CANADA PULSE INSIGHTS

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Police Get Good Marks in Three B.C. Regions—but Will Help Arrive in Time?

Majorities worry about a slow response despite strong ratings for front-line officers; few want police budgets cut, and the Okanagan is most open to spending more.

Vancouver, British Columbia, Canada, November 12, 2026 – Residents of three major B.C. regions give front-line police strong job ratings, but most worry officers would take too long to respond if needed. A new Canada Pulse Insights poll for Rogers OMNI TV finds that 77% in Metro Vancouver, 83% on Vancouver Island and 85% in the Okanagan Valley say front-line police are doing a good job for their municipality. Yet 65%, 57% and 65%, respectively, worry the police response will be too slow.

That concern exists alongside largely positive assessments of response times based on personal experience: 75% in Metro Vancouver, 81% on Vancouver Island and 74% in the Okanagan Valley rate them as great or good. Vancouver Island has the most positive response-time rating and the lowest level of concern about future delays.

Few residents want police budgets reduced—9% in Metro Vancouver, 11% on Vancouver Island and 6% in the Okanagan Valley. A majority in Metro Vancouver (57%) and about half on Vancouver Island (53%) favour holding budgets steady and making police more efficient and less wasteful. Okanagan residents are more evenly divided: 48% would hold the budget and 46% would increase it, the highest support for more funding among the three regions.

Police chiefs also receive positive ratings: 73% in Metro Vancouver, 81% on Vancouver Island and 80% in the Okanagan Valley say their municipality's chief is doing a good job. In the City of Vancouver, 71% give Chief Constable Steve Rai good marks; in Surrey, 72% say the same of Todd Matsumoto.

Within Metro Vancouver, Surrey stands out on response times and funding. Nearly one-third (31%) rate police response times as bad or terrible, compared with 24% in both the City of Vancouver and the rest of Metro Vancouver. Four in ten Surrey residents (40%) want the police budget increased, compared with 32% in Vancouver and 33% elsewhere in the region.

About two-thirds in each region are confident that reporting a hate crime will lead to action—64% in Metro Vancouver, 68% on Vancouver Island and 66% in the Okanagan Valley. Assessments of police handling of extortion cases are also mostly positive, though lower in Metro Vancouver: 62% say police have handled these cases well, compared with 70% on Vancouver Island and 72% in the Okanagan Valley.

Younger residents and renters are less positive about front-line police than older residents and homeowners in all three regions. Among those aged 18 to 34, good-job ratings range from 68% to 76%, compared with 89% to 92% among residents aged 55 and over.

The survey was conducted September 28–October 14, 2026. Matsumoto was Surrey's interim chief during fieldwork; his appointment as permanent Chief Constable took effect October 30, after the survey ended.

The Bottom Line: Residents generally think police are doing a good job, but that does not remove their concern about getting help quickly. Few favour budget cuts. The main funding choice is

between getting more from existing budgets—the preference of a majority in Metro Vancouver and about half on Vancouver Island—and spending more, an option that comes close to matching support for holding budgets steady in the Okanagan Valley.

Key findings at a glance

- **Front-line police get strong marks:** 77% in Metro Vancouver, 83% on Vancouver Island and 85% in the Okanagan Valley say officers are doing a good job for their municipality.
- **Most worry about slow responses:** 65% in Metro Vancouver, 57% on Vancouver Island and 65% in the Okanagan Valley worry police would respond too slowly if needed—even though 75%, 81% and 74%, respectively, rate response times based on personal experience as great or good.
- **Few want budget cuts:** just 9% in Metro Vancouver, 11% on Vancouver Island and 6% in the Okanagan Valley would reduce police budgets. A majority in Metro Vancouver (57%) and about half on Vancouver Island (53%) would hold spending steady and seek greater efficiency; Okanagan residents split between holding spending (48%) and increasing it (46%).
- **Police chiefs also rate well:** 73% in Metro Vancouver, 81% on Vancouver Island and 80% in the Okanagan Valley give their municipality's chief a good-job rating. In Vancouver, 71% give Steve Rai good marks; in Surrey, 72% give Todd Matsumoto good marks for his performance during his interim tenure.
- **Surrey shows greater concern within Metro Vancouver:** 31% rate response times as bad or terrible, compared with 24% in Vancouver and the rest of the region. Support for increasing police budgets is also higher in Surrey—40%, compared with 32% and 33%, respectively.
- **Most express confidence on hate-crime reports and extortion cases:** confidence that hate-crime reports will be acted upon is 64% in Metro Vancouver, 68% on Vancouver Island and 66% in the Okanagan Valley. Positive assessments of police handling of extortion cases are 62%, 70% and 72%, respectively.
- **Age and housing tenure matter:** younger residents and renters rate front-line police less favourably than older residents and homeowners in every region. Good-job ratings among those aged 18 to 34 are 68% in Metro Vancouver, 71% on Vancouver Island and 76% in the Okanagan Valley, compared with 89%, 92% and 91% among those aged 55 and over.

Police approval ratings: front-line officers and their chiefs are both rated well, with the chiefs a few points behind

Asked to rate the job being done for their municipality, 77% in Metro Vancouver, 83% on Vancouver Island and 85% in the Okanagan Valley say front-line police officers are doing a good job, and 73%, 81% and 80% say the same of the police chief in their municipality. In each region the chief is rated a few points behind the officers, and both are rated lower in Metro Vancouver than on Vancouver Island or in the Okanagan Valley.

Residents of the City of Vancouver and Surrey were asked about their chief by name. 71% of City of Vancouver residents say Chief Constable Steve Rai is doing a good job, and 72% of Surrey residents say so of Chief Constable Todd Matsumoto, who led the Surrey Police Service as interim

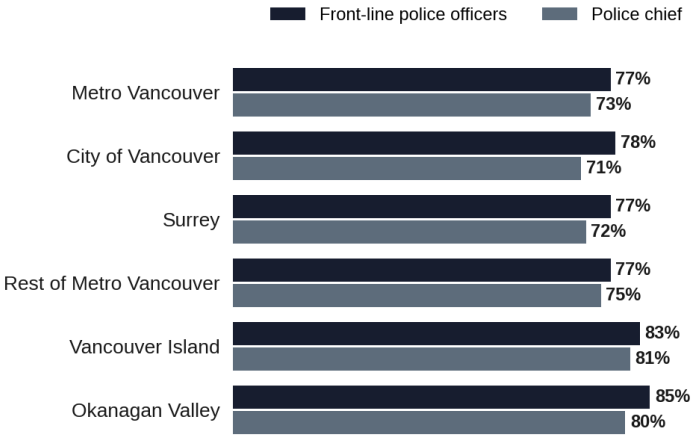
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chief from June and was appointed to the post on October 30, after the survey ended — the two are rated alike. In both cities front-line officers (78% and 77%) are rated ahead of the chief. Residents elsewhere were asked about “the Police Chief in your municipality”.

Findings

- **17%** in Metro Vancouver, 27% on Vancouver Island and 22% in the Okanagan Valley say their police chief is doing a very good job, against 27%, 39% and 35% for front-line officers.
- **27%** in Metro Vancouver, 19% on Vancouver Island and 20% in the Okanagan Valley say their police chief is doing a bad job.

Q. Overall, how would you rate the job being done by each of the following? Front-line police officers · The Police Chief in your municipality (named in the City of Vancouver and Surrey). Percent good job.



Source: Canada Pulse Insights for Rogers OMNI TV, September 28–October 14, 2026 (Metro Vancouver n=1,374, Vancouver Island n=511, Okanagan Valley n=498). Online sample and data management by Sago. Base: all respondents.

Inside Metro Vancouver

- **City of Vancouver:** 78% say front-line police officers are doing a good job (26% very good) and 71% say Chief Constable Steve Rai is (17% very good); 29% say the chief is doing a bad job.
- **Surrey:** 77% say front-line police officers are doing a good job (25% very good) and 72% say Chief Constable Todd Matsumoto, interim chief at the time of the survey, is (14% very good); 28% say the chief is doing a bad job.
- **Rest of Metro Vancouver:** 77% say front-line police officers are doing a good job (27% very good) and 75% say the police chief in their municipality is (17% very good); 25% say the chief is doing a bad job.

Metro Vancouver: three-quarters rate front-line police well, and a majority would hold the police budget

Metro Vancouver residents give front-line police their lowest marks of the three regions — 77% say they are doing a good job — and 65% worry the police response will be too slow if they need them; a majority (57%) would hold the police budget at the same level.

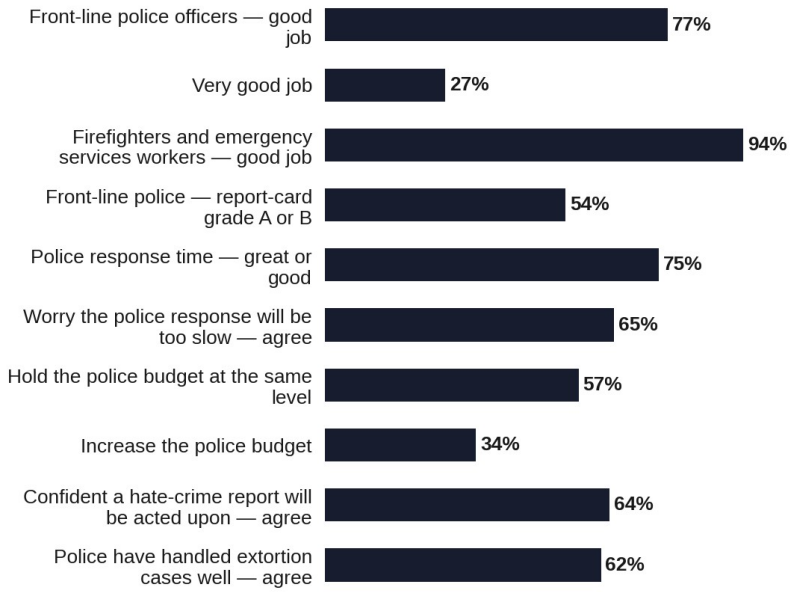
Findings

- **77%** say front-line police officers are doing a good job for their municipality (27% a very good job), against 94% for firefighters and emergency services workers.

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- **54%** give the job being done by front-line police an A or a B on the report card; 27% give a C and 19% a D or an F.
- **75%** rate police response time in their community as great or good; 25% say bad or terrible.
- **65%** worry the police response will be too slow if they need them (22% agree strongly).
- **57%** would hold the police budget at the same level; 34% would increase it and 9% would reduce it.
- **64%** are confident that reporting a hate crime will be acted upon; 62% agree the police have handled extortion cases well.

Percent of Metro Vancouver residents.



Source: Canada Pulse Insights for Rogers OMNI TV, September 28–October 14, 2026 (Metro Vancouver n=1,374, Vancouver Island n=511, Okanagan Valley n=498). Online sample and data management by Sago. Base: Metro Vancouver n=1,374.

Inside Metro Vancouver

City of Vancouver

78% say front-line police are doing a good job; 24% rate police response time as bad or terrible and 68% worry it will be too slow; 55% would hold the police budget, 32% increase it and 12% reduce it.

Surrey

77% say front-line police are doing a good job; 31% rate police response time as bad or terrible and 73% worry it will be too slow; 52% would hold the police budget, 40% increase it and 8% reduce it.

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Rest of Metro Vancouver

77% say front-line police are doing a good job; 24% rate police response time as bad or terrible and 62% worry it will be too slow; 59% would hold the police budget, 33% increase it and 8% reduce it. This grouping includes Burnaby, Richmond, the Tri-Cities, the North Shore, New Westminster, Delta, Langley, Maple Ridge and the region's other municipalities.

Demographic differences

- **Age:** 68% of residents aged 18 to 34 say front-line police are doing a good job, compared with 73% of those 35 to 54 and 89% of those 55 and over; 25%, 38% and 37% would increase the police budget, and 16%, 8% and 4% would reduce it.
- **Tenure:** 71% of renters and 81% of homeowners say front-line police are doing a good job; 43% and 61% give them an A or a B.
- **Gender and income:** 66% of women and 66% of men worry the police response will be too slow; 29% of women and 39% of men would increase the police budget. 75% of households earning under $50,000 and 77% of those earning $100,000 or more say front-line police are doing a good job.

Vancouver Island: the best marks for police response time, and the least worry about it

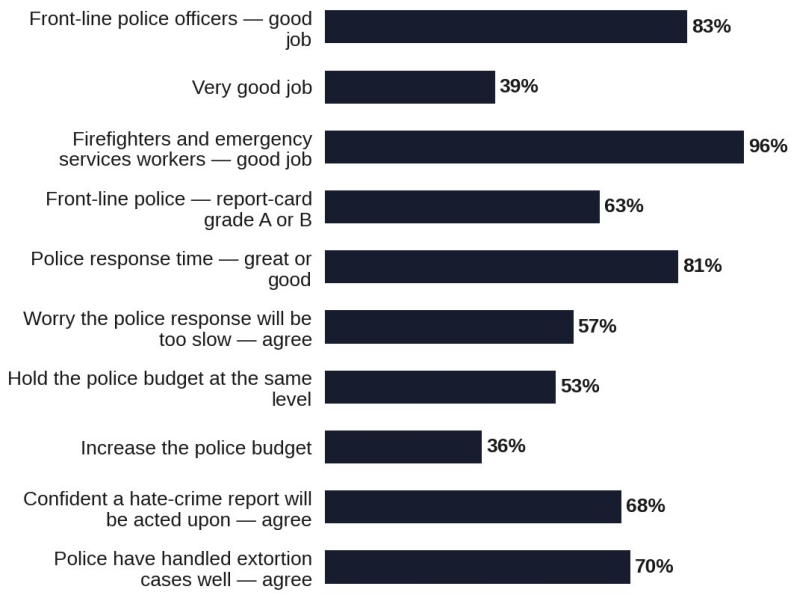
Islanders rate police response time the best of the three regions (81% great or good) and are the least likely to worry it will be too slow (57%); 83% say front-line police are doing a good job.

Findings

- **83%** say front-line police officers are doing a good job for their municipality (39% a very good job), against 96% for firefighters and emergency services workers.
- **63%** give the job being done by front-line police an A or a B on the report card; 23% give a C and 14% a D or an F.
- **81%** rate police response time in their community as great or good; 19% say bad or terrible.
- **57%** worry the police response will be too slow if they need them (13% agree strongly).
- **53%** would hold the police budget at the same level; 36% would increase it and 11% would reduce it.
- **68%** are confident that reporting a hate crime will be acted upon; 70% agree the police have handled extortion cases well.

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Percent of Vancouver Island residents.



Source: Canada Pulse Insights for Rogers OMNI TV, September 28–October 14, 2026 (Metro Vancouver n=1,374, Vancouver Island n=511, Okanagan Valley n=498). Online sample and data management by Sago. Base: Vancouver Island n=511.

Demographic differences

- **Age:** 71% of residents aged 18 to 34 say front-line police are doing a good job, compared with 78% of those 35 to 54 and 92% of those 55 and over; 29%, 29% and 44% would increase the police budget, and 15%, 14% and 7% would reduce it.
- **Tenure:** 76% of renters and 88% of homeowners say front-line police are doing a good job; 54% and 69% give them an A or a B.
- **Gender and income:** 60% of women and 54% of men worry the police response will be too slow; 44% of women and 29% of men would increase the police budget. 77% of households earning under $50,000 and 86% of those earning $100,000 or more say front-line police are doing a good job.

Okanagan Valley: split between holding the police budget and increasing it

85% of Okanagan Valley residents say front-line police are doing a good job, and they are the most willing of the three regions to increase the police budget (46%, against 48% who would hold it).

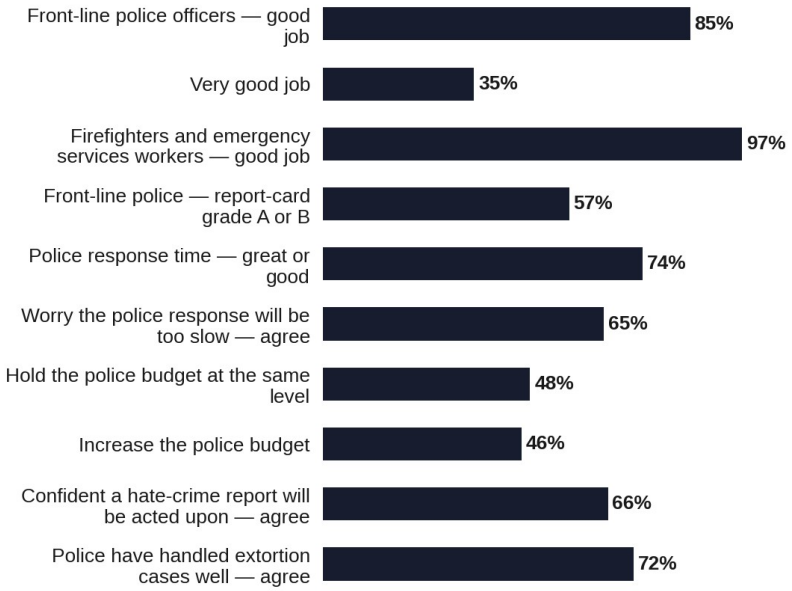
Findings

- **85%** say front-line police officers are doing a good job for their municipality (35% a very good job), against 97% for firefighters and emergency services workers.
- **57%** give the job being done by front-line police an A or a B on the report card; 24% give a C and 18% a D or an F.
- **74%** rate police response time in their community as great or good; 26% say bad or terrible.
- **65%** worry the police response will be too slow if they need them (20% agree strongly).
- **48%** would hold the police budget at the same level; 46% would increase it and 6% would reduce it.

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- **66%** are confident that reporting a hate crime will be acted upon; 72% agree the police have handled extortion cases well.

Percent of Okanagan Valley residents.



Source: Canada Pulse Insights for Rogers OMNI TV, September 28–October 14, 2026 (Metro Vancouver n=1,374, Vancouver Island n=511, Okanagan Valley n=498). Online sample and data management by Sago. Base: Okanagan Valley n=498.

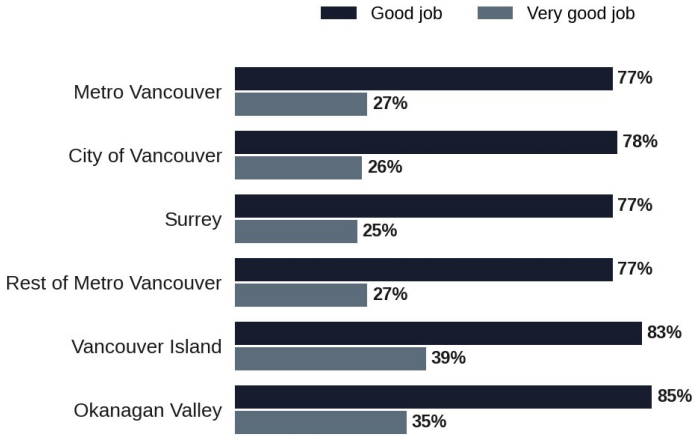
Demographic differences

- **Age:** 76% of residents aged 18 to 34 say front-line police are doing a good job, compared with 81% of those 35 to 54 and 91% of those 55 and over; 33%, 43% and 54% would increase the police budget, and 7%, 7% and 4% would reduce it.
- **Tenure:** 80% of renters and 89% of homeowners say front-line police are doing a good job; 48% and 63% give them an A or a B.
- **Gender and income:** 65% of women and 63% of men worry the police response will be too slow; 47% of women and 45% of men would increase the police budget. 78% of households earning under $50,000 and 90% of those earning $100,000 or more say front-line police are doing a good job.

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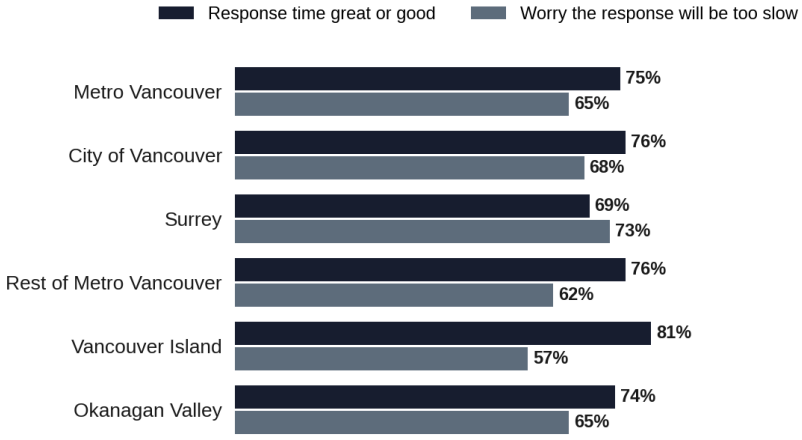
Combined Findings

Q. Overall, how would you rate the job being done by each of the following? Front-line police officers. Percent good job, and percent very good job.



Source: Canada Pulse Insights for Rogers OMNI TV, September 28–October 14, 2026 (Metro Vancouver n=1,374, Vancouver Island n=511, Okanagan Valley n=498). Online sample and data management by Sago. Base: all respondents.

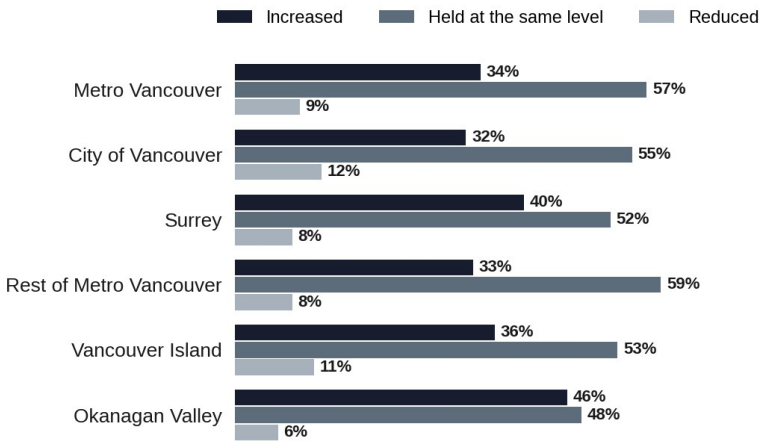
Q. Based on your personal experiences, how would you rate response time by police if you need them? Percent great or good. · Q. I worry the police response will be too slow if I need them. Percent who agree.



Source: Canada Pulse Insights for Rogers OMNI TV, September 28–October 14, 2026 (Metro Vancouver n=1,374, Vancouver Island n=511, Okanagan Valley n=498). Online sample and data management by Sago. Base: all respondents.

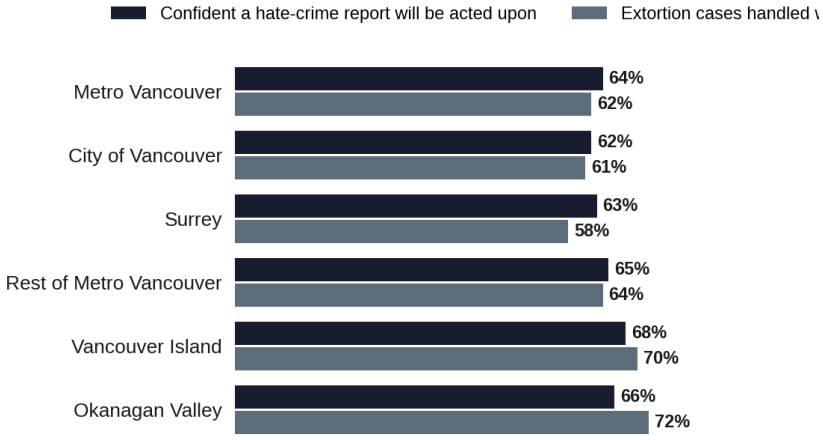
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Q. Which of the following do you think should be done with the police budget?



Source: Canada Pulse Insights for Rogers OMNI TV, September 28–October 14, 2026 (Metro Vancouver n=1,374, Vancouver Island n=511, Okanagan Valley n=498). Online sample and data management by Sago. Base: all respondents.

Q. I feel confident reporting hate crimes in my municipality will be acted upon. · Q. The police have handled extortion cases in my municipality well. Percent who agree.



Source: Canada Pulse Insights for Rogers OMNI TV, September 28–October 14, 2026 (Metro Vancouver n=1,374, Vancouver Island n=511, Okanagan Valley n=498). Online sample and data management by Sago. Base: all respondents.

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About the Survey

This survey was conducted among adult (18+) residents of three British Columbia regions by Canada Pulse Insights between September 28 and October 14, 2026: Metro Vancouver (n=1,374 — the City of Vancouver, Surrey and the rest of Metro Vancouver, each weighted to its own 2021 Census benchmarks by age and gender and combined in proportion to adult population), Vancouver Island (n=511) and the Okanagan Valley (n=498), the latter two each weighted to 2021 Census benchmarks by age, gender and sub-region. A random sample of adult respondents was invited to complete the survey through an online panel platform managed by Sago, one of the world's largest and most respected sample and panel suppliers. Results are reported for each region separately, with Metro Vancouver also shown as the City of Vancouver, Surrey and the rest of Metro Vancouver; no province-wide figure is calculated. The three regions together hold about 79% of British Columbia's adult population. The margin of error for comparable probability-based random samples of the same sizes is ±2.6 percentage points for Metro Vancouver, ±4.3 for Vancouver Island and ±4.4 for the Okanagan Valley, 19 times out of 20; margins are larger for subgroups such as age groups and the Metro Vancouver units. Any discrepancies between the detailed tables and published results are due to rounding.

Both Canada Pulse Insights and Sago are accredited members of the Canadian Research Insights Council (CRIC) and adhere to its Canadian Code of Market, Opinion, and Social Research and Data Analytics, which incorporates international ESOMAR standards and Canadian public opinion disclosure requirements. The detailed tables and full question wording for this survey are posted on the Canada Pulse Insights website as a companion to this release, consistent with CRIC's transparency standards for research released into the public domain.

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For further information:

Will Daley
Senior Vice President, Research and Analytics
Canada Pulse Insights
willdaley@canadapulseinsights.com
819-431-8384
Website: CanadaPulseInsights.com

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