

# 2024 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:
  - ▣ 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?

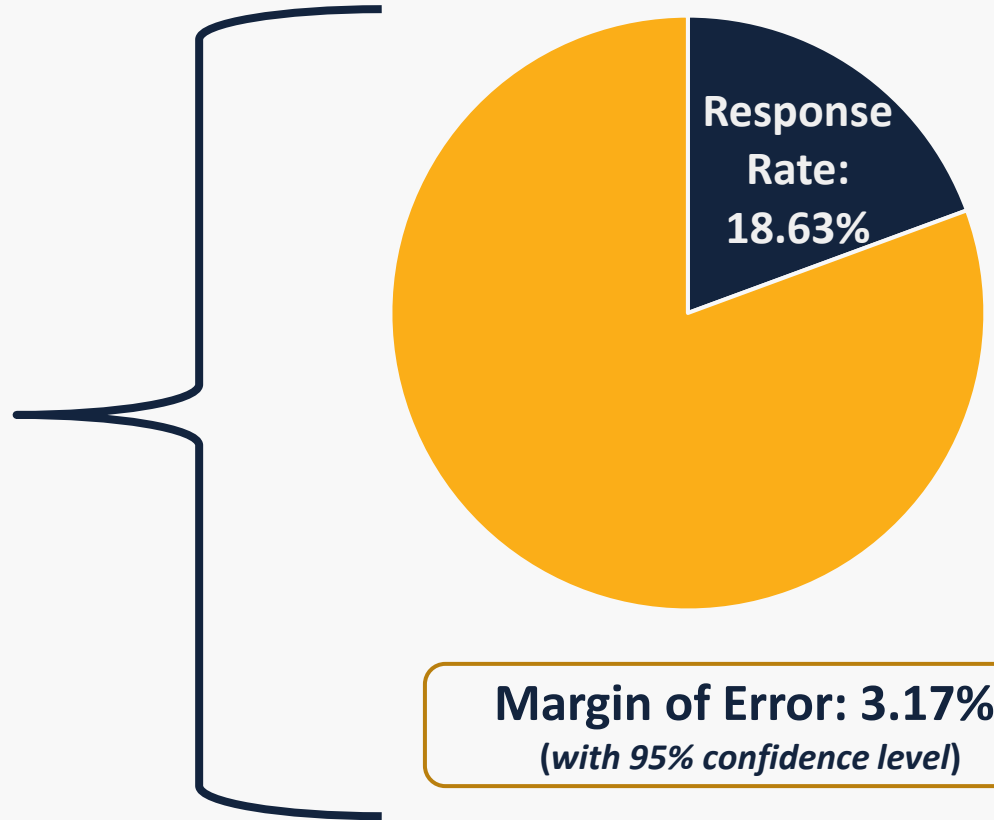
*We randomly mailed*

**3,150**

*surveys to  
Victoria.*

**587**

*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





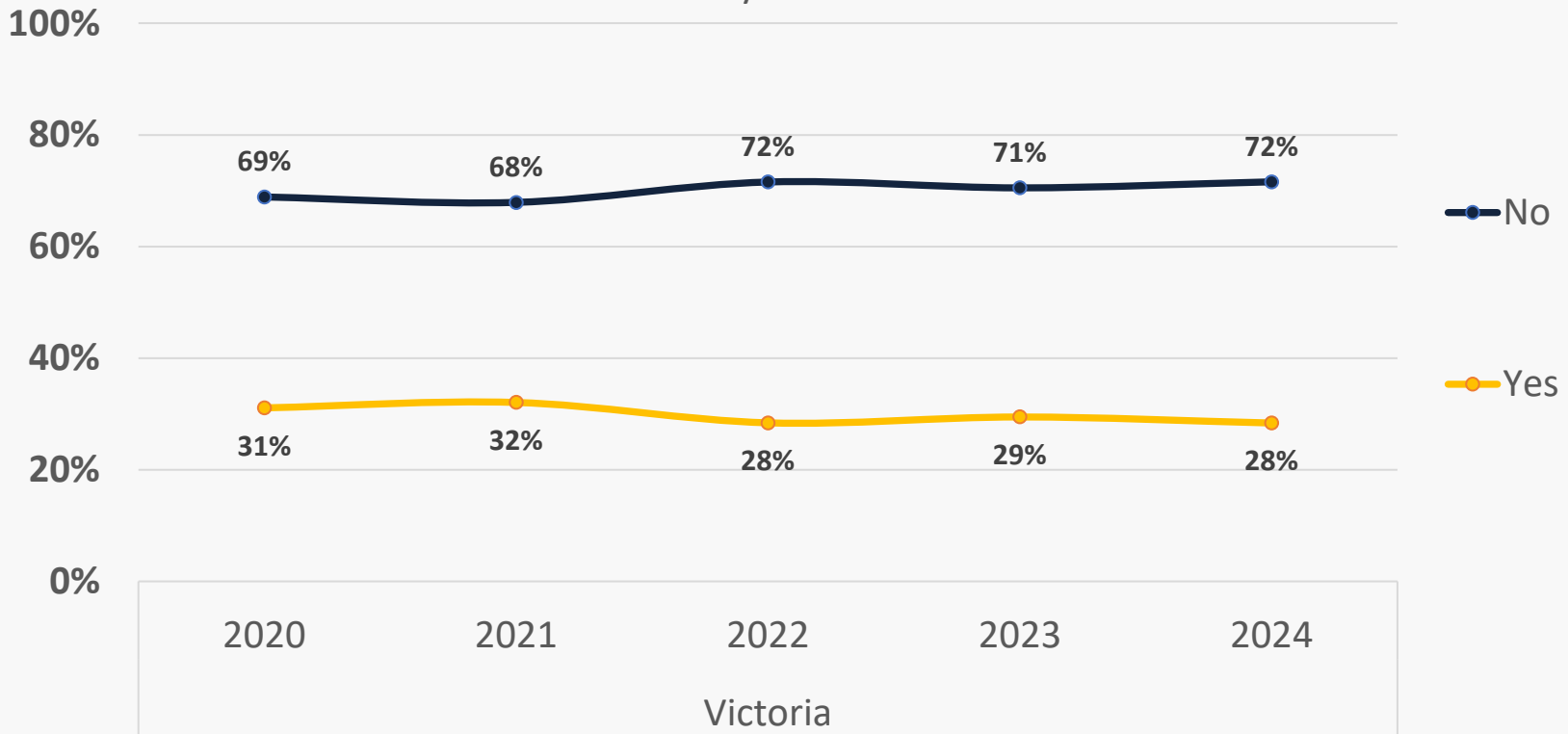
# Victoria Survey Results

- This presentation reflects 2020-2024 results for Victoria.
- Results specific to Victoria or VicPD's jurisdiction (combined Esquimalt and Victoria results) 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?

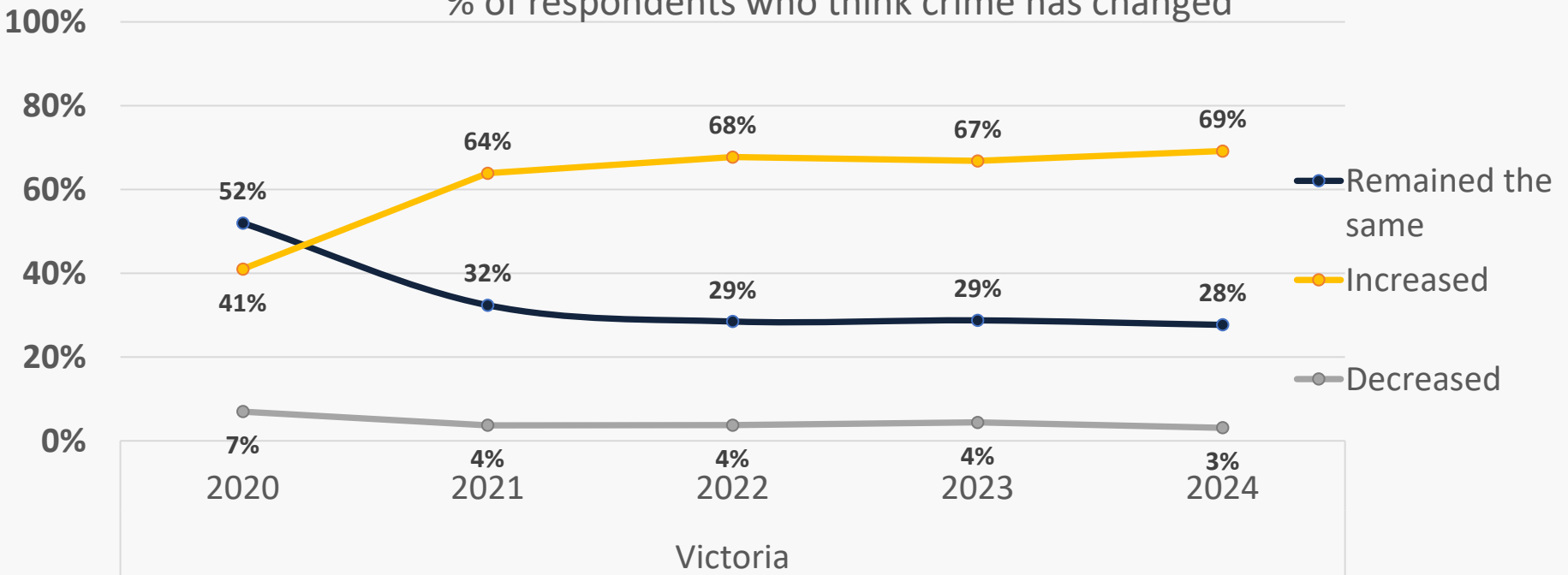
% of respondents who indicate they have been a victim of a crime in the last 5 years





# Has crime changed? (Perception)

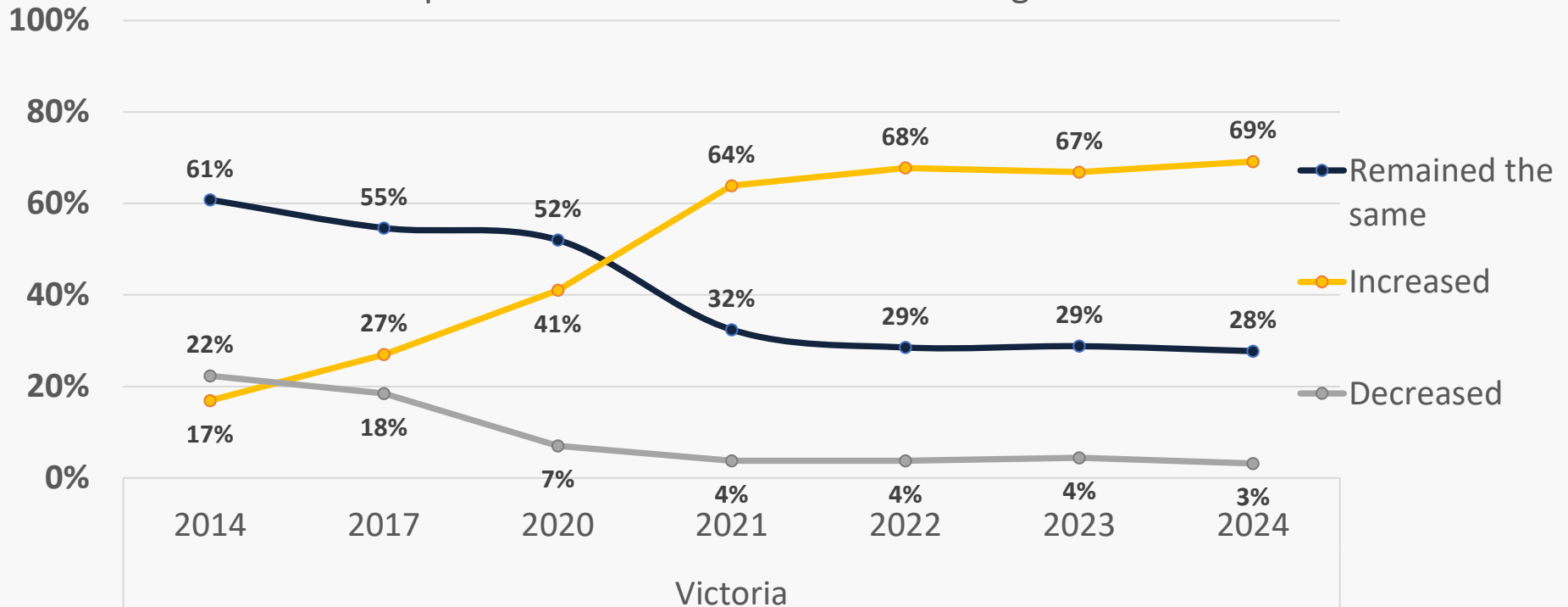
% of respondents who think crime has changed





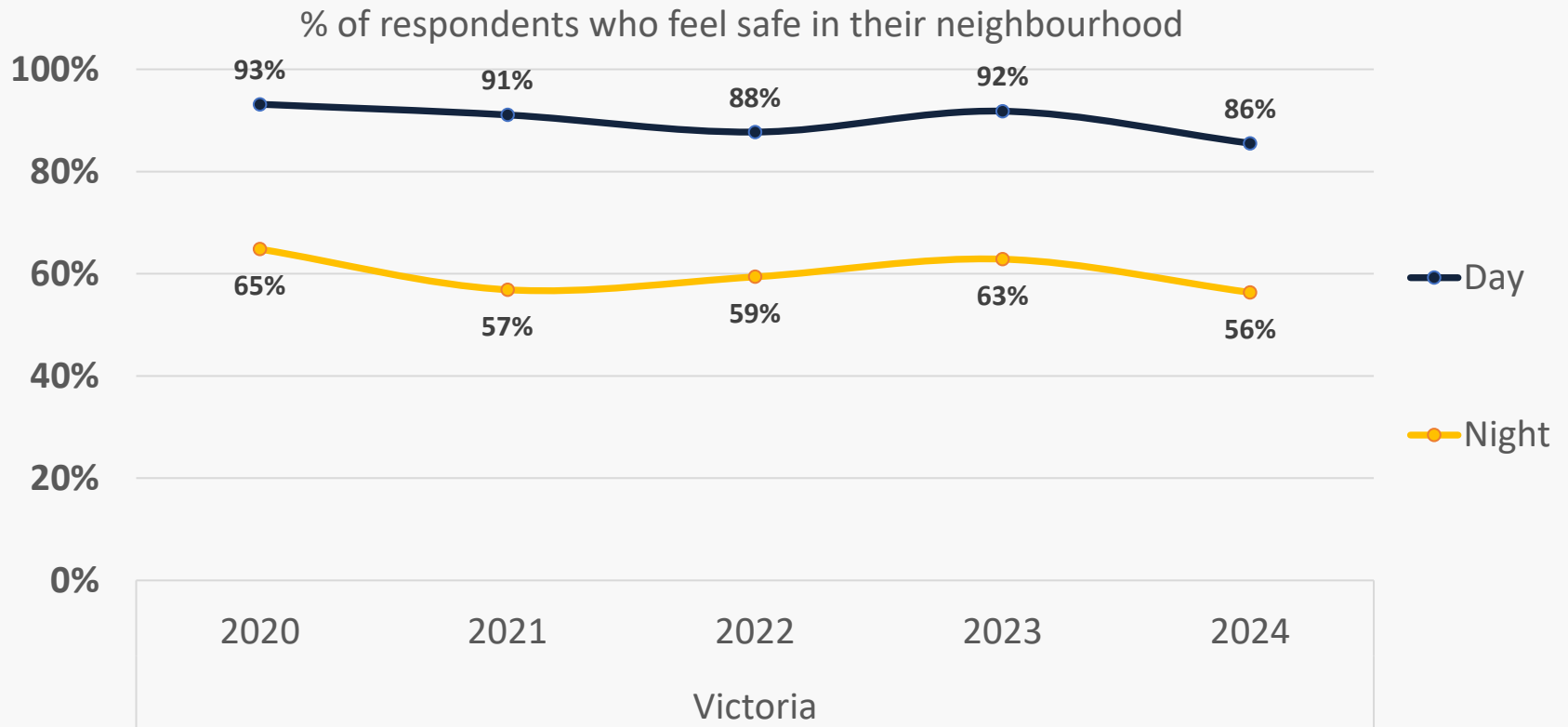
# 10-year trend: Has crime changed?

% of respondents who think crime has changed



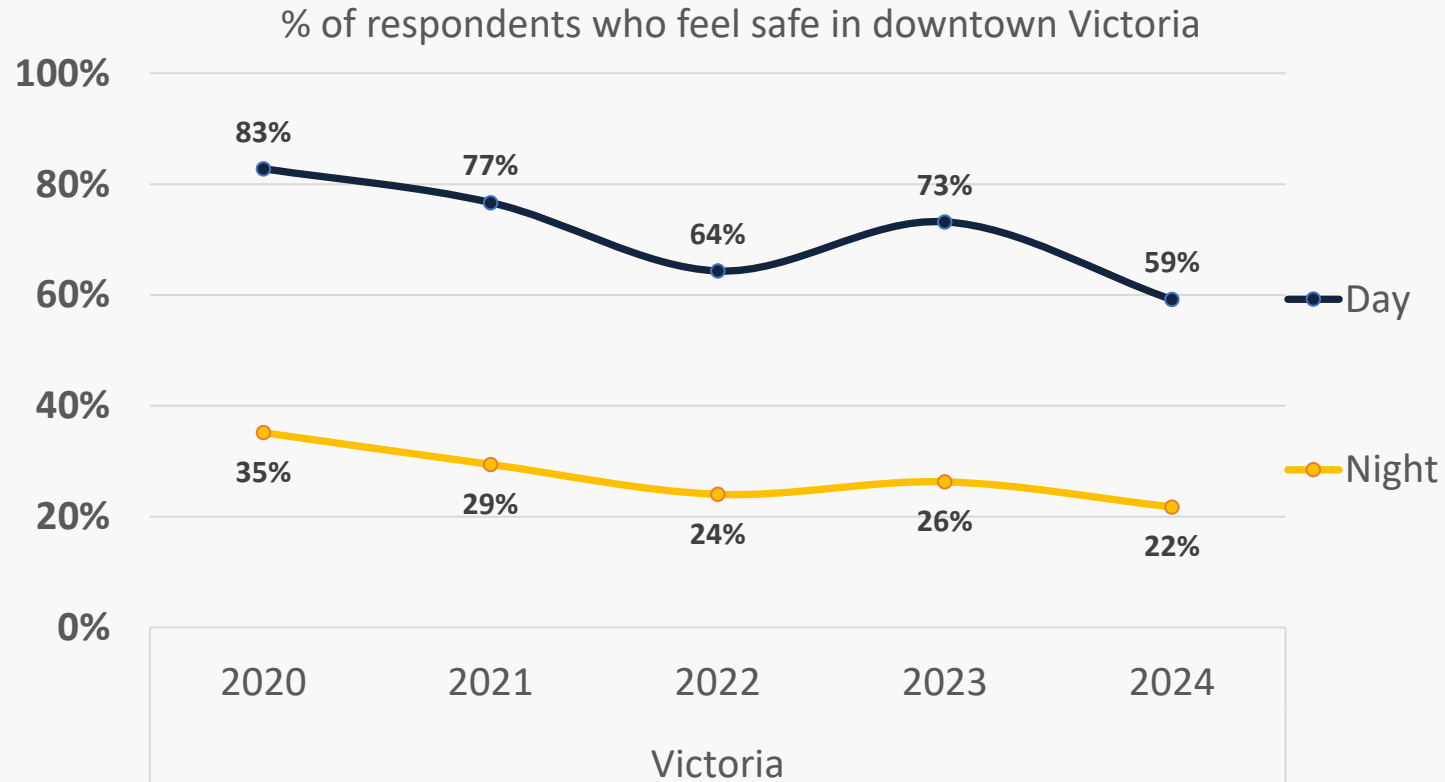


# Do you feel safe? Neighbourhood





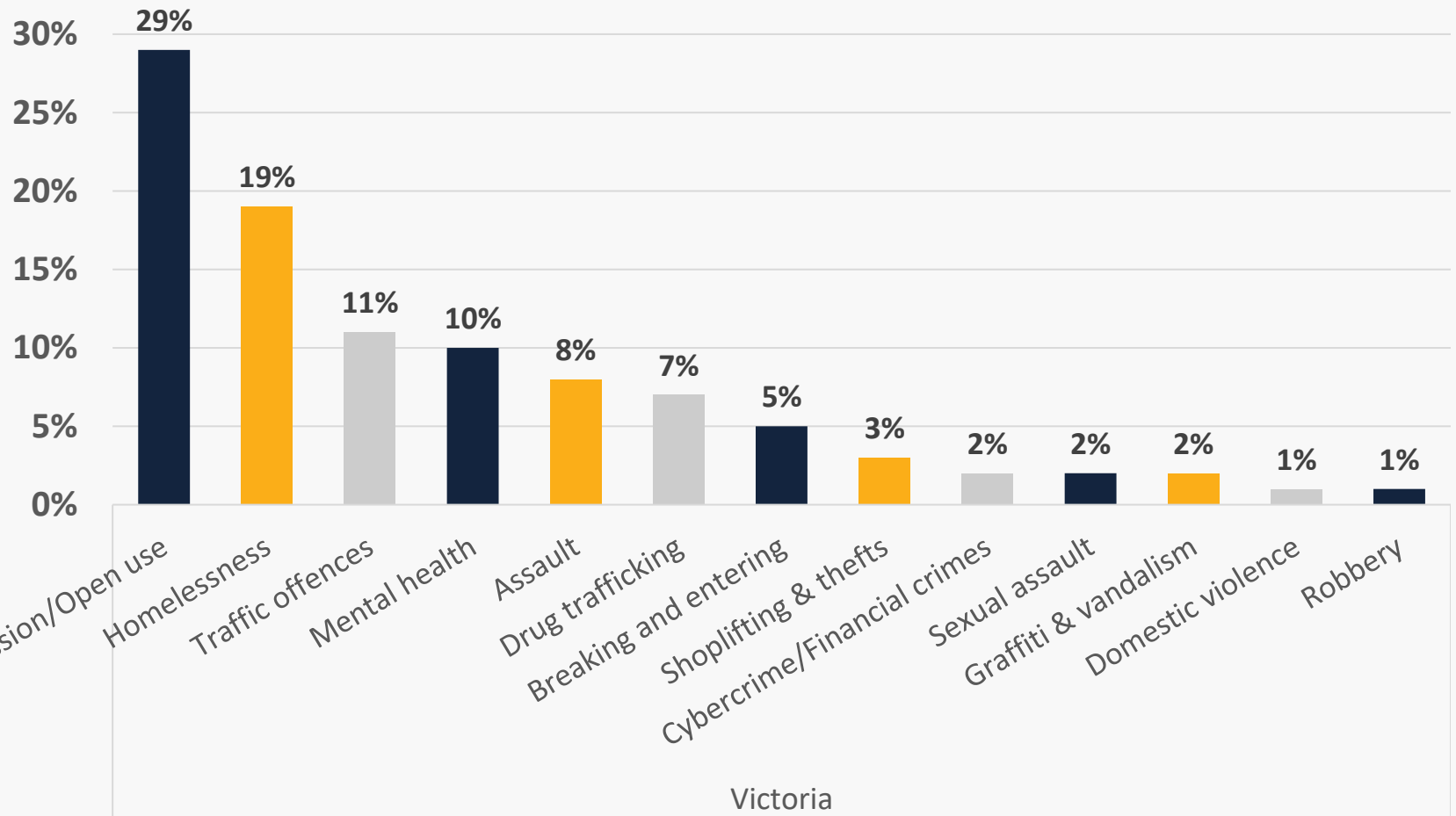
# Do you feel safe? Downtown





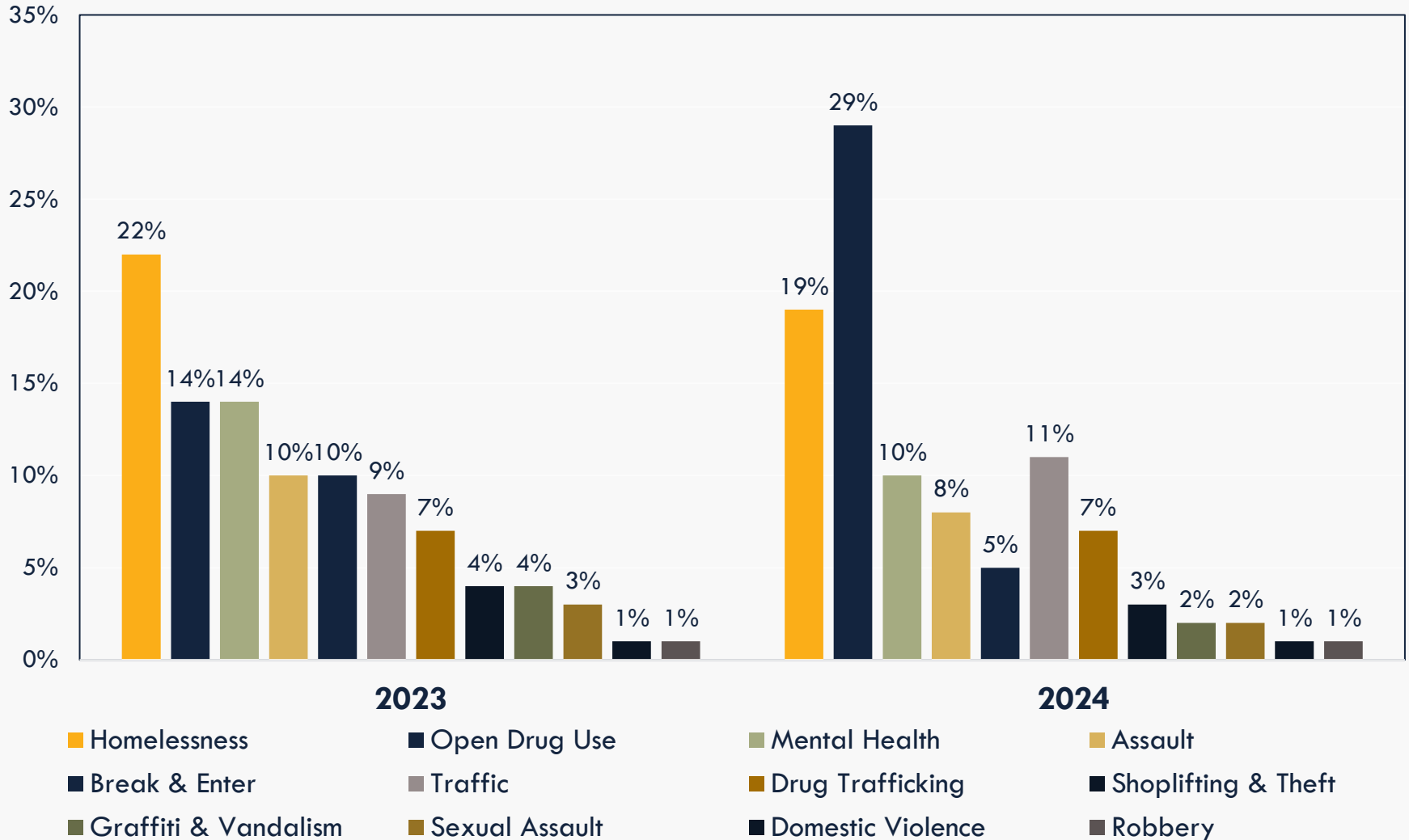
# Which one problem should VicPD pay closer attention to?

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





# Top Concern Changes 2023 - 2024







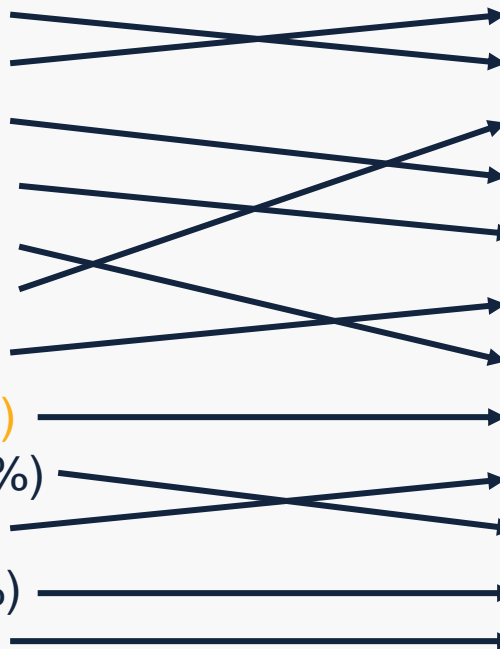
# Top Concern Changes 2023 - 2024

## 2023

1. Homelessness (22%)
2. Open Drug Use (14%)
3. Mental Health (14%)
4. Physical Assault (10%)
5. Break & Enters (10%)
6. Traffic Offences (9%)
7. Drug Trafficking (7%)
8. Shoplifting & Theft (4%)
9. Graffiti & Vandalism (4%)
10. Sexual Assault (3%)
11. Domestic Violence (1%)
12. Robberies (1%)

## 2024

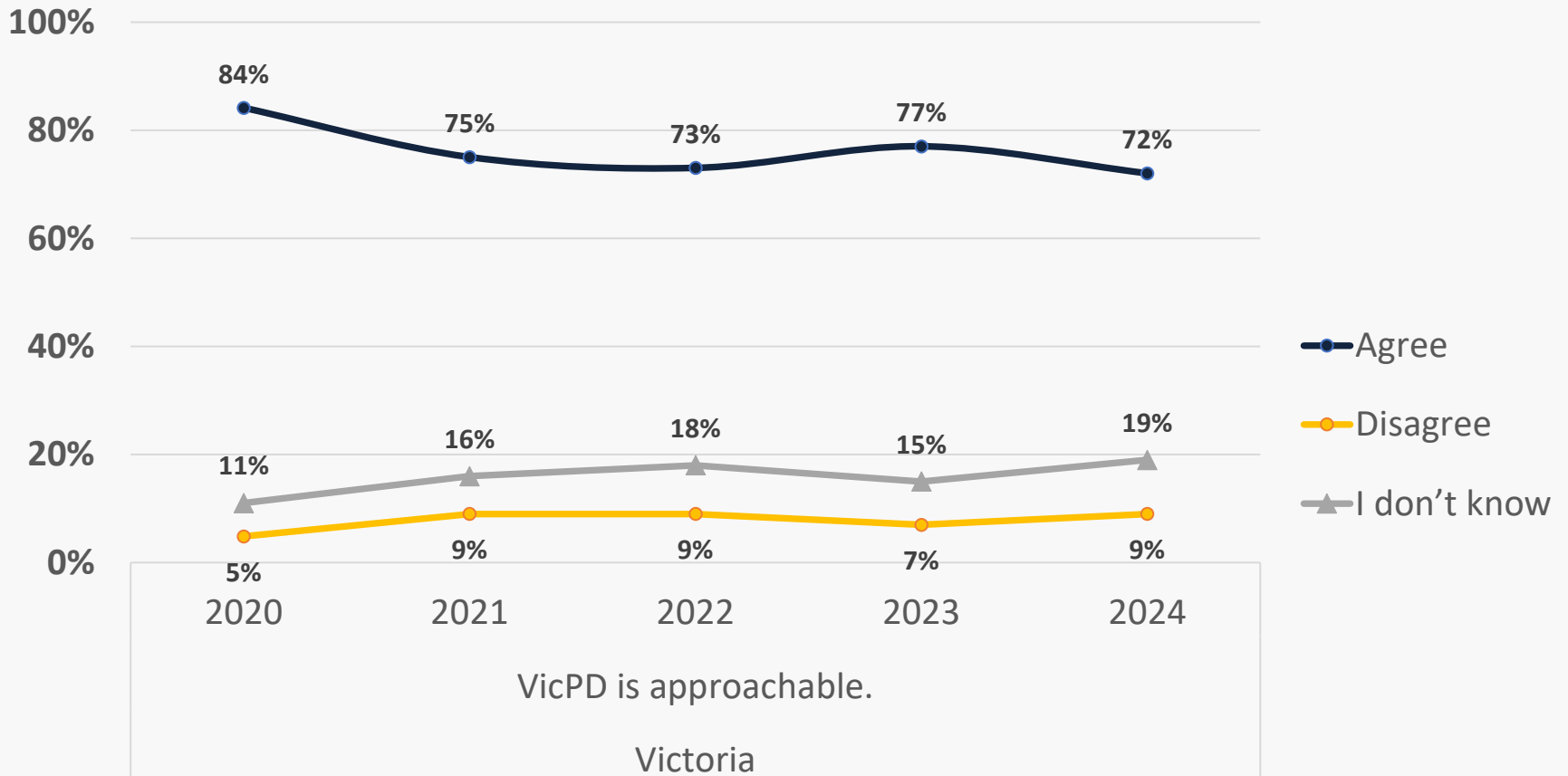
1. Open Drug Use (29%)
2. Homelessness (19%)
3. Traffic Offences (11%)
4. Mental Health (10%)
5. Physical Assault (8%)
6. Drug Trafficking (7%)
7. Break & Enters (5%)
8. Shoplifting & Theft (3%)
9. Sexual Assault (2%)
10. Graffiti & Vandalism (2%)
11. Domestic Violence (1%)
12. Robberies (1%)





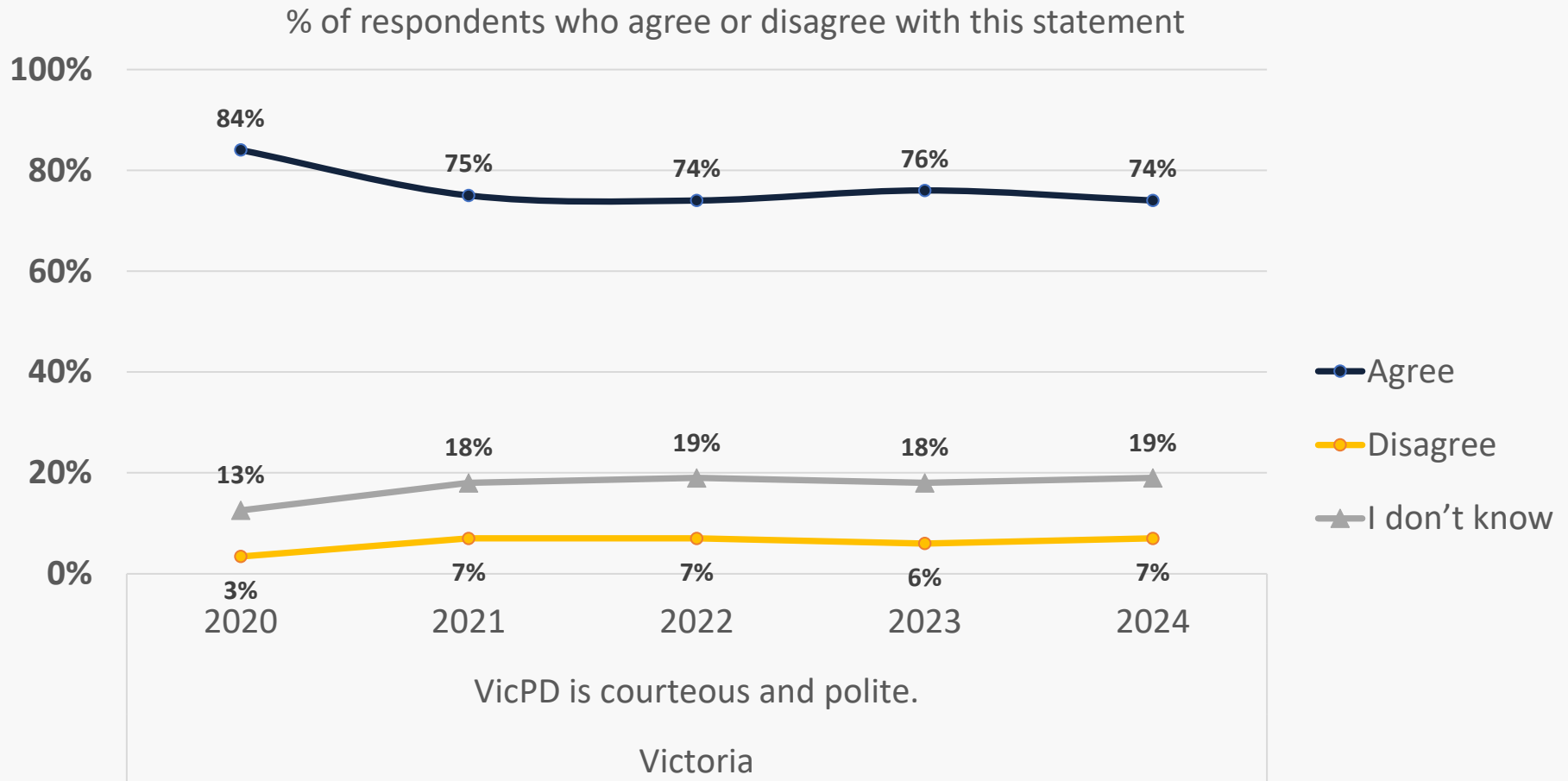
# “VicPD is approachable”

% of respondents who agree or disagree with this statement



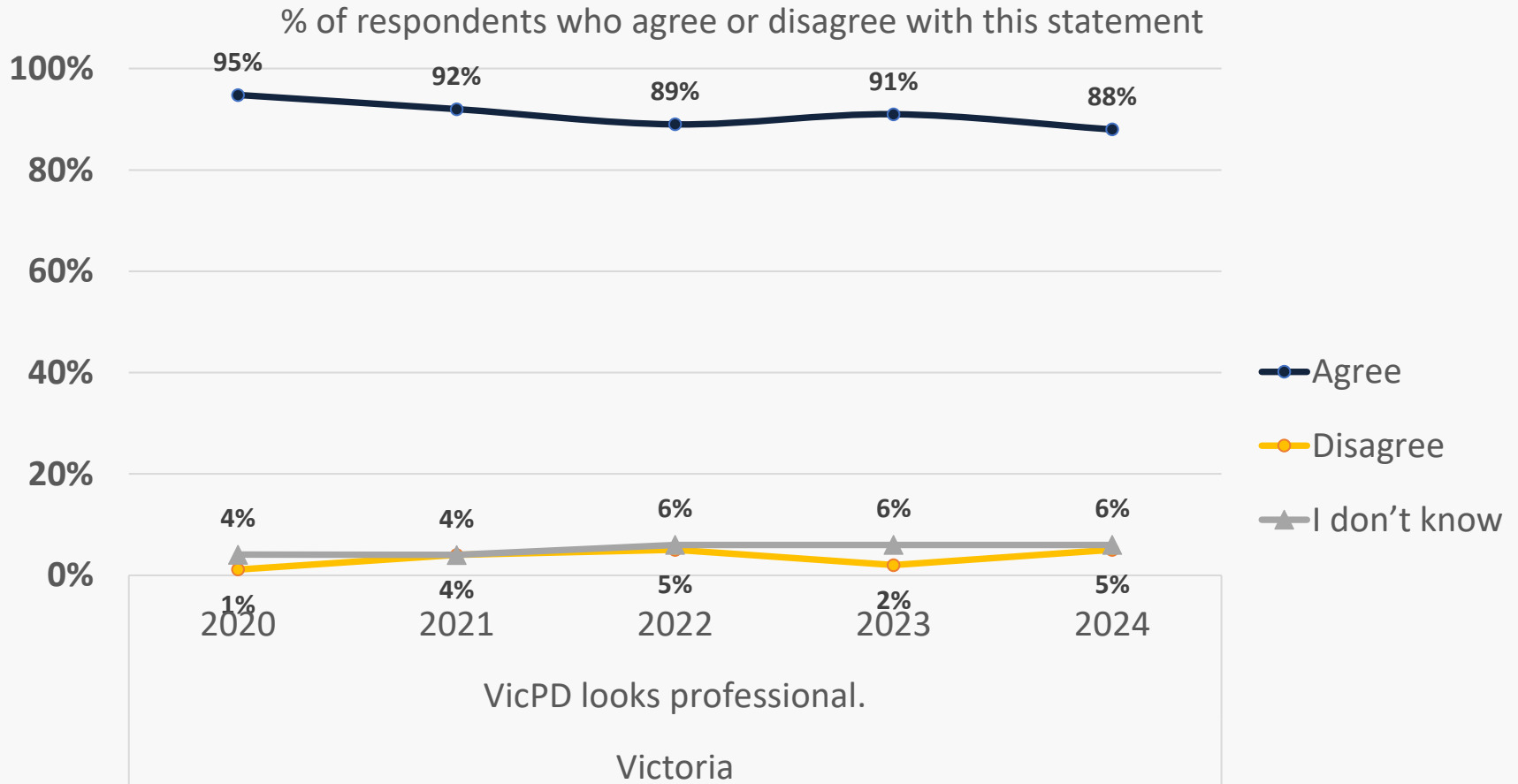


# “VicPD is courteous and polite”





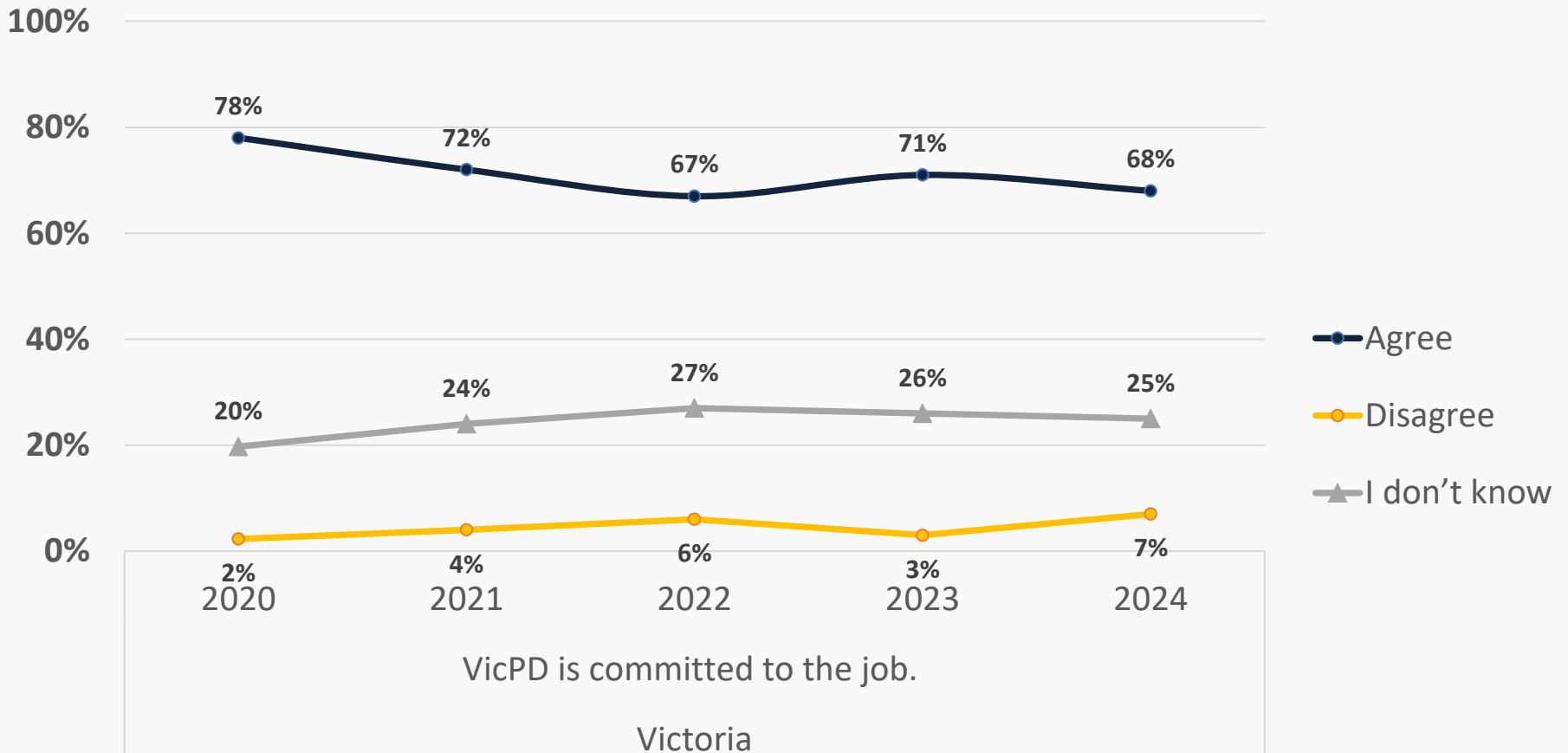
# “VicPD looks professional”





# “VicPD is committed to the job”

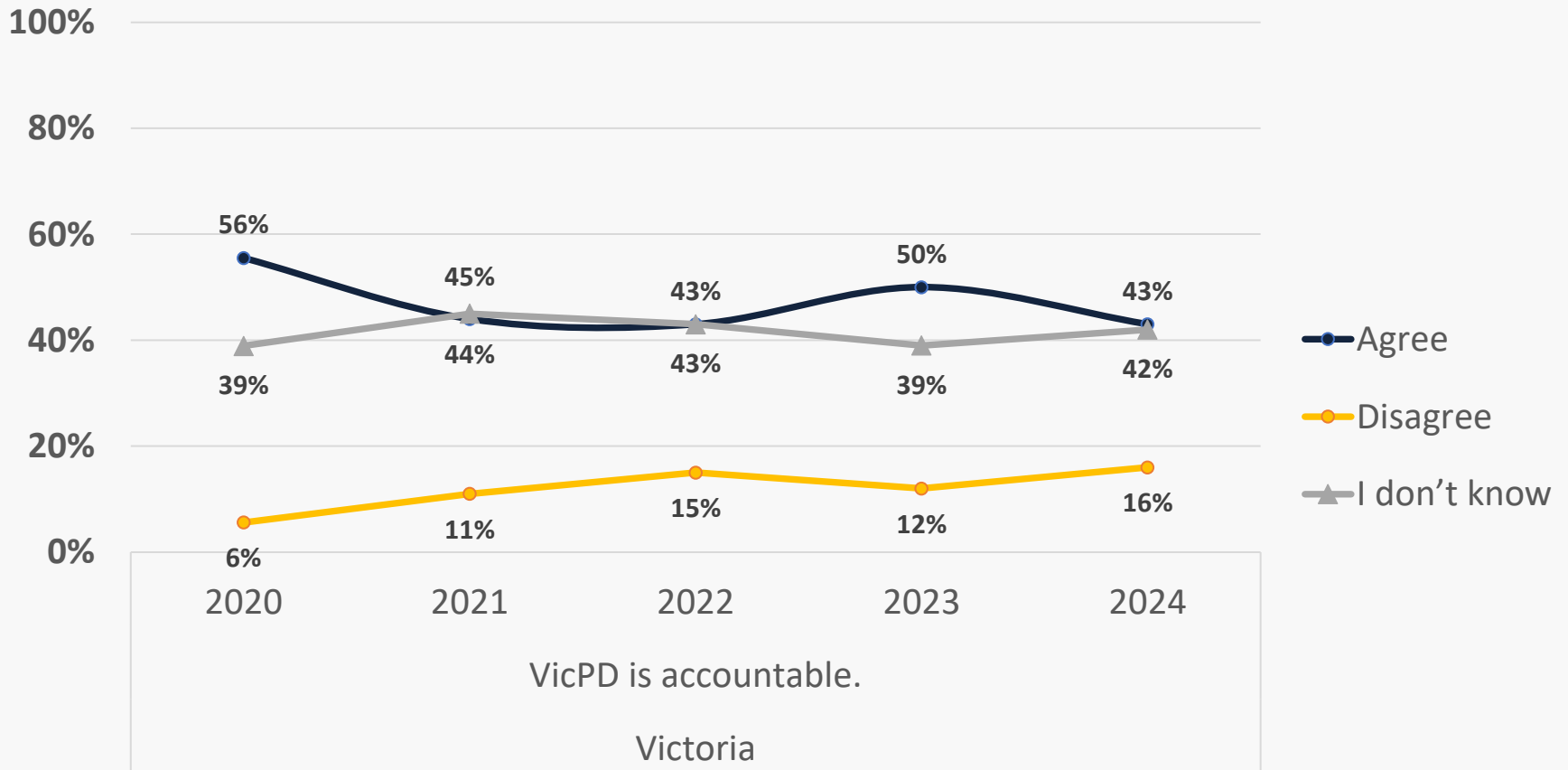
% of respondents who agree or disagree with this statement





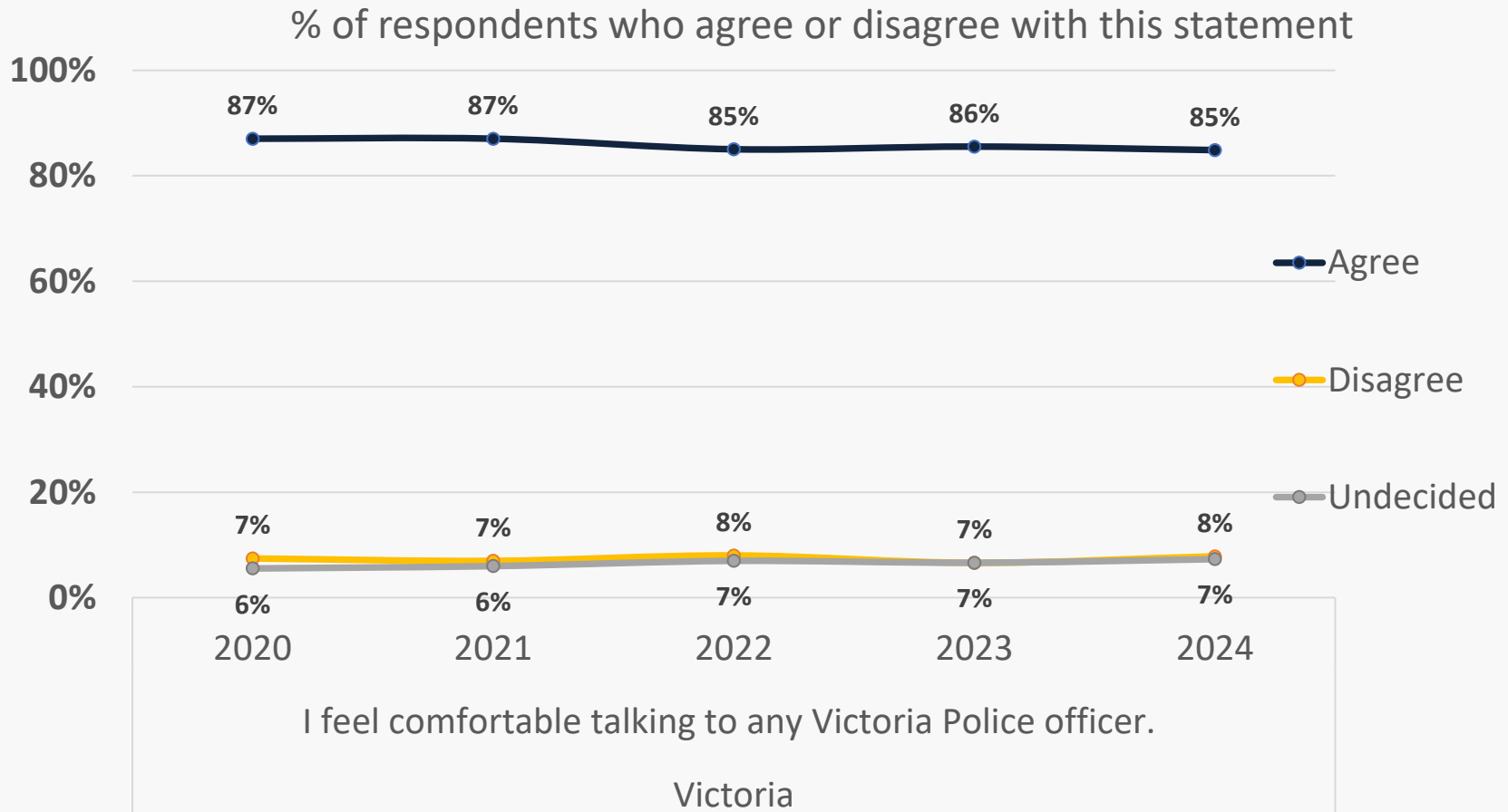
# “VicPD is accountable”

% of respondents who agree or disagree with this statement





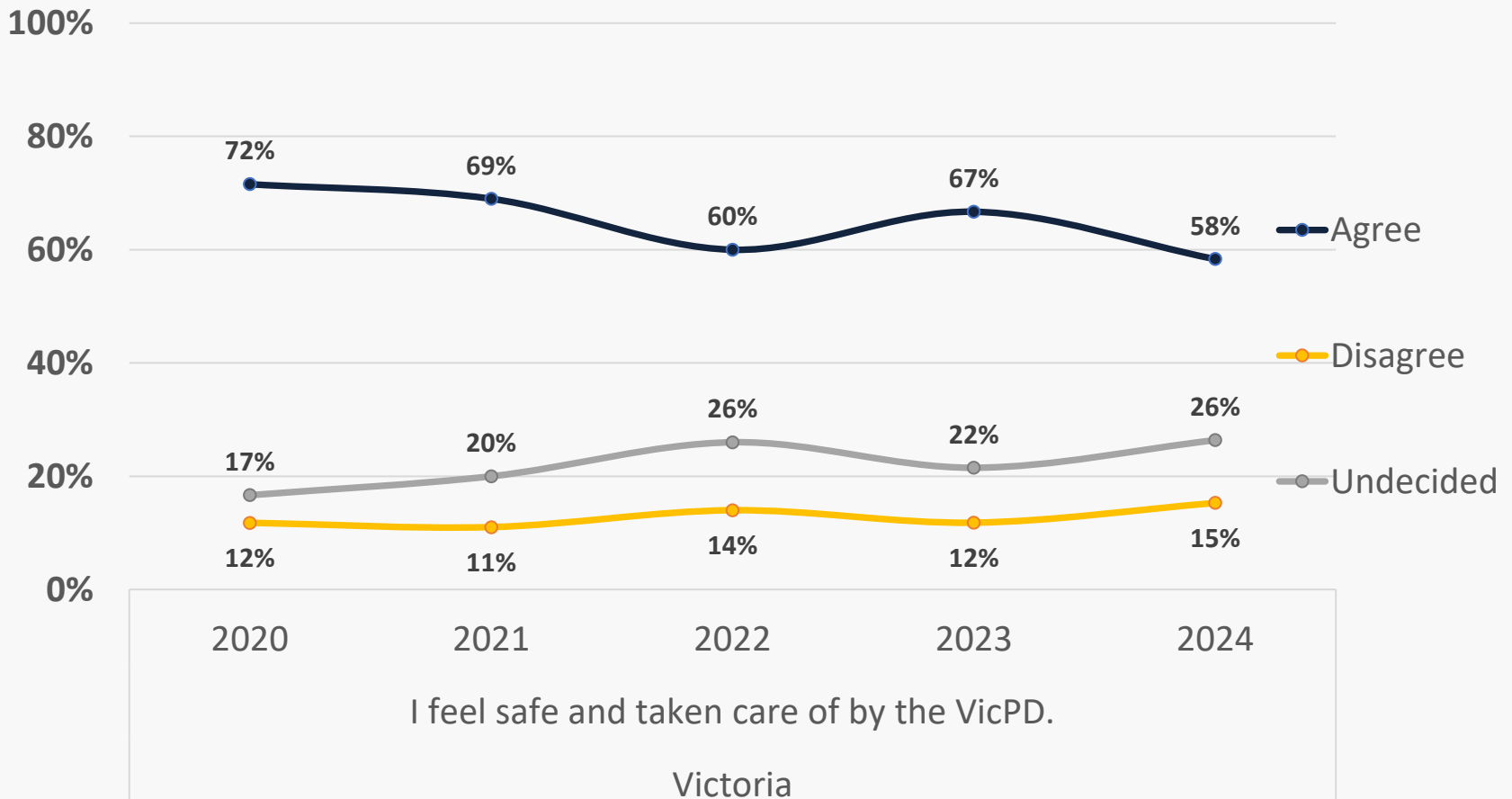
# “I feel comfortable talking to VicPD”





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

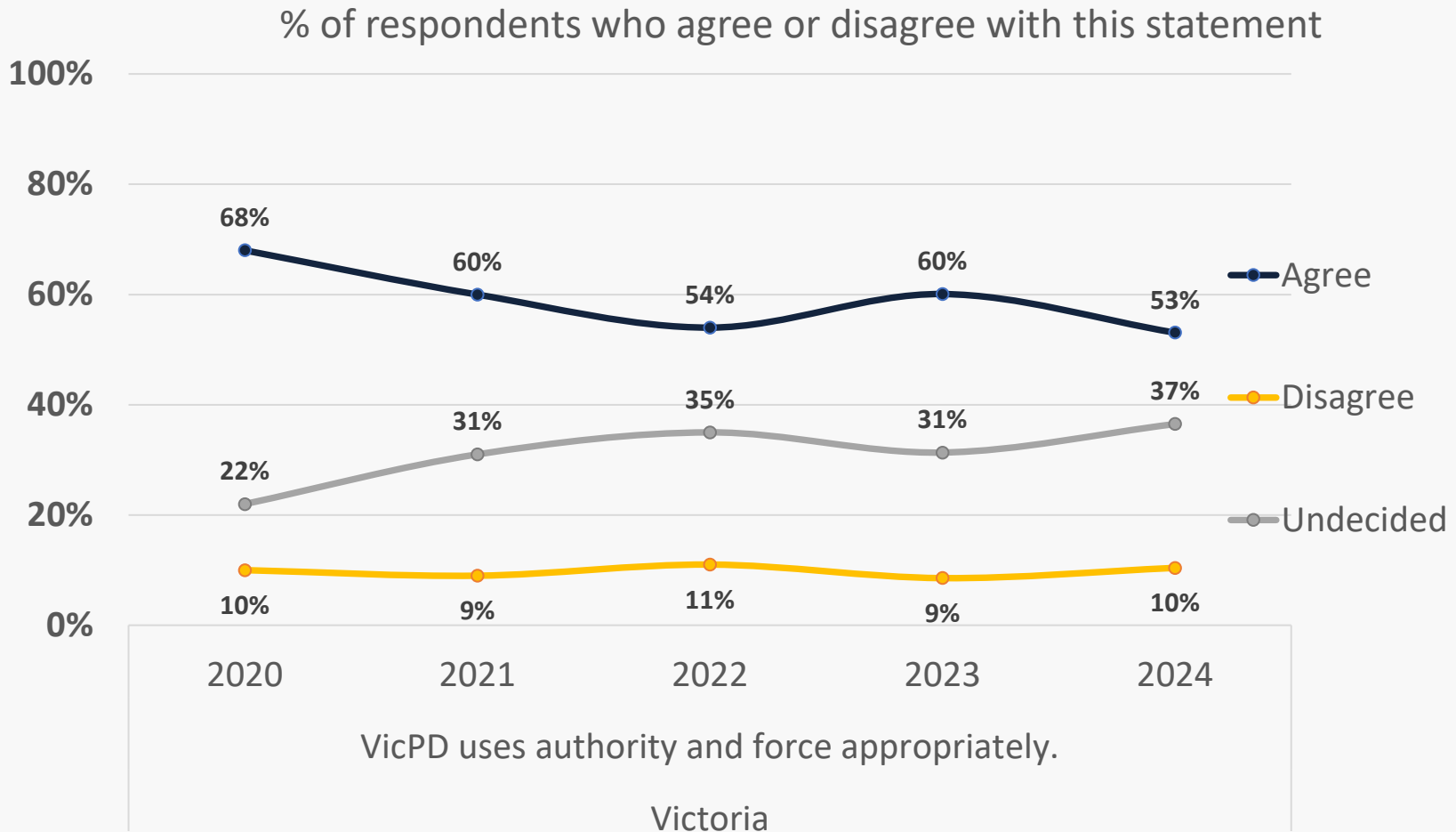
% of respondents who agree or disagree with this statement





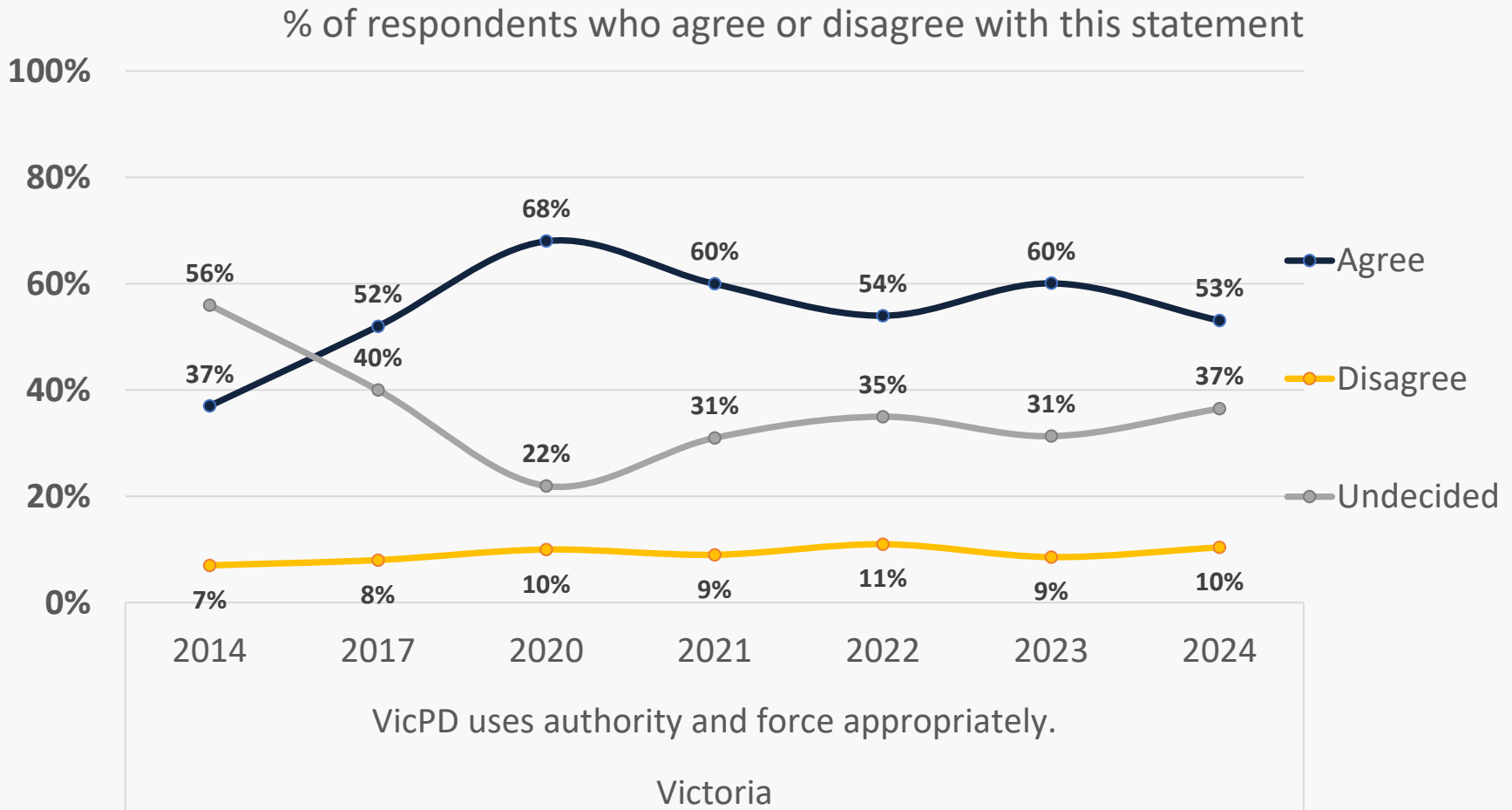


# “VicPD uses authority & force appropriately”



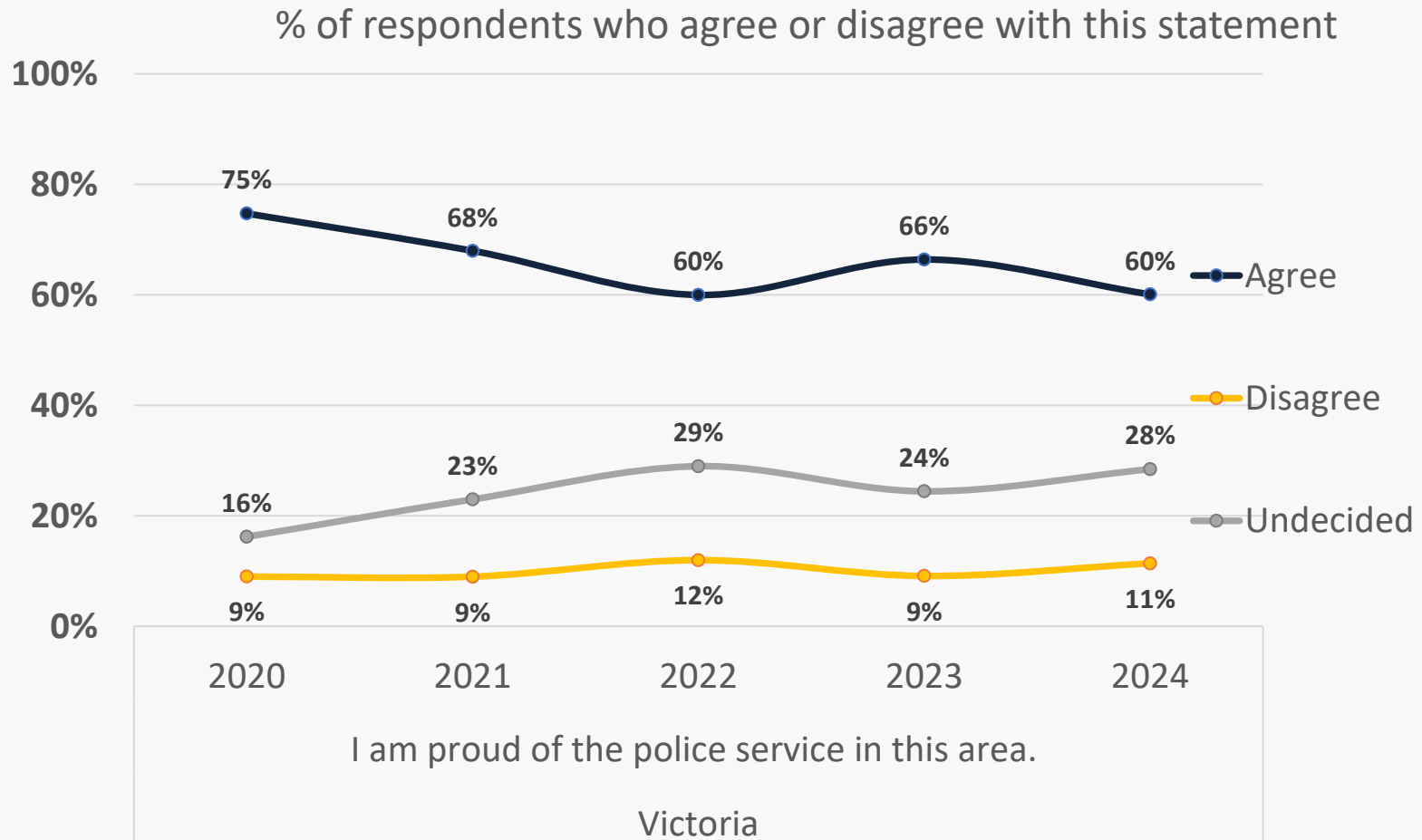


# 10-year trend: “VicPD uses authority & force appropriately”



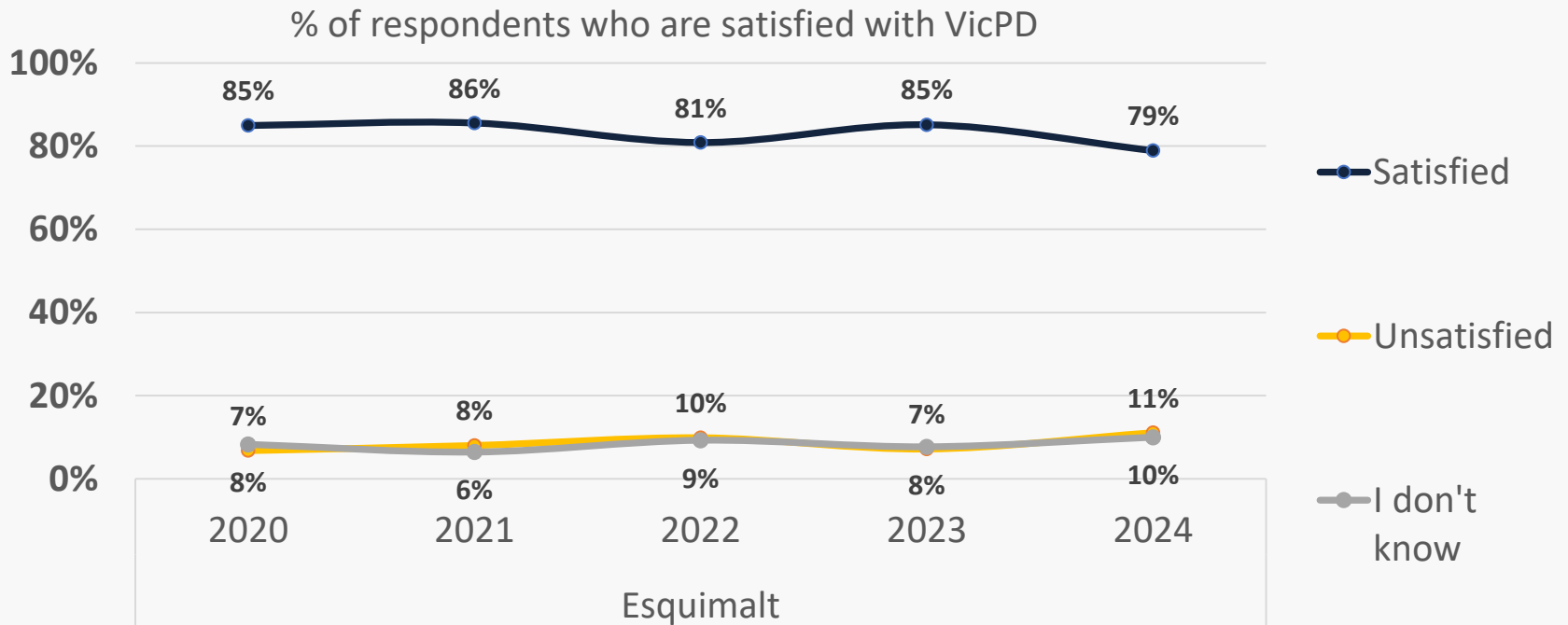


# “I am proud of VicPD”





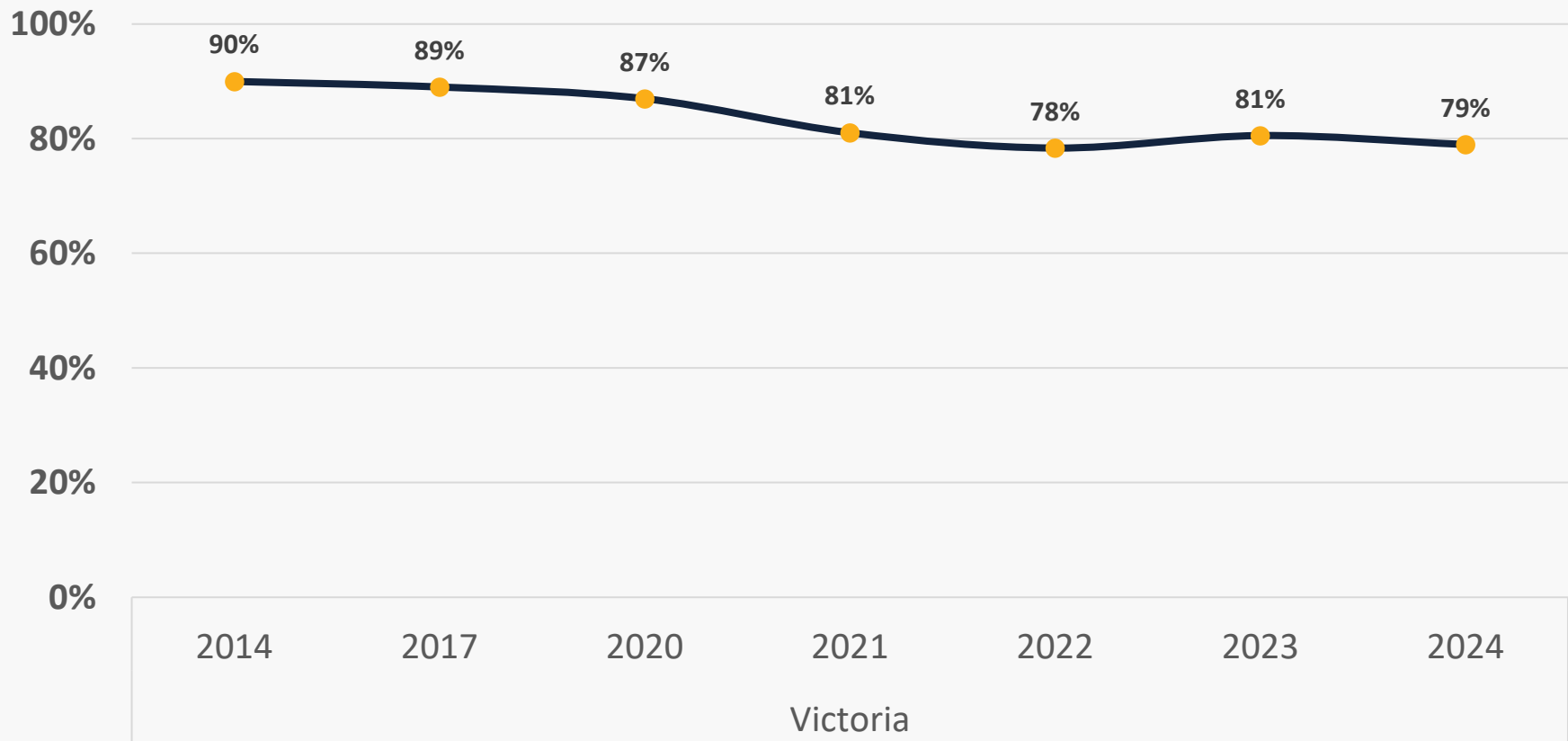
# Satisfaction





# 10-year trend: Satisfaction

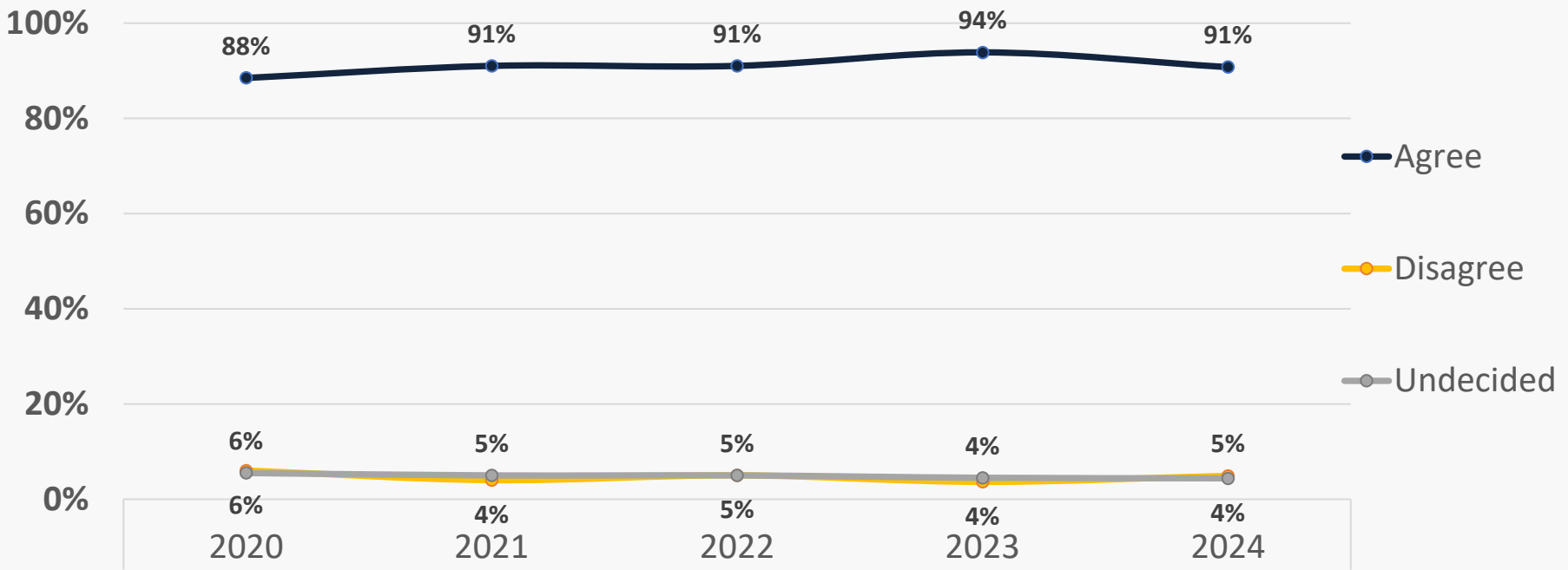
% of respondents who are satisfied with VicPD





# “A Safer Community Together”

% of respondents who agree or disagree with this statement



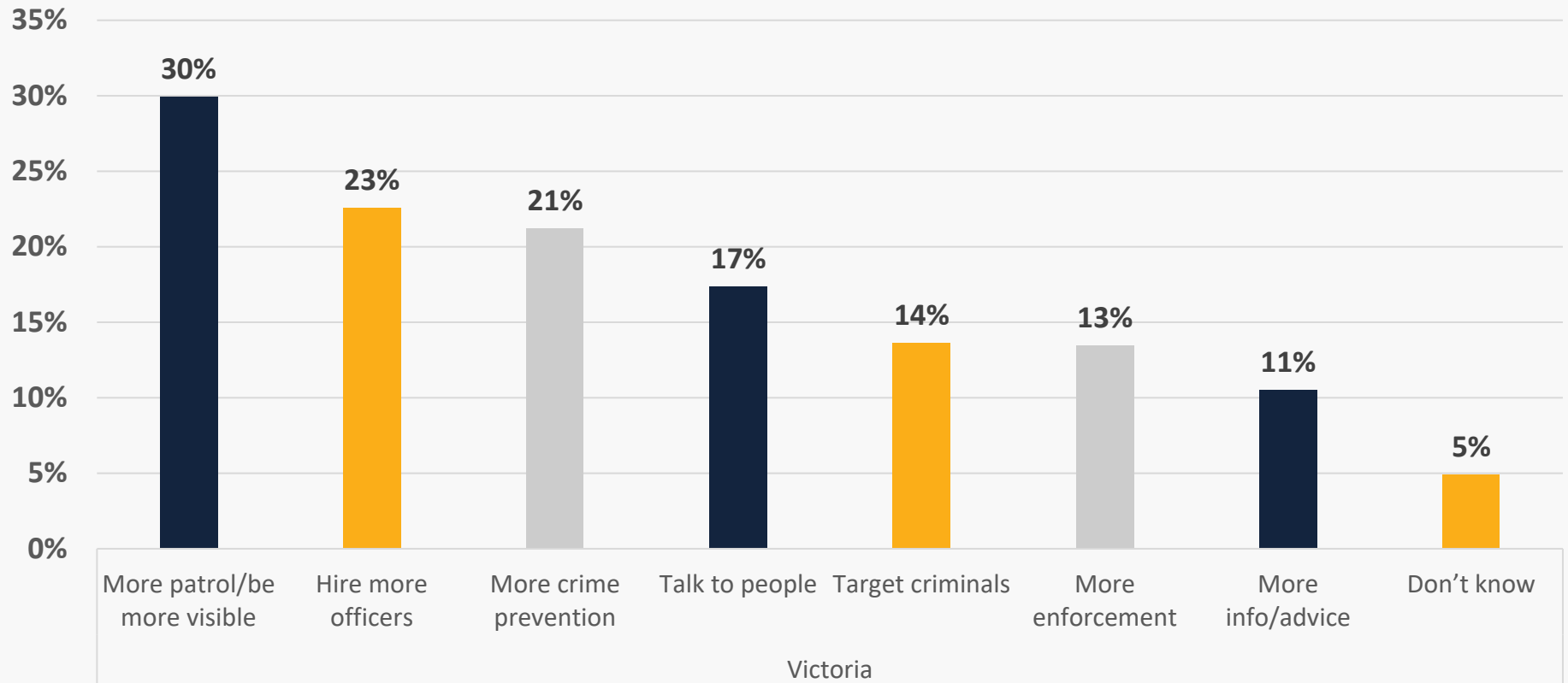
Police and citizens, working together, can help make this a better place to live and work.

Victoria



# How to deal with problems?

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

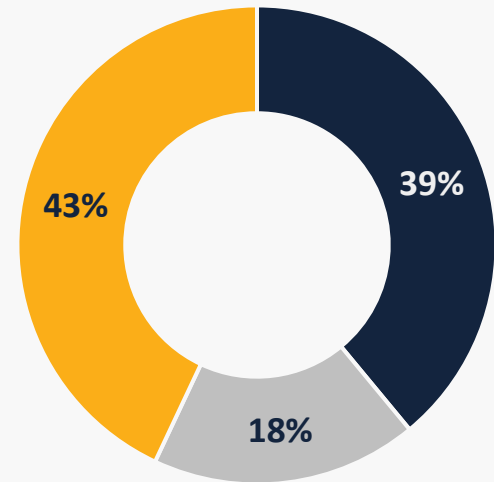




# Comments Summary

- Respondents were invited to write in comments
- Of the 587 Victoria respondents, 370 offered comments of substance (63%)
- Common themes included social disorder concerns, desire for more resources (police and other social support services) and greater police visibility.

Comments Breakdown



■ Supportive ■ Critical ■ Neutral/Not Related





# Sample Of 2024 Comments (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 Of 2024 Comments (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 Of 2024 Comments (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 Of 2024 Comments (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.”*



# For more information

Visit:

