



# 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 4<sup>th</sup> – May 15<sup>th</sup>
  - After March 17<sup>th</sup>, 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?

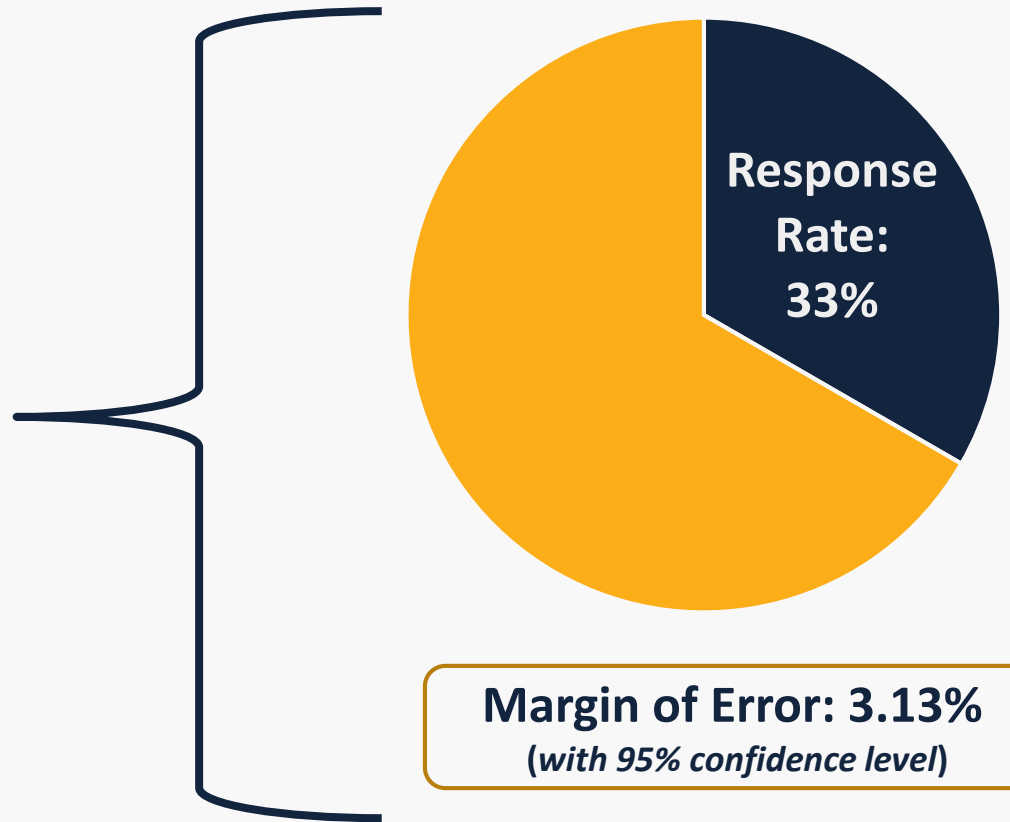
*We randomly distributed*

# 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%
<b>VicPD</b>	<b>3.13%</b>
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
<b>VicPD (Victoria respondents)</b>	<b>7.0</b>



# 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:

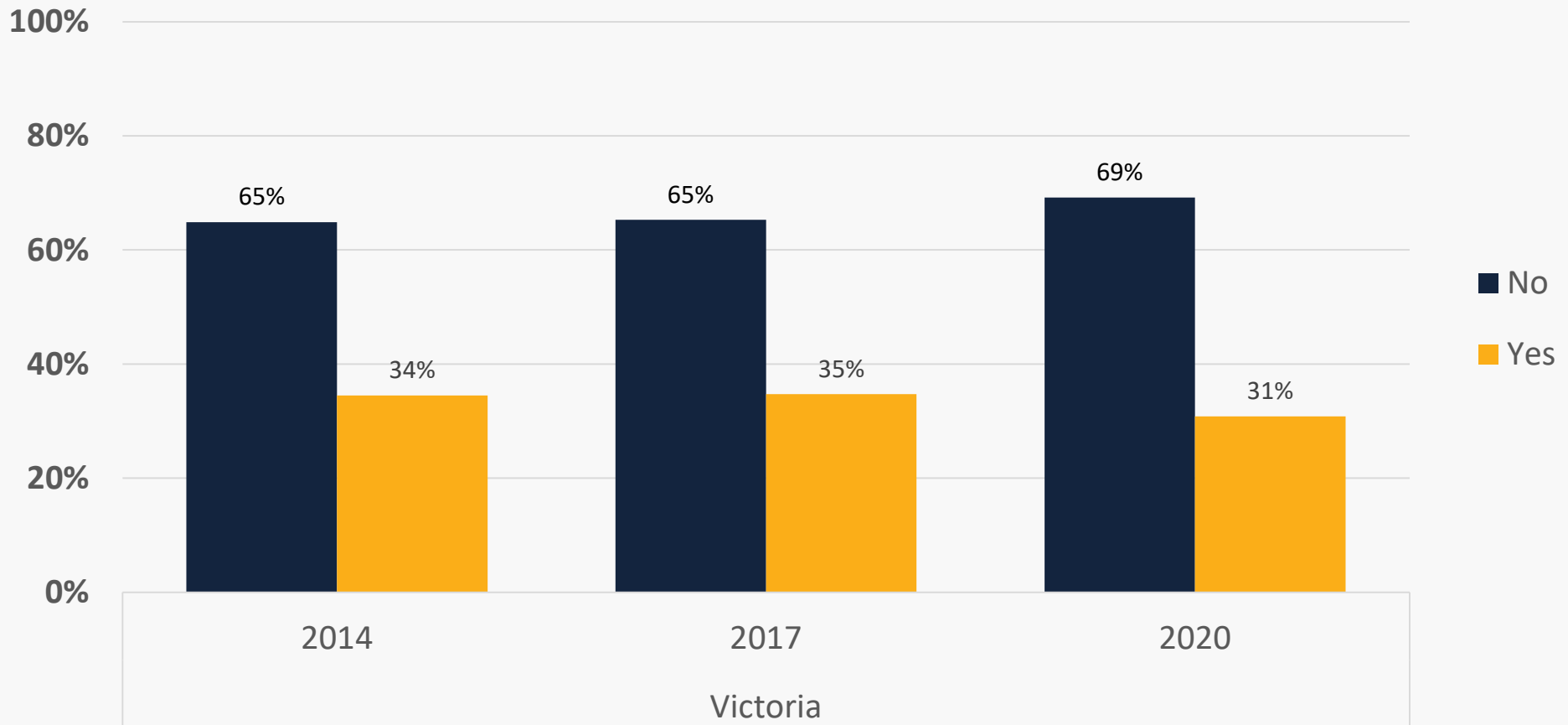






# Have you been a victim of crime?

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



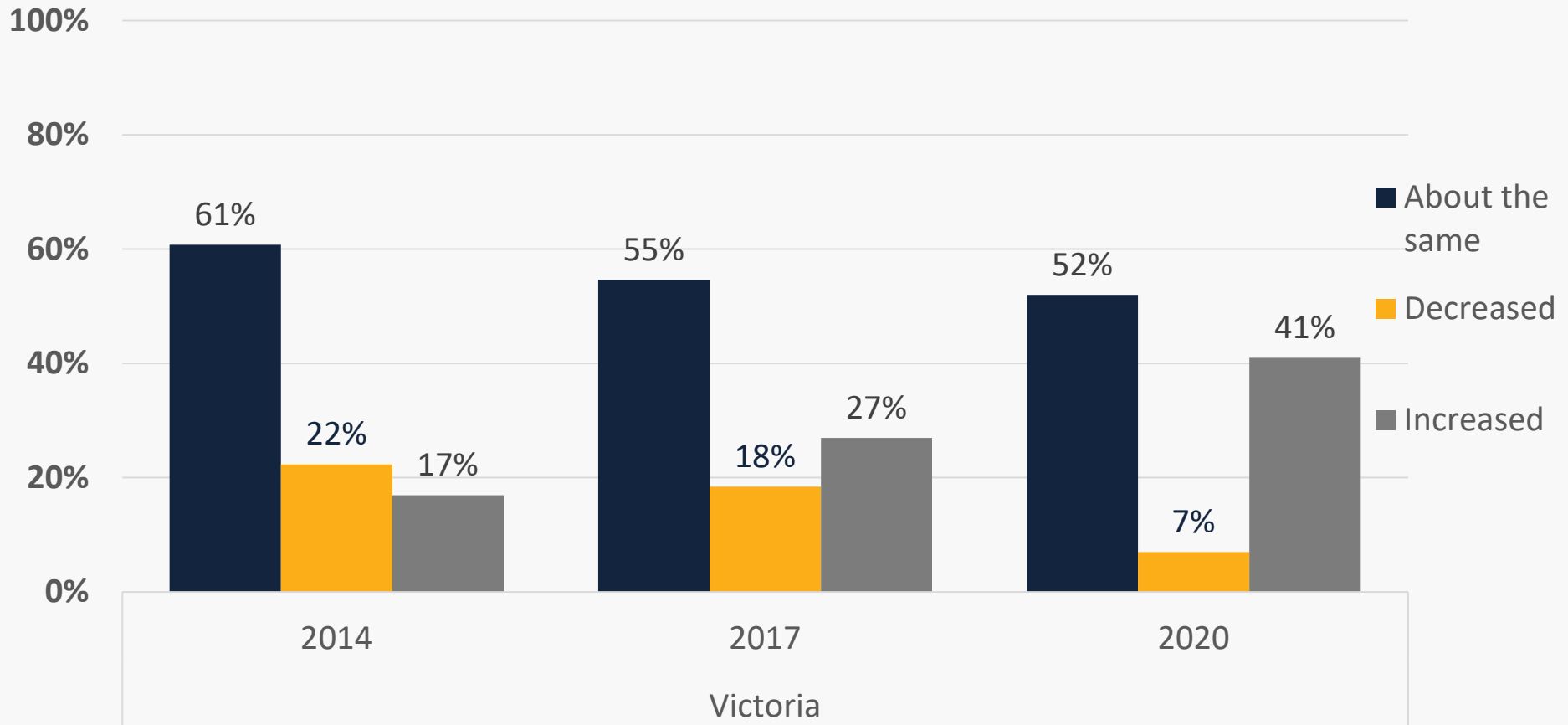
The figures above may not total 100% due to responses such as “No answer”.

Figures reflect responses from residents and businesses in Victoria.



# Has crime changed?

% of respondents on whether crime has changed



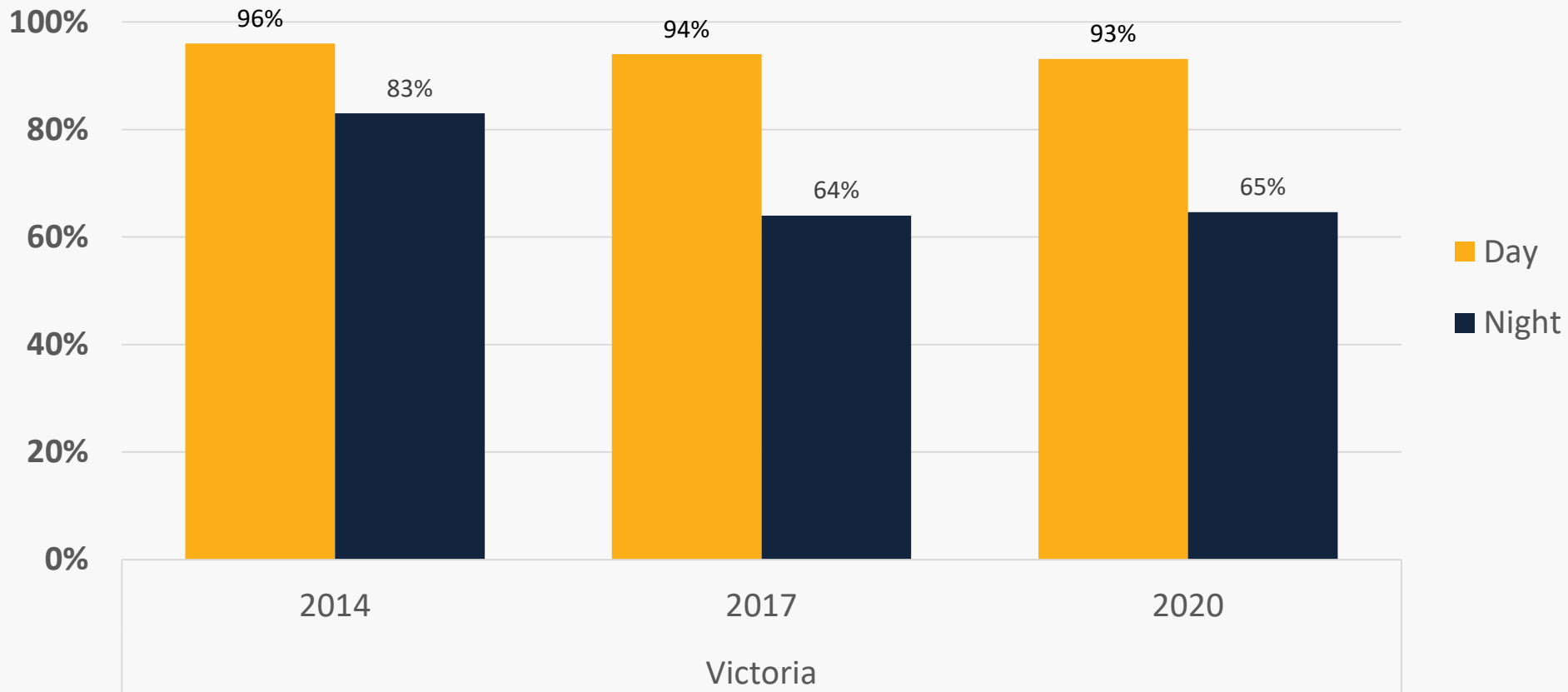
The figures above may not total 100% due to responses such as “No answer”.

Figures reflect responses from residents and businesses in Victoria.



# Do you feel safe?

% of respondents who feel safe in their neighbourhood



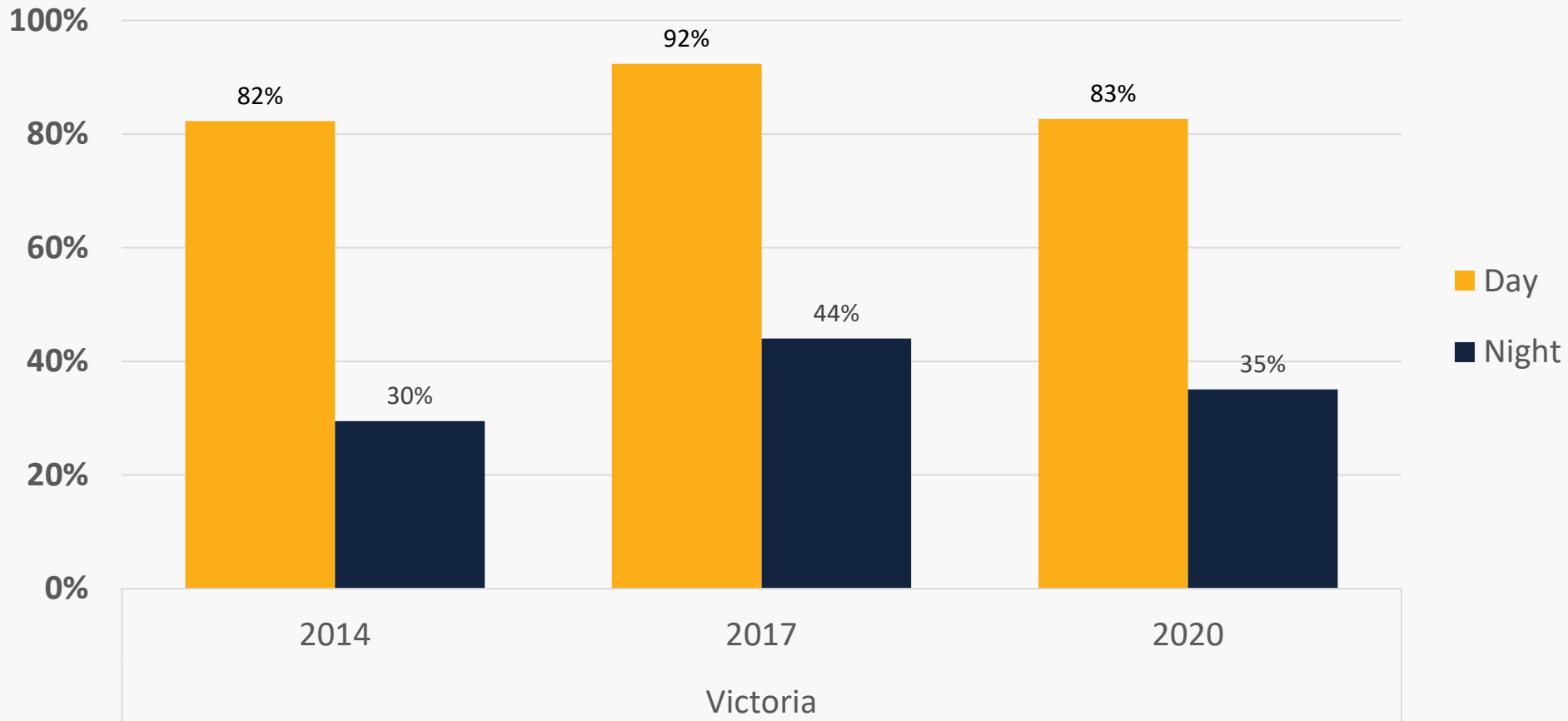
The figures above may not total 100% due to responses such as “No answer” and “Neutral”.

Figures reflect responses from residents and businesses in Victoria.



# Do you feel safe?

% of respondents who feel safe in downtown Victoria



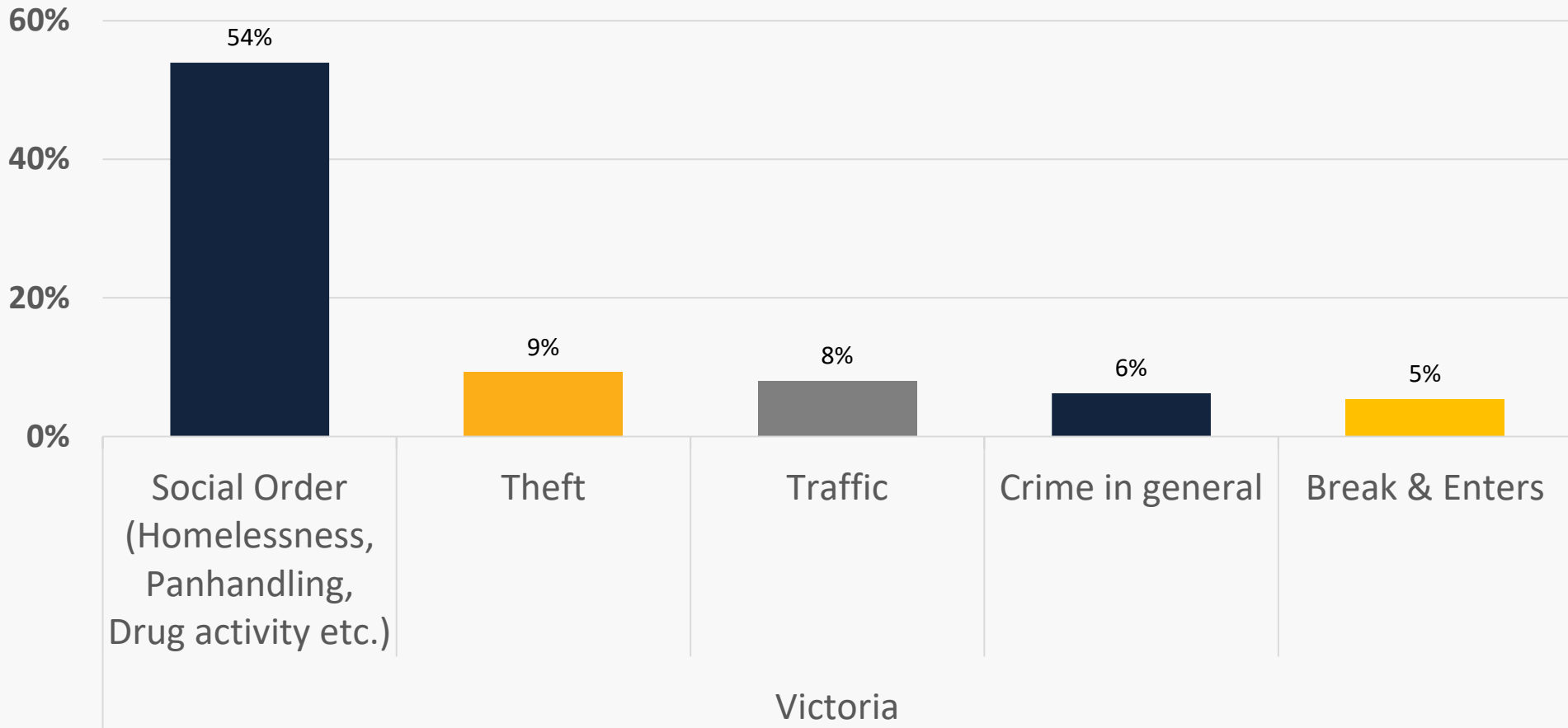
The figures above may not total 100% due to responses such as “No answer” and “Neutral”.

Figures reflect responses from residents and businesses in Victoria.



# What are your concerns?

% of respondents' top five concerns (open field)



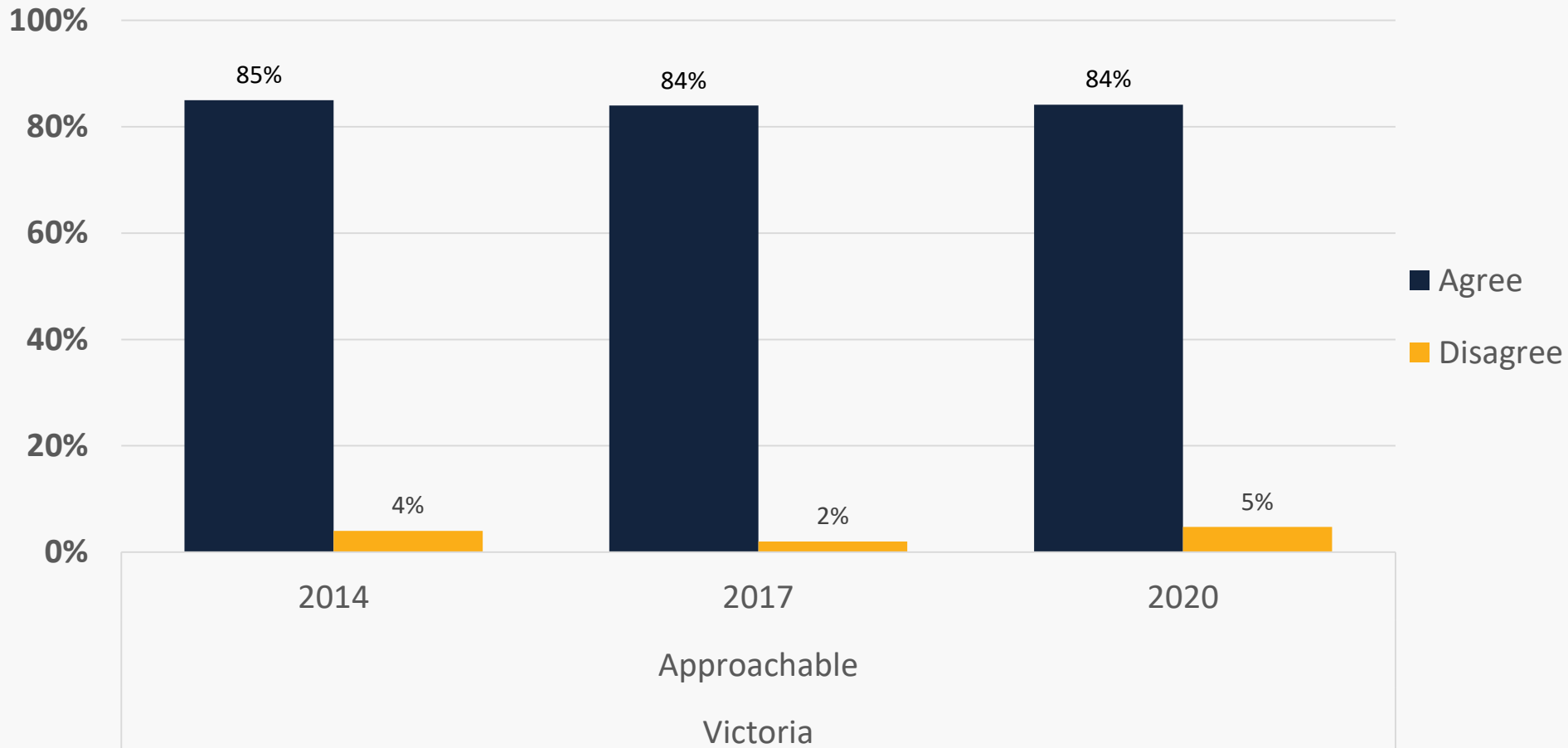
The figures above do not total 100% as this chart only reflects the top five concerns of respondents.

Figures reflect responses from residents and businesses in Victoria.



# “VicPD is approachable”

% of respondents who agree or disagree with this statement

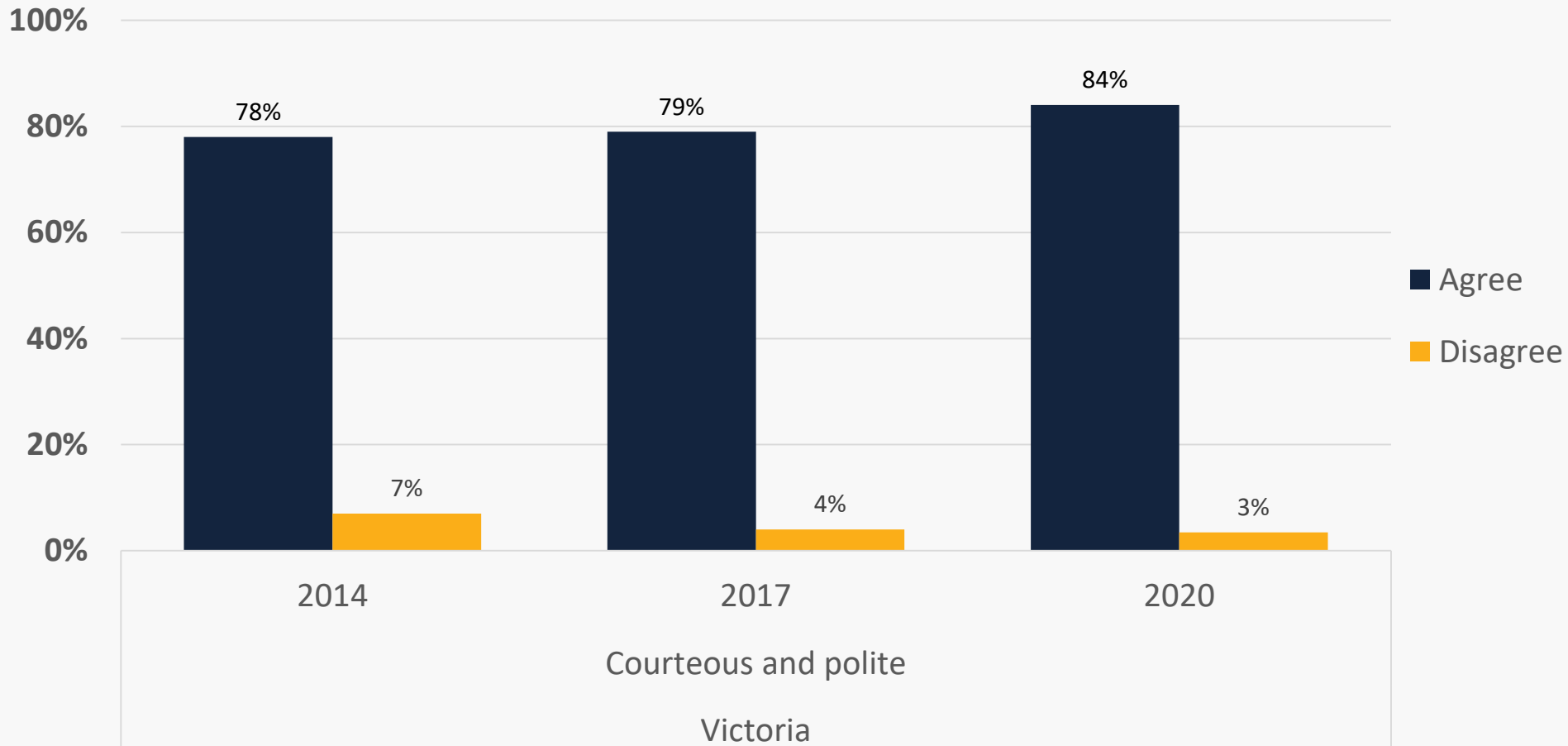


The figures above may not total 100% due to responses such as “No answer” and “I don’t know.”  
Figures reflect responses from residents and businesses in Victoria.



# “VicPD is courteous and polite”

% of respondents who agree or disagree with this statement



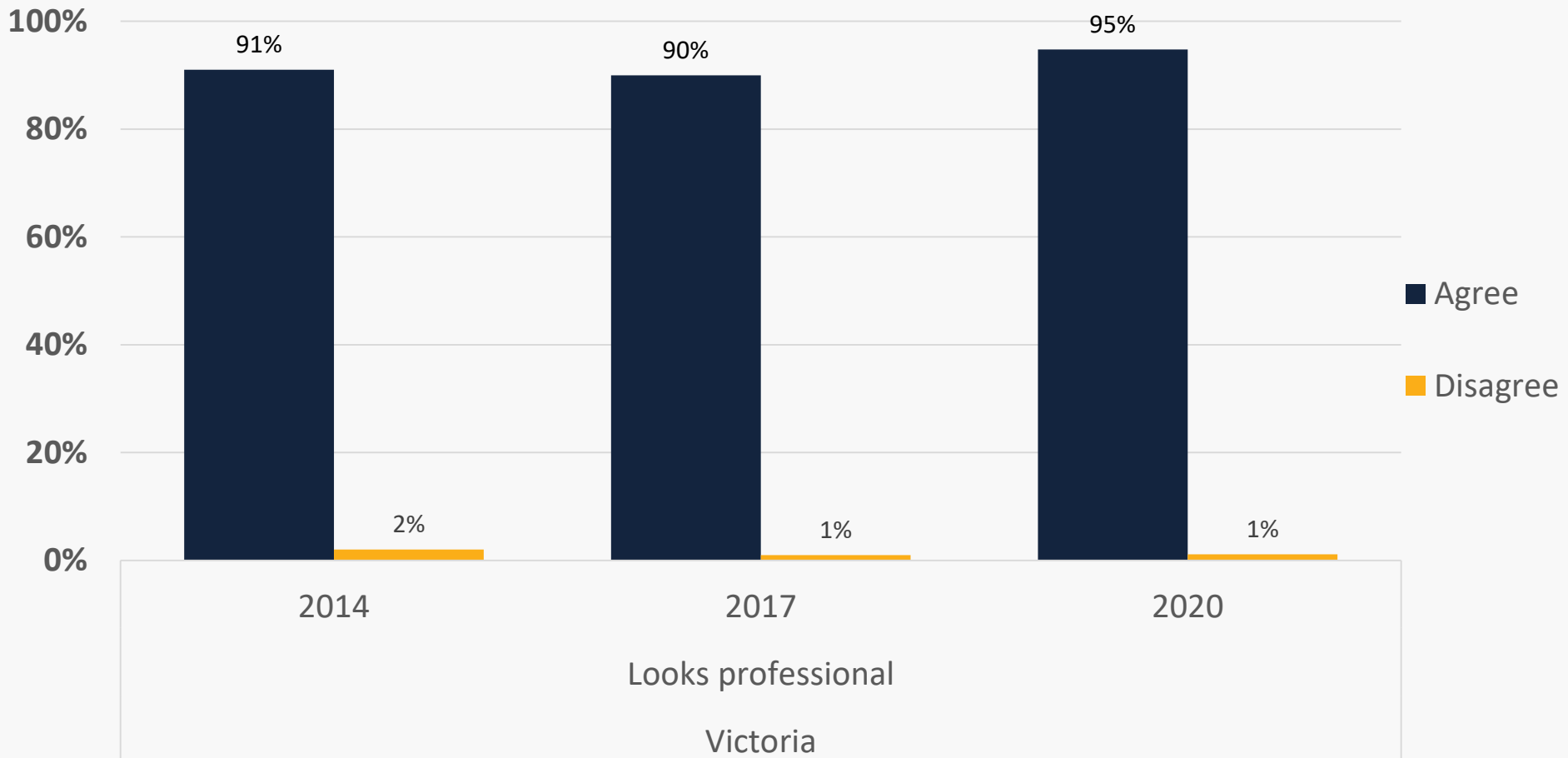
The figures above may not total 100% due to responses such as “No answer” and “I don’t know.”

Figures reflect responses from residents and businesses in Victoria.



# “VicPD looks professional”

% 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.”

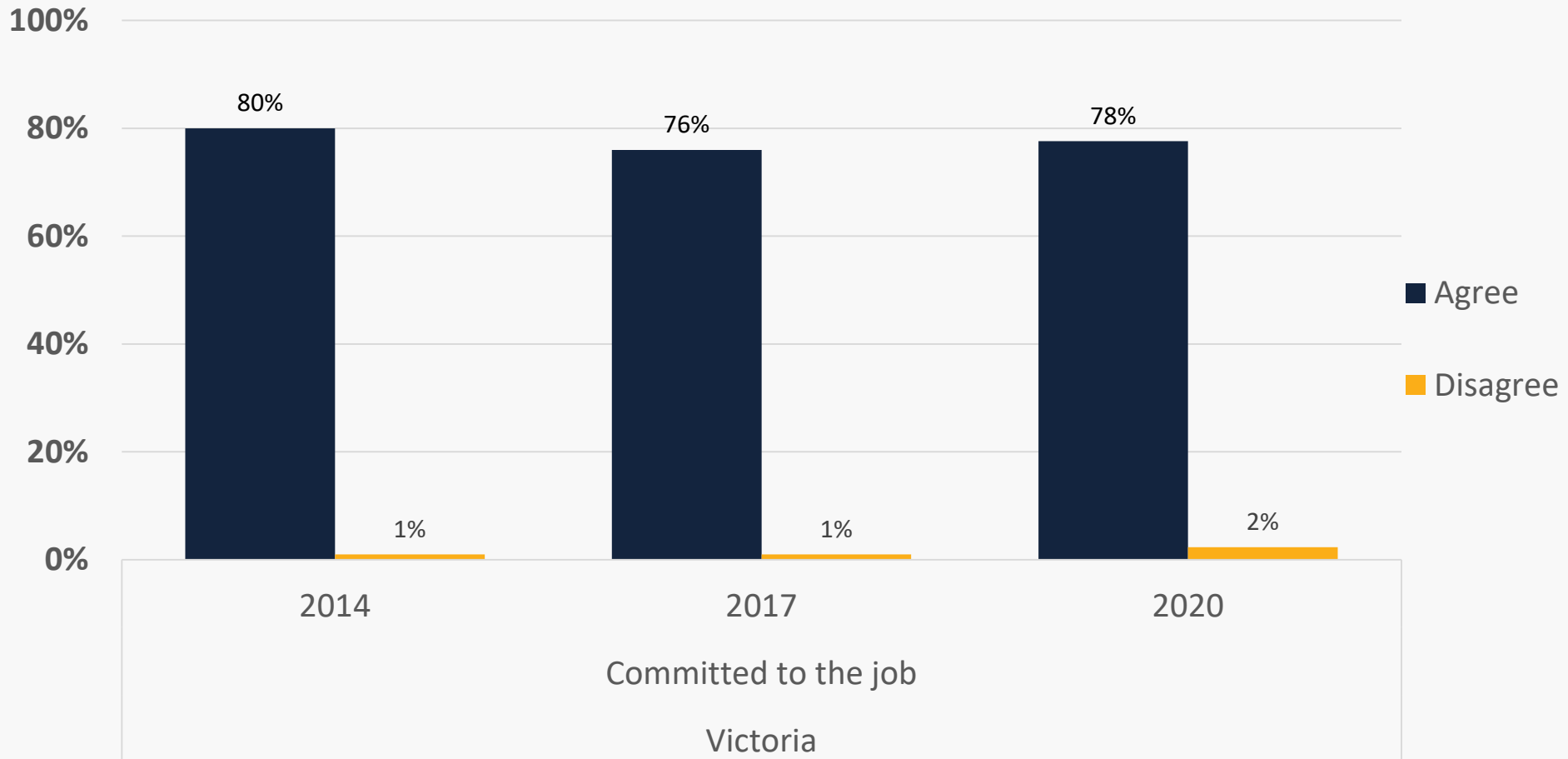
Figures reflect responses from residents and businesses in Victoria.





# “VicPD is committed to the job”

% of respondents who agree or disagree with this statement



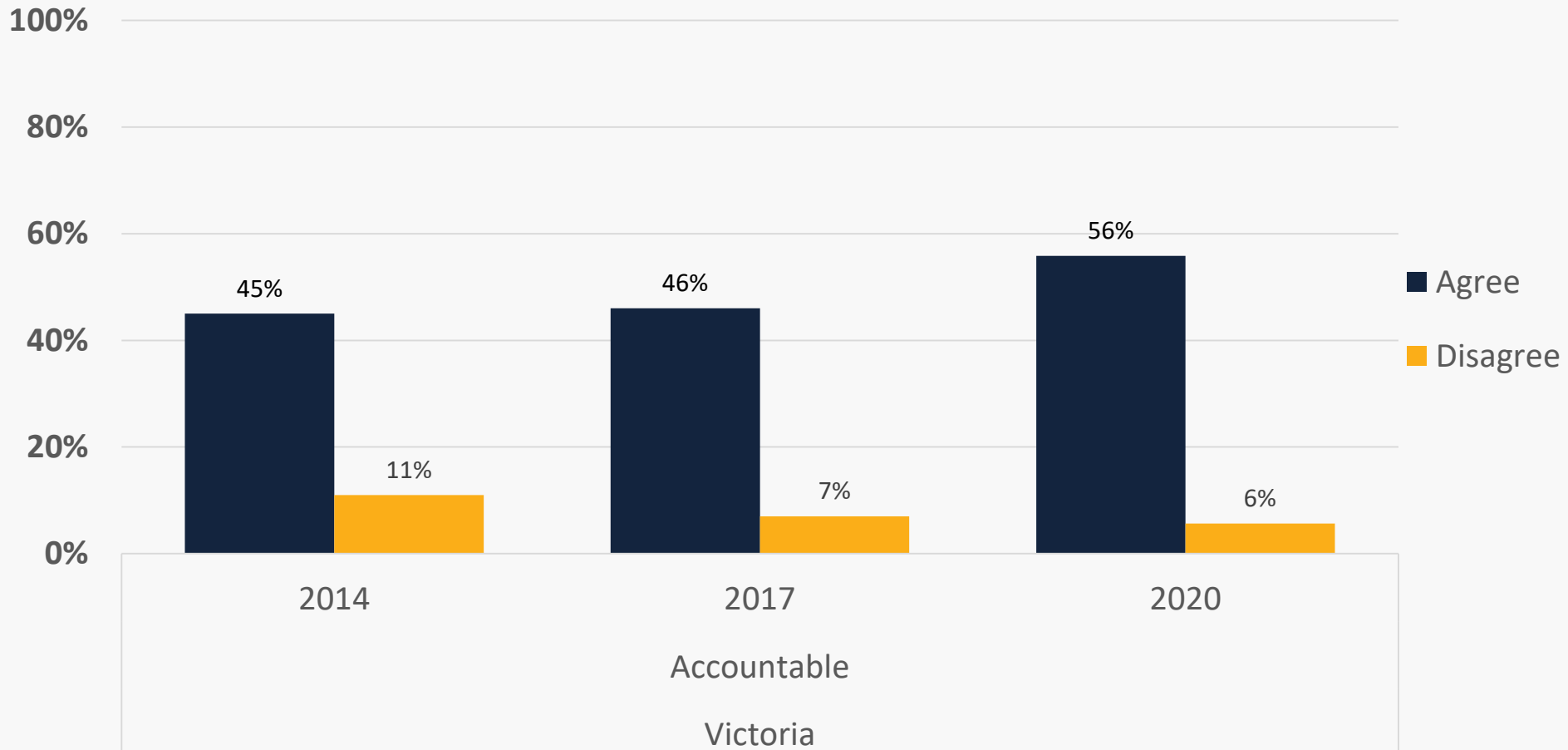
The figures above may not total 100% due to responses such as “No answer” and “I don’t know.”

Figures reflect responses from residents and businesses in Victoria.



# “VicPD is accountable”

% of respondents who agree or disagree with this statement



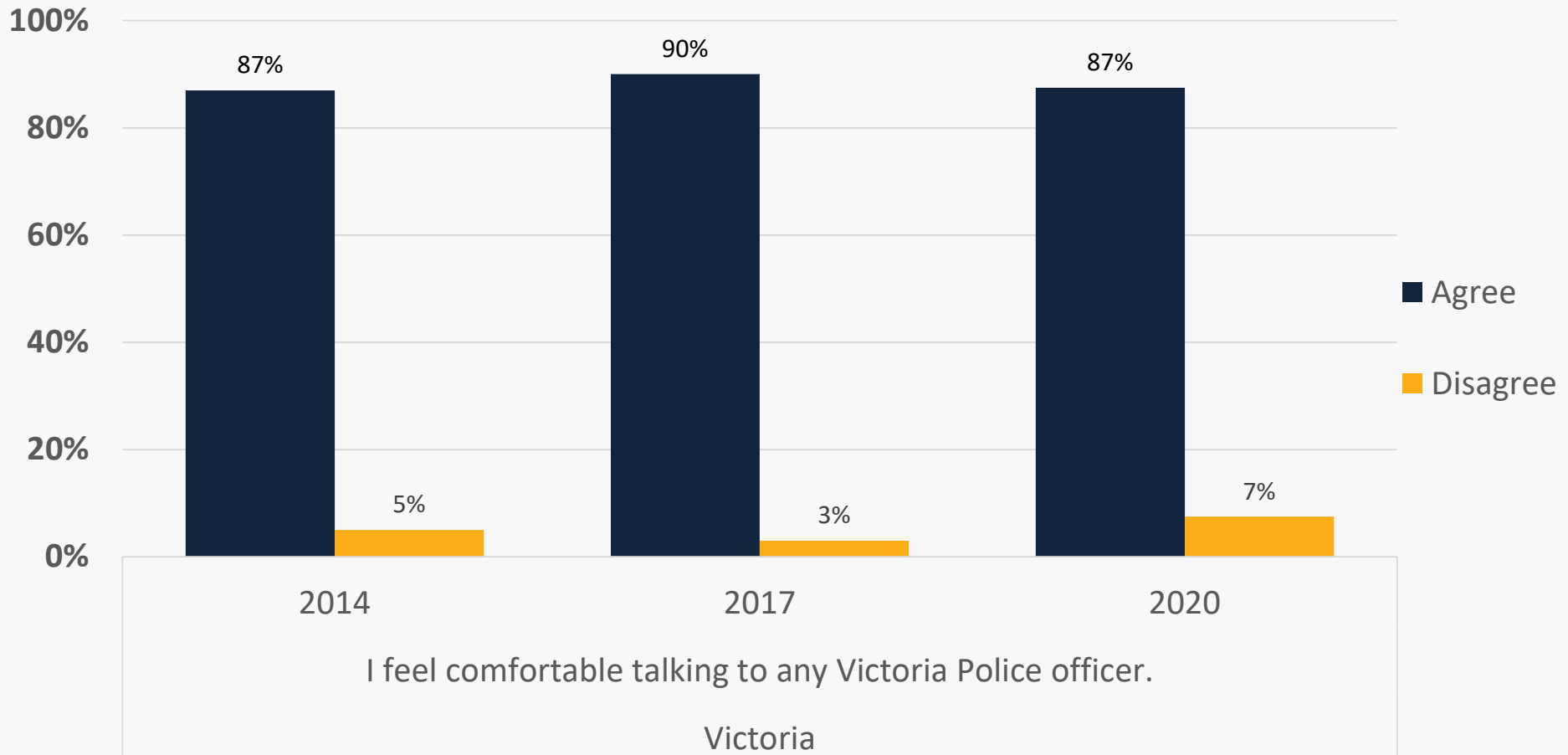
The figures above may not total 100% due to responses such as “No answer” and “I don’t know.”

Figures reflect responses from residents and businesses in Victoria.



# “I feel comfortable talking to VicPD”

% of respondents who agree or disagree with this statement



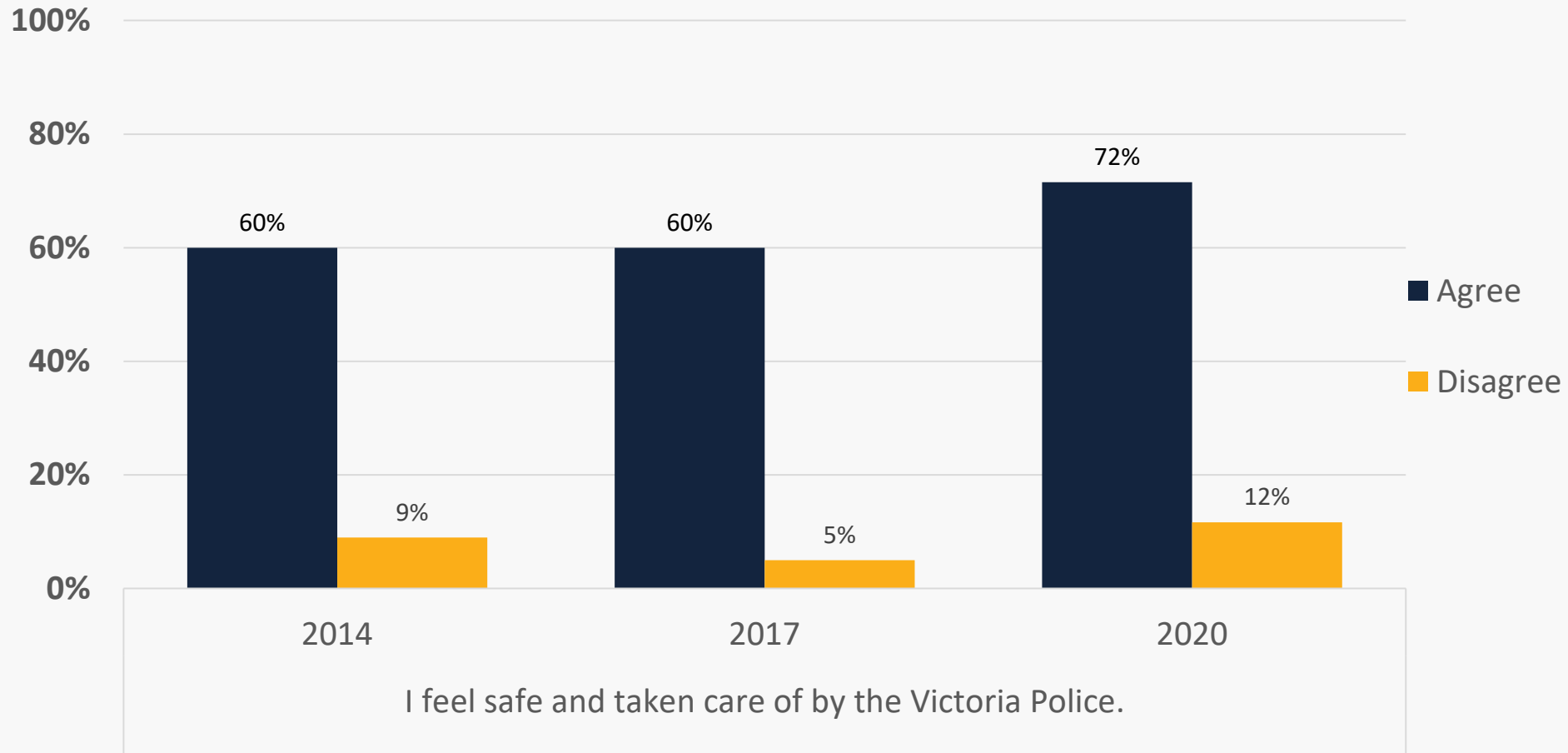
The figures above may not total 100% due to responses such as “No answer,” “Neutral,” and “I don’t know.”

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



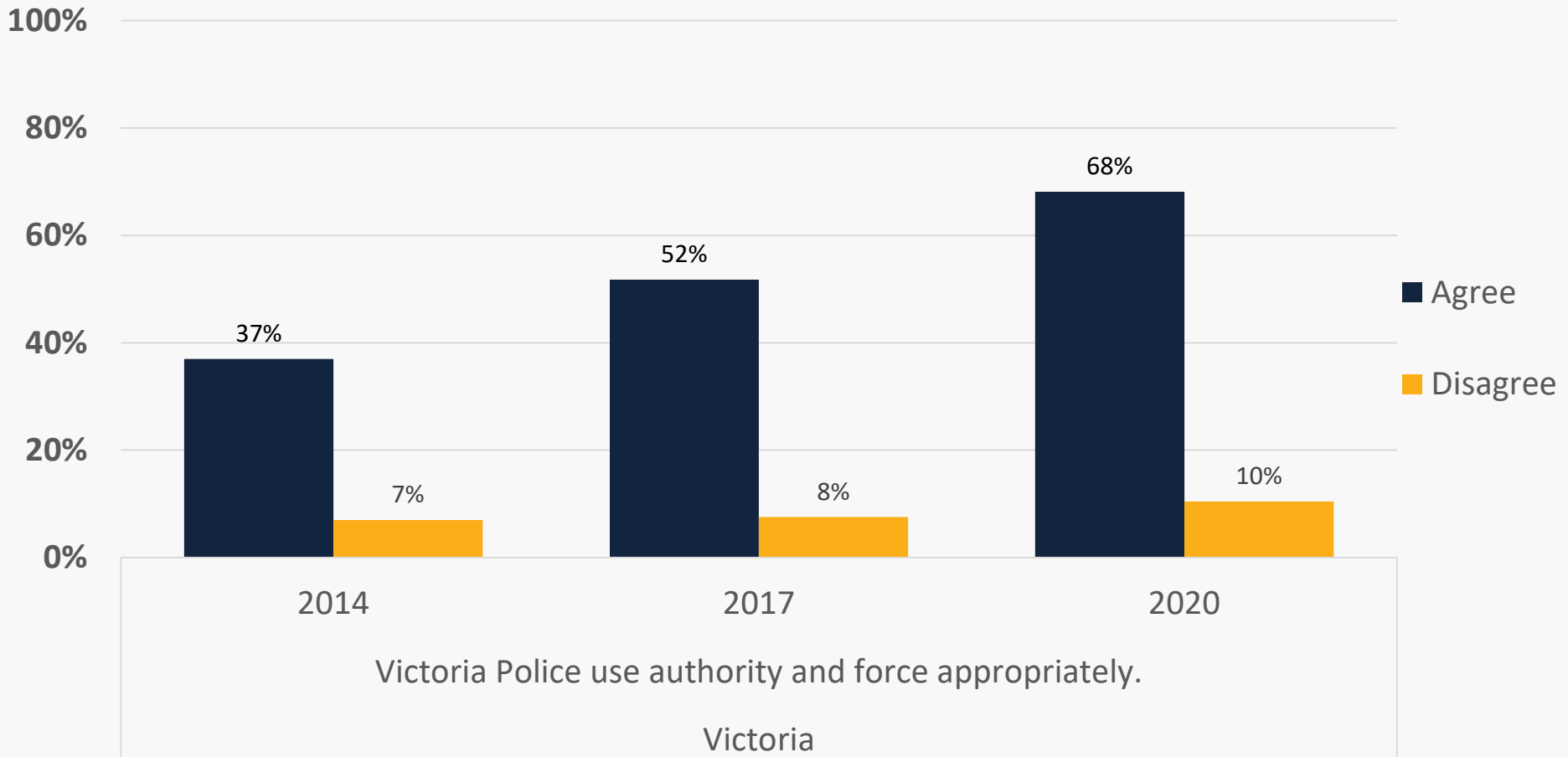
The figures above may not total 100% due to responses such as “No answer,” “Neutral,” and “I don’t know.”

Figures reflect responses from residents and businesses in Victoria.



# “VicPD uses authority & force appropriately”

% of respondents who agree or disagree with this statement



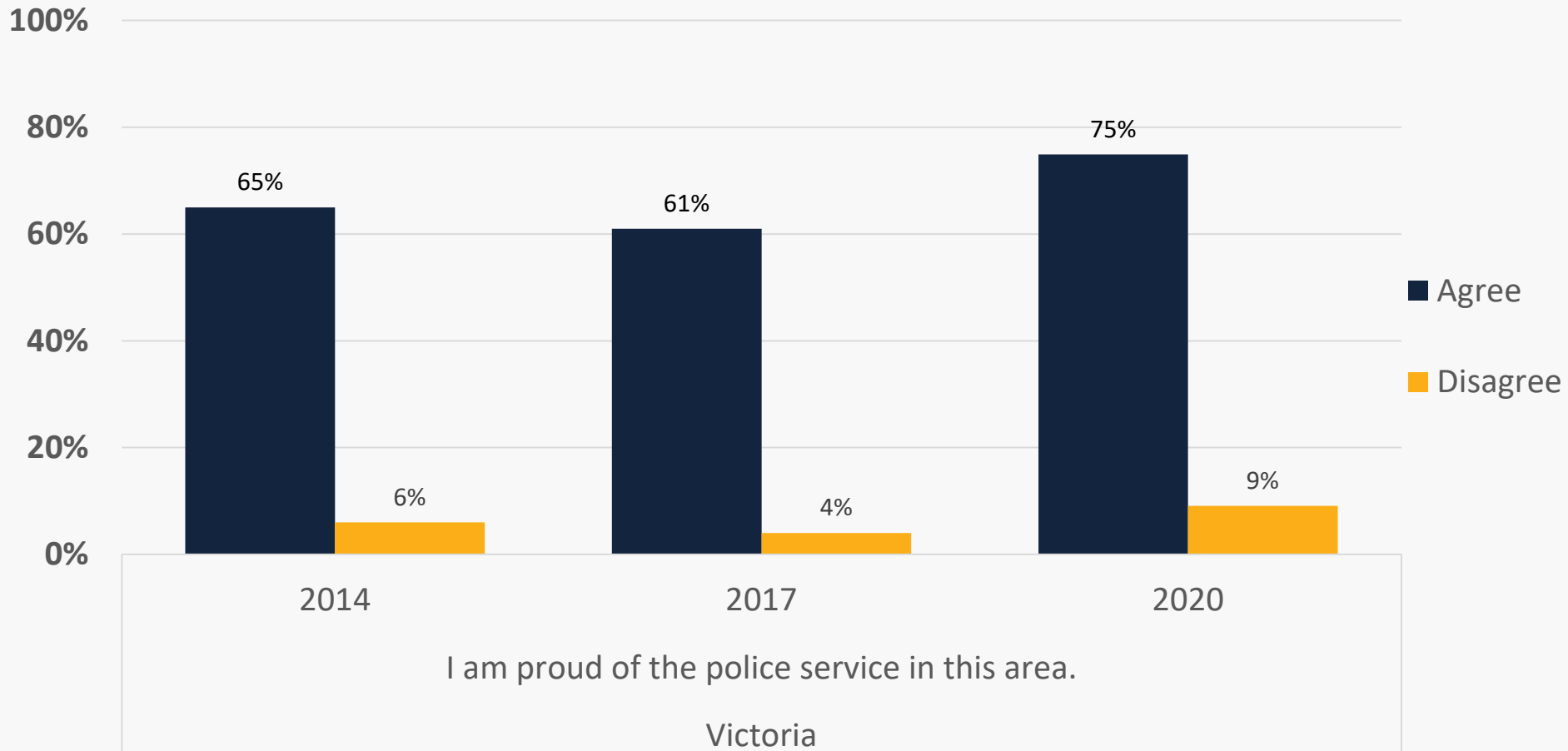
The figures above may not total 100% due to responses such as “No answer,” “Neutral,” and “I don’t know.”

Figures reflect responses from residents and businesses in Victoria.



# “I am proud of VicPD”

% of respondents who agree or disagree with this statement



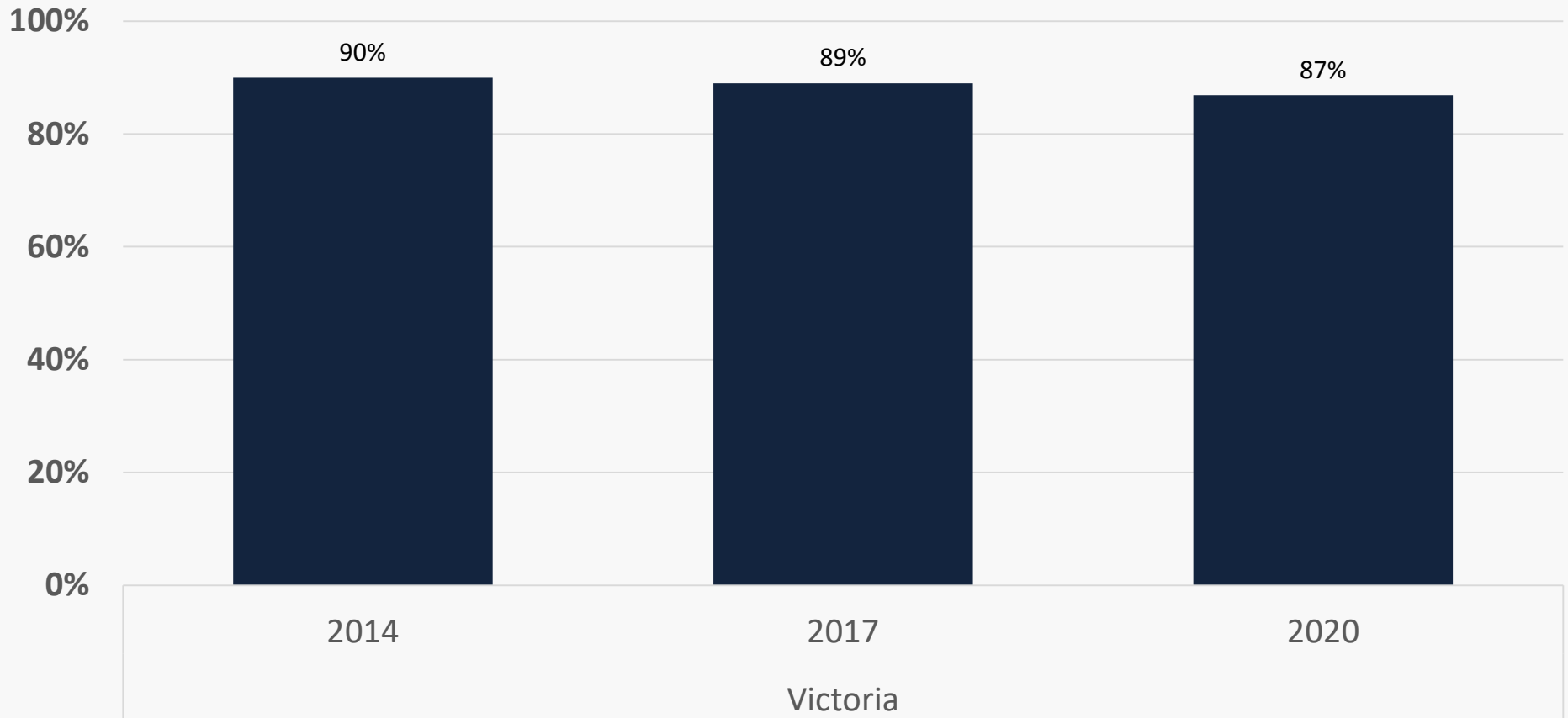
The figures above may not total 100% due to responses such as “No answer,” “Neutral,” and “I don’t know.”

Figures reflect responses from residents and businesses in Victoria.



# Satisfaction

% of respondents who are satisfied with VicPD

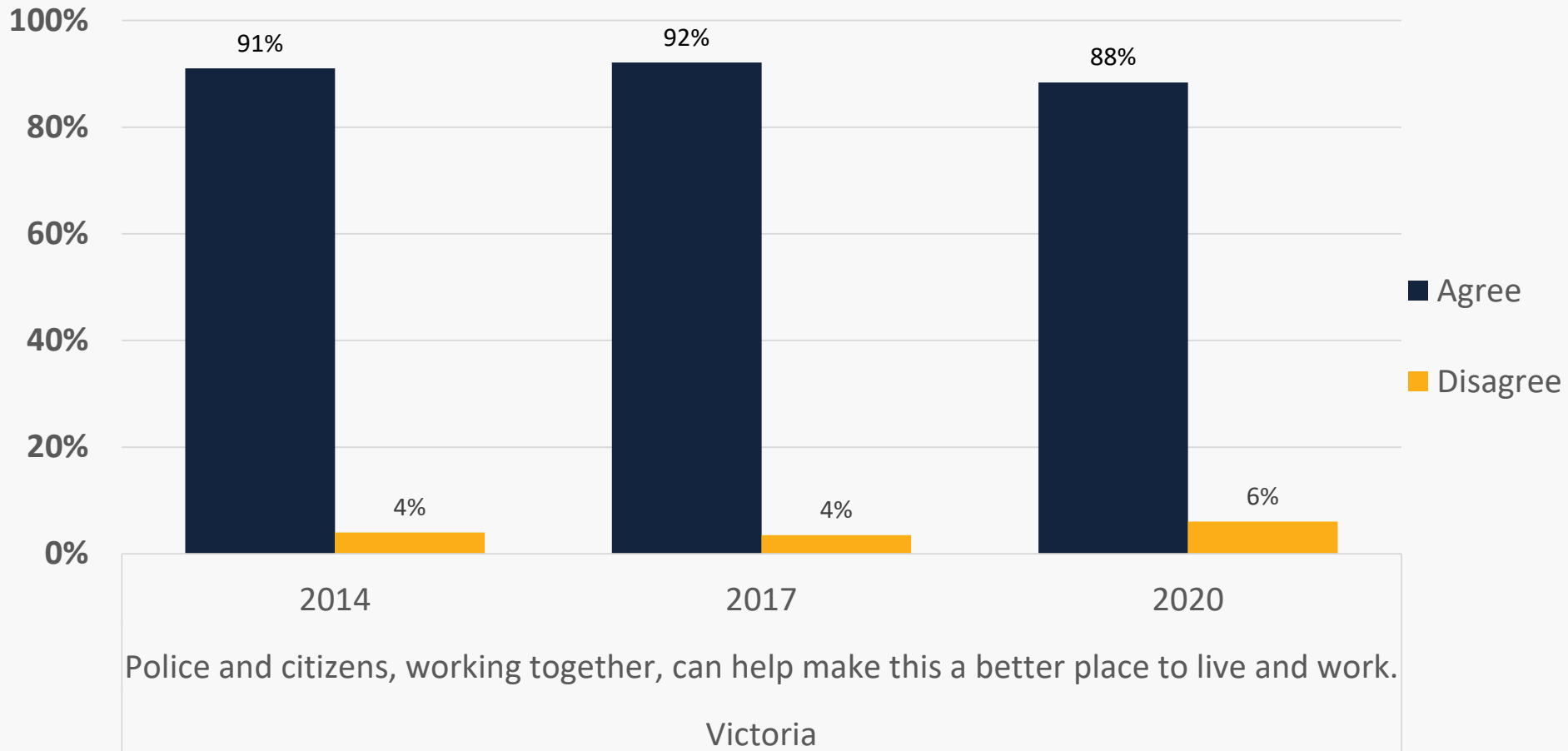


Figures reflect responses from residents and businesses in Victoria.



# “Police & citizens can work together”

% of respondents who agree or disagree with this statement



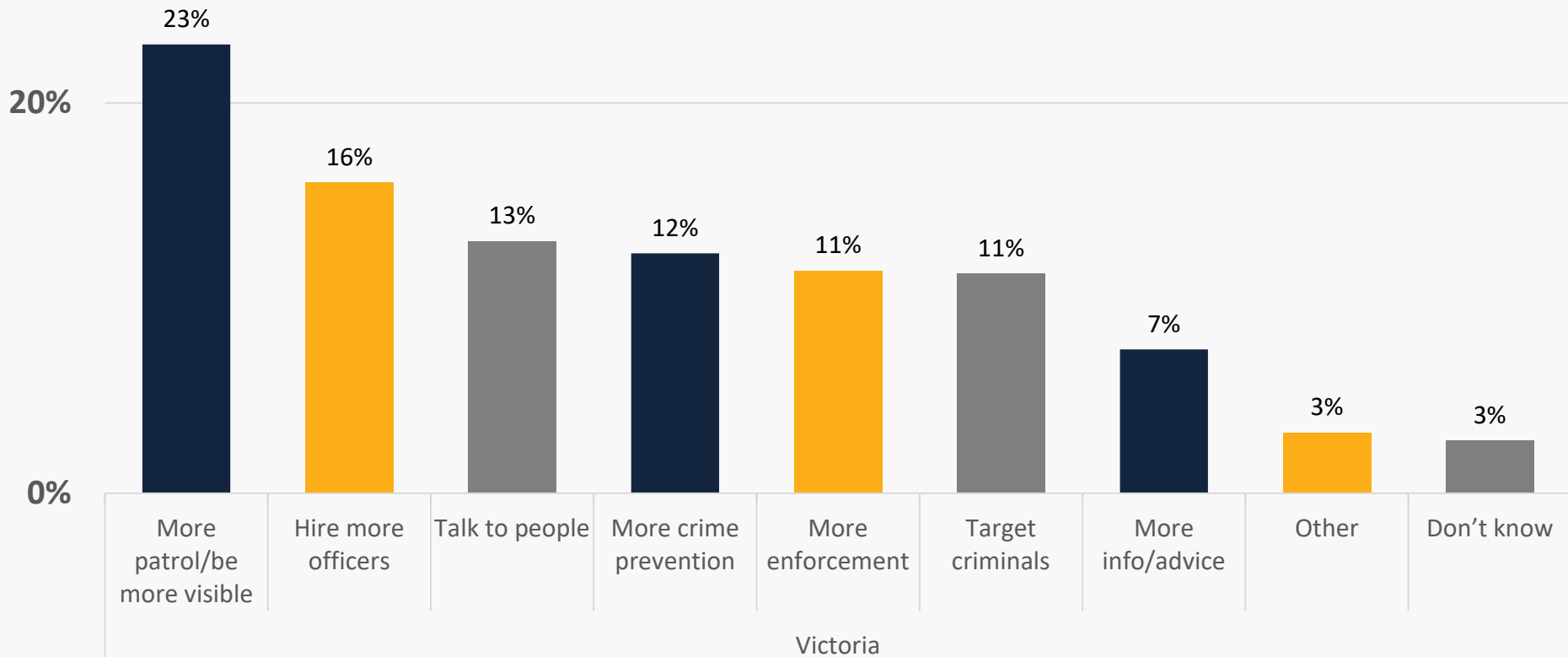
The figures above may not total 100% due to responses such as “No answer,” “Neutral,” and “I don’t know.”  
Figures reflect responses from residents and businesses in Victoria.





# How to deal with problems?

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

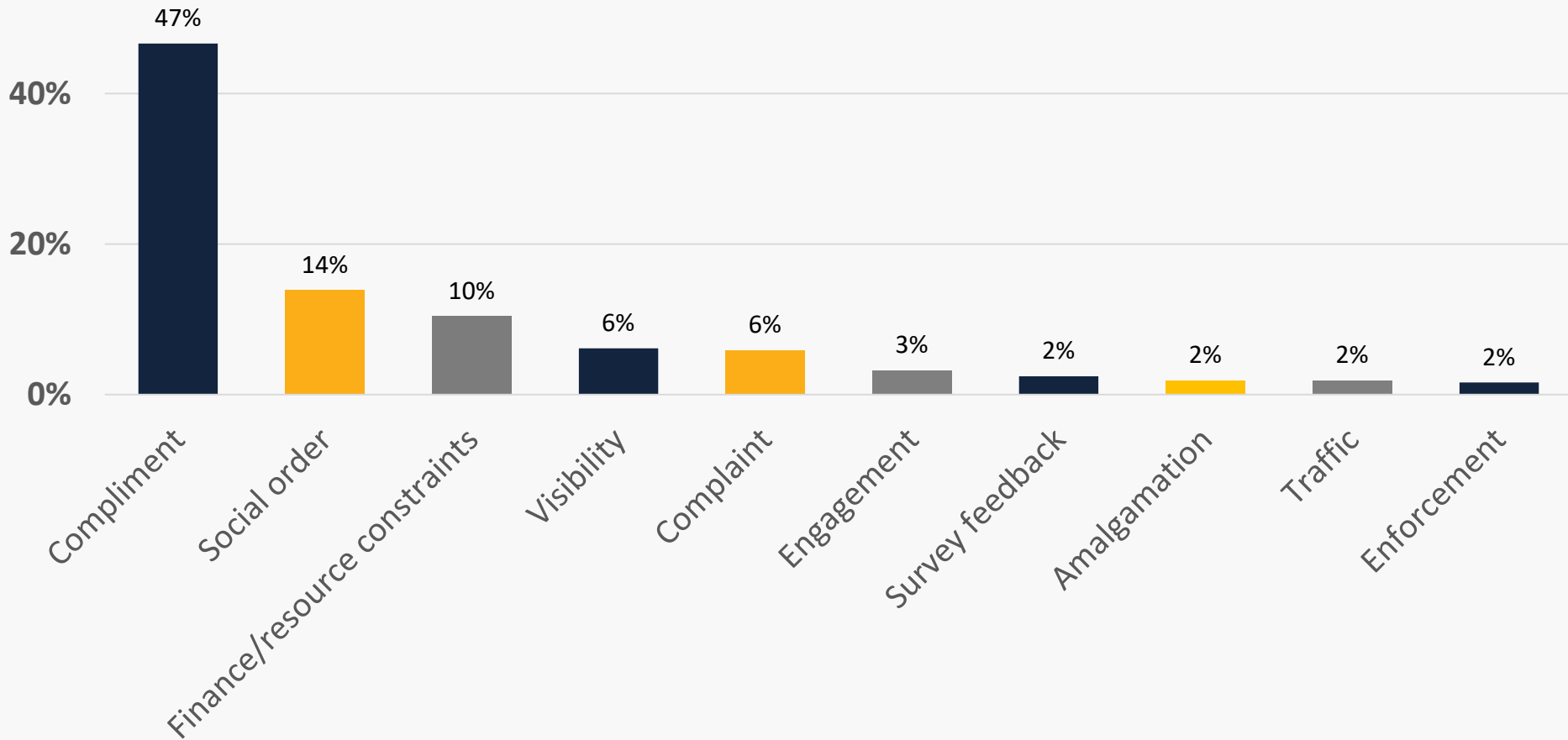


Figures reflect responses from residents and businesses in Victoria.



# Comments

% 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:

