

**1. How many years have you lived in Victoria and/or Esquimalt?**

- Less than 1 year
- 1- 4 years
- 5 -10 years
- 11 - 20 years
- More than 20 years

**2. Do you think that crime in Victoria and/or Esquimalt has increased, decreased or remained the same during the last 5 years?**

- Increased
- Decreased
- About the same

**3. Compared to other parts of British Columbia, would you say your neighbourhood has:**

- More crime
- Less crime
- About the same

**4. Please tell us how safe you feel. (Check the appropriate box)**

	Very Unsafe	Unsafe	Neutral	Safe	Very Safe
Walking in my neighbourhood during the day					
Walking in my neighbourhood during the night					
Walking downtown during the day					
Walking downtown during the night					

**5. Listed below are problems faced by different communities of similar size to Victoria and Esquimalt. Please select the 5 problems you feel are the most serious in Victoria and Esquimalt and of the greatest concern to you. (Please check only 5 answers)**

- Break and enters
- Vehicle theft
- Theft from your vehicle
- Bicycle theft
- Other property crimes: thefts, shoplifting, graffiti
- Adult violent crimes: robberies, assaults, murders
- Youth violence
- Family violence
- Sexual offences
- Prostitution
- Drug activity
- Drinking and driving
- Traffic accidents
- Other traffic offences: speeding, aggressive driving
- Panhandling, loitering
- Neighbour disputes (e.g. loud house parties, etc.)
- Drinking in public (e.g. public intoxication)
- Homelessness

**6. Which ONE problem would you say the Victoria Police should pay closer attention to?**

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**7. What type of attention do you think that Victoria Police should attach to each of the following when on patrol? "1" is least attention, and "5" is the most attention. (Please check the appropriate box)**

<b>Activity</b>	<b>1 Low</b>	<b>2</b>	<b>3 Medium</b>	<b>4</b>	<b>5 High</b>
Break-and-enter					
Vehicle theft					
Theft from vehicle					
Bicycle theft					
Other property crimes: theft, shoplifting, graffiti					
Robberies					
Assaults/fighting					
Youth violence					
Sexual offences					
Prostitution					
Drug activity					
Impaired driving					
Other traffic enforcement: aggressive driving, bicycling					
Panhandling and loitering					
Neighbour disputes (loud house parties, etc.)					
Drinking in public (public intoxication)					

**8. Have you personally been arrested or suspected by the police of committing a crime in Victoria/Esquimalt or the Capital Region District?**

- Yes                       No

**9. Have you personally been the victim of a crime; such as assault, break-in, theft, etc. committed in Victoria/Esquimalt or Capital Region District in the past 5 years?**

- Yes                       No

**10. If you needed the Victoria Police in a non-emergency, how would you contact them?**

- In person by attending the headquarters or Esquimalt Division Station
- By telephone
- By approaching a police officer on the street
- Victoria Police mobile app
- Victoria Police website ([www.vicpd.ca](http://www.vicpd.ca))
- Social media (eg. Twitter, Facebook, etc.)
- Other (please specify)

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**11. Which one of the following has had the most influence, positive or negative, on your impressions of the Victoria Police?**

- Knowing a police officer personally
- Online presence (e.g. website, social media, app)
- Direct contact/experience you had with them
- News reports about the Victoria Police
- General stories about police in the media
- Just seeing them around
- Hearing about them from other people
- Other (please specify)

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**12. Has anything happened to you or a member of your household within the past 12 months which you thought was a crime but which you decided not to report to the police?**

- Yes       No

***IF you answered "YES"***

**Why did you decide not to report that incident to the police?  
(Please check all that apply)**

- I assumed police wouldn't take any action  
 I assumed police couldn't do anything about it  
 It was a personal problem and I wanted to solve it myself  
 I was afraid of the reaction of the police  
 I didn't know how to contact the police  
 It would have been too time-consuming  
 Other (please specify)

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**13. Have you ever talked to a member of the Victoria Police?**

- In person  
 By email  
 Through social media (eg. Twitter, Facebook, mobile app)  
 On the phone  
 Never

**14. If you have had contact with the Victoria Police department in the past 12 months, how satisfied were you with:**

	Very Dissatisfied	Dissatisfied	Neutral	Satisfied	Very Satisfied	Does Not Apply
The length of time it took the Victoria Police to answer the phone?						
The reaction of the person you spoke to?						
The length of time it took the Victoria Police to arrive at your place or where the incident took place?						
The action taken by the Victoria Police?						

**15. Based on your own personal experience, or what you may have read or heard, please indicate whether you agree or disagree with the following statements about the Victoria Police. (Check a box for each statement)**

The Victoria Police (are):	Agree	Disagree	Don't Know
Approachable			
Committed to their job			
Courteous and polite			
Have a caring manner			
Fair			
Inspire confidence			
Know their job well			
Look professional			
Proud of their community			
Well-trained			
Accountable			

**16. Please tell us how much you agree or disagree with each of the following statements about the Victoria Police.**

Statement	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
Victoria Police have a good relationship with those people who live and work in this area.					
I would feel comfortable talking to any Victoria Police officer in this area.					
Police and citizens, working together, can help make this a better place to live and work.					
Police in this area are making an effort to become more involved with the community in a positive way, not just when there is trouble.					
Police in this area try hard to understand the needs of the people who live and work in this community.					
I am proud of the police service in this area.					
Victoria Police respond in a fair way when dealing with the racial, religious and ethnic communities of this area.					
Victoria Police use authority and force appropriately.					
I would feel safe walking in Victoria or Esquimalt any time of day.					
I feel safe and taken care of by the Victoria Police.					

**17. Overall, how satisfied are you with the work of the Victoria Police?**

- Very satisfied
- Somewhat satisfied
- Not very satisfied
- Not at all satisfied
- Don't know

**18. In your opinion, how could the Victoria Police best improve the way it deals with the problems in your community and with those who break the law?  
(Please check all that apply)**

- Spend more time out of uniform, targeting criminals
- Do more patrol in uniform/be more visible in the community
- Do more crime prevention work in the area
- Hire more officers
- Enforce laws more strictly
- Spend more time talking to people
- Provide more information and advice
- Don't know
- Other (please specify)

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**19. Below is a list of calls to which the Victoria Police responds. How long do you think it should take an officer/s to respond to these calls? (Please check the appropriate box)**

<b>Types of Activity</b>	<b>Immediate</b>	<b>Officer responds in under 5 minutes</b>	<b>Officer responds within 30 minutes</b>	<b>Officer responds Within 24 hours</b>	<b>Officer does Not respond</b>
Break-and-enter					
Vehicle theft					
Theft from vehicle					
Bicycle theft					
Other property crimes (e.g. theft, shoplifting, graffiti)					
Robberies					
Assaults/fighting					
Youth violence					
Sexual offences					
Prostitution					
Drug activity					
Impaired driving					
Other traffic enforcement (e.g. speeding, aggressive driving)					
Panhandling and loitering					
Neighbour disputes (loud house parties, etc.)					
Drinking in public (public intoxication)					

**20. Keeping in mind that there is limited police staffing, please rate the following services that the Victoria Police provide. "1" is lowest priority, and "5" is highest priority. (Please check the appropriate box)**

<b>Types of Activity</b>	<b>Low 1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>High 5</b>
Foot patrol					
Criminal investigations					
Crime prevention programs					
Bicycle patrol					
Patrol by police vehicle					
Canine response					
Tactical/emergency response					
Drug/alcohol education programs					
School liaison programs					
Traffic enforcement					
At-risk youth programs					
Emergency mental health					
High risk offender programs					

**21. What are your source(s) of information about the activity, programs and services provided by the Victoria Police?**

- Family and friends
  - Radio
  - Newspaper
  - Television
  - Facebook
  - Twitter
  - VicPD Internet site
  - Mobile VicPD app
  - Other
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**Demographic Information:**

**In the next section, we need to ask you some basic background information about yourself to confirm that those responding to our survey are truly a cross-section of community residents. (Please check the box that applies.)**

**22. I identify/express my gender as:**

- Male                       Female                       Other \_\_\_\_\_

**23. What is your age?**

- under 18 years
- 18-24 years
- 25-34 years
- 35-44 years
- 45-54 years
- 55-64 years
- 65-74 years
- 75-84 years
- 85+ years

