

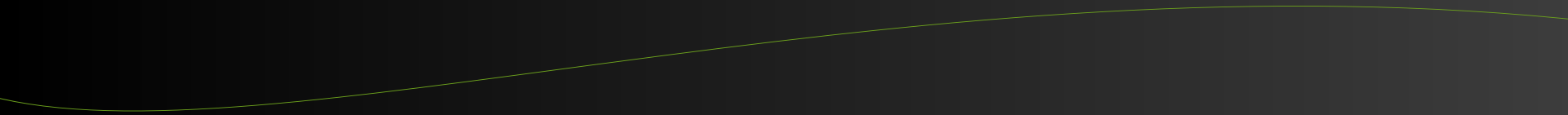


Citizen Society Research Lab

*Lethbridge Police Service
2020 Performance Evaluations*

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Executive Summary

Performance LPS is performing well and meeting expectations of Lethbridge residents

- LPS officers' attitudes and behavior are exemplary
- LPS non-officer staff are performing well

Community Safety Residents feel safe in their neighborhoods, but less so than in the past and much less so downtown

- Perceptions of safety downtown continue to deteriorate
- Residents would prefer to see even more community policing activities

WATCH Vast majority of residents believe WATCH is a good program

Priorities for Additional Effort Residents would prefer to see LPS focus on violent crimes and property crimes over vagrancy and trespassing

Recommendations for Service Improvements Crime prevention programs are most valued

- Community visibility and community partnerships secondary priorities
- Increased traffic enforcement is a lower priority

Methodology

Questionnaire LPS commissioned 13 questions on the CSRL omnibus Lethbridge Study poll in February of 2020.

Population Lethbridge has a total population of 101,482 residents (2019 census) approximately 80% of which are 18 years of age or older, equaling approximately 81,165 adult residents

Sample Lethbridge College students interviewed 624 randomly selected adult Lethbridge residents by telephone from February 8 to 11, 2020

Confidence The sample yields a margin of error of ± 3.9 percentage points, 19 times out of 20. The margin of error increases when analyzing sub-samples of the data

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



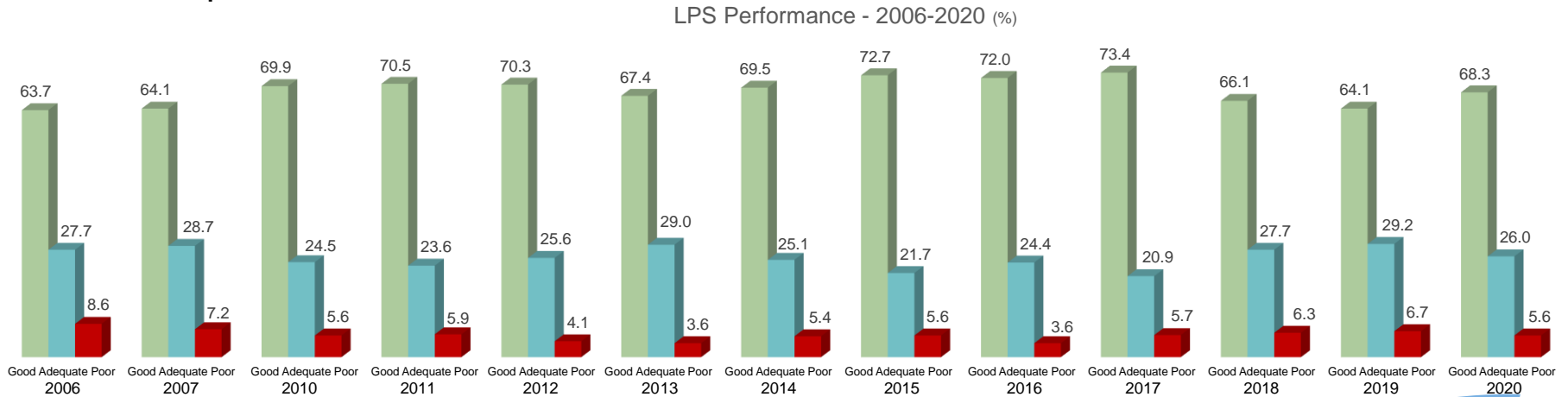
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Performance

Overall Performance

LPS continues to perform well in the opinions of Lethbridge residents

- Marginal improvement in good performance evaluations
- Stable poor evaluations

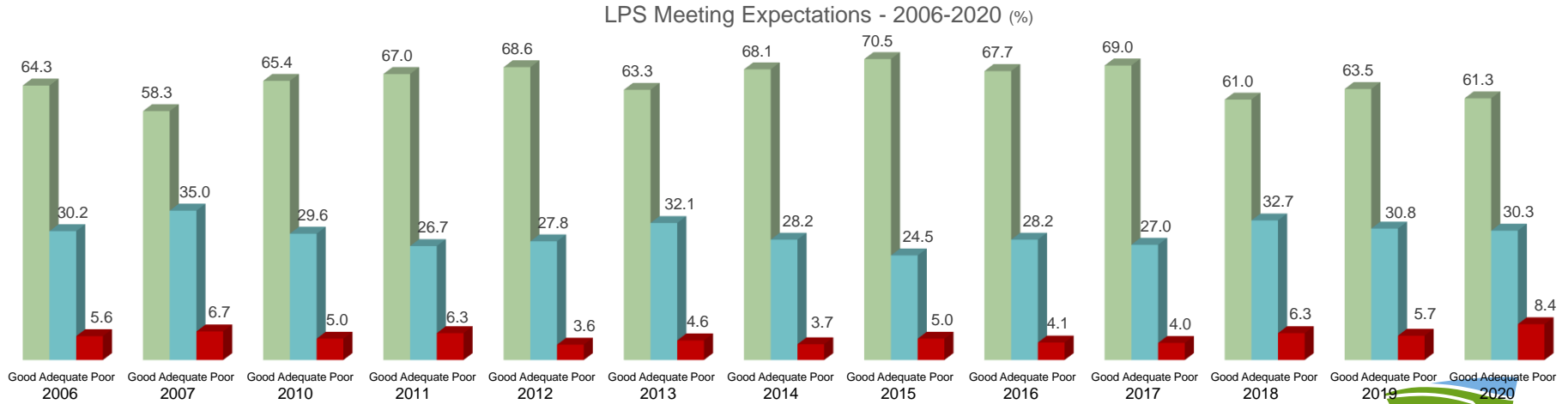


Performance

Meeting Expectations

LPS is meeting residents' expectations of what a police service should be doing

- A clear majority continue to believe LPS is doing a good job
- Very few believe LPS to be poorly meeting expectations



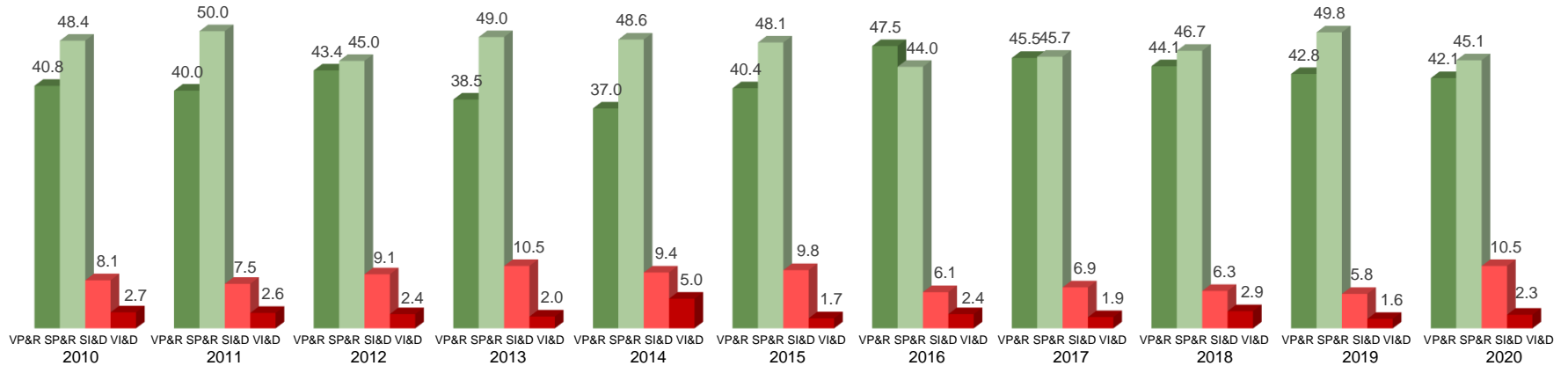
Performance

Attitudes of LPS Officers

LPS officers are overwhelmingly perceived as polite and respectful

- Plenty of direct contact, no differences between those who had contact and those who didn't

LPS Officers' Attitudes and Behavior -2010-2020 (%)



Direct Contact with LPS Officer in the Past Year (February 2020) (%)

Gender*	Male	Female	Lethbridge
Yes	51.0	39.4	44.7
No	49.0	60.6	55.3

Area	South	North	West
Yes	42.0	50.6	42.0
No	58.0	49.4	58.0

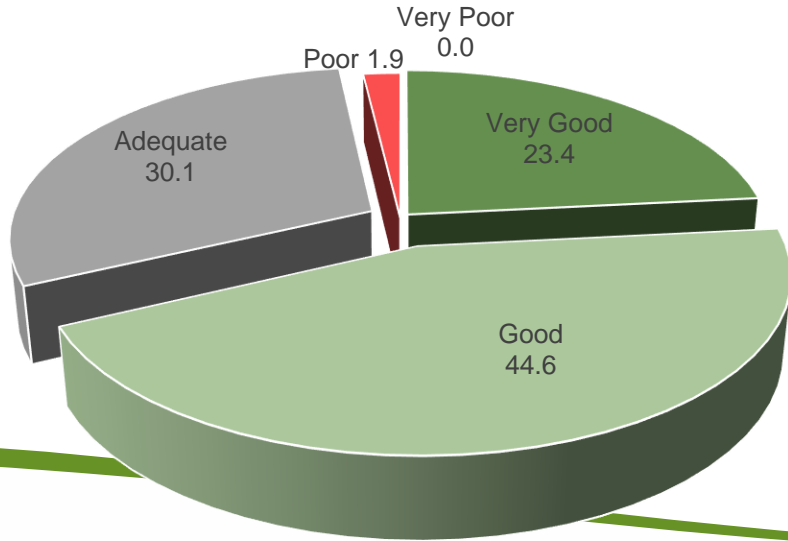
Performance

Non-officer Staff Evaluations

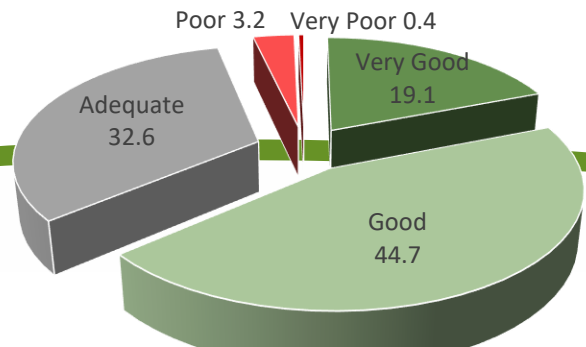
Non-officer staff are perceived to be performing well

- Nearly one-quarter of all Lethbridge residents either did not know how to evaluate LPS non-officer staff performance (23.8%) or refused to answer the question (2.3%)

Non-officer Staff Performance 2020 (%)



Non-officer Staff Performance 2019 (%)

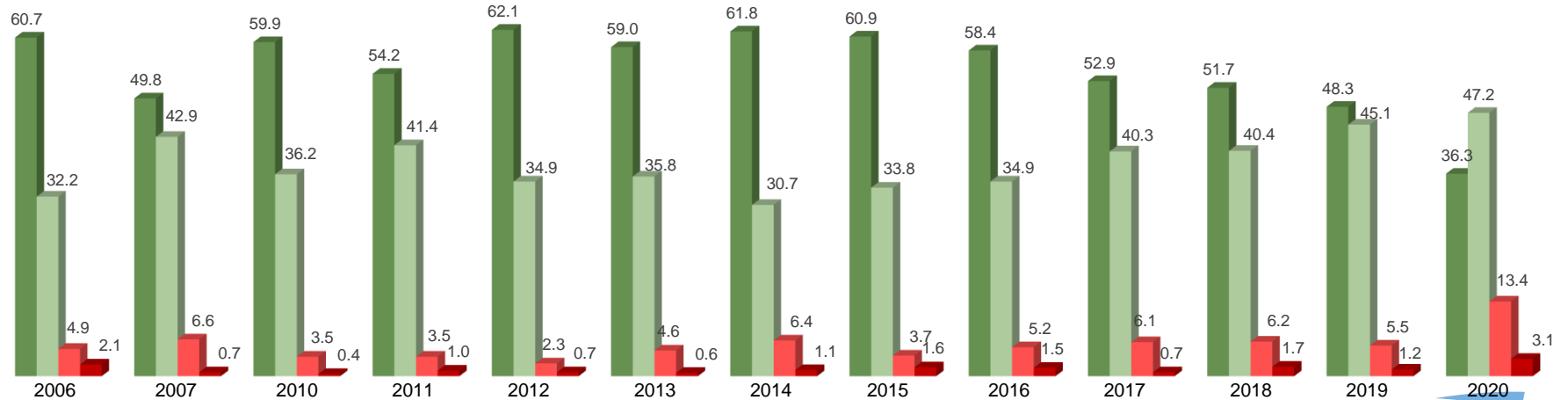


Community Safety

Neighborhood Safety

Lethbridge residents continue to feel safe in their neighborhoods

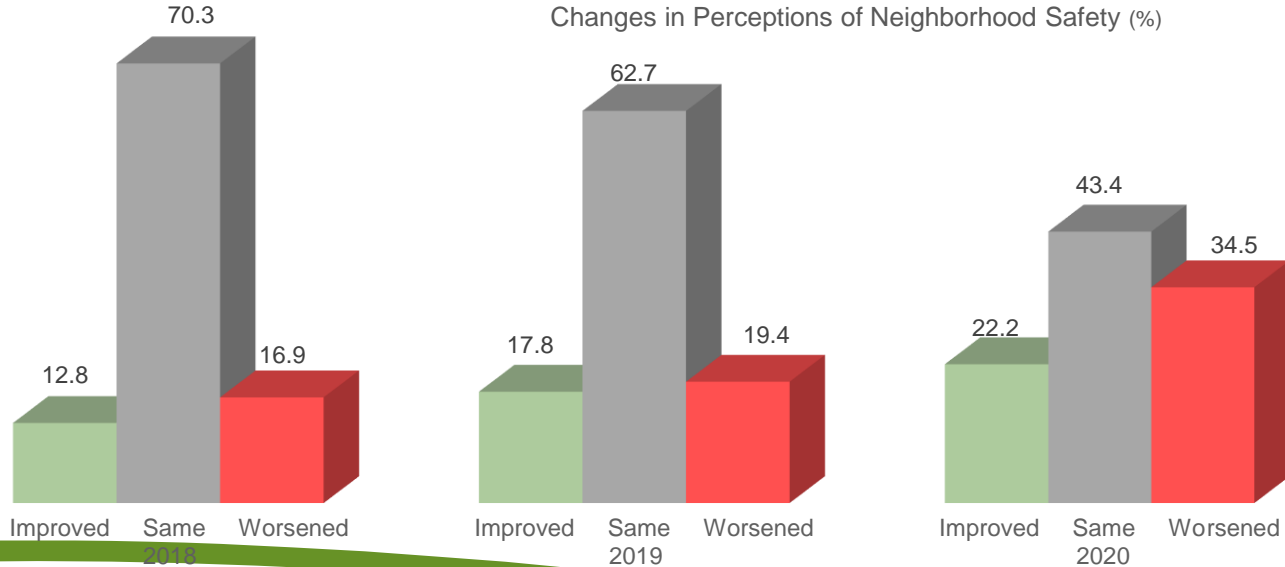
- Considerable decrease in feeling very safe – move to somewhat safe
- Significant increase in feeling unsafe in neighborhoods



Community Safety

Changes in Perceptions of Neighborhood Safety

- Few changes in perception of neighborhood safety
- Nearly as many feel more safe (17.8%) this year as feel less safe (19.4%)

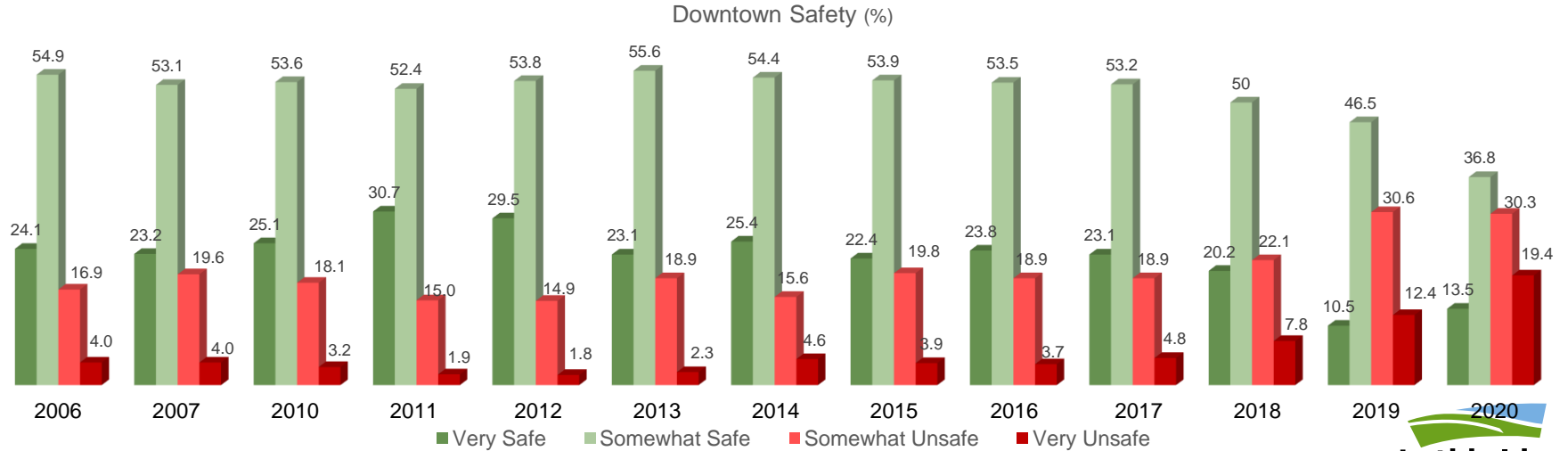


Community Safety

Downtown Safety

Residents feel less safe in downtown Lethbridge, pattern has emerged over the past 3 years

- Feeling very safe is less than half of historic average – most of that decline in the past 2 years
- Feeling somewhat or very unsafe rising rapidly – feeling very unsafe has recently quadrupled



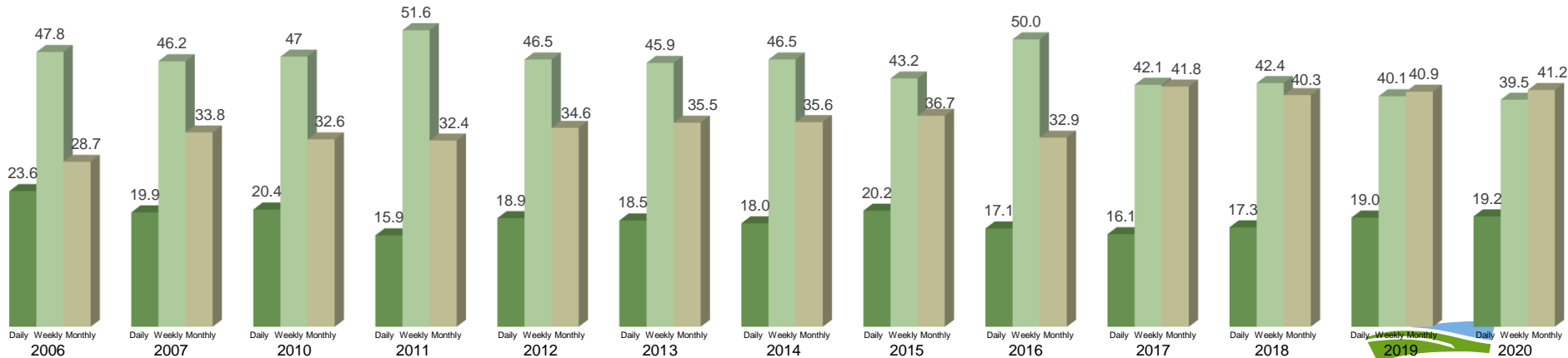
Community Safety

Frequency of Visits to Downtown

Frequency of visits is declining

- Daily visits are stable
- Weekly visits down – monthly or fewer visits are up

Visits Downtown (%)

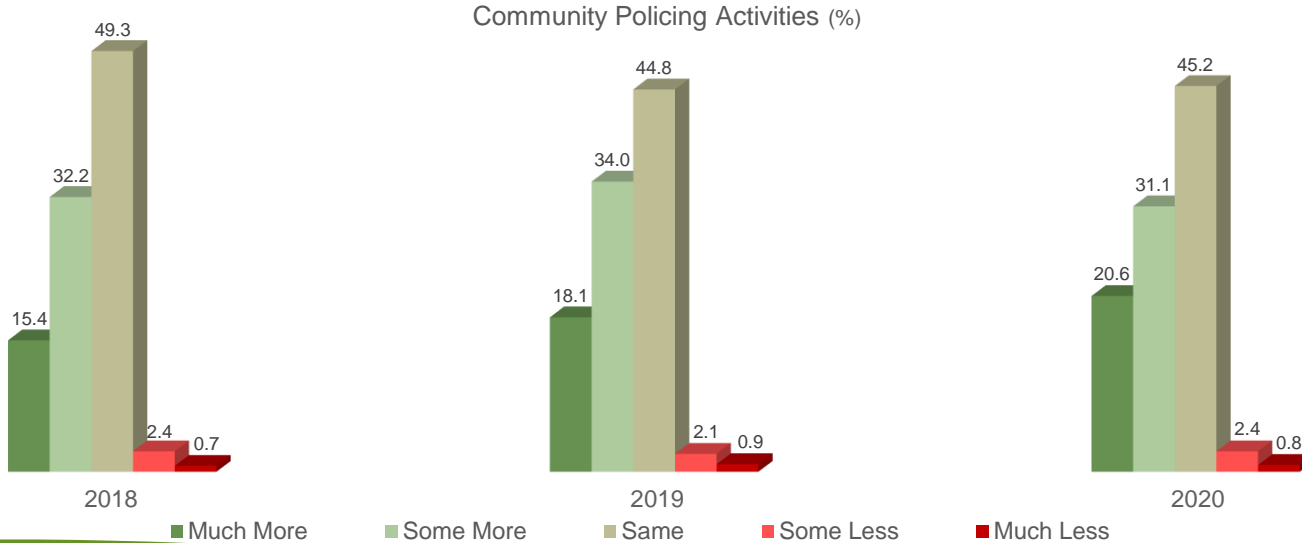


Community Safety

LPS Community Policing Activities

Residents would like to see at least as much or more community policing activities

- Greater strong support for more community policing over time

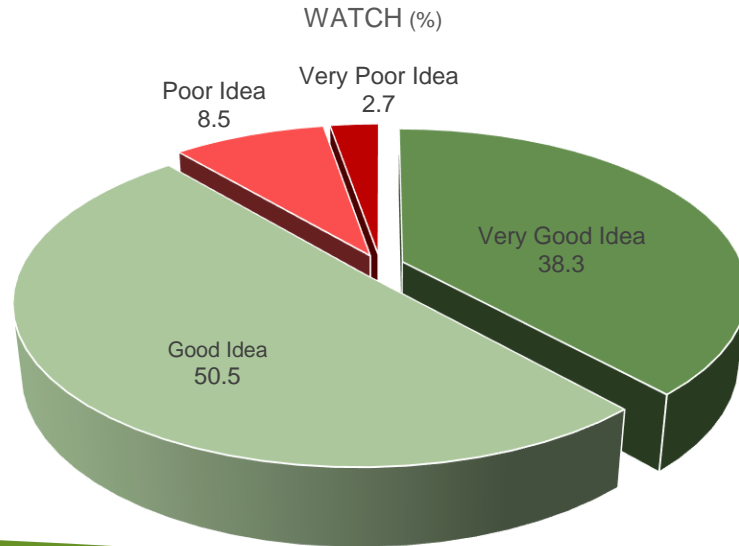


Community Safety

WATCH

Vast majority of residents believe the new LPS-initiated WATCH program is a good idea

- Only one in ten think WATCH is a poor idea – very few believe it is a very poor idea

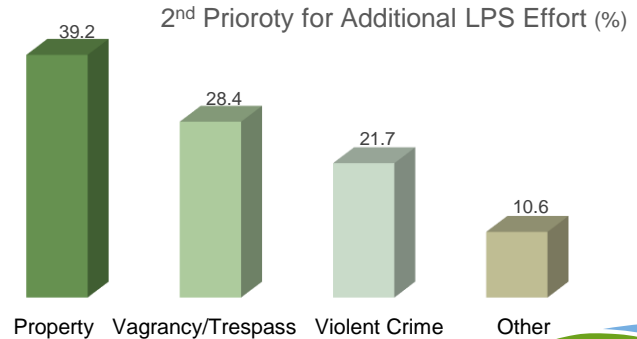
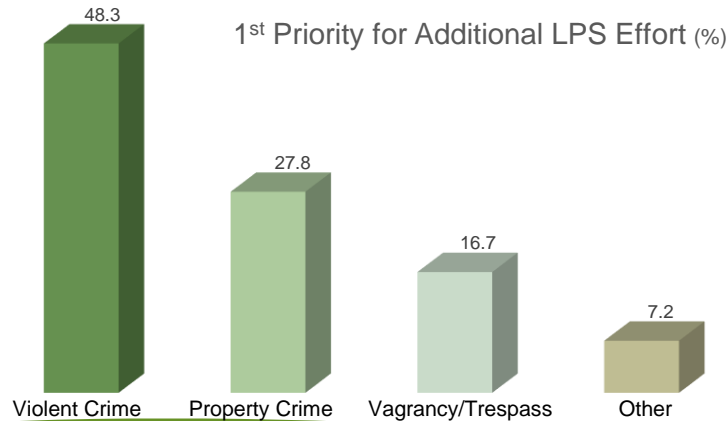


Community Priorities

Priorities for Additional Effort

Devoting greater effort to policing violent crime tops Lethbridge residents' priority list.

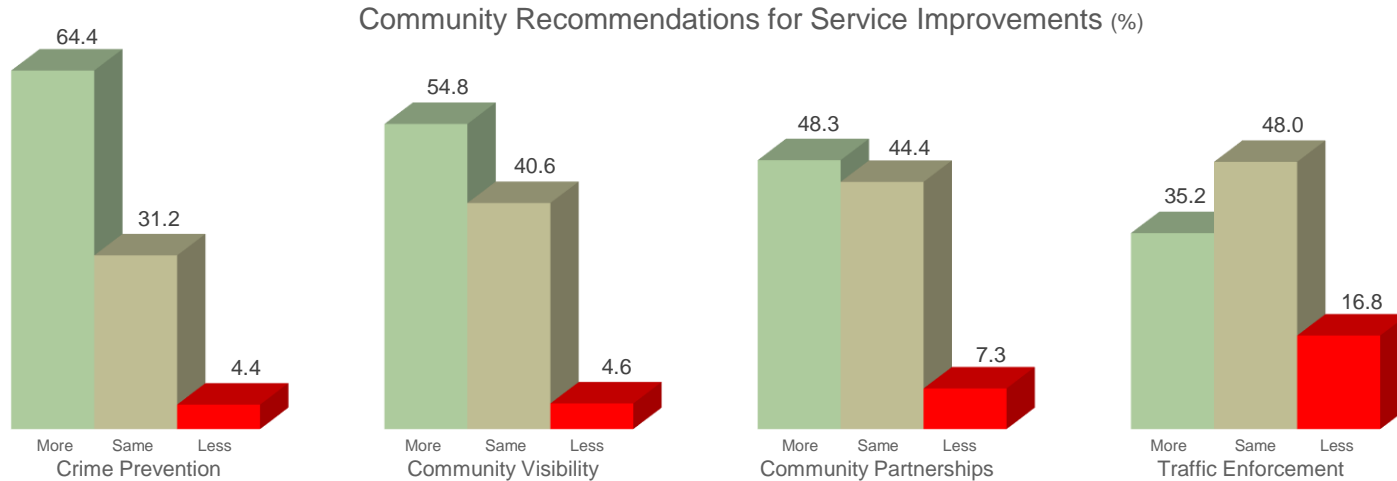
- Nearly half choose violent crime as top priority with one-quarter focusing on property crime
- One in six stated vagrancy or trespassing issues were their top priority
- Property crime was second priority – vagrancy issues outpaced violent crime for second



Community Recommendations for Service Enhancements

Recommended Service Enhancements

- More crime prevention is a clear priority
- Greater community visibility and partnerships secondary priorities
- Muted support for more traffic enforcement



Conclusions

- LPS performing well and meeting residents' expectations
 - LPS officers viewed as polite and respectful
- Residents feel safe in their neighborhoods, but less so than in previous years
- Perceptions of safety downtown deteriorating
- More community policing activities would be supported
- WATCH
 - WATCH program is viewed positively
- Prioritize devoting additional efforts to violent crime
 - Secondary nod to more property crime policing
- Residents' Recommended Service Enhancements
 - 1st – crime prevention
 - 2nd – community visibility and community partnerships



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