



Royal Canadian Mounted Police Gendarmerie royale du Canada

Canadians' Views of RCMP Policing Services 2019-20 Final Report

Prepared for the Royal Canadian Mounted Police (RCMP)

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Canada 

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Final Report

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February 2020

This report summarizes results from a survey of 2,988 Canadians.

Cette publication est aussi disponible en français sous le titre : Sondage d'opinion des citoyens sur les services de police de la GRC.

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EXECUTIVE SUMMARY

Background and Methodology

The RCMP has been conducting surveys of the Canadian public since 2003 to assess Canadians' opinions on quality of service, professionalism, sensitivity, community involvement, visibility, value of partnerships, and communication. Most of the previous editions of the survey were conducted by telephone. However, due to the challenges and costs associated with telephone surveys, in the 2017/18 fiscal year, the RCMP started to conduct this annual survey using an online/telephone methodology with the same representativeness used in the previous (telephone only) samples.

The current research, for the 2019/20 fiscal year, also involved an online/telephone methodology. A total of 2,988 Canadians were surveyed. As in previous surveys, the sample was drawn from across Canada and was weighted more heavily toward areas policed by 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.

As mentioned, the current 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 1,317 telephone interviews, and 1,671 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

Canadians place a great deal of importance on the RCMP's contribution to public safety; roughly nine in ten respondents (93 per cent) assign a high degree of importance to the RCMP's role in keeping Canadians safe, and seven in ten (72 per cent) are satisfied with how the RCMP fulfills its role in maintaining public safety.

Results reveal generally positive impressions of how the RCMP adheres to its core values. Three-quarters (75 per cent) agree that the RCMP demonstrates professionalism in its work, while seven in ten say the RCMP operates with integrity (69 per cent). Six in ten believe the RCMP is an accountable organization (63 per cent) and that its personnel are honest (62 per cent), objective (61 per cent), respectful (61 per cent), and compassionate (60 per cent).

Results further reveal positive overall impressions of the RCMP. More than nine in ten (95 per cent) agree that the RCMP is a recognized symbol of Canada. Three-quarters (74 per cent) are satisfied with the RCMP's efforts to provide services in both official languages. Seven in ten agree that the RCMP prioritizes quality service (71 per cent), and express trust and confidence in the RCMP (69 per cent). However, results suggest the public perceive gaps in the RCMP's service offerings: just half (50 per cent) say the RCMP provides the same quality of service to all citizens.

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. Just 51 per cent rate the RCMP's national leaders as effective, and slightly fewer (45 per cent) offer a positive appraisal of its local leaders. Tracking suggests a modest erosion in the public's confidence in RCMP leadership.

The RCMP receives mixed reviews when it comes to issues related to innovation and transparency. Fewer than half of respondents (46 per cent) agree that the RCMP is forward-looking and innovative, while a similar proportion (44 per cent) are satisfied with the level of information that the RCMP provides about its work. Respondents are sharply divided on whether the RCMP could be considered an open and transparent organization – 36 per cent agree with this assessment, while virtually the same proportion (38 per cent) disagree (although it is possible that Canadians may see the RCMP as appropriately not transparent, given the type of information they hold – e.g., criminal records, witness addresses, information before the courts, investigative techniques, etc.).

Turning to indicators related to sensitivity, more than half of respondents believe that the RCMP is representative of the diverse communities it serves (56 per cent) and that it is sensitive to the needs of Canada's various cultures and groups (52 per cent). When the scope of the questions is narrowed to focus on specific groups, however, the RCMP elicits less favourable reviews. Fewer than half of respondents agree that the RCMP treats women fairly (47 per cent, compared to 31 per cent who disagree), that it is respectful to the cultural needs of Indigenous people (45 per cent versus 33 per cent), or that it is sensitive to the needs of the LGBTQ2 community (43 per cent versus 22 per cent).

Results suggest that the RCMP maintains a largely positive relationship with the public. The vast majority of respondents (87 per cent) say they would help the RCMP if asked, while eight in ten (79 per cent) believe they have a moral obligation to follow police orders. Seven in ten (72 per cent) say they generally support the RCMP's actions. Roughly six in ten agree that the RCMP is dealing with things that matter to their community (58 per cent) and would encourage friends and family to consider the RCMP as a career path (56 per cent).

Canadians also hold generally positive views of the RCMP's responsiveness; about six in ten agree that the RCMP keeps up with current and emerging threats (63 per cent) and that it is quick to respond to calls for assistance (58 per cent).

Results further reveal generally positive impressions of the impact of the RCMP on Canadians, although findings also suggest room for improvement in some areas, particularly when it comes to how the RCMP handles Indigenous matters. Three-quarters (76 per cent) express confidence in the RCMP's ability to respond to national security threats effectively. About seven in ten agree the RCMP effectively handles threats to passenger aircraft (69 per cent), diminishes the threat of organized crime (69 per cent), resolves crimes where violence is involved (67 per cent), and provides an adequate response to border threats (65 per cent). About six in ten believe the RCMP is effective in countering radicalization to violence (62 per cent), mitigating the impact of serious crime (62 per cent), reducing the distribution of illegal drugs (61 per cent), responding to cybercrime threats (60 per cent), and addressing youth crime (57 per cent). Slightly fewer agree that the RCMP is successfully lessening the impact of economic crime (55 per cent) and improving traffic safety (55 per cent). However, just half of respondents are satisfied with the RCMP's contribution to making Canadians more informed and resilient (50 per cent), its attempts to combat online scams (49 per cent), and its efforts in fostering safer Indigenous communities (47 per cent). Only four in ten (43 per cent) say the RCMP is advancing reconciliation with Canada's Indigenous peoples.

Most Canadians believe the RCMP generally acts within their authority, although a significant minority believe the organization exceeds their jurisdiction at times. Seven in ten (70 per

cent) say the RCMP seldom exceeds its authority (including 45 per cent who say 'never' or 'almost never'). One in six (17 per cent), however, feel the RCMP sometimes oversteps its boundaries, and one in eight (13 per cent) believe the RCMP often or always oversteps its jurisdiction.

Finally, results suggest broad awareness of the RCMP's international undertakings. Three-quarters (73 per cent) say they are aware that the RCMP participates in international activities such as peacekeeping and training foreign police, and only one in seven (15 per cent) say they are not aware that the RCMP engages in these activities. Longer-term tracking suggests a steady rise in the public's familiarity with the RCMP's presence on the international stage.

Contact with the RCMP¹

Three in ten respondents (31 per cent) indicate they have had contact with the RCMP in the past year. Of those who have, one in five indicate their contact involved a traffic offence or an accident (21 per cent) or a criminal matter (19 per cent).

Of those who had had contact with the RCMP, more than eight in ten (85 per cent) agree that it was easy to get in touch with the RCMP, while similar proportions say RCMP personnel were courteous and respectful (84 per cent), treated them fairly (84 per cent), and demonstrated professionalism (83 per cent). Roughly three-quarters feel that RCMP personnel were knowledgeable and competent (78 per cent), provided all the information needed (73 per cent), and delivered the service in a timely fashion (72 per cent). However, just 56 per cent feel the RCMP went beyond minimum service requirements.

Overall, three-quarters of those who had contact with the RCMP (74 per cent) express satisfaction with their encounter.

¹ In order to remain consistent with past iterations of this survey, the figures reported in this section are unweighted.

Conclusions

Overall, attitudes towards the RCMP are generally positive and stable. The vast majority of Canadians are satisfied with the RCMP's contribution to public safety and nearly all Canadians recognize the importance of its work. The RCMP also scores well in terms of upholding its core principles, particularly professionalism and integrity. The organization consistently enjoys its highest levels of support from seniors and those with high school education.

Nevertheless, results reveal some areas for improvement. Canadians hold mixed views when it comes to issues surrounding transparency and accountability. There are some doubts as to whether the RCMP provides Canadians with sufficient information regarding its work, and Canadians are evenly split on whether the organization could be considered transparent. The RCMP also receives mixed scores in terms of the quality of its leadership, and tracking suggests a modest erosion in the public's confidence in this area.

Another area of potential concern is sensitivity. While the RCMP does quite well on the broader indicators surrounding inclusiveness and diversity, public attitudes worsen when the scope of the question is narrowed to focus on specific groups, namely Indigenous people, women, and the LGBTQ2 community. Of particular concern are the consistently poor ratings awarded by the LGBTQ2 community; on virtually every indicator, those who identify as LGBTQ2 provide significantly less favourable ratings than other Canadians.

Results also reveal that one-third of Canadians have had contact with the RCMP in the past year. A clear majority express satisfaction with the service received, and RCMP personnel score quite well across the performance indicators examined (e.g. courteousness, fairness, and professionalism).

1. Background and Methodology

1.1 BACKGROUND AND OBJECTIVES

The Organizational Priorities and Strategy Management unit of the RCMP is responsible for the development and implementation of an internal performance measurement system and for the overall results reporting to the federal government. In an evidence-based environment, the RCMP requires sound metrics from the general public to assess performance and set targets for improved performance.

The RCMP has been conducting surveys of the Canadian public since 2003 to assess public opinions on quality of service, professionalism, sensitivity, community involvement, visibility, value of partnerships, and communication.

Most of the previous editions of this survey were conducted by telephone. However, due to the challenges and costs associated with telephone surveys, and to reach a broader audience, in the 2017/18 fiscal year, the RCMP started to conduct the survey using an online/telephone methodology with the same representativeness used in the previous (telephone only) samples.

1.2 METHODOLOGY

The current research also involved conducting an online/telephone survey. A total of 2,988 Canadians were surveyed in January 2020. As in previous surveys, the sample was drawn from across Canada and was weighted more heavily toward areas policed by 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 an online research panel that has been designed by EKOS to provide statistically representative data. Our panel offers complete coverage of the Canadian population (Internet, phone, cell phone), random recruitment (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 their demographic information is 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 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 1,317 telephone interviews, and 1,671 cases were collected online. Results were weighted by region, gender, and age to ensure that the sample is representative of the Canadian population 18 years of age and older. Outlined below is the sample breakdown and margin of error (MOE) across mode and province/territory (please note the sample sizes and margins of error by province/territory are for overall results).

Margin of Error by Mode				
Province/Territory	Sample size			Margin of error (+/-, 19 times out of 20)
	Online	Phone	Total	
Overall (phone and online)	n=1,671	n=1,317	n=2,988	1.8%
Telephone only	–	n=1,317	n=1,317	2.7%

Margin of Error by Province/Territory

Margin of Error by Mode				
Province/Territory	Sample size			Margin of error (+/-, 19 times out of 20)
	Online	Phone	Total	
British Columbia	n=414	n=200	n=614	4.0%
Alberta	n=255	n=68	n=323	5.5%
Saskatchewan	n=95	n=71	n=166	7.6%
Manitoba	n=88	n=65	n=153	7.9%
Ontario	n=230	n=100	n=330	5.4%
Quebec	n=184	n=100	n=284	5.8%
New Brunswick	n=110	n=52	n=162	7.7%
Nova Scotia	n=171	n=51	n=222	6.6%
Prince Edward Island	n=35	n=50	n=85	10.6%
Newfoundland	n=83	n=50	n=133	8.5%
Yukon	-	n=176	n=176	7.4%
Northwest Territories	-	n=165	n=165	7.6%
Nunavut	-	n=169	n=169	7.5%

Response Rate

The telephone response rate for this survey was 9.8 per cent. The response rate is calculated by dividing the in-scope responding (1,772) by the total (functional) sample (18,011) – see table below.

	Total Numbers Attempted	25,538
	Invalid numbers	7,527
	Blocked	149
	Business	463
	Duplicate	17
	Invalid	6,898
U	Unresolved	11,773
	No answer	0
	Callbacks	11,773
IS	In-scope – Not responding	4,466
	Household refusal	0
	Respondent refusal	4,466
	Selected respondent not available	0
	Qualified respondent break-off	0
R	In-scope – Responding	1,772
	Language problem	349
	Quota filled	48
	Other disqualify	58
	Completed interviews	1,317

	Total (U + IS + R)	18,011
	RESPONSE RATE (R divided by Total)	9.8%

The online response rate for this survey was 10.9 per cent. The online response rate is calculated as follows: a total of 15,418 email invitations were sent out, and 113 bounced back, for a total of 15,305 valid emails. A total of 1,671 cases were completed, so dividing 1,671 by 15,305 results in a response rate of 10.9 per cent.

Note to the Reader

The current survey was conducted using what was referred to in the RCMP’s 2017/18 survey of the public as a “hybrid” methodology (online and telephone). Starting in 2018/19, this methodology was referred to as the “overall” results. Overall results are tracked to the 2017/18 survey, which also used an online and telephone methodology; however, given that previous surveys (before the 2017/18 fiscal year) were conducted solely by telephone, only telephone results are tracked for earlier years.

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)² 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)³ 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.

² 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>

³ 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>

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 (with no interviewer involved).

Please also note that most of the questions in this survey asked respondents to respond using five-point scales (e.g., where one means strongly disagree, five means strongly agree, and the midpoint, three, means neither disagree nor agree). Responses of one to two and four to five are aggregated when discussing the findings in this report.

2. Attitudes toward the RCMP

Please note that, throughout this report, overall results refer to findings from both the telephone and online interviews (n=2,988). Overall results are tracked to the 2017/18 fiscal year survey (which also used an online and telephone methodology); however, given that previous surveys (before the 2017/18 fiscal year) were conducted solely by telephone, only telephone results are tracked for earlier years. Also, please note that throughout the report any discussion of tracking is referring to telephone tracking only, unless otherwise specified.

In this section, figures are based on valid responses only (in other words, the figures are adjusted to exclude those who skipped a given question).

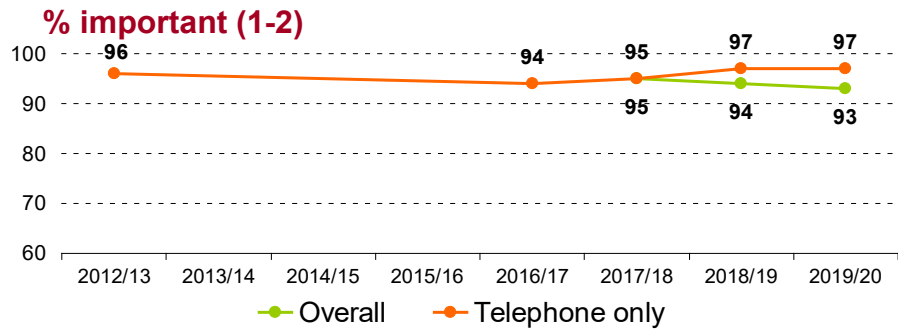
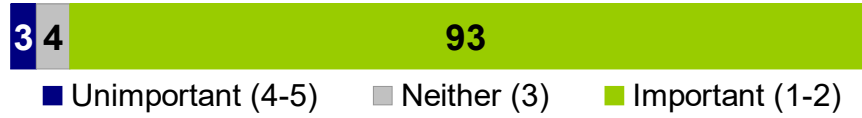
2.1 IMPORTANCE OF RCMP'S CONTRIBUTION TO PUBLIC SAFETY

Survey findings reveal that Canadians place a great deal of importance on the RCMP's contribution to public safety. Roughly nine in ten respondents (93 per cent) assign a high degree of importance to the RCMP's role in keeping Canadians safe, and just three per cent say the RCMP's efforts to ensure public safety are of little or no importance.

Tracking suggests that these results have been largely consistent over the past several years.



Overall



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BASE (overall): Canadians; most recent data point Jan. 9-27, 2020, n=2,988, MOE +/- 1.8%, 19 times out of 20
BASE (phone): Canadians; most recent data point Jan. 9-27, 2020, n=1,317, MOE +/- 2.7%, 19 times out of 20

2.2 SATISFACTION WITH RCMP'S CONTRIBUTION TO PUBLIC SAFETY

Results further reveal that seven in ten Canadians (72 per cent) are satisfied with how the RCMP fulfills its role in maintaining public safety, and only one in eight (12 per cent) are dissatisfied. One in six (16 per cent) are neither satisfied nor dissatisfied.

Tracking (overall results) reveals a five-point drop in satisfaction with the RCMP's contribution to public safety since 2018/19 (72 per cent, down from 77 per cent in 2018/19).

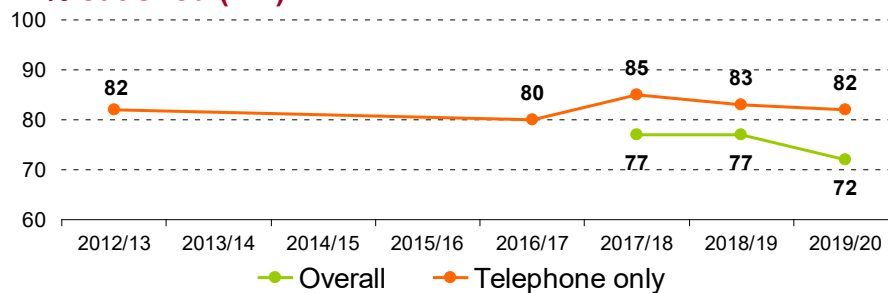
- Satisfaction rises progressively with age (from 63 per cent among those under the age of 35 to 86 per cent among those ages 65 and over).
- Satisfaction levels are higher in Atlantic Canada (83 per cent, compared to 72 per cent on average).
- Those who identify as LGBTQ2 are less likely to say they are satisfied with the RCMP's contribution to public safety (57 per cent, compared to 72 per cent on average).



Overall



% satisfied (1-2)



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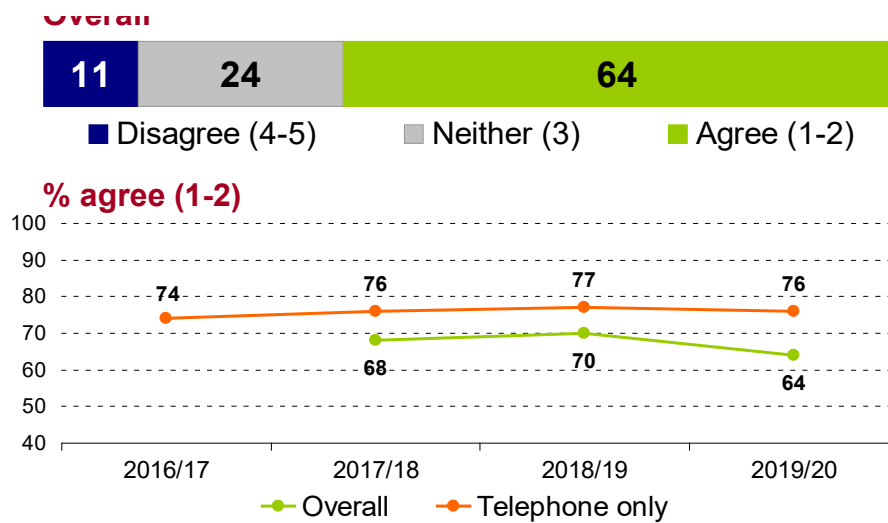
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2.3 IMPACT ON SENSE OF SAFETY

Results also reveal that the RCMP has a highly positive impact on the public's personal sense of safety. More than six in ten respondents (64 per cent) agree that they feel safer because of the RCMP, and just one in ten (11 per cent) disagree with this notion.

Tracking (overall results) reveals a six-point drop in the proportion of Canadians who say they feel safer from 2018/19 (64 per cent, down from 70 per cent in 2018/19).

- Agreement rises with age (from 58 per cent among those under the age of 35 to 74 per cent among those ages 65 and over).
- Agreement is higher among those who live in Atlantic Canada (79 per cent, compared to 64 per cent nationally).
- Agreement is noticeably lower among members of the LGBTQ2 community (45 per cent, compared to 64 per cent on average).



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2.4 CORE VALUES OF THE RCMP

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

Three-quarters (75 per cent) agree that the RCMP demonstrates professionalism in its work, while seven in ten say the RCMP operates with integrity (69 per cent). Six in ten believe the RCMP is an accountable organization (63 per cent) and that its personnel are honest (62 per cent), objective (61 per cent), respectful (61 per cent), and compassionate (60 per cent). Relatively few respondents (between 10 and 21 per cent) disagree with any of these ideas.

Tracking (overall results) reveals a seven-point drop in the proportion of Canadians who perceive RCMP personnel as honest (62 per cent, down from 69 per cent in 2018/19), as well as a six-point drop in the proportion of Canadians who perceive RCMP personnel as professional in nature (75 per cent, down from 81 per cent in 2018/19). Other results are largely on par with those found last year.⁴

- Agreement with each of these statements rises progressively with age. For instance, 56 per cent of those under the age of 35 agree that the RCMP is an accountable organization, a figure that rises to 73 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, 72 per cent described the RCMP as accountable, compared to 66 per cent of college graduates and 58 per cent of respondents with a university degree.
- Those who identify as LGBTQ2 are consistently less likely to provide a positive appraisal of the RCMP (for instance, 54 per cent say the RCMP demonstrates professionalism, compared to 75 per cent on average). Indigenous respondents are somewhat less likely to perceive the RCMP as accountable (52 per cent versus 63 per cent), honest (52 per cent versus 62 per cent), or objective (45 per cent versus 61 per cent).

⁴ The proportion of Canadians who say the RCMP treats people with respect declined by nine points over the past year; however, the question was phrased differently for the most recent survey and this shift may reflect changes in the wording rather than changes in public attitudes.

disagree, disagree, or strongly disagree:

Overall

The RCMP demonstrates professionalism in its work



The RCMP is an organization with integrity



The RCMP is an accountable organization



RCMP personnel are honest



The RCMP makes decisions based on facts



The RCMP treats people with respect



RCMP personnel demonstrate compassion



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

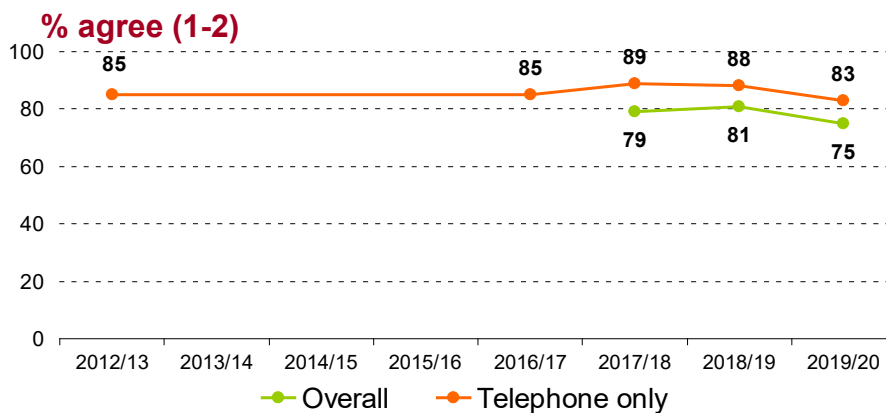
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BASE (overall): Canadians; Jan. 9-27, 2020, n=2,988, MOE +/- 1.8%, 19 times out of 20

Core values: Professionalism

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 demonstrates professionalism in its work

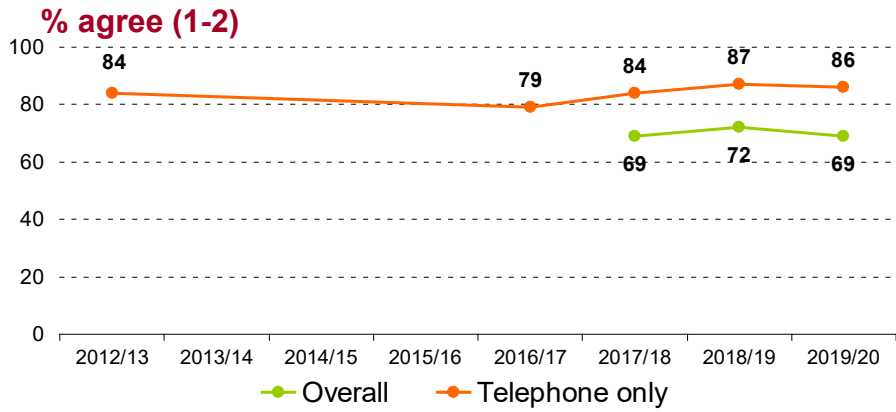


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The RCMP is an organization with integrity

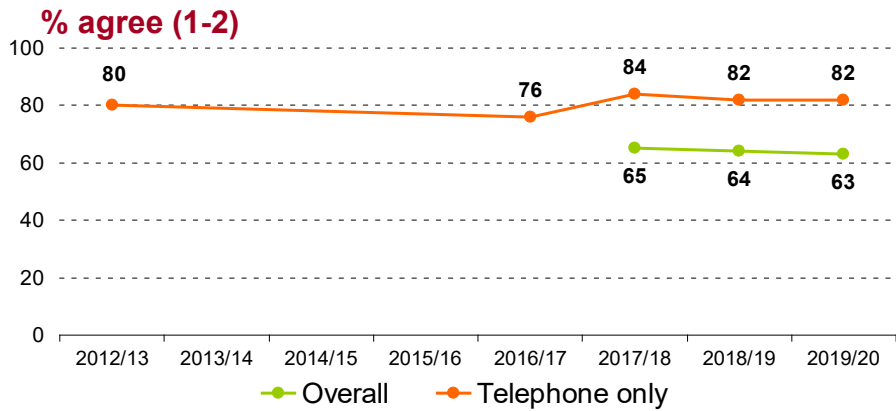


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The RCMP is an accountable organization

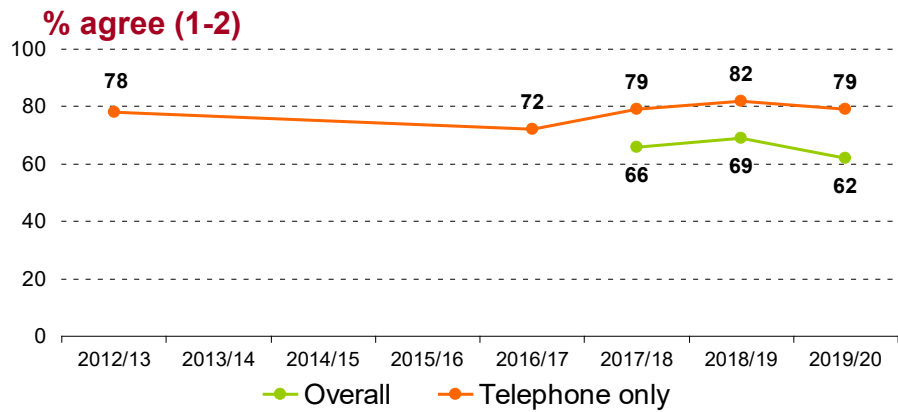


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RCMP personnel are honest



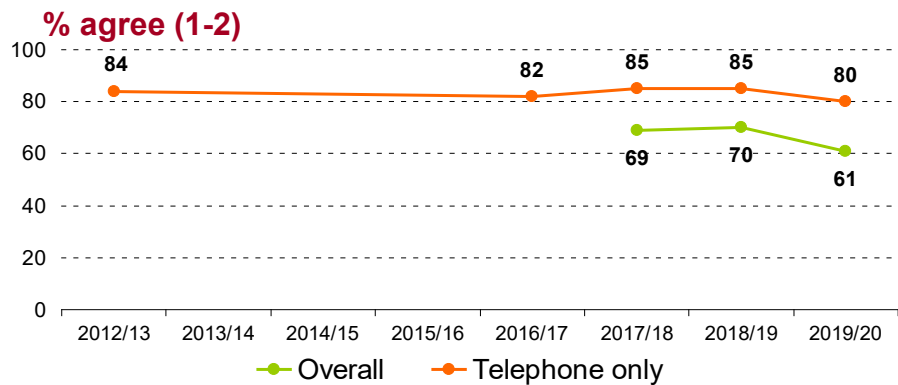
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BASE (phone): Canadians; most recent data point Jan. 9-27, 2020, n=1,317, MOE +/- 2.7%, 19 times out of 20

Core values: Respect

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 treats people with respect*



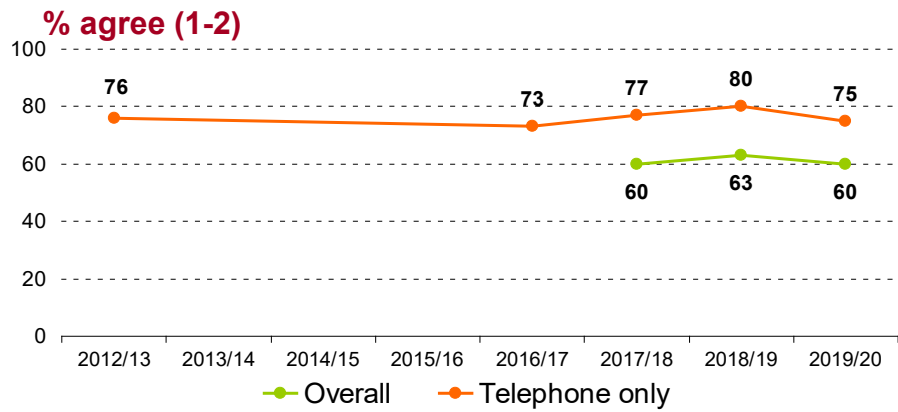
*Prior to 2019/2020, the statement read "RCMP personnel demonstrate respect"

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BASE (overall): Canadians; most recent data point Jan. 9-27, 2020, n=2,988, MOE +/- 1.8%, 19 times out of 20
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RCMP personnel demonstrate compassion



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BASE (phone): Canadians; most recent data point Jan. 9-27, 2020, n=1,317, MOE +/- 2.7%, 19 times out of 20

2.5 VIEWS OF THE RCMP (GENERAL)

Respondents were presented with five general statements about the RCMP and asked to rate the extent to which they agree or disagree with each one. Once again, results reveal positive overall impressions of the RCMP. More than nine in ten (95 per cent) agree that the RCMP is a recognized symbol of Canada. Three-quarters (74 per cent) are satisfied with the RCMP's efforts to provide services in both official languages. Seven in ten agree that the RCMP prioritizes quality service (71 per cent), and express trust and confidence in the RCMP (69 per cent). Relatively few respondents (between two and 13 per cent) disagree with these statements.

However, results suggest the public perceive gaps in the RCMP's service offerings. Just half (50 per cent) say the RCMP provides the same quality of service to all citizens, and one in three (32 per cent) disagree with this statement.

Tracking (overall results) reveals a six-point drop in the proportion of Canadians who agree that the RCMP prioritizes bilingual services (74 per cent, down from 80 per cent in 2018/19). Other findings have remained largely stable over the past year.

- Belief that the RCMP places emphasis on providing quality service rises with age (from 62 per cent among those under the age of 35 to 84 per cent among those ages 65 and over). Similarly, the likelihood of expressing trust and confidence in the RCMP also rises with age (from 62 per cent among those under 35 years of age to 79 per cent among those 65 and over). Those aged 65 and over are also more likely to agree the RCMP offers consistent service to all citizens (57 per cent, compared to 46 per cent among those under the age of 35).
- Those with a high school level education are more likely to agree with most of these statements. For example, 66 per cent say the RCMP is consistent in the quality of service it provides, compared to 49 per cent of college graduates and 44 per cent of those who hold university degrees.
- Those in the LGBTQ2 community express significantly less favourable views across the board (for example, just 28 per cent say the RCMP offers consistent service, compared to 50 per cent on average). Indigenous respondents also provided less favourable feedback when it came to the RCMP's status as a national symbol (84 per cent agree, compared to 95 per cent on average), the RCMP's quality of service (56 per cent versus 71 per cent), and the trust they place in the RCMP (54 per cent versus 69 per cent).

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

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



The RCMP provides the same quality of service to all citizens



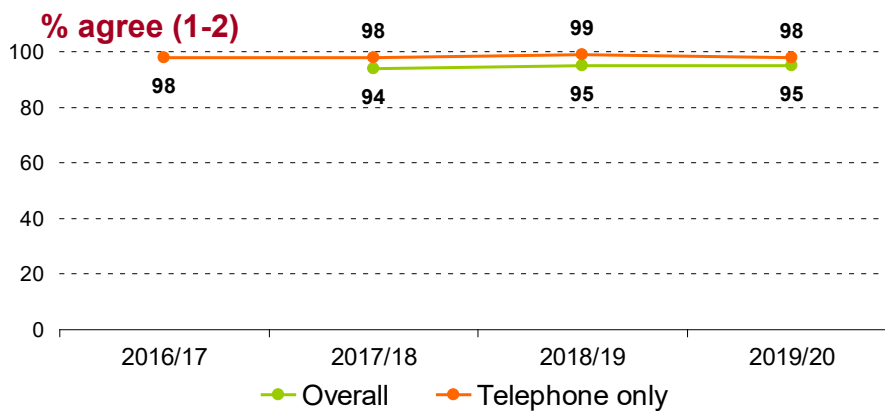
■ Disagree (4-5) ■ Neither (3) ■ Agree (1-2)

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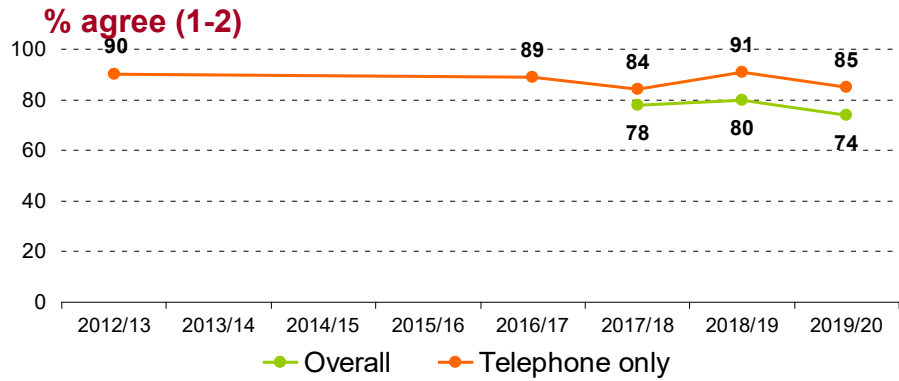
The RCMP is a recognized symbol of Canada



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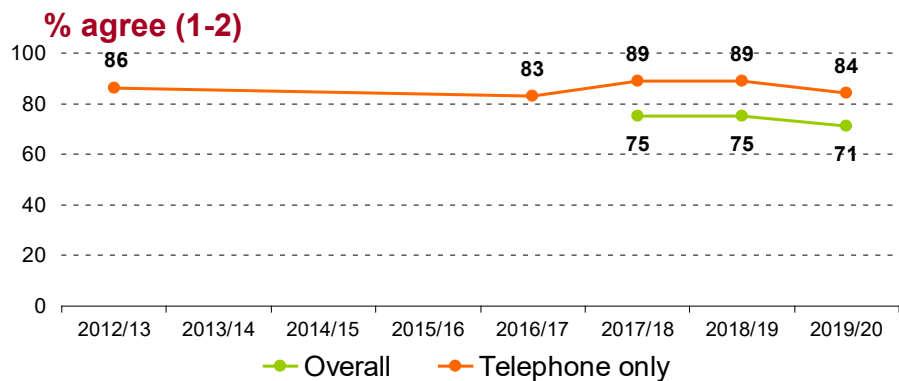
BASE (overall): Canadians; most recent data point Jan. 9-27, 2020, n=2,988, MOE +/- 1.8%, 19 times out of 20
BASE (phone): Canadians; most recent data point Jan. 9-27, 2020, n=1,317, MOE +/- 2.7%, 19 times out of 20

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



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BASE (phone): Canadians; most recent data point Jan. 9-27, 2020, n=1,317, MOE +/- 2.7%, 19 times out of 20

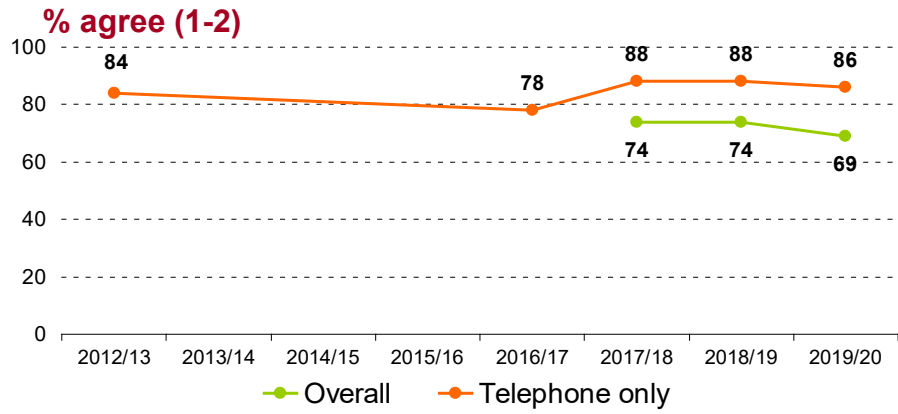
The RCMP places an emphasis on providing quality service to the public



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BASE (phone): Canadians; most recent data point Jan. 9-27, 2020, n=1,317, MOE +/- 2.7%, 19 times out of 20



I have trust and confidence in the RCMP



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BASE (phone): Canadians; most recent data point Jan. 9-27, 2020, n=1,317, 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. Respondents also made little distinction between the different levels of leadership; 51 per cent rate the RCMP's national leaders as effective (compared to 20 per cent who disagree), and slightly fewer (45 per cent) offer a positive appraisal of its local leaders (versus 13 per cent who disagree).

Tracking (overall) suggests that trust in the RCMP's has eroded somewhat over the past year. The proportion of Canadians who say they trust the RCMP's national leaders is down six points from 2018/19, while trust in its local leadership is down nine points.

- Those ages 65 and over are more likely to express confidence in both the RCMP's national leaders (65 per cent, compared to 51 per cent on average) and its local leaders (60 per cent versus 44 per cent).
- Those with a high school education are more likely to assign favourable ratings to RCMP's leadership at both the national level (65 per cent, compared to 51 per cent on average) and the local level (63 per cent versus 45 per cent).
- Residents of Atlantic Canada express a higher degree of confidence in the RCMP's local leadership (64 per cent versus 45 per cent).

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

The RCMP has effective *NATIONAL* leaders



The RCMP has effective *LOCAL* leaders



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

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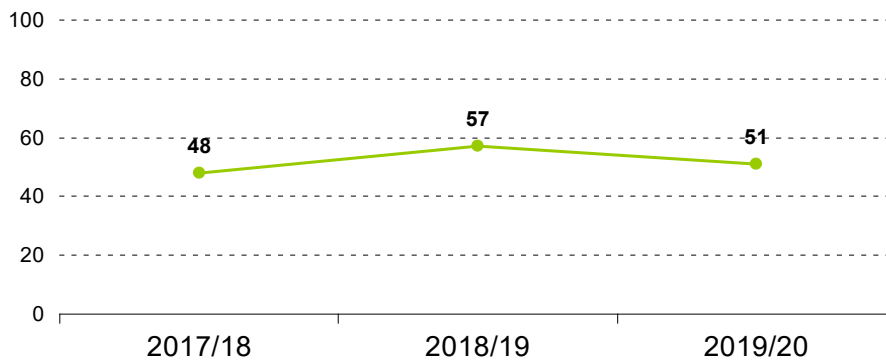
BASE (overall): Canadians; Jan. 9-27, 2020, n=2,988, MOE +/- 1.8%, 19 times out of 20

Leadership: Effectiveness of national leaders

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 NATIONAL leaders

% agree (1-2) – overall



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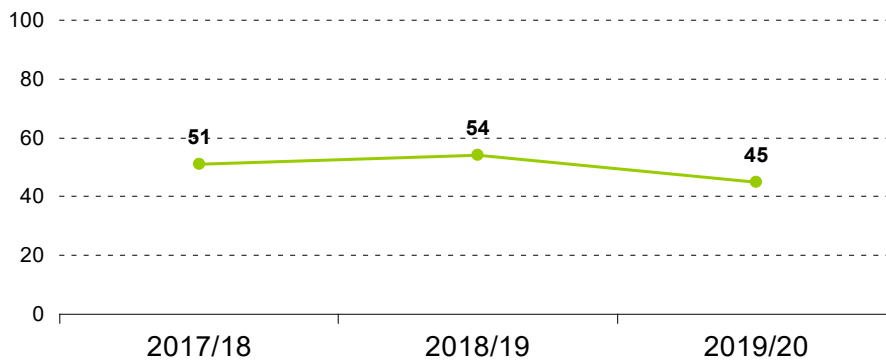
BASE (overall): Canadians; most recent data point Jan. 9-27, 2020, n=2,988, MOE +/- 1.8%, 19 times out of 20

Leadership: Effectiveness of local leaders

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 LOCAL leaders

% agree (1-2) – overall



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2.7 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 (46 per cent) agree that the RCMP is a forward-looking and innovative organisation, (compared to one in four – 24 per cent – who disagree), while a similar proportion (44 per cent) are satisfied with the level of information that the RCMP provides about its work (compared to one-third – 33 per cent – who express dissatisfaction in this area). Respondents are sharply divided on whether the RCMP could be considered an open and transparent organization – 36 per cent agree with this assessment, while virtually the same proportion (38 per cent) disagree (although it is possible that Canadians may see the RCMP as appropriately not transparent, given the type of information they hold – e.g., criminal records, witness addresses, information before the courts, investigative techniques, etc.).

Tracking reveals that these results are largely unchanged from last year.

- Those ages 65 and over are more apt to agree that the RCMP is a forward-looking, open organization (59 per cent, compared to 46 per cent on average).
- The likelihood of expressing favourable views of the RCMP in terms of its transparency declines with educational attainment. For example, 51 per cent of high school educated respondents deem the RCMP an open and transparent organization, a figure that declines to just 28 per cent among university graduates.
- Regionally, those who reside in Atlantic Canada are more likely to say that the RCMP is a forward-looking, innovative organization (56 per cent, compared to 46 per cent on average).
- Those in the LGBTQ2 community consistently gave the RCMP poorer marks on issues related to transparency. For example, 23 per cent believe the RCMP to be open and transparent, compared to 36 per cent on average.

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

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

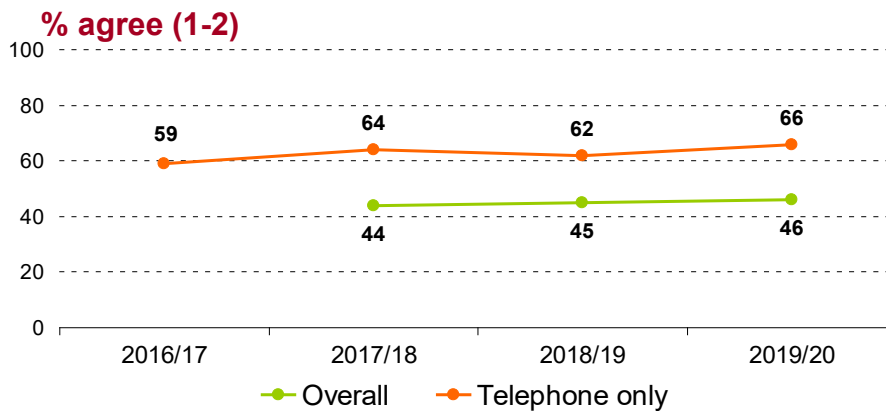


■ Disagree (4-5) ■ Neither (3) ■ Agree (1-2)

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BASE (overall): Canadians; Jan. 9-27, 2020, n=2,988, MOE +/- 1.8%, 19 times out of 20

The RCMP is a forward-looking, innovative organization

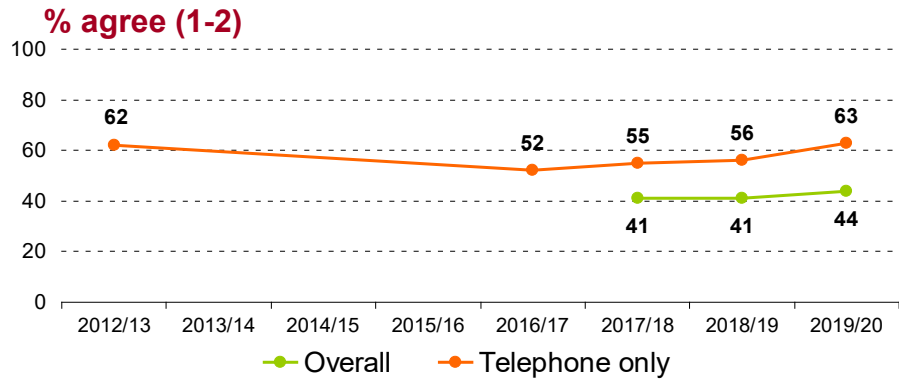


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BASE (phone): Canadians; most recent data point Jan. 9-27, 2020, n=1,317, MOE +/- 2.7%, 19 times out of 20



The RCMP provides Canadians with adequate information about its work

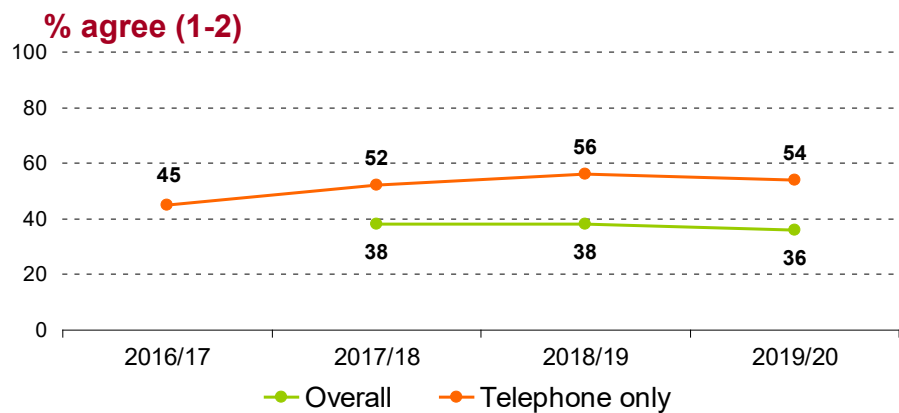


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The RCMP is an open and transparent organization



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BASE (phone): Canadians; most recent data point Jan. 9-27, 2020, n=1,317, MOE +/- 2.7%, 19 times out of 20

2.8 VIEWS OF THE RCMP (SENSITIVITY)

The RCMP scores moderately well on broader indicators related to sensitivity. More than half of respondents believe that the RCMP is representative of the diverse communities it serves (56 per cent, compared to 22 per cent who disagree) and that it is sensitive to the needs of Canada's various cultures and groups (52 per cent versus 23 per cent).

When the scope of the questions is narrowed to focus on specific groups, however, the RCMP elicits less favourable reviews. Fewer than half of respondents agree that the RCMP treats women fairly (47 per cent, compared to 31 per cent who disagree), that it is respectful to the cultural needs of Indigenous people (45 per cent versus 33 per cent), or that it is sensitive to the needs of the LGBTQ2 community (43 per cent versus 22 per cent, while the remaining 35 per cent neither agree nor disagree, suggesting a fair degree of uncertainty on the matter).

Tracking (overall results) reveals a six-point decrease in agreement over the past year that the RCMP is sensitive to varying cultural needs.

- When it comes to the broader indicators of sensitivity, the likelihood of offering a positive appraisal of the RCMP rises with age. For example, 46 per cent of those under the age of 35 believe the RCMP is sensitive to the needs of different cultures and groups, compared to 58 per cent of those ages 65 and over.
- Agreement with these statements consistently declines with educational attainment. For example, 67 per cent of high school graduates feel the RCMP is sensitive to varying cultural needs, compared to 45 per cent of university graduates.
- LGBTQ2 respondents are significantly less likely to agree with these statements. Of particular note, just 22 per cent agree that the RCMP is sensitive to the needs of the LGBTQ2 community, compared to 43 per cent on average.
- Interestingly, when compared to other Canadians, Indigenous respondents are more likely to indicate that they neither agree nor disagree that the RCMP is respectful of Indigenous cultural needs.

disagree, disagree, or strongly disagree:

Overall

The RCMP is representative of the diverse Canadian communities it serves



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



The RCMP treats women fairly



The RCMP is respectful to the cultural needs of Indigenous people



The RCMP is sensitive to the needs of the LGBTQ2 community



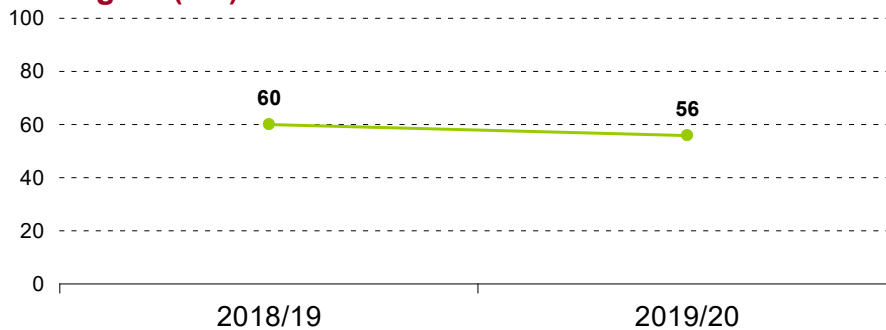
■ Disagree (4-5) ■ Neither (3) ■ Agree (1-2)

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BASE (overall): Canadians; Jan. 9-27, 2020, n=2,988, MOE +/- 1.8%, 19 times out of 20

The RCMP is representative of the diverse Canadian communities it serves

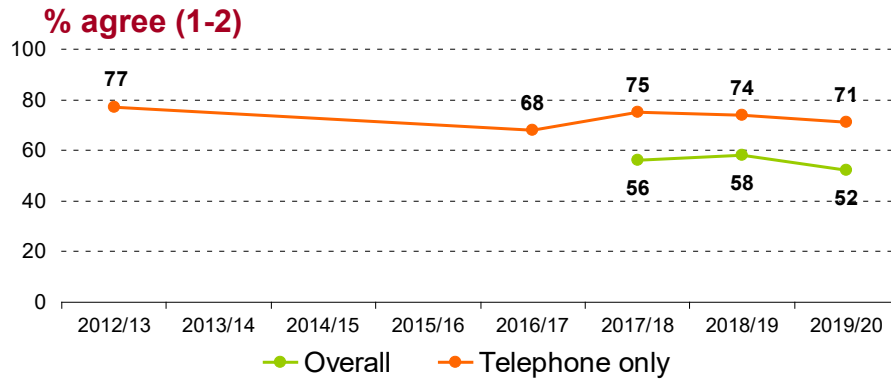
% agree (1-2) – overall



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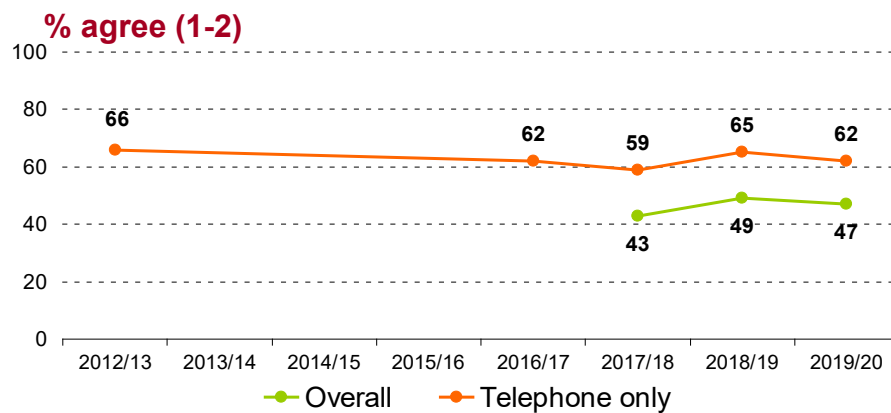
BASE (overall): Canadians; most recent data point Jan. 9-27, 2020, n=2,988, MOE +/- 1.8%, 19 times out of 20

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



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BASE (phone): Canadians; most recent data point Jan. 9-27, 2020, n=1,317, MOE +/- 2.7%, 19 times out of 20

The RCMP treats women fairly

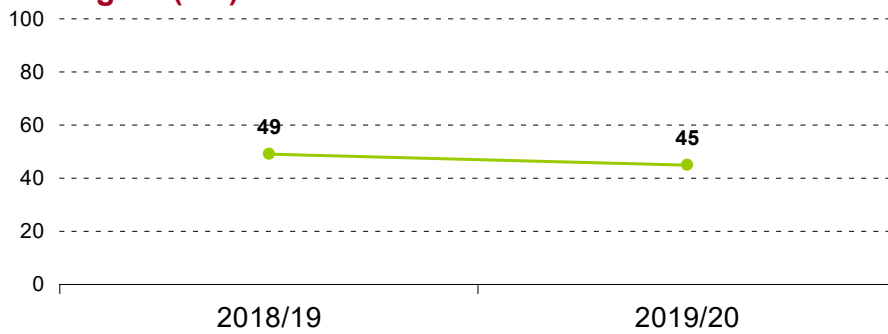


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BASE (phone): Canadians; most recent data point Jan. 9-27, 2020, n=1,317, MOE +/- 2.7%, 19 times out of 20



The RCMP is respectful to the cultural needs of Indigenous people

% agree (1-2) – overall

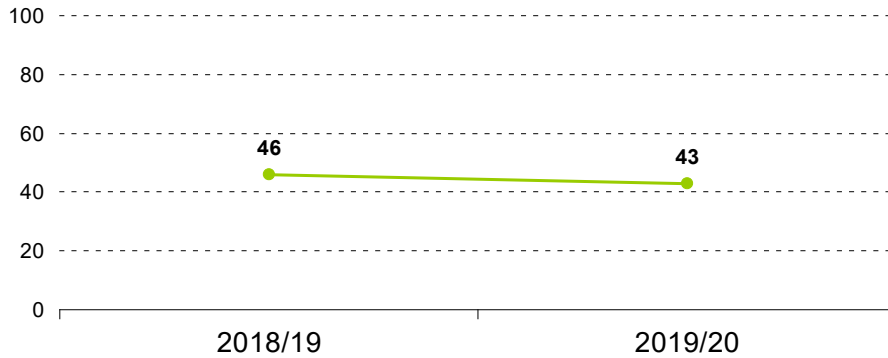


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The RCMP is sensitive to the needs of the LGBTQ2 community

% agree (1-2) – overall



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2.9 VIEWS OF THE RCMP (RELATIONSHIP WITH RCMP)

Results suggest that the RCMP maintains a widely positive relationship with the public. The vast majority of respondents (87 per cent) say they would help the RCMP if asked, while eight in ten (79 per cent) believe they have a moral obligation to follow police orders. Seven in ten (72 per cent) say they generally support the RCMP's actions. Roughly six in ten agree that the RCMP is dealing with things that matter to their community (58 per cent) and would encourage friends and family to consider the RCMP as a career path (56 per cent).

- Women are more apt to express a sense of duty when it comes to following police orders (85 per cent, compared to 74 per cent of men).
- Agreement with these statements is positively correlated with age. For example, 67 per cent of those under the age of 35 feel morally bound to follow police orders, a figure that rises to 91 per cent among those ages 65 and over.
- High school graduates are more likely to agree that the RCMP deals with matters that are important to their community (67 per cent, compared to 58 per cent on average). The likelihood of encouraging friends and family to apply to the RCMP declines with educational attainment (from 63 per cent among high school graduates to 51 per cent among those with university degrees).
- Atlantic Canadians are more likely to say they are generally supportive of how the RCMP conducts itself (82 per cent, compared to 72 per cent on average) and that they believe the RCMP addresses issues that are important to their community (71 per cent versus 58 per cent).
- Members of Canada's LGBTQ2 and Indigenous communities consistently express a dimmer view of their relationship with the RCMP (for example, just 56 per cent of LGBTQ2 respondents and 64 per cent of Indigenous respondents convey a sense of obligation to follow police orders, compared to 79 per cent on average). Those who identify as visible minorities are less apt to say the RCMP focuses on matters that directly impact their communities (46 per cent, compared to 58 per cent on average).



disagree, disagree, or strongly disagree:

Overall

I would help the RCMP if asked



I feel a moral duty to follow police orders



I generally support how the RCMP usually acts



The RCMP is dealing with the things that matter to people in this community



I would encourage friends and family members to apply to the RCMP



■ Disagree (4-5)

■ Neither (3)

■ Agree (1-2)

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2.10 VIEWS OF THE RCMP (VISIBILITY)

Outside of Ontario and Quebec, where residents deal primarily with their province's respective police forces rather than the RCMP, respondents rate the RCMP quite favourably in terms of visibility. Overall, half (49 per cent) agree that RCMP personnel have a visible presence in their community; however, this figure jumps to 77 per cent outside of Central Canada. A similar overall proportion (48 per cent) agree that the RCMP maintains an active presence on social media but, again, this figure is diluted by the comparatively lower levels of agreement from Central Canada.

Tracking reveals that these results have remained relatively stable over the past few years.

- High school graduates are more likely to agree that the RCMP is visibly present both in their community (59 per cent, compared to 49 per cent on average) and online (57 per cent versus 48 per cent).
- Regionally, the proportion of Canadians who agree that the RCMP is visible in their community is much higher in Atlantic Canada (78 per cent), British Columbia (77 per cent), and the Prairies (75 per cent) when compared to Central Canada (31 per cent). Similarly, belief that the RCMP is present on social media is higher in Atlantic Canada (62 per cent), the Prairies (57 per cent), and British Columbia (55 per cent) when compared to Ontario and Quebec (43 per cent).

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

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.



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

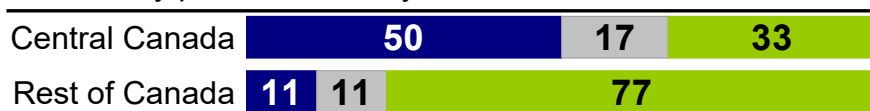
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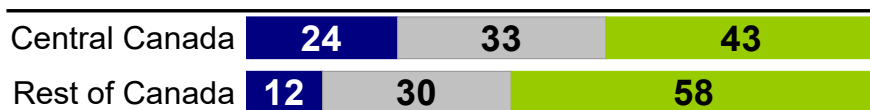
agree, neither agree nor disagree, disagree, or strongly disagree.

Overall

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.



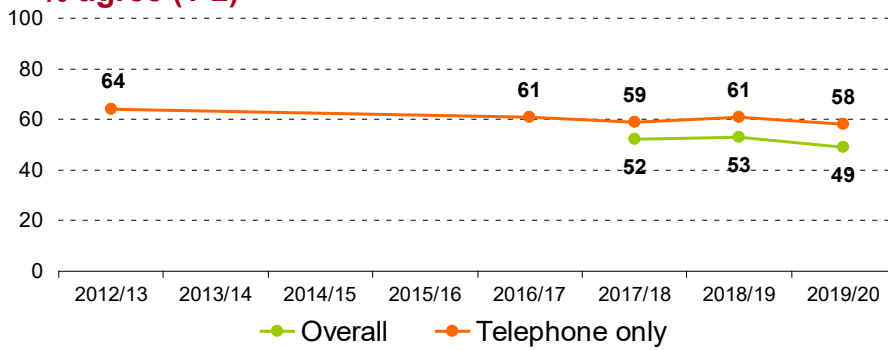
■ Disagree (4-5) ■ Neither (3) ■ Agree (1-2)

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BASE (overall): Canadians; Jan. 9-27, 2020, n=2,988, MOE +/- 1.8%, 19 times out of 20

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

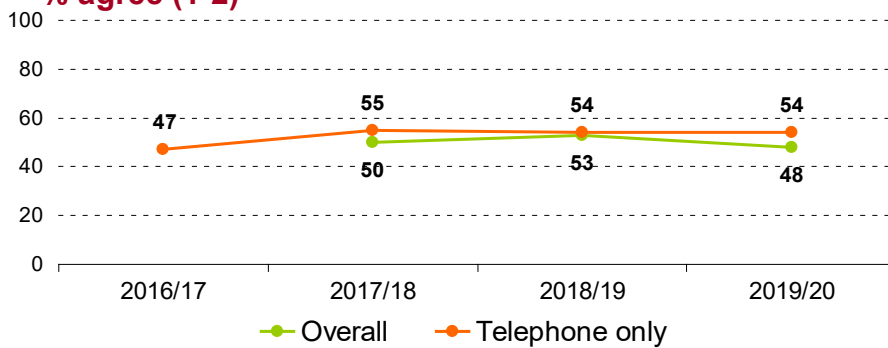
% agree (1-2)



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BASE (phone): Canadians; most recent data point Jan. 9-27, 2020, n=1,317, MOE +/- 2.7%, 19 times out of 20

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

% agree (1-2)



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BASE (phone): Canadians; most recent data point Jan. 9-27, 2020, n=1,317, 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 in this area. About six in ten agree that the RCMP keeps up with current and emerging threats (63 per cent) and that it is quick to respond to calls for assistance (58 per cent). Fewer than one in five disagree with either of these statements.

Tracking reveals that results have largely remained stable over the past few years.⁵

- Those aged 65 and over are more apt to agree that the RCMP keeps itself informed of emerging threats (75 per cent, compared to 63 per cent on average) and that the RCMP responds to calls for assistance quickly (72 per cent versus 58 per cent).
- Agreement with both statements declines with educational attainment. For instance, 72 per cent of respondents with a high school level education believe the RCMP keeps abreast of current risks to public safety, compared to 58 per cent of university graduates.
- Atlantic Canadians are more likely to say the RCMP responds to calls quickly (67 per cent, compared to 58 per cent on average).
- Those in the LGBTQ2 community rate the RCMP more poorly along both measures; 43 per cent say the RCMP is keeping up with evolving trends and threats (compared to 63 per cent on average) and 47 per cent believe the organization responds to calls in a timely manner (versus 58 per cent). Indigenous respondents are less likely to express positive views on the RCMP's response time (48 per cent, compared to 58 per cent on average), while visible minorities are less apt to agree that the RCMP stays on top of risks to public safety (51 per cent versus 63 per cent).

⁵ The proportion of Canadians who believe that the RCMP is effective at responding quickly to calls for assistance declined by eight points over the past year; however, the question was phrased differently for the most recent survey and this shift may reflect changes in the wording rather than changes in public attitudes.

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

The RCMP is keeping up with current and emerging trends and threats



The RCMP is effective at responding quickly to calls for assistance

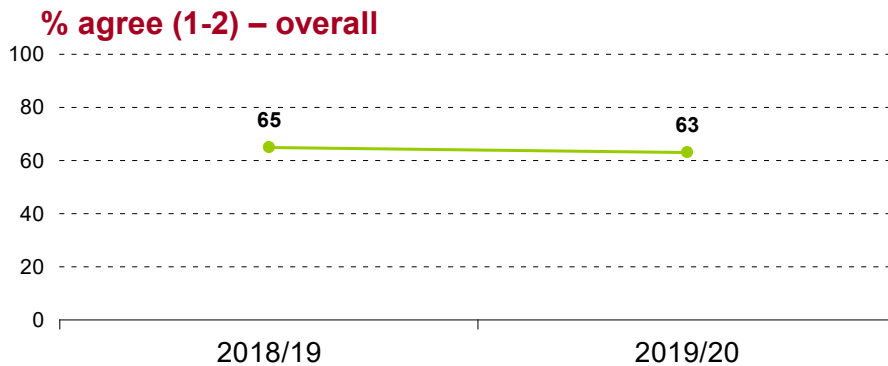


■ Disagree (4-5) ■ Neither (3) ■ Agree (1-2)

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The RCMP is keeping up with current and emerging trends and threats

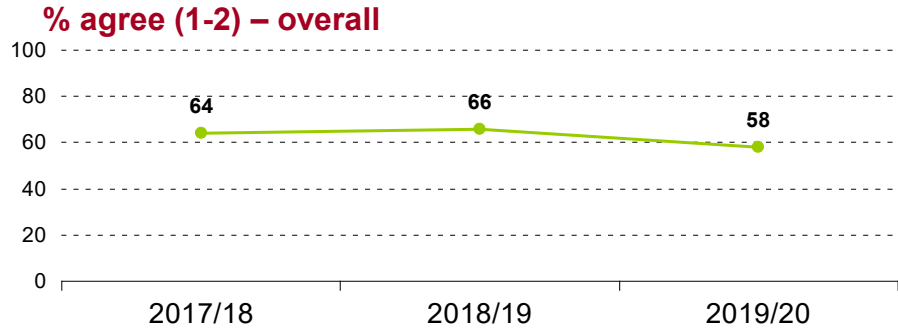


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BASE (overall): Canadians; most recent data point Jan. 9-27, 2020, n=2,988, MOE +/- 1.8%, 19 times out of 20



The RCMP is effective at responding quickly to calls for assistance



**Prior to 2019/2020, the statement read “The RCMP provides an efficient and effective coordinated response to calls for service”*

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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 some areas, particularly when it comes to how the RCMP handles Indigenous matters. Three-quarters (76 per cent) express confidence in the RCMP's ability to respond to national security threats effectively. About seven in ten agree the RCMP effectively handles threats to passenger aircraft (69 per cent), diminishes the threat of organized crime (69 per cent), and resolves crimes where violence is involved (67 per cent), while slightly fewer (65 per cent) believe the RCMP provides an adequate response to border threats. About six in ten believe the RCMP is effective in countering radicalization to violence (62 per cent), mitigating the impact of serious crime (62 per cent), reducing the distribution of illegal drugs (61 per cent), responding to cybercrime threats (60 per cent), and addressing youth crime (57 per cent). Slightly fewer agree that the RCMP is successfully lessening the impact of economic crime (55 per cent) and improving traffic safety (55 per cent).

However, just half of respondents are satisfied with the RCMP's contribution to making Canadians more informed and resilient (50 per cent), its attempts to combat online scams (49 per cent), and its efforts in fostering safer Indigenous communities (47 per cent). Only four in ten (43 per cent) say the RCMP is advancing reconciliation with Canada's Indigenous peoples.

Overall results have largely remained stable over the past few years.⁶

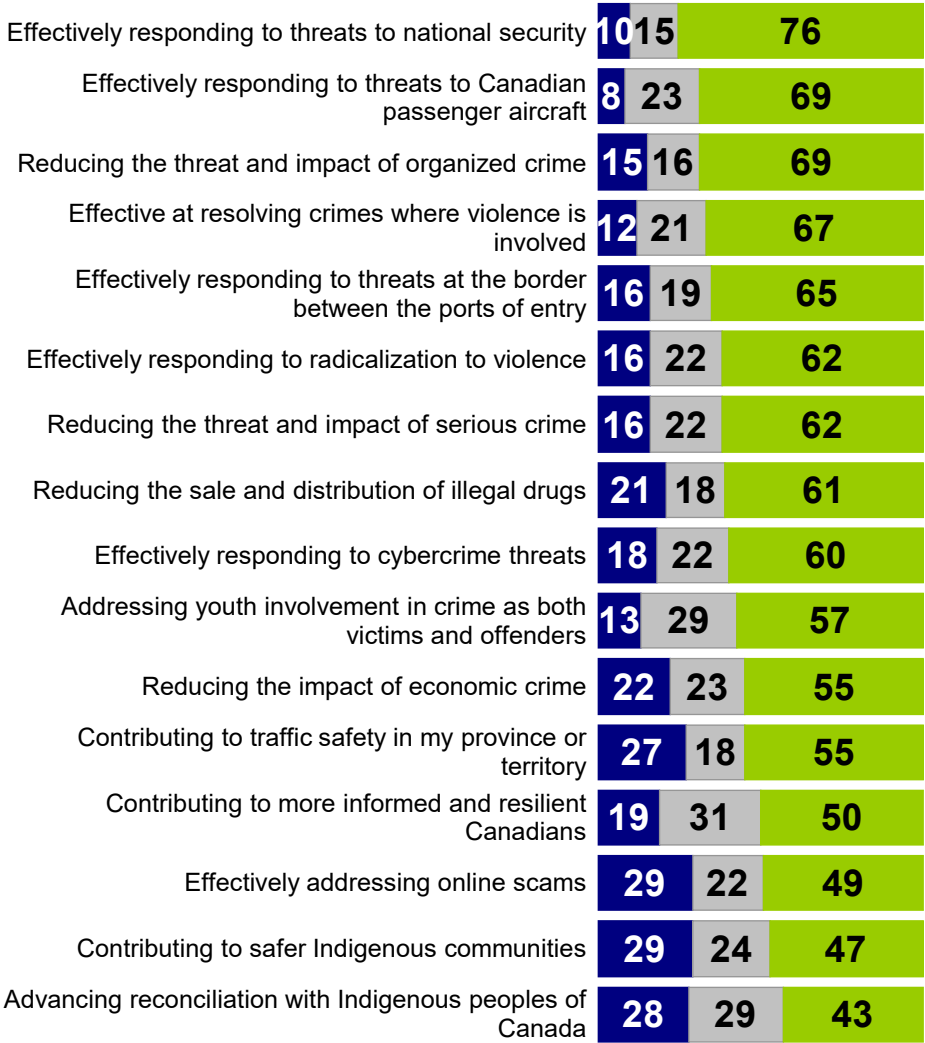
- Compared to men, women convey a greater sense of confidence in the RCMP on most of the indicators tested, particularly when it comes to border security (73 per cent, compared to 58 per cent of men), combating cybercrime (68 per cent versus 53 per cent), and addressing online scams (56 per cent versus 43 per cent).
- Those aged 65 and over are consistently more likely to express a positive opinion of the impact of the RCMP's services. For example, 59 per cent agree that the RCMP is effective in safeguarding Indigenous communities, compared to 47 per cent on average.
- On most of the indicators tested, those with a high school education are more likely to provide a positive assessment of the RCMP. For example, 65 per cent agree that the RCMP contributes to safer Indigenous communities, compared to 47 per cent on average.
- Regionally, British Columbia residents convey a less favourable outlook on most of the items tested (for instance, 64 per cent believe the RCMP adequately responds to national security threats, compared to 76 per cent on average).

⁶ The proportion of Canadians who say that the RCMP has been successful in combating economic crime declined by five points over the past year; however, the question was phrased differently for the most recent survey and this shift may reflect changes in the wording rather than changes in public attitudes.

- Members of the LGBTQ2 community and, to a lesser extent, those who identify as Indigenous are consistently less likely to agree with these statements. For instance, just 23 per cent of LGBTQ2 respondents and 40 per cent of Indigenous respondents believe the organization is contributing to safer Indigenous communities, compared to 47 per cent on average.



Overall



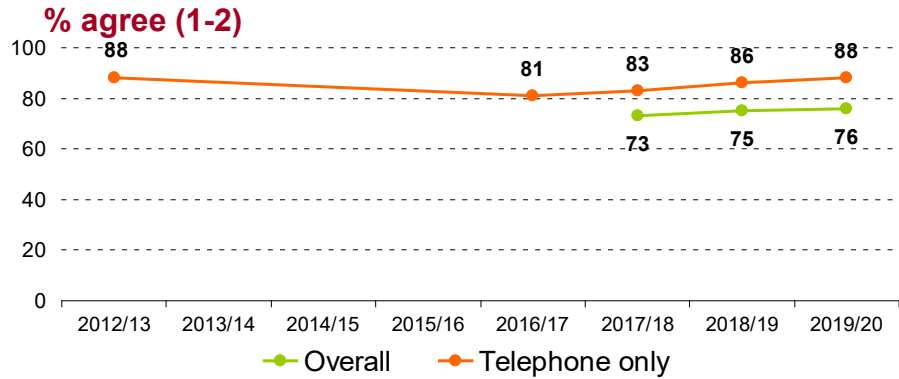
■ Disagree (4-5) ■ Neither (3) ■ Agree (1-2)

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BASE (overall): Canadians; Jan. 9-27, 2020, n=2,988, MOE +/- 1.8%, 19 times out of 20



The RCMP is effectively responding to threats to national security



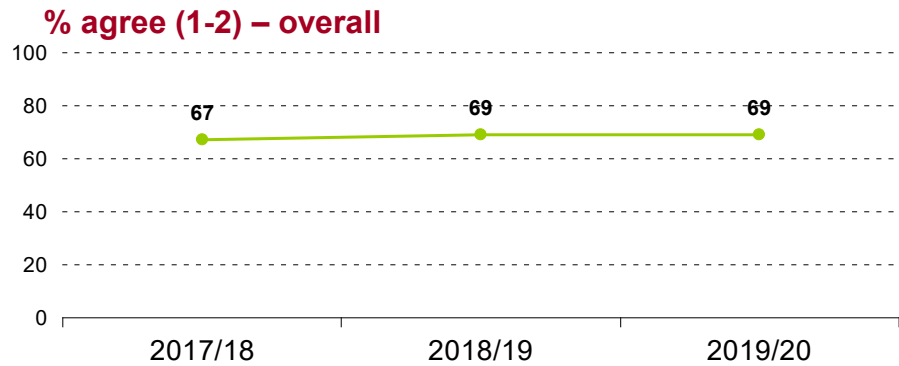
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BASE (overall): Canadians; most recent data point Jan. 9-27, 2020, n=2,988, MOE +/- 1.8%, 19 times out of 20
BASE (phone): Canadians; most recent data point Jan. 9-27, 2020, n=1,317, MOE +/- 2.7%, 19 times out of 20

Impact: Threats to passenger aircraft

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:

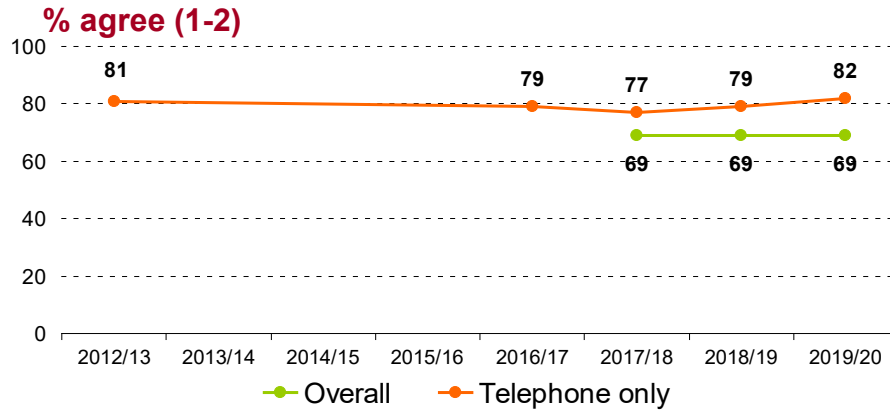
The RCMP is effectively responding to threats to Canadian passenger aircraft



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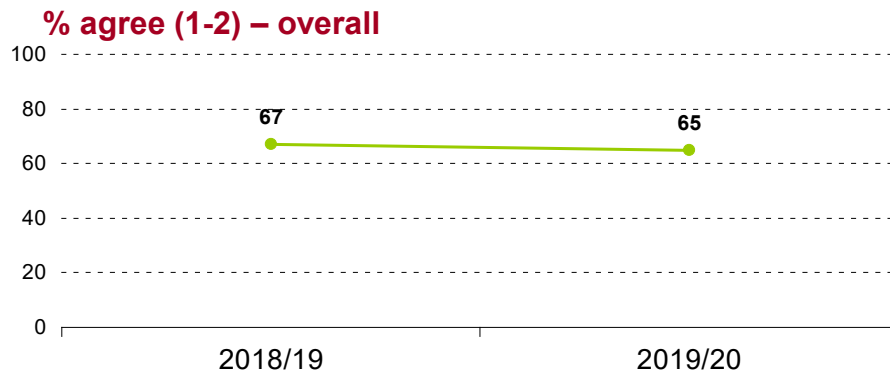
BASE (overall): Canadians; most recent data point Jan. 9-27, 2020, n=2,988, MOE +/- 1.8%, 19 times out of 20

Reducing the threat and impact of organized crime



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BASE (phone): Canadians; most recent data point Jan. 9-27, 2020, n=1,317, MOE +/- 2.7%, 19 times out of 20

The RCMP is effectively responding to threats at the border between the ports of entry

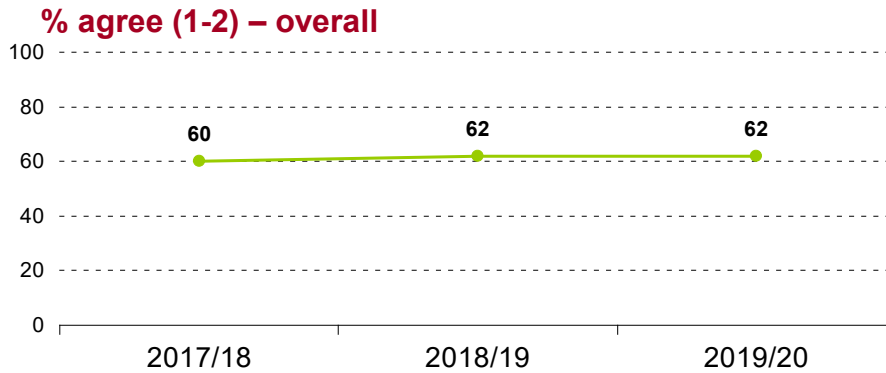


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BASE (overall): Canadians; most recent data point Jan. 9-27, 2020, n=2,988, MOE +/- 1.8%, 19 times out of 20

Impact: Radicalization

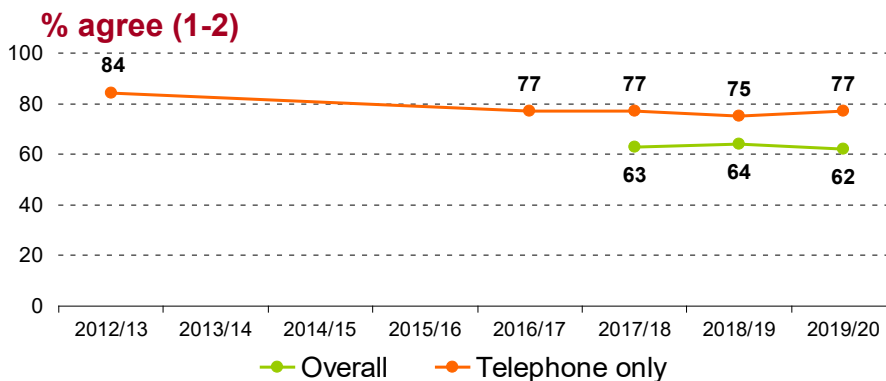
Q. For each of the following statements about the RCMP's performance, please indicate whether you strongly agree, agree, neither agree nor disagree, disagree, or strongly disagree:

The RCMP is effectively responding by countering radicalization to violence



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



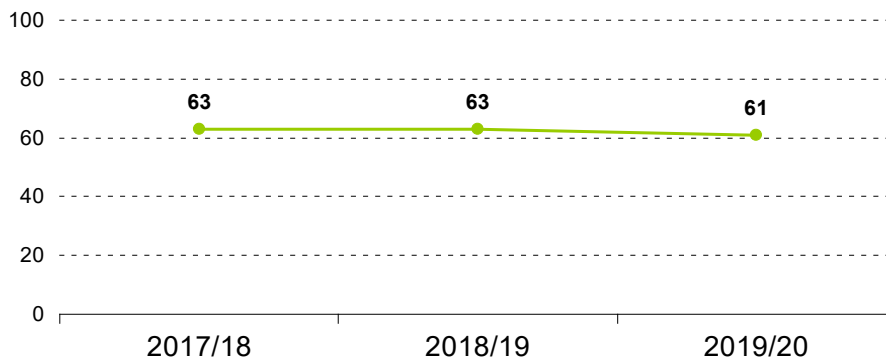
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BASE (phone): Canadians; most recent data point Jan. 9-27, 2020, n=1,317, MOE +/- 2.7%, 19 times out of 20

Impact: Sale and distribution of illegal drugs

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 reducing the sale and distribution of illegal drugs

% agree (1-2) – overall



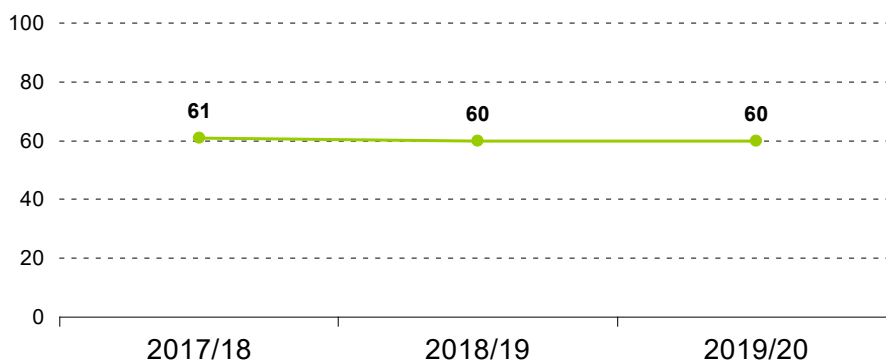
Copyright 2020
No reproduction without permission **BASE (overall):** Canadians; most recent data point Jan. 9-27, 2020, n=2,988, MOE +/- 1.8%, 19 times out of 20

Impact: Cybercrime threats

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:

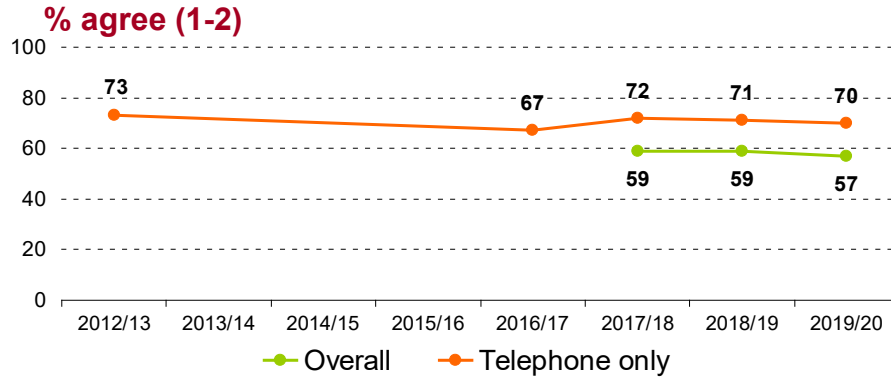
The RCMP is effectively responding to cybercrime threats

% agree (1-2) – overall



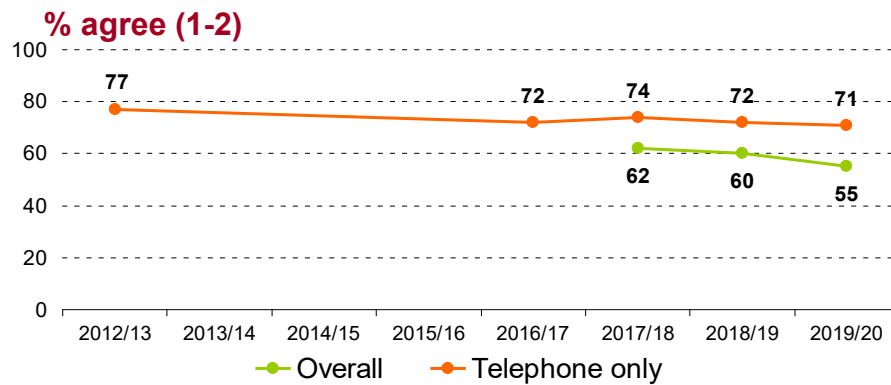
Copyright 2020
No reproduction without permission **BASE (overall):** Canadians; most recent data point Jan. 9-27, 2020, n=2,988, MOE +/- 1.8%, 19 times out of 20

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



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BASE (phone): Canadians; most recent data point Jan. 9-27, 2020, n=1,317, MOE +/- 2.7%, 19 times out of 20

The RCMP is reducing the impact of economic crime*



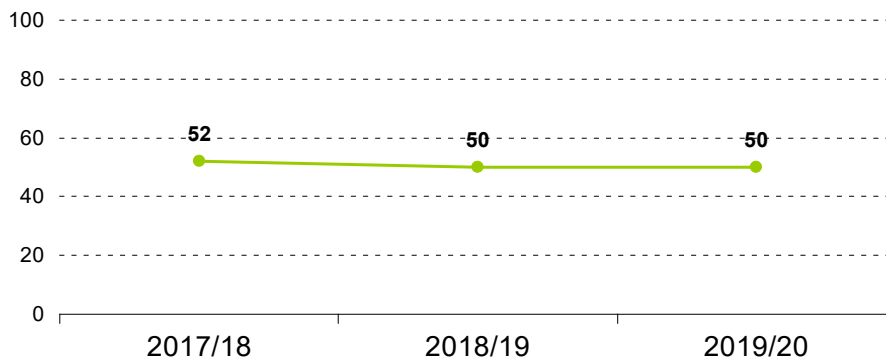
*Prior to 2019/2020, respondents were prompted with specific examples of economic crime
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BASE (overall): Canadians; most recent data point Jan. 9-27, 2020, n=2,988, MOE +/- 1.8%, 19 times out of 20
BASE (phone): Canadians; most recent data point Jan. 9-27, 2020, n=1,317, MOE +/- 2.7%, 19 times out of 20

Impact: Resilience of Canadians

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:

Is contributing to more informed and resilient Canadians

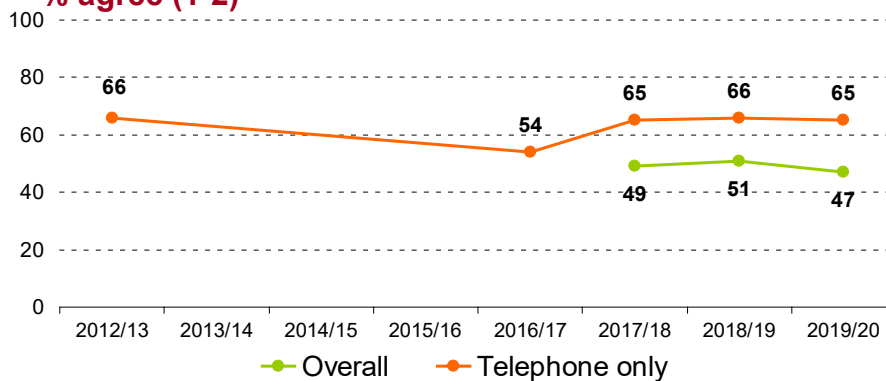
% agree (1-2) – overall



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The RCMP is contributing to safer Indigenous communities

% agree (1-2)



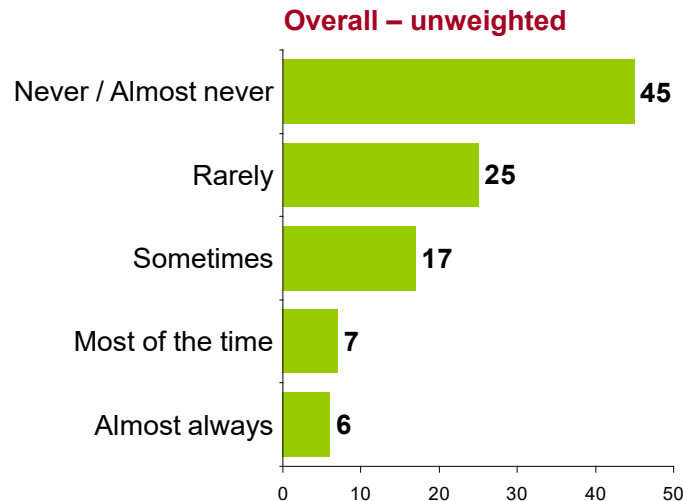
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BASE (phone): Canadians; most recent data point Jan. 9-27, 2020, n=1,317, MOE +/- 2.7%, 19 times out of 20

2.13 INCIDENCE OF THE RCMP EXCEEDING THEIR AUTHORITY

Results reveal that most Canadians believe the RCMP generally acts within their authority, although a significant minority believe the organization exceeds their authority at times. Seven in ten (70 per cent) say the RCMP seldom exceeds its authority (including 45 per cent who say 'never' or 'almost never'). One in six (17 per cent), however, feel the RCMP sometimes oversteps its boundaries, and one in eight (13 per cent) believe the RCMP often or always oversteps its authority.

- Those who identify as LGBTQ2, Indigenous, having a disability, or visible minorities are all more likely to claim that the RCMP regularly exceeds their authority (29 per cent, 26 per cent, 23 per cent, and 21 per cent, respectively, compared to 13 per cent on average).

Q. About how often would you say that the RCMP in your neighbourhood exceeds their authority?



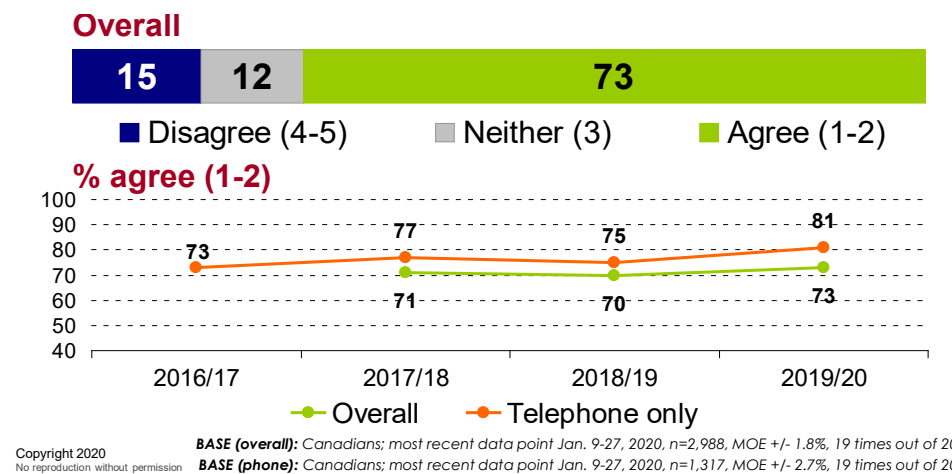
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BASE (overall): Canadians; Jan. 9-27, 2020, n=2,988, MOE +/- 1.8%, 19 times out of 20

2.14 AWARENESS OF RCMP'S INTERNATIONAL ACTIVITIES

Results suggest broad awareness of the RCMP's international undertakings. Three-quarters (73 per cent) say they are aware that the RCMP participates in activities such as peacekeeping and training foreign police, and only one in seven (15 per cent) say they are not aware that the RCMP engages in these activities. Longer-term tracking suggests a steady rise in the public's familiarity with the RCMP's presence on the international stage.

- Awareness of the RCMP's international engagements rises progressively with age (from 61 per cent among those under the age of 35 to 84 per cent of those ages 65 and over) and declines with educational attainment (from 80 per cent among high school educated to 70 per cent among university graduates).
- Awareness is higher in Atlantic Canada (83 per cent, compared to 73 per cent on average).
- LGBTQ2 respondents are comparatively less familiar with these activities (60 per cent, compared to 73 per cent on average).



3. Contact with the RCMP

This section looks at incidence of recent contact with RCMP, the reasons behind these contacts, and client satisfaction with the contact along a number of key measures. In order to remain consistent with past iterations of this survey, the figures reported in this section are unweighted.

Note that “DK/NR” – or “Don’t know/No response” – is used to denote those respondents who did not provide a response to a question.

3.1 INCIDENCE OF CONTACT WITH THE RCMP

Respondents were asked if they have had any direct contact with the RCMP in the past year. Three in ten (31 per cent) indicate yes, while the majority (67 per cent) say no.

Tracking reveals that these results have remained largely stable over the past few years.

- Regionally, those in Central Canada are far less likely to report contact (seven per cent, compared to 31 per cent on average).
- Indigenous respondents and those with a disability are more likely to have had direct contact with the RCMP (49 per cent and 41 per cent, respectively, compared to 31 per cent on average).



Overall – unweighted

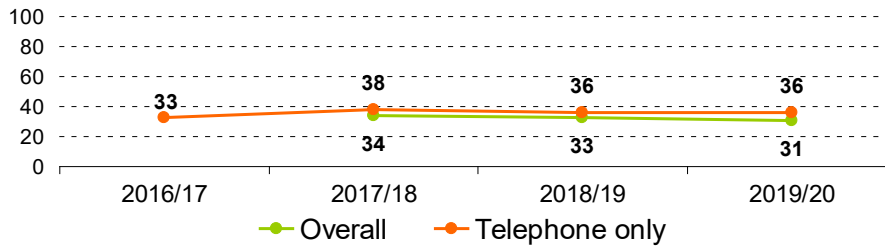


□ DK/NR

■ No

■ Yes

% yes



—● Overall —● Telephone only

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BASE (overall): Canadians; Jan. 9-27, 2020, n=2,988, MOE +/- 1.8%, 19 times out of 20
BASE (phone): Canadians; Jan. 9-27, 2020, n=1,317, MOE +/- 2.7%, 19 times out of 20

3.2 NATURE OF CONTACT WITH RCMP

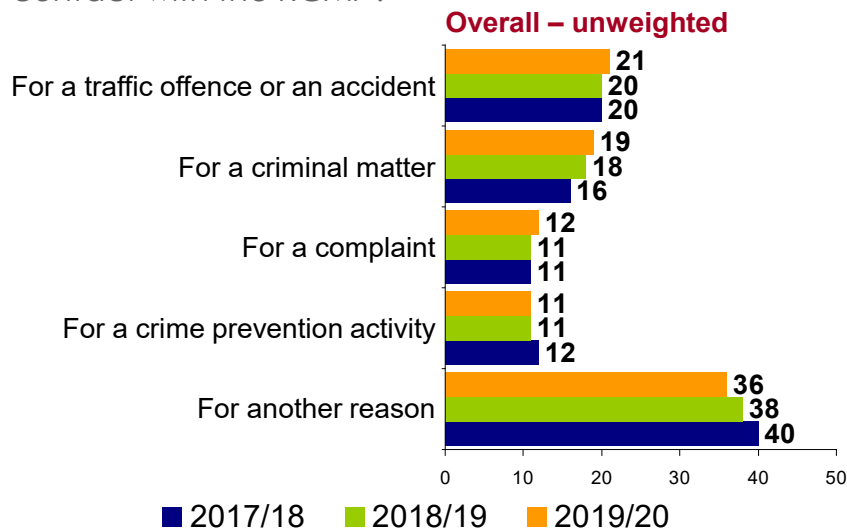
Those who indicated they had had contact with the RCMP in the past year were asked the reason for their most recent contact. Responses varied, with one in five indicating their contact involved a traffic offence or an accident (21 per cent) or a criminal matter (19 per cent). One in ten say the contact involved a complaint (12 per cent) or a crime prevention activity (11 per cent).

Tracking reveals that results have remained largely stable over the past two years, though the proportion of traffic-related contacts is down eight points from 2016/17.

- Regionally, those who reside in Atlantic Canada are more apt to attribute their contact to a traffic offence or accident (32 per cent, compared to 21 per cent on average).

Nature of contact with RCMP

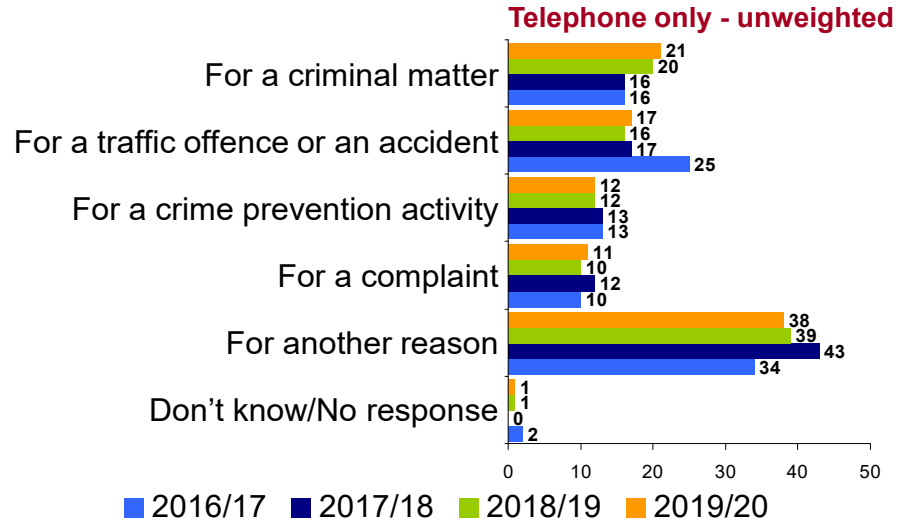
Q. [IF YES] What was the reason for your most recent contact with the RCMP?



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BASE (overall): Had contact with the RCMP; Jan. 9-27, 2020, n=936, MOE +/- 3.2%, 19 times out of 20

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



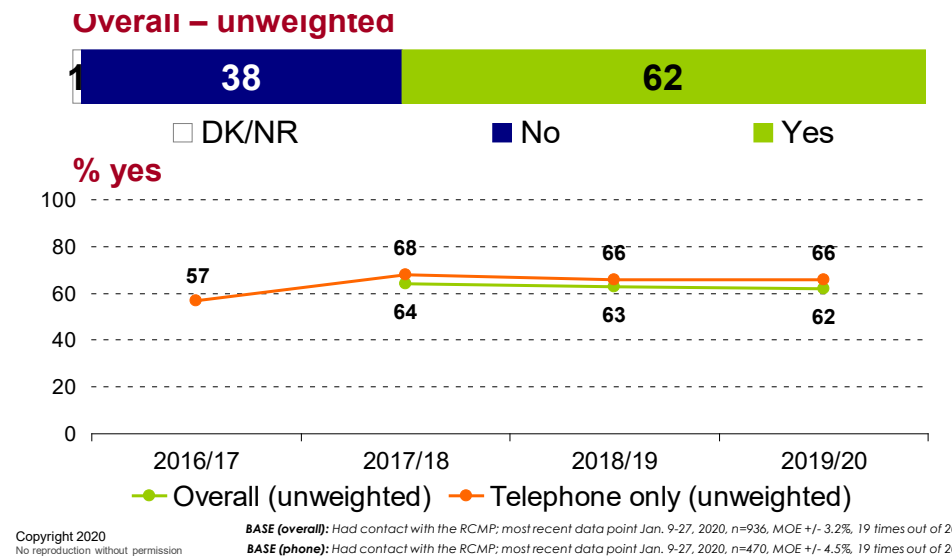
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BASE (overall): Had contact with the RCMP; most recent data point Jan. 9-27, 2020, n=936, MOE +/- 3.2%, 19 times out of 20

3.3 ORIGIN OF CONTACT WITH THE RCMP

Those who indicated they had contact with the RCMP in the past year were also asked if they had initiated the contact. Most (62 per cent) indicate that they did initiate the contact, while about four in ten (38 per cent) did not.

Tracking reveals that the proportion who initiated contact with the RCMP has remained unchanged over the past two years, though it is up nine points since 2016/2017.



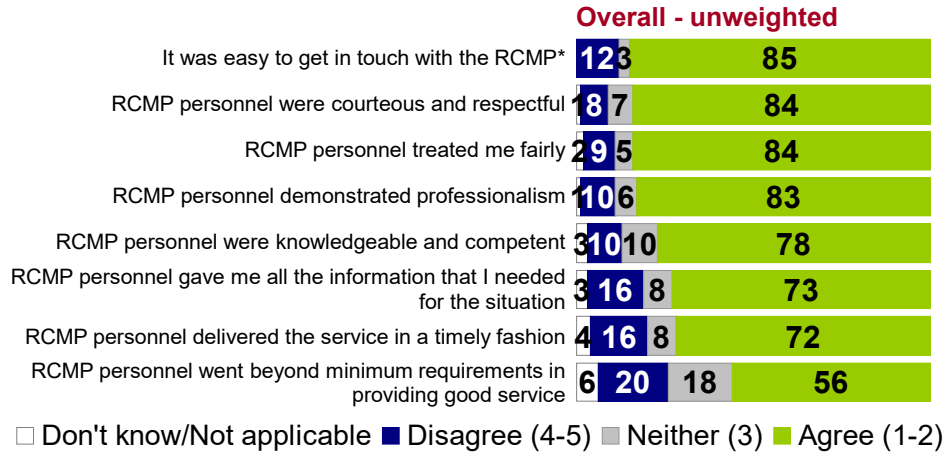
3.4 VIEWS ON CONTACT WITH RCMP

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 (85 per cent) agreeing that it was easy to get in touch with the RCMP, while similar proportions say RCMP personnel were courteous and respectful (84 per cent), treated them fairly (84 per cent), and demonstrated professionalism (83 per cent). Roughly three-quarters feel that RCMP personnel were knowledgeable and competent (78 per cent), provided all the information needed (73 per cent), and delivered the service in a timely fashion (72 per cent). Results are more mixed in terms of the RCMP going beyond minimum requirements in providing good service: 56 per cent feel the RCMP went beyond minimum service requirements, and 20 per cent disagree with this idea.

Tracking reveals that these results have remained largely stable over the past few years.

- Agreement consistently rises with age. For instance, 93 per cent of those ages 65 and over believe that RCMP personnel were courteous and respectful, compared to 71 per cent of those under the age of 35.

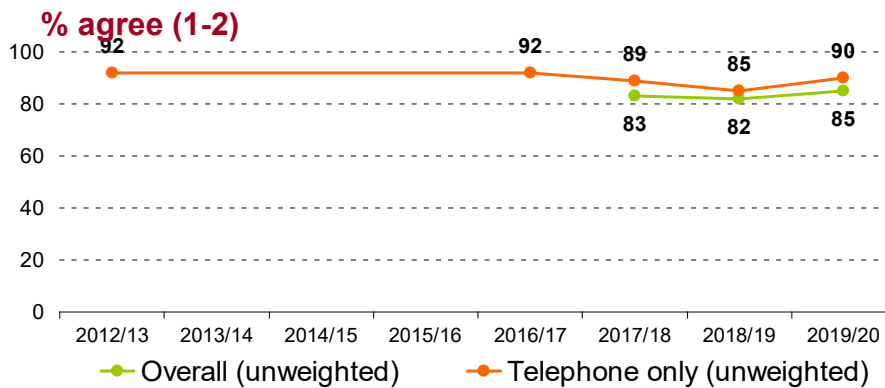
disagree, disagree or strongly disagree with each of the following statements about the RCMP's performance.



*Asked only of those who initiated contact with the RCMP (n=577, MOE +/- 4.1%, 19 times out of 20)
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the following statements about the RCMP's performance.

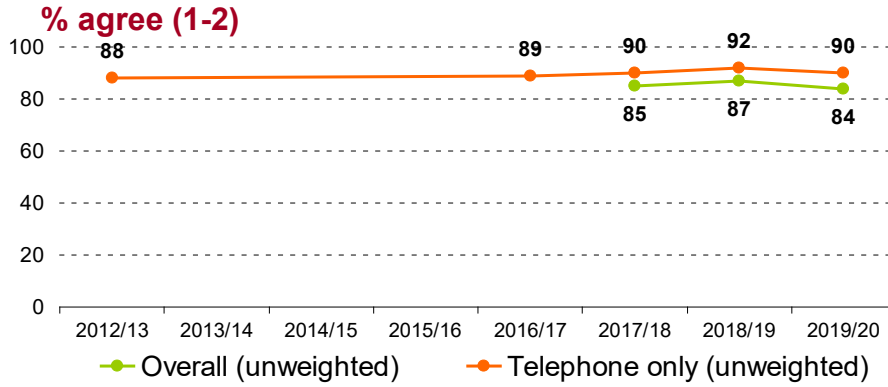
It was easy to get in touch with the RCMP



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BASE (phone): Initiated contact with the RCMP; most recent data point Jan. 9-27, 2020, n=308, MOE +/- 5.6%, 19 times out of 20

the following statements about the RCMP's performance.

RCMP personnel were courteous and respectful

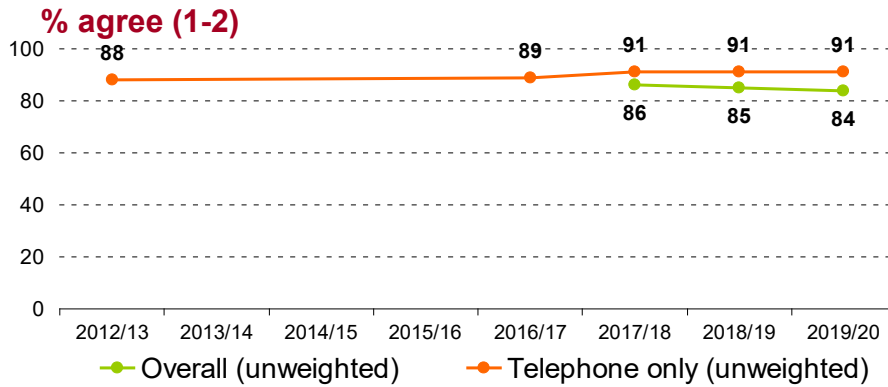


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BASE (overall): Had contact with the RCMP; most recent data point Jan. 9-27, 2020, n=936, MOE +/- 3.2%, 19 times out of 20
BASE (phone): Had contact with the RCMP; most recent data point Jan. 9-27, 2020, n=470, MOE +/- 4.5%, 19 times out of 20

the following statements about the RCMP's performance.

RCMP personnel treated me fairly



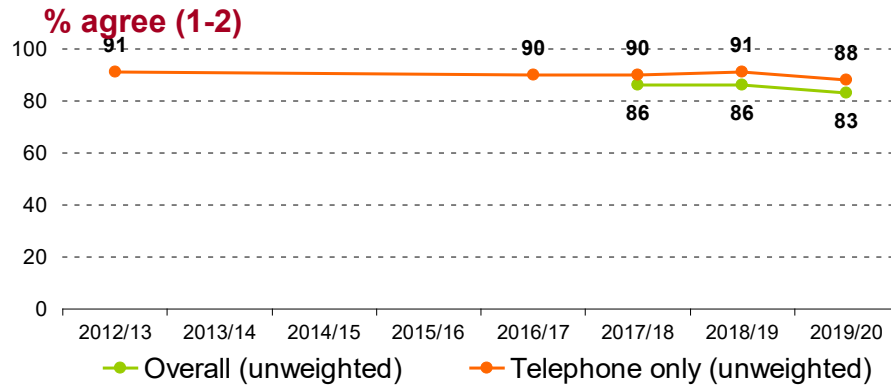
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BASE (overall): Had contact with the RCMP; most recent data point Jan. 9-27, 2020, n=936, MOE +/- 3.2%, 19 times out of 20
BASE (phone): Had contact with the RCMP; most recent data point Jan. 9-27, 2020, n=470, MOE +/- 4.5%, 19 times out of 20



the following statements about the RCMP's performance.

RCMP personnel demonstrated professionalism



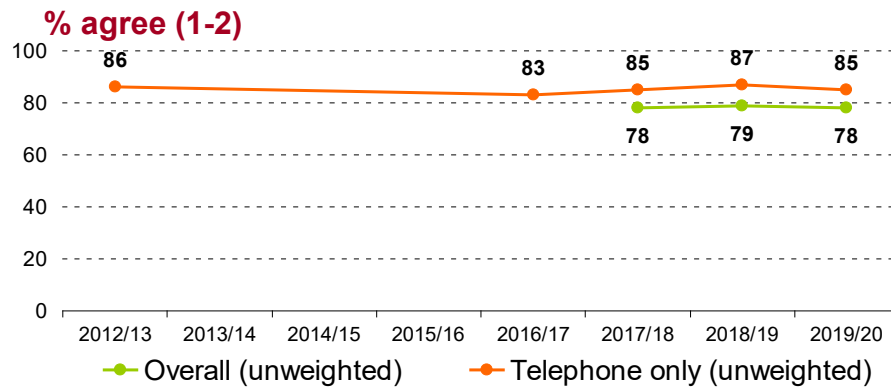
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BASE (overall): Had contact with the RCMP; most recent data point Jan. 9-27, 2020, n=936, MOE +/- 3.2%, 19 times out of 20
BASE (phone): Had contact with the RCMP; most recent data point Jan. 9-27, 2020, n=470, MOE +/- 4.5%, 19 times out of 20



the following statements about the RCMP's performance.

RCMP personnel were knowledgeable and competent

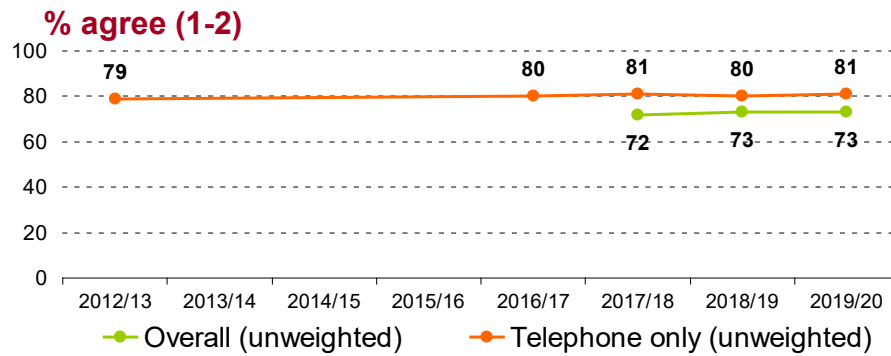


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BASE (phone): Had contact with the RCMP; most recent data point Jan. 9-27, 2020, n=470, MOE +/- 4.5%, 19 times out of 20

the following statements about the RCMP's performance.

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

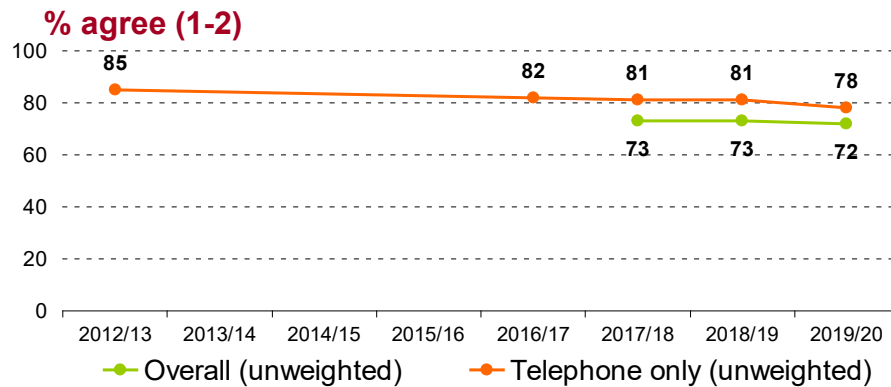


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BASE (phone): Had contact with the RCMP; most recent data point Jan. 9-27, 2020, n=470, MOE +/- 4.5%, 19 times out of 20

the following statements about the RCMP's performance.

RCMP personnel delivered the service in a timely fashion



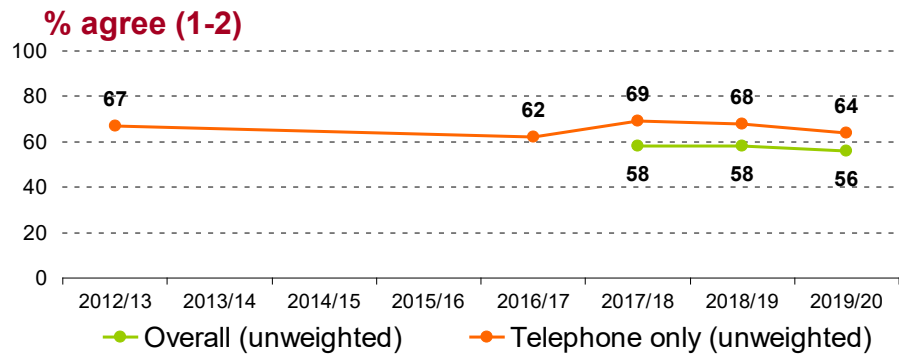
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BASE (overall): Had contact with the RCMP; most recent data point Jan. 9-27, 2020, n=936, MOE +/- 3.2%, 19 times out of 20
BASE (phone): Had contact with the RCMP; most recent data point Jan. 9-27, 2020, n=470, MOE +/- 4.5%, 19 times out of 20



the following statements about the RCMP's performance:

RCMP personnel went beyond minimum requirements in providing good service



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BASE (phone): Had contact with the RCMP; most recent data point Jan. 9-27, 2020, n=470, MOE +/- 4.5%, 19 times out of 20

3.5 SATISFACTION WITH CONTACT WITH RCMP

Those who indicated they had had contact with the RCMP in the past year were also asked to rate their overall satisfaction with the service they received from the RCMP. Three in four (74 per cent) expressed satisfaction, and only 17 per cent were dissatisfied.

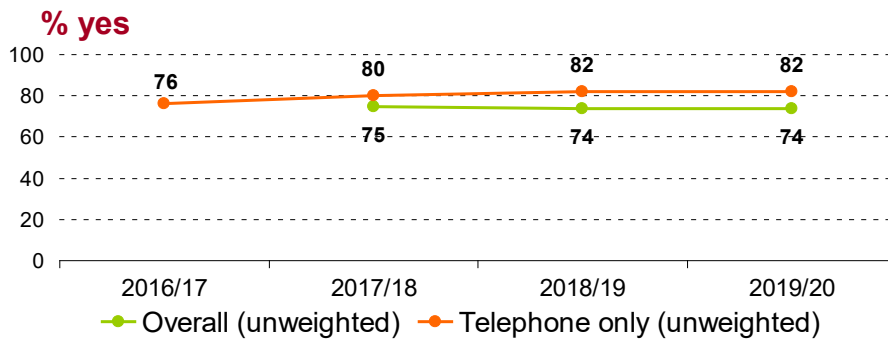
Tracking suggests that satisfaction has remained stable over the past few years.



Overall – unweighted



□ DK/NR ■ Dissatisfied (4-5) ■ Neither (3) ■ Satisfied (1-2)



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BASE (overall): Had contact with the RCMP; most recent data point Jan. 9-27, 2020, n=936, MOE +/- 3.2%, 19 times out of 20
BASE (phone): Had contact with the RCMP; most recent data point Jan. 9-27, 2020, n=470, MOE +/- 4.5%, 19 times out of 20

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. May I speak with _____?

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:] You can call the RCMP contact, Dr. James Lea, at 613-843-6143 to verify that the survey is legitimate. May we begin with the survey?

- Yes..... 1
- No..... 2

PRIV

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

WINTRO

WEB INTRO

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.

You can call the RCMP contact, Dr. James Lea, at 613-843-6143 to verify that the survey is legitimate.

Q1

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

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

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

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

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/ No response.....	99	XS

Q5B

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/ No response.....	99	XS

Q5C

RCMP personnel are honest.

Strongly agree.....	1	
Agree	2	
Neither agree nor disagree	3	
Disagree.....	4	
Strongly disagree	5	
Don't know/ No response.....	99	XS

Q5D

RCMP personnel demonstrate compassion.

Strongly agree.....	1	
Agree	2	
Neither agree nor disagree	3	
Disagree.....	4	
Strongly disagree	5	
Don't know/ No response.....	99	XS

Q5E

The RCMP is an accountable organization.

Strongly agree.....	1	
Agree	2	
Neither agree nor disagree	3	
Disagree.....	4	
Strongly disagree	5	
Don't know/ No response.....	99	XS

Q5F

The RCMP treats people with respect.

Strongly agree.....	1	
Agree	2	
Neither agree nor disagree	3	
Disagree.....	4	
Strongly disagree	5	
Don't know/ No response.....	99	XS

Q5G

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/ No response.....	99	XS

Q5H

The RCMP provides the same quality of service to all citizens.

Strongly agree.....	1	
Agree	2	
Neither agree nor disagree	3	
Disagree.....	4	
Strongly disagree	5	
Don't know/ No response.....	99	XS

Q5I

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/ No response.....	99	XS

Q5J

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/ No response.....	99	XS

Q5K

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/ No response.....	99	XS

Q5KK

I would encourage friends and family members to apply to the RCMP.

Strongly agree.....	1	
Agree	2	
Neither agree nor disagree	3	
Disagree.....	4	
Strongly disagree	5	
Don't know/ No response.....	99	XS

PQ5L

RELATIONSHIP WITH THE RCMP

RELQ5L

The RCMP has effective **local** leaders.

Strongly agree.....	1	
Agree	2	
Neither agree nor disagree	3	
Disagree.....	4	
Strongly disagree	5	
Don't know/ No response.....	99	XS

RELQ5M

The RCMP has effective **national** leaders.

Strongly agree.....	1	
Agree	2	
Neither agree nor disagree.....	3	
Disagree.....	4	
Strongly disagree	5	
Don't know/ No response.....	99	XS

RELQ5N

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/ No response.....	99	XS

RELQ5O

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/ No response.....	99	XS

RELQ5P

The RCMP is representative of the diverse Canadian communities it serves.

Strongly agree.....	1	
Agree	2	
Neither agree nor disagree.....	3	
Disagree.....	4	
Strongly disagree	5	
Don't know/ No response.....	99	XS

RELQ5Q

The RCMP is dealing with the things that matter to people in this community.

Strongly agree.....	1	
Agree	2	
Neither agree nor disagree.....	3	
Disagree.....	4	
Strongly disagree	5	
Don't know/ No response.....	99	XS

RELQ5R

I feel a moral duty to follow police orders.

Strongly agree.....	1	
Agree	2	
Neither agree nor disagree.....	3	
Disagree.....	4	
Strongly disagree	5	
Don't know/ No response.....	99	XS

RELQ5S

I generally support how the RCMP usually acts.

Strongly agree.....	1	
Agree	2	
Neither agree nor disagree.....	3	
Disagree.....	4	
Strongly disagree	5	
Don't know/ No response.....	99	XS

RELQ5T

I would help the RCMP if asked.

Strongly agree.....	1	
Agree	2	
Neither agree nor disagree.....	3	
Disagree.....	4	
Strongly disagree	5	
Don't know/ No response.....	99	XS

PQ5U

SENSITIVITY

SENQ5U

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/ No response.....	99	XS

SENQ5V

The RCMP is respectful to the cultural needs of Indigenous people.

Strongly agree.....	1	
Agree	2	
Neither agree nor disagree.....	3	
Disagree.....	4	
Strongly disagree	5	
Don't know/ No response.....	99	XS

SENQ5W

The RCMP treats women fairly.

Strongly agree.....	1	
Agree	2	
Neither agree nor disagree.....	3	
Disagree.....	4	
Strongly disagree	5	
Don't know/ No response.....	99	XS

SENQ5X

The RCMP is sensitive to the needs of the LGBTQ2 community.

Strongly agree.....	1	
Agree	2	
Neither agree nor disagree.....	3	
Disagree.....	4	
Strongly disagree	5	
Don't know/ No response.....	99	XS

PQ5Y

VISIBILITY AND RESPONSIVENESS

RESQ5Y

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/ No response.....	99	XS

RESQ5Z

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/ No response.....	99	XS

RESQ5AA

The RCMP is effective at responding quickly to calls for assistance.

Strongly agree.....	1	
Agree	2	
Neither agree nor disagree	3	
Disagree.....	4	
Strongly disagree	5	
Don't know/ No response.....	99	XS

RESQ5BB

The RCMP is contributing to traffic safety in my province or territory.

Strongly agree.....	1	
Agree	2	
Neither agree nor disagree	3	
Disagree.....	4	
Strongly disagree	5	
Don't know/ No response.....	99	XS

RESQ5CC

The RCMP makes decisions based on facts.

Strongly agree.....	1	
Agree	2	
Neither agree nor disagree.....	3	
Disagree.....	4	
Strongly disagree	5	
Don't know/ No response.....	99	XS

RESQ5DD

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/ No response.....	99	XS

PQ5EE

PRIORITIES OF THE RCMP

PRIQ5EE

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/ No response.....	99	XS

PRIQ5FF

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/ No response.....	99	XS

PRIQ5GG

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/ No response.....	99	XS

PRIQ5HH

The RCMP is effective at resolving crimes where violence is involved.

Strongly agree.....	1	
Agree	2	
Neither agree nor disagree	3	
Disagree.....	4	
Strongly disagree	5	
Don't know/ No response.....	99	XS

PRIQ5II

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/ No response.....	99	XS

PRIQ5JJ

The RCMP is effectively responding by countering radicalization to violence.

Strongly agree.....	1	
Agree	2	
Neither agree nor disagree	3	
Disagree.....	4	
Strongly disagree	5	
Don't know/ No response.....	99	XS

PRIQ5KK

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/ No response.....	99	XS

PRIQ5LL

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/ No response.....	99	XS

PRIQ5MM

The RCMP is advancing reconciliation with Indigenous peoples of Canada.

Strongly agree.....	1	
Agree	2	
Neither agree nor disagree.....	3	
Disagree.....	4	
Strongly disagree	5	
Don't know/ No response.....	99	XS

PRIQ5NN

The RCMP is contributing to more informed and resilient Canadians.

Strongly agree.....	1	
Agree	2	
Neither agree nor disagree.....	3	
Disagree.....	4	
Strongly disagree	5	
Don't know/ No response.....	99	XS

PRIQ500

The RCMP is reducing the overall impact of economic crime.

Strongly agree.....	1	
Agree	2	
Neither agree nor disagree.....	3	
Disagree.....	4	
Strongly disagree	5	
Don't know/ No response.....	99	XS

PRIQ5PP

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/ No response.....	99	XS

PRIQ5QQ

The RCMP is effectively addressing online scams.

Strongly agree.....	1	
Agree	2	
Neither agree nor disagree.....	3	
Disagree.....	4	
Strongly disagree	5	
Don't know/ No response.....	99	XS

PRIQ5RR

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/ No response.....	99	XS

PRIQ5SS

The RCMP is effectively responding to threats at the border between the ports of entry.

Strongly agree.....	1	
Agree	2	
Neither agree nor disagree.....	3	
Disagree.....	4	
Strongly disagree	5	
Don't know/ No response.....	99	XS

PRIQ5TT

The RCMP is keeping up with current and emerging trends and threats.

Strongly agree.....	1	
Agree	2	
Neither agree nor disagree	3	
Disagree.....	4	
Strongly disagree	5	
Don't know/ No response.....	99	XS

PRIQ5UU

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/ No response.....	99	XS

Q6

About how often would you say that the RCMP in your neighbourhood exceeds their authority?

Always / almost always	1	
Most of the time.....	2	
Sometimes	3	
Rarely	4	
Never / almost never.....	5	
Don't know	99	X

Q7

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

If... Q7 = 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 natural disaster, e.g. flood, wildfire 4
- For a crime prevention activity, project, or program 5
- For another reason 6
- Don't know 99 X

Q9

If... Q7 = 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

If... Q7 = 1

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

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 XS
- Don't know 99 XS

Q10B

If... Q7 = 1

RCMP personnel treated me fairly.		
Strongly agree.....	1	
Agree	2	
Neither agree nor disagree.....	3	
Disagree.....	4	
Strongly disagree.....	5	
Not applicable.....	98	XS
Don't know	99	XS

Q10C

If... Q7 = 1

RCMP personnel demonstrated professionalism.		
Strongly agree.....	1	
Agree	2	
Neither agree nor disagree.....	3	
Disagree.....	4	
Strongly disagree.....	5	
Not applicable.....	98	XS
Don't know	99	XS

Q10D

If... Q7 = 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	XS
Don't know	99	XS

Q10E

If... Q7 = 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	XS
Don't know	99	XS

Q10F

If... Q7 = 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	XS
Don't know	99	XS

Q10G

If... Q7 = 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	XS
Don't know	99	XS

Q10H

If... Q7 = 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	XS
Don't know	99	XS

Q11

If... Q7 = 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

In which of the following age categories do you belong?

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

Q13

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	
Post-secondary courses.....	4	
Registered Apprenticeship or other trades certificate or diploma.....	5	
College, CEGEP or other non-university certificate or diploma	6	
University certificate or diploma below Bachelor's level	7	
Bachelor's degree.....	8	
Post graduate degree above bachelor's level.....	9	
Prefer not to answer.....	99	X

Q14

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	
A member of the LGBTQ2 community.....	4	
None of the above.....	5	X
Don't know / Prefer not to answer	99	X

Q15

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

Q16

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

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

Q17

What is your gender?

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

Q18

Please indicate the first three characters of your postal code:

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

THNK

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

PINTRO

FRENCH PHONE INTRO

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

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 :] Vous pouvez appeler la personne-ressource de la GRC, Docteur James Lea, au 613-843-6143 pour vérifier la légitimité de ce sondage. Pouvons-nous commencer avec le sondage?

Oui.....	1
Non.....	2

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.

Le sondage devrait vous prendre environ 15 minutes.

Vous pouvez appeler la personne-ressource de la GRC, Docteur James Lea, au 613-843-6143 pour vérifier la légitimité de ce sondage.

Q1

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
- Je ne sais pas..... 99 X

Q2

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
- Je ne sais pas..... 99 X

Q3

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
- Je ne sais pas..... 99 X

Q4

La GRC est-elle votre service de police local?

- Oui..... 1
- Non 2
- En partie..... 3
- Je 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

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	
Je ne sais pas/ Pas de réponse.....	99	XS

Q5B

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	
Je ne sais pas/ Pas de réponse.....	99	XS

Q5C

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	
Je ne sais pas/ Pas de réponse.....	99	XS

Q5D

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	
Je ne sais pas/ Pas de réponse.....	99	XS

Q5E

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	
Je ne sais pas/ Pas de réponse	99	XS

Q5F

La GRC traite les gens avec 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	
Je ne sais pas/ Pas de réponse	99	XS

Q5G

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	
Je ne sais pas/ Pas de réponse	99	XS

Q5H

La GRC fournit la même qualité de service à tous les citoyens et citoyennes.

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	
Je ne sais pas/ Pas de réponse	99	XS

Q5I

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	
Je ne sais pas/ Pas de réponse	99	XS

Q5J

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	
Je ne sais pas/ Pas de réponse	99	XS

Q5K

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	
Je ne sais pas/ Pas de réponse	99	XS

Q5KK

J'encouragerais des amis et des membres de la famille à se postuler à 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	
Je ne sais pas/ Pas de réponse	99	XS

PQ5L

RELATION AVEC LA GRC

RELQ5L

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	
Je ne sais pas/ Pas de réponse	99	XS

RELQ5M

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	
Je ne sais pas/ Pas de réponse	99	XS

RELQ5N

La GRC fournit aux Canadiens et aux Canadiennes des renseignements adéquats sur le travail qu'elle accomplit.

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	
Je ne sais pas/ Pas de réponse	99	XS

RELQ5O

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	
Je ne sais pas/ Pas de réponse	99	XS

RELQ5P

La GRC est représentative des diverses communautés canadiennes qu'elle sert.

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	
Je ne sais pas/ Pas de réponse.....	99	XS

RELQ5Q

La GRC s'occupe de questions qui sont importantes aux yeux des gens de cette communauté.

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	
Je ne sais pas/ Pas de réponse.....	99	XS

RELQ5R

Je ressens le devoir moral de suivre les ordres de la police.

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	
Je ne sais pas/ Pas de réponse.....	99	XS

RELQ5S

J'appuie généralement la façon d'agir de 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	
Je ne sais pas/ Pas de réponse.....	99	XS

RELQ5T

J'aiderais la GRC si on me demandait de le faire.

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	
Je ne sais pas/ Pas de réponse.....	99	XS

PQ5U

SENSIBILITÉ

SENQ5U

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	
Je ne sais pas/ Pas de réponse	99	XS

SENQ5V

La GRC est respectueuse des besoins culturels des 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	
Je ne sais pas/ Pas de réponse	99	XS

SENQ5W

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	
Je ne sais pas/ Pas de réponse	99	XS

SENQ5X

La GRC est sensible aux besoins de la communauté LGBTQ2.

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	
Je ne sais pas/ Pas de réponse	99	XS

PQ5Y

VISIBILITÉ ET RÉACTIVITÉ

RESQ5Y

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	
Je ne sais pas/ Pas de réponse	99	XS

RESQ5Z

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	
Je ne sais pas/ Pas de réponse	99	XS

RESQ5AA

La GRC est efficace lorsque vient le temps de réagir rapidement à des appels d'aide.

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	
Je ne sais pas/ Pas de réponse	99	XS

RESQ5BB

La GRC contribue à la sécurité routière dans ma province ou dans 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	
Je ne sais pas/ Pas de réponse	99	XS

RESQ5CC

La GRC prend des décisions en s'appuyant sur des faits.

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	
Je ne sais pas/ Pas de réponse.....	99	XS

RESQ5DD

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	
Je ne sais pas/ Pas de réponse.....	99	XS

PQ5EE

PRIORITÉS DE LA GRC

PRIQ5EE

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	
Je ne sais pas/ Pas de réponse.....	99	XS

PRIQ5FF

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	
Je ne sais pas/ Pas de réponse.....	99	XS

PRIQ5GG

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	
Je ne sais pas/ Pas de réponse	99	XS

PRIQ5HH

La GRC est efficace pour résoudre des crimes où de la violence est impliquée.

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	
Je ne sais pas/ Pas de réponse	99	XS

PRIQ5II

La GRC réagit de façon efficace à des menaces à 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	
Je ne sais pas/ Pas de réponse	99	XS

PRIQ5JJ

La GRC agit de façon efficace pour contrer la radicalisation 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	
Je ne sais pas/ Pas de réponse	99	XS

PRIQ5KK

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	
Je ne sais pas/ Pas de réponse	99	XS

PRIQ5LL

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	
Je ne sais pas/ Pas de réponse	99	XS

PRIQ5MM

La GRC fait avancer la réconciliation avec les peuples autochtones du Canada.

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	
Je ne sais pas/ Pas de réponse	99	XS

PRIQ5NN

La GRC contribue à l'information et à la résilience des 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	
Je ne sais pas/ Pas de réponse	99	XS

PRIQ500

La GRC réduit les conséquences globales des crimes économiques.

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	
Je ne sais pas/ Pas de réponse	99	XS

PRIQ5PP

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	
Je ne sais pas/ Pas de réponse.....	99	XS

PRIQ5QQ

La GRC traite efficacement les fraudes en ligne.

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	
Je ne sais pas/ Pas de réponse.....	99	XS

PRIQ5RR

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	
Je ne sais pas/ Pas de réponse.....	99	XS

PRIQ5SS

La GRC réagit de façon efficace à des menaces à la frontière entre différents points d'entrée.

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	
Je ne sais pas/ Pas de réponse.....	99	XS

PRIQ5TT

La GRC s'adapte aux tendances et menaces actuelles et émergentes.

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	
Je ne sais pas/ Pas de réponse.....	99	XS

PRIQ5UU

Je sais que la GRC participe à un éventail d'activités internationales, comme des missions de maintien de la paix et la prestation de formations à des corps policiers 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	
Je ne sais pas/ Pas de réponse	99	XS

Q6

Selon vous, à quelle fréquence la GRC agit-elle au-delà des pouvoirs qui lui sont conférés dans votre quartier?

Toujours ou presque toujours	1	
La plupart du temps	2	
Parfois.....	3	
Rarement.....	4	
Jamais ou presque jamais.....	5	
Je ne sais pas.....	99	X

Q7

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
Je ne sais pas.....	99	X	->Q12

Q8

If.. Q7.EQ.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 catastrophe naturelle, comme une inondation ou un feu incontrôlé.	4	
Pour une activité, un projet ou un programme de prévention criminelle.....	5	
Pour une autre raison	6	
Je ne sais pas.....	99	X

Q9

If... Q7.EQ.1

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

Oui.....	1	
Non.....	2	
Je ne sais pas.....	99	X

PQ10

If... Q7.EQ.1

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

If... Q9.EQ.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	XS
Je ne sais pas.....	99	XS

Q10B

If... Q7.EQ.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	XS
Je ne sais pas.....	99	XS

Q10C

If... Q7.EQ.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	XS
Je ne sais pas.....	99	XS

Q10D

If... Q7.EQ.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	XS
Je ne sais pas.....	99	XS

Q10E

If... Q7.EQ.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	XS
Je ne sais pas.....	99	XS

Q10F

If... Q7.EQ.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	XS
Je ne sais pas.....	99	XS

Q10G

If... Q7.EQ.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	XS
Je ne sais pas.....	99	XS

Q10H

If... Q7.EQ.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	XS
Je ne sais pas.....	99	XS

Q11

If... Q7.EQ.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	
Je ne sais pas.....	99	X

Q12

Auquel des groupes d'âge suivants appartenez-vous?

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

Q13

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	
Cours postsecondaires	4	
Apprenti inscrit ou autre certificat ou diplôme de formation professionnelle	5	
Diplômes d'études collégiales, de cégep ou autre certificat ou diplôme non universitaire	6	
Certificat universitaire ou diplôme inférieur au baccalauréat	7	
Baccalauréat	8	
Grade universitaire supérieur au baccalauréat	9	
Préfère ne pas répondre	99	X

Q14

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	
Un(e) membre de la communauté LGBTQ2	4	
Aucune de ces réponses	5	X
Je ne sais pas / Préfère ne pas répondre	99	X

Q15

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	
Je ne sais pas.....	99	X

Q16

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

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

Q17

Quel est votre genre?

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

Q18

Veillez indiquer les trois premiers caractères de votre code postal.

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

THNK

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