



# 2023 VicPD Community Survey: Esquimalt 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 specific to:
  - ▣ Esquimalt
  - ▣ Victoria
  - ▣ VicPD's jurisdiction (Esquimalt and Victoria combined)
- One option for completion:
  - ▣ Online (with unique code). Respondents who have access challenges are 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 15 – March 31: distributed surveys
- April-May: analyzed results
- July: internal and public engagement to share findings



# How many responded?

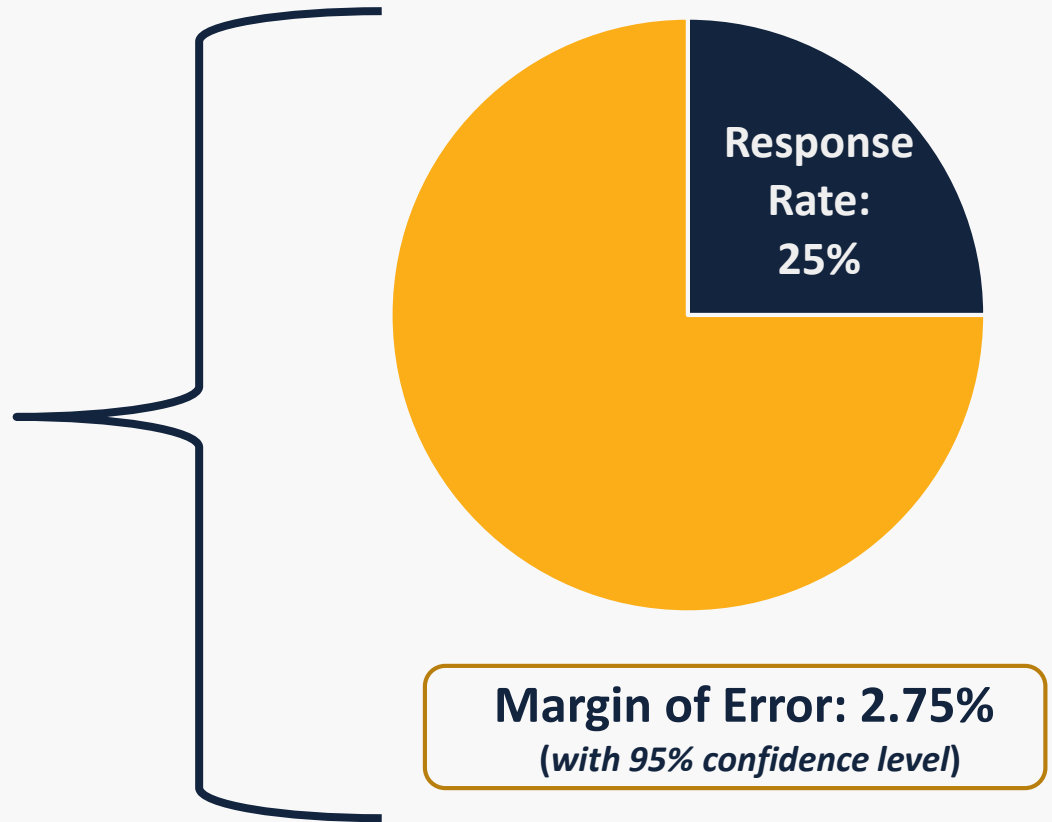
*We randomly mailed*

# 1650

*surveys to  
Esquimalt.*

# 411

*were completed.*



If this survey was administered 100 times, in 95 of those instances the results will reflect the actual population result to within 2.75%.



# Comparison of Margins of Error

## Margins of error for selected police surveys, 2016-2023

<b>VicPD</b>	<b>2.75%</b>
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, 2016-2023**

<b>VicPD</b>	<b>11.4</b>
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, 2022 & 2023 results for Esquimalt.
- For results specific to Victoria or to VicPD's jurisdiction (i.e. combined results for residents and businesses in Esquimalt and Victoria), please visit:

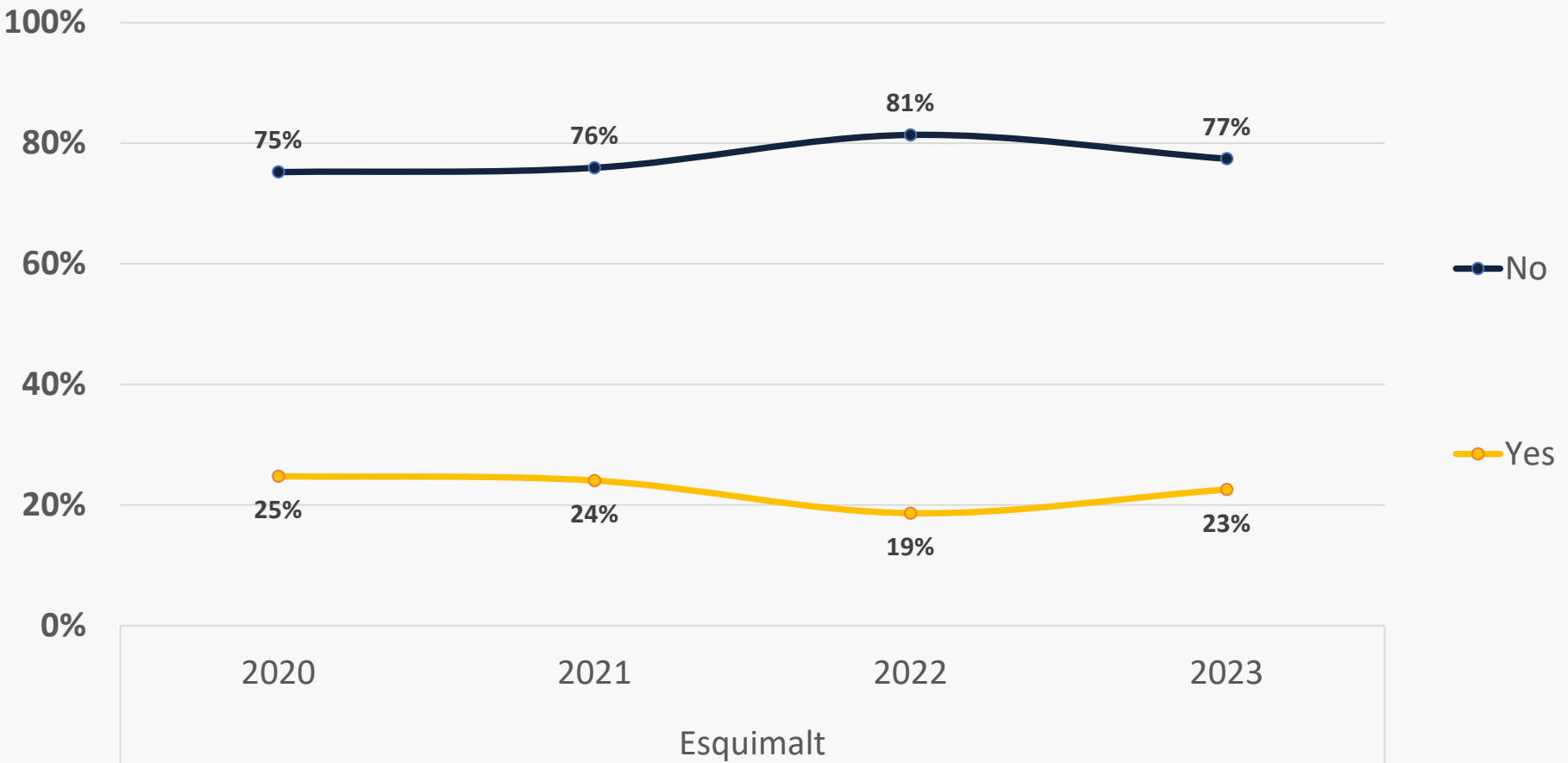


- For survey questions with significant changes in responses compared to past years, a 10-year trend is displayed for longer-term analysis



# Have you been a victim of crime?

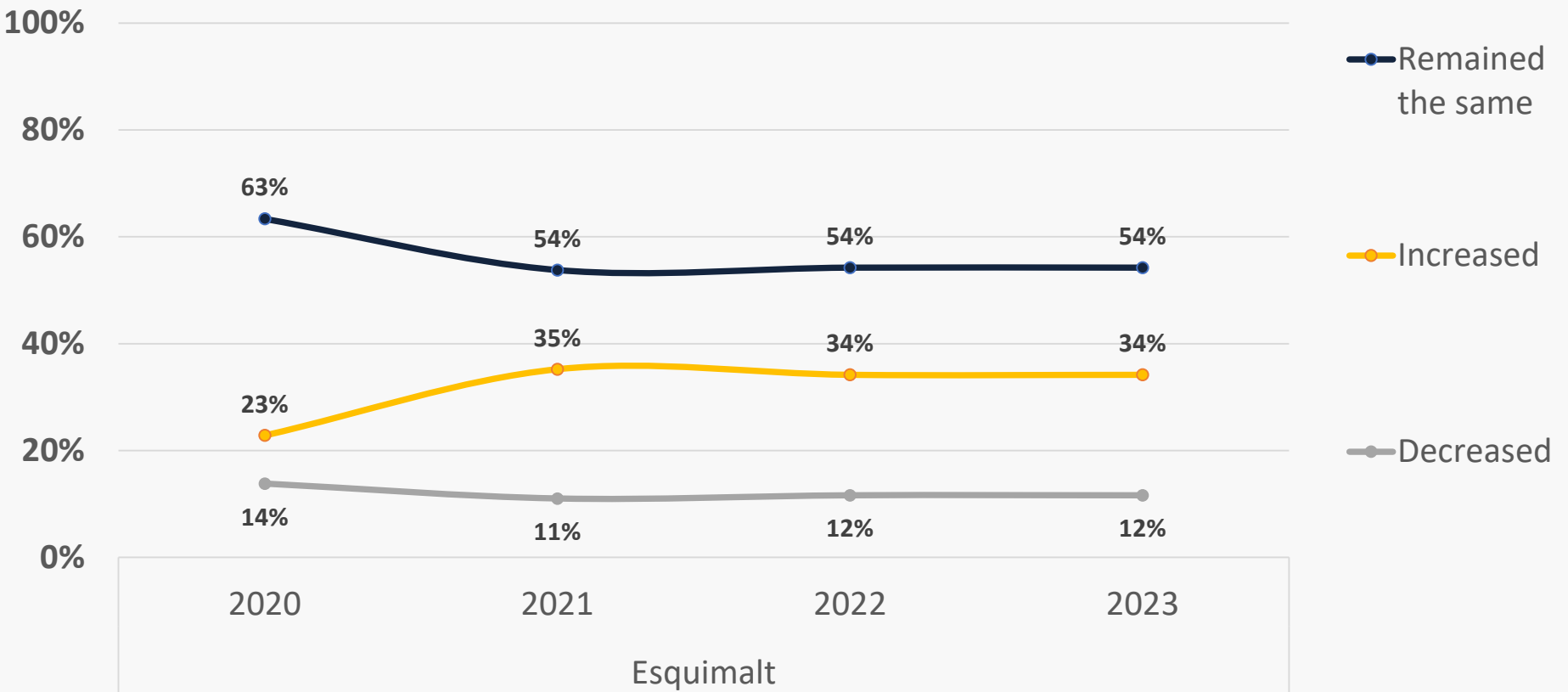
% of respondents who indicate they have been a victim of a crime in the last 5 years





# Has crime changed?

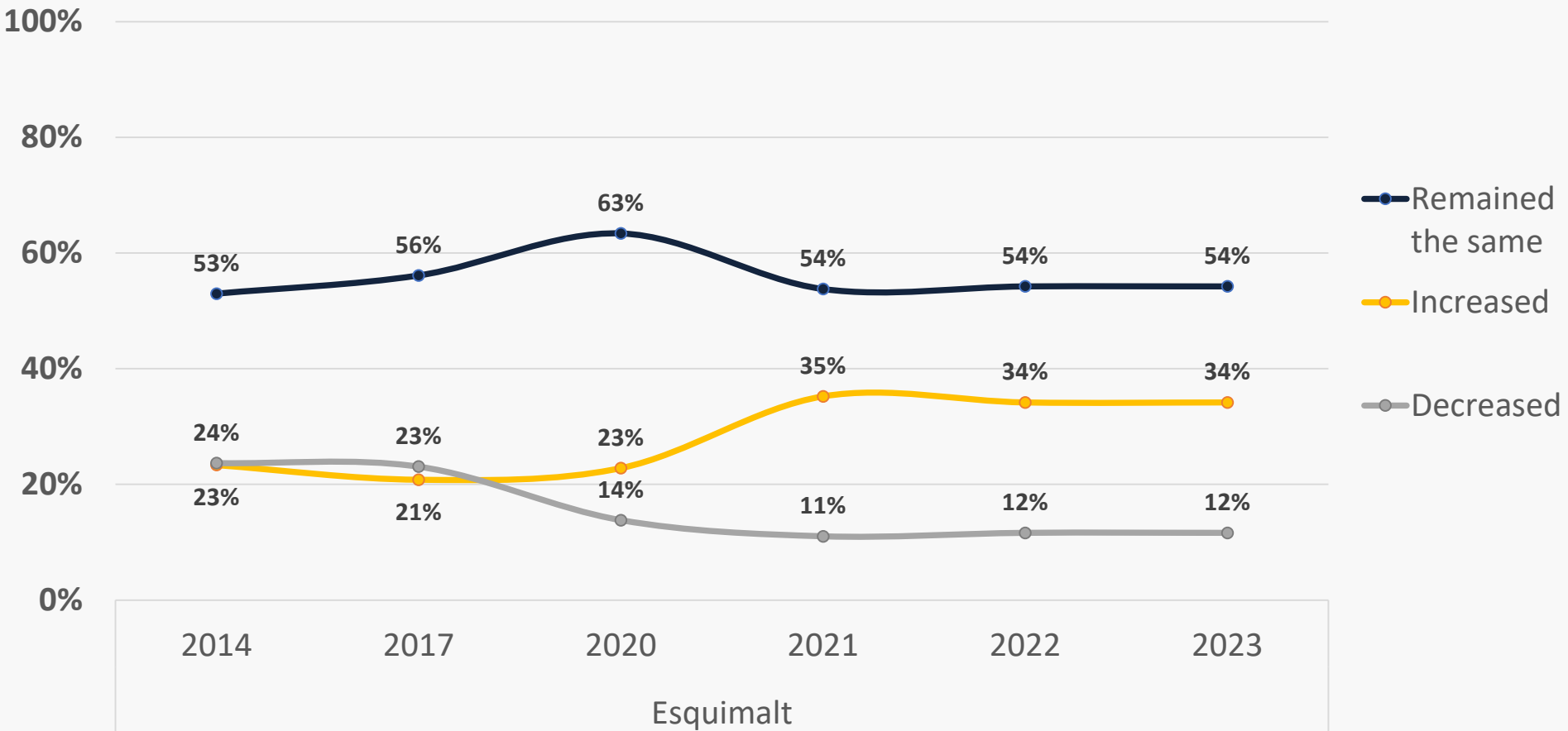
% of respondents who think crime has changed





# 9-year trend: Has crime changed?

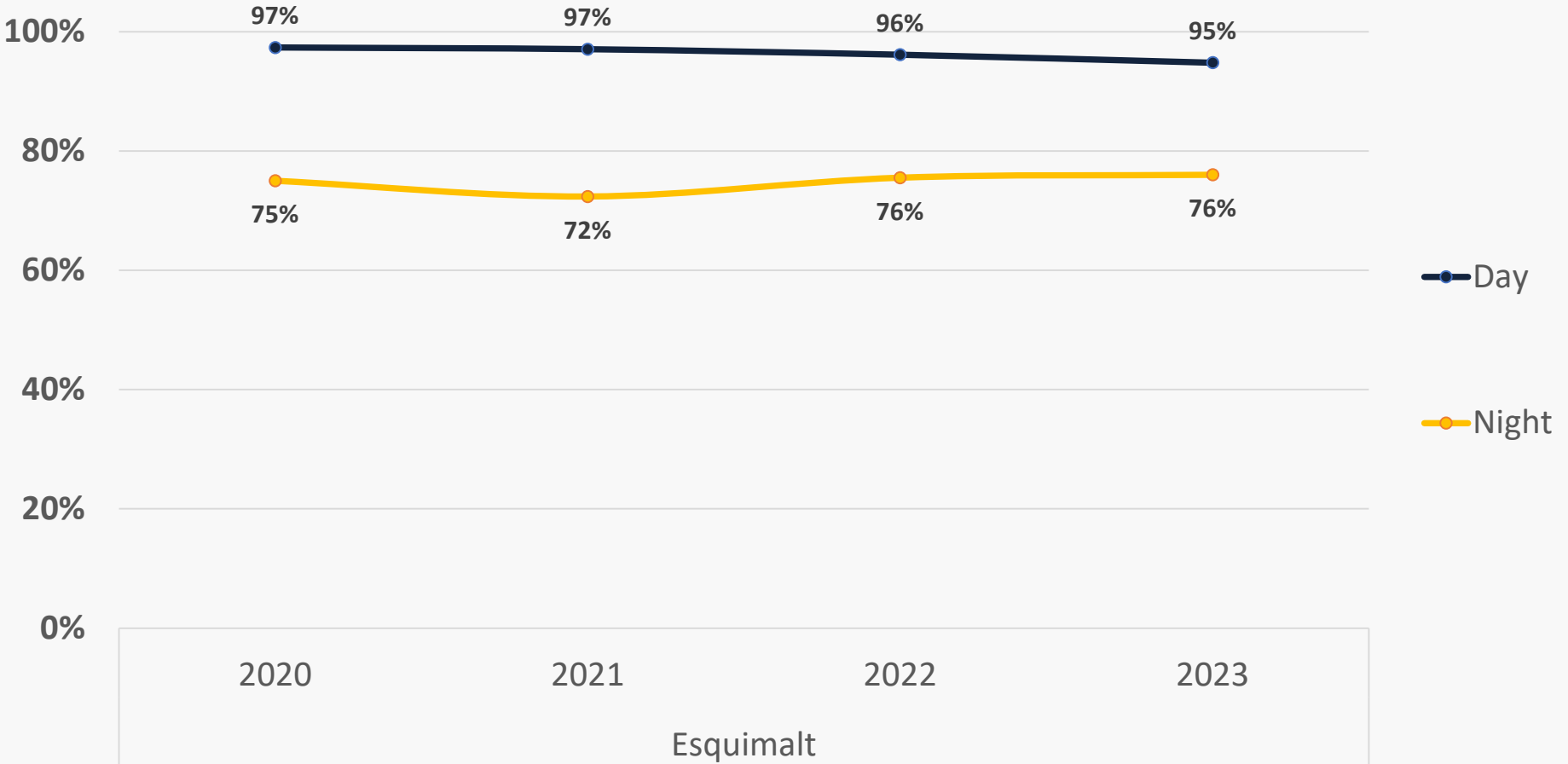
% of respondents who think crime has changed





# Do you feel safe?

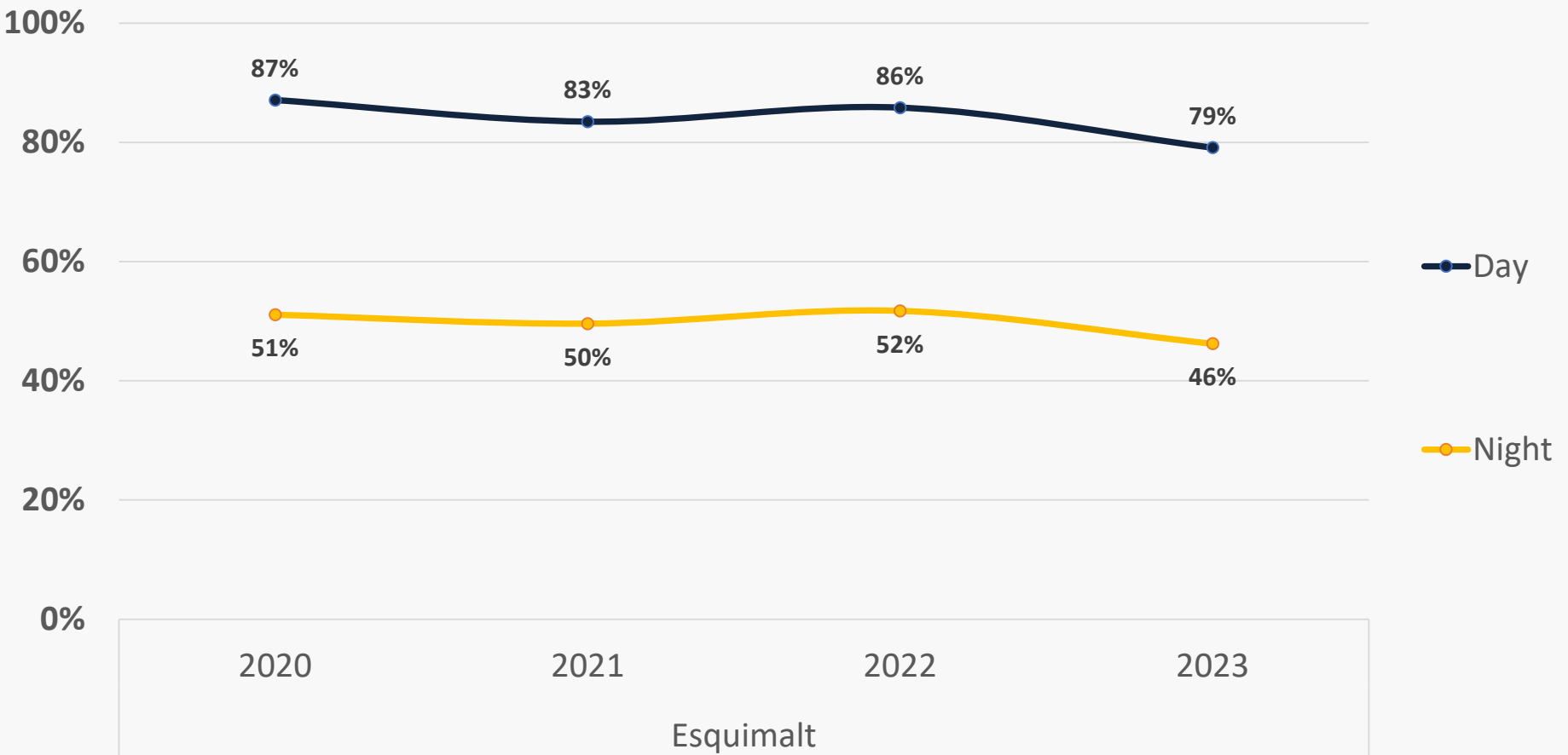
% of respondents who feel safe in their neighbourhood





# Do you feel safe?

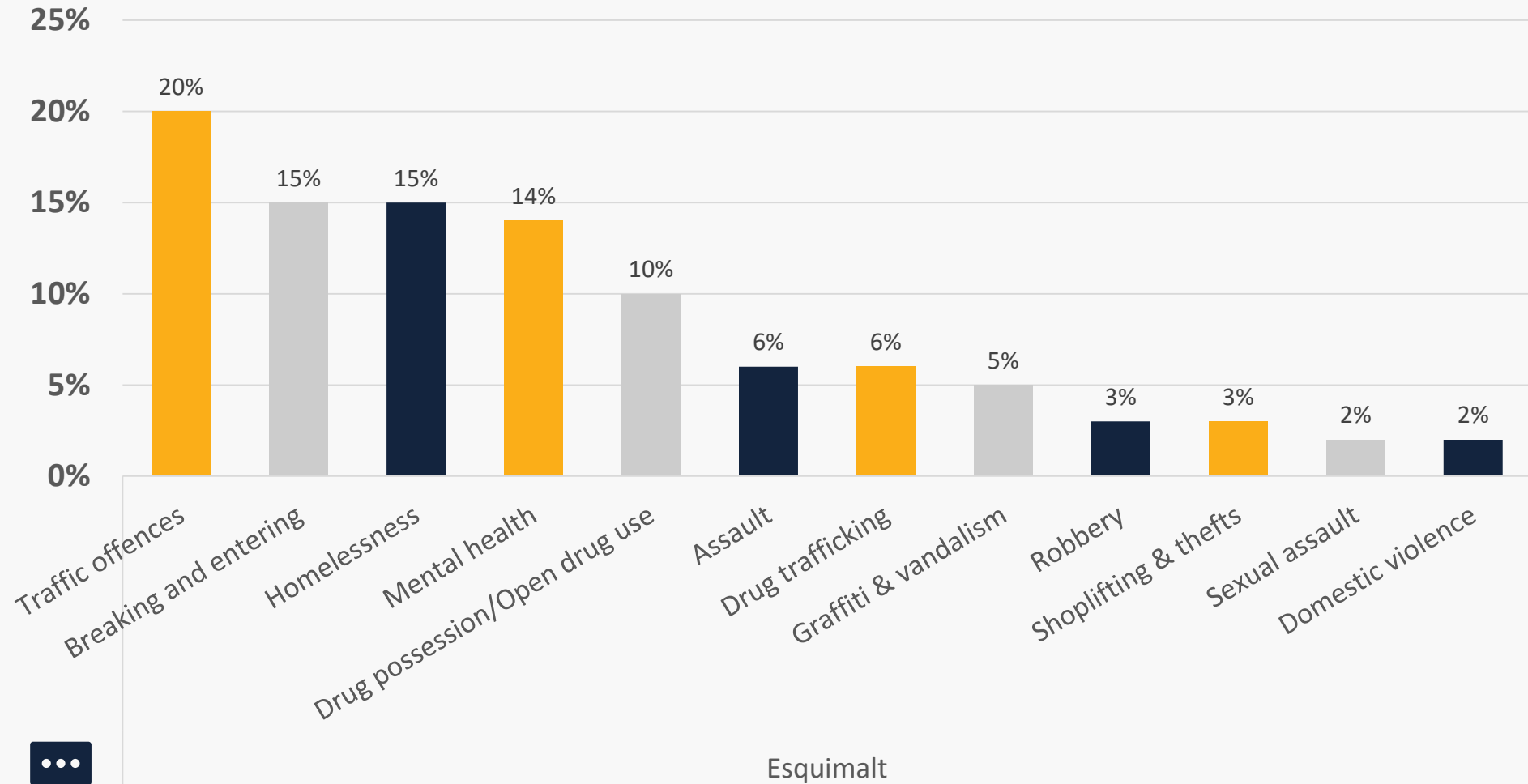
% of respondents who feel safe in downtown Victoria or Esquimalt Plaza





# Which one problem should VicPD pay closer attention to?

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

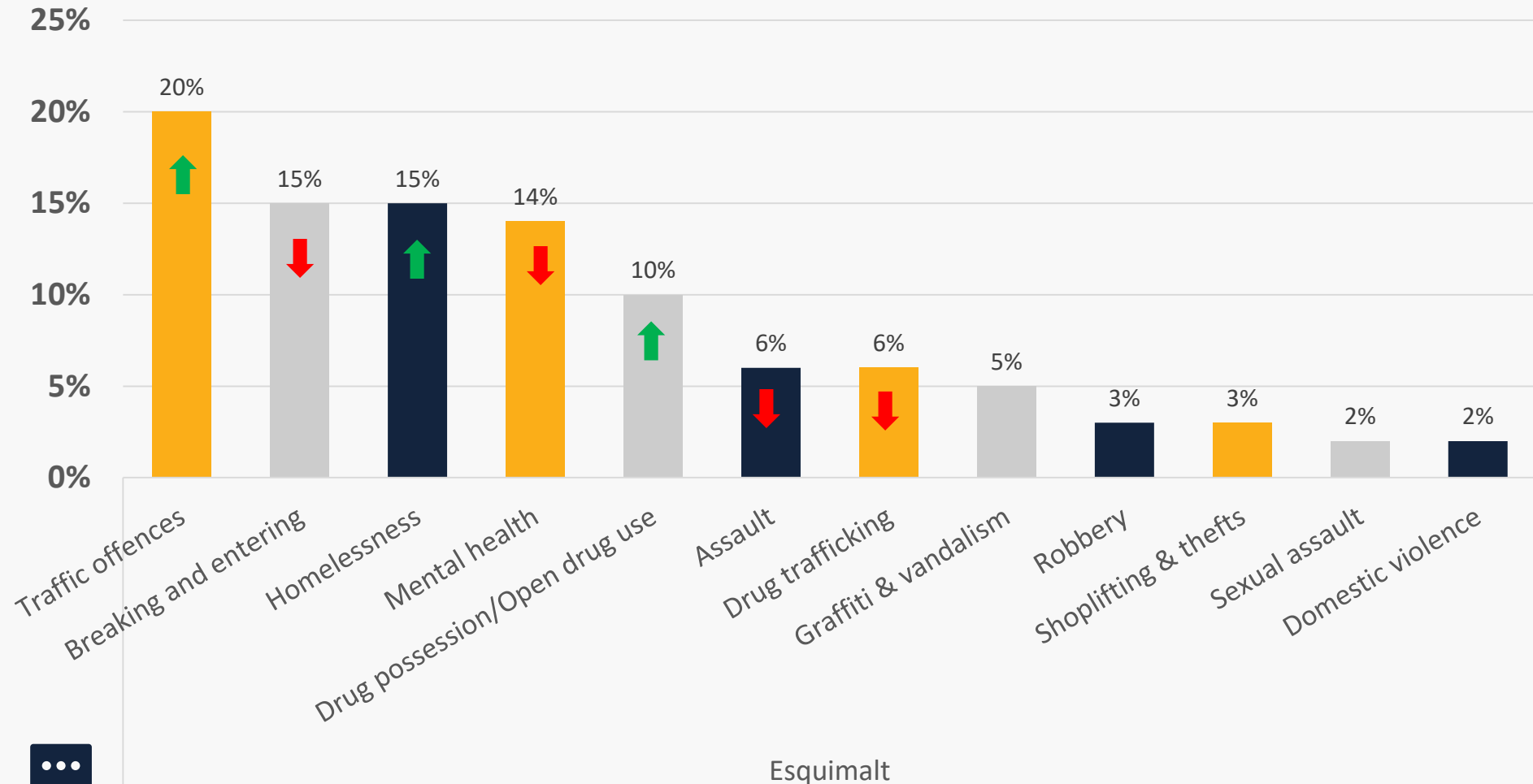


Esquimalt



# Which one problem should VicPD pay closer attention to?

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



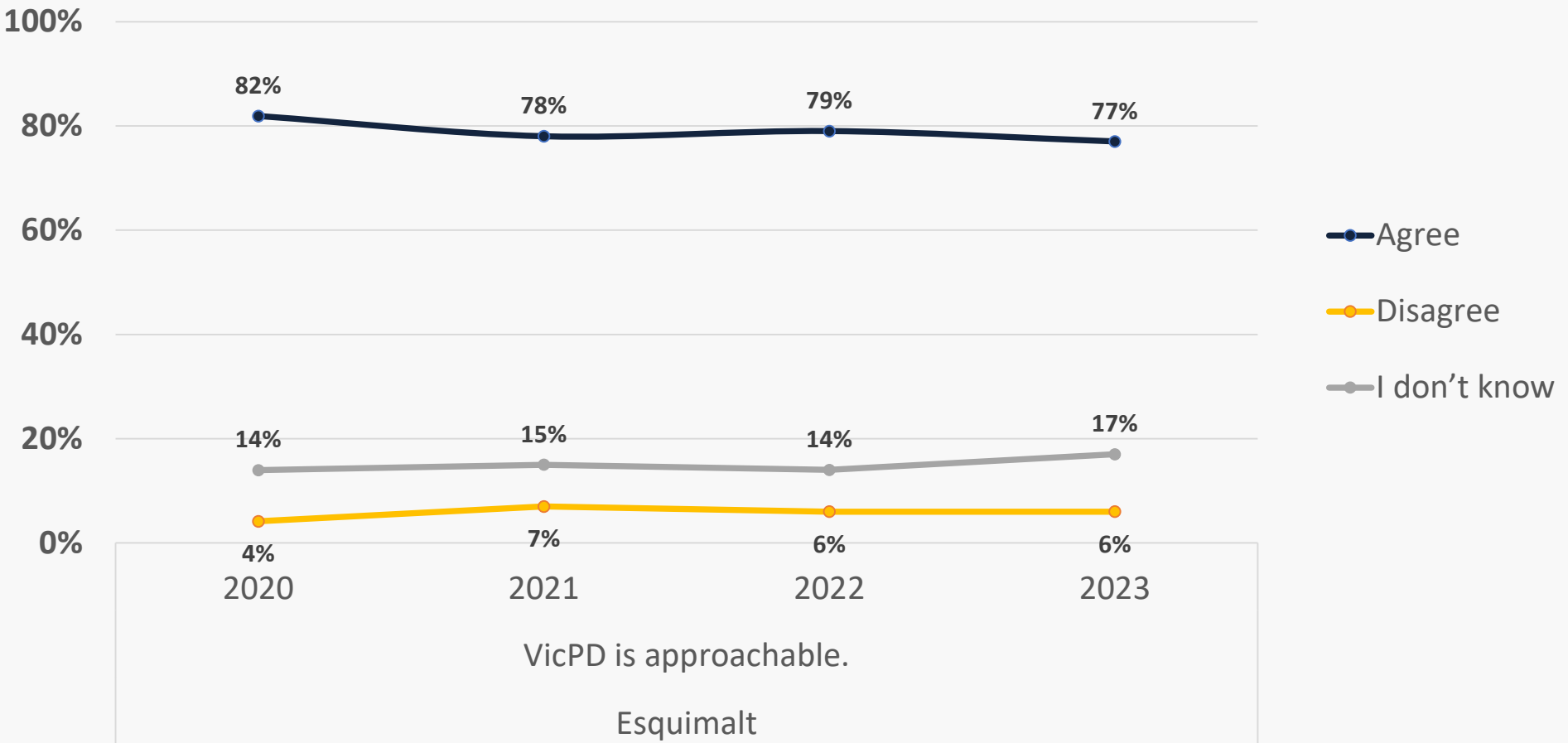
Esquimalt





# “VicPD is approachable”

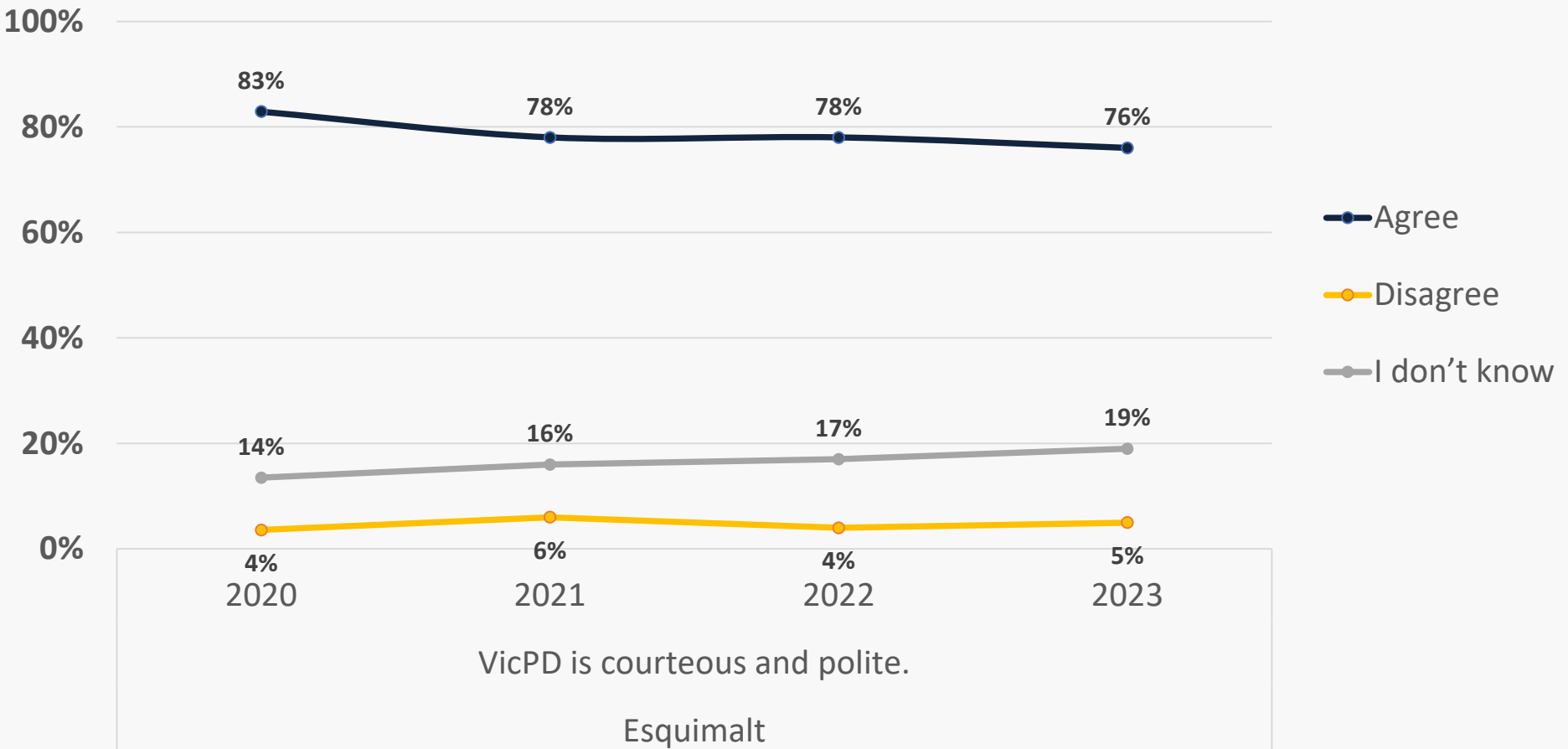
% of respondents who agree or disagree with this statement





# “VicPD is courteous and polite”

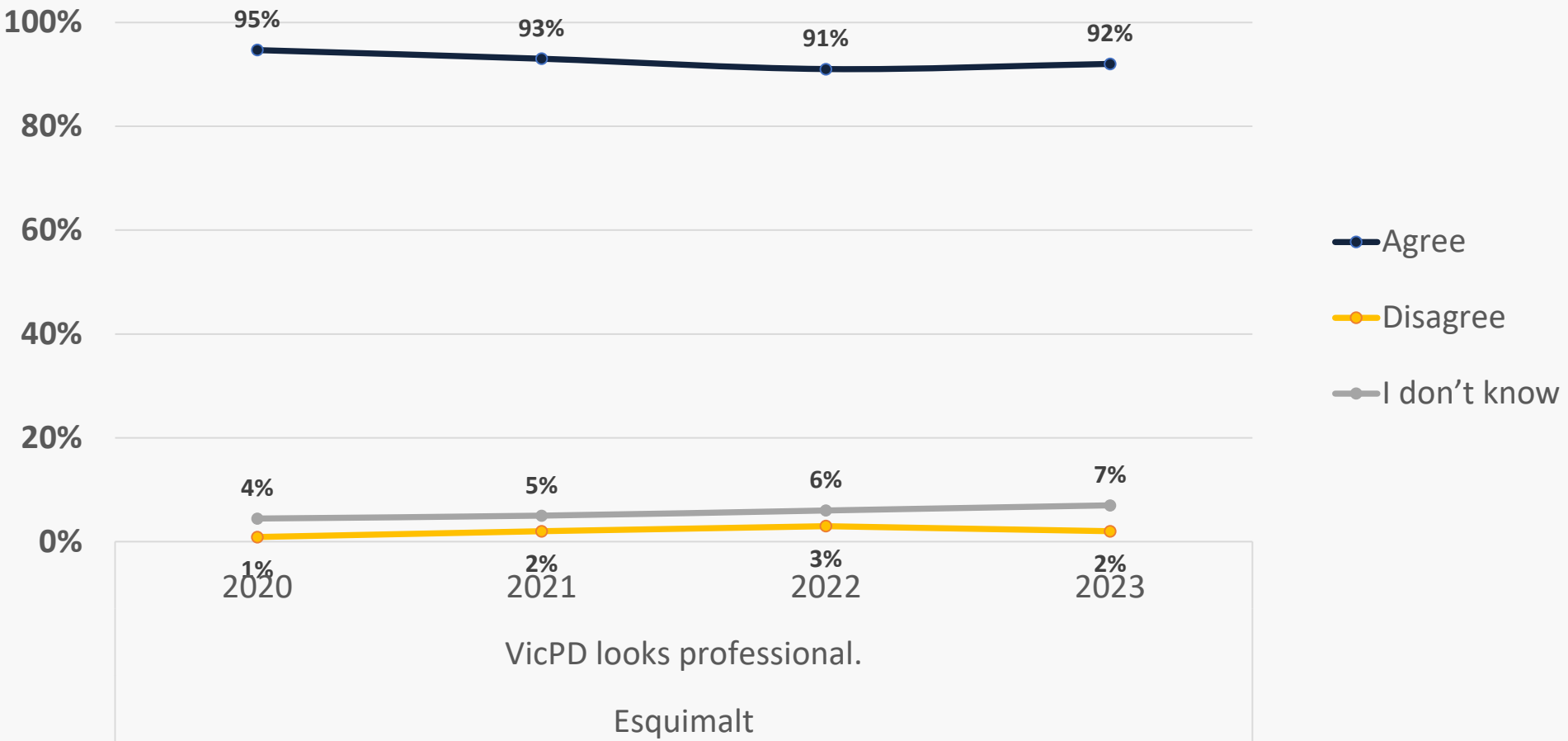
% of respondents who agree or disagree with this statement





# “VicPD looks professional”

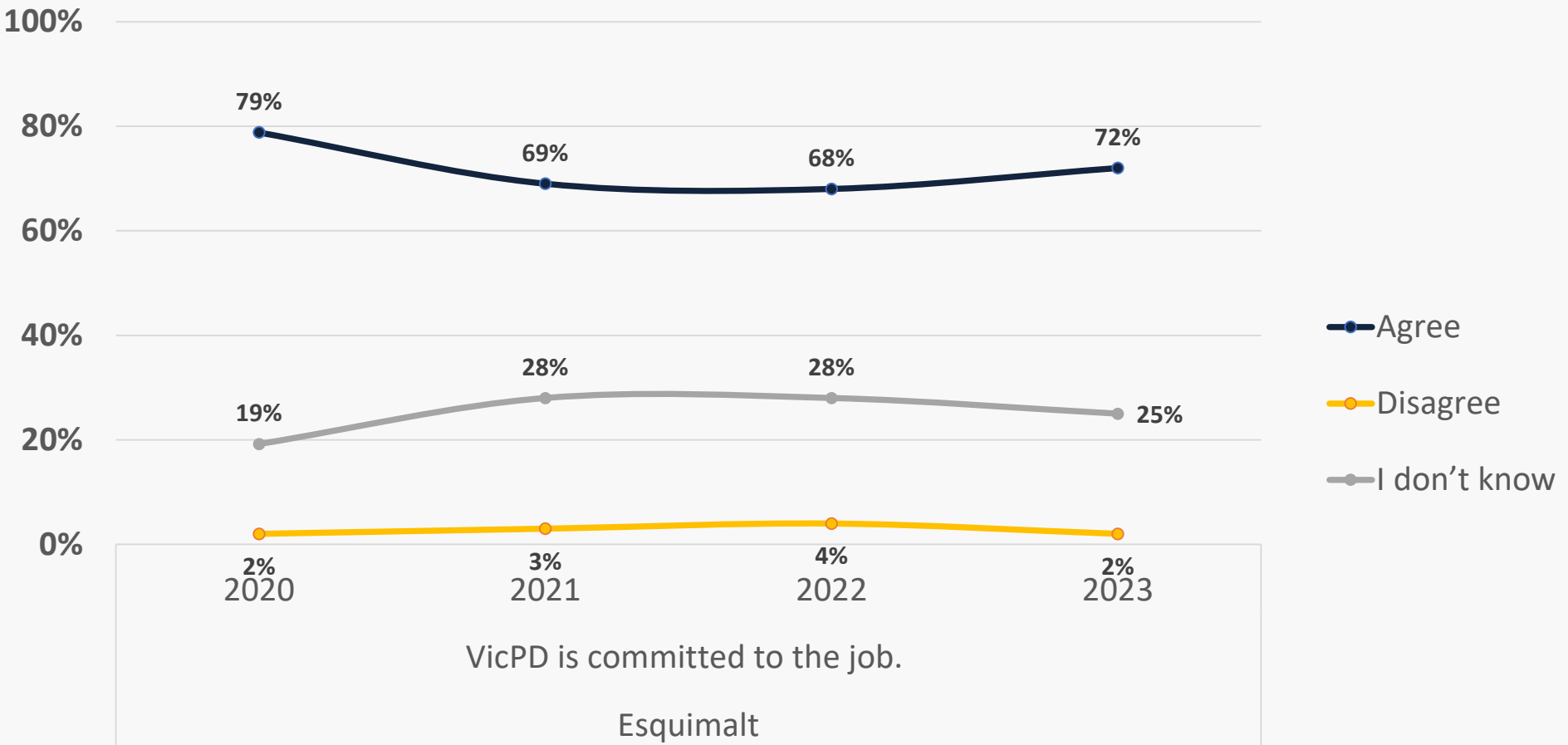
% of respondents who agree or disagree with this statement





# “VicPD is committed to the job”

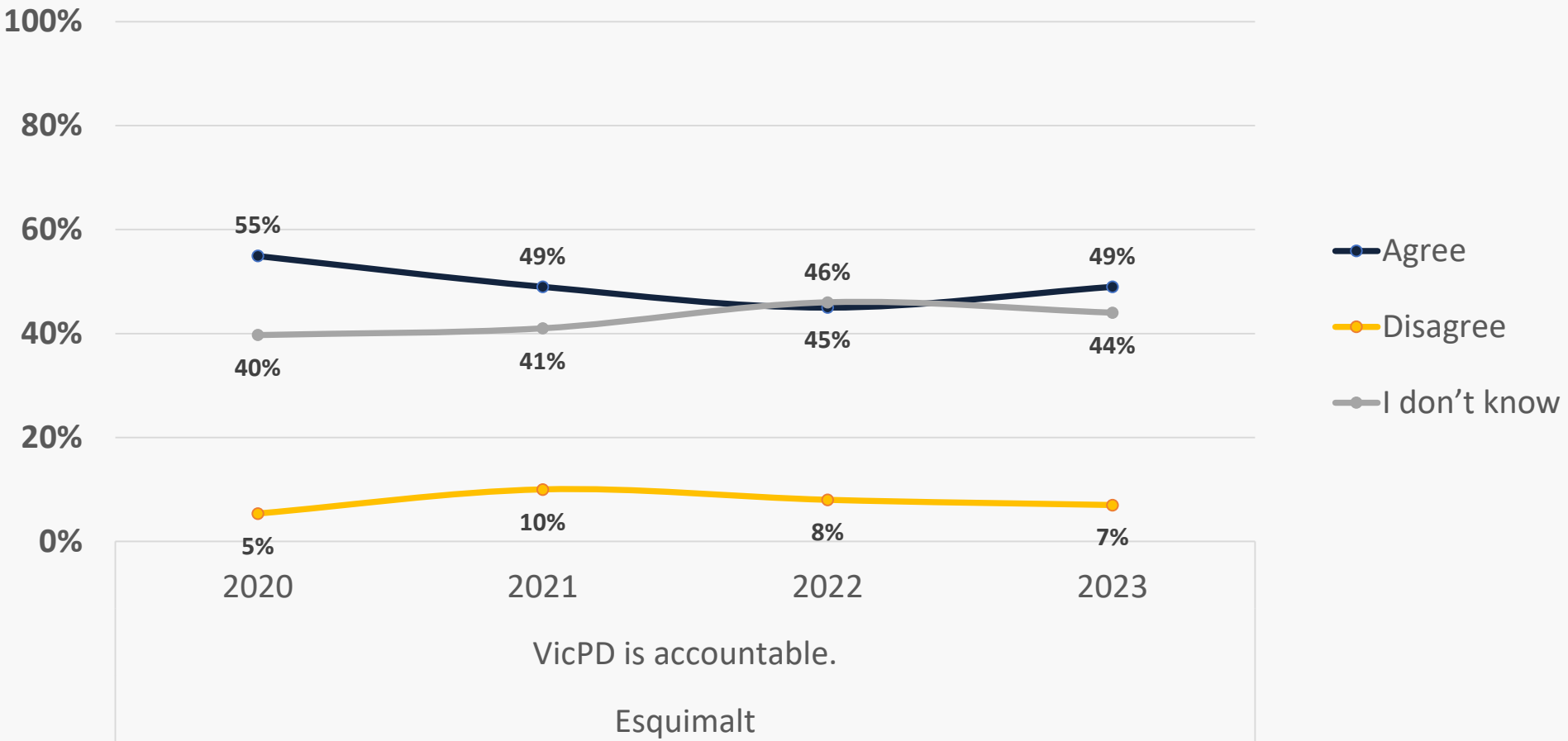
% of respondents who agree or disagree with this statement





# “VicPD is accountable”

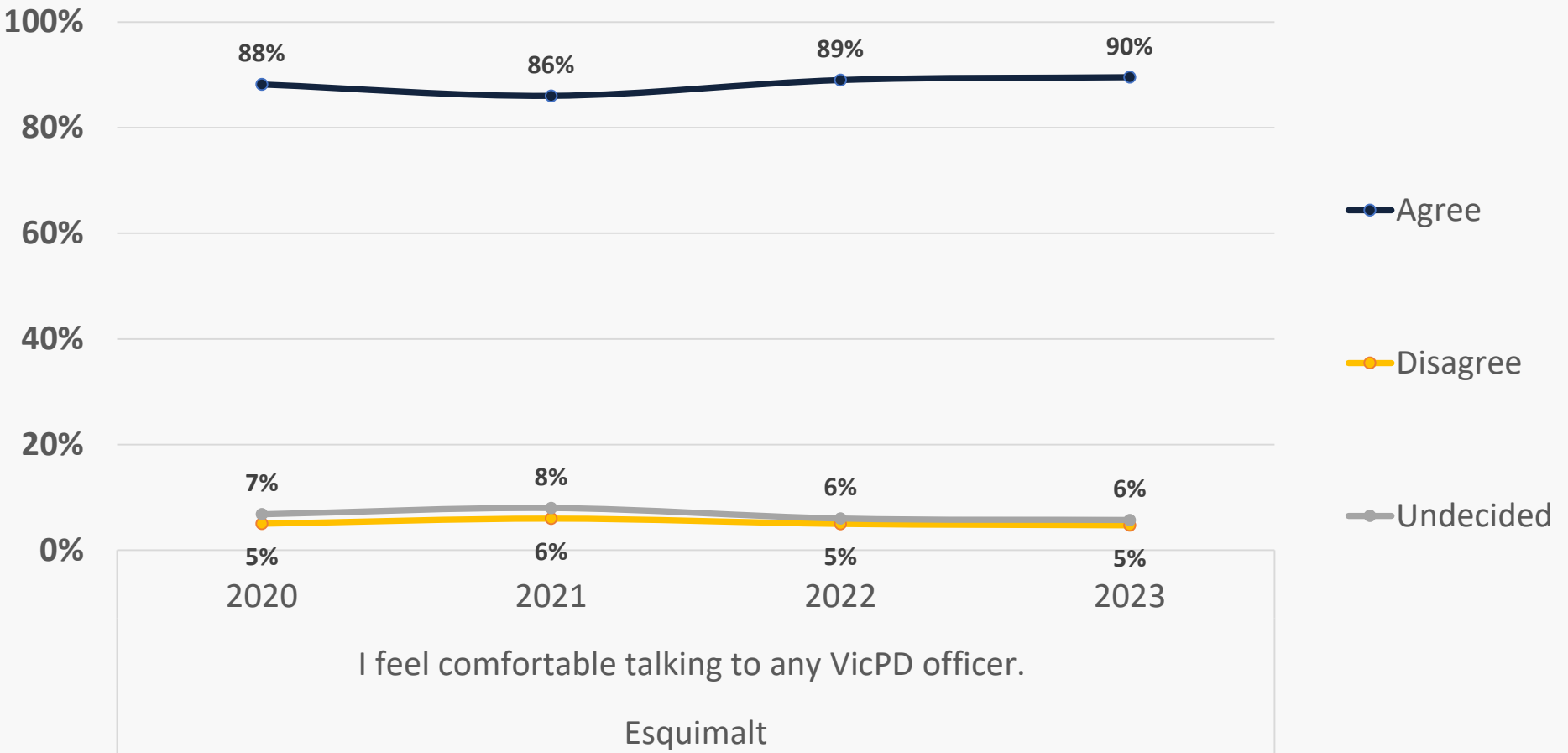
% of respondents who agree or disagree with this statement





# “I feel comfortable talking to VicPD”

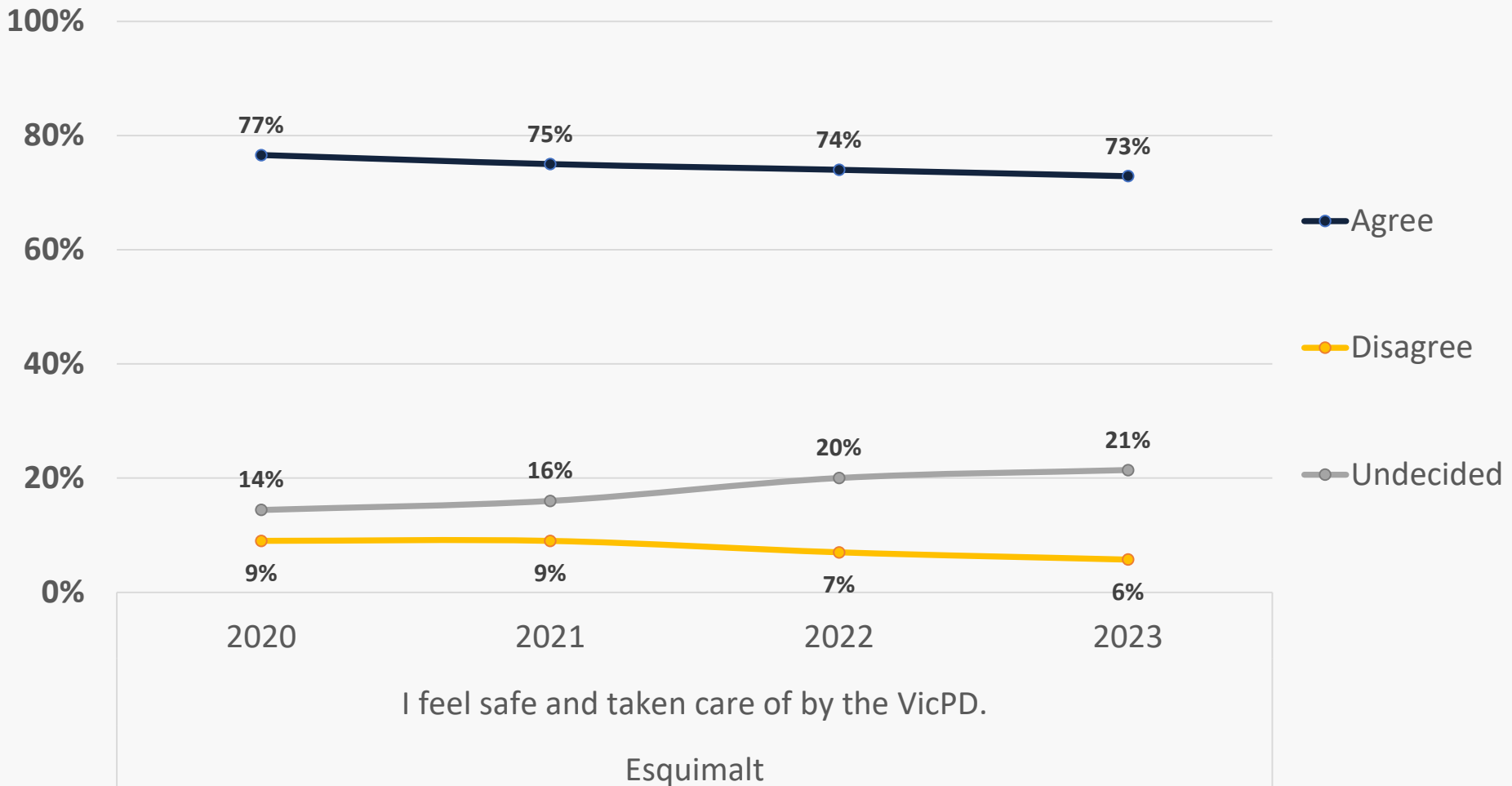
% of respondents who agree or disagree with this statement





# “I feel safe & taken care of by VicPD”

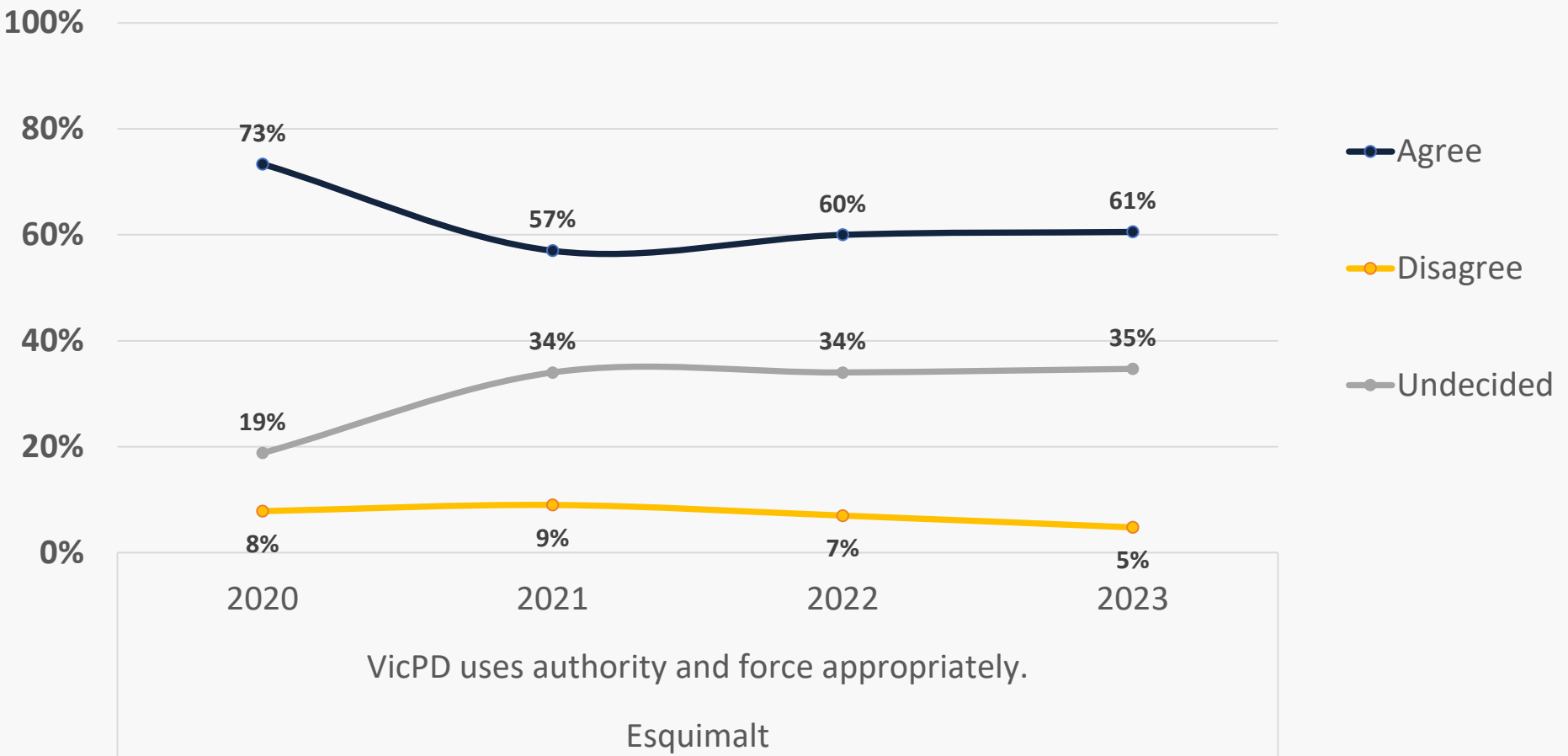
% of respondents who agree or disagree with this statement





# “VicPD uses authority & force appropriately”

% of respondents who agree or disagree with this statement

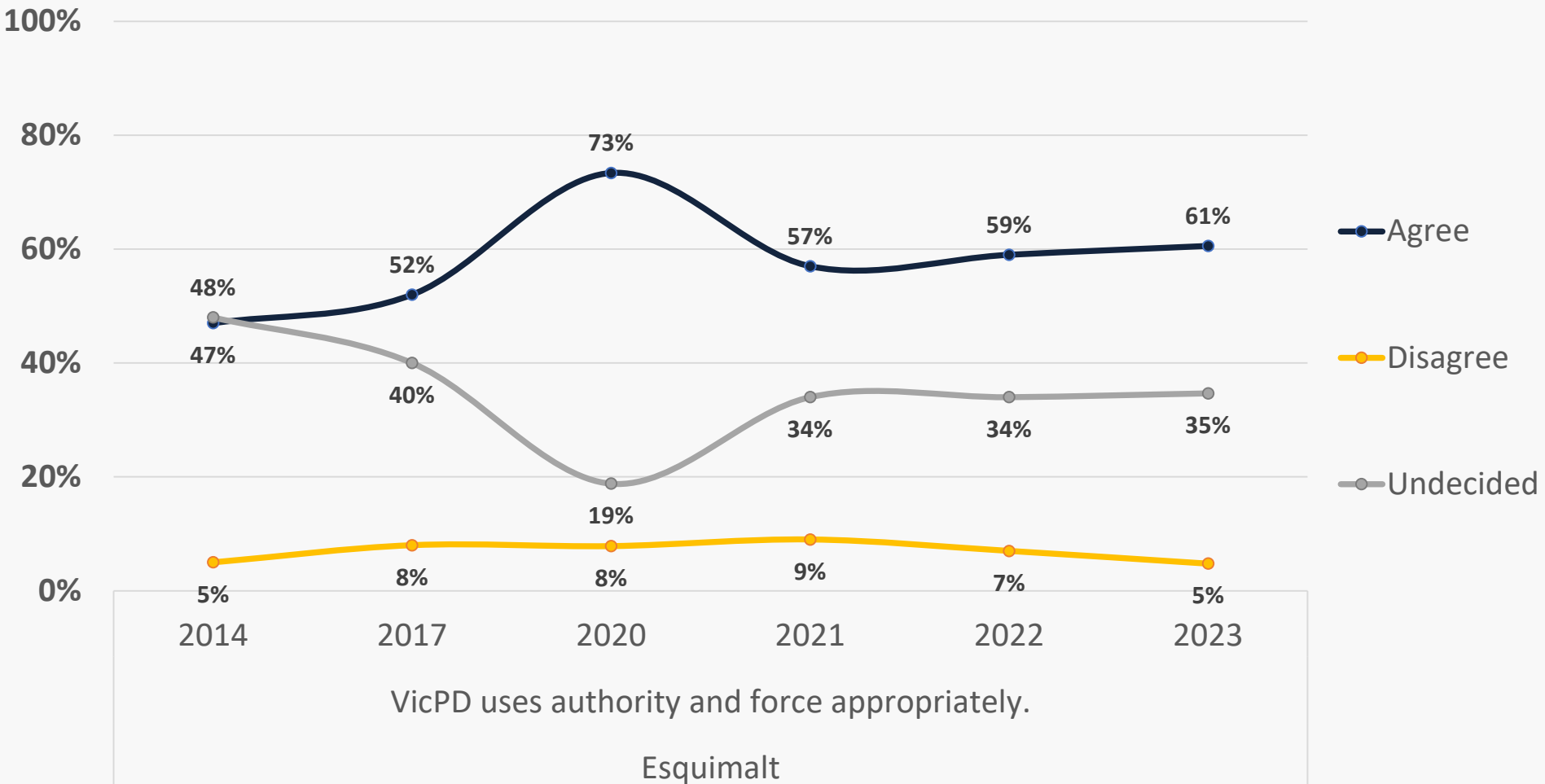






# 9-year trend: “VicPD uses authority & force appropriately”

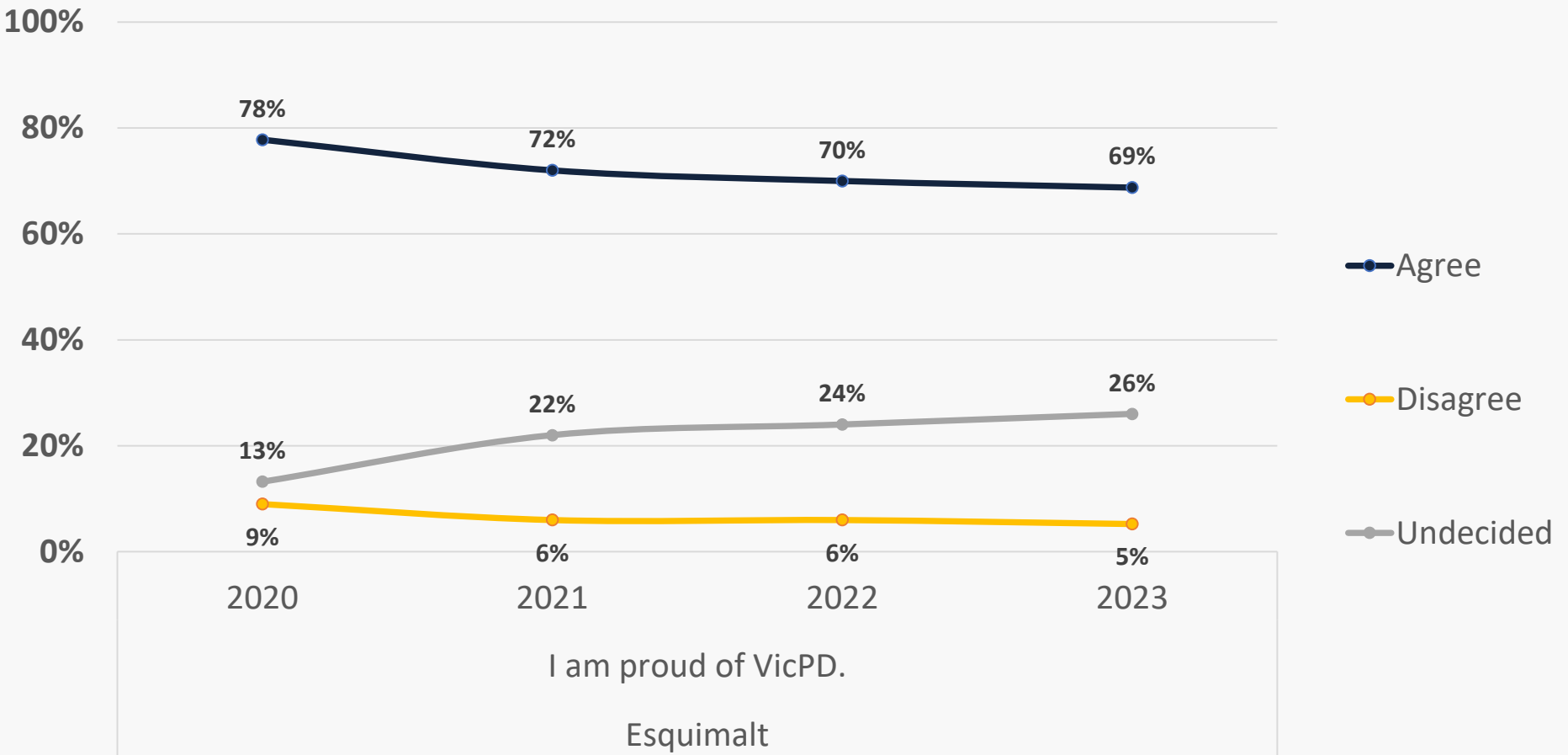
% of respondents who agree or disagree with this statement





# “I am proud of VicPD”

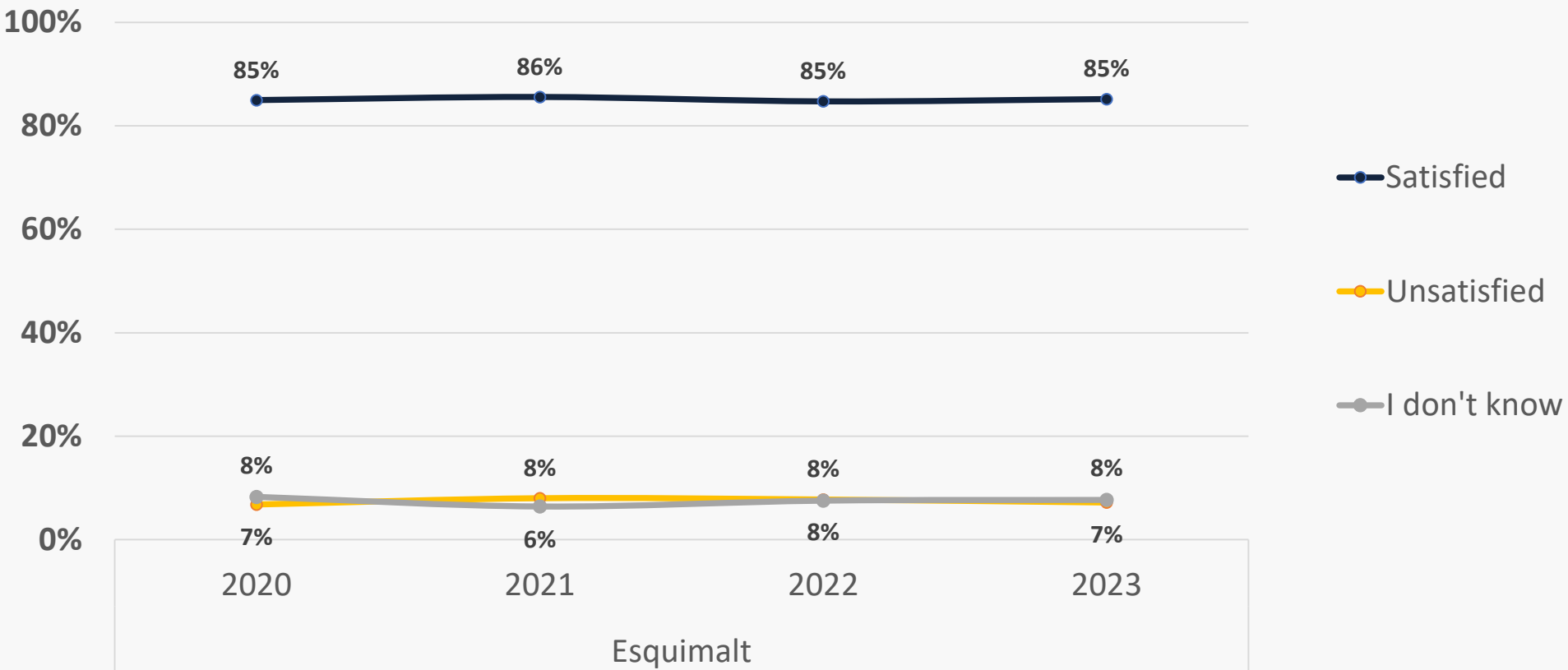
% of respondents who agree or disagree with this statement





# Satisfaction

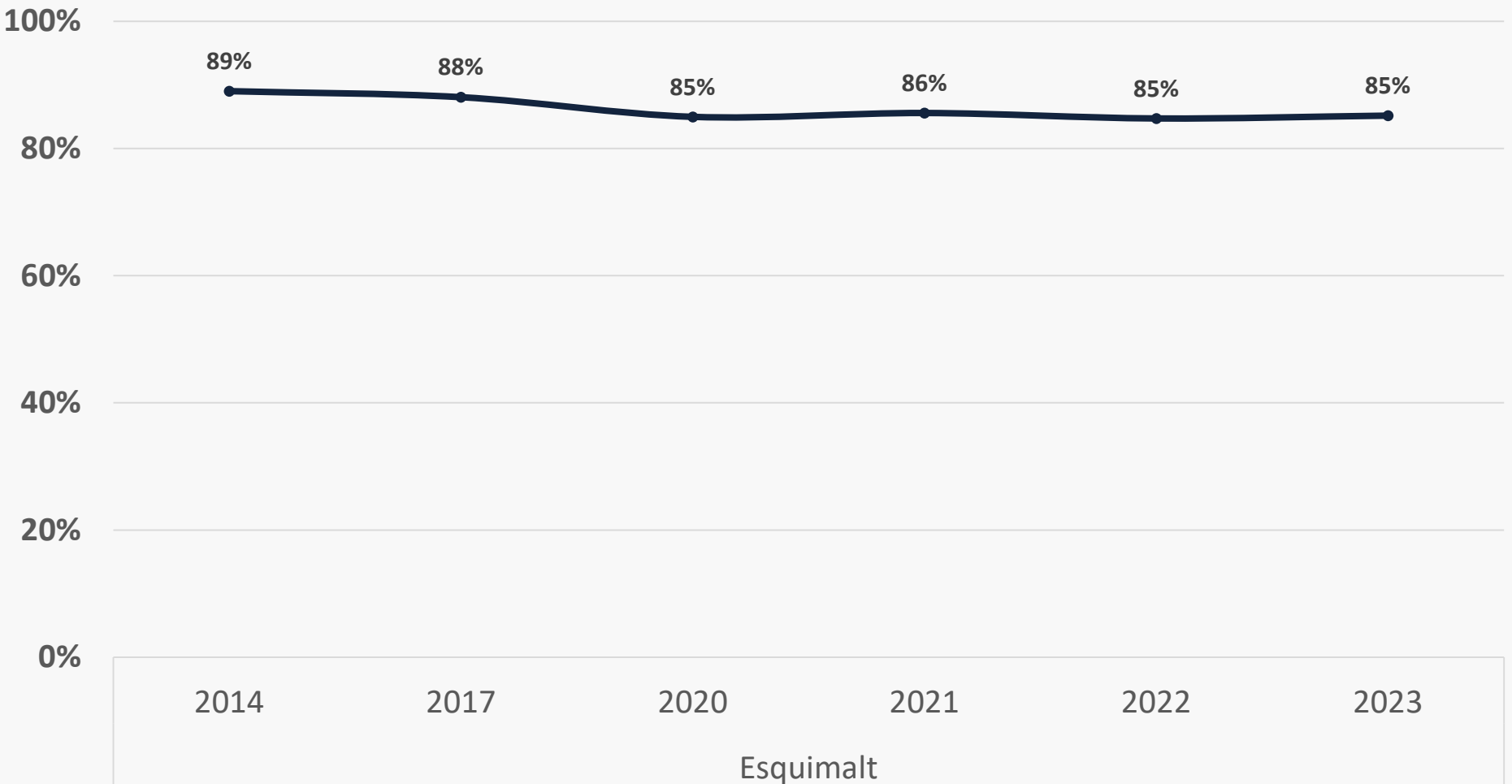
% of respondents who are satisfied with VicPD





# 9-year trend: Satisfaction

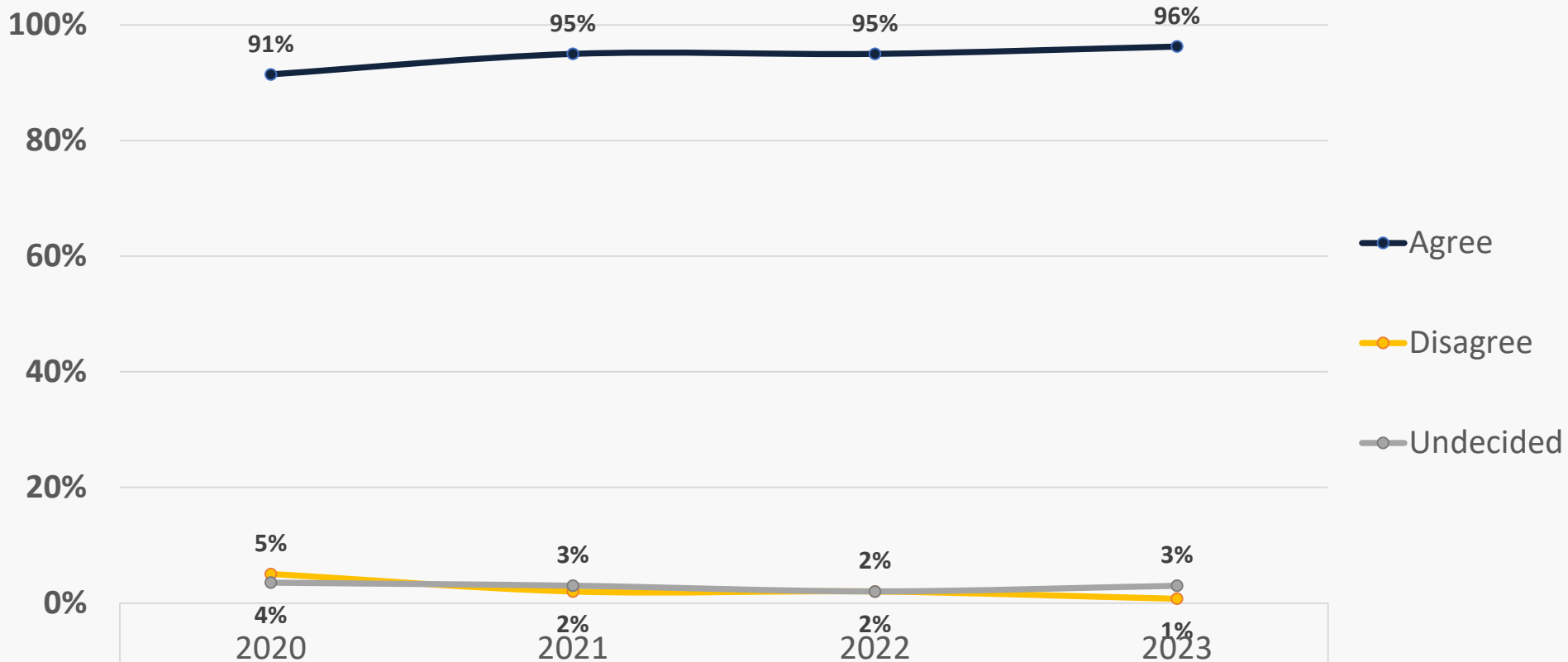
% of respondents who are satisfied with VicPD





# “A Safer Community Together”

% of respondents who agree or disagree with this statement



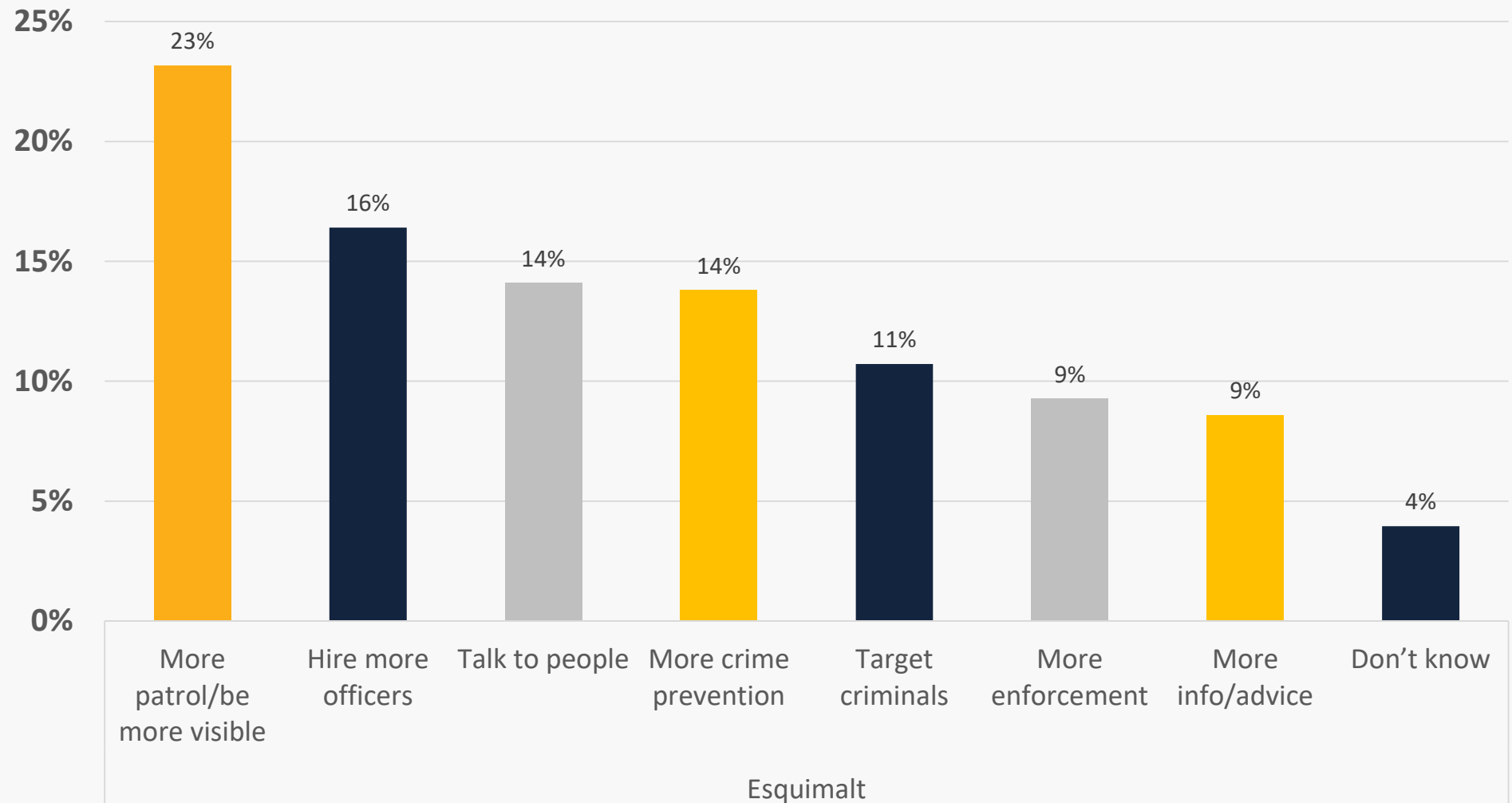
Police and citizens, working together, can help make this a better place to live and work.

Esquimalt



# How to deal with problems?

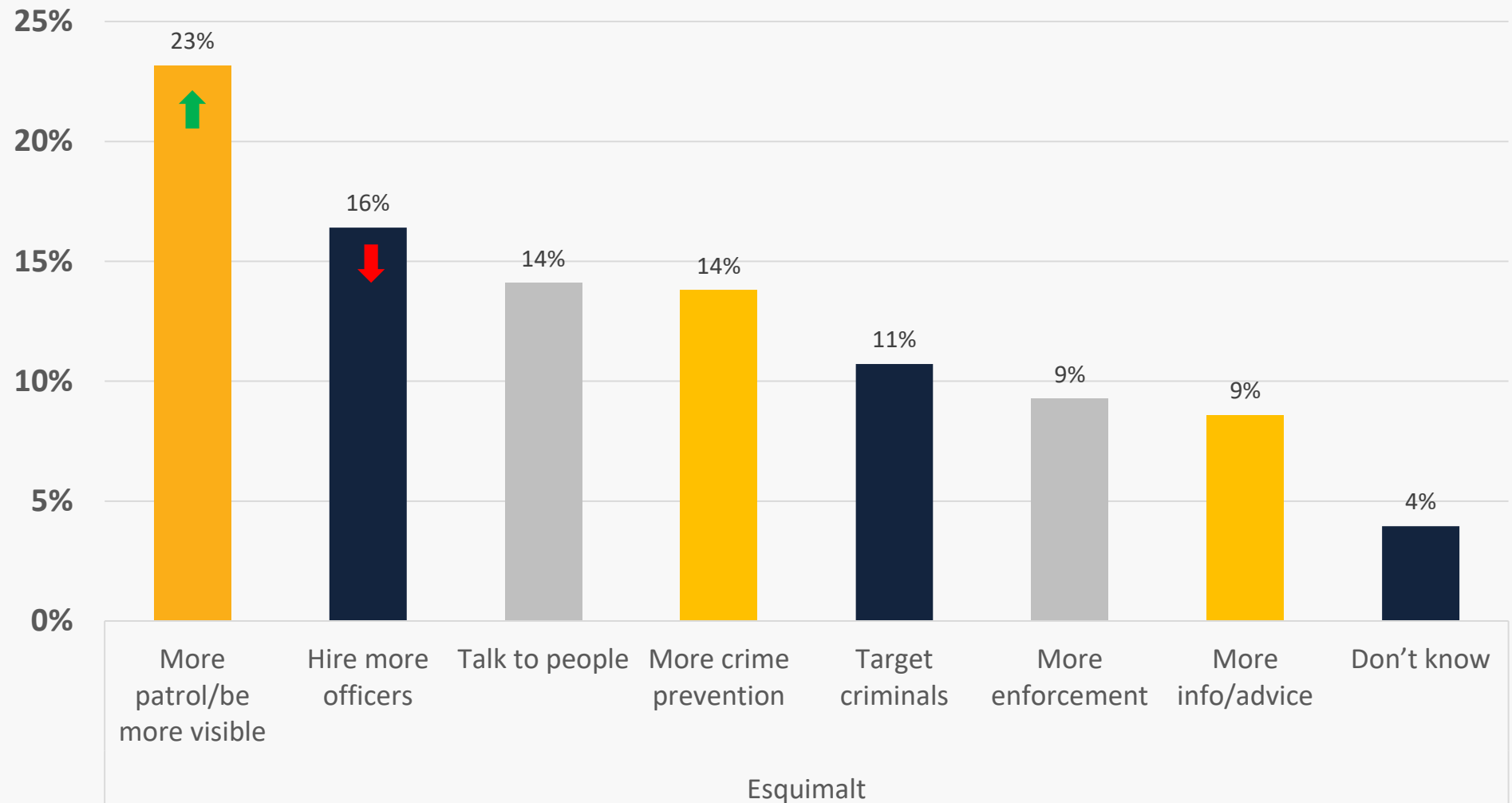
Respondents' selections of provided options ("Check all that apply")





# How to deal with problems?

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





# Comments

- Respondents were invited to write in comments
- Of 410 Esquimalt respondents, 352 offered comments (86%)
- The following slides show the general themes of comments as well as a representative sample of anonymized comments





# Sample of 2023 Comments (1/4)

*"As a person living in Esquimalt, I have been satisfied by the service offered by VicPD but we need to separate the business of VicPD in Esquimalt and Victoria. Our cost per capita for Policing is very high.... I have no issues with the dedication, bravery and work provided by member of VicPD, but I do have issues with the Governance model between the two municipalities."*



# Sample of 2023 Comments (2/4)

*“I believe policing here is excellent given the constraints of the budget (not enough police). I also believe much of the crime and ensuing police involvement originates with municipalities and other levels of government.*

*Underfunding of programs (and the police) leads to less and less enforcement. Amalgamation would definitely help.”*

*“Please put resources into traffic enforcement.”*



# Sample of 2023 Comments (3/4)

*“(T)he dept is stretched thin and has to spend too much time with homelessness, mental illness and crime in those areas. (O)ther things are left lacking.. It is frustrating to see so many speeding through neighborhoods, bicycle riders not following the rues of the road by riding on sidewalks, not wearing helmets, etc.*

*“I feel the high police costs (budget) are not commensurate with the presence that we see.... I feel there has been a steady decline in quality in attention to my neighbourhood. The non-emergency line is impossible to get through to.”*



# Sample of 2023 Comments (4/4)

*“Thank you for all of you in the VICPD, for working hard in keeping our community safe.”*

*“Transparency builds trust!”*



# For more information

Visit:

