

# Report to Council



**Date:** May 16, 2022  
**To:** Council  
**From:** City Manager  
**Subject:** Community Safety Survey  
**Department:** Community Safety

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## **Recommendation:**

That Council receives for information, the Report from the Community Safety Department, dated May 16, 2022 with respect to the results of the 2022 Community Safety Survey.

## **Purpose:**

To present the results of the 2022 Community Safety Survey.

## **Background:**

In 2019, the City of Kelowna commissioned Leger (formally NRG Research Group) to conduct a statistically significant telephone survey to understand residents' perception of crime and safety. The Community Safety Survey (Appendix A) is augmented by an alternating bi-annual Citizen Survey, thereby providing a consistent and up-to-date measure of our community's perception of safety issues.

In 2020, the Canadian Municipal Network on Crime Prevention released a tool kit for municipalities seeking to collect data on factors related to crime prevention, community safety and well-being. The tool kit provides a standardized framework for collecting data facilitating future comparisons of survey results on a provincial and national level. Accordingly, some questions in Kelowna's 2022 Survey were modified from the 2019 Survey. Moreover, some new questions were added to provide benchmark data in support of the recently launched Community Safety Plan. Despite these changes, key indicators assessed through the Survey remain, including:

- sense of belonging to neighbourhoods and relationships with neighbours;
- perceptions of safety within neighbourhoods and the city;
- perceived levels of crime change within the last 24 months;
- understanding which crime-related problems cause worry for residents;
- role that the *potential* for crime and victimization, and crime in general, plays in residents' daily lives; and
- prevalence of criminal victimization of residents and the extent to which crimes are reported to the police.

The 2022 Community Safety Survey was conducted between February 10 and February 24 utilizing landline and cellular telephone, with a total of 301 residents. Results were weighted to reflect citizens demographics according to the 2016 Census. The margin for error is +/- 5.7%, at the 95% level of confidence.

### **Results:**

**For areas where direct comparisons between the 2019 and 2022 surveys are possible, the results follow:**

- A majority of residents continue to feel safe in their neighbourhood during the daytime (96%), similar to 2019 (99%).
- Resident sense of safety at nighttime decreased 5% compared to 2019 (82% to 77%).
- Similar to 2019, residents identified the following as being the most important crime-related problems in the city:
  - Property crime remains the most important crime type at 43%, similar to 2019 (45%).
  - Residents identified drug related and drug use type problems as second most important at 29%, a reduction of 9% from 2019 (38%).
  - Assault, violence and shooting offences was identified third at 13%, an increase of 5% compared to 2019 (8%).
- One quarter (25%) of residents reported being a victim of crime in the past 12 months, similar to 2019 (28%).
  - Of those, nine in ten experienced property crime, with one in ten reporting a violent crime, which is similar to 2019 reporting.
  - Of those victims who identified being a victim of property crime, over half reported being a victim two or more times.
- More than half of residents (52%) who were a victim of crime did not report the incident to police, a 6% increase from 2019 (46%).
- Significant changes were identified in residents feeling less safe in the following locations:
  - Downtown Kelowna (general), 41% compared to 31% in 2019, although this is offset by a decrease in the percentage of residents that cited the Downtown Core / Leon / Lawrence, 13% in 2022 compared to 22% in 2019.
  - Rutland area (general), 21% compared to 14% in 2019.

### **Results from questions introduced in the 2022 survey are as follows:**

- Almost eight in ten residents (77%) feel a strong sense of belonging to their neighbourhood and seven in ten are happy with their relationships with their neighbours,
- Seven in ten residents feel property crime increased in the city overall,
- Five in ten residents feel crime overall has increased in their community in the past 24 months,
- Just over half (53%) believe violent crime has increased in the city overall.
- Eight in ten residents feel crime never/rarely or only occasionally impacts their quality of life,
- Residents ranked "Decreasing property, petty and drug crime rates" highest amongst the priorities of police and City Council in keeping the community safe (96%), followed by "Building relationships and increasing communications within community and police" (92%) and "Increasing police visibility" (92%); and
- Residents overall ranked police (77%) as playing a large role in community safety, followed by hospitals (67%), schools (62%), and mental health services (59%).

Complete results of the 2022 Community Safety Survey are posted on [www.kelowna.ca](http://www.kelowna.ca)

**Conclusion:**

Information and data aid in monitoring and evaluating achievements in community safety. While the Community Safety Survey is statistically valid, it serves as one of a number of metrics used to identify levels of safety and crime within our community. Survey results will continue to inform decisions for addressing local issues related to crime, victimization and community safety and will be utilized as one of many baseline measurements for Kelowna's five-year Community Safety Plan.

**Internal Circulation:**

Communications

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**Approved for inclusion:**



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