

# ISSUE REPORT

## FOR THE CALGARY POLICE COMMISSION



ISC: Unclassified

<b>SUBJECT:</b>	RESULTS OF THE 2023 COMMUNITY PERCEPTION RESEARCH	
<b>DATE:</b>	JUNE 28, 2023	
<b>PURPOSE:</b>	<input checked="" type="checkbox"/> FOR INFORMATION	<input type="checkbox"/> SEEKING APPROVAL
	<input type="checkbox"/> TO DISCUSS AT MEETING	<input type="checkbox"/> SEEKING DIRECTION
	<input type="checkbox"/> TO DISCUSS VIA EMAIL	<input type="checkbox"/> OTHER:
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<b>REVIEWED/APPROVED BY:</b>	N/A	

### REASON FOR THIS REPORT

The Commission is being presented with the results of the 2023 community perception research.

### ISSUE SUMMARY

The Commission conducts public perception research annually to learn how Calgarians perceive their safety, how satisfied they are with the quality of policing in Calgary, and what the community sees as key policing priorities.

This research alternates each year between a quantitative survey and a qualitative project focused on a specific topic. This year, qualitative focus groups were conducted to examine how the Service's communication and transparency practices impact trust.

### BACKGROUND

Alberta's *Police Act* gives the Calgary Police Commission and City Council the responsibility to ensure there is adequate and effective policing in Calgary. A key measure of effective policing is whether the Calgary Police Service is meeting the desired service levels of Calgarians.

One of the inputs used by the Commission to determine whether Calgarians are getting the policing they desire is the community perception research (formerly called the citizen satisfaction survey). The research aims to balance the need to track satisfaction trends over time with the need to ask the public for input on specific topics that will help shape police priorities or policies.



In 2022, a quantitative survey of 1,000 Calgarians was conducted and it found that trust in the Service, while still high, is declining. Communication and transparency were identified as a concern for Calgarians.

The research topic this year is aimed at better understanding how to improve in this area.

#### **REQUIRED ACTION AND RECOMMENDATION**

The presentation from the firm that conducted the 2023 research, Illumina Research Partners, is being presented for information.