



2021 VicPD Community Survey: City of Victoria Results



Background

- Community surveys held in 2014, 2017 and 2020
- Annual from 2020 onward
- Well received/appreciated by the community
- Survey design is based on:
 - Statistics Canada guidelines on survey design
 - National environmental scan of existing police surveys
 - Past surveys, allowing for trend analysis



Methodology

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



Timeline

- January/February: prepared surveys
- March 3rd – April 6th: distributed surveys
- April: analyzed results
- May: internal and public engagement to share findings



How many responded?

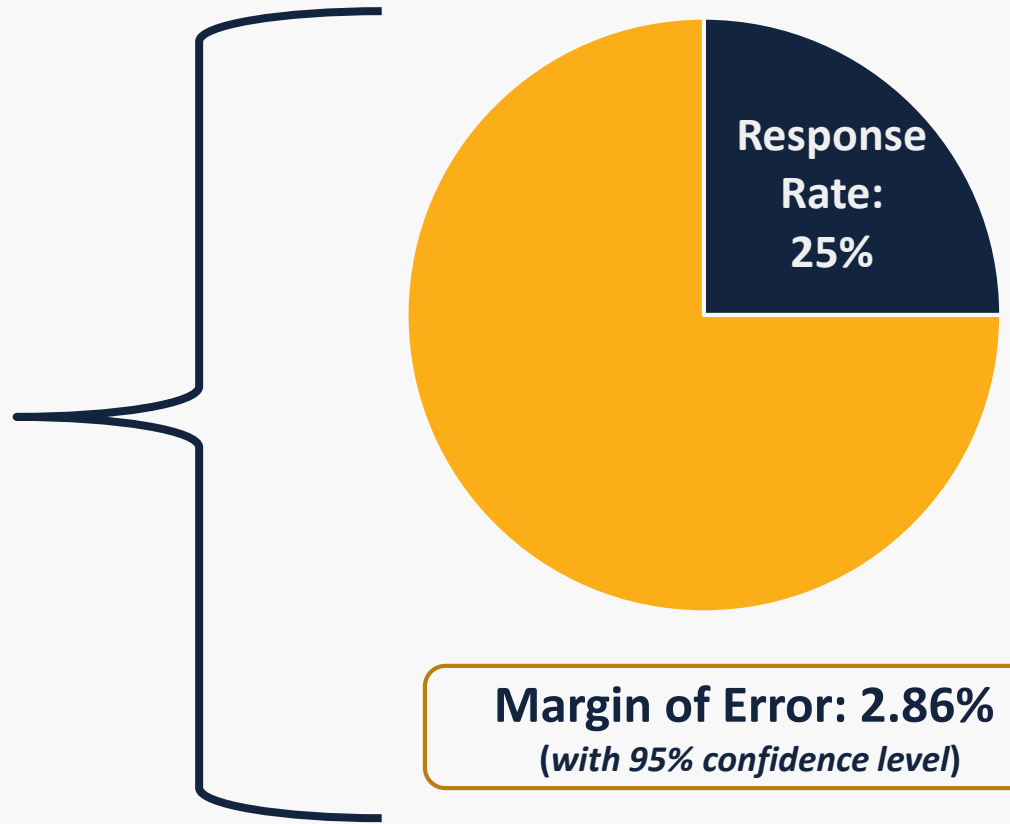
We randomly distributed

4,639

*surveys in
Victoria and Esquimalt*

1,163

were completed.



If this survey was administered 100 times, in 95 of those instances the results will reflect the actual population result to within 2.86%.



Comparison of Margins of Error

Margins of error for selected police surveys, 2016-2021

Regina Police Service	2.85%
VicPD	2.86%
Calgary Police Service	3.10%
Vancouver Police Department	3.46%
Brandon Police Service	4.28%
Medicine Hat Police Service	4.85%



Comparison of Engagement

**Number of respondents per 1,000 population
for selected police surveys, 2016-2021**

VicPD	11.2
Brandon Police Service	9.9
Medicine Hat Police Service	6.4
Regina Police Service	2.0
Vancouver Police Department	1.3
Calgary Police Service	0.8



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:

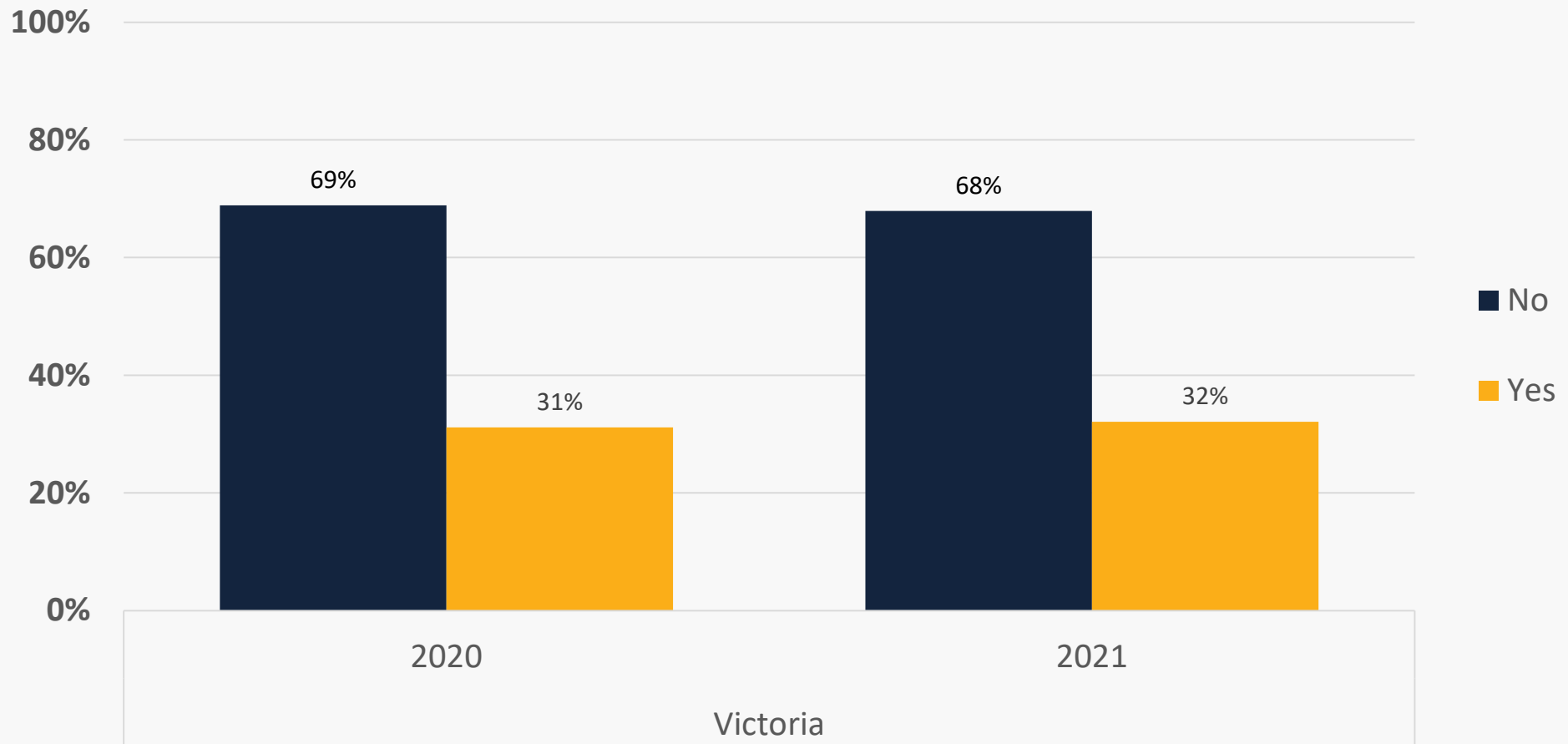


- For survey questions with significant changes in responses compared to past years, an 8-year trend is displayed for longer-term analysis



Have you been a victim of crime?

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

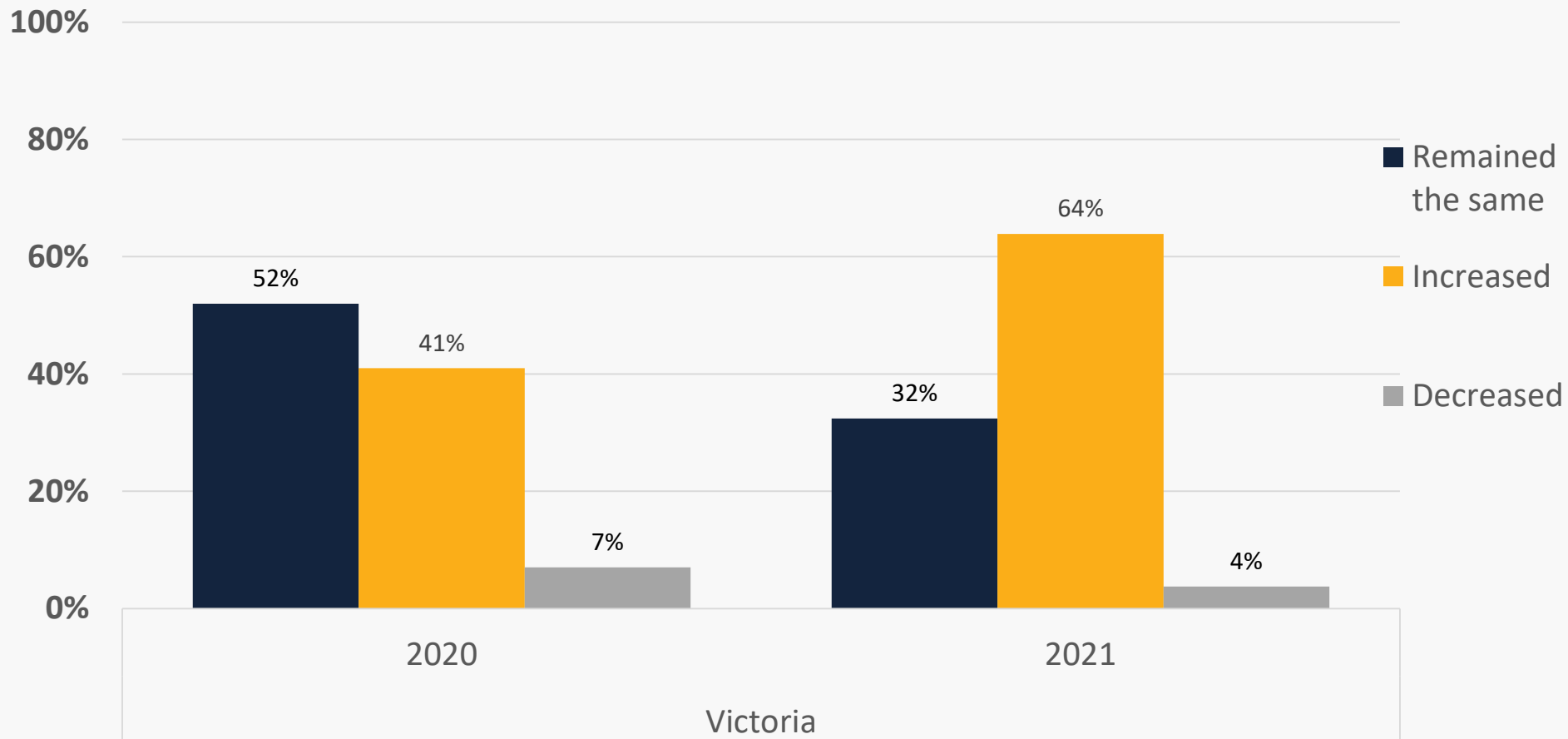


Figures reflect responses from residents and businesses in Victoria.



Has crime changed?

% of respondents who think crime has changed

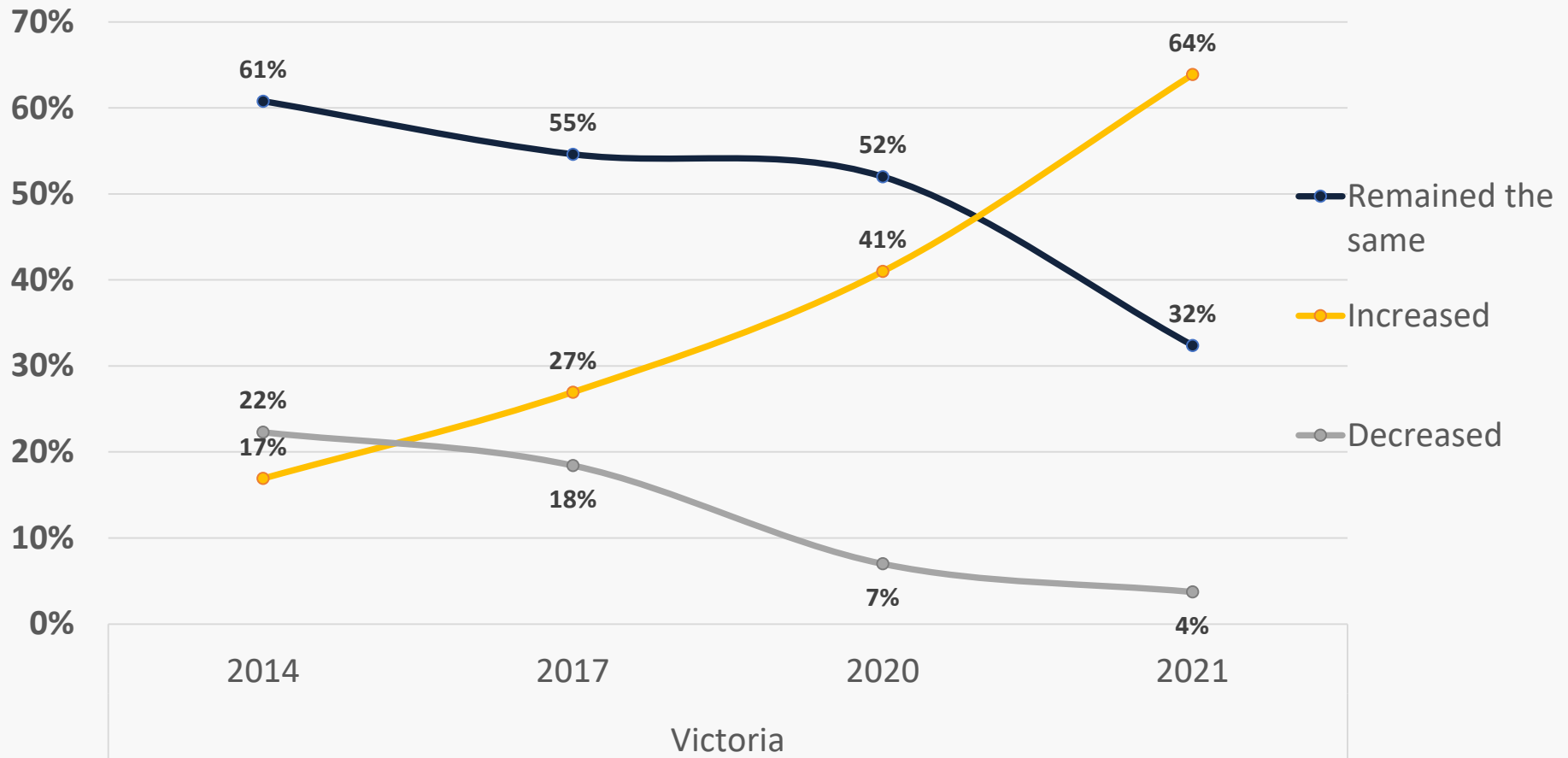


Figures reflect responses from residents and businesses in Victoria.



8-year trend: Has crime changed?

% of respondents who think crime has changed

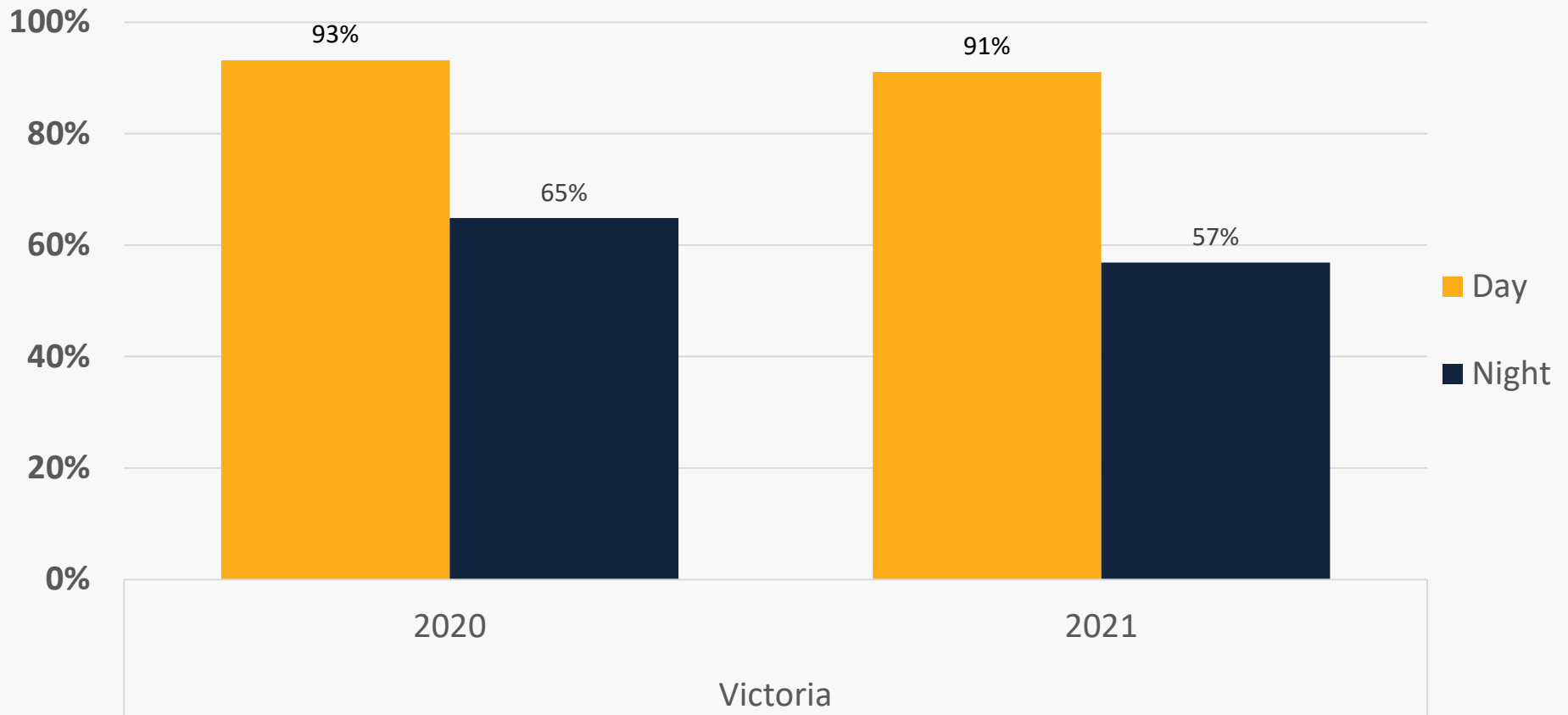


Figures reflect responses from residents and businesses in Victoria.



Do you feel safe?

% of respondents who feel safe in their neighbourhood

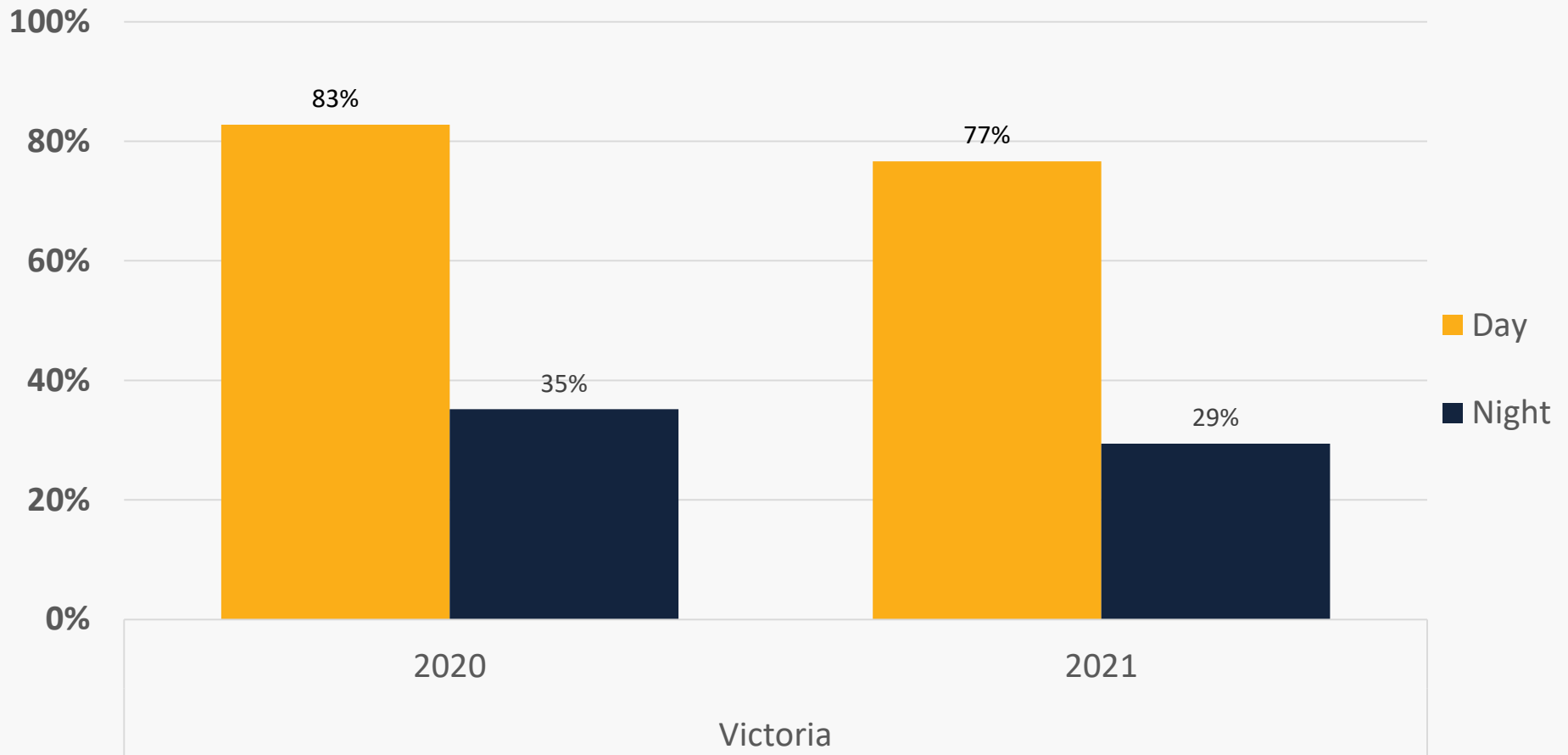


Figures reflect responses from residents and businesses in Victoria.



Do you feel safe?

% of respondents who feel safe in downtown Victoria

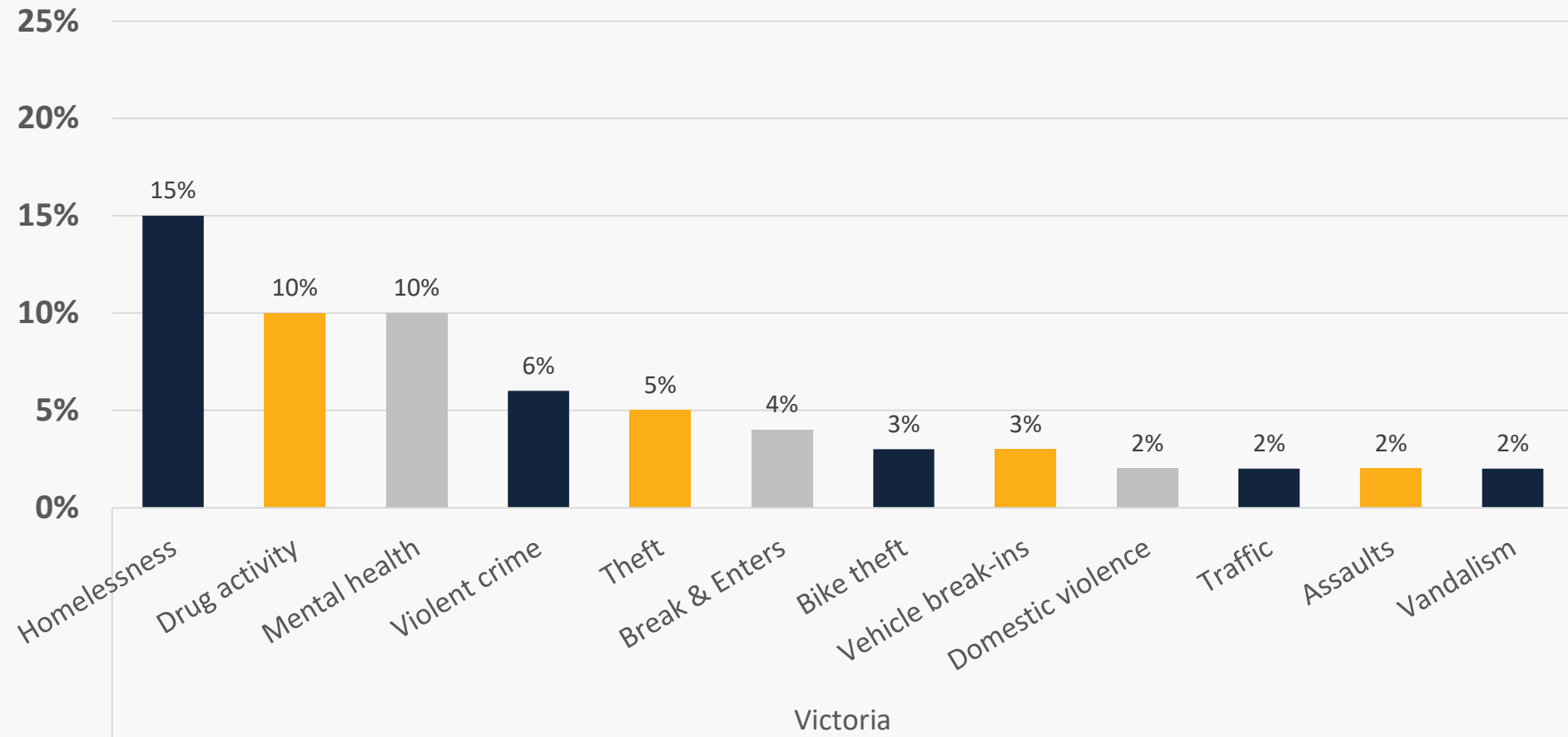


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Which one problem should VicPD pay closer attention to?

Respondents' selections of provided options ("Check one")

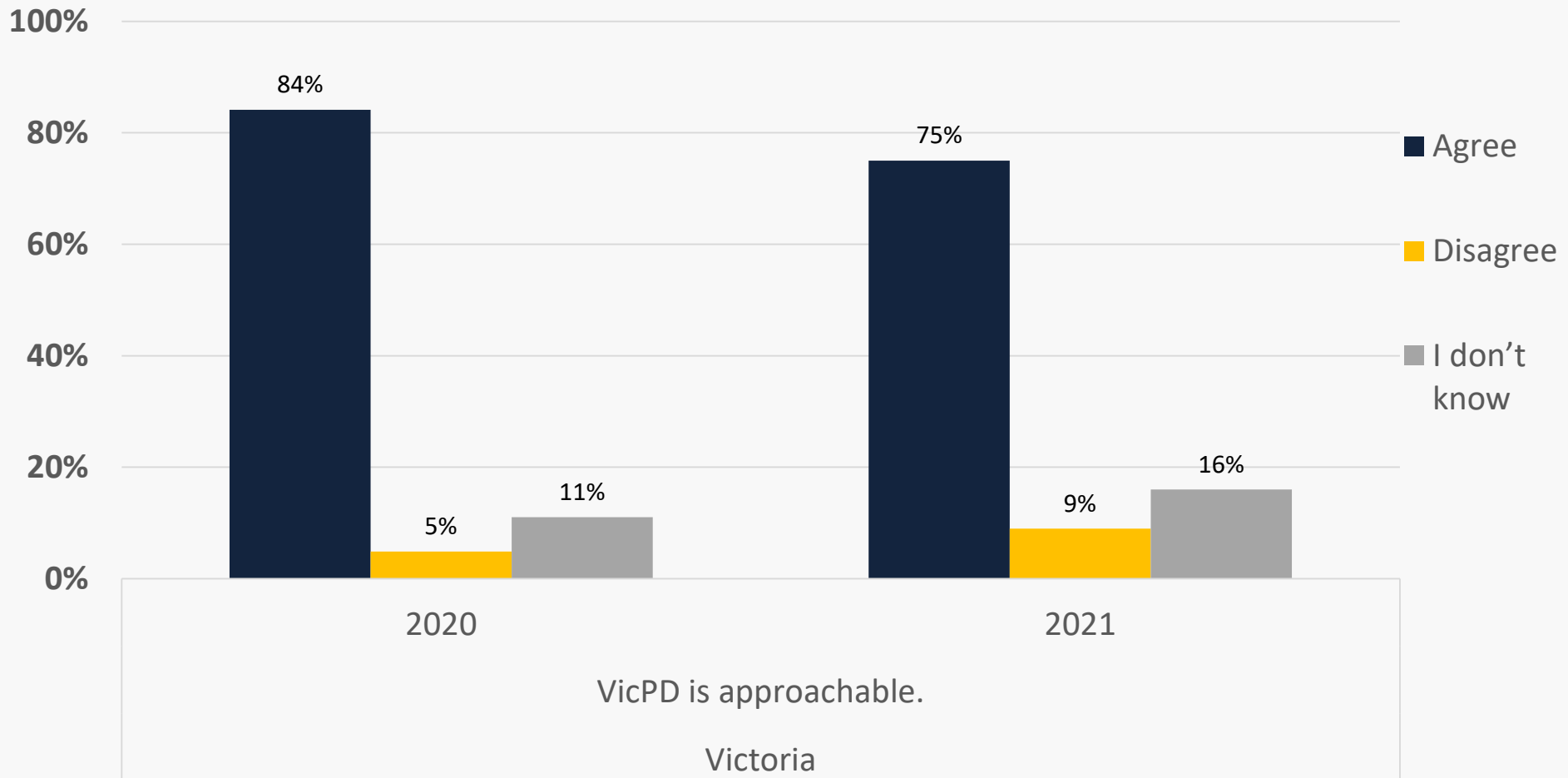


Figures reflect responses from residents and businesses in Victoria.



“VicPD is approachable”

% of respondents who agree or disagree with this statement

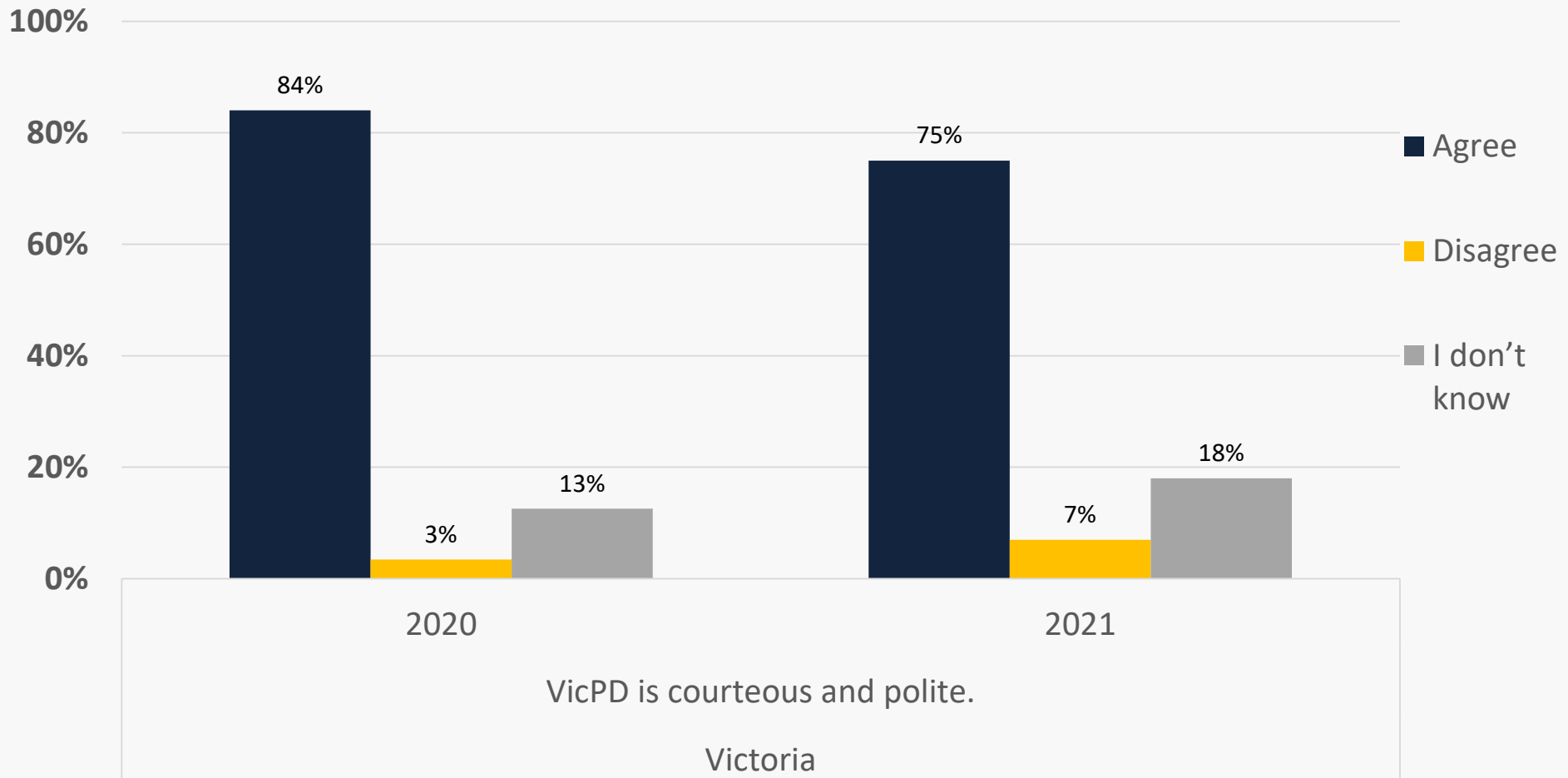


Figures reflect responses from residents and businesses in Victoria.



“VicPD is courteous and polite”

% of respondents who agree or disagree with this statement

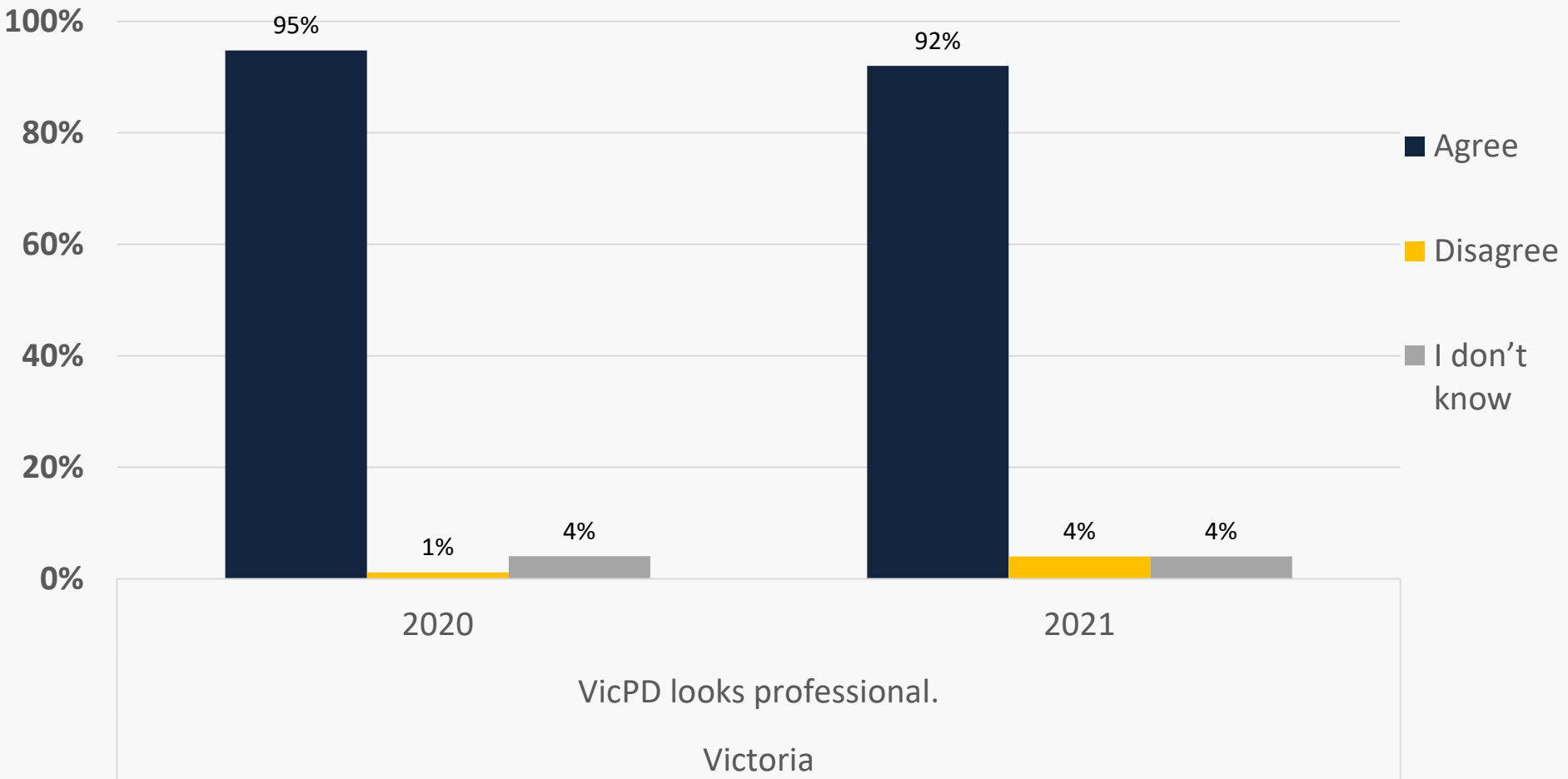


Figures reflect responses from residents and businesses in Victoria.



“VicPD looks professional”

% of respondents who agree or disagree with this statement

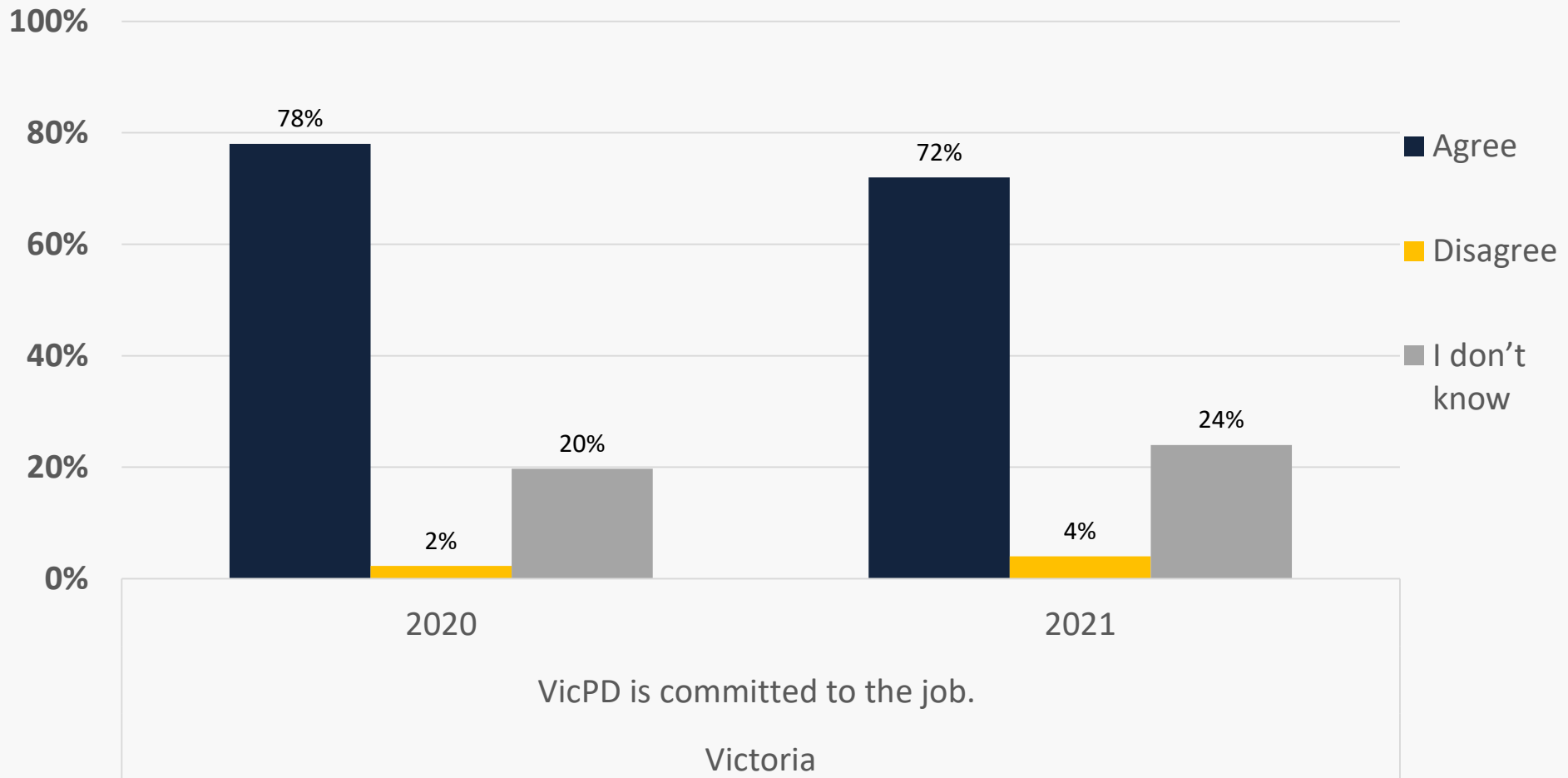


Figures reflect responses from residents and businesses in Victoria.



“VicPD is committed to the job”

% of respondents who agree or disagree with this statement

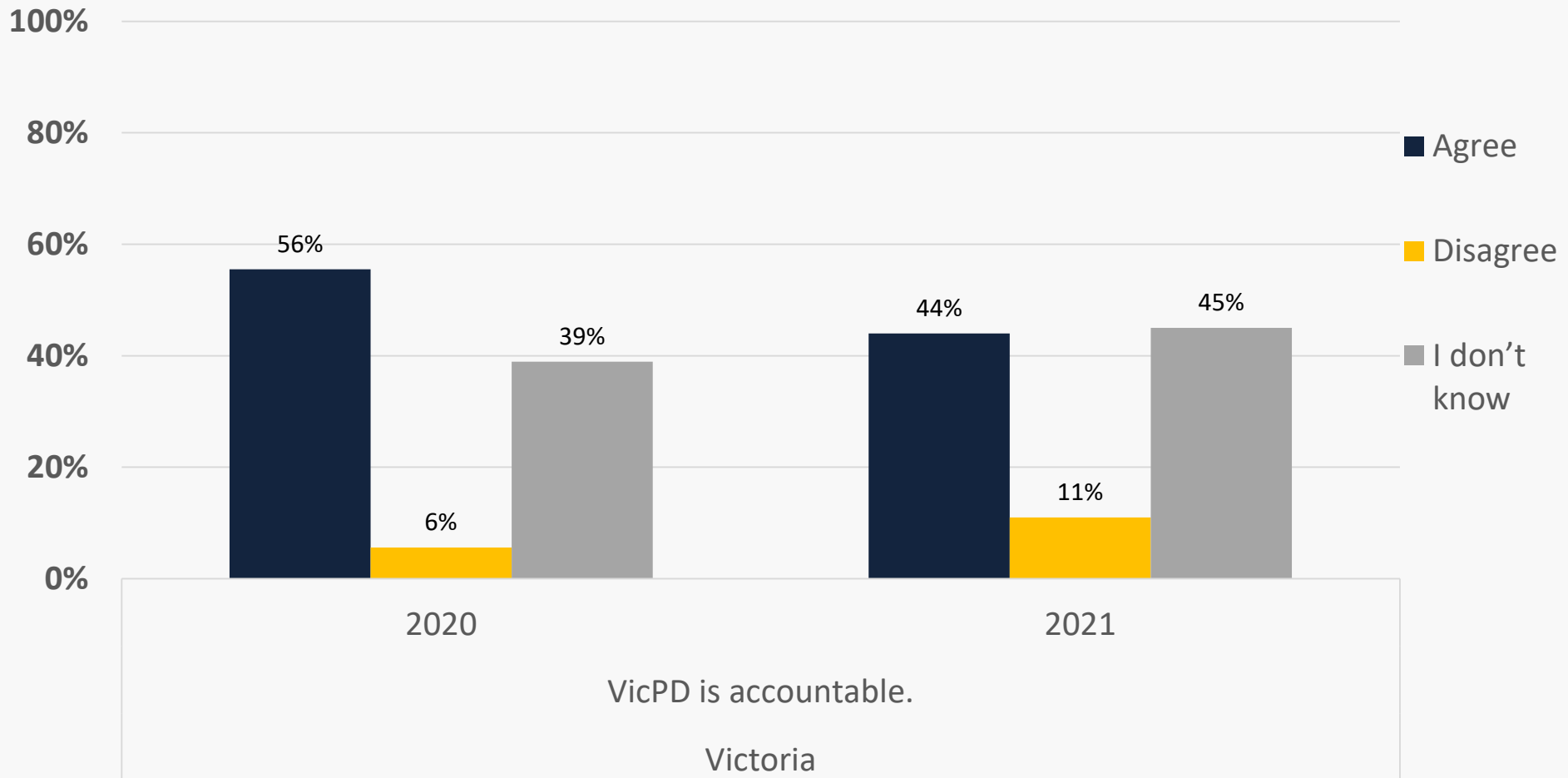


Figures reflect responses from residents and businesses in Victoria.



“VicPD is accountable”

% of respondents who agree or disagree with this statement

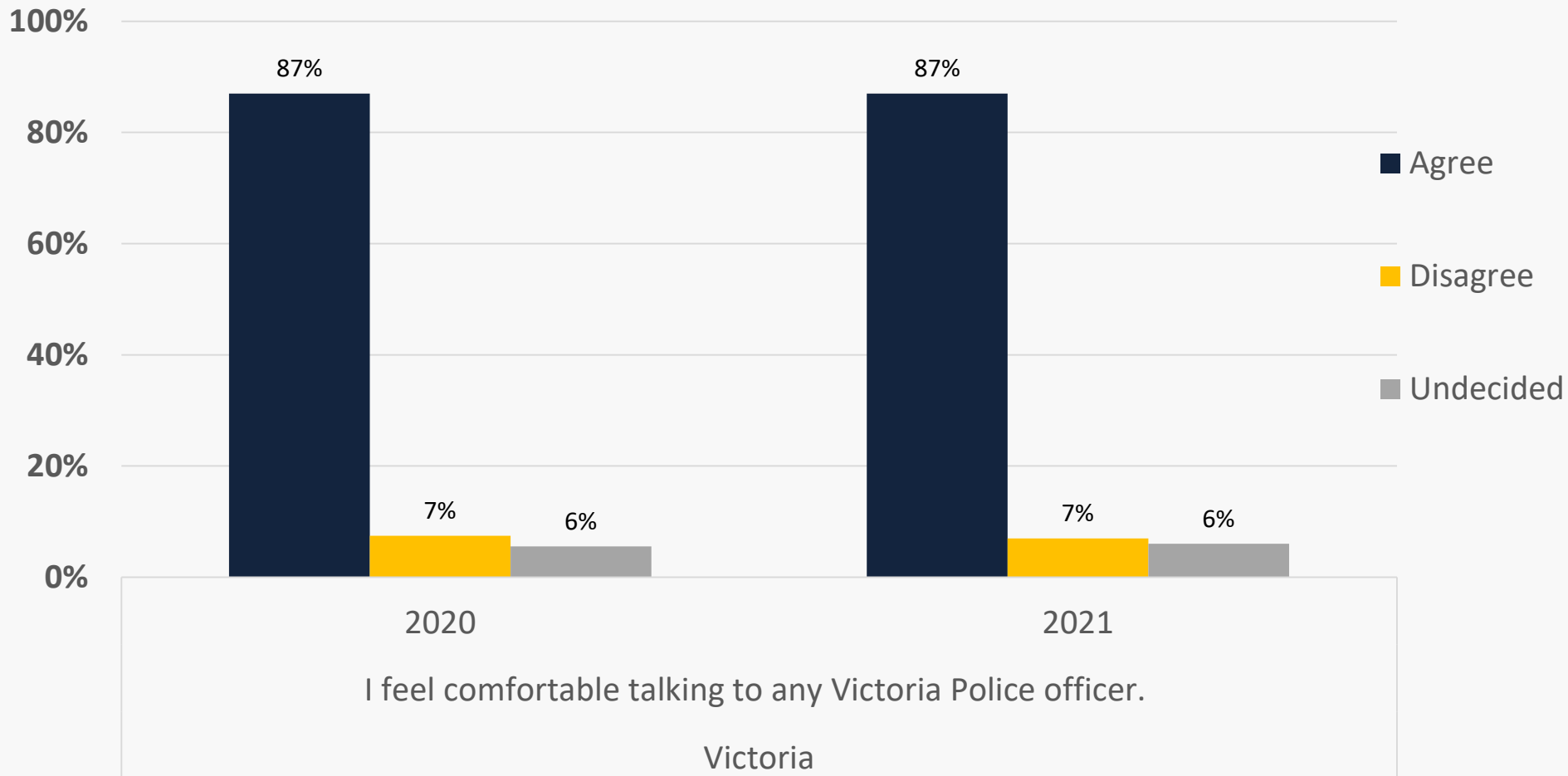


Figures reflect responses from residents and businesses in Victoria.



“I feel comfortable talking to VicPD”

% of respondents who agree or disagree with this statement

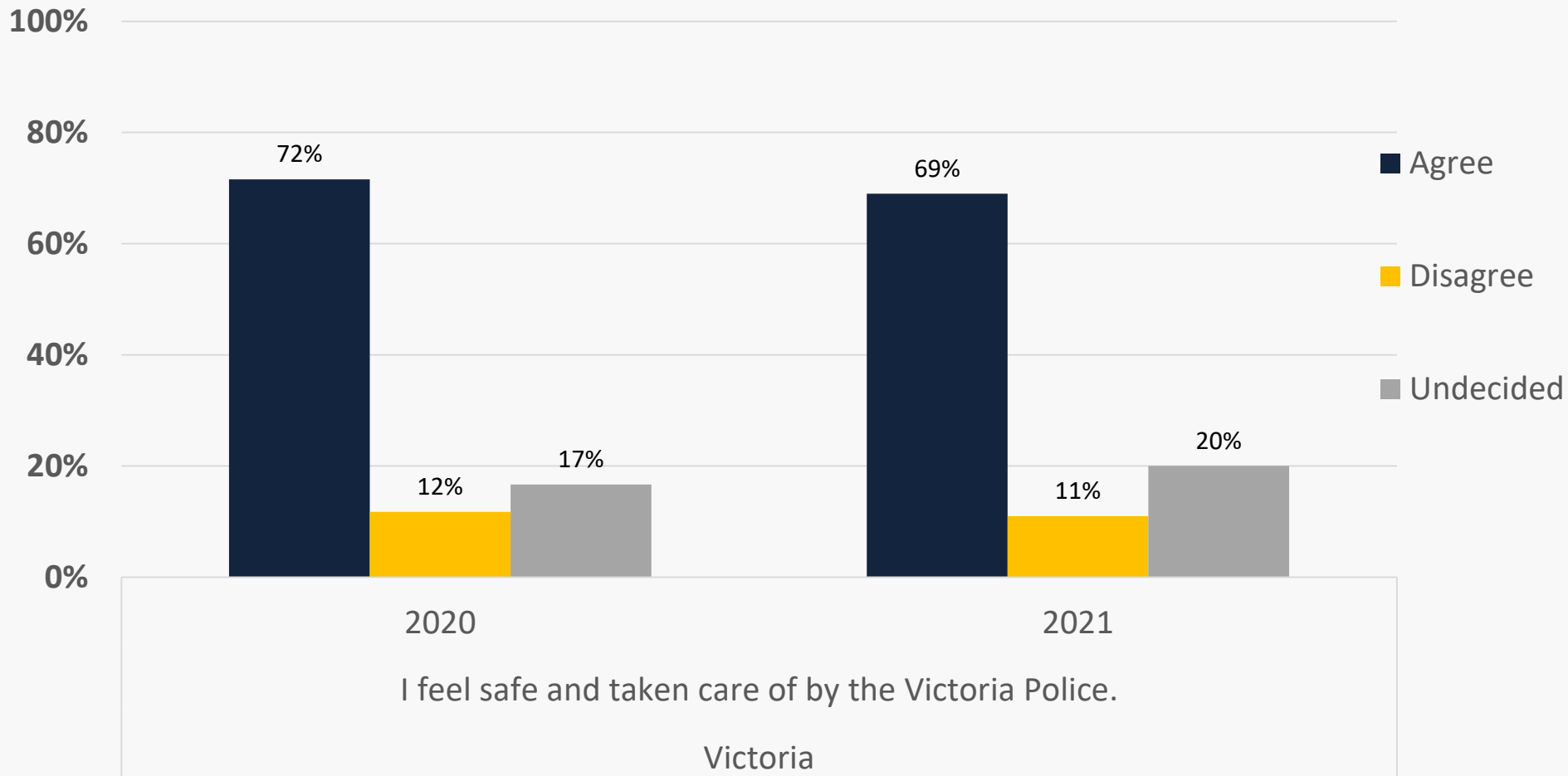


Figures reflect responses from residents and businesses in Victoria.



“I feel safe & taken care of by VicPD”

% of respondents who agree or disagree with this statement

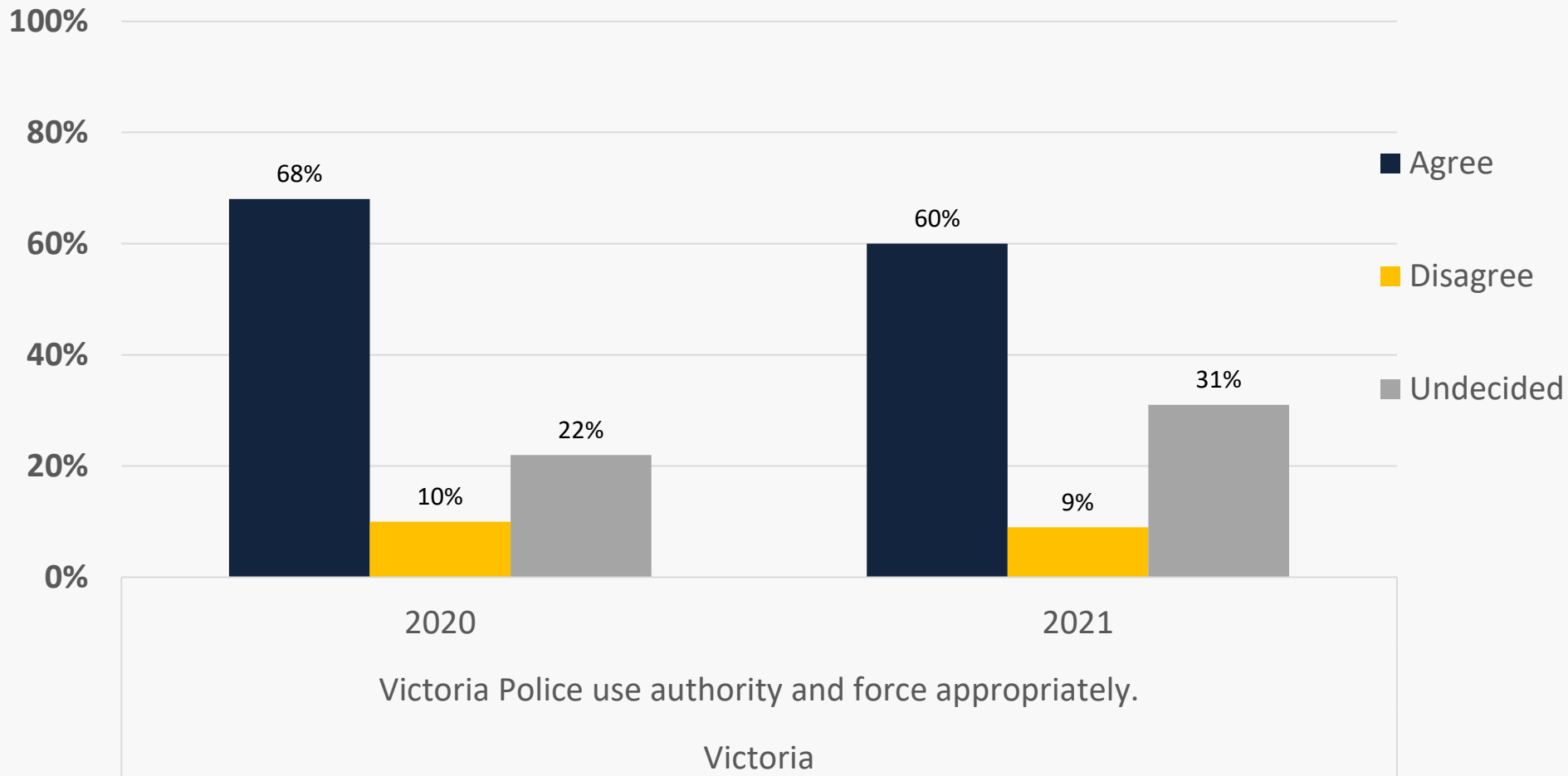


Figures reflect responses from residents and businesses in Victoria.



“VicPD uses authority & force appropriately”

% of respondents who agree or disagree with this statement

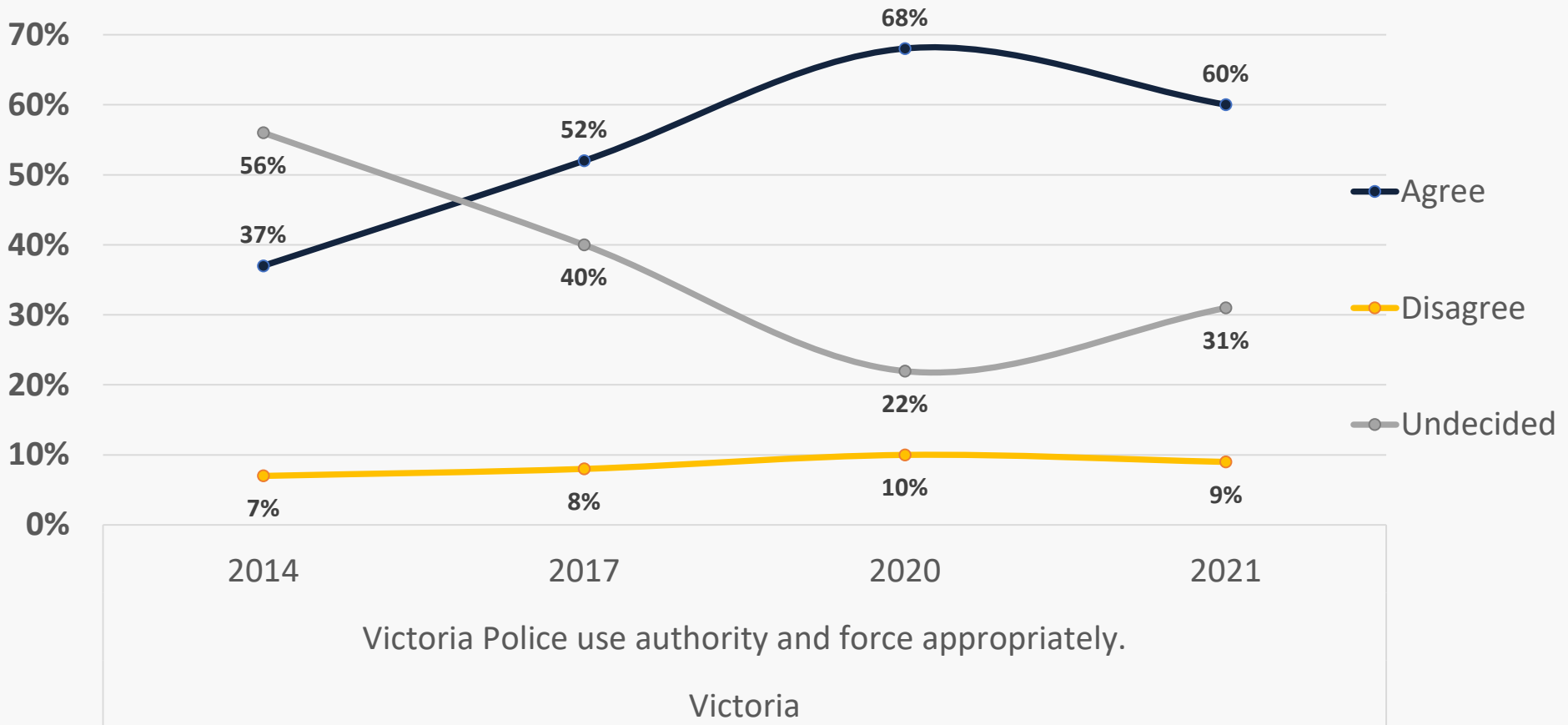


Figures reflect responses from residents and businesses in Victoria.



8-year trend: “VicPD uses authority & force appropriately”

% of respondents who agree or disagree with this statement

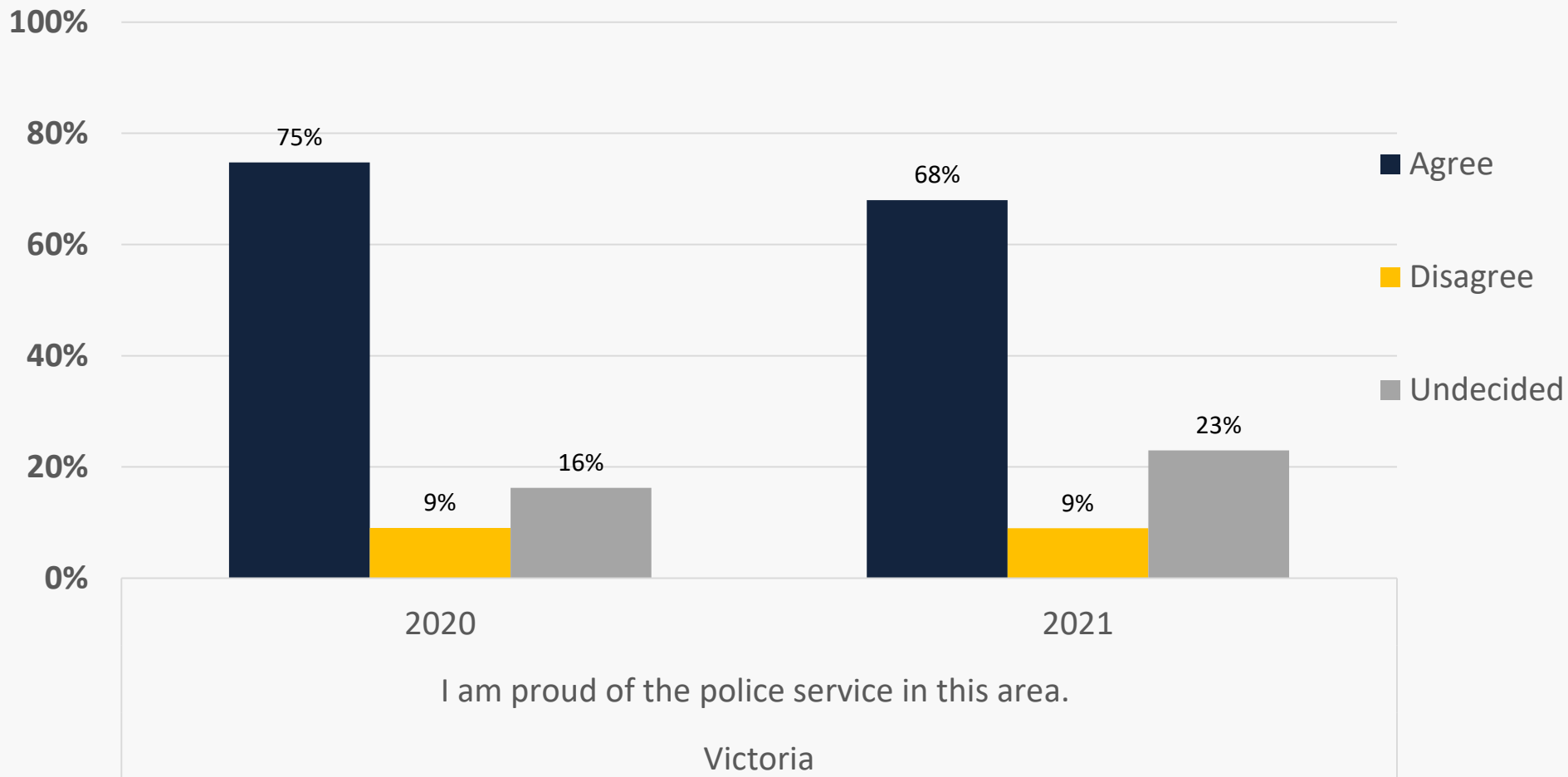


Figures reflect responses from residents and businesses in Victoria.



“I am proud of VicPD”

% of respondents who agree or disagree with this statement

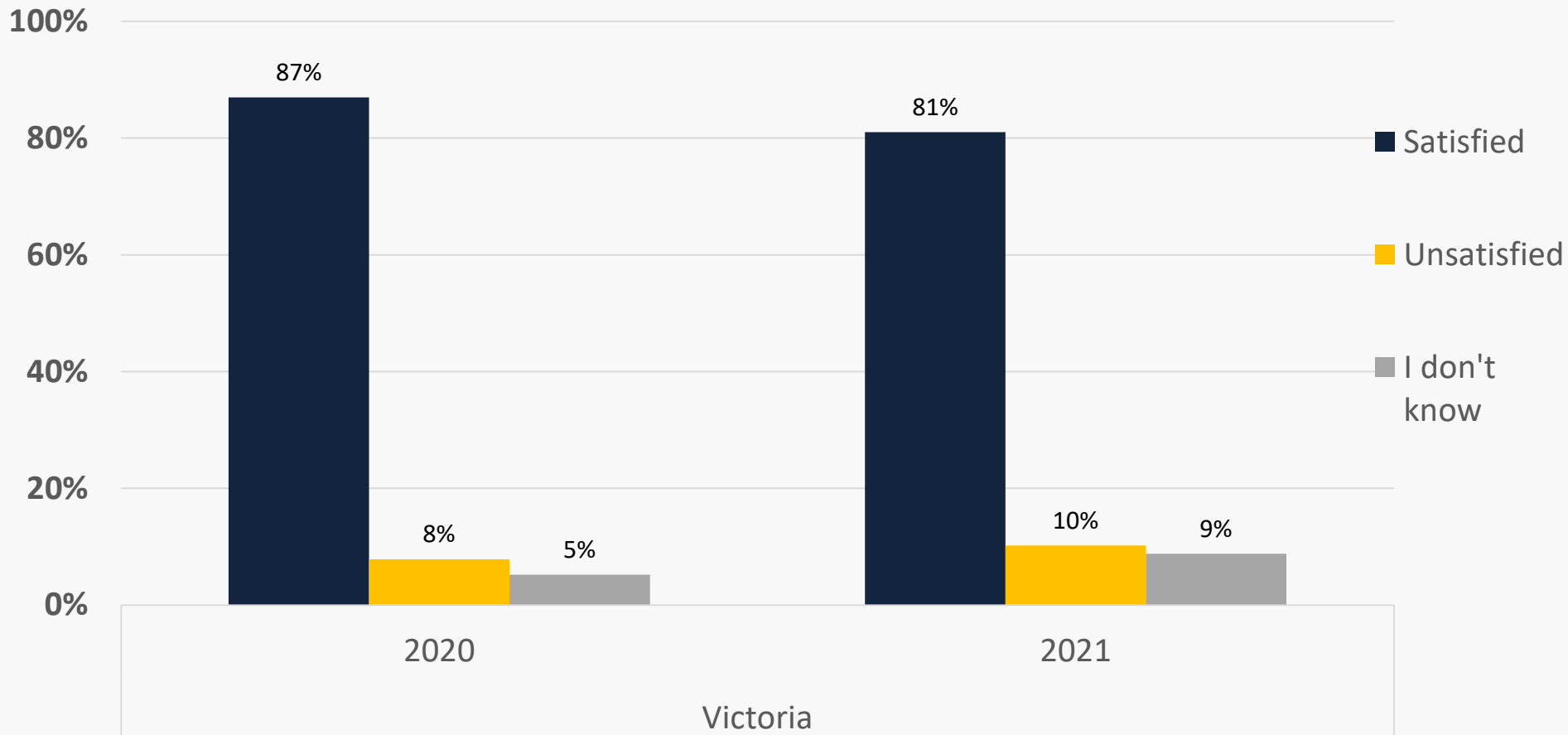


Figures reflect responses from residents and businesses in Victoria.



Satisfaction

% of respondents who are satisfied with VicPD



Figures reflect responses from residents and businesses in Victoria.



8-year trend: Satisfaction

% of respondents who are satisfied with VicPD

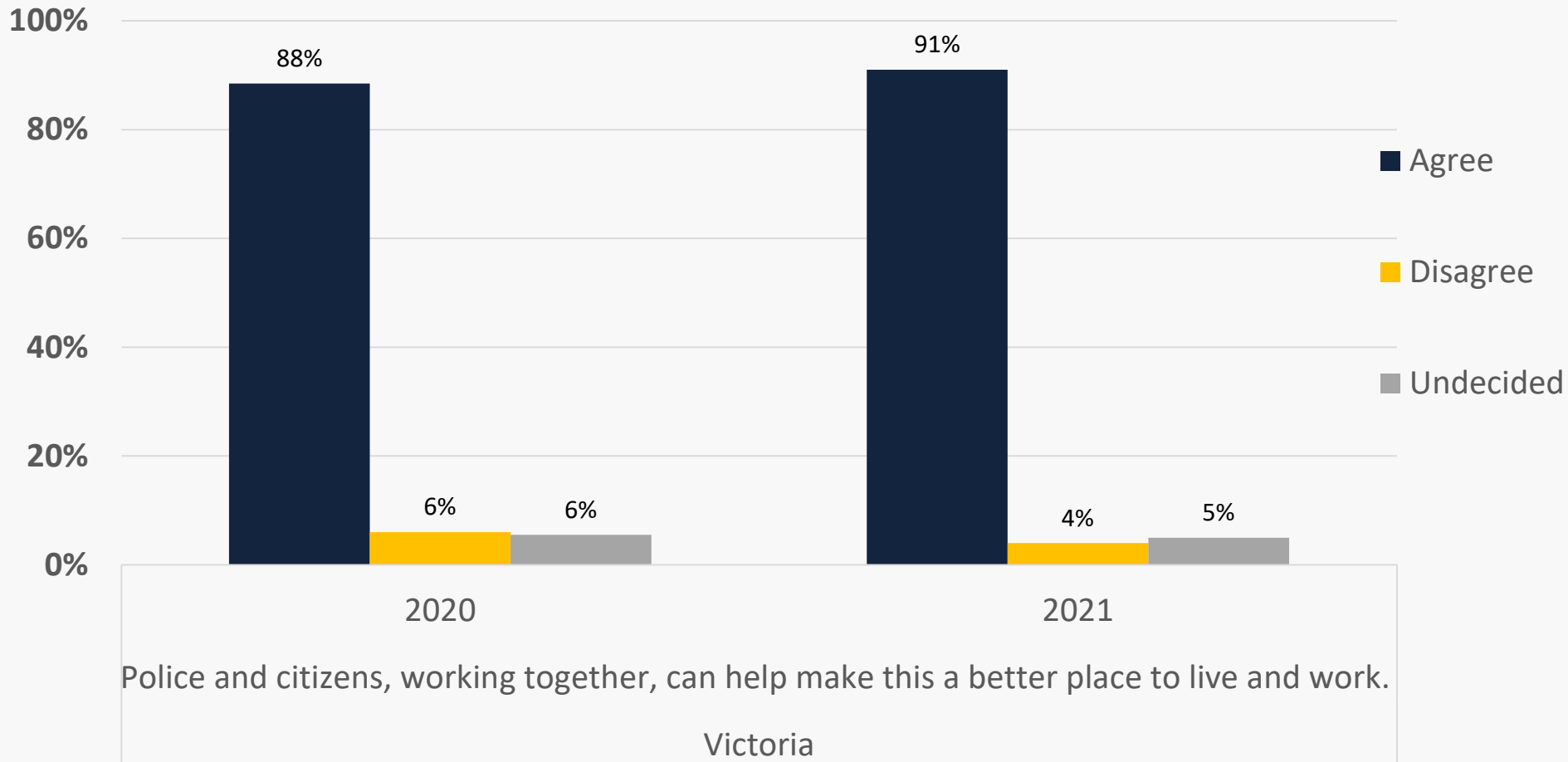


Figures reflect responses from residents and businesses in Victoria.



“Police & citizens can work together”

% of respondents who agree or disagree with this statement



Police and citizens, working together, can help make this a better place to live and work.

Victoria

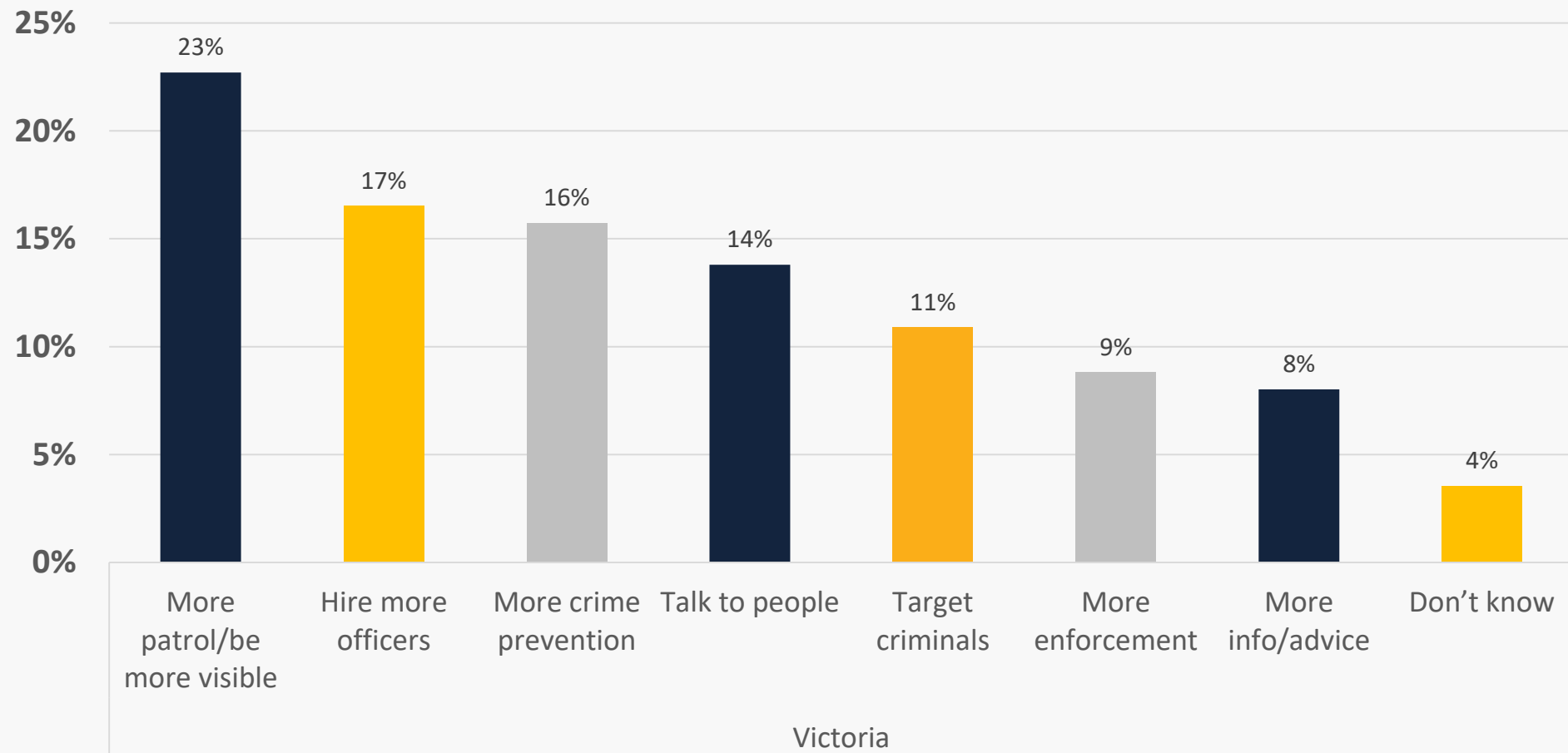


Figures reflect responses from residents and businesses in Victoria.



How to deal with problems?

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



Figures reflect responses from residents and businesses in Victoria.



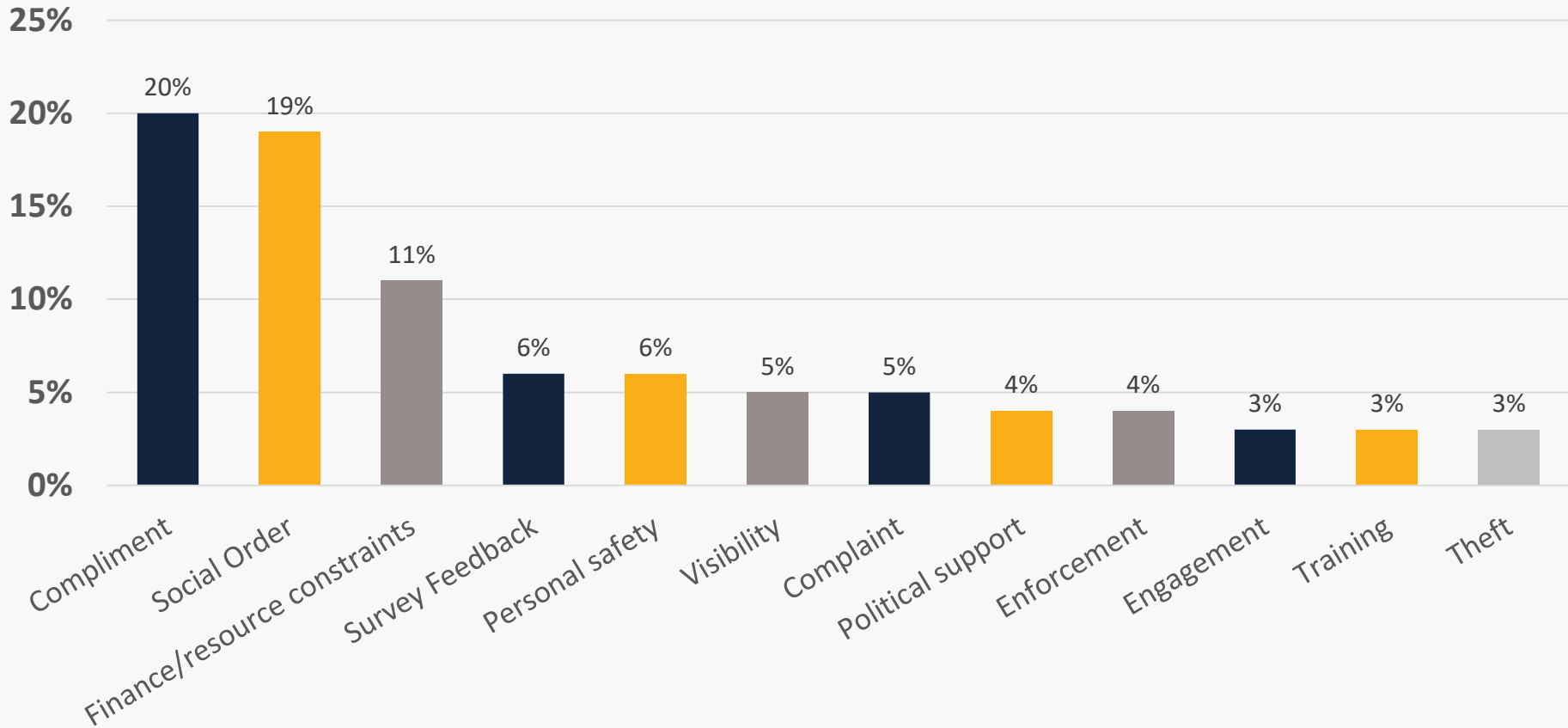
Comments

- Respondents were invited to write in comments
- Of 1,163 respondents in Victoria and Esquimalt, 733 offered comments (63%)
- The following slides show the general themes of comments as well as a representative sample of anonymized comments



2021 Comments - Themes

% of respondents who provided comments (open text field)



Figures reflect responses from residents and businesses in Victoria.



Sample of 2021 Comments (1/3)

“I don’t envy you your job, but I’m glad you’re out there doing it.”

“Thanks for your work! It is a difficult job that I am sure has been made even more difficult during the pandemic.”

“I think that being a police officer anywhere is a very difficult and thankless job.”



Sample of 2021 Comments (2/3)

“One of the pages in this survey asked what we'd like to see the police do more of. I checked off everything because they are all, equally important activities.”

“I'd love to see some of the funding provided to the police department be funneled into mental health and addictions support.”

“Dealing with those with mental health challenges should not be your job.”



Sample of 2021 Comments (3/3)

“Feeling grateful to live in a country where such questions would be asked of its citizens.”

“Thank you for the opportunity to provide feedback.”



For more information

Visit:

