



2017

# Community Survey





# How many responded?

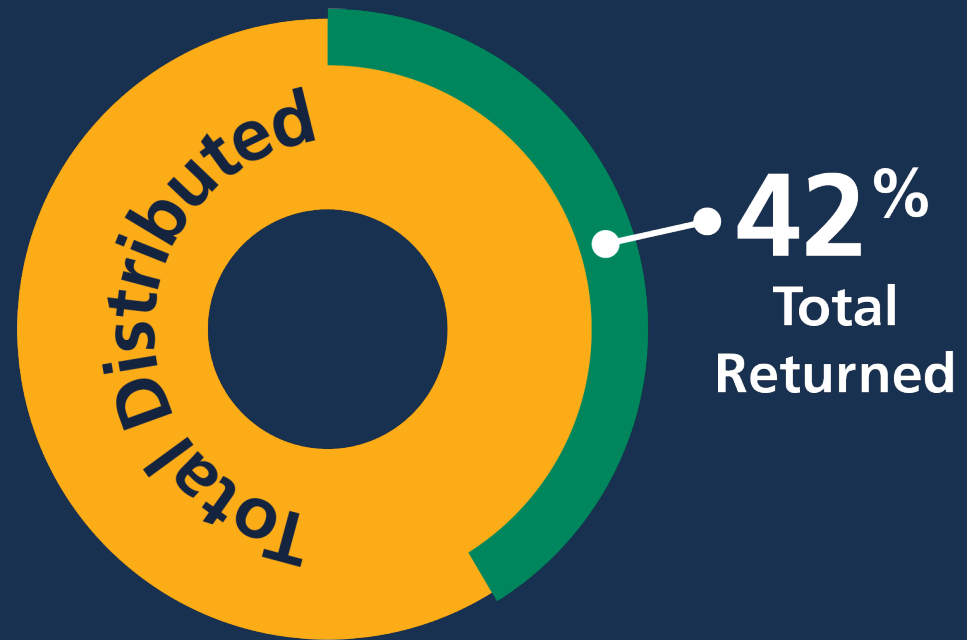
We handed out

**1,657**

surveys to citizens in  
Victoria and Esquimalt.

**701**

were returned.





# Response rate (per 1000 residents)

**Calgary Police Service**

**1**

**Vancouver Police Department**

**1.3**

**Edmonton Police Services**

**1.7**

**Regina Police Services**

**1.9**

**Abbotsford Police Department**

**3.4**

**Gatineau Police Services**

**3.6**

**Victoria Police Department**

**7**



# What are your concerns?

2014



1	2	3	4	5	6
Drug activity	Traffic accidents	Homelessness	Break & enters	Adult Violence	Panhandling, loitering



1	2	3	4	5	6
Drug activity	Break & enters	Speeding	Youth Violence	Adult Violence	Property Crime

2017



1	2	3	4	5	6
Drug activity	Homelessness	Panhandling, loitering	Break & enters	Bicycle theft	Theft from vehicle



1	2	3	4	5	6
Drug activity	Homelessness	Break & enters	Speeding	Panhandling, loitering	Theft from vehicle



# Do you feel safe in your neighbourhood?

2014



Day

**96%**

Night

**83%**

Day

**97%**

Night

**74%**



2017



Day

**94%**

Night

**64%**



Day

**95%**

Night

**63%**



# What should our priorities be?



2014



- 01 CRIMINAL INVESTIGATIONS
- 02 TACTICAL/EMERGENCY RESPONSE
- 03 HIGH RISK OFFENDER PROGRAMS
- 04 PATROL BY POLICE VEHICLE

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- 02 TACTICAL/EMERGENCY RESPONSE
- 03 HIGH RISK OFFENDER PROGRAMS
- 04 EMERGENCY MENTAL HEALTH

## How do you think we can achieve them?

- 01 BE MORE VISIBLE IN THE COMMUNITY
- 02 SPEND MORE TIME TALKING TO PEOPLE
- 03 DO MORE CRIME PREVENTION WORK
- 04 PROVIDE MORE INFORMATION & ADVICE

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- 04 HIRE MORE OFFICERS



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# Do you think crime has changed over the last five years?

2014

18%

Increased

22%

Decreased

56%

Remained the same

2017

24%

Increased

19%

Decreased

52%

Remained the same

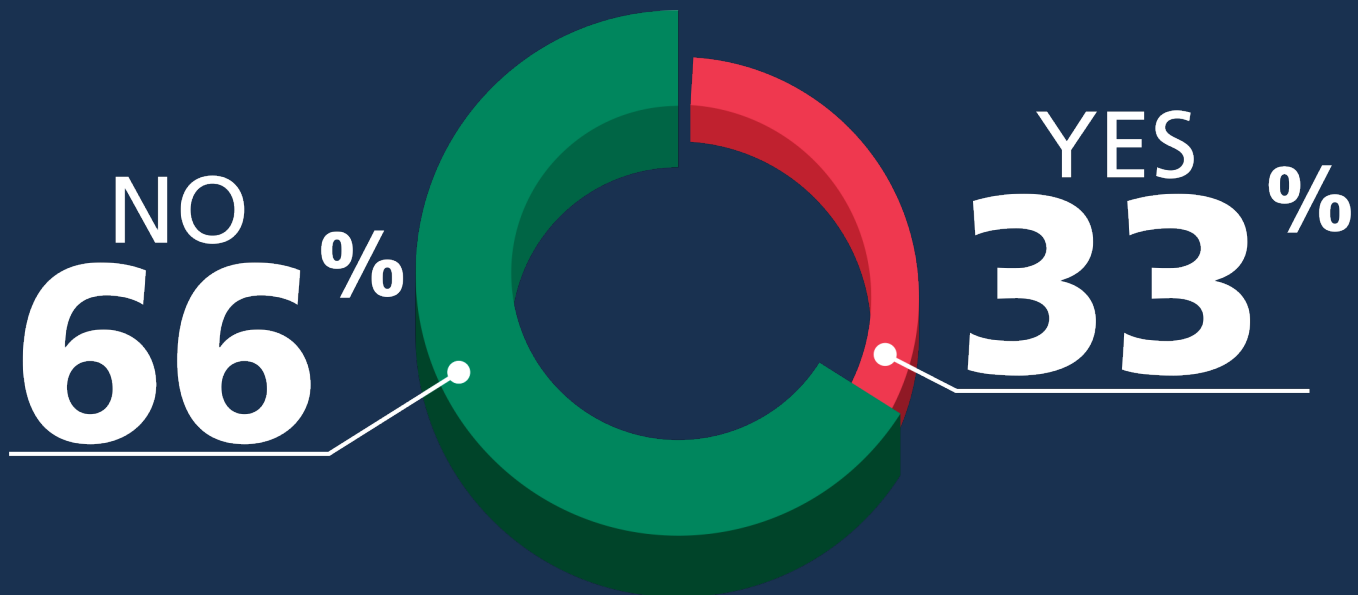




# Have you been a victim of crime over the last five years?

## 2014 & 2017

(unchanged)





# "I feel safe and taken care of by VicPD"

Township of  
**ESQUIMALT**

2014

59%

Agree

25%

Neutral

14%

Disagree

2017

66%

Agree

27%

Neutral

4%

Disagree



# "I feel safe and taken care of by VicPD"



2014

60%

Agree

25%

Neutral

9%

Disagree

2017

60%

Agree

31%

Neutral

5%

Disagree



# "I am proud of the service in my community"

Township of  
**ESQUIMALT**

2014

54%

Agree

30%

Neutral

13%

Disagree

2017

68%

Agree

27%

Neutral

3%

Disagree



# "I am proud of the service in my community"



2014

65%

Agree

22%

Neutral

6%

Disagree

2017

61%

Agree

30%

Neutral

4%

Disagree



"I would feel comfortable talking to any VicPD officer"

Township of  
ESQUIMALT

2014

87%

Agree

8%

Neutral

5%

Disagree

2017

88%

Agree

7%

Neutral

3%

Disagree



"I would feel comfortable talking to any VicPD officer"



2014

87%

Agree

6%

Neutral

5%

Disagree

2017

90%

Agree

6%

Neutral

3%

Disagree



"I feel officers are..."

# 1) Accountable

2014



Agree

45%

Disagree

11%

Agree

49%

Disagree

11%



2017



Agree

46%

Disagree

7%

Agree

54%

Disagree

4%







"I feel officers are..."

## 2) Committed to their job

2014



Agree

**80%**

Disagree

**1%**



Agree

**76%**

Disagree

**1%**

2017



Agree

**76%**

Disagree

**1%**



Agree

**80%**

Disagree

**1%**



"I feel officers are..."

# 3) Courteous and polite

2014



Agree

**78%**

Disagree

**7%**



Agree

**77%**

Disagree

**6%**

2017



Agree

**79%**

Disagree

**4%**



Agree

**83%**

Disagree

**3%**



"I feel officers are..."

## 4) Approachable

2014



Agree

**85%**

Disagree

**4%**



Agree

**86%**

Disagree

**6%**

2017



Agree

**84%**

Disagree

**2%**



Agree

**88%**

Disagree

**2%**



"I feel officers look..."

## 5) Professional

2014



Agree

91%

Disagree

2%

Agree

92%

Disagree

1%



2017



Agree

90%

Disagree

1%



Agree

90%

Disagree

1%



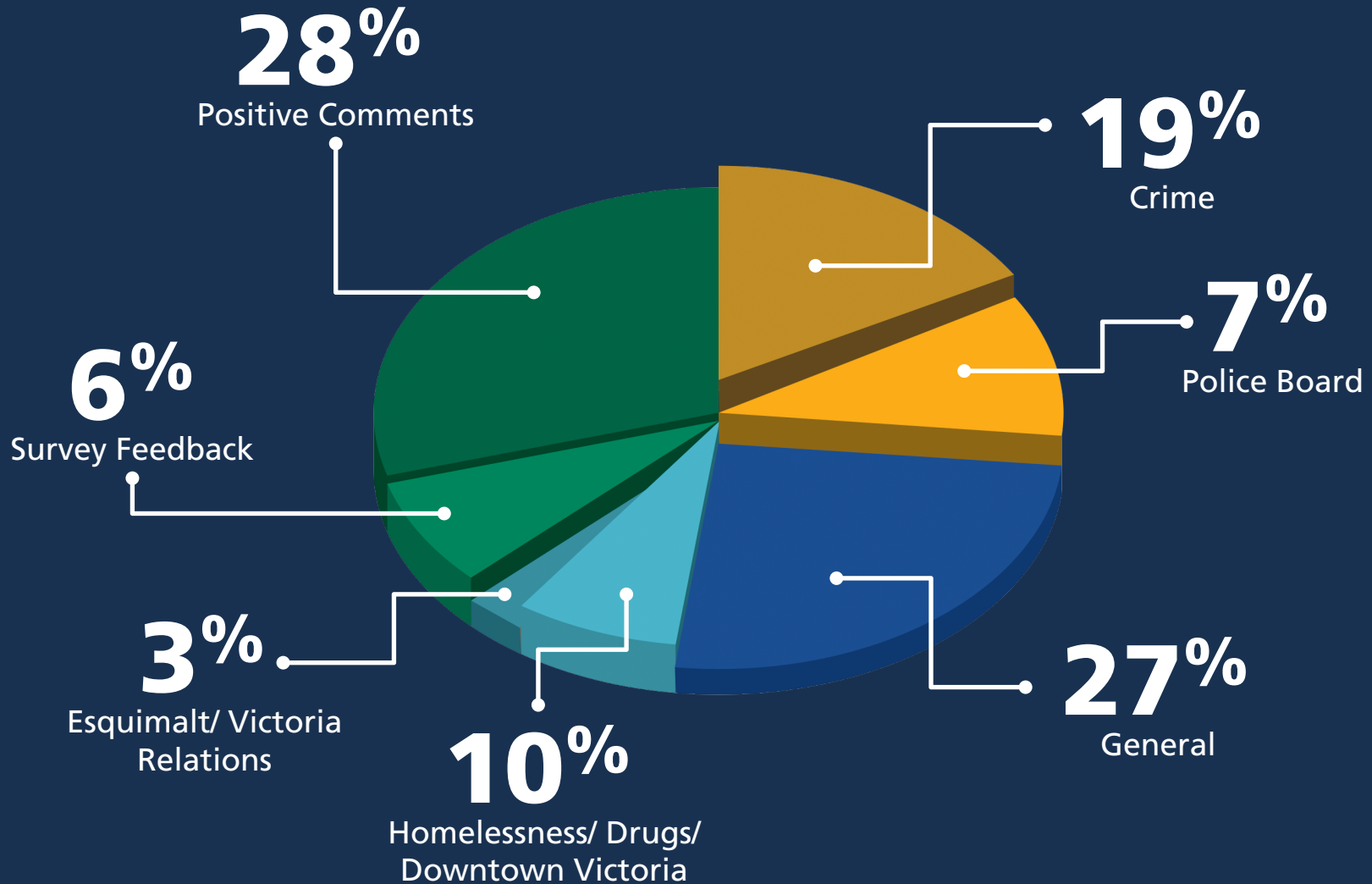
# Overall Satisfaction

2014 & 2017  
(unchanged)

88%



# Your comments





# Your comments

"I would like to **thank** the Victoria Police for being so **well-trained** and for **treating people** so **respectfully**."



# Your comments

"Our best **defense against crime is strong community and communication.**"





# Your comments

“Whether they like it or not, officers have to accept that **in the absence of adequate social services,** officers will always be **part cop, part social worker.**”



# Your comments

"I can say that the officers serving here [in Esquimalt] are very **community minded, very pleasant and approachable.**"



# Your comments

“This survey has made me realize that **I know little about** the Victoria Police Department.”



# Your comments

“We recognize that police need protective gear but if it looks military, **it intimidates the public**. We need **more community** with the police.”



# Your comments

"I have lived in a dozen cities across the country and I must say that the Victoria Police are the **most empathetic, open-minded and community-focused** force I've ever encountered."



# Your comments

“Work to **inspire a safer community**. Be a **positive influence**.”



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

2014

93%

AGREE

2017

91%

AGREE