

Winnipeg Police Service General Survey - 2017

RECORD # _____
 INTERVIEWER: _____ PHONE: _____ - _____ - _____
 GENDER: Male1 Female 2

Hello, my name is _____ and I'm calling on behalf of the City of Winnipeg. Your telephone number has been randomly selected and to make sure we talk to a variety of people, I need to speak to a person in your home, 18 years of age or older. Would that be you?

Yes ▶ Continue1
 Respondent coming to the Phone2 =>**INTRODUCTION**
 No – Person not Available ▶ Set Callback3
 No Response ▶ TERMINATE9 =>**TERMINATE**

Today we are talking to residents about their opinion regarding the Winnipeg Police Service. The survey will take approximately 20 minutes to complete. I can assure you that your replies are kept in the strictest confidence.

First of all, I would like to ask you a few questions about your neighbourhood in general. May I please have the first 3 digits of your postal code:

(ENSURE IT IS A LETTER, NUMBER, LETTER) R ____ ____

Section A: Crime and Safety

- A1 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
- A2 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

A3 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

A4.1 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 **(SKIP TO A5)**
- (3) Remained the same **(SKIP TO A5)**
- (9) No opinion **(SKIP TO A5)**

A4.2 Do you have any particular crime or crimes in mind that you think are more common in your neighbourhood over the last year or so?

(ENTER VERBATIM WHAT RESPONDER SAYS. DO NOT PROMPT.)

A5 I am now going to read you a few statements about the seriousness of various problems. Please respond as they pertain to your neighbourhood. 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 very serious	Somewhat serious	Serious	Very Serious	Extremely Serious
A5.1 Break and enter to homes?.....	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
A5.2 Vandalism, graffiti or other deliberate damage to property or vehicles?	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
A5.3 Traffic violations?	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
A5.4 Assaults?.....	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
A5.5 Gang violence?	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
A5.6 People using or dealing drugs?	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
A5.7 Noisy neighbours or loud parties?	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
A5.8 Prostitution?.....	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
A5.9 People being drunk or rowdy in public places?	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
A5.10 Robbery?	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
A5.11 Police harassment?	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
A5.12 Theft from cars?	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
A5.13 People hanging around on the streets?	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
A5.14 People being harassed because of their skin colour, ethnic origin or religion?	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5

- A6 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:
- (1) Much more crime
 - (2) More crime
 - (3) About the same amount of crime
 - (4) Less crime
 - (5) Much less crime
 - (9) No opinion
- A7 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
- A8 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
- A9 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
- A10 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
- A11.1 While waiting for or using public transportation alone after dark do you feel:
- (1) Very worried
 - (2) Somewhat worried
 - (3) Not at all worried about your safety from crime
 - (4) Never use public transit after dark
 - (9) No opinion

A11.2 If you felt safer from crime, would you use public transportation alone after dark more often?

- (1) Yes
- (2) No
- (9) Don't know, refused to answer

A12.1 During the last year were you the victim of a personal or property crime that you did not report?

- (1) Yes
- (2) No **(SKIP TO QUESTION B1)**
- (9) Refused to answer **(SKIP TO QUESTION B1)**

A12.2 Was this a personal or property related crime?

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

A13 Why didn't you report this incident **(DO NOT READ)**?

- (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
- (7) Other (record) _____
- (9) Don't Know

Section B: Communications

- B1 Have you heard of the police Citizen Online Reporting option that allows you to report a minor crime via the internet and have your information reviewed by a police officer?
- (1) Yes
 - (2) No **(SKIP TO QUESTION B4)**
 - (9) Refused to answer **(SKIP TO QUESTION B4)**
- B2 Have you accessed the Citizen Online Reporting option?
- (1) Yes
 - (2) No **(SKIP TO QUESTION B4)**
 - (9) Refused to answer **(SKIP TO QUESTION B4)**
- B3 Were you satisfied with your experience of reporting to the police using Citizen Online Reporting option?
- (1) Very satisfied
 - (2) Somewhat satisfied
 - (3) Neutral
 - (4) Not very satisfied
 - (5) Not at all satisfied
 - (9) Don't know
- B4 What would your preference be for reporting a crime to the police? Would it be...
- (1) By Phone
 - (2) Over the Internet
 - (3) Go in person
 - (4) Have a police officer come to my residence
 - (9) Don't Know
- B5 The Police Service has a number of ways in which it may provide information to the public about crime and safety concerns. Which of the following methods would be of interest to you? **[READ LIST]**
- (1) Winnipeg Police Service web page
 - (2) Winnipeg Police Service on Facebook
 - (3) Updates on local television news programs
 - (4) Updates on local radio news programs
 - (5) WPS on twitter
 - (6) RSS Feed
 - (7) Press Conferences on Youtube
 - (9) None
- B6 Have you heard of or are you aware of, the Winnipeg Police Board?
- (1) Yes
 - (2) No
 - (9) Not Sure / Don't know

B7 The Winnipeg Police Board is a City/Provincial organization that provides civilian governance and oversight of the Winnipeg Police Service. Would you prefer to hear information about the Police Board through

- (1) The Winnipeg Police Board web page
- (2) The Facebook social network
- (3) Updates on local television news programs
- (4) Updates on local radio news programs
- (5) A WPB twitter feed
- (6) WPB meetings on Youtube
- (7) Newsletter
- (9) None

Section C: Citizens Who Have Contacted Police

C1 Excluding traffic related matters; during the last year 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)**

C2.1 Thinking of your most recent contact, how did you contact the police?

(ALLOW RESPONSE, THEN PROBE WITH CHOICES IF NECESSARY)

- (1) Called 911
- (2) Called the dispatch center (986-6222)
- (3) Called a District Police Station or Service Center
- (4) Went in person to a District Police Station or Service Center
- (5) Through personal contact/on street/informal/special events
- (6) By fax/email/sent a letter
- (7) Through the internet via the Citizen Online Reporting Program **(SKIP TO QUESTION D1)**.
- (8) Other
- (9) Refused/Not stated

C2.2 Why did you contact the police? [DO NOT READ]

- (1) To report a crime or incident **(SKIP TO QUESTION C3)**
- (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)**
- (6) Other general enquiries **(CONTINUE)**

C2.3 How satisfied were you 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 QUESTION C2.3 TO QUESTION D1 ****

C3.1 Could you briefly describe the incident and/or the offences committed? **(DO NOT READ)**

- (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
- (19) Vandalism
- (20) Refused to answer **(SKIP TO D1)**
- (99) Other _____

C3.2 Were you a **victim, witness, or observer** of this incident?

- (1) Victim **(SKIP TO C.4)**
- (2) Witness **(SKIP TO C.4)**
- (3) Observer **(CONTINUE)**
- (0) Other **(DO NOT READ/PLEASE SPECIFY) (CONTINUE TO C.3.2)**
- (9) Don't Know/Not stated **(CONTINUE TO C.3.2)**

C3.3 Did you expect some sort of follow-up from the police as a result of your report?

- (1) Yes **(CONTINUE TO C.4)**
- (2) No **(SKIP TO D1)**
- (9) Don't Know/Not Stated **(SKIP TO D1)**

C4 Where did the crime/incident occur? **(READ IF NECESSARY)**

- (1) At home
- (2) In your yard/garage
- (3) In your neighbourhood
- (4) At/near work
- (5) At another residence
- (6) Elsewhere in Winnipeg
- (7) Outside Winnipeg
- (8) Other (night club, bar etc.) _____
- (9) Refused

C5.1 Were you satisfied with the way the police operator handled your call?

- (1) Yes (**SKIP TO QUESTION C6.1**)
- (2) No (**CONTINUE**)
- (9) Not applicable (**SKIP TO QUESTION C6.1**)

C5.2 Why were you not satisfied?

- (1) They did not seem interested in my call
- (2) They were unprofessional
- (3) I was on hold for too long/too long to pick up
- (4) It was too time consuming overall
- (5) Don't know
- (6) Other _____

C6.1 How did the police respond?

- (1) Sent a car immediately (**CONTINUE**)
- (2) Sent a car later in the day (**CONTINUE**)
- (3) Sent a car the next day (**SKIP TO QUESTION C6.3**)
- (4) Handled immediately by phone (**SKIP TO QUESTION C10**)
- (5) Was called back by the WPS and the issue was handled over the phone (**SKIP TO QUESTION C10**)
- (6) Advised you to attend to a police station (**SKIP TO QUESTION C10**)
- (7) Other (specify) _____ (**SKIP TO QUESTION C10**)
- (8) Not applicable (**SKIP TO QUESTION C10**)

C6.2 Once you made your call, how long did it take for the police to arrive? [**DO NOT READ**]

- (1) 15 minutes or less
- (2) 16 to 30 minutes
- (3) 31 to 60 minutes
- (4) 1-2 hours
- (5) 2-4 hours
- (6) 4-6 hours
- (7) More than 6 hours / Next day
- (8) Never showed up
- (9) Don't know
- (10) Not applicable

C6.3 As far as you were concerned, how acceptable was the length of time it took for the police to arrive?

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

- C7 As far as you are aware did the police investigate the matter you had reported?
- (1) Yes (**CONTINUE**)
 - (2) No (**SKIP TO QUESTION C10**)
 - (3) Don't Know (**SKIP TO QUESTION C10**)
 - (4) No opinion (**SKIP TO QUESTION C10**)
 - (5) Not applicable (**SKIP TO QUESTION C10**)

- C8 How would you describe the initial investigation: Would you say:

	Yes	No	N/A
C8.1 That the police talked with you and asked questions	1	2	9
C8.2 That the police checked the area for suspect or evidence	1	2	9
C8.3 That the police seized evidence	1	2	9
C8.4 That the police interviewed witnesses	1	2	9

- C9 Did you consider this initial investigation to be:

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

- C10 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
- (9) No opinion
- (5) Not applicable

- C11.1 Did police provide you with information about the progress or outcome of the investigation at a later time?

- (1) Yes (**SKIP TO QUESTION C11.3**)
- (2) No (**CONTINUE**)
- (3) Refused (**SKIP TO QUESTION C12**)
- (4) Not applicable (**SKIP TO QUESTION C12**)

- C11.2 Was that:

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

****ALL RESPONDENTS ANSWERING QUESTION C11.2 SKIP TO QUESTION C12****

C11.3 Was the information provided:

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

C12 Did they provide you with information or advise you about ways to prevent the offence in the future?

- (1) Yes
- (2) No
- (3) Refused
- (4) Not applicable

C13 Did anyone in the Police Service ever make you aware if anyone was arrested or charged as a result of the incident?

- (1) Yes
- (2) No
- (3) Not applicable

C14 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
- (4) No opinion
- (5) Not applicable

Section D: Citizens Who Have Been Contacted by Police

- D1 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 QUESTION E1**)
 - (9) Refused (**SKIP TO QUESTION E1**)
- D2 Could you briefly describe the incident? [DO NOT READ]
- (1) Contacted as a witness
 - (2) As a part of an investigation
 - (3) Contacted by victim services
 - (4) Looking for a Charitable Contribution
 - (9) Other _____
- D3 How did you feel after speaking with police about this incident?
- (1) Completely satisfied/happy/no problems (**POSITIVE COMMENT**)
 - (2) All right/no big deal (**SOMEWHAT POSITIVE COMMENT**)
 - (3) Somewhat unhappy/unsatisfied (**SOMEWHAT NEGATIVE COMMENT**)
 - (4) Unhappy/upset/embarrassed (**NEGATIVE COMMENT**)
 - (5) Not relevant to my situation
 - (7) Refused
 - (8) Not applicable
- D4.1 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 QUESTION F1**)
 - (2) Average (**SKIP TO QUESTION F1**)
 - (3) Poor (**CONTINUE**)
 - (4) No opinion (**SKIP TO QUESTION F1**)
 - (5) Not applicable (**SKIP TO QUESTION F1**)
- D4.2 Why do you say that? _____

Section F: Complaints

F1 Have you had any occasion to complain about the conduct of a Winnipeg Police officer in the past year?

- (1) Yes (**CONTINUE**)
- (2) No (**SKIP TO QUESTION G1**)

F2.1 Did you proceed to make a complaint to the Police Service?

- (1) Yes (**SKIP TO QUESTION F3**)
- (2) No (**CONTINUE**)
- (3) Refused (**SKIP TO QUESTION F3**)

F2.2 Why did you decide not to make a complaint? _____

**** SKIP ALL RESPONDENTS WHO ANSWERED QUESTION F2.2 TO QUESTION G1 ****

F3 Did you complain ...?

- (1) By letter
- (2) By telephone
- (3) In person
- (4) To the officer at the time
- (5) Other (specify)
- (6) Could not say
- (9) Refused to answer

F4.1 Did the Service contact you about your complaint at a later time?

- (1) Yes (**CONTINUE**)
- (2) No (**SKIP TO QUESTION F5**)

F4.2 How did the Police Service contact you?

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

F4.3 Were you satisfied with how the complaint was handled?

- (1) Very satisfied (**SKIP TO QUESTION G1**)
- (2) Satisfied (**SKIP TO QUESTION G1**)
- (3) Neither satisfied nor dissatisfied (**SKIP QUESTION G1**)
- (4) Dissatisfied (**CONTINUE**)
- (5) Very dissatisfied (**CONTINUE**)
- (6) No opinion (**SKIP TO QUESTION G1**)

F4.4 Why were you not satisfied? _____

Section G: Traffic

- G1 Photo-radar cameras have been placed around the city to detect and fine the owners of speeding vehicles at school and construction locations throughout the city. Do you personally approve or disapprove 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
- G2 Red light cameras have been installed at certain intersections to detect and fine the owners of vehicles that run red lights. Do you personally approve or disapprove 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
- G3 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
- G4 In the past two years drivers caught exceeding posted speeds near school at certain hours have received fines. Do you personally approve or disapprove of using speed enforcement tools in these zones? Is that strongly or moderately?
- (1) Strongly approve
 - (2) Moderately approve
 - (3) Moderately disapprove
 - (4) Strongly disapprove
 - (9) No opinion
- G5 Would you personally approve or disapprove of the installation of photo radar cameras in other strategically selected areas that are neither school nor construction zones but which have had frequent collisions or traffic events? Is that strongly or moderately?
- (1) Strongly approve
 - (2) Moderately approve
 - (3) Moderately disapprove
 - (4) Strongly disapprove
 - (9) No opinion

- G6 Would you personally approve or disapprove of the installation of photo radar cameras in other selected areas– regardless of school and construction zones? Is that strongly or moderately?
- (1) Strongly approve
 - (2) Moderately approve
 - (3) Moderately disapprove
 - (4) Strongly disapprove
 - (9) No opinion
- G7.1 During the last year were you involved in a traffic collision that required police presence?
- (1) Yes
 - (2) No **(SKIP TO QUESTION G8.1)**
- G7.2 Did the responding Police officer take your report at the scene?
- (1) Yes
 - (2) No
- G7.3 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
- G8.1 During the last year were you stopped by a Winnipeg Police Officer for a traffic violation?
- (1) Yes
 - (2) No **(SKIP TO QUESTION G9.1)**
- G8.2 Would you say the police were:
- (1) Very fair
 - (2) Fair
 - (3) Unfair
 - (4) Very unfair
 - (9) No opinion
- G9.1 During the last year were you stopped at a road-side spot check (formerly called Checkstop or Alert) enforced by the Winnipeg Police?
- (1) Yes
 - (2) No **(SKIP TO G10)**

G9.2 Do you think the police did a good job, an average job, or a poor job of handling this spot check?

- (1) Good **(SKIP TO QUESTION G10)**
- (2) Average **(SKIP TO QUESTION G10)**
- (3) Poor **(CONTINUE)**
- (9) No opinion **(SKIP TO QUESTION G10)**

G9.3 Why do you say that? _____

G10 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 **(SKIP TO SECTION H)**
- (3) Same **(SKIP TO SECTION H)**
- (9) No opinion **(SKIP TO SECTION H)**

G11 In your opinion, are there any particular traffic offenses that the police should concentrate on? _____

H. Section H: General Policing Issues and Satisfaction Issues

- H1 Do you know where the district police station is for your area?
 (1) Yes
 (2) No
- H2 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
 (9) No opinion
- H3 Do you have a friend or relative who is a police officer?
 (1) Yes
 (2) No
 (9) Refused
- H4 Please rate the importance of the following police activities on a scale from 1 to 5 in which 1 is not very important and 5 is extremely important.

		Not very important				Extremely important	Don't know
H4.1	Being visible on patrol	1	2	3	4	5	9
H4.2	Conducting criminal investigations	1	2	3	4	5	9
H4.3	Traffic enforcement	1	2	3	4	5	9
H4.4	Crime prevention	1	2	3	4	5	9
H4.5	Concentrated effort on gang enforcement	1	2	3	4	5	9
H4.6	Concentrated effort on drug dealers	1	2	3	4	5	9
H4.7	Responding promptly to calls	1	2	3	4	5	9
H4.8	Concentrated effort on intoxicated persons, panhandlers and graffiti artists	1	2	3	4	5	9
H4.9	Keeping peace and order on the streets	1	2	3	4	5	9

H5 Do you think, in general, the Winnipeg Police Service does a good job, an average job or a poor job of:

		Good	Average	Poor	No opinion
H5.1	Enforcing the laws.....	1	2	3	9
H5.2	Promptly responding to calls	1	2	3	9
H5.3	Being approachable to the public on ways to reduce crime	1	2	3	9
H5.4	Supplying information to the public on ways to reduce crime	1	2	3	9
H5.5	Ensuring the safety of citizens in your area	1	2	3	9
H5.6	Treating people fairly	1	2	3	9

H6 In general, what is your feeling about the professionalism of the Winnipeg Police Service? Do you feel the level of professionalism is?

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

H7 In general, what is your feeling about the level of courtesy offered by members of the Winnipeg Police Service? Do you feel the level of courtesy is?

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

H8 Do you feel the Winnipeg Police Service is trustworthy?

- (1) Absolutely
- (2) Usually
- (3) Sometimes
- (3) Not really
- (4) Not at all
- (9) No opinion

- H9 How much confidence do you have in the police?
- (1) A great deal of confidence
 - (2) Some confidence
 - (3) Not very much confidence
 - (4) No confidence at all
 - (9) No opinion
- H10 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
- H11 What improvements would you like to see made in regards to policing in your community?
-

Section J: Demographic Information

- J1 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
- J2 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
- J3 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
- J4 In which of the following categories would you say your total household income, that is, the income of all persons living in the household, falls?
- (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) Refused
- J5 What is the highest level of formal education you have achieved. **[DO NOT READ]**
- (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
- J6 **(RECORD RESPONDENT'S SEX – 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.