

Report to Council



Date: April 15, 2019

File: 0610-51

To: City Manager

From: Colleen Cornock, Crime Prevention Supervisor

Subject: 2019 Public Safety and Crime Survey

Prepared as supplemental to the presentation by NRG Research Group

Recommendation:

THAT Council receives for information, the Report from the Crime Prevention Supervisor, dated April 15, 2019 with respect to the results of the 2019 Public Safety and Crime Survey.

Purpose:

To present the results of the 2019 Public Safety and Crime Survey.

Background:

As part of a deeper dive into the 2018 Citizen Survey results around the topic of community safety, the City of Kelowna commissioned NRG Research Group to conduct a statistically significant telephone survey with Kelowna residents. The main purpose of the study was to better understand residents' perception of crime and safety in the city of Kelowna as a whole and within specific regions and neighbourhoods to help develop programs and services that will best serve the community.

The objectives of the survey were to:

- Determine Kelowna residents' perceptions of their own neighbourhoods;
- Assess Kelowna residents' perceptions of crime and feelings of safety in various regions within the city;
- Assess changes in perceived levels of property crime within the last 12 months;
- Determine which crime-related problems cause worry;
- Assess the role the potential for crime and victimization and crime in general plays in residents' daily lives;
- Determine the prevalence of criminal victimization of residents and the extent to which crimes are reported to the police; and,
- Capture resident demographics.

The 2019 telephone survey was conducted through cell phone and landline methodology with the final sample size of 300 adult Kelowna residents. The data collection period was from February 27 through March 6, 2019. The data was weighted to reflect the city's demographics according to the 2016 Census. The survey results are accurate within 5.7 %, at the 95% level of confidence.

Overall Results

Results are generally positive and nearly all residents feel very safe or somewhat safe in their neighbourhood during the daytime (99%) and in their residence during the daytime (98%).

Open-ended responses from respondents mentions low crime rates as the primary reason for why they feel their neighbourhood is safe relative to others in the city. Secondary issues mentioned include:

- Good neighbours/neighbourhood watch
- Residential area/Family oriented
- Secluded/rural area
- Gated community
- Police presence in area

Both the prospect of being victimized by a crime and crime in general never or rarely affects nearly seven-in-ten residents citywide. For those who indicate that either the prospect of being victimized by a crime or crime in general affects their life most or some of the time (31%), the top reason given was that it causes them stress and worry or that they feel unsafe (29%).

Top community issues

The primary reason for residents in all regions rating their neighbourhood as unsafe is the presence of people without homes and open drug use. In addition, citywide, residents think the most important crime-related problems are breaking and entering/property crimes and drug use. Central Kelowna cited these issues significantly more than those of North and North East Kelowna or East and East Central Kelowna. One-quarter of residents citywide believe the property crime rate has risen in their neighbourhood over the past 12 months and one-half believe property crime has increased in the city overall. Of all residents who experienced crime in the city in the past 12 months, nine-in-ten had experienced property crime. Based on this, staff will continue to developed programs within the City's Crime Prevention Unit that focus on addressing property crime.

Overall, nearly three-in-ten residents (28%) have been a victim of a crime in the city of Kelowna in the past year. Of those, just over one-half (53%) say that they reported the crime to the police. This assists in confirming staff's current understanding of crime reporting frequency relative to actual incidents, staff will continue to resource programs and strategies aimed at increasing reporting of incidents of crime and building awareness in the community regarding 'who to call, and when'.

The entire survey report is available to the pubic online, anyone that would like more details can visit: Kelowna.ca/safety to see the [Public Safety and Crime Survey Report](#).

Internal Circulation:

Divisional Director, Human Resources & Community Safety
Acting Director of Community Safety
City Clerk
Community Communications Manager
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Submitted by:

C. Cornock, Crime Prevention Supervisor

Approved for inclusion:



Divisional Director, Human Resources & Community Safety

cc:

Police Services Manager