

2021 Surrey Community Survey Results

**Prepared for
Surrey Police Service**

By Eli L. Sopow, Ph.D.

October 2021

Page purposefully blank

Table of contents

Executive summary	3
Purpose of survey	4
Methodology	4
Section 1.0 Surrey community policing priorities	
What the Surrey community agrees are the top policing priorities	5
Analysis: Measuring perceptions and reality	6
Additional policing priorities named by Surrey residents	6
Community ratings of policing priorities	8
Applying the Priority Matrix	8
Priorities by communities: Policing Priority Matrix	9
Gender ratings of police priorities	10
Age groups: Importance of dealing with violent crimes	11
Section 2.0 Public safety and crime victimization	
Perception of community crime trends over past five years (2017-2021)	12
Surrey community three-year crime trend	13
Fear of walking alone in Surrey: Daytime / nighttime	14
Fear of walking alone in Surrey: Daytime / nighttime by community	15
Victim of crime in Surrey over past year	16
Other categories of personal victimization	18
Crime reporting behaviors	19
Frequency and reason for contact with police in Surrey	20
Other contacts with police by community in past year	21
Section 3.0: Police management and public confidence	
The importance of diversity & gender in the makeup of police officers	22
No one size fits all	23
Opinions by ethnic groups about makeup of police officers	23
Opinions by gender about makeup of police officers	26
Surrey public opinion about police body-worn cameras	25
Surrey community centres opinions about police body-worn cameras	26
The new Surrey Police Board	28
Section 4.0 Trust and confidence in sources of information policing	
Overall public trust and confidence in all Canadian institutions	28
Trust and confidence in Surrey sources of public safety and policing	29
5.0 Community identified future needs for policing	31
6.0 Recommendations	32

Executive summary

The results of the community survey confirms that the Surrey Police Service has in fact six unique communities to serve with very distinct needs and priorities for policing.

- The highest of 15 policing priorities rated by all Surrey residents overall are violent crimes 91%, organized crime gangs 88%, having urgent police Service delivered in a timely fashion 86%, and domestic violence, 78%.
- While all residents in all communities rate violent crimes, timely police Service, and organized crime as high priorities, there are major priority differences among communities for homelessness, mental health issues, and consultation. For example, while 60% of residents in Whalley agree that homelessness is a priority for policing, 43% in Newton do. While 82% of Whalley residents agree that domestic violence is a priority, 75% in South Surrey do.
- Ratings of the importance of the 15 policing priorities also vary significantly by ethnicity (including First Nations), gender, and age. Those of a South Asian background rate more of the 15 priorities higher than any other group. While 59% of First Nations respondents agreed that youth and school policing program have a priority, 39% of the Chinese community agreed. Those 18-34 years of age place a high priority (82%) on violent crimes compared to 94% of those over the age of 55. Younger residents also give a much higher priority for homelessness (58%) and mental health issues (58%) compared to those 40-55 years of age (average 46%).
- There are significant differences in opinions from men and women. For example, 52% of women agree that it is unsafe to walk alone in their neighborhoods at night versus 9% thinking that way during the day. This rating varies dramatically by community, age, and gender. For example, 59% of Whalley residents (all gender) feel it is unsafe to walk in their neighborhoods at night compared to 34% in Fleetwood.
- The strongest criteria for a Surrey police officer are having Surrey's culture and diversity represented in the profile of a police officer (64% somewhat/very important), being fluent in another language than English (63%) and having at least an equal number of male/female officer (46%).
- When explained to survey respondents, there was very strong support for a new Surrey Police Board (79% somewhat very important).

Purpose of survey

The purpose of the Surrey community survey was to gather through empirical research the opinions of a statistically representative population of adult Surrey residents regarding their ratings of the importance of 15 key and common police Service, their opinions and perceptions of crime trends, the qualifications required for a Surrey police officer in terms of gender and ethnicity, and the level of contact with police and why. In addition, the survey provided the community an opportunity to voice their opinions about police wearing body-worn cameras as well as the importance of a local Police Board to oversee policing operations.

The results of the survey provide the Surrey Police Service a significant body of community views and opinions about the priority for policing Service, a breakdown by the six community centres within Surrey, plus answers from various age, gender, and ethnic groups in Surrey. This information will guide the ongoing community consultations with Surrey residents as well as provide evidence for the SPS strategic planning processes.

Methodology

The survey was designed by Eli L. Sopow Ph.D. in consultation with Surrey Police Executive and the Surrey Police Board, and Curt Griffiths, PhD. Dr. Sopow is the former Director of Research with the BC-RCMP headquarters Operations Strategy Branch and professor of Change Management in the MBA program of University Canada West in Vancouver. Survey data collection was completed by *InsightsWest* Market Research, Vancouver B.C. Twenty scaled answer questions were asked using a Likert-type scale plus six open-ended questions asking respondents to provide additional answers in their own words.

A total of 1,000 Surrey adults were surveyed between July 27 and 28, 2021. Results are weighted to Statistics Canada data including age, gender, ethnicity. Oversampling of the South Asian community in Surrey was conducted to recognize the significant South Asian population in Surrey. The data tabulation and analysis included cross-references between all questions and age, gender, ethnicity, and the populations of each of Surrey's unique six communities. Further analysis included, in some cases, finding statistically valid correlations between measures using SPSS software.

Sample size is statistically accurate for the entire population of Surrey 19 times out of 20, with a margin of error of +/- 3.4%. Results for individual centers, demographics, within statistically valid margin of error.

Section 1.0 Surrey community policing priorities

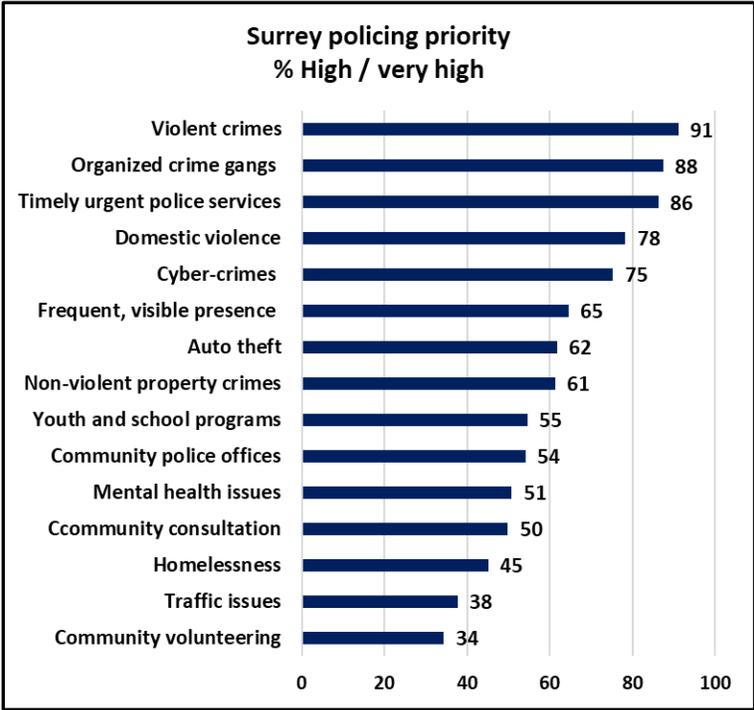
1.1 What the Surrey community agrees are the top policing priorities

The survey of 1,000 Surrey residents asked the public to rate how big a priority 15 common police Service are. The results in Graph 1 are similar to other public surveys in large Canadian cities.

A key element is context which means not so much personal experiences or the volume of criminal offences but the volume and emotional impact of the crimes themselves as portrayed in established news media and other sources. Such *perceptions* of crime and policing needs can be at odds with the *reality* of events, but nevertheless must be recognized as part of the police strategic planning process.

As the graph shows, Surrey residents agree that the top priorities for policing must address violent crimes, organized crime, having quick police call response, domestic violence, and cyber crime.

Graph 1. Surrey residents' priorities for policing



1.2 Analysis: Measuring perceptions and reality

Violent and sensational crimes leave a very deep and memorable impact on the human brain due to their ability to evoke fear responses. This is true even when such dramatic crimes may be a very small percentage of all crime being committed in a community.

For example, this survey shows that over the past year Surrey residents had no contact at all (70%) or minimal contact (25% one to three times) with Surrey police within the five existing police Districts. Nevertheless, those residents had strong opinions about what the priority for policing in Surrey should be, resulting in high expectations of service.

As Graph 1 shows, 91% of community residents agree that “violent crime” must be a high/very high priority for policing, followed by “organized crime gangs” (88%), “timely, urgent police Service” (86%), “domestic violence” (78%), and “cyber-crime” (75%).

However, crime statistics for the second quarter of 2021 for all police districts in Surrey show that the categories of “violent crimes,” “homicide,” and “attempted murder” accounted for about 20% of recorded offences. In terms of illegal drugs in Surrey, there were 556 recorded offences at the end of the second quarter of 2021, or about 3% of all offences. By comparison, 55% of all recorded offences fell into the category of “property crime, which show up as having a 61% high/very high priority rating from Surrey residents.

1.3 Additional policing priorities named by Surrey residents

Surrey residents were asked in the community survey to name in their own words what additional priorities should be addressed by a police service. Out of 1,000 adult residents contacted, 752 or 75% offered at least one comment. In some cases, the same recommendation or comment was mentioned several times by one person, which is counted as a single focus.

- The survey purposefully did not ask specific questions about whether residents were in favour of the Surrey Police Service (SPS) replacing the Royal Canadian Mounted Police as was/is the ongoing situation. However, the open-ended portion of the question about policing priorities for Surrey was taken as an opportunity by some to offer such opinions. In such a case the results showed that 6% of residents who provided their opinion of Surrey policing priorities indicated their support for keeping the RCMP as the policing service for the city.
- The most common single issue recommended as a priority in the survey participant’s answers were related to major crimes in Surrey, most notably gang violence (12% of all

submitted answers). Associated with gang violence were the priorities of illegal drugs, murder, “gangs in schools,” “drive-by shootings,” “domestic violence,” and “the opioid crisis.”

- There were 513 or 68% of community suggestions for policing priorities covering a broad range of single-issue miscellaneous items. These included “having a nurse on duty for mental health calls,” dealing with speeding, working with children, “adopting the Broken-Window approach” (a New York City innovation wherein neighborhoods and policing ensure symbols and evidence of crime and vandalism are quickly eradicated), addressing animal abuse, and a “better response to noise issues in apartments.”
- Other suggestions included inclusive hiring practices for police, training of police officers to deal with mental health issues within their community, and “Work in conjunction with local and provincial health authorities to find treatment centres, social Service and health components. It is not being addressed at this time and it is getting worse.”

1.4 Community ratings of policing priorities: Applying the Priority Matrix

The *Surrey Community Policing Priority Matrix* (Table 1) shows how high/very high a percentage-priority all Surrey residents gave to the 15 police Service compared to results from the six community centers.

- The color-coding for each community indicates that the individual rating is either below the Surrey average (**green** cell), within the average Surrey rating (**yellow**), or above the average rating for Surrey (**red**). This allows for a quick-glance assessment showing if the individual community centres are below, at, or above the average overall rating for Surrey policing priorities.
- For example, *looking across the rows* the category “homeless” has a priority rating of **45% for Surrey** overall while the priority for **Whalley is 60%**, much higher than the Surrey average indicating a greater perception of the issue in that community. This compares to **38% for South Surrey** which is below the overall average for Surrey.
- *Looking down the columns* shows three out of the 15 priorities (20%) have three ratings above the Surrey average in the “**red zone**” (community police offices, community consultation, and mental health issues). The Matrix shows that the column for “violent crimes” is within the high average for all communities but “organized crime gangs” are rated above the average for Cloverdale and Whalley.

Table 1. Surrey Community Policing Priority Matrix

Surrey Policing Public Priority Matrix	Below average			Close to average: within 3% points				Above average							
	% High / very high priority for policing	Violent crimes	Timely urgent police services	Organized crime gangs	Domestic violence	Cyber-crimes	Frequent, visible presence	Non-violent property crimes	Auto theft	Youth and school programs	Community police offices	Ongoing community consultation	Mental health issues	Homeless	Traffic issues
All Surrey average	91%	88%	86%	78%	75%	64%	62%	61%	55%	55%	50%	50%	45%	38%	34%
Newton	87%	83%	85%	76%	75%	64%	60%	60%	59%	53%	46%	50%	43%	40%	36%
Cloverdale	93%	89%	90%	83%	78%	72%	69%	62%	57%	57%	53%	56%	45%	43%	35%
Guildford	94%	86%	86%	79%	71%	64%	64%	69%	50%	59%	56%	56%	50%	33%	37%
Fleetwood	94%	86%	88%	78%	75%	60%	60%	60%	60%	60%	54%	45%	40%	32%	26%
South Surrey	93%	85%	88%	75%	75%	60%	59%	59%	52%	46%	40%	44%	38%	35%	32%
Whalley	93%	89%	90%	82%	78%	67%	62%	63%	51%	61%	60%	60%	60%	42%	39%

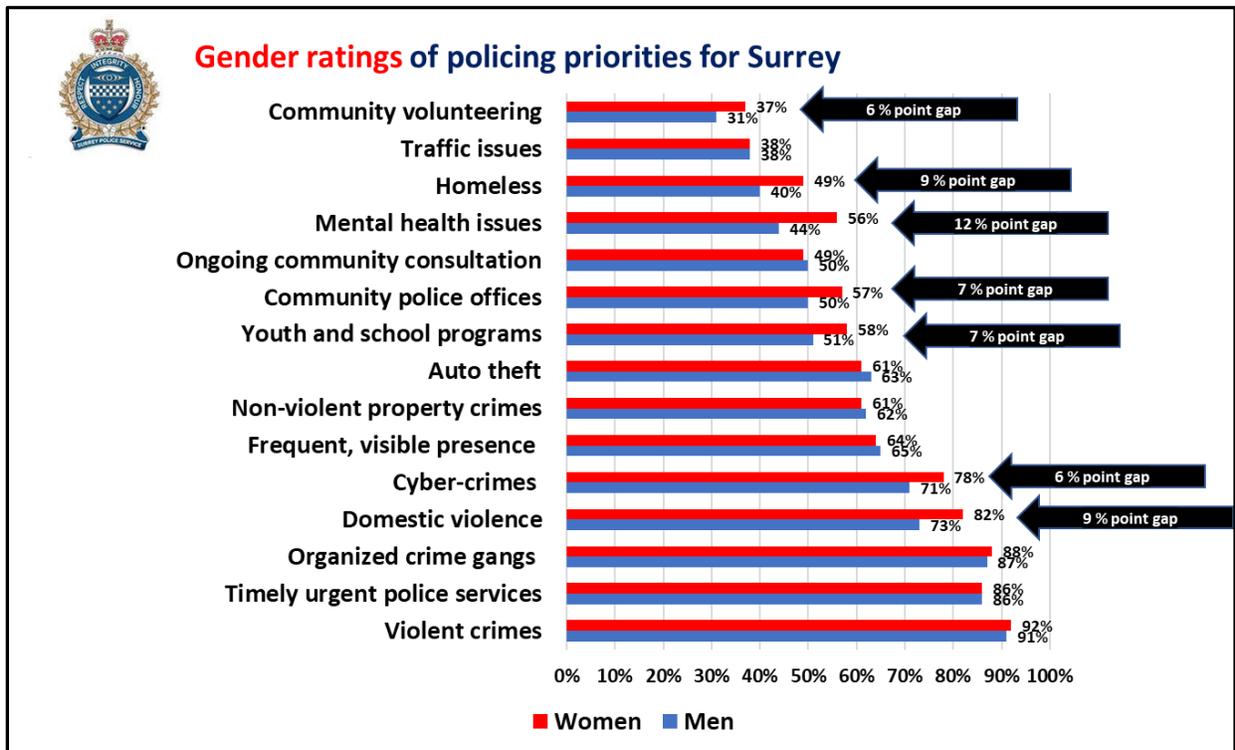
1.5 How the Matrix helps policing operations

An integrated and expanded version of the Priority Matrix can be used by Surrey Police Service to compare and correlate community policing priorities with crime rates, calls for service, allocation of officers by day and time, and to specific demographics including age, gender, and diversity. A similar *Resource Management Matrix* was designed for and used for years within the BC-RCMP Headquarters Operations Strategy Branch.

1.6 Gender ratings of police priorities

As in most community safety and policing surveys, men and women often have different perceptions and experiences about the priorities for policing. This is true of the Surrey public opinion survey as shown in Graph 2 and Table 3.

Graph 2.



Analysis

The Surrey community feedback, which is similar to other municipal policing surveys, shows several important gaps between the priority men and women give to police Service.

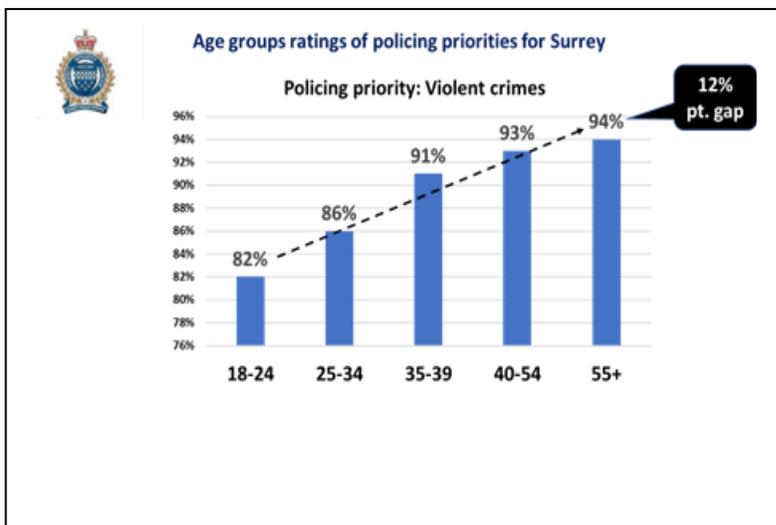
- The major gaps include the priority given to police dealing with mental health issues (F-56%, M-44%), homelessness (F-49%, M-40%), and domestic violence (F-82%, M-73%).
- These results indicate opportunities for the Surrey Police Service to provide enhanced education, communication, and collaboration with male members of the Surrey community, and confirms that women are often more supportive of initiatives addressing mental health and homelessness issues that often draw upon police resources.

1.7 Age groups: Importance of dealing with violent crimes

The community survey of Surrey residents shows several differences by age groups as to what constitutes an above average high priority for policing. For example:

- While 42% of those 18-24 years of age give a high priority for a “frequent, visible presence” of police, 74% of those 40-54 years of age give it a high rating.
- While 58% of those 18-24 give a high priority to homelessness, 37% of those 55+ of age consider it a high priority.
- And while 82% of those 18-24 give a high priority to “violent crimes,” and even higher rating of 93%-94% is given by those 40-55+ years of age.

Graph 3.



The Surrey community survey confirms that age is a major factor when it comes to community perceptions of crime priorities. As Graph 3 shows, the older that residents are, the greater the priority they place on policing violent crimes.

For example, there is a 12-percentage point gap between those 18-24 years of age and 55+ in terms of the priority for dealing with violent crimes (Graph 3).

In part, this result is expected as many community safety surveys show that elderly residents often have a much greater fear of crime than younger residents. For Surrey policing this means a targeted focus on communication and consultation with older residents is required to maintain trust and confidence in policing.

Section 2.0 Public safety and crime victimization

2.1 Perception of community crime trends over past five years (2017-2021)

The survey asked Surrey residents to rate, in their perception, the level of five major crime areas *over the past three years* both for Surrey overall and within their distinct community.

Table 4. shows the responses from all Surrey residents surveyed (N=1,000) compared to results from the six community centres. “Gone down a great deal” and “gone down somewhat” are combined into “Down,” while “gone up somewhat” and “gone up a great deal” are combined into “Up.”

The color-coding for each community indicates that the individual rating is either below the Surrey average (**green cell**), within the average Surrey rating (**yellow**), or above the average rating for Surrey (**red**). This allows for a quick-glance assessment if the individual community centres are at below, at, or above the average rating overall for Surrey.

Table 4.

Surrey Policing Trend Matrix			Below average	Within 3% points of average			Above average								
% Surrey crime & policing issues past 3 years	Violent crimes			Property crimes			Illegal drug crimes			Homeless			Mental health issues		
	Down	Same	Up	Down	Same	Up	Down	Same	Up	Down	Same	Up	Down	Same	Up
All Surrey	11	31	58	15	40	44	11	32	57	11	49	39	12	43	46
Cloverdale	11	30	59	11	45	44	7	35	58	9	51	41	8	44	47
Fleetwood	8	27	65	17	37	46	12	28	60	10	39	52	12	36	52
Guildford	16	31	53	22	34	43	16	31	53	18	51	31	18	45	36
Newton	11	32	57	17	36	47	9	29	62	10	50	40	12	43	45
South Surrey	12	34	54	15	42	43	11	34	55	12	52	37	10	44	46
Whalley	13	44	43	13	44	43	11	33	55	10	50	39	12	40	48

- **Across all rows:** The two communities rating the 5 crime categories **above the average over the past three years** are Fleetwood (violent crimes, homelessness, and mental health); and Newton (property crimes and illegal drug crimes)
- **Down all columns:** Of the five crime categories, the ones **most rated above the average over the past three years** are violent crimes, property crimes, illegal drug crimes, homelessness, and mental health issues. Of those, violent crimes is the category with the *highest rating* above average, coming from Fleetwood. Next are the categories of homelessness and mental health issues, each category rated well above the Surrey average.

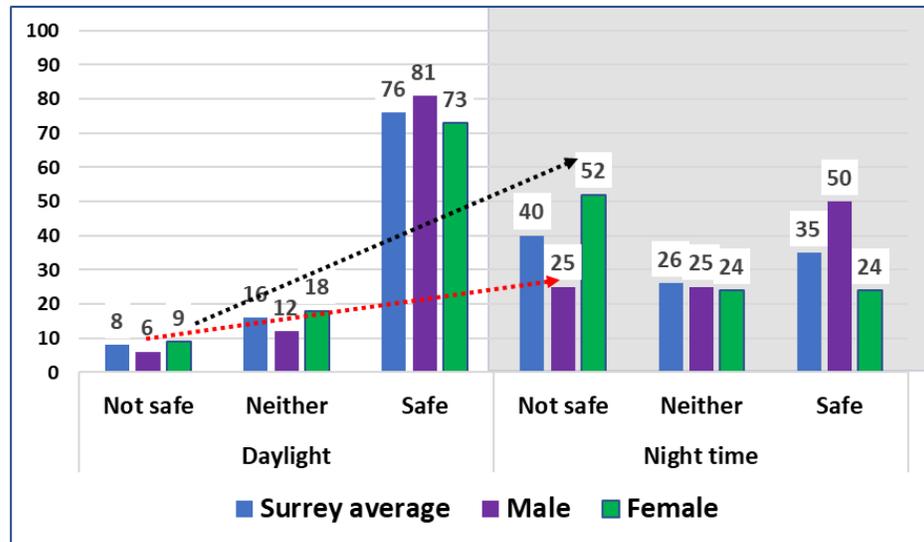
2.3 Fear of walking alone in Surrey: Daytime / nighttime

While fear of walking alone at night is a common feeling for especially women, the elderly, and the vulnerable, it is often a survey measure of community safety, expectations of policing, and often a connect to trust and confidence in policing (Graph 4).

Graph 4. Gender ratings: Fear of walking alone at night in your neighborhood



% How safe walking alone in your neighborhood?



- Analysis:** Throughout all Surrey communities **women significantly more than men believe that it is far less safe walking in the neighborhood at night than in the daylight.** The graph shows that only 9% of all Surrey women believe it is NOT safe walking alone in their neighborhood during the day, compared to 52% who believe it is unsafe at night.
- This significant personal safety gap is likely to affect the confidence and trust in policing that women throughout Surrey have. One recommendation is greater communication and consultation with vulnerable-feeling groups, particular women, the elderly, and marginalized groups.

2.4 Fear of walking alone in Surrey: Daytime / nighttime by community

Table 5 shows that the feeling of safety when walking alone during the daytime or at night varies by community. Table 5 presents data from the six distinct Surrey communities.

Table 5.

% How safe walking alone in your specific neighborhood?

	Daylight			When dark		
	Not safe	Neither	Safe	Not safe	Neither	Safe
Surrey overall	8%	16%	76%	40%	25%	35%
Cloverdale	3%	11%	86%	31%	27%	42%
Fleetwood	10%	18%	73%	34%	20%	36%
Guildford	10%	23%	67%	48%	24%	29%
Newton	10%	16%	74%	46%	30%	27%
South Surrey	5%	12%	82%	29%	23%	48%
Whalley	14%	18%	68%	59%	19%	22%

Analysis:

- A dramatic *upward spike* in feeling unsafe walking alone during the day versus at night is in the **Whalley community (14% unsafe to 59% unsafe, a 76% increase or four times more feeling unsafe).**
- However dramatic increases in fear of walking alone at night are also rated **in Guildford (10% to 48%) and in Newton (10% not safe during the day to 46% at night).**

Impact on policing:

- The dramatic differences in community perceptions of fear of walking alone during the day or night inevitably leads to perceptions of trust and confidence in policing ability to keep individuals safe. This can be ameliorated by Surrey Police Service focusing on specific communities, using enhanced Service, communications, and collaboration to address the fear of walking alone at night.

2.5 Victim of crime in Surrey over past year

Tables 6 and 7 confirm what is often the case in communities throughout Canada. The actual contact residents have with police is usually very low, as well as their level of victimization.

Table 6.

Victim of crime in Surrey past year?		
Victim of crime	No	Yes
Surrey overall	83%	17%
Cloverdale	91%	9%
Fleetwood	79%	21%
Guildford	82%	18%
Newton	84%	18%
South Surrey	85%	15%
Whalley	73%	27%

Although crime victimization is self-reported as very low in all Surrey communities, some centres are notably higher than others. As Table 6 shows, 27% of adults in Whalley report being a victim of crime in the past year, followed by Fleetwood (21%). Cloverdale residents reported the lowest personal crime victimization (9%).

Table 7.

% Were you personally a victim of the following crimes in Surrey over the past year?		
	No	Yes
Theft from auto	94%	7%
Break and enter into a home or outbuildings	96%	4%
Break and enter into a business	98%	2%
Suffered financial loss due to a scam or fraud	96%	4%
Physical assault	98%	2%
Other	96%	4%

Table 8 on the following page shows the categories of crime victimization selected in the survey. The category of theft from auto was the highest rating. By community level, Fleetwood residents rated the category highest of all five at 13%.

Table 7.

% Were you personally a victim of the following crimes in Surrey over the past year?												
	Theft from auto		Break and enter into a home or outbuildings		Break and enter into a business		Suffered financial loss due to a scam or fraud		Physical assault		Other	
	No	Yes	No	Yes	No	Yes	No	Yes	No	Yes	No	Yes
Surrey overall	93%	7%	96%	4%	98%	2%	96%	4%	98%	2%	96%	4%
Cloverdale	96%	4%	99%	1%	99%	1%	99%	1%	99%	1%	98%	2%
Fleetwood	87%	13%	97%	3%	100%	0%	98%	2%	99%	1%	97%	3%
Guildford	91%	9%	91%	9%	99%	1%	96%	4%	98%	2%	98%	2%
Newton	95%	5%	97%	3%	98%	2%	95%	5%	99%	1%	96%	4%
South Surrey	96%	4%	98%	2%	97%	3%	94%	6%	96%	4%	98%	2%
Whalley	92%	8%	93%	7%	99%	1%	95%	5%	97%	3%	90%	10%

2.6 Other categories of personal victimization

While the survey asked Surrey residents to rate the level of victimization on six major and common areas of victimization, they were also asked to provide other examples of personal victimization over the past year. Overall, 35 individual examples were provided from the six distinct communities as provided in the following percentages and specifics.

Graph 5.

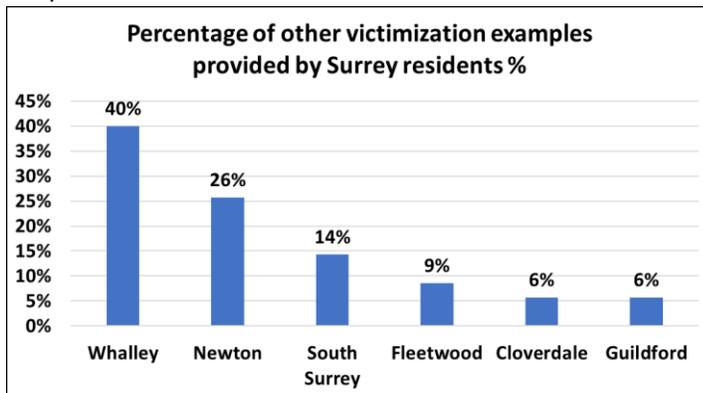


Table 8.

Community	Number	Specifics
Whalley	14 (26%)	Breaking traffic rules, car break-in, harassment, hate crime, racist comments, mail theft, mental health, neighbor's noise, sexual harassment, someone wielding large knife near daycare, bike was stolen, vandalism of car, won't say
Newton	9 (26%)	Auto-pedestrian accident, shooting outside complex, harassment, identity fraud (Service Canada and CRA), mischief/trespassing, murder of family member, refuse to say, theft from backyard
South Surrey	5 (14%)	Car vandalized at Peach Arch, parking ticket, homeless people nuisance, police abuse of power, property theft from yard, neighbors threatening us,
Fleetwood	3 (9%)	Cyber-theft, hit-and-run car accident, tenant vandalism
Cloverdale	2 (6%)	Attempt theft of catalytic converter, hit-and-run
Guildford	2 (6%)	I am the strata Black Watch Captain, property damage from hit-and-run

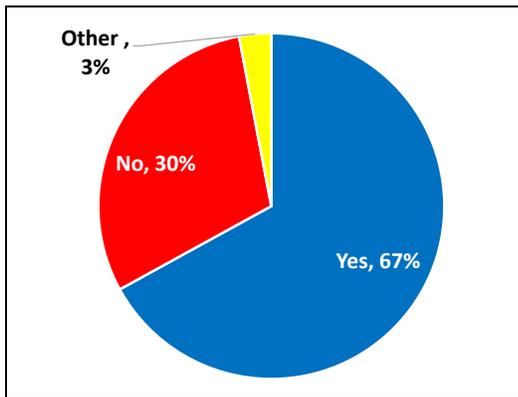
The conclusion

The examples provided by Surrey residents of the types of “crimes” or disturbances they have encountered over the past year are typical of those found in many major Canadian cities. However, as research of policing Service in British Columbia has found, residents often base their rating of police Service not so much on the handling of major crimes, but on the response and management of more “minor” property crimes and miscellaneous events of personal relevance. The above is the reason that neighborhood involvement with police through community police initiatives are successful in rating the effectiveness and quality of policing.

2.7 Crime reporting behaviors

The survey asked residents not only about their experience with crime and policing Service, but also if—and why not—they reported the crimes to police. Chart 1 shows that two-thirds of Surrey residents reported the crime to police and just under one-third (30%) did not. The reasons for NOT reporting a crime are shown below in Table 9, with residents’ most common comments in “other comments.”

Chart 1. Reported crime to police



Police reputation management

There is a tendency in many larger municipalities for the public to not report what residents consider “minor crimes” to police. Table 7 shows the reasons in Surrey are much like the reasons in other communities. While perhaps accurate, it is often the “small stuff” such as property crime that determines trust and confidence

Table 7. Reason for not reporting incident to police

	Not reported	Reported
Too minor an incident	98%	2%
Police are too busy with more important things	98%	2%
Afraid of what the person I might complain about will do	99%	1%
I don't think anything would have been done	98%	2%
Other (see open-ended)		

Other comments (9)

1. I reported it to their Office in Charge, not an officer
2. Dealt with by the Bank
3. I reported the incidents to the non-emergency line dispatch center
4. I took care of the person myself
5. My gas tank was drained. Cap was stolen. I have a new cap now with a good lock
6. Non-emergency line
7. The police suck with handling people with mental health issues. I fear for their safety
8. They don't care about Indigenous women
9. What is the point. They will deny. Then you need to take time off work without pay and commute to other end of lower mainland to face them in court where they learn all about you

2.8 Frequency and reason for contact with police in Surrey

As with many surveys of community policing, the results from the Surrey public survey (Graph 6) show that overall, few residents had any contact at all with policing in the past year (70%), while 25% had contact one to three times. Table 8 shows that the contact was chiefly about information gathering or making complaints

Graph 6.



Table. 8

If you have had contact with Surrey police over the past year, which of the following most closely describes that experience?

	% No	% Yes
Information about community or neighborhood crime	94.1	5.9
I filed a complaint – nuisance, noise, disruptive behaviour	89.6	10.4
I was stopped for a traffic offence	96.6	3.4
I filed a report about a suspected crime	93.1	6.9
Had general contact		26.6
Other n=100		73.4

2.9 Other contacts with police by community in past year

Surrey residents offered exactly 100 comments about why they contacted police in the past year for reasons other than those asked in the survey. The breakdown by community centres is found in Table 9.

Out of the 100 separate comments, most were non-urgent contacts common to all six community centres such as having casual encounters with police, nuisance complaints, missing persons, and school liaison connections.

The data shows that **the highest number of additional contacts came from South Surrey (25%) and the least from Guildford (10%)**. The police contacts from South Surrey included a wellness call, witnessing a motor vehicle collision, noise complaints, assisting with police neighborhood enquiries, and reporting a stolen vehicle.

The second highest contacts reported by survey respondents came from Whalley (21%). The nature of those contacts was somewhat different in nature including reporting a woman screaming, complimenting police for a job well done, reporting mail theft, and complaints about “transients” exhibiting unlawful and socially unacceptable behavior.

Table 9.

Number of contacts with police over past year (all types)		
	Number	Percent
Cloverdale	15	15%
Fleetwood	13	13%
Guildford	10	10%
Newton	16	16%
South Surrey	25	25%
Whalley	21	21%
Total	100	100%

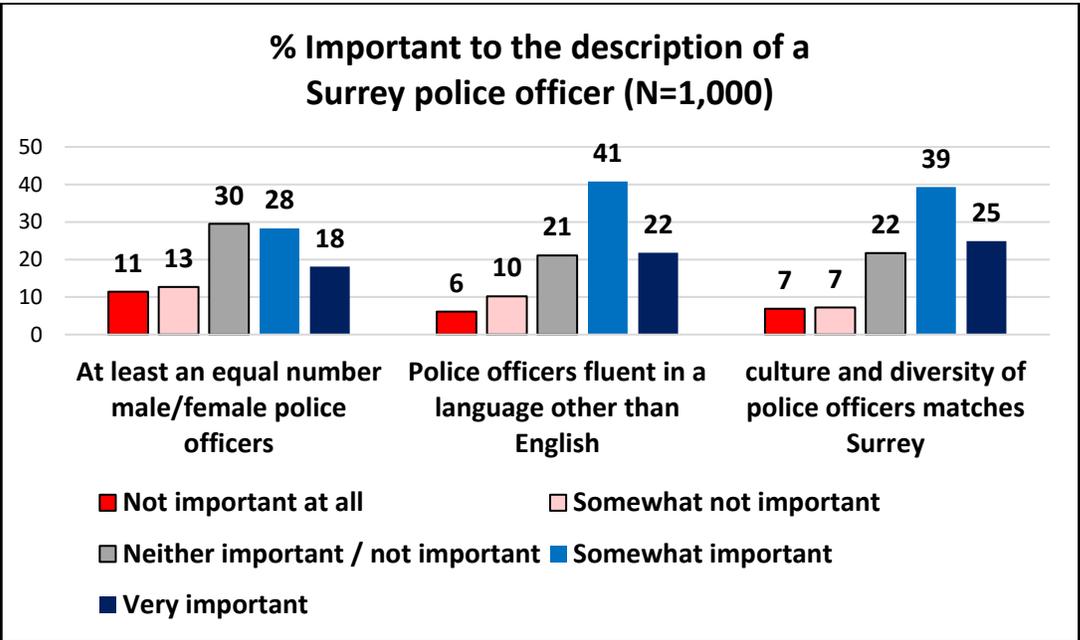
Section 3.0: Police management and public confidence

3.1 The importance of diversity and gender in the makeup of police officers

Responses by all participants

Diversity in the Canadian workplace is a significant issue regardless of the nature of the profession, organization, or industry. Surrey residents were asked for their opinions about the importance of three key factors in diversity: gender representation within their police service, the representation of cultural diversity, and the need for police officers to be fluent in a language other than English.

Graph7.

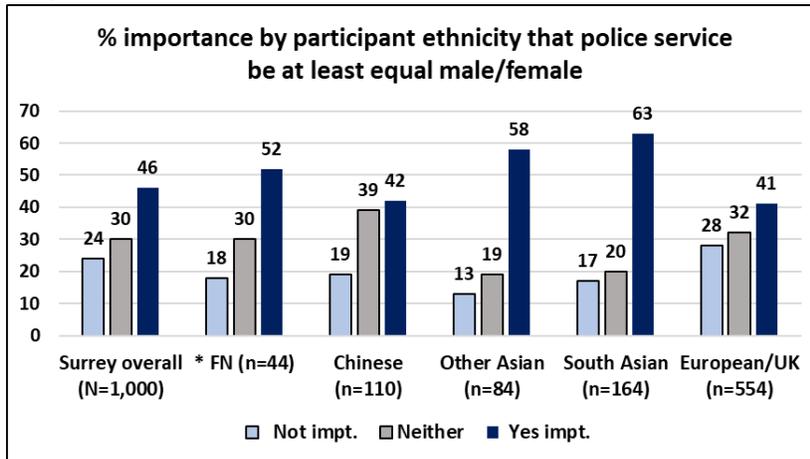


Analysis

Graph 7 shows that Surrey residents overall value diversity and gender balance with a police service. The above results show that gender balance is an important consideration to the overall adult population of Surrey but **having police officers aligned with the diverse multi-cultural profile of Surrey is even more important**. This will have a significant impact on recruiting policies and practices if trust and confidence in policing is to be maintained.

3.2 Opinions by ethnic groups about makeup of police officers

Graph 8.

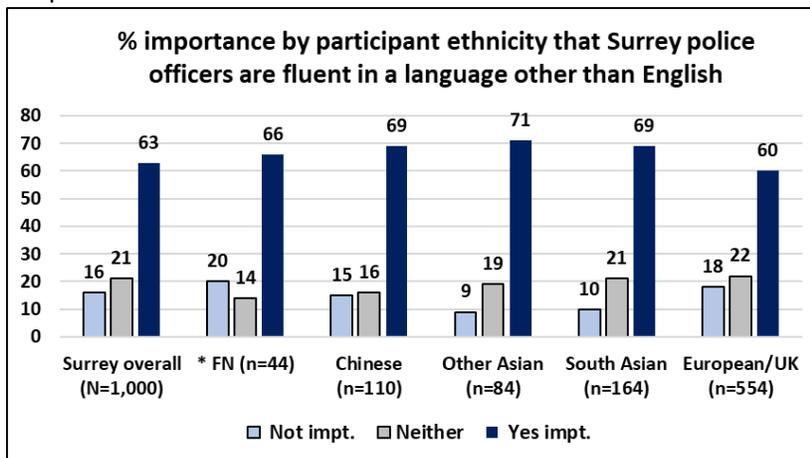


No one size fits all

Surrey residents' opinions about the profile of a city police officer varies by ethnicity and gender.

South Asian residents are significantly more in favor than other ethnic backgrounds in the desirability to have an equal mix of male/female police officers.

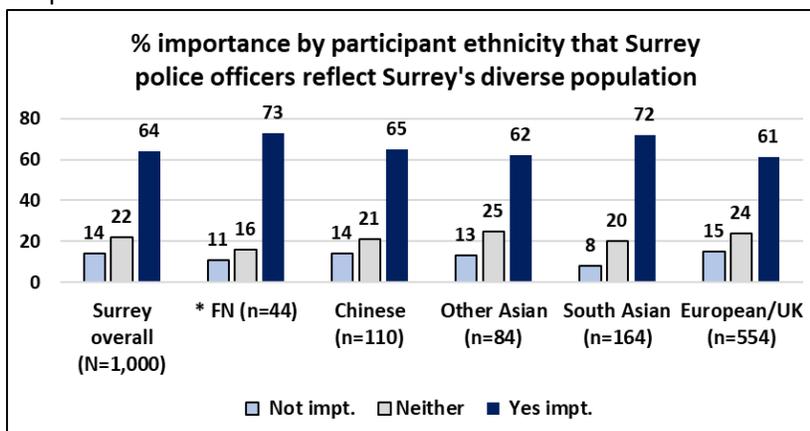
Graphs 9.



Residents from non-European backgrounds have a higher need for police officers to have an equal gender mix.

European/UK residents have a lower preference for police officers to be fluent in another language than English.

Graph 10.

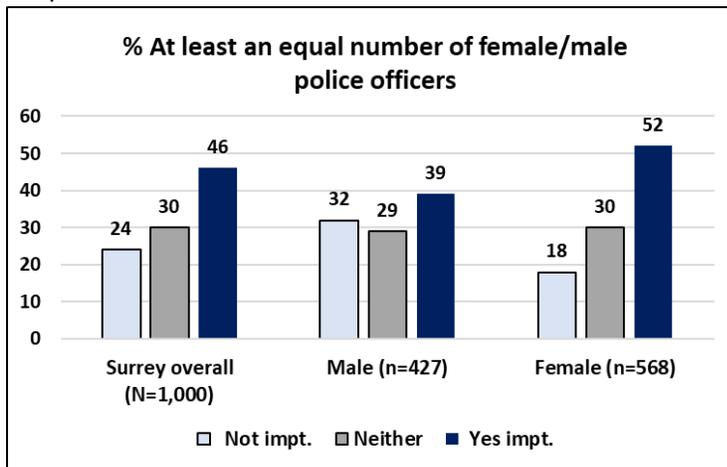


There is a mix by ethnic groups as to the importance of having police officers reflect the multi-culture nature of the Surrey population.

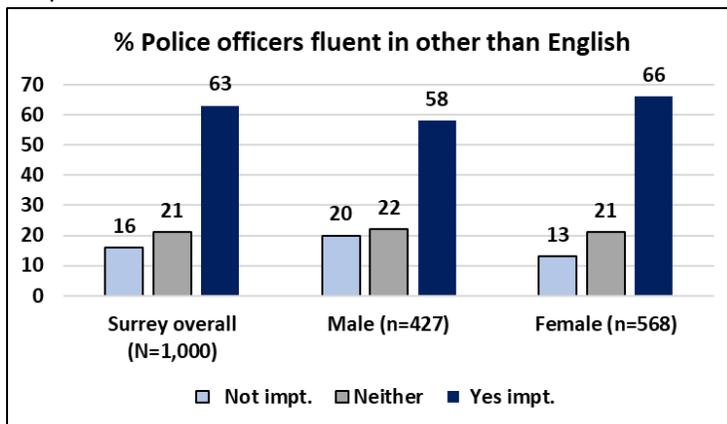
While 72% of South Asian residents and First Nations (73%) agree that Surrey police officers should reflect the culture of Surrey, less agreement comes from those with Chinese backgrounds and "other Asians."

3.3 Opinions by gender about makeup of police officers

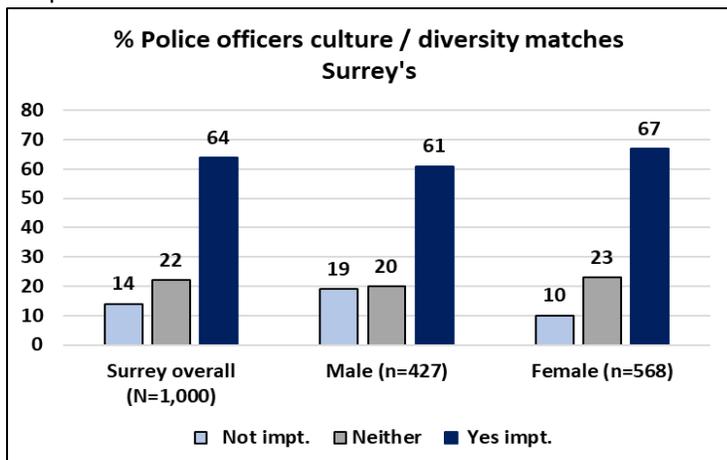
Graph 11.



Graph 12.



Graph 13.



Differences by gender

Graphs 11-13 show that gender makes a difference when rating the profile of a police officer.

There is a major difference between men (39% important) and women (52% important) in police officers reflecting an equal number of women and men within the service.

Of much higher importance (66%) for women in Surrey is that police officers are fluent in a language other than English (58% importance for men).

Also, higher than gender balance in policing for Surrey men and women is ensuring that police officers reflect the diversity and distinct cultures within the city.

The results by gender of what is required in a Surrey police officer provides an important source of Human Resource information to the Surrey Police Service.

While gender balance in police officers is of average importance, far more important is their ability to communicate with the diverse ethnic communities.

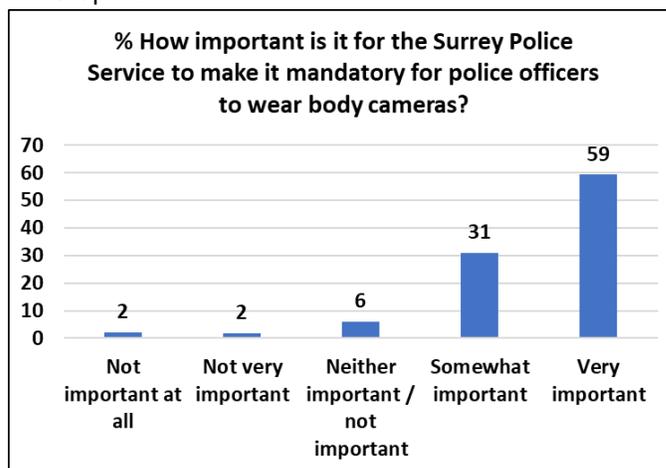
3.4 Surrey public opinion about police body-worn cameras

The wearing of body cameras by police is a significant public and policing issue throughout North America with Surrey being no exception. The general argument for the wearing of body cameras is that there will be a recording of police interactions with the public (including criminals) providing evidence of those interactions for both police and public purposes.

Specifically, within the survey questions, it was explained that “It is possible for Surrey Police Service officers to wear body cameras in their delivery of Service. Such cameras are required to be turned on to record both sound and video during police interacting with the public.”

As Graph 14 shows, Surrey residents are overwhelmingly (90% somewhat/very important) in favor of “the Surrey Police Service making it mandatory for police officers to wear body cameras.” While the question is not asked in the survey, it is opined from research experience that the wearing of police body cameras is likely positively connected to higher levels of trust in police.

Graph 14.



3.5 Community commentary

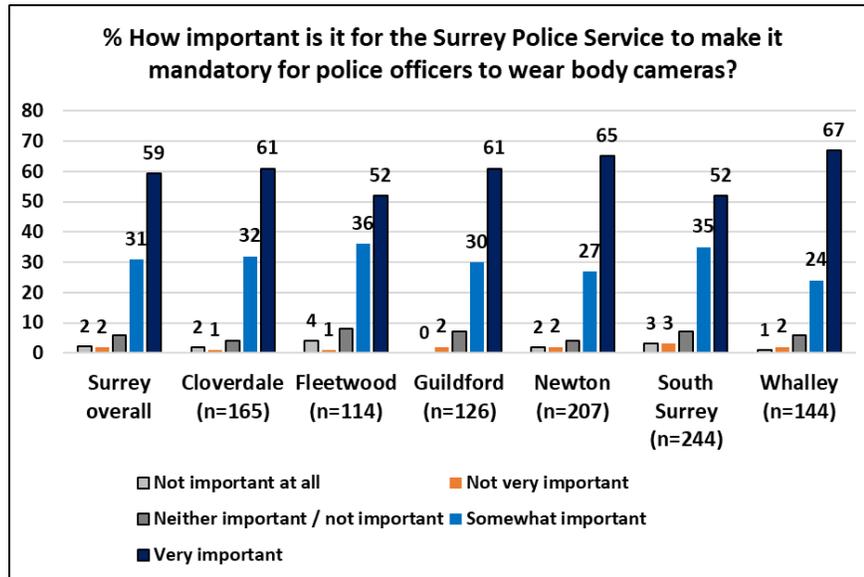
Surrey residents provided 41 comments in their own words to the issue of police-worn body cameras. Of those, 40 dealt with body cameras (98%) of which all were supportive for a variety of reasons. The word “accountability” was the strong reason for support (21/45 comments or 51%) with other supportive comments such as the following:

- “A body camera not only shows how the police are handling an offence, but it also shows what the other person is doing to provoke the situation.”

- “A lot of the times officers are accused to excessive force that was actually justified due to the situation. With body cameras, it will protect the officers better.”
- “A picture says 1000 words, it’s good for public complaints against the police.”
- “A camera is not judgmental as long as it is recording the whole incident.”
- “Able to check what really happens in every circumstance and if the officers are doing the right thing.”

3.6 Surrey community centres opinions about police body-worn cameras

Graph 15.



Analysis

The survey shows that the Surrey public considers police-worn body cameras of high importance for their given reasons. However, when it comes to believing that the issue is “very important, opinions from the six communities differs.

For example, while residents of Whalley (67%) and Newton (65%) think that police body cameras are **very important**, a smaller percentage (52%) of residents in South Surrey believe police-worn body cameras are very important. One reason for this is that both Whalley and Newton, according to the second quarter 2021 Surrey crime statistics, show more than twice the recorded offences in Newton, and three times the recorded offences in Whalley. Perhaps the greater level of crime in Whalley and Newton is connected to a need to have incidents recorded on police cameras.

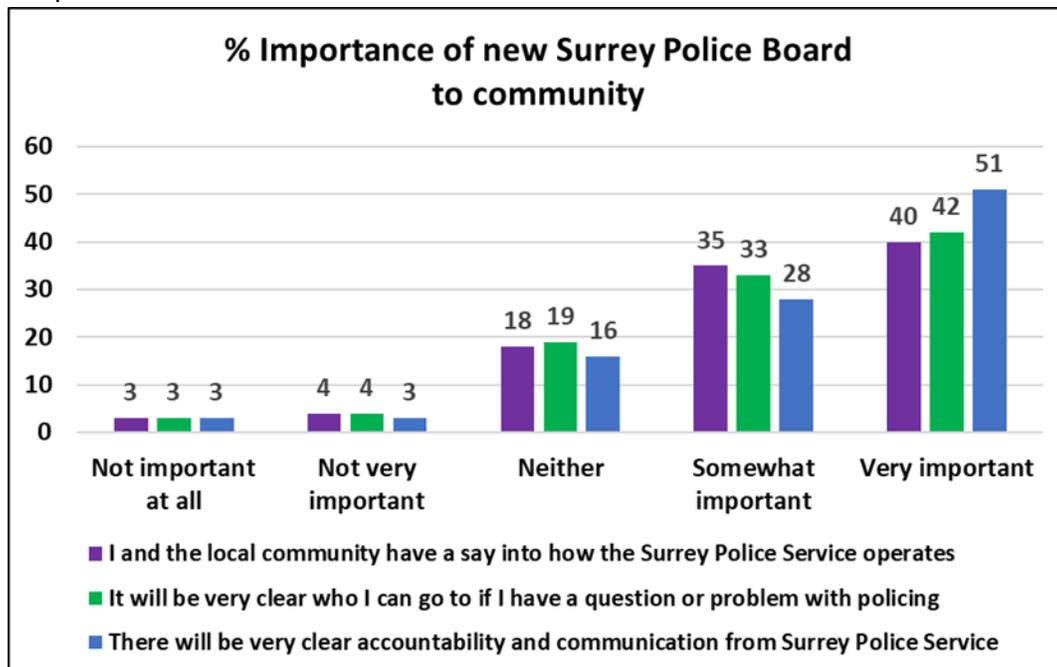
3.8 The new Surrey Police Board

As a municipal-run (versus federally linked) police service, the Surrey Police Board is now constituted to oversee the new police service and be directly responsible to the local community and to locally elected individuals.

Residents in municipalities with their own police service often have limited awareness of the function of a police service. To that end, the community survey provided a preamble what a Police Board functions are.

Graph 16 shows that Surrey residents strongly support features of a Police Board, particularly receiving clear accountability and communication (79% very important), knowing whom to approach for answers (75% very important), and having a local community say into the operations of a Surrey police service (75% very important).

Graph 16.



4.0 Trust and confidence in sources of information policing

4.1 The results in context: Overall public trust and confidence in all Canadian institutions

The core strength of any organization or individual are the notions of trust and confidence. Trust is defined in research as having strong faith in a successful result when not all information is available. Confidence, on the other hand, is defined as using past experiences to predict a future result (Adams, 2005). In emergency Service and public safety this is especially important because the Service offered frequently involve direct contact with the public, life or death situations, great trauma, and the public need for a sense of safety and security.

This survey did not ask Surrey residents about their current trust and confidence in the local Royal Canadian Mounted Police detachment. Research into all Canadian police Service, both municipal and the RCMP, has shown that averaged over time there is usually not an overall significant difference in public ratings.

For example, over at least the past 10 years in Canada and within British Columbia, public trust in all police Service has been at high/very high levels, averaging about 80% (trusted somewhat/a lot, Statistics Canada). In the summer of 2020 this percentage of trust/confidence in Canadian policing dropped to 70% shortly after the intense global publicity about the police-shooting of George Floyd in the United States and the Black Lives Matters movement. However, in 2021 Canadian trust and confidence in police is again rising.

4.2 The groups and organizations most trusted for accurate policing information

It is one thing for the public to have trust and confidence in policing as an institution. It is quite another thing for the public to trust information about public safety and crime in their community from different sources of information.

The Surrey public opinion survey asked residents to rate how much trust and confidence they had in 13 different community sources about public safety and crime. To be clear, it is possible for community members to maintain a high level of trust and confidence in policing, but a different level of trust and confidence in sources of such information.

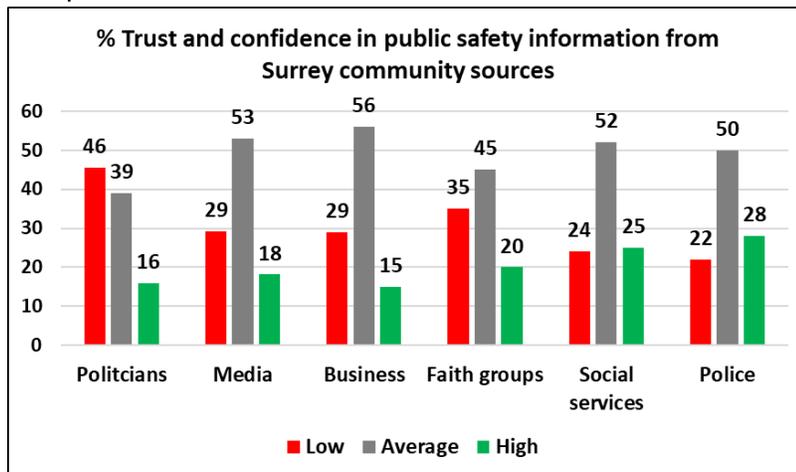
4.3 Trust and confidence in Surrey sources of public safety and policing

The importance of trusted sources of information is that the higher their trust levels, the higher the chance that they can influence existing opinions about matters such as trust and confidence in policing within Surrey. The results of the community rating of trusted sources of public safety and crime in Surrey shows the following (Graph 17. “High” is a combination of somewhat/very high while “Low” is a combination of somewhat/very low).

What Surrey residents agree on is that ***none*** of the 13 potential sources of information about public safety and crime gives them high/very high levels of trust in the information received. Again, **this is not a rating of trust and confidence in policing in general, but in the available community sources of public safety and crime in Surrey.**

As with many surveys of Canadian public trust in various sources of information about crime and policing, the Surrey survey shows that local police spokespeople have the highest public trust and confidence (28% high/very high) with an additional 50% of the respondents agreeing that police spokespeople have an average amount of trust and confidence. Spokespeople for social service agencies have a very similar level of trust in terms of information about public safety and crime, with faith and religious group close behind.

Graph 17.



Strategic implications

As is common with public communications and engagement, the results present opportunities for Surrey Police Service to align and partner with groups that have particularly high trust, and to focus on communities where trust and confidence must be enhanced.

Table 10.

Surrey Trust Matrix	% Surrey community centers: trust and confidence in sources of information about public order and crime in Surrey																	
	Business			Police			Faith groups			Social service agencies			Politicians			Media		
	Low	Med	High	Low	Med	High	Low	Med	High	Low	Med	High	Low	Med	High	Low	Med	High
Surrey average	29	56	15	22	50	28	35	45	20	24	52	25	46	39	16	29	53	18
Newton	28	21	43	22	48	30	31	44	26	25	49	25	43	39	17	29	54	17
Cloverdale	30	54	16	18	56	26	34	49	18	18	53	28	45	45	11	26	56	17
Guildford	19	67	14	17	53	29	29	51	20	22	55	23	24	58	18	22	55	25
Fleetwood	38	47	14	26	48	26	41	44	14	30	48	21	51	32	17	35	49	16
S. Surrey	24	60	16	23	48	28	33	46	21	24	49	27	47	40	14	31	51	17
Whalley	38	49	13	26	47	27	44	40	16	19	56	25	50	36	15	30	52	18

Table 10 shows that the six different community centres in Surrey have varying degrees of trust and confidence in sources of information about public order and crime in Surrey. For example:

- Residents from Newton rate crime and policing information from the business community at 43% high/very high compared to the average rating of 15% overall for Surrey. However, in Whalley, there is only 13% high trust in business leader sources.
- Policing spokespeople have an across-the-board equal level of trust and confidence from all communities, with the highest in Newton and Guildford.
- Trust in various news and social media sources of crime and public safety information is only 16% high/very high in Fleetwood, 17% high/very high in Cloverdale, Newton, and South Surrey, but 25% high in Guildford.
- Spokespeople for social service agencies are also in the higher range in some communities (28% Cloverdale), but lower in others (Fleetwood, 21%).
- Elected politicians in Surrey, particularly municipal politicians, have among the lowest rating for trust and confidence about crime and policing. This result is possibly a reflection of the low public trust and confidence in all elected politicians in Canada, regardless of the issue.

5.0 Community identified future needs for policing

Table 11 provides the Surrey community’s projection of what will be the greatest policing needs in the coming 12 months, in order of impact. Organized crime gangs take top listing with 67% agreeing the category will have a high/very high impact in the coming year. This compares to the 87% of residents who rated organized crime gangs as today’s top priority for policing. This may indicate a perception that police are doing a better job, or perhaps having a notion that things are indeed getting better.

The generally associated issue of illegal drugs sales is seen by just over half the respondents as being a high/very high policing priority in the coming year (57%). Both organized crime and illegal drugs are sometimes connected to growing populations and a robust economy, both of which have dramatic positive numbers for Surrey. However only 27% of Surrey residents rate “increased economic activity” as a pressure for future policing and 50% rate a “growing population” as a future policing challenge.

Table 11.

Issue impacting police in the next 12 months	low/Very low impact	Average impact	High/very high impact
The presence of organized crime gangs	12%	22%	67%
Illegal drug sales	13%	30%	57%
Growing population	14%	34%	50%
Greater levels of traffic	18%	35%	47%
Scams and/or frauds associated with the internet and technology	17%	39%	44%
Dealing with individuals with mental health issues	17%	39%	44%
The amount of visible homelessness	17%	42%	41%
Greater diversity of ethnic cultures	23%	42%	35%
The impact of the COVID-19 pandemic	28%	37%	35%
Increase in the number of younger adults in Surrey	19%	47%	34%
Increased economic activity	23%	49%	27%
More elderly adults in Surrey	29%	45%	25%

6.0 Recommendations based on the future policing projections

What the public opinion survey confirms is that Surrey is very much six distinct communities with different demographics, economic issues, and public attitudes about crime and safety.

The policing priorities and community experiences with policing addressed in this survey are not isolated islands of expectations. While it may appear obvious, they are all interconnected to varying degrees. For example, within the 15 areas of policing priorities rated by Surrey residents, several have statistically significant correlations to each other, meaning a change in one category for various reasons with trigger a similar magnitude of change in the other. For example:

- Residents gave a 91% priority to policing violent crime in the community. Violent crime has a statistically significant correlation to police dealing with organized crime, seeing a visible presence of policing on duty within a community and to the priority of urgent police Service delivered in a timely manner (86% priority).
- Police community consultation through a variety of methods has a statistically significant correlation to several high-profile priorities such as traffic issues, break-and-enter crimes, auto theft, domestic violence, and major crimes. This connection suggests that the Surrey community considers that public consultation is a very valuable gateway to expressing concerns and suggestion in direct sessions with police, rather than through emails or phone calls.

While there five zones of community policing already established in Surrey, a best-practices model is to establish robust community offices with independent strategic planning and communication activities including public outreach and consultations. The data from the Surrey public opinion survey provides a deep well of information for each of the six unique communities.