



REPORT ON 2022 WINNIPEG POLICE SERVICE CITIZEN SURVEY

A CULTURE OF SAFETY FOR ALL

BACKGROUND AND METHODOLOGY

- A regular survey of citizens is conducted to assess their satisfaction with the Winnipeg Police Service and their perceptions of crime and public safety in Winnipeg.
- A total of 600 Winnipeg citizens aged 18 years and over were interviewed by telephone between August 15 and 22, 2022 (including a pretest of the survey on August 10, 2022). The sample include both landlines and cell phone numbers.
- Because quotas were used to ensure a representative sample by age, gender, and region, weighting has not been applied to the data.
- The margin-of-error for this telephone survey of 600 adults is +/- 4.0%, 19 times out of 20. The margin-of-error is higher for sub-populations analyzed in these results.
- Where applicable and data available, this report compares the results of the 2022 survey with the results of previous citizen satisfaction surveys.

Notes:

- *The percentages shown in this report may not add up to exactly 100%, due to rounding.*
- *Values less than 3% may not be shown in charts.*

KEY FINDINGS

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- **Citizens believe crime is increasing.** In 2022, 73% of citizens believe that crime has increased in the last year in Winnipeg. This is unchanged from 2019, but higher than the 28% to 34% who thought crime had increased in surveys in previous years. In addition, 43% believe crime has increased in their neighbourhood, which is the highest to date.
- **Property crimes seen as the most serious problem in neighbourhoods.** Amongst several types of neighbourhood problems, residents tend to rate property crimes as the most serious problem. These include such things as breaking and entering, stealing property from vehicles, and vandalism, graffiti, or damage to property.
- **Perceptions of police generally lower than past years.** In 2022, 55% of Winnipeggers rated the quality of the Winnipeg Police Service as excellent or good, which dropped from 64% in 2019 and is the lowest to date. In addition, ratings of other statements related to the WPS tend to be lower than previous years, including such aspects as confidence in the WPS (61% in 2022 from a high of 81% in 2015) and usually or always meeting expectations (60% in 2022 down from 70% in 2019).
- **Downtown safety an issue.** Perceptions of downtown safety decreased from 2019, with 8% feeling safe walking alone downtown at night. Men especially in 2022 feel less safe downtown (day and night)
- **Responding to calls is most important.** Responding quickly is seen as the most important aspect of policing for Winnipeggers in 2022; however, it is this activity the WPS is rated lowest (45% rate as excellent or good in 2022).

PROFILE OF RESPONDENTS

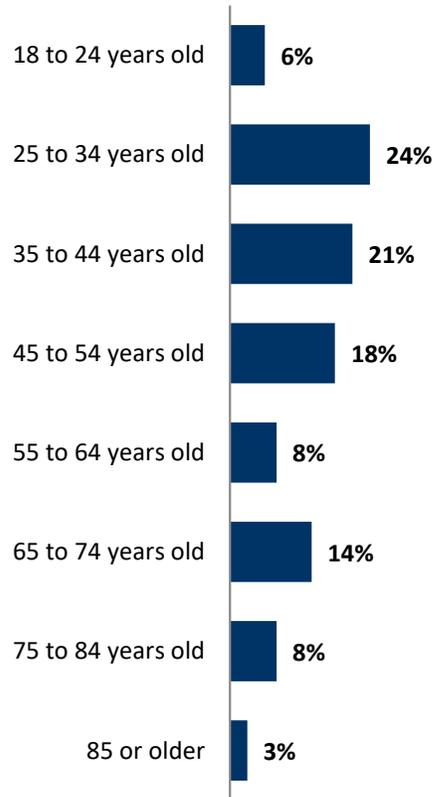
DEMOGRAPHICS

J1. In which of the following categories does your age fall?

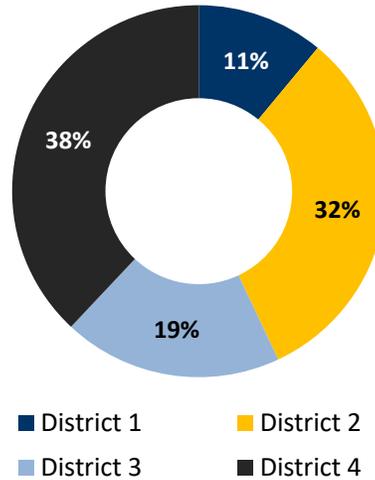
J2. So that we can assign your answers to the correct region of the city, may I please have the first 3 characters of your postal code?

J3. What gender do you identify with?

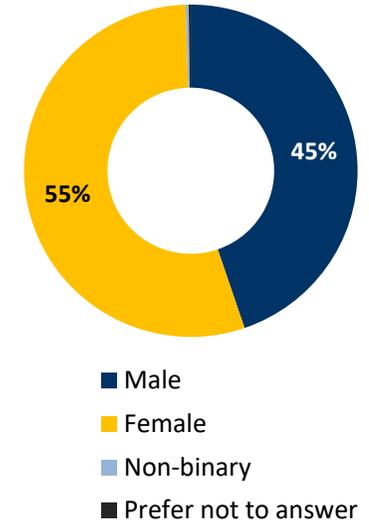
Age



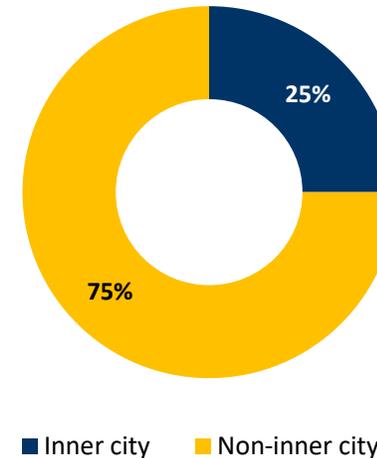
District



Gender



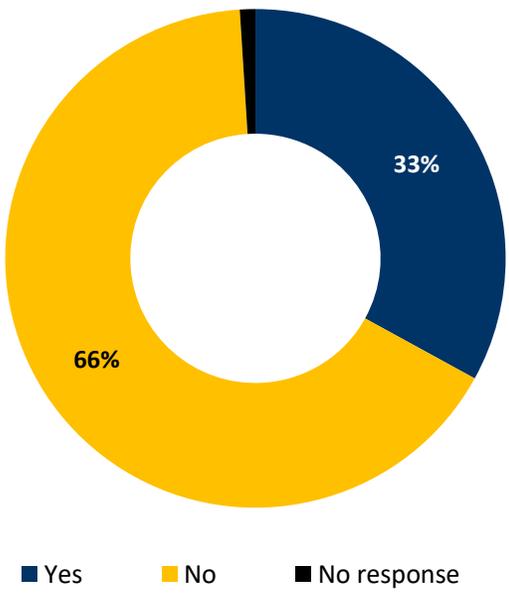
Location



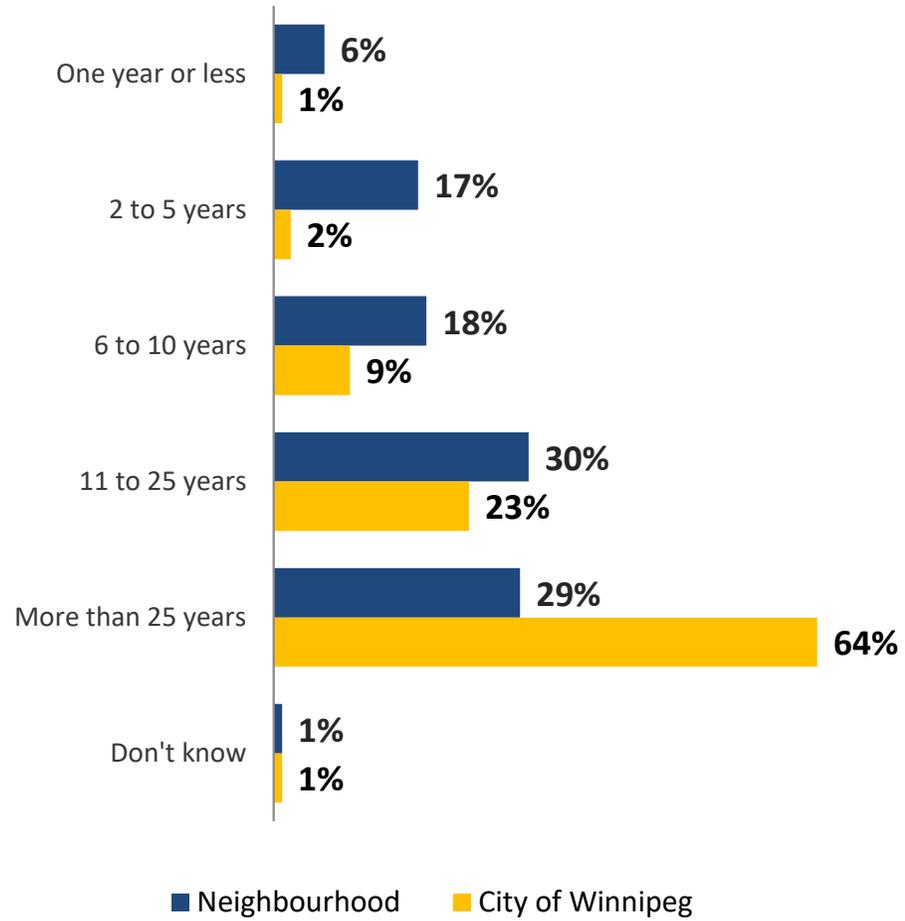
DEMOGRAPHICS (CONTINUED)

J4. Do you have a friend or relative who is a police officer?
 J5. About how long have you lived in your neighbourhood?
 J6. And how long have you lived in the City of Winnipeg?

Police friend or relative



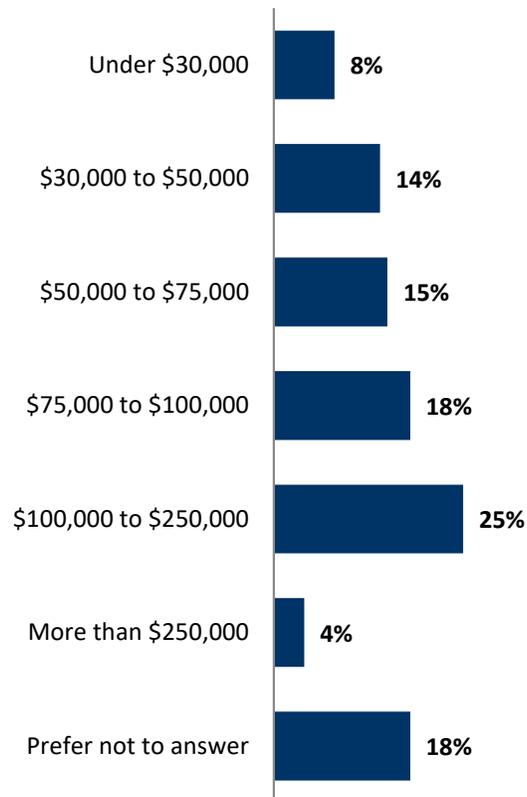
Lived in neighbourhood / City of Winnipeg



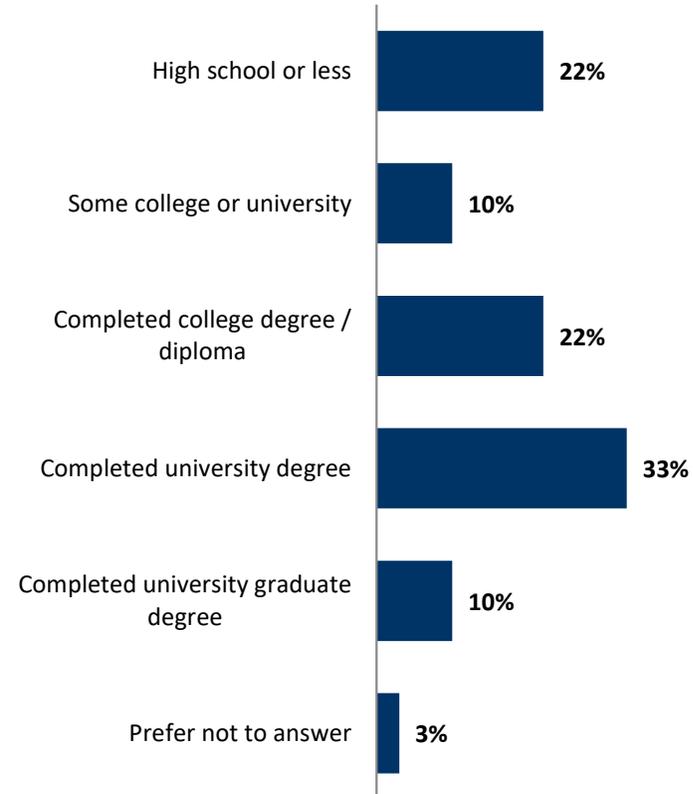
DEMOGRAPHICS (CONTINUED)

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?
J8. What is the highest level of formal education you have achieved?

Household income



Education



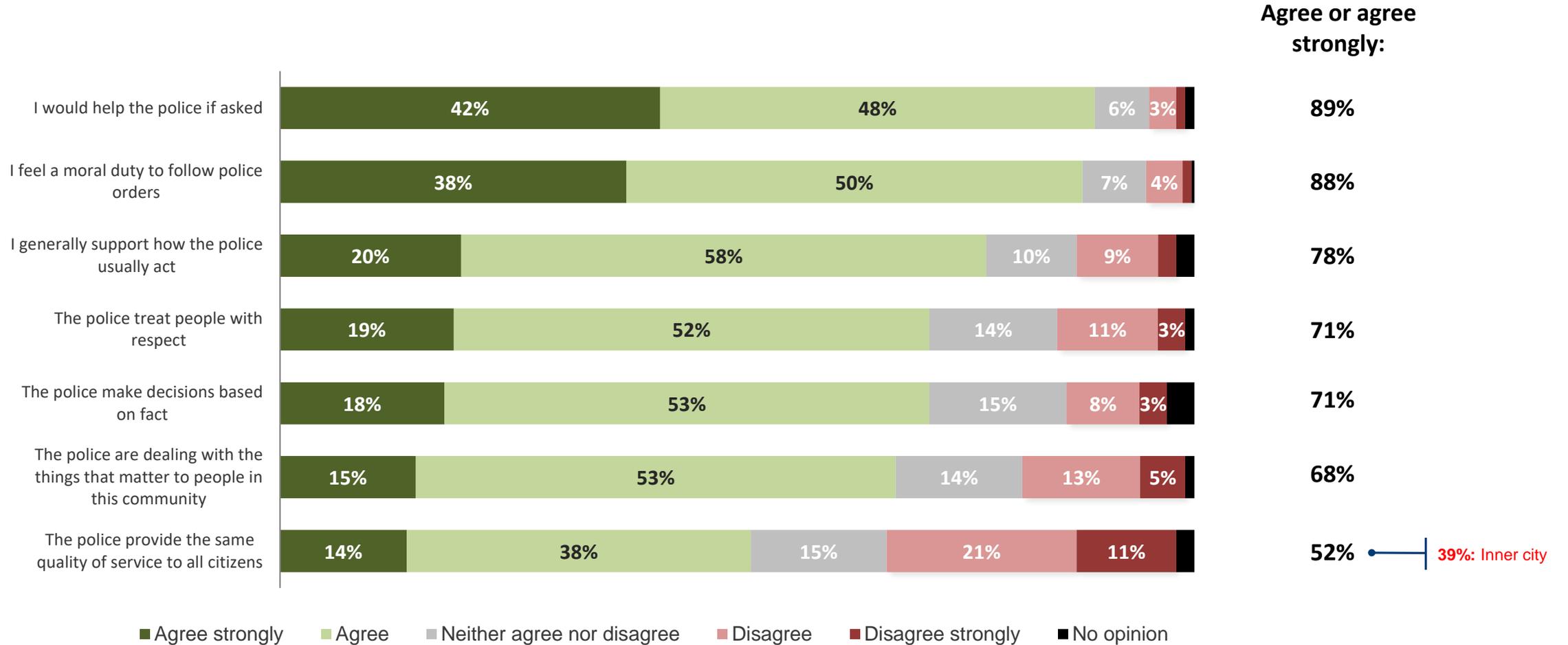
OVERALL PERCEPTIONS OF POLICE

OVERALL PERCEPTIONS OF POLICE FINDINGS

- Amongst several statements about the Winnipeg Police Service, Winnipeggers are most likely to agree that *they would help the police if asked* (89%) or *have a moral duty to follow police orders* (88%).
- Conversely, they are least likely to agree that the Winnipeg Police Service *respond quickly to calls* (50%) or *police provide the same quality of service to all citizens* (52%).
- Winnipeggers have a more positive view of the Winnipeg Police Service than policing overall in the country; almost as many say it is doing a very good/excellent (46%) job as average (42%). With that being said, Winnipeggers are also less positive about policing in Canada as a whole.
- Winnipeggers 18 to 34 years old tend to be less positive about the Winnipeg Police Service on many of the statements in this section relative to those 35 and older. In fact, positive sentiments toward the Winnipeg Police Service tend to increase as residents get older.
- There is also some indication that those living in the inner city of Winnipeg are less positive than those living in suburban Winnipeg, especially with the statement *providing the same quality of service to all citizens*.

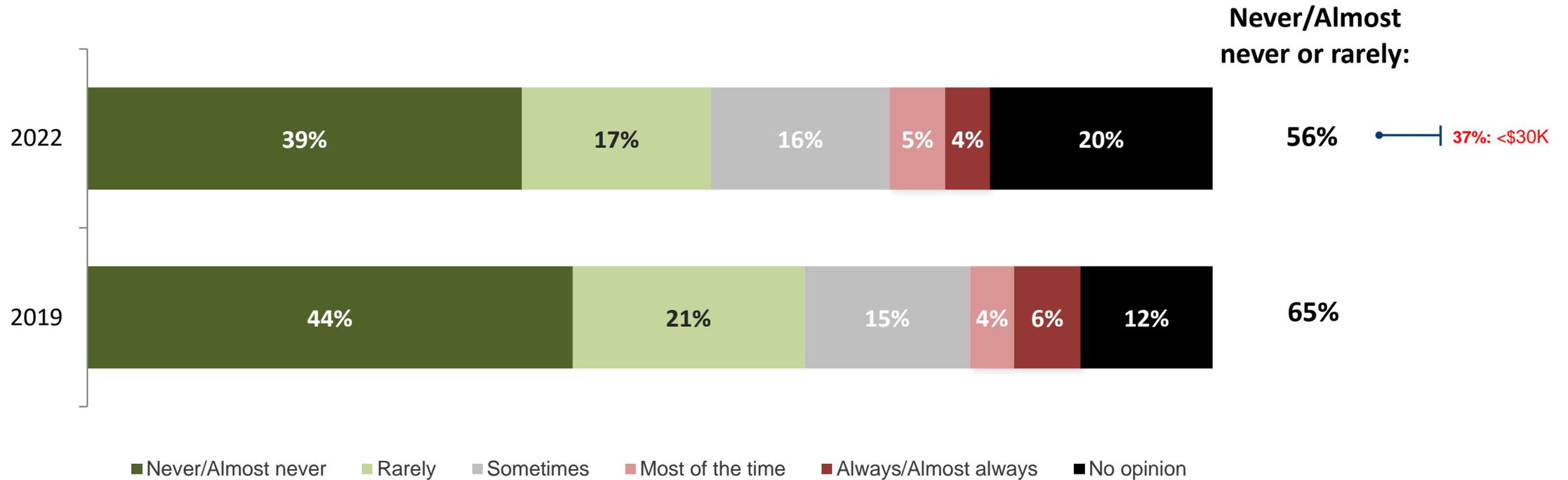
AGREEMENT WITH STATEMENTS ABOUT WPS

A1. When you think about the Winnipeg Police Service, to what extent do you agree or disagree with each of the following statements?



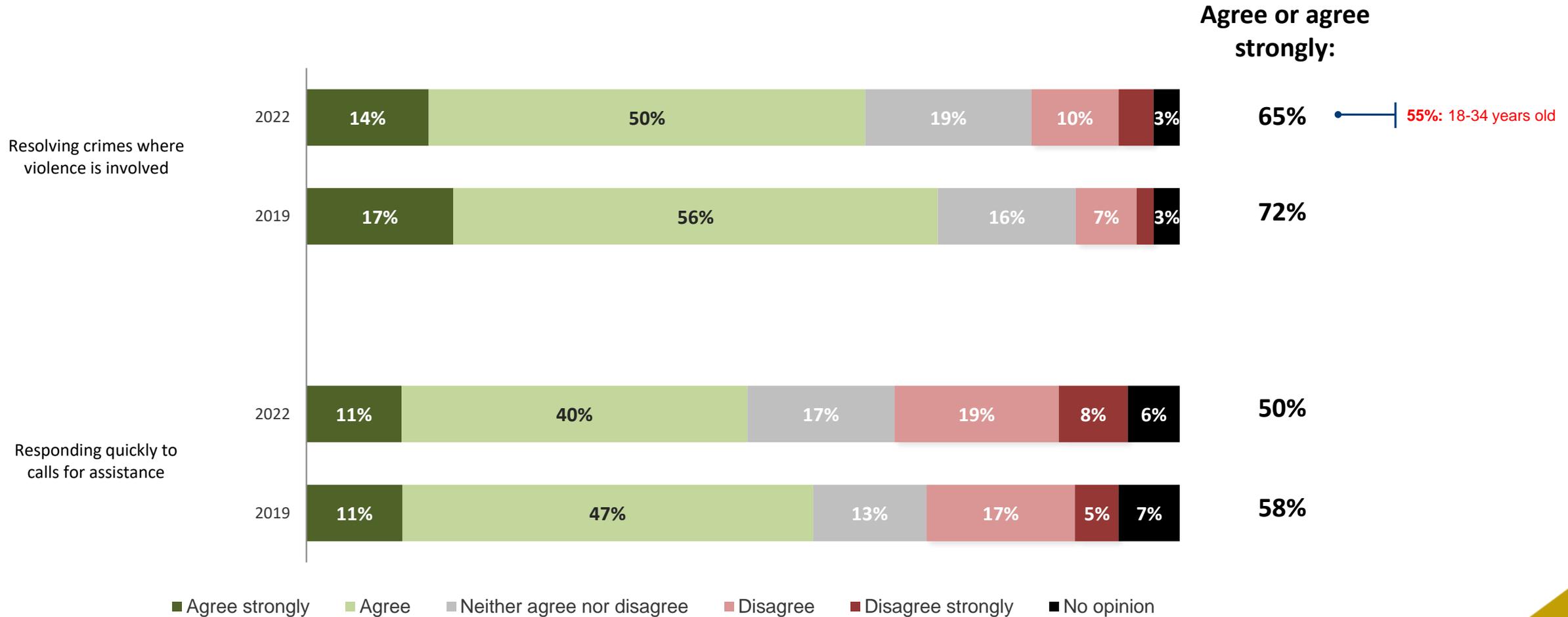
POLICE EXCEEDING AUTHORITY

A2. About how often would you say that the police in your neighbourhood exceed their authority?



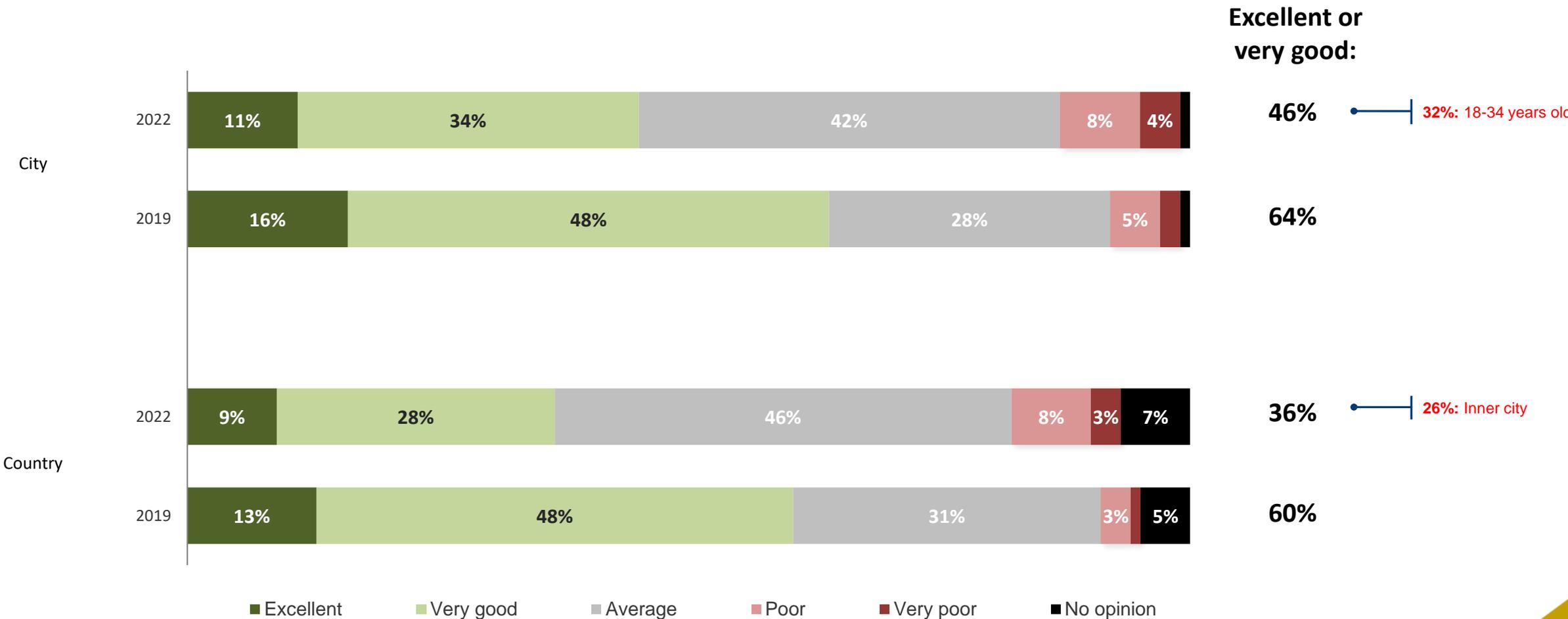
AGREEMENT WITH RESOLVING AND RESPONDING

A3. In general, to what extent do you agree that the Winnipeg Police Service is effective at...?



SATISFACTION WITH POLICE OVERALL

A4. Taking everything into account, how good a job do you think the police in this city are doing?
 A5. Taking everything into account, how good a job do you think the police in this country are doing?



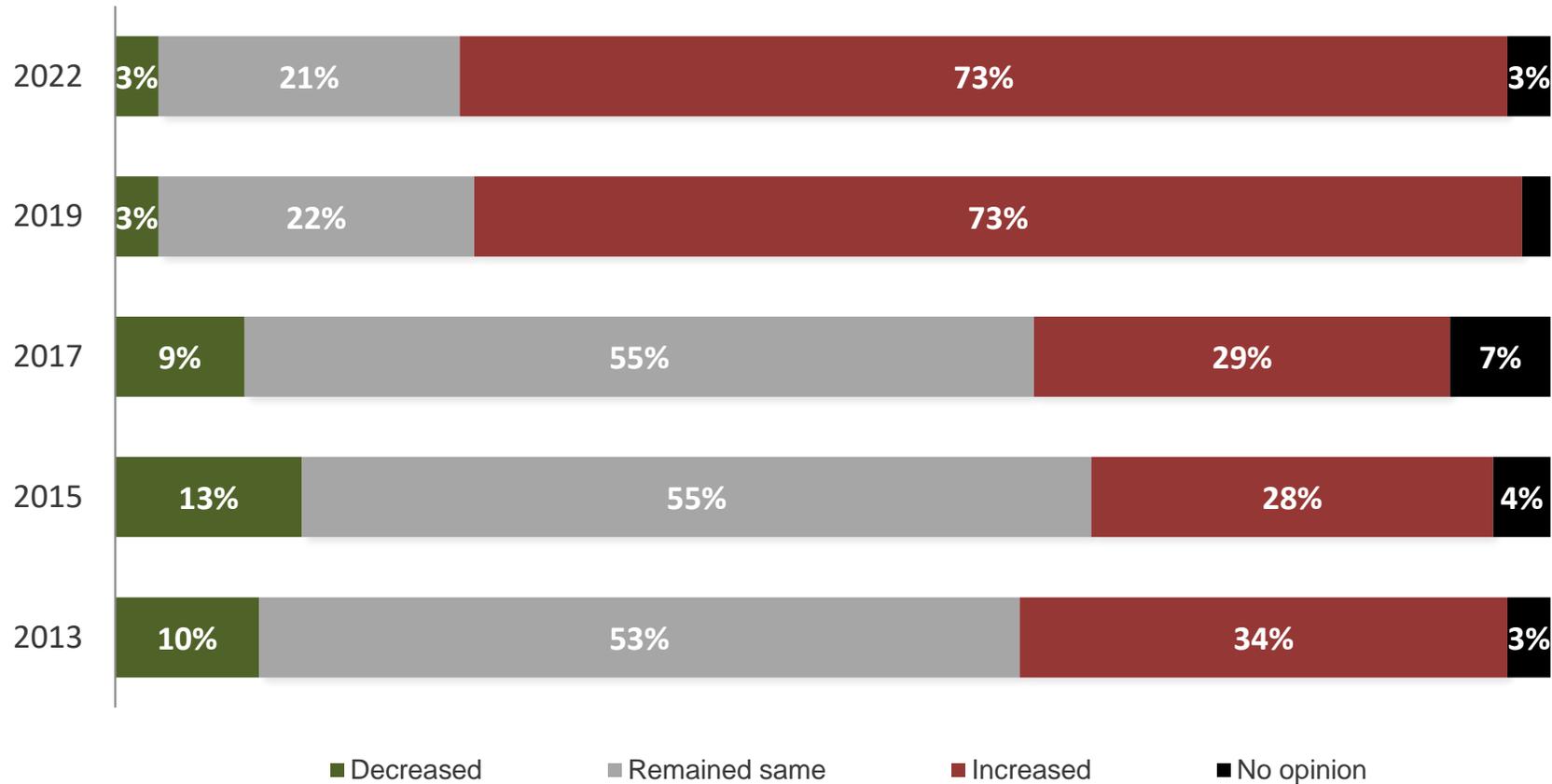
CRIME AND SAFETY

CRIME AND SAFETY FINDINGS

- Three quarters (73%) of Winnipeggers believe that crime has increased in Winnipeg in the past year, which is unchanged from 2019, but more than double the proportion from surveys in previous years.
- However, fewer (43%) believe that crime has increased specifically in their neighbourhood, meaning most believe crime is increasing elsewhere. With that being said, the 43% is the highest to date and has been slowly increasing over time.
- 54% of Winnipeggers believe Winnipeg has more crime than other Canadian cities, which is practically unchanged from 2019 (55%).
- In terms of neighbourhood problems, people report that property-related crimes and drug use are the most serious problems in their neighbourhood, with the highest *proportion of stealing property from their vehicle* at 35%. Those living in the inner city of Winnipeg often rate problems as more serious in their neighbourhood.
- Winnipeggers feel much safer walking in their neighbourhood during the day or night than in downtown. There has been very little change in perceptions of walking in their neighbourhood, but Winnipeggers have felt less safe walking downtown (day or night) over time.
- About 13% of Winnipeggers say they were a victim of crime in the past year they did not report to the WPS (most often a property crime), virtually unchanged from 2019.

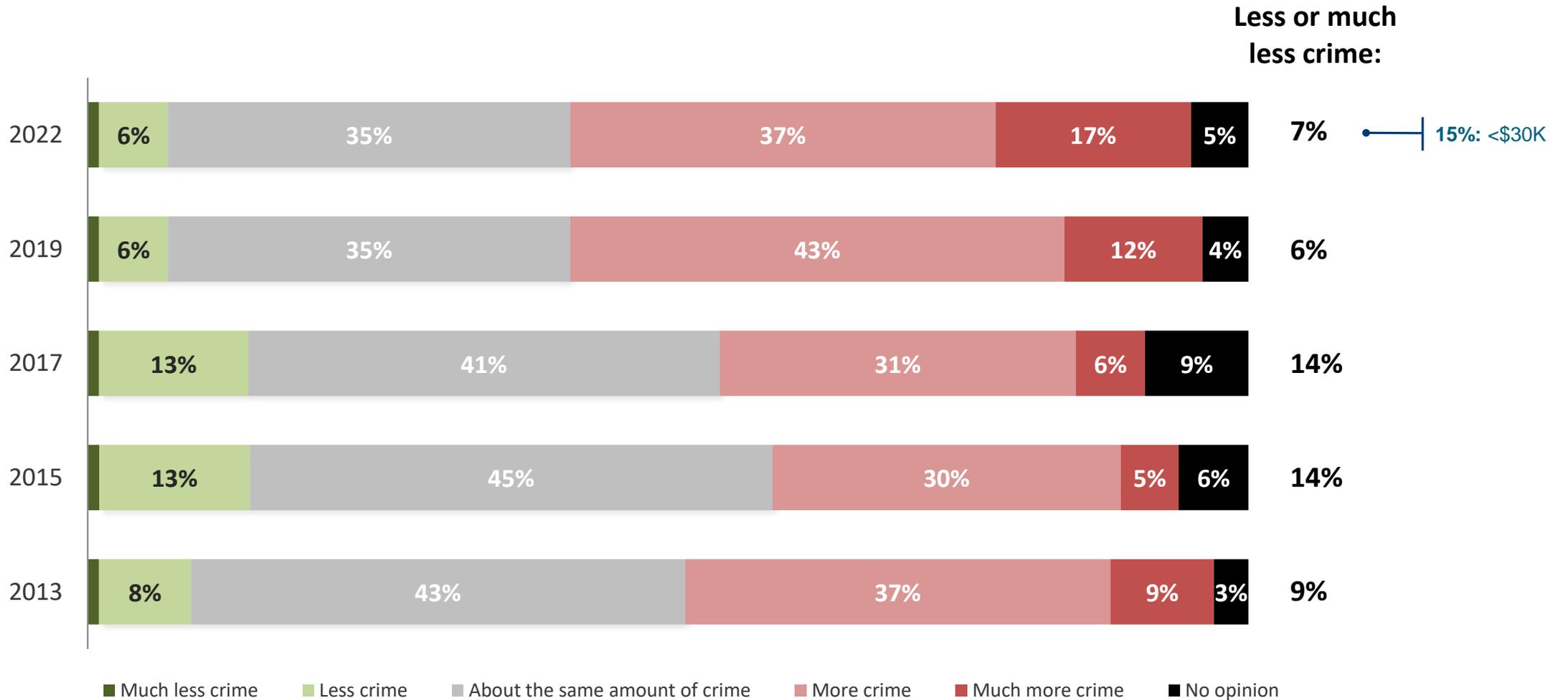
CHANGES IN WINNIPEG CRIME IN LAST YEAR

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?



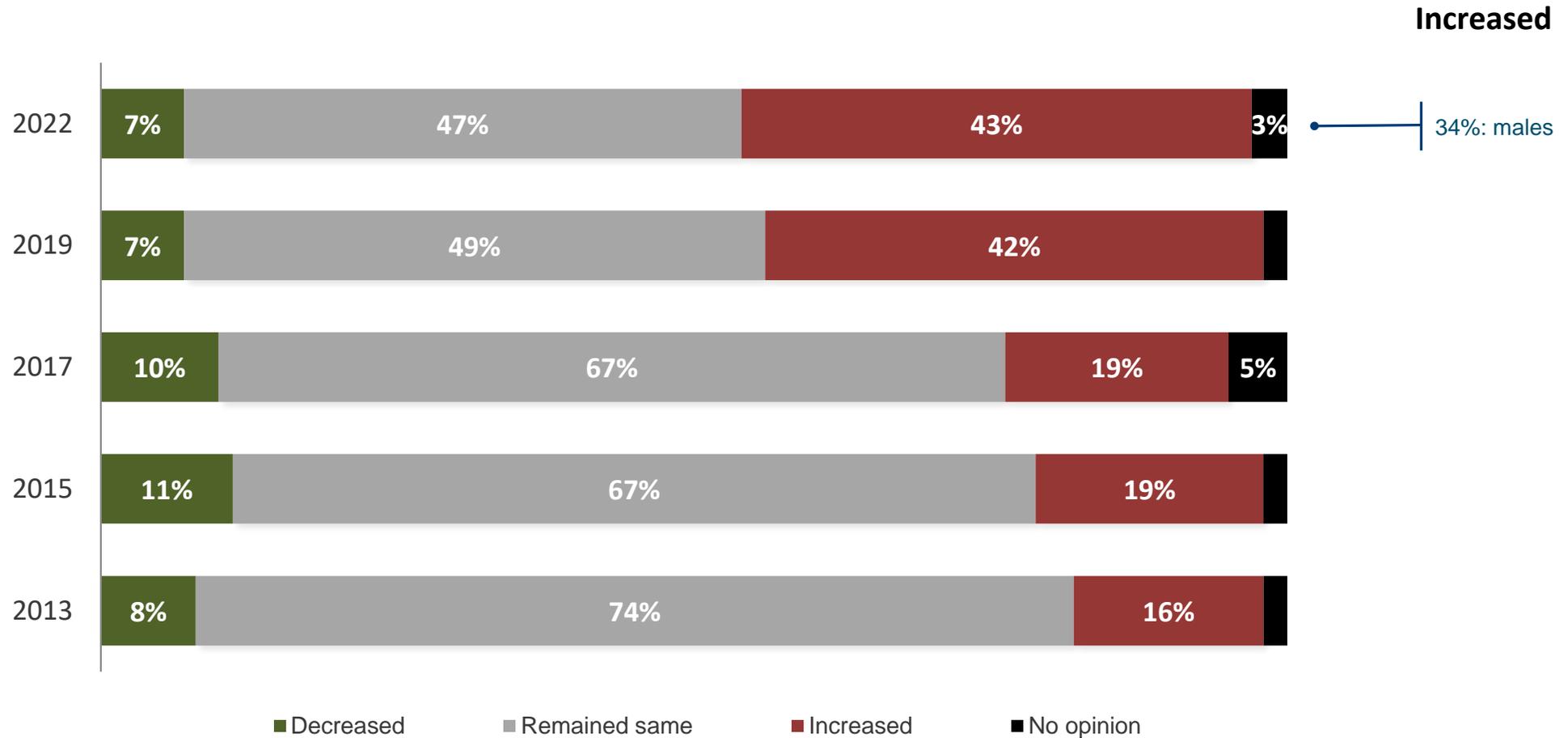
CRIME RATES COMPARED TO OTHER CITIES

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...?



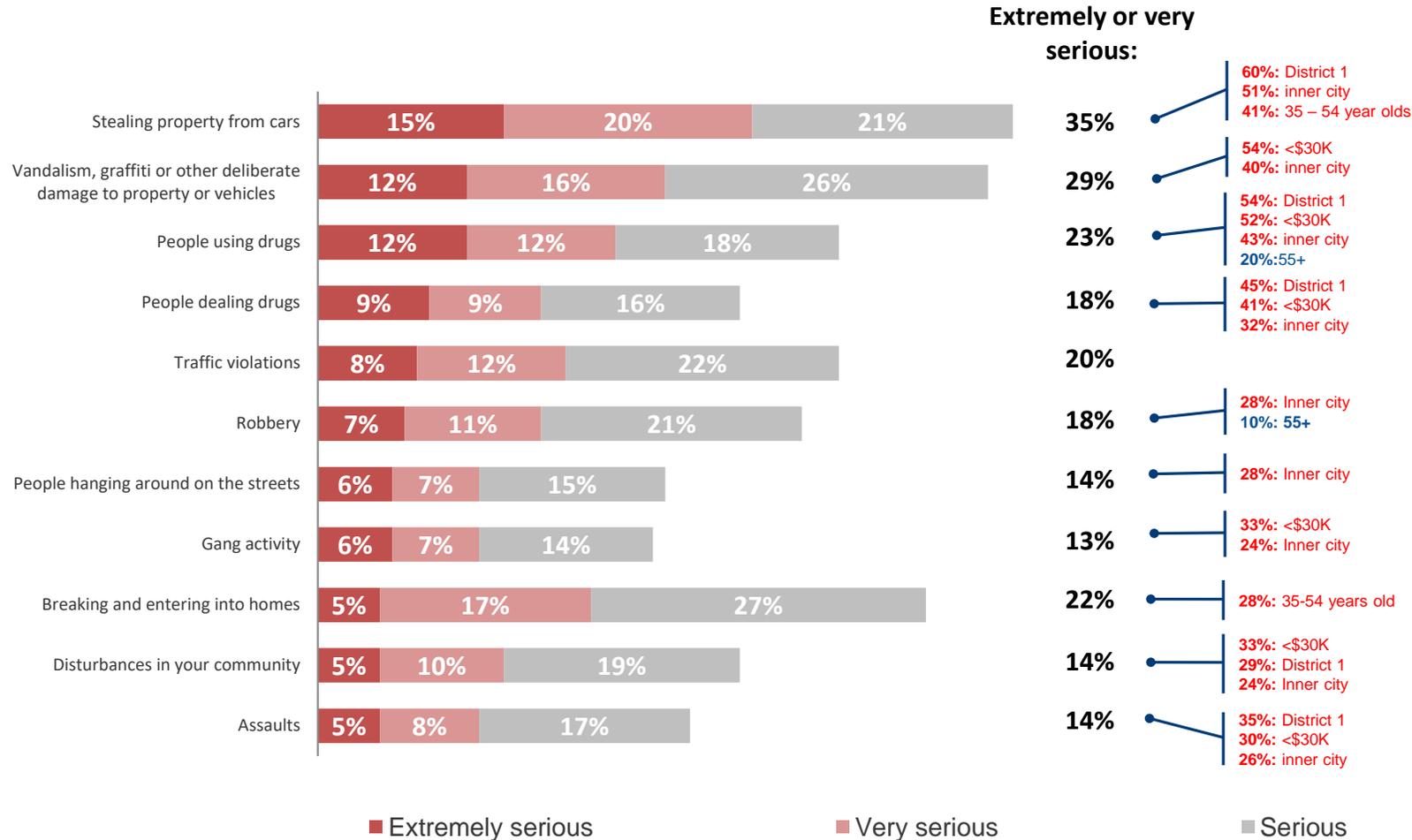
CHANGES IN NEIGHBOURHOOD CRIME RATES

B3. During the last year or so do you think that crime has increased, decreased or remained about the same in your neighbourhood?



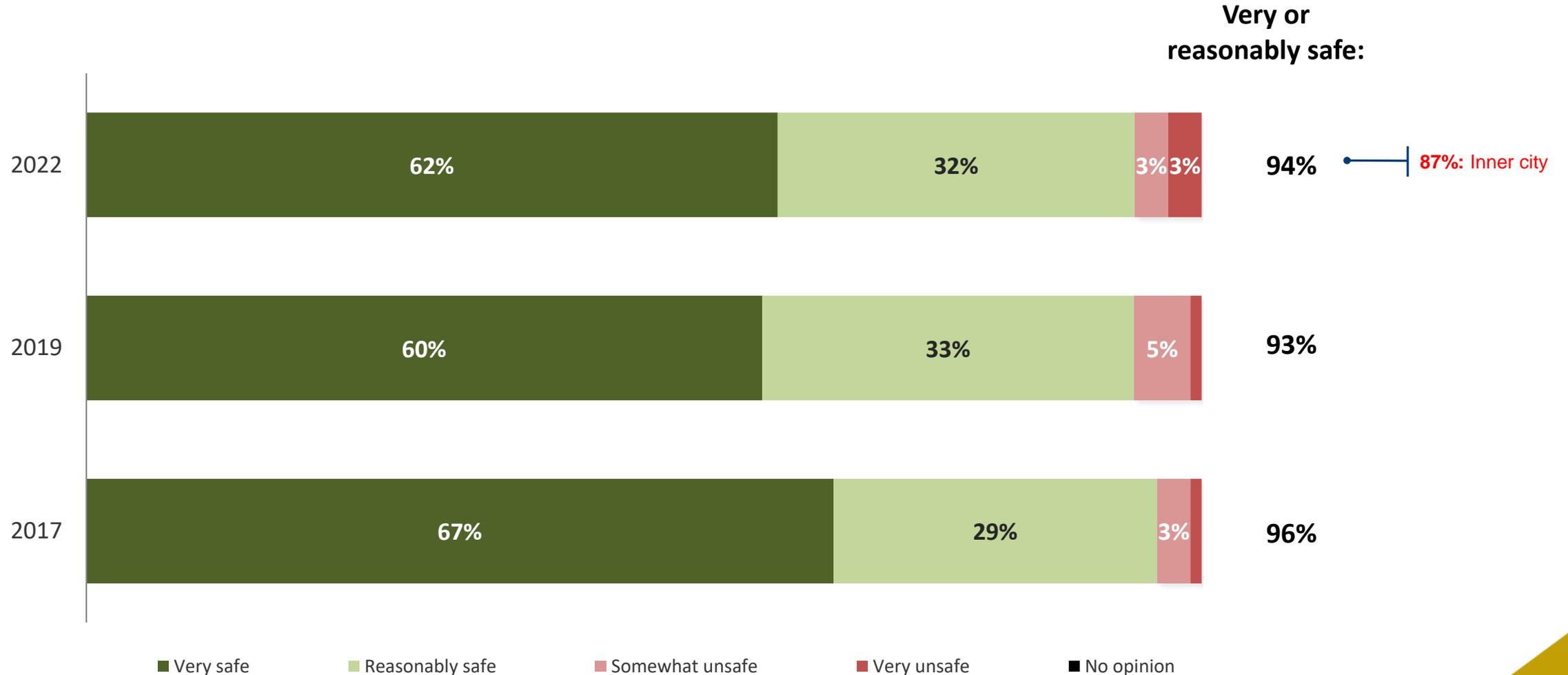
PERCEPTIONS OF NEIGHBOURHOOD PROBLEMS

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, how serious is...?



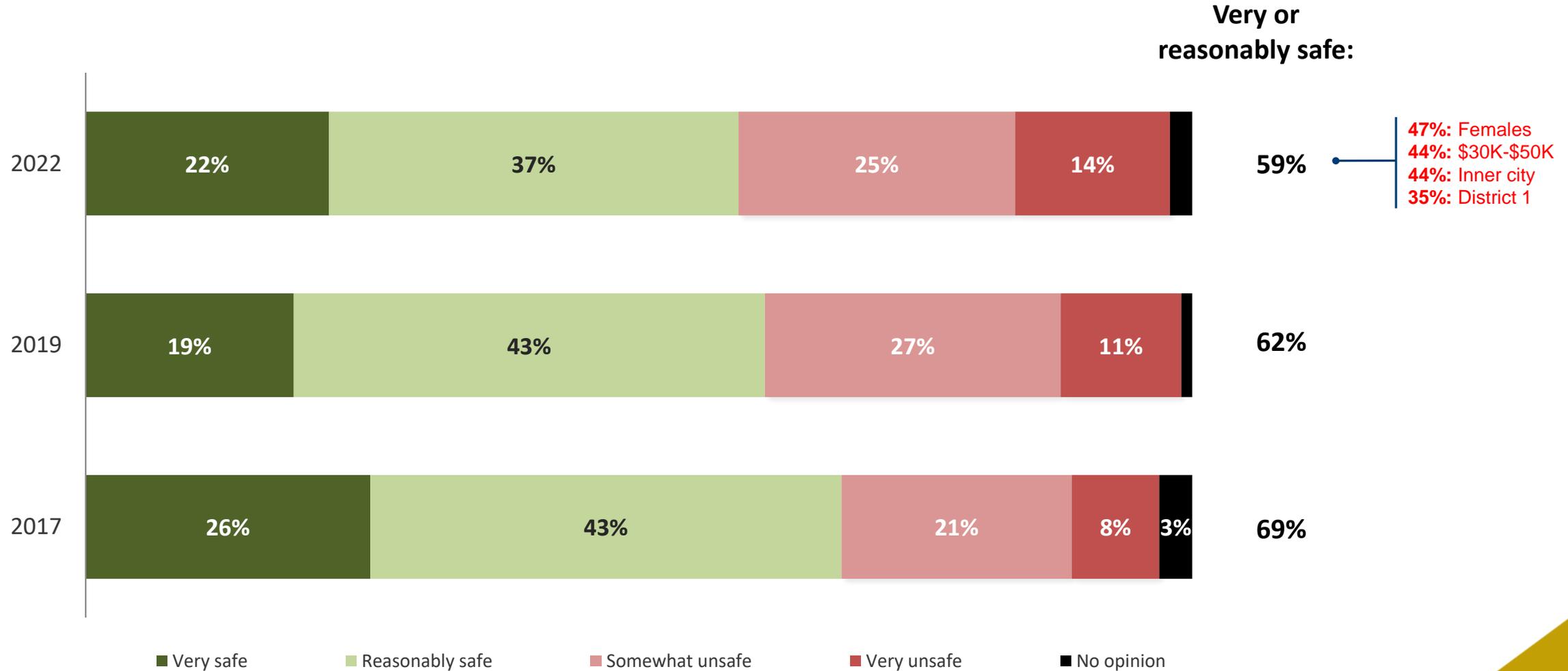
NEIGHBOURHOOD SAFETY DURING THE DAY

B5. How safe do you feel or would you feel walking alone in your neighbourhood during the day? Do you think it is...?

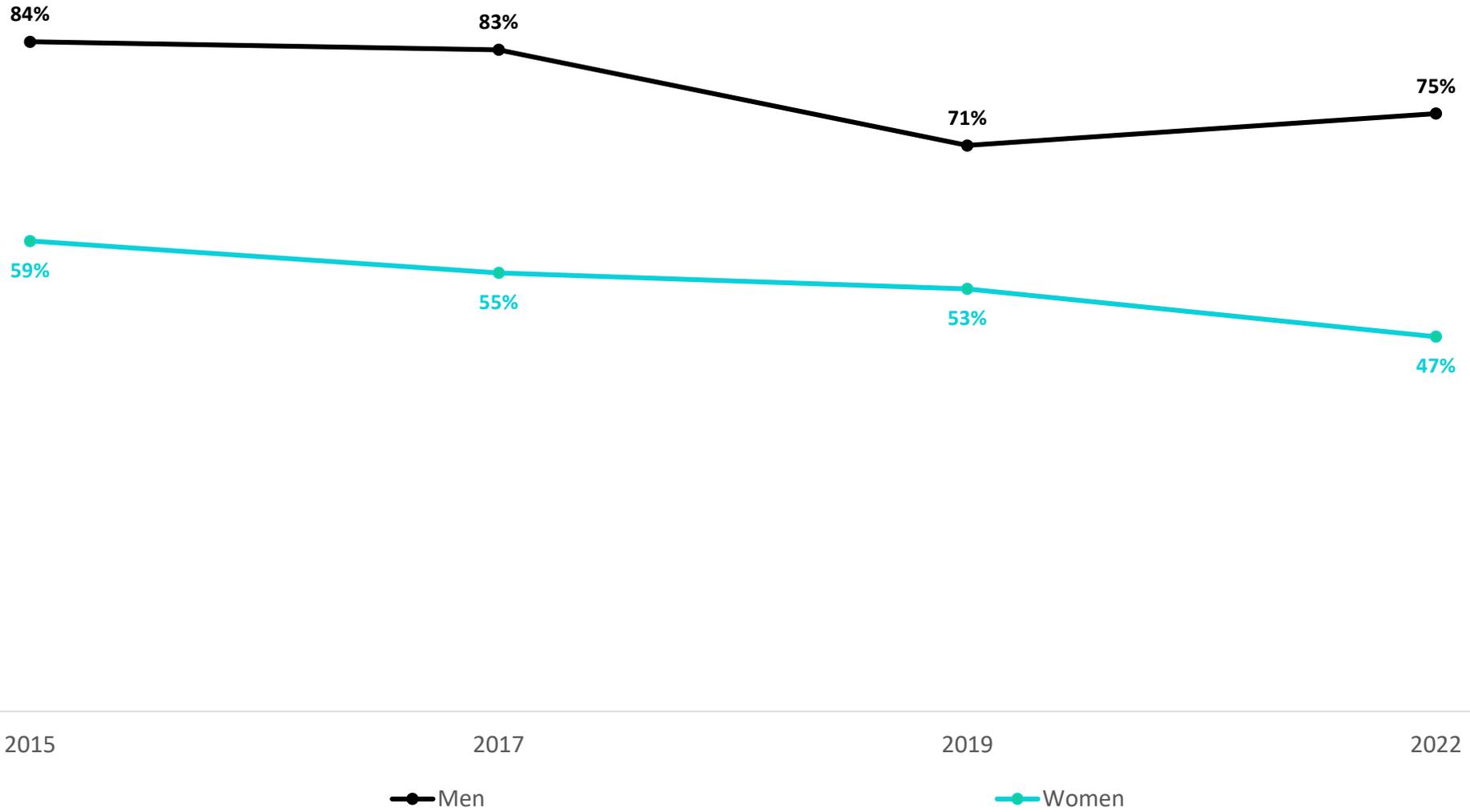


NEIGHBOURHOOD SAFETY AT NIGHT

B6. How about walking alone after dark in your neighbourhood? Would you feel...?

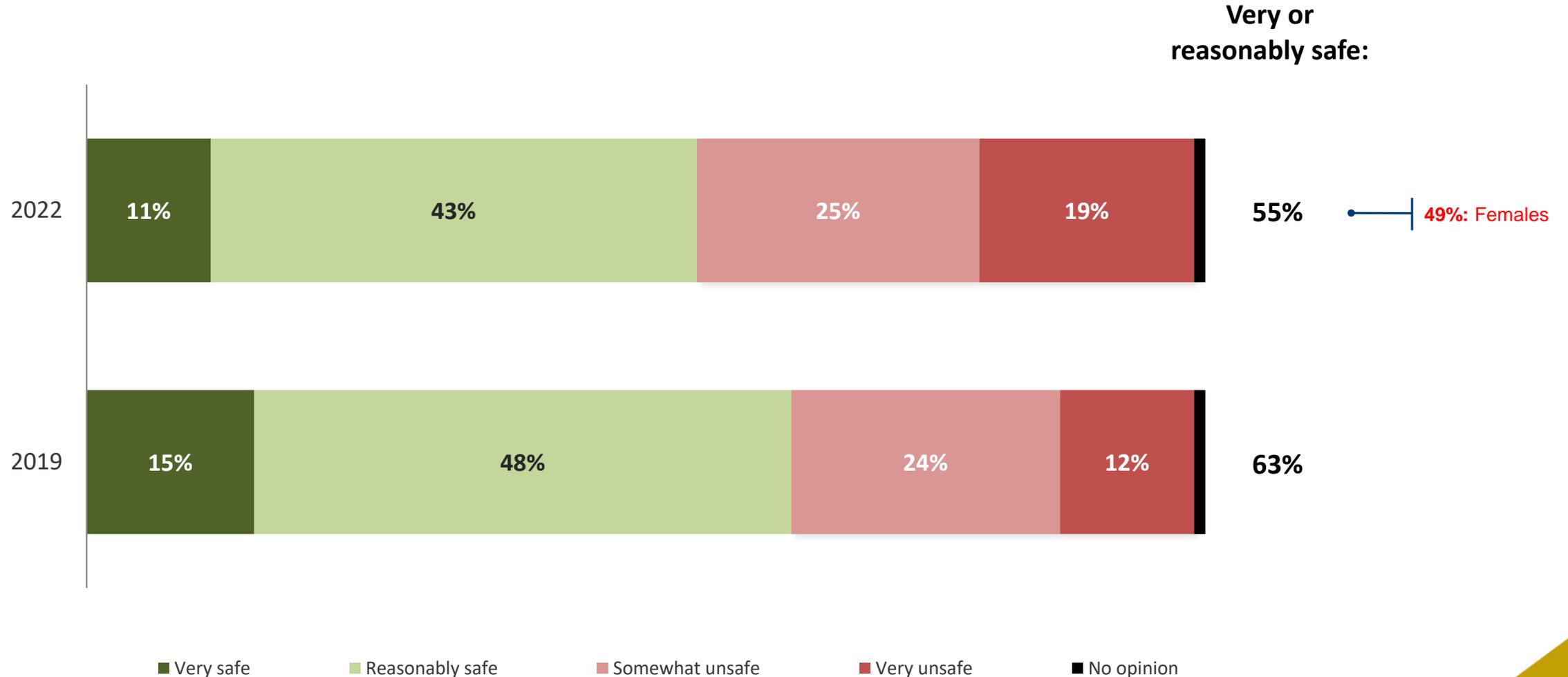


SAFETY WALKING ALONE IN NEIGHBOURHOOD AT NIGHT BY GENDER



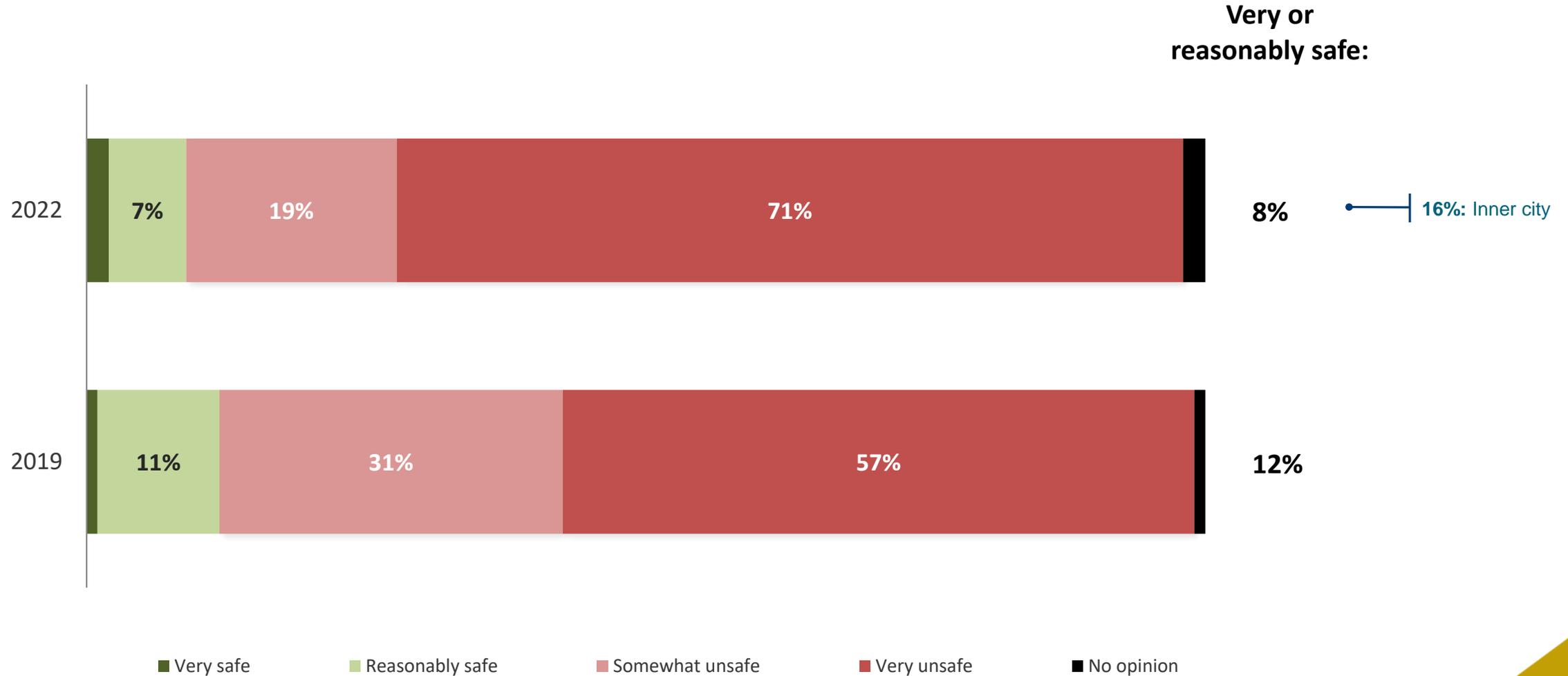
DOWNTOWN SAFETY DURING THE DAY

B7. How safe do you feel or would you feel walking downtown alone during the day?

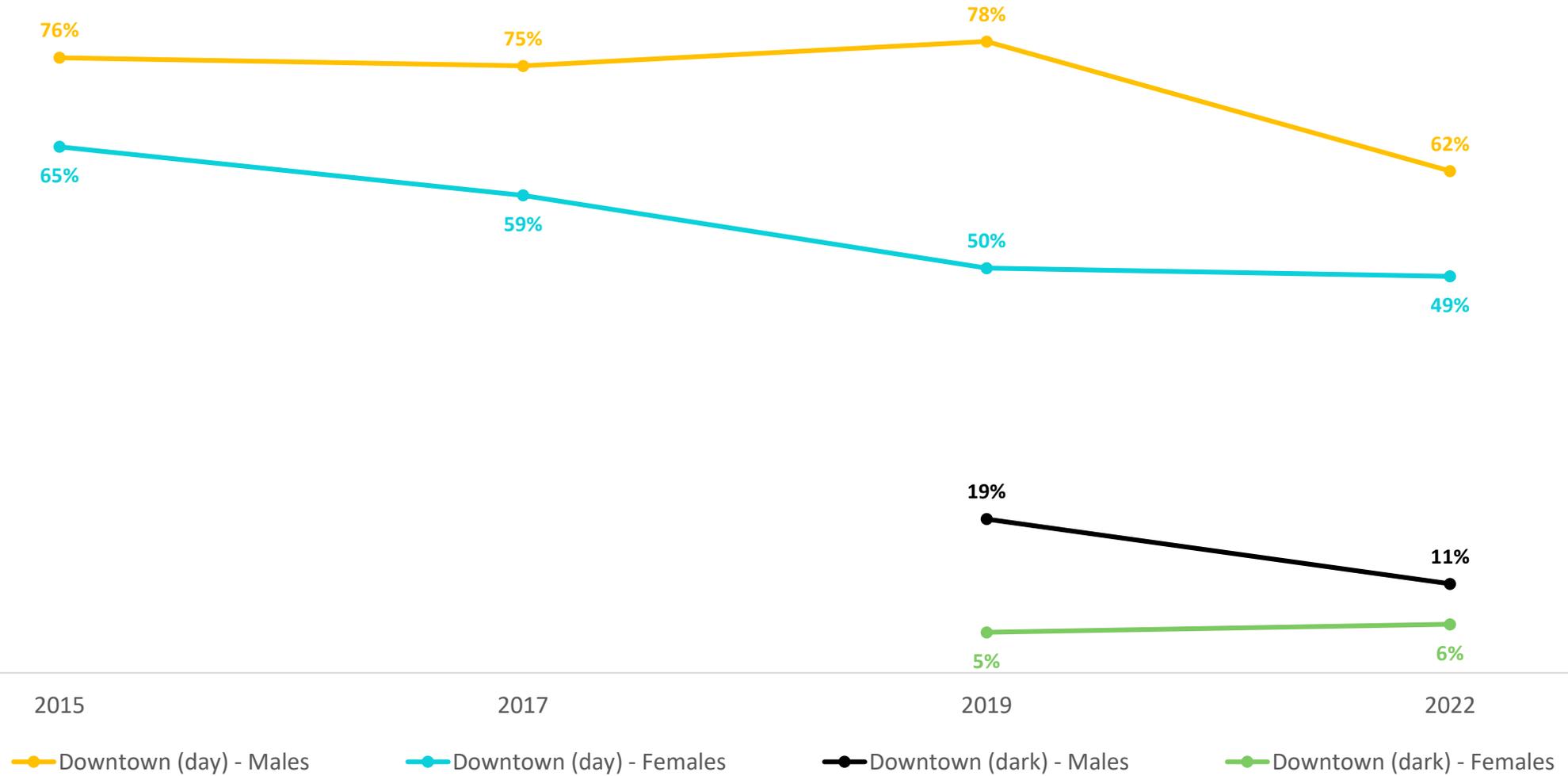


DOWNTOWN SAFETY AT NIGHT

B8. How about walking alone downtown after dark? Would you feel...?

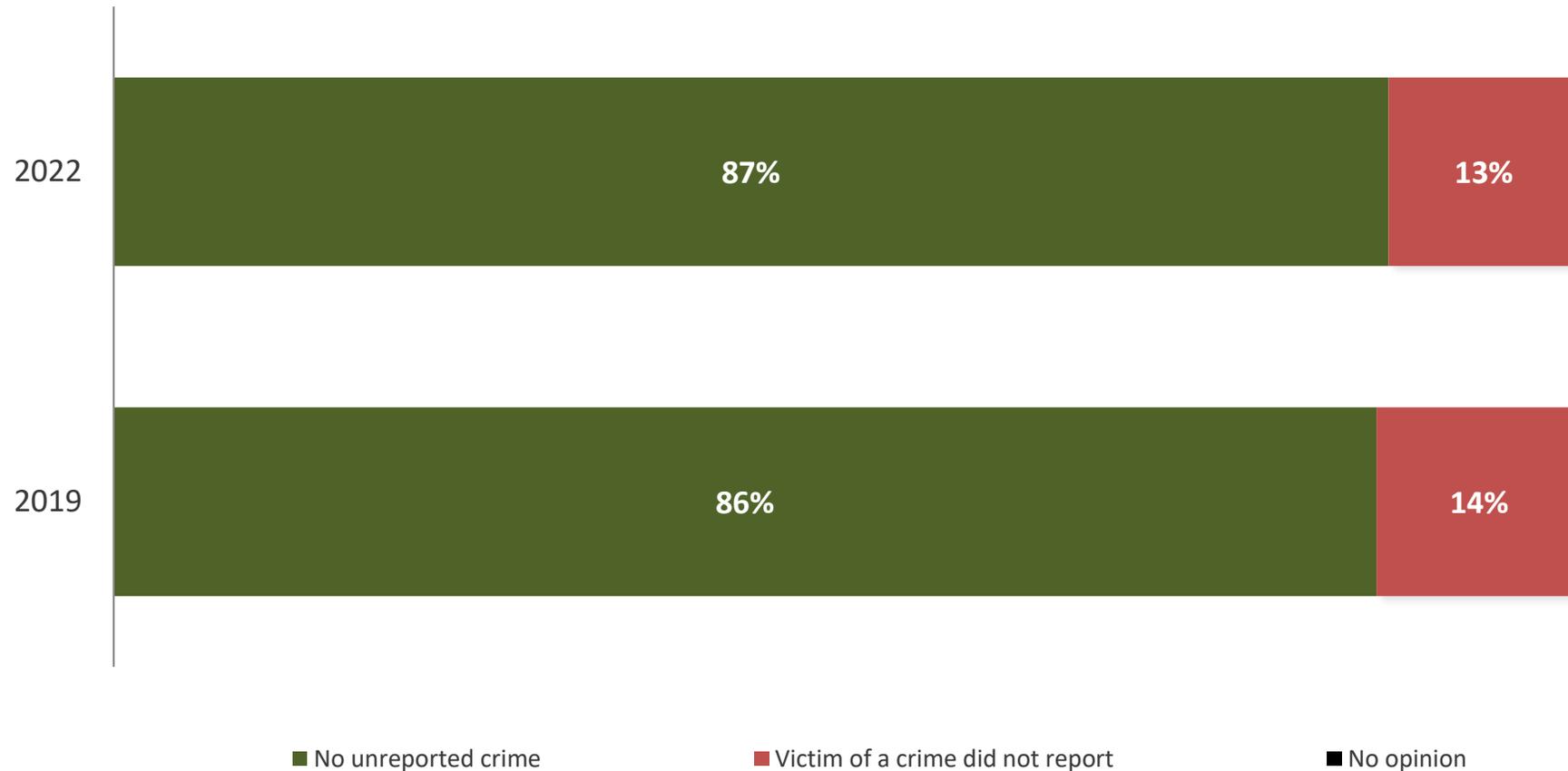


SAFETY WALKING ALONE DOWNTOWN BY GENDER



UNREPORTED VICTIM OF CRIME

B9. During the last year were you the victim of a crime that you did not report?

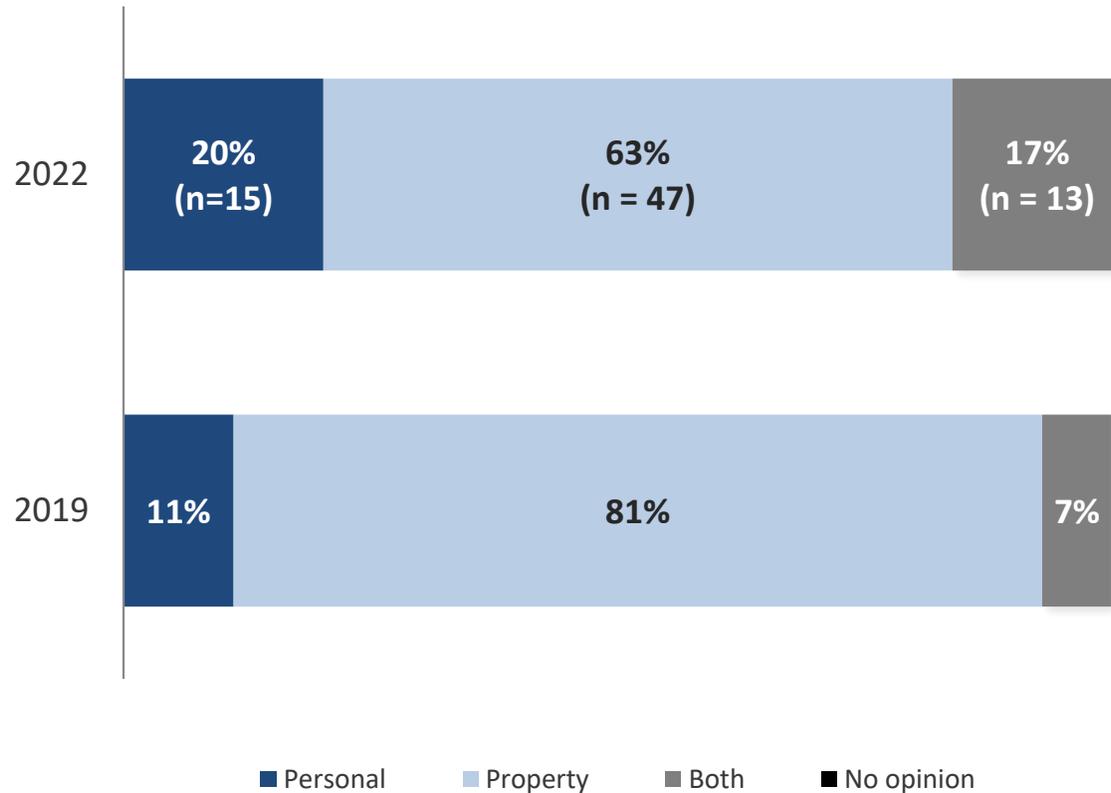


UNREPORTED VICTIM OF CRIME

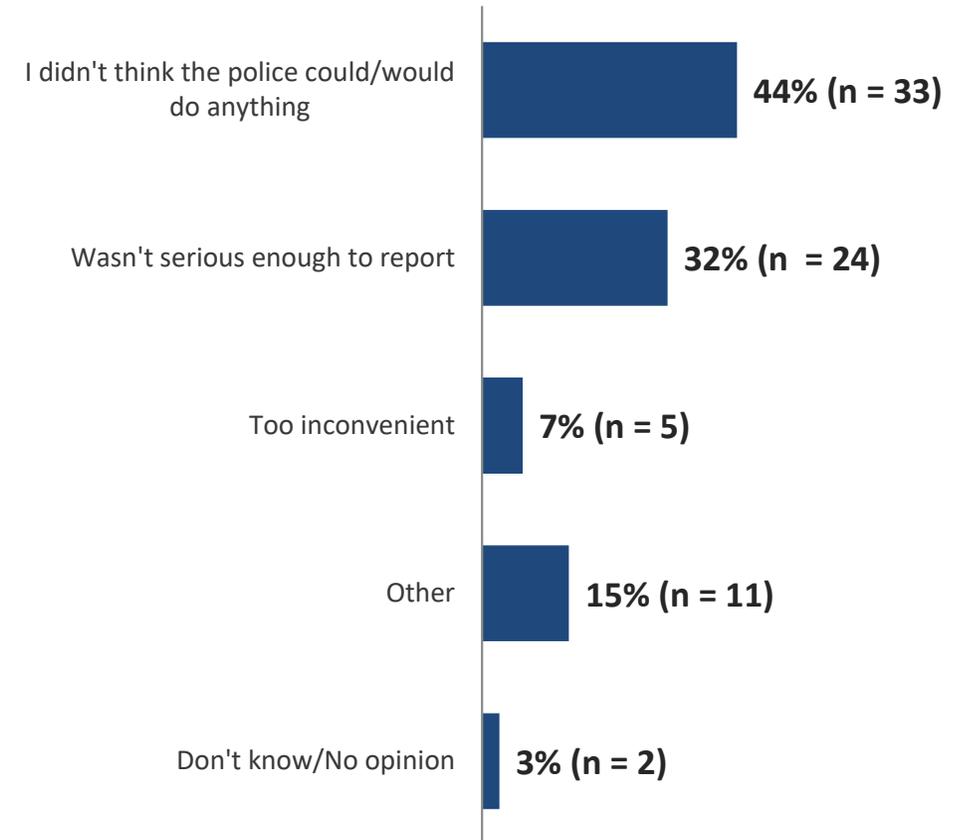
B10.1. Was this a personal or property related crime?

B10.2. Why didn't you report this incident?

Type of crime*



Reason for not reporting*



CONTACT WITH POLICE

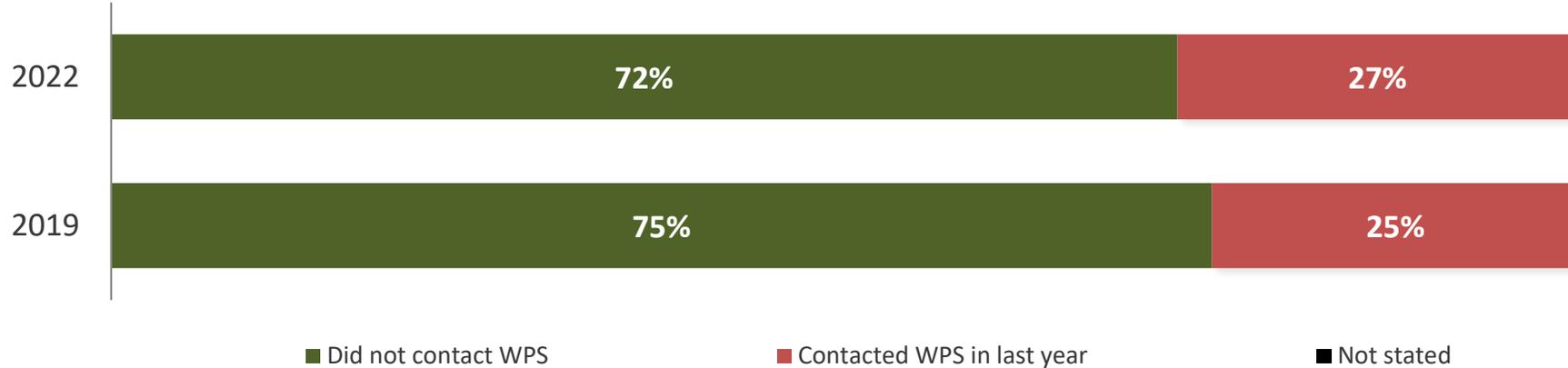
CONTACT WITH THE POLICE FINDINGS

- About one-quarter of Winnipeggers contacted the Winnipeg Police Service in the past year, while about one in 10 were contacted by the Winnipeg Police service in the past year. These results are very similar to 2019.
- The majority of those who contacted (about 6 in 10) or were contacted (about 7 in 10) by the Winnipeg Police Service in the past year are satisfied with the interaction.

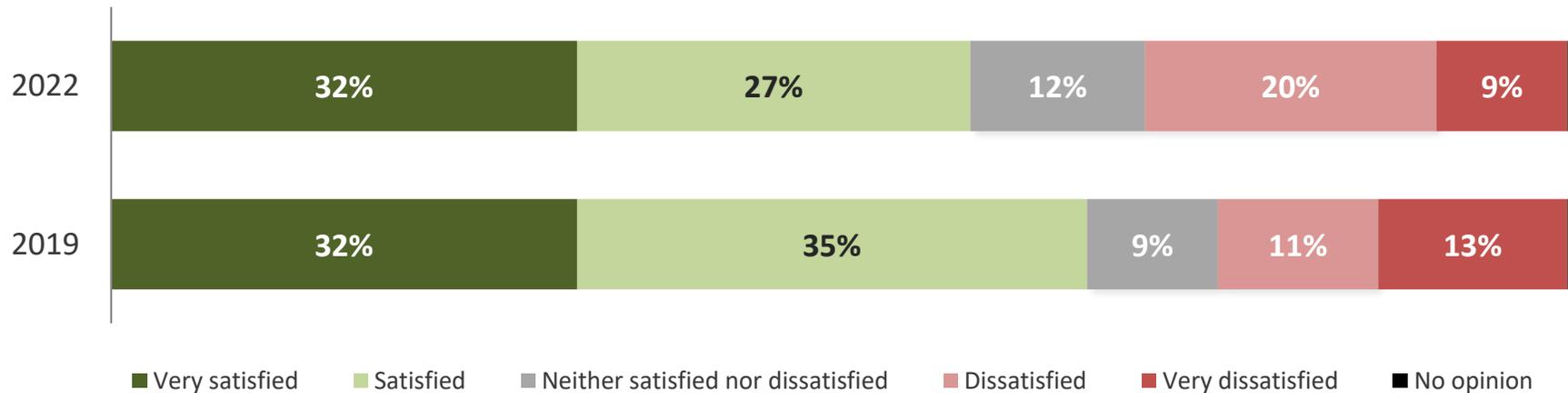
CITIZENS CONTACTING POLICE

C1. Excluding traffic related matters; during the last 12 months did you contact the Winnipeg Police Service for any reason?
 C2. What is your level of satisfaction with your most recent contact with the Winnipeg Police?

Contacted WPS



Satisfaction with contact*



Very satisfied or satisfied:

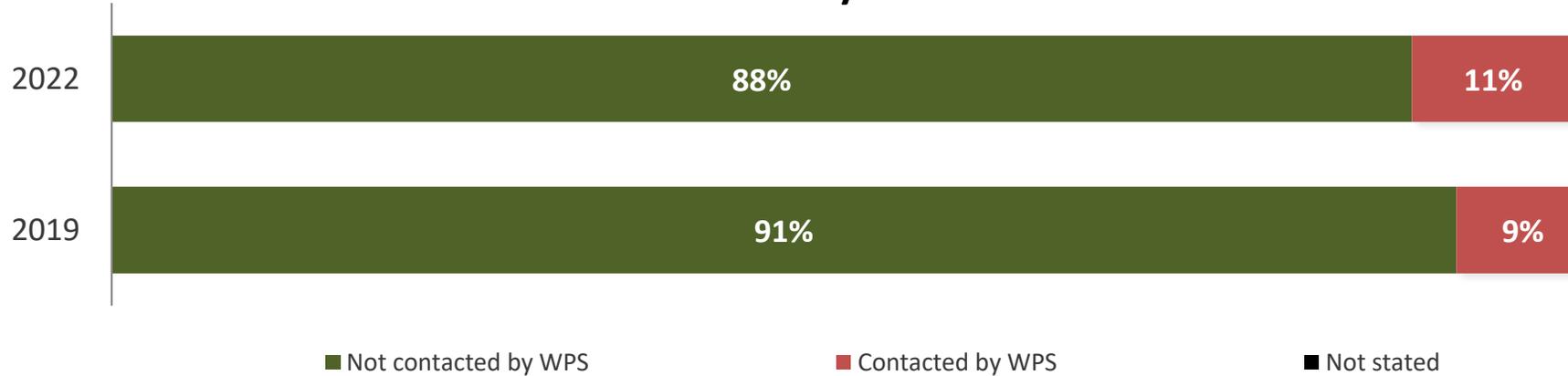
59%

67%

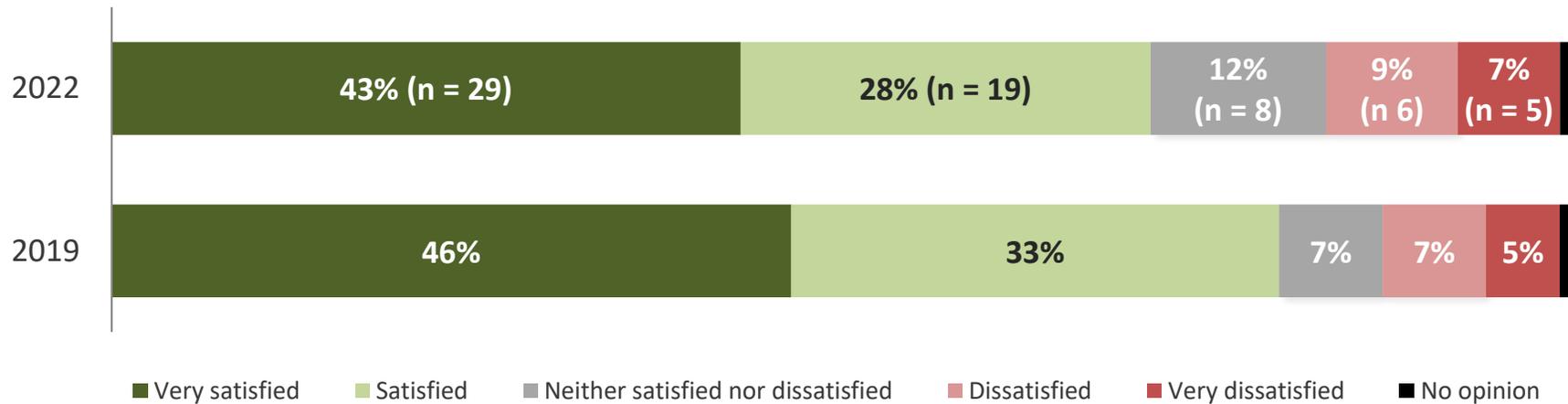
CITIZENS CONTACTED BY POLICE

D1. Excluding traffic related matters, in the last 12 months did the Winnipeg Police Service contact you for any reason?
 D2. What is your level of satisfaction with your most recent contact with the Winnipeg Police when they contacted you?

Contacted by WPS



Satisfaction with contact*



Very satisfied or satisfied:

71%

79%

COMPLAINTS

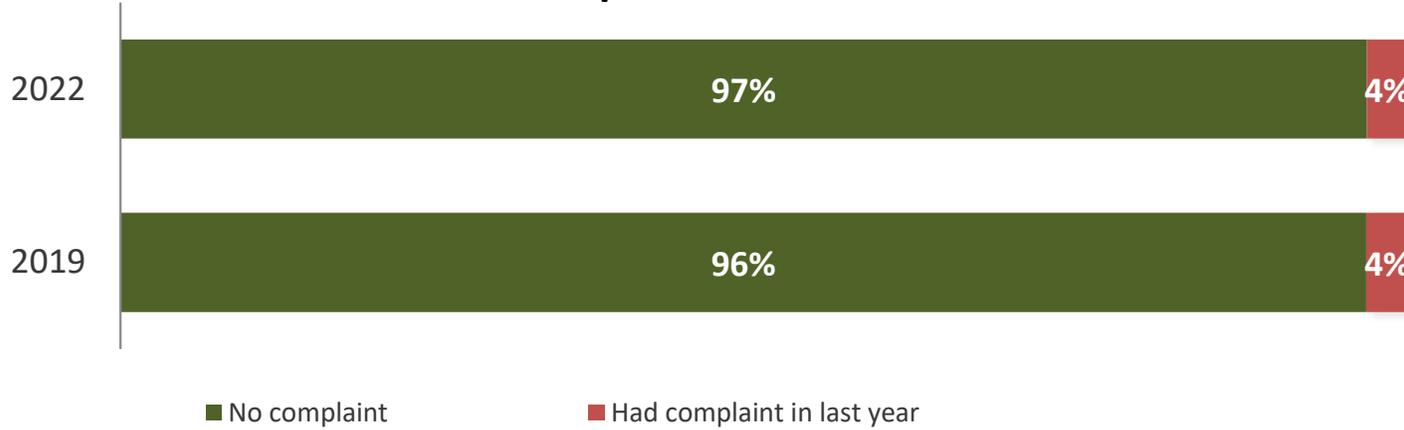
COMPLAINTS FINDINGS

- About 4% of Winnipeggers believe they had a reason to make a complaint about the conduct of a Winnipeg Police Service officer in the past year, unchanged from 2019.
- Amongst the 4%, 43% said they initiated a complaint, up from 22% in 2019; however, 33% of those who filed a complaint said they were satisfied with the response to their complaint.

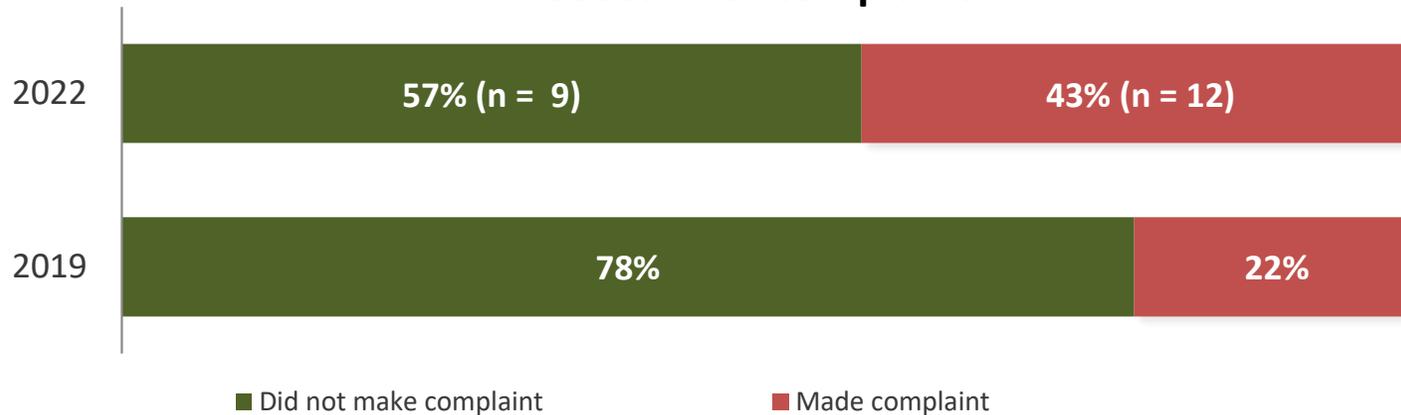
COMPLAINTS ABOUT POLICE

- E1. In the past 12 months, have you had any reason to make a complaint about the conduct of a Winnipeg Police officer?
- E2. Did you proceed to make a complaint to the Police Service?
- E3. Why did you decide not to make a complaint?

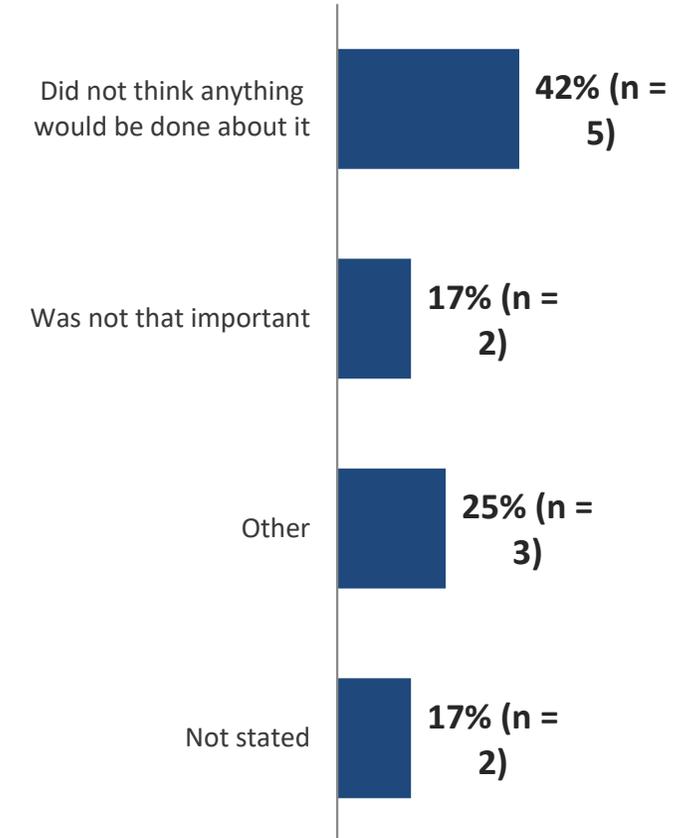
Have complaint with conduct of WPS



Proceed with complaint*



Reason for no complaint**

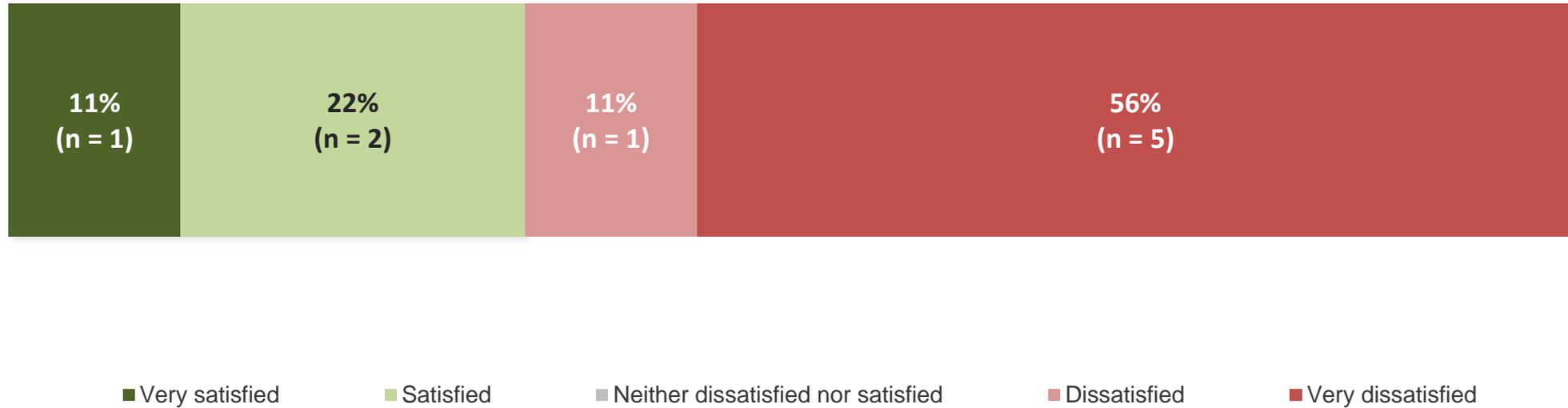


* BASE: Those who had reason for complaint (2022, n=21; 2019, n=27).

** BASE: Those who had reason but did not make a complaint (2022, n=12).

SATISFACTION WITH RESPONSE TO COMPLAINT

E4. What was your level of satisfaction with the response to your complaint?



TRAFFIC

- The majority of Winnipeggers approve of the use of photo radar, especially in school zones. In fact, the proportion who approve with photo radar use in school zones has increased over time. There is some evidence to indicate that higher income households are less supportive of photo radar, which may be due to the fact they are most likely to report having received a photo radar ticket.
- One quarter of Winnipeggers believe the Winnipeg Police Service should be more strict about enforcing traffic laws; however, the majority (63%) believe there should be no change in how the WPS is enforcing these laws. However, over time there has been a slight shift in the proportion who say the WPS should be less strict.
- About 9% of Winnipeggers were stopped by the Winnipeg Police Service for a traffic violation, 5% were in a roadside check stop, and 1% were in a collision that required the WPS in the past year. The proportion who encountered a roadside check stop has been decreasing slightly over time.

USE OF PHOTO RADAR AND RED LIGHT CAMERAS

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...? (% strongly or moderately approved)

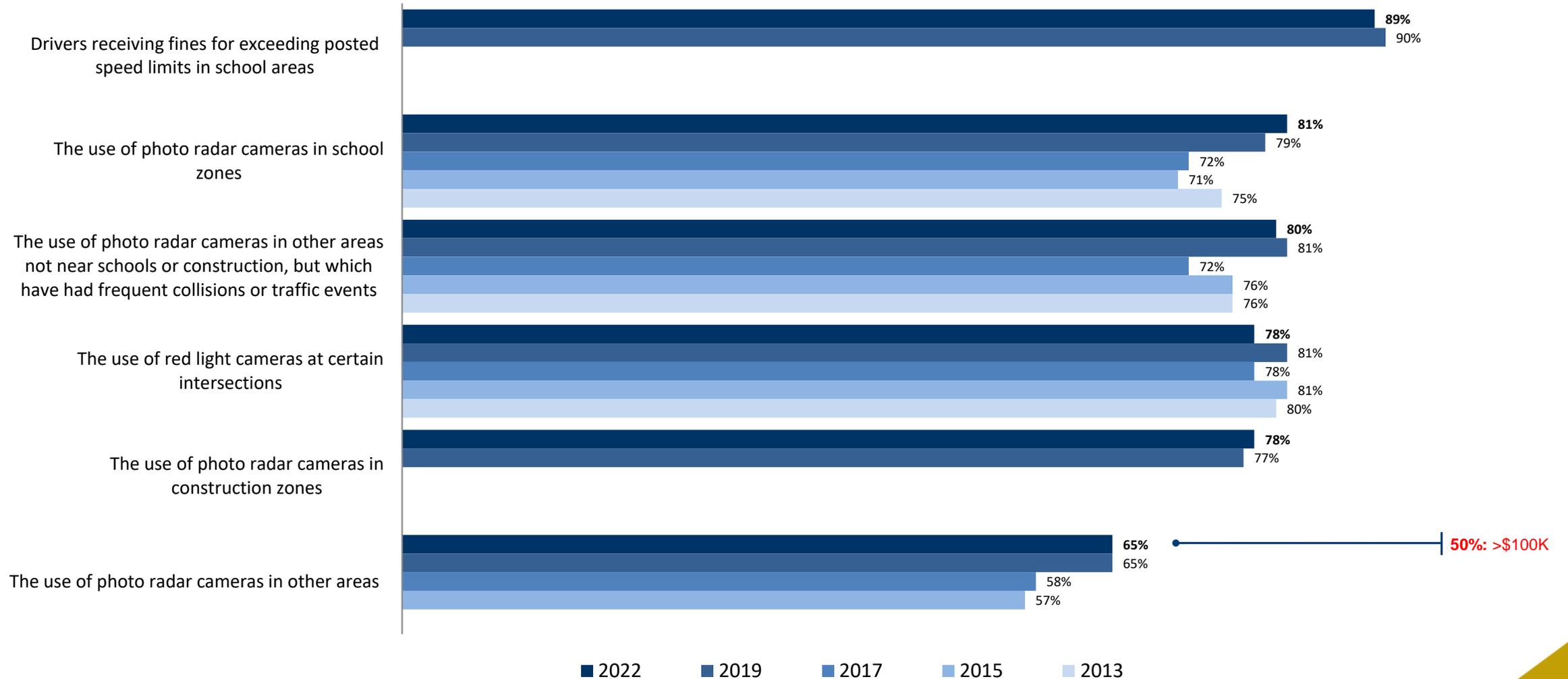
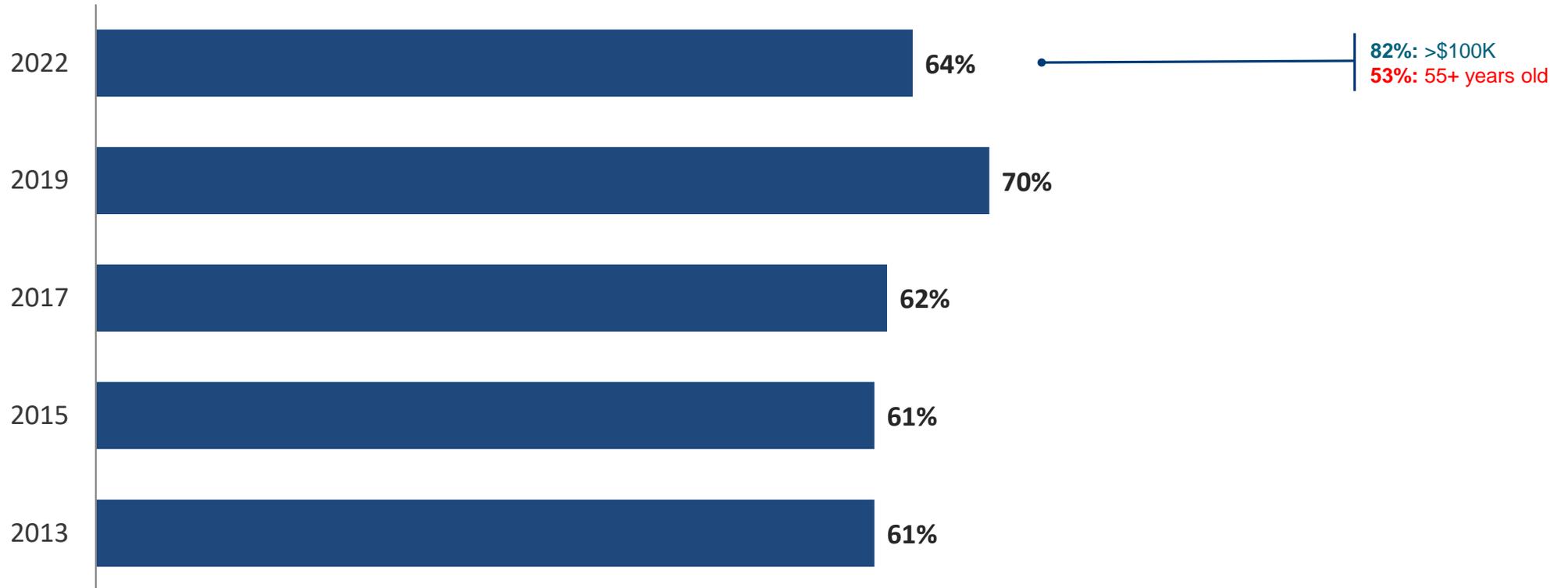


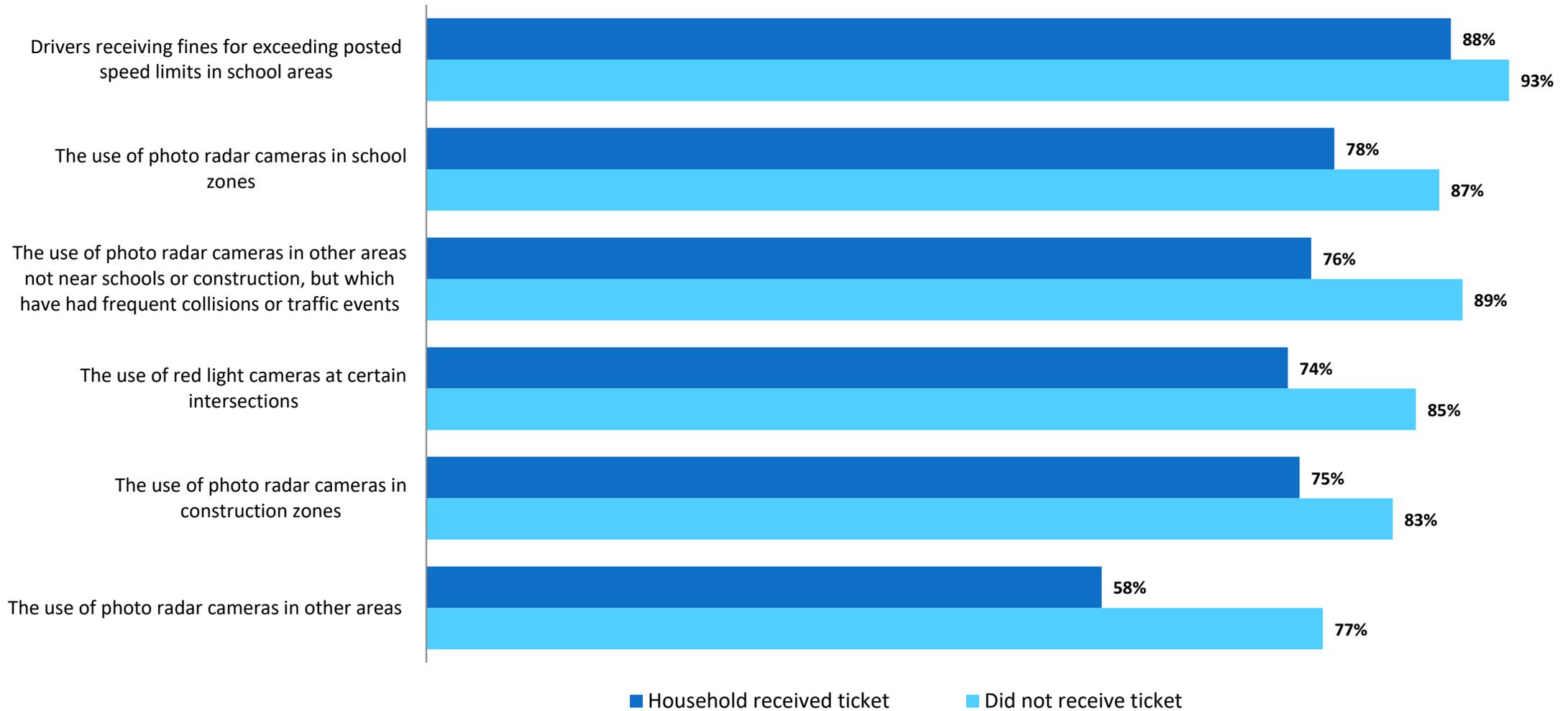
PHOTO RADAR OR RED LIGHT CAMERA TICKETING

F2. Has anyone in your household received a ticket due to an offense detected by a red light or photo radar camera? (% received ticket)



USE OF PHOTO RADAR BY RECEIVING TICKET

(% strongly or moderately approved)

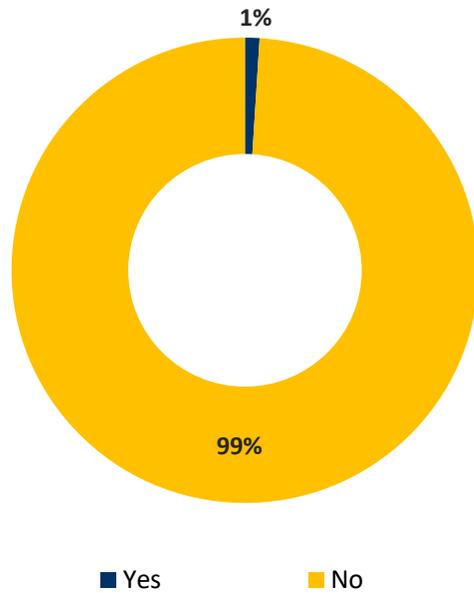


TRAFFIC COLLISIONS

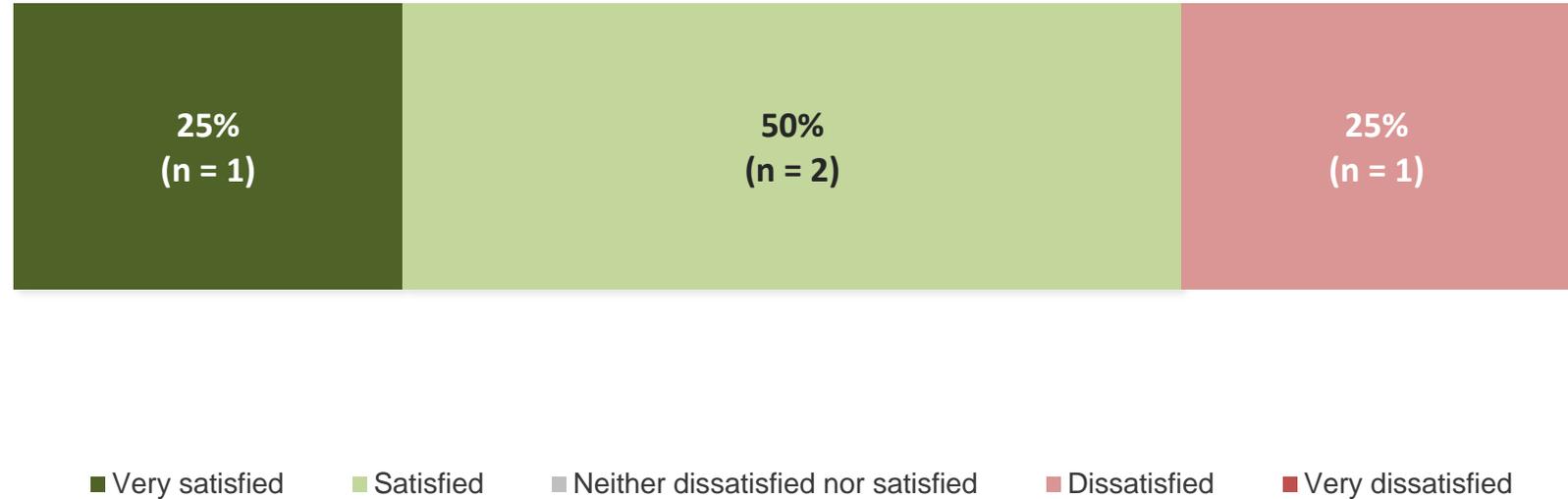
F3. During the last 12 months were you involved in a traffic collision to which the Winnipeg Police attended?

F4. What was your level of satisfaction with the police when they attended?

Involved in traffic collision



Satisfaction with police attendance*

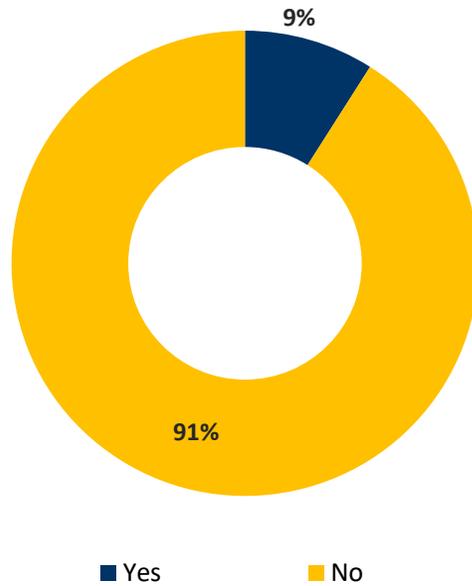


TRAFFIC VIOLATIONS

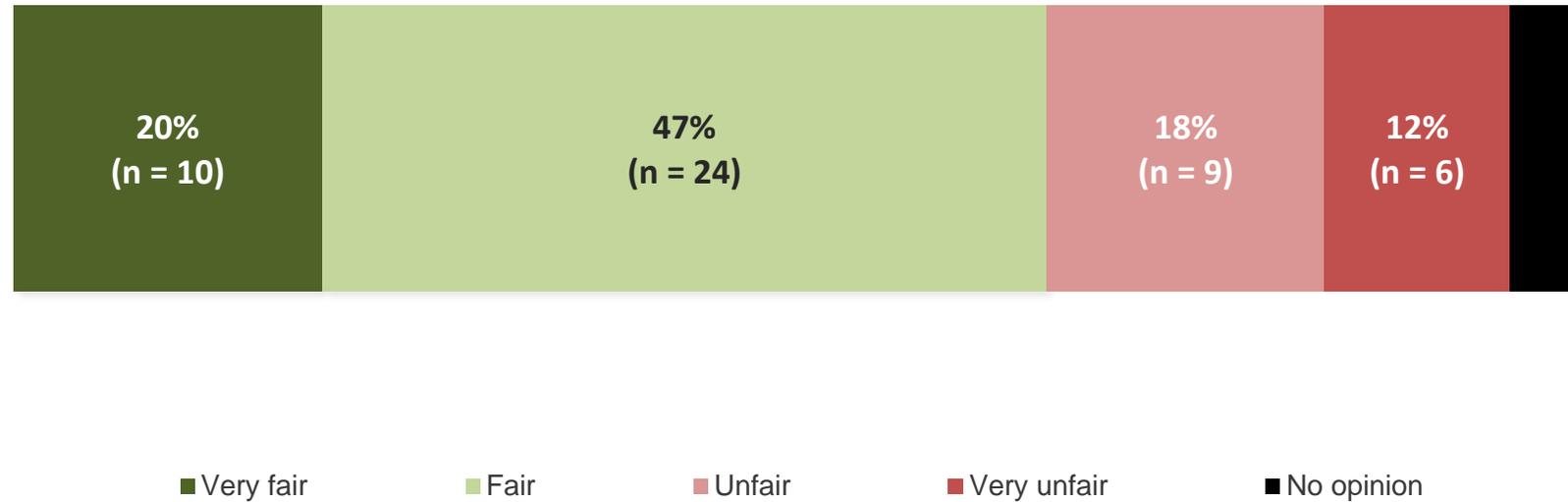
F5. During the last 12 months were you stopped by a Winnipeg Police Officer for a traffic violation?

F6. Would you say the police were...?

Stopped for traffic violation



Perception of police*

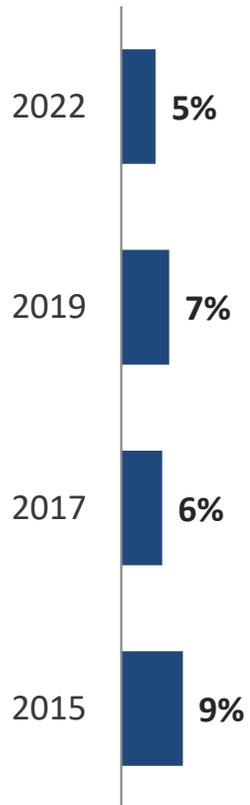


ROAD-SIDE SPOT CHECKS

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? (% yes)

F8. What was your level of satisfaction with the police at the last road-side spot check?

Stopped at a road-side spot check

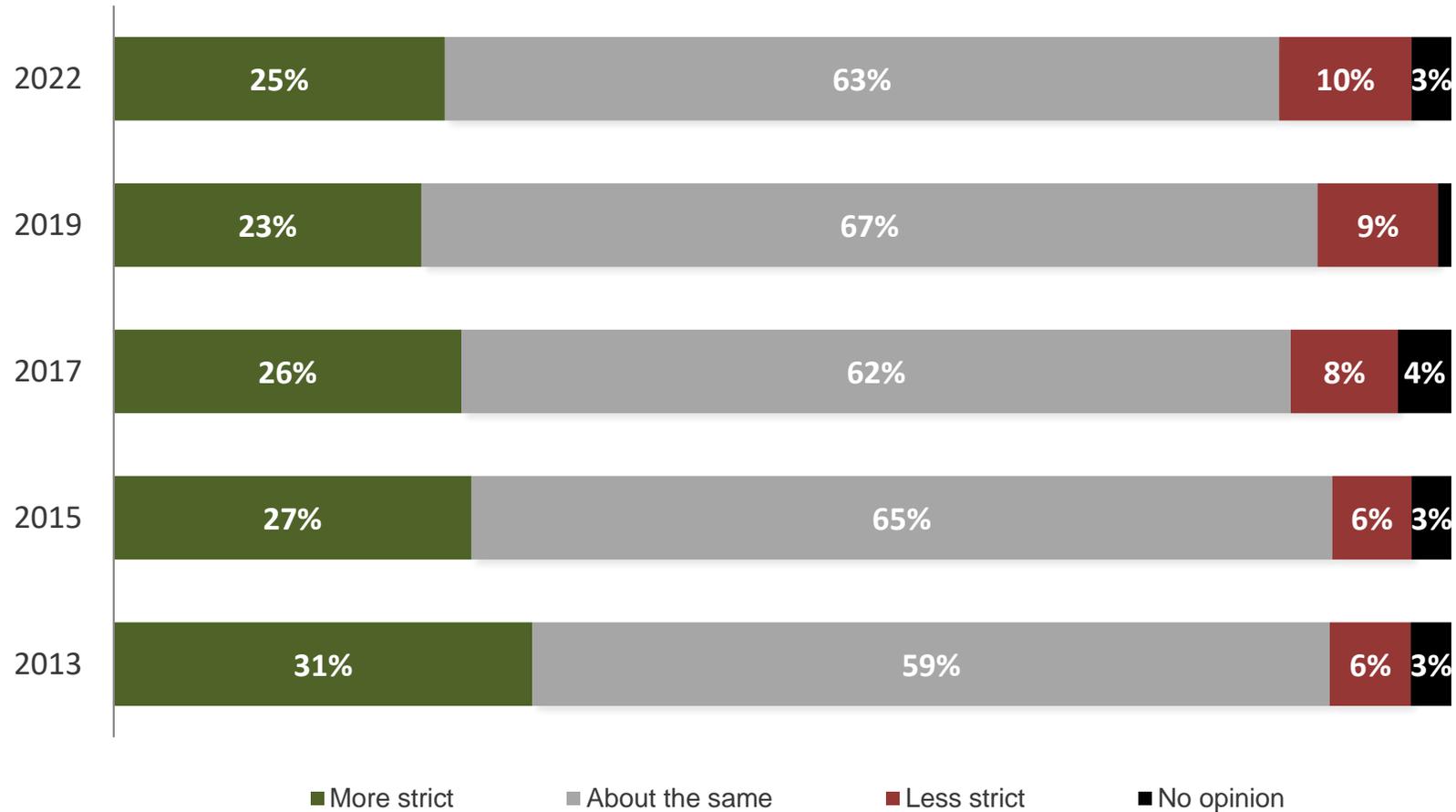


Satisfaction*



PERCEPTIONS OF TRAFFIC ENFORCEMENT

F9. With respect to enforcing traffic laws, should the police be more strict, less strict or about the same as in the past?



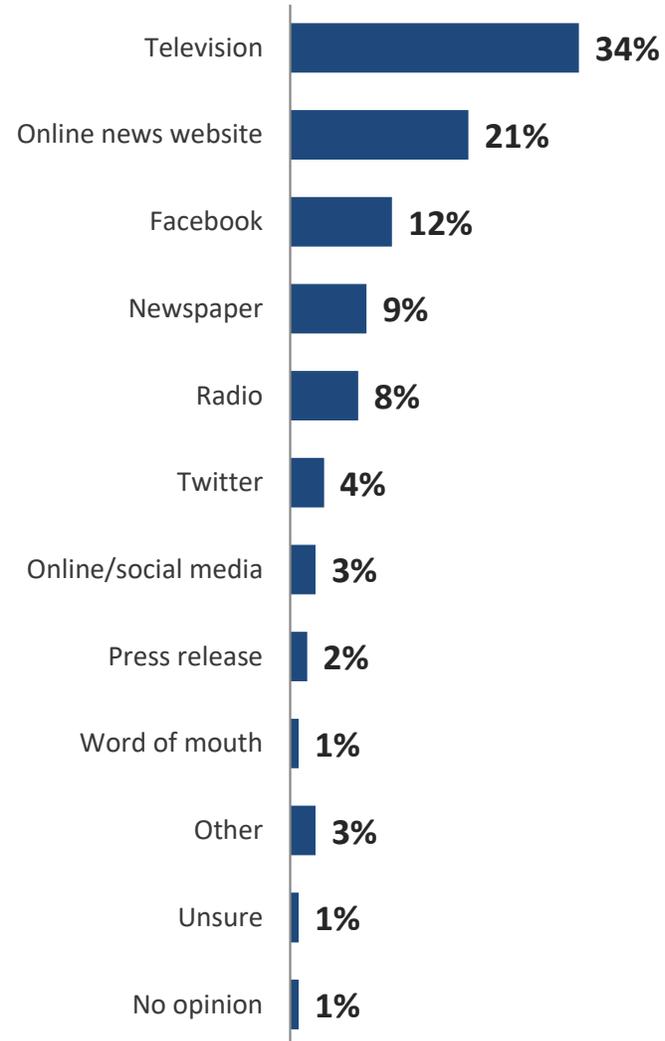
COMMUNICATION AND NEWS

COMMUNICATION AND NEWS FINDINGS

- Winnipeggers are most likely to get news about public safety from *TV* (34%) and *online news sites* (21%); however, they are most likely to get news directly from the Winnipeg Police Service through its *press releases* (47%) or *press conferences* (44%).
- Eight in 10 respondents say they have at least moderate trust in the Winnipeg Police Service for local public safety news, although the youngest group are least likely (74%) to say that they at least moderately trust in the Winnipeg Police Service.
- The majority believe that social media has a small (26%) or no impact (39%) on their perceptions of the Winnipeg Police Service, although younger Winnipeggers tend to feel it has more impact than other groups.

PRIMARY SOURCE FOR NEWS

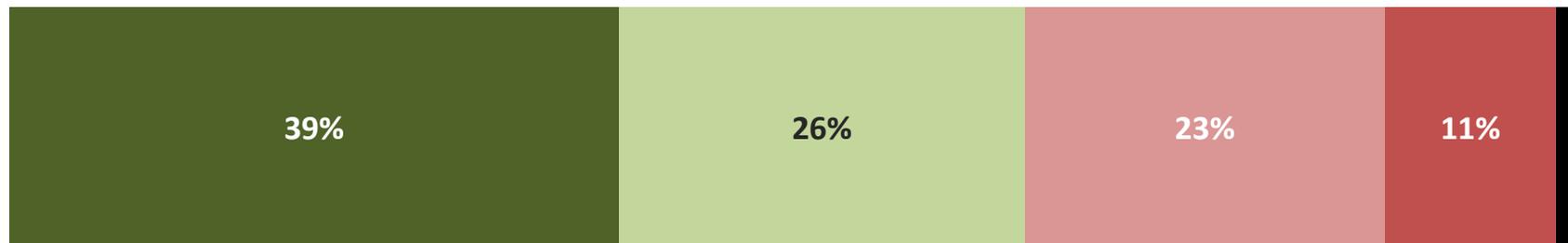
G1. What is your primary source for local public safety news?



SOCIAL MEDIA

G2. How much does social media content shape your opinion of the Winnipeg Police Service?

No or small impact:

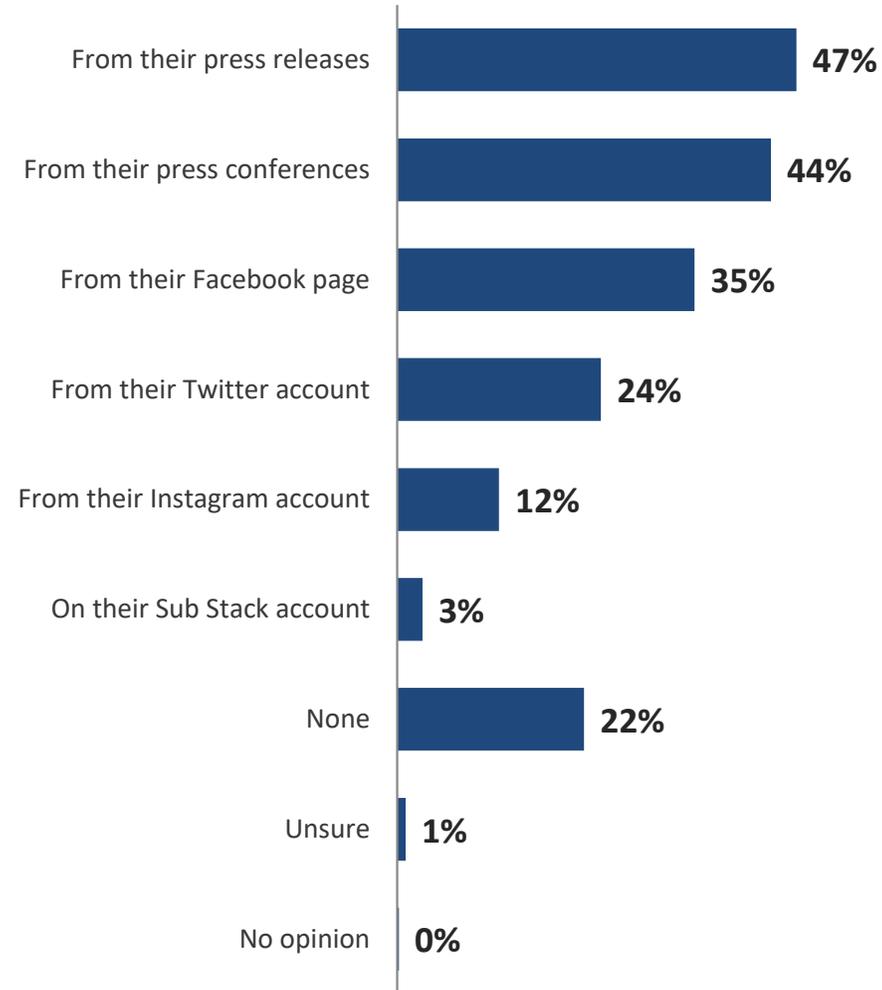


65% — 52%: 18-34 years old
38%: <10 years in Wpg

■ No impact ■ Small impact ■ Moderate impact ■ Significant impact ■ Unsure/No opinion

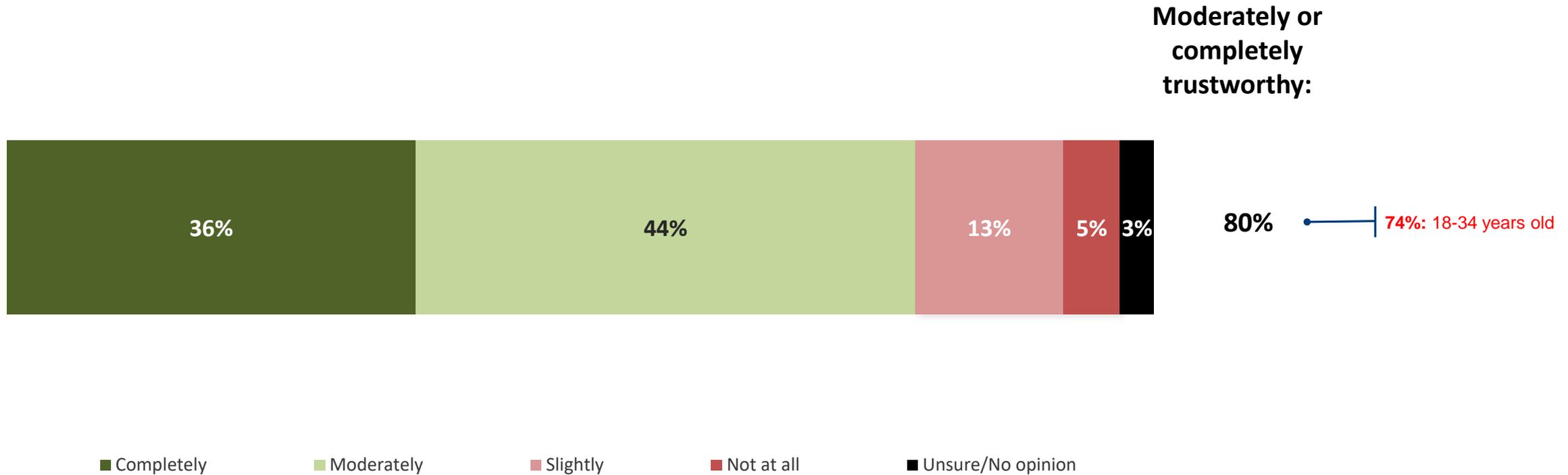
RECALL OF POLICE NEWS

G3. During the last 12 months, do you recall seeing Winnipeg Police Service news or communication on any of the following platforms?



TRUST IN NEWS FROM THE POLICE

G4. How trustworthy do you consider the Winnipeg Police Service to be as a source of local public safety news?



GENERAL POLICING ISSUES AND SATISFACTION ISSUES

GENERAL ISSUES AND SATISFACTION FINDINGS

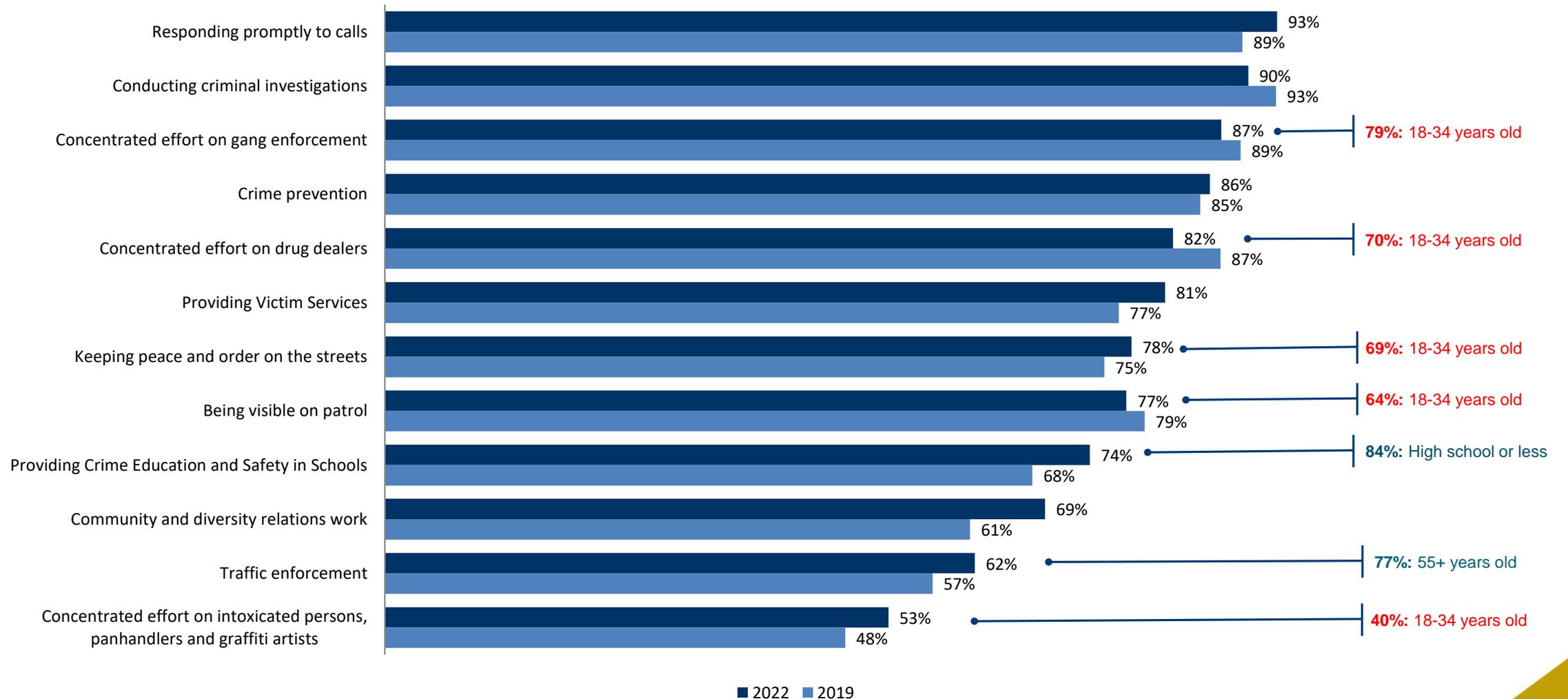
- When asked about the importance of 12 police activities, Winnipeggers put the most emphasis on *responding promptly to calls* (93%) and *conducting criminal investigations* (90%). Conversely, they put the least emphasis on *concentrated effort on intoxicated persons, panhandlers, and graffiti artists* (53%). The biggest change since 2019 is the importance of *community and diversity relations works* up from 61% in 2019 to 69%.
- Winnipeggers rate the Winnipeg Police Service similarly on seven of eight activities, except *promptly responding to calls* (45%) which is the only aspect where less than half rate as good or excellent. Ratings of all aspects are lower than 2019, except *being approachable to the public*.
- Almost 2 in 3 have at least some trust in the Winnipeg Police Service; however, this proportion has steadily decreased over time from 81% in 2015 to 64% in 2022.
- Almost 1 in 5 believe the Winnipeg Police Service is overfunded (19%) which is more than double the proportion from 2019 (9%). This compares to 37% who believe it is underfunded.

GENERAL ISSUES AND SATISFACTION FINDINGS

- Half (49%) of Winnipeggers believe there are *too few police officers in the City of Winnipeg*, more than five times the proportion who believe there are too many (8%). Previously, the majority believed that the number of officers was about right, but seemed to have diverged, as the proportion who believe there are too few and too many have increased over time.
- Six in 10 (60%) Winnipeggers say the Winnipeg Police Service usually or always *meets their needs, values and expectations*, down from 70% in 2019.
- More than half (55%) rate the Winnipeg Police Service as excellent or good; however, this proportion has declined over time from a high of 73% in 2017.

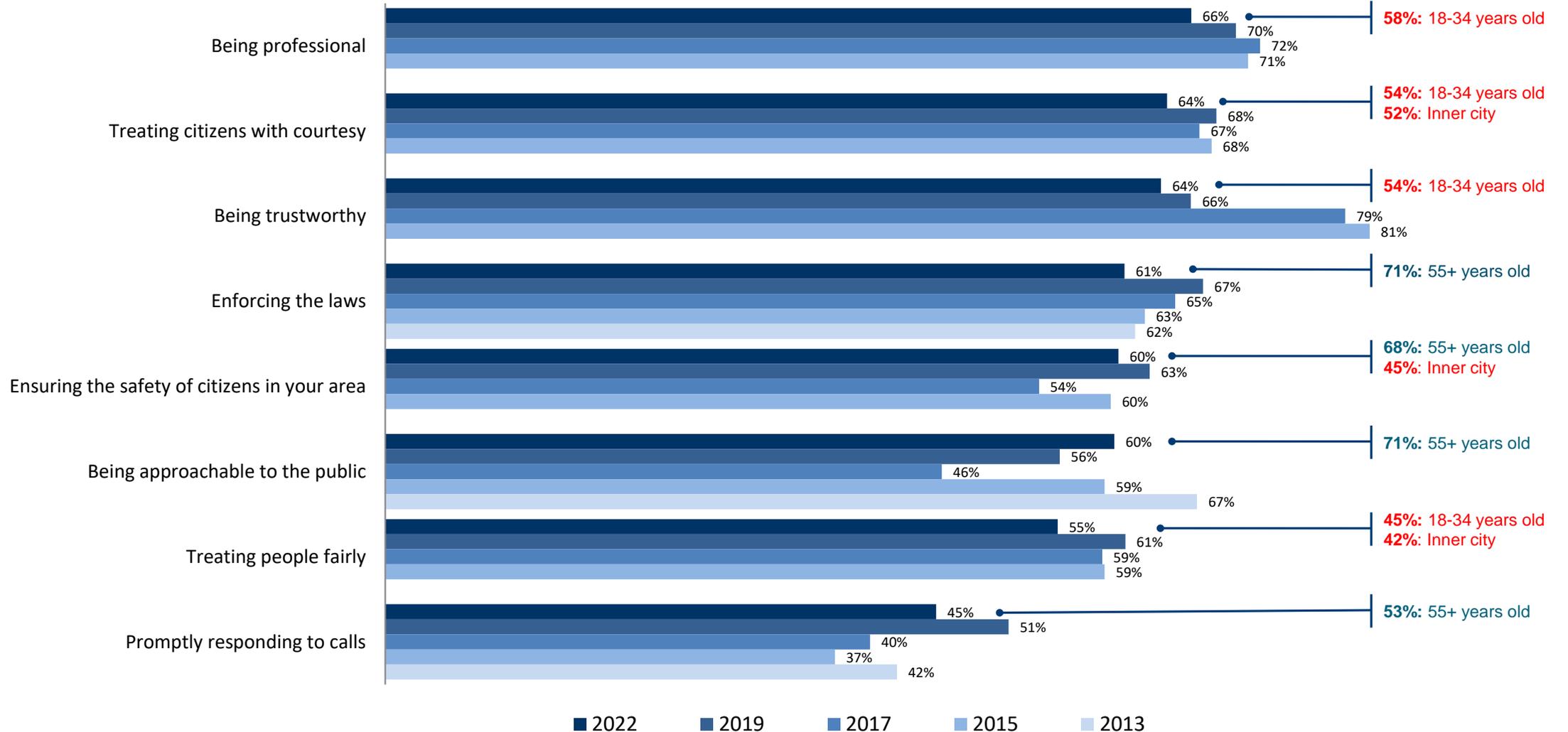
IMPORTANCE OF POLICE ACTIVITIES

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. (% rated important [4 or 5 out of 5])



PERCEPTION OF POLICE ACTIVITIES

H2. Do you think, in general, the Winnipeg Police Service does an excellent, good, average, poor or very poor job of... (% rated excellent or good)



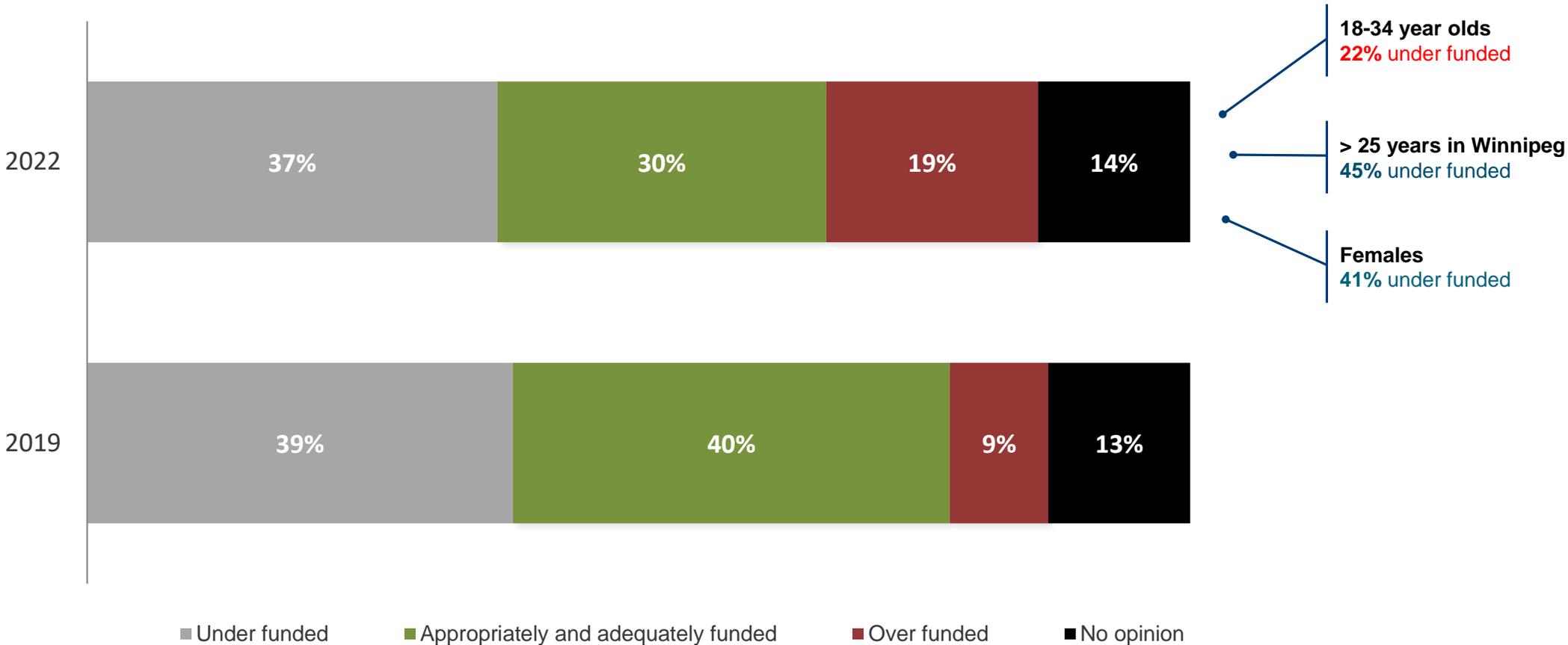
CONFIDENCE IN WINNIPEG POLICE SERVICE

H3. How much confidence do you have in the Winnipeg Police Service?



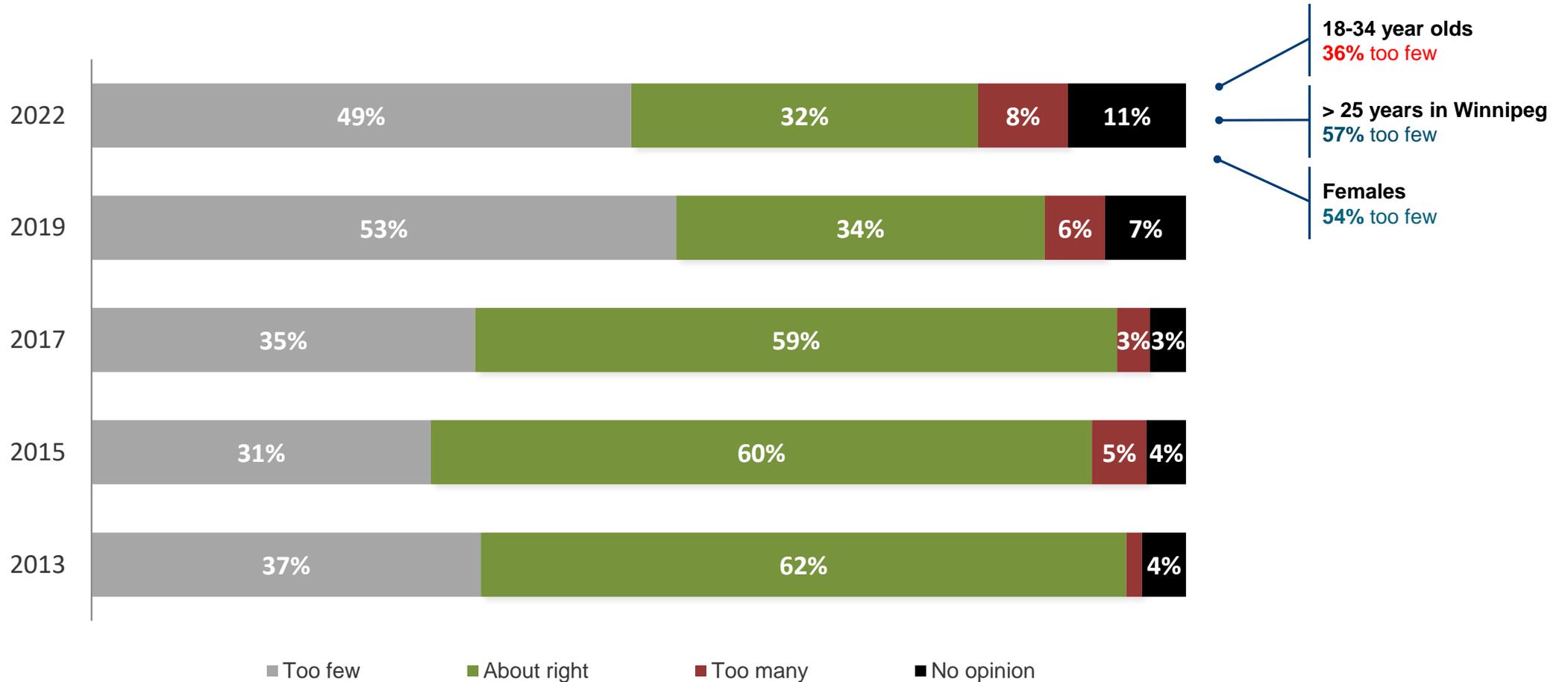
FUNDING OF WINNIPEG POLICE SERVICE

H4. How would you rate the level of funding received by the Winnipeg Police Service?



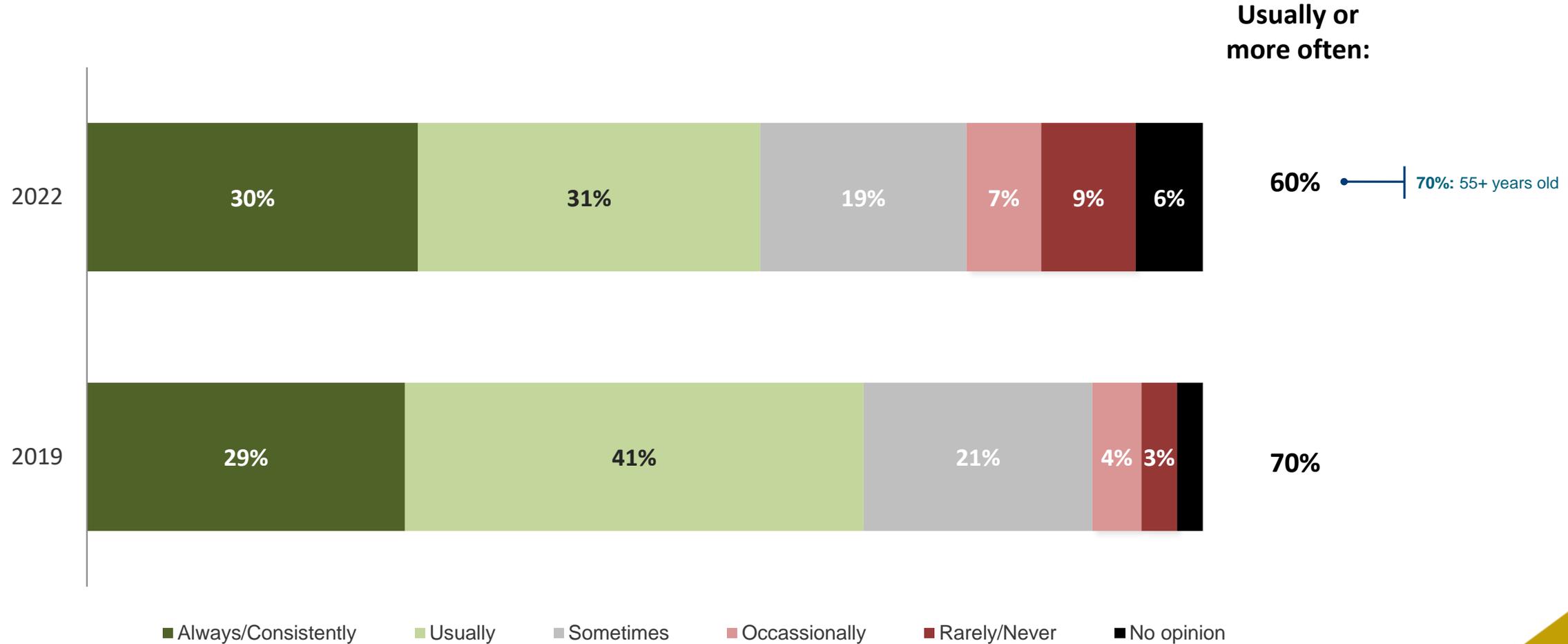
NUMBER OF WINNIPEG POLICE OFFICERS

H5. How would you rate the number of officers in the City of Winnipeg?



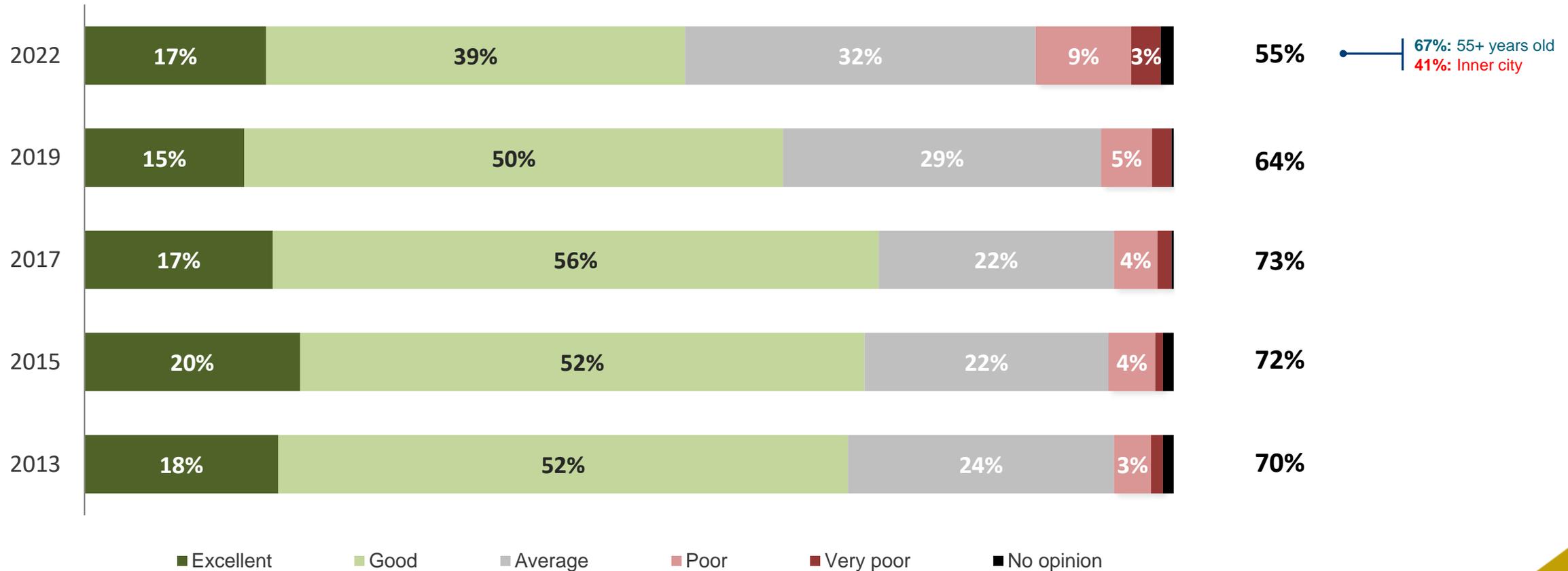
WINNIPEG POLICE SERVICE MEETING EXPECTATIONS

H6. How often does the Winnipeg Police Service meet your needs, values and expectations?



OVERALL QUALITY OF WINNIPEG POLICE SERVICE

H7. How would you rate the overall quality of police service in Winnipeg?



EXPERIENCES WITH 911

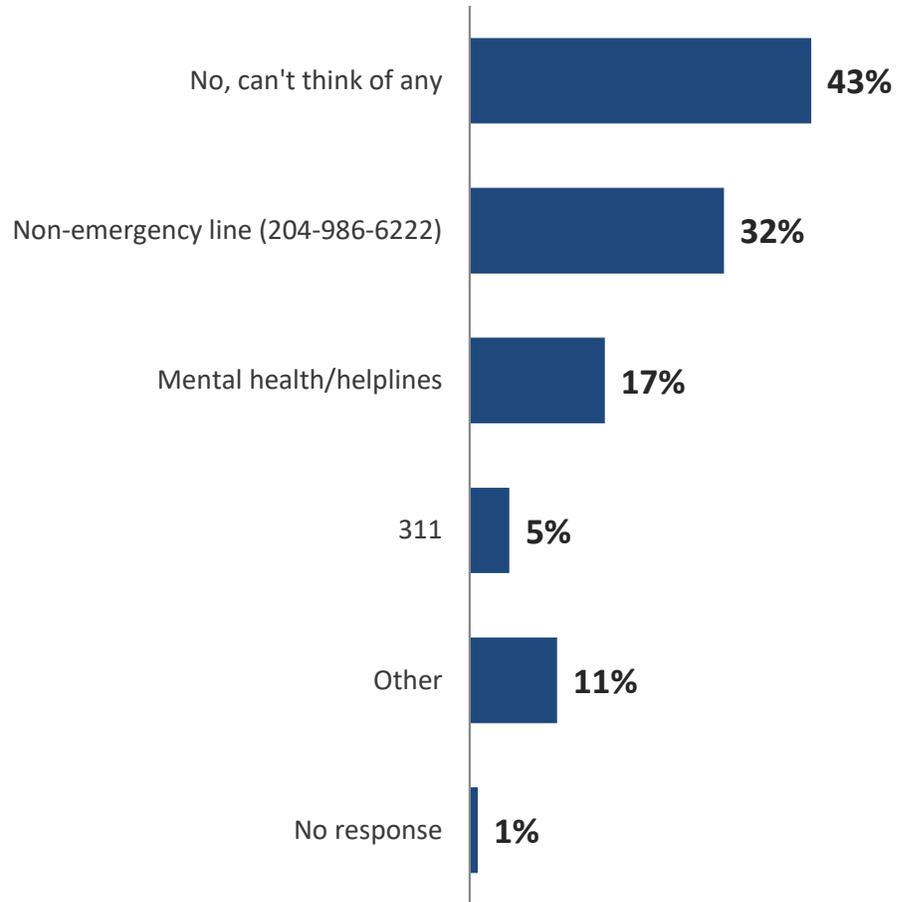
911 FINDINGS

- Top-of-mind 32% of Winnipeggers can identify the Winnipeg Police Service's non-emergency line when asked for telephone lines available 24/7 for help. When asked specifically if they are aware of the line, the proportion increases to 65%.
- Although two thirds of Winnipeggers are aware of the line, almost 9 in 10 say they are at least somewhat confident about knowing when to use the non-emergency line versus calling 911.
- When calling 911, the most common thing Winnipeggers would say first is either *what the emergency is* (44%) or *their location* (33%).
- If they were accidentally to dial 911, 73% would stay on the line to tell the operator they made a mistake while 24% would hang up.

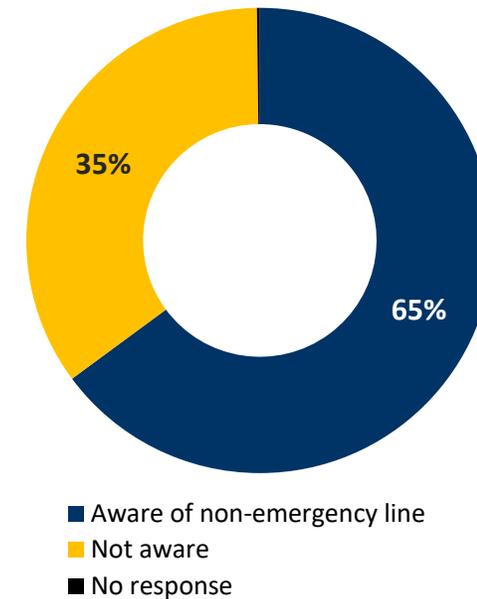
NON-EMERGENCY TELEPHONE LINE

*11. 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?
12. 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.*

Awareness of other telephone lines



Aware of non-emergency line



KNOWLEDGE OF WHO TO CALL

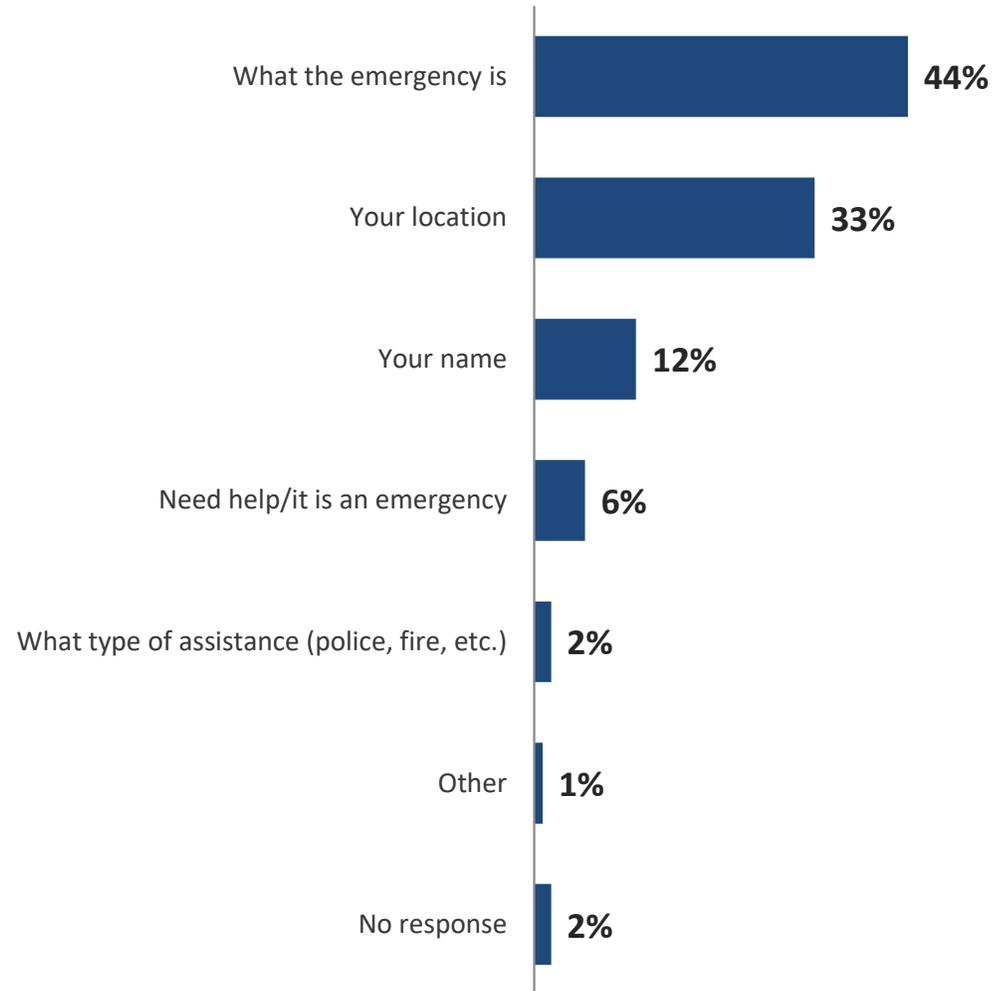
13. Some situations call for 9-1-1 while for others, it's more appropriate to call the non-emergency line. How confident are you that you would know when to call the non-emergency line instead of 9-1-1?



Very confident Somewhat confident Not very confident Not at all confident No opinion

INITIAL CONTACT WITH 9-1-1 OPERATOR

14. 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?



ACCIDENTAL 9-1-1 CALLS

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



■ Stay on the phone and tell the operator there's no emergency

■ Hang up quickly

■ Unsure

■ No response