

Appendix 1 – Survey (English Version)

Hello, my name is _____ and I'm calling on behalf of the Winnipeg Police Board. Today we are talking to residents about their opinion regarding the Winnipeg Police Service. The survey will take approximately 10 to 15 minutes to complete. I can assure you that your replies will be kept confidential. Are you interested in completing the survey?

Yes..... 01 => J1

Refusal..... END

2024 Survey Questions

Qualification

J1

In which of the following categories does your age fall? (*READ LIST*)

- (0) Under 18 years old *[Show If Is Wireless] (end call)*
- (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) [DO NOT READ] Refused (*end call*)

J2

So that we can assign your answers to the correct region of the city, may I please have the first 3 characters of your postal code:

(IF RESPONDENT IS ASKING WHY WE NEED THIS, SAY: We need this to map your answers to a specific region in the City of Winnipeg. All responses will be analyzed on aggregate and the information you provide will not be linked to your answers.)

(ENSURE IT IS A LETTER, NUMBER, LETTER)

(8) Refused (*end call*)

J3

What gender do you identify with?

- (1) Male
- (2) Female
- (3) Non-Binary/Gender non-conforming
- (9) [DO NOT READ] Refused

Section A: General Questions

A3

In general, to what extent do you agree that the Winnipeg Police Service is effective at: *(Strongly Agree/Strongly disagree, 5-point scale)*

1-Strongly Agree 2-Agree 3-Neither Agree nor Disagree 4-Disagree 5-Strongly Disagree

- a. resolving crimes where violence is involved?
- b. responding quickly to calls for assistance?

A4

Taking everything into account, how good a job do you think the police in this city are doing? *(very poor/excellent, 5-point scale)*

1-Excellent 2-Very Good 3-Average 4-Poor 5-Very Poor

A5

Taking everything into account, how good a job do you think the police in this country are doing? *(very poor/excellent, 5-point scale)*

1-Excellent 2-Very Good 3-Average 4-Poor 5-Very Poor

Section B: Crime and Safety

B1

Thinking of the last year or so – Do you think that crime has increased, decreased, or remained about the same in the city of Winnipeg?

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

B2

Still thinking of the last year or so, how do you think Winnipeg compares with other major Canadian cities in terms of the amount of crime? Would you say Winnipeg has:

- (1) Much more crime
- (2) More crime
- (3) About the same amount of crime
- (4) Less crime
- (5) Much less crime
- (9) No opinion

B3

During the last year or so do you think that crime has increased, decreased or remained about the same in your neighbourhood?

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

B4

I am now going to read you a few statements about the seriousness of various problems in your neighbourhood only. On a scale from 1 to 5 in which 1 is not at all serious, 2 is somewhat serious, 3 is serious, 4 is very serious, and 5 is extremely serious. **(REPEAT SCALE IF NECESSARY).**

		Not at all Serious	Somewhat Serious	Serious	Very Serious	Extremely Serious
B4.1	Break and enter to homes?.....	☐ 1	☐ 2	☐ 3	☐ 4	☐ 5
B4.2	Vandalism, graffiti or other deliberate damage to property or vehicles?	☐ 1	☐ 2	☐ 3	☐ 4	☐ 5
B4.3	Traffic violations?	☐ 1	☐ 2	☐ 3	☐ 4	☐ 5
B4.4	Assaults?.....	☐ 1	☐ 2	☐ 3	☐ 4	☐ 5
B4.5	Gang activity?.....	☐ 1	☐ 2	☐ 3	☐ 4	☐ 5
B4.6	People using drugs?	☐ 1	☐ 2	☐ 3	☐ 4	☐ 5
B4.7	People dealing drugs?	☐ 1	☐ 2	☐ 3	☐ 4	☐ 5
B4.8	Disturbances in your community?	☐ 1	☐ 2	☐ 3	☐ 4	☐ 5
B4.9	Robbery?	☐ 1	☐ 2	☐ 3	☐ 4	☐ 5
B4.10	Theft from cars?	☐ 1	☐ 2	☐ 3	☐ 4	☐ 5
B4.11	People hanging around on the streets?	☐ 1	☐ 2	☐ 3	☐ 4	☐ 5

B5

How safe do you feel or would you feel walking alone in your neighbourhood during the day? Do you think it is:

- (1) Very safe
- (2) Reasonably safe
- (3) Somewhat unsafe
- (4) Very unsafe
- (9) No opinion

B6

How about walking alone after dark in your neighbourhood? Would you feel:

- (1) Very safe
- (2) Reasonably safe
- (3) Somewhat unsafe
- (4) Very unsafe
- (9) No opinion

B7

How safe do you feel or would you feel walking downtown alone during the day?

- (1) Very safe
- (2) Reasonably safe
- (3) Somewhat unsafe
- (4) Very unsafe
- (9) No opinion

B8

How about walking alone downtown after dark? Would you feel:

- (1) Very safe
- (2) Reasonably safe
- (3) Somewhat unsafe
- (4) Very unsafe
- (9) No opinion

B9

During the last 12 months were you the victim of a crime that you did not report?

- (1) Yes
- (2) No **(SKIP TO QUESTION C1)**
- (9) Refused to answer **(SKIP TO QUESTION C1)**

B10.1

Was this a personal or property related crime?

- (1) Personal
- (2) Property
- (3) Both
- (9) Refused to answer

B10.2

Why didn't you report this incident (**DO NOT READ**)? (Accept one only)

- (1) Too inconvenient
- (2) Too embarrassing
- (3) Didn't want my insurance premiums to increase
- (4) Wasn't serious enough to report
- (5) I didn't think the police could/would do anything about it
- (6) I didn't know how to contact the police
- (66) Other (record) _____
- (88) Don't Know

Section C: Citizens who Contacted the Police**C1**

Excluding traffic related matters; during the last 12 months did you contact the Winnipeg Police Service for any reason?

(ONLY INCLUDE INCIDENTS WHERE THE RESPONDENT CONTACTED THE POLICE SERVICE. 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 D1**)
- (9) Refused to answer (**SKIP TO QUESTION D1**)

C2

What is your level of satisfaction with your most recent contact with the Winnipeg Police?

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

Section D: Citizens Who Have Been Contacted by Police**D1**

Excluding traffic related matters, in the last 12 months did the Winnipeg Police Service contact you for any reason?

- (1) Yes (**CONTINUE**)
- (2) No (**SKIP TO QUESTION E1**)
- (9) Refused to answer (**SKIP TO QUESTION E1**)

D2

What is your level of satisfaction with your most recent contact with the Winnipeg Police when they contacted you?

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

Section E: Complaints

E1

In the past 12 months, have you had any reason to make a complaint about the conduct of a Winnipeg Police officer?

- (1) Yes
- (2) No **(SKIP TO F1)**

E2

Did you proceed to make a complaint to the Police Service?

- (1) Yes **(SKIP TO E4)**
- (2) No
- (9) Refused **(SKIP TO F1)**

E3

Why did you decide not to make a complaint?

- (9) Refused

E4 [ASK IF E2 = YES]

What was your level of satisfaction with the response to your complaint?

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

Section F: Traffic

F1

Photo radar and red light cameras have been placed around the city to detect and fine the owners of speeding vehicles at schools and construction locations as well as to detect and fine the owners of vehicles that run red lights.

Do you personally approve or disapprove of: **(REPEAT SCALE IF NECESSARY).**

		Strongly Approve	Moderately Approve	Moderately Disapprove	Strongly Disapprove	No Opinion
F1.1	The use of photo radar cameras in school zones? ..	☐ ₁	☐ ₂	☐ ₃	☐ ₄	☐ ₅
F1.2	The use of photo radar cameras in construction zones?	☐ ₁	☐ ₂	☐ ₃	☐ ₄	☐ ₅
F1.3	The use of red light cameras at certain intersections?	☐ ₁	☐ ₂	☐ ₃	☐ ₄	☐ ₅
F1.4	Drivers receiving fines for exceeding posted speed limits in school areas.....	☐ ₁	☐ ₂	☐ ₃	☐ ₄	☐ ₅
F1.5	The use of photo radar cameras in other areas not near schools or construction, but which have had frequent collisions or traffic events?.....	☐ ₁	☐ ₂	☐ ₃	☐ ₄	☐ ₅
F1.6	The use of photo radar cameras in other areas regardless of school, construction zones etc...	☐ ₁	☐ ₂	☐ ₃	☐ ₄	☐ ₅

F2

Has anyone in your household received a ticket due to an offense detected by a red light or photo radar camera?

- (1) Yes
- (2) No
- (3) Not sure
- (9) Refused

F3

During the last 12 months were you involved in a traffic collision to which the Winnipeg Police attended?

- (1) Yes
- (2) No

F4 *Show If F3_Yes*

What was your level of satisfaction with the police when they attended?

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

F5

During the last 12 months were you stopped by a Winnipeg Police Officer for a traffic violation?

- (1) Yes
- (2) No

F6 *Show If F5_Yes*

Would you say the police were:

- (1) Very fair
- (2) Fair
- (3) Unfair
- (4) Very unfair
- (9) [DO NOT READ] No opinion

F7

During the last 12 months were you stopped at a road-side spot check (formerly called Checkstop or Alert) enforced by the Winnipeg Police?

- (1) Yes
- (2) No

F8 *Show If F7_Yes*

What was your level of satisfaction with the police at the last road-side spot check?

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

F9

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

- (1) More
- (2) Less
- (3) Same
- (9) [DO NOT READ] No opinion

Section G: Communications and News

G1

What is your primary source for local public safety news (choose one)? (READ IF NECESSARY)

- (1) Television
- (2) Newspaper
- (3) Online News Website
- (4) Radio
- (5) Twitter
- (6) YouTube
- (7) Facebook
- (8) Press Release
- (66) Other (specify)
- (88) Unsure
- (99) No opinion

G2

How much does social media content shape your opinion of the Winnipeg Police Service?

- (1) No impact
- (2) Small impact
- (3) Moderate impact
- (4) Significant impact
- (8) Unsure
- (9) Refuse

G3

During the last 12 months, do you recall seeing Winnipeg Police Service news or communication on any of the following platforms (select all that apply): (READ)

- (1) From their Twitter account
- (2) From their Facebook page
- (3) From their Instagram account
- (4) On their Sub Stack account
- (5) From their Press Releases
- (6) From their Press Conferences
- (0) None [EXCLUSIVE]
- (8) Unsure
- (9) No opinion

G4

How trustworthy do you consider the Winnipeg Police Service to be as a source of local public safety news?

- (1) Not at all
- (2) Slightly
- (3) Moderately
- (4) Completely
- (8) Unsure
- (9) Refuse

G5

How trustworthy do you consider the local media when reporting news about the Winnipeg Police Service?

- (1) Not at all
- (2) Slightly
- (3) Moderately
- (4) Completely
- (8) Unsure
- (9) Refuse

Section H: General Policing Issues and Satisfaction Issues

H1

Please rate the importance of the following police activities to you on a scale from 1 to 5 in which 1 is not very important and 5 is extremely important. **(REPEAT SCALE IF NECESSARY).**

	1 - Not very important	2	3	4	5 - Extremely important	Don't know
a. Being visible on patrol	☐ O ₁	☐ O ₂	☐ O ₃	☐ O ₄	☐ O ₅	☐ O ₉
b. Conducting criminal investigations	☐ O ₁	☐ O ₂	☐ O ₃	☐ O ₄	☐ O ₅	☐ O ₉
c. Traffic enforcement	☐ O ₁	☐ O ₂	☐ O ₃	☐ O ₄	☐ O ₅	☐ O ₉
d. Crime prevention	☐ O ₁	☐ O ₂	☐ O ₃	☐ O ₄	☐ O ₅	☐ O ₉
e. Concentrated effort on gang enforcement	☐ O ₁	☐ O ₂	☐ O ₃	☐ O ₄	☐ O ₅	☐ O ₉
f. Concentrated effort on drug dealers	☐ O ₁	☐ O ₂	☐ O ₃	☐ O ₄	☐ O ₅	☐ O ₉
g. Responding promptly to calls	☐ O ₁	☐ O ₂	☐ O ₃	☐ O ₄	☐ O ₅	☐ O ₉
h. Concentrated effort on intoxicated persons, panhandlers and graffiti artists	☐ O ₁	☐ O ₂	☐ O ₃	☐ O ₄	☐ O ₅	☐ O ₉
i. Keeping peace and order on the streets	☐ O ₁	☐ O ₂	☐ O ₃	☐ O ₄	☐ O ₅	☐ O ₉
j. Community and diversity relations work	☐ O ₁	☐ O ₂	☐ O ₃	☐ O ₄	☐ O ₅	☐ O ₉
k. Providing crime Education and Safety in Schools	☐ O ₁	☐ O ₂	☐ O ₃	☐ O ₄	☐ O ₅	☐ O ₉
l. Providing victim Services	☐ O ₁	☐ O ₂	☐ O ₃	☐ O ₄	☐ O ₅	☐ O ₉

H2

Do you think, in general, the Winnipeg Police Service does an excellent, good, average, poor or very poor job of: **(REPEAT SCALE IF NECESSARY).**

	Excellent	Good	Average	Poor	Very Poor	No opinion
a. Enforcing the laws	☐ O ₁	☐ O ₂	☐ O ₃	☐ O ₄	☐ O ₅	☐ O ₆
b. Promptly responding to calls	☐ O ₁	☐ O ₂	☐ O ₃	☐ O ₄	☐ O ₅	☐ O ₆
c. Being approachable to the public	☐ O ₁	☐ O ₂	☐ O ₃	☐ O ₄	☐ O ₅	☐ O ₆
d. Ensuring the safety of citizens in your area	☐ O ₁	☐ O ₂	☐ O ₃	☐ O ₄	☐ O ₅	☐ O ₆
e. Treating people fairly	☐ O ₁	☐ O ₂	☐ O ₃	☐ O ₄	☐ O ₅	☐ O ₆
f. Being Professional	☐ O ₁	☐ O ₂	☐ O ₃	☐ O ₄	☐ O ₅	☐ O ₆
g. Treating citizens with courtesy	☐ O ₁	☐ O ₂	☐ O ₃	☐ O ₄	☐ O ₅	☐ O ₆
h. Being trustworthy	☐ O ₁	☐ O ₂	☐ O ₃	☐ O ₄	☐ O ₅	☐ O ₆

H3

How much confidence do you have in the Winnipeg Police Service?

- (1) A great deal of confidence
- (2) Some confidence
- (3) An Average amount of confidence
- (4) Not very much confidence
- (5) No confidence at all
- (9) **[DO NOT READ]** No opinion

H4

How would you rate the level of funding received by the Winnipeg Police Service?

- (1) Over funded
- (2) Appropriately and adequately funded
- (3) Under funded
- (9) No Opinion

H5

How would you rate the number of officers in the City of Winnipeg?

- (1) Too many
- (2) About right
- (3) Too Few
- (9) No opinion

H6

How often does the Winnipeg Police Service meet your needs, values and expectations?

- (1) Always/Consistently
- (2) Usually
- (3) Sometimes
- (4) Occasionally
- (5) Rarely/Never
- (9) No Opinion

H7

How would you rate the overall quality of police service in Winnipeg?

- (1) Excellent
- (2) Good
- (3) Average
- (4) Poor
- (5) Very Poor
- (9) **[DO NOT READ]** No opinion

Section I: NG 9-1-1 Questions

I1

Other than 9-1-1, do you know of any other telephone lines that are available 24 hours a day, seven days a week that you might call for help? [INTERVIEWER NOTE: Can be any phone number, not just for the WPS]

- (1) No, can't think of any
- (2) Yes, (please list as many as you like): _____
- (3) Non-emergency line/204-986-6222

I2 [SKIP IF I1=3]

Before today, did you know there's a Winnipeg Police non-emergency line available 24 hours a day, seven days a week? That's 204-986-6222.

- (1) Yes
- (2) No

I3

Some situations call for 9-1-1 while for others, it's more appropriate to call the non-emergency line. How confident are you that you would know when to call the non-emergency line instead of 9-1-1?

- (1) Very confident
- (2) Somewhat
- (3) Not very
- (4) Not at all confident
- (9) [DO NOT READ] No opinion

I4

Let's imagine you called 9-1-1 for help. What do you think would be the first thing you would tell the 9-1-1 operator when they answered? (DO NOT READ)

- (1) Your location
- (2) Your name
- (3) Your phone number
- (4) What the emergency is
- (66) Other (Specify)

I5

What would you do if you accidentally dialed 9-1-1 from your landline or mobile phone? Would you be most likely to... [ROTATE ORDER]

- (1) Stay on the phone and tell the operator there's no emergency
- (2) Hang up quickly
- (8) Unsure

Section J: Demographic Information

Finally, just a few questions for demographic purposes to make sure those we survey are representative of the public.

J4

Do you have a friend or relative who is a police officer?

(Interviewer comment: if the respondent is a police officer themselves, record as "yes".)

- (1) Yes
- (2) No
- (9) **[DO NOT READ]** Refused

J5

About how long have you lived in your neighbourhood?

- (1) One year or less
- (2) 2-5 years
- (3) 6-10 years
- (4) 11-25 years
- (5) More than 25 years
- (9) Don't know

J6 [SKIP TO J7 IF J5 = MORE THAN 25 YEARS]

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

- (1) One year or less
- (2) 2-5 years
- (3) 6-10 years
- (4) 11-25 years
- (5) More than 25 years
- (9) Don't know

J7

In which of the following categories would you say your total household income before taxes, that is, the income of all persons living in the household, falls?

(READ LIST)

- (1) Under \$30,000
- (2) \$30,001 - \$50,000
- (3) \$50,001 - \$75,000
- (4) \$75,001 - \$100,000
- (5) \$100,001 - \$250,000
- (6) More than \$250,000
- (9) **[DO NOT READ]** Refused

J8

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
- (9) **[DO NOT READ]** Refused