

PART E
SPECIFICATIONS

PART E - SPECIFICATIONS

GENERAL

E1. GENERAL

E1.1 These Specifications shall apply to the Work.

E2. SERVICES

E2.1 The Contractor shall conduct a telephone opinion survey in accordance with the requirements hereinafter specified:

- (a) The Contractor shall survey a random sample of Winnipeg residents, by telephone, using the attached survey questionnaire.
- (b) The Contractor shall conduct 10 surveys as a pre-test, with the Contract Administrator able to remotely monitor the completions.

E2.2 The Contractor shall conduct the survey using a Computer Assisted Telephone Interviewing (CATI) system or if a CATI system is not used, the contractor shall code, keypunch and verify the survey responses.

E2.3 The Contractor shall provide a preliminary raw data set in Statistical package for the Social Sciences (SPSS) format when half of the surveys have been completed.

E2.4 The Contractor shall provide the contract administrator with a computer file containing the final data in Statistical package for the Social Sciences (SPSS) format.

E2.5 The ratio of males to females shall be equal to 52 females for every 48 males.

E2.6 Respondents shall be citizens of Winnipeg, age 18 years and older.

E2.7 For the purposes of this survey, respondents should not reside in any postal code area other than (City of Winnipeg codes):

- (a) R2Y, R3K, R3J, R3H, R2R, R2P, R2V, R4A, R3G, R3E, R2X, R3C, R3B, R3A, R2W, R3L, R3M, R3N, R3P, R3R, R3S, R3T, R3Y, R3V, R2N, R3X, R2M, R2J, R2H, R2L, R2K, R3W, R2C, R2G, R2E.

E3. SURVEY DURATION

E3.1 Once the Contractor has begun to field the survey, they shall not exceed the following:

- (a) 400 surveys = 4 days;
- (b) 500 surveys = 5 days; or
- (c) 600 surveys = 6 days.

E4. DELIVERY

E4.1 The Work shall be completed and the electronic results submitted within 4 weeks from receiving notification of award.

E5. SAMPLE SURVEY

WINNIPEG POLICE SERVICE
2004 PUBLIC OPINION SURVEY

PHONE NO. _____

HELLO, MY NAME IS _____, FROM _____ CALLING ON BEHALF OF THE WINNIPEG POLICE SERVICE. WE ARE CONDUCTING A SURVEY OF WINNIPEGGERS' ATTITUDES REGARDING THE WINNIPEG POLICE SERVICE. THIS TELEPHONE NUMBER HAS BEEN RANDOMLY SELECTED TO PARTICIPATE IN THIS SURVEY. I CAN ASSURE YOU THAT YOUR REPLIES ARE KEPT IN THE STRICTEST OF CONFIDENCE. IF YOU DO NOT WISH TO PARTICIPATE, WE WILL TERMINATE THE INTERVIEW NOW.

ARE YOU 18 OR OLDER? IF NOT, IS THERE SOMEONE THERE WHO IS 18 OR OLDER I CAN SPEAK WITH? (START AGAIN FROM HELLO WITH NEW PERSON)

FIRST OF ALL I WOULD LIKE TO ASK YOU A FEW QUESTIONS ABOUT YOUR NEIGHBORHOOD IN GENERAL.

1. GENERAL INFORMATION

1. Do you think your neighbourhood is an area with a high amount of crime, an average amount of crime, or a low amount of crime?

- (1) High
- (2) Average
- (3) Low
- (9) No opinion

2a. In the last year or two do you think that crime has increased, decreased or remained about the same in your neighbourhood?

- (1) Increased
- (2) Decreased (skip to question 3)
- (3) Remained the same (skip to question 3)
- (9) No opinion (skip to question 3)

2b. Do you have any particular crime or crimes in mind?

3. *What about the City of Winnipeg as a whole – Do you think that crime has increased, decreased, or remained about the same in Winnipeg?*

- (1) Increased
- (2) Decreased
- (3) Remained the same
- (9) No opinion

4. How do you think your neighbourhood compares with the rest of Winnipeg in terms of the amount of crime? Would you say your neighbourhood has (Read Categories):
 - (1) Much more crime
 - (2) More crime
 - (3) About the same amount of crime
 - (4) Less crime
 - (5) Much less crime
 - (9) No opinion

5. How do you think Winnipeg compares with other major Canadian cities in terms of the amount of crime? Would you say Winnipeg has (Read Categories):
 - (1) Much more crime
 - (2) More crime
 - (3) About the same amount of crime
 - (4) Less crime
 - (5) Much less crime
 - (9) *No opinion*

6. How much information do you get about crime in your neighbourhood from each of the following sources? First, do you get a great deal, some, or no information at all about crime from conversations with your neighbours?
 - (1) Great deal
 - (2) Some
 - (3) None

7. A great deal, some, or no information from newspapers, radio or television?
 - (1) Great deal
 - (2) Some
 - (9) *None*

8. A great deal, some or no information directly from the police in your neighbourhood?
 - (1) Great deal
 - (2) Some
 - (9) *None*

9. A great deal, some or no information directly from the internet?
 - (1) Great deal
 - (2) Some
 - (9) None

10. To the best of your recollection, have you heard any information concerning ways in which you might contact the Winnipeg Police Service in the last year?
 - (1) Yes, saw ad in the white pages
 - (2) Yes, heard radio advertisement
 - (3) Yes, heard from police source (i.e. service center)
 - (4) Yes, heard from other another source (heard it somewhere)
 - (5) No, haven't heard anything
 - (9) Do not recall

11. Have you seen an informational advertisement for ways of contacting the Winnipeg Police Service in the MTS white pages?
 - (1) Yes
 - (2) No
 - (9) Not sure

12. Do you recall hearing an informational advertisement for ways of contacting the Winnipeg Police Service on the radio?
 - (1) Yes
 - (2) No
 - (9) Not sure

13. In 2003, the Winnipeg Police Service purchased some radio advertisements themed "911 and 986-6222, making the right call" to inform citizens of Winnipeg about their options in contacting the police. Do you recall these ads now?
 - (1) Yes
 - (2) No
 - (9) Not sure

14. How safe do you feel or would you feel walking alone in your neighbourhood during the day?
 - (1) Very safe
 - (2) Reasonably safe
 - (3) Somewhat safe
 - (4) Very unsafe
 - (9) *No opinion*

15. How about after dark? Would you feel...
 - (1) Very safe
 - (2) Reasonably safe
 - (3) Somewhat safe
 - (4) Very unsafe
 - (9) *No opinion*

16. The Winnipeg Police Service has installed red light cameras at certain intersections to detect drivers who speed and run red lights. The registered owners of offending vehicles are being assessed fines for every occasion in which their car clearly runs a red light. Do you personally approve of the installation of these cameras? Is that strongly or moderately?
 - (1) Strongly approve
 - (2) Moderately approve
 - (3) Moderately disapprove
 - (4) Strongly disapprove
 - (9) No opinion

17. Has anyone in your household received a ticket due to an infraction detected by an intersection camera?
 - (1) Yes
 - (2) No
 - (9) *Don't Know*

18. The Winnipeg Police Service has used mobile photo enforcement vans to detect speeding drivers at school and construction locations throughout the city. The registered owners of offending vehicles are being assessed fines for every occasion in which their car is detected traveling in excess of the posted speed limit. Do you personally approve of the installation of these mobile photo enforcement vans? Is that strongly or moderately?
- (1) Strongly approve
 - (2) Moderately approve
 - (3) Moderately disapprove
 - (4) Strongly disapprove
 - (9) No opinion
19. Has anyone in your household received a ticket due to an infraction detected by a mobile photo enforcement van camera?
- (1) Yes
 - (2) No
 - (9) *Don't Know*
20. During the last year did you contact the Winnipeg Police Service for any reason?
- ONLY INCLUDE INCIDENTS WHERE THE RESPONDENT CALLED THE POLICE SERVICE OR REPORTED THE INCIDENT IN PERSON. DO NOT INCLUDE INCIDENTS WHERE THE POLICE CONTACTED THE RESPONDENT OR TRAFFIC RELATED INCIDENTS IN THIS SECTION.
- (1) Yes (continue)
 - (2) No (skip to question 41)
 - (9) Refused to answer (skip to question 41)

2. CITIZENS WHO HAVE CONTACTED POLICE

21. How did you contact the police? (read choices)
- (1) Called 911
 - (2) Called dispatch center (986-6222)
 - (3) Called a District Police Station
 - (4) Called a Police Service Center
 - (5) Went in person to a District Police Station
 - (6) Went in person to a Police Service Center
 - (7) Personal contact/on street/informal
 - (8) By fax/email
 - (9) Other
 - (99) Refused/Not stated
22. Why did you contact the police?
- (1) To report a crime or incident (ask next question then skip to q25)
 - (2) To ask for information (continue)
 - (3) To ask for protection of person or property (continue)
 - (4) To ask about or request educational programs (continue)

(5) Lost and found enquiries (continue)

23a. Were you satisfied with the level of customer service the operator provided.

- (1) Acceptable
- (2) Somewhat acceptable
- (3) Not very acceptable
- (4) Definitely unacceptable
- (8) Does not apply
- (9) No opinion, don't recall

23b. Were you satisfied with what the operator did in order to provide assistance?

- (1) Very satisfied
- (2) Satisfied
- (3) Neither satisfied nor dissatisfied
- (4) Dissatisfied
- (5) Very dissatisfied
- (9) No opinion

24. Were you satisfied with the way the police operator handled your call?

- (1) Very satisfied
- (2) Satisfied
- (3) Neither satisfied nor dissatisfied
- (4) Dissatisfied
- (5) Very dissatisfied
- (9) No opinion

*** Skip all respondents who answered q24 to q41*

25. Could you briefly describe the incident and the offences committed?

- (1) Break and Enter
- (2) Theft under \$5000
- (3) Theft of vehicle
- (4) Noise complaint
- (5) Harassment
- (6) Theft from vehicle
- (7) Willful damage/vandalism/mischief
- (8) Assault
- (9) Trespass
- (10) Robbery
- (11) Fighting
- (12) Motor vehicle accident
- (13) Drug offenses
- (14) Domestic dispute
- (15) Suspicious person
- (16) Suicide/sudden death
- (17) Neighbour disputes
- (18) Vehicular offenses/incidents

- (99) Other _____

26. Where did the crime/incident occur?

- (1) At home/garage/yard
- (2) In your neighbourhood
- (3) At/near work
- (4) Other residence
- (5) Elsewhere in Winnipeg
- (6) Outside Winnipeg
- (7) Other (specify) _____
- (9) Refused

27a. Were you satisfied with the way the police operator handled your call?

- (1) Yes (skip to q28)
- (2) No (continue)
- (8) Not applicable (skip to q28)

27b. Why not? _____

28. How did the police respond?

- (1) Sent a car immediately (continue)
- (2) Sent a car later (continue)
- (3) Handled your call by phone only (skip to question 31).
- (4) Advised you to attend to a Service Center (skip to question 31).
- (5) Other (specify) _____
- (8) Not applicable

29. Once you made your call, how long did it take for the police to arrive?

- (1) 5 minutes or less
- (2) 5 to 15 minutes
- (3) 16 to 30 minutes
- (4) 31 to 60 minutes
- (5) 1-2 hours
- (6) 2-4 hours
- (7) 4-6 hours
- (8) More than 6 hours / Next day
- (9) Don't know
- (99) Not applicable

30. As far as you were concerned, how acceptable was the length of time it took for the police to arrive? (Read categories):

- (1) Acceptable
- (2) Somewhat acceptable
- (3) Not very acceptable
- (4) Definitely unacceptable
- (5) No opinion
- (8) Not applicable

31. As far as you are aware did the police investigate the matter you had reported?

- (1) Yes (continue)
- (2) No (skip to q34)
- (3) Not that I am aware of (skip to q34)
- (8) Not applicable (skip to q34)

(9) No opinion (skip to q34)

32. How would you describe the initial investigation: Would you say:

- | | |
|---|-----------------------|
| 32a) that the police talked with you and asked questions..... | (No) 1 (Yes) 2 (NA) 9 |
| 32b) that the police looked around.... | (No) 1 (Yes) 2 (NA) 9 |
| 32c) that the police dealt with any suspects.... | (No) 1 (Yes) 2 (NA) 9 |

33. Was this initial investigation:

- (1) Satisfactory
- (2) Not very satisfactory
- (3) Definitely not satisfactory
- (4) No opinion
- (8) Not applicable

34. In general, for this incident, were the police very courteous, somewhat courteous, or not at all courteous?

- (1) Very courteous
- (2) Somewhat courteous
- (3) Not at all courteous
- (4) No opinion
- (8) Not applicable

35. Did police provide you with information about the progress or outcome of the investigation at a later time?

- (1) Yes (skip to q37)
- (2) No (continue)
- (3) Refused (skip to q37)
- (8) Not applicable (skip to q37)

36. Was that:

- (1) Satisfactory (skip to q40)
- (2) Not very satisfactory (skip to q40)
- (3) Definitely not satisfactory (skip to q40)
- (4) No opinion (skip to q40)
- (8) Not applicable (skip to q40)

37. Was the information provided:

- (1) Satisfactory
- (2) Not very satisfactory
- (3) Definitely not satisfactory
- (4) No opinion
- (8) Not applicable

38. Did they provide you with information or advise you about ways to prevent the offence in the future?

- (1) Yes
- (2) No
- (3) Refused

- (8) Not applicable
39. Do you know if anyone was arrested or charged as a result of the incident?
- (1) Yes
(2) No
(8) Not applicable
40. Overall, do you think the police did a good job, an average job, or a poor job of handling the incident?
- (1) Good
(2) Average
(3) Poor
(8) Not applicable
(9) No opinion

3. CITIZENS WHO WERE CONTACTED BY POLICE

41. Excluding traffic related matters, in the last year did the Winnipeg Police Service contact you for any reason?
- (1) Yes (continue)
(2) No (skip to q45)
(9) Refused (skip to q45)
42. Could you briefly describe the incident?
- (1) Contacted as a witness
(2) As a part of an investigation
(3) Resolving neighbourhood disputes
(4) Other _____
43. How did you feel after speaking with police about this incident.

DO NOT READ CATEGORIES

- (1) Satisfied
(2) Embarrassed
(3) Frightened; Scared; Nervous
(4) Unhappy; upset
(5) Very angry
(6) Other (specify) _____
(7) Refused
(8) Not applicable
- 44a. Overall, do you think the police did a good job, an average job, or a poor job of handling this incident?
- (1) Good (skip to q45)
(2) Average (skip to q45)
(3) Poor (continue)

- (4) No opinion (skip to q45)
- (8) Not applicable (skip to q45)

44b. Why? _____

45. During the last year were you involved in a traffic accident that required police presence?

- (1) Yes (continue)
- (2) No (skip to q47)

46. Do you think the police did a good job, an average job, or a poor job of handling the incident?

- (1) Good
- (2) Average
- (3) Poor
- (9) No opinion

47. During the last year were you stopped by a Winnipeg Police Officer for a traffic violation?

- (1) Yes (continue)
- (2) No (skip to q49)

48. Would you say the police were:

- (1) Very fair
- (2) Reasonably fair
- (3) Somewhat fair
- (4) Unfair
- (5) Very unfair
- 99) No opinion

49. During the last year were you stopped at a Road Check (STEP OR ALERT) enforced by the Winnipeg Police?

- (1) Yes (continue)
- (2) No (skip to q51)

50a. Do you think the police did a good job, an average job, or a poor job of conducting the Road Check?

- (1) Good (skip to q51)
- (2) Average (skip to q51)
- (3) Poor (continue)
- (9) No opinion (skip to q51)

50b. Why do you say that? _____

4. CITIZENS AND CRIME PREVENTION IN WINNIPEG

51. In connection with crime prevention can you tell me the names of any crime prevention programs being carried out in Winnipeg?

****DO NOT READ NAMES (after each answer prompt: "any others?")**

- (1) Operation Identification

- (2) Block Parents
- (3) Crime Stoppers
- (4) School Safety Program
- (5) Neighborhood Watch Program
- (6) Other (specify)
- (6) No

52. Have you heard about the following programs? (ask each, if not mentioned in q51)

- | | | | |
|------|-----------------------------|---------|--------|
| 52.1 | Block Parents | (1) Yes | (2) No |
| 52.2 | Operation Identification | (1) Yes | (2) No |
| 52.3 | Neighbourhood Watch Program | (1) Yes | (2) No |
| 52.4 | Crimestoppers | (1) Yes | (2) No |
| 52.5 | School safety program | (1) Yes | (2) No |
| 52.6 | Take Action | (1) Yes | (2) No |
| 52.7 | Take Action in Schools | (1) Yes | (2) No |

48. Do you or anyone in your household participate in the program?

- | | | | |
|------|-----------------------------|---------|--------|
| 53.1 | Block Parents | (1) Yes | (2) No |
| 53.2 | Operation Identification | (1) Yes | (2) No |
| 53.3 | Neighbourhood Watch Program | (1) Yes | (2) No |
| 53.4 | Crimestoppers | (1) Yes | (2) No |
| 53.5 | School safety program | (1) Yes | (2) No |
| 53.6 | Take Action | (1) Yes | (2) No |
| 53.7 | Take Action in Schools | (1) Yes | (2) No |

54. From which source or sources have you obtained information on Crime Prevention for your area?

- (1) Winnipeg Police Service or a WPS officer
- (2) Shopping mall booths
- (3) Newspaper
- (4) Community groups
- (5) Schools
- (6) Radio
- (7) Television
- (8) Pamphlets/stickers
- (9) Neighbours/friends/relatives
- (10) Internet web site
- (11) Other (Be specific) _____
- (12) I've never heard or had any information
(99) *Don't know/can't remember*

55. Do you feel that you have received adequate information about crime or criminal activity in your community?

- (1) Yes (continue)
- (2) No (skip to q57)
- (9) Don't know (skip to q57)

56. How would you prefer to receive more information?

5. CITIZEN COMPLAINTS AGAINST THE WPS

57. Have you heard of the citizen complaint procedure in the Law Enforcement Review Act (LERA)?

- (1) Yes (Continue)
- (2) No (skip to q59)
- (3) Maybe, don't know (skip to q59)

58. Where did you hear about it?

- (1) Winnipeg Police
- (2) Shopping mall booths
- (3) Newspaper
- (4) Community groups
- (5) Schools
- (6) Radio
- (7) Television
- (8) Pamphlets/stickers
- (9) Neighbours/friends/relatives
- (10) Other (Be specific) _____
- (99) Don't know/can't remember

59. Have you had any occasion to complain about the conduct of a Winnipeg Police officer?

- (1) Yes (continue)
- (2) No (Skip to q67a)

60a. Did you advise the Service or the officer of your complaint?

- (1) Yes (skip to q61)
- (2) No (continue)
- (9) Refused (skip to q67a)

60b. Why not? _____

** skip all respondents who answered q60b to q67a

61. Did you complain ...?

- (1) By letter to the Service
- (2) By telephone to the Service
- (3) In person
- (4) To the police officer at the time of the incident
- (5) To another police officer at the time of the incident
- (6) Other (specify)
- (7) Could not say
- (8) Refused to answer

62a. Did you give your name and address to the Winnipeg Police Service in connection with this incident?

- (1) Yes (skip to q63a)
- (2) No (continue)
- (9) Refused (skip to q63a)

62b. Why not? _____

63a. Did the Service contact you about your complaint at a later time?

- (1) Yes (continue)
- (2) No (skip to q64a)

63b. How did the Police Service contact you?

- (1) By mail
- (2) By telephone
- (3) In person
- (4) Other (specify) _____
- (9) Refused

64a. Were you satisfied with how the complaint was handled?

- (1) Very satisfied (skip to q65)
- (2) Satisfied (skip to q65)
- (3) Neither satisfied nor dissatisfied (skip to q65)
- (4) Dissatisfied (continue)
- (5) Very dissatisfied (continue)
- (9) No opinion (skip to q65)

64b. Why not? _____

65. Did you file a formal complaint in writing to LERA?

- (1) Yes (continue)
- (2) No (skip to q67a)

66. Were you satisfied with how LERA dealt with your complaint?

- (1) Very satisfied
- (2) Satisfied
- (3) Neither satisfied nor dissatisfied
- (4) Dissatisfied
- (5) Very dissatisfied
- (9) No opinion

67a. Have you had occasion to complain about any (other) aspect of the Winnipeg Police Service?

- (1) Yes
- (2) No

67b. What as the nature of your complaint? _____

6. GENERAL POLICING ISSUES / SATISFACTION ISSUES

68. Do you know where the district police station is for your area?

- (1) Yes

(2) No

69. Do you know any of the police officers working for the Winnipeg Police Service? That is, do you have a friend or relative who is a police officer?

- (1) Yes
- (2) No
- (9) Refused

70. Do you think the Winnipeg Police Service does a good job, an average job or a poor job of:

OPINION	GOOD	AVERAGE	POOR	NO
70a. Enforcing the laws..... (4)	(1)	(2)	(3)	
70b. Of promptly responding to calls.... (4)	(1)	(2)	(3)	
70c. Of being approachable and easy to Talk to..... (4)	(1)	(2)	(3)	
70d. Of supplying information to the public				
70e. On ways to reduce crime... (4)	(1)	(2)	(3)	

71a. With respect to the traffic laws in general, should the police be more strict, less strict or about the same as in the past?

- (1) More (continue)
- (2) Less (continue)
- (3) Same (skip to q72)
- (4) No opinion (skip to q72)

71b. Do you have any particular offenses in mind? _____

72. Thinking about the number of police you see in your neighbourhood, would you say there are too many, too few, or about the right number?

- (1) Too many
- (2) Too few
- (3) About right
- 99) No opinion

7. COMMUNITY POLICING

73. Do you know where the police service center is for your area?

- (1) Yes
- (2) No

74a. Have you visited a Police service center in the past two years?

- (1) Yes
- (2) No (skip to q75)

74b. What was the purpose of your visit to a service center?

- (1) To report a local crime.
- (2) To report a crime from a different neighbourhood.
- (3) To give information about people/activity in the neighbourhood.
- (4) To request information.
- (5) Other _____

74c. In general, what is your feeling about the quality of service provided by the police service center?

- (1) Excellent
- (2) Good
- (3) Average
- (4) Poor
- (5) Very Poor
- (9) DK/No opinion

75. In your opinion, what is the main purpose of the Police Service Centers?

- (1) To take neighbourhood crime reports
- (2) To take overall crime reports.
- (3) To assemble information about people/activity in the neighbourhood.
- (4) To free up cruiser cars for more important duties
- (5) To monitor the activities of criminals in the neighbourhood.
- (6) To deter crime in the neighbourhood.
- (7) To serve as a base of operations for the police in the neighbourhood.
- (9) DK, no idea

76a. Do you think the way in which citizens report crimes has changed over the last few years?

- (1) Yes
- (2) No (skip to q77)
- (3) Not sure (skip to q77)
- (9) dk (skip to q77)

76b. In what way has the method of reporting changed?

- (1) Have to go to the service center.
- (2) Can't report over the phone any more except for emergencies.
- (3) Are allowed to report over the phone (don't have to go to the service center).
- (4) Other _____

76c. Do you feel these changes have been good or bad?

- (1) Good.
- (2) Bad.
- (9) DK

77. Would you prefer to report incidents to the Police Service via telephone, or would you rather go to a Police Service Center in person?

- (1) I would rather phone
- (2) I would rather go to the Service Center
- (3) Either is fine
- (9) *Don't Know*

78. Is it important to you to report your incident or situation to a police officer, or would you be willing to talk to a volunteer?
- (1) I would insist on talking to an officer.
 - (2) I would prefer to talk to an officer.
 - (3) Either would be fine.
 - (4) I would prefer to talk to a volunteer.
 - (5) It would depend on the circumstances of my situation.
 - (6) It may depend on the gender of the officer and the volunteer.
79. Do you know what the term Neighborhood Foot Patrol refers to?
- (1) Yes
 - (2) No (explain that it is a uniformed officer on foot, "walking a beat", in a neighbourhood)
80. Do you know if you have a Neighborhood Foot Patrol in your area?
- (1) Yes (continue)
 - (2) No (skip to q82)
 - (9) *Refused (skip to q82)*
81. How often do you see your Neighbourhood Foot Patrol Officer?
- (1) Every day.
 - (2) Every week day.
 - (3) Every weekend.
 - (4) A couple/few times a week.
 - (5) Once a week or so.
 - (6) A couple/few times a month.
 - (7) Once a month or so.
 - (8) Rarely.
 - (9) Never.
82. In your opinion, what is the main purpose of the Neighbourhood Foot patrol?
- (1) To take neighbourhood crime reports
 - (2) To take overall crime reports.
 - (3) To assemble information about people/activity in the neighbourhood.
 - (4) To free up cruiser cars for more important duties
 - (5) To monitor the activities of criminals in the neighbourhood.
 - (6) To deter crime in the neighbourhood.
 - (7) To talk with or interact with citizens in the neighbourhood.
 - (9) DK, no idea
83. In general, what is your feeling about the overall quality of police service in Winnipeg? Do you feel the quality of police service is:
- (1) Excellent
 - (2) Good
 - (3) Average
 - (4) Poor
 - (5) Very poor
 - (9) No opinion
84. What improvements would you like to see made in regards to policing in your community?
-

8. RECRUITMENT INFORMATION

85. Do you know someone who has expressed an interest in applying to become a police officer?

- (1) Yes
- (2) No (skip to q88)

86. Have they applied to become a police officer?

- (1) Yes (skip to q88)
- (2) No

87. Why have they not applied?

88. In your opinion, what factors might prevent a suitable person from applying to be a police officer with the Winnipeg Police Service?

89. In your opinion, what are two of the most important qualities that a police officer must have?

- (a) _____
- (b) _____

9. DEMOGRAPHIC INFORMATION

In order to accurately group and summarize your opinions together with those of the other survey respondents we would like you to provide the following demographic information. This data will not be used to identify you personally, and all your responses will remain anonymous. You have the right to refuse to answer any of these questions.

90a. May I please have the first 3 digits of your postal code?

- 10 R3A (skip to q96)
- 11 R3B (skip to q96)
- 12 R3C (skip to q96)
- 13 R3E (continue)
- 14 R3G (continue)
- 20 R3H (skip to q96)
- 21 R3J (skip to q96)
- 22 R3K (skip to q96)
- 23 R2R (continue)
- 24 R2Y (skip to q96)
- 30 R2P (skip to q96)
- 31 R2X (skip to q96)
- 32 R2W (skip to q96)
- 33 R2V (skip to q96)
- 34 R4A (skip to q96)
- 40 R2E (skip to q96)
- 41 R2G (skip to q96)
- 42 R2K (skip to q96)
- 43 R2L (skip to q96)
- 44 R3W (skip to q96)
- 45 R2C (skip to q96)

- 50 R2H (skip to q96)
- 51 R2J (skip to q96)
- 52 R3X (skip to q96)
- 53 R2N (skip to q96)
- 54 R2M (skip to q96)
- 60 R3L (skip to q96)
- 61 R3M (skip to q96)
- 62 R3T (skip to q96)
- 63 R3V (skip to q96)
- 64 R3Y (skip to q96)
- 65 R3P (skip to q96)
- 66 R3S (skip to q96)
- 67 R3R (skip to q96)
- 68 R3N (skip to q96)
- 70 R0A (skip to q96)
- 99 Refused/Don't Know (skip to q96)

90b. May I please have the last 3 digits of your postal code? _____

91. About how long have you lived in your neighbourhood? _____

92. And how long have you lived in The City of Winnipeg? _____

93. In which of the following categories may I put your age?

- (1) 18-24 years.
- (2) 25-34 years.
- (3) 35-44 years.
- (4) 45-54 years.
- (5) 55-64 years.
- (6) 65-74 years.
- (7) 75-84 years.
- (8) 85 or older.
- (9) refused/ns

94. In which of the following categories would you say your total household income (all persons living in the household) falls?

- (1) Under \$20,000
- (2) \$20,000 - \$29,000
- (3) \$30,000 - \$39,999
- (4) \$40,000 - \$49,999
- (5) \$50,000 - \$59,999
- (6) \$60,000 - \$69,999
- (7) \$70,000 - \$79,999
- (3) over \$79,999
- (9) refused/Don't Know

95. What is the highest level of formal education you have achieved.

- (1) Less than high school
- (2) Completed high school
- (3) Some college or university
- (4) Completed college degree/diploma
- (5) Completed university degree
- (6) Completed university graduate degree

96. RECORD RESPONDENT'S GENDER – DO NOT ASK

- (1) Male
- (2) Female

THIS CONCLUDES THE QUESTIONNAIRE AND ONCE AGAIN I CAN ASSURE YOU THAT YOUR REPLIES ARE KEPT IN THE STRICTEST OF CONFIDENCE. THANK YOU FOR YOUR COOPERATION.