

Report

City of Kelowna

Community Safety Survey



March 2022

Leger



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A scenic landscape background featuring a large lake, mountains, and a pine tree in the foreground. Three people are standing on a rocky outcrop, looking out over the water. A wooden bench is visible near them. The sky is filled with dramatic, white and grey clouds. The overall scene is peaceful and majestic.

BACKGROUND

BACKGROUND & OBJECTIVES

The City of Kelowna commissioned Leger to conduct a telephone survey with residents of the City of Kelowna. The main purpose of the study is to better understand residents' perception of safety in the City of Kelowna as a whole and in specific neighbourhoods to help develop programs and services that will best serve the community. This survey is a follow-up to a survey conducted by Leger (as NRG) in 2019. Results from the 2022 survey will be tracked to the results of the 2019 survey wherever applicable.

THE PRIMARY OBJECTIVES OF THE SURVEY ARE TO DETERMINE:

- ✓ How do Kelowna residents feel about belonging to their neighbourhoods and their relationships with neighbours?
- ✓ What are Kelowna residents' perceptions of safety within their neighbourhoods and the city?
- ✓ How have Kelowna residents' perceived levels of crime changed within the last 24 months?
- ✓ Which crime-related problems cause worry for Kelowna residents?
- ✓ What role the potential for crime and victimization and crime in general plays in residents' daily lives?
- ✓ What is the prevalence of criminal victimization of residents and to what extent are crimes are reported to the police?





METHODOLOGY & ANALYSIS

METHODOLOGY



APPROACH

The survey was conducted by telephone (both landlines and cellular phones), with a pre-test held on February 9, 2022, and the data collection period from February 10 through February 24, 2022. Of the 301 total respondents, 183 completed the survey via landline and 118 completed it via cell phone. The survey instrument, available in Appendix 4, was developed by Leger in collaboration with the City of Kelowna. The results were weighted to reflect the known age, gender and area parameters of the City of Kelowna according to the 2016 Census.



RESPONSE RATE

For the sample of 301 respondents from the City of Kelowna, the margin of error is +/- 5.7%, at the 95% level of confidence.







NOTES FOR INTERPRETATION

Where more than one response is allowed for a single question (multiple response), percentages do not add to 100%. Responses for a single-response question may also not add to 100% due to rounding.

ANALYSIS

The analysis contained in this report use the following guidelines:

- Most questions are reported as an overall total.
- Statistical testing determines if differences between totals are significant or, in contrast, fall within the margin of error. Results in this report were tested using the 95% confidence level. Essentially, this means that differences found to be statistically significant are considered 'real' differences (nineteen times out of twenty) and not a result of variability from sampling (margin of error). Results found to be statistically significant are noted; values with a blue square () are significantly higher than the values with yellow squares ().
- Results found to be statistically significant compared to previous survey results are also marked; 2022 values with a blue arrow () are significantly higher than the corresponding 2019 value, and values with a yellow arrow () are significantly lower.
- In some cases, the summary statistics (e.g., the total percent positive) when compared to the sum of the individual percentages across point scales may not appear to be added correctly (i.e., off by +/- 1 percentage point). However, these differences are due to rounding and the percentages shown are correct. Note that "refused" responses are sometimes grouped with "don't knows" to simplify the presentation of results.
- Results with small base sizes ($n < 100$) should be interpreted with caution. These slides will be marked with an asterisk (*).

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DETAILED RESULTS

PERCEPTIONS OF SAFETY IN KELOWNA

NEIGHBOURHOOD BELONGING

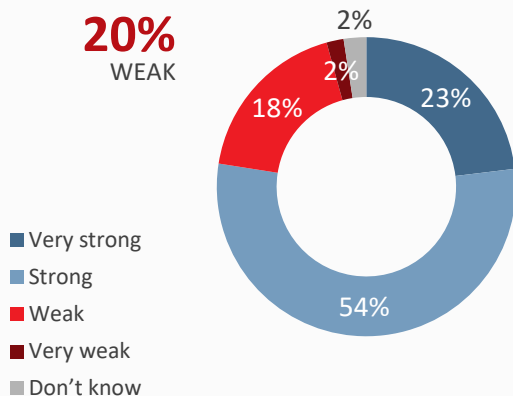


- Over three-quarters of residents feel a strong sense of belonging to their neighbourhood.
- Similarly, seven in ten residents feel very strongly that they are happy with their relationships with their neighbours, implying that having a happy relationship with your neighbours may contribute to your sense of belonging in your neighbourhood.

SENSE OF BELONGING

20%
WEAK

77%
STRONG



HAPPY WITH NEIGHBOURHOOD RELATIONSHIPS

Very strong 71%

Strong 25%

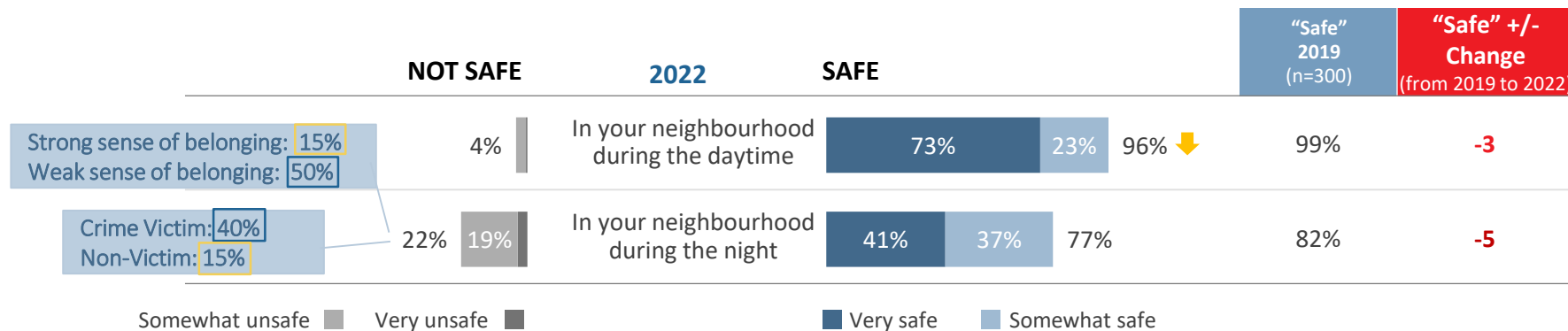
Weak 3%

Don't know 1%

NEIGHBOURHOOD SAFETY



- Nearly all residents (96%) feel very safe or somewhat safe in their neighbourhood during the daytime. While still a high proportion, this is a statistically significant dip from 99% in 2019.
- While over three-quarters feel safe in their neighbourhood during the night, nearly one-quarter feel unsafe in their neighborhood at night, well above the 4% who feel unsafe during the day.
- Recent victims of crime and those with a weak sense of belonging to their neighbourhoods are more likely to feel unsafe in their neighbourhood with four in ten and five in ten, respectively, feeling less safe in their neighbourhood during the night.



Base: All respondents (n=301)

P2C. Again, thinking about the neighbourhood you live in, how do you feel about your personal safety in the following situations.

In your neighbourhood during the daytime?

P2D. Again, thinking about the neighbourhood you live in, how do you feel about your personal safety in the following situations.

In your neighbourhood during the night



Statistically significantly higher than previous wave.



Statistically significantly lower than previous wave.



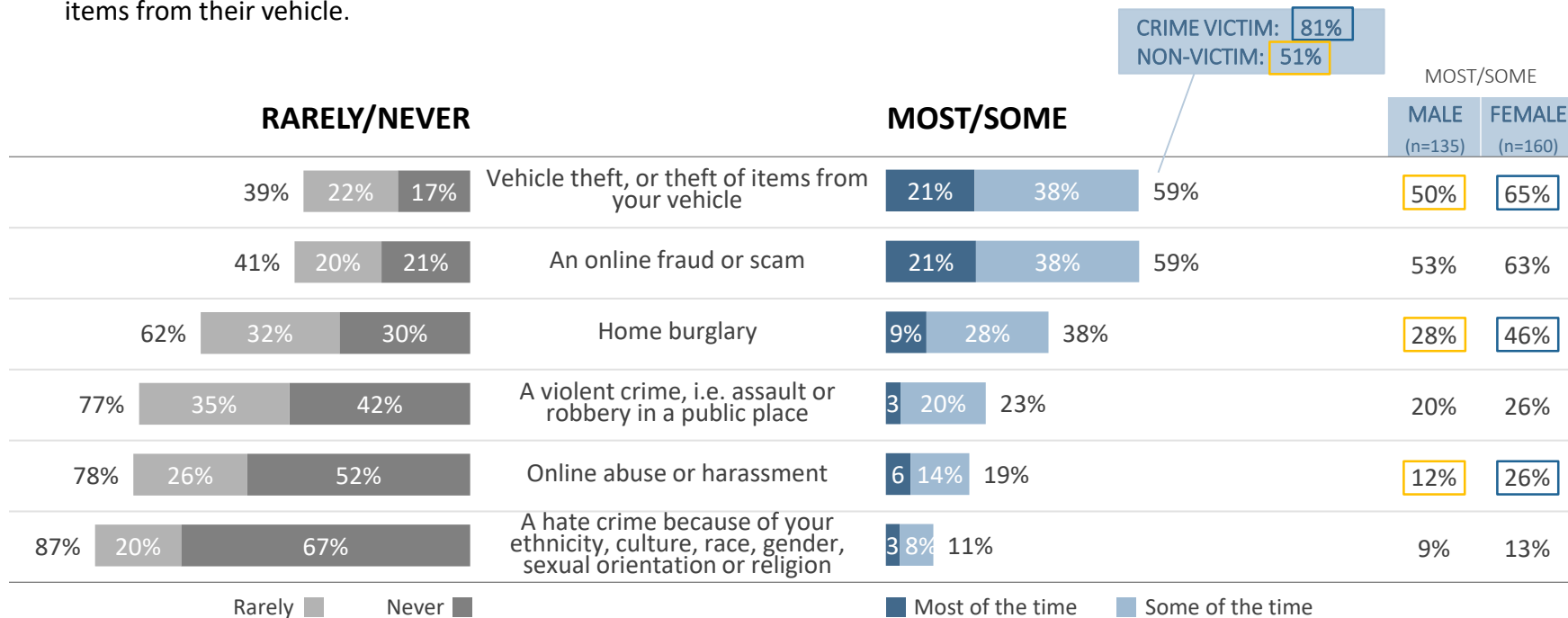
Statistically significantly higher than comparison group.



Statistically significantly lower than comparison group.

NEIGHBOURHOOD SAFETY AND CRIME CONCERN

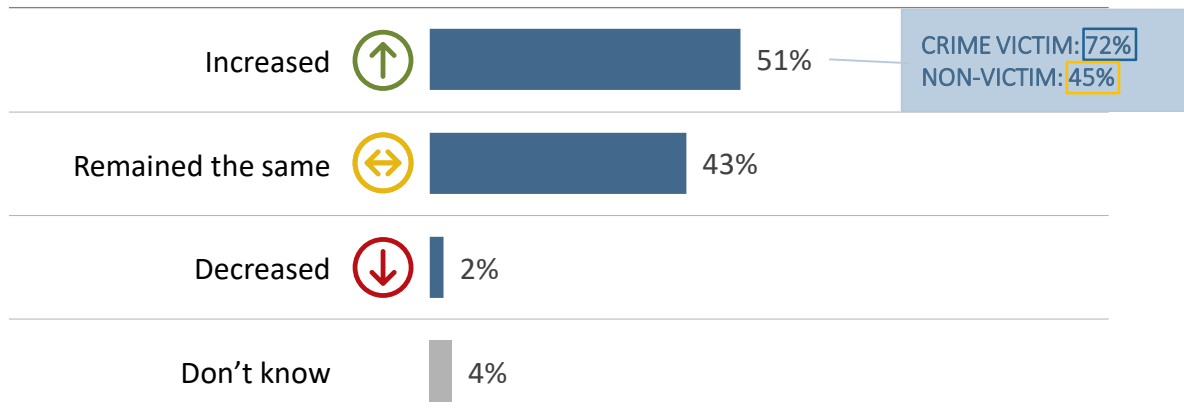
- Despite most Kelowna residents feeling safe in their neighbourhood overall, more of them worry about being a victim of vehicle theft and online fraud than not. Women are more inclined to be worried about being a victim of crime in their neighbourhoods overall and, along with previous victims of crime, they share particular concern about being a victim of vehicle theft, or theft of items from their vehicle.



PERCEPTIONS OF CRIME OVERALL IN THE COMMUNITY

- One-half of Kelowna residents think that crime in their community has increased over the past 24 months. Crime victimization continues to play a role in perception of crime, with nearly three-quarters of recent crime victims perceiving an increase in crime overall.
- Very few feel that crime has decreased overall.
- Perceptions of the level of crime in Kelowna are higher than the provincial average in 2020, where four in ten British Columbians* indicated that they believe crime in their community has increased in the past 24 months.

“Crime in your community has...”



Base: All respondents (n=301).

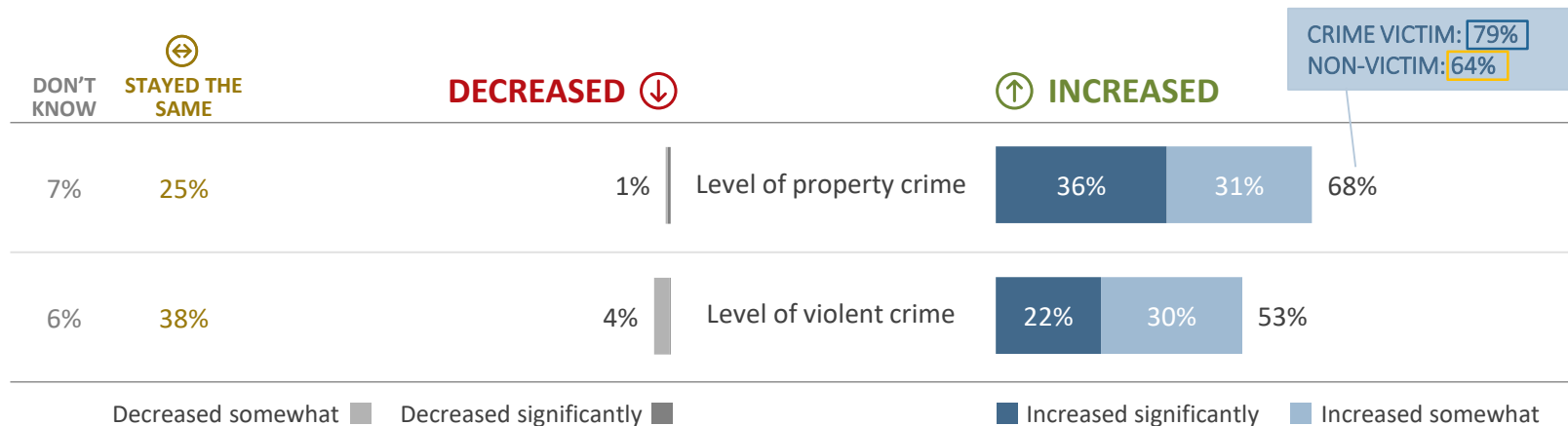
Note – statements marked with and asterisk * are from the 2020 Leger Police Reputation Survey and are not directly comparable with the results in this survey ; the Leger study was conducted via online research panel while the data in this survey was collected via RDD telephone. Please interpret with caution.

P4. Do you feel that crime in your community has increased, decreased, or remained the same over the past 24 months?

 Statistically significantly higher than comparison group.
 Statistically significantly lower than comparison group.

PERCEIVED LEVELS OF PROPERTY AND VIOLENT CRIME

- Kelowna residents think that crime in the city has increased in the past 24 months, particularly property crime with seven in ten saying they feel property crime levels have somewhat or significantly increased. Previous experience with crime victimization is again reflected as a factor in perception of crime and safety, with eight in ten residents who have been victims of crime in the past 12 months perceiving an increase in property crime.



Base: All respondents (n=301).









P5. In the past 24 months, would you say the level of property crime in the city has increased significantly, increased somewhat, stayed about the same, decreased somewhat, or decreased significantly?

P6. In the past 24 months, would you say the level of violent crime in the city has increased significantly, increased somewhat, stayed about the same, decreased somewhat, or decreased significantly?

Statistically significantly higher than comparison group.
Statistically significantly lower than comparison group.

MOST IMPORTANT CRIME-RELATED PROBLEMS

- Similar to 2019, over four in ten Kelowna residents feel breaking and entering/property crimes are the most important crime-related problems in the city, further emphasizing their worry about being a victim and perceived increase in these crimes in general.
- Notably, drug use/related crimes are less important than they were in 2019.

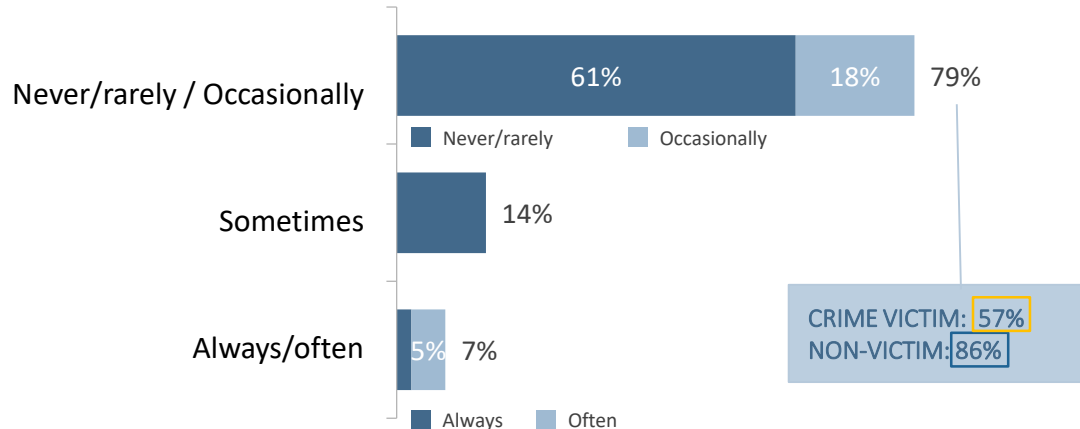
	2022	2019 (n=300)	+/- Change (from 2019 to 2022)
Breaking and entering / Property crimes	 43%	45%	-2
Drug related / use	 29% ↓	38%	-9
Assault / Violence / Shooting	 13% ↑	8%	+5
Social issues	 7%	6%	+1
Petty crime / Small claims crime	 6%	N/A	-
Car theft	 4%	4%	0
Other	 4%	6%	-2
Don't know	 4%	5%	-1

CRIME AFFECTING QUALITY OF LIFE

- Despite Kelowna residents thinking that crime has increased in the city overall, most indicate that it never/rarely impacts, or only occasionally impacts their quality of life. Not surprisingly, crime victims are less likely than non-crime victims to indicate that crime never/rarely or occasionally impacts their quality of life.



“To what extent does crime in general affect your quality of life...”



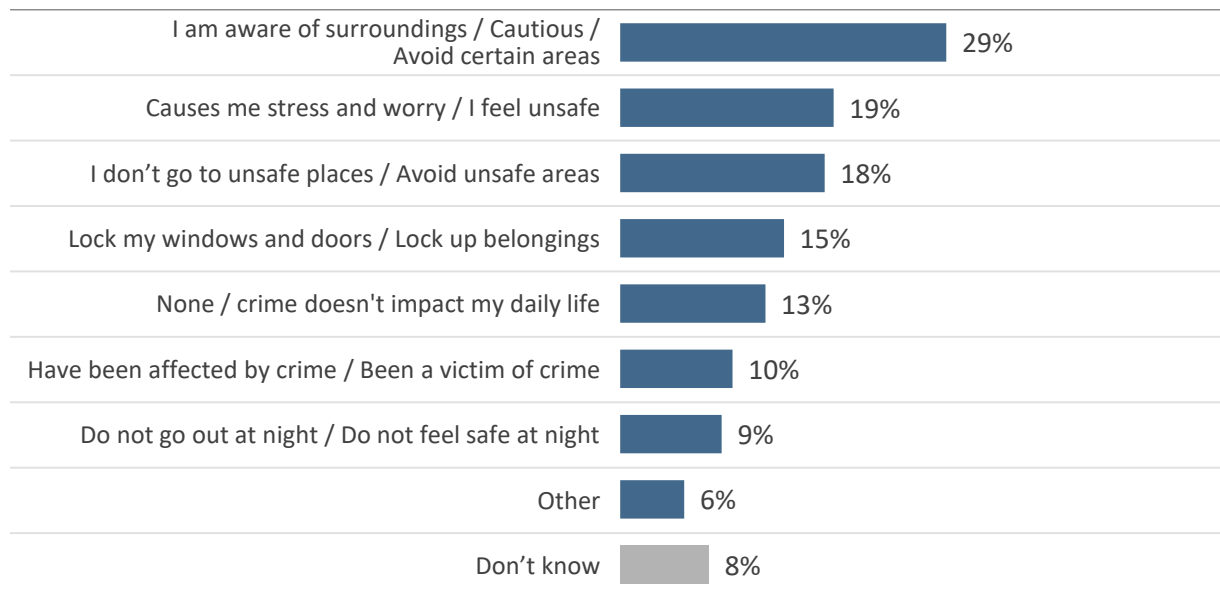
Base: All respondents (n=301).

P9. To what extent does crime in general affect your quality of life?

Statistically significantly higher than comparison group.
Statistically significantly lower than comparison group.












CRIME AFFECTING DAILY LIFE?

- Among those who indicate that crime impacts their quality of life, three in ten feel that crime makes them more aware of their surroundings/cautious/ avoid certain areas.





LESS SAFE NEIGHBOURHOODS

- Kelowna residents think that the general Downtown Kelowna area is the least safe neighbourhood, with four in ten residents considering it less safe than other neighbourhoods, a significant jump from 2019.
- Two in ten indicate that the general Rutland area is less safe, making it another area of concern. This proportion also increased significantly compared to 2019.
- Just over one-quarter of Kelowna residents think there is no difference of safety between neighbourhoods, up from 2019.

	2022	2019 (n=300)	+/- Change
Downtown Kelowna (general)	 41% 	31%	+10
Rutland Area (general)	 21% 	14%	+7
Downtown Core / Leon Ave / Lawrence Ave	 13% 	22%	-9
Hein Road / Ben Lee Park	 4%	3%	+1
Other	 6%	8%	-2
None	 27% 	12%	+15
Don't know	 4%	4%	0

Base: All respondents (n=301). *Note: Responses 4% and greater are shown.

P3B. Are there any particular areas or neighbourhoods in Kelowna that you do not feel safe in or that you consider less safe relative to other neighbourhoods?

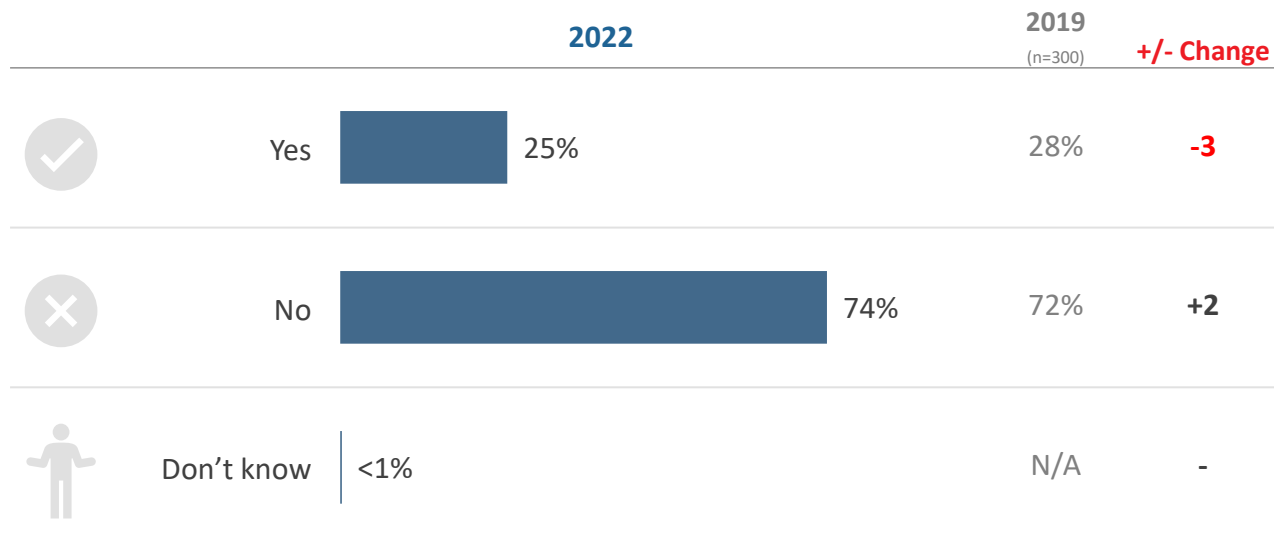
 Statistically significantly higher than previous wave.
 Statistically significantly lower than previous wave.



EXPERIENCES WITH CRIME IN KELOWNA

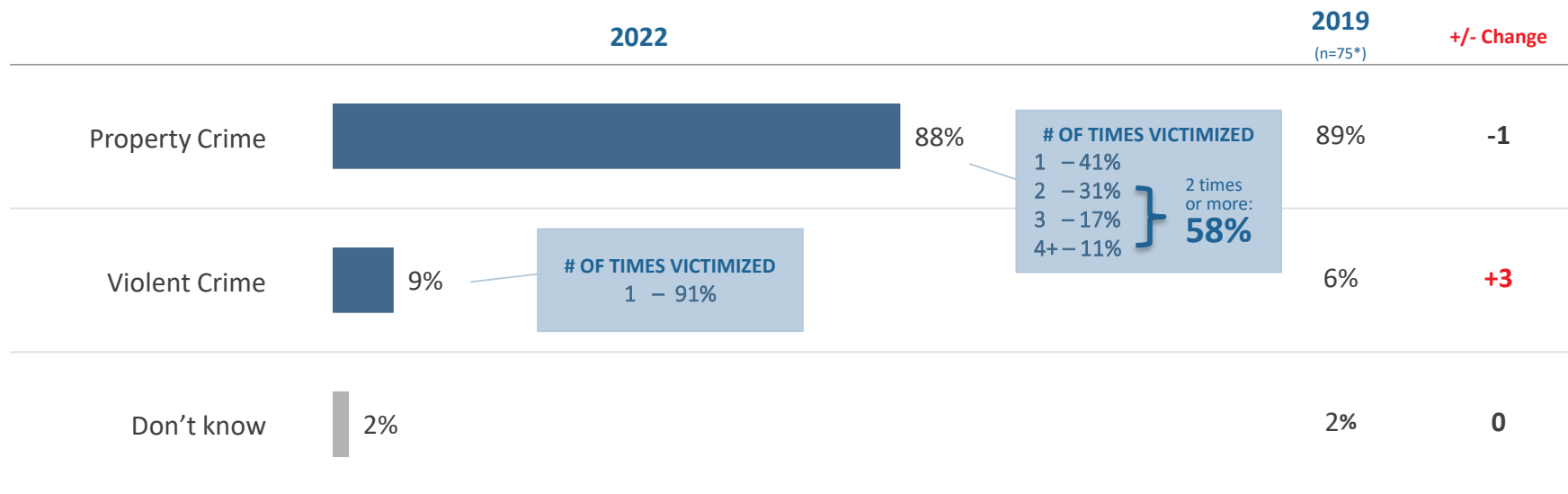
VICTIM OF A CRIME IN KELOWNA

- While most Kelowna residents have not been a victim of any crime within the city in the past twelve months, one-quarter of residents have. This is a directional decrease compared to the 2019 total, when three in ten said they were a victim of crime, and appears to be opposite to perceptions that property and violent crime, as well as crime overall, have increased in the past 24 months.



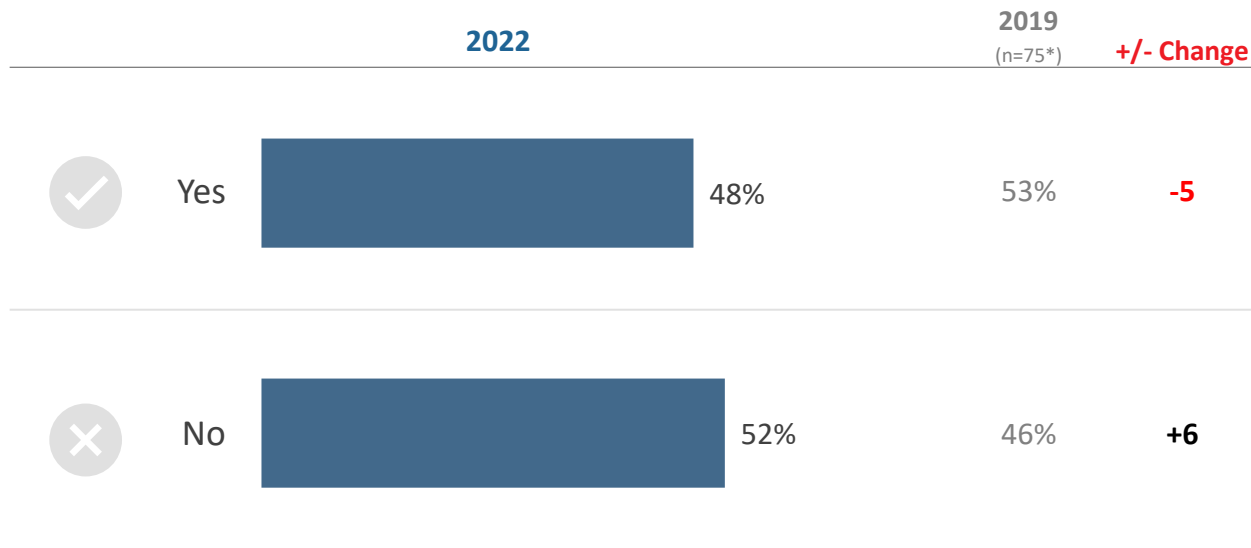
TYPE OF CRIME

- Of those who have been a crime victim in the past 12 months, nine in ten experienced property crime, a similar proportion to 2019. Nearly six in ten property crime victims have experienced this more than once in the past 12 months.
- One in ten crime victims suffered a violent crime.



REPORTING CRIMES

- Just over one-half of Kelowna residents who have been a victim of a crime in the past year say that they did not report the crime to the police, which is a directional increase compared to 2019.



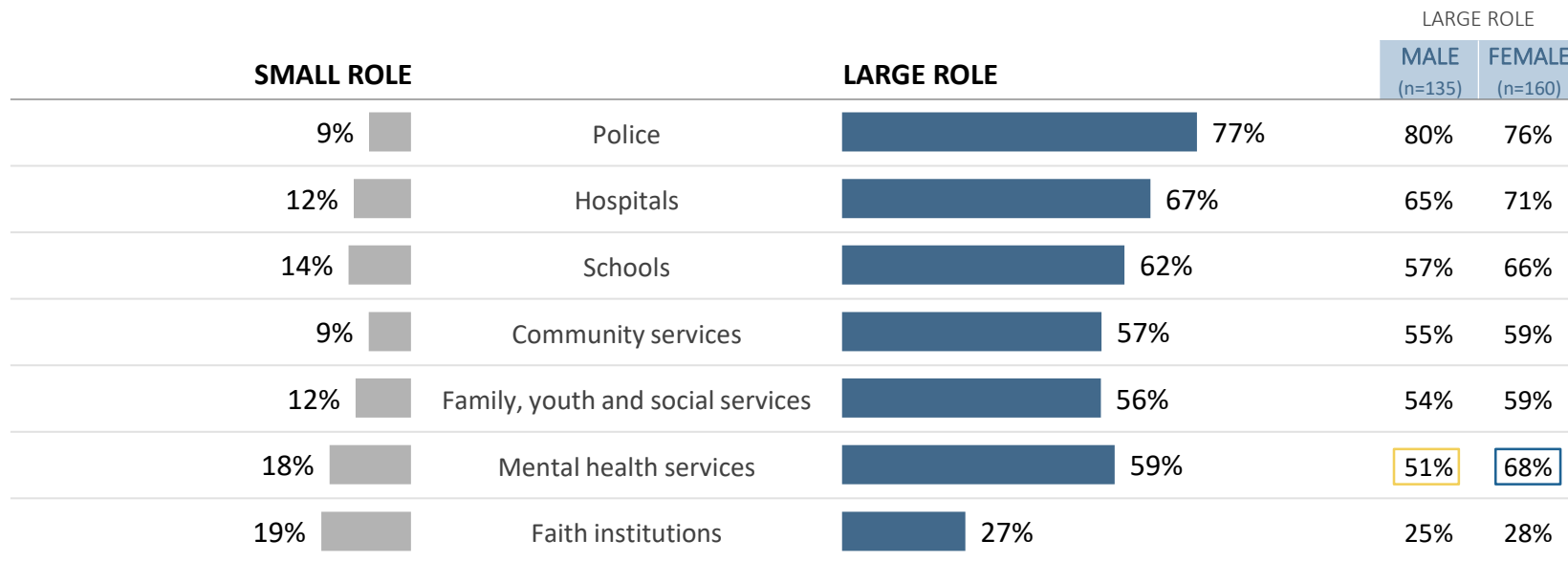
REASONS FOR NOT REPORTING CRIME

- The primary reason for not reporting the crime to the police is a feeling that police could not do anything about it, followed by mentions that the crime is too small; both factors have dipped directionally compared to 2019. Crime victims who don't report crimes are also of the opinion that the police won't do anything.

		2019 (n=35*)	+/- Change
Felt that the police could not do anything about it	42%	61%	-19%
Crime was small / Too much effort to report	28%	50%	-22%
They won't do anything / No follow through	22%	-	-
They have more important issues / Already too busy	6%	-	-
Negative past experience	5%	-	-
Was my fault / Didn't lock vehicle / Left items out	3%	9%	-6%
Other	20%	-	-
Don't know	2%	-	-
Refused	3%	-	-

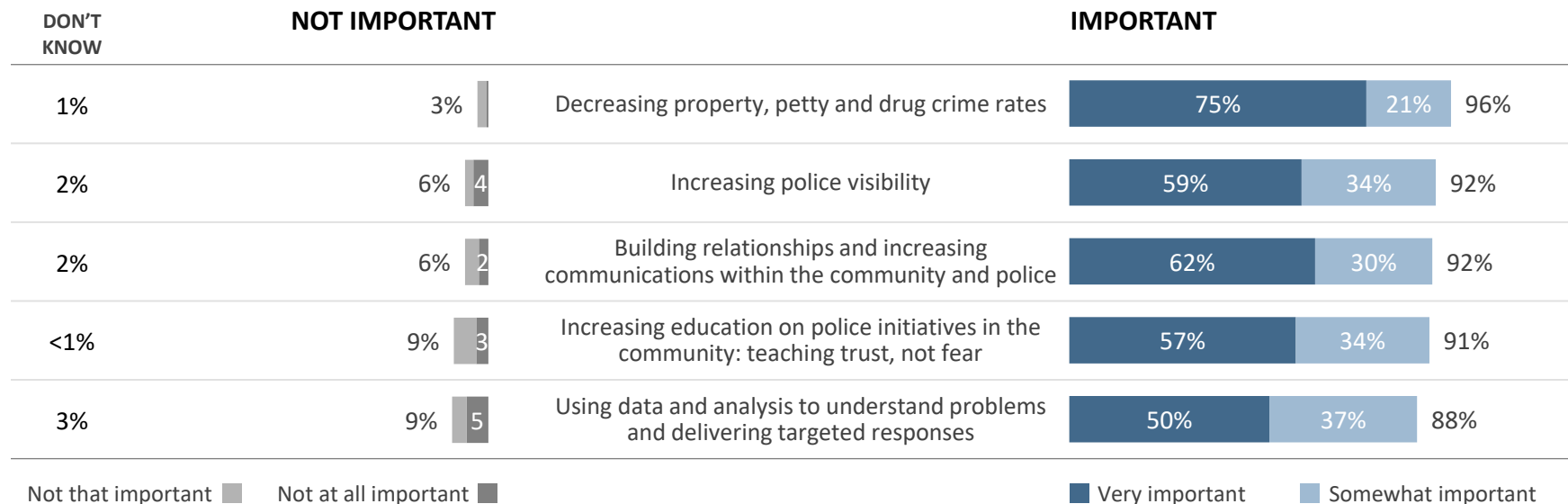
ORGANIZATIONS' ROLES IN COMMUNITY SAFETY

- Despite over one-half of recent crime victims in Kelowna not reporting their experience with crime to the police, the biggest proportion of residents overall think police play a large role in community safety, followed by hospitals and schools.



POLICE/ COUNCIL PRIORITIES IN KEEPING CITY SAFE

- City of Kelowna residents feel that all police and city council priorities listed in the survey are somewhat or very important in keeping the community safe; however, the largest proportion feel that decreasing property, petty and drug crime rates is very important.



KEY TAKEAWAYS

KEY TAKEAWAYS

- **Kelowna residents feel a sense of belonging to their neighbourhood and feel safe overall.**
 - Over three-quarters of residents feel a strong sense of belonging to their neighbourhood and seven in ten residents feel very strongly that they are happy with their relationships with their neighbours.
- **Kelowna residents are increasingly concerned about property crime.**
 - Property crime has been identified by Kelowna residents as the most important crime in the city, and seven in ten feel that property crime has increased in the past 24 months.
- **Crime plays a minimal or no role in Kelowna residents' everyday lives, unless they are a recent victim.**
 - While eight in ten feel that crime never/rarely or only occasionally impacts their quality of life, recent crime victims are less likely than non-crime victims to feel this way. For those who indicate that crime impacts their quality of life, they feel that crime makes them more aware of their surroundings/cautious/avoid certain areas.
- **The City of Kelowna may want to develop programs that support residents who have been a victim of crime to help reduce fear and lower perceptions of crime overall.**
 - When compared to those who have not been a victim of crime in the past 12 months, recent victims of crime are more likely to feel unsafe in their neighbourhoods during the night and are more likely to feel that property crime levels as well as overall crime levels have increased. The city may want to dedicate resources to identifying and helping recent victims of crime feel safer in their own neighborhoods.
- **The City of Kelowna may consider outreach in the general Downtown Kelowna area and Rutland to alleviate perceptions that these neighbourhoods are less safe.**
 - Kelowna residents report feeling less safe in the general Downtown area and Rutland, with both neighbourhoods having a significantly higher proportion of residents feeling unsafe there compared to 2019. The city may want to focus specific police and city council efforts such as reducing property, petty and drug crime rates, or increasing police visibility to help reduce residents' concerns.

KEY TAKEAWAYS

- **The City of Kelowna may have to reflect upon how to effectively communicate the levels of crime in the city.**
 - City of Kelowna residents who report being a victim of crime in the past 12 months have directionally decreased when compared to 2019. Despite this, over half of Kelowna residents think crime levels overall have increased in the past 24 months. Actual criminal victimization is lower than City of Kelowna residents' perceptions, and the city may want to re-evaluate how they communicate levels of crime to the public to offset this perception.
- **Police successes in preventing crimes, and more specifically, property crime may need to be communicated to the public.**
 - Kelowna residents may lack understanding of police capabilities in response to crimes, and more specifically property crime. Among residents who have been a victim of crime in the past 12 months, less than half reported it to the police with the top reasons being that they felt the police could do nothing about it, or that the crime was too small. With the majority of residents also feeling police play the largest role in community safety, this emphasizes the need for improved communications from them in terms of their successes in preventing and handling crimes, and more specifically, property crime.
- **Focusing on reducing, tracking and communicating a decrease in property crime rates may help reduce the perceived increase of crime for Kelowna residents.**
 - While City of Kelowna residents feel that all police and city council priorities are essential to improving community safety, three-quarters think that reducing property, petty and drug crime rates is very important in keeping their community safe, making it the top priority. Additionally, residents feel that property crime is the most important crime in the city. If the city can focus on reducing, tracking and communicating a decrease in property crime rates it may increase feeling of safety for Kelowna residents.

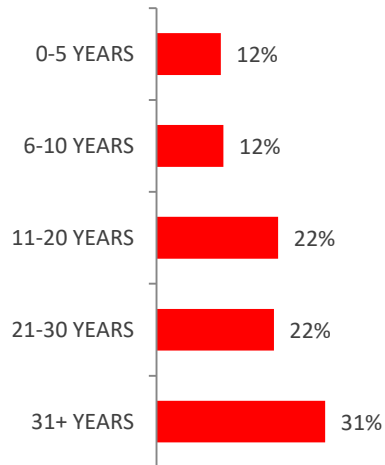


APPENDIX 1

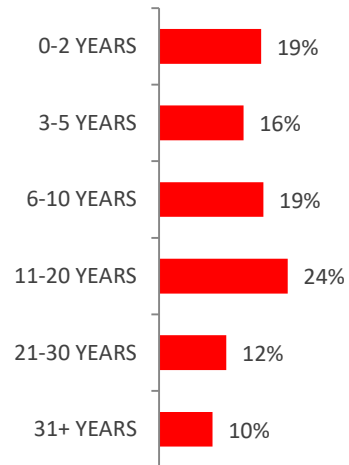
Demographics

RESPONDENT PROFILE

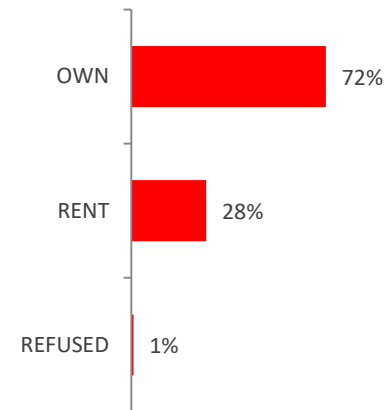
YEARS LIVED IN KELOWNA



YEARS LIVED IN NEIGHBOURHOOD

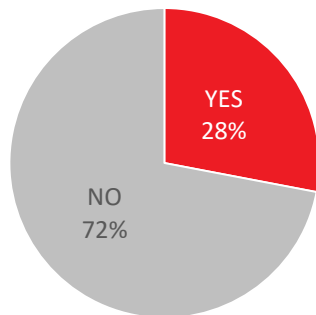


HOUSING SITUATION

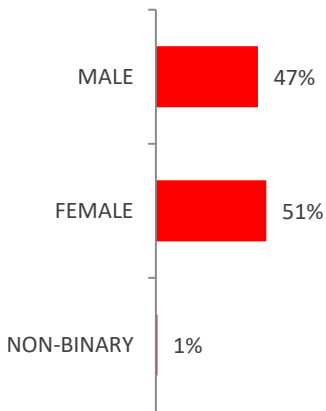


RESPONDENT PROFILE

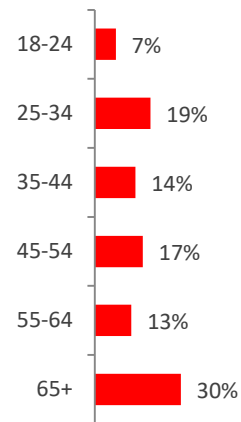
CHILDREN IN HOUSEHOLD



GENDER



AGE



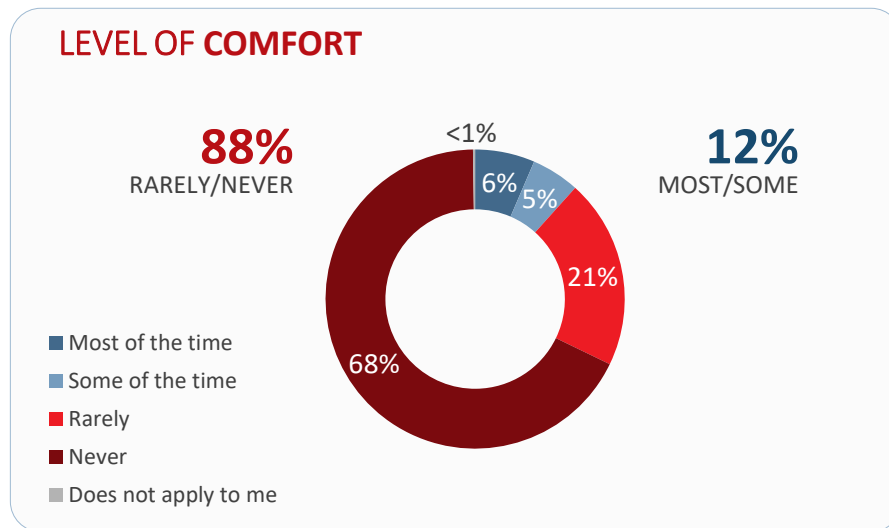
A blue ballpoint pen with a silver-colored tip and clip is positioned diagonally across the upper left portion of the image. It rests on a document featuring a bar chart with blue bars of varying heights. A semi-transparent grey horizontal band spans the lower half of the image, serving as a background for the title text.

APPENDIX 2

Additional Results

NEIGHBOURHOOD BELONGING

- Nine in ten respondents rarely/never feel uncomfortable or out of place in their neighbourhood because of factors like ethnicity, culture, skin colour, language, accent, gender, sexual orientation or religion, again reflecting residents' strong sense of belonging to their neighbourhood and happiness with their neighbours.



Base: All respondents (n=301)

P2A. How often do you feel uncomfortable or out of place in your neighbourhood because of factors which may include your ethnicity, culture, skin colour, language, accent, gender, sexual orientation or religion?



APPENDIX 3

Weighting

WEIGHTING

Weight parameters were developed for the entire dataset of completed surveys to reflect the demographic profile of Kelowna residents.

Using 2016 Census data for the City of Kelowna, the appropriate proportions of sex (male and female) and age (18-34, 35-54, 55+) groups were determined.

This results in a matrix of proportions that add up to 100%.

By dividing the survey obtained proportions into the Census proportions (parameters), weights for each group were calculated. Each case was up or down-weighted in accordance with its under or over representation in the sample so that the total weighted counts match the Census data.

	M 18-34	M 35-54	M 55+	F 18-34	F 35-54	F 55+
City of Kelowna (parameter)	0.138	0.148	0.194	0.134	0.156	0.230
City of Kelowna (obtained)	0.093	0.150	0.210	0.043	0.183	0.320
City of Kelowna (Weights)	1.479	0.987	0.924	3.092	0.851	0.719

APPENDIX 4

Questionnaire

CITY OF KELOWNA
Community Safety Survey 2022

INTRODUCTION

Hello, my name is _____. I'm calling on behalf of the City of Kelowna from Leger Research. We are conducting a brief survey about community safety in Kelowna. Your input is important – the survey results will help the city develop programs and services that will serve the community best. Please be assured that your views will remain confidential and anonymous. 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 community safety in your neighbourhood, and the City of Kelowna overall. It does not include any questions about personal security, or home security measures. It is a legitimate survey conducted by Leger Research, an independent research company and is sponsored by the City of Kelowna.

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 roughly 12 to 14 minutes, depending on your answers.

Your feedback will help the City of Kelowna understand residents' perceptions about community safety.

I can assure you that this is a legitimate survey being conducted on behalf of the City of Kelowna. You can verify this by calling the Project Manager for this study at Leger Research (at 604.424.1017) or you can contact the City of Kelowna at 250-862-0432.

Everything you say will be kept confidential and anonymous.

TO NEW HOUSEHOLD RESPONDENT: Hello, my name is _____. I'm calling on behalf of the City of Kelowna from Leger Research. We are conducting a brief study about community safety in Kelowna. 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

S1. Do you, or does anyone in your household, work for Community policing, the RCMP, or the City of Kelowna?

- | | |
|----------------|---------------------|
| 1. Yes | THANK AND TERMINATE |
| 2. No | CONTINUE |
| 97. Don't know | THANK AND TERMINATE |
| 98. Refused | 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.

S2. Do you live in the City of Kelowna? This does **NOT** include the City of West Kelowna, the District of Lake Country, or the Communities of Joe Rich and Ellison.

- | | |
|----------------|---------------------|
| 1. YES | CONTINUE |
| 2. NO | THANK AND TERMINATE |
| 97. DON'T KNOW | THANK AND TERMINATE |

THANK AND TERMINATE FOR S2. Given that we are conducting the survey among Kelowna residents, those will be all of my questions today. Thank you for your time.

S3. Can you tell me which gender you identify with?

[DO NOT READ]

1. Male
2. Female
3. Non-binary
95. Other – specify _____
99. Prefer not to say

S4a. To ensure we're speaking to a representative group of Kelowna residents, could I please have the first 3 digits of your postal code? (If necessary, add "I can assure you that this information will remain confidential and for survey classification purposes only.")

Preceded:

V1Y

V1X

V1P

V1V

V1W

Other (specify)

Refused- IF PARTICIPANT REFUSES OR DOESN'T KNOW POSTAL CODE, USE POSTAL CODE FROM SAMPLE (IF PROVIDED).

IF PARTICIPANT HAS NO POSTAL CODE IN SAMPLE (I.E., CELL PHONE SAMPLE), PROCEED TO S4c.

S4b. Now could I please have the last 3 digits of your postal code?

RECORD LAST THREE DIGITS
Refused

S4c. (If postal code refused), Could you tell me what neighbourhood you live in?

RECORD | CONTINUE AND CODE APPROPRIATE DISTRICT AFTER
DON'T KNOW/REFUSED | THANK AND TERMINATE

THANK AND TERMINATE FOR S3c. Given that we are conducting among individuals who reside within the City of Kelowna boundaries, those will be all of my questions today. Thank you for your time.

S5. Which of the following categories does your age fall into? Please stop me when I reach it. [READ LIST, WATCH QUOTAS]

[DO NOT READ] Under 18 => THANK AND TERMINATE

18 to 24

25 to 34

35 to 44

45 to 54

55 to 64, or

65 or older

98. [DO NOT READ] REFUSED => THANK AND TERMINATE

THANK AND TERMINATE FOR S5 IF UNDER 18: As we are looking to conduct the survey with those age 18 and over, that will be all of my questions today. Thank you for your time.

THANK AND TERMINATE FOR S5 IF REFUSED: Unfortunately, that will be all of my questions today. Thank you for your time today.

PERCEPTIONS OF SAFETY AND CRIME

P1a. To start, how would you describe your feeling of belonging to your neighbourhood? Is it...?

[IF NEEDED: We are defining neighbourhood as the geographic area that is within a 5-minute walk in any direction from your home]

Very strong

Strong

Weak

Very weak

[DO NOT READ] Don't know / prefer not to say

P1b. Generally speaking, how happy do you feel about your relationships with your neighbours?

Happy

Neither happy nor unhappy

Unhappy

[DO NOT READ] Don't know / prefer not to say

P2C/D. Again, thinking about the neighbourhood you live in, how do you feel about your personal safety in the following situations. The first situation is... [INSERT FIRST ITEM] how about... [INSERT SECOND ITEM] now...

[IF NEEDED: We are defining neighbourhood as the geographic area that is within a 5-minute walk in any direction from your home]

[ROWS – DO NOT RANDOMIZE]

c. In your neighbourhood during the daytime

d. In your neighbourhood during the night

[COLUMNS]

Very safe

Somewhat safe

Somewhat unsafe

Very unsafe

[DO NOT READ] Don't know

[DO NOT READ] Prefer not to answer

P2a. How often do you feel uncomfortable or out of place in your neighbourhood because of factors which may include your ethnicity, culture, skin colour, language, accent, gender, sexual orientation or religion?

Most of the time

Some of the time

Rarely

Never

Does not apply to me

Don't know / prefer not to say

P3B. Are there any particular areas or neighbourhoods in Kelowna that you do not feel safe in or that you consider less safe relative to other neighbourhoods?

RECORD VERBATIM

96. None

97. Don't know

98. Refused

P3. To what extent do you feel each of the following services play a role in community safety?

[ROWS – RANDOMIZE]

Schools

Mental health services

Hospitals

Police

Family, youth and social services [if needed, for example, income assistance, Boys and Girls Clubs,

YMCA, etc.]

Faith institutions

Community services (like food banks, immigrant services, etc.)

[COLUMNS]

Large role

Neutral role

Small role

[DO NOT READ] Don't know/ Prefer not to answer

P4. Do you feel that crime in your community has increased, decreased, or remained the same over the past 24 months?

Increased

Remained the same

Decreased

[DO NOT READ] No opinion/ I don't know

P5. In the past 24 months, would you say the level of property crime in the city has increased significantly, increased somewhat, stayed about the same, decreased somewhat, or decreased significantly?

[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

Increased somewhat

Stayed about the same

Decreased somewhat

Decreased significantly

[DO NOT READ] Does not apply

[DO NOT READ] Don't know

[DO NOT READ] Refused

P6. In the past 24 months, would you say the level of violent crime in the city has increased significantly, increased somewhat, stayed about the same, decreased somewhat, or decreased significantly?

Increased significantly

Increased somewhat

Stayed about the same

Decreased somewhat

Decreased significantly

[DO NOT READ] Does not apply (i.e. haven't lived in neighbourhood that length of time)

[DO NOT READ] Don't know

[DO NOT READ] Refused

P7. Thinking about your neighbourhood, and using a scale of most of the time, some of the time, rarely, or never how often do you worry about being a victim of... [INSERT FIRST ITEM]

[ROWS – RANDOMIZE]

A violent crime, i.e. assault or robbery in a public place

Vehicle theft, or theft of items from your vehicle

Home burglary

A hate crime because of your ethnicity, culture, race, gender, sexual orientation or religion

An online fraud or scam,

Online abuse or harassment

[COLUMNS]

Most of the time

Some of the time

Rarely

Never

[DO NOT READ] Don't know

[DO NOT READ] Not Applicable

[DO NOT READ] Refused

P8. What do you think is the most important crime-related problem in the city of Kelowna? And here we are defining crime as an illegal act for which someone can be punished by law enforcement or government, especially if it's a gross violation of a law.

[IF NEEDED: examples of crime include violent crime, traffic related offences, theft, drug related offences and breaking and entering.]

[PLEASE NOTE, we are not looking for social issues which is the source of conflicting opinions on what is perceived as a morally-just personal life or societal order. Examples of social issues include homelessness, substance abuse, and bullying.]

RECORD VERBATIM

97. None/ there are no crime related problems

[DO NOT READ] 98. Don't know

[DO NOT READ] 99. Refused

P9. To what extent does crime in general affect your quality of life? Does it... [READ LIST]

[IF NECESSARY, PROVIDE DEFINITION OF CRIME: An illegal act for which someone can be punished by law enforcement or government, especially a gross violation of a law. Examples include homicide, attempted murder, different types of theft, breaking and entering, and arson.]

Never/ Rarely => SKIP TO U1
Occasionally
Sometimes
Often
Always
Don't know

P10. In what way, does crime impact what you do as you go about your daily life?

RECORD VERBATIM
97. None/ crime doesn't impact my daily life
[DO NOT READ] 98. Don't know
[DO NOT READ] 99. Refused

UNREPORTED CRIME

Now thinking of your own experiences with crime.....

U1. In the past 12 months, have you been a victim of a crime in Kelowna? For example, vandalism, theft, physical assault or a break and enter of a home.
[DO NOT READ LIST]

1. YES CONTINUE
2. NO GO TO U4
[DO NOT READ] 97. DON'T KNOW GO TO U4
[DO NOT READ] 98. REFUSED GO TO U4

U2. 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]

[DO NOT READ LIST]

1. Property

2. Violent

[DO NOT READ] 97. Don't know
[DO NOT READ] 98. Refused

U2a. [IF U2 = 1. Property] How many times were you a victim of property crime in the past 12 months?
[INSERT NUMBER]

[DO NOT READ] 97. Don't know
[DO NOT READ] 98. Refused

U2b. [IF U2 = 2. Violent] How many times were you a victim of violent crime in the past 12 months?

[INSERT NUMBER]
[DO NOT READ] 97. Don't know
[DO NOT READ] 98. Refused

U3. Thinking of the last contact you had with the police, was this crime reported to the police? [DO NOT READ LIST]

1. YES SKIP TO U4
2. NO GO TO U3a
[DO NOT READ] 97. DON'T KNOW SKIP TO U4
[DO NOT READ] 98. REFUSED SKIP TO U4

U3a. Why did you decide not to report this crime to the police?

RECORD UP TO THREE RESPONSES
[DO NOT READ] 97. Don't know
[DO NOT READ] 98. Refused

U4a. Local/ municipal governments fund and set priorities for police but do not have the mandates for crown prosecution, courts, housing, and health. With this in mind, how important do you think each of the following police and city council priorities are in keeping your community safe?

PLEASE READ EACH STATEMENT.

[RANDOMIZE]

1. Increasing police visibility
2. Building relationships and increasing communications within the community and police
3. Increasing education on police initiatives in the community: teaching trust, not fear
4. Using data and analysis to understand problems and delivering targeted responses
5. Decreasing property, petty and drug crime rates

[COLUMNS]

Very important
Somewhat important
Not that important
Not important at all
[DO NOT READ] Don't know/ Prefer not to answer

DEMOGRAPHIC QUESTIONS

We'd like to finish the survey by asking you a few questions about you and your household. This information is only for comparison purposes to ensure the City is hearing from a broad range of residents.

D1. How long have you lived in the City of Kelowna? [RECORD IN YEARS]

RECORD NUMBER OF YEARS

96. LESS THAN A YEAR

[DO NOT READ] 97. DON'T KNOW

[DO NOT READ] 98. REFUSED

D2. And how long have you lived in your current neighbourhood? [DO NOT READ LIST]

RECORD NUMBER OF YEARS

96. LESS THAN A YEAR

[DO NOT READ] 97. DON'T KNOW

[DO NOT READ] 98. REFUSED

D3. Do you own or rent your current home? [DO NOT READ LIST]

1. OWN

2. RENT

[DO NOT READ] 98. REFUSED

D4. Do you have children under the age of 18 living in your household? [DO NOT READ LIST]

1. Yes

2. No

[DO NOT READ] 98. Refused

Thank you very much for participating in this survey. Your responses will be combined with those of other Kelowna residents and will provide valuable input to the City of Kelowna and the local police.

A large crowd of diverse people, seen from above, forms the shape of the number 3 on a white background. The crowd is composed of many individuals of various ages and ethnicities, creating a vibrant, multi-colored pattern. The number 3 is formed by a thick line of people, with a large loop at the top and two smaller loops at the bottom. The background is a plain white surface, and the overall scene is brightly lit, casting soft shadows from the crowd.

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