



Vancouver Police Community Policing Assessment Report

Residential Survey Results

2019
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January 31, 2020

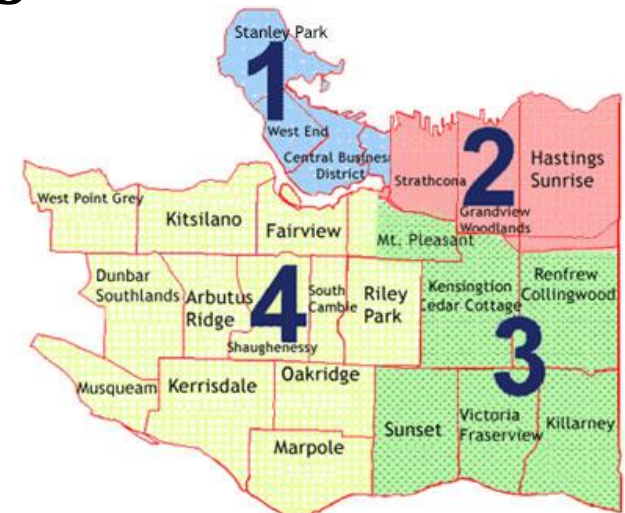


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Executive Summary – Survey of Residents

Overall Satisfaction with the Vancouver Police Department

Overall satisfaction with the service provided by the VPD remained strong in 2019, consistent with results in recent years. Eighty-six percent of Vancouver residents were satisfied with the service provided by the VPD, up slightly from 84% in 2018. In 2019, 46% 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 (27%) remained the most common positive comment regarding the overall service provided by the VPD, mentioned by significantly more residents in 2019 than in 2018 or 2017. Other positive comments around VPD service include quick response (15%), the VPD being knowledgeable and professional (6%), police visibility (6%), and courtesy and politeness of VPD staff (6%). Neutral or negative comments about overall satisfaction with the service provided by the VPD included little or no interaction with the VPD (12%) as well as management of resources needing reviewing (5%) .

Responsiveness, Meeting Safety Needs, and Addressing Street Disorder

The VPD's ability to respond to emergency situations quickly (75%), to meet the safety needs of the community (73%), and to address street disorder (65%) were all rated positively by residents and each showed a modest but not statistically significant increase from 2018 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, more than one-half of residents thought that the police should be spending more time addressing the challenges of gangs (67%), problem drivers (58%), youth violence (58%), violent crime (58%), sexual crimes (53%), and crimes targeting seniors (51%).

Areas where notably more residents think that the VPD already devotes sufficient time include theft *of* vehicles (56%), theft *from* vehicles (53%), theft from businesses (53%), and theft from homes (49%). These four crime-related areas have consistently been among those perceived as receiving enough attention in recent years. That said, there was a significant increase in 2019 of the proportion saying that the VPD should spend more time addressing theft from business and theft of vehicles (both from 47% in 2018 to 53% in 2019). The proportion believing that the VPD should spend more time addressing gangs (+12 points), violent crime (+9 points), and hate crimes (+6 points) also increased significantly between 2018 and 2019.

Impressions of the VPD on Key Reputation Dimensions

At least eight in ten residents agree that the VPD can be described as professional (84%), trustworthy (82%), or respectful (81%). Seven in ten residents Citywide would describe the VPD as knowledgeable (72%) or as fair (71%). Visibility (64%) and accountability (63%), while still rated fairly well overall, were the lowest-rated attributes among residents.

Positive ratings for the VPD across these seven key dimensions tended to increase from last year. Ratings for trustworthiness increased significantly (from 77% in 2018 to 82% in 2019), while ratings for respect (+5 points) and professionalism (+5 points) also increased notably though not statistically significantly.

Contact with the VPD

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.

About eight in ten Vancouver residents (81%) who had contact with the VPD in 2019 were satisfied with the service they received, down 5 points from 2018, but consistent with results from 2016 and 2017.

Positive comments about interactions with the VPD were most include mentions of professionalism and knowledgeability (31%) and how courteous and respectful the VPD members were (20%). Negative comments primarily included a perceived lack of response (9%) and a bad experience with police (5%).

Perceptions of Safety

Eight in ten (79%) 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 an increase of 3 points from 76% in 2018, though this increase is not statistically significant.

There were significant differences by District in residents' ratings of their own neighbourhoods in 2019. Residents in District 4 (90%) were significantly more likely to rate their neighbourhood as safe compared with residents in all other Districts. Residents in Districts 1 (77%) and 3 (74%) were also significantly more likely to rate their neighbourhood as safe compared with residents in District 2 (60%).

Police visibility in their community (25%) was the main reason given for a sense of relative safety. On the other hand, break-ins/property theft (15%) were the leading negative comment regarding neighbourhood safety. District 1 residents were significantly less likely to mention break-ins/property theft than those in other Districts, and significantly more likely to cite homelessness and drug abuse than those in other Districts when asked to give a reason for their feelings of relative safety in their neighbourhood.

Perceptions of Violent Crime and Property Crime in the Neighbourhood

Similar to the past three years, three-quarters (75%) of Vancouver residents Citywide said that the level of violent crime in their neighbourhood had stayed about the same in the 12 months preceding the survey. Overall, a similar proportion of residents in 2019 felt that the crime rate in their neighbourhood had increased (9%) versus decreased (8%).

Sixty-three percent 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 decrease from 66% in 2018.

This year, as in previous years, break and enter (33%) was the most commonly-mentioned crime-related problem at the neighbourhood level, an increase of 8 points from 25% 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.

Four in ten (41%) residents Citywide said that violent crime in the City had *increased* in the 12 months preceding the survey, a significant increase from the prior year (34%). Fewer than one in ten (9%) said that violent crime in the City had decreased, consistent with 10% in 2018. This was also a similar proportion to those who felt violent crime had decreased in their own neighbourhoods.

Forty-six percent of residents in 2019 said that the level of property crime in the City had stayed about the same in the 12 months preceding the survey. This continues a downward trend over the last three years. Meanwhile, perceptions of an increase in property crime Citywide have risen over the same period. More than one-third (37%) in 2019 believed that property crime in the City of Vancouver increased over the past 12 months, while only 5% believed that property crime had decreased Citywide.

As in previous years, the large disparity in perceptions of violent crime in each neighbourhood (9% believed it had increased) and violent crime in the City overall (41% 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 property crime increasing at the neighbourhood level (21%) versus perceptions of property crime increasing in the City of Vancouver generally (37%), but not as dramatic a gap as seen with perceptions of violent crime.

Consistent with prior years, residents considered drug use and abuse (32%), break & enters (13%), and gang activity (11%) as the most important crime-related problems in the City overall.

Experiences with Crime

Fifteen percent of City residents indicated that they had been a victim of crime in the 12 months preceding the survey, the same proportion as in 2018. Of those who were victimized, nearly all experienced a property crime (only 4% of all crime victims in 2019 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 (from 7% in 2018 to 4% in 2019).

One-half (50%) 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 significantly from a high of 62% in 2018. The primary reason mentioned for not reporting the crime was that the crime was too small (63% of those not reporting).

Importance of Crime Reduction Programs and Services

In 2019, 4% of residents Citywide participated in a program or training sponsored by the VPD, down significantly from a high of 6% in 2018. The most common program mentioned by participants was Block Watch.

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 (84%) and School Liaison Officers (83%) were rated as the most important (based on very important and somewhat important combined), followed closely by Downtown Eastside foot patrols (82%), Victim Services (82%), and Community Policing Centres (81%). The majority of residents also rated Citizens Crime Watch (69%), Beach Patrol (63%), Bar & Restaurant Watch (62%), and the Granville Entertainment District street closures (58%) as important.

Three programs had particularly high proportions of people who said they were unaware of the program. This includes Sister Watch (50% unaware), Safe Place (39%), and Garage 529 (34%). That said, most people who were aware of each program rated the program as important.

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 stories about drug crackdowns (49%), crime prevention programs (48%), and crime reduction projects (43%).

Citywide, the VPD's performance on generating news stories on these four topics remained fairly consistent with the previous 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, TV (70%) was the most frequently mentioned source of information about the VPD, followed by radio (53%). The print version of a major newspaper was mentioned by 49% of residents, followed by the online version of a major newspaper and the print version of a community newspaper (40% each). Social media sources such as Facebook (17%), Twitter (9%), and other social media sources (15%) were less commonly used as a source of information about the VPD.

Nearly two-thirds (64%) of Vancouver residents in 2019 thought that the local media presented the VPD in a positive manner.

Use and Satisfaction with the VPD Website

In 2019, 22% of residents said they had visited the VPD website. This continues a slight but consistent upward trend seen over the last four years.

The reasons for visiting the website in 2019 are similar to previous years. The majority visited the website in search of general information (52%), followed by crime prevention tips (30%), and crime reporting purposes (29%).

Six in ten (61%) 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 is consistent with 63% in 2018 but down 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 (17%) and the increase of foot patrols (13%) round out the top three suggestions Citywide for recommendations on how the VPD could improve its service.

The Vancouver Police Foundation

Residents were asked questions regarding their awareness of and familiarity with the Vancouver Police Foundation. Citywide, 41% of residents had heard of the Vancouver Police Foundation prior to this survey. Those in District 4 (46%) were significantly more likely to be aware than those in District 3 (34%).

Among those aware of the Vancouver Police Foundation, 29% rated themselves as very or somewhat familiar with the work of the Foundation.



Survey Objectives

The Community Perceptions study was conducted among residents of the City of Vancouver. The study was conducted annually (beginning in 2009), and was previously conducted biannually from 2004 to 2008.

The objectives of this survey were to:

- ✓ Assess 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 then annually since 2008. The 2019 survey is nearly identical to that used in 2018. Results are reported from 2016 to 2019, where applicable.

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

- ✓ The sampling frame for this survey was 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 2019 we conducted 93 interviews with residents who were confirmed as using cell phones during the interviews. Fifty-eight of these households (or 62%) 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 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.

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

This survey contained approximately 45 questions and took an average of 25 minutes to complete over the phone. All surveys were conducted between September 17th and October 8th, 2019.

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.

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

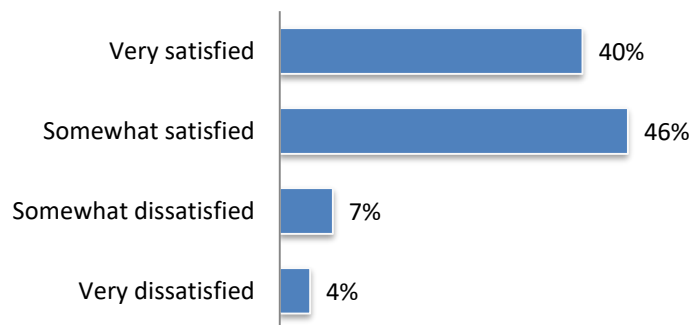


Detailed Survey Results

4.1 *Perceptions of the Vancouver Police Department*

4.1.1 OVERALL SATISFACTION

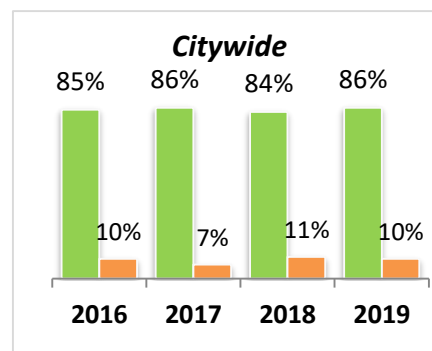
Overall, how satisfied are you with the service provided by the VPD? (Citywide, 2019)



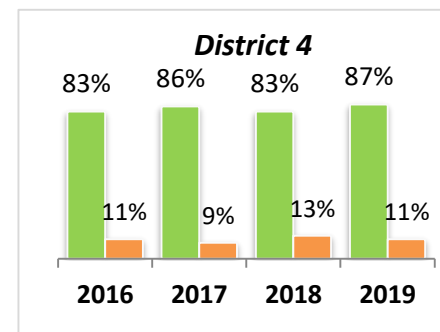
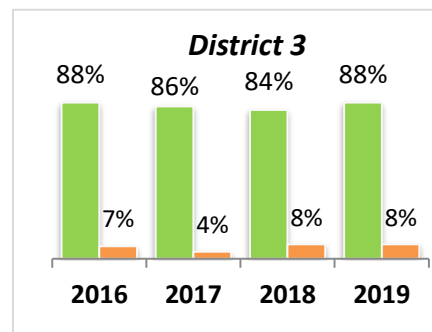
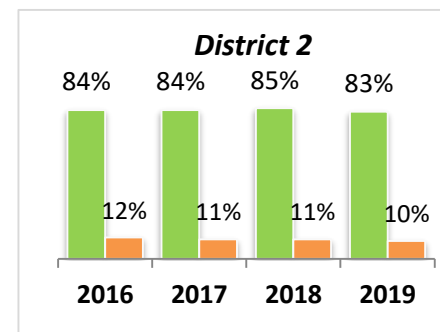
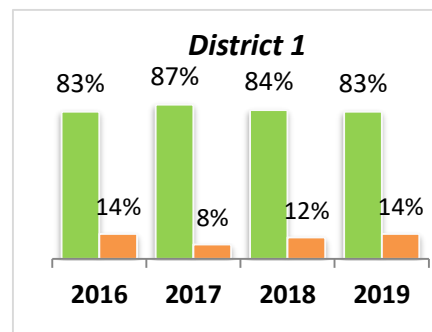
Vancouver residents' overall satisfaction with the service provided by the VPD remained strong in 2019. Eighty-six percent of residents said they were either 'somewhat satisfied' or 'very satisfied' with the VPD's service, consistent with the past several years.

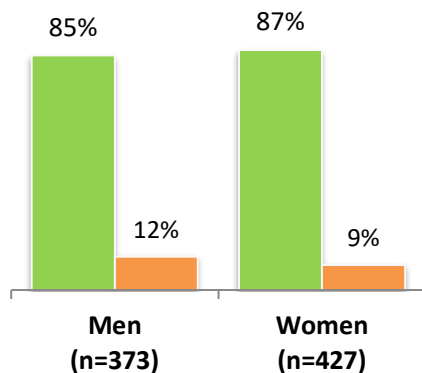
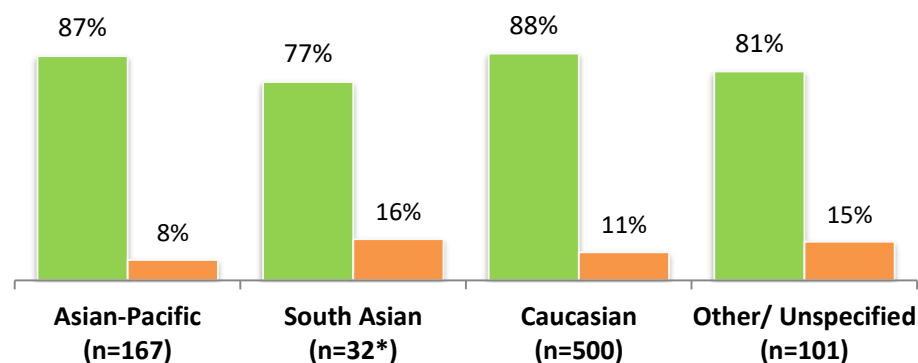
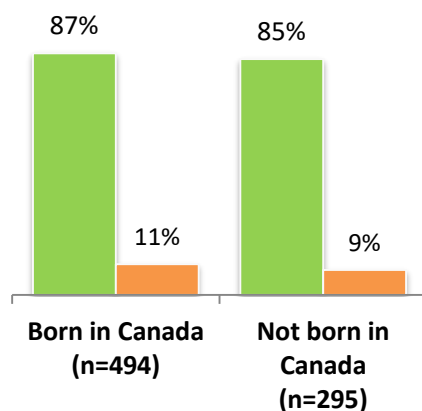
There were no significant differences in satisfaction between the districts in 2019.

To understand the sentiments around ratings of satisfaction and dissatisfaction with the VPD, we asked residents to explain their rating. Responses were recorded verbatim, then content-coded into the reasons on the next slide.



■ Satisfied respondents
■ Dissatisfied respondents



Satisfaction by Gender**Satisfaction by Ethnic Group****Satisfaction by Canadian-Born versus Immigrant Groups**

- Satisfied respondents
- Dissatisfied respondents

Looking at differences in satisfaction by key demographic groups, there was only a slight difference in satisfaction between men (85%) and women (87%).

Differences in satisfaction between ethnic groups were also analyzed, based on fairly broad categorizations of Asian-Pacific (87%), South Asian (77%), Caucasian (88%), and other ethnic identities including those who declined to share their ethnicity (81%). While the satisfaction score for South Asian residents is lower than for other groups, this difference is not statistically significant.

Satisfaction is also quite similar between those born in Canada (87%) and those born outside of Canada (85%).

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

Positive Comments	Citywide (n=800)	District 1 (n=200)	District 2 (n=200)	District 3 (n=200)	District 4 (n=200)
Doing a good job/ Vancouver is a safe place	27%	26%	26%	23%	30%
Quick response/ Problem solved	15%	9%	15%	13%	19%
Knowledgeable/ Professional	6%	5%	7%	7%	6%
Police are visible/ Keeps crime rate down	6%	6%	8%	5%	5%
Courteous/ Polite	6%	6%	6%	7%	4%
Never had any problem with them/ never heard anything negative	5%	6%	3%	5%	6%
They do their best/ hard job/ put in difficult situations	5%	5%	2%	4%	8%

Citywide, about one-quarter (27%) of residents said that they thought the VPD was doing a good job and that Vancouver is a safe place. This was mentioned by significantly more residents in 2019 than in 2018 and 2017.

Residents in District 4 (19%) were significantly more likely than those in District 1 (9%) to mention a quick response and problem resolution as an explanation for their satisfaction rating.

Negative/Neutral Comments	Citywide (n=800)	District 1 (n=200)	District 2 (n=200)	District 3 (n=200)	District 4 (n=200)
Little interaction with police/ Have never called them	12%	11%	9%	12%	13%
Management of resources needs reviewing	5%	4%	5%	4%	5%
Slow response/ no response at all	4%	6%	6%	5%	3%
Could not solve the problem	4%	5%	4%	2%	6%
Always room for improvement	4%	5%	2%	4%	4%
Need more patrols/ visibility	3%	6%	5%	2%	3%
Based on TV/ other people's experience	3%	1%	3%	2%	6%
Not enough officers, need more staff	3%	3%	3%	2%	3%
Based on previous experience/ contact	3%	1%	4%	2%	3%

Among negative or neutral comments on satisfaction, the most common has to do with little interaction with police (12%). Five percent believed that the VPD's management of resources needs reviewing.

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

Base: All residents (n=800 Citywide; 200 per District)

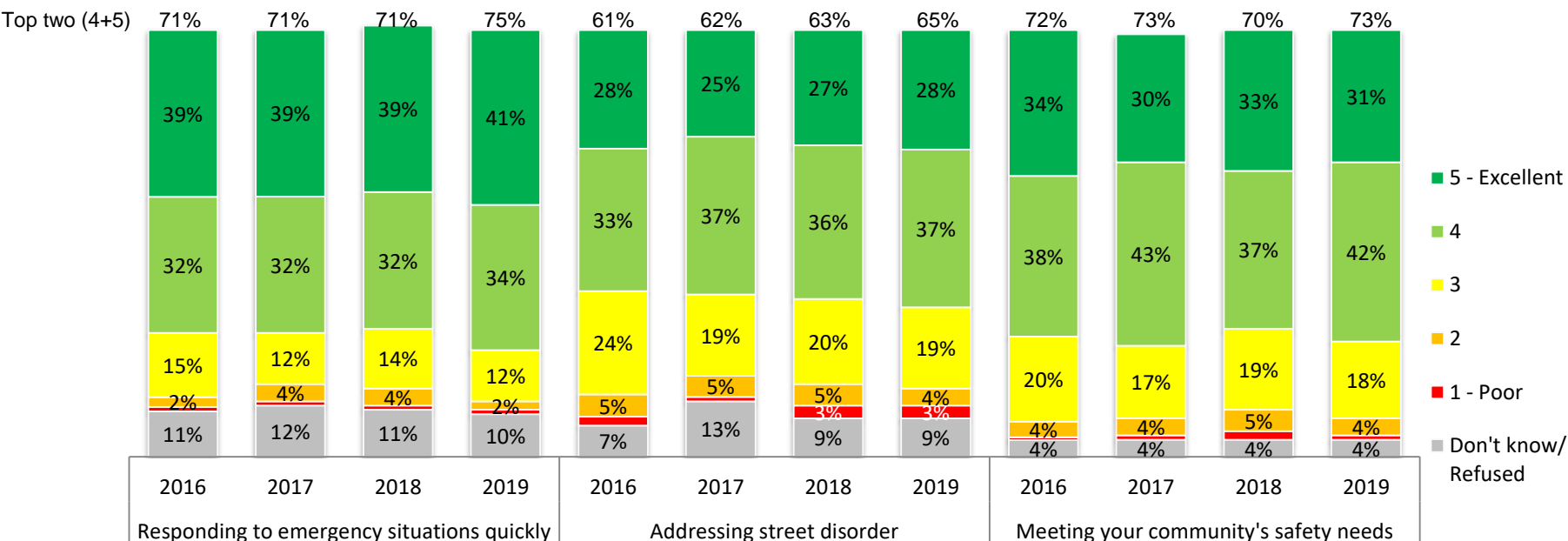
Q1b: Can you explain why you feel this way?

Note: Responses mentioned by 2% or less of Citywide participants not included in these tables

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 each increased slightly but not significantly from 2018.

Ratings of responding to emergency situations quickly (rating 4 or 5 out of 5) rose from 71% in 2018 to 75% in 2019. The rating for meeting the community's safety needs increased by 3 points to 73%, while the rating for addressing street disorder increased by 2 points to 65%. The overall rating for addressing street disorder issues in the city remains lower than ratings for responding to emergency situations quickly and meeting the safety needs of the community.

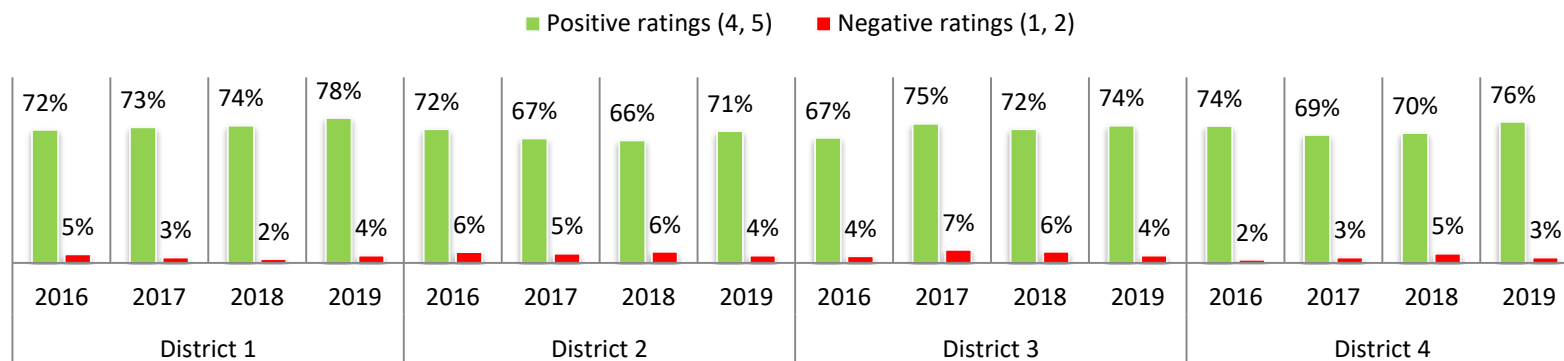
Base: All residents (n=800 Citywide; 200 per District)

Q2: How do you rate the Vancouver Police Department in terms of...?

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

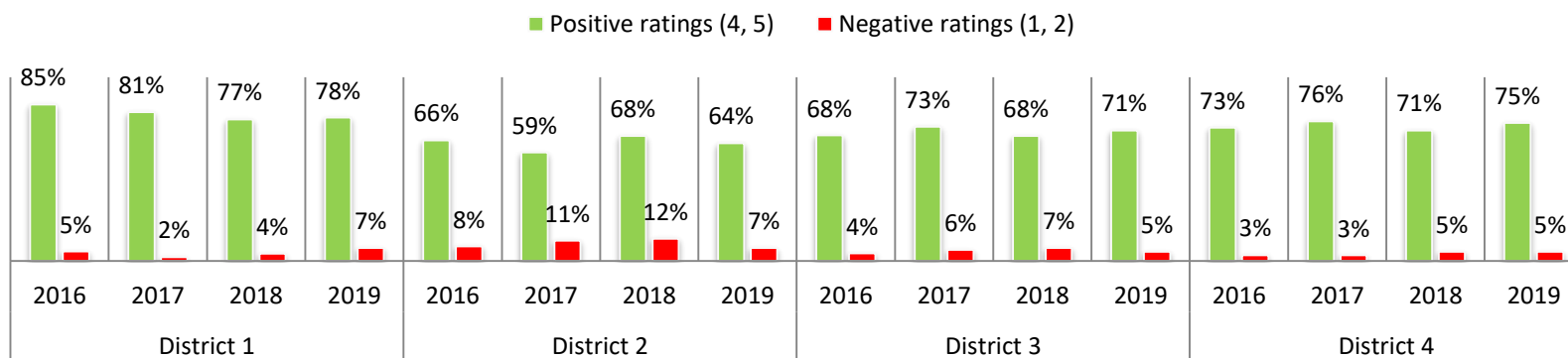
In terms of the VPD's speed of response to emergencies, there were no significant differences between Districts nor significant year-over-year changes from 2018.

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 Districts 1 and 4.

Meeting your community's safety needs

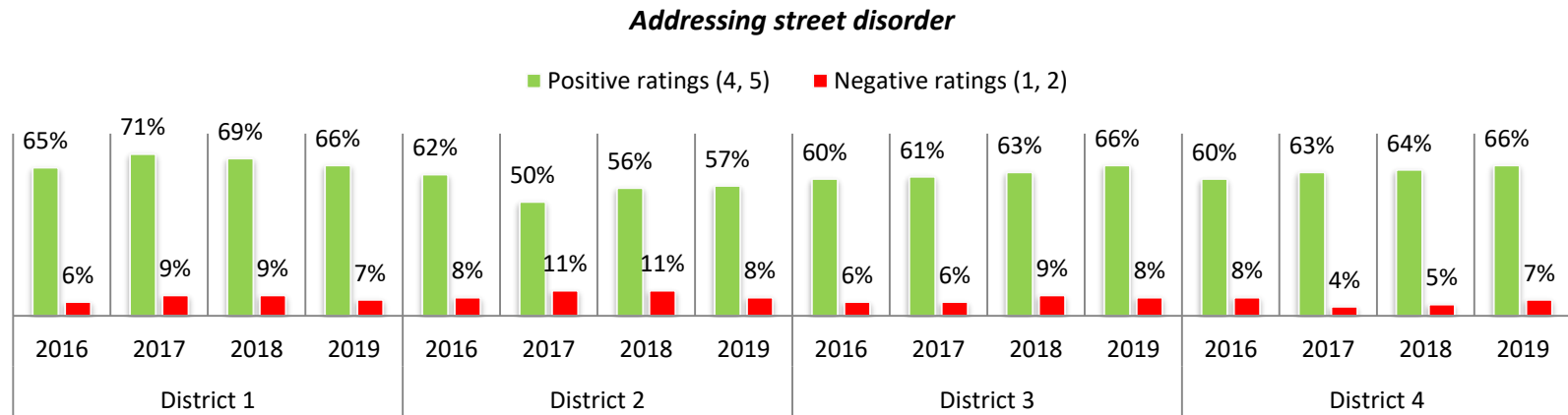


Base: All residents (n=800 Citywide; 200 per District)

Q2: How do you rate the Vancouver Police Department in terms of...?

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

Finally, regarding the VPD's ability to address street disorder issues in the city, positive ratings saw a slight but not significant increase in most Districts with the exception of District 1, which dropped by 3 points.



Base: All residents (n=800 Citywide; 200 per District)

Q2: How do you rate the Vancouver Police Department in terms of...?

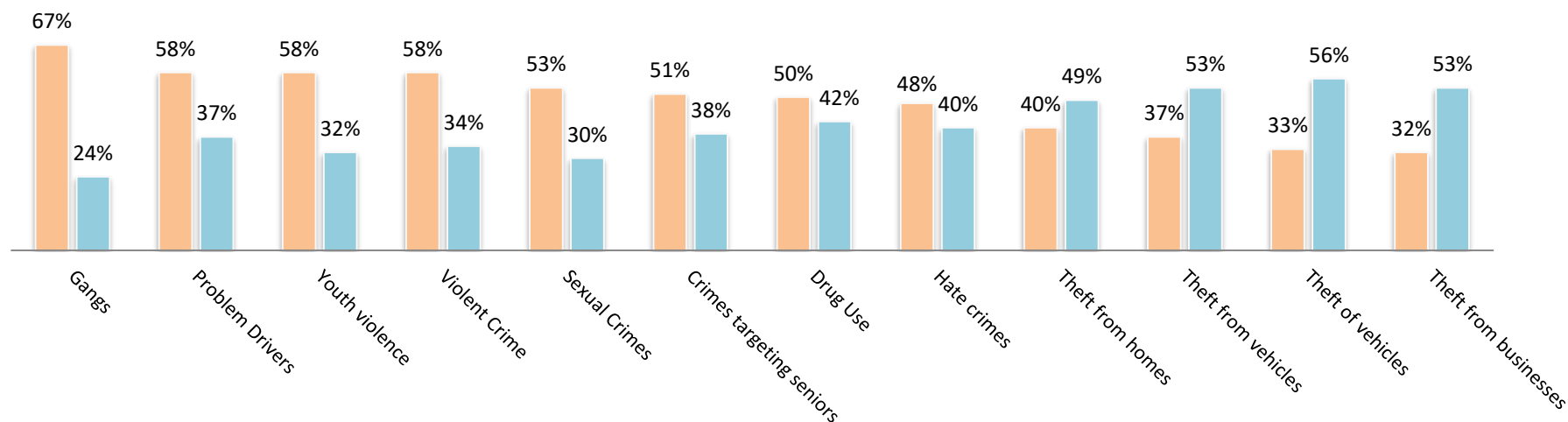
Note: Don't know/ Refused and Neutral not shown in the charts on this page.

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...

Citywide (2019)

Should spend more time Currently spend enough time



More than one-half of residents thought that the police should be spending more time addressing the challenges of gangs (67%), problem drivers (58%), youth violence (58%), violent crime (58%), sexual crimes (53%), and crimes targeting seniors (51%).

A higher proportion of residents believed that more time should be spent on drug use (50%) and hate crimes (48%) than believed that enough time was spent on either issue (42% and 40%, respectively).

Areas where notably more residents think that the VPD already devotes sufficient time include theft of vehicles (56%), theft from vehicles (53%), theft from businesses (53%), and theft from homes (49%). These four areas have consistently been perceived as areas receiving enough time over recent years.

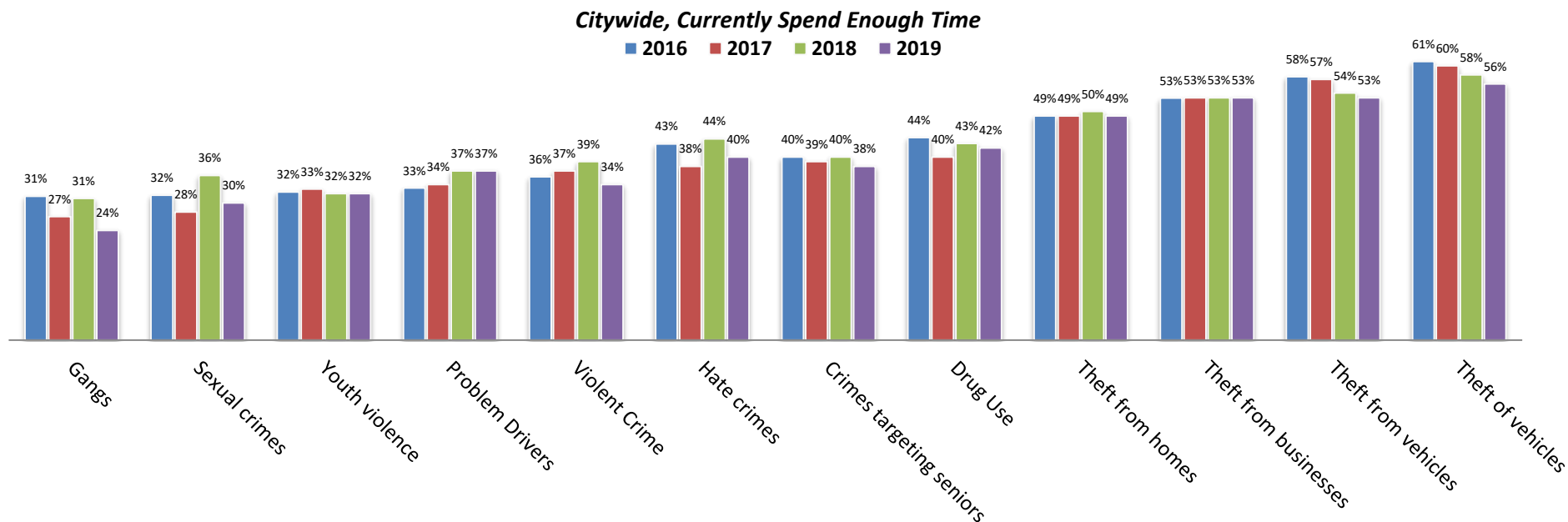
Base: All residents (n=800 Citywide; 200 per District)

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

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

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...



Perceptions of the areas where the VPD currently spends enough time remained fairly consistent with previous years, with a few significant or notable differences. Theft *of* vehicles and theft *from* vehicles were again viewed as areas in which the police are already spending enough time, along with theft from businesses and theft from homes.

Compared to 2018, the proportion believing enough time was spent on gangs decreased by 7 points, while the proportion believing enough time was being spent decreased by 7 points for sexual crimes and by 4 points for hate crimes. Conversely, there was a significant increase in those who believed more time should be spent on theft from businesses (+6 points), theft of vehicles (+6 points), hate crimes (+6 points), violent crime (+9 points), and gangs (+12 points).

Base: All residents (n=800 Citywide; 200 per District)

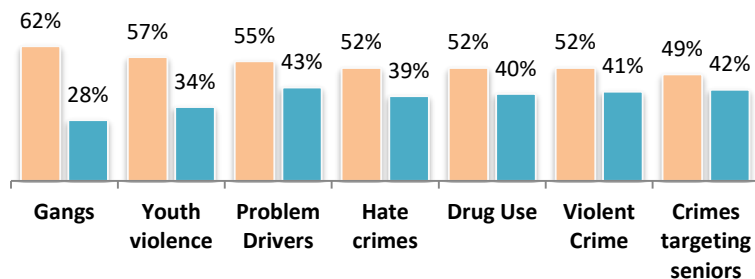
Q3: Do you think the police should spend more time, the same amount of time, or less time addressing each of the following...?

Note: Don't know/ Refused and "should spend more time" not shown in the charts on this page.

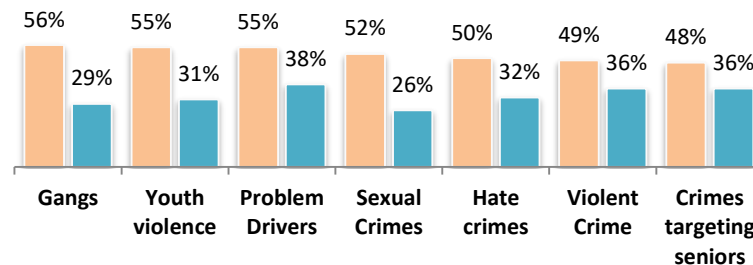
Top crime-related problems the VPD should spend more time addressing by District

Should spend more time Currently spend enough time

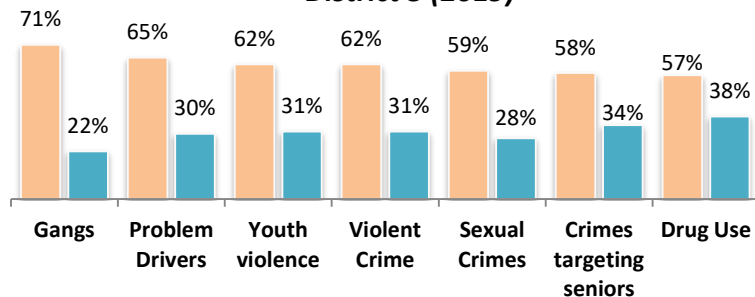
District 1 (2019)



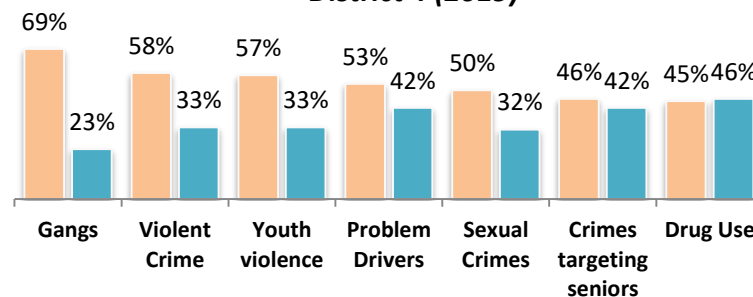
District 2 (2019)



District 3 (2019)



District 4 (2019)

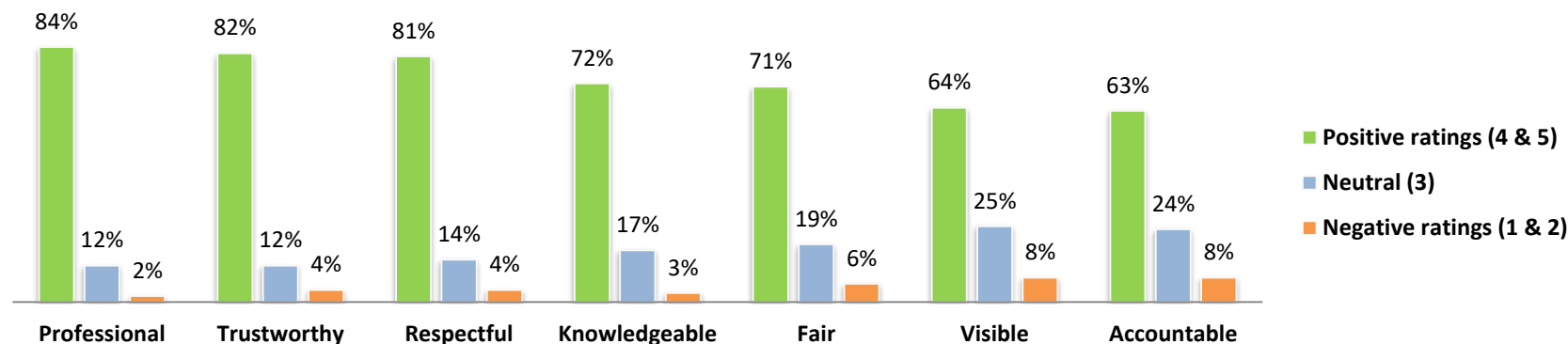


Gangs were perceived as the top crime-related problem the VPD should spend more time addressing across all Districts. Youth violence was also in the top three areas perceived as requiring more time for all of the four Districts.

Residents in District 3 were more likely to recommend that the VPD devote more time to crime-related problems, as a general rule.

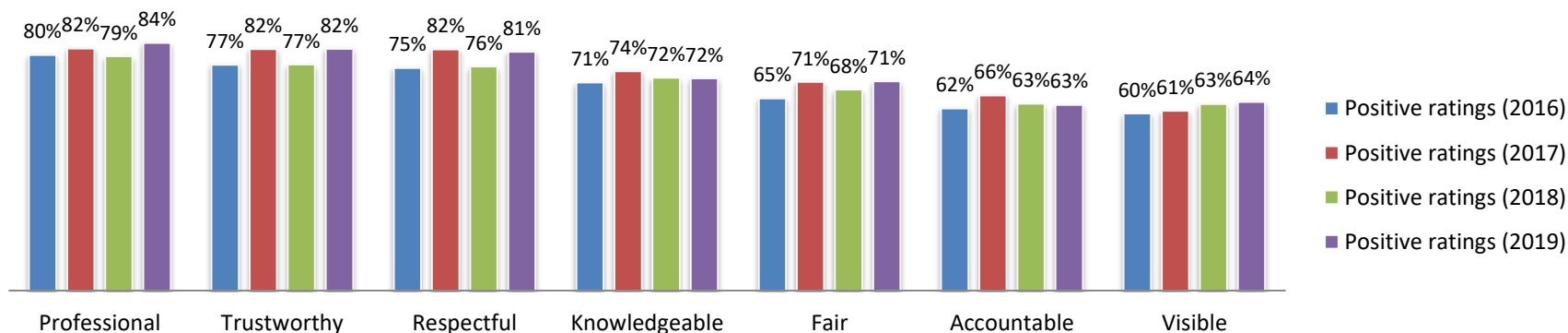
4.1.3 PERCEIVED QUALITIES OF THE VPD

*How well do the following qualities describe the Vancouver Police Department?
Citywide (2019)*



Residents evaluated the VPD on seven attributes that reflect key dimensions of the VPD's reputation. More than eight in ten residents agree that the VPD can be described as professional (84%), trustworthy (82%), and respectful (81%). Seven in ten would describe the VPD as knowledgeable (72%), while the same proportion (71%) agreed that the VPD is fair. Visibility (64%) and accountability (63%) were the lowest-rated attributes among residents Citywide.

Positive ratings for the VPD across these seven key dimensions tended to stay the same or increase slightly from last year. Ratings for trustworthiness increased significantly in 2019, while ratings for professionalism and respect also increased by a notable though not statistically significant 5 points each.



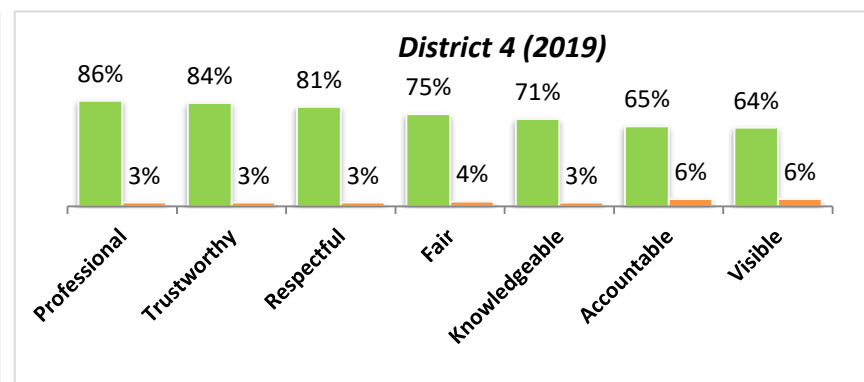
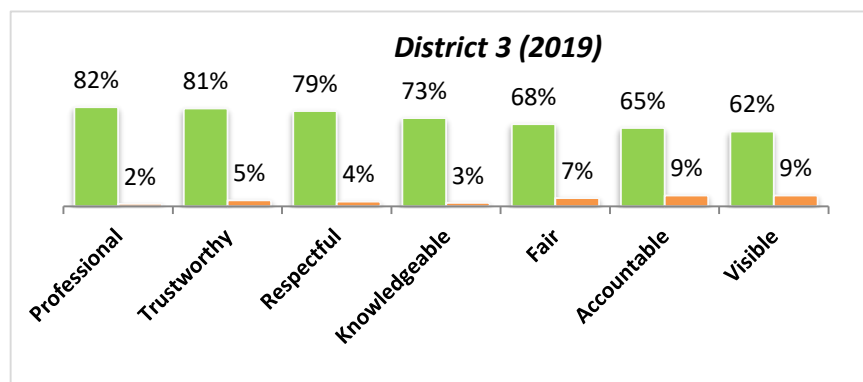
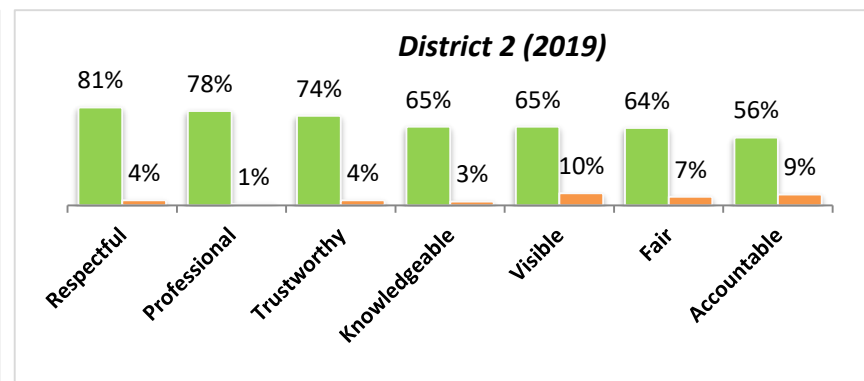
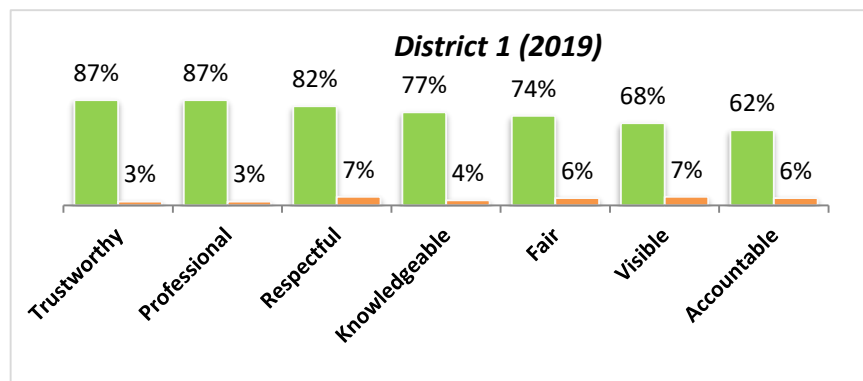
Base: All residents (n=800 Citywide; 200 per District)

Q7: How well do the following qualities best describe the Vancouver Police Department?

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

Perceived Qualities of the VPD by District

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

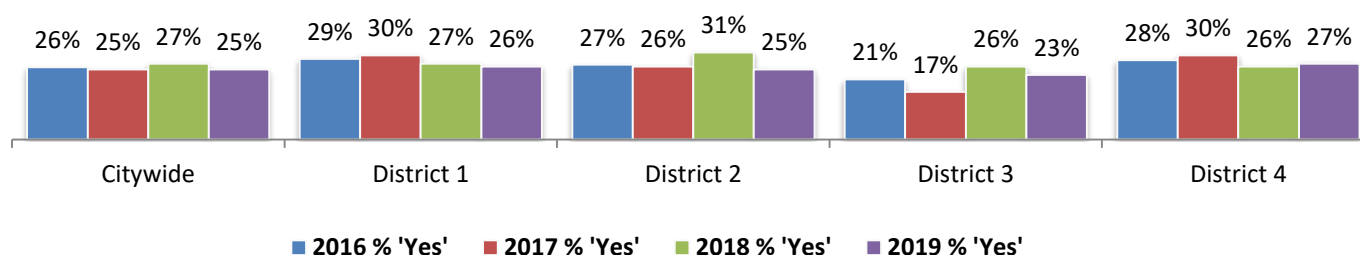


Overall, those in Districts 1 and 4 tended to give significantly higher ratings than those in District 2 of many qualities of the VPD, including fairness, professionalism, knowledge, and trustworthiness.

4.1.4 CONTACT WITH THE VPD

4.1.4.1 Contact with the VPD

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.

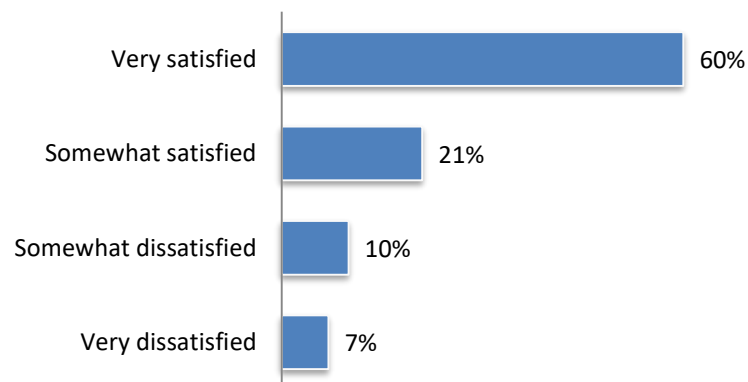
Please note that the full text of the question emphasized contact with the VPD directly, not with a 911 dispatcher. The full text of the question, as it was read to participants, was:

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.

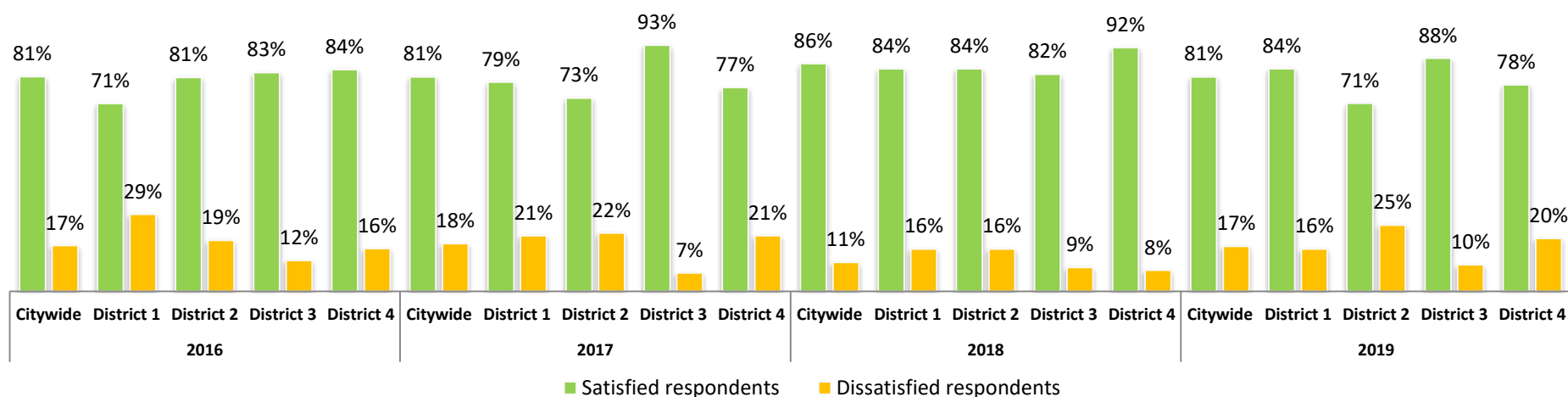
4.1.4.2 Satisfaction with Service Received

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



More than eight in ten (81%) Vancouver residents who had contact with the VPD in 2019 were satisfied with the service they received from the Vancouver Police Department. This is down 5 points from a high of 86% in 2018, but is consistent with ratings in 2016 and 2017

Overall satisfaction with the service received from the VPD was lowest in District 2, especially compared with District 3 where the difference of 17 points was statistically significant.



Base: Business owners/managers who had contact with the VPD in the 12 months preceding the survey (n=225 for 2019; n=245 for 2018; n=229 for 2017; n=232 for 2016)

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

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

Positive and Negative Comments about Satisfaction/Dissatisfaction with VPD Contact

Positive Comments	Citywide (n=225)	District 1 (n=57)	District 2 (n=59)	District 3 (n=53)	District 4 (n=56)
Professional/ knowledgeable	31%	28%	24%	44%	23%
Courteous/ respectful	20%	21%	18%	25%	16%
Quick response/ helped	13%	12%	9%	11%	16%
Dealt with the issue	12%	17%	4%	11%	14%
Helpful	12%	8%	11%	10%	15%
Understanding/ listened to me	9%	6%	3%	9%	12%
Personable/ friendly	9%	11%	1%	9%	10%
Did a good job	9%	11%	8%	8%	8%
Good follow up/ kept me informed	4%	15%	1%	4%	2%

Among the positive comments about contact with the VPD, professionalism and knowledgeability (31%) and courtesy and respect (20%) were the most commonly mentioned. Quick response (13%), effectiveness in dealing with the issue (12%), and helpfulness (12%) were also common positive themes.

Residents of District 3 were significantly more likely to mention professionalism and knowledge than those in Districts 2 or 4.

Negative Comments	Citywide (n=225)	District 1 (n=57)	District 2 (n=59)	District 3 (n=53)	District 4 (n=56)
Lack of response/ no help	9%	13%	10%	7%	9%
Did not do a good job/ bad experience with police	5%	--	7%	4%	7%
Poor attitude/ lack of effort	4%	6%	8%	3%	2%
No follow up/ slow	3%	3%	4%	4%	2%

Notably, scores for professionalism and knowledge increased significantly from 2018 (from 15% to 31%), while scores for quick response dropped significantly from 29% to 13%.

The most common negative comments regarding satisfaction with the VPD's service were the lack of response (9%) and a bad experience with police (5%).

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

Base: Residents who had contact with the VPD in the 12 months preceding the survey (n=225 Citywide for 2019)

Q6b: Can you explain why you feel this way?

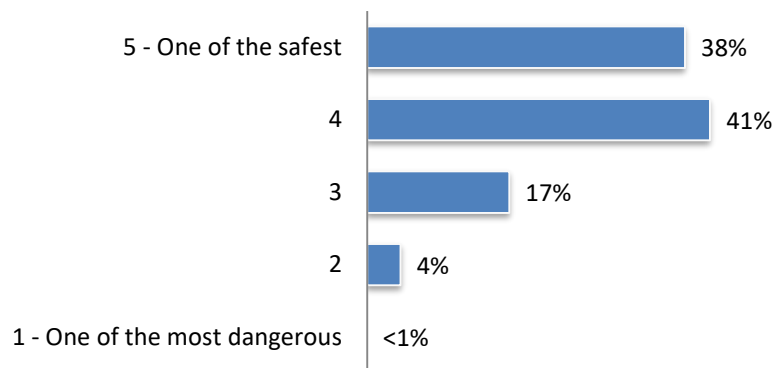
Note: Responses mentioned by 2% or less of Citywide participants not included in these tables

4.2 *Perceptions of Safety and Crime*

4.2.1 PERCEPTIONS OF NEIGHBOURHOOD SAFETY

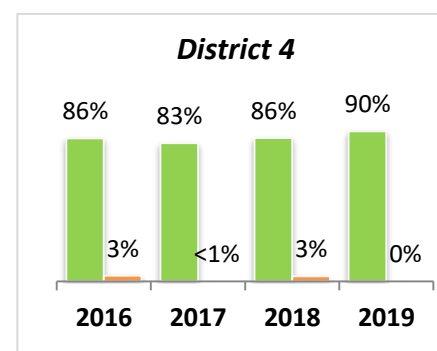
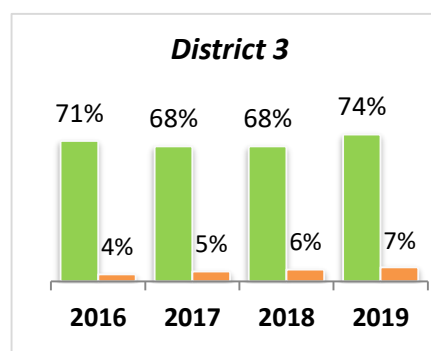
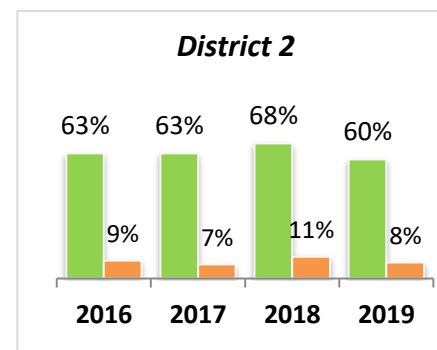
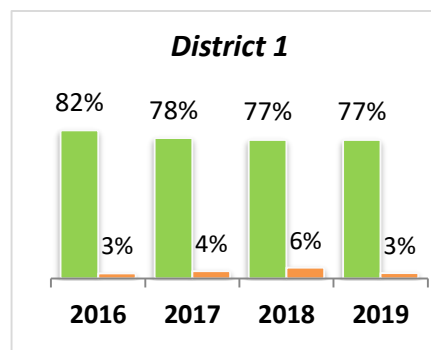
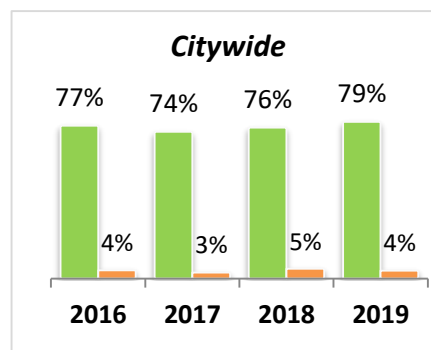
4.1.2.1 Perceived Level of Safety of the Neighbourhood

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



Eight in ten (79%) of residents Citywide felt their neighbourhood was among the safest compared to other neighbourhoods in Vancouver (that is, gave a rating of 4 or 5 on a 5 point scale where 5 is one of the safest neighbourhoods). This is slightly but not significantly higher than ratings in recent 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 2019. Residents in District 4 were significantly more likely to rate their neighbourhood as safe compared with residents in other Districts. Residents in Districts 1 and 3 were also significantly more likely to rate their neighbourhood as safe compared with residents in District 2.



Base: All residents (n=800 Citywide; 200 per District)

Q8a: How safe do you feel your business' neighbourhood is compared to other neighbourhoods in the City?

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

4.1.2.2 Reasons for the Perceived Level of Safety

Positive Comments	Citywide (n=800)	District 1 (n=200)	District 2 (n=200)	District 3 (n=200)	District 4 (n=200)
See police often/ Feel safe in community	25%	36%	29%	15%	29%
Quiet area/ Residential	18%	9%	11%	24%	19%
Not aware of any issues (Haven't heard much)	13%	5%	5%	21%	11%
Low crime rates	10%	3%	6%	9%	13%
People look out for each other	6%	8%	10%	4%	6%
Lots of people/ Populated area	4%	13%	2%	2%	2%
Neighbourhood watch	3%	-	1%	2%	5%

Neutral or Negative Comments	Citywide (n=800)	District 1 (n=200)	District 2 (n=200)	District 3 (n=200)	District 4 (n=200)
Break-ins/ Property theft	15%	7%	20%	17%	15%
Do not feel safe/ Not enough police presence	10%	8%	13%	10%	9%
Drug dealing/ Gang activity	6%	10%	11%	8%	2%
Homelessness/ Drug abuse	6%	15%	7%	5%	3%
Could be better, could be worse	3%	2%	5%	5%	2%
High crime rate	3%	4%	7%	4%	1%

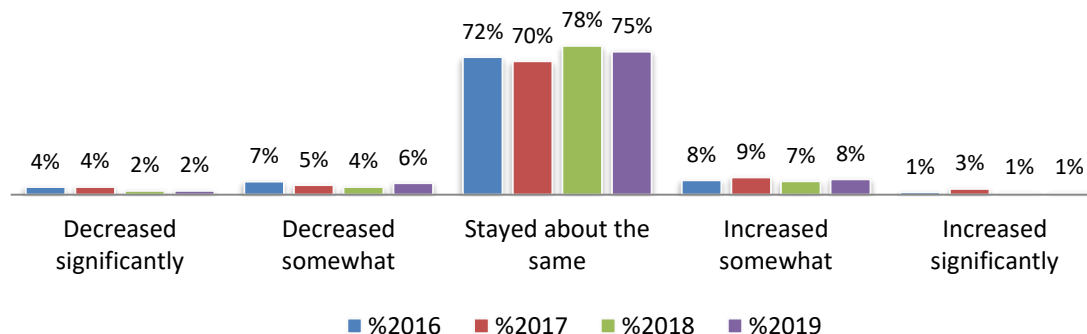
Police visibility in the community (25%) was a common reason given for the sense of relative safety. Notably, residents in District 3 were significantly less likely to mention police visibility than those in other districts.

Break-ins/property theft (15%), on the other hand, were the leading reason for rating a neighbourhood less safe. Residents in District 1 were significantly less likely to mention break-ins/property theft than those in the other Districts. District 1 residents, meanwhile, were significantly more likely to cite homelessness and drug abuse than those in other Districts.

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

4.1.2.3 Violent Crime in the Neighbourhood

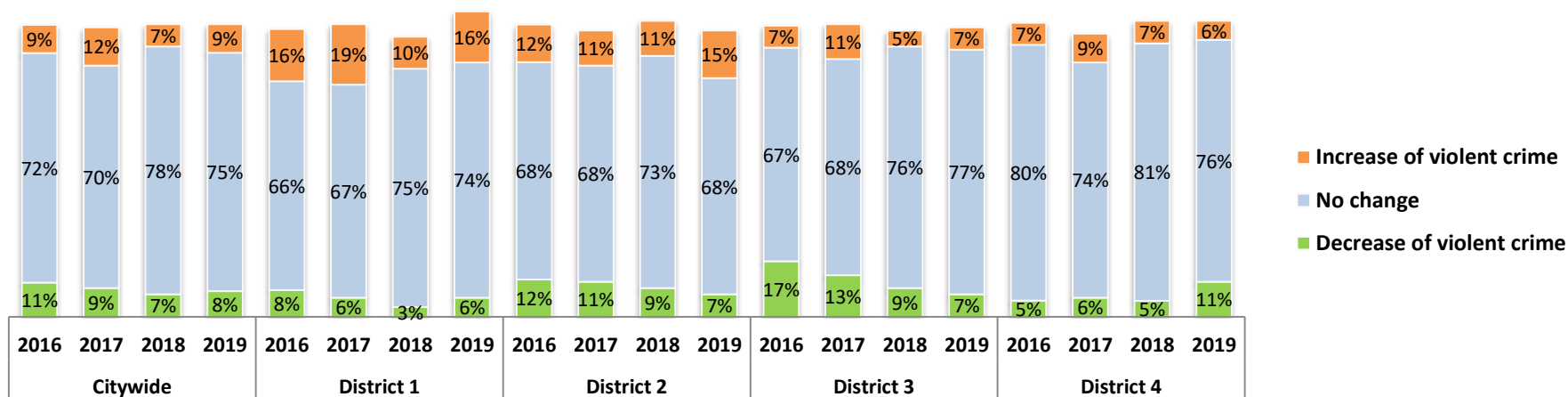
In the past 12 months, would you say the level of violent crime in your neighbourhood has... (Citywide)



Similar to the past three years, three-quarters (75%) of Vancouver residents Citywide said that the level of violent crime in their neighbourhood had stayed about the same in the 12 months preceding the survey. Overall, a similar proportion of residents in 2019 felt that the crime rate in their neighbourhood had increased (9%) versus decreased (8%).

4.1.2.3 Violent Crime in the Neighbourhood

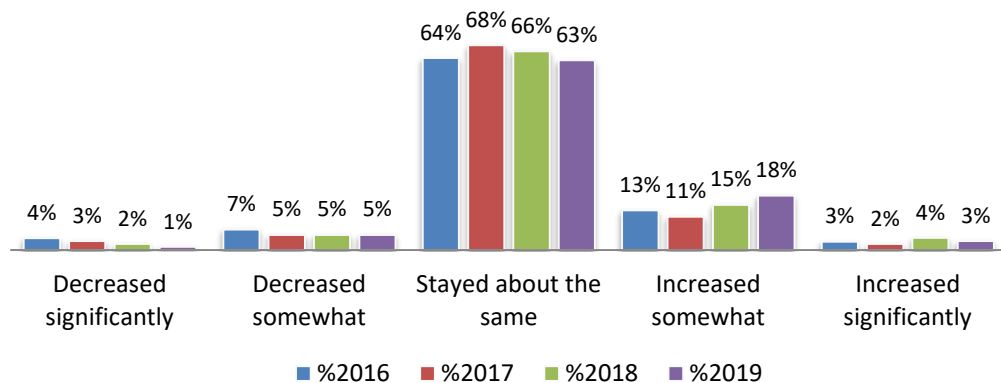
In the past 12 months, would you say the level of violent crime in your neighbourhood has...



In general, residents in Districts 1 or 2 were more likely than residents in Districts 3 and 4 to say there had been an increase in violent crime in their neighbourhood over the past year. There are no significant year-over-year differences by District between 2018 and 2019.

4.1.2.4 Property Crime in the Neighbourhood

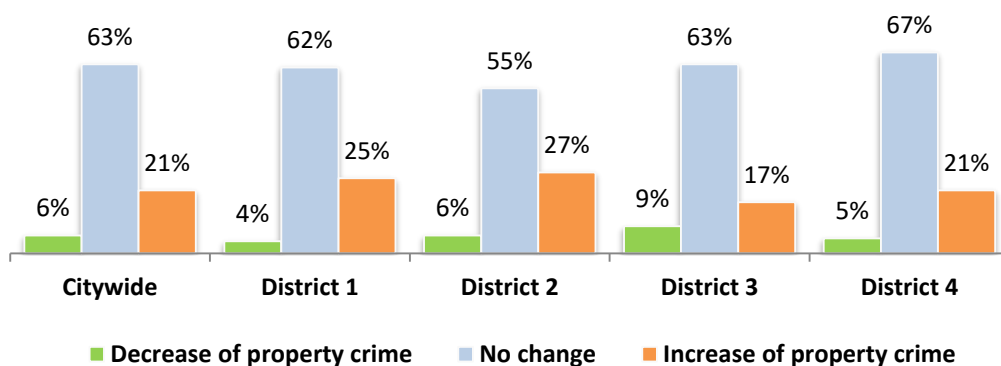
In the past 12 months, would you say the level of property crime in your neighbourhood has... (Citywide)



Sixty-three percent 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 decrease from 66% in 2018.

Two in ten (21%) believed that property crime had increased in their neighbourhood, while 6% believed it had decreased over the past 12 months. These proportions are similar to results seen in 2018.

Residents in District 2 (27%) were significantly more likely to feel the level of property crime had increased compared to residents in District 3 (17%). Those in District 4 (67%) were significantly more likely than those in District 2 (55%) to say that property crime had stayed the same.



At the District level compared with previous years, District 1 residents were more likely to say that the level of property crime in their neighbourhood had increased in 2019 (25%) than observed in 2018 (17%).

4.1.2.5 Most Important Crime-related Problem in the Neighbourhood

Most Important Problem	Citywide (n=800)	District 1 (n=200)	District 2 (n=200)	District 3 (n=200)	District 4 (n=200)
Break & enter (theft from property)	33%	22%	25%	35%	39%
Theft from cars	13%	11%	14%	10%	16%
Drug dealing/ Gang activity	6%	4%	8%	8%	5%
Vandalism	4%	4%	6%	1%	7%
Traffic problems, such as speeding cars or cruising	3%	2%		4%	4%
Drugs	3%	7%	3%	2%	1%
Violence/ Violent crime	2%	4%	3%	2%	1%
Car theft (theft of cars)	2%	1%	1%	2%	2%

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

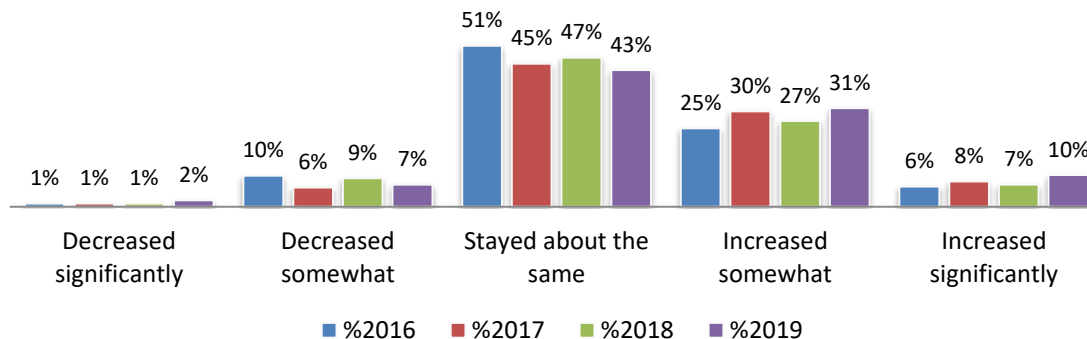
Break and enter was the most predominant neighbourhood-level problem across all Districts, mentioned by one-third (33%) of residents Citywide.

Residents in District 1 and District 2 were significantly less likely to mention break & enters than those in Districts 3 and 4. Meanwhile, those in District 3 were less likely than those in Districts 2 and 4 to mention vandalism as an important neighbourhood-level problem while those in District 4 were less likely to mention drugs than residents in District 1.

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)

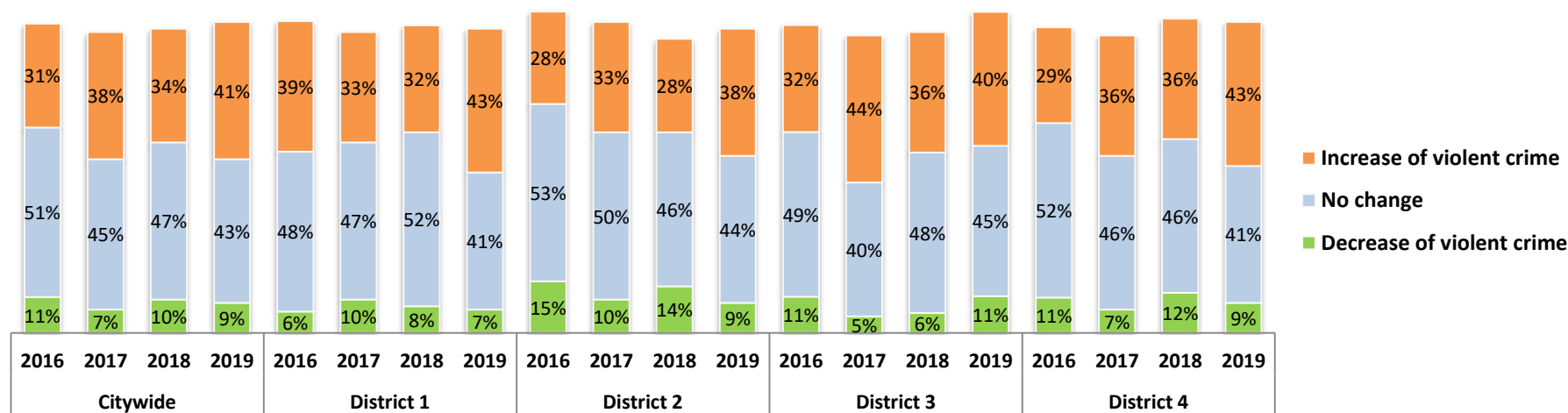


Residents were also asked about the change in violent crime levels for the City of Vancouver *as a whole* over the past 12 months preceding the survey. Four in ten Vancouver residents (41%) believed that violent crime in the City had increased in the 12 months preceding the survey, a significant increase from the prior year (34%).

Fewer than one in ten (9%) said that violent crime in the City had decreased, similar to 10% in 2018. This was also a similar proportion to those who felt violent crime had decreased in their own neighbourhoods.

In contrast, only 9% of residents said that violent crime had 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.

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



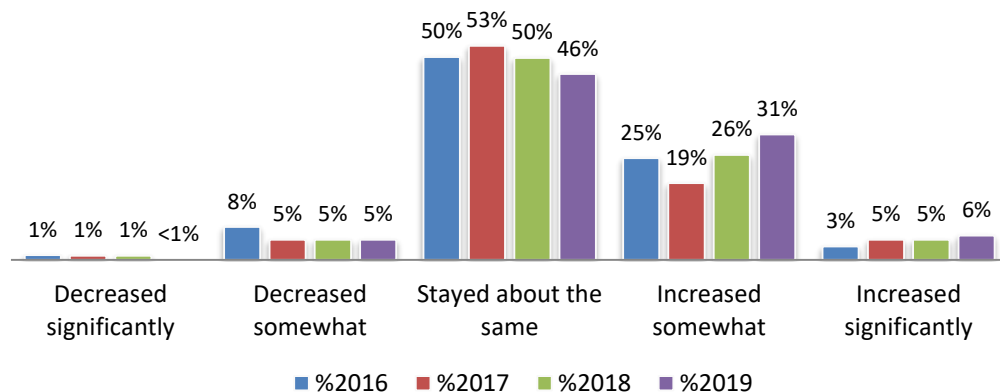
Overall, the Citywide proportion of residents who say violent crime has increased in the City of Vancouver has risen compared to the previous year, from 34% in 2014 to 41% in 2019.

Residents in District 2 are notably more likely to believe that the level of violent crime has increased over the past 12 months than in 2018, from 28% in 2018 to 38% in 2019. The same is true in District 1, where proportions rose from 32% in 2018 to 43% in 2019.

District 3 was the only District where residents perceived a greater decrease in violent crime compared to last year, though this difference is not significant (from 6% in 2018 to 11% in 2019).

4.2.2.2 Property Crime in the City

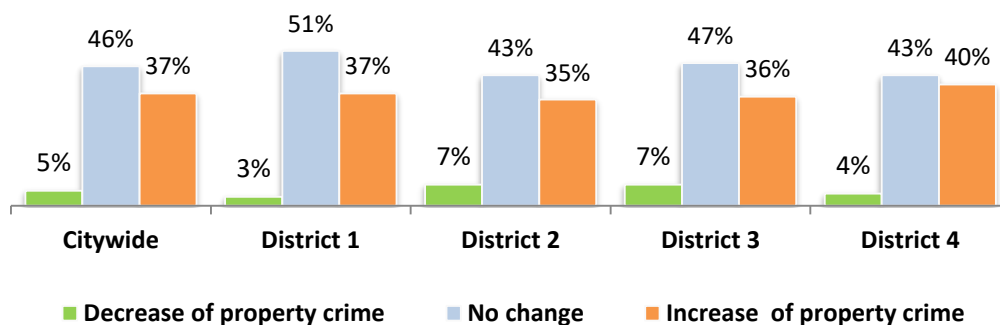
In the past 12 months, would you say the level of property crime in the City of Vancouver has... (Citywide)



Forty-six percent of residents in 2019 said that the level of property crime in the City had stayed about the same in the 12 months preceding the survey. This continues a downward trend over the last three years.

More than one-third (37%) of Citywide residents in 2019 believed that property crime in the City of Vancouver increased over the past year, significantly increased from 31% in 2018. Five percent believed that property crime had decreased Citywide, consistent with 6% the previous year.

There were no significant differences in perceptions of property crime in Vancouver between Districts in 2019.



As in previous years, there is a disparity between perceptions of property crime increasing at the neighbourhood level (21%) versus perceptions of property crime increasing in the City of Vancouver in general (37%).

4.2.2.3 Most Important Crime-related Problem in the City

Most Important Problem	Citywide (n=800)	District 1 (n=200)	District 2 (n=200)	District 3 (n=200)	District 4 (n=200)
Drug use/ abuse	32%	38%	29%	32%	30%
Break & enter (theft from property)	13%	12%	9%	16%	11%
Gang activity	11%	10%	11%	9%	13%
Homelessness/ prostitution	6%	4%	3%	4%	9%
Assault/ violent crime	6%	5%	7%	6%	5%
Shootings, including random gunshots and drive-by shootings	4%	2%	2%	3%	5%
Drug dealing	3%	4%	1%	2%	3%
White collar crime/ extortion	2%	1%	4%	2%	2%

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

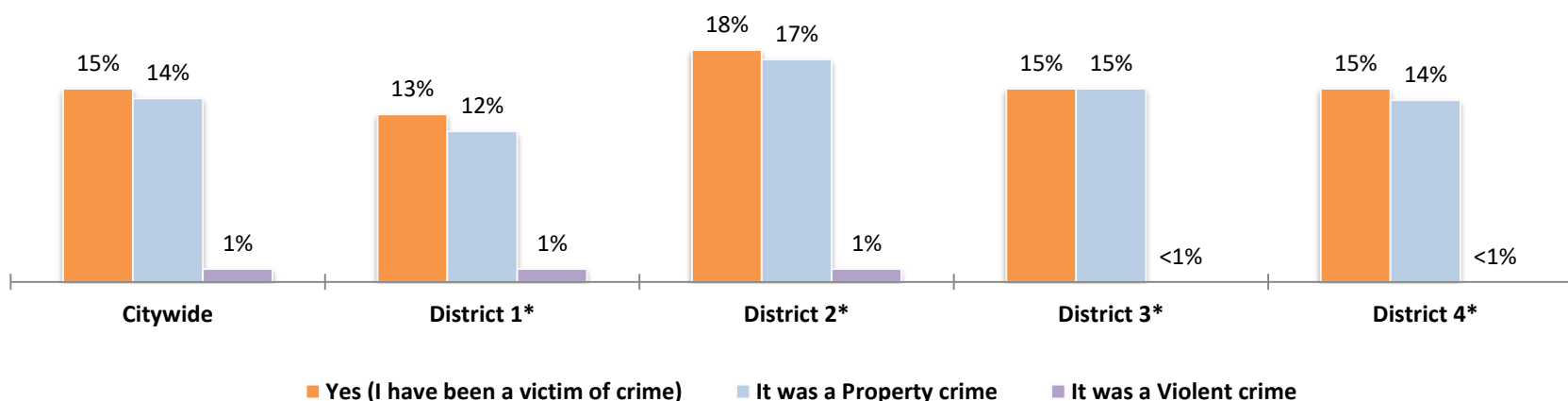
When asked to name the most important crime-related problem in the City of Vancouver overall, residents of Vancouver were particularly likely to mention drug use and abuse (32%), which was also the top concern in 2018. The other most commonly mentioned crime-related problems include break & enters (13%) and gang activity (11%).

District 4 residents were more likely to mention homelessness and prostitution as top crime-related problems in Vancouver than residents in Districts 2 or 3.

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?***



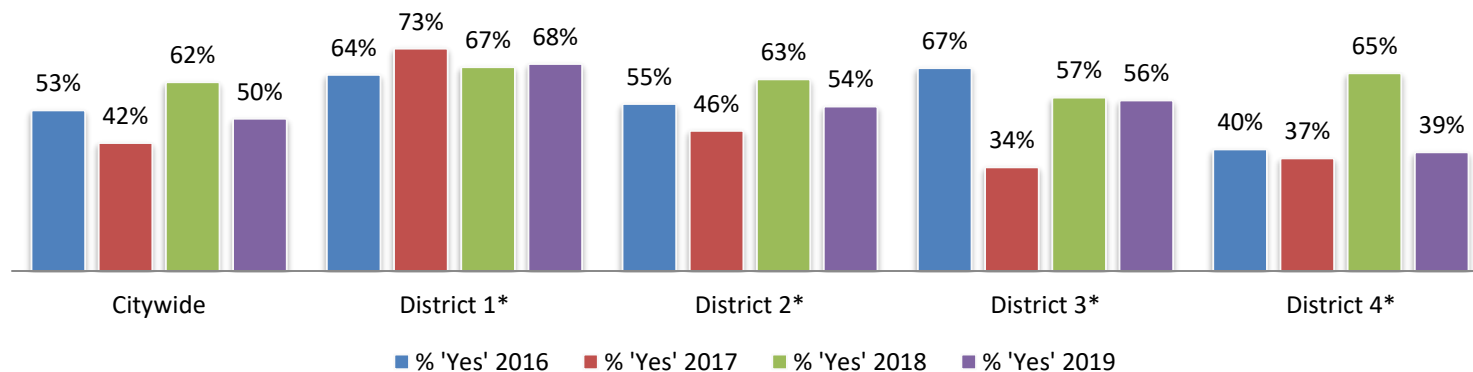
** Caution: small base*

Fifteen percent of Vancouver 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 4% of all crime victims – or 1% of all residents – said they had been the victim of a violent crime).

There were no significant differences between Districts, either in terms of experience with crime or type of crime experienced.

4.3.2 REPORTING THE CRIME

Was this crime reported to the police?



Reasons for not reporting the crime

Reasons	2019
No point, crime was small	63%
Felt that the police could not do anything about it	20%
Previous encounters with police, did not help	13%
Suspect was gone/ No obvious proof	8%

One-half (50%) of residents indicating they had been a victim of a crime in the past year said that they reported the crime to the police in 2019, down considerably from a high of 62% in 2018.

The primary reason mentioned for not reporting the crime was that the victim believed the crime was too small (63%). This was followed by a feeling that the police could not do anything about it (20%) and that previous encounters with police did not help (13%).

Base (Q14): Residents who had experienced crime within the past 12 months (n=131 Citywide in 2019; n=132 in 2018; n=131 in 2017; n=129 in 2016)

Base (Q15): Residents who did not report the crime they experienced in the past 12 months (n=61 Citywide in 2019)

Q14. Was this crime reported to the police? Q15: Why did you decide not to report this crime to the police?

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

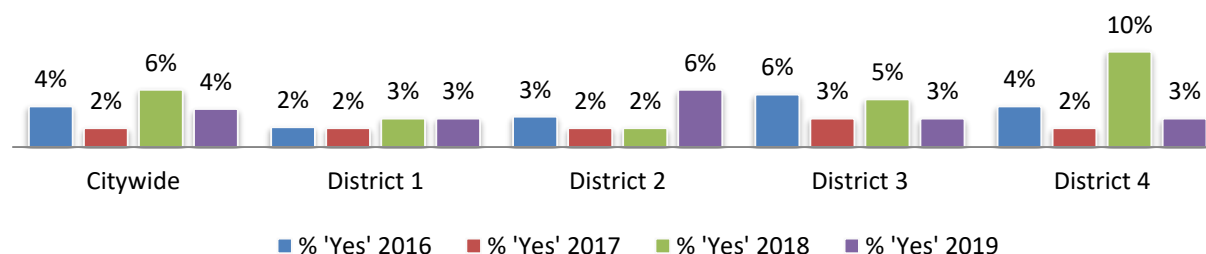
Note (Q15): Multiple responses permitted; Responses mentioned by 5% or less of Citywide participants not included in this table

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

4.4 *Community Participation*

4.4.1 PARTICIPATION IN A VPD-SPONSORED TRAINING PROGRAM

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

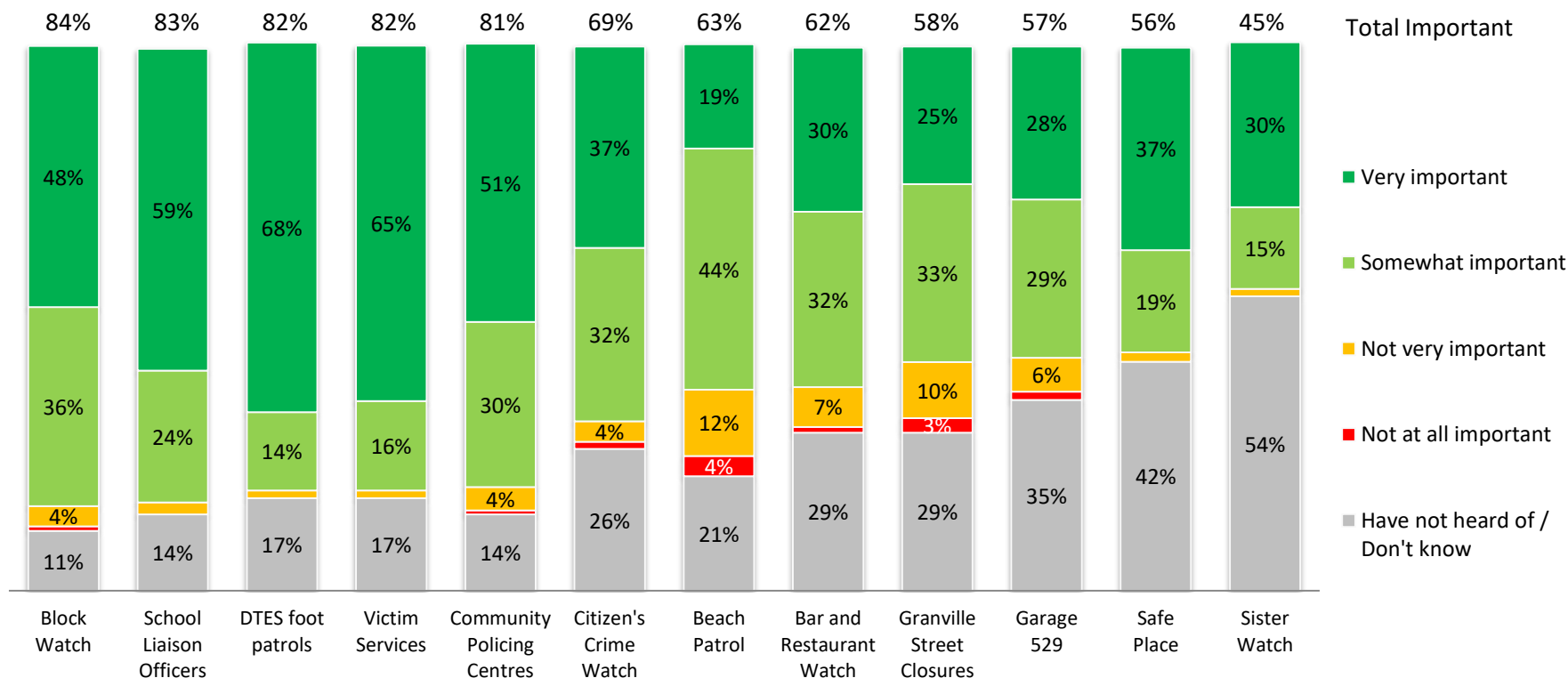


Four percent of Vancouver residents indicated that they or someone in their household participated in a VPD-sponsored training program in the 12 months preceding the survey, down significantly from the level noted in 2018 (6%). There were no statistically significant differences between Districts in 2019.

Of the 36 people who participated in a VPD-sponsored training program, the most commonly mentioned program was Block Watch (40%), followed by Self Defense (21%), and Women's Safety Team (12%).

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 2019. Block Watch (84%) and School Liaison Officers (83%) 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 Downtown Eastside foot patrols (82%), Victim Services (82%), and Community Policing Centres (81%).

Sister Watch (44%), Safe Place (56%), and Garage 529 (57%) received the lowest importance scores, although it is important to note that these projects also showed relatively low awareness levels. More than one-half (54%) have not heard of the Sister Watch program or do not know enough to evaluate it; 42% of residents are similarly unable to rate Safe Place and more than one-third (35%) were unable to rate 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.

Base: All residents (n=800 Citywide; 200 per District)

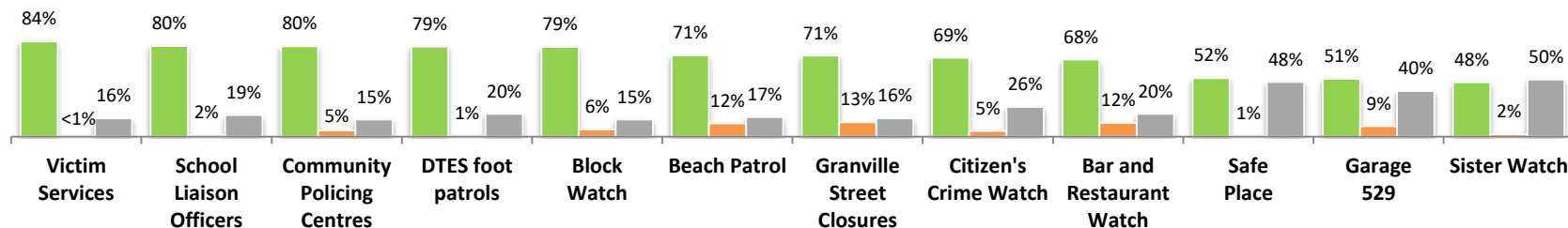
Q17: While you may not have direct experience with the following programs, please indicate how important each is to you as a resident of Vancouver?

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

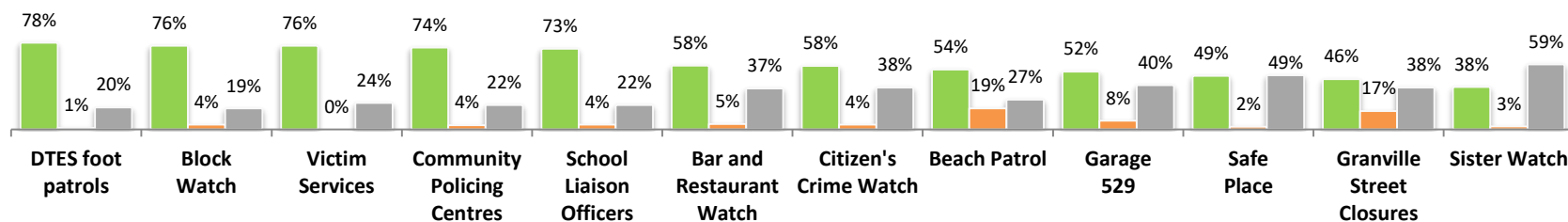
Importance of various VPD programs by District

■ Important ■ Not important ■ Have not heard of/ Don't know

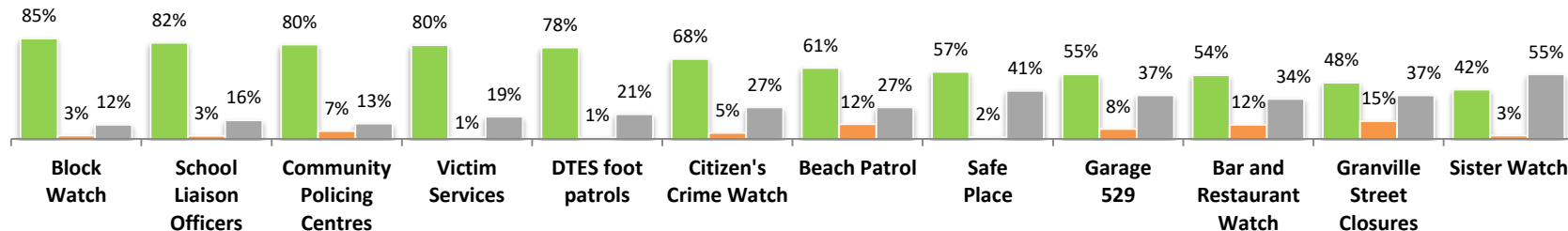
District 1



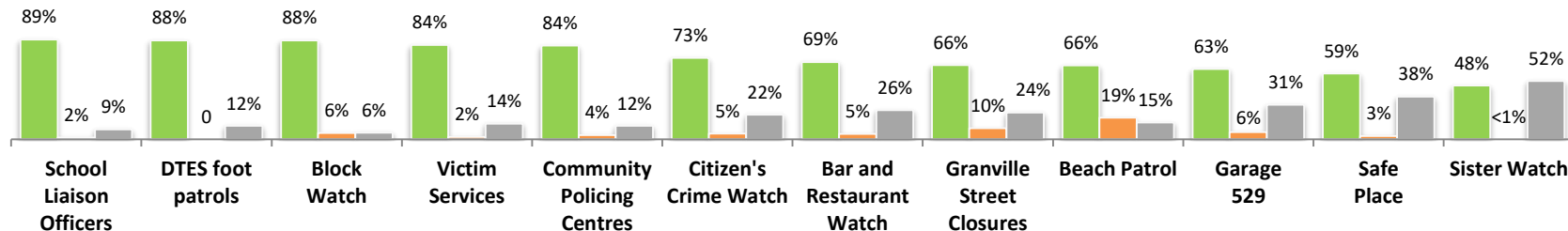
District 2



District 3



District 4

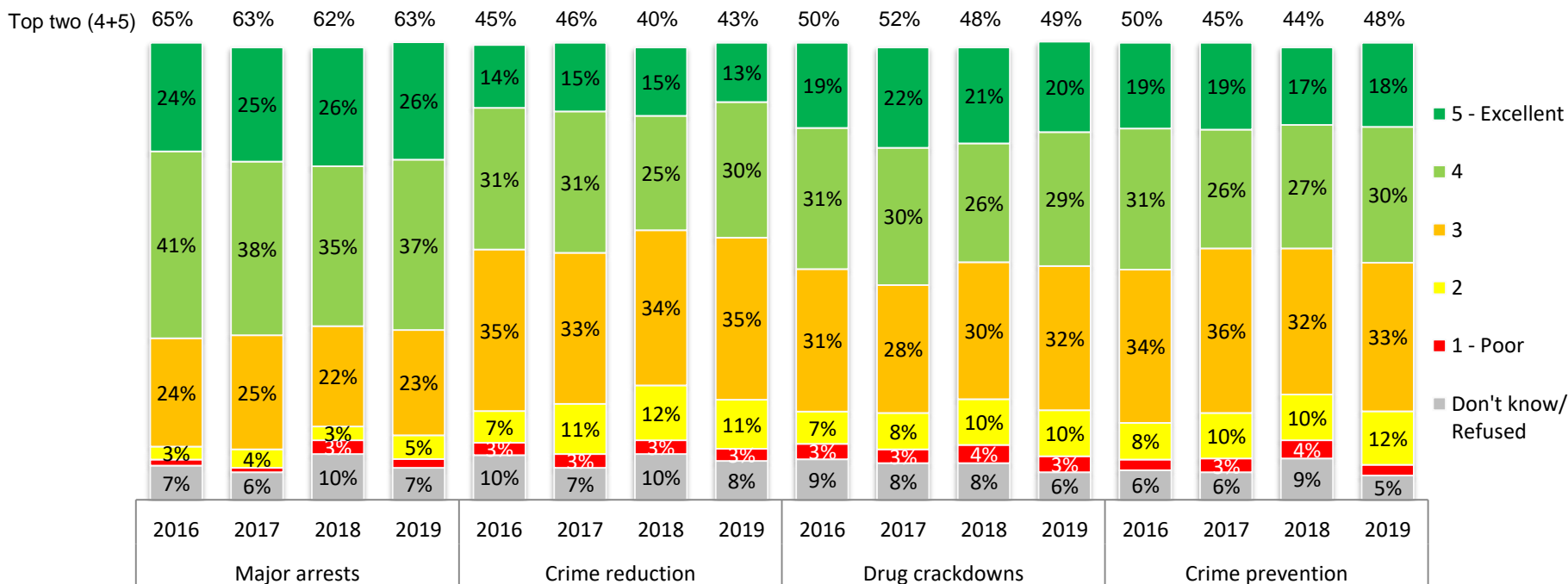


Base: All residents (n=800 Citywide; 200 per District)

Q17: While you may not have direct experience with the following programs, please indicate how important each is to you as a resident of Vancouver?

4.4.3 INFORMING THE PUBLIC

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 2019. These range from a high of 63% for stories on major arrests to a low of 43% for stories about crime reduction.

Citywide, the VPD's performance on generating news stories on these four topics remained fairly consistent with the previous year.

Base: All residents (n=800 Citywide; 200 per District)

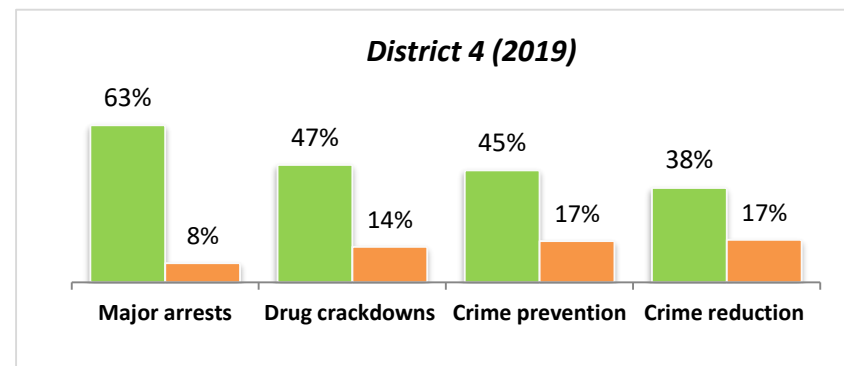
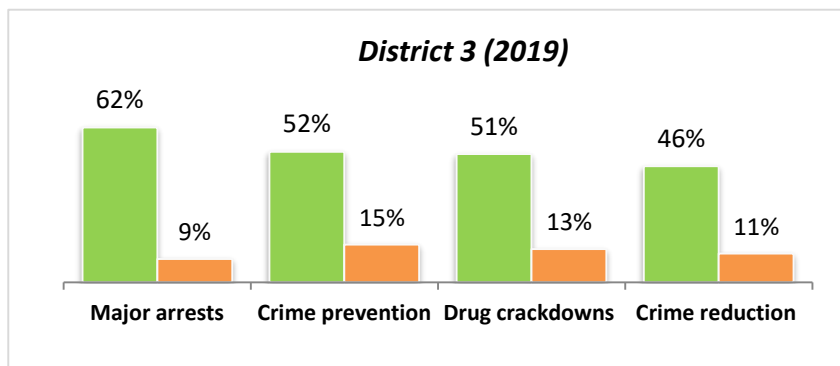
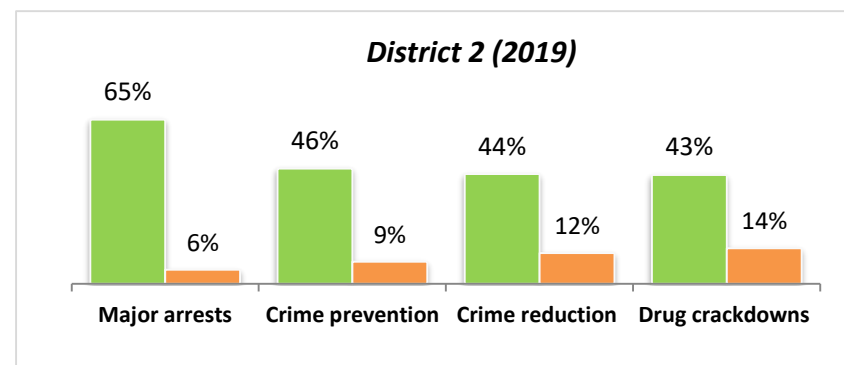
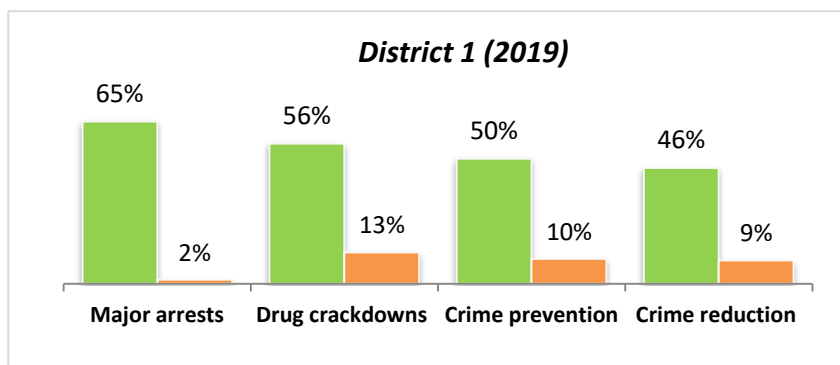
Q18: How would you rate the job of the Vancouver Police Department at generating news stories informing the public about...?

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

Ratings of the VPD keeping the public informed by District

■ Positive ratings (4 & 5)

■ Negative ratings (1 & 2)



Consistent with 2018, the ability of the VPD to generate stories regarding major arrests is viewed positively by residents of all Districts, with a range from 62% to 65% providing positive ratings of 4 or 5 out of 5.

Residents in District 1 (56%) were significantly more likely than those in District 2 (43%) to provide positive ratings for generating stories regarding drug crackdowns.

4.4.4 SOURCE OF INFORMATION ABOUT THE VPD

4.4.4.1 Sources of Information about the VPD in Past 12 months

Information Source	Citywide (n=800)	District 1 (n=200)	District 2 (n=200)	District 3 (n=200)	District 4 (n=200)
TV	70%	68%	65%	69%	72%
Radio	53%	50%	47%	47%	61%
Major Newspaper, Print	49%	48%	57%	39%	55%
Major Newspaper, Online	40%	39%	35%	37%	46%
Community Newspaper, Print	40%	37%	41%	44%	37%
Facebook	17%	13%	12%	21%	16%
Other Forms of Social Media	15%	7%	14%	22%	13%
Twitter	9%	5%	7%	12%	8%
None of the above	6%	4%	8%	8%	3%

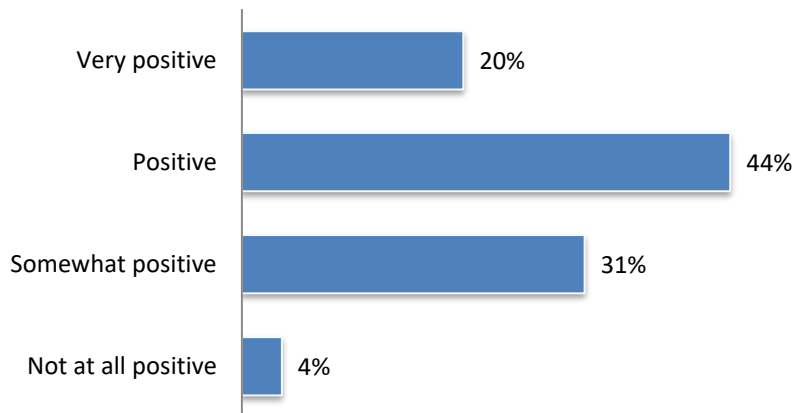
Values circled are significantly different from the squared values in the same row at a 95% confidence interval.

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 (70%) was the most frequently mentioned source of information about the VPD, followed by radio (53%). The print version of a major newspaper was mentioned by 49% of residents, followed by the online version of a major newspaper and the print version of a community newspaper (40% each).

There were many significant differences between the Districts, as identified by the circled and squared values in the above table.

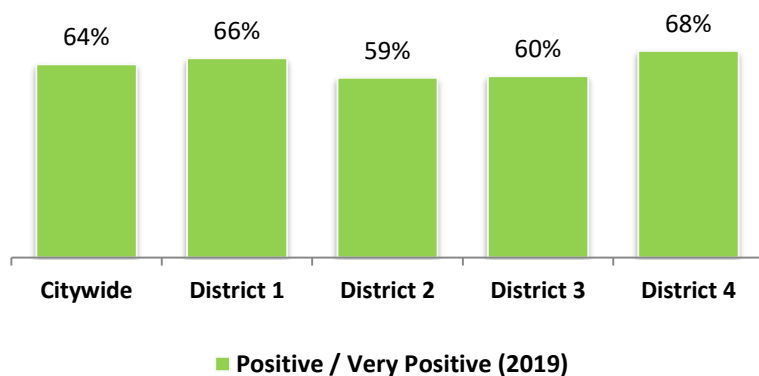
4.4.4.2 Perceptions of How the Media Portrays the VPD

Overall, what impression do you have of the VPD based on local media coverage? (Citywide, 2019)



Nearly two-thirds (64%) of Vancouver residents thought that the local media presented the VPD in a positive manner. Increasing significantly from the previous two years (2% each), 4% said that the VPD was portrayed in a not at all positive manner in local media coverage.

Residents' likelihood to consider the portrayal of the VPD in the media to be positive or very positive did not differ significantly across Districts.



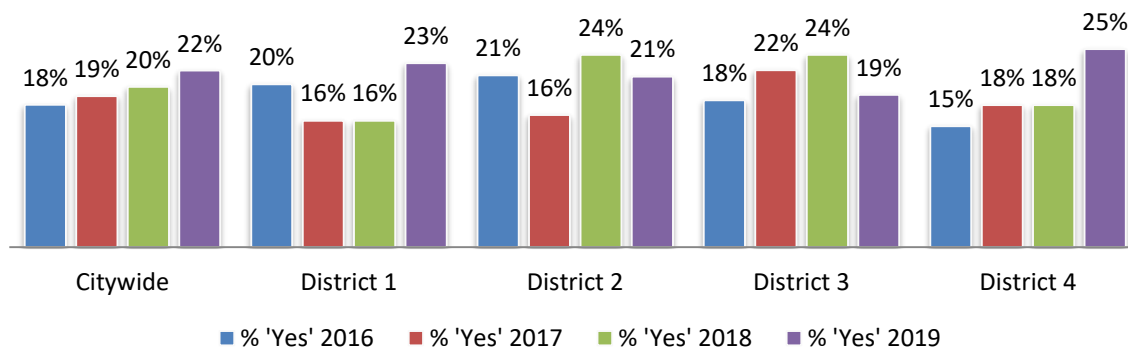
Base: All residents (n=800 Citywide; 200 per District)

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

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

4.4.4.3 Use and satisfaction with the VPD website

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



In 2019, 22% residents Citywide said they had visited the VPD website. This continues a slight upward trend seen over the last four years.

Of those who visited the website, more than one-half (52%) visited the website in search of general information about the VPD. Other fairly common reasons for visiting the website included crime prevention tips (30%) and crime reporting purposes (29%). One-quarter mentioned visiting the website for career information (25%).

Sixty-one 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 fallen significantly from a high of 76% in 2017, but was down only slightly from 63% in 2018.

Information sought from VPD website	Citywide (n=193)	District 1 (n=46)	District 2 (n=55)	District 3 (n=47)	District 4 (n=45)
General information about the Vancouver Police Department	52%	66%	46%	54%	49%
Crime prevention tips	30%	24%	28%	27%	35%
Crime reporting purposes	29%	37%	37%	29%	23%
Career information	25%	22%	28%	29%	23%
To learn about current news on the public affairs page	22%	27%	22%	20%	21%
Other	23%	17%	17%	15%	32%

Base (Q22): All residents (n=800 Citywide; 200 per District)

Base (Q23): Residents who have visited the VPD website (n=176 Citywide in 2019)

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

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

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

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

4.4.5 SUGGESTIONS FOR IMPROVING VPD SERVICE IN THE NEIGHBOURHOOD

Suggestions	Citywide (n=800)	District 1 (n=200)	District 2 (n=200)	District 3 (n=200)	District 4 (n=200)
More visible/ more presence	23%	26%	20%	23%	22%
Transparency/ more information given to the public	17%	9%	14%	20%	17%
Foot patrol increase	13%	16%	18%	10%	12%
Enforce traffic laws	4%	4%	5%	2%	5%
Less arrogance, act professionally	3%	4%	1%	4%	3%
Hire additional staff/ officers	3%	5%	3%	1%	3%
Theft (General)	2%	3%	1%	4%	1%
Positive comments (not specific)	2%	2%	3%	2%	1%
Do something about panhandlers & street people	2%	3%	3%	<1%	2%
Crime reduction (drug use/ dealing)	2%	3%	1%	2%	1%
Faster response	2%	--	1%	2%	2%

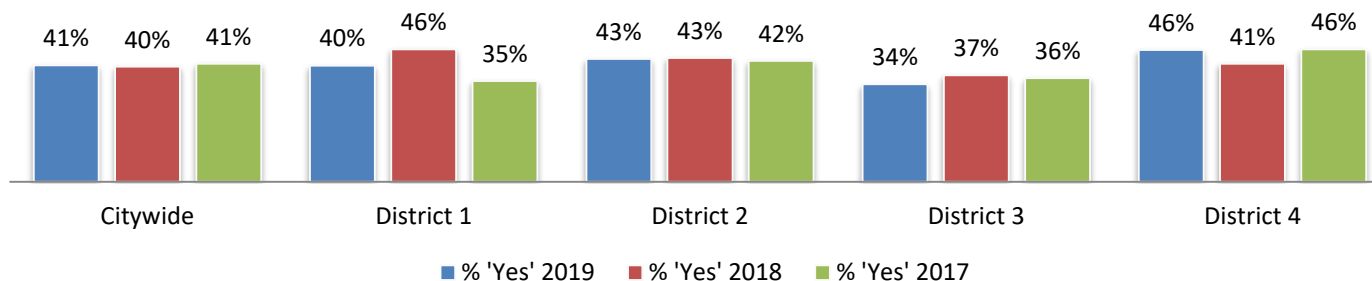
When residents were asked to provide a single recommendation to the Vancouver Police Department about how they could improve services to the residents' neighbourhood, the most common suggestion was to increase the presence and visibility of the police in the neighbourhood (23%).

The next most common suggestion was increasing the organization's transparency, mentioned by 17% of Vancouver residents as a means of improving VPD services to the City's neighbourhoods. Thirteen percent specifically suggested an increase in foot patrols.

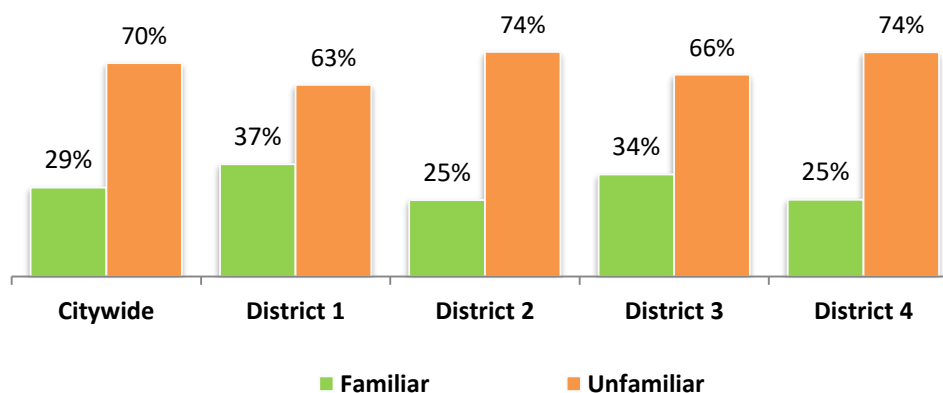
Residents in District 3 and 4 were more likely than those in District 1 to want more visibility/patrols/presence of the VPD in their neighbourhoods. District 2 residents, meanwhile, were significantly more likely to suggest an increase in foot patrols than residents in District 3.

4.4.6 The Vancouver Police Foundation

Have you heard of the Vancouver Police Foundation?



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



Citywide roughly four in ten (41%) residents had heard of the Vancouver Police Foundation, consistent with the past two years.

Three in ten (29%) of those who had heard of the Vancouver Police Foundation rated themselves as familiar with the work of the Foundation (based on very and somewhat familiar ratings combined). Notably, residents in District 1 were significantly more likely to be familiar with the work of the Foundation in 2019 (37%) than in 2018 (15%).

Base (Q41A): All residents (n=400 Citywide; 100 per District)

Base (Q41B): Residents who were aware of the Vancouver Police Foundation (n=324 Citywide in 2019)

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

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

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

4.5 ***Demographics***

Number of years lived in the City of Vancouver	2019
10 years or less	6%
11 to 20 years	17%
21 to 30 years	21%
31 to 40 years	19%
41 to 50 years	17%
Over 50 years	17%
Don't know/ Refused	2%

Number of people in the household	2019
One	26%
Two	31%
Three	14%
Four	15%
Five or more	11%
Refused	4%

Number of years lived in current neighbourhood	2019
5 years or less	11%
6 to 10 years	12%
11 to 15 years	14%
16 to 20 years	16%
21 to 25 years	14%
26 to 30 years	9%
Over 30 years	23%
Don't know/ Refused	<1%

Level of education	2019
Less than 12 th grade (not a high school graduate)	7%
High school graduate	14%
Some college or other post-secondary education	14%
College graduate	16%
University graduate	31%
Some post-graduate	3%
Master's degree or higher	15%
Refused	1%

Base (all questions): All residents (n=800 Citywide; 200 per District)

Q27. How long have you lived in the City of Vancouver?

Q28. And how long have you lived in your current neighbourhood?

Q32. How many people, including yourself, live in your household?

Q31. And what is the highest level of education you had the opportunity to complete?

Born in Canada	2019
Yes	52%
No	47%
Refused	1%

Number of years lived in Canada	2019 (n=295)
10 years or less	4%
11 to 20 years	13%
21 to 30 years	21%
31 to 40 years	19%
41 to 50 years	26%
51 to 60 years	13%
Over 60 years	5%
Don't know/ Refused	1%

Own or Rent	2019
Own	73%
Rent	24%
Refused	3%

Gender	2019
Men	46%
Women	54%

Household Income	2019
Under \$15,000	3%
\$15,000 - \$24,999	6%
\$25,000 - \$34,999	7%
\$35,000 - \$49,999	8%
\$50,000 - \$74,999	19%
\$75,000 - \$99,999	14%
\$100,000 - \$124,999	7%
\$125,000 or over	12%
Don't know	4%
Refused (including those who would only say +/- \$50,000)	19%

Age	2019
18-34	9%
35-54	21%
55+	65%
Refused	5%

Age/Gender	2019
Men 18-34	4%
Men 35-54	10%
Men 55+	30%
Women 18-34	4%
Women 35-54	11%
Women 55+	35%
Refused	5%

Base (all questions except Q35b): All residents (n=800 Citywide; 200 per District)

Q35. Were you born in Canada?

Q35b: How many years have you been living in Canada?

Q29: Do you own or rent your current home?

Q38: Was your total household income...?

Q30: What is your year of birth?



VANCOUVER POLICE DEPARTMENT

COMMUNITY POLICING SURVEY 2019

RESIDENT QUESTIONNAIRE – Revised August 2019**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 Manager for this study at NRG Research Group (at 604.676.3990) or you can contact the Vancouver Police Department at (604.717.2685).

Everything you say will be kept confidential and anonymous.

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.

- S5. 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...

- 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 KNOW97 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 KNOW97
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?)



- 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.....DONT 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	<u>5</u>	97 98
B. Crime reduction projects?	1	2	3	4	<u>5</u>	97 98
C. Drug crackdowns?	1	2	3	4	<u>5</u>	97 98
D. Crime prevention programs?	1	2	3	4	<u>5</u>	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 KNOW96
 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 2018 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.