



# Vancouver Police Community Policing Assessment Report

## *Residential Survey Results*

2017

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 2017. Eighty-six percent of Vancouver residents were satisfied with the service provided by the VPD, consistent with 85% in 2016. In 2017, 42% were 'somewhat satisfied' and 44% 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 (18%) remained the most commonly-mentioned reason for satisfaction with the overall service provided by the VPD, although this was mentioned by significantly fewer residents in 2017 than in the last three years. Other top mentions include quick response from the VPD (16%) and courteous and polite officers (5%). Reasons given for less satisfactory ratings included little or no interaction with the VPD (9%) and the belief that the police need more patrols/visibility (4%).

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

The VPD's ability to meet the safety needs of the community (73%), to respond to emergency situations quickly (71%), and to address street disorder (62%) were all rated positively by residents and were mostly consistent with 2016 ratings. The overall rating for addressing street disorder issues in the city remains about 10 points below ratings for responding to emergency situations quickly and meeting the safety needs of the community.

### 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 results from previous years, well over one-half of residents thought that the police should be spending more time addressing the challenges of gangs (64%), problem drivers (60%), sexual crimes (59%), youth violence (55%), and violent crime (54%).

Areas where the larger proportion of residents thought the VPD already devotes sufficient time are theft of vehicles (60%), theft from vehicles (53%), theft from businesses (53%), and theft from homes (49%).

Most areas remained constant with 2016 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 decreases in those who believed that the VPD currently spends enough time on gangs, sexual crimes, hate crimes, and drug use.

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

At least eight in ten residents agree that the VPD can be described as professional, trustworthy, and respectful (82% each). Roughly three-quarters of residents Citywide would describe the VPD as knowledgeable (74%). Seven in ten (71%) agree that the VPD is fair, while two-thirds (66%) agree that they are accountable. Visibility (61%) remains the lowest-rated attribute among residents.

Positive ratings for the VPD across these seven key dimensions increased from last year. Ratings for trustworthy, respectful, and fair each increased significantly in 2017.

### **Contact with the VPD**

One-quarter of Vancouver residents (25%) reported having contact with the VPD about a crime or public safety problem in the 12 months preceding the 2017 survey. This level has remained fairly consistent over the past three years, with only slight year-over-year changes.

Eight in ten (81%) of those who had contact with the VPD in 2017 were satisfied with the service received, the same proportion as in 2016 and 2015.

Satisfaction with the service received mostly related to receiving a quick response (24%) and courteous or respectful service (22%). Dissatisfaction stemmed primarily from a perceived lack of response (15%) and no or slow follow up (8%).

### **Perceptions of Safety**

Overall, three-quarters (74%) 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 District 1 and District 4 (78% and 83% respectively) were significantly more likely to rate their neighbourhoods as safe compared with residents in District 2 (63%). Residents in District 4 were also significantly more likely to rate their neighbourhood as safe compared with residents in District 3 (68%).

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 (31%) and high police visibility (23%). Meanwhile, those rating their neighbourhood less safe than other neighbourhoods in the City were more likely to mention break and enters in the neighbourhood and limited police presence (13% each). Of note, residents in District 1 were significantly less likely than those in District 4 to mention break-ins and far more likely to state homelessness and drug abuse as a reason for not feeling safe.

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

Consistent with the last three years, seven in ten Vancouver residents (70%) 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 2017 felt that the crime rate in their neighbourhood had increased (12%) versus decreased (9%).

About two-thirds (68%) 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. Thirteen percent believed that property crime had increased in their neighbourhood, while 8% believed it had decreased.

This year, consistent with previous years, break and enter (29%) 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.

Nearly four in ten Vancouver residents (38%) said that violent crime in the City had increased in the 12 months preceding the survey, up significantly from 2016 (31%). Less than one in ten (7%) said that violent crime in the City had decreased, a significant drop from 2016 (11%) and well below the level from the last three years overall.

More than one-half of residents (53%) said that the level of property crime in the City has stayed about the same in the 12 months preceding the survey. Nearly one-quarter (24%) believed that property crime in the City of Vancouver increased in 2017, while six percent believed that property crime had decreased Citywide, down significantly from 2016 (9%).

As in previous years, the disparity in perceptions of violent crime in each neighbourhood (12% believed it had increased) and violent crime in the City overall (38% 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 (13%) versus perceptions of property crime increasing in the City of Vancouver in general (24%) but not as dramatic a contradiction as seen with perceptions of violent crime.

Consistent with prior years, residents considered drug use and abuse (40%), break & enters (10%), gang activity (10%), and violent crime (9%) as the most important crime-related problems in the City overall. Of note, the mention of drug use and abuse as the most important problem increased significantly this year (from 31% in 2016).

### Experiences with Crime

Sixteen percent of Vancouver residents said they had been a victim of crime in the 12 months preceding the survey, consistent with rates observed in 2016. Of those who had been victimized, nearly all experienced a property crime (only 2% of crime victims experienced a violent crime). The proportion of those victimized who said the crime they experienced was a violent crime decreased compared to the previous year, though not significantly, from 8% in 2016.

Less than one-half (42%) of residents who indicated they had been a victim of a crime in the past year said that they reported the crime to the police, down non-significantly from 2016 (53%). As in previous years, the majority of those who did not report the crime believed that it was too small to report (59%).

### 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.

Block Watch (87%) and School Liaison Officers (85%) were the highest rated programs, based on very important and somewhat important combined, followed by Victim Services (83%), Community Policing Centres (88%), and Downtown Eastside foot patrols (81%). Garage 529 (55%), Sister Watch (58%), and Safe Place (58%) were rated as the least important programs, although these projects showed relatively low awareness levels compared to other 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 (63%), followed by drug crackdowns (52%), crime reduction projects (46%), and crime prevention programs (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 50% in 2016 to 45% in 2017, although this was not a significant drop.

### Sources of Information about the VPD

Vancouver residents were asked about the media sources from which they had received information about the VPD in the 12 months preceding the survey. As in prior years, television (73%) was the most frequently mentioned source of information about the VPD, followed by radio (54%). The print version of a major newspaper and community newspaper (printed) were also mentioned by more than four in ten residents (47% and 42% respectively). Overall, residents of District 1 tended to use fewer sources of information about the VPD.

More than six in ten residents Citywide (63%) thought the local media presented the VPD in a positive manner (giving a 'positive' or 'very positive' rating), which is slightly but not significantly higher than 2016 (58%). More than four in ten (45%) thought the local media portrayed the VPD in a 'somewhat positive' manner, while only 2% said that the VPD was portrayed in a 'not at all positive' way.

### Use and Satisfaction with the VPD Website

Consistent with last year, just fewer than two in ten residents (19%) have ever visited the VPD website.

The reasons for visiting the website are similar to previous years. The majority visited the website in search of general information (60%), followed by crime prevention tips and crime reporting (both at 37%), and current news on the public affairs page (25%).

Of those who have visited the website, three-quarters (75%) said that they were satisfied with the website (that is, gave a rating of 4 or 5 out of 5). This level of overall satisfaction has risen compared to 2016 (65%), but not significantly.

### 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 (28%). Transparency (10%) and the increase of foot patrols (6%) round out the top three suggestions Citywide for recommendations on how the VPD could improve its service.

### The Vancouver Police Foundation

New to the 2017 survey were questions regarding residents' awareness of and familiarity with the Vancouver Police Foundation. Citywide, roughly four in ten (41%) residents had heard of the Vancouver Police Foundation prior to this survey.

Just under one-quarter (23%) of those who had heard of the Vancouver Police Foundation were familiar with the work of the Foundation (based on very and somewhat familiar ratings combined). Residents in District 3 were significantly more likely to indicate familiarity with the work of the Vancouver Police Foundation than those in District 4; whereas those in District 4 were significantly more likely than those in Districts 1 and 3 to say that they are unfamiliar with the Vancouver Police Foundation's work.



## 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, 2015, and 2016. Starting in 2009, the survey has been conducted annually; the 2017 survey is similar to that used in 2016 with some notable modifications. Results are reported from 2014 to 2017, 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 2017 we conducted 43 interviews with residents who were confirmed as using cell phones during the interviews. Twenty-one of these households (or 49%) 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.
- ✓ A minimum of two hundred interviews were conducted in each District, to provide statistically reliable samples for each Patrol District, for a total of 805 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. Interviewing was available in English as well as Mandarin, Cantonese, and Punjabi.

<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 25 minutes to complete over the phone. All surveys were conducted between October 23<sup>th</sup> and November 15<sup>th</sup>, 2017.

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.

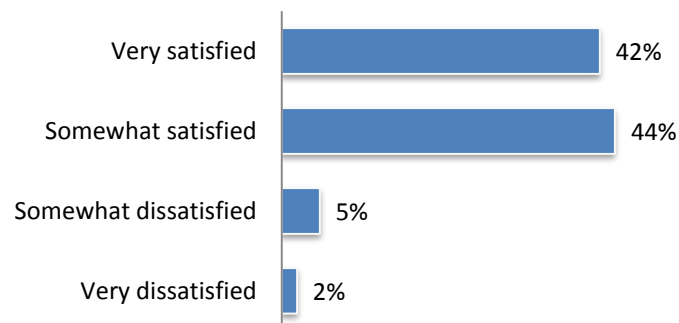


## Detailed Survey Results

### **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, 2017)**

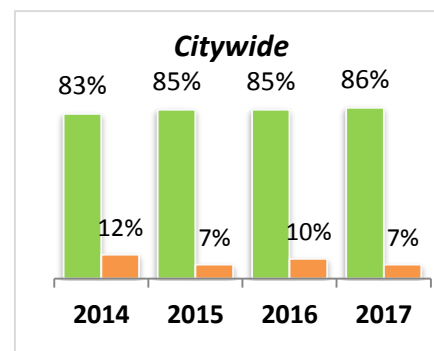


Throughout this report, the results presented in figures and tables are based on the entire sample unless otherwise noted.

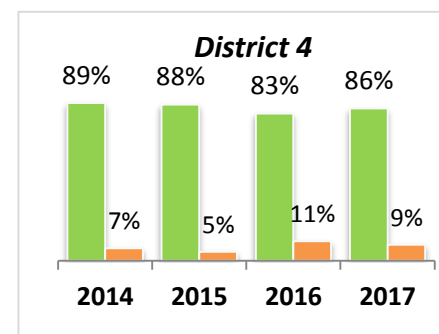
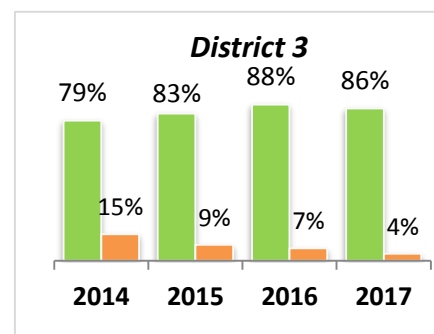
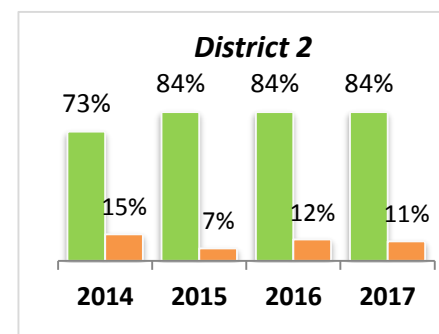
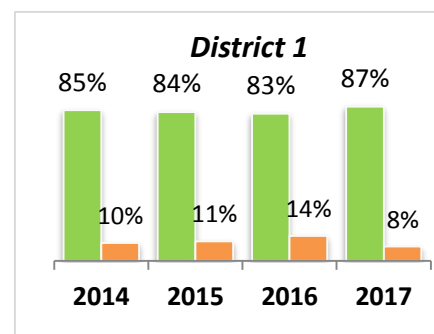
Vancouver residents' overall satisfaction with the service provided by the VPD remained strong in 2017. Eighty-six percent of residents said they were either 'somewhat satisfied' or 'very satisfied' with the VPD's service, consistent with the past several years.

District 2 residents (11%) were significantly more likely to give a dissatisfied rating than those from District 3 (4%).

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	18%	24%	19%	17%	16%
Quick response/ Problem solved	16%	19%	14%	20%	13%
Courteous/ Polite	5%	7%	4%	2%	7%
Police are visible/ Keeps crime rate down	4%	7%	8%	2%	3%
They do their best/ hard job/ put in difficult situations	3%	4%	1%	1%	4%
Never had any problem with them/ never heard anything negative	2%	7%	2%	1%	1%
Knowledgeable/ Professional	2%	1%	3%	2%	2%

Negative/Neutral Comments	Citywide	District 1	District 2	District 3	District 4
Little interaction with police/ Have never called them	9%	7%	5%	9%	11%
Need more patrols/ visibility	4%	2%	6%	5%	2%
Slow response/ no response at all	3%	4%	4%	4%	<1%
Management of resources needs reviewing	3%	2%	5%	2%	3%
Always room for improvement	3%	1%	3%	2%	3%
Based on TV/ other people's experience	3%	3%	3%	4%	3%
Not enough officers, need more staff	3%	4%	3%	2%	4%
Based on previous experience/ contact	3%	2%	3%	3%	3%
Could not solve the problem	2%	2%	1%	1%	4%
Homelessness/ drug issues/ gangs	2%	1%	4%	3%	1%
Did not help/ rude	2%	1%	2%	<1%	4%

Base: All participants (n=805).

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.

Citywide, about two out of ten residents (18%) said that they thought the VPD was doing a good job and that Vancouver is a safe place. This is mentioned by significantly fewer residents in 2017 than in the last three years.

However, significantly more residents mentioned being satisfied because they experienced a quick response from the police and had their problem solved (16% in 2017).

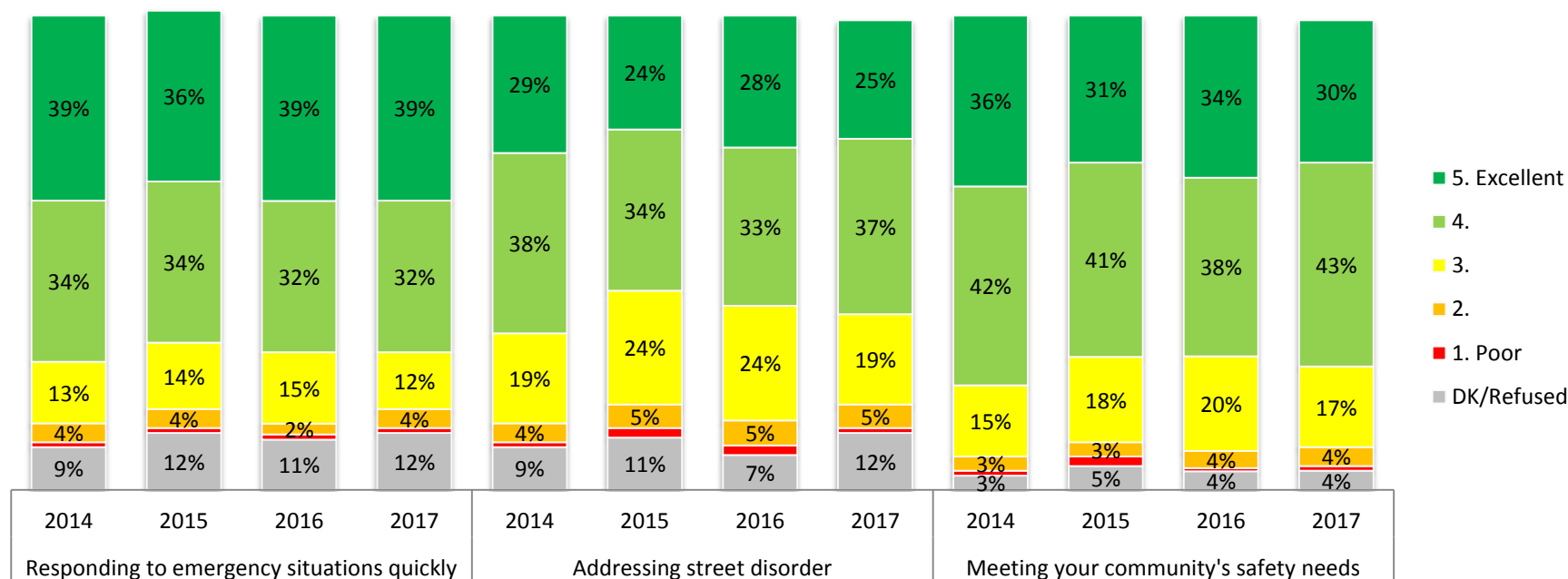
The most frequently mentioned reason for dissatisfaction or neutral ratings is due to little interaction with police (9%). Four percent mention that the VPD needs more patrols/visibility.

Residents in District 4 (11%) were significantly more likely than those in District 2 (5%) to have had little interaction with the police or have never called them.

## 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...*

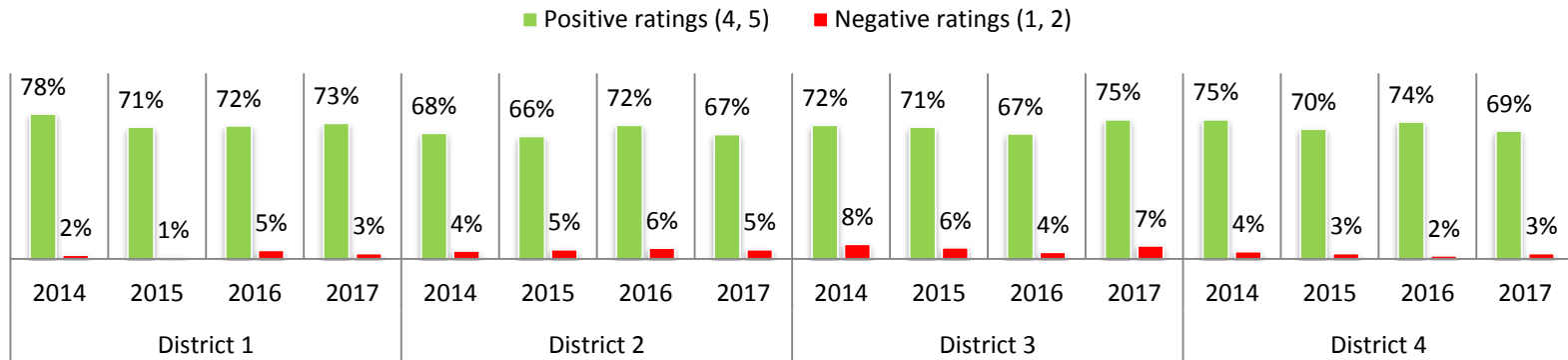


Vancouver residents' positive perceptions of the VPD's ability to respond to emergency situations quickly, address street disorder issues in the city, and meet the safety needs of the community were all fairly consistent with 2016.

Good to excellent ratings (4 and 5 out of 5) remained the same as in 2016 for perceptions of the VPD's ability to respond to emergency situations quickly (71%). The ratings for addressing street disorder issues in the city (61%) as well as meeting community safety needs (73%) each increased by one point over 2016. The overall rating for addressing street disorder issues in the city remains about 10 points below ratings for responding to emergency situations quickly and meeting the safety needs of the community.

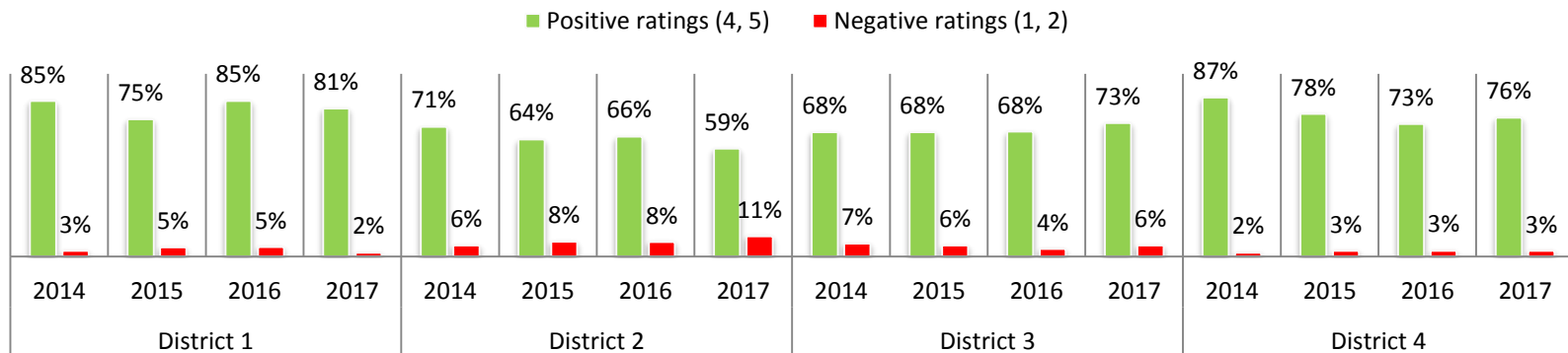
In terms of the VPD's speed of response to emergencies, ratings differed slightly by District but there were no significant changes from 2016.

### *Quick response to emergencies*



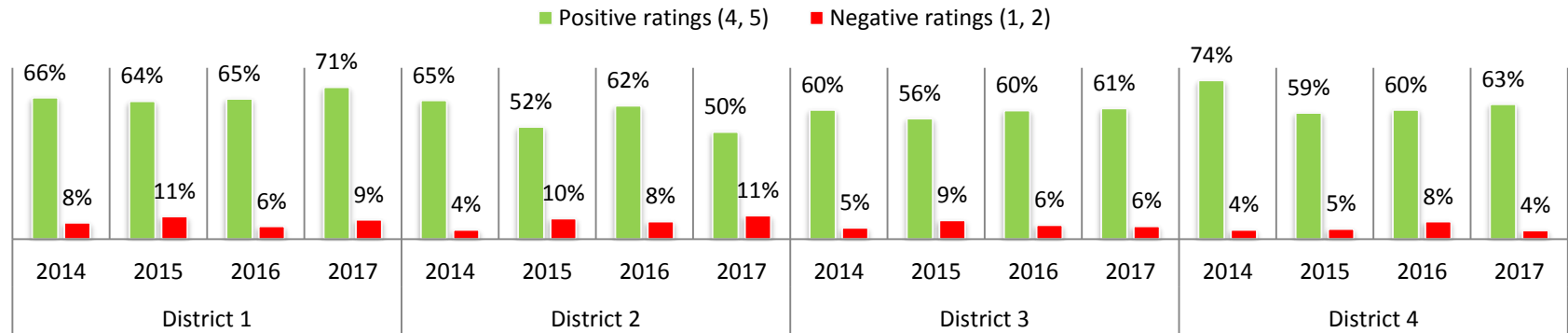
When it comes to the VPD's ability to meet residents' community's safety needs, residents of District 2 were significantly less likely to give a positive rating than those in any other District. Of note, the rating in District 2 saw a seven point decrease from 2016, though this is not significant.

### *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 most Districts with the exception of District 2. Positive ratings in District 2 were significantly lower than positive ratings in all other Districts. As well, positive ratings in District 2 were significantly lower in 2017 (50%) than the previous year (62%).

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

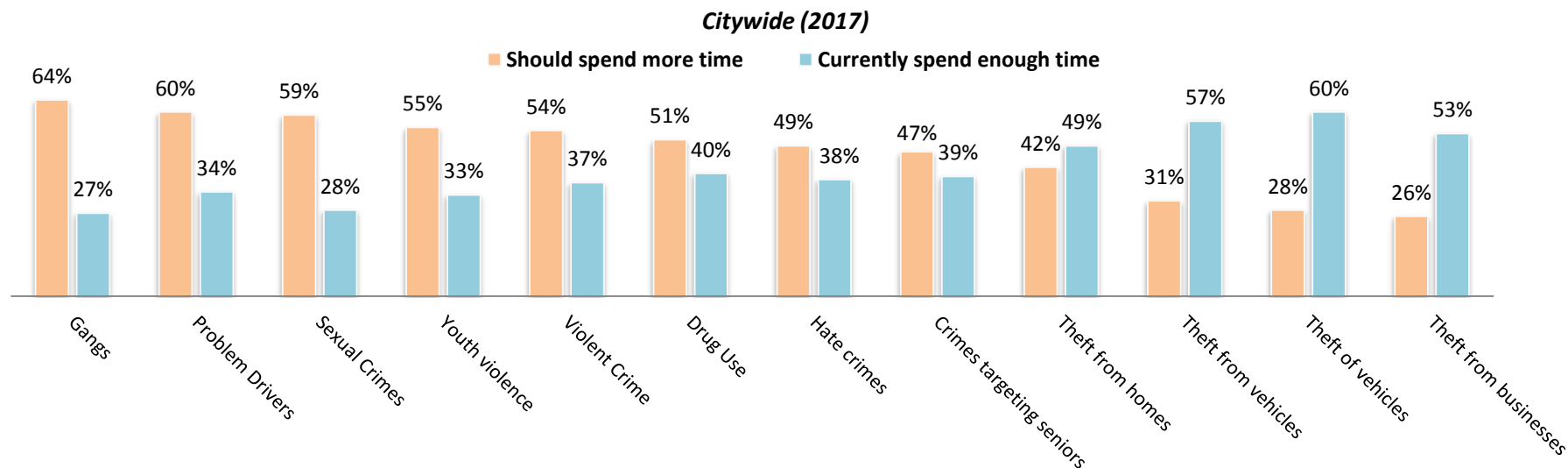




#### 4.1.2.2 Time Devoted to Addressing Various Crime Problems

***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...***

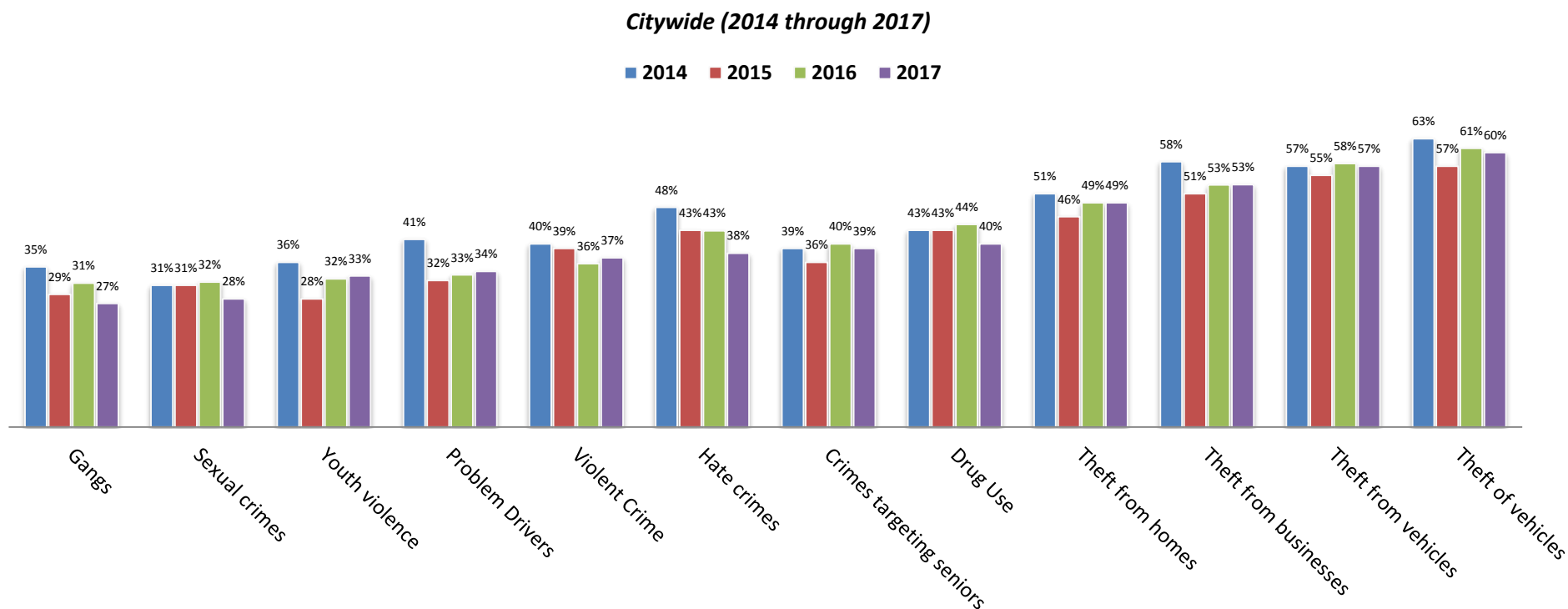
*Note: Don't know/Refused is not shown in the figure below.*



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 gangs (64%), problem drivers (60%), sexual crimes (59%), youth violence (55%), and violent crime (54%).

Areas where notably more residents think that the VPD already devotes sufficient time include theft *of* vehicles (60%), theft *from* vehicles (57%), theft from businesses (53%), and theft from homes (49%). This is also consistent with previous years.

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



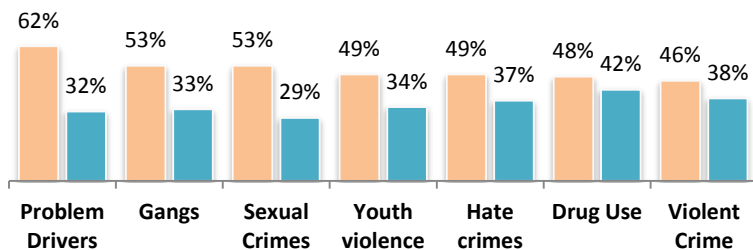
Perceptions of the areas where the VPD currently spends enough time remained fairly consistent with 2016. Theft *of* vehicles and theft *from* vehicles were again viewed as areas in which the police are already spending enough time.

Most areas remained constant with 2016 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 decreases in those who believed that the VPD currently spends enough time on gangs, sexual crimes, hate crimes, and drug use.

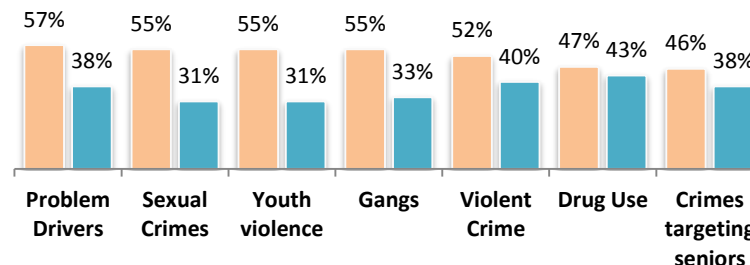
### Top crime-related problems the VPD should spend more time addressing by District

Should spend more time    Currently spend enough time

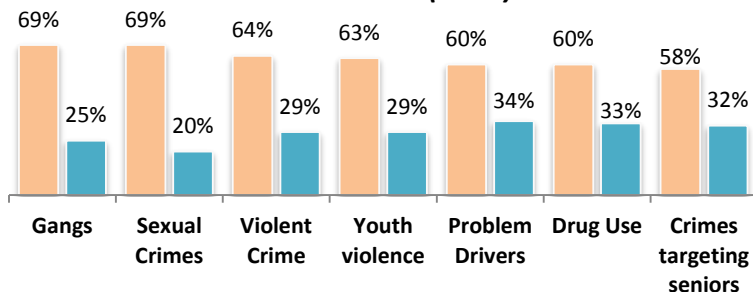
#### District 1 (2017)



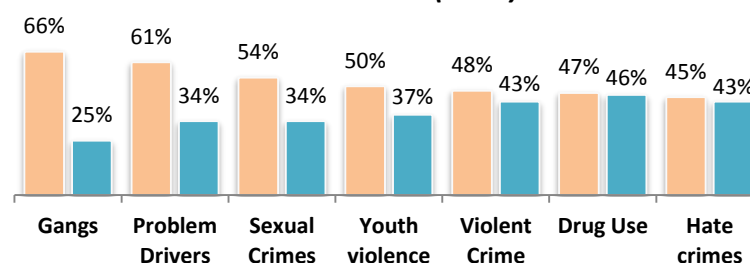
#### District 2 (2017)



#### District 3 (2017)



#### District 4 (2017)

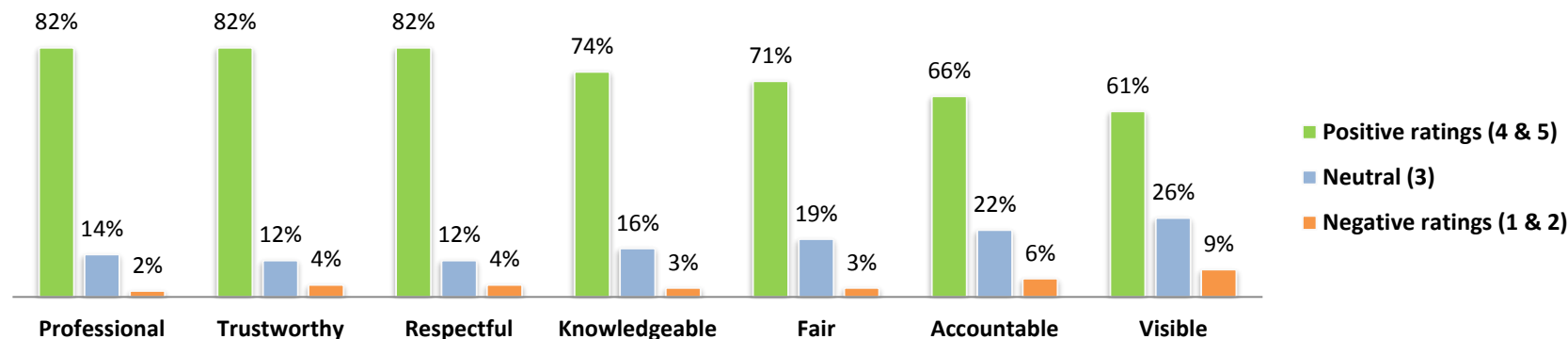


The top crime-related problem the VPD should spend more time addressing was problem drivers in Districts 1 and 2 and gangs in Districts 3 and 4. Sexual crimes was in the top three recommended for each of the four Districts.

Residents in District 3 were more likely to recommended that the VPD devote more time to all of the top crime-related problems. Those in District 3 were significantly more likely than those in other Districts to feel that the VPD should devote more time to theft from businesses, theft of vehicles, crimes targeting seniors, violent crime, and sexual crimes.

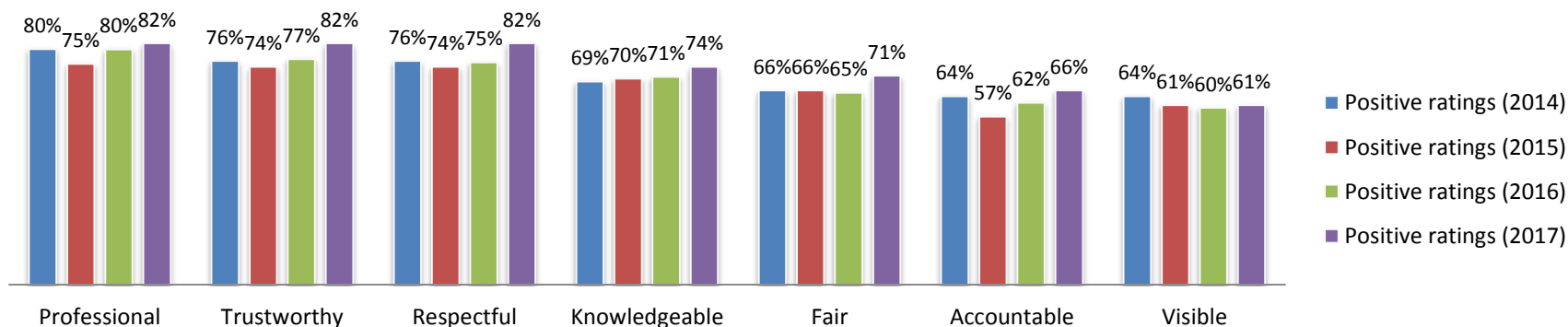
### 4.1.3 PERCEIVED QUALITIES OF THE VPD

**Q7. How well do the following qualities describe the Vancouver Police Department?**  
Citywide (2017)



Residents evaluated the VPD on seven attributes that reflect key dimensions of the VPD's reputation. Just over eight in ten residents agree that the VPD can be described as professional, trustworthy, and respectful (82% each). Roughly three-quarters (74%) of residents Citywide would describe the VPD as knowledgeable. Seven in ten (71%) agree that the VPD is fair, while two-thirds (66%) agree that they are accountable. Visibility (61%) remains the lowest-rated attribute among residents.

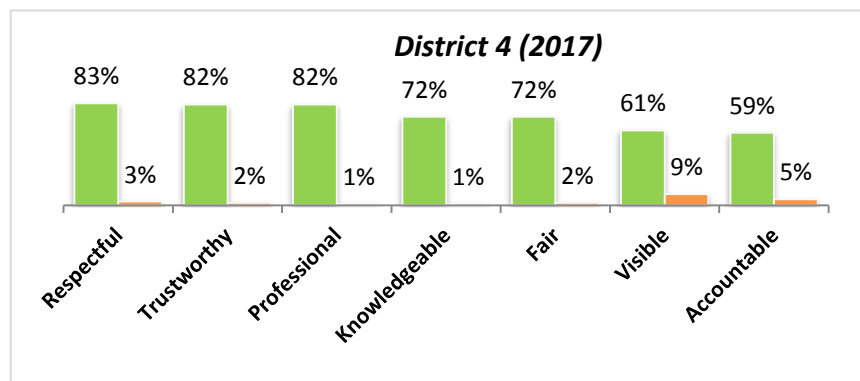
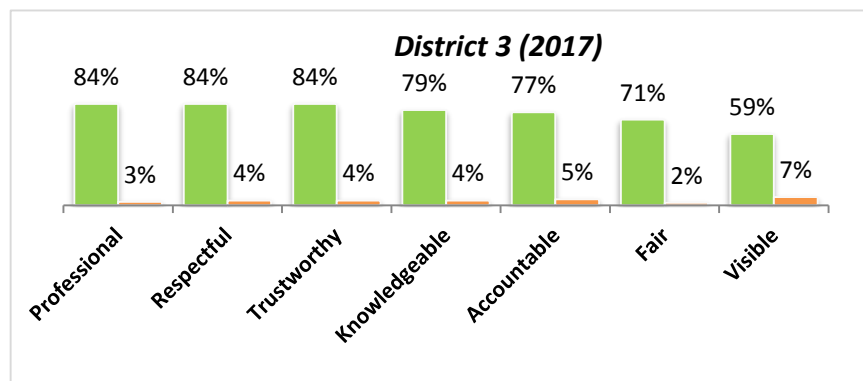
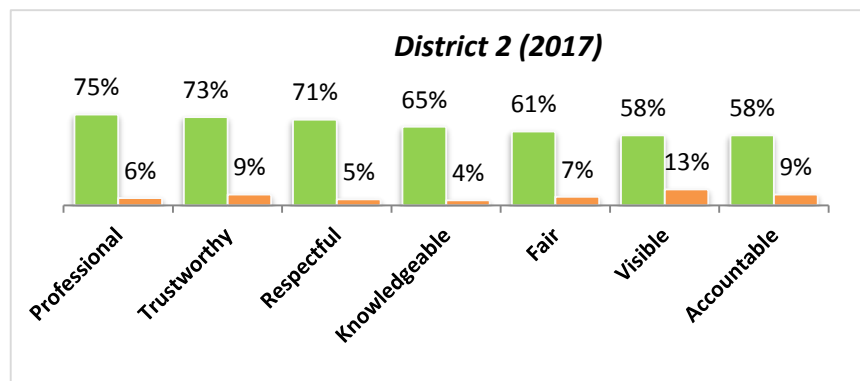
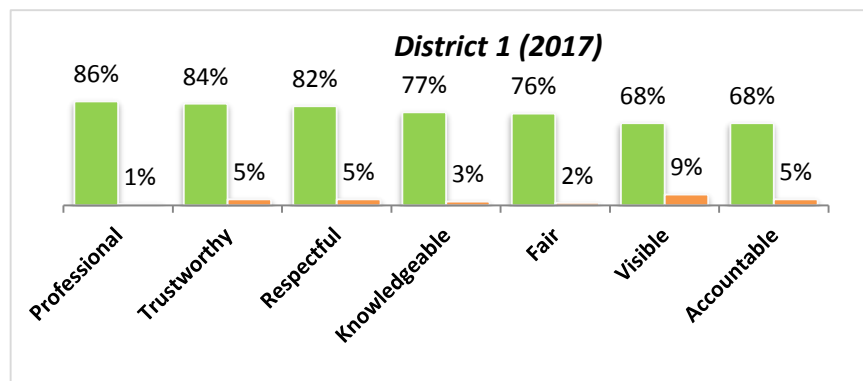
Positive ratings for the VPD across these seven key dimensions tended to increase from last year. Ratings for trustworthy, respectful, and fair increased significantly in 2017.



*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)



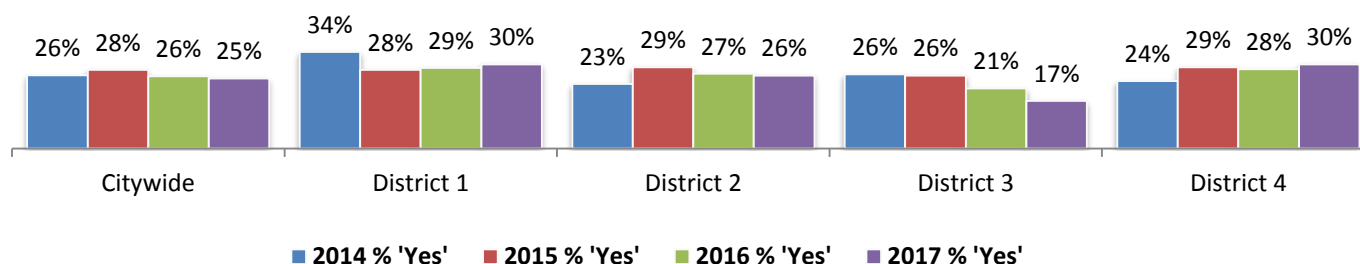
Similar to last year, overall, those in District 1 tended to give the highest ratings of qualities of the VPD, while District 2 gave the VPD lower ratings of these attributes.

Residents of District 2 were significantly less likely than those in other Districts to rate the VPD as both trustworthy and respectful. Those in District 3 were significantly more likely than those in Districts 2 and 4 to rate the VPD as accountable.

## 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?**



One-quarter (25%) of Vancouver residents 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. Residents in Districts 1 and 4 were significantly more likely than residents in District 3 to have had contact with the VPD in the last 12 months.

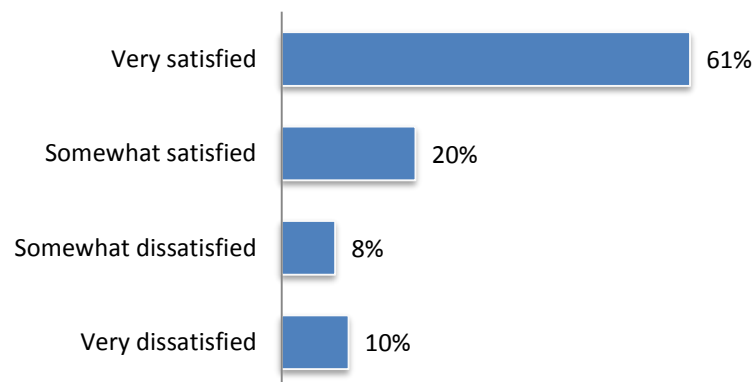
Please note that the full text of the question emphasized contact with the VPD directly, not with a 911 dispatcher. The full text of the question, as it was read to participants, was:

*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

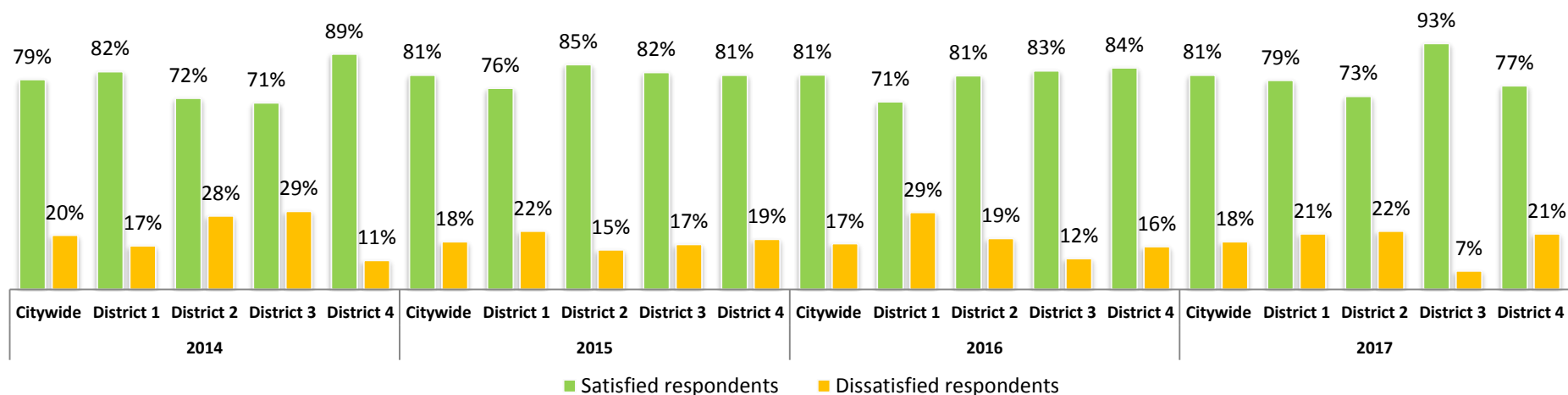
**Overall, how satisfied were you with the service you received from the Vancouver Police Department? (Citywide, 2016)**



More than eight in ten Vancouver residents (81%) who had contact with the VPD in 2017 were satisfied with the service they received, consistent with 2016 ratings.

Overall satisfaction with the service received from the VPD was lowest in District 2. Residents in District 3 were significantly more satisfied than those in Districts 2 and 4.

The satisfaction rating in District 3 saw a notable, but not significant increase compared to the 2016 scores as well (83% in 2016 versus 93% in 2017).



Base: Residents who had contact with the VPD in the 12 months preceding the survey (n=229 for 2017, n=232 for 2016, n=245 for 2015; n=232 for 2014;).

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	24%	19%	26%	30%	22%
Courteous/respectful	22%	35%	11%	15%	25%
Professional/knowledgeable	18%	12%	12%	28%	17%
Good follow up/kept me informed	8%	3%	5%	11%	8%
Did a good job	8%	7%	12%	8%	7%

Negative Comments	Citywide	District 1	District 2	District 3	District 4
Lack of response/no help	15%	5%	12%	18%	17%
No follow up/slow	8%	5%	7%	14%	6%
Did not listen/rude	3%	10%	3%	-	3%
Did not do a good job/bad experience with police	2%	6%	2%	2%	1%

Base: Residents who had contact with the VPD in the past 12 months, 2017 n=229.

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

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 (24%) and how courteous and respectful the VPD members were (22%). That said, compared to 2016, those mentioning quick response by police decreased significantly (36% in 2016 versus 24% in 2017).

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

The leading sources of dissatisfaction with the VPD's service were the lack of response (15%) and no or delayed follow up (8%). Residents mentioning lack of response saw a significant increase from 2016 (7%).

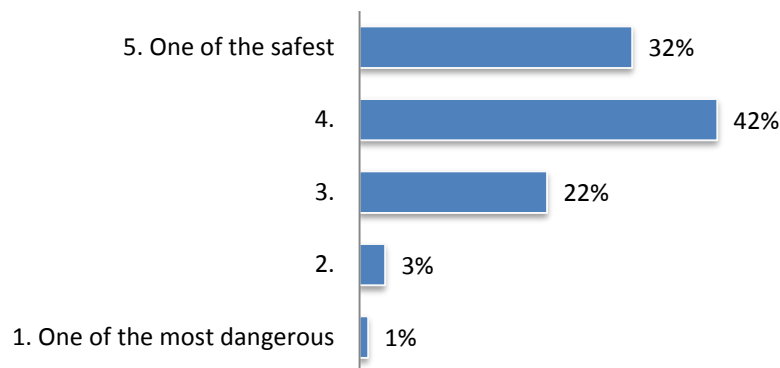


## **4.2** *Perceptions of Safety and Crime*

## 4.2.1 PERCEPTIONS OF NEIGHBOURHOOD SAFETY

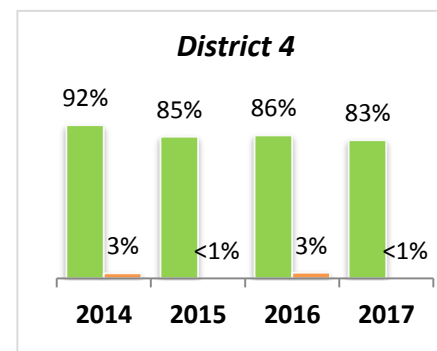
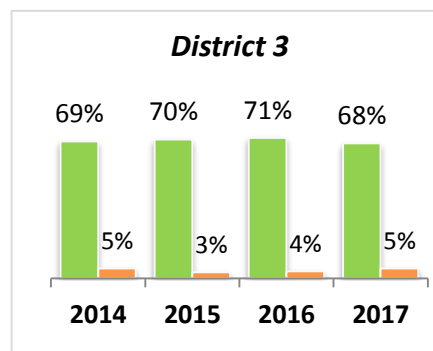
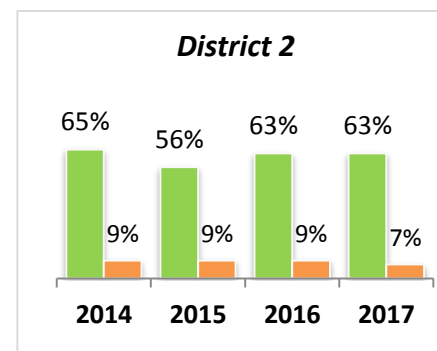
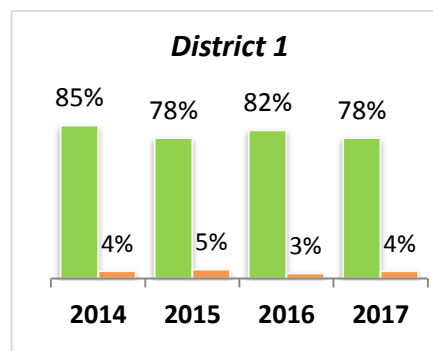
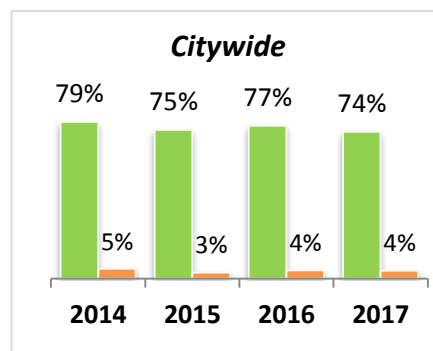
### 4.1.2.1 Perceived Level of Safety of the Neighbourhood

*How safe do you feel your neighbourhood is compared to other neighbourhoods in the City? (Citywide, 2017)*



Three-quarters (74%) of residents Citywide 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 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 by District in residents' ratings of their own neighbourhoods in 2017. Residents in District 1 and District 4 (78% and 83% respectively) were significantly more likely to rate their neighbourhoods as safe compared with residents in District 2 (63%). Residents in District 4 were also significantly more likely to rate their neighbourhood as safe compared with residents in District 3 (68%).



*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	31%	22%	18%	31%	38%
See police often/ Feel safe in community	23%	27%	22%	21%	23%
Quiet area/ Residential	12%	7%	15%	13%	11%
Lots of people/ Populated area	4%	11%	3%	1%	5%
Neighbourhood watch	3%	1%	6%	4%	2%

Negative Comments	Citywide	District 1	District 2	District 3	District 4
Break-ins/ Property theft	13%	7%	10%	14%	15%
Do not feel safe/ Not enough police presence	13%	16%	14%	12%	11%
Homelessness/ Drug abuse	10%	13%	15%	14%	4%
High crime rate	4%	2%	6%	6%	3%
Drug dealing/ Gang activity	3%	1%	2%	6%	0%
Could be better, could be worse	2%	4%	2%	1%	3%
Poor lighting	2%	1%	0%	-	3%

Base: Participants who gave rating in Q11 (n=801 in 2017).

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.

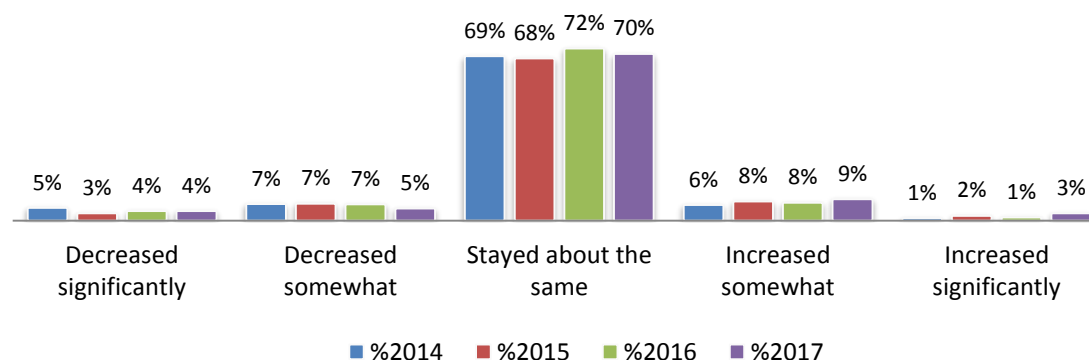
Residents who said that their neighbourhoods were safe were likely to mention the low crime rates (31%) and police visibility in their community (23%) as the main reasons for their sense of relative safety. Residents in District 4 were significantly more likely to mention low crime rates than those in Districts 1 and 2. As well, those in District 3 were significantly more likely than those in District 2 to mention low crime rates.

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

Residents in District 1 were significantly less likely than those in District 4 to mention break-ins, but far more likely than those in District 4 to name homelessness or drug abuse as a 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)***

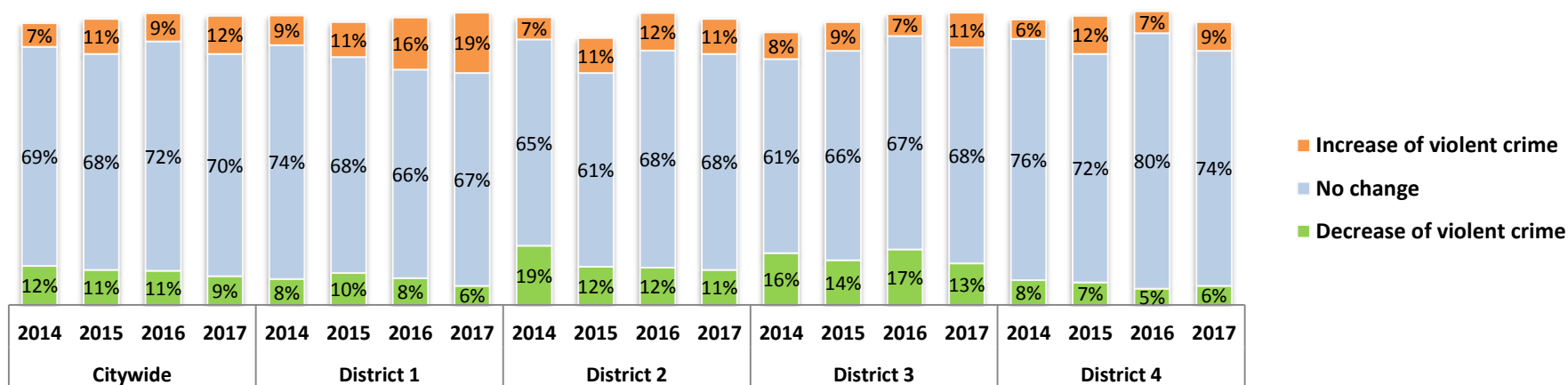


Similar to the past three years, seven in ten Vancouver residents (70%) said that the level of violent crime in their neighbourhood had stayed about the same in the 12 months preceding the survey. Overall, a slightly higher proportion of residents in 2017 felt that the crime rate in their neighbourhood had increased (12%) versus decreased (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...*

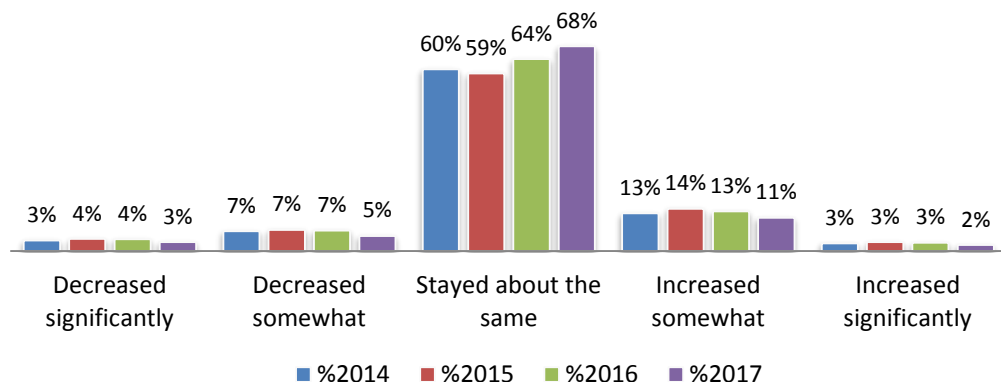


In general, residents in District 3 are more likely than residents in other Districts to say there has been a decrease in violent crime in their neighbourhood in 2017. In contrast, residents in District 1 are more likely than those in other Districts to perceive that there has been an increase in violent crime over the past year. There are no significant year-over-year differences by District between 2016 and 2017.

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

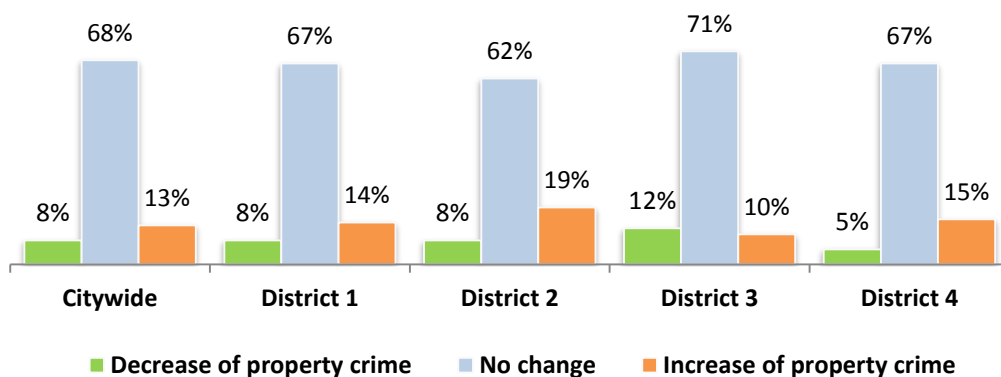
#### 4.1.2.4 Property Crime in the Neighbourhood

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



Roughly two-thirds (68%) of Vancouver residents said that the property crime in their neighbourhood had stayed about the same in the 12 months preceding the survey, a slight but not significant increase from 64% in 2016.

Thirteen percent believed that property crime had increased in their neighbourhood, while 8% believed it had decreased. These proportions have been quite consistent over the past four years, though both saw a three point decrease in 2017 compared to the previous year.



Residents in District 3 (12%) were significantly more likely to feel the level of property crime had decreased compared to residents in District 4 (5%). Residents in District 2 were significantly more likely to feel the level of property crime had increased compared to residents in District 3.

There were no statistically significant changes year-over-year between 2016 and 2017.

*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	29%	16%	30%	25%	38%
Theft from cars	8%	9%	5%	9%	9%
Drug use	6%	8%	8%	6%	5%
Drugs	5%	10%	8%	4%	2%
Traffic offenses/ Drunk driving	4%	5%	2%	3%	4%
Violence/ Violent crime	4%	10%	2%	5%	2%
Car theft - theft of cars	2%	2%	2%	3%	2%
Vandalism	2%	2%	2%	2%	3%
Homelessness	2%	8%	2%	2%	1%
Drug dealing/ Gang activity	2%	2%	3%	2%	1%

Base: All participants (n=805).

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.

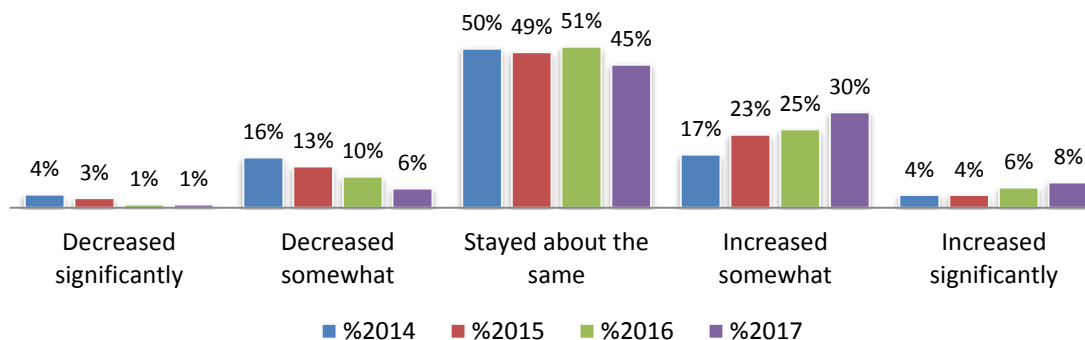
Break and enter was the most predominant neighbourhood-level problem across all Districts, mentioned by nearly three out of ten (29%) residents Citywide.

Of note, residents of District 4 were significantly more likely to mention break & enters than in Districts 1 and 3. Meanwhile, those in District 1 were more likely than those in other Districts to mention drugs, traffic offenses/drunk driving, violence/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. Nearly four in ten Vancouver residents (38%) said that violent crime in the City had increased in the 12 months preceding the survey, a significant increase from the prior year (31%).

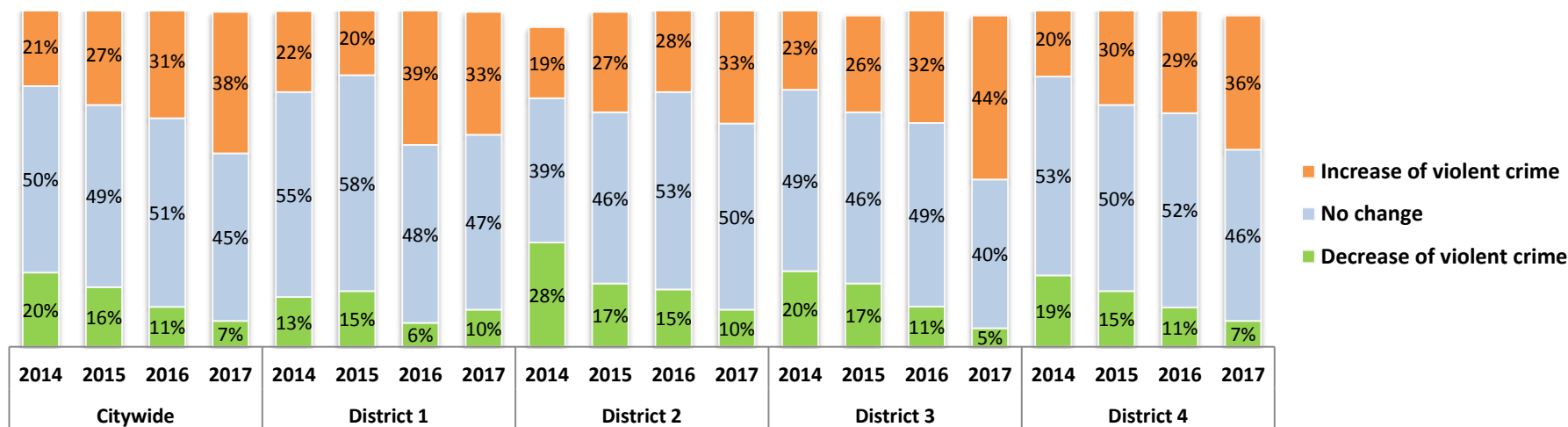
In contrast, only 12% of residents said that violent crime has increased in their own neighbourhood. This difference between perceptions of what is happening in each neighbourhood and what is happening in the City at large suggests that residents view the City at large as a less stable and less safe place than the area where they live.

Less than one in ten (7%) said that violent crime in the City had decreased, a significant drop from 2016 (11%) 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 3 are significantly more likely to believe that the level of violent crime has increased over the past 12 months than in 2016, with the proportion moving from 32% in 2016 to 44% in 2017. Not surprisingly, residents in District 3 were in general the most likely to believe that the level of violent crime had increased in the City with the difference between District 3 and District 2 being significant.

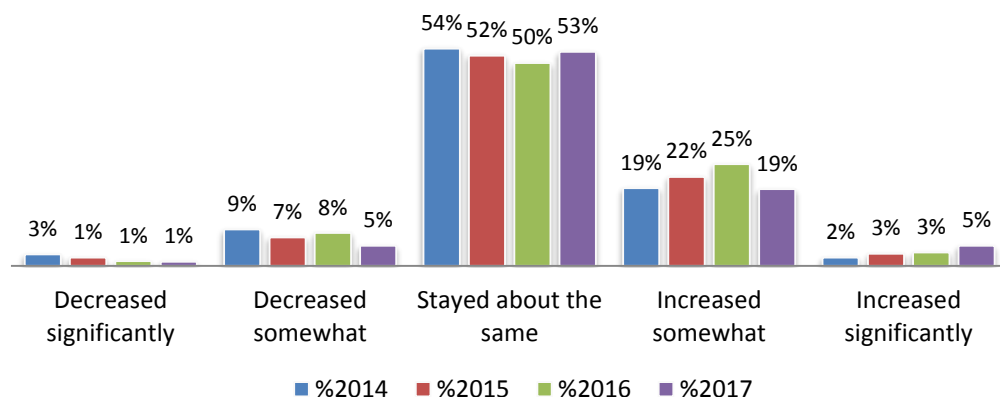
District 1 was the only District where residents perceived a greater decrease in violent crime compared to last year, though not significantly (from 6% in 2016 to 10% in 2017).

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 38% in 2017. 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

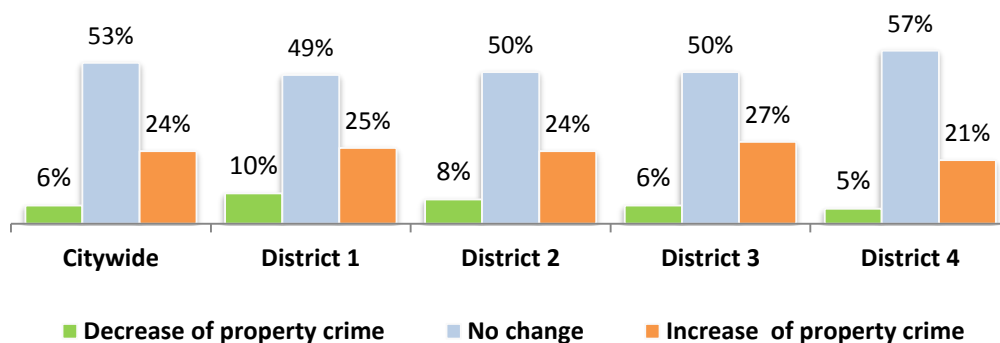
***In the past 12 months, would you say the level of property crime in the City of Vancouver has... (Citywide)***



More than one-half of residents (53%) in 2017 said that the level of property crime in the City had stayed about the same in the 12 months preceding the survey. This proportion has remained fairly consistent over the last four years.

Nearly one-quarter (24%) believed that property crime in the City of Vancouver increased in 2017; six percent believed that property crime had decreased Citywide, down significantly from 2016 (9%).

Residents in District 1 were significantly more likely to say that the level of property crime in the City had decreased compared to those in District 4.



As in previous years, there is a disparity between perceptions of neighbourhood-level property crime increasing (13%) versus perceptions of property crime increasing in the City of Vancouver in general (24%).

*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	40%	40%	42%	37%	42%
Break & enter (theft from property-house or business)	10%	6%	12%	13%	10%
Gang activity	10%	9%	8%	8%	13%
Assault/violent crime	9%	13%	7%	10%	8%
Drug dealing	4%	3%	6%	4%	3%
Homelessness/prostitution	3%	5%	3%	2%	4%
Traffic offenses/drunk reckless driving	2%	5%	1%	1%	3%

Base: All participants (n=805).

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.

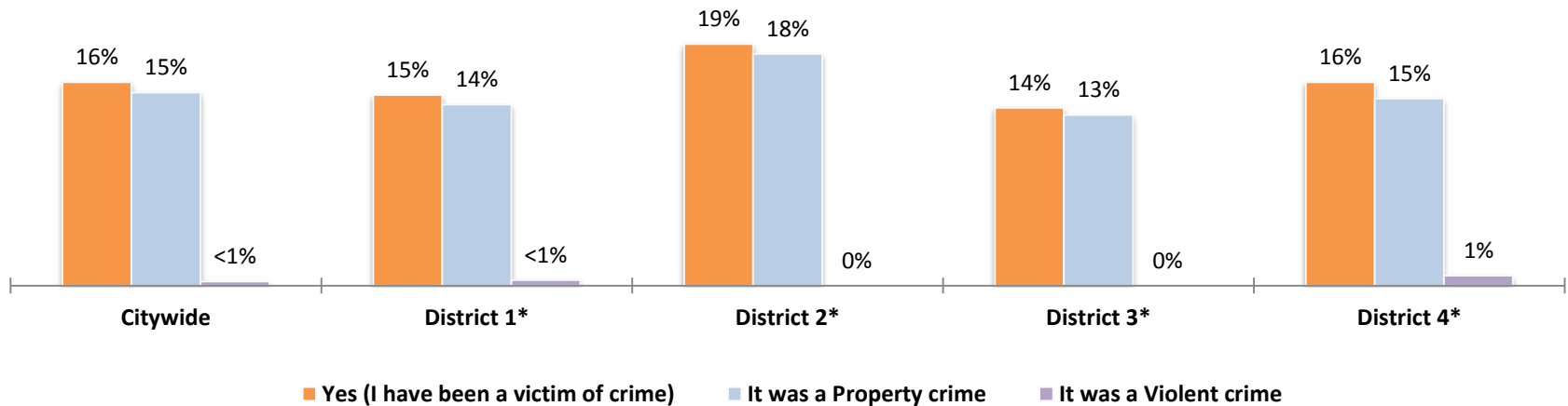
When asked what they perceive as the most important crime-related problem in the City of Vancouver, residents of Vancouver are particularly likely to mention drug use and abuse (40%), which represents a significant increase from 31% in 2016. The other most commonly mentioned crime-related problems include break & enters, gang activity, and assault and violent crime.

There were no statistically significant differences in the mentions of important crime-related problems between 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?***



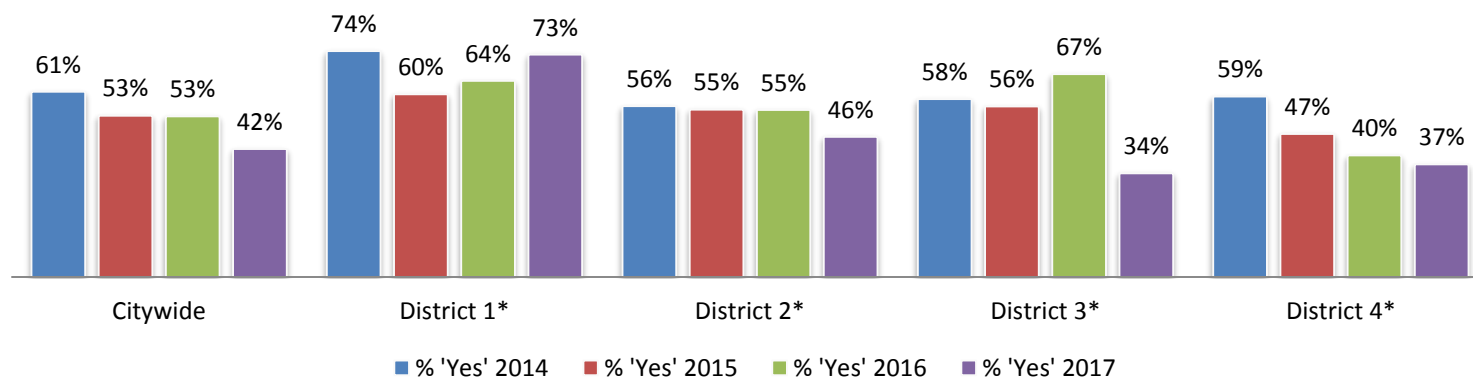
*\* Caution: small base*

Sixteen 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 2% of all crime victims said they had been the victim of a violent crime). The proportion of those victimized who said it was a violent crime decreased compared to the previous year, though not significantly (8% in 2016).

There were no significant differences between Districts.

### 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=131 in 2017).*

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

Reasons	2017
No point, crime was small	59%
Felt that the police could not do anything about it	28%
Suspect was no longer there/ No proof/ No evidence	4%
Fear of person(s) who committed the crime	1%
Other	8%

*Base: Residents who did not report the crime (n=68).*

Less than one-half (42%) of residents indicating they had been a victim of a crime in the past year said that they reported the crime to the police, down though not significantly from 2016. With the exception of District 1, most Districts were less likely to have reported the crime to the police in 2017 than in previous years. Those in District 3 were significantly less likely to have reported the crime in 2017 (34%) compared to 2016 (67%).

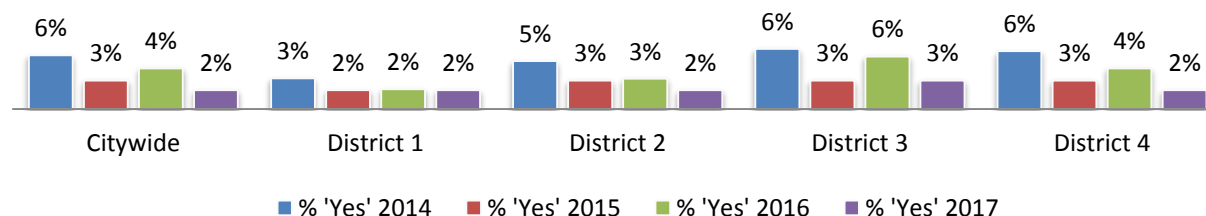
The primary reason mentioned for not reporting the crime was that the crime was too small (59%). This was followed by a feeling that the police could not do anything about it (28%) and that the suspect was no longer there or there was no evidence (4%).

*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?***



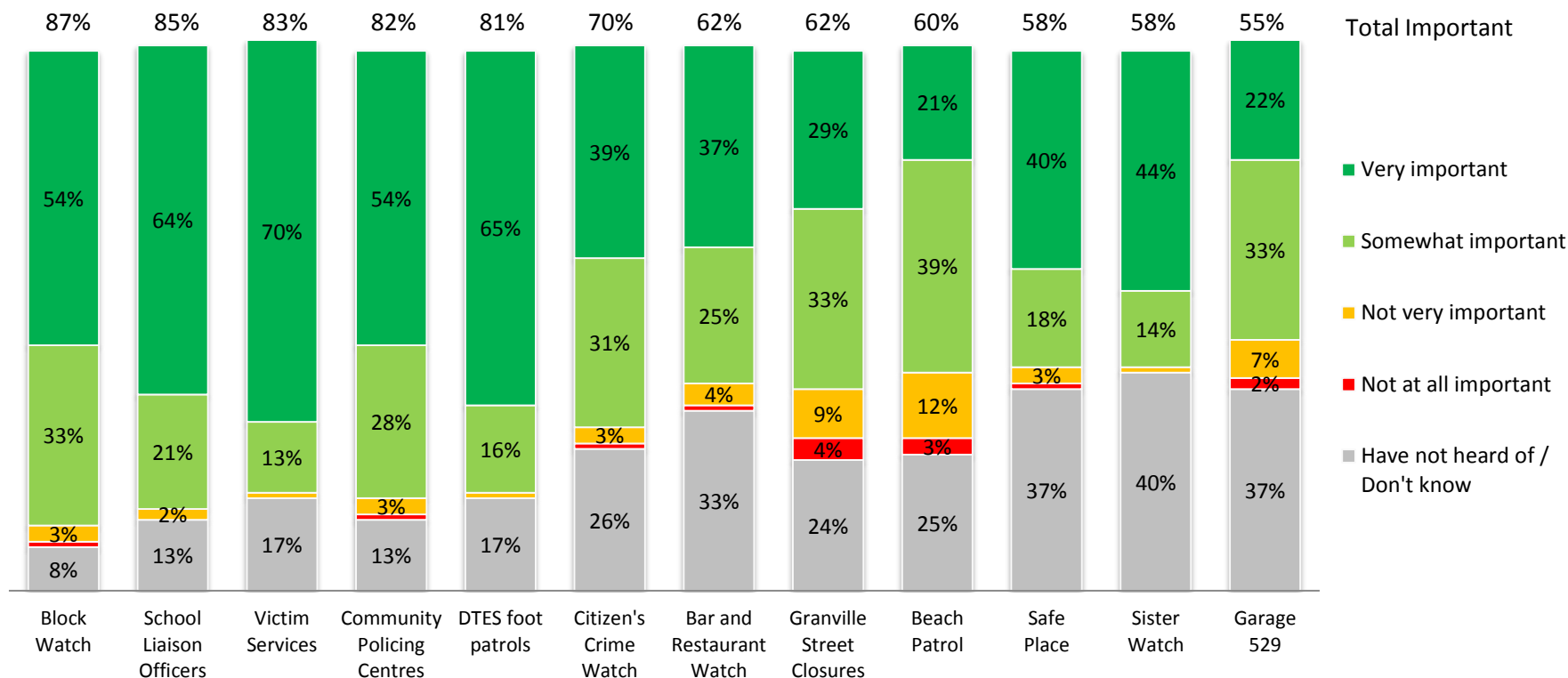
Two percent of Vancouver residents indicated that they or someone in their household participated in a VPD-sponsored training program in the 12 months preceding the survey, down significantly from the level noted in 2016 (4%). There were no statistically significant differences between Districts in 2017.

Of the 18 people who participated in a VPD-sponsored training program, the most commonly mentioned program was Block Watch (12%), followed by a work related program (9%), or community program (8%).



#### 4.4.2 IMPORTANCE OF VARIOUS VPD PROGRAMS

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



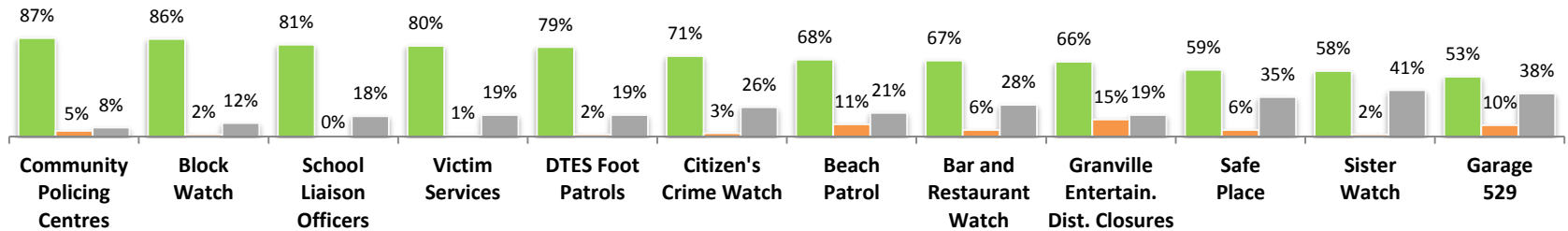
Residents rated the importance of 12 different VPD programs and services in 2017. Block Watch (87%) and School Liaison Officers (85%) were rated as the most important (based on very important and somewhat important combined). Other programs rated as important by more than eight in ten residents include Victim Services (83%), Community Policing Centres (82%), and Downtown Eastside foot patrols (81%).

Garage 529 (55%), Sister Watch (58%), and Safe Place (58%) were rated as the least important programs, although these projects showed relatively low awareness levels. Four in ten (40%) have not heard of the Sister Watch program or do not know enough to evaluate it; 37% of residents are similarly unable to rate Safe Place and Garage 529.

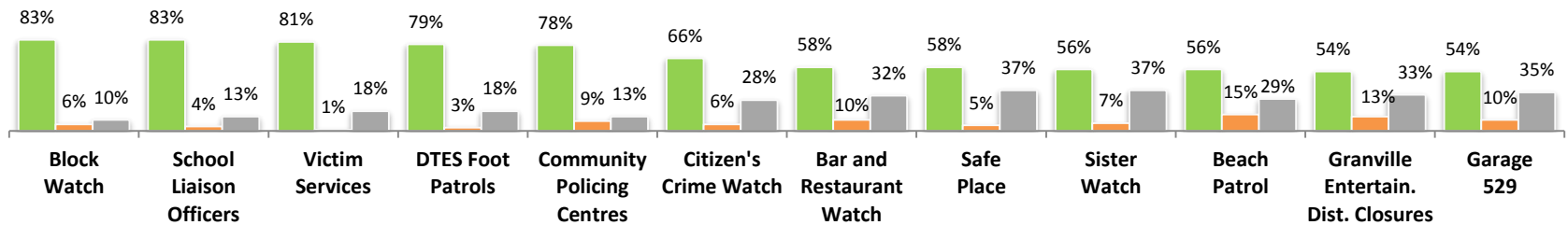
In general, residents in District 4 tended to rate these programs/services as more important overall than those in other Districts. The importance of these programs and services within each District is shown on the next slide. Of note, Victim Services are significantly more important to those in District 4 than residents in other Districts.

### Importance of various VPD programs by District

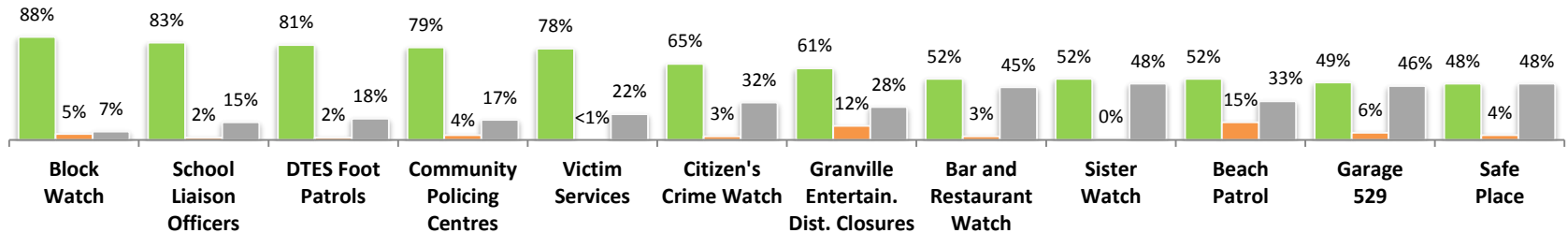
#### District 1



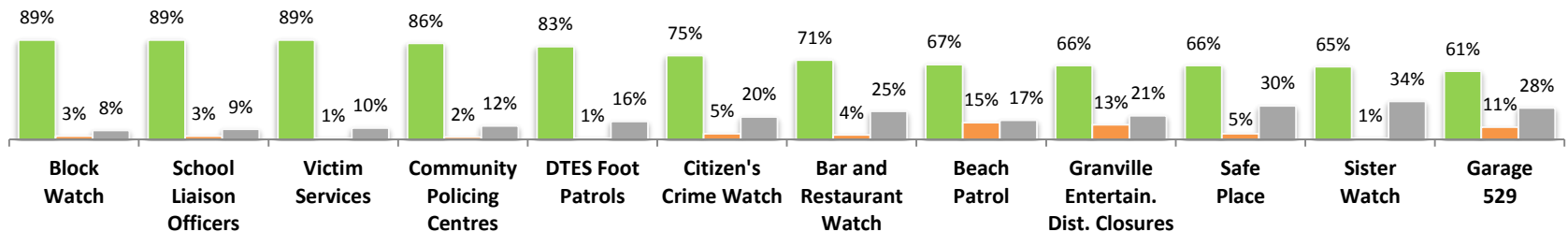
#### District 2



#### District 3

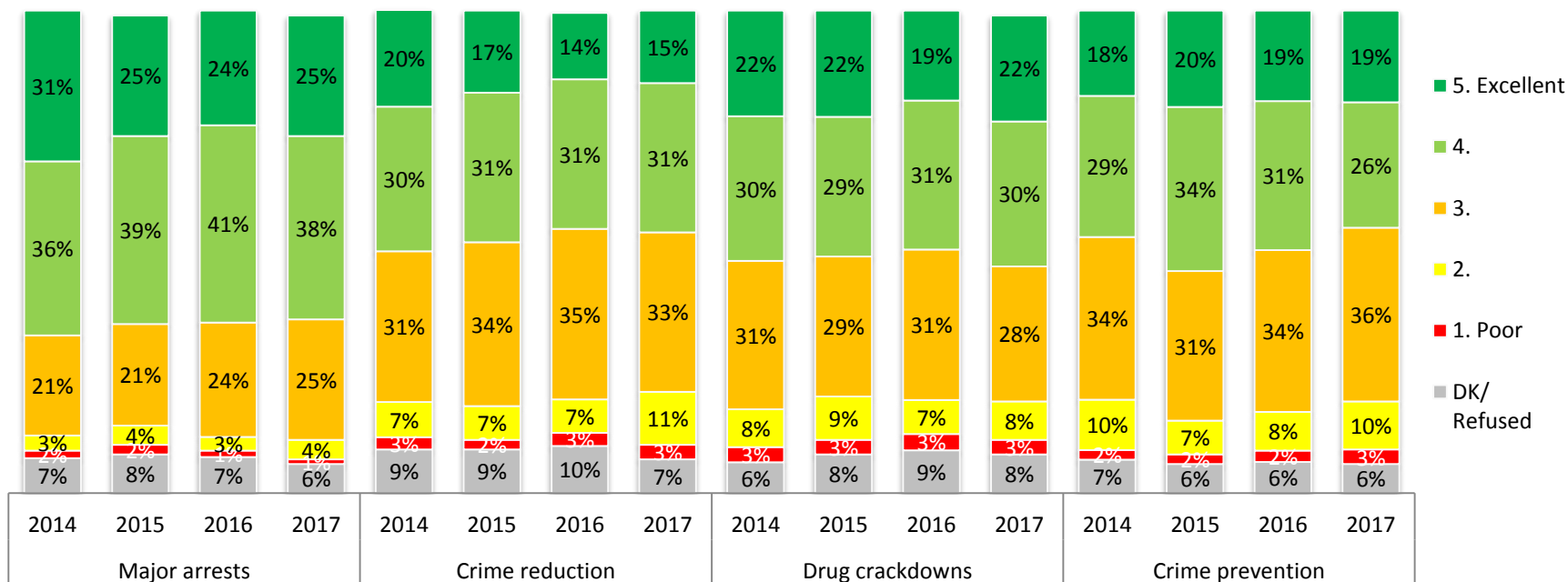


#### District 4



#### 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 2017. These range from a high of 63% for major arrests to a low of 45% for crime prevention.

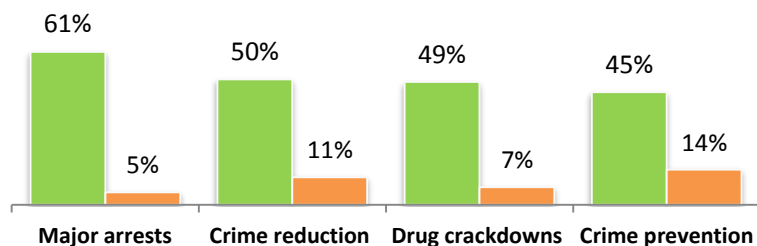
Citywide, the VPD's performance on generating news stories on these four topics remained fairly consistent with the previous year. The only notable difference was for news stories informing the public on crime prevention which declined from 50% in 2016 to 45% in 2017, although this was not a significant decline.

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

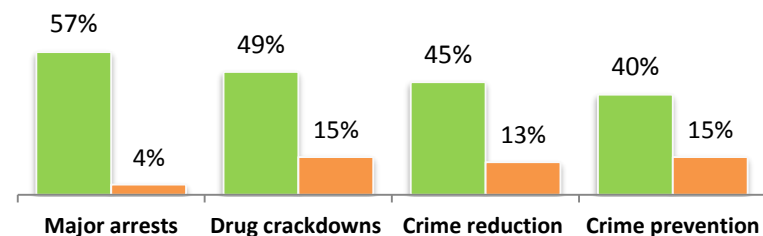
■ Positive ratings (4 & 5)

■ Negative ratings (1 & 2)

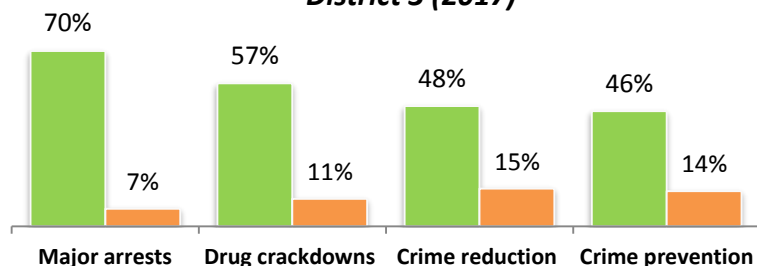
***District 1 (2017)***



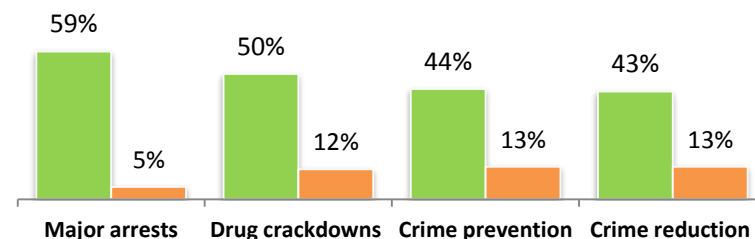
***District 2 (2017)***



***District 3 (2017)***



***District 4 (2017)***



Consistent with 2016, the ability of the VPD to generate stories regarding major arrests is viewed most positively by residents of all Districts, with a range from 57% to 70% providing positive ratings of 4 or 5 out of 5.

Residents in District 3 tended to rate the VPD higher on their ability to generate news stories on all topics. In particular, residents in District 3 were significantly more likely than those in Districts 2 and 4 to provide positive ratings for generating stories regarding major arrests.

District 2 saw a significant year over year decrease in positive ratings for major arrest stories (57% in 2017, compared with 69% in 2016).

#### 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	73%	67%	69%	73%	77%
Radio	54%	37%	59%	58%	55%
Major newspaper, print version	47%	42%	50%	40%	53%
Community newspaper (printed)	42%	43%	44%	37%	44%
Major newspaper, online version	38%	38%	34%	41%	36%
Facebook	18%	12%	21%	25%	12%
Other forms of social media	13%	8%	14%	17%	11%
Twitter	7%	4%	5%	10%	6%

Base: All participants (n=805)

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

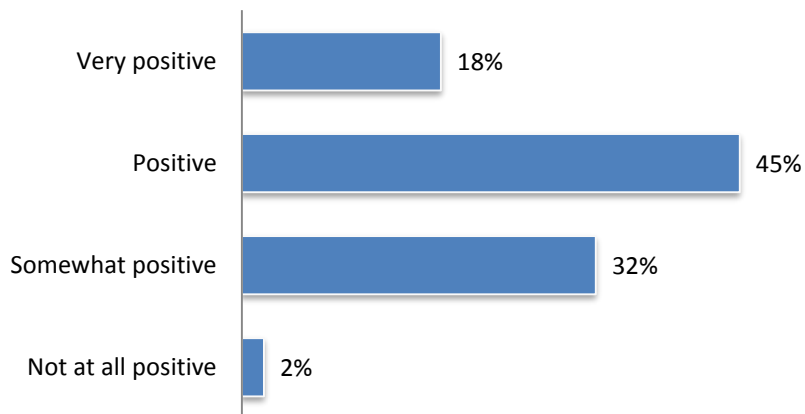
Values circled are significantly different from the squared values in the same row at a 95% confidence interval.

Vancouver residents were asked to identify personal sources of information about the VPD from a list of eight potential sources. As in previous years, TV (73%) was the most frequently mentioned source of information about the VPD, followed by radio (54%). The print version of a major newspaper and community newspaper (printed) were also mentioned by more than four in ten residents (47% and 42% respectively). Of note, this question was adjusted in 2017.

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.

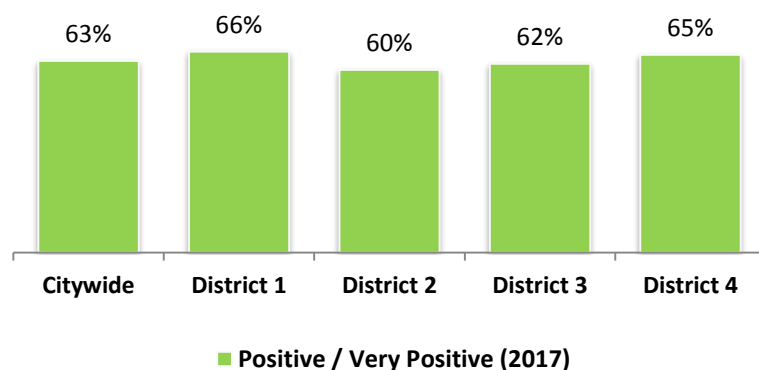
#### 4.4.4.2 Perceptions of How the Media Portrays the VPD

**Overall, what impression do you have of the VPD based on local media coverage? (Citywide, 2017)**



More than six in ten Vancouver residents (63%) thought that the local media presented the VPD in a positive manner, slightly but not significantly higher than 58% in 2016. Consistent with 2016, only 2% said that the VPD was portrayed in a not at all positive manner in local media coverage.

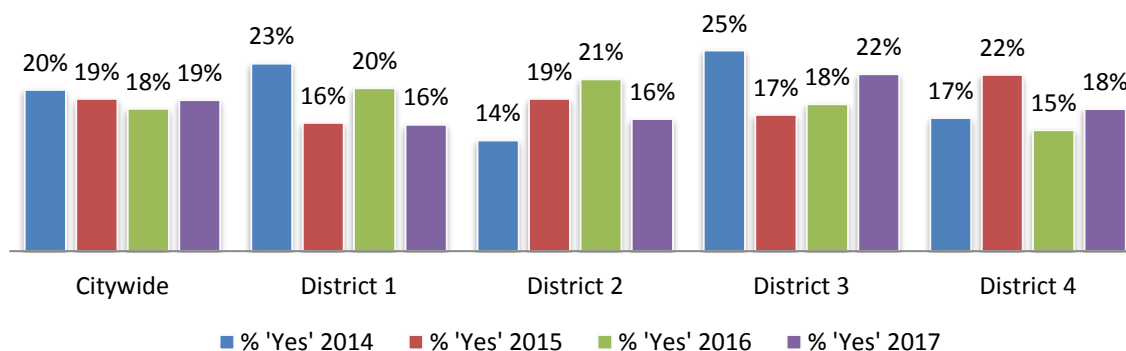
Residents of District 1 (66%) were more likely to consider the portrayal of the VPD in the media to be positive or very positive compared with those in District 2 (60%), although not significantly.



*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 2017, just fewer than two in ten residents (19%) said they had ever visited the VPD website. There were no significant differences across the Districts.

Of those who visited the website, six in ten (60%) visited the website in search of general information about the VPD. Other fairly common reasons for visiting the website included crime prevention tips and crime reporting purposes (37% each). One-quarter also mentioned visiting the website for current news on the public affairs page (25%).

Information sought from VPD website	Citywide	District 1	District 2	District 3	District 4
General information about the Vancouver Police Department	60%	65%	61%	79%	38%
Crime prevention tips	37%	25%	37%	50%	26%
Crime reporting purposes	37%	26%	40%	38%	38%
To learn about current news on the public affairs page	25%	35%	25%	35%	11%
Career information	14%	10%	14%	15%	14%
Criminal record check	13%	10%	10%	16%	12%
Contact information	12%	8%	19%	8%	17%
Bike theft/crime information	8%	10%	12%	6%	7%

Base: Residents who visited the VPD website (n=154).

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

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

Three-quarters (76%) 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 has risen compared to 2016 (65%), but not significantly.

#### 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	28%	18%	28%	32%	27%
Transparency/more information given to the public	10%	5%	8%	13%	9%
Foot patrol increase	6%	13%	9%	4%	4%
Enforce traffic laws	3%	6%	2%	3%	3%
Tougher drug enforcement	2%	4%	3%	2%	2%
Positive comments (not specific)	2%	3%	3%	1%	3%
Faster response	2%	2%	1%	1%	3%
More social training for policemen	2%	0%	1%	3%	2%
Hire additional staff/officers	2%	2%	3%	2%	1%

Base: All participants (n=805).

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 (28%). The proportion of residents making this suggestion has remained around 30% over the past several years.

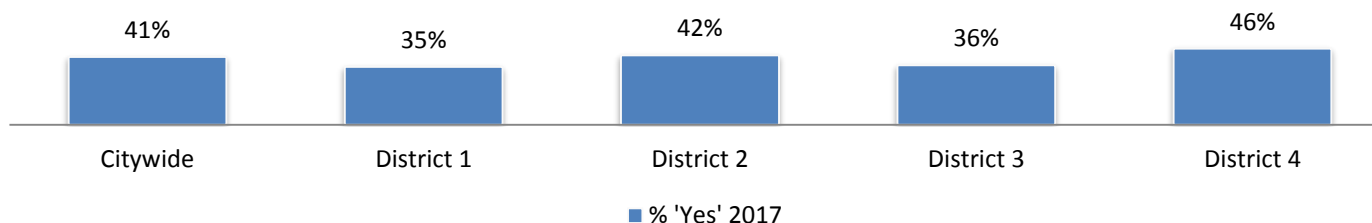
The next most common suggestion was increasing the organization's transparency, mentioned by 10% of Vancouver residents as a means of improving VPD services to the City's neighbourhoods. Six percent would suggest an increase in foot patrols; residents in District 1 are particularly likely to make this suggestion.

Residents in District 3 were more likely than those in other Districts to want more visibility/patrols/presence of the VPD in their neighbourhoods as well as better transparency or more information given to the public.

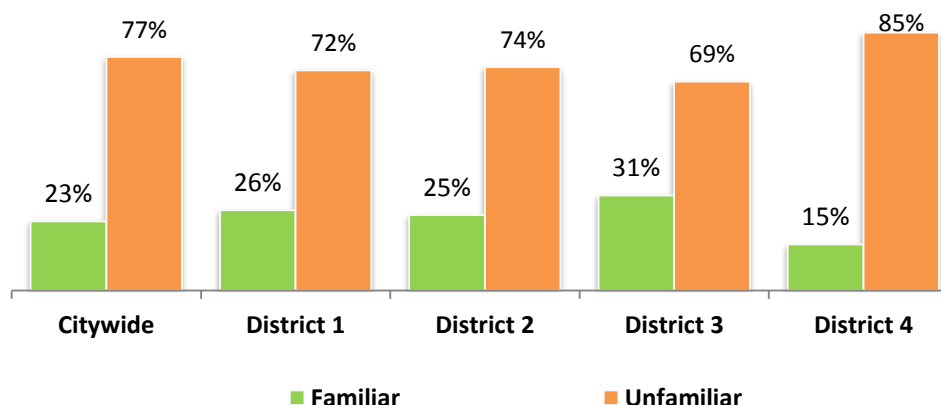


#### 4.4.6 The Vancouver Police Foundation

##### **Q41A. Have you heard of the Vancouver Police Foundation?**



##### **Q41B. How familiar are you with the work of the Vancouver Police Foundation?**



Base: Residents who have heard of the Vancouver Police Foundation (n=352 in 2017).

Citywide roughly four in ten (41%) residents had heard of the Vancouver Police Foundation. Of note, questions on the Vancouver Police Foundation were added in 2017.

Just under one-quarter (23%) of those who had heard of the Vancouver Police Foundation were familiar with the work of the Foundation (based on very and somewhat familiar ratings combined). Residents in District 3 were significantly more likely to indicate familiarity with the work of the Vancouver Police Foundation than those in District 4; those in District 4 were significantly more likely than those in Districts 1 and 3 to say that they are unfamiliar with the work of the Vancouver Police Foundation.

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

Number of years lived in the City of Vancouver	2017
10 years or less	5%
11 to 20 years	17%
21 to 30 years	24%
31 to 40 years	18%
41 to 50 years	16%
Over 50 years	18%
Don't know/ Refused	1%

Number of years lived in current neighbourhood	2017
5 years or less	11%
6 to 10 years	11%
11 to 15 years	12%
16 to 20 years	19%
21 to 25 years	15%
26 to 30 years	9%
Over 30 years	23%
Don't know/ Refused	1%

Number of people in the household	2017
One	28%
Two	29%
Three	15%
Four	15%
Five or more	12%
Don't know/ Refused	2%

Level of education	2017
Less than 12 <sup>th</sup> grade (not a high school graduate)	8%
High school graduate	15%
Some college or other post-secondary education	11%
College graduate	13%
University graduate	35%
Some post-graduate	3%
Master's degree or higher	15%
Don't know/ Refused	1%

Canadian-born respondents	2017
Yes	52%
No	47%
Don't know/ Refused	1%

Number of years lived in Canada	2017
10 years or less	3%
11 to 20 years	17%
21 to 30 years	19%
31 to 40 years	16%
41 to 50 years	27%
51 to 60 years	11%
Over 60 years	4%
Don't know/ Refused	3%

Own or Rent	2017
Own	72%
Rent	25%
Don't know/ Refused	3%

Gender	2016
Male	41%
Female	59%

Income	2017
Under \$15,000	4%
\$15,000 - \$24,999	5%
\$25,000 - \$34,999	7%
\$35,000 - \$49,999	9%
\$50,000 - \$74,999	18%
\$75,000 - \$99,999	11%
\$100,000 - \$124,999	7%
\$125,000 or over	13%
Don't know	5%
Refused (including those who would only say +/- \$50,000)	21%

Age	2017
18-34	8%
35-54	23%
55+	61%
Don't know/ Refused	7%

Age/Gender	2017
Male 18-34	3%
Male 35-54	9%
Male 55+	27%
Female 18-34	5%
Female 35-54	14%
Female 55+	34%
Don't know/ Refused	7%



## VANCOUVER POLICE DEPARTMENT

## COMMUNITY POLICING SURVEY 2017

RESIDENT QUESTIONNAIRE – Revised September 2017**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?]

- Household has a land-line
- Cell phone only household
- 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)  
 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

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:

						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 did you receive news or 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 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 (printed) .....	08
Twitter .....	13
Facebook .....	14

Other forms of social media.....15

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

Q41a) Have you heard of the Vancouver Police Foundation?

YES.....1	CONTINUE TO Q41B
NO.....2	GO TO Q24
DON'T KNOW.....97	GO TO Q24
REFUSED.....98	GO TO Q24

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

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.