



COMMUNITY PERCEPTIONS

Results from the
2025 Community Perceptions Survey
on Safety, Policing, and Public Priorities

June 23, 2025



Calgary has a deep commitment to a community policing model where the public and police work together to protect our city. Hearing from Calgarians on safety, service delivery priorities, and funding is a key part of keeping this partnership strong.

Thank you to everyone that took the time to share their perspectives with us so that we can better understand what matters to you.

Angela Storozuk
CAIP, BCom
Vice President

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Chair

Illumina Research Partners
June 2025

Calgary Police Commission
June 2025

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Introduction



This research explored the views of Calgarians on four topics to inform the 2027 – 2030 policing plan and budget.

SAFETY AND CRIME

Perceptions and Priorities

How safe Calgarians feel in Calgary, top safety and crime issues and concerns over the next five years.

SERVICE DELIVERY

Perceptions and Priorities

Perceptions of CPS service delivery and top service delivery priorities over the next five years.

CRIME PREVENTION AND COMMUNITY PROGRAMS

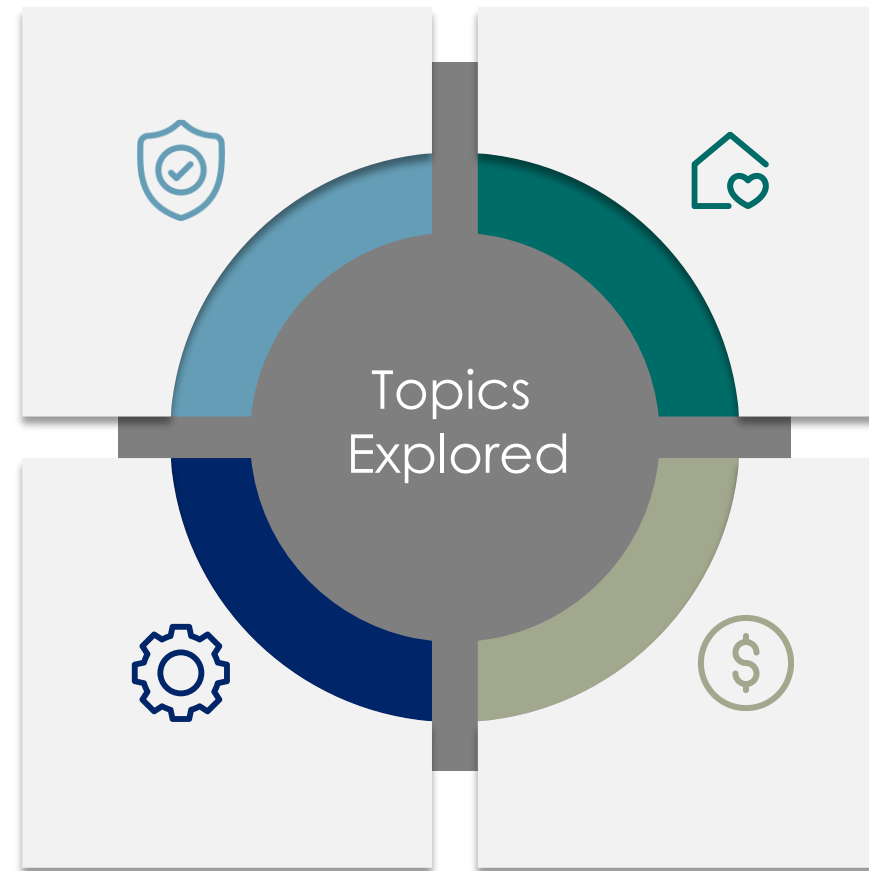
Awareness and Priorities

Awareness of CPS crime prevention and community programs, and priorities over the next five years.

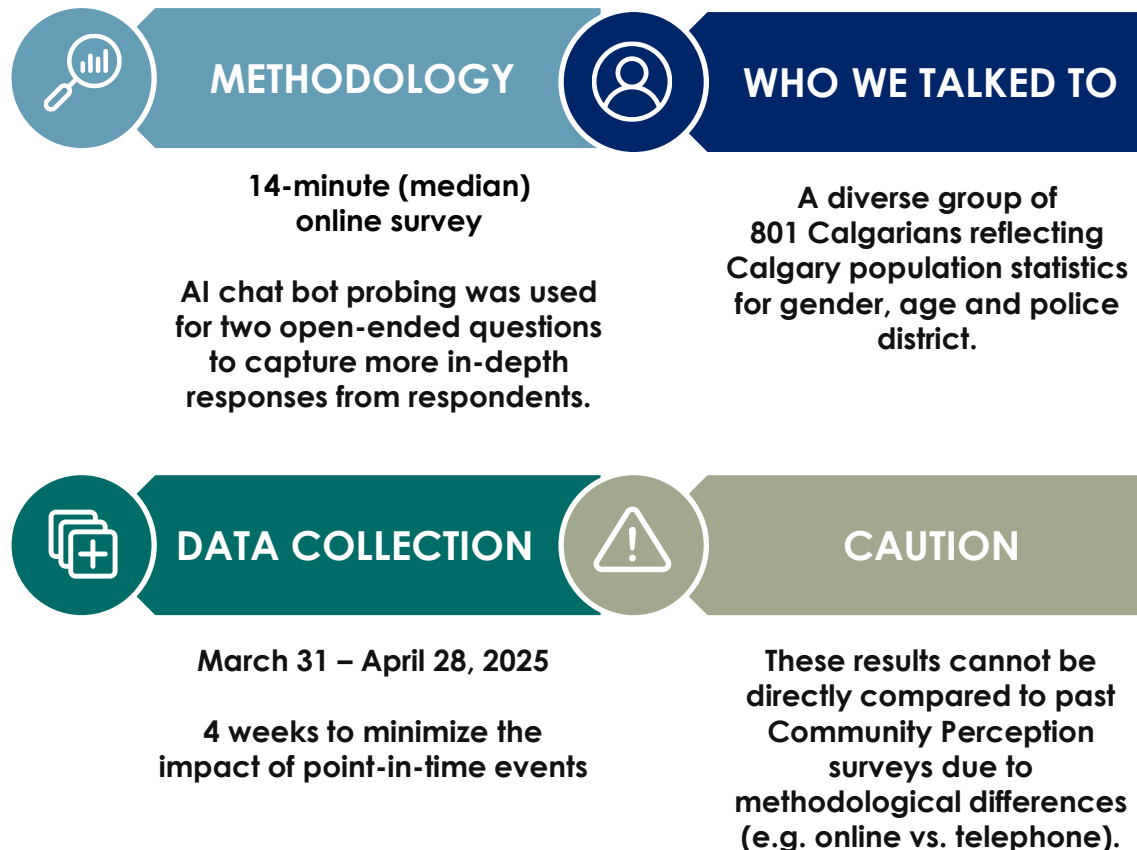
POLICE FUNDING AND RESOURCE ALLOCATION

Perceptions and Preferences

Calgarian views on funding police services and willingness to support tax increases.



A quantitative online survey captured Calgarian perspectives on safety, police priorities and funding preferences.



QUESTIONS ASKED

Screening and Profiling

- Live in Calgary, gender, age, ethnicity, equity-seeking group member

Safety and Crime Concerns and Priorities

- Level of agreement that Calgary is a safe city to live in
- Perceived change in social disorder in Calgary and reasons felt that way
- Perceived change in crime rates in Calgary and reasons felt that way
- Safety or crime issues of most concern over next five years
- Reasons for top crime or safety concern

Perceptions of the Calgary Police Service

- Level of agreement that CPS is a police service you trust
- Confidence CPS can deliver the services to make Calgary safe
- CPS performance ratings

Service Delivery

- Rank top five priorities for service delivery over the next five years
- Reasons for top priority for service delivery over the next five years

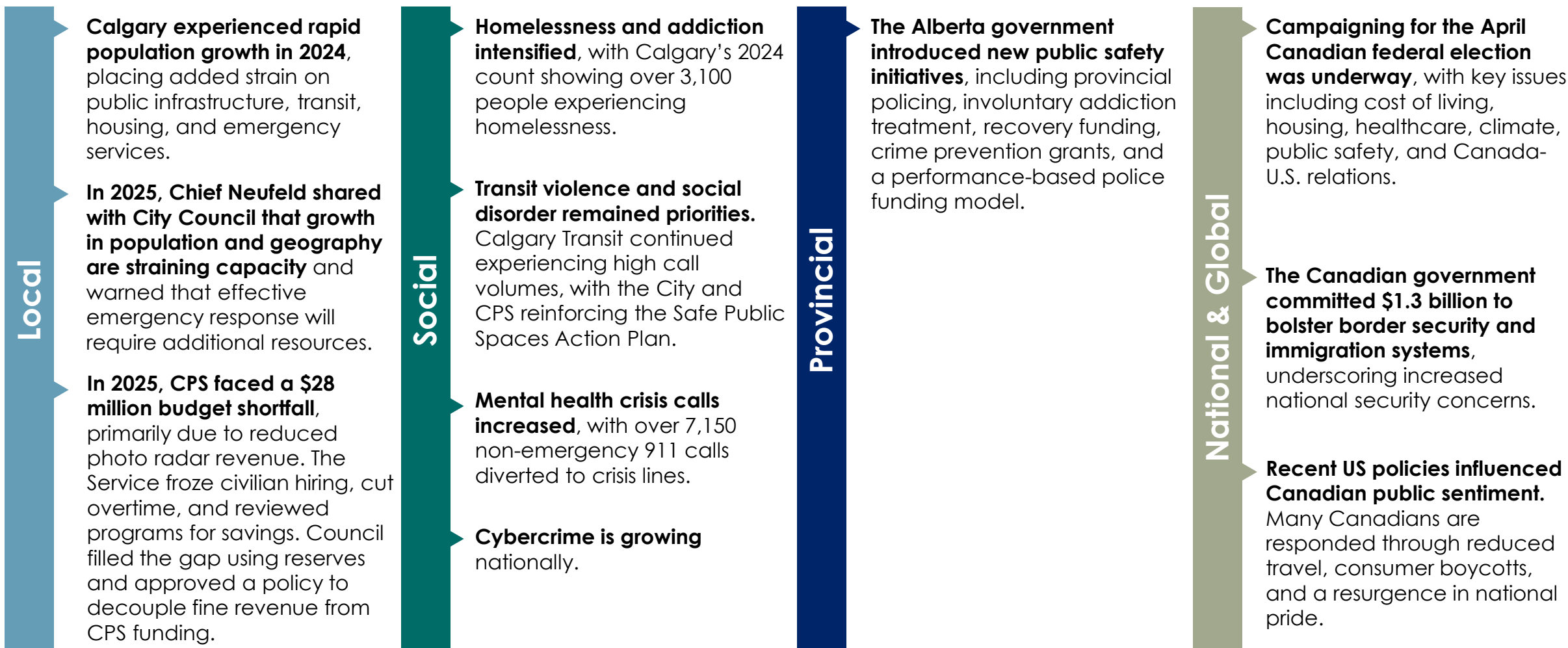
Crime Prevention and Community Programs and Services

- Awareness of CPS crime prevention and community programs and services
- Top three priorities for crime prevention and community programs and services over the next five years

Funding and Resource Allocation Preferences

- Perception of current funding for police services in Calgary
- Perspective on whether funding for police services in Calgary should increase, stay the same or decrease over next five years and reasons why
- Willingness to pay higher property taxes to support police services in Calgary over the next five years
- Top three police services to prioritize for additional resources if a tax increase was implemented and how enhanced funding would impact you or the City of Calgary as a whole
- Level of tax increase willing to pay to support Calgary police services over the next five years
- Preferred option to fund police services in Calgary over the next five years

Community perceptions of safety, policing priorities and funding preferences are influenced by the context.

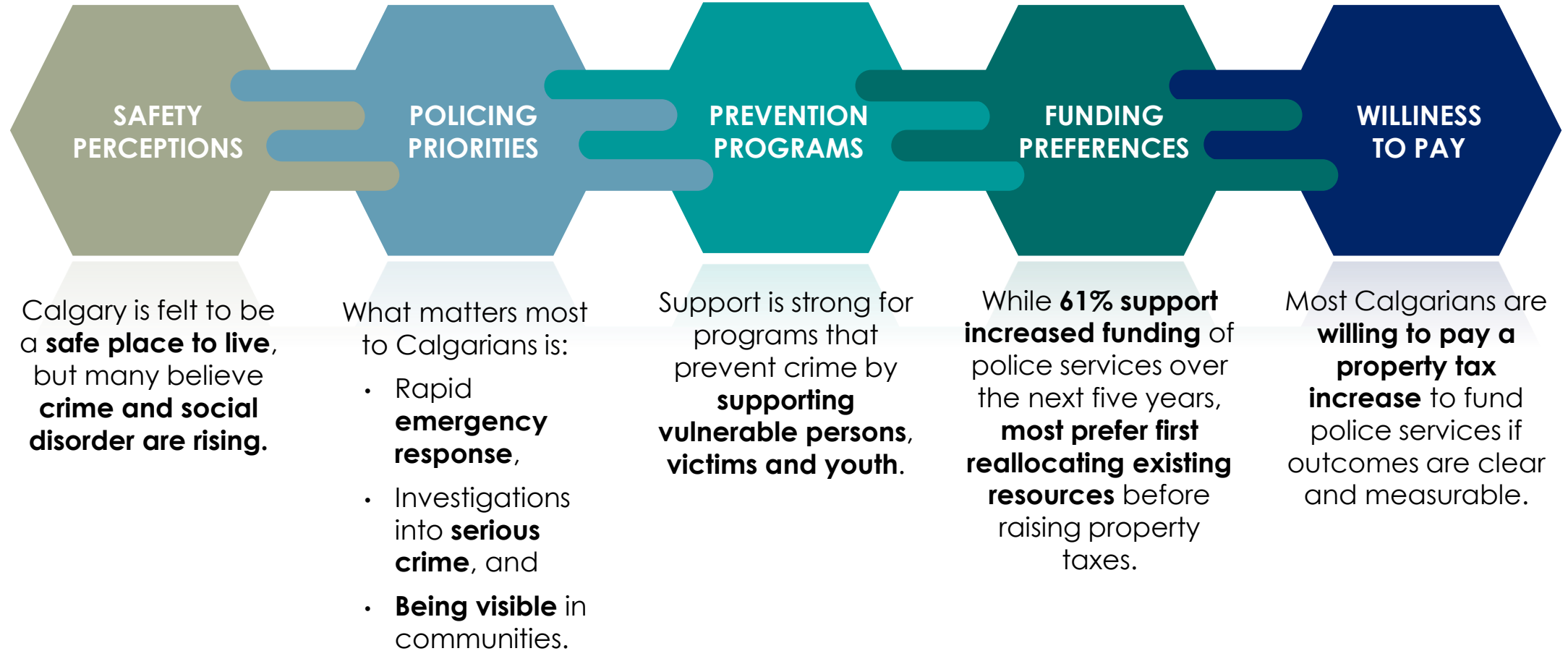


Sources: To understand the context, AI tools were used to gather and analyze a wide range of secondary sources. Illumina reviewed and synthesized the findings. A list of sources is provided in Appendix C.

Highlights



Calgarians want a safe city, and a police service that evolves with it.



80% view Calgary as safe but social disorder and crime are perceived to be increasing.

Base size among total respondents: n=801

Social Disorder and Crime

Perceived Change (%)

Why

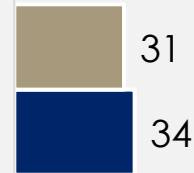
■ Social Disorder ■ Crime Rates

Increasing



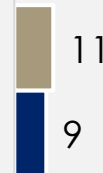
Observable increases in homelessness, drug use, and mental health-related disturbances in public spaces and transit areas, along with more frequent incidents of theft, vandalism and/or violence.

Staying the same



Perception that social disorder and crime rates remain unchanged.

Decreasing



Impact of police enforcement or initiatives (community programs, mental health supports), OR media/statistics declaring a decline.



“I see individuals **wandering drunk or high** in my community and around the city. I’m seeing more and more **homeless people**, or people out panhandling. Much more often now, than I ever did as a child.”

District 5, Male, 25-34 years old



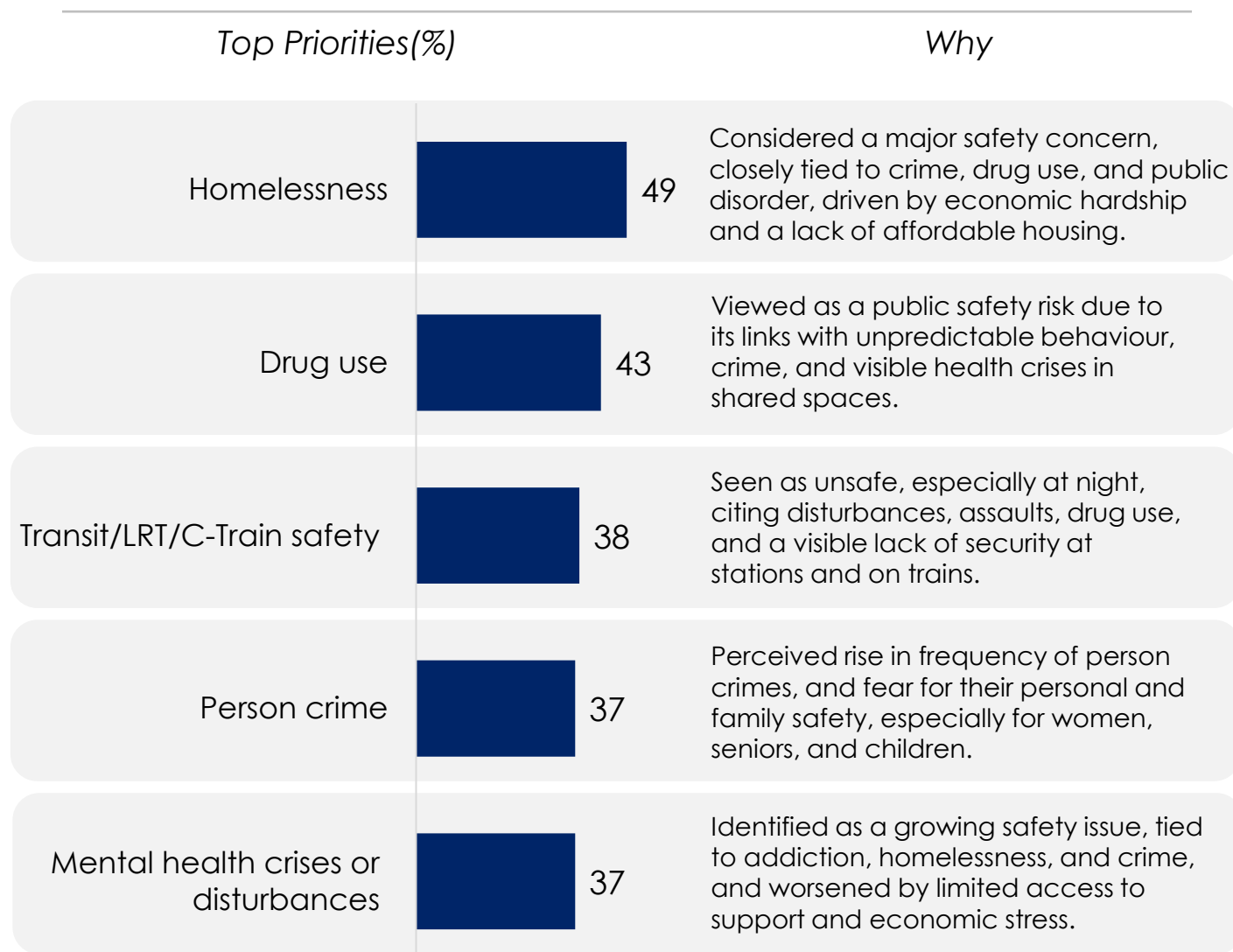
“I hear more police sirens late at night, see more reports of murders and sexual assaults and more people talking about theft and having to take more precautions than they did 20-30 years ago.”

District 3, Male, 65+ years old

Calgarians connect homelessness, drug use, and mental illness to safety risks, public disorder, and crime.

Base size among total respondents: n=801

Safety or Crime Concerns Over the Next Five Years





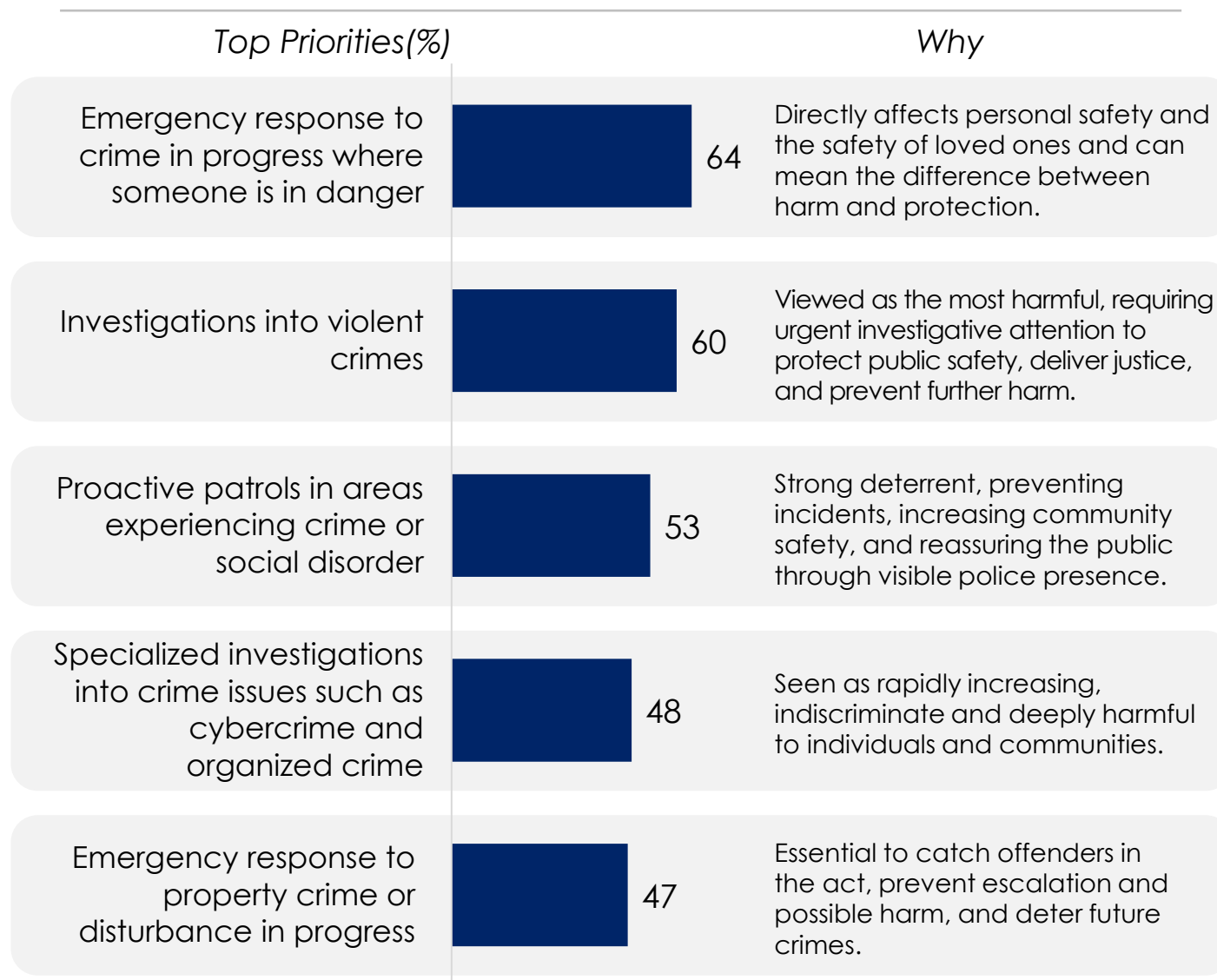
“People who are experiencing homelessness are also turning to drugs and alcohol as coping mechanisms, and in turn crime becomes an inevitability to support addiction created by poor conditions.”

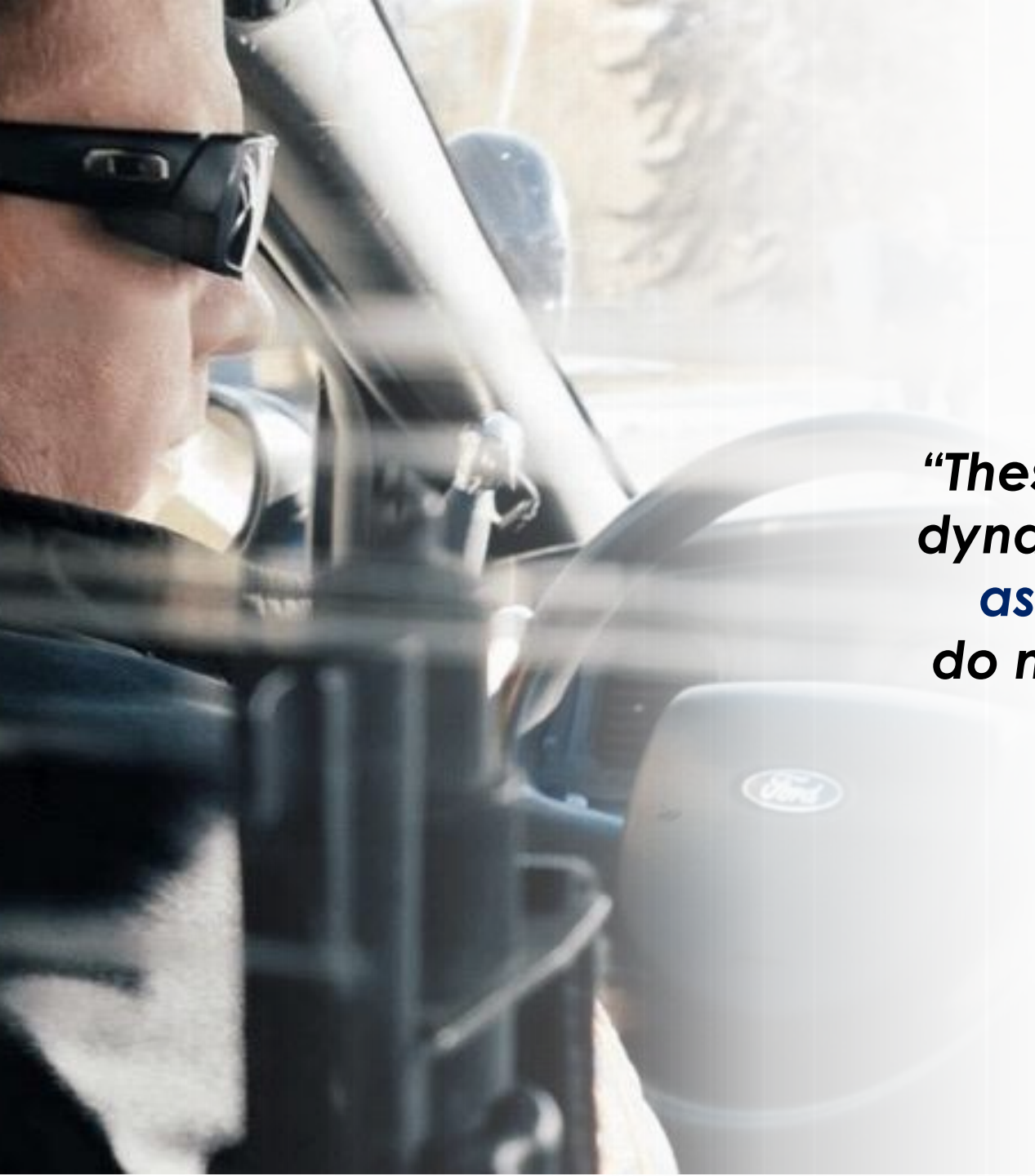
District 8, Female, 35-44 years old

Top priorities reflect public demand for urgent response, serious crime investigation, and visible policing.

Base size among total respondents: n=801

Service Delivery Priorities Over the Next Five Years





“These [violent crimes] are the volatile dynamic situations where *professional assistance is most required*. Citizens do not have the expertise to preserve evidence, search for clues, and apprehend suspects.”

District 1, Male, 65+ years



***“If there’s constant patrol,
there’s less likely to be
a crime.”***

District 4, Female, 18-24 years old



“More people allocated to answer calls on time. Timely response prevents crime and also serves as a deterrent to crime.”

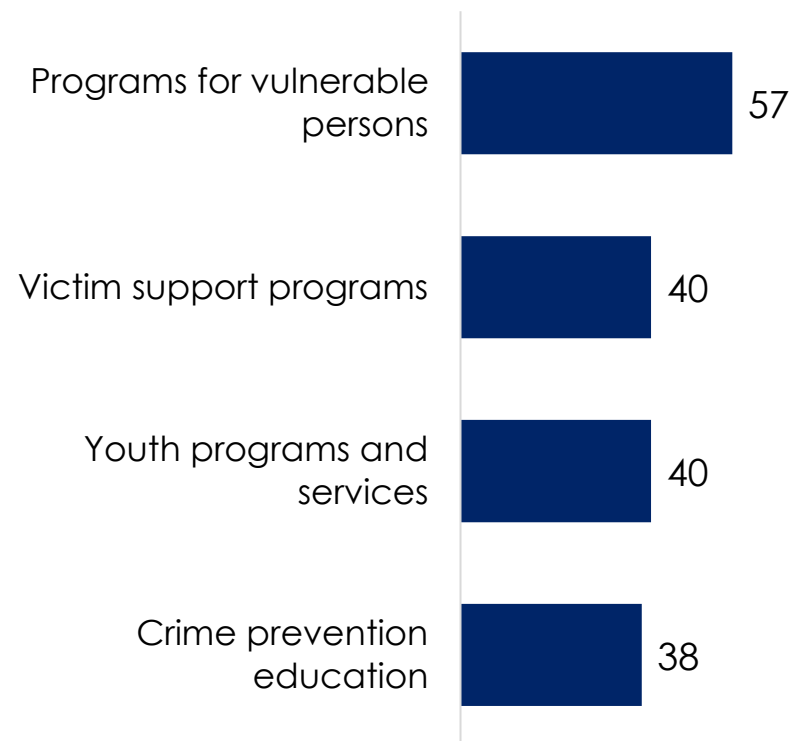
District 6, Female, 45-54 years old

**Calgarians prioritize
crime prevention
and community
programs that
support vulnerable
persons, victims,
and youth.**

Base size among total respondents: n=801

Crime Prevention and Community Programs Over the Next Five Years

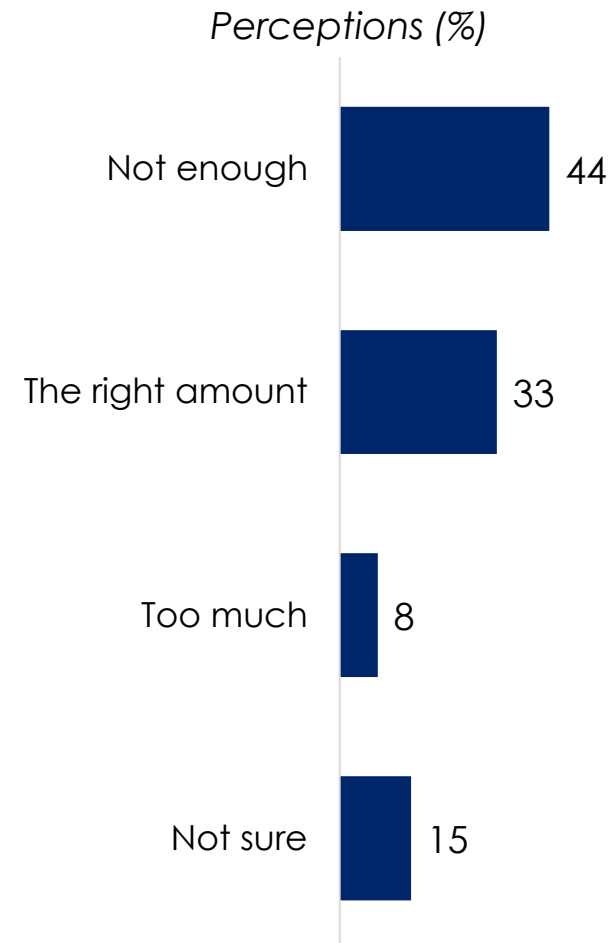
Top Priorities(%)



**Most Calgarians
perceive current
police funding as
either insufficient or
adequate.**

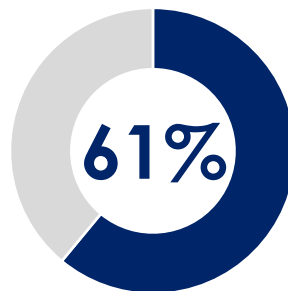
Base size among total respondents: n=801

Current Funding for Police Services



The majority of
Calgarians support
increased funding
for more officers to
enhance public
safety, respond to
population growth,
and address crime.

Base size among total respondents: n=801



Support increased police funding

Top Reasons for Increased Police Funding

58% **More officers** needed

36% Improve **public safety**

24% Keep up with **population growth**

23% Address **crime issues**



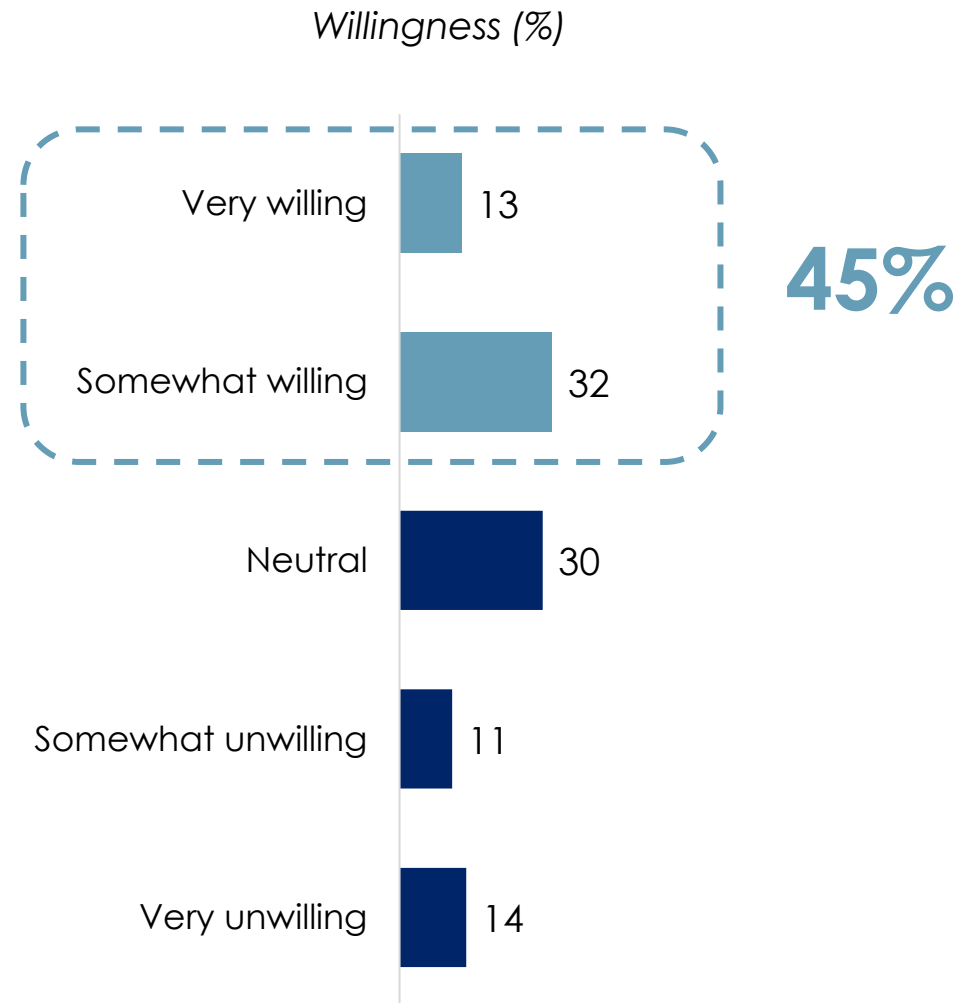
“As our city grows, we need to have the appropriate number of officers and services to provide safety for all citizens. When there is a visible presence, then crime is less. Shows the citizens that the police care about our safety.”

District 2, Female, 65+ years old

**Almost half of
Calgarians are willing
to pay higher property
taxes to support
police services.**

Base size among total respondents: n=801

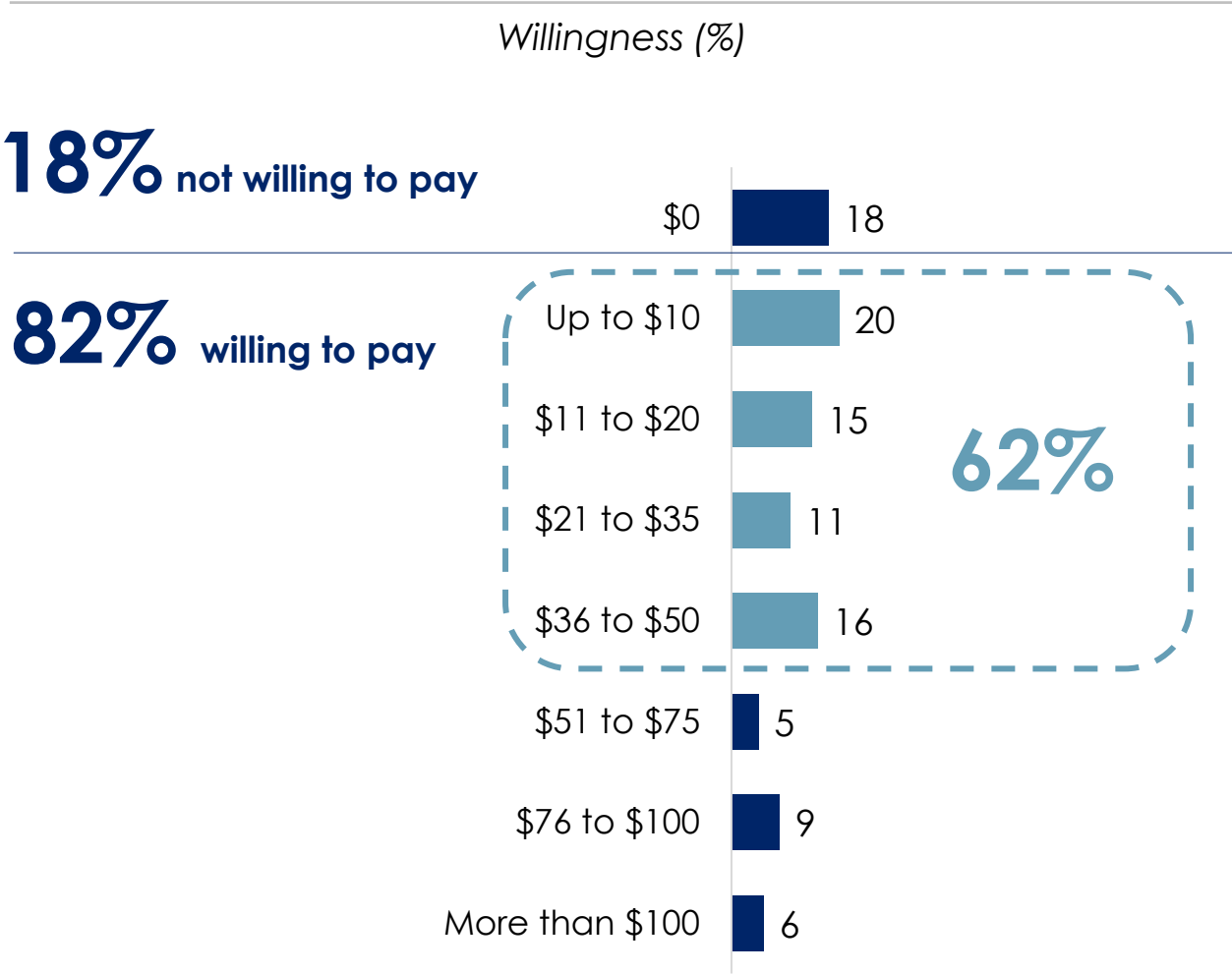
Willingness to Pay Higher Property Taxes Over the Next Five Years



When asked directly,
82% of Calgarians are
willing to pay a
property tax increase.

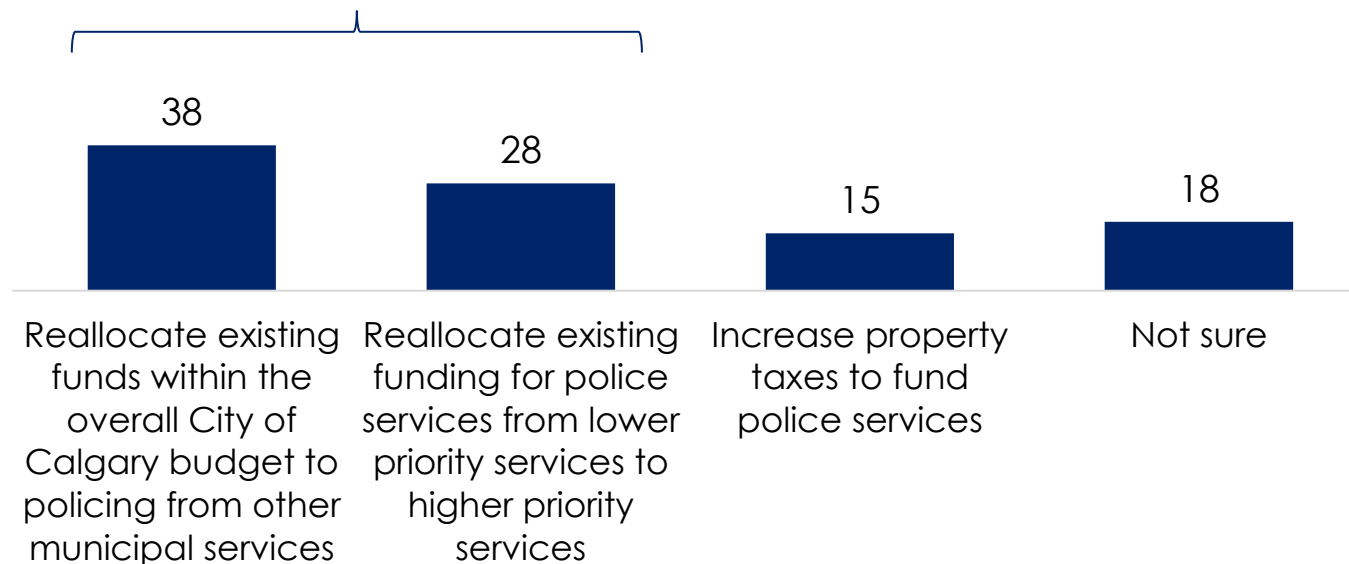
Base size among total respondents: n=801

Level of Tax Increase Willing to Pay Per Year
Over the Next Five Years



**However, budget
reallocations are
preferred over raising
property taxes.**

66% prefer
reallocating existing funds
to fund police services
over the next five years



Base size among total respondents: n=801

**If funding increases,
Calgarians expect
a return: faster
response, reduced
crime and disorder,
and more visible
policing.**

Base size among total respondents: n=801

Priorities for Additional Resources Over the Next Five Years

Top Priorities(%)		Why
Better address violent crime	39	Increase public safety, reduce fear, and improve quality of life
Reduce response times to emergency calls	34	Enhance public safety, save lives, prevent crime escalation, and increase community trust and peace of mind
Improve crime prevention and community outreach programs	33	Reduce crime by supporting youth and vulnerable populations
Increase proactive patrols in areas experiencing crime and social disorder	31	Deter crime and disorder and make residents feel safer through a visible police presence
Improve safety on Transit/LRT/C-Train	31	Help riders feel more secure by reducing drug use, harassment, violence, and disorder through visible security
Better address disorder caused by homelessness, addiction and mental illness	30	Enhance safety, reduce crime, support vulnerable people, and improve community well-being



“Enhancing funding for these programs [crime prevention and community outreach] would help reduce crime, support vulnerable youth, and build trust between communities and law enforcement, making Calgary safer and more connected for everyone.”

District 7, Male, 25-34 years old

Detailed Findings



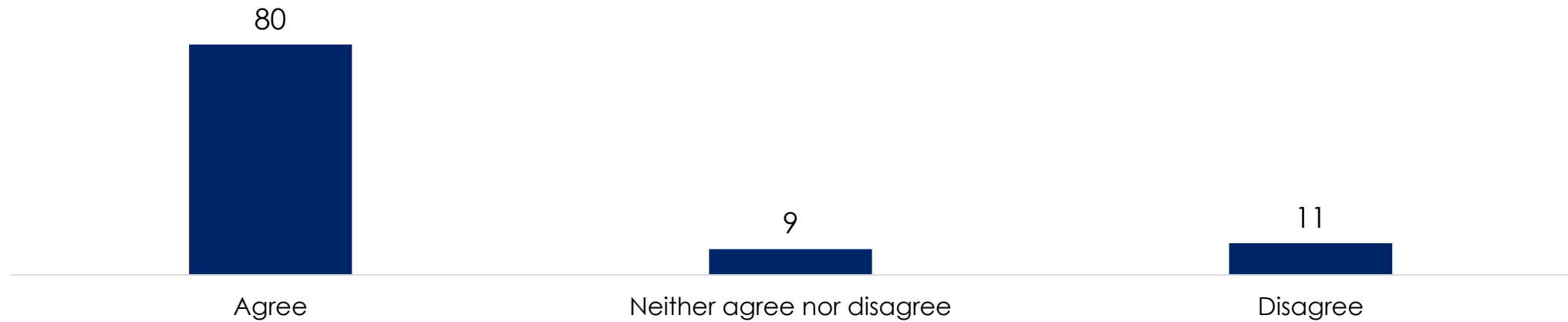


SAFETY AND CRIME

Perceptions and Priorities

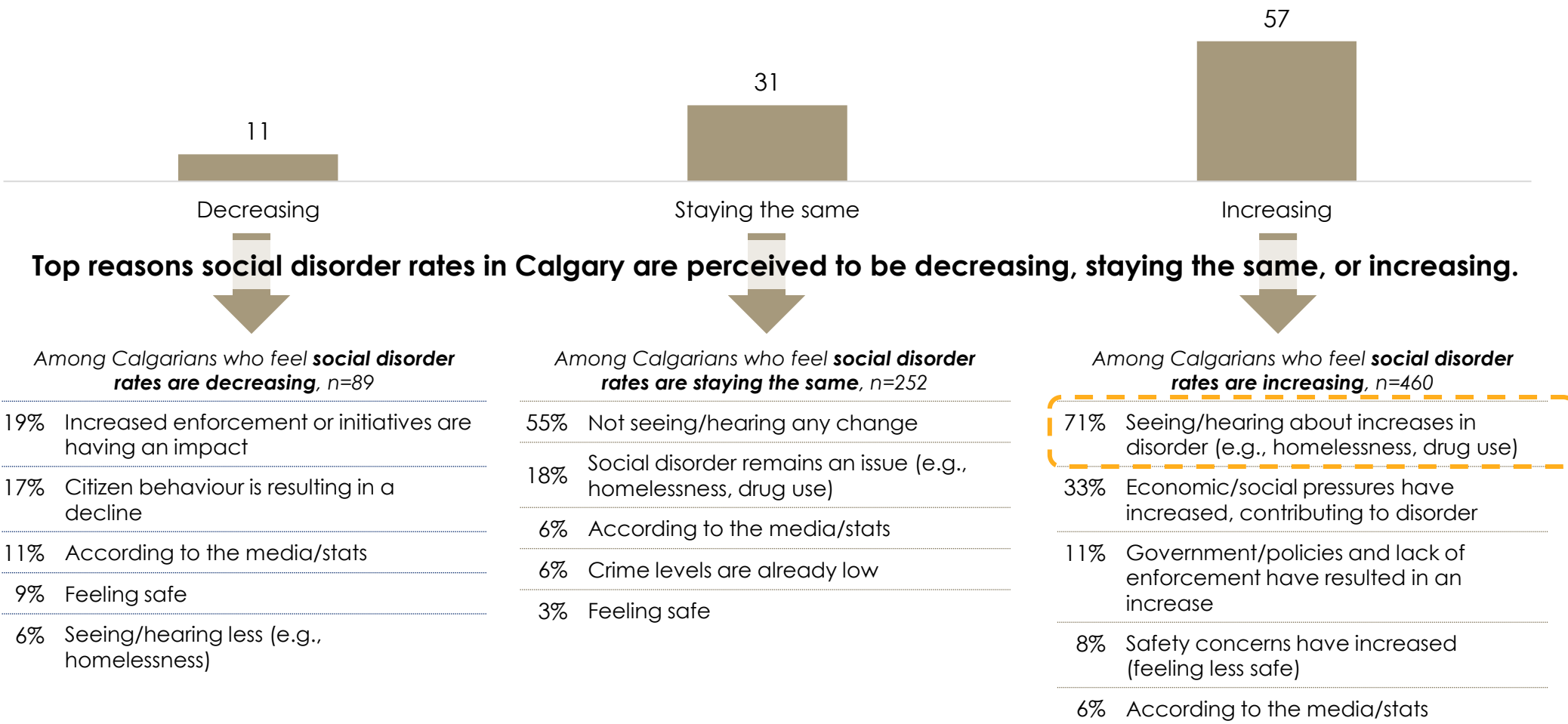
Most Calgarians agree that Calgary is a safe city to live in.

To what extent do you agree or disagree that Calgary is a safe city to live in?



Almost 6 in 10 Calgarians perceive a rise in social disorder, driven by what they have seen or heard.

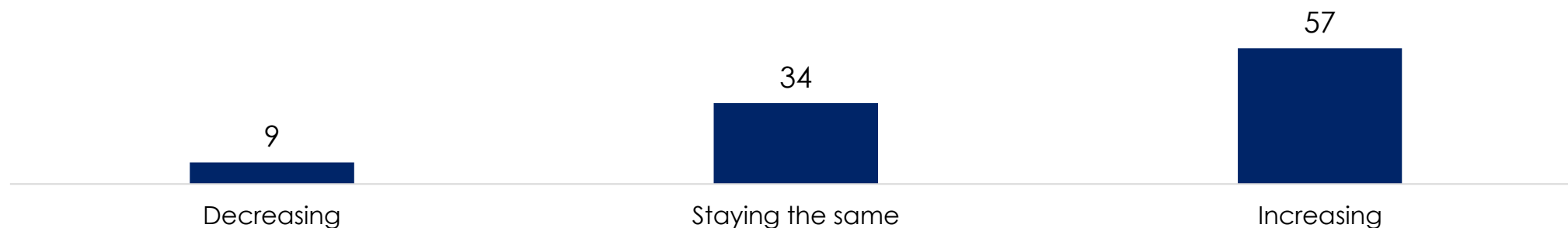
Do you feel **social disorder** in Calgary is decreasing, staying the same, or increasing?
Social disorder includes disturbances, public intoxication, homelessness, and mental health crises or disturbances.



Nearly 6 in 10 Calgarians believe crime rates are rising, influenced by what they have seen or heard generally or in media coverage.

Do you feel **crime rates** in Calgary are decreasing, staying the same, or increasing?

Crime can be defined as illegal behaviour such as violent crime, fraud, and drug trafficking.



Top reasons crime rates in Calgary are perceived to be decreasing, staying the same, or increasing.

*Among Calgarians who feel
crime rates are decreasing, n=76*

32%	Increased enforcement or initiatives are having an impact
25%	According to the media/stats
17%	Seeing and hearing less
14%	Feeling safe
11%	Citizen behaviour is resulting in a decline

*Among Calgarians who feel
crime rates are staying the same, n=269*

51%	Not seeing/hearing any change
21%	According to the media/stats
10%	Crime remains an issue
4%	Crime levels are already low, Calgary is safe
2%	Crime rates are as expected
2%	Feeling safe

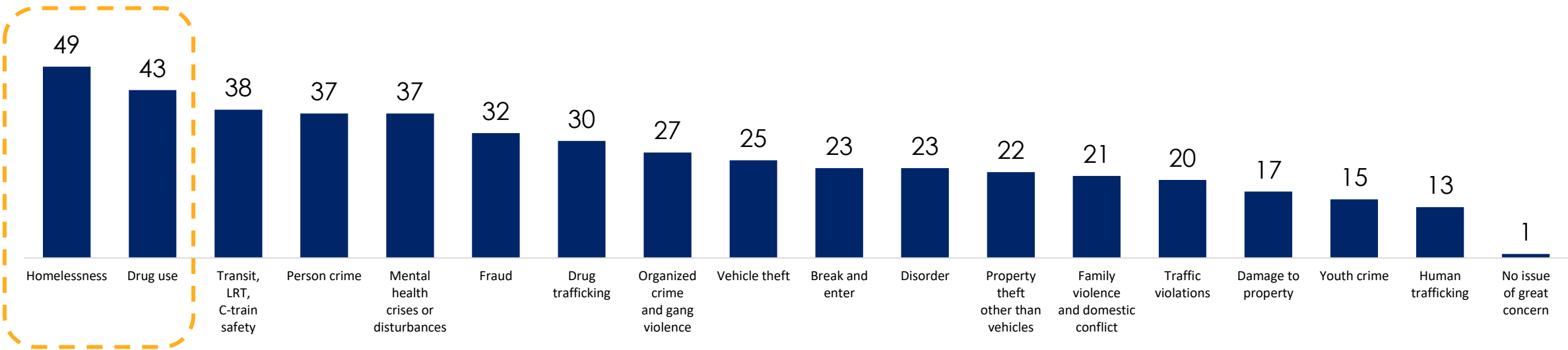
*Among Calgarians who feel
crime rates are increasing, n=456*

48%	Seeing/hearing about increases in crime
31%	According to the media/stats
22%	Economic/social pressures have increased contributing to crime
12%	Safety concerns have increased (feeling less safe)
10%	Government/policies and enforcement issues (e.g., understaffed police) have resulted in an increase

Homelessness and drug use are the top two safety concerns identified by Calgarians.

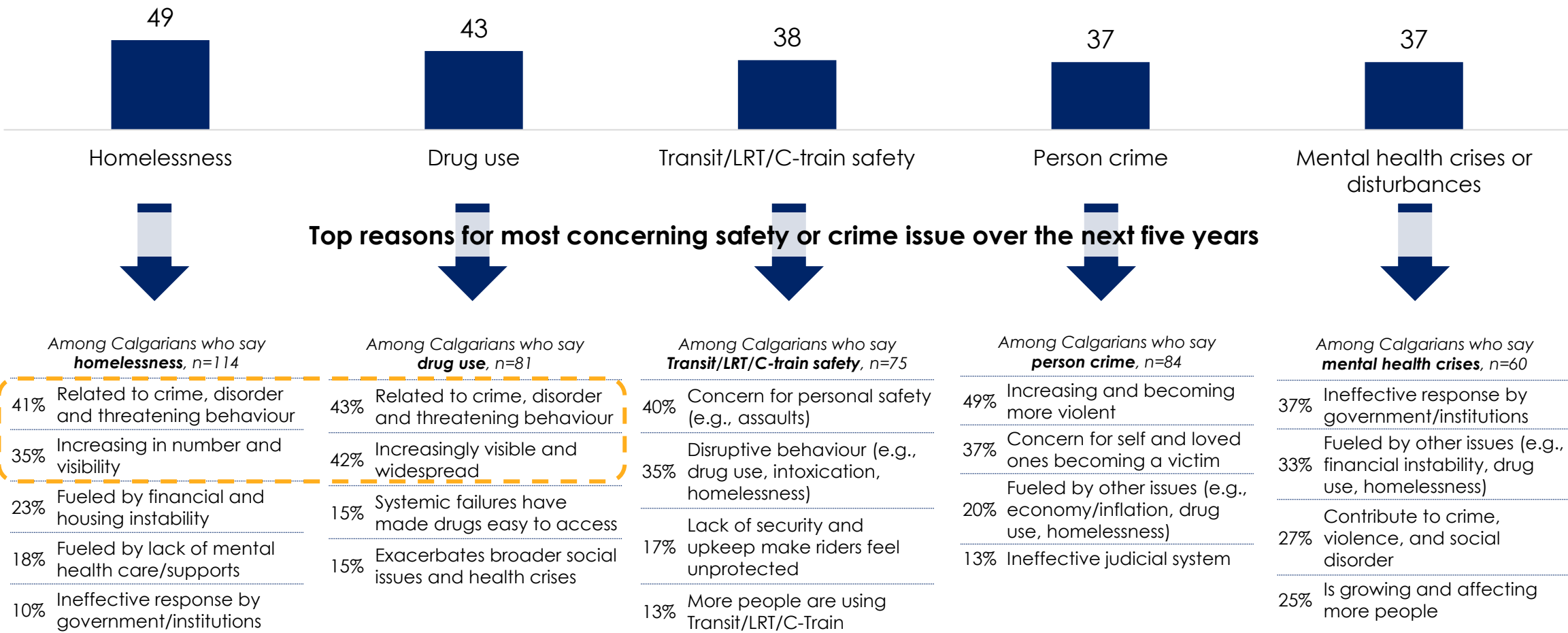
Thinking about your personal experience, your community, or the City of Calgary as a whole, what safety or crime issues concern you the most over the next five years?

Please rank your top five concerns from highest to lowest.



Calgarians associate homelessness and drug use with crime and disorder, viewing them as increasingly visible and widespread.

Top five safety or crime issues that concern Calgarians the most over the next five years

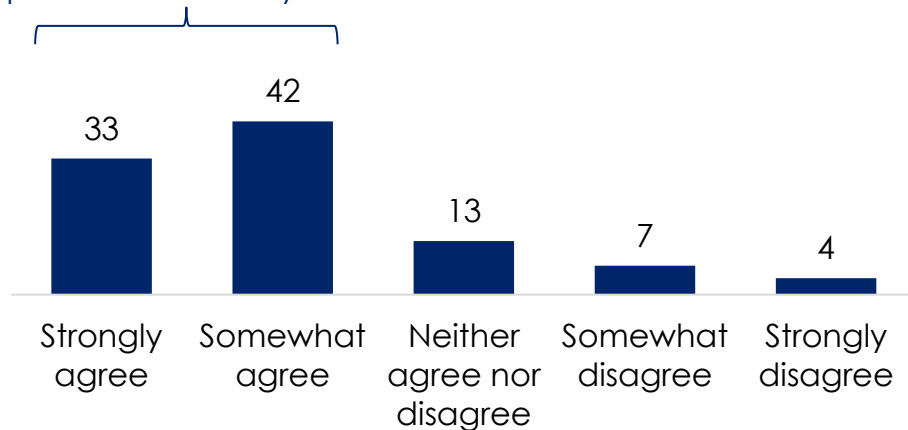


Mentions of 10% or greater shown

Many Calgarians trust CPS and are confident in its ability to keep the city safe.

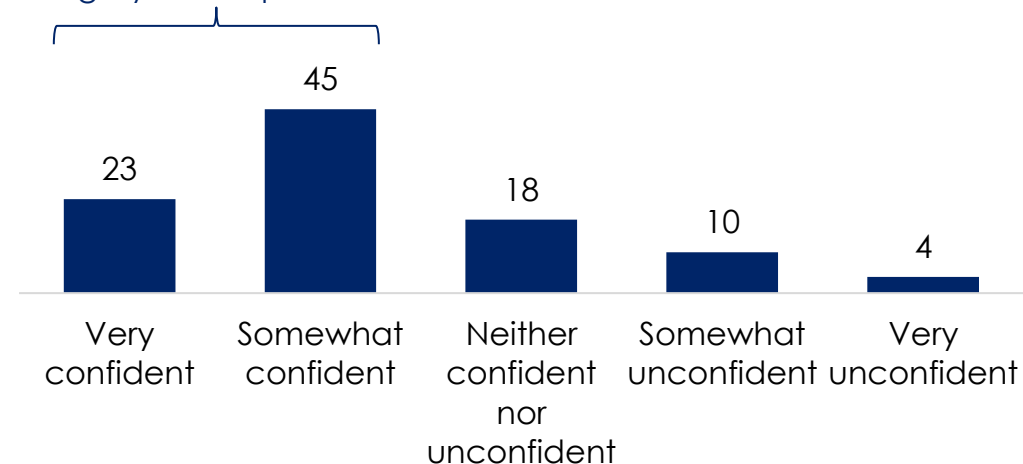
To what extent do you agree or disagree that the Calgary Police Service is a police service you trust.

75% agree CPS is a police service they trust



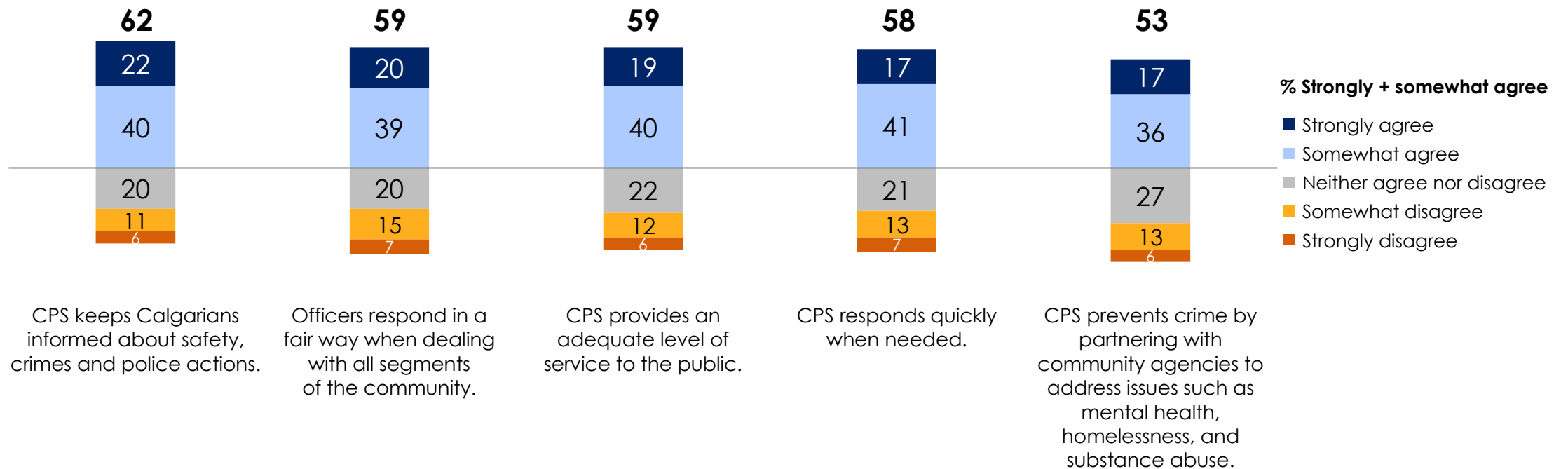
How **confident** are you that the Calgary Police Service can deliver the services needed to make sure Calgary is a safe place to live?

68% are confident CPS can deliver the services needed to make Calgary a safe place to live.



Fewer Calgarians agree that CPS prevents crime by partnering with community agencies.

To what extent do you agree or disagree with the following statements about the Calgary Police Service (CPS).



SERVICE DELIVERY

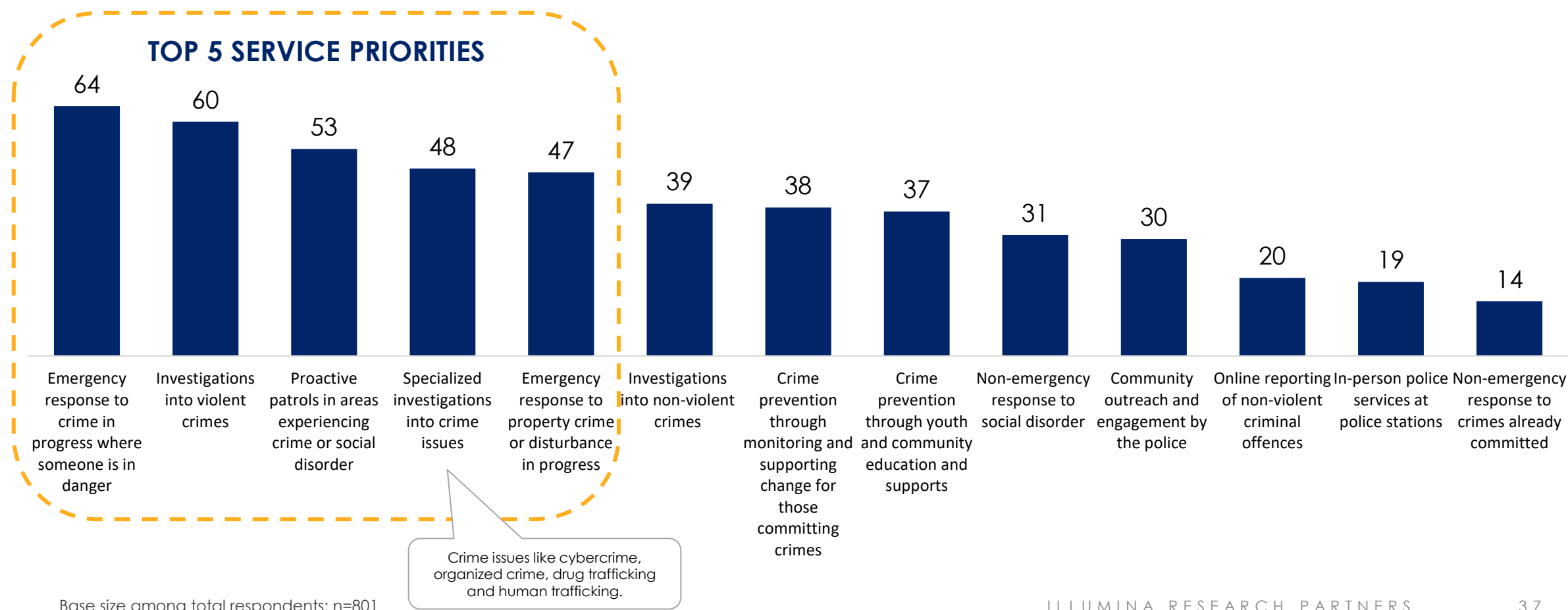
Perceptions and Priorities



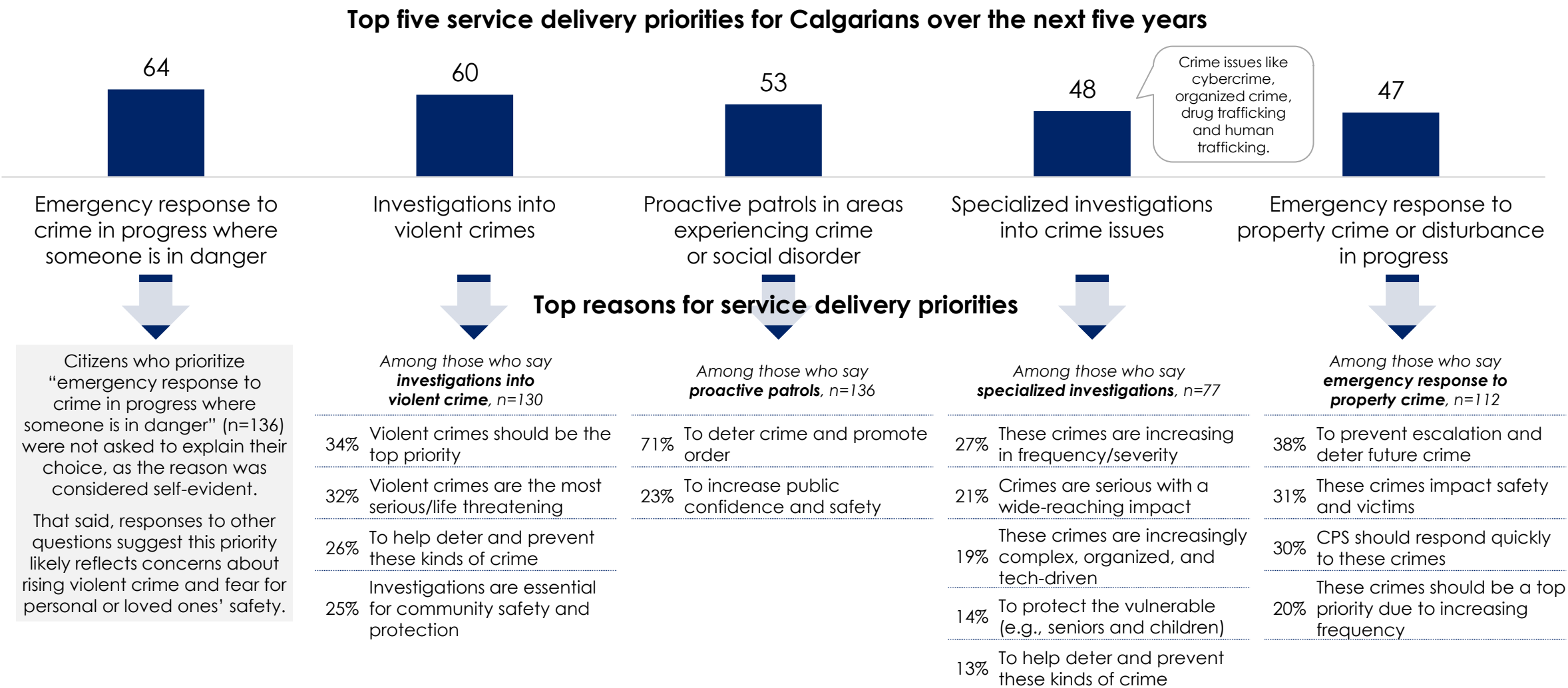
Top service priorities include emergency response, violent crime investigations, proactive patrols, and specialized investigations.

The Calgary Police Service (CPS) would like to get your input on service delivery to Calgarians over the next five years.

Please rank your top five priorities for service delivery over the next five years from highest to lowest priority.



Calgarian priorities reflect a desire for CPS to better deter crime and enhance public safety.



Mentions of 10% or greater shown



CRIME PREVENTION AND COMMUNITY PROGRAMS

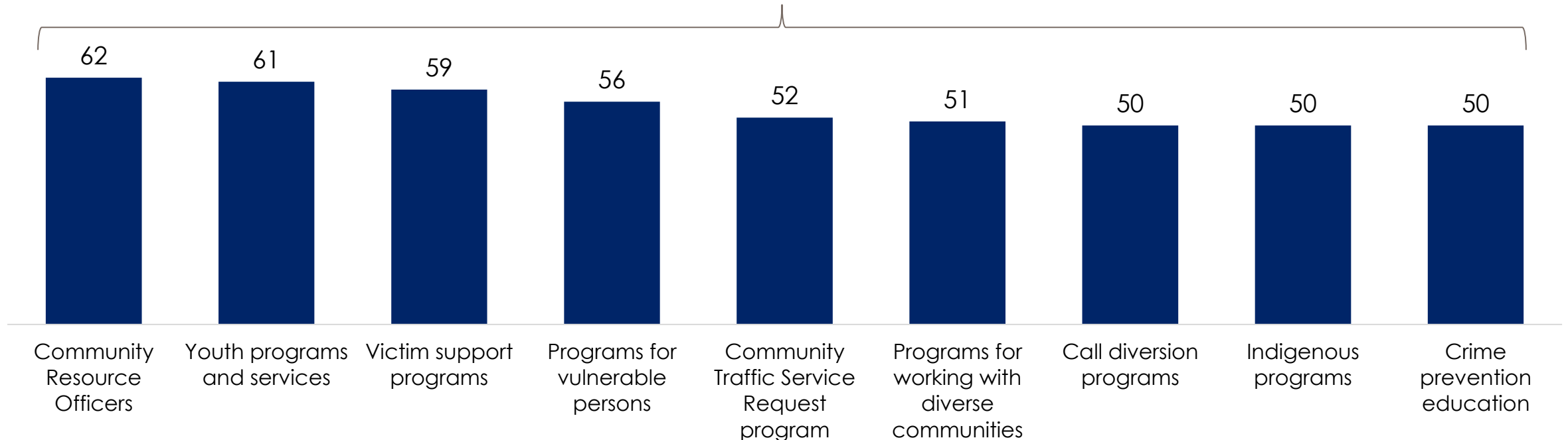
Awareness and Priorities

Awareness of CPS crime prevention or community programs ranges from 50% to 62%.

Are you aware that the Calgary Police Service provides the following types of crime prevention and community programs and services?

% Yes

91% of Calgarians are aware of at least one of these programs.



Calgarians prioritize programs for vulnerable persons, victim support, youth services, and crime prevention education.

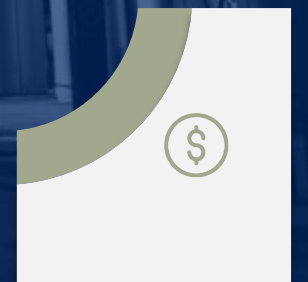
Which of the following types of crime prevention and community programs and services do you feel should be priorities for the Calgary Police Service over the next five years?

Please select up to three.



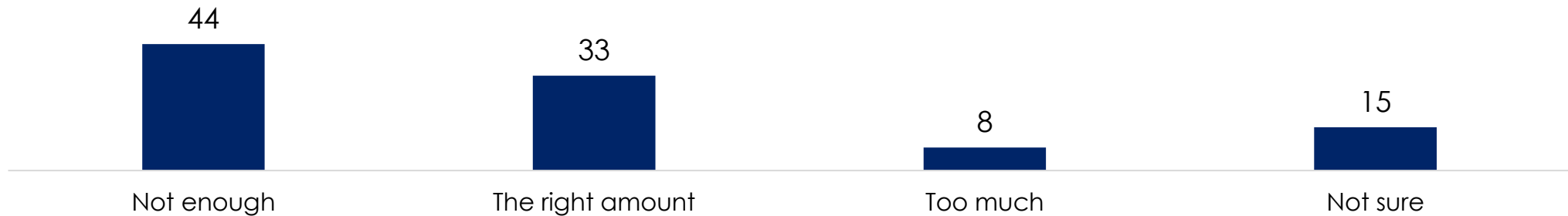
POLICE FUNDING AND RESOURCE ALLOCATION

Perceptions and Preferences



Most Calgarians believe current police funding is either insufficient or adequate.

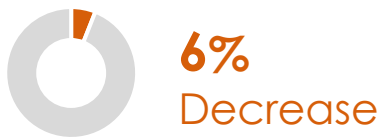
Based on your personal experiences, the level of police service currently provided, and anything else you've seen or heard, do you feel the **current funding for police services in Calgary** is not enough, the right amount, or too much?



61% of Calgarians support increased police funding, citing the need for more officers and improved public safety in a growing city.

Over the next five years, do you feel the **funding for policing services** in Calgary should decrease, stay the same, or increase?

Among total respondents (9% of respondents indicated “not sure”)



Top reasons for level of funding for police services in Calgary over the next five years

Among Calgarians who feel police **funding should decrease** over the next five years, n=50

38%	Reallocate funding to social services where there is a misaligned role for police
30%	Ineffective use of police funding
18%	Poor CPS performance on preventing and reducing crime
12%	Focused on the wrong types of crime
10%	Police corruption

Among Calgarians who feel police **funding should stay the same** over the next five years, n=190

41%	Current funding is sufficient
19%	Allocate more tax dollars to other services (e.g., roads)
13%	Praise for CPS
13%	Channel funding to support vulnerable populations
11%	Focus police funding on higher priority tasks
10%	Inefficient spending practices

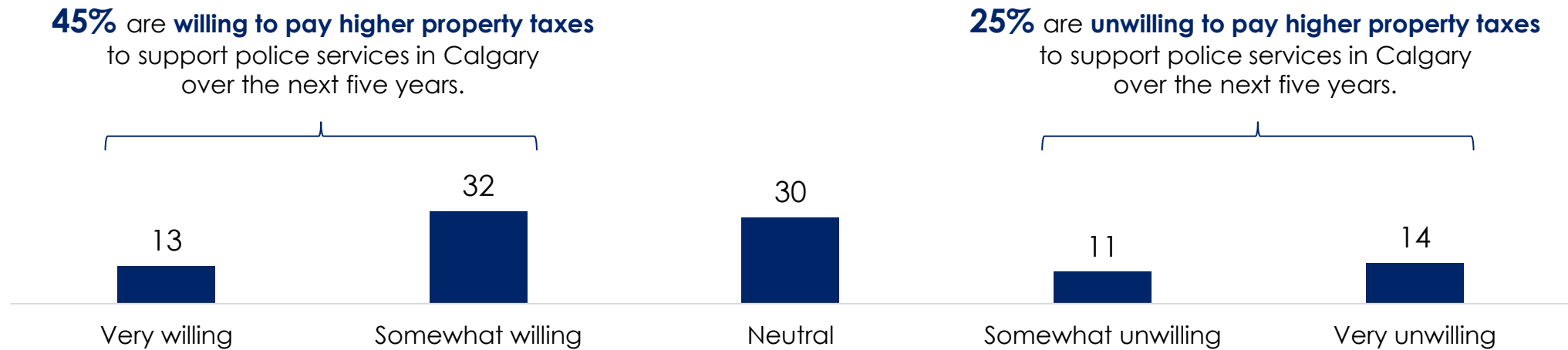
Among Calgarians who feel police **funding should increase** over the next five years, n=491

58%	More officers needed
36%	Improve public safety
24%	Keep up with population growth and urban expansion
23%	Address current and emerging crime issues
12%	Build community partnerships and programs
10%	Budget and revenue shortfalls
10%	Support for community services for vulnerable people
10%	Improve officer compensation and morale

Mentions of 10% or greater shown

45% of Calgarians are very or somewhat willing to pay higher property taxes to support police services in Calgary over the next five years.

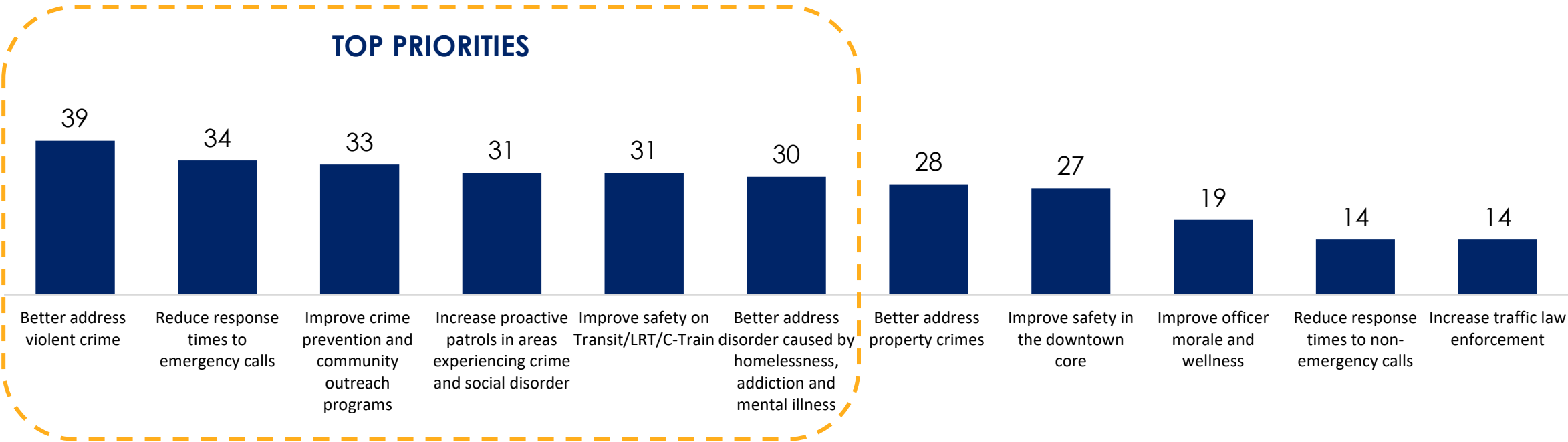
The Calgary Police Service is one of the many services funded through Calgarian property taxes.
How willing are you to pay higher property taxes to support police services in Calgary over the next five years?



If taxes were increased, top funding priorities would include addressing violent crime, improving emergency response times, and expanding crime prevention efforts.

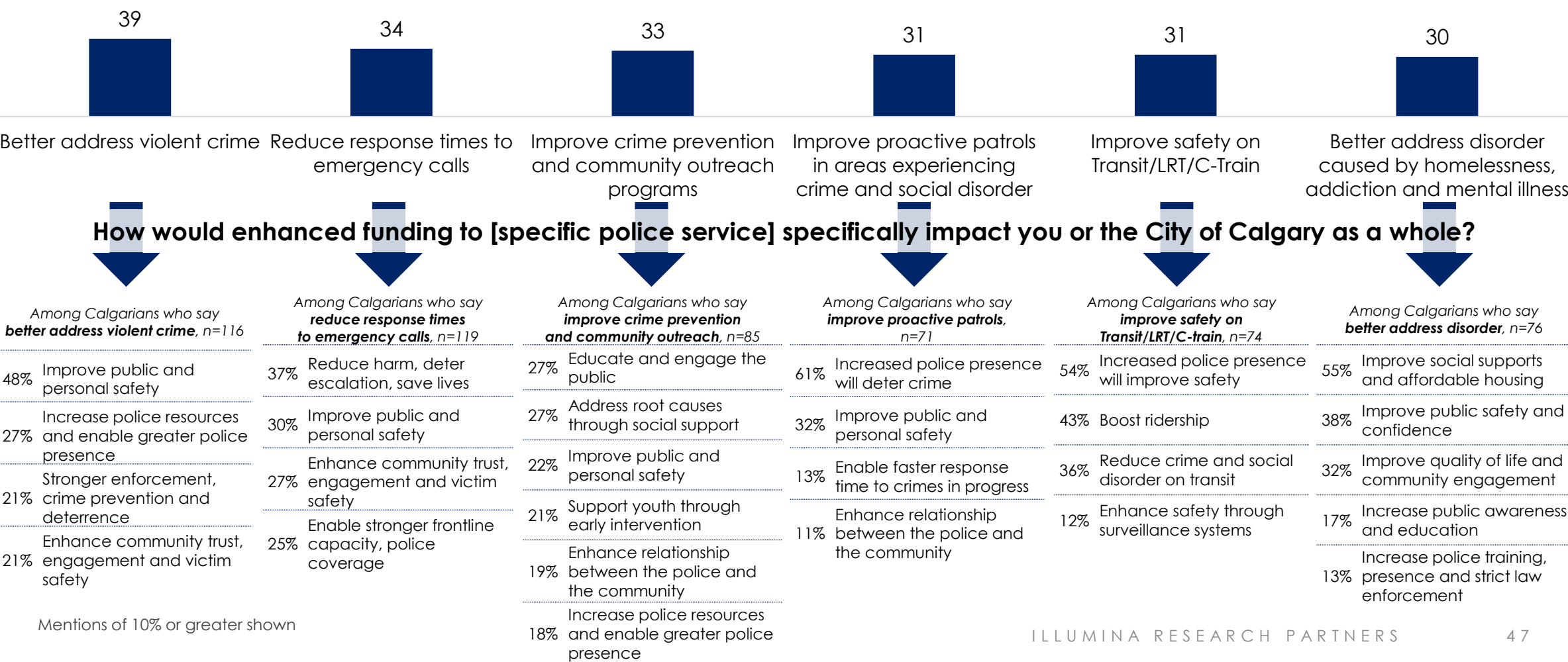
If a tax increase was implemented, which of the following police services would you prioritize for additional resources?

Please rank the top three services you would prioritize for additional resources in order of priority from highest to lowest.



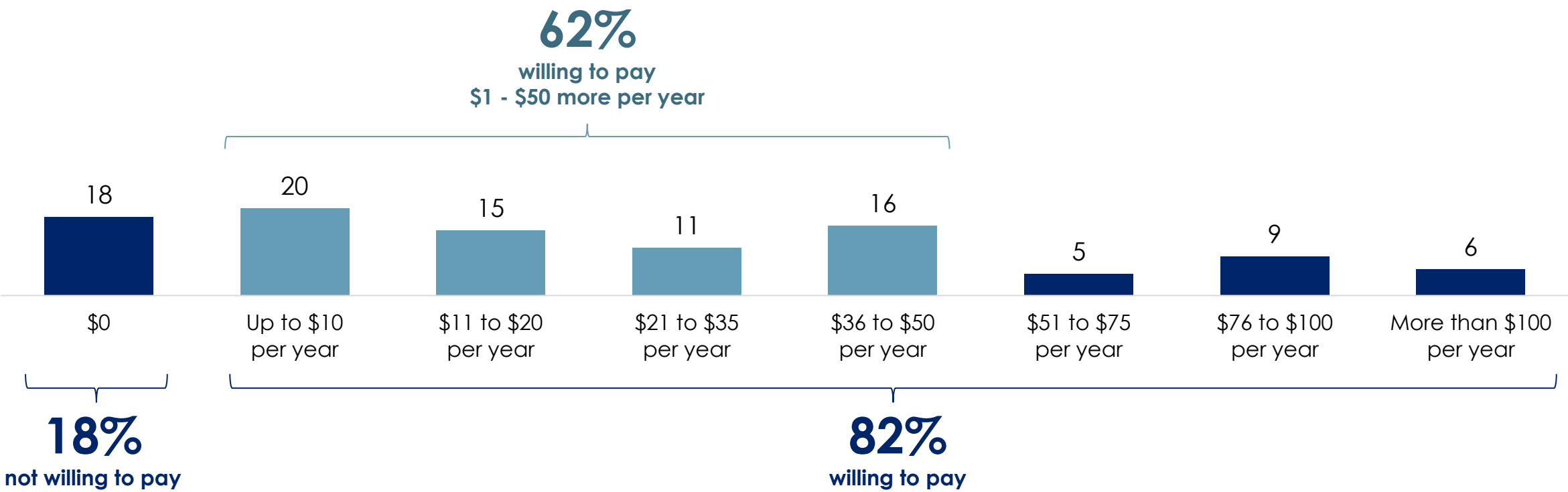
Many Calgarians believe enhanced funding could increase police presence and improve public and personal safety.

Top police services for additional resources



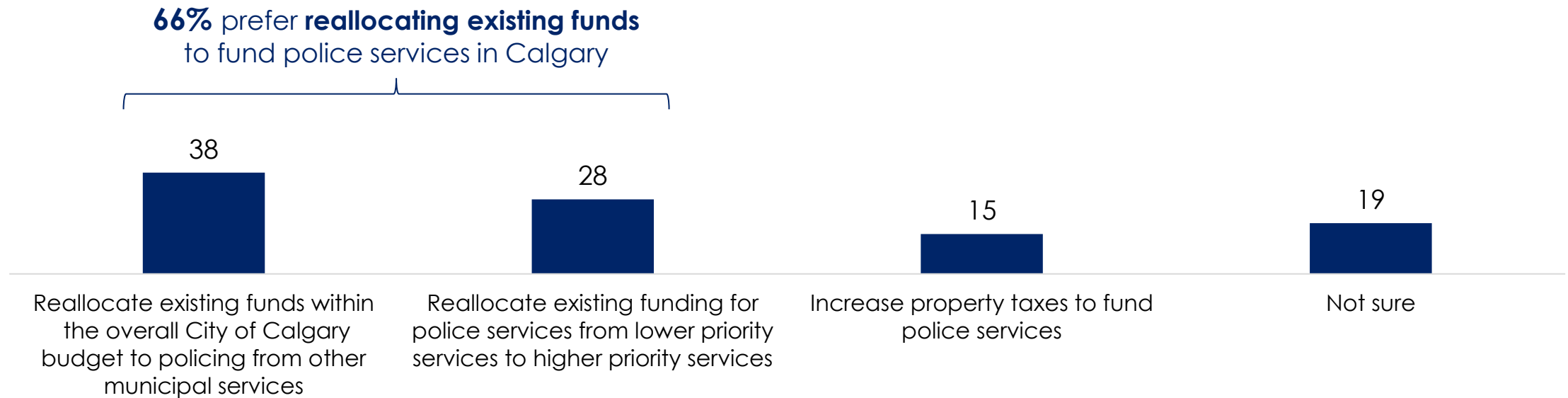
62% are willing to pay \$1 to \$50 more per year in property taxes over the next five years.

What level of tax increase would you be willing to pay to support police services in Calgary over the next five years?



Most Calgarians prefer reallocating existing funds over increasing property taxes to fund police services over the next five years.

Which of the following options do you prefer to fund police services in Calgary over the next five years?



Appendix



Appendix A

Respondent Profile and Detailed Methodology

A diverse group of Calgarians responded to this survey.

	Census 2021 Statistics Canada ¹	2025 Survey n=801
Gender		
Male	50%	47%
Female	50%	52%
Non-binary	-	1%
Age		
18 to 24	10%	9%
25 to 34	19%	19%
35 to 44	21%	20%
45 to 54	17%	17%
55 to 64	16%	15%
65 or older	18%	18%

District Location	% of Calgary Population ²	2025 Survey n=801
District 1	6%	7%
District 2	14%	14%
District 3	10%	10%
District 4	7%	7%
District 5	13%	12%
District 6	10%	10%
District 7	22%	22%
District 8	18%	18%
Total	100%	100%



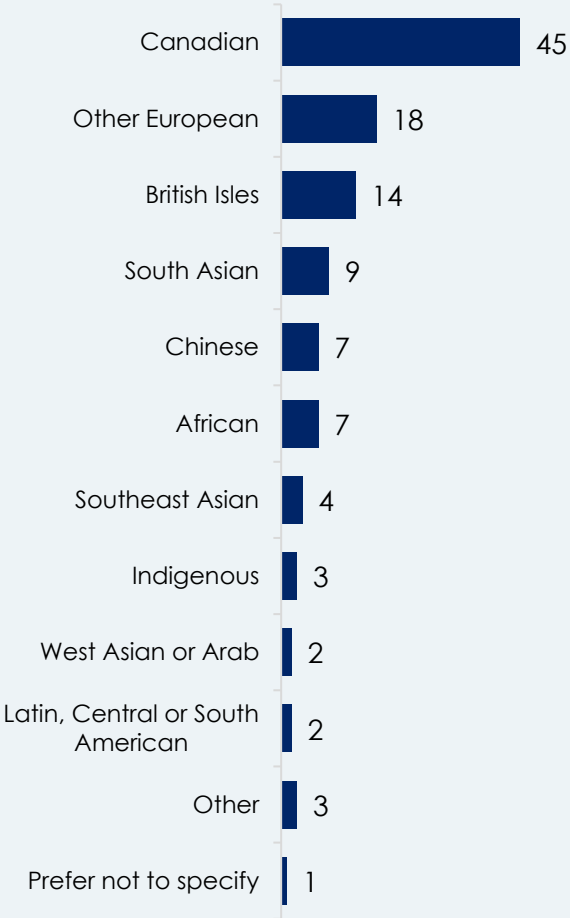
Sources:
1 <https://www150.statcan.gc.ca/t1/tbl1/en/tv.action?pid=9810002001&pickMembers%5B0%5D=1.123&pickMembers%5B1%5D=2.1>
2 Calgary Police Service

EQUITY SEEKING
GROUP MEMBER



Base size: n=801

STATED ETHNICITY



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@illuminaresearch.com.

Research Sponsor

The 2025 Community Perceptions Survey was sponsored and funded by the Calgary Police Commission.

It was conducted by Illumina Research Partners with help from The Logit Group who sourced the general population sample and programmed and hosted the online survey.

Open-ended comments were analyzed using a human-assisted AI tool (Fathomthat.ai), with final coding and theming reviewed by researchers to ensure validity and rigor.

Field Dates

- The survey was fielded over four weeks from March 31 to April 28, 2025 to minimize the impact of point-in-time events.

Methodology & Target Audience

- 14-minute (median) online survey surveying those living within the City of Calgary.
- 801 completed surveys
- Quotas were set proportionate to gender and age in Calgary and the population of CPS districts.
- The data was not weighted due to a structured sampling frame that included gender, age, and CPS district location.

Gender and Age Quotas

Based on 800n	Male	Female	Non-binary/other
18-24 years	40	40	
25-34 years	75	75	
35-44 years	82	83	
45-54 years	67	68	
55-64 years	60	60	
65+ years	70	80	
Total	394	406	No quota

Calgary Police District Quotas

District Location	Proportion of Calgary Population	Completes
District 1	6%	50
District 2	14%	110
District 3	10%	80
District 4	7%	55
District 5	13%	105
District 6	10%	80
District 7	22%	175
District 8	18%	145
Total	100%	800

Sample Data Quality

- The sample was sourced from The Logit Group using general population panels. Tight quality control procedures are used by Logit to ensure data integrity including:
 - Copy and Paste Detection and QiQ to determine whether a response is gibberish, low effort, or acceptable.
 - Speedster Check to automatically terminate anyone who completed the survey in under 310 seconds (less than half the median survey time).
 - Industry-leading fraud detection techniques (<https://www.ipqualityscore.com/>) designed to improve the detection of fraudulent activity, enrich data for fraud investigations, and make smarter real-time decisions for effective fraud prevention.
 - Research Defender to constantly monitor respondents for fraudulent behavior including tracking panelists using reputation and velocity analysis of IP addresses, shipping addresses, email addresses, phone numbers, and devices.

Reporting

Illumina Research Partners conducted an online survey to explore Calgarians' views on safety, policing, service delivery priorities, and funding over the next five years.

This report presents results from the 2025 Community Perceptions Survey, conducted for the Calgary Police Commission.

Historical telephone survey results from prior Community Perception research (formerly the Citizen Satisfaction Survey), collected in 2008–2016, 2018, 2020, 2022, and 2024, are not included.

This is because of methodological differences between telephone and online surveys, which limit the direct comparability of responses to similar questions.

The table to the right outlines some of the key distinctions between the two approaches.

Questions Asked

The full questionnaire is in Appendix B.

ONLINE SURVEY	TELEPHONE SURVEY
<p>Non-Probability Sample</p> <p>Online surveys typically use opt-in panels, which are considered non-probability samples. While these methods offer broad reach and quick fielding, the lack of random selection means results are not statistically generalizable to the full population. They also do not reach those with low digital literacy.</p>	<p>Probability Sample</p> <p>Telephone surveys using random digit dialing of landline, mobile, listed and unlisted numbers offer a probability-based approach, supporting statistical inference to the broader population. However, they may under-represent groups with limited phone access or who are less likely to answer unknown calls.</p>
<p>Self-administered and Anonymous</p> <p>Respondents complete surveys privately and on their own schedule, which may encourage greater openness on sensitive topics. However, there can also be varying interpretations of complex questions.</p>	<p>Interviewer presence on phone</p> <p>The presence of an interviewer may influence how candidly respondents answer certain questions, resulting in answers they think are more acceptable or desirable to the interviewer.</p>
<p>More Visual</p> <p>Online surveys can incorporate images, visual scales, and interactive elements to support engagement. Visual elements can aid comprehension but require digital literacy.</p>	<p>Aural Communication</p> <p>Telephone surveys rely on verbal communication which may limit understanding of longer or more complex content without visual aids.</p>
<p>5-point Scale</p> <p>The 2025 Community Perceptions online survey used a 5-point scale, which is easier and faster for respondents to answer but offers less granularity.</p>	<p>10-point Scale</p> <p>Historical Community Perception telephone surveys used a 10-point scale, allowing for finer distinctions in attitudes. While this adds analytical depth, it may increase respondent effort.</p>

Appendix B

Questionnaire

QUESTIONNAIRE

2025 COMMUNITY PERCEPTIONS

PROJECT DETAILS

Context

The 2025 Community Perceptions research will provide citizen insights to guide strategic decision-making for service priorities, resource allocation, and budget planning for development of the 2027–2030 Service Plan and Budget.

The Commission has tracked community perceptions of policing in Calgary since 2008. Since 2017, the research has alternated annually between quantitative tracking of citizen perceptions and experience (quantitative tracking study) and qualitative research into priority topics requiring a deeper understanding of citizen perspectives (deep dive research).

2025 is a deep dive research year providing an important and timely opportunity to capture the perspectives of Calgarians to help shape the next four-year policing plan and budget.

Topics to be Explored

• Safety and Crime Concerns and Priorities

This topic assesses how safe Calgarians feel in Calgary, top crime issues and concerns, and what citizens believe should be priorities over the next five years.

• Awareness and Priorities for Crime Prevention and Community Programs

This topic explores awareness of CPS crime prevention and community programs and services along with the perspective of Calgarians on priorities over the next five years.

• Service Delivery Concerns and Priorities

This topic investigates Calgarians' top service delivery concerns and what citizens believe should be priorities over the next five years.

• Funding and Resource Allocation Preferences

This topic explores the views of Calgarians on funding police services and willingness to support tax increases to improve safety and policing in Calgary.

Method

- ~12-minute online quali-quant survey (quantitative feedback + open-ended responses with deeper AI probing to capture the voice of Calgarians in their own words)

Sample & Quotas

- Host on a Canadian server
- Total completes: ~600-800 sourced from general population panels 18+ years
- Quotas for age, gender, and Calgary police district
- Ethnicity will be monitored and quotas implemented as needed so that results reflect the diversity of the population in Calgary.

Gender and Age Quotas

Based on 800m	Male	Female	Non-binary/other
18-24 years	40	40	
25-34 years	75	75	
35-44 years	82	83	
45-54 years	67	68	
55-64 years	60	60	
65+ years	70	80	
Total	394	406	No quota

Calgary Police District Quotas

District Location	Proportion of Calgary Population	Completes
District 1	6%	50
District 2	14%	110
District 3	10%	80
District 4	7%	55
District 5	12%	105
District 6	10%	80
District 7	22%	175
District 8	18%	145
Total	100%	800

Field Dates

- Programming and Testing: March 21 -28

- Surveying over a 4-week period from March 31 – April 27, 2025, with completes distributed equally over the 4-week period

QUESTIONNAIRE

INTRODUCTION AND SCREENING

[PROGRAMMER: DO NOT DISPLAY SECTION HEADER/TITLE TEXT]

[USE BLIND SKIN]

[INTRO SCREEN]

We're glad you chose to participate in this survey to share your thoughts and opinions with us. This survey will ask you different questions about policing. It should take about 12 minutes to complete.

Thank you for your participation. We really appreciate your time and contribution.

[SINGLE CHOICE]

1. Where do you live?

[TERMINATE IF DO NOT SELECT CALGARY]

1. Calgary
2. Edmonton
3. Red Deer
4. Elsewhere in Alberta
5. I live outside of Alberta

[DROP-DOWN MENU]

2. Which Calgary community do you live in? Please enter the first three letters of your community's name in the box below and then select your community.

[ALPHABETIZED DROP-DOWN MENU]

None of the above

[IF NONE OF THE ABOVE SELECTED]

Please enter the name of the community you live in: _____

[PROGRAMMING NOTE: ASSIGN RESPONDENT TO A POLICE DISTRICT USING THE FILE: YYC POSTAL CODES BY COMMUNITY CPS DISTRICT_2024_04_03_SRS.xlsx. CREATE A VARIABLE TO STORE POLICE DISTRICT IN DATASET.]

[SINGLE CHOICE]

3. Are you...

1. Male
2. Female
3. Non-binary
4. Other

[SINGLE CHOICE]

4. What is your age?

1. 18 - 24 years
2. 25 - 34 years
3. 35 - 44 years
4. 45 - 54 years
5. 55 - 64 years
6. 65 years or older

[MULTIPLE CHOICE]

5. What ethnicity or ethnicities best describe your heritage?

1. British Isles
2. Other European (e.g., French, German, Dutch, Italian, Ukrainian, etc.)
3. Canadian
4. Chinese
5. South Asian (e.g., Indian, Pakistani, Sri Lankan, Punjabi, etc.)
6. Southeast Asian (e.g., Vietnamese, Cambodian, Laotian, Thai, Filipino, etc.)
7. West Asian (e.g., Iranian, Afghan, Turkish, etc.)
8. Japanese
9. Korean
10. Arab
11. African
12. Latin, Central or South American
13. First Nations (North American Indian; includes Status and Non-Status Indians)
14. Métis
15. Inuk (Inuit)
16. Other (Specify_____)
- 99 – Prefer not to specify

[SINGLE CHOICE]

6. Equity-seeking groups are communities that face barriers to equal access, opportunities, and resources. Individuals in these groups can face disadvantages and discrimination based on race, colour, religion, gender, gender identity or expression, sexual orientation, mental or physical disability and age.

Do you consider yourself to be a member of an equity-seeking group?

1. Yes
2. No
- 99 – Prefer not to specify

QUESTIONNAIRE

SAFETY AND CRIME CONCERNS AND PRIORITIES

[PROGRAMMER: DO NOT DISPLAY SECTION HEADER/TITLE TEXT]

[SINGLE CHOICE]

7. To what extent do you agree that Calgary is a safe city to live in?

- 5. Strongly agree
- 4. Somewhat agree
- 3. Neither agree nor disagree
- 2. Somewhat disagree
- 1. Strongly disagree

[SINGLE CHOICE]

8. Do you feel **social disorder** in Calgary is decreasing, staying the same, or increasing?

Social disorder includes disturbances, public intoxication, homelessness, and mental health crises or disturbances.

- 1. social disorder rates are decreasing
- 2. social disorder rates are staying the same
- 3. social disorder rates are increasing

[OPEN END]

9. What is specifically making you feel that [INSERT Q8]?

[SINGLE CHOICE]

10. Do you feel that **crime rates** in Calgary are decreasing, staying the same, or increasing?

Crime can be defined as illegal behaviour such as violent crime, theft, fraud, and drug trafficking.

- 1. crime rates are decreasing
- 2. crime rates are staying the same
- 3. crime rates are increasing

[OPEN END]

11. What is specifically making you feel that [INSERT Q10]?

[RANK TOP FIVE. ONLY FIRST RANK IS MANDATORY.]

12. Thinking about your personal experience, your community, or the City of Calgary as a whole, what safety or crime issues **concern you the most** over the **next five years**? Please rank your top five concerns from highest to lowest.

[RANDOMIZE]

- 1. Break & enter
- 2. Damage to property
- 3. Disorder (suspicious person, disturbances, public intoxication)
- 4. Drug trafficking (drug trade/selling of drugs)
- 5. Drug use (people using drugs)
- 6. Family violence and domestic conflict
- 7. Fraud (cybercrime, cyber fraud, scams, phishing)
- 8. Organized crime and gang violence
- 9. Homelessness
- 10. Human trafficking
- 11. Mental health crises or disturbances
- 12. Person crime (homicide, robbery, sex crime, assault, child abuse)
- 13. Vehicle theft
- 14. Property theft other than vehicles
- 15. Traffic violations (speeding, distracted driving, unsafe driving)
- 16. Transit/LRT/C-Train safety
- 17. Youth crime
- 18. None, no issue of great concern [EXCLUSIVE. ANCHOR]

[OPEN END. DO NOT ASK IF Q12=NONE]

13. What specifically makes [INSERT Q12 – TOP RANK] a top safety or crime concern for you over the next five years?

QUESTIONNAIRE

PERCEPTIONS OF THE CALGARY POLICE SERVICE

[PROGRAMMER: DO NOT DISPLAY SECTION HEADER/TITLE TEXT]

We would now like to ask you about the Calgary Police Service.

[SINGLE CHOICE]

14. To what extent do you agree or disagree that the Calgary Police Service is a police service you trust.

- 5. Strongly agree
- 4. Somewhat agree
- 3. Neither agree nor disagree
- 2. Somewhat disagree
- 1. Strongly disagree

[SINGLE CHOICE]

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

- 5. Very confident
- 4. Somewhat confident
- 3. Neither confident nor unconfident
- 2. Somewhat unconfident
- 1. Very unconfident

[CAROUSEL. ORDER RESPONSE OPTIONS WITH “STRONGLY AGREE” ON THE FARTHEST RIGHT. COLOUR BUTTONS WITH GREEN=POSITIVE AND RED=NEGATIVE.]

16. To what extent do you agree or disagree with the following statements about the Calgary Police Service (CPS).

[RANDOMIZE]

- a. Officers respond in a fair way when dealing with all segments of the community
- b. CPS prevents crime by partnering with community agencies to address issues such as mental health, homelessness and substance abuse
- c. CPS keeps Calgarians informed about safety, crimes and police actions
- d. CPS responds quickly when needed
- e. CPS provides an adequate level of service to the public

- 5. Strongly agree
- 4. Somewhat agree
- 3. Neither agree nor disagree
- 2. Somewhat disagree
- 1. Strongly disagree

SERVICE DELIVERY

[PROGRAMMER: DO NOT DISPLAY SECTION HEADER/TITLE TEXT]

[RANK TOP FIVE]

17. The Calgary Police Service (CPS) would like to get your input on service delivery to Calgarians **over the next five years**. Please rank your **top five priorities for service delivery** over the next five years from **highest to lowest priority**.

[RANDOMIZE]

- 1. Emergency response to crime in progress where someone is in danger
- 2. Emergency response to property crime or disturbance in progress
- 3. Non-emergency response to crimes already committed
- 4. Non-emergency response to social disorder (disturbance, homelessness, public intoxication) or a suspicious situation
- 5. Investigations into violent crimes such as homicide, robbery, child abuse and sex offences
- 6. Investigations into non-violent crimes such as break and enter, vehicle crime, theft and fraud
- 7. Specialized investigations into crime issues such as cybercrime, organized crime, drug trafficking, and human trafficking
- 8. Proactive patrols in areas experiencing crime or social disorder
- 9. Crime prevention through youth and community education and supports
- 10. Crime prevention through monitoring and supporting change for those committing crimes
- 11. Community outreach and engagement by the police (crime education, how citizens can help address crime)
- 12. In-person police services at police stations
- 13. Online reporting of non-violent criminal offences

[OPEN END]

18. What makes you feel [INSERT Q17 TOP RANK IF Q17≠1. IF Q17 TOP RANK=1 THEN INSERT Q17 SECOND RANK] should be a high priority for CPS service delivery over the next five years?

QUESTIONNAIRE

CRIME PREVENTION AND COMMUNITY PROGRAMS AND SERVICES

[PROGRAMMER: DO NOT DISPLAY SECTION HEADER/TITLE TEXT]

[CAROUSEL. PROGRAM YES BUTTON TO BE ON THE RIGHT AND NO ON THE LEFT]

19. Are you **aware** that the Calgary Police Service provides the following types of crime prevention and community programs and services?

1. Yes
2. No

[RANDOMIZE]

- a. **Call diversion programs** that direct non-emergency mental health or addictions related calls to social services and other agencies instead of the police.
- b. **Victim support programs** to promote and advocate for the rights of victims of crime and trauma. An example is the Victim Assistance Support Team (VAST).
- c. **Youth programs and services** where officers interact with youth to encourage positive behaviours and help youth navigate challenging situations. Examples are School Resource Officers, Cadets, Powerplay, the Youth at Risk Development Program (YARD), Serious Habitual Offender Program (SHOP), ReDirect, and the Multi-Agency Support Team (MASST).
- d. **Community Resource Officers** who work collaboratively with communities to address the issues reported by the community and educate on crime prevention.
- e. **Indigenous programs** to demonstrate CPS commitment to Truth and Reconciliation. An example is the Calgary Indigenous Court that provides a culturally relevant, restorative and holistic system of justice for Indigenous people.
- f. **Crime prevention education** that includes research, education and delivery of crime prevention programs and services. Examples are the HUB, The Joint Graffiti Investigation Team, Crime Prevention through Environmental Design, and Cybercrime Education.
- g. **Programs for vulnerable persons** to coordinate with homelessness and addiction-serving agencies as well as mental health professionals to meet the needs of vulnerable people in our city. Examples include the Police and Crisis Team (PACT), Community Engagement Response Team (CERT) and the Downtown Outreach Addictions Program (DOAP).
- h. **Programs for working with diverse communities** that foster awareness and understanding between the CPS and diverse communities, including helping

with investigations or incidents where specific knowledge of these diverse populations can help.

- i. **Community Traffic Service Request program** that works to prevent collisions and unsafe driving. It also allows members of the community to report speeding and other traffic safety issues to the police.

[MULTIPLE CHOICE. SELECT A MAX OF THREE]

20. Which of the following types of **crime prevention and community programs and services** do you feel should be priorities for the Calgary Police Service **over the next five years**? Please select up to three.

[RANDOMIZE]

1. Call diversion programs
2. Youth programs and services
3. Indigenous programs
4. Crime prevention education
5. Victim support programs
6. Community Resource Officers
7. Programs for vulnerable persons (e.g., homelessness, mental health, and addictions)
8. Programs for working with diverse communities
9. Community traffic programs
10. Other, please specify **[ANCHOR]**
11. Not sure **[ANCHOR. EXCLUSIVE]**

FUNDING AND RESOURCE ALLOCATION PREFERENCES

[PROGRAMMER: DO NOT DISPLAY SECTION HEADER/TITLE TEXT]

[SINGLE CHOICE]

21. Next, we would like to ask you about funding for police services in Calgary. Please think about funding in terms of the Calgary Police Service having sufficient resources to be able to provide an adequate level of police service to Calgarians.

Based on your personal experiences, the level of police service currently provided, and anything else you've seen or heard, do you feel the **current funding for police services** in Calgary is not enough, the right amount, or too much?

1. Not enough
2. The right amount
3. Too much
4. Not sure

[SINGLE CHOICE]

22. **Over the next five years**, do you feel the **funding for policing services** in Calgary should decrease, remain the same, or increase?

1. Decrease
2. Remain the same
3. Increase
4. Not sure

[OPEN END. DO NOT ASK IF Q22 = 4. ADD INCA PROBE]

23. What are the specific reasons you feel funding for police services in Calgary should **[INSERT Q22]** over the next five years?

23_P1_Q [CAPTURE SMARTPROBE QUESTION]
23_P1_A [CAPTURE SMARTPROBE ANSWER]

[SINGLE CHOICE]

QUESTIONNAIRE

24. The Calgary Police Service is one of the many services funded through Calgarian property taxes. How willing are you to pay higher property taxes to support police services in Calgary over the next five years?

5. Very willing
4. Somewhat willing
3. Neutral
2. Somewhat unwilling
1. Very unwilling

[RANK TOP THREE]

25. If a tax increase was implemented, which of the following police services would you prioritize for additional resources? Please rank the **top three services** you would prioritize for **additional resources** in order of **priority from highest to lowest**.

[RANDOMIZE]

1. Better address violent crime (e.g. homicide, robbery, assault, child abuse and sex offences)
2. Better address property crimes (e.g., break and enters, theft, vehicle crime, fraud)
3. Improve crime prevention and community outreach programs (e.g., community and youth education, helping at-risk youth, building stronger relationships with Calgary's various cultural and religious communities, victim support, School Resource Officers)
4. Better address disorder caused by homelessness, addiction and mental illness
5. Reduce response times to emergency calls
6. Reduce response times to non-emergency calls
7. Improve officer morale and wellness
8. Increase proactive patrols in areas experiencing crime and social disorder
9. Improve safety in the downtown core
10. Improve safety on Transit/LRT/C-Train
11. Increase traffic law enforcement

[OPEN END. ADD INCA PROBE]

26. How would enhancing funding to [INSERT Q25 = TOP RANK] specifically impact you or the City of Calgary as a whole?

26_P1_Q [CAPTURE SMARTPROBE QUESTION]

26_P1_A [CAPTURE SMARTPROBE ANSWER]

[SINGLE CHOICE]

27. What level of tax increase would you be willing pay to support police services in Calgary over the next five years?

1. \$0
2. Up to \$10 per year
3. \$11 to \$20 per year
4. \$21 to \$35 per year
5. \$36 to \$50 per year
6. \$51 to \$75 per year
7. \$76 to \$100 per year
8. More than \$100 per year

[SINGLE CHOICE]

28. Which of the following options do you prefer to fund police services in Calgary over the next five years?

1. Increase property taxes to fund police services
2. Reallocate existing funds within the overall City of Calgary budget to policing from other municipal services
3. Reallocate existing funding for police services from lower priority services to higher priority services
4. Not sure

[OPEN END]

29. Do you have any other comments that you would like to share about policing services in Calgary over the next five years?

No other comments [EXCLUSIVE]

CLOSING

[PROGRAMMER: DO NOT DISPLAY SECTION HEADER/TITLE TEXT]

Thank you so much for your great feedback throughout the survey. We are now done!

Please click on the next button to submit your answers.

End of document ■

Appendix C

Sources for Context

SOURCES FOR CONTEXT

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<https://newsroom.calgary.ca/city-launches-new-peace-officer-traffic-safety-team-to-improve-road-safety/>
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<https://newsroom.calgary.ca/state-of-downtown-report-spotlights-momentum-and-progress-in-calgarys-downtown/>

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<https://newsroom.calgary.ca/transit-public-safety-opens-fourth-district-office-at-cf-chinook-centre/>
<https://rmalberta.com/news/government-of-alberta-introduces-further-legislation-for-new-police-agency>
<https://rmalberta.com/pfm-review/>
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