



# Vancouver Police Community Policing Assessment Report

## *Residential Survey Results*

2018

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-four percent of Vancouver residents were satisfied with the service provided by the VPD, down slightly but not significantly from 86% in 2017. In 2018, 44% were “somewhat satisfied” and 40% 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 (19%) 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 2018 and 2017 than in 2016 and 2015. Other top mentions include quick response from the VPD (12%) and never having any problem or hearing anything negative about the VPD (8%). Reasons given for neutral or less satisfactory ratings included little or no interaction with the VPD (8%), resource allocation (5%), and that the VPD could not solve the resident’s problem (5%).

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

The VPD’s ability to meet the safety needs of the community (70%), to respond to emergency situations quickly (71%), and to address street disorder (63%) were all rated positively by residents and each remained within a few points of 2017 ratings. The overall rating for addressing street disorder issues in the city remained notably lower than 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. More than one-half of residents thought that the police should be spending more time addressing the challenges of problem drivers (56%), gangs (55%), and youth violence (53%).

Areas where the larger proportion of residents thought the VPD already devotes sufficient time are theft of vehicles (58%), theft from vehicles (54%), theft from businesses (53%), and theft from homes (50%).

The proportion of residents who believed that the VPD should spend more time on gangs, sexual crimes, and hate crimes each dropped significantly between 2017 and 2018.

At the District level, residents of Districts 1 and 4 named gangs as the top crime-related area where the VPD should spend more time, while residents of Districts 2 and 3 were most likely to name youth violence as the top crime-related priority area.

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

Eight in ten residents (79%) agree that the VPD can be described as professional. Roughly three-quarters of residents similarly agree that the traits trustworthy (77%) and respectful (76%) describe the VPD, followed by knowledgeable (72%), and fair (68%). Accountability (63%) and visibility (63%) are the lowest-rated attributes among residents.

Positive ratings for the VPD across these seven key dimensions tended to decrease from notable highs in 2017, particularly the ratings for trustworthy and respectful, each of which decreased significantly in 2018.

### **Contact with the VPD**

One-quarter of Vancouver residents (27%) reported having contact with the VPD about a crime or public safety problem in the 12 months preceding the 2018 survey. This level has remained fairly consistent over the past three years, with only slight year-over-year changes.

Eighty-six percent of those who had contact with the VPD in 2018 were satisfied with the service received, up five points from 81% in 2017.

Satisfaction with the service received mostly related to receiving a quick response (29%) and courteous or respectful service (22%). Dissatisfaction stemmed primarily from a negative experience with police (8%), as well as a perceived lack of response (7%).

### **Perceptions of Safety**

Overall, three-quarters (76%) 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 were significant differences in residents' ratings by District. Residents in District 4 (86%) were significantly more likely to rate their neighbourhoods as safe compared with residents in District 2 (68%) and District 3 (68%). Residents of District 1 (77%) gave higher ratings of their neighbourhood's safety than those in Districts 2 and 3, though this difference is not significant.

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 (29%) and high police visibility (25%). Meanwhile, those rating their neighbourhood less safe than other neighbourhoods in the City were more likely to mention break and enters in the neighbourhood (11%) and limited police presence (10%). Residents in District 3 were significantly less likely than those in other Districts to name police visibility as a reason for rating their neighbourhood as relatively safe.

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

Nearly eight in ten Vancouver residents (78%) believed that the level of violent crime in their neighbourhood had stayed about the same in the 12 months preceding the survey. This represents a significant rise from 70% in 2017. Overall, equal proportions of residents in 2018 felt that the crime rate in their neighbourhood had increased (7%) versus decreased (7%).

About two-thirds (66%) 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, down slightly from 68% in 2017. Nineteen percent believed that property crime had increased in their neighbourhood, while 6% believed it had decreased.

Consistent with previous years, break and enter (24%) was the most commonly-mentioned crime-related problem at the neighbourhood level in 2018.

### 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.

One-third of Vancouver residents (34%) said that violent crime in the City had increased in the 12 months preceding the survey, four points less than in 2017. Fewer than one in ten (7%) said that violent crime in the City had decreased, consistent with 2017 results.

One-half of residents (50%) said that the level of property crime in the City has stayed about the same in the 12 months preceding the survey, down three points (though not significantly) from 2017. Three in ten (31%) believed that property crime in the City of Vancouver increased in 2018, while six percent believed that property crime had decreased Citywide.

As in previous years, the disparity in perceptions of violent crime in each neighbourhood (7% believed it had increased) and violent crime in the City overall (34% 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 (19%) versus perceptions of property crime increasing in the City of Vancouver in general (31%) but not as dramatic a contradiction as seen with perceptions of violent crime.

Consistent with previous years, residents considered drug use and abuse (35%), gang activity (10%), break & enters (10%), and violent crime (7%) as the most important crime-related problems in the City overall.

## Experiences with Crime

Fifteen percent of Vancouver residents said they had been a victim of crime in the 12 months preceding the survey, consistent with 16% in 2017. Of those who had been the victim of a crime, nearly all experienced a property crime (7% of crime victims experienced a violent crime). The proportion of those victimized who said the crime they experienced was a violent crime increased compared to the previous year, though not significantly, from 2% in 2017.

Six in ten residents (62%) who indicated they had been a victim of a crime in the past year said that they reported the crime to the police, up significantly from 2017 (42%). As in previous years, the majority of those who did not report the crime believed that it was simply too small to report (70%).

## 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 (85%) was the highest rated programs based on very important and somewhat important combined. Other programs rated as important by more than three-quarters of residents Citywide were School Liaison Officers (77%), Victim Services (77%), Community Policing Centres (77%), and Downtown Eastside food patrols (77%).

Garage 529 (52%), Safe Place (47%), and Sister Watch (43%) were rated as the least important programs. That said, these projects showed relatively low awareness levels compared to other programs; notably, 56% of residents were unaware of or unable to rate Sister Watch, 48% were unaware or unable to rate Safe Place, and 41% were unaware or unable to rate Garage 529.

## Keeping the Public Informed

As in previous years, the VPD was rated best by residents at generating news stories communicating information about major arrests (62% positive ratings), followed by drug crackdowns (48%), crime prevention programs (44%), and crime reduction projects (40%).

Citywide, the VPD's performance on generating news stories on these four topics decreased slightly but not significantly from the prior year.

### 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 previous years, television (71%) was the most frequently mentioned source of information about the VPD, followed by radio (55%). Print newspapers are also common sources of information about the VPD, with the print version of a major newspaper mentioned by 47% and community newspaper mentioned by 38%.

Nearly two-thirds of residents Citywide (65%) thought the local media presented the VPD in a positive manner (giving a “positive” or “very positive” rating), up slightly but not significantly from 63% in 2017. As in 2017, 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, two in ten residents (20%) have ever visited the VPD website.

Two-thirds of website visitors (68%) were seeking general information about the VPD. Other common reasons for visiting the VPD website were to find crime prevention tips (44%), to report a crime (40%), and to learn about current news on the public affairs page (32%).

Of those who have visited the website, 63% 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 dropped significantly from a high of 76% in 2017.

### 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 (23%). Transparency (12%), an increase in foot patrols (6%), and better enforcement of traffic laws (6%) are also common suggestions Citywide for recommendations on how the VPD could improve its service.

### The Vancouver Police Foundation

Four in ten residents Citywide (40%) had heard of the Vancouver Police Foundation prior to this survey, consistent with 41% in 2017.

One-quarter (25%) of those who had heard of the Vancouver Police Foundation were familiar with the work of the Foundation (based on very familiar 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 any other District.



## 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, and 2008; beginning in 2009, the survey has been conducted annually. The 2018 survey is nearly identical to that used in 2017. Results are reported from 2015 to 2018, 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 2018 we conducted 61 interviews with residents who were confirmed as using cell phones during the interviews. Forty of these households (or 66%) were 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 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. 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 September 10<sup>th</sup> and September 29<sup>th</sup>, 2018.

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.

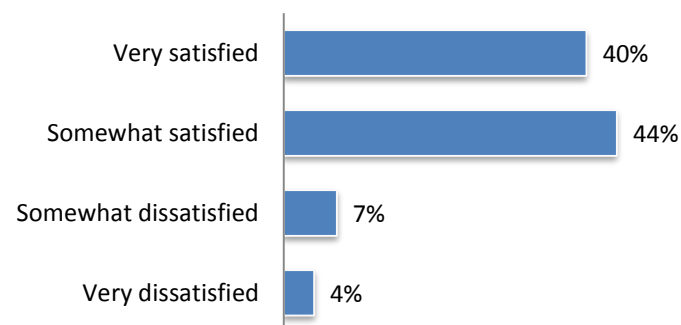


## Detailed Survey Results

### **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, 2018)**

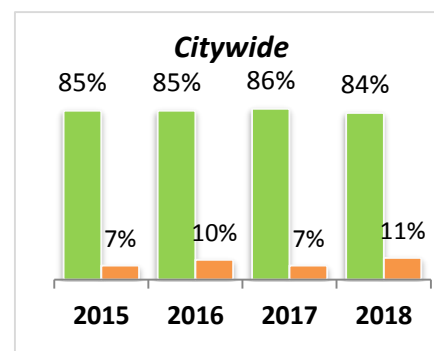


Throughout this report, the results presented in figures and tables are based on the entire sample unless otherwise noted.

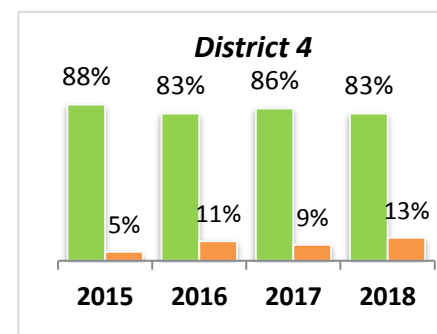
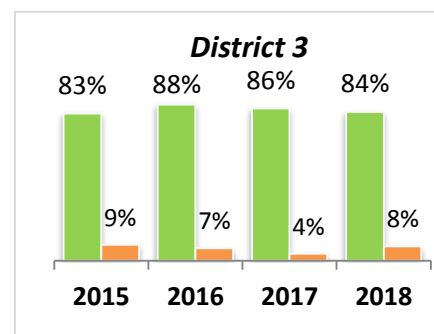
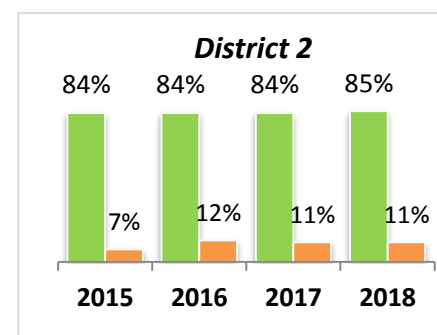
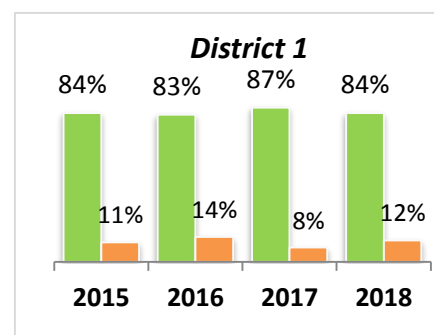
Vancouver residents' overall satisfaction with the service provided by the VPD remained strong in 2018. Eighty-four percent of residents said they were either 'somewhat satisfied' or 'very satisfied' with the VPD's service, consistent with the past several years.

There were no significant differences in satisfaction between the Districts in 2018.

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	19%	20%	14%	16%	23%
Quick response/ Problem solved	12%	12%	13%	11%	13%
Never had any problem with them/ never heard anything negative	8%	7%	5%	10%	7%
Police are visible/ Keeps crime rate down	6%	9%	10%	6%	5%
Courteous/ Polite	4%	3%	3%	4%	4%
Knowledgeable/ Professional	3%	1%	2%	3%	3%
They do their best/ hard job/ put in difficult situations	2%	4%	4%	1%	1%

Negative/Neutral Comments	Citywide	District 1	District 2	District 3	District 4
Little interaction with police/ Have never called them	8%	8%	7%	10%	8%
Resource allocation	5%	5%	5%	4%	5%
Could not solve the problem	5%	4%	7%	3%	5%
Slow response/ no response at all	4%	5%	5%	5%	3%
Needs more patrol/ visibility	3%	5%	4%	3%	3%
Based on TV/ other people's experience	3%	1%	2%	1%	6%
Always room for improvement	2%	2%	4%	2%	3%
Homelessness/ drug issues/ gangs	2%	4%	3%	3%	1%
Not enough officers, need more staff	2%	2%	3%	3%	1%

Citywide, about two out of ten residents (19%) said that they thought the VPD was doing a good job and that Vancouver is a safe place.

Residents in District 4 (23%) were significantly more likely than those in District 2 (14%) to mention that the VPD is doing a good job and that Vancouver is a safe place.

The most frequently mentioned reason for dissatisfaction or neutral ratings is due to little interaction with police (8%). Five percent believed that the VPD's resource allocation needs reviewing; another 5% said that the VPD could not solve their problem.

While a small proportion of responses each year, significantly more residents mentioned that the VPD could not solve their problem in 2018 compared to 2017 (5% in 2018, 2% in 2017).

Base: All participants (n=800).

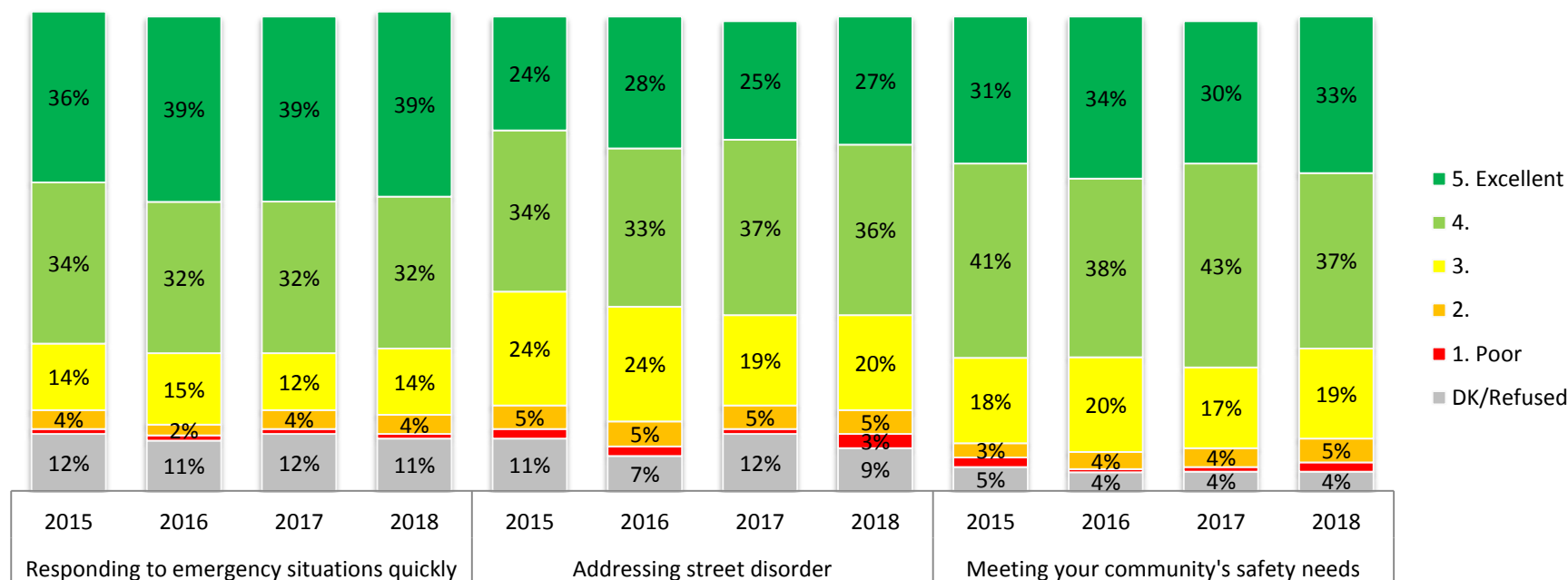
Values circled are significantly different from the squared values in the same row at a 95% confidence interval.

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...*

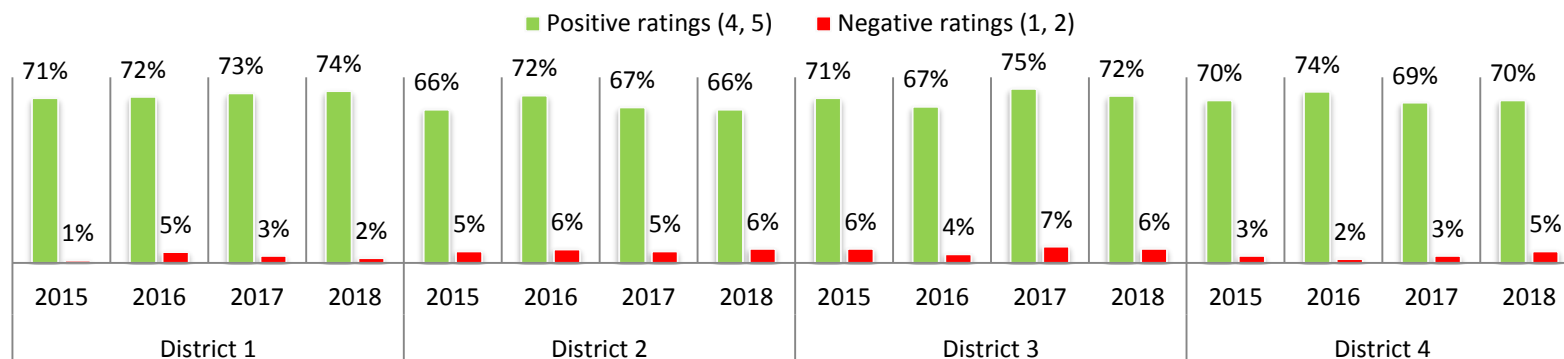


Vancouver residents' positive perceptions of the VPD's ability to respond to emergency situations quickly, address street disorder issues in the city, and meet the safety needs of the community were all fairly consistent with 2017 results.

Good to excellent ratings (4 and 5 out of 5) remained the same as in 2016 and 2017 for perceptions of the VPD's ability to respond to emergency situations quickly (71%). The rating for addressing street disorder issues in the city (63%) increased by two points over 2017, whereas the rating for meeting community safety needs (70%) decreased by three points. The overall rating for addressing street disorder issues in the city remains notably lower than ratings for responding to emergency situations quickly and meeting the safety needs of the community.

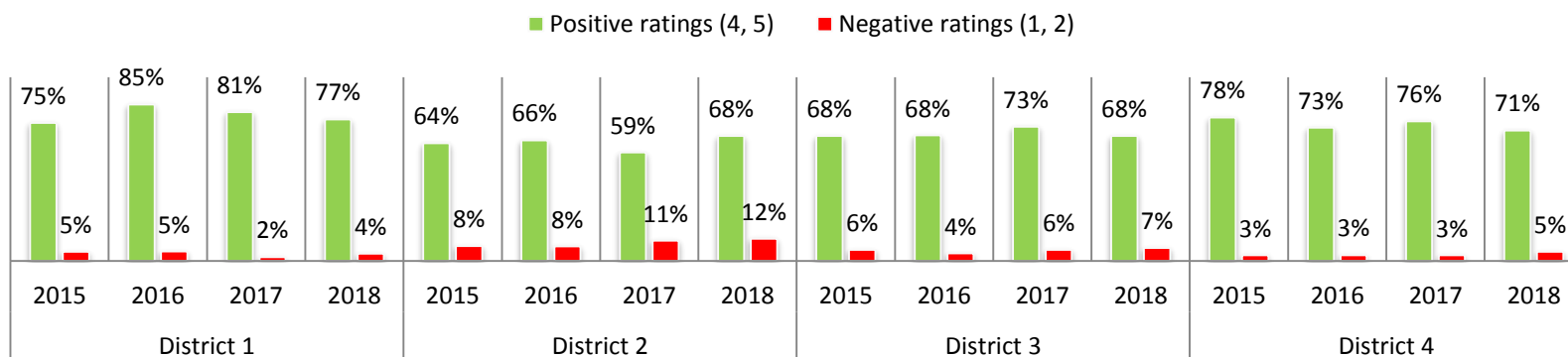
In terms of the VPD's speed of response to emergencies, ratings once again differed slightly but generally not significantly by District. There were no significant changes from 2017 in any District.

### ***Quick response to emergencies***



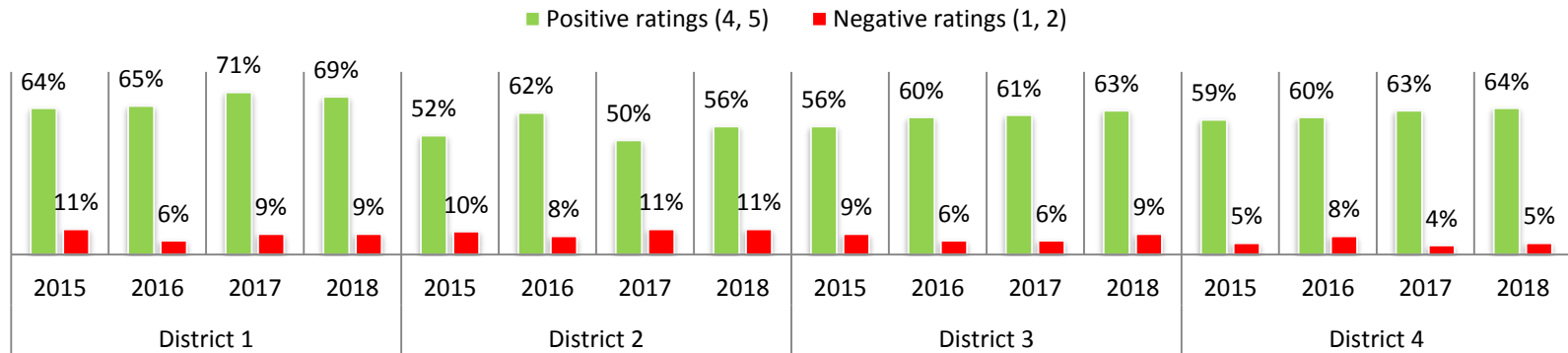
When it comes to the VPD's ability to meet the community's safety needs, most Districts saw a slight decrease from 2017, with the exception of District 2. Though not a significant increase, positive ratings in District 2 moved up by nine points from 2017. At the same time, residents in District 2 are significantly more likely than those in Districts 1 or 4 to give negative ratings to this attribute.

### ***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 year-over-year increase in most Districts, including a notable but non-significant increase of six points in District 2. However, looking at 2018 results, positive ratings in District 1 remained significantly higher than positive ratings in District 2.

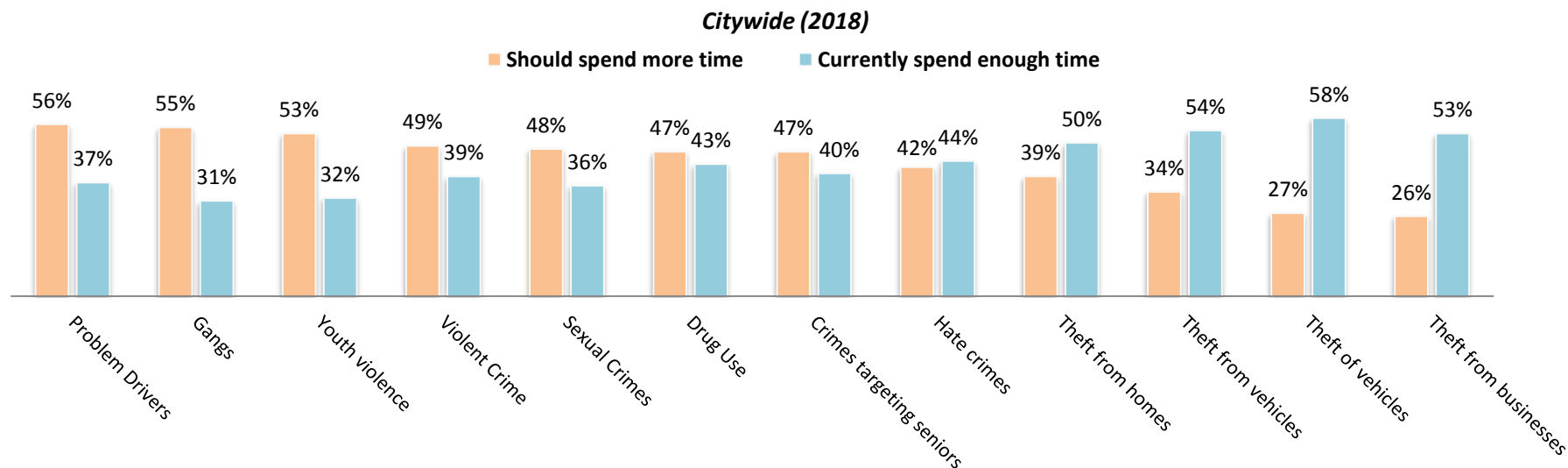
### ***Addressing street disorder***



#### 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...***

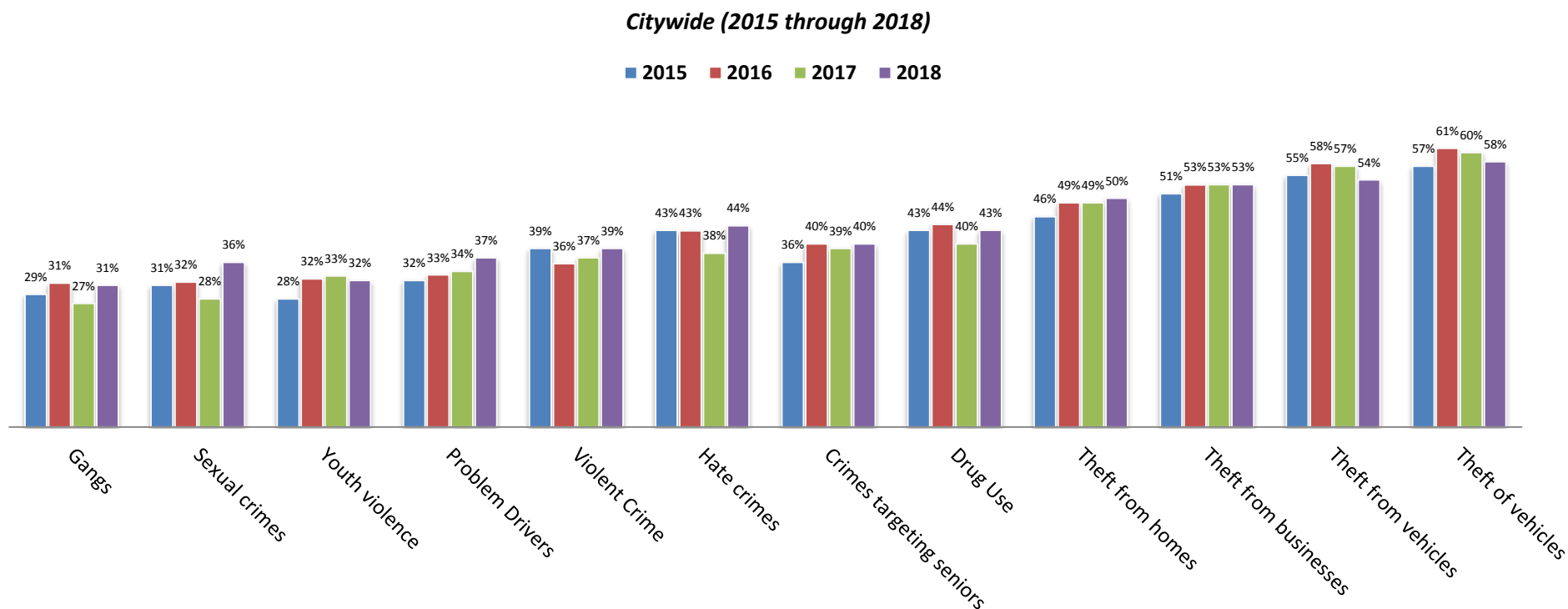
*Note: Don't know/Refused is not shown in the figure below.*



Of the challenges listed, more than one-half of residents thought that the police should be spending more time addressing the challenges of problem drivers (56%), gangs (55%), and youth violence (53%). Of note, the proportion who believed that the VPD should spend more time on gangs, sexual crimes, and hate crimes each dropped significantly between 2017 and 2018.

Consistent with results from previous years, areas where notably more residents think that the VPD already devotes sufficient time include theft of vehicles (58%), theft from vehicles (54%), theft from businesses (53%), and theft from homes (50%).

### 4.1.2.2 Time Devoted to Addressing Various Crime Problems



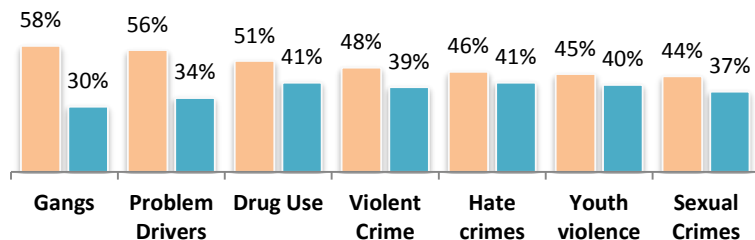
Perceptions of the areas where the VPD currently spends enough time remained fairly consistent with 2017 for most crime problems. However, residents were significantly more likely to indicate that the VPD spends enough time addressing both sexual crimes and hate crimes in 2018 than in 2017.

Consistent with previous years, theft *of* vehicles and theft *from* vehicles were viewed as areas in which the police are already spending enough time.

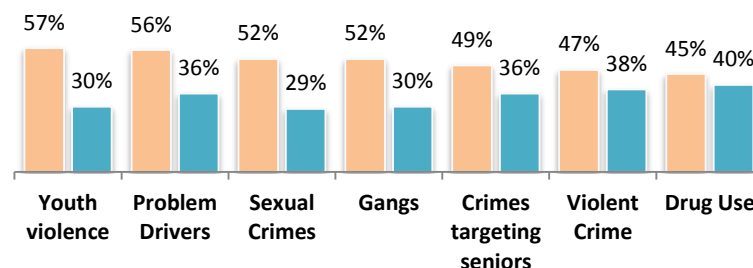
### Top crime-related problems the VPD should spend more time addressing by District

Should spend more time    Currently spend enough time

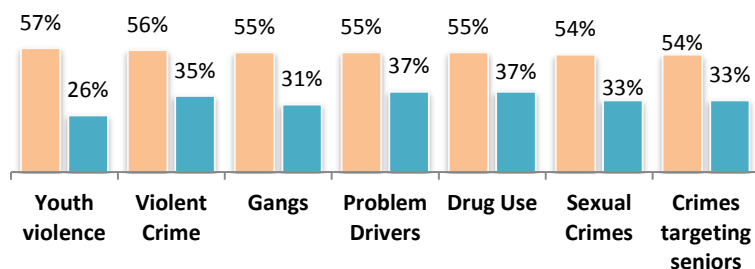
#### District 1 (2018)



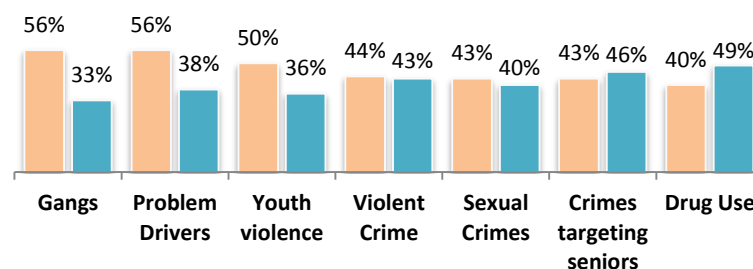
#### District 2 (2018)



#### District 3 (2018)



#### District 4 (2018)

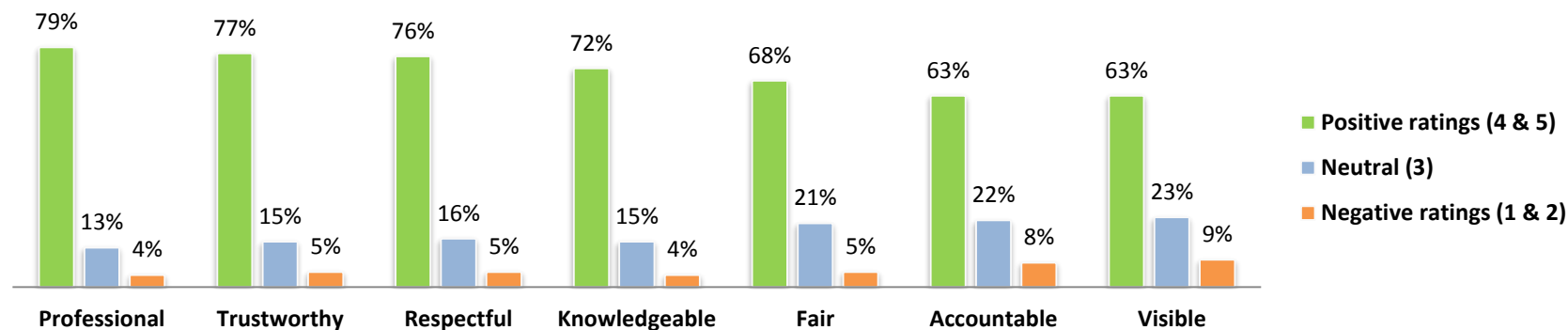


While problem drivers were the top problem the VPD should spend more time addressing Citywide, different crime problems were named as the top problem in each District (gangs in Districts 1 and 4, and youth violence in Districts 2 and 3).

In 2018 there were many significant differences between Districts in terms of areas residents think the VPD should devote more time to. Notably, residents in District 3 were significantly more likely than those in Districts 1 and 4 to feel that the VPD should devote more time to crimes targeting seniors; residents in Districts 2 and 3 were significantly more likely to think the VPD should spend more time addressing youth violence than those in District 1; and residents in Districts 1 and 3 were significantly more likely than those in District 4. Residents in District 3 were significantly more likely than those in District 4 to think the VPD should spend more time addressing violent crime, drug use, and sexual crimes.

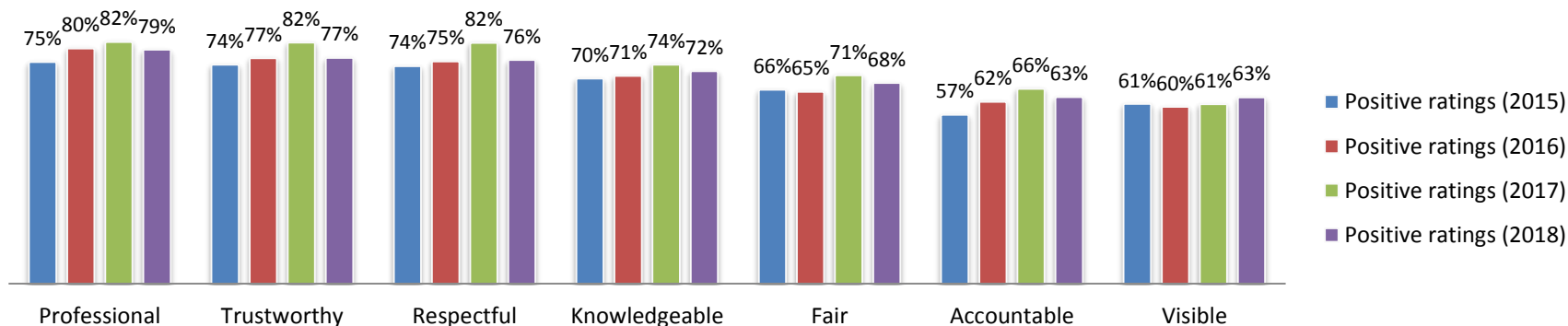
### 4.1.3 PERCEIVED QUALITIES OF THE VPD

**Q7. How well do the following qualities describe the Vancouver Police Department?**  
Citywide (2018)



Residents evaluated the VPD on seven attributes that reflect key dimensions of the VPD's reputation. Eight in ten residents (79%) agreed that the VPD can be described as professional. Positive ratings for trustworthy and respectful followed, with 77% and 76% respectively agreeing that these attributes describe the VPD. Roughly seven in ten residents Citywide would describe the VPD as knowledgeable (72%) and fair (68%). Accountability and visibility were the lowest-rated attributes among residents (63% each).

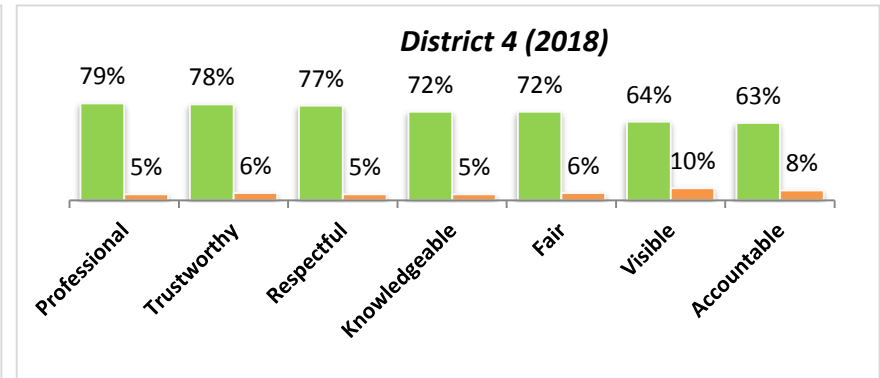
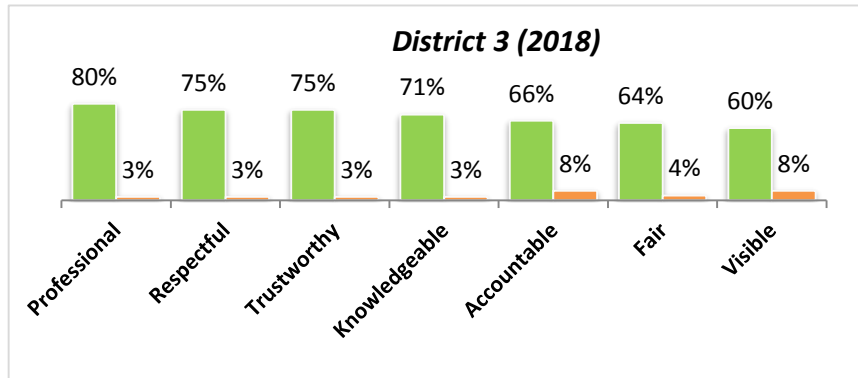
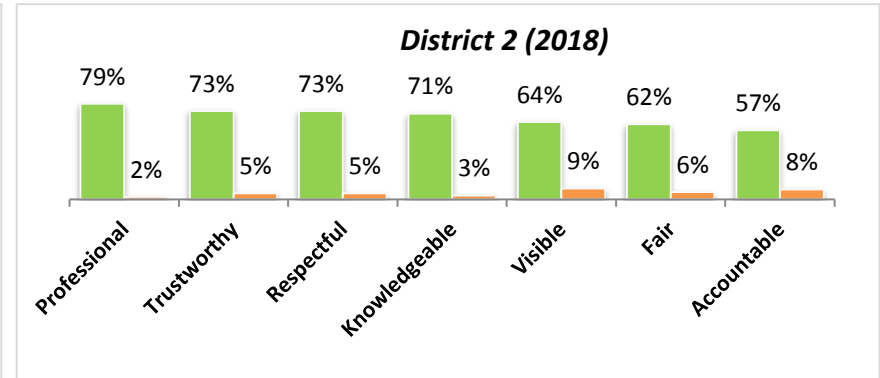
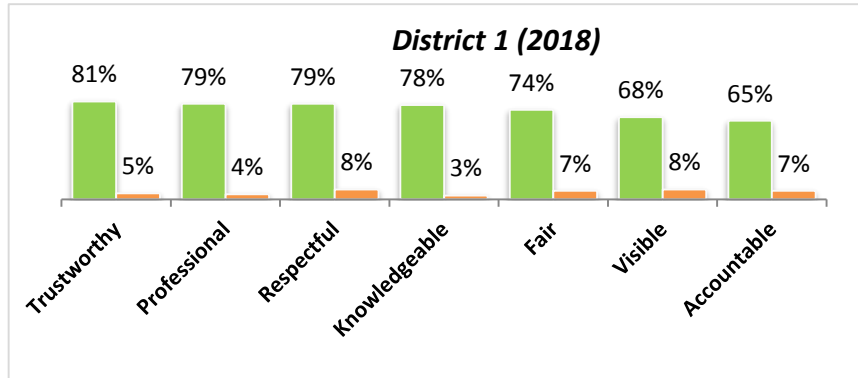
Positive ratings for the VPD across these seven key dimensions tended to decrease from last year, with the exception of visibility which increased slightly. Compared to the 2017 scores, ratings for trustworthy and respectful decreased significantly in 2018 from notably high ratings in 2017.



*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)



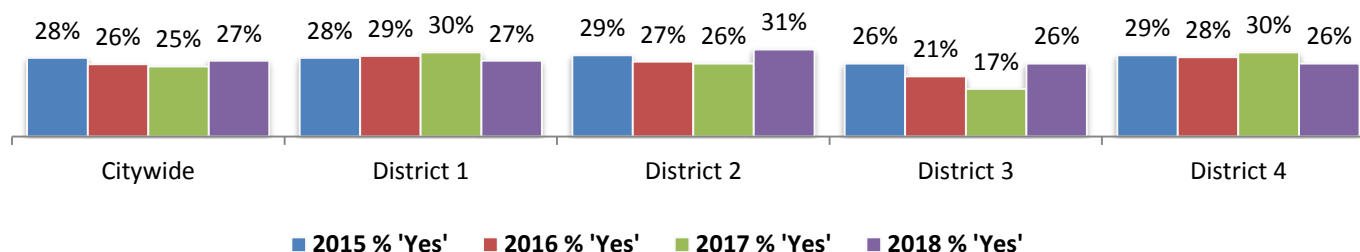
Similar to previous years, overall, those in District 1 tended to give the highest ratings of qualities of the VPD, while District 2 residents gave the VPD lower ratings of these attributes.

Residents of Districts 1 and 4 were significantly more likely than those in District 2 to rate the VPD as fair.

## 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?**



Roughly one-quarter (27%) 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 District 2 were the most likely out of all Districts to have had contact with the VPD in the last 12 months, though this difference is not significant.

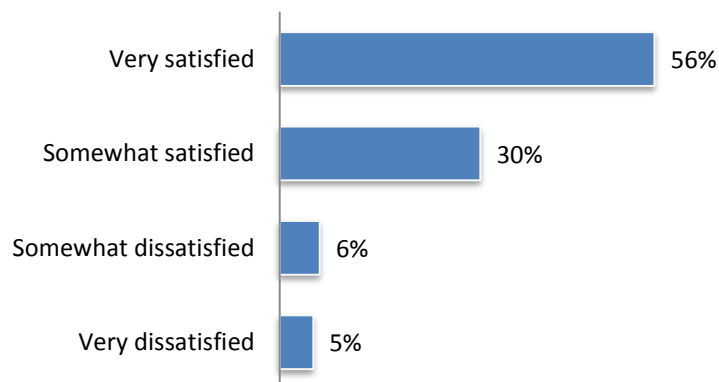
Please note that the full text of the question emphasized contact with the VPD directly, not with a 911 dispatcher. The full text of the question, as it was read to participants, was:

*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

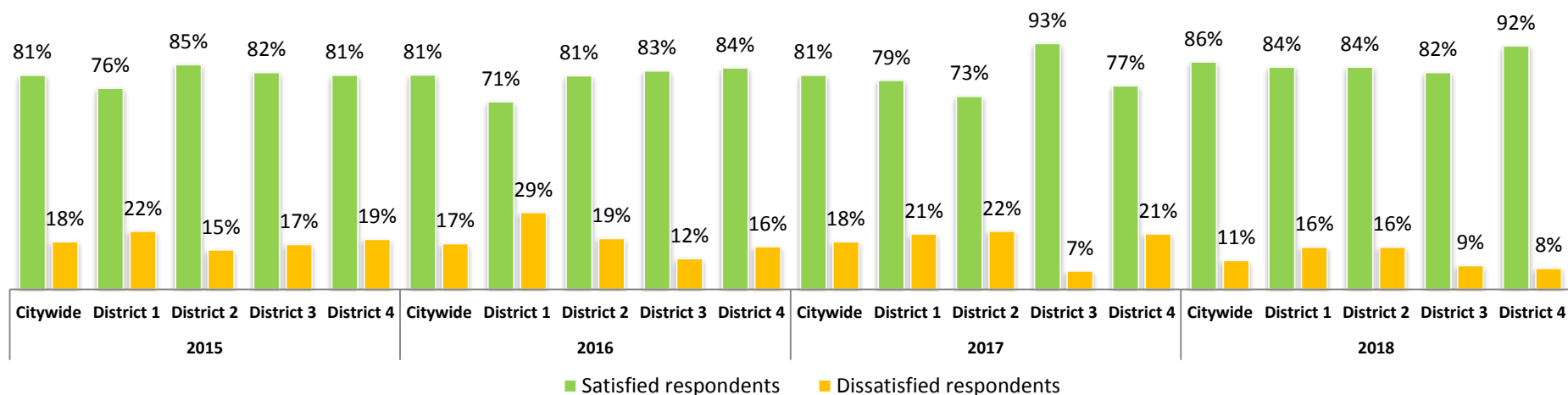
**Overall, how satisfied were you with the service you received from the Vancouver Police Department? (Citywide, 2018)**



Eighty-six percent of Vancouver residents who had contact with the VPD in 2018 were satisfied with the service they received, up five points from 2017 (81% satisfied).

There were no significant differences in satisfaction between Districts in 2018. That said, overall satisfaction with the service received from the VPD was highest in District 4 at 92%.

The satisfaction rating in District 4 saw a significant increase compared to the 2017 score (77% in 2017 versus 92% in 2018).



Base: Residents who had contact with the VPD in the 12 months preceding the survey (n=245 for 2018, n=229 for 2017, n=232 for 2016, n=245 for 2015).

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	29%	34%	24%	21%	37%
Courteous/ respectful	22%	26%	24%	8%	32%
Professional/ knowledgeable	15%	12%	18%	15%	15%
Did a good job	14%	16%	11%	18%	10%
Good follow up/ kept me informed	4%	1%	5%	3%	4%

Negative Comments	Citywide	District 1	District 2	District 3	District 4
Did not do a good job/ bad experience with police	8%	3%	7%	8%	10%
Lack of response/ no help	7%	10%	13%	5%	4%
No follow up/ slow	5%	1%	4%	5%	7%
Did not listen/ rude	5%	6%	9%	7%	2%

Base: Residents who had contact with the VPD in the past 12 months, 2018 n=245.

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 (29%) and how courteous and respectful the VPD members were (22%).

Residents in District 3 were significantly less likely than those in all other Districts to mention courtesy and respect as a reason for satisfaction.

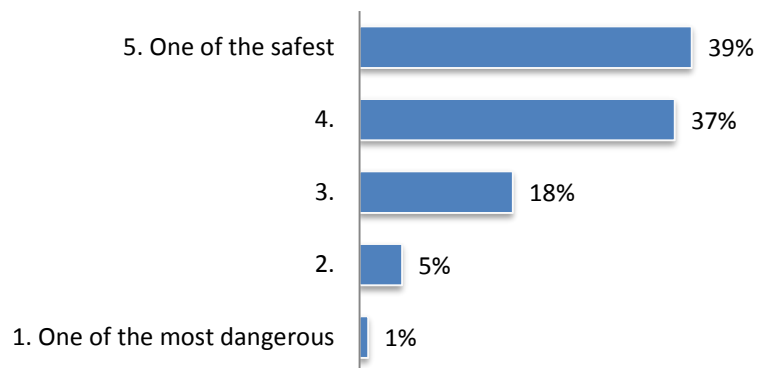
The leading sources of dissatisfaction with the VPD's service were that the resident believed the VPD did not do a good job or had a bad experience with the police (8%) and a perceived lack of response (7%). Residents mentioning lack of response saw a significant decrease from 2017 (15%).

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

## 4.2.1 PERCEPTIONS OF NEIGHBOURHOOD SAFETY

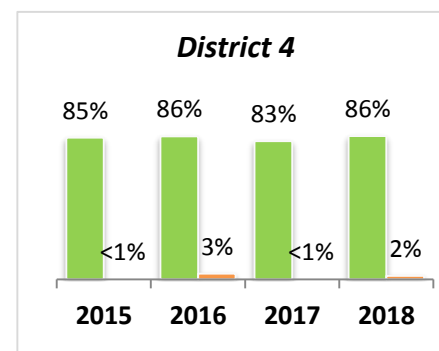
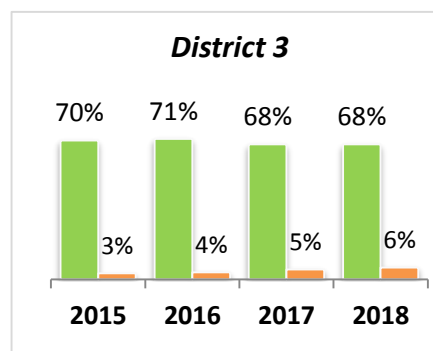
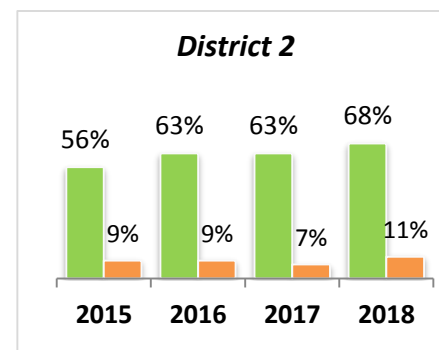
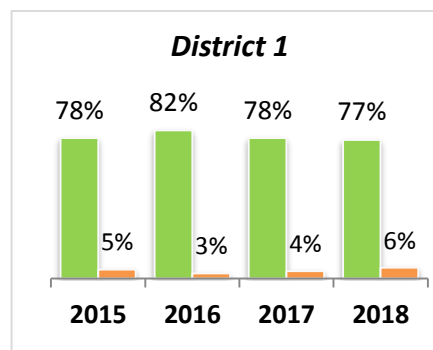
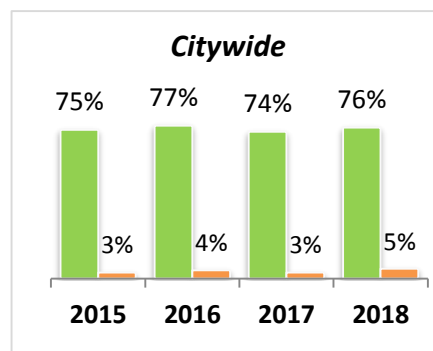
### 4.1.2.1 Perceived Level of Safety of the Neighbourhood

*How safe do you feel your neighbourhood is compared to other neighbourhoods in the City? (Citywide, 2018)*



Three-quarters (76%) 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 2018. Residents in District 4 were significantly more likely to rate their neighbourhood as safe (86%) compared with residents in Districts 2 and 3 (both 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	29%	20%	21%	27%	37%
See police often/ Feel safe in community	25%	36%	27%	18%	28%
Quiet area/ Residential	11%	9%	6%	12%	12%
Neighbourhood watch	8%	5%	9%	10%	6%
Lots of people/ Populated area	3%	8%	2%	2%	1%

Negative Comments	Citywide	District 1	District 2	District 3	District 4
Break-ins/ Property theft	11%	8%	12%	9%	13%
Do not feel safe/ Not enough police presence	10%	10%	15%	13%	6%
Homelessness/ Drug abuse	8%	17%	15%	9%	2%
High crime rate	3%	3%	5%	5%	1%
Drug dealing/ Gang activity	2%	<1%	3%	4%	1%
Could be better, could be worse	2%	1%	4%	3%	2%

Base: Participants who gave rating in Q11 (n=794 in 2018).

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.

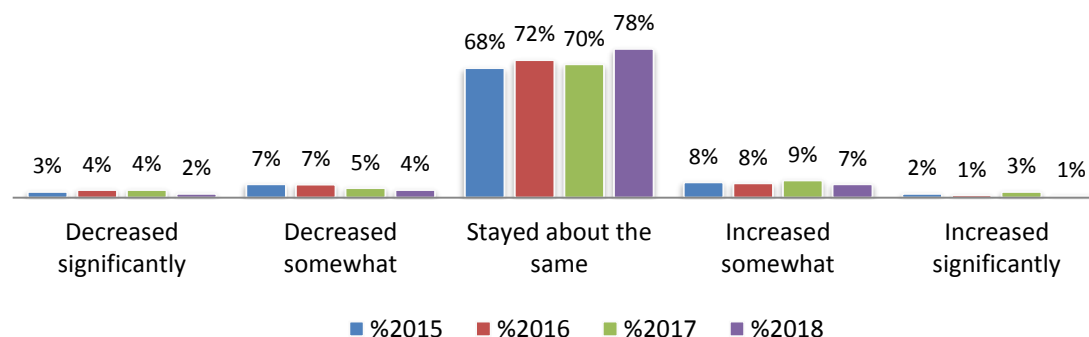
Residents who said that their neighbourhoods were safe were likely to mention the low crime rates (29%) and police visibility in their community (25%) as the main reasons for their sense of relative safety. Consistent with 2017, residents in District 4 were significantly more likely to mention low crime rates than those in Districts 1 and 2. Residents in District 3 were significantly less likely than all other Districts to mention police visibility as a reason for their perceived level of neighbourhood safety.

Residents who do not feel that their neighbourhood is as safe as others cited break-ins/property theft (11%) and a lack of police presence (10%) as the leading reasons for rating their neighbourhood less safe than other neighbourhoods.

Residents in District 4 were less likely than those in other Districts to name a lack of police presence, homelessness/drug abuse, or a high crime rate as reasons for not feeling their neighbourhood is as safe as others.

### 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)***

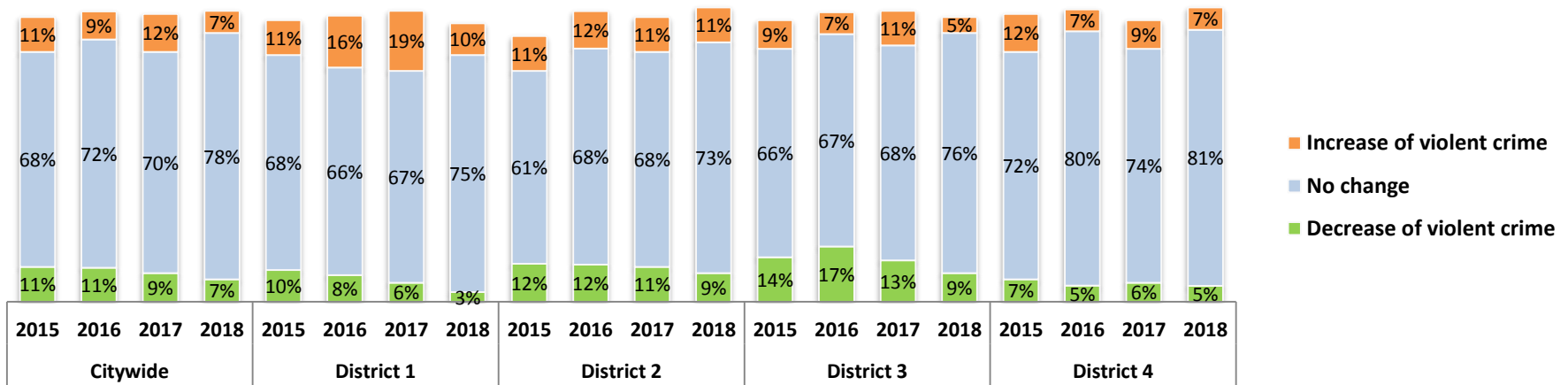


In 2018, residents were significantly more likely than in the past three years to have said that the level of violent crime in their neighbourhood had stayed about the same in the 12 months preceding the survey (78% in 2018). Overall, an equal proportion of residents in 2018 felt that the crime rate in their neighbourhood had increased (7%) versus decreased (7%).

*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...*

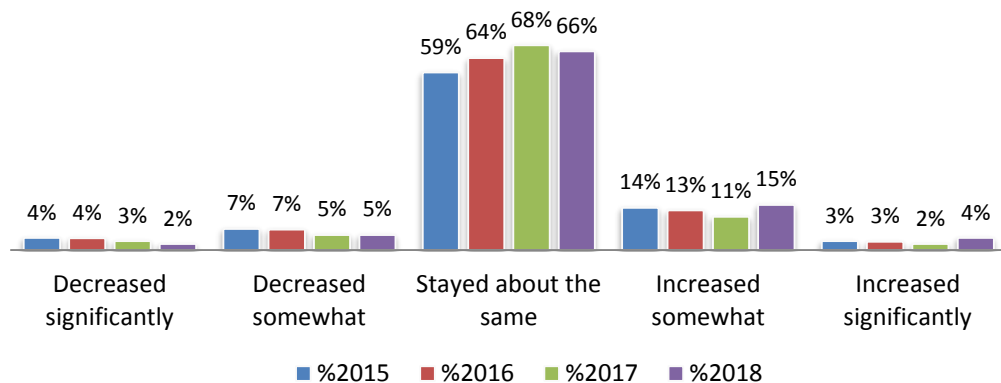


Residents in Districts 2 and 3 were significantly more likely than residents in District 1 to say there had been a decrease in violent crime in their neighbourhood in 2018.

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

#### 4.1.2.4 Property Crime in the Neighbourhood

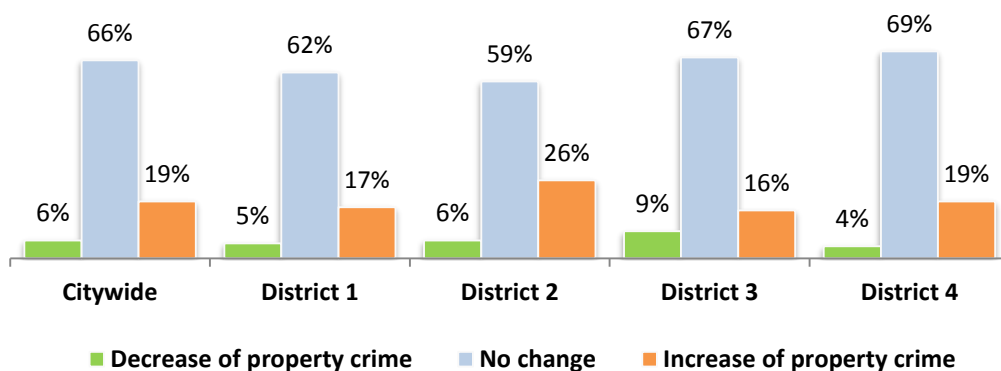
***In the past 12 months, would you say the level of property crime in your neighbourhood has... (Citywide)***



Two-thirds (66%) of Vancouver residents said that the property crime in their neighbourhood had stayed about the same in the 12 months preceding the survey, similar to 2017 results.

Nineteen percent believed that property crime had increased in their neighbourhood, while 6% believed it had decreased. The proportion of those indicating that they believed that property crime had increased was significantly higher in 2018 compared to 2017 (13% in 2017).

Residents in District 2 (26%) were significantly more likely to feel the level of property crime had increased over the past 12 months compared to residents in District 1 (17%) and District 3 (16%).



*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	24%	15%	25%	19%	31%
Theft from cars	10%	11%	11%	6%	14%
Drugs	4%	6%	5%	5%	3%
Drug use	4%	9%	7%	4%	2%
Violence/ Violent crime	4%	4%	4%	4%	4%
Vandalism	3%	4%	1%	3%	4%
Traffic problems, such as speeding cars or cruising	3%	2%	1%	3%	4%
Drug dealing/ Gang activity	2%	2%	2%	4%	<1%
Homelessness	2%	6%	2%	1%	1%
Car theft – theft of cars	2%	2%	2%	2%	1%

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.

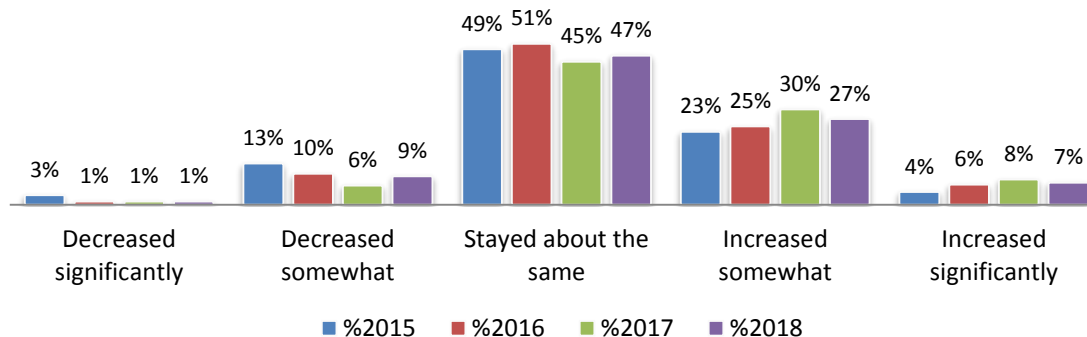
Similar to 2017, break and enter was the most predominant neighbourhood-level problem across all Districts, mentioned by one-quarter (24%) of residents Citywide.

Residents in Districts 2 and 4 were significantly more likely to mention break & enters than those in District 1. Meanwhile, those in Districts 1 and 2 were significantly more likely than those in District 4 to mention drug use as an important neighbourhood-level problem.

## 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)***



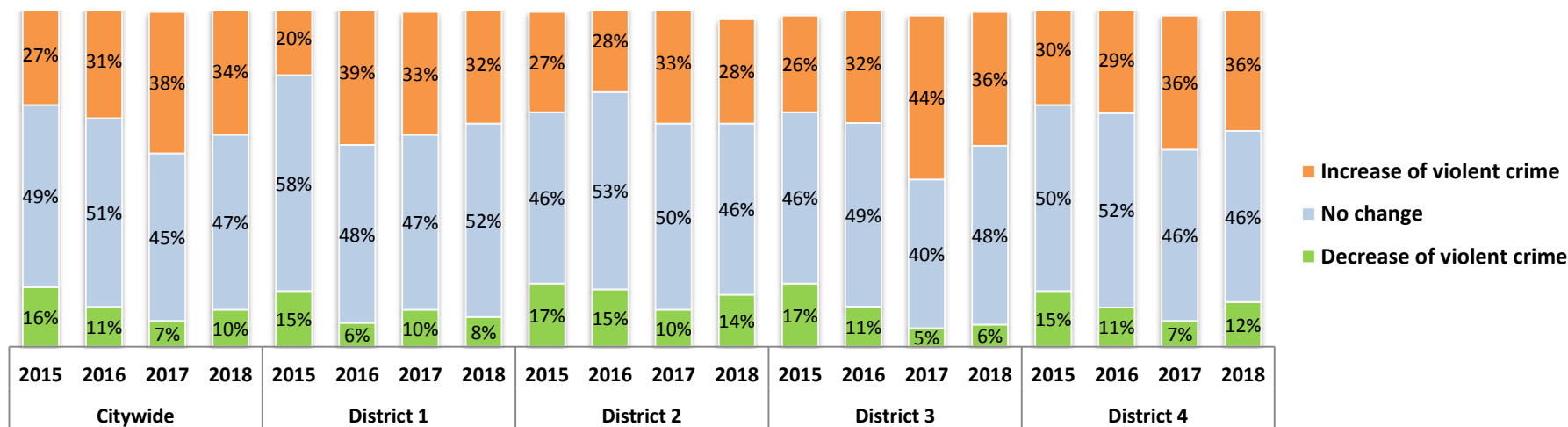
Residents were also asked about the change in violent crime levels for the City of Vancouver as a whole over the past 12 months preceding the survey. Roughly one-third of Vancouver residents (34%) said that violent crime in the City had increased in the 12 months preceding the survey. This is down four points, but not significantly, compared to the previous year (38%), but remains significantly higher than 2016 (31%).

In contrast, only 7% 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.

One in ten (10%) said that violent crime in the City had decreased, up slightly but not significantly compared to 2017. This proportion is fairly well aligned with those who felt violent crime had decreased in their own neighbourhoods (7%).

*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...*



Overall, the Citywide proportion of residents who say violent crime has increased in the City of Vancouver has dropped, breaking what was an upward trend from 2015 through 2017.

Residents in District 2 were significantly more likely to believe that the level of violent crime had decreased in the City compared to those in District 3.

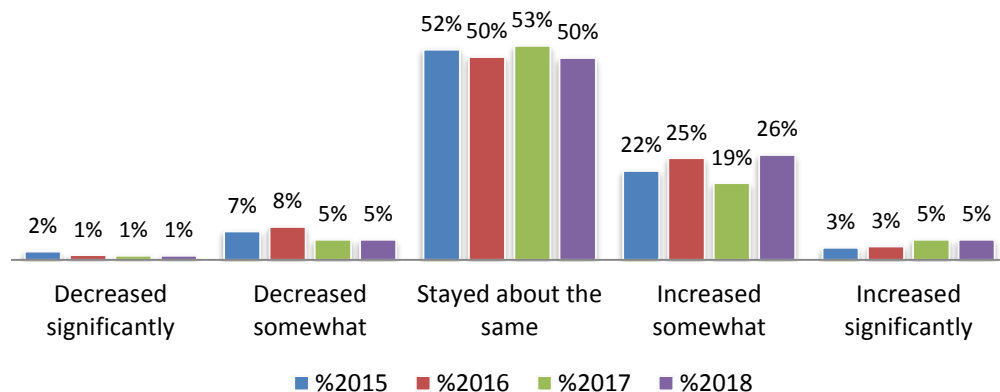
With the exception of District 1, residents in all other Districts were more likely to indicate that the level of violent crime in the City had decreased compared to the previous year, though there were no significant year-over-year differences in this proportion.

In District 3 fewer people believed in 2018 that the level of crime had increased over the past 12 months compared to 2017 (from 44% in 2017 to 36% in 2018); however, this change is not significant.

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

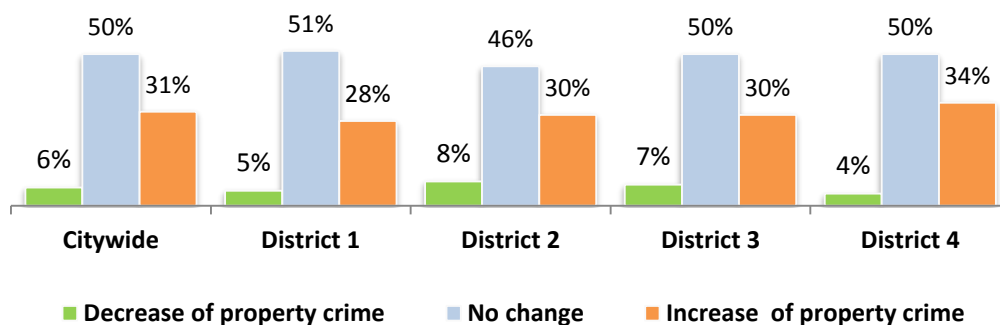
### 4.2.2.2 Property Crime in the City

***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 2018 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.

Three in ten residents (31%) believed that property crime in the City of Vancouver increased in 2018, up significantly from 2017 (24%). In contrast, only 6% believed that property crime had decreased Citywide.



Residents in District 4 were significantly more likely in 2018 than the previous year to indicate that they believed the level of property crime in the City had increased (21% in 2017 compared to 34% in 2018). Not surprisingly, those in District 4 were also more likely than those in other Districts to perceive an increase in the level of property crime in the City, though not significantly.

There were no statistically significant differences between Districts in perception of property crime.

As in previous years, there is a disparity between perceptions of neighbourhood-level property crime increasing (19%) versus perceptions of property crime increasing in the City of Vancouver in general (31%).

*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	35%	36%	29%	34%	38%
Gang activity	10%	14%	8%	10%	11%
Break & enter (theft from property-house or business)	10%	6%	12%	12%	10%
Assault/ violent crime	7%	4%	9%	7%	8%
Homelessness/ prostitution	3%	6%	4%	1%	3%
Traffic offenses/ drunk reckless driving	3%	3%	4%	2%	3%
Shootings, including random gunshots and drive-by shootings	2%	4%	<1%	2%	3%
Drug dealing	2%	3%	2%	2%	2%
White collar crime/ extortion	2%	2%	1%	3%	2%
Theft from cars	2%	1%	1%	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.

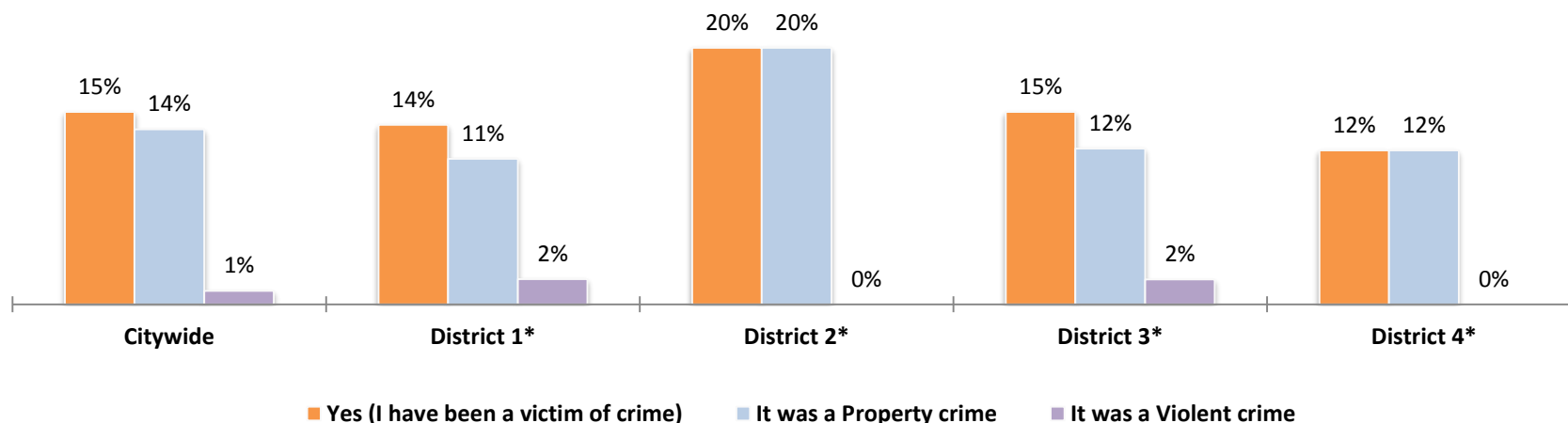
When asked what they perceive as the most important crime-related problem in the City overall, residents of Vancouver are most likely to mention drug use and abuse (35%). Other commonly mentioned crime-related problems include gang activity (10%) and break & enters (10%).

Those in District 1 (6%) were significantly more likely than those in District 3 (1%) to perceive homelessness and prostitution as an important crime-related problem in the City. As well, those in District 1 (4%) and District 4 (3%) were significantly more likely than those in District 2 (<1%) to mention shootings as a crime-related problem in the City.

### **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?***



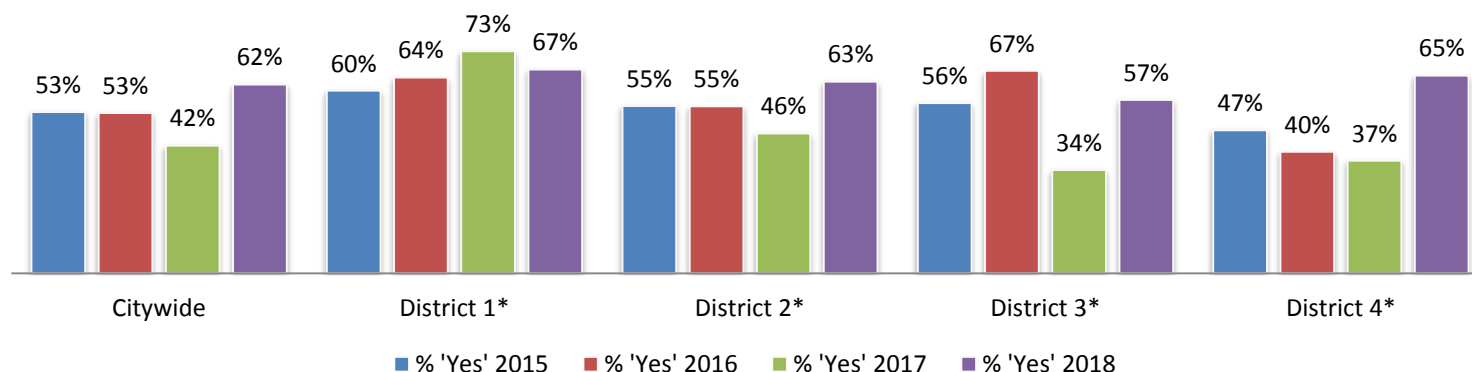
*\* Caution: small base*

Fifteen percent of City residents indicated that they had been a victim of crime in the 12 months preceding the survey. Of all crime victims, nine in ten (91%) had experienced a property crime and 7% had been the victim of a violent crime. The proportion of those victimized who said it was a violent crime increased compared to the previous year (2% in 2017), though this increase is not significant.

Residents in Districts 2 and 4 (100% each) were significantly more likely than residents in District 3 (81%) to have been the victim of a property crime.

### 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=132 in 2018).*

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

Reasons	2018
No point, crime was small	70%
Felt that the police could not do anything about it	16%
Did not know how to report the incident to the police	12%
Previous encounters with police, did not help	9%
Suspect was no longer there/ No proof/ No evidence	4%
Did not feel comfortable discussing the incident	2%

*Base: Residents who did not report the crime (n=48).*

Six in ten residents (62%) indicating they had been a victim of a crime in the past year said that they reported the crime to the police, up significantly from 2017. Those in District 4 were significantly more likely to have reported the crime in 2018 (65%) compared to 2017 (37%).

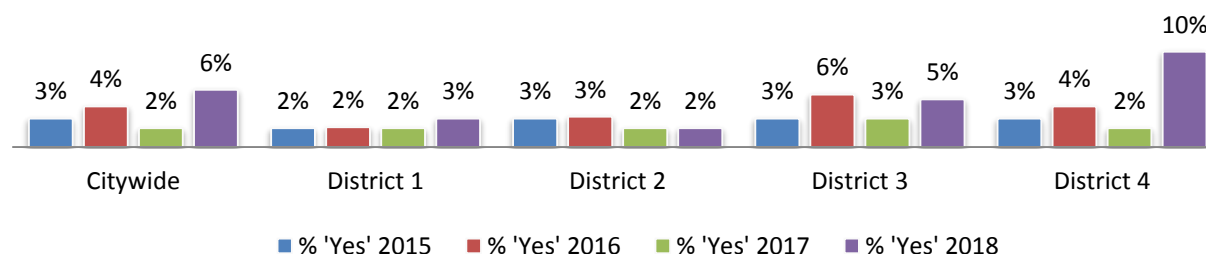
Similar to previous years, the primary reason mentioned for not reporting the crime was that the crime was too small (70%). This was followed by a feeling that the police could not do anything about it (16%) and not knowing how to report the incident to the police (12%).

*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?***

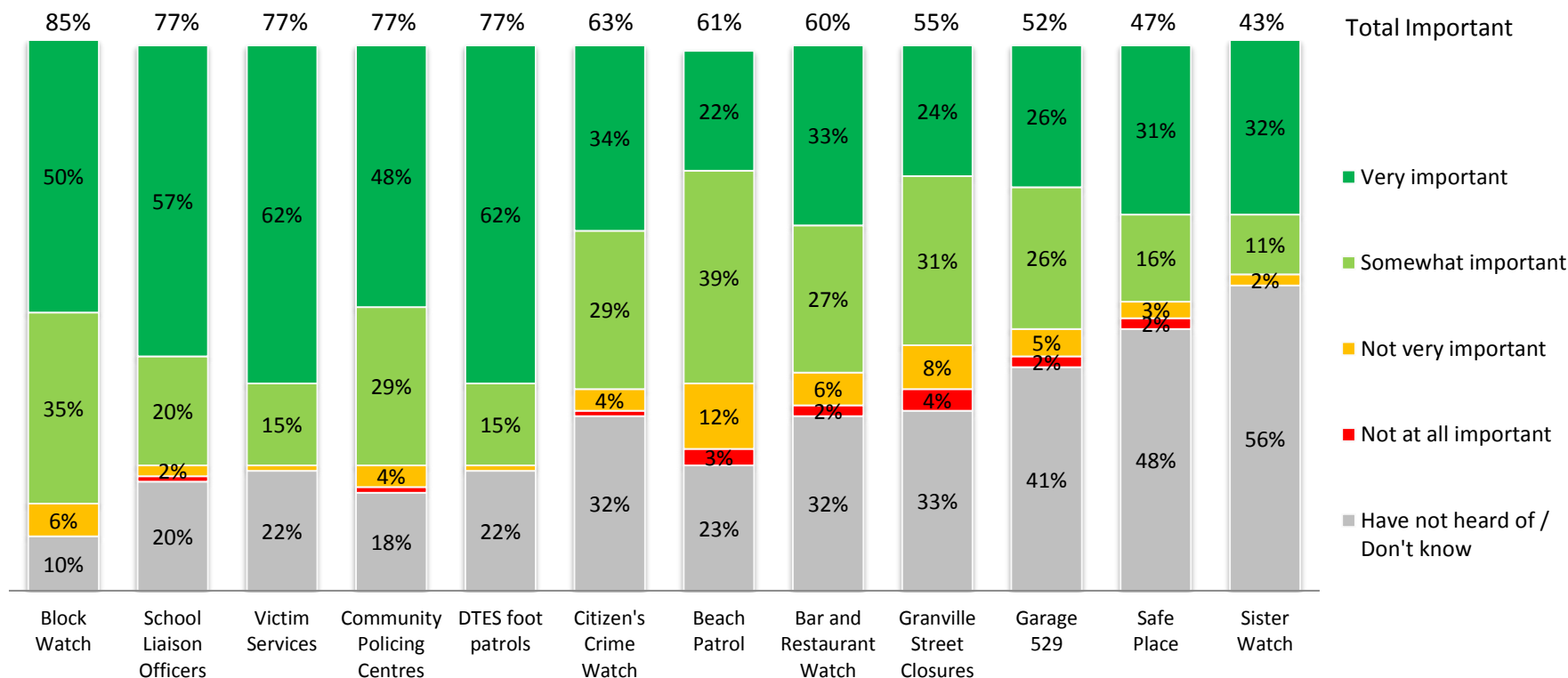


Six percent of Vancouver residents indicated that they or someone in their household participated in a VPD-sponsored training program in the 12 months preceding the survey, up significantly from 2017 (2%). Residents in District 4 (10%) were significantly more likely than residents in District 1 (3%) and District 2 (2%) to have participated in a program or training sponsored by the VPD.

Of the 46 people who participated in a VPD-sponsored training program, the most commonly mentioned program was Block Watch (38%), followed by a training or information session (17%), Home Safety (8%), and Community Program (8%).

#### 4.4.2 IMPORTANCE OF VARIOUS VPD PROGRAMS

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



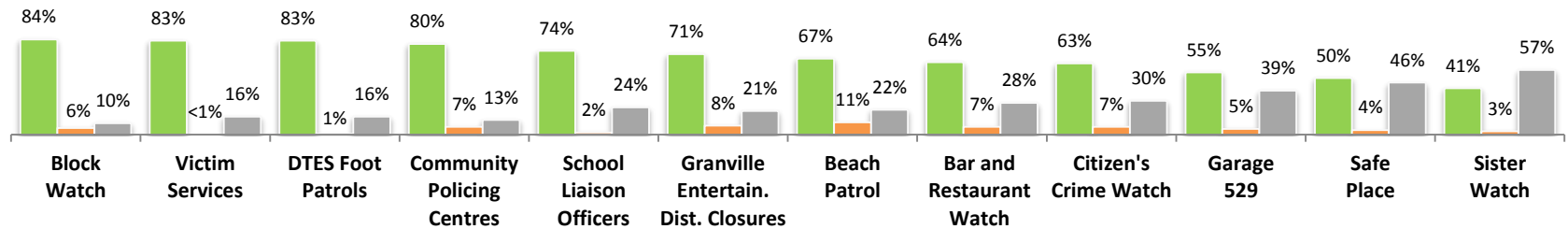
Residents rated the importance of 12 different VPD programs and services in 2018. Block Watch (84%) was rated as the most important program (based on very important and somewhat important combined). Other programs rated as important by roughly three-quarters of residents include and School Liaison Officers (77%), Victim Services (77%), Community Policing Centres (77%), and Downtown Eastside foot patrols (77%).

Garage 529 (52%), Safe Place (47%), and Sister Watch (43%) were rated as the least important programs, although these projects also showed relatively low awareness levels. More than one-half (56%) have not heard of the Sister Watch program or do not know enough to evaluate it; meanwhile, nearly one-half (48%) are unable to rate Safe Place, and 41% are unable to rate Garage 529.

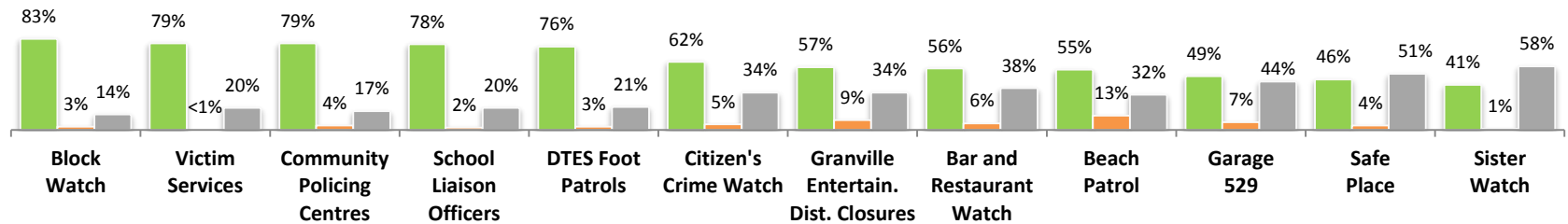
The importance of these programs and services within each District is shown on the next slide.

### Importance of various VPD programs by District

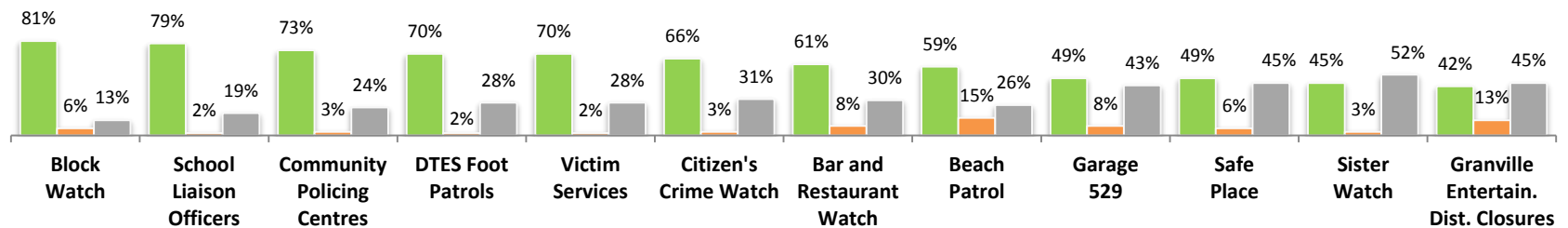
#### District 1



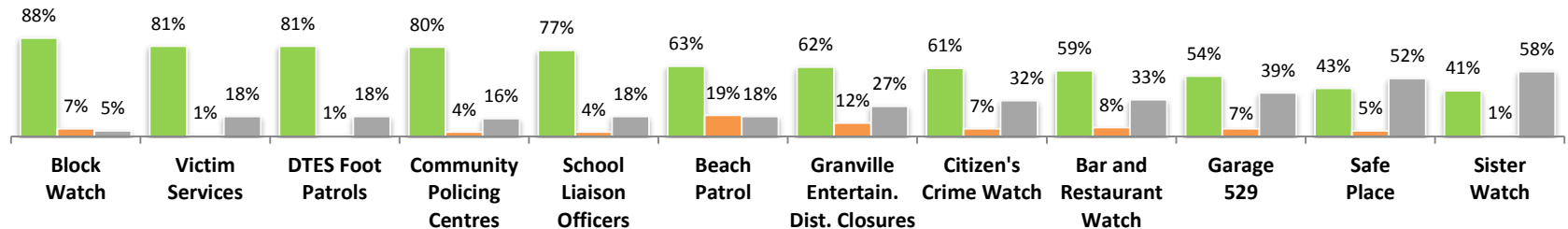
#### District 2



#### District 3

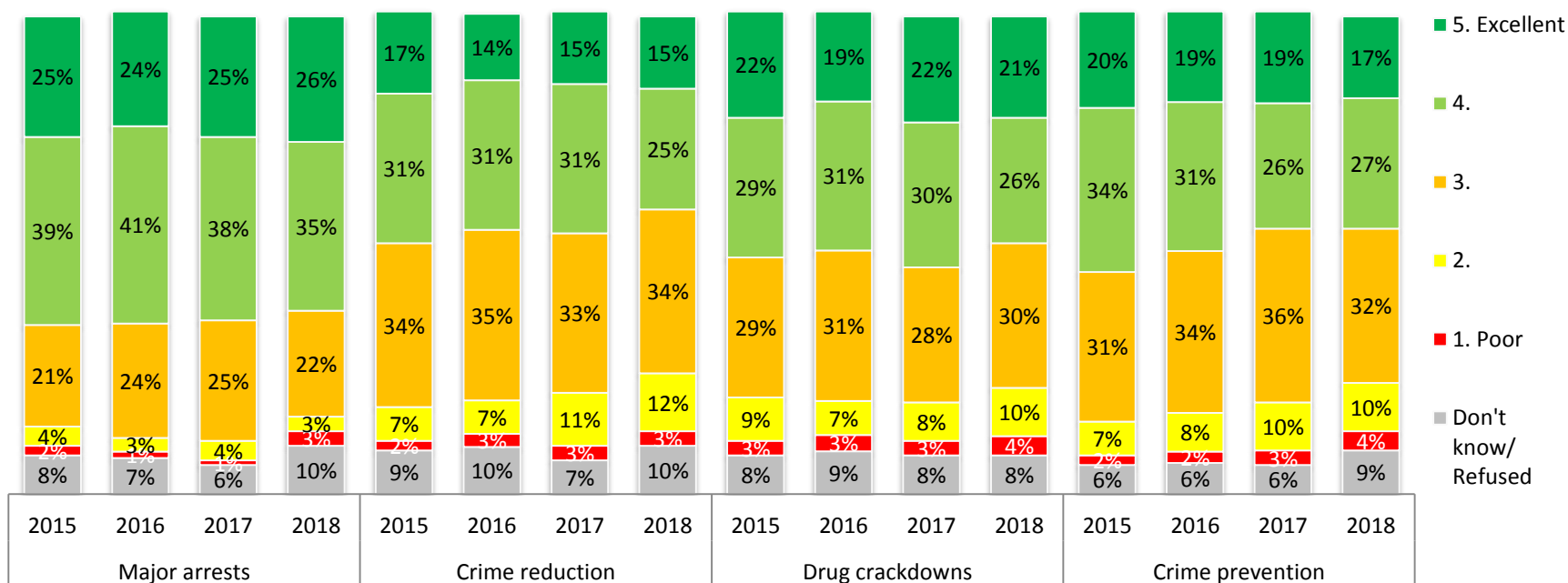


#### District 4



### 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)**



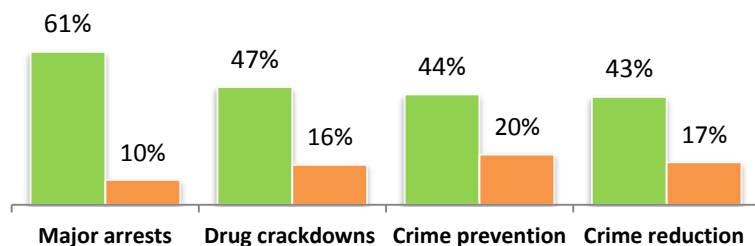
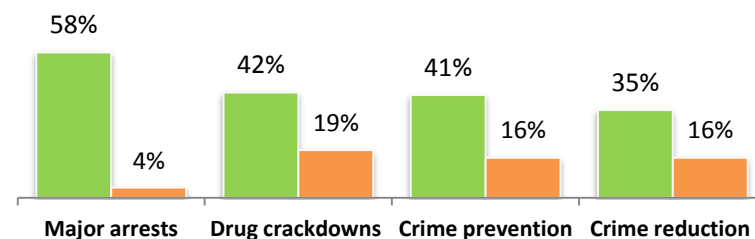
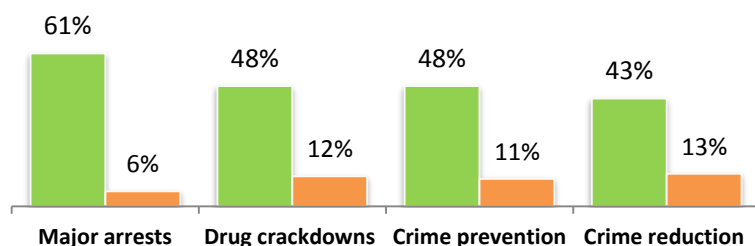
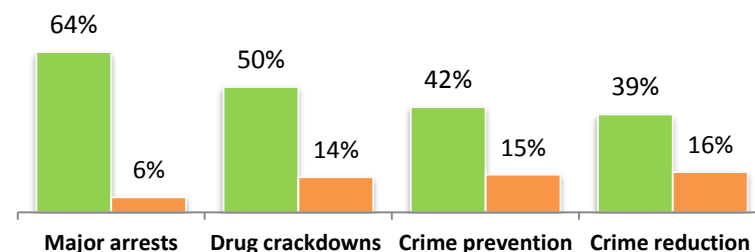
Although residents' positive ratings of the VPD's performance on generating news stories informing the public on various topics decreased slightly in 2018 compared to 2017, perception remained fairly positive. These range from a high of 62% for major arrests to a low of 40% for crime reduction projects.

There were no significant Citywide differences compared with the previous year for the VPD's performance on generating news stories on these four topics. The score that experienced the largest change in 2018 was crime reduction projects, which moved from 46% positive ratings in 2017 to 40% positive ratings in 2018.

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

■ Positive ratings (4 &amp; 5)

■ Negative ratings (1 &amp; 2)

**District 1 (2018)****District 2 (2018)****District 3 (2018)****District 4 (2018)**

Consistent with previous years, the ability of the VPD to generate stories regarding major arrests is viewed most positively by residents of all Districts, with a range from 58% to 64% providing positive ratings of 4 or 5 out of 5.

There were no significant differences in positive ratings across Districts on any of the four topics; there were, however, significant differences in negative ratings. Residents in District 1 were significantly more likely than those in District 2 to negatively rate the VPD on generating news stories informing the public about major arrests; residents in District 2 were significantly more likely than those in District 3 to provide a negative rating for informing the public about drug crackdowns; and residents in District 1 were significantly more likely than those in District 3 to provide negative ratings on the VPD's ability to generate news stories on crime prevention programs.

#### 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	71%	73%	60%	72%	72%
Radio	55%	40%	59%	52%	61%
Major newspaper, print version	47%	47%	46%	39%	56%
Community newspaper (printed)	38%	39%	40%	36%	39%
Major newspaper, online version	36%	38%	35%	34%	38%
Facebook	16%	8%	16%	21%	13%
Other forms of social media	13%	11%	16%	17%	8%
Twitter	9%	10%	11%	11%	7%

Base: All participants (n=800)

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

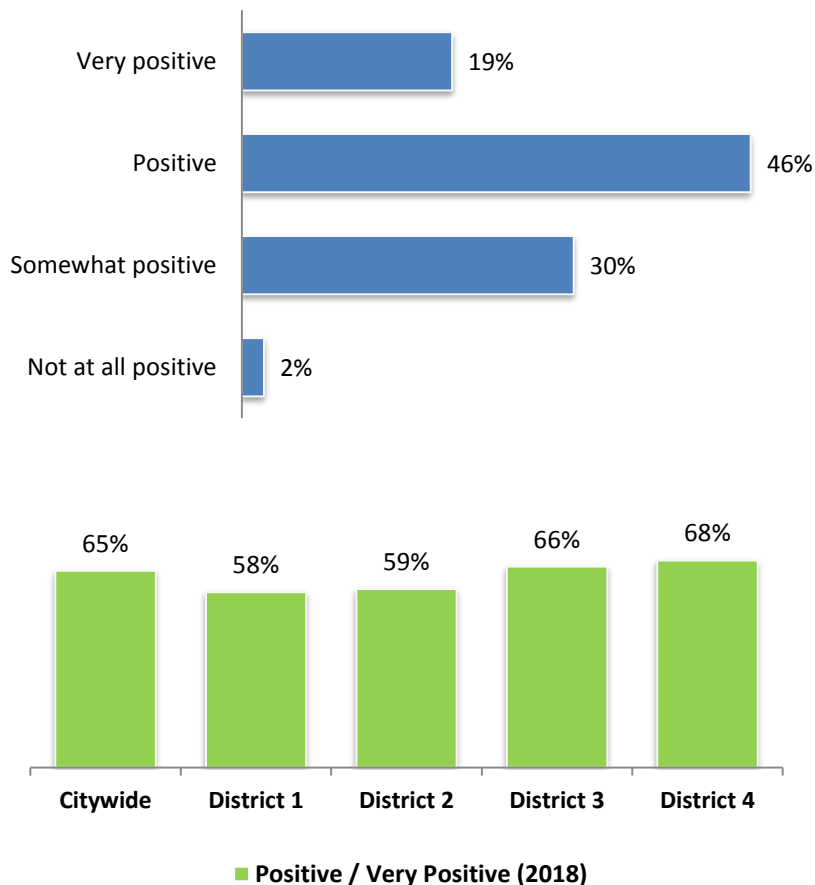
Values circled are significantly different from the squared values in the same row at a 95% confidence interval.

Vancouver residents were asked to identify personal sources of information about the VPD from a list of eight potential sources. As in previous years, TV (71%) was the most frequently mentioned source of information about the VPD, followed by radio (55%). The print version of a major newspaper was also mentioned by nearly one-half (47%) of residents in 2018.

There were many significant differences between the Districts, as identified by the circled and squared values in the above table. Of note, residents in Districts 2 and 3 were typically more likely to have identified Facebook, other forms of social media, and Twitter as sources of information about the VPD than those in Districts 1 and 4.

#### 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, 2018)**



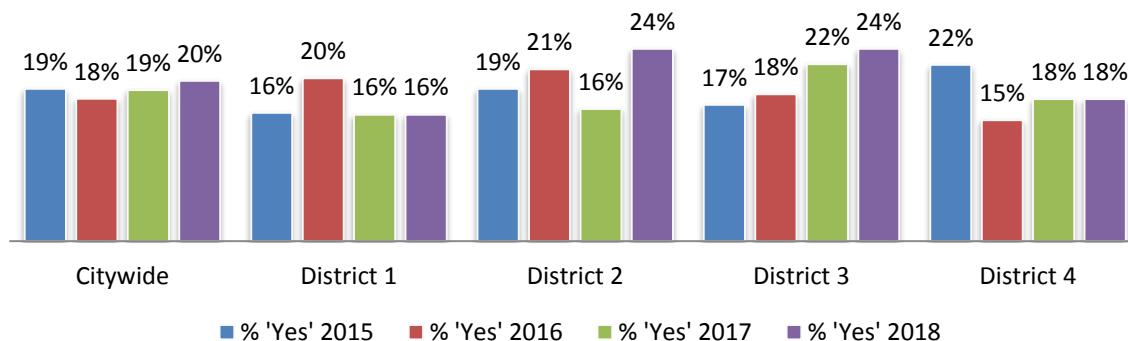
Nearly two-thirds of Vancouver residents (65%) thought that the local media presented the VPD in a positive manner, up slightly but not significantly from 2017. Consistent with the previous two years, only 2% said that the VPD was portrayed in a not at all positive manner in local media coverage.

Residents of District 4 (68%) were more likely to consider the portrayal of the VPD in the media to be positive or very positive compared with those in District 1 (58%), although this difference is not significant. However, residents in District 1 (4%) were significantly more likely than residents in Districts 3 and 4 (1% each) to provide a “not at all positive” rating.

*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)



Two in ten residents (20%) indicated that they had ever visited the VPD website. There were no significant differences across the Districts, though those in District 1 were the least likely to have visited the website at 16%.

Of those who visited the website, two-thirds (68%) visited the website in search of general information about the VPD. Other common reasons for visiting the website included crime prevention tips (44%) and crime reporting purposes (40%). One-third also mentioned visiting the website for current news on the public affairs page (32%).

Residents in District 3 were significantly more likely than those in District 1 to visit the website for crime prevention tips.

Sixty-three percent 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 decreased significantly from a high of 76% in 2017.

Information sought from VPD website	Citywide	District 1	District 2	District 3	District 4
General information about the Vancouver Police Department	68%	59%	61%	78%	62%
Crime reporting purposes	44%	38%	43%	42%	49%
Crime prevention tips	40%	19%	38%	50%	34%
To learn about current news on the public affairs page	32%	31%	25%	39%	28%
Career information	15%	12%	15%	19%	12%
Contact information	12%	17%	18%	1%	19%
Criminal record check	5%	5%	10%	1%	7%

Base: Residents who visited the VPD website (n=173).

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	23%	17%	31%	22%	24%
Transparency/more information given to the public	12%	9%	12%	10%	14%
Foot patrol increase	6%	15%	10%	4%	4%
Enforce traffic laws	6%	5%	4%	3%	10%
Positive comments (not specific)	3%	<1%	3%	5%	3%
Less arrogance, act professionally	3%	6%	4%	4%	1%
Crime reduction (e.g., drug use/ dealing)	3%	2%	4%	3%	2%
Faster response	2%	1%	<1%	3%	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.

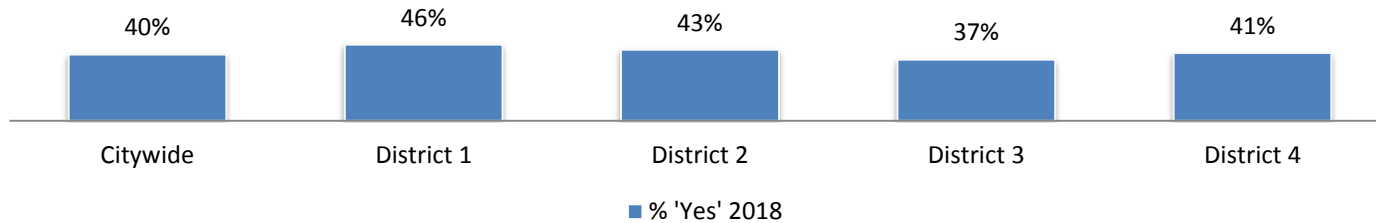
When residents were asked to provide one recommendation to the Vancouver Police Department about how they could improve services to the residents' neighbourhood, the most common suggestion was to increase the presence and visibility of the police in the neighbourhood (23%). The proportion of residents making this suggestion is down five points from 2017, though not significantly different.

The next most common suggestion was increasing the organization's transparency, mentioned by 12% of Vancouver residents as a means of improving VPD services to the City's neighbourhoods, followed by 6% each suggesting an increase in foot patrols and better enforcement of traffic laws.

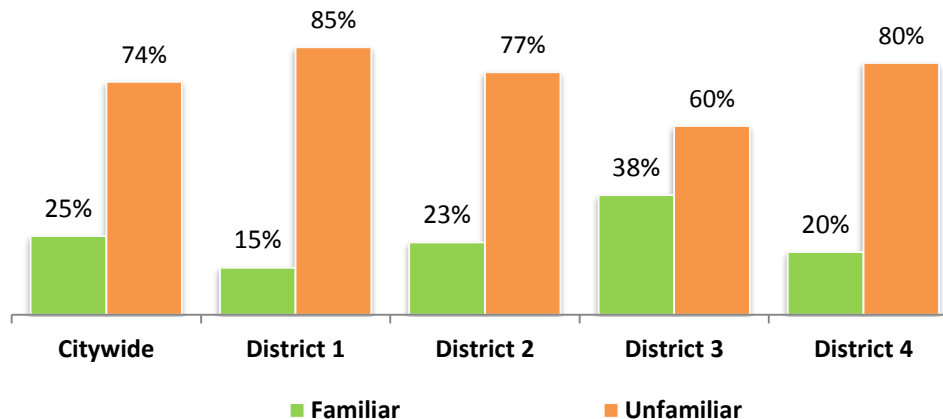
Residents in District 2 were more likely than those in District 1 to suggest more visibility/patrols/presence of the VPD as a suggestion for improving service.

#### 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=362 in 2018).

Remaining fairly consistent with the previous year (41%), four in ten residents Citywide (40%) had heard of the Vancouver Police Foundation in 2018.

One-quarter (25%) 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 the other Districts.

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

Number of years lived in the City of Vancouver	2018
10 years or less	5%
11 to 20 years	20%
21 to 30 years	26%
31 to 40 years	16%
41 to 50 years	13%
Over 50 years	15%
Don't know/ Refused	4%

Number of years lived in current neighbourhood	2018
5 years or less	11%
6 to 10 years	13%
11 to 15 years	15%
16 to 20 years	18%
21 to 25 years	11%
26 to 30 years	11%
Over 30 years	17%
Don't know/ Refused	3%

Number of people in the household	2018
One	25%
Two	29%
Three	12%
Four	15%
Five or more	14%
Refused	5%

Level of education	2018
Less than 12 <sup>th</sup> grade (not a high school graduate)	6%
High school graduate	14%
Some college or other post-secondary education	10%
College graduate	17%
University graduate	29%
Some post-graduate	4%
Master's degree or higher	16%
Refused	3%

Canadian-born respondents	2018
Yes	48%
No	50%
Refused	2%

Number of years lived in Canada	2018
10 years or less	5%
11 to 20 years	19%
21 to 30 years	23%
31 to 40 years	16%
41 to 50 years	16%
51 to 60 years	7%
Over 60 years	7%
Don't know/ Refused	6%

Own or Rent	2018
Own	70%
Rent	26%
Refused	4%

Gender	2018
Male	44%
Female	56%

Income	2018
Under \$15,000	2%
\$15,000 - \$24,999	6%
\$25,000 - \$34,999	5%
\$35,000 - \$49,999	11%
\$50,000 - \$74,999	13%
\$75,000 - \$99,999	12%
\$100,000 - \$124,999	7%
\$125,000 or over	14%
Don't know	5%
Refused (including those who would only say +/- \$50,000)	24%

Age	2018
18-34	6%
35-54	23%
55+	57%
Refused	15%

Age/Gender	2018
Male 18-34	3%
Male 35-54	9%
Male 55+	28%
Female 18-34	3%
Female 35-54	14%
Female 55+	29%
Don't know/ Refused	15%



VANCOUVER POLICE DEPARTMENT

COMMUNITY POLICING SURVEY 2018

RESIDENT QUESTIONNAIRE – Revised August 2018**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 51: 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 53. 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 55. 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 55B. 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

5

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)

6

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 2017 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.