%)

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Lethbridge Overall – day		mean = 1.32			Lethbridge Overall – night		mean = 2.12	
(%)		Very safe	69.8		(%)		Very safe	19.1
Safe	99.0	Somewhat safe	29.2		Safe	73.6	Somewhat safe	54.5
Unsafe	0.1	Somewhat unsafe	0.8		Unsafe	26.4	Somewhat unsafe	21.5
		Very unsafe	0.2				Very unsafe	4.9
Business area – day		mean = 1.53			Business area – night		mean = 2.39	
(%)		Very safe	59.3		(%)		Very safe	19.7
Safe	90.1	Somewhat safe	30.9		Safe	57.0	Somewhat safe	37.3
Unsafe	9.9	Somewhat unsafe	7.7		Unsafe	43.0	Somewhat unsafe	27.8
		Very unsafe	2.1				Very unsafe	15.2
Area of residence – day		mean = 1.19			Area of residence – night		mean = 1.71	
(%)		Very safe	82.0		(%)		Very safe	46.1
Safe	99.1	Somewhat safe	17.1		Safe	85.4	Somewhat safe	39.2
Unsafe	0.9	Somewhat unsafe	0.7		Unsafe	14.6	Somewhat unsafe	12.2
		Very unsafe	0.2				Very unsafe	2.4
Downtown Lethbridge – day		mean = 1.82			Downtown Lethbridge – night		mean = 2.90	
(%)		Very safe	38.8		(%)		Very safe	5.9
Safe	81.7	Somewhat safe	42.9		Safe	34.1	Somewhat safe	28.2
Unsafe	18.3	Somewhat unsafe	16.0		Unsafe	65.9	Somewhat unsafe	35.8
		Very unsafe	2.3				Very unsafe	30.1
Outdoor public spaces – day		mean = 1.45			Outdoor public spaces – night		mean = 2.66	
(%)		Very safe	60.1		(%)		Very safe	7.0
Safe	95.9	Somewhat safe	35.8		Safe	44.6	Somewhat safe	37.6
Unsafe	4.1	Somewhat unsafe	3.2		Unsafe	55.4	Somewhat unsafe	37.9
		Very unsafe	0.9				Very unsafe	17.5
Indoor public spaces – day		mean = 1.16			Indoor public spaces – night		mean = 1.47	
(%)		Very safe	84.7		(%)		Very safe	62.3
Safe	99.4	Somewhat safe	14.6		Safe	92.3	Somewhat safe	30.0
Unsafe	0.6	Somewhat unsafe	0.6		Unsafe	7.7	Somewhat unsafe	6.6
		Very unsafe	0.0				Very unsafe	1.1
Outdoor public events – day		mean = 1.32			Outdoor public events – night		mean = 1.94	
(%)		Very safe	70.6		(%)		Very safe	31.4
Safe	97.9	Somewhat safe	27.3		Safe	78.6	Somewhat safe	47.2
Unsafe	2.1	Somewhat unsafe	2.1		Unsafe	21.4	Somewhat unsafe	17.5
		Very unsafe	0.0				Very unsafe	3.9

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Lethbridge Overall – day mean = 1.32

Business Zone 10	1.37	Residence Zone 10	1.45
Business Zone 20	1.27	Residence Zone 20	1.39
Business Zone 30	1.23	Residence Zone 30	1.27
Business Zone 40	1.37	Residence Zone 40	1.32

Business area – day mean = 1.53

Business Zone 10	1.75	Residence Zone 10	1.61
Business Zone 20	1.30	Residence Zone 20	1.66
Business Zone 30	1.30	Residence Zone 30	1.44
Business Zone 40	1.30	Residence Zone 40	1.56

Residence area – day mean = 1.19

Business Zone 10	1.21	Residence Zone 10	1.45
Business Zone 20	1.15	Residence Zone 20	1.29
Business Zone 30	1.17	Residence Zone 30	1.19
Business Zone 40	1.22	Residence Zone 40	1.12

Downtown Lethbridge – day mean = 1.82

Business Zone 10	1.84	Residence Zone 10	1.68
Business Zone 20	1.86	Residence Zone 20	1.94
Business Zone 30	1.74	Residence Zone 30	1.77
Business Zone 40	1.98	Residence Zone 40	1.92

Outdoor public spaces – day mean = 1.45

Business Zone 10	1.52	Residence Zone 10	1.47
Business Zone 20	1.41	Residence Zone 20	1.52
Business Zone 30	1.32	Residence Zone 30	1.38
Business Zone 40	1.51	Residence Zone 40	1.49

Indoor public spaces – day mean = 1.16

Business Zone 10	1.18	Residence Zone 10	1.17
Business Zone 20	1.10	Residence Zone 20	1.15
Business Zone 30	1.15	Residence Zone 30	1.13
Business Zone 40	1.20	Residence Zone 40	1.19

Outdoor public events – day mean = 1.32

Business Zone 10	1.34	Residence Zone 10	1.32
Business Zone 20	1.30	Residence Zone 20	1.36
Business Zone 30	1.21	Residence Zone 30	1.25
Business Zone 40	1.37	Residence Zone 40	1.36

Range: 1 = very safe to 4 = very unsafe

Lethbridge Overall – night mean = 2.12

Business Zone 10	2.22	Residence Zone 10	2.10
Business Zone 20	1.97	Residence Zone 20	2.31
Business Zone 30	1.97	Residence Zone 30	2.10
Business Zone 40	2.15	Residence Zone 40	2.07

Business area – night mean = 2.39

Business Zone 10	2.68	Residence Zone 10	2.23
Business Zone 20	2.24	Residence Zone 20	2.67
Business Zone 30	2.01	Residence Zone 30	2.38
Business Zone 40	1.89	Residence Zone 40	2.35

Residence area – night mean = 1.71

Business Zone 10	1.70	Residence Zone 10	2.29
Business Zone 20	1.60	Residence Zone 20	1.82
Business Zone 30	1.70	Residence Zone 30	1.82
Business Zone 40	1.89	Residence Zone 40	1.49

Downtown Lethbridge – night mean = 2.90

Business Zone 10	2.95	Residence Zone 10	2.50
Business Zone 20	2.92	Residence Zone 20	3.13
Business Zone 30	2.71	Residence Zone 30	2.90
Business Zone 40	3.04	Residence Zone 40	2.92

Outdoor public spaces – night mean = 2.66

Business Zone 10	2.73	Residence Zone 10	2.54
Business Zone 20	2.56	Residence Zone 20	2.81
Business Zone 30	2.53	Residence Zone 30	2.70
Business Zone 40	2.76	Residence Zone 40	2.60

Indoor public spaces – night mean = 1.47

Business Zone 10	1.53	Residence Zone 10	1.48
Business Zone 20	1.34	Residence Zone 20	1.50
Business Zone 30	1.40	Residence Zone 30	1.51
Business Zone 40	1.56	Residence Zone 40	1.45

Outdoor public events – night mean = 1.94

Business Zone 10	1.97	Residence Zone 10	1.80
Business Zone 20	1.84	Residence Zone 20	2.05
Business Zone 30	1.83	Residence Zone 30	1.85
Business Zone 40	2.04	Residence Zone 40	1.99

Range: 1 = very safe to 4 = very unsafe

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Lethbridge Overall – day		mean = 1.32	
Men	1.24	Less than 5 years	1.50
Women	1.41	5 to 10 years	1.40
		10 to 20 years	1.35
Immigrants	1.31	More than 20 years	1.28
Business area – day		mean = 1.53	
Men	1.48	Less than 5 years	1.65
Women	1.59	5 to 10 years	1.63
		10 to 20 years	1.57
Immigrants	1.50	More than 20 years	1.52
Area of residence – day		mean = 1.19	
Men	1.15	Less than 5 years	1.28
Women	1.24	5 to 10 years	1.23
		10 to 20 years	1.19
Immigrants	1.21	More than 20 years	1.18
Downtown Lethbridge – day		mean = 1.82	
Men	1.71	Less than 5 years	1.84
Women	1.96	5 to 10 years	1.74
		10 to 20 years	1.97
Immigrants	1.69	More than 20 years	1.82
Outdoor public spaces – day		mean = 1.45	
Men	1.33	Less than 5 years	1.69
Women	1.58	5 to 10 years	1.42
		10 to 20 years	1.47
Immigrants	1.46	More than 20 years	1.44
Indoor public spaces – day		mean = 1.16	
Men	1.09	Less than 5 years	1.25
Women	1.23	5 to 10 years	1.24
		10 to 20 years	1.16
Immigrants	1.21	More than 20 years	1.14
Outdoor public events – day		mean = 1.32	
Men	1.26	Less than 5 years	1.48
Women	1.37	5 to 10 years	1.33
		10 to 20 years	1.33
Immigrants	1.36	More than 20 years	1.29

Range: 1 = very safe to 4 = very unsafe

Lethbridge Overall – night		mean = 2.12	
Men	1.89	Less than 5 years	2.26
Women	2.36	5 to 10 years	2.09
		10 to 20 years	2.22
Immigrants	2.00	More than 20 years	2.09
Business area – night		mean = 2.39	
Men	2.22	Less than 5 years	2.65
Women	2.58	5 to 10 years	2.40
		10 to 20 years	2.42
Immigrants	2.19	More than 20 years	2.39
Area of residence – night		mean = 1.71	
Men	1.56	Less than 5 years	2.03
Women	1.87	5 to 10 years	1.58
		10 to 20 years	1.66
Immigrants	1.72	More than 20 years	1.73
Downtown Lethbridge – night		mean = 2.90	
Men	2.69	Less than 5 years	3.00
Women	3.12	5 to 10 years	2.88
		10 to 20 years	2.98
Immigrants	2.76	More than 20 years	2.89
Outdoor public spaces – night		mean = 2.66	
Men	2.46	Less than 5 years	2.86
Women	2.87	5 to 10 years	2.69
		10 to 20 years	2.68
Immigrants	2.42	More than 20 years	2.64
Indoor public spaces – night		mean = 1.47	
Men	1.33	Less than 5 years	1.52
Women	1.61	5 to 10 years	1.51
		10 to 20 years	1.56
Immigrants	1.46	More than 20 years	1.44
Outdoor public events – night		mean = 1.94	
Men	1.81	Less than 5 years	2.23
Women	2.06	5 to 10 years	1.83
		10 to 20 years	1.98
Immigrants	1.92	More than 20 years	1.92

Range: 1 = very safe to 4 = very unsafe

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Lethbridge Overall – day		mean = 1.32		
Primary & Secondary education	1.18	Not for profit		1.34
Post-secondary education	1.58	Healthcare		1.12
Private business	1.34	Other government		1.28

Business area – day		mean = 1.53		
Primary & Secondary education	1.34	Not for profit		1.63
Post-secondary education	1.65	Healthcare		1.41
Private business	1.57	Other government		1.28

Residence area – day		mean = 1.19		
Primary & Secondary education	1.17	Not for profit		1.06
Post-secondary education	1.35	Healthcare		1.00
Private business	1.22	Other government		1.17

Downtown Lethbridge – day		mean = 1.82		
Primary & Secondary education	1.92	Not for profit		1.59
Post-secondary education	1.95	Healthcare		1.59
Private business	1.88	Other government		1.83

Outdoor public spaces – day		mean = 1.45		
Primary & Secondary education	1.38	Not for profit		1.36
Post-secondary education	1.68	Healthcare		1.24
Private business	1.50	Other government		1.33

Indoor public spaces – day		mean = 1.16		
Primary & Secondary education	1.16	Not for profit		1.11
Post-secondary education	1.27	Healthcare		1.12
Private business	1.17	Other government		1.06

Outdoor public events – day		mean = 1.32		
Primary & Secondary education	1.33	Not for profit		1.20
Post-secondary education	1.46	Healthcare		1.18
Private business	1.33	Other government		1.22

Range: 1 = very safe to 4 = very unsafe

Lethbridge Overall – night		mean = 2.12		
Primary & Secondary education	2.09	Not for profit		2.09
Post-secondary education	2.26	Healthcare		1.88
Private business	2.15	Other government		2.06

Business area – night		mean = 2.39		
Primary & Secondary education	2.20	Not for profit		2.50
Post-secondary education	2.33	Healthcare		2.47
Private business	2.46	Other government		1.94

Area of residence – night		mean = 1.71		
Primary & Secondary education	1.67	Not for profit		1.73
Post-secondary education	1.78	Healthcare		1.47
Private business	1.73	Other government		1.61

Downtown Lethbridge – night		mean = 2.90		
Primary & Secondary education	2.95	Not for profit		2.67
Post-secondary education	3.03	Healthcare		2.71
Private business	2.99	Other government		2.56

Outdoor public spaces – night		mean = 2.66		
Primary & Secondary education	2.68	Not for profit		2.58
Post-secondary education	2.62	Healthcare		2.59
Private business	2.73	Other government		2.29

Indoor public spaces – night		mean = 1.47		
Primary & Secondary education	1.48	Not for profit		1.45
Post-secondary education	1.72	Healthcare		1.35
Private business	1.47	Other government		1.35

Outdoor public events – night		mean = 1.94		
Primary & Secondary education	1.94	Not for profit		1.86
Post-secondary education	2.08	Healthcare		1.76
Private business	1.97	Other government		1.72

Range: 1 = very safe to 4 = very unsafe

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LPS Performance

Nearly four out of every five LPS stakeholders (79.1%) evaluate LPS performance as good or very good, even more positively than does the overall population of Lethbridge residents (66.1%). Most of the remaining stakeholders (15.0%) believe LPS is doing an adequate job policing Lethbridge. Very few stakeholders (5.9%) think LPS is doing a poor job, with less than one percent stating LPS is doing a very poor job (0.9%).

Stakeholders also provide LPS with very positive performance evaluations for their work in policing various areas within the city of Lethbridge. For example, a clear majority (54.3%) believe LPS does a very good job policing emergency events, with a further quarter (27.0%) believing LPS does a somewhat good job. Only about one in twenty stakeholders believe LPS is doing a poor job policing emergencies.

Policing Lethbridge overall (%)	mean = 1.83 Stakeholders		mean = 2.21 Residents 2018
Good	79.1	Good	66.1
Adequate	15.0	Adequate	27.7
Poor	5.9	Poor	6.3

Approximately two of every five stakeholders believe LSP is doing a very good job policing their immediate business area (37.3%), their neighborhood (37.9%), outdoor events (40.6%) and traffic enforcement (37.7%). A further one-quarter to one-third of stakeholders believe LPS is doing a somewhat good job of policing in these areas. Most of the remaining stakeholders believe LPS to be performing adequately, with typically only between 10 to 15 percent stating LPS is performing somewhat or very poorly.

Although we measured heightened safety concerns among some stakeholders, a clear majority believe LPS to be doing a good job policing downtown Lethbridge with three in ten (29.6) stating LPS is doing a very good job, and a further quarter (25.7%) believing LPS to be doing a somewhat good job. With one in five stakeholders (21.3%) judging LPS to be performing adequately, less than one-quarter believes LPS to be performing poorly, with only 6.9% of those stating LPS is doing a very poor job policing downtown Lethbridge.

LPS Performance Evaluations
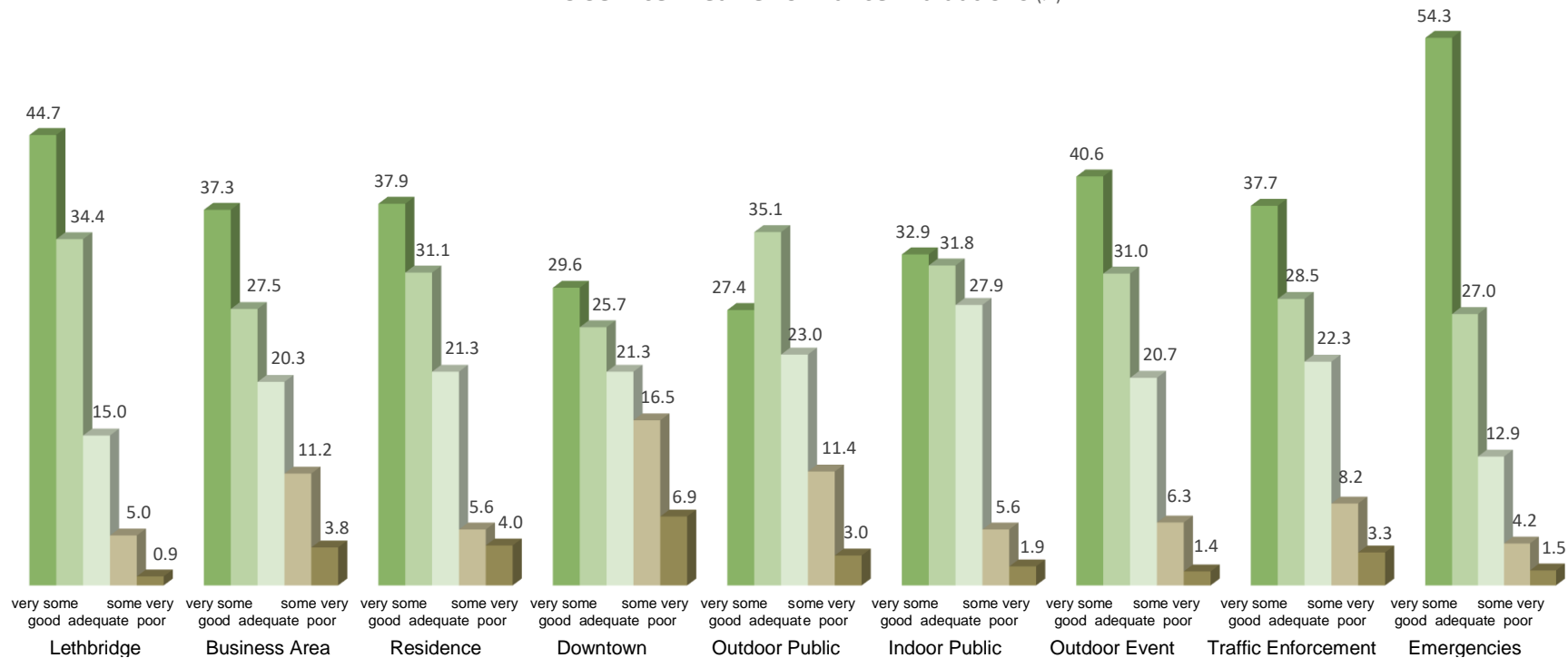Stakeholder and Residents (%)
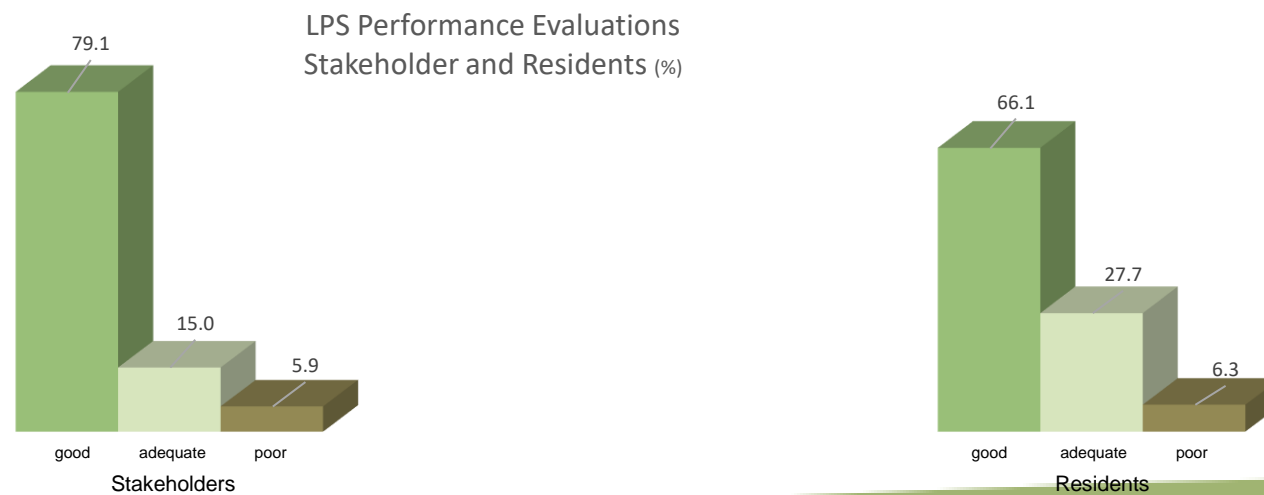
LPS Performance (continued)

As the tabular data on the following pages clearly indicate, LPS receives very positive performance evaluations in all service areas. On only three indicators do poor evaluations rise above the 10 percent mark: policing of stakeholders' areas of business activity (15.0%), downtown Lethbridge (23.4%) and policing outdoor public spaces (14.4%).

Further, because most of the businesses are located in Zone 10, these marginally lower performance evaluations are reflected in the Zone 10 mean scores presented on page 15. Also, corresponding with their somewhat greater safety concerns, post-secondary educator, and to a lesser extent, private business owners are slightly more critical of LPS than are other stakeholder groups.

For the most part, women provide LPS with nearly identical performance evaluations as do men.

LPS Service Area Performance Evaluations (%)

LPS Performance Evaluations

Policing Lethbridge overall (%)

	Stakeholders (mean = 1.83)		Residents 2018 (mean = 2.21)
Good	79.1	Good	66.1
Adequate	15.0	Adequate	27.7
Poor	5.9	Poor	6.3

Policing Lethbridge overall (%)

			mean = 1.83
Good	79.1	Very good	44.7
Adequate	15.0	Somewhat good	34.4
Poor	5.9	Adequate	15.0
		Somewhat poor	5.0
		Very poor	0.9

Policing business area (%)

			mean = 2.17
Good	64.7	Very good	37.3
Adequate	20.3	Somewhat good	27.5
Poor	15.0	Adequate	20.3
		Somewhat poor	11.2
		Very poor	3.8

Policing area of residence (%)

			mean = 2.07
Good	69.1	Very good	37.9
Adequate	21.3	Somewhat good	31.1
Poor	9.6	Adequate	21.3
		Somewhat poor	5.6
		Very poor	4.0

Policing downtown Lethbridge (%)

			mean = 2.45
Good	55.3	Very good	29.6
Adequate	21.3	Somewhat good	25.7
Poor	23.4	Adequate	21.3
		Somewhat poor	16.5
		Very poor	6.9

Range: 1 = very good to 5 = very poor

Policing outdoor public spaces (%)

			mean = 2.27
Good	62.6	Very good	27.4
Adequate	23.0	Somewhat good	35.1
Poor	14.4	Adequate	23.0
		Somewhat poor	11.4
		Very poor	3.0

Policing indoor public spaces (%)

			mean = 2.12
Good	64.7	Very good	32.9
Adequate	27.9	Somewhat good	31.8
Poor	7.4	Adequate	27.9
		Somewhat poor	5.6
		Very poor	1.9

Policing outdoor public events (%)

			mean = 1.97
Good	71.6	Very good	40.6
Adequate	20.7	Somewhat good	31.0
Poor	7.7	Adequate	20.7
		Somewhat poor	6.3
		Very poor	1.4

Traffic enforcement (%)

			mean = 2.11
Good	66.2	Very good	37.7
Adequate	22.3	Somewhat good	28.5
Poor	11.5	Adequate	22.3
		Somewhat poor	8.2
		Very poor	3.3

Policing emergencies (%)

			mean = 1.71
Good	81.4	Very good	54.3
Adequate	12.9	Somewhat good	27.0
Poor	5.7	Adequate	12.9
		Somewhat poor	4.2
		Very poor	1.5

Range: 1 = very good to 5 = very poor

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LPS Performance Evaluations

Policing Lethbridge overall — mean = 1.83

(%)			
Zone 10	1.94	P & S Education	1.64
Zone 20	1.83	Post-sec. Education	2.24
Zone 30	1.74	Private business	1.88
Zone 40	1.64	Not for profit	1.60
Multiple Zones	1.45	Healthcare	1.71
		Other government	1.65

Policing business area — mean = 2.17

(%)			
Zone 10	2.39	P & S Education	1.69
Zone 20	2.13	Post-sec. Education	2.46
Zone 30	1.96	Private business	2.37
Zone 40	1.77	Not for profit	1.89
Multiple Zones	1.64	Healthcare	2.13
		Other government	1.67

Policing area of residence — mean = 2.07

(%)			
Zone 10	2.08	P & S Education	1.90
Zone 20	1.95	Post-sec. Education	2.46
Zone 30	2.09	Private business	2.11
Zone 40	2.00	Not for profit	1.82
Multiple Zones	2.05	Healthcare	1.86
		Other government	1.82

Policing downtown Lethbridge — mean = 2.45

(%)			
Zone 10	2.57	P & S Education	2.19
Zone 20	2.50	Post-sec. Education	2.70
Zone 30	2.25	Private business	2.67
Zone 40	2.47	Not for profit	2.12
Multiple Zones	2.00	Healthcare	2.00
		Other government	1.94

Range: 1 = very good to 5 = very poor

Policing outdoor public spaces — mean = 2.27

(%)			
Zone 10	2.35	P & S Education	2.03
Zone 20	2.15	Post-sec. Education	2.57
Zone 30	2.23	Private business	2.33
Zone 40	2.21	Not for profit	2.12
Multiple Zones	2.00	Healthcare	2.07
		Other government	2.00

Policing indoor public spaces — mean = 2.12

(%)			
Zone 10	2.23	P & S Education	1.94
Zone 20	1.93	Post-sec. Education	2.26
Zone 30	2.03	Private business	2.13
Zone 40	1.94	Not for profit	2.18
Multiple Zones	2.14	Healthcare	2.00
		Other government	1.94

Policing outdoor public events — mean = 1.97

(%)			
Zone 10	2.09	P & S Education	1.79
Zone 20	1.84	Post-sec. Education	1.94
Zone 30	1.93	Private business	2.02
Zone 40	1.71	Not for profit	2.02
Multiple Zones	1.83	Healthcare	1.80
		Other government	1.65

Traffic enforcement — mean = 2.11

(%)			
Zone 10	2.14	P & S Education	1.86
Zone 20	2.11	Post-sec. Education	2.14
Zone 30	2.06	Private business	2.27
Zone 40	2.11	Not for profit	1.87
Multiple Zones	2.09	Healthcare	1.75
		Other government	1.94

Policing emergencies — mean = 1.71

(%)			
Zone 10	1.82	P & S Education	1.61
Zone 20	1.59	Post-sec. Education	1.74
Zone 30	1.66	Private business	1.75
Zone 40	1.56	Not for profit	1.51
Multiple Zones	1.55	Healthcare	1.76
		Other government	1.88

Range: 1 = very good to 5 = very poor

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LPS Performance Evaluations

Policing Lethbridge overall	mean = 1.83
Men	1.83
Women	1.83
Policing business area	mean = 2.17
Men	2.19
Women	2.15
Policing area of residence	mean = 2.07
Men	2.02
Women	2.10
Policing downtown Lethbridge	mean = 2.45
Men	2.44
Women	2.46

Range: 1 = very good to 5 = very poor

Policing outdoor public spaces	mean = 2.27
Men	2.23
Women	2.30
Policing indoor public spaces	mean = 2.12
Men	2.00
Women	2.24
Policing outdoor public events	mean = 1.97
Men	1.91
Women	2.02
Traffic enforcement	mean = 2.11
Men	2.11
Women	2.11
Policing emergencies	mean = 1.71
Men	1.73
Women	1.70

Range: 1 = very good to 5 = very poor

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LPS Financial Management

Stakeholders evaluate LPS financial management performance very positively with approximately one-third of all stakeholders stating LPS is doing a very good job (30.8%) or somewhat good job (33.0%) when considering its overall management of financial resources. A further one-quarter (24.7%) believe LPS to be adequately managing its financial resources. Slightly more than one in ten stakeholders believe LPS to be doing a somewhat poor (7.7%) or very poor (3.8%) job managing its financial resources.

Stakeholders are only slightly more critical when evaluating specific aspects of LPS's financial management. Three of every five (60.3%) stakeholders evaluate LPS positively with respect to effectively devoting resources to the needs of the community. A similar proportion (60.4%) positively evaluate LPS's effectiveness in prioritizing its allocations of financial resources. Only 14.3% and 16.4% respectively evaluate LPS negatively on these matters. The remaining stakeholders believe LPS is performing adequately.

As the tabular data below demonstrate, Zone 10 stakeholders and the private business sector are slightly more critical of LPS financial management than are other areas and sectors.
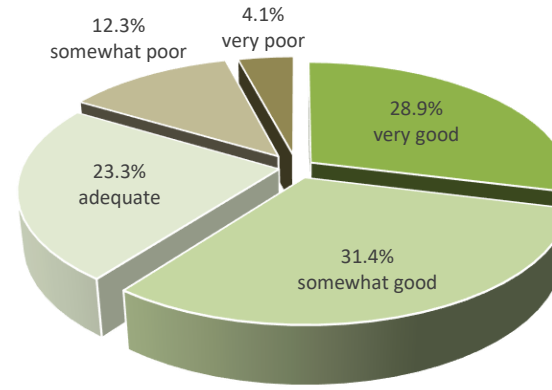
Financial Management

Financial management – overall		mean = 2.21	
(%)		Very good	30.8
Good	63.8	Somewhat good	33.0
Adequate	24.7	Adequate	24.7
Poor	11.5	Somewhat poor	7.7
		Very poor	3.8
Effectively devotes financial resources to needs of community		mean = 2.31	
(%)		Very good	26.3
Good	60.3	Somewhat good	34.0
Adequate	25.4	Adequate	25.4
Poor	14.3	Somewhat poor	10.9
		Very poor	3.4
Effectively prioritizes allocation of financial resources		mean = 2.31	
(%)		Very good	28.9
Good	60.4	Somewhat good	31.4
Adequate	23.3	Adequate	23.3
Poor	16.4	Somewhat poor	12.3
		Very poor	4.1

Overall Fiscal Management

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

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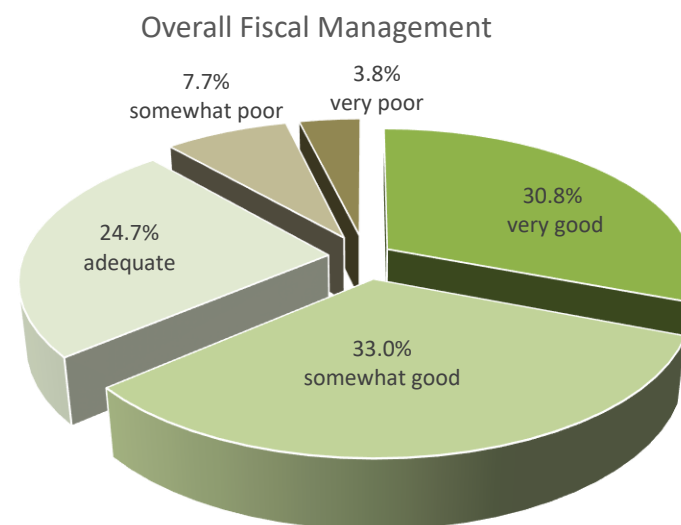
Devotes resources to community needs

- 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
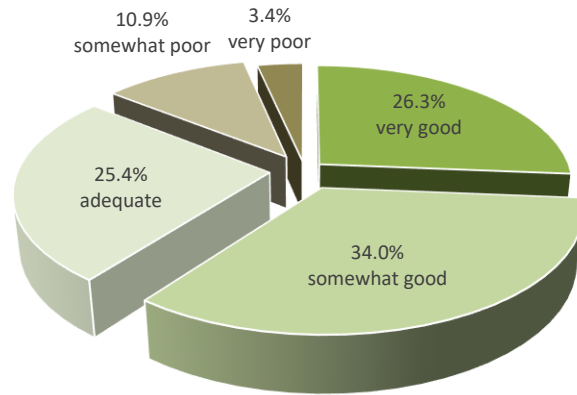
Financial management – overall		mean = 2.21	
Zone 10	2.40	P & S Education	1.83
Zone 20	2.00	Post-sec. Education	2.30
Zone 30	2.06	Private business	2.32
Zone 40	1.93	Not for profit	2.00
Multiple Zones	1.80	Healthcare	1.50
		Other government	2.14
Effectively devotes financial resources to needs of community		mean = 2.31	
Zone 10	2.48	P & S Education	2.13
Zone 20	2.18	Post-sec. Education	2.33
Zone 30	2.08	Private business	2.44
Zone 40	2.15	Not for profit	2.00
Multiple Zones	2.07	Healthcare	1.70
		Other government	2.06
Effectively prioritizes allocation of financial resources		mean = 2.31	
Zone 10	2.48	P & S Education	2.09
Zone 20	2.20	Post-sec. Education	2.29
Zone 30	2.11	Private business	2.44
Zone 40	2.03	Not for profit	2.00
Multiple Zones	2.14	Healthcare	1.56
		Other government	2.25

Range: 1 = very good to 5 = very poor

Financial management – overall	mean = 2.21
Men	2.24
Women	2.14
Effectively devotes financial resources to needs of community	mean = 2.31
Men	2.28
Women	2.33
Effectively prioritizes allocation of financial resources	mean = 2.31
Men	2.38
Women	2.21

Range: 1 = very good to 5 = very poor
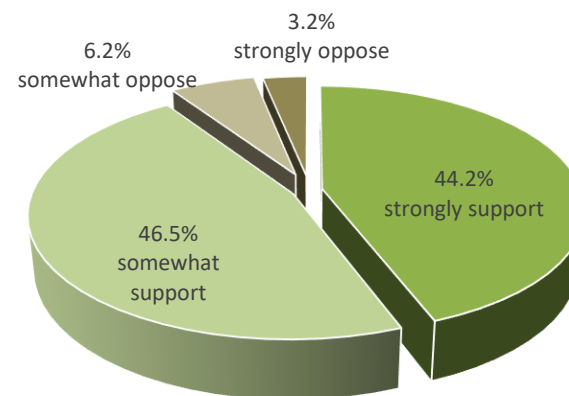
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Community Peace Officers/Special Constables

LPS stakeholders overwhelming support (90.6%) LPS making greater use of community peace officers or special constables. Support increases when stakeholders consider some of the duties community peace officers and special constables could potentially perform. For example, while nearly half (44.2%) strongly support the overall concept of making more use of community peace officers or special constables, clear majorities strongly support using this classification of officer to conduct administrative duties (57.0%), dealing with vagrancy, panhandling and intoxication issues (51.2%), and for patrolling downtown Lethbridge (55.7%).

Community Peace Officers/Special Constables

Greater use of community peace officers/special constables - overall		mean = 1.68	
(%)			
Support	90.6	Strongly support	44.2
Oppose	9.4	Somewhat support	46.5
		Somewhat oppose	6.2
		Strongly oppose	3.2
Greater use of community peace officers/special constables – administrative duties		mean = 1.53	
(%)			
Support	91.8	Strongly support	57.0
Oppose	8.2	Somewhat support	34.7
		Somewhat oppose	6.1
		Strongly oppose	2.1
Greater use of community peace officers/special constables – vagrancy/panhandling/intoxication issues		mean = 1.75	
(%)			
Support	80.7	Strongly support	51.2
Oppose	19.3	Somewhat support	29.4
		Somewhat oppose	12.8
		Strongly oppose	6.5
Greater use of community peace officers/special constables – downtown		mean = 1.62	
(%)			
Support	87.6	Strongly support	55.7
Oppose	12.4	Somewhat support	31.9
		Somewhat oppose	7.5
		Strongly oppose	5.0

Community Peace Officers/Special Constables - Overall

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

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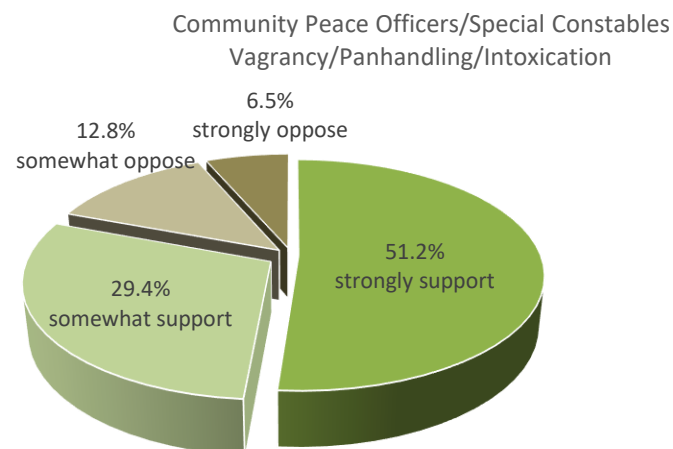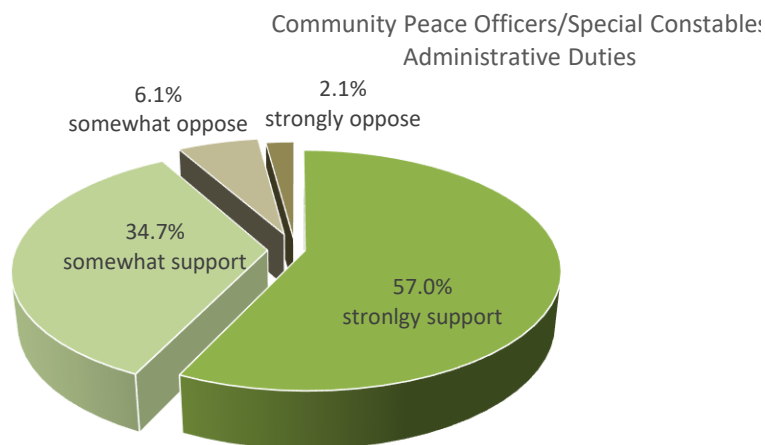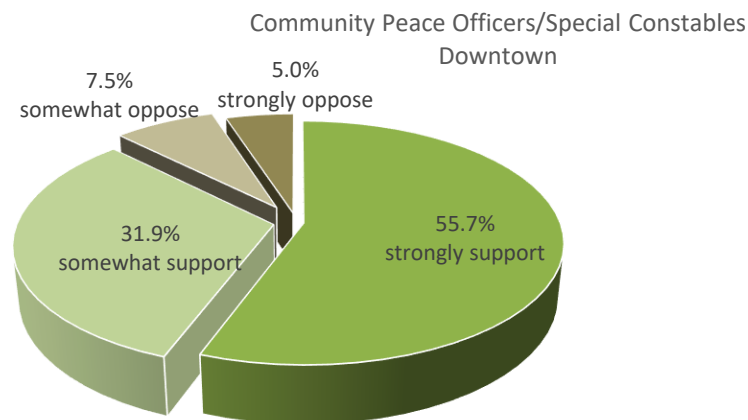*Citizen Society Research Lab*

Community Peace Officers/Special Constables (continued)

Very little opposition exists to both the concept and potential duties associated with the use of community peace officers and special constables. Less than one of every ten stakeholders (9.4%) is opposed to the concept overall. Opposition is even more muted with respect to having special constables perform administrative duties (8.2%). Only 12.4% are opposed to using special constables to police downtown Lethbridge, but slightly more stakeholders have reservations about employing special constables to deal with vagrancy and intoxication issues (19.3%).

The strong support levels for this initiative are evident in the lack of variance from the overall mean scores as we compare means between stakeholder groups, zones and genders.

The strong support measured here among LPS stakeholders is very similar to what we measured among the general population of Lethbridge in 2016. Then, with a slightly different question because of differing circumstances, only 6.6% of Lethbridge residents opposed using community peace officers for some LPS policing duties.

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

12.8% somewhat oppose
6.5% strongly oppose
29.4% somewhat support
51.2% strongly support

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Community Peace Officers and Special Constables

Greater use of community peace officers/special constables - overall			mean = 1.68	
Zone 10	1.67	P & S Education	1.66
Zone 20	1.66	Post-sec. Education	1.67
Zone 30	1.70	Private business	1.75
Zone 40	1.76	Not for profit	1.48
Multiple Zones	1.55	Healthcare	1.44
		Other government	1.44

Greater use of community peace officers/special constables – administrative duties			mean = 1.53	
Zone 10	1.50	P & S Education	1.57
Zone 20	1.60	Post-sec. Education	1.53
Zone 30	1.48	Private business	1.53
Zone 40	1.57	Not for profit	1.44
Multiple Zones	1.57	Healthcare	1.36
		Other government	1.38

Greater use of community peace officers/special constables – vagrancy/panhandling/intoxication issues			mean = 1.75	
Zone 10	1.71	P & S Education	1.83
Zone 20	1.77	Post-sec. Education	1.89
Zone 30	1.72	Private business	1.72
Zone 40	1.89	Not for profit	1.63
Multiple Zones	1.65	Healthcare	1.69
		Other government	1.83

Greater use of community peace officers/special constables – downtown			mean = 1.62	
Zone 10	1.62	P & S Education	1.71
Zone 20	1.66	Post-sec. Education	1.54
Zone 30	1.58	Private business	1.60
Zone 40	1.56	Not for profit	1.56
Multiple Zones	1.55	Healthcare	1.56
		Other government	1.76

Range: 1 = strongly support to 4 = strongly oppose

Greater use of community peace officers/special constables - overall	mean = 1.68
Men	1.75
Women	1.62

Greater use of community peace officers/special constables – administrative duties	mean = 1.53
Men	1.53
Women	1.53

Greater use of community peace officers/special constables – vagrancy/panhandling/intoxication issues	mean = 1.75
Men	1.65
Women	1.83

Greater use of community peace officers/special constables – downtown	mean = 1.62
Men	1.54
Women	1.69

Range: 1 = strongly support to 4 = strongly oppose
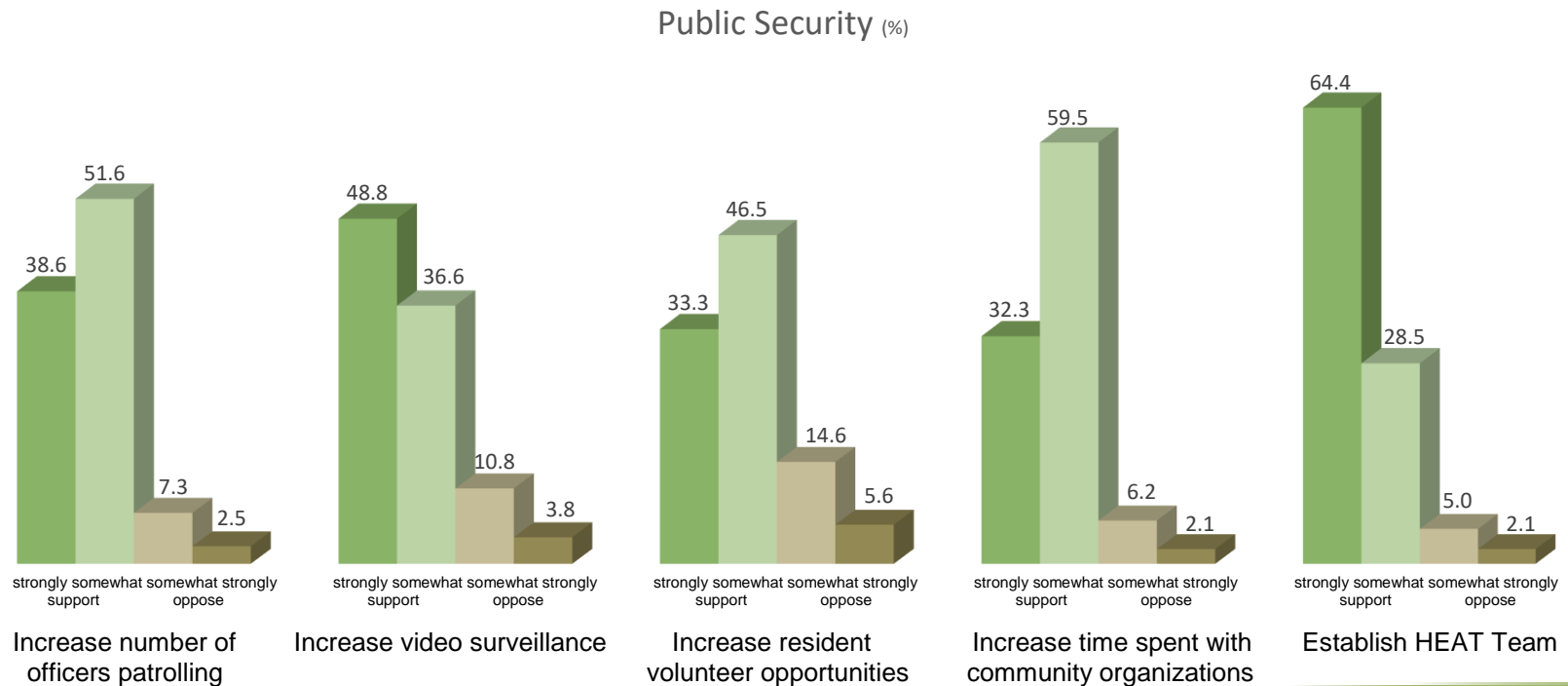
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Public Security

Clearly, all the pubic security enhancement initiatives LPS is currently considering would meet with strong stakeholder support.

Equally clear is that establishing a high enforcement action team (HEAT-team) is the most prioritized new public security initiative among LPS stakeholders. Nearly two-thirds of all stakeholders (64.4%) strongly support establishing a HEAT-team. A further 28.5% are somewhat supportive, with very few somewhat opposed (5.0%) and fewer still strongly opposed (2.1%). Although also popular, no other pubic security initiative receives a majority of stakeholders' strong support.

Nearly half of all stakeholders (48.8%) strongly support additional video surveillance in public spaces, while approximately one-third of stakeholders strongly support the remaining public security initiatives: increasing the number of officers on patrol (38.6%); increasing volunteer opportunities for residents (33.3%), and; having officers increase on-duty time they spend interacting with community organizations (32.3%).

Few significant differences in priorities are measured between different beat zones, stakeholder sector or gender.

Public Security (%)

	strongly support	somewhat support	somewhat oppose	strongly oppose
Increase number of officers patrolling	38.6	51.6	7.3	2.5
Increase video surveillance	48.8	36.6	10.8	3.8
Increase resident volunteer opportunities	33.3	46.5	14.6	5.6
Increase time spent with community organizations	32.3	59.5	6.2	2.1
Establish HEAT Team	64.4	28.5	5.0	2.1

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Public Security

Increase number of officers patrolling public spaces		mean = 1.74	
(%)		Strongly support	38.6
Support	90.2	Somewhat support	51.6
Oppose	9.8	Somewhat oppose	7.3
		Strongly oppose	2.5
Increase number of video surveillance cameras in public spaces		mean = 1.70	
(%)		Strongly support	48.8
Support	85.4	Somewhat support	36.6
Oppose	14.6	Somewhat oppose	10.8
		Strongly oppose	3.8
Increase number and type of volunteer opportunities for resident participation		mean = 1.92	
(%)		Strongly support	33.3
Support	79.8	Somewhat support	46.5
Oppose	20.2	Somewhat oppose	14.6
		Strongly oppose	5.6
Increase amount of time on-duty officers spend with community associations		mean = 1.78	
(%)		Strongly support	32.3
Support	91.8	Somewhat support	59.5
Oppose	8.2	Somewhat oppose	6.2
		Strongly oppose	2.1
Establish HEAT team		mean = 1.45	
(%)		Strongly support	64.4
Support	92.9	Somewhat support	28.5
Oppose	7.1	Somewhat oppose	5.0
		Strongly oppose	2.1

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Public Security

Increase number of officers patrolling public spaces		mean = 1.74	
Zone 10	1.72	P & S Education	1.63
Zone 20	1.79	Post-sec. Education	1.89
Zone 30	1.70	Private business	1.75
Zone 40	1.72	Not for profit	1.70
Multiple Zones	1.86	Healthcare	1.59
		Other government	1.82

Increase number of video surveillance cameras in public spaces		mean = 1.70	
Zone 10	1.70	P & S Education	1.63
Zone 20	1.58	Post-sec. Education	1.81
Zone 30	1.76	Private business	1.69
Zone 40	1.63	Not for profit	1.64
Multiple Zones	1.73	Healthcare	1.65
		Other government	1.59

Increase number and type of volunteer opportunities for resident participation		mean = 1.92	
Zone 10	1.96	P & S Education	1.91
Zone 20	1.97	Post-sec. Education	1.97
Zone 30	1.83	Private business	1.93
Zone 40	1.95	Not for profit	1.83
Multiple Zones	1.59	Healthcare	1.56
		Other government	2.17

Increase amount of time on-duty officers spend with community associations		mean = 1.78	
Zone 10	1.85	P & S Education	1.63
Zone 20	1.82	Post-sec. Education	1.83
Zone 30	1.65	Private business	1.85
Zone 40	1.70	Not for profit	1.56
Multiple Zones	1.60	Healthcare	1.71
		Other government	2.00

Establish HEAT team		mean = 1.45	
Zone 10	1.53	P & S Education	1.29
Zone 20	1.42	Post-sec. Education	1.36
Zone 30	1.30	Private business	1.46
Zone 40	1.31	Not for profit	1.46
Multiple Zones	1.43	Healthcare	1.35
		Other government	1.94

Range: 1 = strongly support to 4 = strongly oppose

Increase number of officers patrolling public spaces	mean = 1.74
Men	1.85
Women	1.63

Increase number of video surveillance cameras in public spaces	mean = 1.70
Men	1.75
Women	1.63

Increase number and type of volunteer opportunities for resident participation	mean = 1.92
Men	1.88
Women	1.97

Increase amount of time on-duty officers spend with community associations	mean = 1.78
Men	1.84
Women	1.73

Establish HEAT team	mean = 1.45
Men	1.53
Women	1.36

Range: 1 = strongly support to 4 = strongly oppose

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New LPS Beat Zones

LPS stakeholders are very supportive of the new LPS beat zones and the principles behind the reorganization. Nearly half of all stakeholders who registered an opinion strongly agree with the new beat zones (48.7%) with almost as many somewhat agreeing (47.4%). It is worth noting that nearly one-quarter of stakeholders did not know how to evaluate the new zones indicating further communication aimed at increasing awareness is likely in order. With that said, very few of those who registered an opinion somewhat disagree (2.8%) or strongly disagree (1.1%).

Support for the two principles underpinning the reorganization is even stronger. More than two-thirds of stakeholders (68.7%) strongly agree with the goal of having the community get to better know their designated beat officers. A further 28.7% somewhat agree.

Even more popular is the goal of having LPS officers get to better know the communities within their assigned zones. More than three-quarters of all stakeholders (76.1%) strongly agree with this principle while a further 22.3% somewhat agree.

With support levels this high, it is no surprise to see few significant differences in opinion between zones, or stakeholder groups.

New Beat Zones

New Beat Zones – Good idea overall		mean = 1.56	
(%)		Strongly agree	48.7
Agree	96.1	Somewhat agree	47.4
Disagree	3.9	Somewhat disagree	2.8
		Strongly disagree	1.1
		(No opinion)	(24.1)
New Beat Zones – Good to have community get to know officers		mean = 1.34	
(%)		Strongly agree	68.7
Agree	97.5	Somewhat agree	28.7
Disagree	2.5	Somewhat disagree	2.3
		Strongly disagree	0.2
New Beat Zones – Good to have officers get to know community		mean = 1.26	
(%)		Strongly agree	76.1
Agree	98.4	Somewhat agree	22.3
Disagree	1.6	Somewhat disagree	1.4
		Strongly disagree	0.2

New Beat Zones

2.8% somewhat disagree
1.1% strongly disagree
47.4% somewhat agree
48.7% strongly agree

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Officers get to know community

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

Community gets to know officers

- 2.3% somewhat disagree
- 0.2% strongly disagree
- 28.7% somewhat agree
- 68.7% strongly agree
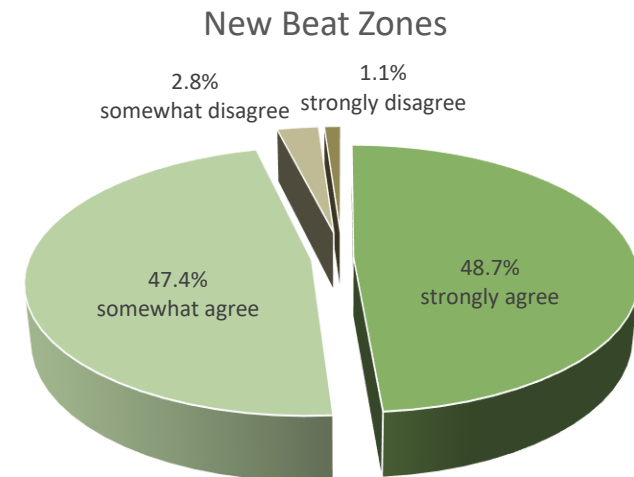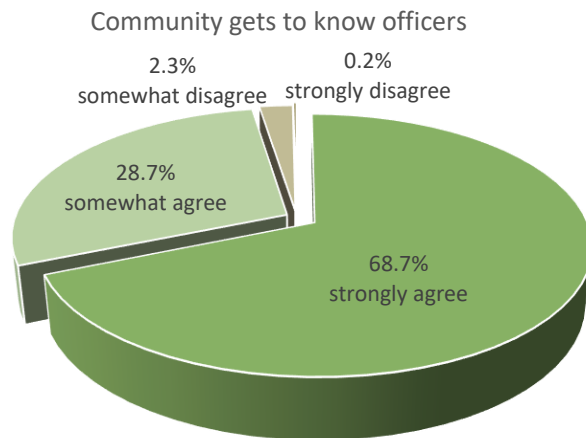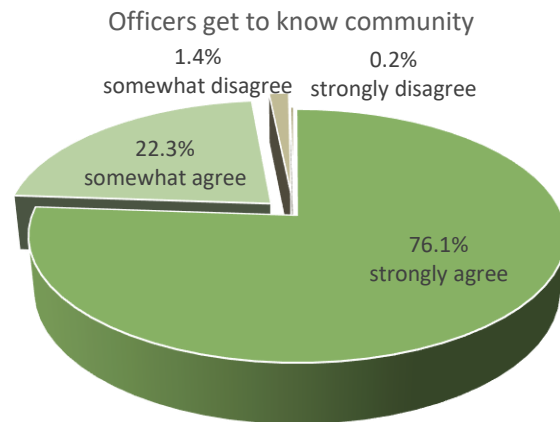
New Beat Zones – Good idea overall		mean = 1.56	
Zone 10	1.65	P & S Education	1.45
Zone 20	1.54	Post-sec. Education	1.68
Zone 30	1.47	Private business	1.57
Zone 40	1.33	Not for profit	1.65
Multiple Zones	1.47	Healthcare	1.38
		Other government	1.20
New Beat Zones – Good to have community get to know officers		mean = 1.34	
Zone 10	1.32	P & S Education	1.25
Zone 20	1.27	Post-sec. Education	1.43
Zone 30	1.39	Private business	1.36
Zone 40	1.38	Not for profit	1.25
Multiple Zones	1.46	Healthcare	1.18
		Other government	1.25
New Beat Zones – Good to have officers get to know community		mean = 1.26	
Zone 10	1.27	P & S Education	1.20
Zone 20	1.19	Post-sec. Education	1.34
Zone 30	1.30	Private business	1.27
Zone 40	1.27	Not for profit	1.20
Multiple Zones	1.19	Healthcare	1.12
		Other government	1.19

New Beat Zones – Good idea overall	mean = 1.56
Men	1.56
Women	1.55
New Beat Zones – Good to have community get to know officers	mean = 1.34
Men	1.35
Women	1.33
New Beat Zones – Good to have officers get to know community	mean = 1.26
Men	1.28
Women	1.23

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Stakeholder Priorities

Consistent with the findings from our 2017 Lethbridge general population survey, LPS stakeholders single out drug trafficking and property crimes as their top two priorities. Nearly two of every five stakeholders (38.9%) chose drug trafficking as their top priority with a further quarter (25.5%) choosing it as second most important priority. More than one-quarter chose property crime as their top priority with a further one-third (33.2) making it their second most important priority.

Stakeholder Priorities (%)

	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

Stakeholder Priorities (%)

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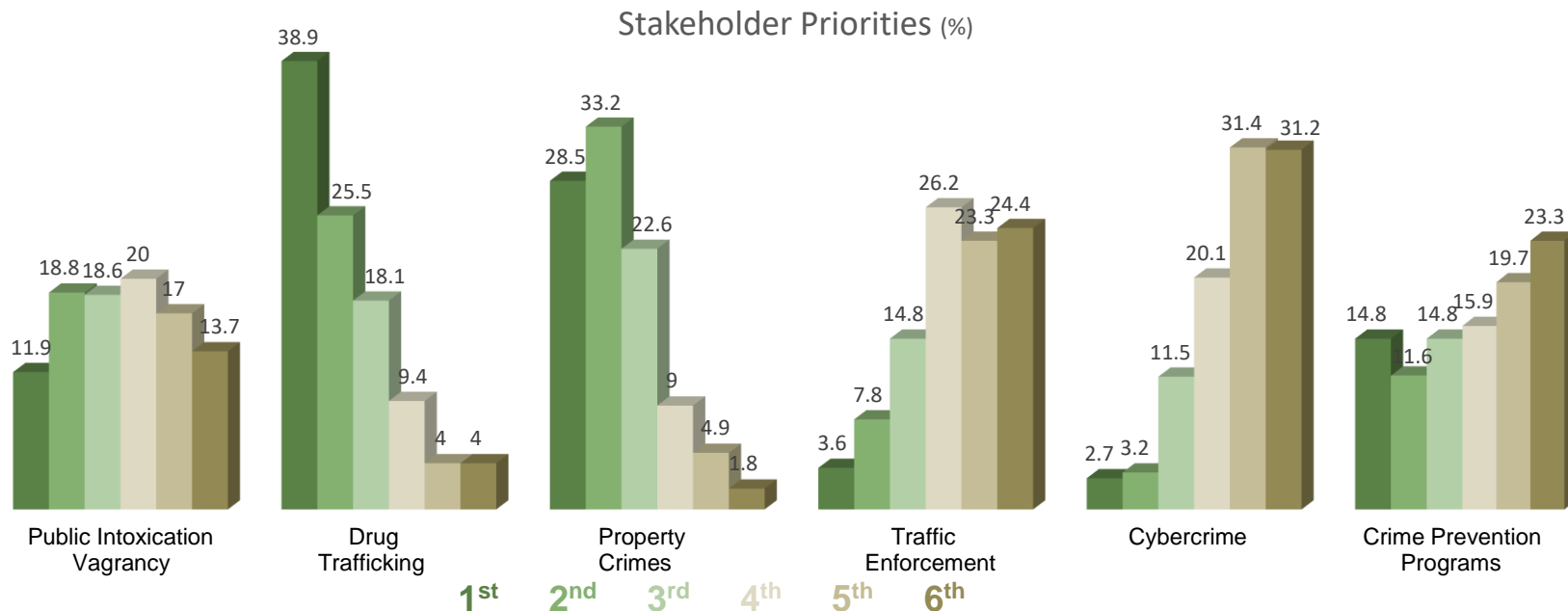
Stakeholder Priorities (continued)

Public intoxication, vagrancy and panhandling issues along with crime prevention programs form a 'second tier' set of priorities for stakeholders. Traffic enforcement and cybercrime are the two least prioritized areas.

As the tabular and graphical data below indicate, priorities are remarkably consistent between beat zones and stakeholder groups.

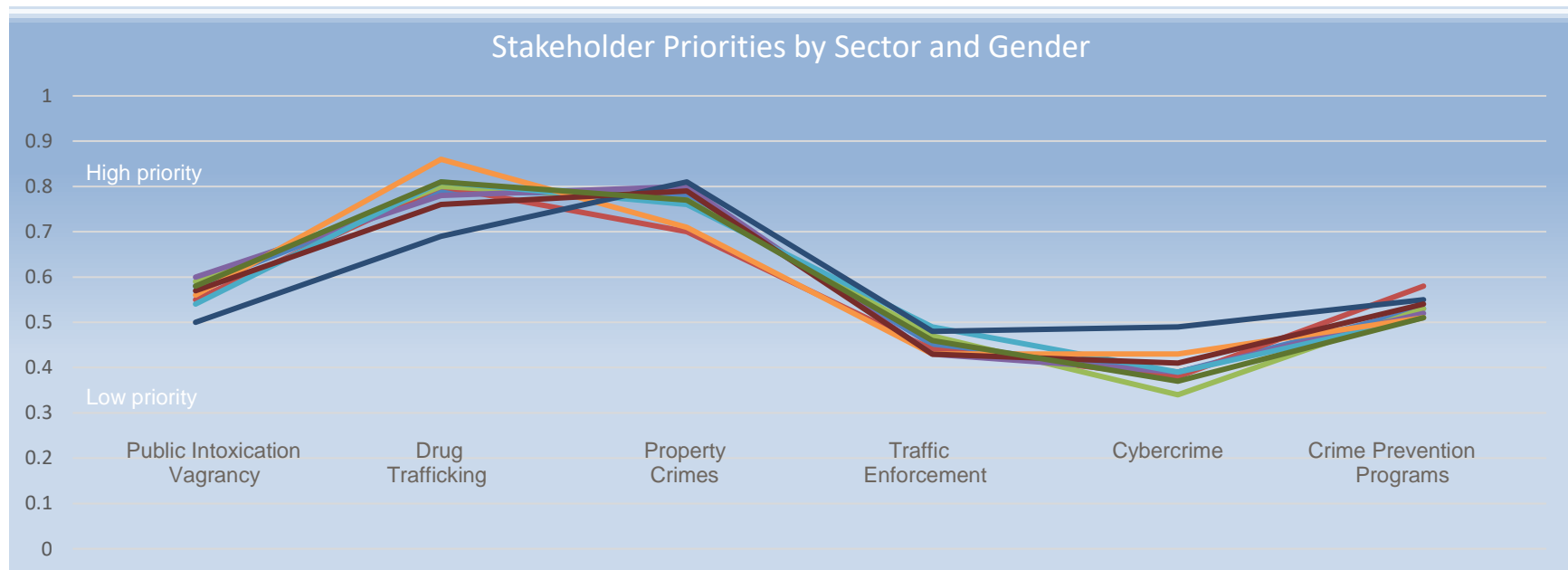### Stakeholder Priorities by Zone

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

Stakeholder Priorities by Beat Zone (means)

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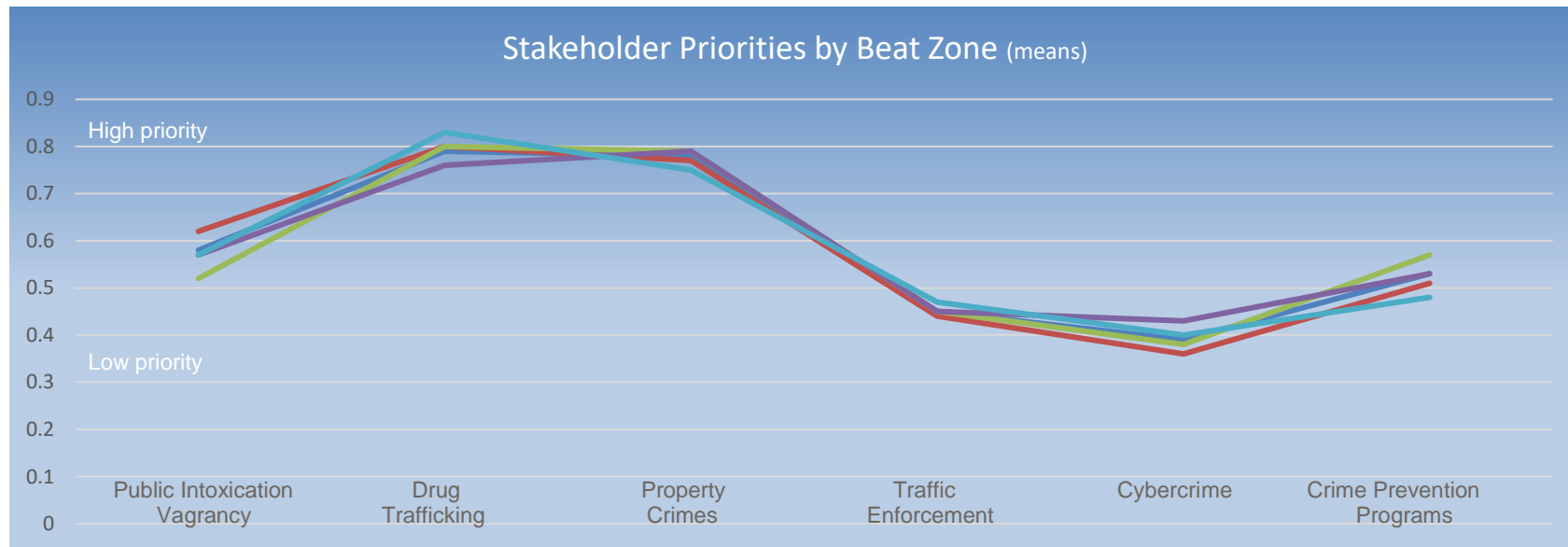
Stakeholder Priorities by Stakeholder Sector and Gender

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

Stakeholder Priorities by Sector and Gender

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Demographics

Stakeholder Sector (%)

Primary-secondary 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

Gender (%)

Male	49.3
Female	50.7
Other	0.0

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

Immigrant (%)

Yes	8.7
No	90.8
NA (refused)	0.4

LGBTQ+ Identity (%)

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

Indigenous (%)

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

Lethbridge Resident (%)

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

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

Questions

- See Appendix below.

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Appendix

Questionnaire

Community Safety

Initially, please tell us how safe or unsafe you feel in the following areas of Lethbridge, distinguishing between daytime and nighttime safety.

Lethbridge overall					
• Daytime	very safe	somewhat safe	somewhat unsafe	very unsafe	don't know	N/A (refused)
• Nighttime	very safe	somewhat safe	somewhat unsafe	very unsafe	don't know	N/A (refused)
Immediate area of your business/agency/organization					
• Daytime	very safe	somewhat safe	somewhat unsafe	very unsafe	don't know	N/A (refused)
• Nighttime	very safe	somewhat safe	somewhat unsafe	very unsafe	don't know	N/A (refused)
Neighborhood within which you live					
• Daytime	very safe	somewhat safe	somewhat unsafe	very unsafe	don't know	N/A (refused)
• Nighttime	very safe	somewhat safe	somewhat unsafe	very unsafe	don't know	N/A (refused)
Downtown Lethbridge					
• Daytime	very safe	somewhat safe	somewhat unsafe	very unsafe	don't know	N/A (refused)
• Nighttime	very safe	somewhat safe	somewhat unsafe	very unsafe	don't know	N/A (refused)
Outdoor Parks & Public Spaces					
• Daytime	very safe	somewhat safe	somewhat unsafe	very unsafe	don't know	N/A (refused)
• Nighttime	very safe	somewhat safe	somewhat unsafe	very unsafe	don't know	N/A (refused)
Indoor Public Spaces (pools, rinks, arts facilities…)					
• Daytime	very safe	somewhat safe	somewhat unsafe	very unsafe	don't know	N/A (refused)
• Nighttime	very safe	somewhat safe	somewhat unsafe	very unsafe	don't know	N/A (refused)
Attending outdoor public events or festivals					
• Daytime	very safe	somewhat safe	somewhat unsafe	very unsafe	don't know	N/A (refused)
• Nighttime	very safe	somewhat safe	somewhat unsafe	very unsafe	don't know	N/A (refused)

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LPS Performance

Please tell us how good, adequate or poor a job you believe Lethbridge Police Service is doing in policing the following areas of Lethbridge.

Overall policing of the city of Lethbridge	very good	somewhat good	adequate	somewhat poor	very poor	don't know	N/A (refused)
Policing the immediate area of your business/agency/organization/office location	very good	somewhat good	adequate	somewhat poor	very poor	don't know	N/A (refused)
Policing of the neighborhood within which you live	very good	somewhat good	adequate	somewhat poor	very poor	don't know	N/A (refused)
Policing of downtown Lethbridge	very good	somewhat good	adequate	somewhat poor	very poor	don't know	N/A (refused)
Policing of outdoor parks & public spaces	very good	somewhat good	adequate	somewhat poor	very poor	don't know	N/A (refused)
Policing of indoor public spaces (pools, rinks, arts facilities, libraries…)	very good	somewhat good	adequate	somewhat poor	very poor	don't know	N/A (refused)
Policing of outdoor public events and festivals	very good	somewhat good	adequate	somewhat poor	very poor	don't know	N/A (refused)
Policing of traffic laws (speeding, distracted driving, intersection issues…)	very good	somewhat good	adequate	somewhat poor	very poor	don't know	N/A (refused)
Policing of emergency events (evacuations, major accidents and road closures…)	very good	somewhat good	adequate	somewhat poor	very poor	don't know	N/A (refused)

LPS Management of Financial Resources

Please tell us how good, adequate or poor a job you think Lethbridge Police service is doing with respect to the following aspects of managing the financial resources it receives from the City of Lethbridge and its taxpayers.

Overall management of the financial resources it receives from the City of Lethbridge	very good	somewhat good	adequate	somewhat poor	very poor	don't know	N/A (refused)
Devotes resources effectively to meet the needs of the community	very good	somewhat good	adequate	somewhat poor	very poor	don't know	N/A (refused)
Effectively prioritizes how to allocate scarce resources	very good	somewhat good	adequate	somewhat poor	very poor	don't know	N/A (refused)

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Strategic Initiatives – Community Peace Officer/Special Constables

Community Peace Officers and Special Constables are types of fully trained and equipped uniformed police officers who do not carry fire arms but have limited powers to enforce certain laws and regulations or perform administrative duties thereby freeing up regular officers to focus on more serious criminal activity. Community Peace Officers/Special Constables are paid less than regular police officers. Examples of their limited duties and authority include: traffic control after accidents or emergencies, in-person administrative duties (front counter reception of requests and reports), attending to vagrancy, minor nuisance and public-order issues, and ensuring foot patrols are visible in designated areas.

Please tell us how much you support or oppose LPS making use community peace officers or special constables in the following areas.

LSP should make greater overall use of community peace officers/special constables	strongly support	somewhat support	somewhat oppose	strongly oppose	don't know	N/A (refused)
LPS should make greater use of community peace officers/special constables to deal administrative, reception, request and report tasks	strongly support	somewhat support	somewhat oppose	strongly oppose	don't know	N/A (refused)
LPS should deploy community peace officers/special constables to deal with issue such as vagrancy, panhandling and public intoxication	strongly support	somewhat support	somewhat oppose	strongly oppose	don't know	N/A (refused)
LSP should deploy community peace officers/special constables to enhance downtown policing	strongly support	somewhat support	somewhat oppose	strongly oppose	don't know	N/A (refused)

Strategic Initiative – Community Engagement

All police services and the communities they serve have a variety of options from which they can choose in attempting to increase public safety through greater community engagement.

Please tell us how much you support or oppose LPS devoting greater resources to the following initiatives

Increase the number of officers on patrol in public spaces	strongly support	somewhat support	somewhat oppose	Strongly oppose	don't know	N/A (refused)
Increase the number of video security cameras in public spaces	strongly support	somewhat support	somewhat oppose	Strongly oppose	don't know	N/A (refused)
Increase the number and type of volunteer opportunities for residents to participate in policing (examples include Citizen Patrols, Citizen Auxiliaries and Ambassadors working with police officers on patrol)	strongly support	somewhat support	somewhat oppose	Strongly oppose	don't know	N/A (refused)
Increase the amount of time on-duty officers interact with community organizations (examples include neighborhood watches, neighborhood and community associations, other community crime prevention organizations.)	strongly support	somewhat support	somewhat oppose	Strongly oppose	don't know	N/A (refused)
Establish a High Enforcement Action Team (HEAT-team) that would provide targeted enforcement and quick action responses in neighborhoods/areas experiencing a sudden increase in crime.	strongly support	somewhat support	somewhat oppose	Strongly oppose	don't know	N/A (refused)

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Strategic Initiative – Beat Zones
Lethbridge Police Service has recently restructured its beats, reducing the number from six beats to four beats thereby providing a greater number of police officers assigned to a smaller number of beat zones.

This initiative is designed to improve policing by allowing officers to learn more about the areas they are policing and get to better know those living, working and visiting the area as well as encouraging residents and business in the zones to get better acquainted with their beat officers.

Note: Zone 10 boundaries are 6th Ave. South, Mayor Magrath Dr., 5th Ave. North and the Oldman River including Indian Battle Park and the municipal facilities located in the river valley south of 5th Ave. North

Police Beats

Please use the map on the right to locate and identify the beat within which your business and personal private residence are located:

Location of your business/agency/organization	Zone 10	Zone 20	Zone 30	Zone 40	Multiple Zones or entire city	don't know	N/A (refused)
Location of your primary personal residence	Zone 10	Zone 20	Zone 30	Zone 40		don't know	N/A (refused) (live outside city)
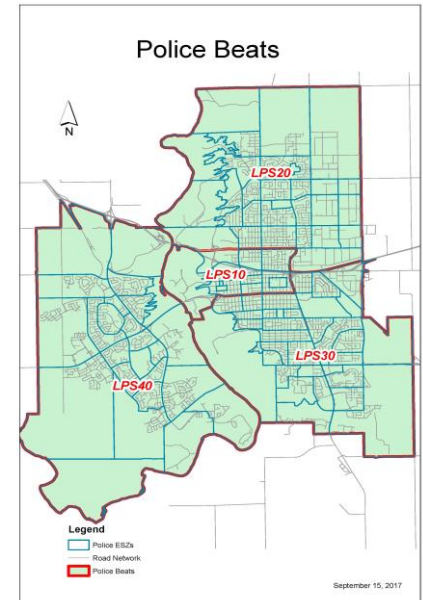
Please indicate how much you agree or disagree with the following aspects of the beat zone changes initiative.

Overall this is a good initiative that should be continued	strongly agree	somewhat agree	somewhat disagree	strongly disagree	don't know	N/A (refused)
There is value in getting to know the officers assigned to your beat	strongly agree	somewhat agree	somewhat disagree	strongly disagree	don't know	N/A (refused)
There is value in officers getting to know the people, businesses, organizations and agencies operating within their assigned beat	strongly agree	somewhat agree	somewhat disagree	strongly disagree	don't know	N/A (refused)

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Strategic Initiatives – Community Priorities

Understanding that all the policing activities that follow are valuable, but also that LPS operates with a limited budget, please rank each of the following LPS service priorities from (1) your most important priority to (6) your least important priority.

Public-order social issues such as public intoxication, pan-handling, public liquor or drug use…	1 = most important	2	3	4	5	6 = least important	N/A (refused)
Drug dealing/trafficking	1 = very important	2	3	4	5	6 = least important	N/A (refused)
Property crimes – home and business break and enters, thefts from vehicles, other property crimes	1 = very important	2	3	4	5	6 = least important	N/A (refused)
Traffic enforcement – speeding, intersection infractions, distracted or impaired driving…	1 = very important	2	3	4	5	6 = least important	N/A (refused)
Cybercrimes – policing of fraud and theft through Internet and telephone scams	1 = very important	2	3	4	5	6 = least important	N/A (refused)
Crime prevention – including education and public awareness programs	1 = very important	2	3	4	5	6 = least important	N/A (refused)

Demographics

Stakeholder sector of community	Primary and Secondary Education	Post-secondary Education	Private business	Not-for-profit service sector	Healthcare	Other government service	Other	N/A (refused)
Sex/Gender	Male	Female	Other	refused				
How long have you lived in Lethbridge?	Less than 5 years	5 to 10 years	10 to 20 years	More than 20 years	don't know	refused		
Are you a member of or identify with any of the following indigenous communities?	Inuit	Metis	Status Indian	Non-status Indian	Other Indigenous	No (none)	don't know	N/A (refused)
Are you an immigrant to Canada? (born in a foreign country)	Yes	No	don't know	refused				
Do you identify as a member of the LGBTQ+ community?	Yes	No	don't know	refused				

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