



# Vancouver Police Community Policing Assessment Report

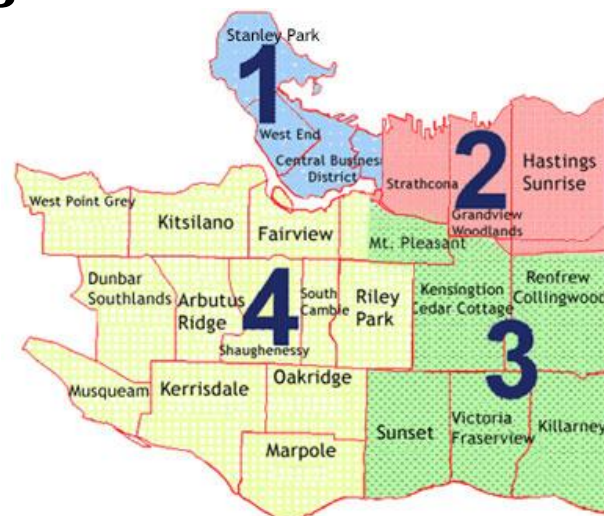
## *Residential Survey Results*

2016

NRG Research Group

[www.nrgresearchgroup.com](http://www.nrgresearchgroup.com)

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## Executive Summary – Survey of Residents

### Overall Satisfaction with the Vancouver Police Department

Consistent with findings in previous years, overall satisfaction with the service provided by the VPD remained strong in 2016. Eighty-five percent of Vancouver residents were satisfied with the service provided by the VPD, consistent with 85% in 2015. In 2016, 43% were 'somewhat satisfied' and 42% were 'very satisfied' with the VPD service overall.

The belief that the police are doing a good job and that Vancouver is a safe place (34%) remained the most commonly-mentioned reason for satisfaction with the overall service provided by the VPD, followed by quick response from the VPD (12%) and police visibility (8%). Similar to previous years, reasons given for less satisfactory ratings included little or no interaction with the VPD (11%), the belief that the police could not solve the problem (5%), and slow or no response from the VPD (5%).

### Responsiveness, Meeting Safety Needs, and Addressing Street Disorder

The VPD's ability to meet the safety needs of the community (72%), to respond to emergency situations quickly (71%), and to address street disorder (61%) were all rated positively by residents. The rating for addressing street disorder issues in the city showed a slight improvement from 58% in 2015; however, the overall rating of the VPD for this service remains about 10 points below the ratings for the other two service areas.

### Time Devoted to Addressing Crime Problems

Residents were asked if they thought the VPD spent enough time addressing 12 different crime problem areas. Consistent with previous years, more than one-half of residents thought that the VPD should be spending more time addressing the challenges of problem drivers (61%), gangs (58%), and youth violence (58%), as well as sexual crimes and violent crime (both at 56%).

Areas where the larger proportion of residents thought the VPD already devotes sufficient time are theft of vehicles (61%), theft from vehicles (58%) and theft from businesses (53%). Two areas, drug use and hate crime, reflect notable division in opinions. Forty-seven percent believe that the amount of time spent addressing drug use should increase while almost as many (44%) say enough time is being spent on this problem. Similarly, 43% believe more time should be spent on hate crime while the same proportion say sufficient time is already being spent on it.

Perceptions of the areas where the VPD currently spends enough time remained quite consistent with 2015. The only notable differences were slight but not significant increases in those who believed that the VPD currently spends enough time on theft of vehicles, crimes targeting seniors, and youth violence.

### **Impressions of the VPD on Key Reputation Dimensions**

Eight in ten Vancouver residents agreed that the VPD can be described as professional (80%). Three-quarters would also describe the VPD as trustworthy (77%) and respectful (75%). Seven in ten (71%) believed that the VPD is knowledgeable, while two-thirds (65%) agreed that they are fair. The VPD's accountability (62%) and visibility (60%) remain the lowest rated attributes.

Positive ratings for the VPD across the seven reputation dimensions are either on par or slightly higher than last year. Ratings for professional and accountable increased somewhat but not significantly in 2016.

### **Contact with the VPD**

Just over one-quarter of Vancouver residents (26%) reported having contact with the VPD about a crime or public safety problem in the 12 months preceding the 2016 survey. This level has remained fairly consistent over the past three years, with only slight year-over-year changes.

Just over eight in ten (81%) of those who had contact with the VPD in 2016 were satisfied with the service received, the same proportion as in 2015.

Satisfaction with the service received mostly related to receiving a quick response (36%) and courteous or respectful service (27%). Dissatisfaction stemmed primarily from a perceived lack of response (7%) and no or slow follow up (6%).

### **Perceptions of Safety**

Overall, just over three-quarters (77%) of City residents believed their neighbourhoods to be safe compared with other neighbourhoods in the City, providing ratings of 4 and 5 out of 5 on a scale where 5 is 'one of the safest'.

As noted in previous years, there was again significant variation in residents' ratings by District. Residents in Districts 1 and 4 (82% and 86% respectively) were significantly more likely to rate their neighbourhoods as safe versus residents in Districts 2 and 3 (63% and 71% respectively).

The most commonly mentioned reasons for believing their neighbourhood to be safer than others are the perception of the neighbourhood having a low crime rate (34%) and high police visibility (31%). Meanwhile, those rating their neighbourhood less safe than other neighbourhoods in the City were more likely to mention break and enters in the neighbourhood (13%) and limited police presence (9%). Of note, residents in District 1 were significantly less likely than those in other Districts to mention break-ins and far more likely to state homelessness and drug abuse as the top reason for not feeling safe.

### Perceptions of Violent Crime and Property Crime in the Neighbourhood

Similar with the last three years, around seven in ten Vancouver residents (72%) believed that the level of violent crime in their neighbourhood had stayed about the same in the 12 months preceding the survey. Overall, a slightly higher proportion of residents in 2016 felt that the crime rate in their neighbourhood had decreased (11%) versus increased (9%).

Nearly two-thirds (64%) of Vancouver residents indicated that the level of property crime in their neighbourhood had stayed about the same in the 12 months preceding the survey. Sixteen percent believed that property crime had increased in their neighbourhood, while 11% believed it had decreased.

This year, consistent with previous years, break and enter (35%) was the most commonly-mentioned crime-related problem at the neighbourhood level.

### Perceptions of Violent Crime and Property Crime in the City

Residents were also asked about the change in crime levels for the City of Vancouver as a whole over the past 12 months preceding the survey.

Three in ten Vancouver residents (31%) said that violent crime in the City had increased in the 12 months preceding the survey, up slightly but not significantly from 2015 (27%). Roughly one in ten (11%) said that violent crime in the City had decreased, a significant drop from the previous year (16% in 2015) and well below the level from the last three years overall.

One-half of residents said that the level of property crime in the City has stayed about the same in the 12 months preceding the survey. There has been a gradual decline in this proportion as significantly more state that crime has increased over the last four years (from 21% to 28%). One in ten (9%) believed that property crime had decreased Citywide in 2016.

As in previous years, the disparity in perceptions of violent crime in each neighbourhood (9% believed it had increased) and violent crime in the City overall (31% believed it had increased) suggests that residents view the City generally as a less safe place than their immediate neighbourhoods.

There is also a disparity between perceptions of neighbourhood-level property crime increasing (16%) versus perceptions of property crime increasing in the City of Vancouver in general (28%) but not as dramatic a contradiction as seen with perceptions of violent crime.

Consistent with prior years, residents considered drug use and abuse (31%), break & enters (14%), violent crime (10%), and gang activity (10%) as the most important crime-related problems in the City overall. However, the mention of drug use and abuse as the most important problem increased significantly this year (from 24% in 2015).

### Experiences with Crime

Fifteen percent of Vancouver residents said they had been a victim of crime in the 12 months preceding the survey, on par with 2015. Of those who had been victimized, nearly all experienced a property crime (only 8% of crime victims experienced a violent crime), again consistent with last year. Residents in District 1 were significantly more likely to have experienced a violent crime (25% of those who indicated they had been crime victims) than residents in the other three Districts.

Just over one-half (53%) of those who said they were crime victims reported the crime to police, the same level as in 2015. As in previous years, those who did not report the crime believed that it was too small to report (76%).

### Importance of Crime Reduction Programs and Services

Residents rated the importance of 12 different VPD programs and services to them as residents of Vancouver. As in previous years, no programs or services were rated as unimportant, while several were deemed to be of very high importance.

School Liaison Officers and Block Watch (both at 90%) were the highest rated programs, based on very important and somewhat important combined, closely followed by Victim Services and Downtown Eastside foot patrols (both at 88%). Community Policing Centres (87%) and the Bait Car program (84%) were also rated as highly important programs. Garage 529 (60%) and Safe Place (44%) were perceived to have lower importance, although they were both hindered by relatively low awareness levels as both are relatively new programs.

### Keeping the Public Informed

As in previous years, the VPD was rated best by residents at generating news stories communicating information about major arrests (65%), followed by crime prevention programs and drug crackdowns (both at 50%), and crime reduction projects (45%).

Citywide, the VPD's performance on generating news stories on these four topics remained fairly consistent with the prior year. The only notable difference was for news stories informing the public on crime prevention which declined from 54% in 2015 to 50% in 2016, although this was not a significant drop from last year.

### Sources of Information about the VPD

Vancouver residents were asked about the media outlets from which they had received information about the VPD in the 12 months preceding the survey. As in prior years, television (68%) was the most frequently mentioned source of information about the VPD, followed by radio (52%). The Vancouver Sun was mentioned by 34%; social media, which was added as an option in 2016, was mentioned by a similar proportion of Vancouver residents (32%). The use of specific newspapers for information on the VPD tended to vary notably between Districts. Overall, District 1 tended to use fewer sources of information about the VPD while District 4 used more sources.

Nearly six in ten residents Citywide (58%) thought the local media presented the VPD in a positive manner (giving a 'positive' or 'very positive' rating), slightly but not significantly lower than the prior two years. More than one-third (36%) thought the local media portrayed the VPD in a 'somewhat positive' manner, with only 2% saying that the VPD was portrayed in a 'not at all positive' way.

### Use and Satisfaction with the VPD Website

Consistent with last year, just under two in ten residents (18%) have ever visited the VPD website.

The reasons for visiting the website are very similar to past years. The majority visited the website in search of general information (73%), followed by for crime reporting (34%), crime prevention tips (27%), and current news on the public affairs page (24%).

Of those who have visited the website, almost two-thirds (65%) said that they were satisfied with the website (that is, gave a rating of 4 or 5 out of 5). This is very consistent with the previous three years.

### Most Common Recommendation to Improve Service

As in previous years, when asked to provide a single recommendation about how the VPD could improve services to the residents' neighbourhoods, the most frequent suggestion was to increase the presence and visibility of the police in the neighbourhood (32%). Transparency (14%) and the enforcement of traffic laws (5%) round out the top three suggestions Citywide for recommendations on how the VPD could improve its service.



## Survey Objectives

The objectives of this survey, which was previously conducted biannually from 2004 to 2008 and now annually (starting in 2009) were to:

- ✓ Assess Vancouver residents' perceptions of crime and feelings of safety in each of the four VPD Patrol Districts.
- ✓ Determine the prevalence of criminal victimization of residents and the extent to which crimes are reported to the police.
- ✓ Assess perceptions of VPD officers and the extent to which residents 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 residents.





## Survey Method & Data Analysis

A similar survey was conducted in 2004, 2006, 2008, 2009, 2010, 2011, 2012, 2013, 2014 and 2015. Starting in 2009, the survey has been conducted annually; the 2016 survey is very similar to that used in 2015. Results are reported from 2013 to 2016, 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 all households located within the VPD Patrol District boundaries. Households were randomly selected from each of the four Patrol Districts. To ensure representation of cell phone and land line telephone numbers, a sample of cell phone numbers registered in the City of Vancouver was also called.
- ✓ In 2016 we conducted 66 interviews with residents who were confirmed as using cell phones during the interviews. Thirty-nine of these households (or 59%) are cell phone-only households.
- ✓ A random household resident aged 18 years or older was selected for the interview. Households with a resident who worked for the police or a private security company were excluded from the survey.
- ✓ Two hundred interviews were conducted in each District, to provide statistically reliable samples for each Patrol District, for a total of 800 interviews.
  - ✓ The Citywide results have a margin of error of  $\pm 3.46\%$  at the 95% level of confidence.
  - ✓ 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 distribution will be further from a 50/50 split.
  - ✓ Questions based on fewer observations have a larger margin of error. For example, the margin of error at the District level ( $n=200$ ) is  $\pm 6.93\%$ .
- ✓ To ensure appropriate ethnic representation, quotas were set for English, Asian-Pacific, and South Asian households. The latter two ethnic households are often underrepresented in population surveys in Vancouver, and setting quotas ensures that they are represented in the survey.

<sup>1</sup> 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.

This survey contained approximately 45 questions and took an average of 23 minutes to complete over the phone. All surveys were conducted between October 25<sup>th</sup> and November 14<sup>th</sup>, 2016.

The survey results are weighted based on the population of the ethnic groups within each District, and on the populations of the Districts, such that the aggregate results reflect the population within each Patrol District.

Throughout this report, the results presented in figures and tables are based on the entire sample unless otherwise noted.

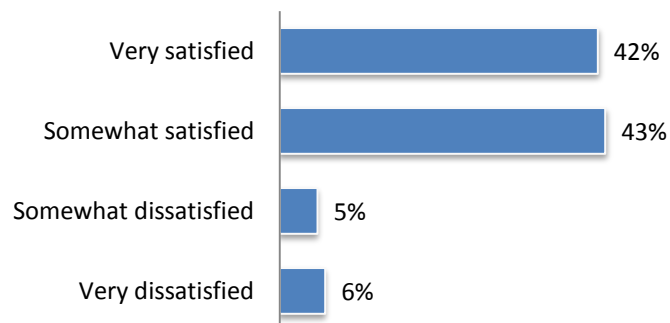


## Detailed Survey Results

### **4.1** *Perceptions of the Vancouver Police Department*

### 4.1.1 OVERALL SATISFACTION

**Overall, how satisfied are you with the service provided by the VPD? (Citywide, 2016)**

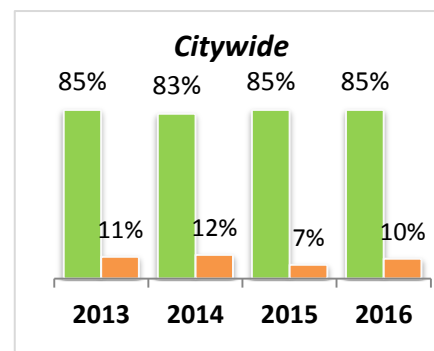


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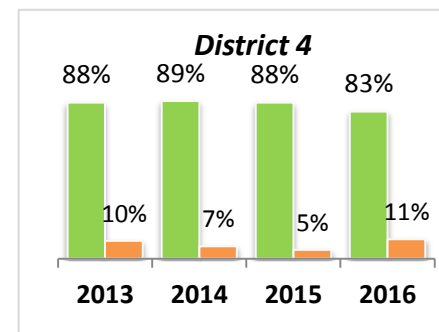
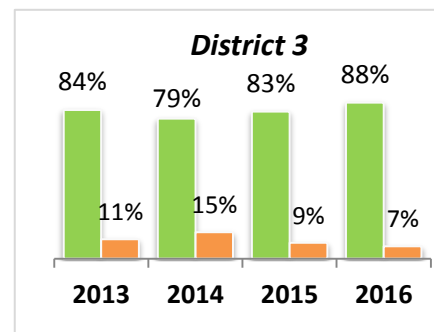
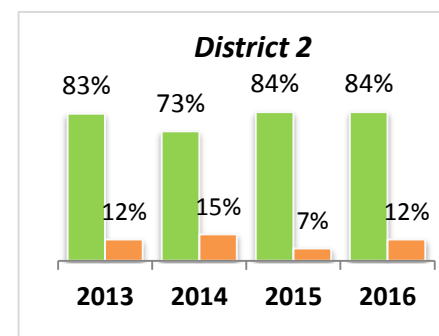
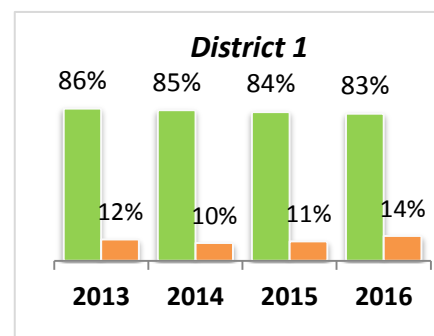
Vancouver residents' overall satisfaction with the service provided by the VPD remained strong in 2016. Eighty-five percent of residents said they were either 'somewhat satisfied' or 'very satisfied' with the VPD's service, consistent with the past several years.

District 1 residents (14%) were notably more likely to give a dissatisfied rating than those from District 3 (7%), although this is not a significant difference.

To understand the key sources of satisfaction and dissatisfaction with the VPD, we asked residents why they felt that way. Responses were recorded verbatim, then content-coded into the reasons on the next slide.



■ Satisfied respondents  
■ Dissatisfied respondents



Note: Don't Know/Refused is not shown in the above figures, but amount to the balance of 100%.

### Reasons for Satisfaction/Dissatisfaction

Positive Comments	Citywide	District 1	District 2	District 3	District 4
Doing a good job/ Vancouver is a safe place	34%	31%	27%	30%	41%
Quick response/ Problem solved	12%	8%	13%	15%	10%
Police are visible/ Keeps crime rate down	8%	11%	9%	9%	6%
Courteous/Polite	5%	7%	2%	4%	6%
Knowledgeable/Professional	3%	2%	4%	1%	4%

Citywide, about one-third of residents (34%) said that they thought the VPD was doing a good job and that Vancouver is a safe place, particularly in District 4 compared with other Districts.

More than one in ten (12%) are satisfied because they experienced a quick response from the police and had their problem solved. These results are generally consistent with the last few years.

Negative/Neutral Comments	Citywide	District 1	District 2	District 3	District 4
Little interaction with police/ Have never called them	11%	7%	10%	12%	11%
Could not solve the problem	5%	4%	4%	4%	7%
Slow response/no response at all	5%	5%	5%	6%	3%
Need more patrols/visibility	3%	2%	3%	4%	3%
Management of resources needs reviewing	3%	4%	6%	2%	2%
Always room for improvement	2%	3%	4%	1%	3%
Homelessness/drug issues/gangs	2%	4%	1%	3%	1%
Use too much force/ police brutality	2%	7%	2%	1%	1%
Based on TV/ other people's experience	2%	1%	4%	2%	1%
Not enough officers, need more staff	2%	3%	2%	0%	2%
Do not feel safe/dangerous area	2%	1%	1%	2%	2%

The most frequently mentioned reason for dissatisfaction is due to little interaction with police (11%). Five percent each mention that the VPD could not solve their problem or that they experienced a slow response or no response at all.

Of note, District 1 residents were significantly more likely to mention use of force than those in other Districts.

Base: All participants (n=800).

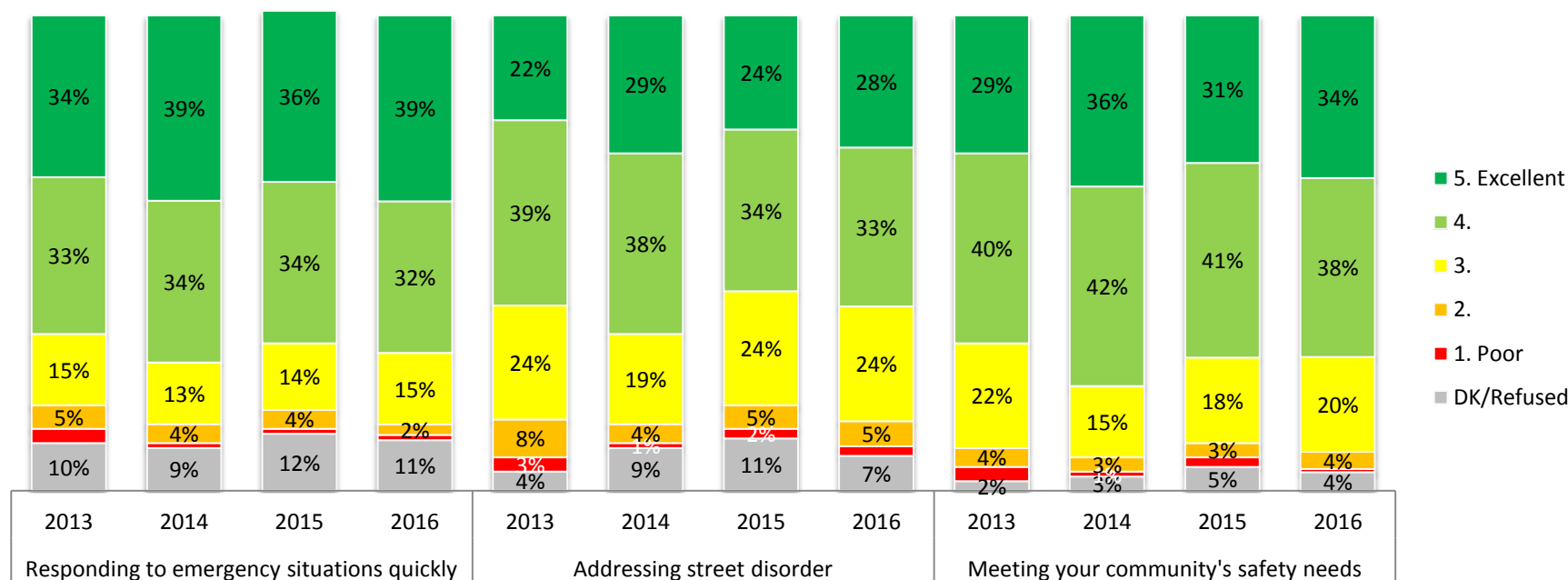
Values circled are significantly different from the squared values in the same row at a 95% confidence interval.

Note: Responses mentioned by less than 2% of all participants not shown.

## 4.1.2 EVALUATION OF ASPECTS OF VPD SERVICE

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

*How would you rate the Vancouver Police Department in...*

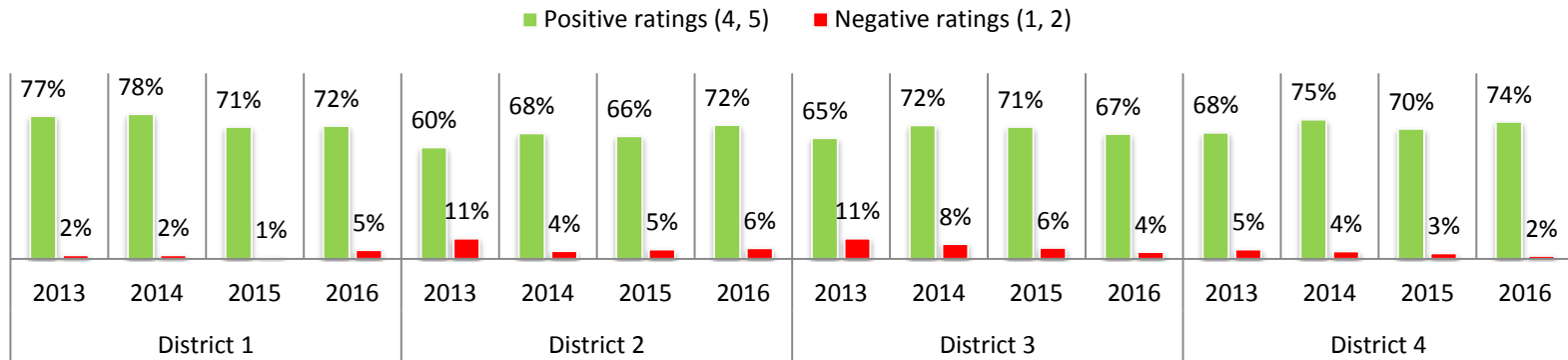


Vancouver residents' positive perceptions of the VPD's ability to respond to emergency situations quickly, address street disorder issues in the city, and meet the safety needs of the community were all fairly consistent with 2015.

Six in ten residents (61%) gave good to excellent ratings (4 and 5 out of 5) for addressing street disorder issues in the city, a slight improvement from 2015 (58%). The overall rating for this service area remains about 10 points below ratings for responding to emergency situations quickly (71%) and meeting the safety needs of the community (72%).

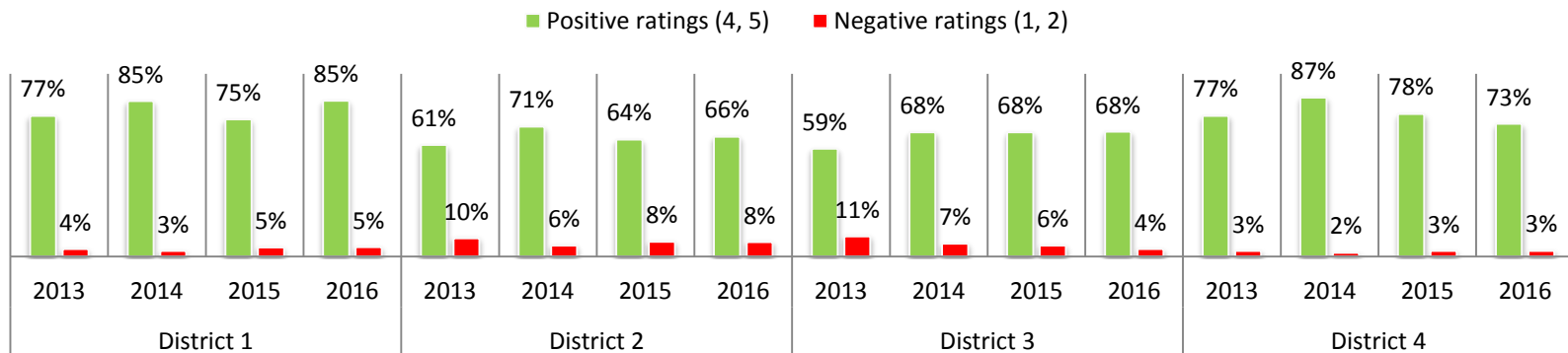
In terms of the VPD's speed of response to emergencies, ratings differed slightly by District but there were no significant changes from 2015.

### *Quick response to emergencies*



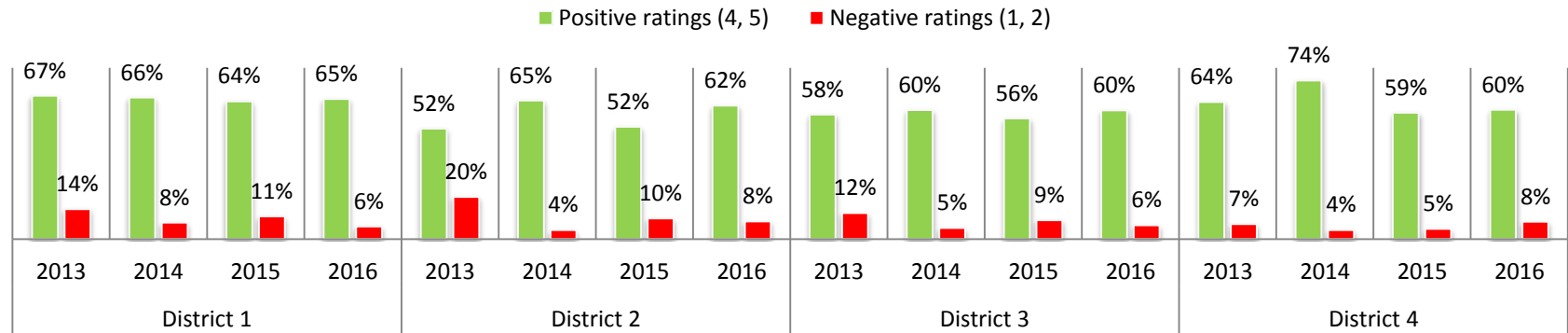
When it comes to the VPD's ability to meet residents' community's safety needs, residents of District 1 were significantly more likely to give a positive rating than those in any other District. Of note, the rating in District 1 also rebounded significantly from the drop in 2015. The rating in District 4 continues to trend significantly lower from the high attained in 2014.

### *Meeting your community's safety needs*



Finally, regarding the VPD's ability to address street disorder issues in the city, positive ratings saw a slight increase in District 2, while ratings in the other Districts remained fairly consistent with the previous year.

### ***Addressing street disorder***

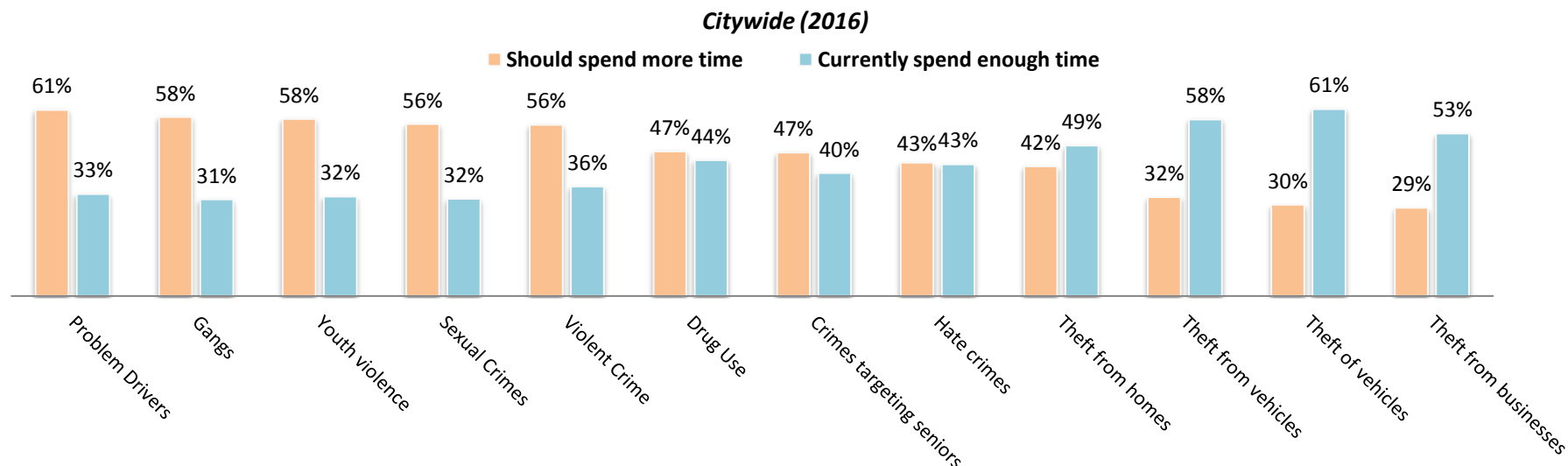




#### 4.1.2.2 Time Devoted to Addressing Various Crime Problems

***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...***

*Note: Don't know/Refused is not shown in the figure below.*



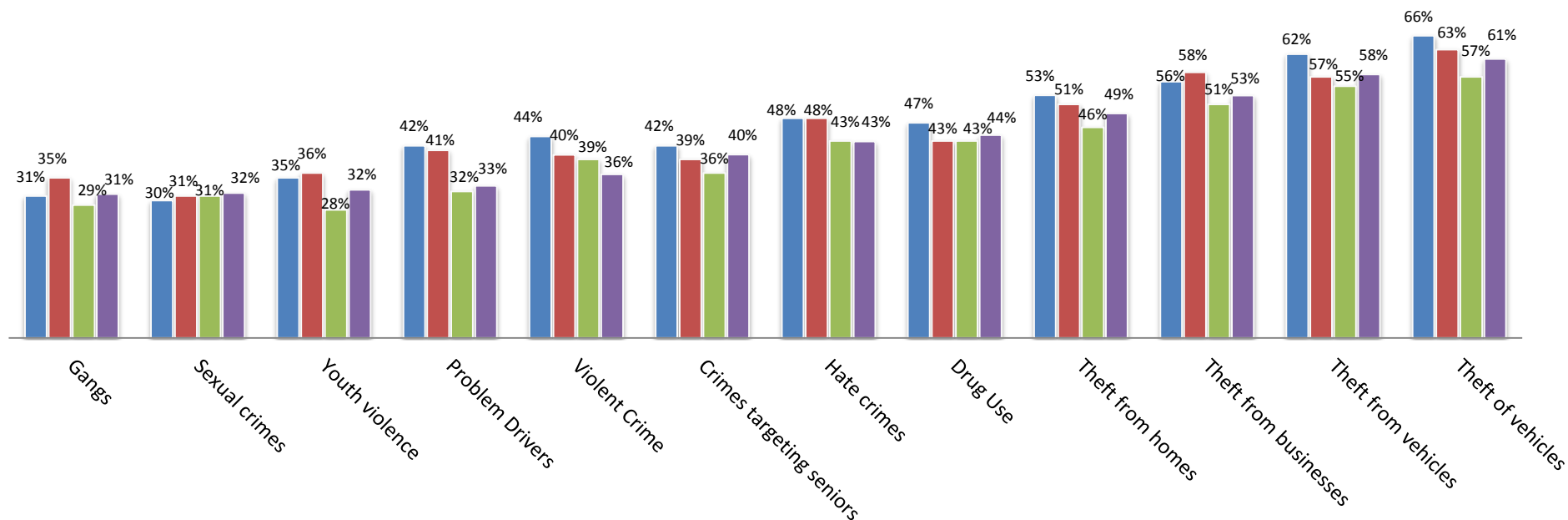
Consistent with results from previous years, well over one-half of residents thought that the police should be spending more time addressing the challenges of problem drivers (61%), gangs (58%), youth violence (58%), sexual crimes (56%), and violent crime (56%).

Areas where notably more residents think that the VPD already devotes sufficient time include theft *of* vehicles (61%), theft *from* vehicles (58%), theft from businesses (53%), and theft from homes (49%). This is consistent with previous years.

### 4.1.2.2 Time Devoted to Addressing Various Crime Problems

Citywide (2012 through 2016)

■ 2013 ■ 2014 ■ 2015 ■ 2016



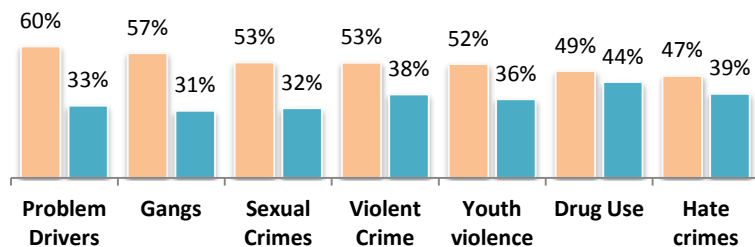
Perceptions of the areas where the VPD currently spends enough time remained quite consistent with 2015. Theft of vehicles and theft from vehicles were again viewed as areas in which the police are already spending enough time.

Most areas remained constant with 2015 for the proportion who believed that the VPD currently spends enough time on these issues. The only notable shifts were slight but not statistically significant increases in those who believed that the VPD currently spends enough time on theft of vehicles, crimes targeting seniors, and youth violence.

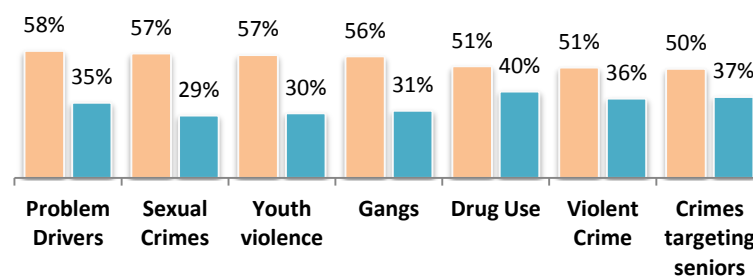
**Top crime-related problems the VPD should spend more time addressing by District**

Should spend more time    Currently spend enough time

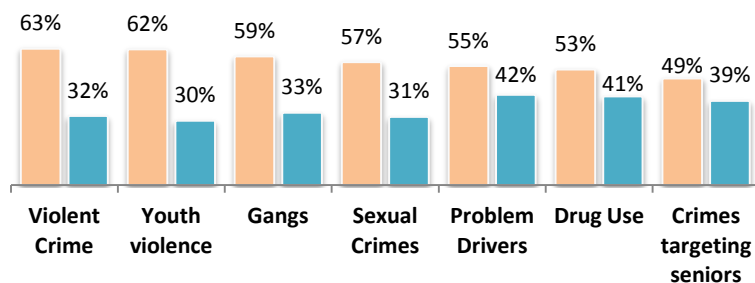
**District 1 (2016)**



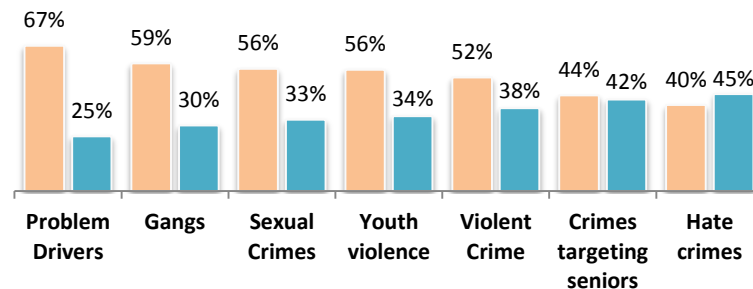
**District 2 (2016)**



**District 3 (2016)**



**District 4 (2016)**

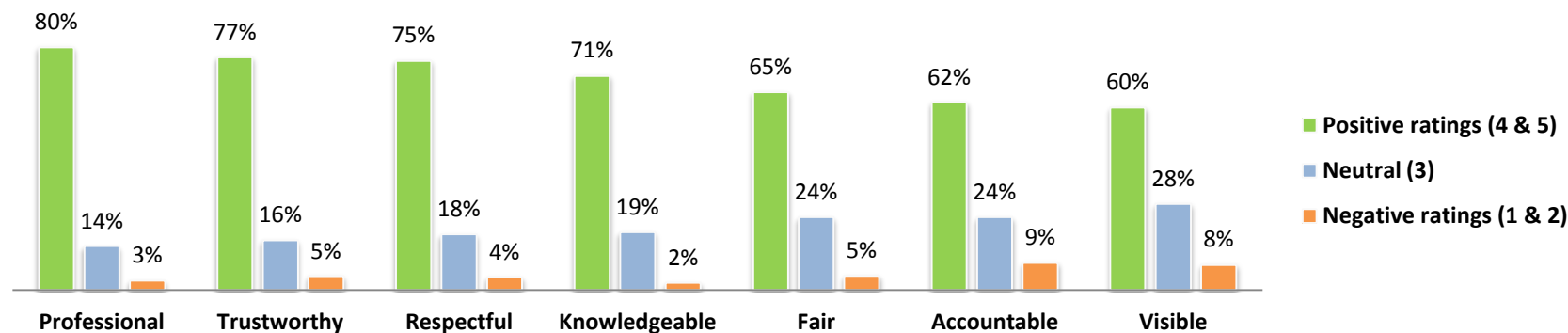


Residents in all four Districts recommended that the VPD devote more time to similar issues, which most frequently included problem drivers, youth violence, sexual crimes, and gangs.

A greater proportion of residents in District 3 felt the VPD should spend more time addressing violent crime, youth violence and drug use than in other Districts. Those in District 4 were more likely to believe that the VPD should spend more time dealing with problem drivers.

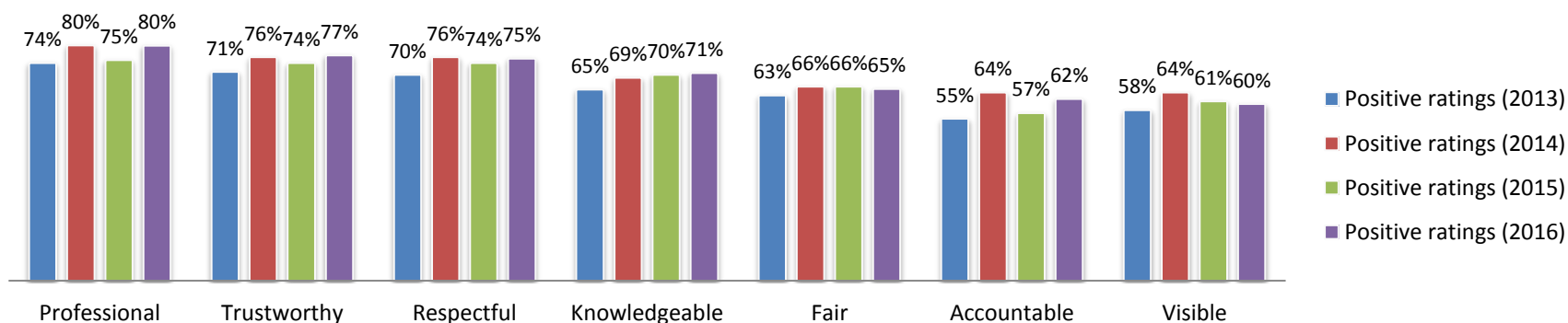
### 4.1.3 PERCEIVED QUALITIES OF THE VPD

**Q7. How well do the following qualities describe the Vancouver Police Department?**  
Citywide (2016)



Residents evaluated the VPD on seven attributes that reflect key dimensions of the VPD's reputation. Eight in ten residents agree that the VPD can be described as professional. Roughly three-quarters of residents Citywide would describe the VPD as trustworthy (77%) and respectful (75%). Seven in ten (71%) agree that the VPD is knowledgeable, while two-thirds (65%) agree that they are fair. The VPD's accountability (62%) and visibility (60%) remain the lowest-rated attributes among residents.

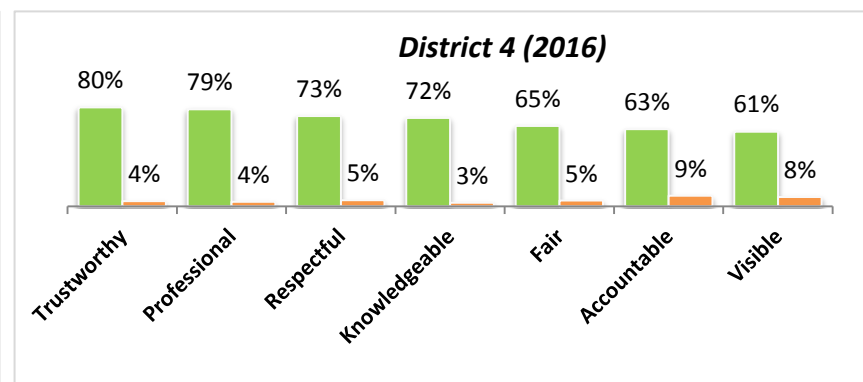
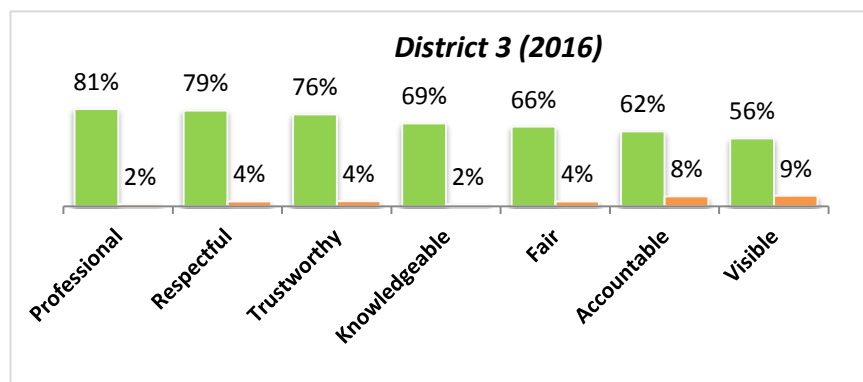
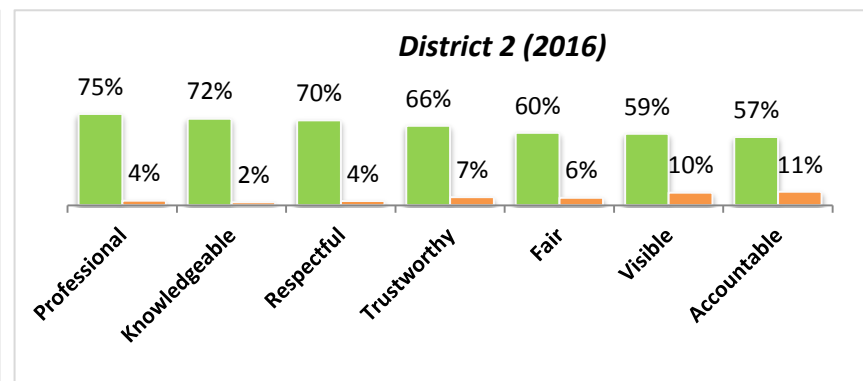
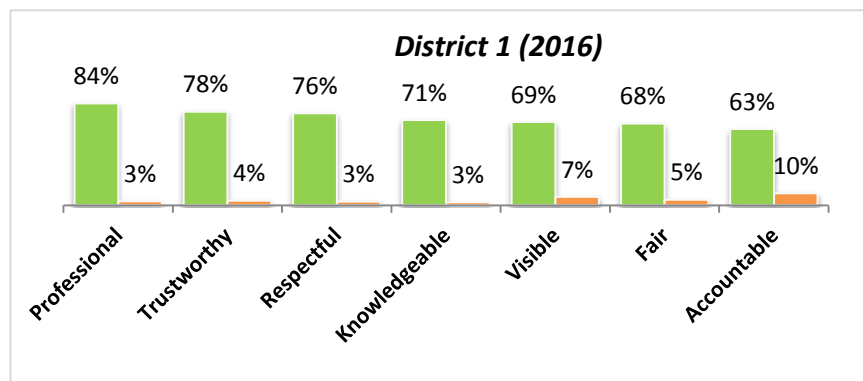
Positive ratings for the VPD across these seven key dimensions are either on par or slightly higher than last year. Ratings for professionalism and accountability increased somewhat but not significantly in 2016.



*Note: Don't know/Refused is not shown in the charts above.*

### Perceived Qualities of the VPD by District

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



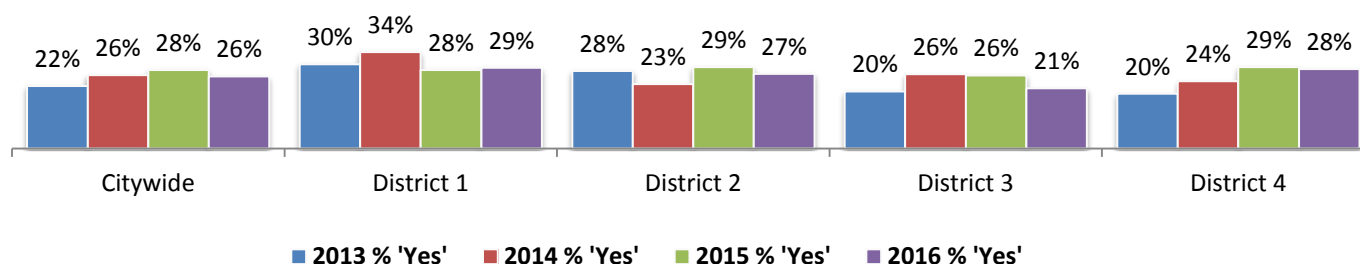
Residents in all four Districts continued to share a fairly consistent view of the perceived qualities of the VPD. Overall, those in District 1 tended to give the highest ratings of qualities of the VPD, while District 2 gave the VPD lower ratings of these attributes.

Residents of District 2 were significantly less likely than those in other Districts to rate the VPD as trustworthy; those in District 1 were more likely than those in other Districts to perceive the VPD as visible.

## 4.1.4 CONTACT WITH THE VPD

### 4.1.4.1 Contact with the VPD

**Q8. During the past 12 months, have you had contact with the Vancouver Police Department?**



Just over one-quarter of Vancouver residents (26%) had contact with the VPD in the 12 months preceding the survey. This level has remained fairly consistent over the past three years, with only slight year-over-year changes. There were no significant differences by District.

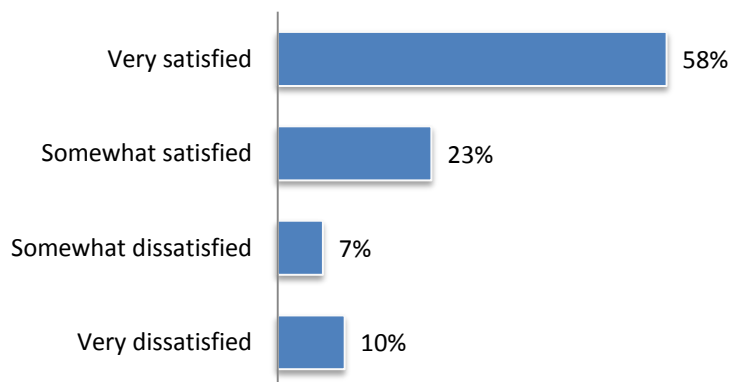
Please note that the full text of the question emphasized contact with the VPD directly, not with a 911 dispatcher. The full text of the question, as it was read to participants, was:

*This next section will ask some questions about any personal contact you have had with the Vancouver Police Department. 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. Please also exclude contacts you may have had in connection with your place of work or business.*

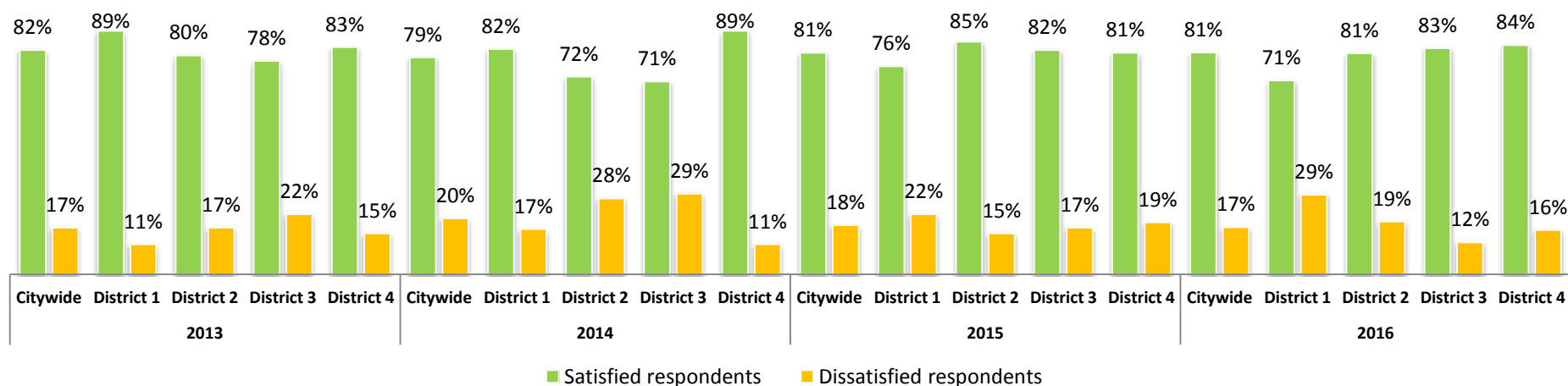
#### 4.1.4.2 Satisfaction with Service Received

**Overall, how satisfied were you with the service you received from the Vancouver Police Department? (Citywide, 2016)**



Just over eight in ten Vancouver residents (81%) who had contact with the VPD in 2016 were satisfied with the service they received, consistent with 2015.

Overall satisfaction with the service received from the VPD was notably but not significantly lower in District 1. That said, the 'very dissatisfied' rating among those in District 1 (25%) is much higher than for the other three Districts.



Base: Residents who had contact with the VPD in the 12 months preceding the survey (n=232 for 2016, n=245 for 2015; n=232 for 2014; n=227 for 2013).

Note: Don't know/Refused is not shown in the charts above.

### Reasons for Satisfaction/Dissatisfaction

Positive Comments	Citywide	District 1	District 2	District 3	District 4
Quick response/helped	36%	39%	37%	32%	37%
Courteous/respectful	27%	35%	18%	22%	31%
Professional/knowledgeable	15%	12%	7%	19%	16%
Good follow up/kept me informed	12%	7%	10%	13%	14%
Did a good job	12%	10%	7%	17%	10%

Similar to the past few years, those who were satisfied with the VPD's service were most likely to mention the quick response by police (36%) and how courteous and respectful the VPD members were (27%).

Residents in District 1 were more likely to mention courtesy and respect as a reason for satisfaction than those in District 2.

Negative Comments	Citywide	District 1	District 2	District 3	District 4
Lack of response/no help	7%	4%	10%	10%	4%
No follow up/slow	6%	3%	7%	7%	6%
Did not do a good job/bad experience with police	5%	7%	9%	3%	4%
Did not listen/rude	5%	4%	3%	6%	4%
Abuse of authority	1%	1%	-	-	1%

The leading sources of dissatisfaction with the VPD's service were the lack of response (7%) and no or delayed follow up (6%).

Base: Residents who had contact with the VPD in the past 12 months, 2016 n=232.

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

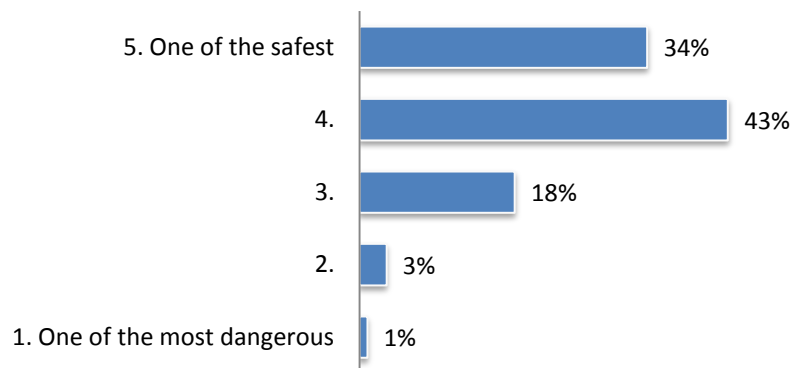


## **4.2** *Perceptions of Safety and Crime*

## 4.2.1 PERCEPTIONS OF NEIGHBOURHOOD SAFETY

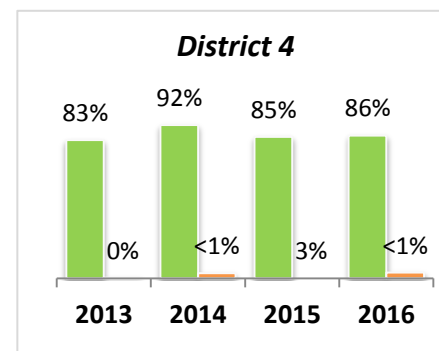
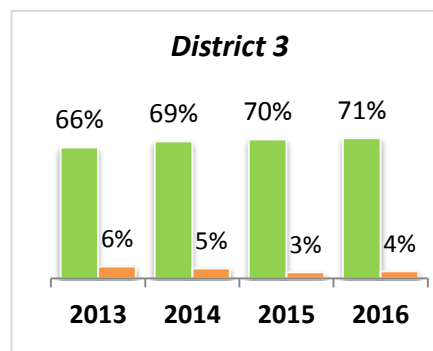
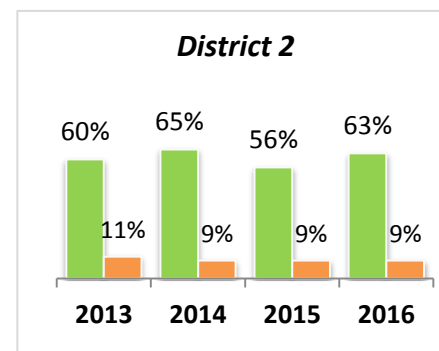
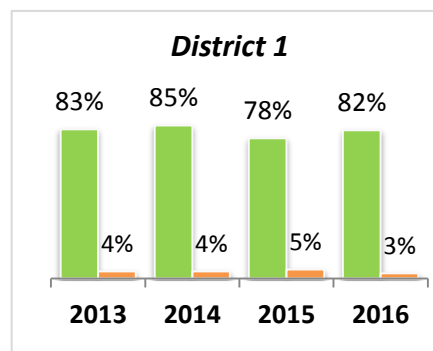
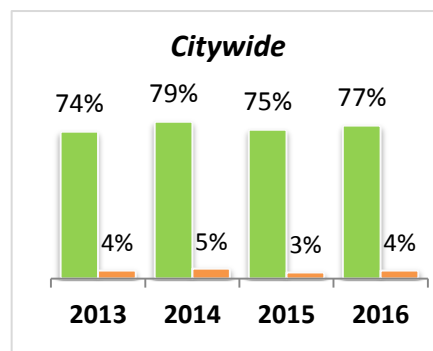
### 4.1.2.1 Perceived Level of Safety of the Neighbourhood

*How safe do you feel your neighbourhood is compared to other neighbourhoods in the City? (Citywide, 2016)*



Just over three-quarters of residents Citywide (77%) felt their neighbourhood was safe (that is, gave a rating of 4 or 5 on a 5 point scale where 5 is one of the safest neighbourhoods). This is very similar to the ratings received over the last several years.

There were no significant changes year over year at the District level. However, there were significant differences in residents' ratings of their own neighbourhoods in 2016. Residents in District 1 and District 4 (82% and 86% respectively) were significantly more likely to rate their neighbourhoods as safe compared with residents in District 2 and District 3 (63% and 71% respectively).



*Note: Don't know/Refused is not shown in the charts above.*

### 4.1.2.2 Reasons for the Perceived Level of Safety

Positive Comments	Citywide	District 1	District 2	District 3	District 4
Low crime rates	34%	27%	26%	31%	42%
See police often/ Feel safe in community	31%	34%	24%	28%	35%
Lots of people/ Populated area	4%	13%	2%	4%	3%
Quiet area/ Residential	3%	1%	3%	2%	5%
Neighbourhood watch	3%	1%	6%	3%	3%

Negative Comments	Citywide	District 1	District 2	District 3	District 4
Break-ins/ Property theft	13%	4%	14%	15%	15%
Do not feel safe/ Not enough police presence	9%	8%	11%	10%	8%
Homelessness/ Drug abuse	7%	17%	12%	7%	2%
High crime rate	3%	4%	8%	3%	2%
Drug dealing/ Gang activity	3%	2%	3%	5%	<1%

Base: Participants who gave rating in Q11 (n=795 in 2016).

Note: Responses mentioned by less than 2% of all participants not shown.

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

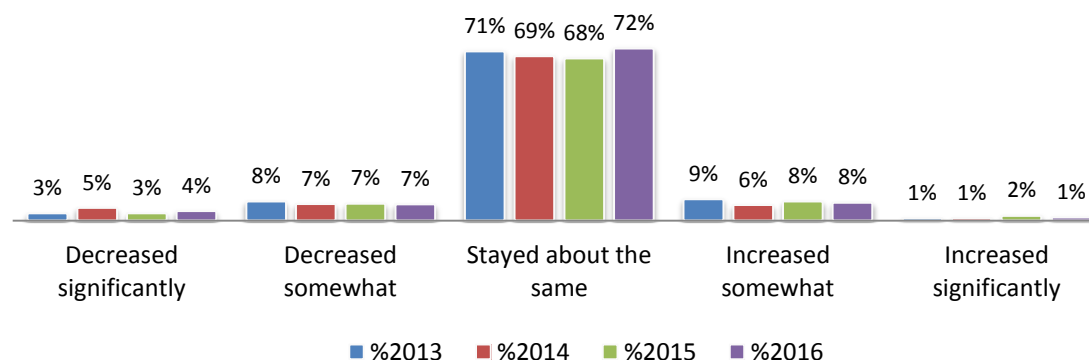
Residents who said that their neighbourhoods were safe were likely to mention the low crime rates (34%) and police visibility in their community (31%) as the main reasons for their sense of relative safety. Residents in District 4 were significantly more likely to mention both these factors than those in other Districts. Those in District 1 were notably more likely to cite police visibility than they were to mention low crime rates.

Residents who do not feel that their neighbourhood is as safe as others cited break-ins/property theft (13%) and a lack of police presence (9%) as the leading reasons for rating their neighbourhood less safe.

Residents in District 1 were significantly less likely than those in other Districts to mention break-ins and far more likely than those in other Districts to name homelessness or drug abuse as the top reason for not feeling safe.

### 4.1.2.3 Violent Crime in the Neighbourhood

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

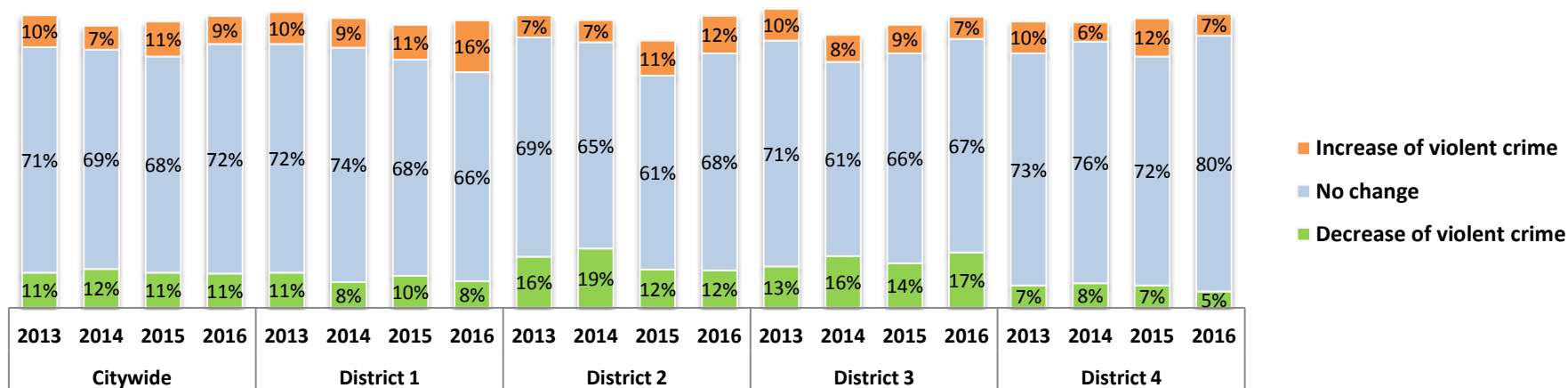


Similar with the past three years, about seven in ten Vancouver residents (72%) said that the level of violent crime in their neighbourhood had stayed about the same in the 12 months preceding the survey. Overall, a slightly higher proportion of residents in 2016 felt that the crime rate in their neighbourhood had decreased (11%) versus increased (9%).

*Note: Don't know/Refused is not shown in the charts above.*

### 4.1.2.3 Violent Crime in the Neighbourhood

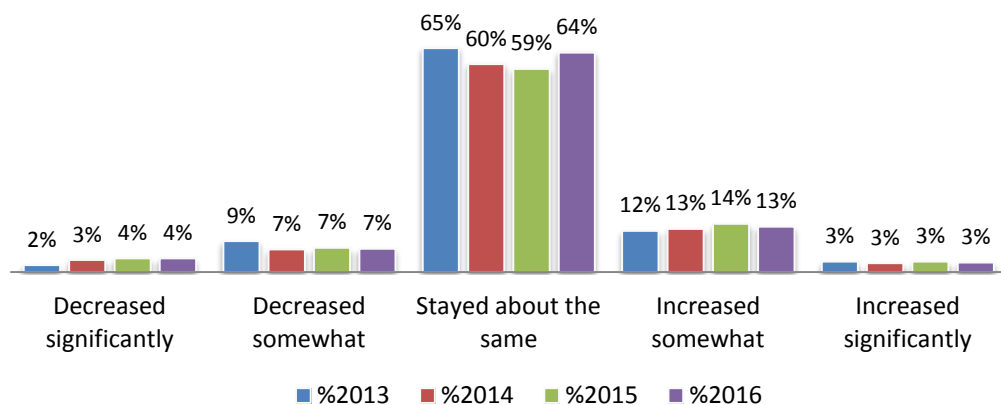
*In the past 12 months, would you say the level of violent crime in your neighbourhood has...*



In general, residents in District 3 are more likely than residents in other Districts to say there has been a decrease in violent crime in their neighbourhood in 2016. In contrast, residents in District 1 are more likely than those in other Districts to perceive that there has been an increase in violent crime over the past year. There are no significant year-over-year differences by District between 2015 and 2016.

#### 4.1.2.4 Property Crime in the Neighbourhood

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

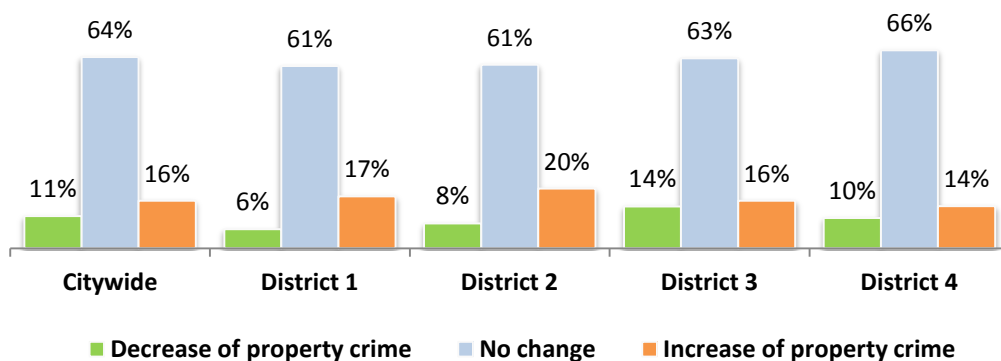


Nearly two-thirds (64%) of Vancouver residents said that the property crime in their neighbourhood had stayed about the same in the 12 months preceding the survey, a notable but not significant increase from 59% in 2015.

Sixteen percent believed that property crime had increased in their neighbourhood, while 11% believed it had decreased. These proportions have been quite consistent over the past four years.

Residents in District 3 (14%) were significantly more likely to feel the level of property crime had decreased compared to residents in District 1 (6%).

There were no statistically significant changes year-over-year between 2015 and 2016.



*Note: Don't know/Refused is not shown in the charts above.*

#### 4.1.2.5 Most Important Crime-related Problem in the Neighbourhood

Most Important Problem	Citywide	District 1	District 2	District 3	District 4
Break & enter, that is theft from property - break-in to a house or business	35%	23%	33%	32%	42%
Theft from cars	7%	11%	2%	4%	9%
Violence/ Violent crime	5%	8%	5%	3%	6%
Drugs	4%	5%	6%	5%	1%
Traffic offenses/ Drunk driving	4%	3%	5%	3%	4%
Drug use	3%	7%	6%	4%	1%
Drug dealing/ Gang activity	3%	3%	2%	5%	1%
Car theft - theft of cars	3%	1%	2%	4%	2%
Vandalism	2%	2%	3%	1%	3%
Homelessness	2%	8%	2%	2%	-

Base: All participants (n=800).

Note: Responses mentioned by less than 2% of all participants not shown.

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

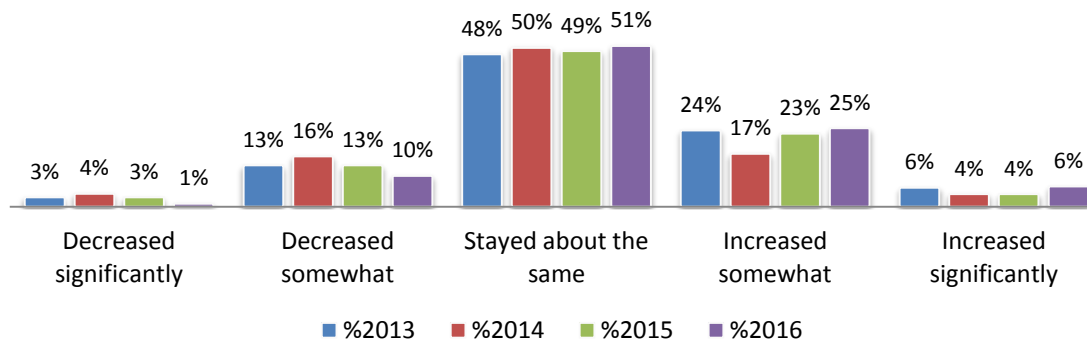
Break and enter was the most predominant neighbourhood-level problem across all Districts, mentioned by more than one-third (35%) of residents Citywide.

Of note, residents of District 4 were significantly more likely to mention break & enters than in District 1. Meanwhile, those in District 1 were more likely than those in other Districts to mention theft from cars, violent crime, and homelessness as important neighbourhood-level problems.

## 4.2.2 PERCEPTIONS OF CRIME IN THE CITY

### 4.2.2.1 Violent Crime in the City

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



Residents were also asked about the change in violent crime levels for the City of Vancouver as a whole over the past 12 months preceding the survey. Three in ten Vancouver residents (31%) said that violent crime in the City has increased in the 12 months preceding the survey, up slightly but not significantly from the prior year (27%).

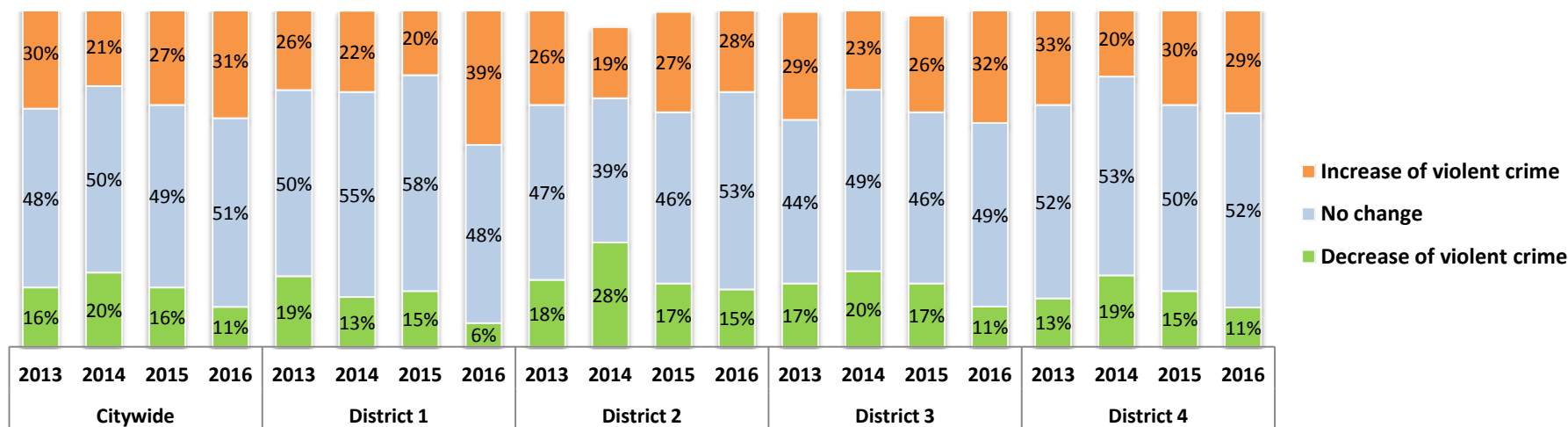
In contrast, only 9% of residents said that violent crime has increased in their own neighbourhood. This difference between perceptions of what is happening in each neighbourhood and what is happening in the City at large suggests that residents view the City at large as a less stable and less safe place than the area where they live.

About one in ten (11%) said that violent crime in the City had decreased, a significant drop from 2015 (16%) and well below the level from the last three years overall. This is a similar proportion to those who felt violent crime had decreased in their own neighbourhoods.

*Note: Don't know/Refused is not shown in the charts above.*



*In the past 12 months, would you say the level of violent crime in the City of Vancouver has...*



Residents in District 1 are significantly more likely to believe that the level of violent crime has increased over the past 12 months than in 2015, with the proportion essentially doubling from 20% in 2015 to 39% in 2016.

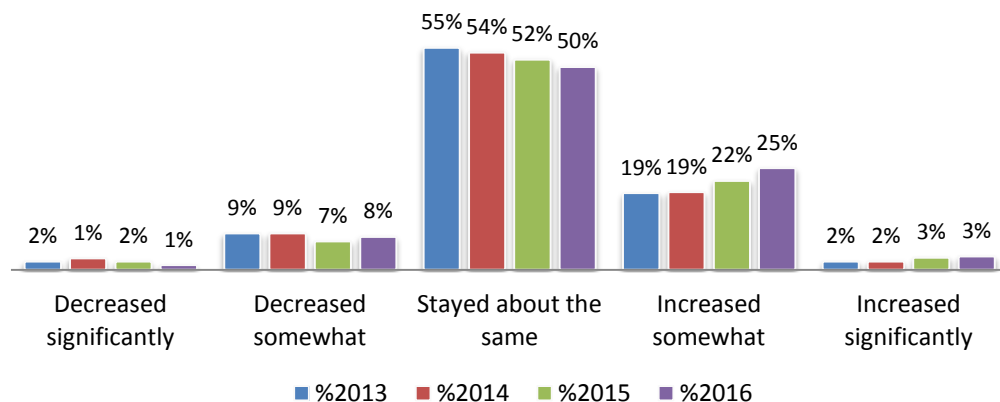
The proportion of Residents in District 3 that felt the level of violent crime had increased also went up from 2015, but not significantly. This was offset by a similar decrease in those who perceived a drop in violent crime in this District.

Overall, the Citywide proportion of residents who say violent crime has increased in the City of Vancouver has risen over the past three years, from 21% in 2014 to 31% in 2016. These changes are essentially matched by the decline in the percentage of residents that said the level of violent crime had decreased over this same period.

*Note: Don't know/Refused is not shown in the charts above.*

### 4.2.2.2 Property Crime in the City

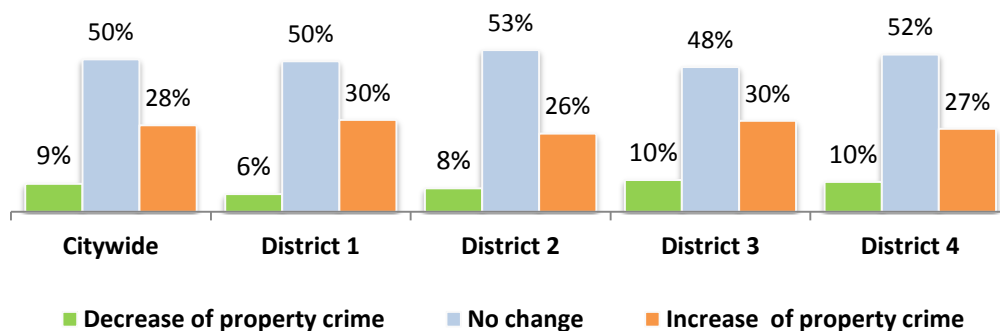
***In the past 12 months, would you say the level of property crime in the City of Vancouver has... (Citywide)***



One-half of residents (50%) in 2016 said that the level of property crime in the City had stayed about the same in the 12 months preceding the survey. There has been a gradual decline in this proportion over the last four years. Meanwhile, there has been a significant rise in perceptions that property crime has increased over the same time period.

Over one-quarter (28%) believed that property crime in the City of Vancouver increased in 2016, while one in ten (9%) believed that property crime had decreased Citywide.

These Citywide proportions are very similar to the pattern seen across all four Districts, with no significant differences between Districts.



As in previous years, there is a disparity between perceptions of neighbourhood-level property crime increasing (16%) versus perceptions of property crime increasing in the City of Vancouver in general (28%).

*Note: Don't know/Refused is not shown in the charts above.*

#### 4.2.2.3 Most Important Crime-related Problem in the City

Most Important Problem	Citywide	District 1	District 2	District 3	District 4
Drug use/abuse	31%	28%	33%	27%	34%
Break & enter (theft from property-house or business)	14%	13%	14%	15%	14%
Assault/violent crime	10%	12%	11%	8%	12%
Gang activity	10%	13%	5%	10%	11%
Homelessness/prostitution	3%	5%	2%	4%	3%
Traffic offenses/drunk reckless driving	2%	2%	3%	3%	2%
Drug dealing	2%	2%	1%	4%	2%

Base: All participants (n=800).

Note: Responses mentioned by less than 2% of all participants not shown.

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

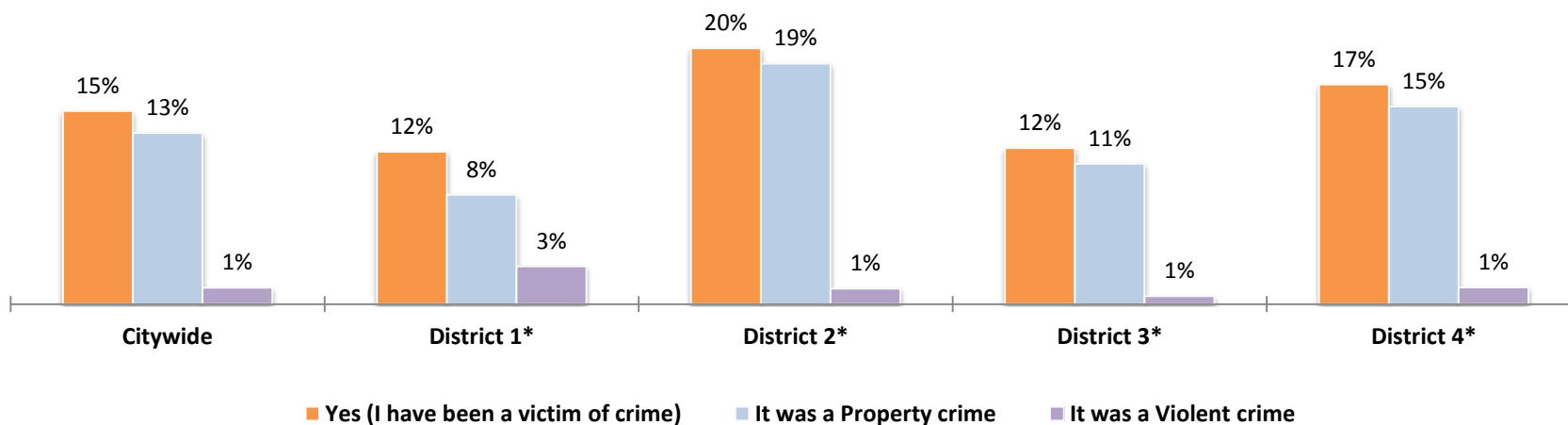
When asked what they perceive as the most important crime-related problem in the City of Vancouver, residents of Vancouver are particularly likely to mention drug use and abuse (31%), which represents a significant increase from 24% in 2015. The other most commonly mentioned crime-related problems include break & enters, assault and violent crime, and gang activity.

Residents of District 2 were significantly less likely to mention gang activity as the most important crime-related problem in the City overall, compared with residents in other Districts.

### **4.3** *Experience with Crime*

### 4.3.1 EXPERIENCE WITH CRIME

***In the past 12 months, have you been a victim of a crime in the City of Vancouver?  
Was it a property crime or violent crime?***

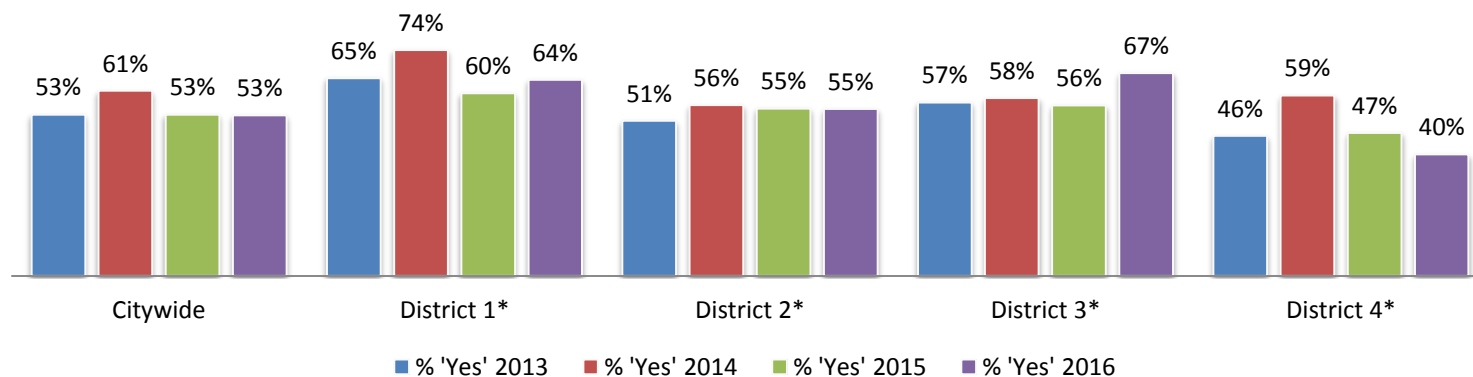


*\* Caution: small base*

Fifteen percent of City residents indicated that they had been a victim of crime in the 12 months preceding the survey. Of those who were victimized, nearly all experienced a property crime (only 8% of all crime victims said it was a violent crime). Crime victims in District 1 were significantly more likely to say it was a violent crime than those in Districts 2 or 3.

### 4.3.2 REPORTING THE CRIME

#### *Was this crime reported to the police?*



*\*Caution: small base size*

*Base: Residents who were victimized in the 12 months preceding the survey (n=129 in 2016).*

#### *Reasons for not reporting the crime*

Reasons	2016
No point, crime was small	76%
Felt that the police could not do anything about it	17%
Suspect was no longer there/ No proof/no evidence	11%
Other	4%

*Base: Residents who did not report the crime (n=56).*

Just over one-half of residents indicating they had been a victim of a crime in the past year (53%) said that they reported the crime to the police, consistent with results in 2015. Of note, those in District 4 (40%) were significantly less likely to report the crime than those in District 3 (67%).

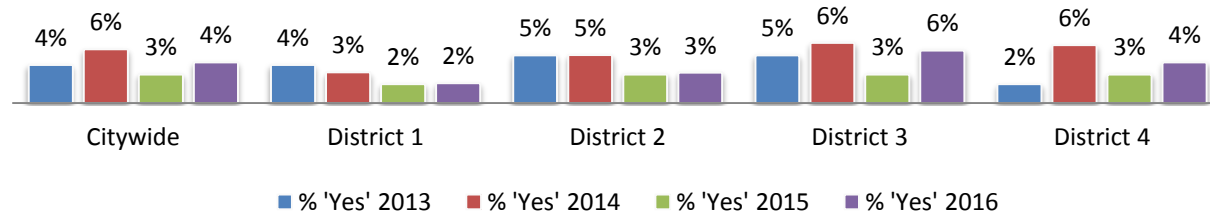
The primary reason mentioned for not reporting the crime was that the crime was too small (76%). Other reasons mentioned include a feeling that the police could not do anything about it (17%) and that the suspect was no longer there or there was no evidence (11%).

*Caution: Results at the District level should be interpreted as directional only due to small base sizes.*

## **4.4** *Community Participation*

#### 4.4.1 PARTICIPATION IN A VPD-SPONSORED TRAINING PROGRAM

***Q18. In the past 12 months, have you, or anyone in your household, participated in a program or received training that was sponsored by the Vancouver Police Department?***



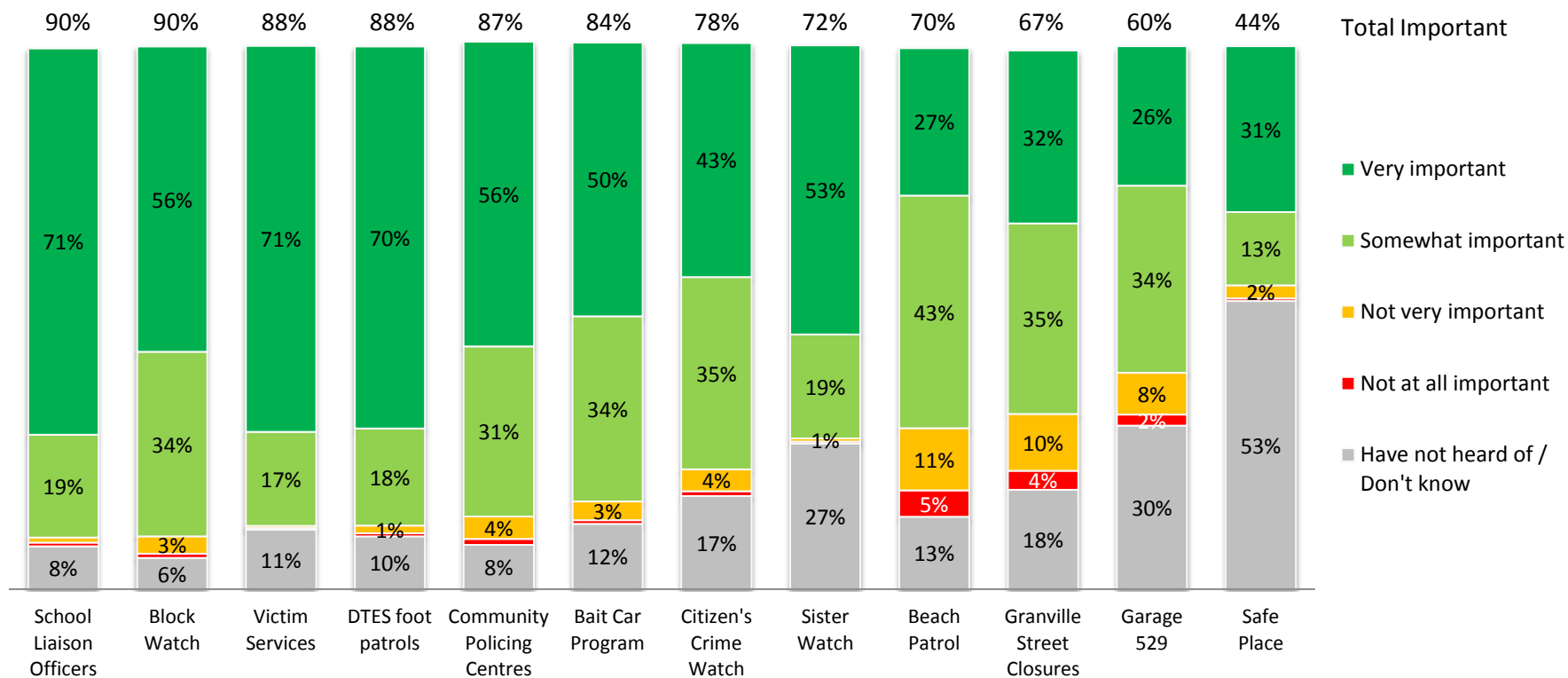
Four percent of Vancouver residents indicated that they or someone in their household participated in a VPD-sponsored training program in the 12 months preceding the survey, similar to the level noted in 2015. There were no statistically significant differences between Districts.

Of the 31 people who participated in a VPD-sponsored training program, the most commonly mentioned program was Block Watch (41%), followed by a community program (18%), or school safety patrol (18%).



#### 4.4.2 IMPORTANCE OF VARIOUS VPD PROGRAMS

*Please indicate how important each is to you as a resident of Vancouver...?*



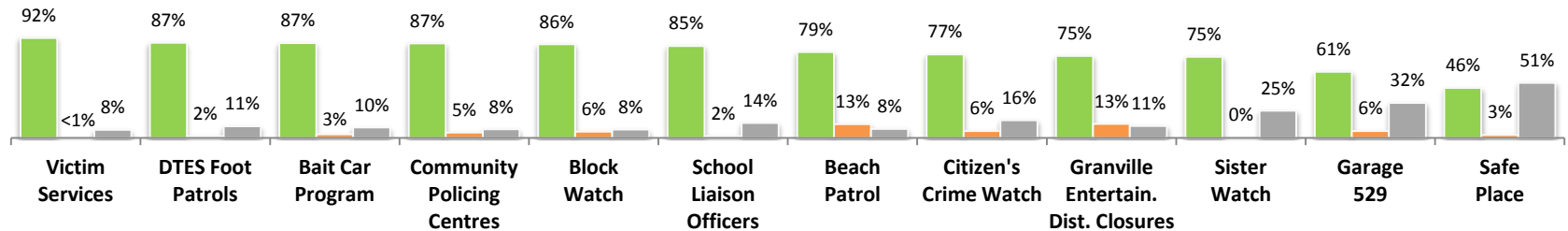
Residents rated the importance of 12 different VPD programs and services in 2016. School Liaison Officers and Block Watch (both at 90%) were rated as the most important (based on very important and somewhat important combined), closely followed by Victim Services and Downtown Eastside foot patrols (both at 88%). Community Policing Centres (87%) and the Bait Car program (84%) were also rated as highly important programs.

Safe Place (44%) and Garage 529 (60%) were rated as the least important programs, although both projects showed relatively low awareness levels. More than one-half (53%) have not heard of the Safe Place program or do not know enough to evaluate it.

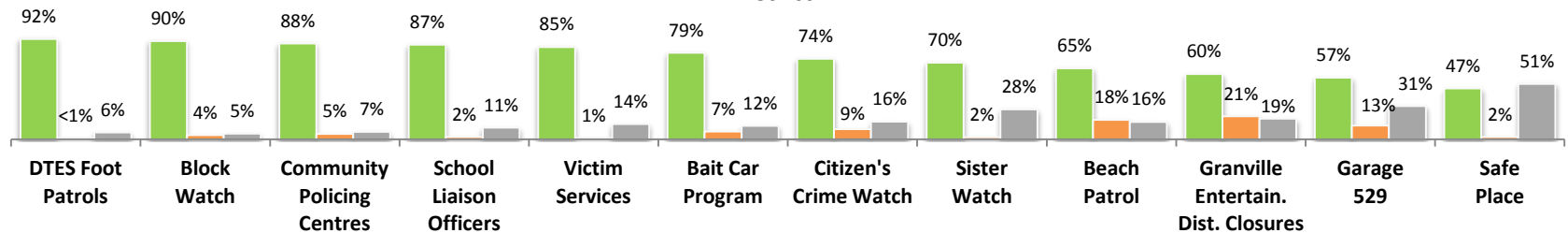
In general, residents in Districts 1 and 3 tended to rate these programs/services as more important overall than those in Districts 2 and 4. The importance of these programs and services within each District is shown on the next slide. Of note, Beach Patrol and Granville Entertainment District Street Closures are relatively more important to those in District 1.

### Importance of various VPD programs by District

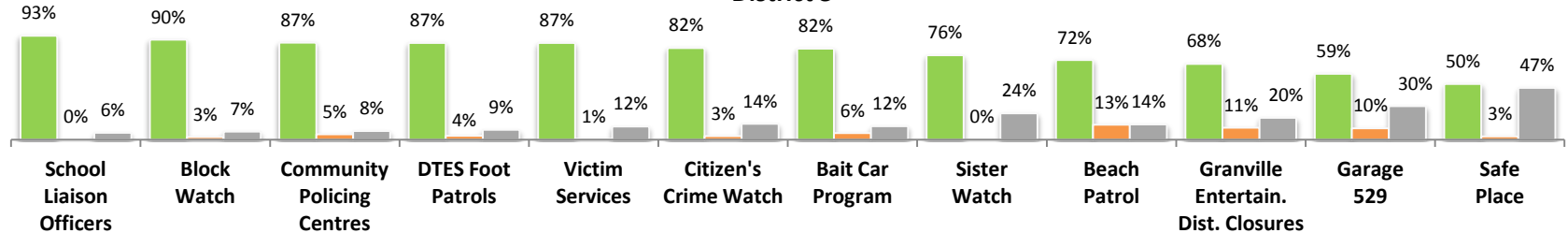
#### District 1



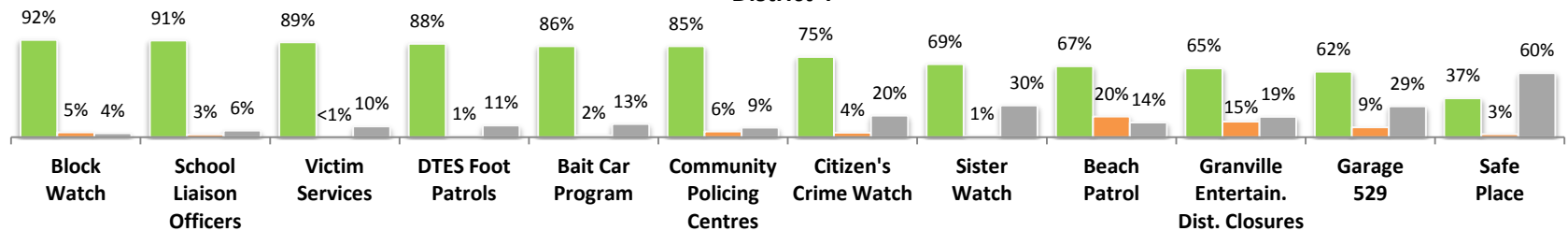
#### District 2



#### District 3

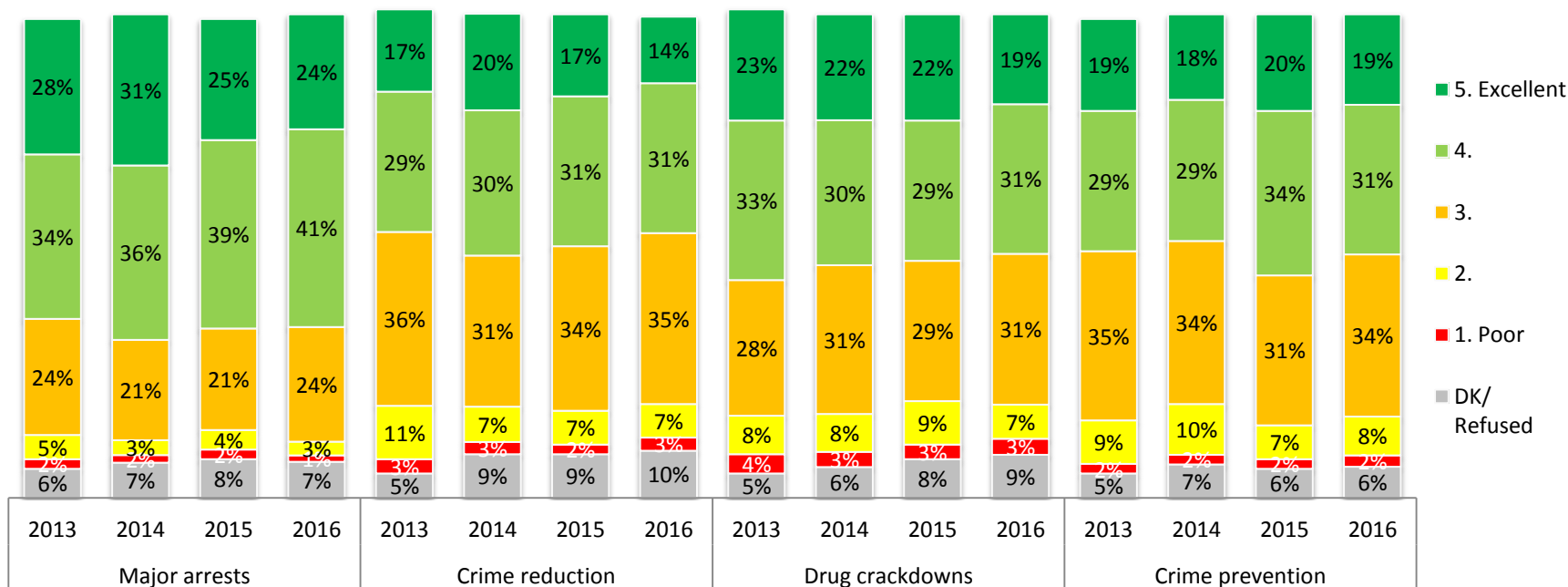


#### District 4



### 4.4.3 INFORMING THE PUBLIC

**Q20. 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)**



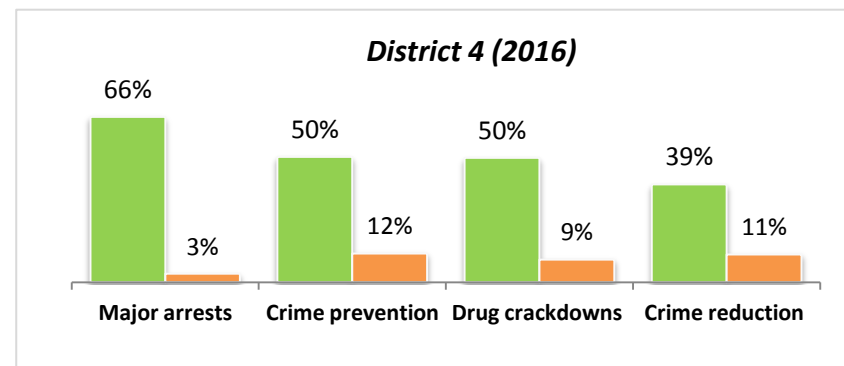
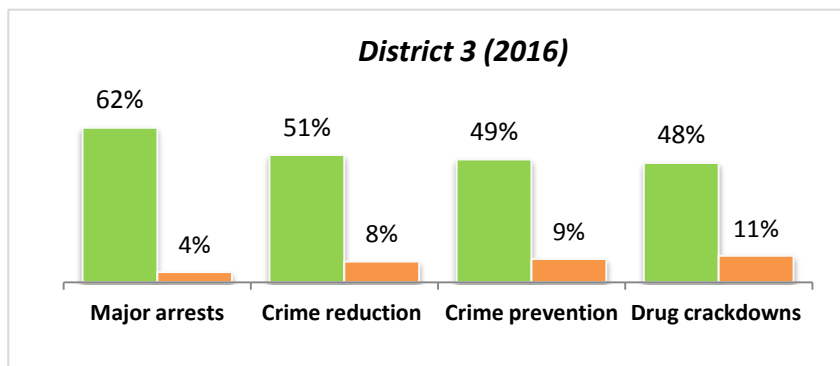
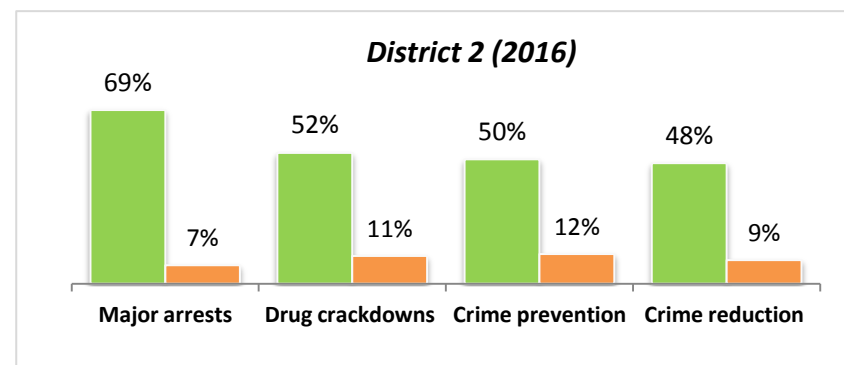
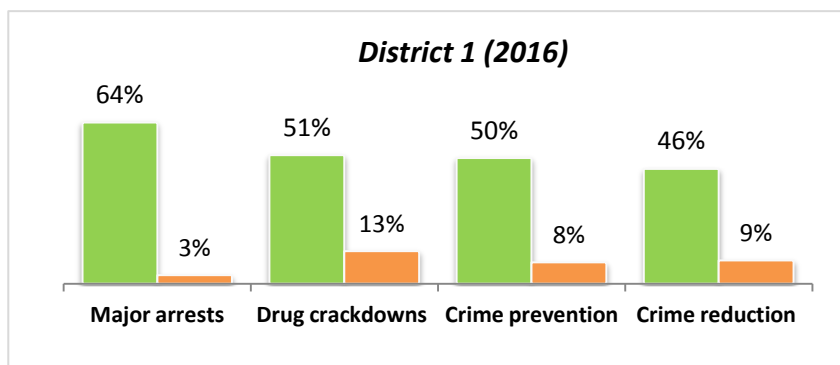
Residents' ratings of the VPD's performance on generating news stories informing the public on various topics were fairly positive overall in 2016. These range from a high of 65% for major arrests to a low of 45% for crime reduction.

Citywide, the VPD's performance on generating news stories on these four topics remained fairly consistent with the prior year. The only notable difference was for news stories informing the public on crime prevention which declined from 54% in 2015 to 50% in 2016, although this was not a significant decrease.

### *Ratings of the VPD keeping the public informed by District*

■ Positive ratings (4 & 5)

■ Negative ratings (1 & 2)



The results by District are largely reflective of the City as a whole in 2016. Consistent with 2015, the ability of the VPD to generate stories regarding major arrests is viewed most positively by residents of all Districts, with a range from 62% to 69% providing positive ratings of 4 or 5 out of 5.

The most notable difference across the Districts was the lower positive rating for crime reduction stories in District 4 (39% in 2016, compared with 50% in 2015).

#### 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	District 1	District 2	District 3	District 4
TV	68%	66%	61%	68%	72%
Radio	52%	32%	51%	55%	57%
The Vancouver Sun	34%	28%	31%	28%	43%
Social Media (Twitter, Instagram, etc.)	32%	29%	36%	38%	26%
The Courier Newspaper	29%	12%	27%	31%	33%
Community Newspaper	23%	18%	24%	23%	24%
The Province	22%	19%	18%	26%	22%
The Globe and Mail	22%	21%	17%	15%	30%
Neighbourhood Association newsletter	11%	5%	16%	12%	11%
The Westender Newspaper	8%	24%	7%	3%	6%

Base: All participants (n=800)

Note: List was read to participants, who could say “Yes” or “No” to each one.

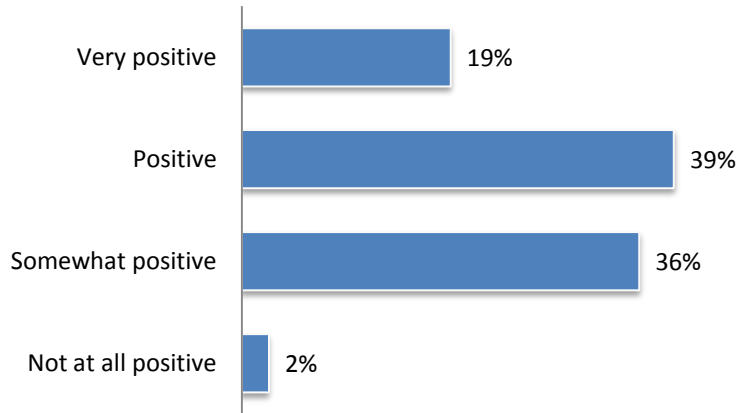
Values circled are significantly different from the squared values in the same row at a 95% confidence interval.

Vancouver residents were asked to identify personal sources of information about the VPD from a list of ten potential sources. As in previous years, TV (68%) was the most frequently mentioned source of information about the VPD, followed by radio (52%). The Vancouver Sun was mentioned by 34%, with social media at a comparable level (32%).

There were many significant differences between the Districts, as identified by the circled and squared values in the above table. Overall, residents of District 1 tended to use fewer sources of information about the VPD while those in District 4 used more sources.

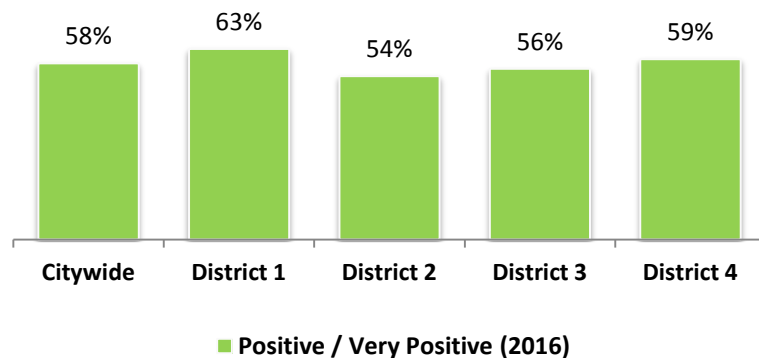
#### 4.4.4.2 Perceptions of How the Media Portrays the VPD

**Overall, what impression do you have of the VPD based on local media coverage? (Citywide, 2016)**



Nearly six in ten Vancouver residents (58%) thought that the local media presented the VPD in a positive manner, slightly but not significantly lower than 60% in 2015. Consistent with 2015, only 2% said that the VPD was portrayed in a not at all positive manner in local media coverage.

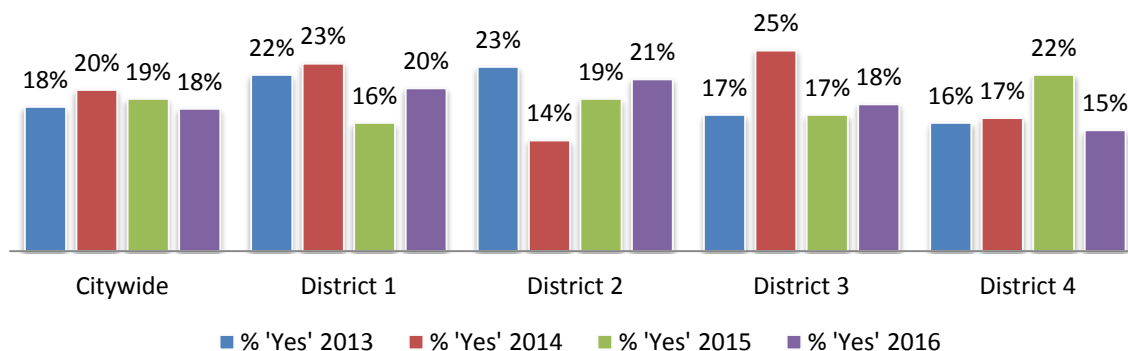
Residents of District 1 (63%) were notably but not significantly more likely to consider the portrayal of the VPD in the media to be positive or very positive compared with those in District 2 (54%).



*Note: Don't know/Refused is not shown in the charts above.*

#### 4.4.4.3 Use and satisfaction with the VPD website

##### Have you ever visited the Vancouver Police Department website? (Citywide)



In 2016, just under two in ten residents (18%) said they had ever visited the VPD website. There were no significant differences across the Districts.

Of those who visited the website, almost three-quarters (73%) visited it in search of general information about the VPD. Other fairly common reasons for visiting the website included crime reporting purposes (34%), crime prevention tips (27%) and for current news on the public affairs page (24%).

Information sought from VPD website	Citywide	District 1	District 2	District 3	District 4
General information about the Vancouver Police Department	73%	61%	55%	90%	69%
Crime reporting purposes	34%	27%	29%	40%	33%
Crime prevention tips	27%	21%	29%	43%	11%
To learn about current news on the public affairs page	24%	23%	22%	31%	19%
Career information	17%	24%	22%	14%	14%
Contact information	15%	13%	13%	9%	25%
Bike theft/crime information	15%	4%	14%	20%	14%
Criminal record check	8%	8%	9%	7%	8%

Residents of District 3 tended to seek more types of information overall from the VPD website, especially general information about the department.

Two-thirds (65%) of residents who visited the VPD website were satisfied with the site (giving a rating of 4 or 5 out of 5). This level of overall satisfaction with the website has remained very consistent over the last four years.

Base: Residents who visited the VPD website (n=162).

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

Note: Allows multiple mentions; responses mentioned by less than 5% of all participants not shown.

\*Caution: small base size at the District level

#### 4.4.5 SUGGESTIONS FOR IMPROVING VPD SERVICE IN THE NEIGHBOURHOOD

Suggestions	Citywide	District 1	District 2	District 3	District 4
More visible/ more patrols/ more presence	32%	27%	38%	37%	28%
Transparency/more information given to the public	14%	10%	10%	18%	14%
Enforce traffic laws	5%	5%	6%	2%	8%
Foot patrol increase	4%	9%	4%	4%	3%
Positive comments (not specific)	3%	3%	6%	3%	3%
Hire additional staff/officers	3%	3%	3%	4%	3%
Crime reduction (drug use/dealing)	3%	4%	4%	3%	3%
Less arrogance, act professionally	2%	2%	4%	1%	3%
Faster response	2%	2%	2%	2%	2%

Base: All participants (n=800).

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

Note: Responses mentioned by less than 2% of participants not shown.

When residents were asked to provide a single recommendation to the Vancouver Police Department about how they could improve services to the residents' neighbourhood, the most common suggestion was to increase the presence and visibility of the police in the neighbourhood (32%). The proportion of residents making this suggestion has remained around 30% over the past several years.

The next most common suggestion was increasing the organization's transparency, mentioned by 14% of Vancouver residents as a means of improving VPD services to the City's neighbourhoods. Five percent would like to see more enforcement of traffic laws; meanwhile, 4% would suggest an increase in foot patrols, especially residents in District 1.

Residents in Districts 2 and 3 were more likely to want more visibility/patrols/presence of the VPD in their neighbourhoods. Those in District 3 tended to want better transparency or more information given to the public.



## **4.5** ***Demographics***

Number of years lived in the City of Vancouver	2016
10 years or less	10%
11 to 20 years	20%
21 to 30 years	24%
31 to 40 years	16%
41 to 50 years	15%
Over 50 years	13%
Don't know/ Refused	2%

Number of years lived in current neighbourhood	2016
5 years or less	15%
6 to 10 years	13%
11 to 15 years	15%
16 to 20 years	17%
21 to 25 years	10%
26 to 30 years	11%
Over 30 years	19%
Don't know/ Refused	1%

Number of people in the household	2016
One	23%
Two	26%
Three	16%
Four	15%
Five or more	16%
Don't know/ Refused	23%

Level of education	2016
Less than 12 <sup>th</sup> grade (not a high school graduate)	6%
High school graduate	14%
Some college or other post-secondary education	11%
College graduate	16%
University graduate	33%
Some post-graduate	2%
Master's degree or higher	15%
Don't know/ Refused	3%

Canadian-born respondents	2016
Yes	48%
No	50%
Don't know/ Refused	2%

Number of years lived in Canada	2016
10 years or less	13%
11 to 20 years	19%
21 to 30 years	21%
31 to 40 years	22%
41 to 50 years	14%
51 to 60 years	7%
Over 60 years	3%
Don't know/ Refused	1%

Own or Rent	2016
Own	71%
Rent	27%
Don't know/ Refused	3%

Gender	2016
Male	41%
Female	59%

Income	2016
Under \$15,000	6%
\$15,000 - \$24,999	7%
\$25,000 - \$34,999	7%
\$35,000 - \$49,999	11%
\$50,000 - \$74,999	17%
\$75,000 - \$99,999	28%
\$100,000 - \$124,999	7%
\$125,000 or over	14%
Don't know	4%
Refused (including those who would only say +/- \$50,000)	19%

Age	2016
18-34	8%
35-54	30%
55+	54%
Don't know/ Refused	8%

Age/Gender	2016
Male 18-34	3%
Male 35-54	13%
Male 55+	23%
Female 18-34	5%
Female 35-54	17%
Female 55+	31%
Don't know/ Refused	8%



VANCOUVER POLICE DEPARTMENT

COMMUNITY POLICING SURVEY 2016

RESIDENT QUESTIONNAIRE – Revised October 2016**INTRODUCTION**

Hello, I'm (NAME) from NRG Research Group, calling on behalf of the Vancouver Police Department. We are conducting a brief study about the services they provide. Your input is important – the opinions and comments collected will be presented to the Police Department for consideration in the next Police budget. Please be assured that your views will remain confidential and anonymous.

1. Am I currently speaking to you on a land-line or cellular telephone?

Land line	1	GOTO LANDLINE INTRO
Cell phone	2	GO TO CELLPHONE INTRO
Refused	5	GOTO LANDLINE INTRO

CELLPHONE INTRO: Do you have a few minutes to participate in our survey?

LANDLINE INTRO: May I please speak with the household member who is 18 years of age or older and whose birthday will be coming next?

IF WANTS TO KNOW WHAT KINDS OF QUESTIONS WE ARE ASKING: This study is about your perceptions of police services. It does not include any questions about personal security, or home security, measures. It is a legitimate survey and is registered with the Marketing Research and Intelligence Association.

IF WANTS TO KNOW WHY WE ARE ASKING FOR THE PERSON WITH THE NEXT BIRTHDAY: This helps us to ensure that we are speaking to a representative group of City residents.

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

PERSUADERS AND ANSWERS TO FREQUENTLY ASKED QUESTIONS

This interview 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 Director for this study at NRG Research Group (at 604.676.5641) or you can contact the Vancouver Police Department at (604.717.2685).

Everything you say will be kept confidential and anonymous.

TO NEW HOUSEHOLD RESPONDENT: Hello, I'm (NAME) from NRG Research Group calling on behalf of the Vancouver Police Department. We are conducting a brief study about the services provided by the Vancouver Police Department. May I confirm that you are 18 years of age or older and the person in the household with the next birthday?

1. YES – CONTINUE
2. NO – ASK TO SPEAK TO THE PERSON WHOSE BIRTHDAY COMES NEXT AND IS WHO IS 18 OR OLDER

**SCREENING**

Q39. We would like to include the opinion of all citizens of Vancouver in this survey. May I have your racial or ethnic background?

[READ LIST IF NECESSARY – FOR EXAMPLE, IF SOMEONE REPLIES WITH A GENERIC ANSWER LIKE 'CANADIAN']

1. White/ Caucasian/ European descent
2. Chinese
3. South Asian (e.g. Indian, South Asian, Pakistani, Sri Lankan, etc)
4. Southeast Asian (e.g. Cambodian, Indonesian, Laotian, Vietnamese, etc)
5. First Nations / Aboriginal
6. Korean
7. Hispanic/ Latino
8. West Asian (e.g. Afghan, Iranian, etc)
9. Black/ African Canadian
10. Filipino
11. Arabic
12. Japanese
13. Multi-Racial
14. Other specify
97. Don't know
98. Refused

**ENTER LANGUAGE OF SURVEY**

1. English
2. Cantonese
3. Punjabi
4. Mandarin



1. Do you, or does anyone in your household, work for the Vancouver Police Department, are a member of the Vancouver Police Board or the Vancouver City Council?

Yes.....1      THANK AND TERMINATE  
 No.....2      CONTINUE  
 Don't know/Refused      97/98      THANK AND TERMINATE

TERMINATE LANGUAGE for S1: Given the nature of the survey, that will be my only question today. Thank you very much for your time.

3. Do you live within the Vancouver City limits? [DO NOT READ LIST]

YES.....1      CONTINUE  
 NO.....2      THANK AND TERMINATE  
 DON'T KNOW.....3      THANK AND TERMINATE

THANK AND TERMINATE FOR S3. Given that we are conducting the survey among Vancouver City Residents, those will be all of my questions today. Thank you for your time.

DO NOT ASK. RECORD GENDER.

MALE.....1  
 FEMALE.....2

4. To confirm which Vancouver Police District you live in, could I please have your six-digit postal code?

RECORD POSTAL CODE

IF PARTICIPANT REFUSES POSTAL CODE, USE POSTAL CODE FROM SAMPLE.

IF PARTICIPANT HAS NO POSTAL CODE IN SAMPLE (I.E., CELL PHONE SAMPLE), PROCEED TO Q5.

5. [IF INFORMATION IS NOT AVAILABLE FROM SAMPLE] Do you live on the UBC campus or the Endowment lands?

YES | THANK AND TERMINATE  
 NO | CONTINUE

THANK AND TERMINATE FOR S5. Given that we are conducting among individuals who reside within the police district patrol boundaries, those will be all of my questions today. Thank you for your time.

- 5B. Could you tell me the cross streets or intersection nearest to where you live?

RECORD | CONTINUE AND CODE APPROPRIATE DISTRICT AFTER  
 DON'T/REFUSED | THANK AND TERMINATE

THANK AND TERMINATE FOR S5B. Given that we are conducting among individuals who reside within the police district patrol boundaries, those will be all of my questions today. Thank you for your time.

[IF CELL PHONE]

Q8A. Does your household also have a land-line telephone? [IF NECESSARY: Or do your household members have only mobile telephone numbers?]

1. Household has a land-line
2. Cell phone only household
3. Refused

#### PERCEPTIONS OF THE VANCOUVER POLICE DEPARTMENT

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

1. 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 Q2  
 REFUSED.....98 | SKIP TO Q2

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

RECORD VERBATIM – PROBE FOR UP TO THREE RESPONSES

- 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

2. 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 5A TO 5C

- a. Responding to emergency situations quickly
- b. Meeting your community's safety needs
- c. Addressing street disorder

- 1. Poor
- 2.
- 3.
- 4.
- 5. Excellent
- 97. DON'T KNOW
- 98. REFUSED

3. 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?

- A. Theft from homes
- B. Theft from businesses
- C. Theft from vehicles
- D. Theft of vehicles
- E. Crimes targeting seniors
- F. Problem Drivers
- G. Violent Crime
- H. Drug Use
- I. Gangs
- J. Sexual crimes
- K. Youth violence
- L. Hate crimes

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

4. 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

- 1. Poor
- 2.
- 3.
- 4.
- 5. Excellent
- 97. DON'T KNOW
- 98. REFUSED

This next section will ask some questions about any personal contact you have had with the Vancouver Police Department. 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. Please also exclude contacts you may have had in connection with your place of work or business.

5. During the past 12 months, have you had contact with the Vancouver Police Department?

YES.....1	CONTINUE
NO.....2	GO TO Q8
DON'T KNOW .....97	GO TO Q8
REFUSED.....98	GO TO Q8

6. a) Overall, how satisfied were you with the service you received from the Vancouver Police Department? Would you say you were 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
REFUSED.....98

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

## RECORD VERBATIM – PROBE FOR UP TO THREE RESPONSES

7. 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

8. a) Now we would like your impression of how safe you feel your 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? [IF UNSURE, PROMPT WITH: If you had to guess?]

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? (DO NOT READ LIST)

RECORD VERBATIM

Thinking about your neighbourhood.....

9. a) In the past 12 months, would you say the level of violent crime in your 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 LIVED 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 neighbourhood has:

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 LIVED IN NEIGHBOURHOOD  
LONG ENOUGH TO FORM OPINION.....97  
REFUSED.....98

- c) What do you think is the most important crime-related problem in your neighbourhood?

[RECORD VERBATIM]

Thinking about the city of Vancouver.....

10. 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 LIVED 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 LIVED 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?  
**RECORD ONE RESPONSE.**

RECORD VERBATIM

#### UNREPORTED CRIME

Thinking of your own experiences with crime.....

11. In the past 12 months, have you been a victim of a crime (for example, vandalism, theft, physical assault or a break and enter of a home) in the city of Vancouver?

YES.....1 CONTINUE  
 NO.....2 GO TO Q18  
 DON'T KNOW .....97 GO TO Q18  
 REFUSED.....98 GO TO Q18

12. Was it a property crime or violent crime? [IF RESPONDENT INDICATES THAT THEY HAVE BEEN THE VICTIM OF MORE THAN ONE CRIME, ASK THEM TO THINK ABOUT THE MOST RECENT ONE; IF NECESSARY, PROVIDE DEFINITIONS OF VIOLENT CRIME AND PROPERTY CRIME]

- A. Property
- B. Violent
- C. Don't know

13. Thinking of the last contact you had with the police, was this crime reported to the police?

YES.....1 GO TO Q15  
 NO.....2 CONTINUE  
 DON'T KNOW .....97 GO TO Q15  
 REFUSED.....98 GO TO Q15

14. Why did you decide not to report this crime to the police?

RECORD UP TO THREE RESPONSES

#### COMMUNITY PARTICIPATION

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

15. a) In the past 12 months, have you, or anyone in your household, participated in a program or received training that was sponsored by the Vancouver Police Department?

YES.....1 CONTINUE  
 NO.....2 GO TO Q16  
 DON'T KNOW .....97 GO TO Q16  
 REFUSED.....98 GO TO Q16

b) Which ones? (DO NOT READ LIST – INCLUDE ALL RESPONSES)  
 [PROBE: Any others?]

- 1 "FALSE ALARM REDUCTION PROGRAM"
- 2 "BLOCK WATCH PROGRAM"
- 3 "TRAINING/INFORMATION SESSION"
- 4 "WORK RELATED"
- 5 "COMMUNITY PROGRAM"
- 6 "BLOCK PARENT PROGRAM"
- 7 "CITIZENS' CRIME WATCH"
- 8 "CITIZEN'S ACADEMY (POLICE ORIENTATION FOR CITIZENS)"
- 10 "BUSINESS LIAISON (COMMERCIAL CRIME PREVENTION PROGRAM)"
- 11 "HOUSING ORDER MAINTENANCE ENFORCEMENT SAFETY"
- 12 "SCHOOL SAFETY PATROL"
- 13 "SELF DEFENSE/ SAFETY"
- 14 "DRUG ABUSE/ IDENTIFICATION"
- 15 "CRISIS INTERVENTION/ CONFLICT RESOLUTION"
- 16 "COMMUNITY POLICING/ RESERVE FORCE TRAINING"
- 17 "HOME SAFETY"
- 18 "COURSE FOR WOMEN'S SAFETY"
- 19 "TEMPER CONTROL PROGRAM"
- 20 "CRIME PREVENTION PROGRAM (NEC)"
- 21 "SISTER WATCH"
- 22 "SAFE PLACE"
- 23 "WOMEN'S SAFETY TEAM"
- 95 "OTHER (SPECIFY)"
- 97 "DK"
- 98 "REFUSED"

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



- 01.....very important  
 02.....somewhat important  
 03.....not very important  
 04.....not important at all  
 96.....DON'T KNOW  
 97.....REFUSED

- a) Community Policing Centres  
 b) Downtown Eastside foot patrols  
 c) Bait Car Program  
 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 429 (bicycle anti-theft program)

17. 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 the following:

	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

18. From which of these sources have you received information about the Vancouver Police Department in the last 12 months? YES/NO FOR EACH ITEM; INCLUDE DK, REF AS OPTION FOR EACH ITEM

Have you received information about the Vancouver Police Department in the last 12 months from...

TV.....	01
Radio.....	02
The Vancouver Sun.....	03
The Province.....	04
The Globe and Mail.....	05
The Courier Newspaper.....	06
The Westender Newspaper.....	07
Community Newspaper.....	08

Neighbourhood Association newsletter.....09  
 Social media (such as Twitter, Instagram, and so on) 10

19. Overall, what impression do you have of the Vancouver Police Department based on local media coverage?

- Very positive.....01  
 Positive.....02  
 Somewhat positive.....03  
 Not at all positive.....04  
 DON'T KNOW.....96  
 REFUSED.....97

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

- YES.....01  
 NO.....02, Skip to Q23  
 REFUSE..98, Skip to Q23

21. 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 VERBATIM

22. 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?

1	2	3	4	5	DON'T KNOW	REFUSE
.....	.....	.....	.....	.....	97	98

23. 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; CLARIFY IF NECESSARY

RECORD VERBATIM

#### DEMOGRAPHIC QUESTIONS

We'd like to ask you a few questions about you and your household. This information is only for comparison purposes.

24. How long have you lived in the City of Vancouver? RECORD IN YEARS

RECORD NUMBER OF YEARS	
LESS THAN A YEAR.....	01
DON'T KNOW.....	97
REFUSED.....	98

25. And how long have you lived in your current neighbourhood?

RECORD NUMBER OF YEARS	
LESS THAN A YEAR.....	01
DON'T KNOW.....	97
REFUSED.....	98

26. Do you own or rent your current home?

OWN.....	01
RENT.....	02
REFUSED.....	98

27. What is the year of your birth?

RECORD FOUR DIGIT YEAR OF BIRTH	
REFUSED.....	98

28. And what is the highest level of education you had the opportunity to complete?

[READ LIST ONLY IF NECESSARY]

Less than twelfth grade (not a high school graduate).....	1
High school graduate.....	2
Some college or other post-secondary education.....	3
College graduate.....	4
University graduate.....	5
Some post-graduate.....	6
Master's degree or higher.....	7
REFUSED.....	98

29. How many people, including yourself, live in your household?

[DO NOT READ LIST]

One.....	1
Two.....	2
Three.....	3
Four.....	4
Five or more.....	5
REFUSED.....	98

30. Was your total household income in 2014 over or under \$50,000?

BASED ON RESPONSE BEGIN ASKING FOR RANGE STARTING AT APPROPRIATE CATEGORY: And was it....

Under \$14,999.....	1
\$15,000 to under \$25,000 (\$24,999).....	2
\$25,000 to under \$35,000 (\$34,999).....	3
\$35,000 to under \$50,000 (\$49,999).....	4
\$50,000 to under \$75,000 (\$74,999).....	5
\$75,000 to under \$100,000 (\$99,999).....	6
\$100,000 to under \$125,000 (\$124,999).....	7
\$125,000 or over?.....	8
SAID ONLY THAT IT WAS UNDER \$50,000 BUT DID NOT GIVE FURTHER RESPONSE	
SAID ONLY THAT IT WAS ABOVE \$50,000 BUT DID NOT GIVE FURTHER RESPONSE	
DON'T KNOW.....	97
REFUSED.....	98

31. a) Were you born in Canada?

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

b) IF NO TO Q32: How many years have you been living in Canada?

ENTER NUMBER OF YEARS  
LESS THAN A YEAR.....01  
DON'T KNOW.....97  
REFUSED.....98

32. 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 residents and will provide valuable input to the City of Vancouver and the Vancouver Police Department.

