



Canadians' Views of RCMP Policing Services

FINAL REPORT

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Ce rapport est aussi disponible en français

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EXECUTIVE SUMMARY

Background and Methodology

The RCMP has been conducting surveys of Canadian citizens since 2003 to assess citizens' opinions on quality of service, professionalism, sensitivity, community involvement, visibility, value of partnerships, and communication. Previous editions of the survey have been conducted by telephone. Due to the challenges and costs associated with telephone surveys, the RCMP would like to conduct the same survey online with the same representativeness used in the previous samples.

This research involved a survey of 3,033 Canadians. The sample was drawn from across Canada and was weighted more heavily toward areas policed by only the RCMP. The sample was stratified to ensure roughly equal representation from five regions (North, British Columbia, Prairies, Central, and Atlantic). We surveyed roughly 500 residents in the North, and about 600 in each of the other four regions.

The survey was conducted primarily online using our probability based online panel, Probit; however to help with tracking previous survey results (which were conducted by telephone), and to ensure we could collect information from the North (which has a very limited number of panellists), we also conducted interviews by telephone. We completed 1,310 telephone interviews, and 1,723 cases were collected online.

Survey Findings

Outlined below are key findings from this study. The remainder of this report describes survey results in more detail.

Attitudes to the RCMP

Survey findings reveal that fully 95 per cent of Canadians assign a high degree of importance to the RCMP's contribution to keeping Canadians safe, and three-quarters express satisfaction with the RCMP's performance in this area. These results are largely unchanged from 2016.

Looking at more specific aspects of the RCMP, survey findings reveal that clear majorities agree that the RCMP demonstrates professionalism in its work, demonstrates respect and integrity, that RCMP personnel are honest and demonstrate compassion, and that the organization is accountable. Tracking reveals improvement on many of these indicators since 2016.

Survey results also reveal that fully 94 per cent of Canadians feel that the RCMP is a recognized symbol of Canada. Moreover, three-quarters are satisfied with the RCMP's efforts to provide

services in both official languages, agree that the RCMP prioritizes quality service, and express trust and confidence in the RCMP. Tracking reveals a ten-point rise since 2016 in the proportion of Canadians who have trust and confidence in the RCMP, as well as a six-point increase in the proportion agreeing that the RCMP emphasizes providing quality service. However, the proportion of Canadians who agree that the RCMP prioritizes providing services in both official languages has decreased by five points since 2016.

While Canadians have a high degree of confidence in the RCMP in general, they award lower marks when it comes to the calibre of its leadership. Half of respondents agreed that the organization has effective leaders. Respondents also made little distinction between the different levels of leadership; 51 per cent rated the RCMP's local leaders as effective while roughly the same proportion (48 per cent) offered a positive appraisal of its national leaders. Tracking suggests that confidence in RCMP leaders is unchanged since 2016.

The RCMP also receives mixed reviews when it comes to issues related to innovation and transparency. Fewer than half of respondents agreed that the RCMP is a forward-looking and innovative organisation. About four in ten were satisfied with the level of information that the RCMP provides about its work (and one in three expressed dissatisfaction in this area). Respondents were sharply divided on whether the RCMP could be considered an open and transparent organization – four in ten agreed with this assessment, while virtually the same proportion disagreed. Tracking suggests a slight improvement in some of these areas since 2016: the proportion of Canadians who see the RCMP as forward-looking and innovative is up five percentage points, while agreement that the RCMP is open and transparent is up seven points.

The RCMP scores moderately well on broader indicators related to sensitivity. Just over half agreed that the RCMP is sensitive to the needs of Canada's various cultures and groups, while a similar proportion agreed that the RCMP is helping to build a fair and inclusive Canada. When the scope of the questions is narrowed to focus on specific groups, however, public satisfaction drops somewhat. Only about four in ten agreed that the RCMP treats women fairly (and one-third disagreed with this assessment). A similar proportion agreed that the RCMP is helping to build a better future for Indigenous people, while a sizeable minority (26 per cent) disagreed with this idea. Tracking reveals a seven-point increase in agreement that the RCMP is sensitive to the needs of different cultures and groups since 2016. Similarly, satisfaction with how the RCMP deals with Indigenous people is up seven points since 2016. However, longer-term tracking suggests a gradual, seven-point erosion in perceptions of how the RCMP treats women since 2012.

Results also reveal generally positive impressions of the impact of the RCMP on Canadians, although findings also suggest room for improvement in terms of the force's contributions at the community level. Seven in ten agreed that the RCMP effectively responds to national security threats, diminishes the threat of organized crime, and effectively handles threats to passenger aircraft. Six in ten believed the RCMP is effective in mitigating the impact of serious crime, reducing the distribution of narcotics, lessening the impact of economic crime, responding to cybercrime threats, responding to radicalization, and addressing youth crime. However, only about half were satisfied with the RCMP's contribution to creating informed and resilient communities, and in its efforts to foster safer Indigenous communities. Tracking reveals an 11-point increase since 2016 in the proportion of Canadians who agree that the RCMP is

contributing to safer Indigenous communities, as well as a five-point bump in the proportion who believed the RCMP adequately addresses youth involvement in crime.

Primary Sources of Information about RCMP

Turning to communication with the RCMP, respondents were asked to rate the credibility of a range of information sources about the RCMP and its performance in their community. Results are generally mixed across all of the information sources examined. Forty-five per cent rate the news media as credible, and about three in ten rate their personal experience and friends and family as credible. Fewer than one in five rate social media as a credible source of information about the RCMP. Tracking reveals that the credibility of these sources has remained largely stable since 2016.

Contact with the RCMP

Respondents were asked if they had any direct contact with the RCMP in the past year. One-third (34 per cent) indicated yes, while the majority (66 per cent) said no. Tracking indicates a slight increase since 2016 in the proportion of Canadians who indicate they have had direct contact with the RCMP in the past year.

Those who indicated they had contact with the RCMP in the past year were then asked for their views on RCMP performance during this contact. Results are generally positive, with more than eight in ten agreeing that RCMP personnel demonstrated professionalism, treated them fairly, were courteous and respectful, and that it was easy to get in touch with the RCMP. Similarly, more than seven in ten felt that RCMP personnel were knowledgeable and competent, delivered the service in a timely fashion, and provided all the information needed. Results are more mixed in terms of the RCMP going beyond minimum requirements in providing good service: 58 per cent felt the RCMP went beyond minimum service requirements, and 20 per cent disagreed with this idea. Tracking reveals that these results have remained largely stable since 2012.

Those who indicated they had contact with the RCMP in the past year were also asked for their overall satisfaction with the service received from the RCMP. Three in four expressed satisfaction, and only 17 per cent were dissatisfied - and tracking reveals an increase in satisfaction with the service received.

1. BACKGROUND AND METHODOLOGY

1.1 BACKGROUND AND OBJECTIVES

The Strategic Policy and Planning Directorate of the RCMP is responsible for the development and implementation of a comprehensive Performance Management system that feeds into the internal performance system as well as the overall TBS government reporting system. In an evidence based environment, the RCMP requires sound metrics from citizens to assess performance and set targets for improved performance.

The RCMP has been conducting surveys of Canadian citizens since 2003 to assess citizens' opinions on quality of service, professionalism, sensitivity, community involvement, visibility, value of partnerships, and communication. The goal of the survey is to assess satisfaction with service, joint efforts, value of partnerships, communication, and the value of collaboration.

Previous editions of the survey have been conducted by telephone. Due to the challenges and costs associated with telephone surveys, the RCMP would like to conduct the same survey online with the same representativeness used in the previous samples.

1.2 METHODOLOGY

This research involved a survey of 3,033 Canadians. The sample was drawn from across Canada and was weighted more heavily toward areas policed by only the RCMP. The sample was stratified to ensure roughly equal representation from five regions (North, British Columbia, Prairies, Central, and Atlantic). We surveyed roughly 500 residents in the North, and about 600 in each of the other four regions.

The survey was conducted primarily online using our probability based online panel, Probit; however to help with tracking previous survey results (which were conducted by telephone), and to ensure we could collect information from the North (which has a very limited number of panellists), we also conducted interviews by telephone. Below we provide more detail on the methodology associated with both the online and telephone components of the research.

Probit Panel (Online Sample)

We used our probability based online panel, Probit, for the online completions. Probit is online research panel that has been designed by EKOS to provide statistically representative data. Our panel offers complete coverage of the Canadian population (i.e., Internet, phone, cell phone), random recruitment (in other words, participants are recruited randomly, they do not opt themselves into our panel), and equal

probability sampling. All respondents to our panel are recruited by telephone using random digit dialling and are confirmed by live interviewers.

The distribution of the recruitment process for our panel mirrors the actual population in Canada (as defined by Statistics Canada). As such, our panel can be considered representative of the general public (survey results from our online panel support confidence intervals and margin of error estimates, which is unique in Canada). The overall panel size is roughly 90,000 Canadian households. Random stratified samples are drawn from the panel database for individual research assignments.

Telephone Sample

EKOS relies on Survey Sample, produced by ASDE, for the sample requirements of our telephone surveys. The software uses the most up to date directories as they become available and is updated quarterly. It samples by Random Digit Dial (RDD) methodology and checks its samples against published phone lists to divide the sample into "Directory Listed" (DL) and "Directory Not Listed" (DNL) RDD components. The flexibility of this software allows one to sample within specific regions or cities. One can sample according to population representativeness or stipulate stratification parameters, as required. Once the sample is determined for a specific survey, the numbers are imported into our Computer Assisted Telephone Interview (CATI) system and quotas are set for individual characteristics.

We completed 1,310 telephone interviews, and 1,723 cases were collected online. Results were weighted by region, gender, and age. Outlined below is the sample breakdown and margin of error (MOE) across mode and province/territory.

Margin of Error by Mode	Sample size	Margin of error (+/-, 19 times out of 20)
Overall Hybrid	n=3,033	1.8%
Telephone only	n=1,310	2.7%
Margin of Error by Province/Territory		
British Columbia	n=615	4.0%
Alberta	n=307	5.6%
Saskatchewan	n=173	7.5%
Manitoba	n=167	7.6%
Ontario	n=363	5.2%
Quebec	n=258	6.1%
New Brunswick	n=159	7.8%
Nova Scotia	n=222	6.6%
Prince Edward Island	n=94	10.2%
Newfoundland	n=142	8.3%
Yukon	n=173	7.5%
Northwest Territories	n=167	7.6%
Nunavut	n=167	7.6%

Response Rate

The telephone response rate for this survey was 10.5 per cent. The response rate is calculated by dividing the in-scope responding (1,626) by the total (functional) sample (15,546) – see table below.

	Total Numbers Attempted		23,416
	Invalid numbers		7,870
	Blocked	75	
	Business	270	
	Duplicate	3	
	Invalid	7522	
U	Unresolved		9,940
	No answer	0	
	Callbacks	9,940	
IS	In-scope – Not responding		3,980
	Household refusal	0	
	Respondent refusal	3,980	
	Selected respondent not available	0	
	Qualified respondent break-off	0	
R	In-scope – Responding		1,626
	Language problem	269	
	Quota filled	4	
	Other disqualify	43	
	Completed interviews	1,310	
		Total (U + IS + R)	15,546
		RESPONSE RATE (R divided by Total)	10.5%

Note to the Reader

As mentioned earlier, the survey was conducted using a hybrid methodology (online and telephone). Given that previous surveys were conducted by telephone, only telephone results are tracked in the report.

It should be noted that online results tend to be generally less positive than telephone results – this is due to a mode effect (social desirability bias) that is exhibited in all telephone/online surveys. Social desirability bias occurs when individuals provide different responses in the presence of an interviewer to appear in a more favourable light.

Schonlau et al. (2004)¹ studied mode effects between online and telephone surveys. This study found evidence of social desirability bias among telephone respondents for sensitive questions. In particular, this study found that telephone respondents were far more likely to rate their health as “excellent” as opposed to merely “very good”.

Greene et al. (2008)² conducted a meta-analysis of four health related studies that contrasted the results of online and telephone studies. All of these studies revealed evidence of social desirability bias among telephone respondents.

Given the subject matter in the survey (views on a national symbol of Canada - the RCMP) it appears that telephone respondents did not want to be as critical of the RCMP as those who completed the survey through a self-administered, online survey (i.e., with no interviewer involved).

Please also note that all interviews in the North were conducted by telephone (given the lack of panel availability in the North), so some of the differences between telephone and online results may also be a result of urban/rural differences (and educational attainment differences). However, overall results were weighted by region, gender, and age, and can be considered representative of the Canadian population.

¹ Schonlau M, Zapert K, Simon LP et al. “A Comparison between Responses from a Propensity-Weighted Web Survey and an Identical RDD Survey”. *Social Science Computer Review* (2004), Vol. 22, No. 1: pp. 128–38. Available online at: <http://goo.gl/uRXtPD>

² Greene J, Speizer H, Wiitala W. “Telephone and Web: Mixed-Mode Challenge”. *Health Services Research* (February 2008), Vol. 43 (1 Pt 1): pp. 230–248. Available online at: <http://goo.gl/3QsRA6>

2. ATTITUDES TO THE RCMP

Please note that, throughout this report, overall (hybrid) results refer to findings from both the telephone and online interviews (n=3,033). As mentioned earlier, given that previous surveys were conducted by telephone, only telephone results are tracked over time.

2.1 IMPORTANCE OF RCMP'S CONTRIBUTION TO PUBLIC SAFETY

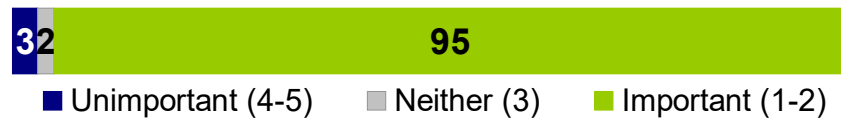
Survey findings reveal that Canadians place a great deal of importance on the RCMP's contribution to public safety. Nearly all respondents (95 per cent) assigned a high degree of importance to the RCMP's contribution in keeping Canadians safe, and just three per cent said the RCMP's role in ensuring public safety is of little or no importance.

Tracking (telephone results) suggests that these results are largely unchanged since 2016.

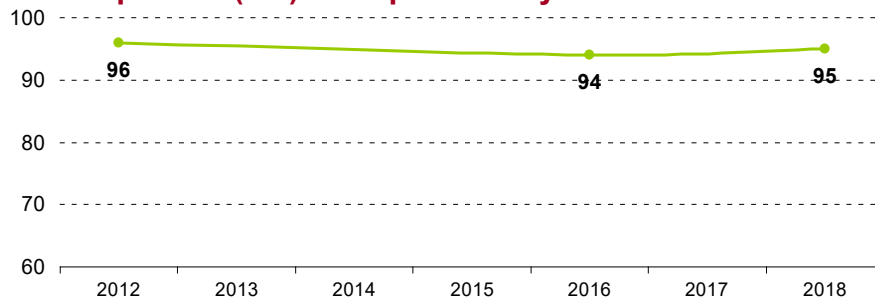
Importance of RCMP's contribution to public safety

Q. How important is the RCMP's contribution to keeping Canadians safe?

Overall (hybrid)



% important (1-2) – telephone only



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BASE (hybrid): Canadians; Jan. 18-Feb. 8, 2018, n=3,033, MOE +/- 1.8%, 19 times out of 20
BASE (phone): Canadians; most recent data point Jan. 18-Feb. 8, 2018, n=1,310, MOE +/- 2.7%, 19 times out of 20

2.2 SATISFACTION WITH RCMP'S CONTRIBUTION TO PUBLIC SAFETY

Results further reveal that three-quarters of Canadians (77 per cent) are satisfied with how the RCMP fulfills its role in maintaining public safety, and only one in ten (10 per cent) are dissatisfied. One in seven (14 per cent) are neither satisfied nor dissatisfied.

Tracking from 2016 reveals a five-point increase in the proportion of Canadians who are satisfied with the RCMP's handling of public safety.

- Satisfaction rises progressively with age (from 70 per cent among those under the age of 35 to 85 per cent among those ages 65 and over).
- Those who identify as Indigenous were more likely to indicate that they were dissatisfied (24 per cent, compared to 10 per cent nationally).

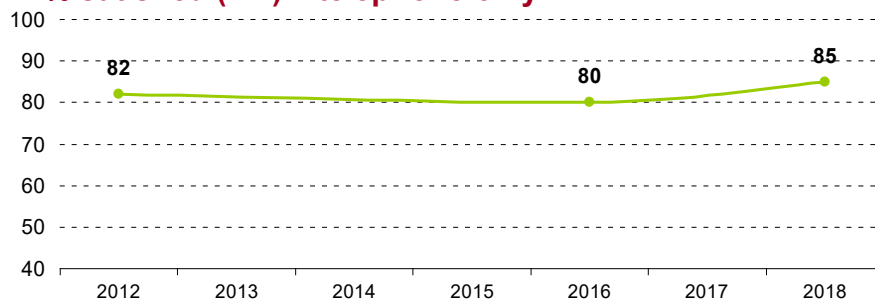
Satisfaction with RCMP's contribution to public safety

Q. How satisfied are you with the RCMP's contribution to keeping Canadians safe?

Overall (hybrid)



% satisfied (1-2) – telephone only



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 BASE (hybrid): Canadians; Jan. 18-Feb. 8, 2018, n=3,033, MOE +/- 1.8%, 19 times out of 20
 BASE (phone): Canadians; most recent data point Jan. 18-Feb. 8, 2018, n=1,310, MOE +/- 2.7%, 19 times out of 20

2.3 IMPACT ON SENSE OF SAFETY

Results also reveal that the RCMP has a highly positive impact on the public's personal sense of safety. Two-thirds of respondents (68 per cent) agree that they feel safer because of the RCMP, and just one in ten (nine per cent) disagree with this notion.

Tracking suggests that these results are largely unchanged from 2016.

- Agreement rises with age (from 61 per cent among those under the age of 35 to 77 per cent among those ages 65 and over).
- Those with an Indigenous background were more likely to disagree (23 per cent, compared to nine per cent on average).

Impact of RCMP on sense of safety

Q. I feel safer because of the RCMP.

Overall (hybrid)



% agree (1-2) – telephone only



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BASE (phone): Canadians; most recent data point Jan. 18-Feb. 8, 2018, n=1,310, MOE +/- 2.7%, 19 times out of 20

2.4 CORE VALUES OF THE RCMP

Respondents were presented with a series of statements regarding six core values of the RCMP (professionalism, respect, integrity, honesty, accountability, and compassion), and asked for their views on RCMP performance in each of these areas. The results reveal generally positive impressions of the RCMP.

Eight in ten (79 per cent) agreed that the RCMP demonstrates professionalism in its work. Seven in ten said the RCMP demonstrates respect (69 per cent) and integrity (69 per cent), while two in three felt that RCMP personnel are honest (66 per cent) and that the organization itself is accountable (65 per cent). Six in ten (60 per cent) agreed that RCMP personnel demonstrate compassion. Relatively few respondents (between eight and 17 per cent) disagreed with any of these ideas.

Tracking data reveals modest improvements of three to eight points on these indicators since 2016, and results are largely on par with those found in 2012. The largest improvements were in the areas of accountability and honesty.

- Agreement with each of these statements rises progressively with age. For instance, 59 per cent of those under the age of 35 agreed that the RCMP is an accountable organization, a figure that rises to 75 per cent among those ages 65 and over.
- Those with a high school education are consistently more likely to assign positive ratings to the RCMP. For example, 71 per cent described the RCMP as accountable, compared to 65 per cent of college graduates and 59 per cent of respondents with a university degree.
- Those who reside in Canada's North were more likely to perceive the RCMP as respectful (78 per cent, compared to 69 per cent nationally), compassionate (77 per cent versus 60 per cent), and honest (76 per cent versus 66 per cent).

Core values of the RCMP

Q. For each of the following statements about the RCMP's performance, please indicate whether you strongly agree, agree, neither agree nor disagree, disagree, or strongly disagree:

Overall (hybrid)

The RCMP demonstrates professionalism in its work



RCMP personnel demonstrate respect



The RCMP is an organization with integrity



RCMP personnel are honest



The RCMP is an accountable organization



RCMP personnel demonstrate compassion



■ Disagree (4-5) ■ Neither (3) ■ Agree (1-2)

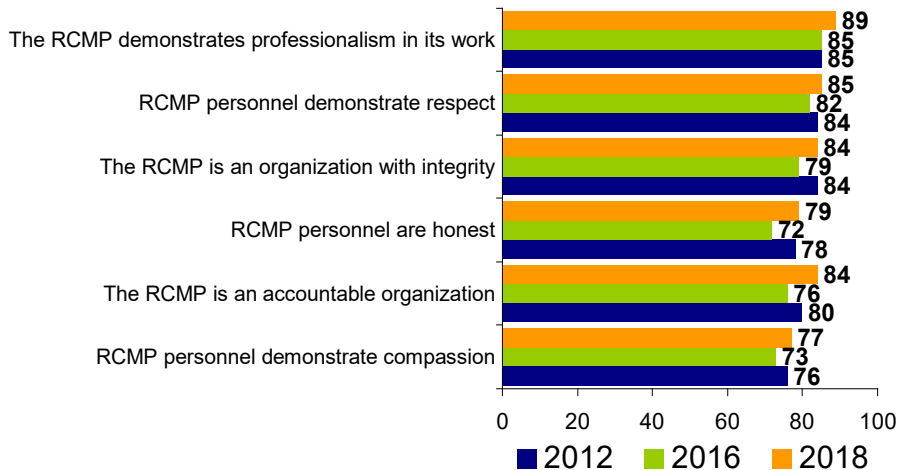
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BASE: Canadians; January 18-February 8, 2018, n=3,033, MOE +/- 1.8%, 19 times out of 20

Tracking core values of the RCMP

Q. For each of the following statements about the RCMP's performance, please indicate whether you strongly agree, agree, neither agree nor disagree, disagree, or strongly disagree:

% agree (1-2) – telephone only



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BASE: Canadians; most recent data point Jan. 18-Feb. 8, 2018, n=1,310, MOE +/- 2.7%, 19 times out of 20

2.5 VIEWS OF THE RCMP (GENERAL)

Respondents were presented with four general statements about the RCMP and asked to rate the extent to which they agreed or disagreed with each one. Once again, results suggest positive overall impressions of the RCMP. More than nine in ten (94 per cent) agreed that the RCMP is a recognized symbol of Canada. Three-quarters were satisfied with the RCMP's efforts to provide services in both official languages (78 per cent), agreed that the RCMP prioritizes quality service (75 per cent), and expressed trust and confidence in the RCMP (74 per cent).

Tracking data reveals a ten-point rise since 2016 in the proportion of Canadians who have trust and confidence in the RCMP, as well as a six-point increase in the proportion agreeing that the RCMP emphasizes providing quality service. However, the proportion of Canadians who agree that the RCMP prioritizes providing services in both official languages has decreased by five points since 2016.

- Belief that the RCMP places emphasis on providing quality service rises with age (from 70 per cent among those under the age of 35 to 83 per cent among those ages 65 and over). Those ages 65 and over are also more likely to express trust and confidence in the RCMP (84 per cent, compared to 68 per cent among those under the age of 35).
- Those who identify as Indigenous were less likely to express trust and confidence in the RCMP (55 per cent, compared to 74 per cent on average).

Views of the RCMP (general)

Q. For each of the following statements about the RCMP's performance, please indicate whether you strongly agree, agree, neither agree nor disagree, disagree, or strongly disagree:

Overall (hybrid)

The RCMP is a recognized symbol of Canada



The RCMP places emphasis on providing services in the official language of my choice, English or French



The RCMP places an emphasis on providing quality service to the public



I have trust and confidence in the RCMP



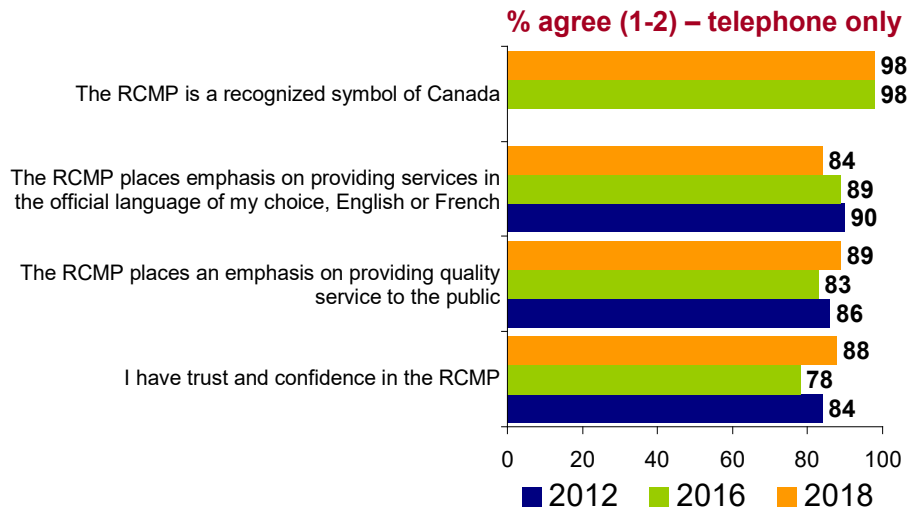
■ Disagree (4-5) ■ Neither (3) ■ Agree (1-2)

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Tracking views of the RCMP (general)

Q. For each of the following statements about the RCMP's performance, please indicate whether you strongly agree, agree, neither agree nor disagree, disagree, or strongly disagree:



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BASE: Canadians; most recent data point Jan. 18-Feb. 8, 2018, n=1,310, MOE +/- 2.7%, 19 times out of 20

2.6 VIEWS OF THE RCMP (LEADERSHIP)

While Canadians have a high degree of confidence in the RCMP in general, they award lower marks when it comes to the calibre of its leadership. Half of respondents (50 per cent) agreed that the organization has effective leaders, while one in five (19 per cent) disagreed with this assessment. Respondents also made little distinction between the different levels of leadership; 51 per cent rated the RCMP's local leaders as effective (compared to 10 per cent who disagreed) while roughly the same proportion (48 per cent) offered a positive appraisal of its national leaders (versus 19 per cent who disagreed).

Tracking suggests that confidence in RCMP leaders has not changed since 2016.

- Those with a high school education were consistently more likely to express confidence in RCMP leadership. For example, 60 per cent of high school educated respondents said that the RCMP has effective local leaders, compared to 47 per cent of university graduates.
- Those who reside in the North are consistently more likely to assign positive ratings to RCMP leaders. For instance, 69 per cent express confidence in the RCMP's local leadership, compared to 51 per cent nationally. Those who live in regions served by provincial police forces (i.e., Ontario and Quebec) were the least likely to say the RCMP has effective local leaders (44 per cent, compared to 51 per cent nationally).

Views of the RCMP (leadership)

Q. For each of the following statements about the RCMP's performance, please indicate whether you strongly agree, agree, neither agree nor disagree, disagree, or strongly disagree:

Overall (hybrid)

The RCMP has effective LOCAL leaders



The RCMP has effective leaders



The RCMP has effective NATIONAL leaders



■ Disagree (4-5) ■ Neither (3) ■ Agree (1-2)

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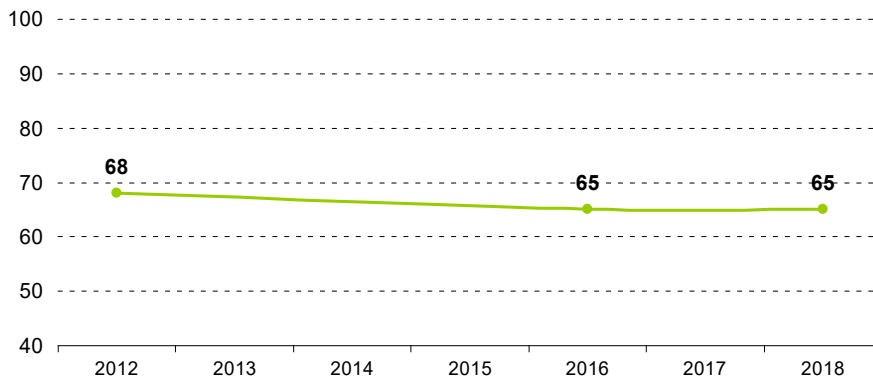
BASE: Canadians; January 18-February 8, 2018, n=3,033, MOE +/- 1.8%, 19 times out of 20

Tracking views of the RCMP (leadership)

Q. For each of the following statements about the RCMP's performance, please indicate whether you strongly agree, agree, neither agree nor disagree, disagree, or strongly disagree:

The RCMP has effective leaders

% agree (1-2) – telephone only



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BASE: Canadians; most recent data point Jan. 18-Feb. 8, 2018, n=1,310, MOE +/- 2.7%, 19 times out of 20

2.7 RELATIONSHIP WITH RCMP

Looking at Canadians' relationship with the RCMP, roughly six in ten respondents (57 per cent) said they were familiar with RCMP services in their area, while one in five (22 per cent) indicated they were not. In addition, two-thirds (65 per cent) said they valued the RCMP's local work, and only nine per cent disagreed with this idea.

Tracking reveals that the proportion of respondents who said they valued the RCMP's work has jumped 11 points since 2016 and has returned to 2012 levels.

- The value placed on the RCMP's local work rises progressively with age (from 57 per cent among those under the age of 35 to 75 per cent among those ages 65 and over). Those ages 55 to 64 had the highest levels of self-rated familiarity with local RCMP services (68 per cent, compared to 57 per cent on average).
- High school educated were more likely to say they were familiar with the RCMP's local services (63 per cent, compared to 51 per cent of university graduates) and were more likely to place value on these services (71 per cent versus 60 per cent).
- Perhaps not surprisingly, those who reside in provinces with their own police forces (i.e., Ontario and Quebec) and who consequently have the least exposure to the RCMP were both less familiar with the RCMP services available in their area (43 per cent, compared to 57 per cent nationally) and were less likely to value these services (58 per cent versus 65 per cent nationally).

Relationship with RCMP

Q. For each of the following statements about the RCMP's performance, please indicate whether you strongly agree, agree, neither agree nor disagree, disagree, or strongly disagree:

Overall (hybrid)

I highly value the RCMP's collaboration and work in my community/province/territory



I am familiar with RCMP services in my community/province/territory



■ Disagree (4-5) ■ Neither (3) ■ Agree (1-2)

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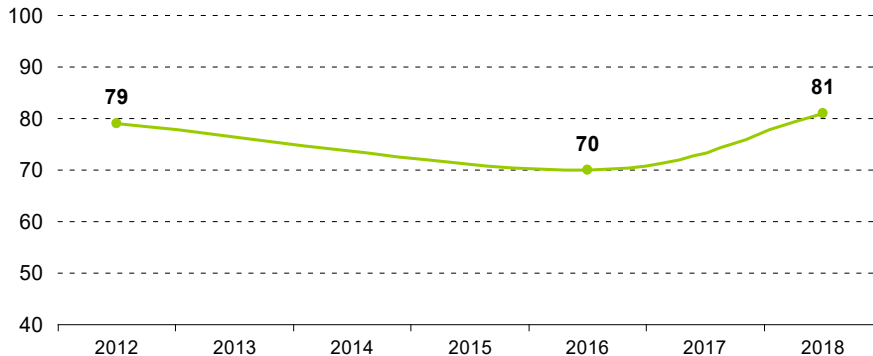
BASE: Canadians; January 18-February 8, 2018, n=3,033, MOE +/- 1.8%, 19 times out of 20

Tracking relationship with RCMP

Q. For each of the following statements about the RCMP's performance, please indicate whether you strongly agree, agree, neither agree nor disagree, disagree, or strongly disagree:

I highly value the RCMP's collaboration and work in my community/province/territory

% agree (1-2) – telephone only



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BASE: Canadians; most recent data point Jan. 18-Feb. 8, 2018, n=1,310, MOE +/- 2.7%, 19 times out of 20

2.8 VIEWS OF THE RCMP (TRANSPARENCY)

The RCMP receives mixed reviews when it comes to issues related to innovation and transparency. Fewer than half of respondents (44 per cent) agreed that the RCMP is a forward-looking and innovative organisation, (compared to one-quarter – 24 per cent – who disagreed). About four in ten (41 per cent) were satisfied with the level of information that the RCMP provides about its work, and one-third (33 per cent) expressed dissatisfaction in this area. Respondents were sharply divided on whether the RCMP could be considered an open and transparent organization – four in ten (38 per cent) agreed with this assessment, while virtually the same proportion (36 per cent) disagreed.

Tracking suggests improvement in some of these areas since 2016. The proportion of Canadians who see the RCMP as forward-looking and innovative is up five percentage points, while agreement that the RCMP is open and transparent is up seven points.

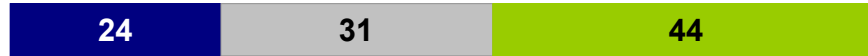
- Approval of the level of transparency offered by the RCMP consistently declines with educational attainment. For example, 51 per cent of high school educated respondents deemed the RCMP an open and transparent organization, compared to 29 per cent of university graduates.
- Regionally, those who reside in Canada's North consistently expressed more faith in the transparency of the RCMP. For example, 59 per cent said the RCMP is open and transparent, compared to 38 per cent nationally. Those who reside in Ontario and Quebec were the least likely to say that the RCMP provides adequate information about its work (36 per cent, compared to 41 per cent nationally).
- Indigenous respondents were more likely to say that the RCMP provides adequate information about its work (53 per cent, compared to 41 per cent on average) and that the RCMP is a transparent organization (53 per cent versus 38 per cent).

Views of the RCMP (transparency)

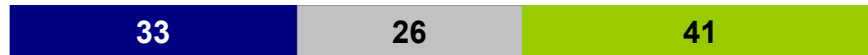
Q. For each of the following statements about the RCMP's performance, please indicate whether you strongly agree, agree, neither agree nor disagree, disagree, or strongly disagree:

Overall (hybrid)

The RCMP is a forward-looking, innovative organization



The RCMP provides Canadians with adequate information about its work



The RCMP is an open and transparent organization



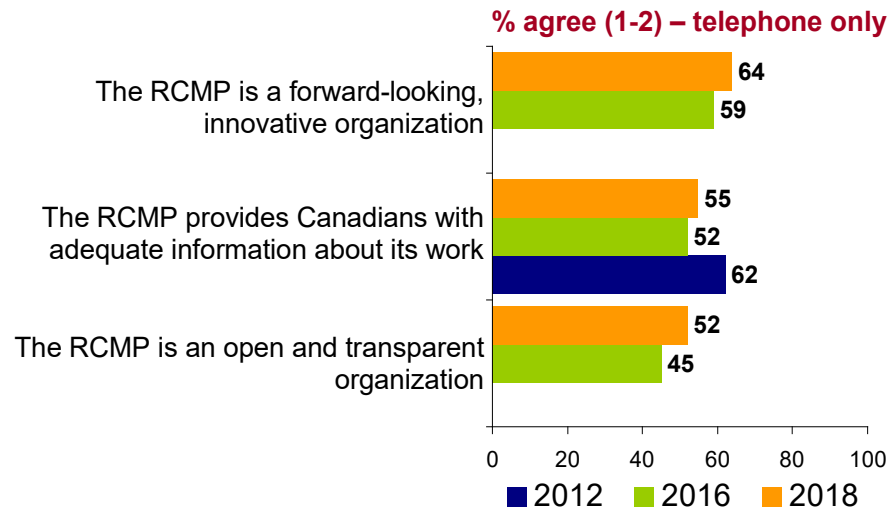
■ Disagree (4-5) ■ Neither (3) ■ Agree (1-2)

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BASE: Canadians; January 18-February 8, 2018, n=3,033, MOE +/- 1.8%, 19 times out of 20

Tracking views of the RCMP (transparency)

Q. For each of the following statements about the RCMP's performance, please indicate whether you strongly agree, agree, neither agree nor disagree, disagree, or strongly disagree:



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BASE: Canadians; most recent data point Jan. 18-Feb. 8, 2018, n=1,310, MOE +/- 2.7%, 19 times out of 20

2.9 VIEWS OF THE RCMP (SENSITIVITY)

The RCMP scores moderately well on broader indicators related to sensitivity. Just over half of respondents (56 per cent) agreed that the RCMP is sensitive to the needs of Canada's various cultures and groups (compared to 19 per cent who disagreed), while a similar proportion (53 per cent) agreed that the RCMP is helping to build a fair and inclusive Canada (versus 18 per cent who disagreed).

When the scope of the questions is narrowed to focus on specific groups, however, public satisfaction decreases somewhat. About four in ten (43 per cent) agreed that the RCMP treats women fairly, while one-third (33 per cent) disagreed with this assessment. A similar proportion (41 per cent) agreed that the RCMP is helping to build a better future for Indigenous people, but a sizeable minority (26 per cent) disagreed with this idea.

Tracking reveals a seven-point increase in agreement that the RCMP is sensitive to the needs of different cultures and groups since 2016 (and satisfaction is on par with 2012 levels). Similarly, satisfaction with how the RCMP deals with Indigenous people is up seven points since 2016. However, longer-term tracking suggests a gradual, seven-point erosion in perceptions of how the RCMP treats women since 2012.

- Those under the age of 35 were notably more likely to say that the RCMP treats women fairly (52 per cent, compared to 43 per cent on average).
- Confidence in the RCMP's efforts to accommodate the needs of different groups consistently declines with educational attainment. For example, 65 per cent of high school graduates felt the RCMP is sensitive to the varying needs of Canada's different cultures and groups, compared to 47 per cent of university graduates.
- Regionally, those who reside in the North provided a more positive appraisal of the RCMP's efforts to forge a fair and inclusive Canada (62 per cent, compared to 53 per cent nationally), its efforts to improve the lives of Indigenous people (55 per cent versus 41 per cent), and its treatment of women (54 per cent versus 43 per cent).
- Those who identify as Indigenous were consistently more likely to assign the RCMP a negative rating on each of these indicators. For instance, 36 per cent disagreed that the RCMP is helping build a better future for Indigenous people, compared to 26 per cent on average.

Views of the RCMP (sensitivity)

Q. For each of the following statements about the RCMP's performance, please indicate whether you strongly agree, agree, neither agree nor disagree, disagree, or strongly disagree:

Overall (hybrid)

The RCMP is sensitive to the needs of different cultures and groups



The RCMP is helping build an inclusive and fair Canada



The RCMP treats women fairly



The RCMP is helping build a better future for Indigenous people



■ Disagree (4-5) ■ Neither (3) ■ Agree (1-2)

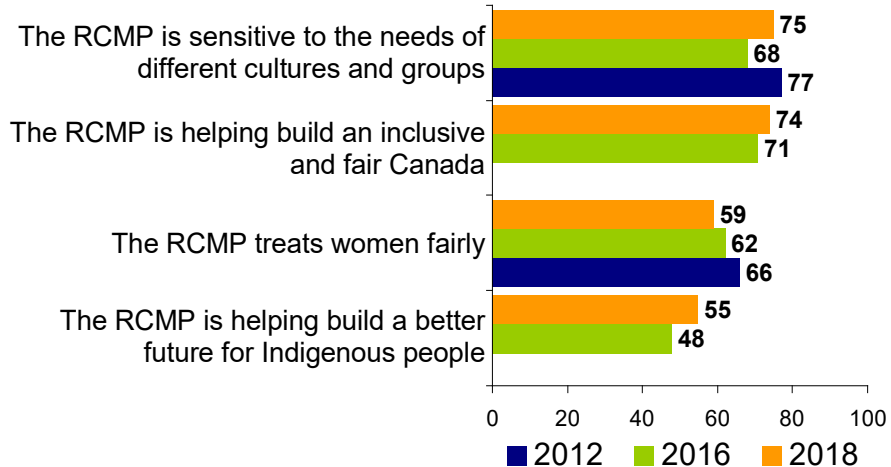
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BASE: Canadians; January 18-February 8, 2018, n=3,033, MOE +/- 1.8%, 19 times out of 20

Tracking views of the RCMP (sensitivity)

Q. For each of the following statements about the RCMP's performance, please indicate whether you strongly agree, agree, neither agree nor disagree, disagree, or strongly disagree:

% agree (1-2) – telephone only



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BASE: Canadians; most recent data point Jan. 18-Feb. 8, 2018, n=1,310, MOE +/- 2.7%, 19 times out of 20

2.10 VIEWS OF THE RCMP (COMMUNITY ENGAGEMENT)

Looking at visibility/community engagement issues, a clear majority of respondents (61 per cent) said that RCMP personnel are responsive to the needs in their communities, and just 11 per cent disagreed. The other issues examined revealed more mixed views. Half (52 per cent) believed that RCMP personnel had a visible presence in their community, while three in ten (30 per cent) disagreed. A similar proportion (50 per cent) agreed that the RCMP is present on social media (compared to 16 per cent who disagreed). About four in ten (43 per cent) said that RCMP personnel are involved in their community's activities, and one-third (33 per cent) disagreed with this idea.

However, it is important to note that the seemingly high levels of disagreement on some of these indicators are driven by the high rates of disagreement in provinces that have their own police forces. Outside of Ontario and Quebec, no more than one in five disagreed with any of these statements.

Tracking reveals a seven-point rise in the proportion of Canadians who believe that the RCMP is responsive to the needs of their communities, and agreement is now back to 2012 levels. Agreement that the RCMP maintains an adequate online presence is also up eight points since 2016.

- Those with a high school education consistently offered a more positive appraisal of the RCMP's community engagement efforts. For example, 70 per cent said that RCMP personnel were responsive to their communities' needs, compared to 61 per cent on average.
- Perhaps not surprisingly, residents of Ontario and Quebec – provinces that are serviced primarily by their own police forces rather than the RCMP – were consistently the least likely to offer positive feedback regarding the RCMP's community engagement. For example, just 28 per cent agreed that the RCMP is involved in their communities, compared to 43 per cent nationally. Atlantic Canadians were more likely to recall the RCMP's social media presence (65 per cent, compared to 50 per cent nationally).
- Indigenous respondents were more likely to agree that the RCMP maintain a visible presence in their community (61 per cent, compared to 52 per cent on average), and that the RCMP play an active community role (53 per cent versus 43 per cent).

Views of the RCMP (community engagement)

Q. For each of the following statements about the RCMP's performance, please indicate whether you strongly agree, agree, neither agree nor disagree, disagree, or strongly disagree:

Overall (hybrid)

The RCMP personnel are responsive to the needs in my community/province/territory



The RCMP personnel have a visible presence in my community/province/territory



The RCMP is present on the Web and social media, such as Twitter, Facebook, etc.



The RCMP personnel are involved in my community's activities, such as activities for children, cultural events, and local committees



■ Disagree (4-5) ■ Neither (3) ■ Agree (1-2)

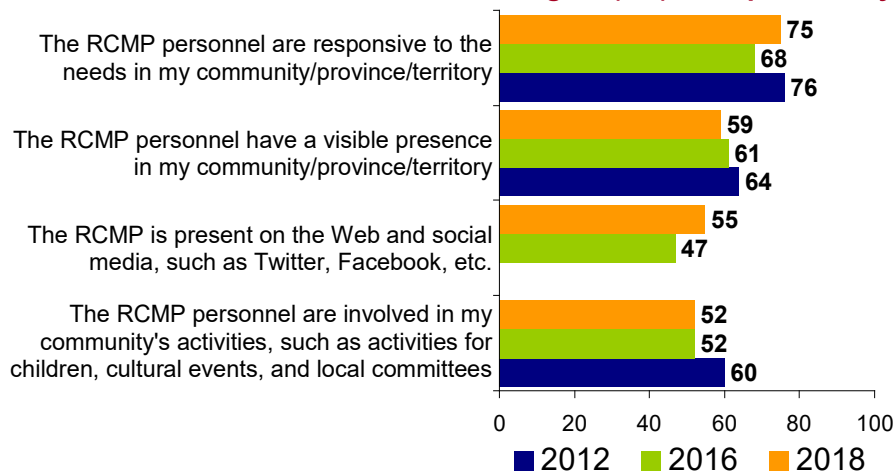
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BASE: Canadians; January 18-February 8, 2018, n=3,033, MOE +/- 1.8%, 19 times out of 20

Tracking views of the RCMP (community engagement)

Q. For each of the following statements about the RCMP's performance, please indicate whether you strongly agree, agree, neither agree nor disagree, disagree, or strongly disagree:

% agree (1-2) – telephone only



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BASE: Canadians; most recent data point Jan. 18-Feb. 8, 2018, n=1,310, MOE +/- 2.7%, 19 times out of 20

2.11 VIEWS OF THE RCMP (RESPONSIVENESS)

Turning to views on responsiveness, results reveal that Canadians hold generally positive views of the RCMP on these issues. Six in ten agree that the RCMP provides effective, co-ordinated responses to calls for service (64 per cent, compared to 10 per cent who disagree) and that the organization has a motivated workforce (63 per cent versus nine per cent). More than half (55 per cent) also feel that the RCMP investigates public complaints appropriately, and fewer than one in five (17 per cent) disagree with this idea.

Tracking suggests an improvement in public satisfaction with the RCMP's responsiveness. The proportion of Canadians who feel that the RCMP has a motivated workforce is up nine percentage points since 2016, and satisfaction with how the RCMP investigates public complaints is similarly up seven points.

- High school educated, those who reside in the North, and those ages 65 and over were consistently more likely to agree with these statements. For example, 73 per cent of high school graduates, 73 per cent of residents of the North, and 71 per cent of those ages 65 and over agreed that the RCMP has a motivated workforce (compared to 63 per cent on average).

Views of the RCMP (responsiveness)

Q. For each of the following statements about the RCMP's performance, please indicate whether you strongly agree, agree, neither agree nor disagree, disagree, or strongly disagree:

Overall (hybrid)

The RCMP provides an efficient and effective coordinated response to calls for service



The RCMP has a motivated workforce



The RCMP investigates public complaints appropriately



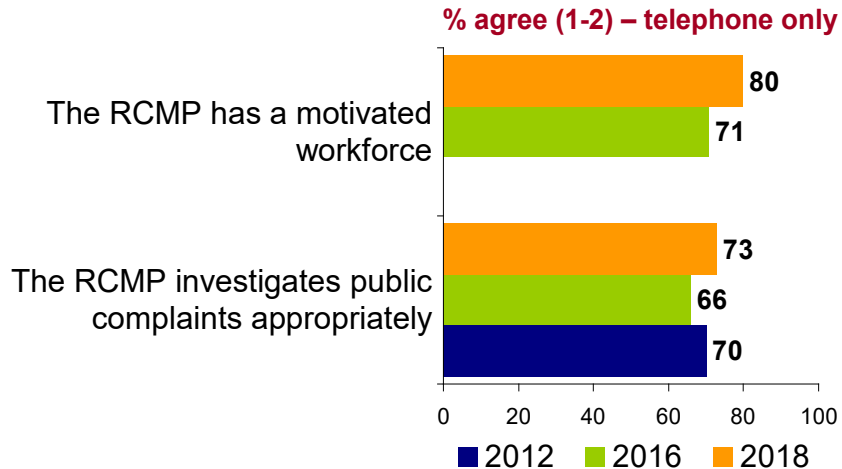
■ Disagree (4-5) ■ Neither (3) ■ Agree (1-2)

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BASE: Canadians; January 18-February 8, 2018, n=3,033, MOE +/- 1.8%, 19 times out of 20

Tracking views of the RCMP (responsiveness)

Q. For each of the following statements about the RCMP's performance, please indicate whether you strongly agree, agree, neither agree nor disagree, disagree, or strongly disagree:



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BASE: Canadians; most recent data point Jan. 18-Feb. 8, 2018, n=1,310, MOE +/- 2.7%, 19 times out of 20

2.12 IMPACT OF THE RCMP

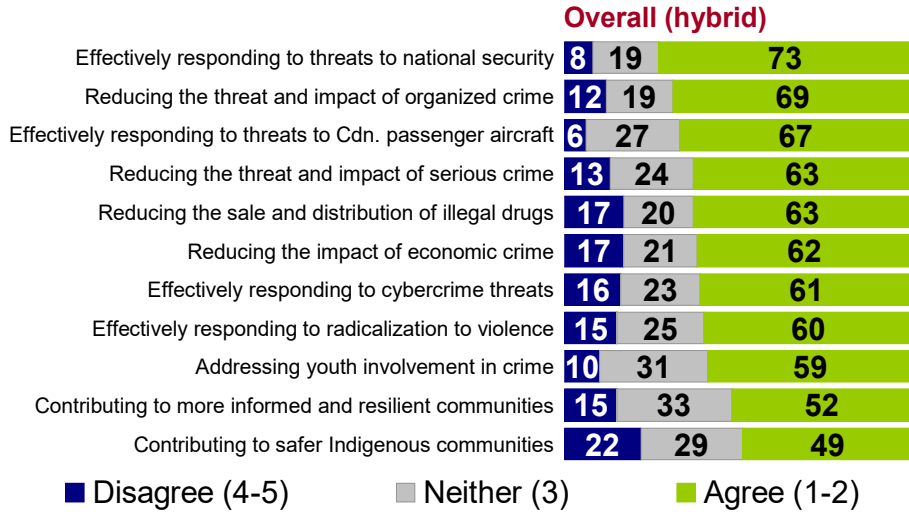
Results also reveal generally positive impressions of the impact of the RCMP on Canadians, although findings also suggest room for improvement in terms of the force's contributions at the community level. About seven in ten agreed that the RCMP effectively responds to national security threats (73 per cent), diminishes the threat of organized crime (69 per cent), and effectively handles threats to passenger aircraft (67 per cent). About six in ten believed the RCMP is effective in mitigating the impact of serious crime (63 per cent), reducing the distribution of narcotics (63 per cent), lessening the impact of economic crime (62 per cent), responding to cybercrime threats (61 per cent), responding to radicalization (60 per cent), and addressing youth crime (59 per cent). However, only about half were satisfied with the RCMP's contribution to creating informed and resilient communities (52 per cent), and its efforts in fostering safer Indigenous communities (49 per cent).

Results reveal an 11-point increase since 2016 in the proportion of Canadians who agree that the RCMP is contributing to safer Indigenous communities since 2016, as well as a five-point bump in the proportion who believe the RCMP adequately addresses youth involvement in crime. Both these results are on par with 2012 levels.

- Those aged 65 and over were consistently more likely to express a positive opinion of the impact of the RCMP's services. For example, 73 per cent agreed that the RCMP is effective in reducing economic crime, compared to 62 per cent on average.
- On most of the indicators tested, those with a high school education were more likely to provide a positive assessment of the RCMP. For example, 61 per cent agreed that the RCMP contributes to safer Indigenous communities, compared to 49 per cent on average.
- Those who identify as Indigenous were more likely to disagree that the RCMP contributes to safer Indigenous communities (33 per cent, compared to 22 per cent on average).

Impact of the RCMP

Q. For each of the following statements about the RCMP's performance, please indicate whether you strongly agree, agree, neither agree nor disagree, disagree, or strongly disagree. The RCMP is...

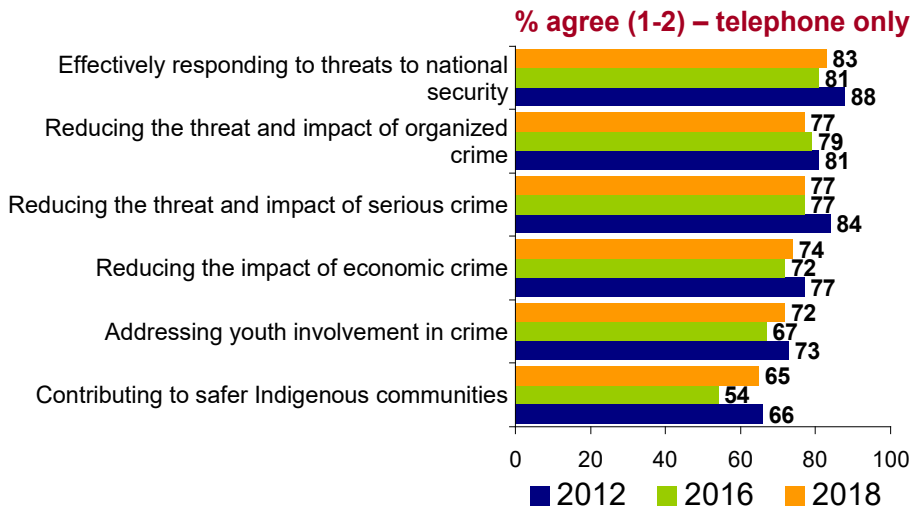


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BASE: Canadians; January 18-February 8, 2018, n=3,033, MOE +/- 1.8%, 19 times out of 20

Tracking impact of the RCMP

Q. For each of the following statements about the RCMP's performance, please indicate whether you strongly agree, agree, neither agree nor disagree, disagree, or strongly disagree:



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BASE: Canadians; most recent data point Jan. 18-Feb. 8, 2018, n=1,310, MOE +/- 2.7%, 19 times out of 20

2.13 AWARENESS OF RCMP'S INTERNATIONAL ACTIVITIES

Results suggest broad awareness of the RCMP's international undertakings. Seven in ten (71 per cent) said they were aware that the RCMP participates in activities such as peacekeeping and training foreign police, and only one in eight (12 per cent) said they were not aware that the RCMP engages in these activities. These results are largely consistent with those found in 2016.

- Awareness of the RCMP's international engagements rises progressively with age (from 61 per cent among those under the age of 35 to 82 per cent of those ages 65 and over).

Awareness of RCMP's international activities

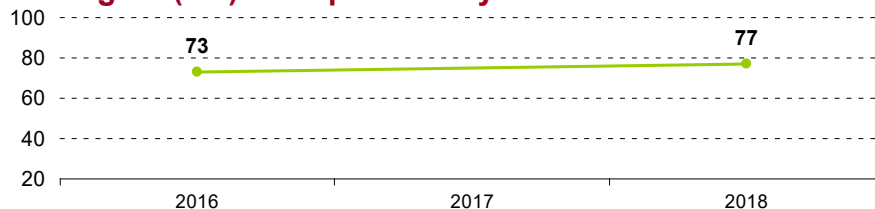
Q. For each of the following statements about the RCMP's performance, please indicate whether you strongly agree, agree, neither agree nor disagree, disagree, or strongly disagree:

I am aware that the RCMP participates in a variety of international activities, such as peacekeeping missions and offering training to foreign police

Overall (hybrid)



% agree (1-2) – telephone only



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BASE (hybrid): Canadians; Jan. 18-Feb. 8, 2018, n=3,033, MOE +/- 1.8%, 19 times out of 20
BASE (phone): Canadians; most recent data point Jan. 18-Feb. 8, 2018, n=1,310, MOE +/- 2.7%, 19 times out of 20

3. PRIMARY SOURCES OF INFORMATION ABOUT RCMP

Turning to communication with the RCMP, respondents were asked to what degree each of a range of sources provided them with credible information about the RCMP and its performance in their community. Results are generally mixed across all of the information sources examined. Forty-five per cent rate the news media as credible, and about three in ten rate their personal experience (35 per cent) and friends and family (30 per cent) as credible. Fewer than one in five (17 per cent) rate social media as a credible source of information about the RCMP.

Tracking reveals that the credibility of these sources has remained largely stable since 2016.

- Atlantic Province residents are most likely to rate the news media as a credible source of information about the RCMP (51 per cent).
- Personal experience is seen as most credible by men (39 per cent), those 18-34 years of age (40 per cent), and residents of the North (49 per cent).
- Friends and family are seen as the most credible source by those 18-34 years of age (39 per cent), and residents of the Atlantic Provinces and the North (34 per cent each).
- Web and social media are seen as most credible by those ages 18-34 (31 per cent), those with high school education or less (20 per cent), and Atlantic Province residents (23 per cent).

Primary sources of information about RCMP

Q. To what degree do each of the following provide you with credible information about the RCMP and its performance in your community?

Overall (hybrid) – unweighted

The news media



Personal experience



Friends and family



Web and social media like Facebook, Twitter, etc.



□ Don't know/No response ■ Not at all ■ Very little ■ Somewhat ■ Quite a bit ■ A great deal

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BASE: Canadians; January 18-February 8, 2018, n=3,033, MOE +/- 1.8%, 19 times out of 20

Tracking primary sources of information

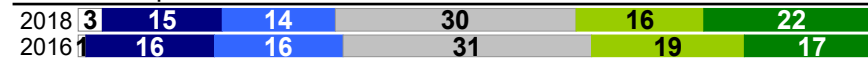
Q. To what degree do each of the following provide you with credible information about the RCMP and its performance in your community?

Telephone only

The news media



Personal experience



Friends and family



Web and social media like Facebook, Twitter, etc.



□ Don't know/No response ■ Not at all ■ Very little ■ Somewhat ■ Quite a bit ■ A great deal

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BASE: Canadians; January 18-February 8, 2018, n=3,033, MOE +/- 1.8%, 19 times out of 20

4. CONTACT WITH THE RCMP

4.1 INCIDENCE OF CONTACT WITH THE RCMP

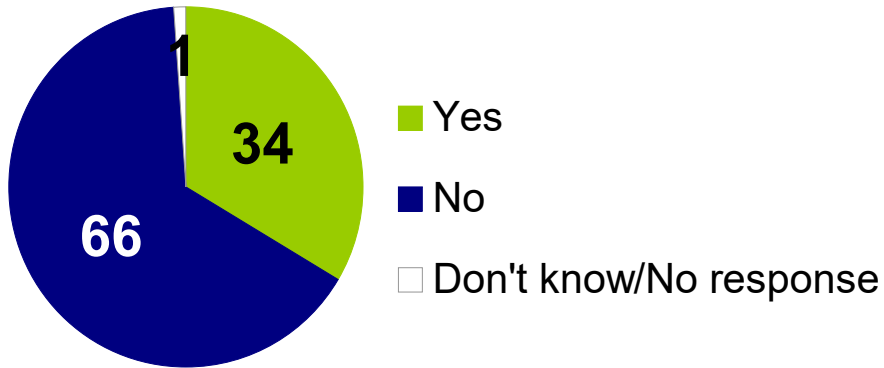
Respondents were asked if they had any direct contact with the RCMP in the past year. One third (34 per cent) indicated yes, while the majority (66 per cent) said no. Tracking telephone results indicates a slight increase since 2016 in the proportion of Canadians who indicate they have had direct contact with the RCMP in the past year (from 33 per cent to 38 per cent).

- Men (37 per cent), those 35-49 years of age (45 per cent), and residents of the North (57 per cent) and B.C. (39 per cent) are most likely to indicate they had contact with the RCMP in the past year.

Incidence of contact with the RCMP

Q. In the past year, did you have any direct contact with the RCMP, such as reporting a crime, being stopped for a traffic offence or accident, seeking information, or any other reason?

Overall (hybrid) – unweighted



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BASE: Canadians; January 18-February 8, 2018, n=3,033, MOE +/- 1.8%, 19 times out of 20

Tracking contact with the RCMP

Q. In the past year, did you have any direct contact with the RCMP, such as reporting a crime, being stopped for a traffic offence or accident, seeking information, or any other reason?

2018

Telephone only



BASE: Canadians; January 18-February 8, 2018, n=1,310, MOE +/- 2.7%, 19 times out of 20

2016



BASE: Canadians; November-December 2016, n=2,000, MOE +/- 2.2%, 19 times out of 20

■ No

■ Yes

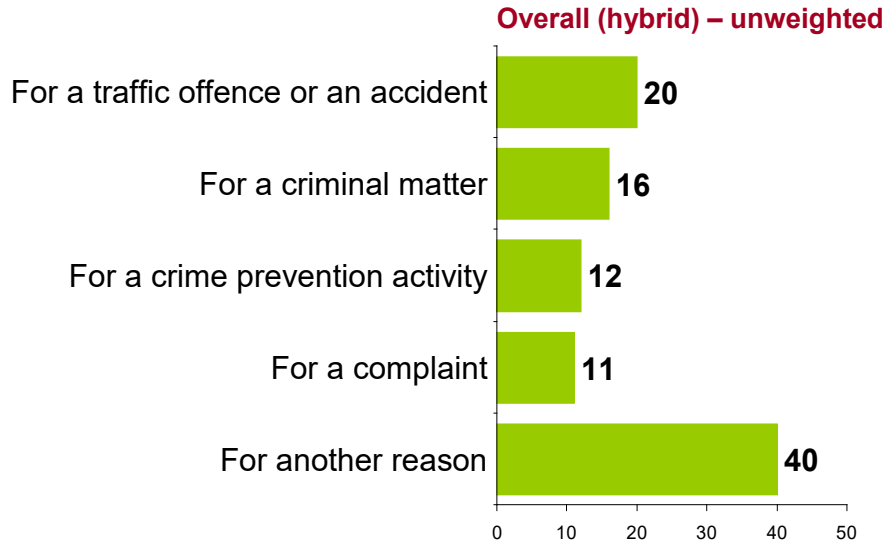
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4.2 NATURE OF CONTACT WITH RCMP

Those who indicated they had contact with the RCMP in the past year were asked the reason for their most recent contact. Responses varied, with about one in five (20 per cent) indicating their contact involved a traffic offence or an accident. One in six (16 per cent) indicated the contact involved a criminal matter, and about one in ten said the contact involved a crime prevention activity (12 per cent) or a complaint (11 per cent). Tracking reveals a decrease since 2016 in the proportion who indicated the contact was for a traffic offence or an accident (from 25 per cent to 17 per cent). The other reasons mentioned were largely similar to those found in 2016.

Nature of contact with RCMP

Q. [IF YES] What was the reason for your most recent contact with the RCMP?



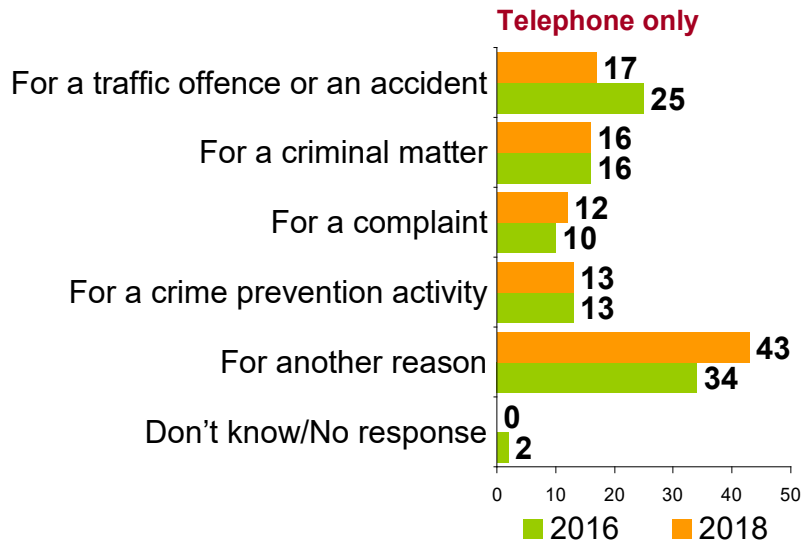
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BASE: Had contact with RCMP in past year; Jan. 18-Feb. 8, 2018, n=1,017, MOE +/- 3.1%, 19 times out of 20

Tracking nature of contact with RCMP

Q. [IF YES] What was the reason for your most recent contact with the RCMP?



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BASE: Had contact with RCMP in past year; most recent data point Jan. 18-Feb. 8, 2018, n=503, MOE +/- 4.4%, 19 times out of 20

4.3 ORIGIN OF CONTACT WITH THE RCMP

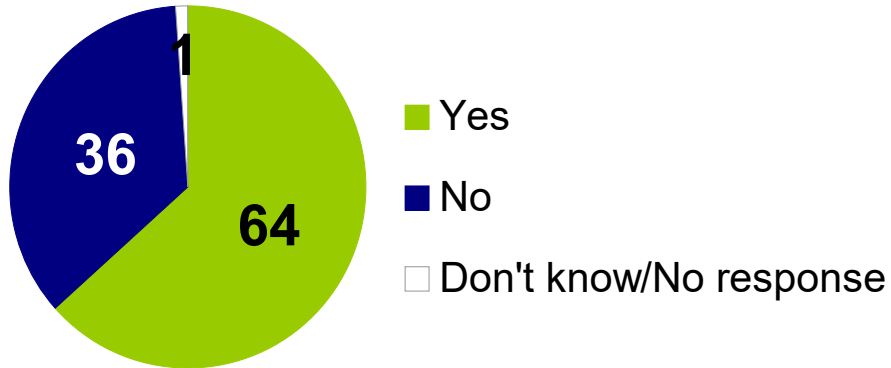
Those who indicated they had contact with the RCMP in the past year were also asked if they initiated the contact. Most (64 per cent) indicate that they did initiate the contact, while about one in three (36 per cent) did not. Tracking reveals an increase since 2016 in the proportion of Canadians who initiated their contact with the RCMP (from 57 per cent to 68 per cent).

- Women (68 per cent), those 35-49 years of age (69 per cent), those with university education (68 per cent), and residents of the North (69 per cent) are most likely to indicate they initiated contact with the RCMP.

Origin of contact with the RCMP

Q. Still thinking of the most recent contact, did you initiate the contact with the RCMP yourself?

Overall (hybrid) – unweighted



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BASE: Had contact with RCMP in past year; Jan. 18-Feb. 8, 2018, n=1,017, MOE +/- 3.1%, 19 times out of 20

Tracking origin of contact

Q. Still thinking of the most recent contact, did you initiate the contact with the RCMP yourself?

2018

Telephone only



BASE: Had contact with RCMP in past year; Jan. 18-Feb. 8, 2018, n=503, MOE +/- 4.4%, 19 times out of 20

2016



BASE: Had contact with RCMP in past year; November-December 2016, n=658, MOE +/- 3.8%, 19 times out of 20

Don't know/No response
 No
 Yes

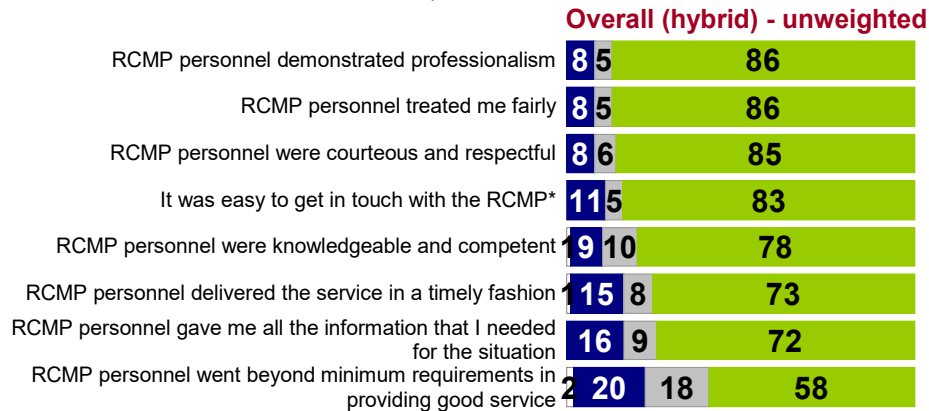
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4.4 VIEWS ON CONTACT WITH RCMP

Those who indicated they had contact with the RCMP in the past year were then asked for their views on RCMP performance during this contact. Results are generally positive with more than eight in ten agreeing that RCMP personnel demonstrated professionalism, treated them fairly, were courteous and respectful, and that it was easy to get in touch with the RCMP. Similarly, more than seven in ten felt that RCMP personnel were knowledgeable and competent, delivered the service in a timely fashion, and provided all the information needed. Results are more mixed in terms of the RCMP going beyond minimum requirements in providing good service: 58 per cent felt the RCMP went beyond minimum service requirements, and 20 per cent disagreed with this idea. Tracking reveals that these results have remained largely stable since 2012, although belief that RCMP personnel went beyond minimum service requirements is up 7 points since 2016.

Views on contact with RCMP

Q. Regarding your contact(s) with the RCMP in the last year, please indicate whether you strongly agree, agree, neither agree nor disagree, disagree or strongly disagree with each of the following statements about the RCMP's performance.



□ Don't know/No response ■ Disagree (4-5) ■ Neither (3) ■ Agree (1-2)

*Asked only of those who initiated contact with the RCMP (n=648, MOE +/- 3.9%, 19 times out of 20)

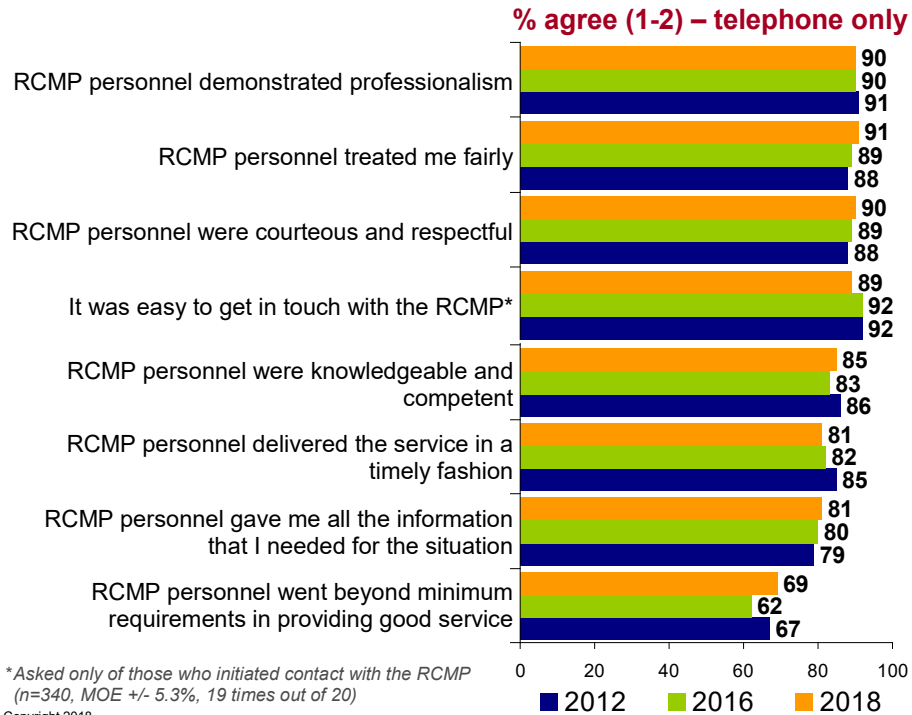
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BASE: Had contact with RCMP in past year; Jan. 18-Feb. 8, 2018, n=1,017, MOE +/- 3.1%, 19 times out of 20

Tracking views on contact with RCMP

Q. Regarding your contact(s) with the RCMP in the last year, please indicate whether you strongly agree, agree, neither agree nor disagree, disagree or strongly disagree with each of the following statements about the RCMP's performance.



4.5 SATISFACTION WITH CONTACT WITH RCMP

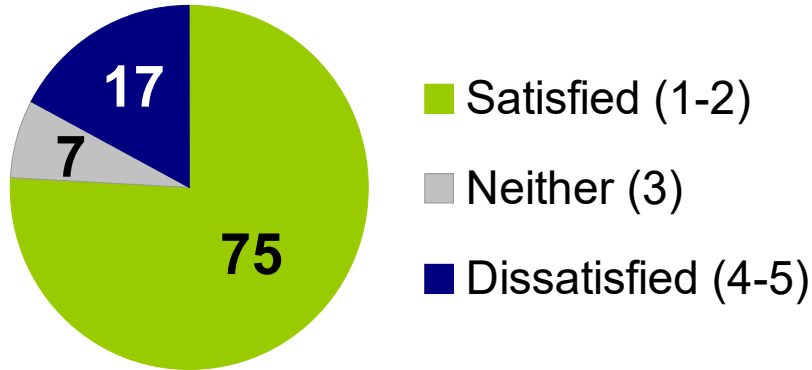
Those who indicated they had contact with the RCMP in the past year were also asked for their overall satisfaction with the service received from the RCMP. Three in four (75 per cent) expressed satisfaction, and only 17 per cent were dissatisfied. Tracking reveals an increase in satisfaction with the service received (from 76 per cent in 2016 to 80 per cent currently).

- Those 65 years of age and older (84 per cent) are most likely to indicate satisfaction with RCMP service.
- Conversely, those 18-34 years of age (22 per cent), and those from the Central region (29 per cent) are most likely to be dissatisfied.

Satisfaction with contact with RCMP

Q. How satisfied were you with the service you received during your contact(s) with the RCMP?

Overall (hybrid) – unweighted



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BASE: Had contact with RCMP in past year; Jan. 18-Feb. 8, 2018, n=1,017, MOE +/- 3.1%, 19 times out of 20

Tracking satisfaction with contact

Q. How satisfied were you with the service you received during your contact(s) with the RCMP?

2018

Telephone only



BASE: Had contact with RCMP in past year; Jan. 18-Feb. 8, 2018, n=503, MOE +/- 4.4%, 19 times out of 20

2016



BASE: Had contact with RCMP in past year; November-December 2016, n=658, MOE +/- 3.8%, 19 times out of 20

■ Dissatisfied (4-5) ■ Neither (3) ■ Satisfied (1-2)

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5. UNREPORTED CRIMES

5.1 INCIDENCE OF NOT REPORTING A CRIME

Survey results reveal that one in eight Canadians (12 per cent) have decided to not report a crime to the RCMP.

- ▶ Those 35-49 years of age (19 per cent), those with college education (15 per cent), and residents of B.C. (17 per cent) and the North (17 per cent) are most likely to say they decided to not report a crime to the RCMP.

Incidence of not reporting a crime

Q. Have you ever decided to not report a crime to the RCMP?

Overall (hybrid) – unweighted



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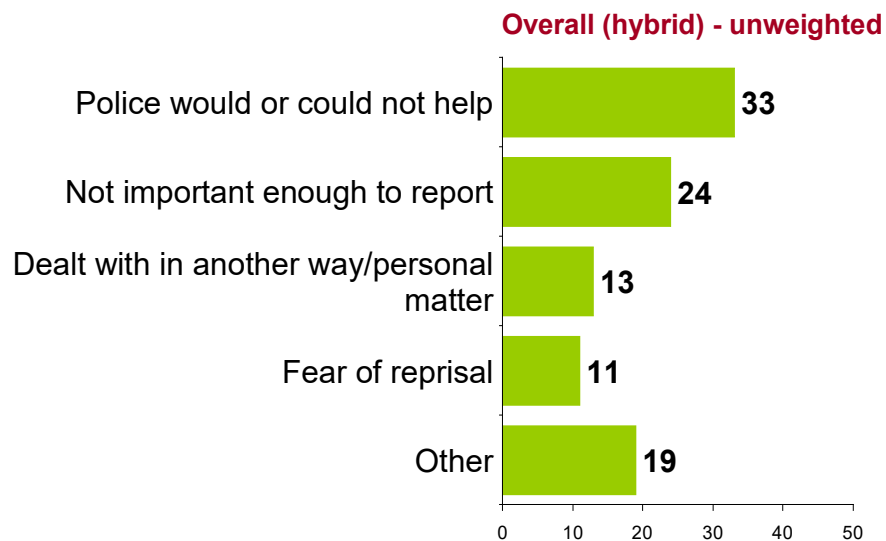
BASE: Canadians; January 18-February 8, 2018, n=3,033, MOE +/- 1.8%, 19 times out of 20

5.2 REASONS FOR NOT REPORTING A CRIME

Among those who did not report a crime, the main reason for this was a belief that the police would or could not help them (33 per cent), followed by a belief that the crime was not important enough to report (24 per cent).

Reasons for not reporting a crime

Q. [IF YES] What was the main reason?



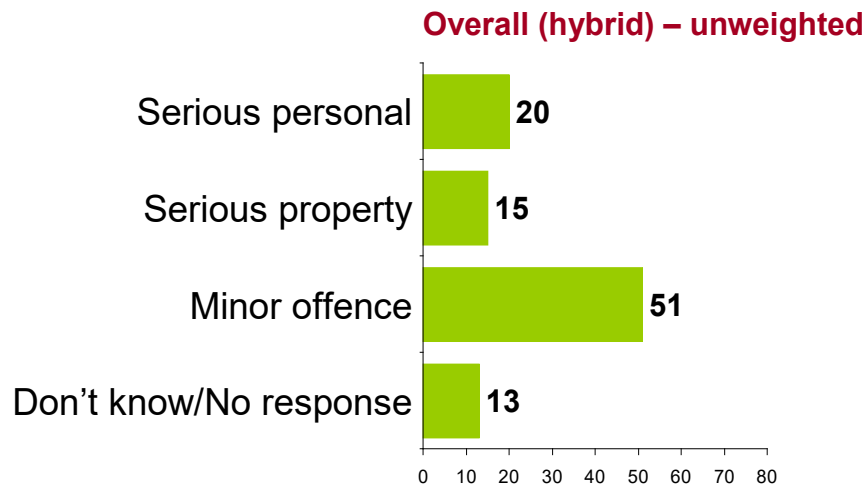
Copyright 2018
No reproduction without permission **BASE:** Chose not to report a crime; January 18-February 8, 2018, n=371, MOE +/- 5.1%, 19 times out of 20

5.3 NATURE OF CRIME NOT REPORTED

Results also reveal that most of these respondents felt the unreported crime was a minor offence (51 per cent), although over one in three said it was a serious personal (20 per cent) or serious property (15 per cent) offence.

Nature of crime not reported

Q. What type of crime was it?



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APPENDIX A
QUESTIONNAIRE (ENGLISH AND FRENCH)

PINTRO

PHONE INTRO

Good afternoon/evening. My name is _____ and I am calling from EKOS, a public opinion research company.

CONFIRM WHETHER RESPONDENT PREFERS ENGLISH OR FRENCH

We are conducting a study on behalf of the Royal Canadian Mounted Police (RCMP) to determine satisfaction with specific aspects of the RCMP's performance. Please be assured that we are not selling or soliciting anything. The survey is voluntary and your responses will be kept entirely confidential and anonymous. The survey should take about 15 minutes to complete.

[IF ASKED:] This survey is registered with the national survey registration system. The registration system has been created by the Canadian survey research industry to allow the public to verify that a survey is legitimate, get information about the survey industry or register a complaint. The registration system's toll-free telephone number is 1-888-602-6742, extension 8728. Otherwise, you can call the RCMP contact, Dr. James Lea, at 613-843-6143. We choose telephone numbers at random and then select one person from each household to be interviewed. To do this, we would like to speak to the person in your household, 18 years of age or older, who has had the most recent birthday. Would that be you?

Yes [CONTINUE]

No [ARRANGE CALLBACK DATE/TIME]

PRIV

This call may be recorded for quality control or training purposes.

WINTRO

WEB INTRO

Thank you for agreeing to participate in this study. We are conducting a study on behalf of the Royal Canadian Mounted Police (RCMP) to determine satisfaction with specific aspects of the RCMP's performance. Please be assured that we are not selling or soliciting anything. The survey is voluntary and your responses will be kept entirely confidential and anonymous.

This survey is registered with the national survey registration system. The registration system has been created by the Canadian survey research industry to allow the public to verify that a survey is legitimate, get information about the survey industry, or register a complaint. The registration system's toll-free telephone number is 1-888-602-6742, extension 8728. Otherwise, you can call the RCMP contact, Dr. James Lea, at 613-843-6143.

The survey should take about 15 minutes to complete.

A few reminders before beginning...

On each screen, after selecting your answer, click on the "Continue" button at the bottom of the screen to move forward in the survey. If you leave the survey before completing it, you can return to the survey URL later, and you will be returned to the page where you left off. Your answers up to that point in the survey will be saved. If you have any questions about how to complete the survey, please call Probit at 866.211.8881 or send an email to online@probit.ca. Thank you in advance for your cooperation.

Q1 [0,1]

How important is the RCMP's contribution to keeping Canadians safe?

Very important.....	1	
Somewhat important.....	2	
Neither important nor unimportant.....	3	
Somewhat unimportant.....	4	
Not at all important.....	5	
Don't know.....	99	X

Q2 [0,1]

How satisfied are you with the RCMP's contribution to keeping Canadians safe?

Very satisfied.....	1	
Somewhat satisfied.....	2	
Neither satisfied nor dissatisfied.....	3	
Somewhat dissatisfied.....	4	
Very dissatisfied.....	5	
Don't know.....	99	X

Q3 [0,1]

I feel safer because of the RCMP.

Strongly agree.....	1	
Agree.....	2	
Neither agree nor disagree.....	3	
Disagree.....	4	
Strongly disagree.....	5	
Don't know.....	99	X

Q4 [0,1]

Is the RCMP your local policing service?

Yes.....	1	
No.....	2	
Partially.....	3	
Don't know.....	99	X

PQ5

For each of the following statements about the RCMP's performance, please indicate whether you strongly agree, agree, neither agree nor disagree, disagree, or strongly disagree.

GENERAL

Q5A [0,1]

The RCMP demonstrates professionalism in its work.

Strongly agree.....	1	
Agree	2	
Neither agree nor disagree	3	
Disagree.....	4	
Strongly disagree	5	
Don't know	99	XS

Q5B [0,1]

The RCMP is an organization with integrity.

Strongly agree.....	1	
Agree	2	
Neither agree nor disagree	3	
Disagree.....	4	
Strongly disagree	5	
Don't know	99	XS

Q5C [0,1]

RCMP personnel are honest.

Strongly agree.....	1	
Agree	2	
Neither agree nor disagree	3	
Disagree.....	4	
Strongly disagree	5	
Don't know	99	XS

Q5D [0,1]

RCMP personnel demonstrate compassion.

Strongly agree.....	1	
Agree	2	
Neither agree nor disagree	3	
Disagree.....	4	
Strongly disagree	5	
Don't know	99	XS

Q5E [0,1]

The RCMP is an accountable organization.

Strongly agree.....	1	
Agree	2	
Neither agree nor disagree	3	
Disagree.....	4	
Strongly disagree	5	
Don't know	99	XS

Q5F [0,1]

RCMP personnel demonstrate respect.

Strongly agree.....	1	
Agree	2	
Neither agree nor disagree	3	
Disagree.....	4	
Strongly disagree	5	
Don't know	99	XS

Q5G [0,1]

The RCMP places an emphasis on providing quality service to the public.

Strongly agree.....	1	
Agree	2	
Neither agree nor disagree	3	
Disagree.....	4	
Strongly disagree	5	
Don't know	99	XS

Q5H [0,1]

The RCMP places emphasis on providing services in the official language of my choice, English or French.

Strongly agree.....	1	
Agree	2	
Neither agree nor disagree	3	
Disagree.....	4	
Strongly disagree	5	
Don't know	99	XS

Q5I [0,1]

The RCMP is a recognized symbol of Canada.

Strongly agree.....	1	
Agree	2	
Neither agree nor disagree	3	
Disagree.....	4	
Strongly disagree	5	
Don't know	99	XS

Q5J [0,1]

I have trust and confidence in the RCMP.

Strongly agree.....	1	
Agree	2	
Neither agree nor disagree	3	
Disagree.....	4	
Strongly disagree	5	
Don't know	99	XS

PQ5L

RELATIONSHIP WITH THE RCMP

RELQ5L [0,1]

The RCMP has effective leaders.

Strongly agree.....	1	
Agree	2	
Neither agree nor disagree	3	
Disagree.....	4	
Strongly disagree	5	
Don't know	99	XS

RELQ5M [0,1]

More specifically, the RCMP has effective local leaders.

Strongly agree.....	1	
Agree	2	
Neither agree nor disagree	3	
Disagree.....	4	
Strongly disagree	5	
Don't know	99	XS

RELQ5N [0,1]

More specifically, the RCMP has effective national leaders.

Strongly agree.....	1	
Agree	2	
Neither agree nor disagree	3	
Disagree.....	4	
Strongly disagree	5	
Don't know	99	XS

RELQ5O [0,1]

I highly value the RCMP's collaboration and work in my community/province/territory.

Strongly agree.....	1	
Agree	2	
Neither agree nor disagree	3	
Disagree.....	4	
Strongly disagree	5	
Don't know	99	XS

RELQ5P [0,1]

I am familiar with RCMP services in my community/province/territory.

Strongly agree.....	1	
Agree	2	
Neither agree nor disagree	3	
Disagree.....	4	
Strongly disagree	5	
Don't know	99	XS

RELQ5Q [0,1]

The RCMP provides Canadians with adequate information about its work.

Strongly agree.....	1	
Agree	2	
Neither agree nor disagree	3	
Disagree.....	4	
Strongly disagree	5	
Don't know	99	XS

RELQ5R [0,1]

The RCMP is an open and transparent organization.

Strongly agree.....	1	
Agree	2	
Neither agree nor disagree	3	
Disagree.....	4	
Strongly disagree	5	
Don't know	99	XS

RELQ5S [0,1]

The RCMP is a forward-looking, innovative organization.

Strongly agree.....	1	
Agree	2	
Neither agree nor disagree	3	
Disagree.....	4	
Strongly disagree	5	
Don't know	99	XS

PQ5T

SENSITIVITY

SENQ5T [0,1]

The RCMP is sensitive to the needs of different cultures and groups.

Strongly agree.....	1	
Agree	2	
Neither agree nor disagree	3	
Disagree.....	4	
Strongly disagree	5	
Don't know	99	XS

SENQ5U [0,1]

The RCMP is helping build a better future for Indigenous people.

Strongly agree.....	1	
Agree	2	
Neither agree nor disagree	3	
Disagree.....	4	
Strongly disagree	5	
Don't know	99	XS

SENQ5V [0,1]

The RCMP treats women fairly.

Strongly agree.....	1	
Agree	2	
Neither agree nor disagree	3	
Disagree.....	4	
Strongly disagree	5	
Don't know	99	XS

SENQ5W [0,1]

The RCMP is helping build an inclusive and fair Canada.

Strongly agree.....	1	
Agree	2	
Neither agree nor disagree	3	
Disagree.....	4	
Strongly disagree	5	
Don't know	99	XS

PQ5X

RESPONSIVENESS

RESQ5X [0,1]

The RCMP personnel are responsive to the needs in my community/province/territory.

Strongly agree.....	1	
Agree	2	
Neither agree nor disagree	3	
Disagree.....	4	
Strongly disagree	5	
Don't know	99	XS

RESQ5Y [0,1]

The RCMP personnel have a visible presence in my community/province/territory.

Strongly agree.....	1	
Agree	2	
Neither agree nor disagree	3	
Disagree.....	4	
Strongly disagree	5	
Don't know	99	XS

RESQ5Z [0,1]

The RCMP personnel are involved in my community's activities, such as activities for children, cultural events, and local committees.

Strongly agree.....	1	
Agree	2	
Neither agree nor disagree	3	
Disagree.....	4	
Strongly disagree	5	
Don't know	99	XS

RESQ5AA [0,1]

The RCMP is present on the Web and social media, such as Twitter, Facebook, etc.

Strongly agree.....	1	
Agree	2	
Neither agree nor disagree	3	
Disagree.....	4	
Strongly disagree	5	
Don't know	99	XS

RESQ5BB [0,1]

The RCMP has a motivated workforce.

Strongly agree.....	1	
Agree	2	
Neither agree nor disagree	3	
Disagree.....	4	
Strongly disagree	5	
Don't know	99	XS

RESQ5CC [0,1]

The RCMP provides an efficient and effective coordinated response to calls for service.

Strongly agree.....	1	
Agree	2	
Neither agree nor disagree	3	
Disagree.....	4	
Strongly disagree	5	
Don't know	99	XS

PQ5DD

PRIORITIES OF THE RCMP

PRIQ5DD [0,1]

The RCMP is addressing youth involvement in crime as both victims and offenders.

Strongly agree.....	1	
Agree	2	
Neither agree nor disagree	3	
Disagree.....	4	
Strongly disagree	5	
Don't know	99	XS

PRIQ5EE [0,1]

The RCMP is reducing the threat and impact of organized crime.

Strongly agree.....	1	
Agree	2	
Neither agree nor disagree	3	
Disagree.....	4	
Strongly disagree	5	
Don't know	99	XS

PRIQ5FF [0,1]

The RCMP is reducing the threat and impact of serious crime, such as murder, sexual assault, robbery, and arson.

Strongly agree.....	1	
Agree	2	
Neither agree nor disagree	3	
Disagree.....	4	
Strongly disagree	5	
Don't know	99	XS

PRIQ5GG [0,1]

The RCMP is effectively responding to threats to national security.

Strongly agree.....	1	
Agree	2	
Neither agree nor disagree	3	
Disagree.....	4	
Strongly disagree	5	
Don't know	99	XS

PRIQ5HH [0,1]

The RCMP is effectively responding to radicalization to violence.

Strongly agree.....	1	
Agree	2	
Neither agree nor disagree	3	
Disagree.....	4	
Strongly disagree	5	
Don't know	99	XS

PRIQ5II [0,1]

The RCMP is effectively responding to threats to Canadian passenger aircraft.

Strongly agree.....	1	
Agree	2	
Neither agree nor disagree	3	
Disagree.....	4	
Strongly disagree	5	
Don't know	99	XS

PRIQ5JJ [0,1]

The RCMP is contributing to safer Indigenous communities.

Strongly agree.....	1	
Agree	2	
Neither agree nor disagree	3	
Disagree.....	4	
Strongly disagree	5	
Don't know	99	XS

PRIQ5KK [0,1]

The RCMP is contributing to more informed and resilient communities.

Strongly agree.....	1	
Agree	2	
Neither agree nor disagree	3	
Disagree.....	4	
Strongly disagree	5	
Don't know	99	XS

PRIQ5LL [0,1]

The RCMP is reducing the impact of economic crime, such as corruption, mass-marketing fraud, money laundering, capital market fraud, counterfeiting, and identity theft.

Strongly agree.....	1	
Agree	2	
Neither agree nor disagree	3	
Disagree.....	4	
Strongly disagree	5	
Don't know	99	XS

PRIQ5MM [0,1]

The RCMP is effectively responding to cybercrime threats.

Strongly agree.....	1	
Agree	2	
Neither agree nor disagree	3	
Disagree.....	4	
Strongly disagree	5	
Don't know	99	XS

PRIQ5NN [0,1]

The RCMP is reducing the sale and distribution of illegal drugs.

Strongly agree.....	1	
Agree	2	
Neither agree nor disagree	3	
Disagree.....	4	
Strongly disagree	5	
Don't know	99	XS

PRIQ500 [0,1]

I am aware that the RCMP participates in a variety of international activities, such as peacekeeping missions and offering training to foreign police.

Strongly agree.....	1	
Agree	2	
Neither agree nor disagree	3	
Disagree.....	4	
Strongly disagree	5	
Don't know	99	XS

PRIQ5PP [0,1]

The RCMP investigates public complaints appropriately.

Strongly agree.....	1	
Agree	2	
Neither agree nor disagree	3	
Disagree.....	4	
Strongly disagree	5	
Don't know	99	XS

PQ6

To what degree do each of the following provide you with credible information about the RCMP and its performance in your community?

Q6A [0,1]

Personal experience

A great deal.....	1	
Quite a bit.....	2	
Somewhat.....	3	
Very little.....	4	
Not at all.....	5	
Don't know.....	99	XS

Q6B [0,1]

The news media

A great deal.....	1	
Quite a bit.....	2	
Somewhat.....	3	
Very little.....	4	
Not at all.....	5	
Don't know.....	99	XS

Q6C [0,1]

Web and Social media like Facebook, Twitter, etc.

A great deal.....	1	
Quite a bit.....	2	
Somewhat.....	3	
Very little.....	4	
Not at all.....	5	
Don't know.....	99	XS

Q6D [0,1]

Friends and Family

A great deal.....	1	
Quite a bit.....	2	
Somewhat.....	3	
Very little.....	4	
Not at all.....	5	
Don't know.....	99	XS

Q7 [0,1]

In the past year, did you have any direct contact with the RCMP, such as reporting a crime, being stopped for a traffic offence or accident, seeking information, or any other reason?

Yes.....	1		
No.....	2		->Q12
Don't know.....	99	X	->Q12

Q8 [0,1]

What was the reason for your most recent contact with the RCMP?

For a criminal matter	1	
For a traffic offence or an accident.....	2	
For a complaint	3	
For a crime prevention activity, project, or program.....	4	
For another reason.....	5	
Don't know	99	X

Q9 [0,1]

Still thinking of the most recent contact, did you initiate the contact with the RCMP yourself?

Yes.....	1	
No	2	
Don't know	99	X

PQ10

Regarding your contact(s) with the RCMP in the last year, please indicate whether you strongly agree, agree, neither agree nor disagree, disagree or strongly disagree with each of the following statements about the RCMP's performance.

If a statement does not apply, select "Not applicable".

Q10A [0,1]

If... Q9 = 1

It was easy to get in touch with the RCMP.		
Strongly agree.....	1	
Agree	2	
Neither agree nor disagree	3	
Disagree.....	4	
Strongly disagree	5	
Not applicable	98	S
Don't know	99	S

Q10B [0,1]

RCMP personnel treated me fairly.

Strongly agree.....	1	
Agree	2	
Neither agree nor disagree	3	
Disagree.....	4	
Strongly disagree	5	
Not applicable	98	S
Don't know	99	S

Q10C [0,1]

RCMP personnel demonstrated professionalism.

Strongly agree.....	1	
Agree	2	
Neither agree nor disagree	3	
Disagree.....	4	
Strongly disagree	5	
Not applicable	98	S
Don't know	99	S

Q10D [0,1]

RCMP personnel were courteous and respectful.

Strongly agree.....	1	
Agree	2	
Neither agree nor disagree	3	
Disagree.....	4	
Strongly disagree	5	
Not applicable	98	S
Don't know	99	S

Q10E [0,1]

RCMP personnel were knowledgeable and competent.

Strongly agree.....	1	
Agree	2	
Neither agree nor disagree	3	
Disagree.....	4	
Strongly disagree	5	
Not applicable	98	S
Don't know	99	S

Q10F [0,1]

RCMP personnel delivered the service in a timely fashion.

Strongly agree.....	1	
Agree	2	
Neither agree nor disagree	3	
Disagree.....	4	
Strongly disagree	5	
Not applicable	98	S
Don't know	99	S

Q10G [0,1]

RCMP personnel went beyond minimum requirements in providing good service.

Strongly agree.....	1	
Agree	2	
Neither agree nor disagree	3	
Disagree.....	4	
Strongly disagree	5	
Not applicable	98	S
Don't know	99	S

Q10H [0,1]

RCMP personnel gave me all the information that I needed for the situation.

Strongly agree.....	1	
Agree	2	
Neither agree nor disagree	3	
Disagree.....	4	
Strongly disagree	5	
Not applicable	98	S
Don't know	99	S

Q11 [0,1]

How satisfied were you with the service you received during your contact(s) with the RCMP?

Very satisfied	1	
Somewhat satisfied	2	
Neither satisfied nor dissatisfied	3	
Somewhat dissatisfied	4	
Very dissatisfied.....	5	
Don't know	99	X

Q12 [0,1]

Have you ever decided to not report a crime to the RCMP?

Yes.....	1		
No	2		->Q13
Don't know / Prefer not to answer	99	X	->Q13

Q12A [0,1]

What was the main reason?

Fear of reprisal.....	1
Police would or could not help	2
Not important enough to report	3
Dealt with in another way/personal matter	4
Other	77

Q12B [0,1]

What type of crime was it?

Serious personal	1	
Serious property.....	2	
Minor offence	3	
Don't know / Prefer not to answer	99	X

Q13 [0,1]

In which of the following age categories do you belong?

18-34 years	1	
35-49 years	2	
50-54 years	3	
55-64 years	4	
65 years or older	5	
Prefer not to answer.....	99	X

Q14 [0,1]

What is the highest level of formal education that you have completed?

Grade 8 or less	1	
Some high school	2	
High School diploma or equivalent.....	3	
Registered Apprenticeship or other trades certificate or diploma.....	4	
College, CEGEP or other non-university certificate or diploma.....	5	
University certificate or diploma below Bachelor's level.....	6	
Bachelor's degree	7	
Post graduate degree above bachelor's level	8	
Prefer not to answer.....	99	X

Q15 [0,3]

Do you consider yourself...

Select all that apply.

A person with a disability.....	1	
A member of a visible minority group.....	2	
An Indigenous person	3	
None of the above.....	4	X
Don't know	99	X

Q16 [0,1]

Which of the following best describes the community you live in:

Population up to 1,000	1	
Population of 1,001 to 5,000	2	
Population of 5,001 to 15,000	3	
Population of 15,001 to 30,000	4	
Population of 30,001 to 100,000	5	
Population over 100,000	6	
Don't know	99	X

Q17 [0,1]

Do you live in an Indigenous community, settlement or reserve?

Yes	1	
No	2	
Don't know / Prefer not to answer	99	X

Q18 [0,1]

Please indicate the first three characters of your postal code:

Please specify :	1	
Don't know / Prefer not to answer	99	X

Q19 [0,1]

What is your gender?

Male	1	
Female	2	
Other	3	
Prefer not to answer.....	99	X

THNK

Thank you very much for taking the time to complete this survey.

PINTRO

PHONE INTRO

Bonjour/Bonsoir. Je m'appelle _____ et je vous appelle des Associés de recherche EKOS, une entreprise de recherche sur l'opinion publique.

CONFIRMER SI LE RÉPONDANT PRÉFÈRE L'ANGLAIS OU LE FRANÇAIS

Nous effectuons une étude pour le compte de la Gendarmerie royale du Canada (GRC) afin de déterminer la satisfaction de certains aspects de son rendement. Sachez que nous ne faisons pas de vente ni de sollicitation pour quoi que ce soit. Le sondage est effectué sur une base volontaire, et vos réponses demeureront entièrement anonymes et confidentielles. Le sondage devrait vous prendre environ 15 minutes.

[SI ON VOUS DEMANDE :] Le présent sondage est inscrit dans le système d'enregistrement des sondages canadiens. Le système d'enregistrement a été mis sur pied par l'industrie canadienne de la recherche par sondage afin de permettre au public de vérifier la légitimité d'un sondage, d'obtenir de l'information à propos du secteur des sondages ou de déposer une plainte. Le numéro de téléphone sans frais du système d'enregistrement est le 1-888-602-6742, poste 8728. Autrement, vous pouvez appeler la personne-ressource de la GRC, Docteur James Lea, au 613-843-6143. Nous choisissons des numéros de téléphone au hasard, puis nous sélectionnons une personne à interroger dans chaque ménage. Pour ce faire, nous aimerions parler à la personne de votre ménage âgée de 18 ans ou plus qui a célébré le plus récemment son anniversaire. Est-ce que vous êtes cette personne?

Oui [CONTINUER]

Non [CONVENEZ D'UNE DATE/HEURE POUR RAPPELER]

PRIV

Cet appel peut être enregistré pour contrôle de la qualité ou formation.

WINTRO

WEB INTRO

Nous effectuons une étude pour le compte de la Gendarmerie royale du Canada (GRC) afin de déterminer la satisfaction de certains aspects de son rendement. Sachez que nous ne faisons pas de vente ni de sollicitation pour quoi que ce soit. Le sondage est effectué sur une base volontaire, et vos réponses demeureront entièrement anonymes et confidentielles.

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Le sondage devrait vous prendre environ 15 minutes.

DIRECTIVES

Sur chaque écran, après avoir sélectionné votre réponse, cliquez sur le bouton « Continuer » au bas de l'écran pour vous déplacer vers l'avant dans le questionnaire. Si vous quittez le sondage avant d'avoir terminé, vous pourrez y revenir plus tard au moyen de l'adresse URL et vous obtiendrez la page où vous étiez en quittant. Les réponses que vous aurez données jusque-là auront été sauvegardées. Pour toute question sur la façon de remplir le questionnaire, veuillez téléphoner à Probit, au numéro 888.688.0709, ou envoyer un courriel à online@probit.ca. Merci à l'avance de votre participation.

Q1 [0,1]

Quelle est l'importance de la contribution de la GRC à la sécurité des Canadiens?

Très importante.....	1	
Plutôt importante.....	2	
Ni importante ni sans importance.....	3	
Peu importante.....	4	
Sans aucune importance.....	5	
Ne sais pas.....	99	X

Q2 [0,1]

Quelle est votre satisfaction à l'égard de la contribution de la GRC à la sécurité des Canadiens?

Très satisfait(e).....	1	
Plutôt satisfait(e).....	2	
Ni satisfait(e) ni insatisfait(e).....	3	
Plutôt insatisfait(e).....	4	
Très insatisfait(e).....	5	
Ne sais pas.....	99	X

Q3 [0,1]

Je me sens plus en sécurité grâce à la GRC.

Tout à fait d'accord.....	1	
D'accord.....	2	
Ni en accord ni en désaccord.....	3	
En désaccord.....	4	
Tout à fait en désaccord.....	5	
Ne sais pas.....	99	X

Q4 [0,1]

La GRC est-elle votre service de police local?

Oui.....	1	
Non.....	2	
En partie.....	3	
Ne sais pas.....	99	X

PQ5

Pour chacun des énoncés suivants au sujet du rendement de la GRC, veuillez indiquer si vous êtes tout à fait d'accord, d'accord, ni d'accord ni en désaccord, en désaccord ou tout à fait en désaccord.

GÉNÉRAL

Q5A [0,1]

La GRC fait preuve de professionnalisme dans son travail.

Tout à fait d'accord.....	1	
D'accord.....	2	
Ni d'accord ni en désaccord.....	3	
En désaccord.....	4	
Tout à fait en désaccord.....	5	
Ne sais pas.....	99	XS

Q5B [0,1]

La GRC est une organisation intègre.

Tout à fait d'accord.....	1	
D'accord.....	2	
Ni d'accord ni en désaccord.....	3	
En désaccord.....	4	
Tout à fait en désaccord.....	5	
Ne sais pas.....	99	XS

Q5C [0,1]

Le personnel de la GRC est honnête.

Tout à fait d'accord.....	1	
D'accord.....	2	
Ni d'accord ni en désaccord.....	3	
En désaccord.....	4	
Tout à fait en désaccord.....	5	
Ne sais pas.....	99	XS

Q5D [0,1]

Le personnel de la GRC fait preuve de compassion.

Tout à fait d'accord.....	1	
D'accord.....	2	
Ni d'accord ni en désaccord.....	3	
En désaccord.....	4	
Tout à fait en désaccord.....	5	
Ne sais pas.....	99	XS

Q5E [0,1]

La GRC est une organisation responsable.

Tout à fait d'accord.....	1	
D'accord.....	2	
Ni d'accord ni en désaccord.....	3	
En désaccord.....	4	
Tout à fait en désaccord.....	5	
Ne sais pas.....	99	XS

Q5F [0,1]

Le personnel de la GRC fait preuve de respect.

Tout à fait d'accord.....	1	
D'accord.....	2	
Ni d'accord ni en désaccord.....	3	
En désaccord.....	4	
Tout à fait en désaccord.....	5	
Ne sais pas.....	99	XS

Q5G [0,1]

La GRC s'efforce de fournir un service de qualité au public.

Tout à fait d'accord.....	1	
D'accord.....	2	
Ni d'accord ni en désaccord.....	3	
En désaccord.....	4	
Tout à fait en désaccord.....	5	
Ne sais pas.....	99	XS

Q5H [0,1]

La GRC s'efforce de fournir un service dans la langue officielle de mon choix, français ou anglais.

Tout à fait d'accord.....	1	
D'accord.....	2	
Ni d'accord ni en désaccord.....	3	
En désaccord.....	4	
Tout à fait en désaccord.....	5	
Ne sais pas.....	99	XS

Q5I [0,1]

La GRC est un symbole du Canada reconnu.

Tout à fait d'accord.....	1	
D'accord.....	2	
Ni d'accord ni en désaccord.....	3	
En désaccord.....	4	
Tout à fait en désaccord.....	5	
Ne sais pas.....	99	XS

Q5J [0,1]

J'ai confiance en la GRC.

Tout à fait d'accord.....	1	
D'accord.....	2	
Ni d'accord ni en désaccord.....	3	
En désaccord.....	4	
Tout à fait en désaccord.....	5	
Ne sais pas.....	99	XS

PQ5L

RELATION AVEC LA GRC

RELQ5L [0,1]

La GRC a des dirigeants efficaces.

Tout à fait d'accord.....	1	
D'accord.....	2	
Ni d'accord ni en désaccord.....	3	
En désaccord.....	4	
Tout à fait en désaccord.....	5	
Ne sais pas.....	99	XS

RELQ5M [0,1]

Plus particulièrement, la GRC a des dirigeants locaux efficaces.

Tout à fait d'accord.....	1	
D'accord.....	2	
Ni d'accord ni en désaccord.....	3	
En désaccord.....	4	
Tout à fait en désaccord.....	5	
Ne sais pas.....	99	XS

RELQ5N [0,1]

Plus particulièrement, la GRC a des dirigeants nationaux efficaces.

Tout à fait d'accord.....	1	
D'accord.....	2	
Ni d'accord ni en désaccord.....	3	
En désaccord.....	4	
Tout à fait en désaccord.....	5	
Ne sais pas.....	99	XS

RELQ5O [0,1]

J'apprécie grandement la collaboration de la GRC et son travail dans ma communauté, ma province ou mon territoire.

Tout à fait d'accord.....	1	
D'accord.....	2	
Ni d'accord ni en désaccord.....	3	
En désaccord.....	4	
Tout à fait en désaccord.....	5	
Ne sais pas.....	99	XS

RELQ5P [0,1]

Je connais les services de la GRC dans ma communauté, ma province ou mon territoire.

Tout à fait d'accord.....	1	
D'accord.....	2	
Ni d'accord ni en désaccord.....	3	
En désaccord.....	4	
Tout à fait en désaccord.....	5	
Ne sais pas.....	99	XS

RELQ5Q [0,1]

La GRC fournit aux Canadiens suffisamment d'informations au sujet de son travail.

Tout à fait d'accord.....	1	
D'accord.....	2	
Ni d'accord ni en désaccord.....	3	
En désaccord.....	4	
Tout à fait en désaccord.....	5	
Ne sais pas.....	99	XS

RELQ5R [0,1]

La GRC est une organisation ouverte et transparente.

Tout à fait d'accord.....	1	
D'accord.....	2	
Ni d'accord ni en désaccord.....	3	
En désaccord.....	4	
Tout à fait en désaccord.....	5	
Ne sais pas.....	99	XS

RELQ5S [0,1]

La GRC est une organisation innovatrice et tournée vers l'avenir.

Tout à fait d'accord.....	1	
D'accord.....	2	
Ni d'accord ni en désaccord.....	3	
En désaccord.....	4	
Tout à fait en désaccord.....	5	
Ne sais pas.....	99	XS

PQ5T

SENSIBILITÉ

SENQ5T [0,1]

La GRC est sensible aux besoins des différents groupes et cultures.

Tout à fait d'accord.....	1	
D'accord.....	2	
Ni d'accord ni en désaccord.....	3	
En désaccord.....	4	
Tout à fait en désaccord.....	5	
Ne sais pas.....	99	XS

SENQ5U [0,1]

La GRC contribue à bâtir un avenir meilleur pour les peuples autochtones.

Tout à fait d'accord.....	1	
D'accord.....	2	
Ni d'accord ni en désaccord.....	3	
En désaccord.....	4	
Tout à fait en désaccord.....	5	
Ne sais pas.....	99	XS

SENQ5V [0,1]

La GRC traite les femmes équitablement.

Tout à fait d'accord.....	1	
D'accord.....	2	
Ni d'accord ni en désaccord.....	3	
En désaccord.....	4	
Tout à fait en désaccord.....	5	
Ne sais pas.....	99	XS

SENQ5W [0,1]

La GRC contribue à faire du Canada un pays qui se caractérise par un esprit d'équité et d'inclusion.

Tout à fait d'accord.....	1	
D'accord.....	2	
Ni d'accord ni en désaccord.....	3	
En désaccord.....	4	
Tout à fait en désaccord.....	5	
Ne sais pas.....	99	XS

PQ5X

RÉPONSE

RESQ5X [0,1]

Le personnel de la GRC est attentif aux besoins dans ma communauté, ma province ou mon territoire.

Tout à fait d'accord.....	1	
D'accord.....	2	
Ni d'accord ni en désaccord.....	3	
En désaccord.....	4	
Tout à fait en désaccord.....	5	
Ne sais pas.....	99	XS

RESQ5Y [0,1]

Le personnel de la GRC assure une présence visible dans ma communauté, ma province ou mon territoire.

Tout à fait d'accord.....	1	
D'accord.....	2	
Ni d'accord ni en désaccord.....	3	
En désaccord.....	4	
Tout à fait en désaccord.....	5	
Ne sais pas.....	99	XS

RESQ5Z [0,1]

Le personnel de la GRC participe aux activités de ma communauté (p. ex. activités pour les enfants, événements culturels, comités locaux).

Tout à fait d'accord.....	1	
D'accord.....	2	
Ni d'accord ni en désaccord.....	3	
En désaccord.....	4	
Tout à fait en désaccord.....	5	
Ne sais pas.....	99	XS

RESQ5AA [0,1]

La GRC est présente dans les médias sociaux, par exemple Twitter et Facebook.

Tout à fait d'accord.....	1	
D'accord.....	2	
Ni d'accord ni en désaccord.....	3	
En désaccord.....	4	
Tout à fait en désaccord.....	5	
Ne sais pas.....	99	XS

RESQ5BB [0,1]

La GRC dispose d'un effectif motivé.

Tout à fait d'accord.....	1	
D'accord.....	2	
Ni d'accord ni en désaccord.....	3	
En désaccord.....	4	
Tout à fait en désaccord.....	5	
Ne sais pas.....	99	XS

RESQ5CC [0,1]

La GRC intervient efficacement de façon coordonnée aux demandes de service.

Tout à fait d'accord.....	1	
D'accord.....	2	
Ni d'accord ni en désaccord.....	3	
En désaccord.....	4	
Tout à fait en désaccord.....	5	
Ne sais pas.....	99	XS

PQ5DD

PRIORITÉS DE LA GRC

PRIQ5DD [0,1]

La GRC s'attaque à la délinquance tant commise que subie par les jeunes.

Tout à fait d'accord.....	1	
D'accord.....	2	
Ni d'accord ni en désaccord.....	3	
En désaccord.....	4	
Tout à fait en désaccord.....	5	
Ne sais pas.....	99	XS

PRIQ5EE [0,1]

La GRC réduit la menace et les répercussions du crime organisé.

Tout à fait d'accord.....	1	
D'accord.....	2	
Ni d'accord ni en désaccord.....	3	
En désaccord.....	4	
Tout à fait en désaccord.....	5	
Ne sais pas.....	99	XS

PRIQ5FF [0,1]

La GRC réduit la menace et les répercussions des crimes graves tels que les meurtres, les agressions sexuelles, les vols qualifiés et les incendies criminels.

Tout à fait d'accord.....	1	
D'accord.....	2	
Ni d'accord ni en désaccord.....	3	
En désaccord.....	4	
Tout à fait en désaccord.....	5	
Ne sais pas.....	99	XS

PRIQ5GG [0,1]

La GRC intervient efficacement en cas de menaces pour la sécurité nationale.

Tout à fait d'accord.....	1	
D'accord.....	2	
Ni d'accord ni en désaccord.....	3	
En désaccord.....	4	
Tout à fait en désaccord.....	5	
Ne sais pas.....	99	XS

PRIQ5HH [0,1]

La GRC intervient efficacement en cas de radicalisation menant à la violence.

Tout à fait d'accord.....	1	
D'accord.....	2	
Ni d'accord ni en désaccord.....	3	
En désaccord.....	4	
Tout à fait en désaccord.....	5	
Ne sais pas.....	99	XS

PRIQ5II [0,1]

La GRC intervient efficacement en cas de menaces pour les avions de passagers canadiens.

Tout à fait d'accord.....	1	
D'accord.....	2	
Ni d'accord ni en désaccord.....	3	
En désaccord.....	4	
Tout à fait en désaccord.....	5	
Ne sais pas.....	99	XS

PRIQ5JJ [0,1]

La GRC contribue à accroître la sûreté des communautés autochtones.

Tout à fait d'accord.....	1	
D'accord.....	2	
Ni d'accord ni en désaccord.....	3	
En désaccord.....	4	
Tout à fait en désaccord.....	5	
Ne sais pas.....	99	XS

PRIQ5KK [0,1]

La GRC contribue à l'information et à la résilience des communautés.

Tout à fait d'accord.....	1	
D'accord.....	2	
Ni d'accord ni en désaccord.....	3	
En désaccord.....	4	
Tout à fait en désaccord.....	5	
Ne sais pas.....	99	XS

PRIQ5LL [0,1]

La GRC réduit les répercussions du crime économique, comme la corruption, la fraude par marketing de masse, le blanchiment d'argent, la fraude sur les marchés financiers, la contrefaçon et le vol d'identité.

Tout à fait d'accord.....	1	
D'accord.....	2	
Ni d'accord ni en désaccord.....	3	
En désaccord.....	4	
Tout à fait en désaccord.....	5	
Ne sais pas.....	99	XS

PRIQ5MM [0,1]

La GRC intervient efficacement dans les cas de menaces cybercriminelles.

Tout à fait d'accord.....	1	
D'accord.....	2	
Ni d'accord ni en désaccord.....	3	
En désaccord.....	4	
Tout à fait en désaccord.....	5	
Ne sais pas.....	99	XS

PRIQ5NN [0,1]

La GRC réduit la vente et la distribution de drogues illicites.

Tout à fait d'accord.....	1	
D'accord.....	2	
Ni d'accord ni en désaccord.....	3	
En désaccord.....	4	
Tout à fait en désaccord.....	5	
Ne sais pas.....	99	XS

PRIQ500 [0,1]

Je sais que la GRC participe à diverses activités internationales comme des missions de maintien de la paix et qu'elle fournit de la formation à des services de police étrangers.

Tout à fait d'accord.....	1	
D'accord.....	2	
Ni d'accord ni en désaccord.....	3	
En désaccord.....	4	
Tout à fait en désaccord.....	5	
Ne sais pas.....	99	XS

PRIQ5PP [0,1]

La GRC enquête de manière appropriée sur les plaintes du public.

Tout à fait d'accord.....	1	
D'accord.....	2	
Ni d'accord ni en désaccord.....	3	
En désaccord.....	4	
Tout à fait en désaccord.....	5	
Ne sais pas.....	99	XS

PQ6

Dans quelle mesure chacune des façons suivantes vous a-t-elle permis d'obtenir de l'information crédible sur la GRC et son rendement dans votre communauté?

Q6A [0,1]

Expérience personnelle

Beaucoup.....	1	
Pas mal.....	2	
Un peu.....	3	
Très peu.....	4	
Pas du tout.....	5	
Ne sais pas.....	99	XS

Q6B [0,1]

Médias d'information

Beaucoup.....	1	
Pas mal.....	2	
Un peu.....	3	
Très peu.....	4	
Pas du tout.....	5	
Ne sais pas.....	99	XS

Q6C [0,1]

Internet et médias sociaux comme Facebook et Twitter

Beaucoup.....	1	
Pas mal.....	2	
Un peu.....	3	
Très peu.....	4	
Pas du tout.....	5	
Ne sais pas.....	99	XS

Q6D [0,1]

Amis et famille

Beaucoup.....	1	
Pas mal.....	2	
Un peu.....	3	
Très peu.....	4	
Pas du tout.....	5	
Ne sais pas.....	99	XS

Q7 [0,1]

Au cours de la dernière année, avez-vous eu un ou des contacts directs avec la GRC, par exemple pour signaler un crime, lors d'une infraction au code de la route ou d'un accident, pour obtenir de l'information ou pour d'autres raisons?

Oui.....	1		
Non.....	2		->Q12
Ne sais pas.....	99	X	->Q12

Q8 [0,1]

Pour quelle raison avez-vous eu le plus récent contact avec la GRC?

Pour une question criminelle.....	1	
Pour une infraction au code de la route ou un accident.....	2	
Pour une plainte.....	3	
Pour une activité, un projet ou un programme de prévention criminelle.....	4	
Pour une autre raison.....	5	
Ne sais pas.....	99	X

Q9 [0,1]

Lors du plus récent contact, aviez-vous contacté vous-même la GRC?

Oui.....	1	
Non.....	2	
Ne sais pas.....	99	X

PQ10

Au sujet de vos contacts avec la GRC pendant la dernière année, veuillez indiquer si vous êtes tout à fait d'accord, d'accord, ni d'accord ni en désaccord, en désaccord ou tout à fait en désaccord avec chacun des énoncés suivants sur le rendement de la GRC.

Si un énoncé ne s'applique pas, sélectionnez « Ne s'applique pas ».

Q10A [0,1]

If... Q9 = 1

Il a été facile de joindre la GRC.		
Tout à fait d'accord.....	1	
D'accord.....	2	
Ni en accord ni en désaccord.....	3	
En désaccord.....	4	
Tout à fait en désaccord.....	5	
Ne s'applique pas.....	98	S
Ne sais pas.....	99	S

Q10B [0,1]

Le personnel de la GRC m'a traité(e) équitablement.		
Tout à fait d'accord.....	1	
D'accord.....	2	
Ni en accord ni en désaccord.....	3	
En désaccord.....	4	
Tout à fait en désaccord.....	5	
Ne s'applique pas.....	98	S
Ne sais pas.....	99	S

Q10C [0,1]

Le personnel de la GRC a fait preuve de professionnalisme.		
Tout à fait d'accord.....	1	
D'accord.....	2	
Ni en accord ni en désaccord.....	3	
En désaccord.....	4	
Tout à fait en désaccord.....	5	
Ne s'applique pas.....	98	S
Ne sais pas.....	99	S

Q10D [0,1]

Le personnel de la GRC a été courtois et respectueux.

Tout à fait d'accord.....	1	
D'accord.....	2	
Ni en accord ni en désaccord.....	3	
En désaccord.....	4	
Tout à fait en désaccord.....	5	
Ne s'applique pas.....	98	S
Ne sais pas.....	99	S

Q10E [0,1]

Le personnel de la GRC était bien informé et compétent.

Tout à fait d'accord.....	1	
D'accord.....	2	
Ni en accord ni en désaccord.....	3	
En désaccord.....	4	
Tout à fait en désaccord.....	5	
Ne s'applique pas.....	98	S
Ne sais pas.....	99	S

Q10F [0,1]

Le personnel de la GRC a fourni le service dans des délais raisonnables.

Tout à fait d'accord.....	1	
D'accord.....	2	
Ni en accord ni en désaccord.....	3	
En désaccord.....	4	
Tout à fait en désaccord.....	5	
Ne s'applique pas.....	98	S
Ne sais pas.....	99	S

Q10G [0,1]

Le personnel de la GRC a fait plus que le minimum pour fournir un bon service.

Tout à fait d'accord.....	1	
D'accord.....	2	
Ni en accord ni en désaccord.....	3	
En désaccord.....	4	
Tout à fait en désaccord.....	5	
Ne s'applique pas.....	98	S
Ne sais pas.....	99	S

Q10H [0,1]

Le personnel de la GRC m'a donné toute l'information dont j'avais besoin dans la situation.

Tout à fait d'accord.....	1	
D'accord.....	2	
Ni en accord ni en désaccord.....	3	
En désaccord.....	4	
Tout à fait en désaccord.....	5	
Ne s'applique pas.....	98	S
Ne sais pas.....	99	S

Q11 [0,1]

Dans quelle mesure avez-vous été satisfait(e) du service reçu?

Très satisfait(e).....	1	
Plutôt satisfait(e).....	2	
Ni satisfait(e) ni insatisfait(e).....	3	
Plutôt insatisfait(e).....	4	
Très insatisfait(e).....	5	
Ne sais pas.....	99	X

Q12 [0,1]

Vous est-il déjà arrivé de ne pas signaler un crime à la GRC?

Oui.....	1		
Non.....	2		->Q13
Ne sais pas / Préfère ne pas répondre.....	99	X	->Q13

Q12A [0,1]

Quelle était la principale raison?

Peur des représailles.....	1
La police ne voulait pas ou ne pouvait pas aider.....	2
Le crime n'était pas suffisamment important pour le signaler.....	3
La situation a été gérée autrement/problème personnel.....	4
Autre.....	77

Q12B [0,1]

De quel type de crime s'agissait-il?

Grave – Personnel.....	1	
Grave – Biens.....	2	
Infraction mineure.....	3	
Ne sais pas / Préfère ne pas répondre.....	99	X

Q13 [0,1]

Auquel des groupes d'âge suivants appartenez-vous?

18 à 34 ans	1	
35 à 49 ans	2	
50 à 54 ans	3	
55 à 64 ans	4	
65 ans et plus.....	5	
Préfère ne pas répondre	99	X

Q14 [0,1]

Quel est le niveau de scolarité le plus élevé que vous avez atteint?

8e année ou moins	1	
Études secondaires non terminées.....	2	
Diplôme d'études secondaires ou l'équivalent	3	
Apprenti inscrit ou autre certificat ou diplôme de formation professionnelle	4	
Diplômes d'études collégiales, de cégep ou autre certificat ou diplôme non universitaire	5	
Certificat universitaire ou diplôme inférieur au baccalauréat.....	6	
Baccalauréat.....	7	
Grade universitaire supérieur au baccalauréat	8	
Préfère ne pas répondre	99	X

Q15 [0,3]

Vous considérez-vous comme...

Sélectionnez toutes les réponses pertinentes.

Une personne ayant un handicap	1	
Un membre d'une minorité visible	2	
Une personne autochtone.....	3	
Aucune de ces réponses.....	4	X
Ne sais pas	99	X

Q16 [0,1]

Quel est le nombre d'habitants de la communauté où vous vivez?

1 000 habitants ou moins	1	
De 1 001 à 5 000 habitants	2	
De 5 001 à 15 000 habitants.....	3	
De 15 001 à 30 000 habitants	4	
De 30 001 à 100 000 habitants	5	
Plus de 100 000 habitants.....	6	
Ne sais pas	99	X

Q17 [0,1]

Demeurez-vous dans une communauté, une colonie ou une réserve autochtone?

Oui	1	
Non	2	
Ne sais pas / Préfère ne pas répondre	99	X

Q18 [0,1]

Veillez indiquer les trois premiers caractères de votre code postal.

Veillez préciser :	1	
Ne sais pas / Préfère ne pas répondre	99	X

Q19 [0,1]

Quel est votre sexe?

Homme	1	
Femme	2	
Autre	3	
Préfère ne pas répondre	99	X

THNK

Merci beaucoup d'avoir pris le temps de répondre à ce sondage.