



2020 Community Survey: City of Victoria Results

October 28, 2020

Victoria E-Town Hall



Background

- Recent community surveys held in 2014 and 2017
- Well received/appreciated by the community
- 2020 VicPD community survey design is based on:
 - Statistics Canada guidelines on survey design
 - national environmental scan of existing police surveys
 - 2014 and 2017 surveys, allowing for trend analysis



Methodology

- Surveys were delivered to a random sample of addresses to confirm residency/business location in Esquimalt and Victoria
- Results are specific to:
 - ▣ VicPD's jurisdiction (Esquimalt and Victoria combined)
 - ▣ Esquimalt
 - ▣ Victoria
- Two options for completion:
 - ▣ Online (with unique code); or
 - ▣ Mail-in option



Timeline

- Spring
 - Volunteers delivered surveys March 4th – May 15th
 - After March 17th, moved to mail delivery only due to public health measures
- Summer
 - Compiled and analyzed results
- Fall/Winter
 - Internal and public engagement to share findings



How many responded?

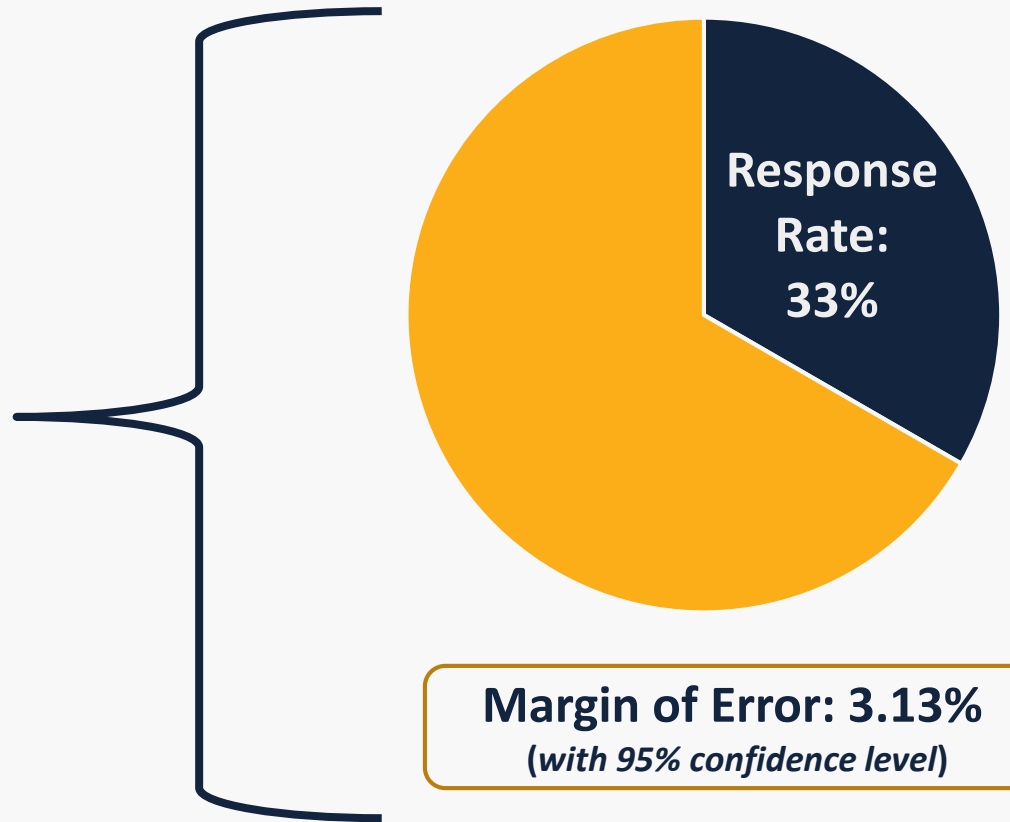
We randomly distributed

2958

*surveys in
Victoria and Esquimalt.*

969

were completed.



If this survey was administered 100 times, in 95 of those instances the results will reflect the actual population result to within 3.13%.



Comparison of Margins of Error

Margins of error for selected police surveys, 2010-2020

Edmonton Police Service	2.64%
Calgary Police Service	3.09%
VicPD	3.13%
Gatineau Police Service	3.18%
Vancouver Police Department	3.46%
Regina Police Service	4.55%
Abbotsford Police Department	4.58%



Comparison of Reach

**Number of respondents per 1,000 population
for selected police surveys, 2010-2020**

Calgary Police Service	1
Vancouver Police Department	1.3
Edmonton Police Service	1.7
Regina Police Service	1.9
Abbotsford Police Department	3.4
Gatineau Police Service	3.6
VicPD (Victoria respondents)	7.0



Victoria Survey Results

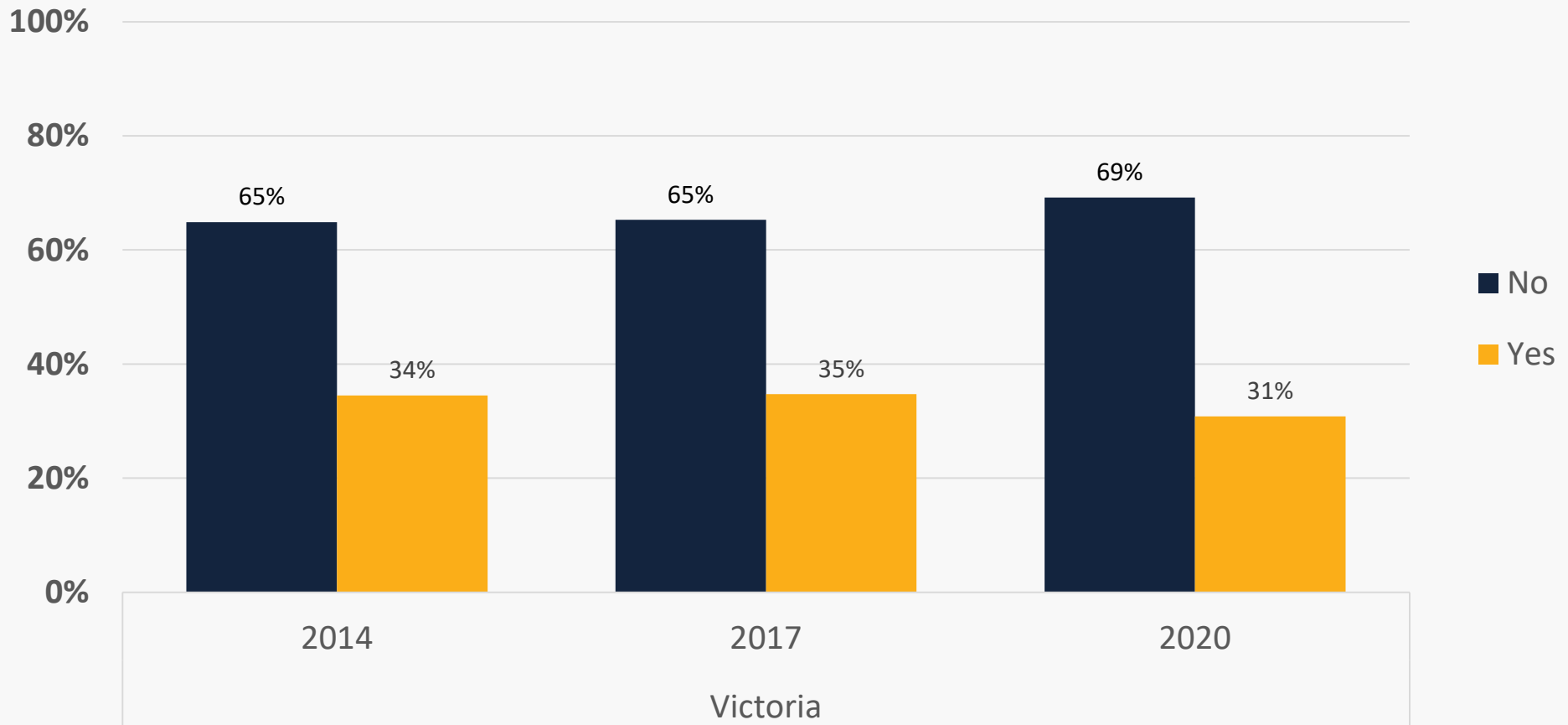
- This presentation only reflects survey results for Victoria residents and businesses.
- For Esquimalt results and those for VicPD's overall jurisdiction (Victoria and Esquimalt combined), please visit:





Have you been a victim of crime?

% of respondents who indicate they have been a victim of a crime in the last 5 years



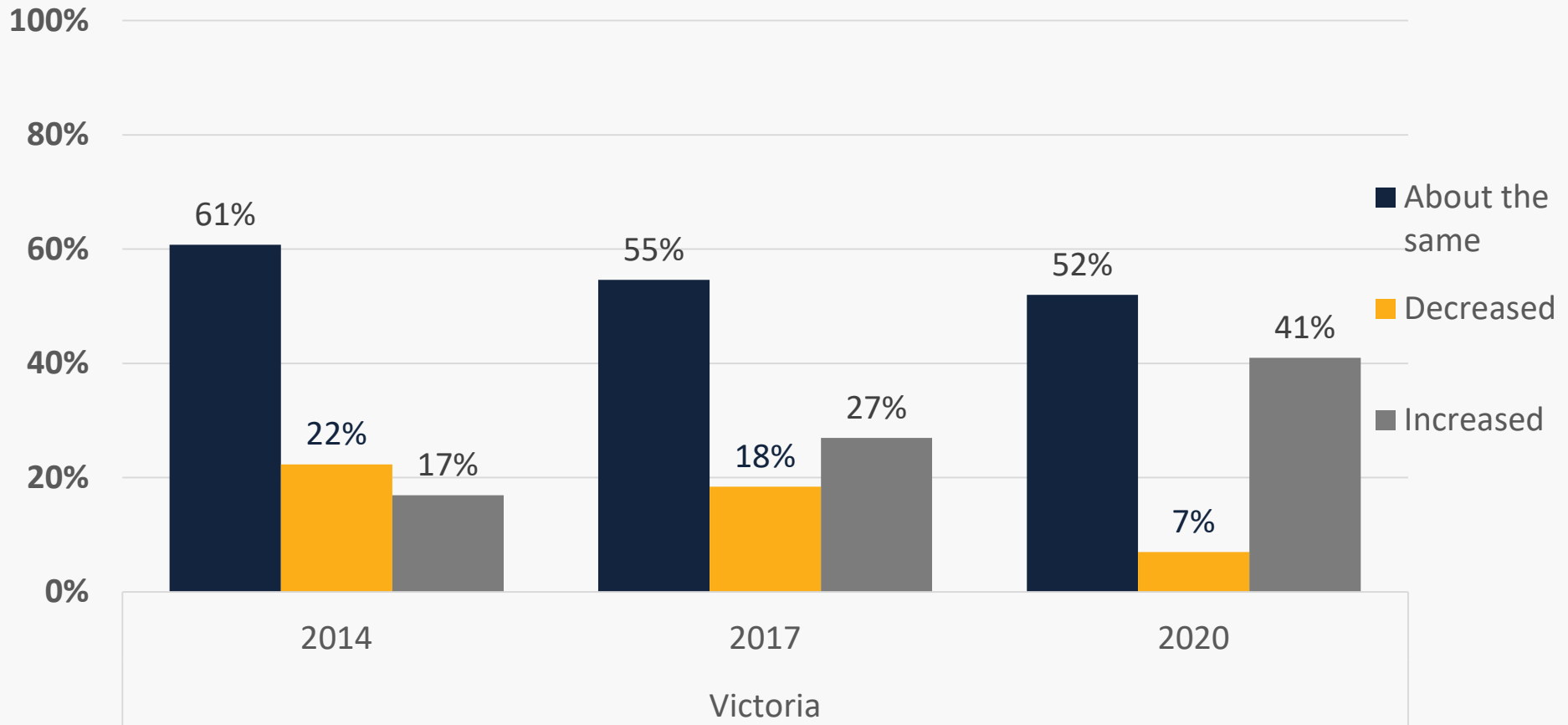
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Figures reflect responses from residents and businesses in Victoria.



Has crime changed?

% of respondents on whether crime has changed



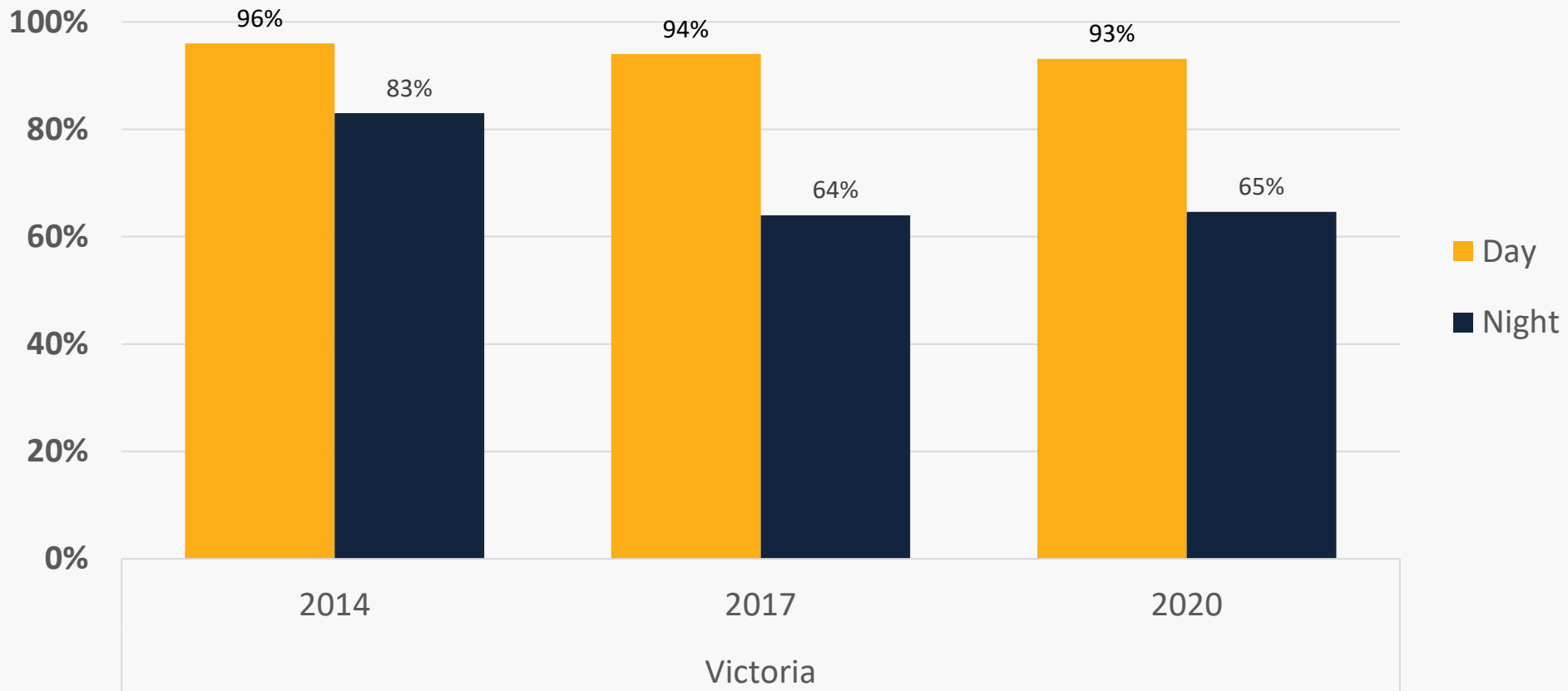
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Do you feel safe?

% of respondents who feel safe in their neighbourhood



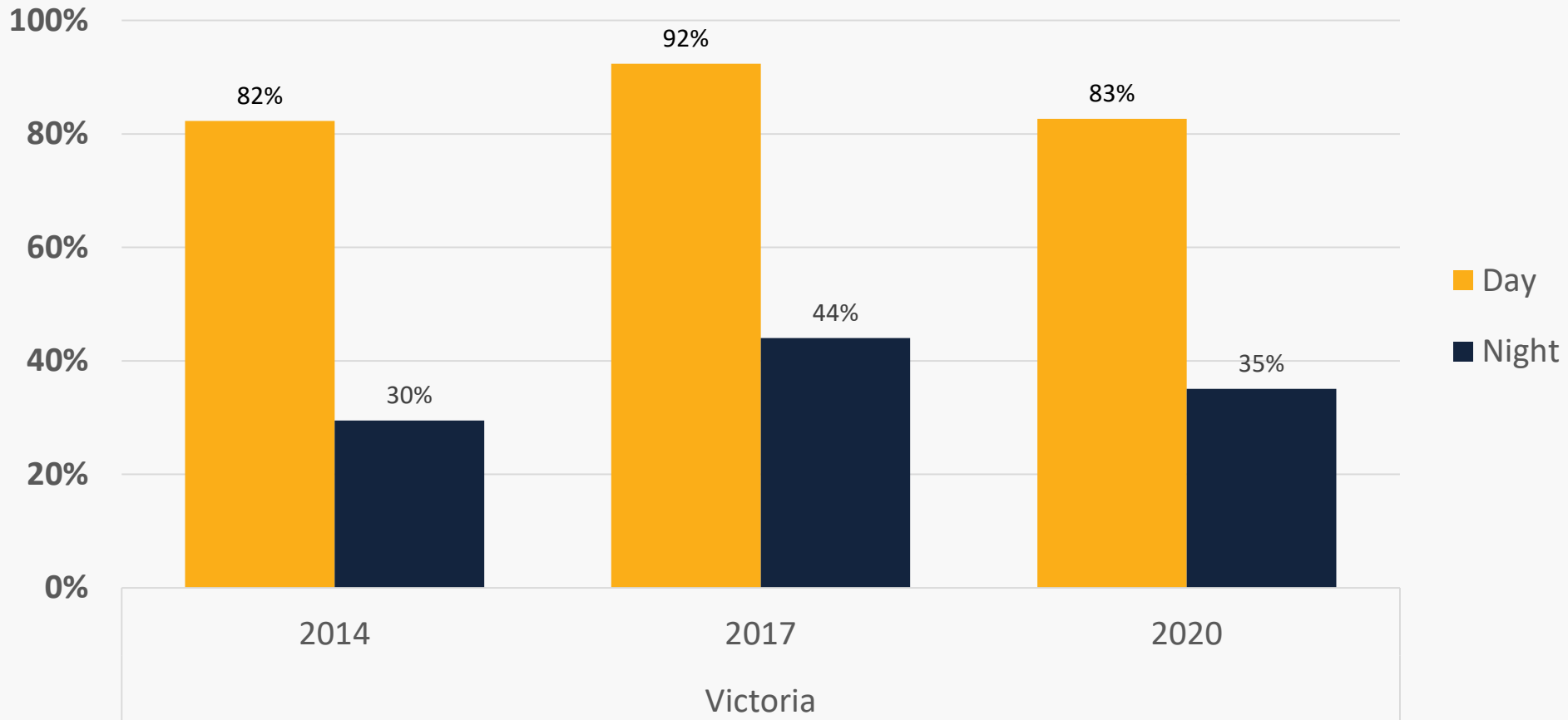
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Do you feel safe?

% of respondents who feel safe in downtown Victoria



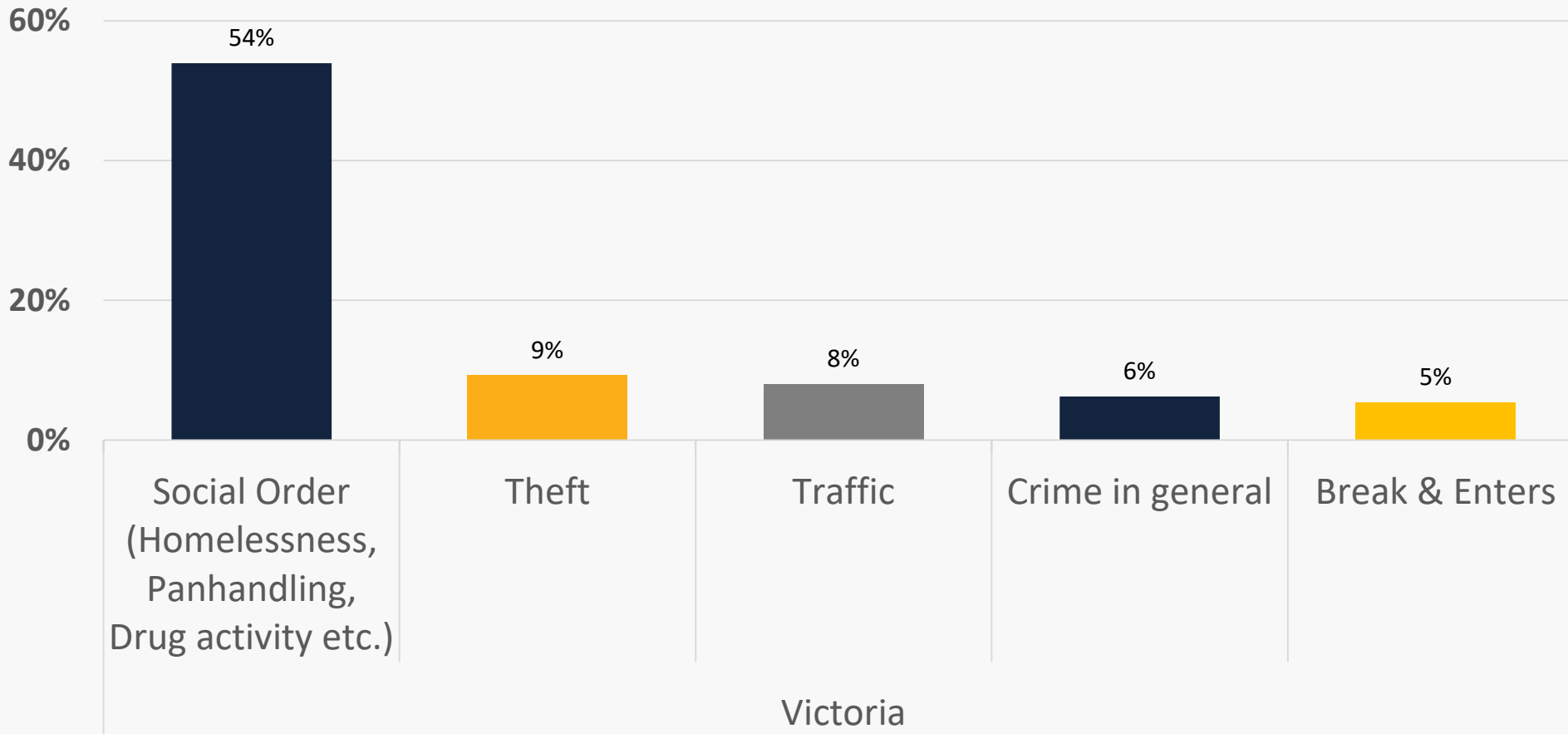
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What are your concerns?

% of respondents' top five concerns (open field)



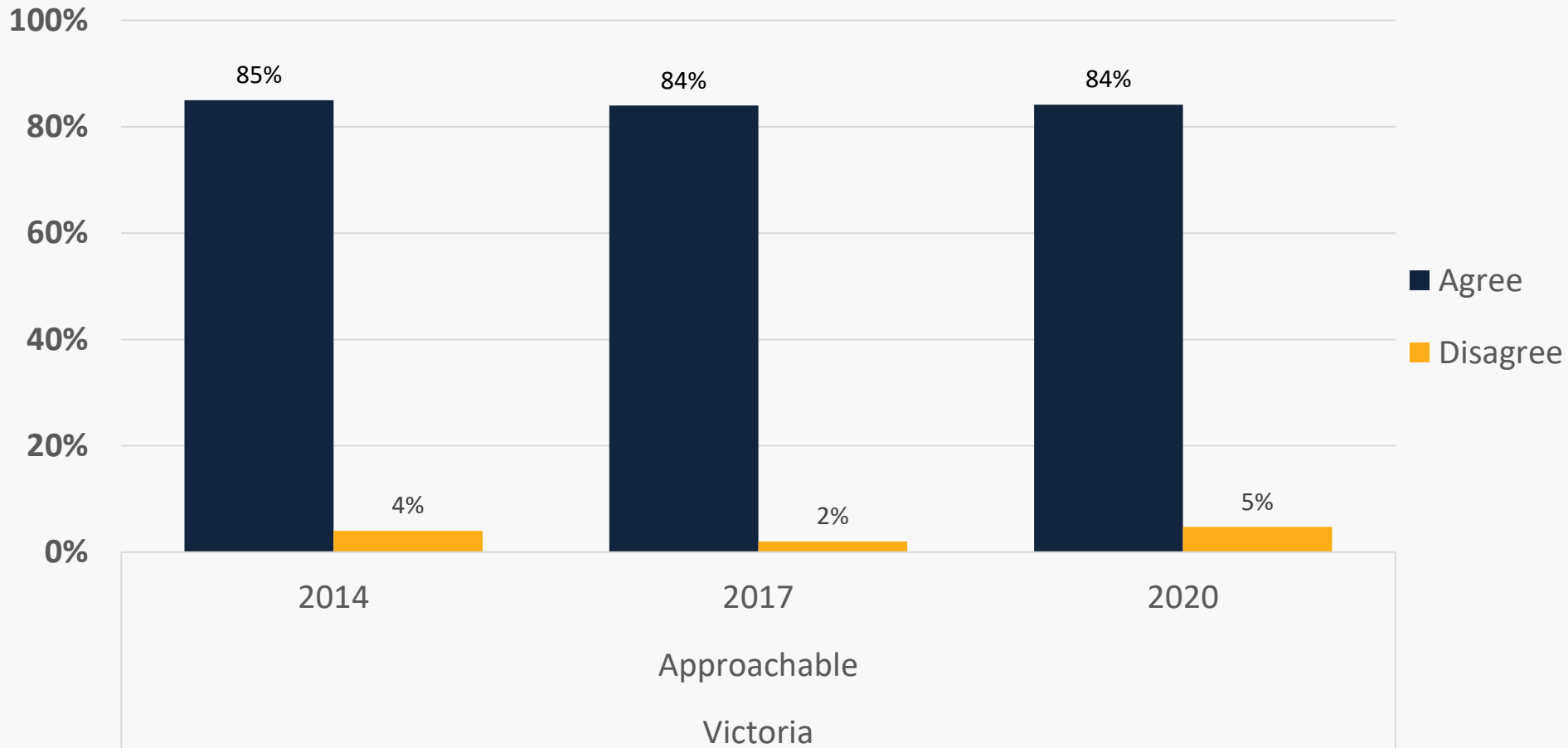
The figures above do not total 100% as this chart only reflects the top five concerns of respondents.

Figures reflect responses from residents and businesses in Victoria.



“VicPD is approachable”

% of respondents who agree or disagree with this statement

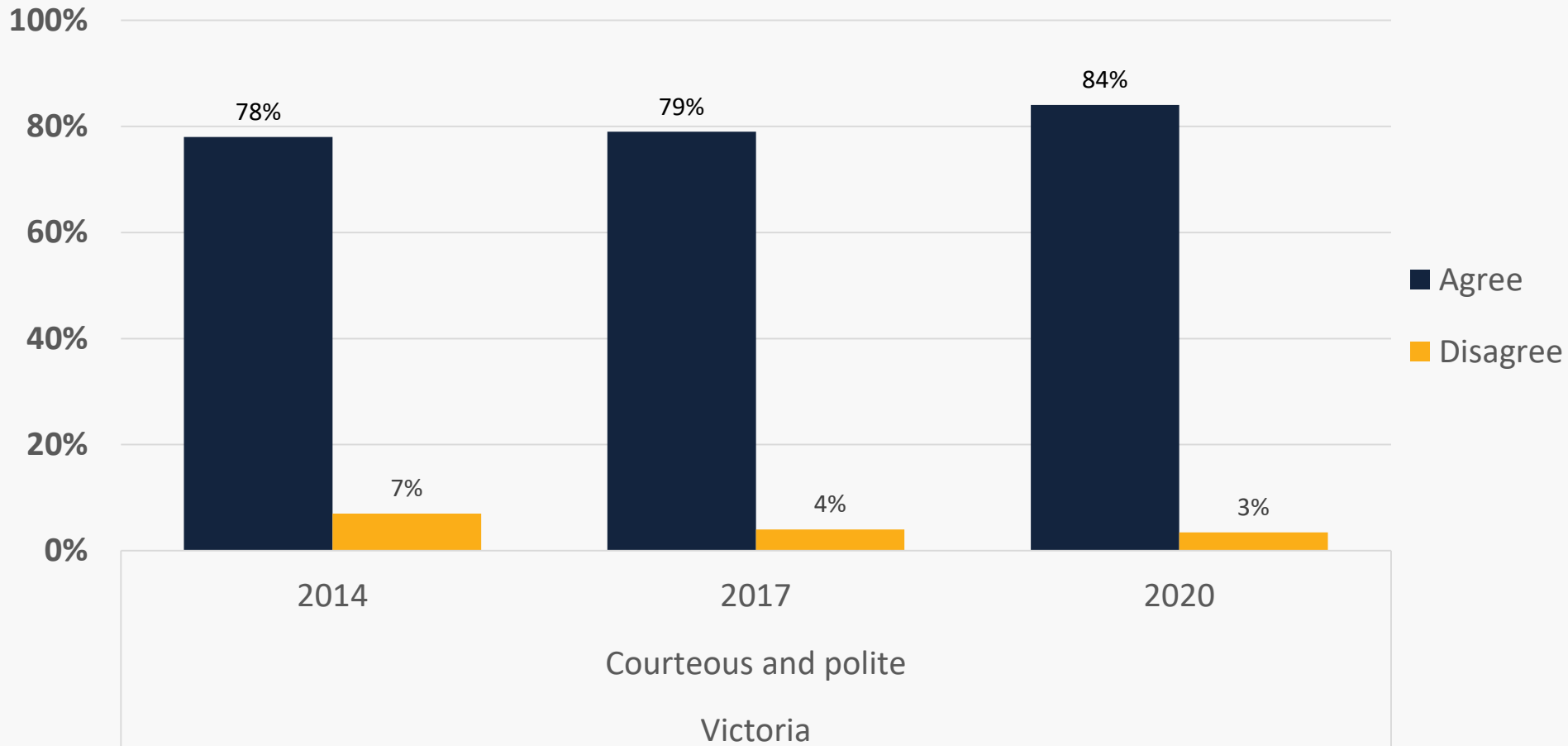


The figures above may not total 100% due to responses such as “No answer” and “I don’t know.”
Figures reflect responses from residents and businesses in Victoria.



“VicPD is courteous and polite”

% of respondents who agree or disagree with this statement



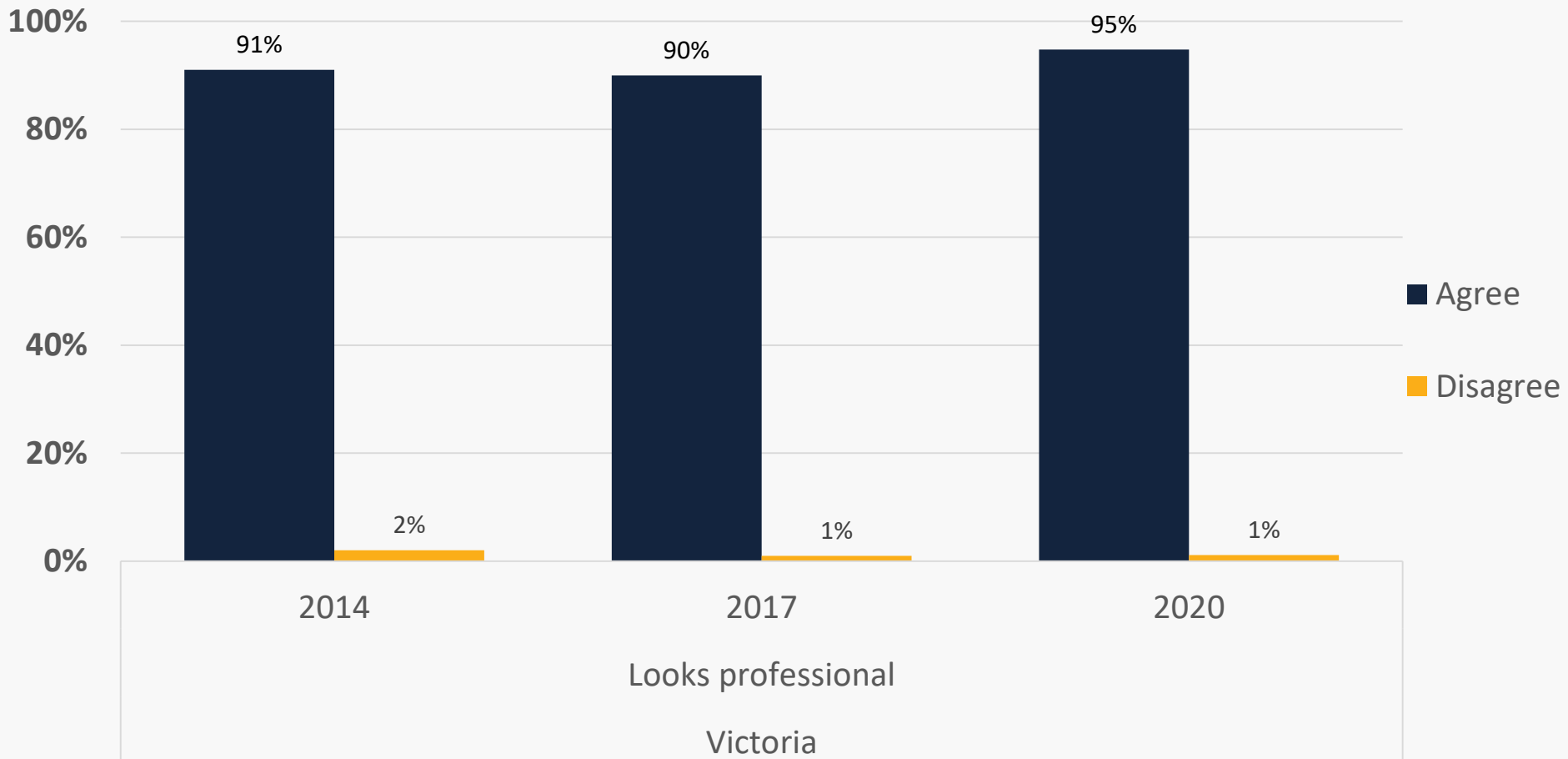
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“VicPD looks professional”

% of respondents who agree or disagree with this statement



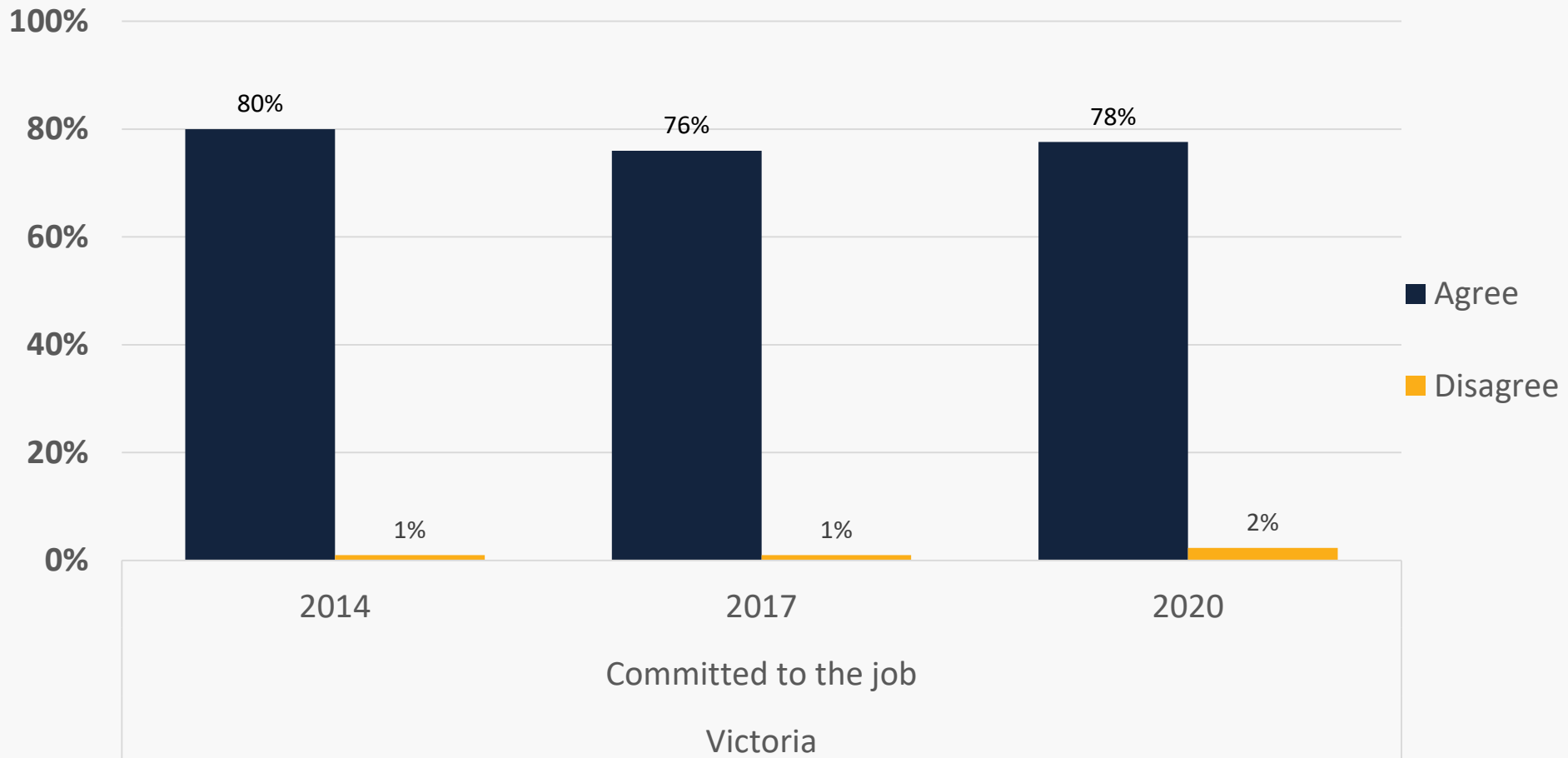
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“VicPD is committed to the job”

% of respondents who agree or disagree with this statement



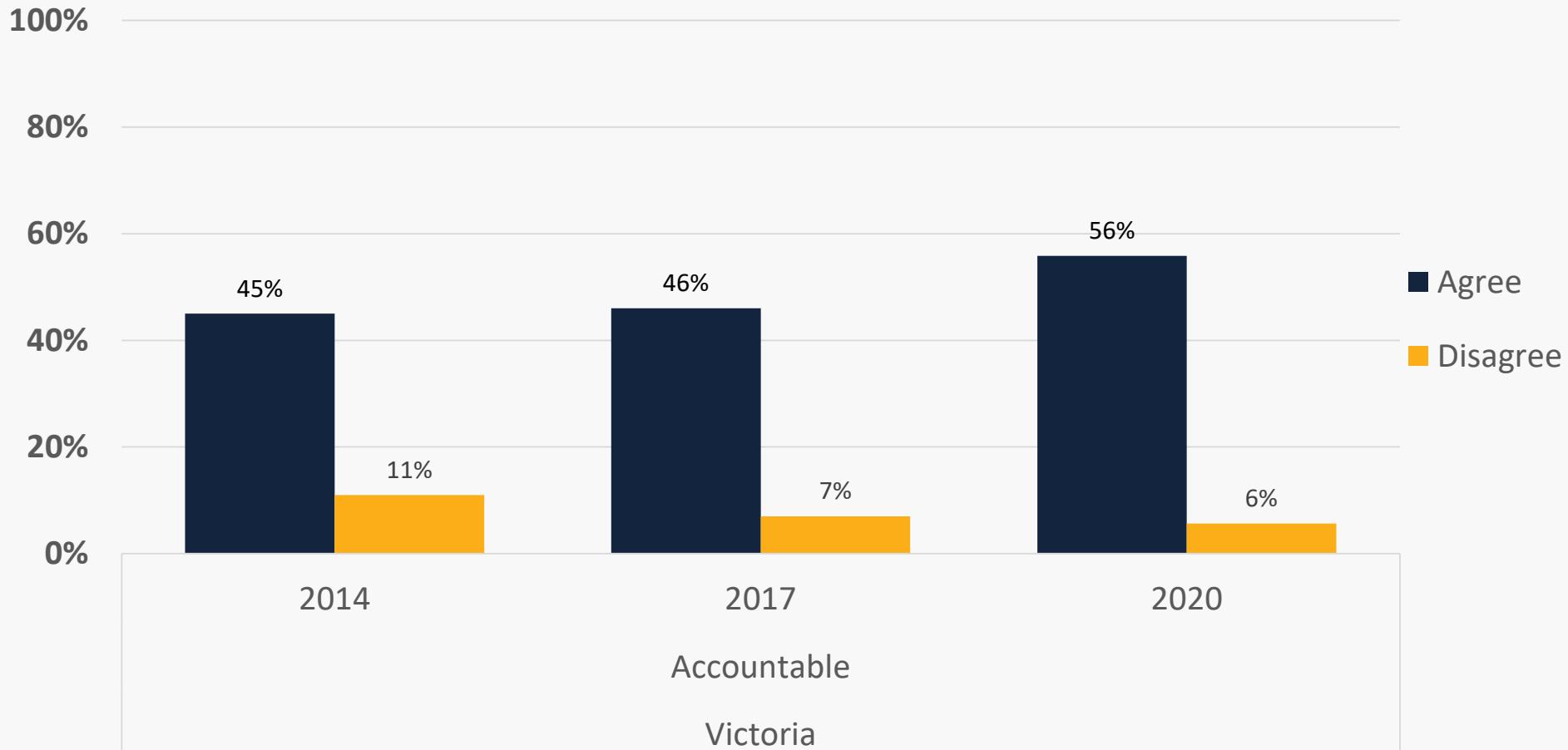
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“VicPD is accountable”

% of respondents who agree or disagree with this statement



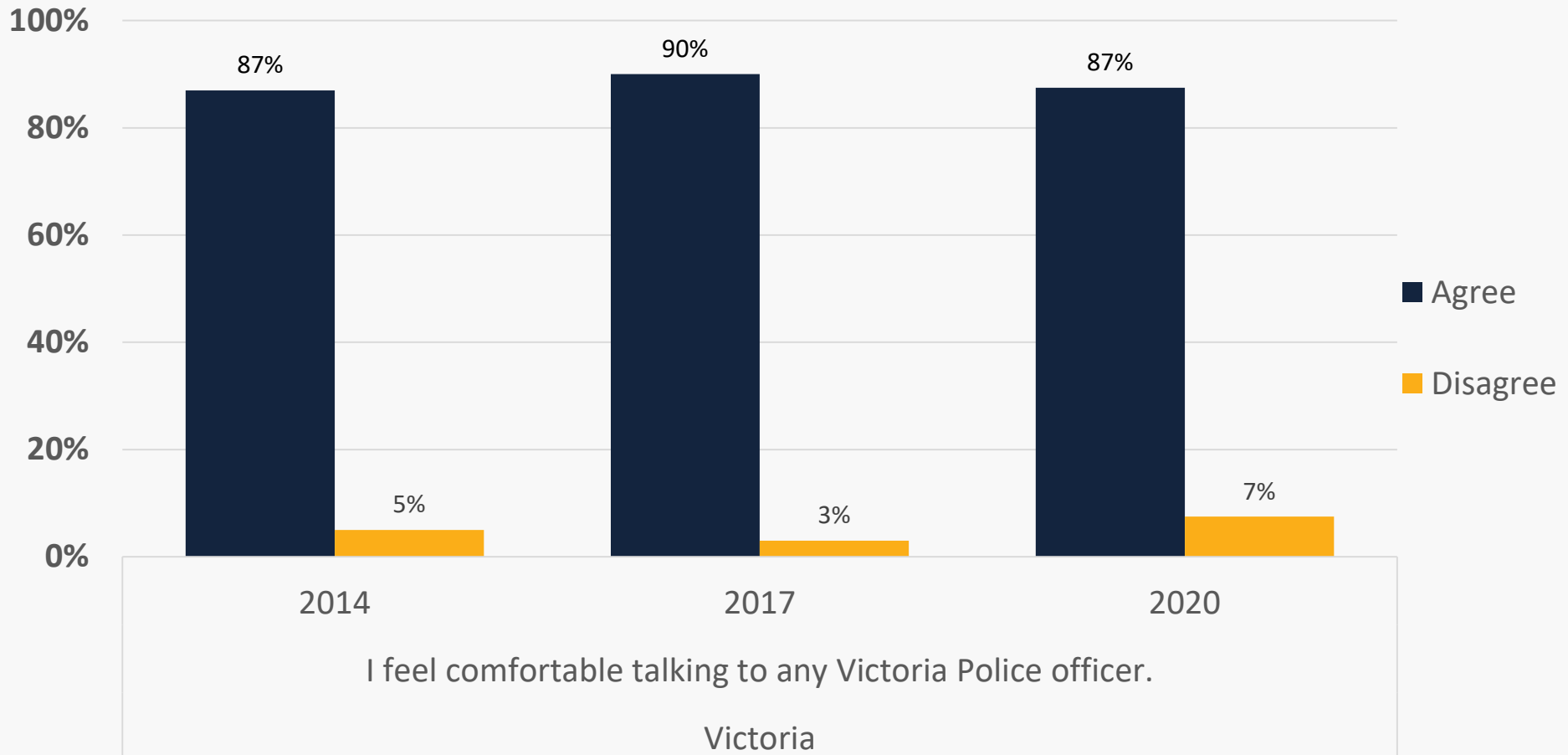
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“I feel comfortable talking to VicPD”

% of respondents who agree or disagree with this statement



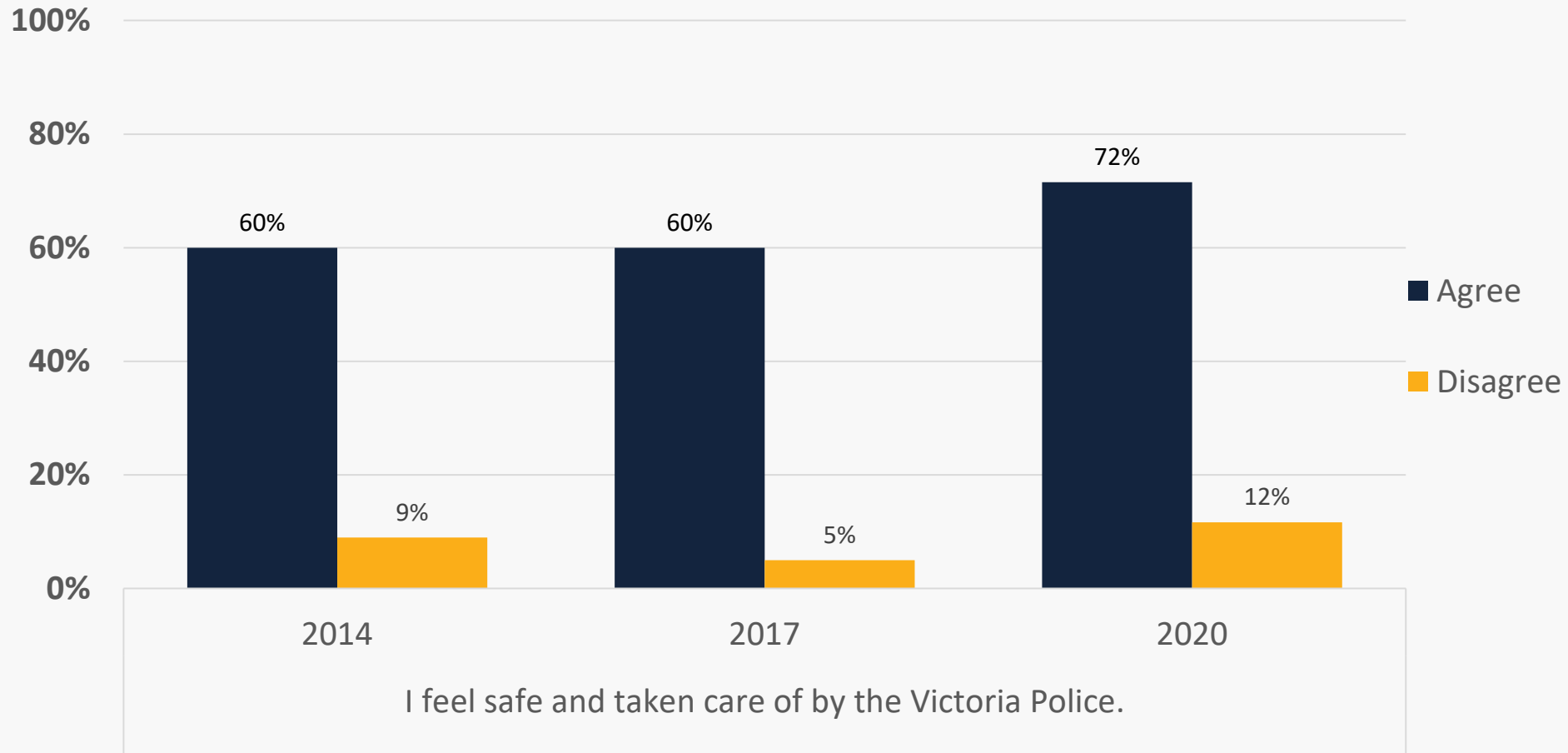
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“I feel safe & taken care of by VicPD”

% of respondents who agree or disagree with this statement



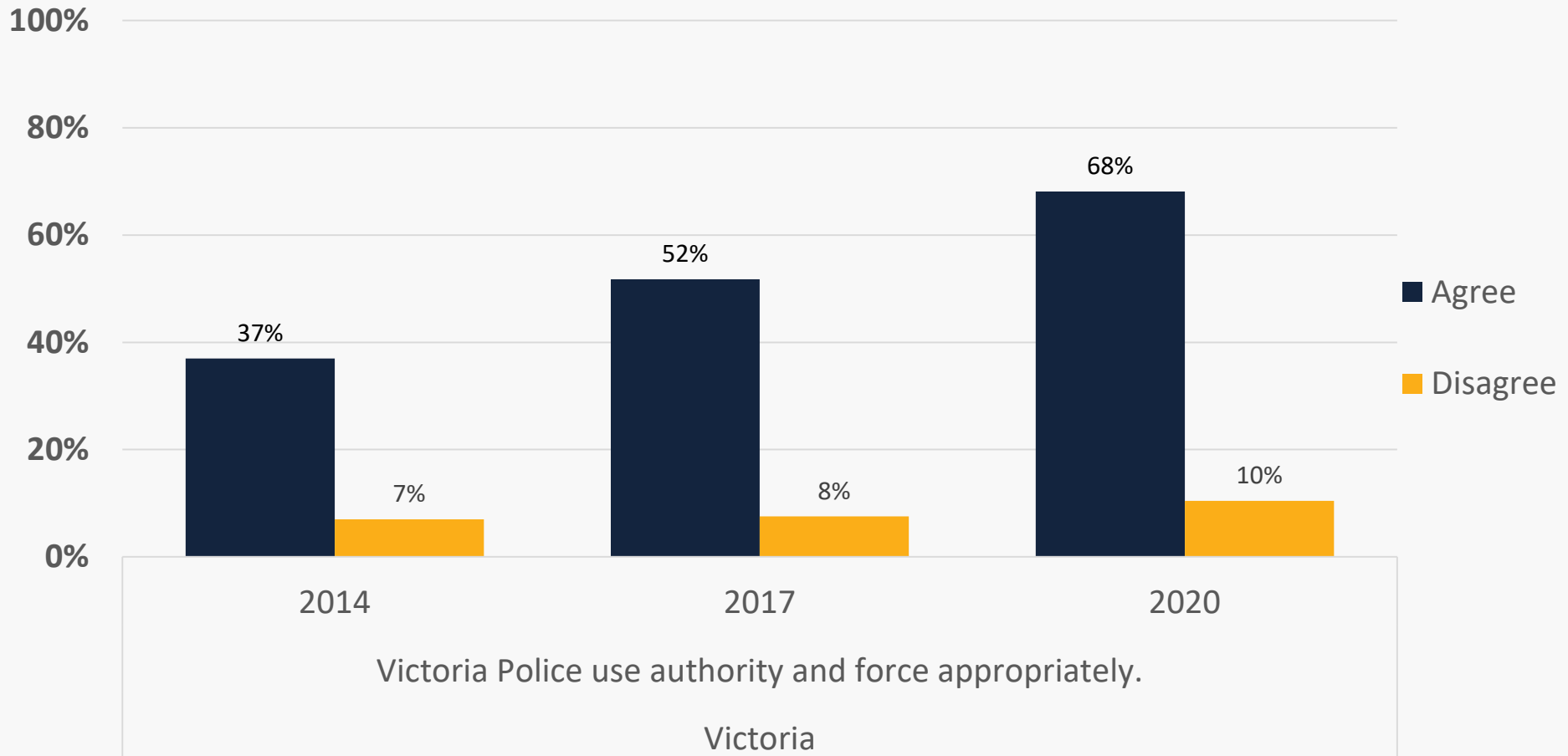
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“VicPD uses authority & force appropriately”

% of respondents who agree or disagree with this statement



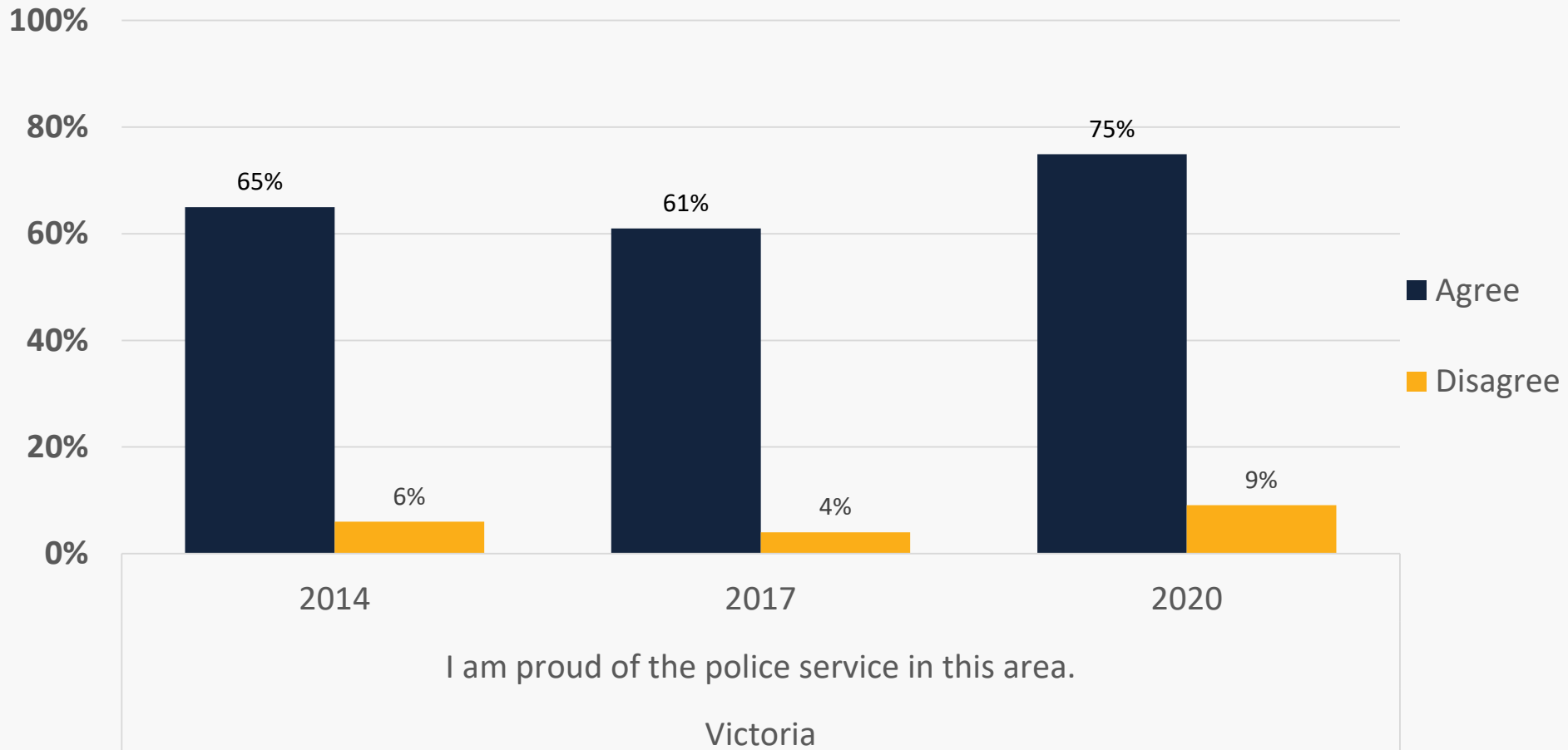
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“I am proud of VicPD”

% of respondents who agree or disagree with this statement



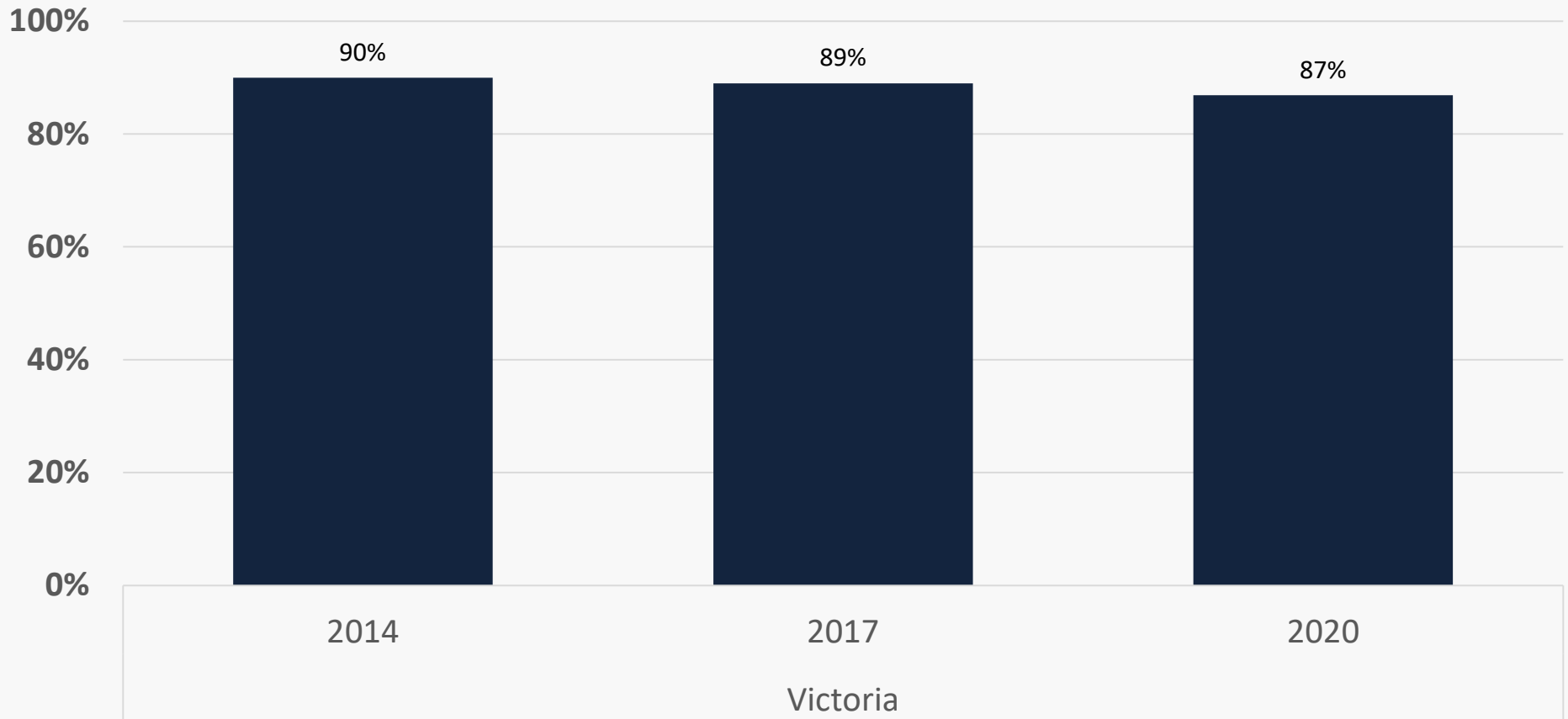
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Satisfaction

% of respondents who are satisfied with VicPD

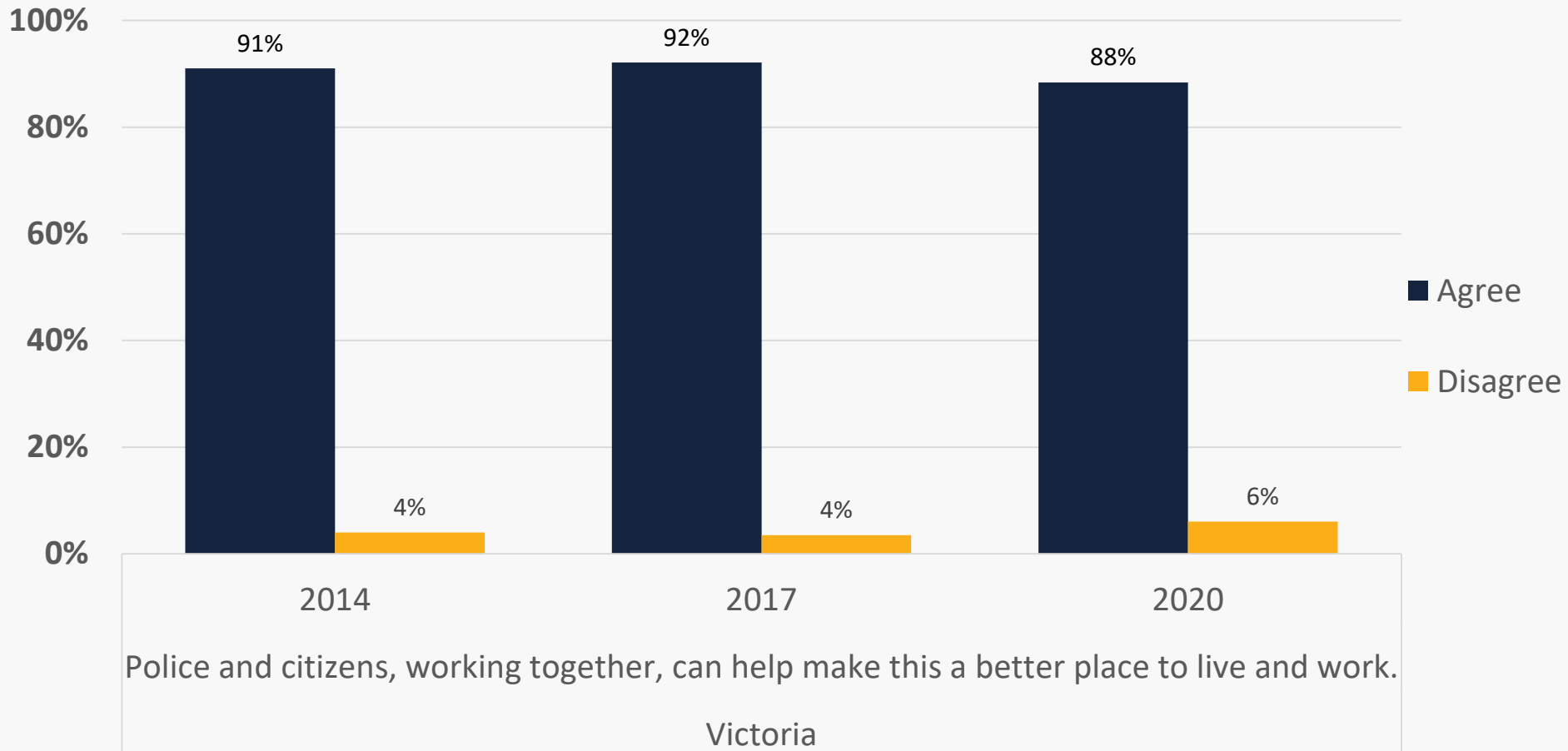


Figures reflect responses from residents and businesses in Victoria.



“Police & citizens can work together”

% of respondents who agree or disagree with this statement

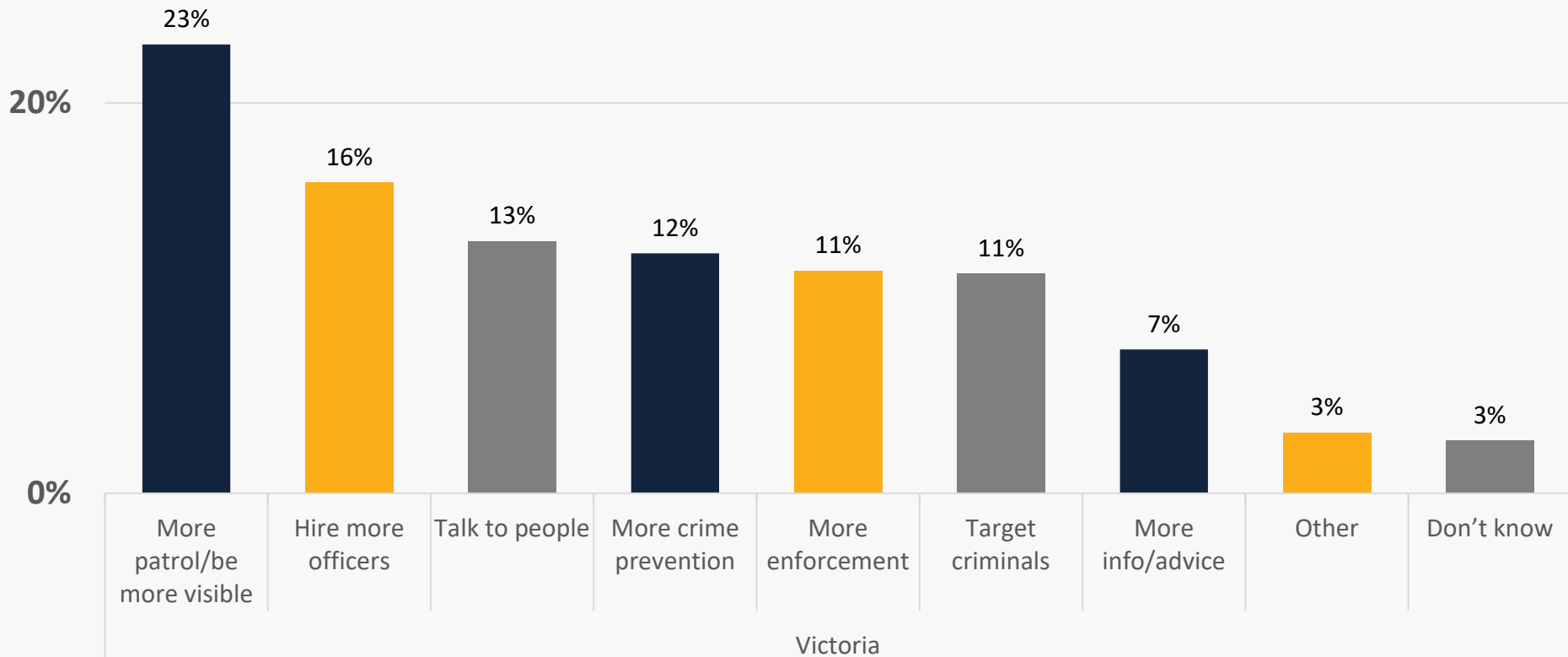


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How to deal with problems?

Respondents' selections of provided options ("Check all that apply")

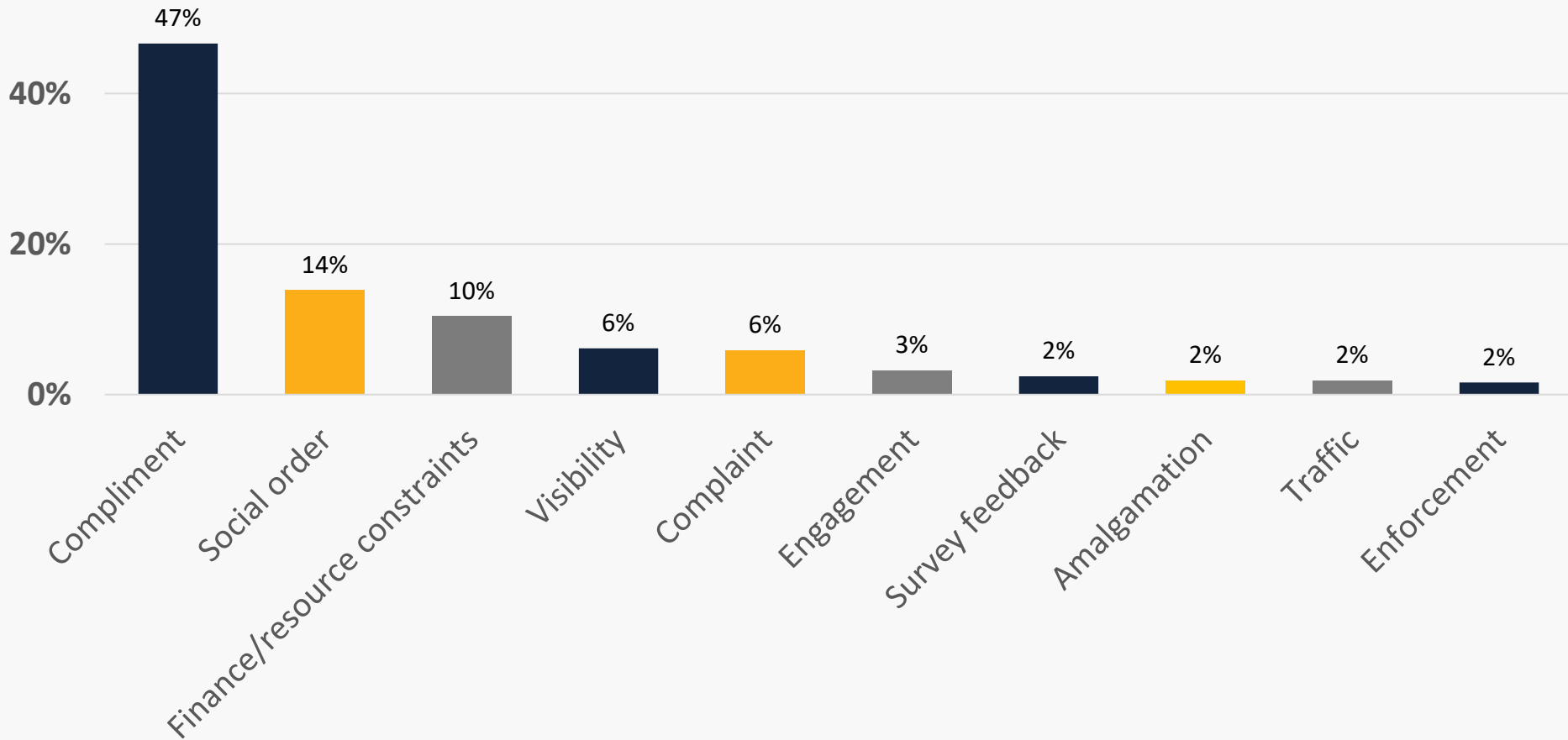


Figures reflect responses from residents and businesses in Victoria.



Comments

% of respondents who provided comments (open text field)



The figures above do not total 100% as this chart reflects the top comments from respondents.

Figures reflect responses from residents and businesses in Victoria.



Your Comments

“VicPD does a great job dealing with people with mental health and substance abuse.”

“They are doing an excellent job but I fear the problems of crime, homeless, and drugs are much bigger than them.”



Your Comments

“Unfortunately was put on hold with a 911 call when the situation was urgent.”

“Must have amalgamation of all police forces in core area CRD.”



Your Comments

*“Do not stand for badly behaved police officers!
Make it abundantly clear that when wrong is done,
something is done about it.”*

*“Get out of the vehicles and on the street. Talk to
people.”*



Your Comments

“Regarding the recent protests in and around Victoria: The Police Chief and Senior Officers need to be much stronger and display more backbone in dealing with these protests.”

“As a white settler I am deeply disappointed by VicPD's response to the Indigenous youth activists attempts to decolonize Victoria.”



Your Comments

“Thanks for all you do to build strong relationships in the community.”

“VicPD is great. And so are all the volunteers!”

“I am glad I got this survey. First one I have ever done.”



For more information

Visit:

