



# **2024 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)
- One option for completion:
  - ▣ Online (with unique code). Respondents who have access challenges were able to complete the survey by telephone.



# Our survey: one of the many ways we connect with our community





# Timeline

- February/March: prepared surveys
- April: Distributed surveys
- May: Survey closed; analyzed results
- July: Internal and public engagement to share findings



# How many responded?

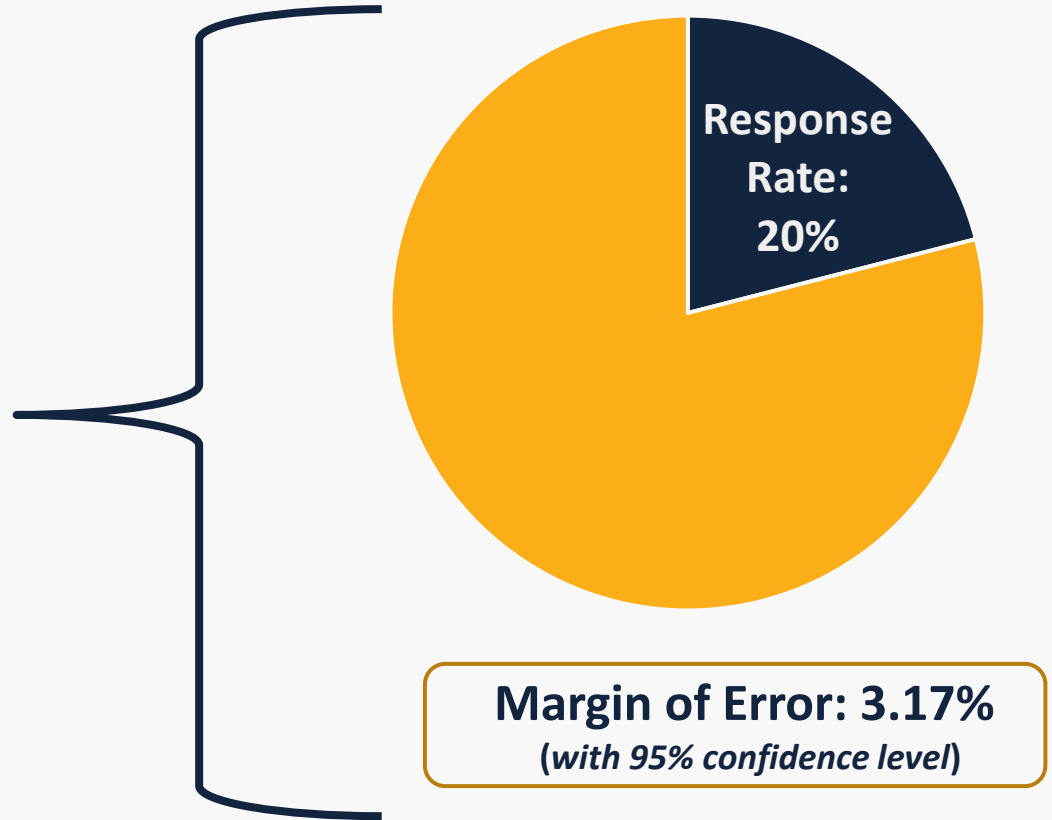
*We randomly mailed*

**5,000**

*surveys to  
Victoria and Esquimalt.*

**946**

*were completed.*



If this survey was administered 100 times, in 95 of those instances the results will reflect the actual population result to within 3.17%.



# Comparison of Margins of Error

Margins of error for selected police surveys, 2023-2024

Vancouver Police Department	2.34%
<b>VicPD</b>	<b>3.17%</b>
Calgary Police Service	4.40%
Regina Police Service	4.60%
Medicine Hat Police Service	4.90%



# Comparison of Engagement

Number of respondents per 1,000 population  
for selected police surveys, 2023-2024

<b>VicPD</b>	<b>8.6</b>
Vancouver Police Department	2.7
Regina Police Service	2.0
Medicine Hat Police Service	1.4
Calgary Police Service	0.4



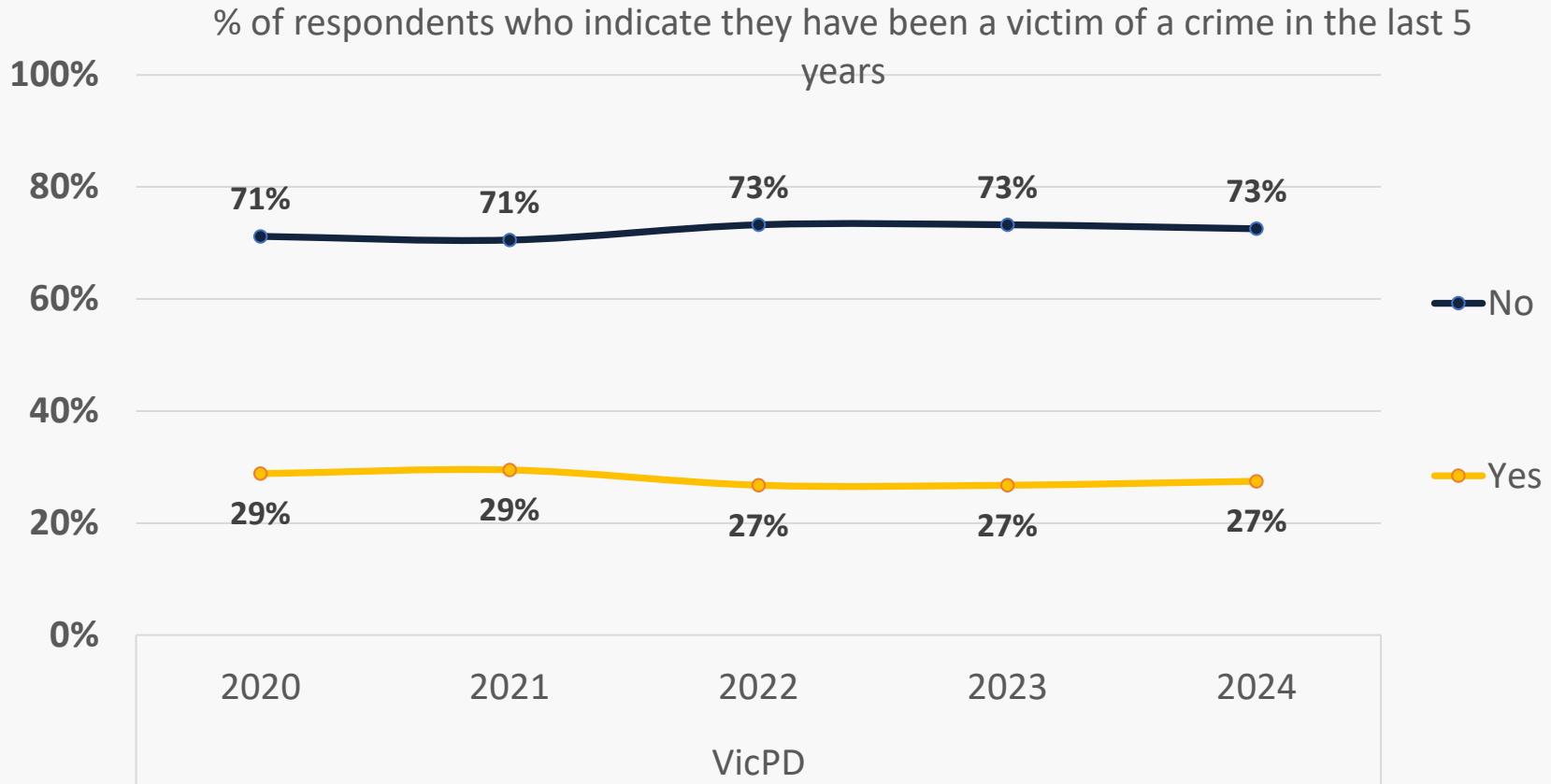


# Combined VicPD Survey Results

- This presentation reflects annual results from 2020-2024 for VicPD's jurisdiction (i.e. combined results for residents and businesses in Esquimalt and Victoria).
- Results specific to Esquimalt and Victoria will be posted on the VicPD website
- For survey questions with significant changes in responses compared to past years, a 10-year trend is displayed for longer-term analysis



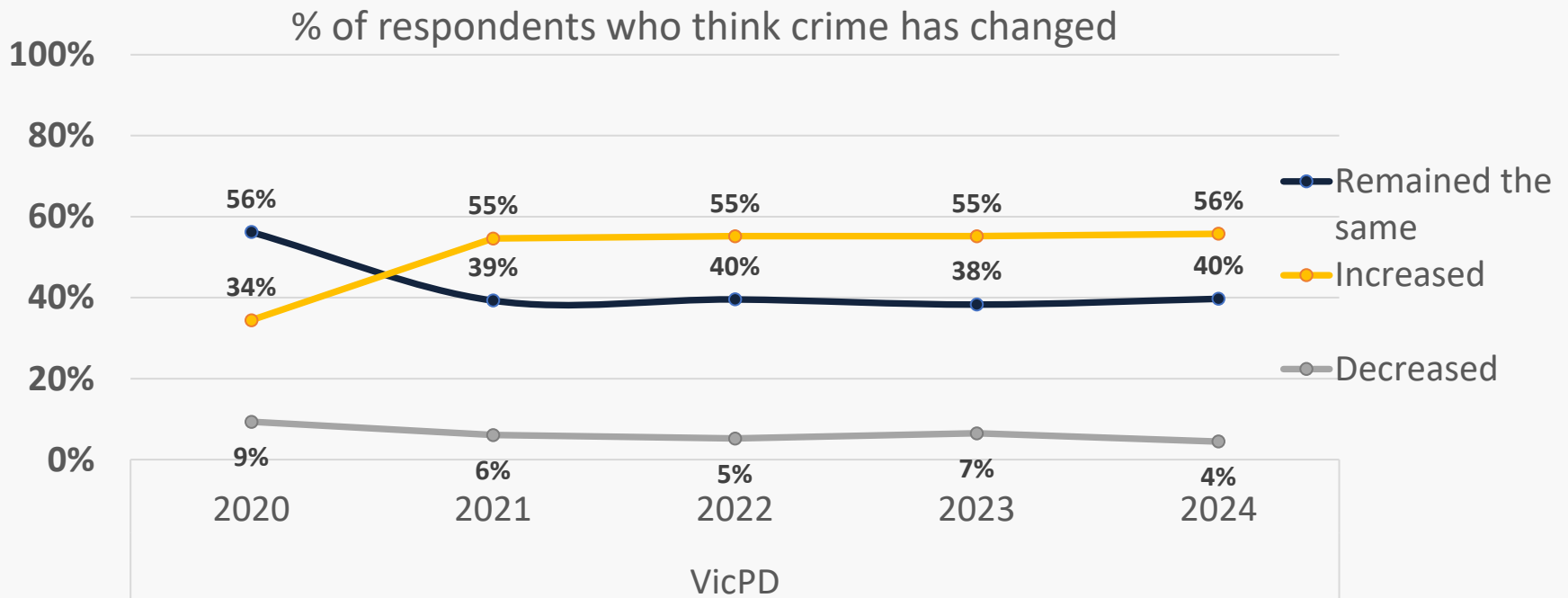
# Have you been a victim of crime?



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



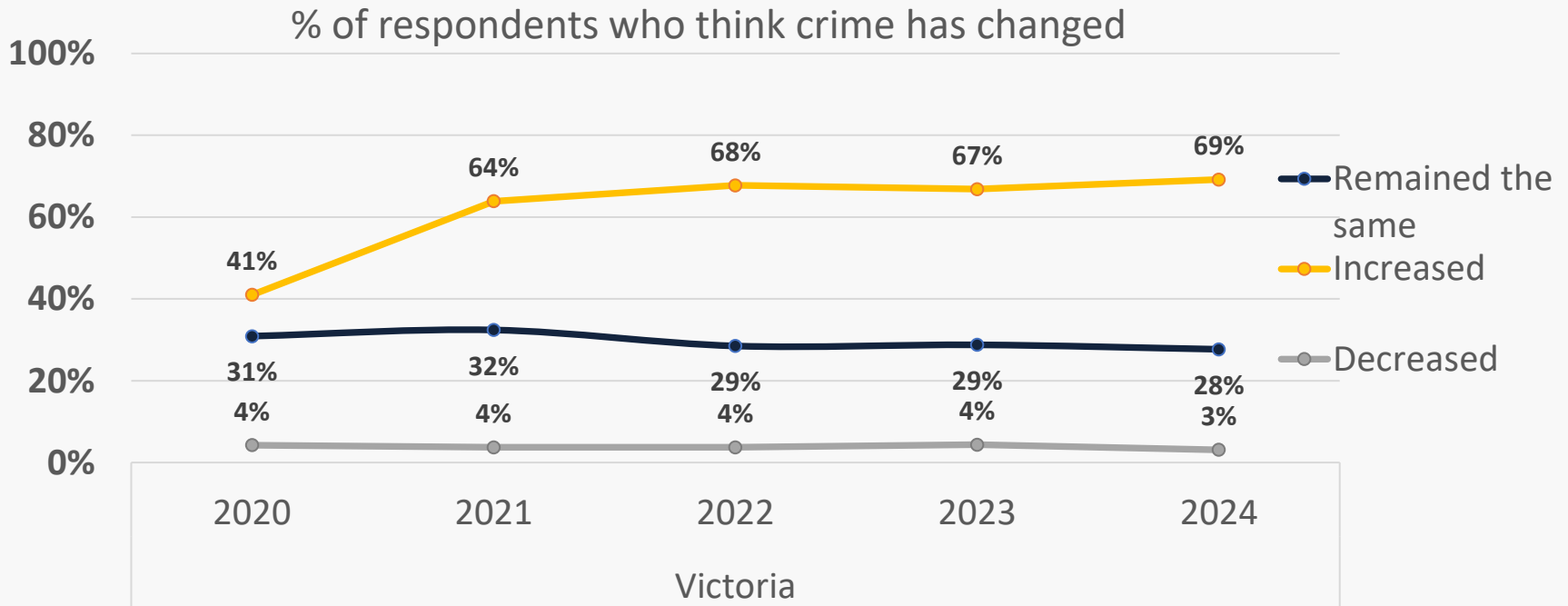
# Has crime changed?



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



# Has crime changed? (Victoria)

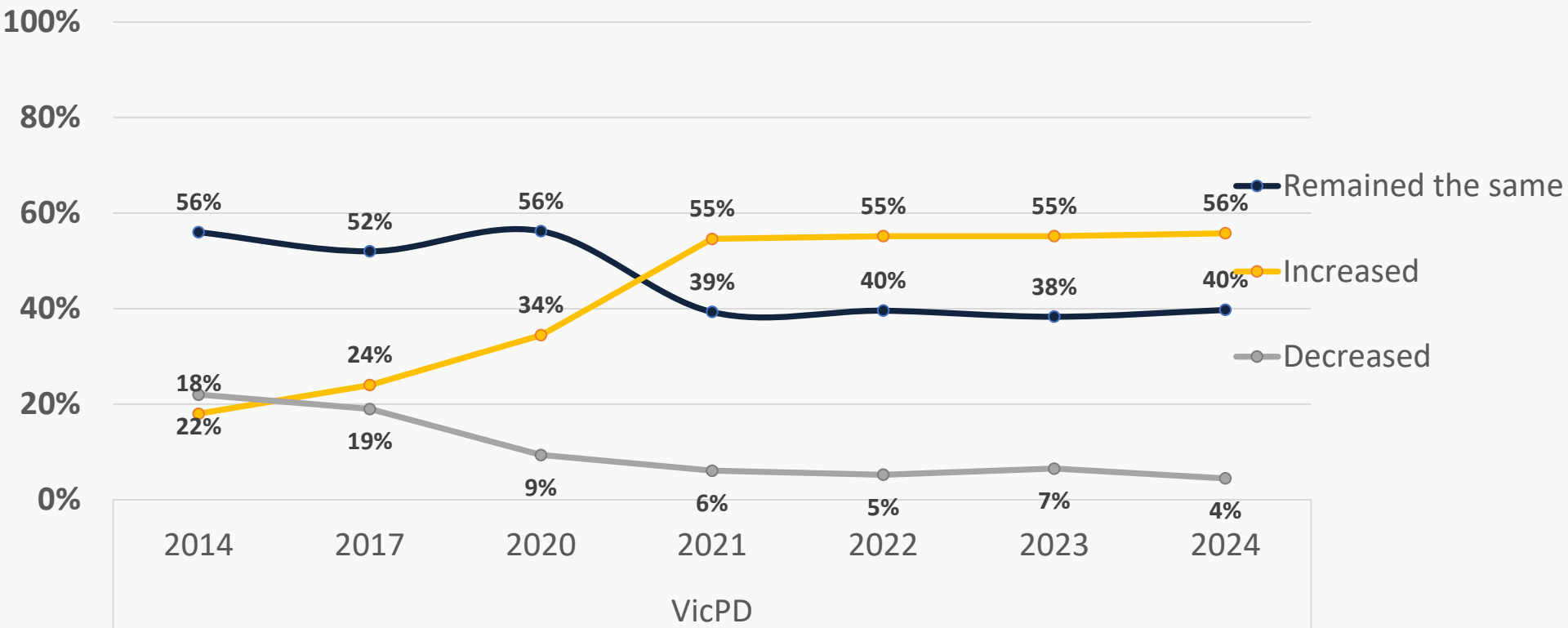


Figures reflect responses from residents and businesses in VicPD's jurisdiction of Esquimalt and Victoria.



# 10-year trend: Has crime changed?

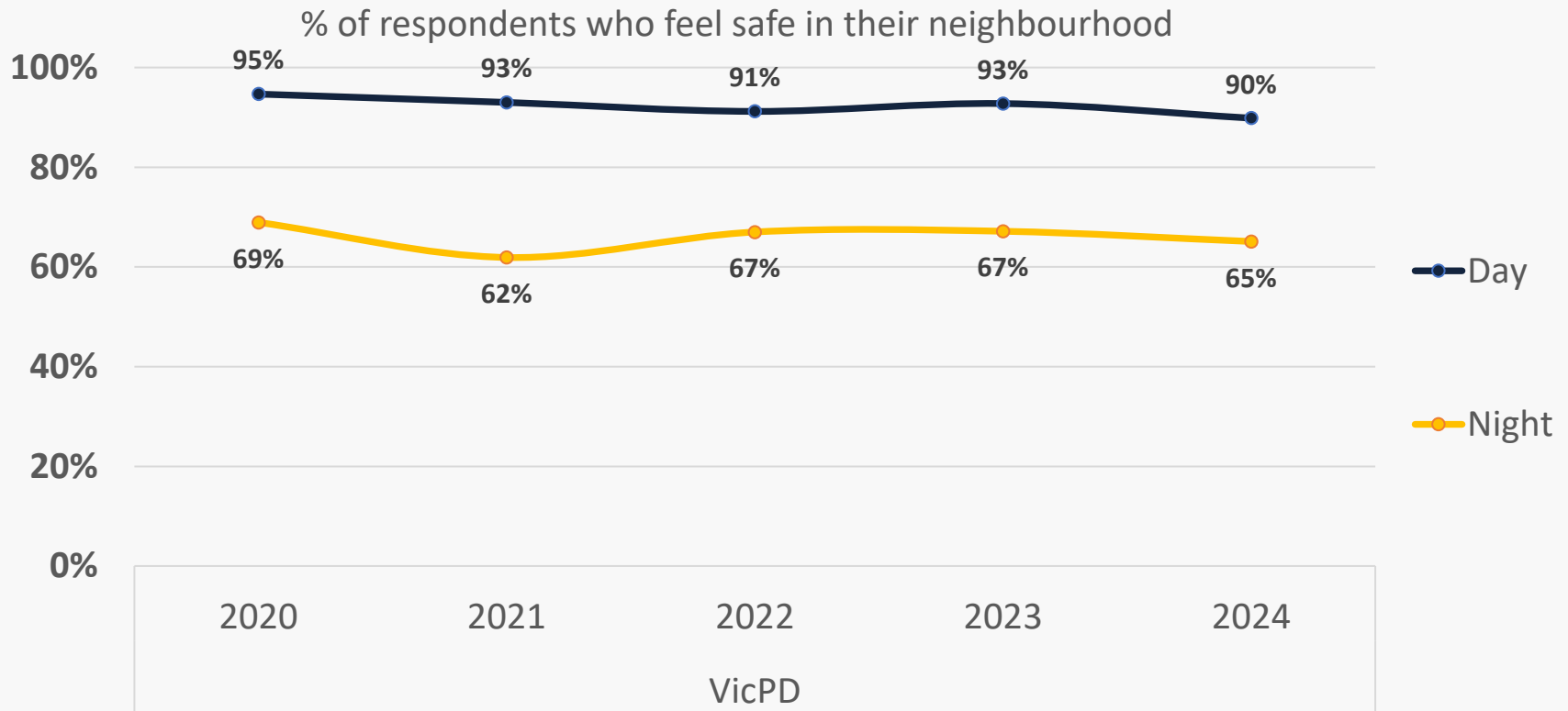
% of respondents who think crime has changed



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



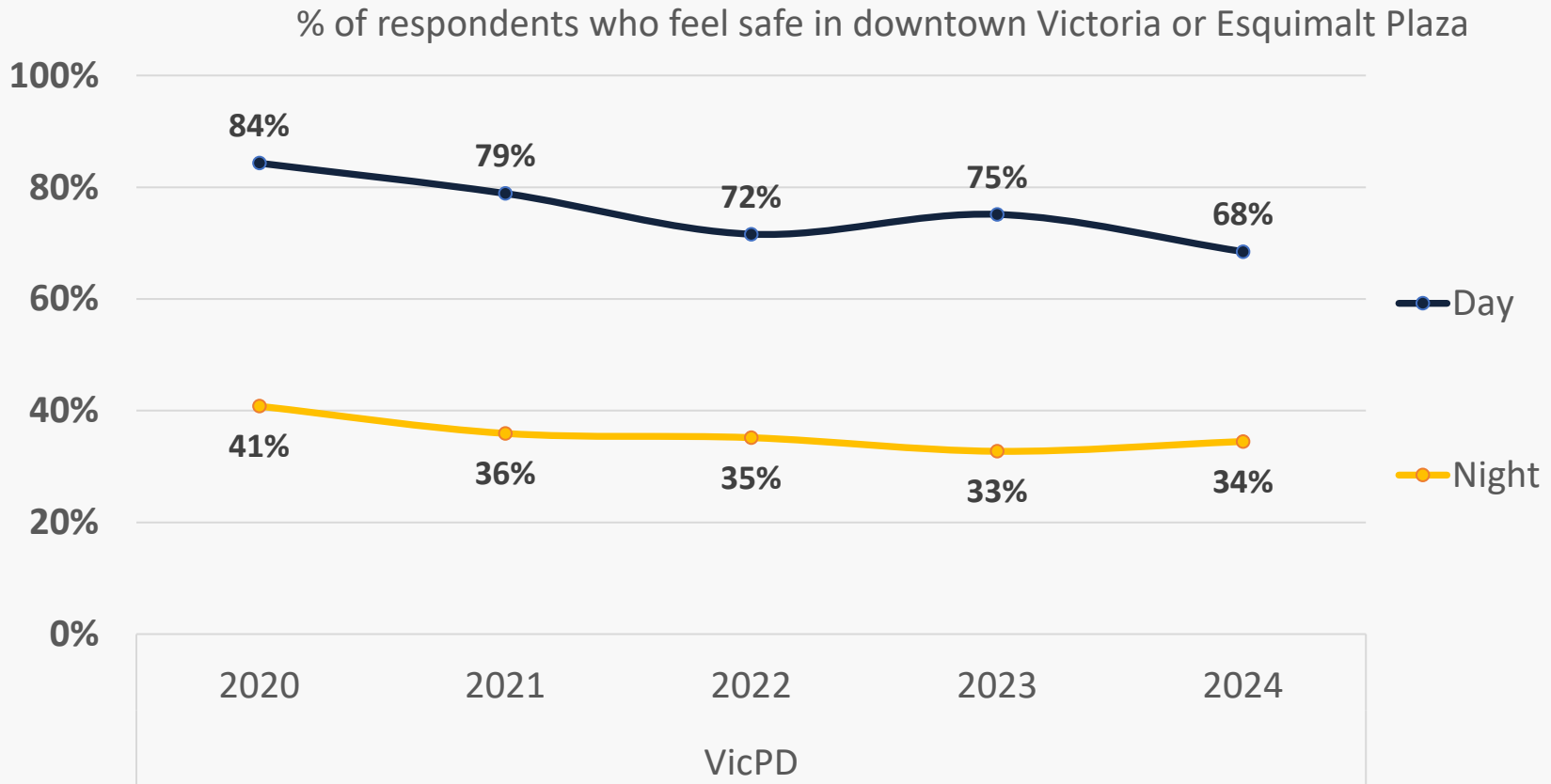
# Do you feel safe? Neighbourhood



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



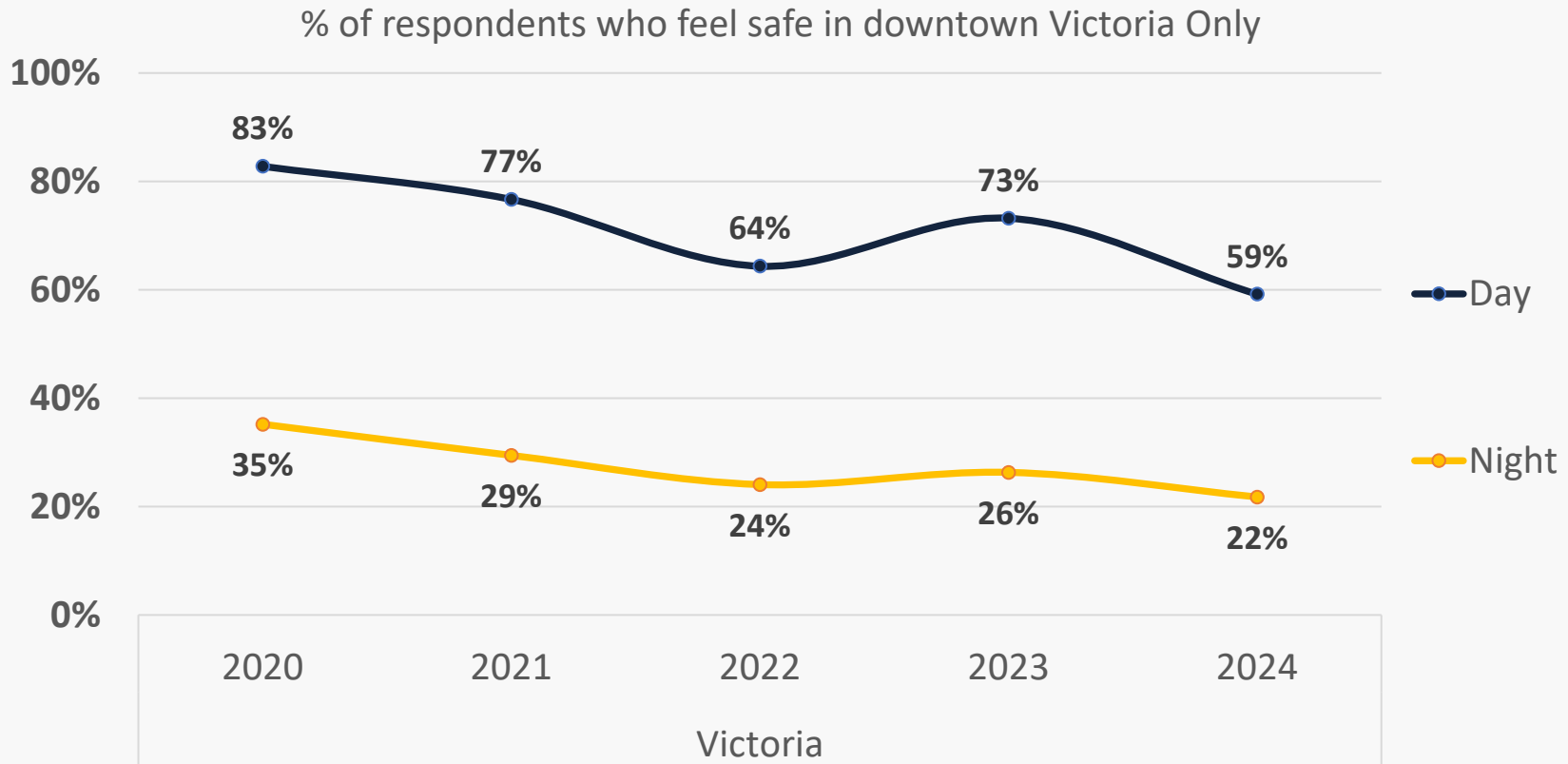
# Do you feel safe? Downtown



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



# Do you feel safe? Downtown



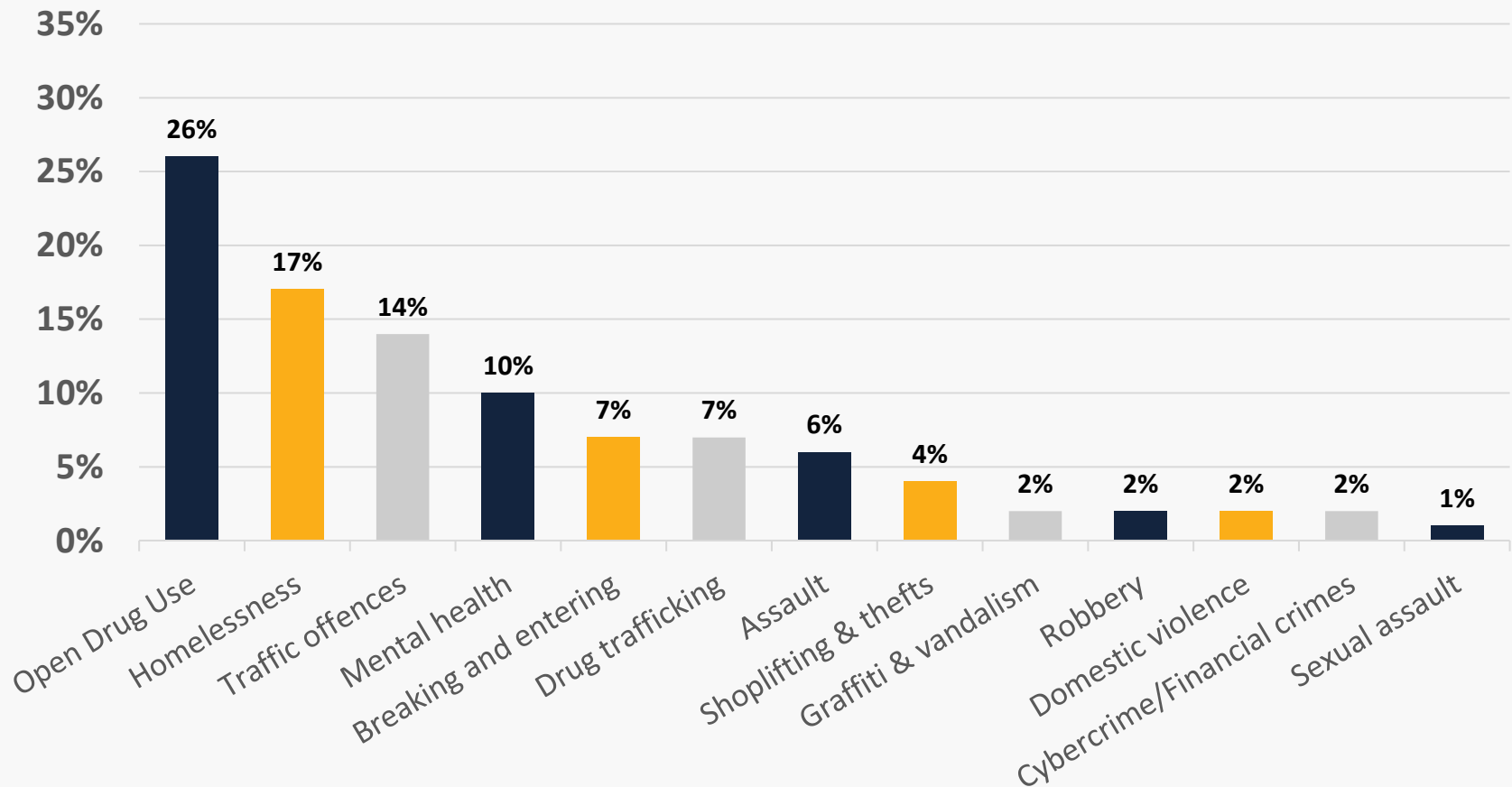
Figures reflect responses from residents and businesses in VicPD's jurisdiction of Esquimalt and Victoria.





# Which one problem should VicPD pay closer attention to?

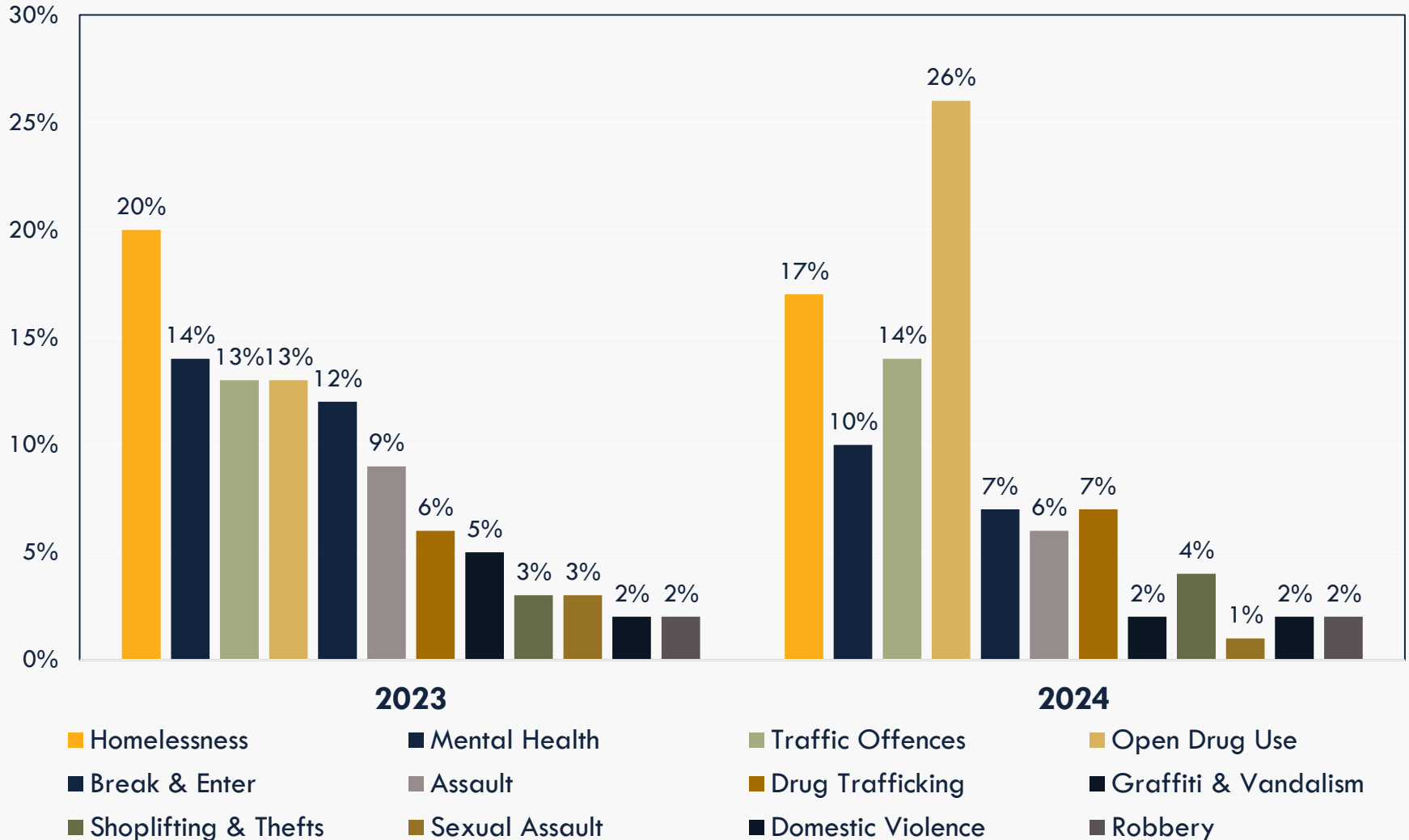
Which One Area Should VicPD Pay Closer Attention To? (Top Concern)



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



# Top Concern Changes 2023 - 2024





# Top Concern Changes 2023 - 2024

## 2023

1. Homelessness (20%)
2. Mental Health (14%)
3. Traffic Offences (13%)
4. Open Drug Use (13%)
5. Break & Enter (12%)
6. Physical Assault (9%)
7. Drug Trafficking (6%)
8. Graffiti & Vandalism (5%)
9. Shoplifting & Theft (3%)
10. Sexual Assault (3%)
11. Domestic Violence (2%)
12. Robbery (2%)

## 2024

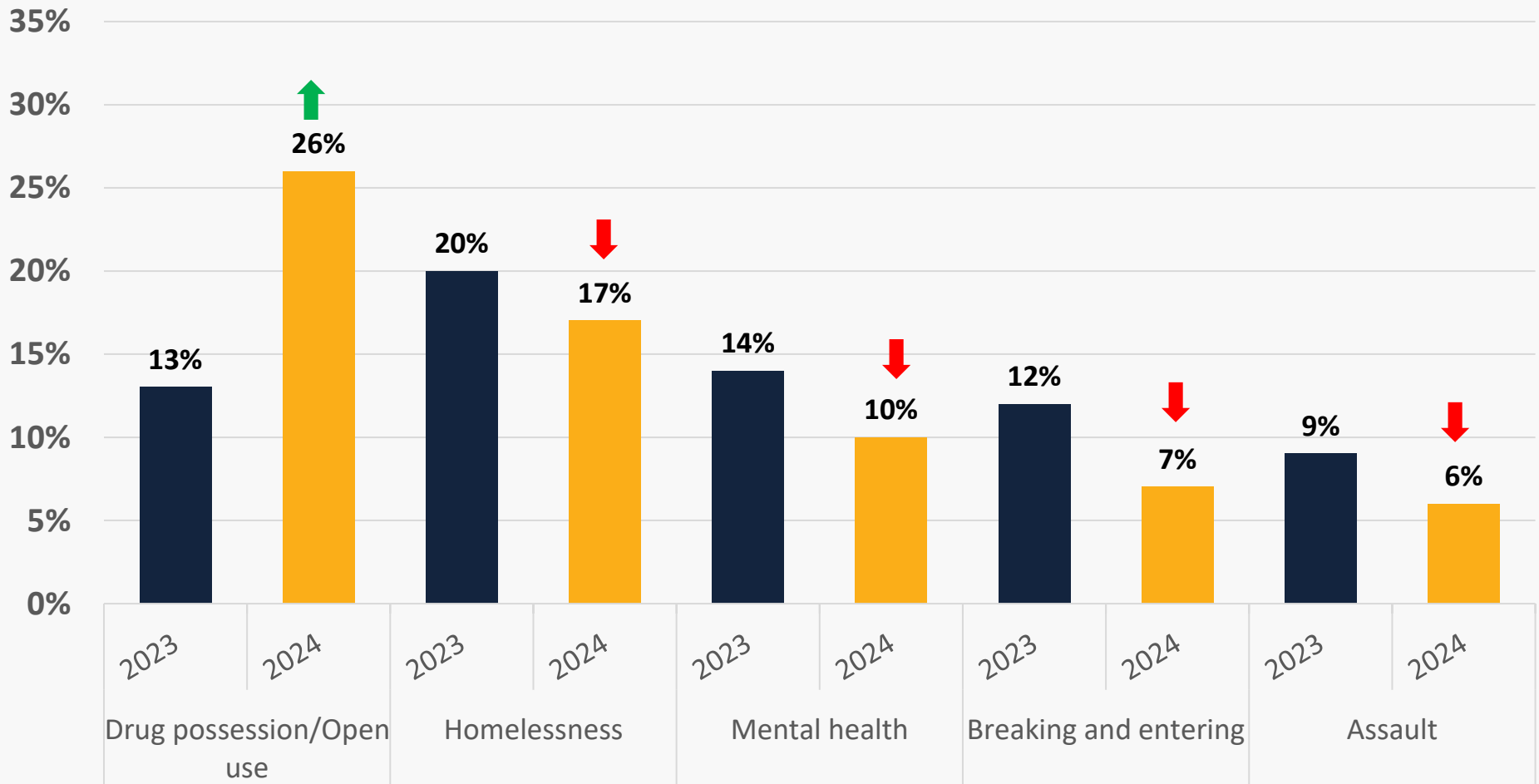
1. Open Drug Use (26%)
2. Homelessness (17%)
3. Traffic Offences (14%)
4. Mental Health (10%)
5. Break & Enters (7%)
6. Drug Trafficking (7%)
7. Physical Assault (6%)
8. Shoplifting & Theft (4%)
9. Robbery (2%)
10. Graffiti & Vandalism (2%)
11. Domestic Violence (2%)
12. Sexual Assault (1%)

\*Cybercrime/Financial crimes category not listed as it was newly added in 2024 survey\*



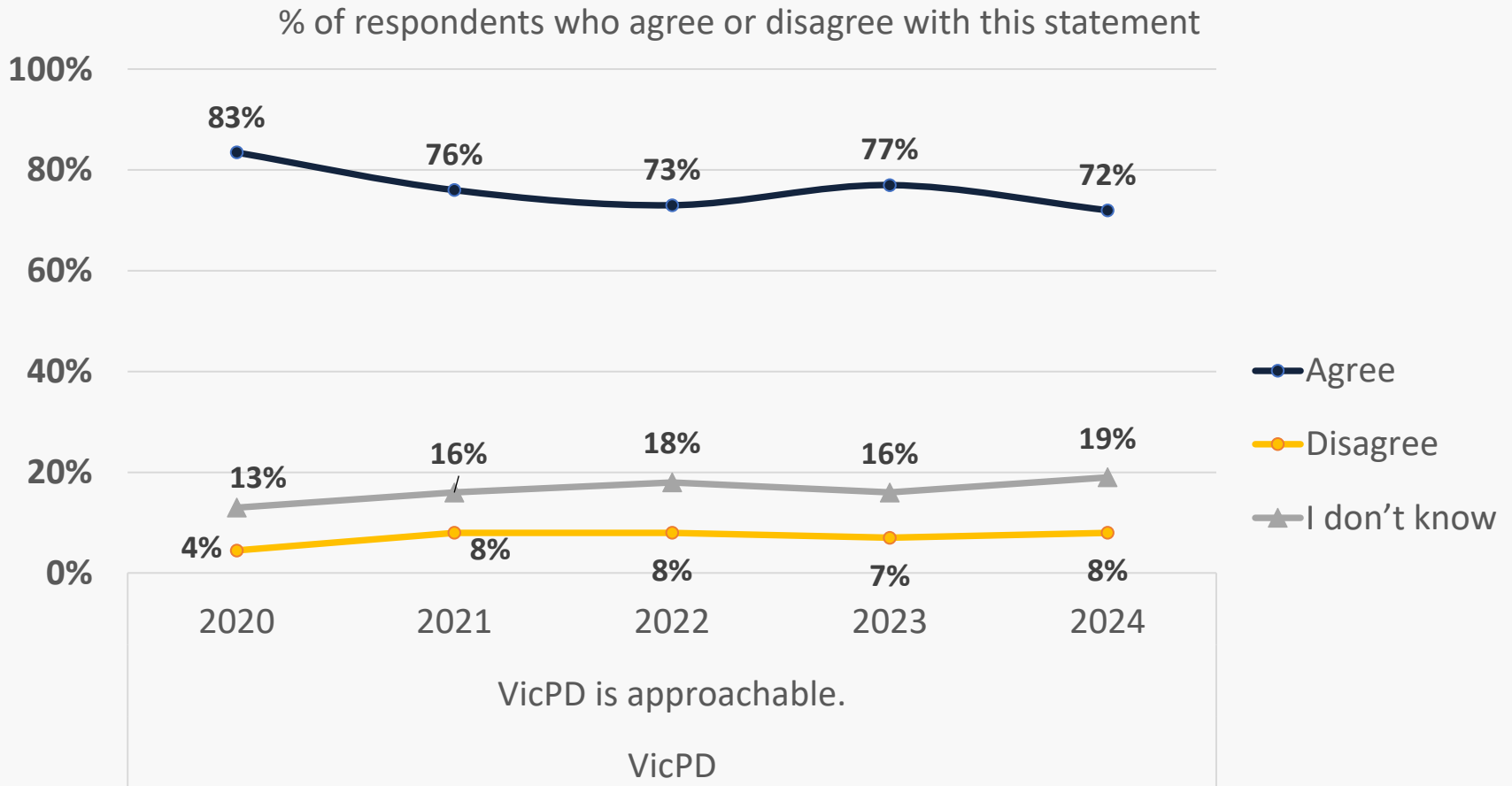
# Which one problem should VicPD pay closer attention to?

Top 5 Changes From 2023 to 2024





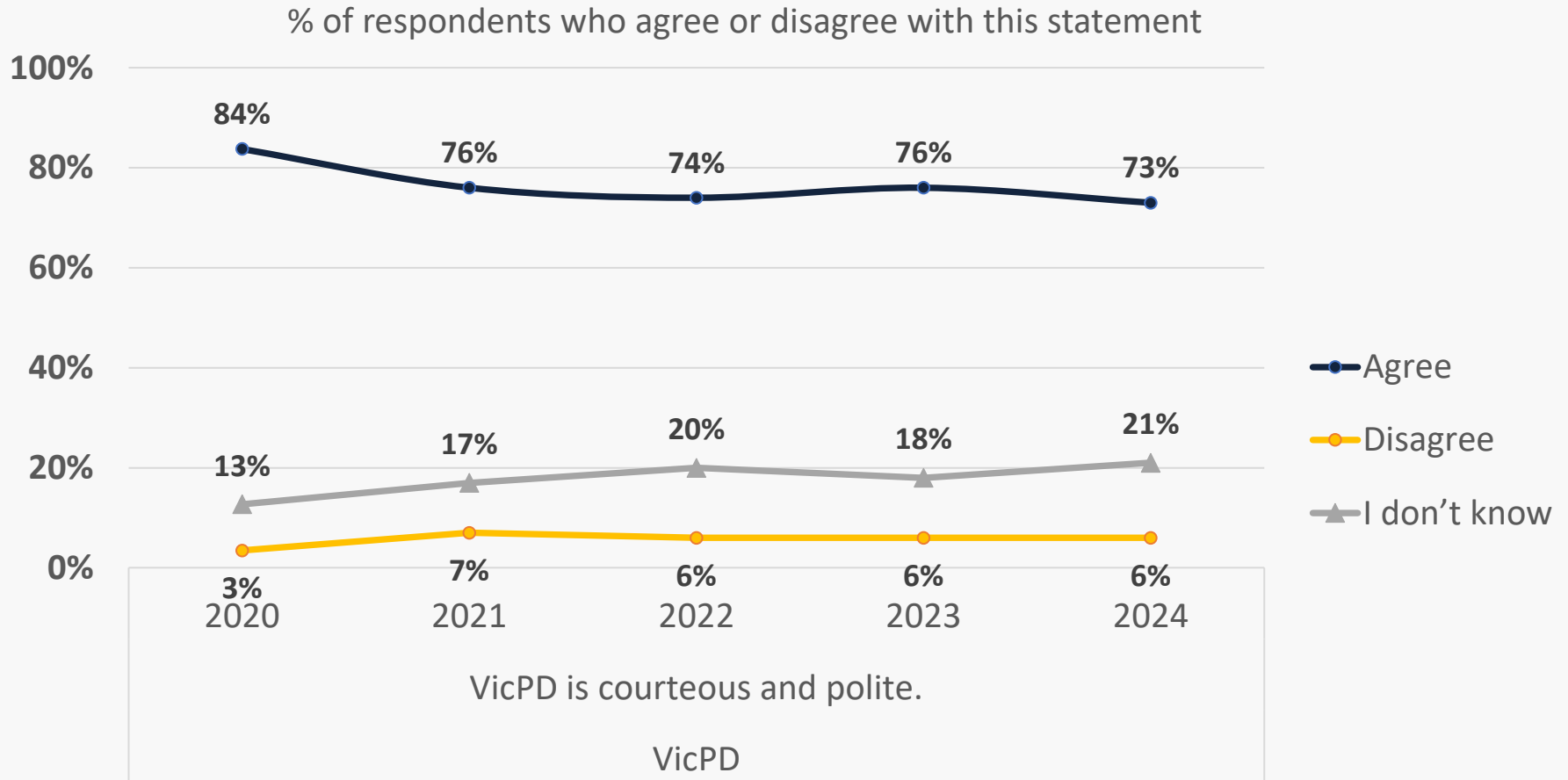
# “VicPD is approachable”



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



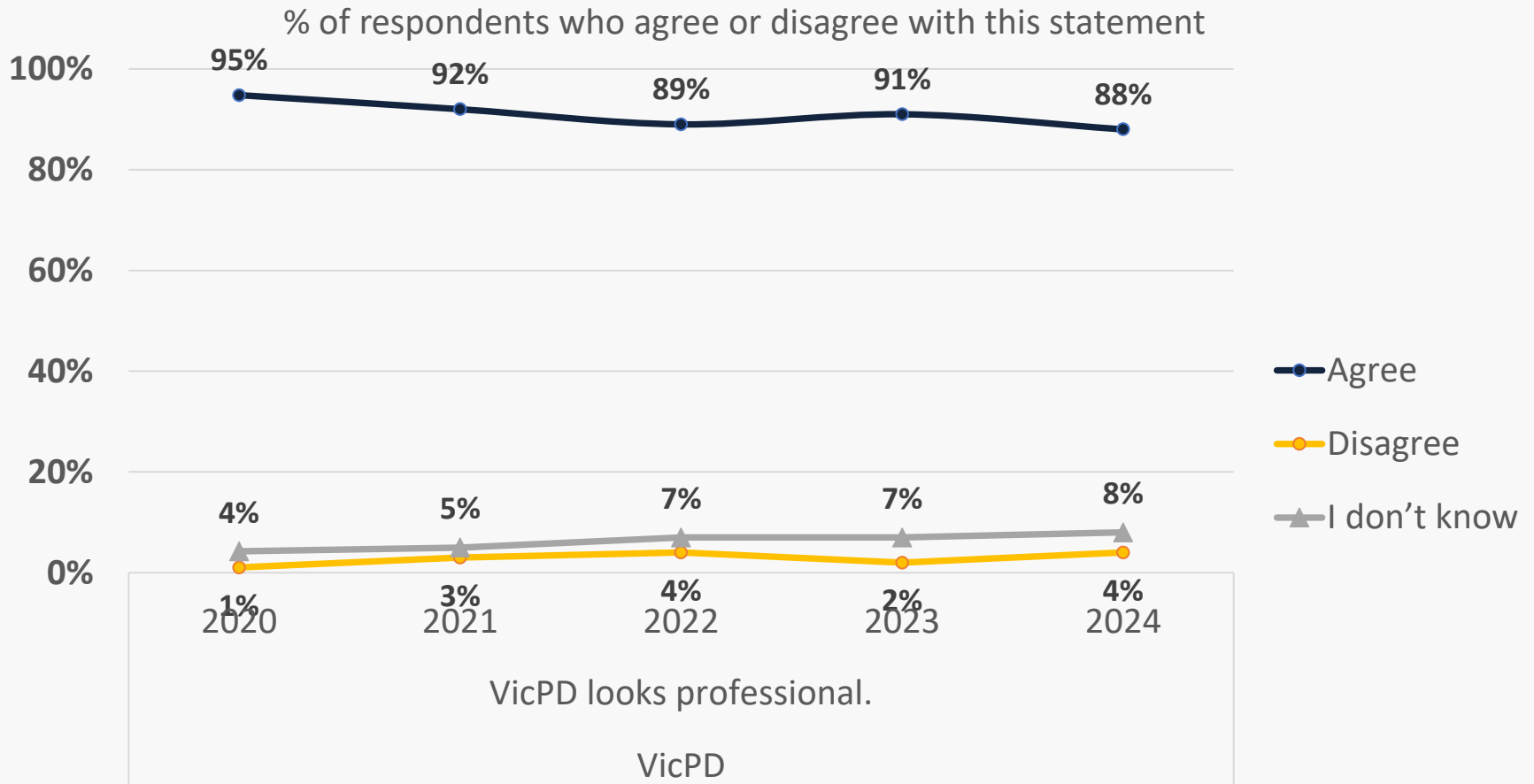
# “VicPD is courteous and polite”



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



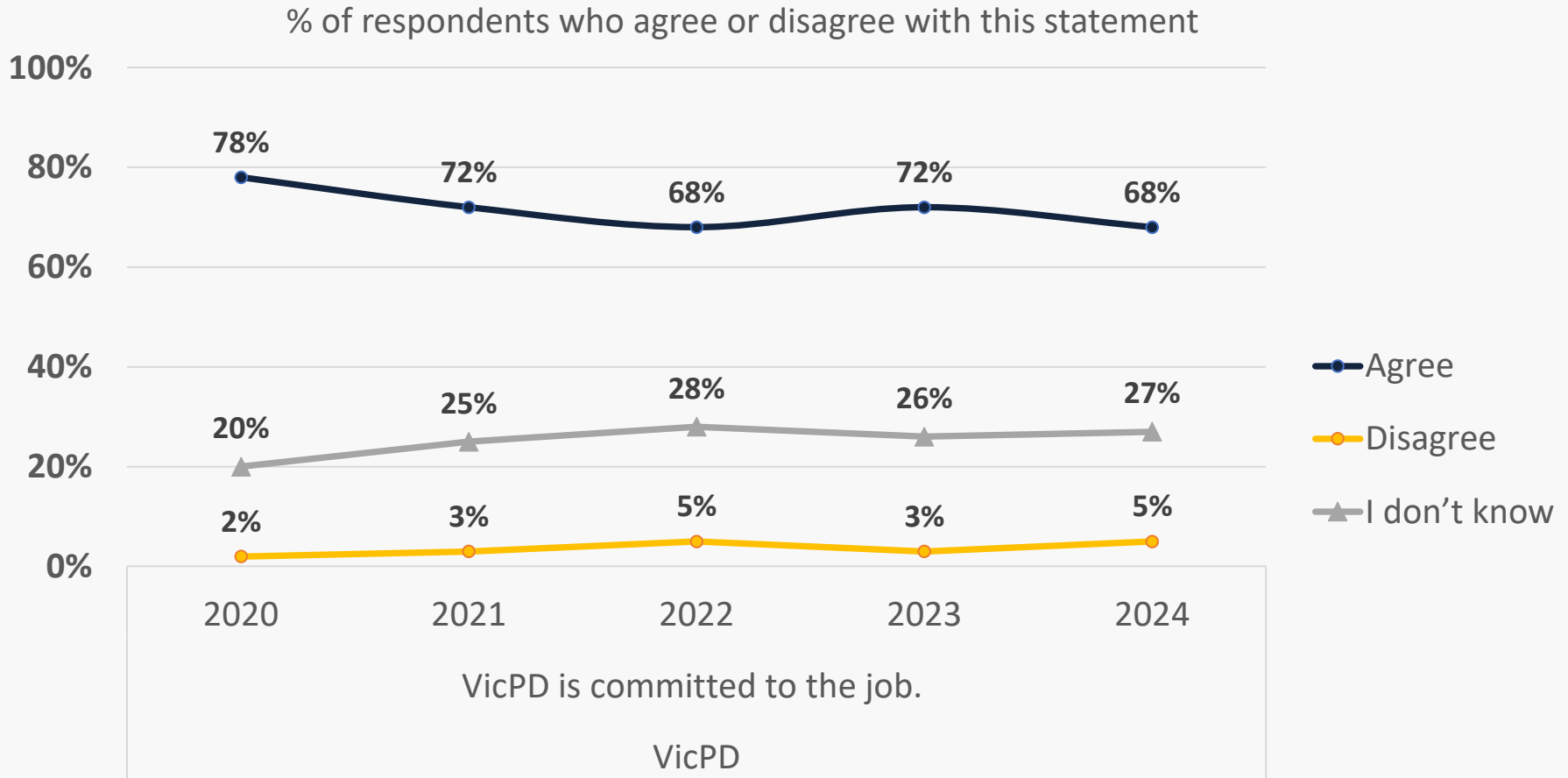
# “VicPD looks professional”



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



# “VicPD is committed to the job”

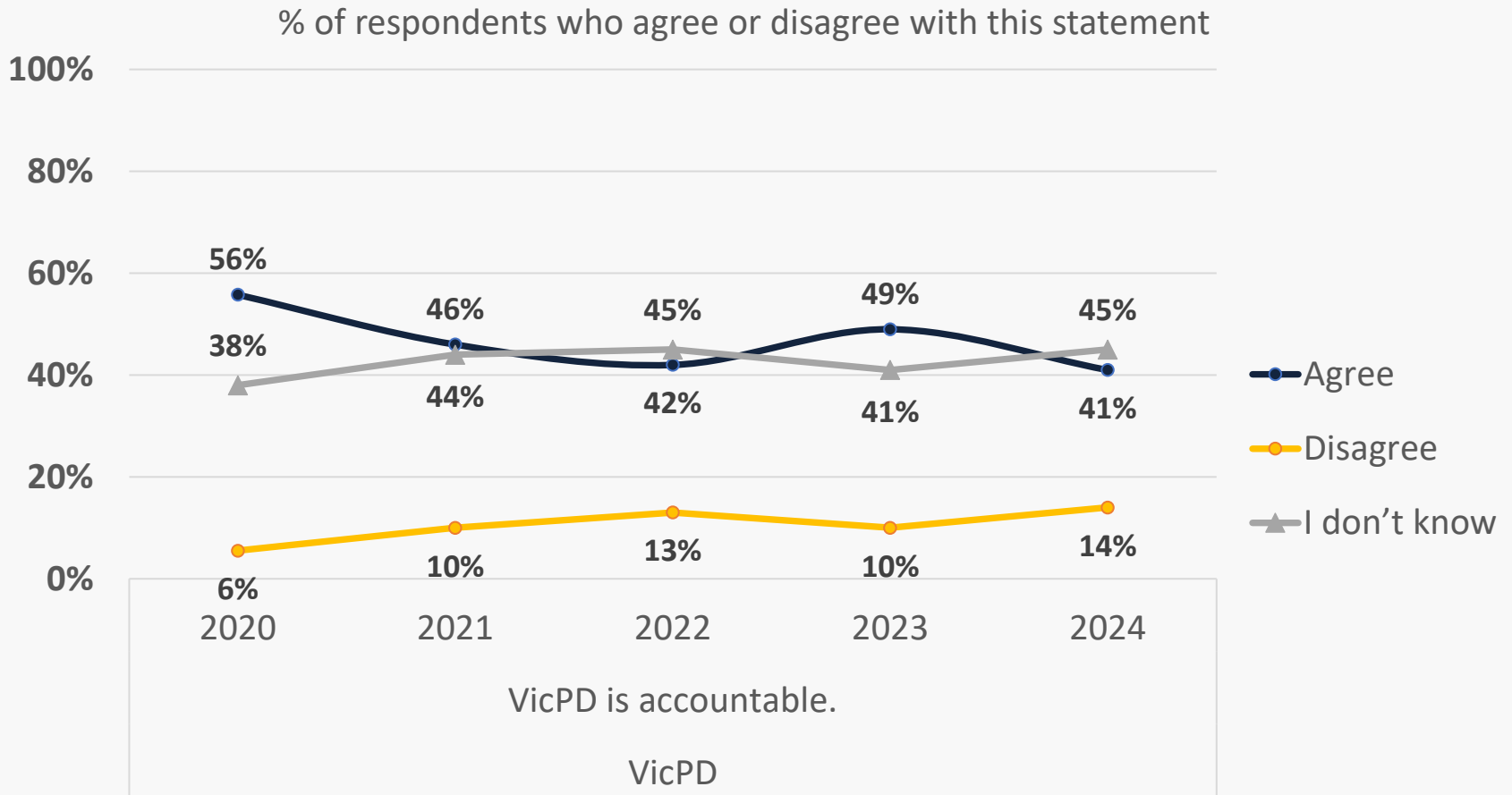


Figures reflect responses from residents and businesses in VicPD's jurisdiction of Esquimalt and Victoria.





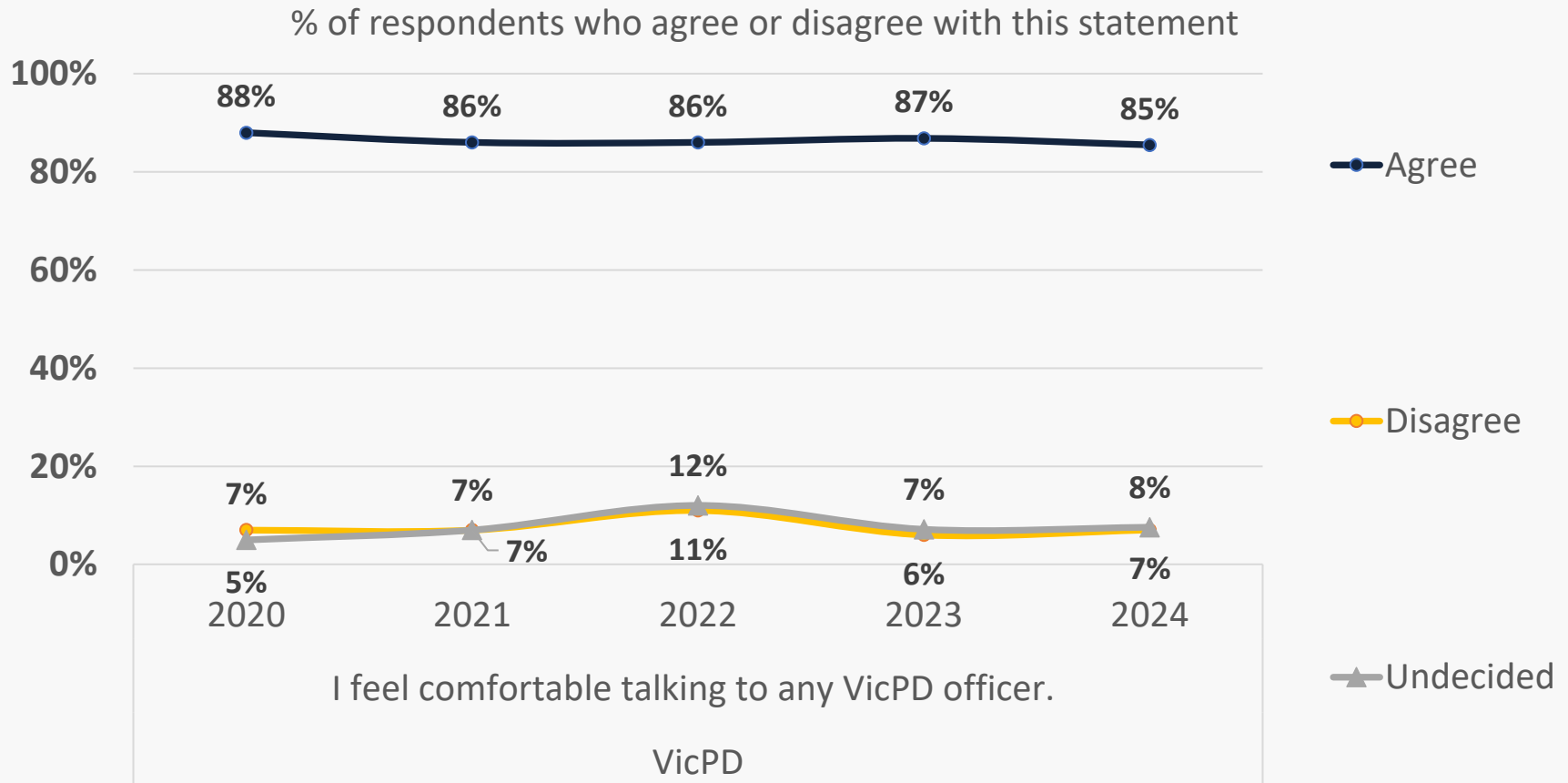
# “VicPD is accountable”



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



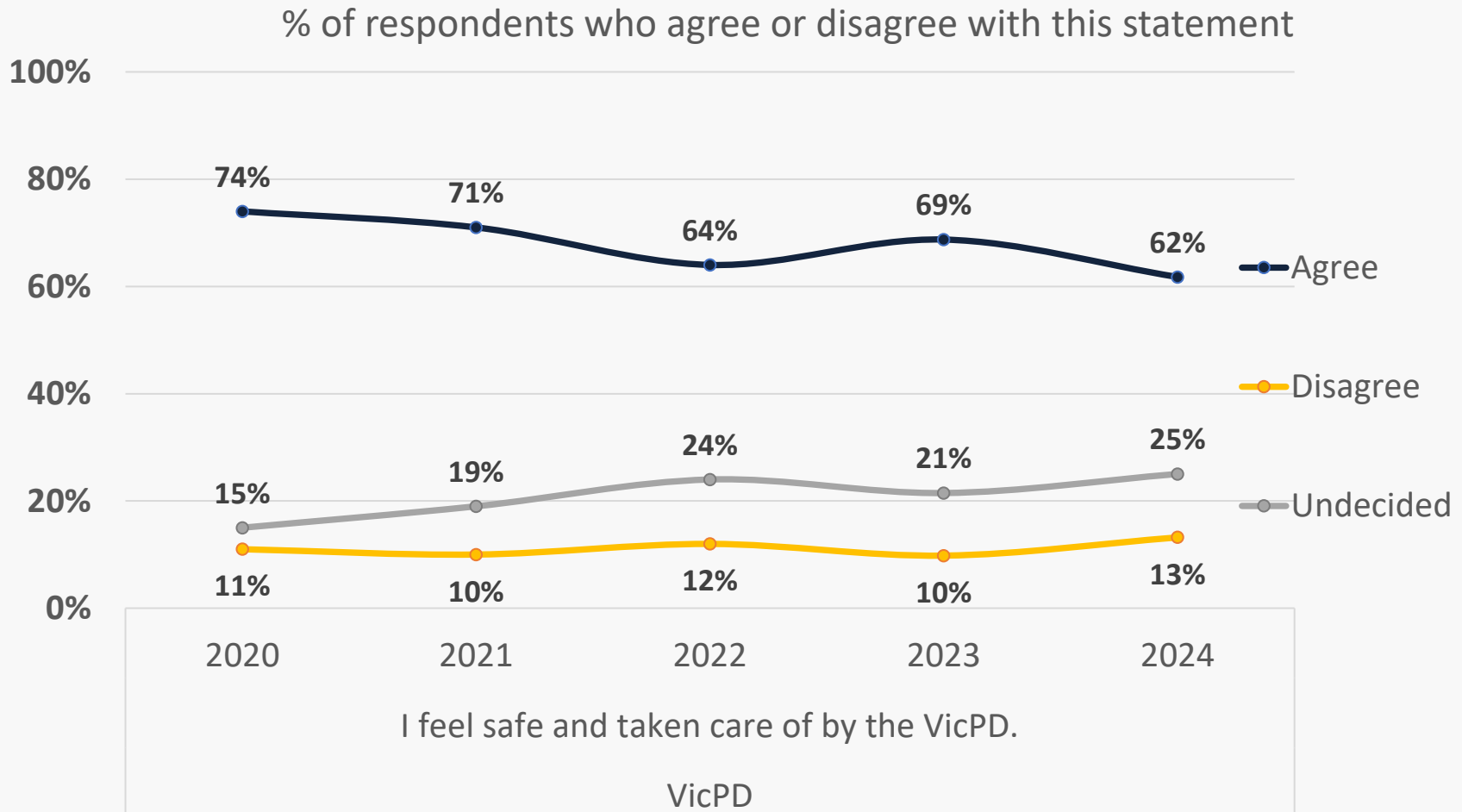
# “I feel comfortable talking to VicPD”



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



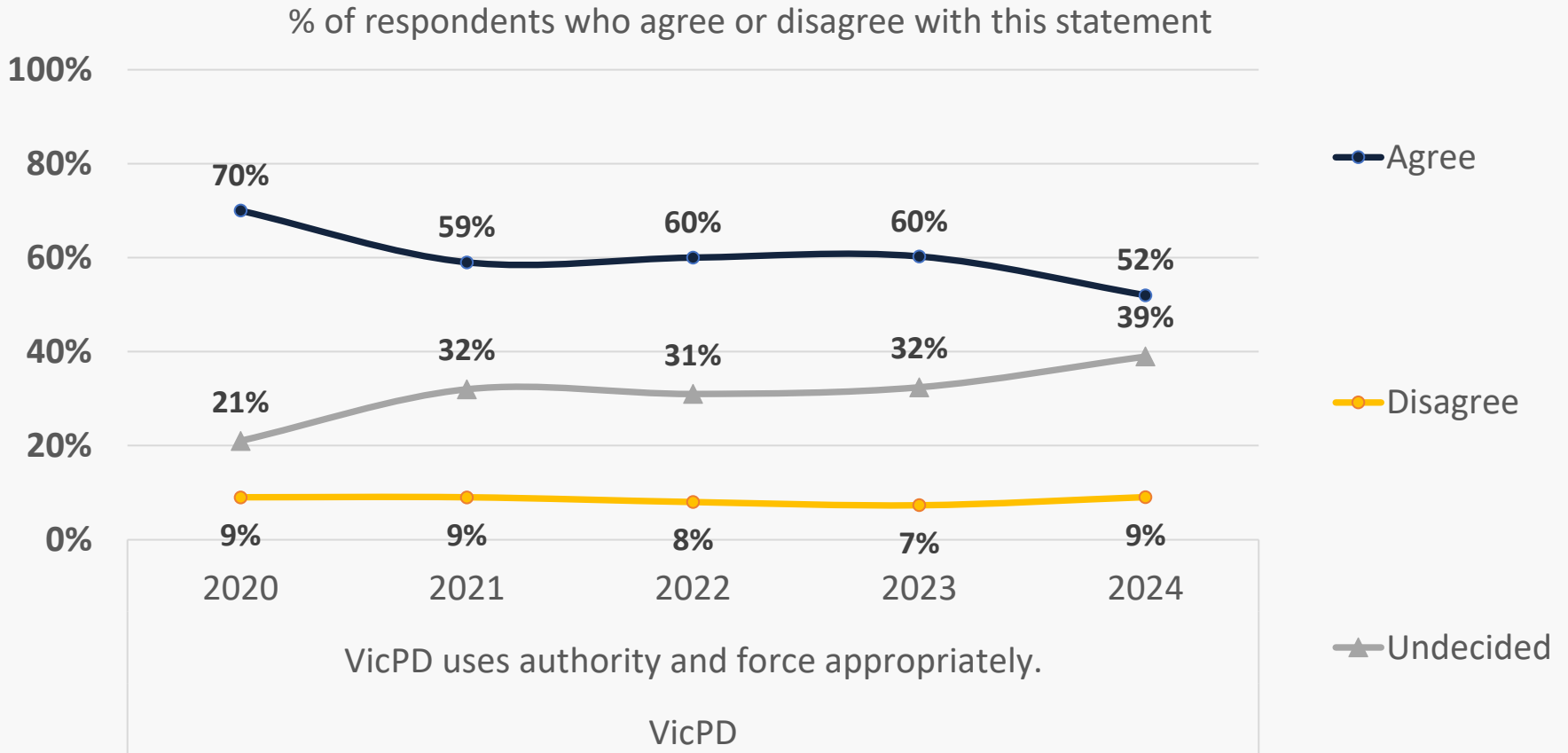
# “I feel safe & taken care of by VicPD”



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



# “VicPD uses authority & force appropriately”

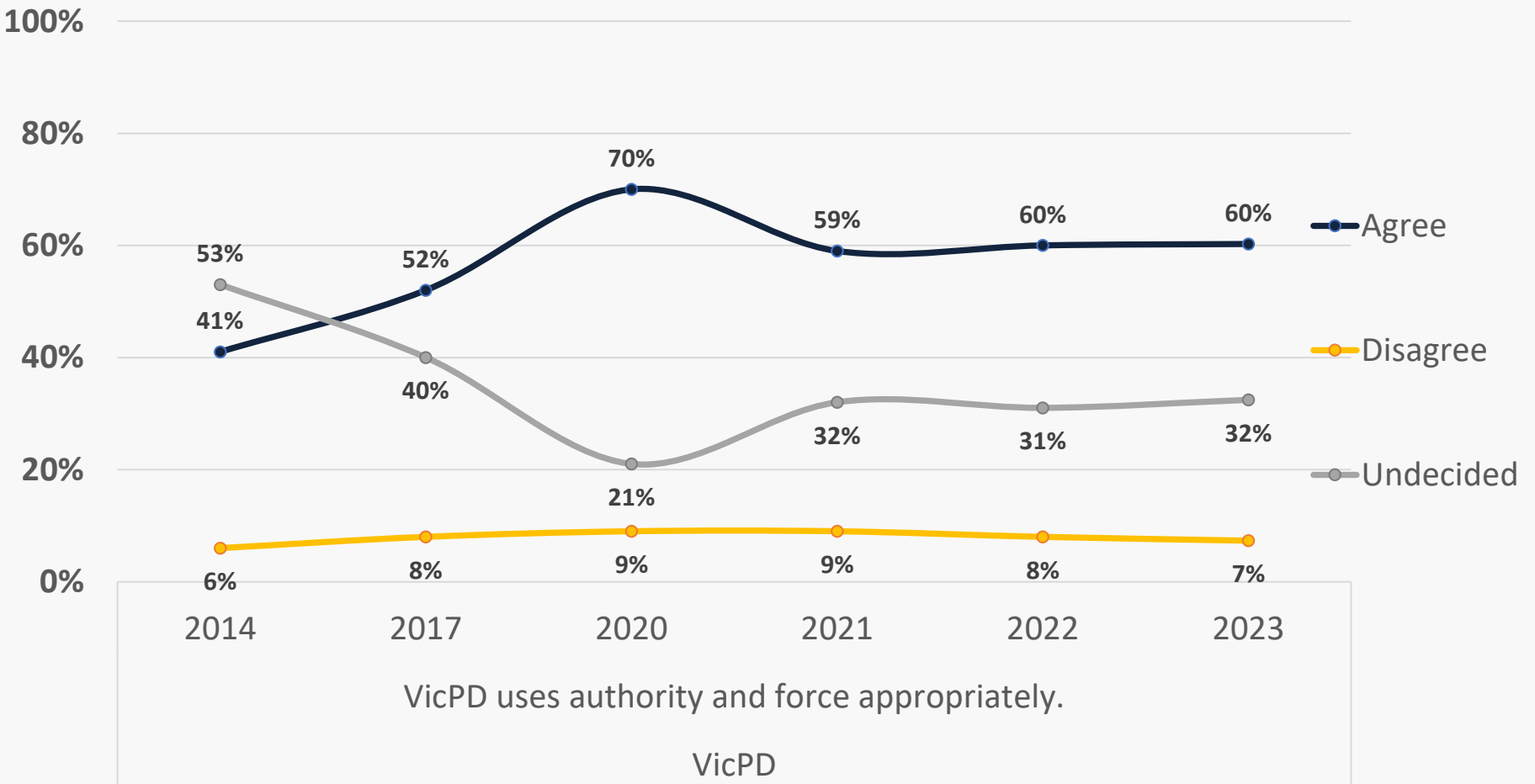


Figures reflect responses from residents and businesses in VicPD's jurisdiction of Esquimalt and Victoria.



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

% of respondents who agree or disagree with this statement

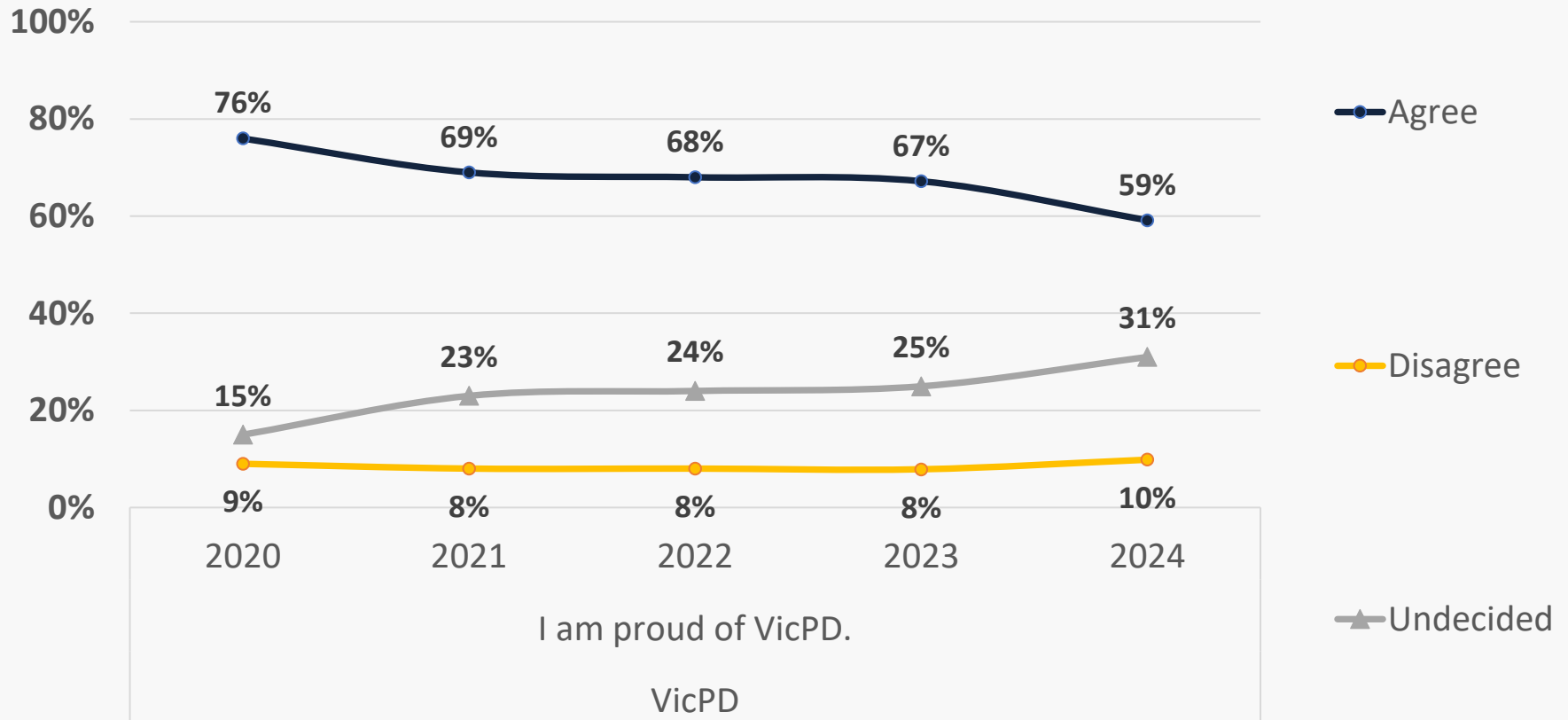


Figures reflect responses from residents and businesses in VicPD's jurisdiction of Esquimalt and Victoria.



# “I am proud of VicPD”

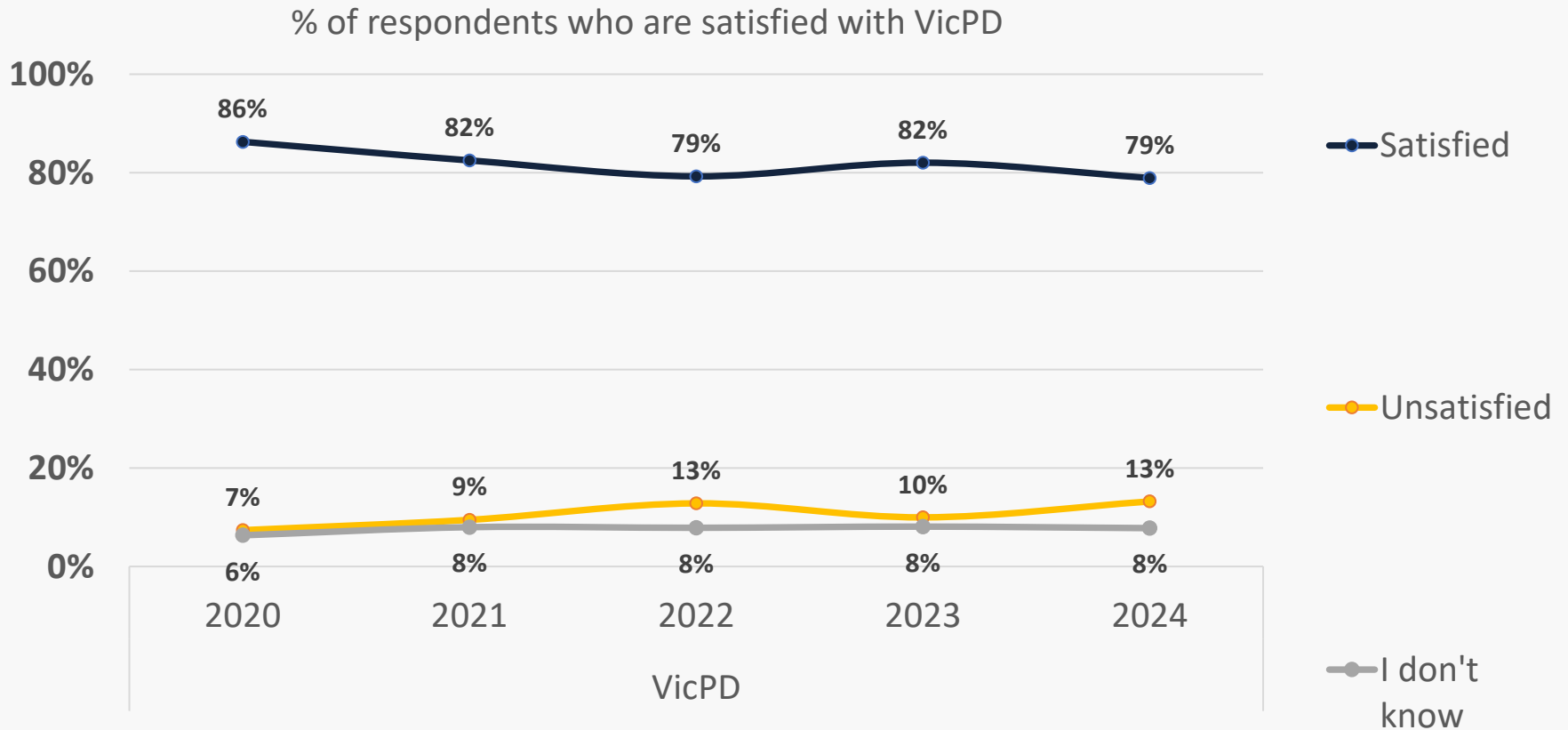
% of respondents who agree or disagree with this statement



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



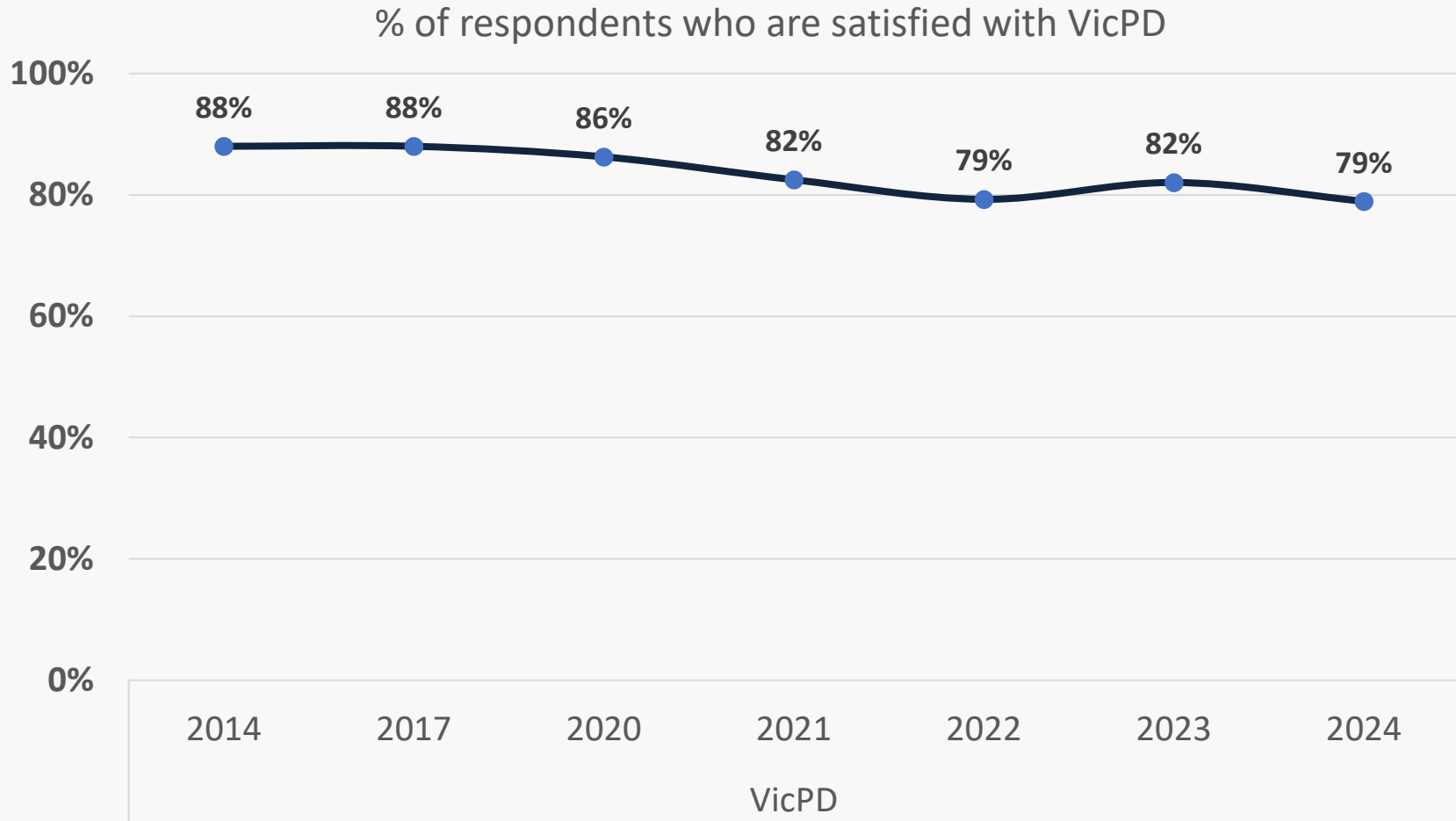
# Satisfaction



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



# 10-year trend: Satisfaction

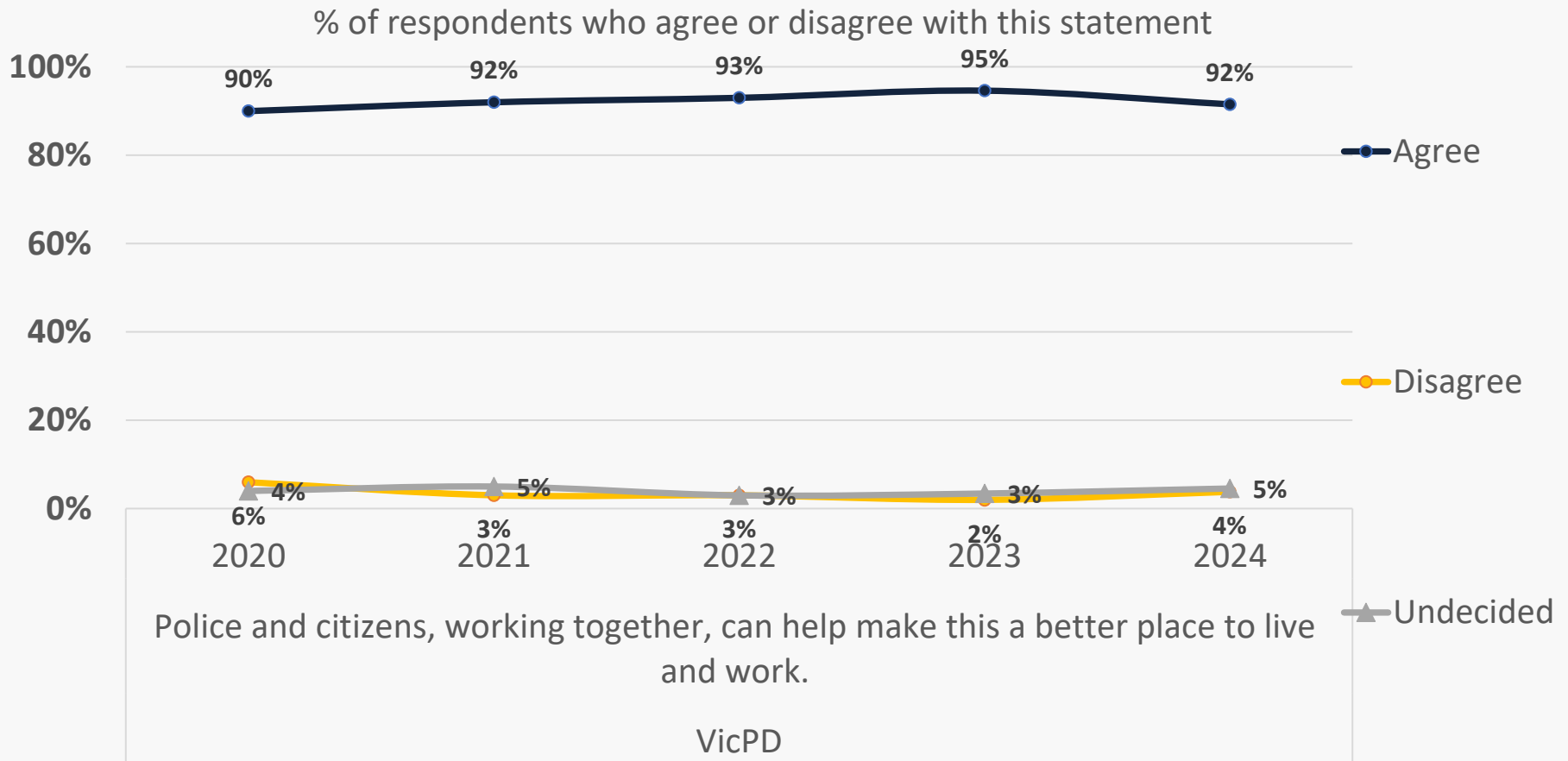


Figures reflect responses from residents and businesses in VicPD's jurisdiction of Esquimalt and Victoria.





# “A Safer Community Together”

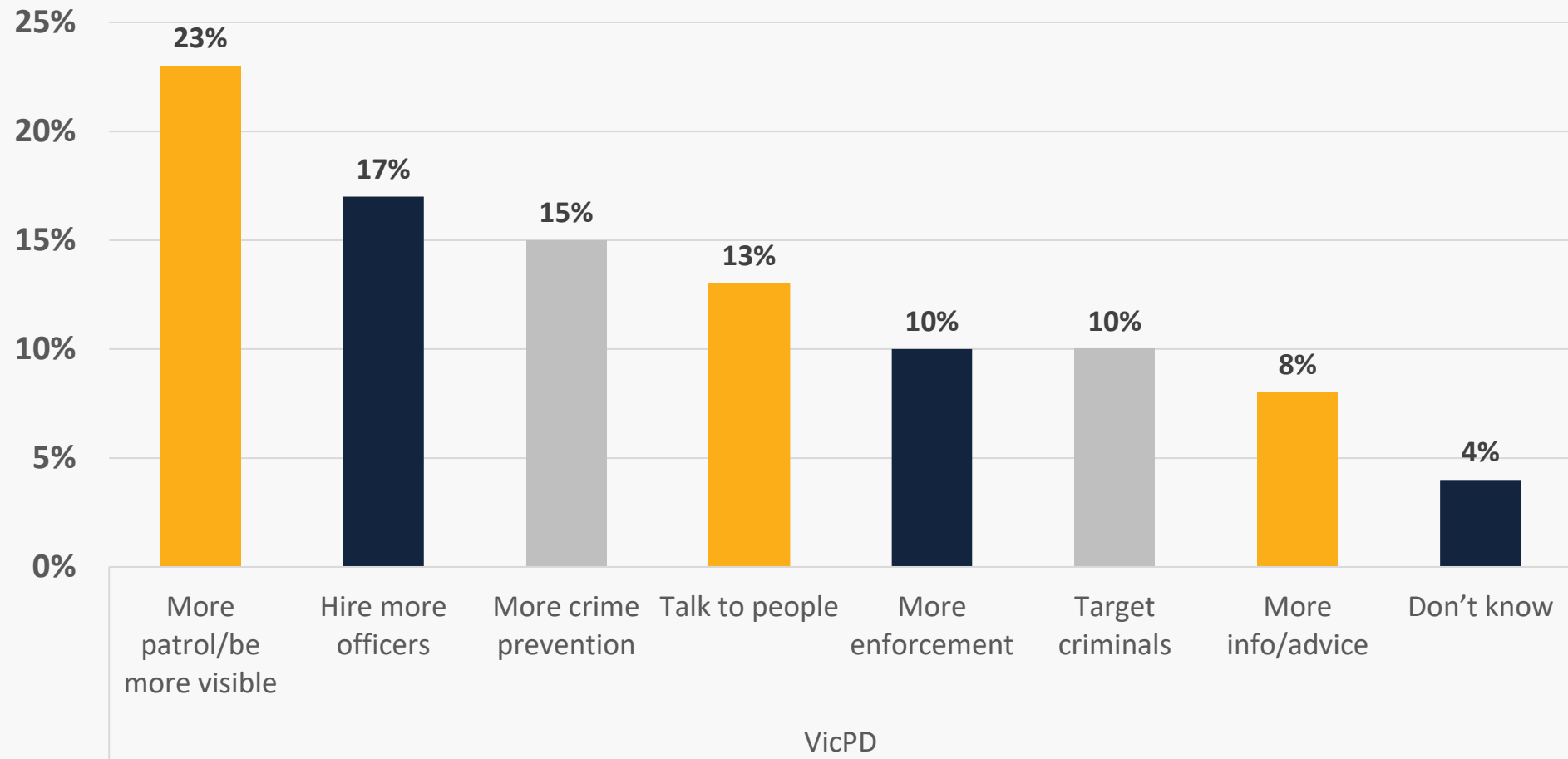


Figures reflect responses from residents and businesses in VicPD's jurisdiction of Esquimalt and Victoria.



# How to deal with problems?

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



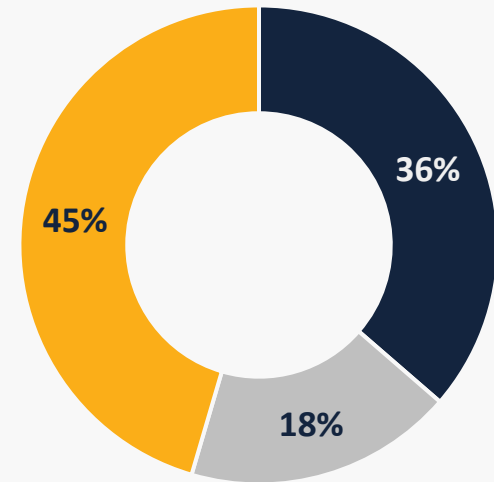
Figures reflect responses from residents and businesses in VicPD's jurisdiction of Esquimalt and Victoria.



# Comments Summary

- Respondents were invited to write in comments
- Of 946 respondents, 573 offered comments of substance (61%)
- Common themes included social disorder concerns, traffic complaints, and a desire for greater police visibility in the community

Comments Breakdown



■ Supportive ■ Critical ■ Neutral/Not Related



# Sample Comments Victoria (1/4)

*“I believe the police have very challenging work! It is unfortunate that so much time and effort goes to dealing with social issues. I would love to see more coordination between social agencies, the police and the city and relevant organizations.”*

*“You folks have one of, if not the toughest, job in western society. Thanks for doing it and doing it well!*

*VicPD needs more mental health worker support to deal with the homelessness and mental health crises.*



# Sample Comments Victoria (2/4)

*“It would be beneficial to have more uniformed officers on foot patrol in the downtown core. It will boost police visibility, build stronger community relationships with locals, business owners, and tourist, and deter criminals from downtown. I believe doing so will also make our downtown safer, prevent theft and improve Victoria’s image a vibrant and safe city.”*

*“Overall, I think they do a good job with the resources they have but I would like to see a more visible presence in the downtown core and more enforcement around the overt drug use on the streets.”*



# Sample Comments Victoria (3/4)

*“I wish you had more funding and support. And I wish your duties could be set apart from mental health to free you up to deal with law enforcement and crime prevention. The loss of police liaison officers in schools is terrible.”*

*“Funds could be diverted toward community resources that reduce the causes of crime at the root. E.g. investing in more frontline addictions workers and case managers rather than more armed police.”*



# Sample Comments Victoria (4/4)

*“I would like to see more diversity in the police force.”*

*“As a former defence lawyer whose opinion of other police departments is jaded at best, my encounters with VicPd have been nothing less than pleasantly surprising. Whatever you're doing, keep it up. Other departments should be taking lessons. Never thought I'd be writing a positive review of a police department. Great job.”*



# Sample Comments Esquimalt (1/4)

*“I feel that the representation of the VicPD in Esquimalt is excellent in its present form and is a positive asset in our community.”*

*“In Esquimalt, I don't feel like there is a visible presence of Vic PD.”*

*“Would like to see the police spend more time out of the cars - uniformed presence on foot & bike patrols.”*





# Sample Comments Esquimalt (2/4)

*“Open drug use is an issue in Esquimalt. I won't allow my kids to play at \*\*\*\* (a short walk from our home) unsupervised anymore as there are frequently people openly using drugs or alcohol near the playground. Increased patrols of this park would be of benefit to the community. Our kids should feel safe playing in the park near their home.”*

*“I appreciate the work VICPD does for our community [but] it's not clear to me why open drug use is allowed and repeat offenders are allowed back on the streets so quickly.”*



# Sample Comments Esquimalt (3/4)

*“I have not personally been the victim of gang-related crime, but a family member has. I am aware that this is a massive issue that exists on a provincial level as well as a local one, and that there is no quick fix. I am especially concerned about grooming and recruitment activities happening in and around our schools.”*

*“I would like to see more involvement between the police and youth in schools.”*



# Sample Comments Esquimalt (4/4)

*“VicPD has had a few incidents that is tarnishing the force but overall doing a good job.”*

*“Cost to Esquimalt is out of proportion for the population and crime.”*

*“I think Esquimalt should continue its partnership with Victoria for police services. We should be combining police services throughout Greater Victoria, not separating them.”*



# For Full Survey Results

Visit:

