

**VANCOUVER POLICE DEPARTMENT**  
*Beyond the Call*

2022-23 Community Satisfaction  
Survey Results

**Leger**



September 21, 2023





# METHODOLOGY

**1,755 respondents**

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November 2022: 1,605 English

April-May 2023: 150 Chinese, Punjabi, Tagalog, French



Sample	
	1,755
<b>Gender</b>	
Female	49%
Male	50%
<b>Age Group</b>	
18-34	29%
35-54	32%
55+	39%
<b>Ethnicity</b>	
White	47%
East Asian	31%
South Asian	7%
Southeast Asian	5%
Black	3%
Latin American	2%
Indigenous	2%
Other Not Listed	3%



**15%**

Were a victim of a crime in previous 12 months.



**44%**

Called 9-1-1 in previous 12 months.



**46%**

Called VPD non-emergency line.



**20%**

Had contact with VPD in previous 12 months.

## RESPONDENT PROFILE

  
**VANCOUVER POLICE**  
*Beyond the Call*



PERCEPTION OF CRIME

**VPD**

VANCOUVER POLICE DEPARTMENT  
*Beyond the Call*

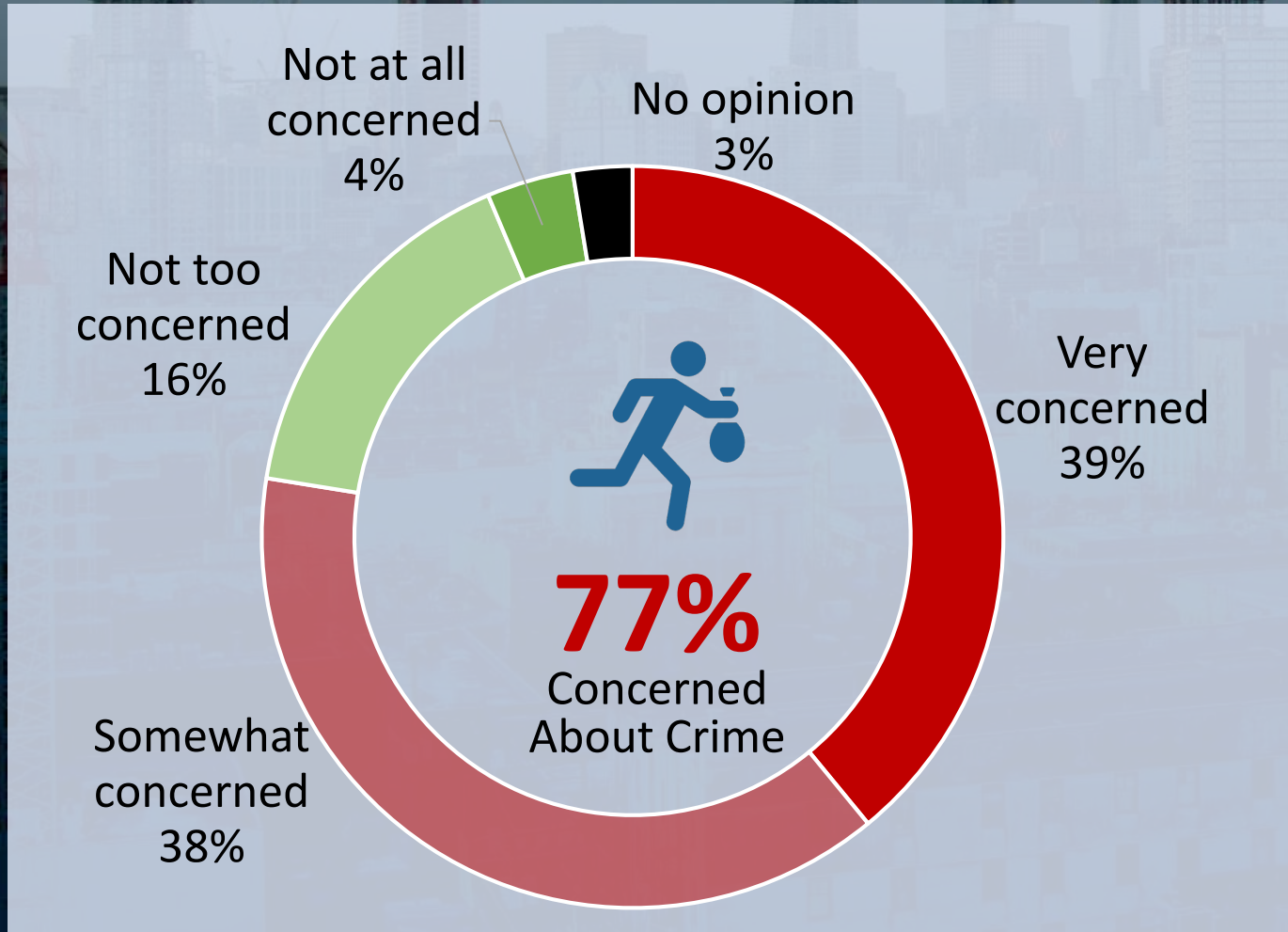
Non-Emergency Number 604-717-3321

Emergency 9-1-1

vpd.ca



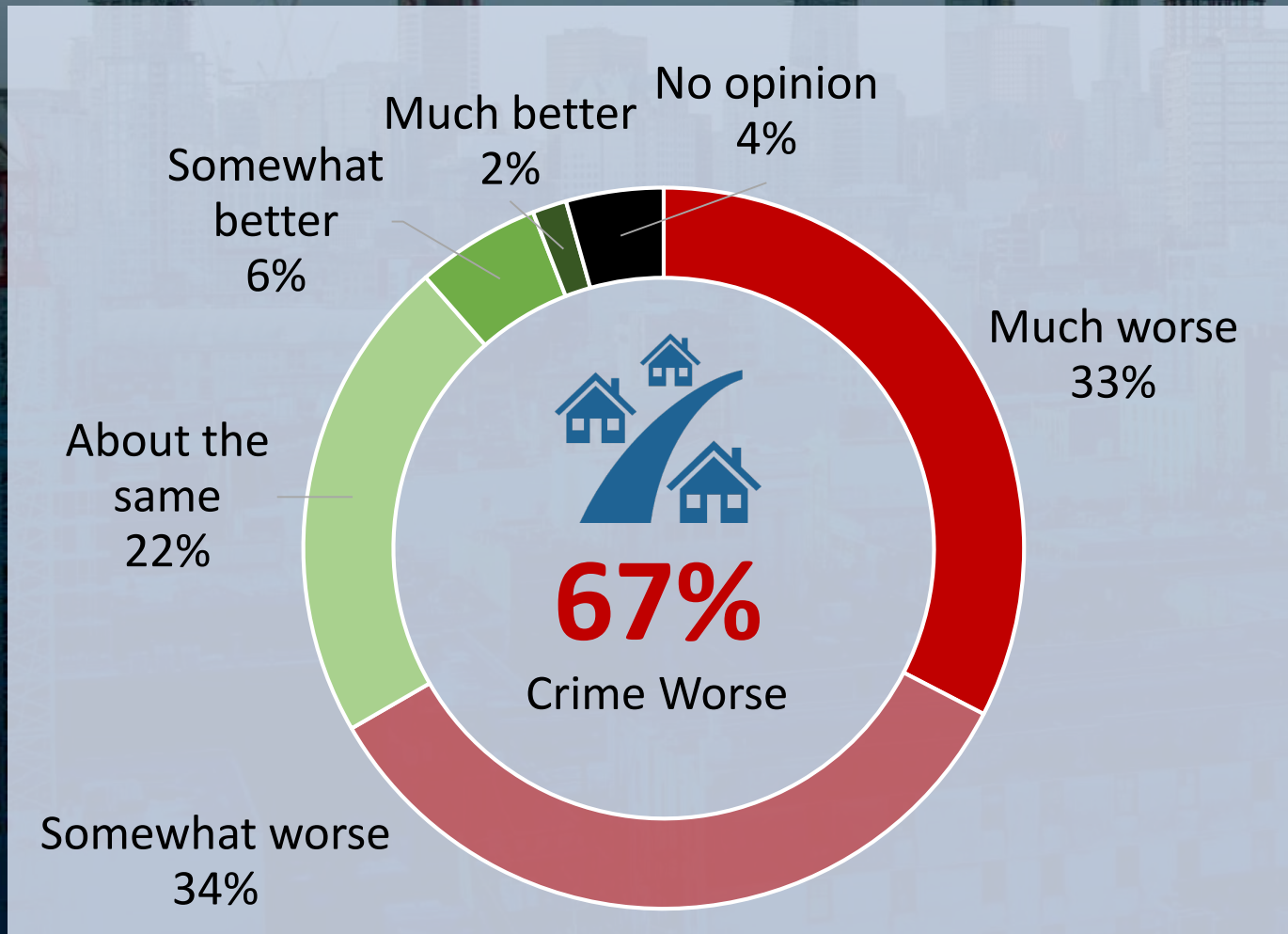
# 3 in 4 concerned about crime.



Base: All respondents (n=1,755)

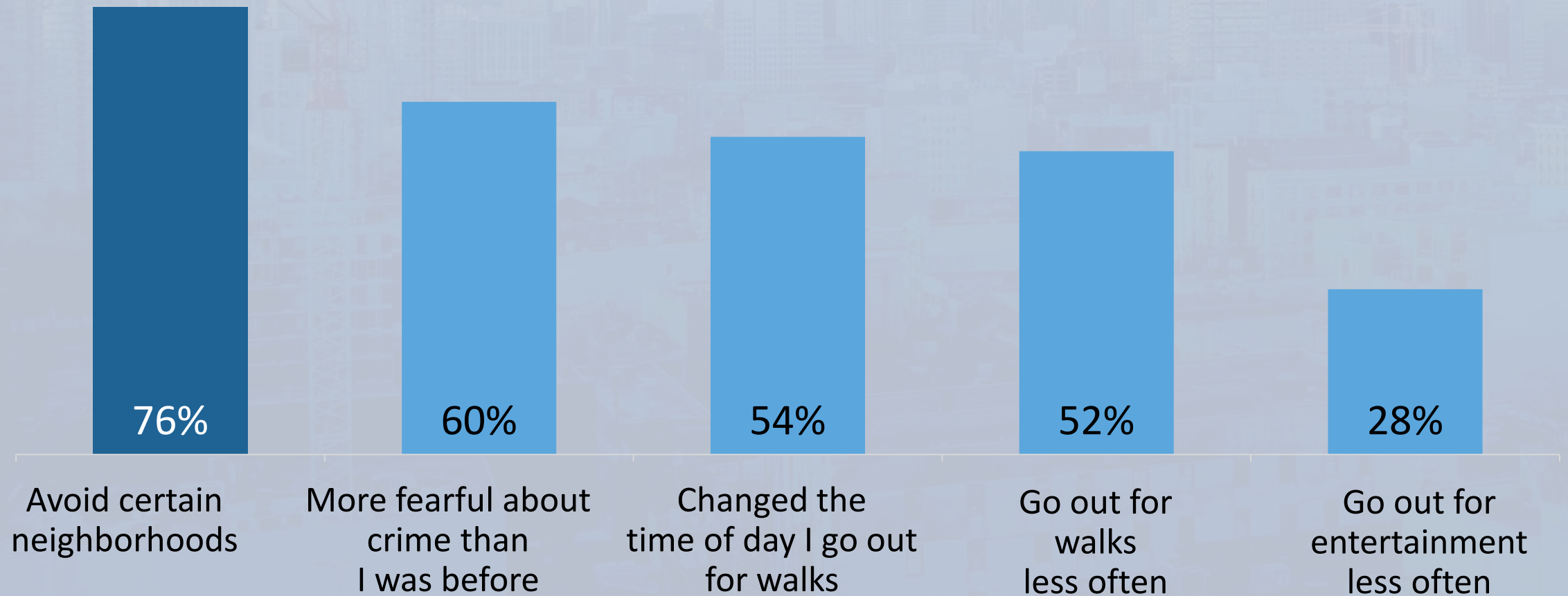
Q6. Overall, how concerned are you about crime in Vancouver?

# 2 in 3 believed crime had gotten worse.





# 4 in 10 changed their routines.



Base: Have changed routines or behaviours (n=744)  
Q14. What routines or behaviours have you changed in the past year because of the amount of crime in Vancouver?

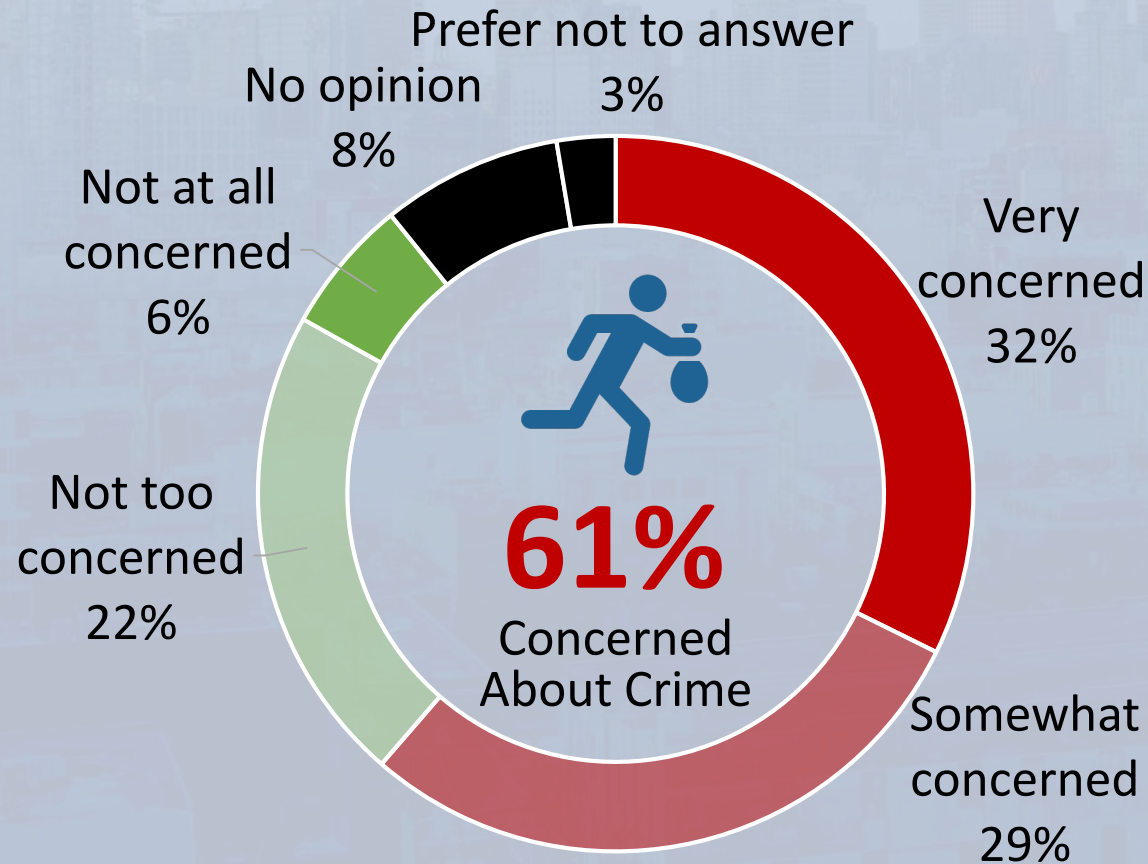


A photograph of a city street corner. On the left is a multi-story brick building with arched windows, identified by a sign as 'THE MPLIGHTER PUBLIC HOUSE' and 'UNION HOTEL'. To its left is a lighter-colored building with many windows. Large, leafy green trees are in the foreground and background, partially obscuring the buildings. A semi-transparent dark grey banner with white text is overlaid across the middle of the image. The street has a brick sidewalk, a red fire hydrant, and black metal bollards with chains. A 'NOW OPEN' sign is visible near the entrance of the brick building.

# CONCERNS OF BUSINESSES



# 6 in 10 businesses had staff concerned about crime.







# 6 in 10 businesses had staff concerned about crime.

- 31% hired security.
- 29% had customers afraid to visit.
- 27% had staff afraid to come to work.
- 27% considered closing or moving.

Base: Business owners (n=210)

Q17. If you own or manage a business in Vancouver, has crime affected your business in the following ways?

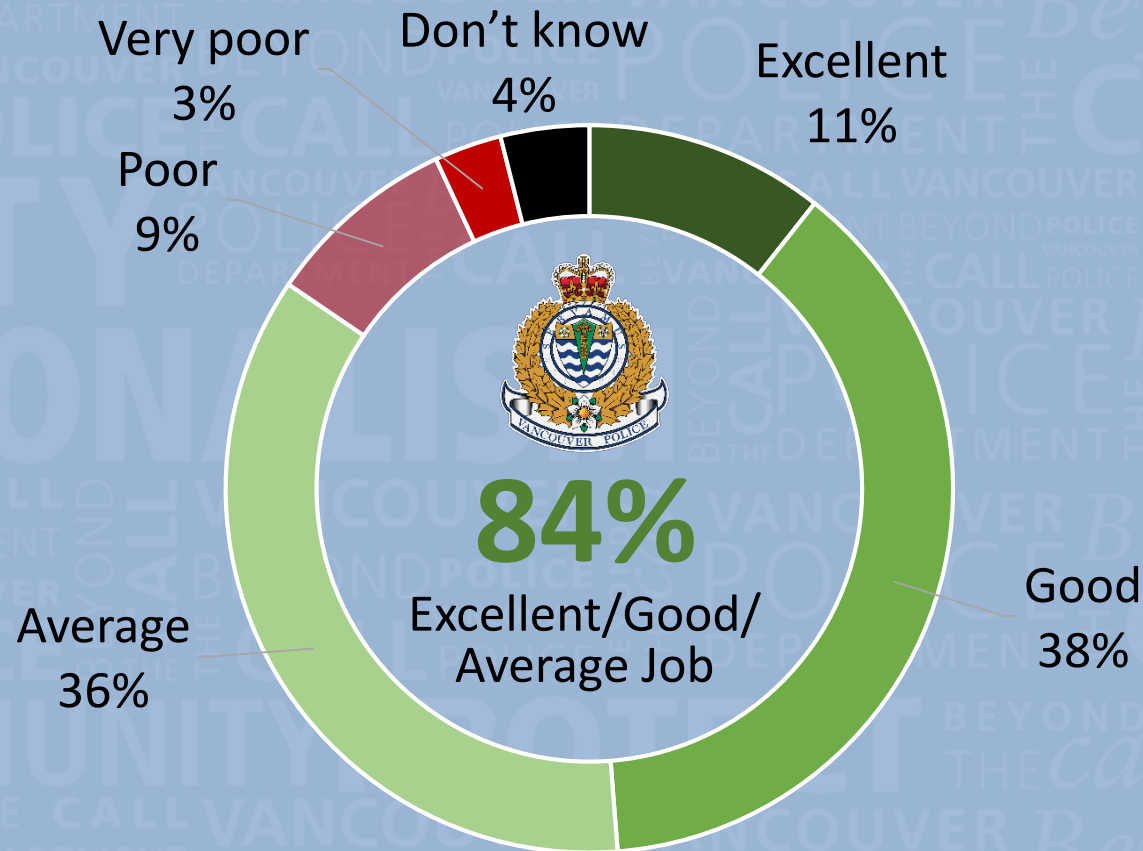




# SATISFACTION WITH POLICE

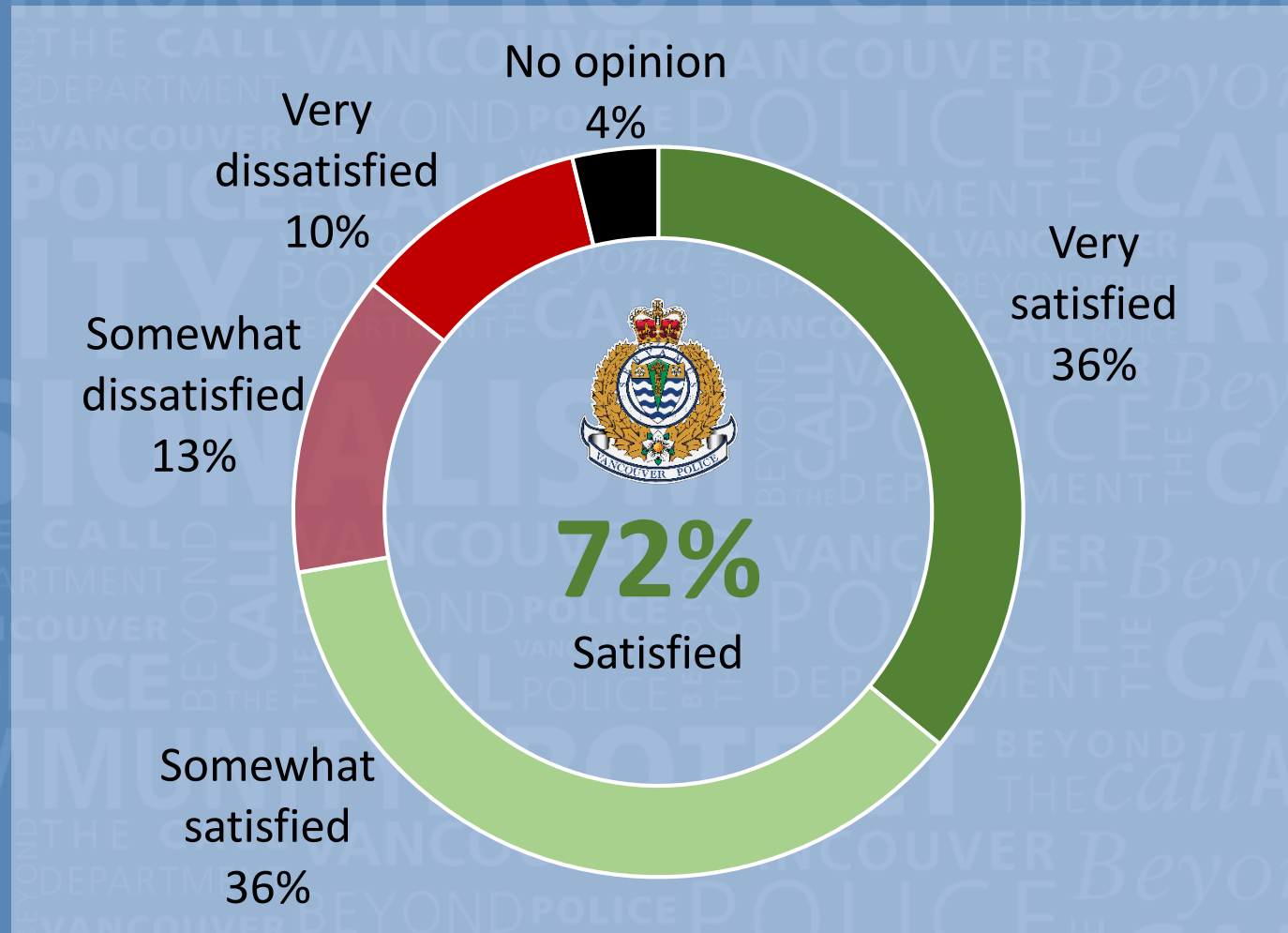


84% think VPD is doing excellent, good or average job.





# 72% satisfied with service they received.



Base: Those who contacted VPD in the last 12 months (n=337)

Q24. Overall, how satisfied were you with the service you received from the Vancouver Police Department?





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## QUESTIONS AND DISCUSSION





# VANCOUVER POLICE DEPARTMENT

## REPORT TO THE VANCOUVER POLICE BOARD

REPORT DATE: September 12, 2023  
BOARD MEETING DATE: September 21, 2023  
BOARD REPORT # 2309V06  
*Regular*

TO: **Vancouver Police Board**

FROM: Simon Demers, Director, Planning, Research & Audit Section

SUBJECT: **Results from the 2022 Community Satisfaction Survey by Léger**

### RECOMMENDATION:

**THAT the Vancouver Police Board (VPB) receive this report for information.**

### SUMMARY:

The survey firm Léger administered the 2022 Community Satisfaction Survey to a total of 1,755 respondents who were living, working, or regularly visiting Vancouver at the time the survey was conducted. An initial sample of 1,605 responses from English-speaking respondents was collected in November 2022 and 150 additional responses were sought from Cantonese, Mandarin, Punjabi, Tagalog, and French-speaking respondents between April 28 and May 4, 2023.

At the time the survey was conducted:

- 15%** self-reported being a victim of a crime in the previous 12 months. This is consistent with the 2018 and 2019 VPD Community Satisfaction Surveys (15%).
- 19%** were dissatisfied with their experience calling 9-1-1. This service is operated by E-Comm, the designated Public Safety Answer Point (PSAP) for most BC communities.
- 25%** were dissatisfied with their experience calling the non-emergency line. This service is also operated by E-Comm, a third-party provider.
- 31%** of those working or conducting business in Vancouver hired security, 29% had customers afraid to visit, and 27% had staff afraid to come to work.
- 42%** changed their routines due to crime concerns.
- 67%** believed that crime had gotten worse compared to the previous year.
- 77%** were concerned about crime in Vancouver.
- 84%** thought the VPD was doing an excellent, good, or average job.



Despite rising crime concerns throughout Vancouver, support for the VPD has remained consistent with previous VPD surveys and public satisfaction surveys conducted in other police jurisdictions, including the latest Canada-wide *Police Reputation Survey* conducted by Léger.

## **POLICY/BACKGROUND:**

The Vancouver Police Department (VPD) has conducted community satisfaction surveys for more than two decades. These community satisfaction surveys provide the VPD with regular data on public opinion and perceptions.

For the 2022 survey, the Planning, Research & Audit Section (PR&A) created a revamped survey questionnaire with 35 questions. The new survey questionnaire combined questions from previous community satisfaction surveys, the 2020 Crime Perception Survey, and core questions endorsed by the Canadian Association of Chiefs of Police (CACP) as a common data standard for public attitude surveys on policing in Canada. The latter is a new requirement under section 6.1.2(6) of the BC Provincial Policing Standards. For completeness, Statistics Canada's General Social Survey and Canadian Legal Problems Survey were both reviewed and relevant questions from those surveys were also included in the questionnaire assembled by PR&A. The survey questionnaire is in Appendix 1.

The VPD hires external survey providers to ensure the highest methodological standards and inclusion principles are upheld. The VPD previously relied on the survey firm National Research Group (NRG) to conduct its community satisfaction surveys. Léger purchased NRG in 2019 and has provided survey services to the VPD since the acquisition. This includes the 2020 *Crime Perception Survey* and the 2021 *Policing Priorities Survey*, both of which were inspired by earlier community satisfaction surveys. Following a competitive bidding process, the survey firm Léger was selected to conduct the 2022 Community Satisfaction Survey. Léger is the largest Canadian-owned market research and analytics company. It administers the Canada-wide *Police Reputation Survey* and the Conference Board of Canada's *Index of Consumer Confidence Survey*, among others.

Léger recommended and implemented an online panel methodology. This is the same proven methodology employed by other surveys such as the 2020 VPD Crime Perception Survey as well as polling firms, such as Environics Research and the Angus Reid Forum. Online panelists can complete the survey whenever it is convenient for them and at their own pace, typically faster than a telephone survey. This contributes to higher response rates. Online respondents can also consider the questions and response choices more carefully. As a result, they can provide more thoughtful and true-to-life responses. By applying weights and structured quotas, the survey firm can guarantee that the sample is representative of the general population make-up, along various demographic variables such as age, gender, and ethnicity.

Léger conducted the first phase of the survey in November 2022, collecting an initial sample of 1,605 responses from English-speaking respondents. A supplementary survey translated in Cantonese, Mandarin, Punjabi, Tagalog, and French was subsequently administered from April 28 to May 4, 2023. This supplementary survey yielded 150 additional responses from non-English



speakers, which is roughly proportional to the percentage of Vancouver residents who do not speak English at home according to the 2021 Census data. The survey results from both waves were generally consistent and are therefore amalgamated in what follows.

## **DISCUSSION:**

The key insights from Léger's 2022 Community Satisfaction Survey are summarized below. Unless otherwise noted, the results are based on a total of 1,755 respondents who were living, working, or regularly visiting Vancouver at the time the survey was conducted. This sample included 210 respondents who owned or managed a business in Vancouver.

At the end of 2022 and beginning of 2023, regarding perceptions of safety and crime:

- 77% were concerned about crime in Vancouver.
- 67% believed that crime had gotten worse compared to the previous year. When asked about Chinatown specifically, 73% believed that crime had gotten worse.
- 42% changed their routines due to crime concerns. Many respondents said that they avoided the Downtown Eastside, Chinatown, and Gastown areas specifically.
- 15% reported being a victim of a crime in the previous 12 months. Of these respondents, 33% did not report the crime to the VPD. Victimization rates and non-reporting rates were higher for both Indigenous and Black respondents.

As shown by Table 1, this was generally consistent with the results from the 2020 VPD Crime Perception Survey.

**Table 1. Crime Concerns for All Respondents**

	<b>2020</b>	<b>2022</b>
Respondents ( <i>N</i> )	755	1,755
Concerned about crime in Vancouver	78%	77%
Crime worse than previous year	61%	67%
Changed routines because of crime	33%	42%
Victim of a crime	15%	15%

Out of the 210 respondents who owned or managed a business in Vancouver:

- 61% say their staff were concerned about crime in the area around their business;
- 31% hired security;
- 29% had customers afraid to visit;
- 27% had staff afraid to come to work.

As shown by Table 2, this was up relative to the 2020 VPD Crime Perception Survey.

**Table 2. Crime Concerns for Business Respondents**

	2020	2022
Owned or managed business in Vancouver (n)	40	210
Staff concerned about crime in the area	55%	61%
Hired security	18%	31%
Customers afraid to visit	20%	29%
Staff afraid to come to work	18%	27%

Regarding the VPD specifically:

- 84% of all respondents thought the VPD was doing an excellent, good, or average job and 16% had a bad opinion of the VPD.
- 62% were satisfied or very satisfied with the service provided by the VPD and another 12% didn't know or had no opinion. Respondents who had contact with the VPD were more likely to be satisfied with the service received (72%).

Appendix 2 summarizes what proportion of respondents by ethnicity group were concerned about crime, self-reported being victimized by crime in the previous 12 months, and thought the VPD was doing an excellent, good, or average job.

Consistently across most survey questions related to satisfaction with or confidence in police, between 12% and 25% of all respondents had a bad opinion or low satisfaction with the VPD specifically. This is consistent with previous VPD surveys and public satisfaction surveys conducted in other police jurisdictions, including the latest Canada-wide *Police Reputation Survey* conducted by Léger.

Regarding their experience calling E-Comm, 25% of the respondents were dissatisfied with their experience with the non-emergency line and 19% were dissatisfied with 9-1-1. Both of these lines are operated by E-Comm, a third-party provider. E-Comm call takers are typically the first point of contact for members of the community who require police assistance, and therefore provide an important first impression. The customer service level provided by E-Comm impacts VPD reputation and public perception of police because many members of the public do not differentiate the two organizations.

Appendix 3 summarizes what proportion of respondents from each area of Vancouver were concerned about crime, self-reported being victimized by crime in the previous 12 months, and thought the VPD was doing an excellent, good, or average job. Caution is required when interpreting these disaggregated survey results, as some of them are based on a small number of respondents and are therefore subject to a large amount of statistical uncertainty.

## **CONCLUSION**

Feedback from the community informs operational deployment and resource allocation at the VPD. It also provides key metrics that can be used to assess and track VPD performance over time.



The 2022 VPD Community Satisfaction Survey was an opportunity to pilot a new survey questionnaire that incorporates the requirements stipulated by section 6.1.2(6) of the BC Provincial Policing Standards that became effective in July 2023. It is expected that most of the same questions will be carried over to future surveys, which will allow for the monitoring of trends.

The results of the 2022 survey echoed the results of the 2020 Crime Perception Survey and confirmed that crime concerns remained high throughout 2022. Despite rising crime concerns in Vancouver, however, support for the VPD remains good overall.

The results of the 2022 survey will serve as a baseline for the next VPD Community Satisfaction Survey. This next survey should reveal the impact of the 100 new police officers and 20 new civilian professionals funded as part of the 2023 VPD budget, as well as other public safety initiatives and policy shifts enacted in 2023.

Author: Simon Demers

Date: August 28, 2023

Submitting Executive Member:

Deputy Chief Constable Steve Rai

Date: September 5, 2023

# Appendix 1 – Survey Questionnaire

## INTRODUCTION

We are conducting a survey on the perceptions of the police and crime in Vancouver and would like to include your opinions. All your responses will be kept entirely confidential and anonymous.

### SCR1

With which of the following do you identify with the most?

- Male
- Female
- Non-Binary
- Not specified above (please specify)
- Prefer not to answer

### SCR2

What year were you born?

### SCR3

Which of these options best describe you? If you would usually go to work in the city of Vancouver but are currently working from home due to COVID-19 please consider yourself as working in Vancouver.

- I live in Vancouver (excluding University Endowment Lands). - CONTINUE TO SCR3A
- I work and/or conduct business in Vancouver (excluding University Endowment Lands). - CONTINUE
- I both live and work in Vancouver (excluding University Endowment Lands). - CONTINUE
- I visit Vancouver for various activities including shopping, appointments, entertainment, and social activities, among others. - ASK SCR2
- Don't know - TERMINATE
- Prefer not to answer - TERMINATE

### SCR4

How often do you travel into the city of Vancouver?

- Once a week or more - CONTINUE TO Q1
- Less than once a week - TERMINATE
- Don't know
- Prefer not to answer



**SCR5A**

Which area within Vancouver do you live in?

Downtown neighbourhoods	Coal Harbour
	Chinatown
	Davie Village
	Downtown Eastside
	English Bay
	Financial District
	Gastown
	Granville Mall and the Granville Entertainment District
	Robson
	Stanley Park
	Victory Square
	West End
	Yaletown
West Side neighbourhoods	Arbutus Ridge
	Dunbar–Southlands
	Fairview
	False Creek
	Granville Island
	Greektown
	Kerrisdale
	Kitsilano
	Marpole
	Oakridge
	Shaughnessy
	South Cambie
	South Granville
	West Point Grey
East Vancouver Neighbourhoods	Champlain Heights
	Commercial Drive
	Grandview–Woodland
	Hastings–Sunrise
	Kensington–Cedar Cottage
	Killarney
	Mount Pleasant
	Punjabi Market / Little India
	Renfrew–Collingwood
	Riley Park–Little Mountain
	Strathcona
	Sunset
	Victoria–Fraserview
Other (Please specify)	
Don't know	
Prefer not to answer	

## SCR5B

Which area within Vancouver do you work? This would be the office or business location you would usually go to work at even if you are currently working from home due to COVID-19 concerns.

[SAME LIST AS SCR3A]

### **Views on Police – Public Safety Canada’s standardized metrics endorsed by the CACP**

Effective July 30, 2023, the [Provincial Policing Standard 6.1.2\(6\)](#) on Community Engagement will require police services in B.C. to conduct community surveys at least once every three years. The exact wording of the survey provision in the Standard is as follows:

**6.1.2 (6)** A survey of citizen satisfaction with and attitudes toward police services, consistent with [Public Safety Canada’s standardized metrics](#) endorsed by the Canadian Association of Chiefs of Police is conducted at least once every three years, in a manner that supports accessibility and mitigates systemic barriers to participation.

Q1-Q5 below are the [Public Safety Canada’s standardized metrics](#) endorsed by the Canadian Association of Chiefs of Police (CACP) as a common data standard for public attitude surveys on policing in Canada.

#### **Q1**

When you think about the Vancouver Police Department (VPD), to what extent do you agree or disagree with each of the following statements?

	<b>Strongly Disagree</b>	<b>Disagree</b>	<b>Neither Agree nor Disagree</b>	<b>Agree</b>	<b>Strongly Agree</b>	<b>Prefer not to answer</b>	<b>Do not know</b>
The VPD makes decisions based on facts.							
The VPD treats people with respect.							
The VPD provides the same quality of service to all citizens.							
The VPD deals with the things that matter to people in this community.							
I feel a moral duty to follow orders given out by VPD officers.							
I support how VPD officers act.							
I would help VPD officers if asked.							



**Q2**

Do you think that police in your neighbourhood work within their authority?

- Always
- Often
- Sometimes
- Rarely
- Never
- Don't know
- Prefer not to Answer

**Q3**

In general, to what extent do you agree that the VPD is effective at:

	<b>Strongly Disagree</b>	<b>Disagree</b>	<b>Neither Agree nor Disagree</b>	<b>Agree</b>	<b>Strongly Agree</b>	<b>Prefer not to answer</b>	<b>Don't know</b>
Resolving crimes where violence is involved?							
Responding quickly to <u>emergency</u> situations?							
Responding quickly to <u>routine calls for service</u> ?							
Meeting your community's safety needs?							
Addressing street disorder?							

**Q4**

Taking everything into account, how good a job do you think the VPD are doing?

- Very poor
- Poor
- Average
- Good
- Excellent
- Don't know
- Prefer not to answer

**Q5**

Taking everything into account, how good a job do you think the police in this country are doing?

- Very poor
- Poor
- Average

- Good
- Excellent
- Don't know
- Prefer not to answer

### **Perceptions of Crime**

#### **Q6**

Overall, how concerned are you about crime in Vancouver?

- Very concerned
- Somewhat concerned
- Not too concerned
- Not at all concerned
- No opinion / Don't know
- Prefer not to answer

#### **Q7**

In your opinion, how has the amount of crime in Vancouver changed in the past year? Would you say the amount of crime is...?

- Much worse
- Somewhat worse
- About the same
- Somewhat better
- Much better
- No opinion / Don't know
- Prefer not to answer

#### **Q8 [ASK IF "I live in Vancouver" OR "I both live and work in Vancouver" IS SELECTED IN SCR1]**

How concerned are you about crime in the neighbourhood you live in?

- Very concerned
- Somewhat concerned
- Not too concerned
- Not at all concerned
- No opinion / Don't know
- Prefer not to answer

#### **Q9 [ASK IF "I live in Vancouver" OR "I both live and work in Vancouver" IS SELECTED IN SCR1]**

In your opinion, how has the amount of crime in the neighbourhood you live in changed in the past year? Would you say the amount of crime is...?

- Much worse
- Somewhat worse
- About the same
- Somewhat better
- Much better
- No opinion / Don't know
- Prefer not to answer



**Q10** [ASK IF "I live in Vancouver", "I work and/or conduct business in Vancouver" OR "I both live and work in Vancouver" IS SELECTED IN SCR1]

How concerned are you about crime in the neighbourhood you work in?

- Very concerned
- Somewhat concerned
- Not too concerned
- Not at all concerned
- No opinion / Don't know
- Prefer not to answer

**Q11** [ASK IF "I live in Vancouver", "I work and/or conduct business in Vancouver" OR "I both live and work in Vancouver" IS SELECTED IN SCR1]

In your opinion, how has the amount of crime in the neighbourhood you work in changed in the past year? Would you say the amount of crime is...?

- Much worse
- Somewhat worse
- About the same
- Somewhat better
- Much better
- No opinion / Don't know
- Prefer not to answer

**Q12**

In your opinion, how has the amount of crime in the following neighbourhoods changed in the past year?

	<b>Much worse</b>	<b>Somewhat worse</b>	<b>About the same</b>	<b>Somewhat better</b>	<b>Much better</b>	<b>No opinion / Don't know</b>	<b>Prefer not to answer</b>
Chinatown							
Gastown							
Yaletown							

**Q13**

Have you changed any of your routines or behaviours over the last year because of the amount of crime in Vancouver?

Yes

No - SKIP TO Q15

Don't know - SKIP TO Q15

Prefer not to answer - SKIP TO Q15

**Q14** [ASK IF "YES" IS SELECTED IN Q13]

What routines or behaviours have you changed in the past year because of the amount of crime in Vancouver?

- Reduced the amount of time I walk
- Changed the time of day that I go for a walk
- Reduced the amount of time I take my children outside

- Changed the times I take my children outside
- Reduced the times I take my children to a playground
- Avoid certain neighbourhoods
- Reduced the times I go out to eat
- Reduced the times I go out for entertainment
- Changed how I shop for groceries
- Changed how I get to work
- Changed the time of day I invite people to my residence
- Have thought about moving away from Vancouver
- Have thought about looking for work outside of Vancouver
- Am more fearful about crime in Vancouver than I was before
- Other (please specify)
- Don't know
- Prefer not to answer

**Q14B** [ASK IF "AVOID CERTAIN NEIGHBORHOODS" IS SELECTED IN Q14]

You mentioned you avoid certain neighbourhoods because of the amount of crime. Which neighbourhoods in Vancouver do you avoid?

[SAME LIST AS SCR3A]

**Q15**

Do you own or manage a business in Vancouver?

- Yes
- No
- Don't know
- Prefer not to answer

**Q16** [ASK IF "YES" IS SELECTED IN Q15]

How concerned are your staff about crime in the neighbourhood of your business?

- Very concerned
- Somewhat concerned
- Not too concerned
- Not at all concerned
- No opinion / Don't know
- Prefer not to answer

**Q17** [ASK IF "YES" IS SELECTED IN Q15]

If you own or manage a business in Vancouver, has crime affected your business in the following ways?

	Yes	No	Don't know	Prefer not to answer
I have considered closing or moving to a new location				
I have staff that are afraid to come to work				
I have had staff resign because of the crime in or near my business				



I have arranged for staff transportation (e.g., paid for a taxi so that they can leave or arrive safely)				
I have hired security				
My business has been the victim of a property crime in the past year				
My business has been the victim of a violent crime in the past year				
My customers are more afraid to come to my business				
I have lost customers because of crime in the neighbourhood				

#### **Q17b**

Thinking about the Vancouver Police Department, would you say you have a...

- Good opinion
- Bad opinion
- Don't know it well enough
- Don't know it at all

#### **Community Satisfaction**

#### **Q18**

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 satisfied - GO TO Q19A
- Somewhat satisfied - GO TO Q19A
- Somewhat dissatisfied - GO TO Q19B
- Very dissatisfied - GO TO Q19B
- No opinion / Don't know - GO TO Q20
- Prefer not to answer - GO TO Q20

#### **Q19A [ASK IF SELECTED "VERY SATISFIED" OR "SOMEWHAT SATISFIED" IN Q18]**

Can you explain why you feel this way?

- Professional/ knowledgeable
- Courteous/ respectful
- Quick response/ helped
- Dealt with the issue
- Helpful
- Understanding/ listened to me
- Personable/ friendly
- Did a good job
- Good follow up/ kept me informed
- Other (Please Specify)

#### **Q19B [ASK IF SELECTED "VERY DISSATISFIED" OR "SOMEWHAT DISSATISFIED" IN Q18]**

Can you explain why you feel this way?

- Lack of response/ no help
- Did not do a good job/ bad experience with police

- Poor attitude/ lack of effort
- No follow up/ slow
- Other (Specify)
- Don't know
- Prefer not to answer

**Q20**

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
- Very dissatisfied
- No opinion / Don't know
- Prefer not to answer

**Q21**

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

	Somewhat less time	About the same time	Somewhat more time	Much more time	Don't know	Much less time
Gangs						
Problematic residences/businesses						
Street Disorder						
Checking on the wellbeing of vulnerable people						
Youth violence						
Violent crime						
Sexual crimes						
Crimes targeting seniors						
Drug Trafficking						
Hate crimes						
Fraud and Cyber Crime						
Theft from homes						
Theft from vehicles						
Theft of vehicles						
Theft from businesses						

**Q22**

To what extent do you agree that the VPD and its officers exhibit the following qualities?



	Don't know	Prefer not to answer	Strongly disagree	Somewhat disagree	Neither agree nor disagree	Somewhat agree	Strongly agree
Professional							
Trustworthy							
Knowledgeable							
Visibility							
Accountability							
Compassion							

**Q23**

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

- Yes - GO TO Q24
- No - GO TO Q26
- Don't know - GO TO Q26
- Prefer not to answer - GO TO Q26

**Q24 [ASK IF "YES" IS SELECTED IN Q23]**

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
- Very dissatisfied
- No opinion / Don't know
- Prefer not to answer

**Q25 [ASK IF "YES" IS SELECTED IN Q23]**

Can you explain why you feel this way?

[OPEN ENDED]

**Q26**

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? NOTE: If you have been a victim of crime more than once in the past 12 months, please indicate the most recent crime type.

- Property Crime Victim
- Violent Crime Victim
- Not a Victim of Crime - GO TO Q29
- Prefer not to answer - GO TO Q29

**Q27 [ASK IF "PROPERTY CRIME VICTIM" OR "VIOLENT CRIME VICTIM" IS SELECTED IN Q26]**

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

- Yes - GO TO Q29
- No - GO TO Q28
- Don't know
- Prefer not to answer

**Q28** [ASK IF “NO” IS SELECTED IN Q27]

- Why did you decide not to report this crime to the police?
- Waited too long on phone to report
- Did not think police could resolve it
- No time to report
- Wasn’t convenient to report
- Did not think it was worth reporting to the police due to its minor nature
- Other (please specify)
- Prefer not to answer

**Q29** [ASK IF “YES” IS SELECTED IN Q27]

Which of the following best describe you experience on the phone when calling 911 for a policing related issue in Vancouver.

- Very satisfied
- Somewhat satisfied
- Somewhat dissatisfied
- Very dissatisfied
- Did not call 911 for a police related matter in Vancouver in the past 12 months
- No opinion / Don’t know
- Prefer not to answer

**Q30** [ASK IF “YES” IS SELECTED IN Q27]

Which of the following best describe you experience on the phone when calling the VPD non-emergency line.

- Very satisfied
- Somewhat satisfied
- Somewhat dissatisfied
- Very dissatisfied
- Did not call the VPD non-emergency line in the past 12 months
- No opinion / Don’t know
- Prefer not to answer

**Q31**

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

[OPEN ENDED]

## **Demographics**

### **D1**

With which of the following do you identify with the most? Please select all that apply.

<b>Label</b>	<b>Notes – Include visible to respondents</b>
Indigenous	First Nations, Inuk/Inuit, Métis descent
Black	African, African Canadian, Afro-Caribbean descent
East Asian	Chinese, Japanese, Korean, Taiwanese descent
Latin American	Hispanic or Latin American descent
Middle Eastern	Arab, Persian, West Asian descent (e.g., Afghan, Egyptian, Iranian, Kurdish, Lebanese, Turkish)
South Asian	South Asian descent (e.g., Bangladeshi, Indian, Indo-Caribbean, Pakistani, Sri Lankan)
Southeast Asian	Cambodian, Filipino, Indonesian, Thai, Vietnamese, or other Southeast Asian descent
White	European descent
Another race or ethnicity category not listed (please specify):	SPECIFY
Do not know	
Prefer not to answer	



## Appendix 2 – Key Survey Results by Self-Reported Ethnicity

Ethnicity	2021 Census (%)	Sample (%)	Concerned About Crime in Vancouver	Victim of Crime in Past Year	VPD Excellent/ Good/Average
<b>Black</b>	1.3%	2.6%	53.0%	54.8%	77.0%
<b>East Asian</b> (Chinese, Japanese, Korean, Taiwanese descent)	29.3%	30.8%	77.9%	13.2%	84.8%
<b>Indigenous</b> (First Nations, Inuk/Inuit, Métis descent)	2.3%	2.0%	75.8%	52.3%	53.5%
<b>Latin American</b> (Hispanic or Latin American descent)	2.8%	2.4%	51.7%	42.5%	85.2%
<b>Middle Eastern</b> (e.g. Arab, Persian, Afghan, Egyptian, Iranian, Kurdish, Lebanese, Turkish)	2.4%	1.7%	50.1%	15.6%	84.3%
<b>South Asian</b> (e.g., Bangladeshi, Indian, Indo- Caribbean, Pakistani, Sri Lankan)	6.9%	7.0%	77.3%	9.3%	83.6%
<b>Southeast Asian</b> (e.g. Cambodian, Filipino, Indonesian, Thai, Vietnamese)	9.1%	5.2%	72.4%	13.9%	88.4%
<b>White</b>	43.2%	47.3%	80.0%	13.6%	85.0%
<b>Other not listed</b>	2.7%	0.9%	89.0%	28.5%	82.0%
<b>ALL RESPONDENTS</b>		<b>100%</b>	<b>77.3%</b>	<b>15.0%</b>	<b>84.3%</b>

## Appendix 3 – Key Survey Results by Area of Respondents

Area**	Sample (n)	Concerned About Crime in Vancouver	Victim of Crime in Past Year	VPD Excellent/ Good/Average
Arbutus Ridge	18	73.1%	25.1%	65.1%
Downtown	216	82.1%	16.3%	82.8%
Coal Harbour	43	85.4%	10.3%	83.5%
Financial District	39	66.9%	11.2%	86.3%
Gastown	29	78.8%	19.2%	91.0%
Granville Mall	23	91.7%	26.6%	74.7%
Yaletown	75	87.4%	17.1%	81.6%
Dunbar–Southlands	27	72.3%	8.6%	92.9%
Fairview	152	83.3%	6.9%	87.0%
Grandview–Woodland	30	65.7%	28.3%	72.1%
Hastings–Sunrise	67	78.5%	13.4%	85.5%
Kensington–Cedar Cottage	59	87.9%	20.4%	83.2%
Kerrisdale	33	71.2%	2.9%	91.9%
Killarney	80	72.7%	14.8%	86.0%
Kitsilano	78	73.2%	10.9%	89.3%
Marpole	54	81.2%	9.7%	88.5%
Mount Pleasant	82	72.1%	17.1%	85.0%
Oakridge	65	84.7%	13.8%	71.1%
Renfrew–Collingwood	78	78.7%	17.7%	85.4%
Riley Park	25	75.3%	12.6%	71.8%
Shaughnessy	14	88.6%	25.3%	100.0%
South Cambie	19	89.8%	5.5%	95.8%
Strathcona	77	60.7%	26.4%	80.8%
Chinatown	31	50.5%	23.2%	82.4%
Downtown Eastside	38	73.2%	34.8%	84.8%
Sunset	28	87.3%	18.0%	66.9%
Victoria–Fraserview	75	72.4%	14.3%	84.0%
West End and Stanley Park	173	74.6%	22.4%	85.6%
West Point Grey	30	82.3%	16.9%	94.4%
Other or Unknown	71	74.1%	12.4%	77.0%
Visitor*	203	76.8%	11.0%	87.8%
<b>ALL RESPONDENTS</b>	<b>1,755</b>	<b>77.3%</b>	<b>15.0%</b>	<b>84.3%</b>

\* Respondents who visit Vancouver but do not live nor work in Vancouver.

\*\* Official City map available at: <https://vancouver.ca/news-calendar/areas-of-the-city.aspx>.