



2023 VicPD Community Survey: Combined Victoria and 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:
 - ▣ VicPD's jurisdiction (Esquimalt and Victoria combined)
 - ▣ Esquimalt
 - ▣ Victoria
- 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?

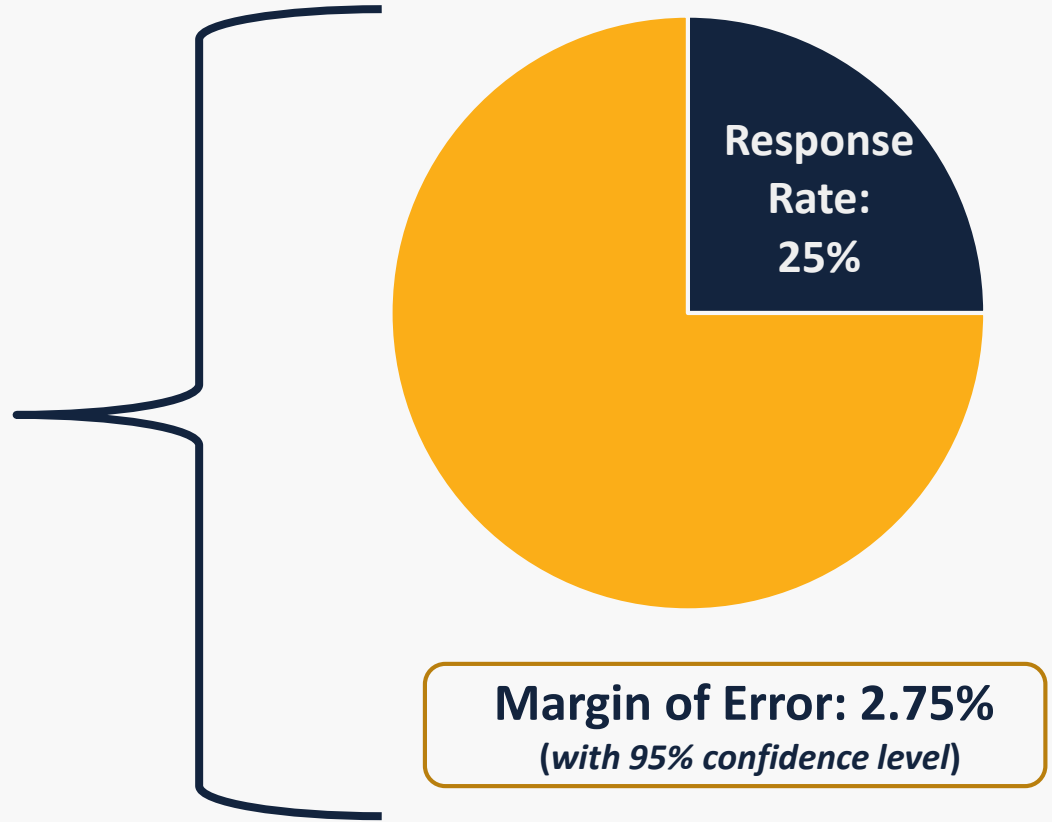
We randomly mailed

5,000

*surveys to
Victoria and Esquimalt.*

1,246

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

VicPD	2.75%
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**

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

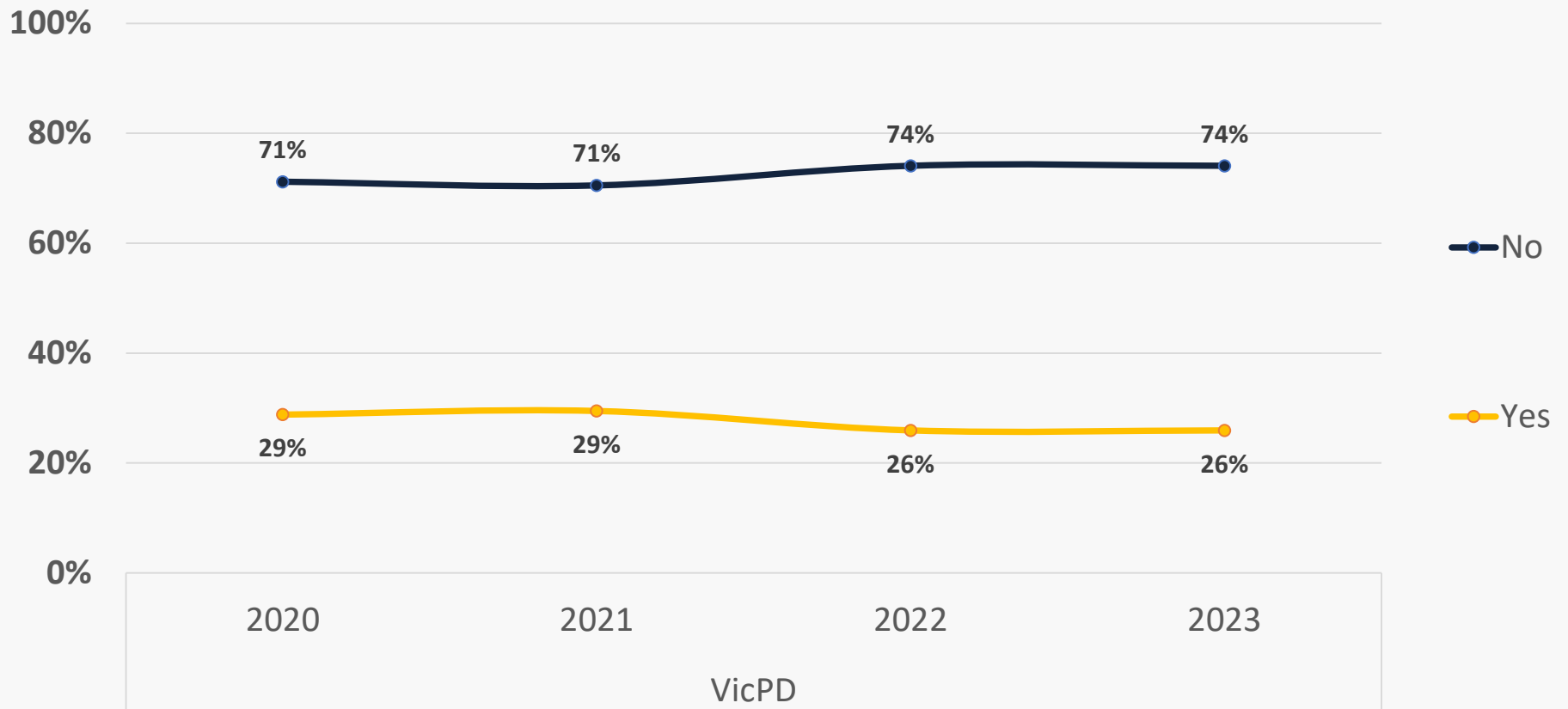


- For survey questions with significant changes in responses compared to past years, a 10-year trend is displayed for longer-term analysis



Have you been a victim of crime?

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

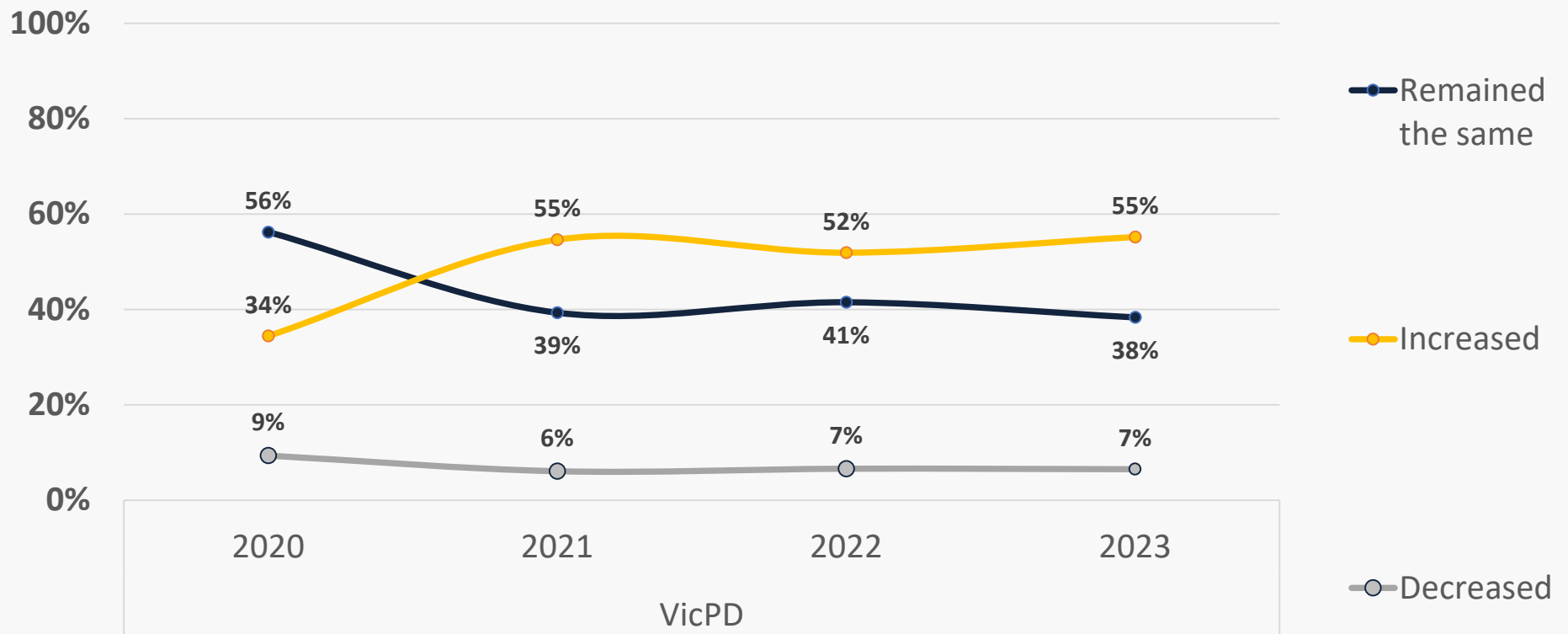


Figures reflect responses from residents and businesses in VicPD's jurisdiction of Esquimalt and Victoria.



Has crime changed?

% of respondents who think crime has changed

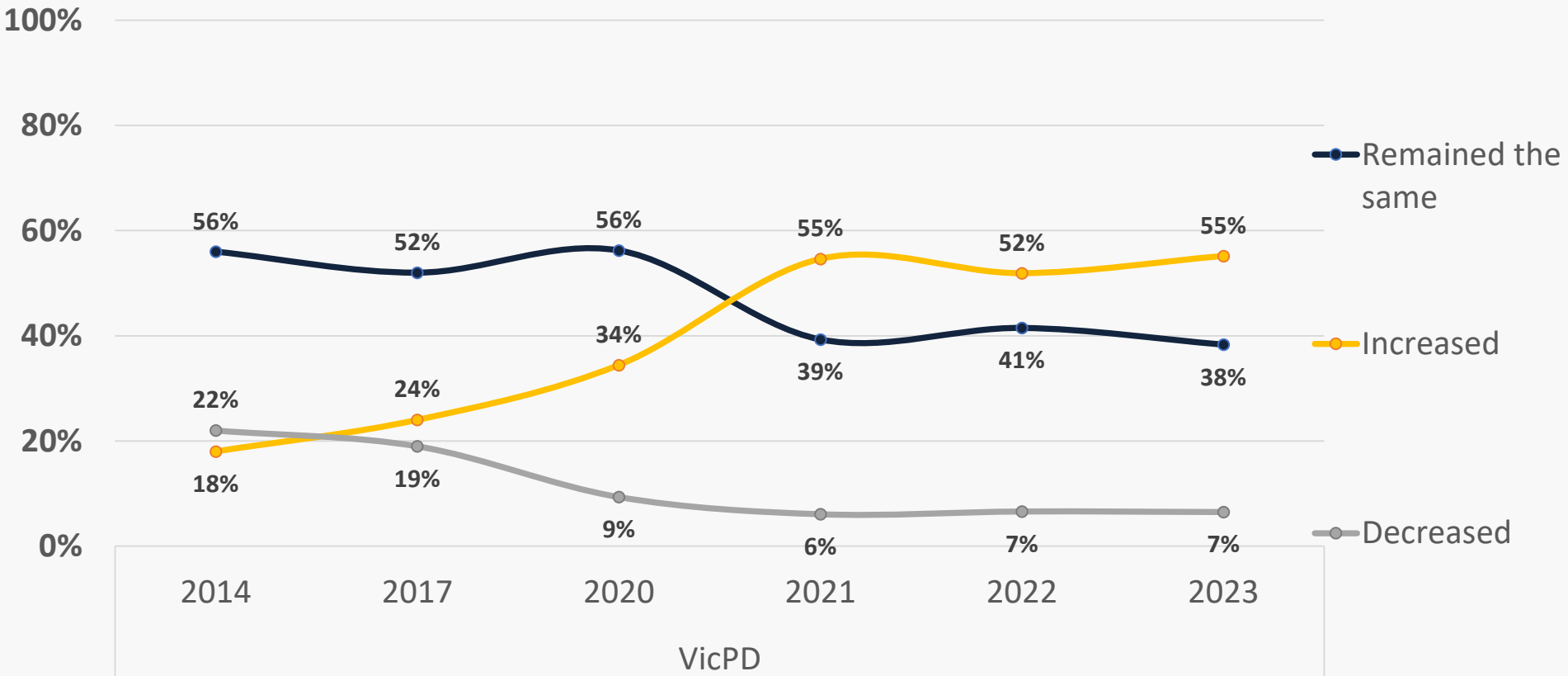


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9-year trend: Has crime changed?

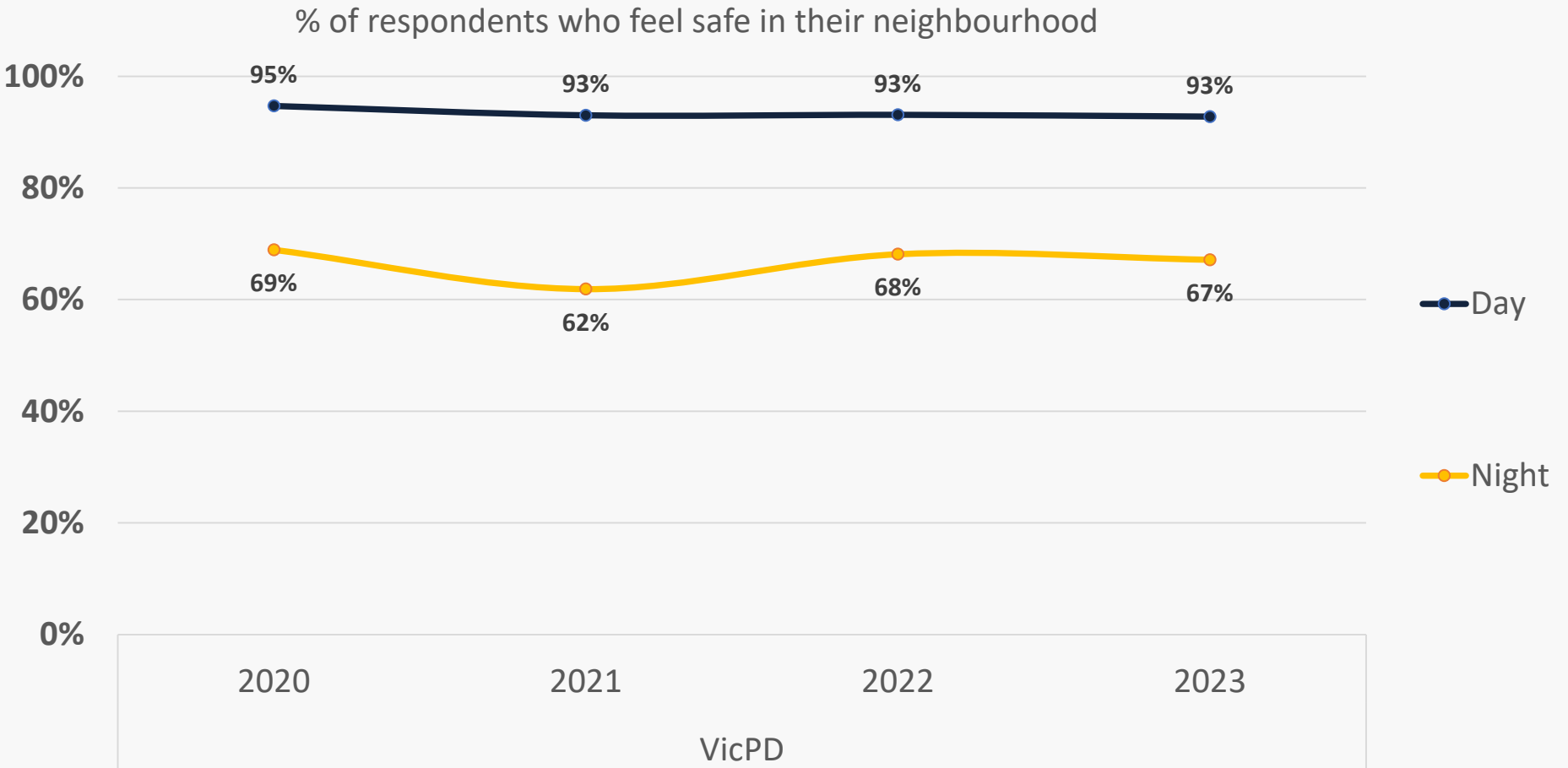
% of respondents who think crime has changed



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



Do you feel safe?

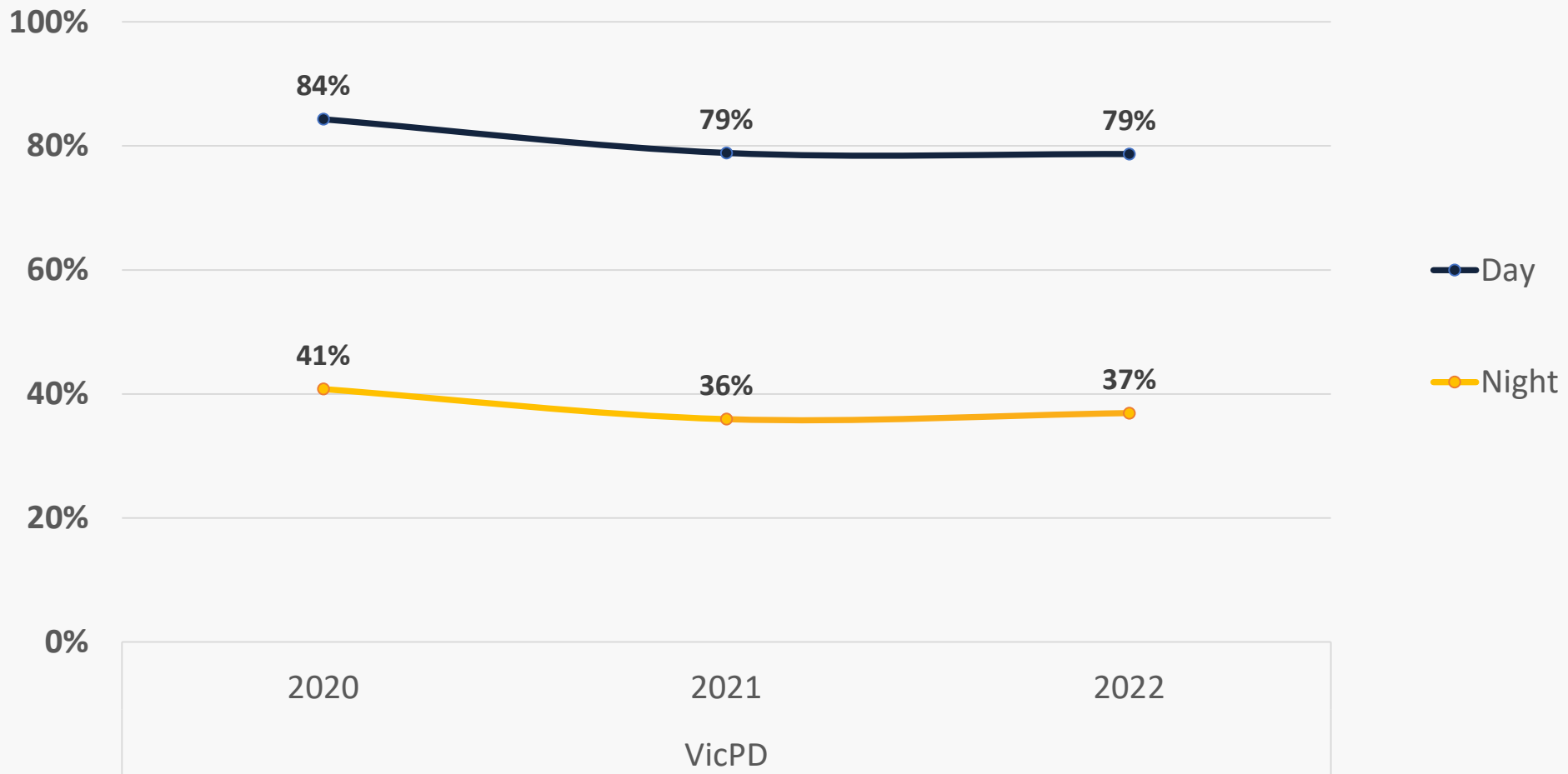


Figures reflect responses from residents and businesses in VicPD's jurisdiction of Esquimalt and Victoria.



Do you feel safe?

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

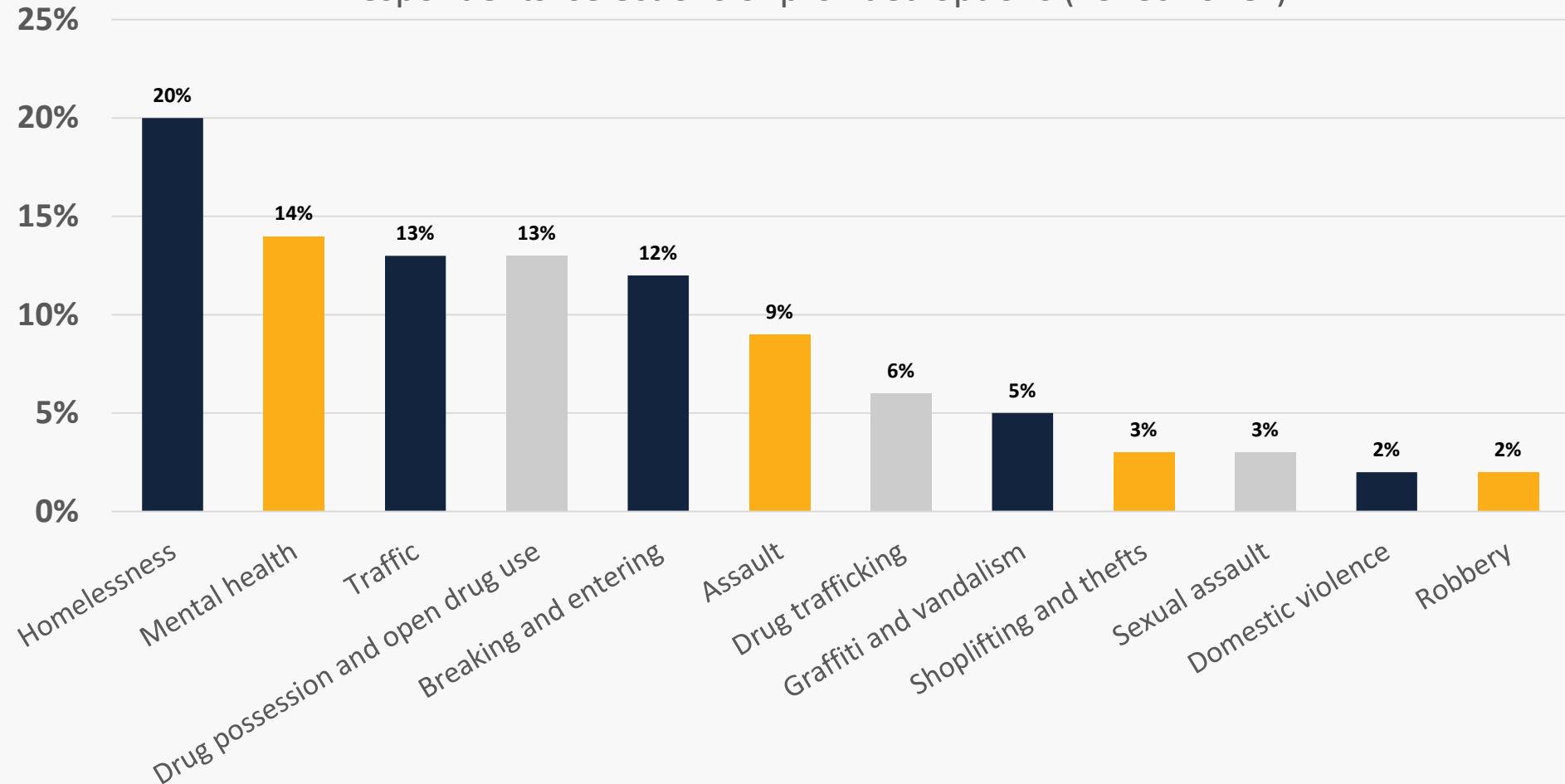


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Which one problem should VicPD pay closer attention to?

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

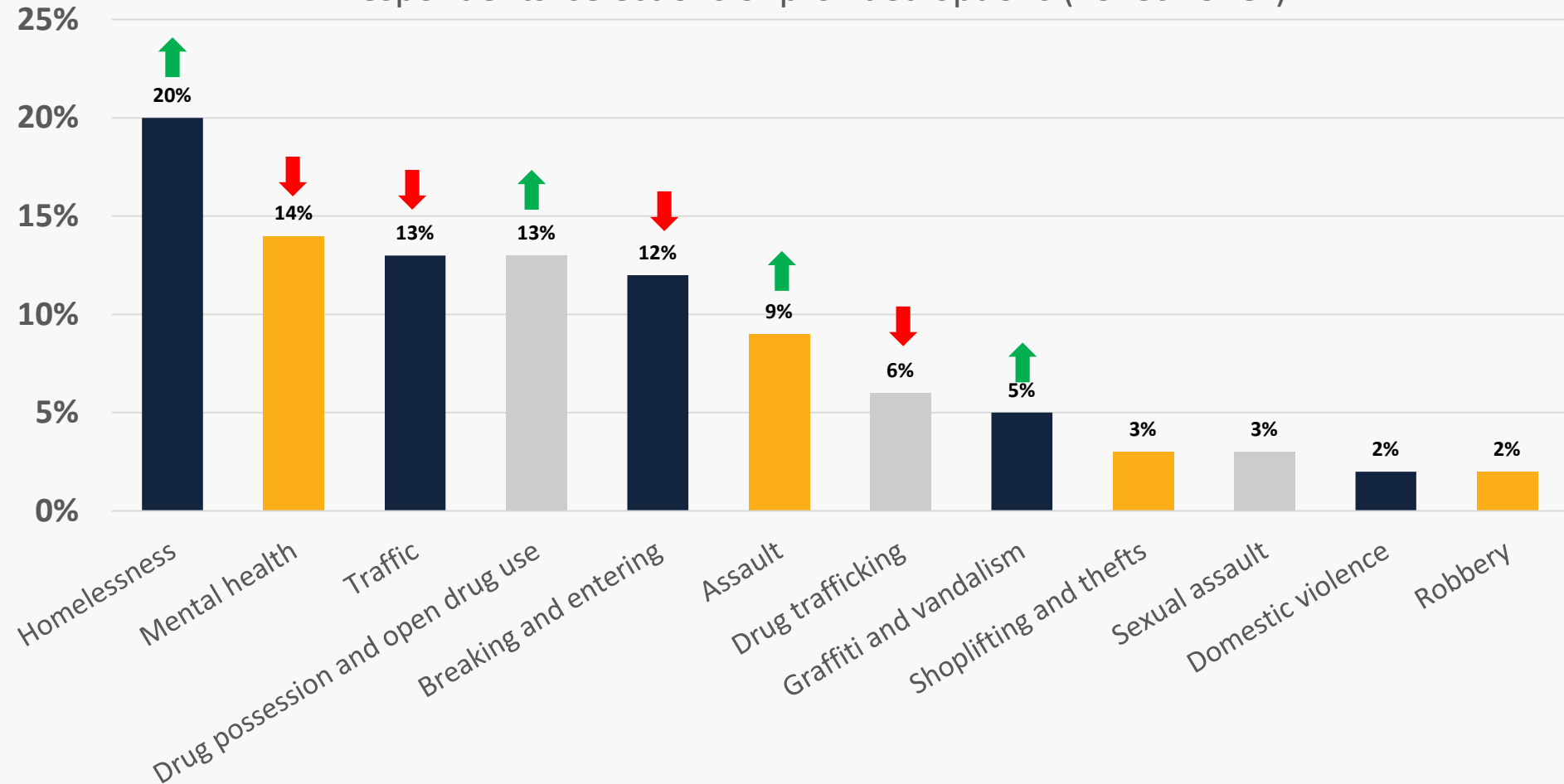


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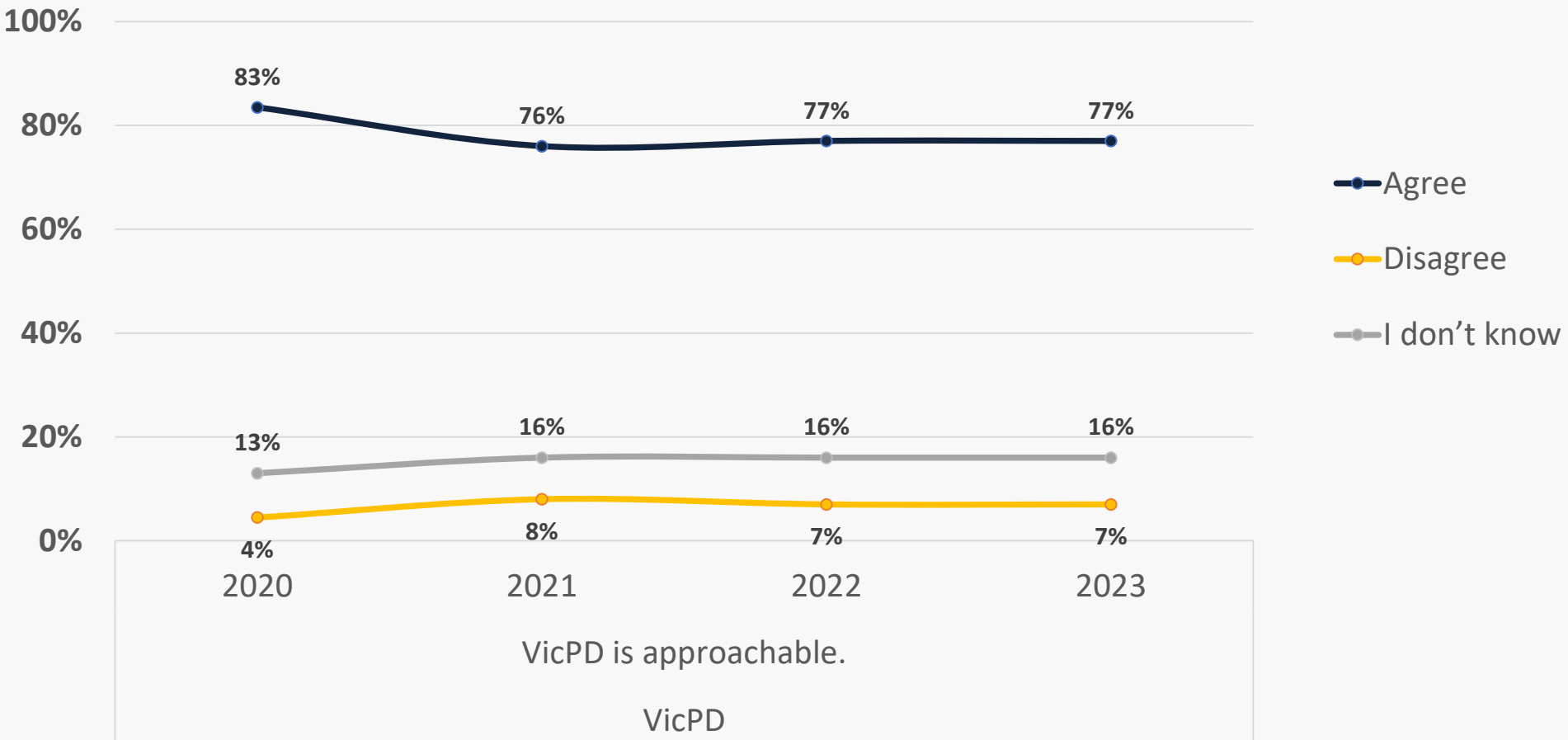


Figures reflect responses from residents and businesses in VicPD's jurisdiction of Esquimalt and Victoria.



“VicPD is approachable”

% of respondents who agree or disagree with this statement

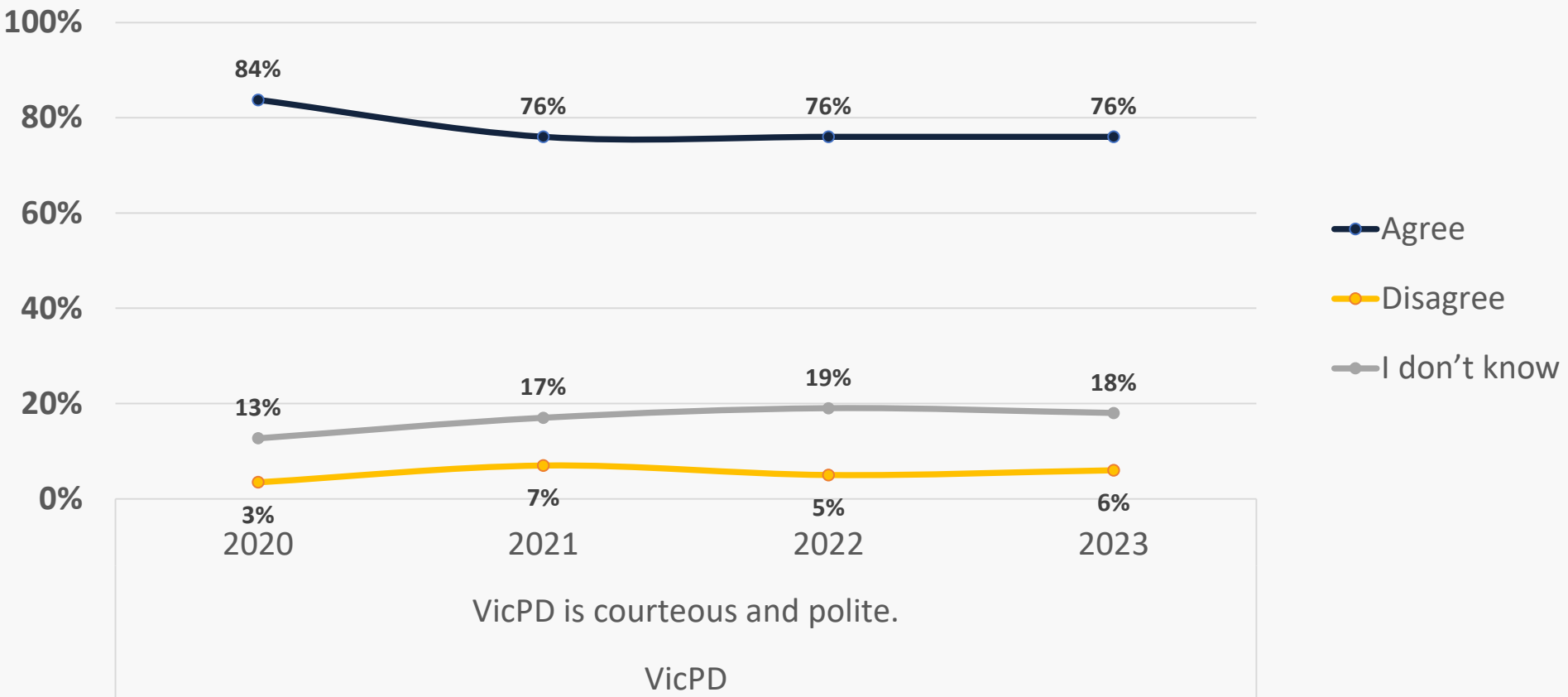


Figures reflect responses from residents and businesses in VicPD's jurisdiction of Esquimalt and Victoria.



“VicPD is courteous and polite”

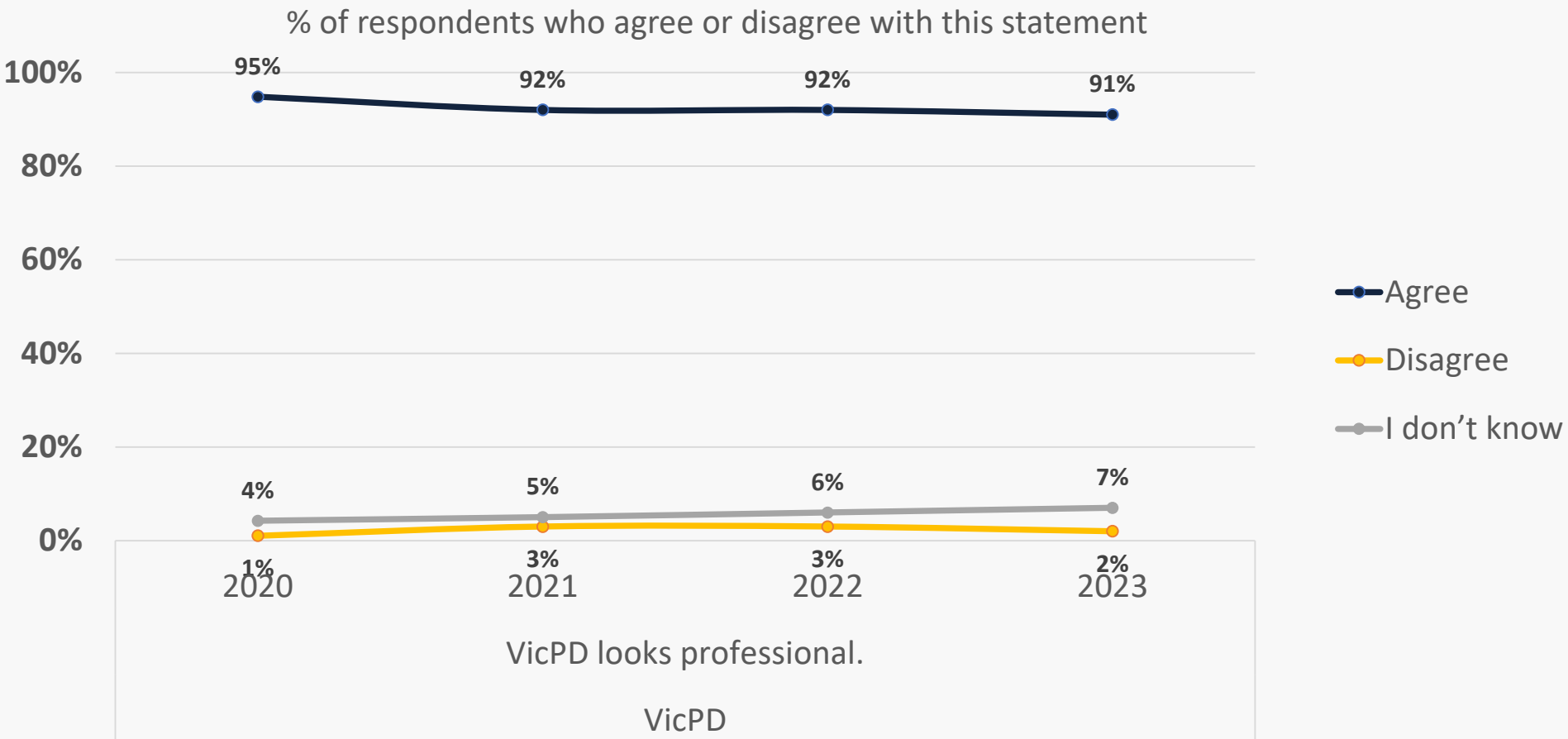
% of respondents who agree or disagree with this statement



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



“VicPD looks professional”

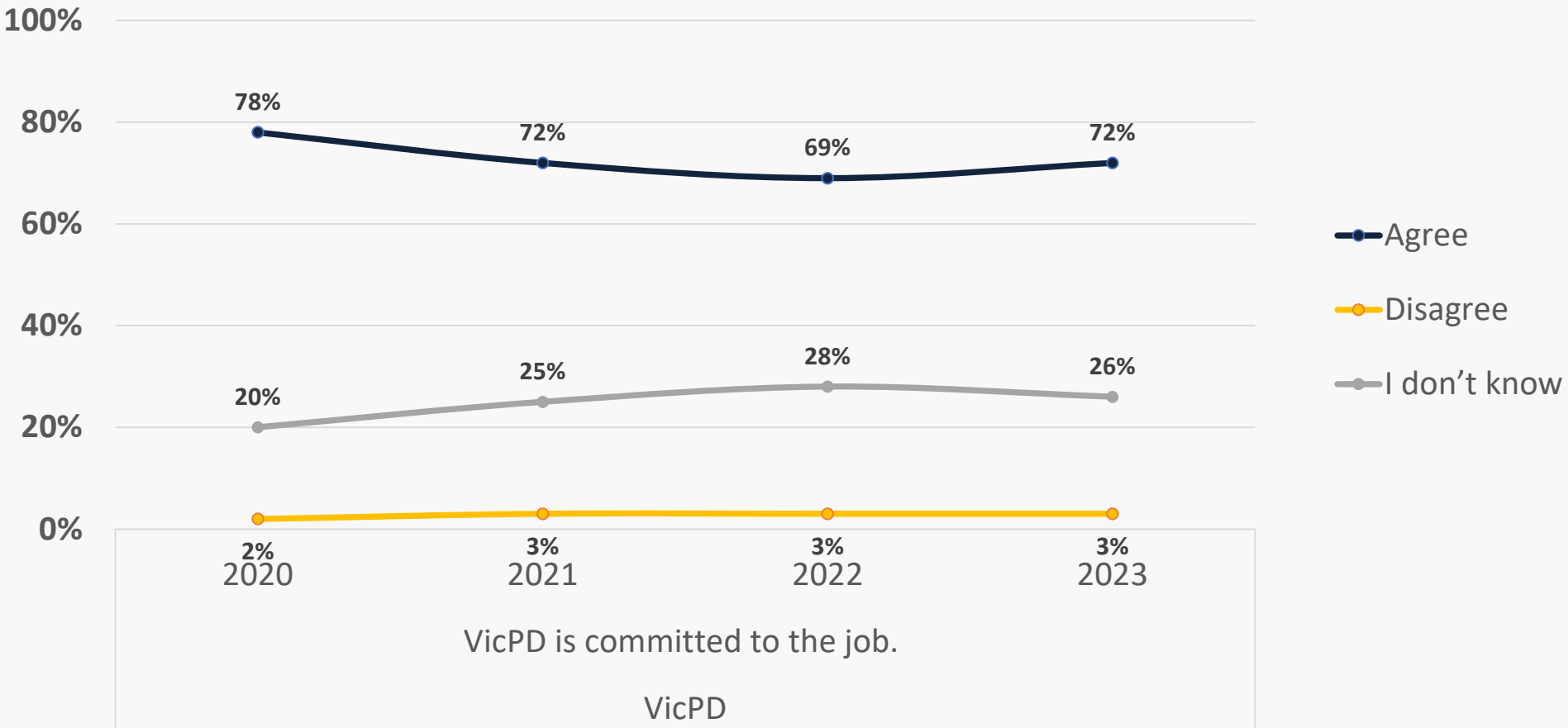


Figures reflect responses from residents and businesses in VicPD's jurisdiction of Esquimalt and Victoria.



“VicPD is committed to the job”

% of respondents who agree or disagree with this statement

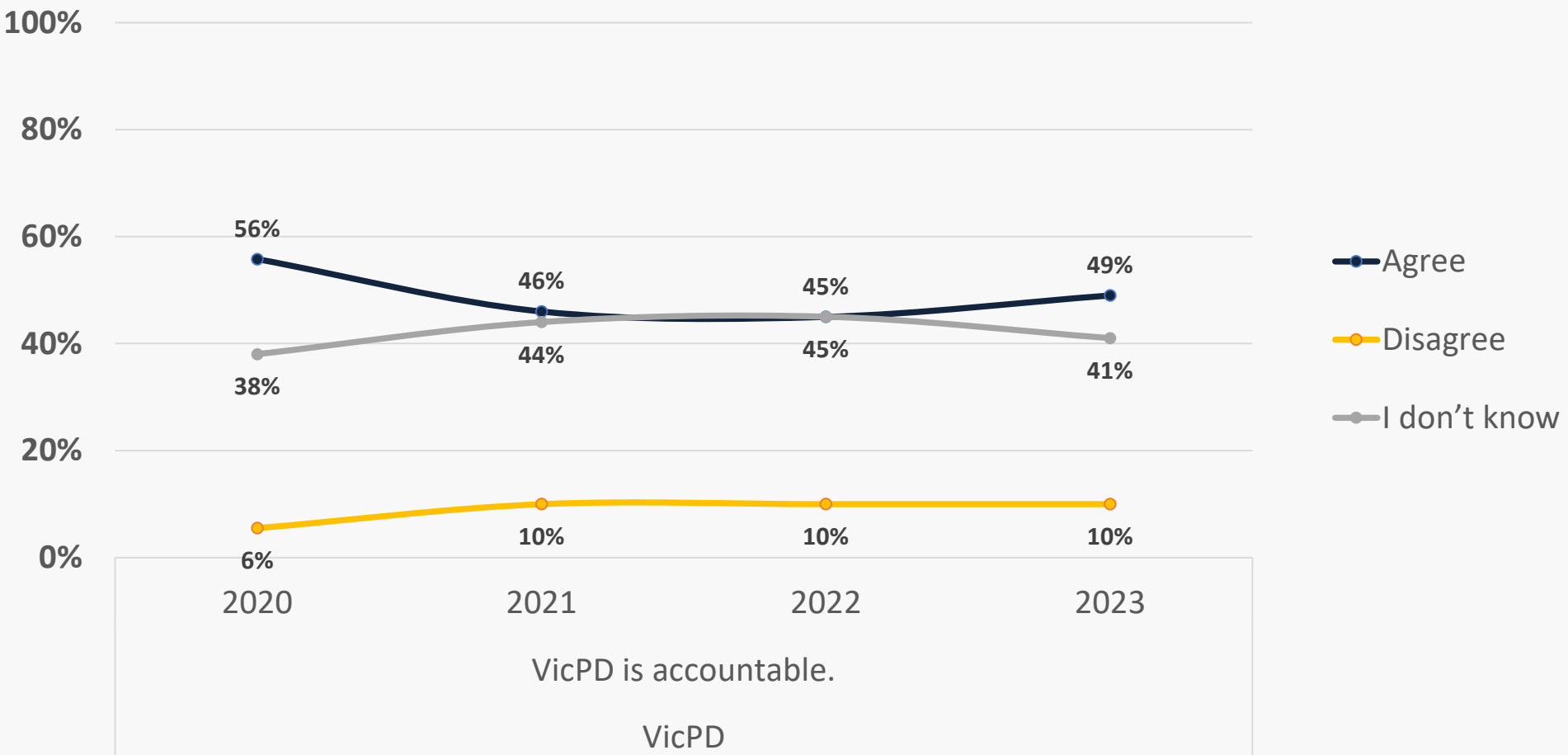


Figures reflect responses from residents and businesses in VicPD's jurisdiction of Esquimalt and Victoria.



“VicPD is accountable”

% of respondents who agree or disagree with this statement

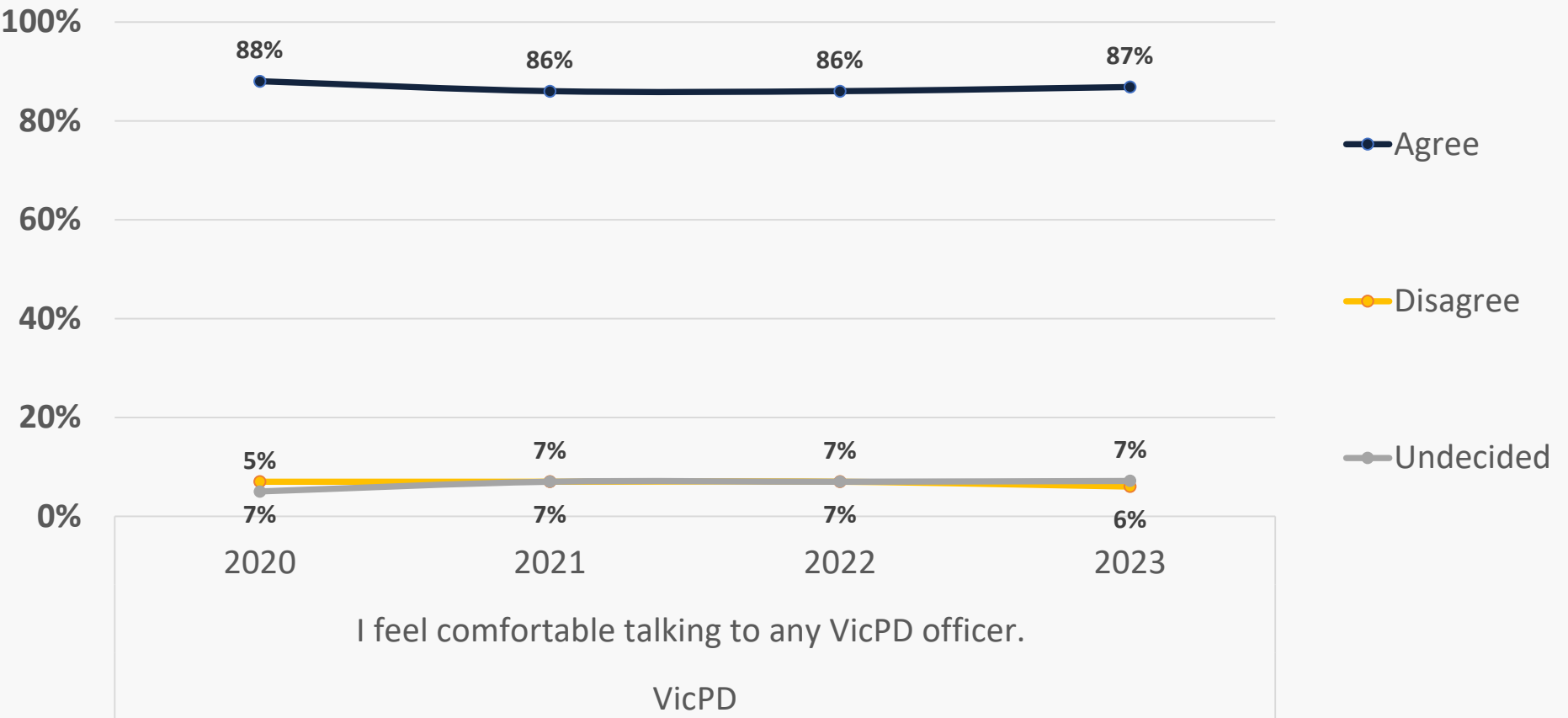


Figures reflect responses from residents and businesses in VicPD's jurisdiction of Esquimalt and Victoria.



“I feel comfortable talking to VicPD”

% of respondents who agree or disagree with this statement



I feel comfortable talking to any VicPD officer.

VicPD

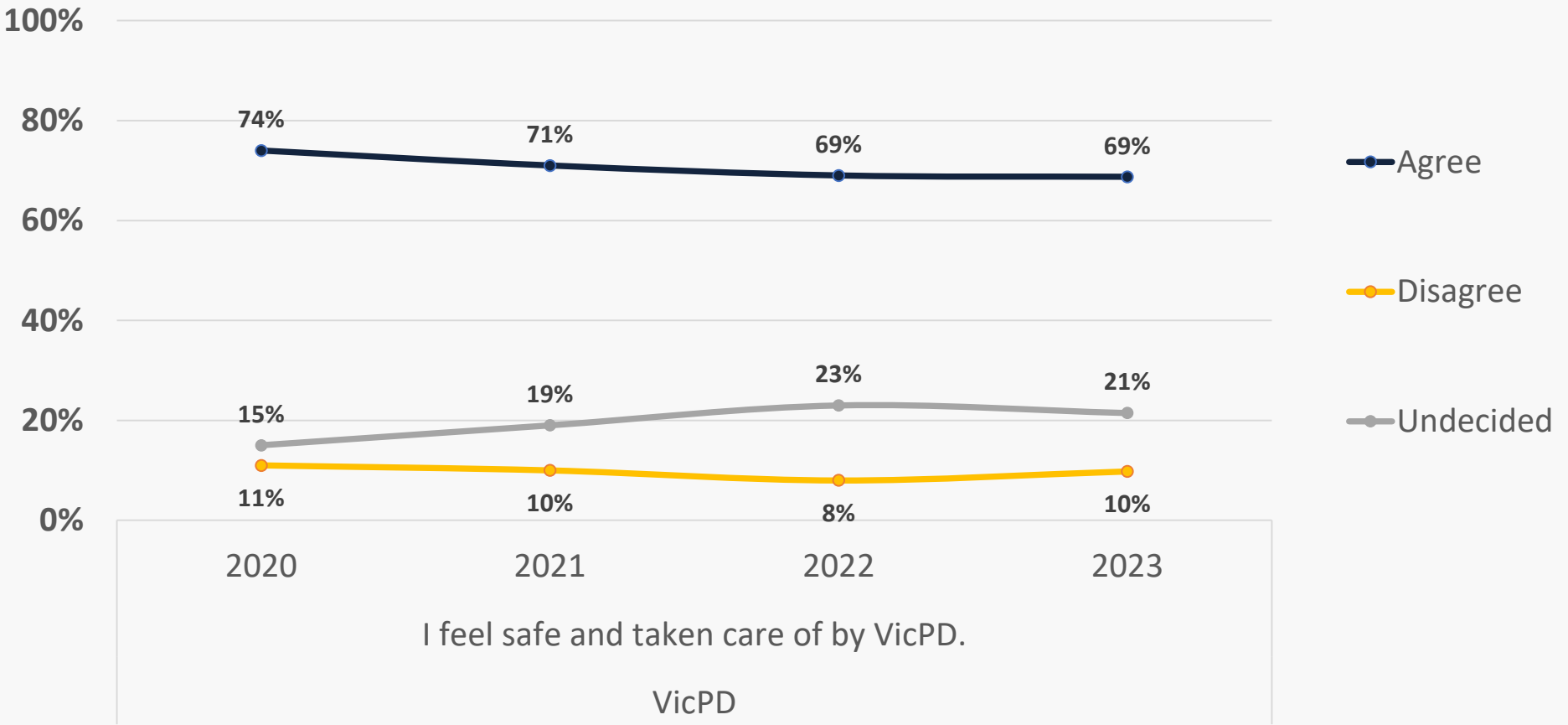


Figures reflect responses from residents and businesses in VicPD's jurisdiction of Esquimalt and Victoria.



“I feel safe & taken care of by VicPD”

% of respondents who agree or disagree with this statement

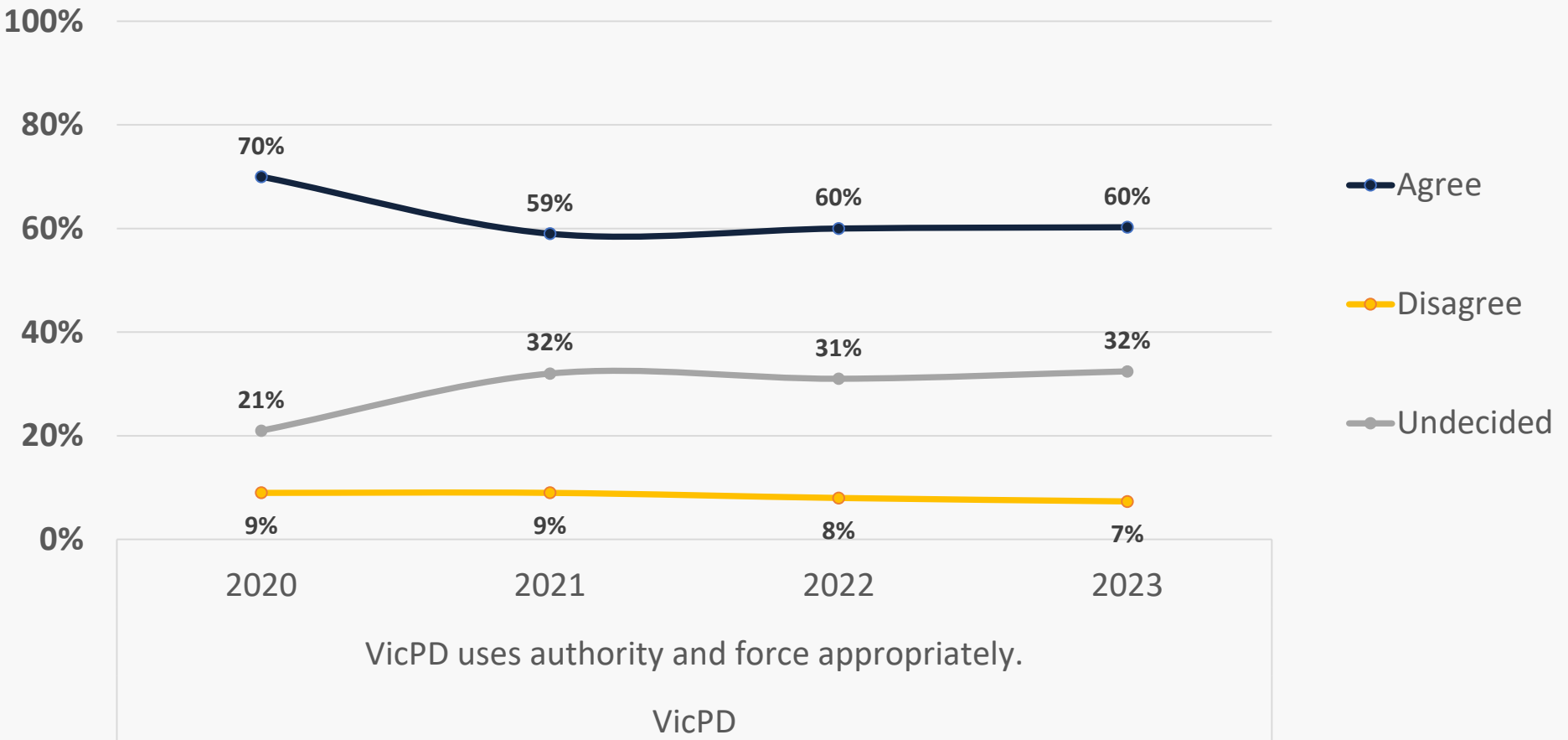


Figures reflect responses from residents and businesses in VicPD's jurisdiction of Esquimalt and Victoria.



“VicPD uses authority & force appropriately”

% of respondents who agree or disagree with this statement

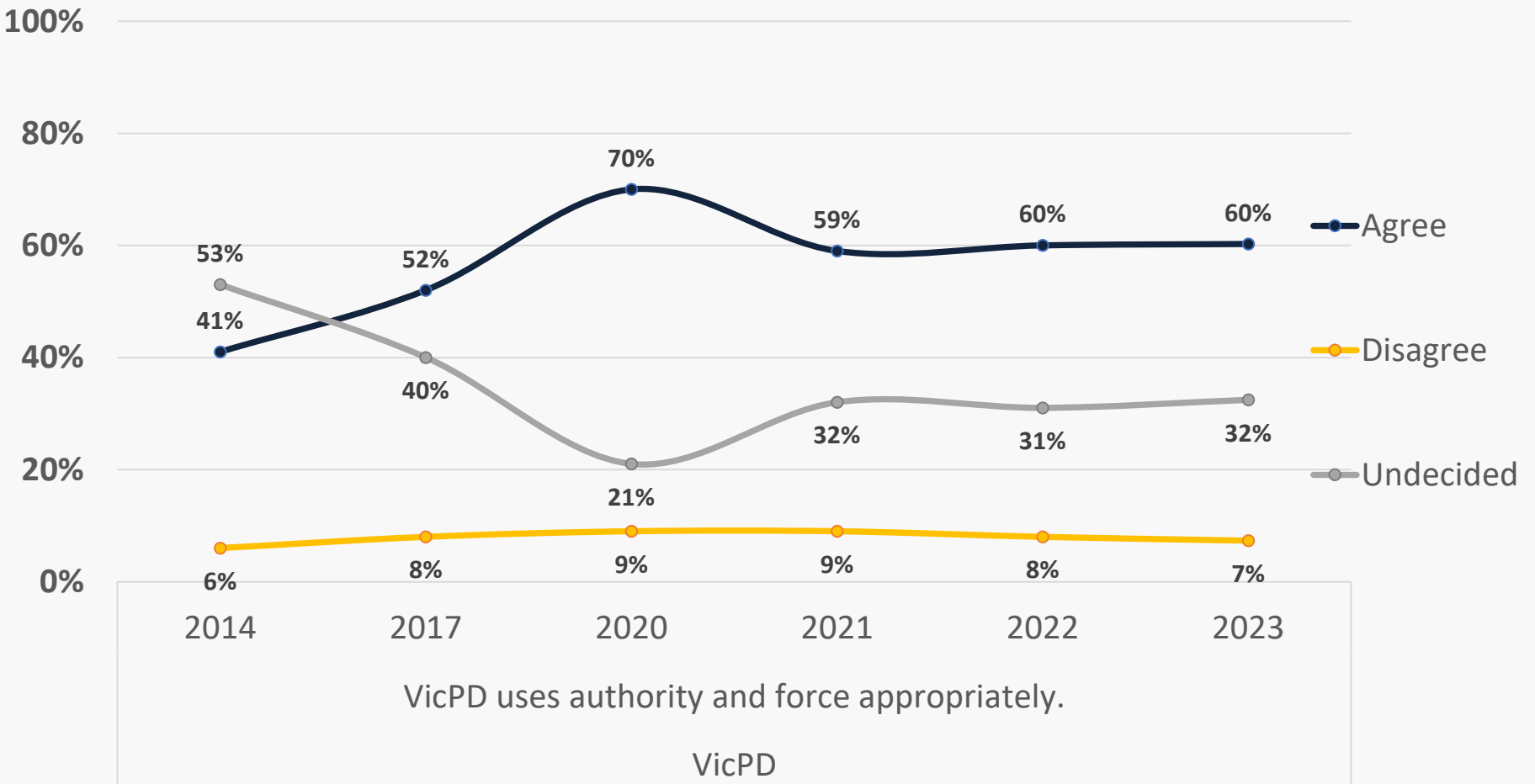


Figures reflect responses from residents and businesses in VicPD's jurisdiction of Esquimalt and Victoria.



9-year trend: "VicPD uses authority & force appropriately"

% of respondents who agree or disagree with this statement

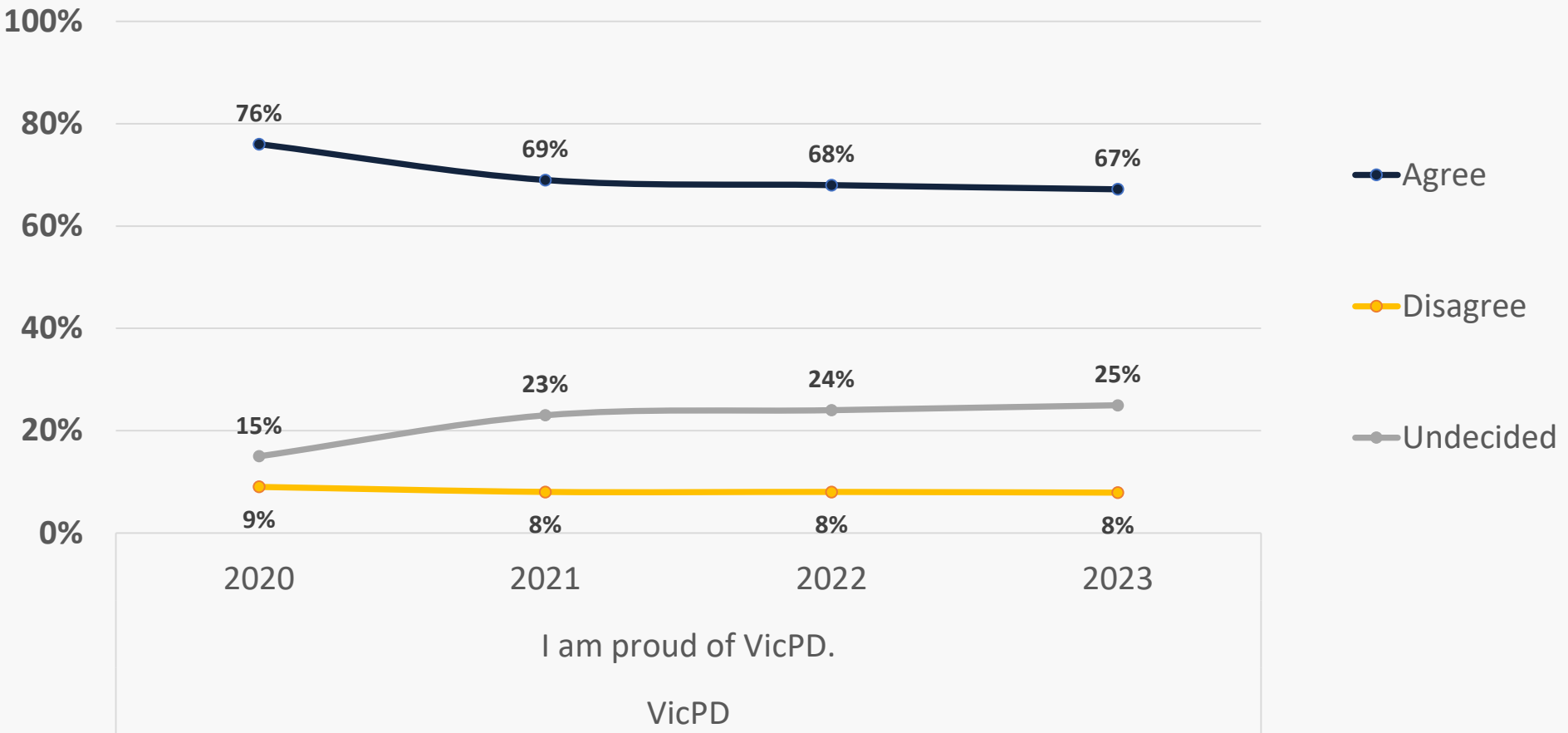


Figures reflect responses from residents and businesses in VicPD's jurisdiction of Esquimalt and Victoria.



“I am proud of VicPD”

% of respondents who agree or disagree with this statement

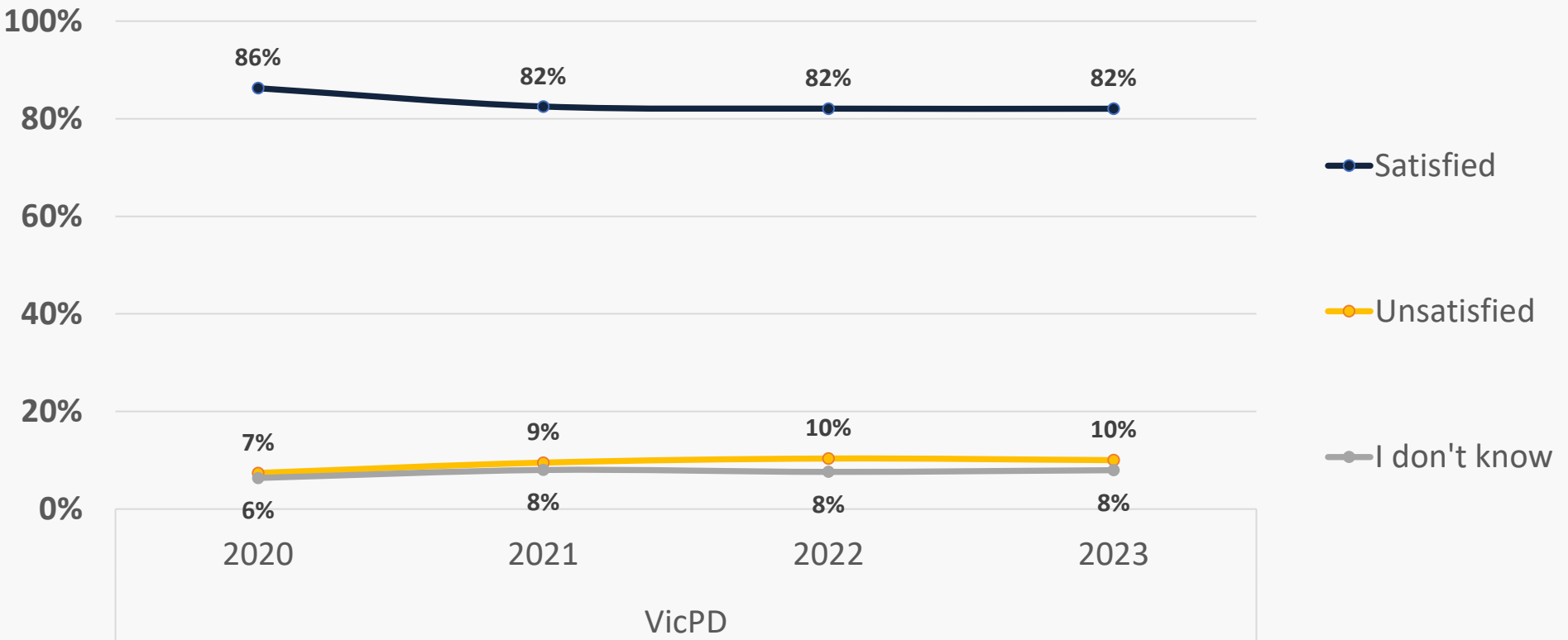


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Satisfaction

% of respondents who are satisfied with VicPD

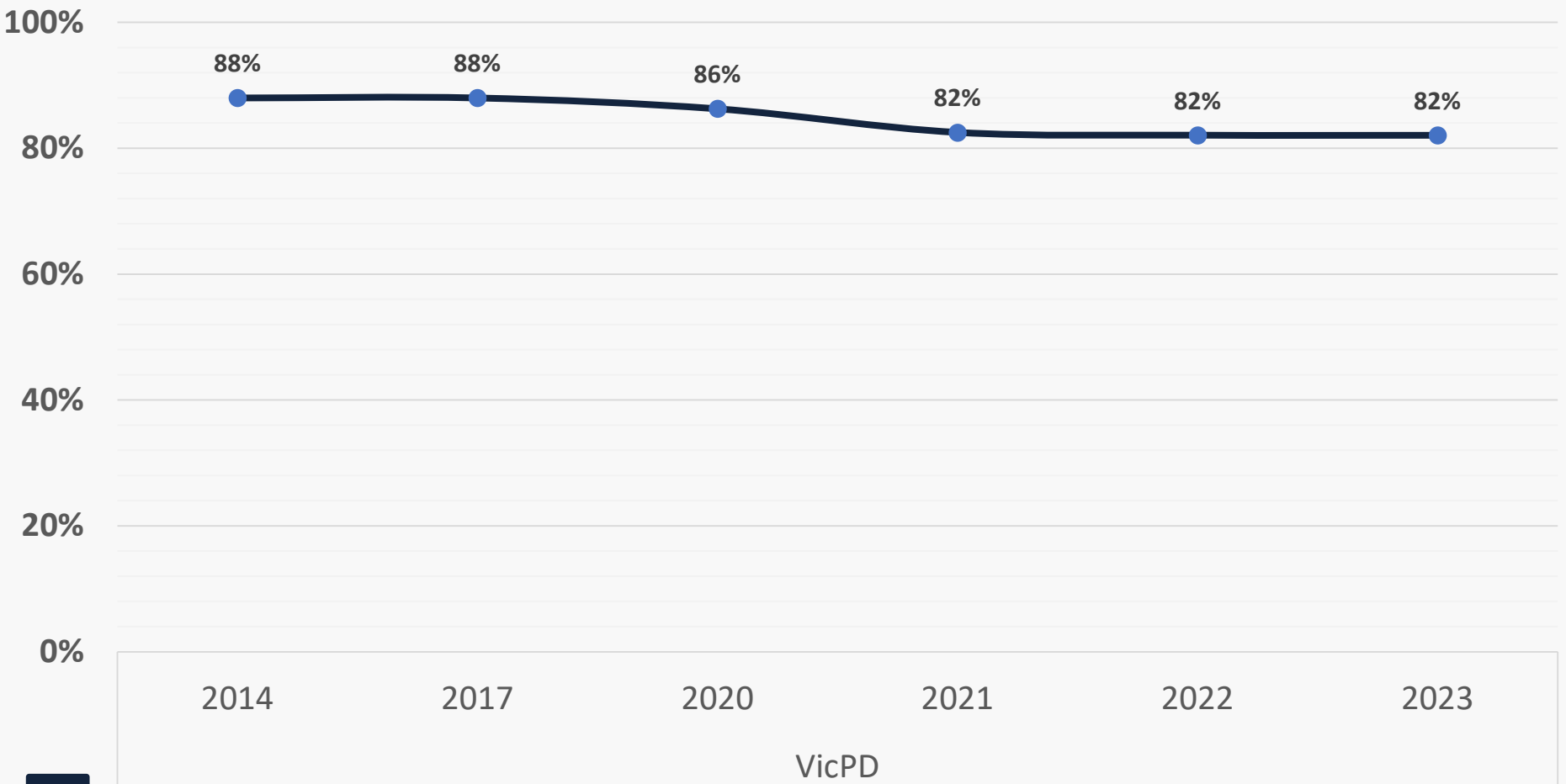


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9-year trend: Satisfaction

% of respondents who are satisfied with VicPD

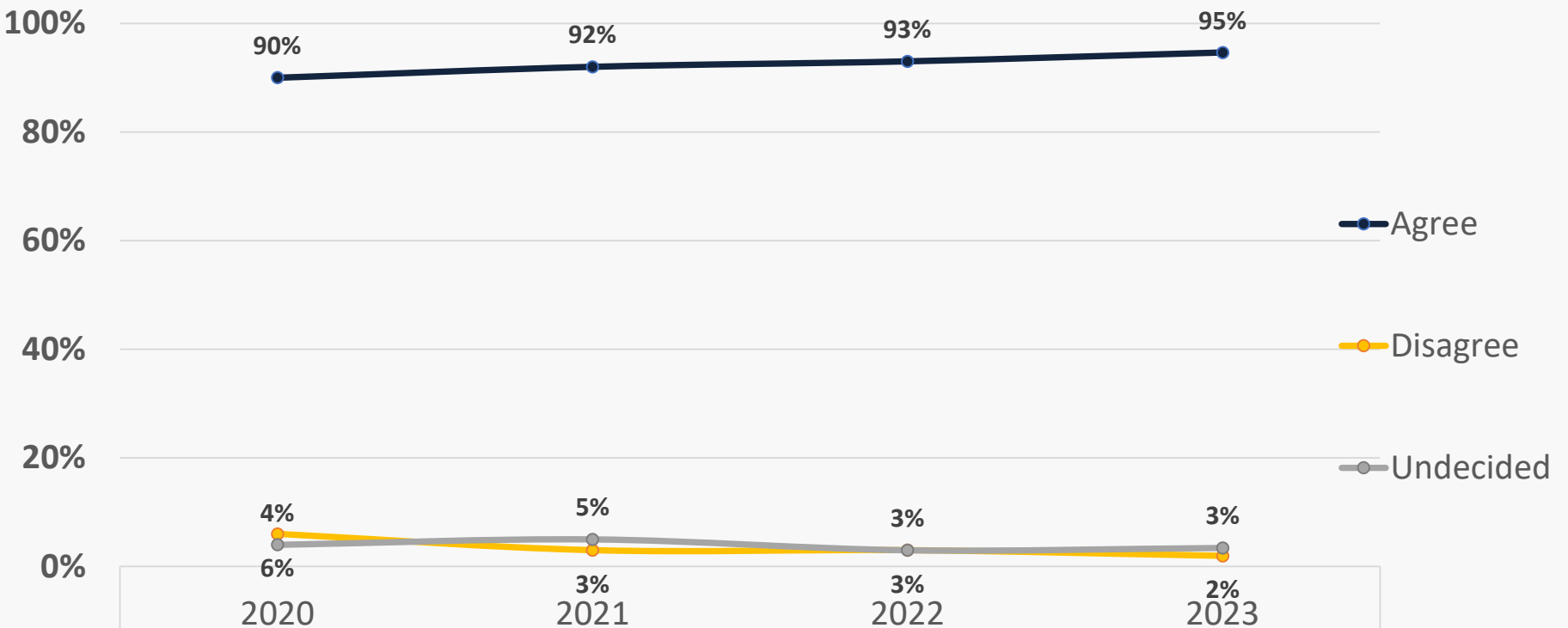


Figures reflect responses from residents and businesses in VicPD's jurisdiction of Esquimalt and Victoria.



“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.

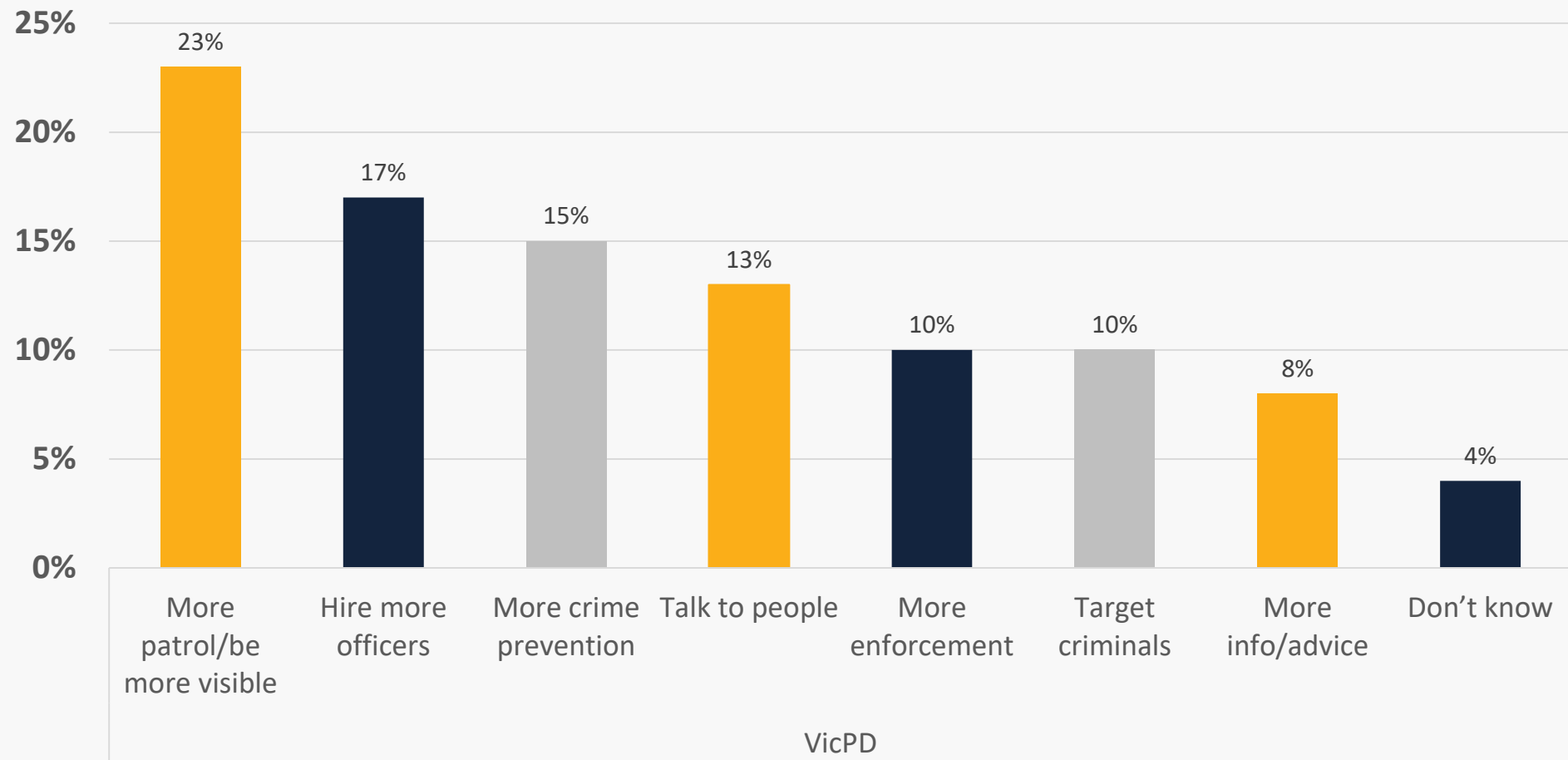
VicPD

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")

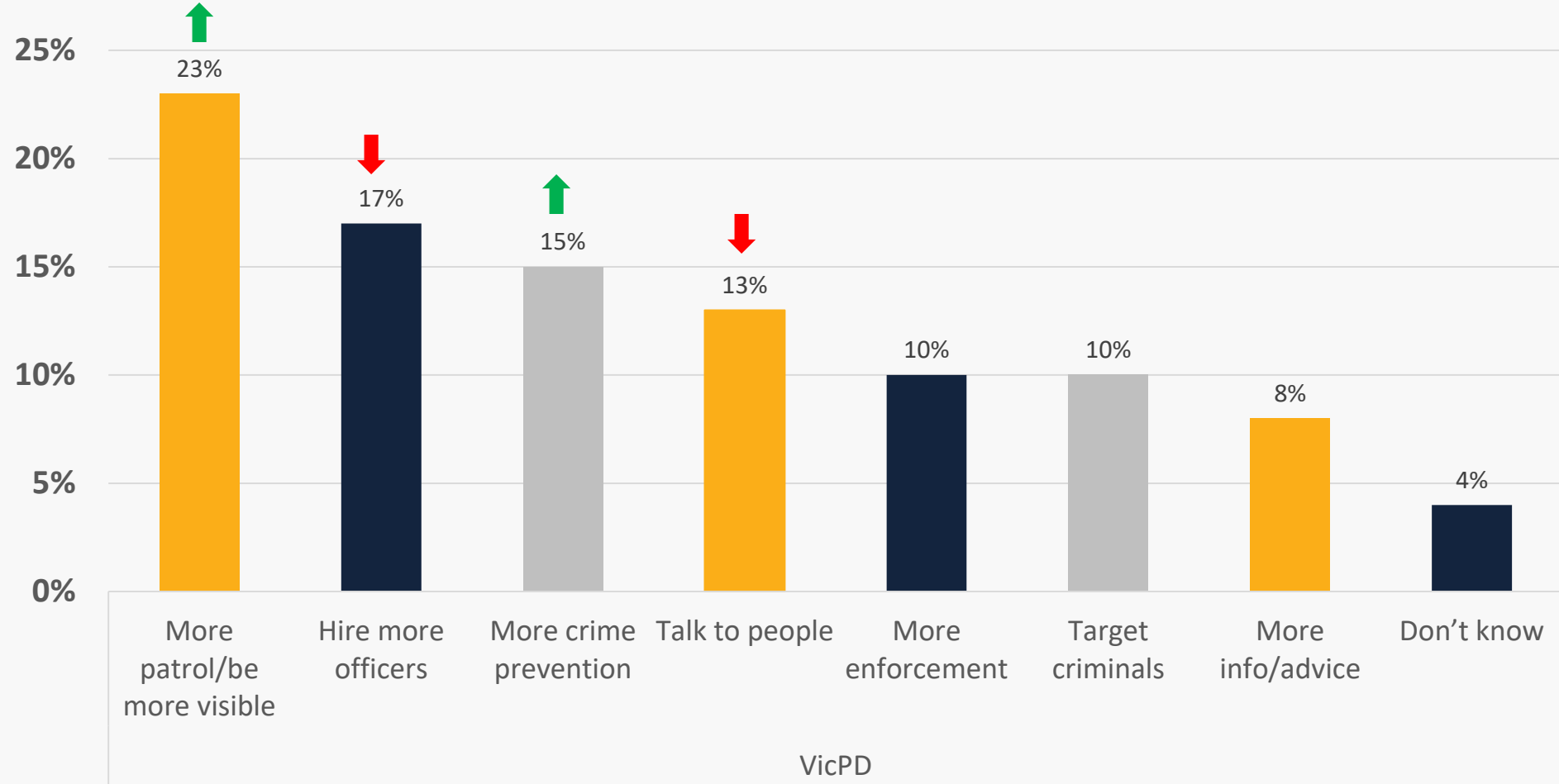


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Respondents' selections of provided options ("Check all that apply")



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Comments

- Respondents were invited to write in comments
- Of 1,246 respondents, 737 offered comments (59%)
- 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)

“It'd be ideal to see social workers focusing on mental health and victim support and police focusing on criminals and crime prevention. Money is not being spent efficiently as police officers are being overworked and not always on appropriate tasks.”

“It's difficult to know who is responsible for addressing crime downtown - the police or bylaw officers. But the open use of drugs and alcohol ...unacceptable and the laws need to be enforced to prohibit this open use.”



Sample of 2023 Comments (3/4)

“VicPD is stretched too thin.”

“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

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