

2023 COMMUNITY SURVEY

Lethbridge Police Service

Final Report

October 5, 2023



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INTRODUCTION



Objectives and Methodology

These are the findings of an Ipsos survey conducted on behalf of the Lethbridge Police Service. The main objective of the survey is to understand citizens' perceptions of the Lethbridge Police Service, community safety, and priorities for improvement.

For this research, Ipsos conducted a telephone survey with a randomly selected representative sample of 400 adult (18+ years) Lethbridge residents between August 28 and September 8, 2023.

Interviewing was conducted on both cellphones (65%) and landlines (35%). A screening question was included at the start of the survey to confirm residency in the City of Lethbridge.

Households with members who work for the Lethbridge Police Service were excluded from the research.

The final data has been weighted to ensure that the gender/age and regional distribution reflects that of the actual population in Lethbridge according to the most recent Census data.

Overall results based on a sample size of 400 are accurate to within ± 4.9 percentage points, 19 times out of 20. The margin of error will be larger for sample subgroups.

Notes to Reader

Some totals in the report may not add up to 100%. Some summary statistics (e.g., total agree) may not match their component parts. The numbers are correct, and the apparent errors are due to rounding.

Analysis of some of the statistically significant demographic results is included where applicable. While a number of significant differences may appear in the cross-tabulation output, not all differences warrant discussion.

Where possible, this year's results are compared to past Lethbridge Police Service surveys. Arrows (**▲ ▼**) are used to denote any significant differences between 2023 and 2022.



EXECUTIVE SUMMARY

2

Executive Summary

Perceptions of Lethbridge Police Service

Citizens continue to be satisfied with the services provided by LPS overall.

Perceptions of LPS community policing are stable and strong.

- More than eight-in-ten (83%) are satisfied with the services provided by LPS overall, on par with 2022.
- A total of 86% say LPS is doing a good (55%) or an adequate (31%) job of policing the community, unchanged from 2022.
 - The number one reason (coded open-ends) for saying LPS is doing a good job is “doing the best they can/difficult/tough job” (18%, up 12 percentage points from 2022).
 - Other frequently mentioned reasons include “keep community/public safe” (12%, up 6 percentage points), “visible/present in community” (12%) and “fast/responsive/quick to deal with issues” (10%).
- A total of 14% say LPS is doing a poor job policing the community.
 - The main reasons (coded open-ends) for saying LPS is doing a poor job are “high crime rate” (18%), “not everyone is treated equally” (18%) and “calls are ignored/not answered” (14%). This year’s results are statistically consistent with 2022.

Executive Summary

Perceptions of Lethbridge Police Service (cont.)

LPS continues to meet the expectations of most citizens.

Assessments of professionalism are strong and improving.

More than four-in-ten think LPS is not adequately staffed.

Slightly more than half report having direct contact with a LPS officer in the past year.

- Overall, 83% say LPS is doing a good (55%) or an adequate (28%) job of meeting expectations about what the police should be doing to keep Lethbridge a safe and secure place to live and work, on par with 2022.
- A total of 89% rate the level of professionalism of LPS personnel as good (72%) or adequate (18%), up 5 percentage points from 2022.
- Half (50%) agree that LPS is adequately staffed to respond to calls for service and provide a safe community. More than four-in-ten (43%) disagree; while this is not a statistical change from 2022, it does represent a directional increase of 5 percentage points.
- Just over half (52%) say they have had direct contact with a LPS officer in the past year, on par with 2022.

Executive Summary

Perceptions of Community Safety

Lethbridge continues to be seen as a safe community overall but feelings of unsafety are growing.

An increasing proportion say that Lethbridge has become less safe over the past 12 months.

While drugs continue to be mentioned as the main reason for deteriorating feelings of safety, issues related to homelessness have spiked.

- Roughly two-thirds (65%) say Lethbridge is a safe community overall compared to one-third (35%) saying it is unsafe. The percentage saying Lethbridge is unsafe has been steadily increasing for several years, and this year's results are up 7 percentage points from 2022.
- When asked how safety in Lethbridge has changed over the past 12 months, 47% say there has been no change. However, those noticing a change are nearly three times more likely to say Lethbridge has become less safe (37%) than more safe (13%). The feeling that Lethbridge has become less safe is up 9 percentage points from 2022.
 - Those saying Lethbridge has become less safe mainly attribute this to “drugs” (53% coded open-ends). This was also the main reason given in 2022.
 - More than one-third (36%) mention “homelessness” (up 22 percentage points from 2022).
 - Another 26% mention “crime/increase in crime”.

Executive Summary

Priorities

Nearly half think LPS officers should do more community policing activities while on duty.

Citizens' top three priorities for LPS continue to be property crime, drug crime, and crimes against persons.

Recommendations for service improvements focus on crime prevention and community visibility.

- Overall, 47% say LPS officers should do more types of community policing activities (such as making regular foot and bicycle patrols and meeting with community groups, business owners and other residents) while on duty. Another 46% say the level of these activities should remain about the same. Only 4% say LPS officers should do less of these types of community policing activities. This year's results are statistically consistent with 2022.
- To understand where the public thinks LPS should devote greater effort over the next four years, citizens were presented with a list of six priorities and asked to rank their top three. The three priorities that come out on top are *property crime, including break and enters, thefts from vehicles, vehicle theft and mischief* (79% total mentions), *drug crime* (76%) and *crimes against persons, including assault, sex assault, robbery and homicide* (71%). This year's results are consistent with 2022.
 - While these are citizens' top three priorities overall, it is worth noting that *drug crime* is ranked the number one priority by 41% of citizens. This is nearly double what is reported for either *property crime* (21% rank one) or *crimes against persons* (24% rank one).
- When it comes to recommendations for service improvements, seven-in-ten (71%) say LPS should do more in the way of *crime prevention, including programs or projects intended to stop offences before they occur*. Six-in-ten (61%) say LPS should do more in the way of *community visibility, including foot and bicycle patrols and police patrols in residential areas*. These were also the top two recommendations in 2022.
- Opinion is split on *community partnerships and engagement, including The Watch program and working with stakeholder groups on joint initiatives*, with 40% saying LPS should do more and 47% saying about the same. While not statistically significant, the percentage saying LPS should do more in this area has been steadily declining over the past few years.
- Only one-quarter (26%) say LPS should do more in the way of *traffic enforcement, including check stops, equipment checks, and speed checks*. Just over half (53%) think this should stay about the same.

Overview

1

Overall perceptions of LPS remain highly positive. A strong majority of residents are satisfied with LPS services overall and say LPS is doing a good or adequate job of policing the community. LPS is also continuing to meet residents' expectations of what the police should be doing to keep Lethbridge a safe and secure place to live and work.

2

Perceptions of professionalism have improved.

3

Perceptions of LPS staffing are mixed and down slightly from last year. At the same time, perceptions of community safety are declining. As feelings of unsafety grow, residents may be less inclined to feel LPS is adequately staffed to respond to calls for service and provide a safe community.

4

Drugs continue to be the main reason behind feelings of deteriorating safety but issues related to homelessness are growing.

5

Nearly half think LPS officers should do more community policing activities while on duty.

6

Residents' top three priorities for LPS continue to be property crime, drug crime and crimes against persons. Drug crime ranks first overall.

7

Recommendations for service improvements focus on crime prevention and community visibility.

DETAILED RESULTS

3

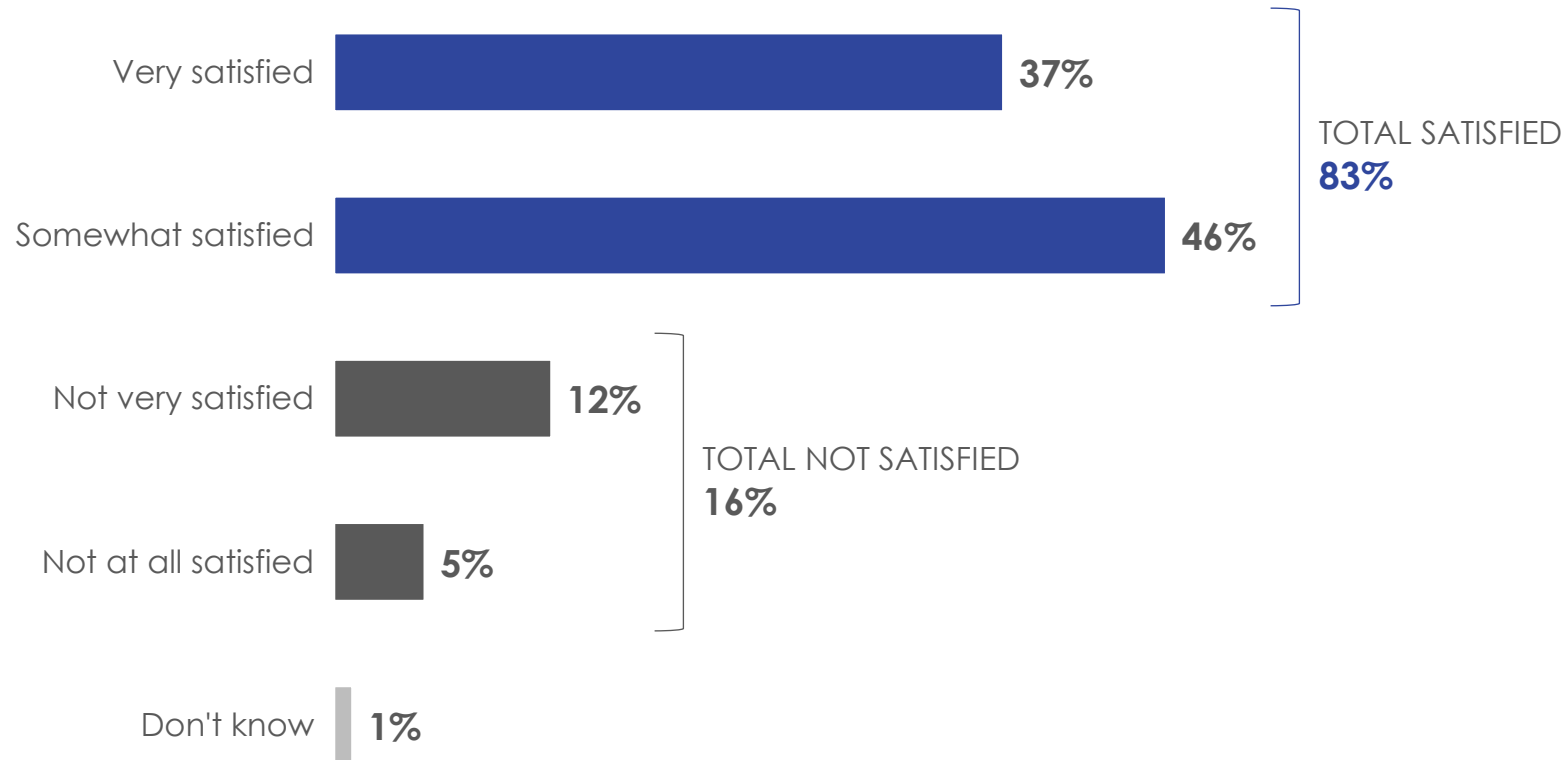


PERCEPTIONS OF LETHBRIDGE POLICE SERVICE

3.1

Overall Satisfaction with Lethbridge Police Service

SATISFACTION WITH LETHBRIDGE POLICE SERVICE



Total satisfied is higher among:

- Women (89% versus 77% of men)
- Older residents (87% of 55+ years versus 77% of 35-54 years, 84% of 18-34 years)

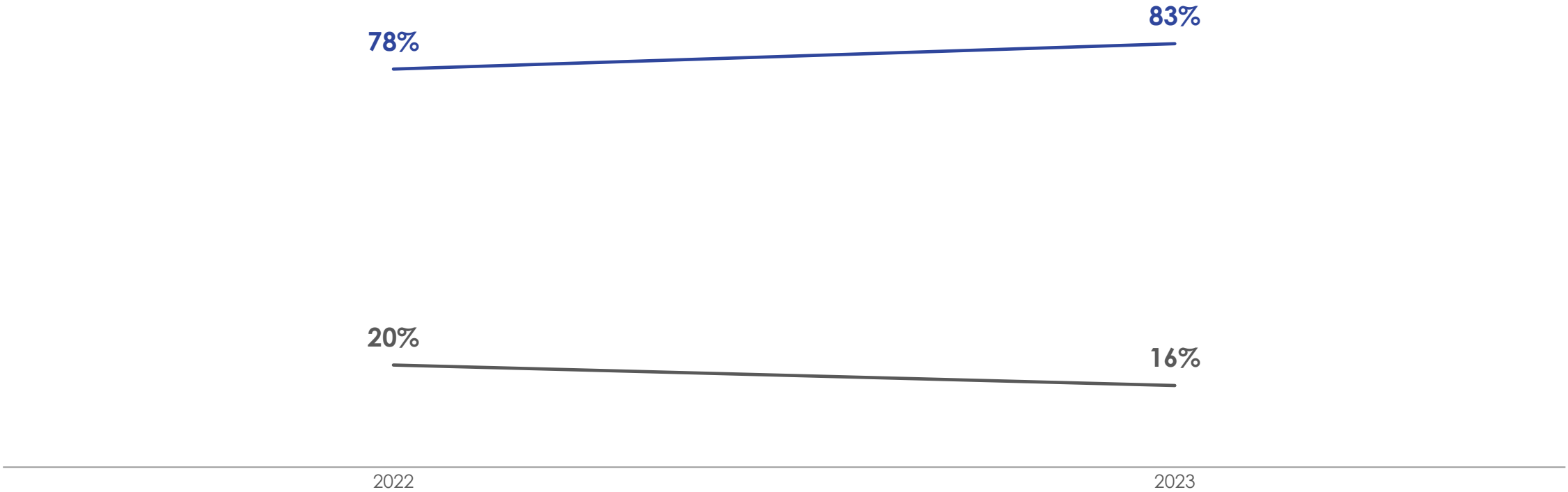
Base: All respondents (n=400)

Q1. Taking everything into account, including your own personal experience and anything you may have read, seen or heard, how satisfied are you with the services provided by the Lethbridge Police Service overall?

Overall Satisfaction with Lethbridge Police Service – Tracking

SATISFACTION WITH LETHBRIDGE POLICE SERVICE

■ TOTAL SATISFIED ■ TOTAL NOT SATISFIED

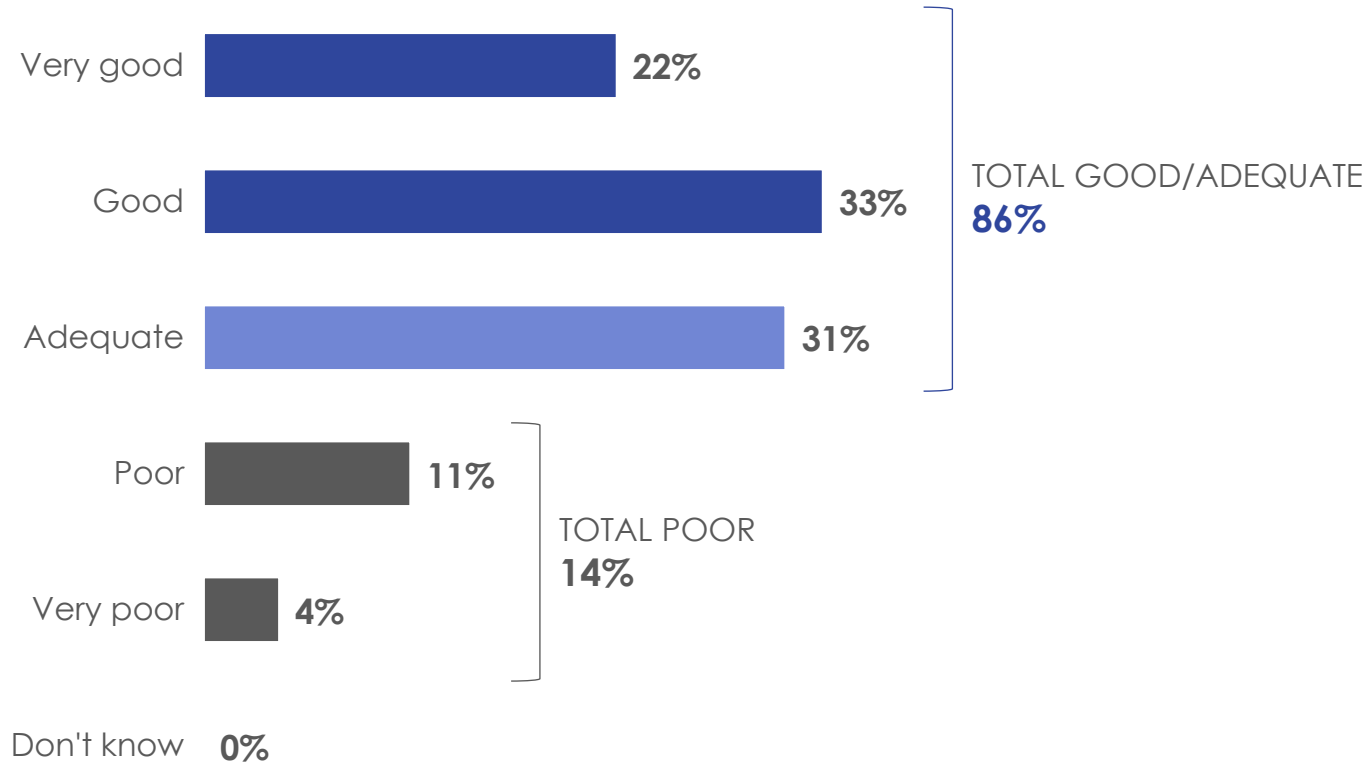


Base: All respondents (n=400)
Q1. Taking everything into account, including your own personal experience and anything you may have read, seen or heard, how satisfied are you with the services provided by the Lethbridge Police Service overall?



Overall Performance Evaluation

OVERALL PERFORMANCE OF LETHBRIDGE POLICE SERVICE IN POLICING THE COMMUNITY



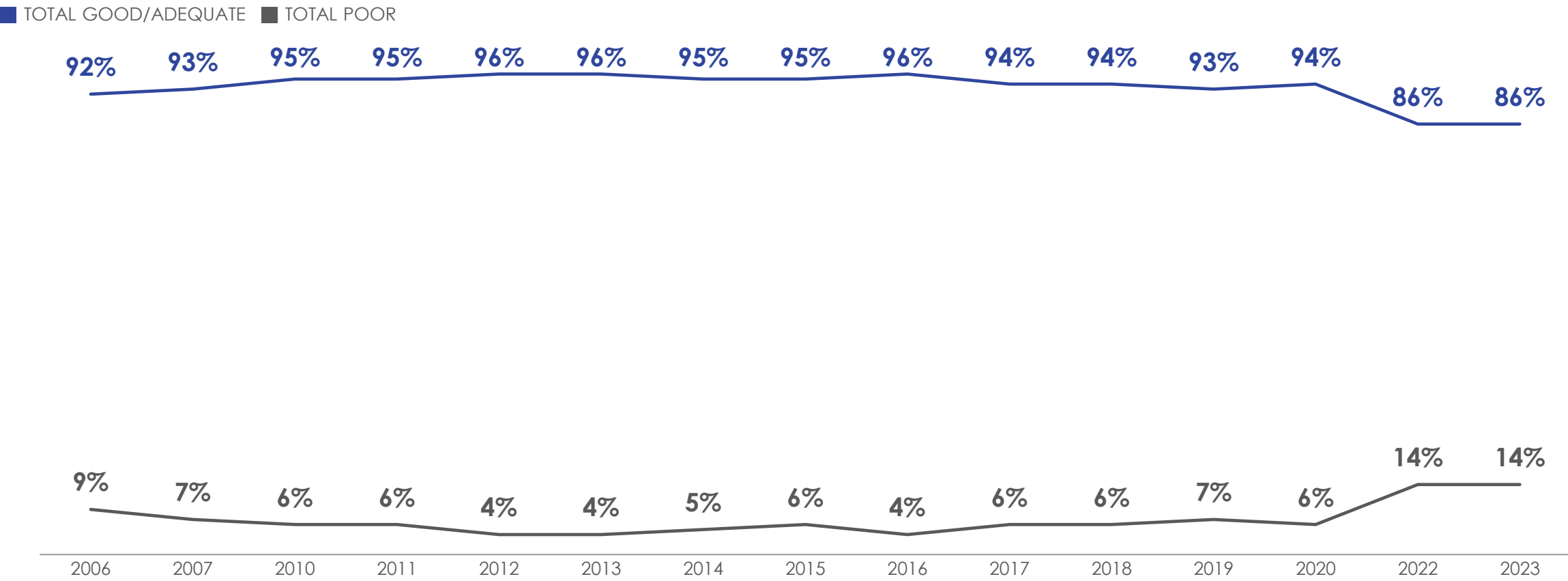
Total good/adequate is higher among:

- Women (91% versus 80% of men)
- Those who have not had direct contact with LPS in past year (92% versus 80% of those who have)

Base: All respondents (n=400)
Q2. How would you rate the job the Lethbridge Police Service is doing in policing the community?

Overall Performance Evaluation – Tracking

OVERALL PERFORMANCE OF LETHBRIDGE POLICE SERVICE IN POLICING THE COMMUNITY

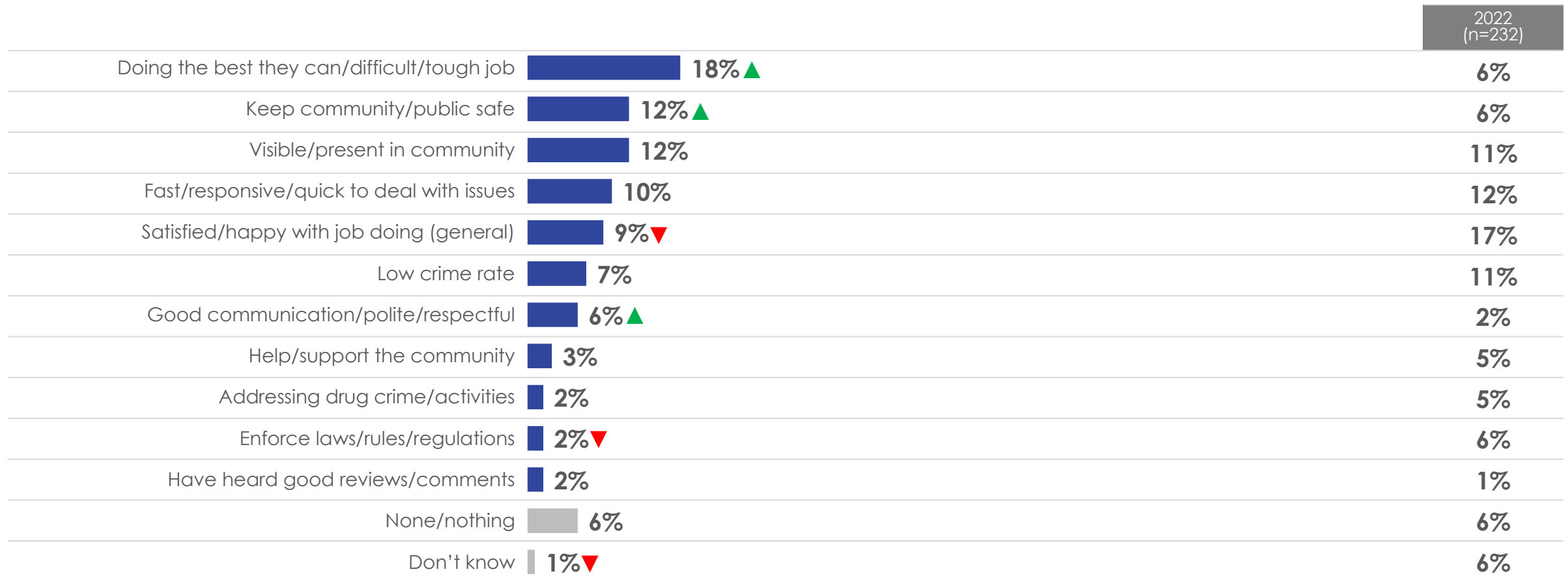


Base: All respondents (n=400)
 Q2. How would you rate the job the Lethbridge Police Service is doing in policing the community?



Reasons Doing Good Job Policing Community

REASONS FOR GOOD JOB RATING (CODED OPEN-END)



Mentions <2% not shown.

Base: Those saying LPS is doing a good job policing community (n=223)

Q3. What is the main reason why you say the Lethbridge Police Service is doing a GOOD job in policing the community?

Reasons Doing Poor Job Policing Community

REASONS FOR POOR JOB RATING (CODED OPEN-END)

		2022 (n=53)*
High crime rate	18%	23%
Not everyone is treated equally	18%	11%
Calls are ignored/not answered	14%	9%
Slow response time	9%	10%
Not doing enough to address drug crime/activities	8%	8%
Poor enforcement of laws/rules/regulations	7%	8%
Not accessible/available	4%	5%
Homelessness/response to homelessness	4% ▲	0%
Corruption	3%	4%
Not enough support/funding for police services	3% ▲	0%

Mentions <2% not shown.

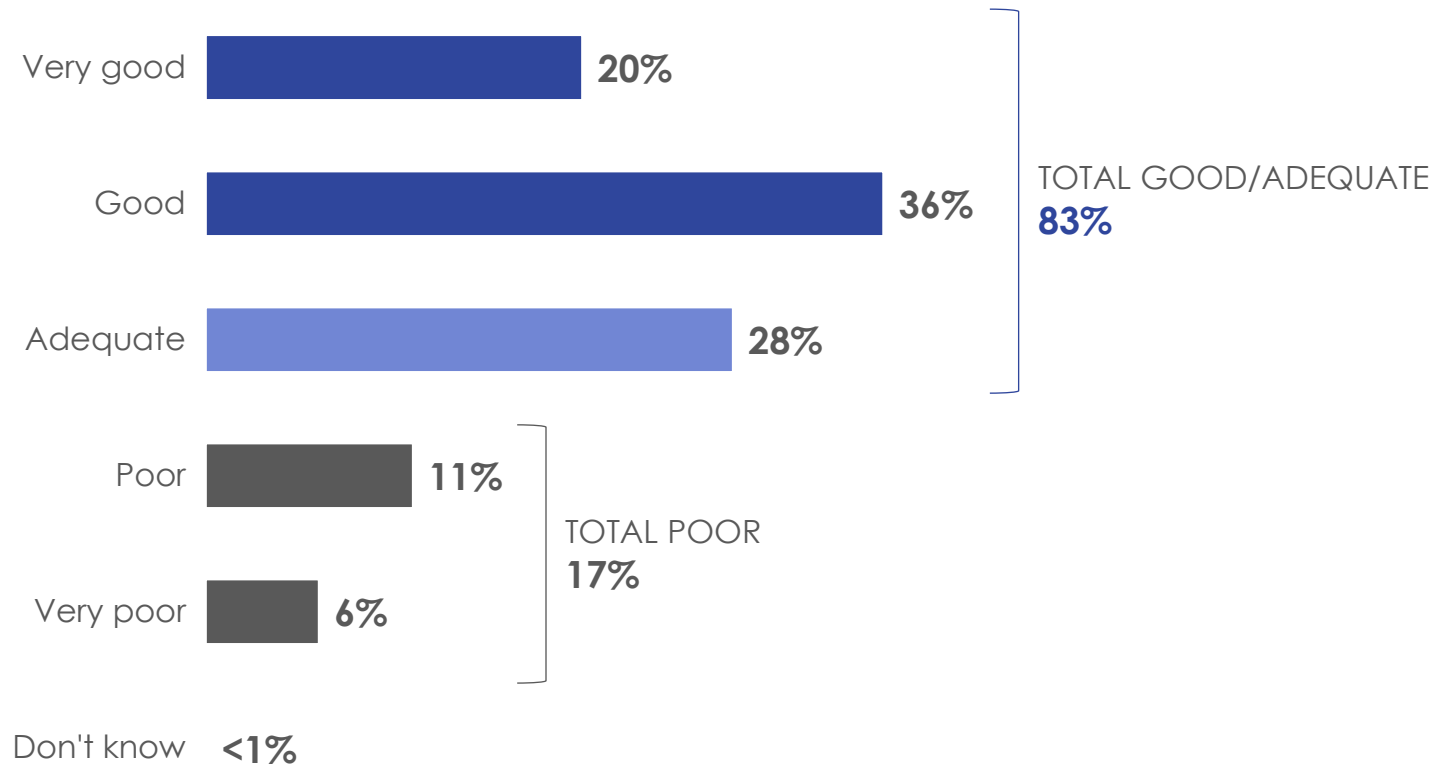
* Small sample size (<100), interpret with caution.

Base: Those saying LPS is doing a poor job policing community (n=57)*

Q4. What is the main reason why you say the Lethbridge Police Service is doing a POOR job in policing the community?

Meeting Expectations

MEETING EXPECTATIONS ABOUT WHAT THE POLICE SHOULD BE DOING TO KEEP LETHBRIDGE A SAFE AND SECURE PLACE TO LIVE AND WORK



Total good/adequate is higher among:

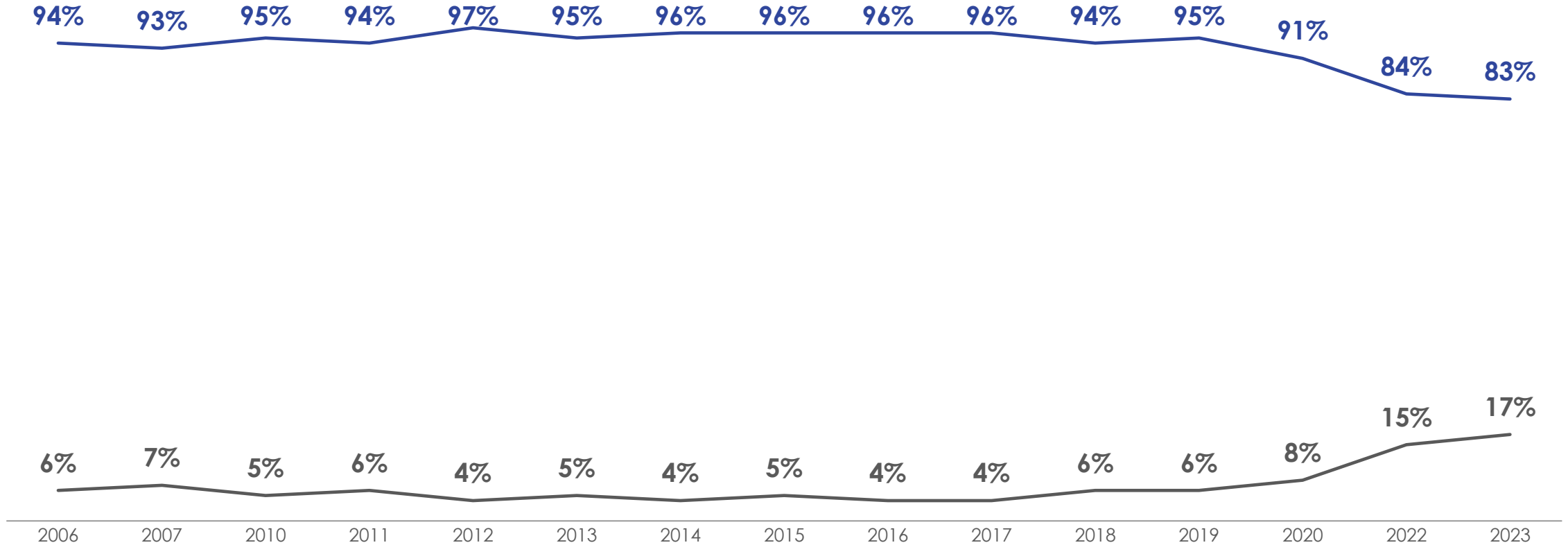
- Older residents (87% of 55+ years versus 78% of 35-54 years, 83% of 18-34 years)
- Those who have not had direct contact with LPS in past year (88% versus 78% of those who have)

Base: All respondents (n=400)
Q5. How would you rate the Lethbridge Police Service in each of the following areas?

Meeting Expectations – Tracking

MEETING EXPECTATIONS ABOUT WHAT THE POLICE SHOULD BE DOING TO KEEP LETHBRIDGE A SAFE AND SECURE PLACE TO LIVE AND WORK

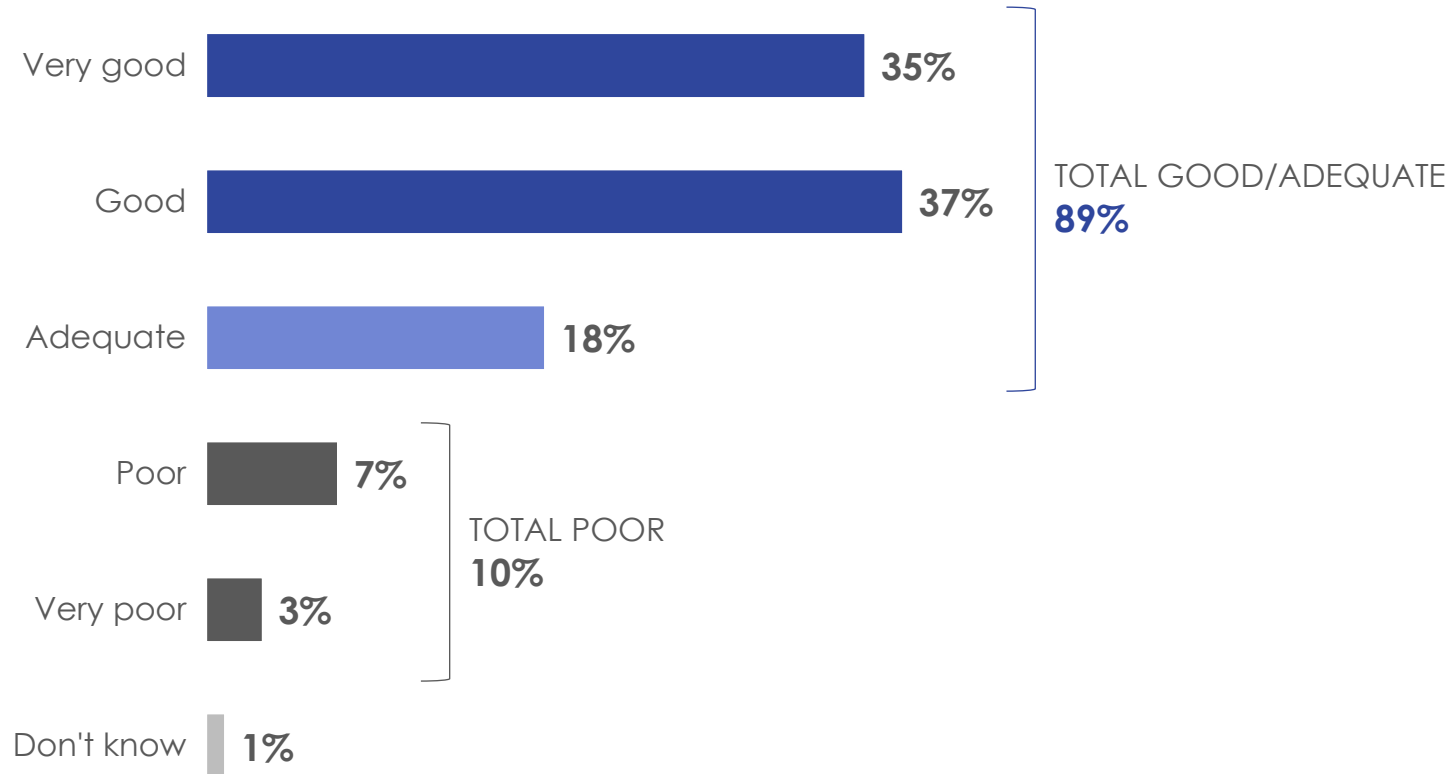
■ TOTAL GOOD/ADEQUATE ■ TOTAL POOR



Base: All respondents (n=400)
Q5. How would you rate the Lethbridge Police Service in each of the following areas ...?

Level of Professionalism

LEVEL OF PROFESSIONALISM OF LETHBRIDGE POLICE SERVICE PERSONNEL



Total good/adequate is higher among:

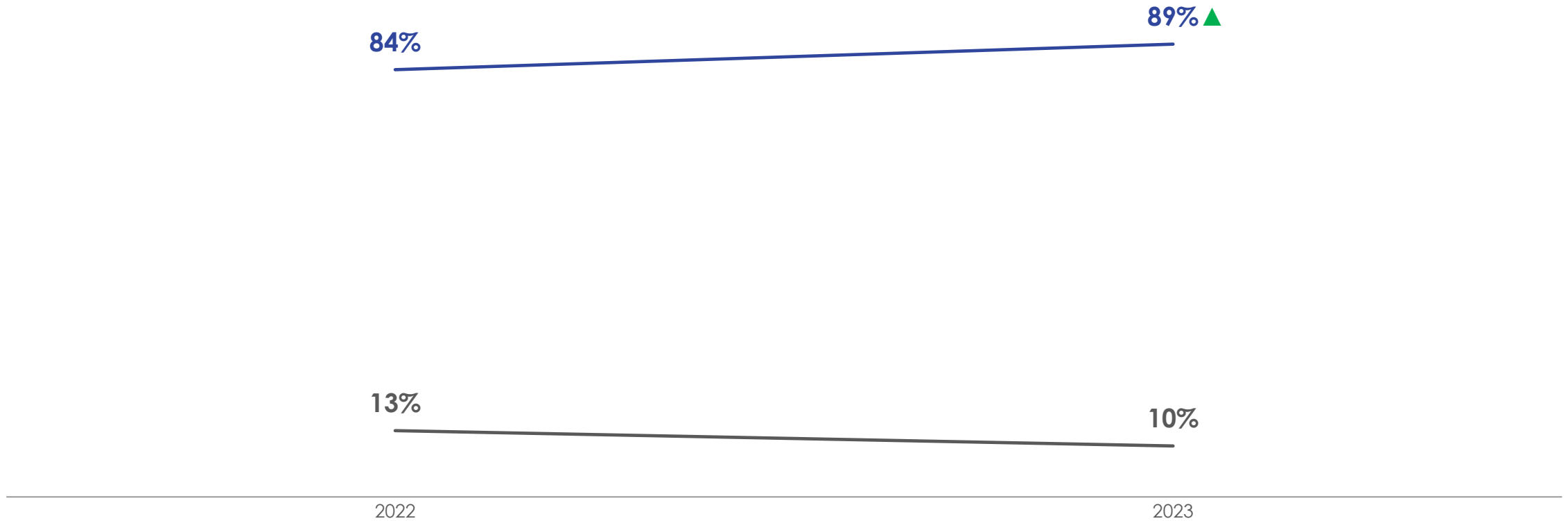
- Older and younger residents (92% of 55+ years and 92% of 18-34 years versus 84% of 35-54 years)
- Those who have not had direct contact with LPS in past year (93% versus 86% of those who have)

Base: All respondents (n=400)
Q5. How would you rate the Lethbridge Police Service in each of the following areas ...?

Level of Professionalism – Tracking

LEVEL OF PROFESSIONALISM OF LETHBRIDGE POLICE SERVICE PERSONNEL

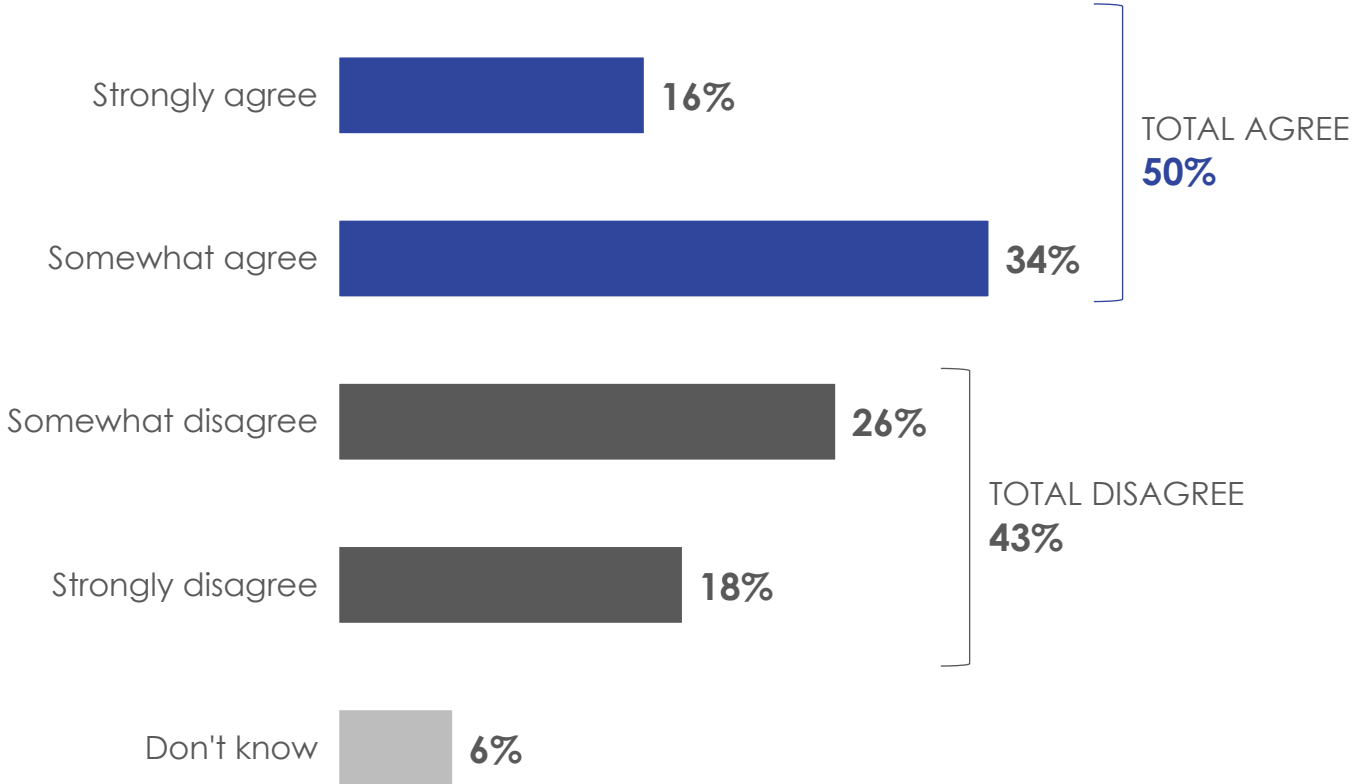
■ TOTAL GOOD/ADEQUATE ■ TOTAL POOR



Base: All respondents (n=400)
Q5. How would you rate the Lethbridge Police Service in each of the following areas ...?

Perceptions of Staffing

AGREEMENT LEVEL THAT LETHBRIDGE POLICE SERVICE IS ADEQUATELY STAFFED



Total agree is higher among:

- Younger residents (64% of 18-34 years versus 42% of 35-54 years, 46% of 55+ years)
- Those who have lived in Lethbridge 10 years or less (65% versus 43% of more than 20 years, 54% of 11-20 years)
- Those who have not had direct contact with LPS in past year (57% versus 44% of those who have)

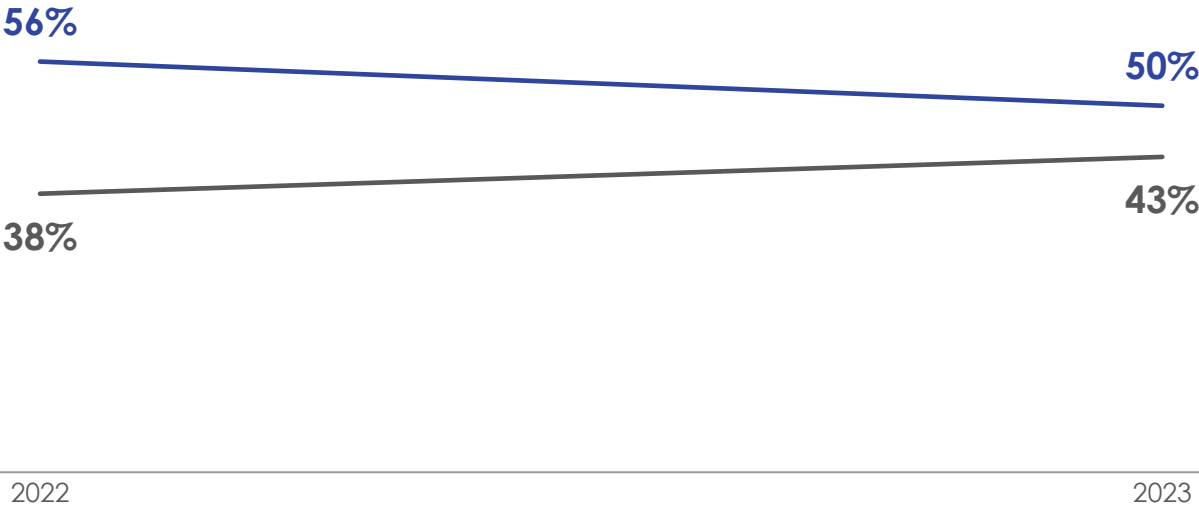
Base: All respondents (n=400)
Q6. Do you agree or disagree that the Lethbridge Police Service is adequately staffed to respond to calls for service and provide a safe community? (Is that strongly or somewhat agree/disagree?)

Perceptions of Staffing – Tracking

AGREEMENT LEVEL THAT LETHBRIDGE POLICE SERVICE IS ADEQUATELY STAFFED

■ TOTAL AGREE

■ TOTAL DISAGREE

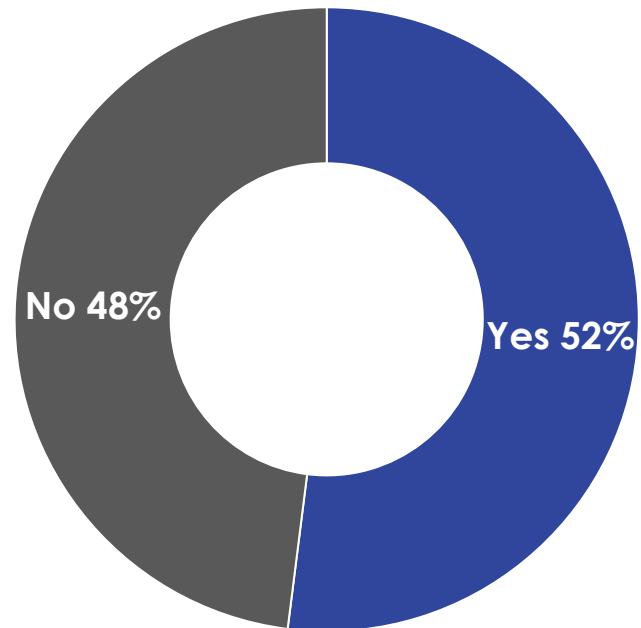


Base: All respondents (n=400)
Q6. Do you agree or disagree that the Lethbridge Police Service is adequately staffed to respond to calls for service and provide a safe community? (Is that strongly or somewhat agree/disagree?)



Contact with Lethbridge Police Service in Past Year

DIRECT CONTACT WITH LETHBRIDGE POLICE SERVICE OFFICER IN THE PAST YEAR



Yes is higher among:

- Those <55 years of age (57% of 18-34 years and 57% of 35-54 years versus 43% of 55+ years)
- Those living in households with children under the age of 18 (61% versus 48% of those without children at home)

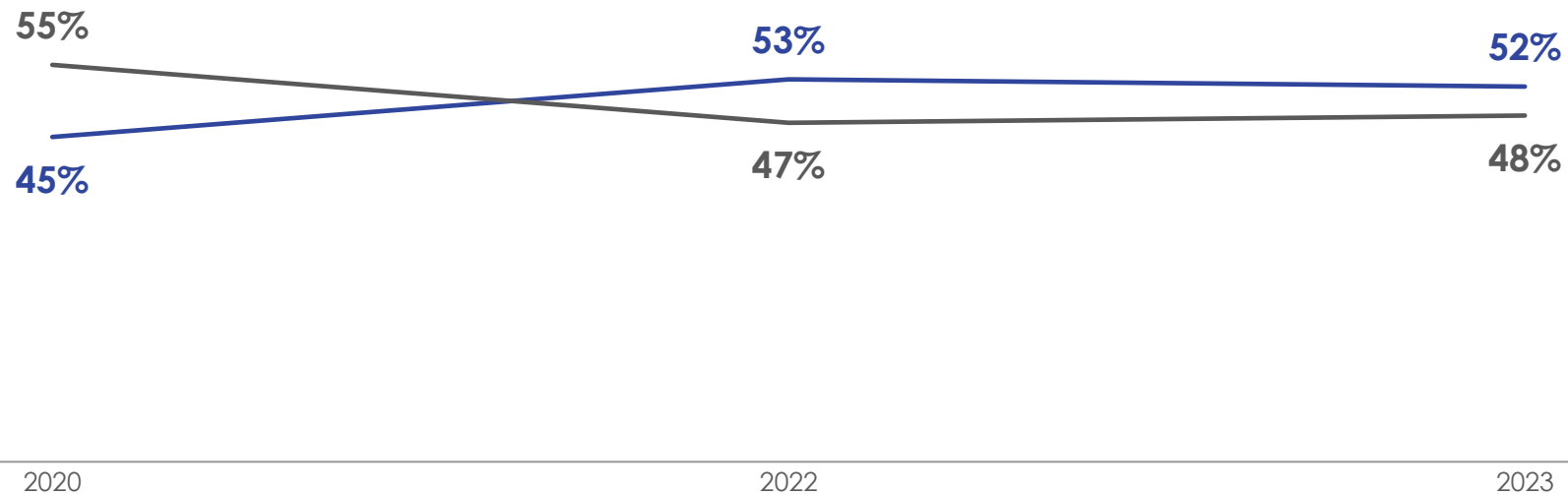
Base: All respondents (n=400)

Q8. Have you had direct contact with a Lethbridge Police Service officer in the past year? This could be in-person, face-to-face, telephone, or online, for any reason.

Contact with Lethbridge Police Service in Past Year – Tracking

DIRECT CONTACT WITH LETHBRIDGE POLICE SERVICE OFFICER IN THE PAST YEAR

■ YES ■ NO



Note: Different question wording in 2020, use caution when comparing. (2020 question wording: Have you had direct contact with a Lethbridge Police officer in the past year? (direct contact means some in-person, face to face contact, for any reason.)

Base: All respondents (n=400)

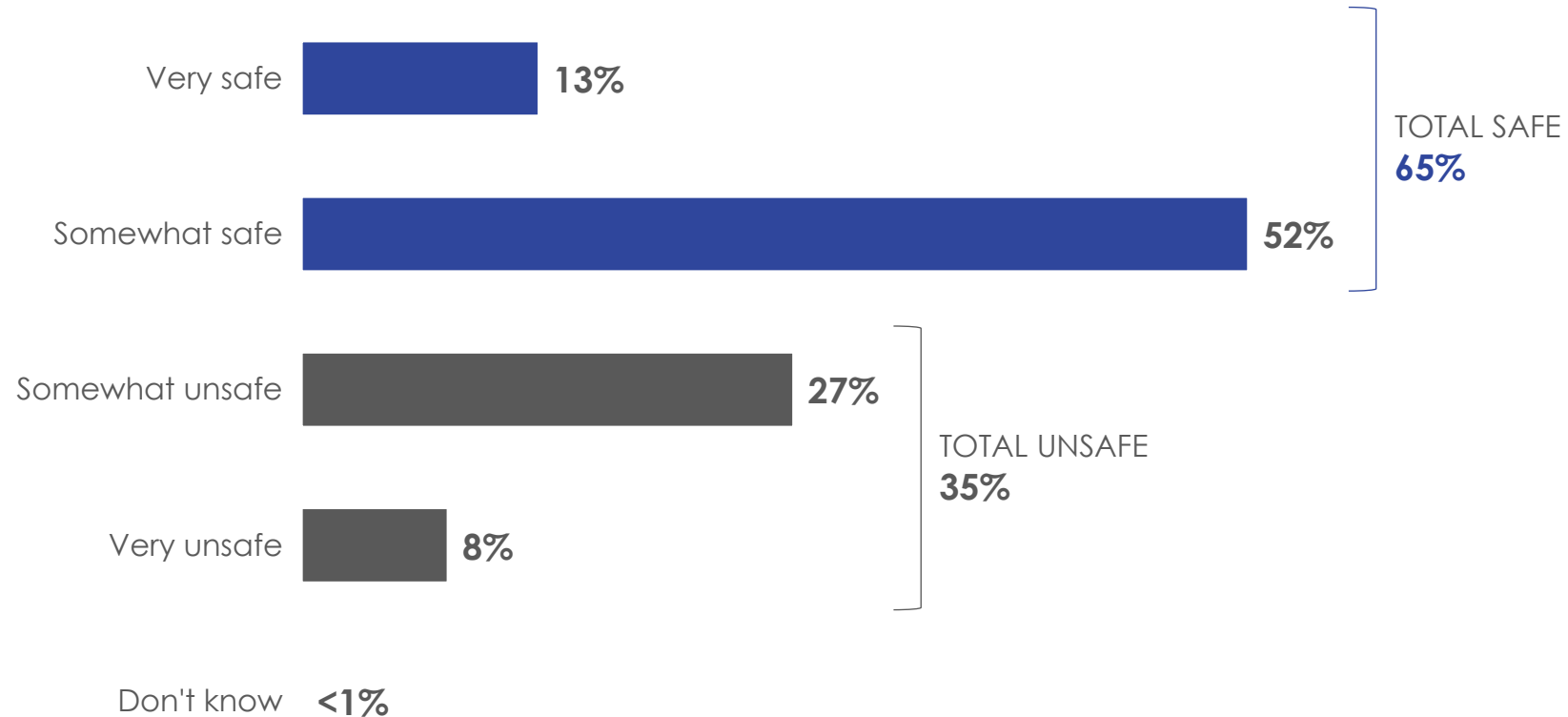
Q8. Have you had direct contact with a Lethbridge Police Service officer in the past year? This could be in-person, face-to-face, telephone, or online, for any reason.

PERCEPTIONS OF COMMUNITY SAFETY

3.2

Overall Community Safety

RATING OF LETHBRIDGE AS A SAFE COMMUNITY



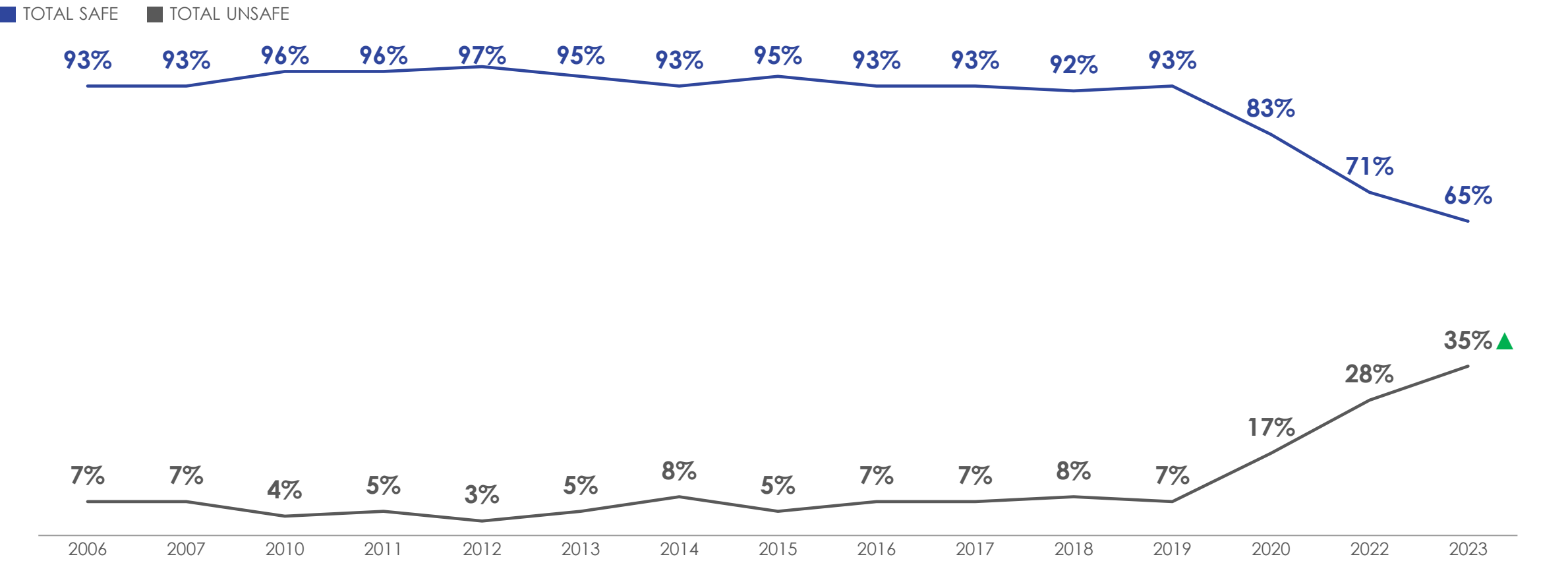
Total safe is higher among:

- University graduates (73% versus 60% of high school or less, 61% of some post secondary)

Base: All respondents (n=400)
Q9. Overall, would you describe Lethbridge as a ... community?

Overall Community Safety – Tracking

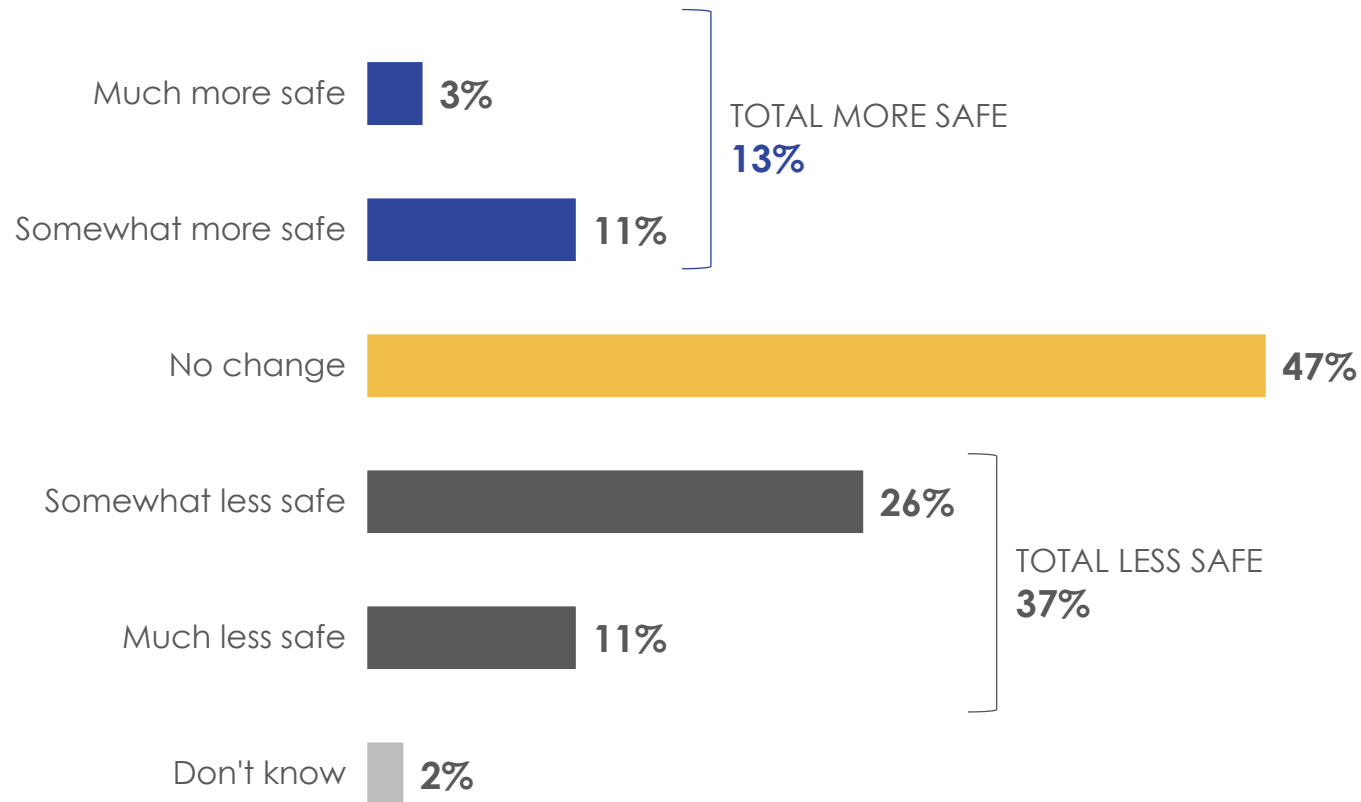
RATING OF LETHBRIDGE AS A SAFE COMMUNITY



Note: Question wording change in 2022, use caution when comparing. (Question wording prior to 2022: Overall, how safe do you feel in your neighbourhood?)
 Base: All respondents (n=400)
 Q9. Overall, would you describe Lethbridge as a ... community?

Change in Community Safety in Past 12 Months

PAST 12 MONTHS CHANGE IN LETHBRIDGE SAFETY



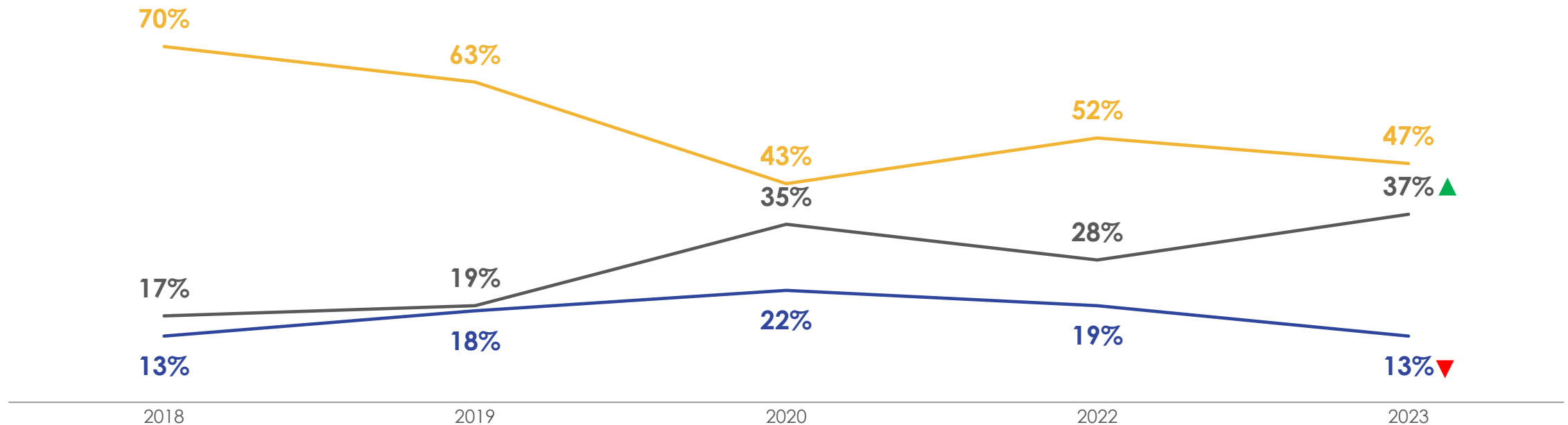
- Total less safe is higher among:**
- Women (46% versus 28% of men)
 - Those who are 35+ years of age (47% of 55+ years and 38% of 35-54 years versus 25% of 18-34 years)
 - Those who have lived in Lethbridge for more than 20 years (46% versus 23% of 10 years or less, 31% of 11-20 years)
 - Homeowners (43% versus 28% of renters)

Base: All respondents (n=400)
Q10. Over the past 12 months, do you think Lethbridge has become more safe, less safe, or has there been no change? (Is that much or somewhat more/less safe?)

Change in Community Safety in Past 12 Months – Tracking

PAST 12 MONTHS CHANGE IN LETHBRIDGE SAFETY

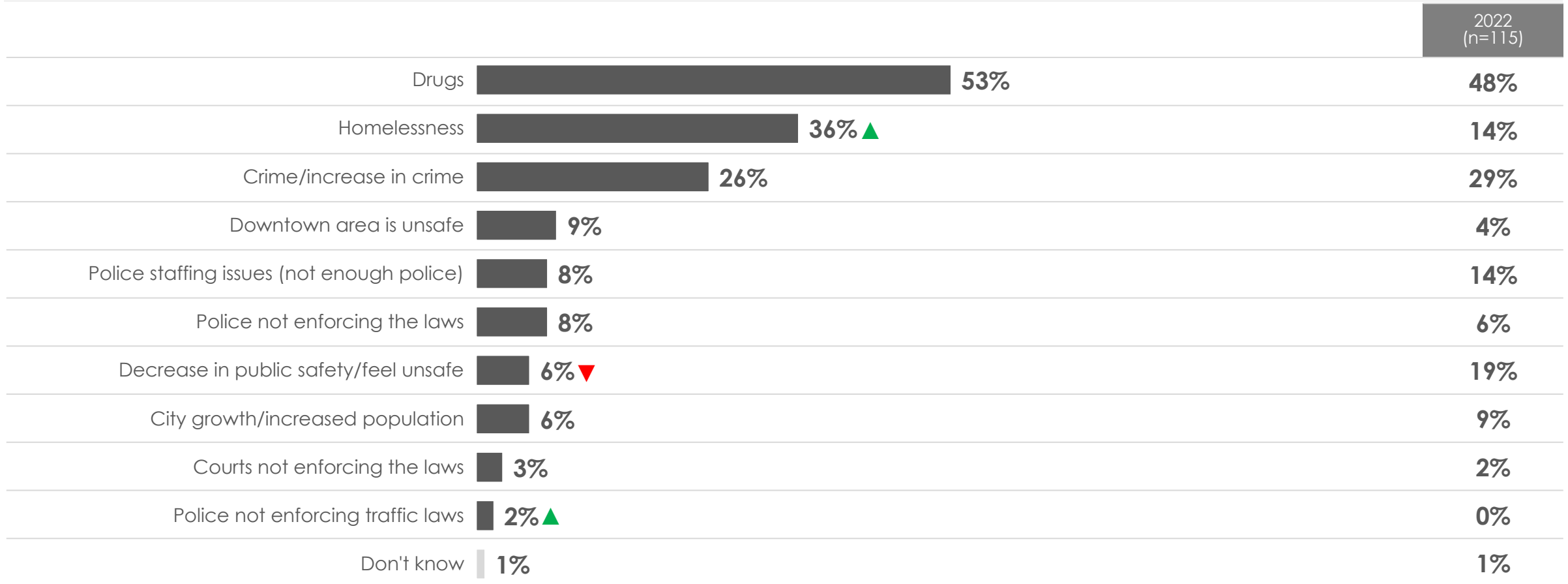
■ TOTAL MORE SAFE ■ NO CHANGE ■ TOTAL LESS SAFE



Note: Question wording change in 2022, use caution when comparing. (Question wording prior to 2022: Please tell me if your feelings of safety in your neighbourhood have changed in the past year. Would you say that you feel much more safe in your neighbourhood than you did one year ago, somewhat more safe, no more or less safe than a year ago, somewhat less safe, or much less safe in your neighbourhood than you did one year ago?)
 Base: All respondents (n=400)
 Q10. Over the past 12 months, do you think Lethbridge has become more safe, less safe, or has there been no change? (Is that much or somewhat more/less safe?)

Reasons Lethbridge Has Become Less Safe

REASONS FOR LESS SAFE RATING (CODED OPEN-END, MULTIPLE MENTIONS ALLOWED)



Mentions <2% not shown.

Base: Those saying Lethbridge has become less safe (n=158)

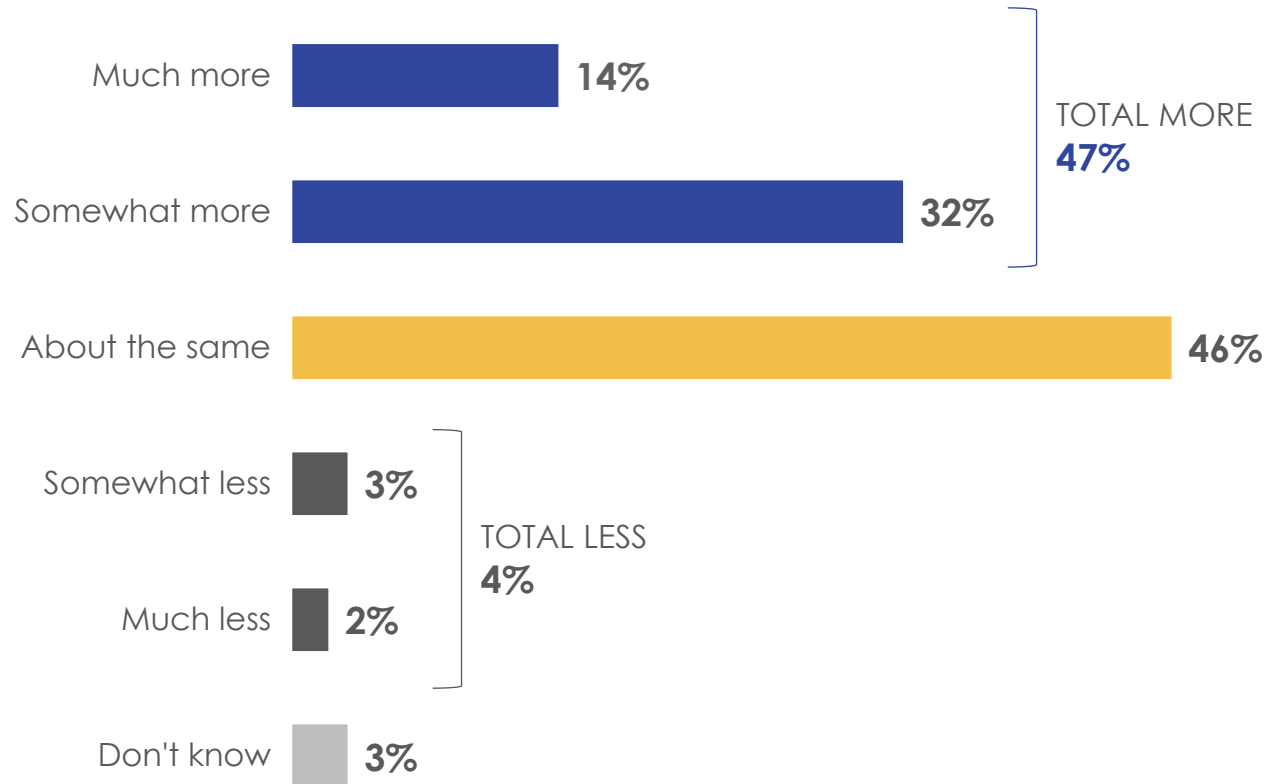
Q11. Why do you think Lethbridge has become less safe? Any other reasons?

PRIORITIES

3.3

Community Policing Activities While On Duty

LEVEL OF ON DUTY COMMUNITY POLICING ACTIVITIES



Total more is higher among:

- Those living in households without children under the age of 18 (51% versus 35% of those with children at home)
- Renters (57% versus 44% of homeowners)
- Those with a high school education or less (63% versus 41% of some post secondary, 44% of university graduates)
- Those with household incomes of \$60K-<\$100K (57% versus 42% of \$100K+, 44% of <\$60K)

Base: All respondents (n=400)

Q7. As part of their regular duties, Lethbridge Police Service officers engage in community policing activities such as making regular foot and bicycle patrols and meeting with community groups, business owners and other residents. Do you think Lethbridge Police Service officers should be doing more, about the same, or less of these types of community policing activities while on duty? (Is that much or somewhat more/less?)

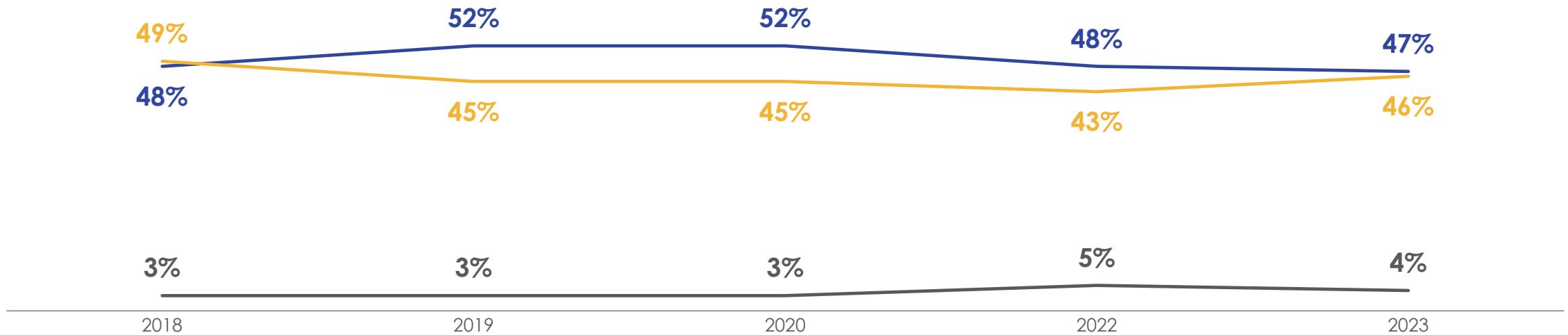
Community Policing Activities While On Duty – Tracking

LEVEL OF ON DUTY COMMUNITY POLICING ACTIVITIES

■ TOTAL MORE

■ ABOUT THE SAME

■ TOTAL LESS



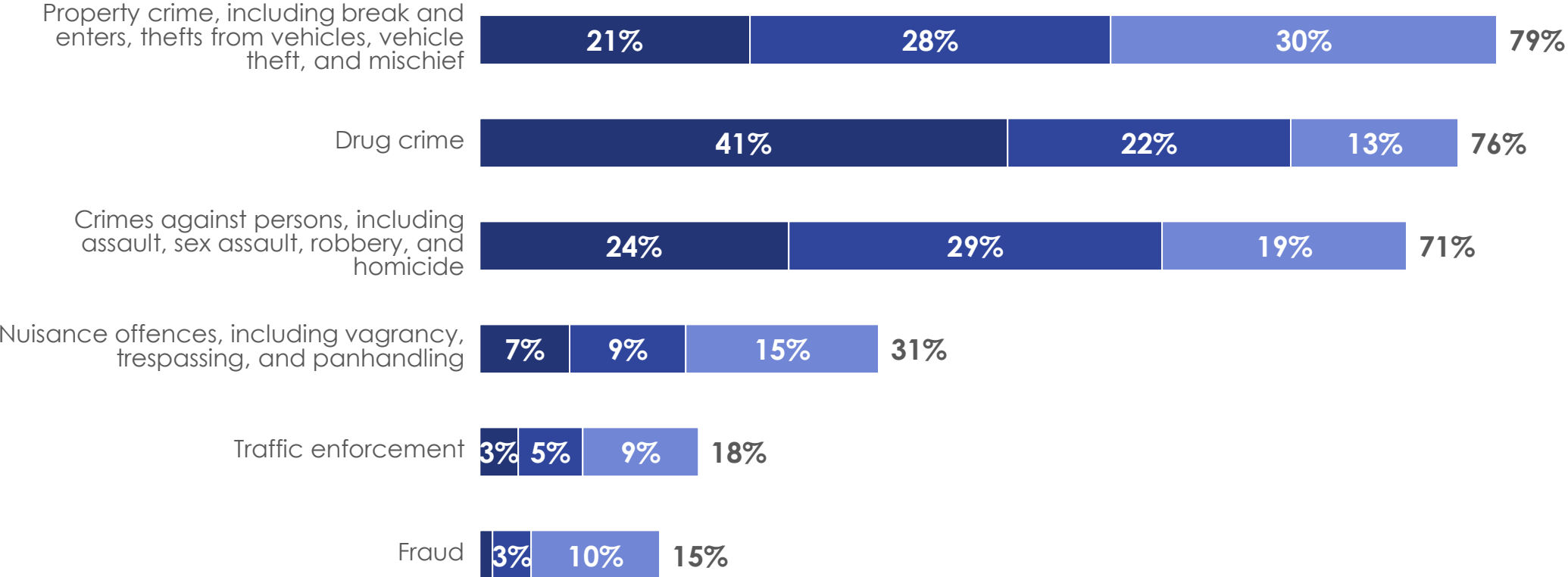
Base: All respondents (n=400)

Q7. As part of their regular duties, Lethbridge Police Service officers engage in community policing activities such as making regular foot and bicycle patrols and meeting with community groups, business owners and other residents. Do you think Lethbridge Police Service officers should be doing more, about the same, or less of these types of community policing activities while on duty? (Is that much or somewhat more/less?)

Priorities Next Four Years

LETHBRIDGE POLICE SERVICE TOP PRIORITIES

■ RANKED 1
 ■ RANKED 2
 ■ RANKED 3
 TOP 3 RANKING



Labels <2% not shown.
 Base: All respondents (n=400)
 Q12. Which of the following is your top priority for the Lethbridge Police Service to devote greater effort to over the next four years? And which is your second top priority? And which is your third top priority?



Priorities Next Four Years – Top 3 Ranking Demographic Analysis

Property crime is a higher priority among:

- Those who have had direct contact with LPS in past year (85% versus 72% of those who have not)

Drug crime is a higher priority among:

- Those living in households with children under the age of 18 (86% versus 72% of those without children at home)
- Those with household incomes of \$100K+ (83% versus 66% of \$60K-<\$100K, 76% of <\$60K)
- Those who have had direct contact with LPS in past year (80% versus 71% of those who have not)

Crimes against persons are a higher priority among:

- Those <55 years of age (79% of 18-34 years and 74% of 35-54 years versus 62% of 55+ years)
- Those living in households with children under the age of 18 (79% versus 68% of those without children at home)

Nuisance offences are a higher priority among:

- Older residents (37% of 55+ years versus 24% of 18-34 years, 31% of 35-54 years)

Traffic enforcement is a higher priority among:

- Men (22% versus 14% of women)
- Those living in the West and the South (22% and 20% versus 9% of the North)
- Those who have lived in Lethbridge for 10 years or less (26% versus 15% of more than 20 years, 16% of 11-20 years)
- Those living in households without children under the age of 18 (21% versus 11% of those with children at home)
- Those with household incomes of \$60K-<\$100K (22% versus 12% of \$100K+, 20% of <\$60K)
- Those who have not had direct contact with LPS in past year (23% versus 13% of those who have)

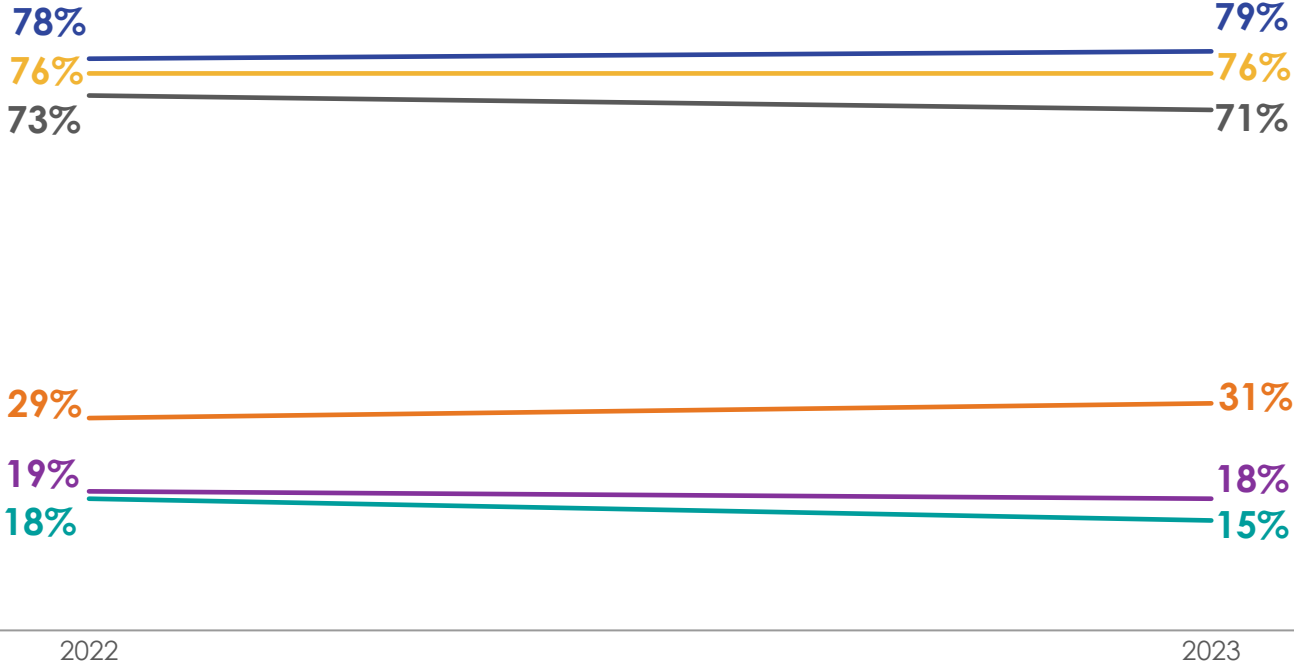
Fraud is a higher priority among:

- Older and younger residents (20% of 55+ years and 17% of 18-34 years versus 7% of 35-54 years)
- Those living in households without children under the age of 18 (18% versus 9% of those with children at home)
- Those with a high school education or less (24% versus 13% of some post secondary, 13% of university graduates)
- Those who have not had direct contact with LPS in past year (20% versus 11% of those who have)

Priorities Next Four Years – Top 3 Ranking Tracking

LETHBRIDGE POLICE SERVICE TOP PRIORITIES

■ PROPERTY CRIME
 ■ DRUG CRIME
 ■ CRIMES AGAINST PERSONS
 ■ NUISANCE OFFENSES
 ■ TRAFFIC ENFORCEMENT
 ■ FRAUD



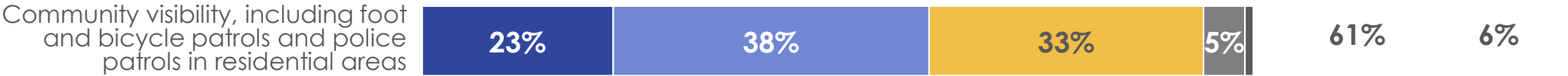
Base: All respondents (n=400)
 Q12. Which of the following is your top priority for the Lethbridge Police Service to devote greater effort to over the next four years? And which is your second top priority? And which is your third top priority?



Recommendations for Service Improvements

RECOMMENDATIONS FOR IMPROVING PERFORMANCE AND SERVICES

■ MUCH MORE
 ■ SOMEWHAT MORE
 ■ ABOUT THE SAME
 ■ SOMEWHAT LESS
 ■ MUCH LESS
 ■ DON'T KNOW



Total more is higher among those with household incomes of \$40K-<\$100K (69% versus 52% of \$100K+, 63% of <\$60K)



Total more is higher among those with household incomes of <\$100K (33% of <\$60K and 30% of \$60K-<\$100K versus 16% of \$100K+)

Labels <2% not shown.
Base: All respondents (n=400)

Q13. The Lethbridge Police Service is looking for recommendations from the community about how to improve its performance and services in meeting residents' expectations and concerns. Keeping in mind that like all public services, the Lethbridge Police Service must prioritize what services are delivered based on the limited resources that are available, do you think the Lethbridge Police Service should be doing more, about the same, or less of each of the following policing activities? (Is that much or somewhat more/less?)

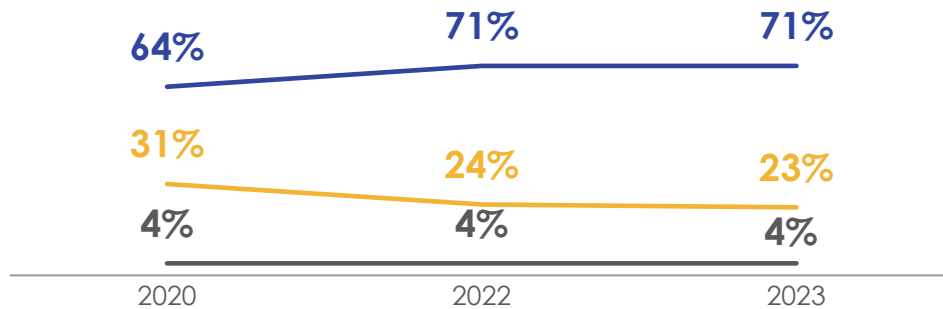


Recommendations for Service Improvements – Tracking

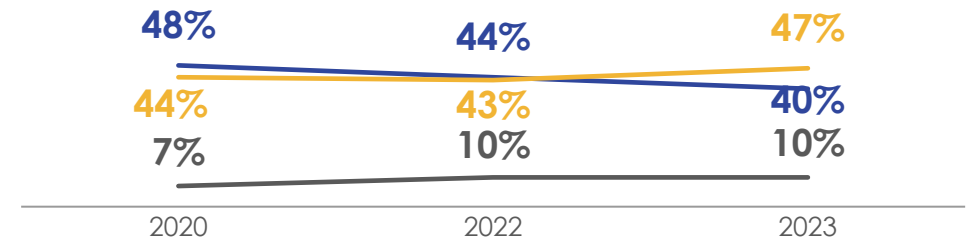
RECOMMENDATIONS FOR IMPROVING PERFORMANCE AND SERVICES

■ TOTAL MORE ■ ABOUT THE SAME ■ TOTAL LESS

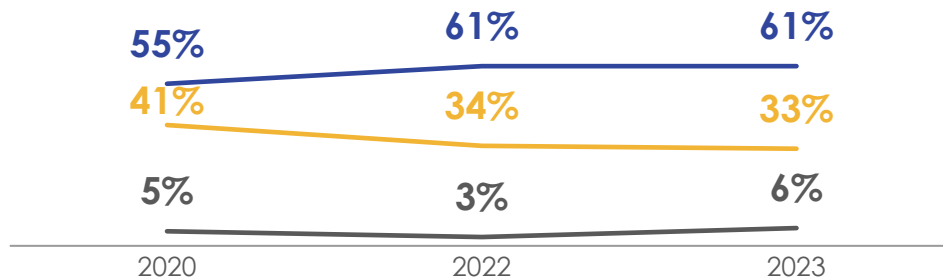
CRIME PREVENTION



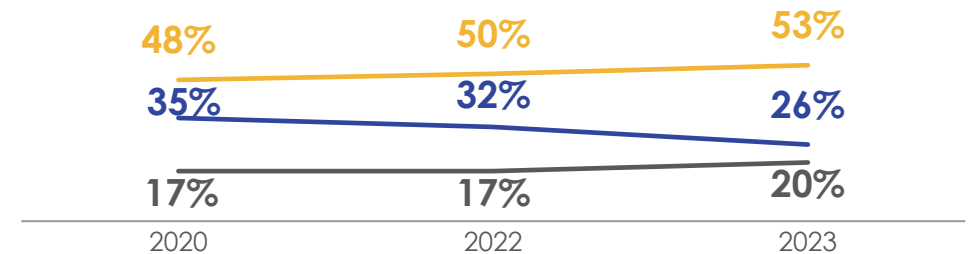
COMMUNITY PARTNERSHIPS



COMMUNITY VISIBILITY



TRAFFIC ENFORCEMENT



Note: Slight question wording change in 2022, use caution when comparing.

Base: All respondents (n=400)

Q13. The Lethbridge Police Service is looking for recommendations from the community about how to improve its performance and services in meeting residents' expectations and concerns. Keeping in mind that like all public services, the Lethbridge Police Service must prioritize what services are delivered based on the limited resources that are available, do you think the Lethbridge Police Service should be doing more, about the same, or less of each of the following policing activities? (Is that much or somewhat more/less?)

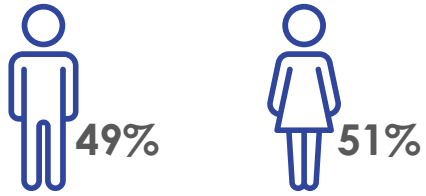
WEIGHTED SAMPLE CHARACTERISTICS

4

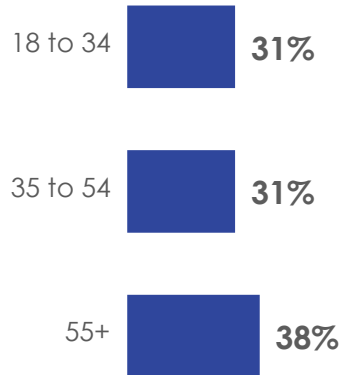


Weighted Sample Characteristics

GENDER



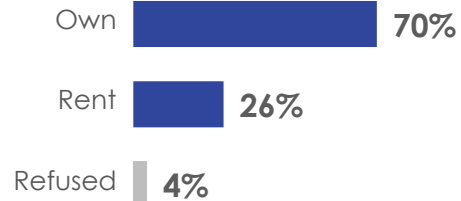
AGE



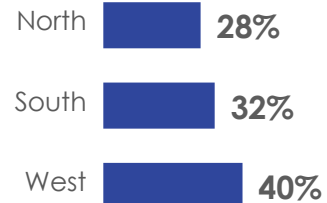
CHILDREN IN HH

29% Have children <18 in the household

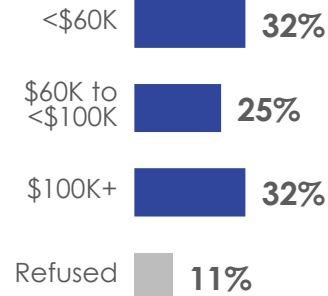
OWN OR RENT



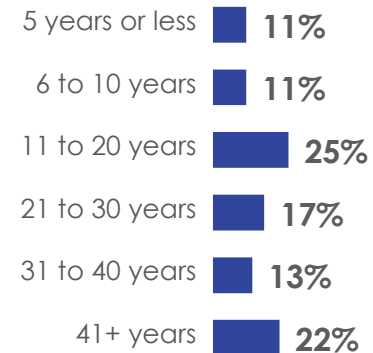
AREA OF CITY



INCOME

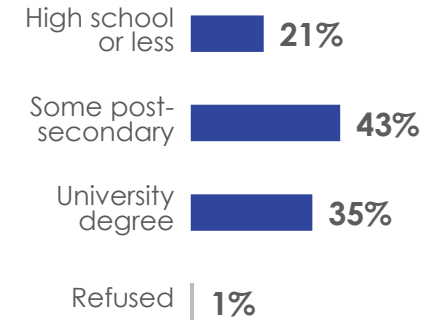


LETHBRIDGE TENURE



Mean **26.6 years**

EDUCATION



Base: All respondents (n=400)

About Ipsos

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You act better when you are sure.