

2022 VicPD Community Survey: 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 Esquimalt and Victoria
- Results are therefore available for:
 - ▣ VicPD's jurisdiction (Esquimalt and Victoria combined);
 - ▣ Esquimalt only; and
 - ▣ Victoria only
- Completion methods:
 - ▣ Online (with unique code)
 - ▣ Respondents with no computer or other challenges were able to complete the survey by telephone



Our Survey: One of the Many Ways We Connect with Our Community





Timeline

- January/February: prepared surveys
- February 15th – March 31st : distributed surveys
- April/May: analyzed results
- May/June: internal and public engagement to share findings



How many responded?

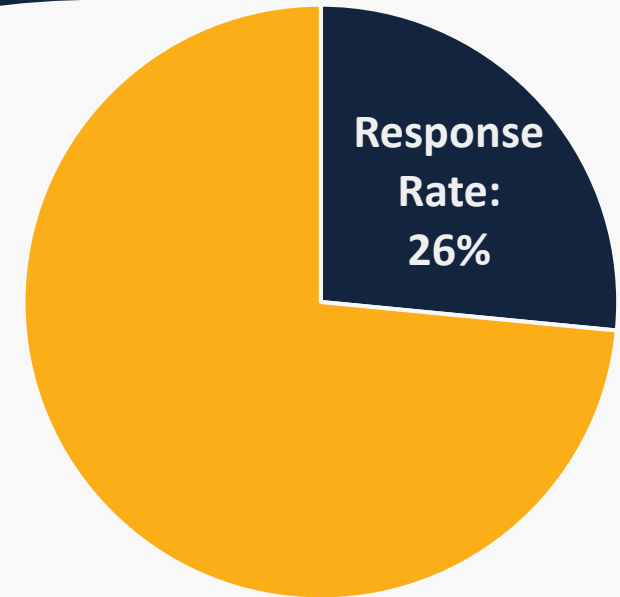
We mailed out

5,000

surveys to a random sample of residences and businesses in Victoria and Esquimalt.

1,300

were completed.



Margin of Error: 2.70%
(with 95% confidence level)



If this survey was administered 100 times, in 95 of those instances the results will reflect the actual population result to within 2.70%.



Comparison of Margins of Error

Margins of error for selected police surveys, 2016-2022

VicPD	2.70%
Regina Police Service	2.85%
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, 2016-2022

VicPD	11.9
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



Combined VicPD Survey Results

- This presentation reflects 2020, 2021 and 2022 combined results for residents and businesses in Victoria,
- For results specific to Esquimalt or VicPD's jurisdiction , please visit:

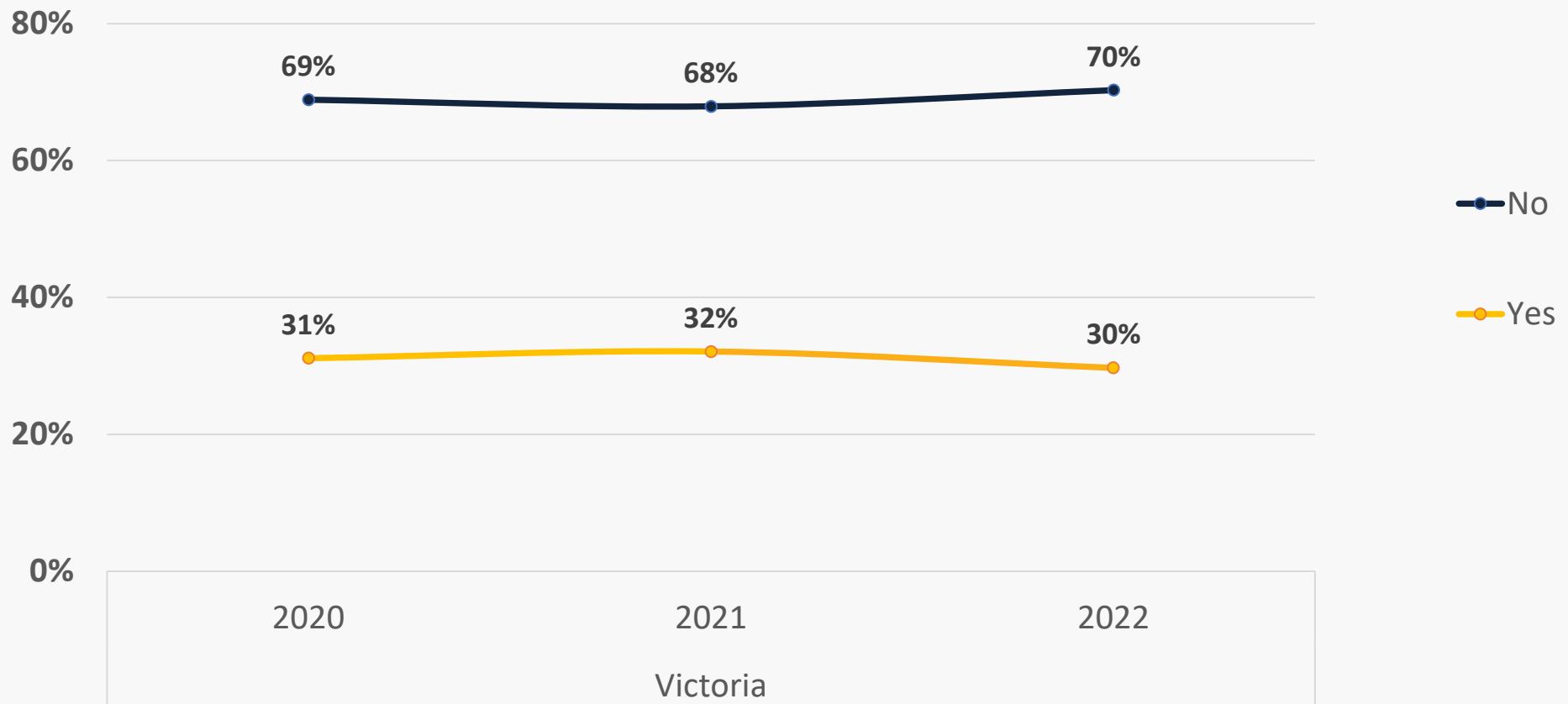


- For survey questions with significant changes in responses compared to past years, a 9-year trend is displayed for longer-term analysis.



Have you been a victim of crime?

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

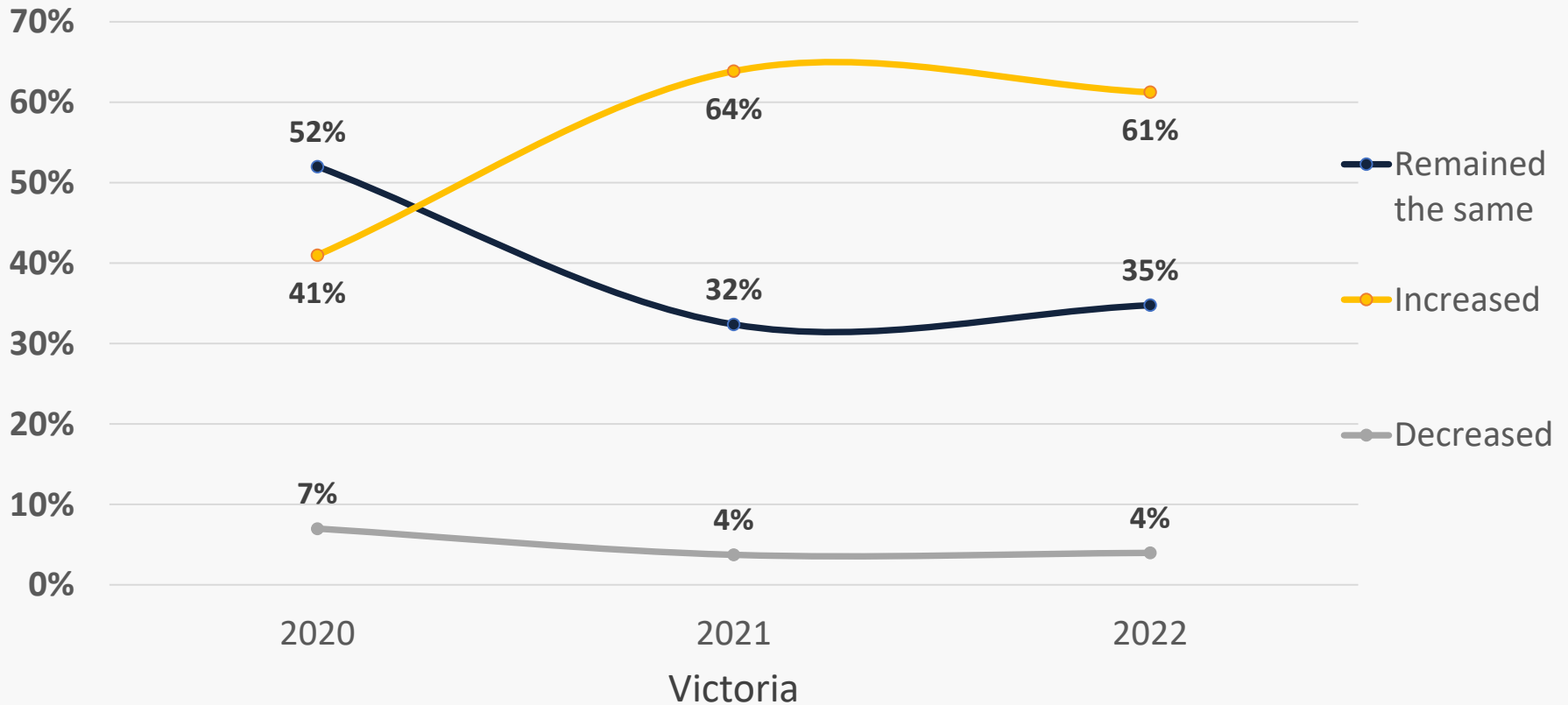


Figures reflect responses from residents and businesses in VicPD's jurisdiction of Esquimalt and Victoria.



Has crime changed?

% of respondents who think crime has changed

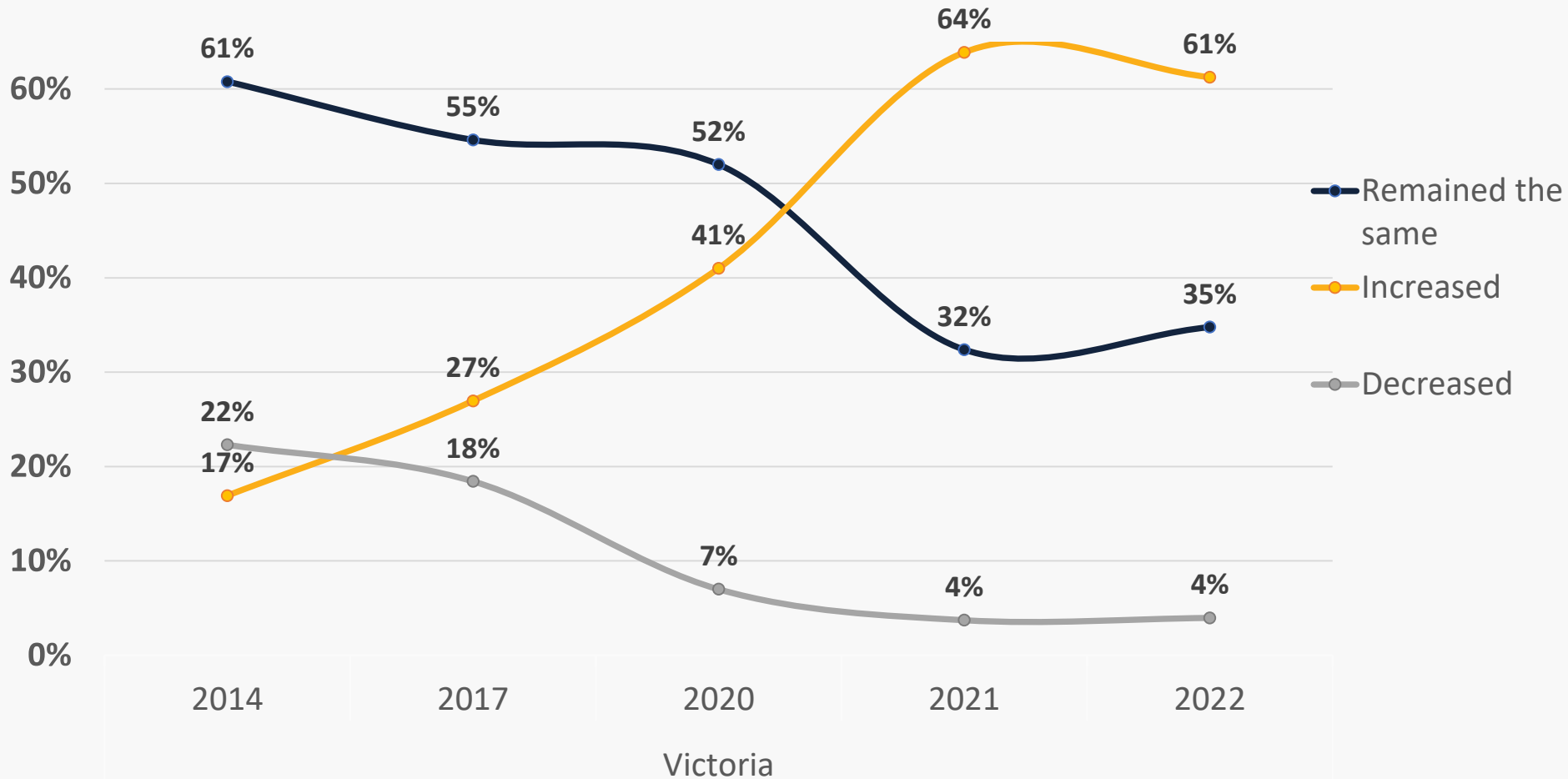


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9-year trend: Has crime changed?

% of respondents who think crime has changed

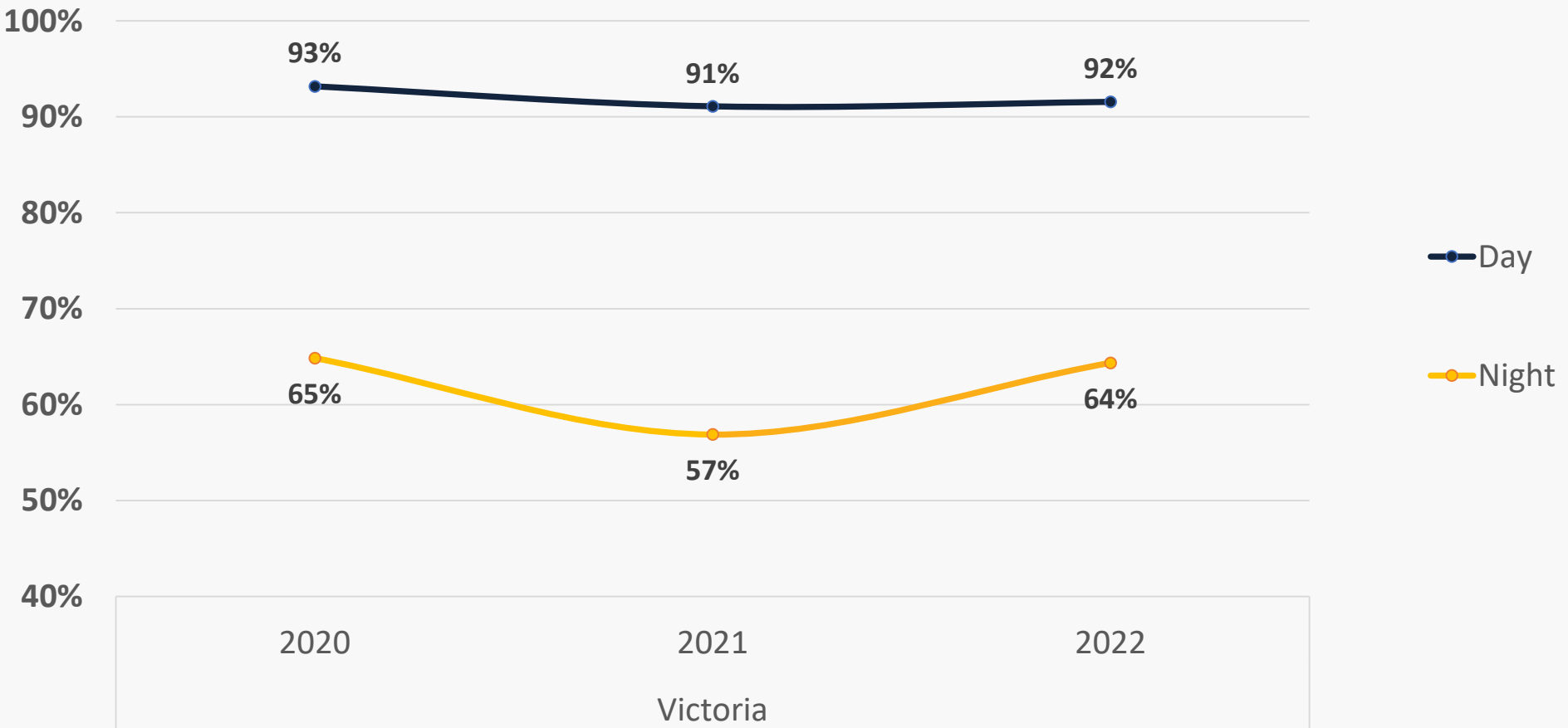


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Do you feel safe?

% of respondents who feel safe in their neighbourhood

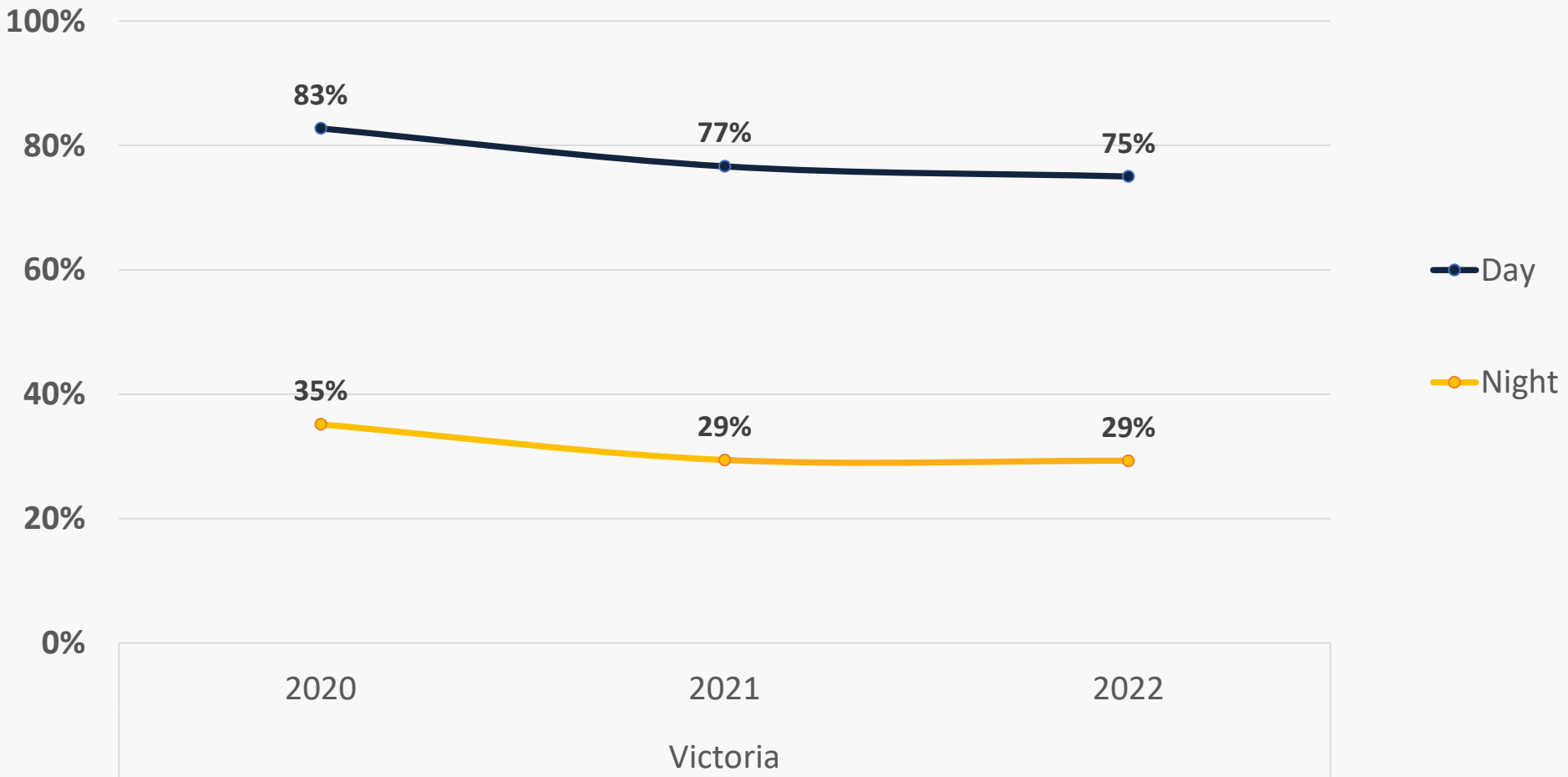


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Do you feel safe?

% of respondents who feel safe in downtown Victoria or Esquimalt Plaza

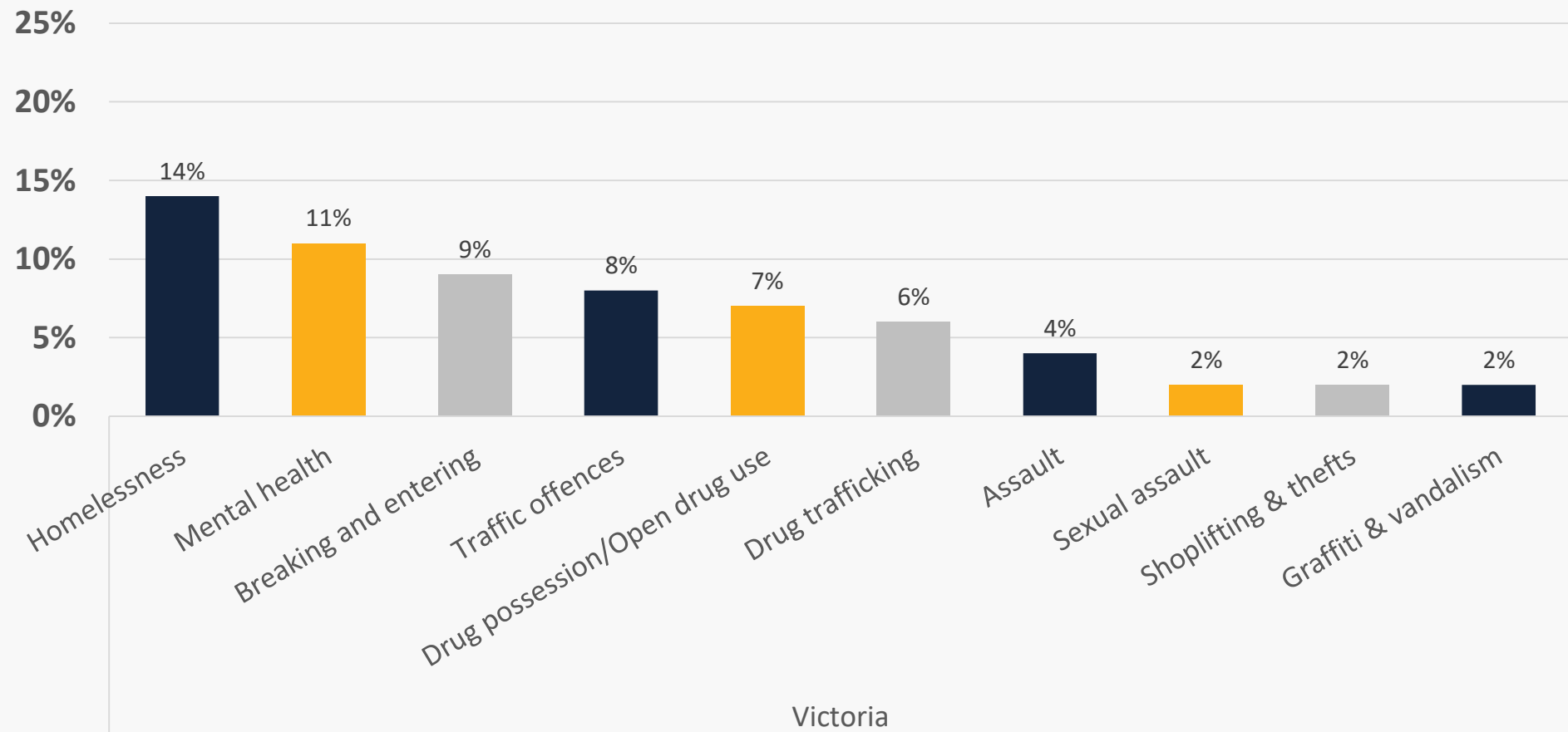


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Which one problem should VicPD pay closer attention to?

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

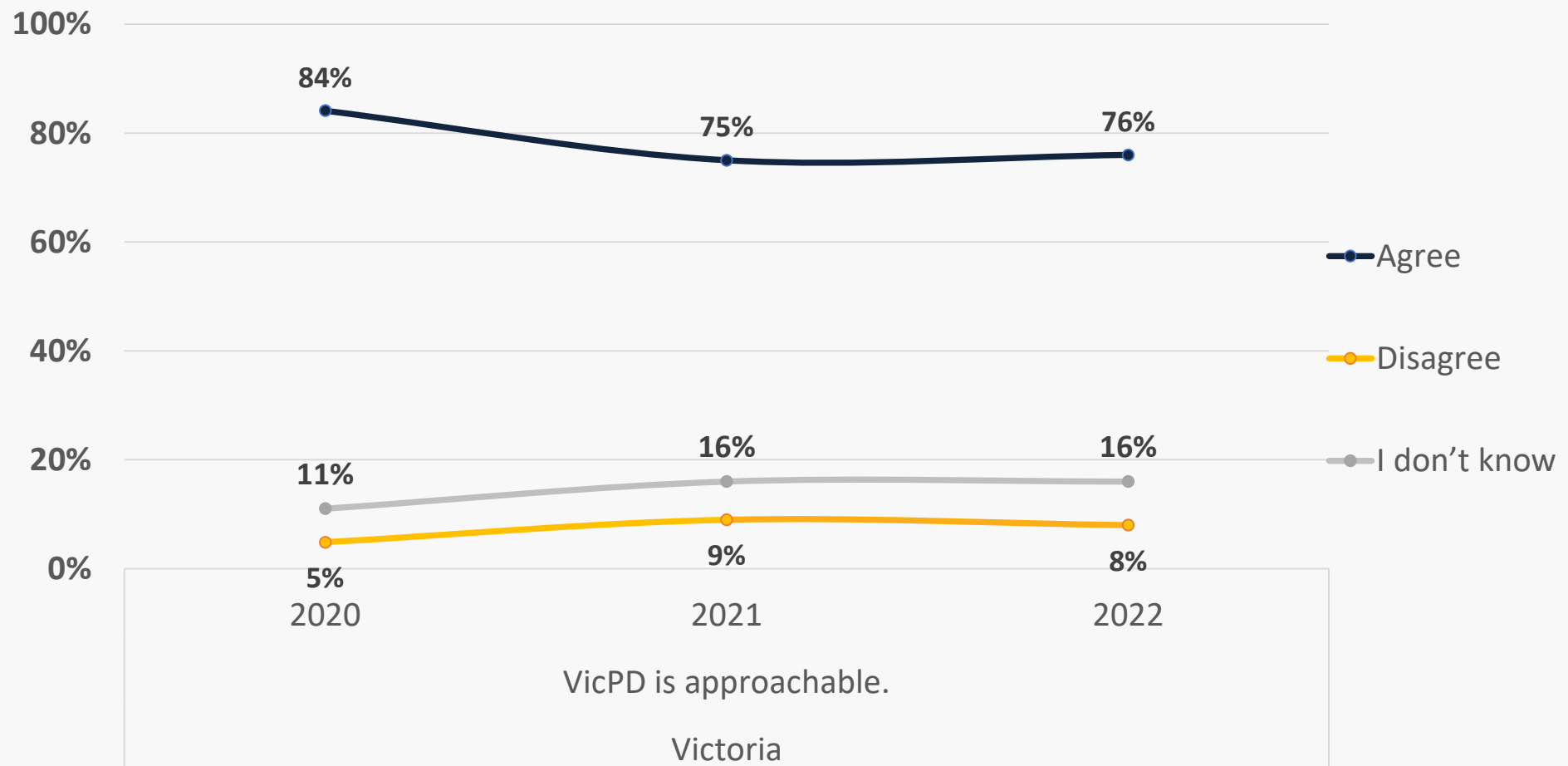


Figures reflect responses from residents and businesses in VicPD's jurisdiction of Esquimalt and Victoria.



“VicPD is approachable”

% of respondents who agree or disagree with this statement

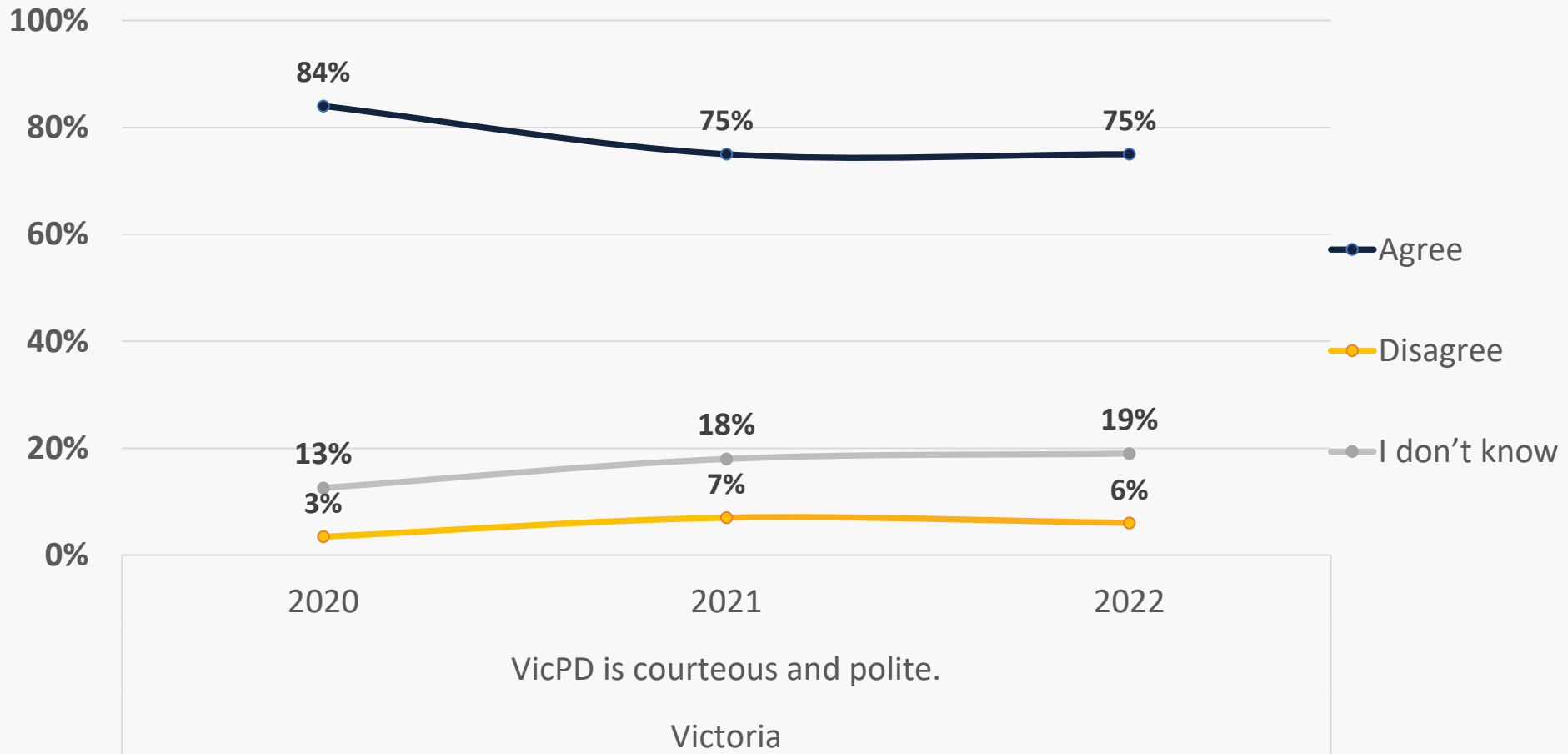


Figures reflect responses from residents and businesses in VicPD's jurisdiction of Esquimalt and Victoria.



“VicPD is courteous and polite”

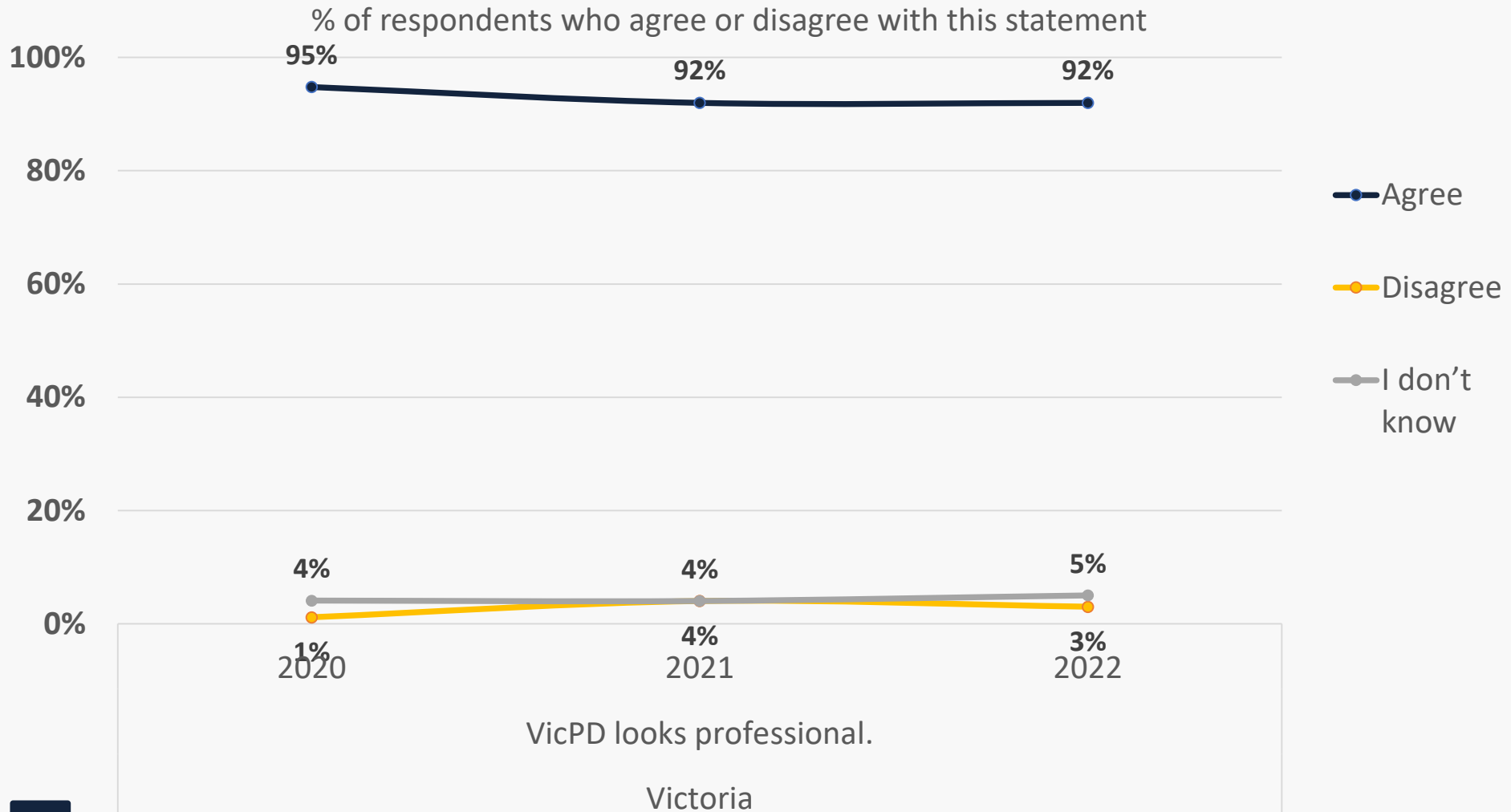
% of respondents who agree or disagree with this statement



Figures reflect responses from residents and businesses in VicPD's jurisdiction of Esquimalt and Victoria.



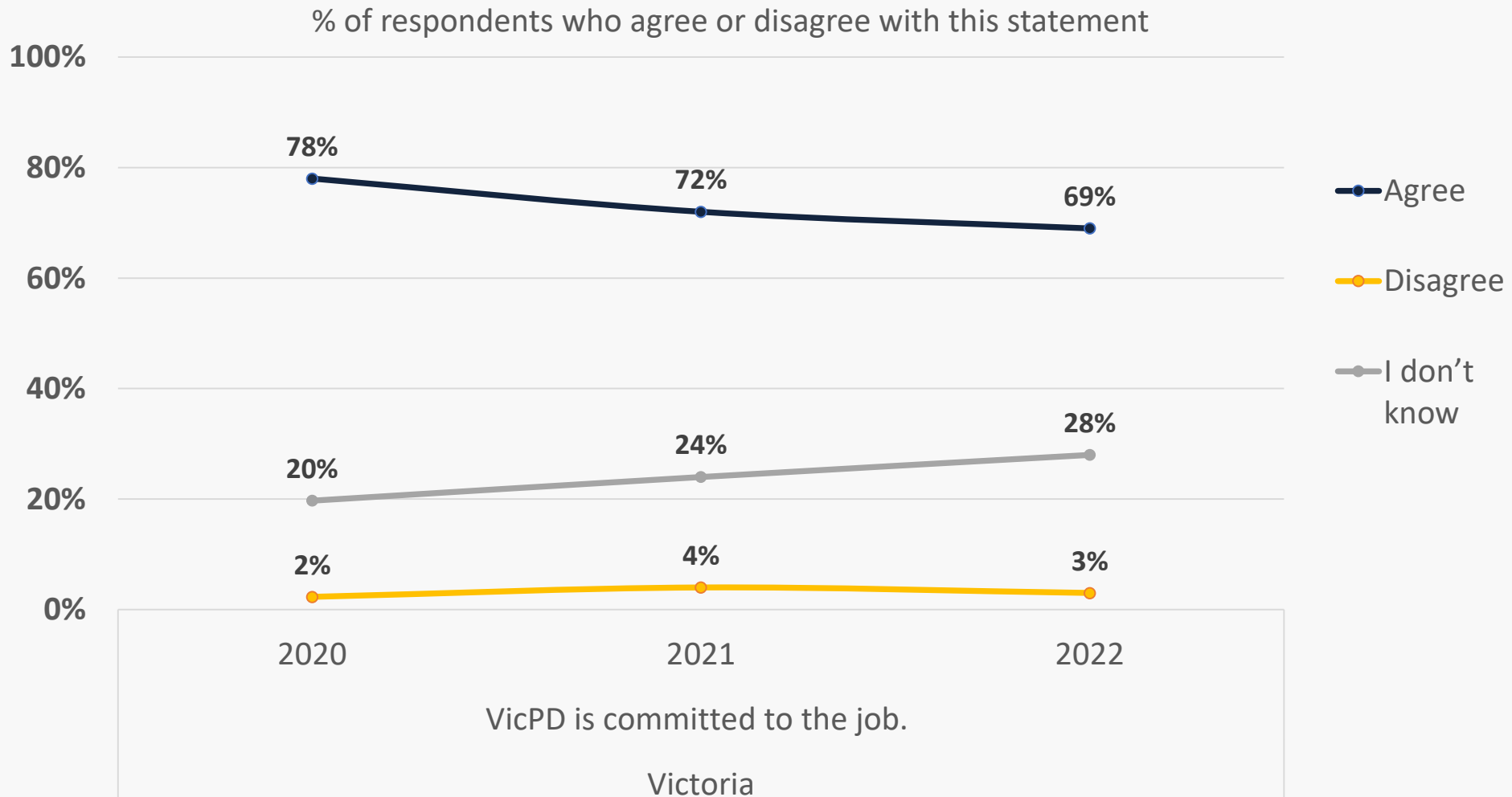
“VicPD looks professional”



Figures reflect responses from residents and businesses in VicPD's jurisdiction of Esquimalt and Victoria.



“VicPD is committed to the job”

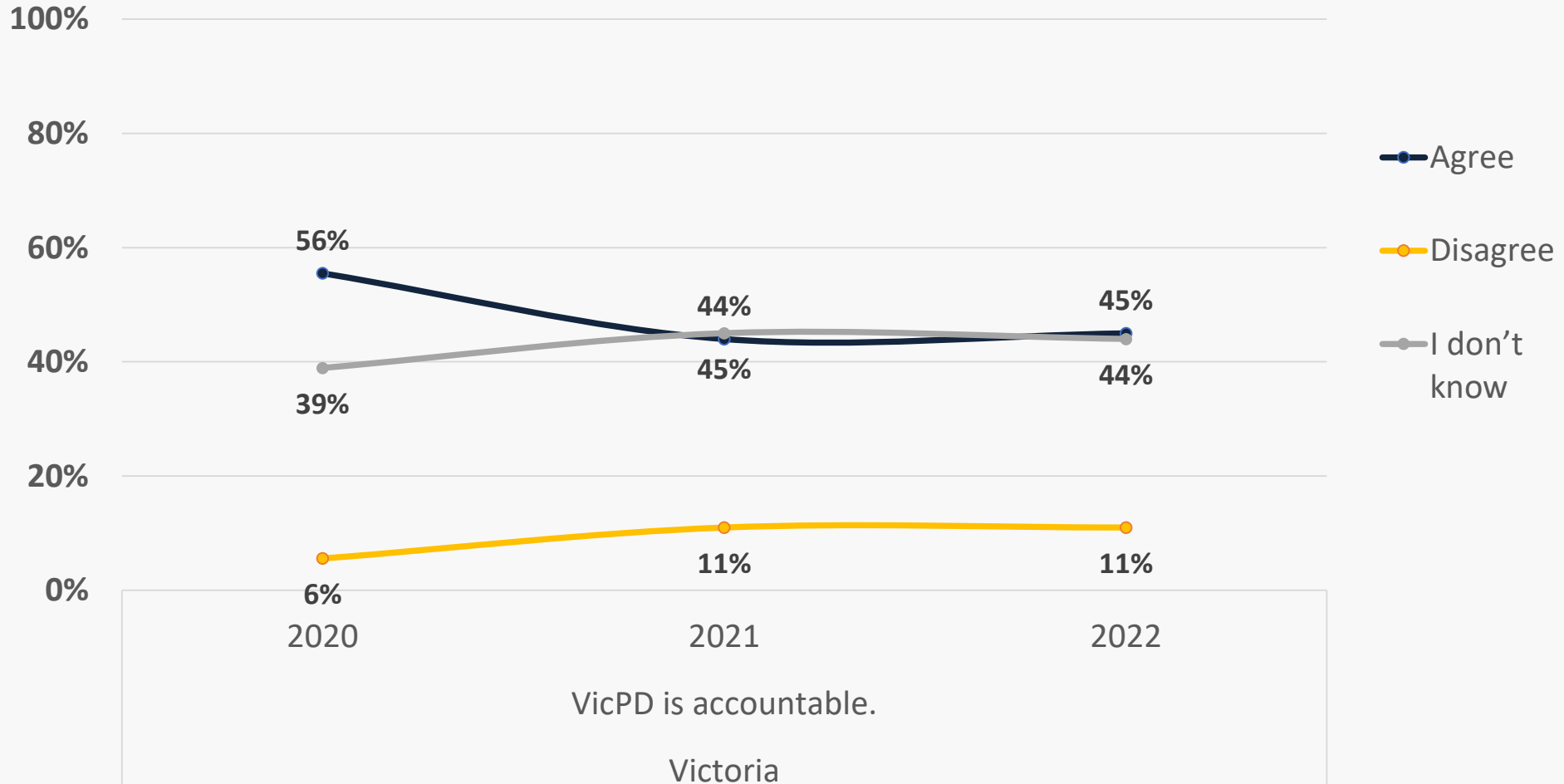


Figures reflect responses from residents and businesses in VicPD's jurisdiction of Esquimalt and Victoria.



“VicPD is accountable”

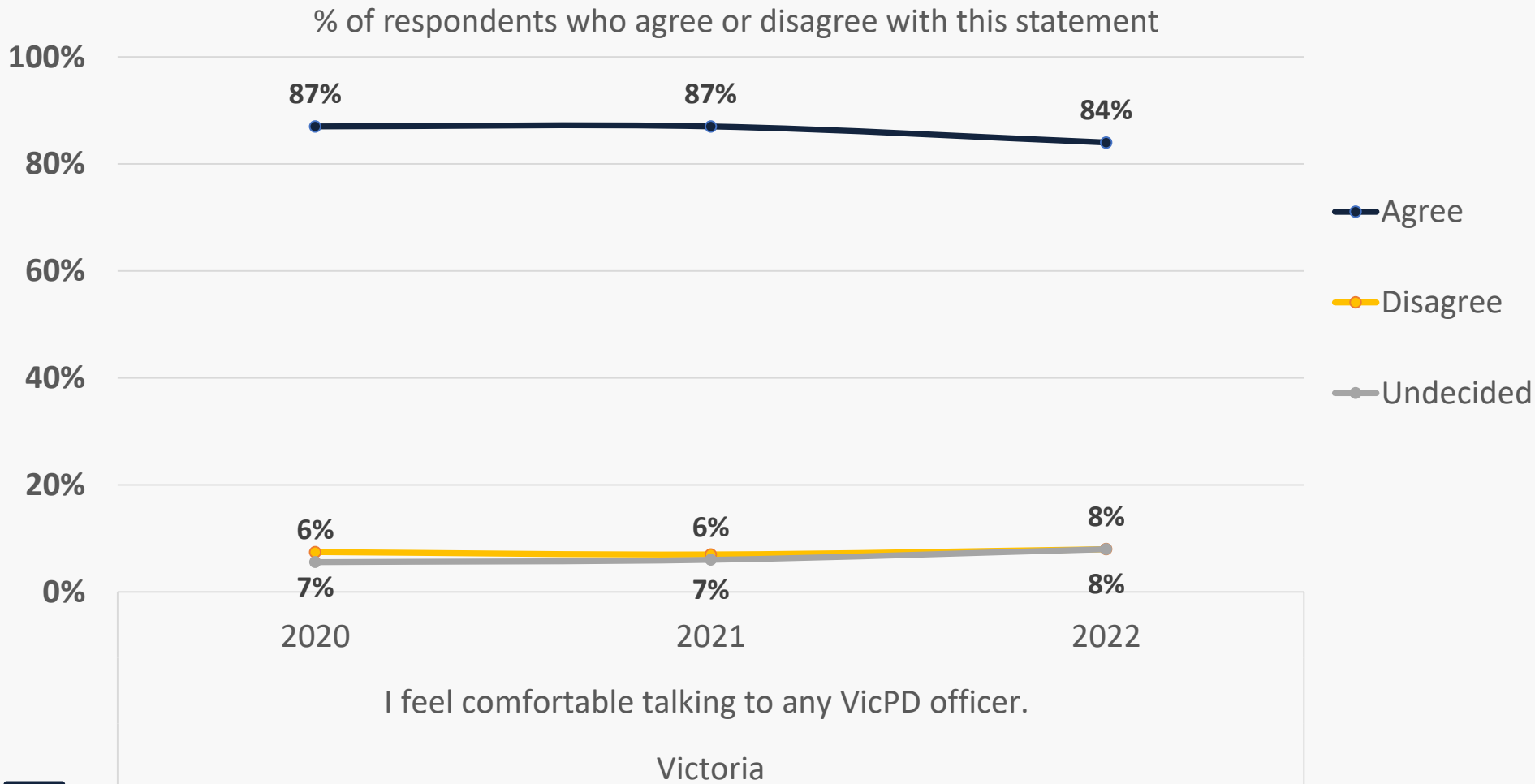
% of respondents who agree or disagree with this statement



Figures reflect responses from residents and businesses in VicPD's jurisdiction of Esquimalt and Victoria.



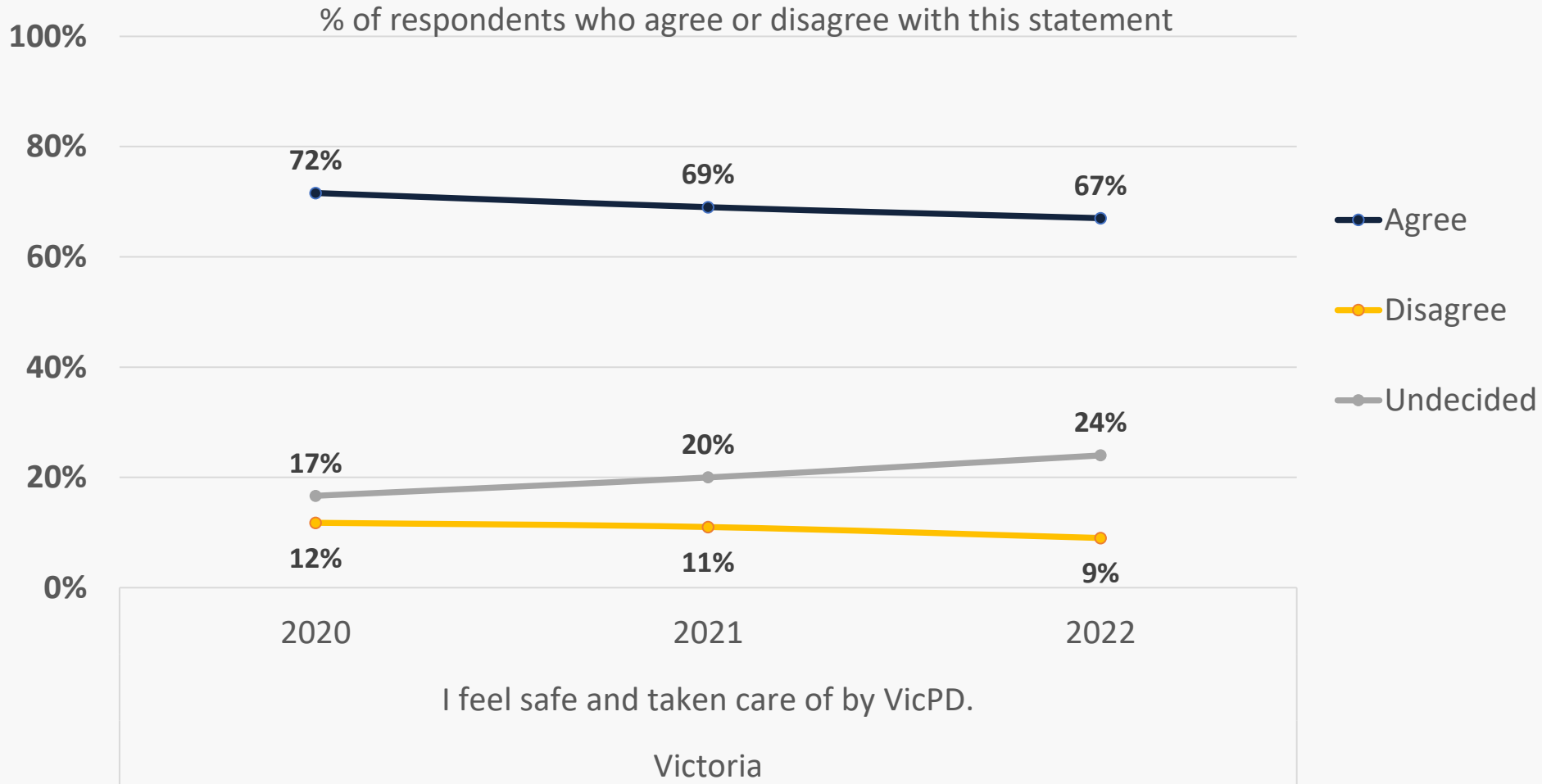
“I feel comfortable talking to VicPD”



Figures reflect responses from residents and businesses in VicPD's jurisdiction of Esquimalt and Victoria.



“I feel safe & taken care of by VicPD”

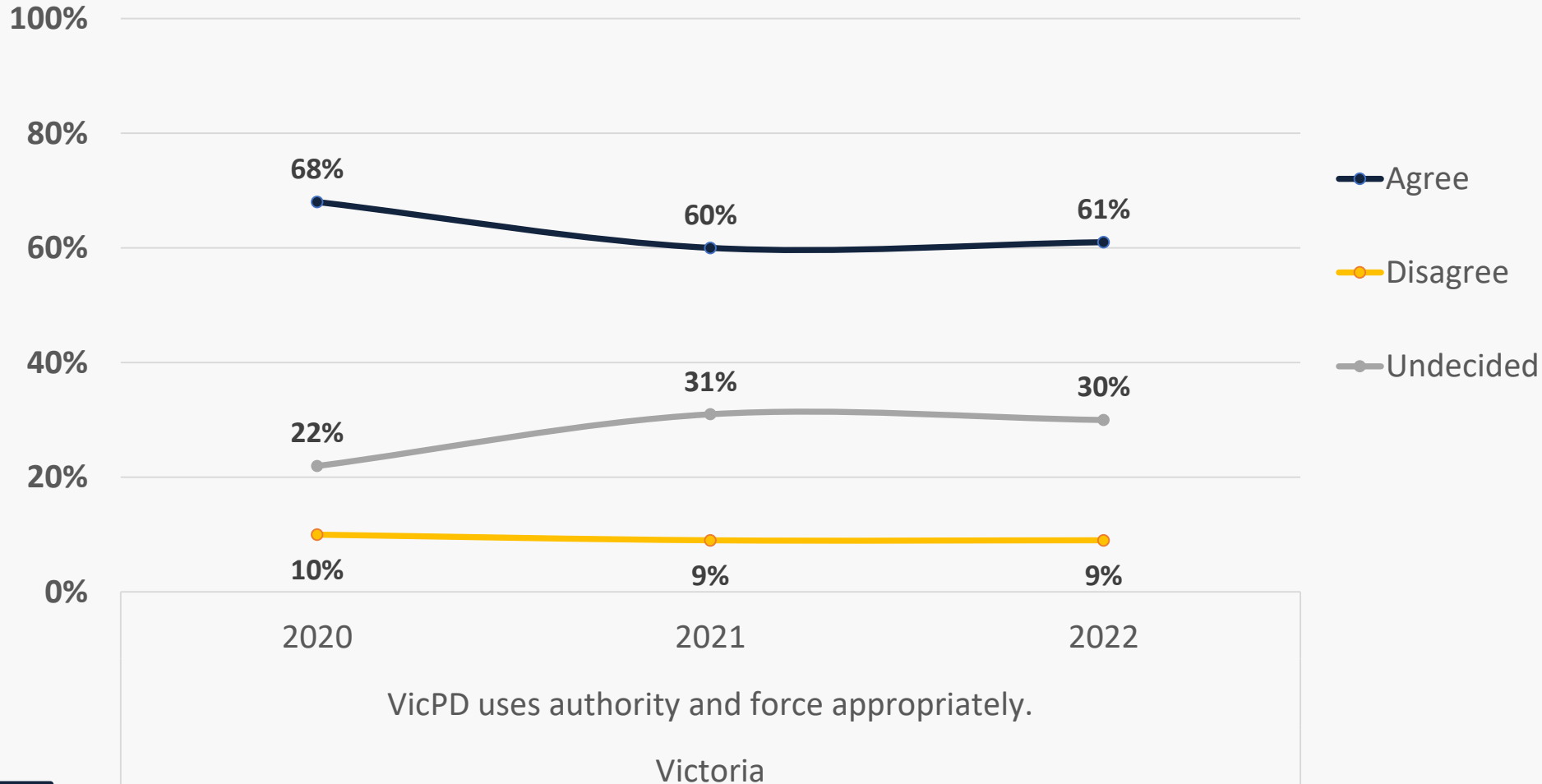


Figures reflect responses from residents and businesses in VicPD's jurisdiction of Esquimalt and Victoria.



“VicPD uses authority & force appropriately”

% of respondents who agree or disagree with this statement

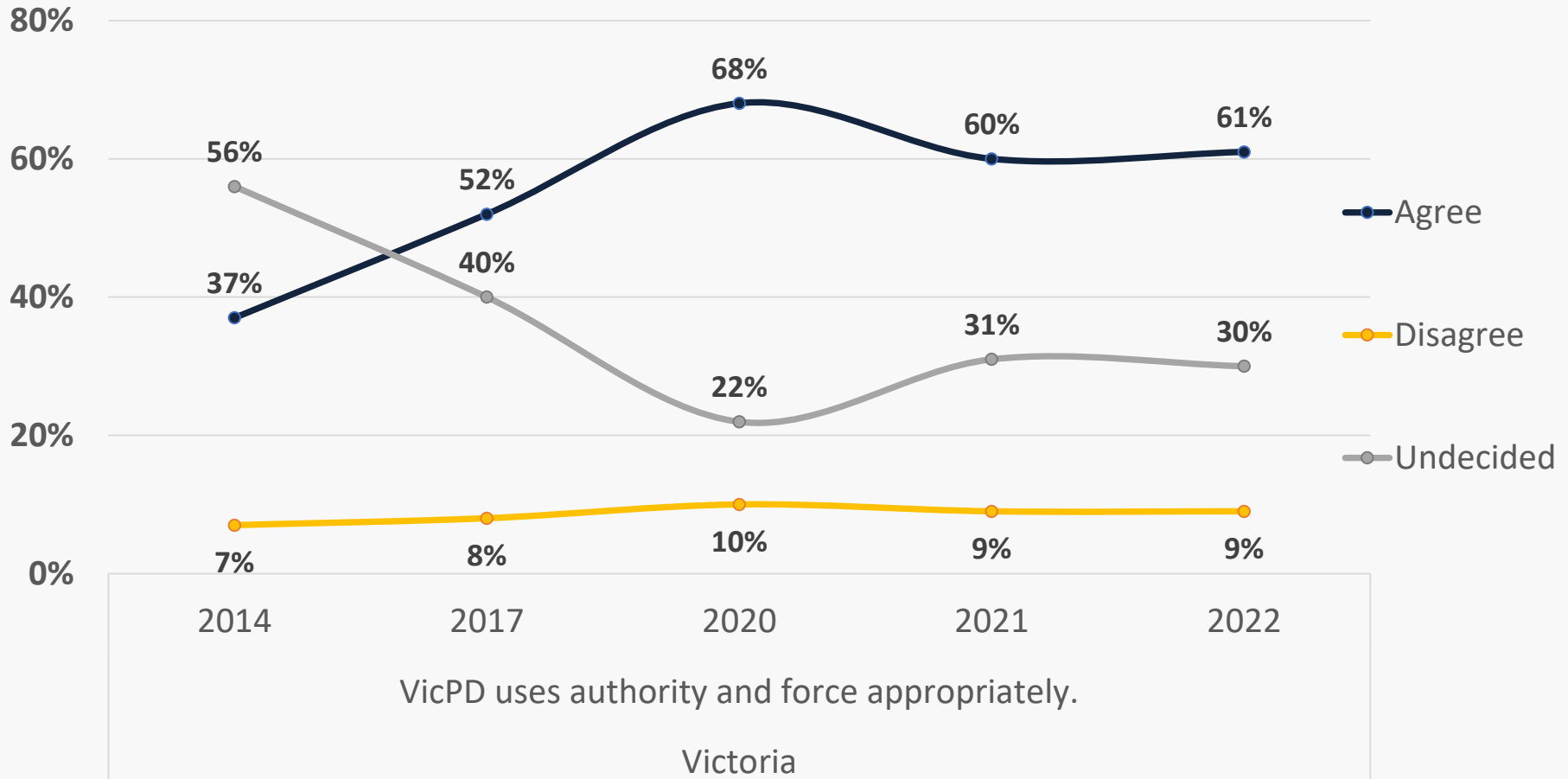


Figures reflect responses from residents and businesses in VicPD's jurisdiction of Esquimalt and Victoria.



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

% of respondents who agree or disagree with this statement

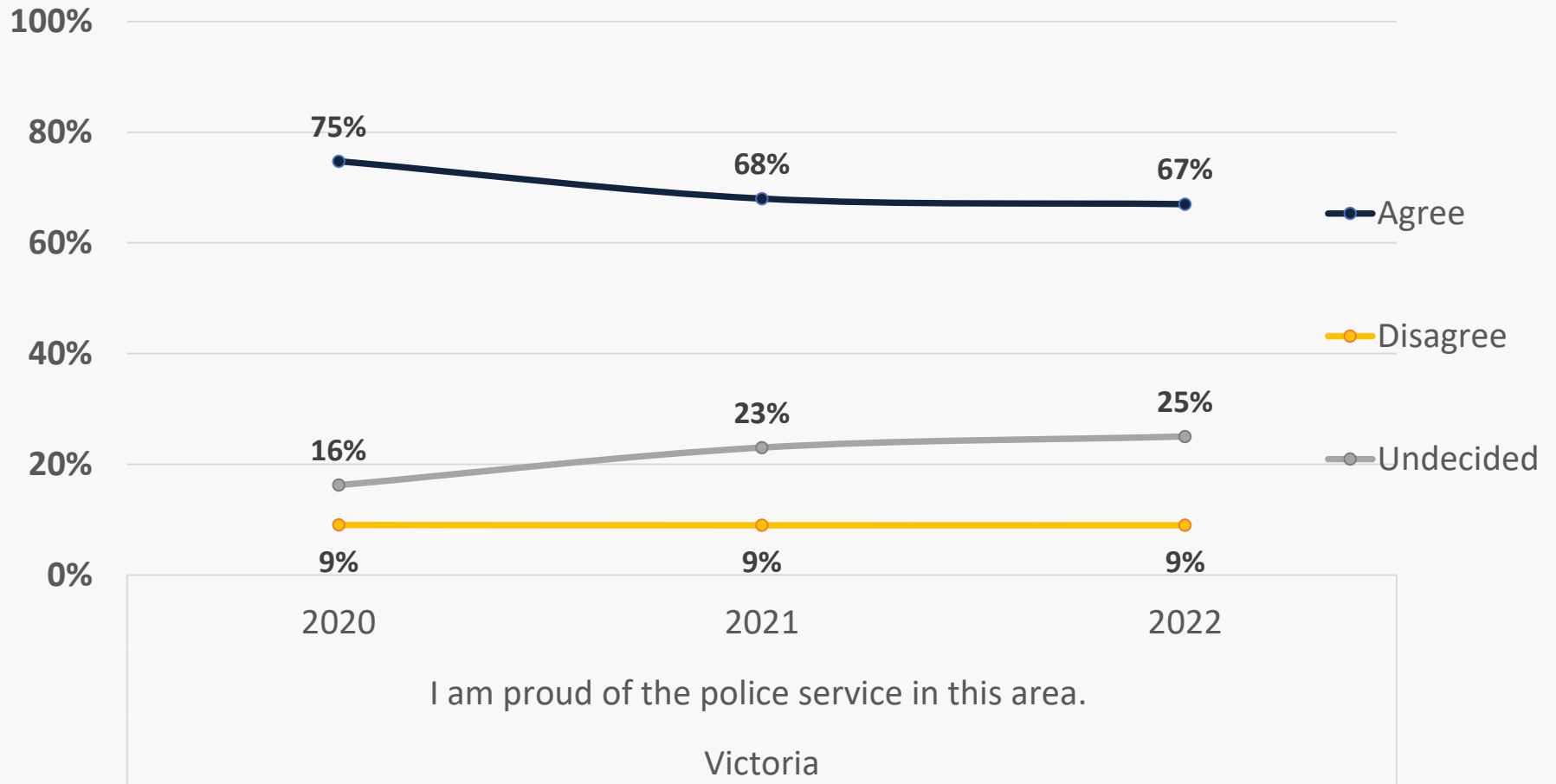


Figures reflect responses from residents and businesses in VicPD's jurisdiction of Esquimalt and Victoria.



“I am proud of VicPD”

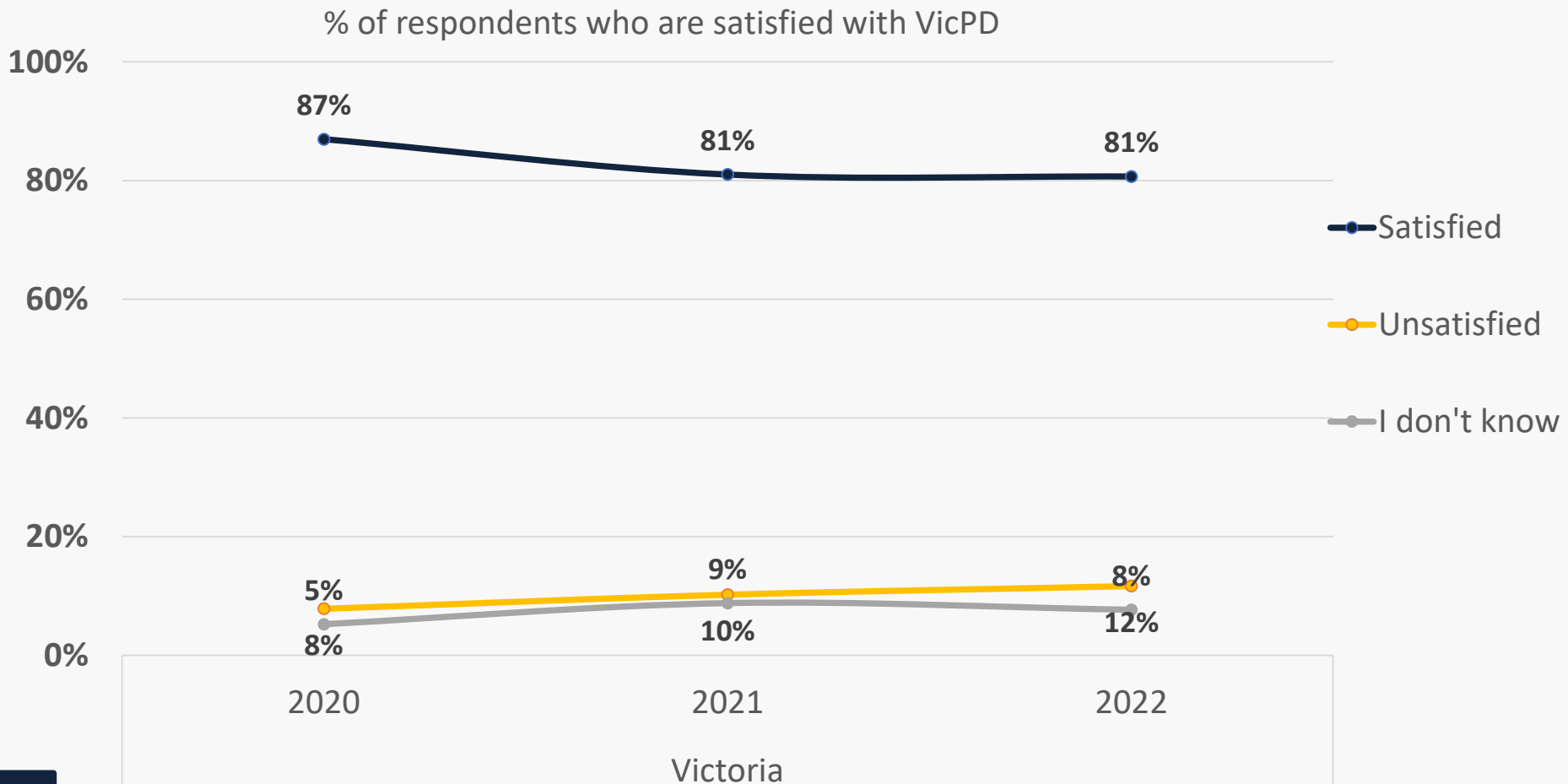
% of respondents who agree or disagree with this statement



Figures reflect responses from residents and businesses in VicPD's jurisdiction of Esquimalt and Victoria.



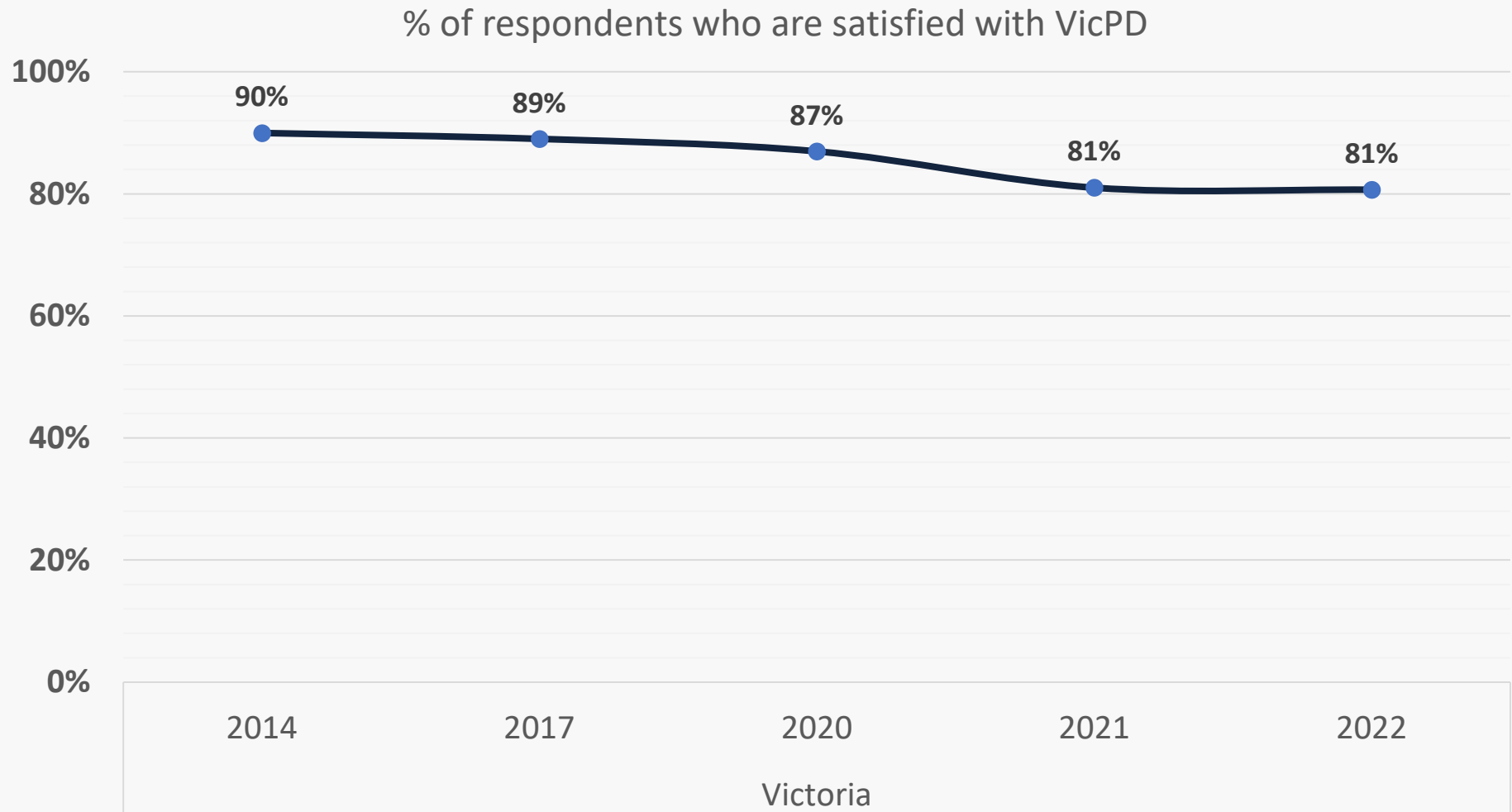
Satisfaction



Figures reflect responses from residents and businesses in VicPD's jurisdiction of Esquimalt and Victoria.



9-year trend: Satisfaction

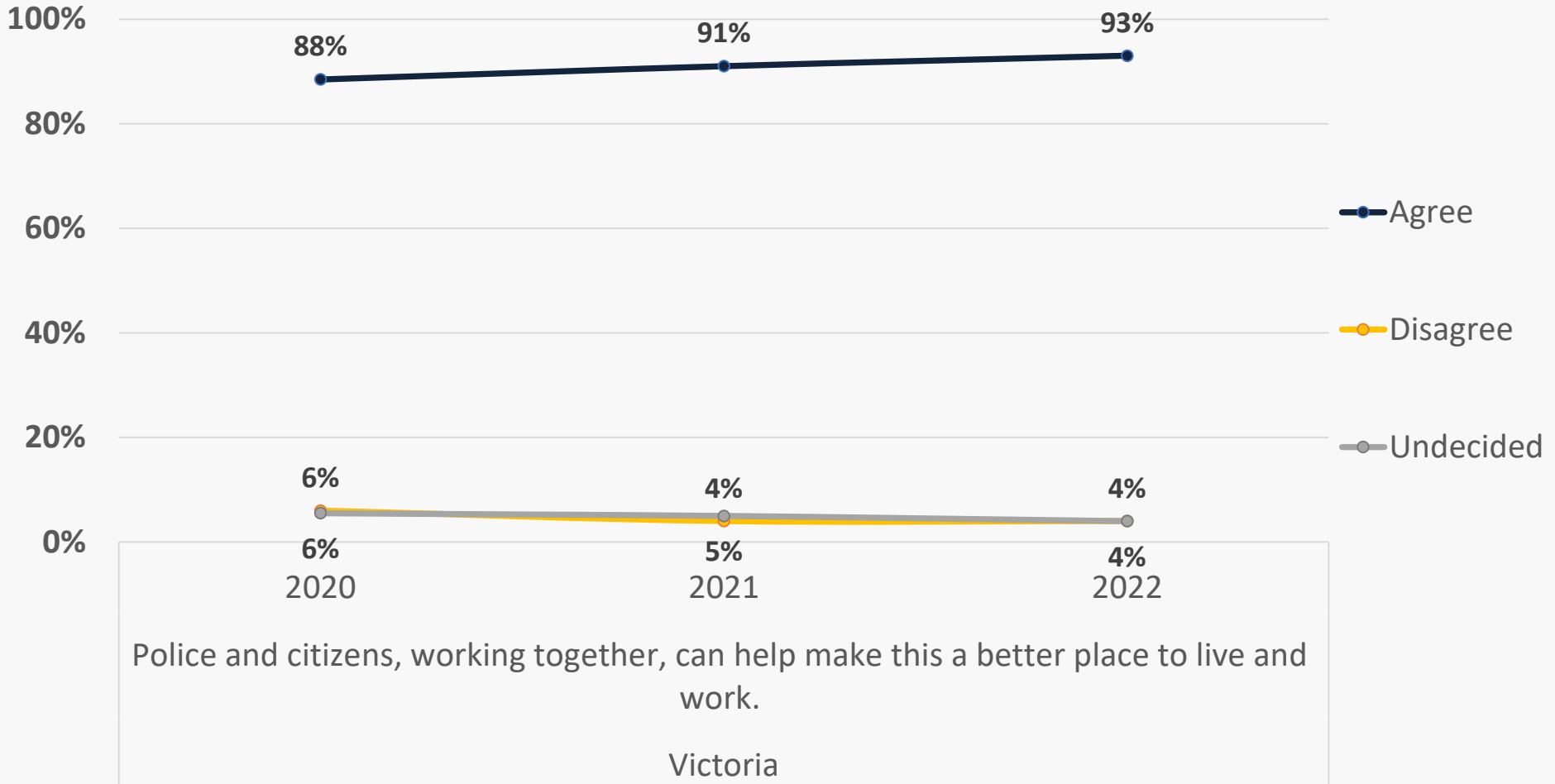


Figures reflect responses from residents and businesses in VicPD's jurisdiction of Esquimalt and Victoria.



“Police & citizens can work together”

% of respondents who agree or disagree with this statement

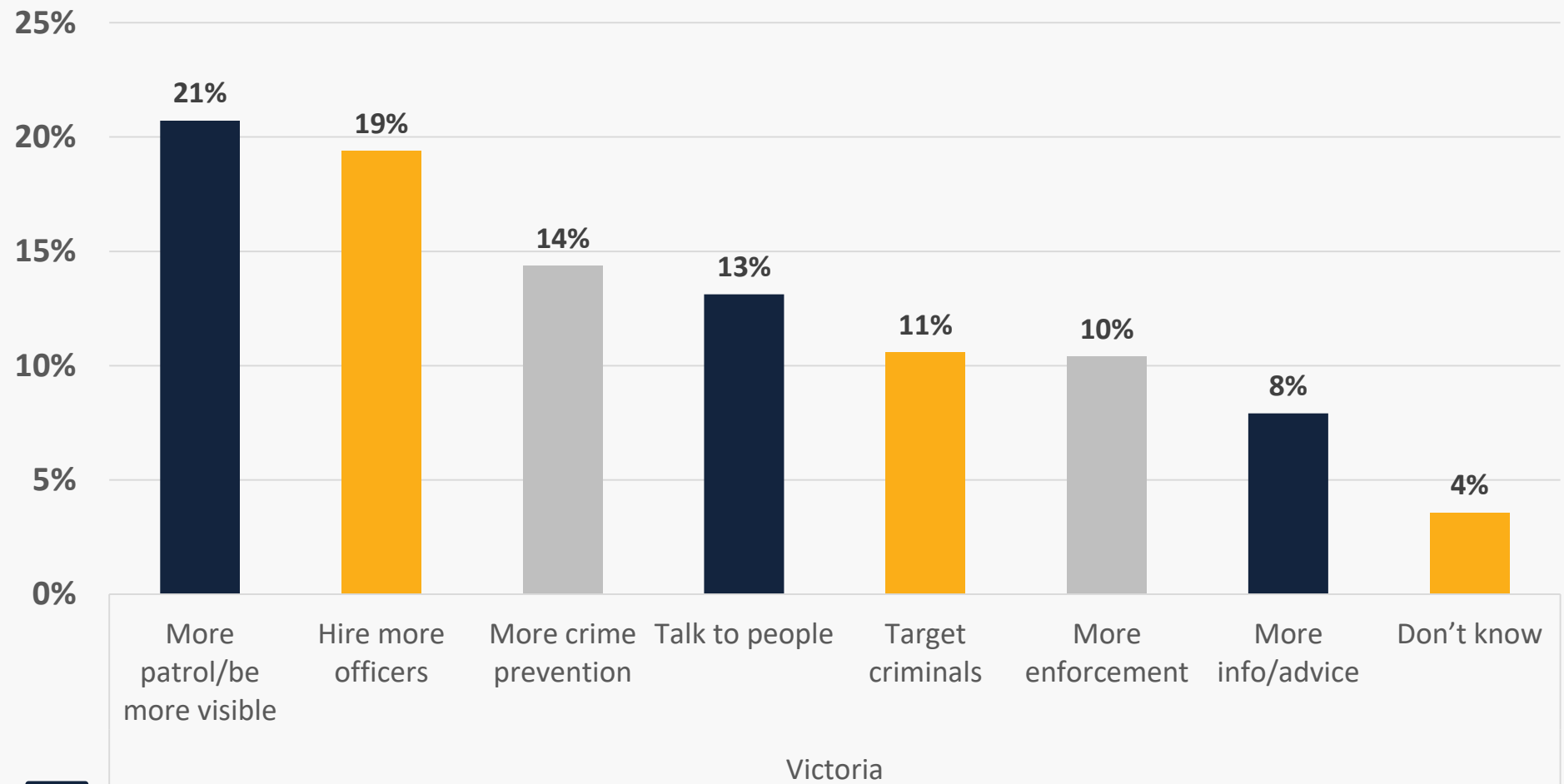


Figures reflect responses from residents and businesses in VicPD's jurisdiction of Esquimalt and Victoria.



How to deal with problems?

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



Figures reflect responses from residents and businesses in VicPD's jurisdiction of Esquimalt and Victoria.



Comments

- Respondents were invited to write in comments
- Of 1,300 respondents, 824 offered comments (63%)
- The following slides show a representative sample of anonymized comments from Esquimalt respondents



Sample of 2022 Comments (1/3)

“Very proud of VicPD, and amazed at the diversity of criminal activity that they must address on a daily basis. They do so with professionalism, patience and diplomacy. “

I feel Greater Victoria would benefit from an fully integrated police force.”



Sample of 2022 Comments (2/3)

“I think we're all getting tired of protesters being allowed to freely disrupt the city.”

“I hope that your department is able to obtain more funding and the ability to hire more officers, so that your current officers receive the benefit of not having to be stretched so thin.”



Sample of 2022 Comments (3/3)

“Appreciate the social media updates! Keeps me in the loop about what’s happening in the community!”

“Thank you for reaching out and asking for feedback.”



For more information

Visit:

