



Vancouver Police Community Policing Assessment Report

Business Survey Results

2019
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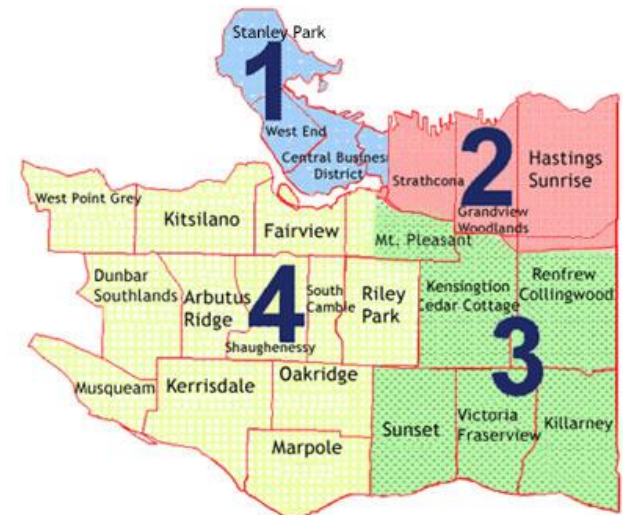


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Executive Summary – Survey of Businesses

Overall Satisfaction with the Vancouver Police Department

Nearly nine in ten (89%) business owners and/or managers were very or somewhat satisfied with the service provided by the VPD in 2019. This was consistent with overall satisfaction ratings over the previous three years. Satisfaction levels were fairly consistent between Districts, ranging from 92% in District 4 to 86% in District 2.

Positive comments associated with the service provided by the VPD were often related to the department's quick response/service to businesses (16%) and a general perception that the VPD was doing a good job (15%). Neutral or negative comments typically involved having little or no contact with the VPD (15%), finding the police response ineffective (12%) or slow (7%), or wanting the VPD to focus on issues of violence related to homelessness and/or drug use (9%).

Responsiveness, Meeting Safety Needs, and Addressing Street Disorder

The VPD's ability to respond quickly in emergency situations (78%), meet the business community's safety needs (72%), and address street disorder (61%) were all rated positively (4 or 5 out of 5) by business owners and managers Citywide.

Perceptions of the VPD's ability to respond quickly in emergency situations stayed consistent with the previous year. Perceptions of the VPD's ability to meet the business community's safety needs decreased slightly (but not significantly) by four points, while ratings of the VPD's ability to address street disorder went down by six points since 2018 (also not a significant difference).

Time Devoted to Addressing Crime Problems

In general, types of theft remained top crime problems where business owners and managers felt the VPD currently spends enough time. Six in ten (61%) thought the VPD spends enough time addressing thefts of vehicles, while 54% believed the police were devoting sufficient time to the problem of theft from homes, and one-half (51%) believed that enough time was being allocated to theft from businesses .

The key crime-related areas that were seen by business managers and owners as priorities where the VPD should spend more time included gangs and drug use (58% each). The other areas where at least one-half of business owners and managers believed the VPD should spend more time addressing include violent crimes (52%), sexual crimes (51%), and youth violence (50%).

Interestingly, theft from vehicles saw a significant increase in the proportion who believed the VPD should spend more time addressing this problem, from 39% in 2018 to 47% in 2019.

Impressions of the VPD on Key Reputation Dimensions

Business owners and managers evaluated the VPD on seven attributes that reflect key dimensions of the VPD's service. The top four qualities perceived to best describe the VPD were professional (88%), trustworthy (84%), respectful (83%), and knowledgeable (81%).

Nearly eight in ten of business owners and managers (78%) believe the VPD to be fair, followed by 71% who agree that the VPD is accountable and 67% who agree that the VPD is visible. In 2019, the biggest year-over-year change was for ratings of the VPD being knowledgeable, which decreased by five points (from 86% in 2018 to 81% in 2019), though this difference is not significant.

Professionalism was the top attribute associated with the VPD across all patrol Districts in 2019.

Contact with the VPD

One-half (49%) of business owners and managers had contact with the VPD in the 12 months preceding the 2019 survey, up significantly from a low of 41% in 2017. Citywide, 81% of the business managers who had contact with the VPD in 2018 were satisfied with the service they received. This was down slightly but not significantly from 85% in 2018 and 84% in 2017.

One-quarter (26%) of business managers mentioned the quick response and service by the police when asked to comment on their ratings of satisfaction with the service they received from the VPD. This was followed by mentions of the VPD's efficiency (11%) as well as their caring and helpfulness (10%).

Perceptions of Safety

Perceptions of businesses' neighbourhood safety in 2019 decreased significantly year-over-year, with 55% of business managers believing their business' neighbourhood is safe, down from 67% in 2018. Safe ratings in District 4 (73%) were again significantly higher than in other Districts, while District 2 continues to have the lowest proportion of safe ratings (19%) as well as the highest proportion of unsafe ratings (28%).

Reasons for perceiving a business' neighbourhood as safer than other neighbourhoods in the City include the area being low in crime (31%), and police presence (7%).

Concerns with homelessness/panhandling (22%) and drug-related activities (20%) were the most frequently mentioned reasons for considering a business' neighbourhood to be less safe than other neighbourhoods, followed by property theft and break-ins (17%).

Perceptions of Violent Crime and Property Crime in the Business Neighbourhood

Seven in ten business managers Citywide (70%) said the level of violent crime in their neighbourhood had remained the same in the year preceding the survey, fairly consistent with 2018 results. Nearly two in ten (18%) reported that the level of violent crime in their neighbourhood had increased, up significantly from 12% in 2018, while fewer than one in ten (8%) in 2019 believed that violent crime had decreased. Business owners and managers in Districts 1 and 2 were significantly more likely than those in Districts 3 and 4 to indicate that the level of violent crime had increased in their neighbourhood .

Six in ten business owners and managers (61%) indicated that the level of property crime in their neighbourhoods had remained the same in the year preceding the survey, a significant decrease from the previous year (72%). More than one-quarter (27%) believed that property crime rates had increased, while 7% felt that property crime rates had decreased on the neighbourhood level.

As in previous years, break and enters were considered to be by far the most important crime-related problem on a neighbourhood level, mentioned by one-third (34%) of business owners and managers Citywide.

Perceptions of Violent Crime and Property Crime in the City

One-half (50%) of business owners and managers Citywide indicated that violent crime levels stayed about the same in the City of Vancouver in the 12 months prior to the survey, continuing a downward trend since 2016. Eight percent thought that violent crime in the City had decreased, while 38% thought that violent crime had increased. Business owners and managers in District 1 were significantly more likely to perceive a decrease in crime than those in other Districts.

In 2019, 54% of business owners and managers thought that property crime had stayed about the same in the City overall, down significantly from 61% in 2018.

Drugs (17%) were seen as the most important crime-related problem in the City by business owners and managers, followed closely by break & enter and thefts (16%).

Experiences with Crime at the Business

Three in ten business owners and managers (28%) indicated that a crime had occurred at their workplace in the 12 months prior to the survey, consistent with the two previous years.

Nearly one-half (48%) of business owners or managers who had a crime occur at their business said the crime was against the business itself, while 42% reported that the crime was against a staff member. Consistent with previous years, the majority (81%) of these crimes experienced by businesses were property crimes, as opposed to violent crimes.

Overall, 64% of crimes experienced by businesses were reported to the police in 2019, consistent with the previous year. The top reason for not reporting a crime to the police was a perception that the incident was not serious enough, followed by feeling that the police could not do anything about the crime.

Importance of Crime Reduction Programs and Services

A very small proportion (2%) of business owners and managers said that they or their staff participated in a program or received training in any of the crime reduction programs sponsored by the VPD, down significantly from 5% in 2018.

Business owners and managers rated the importance of 12 different VPD programs and services. The programs perceived to be the most important overall (based on very and somewhat important ratings) were DTES Foot Patrols (95%), Victim Services (93%), Community Policing Centres (93%), School Liaison Officers (90%), and Block Watch (90%).

Beach Patrol (68%) and the Granville Entertainment District Street Closures (72%) were perceived to be the least important programs from business owners/managers' point of view, though both were still rated as quite important overall.

Keeping the Public Informed

Businesses' ratings of the VPD's performance on generating news stories informing the public remained generally consistent with 2018.

Citywide, business owners and managers indicated that the VPD was best at communicating information about major arrests (61% gave a rating of 4 or 5 out of 5) followed by the other three subject areas which received positive ratings between 46% and 48%. Overall, District 4 tended to provide higher positive ratings across the four topics than other Districts.

Business owners and managers were also asked which of eight media sources they used for obtaining information regarding the VPD in the previous 12 months. TV news was named as the top media source used for information about the VPD (60%), followed by the online version of a major newspaper (55%), radio news (54%), and the print version of a major newspaper (52%).

Portrayal of VPD in the Media

Nearly six in ten business owners and managers (59%) gave positive ratings (4 or 5 out of 5) to the portrayal of the VPD in the local media. This was down slightly but not significantly from 63% in 2018.

Businesses in District 3 were most likely to provide positive ratings for the VPD on impressions based on local media coverage, with 64% giving "positive" or "very positive" ratings, though the difference between Districts is not statistically significant.

Use and Satisfaction with the VPD Website

One-third (33%) of business managers or owners Citywide have ever visited the VPD website, up five points from 38% in 2018. Two-thirds (68%) visited the website for general information, while six in ten (61%) used the VPD website for crime reporting purposes, and more than one-third each used the website to learn about current news on the public affairs page (35%) or for crime prevention tips (also 35%).

More than three-quarters of business owners or managers (77%) who visited the VPD website evaluated it favourably (gave a rating of 4 or 5 out of 5). This was a notable but not significant increase of five points from 2018 (72%).

Most Common Recommendation from Businesses to Improve Service

Consistent with historical results, the most frequent suggestion that business managers gave for improving service was to increase the visibility and presence of police in the neighbourhood (33%). This was followed by better communication/outreach to businesses (5%), as well as working more closely with the community (4%), training officers for better service (4%), and a desire to address issues related to poverty and homelessness (4%).

There were few significant differences between Districts in terms of suggestions, with the exception of increased visibility and presence which was mentioned significantly more by business managers in Districts 1 and 2 than in District 3.

Contact with Non-Police Agency

One in ten (11%) of business owners and managers contacted an organization other than the police to discuss a crime or nuisance problem. City Hall/ Council and private security agencies were the more commonly contacted alternative agencies.

Vancouver Police Foundation

One-half of business owners and managers Citywide (49%) had heard of the Vancouver Police Foundation, compared with 41% in 2018. Familiarity with the work of the Foundation was still fairly limited, with 27% rating themselves as familiar (based on very and somewhat familiar ratings combined), consistent with the previous two years.

Business managers in District 4 (30%) were most likely to say that they were familiar, while the managers in District 3 (21%) were least likely, though this difference is not significant.



Survey Objectives

The Community Perceptions study was conducted among business owners and managers of businesses operating within the City of Vancouver. The study was conducted annually (beginning in 2009), and was previously conducted biannually from 2004 to 2008.

The objectives of this survey were to:

- ✓ Assess perceptions of crime and feelings of safety in each of the four VPD Patrol Districts.
- ✓ Determine the prevalence of criminal victimization at businesses and the extent to which crimes are reported to the police.
- ✓ Assess perceptions of VPD officers and the extent to which businesses see officers actively working to stop crime problems.
- ✓ Assess awareness of VPD policing and crime-reduction initiatives.
- ✓ Assess overall satisfaction with the services provided by the VPD.
- ✓ Solicit recommendations regarding how VPD can improve policing services for businesses.



Survey Method & Data Analysis

A similar survey was conducted in 2004, 2006, and 2008; beginning in 2009, the study has been conducted annually. To maintain consistency across waves of the survey, the same methodology was employed in 2019 as in previous years. The 2019 survey is largely the same as the one used in 2018. Results are reported from 2016 to 2019, where applicable.

Details of sampling frame and strategies implemented to ensure representativeness of the sample are outlined below:

- ✓ The sampling frame for this survey was comprised of all businesses located within the VPD Patrol District boundaries.
- ✓ Businesses were randomly selected from each of the four Patrol Districts.
- ✓ Only owners or managers of the business were interviewed.
- ✓ To ensure reliable samples were collected in each Patrol District, 100 interviews were conducted in each District
- ✓ Results were weighted based on the number of businesses in each District to ensure that the aggregate sample reflected the business distribution across the Districts.

This survey contained approximately 80 questions and took an average of 18 minutes to complete. In total, 400 surveys were completed between September 17th and October 8th, 2019. Interviewing was available in English as well as Mandarin, Cantonese, and Punjabi.

The Citywide results have a maximum margin of error of +/- 4.9% at the 95% level of confidence¹. This margin of error assumes a 50/50 distribution on a dichotomous question. In most cases, the margin of error will be smaller than the maximum margin of error, because the distribution will be further from a 50/50 split.

Statistical significance testing is used to analyze the difference in results between Districts and between years. Differences that are statistically significant are not likely to occur by chance at a certain level of probability (usually 95%). Where applicable, we have noted in the report the results that are statistically significantly different between Districts and/or trends over the past four years.

¹ i.e., if the same sample were collected 20 times, 19 times the value would fall within the observed result plus or minus the margin of error.

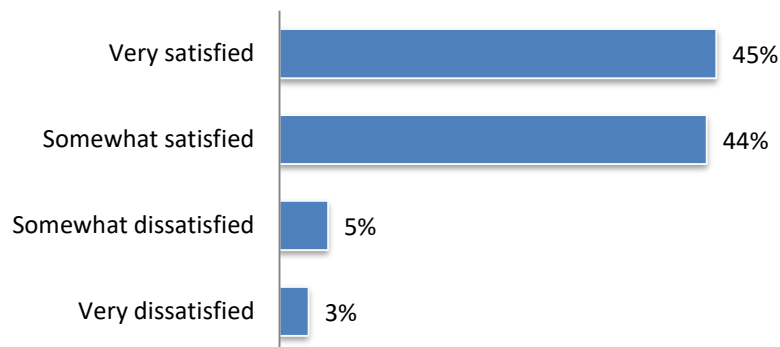


Detailed Survey Results

4.1 *Perceptions of the Vancouver Police Department*

4.1.1 OVERALL SATISFACTION

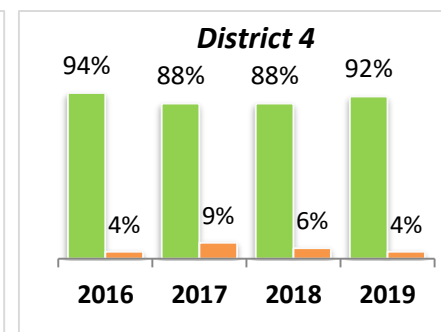
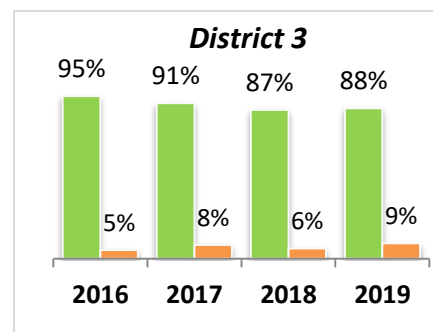
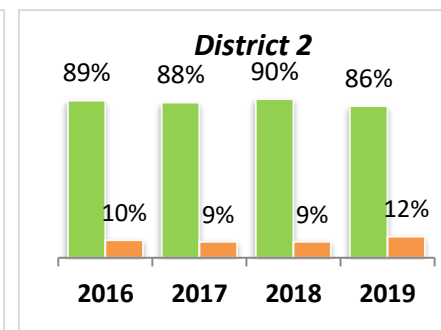
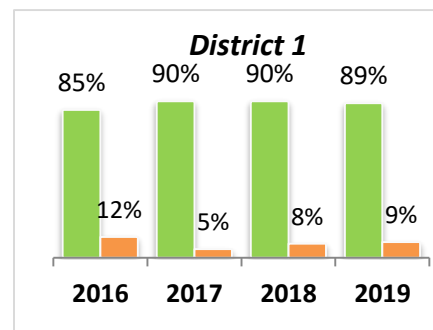
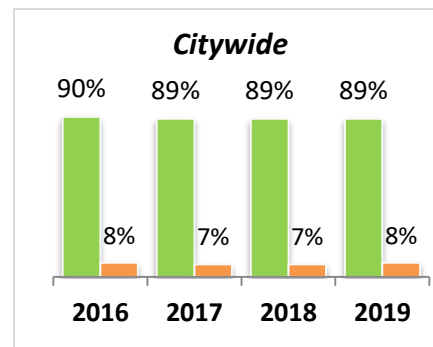
Q1A. Overall, how satisfied are you with the service provided by the VPD? (Citywide, 2019)



Nearly nine in ten business owners and/or managers Citywide (89%) were satisfied with the service provided by the VPD, consistent with satisfaction levels over the previous three years.

Businesses in District 4 had the highest levels of overall satisfaction at 92%, an increase of four points from 2018. Districts 1 and 3 had satisfaction scores consistent with the previous year, whereas District 2 showed a four-point decrease from 2018.

To understand the key sources of satisfaction and dissatisfaction with the VPD services, we asked business managers why they rated the service as they did. Responses were recorded verbatim, then content-coded into the categories on the slide that follows.



Positive and Negative Comments Regarding Satisfaction/Dissatisfaction with Overall Service Provided by the VPD - 2019

Positive Comments	Citywide (n=400)	District 1 (n=100)	District 2 (n=100)	District 3 (n=100)	District 4 (n=100)
Quick response/ service	16%	14%	16%	17%	19%
Doing a good job/ I am satisfied	15%	12%	13%	16%	18%
Efficient	7%	7%	4%	7%	9%
Caring/ helpful	6%	6%	9%	5%	4%
Courteous	5%	4%	4%	1%	7%
Low crime area/ Vancouver is safe	4%	2%	4%	5%	5%
Are visible/ patrol a lot	3%	4%	4%	2%	3%
Professional	3%	4%	1%	3%	2%

The positive reasons most commonly associated with feelings of satisfaction with the VPD were quick response/service (16%) and an overall sense of the police doing a good job (15%). Businesses in District 4 were significantly more likely to mention officers being courteous than those in District 3.

Negative Comments	Citywide (n=400)	District 1 (n=100)	District 2 (n=100)	District 3 (n=100)	District 4 (n=100)
No contact/ little interaction with police	15%	10%	11%	17%	22%
Police ineffective/ response ineffective	12%	17%	9%	8%	11%
Should focus on violence associated with homelessness/ drug use	9%	12%	11%	8%	4%
Slow response/ service	7%	9%	6%	12%	4%
Not enough police presence/ need more staff	6%	10%	4%	--	4%
Crack down on petty theft	6%	6%	6%	5%	5%
Lack of response to break-ins	4%	5%	--	5%	3%
Vancouver is getting worse/ higher crime rate	3%	5%	4%	2%	2%

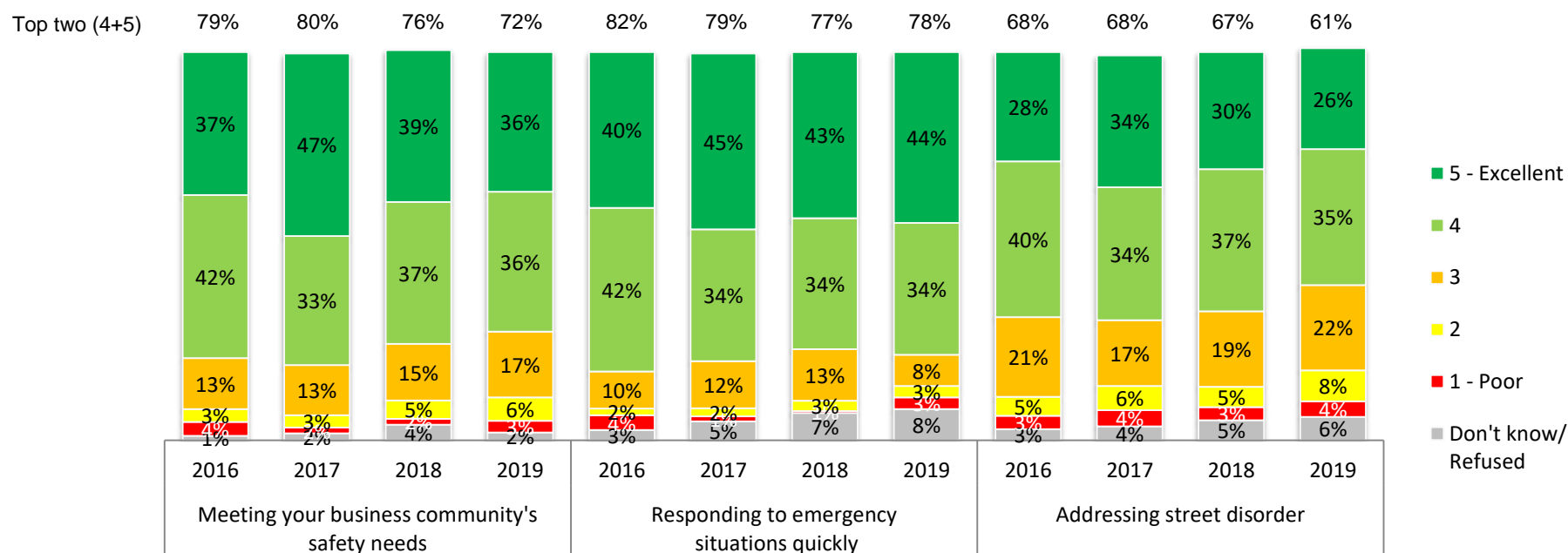
Among the negative or neutral comments given regarding feelings of satisfaction or dissatisfaction, the two most common were no contact or little interaction with police (15%) and a sense that the police response can be ineffective (12%). Notably, business owners and managers in District 4 were significantly more likely to comment about having no contact with police than those in Districts 1 and 2.

Values circled are significantly different from the squared values in the same row at a 95% confidence interval.

4.1.2 EVALUATION OF ASPECTS OF VPD SERVICE

4.1.2.1 Evaluation of Responsiveness, Meeting Safety Needs, and Addressing Street Disorder

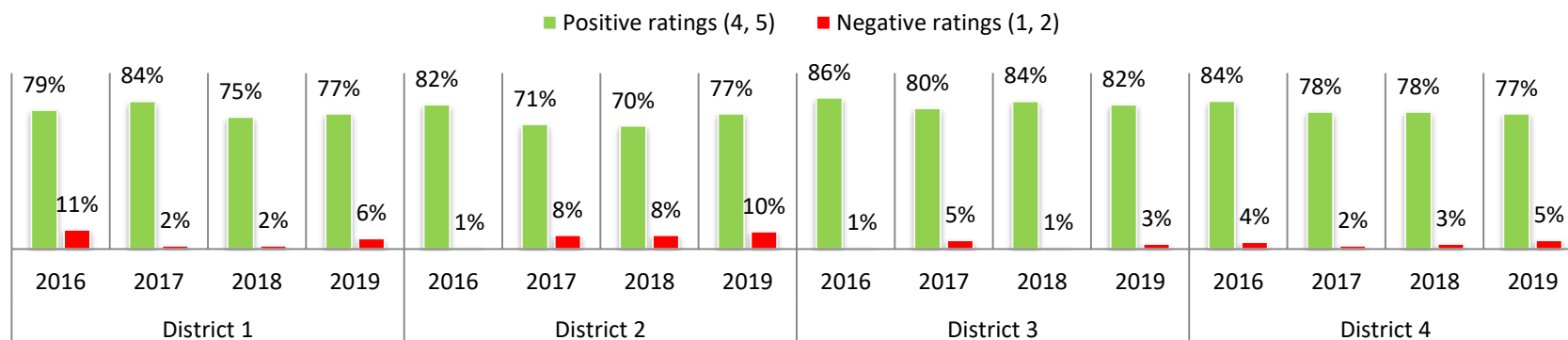
Q2. How do you rate the Vancouver Police Department in terms of...? (Citywide)



Positive ratings (i.e., rating 4 or 5 out of 5) for meeting the business community's safety needs declined by four points between 2018 and 2019, with the 2019 ratings being significantly lower than those in 2016 and 2017. Similarly, ratings for addressing street disorder showed a drop of six points from 67% in 2018 to 61% in 2019, again significantly lower than ratings from 2016 and 2017. Ratings for responding to emergency situations quickly, on the other hand, showed a modest one-point increase from 77% in 2018 to 78% in 2019.

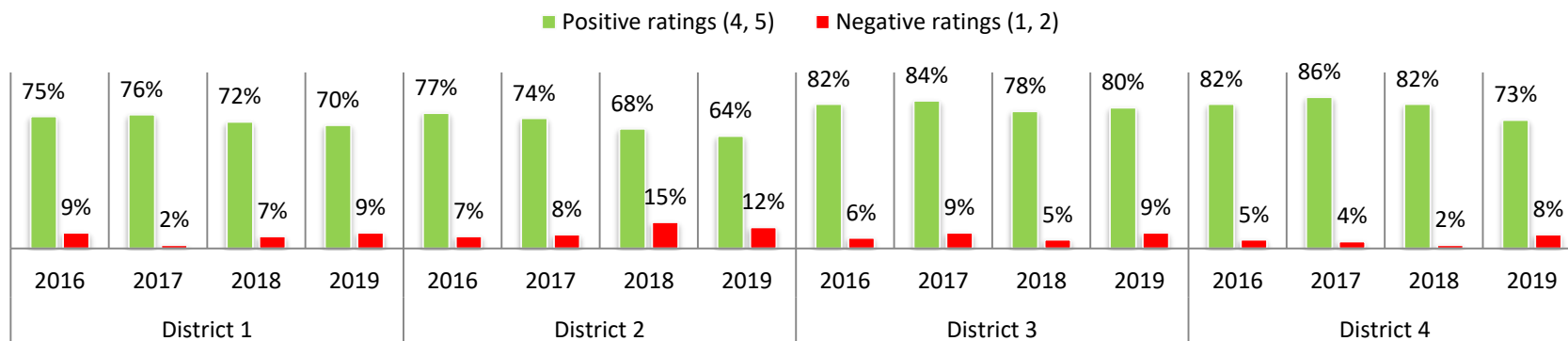
The proportion of business owners and managers who positively rated the VPD's ability to respond to emergencies quickly rebounded in District 2, with a notable (though not statistically significant) seven-point increase in 2019 after a downward trend in the previous two years. Ratings also rose in District 1 by two points, while ratings in District 3 and 4 each declined by a small but not significant amount.

Responding to Emergencies Quickly



Perceptions of the VPD's ability to meet the business community's safety needs trended downward in District 4 (down nine points), District 2 (down four points) and District 1 (down two points). Notably, these trends were statistically significant from recent high points in District 2 (from 77% in 2016 to 64% in 2019) as well as in District 4 (from 86% in 2017 to 73% in 2019). Ratings in District 3, on the other hand, have increased slightly (though not significantly) from 78% in 2018 to 80% in 2019.

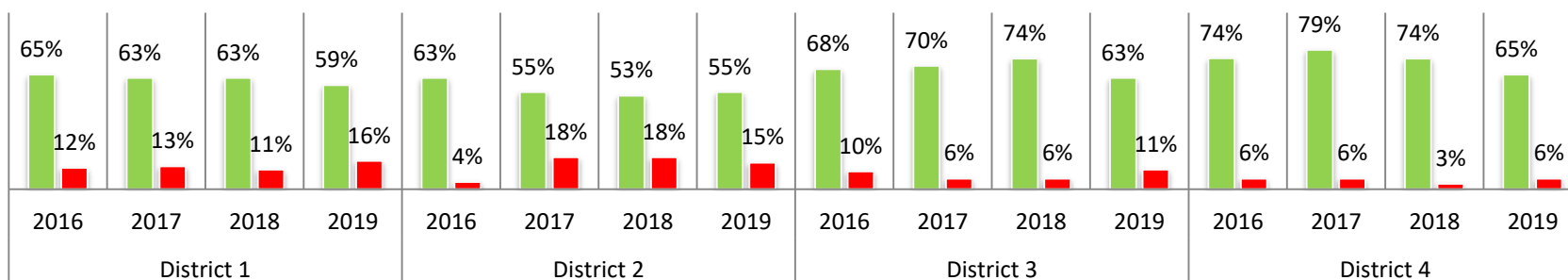
Meeting Business Community's Safety Needs



Ratings for the VPD's ability to address street disorder tended to be lower across all Districts than ratings for other attributes, though the majority of business owners and managers continued to give positive ratings. Notably, District 3 (down 11 points) and District 4 (down 9 points) each saw large drops in ratings between 2018 and 2019, though these changes are not statistically significant. District 1 saw a four-point decline while District 2 experienced a two-point improvement in these ratings.

Addressing Street Disorder

■ Positive ratings (4, 5) ■ Negative ratings (1, 2)

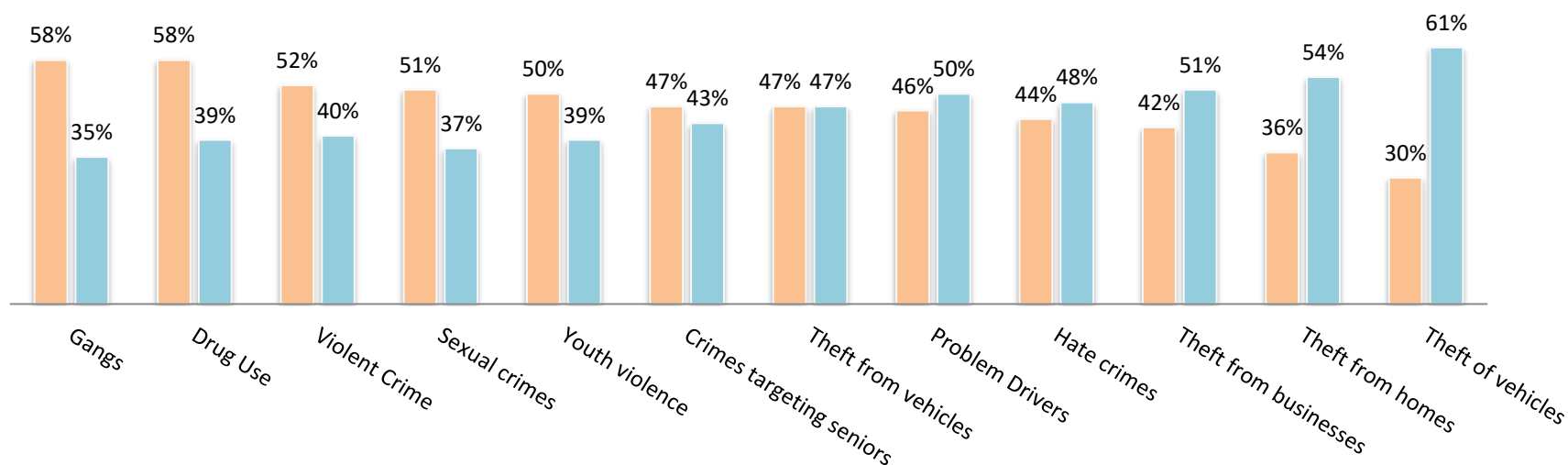


4.1.2.2 Time Devoted to Addressing Various Crime Problems

Q3. Do you think the police should spend more time, the same amount of time, or less time addressing each of the following:

Citywide (2019)

Should spend more time Currently spend enough time



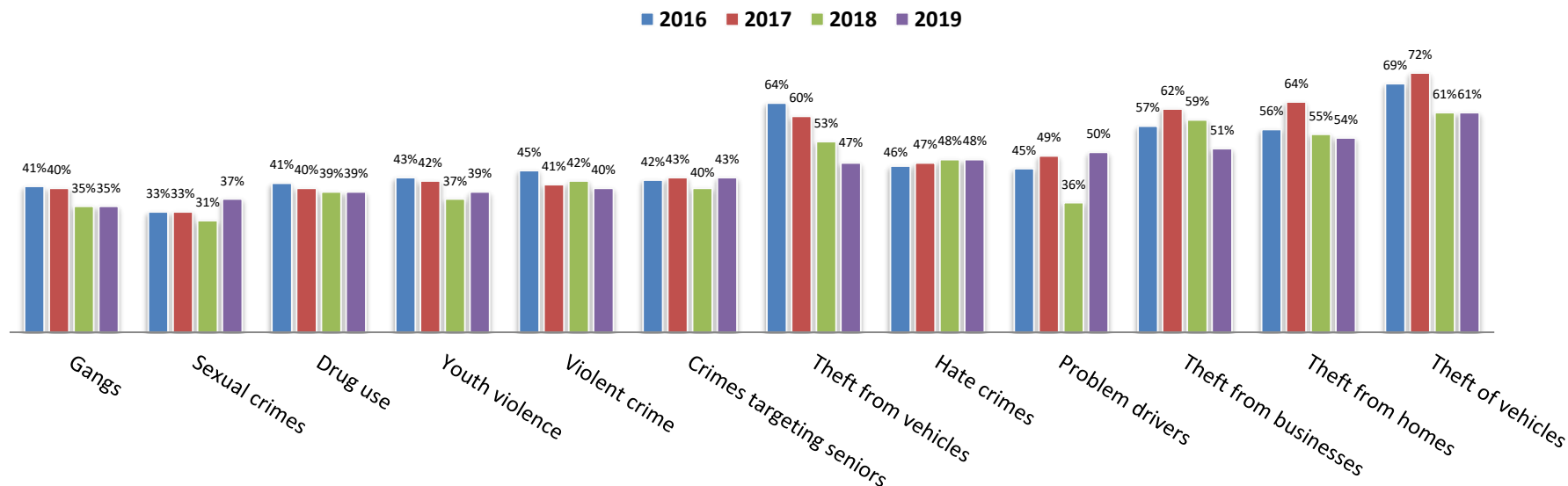
In 2019, gangs and drug use (58% each) topped the list as the concerns the VPD should spend more time addressing. At least one-half of business owners and managers also believed that the VPD should spend more time addressing violent crime (52%), sexual crimes (51%), and youth violence (50%). On the other side of the spectrum, the majority of business owners and managers in 2019 believed the police were devoting sufficient time to the problems of theft of vehicles (61%), theft from homes (54%), and theft from business (51%).

Compared with the previous year, business owners and managers indicating that the VPD should spend more time addressing theft from vehicles saw a significant increase from 39% in 2018 to 47% in 2019.

4.1.2.2 Time Devoted to Addressing Various Crime Problems

Q3. Do you think the police should spend more time, the same amount of time, or less time addressing each of the following:

Citywide, Currently Spend Enough Time



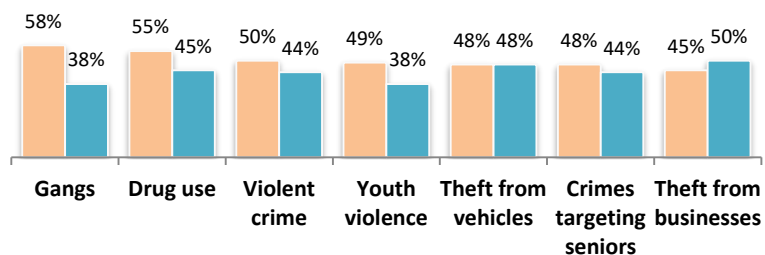
Consistent with previous years, theft remained the area where most business owners and managers believed enough time is being spent (be it theft from homes, from businesses, or theft of vehicles). That said, the proportion who believed enough time was being spent on theft from businesses decreased significantly from 59% in 2018 to 51% in 2019, and the proportion who believed enough time has been spent on theft from vehicles (47% in 2019) has continued the downward trend observed since 2016.

The proportion of business owners and managers who believed that enough time was being spent on problem drivers increased significantly, from 36% in 2018 to 50% in 2019. Of note, this had been the top issue seen as requiring more attention in 2018.

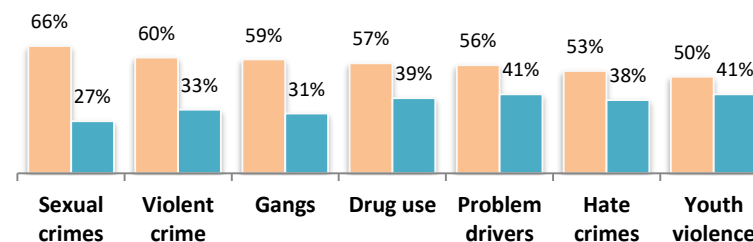
Top seven crime-related problems the VPD should spend more time addressing by District

■ Should spend more time ■ Currently spend enough time

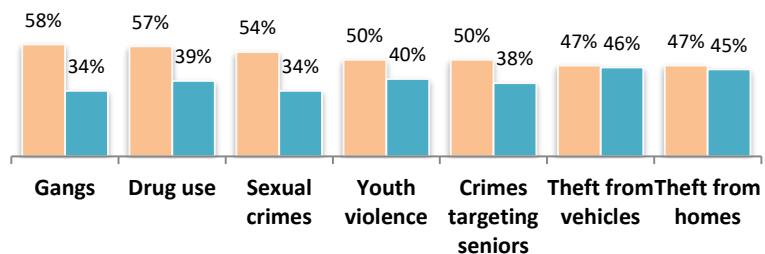
District 1 (2019)



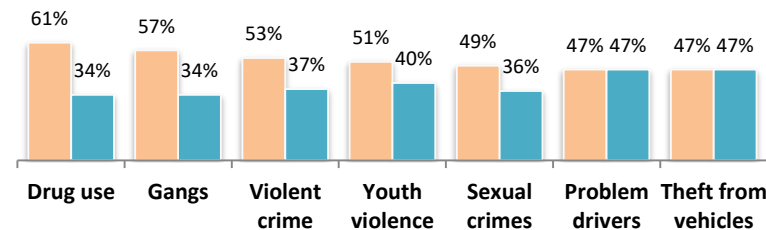
District 2 (2019)



District 3 (2019)



District 4 (2019)

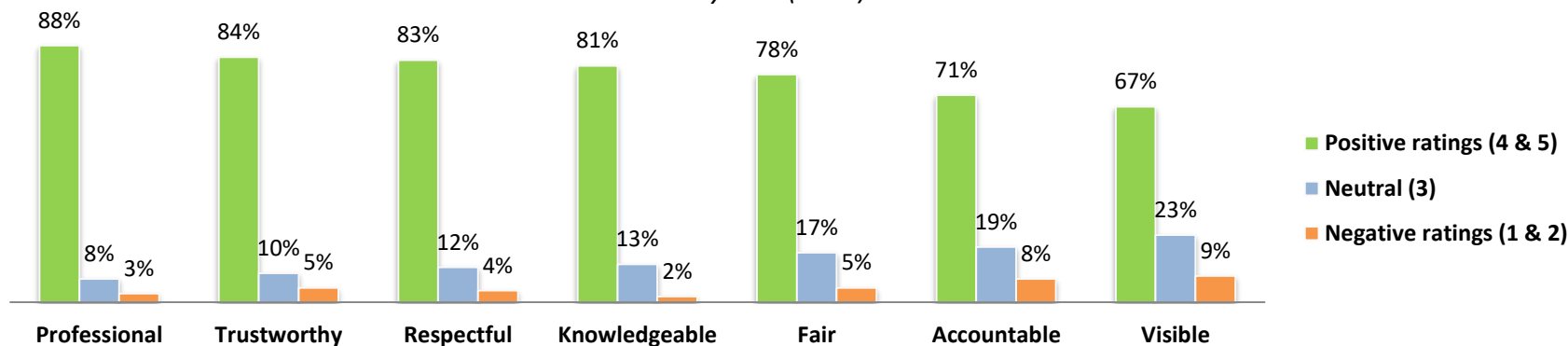


There were notable differences between Districts when looking at crime-related areas where business owners and managers felt the VPD should spend more time. Gangs were the top priority for Districts 1 and 3, whereas drug use was the top problem seen needing more attention in District 4, and sexual crimes were seen as the top problem in District 2.

4.1.3 PERCEIVED QUALITIES OF THE VPD

Q4. How well do the following qualities best describe the Vancouver Police Department?

Citywide (2019)

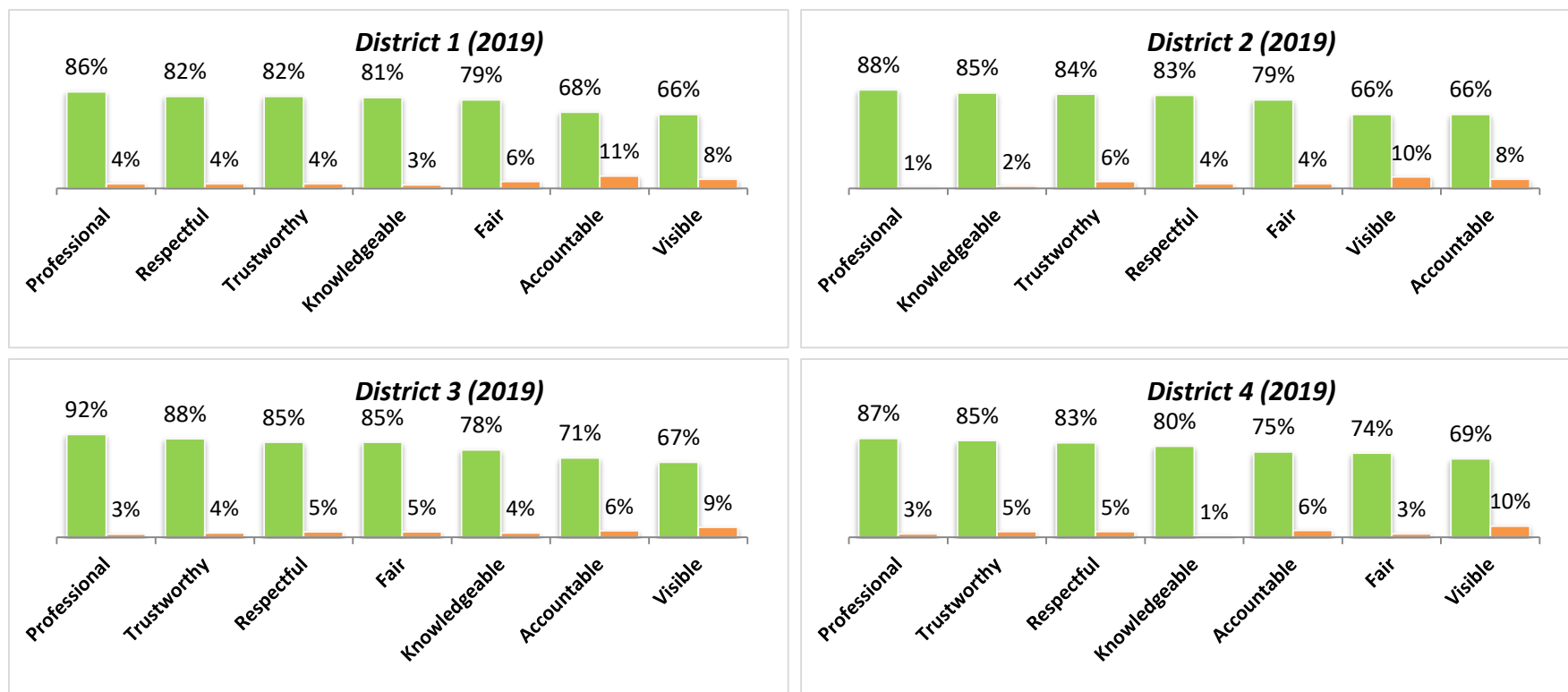


Business owners and managers evaluated the VPD on seven qualities that reflect key dimensions of the Vancouver Police Department's service. Consistent with previous years, all of these attributes received positive ratings (i.e., 4 or 5 out of 5) from the majority of business owners and managers.

Citywide, nearly nine in ten business owners and managers perceived the VPD to be professional (88%). As well, more than eight in ten business owners and managers perceived the VPD to be trustworthy (84%), respectful (83%), and knowledgeable (81%), while nearly eight in ten (78%) agreed that the VPD could be described as fair. Lesser majorities considered the VPD to be accountable (71%) and visible (67%), consistent with previous years.

Perceived Qualities of the VPD by District

■ Positive ratings (4 & 5) ■ Negative ratings (1 & 2)

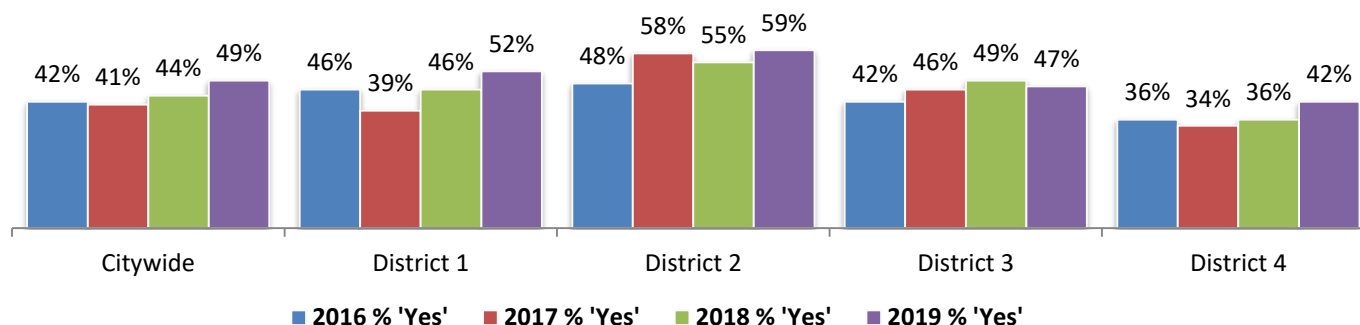


Business owners and managers in all Districts were particularly likely to believe that the VPD could be described as professional, with this attribute receiving the highest ratings across all four Districts. Difference in ratings between Districts were not significant.

4.1.4 CONTACT WITH THE VPD

4.1.4.1 Contact with the VPD

Q5. During the past 12 months, has your business had contact with the Vancouver Police Department? (Citywide)



Nearly one-half (49%) of business managers or owners Citywide had contact with the VPD in the 12 months preceding the 2019 survey, up significantly from a low of 41% in 2017. Those in District 2 were significantly more likely to have had contact with the Vancouver Police Department than those in District 4 in 2019.

With the exception of District 3, all Districts saw an increase in the proportion of businesses who reported contacts with the VPD in 2019 relative to 2018 (though not significant year-over-year increases).

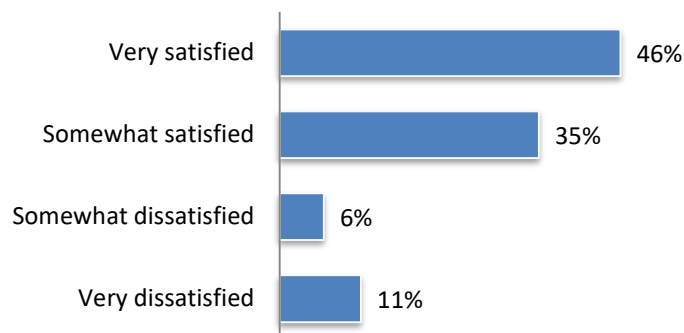
Note: The full text of the question emphasized contact with the VPD directly, not with a 911 dispatcher. The full text of the question, as it was read to participants in the 2019 survey, was:

This next section will ask some questions about any contact you may have had with the Vancouver Police Department because of your business. This could include a conversation with a police officer in person or on the phone, a call to the police non-emergency number or any number of other ways that you may have been in contact with the Vancouver Police Department.

We are interested here in your contact with the members of the Vancouver Police Department – not contact with a 911 dispatcher or police from other jurisdictions.

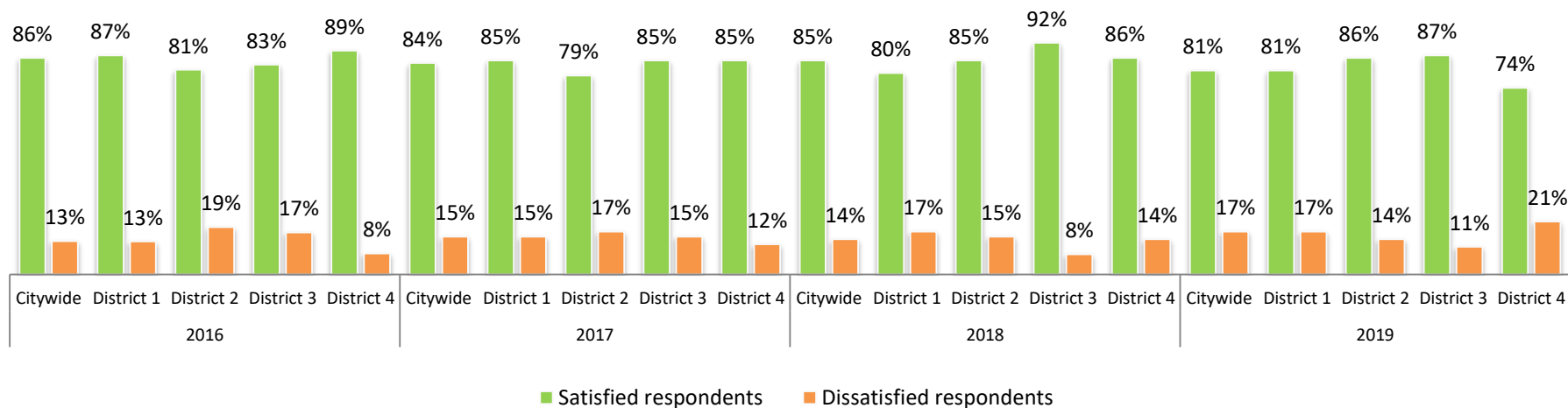
4.1.4.2 Satisfaction with Service Received (Among those who contacted VPD)

Q6A. Overall, how satisfied were you with the service your business received from the Vancouver Police Department? (Citywide, 2019)



Citywide, 81% of the business owners and managers who had contact with the VPD in 2019 were satisfied with the service they received. This was down slightly but not significantly from 85% in 2018 and 84% in 2017.

Business owners and managers in District 4 in 2019 were the least likely of those in all Districts to provide satisfied ratings and the most likely to provide dissatisfied ratings, though these ratings were not statistically significant.



Base: Business owners/managers who had contact with the VPD in the 12 months preceding the survey (n=200 for 2019; n=186 for 2018; n=177 for 2017; n=172 for 2016)

Q6a: Overall, how satisfied were you with the service your business received from the Vancouver Police Department?

Note: Don't know/ Refused not shown in the charts on this page

Positive and Negative Comments About Satisfaction/Dissatisfaction

Positive Comments	Citywide (n=200)	District 1 (n=52)	District 2 (n=59)	District 3 (n=47)	District 4 (n=42)
Quick response/service	26%	27%	25%	17%	29%
Efficient	11%	12%	8%	9%	12%
Caring/Helpful	10%	6%	10%	11%	14%
Professional	9%	8%	7%	4%	14%
Courteous	8%	15%	3%	4%	5%
Knowledgeable	6%	6%	10%	2%	5%
Thorough investigation	6%	10%	2%	6%	2%
Doing a good job/I am satisfied	4%	4%	12%	4%	-
Issue resolved	4%	4%	7%	4%	2%

Among positive comments made regarding reasons for satisfaction ratings, one-quarter (26%) of business owners and managers mentioned the quick response and service by the police. Other common positive comments included the VPD's efficiency (11%) and the caring and helpfulness of VPD personnel (10%).

Negative Comments	Citywide (n=200)	District 1 (n=52)	District 2 (n=59)	District 3 (n=47)	District 4 (n=42)
Police ineffective/response ineffective	14%	13%	12%	11%	19%
Slow response/service	10%	12%	14%	6%	7%
More follow-up/ faster follow-up	8%	8%	7%	6%	10%
Issue not solved	6%	4%	3%	9%	10%
Not enough police presence/need more staff	3%	4%	3%	2%	2%
Deal with public concerns	3%	2%	3%	2%	5%

Negative comments about VPD contact most frequently were due to a feeling that there was an ineffective police response (14%) or that police were slow to respond (10%).

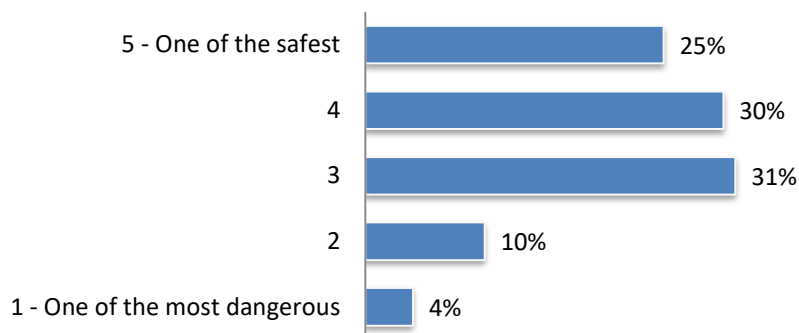
Values circled are significantly different from the squared values in the same row at a 95% confidence interval.

4.2 *Perceptions of Safety and Crime*

4.2.1 PERCEPTIONS OF BUSINESS NEIGHBOURHOOD SAFETY

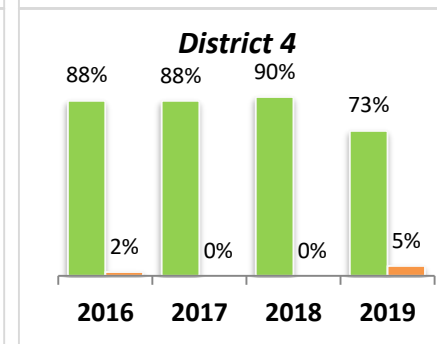
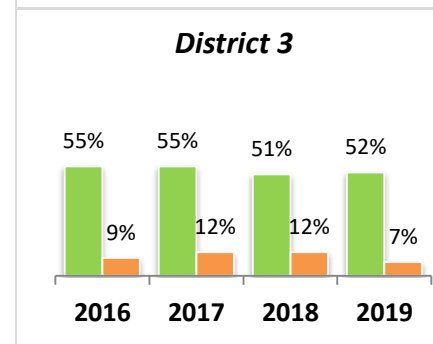
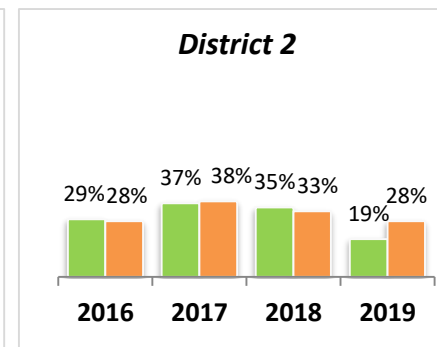
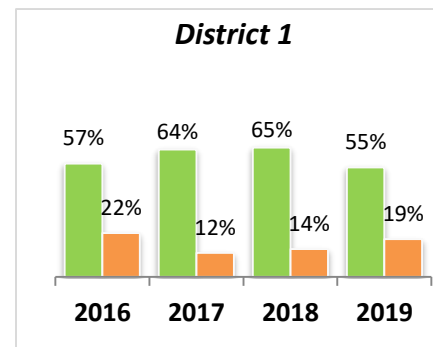
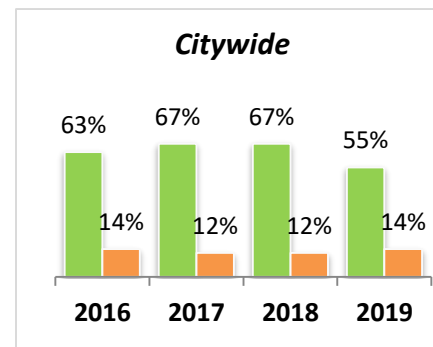
4.1.2.1 Perceived Level of Safety of the Business' Neighbourhood

Q8A. How safe do you feel your business' neighbourhood is compared to other neighbourhoods in the City? (Citywide, 2019)



Perceptions of businesses' neighbourhood safety in 2019 decreased significantly from previous years, with 55% of business managers believing their business' neighbourhood is safe and 14% feeling that their neighbourhood is unsafe relative to other neighbourhoods in the City.

As in previous years, the perception of safety was quite different between Districts in 2019. Safe ratings in District 4 continue to be significantly higher than other Districts, though that rating dropped significantly from 2018 (from 90% to 73%). District 2 continued to have the lowest perception of safety relative to other Districts (with 19% rating their neighbourhood as one of the safest and 28% rating their neighbourhood among the most unsafe).



4.1.2.2 Reasons for the Perceived Level of Safety

Positive Comments	Citywide (n=400)	District 1 (n=100)	District 2 (n=100)	District 3 (n=100)	District 4 (n=100)
Low crime area/safe	31%	31%	14%	29%	40%
Police presence/patrols	7%	8%	4%	11%	7%
Lots of people/populated area	4%	3%	5%	2%	4%

Negative Comments	Citywide (n=400)	District 1 (n=100)	District 2 (n=100)	District 3 (n=100)	District 4 (n=100)
Homeless/panhandlers	22%	23%	24%	19%	20%
People on drugs	20%	22%	30%	21%	12%
Property theft/break-ins	17%	12%	16%	21%	20%
General feelings of unease	6%	10%	5%	6%	2%
Disturbing the peace	5%	6%	11%	3%	3%
Located in the downtown	5%	6%	14%	1%	2%
High crime area (non-specified)	4%	5%	5%	1%	4%
Vandalism	4%	3%	6%	1%	4%
Mental health issues	3%	4%	6%	1%	2%
Could be better/more police needed	3%	2%	2%	1%	5%
Hot spot for crime located nearby	3%	1%	4%	7%	2%

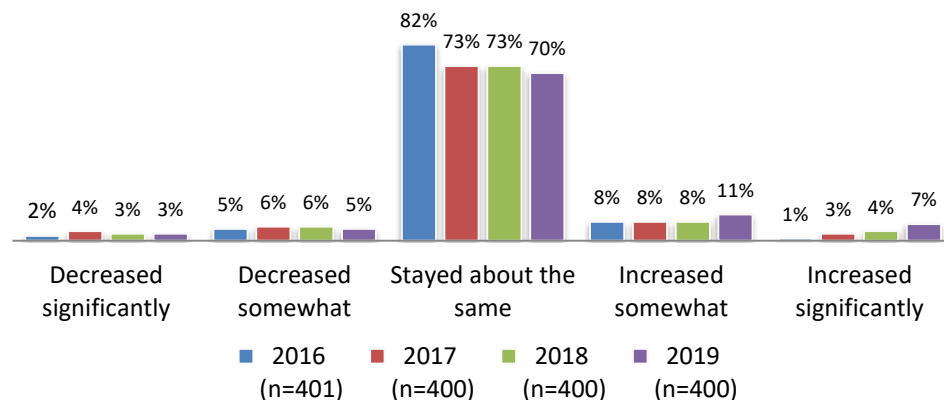
The biggest reason provided for perceiving a business' neighbourhood as relatively safe was the lack of criminal activity in the area (31%).

Negative comments about perceptions of neighbourhood safety tended to be more varied. Homelessness and panhandling (22%) and drug-related activities (20%) were the top two negative comments about neighbourhood safety, followed by comments around property theft and break-ins (17%).

Values circled are significantly different from the squared values in the same row at a 95% confidence interval.

4.1.2.3 Violent Crime in the Business Neighbourhood

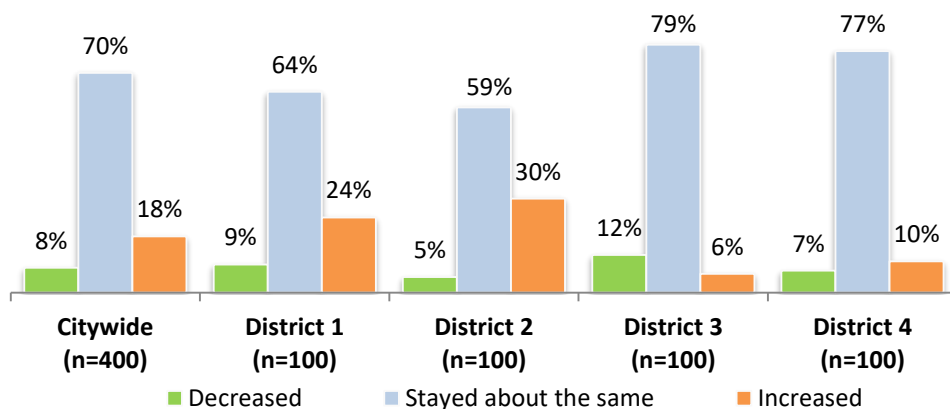
Q9A. In the past 12 months, would you say the level of violent crime in your business' neighbourhood has... (Citywide)



Business owners and managers were asked about their perceptions of violent and property crime *at the neighbourhood level*. These results are reported in the next two slides.

Seven in ten (70%) of business owners and managers Citywide in 2019 said the level of violent crime in their neighbourhood had remained about the same in the year preceding the survey. Nearly two in ten (18%) reported that the level of violent crime in their neighbourhood had increased, a significant rise from previous years, while 8% Citywide believed that violent crime had decreased in their business' neighbourhood.

Q9A. In the past 12 months, would you say the level of violent crime in your business' neighbourhood has... (2019)

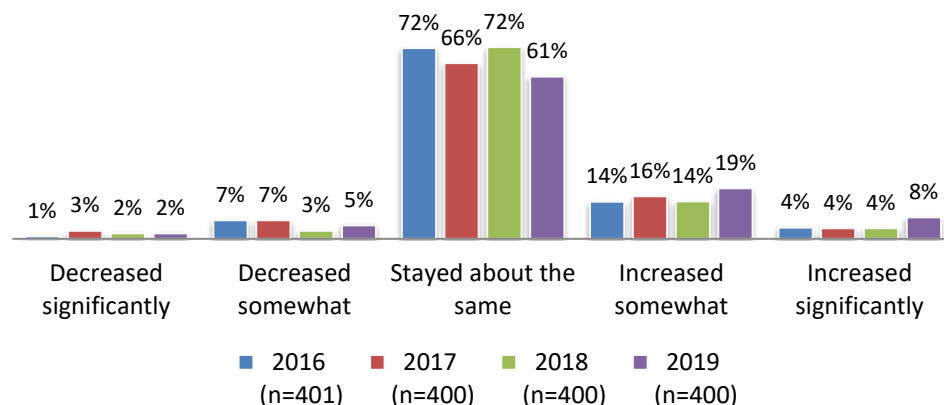


Business owners and managers in Districts 1 and 2 (24% and 30% respectively) were significantly more likely than those in Districts 3 and 4 (6% and 10% respectively) to indicate that the level of violent crime had increased in their neighbourhood in the past 12 months preceding the survey.

Businesses in District 2 were also significantly more likely to indicate that violent crime had increased in their neighbourhood compared with previous years.

4.1.2.4 Property Crime in the Business Neighbourhood

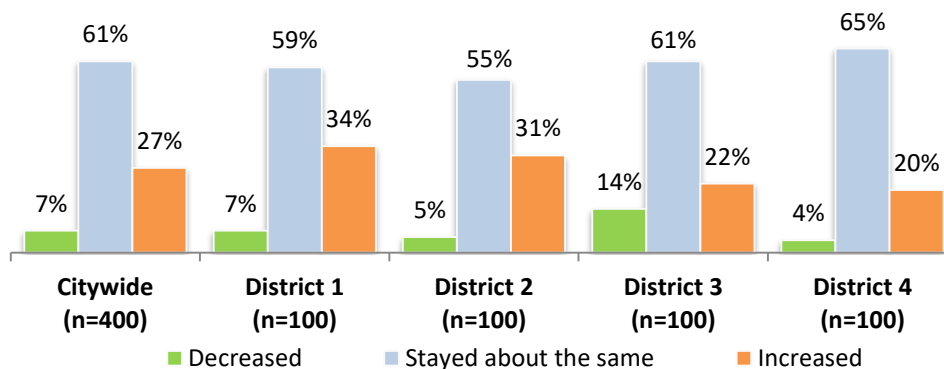
Q9B. In the past 12 months, would you say the level of property crime in your business' neighbourhood has... (Citywide)



Six in ten business owners and managers (61%) indicated that the level of property crime in their neighbourhoods had remained the same in the year preceding the survey, a significant decrease from 72% in 2018. Meanwhile, the proportion of business owners and managers perceiving an increase in property crime rose significantly from 18% in 2018 to 27% in 2019.

Of note, business owners and managers remained more likely to indicate that the level of *property* crime had increased (27%) in their business' neighbourhood than they were to say that *violent* crime had increased (18%).

Q9B. In the past 12 months, would you say the level of property crime in your business' neighbourhood has... (2019)



Business owners and managers in District 3 (14%) were significantly more likely than those in Districts 2 and 4 (5% and 4% respectively) to believe that the level of property crime had decreased in their neighbourhood. Those in District 1 (34%) were significantly more likely than those in District 4 (20%) to say that property crime had increased in their business' neighbourhood.

4.1.2.5 Most Important Crime-related Problem in the Business Neighbourhood

Most Important Problem	Citywide (n=400)	District 1 (n=100)	District 2 (n=100)	District 3 (n=100)	District 4 (n=100)
Break & enter (theft from property - break-in to a house or business)	34%	41%	28%	37%	28%
Drug abuse	10%	9%	13%	6%	10%
Theft from cars	9%	7%	6%	9%	11%
Shoplifting	6%	5%	2%	5%	8%
Loitering/homelessness	5%	7%	8%	2%	4%
Vandalism	4%	3%	6%	3%	4%
Theft of cars	3%	3%	4%	5%	1%
Drugs (non-specific)	3%	4%	4%	-	2%
Assaults on individuals	2%	3%	3%	1%	-
Theft-bikes	2%	1%	1%	-	3%

Break & enter was the most frequently-mentioned crime-related problem at the neighbourhood level, mentioned by one-third (34%) of business owners and managers Citywide. This has consistently been the most important crime-related problem cited by business managers over the last four years.

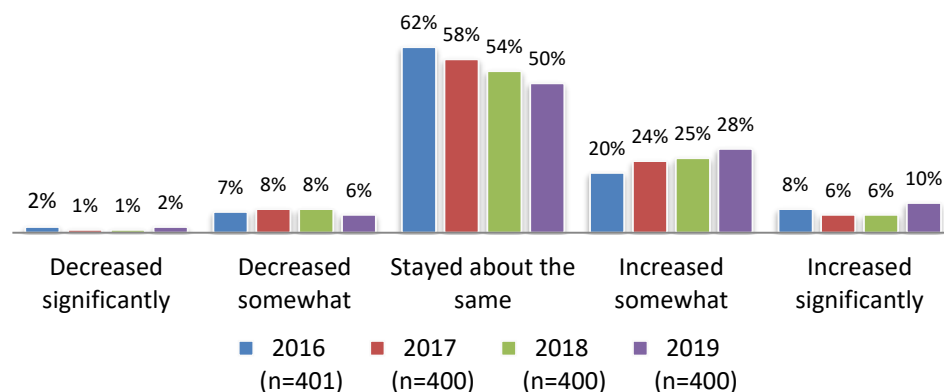
Managers in District 1 were significantly more likely to mention break and enter (41%) in 2019 than in the two previous years (24% and 26% respectively), while more on par with 2016 results (40%).

Values circled are significantly different from the squared values in the same row at a 95% confidence interval.

4.2.2 PERCEPTIONS OF CRIME IN THE CITY

4.2.2.1 Violent Crime in the City

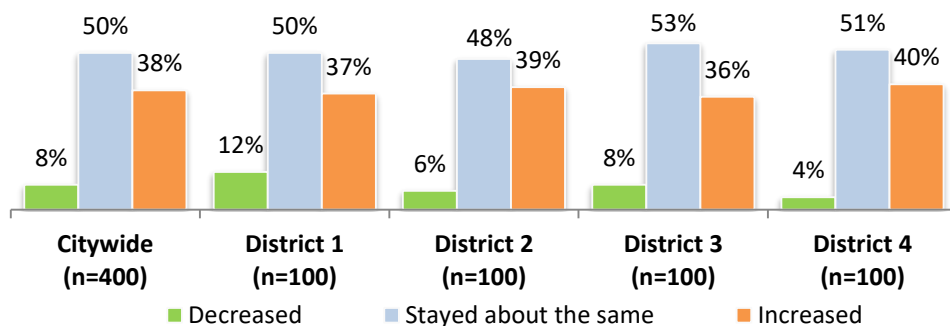
Q10A. In the past 12 months, would you say the level of violent crime in the City of Vancouver has... (Citywide)



Business owners and managers were also asked about their perceptions of violent and property crime *at the City level*. These results are reported in the next two slides.

One-half (50%) of business owners and managers indicated that violent crime levels stayed about the same Citywide in the 12 months prior to the survey, continuing a downward trend since 2016. Consistent with the previous year, 8% said that violent crime had decreased Citywide in 2018. On the other hand, 38% thought that violent crime had increased in the City, continuing an upward trend since 2016.

Q10A. In the past 12 months, would you say the level of violent crime in the City of Vancouver has... (2019)

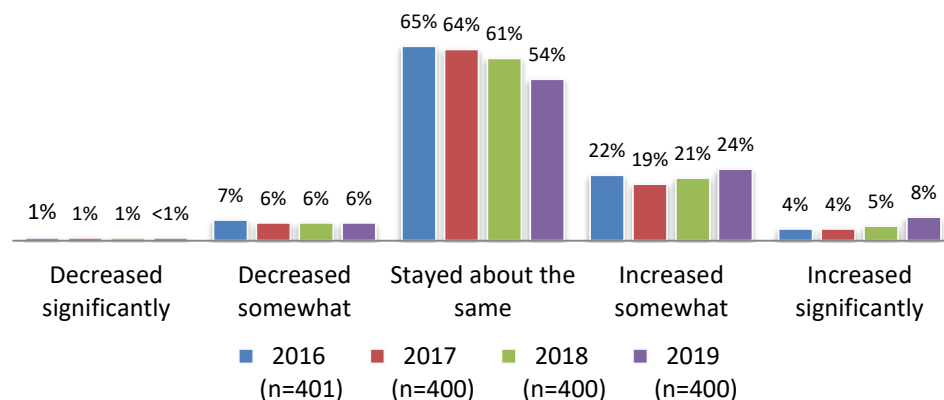


In 2019, business owners and managers in District 1 (12%) were significantly more likely to perceive a decrease in violent crime than those in District 4 (4%).

The proportion in District 1 believing that violent crime in the City had increased (37%) was significantly higher than in 2018 (23%).

4.2.2.2 Property Crime in the City

Q10B. In the past 12 months, would you say the level of property crime in the City of Vancouver has... (Citywide)

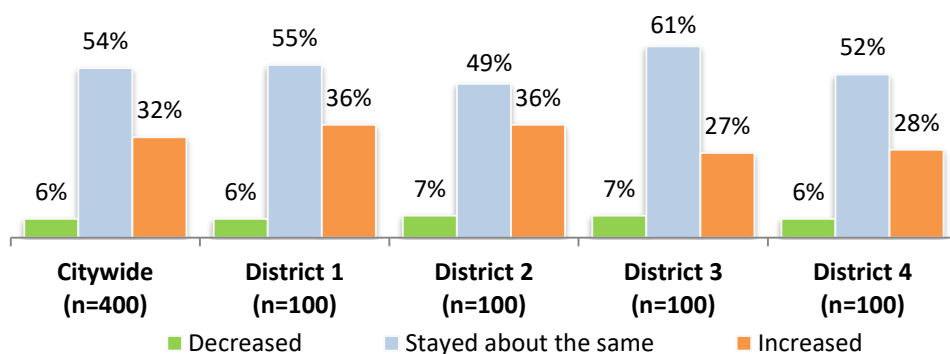


In 2019, 54% of business owners and managers thought that property crime had stayed about the same in the City overall, significantly lower than scores from the previous three years.

The proportion of business managers who felt the level of property crime had increased in the 12 months prior to the survey rose to 32% in 2019; though not significantly different from 2018 results, it does continue an upward trend.

Business owners and managers in District 2 (36%) were significantly more likely to say that property crime had increased in 2019 than in 2016.

Q10B. In the past 12 months, would you say the level of property crime in the City of Vancouver has... (2019)



Business managers in each District were equally as likely to say property crime rates had decreased in their own neighbourhoods compared to the City as a whole.

Base: All business owners/managers (n=400 Citywide; 100 per District)

Q10b: In the past 12 months, would you say the level of property crime in the City of Vancouver has...?

Note: Don't know/ Refused not shown in the charts on this page

4.2.2.3 Most Important Crime-related Problem in the City

Most Important Problem	Citywide (n=400)	District 1 (n=100)	District 2 (n=100)	District 3 (n=100)	District 4 (n=100)
Drugs (non-specific)	17%	20%	14%	18%	15%
Break & enter (theft from property - break-in to a house or business)	16%	17%	14%	19%	15%
Drug addicts	12%	12%	18%	13%	9%
Gang activity	8%	6%	5%	7%	11%
Loitering/homelessness	5%	4%	7%	4%	5%
Violence/violent crime	4%	4%	2%	2%	7%
Drug crime/drug violence	4%	3%	3%	2%	6%
Shootings, including random gunshots and drive-by shootings	3%	3%	1%	3%	4%
Theft-from cars	2%	4%	4%	2%	-
Mental health	2%	1%	3%	1%	3%
White collar crime	2%	1%	3%	2%	2%
Drug dealing on the street/parks	2%	2%	2%	-	2%
Theft-of cars	2%	2%	3%	-	1%

Values circled are significantly different from the squared values in the same row at a 95% confidence interval.

Drugs were the most frequently mentioned crime-related problem at the City level, with 17% mentioning the problem. Break & enter/theft from property (16%) was also perceived as an important crime-related issue facing the City of Vancouver.

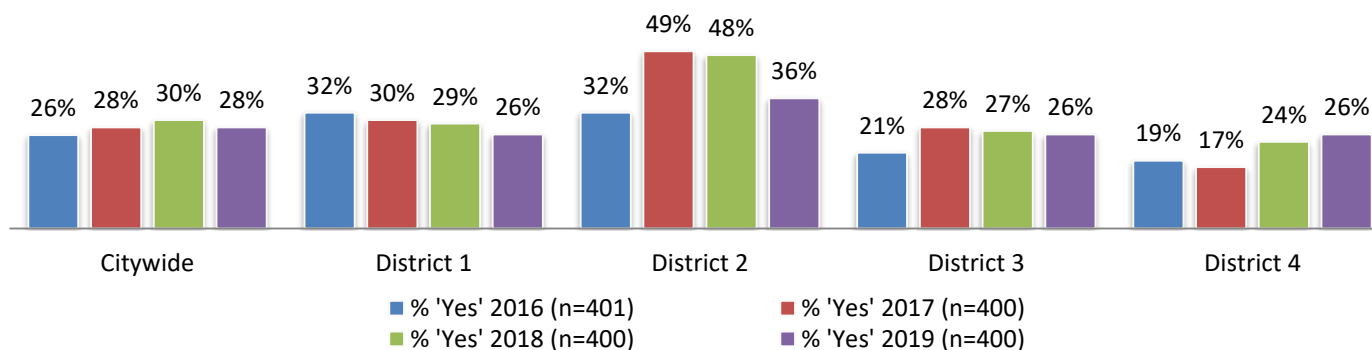
There was a significant decrease in the number of business owners and managers mentioning drugs as a key crime-related problem in the City compared to the prior year (from 30% to 17%). This is true for all Districts, but more specifically, District 4 saw a significant decrease from 34% to 15%.

4.3 *Experience with Crime*

4.3.1 EXPERIENCE WITH CRIME

4.3.1.1 Crime at the Business

Q11. In the past 12 months, have you, or any of your employees been a victim of a crime while at work (e.g., vandalism, theft, or physical assault) in the City of Vancouver?



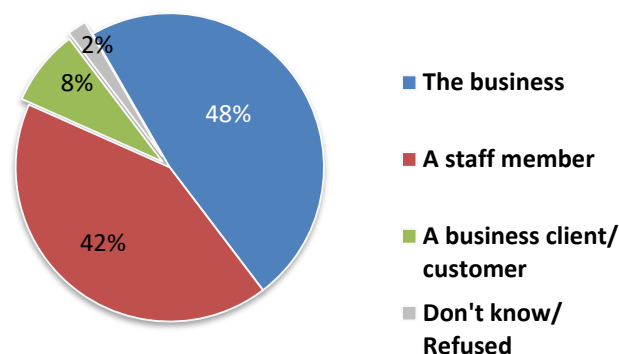
In 2019, 28% of business managers Citywide said that a crime had occurred at their place of work in the 12 months prior to the survey, consistent with about three in ten the past two years.

District 1 continued to see a notable but not statistically significant decline in victimization seen over the past four years, from 32% in 2016 to 26% in 2019. In District 4, on the other hand, the incidence of experiencing a crime while at work has increased (though not significantly) from 17% in 2017 to 26% in 2019. While not significant, District 2 did see a 12-point drop in experiencing a crime while at work between 2018 and 2019.

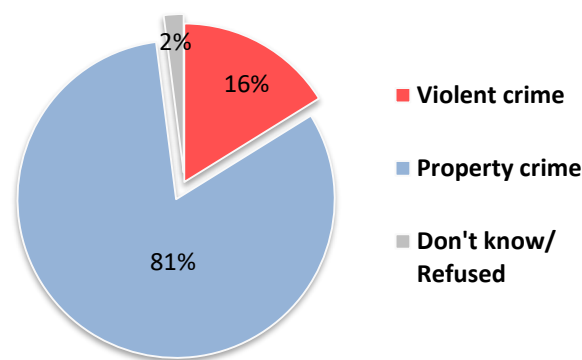
4.3.1.2 Type of Crime

Thinking about the last contact your business had with the Vancouver Police Department...

Q12. Was the crime committed against...?
(Citywide, 2019)



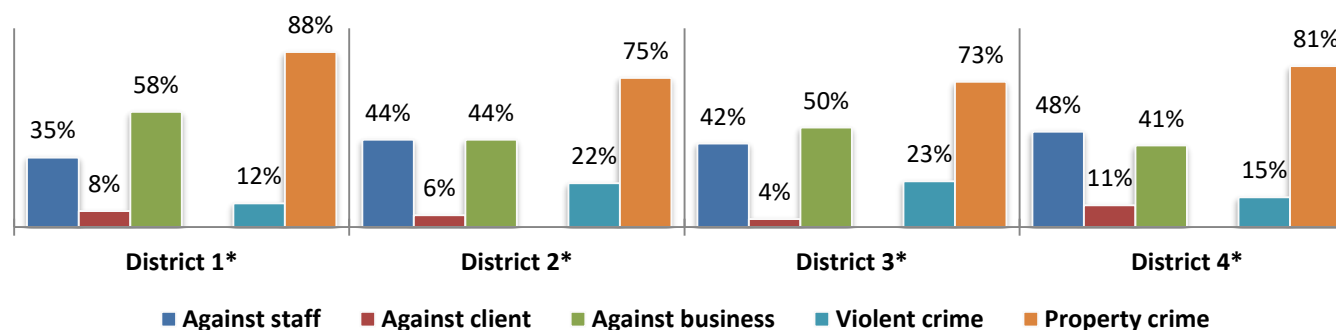
Q13. Was it... (Citywide, 2019)



Roughly one-half (48%) of business owners and managers who had a crime occur at their business said the crime was against the business itself. Four in ten (42%) reported that the crime was against a staff member.

Eight in ten (81%) of these crimes were property crimes (as opposed to violent crimes).

Businesses in District 1 were least likely to have experienced violent crimes than those in other Districts, though the difference was not statistically significant.



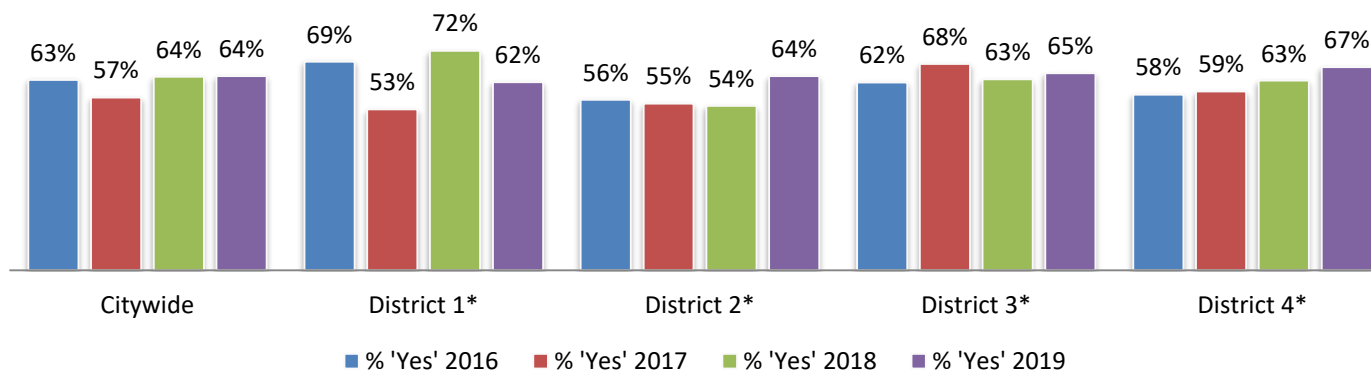
Base: Business owners/managers who had experienced crime while at work within the past 12 months (n=115 Citywide in 2019; n=128 in 2018; n=124 in 2017; n=104 in 2016)
Q12: Was the crime committed against...? Q13: Was it...?

Note: Don't know/ Refused not shown in the column charts on this page

*Caution: Base sizes by District are very small and should be used for directional purposes only

4.3.2 REPORTING THE CRIME

Q14. Was this crime reported to the police?



Business owners and managers who had experienced crime at their business were asked if this crime had been reported to police. Overall, 64% of these crimes were reported in 2019, consistent with 2018.

In 2019, Businesses in District 4 had the highest rate of reporting, with 67% of crimes being reported to the VPD; however, this was not significantly higher than the rate of reporting in other Districts.

As in previous years, the top reason given for not reporting crimes to police was the incident was not serious enough (61%), followed by feeling that the police could not do anything about the crime (25%).

Reasons for not reporting the crime	2019
Incident was not serious enough	61%
Felt that the police could not do anything about it	25%
Not satisfied with police in previous dealings	8%
Did not want to get involved with police	4%
Other	14%
Don't know	2%

Base (Q14): Business owners/managers who had experienced crime while at work within the past 12 months (n=115 Citywide in 2019; n=128 in 2018; n=124 in 2017; n=104 in 2016)

Base (Q15): Business owners/managers who did not report the crime they experienced while at work in the past 12 months (n=36 Citywide in 2019)

Q14. Was this crime reported to the police? Q15: Why did you or your employee(s) decide not to report this crime to the police?

Note (Q14): Don't know/ Refused and No not shown in the column charts on this page

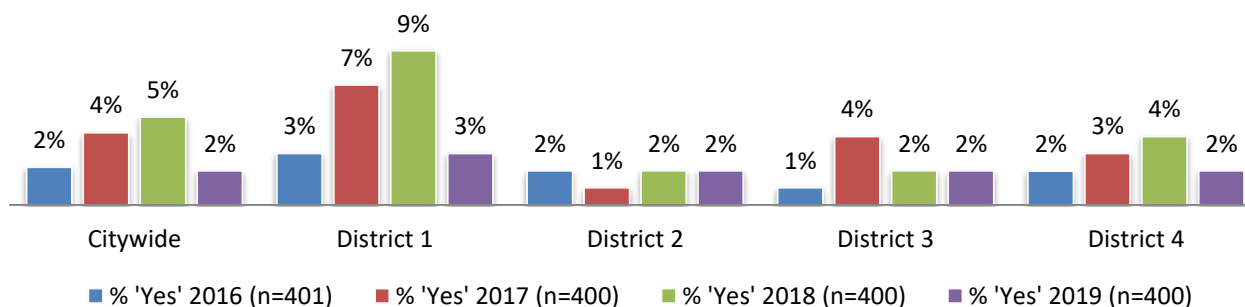
Note (Q15): Multiple responses permitted

*Caution: Base sizes for Q14 by District and for Q15 are very small and should be used for directional purposes only

4.4 *Community Participation*

4.4.1 PARTICIPATION IN A VPD-SPONSORED TRAINING PROGRAM FOR THE BUSINESS

Q16. In the past 12 months, have you, or anyone on your staff, participated in a program or received training for your business sponsored by the VPD?



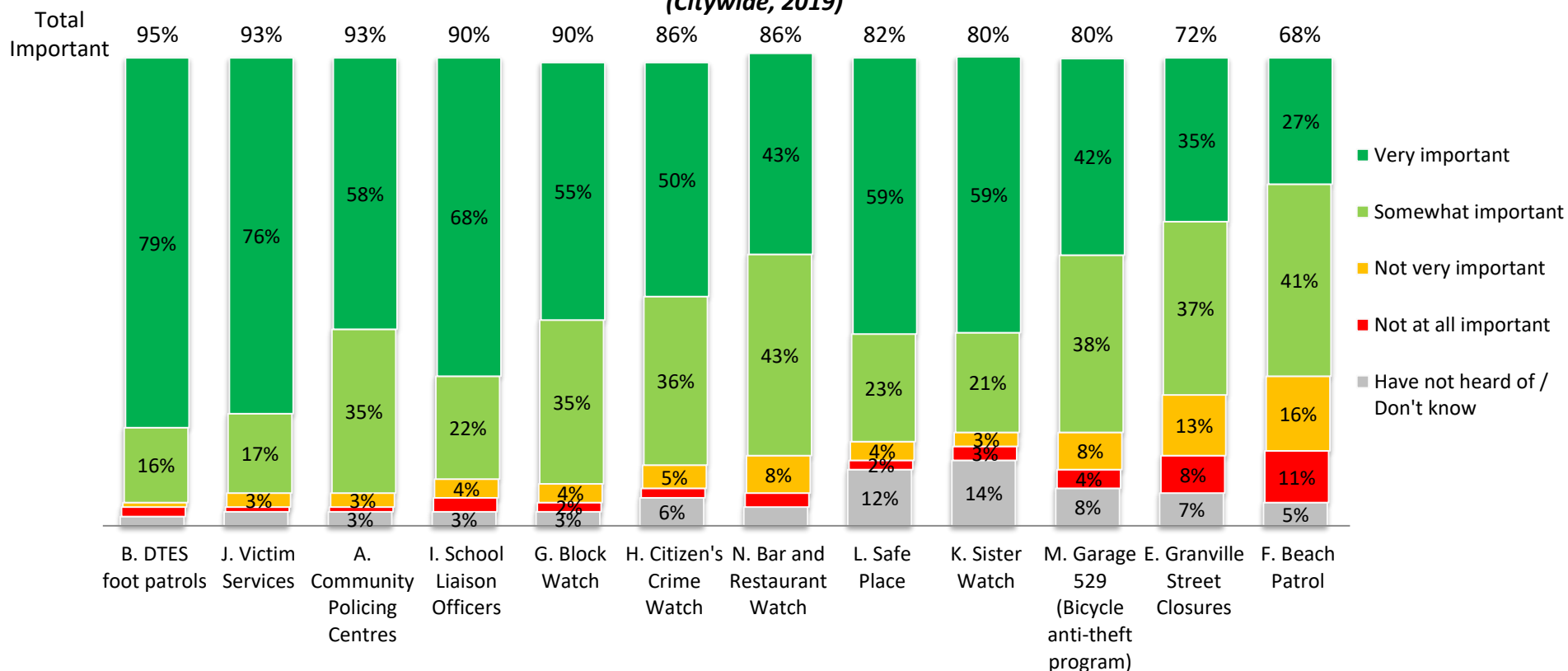
Citywide, 2% of business owners or managers in 2019 said that they, or anyone on their staff, had participated in a program or received training for their business sponsored by the VPD in the past 12 months. This represents a significant decrease from 5% in 2018.

In District 1, the proportion of those who said they had participated declined notably from the previous year, from 9% to 3%.

The programs that participants were involved in include community policing, police presentations, commercial crime prevention programs, bar and restaurant watch programs, and block watch programs, although some also referred to other types of programs.

4.4.2 IMPORTANCE OF VARIOUS VPD PROGRAMS TO BUSINESS MANAGERS AND OWNERS

*Please indicate how important each is to you as a business owner or manager in Vancouver...?
(Citywide, 2019)*



Businesses rated the importance of 12 different VPD programs and services. The programs perceived to be the most important (based on very and somewhat important combined ratings) were DTES Foot Patrols (95%), Community Policing Centres (93%), and Victim Services (93%). Beach Patrol (68%) and the Granville Entertainment District Street Closures (72%) were perceived to be the least important programs from business owners/managers' point of view, though still important overall.

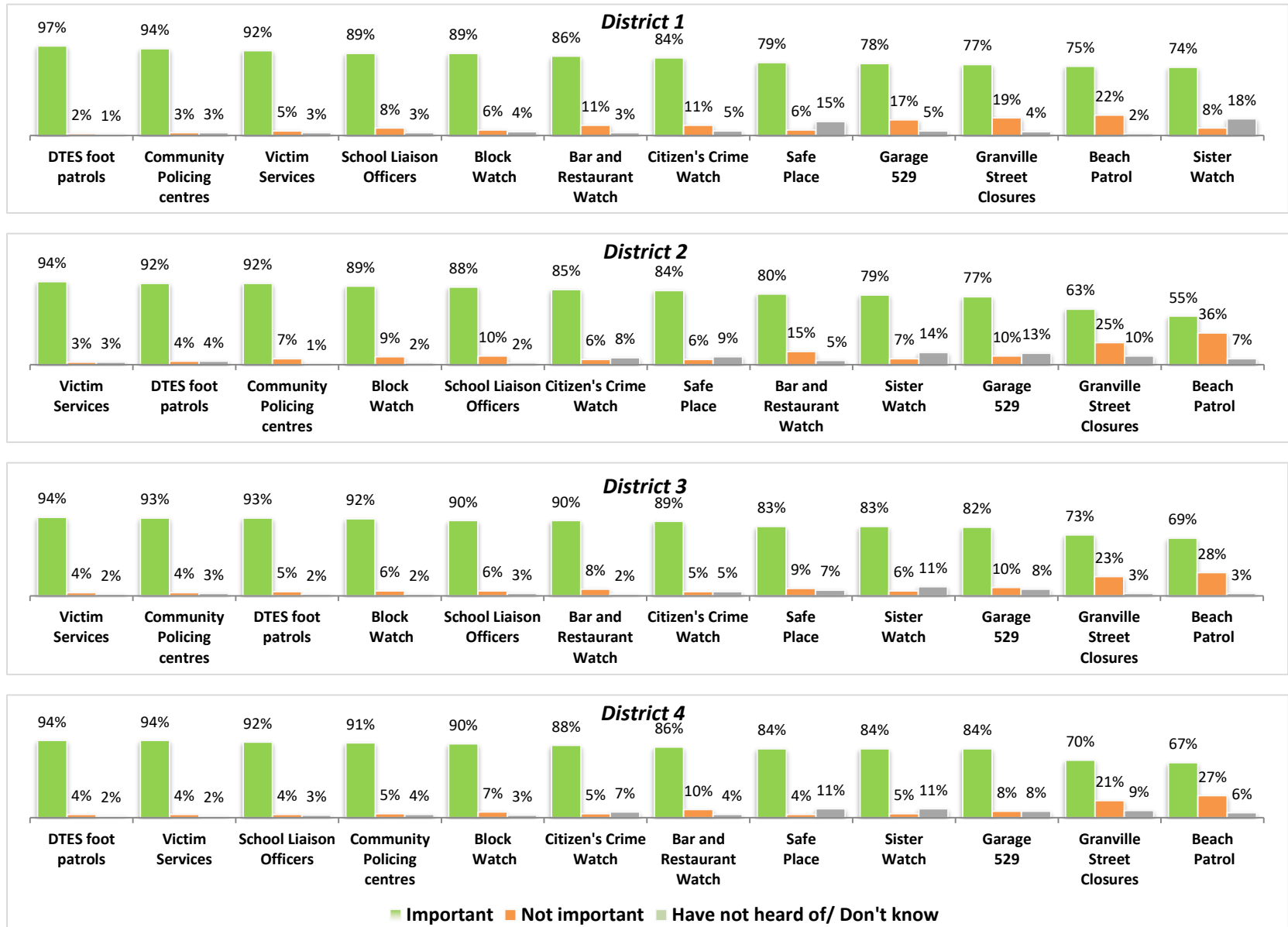
The next page shows the perceptions of program importance by District.

Base: All business owners/managers (n=400 Citywide; 100 per District)

Q17: While you may not have direct experience with the following programs, please indicate how important each is to you as a business owner or manager in Vancouver?

Note: Responses 2% or less are shown but not labelled in the charts on this page

Importance of various VPD programs by Districts (2019)

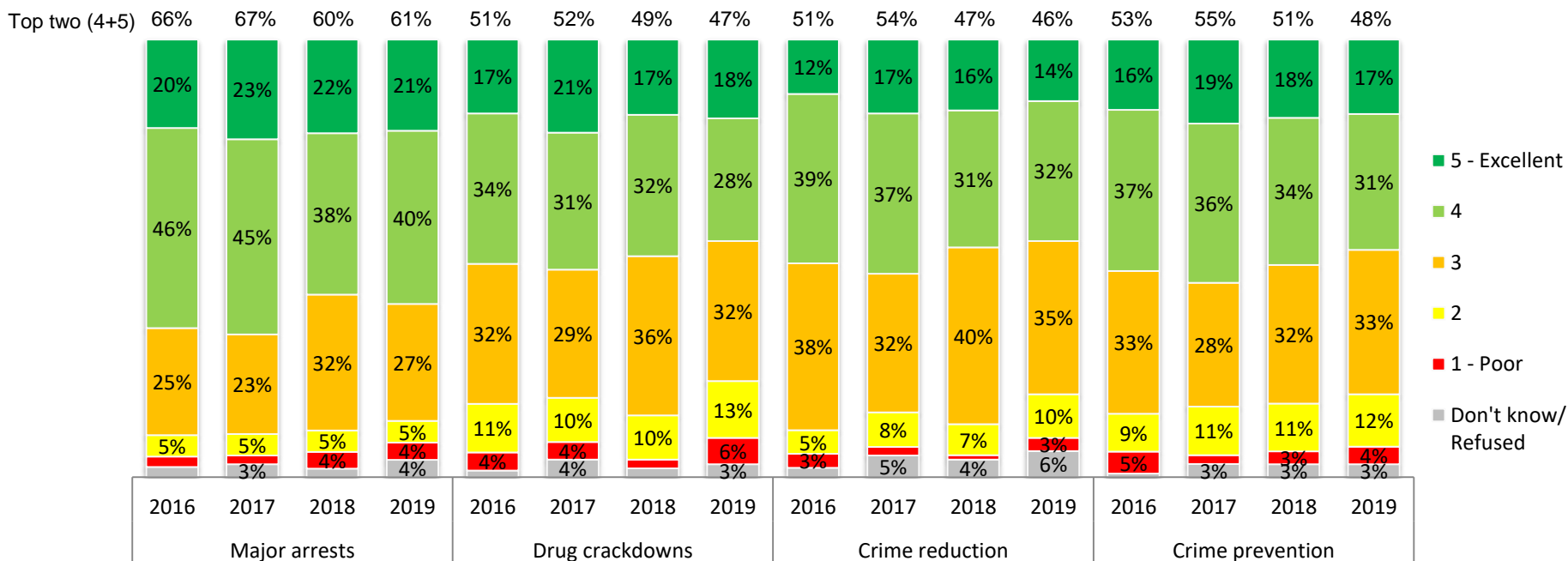


Base: All business owners/managers (n=400 Citywide; 100 per District)

Q17: While you may not have direct experience with the following programs, please indicate how important each is to you as a business owner or manager in Vancouver?

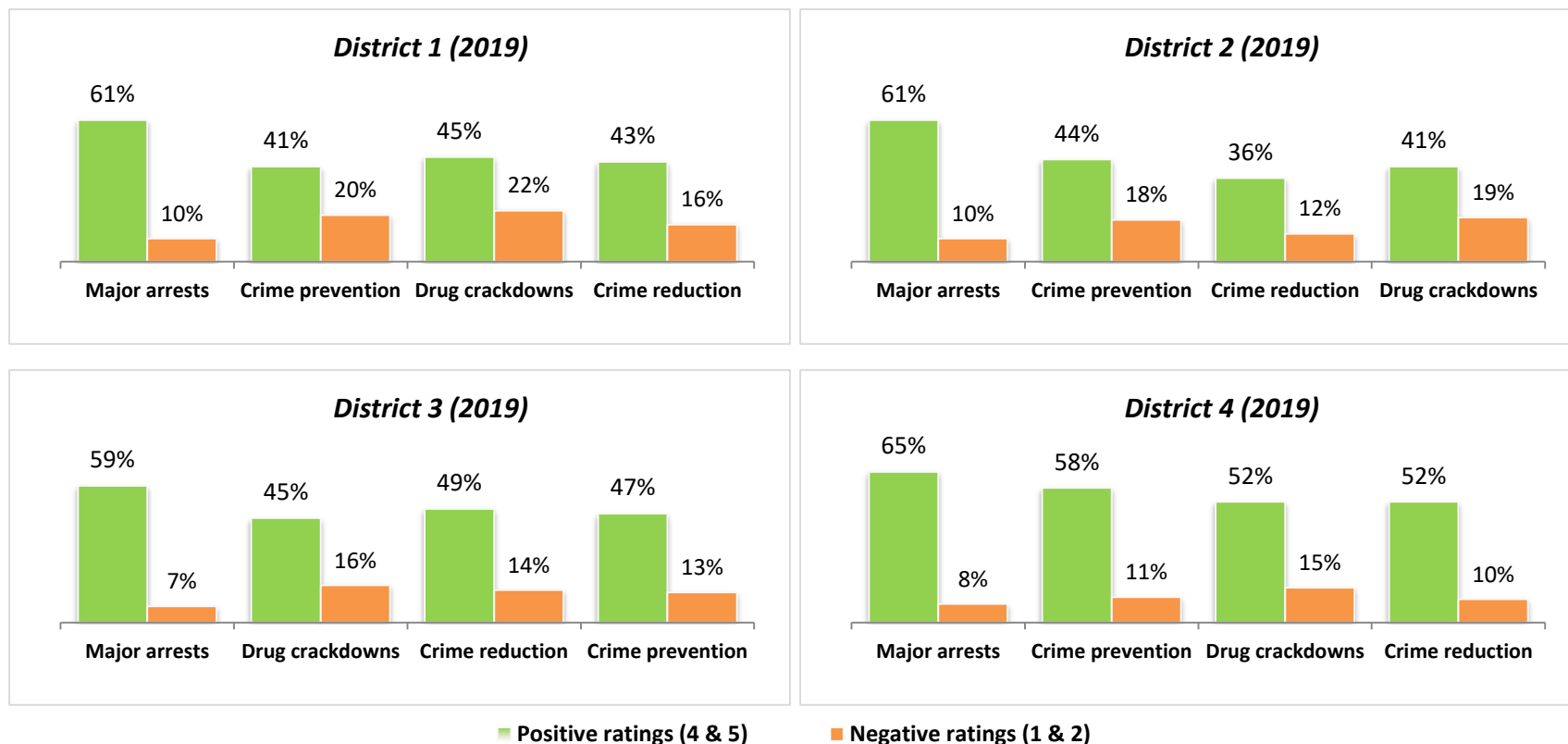
4.4.3 INFORMING THE PUBLIC

Q18. On a scale of 1 to 5, where five is excellent and one is poor, how would you rate the job of the VPD at generating news stories informing the public about...? (Citywide)



Consistent with previous years, Vancouver business owners and managers indicated that the VPD was best at generating news stories to inform the public in 2019 about major arrests (61%), while the other three subject areas all rated between 46% and 48% for positive ratings.

Q18. On a scale of 1 to 5, where five is excellent and one is poor, how would you rate the job of the VPD at generating news stories informing the public about...? (By District)



Similar to the City overall, the VPD's performance on generating news stories informing the public on major arrests was the highest rated topic in each District.

Overall, District 4 tended to provide higher positive ratings across the four topics than other Districts. District 4 (52%) was significantly more likely than District 2 (36%) to give positive ratings for generating news stories informing the public about crime reduction projects. Managers in District 4 (58%) were also significantly more likely to give positive ratings for generating news stories informing the public about crime prevention programs than Districts 1 (41%) or 2 (44%).

4.4.4 SOURCE OF INFORMATION ABOUT THE VPD

4.4.4.1 Sources of Information about the VPD in Past 12 months

Information Source	Citywide (n=400)	District 1 (n=100)	District 2 (n=100)	District 3 (n=100)	District 4 (n=100)
TV news	60%	70%	53%	62%	53%
Major newspaper, online version	55%	61%	53%	57%	48%
Radio news	54%	55%	53%	57%	52%
Major newspaper, print version	52%	58%	46%	45%	53%
Community newspaper	40%	37%	36%	45%	42%
Facebook	27%	28%	27%	29%	26%
Twitter	25%	36%	23%	20%	17%
Other forms of social media	24%	27%	25%	28%	20%
None of the above	7%	4%	11%	6%	10%

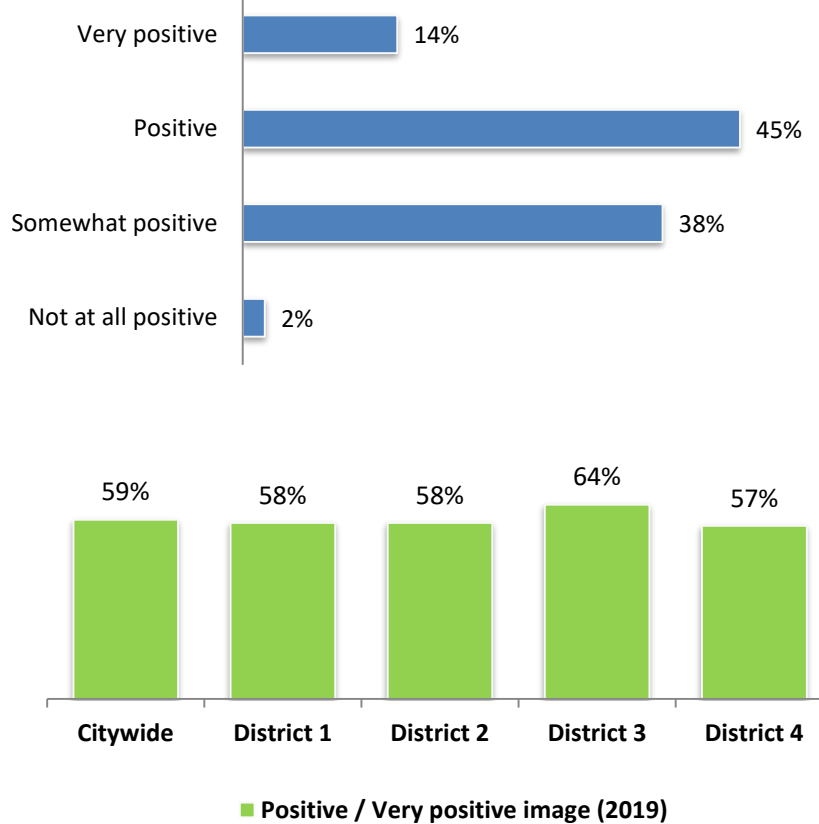
Values circled are significantly different from the squared values in the same row at a 95% confidence interval.

Business owners and managers were asked which of eight media sources they used in the previous 12 months for information regarding the VPD. TV news was cited as the top media source used for information about the VPD (60%), followed by the online version of a major newspaper (55%). Mentions of radio news increased significantly compared to the previous year, from 45% to 54%. More than one-half of business managers (52%) also cited the print version of major newspapers as media sources used in the past 12 months for information regarding the VPD.

Business managers in District 1 were significantly more likely to mention TV news as a source used for information regarding the VPD than those in Districts 2 or 4. Managers in District 1 were also significantly more likely to use Twitter as a source of information about the VPD than those from other districts.

4.4.4.2 Perceptions of How the Media Portrays the VPD

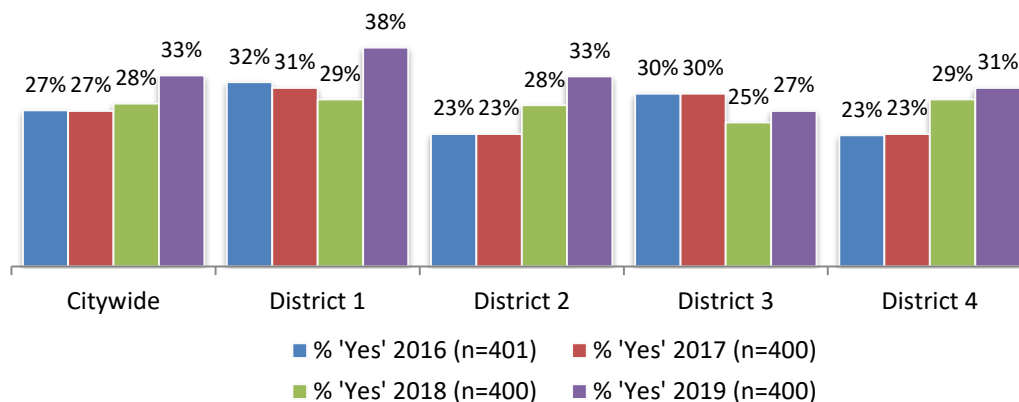
Q20. Overall, what impression do you have of the Vancouver Police Department based on local media coverage? (Citywide, 2019)



Nearly six in ten businesses Citywide (59%) had either a “positive” or “very positive” impression of the VPD based on their portrayal in local media. Businesses’ positive perception decreased four points between 2018 and 2019, though this drop is not statistically significant.

4.4.4.3 Use and satisfaction with the VPD website

Q21. Have you ever visited the Vancouver Police Department website?



Citywide, the VPD website was visited by one-third of business owners and managers (33%) in 2019.

Visitation to the VPD website was not significantly different between Districts in 2019.

Among business owners and managers who visited the VPD website, two-thirds (68%) visited for general information followed by six in ten (61%) who visited the website for crime reporting purposes. About one-third each visited for current news (35%) or for crime prevention tips (35%). Notably, crime prevention tips was significantly more likely to be mentioned by business owners and managers in District 2 than those in District 4.

Information Type	Citywide (n=129)	District 1 (n=38)	District 2 (n=33)	District 3 (n=27)	District 4 (n=31)
General information about the Vancouver Police Department	68%	71%	73%	59%	65%
Crime reporting purposes	61%	71%	58%	48%	55%
To learn about current news on the public affairs page	35%	42%	39%	22%	29%
Crime prevention tips	35%	39%	45%	37%	23%
Career information	11%	11%	9%	19%	10%

Values circled are significantly different from the squared values in the same row at a 95% confidence interval.

Base (Q22): All business owners/managers (n=400 Citywide; 100 per District)

Base (Q23): Business owners/managers who have visited the VPD website (n=129 Citywide in 2019)

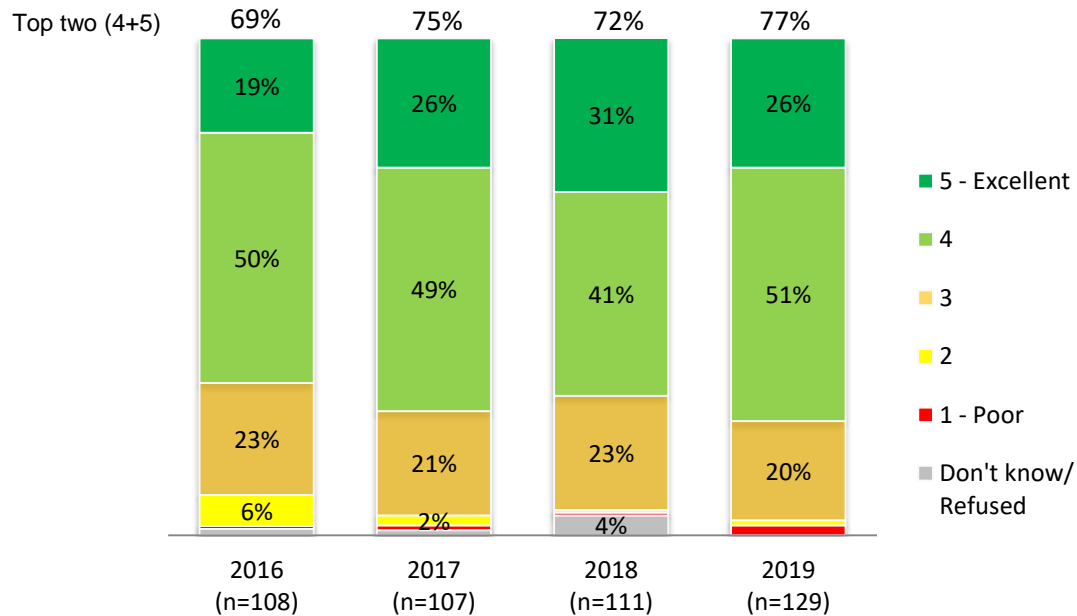
Q22. Have you ever visited the Vancouver Police Department website?

Q23: When visiting the website, do you visit for...?

Note (Q22): Don't know/ Refused and No not shown in this chart

Note (Q23): List was read to participants, who could answer "Yes" or "No" to each one

Q23. On a scale of 1 to 5, where five is high and one is low, how would you rate your overall satisfaction with the website? (Citywide)



Three-quarters (77%) of those business managers who visited the VPD website in 2019 evaluated it favourably. This represents a slight, but not significant, increase from positive ratings in 2018 (72%).

4.4.5 SUGGESTIONS FOR IMPROVING SERVICE IN THE BUSINESS NEIGHBOURHOOD

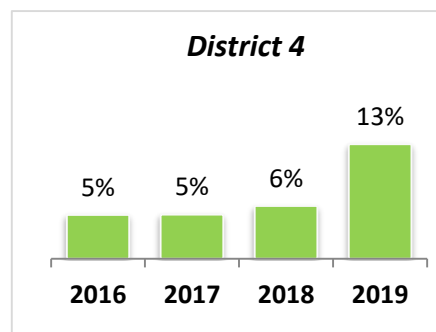
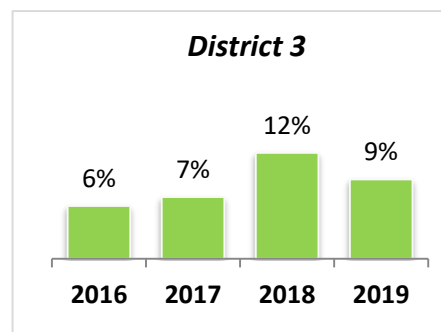
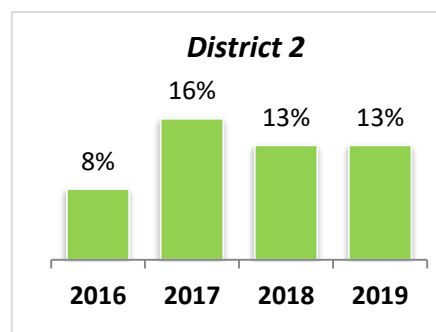
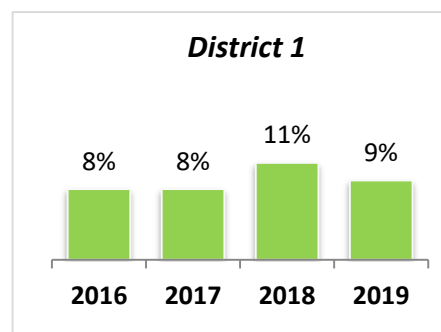
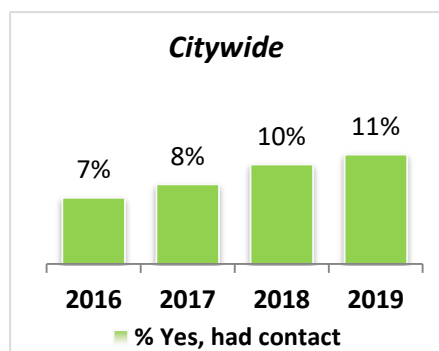
Suggestions	Citywide (n=400)	District 1 (n=100)	District 2 (n=100)	District 3 (n=100)	District 4 (n=100)
More visibility/ presence	33%	39%	40%	20%	30%
Better communication/ outreach to businesses	5%	6%	2%	5%	4%
Emphasize community policing/ work closer with community	4%	4%	4%	2%	5%
Train officers for better service/ more courteous/ better PR	4%	5%	3%	-	5%
Do something about poverty/ street people	4%	7%	2%	2%	2%
Quicker response time	3%	4%	3%	6%	2%
Increase communication/ awareness	3%	2%	2%	3%	4%
Improve the website/ offer more via social media	3%	3%	1%	4%	3%
Prioritize crimes/ improve efficiency	2%	3%	-	-	3%
Doing a good job/ all is great	2%	-	1%	-	4%

As in previous years, the most frequent suggestion that business managers gave for how the VPD could improve service was to increase the visibility and presence of the police in the neighbourhood (33%).

There were few significant differences between Districts in terms of suggestions, with the exception of increased visibility which was mentioned significantly more by business managers in Districts 1 and 2 than those in District 3.

Roughly three in ten business managers and owners (28%) did not have any suggestions for improving police service in their neighbourhoods.

4.4.6 CONTACT WITH A NON-POLICE AGENCY



Agency contacted	2019 (n=44*)
City Hall/ Council	20%
Private Security	17%
Business Associations	15%
Dialed 311/ Used VanConnect app	14%
R.C.M.P	6%
School/ School Board	6%
Department of Motor Vehicles	5%
COV Streets and Transportation/ Parking Authority	4%

Citywide in 2019, one in ten business owners and managers (11%) contacted an organization other than the police to discuss a crime or nuisance problem in the City of Vancouver. This continues an upward trend over the past four years. Notably, District 4 saw a significant increase in non-police agency contact, from 6% in 2018 to 13% in 2019.

City Hall/ Council and private security were the most commonly contacted agencies.

Base (Q25): All business owners/managers (n=400 Citywide; 100 per District)

Base (Q26): Business owners/managers who had contacted a non-police agency within the past 12 months (n=44 Citywide in 2019)

Q25: In the past 12 months has your business contacted an agency or public official, other than the police, to discuss a crime or nuisance problem in the City of Vancouver?

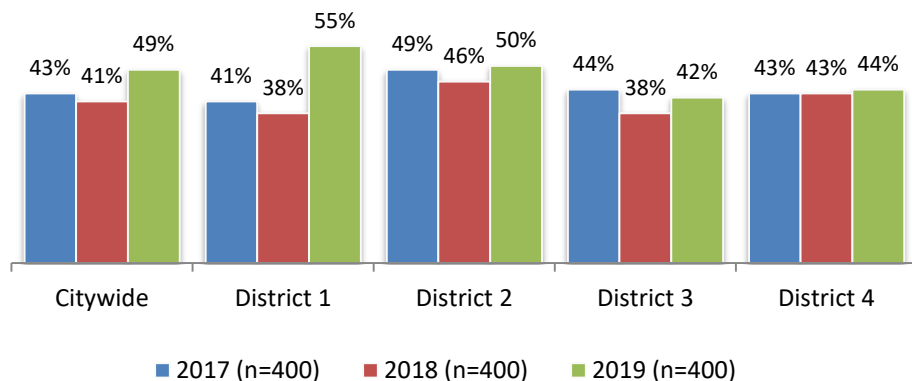
Q26: Which other agencies, other than the police, has your business been in contact with to discuss a crime or nuisance problem in the last 12 months?

Note (Q26): Responses mentioned by 3% or less of Citywide participants not included in this table

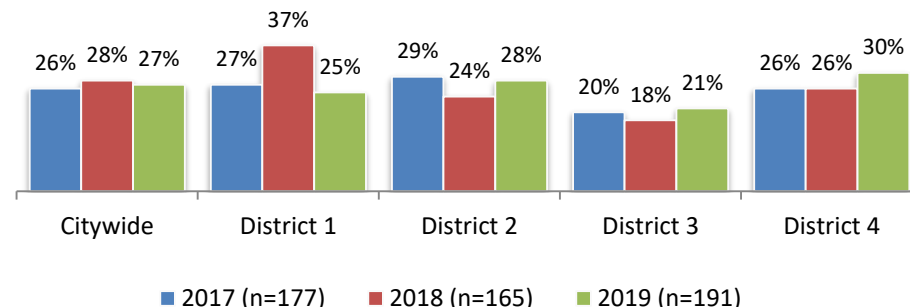
*Caution: Base size is very small and should be used for directional purposes only

4.4.7 The Vancouver Police Foundation

Q41A. Have you ever heard of the Vancouver Police Foundation?
(% Yes)



Q41B. How familiar are you with the work of the Vancouver Police Foundation? (% Very+Somewhat Familiar)



Overall, almost one-half (49%) of business owners and managers had heard of the Vancouver Police Foundation, significantly up from 41% in 2018. Businesses in District 1 were significantly more likely than in previous years to have heard of the Vancouver Police Foundation, and were also more likely than business owners in District 4 to have heard of the Foundation (though this difference is not significant at the 95% level of confidence).

Citywide, more than one-quarter (27%) of those business owners and managers who had heard of the Vancouver Police Foundation in 2019 were familiar with the work of the Foundation (based on very and somewhat familiar ratings combined). Business managers in District 4 were most likely to say that they were familiar, while the managers in District 3 were least likely, though the difference between Districts is not significant.

Base (Q41A): All business owners/managers (n=400 Citywide; 100 per District)

Base (Q41B): Business owners/managers who were aware of the Vancouver Police Foundation (n=191 Citywide in 2019)

Q41A: Have you ever heard of the Vancouver Police Foundation?

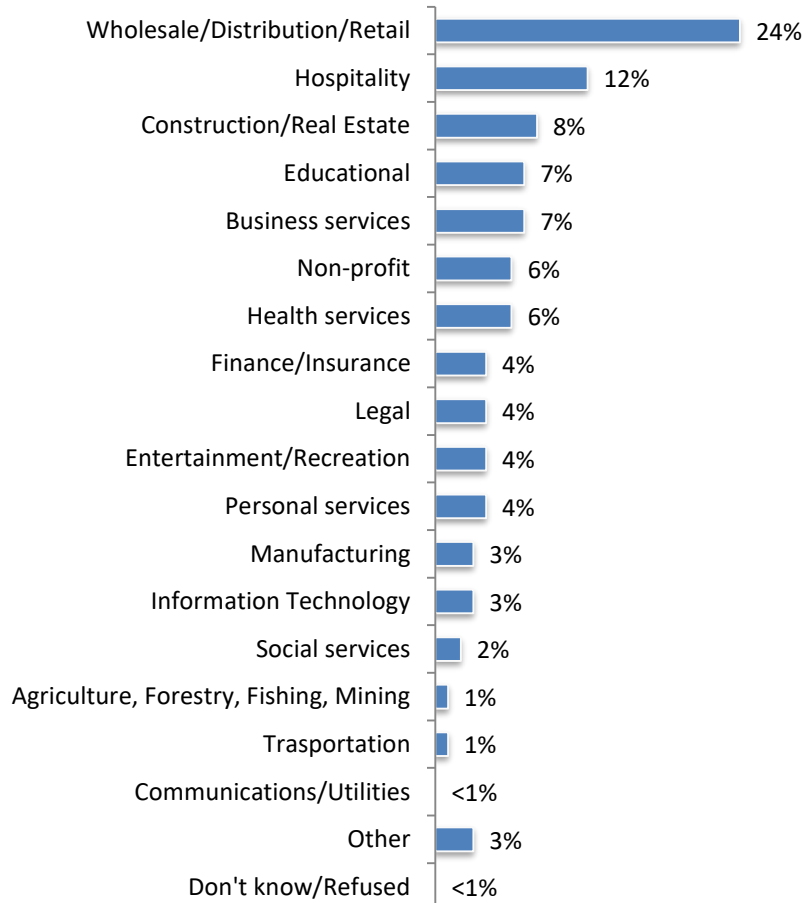
Q41B: How familiar are you with the work of the Vancouver Police Foundation?

Note: Don't know/ Refused not shown in the charts on this page

4.5 ***Demographics— Business Profile***

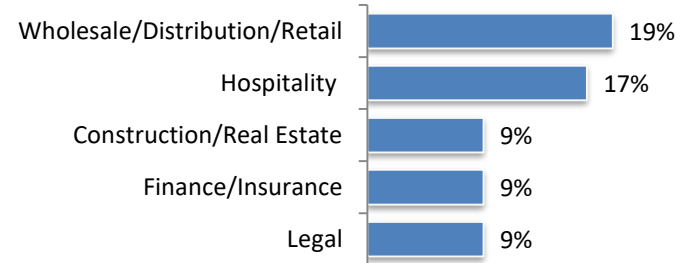
4.5.1 INDUSTRY

Q27. In what industry or field of business is your firm primarily involved? (Citywide, 2019)

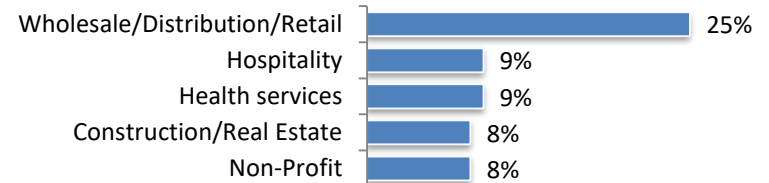


Top four industries of business by Districts

District 1 (2019)



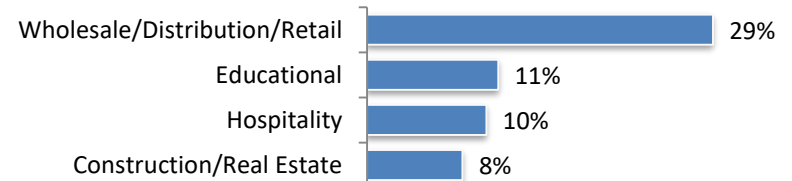
District 2 (2019)



District 3 (2019)



District 4 (2019)



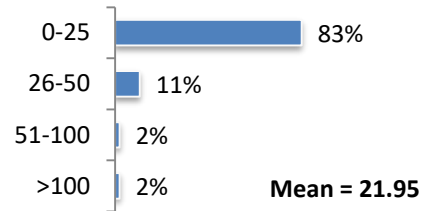
Base: All business owners/managers (n=400 Citywide; 100 per District)

Q27: In what industry or field of business is your firm primarily involved?

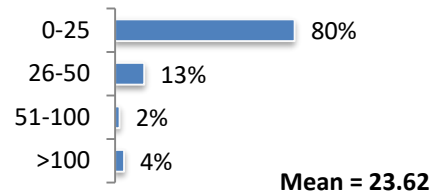
Note: Don't know/ Refused not shown in the charts on this page; only the top responses shown for each District

4.5.2 BUSINESS SIZE

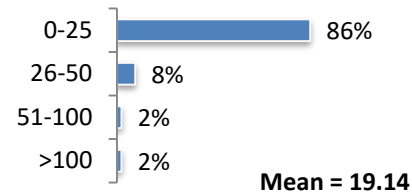
Q30. How many people does your business employ? (Citywide, 2019)



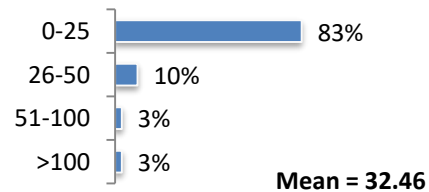
District 1 (2019)



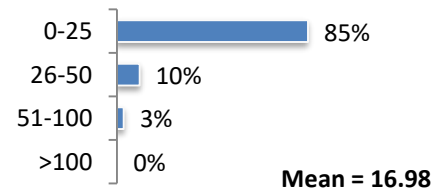
District 2 (2019)



District 3 (2019)



District 4 (2019)



Base: All business owners/managers (n=400 Citywide; 100 per District)

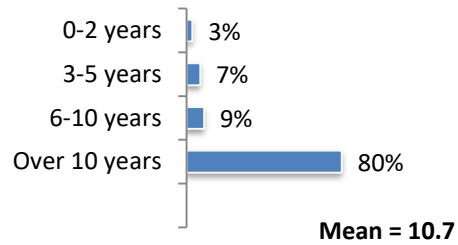
Q30: How many people does your business employ?

Note: Don't know/ Refused not shown in the charts on this page

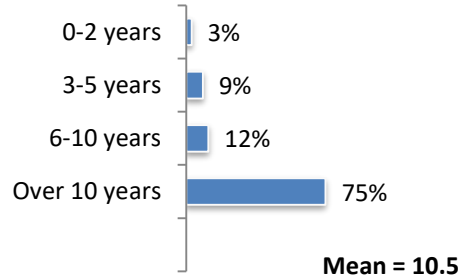
4.5.3 HISTORY OF OPERATION

4.5.3.1 Number of Years Operating in the City

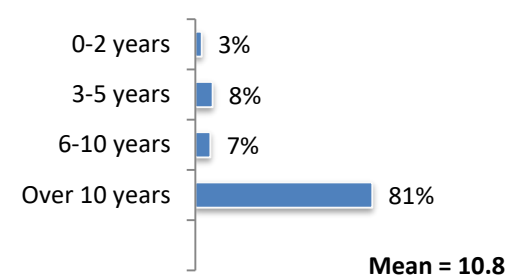
Q28. How long has your business been in operation in the City of Vancouver? (Citywide, 2019)



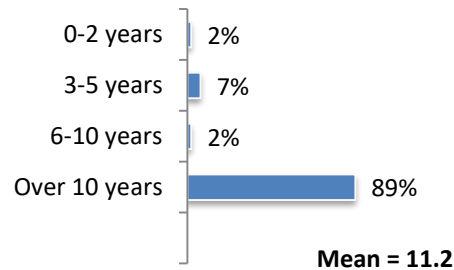
District 1 (2019)



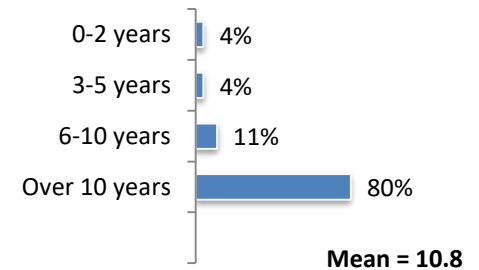
District 2 (2019)



District 3 (2019)

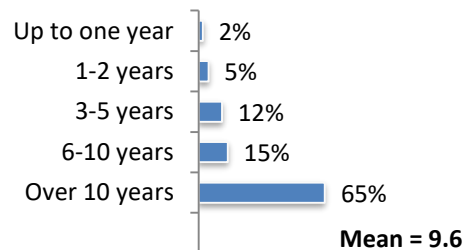


District 4 (2019)

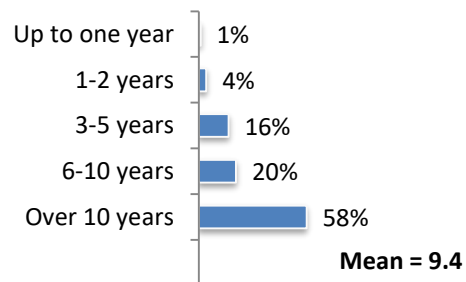


4.5.3.2 Number of Years Operating in the Neighbourhood

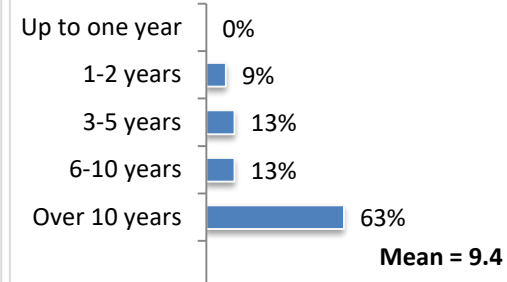
Q29. How long has your business been in operation in its current neighbourhood? (Citywide, 2019)



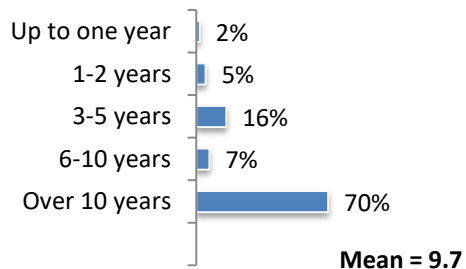
District 1 (2019)



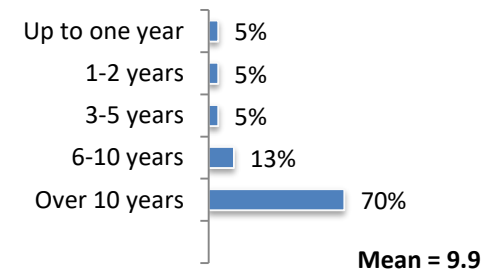
District 2 (2019)



District 3 (2019)



District 4 (2019)





VANCOUVER POLICE DEPARTMENT

COMMUNITY POLICING ASSESSMENT 2019

BUSINESS QUESTIONNAIRE – Revised August 2019

INTRODUCTION

Hello, this is (NAME) from NRG Research Group, calling on behalf of the Vancouver Police Department. We are conducting a survey among Vancouver businesses about the services that the Vancouver Police Department provides.

May I please speak with the manager or owner of this business?

REINTRODUCE AS NECESSARY THEN ADD BELOW:

Your input is important to the Vancouver Police Department because the opinions and comments collected will be presented to the Police Department for consideration in the next Police budget. Please be assured, however, that your views will remain confidential and anonymous.

IF NOT AVAILABLE, MAKE CALLBACK APPOINTMENT FOR FIRST POSSIBLE TIME.

PERSUADERS AND ANSWERS TO FREQUENTLY ASKED QUESTIONS

This survey will take between 20 and 25 minutes, depending on your answers.

Your feedback will help the Vancouver Police Department understand how the public feels about police services and how services can be improved.

Even if you have had no contact with the police, your views are still important for us to include in this survey.

I can assure you that this is a legitimate survey being conducted on behalf of the Vancouver Police Department. You can verify this by calling the Project Manager for this study at NRG Research Group (at 604.676.3990) or you can contact the Vancouver Police Department at (604.717.2685).

Everything you say will be kept confidential and anonymous.

SCREENING

1. Is your business located within the Vancouver City limits?

Yes	1		CONTINUE
No	2		THANK AND TERMINATE
Don't know	97		THANK AND TERMINATE

THANK AND TERMINATE FOR S1. Given that we are conducting the survey among Vancouver City Businesses, those will be all of my questions today. Thank you for your time.

RECORD GENDER

Male
Female

2. To determine which Vancouver Police District your business is located in, could I please have the postal code of this business location?

RECORD POSTAL CODE; DETERMINE DISTRICT FROM LIST.

IF PARTICIPANT REFUSES OR DOES NOT KNOW POSTAL CODE, USE POSTAL CODE FROM SAMPLE.

PERCEPTIONS OF THE VANCOUVER POLICE DEPARTMENT

The Vancouver Police Department is very interested in knowing what Vancouver businesses think about the services they provide to the city. Thinking about the Vancouver Police Department as a whole.....

3. a) Overall, how satisfied are you with the service provided by the Vancouver Police Department? Would you say you are very satisfied, somewhat satisfied, somewhat dissatisfied or very dissatisfied?

Very dissatisfied.....	1	
Somewhat dissatisfied.....	2	
Somewhat satisfied.....	3	
Very satisfied.....	4	
DON'T KNOW.....	97	SKIP TO Q4
REFUSED.....	98	SKIP TO Q4

- b) Can you explain why you feel this way? (ALL)

RECORD VERBATIM

- c) Now, thinking ONLY of your OWN experience with the VPD, and NOT including anything else that you may have read, seen, or heard... can you please tell me how satisfied are you with the service provided

by the Vancouver Police Department? Would you say you are very satisfied, somewhat satisfied, somewhat dissatisfied or very dissatisfied?

Very dissatisfied.....1
Somewhat dissatisfied.....2
Somewhat satisfied.....3
Very satisfied.....4
Have not had any contact/ experience with the VPD.....96
DON'T KNOW.....97
REFUSED.....98

4. The following is a list of ways that the Vancouver Police Department serves the community. Using a scale of one to five where 5 is excellent – you are completely satisfied with how the police are doing in this area and 1 is poor – you are completely dissatisfied with how police are doing, how do you rate the Vancouver Police Department in terms of...

RANDOMIZE ABC BELOW

a. Responding to emergency situations quickly	1	2	3	4	5,	97, 98
b. Meeting your business community's safety needs	1	2	3	4	5,	97, 98
c. Addressing street disorder	1	2	3	4	5,	97, 98

5. And do you think the police should spend more time addressing each of the following, or do you think they currently spend enough time addressing each of the following?

- Theft from homes
- Theft from businesses
- Theft from vehicles
- Theft of vehicles
- Crimes targeting seniors
- Problem Drivers
- Violent Crime
- Drug Use
- Gangs
- Sexual crimes
- Youth violence
- Hate crimes

1. Should spend more time addressing
2. Currently spend enough time addressing
97. DON'T KNOW
98. REFUSED

6. How well do the following qualities describe the Vancouver Police Department? Using a scale of one to five where 5 is 'excellent – you agree completely that this quality describes the Vancouver Police Department' and 1 is 'poor- you completely disagree that this quality describes that Vancouver Police Department', (RANDOMIZE)

a. Fair
b. Professional
c. Knowledgeable
d. Trustworthy
e. Visible
f. Respectful
g. Accountable

This next section will ask some questions about any contact you have had with the Vancouver Police Department because of your business. This could include a conversation with a police officer in person or on the phone, a call to the police non-emergency number or any number of other ways that you may have been in contact with the Vancouver Police Department.

We are interested here in your contact with the members of the Vancouver Police Department – not contact with a 911 dispatcher or police from other jurisdictions.

7. During the past 12 months, has your business had contact with the Vancouver Police Department?

YES.....1	CONTINUE
NO.....2	GO TO PERCEPTIONS OF SAFETY
DON'T KNOW.....97	GO TO PERCEPTIONS OF SAFETY
REFUSED.....98	GO TO PERCEPTIONS OF SAFETY

8. a) Overall, how satisfied were you with the service your business received from the Vancouver Police Department? Would you say you are very satisfied, somewhat satisfied, somewhat dissatisfied or very dissatisfied?

Very dissatisfied.....1
Somewhat dissatisfied.....2
Somewhat satisfied.....3
Very satisfied.....4
DON'T KNOW.....97 GOTO Q9
REFUSED.....98 GOTO Q9

- b) Can you explain why you feel this way? (ALL)

RECORD VERBATIM

9. Thinking of your most recent contact with the Vancouver Police Department, can you tell me what type of contact it was?

RECORD VERBATIM

PERCEPTIONS OF SAFETY

Now, I have some questions about the neighbourhood in which your business is located.

10. a) Now we would like your impression of how safe you feel your business' neighbourhood is compared to other neighbourhoods in the city. Using a scale of one to five, where '5' means you feel that your neighbourhood is one of the safest in the city and a '1' means that you feel your neighbourhood is one of the most dangerous in the city, how safe do you feel your neighbourhood is?

ONE OF THE MOST Dangerous				ONE OF THE safest		DK	REF
1	2	3	4	5		97	98

- b) [ASK ONLY IF Q8<97] Can you tell me the primary reason you feel this way?

RECORD VERBATIM

Thinking about your neighbourhood.....

11. a) In the past 12 months, would you say the level of violent crime in your business' neighbourhood has: (READ LIST IN ORDER)

IF NECESSARY, PROVIDE DEFINITION OF VIOLENT CRIME: offences that deal with the application, or threat of application, of force to a person. These include homicide, attempted murder, various forms of sexual and non-sexual assault, robbery and abduction. Traffic incidents that result in death or bodily harm are included under Criminal Code traffic incidents.

Increased significantly.....	1
Increased somewhat.....	2
Stayed about the same.....	3
Decreased somewhat.....	4
Decreased significantly.....	5
DO NOT READ: DON'T KNOW OR HAS NOT OPERATED IN NEIGHBOURHOOD LONG ENOUGH TO FORM OPINION.....	97
REFUSED.....	98

- b) In the past 12 months, would you say the level of property crime in your business' neighbourhood has: (READ LIST IN ORDER)

IF NECESSARY, PROVIDE DEFINITION OF PROPERTY CRIME: unlawful acts with the intent of gaining property but do not involve the use or threat of violence against an individual. Theft, breaking and entering, fraud and possession of stolen goods are examples of property crimes.

Increased significantly.....	1
Increased somewhat.....	2
Stayed about the same.....	3
Decreased somewhat.....	4
Decreased significantly.....	5
DO NOT READ: DON'T KNOW OR HAS NOT OPERATED IN NEIGHBOURHOOD LONG ENOUGH TO FORM OPINION.....	97
REFUSED.....	98

- c) What do you think is the most important crime-related problem in your business' neighbourhood? DO NOT READ LIST. RECORD ONE RESPONSE.

RECORD VERBATIM

Thinking about the city of Vancouver.....

12. a) In the past 12 months, would you say the level of violent crime in the city of Vancouver has: (READ LIST IN ORDER) [IF NECESSARY, PROVIDE DEFINITION OF VIOLENT CRIME]

Increased Significantly.....	1
Increased somewhat.....	2
Stayed about the same.....	3
Decreased somewhat.....	4
Decreased significantly.....	5
DO NOT READ: DON'T KNOW OR HAS NOT OPERATED IN NEIGHBOURHOOD LONG ENOUGH TO FORM OPINION.....	97
REFUSED.....	98

- b) In the past 12 months, would you say the level of property crime in the city of Vancouver has: (READ LIST IN ORDER) [IF NECESSARY, PROVIDE DEFINITION OF PROPERTY CRIME]

Increased Significantly.....	1
Increased somewhat.....	2
Stayed about the same.....	3
Decreased somewhat.....	4
Decreased significantly.....	5
DO NOT READ: DON'T KNOW OR HAS NOT OPERATED IN NEIGHBOURHOOD LONG ENOUGH TO FORM OPINION.....	97

REFUSED.....98

c) What do you think is the most important crime-related problem in the city of Vancouver?
DO NOT READ LIST. RECORD ONE RESPONSE.

RECORD VERBATIM

UNREPORTED CRIMEThinking of your business' experiences with crime.....

13. In the past 12 months, have you, or any of your employees been a victim of a crime while at work (for example, vandalism, theft, or physical assault) in the city of Vancouver?

YES.....1	CONTINUE
NO.....2	GO TO COMMUNITY PARTICIPATION
DON'T KNOW97	GO TO COMMUNITY PARTICIPATION
REFUSED.....98	GO TO COMMUNITY PARTICIPATION

14. Now thinking only about the last contact your business had with the Vancouver Police Department: was the crime...

a. Committed against the business	01
b. Committed against a staff member at the business	02
c. Committed against a client/ customer of the business	03
d. DON'T KNOW	97
e. REFUSED	98

15. Was it a property crime or violent crime? [IF NECESSARY, PROVIDE DEFINITION OF VIOLENT AND PROPERTY CRIME]

a. Property
b. Violent
c. DON'T KNOW
d. REFUSED

16. Still thinking only about the last contact your business had with the Vancouver Police Department, was this crime reported to the police?

YES.....1	GO TO COMMUNITY PARTICIPATION
NO.....2	CONTINUE
DON'T KNOW97	GO TO COMMUNITY PARTICIPATION
REFUSED.....98	GO TO COMMUNITY PARTICIPATION

17. Why did you or your employee(s) decide not to report this crime to the police?

RECORD VERBATIM. PROBE AS NECESSARY.

COMMUNITY PARTICIPATION

The Vancouver Police Department runs various training programs for the community to increase safety in Vancouver.

18. a) In the past 12 months, have you, or anyone on your staff, participated in a program or received training for your business that was sponsored by the Vancouver Police Department?

YES.....1	CONTINUE
NO.....2	GO TO Q19
DON'T KNOW97	GO TO Q19
REFUSED.....98	GO TO Q19

b) Which ones? (DO NOT READ LIST – INCLUDE ALL RESPONSES)

1 'FALSE ALARM REDUCTION PROGRAM'
2 'BLOCK WATCH PROGRAM'
3 'HASTINGS SUNRISE PROGRAM'
4 'COMMUNITY POLICING'
5 'BUSINESS LIAISON (COMMERCIAL CRIME PREVENTION PROGRAM)'
90 'COMMUNITY AWARENESS PROGRAMS (NON-SPEC)'
91 'POLICE PRESENTATIONS (NON-SPEC)'
95 OTHER (SPECIFY)
99 DON'T KNOW

19. While you may not have direct experience with the following programs, please indicate how important each is to you as a business owner or manager in Vancouver? If you have not heard of one of these initiatives before, just tell me. Would you say the program is very important, somewhat important, not very important or not important at all?

01.....	VERY IMPORTANT
02.....	SOMEWHAT IMPORTANT
03.....	NOT VERY IMPORTANT
04.....	NOT IMPORTANT AT ALL
05.....	HAVE NOT HEARD OF THIS
96.....	DON'T KNOW
97.....	REFUSED

a) Community Policing Centres
b) Downtown Eastside foot patrols
c)
d)
e) Granville Entertainment District Street Closures
f) Beach Patrol
g) Block Watch
h) Citizen's Crime Watch
i) School Liaison Officers
j) Victim services
k) Sister Watch

- l) Safe Place
- m) Garage 529 (Bicycle anti-theft program)
- n) Bar and Restaurant Watch

20. On a scale of 1 to 5, where five is excellent and one is poor, how would you rate the job of the Vancouver Police Department at generating news stories informing the public about:

	1	2	3	4	5	DK	REF
a. Major arrests?	1	2	3	4	5	97	98
b. Crime reduction projects?	1	2	3	4	5	97	98
c. Drug crackdowns?	1	2	3	4	5	97	98
d. Crime prevention programs?	1	2	3	4	5	97	98

21. From which of these sources did your business receive news or information about the Vancouver Police Department in the last 12 months? READ LIST. RECORD MULTIPLES. YES/NO FOR EACH ITEM; INCLUDE DK, REF AS OPTION FOR EACH ITEM

TV news.....	01	
Radio news.....	02	
Major newspaper, print version (e.g., Vancouver Sun, Globe & Mail, The Province)	11	
Major newspaper, online version (e.g., Vancouver Sun, Globe & Mail, The Province)	12	
Community Newspaper, print version.....	08	
Twitter	13	
Facebook.....	14	
Other forms of social media	15	

22. Overall, what impression do you have of the Vancouver Police Department based on local media coverage? Would you say it is...

- Very positive.....01
- Positive.....02
- Somewhat positive.....03
- Not at all positive.....04

23. Have you ever visited the Vancouver Police Department website?

- YES.....01
- NO.....02, Skip to Q26
- REFUSE..98

24. When visiting the website, do you visit for...

- a) General information about the Vancouver Police Department?
 - YES.....01
 - NO.....02
 - REFUSE..98
- b) Career information?
 - YES.....01
 - NO.....02
 - REFUSE..98

c) Crime reporting purposes?

- YES.....01
- NO.....02
- REFUSE..98

d) Crime prevention tips?

- YES.....01
- NO.....02
- REFUSE..98

e) To learn about current news on the public affairs page?

- YES.....01
- NO.....02
- REFUSE..98

f) Can you think of any other reason you visited the Vancouver Police Department website?

RECORD ANSWER.

- 1 'CONTACT INFORMATION'
- 2 'NON EMERGENCY PHONE LINE INFO'
- 3 'EVENTS/NOTIFICATIONS/PROGRAMS'
- 95 'OTHER' SPECIFY
- 97 'NO OTHER REASON'
- 98 'DON'T KNOW/REFUSED'.

25. On a scale of 1 to 5, where five is high and one is low, how would you rate your overall satisfaction with the website?

<u>1</u>	<u>2</u>	<u>3</u>	<u>4</u>	<u>5</u>		DON'T KNOW	REFUSE
.....	97	98

26. If you could make one recommendation to the Vancouver Police Department about how they could improve services to your neighbourhood, what would it be?

RECORD VERBATIM

27. In the last 12 months has your business contacted an agency or public official, other than the police, to discuss a crime or nuisance problem, in the City of Vancouver?

[FORMERLY Q21A]

- Yes..... 1 CONTINUE
- No 2 GO TO DEMOGRAPHICS

28. Which other agencies, *other than the police*, has your business been in contact with to discuss a crime or nuisance problem in the last 12 months?

DO NOT READ. RECORD MULTIPLES.

- 1 'COV Animal Control' (COV = City of Vancouver)
- 2 'COV Buildings Inspections/Permits'
- 3 'COV Parks and Recreation'
- 4 'B.C. Transit/TransLink'
- 5 'Ministry of Social Services'
- 6 'COV Health Department'
- 7 'Department of Motor Vehicle'
- 8 'COV Housing'
- 9 'Neighbourhood Associations'
- 10 'R.C.M.P.'
- 11 'COV By-law Enforcement'
- 12 'COV Fire Department'
- 13 'COV Engineering-Water Works'
- 14 'COV Engineering-Sanitation'
- 15 'COV Officials, non-police'
- 16 'COV Graffiti Reports'
- 17 'CITY HALL/COUNCIL'
- 19 "MLA"
- 20 'PRIVATE SECURITY'
- 95 'Other (Specify)'
- 97 "Don't know"
- 98 'None'

Q41a) Have you heard of the Vancouver Police Foundation?

- | | |
|-------------------|------------------|
| YES.....1 | CONTINUE TO Q41B |
| NO.....2 | GO TO Q29 |
| DON'T KNOW.....97 | GO TO Q29 |
| REFUSED.....98 | GO TO Q29 |

Q41b) How familiar are you with the work of the Vancouver Police Foundation

- 01.....VERY FAMILIAR
- 02.....SOMEWHAT FAMILIAR
- 03.....SOMEWHAT UNFAMILIAR
- 04.....VERY UNFAMILIAR
- 97.....DON'T KNOW

98.....REFUSED

DEMOGRAPHIC QUESTIONS

29. In what industry or field of business is your firm primarily involved? READ LIST IF NECESSARY.
[IF 'SELF-EMPLOYED', PROBE WITH: In what industry or field of business would that be?]

- Agriculture, Forestry, Fishing, Mining 01
- Business services 02
- Communications/Utilities 03
- Construction/Real Estate 04
- Educational 05
- Entertainment/Recreation 06
- Health Services 07
- Finance/Insurance 08
- Hospitality (e.g. hotels, motels, restaurants, tourism) 09
- Information technology 10
- Legal 11
- Manufacturing 12
- Non-profit 13
- Personal Services 14
- Research and Development 15
- Social Services 16
- Transportation (truck, ship, rail, air) 17
- Wholesale/Distribution/Retail 18
- Other, SPECIFY: 95
- Don't Know 97

30. How long has your business been in operation in the city of Vancouver?

- Up to one year 1
- 1-2 years 2
- 3-5 years 3
- 6-10 years 4
- Over 10 years 5
- Don't know 97
- REFUSED 98

31. How long has your business been in operation in its current neighbourhood?

- Up to one year 1
- 1-2 years 2
- 3-5 years 3
- 6-10 years 4
- Over 10 years 5
- DON'T KNOW 97
- REFUSED 98

32. How many people does your business employ? (full-time equivalents at your location)

0-25.....	1
26-50.....	2
51-100.....	3
101-250.....	4
251-500.....	5
Over 500.....	6
DON'T KNOW.....	97
REFUSED.....	98

33. What is the name of the business association that represents your neighborhood's business community?
(DO NOT READ LIST)

IF DON'T KNOW, RECORD "DK"

- 1 'CHINESE BUSINESS ASSOCIATION'
- 2 'COLLINGWOOD BA'
- 3 'COMMERCIAL DRIVE BA'
- 4 'DOWNTOWN BIA/BA'
- 5 'DUNBAR BA'
- 6 'GASTOWN BIA'
- 7 'KITSILANO CHAMBER OF COMMERCE'
- 8 'MOUNT PLEASANT BIA'
- 9 'YALETOWN BA'
- 10 'KITSILANO BUSINESS ASSOCIATION'
- 11 'MOUNT PLEASANT BUSINESS ASSOCIATION'
- 12 'SOUTH GRANVILLE BUSINESS ASSOCIATION'
- 13 'STRATHCONA BUSINESS IMPROVEMENT'
- 14 'GRANVILLE ISLAND BUSINESS ASSOCIATION'
- 15 'CHINESE BUSINESS ASSOCIATIONS'
- 16 'OTHER NEIGHBOURHOOD ASSOCIATIONS'
- 17 'OTHER HOSPITALITY ASSOCIATIONS'
- 18 'OTHER COMPANY NAMES'
- 19 'BC BAR ASSOCIATION'
- 20 'BETTER BUSINESS BUREAU'
- 21 'DUNBAR BUSINESS ASSOCIATION'
- 22 'FRASER STREET BUSINESS ASSOCIATION'
- 23 'HAIRDRESSERS ASSOCIATION'
- 24 'KERRISDALE BUSINESS ASSOCIATION'
- 25 'PUNJABI MARKET'
- 26 'UPTOWN BUSINESS ASSOCIATION'
- 27 'YALETOWN MERCHANTS ASSOCIATION'
- 28 'CHURCH/ NON-PROFIT ASSOCIATION'
- 29 'BUSINESS IMPROVEMENT ASSOCIATION (NEC)'
- 30 'MEDICAL/ HOSPITAL ASSOCIATION'
- 31 'MEDICAL/ HOSPITAL ASSOCIATION'
- 32 'MARPOLE BUSINESS ASSOCIATION'
- 90 'BIA - BUSINESS INDUSTRY ASSOCIATION'
- 95 'OTHER'
- 96 'NONE'

97 'DK'
99 'N/A'.

34. So that my supervisor can check my work, may I have your first name or initial?

RECORD

Thank you very much for participating in this survey. Your responses will be combined with those of other Vancouver businesses and will provide valuable input to the Vancouver Police Department.