

- 1.1 Territorial Acknowledgement**
- 1.2 Introductions**
- 1.3 Requests for Excusal/Late Arrival**
- 1.4 Call for Any Other Business**
- 1.5 Items to Remove from the Consent Agenda**
- 1.6 Conflict of Interest Declarations**
- 1.7 Approval of the Meeting Agenda**



## VANCOUVER POLICE BOARD

### *Regular Meeting Agenda*

Location: Main Boardroom – Cambie Headquarters

Date: Thursday September 11, 2025

Time: 1:00- 2:00 pm

		Lead	Action Req'd	Time
1	<b>CALL MEETING TO ORDER</b> 1.1 Territorial Acknowledgement 1.2 Introductions 1.3 Request for Excusal/Late Arrival 1.4 Call for Any Other Business 1.5 Items to Remove from the Consent Agenda 1.6 Conflict of Interest Declarations 1.7 Approval of the Meeting Agenda	Chair	Decision	
2	<b>Consent Agenda</b> *2.1 Minutes of June 19, 2025 *2.2 Compliments Report *2.3 Public Safety Indicators (#2509V14) *2.4 E- Comm Updates-July 2025 *2.5 Board's Financial Summary Report- July 2025 *2.6 Q2 Variance Report (#2509F15)	Chair	Decision Information Information Information Information	
3	<b>Delegations</b> 3.1 Vancouver Rape Relief and Women's Shelter		Information	
4	<b>New Business</b> *4.1 Community Satisfaction Survey Results (#2509V10)	Dir. Demers	Information	
5	<b>Chief Constable and DCCs' Reports</b>	Chief Rai Senior DCC Chow DCC Chan DCC Chapman DCC Laurin	Information Information Information Information	
6	<b>Committee Reports</b> 6.1 Stakeholder Engagement and Outreach Committee 6.2 Human Resources Committee 6.3 Finance, Audit and Risk Committee 6.4 Governance Committee	Dir. Mirani Dir. Lowe Dir. Murray Dir. Point	Information Information Information Information	
7	<b>Opportunity for Enquiries from the Public</b>			
8	<b>Other Business</b>			
	ADJOURNMENT of Regular Meeting			



## Regular Meeting Minutes

Date/Time: June 19, 2025 - 1:00pm-2:18 pm

Location: 7<sup>th</sup> Floor Boardroom- 2120 Cambie St. Vancouver BC

Attendees		
Vancouver Police Board Members/Staff	Vancouver Police Department	Guests
Frank Chong (Chair)	Chief Constable Steve Rai	
Allan Black K.C.	DCC Chow	
Lorraine Lowe	DCC Wilson	
Jordan Point	Supt. Howard Tran	
Jason Murray	Supt. Matt Harty	
Raza Mirani (Vice Chair)	Inspector Dennis Wong	
Mayor Ken Sim	Senior Director Nancy Eng	
Alaleh Shah Ali	Director Demers	
	Director Manojlovic	
	Agnes Li	

The Chair Frank Chong called the meeting to order at 1:00 p.m.

### 1. Call to order

- 1.1 Territorial Acknowledgement
- 1.2 Introductions
- 1.3 Request for Excusal/Late Arrival
- 1.4 Call for Any Other Business
- 1.5 Items to Remove from the Consent Agenda
- 1.6 Conflict of Interest Declarations
- 1.7 Approval of the Meeting Agenda

Agenda item 4.1 , Presentation by the Vancouver Police Foundation, was removed from the agenda.

**Motion: To approve the consent agenda moved by Director Mirani and seconded by Director Black. Approved**

### 2. Consent Agenda

2.1 Minutes of April 24, 2025

**Motion: To approve the minutes of April 24, 2025. Moved by Director Point and seconded by Director Lowe. Approved.**

Chair Chong congratulated Chief Rai on his appointment as the new Chief Constable and expressed eagerness in working with him and his broader team.

Chief Rai: "I would like to thank Chief Palmer for his decades of service; 10 years as Chief. He has left behind a great team. You can see many of them in this room, and this is the last Board meeting before the summer break. And as you can see, it's a thick agenda package and that means everyone in this room is picking their leadership expertise in helping move the department forward, so I would like to thank the Board and look forward to working with them. I appreciate the Board's energy and leadership. It's a demanding, and taxing 'volunteer' position. So, thank you."

## 2.2 Compliments Report

Chair Chong: "I would like to acknowledge the tremendous work and dedication of our officers.

- Lapu Lapu Festival Tragedy: Many letters of appreciation have been received; one of which was from the Embassy of the Republic of the Philippines, in which they expressed appreciation for the VPD's response. The Vancouver Filipino church also sent thank you cards made by their youth with heartfelt thanks to the VPD officers. The community thanked the VPD for the professional communications, announcements and respectful and informational presentations.
- Task Force Barrage: Many thank you letters have been received from community members and business owners expressing their gratitude and how safe they feel in their neighborhoods. In a walkabout with one of the seasoned officers, Sergeant Kyle Davis, in my capacity as the Board Chair, I spent four hours listening to the work being done. The initiative has had a very meaningful impact on the safety in that area, not only in VPD's continued efforts to disrupt criminal activity, but also in their compassionate approach in supporting vulnerable community members. My view is that this balanced approach and care has contributed significantly to a safer and a more connected community environment. Our officers are constantly helping and building trust through sustained engagement. I also talked to some of the business owners who expressed their frustrations with the negative impacts that crimes were having on their businesses and how much they appreciated the VPD's presence in the neighborhood.
- I also had the opportunity to visit the sites of the new CCTV cameras that are now installed in key areas to further enhance public safety by providing real-time support to officers and enabling better monitoring of high-risk zones, serving as an important tool in both crime prevention and investigation. Therefore, I once again want to thank our officers for their amazing work, and to encourage everyone to check out the compliments that are included in the package, that represent the excellent work that the VPD team does every single day. And a special thanks to those who arranged my personal ride along and walkabout in meeting the great officers on the ground.

I would also like to recognize one of our departing members, DCC Wilson, who will be transitioning to her new role in August as the new Chief Constable of the Victoria Police Department. We are very proud of you. I would like to take a few minutes and talk about DDC Wilson and her policing career over the past 26 years with the VPD. Deputy Chief Fiona Wilson joined the VPD in 1999 as a patrol officer. She currently leads the investigations unit and is tasked with addressing major crimes, organized crime, drugs, gangs, digital forensics, intelligence and counterterrorism, sex crimes, domestic violence, cyber-crime, property crime and identify theft, repeat violent offenders, youth services, mental health forensics, and covert and technical operations. In her previous roles, she was a crisis negotiator and a field trainer. She was seconded to the RCMP federal Serious Organized Crime Unit as a team leader on an international drug investigation. And she also oversaw the court and detention section as an inspector and made significant long-term



improvements to the Vancouver jail. While in that role, DCC Wilson participated in a variety of committees and boards, she's the past president of the BC Association of Chiefs of Police, co-Chair of the Canadian Association of Chiefs of Police, the CACP Drug Advisory Committee. As a member of the CACP Counterterrorism and National Security Committee, and the National Police Service National Advisory Committee, she sat on the boards of the Provincial Advisory Committee for the Criminal Intelligence Service of both BC and Yukon, the International Society for the Reform of Criminal Law and the Street to Home Foundation. She is the recipient of multiple VPD Commendations and Community Awards and is a provincially accredited team commander and a member of the Order of Merit of the police forces, that is just exceptional. On behalf of the Board, I would like to extend our deepest gratitude for your outstanding service and dedication to our community, and to the VPD. Your commitment to integrity, accountability, and excellence in investigation work is greatly appreciated and your work has made a meaningful difference."

Chair Chong presented the gift and continued, "It is a carving, a Coast Salish indigenous art wood carving, called the Whale and the Hawkman by Lincoln John Williams from the Squamish Nation. The whale represents transformation in stories. This majestic animal is traditionally associated with strength, dignity, prosperity, and longevity. Above that you'll see the hawk representing power, courage, and strength. Its keen eyesight and swiftness represent clarity of vision and guidance, offering insights and inspirations. We wish you all the very best as you take on your new role as Chief Constable of the Victoria Police Department. We are extremely fortunate to have you there. And you are an exemplary leader that is an inspiration for us all. Congratulations again and all the very best in your new chapter."

DCC Wilson: "That's a beautiful and thoughtful gift. I greatly appreciate it. I am standing here just full of gratitude and really looking back on a career that has just been phenomenal. I have had the honor of working shoulder to shoulder with so many of the finest individuals I have ever known here at the VPD. I am incredibly grateful for all the opportunities I've had. There are so many people throughout my career who offered me friendship and guidance, leadership advice, mentorship and who often believed in me at times when I didn't necessarily have the same faith in myself. I am so grateful to each and every one of those people. It has been an absolute honor to serve the city of Vancouver, on behalf of the Vancouver Police Department. I will miss everybody deeply here. I am very excited about this new chapter, and am very grateful to the Board."

\*2.3 Public Safety Indicators (#2506V06)

\*2.4 E- Comm Updates- May 2025

\*2.5 Board's Financial Results as of March 31, 2025

The above reports have been reviewed by different Board committees.

**Motion: To approve the consent Agenda. Moved by Director Mirani and seconded by Director Black. Approved.**

### 3. Delegations

#### 3.1 Sex Workers Safety

The Executive Director of the BC Coalition of Experiential Communities presented on the topic of "Sex Worker Safety."

The Chair and the Chief thanked them for advocating for a topic that is socially important in our society.

### 4. Presentations

4.1 Vancouver Police Foundation – removed from the agenda.

4.2 Task Force Barrage- DCC Chow

DCC Chow began his presentation by acknowledging the work of the VPD team.

"This presentation reflects their remarkable efforts in such a short period of. Even more so, I want to acknowledge the frontline members that have been involved in Task Force Barrage. I completely agree with the empathy, the work, and the reach out that happened above and beyond Task Force Barrage. There has been lots of challenges in pushing this out in a neighborhood that is challenged with lots of social issues. The members are doing significant work under threats and assaults in the last three months. You have heard about some of these things, where we had one officer that was slashed with a knife as he was doing nothing but walking down the street, protecting the citizens and residents down there. We had two other officers that were set on fire again working under Task Force Barrage. So, you are going to hear about some of that and why we are doing this.

Vancouver is divided, from a policing perspective, into four separate districts. The area in focus today is the Downtown Eastside, in District two. The dark red area shows where all our resources are poured into for Task Force Barrage. It represents 2% of the geographic area of all of Vancouver, 3% of the population of all of Vancouver, yet it's what staggering. Some of the challenges include:

- Organized Crime: The level of violence is a significant concern in DTES. They are controlling our drug trade. We started to see certain crime types and organized crime groups move into the DTES over the last few years. We talked about it publicly in media and how these groups prey on the invulnerable.
- Illegal Street Vending: We talked about illegal street vending and how it is driving crime in the city. We are seeing crimes that take place in South Vancouver in the downtown area with shoplifting and theft. Once the offenders do their shoplifting, they bring it back down to the DTES. And we have seen a significant spike in the violent shoplifting, that's why we also included retail crimes under Task Force Barrage.
- Street Disorder: This directly impacts the sense of safety and security for residents in that area.
- Social Issues: You will hear this from other agencies and organizations from across North America when they come visit. They will come to Vancouver police officers and tell us that what we have here is shocking: the complete concentration; the acute problems, and the social issues that we have in DTES.

We are doing it with targeted enforcement and coordinated investigations. In Task Force Barrage, it's a priority for the Operations Division and the department, and we are getting support from all areas, including the Invest division through the organized crime section, but also frontline officers in District two and other districts, as well as our metro teams who have played a huge role in affecting a lot of the operations that are going on in DTES. Strategies:

- Community Engagement: A significant part in terms of our operations means getting ongoing input, feedback, and adjusting and evolving as we go along. For example, a few weeks ago, we checked in with about 15 of these community individuals that are well entrenched in the DTES just to see how things are going and evolving. We have adjusted along the way, and we will continue to do that. It means community engagement and includes our integrated response team, which is made up of City of Vancouver workers as well as the VPD. It deals with a sense of safety and security. From everything to do with illegal street vending or some of the debris and the clutter that gets gathered up there that impacts the sense of safety and health of the area. That's what the team is dealing with. They deploy every single day, seven days a week. In this morning's meeting, we had an individual that came up and smashed a number of police cars, and then went at our officers with a pole just before they are about to deploy on the Integrated Response Team (IRT). So, it's most certainly not the time to take our foot off the gas, despite all the results that we have been having over the past four months.
- High-Visibility Policing
- Targeted Enforcement
- Short-Term and Mid-Level

- Short-term: When we started this, a team commander and I had talked about bite-sized wins. Those involving expert investigation are the long-term projects. We want to deal with quick wins, disrupt the violence and restore the sense of safety in that area.
- Mid-level: These are the projects that have to do with organized crime, and some of the drug trafficking that's going on long term. It's involving the Investigation section and will continue.
- Retail Crime Taskforce: The sheer increase in violent shoplifting is an epidemic across this country. Gone are the days when people just surrender the items they shoplifted. We're having our LPO officers (Loss Prevention Officers) and staff members from these stores getting challenged with knives, pepper spray, and getting assaulted daily. And that's all fueled by the activity that is going on in DTES. Because once these shoplifting items are taken, they go right down to Hastings and they sell these items. So, this is a big part of Task Force Barrage, it's addressing those issues, to get rid of that supply line.
- CCTV: Discussed at the last Board meeting, this is to address the significant violent incidents that have taken place, as well as the emerging gang conflict and gang issues. We are seeing this chaotic destabilization and the assaults on citizens as well as our officers. We have erected eight CCTV cameras in both Main and Hastings as well as Carral and Hastings. It is being reviewed weekly by the district commander.
- Community Policing Centre: That's been worked on by the City and the VPD. It involves good work by the City as well as the Hastings Crossing BIA, the Gastown BIA, and the Residents Association in the area.

When we talk about success and numbers, it really is the perception of crime and the sense of safety down there that's going to really mark whether this was a success or not for us. There have been gratitude and appreciation expressed to our efforts, including media coverage that shows testimony from residents and workers in DTES.

#### 2024 Comparison:

- Violent Crime (12% decrease) including 9% drop in assaults, 12% drop in serious assault, 29% drop in robberies.
- Property Crime (20% increase) including 37% drop in Break and Enters to Businesses (B&E) and 19% drop in Residential B&Es.
  - Reason for increase: That's where we're targeting our enforcement. Property crime typically is a very under-reported activity. Because of this project, our officers are out there telling people to report this because this is what's driving our activities.
- Retail crimes (50% decrease): citywide, attributable to Task Force Barrage. We are hoping to impact some of this activity that's triggered by DTES.

We are just four months into a problem that has been going on in that neighborhood for a decade plus. These are some significant and remarkable numbers that we've got so far. I don't think it's the time that we pull our foot off the gas. Regarding sustained resourcing, some say we need to pull our resources back, but I think we will keep on going and sustain this activity, so that we put a big disruption in violence. Some may say, policing doesn't make a difference, which is not true. We are disrupting criminal activity and the violence that needs to be disrupted, but the measure is being able to sustain it. Our analyst works with District two and help the team with data to inform the team commanders in terms of where we are going to go with this, if we need to tweak it or if we've got creepage into another neighborhood and we respond accordingly. So, we are very nimble with this task force, and there's going to be some adjustments as we go along in consultation with our partners and our community."

The Board asked if there has there been an impact on other districts.

DCC Chow: "That's a fair question. We are closely looking at the numbers in the surrounding neighborhood, and we are seeing double digit decreases. 30%-40% decrease in B&Es both residential and commercial in Strathcona and Chinatown area. We are seeing decrease in violent crimes and serious assaults in those neighborhoods as well. We saw the numbers

go downwards in the first three months in terms of surrounding neighborhoods. In this last month, we're seeing a little bit of an uptick in Gastown that has been identified by the team. They are going to work and adjust to that as well. Whenever we focus on anywhere, this is not a VPD phenomenon. This is endemic to the fact of doing police work. You will create some displacements.

The Board asked how we know this practice has a long-term impact and whether/when Task Force Barrage ends and how we know we are not going to have a rebound.

DCC Chow: "This is a concern that we all have. It comes down to resourcing. We are struggling for bodies in 23 other neighborhoods, but this has been made our focus because unless we fix what's going on in DTES, it's tough to address the issues in Commercial Drive, and the Granville Entertainment District. How can you tell people not to tent or use your drugs here, when this is prevalent six blocks away. We must fix what is going on in DTES. It is an area that has to be fixed. We sustain it with resourcing. We also need longer term fixes that we have been driving in terms of repeat offenders, mandatory care, community policing centers, reactivating and triggering other things in the neighborhood.

Mayor Ken Sim: "I just want to applaud your efforts, thank you. I am just going to speak from my heart here. This is a no brainer. It makes absolute sense. I think that what we have to realize here is that we have to work within our jurisdiction. When I look at the root causes of these problems, obviously they are not policing matters, we have a lot of social issues that are not criminal issues, but they manifest into criminal issues. We need senior levels of government to step up when it comes to mandatory care for people that really should not be directing their own care. We have to deal with bail reform for repeat offenders. So, when I think of that, I think in the context of the tools that we have as the city of Vancouver, or more specifically the VPD. You are going after organized crime, and you are making the neighborhood safer for our most vulnerable population and the rest of the neighborhood. Like I said, this is a no brainer. It will be a lot less safe if the project does not continue, not just the neighborhood, but more specifically the most vulnerable populations that our society has not stepped up to, at senior levels, the government has not stepped up to help them. So thank you very much for all of your efforts. You are making a huge difference, as a resident of Vancouver and I would like to thank you all."

Chief Rai: "Thank you DCC Chow for your leadership, along with your team. The city invested in a hundred new officers. It's making a difference. Crime is at an all-time low. You can see the numbers. The data speaks for itself. You invest in crime-fighting and the city becomes safer. You can't have economic prosperity without safe streets. Sustainability-wise, it costs to sustain law and order. If we don't stay on top of the DTES, the four and six square blocks are going to double, triple and keep going. We will do our part by catching the criminals, putting them into the system, and we hope somebody hears that at the back end and gets compassionate care, the counselling, the homeless, the poverty. We don't want to police poverty, but we do have to police where poverty intersects with the criminal element. So a hundred officers does make a difference in the investment."

## 5. Chief Constable and DCCs' Reports

Chief Rai updated the Board on a number of events and issues:

- Lapu Lapu: We continue to support the families of the victims. We still have 6 to 7 in hospitals that we are supporting. The victims were from seven different countries. Lots of engagement with the Filipino community and other Consulate Generals that represent their citizens that were victims has been done. But the investigation and support continue behind the scenes. I want to thank everybody from all three divisions that are doing that. We had the interim report tabled, about a couple of weeks or a month ago, on what led up to Lapu Lapu from a planning perspective from the VPD in the City. The final report is coming in the next four

weeks or so. We are waiting for the provincial report to come out first to ensure we are covering every base that the Province is going to touch on.

- Violent and property crimes are down by 11.2% and 4%, respectively.
- Assaults on police officers is going up by 28%: Our officers are engaging the criminal element more and the criminal element is becoming more violent with those that wear uniform.

DCC Wilson provided the following updates:

- Lapu Lapu Festival—165 officers and dozens of civilian professionals have been working on this file across all three divisions. The suspect remains in custody. We are currently standing at eight charges of second-degree murder. However, the VPD is working very closely with the Crown as we shore up additional charges and complete the disclosure that the Crown requires. Over 1100 investigative tasks have been completed. 300 + witnesses have been interviewed. The suspect's next court date is July 23.
- On Sep 29<sup>th</sup> of last year, a deceased female was located off Spanish banks. The VPD is currently investigating this file.

DCC Chow provided the following updates:

- Protests: We talked about how protests last year were marginally less than the previous year. We are seeing it go the other way now. We had 348 protests last year and had 404 protests this year. We expect to have over a thousand protests by the end of this year. The numbers start going north because of what's going on in the Middle East, US (anti-Trump protests), India and Khalistan, Russia and Ukraine, which are occupying a lot of our time.
- Community events: It will be a very busy weekend - over 331 extra officers will be called out on top of the regular deployments for Greek Days, the Dragon Boat Festival, Jazz Festival, National Indigenous People's Day (June 21). We are very much involved in many activities celebrating and supporting the indigenous communities. This marks the start of our busy season when it comes to events and protests.
- Lapu Lapu: It makes us reflect on what we do differently now. We are reviewing all events and protests to see if we need increased resourcing and security measures. In the ones that we have dealt with, we haven't seen any elevation of risks, but you will see more police officers and barriers. That is to reassure the public of safety and to encourage participation. That is why we are seeing changes this summer.
- Distraction thefts: These mostly target the seniors. We engaged our public affairs section and volunteers with CPCs over the weekend to Districts three and four. They were distributing leaflets in different languages in areas so that the seniors and neighbors are alerted. It has made a difference. We have had zero cases of distraction thefts this past weekend and so far this week, compared to 5 to 6 cases a night previously.
- G7: 105 officers were sent to G7; great job by Calgary Police and the RCMP in organizing this. Our officers were there on bicycles and the public order group and general patrol did a fantastic job. All cost recovered. In a year's time, we are going to be asking for this favor back when we have FIFA here. We have the interoperability with other police agencies.
- Hate Crime Forum: 100+ individuals showed up on Wednesday at 5:30pm downtown to listen about the hate crime issue. Acting Inspector in our diversity community indigenous relations section who was pulling this together. Community leaders from all walks listened to some of the crimes that need reporting.
- Assaults against police officers

Acting DCC Shelley Horne provided an update:

- Recruiting: The JIBC has increased capacity for the September class and going forward, so we are going to be receiving 31 spots for September. The recruiting is very busy filling those seats.

- Increase in applications: We have received 450 completed applications, that is compared to 279 applications at the same time last year. So, we are looking at an increase of about 60% in terms of completed applications.
- Improvement in software: Manual process will be replaced. By September a recruitment software will be implemented to streamline the process, so recruitment is in a very good shape.

## 6. Board Committee Reports

### 6.1 Stakeholder Engagement and Outreach Committee

Vice Chair Mirani provided an update.

“The Committee is currently working on two projects in collaboration with the VPD:

- Training -The Board acknowledges the importance of addressing systemic issues head on. Ongoing trainings on hate crimes and bias-motivated incidents are essential for police officers to effectively protect and serve all members of the community, particularly those from marginalized or historically targeted groups. This includes addressing phobias and prejudices such as racism, antisemitism, Islamophobia, homophobia, and transphobia among others that can influence both public safety, outcomes and community trust.

On June 11<sup>th</sup>, I was fortunate to meet with the VPD team along with leaders from a community group to address the challenges as well as to explore opportunities for a closer and more concerted effort to support and equip our officers and community members with the knowledge and tools to recognize and respond to hate crimes, ensuring that these incidents are taken seriously, properly reported, documented and pursued with sensitivity and accountability. This can also help foster cultural competency, reduce implicit bias, and reinforce the VPD’s commitment to equity, inclusion and human rights.

- Community Engagement- We are working on a new structure and process for community engagement on a larger scale. This will enable better information and knowledge sharing when our communities all have similar concerns. For example, if the number of distraction thefts go up in one community, we can bring everyone together and collaboratively work together to address the core issues and prevent it from spreading to other communities. “

The next SEOC Committee meeting is scheduled for Sept 24, 2025.

### 6.2 Human Resources Committee

Director Lowe provided an update.

The Human Resources Committee convened on May 29, 2025 and reviewed various reports submitted by the Dept. to the Board:

- IIO reports
- Files of Notes
- Files of Interest
- Personnel Issues
- A number of HR files

An important project that the Committee is currently working on in collaboration with the VPD is an updated “Sexual Harassment Policy”, which was previously part of the Respectful Workplace Policy. We will be creating a separate stand-

alone policy to ensure that it reflects the current legal standards, maintain best practices to the highest standards around workplace safety and respect in employee and community expectations. We recognize that law enforcement settings often involve power dynamics, structured chains of command, high-pressure demands. These realities make it essential to have clear, robust safeguards in place to prevent harassment and protect the wellbeing of all personnel, both sworn and civilian. A modernized policy will provide clarity for all members on their rights, responsibilities and reporting options reinforcing the organization's commitment to a culture of accountability, equity, and professionalism.

The Board recognizes the importance of regularly reviewing and updating this policy is a vital part of fostering a respectful, safe, and inclusive workplace. It reflects a leadership approach grounded in proactive care, thoughtful action, and a deep commitment to the wellbeing of everyone across the organization.

The Committee also reviewed the updates with regards to its 2025 workplan and I am pleased to announce that we are well on track.

An annual review of Board Director Orientation, Education and Board Development Policy was completed and will be brought forward to the Board for approval later this afternoon.

The Committee also reviewed the results of 2025 Board Effectiveness Evaluation. I am pleased to report positive outcomes of the evaluation reflecting strong performance and meaningful engagement in key areas of governance and oversight. Further details will be reported out to the Board this afternoon.

The next HR Committee meeting is scheduled for August 21, 2025.

### 6.3 Finance, Audit and Risk Committee

Director Murray provided an update on:

- 2025 financial results after the first quarter and the associated forecast
- Board Office first quarter and planning for 2026

The committee held a productive meeting on June 4<sup>th</sup> to discuss the department's first quarter variance report, and particularly the finance team's projections for year-end 2025. You will recall from our last Board meeting, the department is currently projecting a 1.6% shortfall at year end, largely related to sworn and civilian overtime to backfill current vacancies, as well as ensuring public and police officer safety including at protests and demonstrations. Similarly, the Board is going to need to address the projected overtime and related costs associated with the department's important work on Project Barrage. In addressing this year's financial reporting, the committee recognizes that even though Project Barrage is appearing to be in line with already existing policing, law enforcement and public safety priorities, it still represents an allocation of financial resources that might land above the Council approved 2025 Police Board budget. And we have to address that before year end and put that a slightly different way. The Board might obtain more formal approval from the city in conformity with the Police Act in advance before embarking on any new initiatives or projects that have significant budget implications over and above what the City Council have already approved in a given year.

So, the Committee and the Board will have to address the projected shortfall and the timing of any supplemental requests that the Board might need to make of the City. To that end, the committee has asked the VPD to initiate an expense review to see if we can identify cost savings before year end. And in addition, we anticipate receiving the second quarter and mid-year variance report at our next committee meeting. And with those two important pieces of

work in hand, the committee and this Board should be in a much better place to identify what if anything we need to ask the City of at year end. The Committee discussed the constant communication that takes place between the department and City finance teams on these financial matters. We are comfortable and comforted that there exists a mechanism to work with City Council to reallocate budget to fund any acceptable year end shortfalls. That said, it might not be the preferred mechanism of ensuring the Board has sufficient resources to maintain an adequate and effective level of policing and law enforcement in the city of Vancouver. So we intend to explore options for how this Board and the City might in future work toward a more forward-looking budgeting mechanism to address potential shortfalls in future years.

- Board office budget- It forms a small but important part of the overall annual budget approved by City Council. You will have seen the budget and the variance report for the first quarter in the package, item 2.5, the report is also available on the Board's website. The committee monitors variance at each meeting and intends to revisit the Board office budget at midyear to determine if we need a supplemental budget required for the office. We are hopeful that Board office operations will start to come back in line with budget as the year continues, absent any unforeseen circumstances. We will be working with the Board office staff to look at midyear whether that supplemental budget is required.
- 2026 provisional budget-To provide for policing and law enforcement in the city. Together with our Board Chair, the Committee is still seeking an early meeting with City Council to better understand the City's public safety priorities. All the while the department and City finance staff meet on an ongoing basis to plan for our 2026 budget submission that'll happen towards year end. The Board would do well to understand City Council's priorities well in advance of submitting that provisional budget.

The next FAR Committee meeting is scheduled for August 21, 2025.

#### 6.4 Governance Committee

Director Point provided an update:

The Governance Committee last convened on May 29, 2025. The following reports were reviewed by the committee:

- UNDRIP Report (United Nations Declaration on Rights of Indigenous Peoples Report) The VPD team provided a draft report. It is an unfinished product that the VPD and Board will collaboratively be working on it in the next while. The committee reviewed the draft and provided some feedback. UNDRIP has a national scope, and it is important to learn about the history of indigenous people and the nature of communal rights in the context of Vancouver. We need to understand that the values and guiding principles of respect and protocols are important tools to indigenous people and that they are right holders in the city. There are also approximately 70,000 indigenous people from other jurisdictions, areas and nations. So there must be some nuancing in assessing that with the report and the committee. One of the things that we talked about was the need to work with the three host nations to develop an understanding of how we conduct ourselves in the territory and how we collaborate with them. The Committee is also working on scheduling a training session for the Board and VPD executive team to further engage in meaningful work towards reconciliation.

Some other areas presented to the committee included:

- Operations Division - This report provides the Board with information with regards to crime stats.
- Public Safety Indicators Q1 - This quarterly report tracks KPIs related to community safety outcomes, community well-being and how VPD serves the community.



- Fixture of CCTV cameras - Beginning in June 2025, the VPD deployed Closed Circuit Television (CCTV) Cameras. The cameras are intended to support crime prevention, improve investigative capabilities, and enhance community safety. The locations are at Main and Hastings as well as Carrall and Hastings. The CCTV footage can also be utilized to investigate and solve crimes if criminal activity is reported in the area. The cameras will only be placed in publicly accessible areas. The camera views will be restricted from recording private dwelling spaces. Footage will only be stored for four days and after four days the existing data will be overwritten. If data is required for investigative purposes, then the data specific to an investigation will be retained.
- Advised by legal that we are within case law guidance.

The next Governance Committee meeting is scheduled for August 21, 2025.

## **7. Opportunity for Enquiries from the Public**

**Motion: To adjourn the meeting. Moved by Director Mirani and seconded by Director Black. Approved.**

The Regular Meeting was adjourned at 2:18 pm.

**TO BE APPROVED BY THE VANCOUVER POLICE BOARD on SEPTEMBER 11, 2025**

Compliments Report (June 2025 - August 2025)				
Date	From	Member(s)	Synopsis	Excerpt from Letters
June 01, 2025	[community member]	Cst. Sherry	Impressed with the officer driving a police van during a protest.	"She was very professional and kept a distance between the police truck and the protestors."
June 03, 2025	[community member]	Cst. Cizmar	Impressed with the officer who came to the author's home after a break-in and robbery.	"I was so impressed with the quick turnaround and with the really helpful information she gave me to stay safe."
June 05, 2025	Vice President, Operations, E-Comm	VPD	Appreciative of visit made by several members recently as a thank you for E-Comm's assistance with the Lapu-Lapu Festival tragedy.	"I can tell you that it made a great deal to our staff to see such a strong show of support from the VPD Executive."
June 05, 2025	[community member]	Cst. Peters Cst. Puni	Thankful for officers response to the sudden death of a family member.	"I will never forget them and what they did for my family that day."
June 08, 2025	DTES Counsellor	Cst. Star	Deserved acknowledgement and recognition for responding to an sensitive incident in a trauma informed manner.	"My interactions with Cst. Star made me realize that the police are well equipped to handle sensitive situations like today and are able to work well with victims in a sensitive manner."
June 09, 2025	Fraser Heights Out of School Manager	Cst. Dhesi	Appreciative of officer's visit to their facility and the positive impression he made on the children.	"It made a lasting, positive impression on them all and they all continue to talk about the visit daily".
June 09, 2025	[community member]	Cst. Hundal	Impressed with the assistance received from the officer while filing a report.	"I was already thinking of getting the qualifications to apply to be apart of the VPD and after such a positive experience with her it's motivated me to take the steps needed to apply so I can offer the same support to other victims, she was truly inspiring."
June 10, 2025	[community member]	Det. Ewens Det. Fontana Cst. Hu Cst. Sutherland Analyst Villamin	Thank you to the officers who worked on her file and provided reassurance.	"You are like a sturdy shield, offering protection to everyone living in Vancouver. Once again, thank you to all the officers who helped us."
June 10, 2025	[community member]	Insp. Yee Sgt. Yee	Impressed with VPD Women's Safety Team who hosted a workshop at a business nearby where the Lapu Lapu tragedy occurred.	"The workshop was absolutely amazing. I hadn't expected it to be so empowering and 'hands on' for all these young (and not so young) women."
June 11, 2025	ICBC Road Safety & Community Coordinators	Supt. Harty Cst. Black	Appreciative of their presentations at the symposium.	"Heartfelt thanks and gratitude for all your contributions in making this ICBC Road Safety - City of Vancouver Community Police Centre Volunteer Symposium a success!"
June 12, 2025	Consul General, Federal Republic of Germany	Cst. Knight E-Comm	Grateful for quick response when their home alarm went off falsely.	"I wanted to express my sincerest gratitude for the rapid reaction of your officers, on the phone and in the police car."

June 12, 2025	Service Plan Coordinator Windchimes Apartments	Cst. Haddon Cst. Lint	Grateful for their caring and calm response when called to assist with a client.	"The officers treated the client with respect and dignity...I am very grateful for the quick response and positive outcome."
June 15, 2025	[community member]	Cst. Huang	Thank you to officers for their kind demeanor when assisting their daughter.	"I'm very hopeful that this can be a pivotal moment in her life and am so grateful to the officers for turning a negative situation into a positive one."
June 17, 2025	[community member]	Cst. Chand	Appreciative of officers who responded quickly to a situation with a neighbour.	"Thank you very much. It is so reassuring to know that VPD responded so quickly with respect and consideration."
June 19, 2025	[community member]	Cst. Ceolin Cst. Kim Cst. Large Cst. Mendez	Recognized four officers who helped look after the best interest of their baby.	"I want to acknowledge these police officers who were very kind and helpful in our situation."
June 20, 2025	[community member]	Cst. Babcock Cst. Derry	Grateful for quick update after conducting a wellness check on a family member.	"Thank you so much to the wonderful police department of Vancouver."
June 24, 2025	[community member]	Cst. Kline	Appreciated his opportunity to speak with Cst. Kline regarding pedestrian safety concerns on West Georgia sidewalks.	"His commitment to protecting Vancouver residents is inspiring and deserving of recognition."
June 25, 2025	[community member]	Cst. Grewal	Thankful for the officer's assistance in creating a safety plan regarding a former student.	"Therefore, kudos must go to Cst Grewal for a job well done, he is the right kind of ambassador for the force."
June 28, 2025	[community member]	VPD	Grateful for VPD officers and City crews attempting to clear the alley beside his residence.	"Appreciate the presence by VPD officers and it brings them peace of mind while the officers are there."
June 28, 2025	[community member]	Cst. Mear	Appreciated the officer's awareness and kindness when speaking with his daughter while they were in a taxi that had been pulled over for a traffic violation.	"While the entire experience lasted 3 to 4 minutes, it was a real healing and learning experience for my daughter who now clearly understands that the police exist to help us by protecting our safety."
July 03, 2025	[community member]	Cst. Bains Cst. Low E-Comm	Commending the two officers and E-Comm call taker for their assistance with an incident.	"I, along with my friend, would like to commend the two lead officers - not only for the response time - but also for their sensitivity, demeanour and professionalism..."
July 07, 2025	[community member]	VPD BCEHS	Thank you to officers and BCEHS staff who saved the author's life after they overdosed.	"Thank you to the gentlemen and whoever else was there to take care of me and help me. Much respect."
July 08, 2025	[community member]	Cst. Rothengatter	Recognized the positive interaction he had with the officer while receiving a speeding ticket.	"What a classy, well spoken individual. I have never had an interaction with an officer of the law that was so respectful and down to earth."

July 15, 2025	[community member]	Cst. Carswell Cst. Goodman	Tourists who are grateful for the officer's quick work in locating their stolen camera and returning it to them.	"Well done! You get a five-star rating!"
July 16, 2025	Chief, Calgary Police Service	VPD	Letter of heartfelt thanks for the incredible support and dedication of the VPD for the 2025 G7 Leaders' Summit.	"Your members' professionalism and commitment were instrumental in support our collective efforts and further strengthened the trusted partnerships we rely on during a high-profile events."
July 17, 2025	[community member]	Cst. Pennington Cst. Vo E-Comm	Thankful for officers and E-Comm call taker who assisted in locating a stolen bike.	"I would just like to express my gratitude for the VPD for saving my bike and being so kind."
July 23, 2025	[community member]	Sgt. Addison	Impressed with Sgt. Addison in his role as media officer.	"Sgt. Addison's professionalism and effective communication greatly contribute to the public's understand and trust in Vancouver's Police Department."
July 23, 2025	[community member]	VPD	Thank you card from a member of the Jewish Federation of Greater Vancouver.	"Thank you VPD officers for keeping the Jewish Community safe."
July 24, 2025	[community member]	VPD	Impressed with the officers who responded to incident with an intoxicated person on the beach.	"The kindness and understanding of the officers were amazing..."
July 25, 2025	[community member]	Cst. Liu	A victim of domestic violence who is incredibly grateful for the help and guidance provided to her by Cst. Liu.	"He has empathy and deep compassion. And I believe someone like him deserves to be recognized."
July 25, 2025	Retired VPD Chief Constable	Sgt. Van Dyk Cst. Battle Cst. Ferrell Cst. Irving Cst. Spence	Appreciative of tour of the VPD Mounted Unit's barn and stables.	"They were all great ambassadors of the unit and the VPD."
July 25, 2025	Chief of Operations, Canada Border Services Agency	Sgt. Goodall Cst. Chernoff Cst. A. Wong	Thank you letter to the officers for presenting at a CBSA course.	"The professionalism and depth of experience you brought to the session were evident and greatly appreciated by all in attendance."
July 26, 2025	[community member]	Cst. Anzulovich Cst. Maunsell	Impressed with officers who responded when someone attempted to steal his bike.	"My respect for the Vancouver Police Department has grown immensely because of the way you carried out your duty with professionalism and care."
July 26, 2025	[community member]	Cst. Achtymichuk Cst. Damaceno Cst. Douguet Cst. McCaul Cst. Ubhi	Recognized the efforts of the officers to help a neighbour who overdosed.	"The compassion they had for that man and seeing them try hard and succeed to bring him back really touched me."
July 28, 2025	[community member]	Sgt. Addison	Impressed with the officers appearance on Global BC.	"Great PR - despite the huge numbers of people, [Sgt. Addison] looked relaxed and approachable."

August 02, 2025	[community member]	VPD	Appreciative of two officers who stopped to ensure that the author was okay after they asked an Uber to pull over.	"I really appreciate the concern they had and to take a couple minutes to pull over and confirm I was okay..."
August 03, 2025	[community member]	Cst. D. Wong	Grateful for officer's assistance after a motor vehicle accident.	"He was calm, friendly, and incredibly helpful, which I felt made a stressful and emotional situation much more manageable for everyone involved."
August 07, 2025	[community member]	Cst. Bebek	Thank you for officer's patience and kindness while helping her son who was the victim of a monetary scam.	"I am very thankful for all their help and can rest easy knowing the VPD is always there when needed."
August 08, 2025	[community member]	Cst. Duesterwald	Appreciative of the officers demeanor when receiving a speeding ticket.	"Officer Duesterwald treated me with respect and was not intimidating or aggressive like my experience in the past."
August 10, 2025	[community member]	VPD	Appreciative of the officers who worked during the Pleasant Day Festival.	"It was a huge success and I believe in large part for the fact that participants felt that they could relax and enjoy the community celebration."
August 11, 2025	[community member]	Cst. Gazzola	Thank you to the officer who located her missing father.	"Thank you for finding him and for bringing him home."
August 13, 2025	Dynamo Fencing Club, 2024 Canadian Olympic Fencing Team	VPD	A Gastown business owner who is recognizing the increased safety in the area due to Project Task Force Barrage.	"What a difference in the community safety around our area today compared to 12 months ago."



# VANCOUVER POLICE DEPARTMENT

## REPORT TO THE VANCOUVER POLICE BOARD

**REPORT DATE:** August 13, 2025  
**COMMITTEE MEETING DATE:** August 21, 2025  
**BOARD REPORT #** 2509V14  
**Regular**

**TO:** Vancouver Police Board Governance Committee  
**FROM:** Simon Demers, Director, Planning, Research & Audit Section  
**SUBJECT:** Public Safety Indicators (PSI) Report – Q2 2025

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### RECOMMENDATION:

**THAT the Vancouver Police Board (“Board”) receive this report for information.**

### BACKGROUND:

As part of the organizational performance management framework of the Vancouver Police Department (VPD), the quarterly Public Safety Indicators (PSI) report tracks key performance indicators related to community safety outcomes, community well-being measures, and how VPD serves the community.

The PSI report covers the following trends: violent crime, property crime, cybercrime, apprehensions under the *Mental Health Act* (MHA), traffic incidents with injuries reported to the Insurance Corporation of British Columbia (ICBC), traffic fatalities, calls for service, and priority 1 (P1) response times.

Crime figures in this report are presented according to the most serious offence (MSO) method and each homicide victim is counted as a separate case – this is the crime reporting methodology preferred by Statistics Canada. For example, the mass casualty incident at the Lapu-Lapu Day Block Party is recorded under the homicide category, as it constitutes the most serious offence.

### DISCUSSION:

The following is a summary of the public safety trends for YTD 2025 (January–June) compared to the same period in 2024:

- Total crime decreased by 0.8% YTD, from 20,972 to 20,807 crimes.
- Violent crime declined by 9.8% YTD, with the number of cases dropping from 2,863 to 2,583.
- Property crime dropped by 1.8% YTD, with the number of cases falling from 15,148 to 14,869 – continuing a sustained post-Covid decline.

- Calls for service increased 3.2% YTD, with 120,383 calls in 2025 and 116,686 in 2024.
- The average response time to emergency (P1) calls was one second faster YTD 2025 (10:34) than in 2024 (10:35).

Table 1 provides an overview of public safety trends for YTD 2025.

**Table 1: Public Safety Trends**

	Year-to-Date (YTD) up to Q2			Year-over-Year (YoY)		
	2024	2025	% Change	Q2 2024	Q2 2025	% Change
Violent Crimes	2,863	2,583	-9.8% ▼	1,521	1,362	-10.5% ▼
Property Crimes	15,148	14,869	-1.8% ▼	7,852	7,703	-1.9% ▼
Total Crimes*	20,972	20,807	-0.8% ▼	10,958	10,922	-0.3% ▼
<i>Mental Health Act**</i>	2,160	2,162	0.1% ▲	1,179	1,112	-5.7% ▼
Traffic Fatalities	6	6	0.0% —	2	0	-100.0% ▼
Calls for Service	116,686	120,383	3.2% ▲	61,293	63,685	3.9% ▲
Average P1 Response Time	10:35	10:34	-0.2% ▼	10:50	10:42	-1.2% ▼

\* Includes Other Criminal Code offences.

\*\* Includes s. 28, Form 21 and Form 4 apprehensions.

## CONCLUSION:

The VPD's crime statistics are publicly available at <https://vpd.ca/crime-statistics/>. The latest PSI reports are also available publicly: [2024 Q2](#) | [2024 Q3](#) | [2024 Year-End](#) | [2025 Q1](#).

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Author: Correen Smitas

Date: July 31, 2025

Submitting Executive Member:

Superintendent Tyrone Sideroff

Date: August 5, 2025

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# **Vancouver Police Department (VPD) Public Safety Indicators (PSI)**

**2025 Q2**



The VPD's Public Safety Indicators (PSI) report covers the following trends: violent crimes, property crimes, cybercrime, apprehensions under the *Mental Health Act* (MHA), calls for service, priority 1 (P1) response times, traffic incidents with injuries reported to the Insurance Corporation of British Columbia (ICBC), traffic fatalities, and additional details around victimization.

The following is a summary of PSI data from January to June 2025 inclusively (YTD) compared to the same period in 2024.

## VIOLENT CRIMES

- Violent crime decreased by 9.8% YTD, with offences dropping from 2,863 in 2024 to 2,583 in 2025. This decrease is driven by record low quarterly assaults and robberies, which coincides with the Retail Crime Task Force and Task Force Barrage that targeted these crime types. Violent crime declined in Districts 1 and 2 but increased in Districts 3 and 4.
- Robberies decreased by 18.3% YTD, from 290 incidents in 2024 to 237 in 2025. This decrease was driven by a 31.8% decrease in the Downtown Eastside, which may be linked to an increased police presence in the area.
- Assaults decreased 10.7% YTD, from 2,225 in 2024 to 1,987 in 2025.
- The mass casualty incident at the Lapu-Lapu Day Block Party on April 26<sup>th</sup> accounted for 11 homicides, bringing the total number of culpable homicides to 16 in the first half of 2025.
- There were five attempted murders reported in 2024 and three YTD 2025 – this does not include the mass casualty incident at the Lapu-Lapu Day Block Party due to the MSO reporting methodology.
- Sexual offences increased by 0.6% YTD, rising from 338 incidents in 2024 to 340 in 2025. This includes a 20.5% decrease in historical reports of sexual offences.

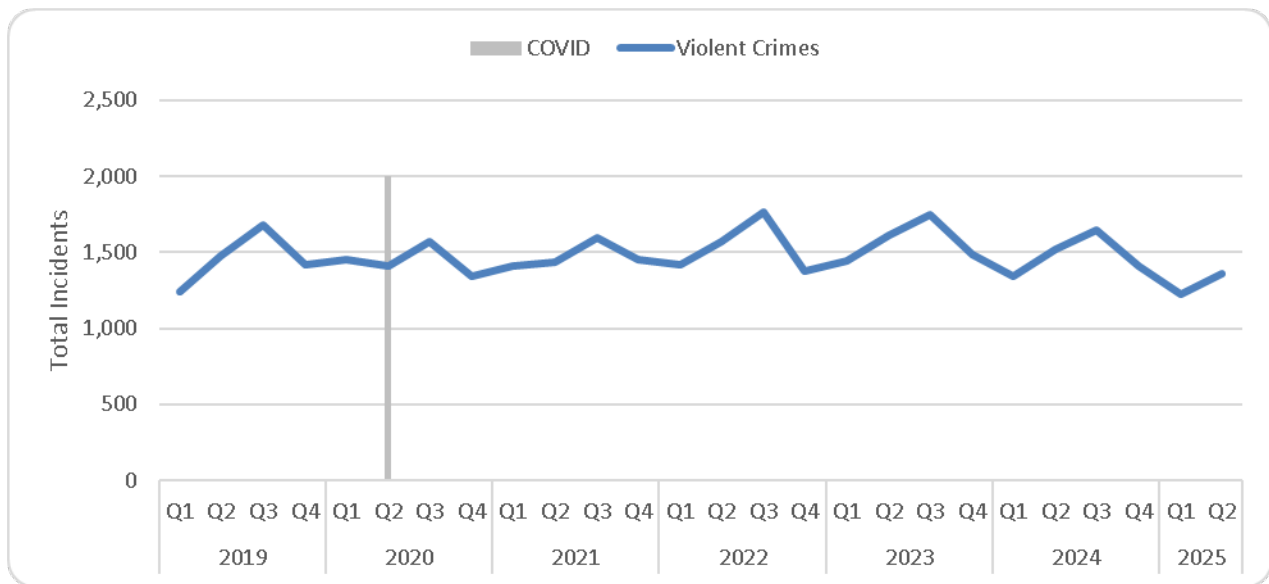
**Table 2: Violent Crimes**

Criminal Offences	Year-to-Date (YTD) up to Q2			Year-over-Year (YoY)		
	2024	2025	% Change	Q2 2024	Q2 2025	% Change
<b>Violent Crimes</b>	<b>2,863</b>	<b>2,583</b>	<b>-9.8% ▼</b>	<b>1,521</b>	<b>1,362</b>	<b>-10.5% ▼</b>
Culpable Homicide	5	16*	220.0% ▲	4	14*	250.0% ▲
Attempted Murder	5	3	-40.0% ▼	2	0	-100.0% ▼
Sexual Offences	338	340	0.6% ▲	170	161	-5.3% ▼
Robbery	290	237	-18.3% ▼	148	119	-19.6% ▼
Assaults	2,225	1,987	-10.7% ▼	1,197	1,068	-10.8% ▼
Level 1 - Common	1,370	1,231	-10.1% ▼	724	681	-5.9% ▼
Level 2 & 3 - Serious Assault	798	697	-12.7% ▼	442	357	-19.2% ▼
Assault PO	52	50	-3.8% ▼	27	22	-18.5% ▼

\* This homicide figure includes 11 fatalities that occurred at the Lapu-Lapu Day Block Party mass casualty incident.

The following figure shows the quarterly violent crime fluctuations since 2019.

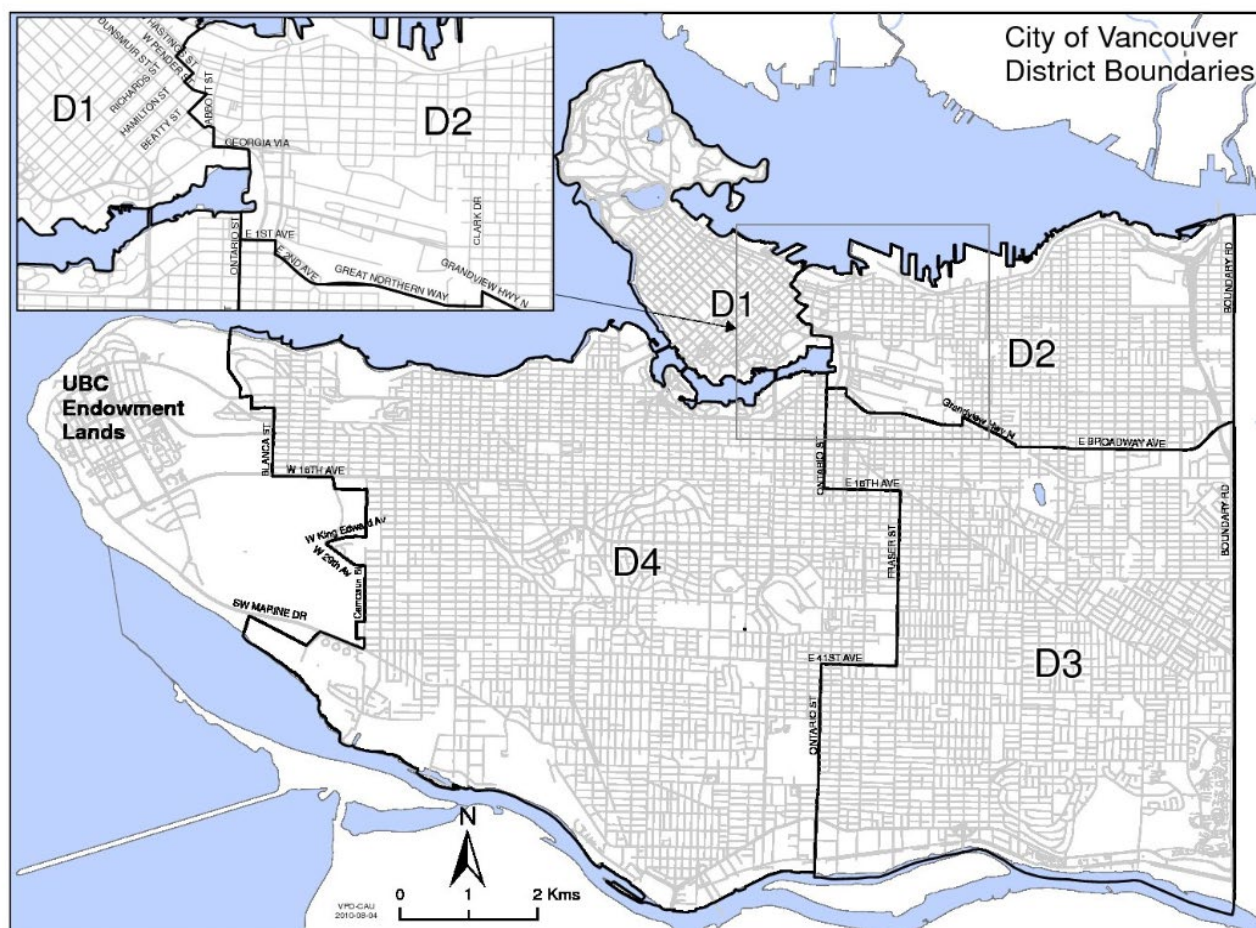
**Figure 1: Violent Crimes by Quarter Since 2019**



Violent crimes are also examined by VPD patrol districts and by Vancouver neighbourhoods. The following map shows how Vancouver is divided into four patrol districts. District 1 consists of Vancouver's Downtown peninsula. District 2 is the North East portion of Vancouver and includes East Vancouver neighbourhoods. District 3 is the South East portion of Vancouver. District 4 is the largest geographical district of Vancouver and consists of the South West portion of the city. More details can be found on the [VPD's website](https://vpd.ca/about-the-vpd/organizations-divisions/).<sup>1</sup>

<sup>1</sup> <https://vpd.ca/about-the-vpd/organizations-divisions/>

**Figure 2: Map of VPD Patrol Districts**



As shown in the following table, violent crime decreased in District 1 and 2 YTD 2025. District 4 remained essentially unchanged while District 3 experienced a slight increase (13 incidents).

**Table 3: Violent Crimes by District**

Violent Crimes	Year-to-Date (YTD) up to Q2			Year-over-Year (YoY)		
	2024	2025	% Change	Q2 2024	Q2 2025	% Change
District 1	941	744	-20.9% ▼	498	382	-23.3% ▼
District 2	1,080	973	-9.9% ▼	587	518	-11.8% ▼
District 3	424	438	3.3% ▲	221	242	9.5% ▲
District 4	346	349	0.9% ▲	188	182	-3.2% ▼
<b>Total*</b>	<b>2,863</b>	<b>2,583</b>	<b>-9.8% ▼</b>	<b>1,521</b>	<b>1,362</b>	<b>-10.5% ▼</b>

\* Includes a small number of offences which could not be attributed to a specific district.

## **VIOLENT CRIME TRENDS**

### **Child Sexual Abuse Material**

The Internet Child Exploitation (ICE) Unit investigates the global problem of child sexual abuse, as well as the possession and online distribution of child sexual abuse material (CSAM). The ICE Unit's broad objectives are to identify and prosecute offenders who produce, possess or distribute CSAM, and to work with national and international partners to safeguard children who are being abused, wherever they may be in the world. The latest CSAM data for Q2 2025 was not available at the time this report was written. Revised Q1 data shows cases involving CSAM increased 35.6% from Q1 2024 (90) to Q1 2025 (122).

It should be noted that Q1 2024 CSAM figures were affected by the March 1, 2024 Supreme Court of Canada's ruling in *R. v. Bykovets*, 2024 SCC 6 ([Bykovets](#)), which found that Internet Protocol (IP) addresses attract a reasonable expectation of privacy protected by the *Canadian Charter of Rights and Freedoms* because "an IP address is the first digital breadcrumb that can lead the state on the trail of an individual's Internet activity." In an abundance of caution, the National Child Exploitation Crime Centre (NCECC) deferred referrals of new IP addresses linked to CSAM while the legal implications of the Bykovets decision were ascertained. The number of CSAM cases converged back to the previous trends when NCECC referrals resumed in Q2 2024.

### **Elder Assaults**

The Elder Abuse Unit carefully monitors elder abuse files involving people who are 65 and older. The Unit also provides further follow-up and support to victims that have been assaulted by someone they know and may be experiencing ongoing abuse. Assault files involving a victim over the age of 65 have increased 10.0%, from 90 incidents YTD 2024 to 99 YTD 2025.

### **Hate-Motivated Incidents**

The VPD has one designated hate crime investigator who reviews all reported incidents (criminal and non-criminal) motivated by hate, bias or prejudice. In cases where charges are recommended and hate, bias or prejudice are determined to be motivating factors, investigators communicate with Crown and may recommend additional sentencing under section 718.2(a)(i) of the Criminal Code. The hate crime investigators also monitor hate propaganda offences under sections 318 and 319, hate-motivated mischiefs under section 430(4.1).

There was a 25.7% reduction in hate-motivated incidents reported YTD to the VPD, from 101 incidents in 2024 to 75 in 2025. Hate crimes are among the most underreported offences in the province. The VPD is actively monitoring trends with regards to hate-motivated incidents and is working with community members and faith leaders to keep communities safe.

### **Sexual Offences**

Sexual offences increased by 0.6%, with 338 incidents reported in 2024 compared to 340 YTD 2025. Within the PSI report, crimes are typically counted based on the date they were reported, rather than the date they actually occurred. This is consistent with Statistics Canada's Uniform Crime Reporting (UCR) standards. For most crimes, the difference between the occurred date and reported date is negligible. However, this can significantly affect sexual offence trends, as

these incidents are often reported long after they occurred – sometimes years later. For example, 20.5% (137) of the 668 sexual offences reported to the VPD in 2024 were historical, having occurred in previous years. By comparison, 98.3% of all property crimes, 99.1% of all assaults, and 99.5% of all robberies reported in 2024 occurred in 2024. Based on the date the offence occurred, sexual offences in Vancouver decreased by 20.5% YTD 2025, with 240 incidents compared to 302 YTD 2024.

## **Shots Fired**

Shots fired incidents decreased 25% YTD, from 12 incidents in 2024 to nine incidents in 2025. The ongoing British Columbia Gang Conflict (BCGC) has resulted in multiple incidents of serious violence throughout the province, including several public shootings and targeted acts of violence. The VPD actively partners with regional, provincial, and inter-provincial policing partners to prioritize and coordinate enforcement efforts that target organized crime groups involved in the BCGC and operating across the country.

## **Violent Victimization**

As mandated by Standard 18 of the BC Provincial Policing Standards Subject 6.1.1 (Promoting Unbiased Policing), the VPD actively monitors systemic inequities by analysing victimization trends disaggregated by ethnicity and gender or sex. As stated in the June 2023 edition of the *Police Chief* magazine, “some persons are more susceptible than others to become a victim to a crime. Older adults, individuals with disabilities, and children, among other groups, are often targeted and victimized disproportionately due to their real or perceived vulnerability.”<sup>2</sup>

Table 4 displays victims of violent crimes by gender, age and ethnicity ( $N = 5,639$ ). This table reflects a rolling average based on the past 12 months. The odds ratios in the total column include 19 victims who have non-binary gender expression. An odds ratio<sup>3</sup> greater than 1.0 indicates that the group is over-represented as victims of violent crimes.

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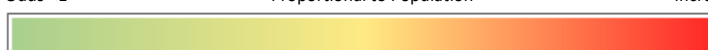
<sup>2</sup> <https://www.policchiefmagazine.org/magazine-issues/june-2024-policing-with-vulnerable-populations/>

<sup>3</sup> <https://www.ncbi.nlm.nih.gov/pmc/articles/PMC2938757/>

**Table 4: Victimization in Last 12 Months by Gender and Age**

Female by Age Group					Male by Age Group				Total
	<35	35-64	65+	Total	<35	35-64	65+	Total	w/ Non-binary
Asian	0.30	0.18	0.44	0.24	0.17	0.16	0.37	0.17	0.20
Black	1.64	2.44	5.80	2.22	2.63	2.86	7.53	3.04	2.78
White	0.64	1.27	0.69	0.85	0.48	1.31	1.23	0.79	0.84
Hispanic	1.81	1.57	3.84	1.96	1.18	1.59	5.19	1.53	1.72
Indigenous	6.42	11.28	6.34	8.90	2.30	3.82	3.44	3.18	5.35
Middle Eastern	1.65	2.02	1.47	1.93	1.92	2.56	1.89	2.30	2.18
South Asian	1.85	0.90	2.07	1.56	5.33	1.27	1.10	3.49	2.70
Other	0.33	0.09	0.64	0.30	0.25	0.04	0.00	0.20	0.24
Age Group	1.50	1.12	0.22	0.66	1.37	1.12	0.27	1.50	1.00

Decreased Odds <1      Proportional to Population      Increased Odds >1



Indigenous females 35-64 years old are the most over-represented (11.28), followed by Black males 65 and older (7.53). This victimization data is consistent with prior research which showed that Indigenous women and girls are 12 times more likely to be murdered or missing than other women in Canada ([National Inquiry into Missing and Murdered Indigenous Women and Girls, 2019](#)), and have a rate of violent victimization that is consistently double that of Indigenous males ([Victimization of Aboriginal people in Canada, 2014](#)) and significantly higher relative to the violent victimization rate of non-Indigenous women ([Statistics Canada, 2023](#)). The observed higher odds ratios for Black persons 65 and over must be interpreted with caution because they are driven by a relatively small number of cases (5) within a small percentage of the resident population, which implies high variability. Although the base comparison reflects Vancouver's resident population, it is important to note that not all victims are Vancouver residents. For instance, many people come to Vancouver for work or to visit. This may skew the odds ratios, for example if certain groups are over-represented amongst visitors.



## PROPERTY CRIMES

- Property crime decreased by 1.8% YTD 2025 compared to 2024, with cases falling from 15,148 to 14,869.
- Property crimes declined in all four patrol districts except District 2, and in 15 of the 24 Vancouver neighbourhoods (referred to as "areas" by the City of Vancouver). Property crime experienced the largest increases in the Hastings-Sunrise and Oakridge neighbourhoods.
- Break and enter (B&E) incidents decreased by 9.9% YTD, from 1,137 in 2024 to 1,024 in 2025.
- Thefts from autos (TFAs) fell by 18.1% YTD, from 3,074 incidents in 2024 to 2,518 in 2025. Stolen catalytic converters decreased 93% YTD, from 542 incidents in 2024 to 39 in 2025.
- Motor vehicle thefts declined by 16.5% YTD, from 327 incidents in 2024 to 273 in 2025.
- Other types of theft increased by 11.2% YTD, rising from 5,997 incidents in 2024 to 6,552 in 2025, with notable increases in shoplifting and general theft. Shoplifting incidents at convenience stores experienced the most significant increase, rising by 96.4% from 110 to 216 cases YTD 2025. This coincides with the Retail Crime Task Force and Task Force Barrage that encouraged the reporting of shoplifting.
- Possession of stolen property increased by 74.4% YTD, from 156 incidents in 2024 to 272 in 2025, with 67.6% of these cases originating from the Downtown Eastside (DTES). These incidents are primarily driven by on-view calls, where officers witness the events first-hand. In the DTES, 89% of incidents fall into this category. The observed increase is likely associated with a heightened police presence in the area.
- On-view incidents of property crime increased by 47.2% YTD citywide (from 712 in 2024 to 1,048 in 2025), with a 120.1% increase YTD in District 2 (from 214 in 2024 to 471 in 2025). These are often cases where officers witnessed a crime in progress or a crime that has just occurred.

**Table 5: Property Crimes**

Criminal Offences	Year-to-Date (YTD) up to Q2			Year-over-Year (YoY)		
	2024	2025	% Change	Q2 2024	Q2 2025	% Change
<b>Property Crimes</b>	<b>15,148</b>	<b>14,869</b>	<b>-1.8% ▼</b>	<b>7,852</b>	<b>7,703</b>	<b>-1.9% ▼</b>
B&E Total	1,137	1,024	-9.9% ▼	534	471	-11.8% ▼
B&E - Business	663	630	-5.0% ▼	310	287	-7.4% ▼
B&E - Residence	312	269	-13.8% ▼	138	124	-10.1% ▼
B&E - Other	162	125	-22.8% ▼	86	60	-30.2% ▼
Theft of Motor Vehicle	327	273	-16.5% ▼	174	151	-13.2% ▼
Theft from Auto	3,074	2,518	-18.1% ▼	1,632	1,383	-15.3% ▼
Theft	5,997	6,552	9.3% ▲	3,210	3,464	7.9% ▲
Possession of Stolen Property	156	272	74.4% ▲	76	120	57.9% ▲
Fraud	1,753	1,695	-3.3% ▼	883	828	-6.2% ▼
Arson	136	107	-21.3% ▼	63	50	-20.6% ▼
Mischief	2,568	2,428	-5.5% ▼	1,280	1,236	-3.4% ▼

As shown in the following table, there was a decrease in property crimes in all patrol districts YTD 2025 with the exception of District 2 (an 11.0% increase). District 2 experienced a significant

increase in possession of stolen property incidents (136.1%) as well as a 56.1% increase in shoplifting incidents.

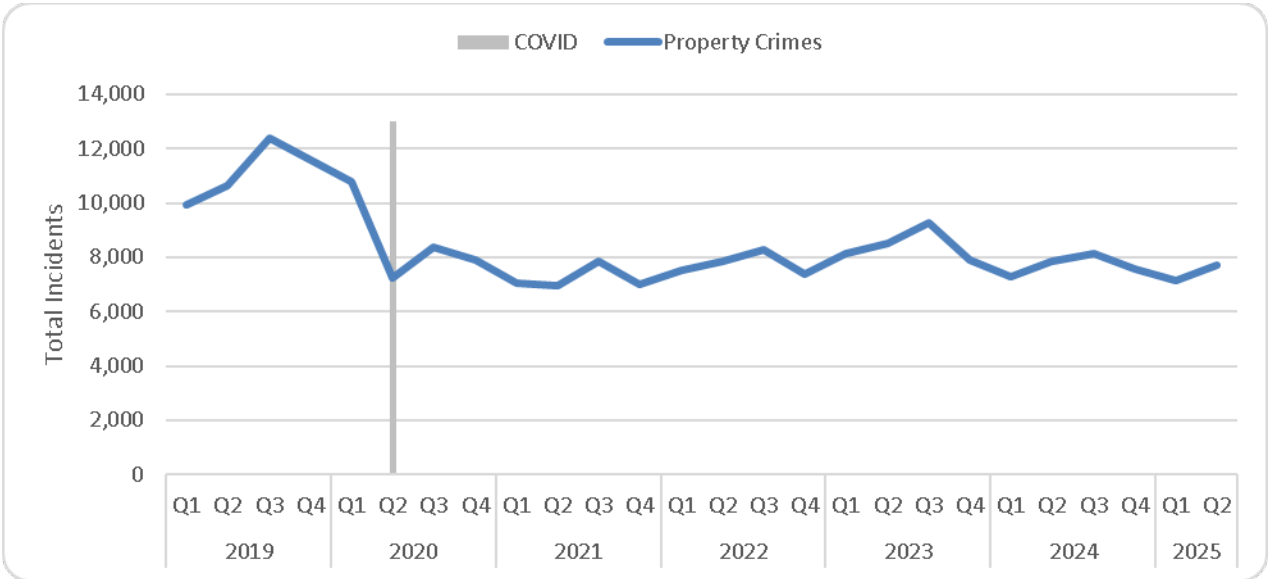
Table 6: Property Crimes by District

Property Crimes	Year-to-Date (YTD) up to Q2			Year-over-Year (YoY)		
	2024	2025	% Change	Q2 2024	Q2 2025	% Change
District 1	4,930	4,785	-2.9% ▼	2,604	2,409	-7.5% ▼
District 2	2,954	3,278	11.0% ▲	1,477	1,720	16.5% ▲
District 3	3,607	3,442	-4.6% ▼	1,871	1,861	-0.5% ▼
District 4	3,438	3,172	-7.7% ▼	1,780	1,623	-8.8% ▼
Total*	15,148	14,869	-1.8% ▼	7,852	7,703	-1.9% ▼

\* Includes a small number of offences which could not be attributed to a specific district.

As shown by the following graph, there was a significant drop in property crime during the Covid-19 pandemic, which has been maintained since then.

Figure 3: Property Crimes by Quarter Since 2019



## PROPERTY CRIME TRENDS

### Fraud

Fraud cases reported to the VPD decreased by 3.3% YTD 2025 compared to YTD 2024. Data from the [Canadian Anti-Fraud Centre](#) (CAFC) shows that Canadians lost over \$630 million to fraud in 2024. However, only 5% to 10% of all frauds get reported. In 2024, the top three types of fraud in Canada were identity fraud, service fraud, and investment fraud.



## Cybercrimes

Cybercrimes are persisting threats to personal privacy, financial security, and organizational reputation. The VPD Cybercrime Unit is carefully monitoring the emergence of new artificial intelligence (AI) technologies and their impact on cybercrimes.

Socially engineered phishing attacks are becoming increasingly difficult to detect due to AI technology generating convincing images, audio, and videos. Legal issues around AI and its use in Canadian society continue to be monitored by VPD.

In 2024, new provisions were added in Section 462.321 of the *Criminal Code of Canada*. These provisions allow for the seizure of illegally obtained digital assets and, in some cases, to return those assets to the victims of increasingly common crimes involving cryptocurrency.<sup>4</sup>

Cybercrime incidents decreased by 19.9% YTD, from 1,571 in 2024 to 1,258 in 2025. Vancouver victims of cybercrime reported total losses of \$29.2M YTD 2025, 77.2% lower than the \$127.86M in losses reported during the same period in 2024. Frauds involving cryptocurrencies and extortion accounted for \$8.77M in losses YTD 2025 which is 1.9% higher than the losses of \$8.61M reported during the same period in 2024. It should be noted that there is often reporting delays in this type of crime, as many frauds take place over the course of several months and victims are sometimes hesitant to make a police report. Current cybercrime figures are therefore subject to increase over time as more incidents are reported.

## MENTAL HEALTH ACT (MHA) APPREHENSIONS

The VPD works in close partnerships with Vancouver Coastal Health (VCH), Providence Health Care (PHC), Provincial Health Services Authority (PHSA) and other community service providers to deliver a coordinated response to support persons in the community who may be exhibiting signs of deteriorating mental health. Through these partnerships, the VPD aims to reduce reactive responses such as Section 28 MHA apprehensions while increasing proactive and preventive interventions through outreach, intensive case management, and Form 4 or Form 21 apprehensions.

### Section 28 MHA Apprehensions (Emergency Procedures)

Under Section 28 of the MHA, “a police officer or constable may apprehend and immediately take a person to a physician or nurse practitioner for examination if satisfied from personal observations, or information received, that the person is acting in a manner likely to endanger that person’s own safety or the safety of others, and is apparently a person with a mental disorder.”<sup>5</sup>

### Form 4 MHA Apprehensions (Section 22 Involuntary Admissions)

Under Section 22 of the MHA, a physician or nurse practitioner may complete a Form 4 medical certificate for involuntary admission. The medical certificate allows a person with a mental disorder to be apprehended, transported, admitted, treated, and detained as an involuntary

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<sup>4</sup> <https://laws.justice.gc.ca/eng/acts/C-46/page-63.html>

<sup>5</sup> [https://www.bclaws.gov.bc.ca/civix/document/id/complete/statreg/96288\\_01](https://www.bclaws.gov.bc.ca/civix/document/id/complete/statreg/96288_01)

patient for up to 48 hours after admission. After 48 hours, the person must be discharged from the facility, admitted as a voluntary patient, or examined by another physician.

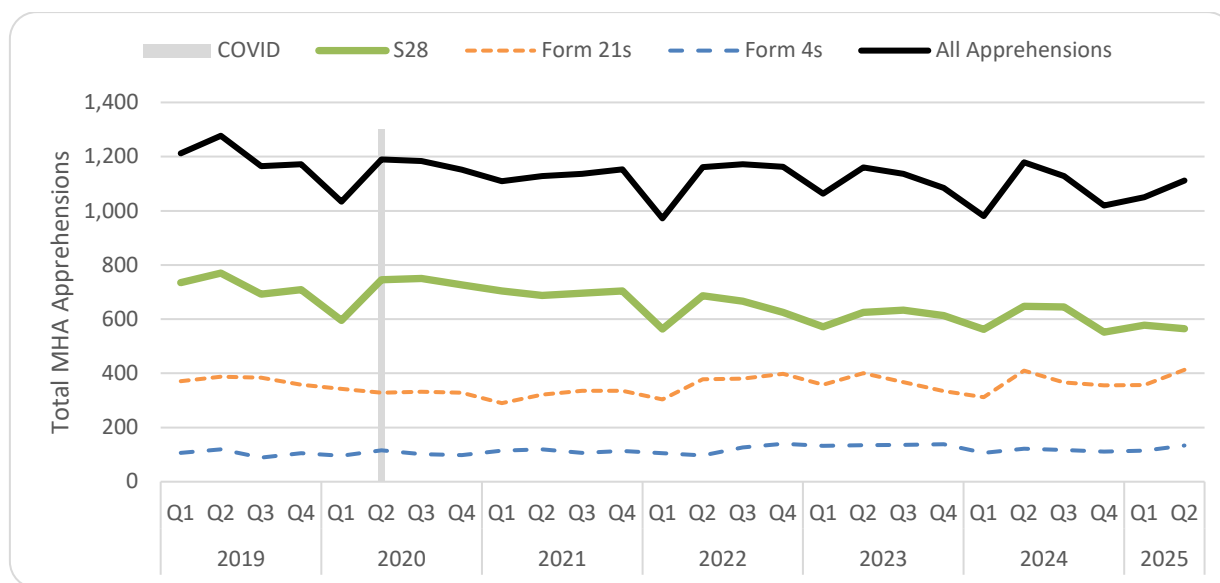
### Form 21 MHA Apprehensions (Section 41 Unauthorized Absences)

Under Section 41 of the MHA, a Form 21 Director's Warrant allows a director or designate to recall a patient back to a designated facility. A recall would occur when a person who is on extended leave living in community under certain imposed conditions does not abide by the conditions (e.g., failing to take required medication). A Form 21 may also be issued if a patient leaves a designated facility without permission (e.g., absent without leave or AWOL).

### Trends

The following figure shows how MHA apprehensions fluctuated between 2019 and Q2 2025.

**Figure 4: Mental Health Act Apprehensions by Quarter Since 2019**



Section 28 MHA apprehensions decreased by 5.5% YTD, from 1,209 in 2024 to 1,143 in 2025. These cases involved 897 unique individuals. As shown in Table 7, 286 of these individuals have been apprehended more than once in the last four years.

**Table 7: MHA Section 28 Apprehensions**

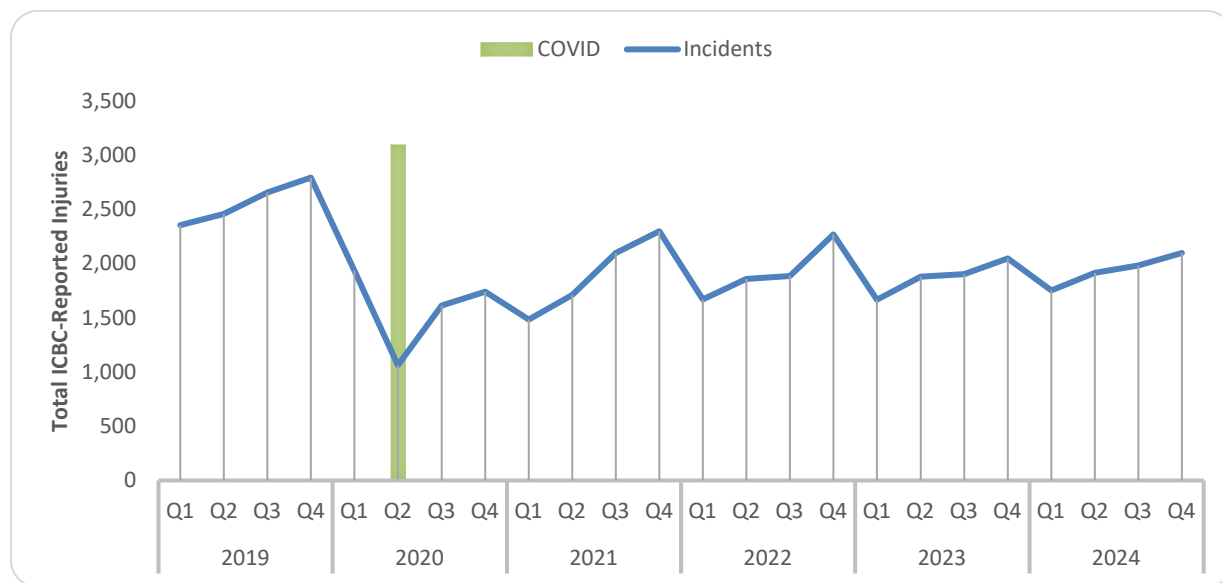
MHA Section 28 Apprehensions	Year-to-Date (YTD) up to Q2		
	2024	2025	% Change
# of apprehensions	1,209	1,143	-5.5% ▼
# of unique individuals apprehended	987	897	-9.1% ▼
# of individuals previously apprehended in the last 4 years	330	286	-13.3% ▼
% of individuals previously apprehended	33.4%	31.9%	-4.6% ▼ (-1.5 percentage points)

## ROAD SAFETY

The Insurance Corporation of British Columbia (ICBC) collects data on all reportable motor vehicle incidents to help address various road safety issues with the goal of reducing the number of traffic related fatalities and injuries. The ICBC data for 2025 was not yet available at the time this report was written.

ICBC's latest data shows that there were 7,753 motor vehicle incidents with injuries in Vancouver reported to ICBC in 2024. This was an increase of 3.4% compared to 2023 (7,500).<sup>6</sup> The following figure shows ICBC-reported motor vehicle incidents with injuries by quarter since 2019.

**Figure 5: ICBC-Reported Motor Vehicle Incidents with Injuries by Quarter Since 2019**



## CALLS FOR SERVICE

Calls for service include emergency 9-1-1- and non-emergency calls managed by E-Comm on behalf of the VPD, on-view or officer-generated incidents, and online crime reports.

Calls for service increased 3.2% YTD, with 120,383 calls in 2025 compared to 116,686 in 2024. Abandoned calls on the non-emergency line were down 27.4% YTD 2025 (8,155) when compared to the same period in 2024 (11,238).

There was a significant increase in on-view calls, which occur when an officer witnesses an incident or self-initiates an investigation. This trend was driven by District 2, which saw an 80.2% increase (from 7,550 to 13,607 on-view calls). This increase in on-view calls is likely attributable to Task Force Barrage and Project Brighthaven, which involved the deployment of additional officers in the Downtown Eastside. This type of proactive policing is an effective way to reduce crime and hold offenders accountable.

<sup>6</sup> People have up to two years to submit a claim to ICBC.

The following table shows the volume by type of calls for service.

**Table 8: Calls for Service**

	Year-to-Date (YTD) up to Q2		% Change
	2024	2025	
<b>Calls for Service</b>	<b>116,686</b>	<b>120,383</b>	<b>3.2% ▲</b>
9-1-1	36,400	35,532	-2.4% ▼
Non-emergency line	49,749	50,416	1.3% ▲
On-view by police	20,825	26,172	25.7% ▲
Online reporting	5,533	4,544	-17.9% ▼
Offline*	4,179	3,719	-11.0% ▼
<b>Abandoned Calls</b>	<b>11,238</b>	<b>8,155</b>	<b>-27.4% ▼</b>

\* Includes calls for service generated during CAD system maintenance, for example.

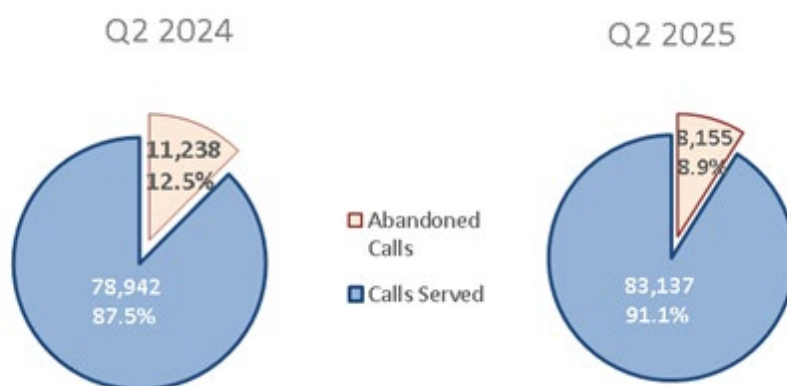
### E-Comm Abandoned Calls for Service

Abandoned non-emergency calls cause significant concerns and have a negative impact on the public, and the reputation of affected police departments using E-Comm. E-Comm has implemented strategies to strengthen and improve their services, providing monthly updates to police and government partners. However, previous negative experiences by members of the public may dissuade them from calling again even if caller wait times improve.

Figure 6 breaks down the volume of calls to the non-emergency line managed by E-Comm. The non-emergency call data is sourced from E-Comm's Agency Dashboard. Not every call answered by E-Comm results in a call for service being directed to the VPD.

E-Comm considers that a call was "served" if it was answered in the first instance by an agent or there was a successful call-back. Comparisons with periods prior to May 8, 2024, when E-Comm implemented a new callback system during high call volume periods, should be interpreted with caution, as the historical definition of 'Calls Answered' is not directly comparable to 'Calls Served' under the new system.

**Figure 6: Calls to the Non-Emergency Line Managed by E-Comm**

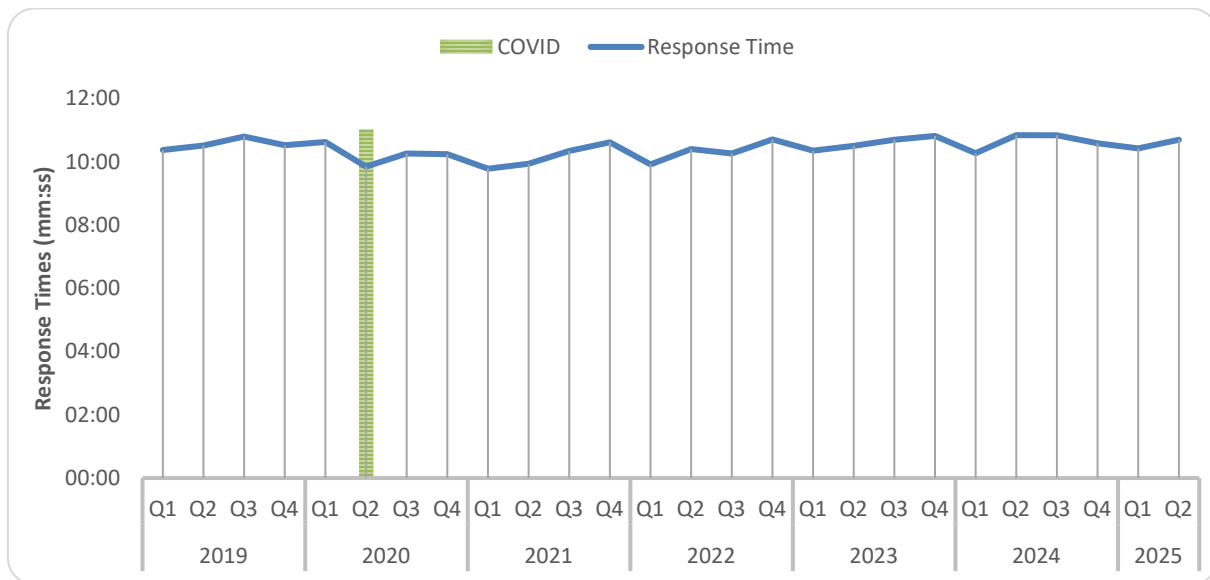


## PRIORITY 1 RESPONSE TIMES

A priority 1 (P1) classification indicates that an incident or call for service requires an immediate police response. Empirical evidence shows that P1 response times are impacted by changes in traffic patterns throughout the day, including during rush hour traffic. They are also impacted by increased density and traffic congestion over time, as well as workload pressures on frontline officers.

The following figure illustrates the overall response time trend by quarter since 2019. Vancouver's average P1 response time was one second faster in YTD 2025 (10:34) than during the same period in 2024 (10:35). However, it was nine seconds slower than the last quarter (10:25).

**Figure 7: Average P1 Response Time by Quarter Since 2019**



## E-COMM JULY UPDATE FOR POLICE AND LOCAL GOVERNMENT PARTNERS

We are writing to share our monthly update on key activities at E-Comm to strengthen and improve our services on behalf of our police partners and the public we serve.

### Service levels to June 30, 2025

- **Strong service performance for police emergency call-taking, 9-1-1** – In the Lower Mainland, year-to-date (YTD) service levels for police emergency call-taking held at 92% (target: 88% of calls answered in 10 seconds), and at 91% on Vancouver Island. Ninety-eight per cent of 9-1-1 calls were answered in five seconds or less (target: 95%).
- **Non-emergency service performance reaches 5-year high in Lower Mainland** – Non-emergency service performance in the Lower Mainland achieved a 5-year high year-to-date, reaching 85% (target: 80% of calls answered within three minutes). Vancouver Island also saw strong service levels for non-emergency call-taking at 84%. The rate of abandoned non-emergency calls continued to decrease and average call handling times were faster at one minute (compared to two minutes in 2024).
- **Increase in non-emergency call volume** – Both the Lower Mainland and Vancouver Island saw increases in non-emergency call volume YTD as compared to the same period in 2024. The Lower Mainland saw a 7% increase, while the growth on the Island was smaller (0.8%).
- **A note on service levels** – *The summer months are typically the busiest for call volumes due to a number of factors, including major public events and seasonal emergencies such as wildfires. E-Comm plans in advance for this time of year and adjusts staffing levels to assist with peak volumes in order to mitigate service level impacts as much as possible.*

### Operations Transformation

- **New call takers, dispatchers** – Four emergency call takers completed their dispatch training course at our Lower Mainland communications centre, which also welcomed four new non-emergency call takers (originally trained as 9-1-1 operators). Our Vancouver Island communications centre also welcomed seven new police call takers in June.
- **Enhanced technology for non-emergency launched in New Westminster** – On June 19, an interactive voice response (IVR) was launched as part of the New Westminster Police Department's non-emergency service, which returned to E-Comm on a full-time basis in April. The new system offers callers options to find appropriate support and can also provide information via text.

### E-Comm Governance

- **E-Comm announces new Board Chair, 2025-2026 Board of Directors** – At E-Comm's Annual General Meeting on June 25, we welcomed Nancy Kotani as the new Board Chair, and Vancouver Police Inspector Jason High as a new Board Director. Outgoing Board Chair Doug Campbell was recognized for his leadership and contributions over the past nine years and will continue to serve as an independent director.

### Communications & Public Affairs

- **Updating our progress in the 2024 Annual Report** – E-Comm's Annual Report for 2024 has been shared with our Board and partners and is available to view on our [website](#). The report features progress highlights including key transformation improvements that led to our highest service performance results in eight years.

## JULY 2025 UPDATE

### LOWER MAINLAND YEAR-TO-JUNE 30

	Target	2021	2022	2023	2024	2025
9-1-1	95%/5s	97%	97%	98%	98%	98%
Police Emergency	88%/10s	88%	84%	89%	92%	92%
Police Non-Emergency	80%/180s	63%	43%	67%	81%	85%
Fire Emergency	90%/15s	92%	90%	94%	94%	96%

### VANCOUVER ISLAND YEAR-TO-JUNE 30

	Target	2021	2022	2023	2024	2025
9-1-1	95%/5s	97%	97%	98%	98%	98%
Police Emergency	88%/10s	91%	90%	88%	90%	91%
Police Non-Emergency	80%/180s	87%	83%	80%	79%	84%

### TRANSFORMATION & OPERATIONS UPDATES



5-year high for Lower Mainland non-emergency performance



Non-emergency call volumes increase



New dispatchers, emergency & non-emergency call takers



### E-COMM SHARES PROGRESS HIGHLIGHTS IN 2024 ANNUAL REPORT

E-Comm's Annual Report for 2024 is available to view on our website.

The report features insights from our employees and details on key transformation improvements that led to our highest service performance results in eight years.

**Vancouver Police Board**  
**Financial Results for the 7 Months Ended July 31, 2025**

Description	July YTD			Annual Budget	Remaining Budget	
	Actual	Budget	Under/(Over) Budget	Allocation	Amount	Percentage
<b>Salaries</b>						
SALARIES	\$214,397	\$221,667	\$7,269	\$380,000	\$165,603	
EMPLOYER PORTION OF PAYROLL DEDUCTIONS	30,689	61,375	30,686	105,214	74,525	
CIVILIAN OVERTIME	1,839	1,450	(389)	2,486	647	
<b>Total Salaries</b>	<b>\$246,925</b>	<b>\$284,492</b>	<b>\$37,566</b>	<b>\$487,700</b>	<b>\$ 240,775</b>	<b>49%</b>
<b>Non-Salaries</b>						
BOARD PER DIEM	72,853	102,083	29,230	175,000	102,147	
PROFESSIONAL AND TRADES FEES	10,027	6,708	(3,319)	11,500	1,473	
CONTRACT SERVICES - OTHERS	12,444	0	(12,444)	0	(12,444)	
CONSULTANT SERVICES	98,639	64,167	(34,472)	110,000	11,361	
LEGAL EXPENSES	48,886	3,500	(45,386)	6,000	(42,886)	
POSTAGE/COURIER SERVICES	67	0	(67)	0	(67)	
EVENTS EXPENSE	1,852	2,917	1,065	5,000	3,148	
COMPUTER SUPPLIES & SERVICES EXPENSE	92	0	(92)	0	(92)	
MEETING EXPENSES	439	4,083	3,644	7,000	6,561	
OFFICE SUPPLIES & SERVICES	2,223	1,050	(1,173)	1,800	(423)	
MISCELLANEOUS SUPPLIES & SERVICES	631	5,833	5,203	10,000	9,369	
BOOKS & PUBLICATIONS	132	0	(132)	0	(132)	
FOOD PURCHASES	1,594	0	(1,594)	0	(1,594)	
TRAVEL - OPERATIONAL ACTIVITIES	140	0	(140)	0	(140)	
TRAVEL & TRAINING	7,167	2,917	(4,250)	5,000	(2,167)	
<b>Total Non-Salaries</b>	<b>\$257,185</b>	<b>\$193,258</b>	<b>(\$63,926)</b>	<b>\$331,300</b>	<b>\$ 74,116</b>	<b>22%</b>
<b>Total</b>	<b>\$504,110</b>	<b>\$477,750</b>	<b>(\$26,360)</b>	<b>\$819,000</b>	<b>\$314,890</b>	<b>38%</b>





# VANCOUVER POLICE DEPARTMENT

## REPORT TO THE VANCOUVER POLICE BOARD

**REPORT DATE:** August 21, 2025  
**MEETING DATE:** September 11, 2025  
**BOARD REPORT #** 2509F15  
*Regular*

**TO:** Vancouver Police Board  
**FROM:** Nancy Eng, Chief Financial Officer  
**SUBJECT:** Variance Report for the Second Quarter ended June 30, 2025

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### RECOMMENDATION:

**THAT, the Vancouver Police Board (Board) receives the Quarter 2 (Q2) Variance Report for the six-month period ended June 30, 2025 for information.**

### SUMMARY:

For the second quarter ended June 30, 2025, the Vancouver Police Department (VPD) is over budget by 2.3% or \$4,987,783 and is projected to finish the year over budget by 1.9% or \$7,927,933 as outlined below.

	Q2 (\$'000s)			Year-end Projection (\$'000s)		
	Actual	Budget	Variance	Projection	Budget	Variance
Recoveries	(\$22,164)	(\$15,250)	\$6,914	(\$41,630)	(\$31,982)	\$9,648
Expenditures	\$241,770	\$229,868	(\$11,902)	\$476,121	\$458,546	(\$17,576)
Under/(Over) Budget	\$219,606	\$214,618	(\$4,988)	\$434,492	\$426,564	(\$7,928)

At Q2 2025, the VPD is trending over budget by \$4,987,783, primarily driven by overtime expenses needed to staff various events such as multiple protests and demonstrations as well as other events to ensure enhanced security. Additional costs stem from the ongoing investigation into the mass casualty incident on April 26, 2025, at the Lapu Lapu Festival.

For the full-year 2025 forecast, VPD is projected to exceed budget by \$7,927,933, an increase of \$928,631 from the Q1 2025 forecast which is mainly attributed to expenses related to the Lapu Lapu incident, along with ongoing higher overtime costs for both sworn and civilian staff to maintain service levels and ensure the safety of the public and officers.

The projection includes overtime recoveries (which still requires City Council's approval) to offset the projected costs incurred for Task Force Barrage, an initiative launched in February 2025 to dismantle organised crime networks and target predatory criminals in the Downtown Eastside and beyond.

Additionally, the projection also accounts for pending routine mid-year transfers for employer statutory withholdings and payroll deduction adjustments, funding for the Vancouver Park Board's alcohol on beaches consumption project, and additional costs exceeding the VPD's budget related to various protests and demonstrations.

## **POLICY:**

The Finance, Audit and Risk Committee has directed that VPD staff provide a variance report on a quarterly basis. This report provides the operating results for the six-month period ended June 30, 2025.

This report is intended as a management report, and as such, the figures contained herein include adjustments to improve readability. These adjustments are detailed in Appendix 1.

## **BUDGET BACKGROUND:**

On December 10, 2024, the City Council (Council) approved the VPD's 2025 net operating budget at \$425,947,189, which is an increase of \$14,639,956, or 3.6% from the 2024 restated budget. The majority of the increase is for fixed and contractual wage obligations, third party contracts such as ECOMM and Prime levy increases, funding for the September 30 Truth and Reconciliation statutory holiday, funding for full implementation of Body-Worn Cameras (BWC) to frontline members, contractual agreements, one position for the Enterprise Risk Management unit, ongoing expenses for Contractual Rapid DNA costs, and cost of living adjustments for the Community Policing Centres (CPC). The majority of the CPCs are not-for-profits, each run by their own independent Board of Directors and are treated as flow-through in the VPD budget.

The VPD's annual budget at Q2 2025 stands at \$426,563,773, a change of \$616,584, primarily due to incremental funding transferred for the new Gastown Hastings Crossing Community Policing Centre (GHX CPC) which was approved by City Council and established by the City as well as for the changes to payroll deduction rate by the City. The funding for the new GHX CPC is a flow through of funds in the VPD's operating budget.

## **DISCUSSION:**

By nature, policing is largely reactive. While the budget has been seasonalized using historical actuals and best estimates of known expenditure patterns, in some cases, the actual expenditures may have deviated from this pattern. For a summary of the second quarter's recoveries and expenditures, refer to Appendix 2.

As of June 30, 2025, the year-to-date results and year-end projection are as follows:

### **Q2 Recoveries and Year-End Projection**

Total recoveries were 45.3%, or \$6,914,078, higher than budget at the end of June 2025. This was primarily due to higher than budgeted recoveries for third party events related to filming, concerts, sporting events, community events and road closures at various construction sites throughout the city as well as recognition of cost recoveries for Task Force Barrage to offset the related overtime spends, therefore a \$0 impact to the VPD's budget for this initiative.

Additionally, higher government recoveries related to municipal and provincial cost-sharing programs, and grants and donations (largely from the Vancouver Police Foundation) made up the remaining recoveries. Fees received for fingerprinting and record checks were lower than

budget as well as secondment recoveries, as the number of secondments deviated from when the budget was initially established.

The trend at Q2 is projected to continue through year-end. In addition, other recoveries such as grants and donations, which varies yearly, are challenging to forecast for the amounts the VPD will receive.

Recoveries	Q2 (\$'000s)			Year-end Projection (\$'000s)		
	Actual	Budget	Variance	Projection	Budget	Variance
Third Party Events	(\$4,332)	(\$2,372)	\$1,960	(\$7,984)	(\$5,789)	\$2,195
Overtime	(\$5,337)	\$0	\$5,337	(\$9,111)	\$0	\$9,111
Total Sworn OT recoveries	(\$9,669)	(\$2,372)	\$7,296	(\$17,095)	(\$5,789)	\$11,306
Grants & Donations	(\$1,439)	(\$640)	\$799	(\$1,964)	(\$1,500)	\$464
Secondments	(\$8,726)	(\$10,292)	(\$1,566)	(\$17,188)	(\$20,783)	(\$3,595)
Government	(\$1,385)	(\$615)	\$770	(\$3,462)	(\$1,230)	\$2,232
Fees for Service	(\$989)	(\$1,150)	(\$160)	(\$1,966)	(\$2,317)	(\$352)
Other	\$44	(\$181)	(\$225)	\$46	(\$362)	(\$408)
Under Budget	(\$22,164)	(\$15,250)	\$6,914	(\$41,630)	(\$31,982)	\$9,648

### **Q2 Expenditures and Year-End Projection**

While policing remains fluid, the VPD is over budget at Q2 and projected to be over budget at year-end. The projected year-end variance is anticipated to be \$7,927,933 over budget, mostly due to overtime to meet minimum staffing levels due to sworn vacancies at the end of Q2 including various leaves and retirements, and costs related to Lapu Lapu incident.

Uniform, equipment and duty gear costs have risen due to market growth, stricter safety standards, inflation, and global supply chain challenges. While most items are tariff-free under Canada-United States-Mexico Agreement (CUSMA), rising material and production costs continue to impact the VPD's budget. Strategic procurement efforts are underway to help manage these pressures. VPD Management will also continue to monitor expenditures and achieve cost mitigation where available, such as deferring various replacement items, limiting travel and training where operationally feasible, and seeking available funding for various projects from the provincial government (e.g. Guns and Gangs Violence Action Fund (GGVAF) and Special Investigative and Targeted Enforcement (SITE)), to name a few).

In 2024, Council also endorsed the transfer of operational responsibility for the Tactical Training Centre (TTC) from the City to the VPD, without transferring any additional funding, while ensuring the continued facilities support provided by the City's Real Estate, Environment and Facilities Management Department (REFM).

### **Salary Items**

As detailed below, salaries and benefits were over budget by 2.8% or \$5,154,536 at Q2 and the trend is projected to continue through year-end.

	Q2 (\$'000s)			Year-end Projection (\$'000s)		
	Actual	Budget	Variance	Projection	Budget	Variance
<b>Sworn</b>						
Salaries	\$100,503	\$106,908	\$6,405	\$201,234	\$217,577	\$16,342
Overtime (OT)	\$18,954	\$7,677	(\$11,277)	\$40,917	\$17,485	(\$23,432)
Secondment OT	\$666	\$1,254	\$588	\$1,241	\$2,508	\$1,268
Entertainment District OT	\$658	\$553	(\$105)	\$1,377	\$1,159	(\$217)
	\$120,781	\$116,392	(\$4,389)	\$244,768	\$238,730	(\$6,039)
<b>Civilian Professionals</b>						
Salaries	\$15,691	\$15,921	\$231	\$31,169	\$31,800	\$632
Casual & Temp Salaries	\$4,620	\$3,318	(\$1,302)	\$7,841	\$6,738	(\$1,103)
OT	\$963	\$196	(\$767)	\$1,671	\$403	(\$1,268)
	\$21,274	\$19,436	(\$1,838)	\$40,681	\$38,942	(\$1,738)
Statutory Holiday Pay	\$2,910	\$3,045	\$135	\$8,570	\$7,917	(\$654)
Benefits	\$41,765	\$42,702	\$937	\$75,269	\$75,269	\$0
Under/(Over) Budget	\$186,729	\$181,575	(\$5,155)	\$369,288	\$360,857	(\$8,431)

At Q2, sworn salaries were under budget mainly due to vacancies, retirements, leaves and retention challenges and are anticipated to continue until the end of the year.

Overtime costs were mainly driven by staffing for minimum deployment, protests and demonstrations, public events and investigation needs for high-risk files offset partially by overtime recoveries. Overtime costs also include the ongoing work for Task Force Barrage. However, it is expected to be recovered from the City before the year-end and hence the equal offset amount has been considered in the recoveries above to have a net zero impact on the VPD's financials. Costs for demonstrations and protests that exceed the VPD's allotted budget are expected to be recovered from the City before the end of the year.

Of note, secondment overtime is paid by the seconding agency and the overall impact to the VPD budget is \$0. A partial offset of overtime costs incurred are recorded in the recoveries.

The Entertainment District budget is specifically for the Granville Entertainment District (GED); however, deployment has expanded to include the Gastown and Yaletown entertainment districts. A reserve of \$253,000 was set up such that if this budget line item is over spent and if the VPD is unable to absorb within the existing budget, a corresponding offset could be made for this cost.

Civilian professionals' salaries were under budget due to various vacancies filled by casual and temporary staff but offset by higher overtime. Higher overtime spend was due to various staffing vacancies, increase in workload, analysis for organized crime investigations, and various project implementations throughout the VPD. This trend is expected to continue through year-end.

The Benefits cost category is for employer statutory withholdings such as WorkSafeBC, Employer Health Tax and the employer paid portion of payroll deductions for the Canadian Pension Plan and Employment Insurance. The 2025 budget included funding using the 2024 rates, as many rates were unknown during the budget build. It was agreed with City staff that once 2025 rates are known and if it results in an increase, a routine mid-year budget adjustment would be made. As such, it is projected that this category will be on budget by year-end.

## **Non-salary Items**

At Q2, non-salary items were over budget by 16.2%, or \$6,747,326 and projected to be over budget at year end, as detailed below:

	Q2 (\$'000s)			Year-end Projection (\$'000s)		
	Actual	Budget	Variance	Projection	Budget	Variance
Equipment & Fleet	\$15,010	\$12,156	(\$2,854)	\$26,953	\$23,389	(\$3,564)
Criminal Investigation Fund	\$2,468	\$1,364	(\$1,104)	\$5,030	\$3,571	(\$1,459)
Training & Travel	\$1,679	\$1,619	(\$59)	\$3,359	\$3,340	(\$20)
Community Policing Centres	\$1,401	\$1,362	(\$39)	\$2,723	\$2,723	\$0
Other Expenses	\$2,052	\$1,773	(\$279)	\$4,121	\$3,643	(\$478)
Professional Fees	\$5,012	\$4,209	(\$803)	\$10,600	\$8,230	(\$2,370)
Facilities & Maintenance	\$1,561	\$1,582	\$21	\$3,331	\$3,379	\$48
Supplies & Materials	\$3,586	\$2,008	(\$1,577)	\$5,485	\$4,183	(\$1,302)
City Allocations	\$22,206	\$22,167	(\$39)	\$44,410	\$44,411	\$1
Transfers	\$65	\$52	(\$13)	\$820	\$820	\$0
Under/(Over) Budget	\$55,041	\$48,293	(\$6,747)	\$106,833	\$97,688	(\$9,145)

Equipment & Fleet includes costs related to various equipment, fleet, ammunition, firearm and uniform. A higher spend is forecasted for required ammunition necessary to uphold mandatory training standards, firearm replacement, uniform items for police officers and recruits, and equipment replacements, and it is projected that this cost category will be over budget at the end of the year. However, procurement is restricted to operationally required items as part of the ongoing expense mitigation. All costs related to Body Worn Camera (BWC) are projected to remain within budget for the year.

The Criminal Investigation Fund (CIF) is for extraordinary investigations and houses costs related to the Lapu Lapu incident, resulting in this cost category being over budget at Q2 as well as projected to be over budget at the end of the year.

Training & Travel is over budget due to the obligation to fulfil many of the mandatory training requirements. It is projected that this cost category will be slightly over budget at the end of the year.

On July 16, 2025, the new Gastown Hastings Crossing Community Policing Centre (GHX CPC) was established by the City. There are now 13 CPCs in Vancouver of which 11 CPCs budget allocation flows through the VPD, with which two CPCs financials are managed through the VPD's budget. It is projected that this cost category will be at budget at the end of the year.

Other Expenses includes items such as telecommunications, operational cell phones, laundering services for uniforms, and other program costs. This cost category was over budget at Q2 mainly for program costs that are offset by recoveries from the Vancouver Police Foundation. It is anticipated that this cost category will be over budget at the end of the year for this reason.

Professional Fees consists of contract, consulting, legal services, and nursing services for detainees at the Vancouver Jail and this cost category was over budget. The VPD requires legal assistance for on-going files, and this cost category is projected to be over budget at year end.

Facilities & Maintenance was under budget due to the timing of various facility maintenance projects and is anticipated to be on budget at year-end.

Supplies & Materials was over budget due to the timing of computer equipment purchases, mandatory health and safety items and less spend in various supplies, in particular photocopying. It is projected that this cost category will be over budget at the end of the year.

City allocations include shared city services, base building maintenance for all VPD facilities, the Emergency Communications for British Columbia Incorporated (E-Comm) levies for radio and dispatch services and the Police Records Information Management Environment (PRIME) levy. In agreement with City staff, the actual spend will match to the budget as the VPD does not directly manage these costs.

Transfers consist of funding that is moved to or taken from a city reserve account and carry forward of unspent grants and donations. As per Council's approved 2025 budget, there is reserve funding of \$1,310,000 to cover one-time implementation costs for body-worn cameras. Furthermore, there is a budget of \$253,000 in reserves related to the Entertainment District callouts.

Aside from the cost categories listed above, the VPD has a reserve fund, such that in any given year when there is an extraordinary event (e.g. impacts from protests and demonstrations) that may put the VPD in a deficit position, the VPD can draw from it subject to approval from both the Chief and the City's Chief Financial Officer.

#### **CONCLUSION:**

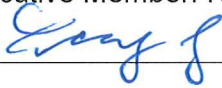
The VPD is over budget at Q2 2025 and is projecting to be over budget at year-end. The VPD continues to advise city staff that the VPD is to be transferred funding for the routine, mid-year budget adjustment for employer statutory withholdings and payroll deduction adjustments, costs related to Vancouver Park Board's alcohol on beaches consumption project, and additional costs exceeding the VPD's budget related to various protests and demonstrations.

Author: Vijay Sabnani

Date: August 21, 2025

Submitting Executive Member: Nancy Eng, CFO

(Signature)



Date: August 21, 2025



## APPENDIX 1

### MANAGEMENT REPORT ADJUSTMENTS For the Second Quarter Ended June 30, 2025

The variance report is intended as a management report, and as such, the figures contained in the report include the following adjustments to improve readability. These adjustments have no net effect and all net to \$0.

Account	Debit	Credit
1 Salaries	\$ (101,539)	
Salaries - Uniformed		\$ (101,539)
2 Cost Recoveries	\$ 736,379	
Traffic Authority Casual Salaries		\$ 736,379

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1. This salary adjustment is necessary because the system-generated monthly salary accrual which includes both sworn and civilian professionals' salaries is charged only to sworn salaries. Management has had discussions with City of Vancouver accounting staff to rectify this issue, but it remains outstanding.
2. Traffic Authority members are casual employees who are called out for events and their salaries are fully cost recoverable through a charge-out rate. The purpose of the Traffic Authority adjustment is to net out the casual salaries paid for Traffic Authority members when the cost is being recovered, thus giving a more accurate representation of the VPD's casual salary expenditures.

## Appendix 2

**VANCOUVER POLICE DEPARTMENT  
STATEMENT OF RECOVERIES AND EXPENDITURES  
FOR THE SECOND QUARTER ENDED JUNE 30, 2025**

	Q2				Year End			
	<u>Actual</u>	<u>Budget</u>	<u>Variance</u>	<u>%</u>	<u>Projection</u>	<u>Budget</u>	<u>Variance</u>	<u>%</u>
<b>RECOVERIES</b>								
Cost Recoveries, Grants & Donations								
Sworn Overtime Recoveries								
Third Party Events	(\$4,332,152)	(\$2,372,441)	\$1,959,710		(\$7,984,033)	(\$5,789,460)	\$2,194,573	
Overtime	(5,336,577)	0	5,336,577		(9,110,948)	0	9,110,948	
Total Sworn Overtime Recoveries	(9,668,729)	(2,372,441)	7,296,287		(17,094,981)	(5,789,460)	11,305,521	
Secondments	(8,726,010)	(10,291,921)	(1,565,911)		(17,188,093)	(20,782,682)	(3,594,589)	
Grants & Donations	(1,439,499)	(640,058)	799,441		(1,964,458)	(1,500,000)	464,458	
Government	(1,384,817)	(615,000)	769,817		(3,461,836)	(1,230,000)	2,231,836	
Fees for Service	(989,227)	(1,149,552)	(160,326)		(1,965,911)	(2,317,477)	(351,565)	
Other	44,030	(181,200)	(225,230)		45,639	(362,400)	(408,039)	
<b>TOTAL RECOVERIES</b>	<b>(22,164,251)</b>	<b>(15,250,172)</b>	<b>6,914,078</b>	<b>45.3%</b>	<b>(41,629,642)</b>	<b>(31,982,019)</b>	<b>9,647,622</b>	<b>30.2%</b>
<b>EXPENDITURES</b>								
<u>Salaries and Benefits</u>								
Sworn								
Salaries	\$100,502,836	\$106,907,820	\$6,404,984		\$201,234,365	\$217,576,851	\$16,342,486	
Overtime	18,953,504	7,676,628	(11,276,876)		40,916,589	17,484,955	(23,431,634)	
Secondment Overtime	666,291	1,254,237	587,946		1,240,662	2,508,475	1,267,813	
Entertainment District Overtime	658,035	552,992	(105,043)		1,376,710	1,159,419	(217,291)	
	120,780,666	116,391,677	(4,388,988)		244,768,325	238,729,700	(6,038,626)	
Civilian Professionals								
Salaries	15,690,806	15,921,322	230,516		31,168,612	31,800,234	631,622	
Casual & Temp Salaries	4,620,324	3,318,426	(1,301,897)		7,841,011	6,738,472	(1,102,539)	
Overtime	962,557	196,044	(766,513)		1,670,906	403,345	(1,267,561)	
	21,273,687	19,435,793	(1,837,894)		40,680,530	38,942,051	(1,738,479)	
Statutory Holiday Pay	2,909,732	3,044,919	135,187		8,570,441	7,916,789	(653,652)	
Benefits	41,765,287	42,702,447	937,160		75,268,898	75,268,899	0	
<b>Total Salaries and Benefits</b>	<b>186,729,372</b>	<b>181,574,836</b>	<b>(5,154,536)</b>	<b>-2.8%</b>	<b>369,288,194</b>	<b>360,857,439</b>	<b>(8,430,756)</b>	<b>-2.3%</b>



**VANCOUVER POLICE DEPARTMENT**  
**STATEMENT OF RECOVERIES AND EXPENDITURES**  
**FOR THE SECOND QUARTER ENDED JUNE 30, 2025**

	Q2				Year End			
	<u>Actual</u>	<u>Budget</u>	<u>Variance</u>	<u>%</u>	<u>Projection</u>	<u>Budget</u>	<u>Variance</u>	<u>%</u>
<u>Non-Salary Items</u>								
Equipment & Fleet								
Fleet	7,752,562	7,345,213	(407,349)		15,339,104	14,823,782	(515,322)	
Uniforms & Equipment	7,251,172	4,806,069	(2,445,103)		11,598,603	8,553,671	(3,044,932)	
Other	6,448	5,155	(1,293)		15,369	11,252	(4,117)	
	<u>15,010,182</u>	<u>12,156,437</u>	<u>(2,853,745)</u>		<u>26,953,075</u>	<u>23,388,705</u>	<u>(3,564,370)</u>	
Other Expenses								
Criminal Investigation Fund	2,468,162	1,363,919	(1,104,243)		5,030,120	3,571,203	(1,458,917)	
Travel & Training	1,678,900	1,619,498	(59,402)		3,359,457	3,339,580	(19,878)	
Community Policing Centres	1,401,377	1,362,303	(39,074)		2,723,123	2,723,126	3	
Other	2,052,454	1,773,193	(279,260)		4,121,046	3,643,010	(478,036)	
	<u>7,600,893</u>	<u>6,118,914</u>	<u>(1,481,979)</u>		<u>15,233,747</u>	<u>13,276,918</u>	<u>(1,956,829)</u>	
Professional Fees								
Legal	871,212	225,791	(645,420)		1,961,266	482,500	(1,478,766)	
Contract Services	2,468,744	2,452,414	(16,329)		5,290,926	4,724,497	(566,429)	
Nurses & Medical	1,198,001	1,406,615	208,614		2,612,921	2,813,230	200,309	
Other	473,913	124,175	(349,738)		734,802	209,900	(524,902)	
	<u>5,011,869</u>	<u>4,208,995</u>	<u>(802,873)</u>		<u>10,599,915</u>	<u>8,230,126</u>	<u>(2,369,789)</u>	
Facilities & Maintenance	1,560,866	1,582,113	21,246		3,331,111	3,379,003	47,892	
Supplies & Materials	3,585,837	2,008,354	(1,577,483)		5,484,986	4,182,643	(1,302,343)	
City Allocations	22,206,232	22,166,737	(39,495)		44,410,383	44,411,016	633	
Transfers	64,756	51,758	(12,998)		819,937	819,941	5	
<b>Total Non-Salary Items</b>	<b>55,040,634</b>	<b>48,293,309</b>	<b>(6,747,326)</b>	<b>14.0%</b>	<b>106,833,154</b>	<b>97,688,354</b>	<b>(9,144,800)</b>	<b>-9.4%</b>
<b>TOTAL EXPENDITURES</b>	<b>241,770,006</b>	<b>229,868,144</b>	<b>(11,901,861)</b>	<b>-5.2%</b>	<b>476,121,348</b>	<b>458,545,792</b>	<b>(17,575,556)</b>	<b>-3.8%</b>
<b>TOTAL SURPLUS (DEFICIT)</b>	<b>\$219,605,755</b>	<b>\$214,617,972</b>	<b>(\$4,987,783)</b>	<b>-2.3%</b>	<b>\$434,491,706</b>	<b>\$426,563,773</b>	<b>(\$7,927,933)</b>	<b>-1.9%</b>

## Delegation



# VANCOUVER POLICE DEPARTMENT

## REPORT TO THE VANCOUVER POLICE BOARD

REPORT DATE: August 13, 2025  
 COMMITTEE MEETING DATE: August 21, 2025  
 BOARD REPORT # 2509V10

*Regular*

TO: **Vancouver Police Board Governance Committee**

FROM: Simon Demers, Director, Planning, Research & Audit Section

SUBJECT: **Results from the 2024 Community Satisfaction Survey by Léger**

### RECOMMENDATION:

**THAT the Vancouver Police Board (“Board”) receive this report for information.**

### SUMMARY:

The survey firm Léger administered the 2024 Community Satisfaction Survey (the “2024 Survey”) in December 2024 and January 2025.

Out of a total of 1,760 online panel survey respondents who were living, working, or regularly visiting Vancouver at the time the survey was conducted:

- 12%** self-reported being a victim of a crime in Vancouver in the previous 12 months. This is lower than the 2018, 2019 and 2022 VPD Community Satisfaction Surveys (15%). One third did not report the crime(s) to police, which is consistent with 2022.
- 16%** were dissatisfied with their experience calling 9-1-1. This service is operated by E-Comm, the designated Public Safety Answer Point (PSAP) for most BC communities. This is a slight improvement over 2022 (19% dissatisfied).
- 21%** were dissatisfied with their experience calling the non-emergency line. This service is also operated by E-Comm, a third-party provider. This is a slight improvement over 2022 (25% dissatisfied).
- 31%** of those who owned or managed a business in Vancouver hired security. Furthermore, 30% considered closing or moving, 30% had staff afraid to come to work, 29% lost customers because of crime concerns in the area around their business, and 23% had customers afraid to visit. This is consistent with 2022.
- 38%** of the Vancouver residents surveyed changed their routines due to crime concerns. This is down from 2022 (42%).

- 60%** believed that crime had gotten worse compared to the previous year. This is down from 2022 (67%).
- 62%** were satisfied or very satisfied with the service provided by the VPD and another 12% didn't know or had no opinion. Respondents were more likely to be satisfied if they received service from the VPD (68%). This pattern is consistent with 2022.
- 80%** were concerned about crime in Vancouver. This is up slightly from 2022 (77%).
- 83%** thought the Vancouver Police Department (VPD) was doing an excellent, good, or average job. This is consistent with 2022. Respondents who were satisfied with their experience calling 9-1-1 or the non-emergency line were more likely to think the VPD was doing an excellent, good, or average job (90%).

A total of 300 in-person respondents also participated in on-site street interviews at three Vancouver locations: Robson Square / Vancouver Art Gallery, Downtown Eastside / Chinatown, and Langara College / Punjabi Market (Main Street & 49th Avenue). These street interview participants had markedly different experiences and perceptions of crime, as only:

- 5%** self-reported being a victim of a crime in Vancouver in the previous 12 months. Half of these victims did not report the crime(s) to police.
- 11%** had contact with VPD in the previous 12 months.
- 11%** changed their routines due to crime concerns in Vancouver.
- 19%** believed that crime in Vancouver had gotten worse compared to the previous year.
- 25%** were concerned about crime in Vancouver.

Despite persistent crime concerns throughout Vancouver, support for the VPD remains good. Consistently across both survey modes (online and in-person) and most survey questions related to satisfaction with or confidence in police, between 13% and 26% of all respondents had a bad opinion or low satisfaction with the VPD specifically. The remaining respondents had a positive view of police in general and the VPD in particular. This is consistent with previous VPD surveys and public satisfaction surveys conducted in other police jurisdictions, including the latest Canada-wide *Police Reputation Survey* conducted by Léger.

## **POLICY:**

The BC Provincial Policing Standard (BCPPS) 6.1.2(6) on Community Engagement ("the Provincial Standard"), which became effective in July 2023, requires police services to conduct community surveys at least once every three years, but the VPD has historically exceeded this requirement and will continue to do so.

- 6.1.2 (6)** A survey of citizen satisfaction with and attitudes toward police services, consistent with [Public Safety Canada's standardized metrics](#) endorsed by the Canadian Association of Chiefs of Police is conducted at least once every three years, in a manner that supports accessibility and mitigates systemic barriers to participation.

The VPD has conducted community satisfaction surveys for more than two decades. These community satisfaction surveys provide the VPD with regular data on public opinion and perceptions. The results from the 2022 Survey were presented during the public Board meeting on September 21, 2023 ([Board Report #2309V06](#)). The Board's Governance Committee reviewed and approved the 2024 Survey Plan in August 2024.

The VPD hires external survey providers to ensure the highest methodological standards and inclusion principles are upheld. The VPD historically relied on the survey firm National Research Group (NRG) to conduct its community satisfaction surveys. Léger purchased NRG in 2019 and has provided survey services to the VPD since the acquisition. This included the 2020 *Crime Perception Survey*, 2021 *Policing Priorities Survey* and 2022 *Community Satisfaction Survey*. Following a competitive bidding process, the survey firm Léger was selected to conduct the 2024 Survey. Léger is the largest Canadian-owned market research and analytics company. It administers the Canada-wide *Police Reputation Survey* and the Conference Board of Canada's *Index of Consumer Confidence Survey*, among many others.

## **BACKGROUND:**

The 2024 Survey consisted of an online panel survey administered in English, Traditional Chinese, Simplified Chinese, Punjabi, Tagalog, and French as well as low-barrier "street interviews" conducted on-site and in-person at select Vancouver locations to reach individuals who may be less likely to engage online, supporting accessibility and mitigating survey participation barriers.

Online respondents are able to complete the survey whenever it is convenient for them and at their own pace, typically faster than a telephone survey. This contributes to maximizing response rates and minimizing participation bias. Online respondents can also consider the questions and response choices more carefully. As a result, they can provide more thoughtful and true-to-life responses. By applying structured quotas and weights, the survey firm can also ensure that the online sample is representative of the general population make-up along various demographic variables such as age, gender, and ethnicity.

This online panel methodology is the same proven methodology employed by other surveys such as the 2020 VPD Crime Perception Survey as well as polling firms such as Environics Research and the Angus Reid Forum. In fact, the online panel methodology is now in standard use for almost all general population surveys by market research companies and has proven to deliver accurate voting intention predictions ahead of general election results, the ultimate test for polling firms. Out of all market research companies, Léger predicted most accurately the vote proportions for the 2020 and 2024 BC Provincial Elections as well as the 2019 and 2021 Canadian Federal Elections. All of these surveys relied on the same online panel as the Community Satisfaction Survey.

The full survey questionnaire is in Appendix 1. The questionnaire contains 38 questions and is structured as follows:

- 3 screening questions,

- 5 core questions endorsed by the Canadian Association of Chiefs of Police (CACP) as a common data standard for public attitude surveys on policing in Canada and required by the Provincial Standard,
- 13 crime perception questions,
- 13 satisfaction with police questions,
- 1 policing priorities exercise, and
- 3 demographic questions.

### *Street Interviews*

Street interviews supplement the online survey. They are intended to collect opinion data from traditionally “hard-to-reach” or historically under-represented community members who otherwise may face barriers to survey participation (e.g. not comfortable using technology, limited Internet access, accessibility limitations) and may have systematically different experiences of safety and perceptions of police compared to traditional survey respondents. In particular, street interviews represent a unique opportunity to reach transitional or transient community members (e.g. tourists, commuters, park users).

Specially trained field interviewers who speak multiple languages were equipped with tablets and deployed across three Vancouver locations believed to be frequented by people less likely to have access to, or the propensity to participate in, an online survey via a cell phone or computer:

1. Downtown: Robson Square / Vancouver Art Gallery – 100 respondents
2. East: Downtown Eastside / Chinatown – 100 respondents
3. South: Langara College / Punjabi Market (Main Street & 49<sup>th</sup> Avenue) – 100 respondents

Field interview teams spent approximately 25-30 hours at each of the three locations, over a period of 12 days in December 2024.

As is standard practice, street interview participants were offered a small pecuniary incentive to compensate them for their time and efforts (e.g. gift card). They also had access to interviewers who spoke Mandarin, Cantonese, and Punjabi – the most common languages outside of English in Vancouver.

While all street interview participants were offered the option of completing the full survey questionnaire, a shorter, simplified questionnaire was designed to minimize the time commitment and cognitive burden for participants. Léger experts recommended that the in-person street interview questionnaire should not exceed 7-8 minutes in duration.

### **DISCUSSION:**

The key insights from the 2024 Survey are summarized below. Unless otherwise noted, the results below are based on a total of 1,760 online respondents who were living, working, or visiting Vancouver at least once a week at the time the survey was conducted. This sample included 176 respondents who owned or managed a business in Vancouver.

A total of 275 participants across both survey modes responded in a language other than English: Chinese (154 respondents), Punjabi (54), French (42), and Tagalog (25). The ratio of non-English

respondents was roughly proportional to the percentage of Vancouver residents who do not speak English at home according to the 2021 Census data.

### *Feelings of Safety and Fear of Crime*

Regarding perceptions of safety and crime:

- 80% were concerned about crime in Vancouver.
- 60% believed that crime had gotten worse compared to the previous year.
- 38% changed their routines due to crime concerns. As in 2022, many Vancouver residents said that they avoided the Downtown Eastside, Chinatown, and Gastown areas specifically.
- 12% reported being a victim of a crime in the previous 12 months. Of these victims, 34% did not report the crime to the VPD, which is consistent with 2022. For violent crime victims specifically, the non-reporting rate was 43%. For property crime, it was 30%.

As shown by Table 1, these results were generally consistent with the results from the 2020 VPD Crime Perception Survey and the 2022 Community Satisfaction Survey. The most noteworthy change occurred with the self-reported victimization rate in the 2024 VPD Community Satisfaction Survey, which has fallen three percentage points since the 2018, 2019 and 2022 VPD Community Satisfaction Surveys as well as the 2020 Crime Perception Survey (15%).

**Table 1. Crime Concerns for All Online Respondents**

	2020	2022	2024
Online Respondents (N)	755	1,755	1,760
Concerned about crime in Vancouver	78%	77%	80%
Crime worse than previous year	61%	67%	60%
Changed routines because of crime	33%	42%	38%
Victim of a crime in Vancouver	15%	15%	12%

Out of the 176 respondents who owned or managed a business in Vancouver:

- 64% said their staff were concerned about crime in the area around their business;
- 31% hired security;
- 30% had staff afraid to come to work;
- 29% lost customers because of crime concerns;
- 23% had customers afraid to visit.

As shown by Table 2, these results were also generally consistent with the results from the 2020 VPD Crime Perception Survey and the 2022 Community Satisfaction Survey.

**Table 2. Crime Concerns for Business Respondents**

	2020	2022	2024
Owned or managed business in Vancouver (n)	40	210	176
Staff concerned about crime in the area	55%	61%	64%
Hired security	18%	31%	31%
Considered closing or moving	18%	27%	30%
Staff afraid to come to work	18%	27%	30%
Lost customers because of crime concerns	15%	27%	29%
Customers afraid to visit	20%	29%	23%

### *Satisfaction with VPD*

Regarding the VPD specifically:

- 83% of all respondents thought the VPD was doing an excellent (12%), good (37%), or average (34%) job. This is consistent with 2022. Respondents who were satisfied with their experience calling 9-1-1 or the non-emergency line were more likely to think the VPD was doing an excellent, good, or average job (90%).
- 62% were satisfied or very satisfied with the service provided by the VPD and another 12% didn't know or had no opinion. Respondents who had contact with the VPD were more likely to be satisfied with the service received (68%).

Consistently across most survey questions related to satisfaction with or confidence in police, roughly one fifth to one quarter of all respondents had a bad opinion or low satisfaction with the VPD specifically. This is consistent with previous VPD surveys and public satisfaction surveys conducted in other police jurisdictions, including the latest Canada-wide *Police Reputation Survey* conducted by Léger.

Regarding their experience calling E-Comm, 21% of the respondents were dissatisfied with their experience with the non-emergency line and 16% were dissatisfied with their experience with the 9-1-1 service. Satisfaction was up slightly since 2022. E-Comm call takers are typically the first point of contact for members of the community who require police assistance, and therefore provide an important first impression. The customer service level provided by E-Comm impacts VPD reputation and public perception of police because many members of the public do not differentiate the two organizations.

Appendix 2 summarizes what proportion of respondents by ethnicity group were concerned about crime, self-reported being victimized by crime in the previous 12 months, and thought the VPD was doing an excellent, good, or average job.

Appendix 3 summarizes what proportion of respondents from each area of Vancouver were concerned about crime, self-reported being victimized by crime in the previous 12 months, and thought the VPD was doing an excellent, good, or average job. Caution is required when interpreting these disaggregated survey results, as some of them are based on a small number of respondents and are therefore subject to a large amount of variability and statistical uncertainty.



## *Policing Priorities*

As part of the online survey, respondents were asked to choose policing priorities they felt were most important and least important within a small subset of different options (MaxDiff). When the results are aggregated, this reveals what policing priorities respondents consider to be relatively more important and relatively less important.

Violent crime was decisively and consistently the top-of-mind policing issue prioritized by respondents across all demographic groups. Specific policing issues also prioritized by respondents included: sex crimes, gangs, drug trafficking, human trafficking, online child exploitation, crimes targeting seniors, and hate crimes. Intimate partner violence specifically was of particular importance for female respondents. Youth violence specifically was of particular importance for Black respondents. Not surprisingly, crimes targeting seniors specifically was top-of-mind amongst respondents aged 55 years or older.

Property crime, street disorder, checking on the wellbeing of vulnerable people, and traffic enforcement were all prioritized lower by survey respondents. However, theft from homes (i.e. residential break & enters) specifically was of particular importance for male respondents as well as East Asian (e.g. Chinese, Japanese, Korean) respondents. Fraud and cybercrime specifically were of particular importance for Southeast Asian (e.g. Filipino, Vietnamese) respondents.

## *Street Interviews*

Appendix 4 summarizes the experience and perceptions of street interview participants.

Street interview participants had a significantly different experience of public safety compared to online respondents. For example, they were significantly less likely to be concerned about crime (25% street vs. 80% online) and half as likely to self-report victimization (6% street vs. 12% online). Much of these differences can be explained because street interview participants, as a group, differed significantly from online survey respondents along several key dimensions. For example, they were less likely to favor English as their language of choice for the survey (54% street vs. 92% online), they were younger on average and significantly less likely to be 55 years or older in particular (8% vs. 37%), they were significantly less likely to identify as White (12% street vs. 45% online), and more likely to identify as South Asian (34% street vs. 9% online).

Despite these differences, street interview participants had similar overall views of the VPD. The proportion of street interview participants who had a bad opinion of the VPD was 19%, which is roughly consistent with the proportion of online respondents who had a similarly bad opinion of the VPD (19.9%), thought the VPD was doing a poor job (12.7%), or were dissatisfied with the service provided by the VPD (25.7%).

## **CONCLUSION**

Feedback from the community informs operational deployment and resource allocation at the VPD. It also provides key metrics that can be used to assess and track VPD performance over time.

The results of the 2024 survey echoed the results of the 2022 Community Satisfaction Survey and 2020 Crime Perception Survey. Despite persistent crime concerns in Vancouver, support for the VPD remains good overall.

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Date: July 29, 2025

Submitting Executive Member:

Superintendent Tyrone Sideroff

Date: August 5, 2025

## Appendix 1 – Survey Questionnaire

PINK: ASK IN ONLINE SURVEY

ORANGE: ASK IN STREET INTERVIEW

### INTRO [ONLINE/STREET]

We are conducting a survey on the perceptions of the police and crime in Vancouver and would like to include your opinions. All your responses will be kept entirely confidential and anonymous.

### LOCATION (not shown to respondents)

Label	Value	Notes
Online Panel Survey	01	
Chinatown/Downtown Eastside	02	Classify as Street Interview
Vancouver Art Gallery/Robson Square	03	Classify as Street Interview
Punjabi Market/Langara College	04	Classify as Street Interview

### SCR1 [ONLINE/STREET]

With which of the following do you identify with the most?

Label	Value	Notes
Male	01	
Female	02	
Non-Binary	03	
Not specified above (please specify)	95	SPECIFY
Prefer not to answer	99	

### SCR2b – QUESTION FOR STREET INTERVIEWS ONLY

Are you age 18 or older? (only ask if not apparent)

Label	Value	Notes
Yes	01	GO TO SCR2
No	02	THANK AND TERMINATE

### SCR2 [ONLINE]

What year were you born?

[LIST ALL POSSIBLE YEARS]

[PREFER not to answer]

[Terminate if >2006]

**SC2c – QUESTION FOR STREET INTERVIEWS ONLY**

Have you already completed an in-person or online survey about police and crime in Vancouver in the past week?

Label	Value	Notes
Yes	01	THANK AND TERMINATE
No	02	GO TO SCR3

**SCR2a [ONLINE]**

In which of the following municipalities do you live?

Label	Value	Notes
Anmore	01	
Belcarra	02	
Bowen Island	03	
Burnaby	04	
Coquitlam	05	
Langley City	06	
Langley Township	07	
Lions Bay	08	
Maple Ridge	09	
New Westminster	10	
North Delta	11	
South Delta (including Tsawwassen/ Ladner/ Tsawwassen First Nation)	12	
North Vancouver – City	13	
North Vancouver – District	141	
Pitt Meadows	15	
Port Coquitlam	16	
Port Moody	17	
Richmond	18	
Surrey	19	
University Endowment Lands	20	
Vancouver – City	21	
West Vancouver (including Horseshoe Bay)	22	
White Rock	23	
None of the above	96	TERMINATE
Don't know/Prefer not to answer	99	TERMINATE

**SCR3 [ONLINE/STREET]**

Which of these options best describe you? If you would usually go to work in the city of Vancouver but are currently working from home please consider yourself as working in Vancouver.

Label	Value	Notes
-------	-------	-------

I live in Vancouver (excluding University Endowment Lands).	01	CONTINUE TO SCR5A
I work and/or conduct business in Vancouver (excluding University Endowment Lands).	02	CONTINUE TO SCR5B
I both live and work in Vancouver (excluding University Endowment Lands).	03	CONTINUE TO SCR5A
I visit Vancouver for various activities including shopping, appointments, entertainment, and social activities, among others.	04	ASK SCR4
Don't know	98	TERMINATE
Prefer not to answer	99	TERMINATE

[ASK IF (04) VISIT VANCOUVER IN SCR3]

SCR4 [\[ONLINE\]](#)

How often do you travel into the city of Vancouver?

Label	Value	Notes
Once a week or more	01	CONTINUE TO Q1
Less than once a week	02	TERMINATE
Don't know	98	
Prefer not to answer	99	

[ASK IF (01, 03) LIVE IN VANCOUVER IN SCR3]

SCR5A [\[ONLINE\]](#)

Which area within Vancouver do you live in?

	Label	Value	Notes
Downtown neighbourhoods	Coal Harbour	01	
	Chinatown	02	
	Davie Village	03	
	Downtown Eastside	04	
	English Bay	05	
	Financial District	06	
	Gastown	07	
	Granville Mall and the Granville Entertainment District	08	
	Robson	09	
	Stanley Park	10	
	Victory Square	11	
	West End	12	
	Yaletown	13	
West Side neighbourhoods	Arbutus Ridge	14	
	Dunbar–Southlands	15	
	Fairview	16	
	False Creek	17	
	Granville Island	18	

	Greektown	19	
	Kerrisdale	20	
	Kitsilano	21	
	Marpole	22	
	Oakridge	23	
	Shaughnessy	24	
	South Cambie	25	
	South Granville		
	West Point Grey	26	
East Vancouver Neighbourhoods	Champlain Heights	28	
	Commercial Drive	29	
	Grandview–Woodland	30	
	Hastings–Sunrise	31	
	Kensington–Cedar Cottage	32	
	Killarney	33	
	Mount Pleasant	34	
	Punjabi Market / Little India	35	
	Renfrew–Collingwood	36	
	Riley Park–Little Mountain	37	
	Strathcona	38	
	Sunset	39	
	Victoria–Fraserview	40	
Other (Please specify)		96	SPECIFY
Don't know		98	
Prefer not to answer		99	

[ASK IF (02) WORK IN VANCOUVER IN SCR3]

SCR5B [ONLINE]

Which area within Vancouver do you work? This would be the office or business location you would usually go to work at even if you are currently working from home.

Label	Value	Notes
PN - DISPLAY SAME LIST AS SCR5A		See SCR5A for criteria

### **QFILT1**

#### **Views on Police**

Q1 [ONLINE ASK ALL /STREET ONLY ASK STATEMENT 2 AND 3]

When you think about the Vancouver Police Department (VPD), to what extent do you agree or disagree with each of the following statements?

[COLUMNS: LIST]

Label	Value	Notes
Strongly Agree	01	
Agree	02	

Neither Agree nor Disagree	03	
Disagree	04	
Strongly Disagree	05	
Do not know	98	
Prefer not to answer	99	

[ROWS: RANDOMIZE]

Label	Value	Notes
The VPD makes decisions based on facts.	01	
The VPD treats people with respect.	02	Ask in Street Interview
The VPD provides the same quality of service to all citizens.	03	Ask in Street Interview
The VPD deals with the things that matter to people in this community.	04	
I feel a moral duty to follow orders given out by VPD officers.	05	
I support how VPD officers act.	06	
I would help VPD officers if asked.	07	

## Q2 [ONLINE]

Do you think that police in your neighbourhood work within their authority?

Label	Value	Notes
Always	01	
Often	02	
Sometimes	03	
Rarely	04	
Never	05	
Don't know	98	
Prefer not to Answer	99	

## Q3 [ONLINE]

In general, to what extent do you agree that the VPD is effective at:

[COLUMNS: LIST]

Label	Value	Notes
Strongly Agree	01	
Agree	02	
Neither Agree nor Disagree	03	
Disagree	04	
Strongly Disagree	05	
Don't know	98	
Prefer not to answer	99	

[ROWS: RANDOMIZE]

Label	Value	Notes
-------	-------	-------

Resolving crimes where violence is involved?	01	
Responding quickly to <u>emergency situations</u> ?	02	
Responding quickly to <u>routine calls for service</u> ?	03	
Meeting your community's safety needs?	04	
Addressing street disorder?	05	

#### Q4 [ONLINE]

Taking everything into account, how good a job do you think the VPD is doing?

Label	Value	Notes
Very poor	01	
Poor	02	
Average	03	
Good	04	
Excellent	05	
Don't know	98	
Prefer not to answer	99	

#### Q5 [ONLINE]

Taking everything into account, how good a job do you think the police in this country are doing?

Label	Value	Notes
Very poor	01	
Poor	02	
Average	03	
Good	04	
Excellent	05	
Don't know	98	
Prefer not to answer	99	

### Perceptions of Crime

#### Q6. [ONLINE/STREET]

Overall, how concerned are you about crime in Vancouver?

Label	Value	Notes
Very concerned	01	
Somewhat concerned	02	
Not too concerned	03	
Not at all concerned	04	
No opinion / Don't know	98	
Prefer not to answer	99	

#### Q7 [ONLINE/STREET]

In your opinion, how has the amount of crime in Vancouver changed in the past year? Would you say the amount of crime is...?



Label	Value	Notes
Much worse	01	
Somewhat worse	02	
About the same	03	
Somewhat better	04	
Much better	05	
No opinion / Don't know	98	
Prefer not to answer	99	

[ASK IF "I live in Vancouver" OR "I both live and work in Vancouver" IS SELECTED IN SCR3]

Q8 [ONLINE]

How concerned are you about crime in the neighbourhood you live in?

Q8a – ASK FOR STREET INTERVIEWS ONLY

How concerned are you about crime in this area?

Label	Value	Notes
Very concerned	01	Those who answer SCR3 with 1 or 3 asked this question
Somewhat concerned	02	
Not too concerned	03	
Not at all concerned	04	
No opinion / Don't know	98	
Prefer not to answer	99	

[ASK IF "I live in Vancouver" OR "I both live and work in Vancouver" IS SELECTED IN SCR3]

Q9 [ONLINE]

In your opinion, how has the amount of crime in the neighbourhood you live in changed in the past year? Would you say the amount of crime is...?

Label	Value	Notes
Much worse	01	Those who answer SC3 with 1 or 3 asked this question
Somewhat worse	02	
About the same	03	
Somewhat better	04	
Much better	05	
No opinion / Don't know	98	
Prefer not to answer	99	

**[ASK IF "I work and/or conduct business in Vancouver" OR "I both live and work in Vancouver" IS SELECTED IN SCR3]**

**Q10 [ONLINE]**

How concerned are you about crime in the neighbourhood you work in?

Label	Value	Notes
Very concerned	01	Those who answer SCR3 with 2 or 3 asked this question
Somewhat concerned	02	
Not too concerned	03	
Not at all concerned	04	
No opinion / Don't know	98	
Prefer not to answer	99	

**[ASK IF "I work and/or conduct business in Vancouver" OR "I both live and work in Vancouver" IS SELECTED IN SCR3]**

**Q11 [ONLINE]**

In your opinion, how has the amount of crime in the neighbourhood you work in changed in the past year? Would you say the amount of crime is...?

Label	Value	Notes
Much worse	01	Those who answer SCR3 with 2 or 3 asked this question
Somewhat worse	02	
About the same	03	
Somewhat better	04	
Much better	05	
No opinion / Don't know	98	
Prefer not to answer	99	

**Q12 [ONLINE]**

In your opinion, how has the amount of crime in the following neighbourhoods changed in the past year?

**[RESPONSE LIST]**

Label	Value	Notes
Much worse	01	
Somewhat worse	02	
About the same	03	
Somewhat better	04	
Much better	05	

No opinion / Don't know	98	
Prefer not to answer	99	

[STATEMENT LIST]

Label	Value	Notes
Chinatown	01	
Gastown	02	
Yaletown	03	
Downtown	04	NEW FOR 2024
Downtown Eastside	05	NEW FOR 2024

Q13 [ONLINE/STREET]

Have you changed any of your routines or behaviours over the last year because of the amount of crime in Vancouver?

Label	Value	Notes
Yes	01	
No	02	SKIP TO Q15
Don't know	98	SKIP TO Q15
Prefer not to answer	99	SKIP TO Q15

[ASK IF "YES" IS SELECTED IN Q13]

[MULTI-SELECT]

Q14 [ONLINE]

What routines, behaviours, or perceptions have you changed in the past year because of the amount of crime in Vancouver?

Label	Value	Notes
Reduced the amount of time I walk	01	
Changed the time of day that I go for a walk	02	
Reduced the amount of time I take my children outside	03	
Changed the times I take my children outside	04	
Reduced the times I take my children to a playground	05	
Avoid certain neighbourhoods	06	ASK Q14B
Reduced the times I go out to eat	07	
Reduced the times I go out for entertainment	08	
Changed how I shop for groceries	09	
Changed how I get to work	10	
Changed the time of day I invite people to my residence	11	
Have thought about moving away from Vancouver	12	
Have thought about looking for work outside of Vancouver	13	

Am more fearful about crime in Vancouver than I was before	14	
Other (please specify)	95	SPECIFY
Don't know	98	
Prefer not to answer	99	

[ASK IF "AVOID CERTAIN NEIGHBORHOODS" IS SELECTED IN Q14]

[MULTI-SELECT]

Q14B [ONLINE]

You mentioned you avoid certain neighbourhoods because of the amount of crime. Which neighbourhoods in Vancouver do you avoid?

Label	Value	Notes
PN - DISPLAY SAME LIST AS SCR5A		

Q15 [ONLINE]

Do you own or manage a business in Vancouver?

Label	Value	Notes
Yes	01	GO TO Q16
No	02	GO TO Q17b
Don't know	98	GO TO Q17b
Prefer not to answer	99	GO TO Q17b

[ASK IF "YES" IS SELECTED IN Q15]

Q16 [ONLINE]

How concerned are your staff about crime in the neighbourhood of your business?

Label	Value	Notes
Very concerned	01	
Somewhat concerned	02	
Not too concerned	03	
Not at all concerned	04	
No opinion / Don't know	98	
Prefer not to answer	99	

[ASK IF "YES" IS SELECTED IN Q15]

Q17 [ONLINE]

If you own or manage a business in Vancouver, has crime affected your business in the following ways?

[COLUMNS: LIST]

Label	Value	Notes
Yes	01	
No	02	
Don't know	98	
Prefer not to answer	99	

[ROWS: RANDOMIZE]

Label	Value	Notes
I have considered closing or moving to a new location	01	
I have staff that are afraid to come to work	02	
I have had staff resign because of the crime in or near my business	03	
I have arranged for staff transportation (e.g., paid for a taxi so that they can leave or arrive safely)	04	
I have hired security	05	
My business has been the victim of a property crime in the past year	06	
My business has been the victim of a violent crime in the past year	07	
My customers are more afraid to come to my business	08	
I have lost customers because of crime in the neighbourhood	09	

[ASK ALL]

**Q17b** [ONLINE/STREET]

Thinking about the Vancouver Police Department, would you say you have a...

Label	Value	Notes
Good opinion	01	
Bad opinion	02	
Don't know it well enough	03	
Don't know it at all	04	

### **Community Satisfaction**

**Q18** [ONLINE]

Overall, how satisfied are you with the service provided by the Vancouver Police Department? Would you say you are very satisfied, somewhat satisfied, somewhat dissatisfied or very dissatisfied?

Label	Value	Notes
Very satisfied	01	GO TO Q19A
Somewhat satisfied	02	GO TO Q19A
Somewhat dissatisfied	03	GO TO Q19B
Very dissatisfied	04	GO TO Q19B
No opinion / Don't know	98	GO TO Q20
Prefer not to answer	99	GO TO Q20

[ASK IF SELECTED "VERY SATISFIED" OR "SOMEWHAT SATISFIED" IN Q18]

[ORDER: RANDOMIZE]

[MULTI-SELECT TOP 3]

**Q19A [ONLINE]**

Can you explain why you feel this way?

Label		Value	Notes
Professional/ knowledgeable		01	
Courteous/ respectful		02	
Quick response/ helped		03	
Dealt with the issue		04	
Helpful		05	
Understanding/ listened to me		06	
Personable/ friendly		07	
Did a good job		08	
Good follow up/ kept me informed		09	
Other (Please Specify)		95	SPECIFY

[ASK IF SELECTED “VERY DISSATISFIED” OR “SOMEWHAT DISSATISFIED” IN Q18]

[ORDER: RANDOMIZE]

[MULTI-SELECT]

**Q19B [ONLINE]**

Can you explain why you feel this way?

Label	Value	Notes
Lack of response/ no help	01	
Did not do a good job/ bad experience with police	02	
Poor attitude/ lack of effort	03	
No follow up/ slow	04	
Other (Specify)	95	SPECIFY
Don't know	98	
Prefer not to answer	99	

**QFILT2****Q20 [ONLINE]**

Now, thinking ONLY of your OWN experience with the VPD, and NOT including anything else that you may have read, seen, or heard... can you please tell me how satisfied are you with the service provided by the Vancouver Police Department?

Label	Value	Notes
Very satisfied	01	
Somewhat satisfied	02	
Somewhat dissatisfied	03	
Very dissatisfied	04	
No opinion / Don't know	98	
Prefer not to answer	99	

**Q21 – MAXDIFF EXERCISE [ONLINE]**

The Vancouver Police Department (VPD) is interested in understanding what people who live and/or work in Vancouver think the VPD's main policing priorities should be in the next few years. Each of the following 17 questions will present to you six potential policing priorities for VPD. For these six options, we'd like you to think how important they would be in terms of what the VPD should be focusing their policing efforts on in the next few years.

Out of all these 6 options, please indicate the ONE item that would be the MOST important to you, and the one item that would be the LEAST important.

[DISPLAY LIST OF 6 PRIORITIES – REPEAT QUESTION 17 TIMES]

[RESPONSE LIST]

Label	Value	Notes
MOST IMPORTANT	1	
LEAST IMPORTANT	2	

[STATEMENT LIST]

Label	Value	Notes
Gangs	01	
Problematic residences/businesses	02	
Street disorder	03	
Checking on the wellbeing of vulnerable people	04	
Youth violence	05	
Violent crime	06	
Sexual crimes	07	
Crimes targeting seniors	08	
Drug trafficking	09	
Hate crimes	10	
Fraud and cybercrime	11	
Theft from homes	12	
Theft from vehicles	13	
Theft of vehicles	14	
Theft from businesses	15	
Human trafficking	16	NEW for 2024
Internet child exploitation	17	NEW for 2024
Intimate partner violence	18	NEW for 2024
Traffic enforcement	19	NEW for 2024

**Q22 [ONLINE]**

To what extent do you agree that the VPD and its officers exhibit the following qualities?

[COLUMNS: LIST]

Label	Value	Notes
Strongly Agree	01	

Somewhat Agree	02	
Neither Agree nor Disagree	03	
Somewhat disagree	04	
Strongly Disagree	05	
Don't know	98	
Prefer not to answer	99	

[ROWS: RANDOMIZE]

Label	Value	Notes
Professional	01	
Trustworthy	02	
Knowledgeable	03	
Visible	04	
Accountable	05	
Compassionate	06	

### Q23 [ONLINE/STREET]

During the past 12 months, have you had contact with the Vancouver Police Department?

Label	Value	Notes
Yes	01	GO TO Q24
No	02	GO TO Q26
Don't know	98	GO TO Q26
Prefer not to answer	99	GO TO Q26

[ASK IF "YES" (01) IS SELECTED IN Q23]

### Q24 [ONLINE/STREET]

Overall, how satisfied were you with the service you received from the Vancouver Police Department?

Would you say you were very satisfied, somewhat satisfied, somewhat dissatisfied or very dissatisfied?

Label	Value	Notes
Very satisfied	01	
Somewhat satisfied	02	
Somewhat dissatisfied	03	
Very dissatisfied	04	
No opinion / Don't know	98	GO TO Q26
Prefer not to answer	99	GO TO Q26

[OPEN ENDED]

[ASK IF (01 to 04) IS SELECTED IN Q24]

### Q25 [ONLINE]

Can you explain why you feel this way?

[ASK ALL]

[MULTI-SELECT]

### Q26 [ONLINE/STREET]



In the past 12 months, have you been a victim of a property crime (for example, vandalism, theft, or a break and enter of a home) or a violent crime (e.g. physical assault, robbery) in the city of Vancouver?  
Choose all that apply.

Label	Value	Notes
Property Crime Victim	01	ANSWER Q27a
Violent Crime Victim	02	ANSWER Q28a
Not a Victim of Crime [EXCLUSIVE]	03	GO TO Q29
Prefer not to answer [EXCLUSIVE]	99	GO TO Q29

[ASK IF "PROPERTY CRIME VICTIM"(01) IS SELECTED IN Q26]

Q27a [ONLINE/STREET]

Was the property crime reported to the police?

Label	Value	Notes
Yes	01	GO TO Q28a IF Q26=2, OTHERWISE GO TO Q29
No	02	GO TO Q27b
Don't know	98	
Prefer not to answer	99	

[ASK IF "NO" (02) IN Q27a]

[MULTI-SELECT]

Q27b [ONLINE/STREET]

Why did you decide not to report the property crime to the police?

Label	Value	Notes
Waited too long on phone to report	01	
Did not think police could resolve it	02	
No time to report	03	
Wasn't convenient to report	04	
Did not think it was worth reporting to the police due to its minor nature	05	
Other (please specify)	95	SPECIFY
Prefer not to answer	99	

GO TO Q28a IF Q26=2, OTHERWISE GO TO Q29

[ASK IF "VIOLENT CRIME VICTIM"(02) IS SELECTED IN Q26]

Q28a [ONLINE/STREET]

Was the violent crime reported to the police?

Label	Value	Notes
Yes	01	GO TO Q29
No	02	GO TO Q28b
Don't know	98	
Prefer not to answer	99	

[ASK IF “NO” (02) IN Q28a]

[MULTI-SELECT]

**Q28b** [ONLINE/STREET]

Why did you decide not to report the violent crime to the police?

Label	Value	Notes
Waited too long on phone to report	01	
Did not think police could resolve it	02	
No time to report	03	
Wasn't convenient to report	04	
Did not think it was worth reporting to the police due to its minor nature	05	
Other (please specify)	95	SPECIFY
Prefer not to answer	99	

**Q29** [ONLINE]

Which of the following best describe your experience on the phone when calling 911 for a policing related issue in Vancouver.

Label	Value	Notes
Very satisfied	01	
Somewhat satisfied	02	
Somewhat dissatisfied	03	
Very dissatisfied	04	
Did not call 911 for a police related matter in Vancouver in the past 12 months	97	
No opinion / Don't know	98	
Prefer not to answer	99	

**Q30** [ONLINE]

Which of the following best describe your experience on the phone when calling the non-emergency line.

Label	Value	Notes
Very satisfied	01	
Somewhat satisfied	02	
Somewhat dissatisfied	03	
Very dissatisfied	04	
Did not call the VPD non-emergency line in the past 12 months	97	
No opinion / Don't know	98	
Prefer not to answer	99	

[OPEN ENDED]

**Q31** [ONLINE]

If you could make one recommendation to the Vancouver Police Department about how they could improve services to your neighbourhood, what would it be?

**[MULTI-SELECT]****Demographics****D1 [ONLINE/STREET]**

With which of the following do you identify with the most? Please select all that apply.

Label	Value	Notes – Include visible to respondents
Indigenous (First Nations, Inuk/Inuit, Métis)	01	First Nations, Inuk/Inuit, Métis descent
Black	02	
Latin American	04	Hispanic or Latin American descent
Middle Eastern	05	Arab, Persian, West Asian descent (e.g., Afghan, Egyptian, Iranian, Kurdish, Lebanese, Turkish)
South Asian	06	South Asian descent (e.g., Bangladeshi, Indian, Indo-Caribbean, Pakistani, Sri Lankan)
Southeast Asian	07	Cambodian, Indonesian, Thai, Vietnamese, or other Southeast Asian descent
White	08	
Chinese	09	
Filipino	10	
Korean	11	
Japanese	12	
Another race or ethnicity category not listed (please specify):		SPECIFY
Do not know	98	
Prefer not to answer	99	

**D2 – ASK IN STREET INTERVIEWS ONLY**

What age category do you fall into?

Label	Value	Notes
18-24	01	
25-34	02	
35-44	03	
45-54	04	
55-64	05	
65-74	06	
75+	07	
Prefer not to answer	99	

## Appendix 2 – Online Survey Results by Self-Reported Ethnicity

NOTE: Caution is required when interpreting survey estimates based on small sample sizes (e.g.  $n < 30$  or  $< 3\%$ ) because they are susceptible to a large amount of uncertainty and variation. They may not accurately reflect the broader population they are intended to represent.

Ethnicity	2021 Census (%)	2024 Online Respondents Sample (%)	Concerned About Crime in Vancouver	Victim of Crime in Past Year	VPD Excellent/Good/Average
<b>Black</b>	1.3%	2.4%	68.6%	16.6%	70.1%
<b>Chinese</b>	25.9%	28.1%	81.6%	7.7%	83.5%
<b>Filipino</b>	5.9%	3.6%	80.1%	5.8%	84.8%
<b>Indigenous</b> (First Nations, Inuk/Inuit, Métis descent)	2.3%	1.6%	84.0%	23.3%	68.4%
<b>Japanese</b>	1.7%	1.6%	85.1%	16.4%	76.6%
<b>Korean</b>	1.7%	1.1%	75.9%	9.1%	76.3%
<b>Latin American</b> (Hispanic or Latin American descent)	2.8%	2.4%	66.4%	25.4%	80.5%
<b>South Asian</b> (e.g., Bangladeshi, Indian, Indo-Caribbean, Pakistani, Sri Lankan)	6.9%	8.6%	80.8%	16.3%	86.0%
<b>Southeast Asian</b> (e.g. Cambodian, Indonesian, Thai, Vietnamese)	3.2%	3.3%	75.4%	11.0%	85.1%
<b>White</b>	43.2%	45.3%	79.3%	11.7%	83.7%
<b>Other not listed</b>	5.2%	2.0%	82.8%	38.6%	88.5%
<b>ALL ONLINE RESPONDENTS</b>	<b>100%</b>	<b>100%</b>	<b>79.7%</b>	<b>11.7%</b>	<b>83.2%</b>

## Appendix 3 – Online Survey Results by Area of Respondents

NOTE: Caution is required when interpreting survey estimates based on small sample sizes (e.g.  $n < 30$  or  $< 3\%$ ) because they are susceptible to a large amount of uncertainty and variation. They may not accurately reflect the broader population they are intended to represent.

Area of residence or business*	Sample (n)	Concerned About Crime in Vancouver	Victim of Crime in Past Year	VPD Excellent/ Good/Average
Arbutus Ridge	15	80.6%	0.0%	67.5%
Downtown	188	83.6%	14.7%	84.2%
Coal Harbour	29	83.4%	30.9%	80.1%
Financial District	44	88.8%	6.7%	87.7%
Gastown	28	71.7%	14.5%	74.2%
Granville Mall	18	82.0%	11.8%	84.7%
Yaletown	64	86.9%	9.2%	85.7%
Dunbar–Southlands	23	74.3%	8.3%	83.9%
Fairview	139	76.0%	10.2%	85.7%
Grandview–Woodland	74	76.9%	19.8%	77.5%
Hastings–Sunrise	61	83.7%	9.8%	84.1%
Kensington–Cedar Cottage	51	72.0%	10.3%	76.5%
Kerrisdale	42	95.5%	10.1%	88.0%
Killarney	77	72.6%	10.0%	85.1%
Kitsilano	65	78.3%	11.6%	91.0%
Marpole	46	85.0%	18.2%	81.8%
Mount Pleasant	73	84.0%	15.3%	71.6%
Oakridge	47	78.5%	8.1%	85.6%
Renfrew–Collingwood	79	82.9%	10.2%	81.7%
Riley Park	21	66.8%	14.6%	77.7%
Shaughnessy	12	64.8%	40.3%	85.7%
South Cambie	21	86.5%	9.7%	86.4%
Strathcona	61	84.1%	24.7%	69.6%
Chinatown	21	81.3%	9.7%	58.3%
Downtown Eastside	28	85.8%	36.8%	76.5%
Sunset	37	78.4%	3.3%	72.0%
Victoria–Fraserview	73	75.2%	14.0%	85.0%
West End and Stanley Park	148	77.9%	14.6%	83.2%
West Point Grey	24	54.6%	3.9%	63.4%
Other or Unknown	116	77.1%	3.2%	96.8%
Visitor**	267	81.7%	7.1%	89.2%
<b>ALL ONLINE RESPONDENTS</b>	<b>1,760</b>	<b>79.7%</b>	<b>11.7%</b>	<b>83.2%</b>

\* Official City map available at: <https://vancouver.ca/news-calendar/areas-of-the-city.aspx>.

\*\* Respondents who visit Vancouver at least once a week but do not live nor work in Vancouver.

## Appendix 4 – Street Interview Results by Location

Street interview location	Sample (n)	Concerned About Crime in Vancouver	Victim of Crime in Past Year	Opinion of VPD (Good   Bad)*
Robson Square / Vancouver Art Gallery	100	22%	5%	53%   16%
Chinatown / Downtown Eastside	100	37%	9%	45%   28%
Langara College / Punjabi Market	100	16%	4%	57%   14%
<b>ALL STREET INTERVIEW PARTICIPANTS</b>	<b>300</b>	<b>25%</b>	<b>6%</b>	<b>52%   19%</b>

\* Remaining participants responded “Don’t know VPD well enough” (24% overall) or “Don’t know it at all” (5% overall).



VANCOUVER POLICE DEPARTMENT

*Beyond the Call*

# 2024 Community Satisfaction Survey Results

Leger



August 21, 2025



# METHODOLOGY

**2,060 responses in total**

Online Panel Survey\*: 1,760 respondents



Street Interviews\*: 300 participants



Decision Point Research

\* English, Traditional Chinese, Simplified Chinese, Punjabi, Tagalog, and French



When you think about the Vancouver Police Department (VPD), to what extent do you agree or disagree with each of the following statements?



The VPD treats people with respect.

- ☐ Strongly Agree
- ☐ Agree
- ☐ Neither Agree nor Disagree
- ☐ Disagree
- ☐ Strongly Disagree
- ☐ Do not know
- ☐ Prefer not to answer

The VPD provides the same quality of service to all citizens.

- ☐ Strongly Agree
- ☐ Agree
- ☐ Neither Agree nor Disagree
- ☐ Disagree
- ☐ Strongly Disagree
- ☐ Do not know
- ☐ Prefer not to answer

Overall, how concerned are you about crime in Vancouver?



- ☐ Very concerned
- ☐ Somewhat concerned
- ☐ Not too concerned
- ☐ Not at all concerned
- ☐ No opinion / Don't know
- ☐ Prefer not to answer

Overall, how satisfied were you with the service you received from the Vancouver Police Department? Would you say you were very satisfied, somewhat satisfied, somewhat dissatisfied or very dissatisfied?



- ☐ Very satisfied
- ☐ Somewhat satisfied
- ☐ Somewhat dissatisfied
- ☐ Very dissatisfied
- ☐ No opinion / Don't know
- ☐ Prefer not to answer

	2021 Online Census Panel		Street Interviews
	Residents	1,760	300
<b>Gender</b>			
Female	51%	49%	48%
Male	49%	50%	52%
<b>Age Group</b>			
18-34	33%	30%	49%
35-54	33%	33%	43%
55+	34%	37%	8%
<b>Ethnicity</b>			
White	43%	45%	12%
Chinese	26%	28%	28%
South Asian	7%	9%	34%
Filipino	6%	4%	7%
Southeast Asian	3%	3%	4%
Latin American	3%	2%	3%
Indigenous	2%	2%	-
Japanese	2%	2%	1%
Korean	2%	1%	2%
Black	1%	2%	5%
Other Not Listed	5%	2%	3%



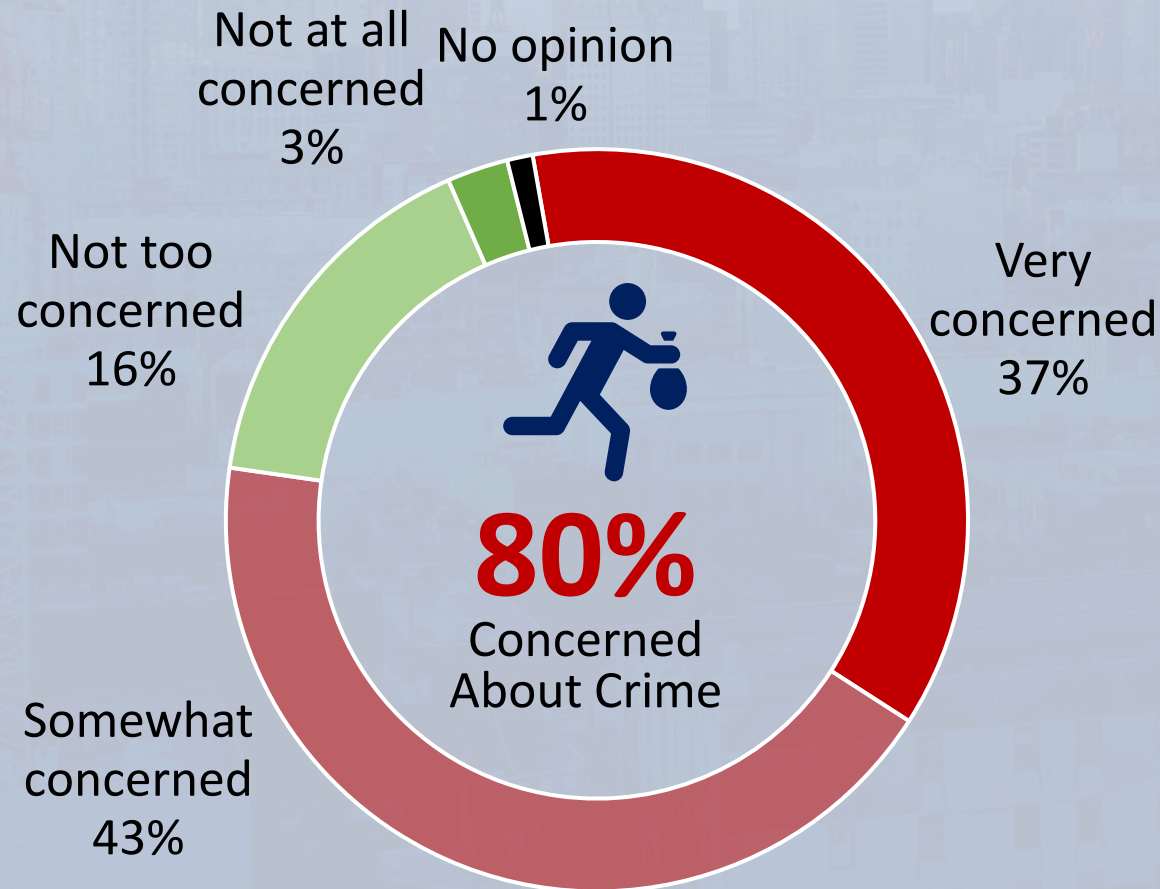


# PERCEPTION OF CRIME





# How concerned are you about crime in Vancouver?



78%

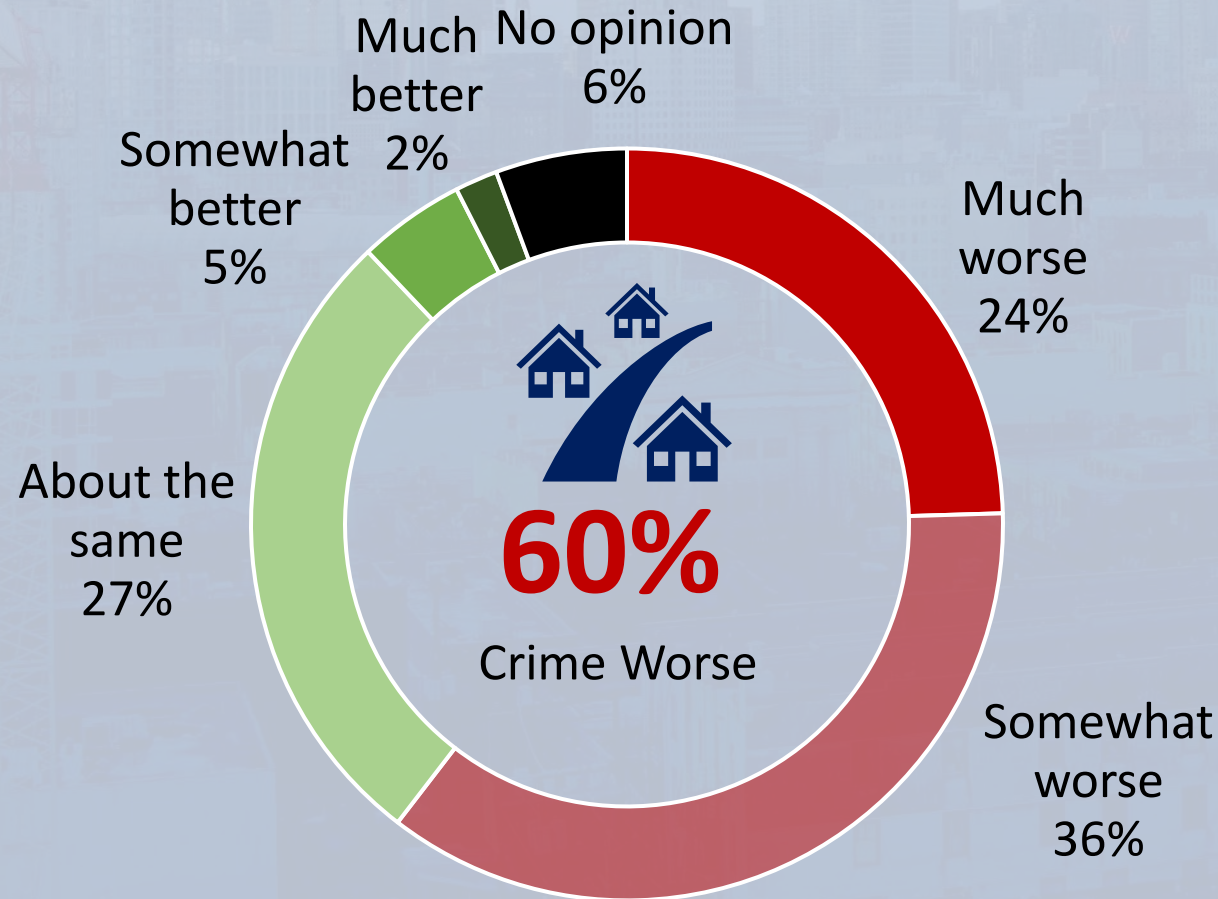
2020

77%

2022



# In your opinion, how has crime in Vancouver changed in the past year?



61%

2020

67%

2022



# Have you changed your routines or behaviours because of the amount of crime in Vancouver?



Online  
Panel

**38%**

Street  
Interviews

**11%**

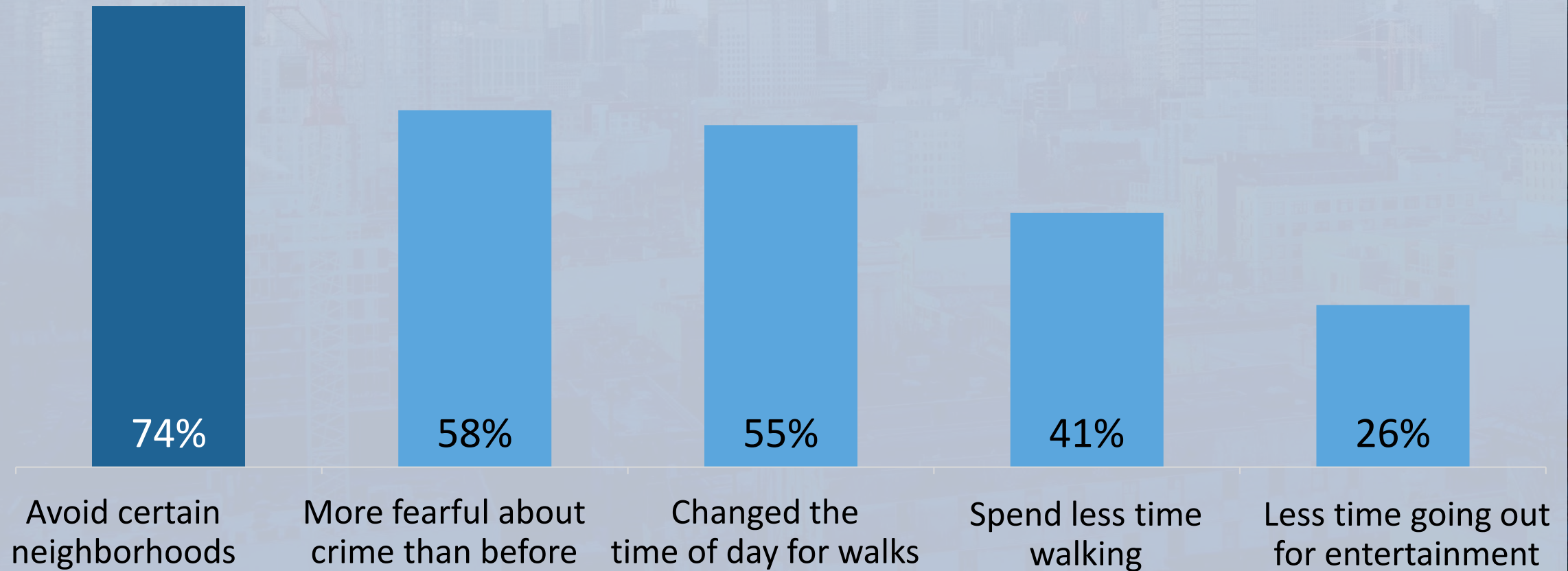
**33%**

2020

**42%**

2022

# What have you changed in the past year because of the amount of crime in Vancouver?



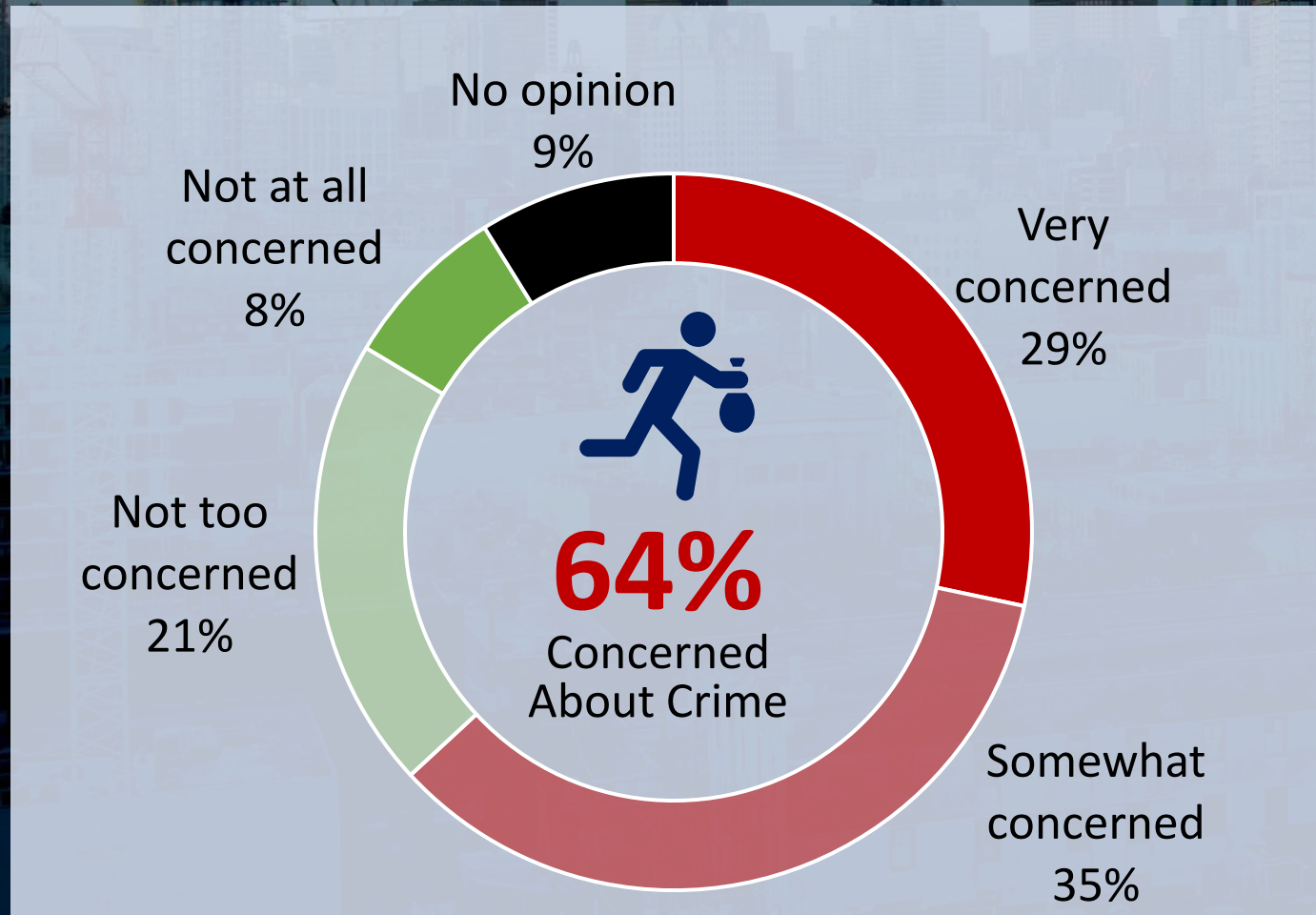




# RESPONSES OF BUSINESSES



# How concerned are your staff about crime in the neighborhood of your business?



**55%** **61%**  
2020 2022



# Responses of businesses

- 31% hired security.
- 30% considered closing or moving.
- 30% had staff afraid to come to work.
- 29% lost customers because of crime concerns.
- 23% had customers afraid to visit.

Base: Business owners (n=176)

Q17. If you own or manage a business in Vancouver, has crime affected your business in the following ways?



**SERVE YOUR COMMUNITY PROTECT**

**INTEGRITY**

**PROFESSIONALISM**

**RESPECT**

## POLICING PRIORITIES





# What policing priority is most important to you?

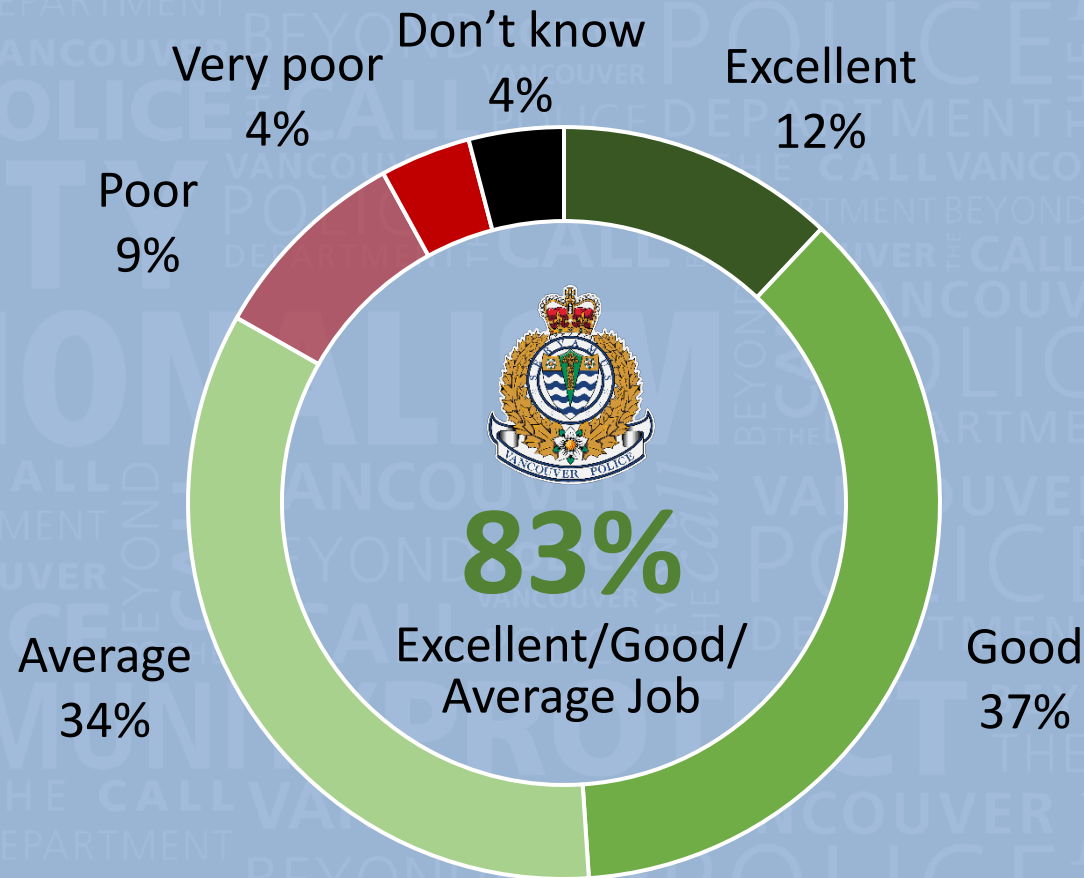
Rank	
1	Violent crime
2	Sexual crimes
3	Gangs
4	Drug trafficking
5	Human trafficking
6	Internet child exploitation
7	Crimes targeting seniors
8	Hate crimes
9	Intimate partner violence
10	Theft from homes
11	Street disorder
12	Youth violence
13	Fraud and cybercrime
14	Checking on the wellbeing of vulnerable people
15	Theft from businesses
16	Theft of vehicles
17	Theft from vehicles
18	Problematic residences or businesses
19	Traffic enforcement





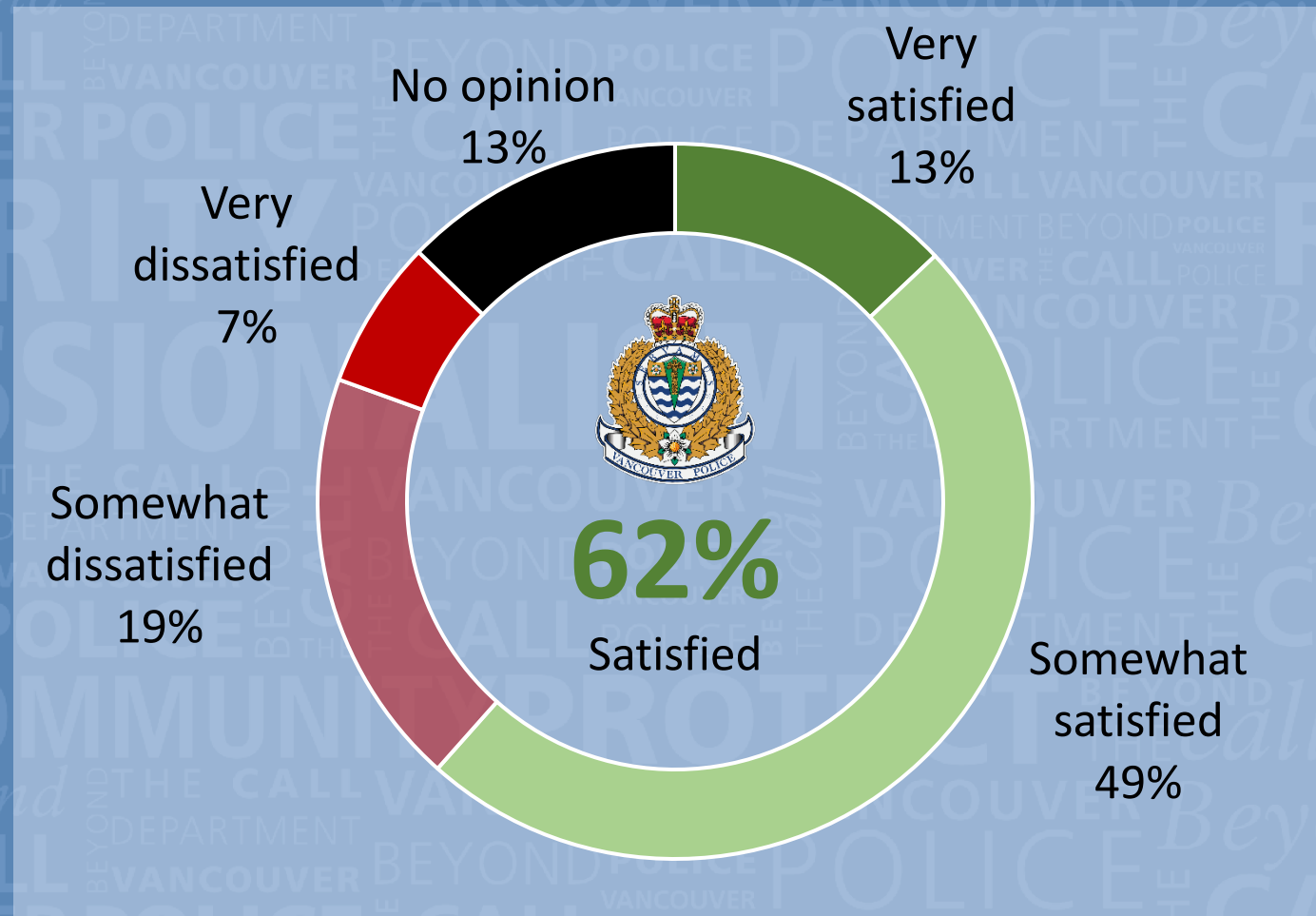
# SATISFACTION WITH POLICE

# Taking everything into account, how good of a job do you think the VPD is doing?



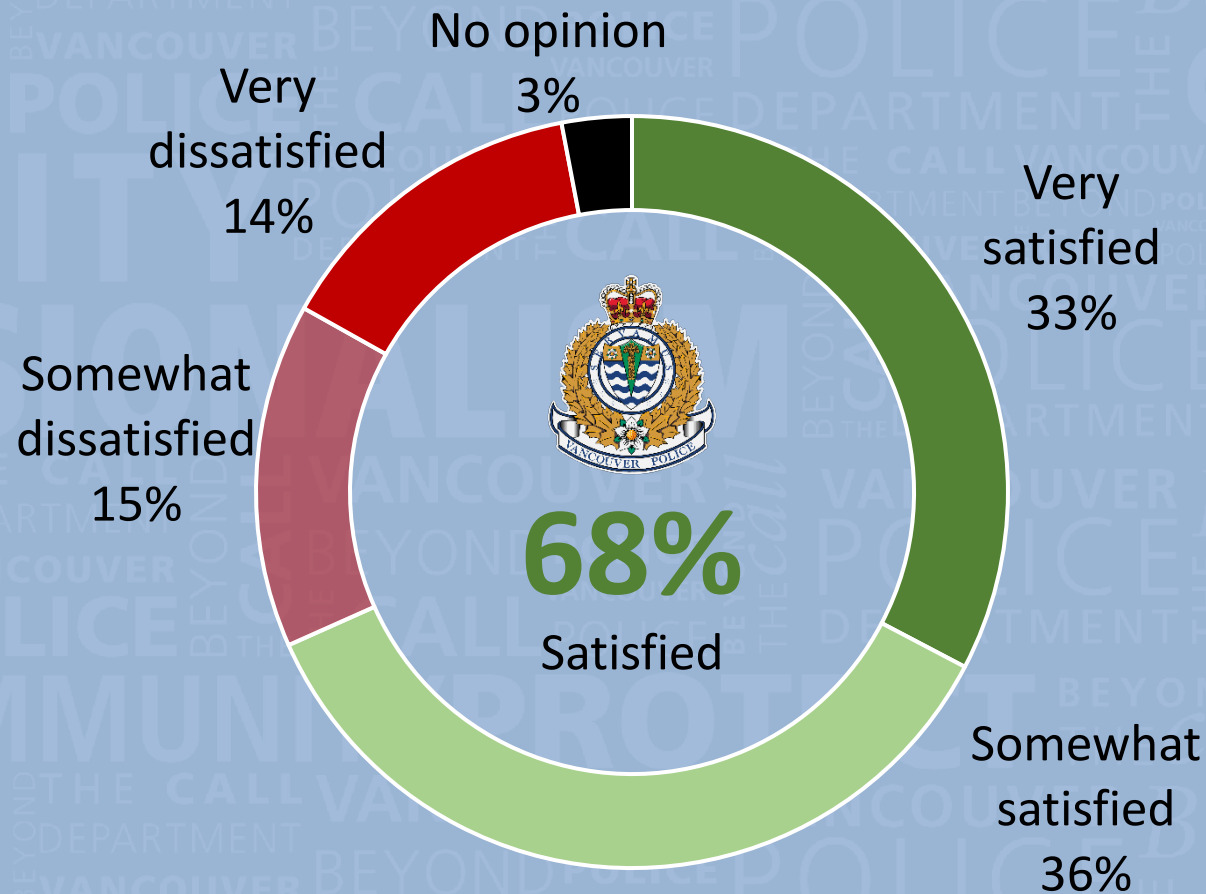
**84%**  
2022

# Overall, how satisfied are you with the service provided by the VPD?



**62%**  
2022

# How satisfied were you with the service you received from the VPD?



**72%**  
2022





# Leger



## QUESTIONS AND DISCUSSION

# **Chief Constable and DCCs' Reports**

# **Standing Committee Reports**

**6.1 Stakeholder Engagement and Outreach Committee**

**6.2 Human Resources Committee**

**6.3 Finance, Audit and Risk Committee**

**6.4 Governance Committee**