

G  
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Safer  
Spaces  
Survey

2022  
*Victoria*

A photograph of a woman with her right hand raised in the air, set against a dark night background filled with numerous small, warm-toned string lights. The woman is wearing a patterned, long-sleeved top. The overall atmosphere is festive and celebratory.

319 people completed the survey, 292 of which were patrons.

48%

don't feel like establishments communicate about patron safety effectively

64%

don't believe that establishments have adequate, visible signage regarding patron safety

80% of patrons would feel safer if sexual violence prevention training was mandatory for licensed establishments.

31%

don't believe that establishments take quick and appropriate action when discrimination or safety becomes an issue to patrons.

Note: Percentages have been rounded up to the nearest whole number.

At a glance



About **1 in 4** patrons **reported** harassment or sexual violence to the establishment at which it occurred.



**61%**

of patrons experienced harassment

**29%**

said the establishment took action to address the harassment

**82%**

said they were unsatisfied with the response, or lack thereof

**34%**

of patrons experienced sexual violence

**22%**

said the establishment took action to address the harassment

**87%**

said they were unsatisfied with the response, or lack thereof

Note: Percentages have been rounded up to the nearest whole number.

**At a glance**



# Only **27** hospitality and nightlife **industry** workers completed the survey.

**85%**

said their establishment communicates about patron safety effectively

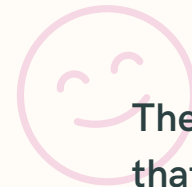
**30%**

reported that their establishment has a sexual violence prevention policy

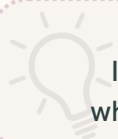
**56%**

experienced **harassment** at work

Only 11% said their workplace had undergone **bystander intervention training**. 71% of staff would want to have this training made available.



The majority of workers felt that they were welcome at work, able to express their true feelings, and that their work had a positive culture.



#### CONSIDER THAT

Identifiable information such as location of work was not captured in the survey. There is no assurance that those who completed the survey are not all from one or a few establishments especially given the small sample of workers.

In mid-2022, Good Night Out (GNO) received funding to open a satellite office in Victoria, extending our operations from primarily Vancouver where we have been operating since 2017. Some of this funding was from the City of Victoria's Strategic Plan Grant. As part of the grant, we set out to conduct the first-ever nightlife safety survey in Victoria as a way to provide the City with information from the public about their perceptions and experiences engaging in Victoria's nightlife.

It is our hope as an anti-violence organization that this survey data is useful to both our organization and other stakeholders in the area. The findings shared here is helpful in assessing patron perceptions of Victoria's nightlife, their experiences with safety, what they hope to see, and how GNO can support safety in the area. We also hope that the data collected from future, regular surveys will contribute to the evaluation of the ongoing, multi sector efforts to change the area for the better.

This is the first year GNO has conducted a survey in Victoria. This report summarizes the findings of the "safer spaces" survey. A policy paper is forthcoming in Spring 2023 which will include insights from our recent focus groups on the same topic.

Good Night Out wishes to thank all of the community members who took the time to complete this survey and share their experiences, as well as our valued stakeholders, including the City of Victoria, Canadian Women's Foundation, and Ending Violence Association BC.

Good Night Out acknowledges that our work takes place on the territories of the *ləkʷəŋən* (Lekwungen) speaking peoples. As a feminist organization addressing violence against marginalized genders, we are committed to making the links between colonization, settler-imposed power structures and sexual violence while seeking to dismantle them, as each are inextricably connected.





319

people took our  
first survey ever  
in Victoria!

This year this survey was conducted using Gravity Forms and hosted on the website, [saferspacesurvey.com](https://saferspacesurvey.com), and was open for 6 weeks, from November 16th to December 30th, 2022.

The survey was promoted primarily via social media channels. Key stakeholders shared the survey online, including Downtown Victoria Business Association who shared the survey via their newsletter. The survey was also mentioned in UVic's independent newspaper, [The Martlet](#). We also distributed 250 physical handouts with QR codes to local restaurants and bars to engage industry workers.

In mid-December, Good Night Out purchased an advertisement through Meta to generate traffic. A survey incentive was advertised in the form of an optional entry into a prize draw for 1 of 4 prizes valued \$25-\$40.

A total of 319 people completed the survey, 292 of which identified as patrons. This is relevant as patrons were asked different questions from those who identified as industry workers. Using information from the 2021 Census, our margin of error for the sample of patrons is ~6% at a 95% confidence level. This means our findings will be within ~6 percentage points of the real population value 95% of the time. Not all who completed the survey answered all of the questions.

## Perceptions of comfort and sense of belonging

Patrons were asked to respond to the following statements on an agreement scale:

**I feel like individuals of all backgrounds are accepted and valued at most establishments in Victoria.**



Figure 1. Acceptance and Value at Establishments

291 participants responded to this question. Values under 15 were combined with the closest value or omitted; 1 patron responded 'strongly disagree' and it was combined with the responses for 'disagree'.

**Most establishments in Victoria go out of their way to help everyone feel like they belong and are safe.**

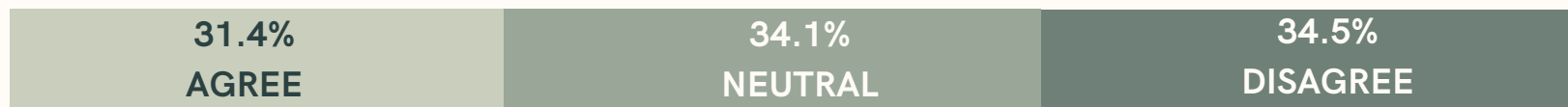


Figure 2. Sense of Belonging at Establishments

291 participants responded to this question. Values under 15 were combined with the closest value or omitted; 7 patrons responded 'strongly agree' and those were combined with the responses for 'agree'; 14 patrons responded 'strongly disagree' which were combined with 'disagree'.



# Communication of patron safety

Patrons were asked to respond to the following statements on an agreement scale:

**Victoria establishments communicate about patron safety effectively.**



Figure 3. Communication of Patron Safety

All 292 patrons responded to this question. Values under 15 were combined with the closest value or omitted; 4 patrons 'strongly agreed' and their response was combined with the 'agree' responses.

**For the most part, Victoria establishments have signage (such as posters, coasters, signs, etc.) that are visible regarding patron safety (such as a code of conduct, how to report issues).**



Figure 4. Visibility of Patron Safety Signage

291 patrons responded to this question. Values under 15 were combined with the closest value; 4 patrons 'strongly agreed' and their response was combined with the 'agree' responses. 2 selected 'not applicable' which was omitted from this graphic.





## Accessibility

Patrons were asked to respond to the following statements on an agreement scale:

**I feel like Victoria establishments are generally barrier-free to access.**

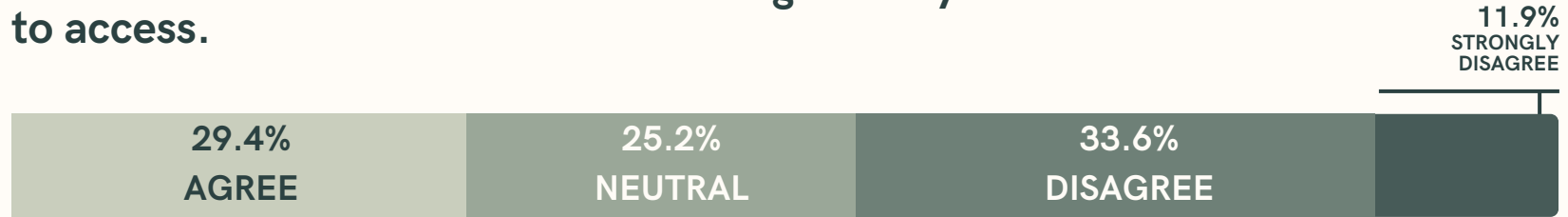


Figure 5. Accessibility of Establishments

291 patrons responded to this question. Values under 15 were combined with the closest value or omitted; 3 patrons 'strongly agreed' and their response was combined with the 'agree' responses. 5 selected 'not applicable' which was omitted from this graphic.

**I feel like Victoria establishments are well-lit both inside (main space, bathrooms, hallways) and outside surrounding (streets nearby, pathways) the establishment.**

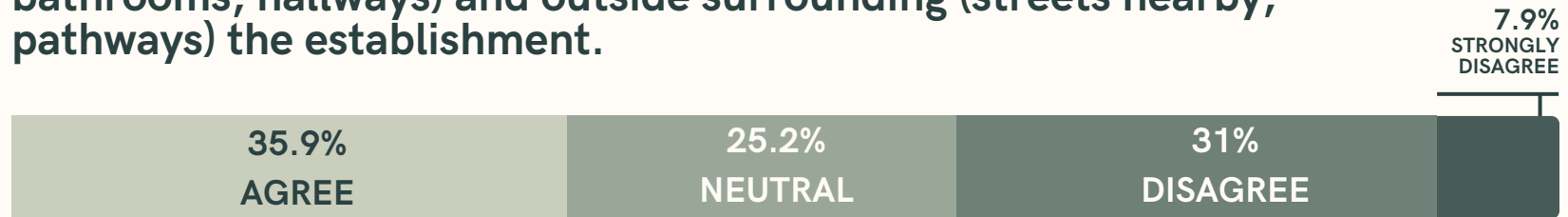


Figure 6. Illumination in and around Establishments

All 292 patrons responded to this question. Values under 15 were combined with the closest value; 6 patrons 'strongly agreed' and their response was combined with the 'agree' responses. 2 selected 'not applicable' which was omitted from this graphic.



## Access and fear of reporting

Patrons were asked to respond to the following statements on an agreement scale:

**For the most part, Victoria establishments provide safe opportunities to voice issues or disclosures.**

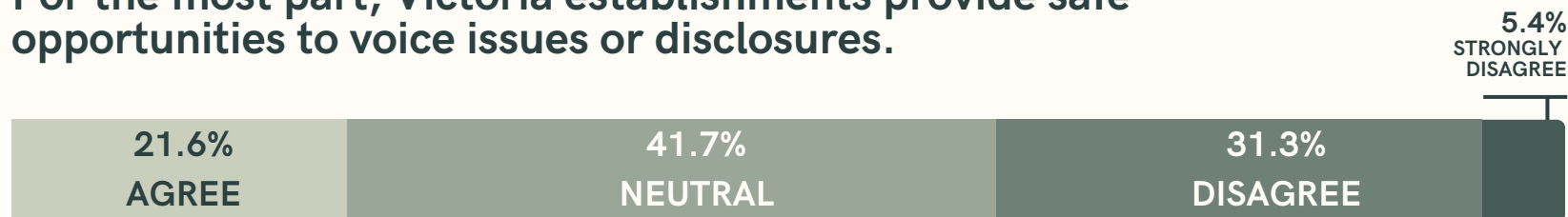


Figure 7. Opportunities for Disclosure


291 patrons responded to this question. Values under 15 were combined with the closest value or omitted; 1 patron 'strongly agreed' and their response was combined with the 'agree' responses. 13 selected 'not applicable' which was omitted from this graphic.

**I am afraid of being removed from an establishment if I disclose issues.**



Figure 8. Fear of Retaliation

291 patrons responded to this question. Values under 15 were combined with the closest value or omitted; 5 patrons 'strongly agreed' and their responses were combined with the 'agree' responses. 14 selected 'not applicable' which was omitted from this graphic.



**DEMOGRAPHIC INSIGHTS**

Patrons of the Global Majority were more likely to say they fear removal (21.7%) if they disclose issues versus European/White patrons (18.5%).



## Perceptions of establishment response

Patrons were asked to respond to the following statements on an agreement scale:

**For the most part, Victoria establishments take quick and appropriate action when discrimination or safety becomes an issue to patrons.**

5.8%  
STRONGLY  
DISAGREE

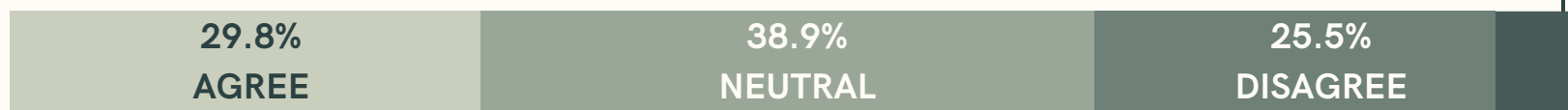



Figure 9. Reaction to Concerns of Patron Safety

All 292 patrons responded to this question. Values under 15 were combined with the closest value; 5 patrons 'strongly agreed' and their responses were combined with the 'agree' responses. 17 selected 'not applicable' which was omitted from this graphic.



**DEMOGRAPHIC INSIGHTS**

Men were more likely to agree (35.7%) that quick and appropriate action is taken than women (27.9%) and non-binary, gender-fluid, and Two-Spirit patrons (20%)

**Inappropriate jokes and comments related to race, ethnicity, gender, sexuality, and ability are not tolerated Victoria establishments.**

9.9%  
STRONGLY  
DISAGREE

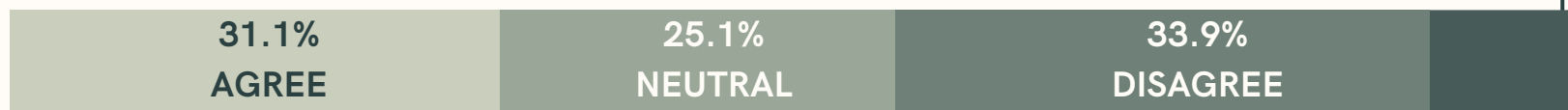
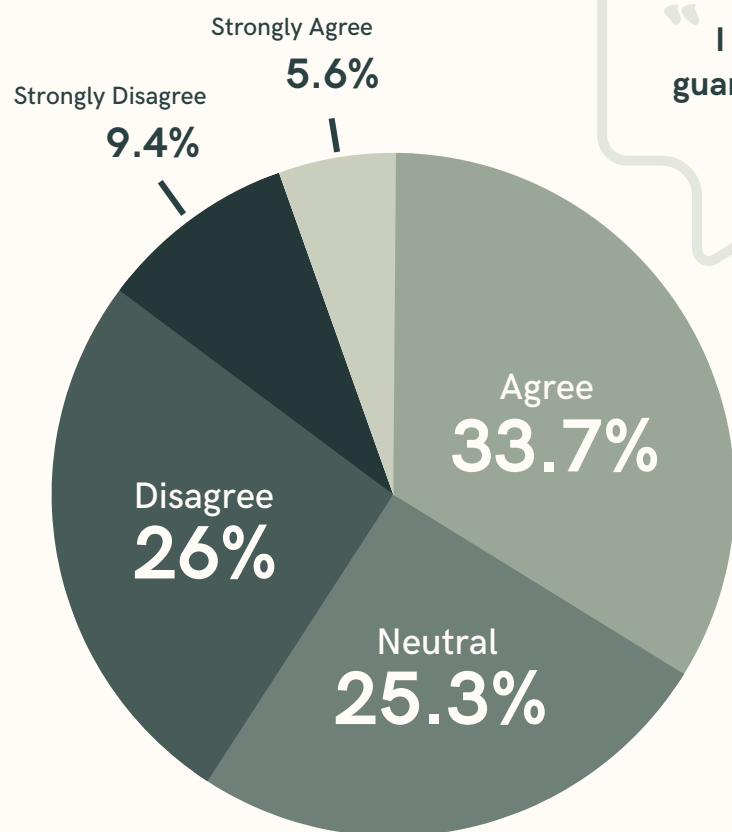


Figure 10. Intolerance of Discriminatory Remarks

291 patrons responded to this question. Values under 15 were combined with the closest value; 5 patrons 'strongly agreed' and their responses were combined with the 'agree' responses. 8 selected 'not applicable' which was omitted from this graphic.



## Feelings of safety with respect to security presence



“ I feel safer because of the presence of security guards at those establishments which employ them. ”

30% of respondents that belong to the **Global Majority\*** felt safer due to the presence of security guards (n = 50) versus 41% of those identifying as **European or White** (n = 232).

49% of respondents that identified as **having a disability**, disagreed or strongly disagreed (n = 51) versus 37% of respondents **that did not** identify as having a disability (n = 235).

\***Global Majority:** people who have been racialized as 'ethnic minorities'

Figure 11: Feelings of Safety with Security Presence

All 292 patrons responded to this question. Values under 15 were combined with the closest value or omitted; 4 patrons answered 'not applicable', so they are not captured in this chart.

## What makes you feel safer\*?

Patrons were directed to select all that apply:

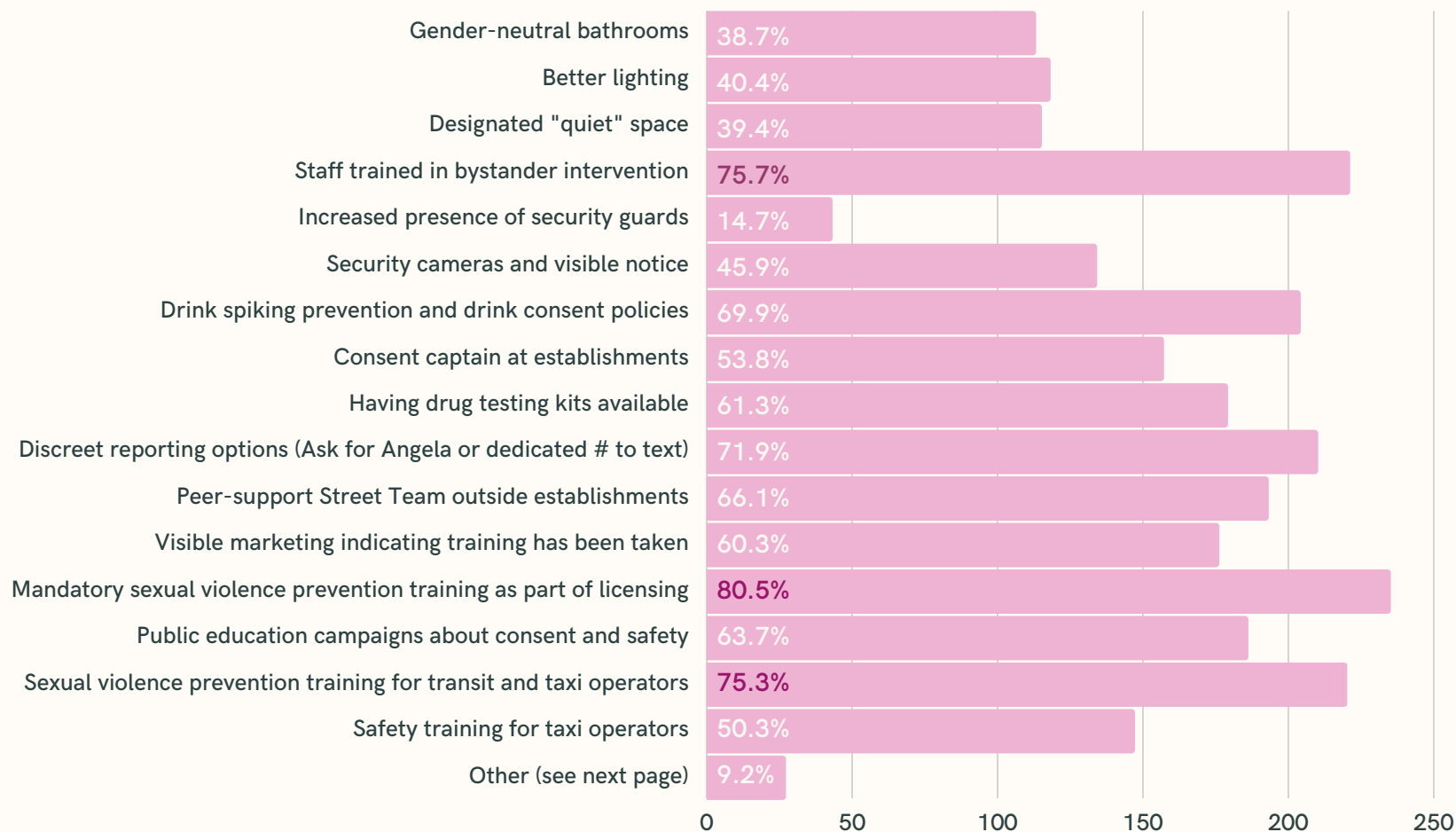


Figure 12. Patron Safety Preferences

Those who selected "other" were prompted to fill in a text field, if desired. The horizontal axis marks the total number of patrons who selected that option. The percentages (of patrons who selected the option) have been added to the bars for ease of review.

\*see note on language in appendix





## What makes you feel safer?

If you selected "other", please describe:

27 people indicated their reasons for selecting 'other' when asked what would make them feel safer. Themes to these included, drink spiking prevention, diversity and safety training, harm reduction, enforcement of liquor service guidelines, and late-night transportation options. **Some of these reasons have been summarized below.**

- Bystander [intervention] training for patrons
- Training for venues on accessibility, diversity, and Indigenous cultural safety
- Alternatives to policing and presence outside establishments
- Education programs for youth about safety and violence
- Safe removal of people who are intoxicated
- Actual enforcement to stop bartenders over-serving patrons
- Accessible reporting [regarding experiences with staff/security at establishments]
- Additions to bar-watch systems for repeat offenders
- Other safe options to get home (increased late-night transit, more taxis)

## What makes you feel safer?

Some exact quotes from patrons who filled in the "other" option:

"Public awareness in establishments that practice safety and good policies vs those who don't (to know where to avoid)."

"Creating a general culture of vigilance for bad actors, paired with rehabilitation programs to prevent recidivism for perpetrators, is what is needed most."

"There is a massive lack of concern for young women who are intoxicated beyond the point of knowing what is happening around them."

"Better enforcement of service guidelines... i.e., not over-serving people and (safe) removal of people who are intoxicated."



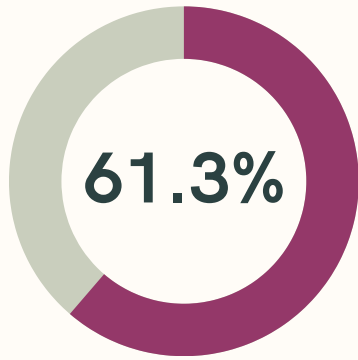
### CONSIDER THAT:

In a tip reliant job, staff are incentivized to increase the check size to increase the tip amount.

"[Removing] the profit motive [from the nightlife experience] which financially incentivizes staff to over-serve patrons and turn a blind eye to sketchy behaviour."

"I would like to see more people who are trained to identify and assist other people who are using drugs without discrimination. Focusing on de-escalation tactics, acceptance, harm reduction, drug test kits, clean straws, needles, naloxone. I have friends who've died because they didn't ask for help when things went wrong."

## Patron experiences of harassment



of patrons experienced harassment at a Victoria establishment. **25.3%** were reported to the establishment.

**GENDER DISTRIBUTION:**  
65% of women and 64% of non-binary, gender-fluid, and Two-Spirit patrons experienced harassment in comparison to 51.8% of men.

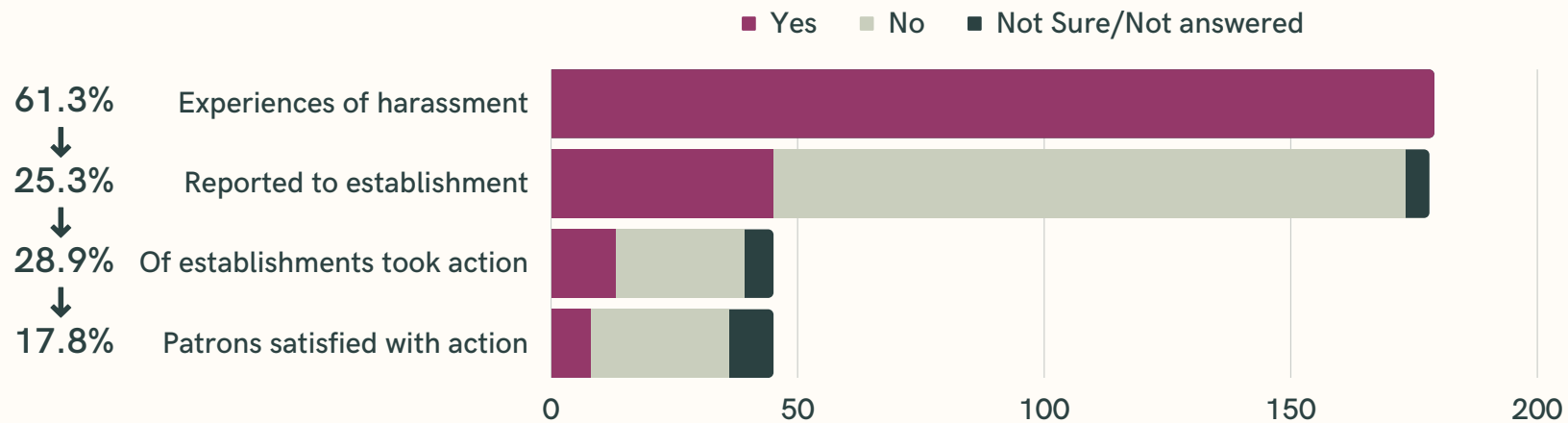


Figure 13. Patron Experiences of Harassment

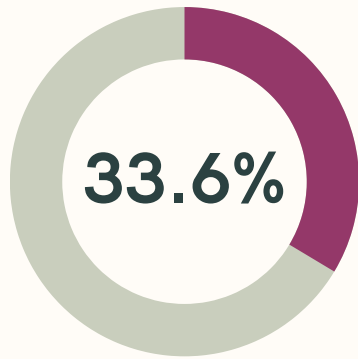
All 292 patrons responded to this question. All 45 that reported to the establishment answered all subsequent questions.

### ADDITIONAL DEMOGRAPHIC INSIGHTS:

- Just over 70% of 2SLGBTQIA+ patrons experienced harassment in comparison to 54.5% of those who do not identify as 2SLGBTQIA+
- 66% of patrons that belong to the Global Majority experienced harassment in comparison to 60.8% of European/White patrons
- 64.7% of patrons that have a disability have experienced harassment



## Patron experiences of sexual violence



of patrons experienced some form of sexual violence at a Victoria establishment. **Under 25%** were reported to the establishment.

**GENDER DISTRIBUTION:**  
39.6% of women and 32% of non-binary, gender-fluid, and Two-Spirit patrons experienced sexual violence in comparison to 16.1% of men.

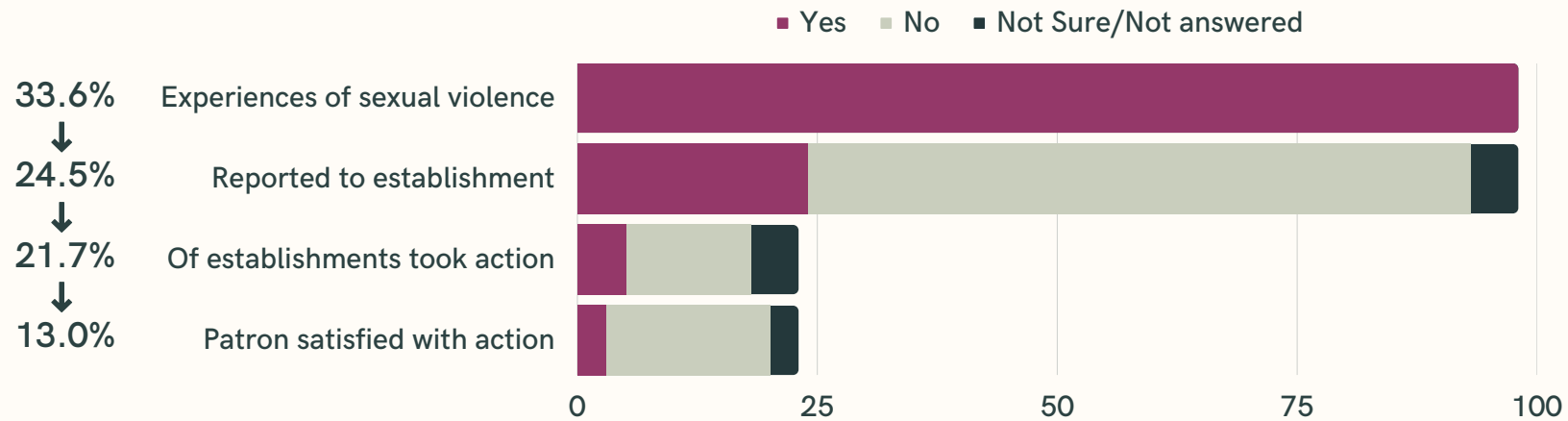


Figure 14. Patron Experiences of Sexual Violence

All 292 patrons responded to this question. Of the 24 that reported, only 1 did not complete the subsequent questions.

**DEMOGRAPHIC INSIGHTS**  
33.3% of patrons that identified as having a disability and 33.6% who did not, experienced sexual violence.

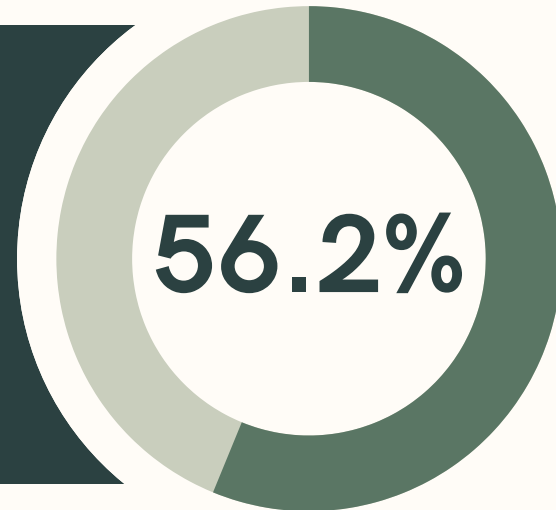


**CONSIDER THAT**  
Patrons with a disability only make up 17.6% of the patron sample.



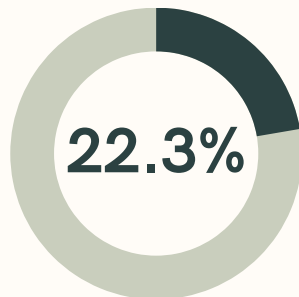
## Witnessing harassment & sexual violence

**56.2%** of patrons witnessed harassment or sexual violence at a Victoria establishment.



All 292 patrons responded to this question.

## Feeling unsafe using taxis



of patrons felt unsafe **using taxis** due to harassing behaviour from a taxi operator

220 patrons responded to this question.

### DEMOGRAPHIC INSIGHTS



19.8% of women felt unsafe using taxis in comparison to 10.7% of men who answered this question



## How frequently do you visit hospitality establishments (any place with food and/or liquor service) in Victoria?

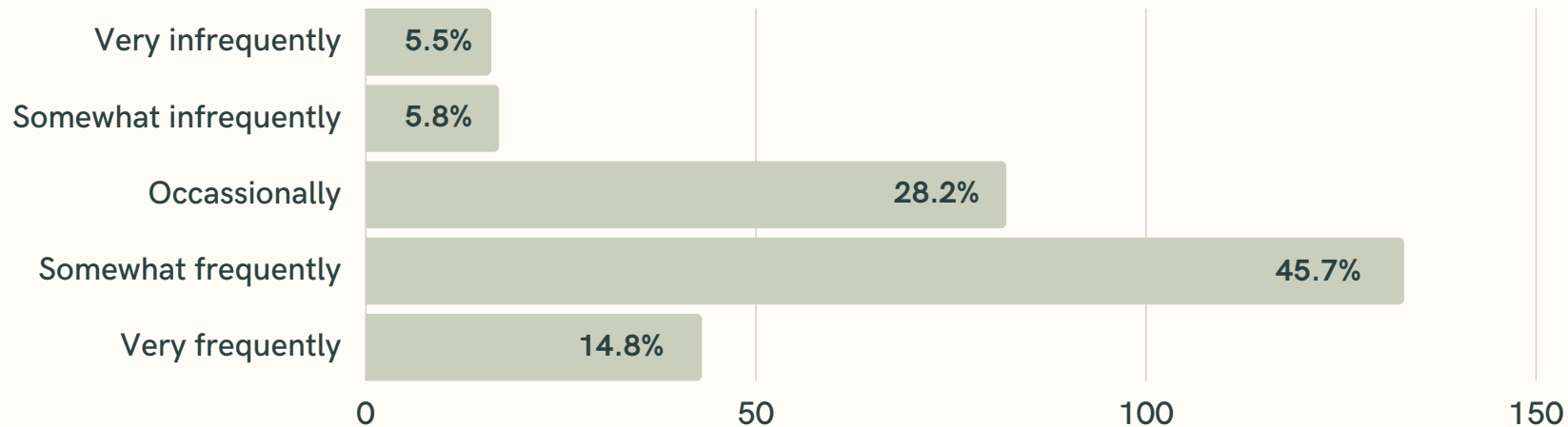
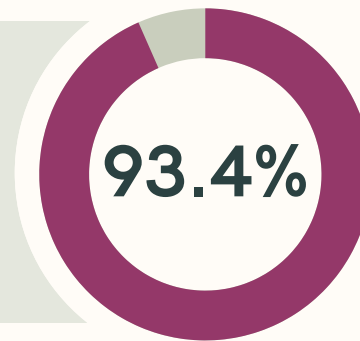


Figure 15. Frequency of Patron Visits to Establishments

291 patrons answered this question and 1 skipped. The horizontal axis marks the total number of patrons who selected that option. The percentages (of patrons who responded to this question) have been added to the bars for ease of review.

## Residents of Victoria

**93.4%** of respondents are local\* to Victoria.



\*We did not capture reference data on postal codes to validate these answers rather we asked respondents to answer yes or no to the question. We did this to capture people who may not have a physical address in Victoria but spend most of their time here.

All 319 survey respondents responded to this question.



## Age distribution

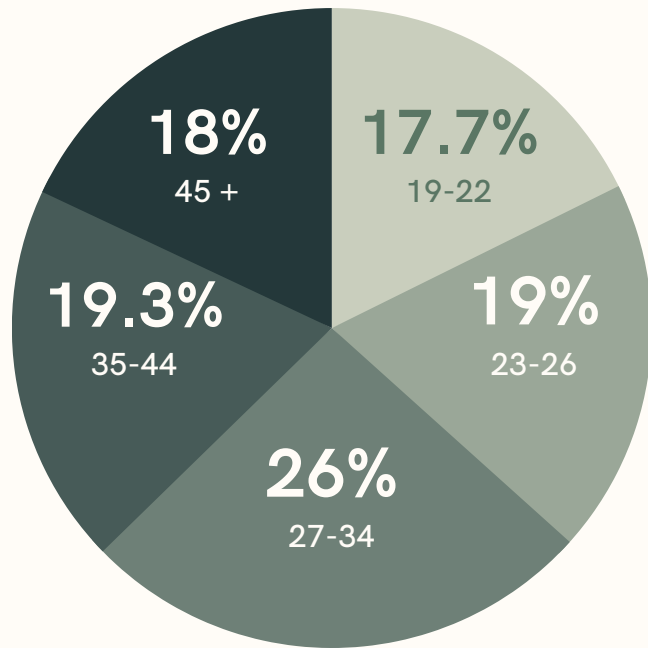
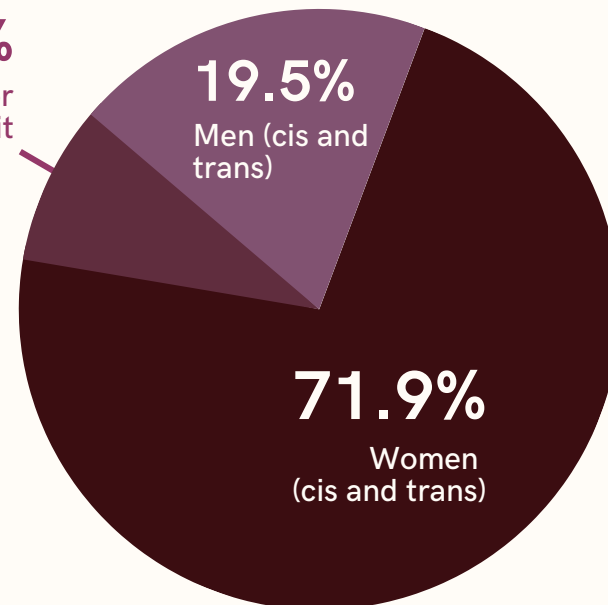


Figure 16. Respondent Age

311 respondents answered this question; 8 did not respond. The percentages show the number of people who selected the corresponding option.

## Gender distribution

8.6%  
Non-binary, gender fluid and/or  
Two-Spirit



### INSIGHT ON THE ACTUAL POPULATION

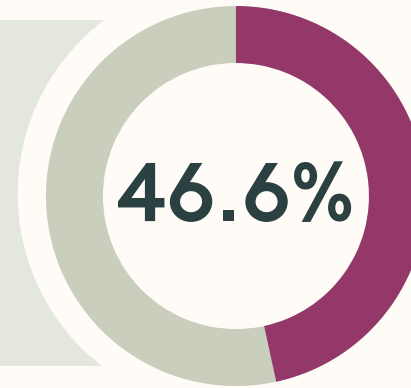
According to the 2021 Census of Population information for the Victoria Census Metropolitan Area (CMA), non-binary individuals account for 0.41% of the population.

There is no specific data for non-binary or trans individuals for the City of Victoria census subdivision.

Figure 17. Respondent Gender

303 respondents answered this question; 16 did not respond. The percentages show the number of people who selected the corresponding option.

**46.6%** of respondents belong to one or more **2SLGBTQIA+** communities.



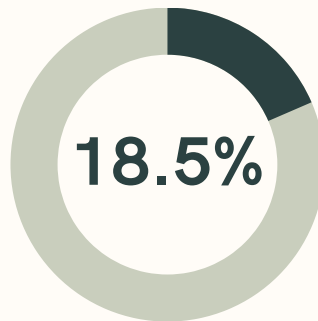
All 319 respondents responded to this question.

**23.2%**  
identified as bisexual

**20%**  
identified as queer

**4.7%**  
identified as transgender

## Respondents with a dis/ability



**of respondents identified as having a dis/ability.**

All 319 respondents responded to this question.

**7.2%**  
identified as having a neurological and/or psychological disability

**6.3%**  
identified as having a physical disability

Of those that answered yes to the initial questions regarding disability and sexuality, they were given the option to provide additional detail. Only values above 15 were reported. Respondents were provided options in which they could select more than one therefore all percentages are calculated using the total sample of respondents (n= 319).

## Racial identity of respondents

310 respondents provided their racial identity; 9 selected preferred not to answer/not listed. The horizontal axis marks the total number of people who selected that option. Respondents were able to select more than one option therefore Figure 21 shows more responses than respondents who answered. The percentages (of people who responded) have been added to the bars for ease of review.

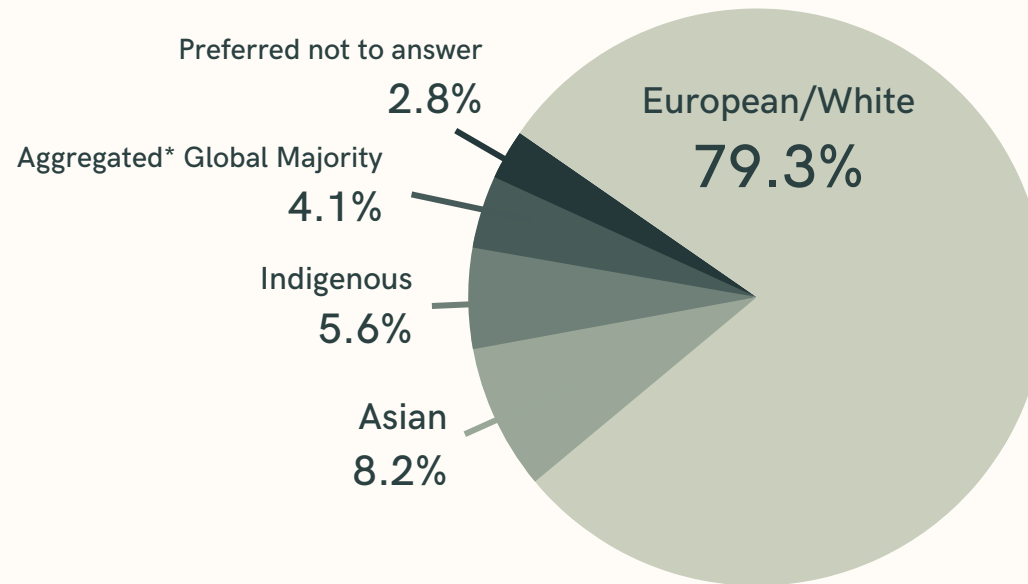


Figure 18. Respondent Racial Identity

\*To protect the confidentiality of responses, aggregated data displayed in Figure 18 for individuals who self-reported being African American, Latino, Middle Eastern, or of another racialized group because of small sample sizes; East Asian, Southeast Asian, and South Asian responses were aggregated under the racial identity, 'Asian'.

### INSIGHT ON THE ACTUAL POPULATION

Of 319 respondents that completed the survey, 57 identified as part of the Global Majority\*\*, making up 17.9% of our survey sample.

According to the 2021 Census of Population for the City of Victoria census subdivision, 15.3% of residents identified as a part of the Global Majority.

\*listed as "visible minority" in Census information

\*\*Global Majority refers to people who are Black, Asian, Brown, dual-heritage, indigenous to the global south, and/or have been historically racialized as "ethnic minorities".



## The results of this community survey on nightlife safety in Victoria tell us:

# 1

Establishments trained in bystander intervention and sexual violence prevention are of the utmost importance to patrons to feel safer on nights out. Patrons also feel it is important for those who work in adjacent sectors such as late night transportation to be trained as well.

# 2

Harassment and sexual violence is prevalent in Victoria's nightlife and more than a third of patrons do not feel that there are safe opportunities to voice issues or disclosures at establishments. Moreover, Victoria is not immune to the disproportionate impact of sexual violence as folks at who have been historically marginalized are more likely to experience harassment and sexual violence.

# 3

Good Night Out is in a position to both implement and advocate for some of the safety interventions shared in this survey through our education program and participation in various working groups in Victoria. These measures have the potential to positively impact safety in downtown Victoria.



The image features three spherical pendant lights with glowing filament bulbs, hanging from thin black cords. The lights are arranged in a triangular pattern. The background is dark and out of focus, showing a grid-like structure, possibly a window or a wall panel, and some blurred lights. The overall atmosphere is warm and modern.

# Appendix



## A note on definitions and language

For the purposes of the survey, participants were provided with the following definitions while completing the survey.

### HARASSMENT

Harassment includes any unwanted physical or verbal behaviour that offends or humiliates you. Sexual harassment refers to unwanted communications or actions that are sexual in nature, and are offensive, intimidating, or humiliating. It can take many forms, including verbal, written, or visual. Sexual harassment is one type of sexual violence.

### SEXUAL VIOLENCE

Sexual violence is defined as a spectrum of non-consensual sexual contact and behaviour. There are many different types of sexual violence, including sexual harassment, sexual assault, sexual exploitation, criminal harassment, indecent exposure, voyeurism, etc.



### WHY SAFER AND NOT SAFE?

No space is 100% safe for all people because what makes an individual feel safe will differ from person to person.

"Safer" implies that increasing safety is an ongoing and active process and recognizes that discrimination, harassment, and violence can and do still happen when various safety mechanisms for prevention and response are in place.