



2023 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 specific to:
 - ▣ Victoria
 - ▣ Esquimalt
 - ▣ 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?

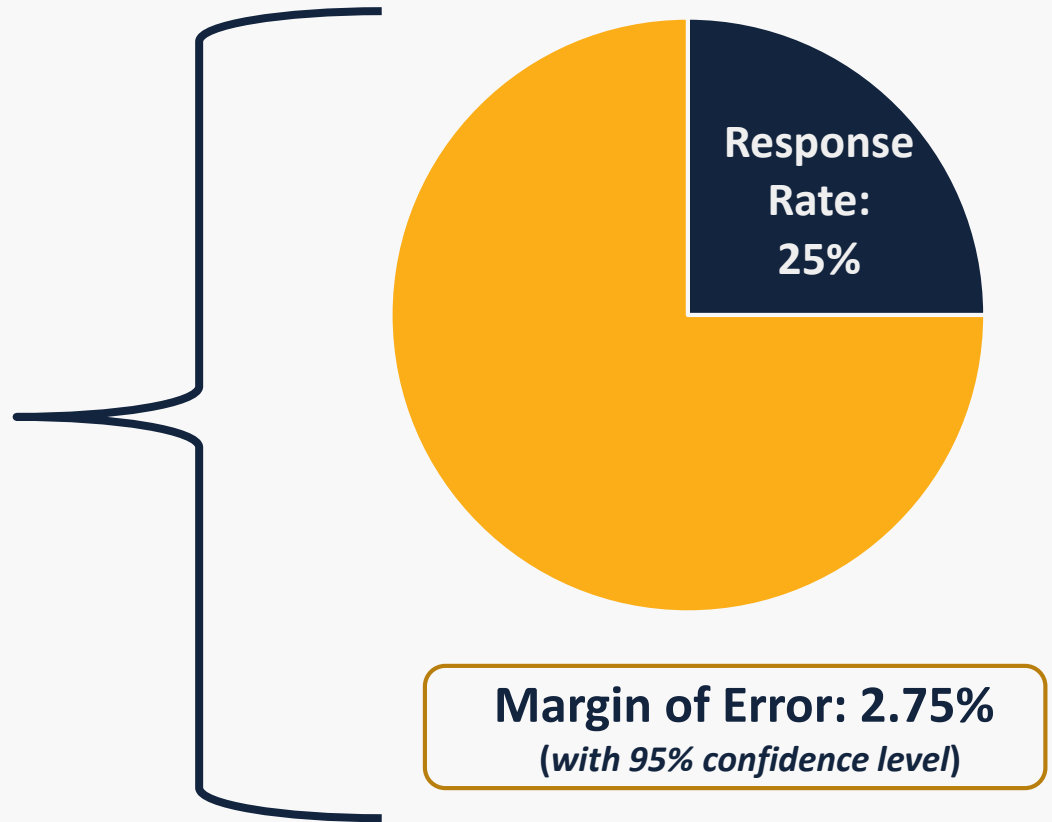
We randomly mailed

3,350

surveys to Victoria.

835

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

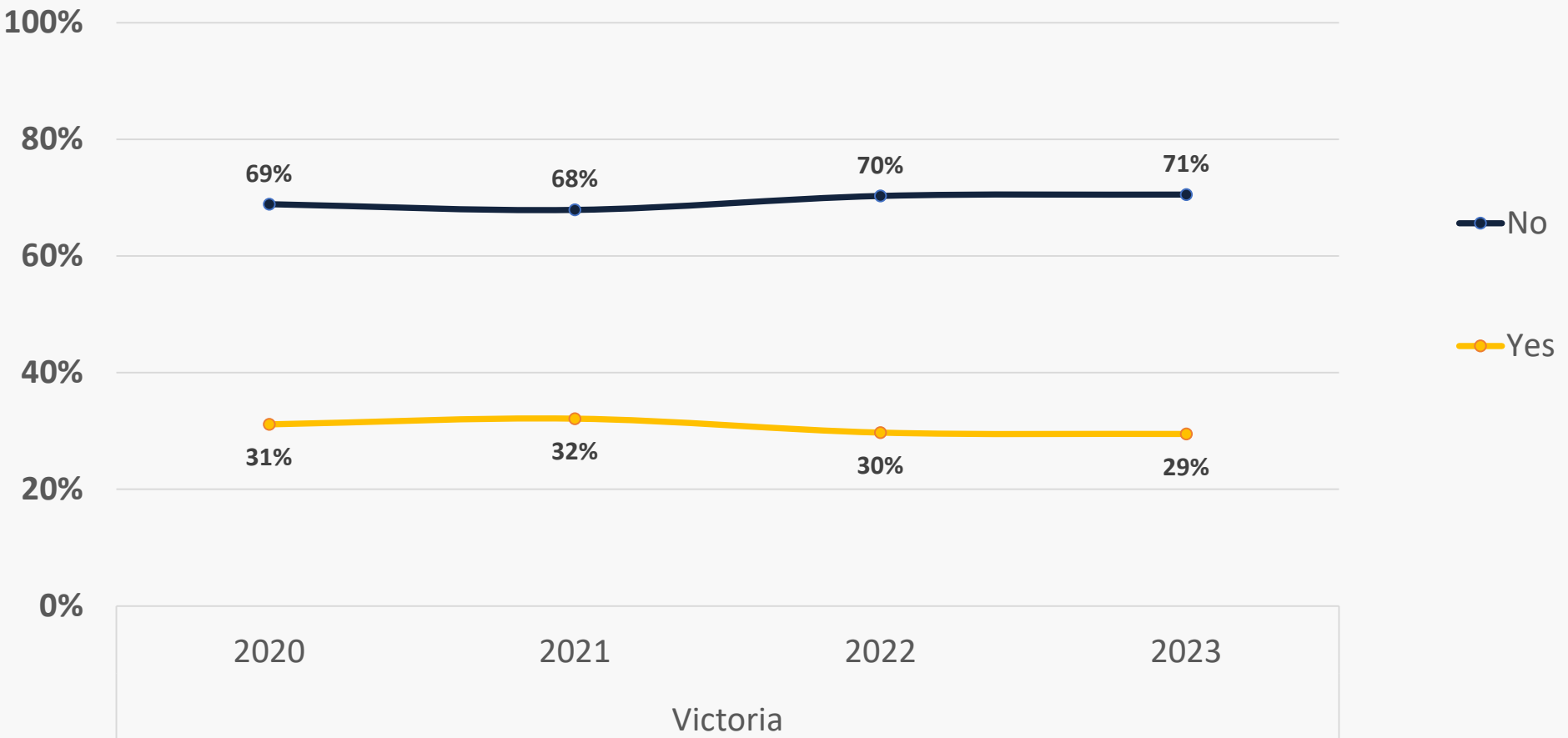


- For survey questions with significant changes in responses compared to past years, a 10-year trend is displayed for longer-term analysis



Have you been a victim of crime?

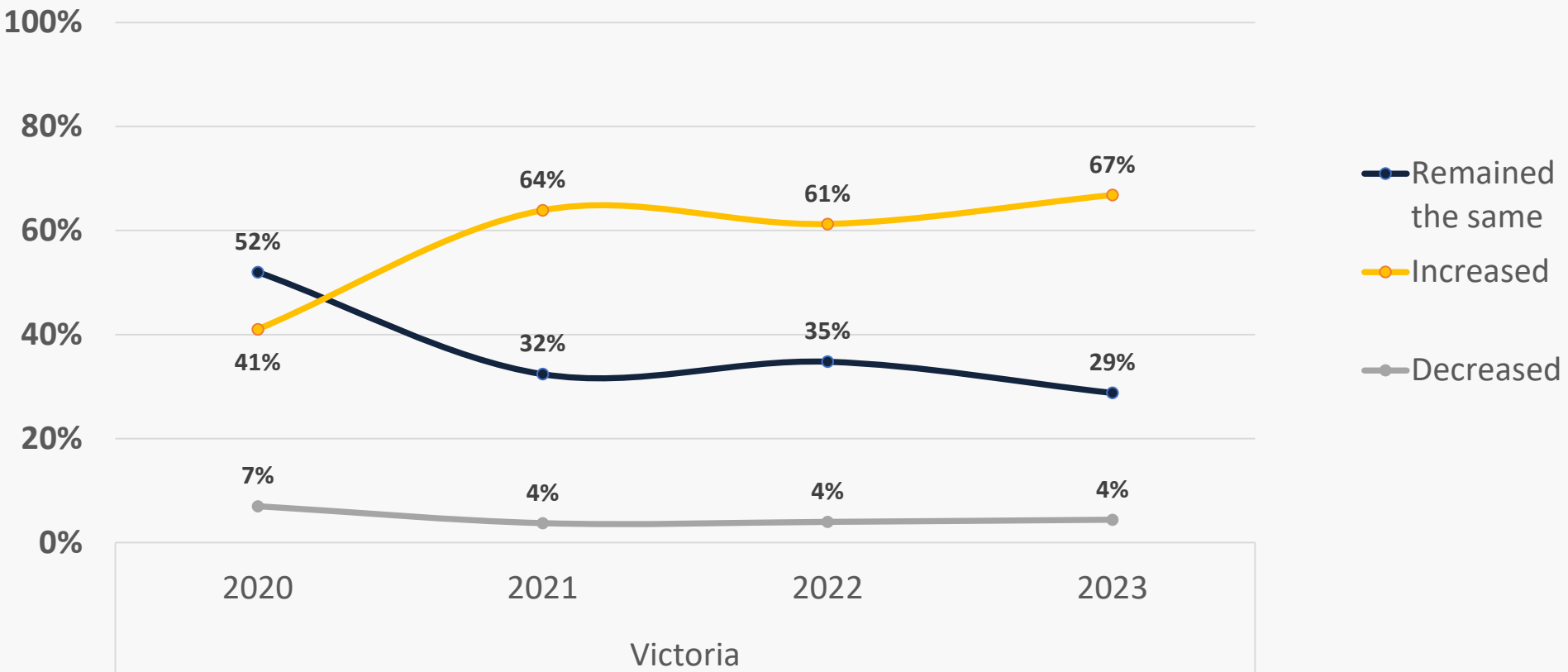
% of respondents who indicate they have been a victim of a crime in the last 5 years





Has crime changed?

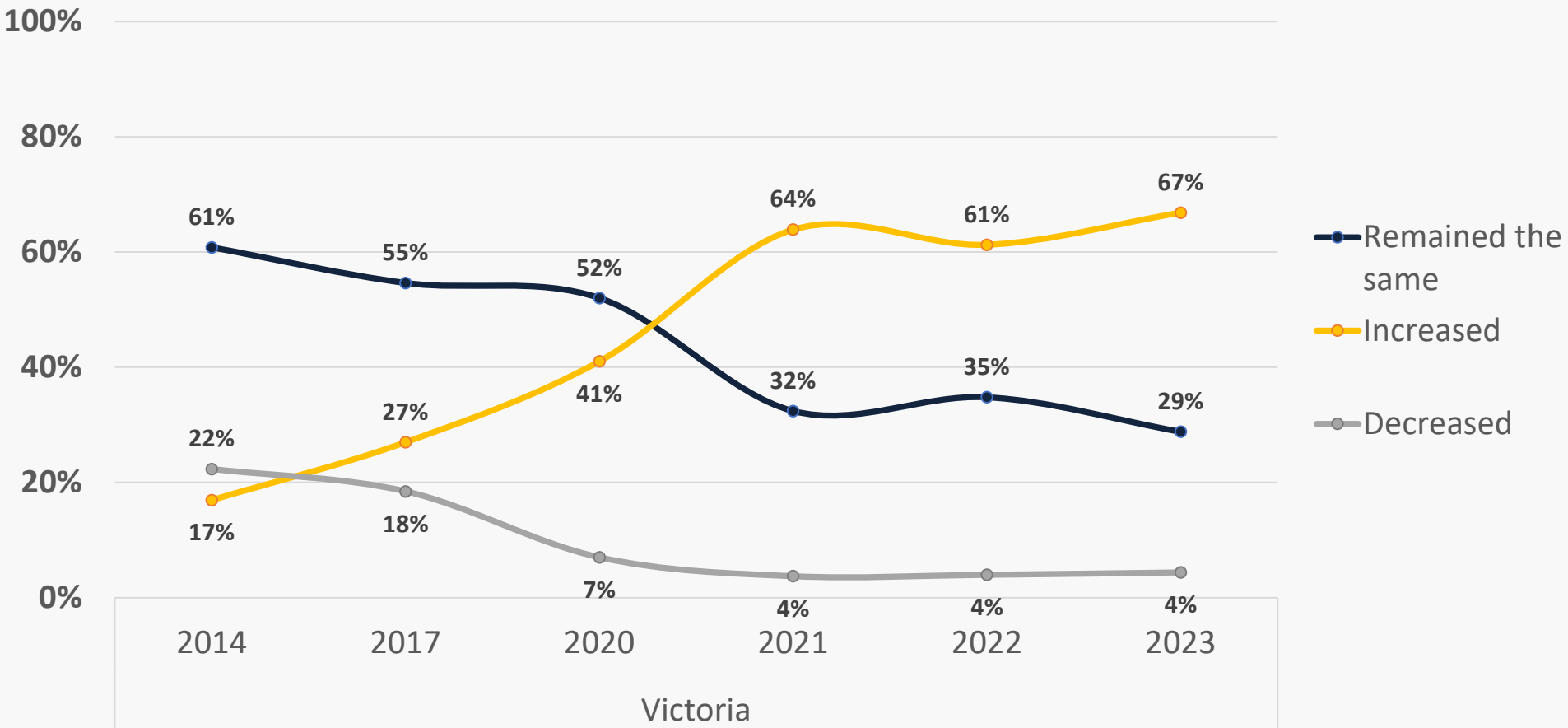
% of respondents who think crime has changed





9-year trend: Has crime changed?

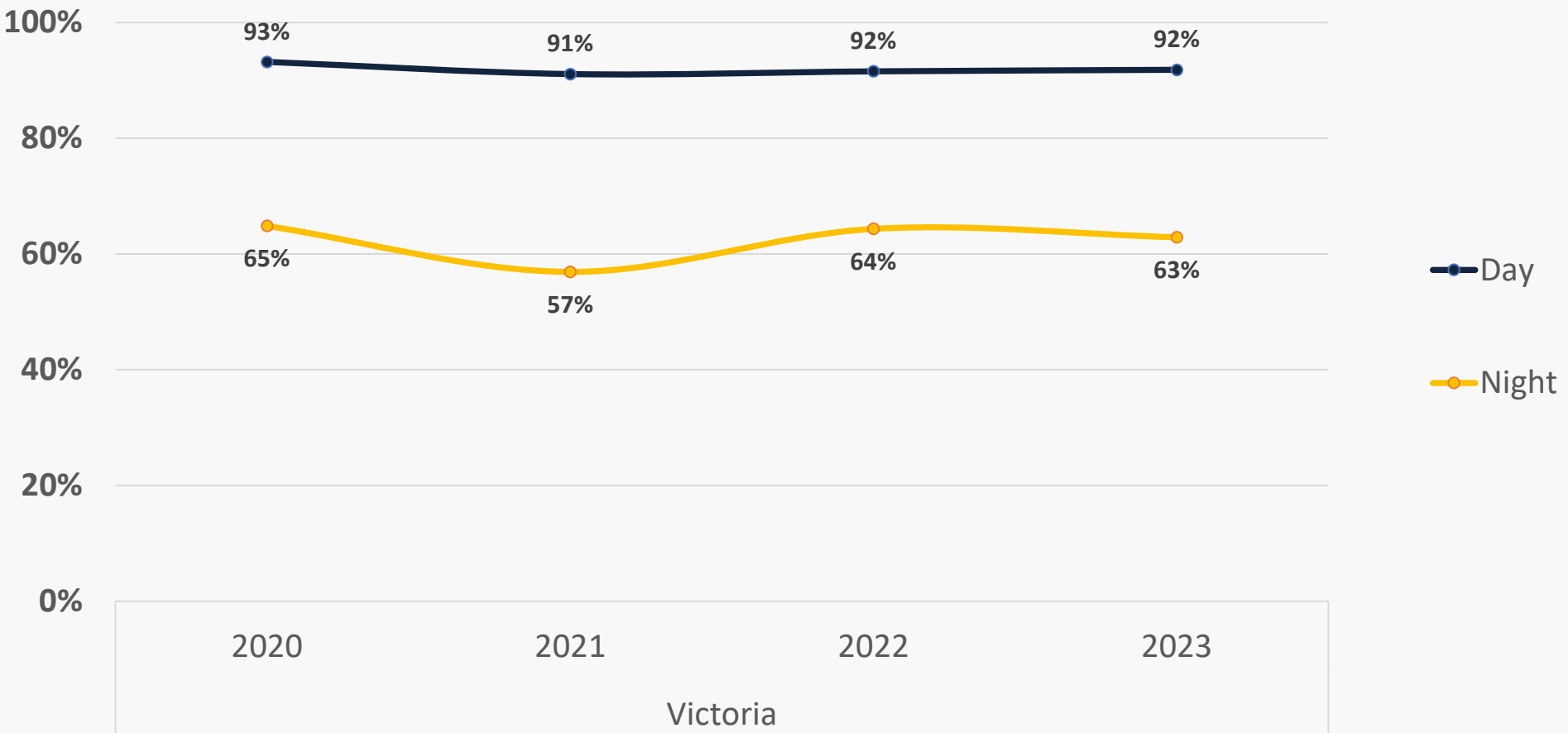
% of respondents who think crime has changed





Do you feel safe?

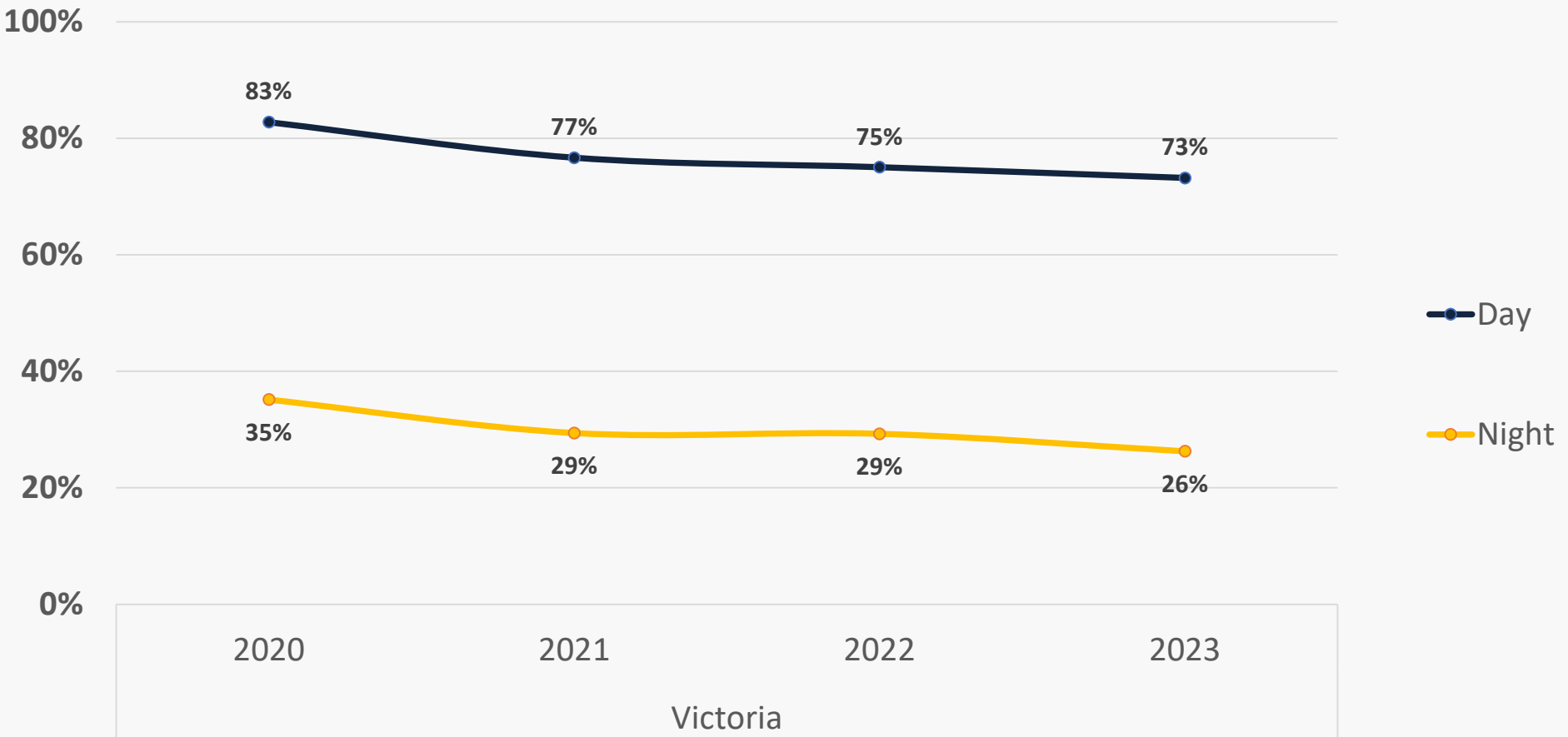
% of respondents who feel safe in their neighbourhood





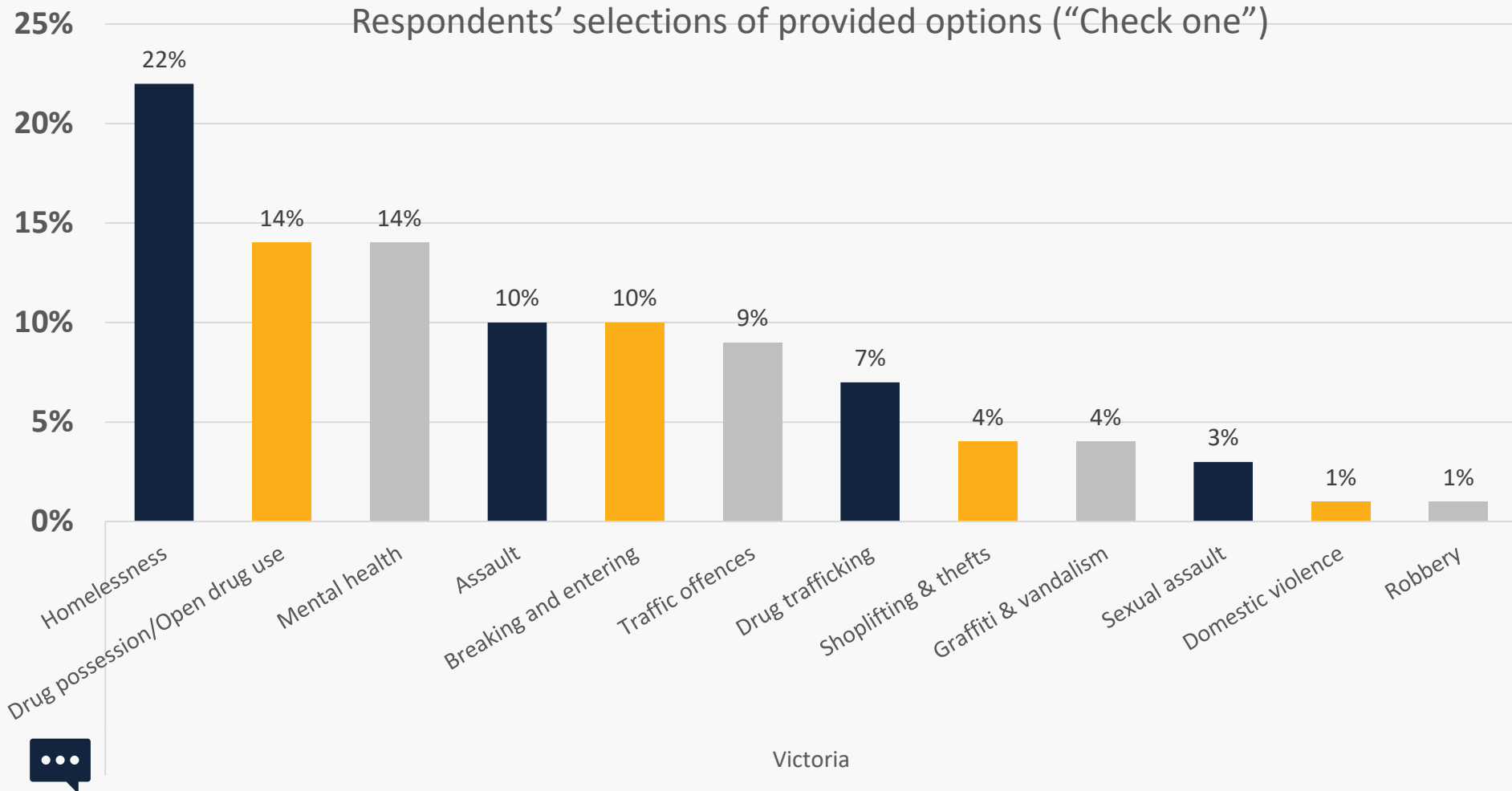
Do you feel safe?

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





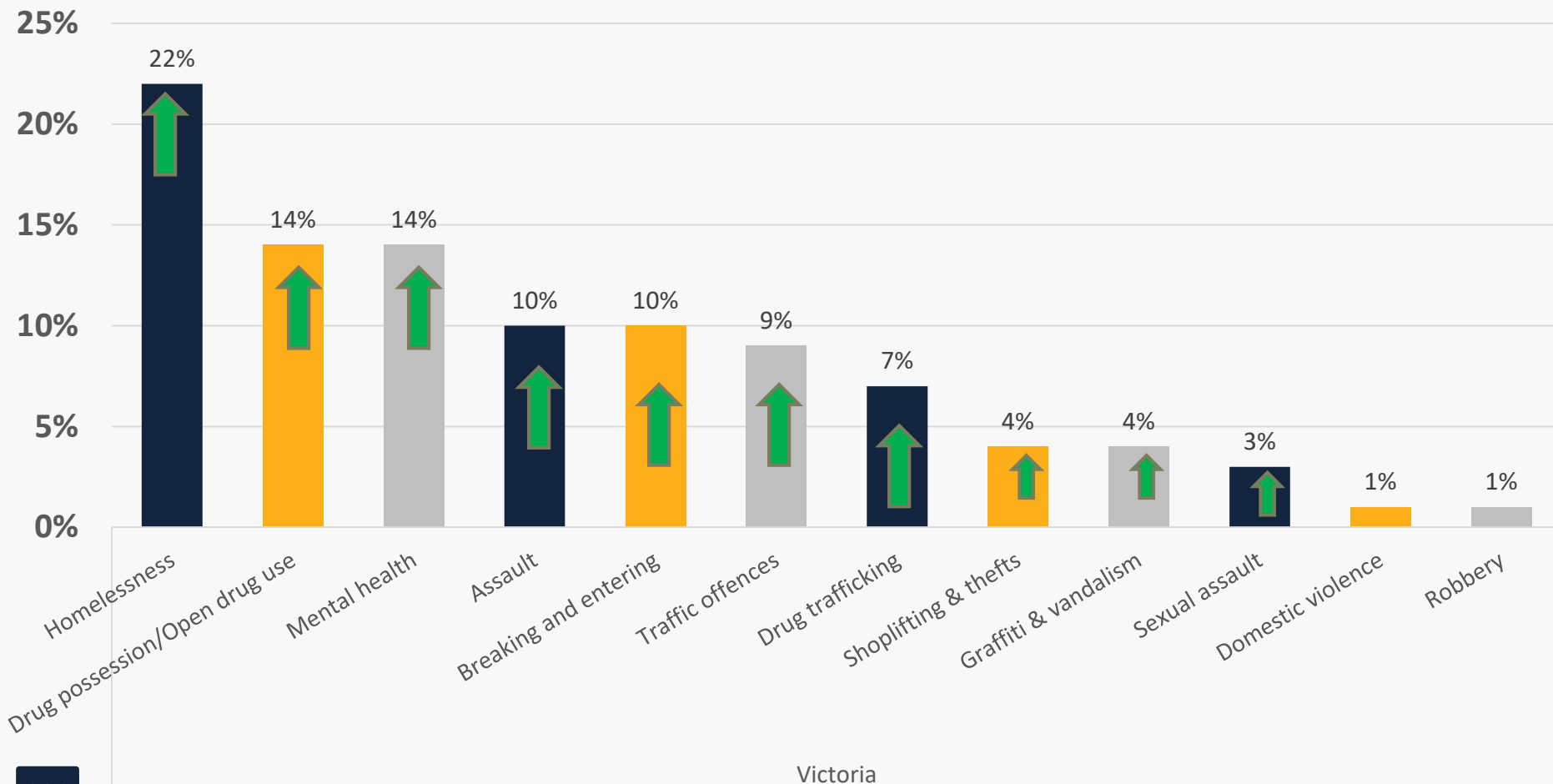
Which one problem should VicPD pay closer attention to?





Which one problem should VicPD pay closer attention to?

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



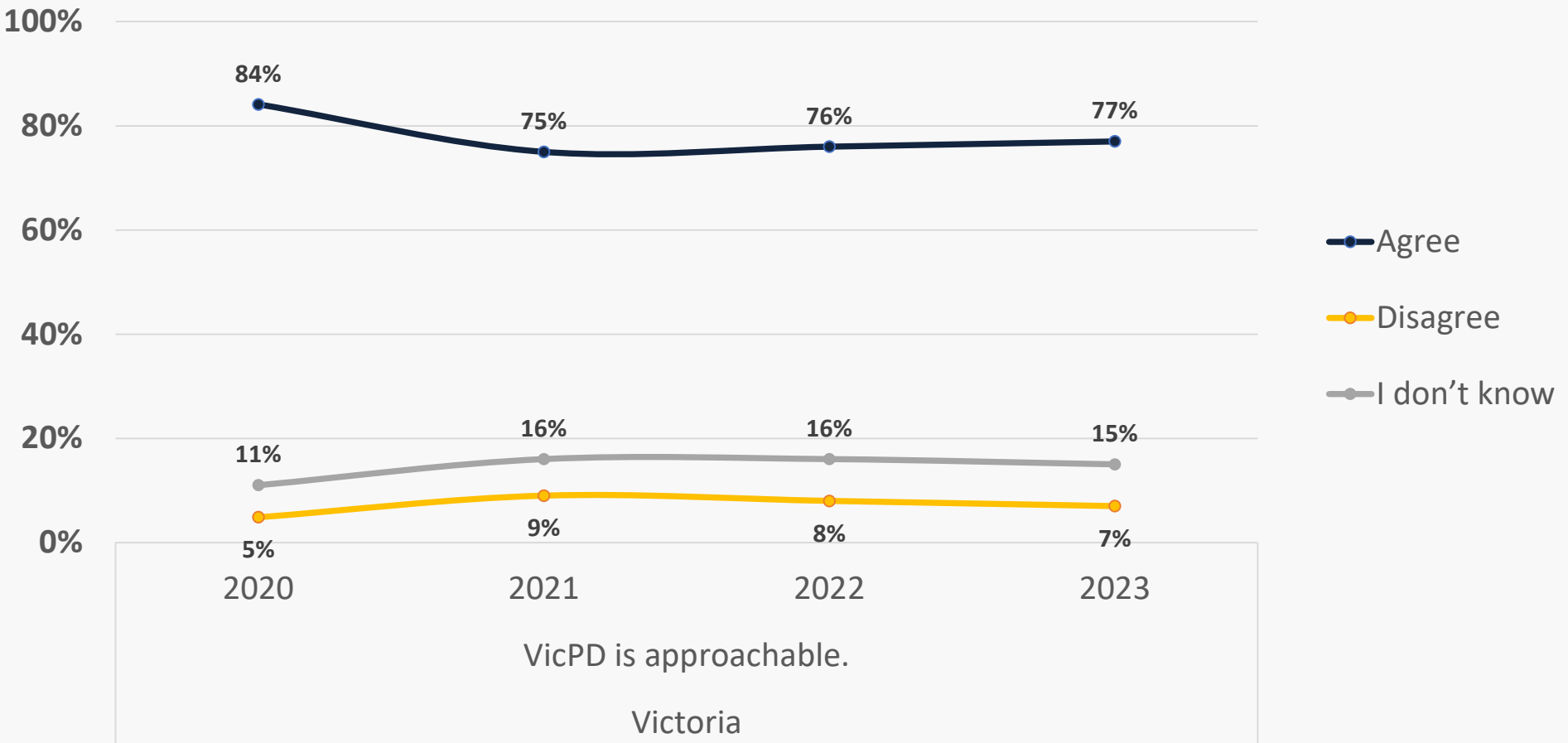
Victoria





“VicPD is approachable”

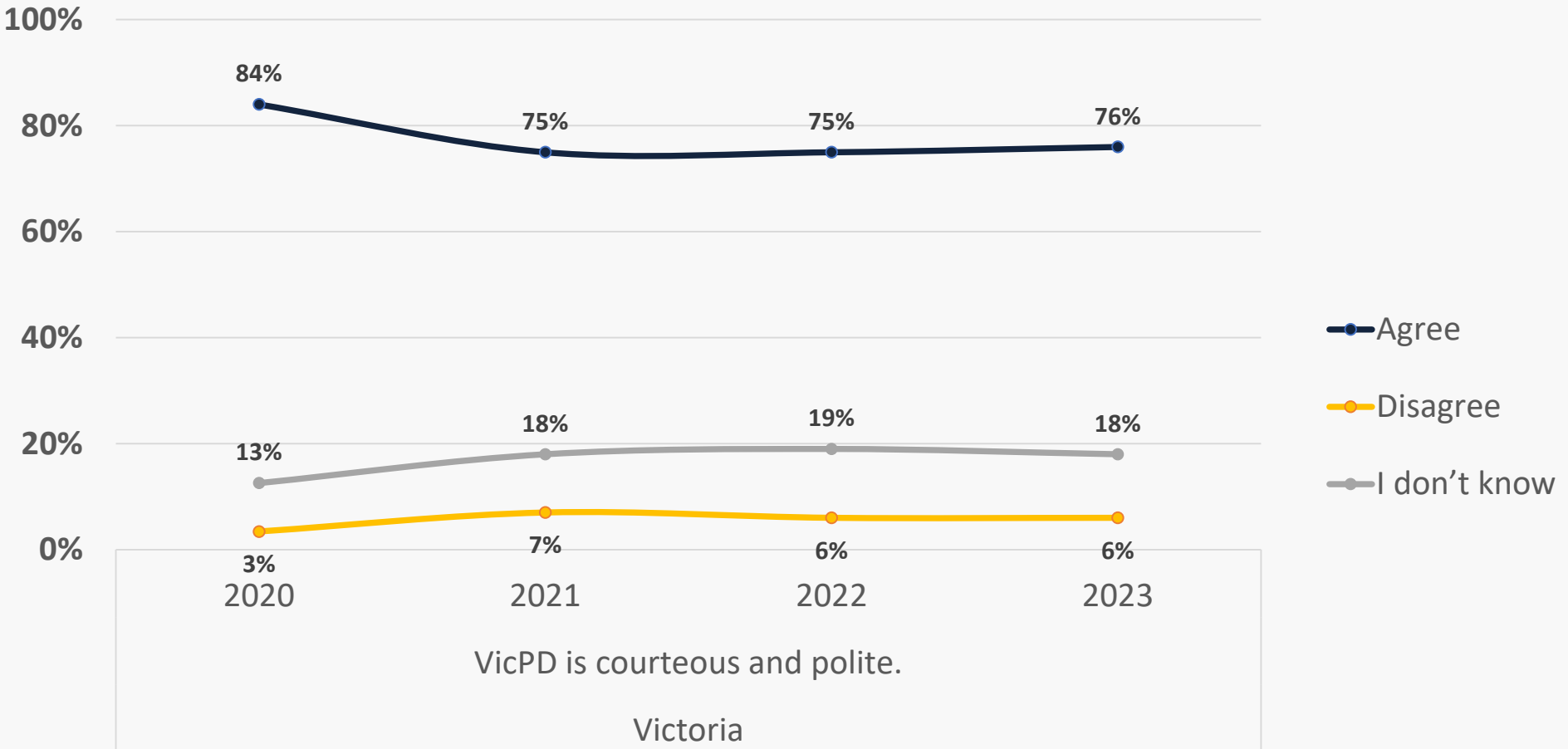
% of respondents who agree or disagree with this statement





“VicPD is courteous and polite”

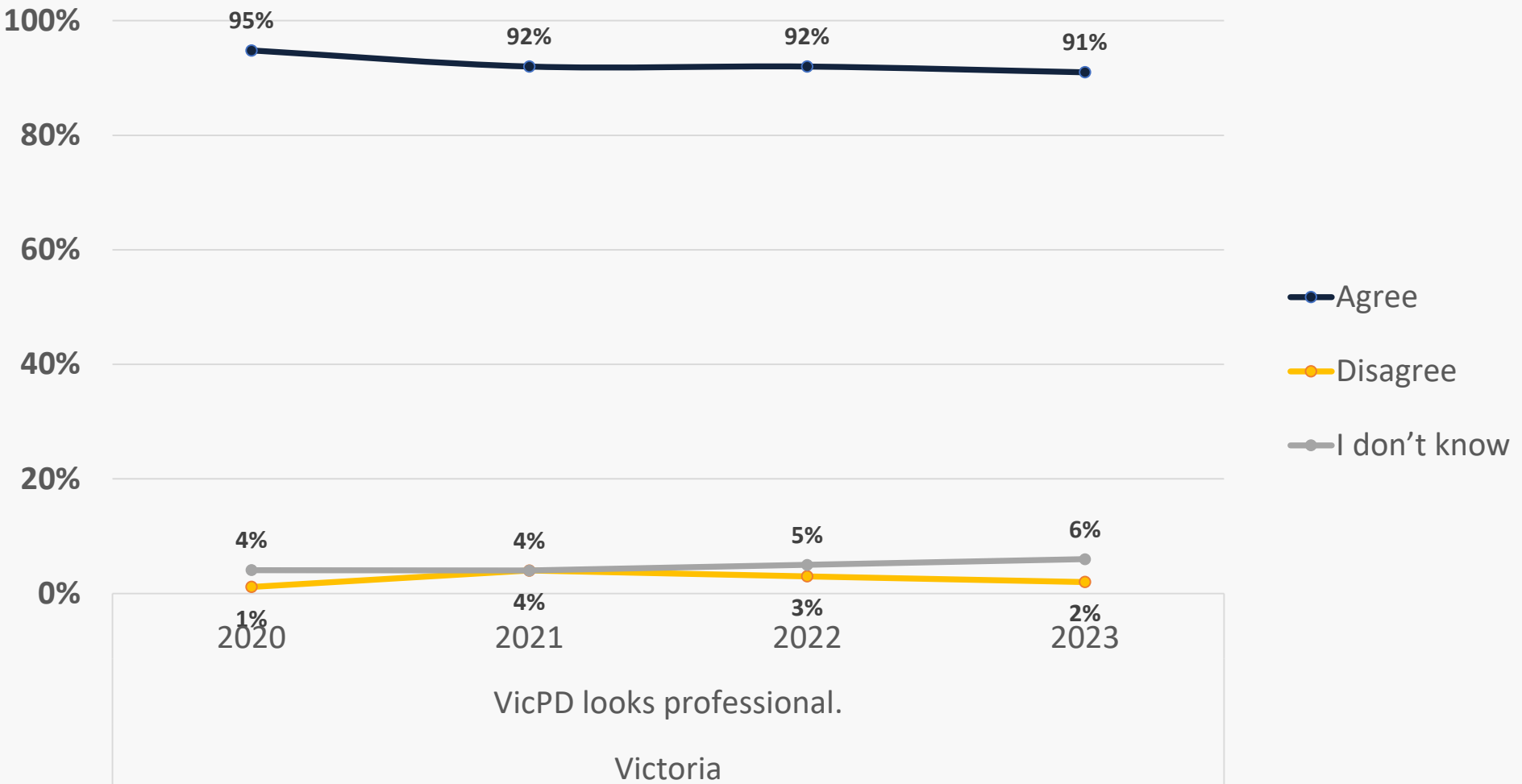
% of respondents who agree or disagree with this statement





“VicPD looks professional”

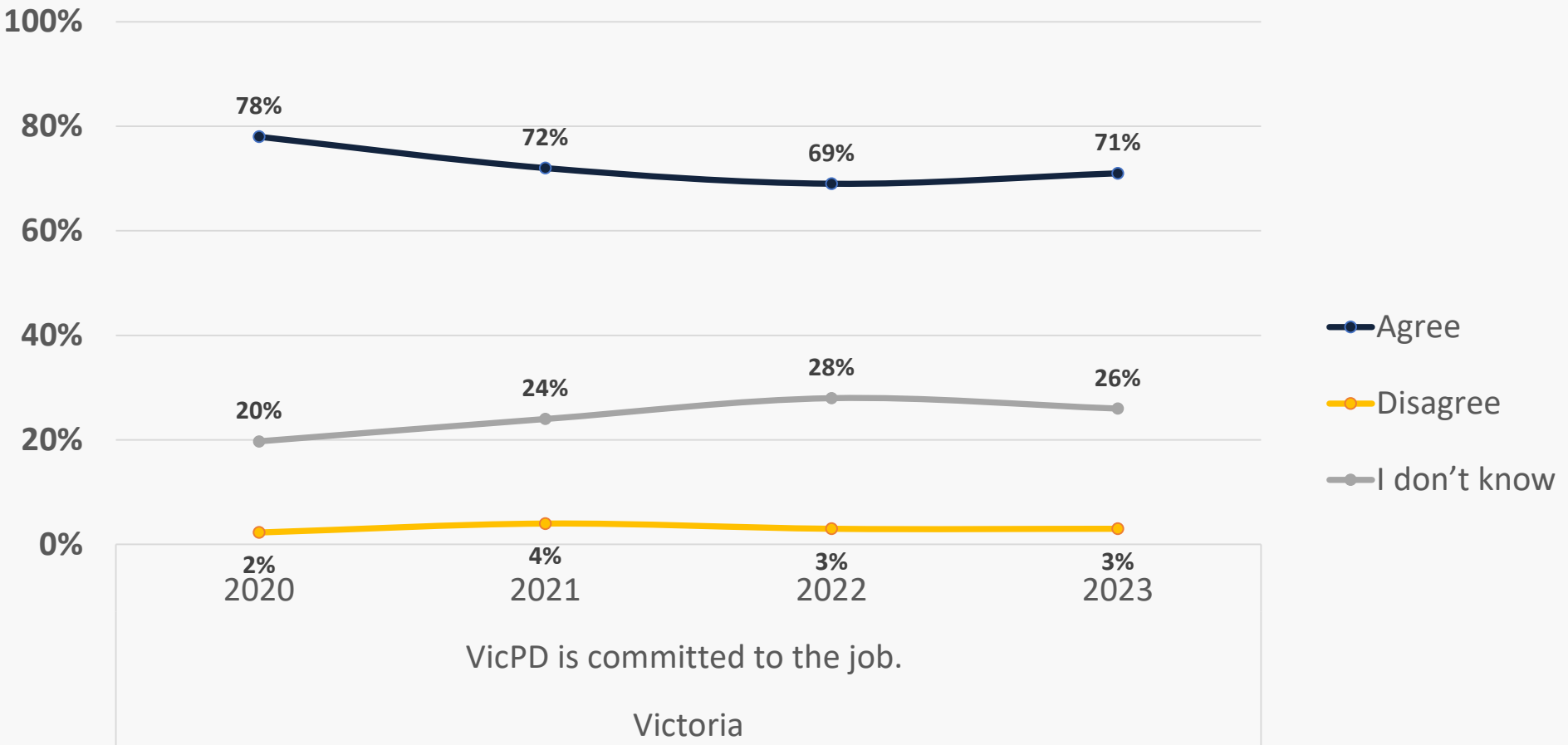
% of respondents who agree or disagree with this statement





“VicPD is committed to the job”

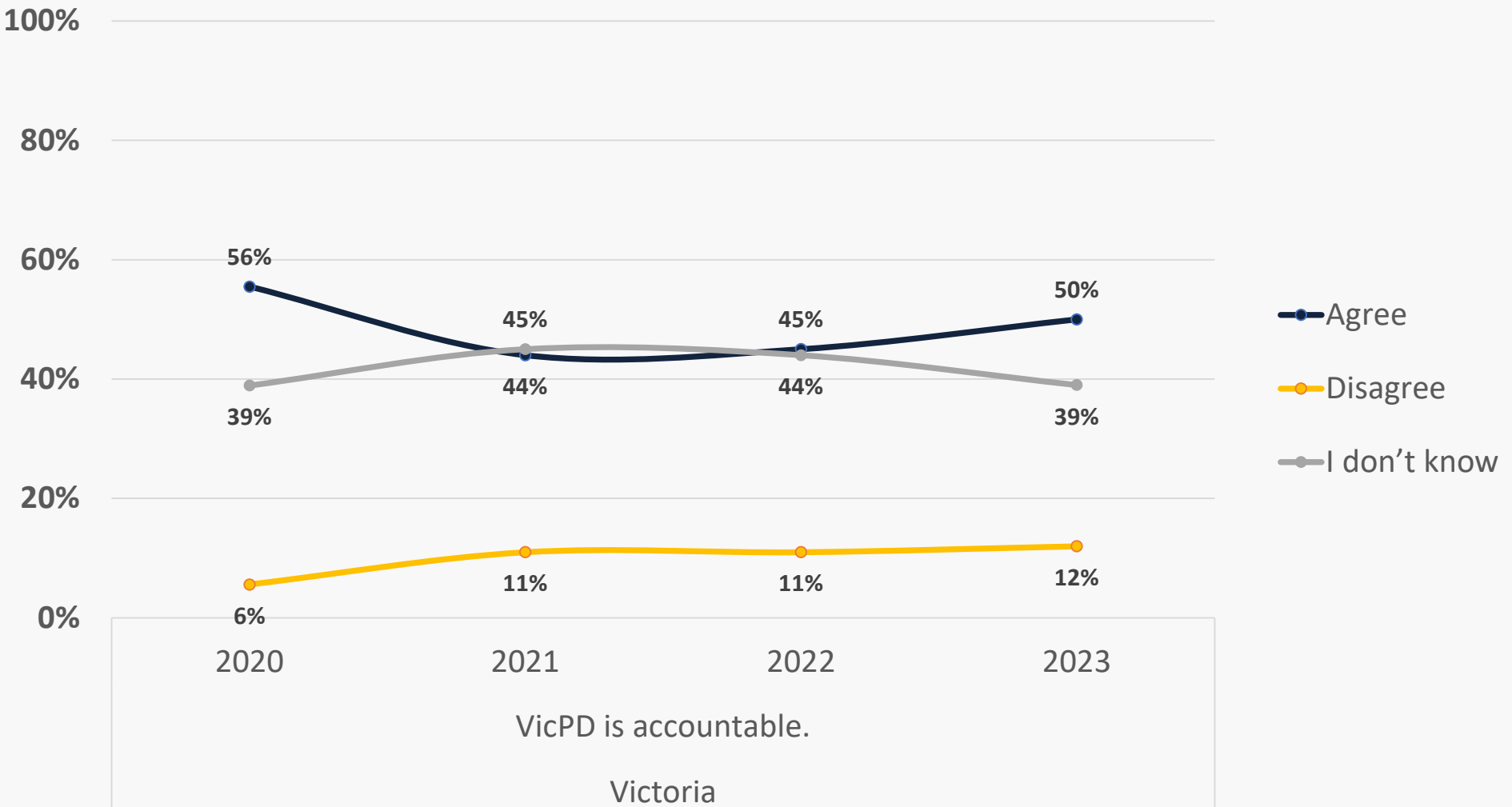
% of respondents who agree or disagree with this statement





“VicPD is accountable”

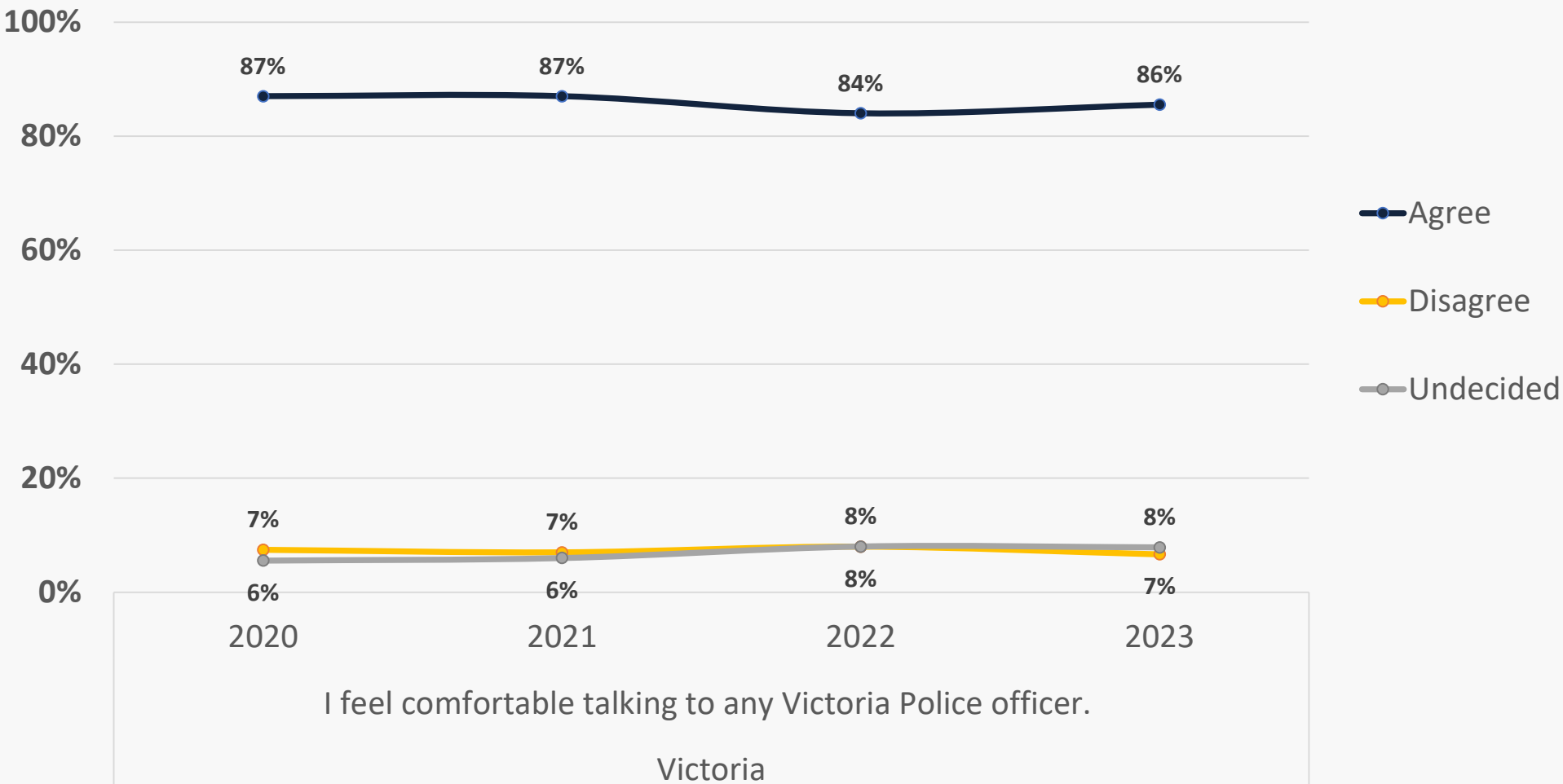
% of respondents who agree or disagree with this statement





“I feel comfortable talking to VicPD”

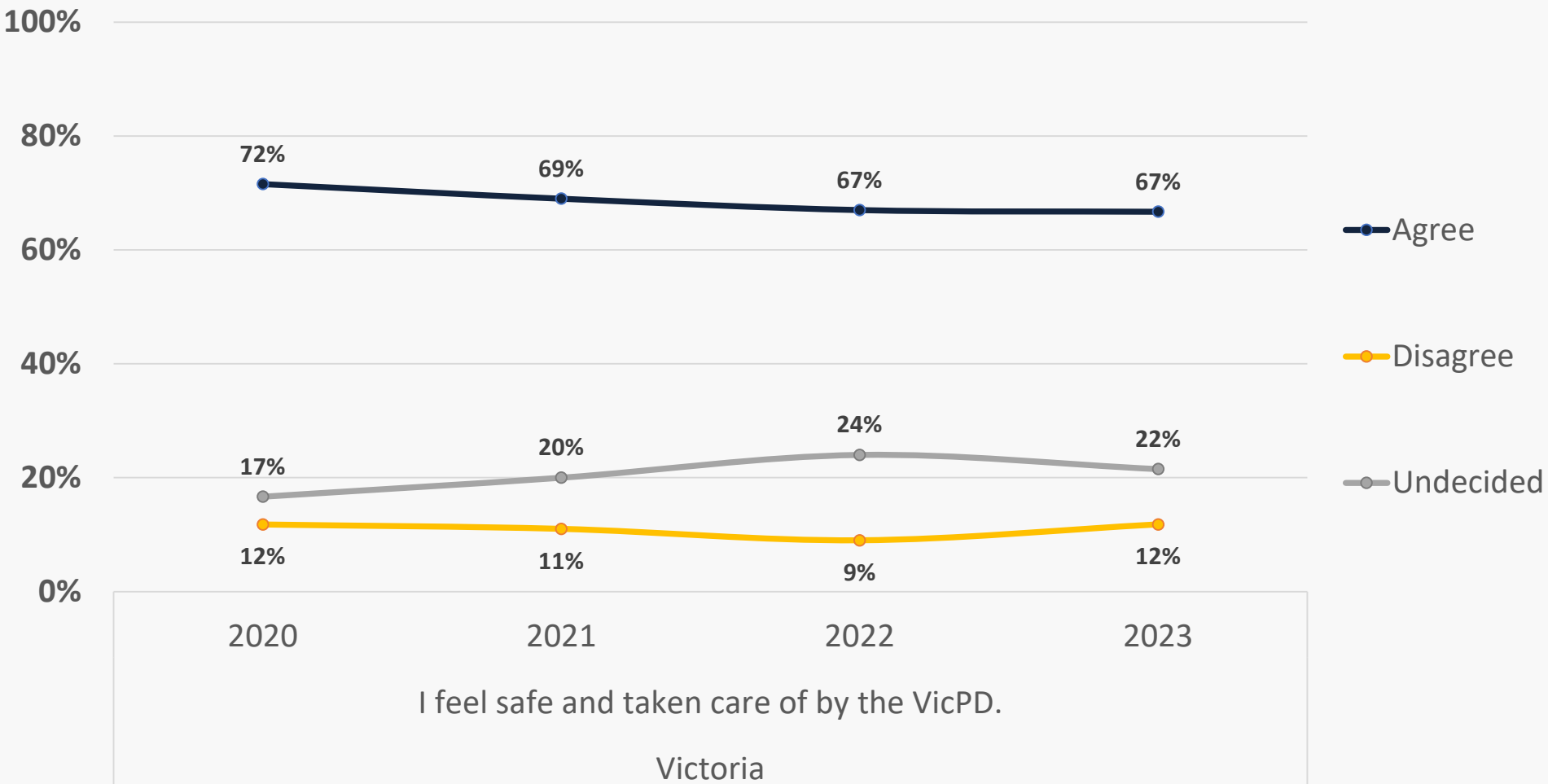
% of respondents who agree or disagree with this statement





“I feel safe & taken care of by VicPD”

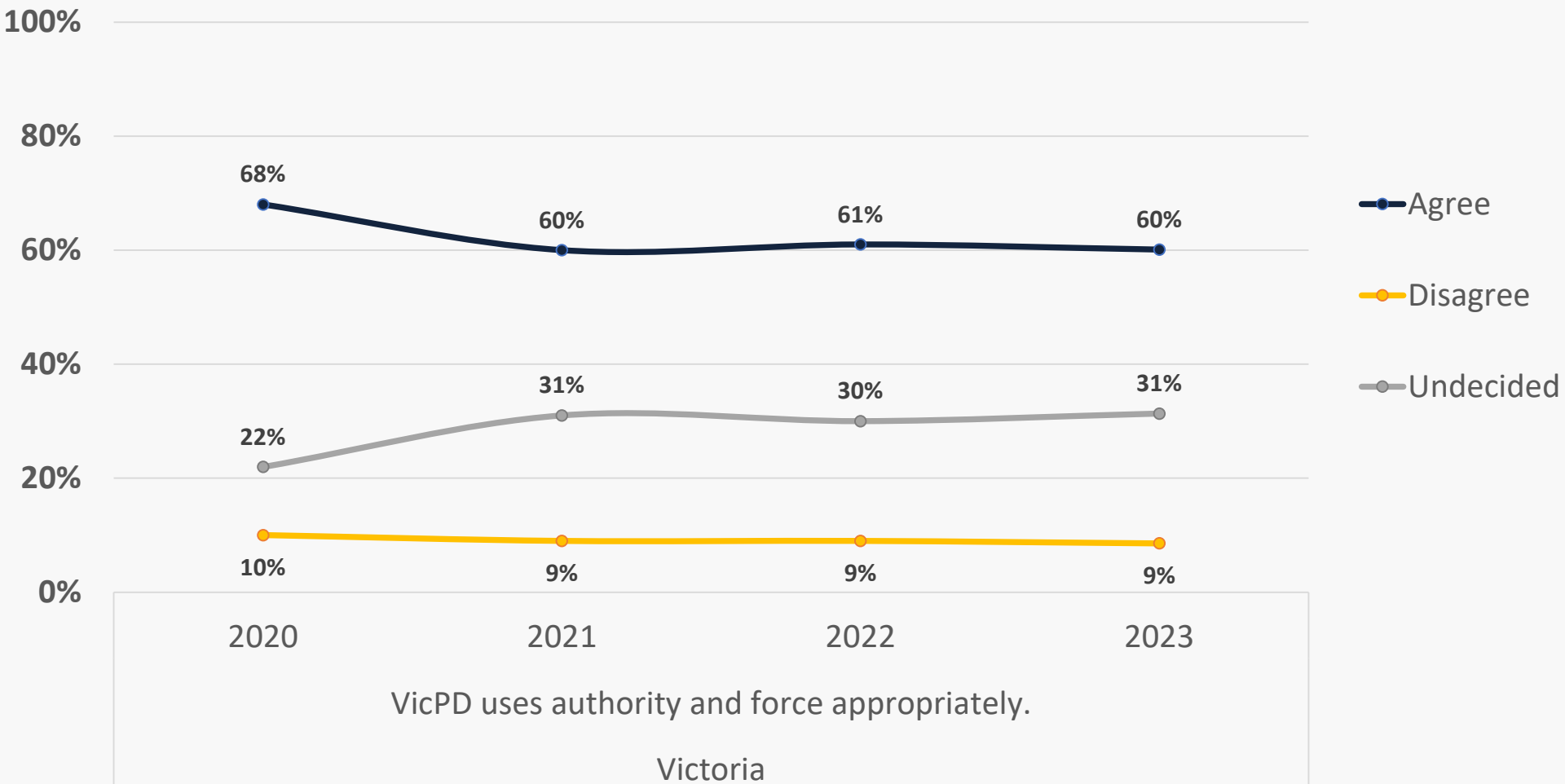
% of respondents who agree or disagree with this statement





“VicPD uses authority & force appropriately”

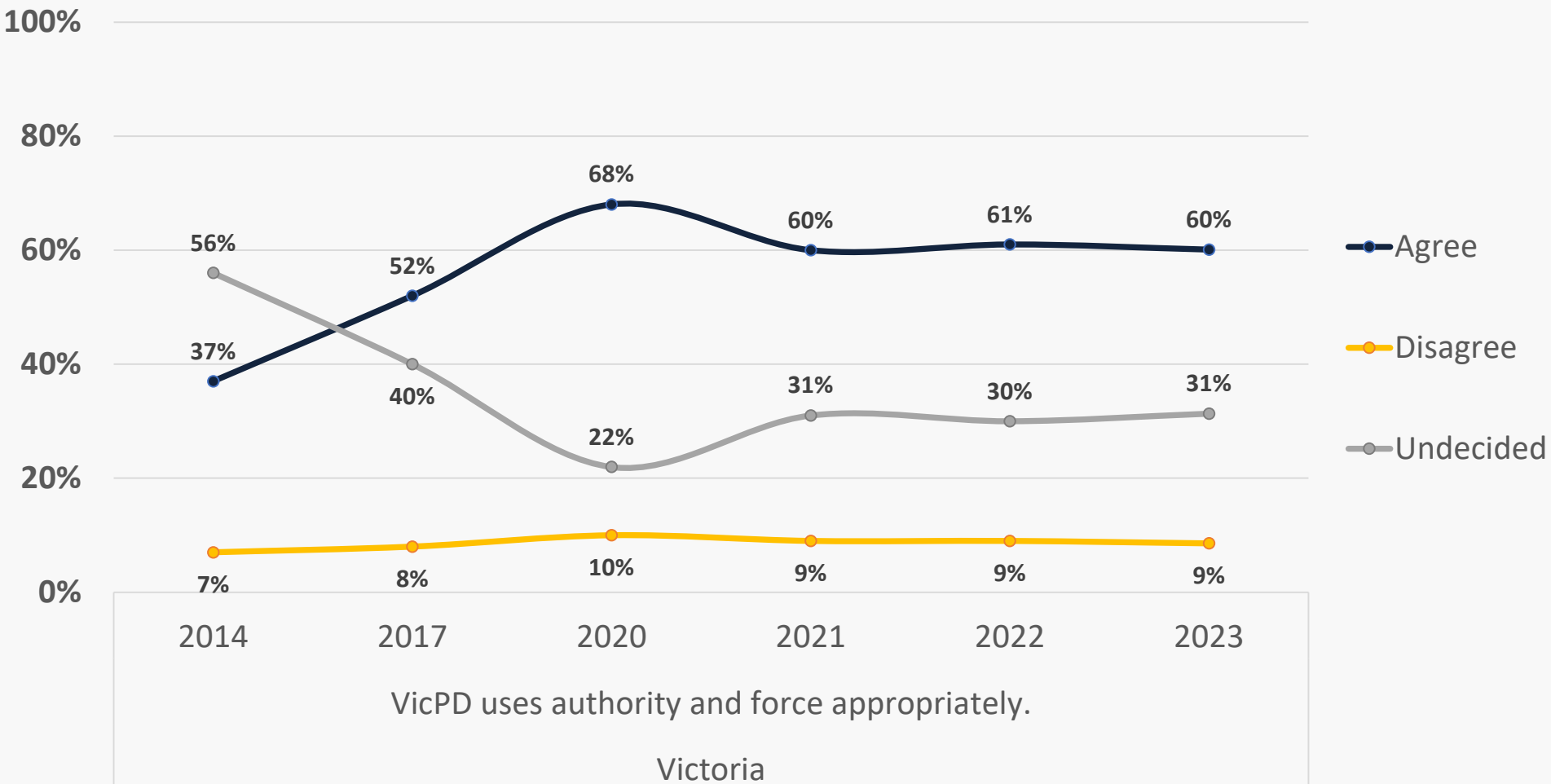
% of respondents who agree or disagree with this statement





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

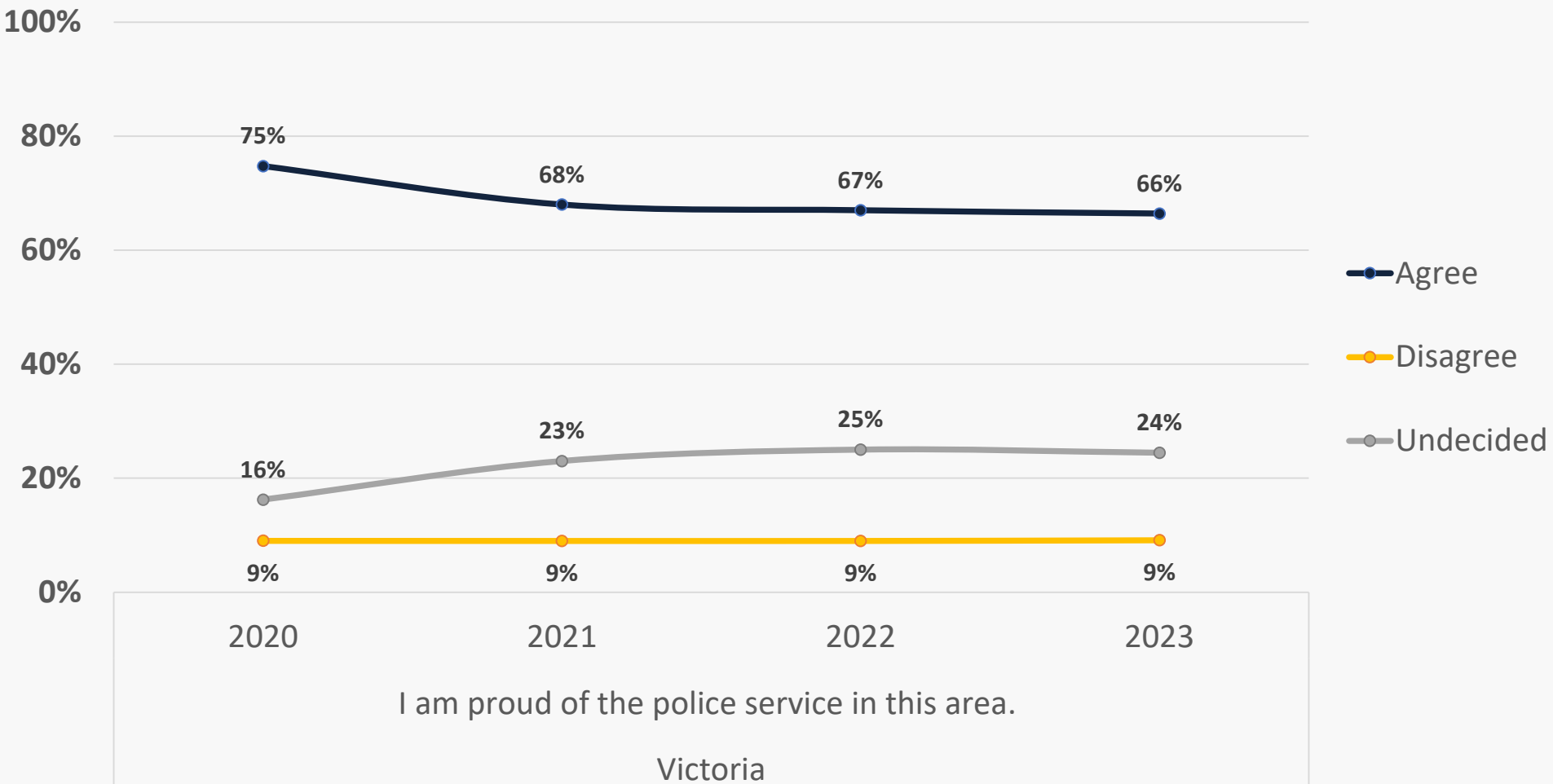
% of respondents who agree or disagree with this statement





“I am proud of VicPD”

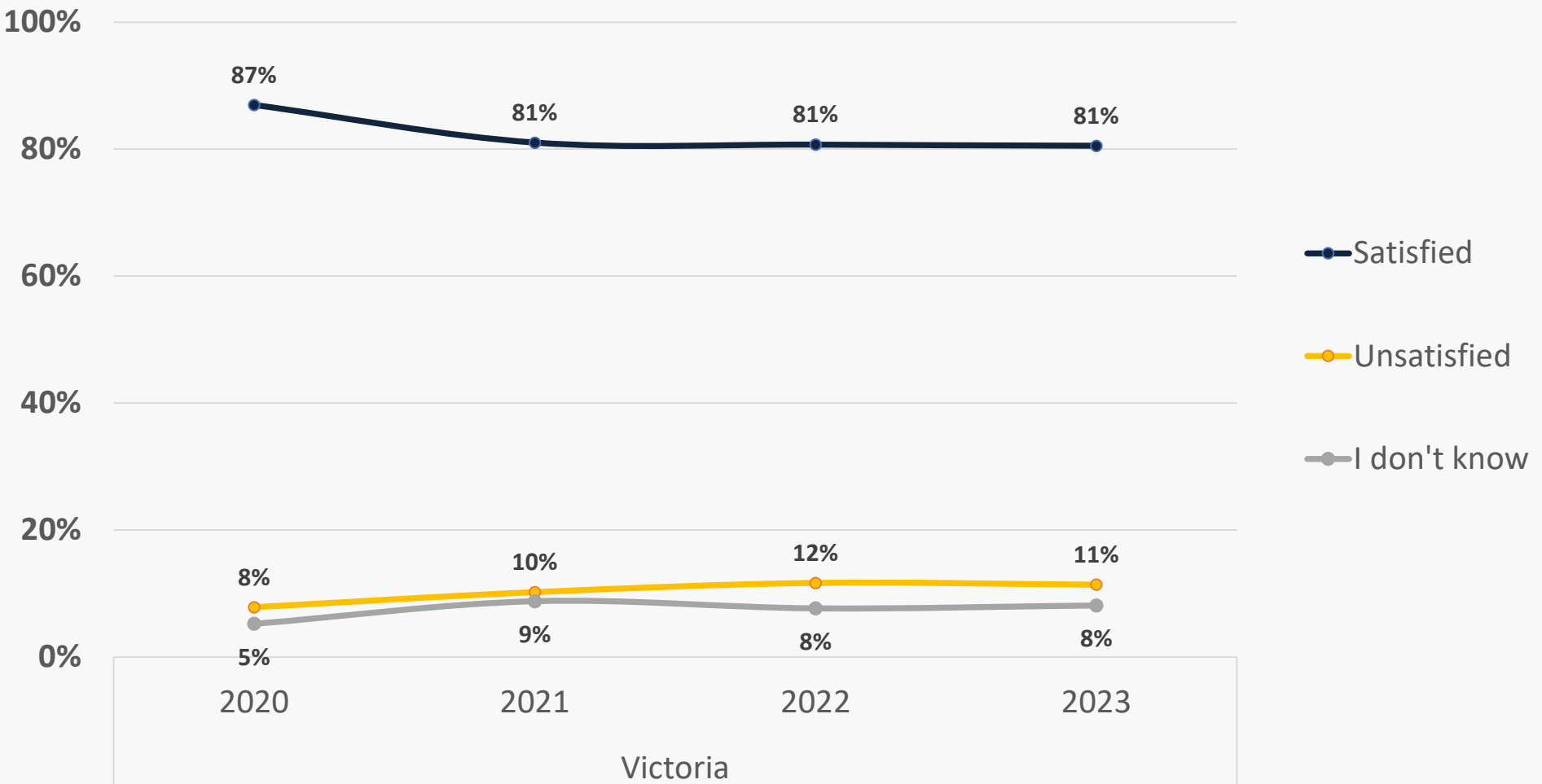
% of respondents who agree or disagree with this statement





Satisfaction

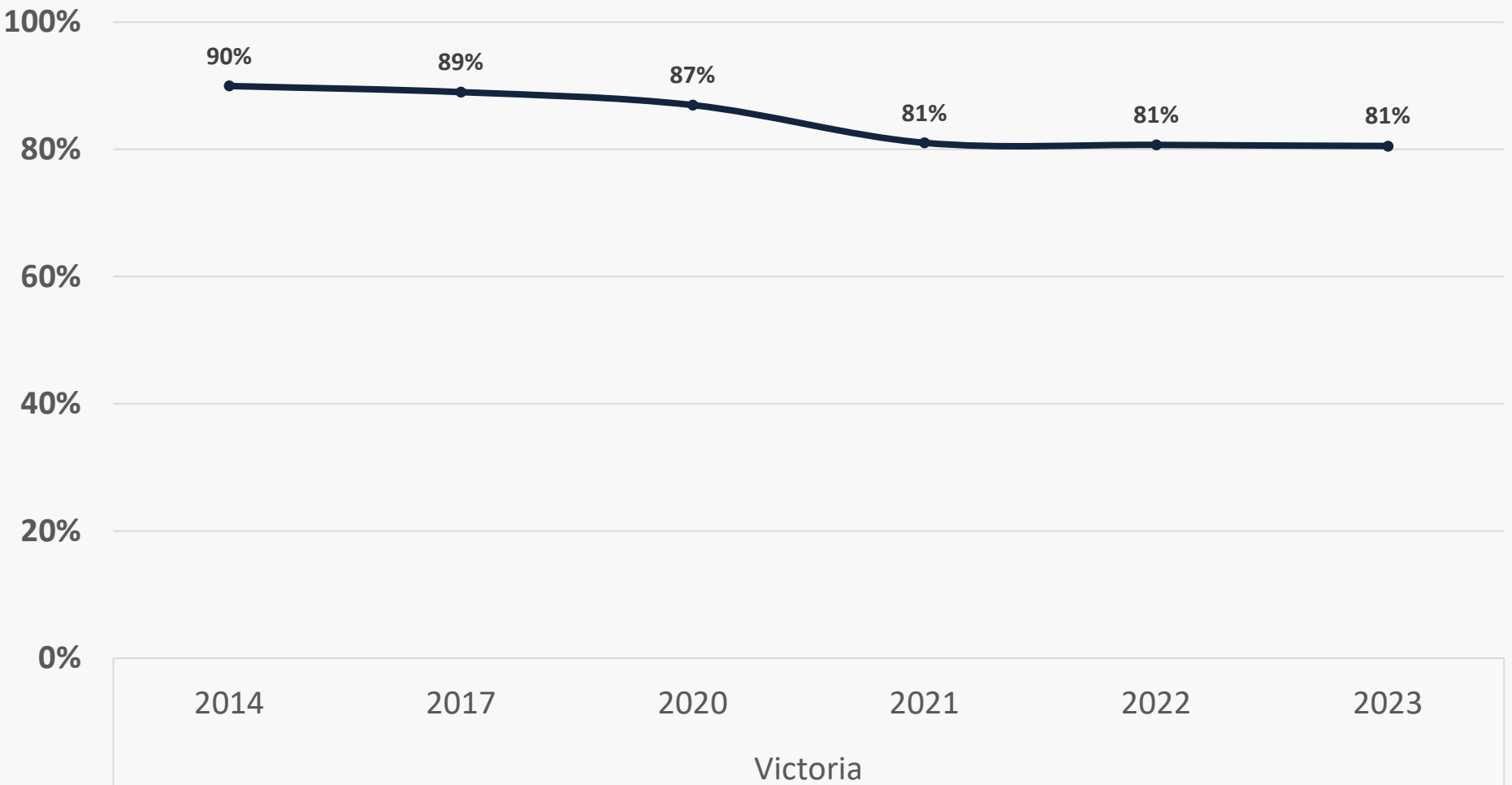
% of respondents who are satisfied with VicPD





9-year trend: Satisfaction

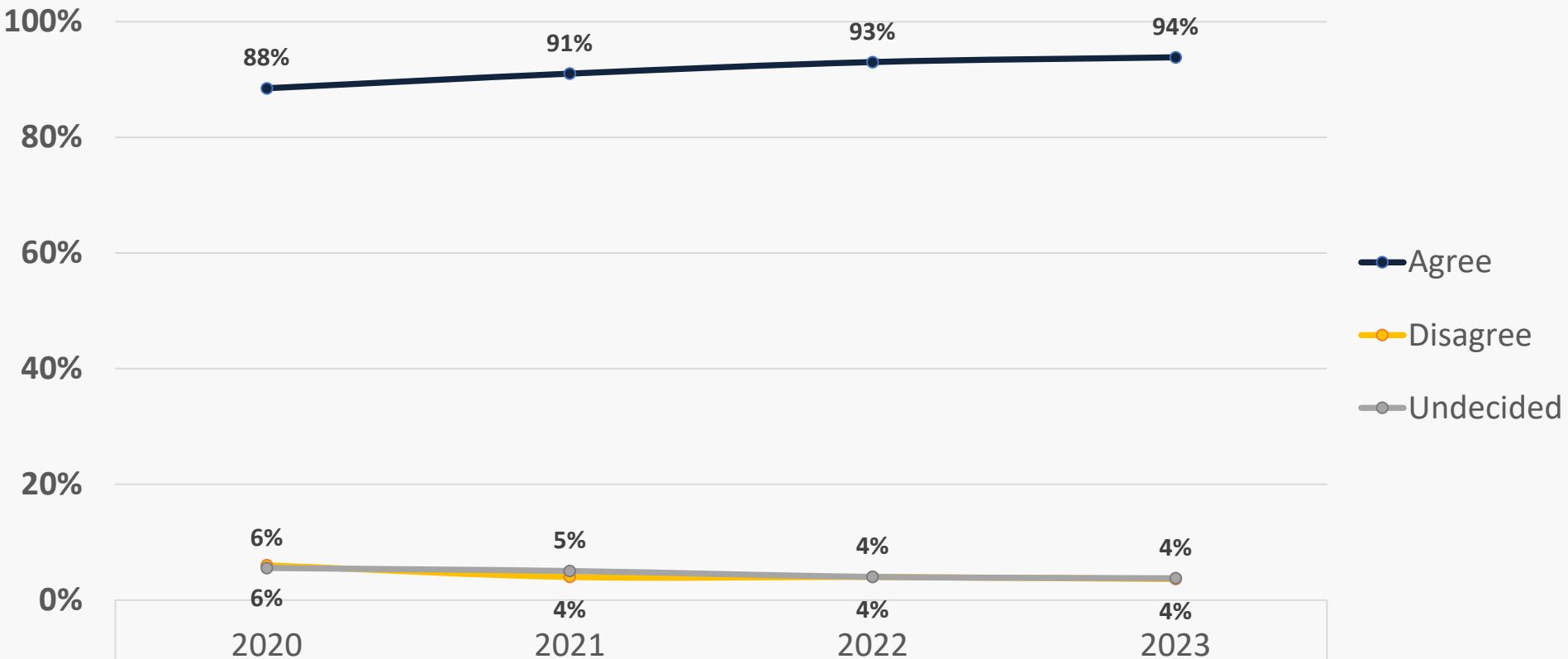
% of respondents who are satisfied with VicPD





“A Safer Community Together”

% of respondents who agree or disagree with this statement



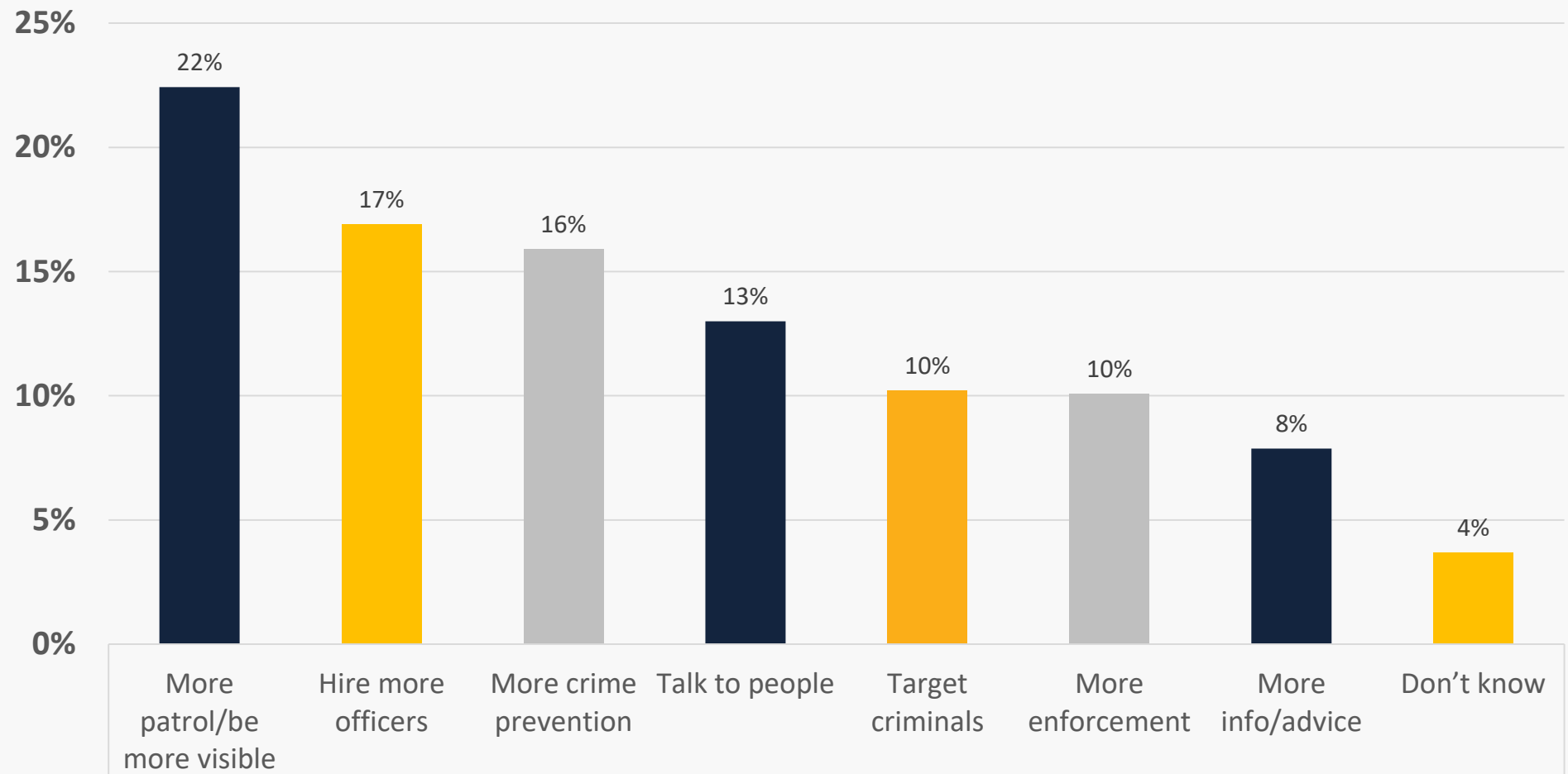
Police and citizens, working together, can help make this a better place to live and work.

Victoria



How to deal with problems?

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





Comments

- Respondents were invited to write in comments
- Of 835 Victoria respondents, 505 offered comments (60%)
- The following slides show the general themes of comments as well as a representative sample of anonymized comments



Sample of 2023 Comments (1/4)

“(I) feel our officers do the best they can do with limited resources. Local government needs to allocate more funds to increase the size of the actual working force. More front line workers please! Absolutely respect and thank all officers for what they do.”



Sample of 2023 Comments (2/4)

Police have become outreach workers, are disrespected in much of the downtown street community and are wasting a large proportion of time in useless, unproductive court appearances. I support a funded police force, but one that but one that appropriately uses its time to focus on the community, not spinning it's wheels..."

"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.”

“Stop the open air drug use.”

“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)

“Just want to thank the VicPD for all their work, seen and unseen. I certainly would not want to have their job!”

“Thank you for this opportunity to respond.”



For more information

Visit:

