

2020



CALGARY POLICE COMMISSION

CITIZEN SATISFACTION REPORT



CONTENTS

INTRODUCTION	3
HIGHLIGHTS	8
PUBLIC SAFETY CANADA QUESTIONS	11
CRIME & SAFETY	13
CONFIDENCE IN CPS	16
PERCEPTIONS OF CPS	19
UNDERSTANDING THE COMMUNITY	30
CPS PANDEMIC RESPONSE	33
IMPACT OF ANTI-RACISM MOVEMENT	42
APPENDICES	50



INTRODUCTION

RESEARCH OBJECTIVES

To provide good governance, the Calgary Police Commission must be in touch with the needs, experiences, and concerns of Calgary citizens.

Research Goals

To understand and monitor:

- How citizens perceive the safety of Calgary communities
- The community concerns that are at the forefront
- The expectations citizens have of the police service
- How citizens perceive the quality of services they receive

Commission Goals



Inform priority-setting and business planning



Provide input to CPS performance evaluation



Enhance quality of information and depth of understanding

Research Methodology

Method

- 22-minute telephone survey.
- Conducted via Computer-Assisted Telephone Interviewing (CATI) of randomly selected Calgarians with listed and unlisted numbers.
- Included both landline (n=398) and cellular telephone numbers (n=606).
- Random digit dialing was used to reach Calgarians.
- Telephone interviews were conducted in English.
- A telephone survey is considered the industry standard to achieve results that are representative of the general population with a high degree of statistical reliability.

Field Dates

- May 6 to July 3, 2020.
- Extended interview process over eight weeks designed to minimize the impact of point-in-time events.

Sample Size

- 1,004 City of Calgary residents 18 years of age or older.
- Data was collected proportionate to gender, age, and the population of CPS district locations.

Reporting of Results

This report contains the results of the 2020 Citizen Survey conducted by Illumina Research Partners on behalf of the Calgary Police Commission. Elemental Data Collection Inc. conducted the telephone interviews using listed and unlisted landline and cellular telephone numbers.

Where possible, results from the 2008 (n=1,007), 2009 (n=1,006), 2010 (n=1,004), 2011 (n=1,005), 2012 (n=1,002), 2013 (n=1,003), 2014 (n=1,000), 2015 (n=1,002), 2016 (n=1,000), and 2018 (n=1,000) Calgary Police Commission Citizen surveys have been incorporated. Unless otherwise stated, all results presented are on the total sample of Calgary residents.

The data was not weighted. Instead, a structured sampling frame was used that included gender, age, and CPS district location.

Cellular telephone and landline responses were combined rather than reported separately as responses are not significantly different.

Interpretation of Results



Indicates tracking is not available because the question is new for 2020.

Differences in results that are statistically significant (95% confidence) are denoted by the following symbols:



Indicates significantly higher than 2018.



Indicates significantly lower than 2018.

Rounding Errors

Some graphs will not show results equal to 100%. In those cases, this is due to the reported numbers being rounded or to the remainder of the sample having responded "Don't Know/Refused."

Public Safety Canada Questions

In 2019, Public Safety Canada released common questions to measure attitudes towards police in Canada. These questions were added to the survey following the rules outlined by Public Safety Canada.

<https://www.publicsafety.gc.ca/cnt/rsrscs/pblctns/2019-s003/index-en.aspx>

CONTEXT IN POLICING DURING DATA COLLECTION (MAY 6 – JULY 3, 2020)

COVID-19 Pandemic

- CPS education and enforcement of Public Health orders
- Expansion of online reporting due to district office closures
- Frontline officers required to wear face masks/personal protective equipment during contact with citizens
- Fewer traffic stops and fewer traffic-related fines issued
- Reduction in partnership and prevention programs with school closures and inability to meet face-to-face at community events
- Increased communication by CPS, especially interviews with the Chief

Black Lives Matter & Anti-Racism Movement

- Calls for defunding of police across Canada – and use of other professionals to respond to individuals experiencing mental health crisis
- Calls for greater police accountability and more/better training for police officers
- Media coverage and greater public awareness of use of force incidents across North America, including the deaths Regis Korchinski-Paquet, Chantal Moore, Ejaz Choudry and Rodney Levi in Canada
- June 16 – Calgary City Council passed anti-racism motion

Community-based Public Safety Task Force

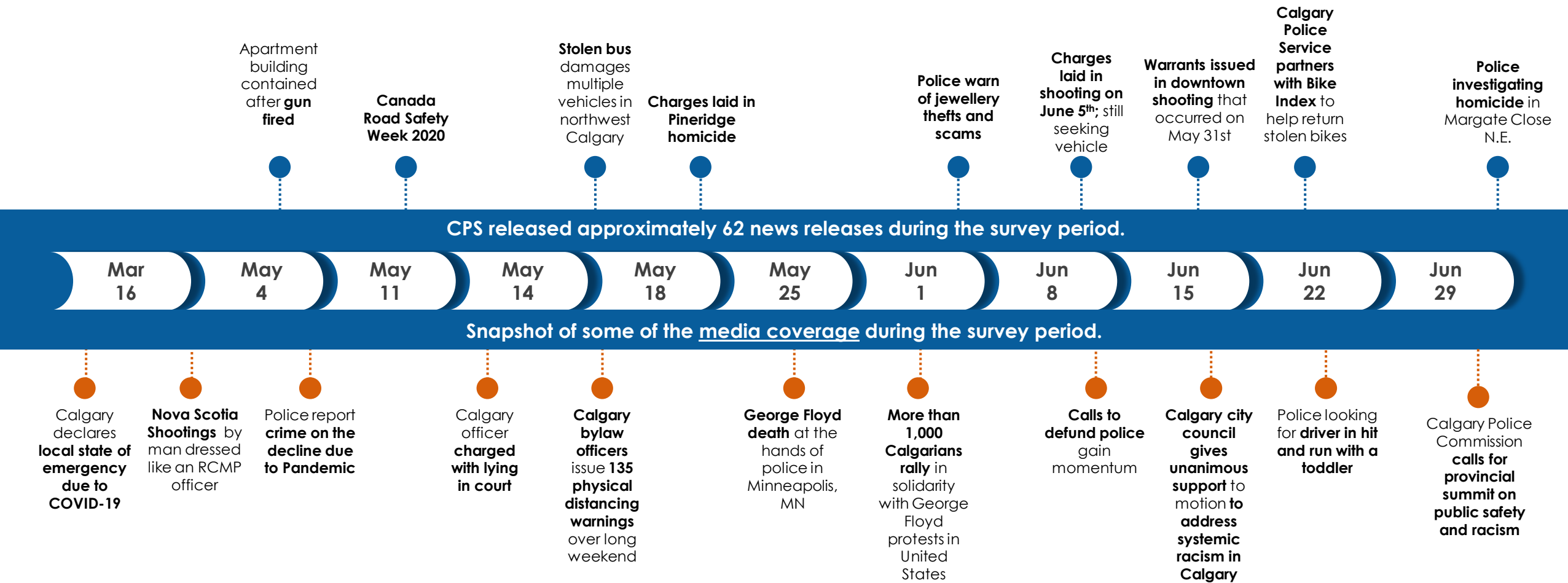
- City council established this task force in early 2020
- The task force was launched in response to concerns about gangs and gang crime
- First meetings in May and July

Crime Trends

- Decrease in calls for service in Q2 2020 as a result of public health measures implemented to address the COVID-19 pandemic
- Most frequent calls for service to police shifted, with decreases in crimes of opportunity and violent crime, and increases in non-criminal domestic conflict, assists, and checks on welfare
- Decrease in calls for service allowed officers to focus their efforts on proactive policing like targeting hot-spots, prolific offenders, and other crime reduction initiatives

CPS NEWS RELEASES AND MEDIA COVERAGE

Snapshot of some of the CPS news releases and media coverage during the survey period.



CPS released approximately 62 news releases during the survey period.

Snapshot of some of the media coverage during the survey period.



HIGHLIGHTS

CITIZEN HIGHLIGHTS

Safety, Satisfaction, and Confidence

- ❖ Perception of **safety** and **satisfaction with CPS** are **consistent with 2018 results**.
 - **94%** strongly or somewhat **agree** that **Calgary is a safe city to live**.
 - **93%** are **satisfied** with the services provided by CPS.
- ❖ Top **crime and safety concerns** are **illegal drug activities** and **house break-ins**.
- ❖ Concerns about **domestic abuse**, **violent crimes**, and **traffic violations** have **increased significantly**.
- ❖ Citizen **confidence in CPS** has **significantly improved**.
 - **94% are confident** (almost half are very confident) that CPS can deliver the services needed to make Calgary is a safe place to live.
- ❖ **94%** are also **confident** that **CPS can continue to meet evolving citizen needs** during the **pandemic**.
 - Many state that CPS is doing a good job of **keeping citizens safe** and **helping enforce government health directives**.

CPS Strengths (Areas of higher performance)

- ❖ Citizen **trust in the CPS is strong**.
 - More than one-half of Calgarians strongly agree that they trust CPS.
- ❖ **95%** of Calgarians **support the use of body worn cameras** to record officer and citizen conduct.
- ❖ Perceptions of **crime response improved** in 2020, specifically on:
 - Providing an **adequate level of service** to the public
 - Maintaining **appropriate visibility** in the community
 - **Responding quickly** when needed
- ❖ **Professional, competent officers are a CPS strength**, but CPS needs to take action to **address increasingly negative perceptions**.
 - Those who disagree that officers are ethical, competent, and professional has been trending up since 2015.

CPS Areas of Needed Focus (Areas of lower performance)

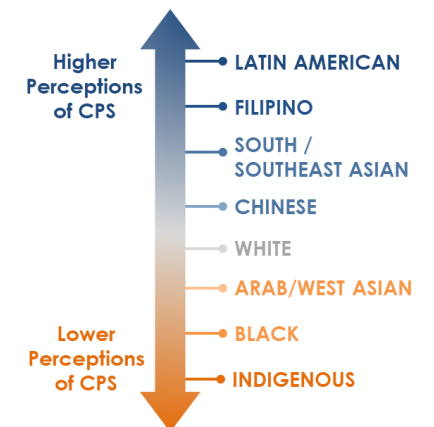
- ❖ Two primary **areas of needed focus** are **officer conduct** and **taking responsibility for the actions of the service and its officers**. Officer conduct is declining on:
 - **Responds in a fair way** with all segments of the community
 - Handles incidents involving **people in crisis effectively**
 - **Use of authority and force** appropriately
- ❖ **Communication** is another **area for improvement**, including:
 - **How CPS deals with** different situations involving **people in crisis and use of force**. Citizens mention the need for increased communication and transparency.
 - **CPS response to the pandemic**. Only 4 in 10 Calgarians are aware of increased patrolling in some areas and additional services online or by phone to reduce the need for in-person interactions.

Anti-Racism Movement

Calgarian **perception of CPS declined** after **George Floyd's death** on:

- **Trust**
- Officers are **ethical**
- Treating people with **respect**
- Providing the **same level of service to all citizens**
- **Responding in a fair way** to all segments of the Calgary community
- **Handling incidents involving people in crisis effectively**

Overall, **Indigenous citizens** have the **lowest perceptions of CPS**, followed by Black and Arab/West Asian citizens.

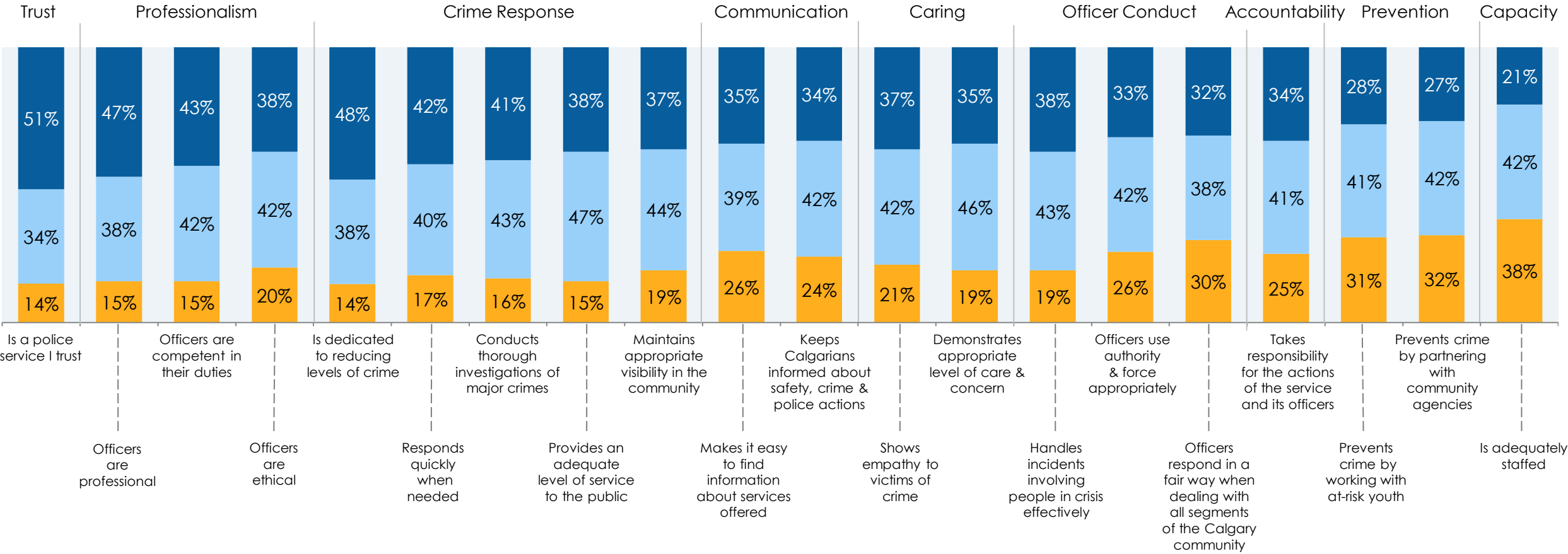


PERFORMANCE RATINGS AT A GLANCE

Calgarians gave the highest rating for trust and the lowest when asked if CPS is adequately staffed.

Exhibit 1 2020 Performance

High agreement (%9-10)
Moderate agreement (%7-8)
Disagree(%1-6)



Question: Next, I am going to read you a number of statements that may describe the Calgary Police. Please rate your level of agreement with each of the following statements. Scale: 1=Strongly disagree / 10=Strongly agree
Base: Total respondents = 878 – 1,004
Excludes "Don't Know"
See appendix for detailed historical results



PUBLIC SAFETY CANADA QUESTIONS

A set of common survey questions recommended by Public Safety Canada to enable comparison between jurisdictions about attitudes toward police.

Comparisons will be available in the future as other cities include these questions in their citizen research.

Almost one in five Calgarians disagree that the police provide the same quality of service to all citizens.

Exhibit 2 How Good a Job Police are doing in...?

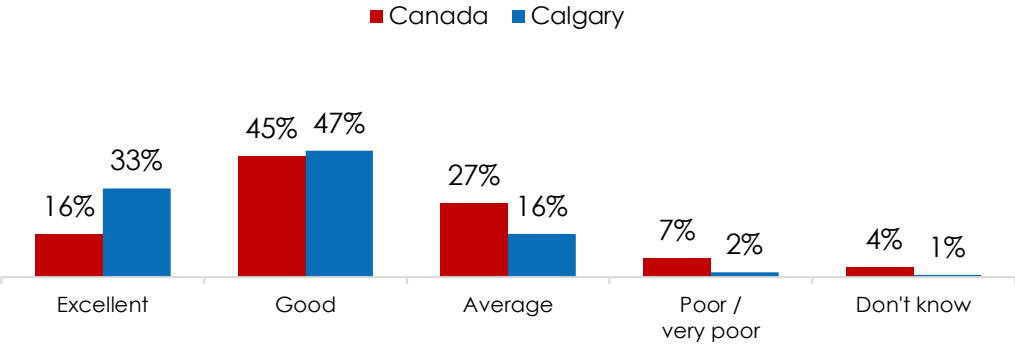


Exhibit 3 The Calgary Police Service is effective at...

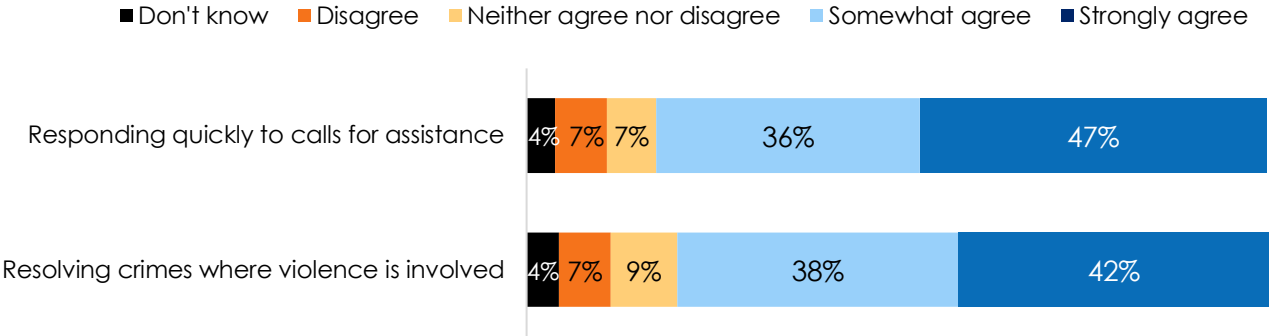


Exhibit 4 Perceptions of Calgary Police Service

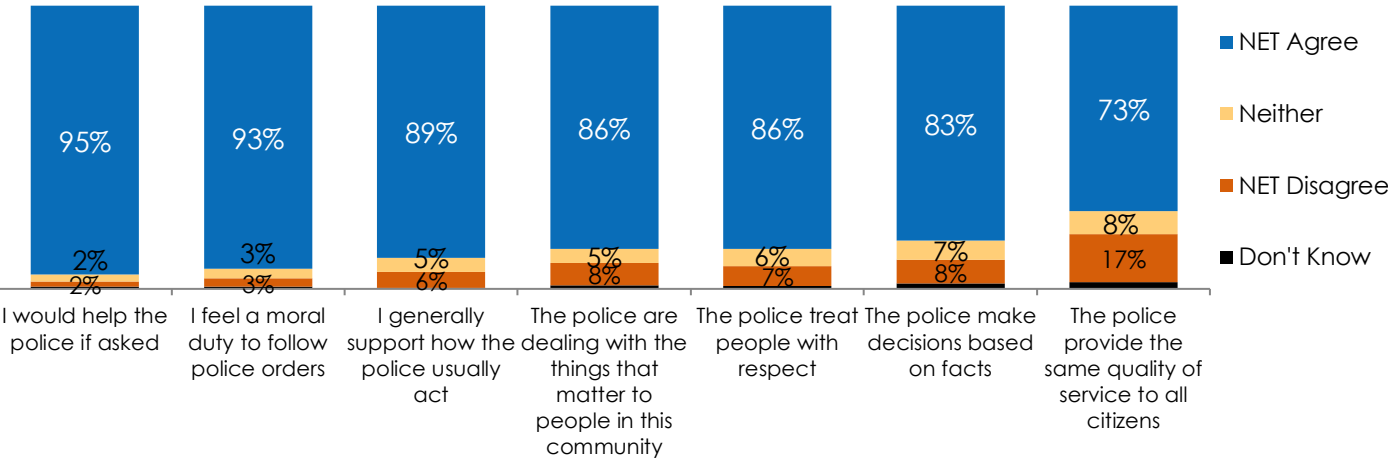
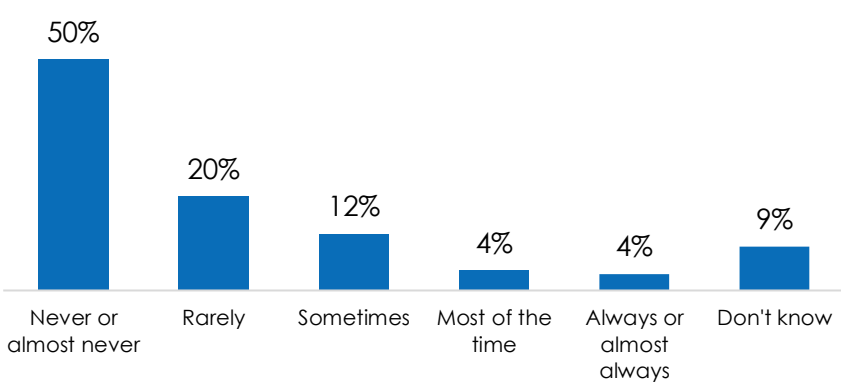


Exhibit 5 How Often Police in your Neighbourhood Exceed Authority



Base: Total respondents(2020=1,004)
Results of less than 2% not labelled.



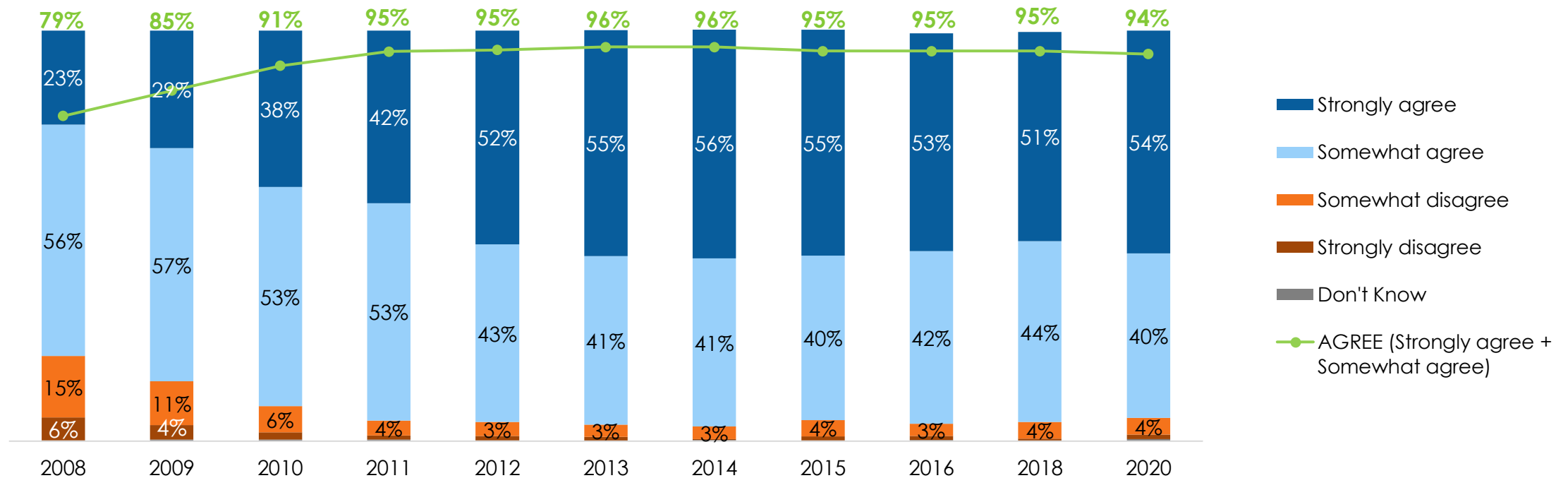
CRIME AND SAFETY

PERCEPTIONS OF SAFETY

Citizen perceptions that Calgary is a safe city to live in remains consistent with previous years.

Exhibit 6

Question: Would you say you strongly agree, somewhat agree, somewhat disagree or strongly disagree with the statement that "Calgary is a safe city to live in"?



Base: Total respondents (2020=1,004; 2018=1,000; 2016=1,000; 2015=1,002; 2014=1,000; 2013=1,003; 2012=1,002; 2011=1,005; 2010=1,004; 2009=1,006; 2008=1,007)
Results of less than 3% not labelled

PERCEIVED CRIME SAFETY ISSUES

Top concerns are illegal drug issues and house break-ins. Concerns about violent crime, traffic violations, and domestic abuse have increased significantly since 2018.

Exhibit 7

Question: Considering the City of Calgary as a whole, what would you say is the safety or crime issue of greatest concern to you, if any? What other safety or crime issues come to mind?

	2014	2015	2016	2018	2020
Illegal drug activities	13%	16%	19%	27%	27%
None / no issue of great concern	41%	40%	35%	27%	26%
House break-ins / break and enter	31%	27%	34%	28%	22% ↓
Illegal gang activities	13%	18%	16%	11%	13%
Theft other than vehicles	12%	11%	13%	14%	13%
Theft of vehicles	7%	9%	10%	23%	12% ↓
Violent crimes (general)	1%	2%	3%	2%	11% ↑
Traffic violations (e.g. speeding, unsafe driving)	16%	13%	11%	6%	9% ↑
Domestic abuse	2%	2%	3%	2%	7% ↑
Don't know	6%	5%	8%	16%	15%

Base: Total respondents(2020=1,004; 2018=1,000; 2016=1,000, 2015=1,002; 2014=1,000)

*Multiple mentions, will not add up to 100%
2020 mentions of less than 5% not shown.

See appendix for detailed historical results

↑ Denotes significantly higher than 2018
↓ Denotes significantly lower than 2018



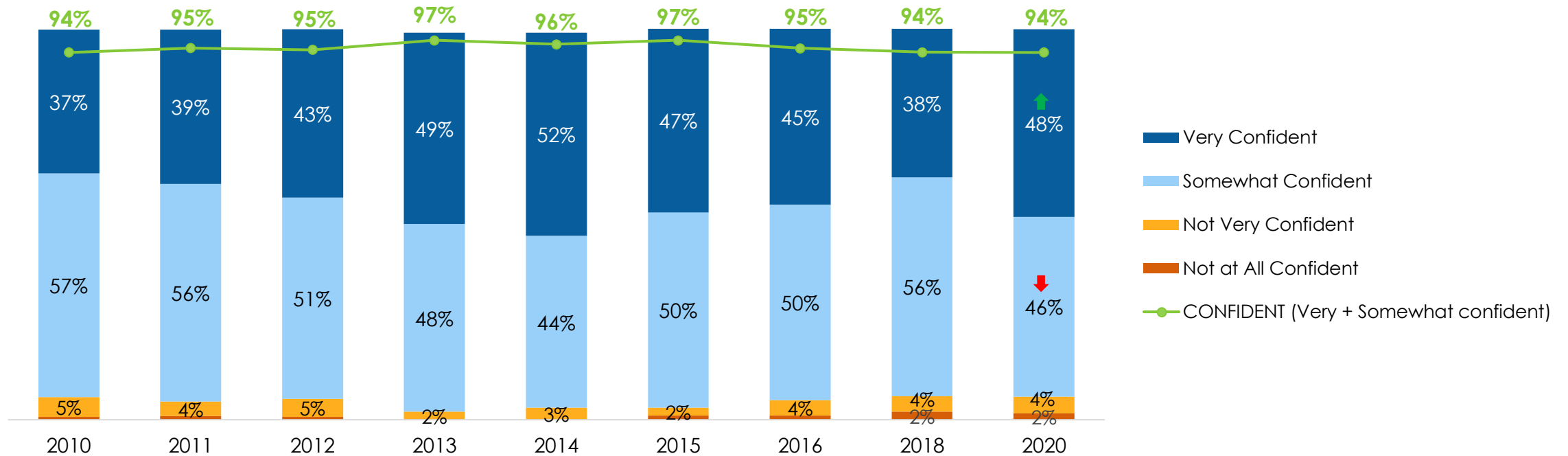
CONFIDENCE IN CPS

CONFIDENCE IN CPS

Since 2018, citizens who are **very confident** that CPS can deliver the services needed to make sure Calgary is a safe place to live increased by 10%.

Exhibit 8

Question: How confident are you that the Calgary Police Service can deliver the services needed to make sure Calgary is a safe place to live?



Base: Total respondents (2020=1,004; 2018=1,000; 2016=1,000; 2015=1,002; 2014=1,000; 2013=1,003; 2012=1,002; 2011=1,005; 2010=1,004)

Results of less than 2% not labelled.








↑ Denotes significantly higher than 2018
↓ Denotes significantly lower than 2018

REASONS FOR CONFIDENCE RATING

Three-quarters of citizens provided a positive sentiment for their confidence in the CPS. Competent, helpful officers and positive experiences are top reasons for confidence.

Exhibit 9

Question: Why are / aren't you confident the Calgary Police can deliver the services needed?

	2013	2015	2016	2018	2020
NET: Positive Sentiment	89%	87%	81%	77%	75%
Efficient / competent / helpful / reliable	6%	14%	6%	10%	45% 
Positive experiences with police	15%	17%	13%	12%	20% 
Well trained / well managed	14%	17%	14%	13%	17% 
Trust them / they do a good job / the best they can	55%	55%	47%	32%	13% 
Professional / fair	3%	3%	3%	3%	11% 
Strong visible presence	9%	12%	6%	13%	9% 
Quick to respond	9%	10%	8%	11%	9%
NET: Negative Sentiment	15%	21%	14%	21%	22%
Overworked / understaffed / underfunded	10%	13%	8%	13%	8% 
Systemic issues (general)	-	-	-	-	6%
Some officers are not courteous	3%	4%	3%	3%	6%
Based on what I have seen or heard (unspecified)	-	-	-	-	9%

Base: Total respondents(2020=1,002; 2018=997; 2016=997; 2015=1,001; 2013=999)

*Multiple mentions, will not add up to 100%
2020 mentions of less than 5% not shown.

See appendix for detailed historical results

 Denotes significantly higher than 2018
 Denotes significantly lower than 2018

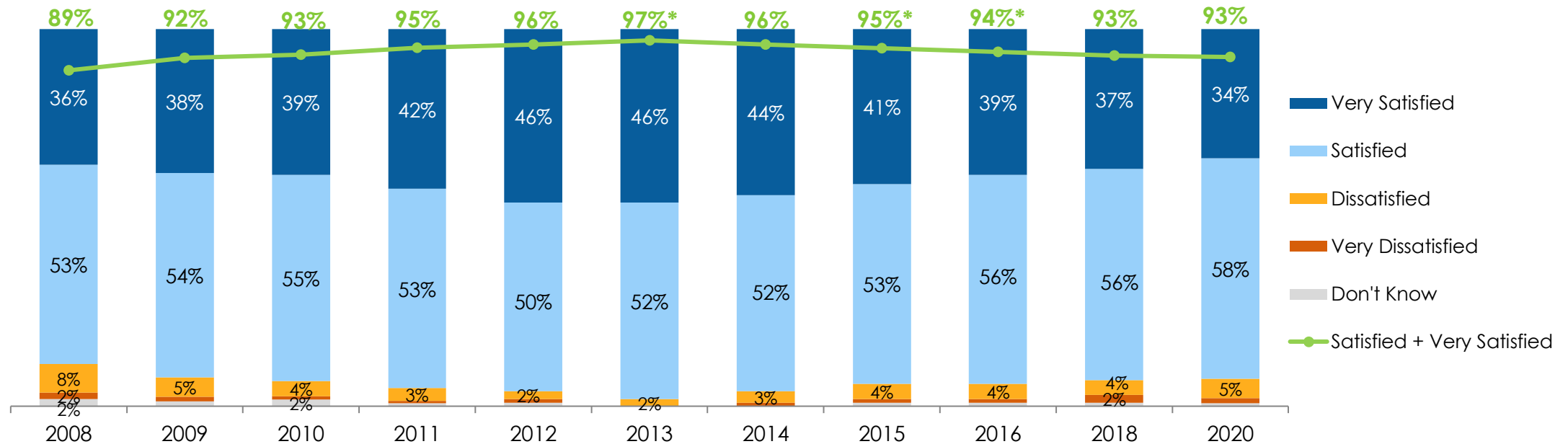


PERCEPTIONS OF CPS

OVERALL SATISFACTION

The number of citizens who are **very satisfied** has been declining since 2013.

Exhibit 10 Question: Overall, how satisfied are you with the services provided by the Calgary Police?



Base: Total respondents (2020=1,004; 2018=1,000; 2016=1,000; 2015=1,002; 2014=1,000; 2013=1,003; 2012=1,002; 2011=1,005; 2010=1,004; 2009=1,006; 2008=1,007)

Results of less than 2% not labelled.

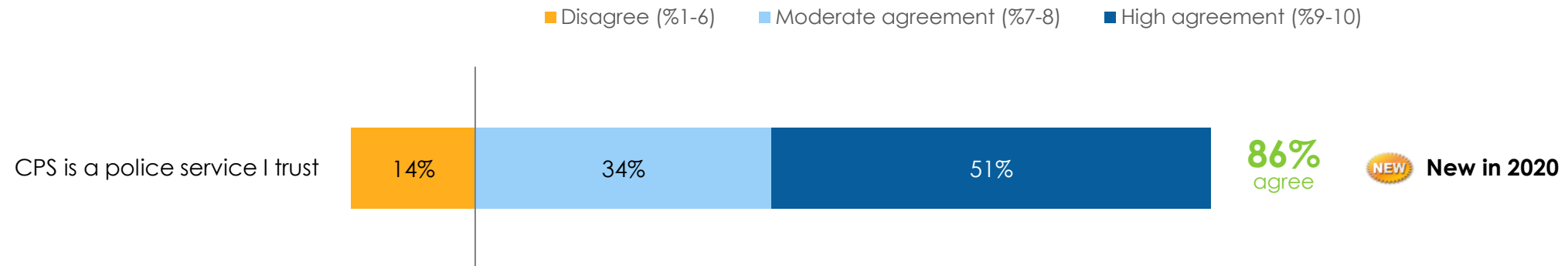
*Percent does not match sum of satisfied and very satisfied due to rounding

TRUST

One-half of citizens have high agreement that CPS is a police service they trust.

Exhibit 11

Question: Next, I am going to read you a number of statements that may describe the Calgary Police. Please rate your level of agreement with each of the following statements. Scale: 1=Strongly disagree / 10=Strongly agree



OFFICER CONDUCT

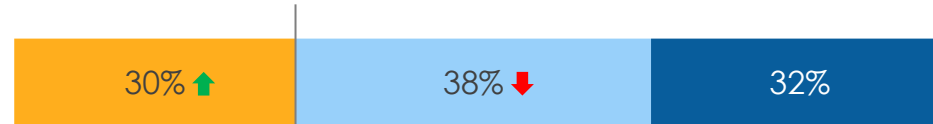
Perception of officer conduct has declined since 2018.

Exhibit 12

Question: Next, I am going to read you a number of statements that may describe the Calgary Police. Please rate your level of agreement with each of the following statements. Scale: 1=Strongly disagree / 10=Strongly agree

■ Disagree (%1-6) ■ Moderate agreement (%7-8) ■ High agreement (%9-10)

Officers respond in a fair way when dealing with all segments of the Calgary community



70%
agree

Overall agreement declined significantly
from 75% in 2018

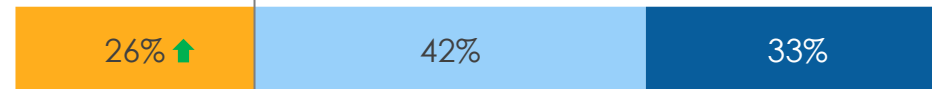
Officers handle incidents involving people in crises effectively



81%
agree

Overall agreement declined significantly
from 84% in 2018

Officers use authority and force appropriately



74%
agree

Overall agreement declined significantly
from 79% in 2018

Note: Attribute wording changed in 2018. Prior to 2018, attribute was worded as "Responds in a fair way when dealing with all segments of the Calgary Community" and "Uses its authority and force appropriately."

Base: Total respondents(2020=890, 916, 926)
Excludes "Don't Know"
See appendix for detailed historical results

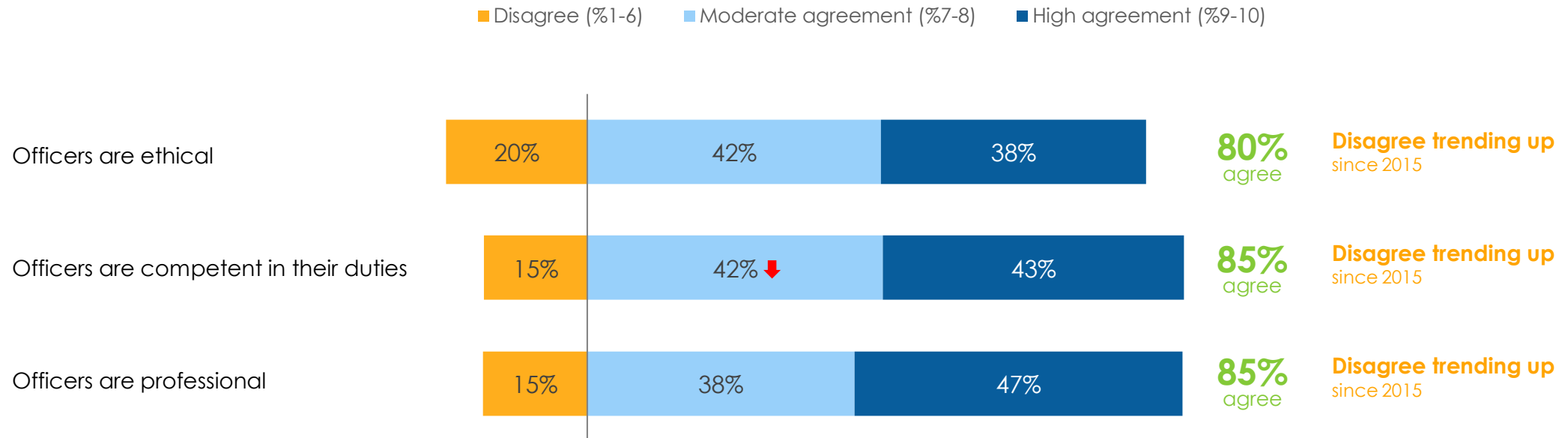
↑ Denotes significantly higher than 2018
↓ Denotes significantly lower than 2018

PROFESSIONALISM

Perception that officers are ethical, competent and professional has been declining since 2015.

Exhibit 13

Question: Next, I am going to read you a number of statements that may describe the Calgary Police. Please rate your level of agreement with each of the following statements. Scale: 1=Strongly disagree / 10=Strongly agree

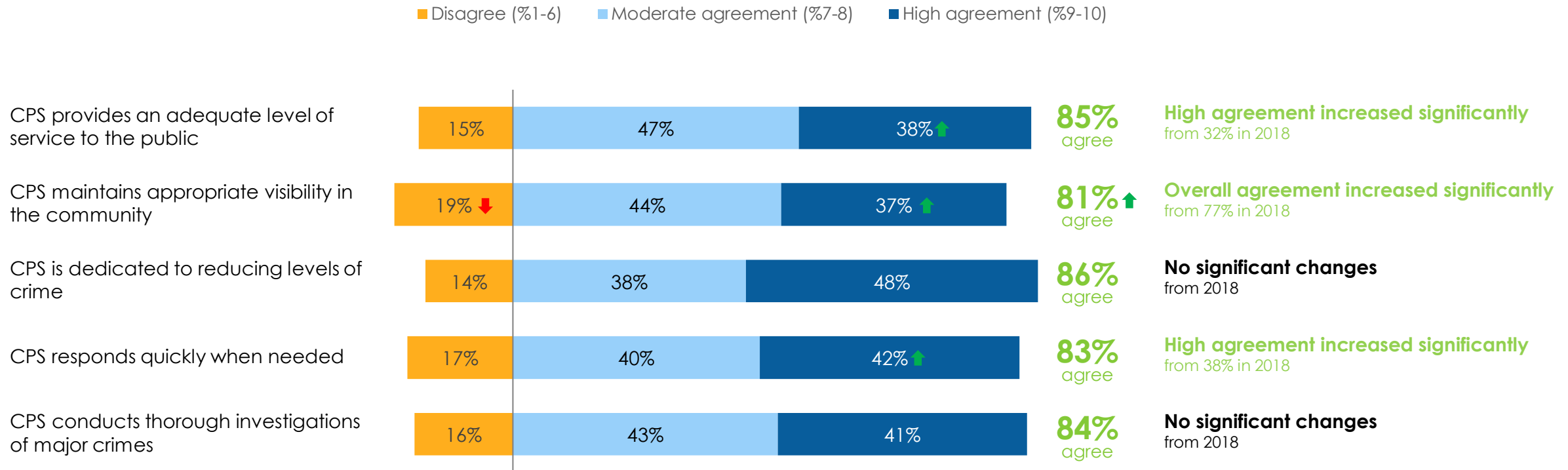


CRIME RESPONSE

There are improvements in citizen perceptions of crime response by CPS.

Exhibit 14

Question: Next, I am going to read you a number of statements that may describe the Calgary Police. Please rate your level of agreement with each of the following statements. Scale: 1=Strongly disagree / 10=Strongly agree



Base: Total respondents(2020=1,001, 995, 994, 985, 927)
Excludes "Don't Know"
See appendix for detailed historical results

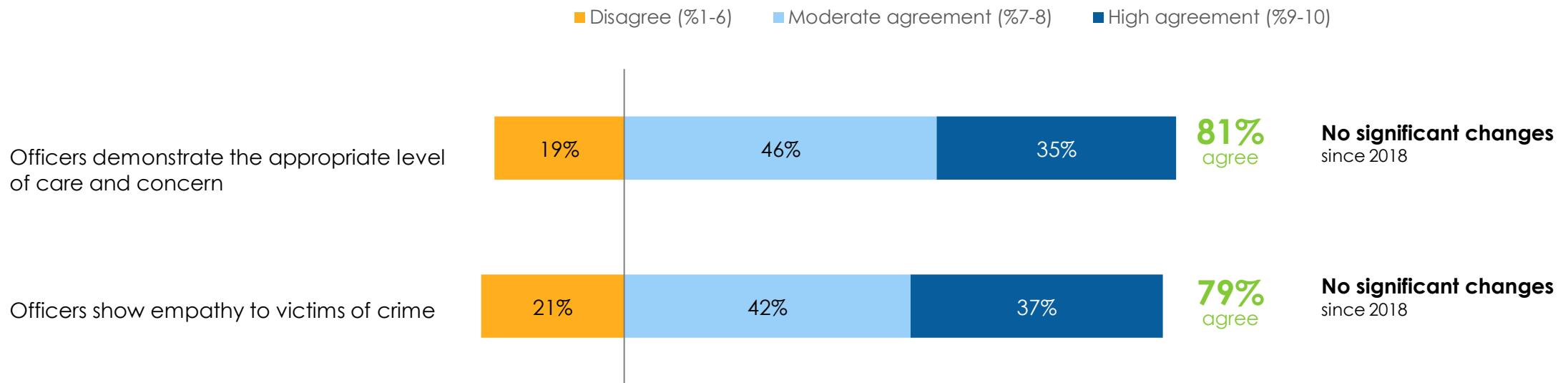
↑ Denotes significantly higher than 2018
↓ Denotes significantly lower than 2018

CARING

8 in 10 Calgarians agree that officers show empathy and demonstrate an appropriate level of care and concern.

Exhibit 15

Question: Next, I am going to read you a number of statements that may describe the Calgary Police. Please rate your level of agreement with each of the following statements. Scale: 1=Strongly disagree / 10=Strongly agree

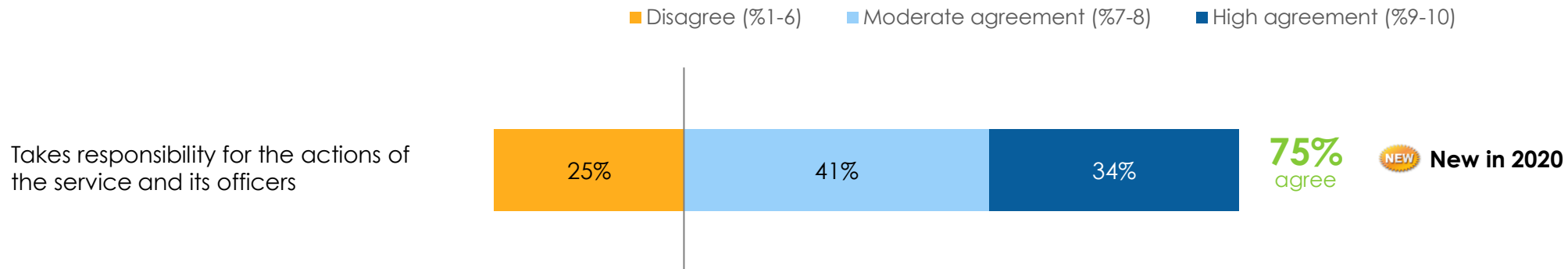


ACCOUNTABILITY

Three-quarters of citizens agree that CPS takes responsibility for the actions of the service and its officers. One in four Calgarians disagree.

Exhibit 16

Question: Next, I am going to read you a number of statements that may describe the Calgary Police. Please rate your level of agreement with each of the following statements. Scale: 1=Strongly disagree / 10=Strongly agree

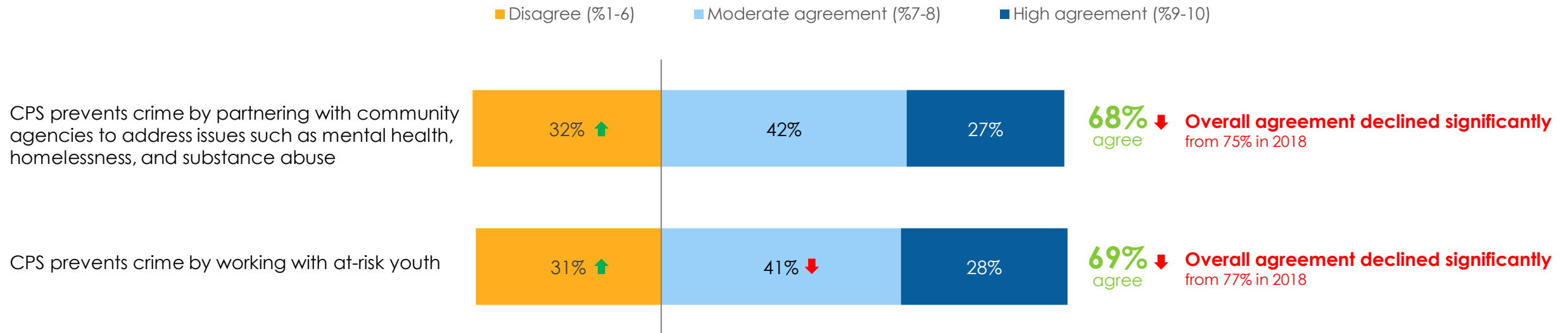


PREVENTION

Compared to 2018, fewer citizens agree that the CPS prevents crime by working with at-risk youth and community agencies.

Exhibit 17

Question: Next, I am going to read you a number of statements that may describe the Calgary Police. Please rate your level of agreement with each of the following statements. Scale: 1=Strongly disagree / 10=Strongly agree

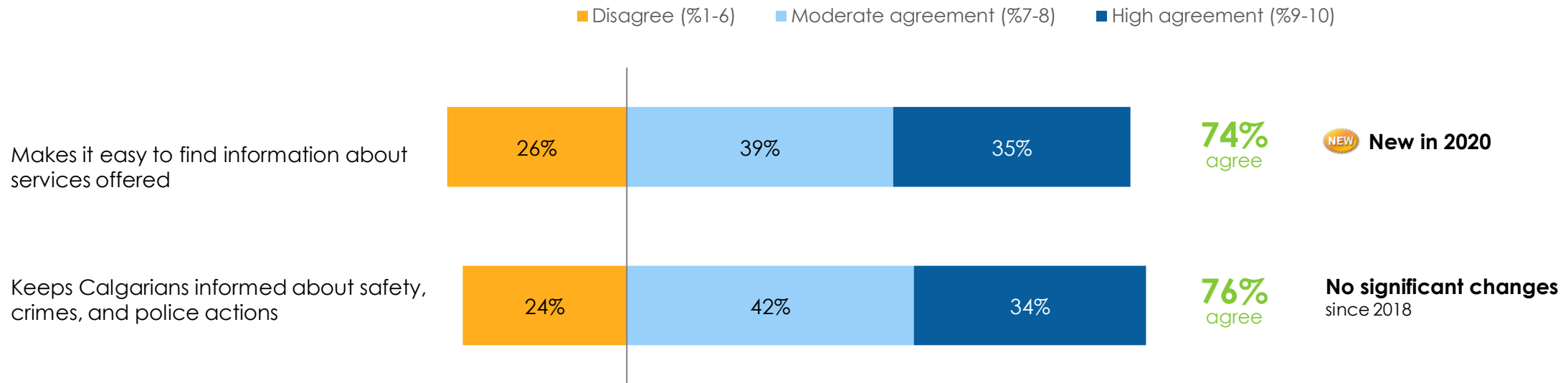


COMMUNICATION

Three-quarters of Calgarians are satisfied with how CPS keeps them informed about safety, crimes and police actions. One in four Calgarians disagree.

Exhibit 18

Question: Next, I am going to read you a number of statements that may describe the Calgary Police. Please rate your level of agreement with each of the following statements. Scale: 1=Strongly disagree / 10=Strongly agree

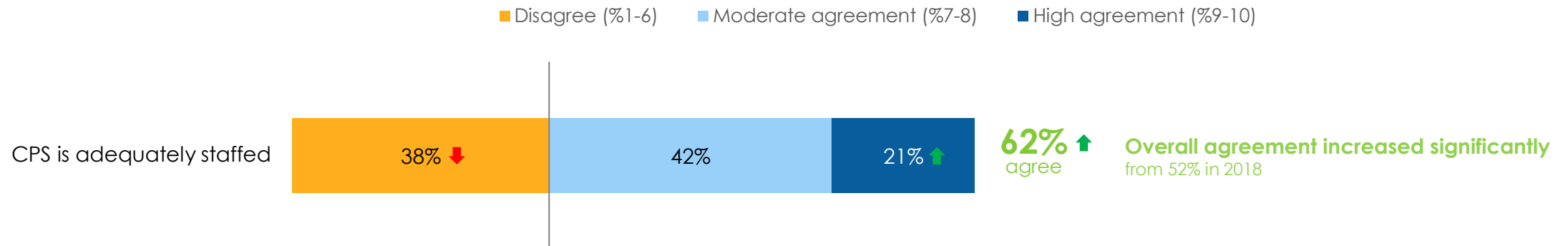


CAPACITY

Agreement that CPS is adequately staffed is at its highest point since 2010.

Exhibit 19

Question: Please rate your level of agreement with each of the following statement: CPS is adequately staffed.
Scale: 1=Strongly disagree / 10=Strongly agree





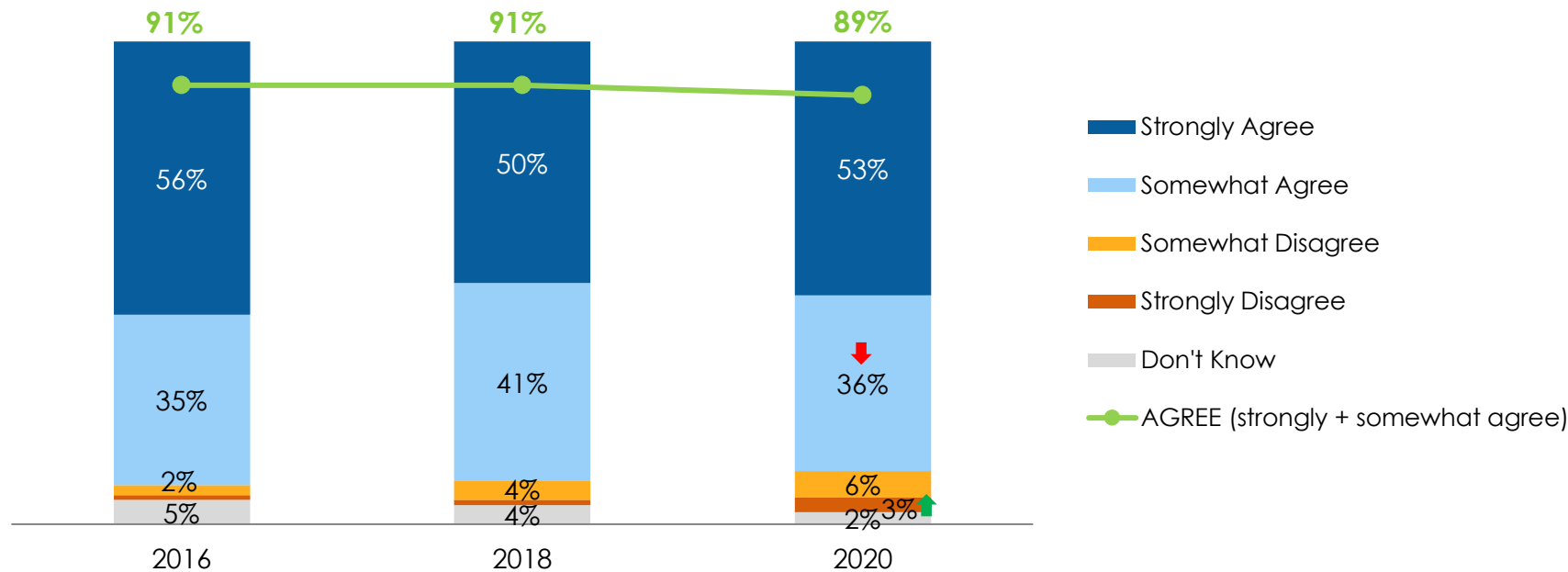
UNDERSTANDING THE COMMUNITY

CPS UNDERSTANDING OF COMMUNITY

9 in 10 citizens agree CPS has a good understanding of their community and its concerns.

Exhibit 20

Question: We'd like to ask about your community. When we say 'community,' we mean a group of people that you may identify with because you share the same race, ethnicity, gender, sexual orientation, religious beliefs or neighbourhood. Would you say you strongly agree, somewhat agree, somewhat disagree or strongly disagree with the statement that "The Calgary Police Service has a good understanding of your community and its concerns?"



Base: Total respondents(2020=1,004; 2018=1,000; 2016=1,000)
Results of less than 2% not labelled.

↑ Denotes significantly higher than 2018
↓ Denotes significantly lower than 2018



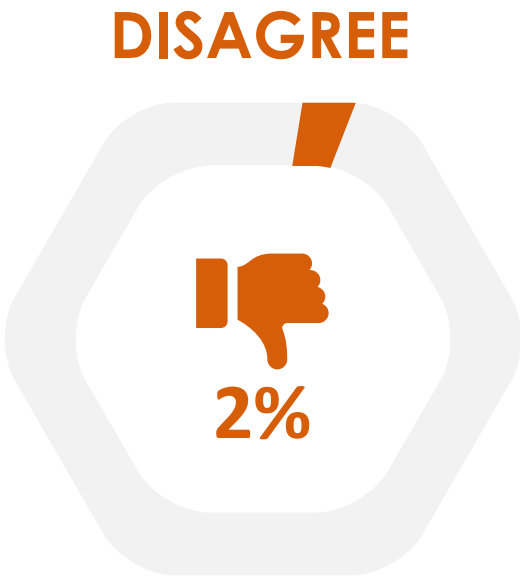
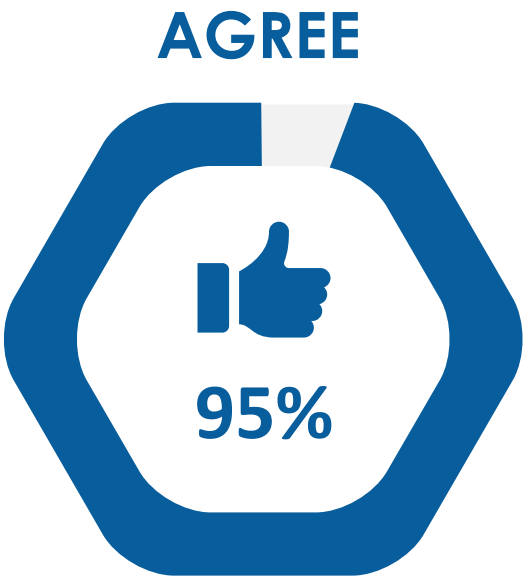


USE OF BODY WORN CAMERAS

Most citizens support the use of body worn cameras to record officer and citizen conduct.

Exhibit 21

Question: All Calgary Police Service officers who patrol the streets wear body worn cameras. Please indicate whether you agree or disagree with the use of body worn cameras by the Calgary Police Service to record officer and citizen conduct?



Base: Total respondents(2020=1,004)

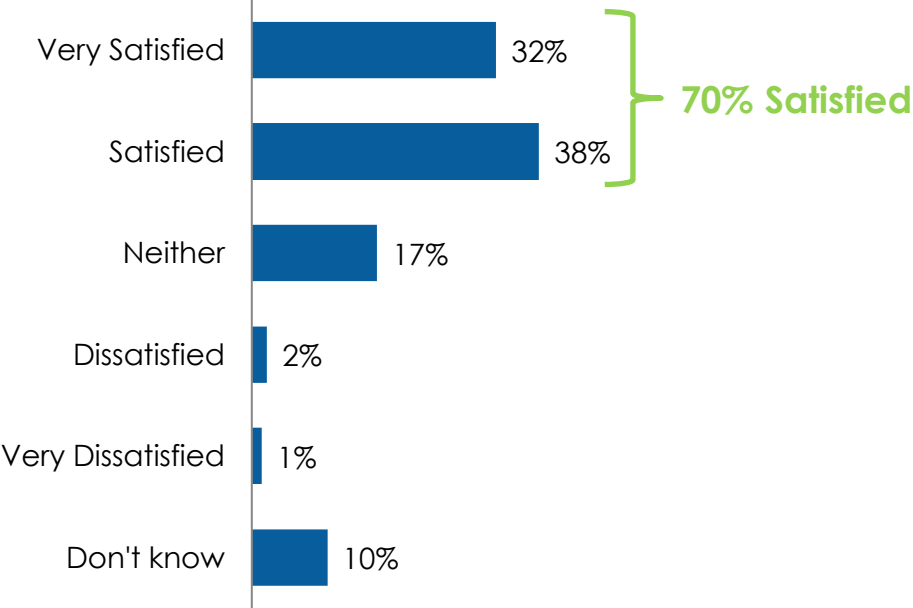


CPS PANDEMIC RESPONSE

NEW SATISFACTION WITH CPS DURING PANDEMIC

7 in 10 citizens are satisfied with the CPS's response during the COVID-19 pandemic.

Exhibit 22 **Question:** Taking into consideration all of the different aspects of the police and the services provided, how satisfied are you with the Calgary Police Service's response during the COVID-19 pandemic?

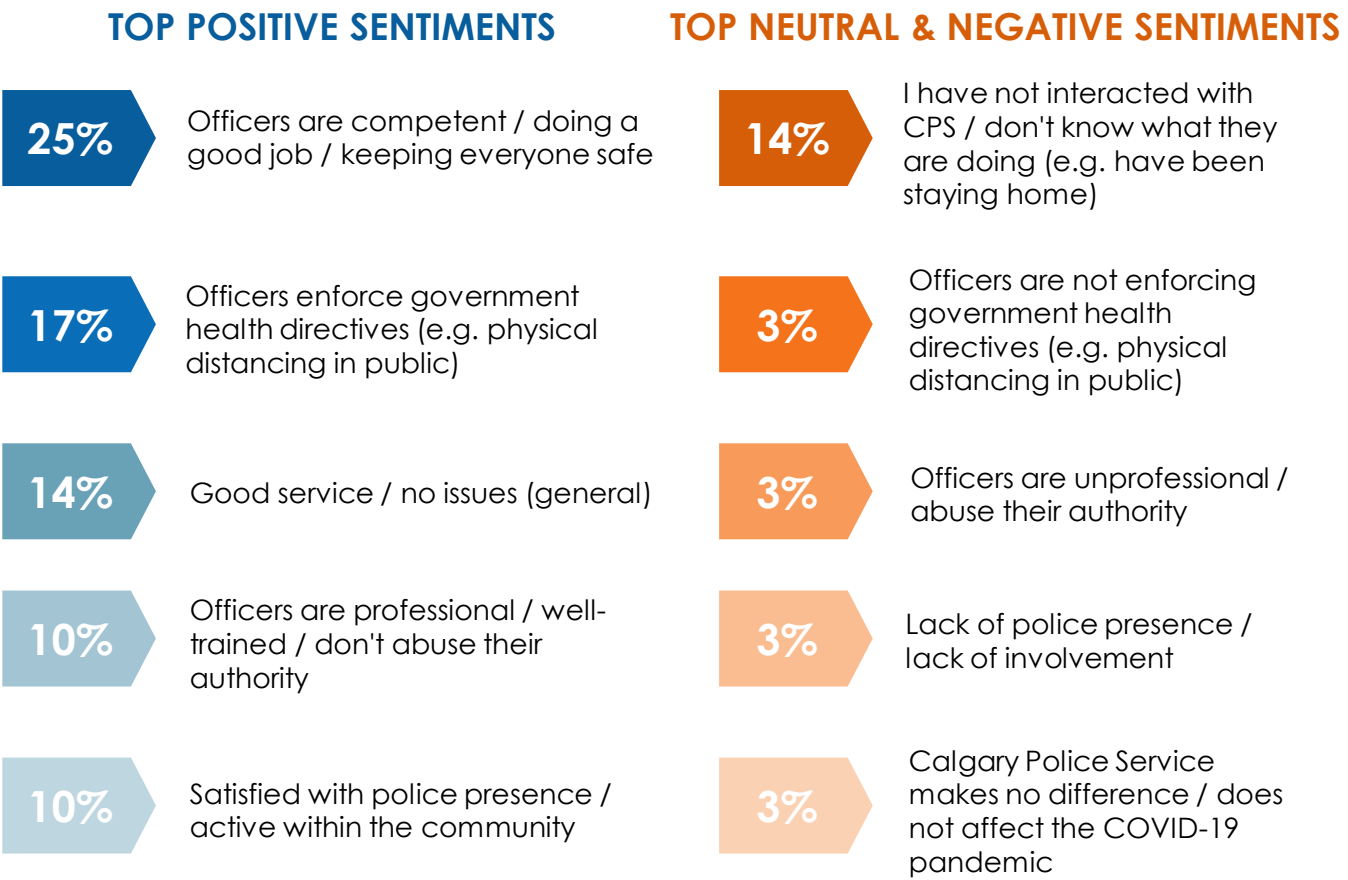


Base: Total respondents(2020=1,004)

REASONS FOR SATISFACTION DURING COVID-19

The majority of citizens have positive sentiments, with one-quarter stating CPS officers are doing a good job of keeping everyone safe.

Exhibit 23 **Question:** Why are you [satisfied/dissatisfied] with the Calgary Police Service's response during the COVID-19 pandemic?



Base: Total respondents(2020=904)
See appendix for detailed results

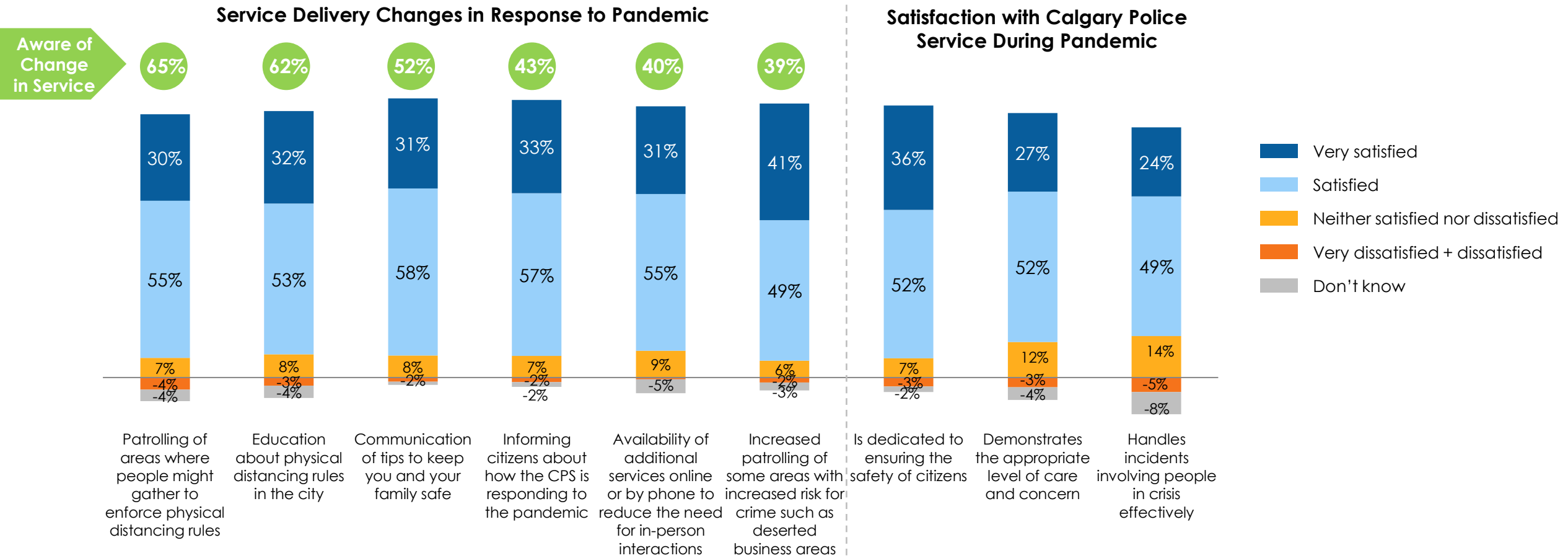


CALGARY POLICE SERVICE DELIVERY CHANGES IN RESPONSE TO PANDEMIC

Citizens have the lowest awareness about additional services online or by phone to reduce in-person interactions and increased patrolling of some areas.

Exhibit 24

Questions: Have you read, seen or heard about the following changes in Calgary Police service delivery in response to the COVID-19 pandemic? Based on your personal experience, general impressions, or what you have read, seen or heard, how satisfied are you with the Calgary Police Service on each of following aspects of service delivery during the pandemic?



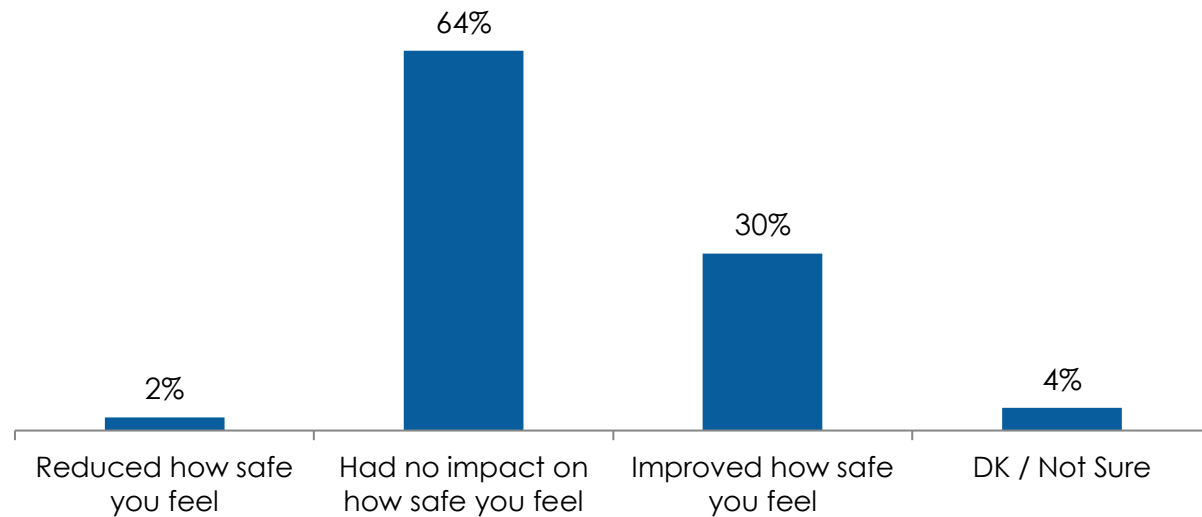
Base for Awareness: Total respondents(2020=1,004)
Base for Satisfaction: Among those aware of change
Results under 2% not labelled

NEW IMPACT OF CPS SERVICE DELIVERY CHANGES

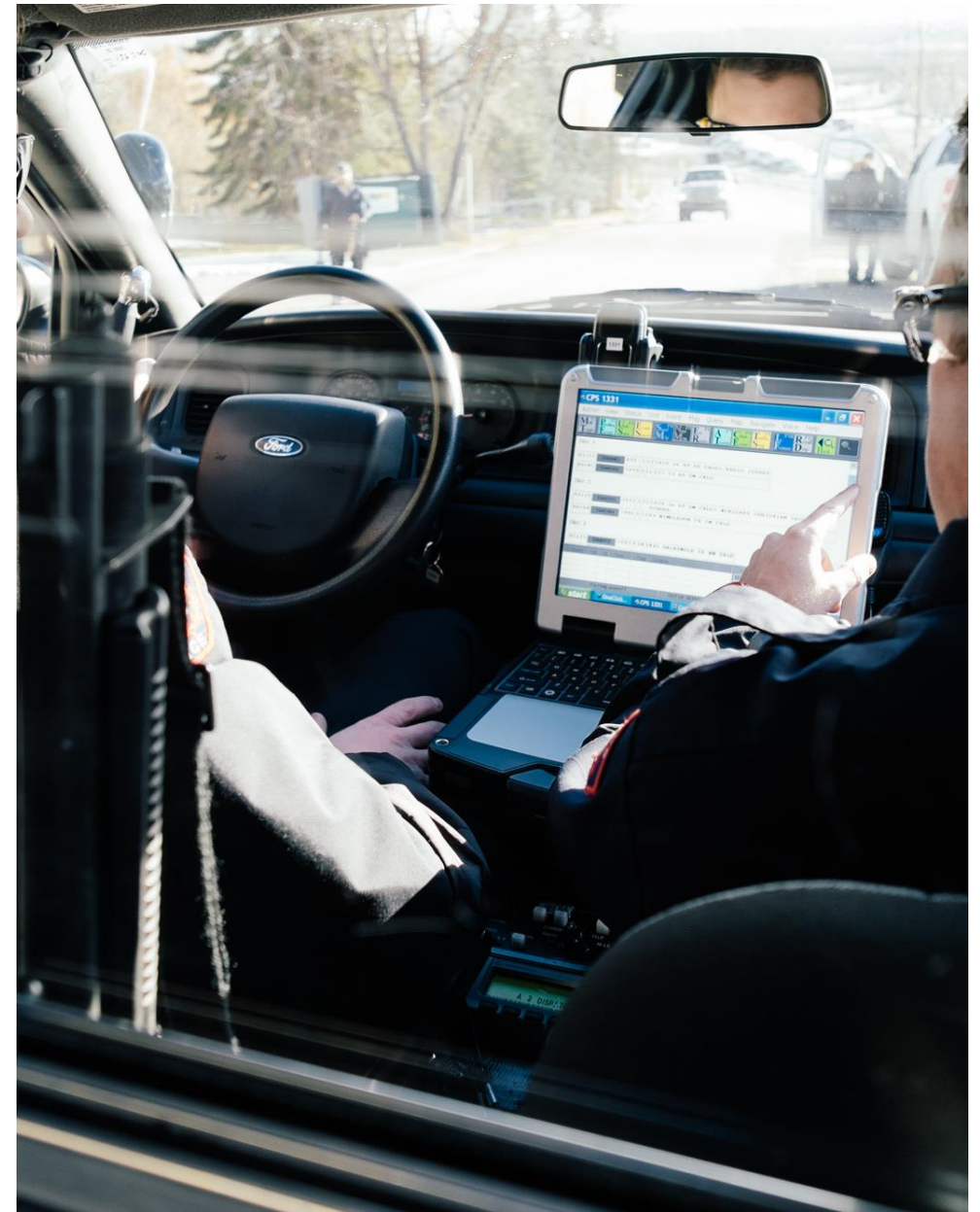
About two-thirds of citizens felt the changes in service delivery did not impact their feelings of safety.

Exhibit 25

Question: The Calgary Police Service has made changes to how it provides some services in response to the city's changing needs during the pandemic and to ensure physical distancing measures, while continuing to attend emergency calls, calls that involve violence, and prioritize the safety of citizens. Some examples of changes in services include offering additional online or phone services for reporting crimes, patrolling business areas with a higher risk of crime, patrolling to enforce physical distancing rules, and communicating tips to keep you and your family safe. Have these changes in how the Calgary Police Service delivers services impacted how safe you feel? Has it...?



Base: Total respondents(2020=1,004)

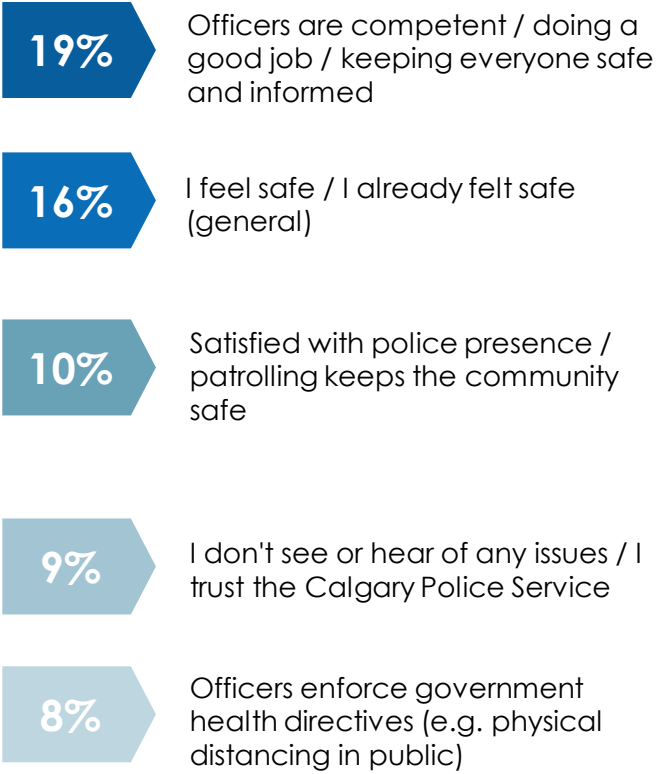


NEW TOP REASONS FOR FEELINGS OF SAFETY

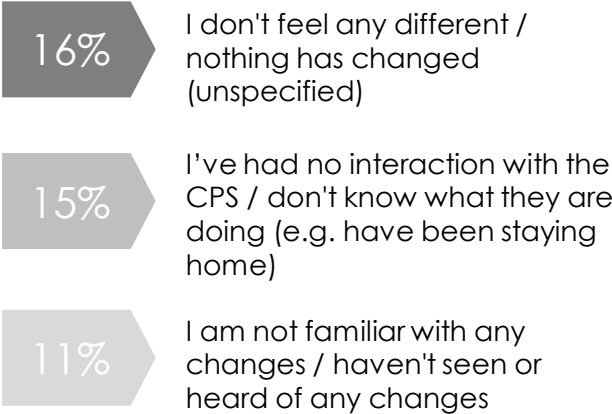
Many mention that CPS did a good job and were satisfied with police presence and enforcement of government health directives.

Exhibit 26 **Question:** Why have the changes in how the Calgary Police Service delivers service [improved how safe you feel / had no impact on how safe you feel / reduced how safe you feel] ?

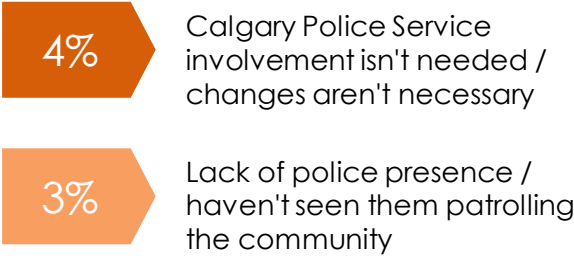
TOP IMPROVED SENTIMENTS



TOP NO IMPACT SENTIMENTS



TOP REDUCED SENTIMENTS

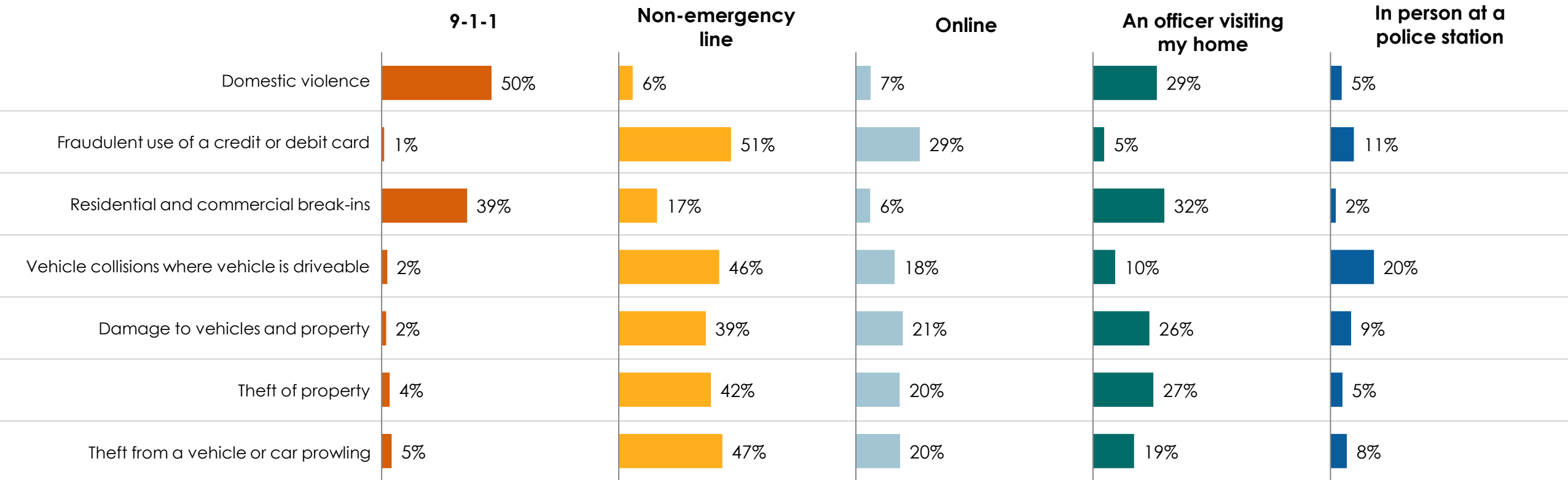


Base: Total respondents(2020=965)
See appendix for detailed results

NEW PREFERRED METHOD TO REPORT CRIMES

Citizens prefer to report crimes like domestic violence and break-ins via 911 and prefer to call the non-emergency line for property crimes.

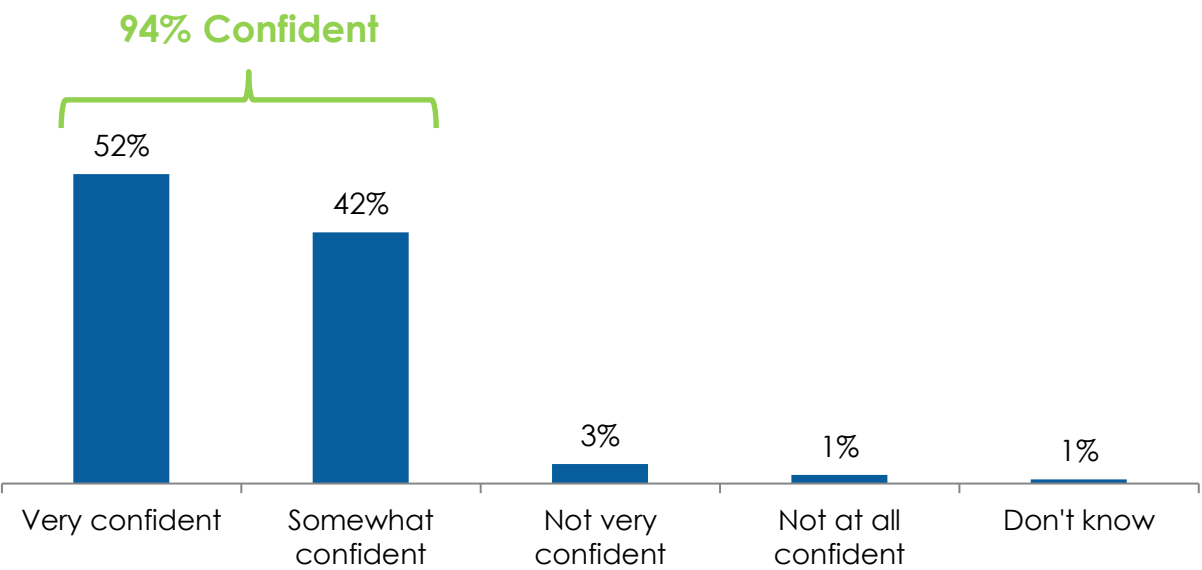
Exhibit 27 **Question:** The Calgary Police Service made changes to how crimes can be reported to help practice safe distancing measures while continuing to attend emergency calls, calls that involve violence, and prioritize the safety of citizens. CPS would like your feedback to better understand how citizens would prefer to report different crimes. Would you prefer to report...?



NEW CONFIDENCE IN CPS DURING PANDEMIC

More than nine in ten citizens are confident that CPS can continue to meet the evolving needs of citizens during the pandemic.

Exhibit 28 **Question:** How confident are you that the Calgary Police Service can continue to meet the evolving needs of Calgary citizens during the pandemic?



Base: Total respondents(2020=1,004)

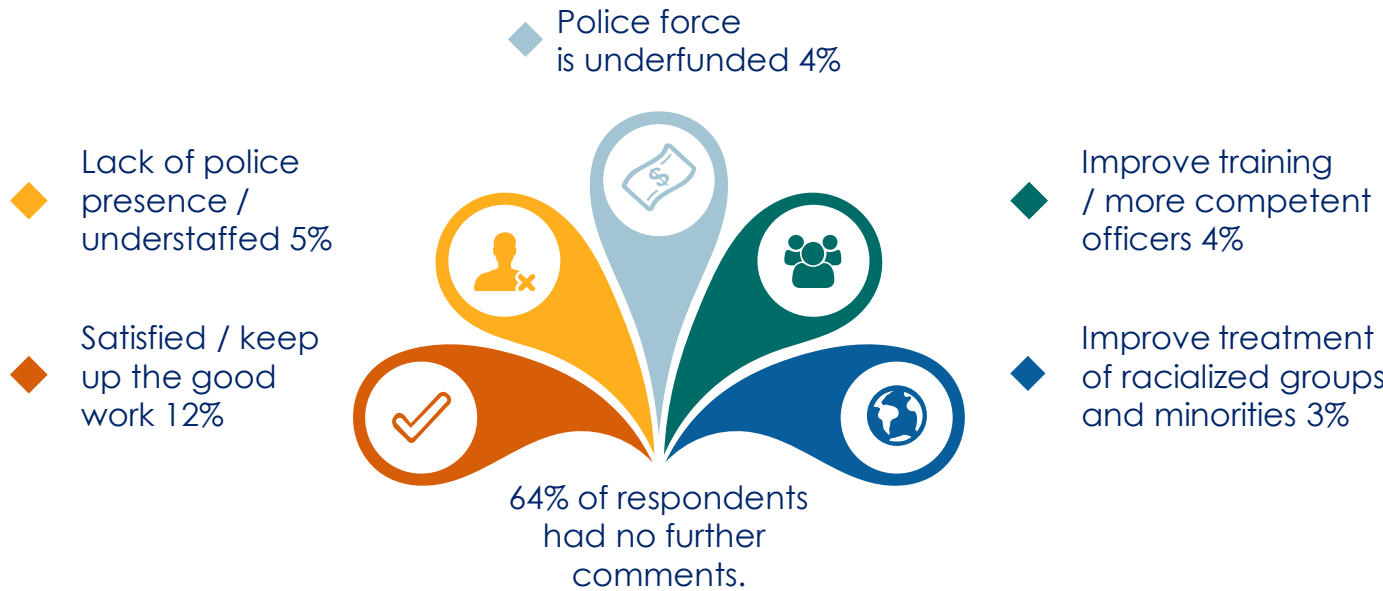




ADDITIONAL CITIZEN FEEDBACK

Almost two-thirds of citizens had no further comments.

Exhibit 29 **Question:** Do you have any concerns or additional feedback for the Calgary Police Service?



Base: Total respondents(2020=1,004)
See appendix for detailed results



ADDITIONAL ANALYSIS: IMPACT OF ANTI-RACISM MOVEMENT

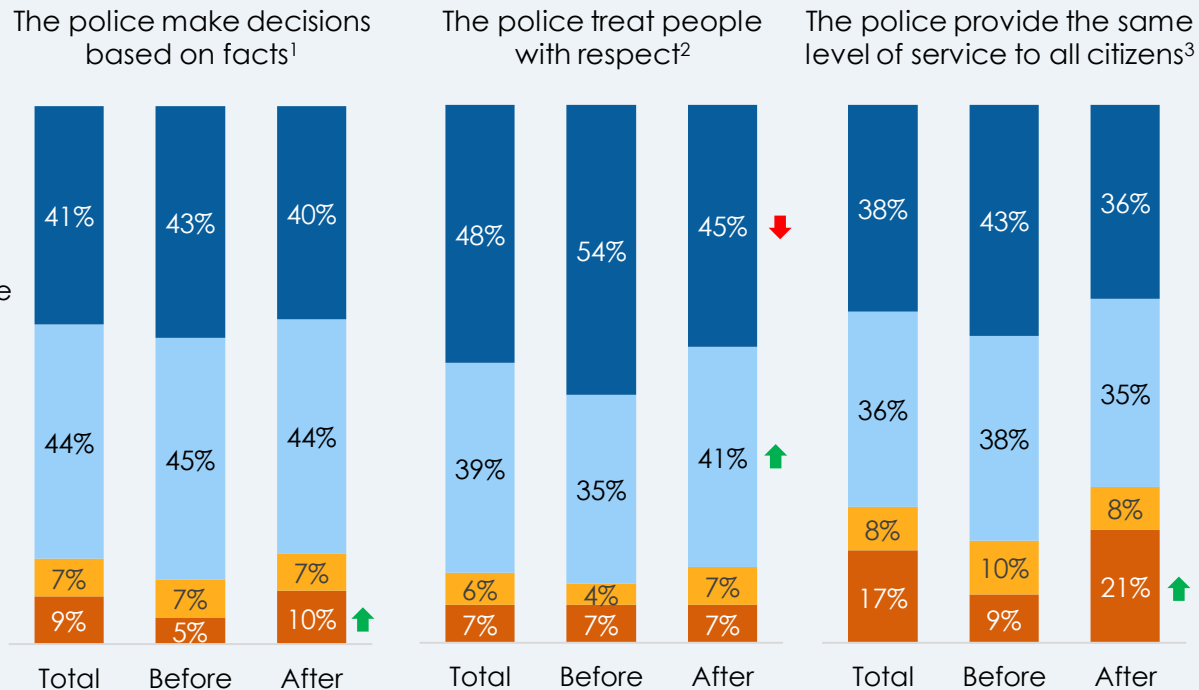


IMPACT OF ANTI-RACISM MOVEMENT ON PUBLIC SAFETY CANADA RESULTS

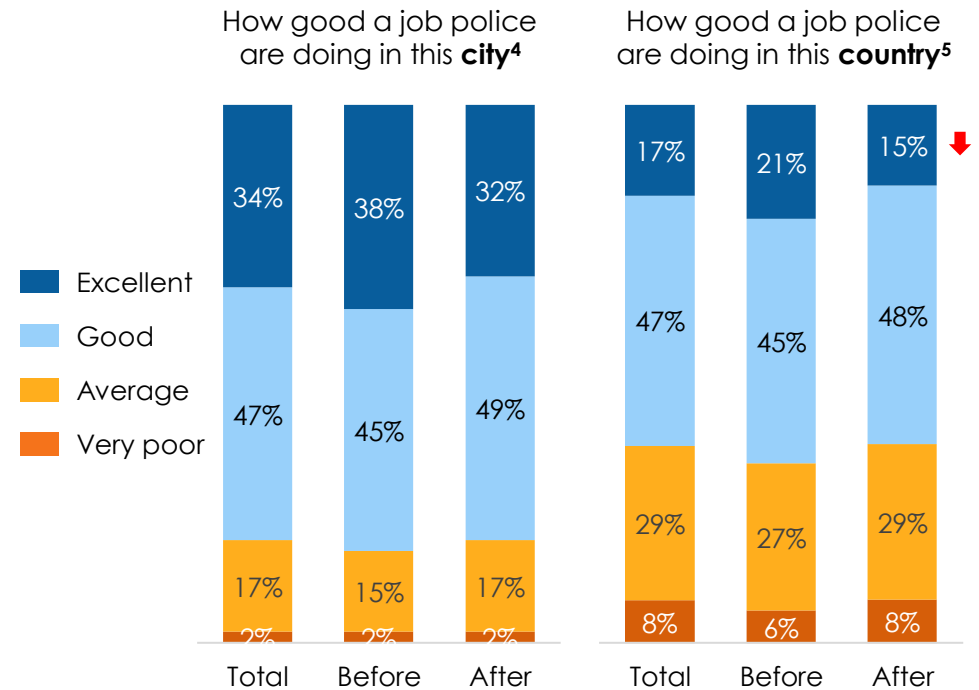
Those who strongly agree that the police treat people with respect declined after the death of George Floyd in the United States on May 25th, 2020.

Exhibit 30

Perceptions of the police treating people with respect and providing the same level of service to all citizens declined after George Floyd's death.



Perceptions of how good a job police are doing declined after George Floyd's death.



Note: Before or After in the graphs refers to results before or after George Floyd's death on May 25, 2020.

Bases (excludes Don't Know):
1 Total =985; Before=308; After =677
2 Total =994; Before=311; After =683
3 Total =982; Before=309; After =673
4 Total =998; Before=312; After =686
5 Total =964; Before=303; After =661

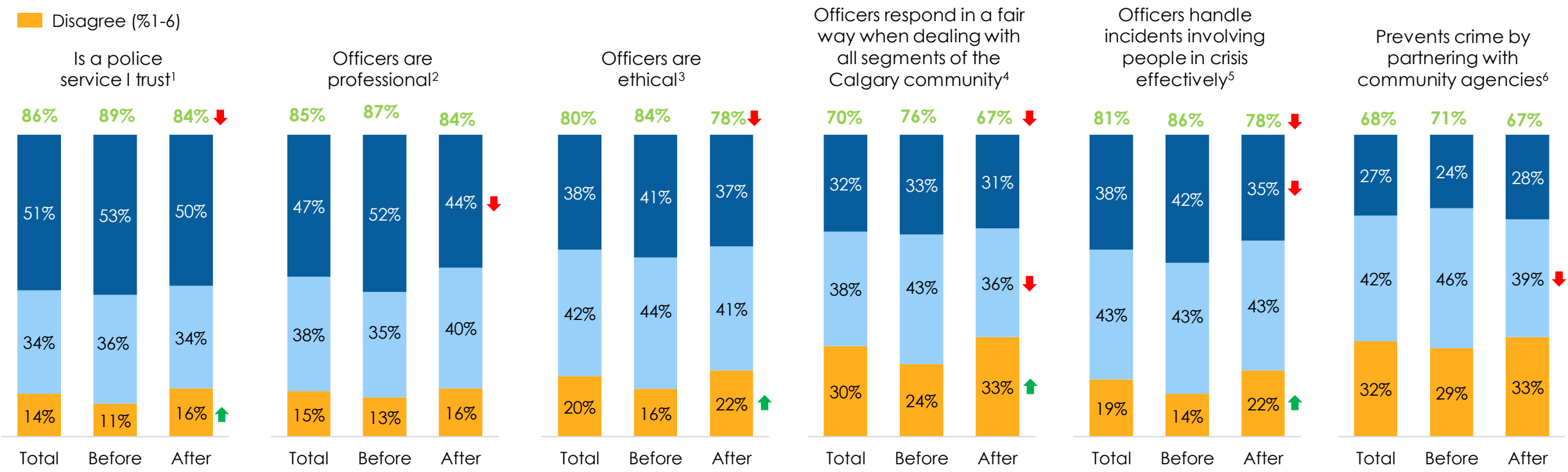
↑ Denotes significantly higher than before George Floyd's death
↓ Denotes significantly lower than before George Floyd's death

NEW IMPACT OF ANTI-RACISM MOVEMENT ON RESULTS

There were also significant declines in trust and perceptions that officers are ethical, respond fairly, and handle people in crisis effectively.

XX% Agreement (%7-10)
 High agreement (%9-10)
 Moderate agreement (%7-8)
 Disagree (%1-6)

Exhibit 31 Survey Results with Significant Changes After George Floyd's Death



Bases (excludes Don't Know):
 1 Total =1,004; Before=314; After =690
 2 Total =998; Before=311; After =687
 3 Total =953; Before=301; After =652
 4 Total =890; Before=286; After =604
 5 Total =916; Before=290; After =626
 6 Total =932; Before=299; After =633

Note: Before or After in the graphs refers to results before or after George Floyd's death on May 25, 2020.
 ↑ Denotes significantly higher than before George Floyd's death
 ↓ Denotes significantly lower than before George Floyd's death

ANTI-RACISM MOVEMENT: VOICE OF CALGARY CITIZENS

Four themes related to the anti-racism movement emerged from citizen comments.

Community Support

Highest mentions but a mix of opinions.

1. Some feel the **police need more training** to effectively deal with mental health issues, homelessness, and addictions. A few feel the police shouldn't be dealing with these issues at all.
2. Some mention the need for **more community partnerships** and **increased involvement from social services**.
3. A few mention a need for **continued work with at-risk youth**.

Racism

Some citizens mention they would like to see CPS **address racism** among its officers.

- **Treat all citizens equally** regardless of skin color, ethnicity, or income
- Commit to **working with people of color and other underrepresented groups**
- **Address lack of diversity** and under-representation of minority groups **in CPS workforce**

A few mention they would like to see **a stronger stand from CPS on the Black Lives Matter** movement.

Use of Force

More police training is mentioned by some citizens so that the use of force is minimized.

A few citizens express concerns about **officers exceeding their authority** and use of too much force.

On the flip side, a few also mention that **officers resolve issues non-violently** and that they have not seen officers use too much force.

Defunding

Less than 1% of citizens surveyed (10 of 1,004) specifically mentioned the topic of defunding of the police.

Most who mention defunding **do not want the CPS defunded**.

A few feel that defunding the police is **an opportunity to find a new way to deal with social issues**.

ANTI-RACISM MOVEMENT: VOICE OF CALGARY CITIZENS

Community Support

"I don't think they have the **proper training to deal with mental health and addiction issues.**"

"**Little more education** around mental health."

"**Additional training hours** be added to people trying to become a police officer. Special groups to handle more difficult situations - police are not trained to handle drug and mental health issues. Better trained specific groups of people for specific problems."

"To see more engagement with other charitable organizations in terms of **engaging with a lot of the communities and at-risk youth.**"

"I would like to see **more partnerships with social services** and other mental health support agencies."

"If they [police] are **left to do their job without doing social work jobs, or mental health jobs** and just enforcing and supporting criminal laws which is what they are hired for - that would be much more efficient."

Racism

"Commit to **working with different minority groups.** Less racism, try to deal with police domestic violence, like officers committing the violence."

"Kind of doing most of it to keep it safe - just **concerns about systemic racism** and lack of dealing with the officers who had issues correctly."

"Their **judgements shouldn't be based on skin color.**"

"I have concerns about the possibility of **institutional racism in the police.** That's the first thing. The next is **non-visibility of minorities among the police force.**"

"Like to see a **stronger statement on Black Lives Matter issues.**"

Use of Force

"In terms of moving forward, concerns of putting focus on community presence, and training officers and teams to respond properly to those in crisis (mental health, homelessness) and **training to avoid use of deadly force.**"

"They need **more training on how to deal with irrational people** so they wouldn't have to use as much force."

"Some **cops do exceed their authority** - I've witnessed it at least once."

"I **don't see anyone being too aggressive**, they are understanding but fair."

Defunding

"**Don't defund them.** If you want them to be better and things to be better, better funding for cops because we kind of need them."

"Keep fighting **against defunding.**"

"I **don't agree with 'defund the police' but I do believe there is a better way to distribute money in the communities to prevent crime.** Like funding social services, mental health initiatives, proper funding of schools, better training for officers, and taking a better look at addictions to combat it rather than putting a band aid on it."

"I would say indigenous lives and black lives matter and all for defunding the police and helping to create change for **a different way other than interacting with law enforcement.**"

Indigenous citizens have the lowest perceptions of CPS on Public Safety Canada measures.

Exhibit 32

Highest score	
Second highest score	
Second lowest score	
Lowest Score	

CAUTION: Low base sizes across ethnicities except White 	White	South/ Southeast Asian	Chinese	Black	Filipino	Latin American	Arab / West Asian	Indigenous
Make decisions based on facts								
Treat people with respect								
Provide the same quality of service to all citizens								
Are dealing with things that matter to people in this community								
I feel a moral duty to follow police orders								
I generally support how the police usually act								
I would help the police if asked								
Effective at resolving crimes where violence is involved								
Effective at responding quickly to calls for assistance								
Police doing a good /excellent job in city								
Police doing a good /excellent job in country								

Note: This slide shows patterns in perceptions. It does not indicate significant differences in results. Unless otherwise noted, analysis is based on NET Agree scores. Excludes don't know. Base sizes vary by attribute due to don't know responses: White=640-740, South/Southeast Asian=81-90; Chinese=35-42; Black=44-52; Filipino=23-25, Latin American=23-26; Arab/West Asian=25-30; Indigenous(First Nations/Metis/Inuk)=34-40



ETHNICITY PERCEPTIONS OF CPS

Indigenous and Black citizens have the lowest perceptions of CPS.

Exhibit 33

Highest score	
Second highest score	
Second lowest score	
Lowest Score	

CAUTION: Low base sizes across ethnicities except White 	White	South/ Southeast Asian	Chinese	Black	Filipino	Latin American	Arab / West Asian	Indigenous
CPS Overall								
Calgary is a safe city to live in (% Agree)								
Satisfaction with services provided by CPS (% Very Satisfied + Satisfied)								
Very Confident in CPS								
Provides an adequate level of service to the public								
Responds quickly when needed								
Maintains appropriate visibility in the community								
Is dedicated to reducing levels of crime								
Takes responsibility for the actions of the service and its officers								
Is adequately staffed								
Keeps Calgarians informed about safety, crimes, and police actions								
Prevents crime by working with at-risk youth								
Prevents crime by partnering with community agencies								
Conducts thorough investigations of major crimes								

Note: This slide shows patterns in perceptions. It does not indicate significant differences in results. Unless otherwise noted, analysis is based on %7-10 scores. Excludes don't know. See slide 47 for base sizes.



ETHNICITY PERCEPTIONS OF CPS

Indigenous and Black citizens have the lowest perceptions of CPS.

Exhibit 34

Highest score	
Second highest score	
Second lowest score	
Lowest Score	

CAUTION: Low base sizes across ethnicities except White 	White	South/ Southeast Asian	Chinese	Black	Filipino	Latin American	Arab / West Asian	Indigenous
Is a police service I trust								
Makes it easy to find information about services offered								
Officers use authority and force appropriately								
Officers respond in a fair way when dealing with all segments of the Calgary community								
Officers are ethical								
Officers are competent in their duties								
Officers are professional								
Officers show empathy to victims of crime								
Officers demonstrate the appropriate level of care and concern								
Officers handle incidents involving people in crisis effectively								
CPS has a good understanding of your community and its concerns (% Agree)								
Use of body worn cameras by CPS (% agree) Note: All 90%+ agreement								
Satisfaction with CPS's response during the pandemic (% Satisfied)								

Note: This slide shows patterns in perceptions. It does not indicate significant differences in results. Unless otherwise noted, analysis is based on %7-10 scores. Excludes don't know. See slide 47 for base sizes.



APPENDICES

Appendix A: Research Methodology

Detailed Research Methodology

Research Agency

Illumina Research Partners is a Canadian Research Insights Council (CRIC) Accredited Agency. The CRIC Accredited Agency Seal recognizes members who have made the highest commitment to follow best practices and adhere to world-leading standards and ethics in market research, analytics and insights.



For more information:

<https://www.canadianresearchinsightscouncil.ca/wp-content/uploads/2019/09/CRIC-Public-Opinion-Research-Standards-and-Disclosure-Requirements-1.pdf>

For any further inquiries about CRIC and our research practices, please contact Illumina's President & CEO, Yvonne Brouwers, at ybrouwers@illumina-research.com.

Research Sponsor

The 2020 Citizen Satisfaction Survey was sponsored and funded by the Calgary Police Commission.

It was conducted by Illumina Research Partners with help from Elemental Data Collection Inc. who conducted the telephone interviews.

Questions Asked

The full questionnaire is in the appendix.

Field Dates

- The survey was fielded over eight weeks from May 6 to July 3, 2020 to minimize the impact of point-in-time events.

Methodology & Target Audience

- The survey was conducted via Computer-Assisted Telephone Interviewing (CATI) of 1,004 randomly selected Calgary residents 18 years of age or older with listed and unlisted landline (n=398) and cellular telephone numbers (n=606).

Data Collection Quality Control Processes

- Random digit dialing was used to reach Calgarians.
- Eight call backs were made to each listing before replacing with an alternate phone number.
- Telephone interviews were conducted in English and took an average of 22.0 minutes to complete.
- A minimum of ten percent of each interviewer's work was unobtrusively monitored for quality control.
- Quotas were set proportionate to gender and age in Calgary and the population of CPS districts.

Survey Limitations

This survey is a probability sample. Given the population of Calgary (1,315,602 based on the 2019 census¹) with a sample size of 1,004 interviews, the results are predicted to be accurate for the general population to within +/- 3.1% 19 times out of 20 (a 95% confidence level).

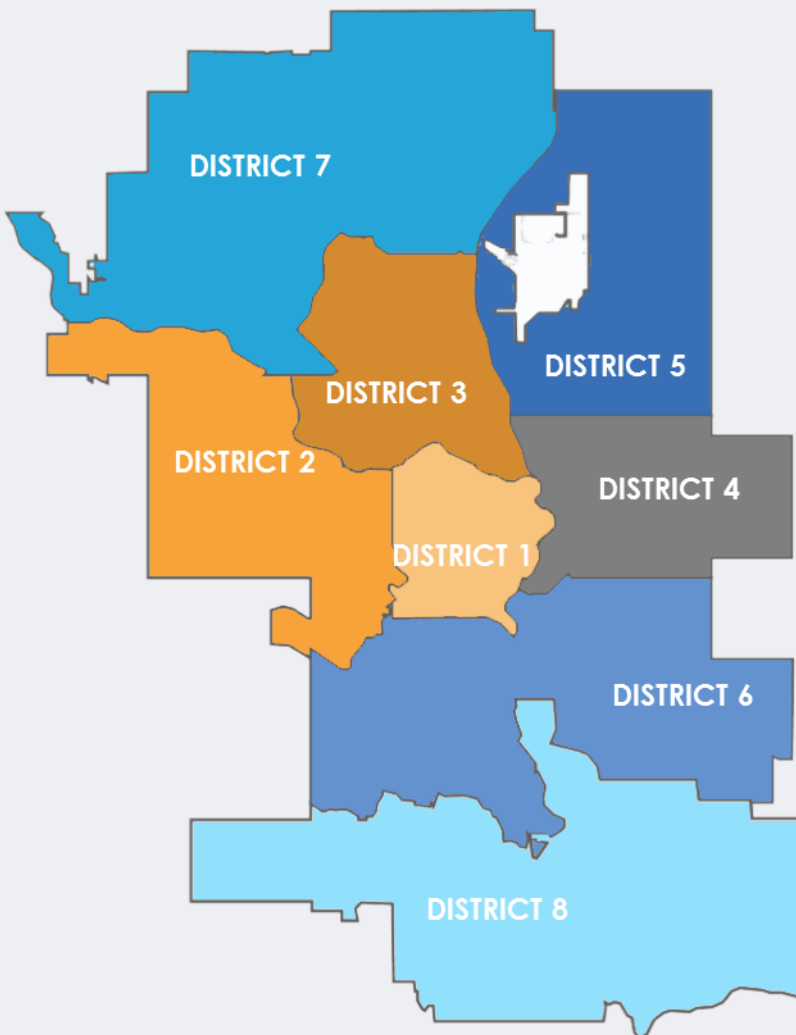
When results are analyzed within different segments, the margin of error becomes larger due to smaller sample sizes. Unless otherwise stated, results are presented on the total sample of Calgary residents.

Data Weighting

The data was not weighted due to a structured sampling frame that included gender, age, and CPS district location.

Source: 1 <https://calgaryeconomicdevelopment.com/research-and-reports/demographics-lp/population/>

DISTRICT DISTRIBUTION AND METHODOLOGY CHANGES



District Distribution

The data was collected proportionate to the population of CPS district locations.

Exhibit 35 Distribution of Sample by District


District Location	% of City of Calgary Population	n
District 1	6%	60
District 2	14%	140
District 3	10%	101
District 4	7%	70
District 5	12%	120
District 6	11%	110
District 7	22%	221
District 8	18%	182
Total	100%	1004

Methodology Changes

- In 2012 and 2013, age quotas based on 2011 results were introduced to reduce the impact of fewer younger Calgarians having a landline telephone.
- Age quotas were not used in 2014 or 2015. Instead, the sample was divided between landline (n=700) and cellular telephones (n=300) to reach younger demographic groups. The cellular telephone sample has continued to increase.
 - 2016: landline n=580 and cell phone n=420
 - 2018: landline n=500 and cell phone n=500
 - 2020: landline n=398 and cell phone n=606
- Starting in 2016, quotas for younger age groups have been increased each year so that Calgarians surveyed will eventually be fully representative of the Calgary population based on census results. This gradual increase has been implemented so that changes in demographics do not impact research results. The 2020 age quotas are representative of the Calgary population.
- In 2017 and 2019, qualitative research was conducted with citizens. As a result, there are no comparable quantitative data results for these two years.
- In 2018, the timing of the research was adjusted to start in mid March rather than late June so that results could inform strategic planning. In 2020, the timing was adjusted to start in early May because of the COVID-19 pandemic.
- These changes in methodology do not impact comparability to previous years' data.

COMPARING SURVEY DEMOGRAPHICS TO STATISTICS CANADA 2016 CENSUS

Exhibit 36	2020 Survey n=1004	Census 2016 Statistics Canada ¹
Gender		
Male	51%	50%
Female	49%	50%
Age		
18 to 24	11%	11%
25 to 34	21%	21%
35 to 44	20%	20%
45 to 54	18%	18%
55 to 64	15%	15%
65 to 74	8%	8%
75+	6%	6%

Exhibit 37	2020 Survey n=1004	Census 2016 Statistics Canada ¹
Racial or Cultural Group 		
White (not a visible minority)	74%	61%
South Asian (e.g., East Indian, Pakistani, Sri Lankan, etc.)	7%	9%
Chinese	4%	7%
Black	5%	4%
Filipino	2%	6%
Latin American	3%	2%
Arab	2%	2%
Southeast Asian (e.g., Vietnamese, Cambodian, Laotian, Thai, etc.)	3%	2%
West Asian (e.g., Iranian, Afghan, etc.)	1%	1%
Korean	<1%	1%
Japanese	1%	<1%
First Nations (North American Indian; includes Status and Non-Status Indians)	2%	1%
Métis	2%	2%
Inuk (Inuit)	<1%	<1%
Other	2%	
Refused	3%	

Sources:

¹ <https://www12.statcan.gc.ca/census-recensement/2016/dp-pd/prof/details/page.cfm?Lang=E&Geo1=POPC&Code1=0115&Geo2=PR&Code2=48&SearchText=Calgary&SearchType=Begin&SearchPR=01&B1=All&GeoLevel=PR&GeoCode=0115&TABID=1&type=0>

² <https://www12.statcan.gc.ca/census-recensement/2016/ref/guides/006/98-500-x2016006-eng.cfm>

Statistics Canada includes Aboriginal people and those who are white as "not a visible minority." See link in footnote 2 for more information on classifications.

Aboriginal population counts were subtracted from "White (not a visible minority)" to show separate percentages for White and Aboriginals on this slide.

REPORTING OF RESULTS

Top box reporting (focusing on nine and ten ratings) is a very high standard making the results more focused and actionable.

This report shows top, middle and bottom box results from 2008 to 2020 where possible.

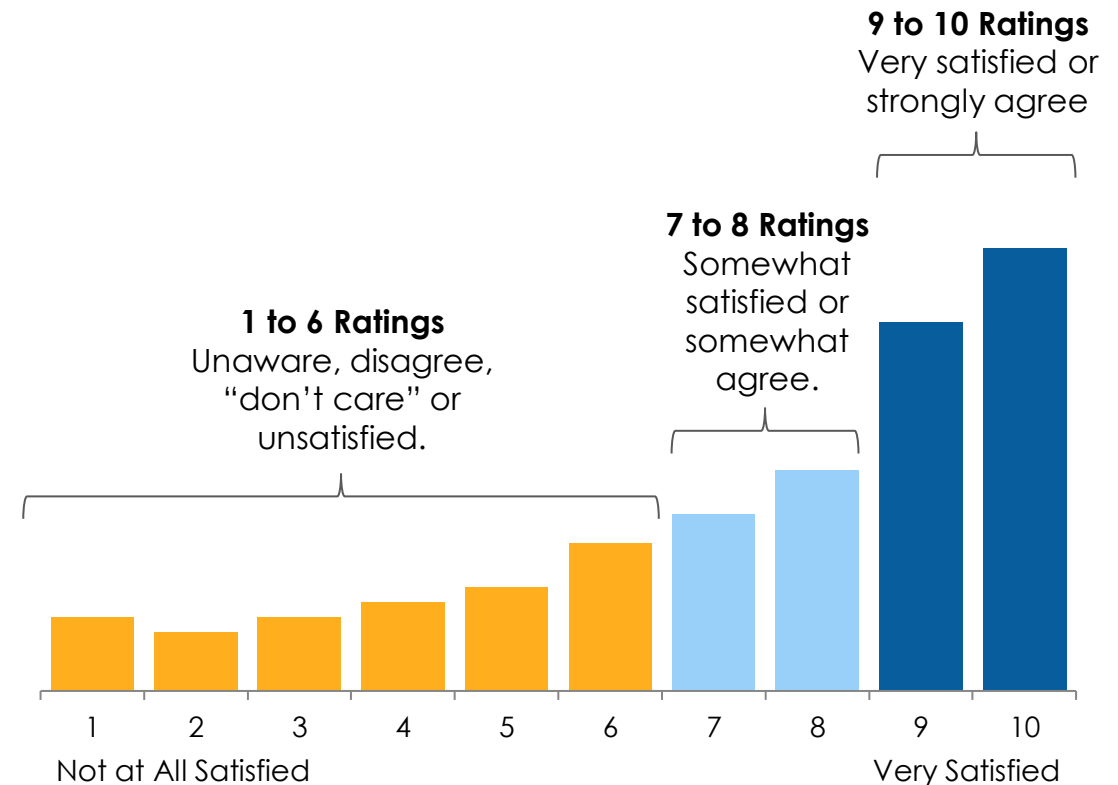
Top box ratings are the best-in-class standard in performance tracking; the most rigorous measure for tracking true satisfaction.

Research has shown that top box ratings (% of nine and ten ratings) are awarded by individuals who have very strong, positive opinions. They are the most satisfied and least likely to change their opinions.

By focusing on “top box,” research results become more focused, clear, and actionable.

Scale

- Throughout the Citizen survey, rating scales of one to ten are used.
- Unless otherwise noted, rating scales represent: 1=strongly disagree, 10=strongly agree.

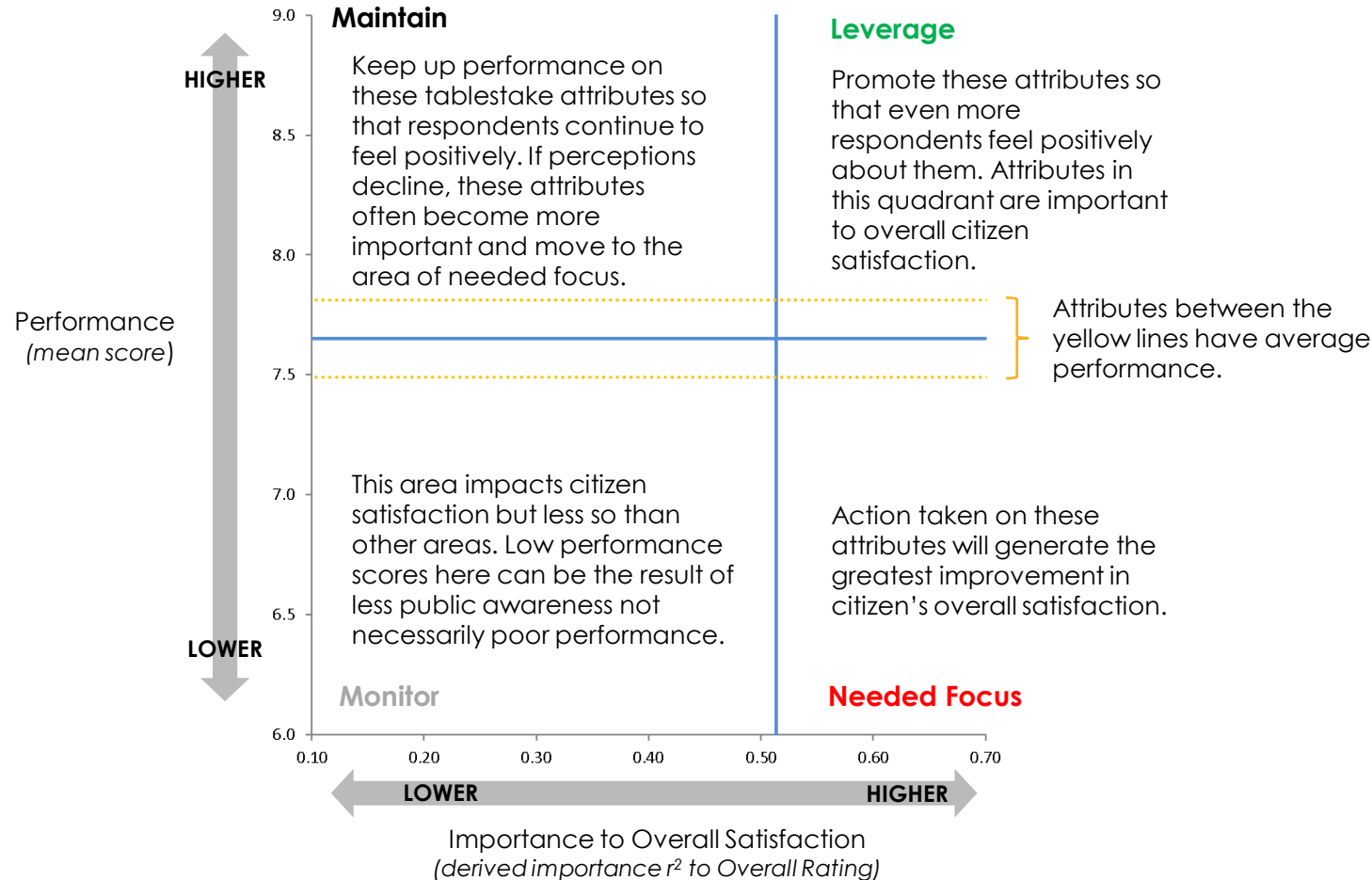


Appendix B: Priority Grid

PRIORITY GRIDS EXPLAINED

To determine priorities, derived importance is plotted against performance ratings on a 2x2 priority grid.

PRIORITY GRID



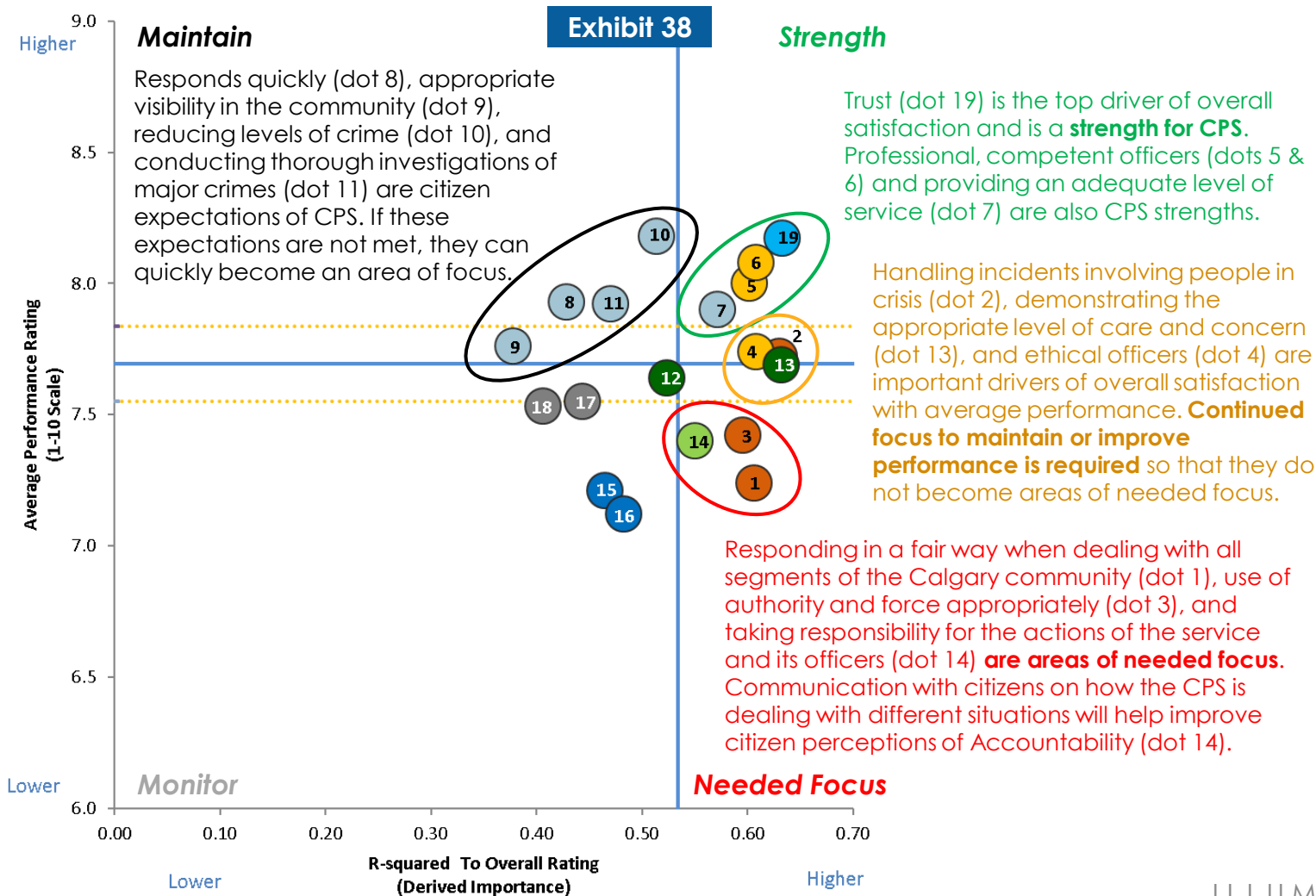
PRIORITY GRIDS EXPLAINED

Respondents rated the Calgary Police Service on 19 performance attributes. Illumina analyzed the relationship between the overall satisfaction and respondent ratings to reveal the strongest links.

- The greater the correlation (expressed as r -squared) between overall satisfaction and a given attribute, the stronger the link.
- Attributes positioned further to the right are more influential in driving overall satisfaction.
- Attributes positioned further up are performing better than attributes positioned lower on the map.

2020 CITIZEN PRIORITY GRID (OVERALL SATISFACTION) AT THE GRANULAR LEVEL

Trust, demonstrating an appropriate level of care and concern, and handling incidents involving people in crisis effectively have the most influence on citizen satisfaction.




Officer Conduct	
1	Officers respond in a fair way when dealing with all segments of the Calgary community
2	Officers handle incidents involving people in crisis effectively
3	Officers use authority and force appropriately
Professionalism	
4	Officers are ethical
5	Officers are competent in their duties
6	Officers are professional
Crime Response	
7	CPS provides an adequate level of service to the public
8	CPS responds quickly when needed
9	CPS maintains appropriate visibility in the community
10	CPS is dedicated to reducing levels of crime
11	CPS conducts thorough investigations of major crimes
Caring	
12	Officers show empathy to victims of crime
13	Officers demonstrate the appropriate level of care and concern
Accountability	
14	CPS takes responsibility for the actions of the service and its officers
Prevention	
15	CPS prevents crime by working with at-risk youth
16	CPS prevents crime by partnering with community agencies to address issues such as mental health, etc.
Communication	
17	CPS keeps Calgarians informed about safety, crimes, and police actions
18	CPS makes it easy to find information about services offered
Trust	
19	CPS is a police service I trust

Base: Total respondents. Each dot has a different base due to don't know responses. Base sizes range from 877 – 1002.

Appendix B: Demographics

DEMOGRAPHICS







Exhibit 39	2008 n=1007	2009 n=1006	2010 n=1004	2011 n=1005	2012 n=1002	2013 n=1003	2014 n=1000	2015 n=1002	2016 n=1000	2018 n=1000	2020 n=1004
Gender											
Male	50%	50%	50%	50%	50%	50%	50%	50%	50%	51%	51%
Female	50%	50%	50%	50%	50%	50%	50%	50%	50%	49%	49%
Age n=980											
18 to 24	7%	5%	3%	3%	4%	4%	6%	6%	8%	9%	11%
25 to 34	11%	9%	10%	7%	7%	6%	13%	11%	15%	19%	21%
35 to 44	18%	16%	14%	13%	13%	14%	16%	17%	19%	20%	20%
45 to 54	23%	26%	23%	22%	22%	20%	18%	17%	19%	18%	18%
55 to 64	19%	20%	24%	23%	24%	21%	19%	21%	16%	17%	15%
65 to 74	13%	12%	13%	16%	17%	17%	15%	15%	14%	9%	8%
75+	11%	10%	12%	14%	12%	15%	10%	11%	8%	7%	6%
Don't Know / NA	-	2%	2%	3%	1%	2%	3%	2%	2%	3%	<1% 
Member of a Visible Minority Group											
Yes	17%	17%	13%	15%	13%	-	-	-	21%	22%	23%
No	81%	82%	86%	83%	86%	-	-	-	78%	77%	75%
Don't know / refused	2%	1%	1%	1%	1%	-	-	-	1%	2%	1%

 Denotes significantly higher than 2018
 Denotes significantly lower than 2018

Appendix C: Additional Detailed Reporting

SAFETY OR CRIME ISSUE OF GREATEST CONCERN (FIRST MENTION)













Question: Considering the City of Calgary as a whole, what would you say is the safety or crime issue of greatest concern to you, if any?

Exhibit 40 FIRST MENTION*	2008 n=1007	2009 n=1006	2010 n=1004	2011 n=1005	2012 n=1002	2013 n=1003	2014 n=1000	2015 n=1002	2016 n=1000	2018 n=1000	2020 n=1004
Illegal drug activities	9%	8%	13%	12%	9%	10%	7%	8%	10%	16%	15%
None / no issue of great concern	9%	10%	12%	14%	15%	19%	20%	18%	16%	12%	15% 
House break-ins / break and enter	8%	6%	13%	19%	14%	15%	19%	15%	21%	13%	9% 
Illegal gang activities	23%	46%	24%	18%	24%	16%	8%	12%	11%	6%	8%
Theft other than vehicles	2%	1%	2%	2%	2%	4%	4%	5%	6%	7%	6%
Violent crimes (general)	2%	1%	1%	<1%	1%	1%	<1%	1%	1%	1%	6% 
Theft of vehicles	1%	1%	1%	1%	2%	2%	2%	3%	3%	12%	5% 
Traffic violations (speeding, unsafe driving)	2%	2%	3%	4%	4%	6%	6%	6%	4%	2%	3%
Homelessness / increase in homelessness	2%	1%	1%	1%	1%	1%	1%	1%	1%	1%	3% 
Mugging / robbery	<1%	1%	1%	1%	<1%	<1%	<1%	-	<1%	1%	2%
Safety in public places (downtown, streets)	4%	2%	4%	3%	2%	2%	2%	1%	<1%	1%	2%
Domestic abuse	1%	<1%	<1%	1%	<1%	<1%	<1%	1%	1%	1%	2%
Image of police or justice system	1%	<1%	<1%	<1%	<1%	1%	1%	<1%	<1%	<1%	1%
Conflict between racial / ethnic groups	<1%	<1%	<1%	<1%	<1%	-	-	<1%	1%	<1%	1%
Damage to property	1%	<1%	2%	1%	2%	1%	1%	1%	1%	1%	1%
Sexual assault	1%	<1%	<1%	<1%	2%	1%	1%	<1%	1%	<1%	1%
Unemployed people who commit crimes	<1%	-	<1%	<1%	<1%	<1%	-	<1%	1%	<1%	1%
Assault causing injury	5%	3%	3%	4%	5%	4%	8%	5%	3%	2%	1%
Gun crime / shootings	4%	2%	1%	1%	2%	1%	1%	6%	3%	4%	1% 
Organized crime	2%	<1%	<1%	<1%	1%	1%	<1%	<1%	1%	2%	1%
Vehicle break-ins	-	-	-	-	-	<1%	<1%	-	1%	<1%	1%
Vandalism	<1%	1%	1%	1%	<1%	<1%	<1%	<1%	<1%	1%	1%
Don't know	6%	3%	4%	4%	2%	4%	3%	3%	4%	9%	9%
Other	1%	2%	1%	<1%	1%	1%	2%	<1%	2%	1%	1%

 Denotes significantly higher than 2018
 Denotes significantly lower than 2018

SAFETY OR CRIME ISSUE OF GREATEST CONCERN (TOTAL MENTIONS)











Question: Considering the City of Calgary as a whole, what would you say is the safety or crime issue of greatest concern to you, if any?
What other safety or crime issues come to mind?

Exhibit 41 TOTAL MENTIONS*	2008 n=1007	2009 n=1006	2010 n=1004	2011 n=1005	2012 n=1002	2013 n=1003	2014 n=1000	2015 n=1002	2016 n=1000	2018 n=1000	2020 n=1004
Illegal drug activities	20%	21%	25%	23%	19%	18%	13%	16%	19%	27%	27%
None / no issue of great concern	21%	27%	27%	31%	32%	36%	41%	40%	35%	27%	26%
House break-ins / break and enter	19%	22%	30%	35%	30%	27%	31%	27%	34%	28%	22% 
Theft other than vehicles	5%	6%	7%	5%	9%	11%	12%	11%	13%	14%	13%
Illegal gang activities	34%	54%	33%	25%	32%	22%	13%	18%	16%	11%	13%
Theft of vehicles	5%	6%	8%	7%	7%	8%	7%	9%	10%	23%	12% 
Violent crimes (general)	3%	1%	2%	1%	1%	2%	1%	2%	3%	2%	11% 
Traffic violations (speeding, unsafe driving)	11%	12%	15%	15%	15%	17%	16%	13%	11%	6%	9% 
Domestic abuse	3%	2%	2%	2%	2%	2%	2%	2%	3%	2%	7% 
Homelessness / increase in homelessness	4%	3%	1%	2%	1%	1%	1%	2%	1%	2%	4% 
Mugging / robbery	1%	3%	3%	3%	1%	1%	1%	1%	1%	2%	4% 
Assault causing injury	9%	8%	7%	9%	12%	10%	14%	9%	8%	6%	4% 
Safety in public places (downtown, streets)	6%	4%	6%	6%	4%	4%	4%	3%	1%	2%	3%
Damage to property	3%	2%	5%	4%	4%	3%	4%	2%	3%	3%	3%
Image of police or justice system	2%	1%	<1%	<1%	1%	1%	1%	<1%	1%	1%	3% 
Sexual assault	4%	3%	2%	2%	7%	3%	3%	2%	3%	1%	3% 
Conflict between racial / ethnic groups	<1%	<1%	1%	1%	<1%	<1%	-	<1%	1%	1%	3% 
Organized crime	3%	1%	1%	1%	1%	1%	1%	1%	2%	3%	2%
Gun crime / shootings	6%	6%	4%	3%	4%	2%	3%	8%	5%	7%	2% 
Violent crimes (general)	3%	1%	2%	1%	1%	2%	1%	2%	3%	2%	2%
Vehicle break-ins	-	-	-	-	-	1%	<1%	<1%	1%	2%	2%
Drinking / alcohol-related crime	-	-	-	-	3%	2%	1%	1%	2%	1%	2%
Don't know	12%	5%	6%	7%	4%	6%	6%	5%	8%	16%	15%
Other	4%	3%	1%	1%	2%	2%	4%	3%	5%	2%	3%

 Denotes significantly higher than 2018
 Denotes significantly lower than 2018

REASONS FOR CONFIDENCE IN CPS

Question: Why are / aren't you confident the Calgary Police can deliver the services needed?

Exhibit 42 <i>TOTAL MENTIONS*</i>	2011 n=1002	2012 n=1001	2013 n=999	2015 n=1001	2016 n=997	2018 n=997	2020 n=1002
NET: POSITIVE SENTIMENT	84%	86%	89%	87%	81%	77%	75%
Efficient / competent / helpful / reliable	6%	6%	6%	14%	6%	10%	45% 
Positive experiences with police	5%	11%	15%	17%	13%	12%	20% 
Well trained / well managed	25%	26%	14%	17%	14%	13%	17% 
Trust them / they do a good job / the best they can	43%	49%	55%	55%	47%	32%	13% 
Professional / fair	2%	4%	3%	3%	3%	3%	11% 
Quick to respond	5%	7%	9%	10%	8%	11%	9%
Strong visible presence	6%	8%	9%	12%	6%	13%	9% 
Always available when needed	5%	6%	14%	9%	11%	6%	4% 
Honest / friendly / courteous	3%	3%	3%	6%	3%	3%	4%
Hardworking / dedicated	11%	6%	3%	13%	6%	5%	4%
NET: NEGATIVE SENTIMENT	26%	25%	15%	21%	14%	21%	22%
Overworked / understaffed / underfunded	19%	17%	10%	13%	8%	13%	8% 
Systemic issues (general)	-	-	-	-	-	-	6%
Some officers are not courteous	2%	2%	3%	4%	3%	3%	6% 
Not enough visible presence	2%	3%	1%	2%	1%	2%	2%
Inexperienced / under-trained recruits	<1%	1%	1%	3%	1%	1%	2%
Slow response time	1%	1%	1%	2%	2%	3%	2%
Too preoccupied with minor crimes / issuing traffic tickets	2%	1%	1%	1%	1%	1%	1%
Based on what I have seen or heard (unspecified)	-	-	-	-	-	-	9%
Don't know	3%	3%	4%	4%	5%	9%	5% 
Other	1%	3%	1%	1%	6%	3%	2%

 Denotes significantly higher than 2018
 Denotes significantly lower than 2018

*Responses 1% or greater based on 2020.
Multiple response, will not add up to 100%



REASONS FOR SATISFACTION WITH CPS RESPONSE TO PANDEMIC

Question: Why are you [satisfied/dissatisfied] with the Calgary Police Service's response during the COVID-19 pandemic?

Exhibit 43 TOTAL MENTIONS*	2020 n=904
NET: POSITIVE SENTIMENT	70%
Officers are competent / keeping everyone safe	25%
Officers enforce government health directives (e.g. physical distancing in public)	17%
Good service / no issues / officers do a good job (general)	14%
Officers are professional / well-trained / don't abuse their authority	10%
Satisfied with police presence / active within the community	10%
Officers are helpful / polite / answer questions / approachable	9%
Officers are doing the best they can / nobody is perfect	8%
Officers are responsive / quick / available	8%
Officers follow health precautions (e.g. wear masks, physically distancing)	7%
Officers are understanding / accommodating / tolerant / fair / respectful	6%
COVID-19 cases are low / the Calgary Police Service is helping keep the virus under control	2%
I have not had a bad experience / feel safe / trust them	2%
Calgary Police Service provides good leadership / authority to the public	2%

Exhibit 44 TOTAL MENTIONS*	2020 n=904
NET: NEGATIVE SENTIMENT	12%
I have not had interaction with the Calgary Police Service / don't know what they are doing (e.g. have been staying home)	14%
Officers are not enforcing government health directives (e.g. physical distancing in public)	3%
Officers are unprofessional / abuse their authority	3%
Lack of police presence / lack of involvement	3%
NET: NEUTRAL SENTIMENT	12%
Based on my experience / general impression	7%
Based on media coverage	5%
Calgary Police Service makes no difference / does not affect the COVID-19 pandemic	3%
Refused	7%
Other	3%

NEW REASONS FOR FEELINGS OF SAFETY

Question: Why have the changes in how the Calgary Police Service delivers service [improved how safe you feel / had no impact on how safe you feel / reduced how safe you feel]?

Exhibit 45 TOTAL MENTIONS*	2020 n=965
NET: IMPROVED	49%
Officers are competent / doing a good job / keeping everyone safe and informed	19%
I feel safe / I already felt safe (general)	16%
Satisfied with police presence / patrolling keeps the community safe	10%
I don't see or hear of any issues / I trust the Calgary Police Service	9%
Officers enforce government health directives (e.g. physical distancing in public)	8%
Officers follow health precautions (e.g. wear masks, physically distance)	2%
NET: NO IMPACT	38%
I don't feel any different / nothing has changed (unspecified)	16%
I have not had interaction with the Calgary Police Service / don't know what they are doing (e.g. have been staying home)	15%
I am not familiar with any changes / haven't seen or heard of any changes	11%
NET: REDUCED	8%
Calgary Police Service involvement isn't needed / changes aren't necessary	4%
Lack of police presence / haven't seen them patrolling the community	3%
Officers are unprofessional / abuse their authority	2%
Refused	10%
Other	4%

*Responses 2% or greater. Multiple response, will not add up to 100%



ADDITIONAL CITIZEN FEEDBACK

Question: Do you have any concerns or additional feedback for the Calgary Police Service?

Exhibit 46 TOTAL MENTIONS*	2020 n=1004
NET: POSITIVE SENTIMENT	16%
Satisfied / keep up the good work (general)	12%
Officers are professional / well-trained / competent	2%
NET: NEGATIVE SENTIMENT	22%
Lack of police presence / understaffed	5%
Police force is underfunded / don't cut the budget or defund the police	4%
Improve training / more competent officers (general)	4%
Improve treatment of racialized groups / minorities	3%
Improve training - social work and sensitivity	3%
Should focus on major crime / spend less time on minor fines (e.g. traffic tickets)	3%
No further comments	64%
Other	4%

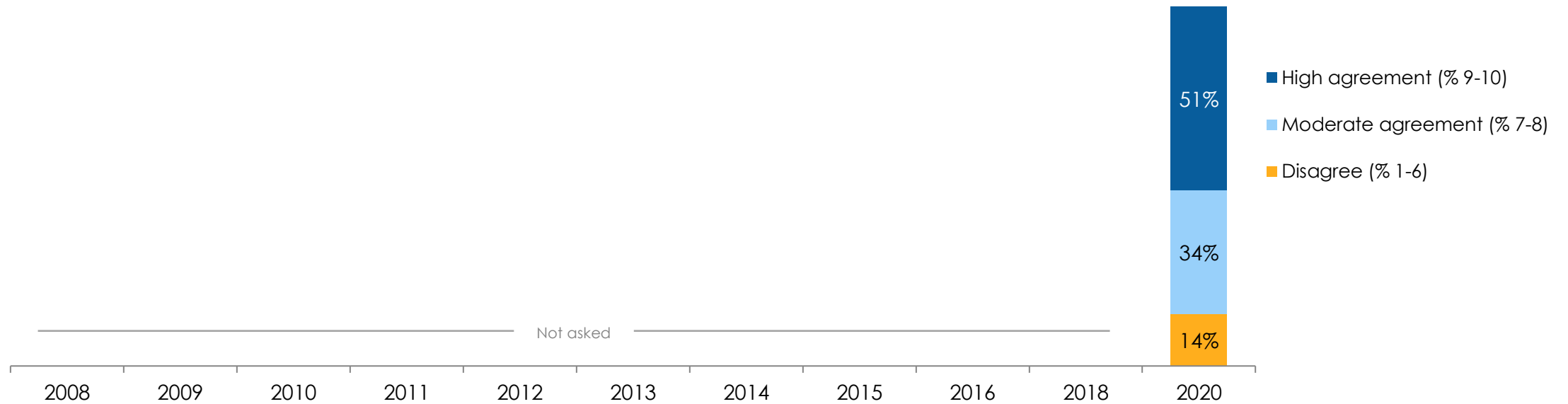
*Responses 3% or greater. Multiple response, will not add up to 100%

TRUST

Exhibit 47

Question: Please rate your level of agreement with each of the following statements.

CPS is a police service that I trust. 

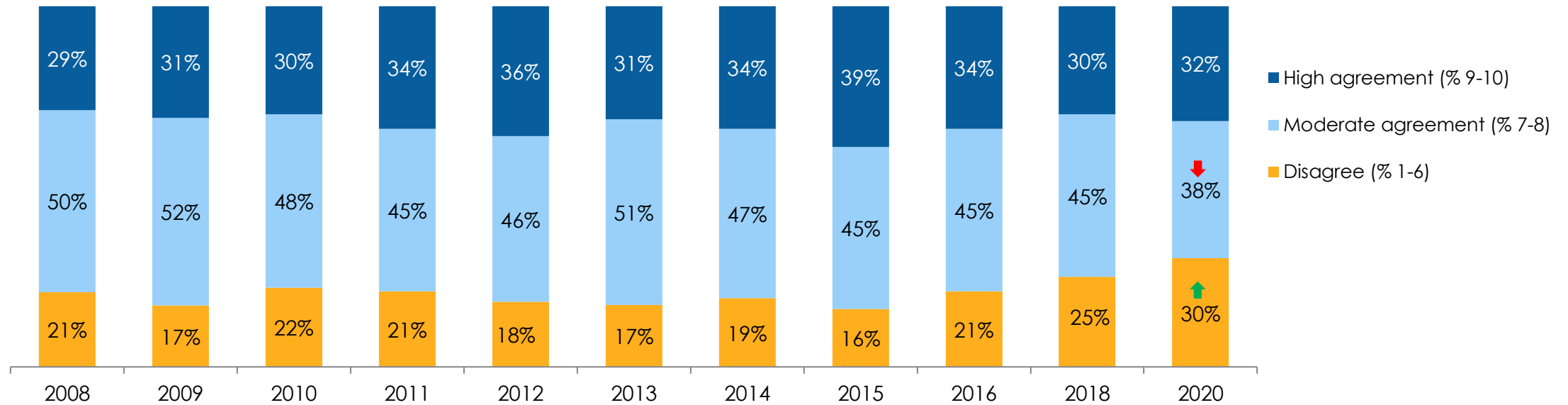


OFFICER CONDUCT

Exhibit 48

Question: Please rate your level of agreement with each of the following statements.

Officers respond in a fair way when dealing with all segments of the Calgary community.**



Base: Total respondents (2020=890; 2018=874; 2016=864; 2015=866; 2014=886; 2013=871; 2012=875; 2011=905; 2010=891; 2009=862; 2008=887). Excludes "Don't Know"

**Attribute wording changed in 2018. Prior to 2018, attribute was worded as "Responds in a fair way when dealing with all segments of the Calgary Community."



Denotes significantly higher than 2018



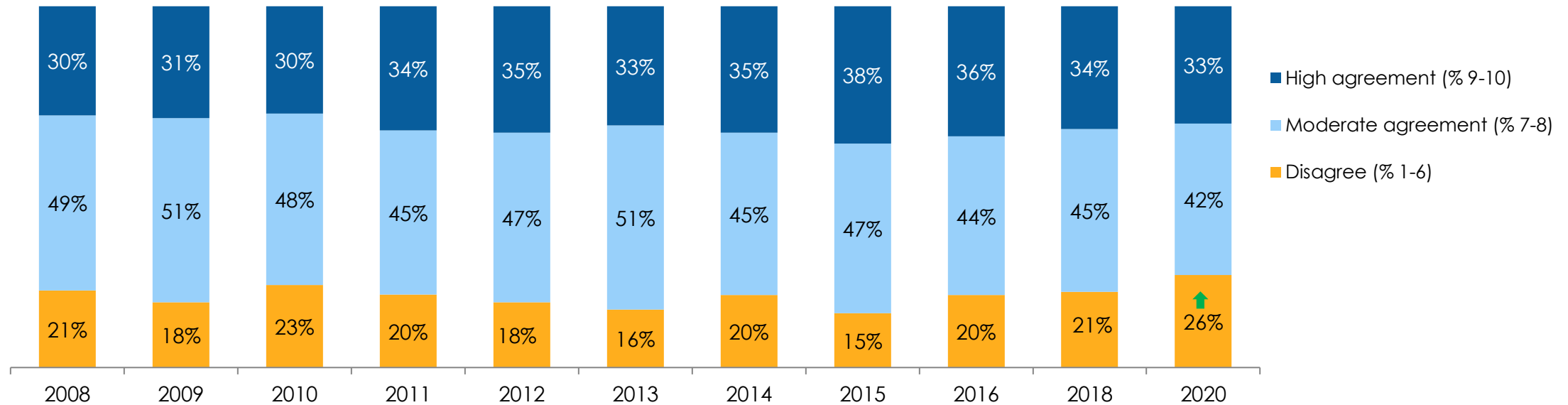
Denotes significantly lower than 2018

OFFICER CONDUCT

Exhibit 49

Question: Please rate your level of agreement with each of the following statements.

Officers use authority and force appropriately.**



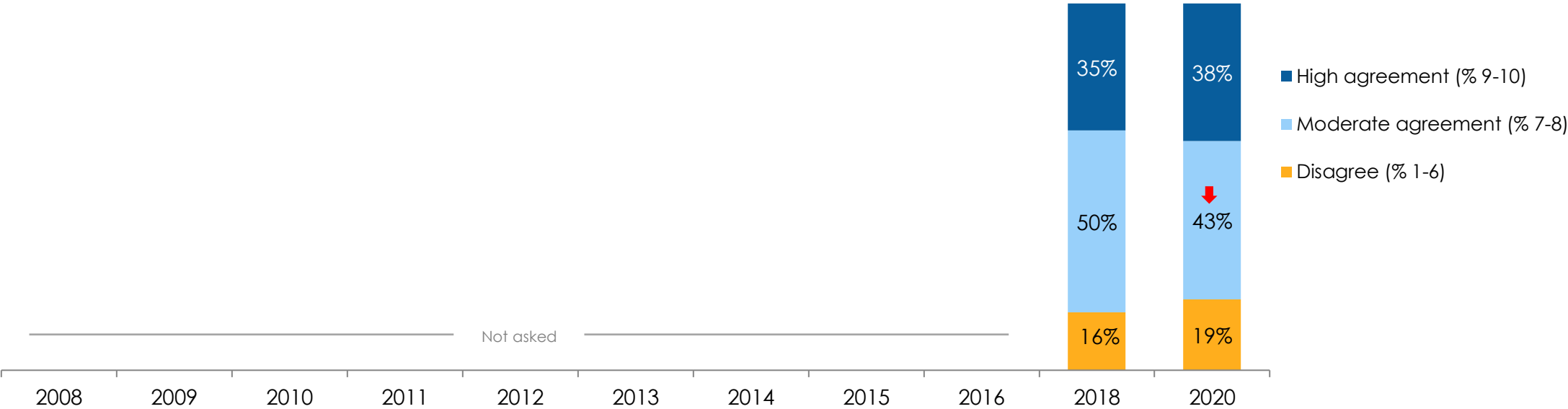
Base: Total respondents(2020=926; 2018=918; 2016=936; 2015=925; 2014=940; 2013=923; 2012=950; 2011=945; 2010=946; 2009=930; 2008=931). Excludes "Don't Know"

**Attribute wording changed in 2018. Prior to 2018, attribute was worded as "Uses its authority and force appropriately."

↑ Denotes significantly higher than 2018
↓ Denotes significantly lower than 2018

OFFICER CONDUCT

Exhibit 50 **Question:** Please rate your level of agreement with each of the following statements.
CPS handles incidents involving people in crisis effectively.

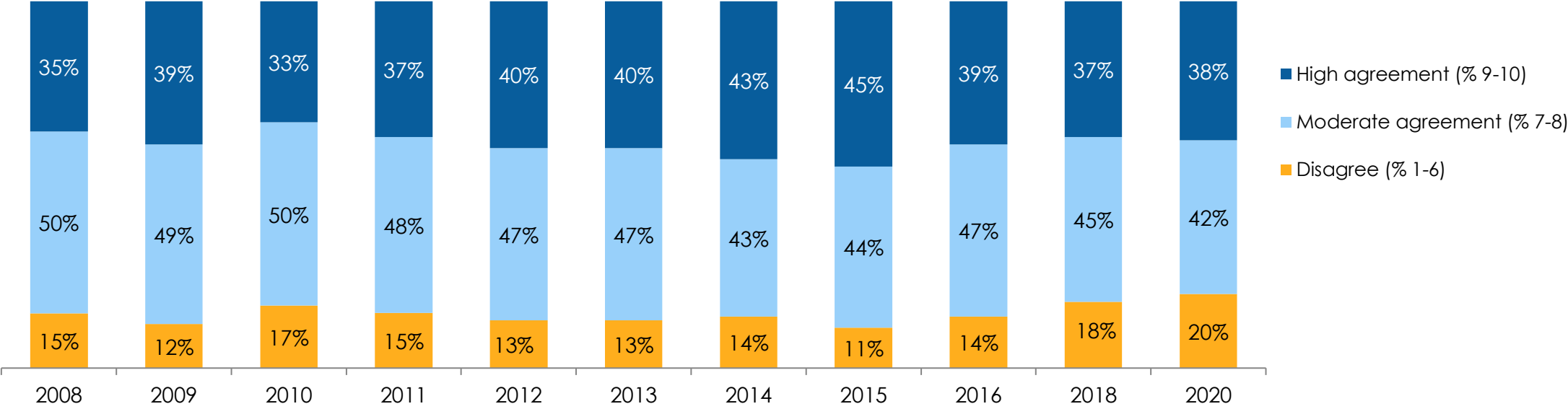


Base: Total respondents (2020=916; 2018=906)
Excludes "Don't Know"

↑ Denotes significantly higher than 2018
↓ Denotes significantly lower than 2018

PROFESSIONALISM

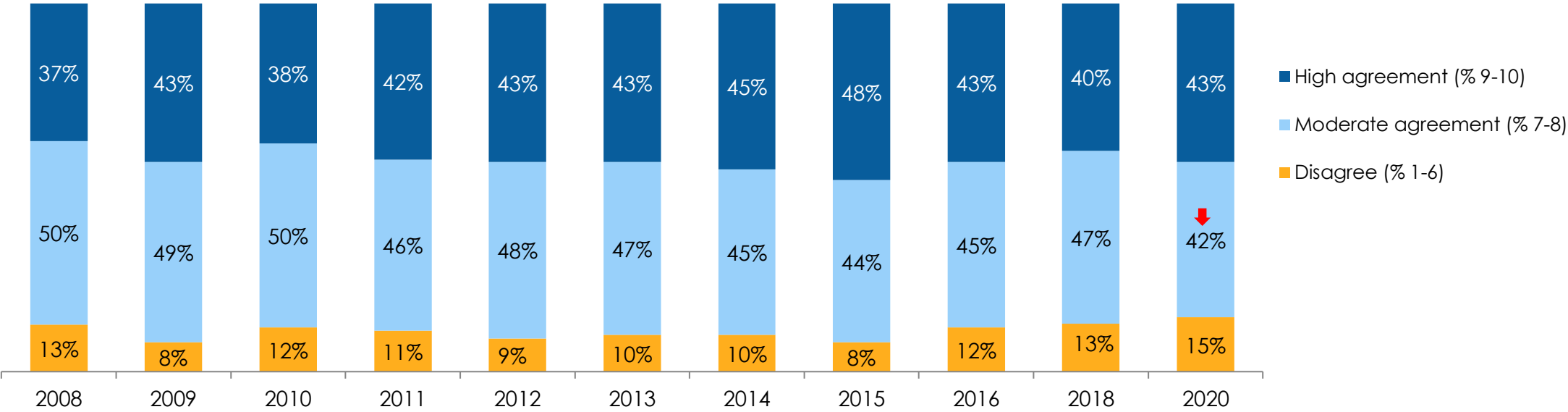
Exhibit 51 **Question:** Please rate your level of agreement with each of the following statements.
Officers are ethical.



Base: Total respondents (2020=953; 2018=916 2016=912; 2015=892; 2014=907; 2013=887; 2012=895; 2011=904; 2010=916; 2009=883; 2008=909). Excludes "Don't Know"

PROFESSIONALISM

Exhibit 52 **Question:** Please rate your level of agreement with each of the following statements.
Officers are competent in their duties.

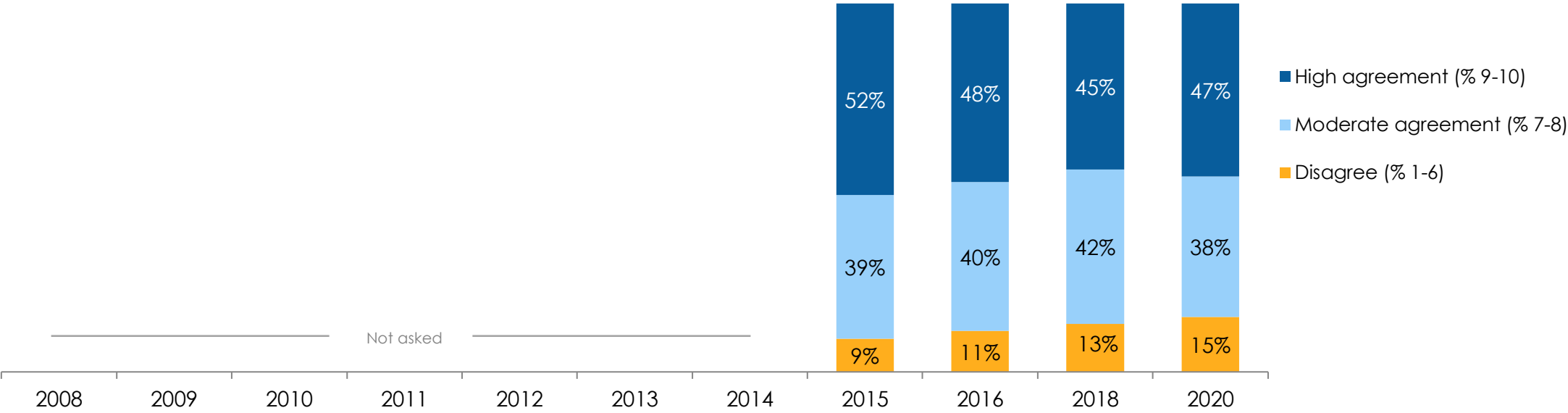


Base: Total respondents (2020=977; 2018=963; 2016=958; 2015=961; 2014=970; 2013=946; 2012=969; 2011=960; 2010=961; 2009=936; 2008=948). Excludes "Don't Know"

↑ Denotes significantly higher than 2018
↓ Denotes significantly lower than 2018

PROFESSIONALISM

Exhibit 53 **Question:** Please rate your level of agreement with each of the following statements.
Officers are professional.



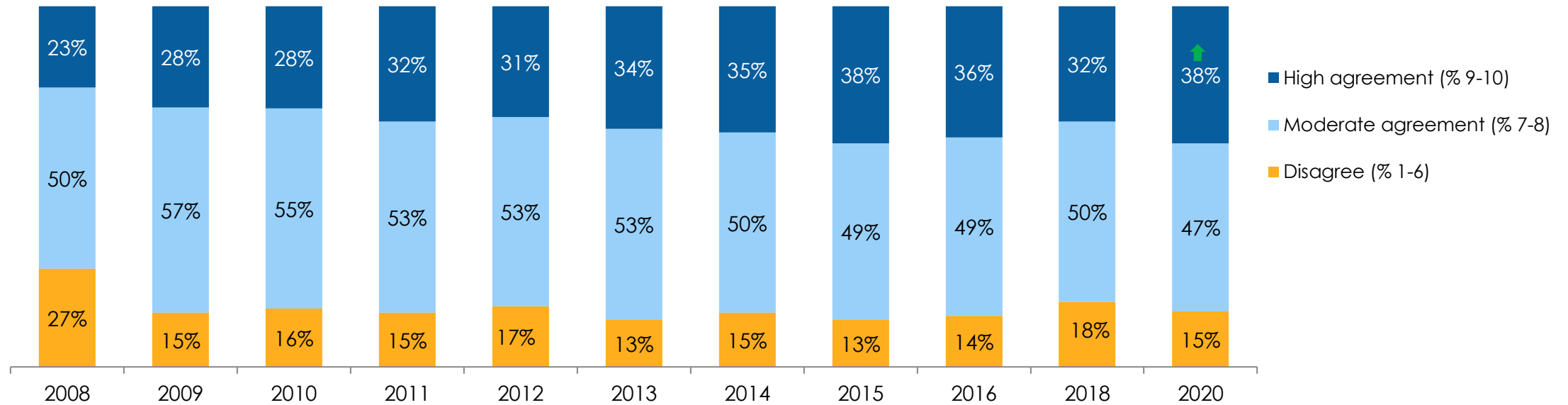
Base: Total respondents (2020=998; 2018=989; 2016=976; 2015=976). Excludes "Don't Know"

CRIME RESPONSE

Exhibit 54

Question: Please rate your level of agreement with each of the following statements.

CPS provides an adequate level of service to the public.



Base: Total respondents (2020=1001; 2018=993; 2016=976; 2015=969; 2014=970; 2013=971; 2012=981; 2011=981; 2010=971; 2009=983; 2008=976). Excludes "Don't Know"

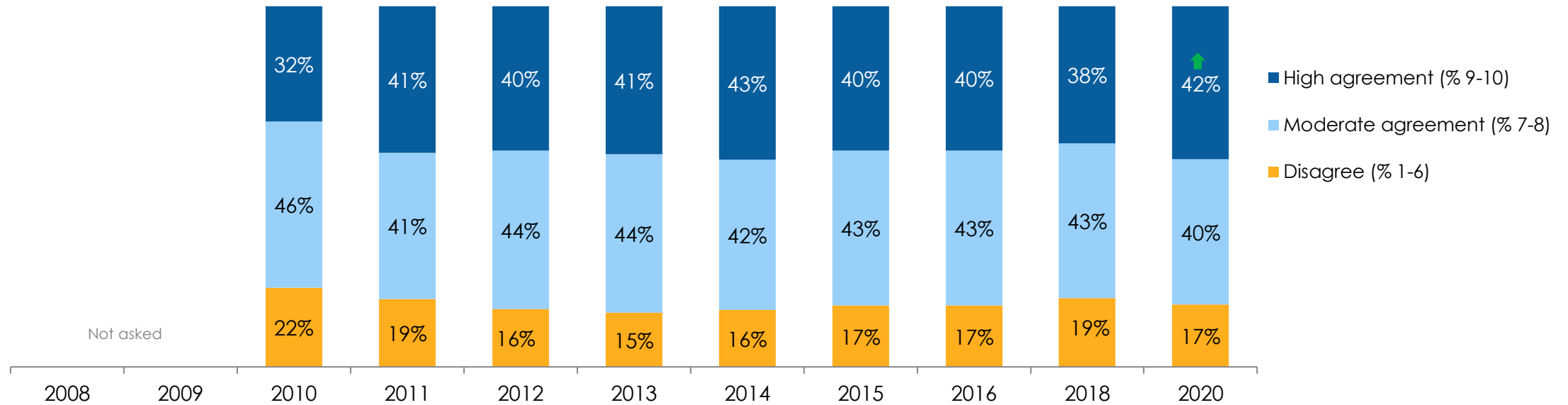
↑ Denotes significantly higher than 2018
↓ Denotes significantly lower than 2018

CRIME RESPONSE

Exhibit 55

Question: Please rate your level of agreement with each of the following statements.

CPS responds quickly when needed.



Base: Total respondents (2020=985; 2018=945; 2016=970; 2015=969; 2014=978; 2013=951; 2012=953; 2011=948; 2010=937). Excludes "Don't Know"

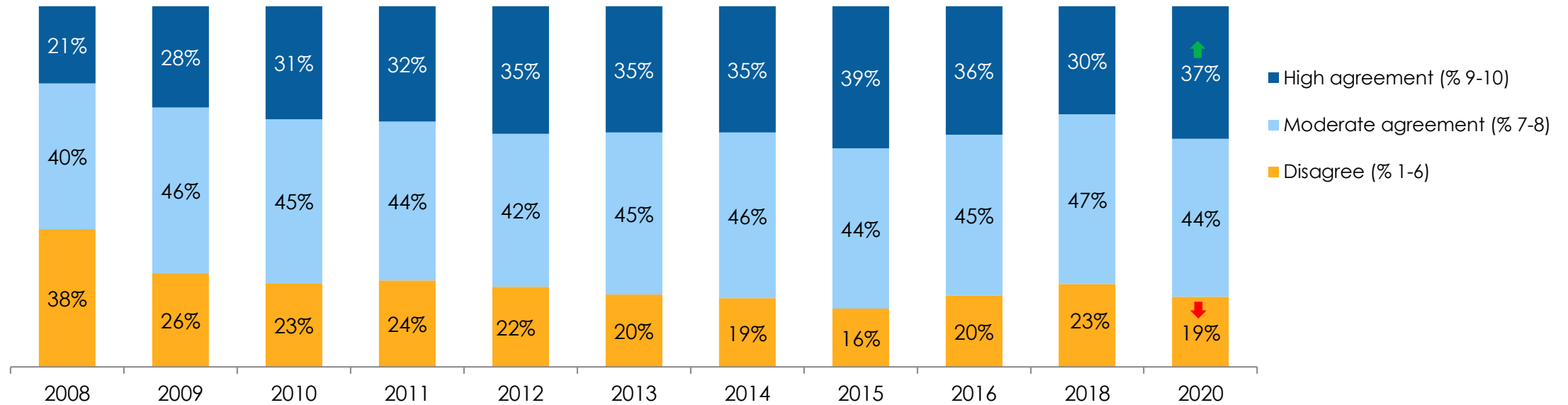
↑ Denotes significantly higher than 2018
↓ Denotes significantly lower than 2018

CRIME RESPONSE

Exhibit 56

Question: Please rate your level of agreement with each of the following statements.

CPS maintains appropriate visibility in the community.

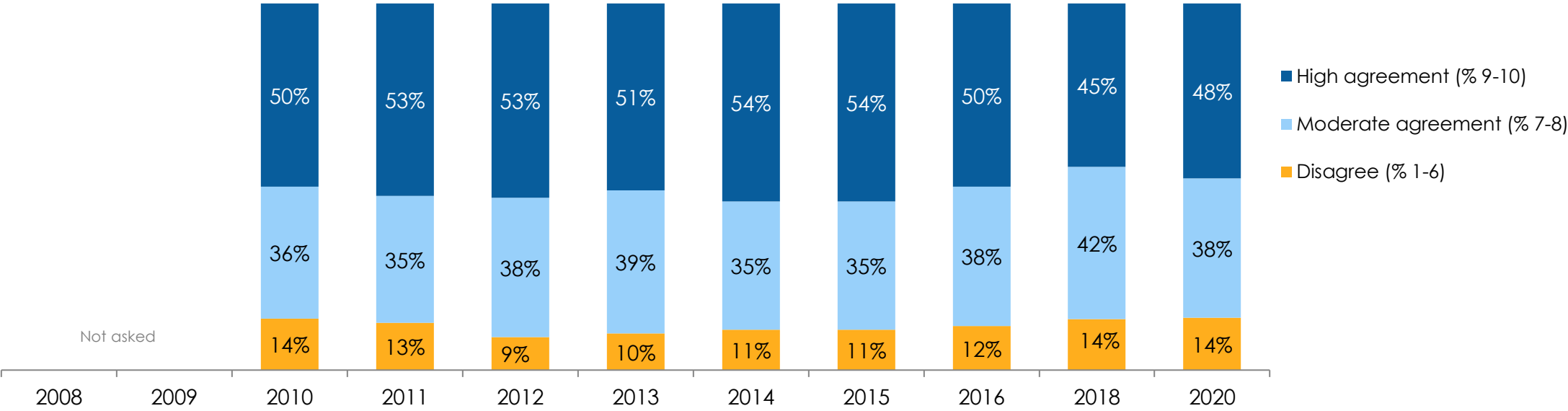


Base: Total respondents (2020=995; 2018=993; 2016=974; 2015=980; 2014=985; 2013=979; 2012=986; 2011=980; 2010=988; 2009=978; 2008=966). Excludes "Don't Know"

↑ Denotes significantly higher than 2018
↓ Denotes significantly lower than 2018

CRIME RESPONSE

Exhibit 57 **Question:** Please rate your level of agreement with each of the following statements.
CPS is dedicated to reducing levels of crime.



Base: Total respondents (2020=994; 2018=991; 2016=993; 2015=994; 2014=997; 2013=995; 2012=988; 2011=996; 2010=988). Excludes "Don't Know"

CRIME RESPONSE

Exhibit 58 **Question:** Please rate your level of agreement with each of the following statements.
CPS conducts thorough investigations of major crimes.

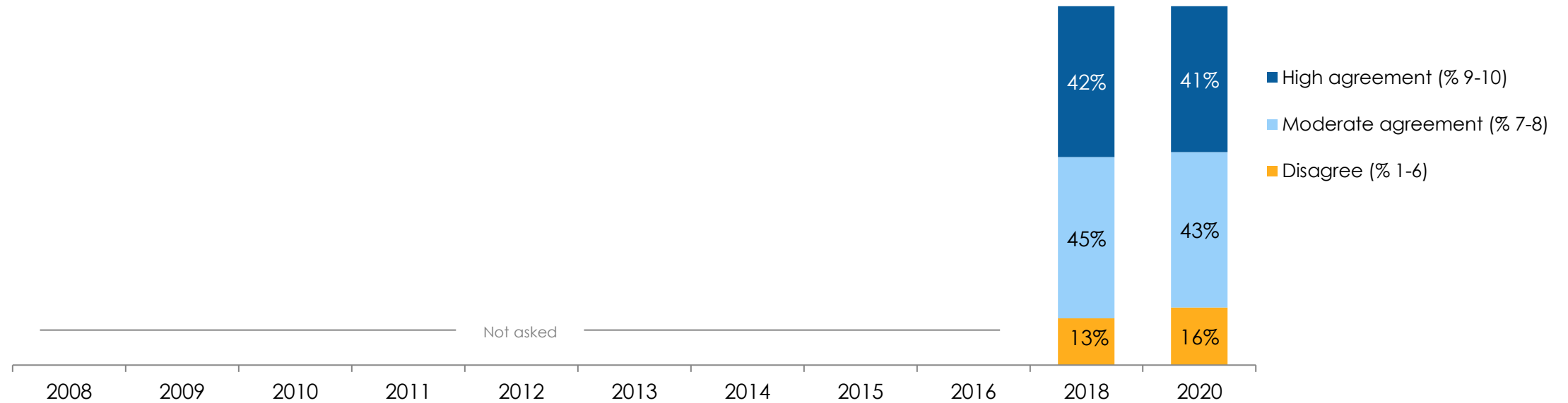
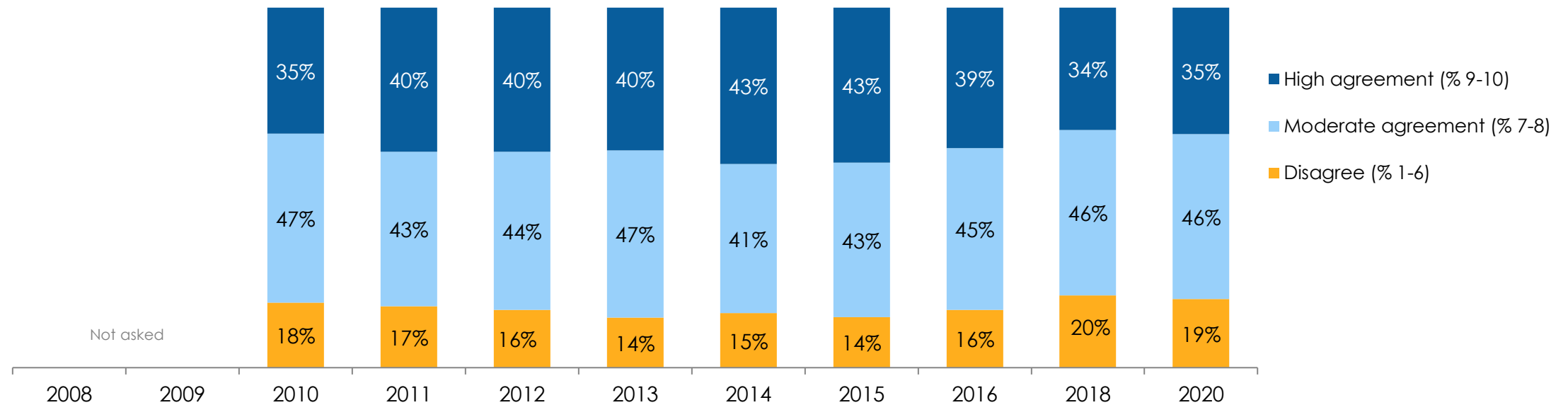


Exhibit 59 **Question:** Please rate your level of agreement with each of the following statements.
Demonstrates the appropriate level of care and concern.

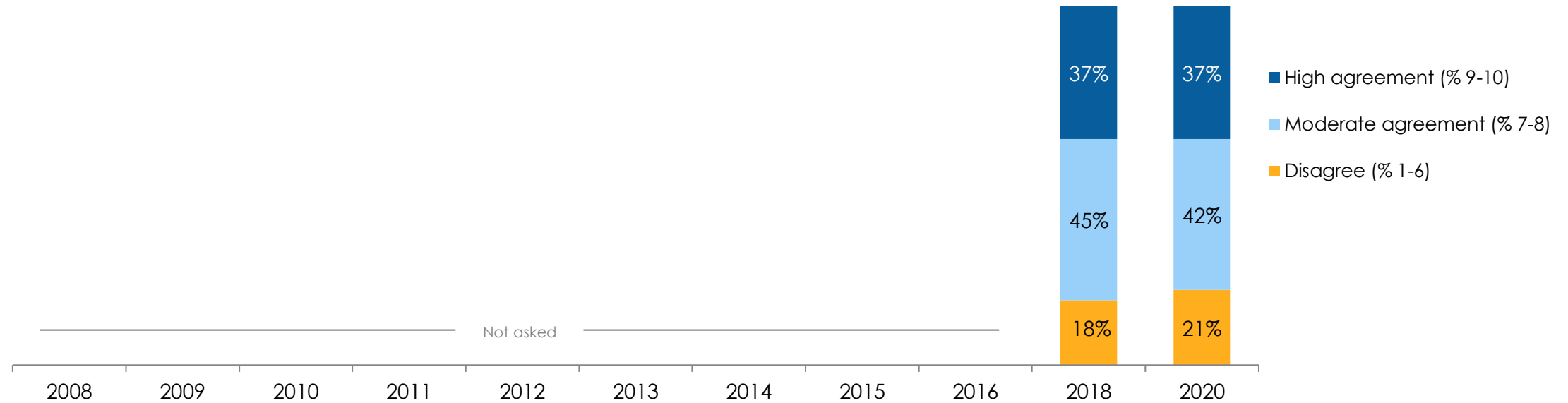


CARING

Exhibit 60

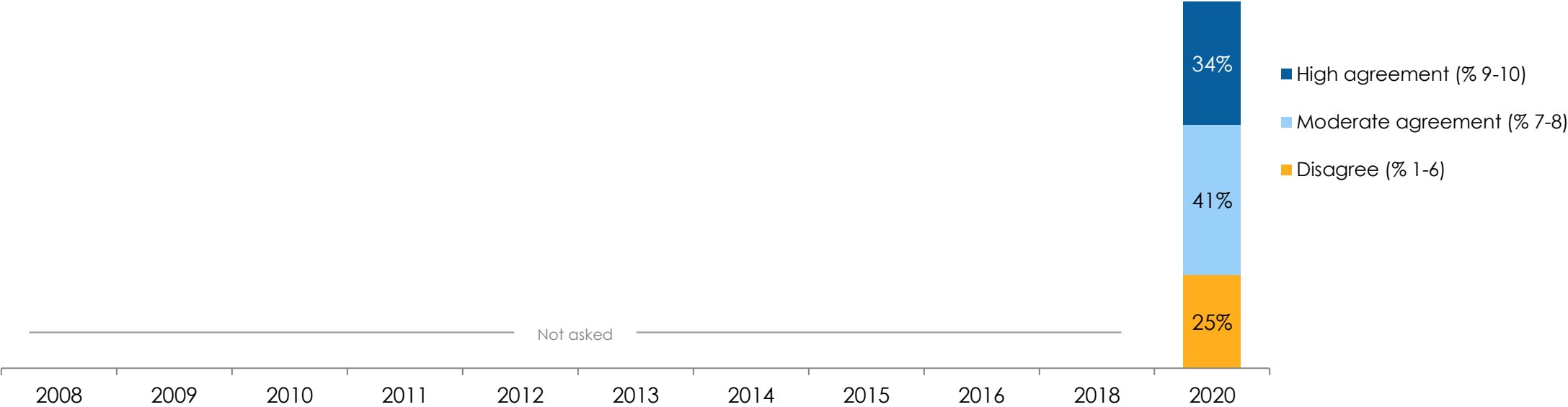
Question: Please rate your level of agreement with each of the following statements.

Shows empathy to victims of crime.



ACCOUNTABLE

Exhibit 61 **Question:** Please rate your level of agreement with each of the following statements.
CPS takes responsibility for the actions of the service and its officers. 



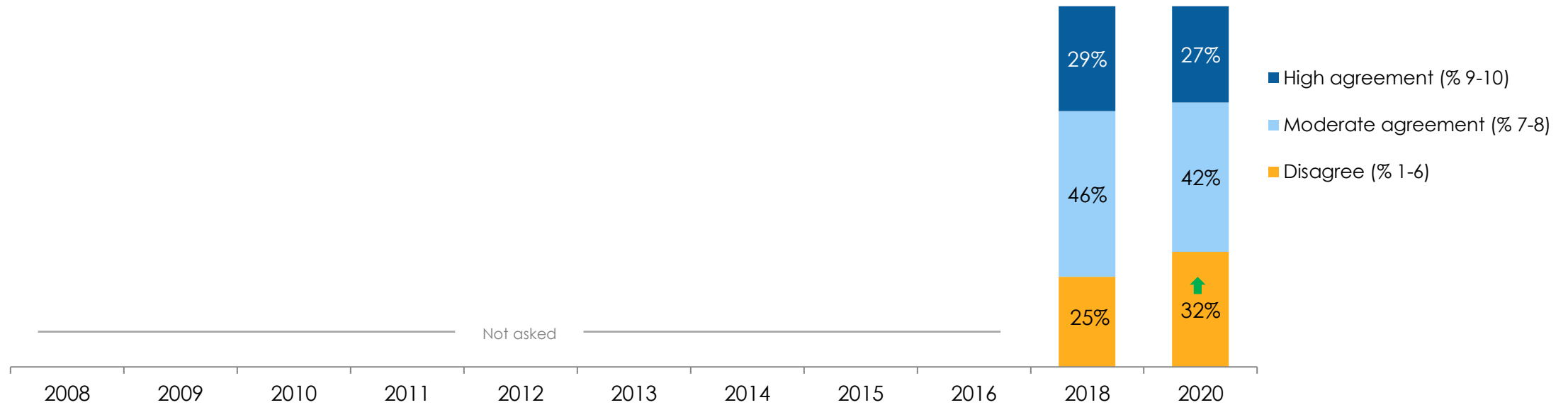
Base: Total respondents(2020=981). Excludes "Don't Know"

PREVENTION

Exhibit 62

Question: Please rate your level of agreement with each of the following statements.

CPS prevents crime by partnering with community agencies to address issues such as mental health, homelessness, and substance use.

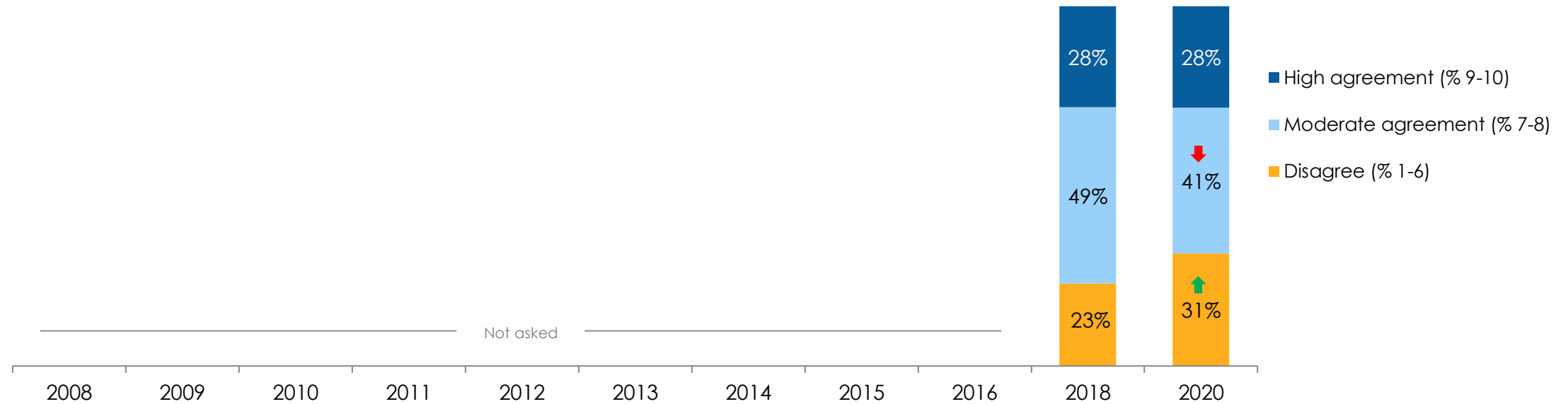


Base: Total respondents (2020=932; 2018=834).
Excludes "Don't Know"

↑ Denotes significantly higher than 2018
↓ Denotes significantly lower than 2018

PREVENTION

Exhibit 63 **Question:** Please rate your level of agreement with each of the following statements.
CPS prevents crime by working with at-risk youth.

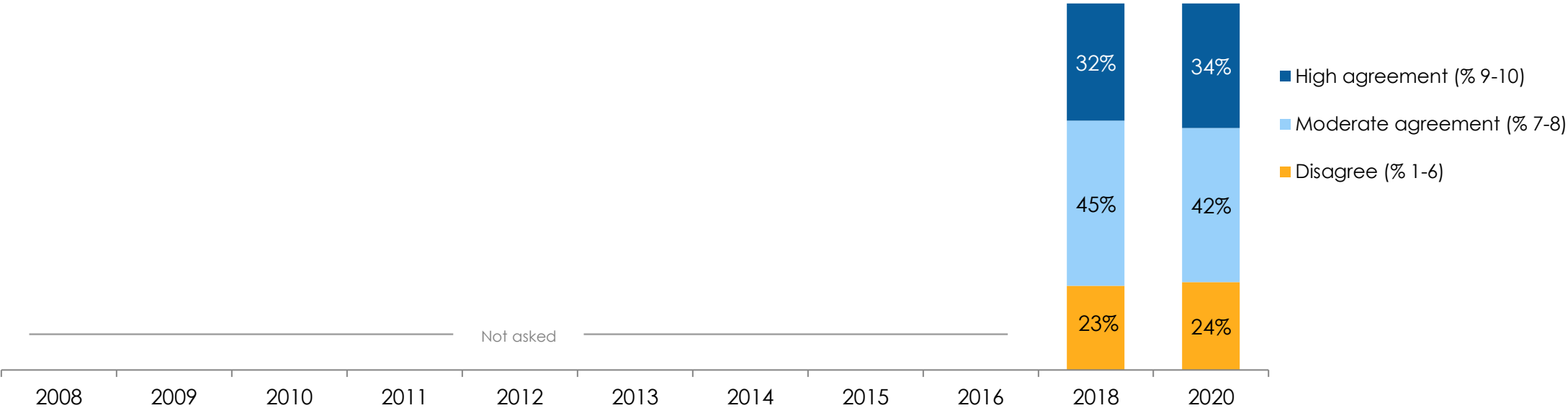


Base: Total respondents (2020=878; 2018=772).
Excludes "Don't Know"

↑ Denotes significantly higher than 2018
↓ Denotes significantly lower than 2018

COMMUNICATION

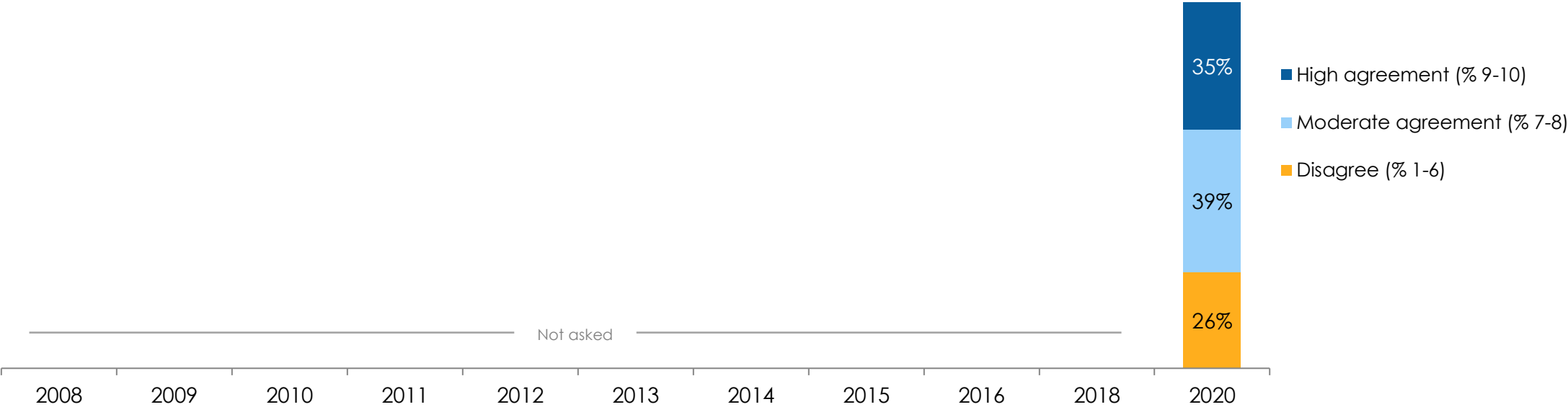
Exhibit 64 **Question:** Please rate your level of agreement with each of the following statements.
CPS keeps Calgarians informed about safety, crimes, and police actions.



Base: Total respondents (2020=997; 2018=975). Excludes "Don't Know"

COMMUNICATION

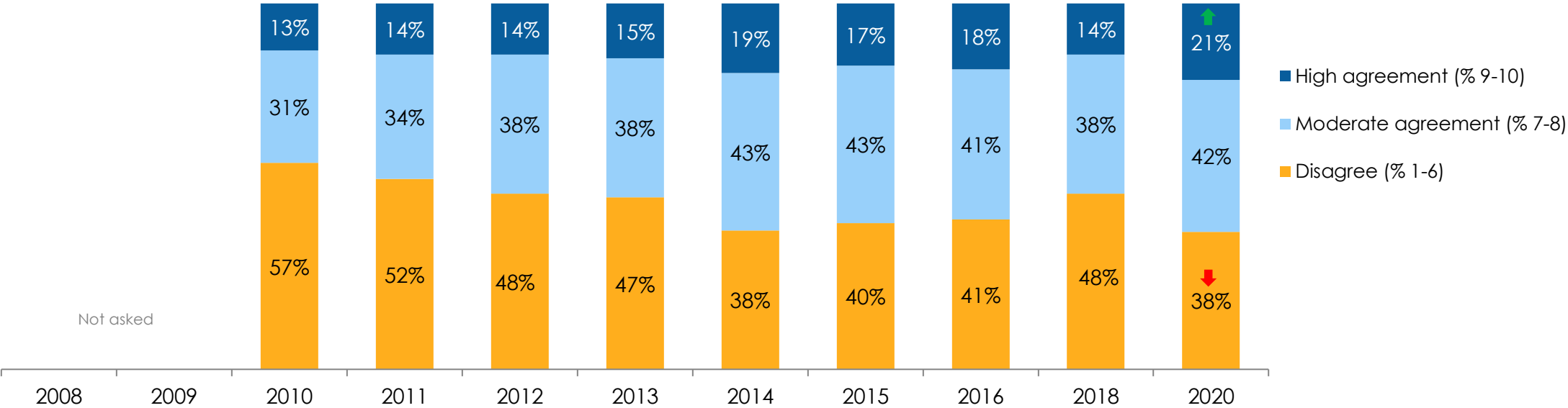
Exhibit 65 **Question:** Please rate your level of agreement with each of the following statements.
CPS makes it easy to find information about services offered. 



Base: Total respondents(2020=944). Excludes "Don't Know"

ADEQUATELY STAFFED

Exhibit 66 **Question:** Please rate your level of agreement with each of the following statements.
CPS is adequately staffed.



Base: Total respondents (2020=918; 2018=923; 2016=923; 2015=933; 2014=963; 2013=921; 2012=934; 2011=918; 2010=941). Excludes "Don't Know"

↑ Denotes significantly higher than 2018
↓ Denotes significantly lower than 2018

Appendix D: Questionnaire

QUESTIONNAIRE

CALGARY POLICE COMMISSION CITIZEN SURVEY 2020



**Calgary Police Commission
2020 Citizen Survey**

May 8, 2020

District Location	Quota % Proportionate to Population	n
District 1	6%	60
District 2	14%	140
District 3	10%	100
District 4	7%	70
District 5	12%	120
District 6	11%	110
District 7	22%	220
District 8	18%	180
Total	100%	1,000
Minimum Cellphone Sample (may be higher)	50%	500

Note:

- Weekly quotas based on 125 interviews per week distributed proportionate to district.
- Mix of landline and telephone with a minimum of 62 cellphone completes per week
- Approximately 50% male and 50% female completes by district
- Age quotas proportionate to Calgary population

Age	Maximum Quota %	n
18 - 24 years	11%	110
25 - 34 years	21%	210
35 - 44 years	20%	200
45 - 54 years	17%	170
55 - 64 years	14%	140
65 - 74 years	8%	80
75 years or older	6%	60
Refusal to Age	3%	30

NOTE: If by the last week of data collection, the refusal to age quota doesn't fill then we can increase quotas for 45-64 years proportionately to reach 1000 completes.]

A. INTRODUCTION AND SCREENING

Hello, I'm _____ on behalf of Illumina Research Partners, a marketing research company. We are conducting an important study on behalf of the Calgary Police Commission. The Calgary Police Service is taking necessary precautions to prevent the spread of COVID-19 while continuing to work to ensure the safety of citizens. We would like to ask your opinion about the Calgary Police Service. Before we begin, please note that this call may be monitored for quality assurance purposes.

[IF CALLING LANDLINE] Your household has been randomly dialed to participate in the study and all information collected will be kept completely anonymous. For this study, may I please speak to the (ALTERNATE: male/female) in your household who is 18 years of age or older and who is having the next birthday?

[IF CALLING CELLPHONE] You have been randomly dialed to participate in the study and all information collected will be kept completely anonymous.

CS1. Have I reached you on your cell phone?

Yes	1	CONTINUE
No	2	GO TO INTRO

CS3. Are you in a place where you can safely talk on the phone and answer my questions?

Yes	1	GO TO INTRO
No	2	CONTINUE

CS2. Are you 18 years of age or older?

Yes	1	CONTINUE
No	2	THANK AND END

CS4. When would it be more convenient for me to call back?

Schedule call-back if possible (time/day/phone#): _____

If asked: The survey will take approximately 15 to 20 minutes. To confirm that the study is authorized by the Calgary Police Commission, call Lori DeLuca, Communications and Policy Director for the Calgary Police Commission, at 403-428-8221. This survey has been registered with the Canadian Research and Insights Council to allow the public to verify the legitimacy of the research. To confirm this is a registered market research survey, visit <https://www.canadianresearchinsights.org/council.ca/rvs/home/> and enter the Project Code 20200303-IL435. If follow-up is required with Illumina, please contact Carrie Blondahl at 403-802-4307.

QUESTIONNAIRE

Reintroduce yourself if necessary and continue with screening

Record Language 1 – English
 2 – Other (Specify _____)

A1. Are you or anyone in your household currently employed by the Calgary Police Service?

1 - Yes Thank and end
2 - No

A3. Respondent is: [Do not ask. Watch quotas]

1 – Male } 50 - 50
2 - Female } Watch split by CPS District boundary

A4. To ensure we have proper geographic representation from across all of Calgary, what is your home postal code?

_____ RECORD POSTAL CODE
99 - DK/NA

POSTAL CODE SHOULD MATCH THE SAMPLE INFO. IF NOT, MAKE APPROPRIATE CORRECTIONS TO THE CASE AND CONTINUE – MUST BE IN CITY OF CALGARY LIMITS

IF SAMPLE CONTAINS NO POSTAL CODE, AND RESPONDENT REFUSES TO PROVIDE INFORMATION - THANK AND TERMINATE

DASH NOTE: IF NEWFSA IS ENTERED BE SURE IT IS STILL IN THE CITY OF CALGARY LIMITS

A5. Also, what is the name of the community where you live?

A2a. Are you...

Under 18 years old Thank and end
18-24 years
25-34 years
35-44 years
45-54 years
55-64 years
65-74 years
75 years and over
DO NOT READ: Don't know/Refused

P. PUBLIC SAFETY CANADA

P1. When you think about the Calgary Police Service, to what extent do you agree or disagree with each of the following statements?

1 – Strongly agree
2 – Somewhat agree
3 – Neither agree nor disagree
4 – Somewhat disagree
5 – Strongly disagree
DO NOT READ
99 – DK

[READ AND RANDOMLY ROTATE]

- a. The police make decisions based on facts
- b. The police treat people with respect
- c. The police provide the same quality of service to all citizens
- d. The police are dealing with the things that matter to people in this community
- e. I feel a moral duty to follow police orders
- f. I generally support how the police usually act
- g. I would help the police if asked

P2. About how often would you say that the police in your neighbourhood exceed their authority?

1 – Never or almost never
2 - Rarely
3 - Sometimes
4 - Most of the time
5 – Always or almost always
DO NOT READ
99 – DK

P3. In general, to what extent do you agree that the Calgary Police Service is effective at...?

1 – Strongly agree
2 – Somewhat agree
3 – Neither agree nor disagree
4 – Somewhat disagree
5 – Strongly disagree
DO NOT READ
99 – DK

[READ AND RANDOMLY ROTATE]

- 1. Resolving crimes where violence is involved
- 2. Responding quickly to calls for assistance

QUESTIONNAIRE

P4. Taking everything into account, how good a job do you think the police in this city are doing?

- 1 - Very poor
- 2 - Poor
- 3 - Average
- 4 - Good
- 5 - Excellent
- DO NOT READ
- 99 - DK

P5. Taking everything into account, how good a job do you think the police in this country are doing?

- 1 - Very poor
- 2 - Poor
- 3 - Average
- 4 - Good
- 5 - Excellent
- DO NOT READ
- 99 - DK

B. Overall Perceptions of Safety & Crime

City of Calgary Perspective

B1. Would you say you strongly agree, somewhat agree, somewhat disagree or strongly disagree with the statement that "Calgary is a safe city to live in"?

- 1 - Strongly agree
- 2 - Somewhat agree
- 3 - Somewhat disagree
- 4 - Strongly disagree
- DO NOT READ
- 99 - DK

B3a. Considering the city of Calgary as a whole, what would you say is the safety or crime issue of greatest concern to you, if any?

[DO NOT READ. ALLOW ONE RESPONSE ONLY.]

- | | |
|--|--|
| 1. Assault causing injury | 17. Traffic violations (speeding, unsafe driving) |
| 2. Child abuse | 18. Youth crime |
| 3. Computer/internet crime/cyber crime | 19. Graffiti |
| 4. Damage to property | 20. Distracted driving/cell phone use while driving |
| 5. Domestic violence/abuse | 21. Organized crime (human trafficking, drug trafficking, fraud, identify theft) |
| 6. Drug crime | 22. C-train/transit/LRT Safety |
| 7. Fraud against seniors | 23. Violent crimes (gun violence, knife crime, murder) |
| 8. House break-ins/break and enter | 24. Muggings or robberies |
| 9. Gang violence/illegal gang activities | 25. Homelessness |
| 10. Juveniles congregating/hanging around | 26. Covid-19 or coronavirus |
| 11. Neighbourhood noise/disturbing the peace | 97 - None / no issue of great concern |
| 12. Prostitution (adult) | 98 - Other |
| 13. Prostitution (juvenile) | 99 - DK |
| 14. Sexual assault | |
| 15. Theft of vehicles | |
| 16. Theft other than vehicles | |

B3b. What other safety or crime issues come to mind?

[DO NOT READ. ALLOW MULTIPLE MENTIONS.]

- | | |
|--|--|
| 1. Assault causing injury | 17. Traffic violations (speeding, unsafe driving) |
| 2. Child abuse | 18. Youth crime |
| 3. Computer/internet crime/cyber crime | 19. Graffiti |
| 4. Damage to property | 20. Distracted driving/cell phone use while driving |
| 5. Domestic violence/abuse | 21. Organized crime (human trafficking, drug trafficking, fraud, identify theft) |
| 6. Drug crime | 22. C-train/transit/LRT Safety |
| 7. Fraud against seniors | 23. Violent crimes (gun violence, knife crime, murder) |
| 8. House break-ins/break and enter | 24. Muggings or robberies |
| 9. Gang violence/illegal gang activities | 25. Homelessness |
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| 14. Sexual assault | |
| 15. Theft of vehicles | |
| 16. Theft other than vehicles | |

QUESTIONNAIRE

C. OVERALL SATISFACTION AND PERCEPTIONS OF CPS

[READ]

Now we would like to hear your opinions about the Calgary Police Service. As you know, the Calgary Police deal with a variety of community concerns and problems. We would like you to think about those specific concerns and share your opinions.

C2a. Overall, how satisfied are you with the services provided by the Calgary Police?

- 1 – Very satisfied
- 2 – Satisfied
- 3 – Dissatisfied
- 4 – Very dissatisfied
- DO NOT READ
- 99 – DK

C4. Based on your experiences or just your general impressions, please tell us whether you agree or disagree with the following statements. Please use a scale where 1 is “strongly disagree” and 10 is “strongly agree”.

- 1 – Strongly Disagree
- ...
- 10 – Strongly Agree
- 99 – DK

[READ AND RANDOMLY ROTATE]

The Calgary Police Service....

- a. Provides an adequate level of service to the public
- b. Responds quickly when needed
- c. Maintains appropriate visibility in the community
- d. Is dedicated to reducing levels of crime
- e. Takes responsibility for the actions of the service and its officers
- f. Is adequately staffed
- g. Keeps Calgarians informed about safety, crimes, and police actions
- h. Prevents crime by working with at-risk youth
- i. Prevents crime by partnering with community agencies to address issues such as mental health, homelessness, and substance use
- j. Conducts thorough investigations of major crimes
- k. Is a police service that I trust
- l. Makes it easy to find information about services offered

D1. Next, I am going to read you a number of statements that may describe the Calgary Police. Using a scale of 1 to 10, where 1 is “strongly disagree” and 10 is “strongly agree”, please rate your level of agreement with each of the following statements?

Please rate based on your experiences or just your general impressions, and “Don’t Know” is a legitimate response if you truly cannot provide a rating. To what extent do you agree or disagree that...

1 – Strongly Disagree

...

10 – Strongly Agree

99 – DK

[READ AND RANDOMLY ROTATE]

- a. Officers use authority and force appropriately
- b. Officers respond in a fair way when dealing with all segments of the Calgary community
- c. Officers are ethical
- d. Officers are competent in their duties
- e. Officers are professional
- f. Officers show empathy to victims of crime
- g. Officers demonstrate the appropriate level of care and concern
- h. Officers handle incidents involving people in crisis effectively

C5. How confident are you that the Calgary Police Service can deliver the services needed to make sure Calgary is a safe place to live?

- 1. Very confident
- 2. Somewhat confident
- 3. Not very confident
- 4. Not at all confident

DO NOT READ

99. Don't know

[ASK FOR 1 TO 4 RATINGS IN C5]

C5a. Why [are/aren't] you confident the Calgary Police can deliver the services needed? [OPEN END]

1 – Other

99 – DK

D3. Taking into consideration all of the different aspects of the police and the services provided, how would you rate the Calgary Police overall, using a scale of 1 to 10, where 1 is “poor” and 10 is “excellent”?

1 – Poor

...

...

10 – Excellent

99 – DK

QUESTIONNAIRE

M. COMMUNITY UNDERSTANDING AND ENGAGEMENT

- M1.** We'd like to ask about your community. When we say 'community,' we mean a group of people that you may identify with because you share the same race, ethnicity, gender, sexual orientation, religious beliefs or neighbourhood.

Please think about the primary community you identify with. Would you say you strongly agree, somewhat agree, somewhat disagree or strongly disagree with the statement that "The Calgary Police Service has a good understanding of your community and its concerns?"

- 1 – Strongly agree
- 2 – Somewhat agree
- 3 – Somewhat disagree
- 4 – Strongly disagree
- 99 – DK

- M5.** All Calgary Police Service officers who patrol the streets wear body worn cameras. Please indicate whether you agree or disagree with the use of body worn cameras by the Calgary Police Service to record officer and citizen conduct?

- Strongly agree
- Somewhat agree
- Neither agree nor disagree
- Somewhat disagree
- Strongly disagree
- DO NOT READ
- 99 - DK

N. CPS RESPONSE DURING PANDEMIC

READ

Next, the Calgary Police Service would like to get your feedback on their response to the COVID-19 pandemic.

- N1.** Taking into consideration all of the different aspects of the police and the services provided, how satisfied are you with the Calgary Police Service's response during the COVID-19 pandemic?

- 1 – Very satisfied
- 2 – Satisfied
- 3 – Neither satisfied nor dissatisfied
- 4 – Dissatisfied
- 5 – Very dissatisfied
- DO NOT READ
- 99 – DK

- N2.** Why are you [INSERT N1] with the Calgary Police Service's response during the COVID-19 pandemic? [OPEN END]

- N3.** Have you read, seen or heard about the following changes in Calgary Police service delivery in response to the COVID-19 pandemic?

[READ AND RANDOMLY ROTATE]

- a. Information informing citizens about how the Calgary Police Service is responding to the pandemic
- b. Availability of additional services online or by phone to reduce the need for in-person interactions
- c. Increased patrolling of some areas with increased risk for crime such as deserted business areas
- d. Patrolling of areas where people might gather to enforce physical distancing rules
- e. Education about physical distancing rules in the city
- f. Communication of tips to keep you and your family safe

- Yes
- No
- Not sure/DK

- N4.** Based on your personal experience, general impressions, or what you have read, seen or heard, how satisfied are you with the Calgary Police Service on each of following aspects of service delivery during the pandemic?

- 1 – Very satisfied
- 2 – Satisfied
- 3 – Neither satisfied nor dissatisfied
- 4 – Dissatisfied
- 5 – Very dissatisfied
- DO NOT READ
- 99 – DK

[READ AND RANDOMLY ROTATE]

The Calgary Police Service...

- a. Keeps citizens informed about how they are responding to the pandemic [ASK IF N3A=YES]
- b. Offers services online or by phone to reduce the need for in-person interactions [ASK IF N3B=YES]
- c. Handles incidents involving people in crisis effectively [ASK ALL]
- d. Demonstrates the appropriate level of care and concern [ASK ALL]
- e. Patrols areas with increased risk for crime such as deserted business areas [ASK IF N3C=YES]
- f. Patrols areas where people might gather to enforce physical distancing rules [ASK IF N3D=YES]
- g. Educates citizens about physical distancing rules in the city [ASK IF N3E=YES]
- h. Communicates tips to keep you and your family safe [ASK IF N3F=YES]

QUESTIONNAIRE

i. Is dedicated to ensuring the safety of citizens [ASK ALL]

N5. The Calgary Police Service has made changes to how it provides some services in response to the city's changing needs during the pandemic and to ensure physical distancing measures, while continuing to attend emergency calls, calls that involve violence, and prioritize the safety of citizens. Some examples of changes in services include offering additional online or phone services for reporting crimes, patrolling business areas with a higher risk of crime, patrolling to enforce physical distancing rules, and communicating tips to keep you and your family safe.

Have these changes in how the Calgary Police Service delivers services impacted how safe you feel? Has it...?

- 1 – Improved how safe you feel
- 2 – Had no impact on how safe you feel
- 3 – Reduced how safe you feel
- DO NOT READ
- 99 – Not sure / DK

[OPEN END, DO NOT ASK IF N5=REFUSED/DON'T KNOW]

N6. Why have the changes in how the Calgary Police Service delivers service [INSERT N5]?

N7. The Calgary Police Service made changes to how crimes can be reported to help practice safe distancing measures while continuing to attend emergency calls, calls that involve violence, and prioritize the safety of citizens. CPS would like your feedback to better understand how citizens would prefer to report different crimes.

Would you prefer to report...?

[READ AND RANDOMLY ROTATE]

- a. Theft from a vehicle or carjacking
- b. Theft of property
- c. Damage to vehicles and property
- d. Vehicle collisions where vehicle is driveable
- e. Residential and commercial break-ins
- f. Fraudulent use of a credit or debit card
- g. Domestic violence

[ALLOW ONE RESPONSE ONLY]

- In person at a police station
- In person by an officer visiting my home
- By phone using 9-1-1 [SHOW ONLY FOR E & G]
- By phone using the police non-emergency number
- Online through the Calgary Police Service reporting tools
- DO NOT READ
- Other, specify
- Don't Know

N8. How confident are you that the Calgary Police Service can continue to meet the evolving needs of Calgary citizens during the pandemic?

- 1. Very confident
- 2. Somewhat confident
- 3. Not very confident
- 4. Not at all confident
- DO NOT READ
- 99. Don't know

[OPEN END]

N9. Do you have any concerns or additional feedback for the Calgary Police Service?

QUESTIONNAIRE

H. DEMOGRAPHICS

[READ]

And finally, I'd like to ask you some questions about you and your household. Please be assured that all your responses will be kept entirely anonymous and absolutely confidential.

H4a. To which of the following racial or cultural groups do you belong? Please select all that apply.

1. White
2. South Asian (e.g., East Indian, Pakistani, Sri Lankan, etc.)
3. Chinese
4. Black
5. Filipino
6. Latin American
7. Arab
8. Southeast Asian (e.g., Vietnamese, Cambodian, Laotian, Thai, etc.)
9. West Asian (e.g., Iranian, Afghan, etc.)
10. Korean
11. Japanese
12. First Nations (North American Indian; includes Status and Non-Status Indians)
13. Métis
14. Inuk (Inuit)
- DO NOT READ
15. Other (Please specify _____)
- 99 DK/Refused

H4. Do you consider yourself to be a member of a visible minority group?

(IF NECESSARY DEFINE AS: Visible minorities are those who are a visible minority in Canada because of their race or colour.)

- 01 – Yes
02 – No
99 – DK/Refused

That is all of the questions I have. On behalf of the Calgary Police Commission thank you for your time.



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