



Royal Canadian Mounted Police Gendarmerie royale du Canada

Canadians' Views of RCMP Policing Services 2020-21 Final Report

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Ce rapport est aussi disponible en français

Canada 

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 Canadiens 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 the survey using an online/telephone methodology with the same representativeness used in the previous (telephone only) samples.

The current research, for the 2020/21 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 1,313 telephone interviews, and 1,675 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.

Survey Findings

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

Attitudes to the RCMP

Survey findings reveal that Canadians place a great deal of importance on the RCMP's contribution to public safety. Nine in ten respondents (90 per cent) assign a high degree of importance to the RCMP's role in keeping Canadians safe, and just six per cent say the RCMP's efforts to ensure public safety are of little or no importance. However, tracking suggests that the perceived importance of the RCMP's contribution to public safety is down somewhat over the past year.

Results also reveal that six in ten Canadians (62 per cent) are satisfied with how the RCMP fulfills its role in maintaining public safety, and only one in four (24 per cent) are dissatisfied. However, tracking again reveals a drop in satisfaction with the RCMP's contribution to public safety over the past year.

Results reveal generally positive overall impressions of the RCMP. Seven in ten Canadians (71 per cent) are satisfied with the RCMP's efforts to provide services in both official languages. Six in ten agree that the RCMP prioritizes quality service (62 per cent), and express trust and confidence in the RCMP (60 per cent). However, results also suggest the public perceive gaps in the RCMP's service offerings. Only about four in ten (39 per cent) say the RCMP provides the same quality of service to all citizens, and more than four in ten (44 per cent) disagree with this statement.

Results reveal generally positive views on how the RCMP adheres to its core values. Almost seven in ten (65 per cent) agree that the RCMP demonstrates professionalism in its work, while six in ten say the RCMP operates with integrity (58 per cent). Half believe the RCMP personnel are honest (56 per cent), compassionate (51 per cent), respectful (50 per cent) and that it is an accountable organization (50 per cent). In addition to its core values, slightly more than half believe the RCMP is objective (55 per cent). However, as with other results, tracking reveals a decrease in the proportion of Canadians with positive impressions of the RCMP. There is a 13-point drop in the proportion of Canadians who perceive the RCMP as an accountable organization, and an eleven-point drop in the proportion of Canadians who believe the RCMP is an organization with integrity.

The RCMP receives mixed reviews when it comes to issues related to innovation and transparency. Fewer than four in ten respondents (38 per cent) are satisfied with the level of information that the RCMP provides about its work. A similar proportion (36 per cent) agree that the RCMP is a forward-looking and innovative organization. Findings also reveal that almost half of Canadians (47 per cent) disagree with the idea that the RCMP is an open and transparent organization (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.).

The RCMP also receives fairly low, and worsening marks on indicators related to sensitivity. Fewer than half of respondents believe that the RCMP is representative of the diverse communities it serves, and that RCMP personnel reflect the cultural diversity in their community. When the scope of the questions is narrowed to focus on specific groups, the RCMP elicits even less favourable reviews. Fewer than four in ten agree that the RCMP is sensitive to the needs of Canada's various cultures and groups, that the RCMP treats women fairly, that it is sensitive to the needs of the LGBTQ2 community, or that it is respectful to the cultural needs of Indigenous people. Tracking reveals a decrease in agreement over the past year across all of these issues.

Despite concerns about sensitivity and worsening views on the RCMP's performance in general, results suggest that the RCMP still maintains a widely positive relationship with the public. The vast majority of respondents (82 per cent) say they would help the RCMP if asked, while almost eight in ten (77 per cent) believe they have a moral obligation to follow police orders. Seven in ten (67 per cent) also say they generally support the RCMP's actions. Half agree that the RCMP is dealing with things that matter to their community (50 per cent) and would encourage friends and family to consider the RCMP as a career path (50 per cent). However, as with the other issues, tracking reveals a decline over the past year across all these issues.

In terms of responsiveness, results reveal that Canadians hold generally positive views of the RCMP in this area. More than half (54 per cent) agree that it is quick to respond to calls for assistance, and four in ten (44 per cent) agree that the RCMP rapidly adapts to new and emerging priorities. Fewer than three in ten disagree with either of these statements.

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 Indigenous matters. Roughly seven in ten (69 per cent) express confidence in the RCMP's ability to respond to national security threats effectively. More than six in ten agree the RCMP effectively diminishes the threat of organized crime (66 per cent), handles threats to passenger aircraft (64 per cent), mitigates the impact of serious crime (63 per cent), resolves crimes where violence is involved (63 per cent), and provides an adequate response to border threats (63 per cent). Slightly

fewer believe the RCMP is effective at reducing the production, sale and distribution of illegal drugs (60 per cent), and countering radicalization to violent extremism (57 per cent). More than half believe the RCMP is effectively responding to cybercrime threats (55 per cent), and improving traffic safety (53 per cent). Slightly fewer agree that the RCMP is successfully addressing youth crime (51 per cent), and lessening the impact of economic crime (51 per cent). However, fewer than half are satisfied with the RCMP's attempts to combat online scams (47 per cent), its contribution to making Canadians more informed and resilient (43 per cent), and its efforts in fostering safer Indigenous communities (39 per cent). Only three in ten (34 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 authority at times. Six in ten (59 per cent) say the RCMP seldom exceeds its authority. Almost one in four (23 per cent), however, feel the RCMP sometimes oversteps its boundaries, and one in five (19 per cent) believe the RCMP often or always oversteps its authority. Tracking reveals an increase in the proportion of Canadians who feel the RCMP exceeds their authority at least some of the time; 42% currently feel the RCMP oversteps its authority, compared to 30% in 2019/20.

Contact with the RCMP¹

Three in ten respondents (29 per cent) indicate they have had contact with the RCMP in the past year. Of those who have, the plurality indicate their contact involved a traffic offence or an accident (23 per cent) or a criminal matter (19 per cent).

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 demonstrated professionalism (83 per cent), were courteous and respectful (83 per cent), and treated them fairly (82 per cent). Roughly three-quarters feel that RCMP personnel were knowledgeable and competent (77 per cent), delivered the service in a timely fashion (73 per cent), and provided all the information needed (73 per cent). Results are more mixed in terms of the RCMP going beyond minimum requirements in providing good service: 54 per cent feel the RCMP went beyond minimum service requirements, and 23 per cent disagree with this idea. These results have remained largely stable over the past few years.

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

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. Seven in ten (71 per cent) expressed satisfaction, and only 19 per cent were dissatisfied.

Conclusions

Overall, attitudes towards the RCMP are generally positive but have worsened over the past year. 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. However, across virtually all of the indicators examined, perceptions have deteriorated over the past year.

Survey results also reveal that 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 tend to disagree that the organization is transparent.

Another area of concern is sensitivity. Fewer than half of respondents believe that the RCMP is representative of the diverse communities it serves, and that RCMP personnel reflect the cultural diversity in their community. When the scope of the questions is narrowed to focus on specific groups, the RCMP elicits even less favourable reviews. Fewer than four in ten agree that the RCMP is sensitive to the needs of Canada's various cultures and groups, that the RCMP treats women fairly, that it is sensitive to the needs of the LGBTQ2 community or that it is respectful to the cultural needs of Indigenous people. 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 say they have had contact with the RCMP in the past year. Despite concerns about sensitivity and worsening views on the RCMP's performance in general, a clear majority of those who have had contact with the RCMP 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 organization-wide performance 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 from 2003 to 2012 and from 2016 to 2021 to assess public opinions on quality of service, professionalism, sensitivity, community involvement, visibility, the value of partnerships, and communication.

Before 2017, this survey was 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 2021. 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 100,000 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 1,313 telephone interviews, and 1,675 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 margins of error are for overall totals).

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=1,675	n=1,313	n=2,988	1.8%
Telephone only	–	n=1,313	n=1,313	2.7%
Margin of Error by Province/Territory				
British Columbia	n=439	n=198	n=637	3.9%
Alberta	n=273	n=71	n=344	5.3%
Saskatchewan	n=67	n=73	n=140	8.3%
Manitoba	n=73	n=66	n=139	8.3%

Margin of Error by Mode				
Province/Territory	Sample size			Margin of error (+/-, 19 times out of 20)
	Online	Phone	Total	
Ontario	n=260	n=94	n=354	5.2%
Quebec	n=147	n=100	n=247	6.2%
New Brunswick	n=117	n=55	n=172	7.5%
Nova Scotia	n=200	n=49	n=249	6.2%
Prince Edward Island	n=26	n=58	n=84	10.8%
Newfoundland	n=70	n=51	n=121	8.9%
Yukon	n=2	n=185	n=187	7.2%
Northwest Territories	n=1	n=163	n=164	7.7%
Nunavut	–	n=150	n=150	8.0%

Response Rate

The telephone response rate for this survey was 8.8 per cent. The response rate is calculated by dividing the in-scope responding (1,727) by the total (functional) sample (19,622) – see table below.

	Total Numbers Attempted	28,862
	Invalid numbers	9,229
	Blocked	291
	Business	478
	Duplicate	41
	Invalid	8,419
U	Unresolved	10,864
	No answer	0
	Callbacks	10,864
IS	In-scope – Not responding	7,031
	Household refusal	0
	Respondent refusal	7,031
	Selected respondent not available	0
	Qualified respondent break-off	0
R	In-scope – Responding	1,727
	Language problem	371
	Quota filled	16
	Other disqualify	24
	Completed interviews	1,313
	Total (U + IS + R)	19,622
	RESPONSE RATE (R divided by Total)	8.8%

The online response rate for this survey was 13.7 per cent. The online response rate is calculated as follows: a total of 12,292 email invitations were sent out, and 55 bounced back, for a total of 12,237 valid emails. A total of 1,675 cases were completed, so dividing 1,671 by 12,237 results in a response rate of 13.7 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.

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

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>

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 the overall results 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. Nine in ten respondents (90 per cent) assign a high degree of importance to the RCMP's role in keeping Canadians safe, and just six per cent say the RCMP's efforts to ensure public safety are of little or no importance.

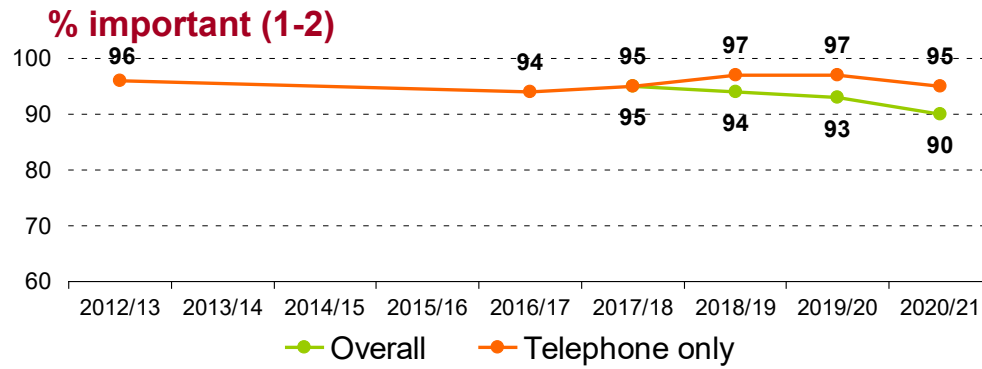
Tracking suggests that the perceived importance of the RCMP's contribution to public safety is down somewhat over the past several years.



Overall



■ Unimportant (4-5) ■ Neither (3) ■ Important (1-2)



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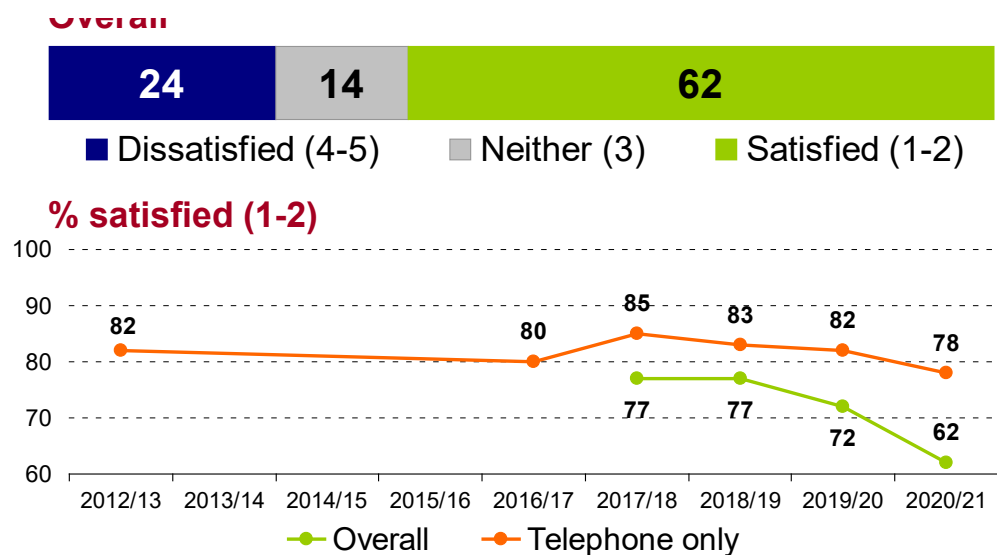
BASE (overall): Canadians; most recent data point Jan. 18- Feb. 1, 2021, n=2,951, MOE +/- 1.8%, 19 times out of 20
BASE (phone): Canadians; most recent data point Jan. 18- Feb. 1, 2021, n=1,299, MOE +/- 2.7%, 19 times out of 20

2.2 SATISFACTION WITH RCMP'S CONTRIBUTION TO PUBLIC SAFETY

Results further reveal that six in ten Canadians (62 per cent) are satisfied with how the RCMP fulfills its role in maintaining public safety, while one in four (24 per cent) are dissatisfied. One in seven (14 per cent) are neither satisfied nor dissatisfied.

Tracking reveals a ten-point drop in satisfaction with the RCMP's contribution to public safety over the past year (62 per cent, down from 72 per cent in 2019/20).

- Satisfaction rises progressively with age (from 51 per cent among those under the age of 35 to 72 per cent among those aged 65 and over).
- Satisfaction levels are higher in Atlantic Canada and BC (69 per cent and 68 per cent, respectively, compared to 62 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 (35 per cent, compared to 62 per cent on average).



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BASE (overall): Canadians; most recent data point Jan. 18- Feb. 1, 2021, n=2,893, MOE +/- 1.8%, 19 times out of 20
BASE (phone): Canadians; most recent data point Jan. 18- Feb. 1, 2021, n=1,280, MOE +/- 2.7%, 19 times out of 20

2.3 IMPACT ON SENSE OF SAFETY

Results reveal that the RCMP is seen as having a positive impact on the public's personal sense of safety. Almost six in ten respondents (57 per cent) agree that they feel safer because of the RCMP, and one in five (18 per cent) disagree with this notion.

However, tracking reveals a seven-point drop over the past year in the proportion of Canadians who say they feel safer (57 per cent, down from 64 per cent in 2019/20).

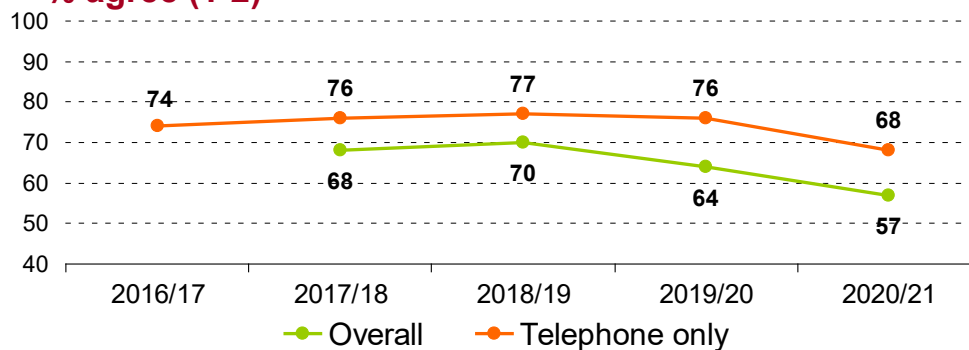
- Agreement rises with age (from 48 per cent among those under the age of 35 to 66 per cent among those aged 65 and over).
- Agreement is higher among those who live in Atlantic Canada (67 per cent, compared to 57 per cent nationally).
- Agreement is noticeably lower among members of the LGBTQ2 community (33 per cent, compared to 57 per cent on average).



Overall



% agree (1-2)



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BASE (overall): Canadians; most recent data point Jan. 18- Feb. 1, 2021, n=2,948, MOE +/- 1.8%, 19 times out of 20
BASE (phone): Canadians; most recent data point Jan. 18- Feb. 1, 2021, n=1,298, MOE +/- 2.7%, 19 times out of 20

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.

Almost seven in ten (65 per cent) agree that the RCMP demonstrates professionalism in its work, while six in ten say the RCMP operates with integrity (58 per cent). Half believe the RCMP personnel are honest (56 per cent), objective (55 per cent), compassionate (51 per cent), respectful (50 per cent) and that it is an accountable organization (50 per cent). Few respondents (between 17 and 32 per cent) disagree with any of these ideas.

However, as with other results, tracking reveals a general decrease in the proportion of Canadians with positive impressions of the RCMP. There is a 13-point drop in the proportion of Canadians who perceive the RCMP as an accountable organization (50 per cent, down from 63 per cent in 2019/20), an 11-point drop in the proportion of Canadians who believe the RCMP is an organization with integrity (58 per cent, down from 69 per cent in 2019/20), and the proportion who perceive that the RCMP treats people with respect (50 per cent, down from 61 per cent in 2019/20). A ten-point drop in the proportion who perceive RCMP as professional (65 per cent, down from 75 per cent in 2019/20), a nine-point drop in the proportion who perceive RCMP personnel as compassionate (51 per cent, down from 60 in 2019/20), and a six-point drop in the proportion who see RCMP personnel as honest (56 per cent, down from 62 per cent in 2019/20). Interestingly, there has been a 4-point increase in the proportion of Canadians who feel the RCMP makes decisions based on facts (55 per cent, up from 51 per cent in 2019/20).

- Agreement with these statements generally increases with age. For instance, 39 per cent of those under the age of 35 agree that the RCMP is an accountable organization, a figure that rises to 59 per cent among those aged 65 and over.
- Those with a high school education are consistently more likely to assign positive ratings to the RCMP. For example, 73 per cent described the RCMP as professional in nature, compared to 69 per cent of college graduates and 56 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, 34 per cent say the RCMP demonstrates professionalism, compared to 65 per cent on average, and 24 per cent say the RCMP treats people with respect, compared to 50 per cent on average).

- Indigenous respondents are somewhat less likely to perceive the RCMP as honest (49 per cent versus 56 per cent), objective (47 per cent versus 55 per cent) or accountable (46 per cent versus 50 per cent).



disagree, disagree, or strongly disagree.

Overall



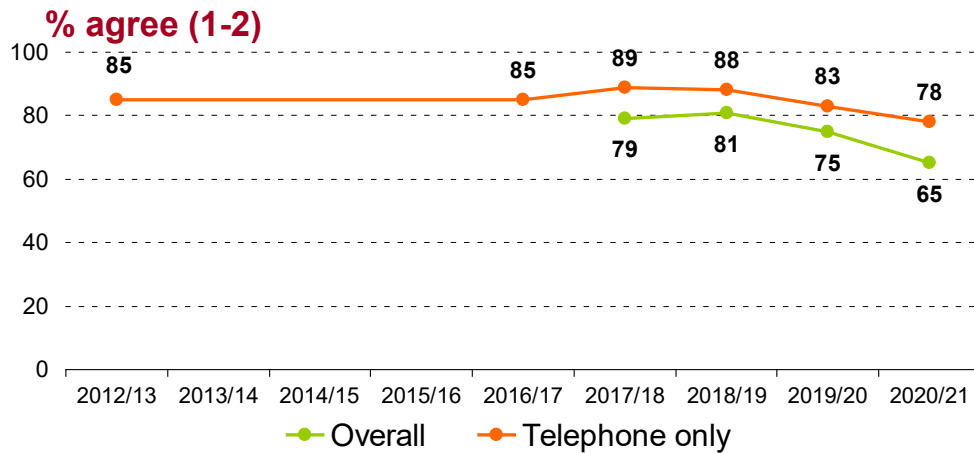
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BASE (overall): Canadians; Jan. 18- Feb. 1, 2021, n=2,951, MOE +/- 1.8%, 19 times out of 20

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:

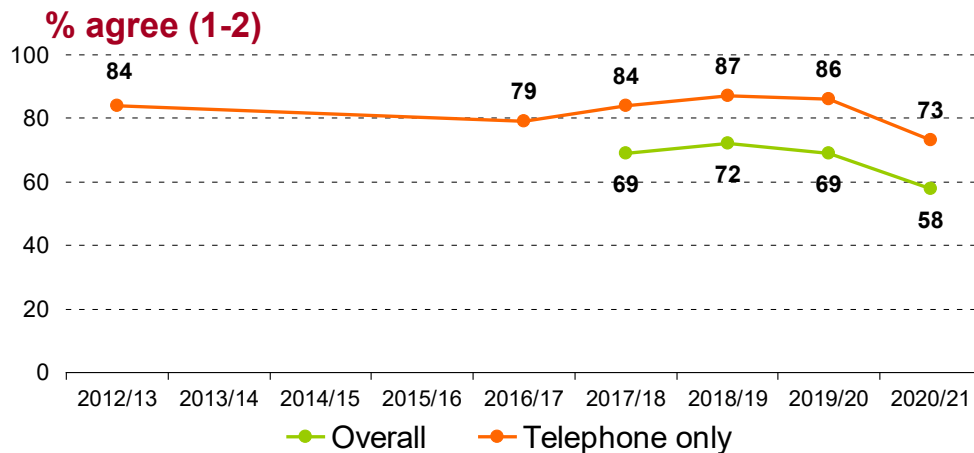
The RCMP demonstrates professionalism in its work



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BASE (overall): Canadians; most recent data point Jan. 18- Feb. 1, 2021, n=2,913, MOE +/- 1.8%, 19 times out of 20
BASE (phone): Canadians; most recent data point Jan. 18- Feb. 1, 2021, n=1,286, MOE +/- 2.7%, 19 times out of 20

The RCMP is an organization with integrity

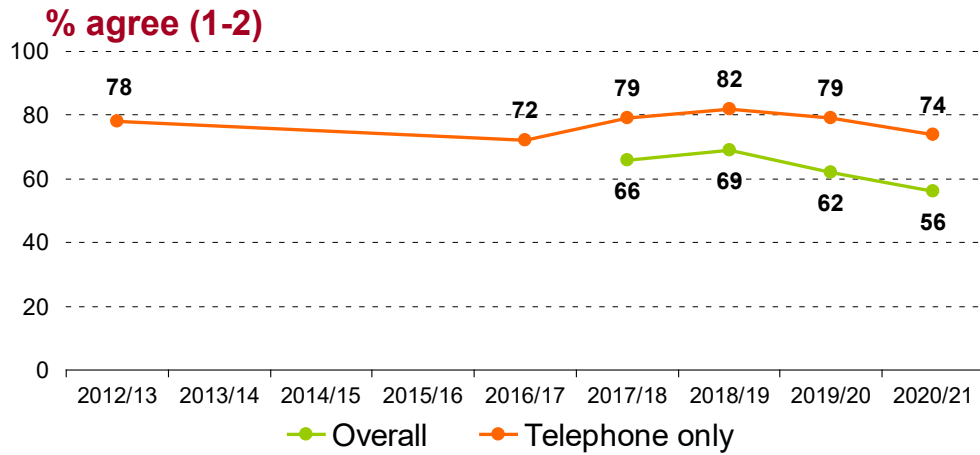


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BASE (overall): Canadians; most recent data point Jan. 18- Feb. 1, 2021, n=2,925, MOE +/- 1.8%, 19 times out of 20
BASE (phone): Canadians; most recent data point Jan. 18- Feb. 1, 2021, n=1,282, MOE +/- 2.7%, 19 times out of 20



RCMP personnel are honest



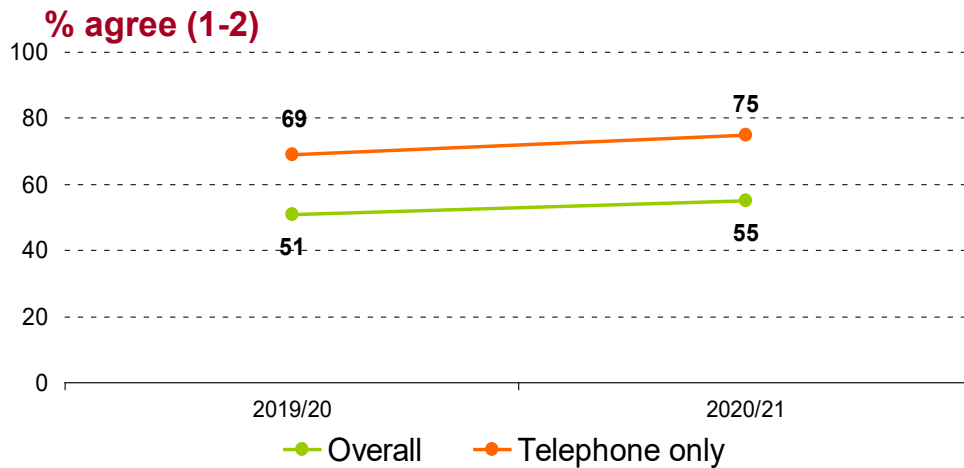
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BASE (overall): Canadians; most recent data point Jan. 18- Feb. 1, 2021, n=2,852, MOE +/- 1.8%, 19 times out of 20
BASE (phone): Canadians; most recent data point Jan. 18- Feb. 1, 2021, n=1,255, MOE +/- 2.7%, 19 times out of 20

Objectivity

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:

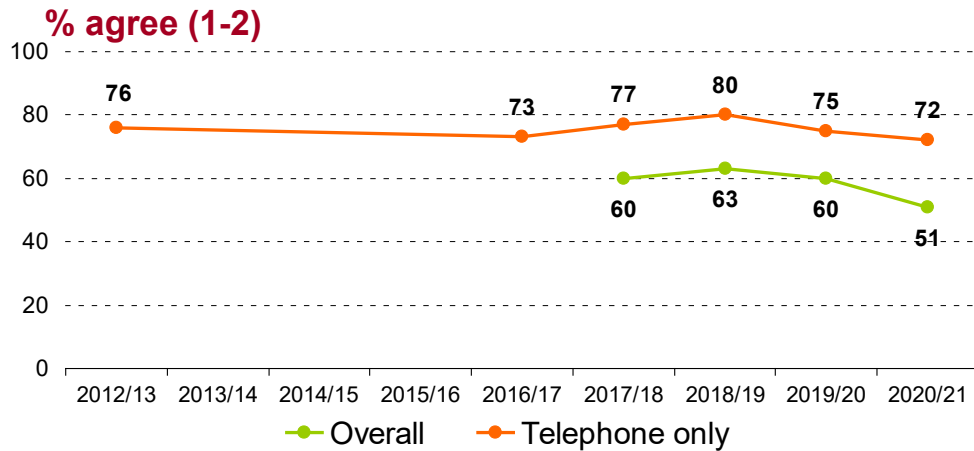
The RCMP makes decisions based on facts



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BASE (overall): Canadians; most recent data point Jan. 18- Feb. 1, 2021, n=2,599, MOE +/- 1.9%, 19 times out of 20
BASE (phone): Canadians; most recent data point Jan. 18- Feb. 1, 2021, n=1,175, MOE +/- 2.8%, 19 times out of 20

RCMP personnel demonstrate compassion



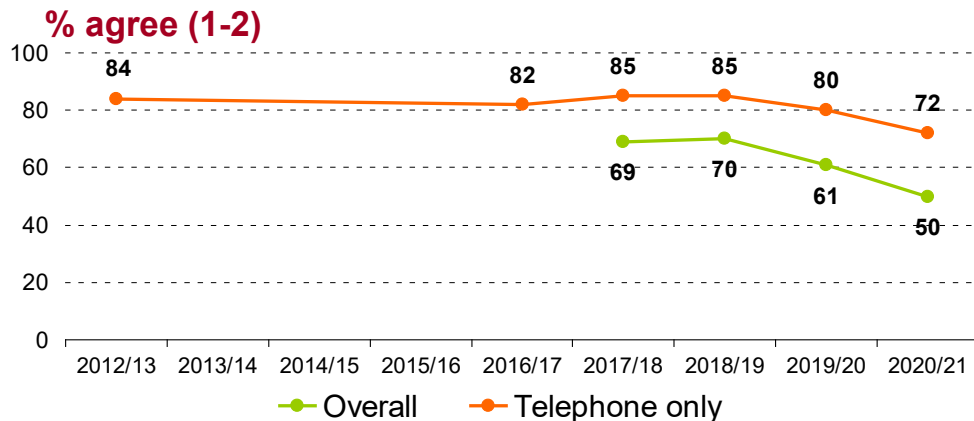
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BASE (overall): Canadians; most recent data point Jan. 18- Feb. 1, 2021, n=2,811, MOE +/- 1.8%, 19 times out of 20
BASE (phone): Canadians; most recent data point Jan. 18- Feb. 1, 2021, n=1,232, MOE +/- 2.7%, 19 times out of 20

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*



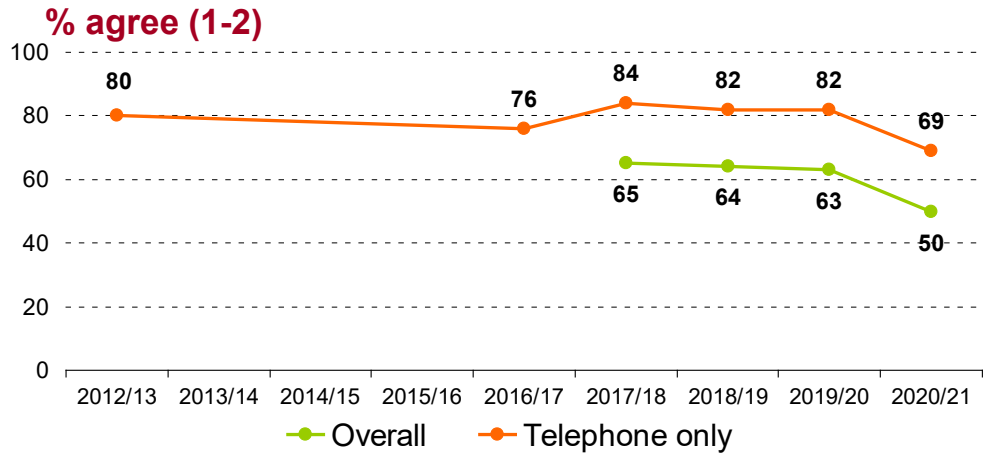
*Prior to 2019/2020, the statement read "RCMP personnel demonstrate respect"

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BASE (overall): Canadians; most recent data point Jan. 18- Feb. 1, 2021, n=2,868, MOE +/- 1.8%, 19 times out of 20
BASE (phone): Canadians; most recent data point Jan. 18- Feb. 1, 2021, n=1,265, MOE +/- 2.7%, 19 times out of 20



The RCMP is an accountable organization



Copyright 2021 **BASE (overall):** Canadians; most recent data point Jan. 18- Feb. 1, 2021, n=2,903, MOE +/- 1.8%, 19 times out of 20
No reproduction without permission. **BASE (phone):** Canadians; most recent data point Jan. 18- Feb. 1, 2021, n=1,272, MOE +/- 2.7%, 19 times out of 20

2.5 VIEWS OF THE RCMP (GENERAL)

Respondents were presented with four general statements about the RCMP and asked to rate the extent to which they agree or disagree with each one. Once again, results reveal generally positive overall impressions of the RCMP (although results also reveal a decrease in the proportion who express positive views of the RCMP). Seven in ten Canadians (71 per cent) are satisfied with the RCMP's efforts to provide services in both official languages. Six in ten agree that the RCMP prioritizes quality service (62 per cent), and express trust and confidence in the RCMP (60 per cent). Relatively few respondents (between 6 and 23 per cent) disagree with these statements.

However, results also suggest the public perceive gaps in the RCMP's service offerings. About four in ten (39 per cent) say the RCMP provides the same quality of service to all citizens, and more than four in ten (44 per cent) disagree with this statement.

Tracking reveals an 11-point drop in the proportion of Canadians who agree that the RCMP provides the same quality of service to all citizens (39 per cent, down from 50 per cent in 2019/20). Results also reveal a nine-point drop in the proportion of Canadians who agree that the RCMP prioritizes quality service (62 per cent, down from 71 per cent in 2019/20) and in the proportion who express trust and confidence in the RCMP (60 per cent, down from 69 in 2019/20). The proportion of Canadians who agree that the RCMP prioritizes bilingual services has remained largely stable over the past year.

- Belief that the RCMP places emphasis on providing quality service rises with age (from 52 per cent among those under the age of 35 to 70 per cent among those aged 65 and over). Similarly, the likelihood of expressing trust and confidence in the RCMP also rises with age (from 49 per cent among those under 35 years of age to 71 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 (45 per cent, compared to 33 per cent among those under the age of 35).
- Those with a high school education are more likely to agree with most of these statements. For example, 67 per cent say the RCMP is consistent in the quality of service it provides, compared to 64 per cent of college graduates and 57 per cent of those who hold university degrees.
- Those in the LGBTQ2 community express significantly less favourable views across the board (for example, just 17 per cent say the RCMP offers consistent service, compared to 39 per cent on average, and only 30 per cent express trust and confidence in the RCMP, compared to 60 per cent on average).
- Indigenous respondents also provided less favourable feedback when it came to the trust they place in the RCMP (54 per cent versus 60 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 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

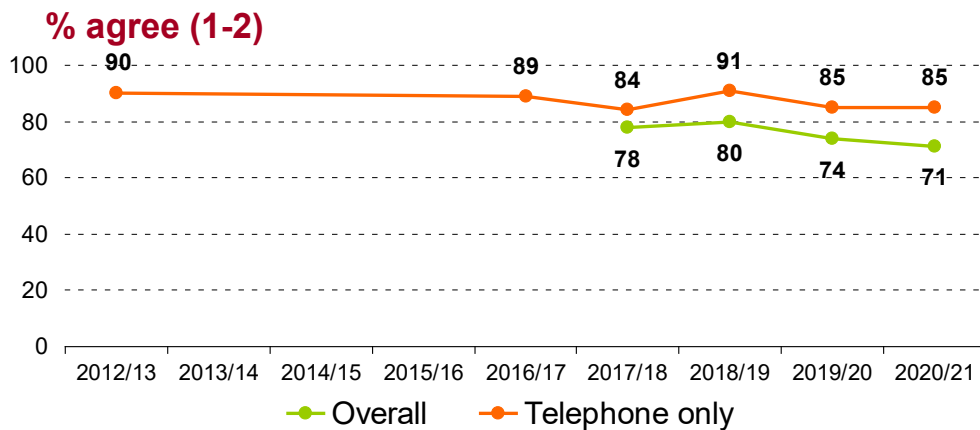


■ Disagree (4-5) ■ Neither (3) ■ Agree (1-2)

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BASE (overall): Canadians; Jan. 18- Feb. 1, 2021, n=2,951, MOE +/- 1.8%, 19 times out of 20

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

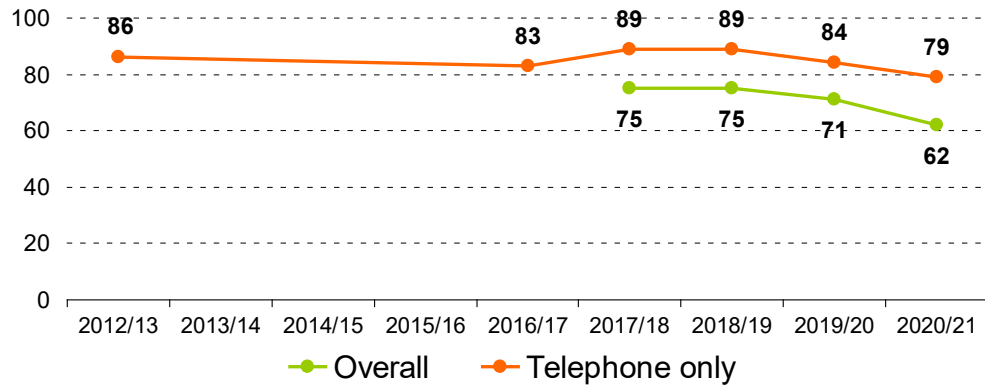


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BASE (overall): Canadians; most recent data point Jan. 18- Feb. 1, 2021, n=2,587, MOE +/- 1.9%, 19 times out of 20
BASE (phone): Canadians; most recent data point Jan. 18- Feb. 1, 2021, n=1,179, MOE +/- 2.8%, 19 times out of 20

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

% agree (1-2)

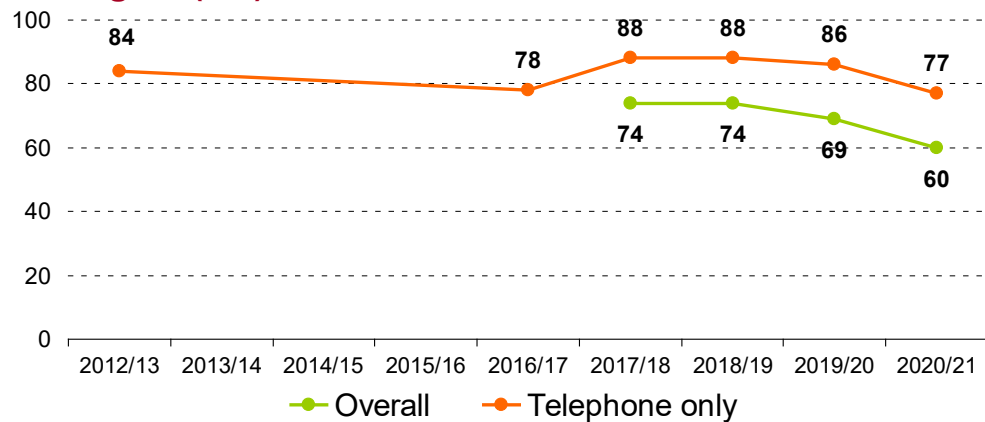


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BASE (overall): Canadians; most recent data point Jan. 18- Feb. 1, 2021, n=2,880, MOE +/- 1.8%, 19 times out of 20
BASE (phone): Canadians; most recent data point Jan. 18- Feb. 1, 2021, n=1,265, MOE +/- 2.7%, 19 times out of 20

I have trust and confidence in the RCMP

% agree (1-2)

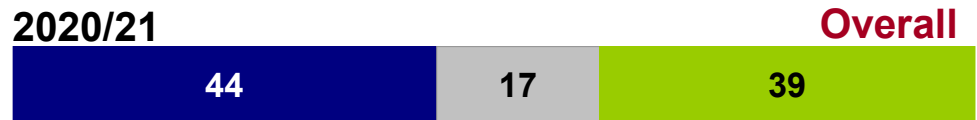


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BASE (overall): Canadians; most recent data point Jan. 18- Feb. 1, 2021, n=2,937, MOE +/- 1.8%, 19 times out of 20
BASE (phone): Canadians; most recent data point Jan. 18- Feb. 1, 2021, n=1,293, MOE +/- 2.7%, 19 times out of 20

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 provides the same quality of service to all citizens



BASE (overall): Canadians; Jan. 18- Feb. 1, 2021, n=2,853, MOE +/- 1.8%, 19 times out of 20



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

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

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2.6 VIEWS OF THE RCMP (LEADERSHIP)

Canadians express somewhat mixed views on RCMP leadership: 44 per cent rate the RCMP's local leaders as effective (compared to 20 per cent who disagree), and slightly fewer (43 per cent) offer a positive appraisal of its national leaders (versus 31 per cent who disagree).

Tracking suggests that, as with many other issues, trust in the RCMP's national leaders has eroded somewhat over the past year (43 per cent, compared to 51 per cent in 2019/20). The proportion of Canadians who say they trust the RCMP's local leaders has remained stable over the past year.

- Those aged 65 and over are more likely to express confidence in both the RCMP's national leaders (51 per cent, compared to 43 per cent on average) and its local leaders (53 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 (53 per cent, compared to 43 per cent on average) and the local level (54 per cent versus 44 per cent).
- Residents of Atlantic Canada express a higher degree of confidence in the RCMP's local leadership (55 per cent versus 44 per cent).

VIEWS OF THE RCMP (LEADERSHIP)

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

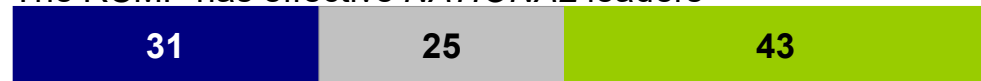
Overall

The RCMP has effective LOCAL leaders



BASE (overall): Canadians; Jan. 18- Feb. 1, 2021, n=2,382, MOE +/- 2.0%, 19 times out of 20

The RCMP has effective NATIONAL leaders



BASE (overall): Canadians; Jan. 18- Feb. 1, 2021, n=2,560, MOE +/- 1.9%, 19 times out of 20

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

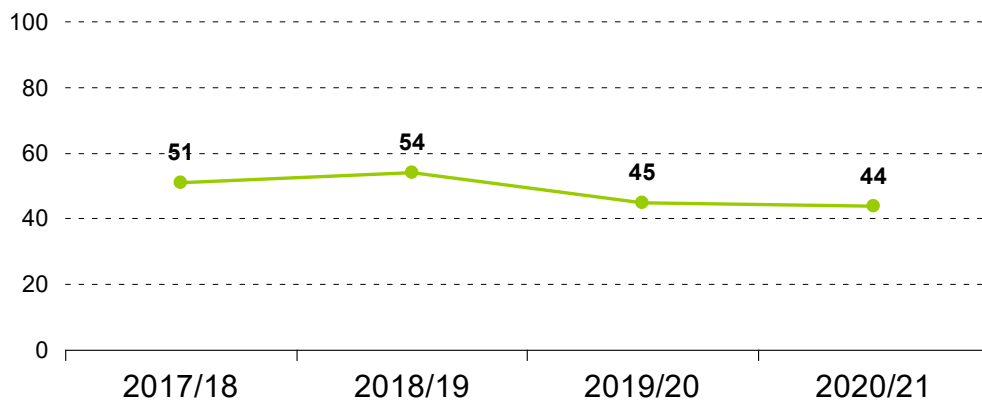
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Leadership: Effectiveness of local leaders

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



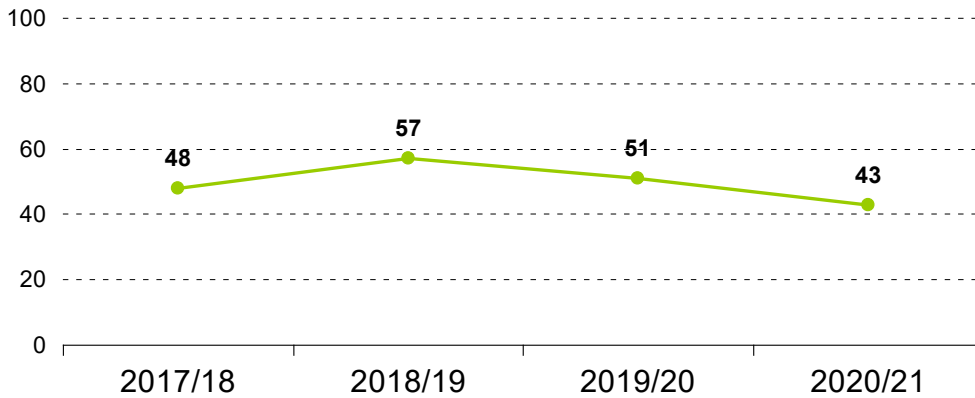
Copyright 2021
No reproduction without permission BASE (overall): Canadians; most recent data point Jan. 18- Feb. 1, 2021, n=2,382, MOE +/- 2.0%, 19 times out of 20

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



Copyright 2021
No reproduction without permission **BASE (overall):** Canadians; most recent data point Jan. 18- Feb. 1, 2021, n=2,560, MOE +/- 1.9%, 19 times out of 20

2.7 VIEWS OF THE RCMP (TRANSPARENCY)

The RCMP also receives mixed reviews when it comes to issues related to innovation and transparency. Fewer than four in ten respondents (38 per cent) are satisfied with the level of information that the RCMP provides about its work (virtually the same proportion – 39 per cent – as those who express dissatisfaction in this area). A similar proportion (36 per cent) agree that the RCMP is a forward-looking and innovative organization (while the same proportion – 36 per cent – disagree).

Findings also reveal that almost half of Canadians (47 per cent) disagree with the idea that the RCMP is an open and transparent organization (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 a ten-point drop in the proportion of Canadians who consider the RCMP a forward-looking, innovative organization (36 per cent, down from 46 per cent in 2019/20) and a six-point drop in the proportion of Canadians who consider that the RCMP provides adequate information about its work (38 per cent, compared to 44 per cent in 2019/20), and among those who agree the RCMP is an open and transparent organization (30 per cent, down from 36 per cent in 2019/20).

- Those aged 65 and over are more apt to agree that the RCMP is a forward-looking, open organization (44 per cent, compared to 36 per cent on average).
- The likelihood of expressing favourable views of the RCMP in terms of its transparency declines with educational attainment. For example, 36 per cent of high school educated respondents deem the RCMP an open and transparent organization, a figure that declines to just 25 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 (43 per cent, compared to 36 per cent on average).
- Those in the LGBTQ2 community consistently gave the RCMP poorer marks on issues related to transparency. For example, 15 per cent believe the RCMP to be open and transparent, compared to 30 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 provides Canadians with adequate information about its work



The RCMP is a forward-looking, innovative organization



The RCMP is an open and transparent organization



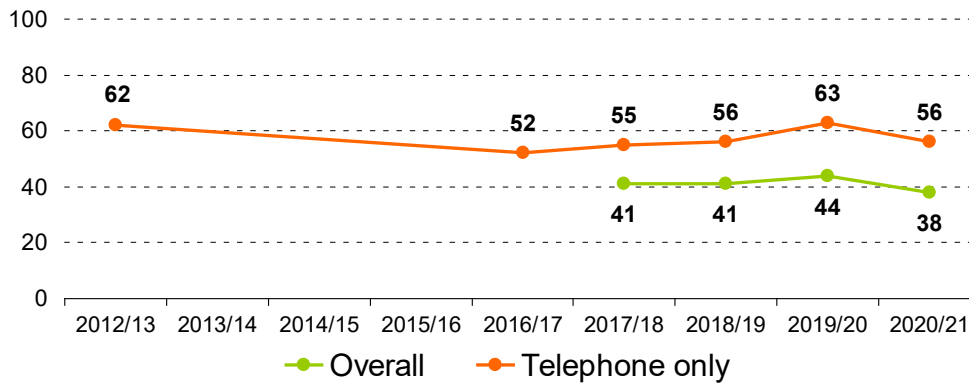
■ Disagree (4-5) ■ Neither (3) ■ Agree (1-2)

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BASE (overall): Canadians; Jan. 18- Feb. 1, 2021, n=2,951, MOE +/- 1.8%, 19 times out of 20

The RCMP provides Canadians with adequate information about its work

% agree (1-2)

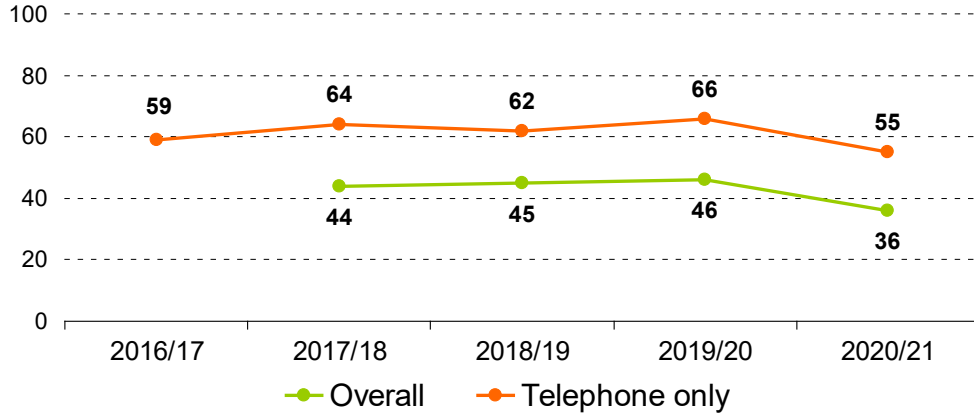


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BASE (overall): Canadians; most recent data point Jan. 18- Feb. 1, 2021, n=2,820, MOE +/- 1.8%, 19 times out of 20
BASE (phone): Canadians; most recent data point Jan. 18- Feb. 1, 2021, n=1,232, MOE +/- 2.7%, 19 times out of 20

The RCMP is a forward-looking, innovative organization

% agree (1-2)

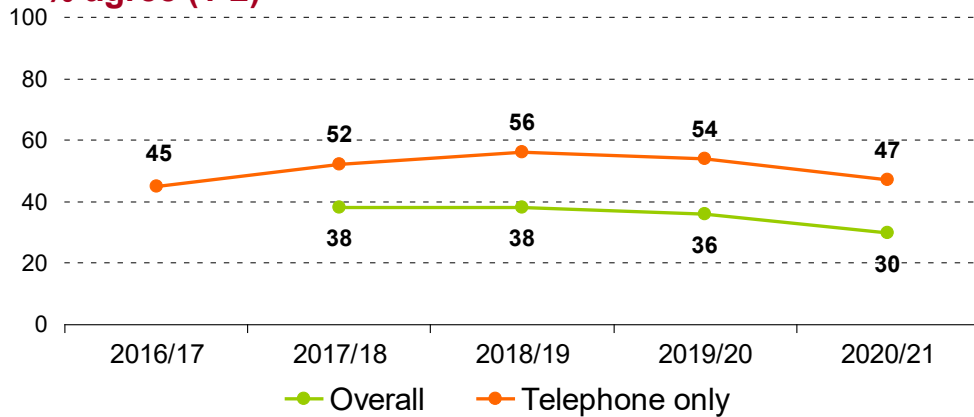


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BASE (overall): Canadians; most recent data point Jan. 18- Feb. 1, 2021, n=2,665, MOE +/- 1.9%, 19 times out of 20
BASE (phone): Canadians; most recent data point Jan. 18- Feb. 1, 2021, n=1,172, MOE +/- 2.6%, 19 times out of 20

The RCMP is an open and transparent organization

% agree (1-2)



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BASE (overall): Canadians; most recent data point Jan. 18- Feb. 1, 2021, n=2,809, MOE +/- 1.9%, 19 times out of 20
BASE (phone): Canadians; most recent data point Jan. 18- Feb. 1, 2021, n=1,233, MOE +/- 2.7%, 19 times out of 20

2.8 VIEWS OF THE RCMP (SENSITIVITY)

The RCMP receives fairly low, and worsening, marks on indicators related to sensitivity. Fewer than half of respondents believe that the RCMP is representative of the diverse communities it serves (45 per cent, compared to 33 per cent who disagree), and that RCMP personnel reflect the cultural diversity in their community (44 per cent, compared to 28 per cent who disagree).

When the scope of the questions is narrowed to focus on specific groups, the RCMP elicits even less favourable reviews. Fewer than four in ten agree that the RCMP is sensitive to the needs of Canada's various cultures and groups (39 per cent, compared to 37 per cent who disagree), that the RCMP treats women fairly (39 per cent, compared to 41 per cent who disagree), that it is sensitive to the needs of the LGBTQ2 community (35 per cent versus 32 per cent, while the remaining 33 per cent neither agree nor disagree, suggesting a fair degree of uncertainty on the matter) or that it is respectful to the cultural needs of Indigenous people (34 per cent versus 45 per cent who disagree).

Tracking reveals a decrease in agreement over the past year across all of these issues. For instance, there is a 13-point drop in the proportion of Canadians who believe the RCMP is sensitive to the needs of different cultures and groups (39 per cent, compared to 52 per cent in 2019/20), as well as an 11-point drop in the proportion of Canadians who agree the RCMP is representative of the diverse Canadian communities it serves (45 per cent, down from 56 per cent in 2019/20), and the proportion who agree the RCMP is respectful to the cultural needs of Indigenous people (34 per cent, down from 45 per cent in 2019/20).

- When it comes to the broader indicators of sensitivity, the likelihood of offering a positive appraisal of the RCMP rises with age. For example, 29 per cent of those under the age of 35 believe the RCMP is sensitive to the needs of different cultures and groups, compared to 44 per cent of those aged 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 13 per cent agree that the RCMP is sensitive to the needs of the LGBTQ2 community, compared to 35 per cent on average.
- Indigenous respondents are somewhat more likely to indicate that they agree that the RCMP is respectful of Indigenous cultural needs (36 per cent, compared to 34 per cent on average).

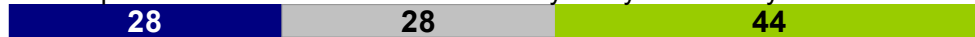
disagree, disagree, or strongly disagree:

Overall

The RCMP is representative of the diverse Canadian communities it serves



RCMP personnel reflect the cultural diversity in my community



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



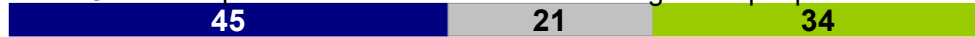
The RCMP treats women fairly



The RCMP is sensitive to the needs of the LGBTQ2 community



The RCMP is respectful to the cultural needs of Indigenous people



■ Disagree (4-5)

■ Neither (3)

■ Agree (1-2)

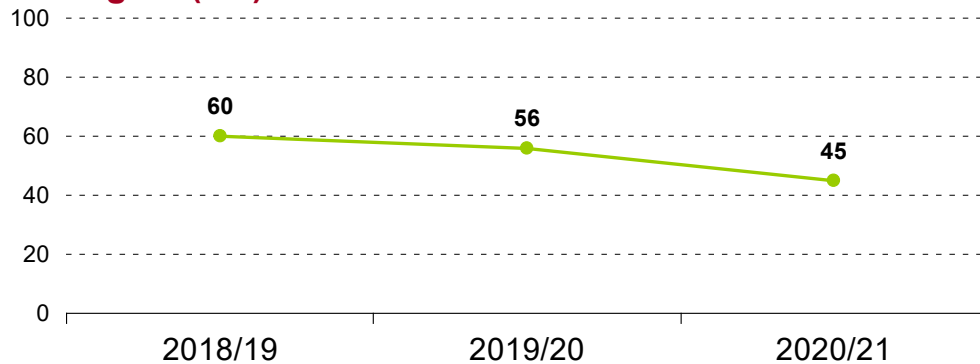
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BASE (overall): Canadians; Jan. 18- Feb. 1, 2021, n=2,951, MOE +/- 1.8%, 19 times out of 20

The RCMP is representative of the diverse Canadian communities it serves

% agree (1-2) – overall

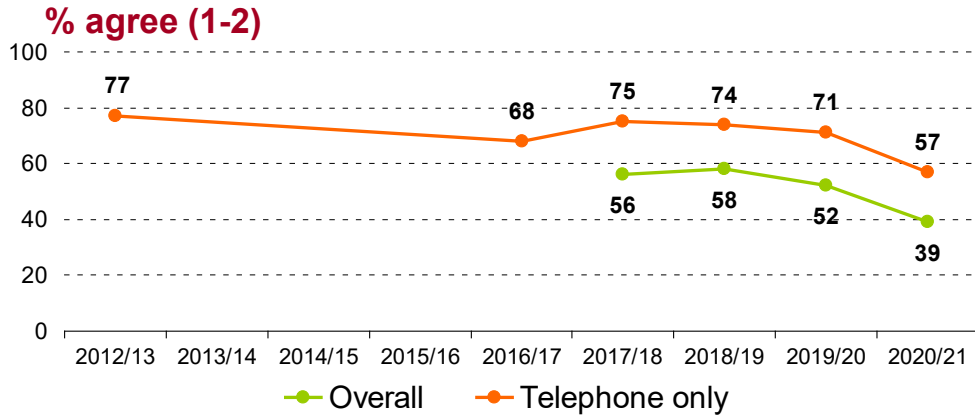


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BASE (overall): Canadians; most recent data point Jan. 18- Feb. 1, 2021, n=2,754, MOE +/- 1.8%, 19 times out of 20

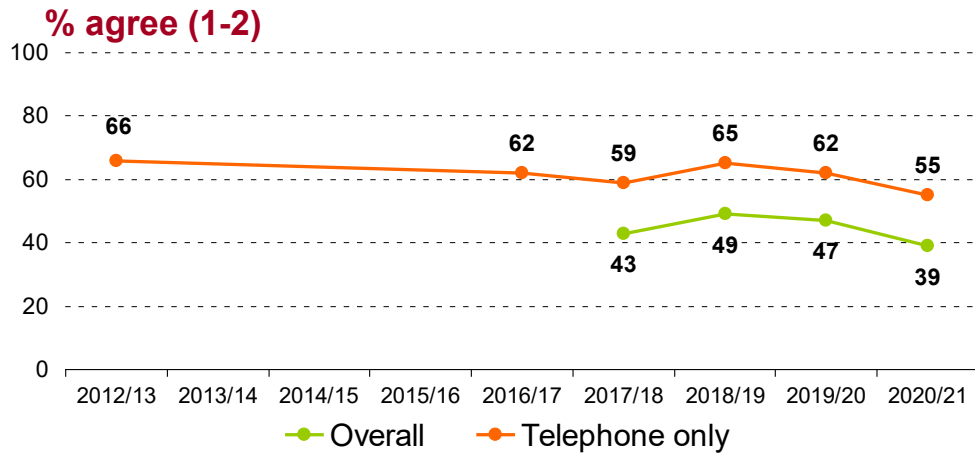
The RCMP is sensitive to the needs of different cultures and groups



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BASE (overall): Canadians; most recent data point Jan. 18- Feb. 1, 2021, n=2,754, MOE +/- 1.8%, 19 times out of 20
BASE (phone): Canadians; most recent data point Jan. 18- Feb. 1, 2021, n=1,223, MOE +/- 2.8%, 19 times out of 20

The RCMP treats women fairly

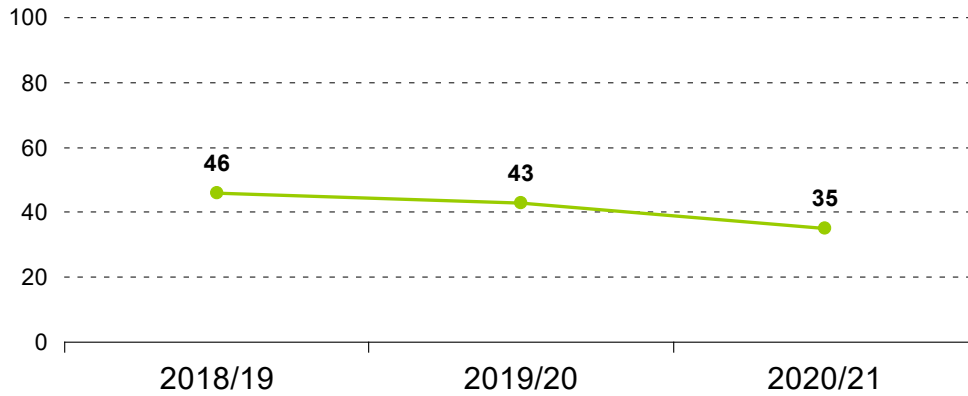


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BASE (overall): Canadians; most recent data point Jan. 18- Feb. 1, 2021, n=2,732, MOE +/- 1.8%, 19 times out of 20
BASE (phone): Canadians; most recent data point Jan. 18- Feb. 1, 2021, n=1,195, MOE +/- 2.7%, 19 times out of 20

The RCMP is sensitive to the needs of the LGBTQ2 community

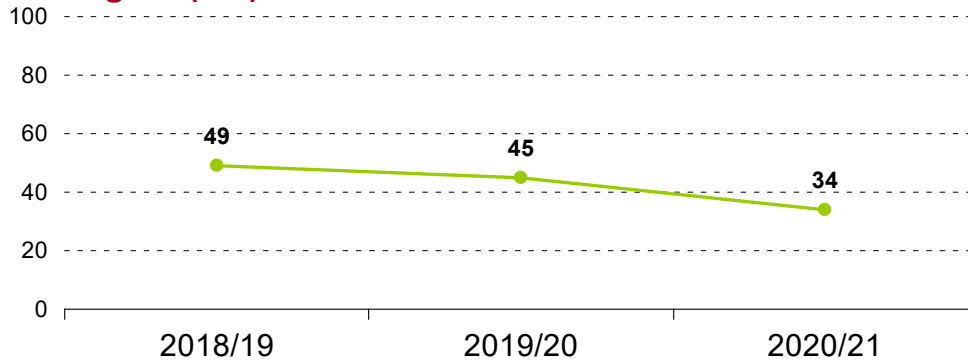
% agree (1-2) – overall



Copyright 2021
No reproduction without permission **BASE (overall):** Canadians; most recent data point Jan. 18- Feb. 1, 2021, n=2,308, MOE +/- 2.0%, 19 times out of 20

The RCMP is respectful to the cultural needs of Indigenous people

% agree (1-2) – overall



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No reproduction without permission **BASE (overall):** Canadians; most recent data point Jan. 18- Feb. 1, 2021, n=2,700, MOE +/- 1.9%, 19 times out of 20

2.9 VIEWS OF THE RCMP (RELATIONSHIP WITH RCMP)

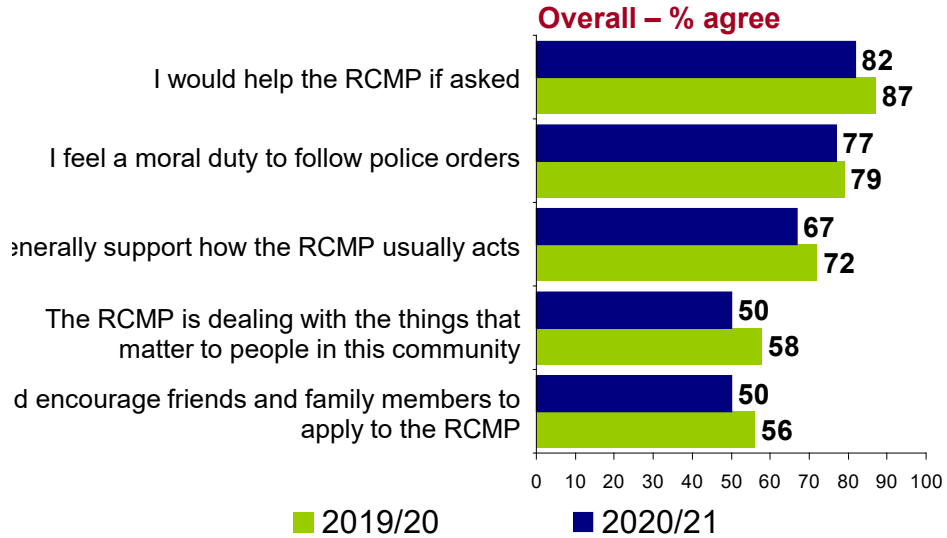
Despite concerns about sensitivity and worsening views on the RCMP's performance in general, results suggest that the RCMP maintains a widely positive relationship with the public. The vast majority of respondents (82 per cent) say they would help the RCMP if asked, while almost eight in ten (77 per cent) believe they have a moral obligation to follow police orders. Seven in ten (67 per cent) also say they generally support the RCMP's actions. Half agree that the RCMP is dealing with things that matter to their community (50 per cent) and would encourage friends and family to consider the RCMP as a career path (50 per cent).

However, as with many other issues, tracking reveals a decline over the past years across all these issues. For instance, there has been an eight-point drop in the proportion of Canadians who agree the RCMP is dealing with the things that matter to people in their community (50 per cent, down from 58 per cent in 2019/20), a six-point drop in the proportion who would encourage friends and family members to apply to RCMP (50 per cent, compared to 56 per cent in 2019/20) and a five-point drop in the proportion of Canadians who would help the RCMP if asked (82 per cent, down from 87 in the last year) and who generally support how the RCMP usually acts (67 per cent, compared to 72 per cent in 2019/20).

- Women are more apt to express willingness to help the RCMP if asked (84 per cent, compared to 80% of men) and to express a sense of duty when it comes to following police orders (81 per cent, compared to 74 per cent of men).
- Agreement with these statements is positively correlated with age. For example, 64 per cent of those under the age of 35 feel morally bound to follow police orders, a figure that rises to 88 per cent among those aged 65 and over.
- High school graduates are more likely to agree that the RCMP deals with matters that are important to their community (56 per cent, compared to 50 per cent on average). The likelihood of encouraging friends and family to apply to the RCMP declines with educational attainment (from 58 per cent among high school graduates to 41 per cent among those with university degrees).
- Members of Canada's LGBTQ2 and Indigenous communities consistently express a dimmer view of their relationship with the RCMP (for example, just 51 per cent of LGBTQ2 respondents and 64 per cent of Indigenous respondents convey a sense of obligation to follow police orders, compared to 77 per cent on average). Those with disabilities are less apt to say the RCMP focuses on matters that directly impact their communities (42 per cent).

Tracking Relationship with RCMP

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



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2.10 VIEWS OF THE RCMP (SERVICE)

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 (51 per cent) agree that RCMP personnel have a visible presence in their community; however, this figure jumps to 74 per cent outside of Central Canada.

These results have remained largely stable over the past few years.

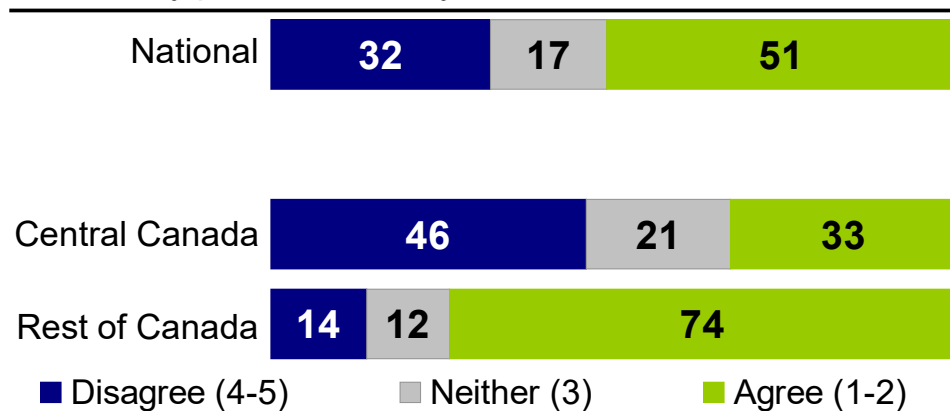
- High school graduates are somewhat more likely to agree that the RCMP is visibly present in their community (54 per cent, compared to 51 per cent on average).
- Regionally, the proportion of Canadians who agree that the RCMP is visible in their community is much higher in Northern Canada (93 per cent), British Columbia (80 per cent), Atlantic Canada (78 per cent), and the Prairies (68 per cent) compared to Central Canada (33 per cent).



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

Overall

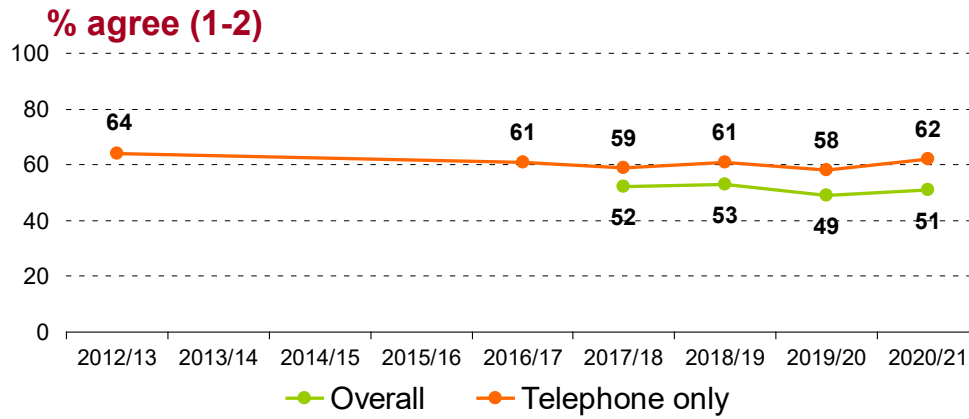
The RCMP personnel have a visible presence in my community/province/territory



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BASE (overall): Canadians; Jan. 18- Feb. 1, 2021, n=2,838, MOE +/- 1.8%, 19 times out of 20

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



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BASE (overall): Canadians; most recent data point Jan. 18- Feb. 1, 2021, n=2,838, MOE +/- 1.8%, 19 times out of 20
BASE (phone): Canadians; most recent data point Jan. 18- Feb. 1, 2021, n=1,256, MOE +/- 2.8%, 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. More than half (54 per cent) agree that it is quick to respond to calls for assistance, and four in ten (44 per cent) agree that the RCMP rapidly adapts to new and emerging priorities. Fewer than three in ten disagree with either of these statements.

Tracking reveals that the proportion of Canadians who believe that the RCMP is effective at responding quickly to calls for assistance has declined by twelve points since 2018/19; however, the question was phrased differently for the most recent surveys, and this shift may reflect changes in the wording rather than changes in public attitudes.

- Those aged 65 and over are more apt to agree that the RCMP responds to calls for assistance quickly (63 per cent versus 54 per cent) and that the RCMP rapidly adapts to emerging priorities (53 per cent, compared to 44 per cent on average)
- Agreement with both statements declines with educational attainment. For instance, 62 per cent of respondents with a high school level education believe the RCMP is effective at responding quickly to calls for assistance, compared to 50 per cent of university graduates.
- Atlantic Canadians are more likely to say the RCMP rapidly adapts to new and emerging priorities (48 per cent, compared to 44 per cent on average).
- Those in the LGBTQ2 community rate the RCMP more poorly along both measures; 20 per cent say the RCMP is keeping up with evolving priorities (compared to 44 per cent on average) and 43 per cent believe the organization responds to calls in a timely manner (versus 54 per cent).
- Indigenous respondents are less likely to express positive views on the RCMP's response time (51 per cent, compared to 54 per cent on average), while visible minorities are less apt to agree that the RCMP stays on top of emerging priorities (35 per cent versus 44 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 effective at responding quickly to calls for assistance



BASE (overall): Canadians; Jan. 18- Feb. 1, 2021, n=2,465, MOE +/- 1.9%, 19 times out of 20

The RCMP rapidly adapts to new and emerging priorities



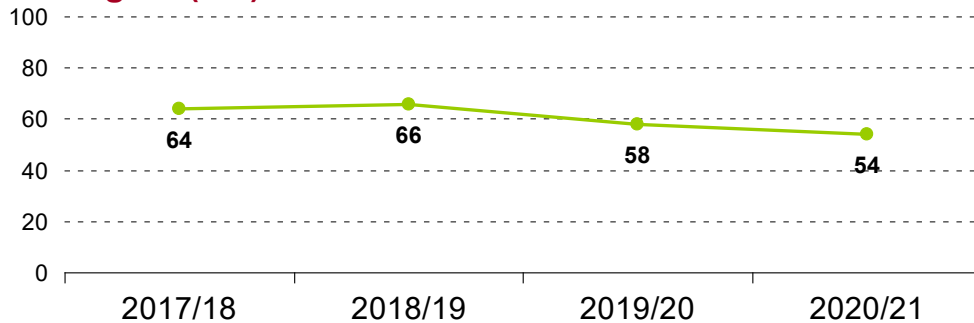
BASE (overall): Canadians; Jan. 18- Feb. 1, 2021, n=2,536, MOE +/- 1.9%, 19 times out of 20

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

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The RCMP is effective at responding quickly to calls for assistance

% agree (1-2) – overall



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

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No reproduction without permission **BASE (overall):** Canadians; most recent data point Jan. 18- Feb. 1, 2021, n=2,465, MOE +/- 1.9%, 19 times out of 20

2.12 IMPACT OF THE RCMP

Results also reveal generally positive impressions of the impact of the RCMP on Canadians, although findings also suggest room for improvement in some areas, particularly Indigenous matters. Roughly seven in ten (69 per cent) express confidence in the RCMP's ability to respond to national security threats effectively. More than six in ten agree the RCMP effectively diminishes the threat of organized crime (66 per cent), handles threats to passenger aircraft (64 per cent), mitigates the impact of serious crime (63 per cent), resolves crimes where violence is involved (63 per cent), and provides an adequate response to border threats (63 per cent), while slightly fewer believe the RCMP is effective at reducing the production, sale and distribution of illegal drugs (60 per cent), and countering radicalization to violent extremism (57 per cent). More than half believe the RCMP is effectively responding to cybercrime threats (55 per cent), and improving traffic safety (53 per cent). Slightly fewer agree that the RCMP is successfully addressing youth crime (51 per cent), and lessening the impact of economic crime (51 per cent).

However, fewer than half are satisfied with the RCMP's attempts to combat online scams (47 per cent), its contribution to making Canadians more informed and resilient (43 per cent), and its efforts in fostering safer Indigenous communities (39 per cent). Only three in ten (34 per cent) say the RCMP is advancing reconciliation with Canada's Indigenous peoples.

Overall results reveal a decrease in the proportion of Canadians expressing positive views on the impact of the RCMP in many areas. There has been a nine-point drop in the proportion of Canadians who agree the RCMP is advancing reconciliation with Indigenous peoples (34 per cent, down from 43 per cent in 2019/20), and an eight-point drop in the proportion who perceive the RCMP is contributing to safer Indigenous communities (39 per cent, compared to 47 per cent in 2019/20). Findings reveal a seven-point drop in the proportion of Canadians who agree that the RCMP is effectively responding to threats to national security (69 per cent, down from 76 per cent in 2019/20) and contributing to more informed and resilient Canadians (43 per cent, compared to 50 per cent in 2019/20). Results also indicate a six-point drop in the proportion that believe the organization is successfully addressing youth crime (51 per cent, down from 57 per cent in 2019/20). Other results are largely on par with those found last year.⁴

- Compared to men, women convey a greater sense of confidence in the RCMP on most of the indicators tested, particularly when it comes to national security (73 per cent, compared to 66

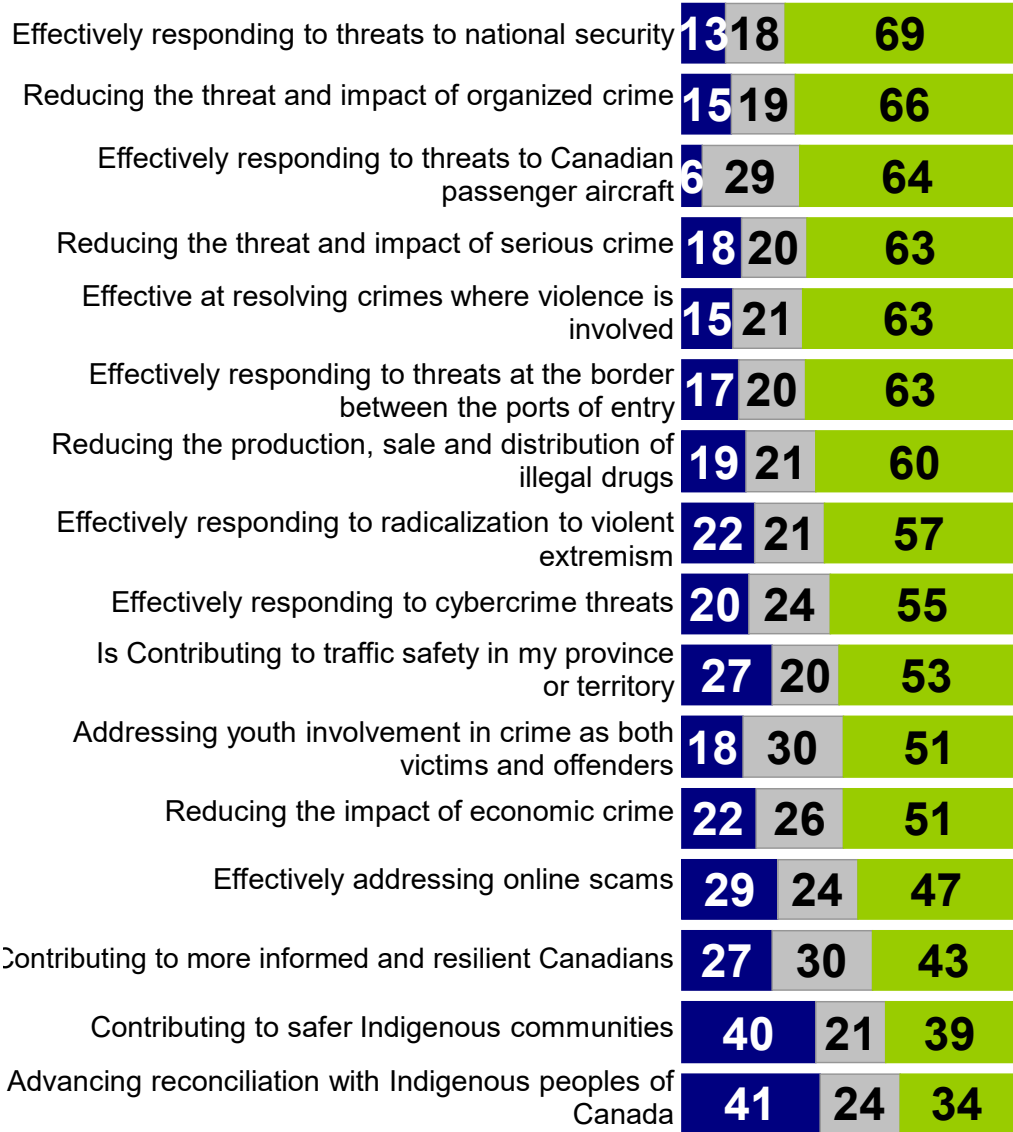
⁴ The proportion of Canadians who believe that the RCMP is effective at responding to radicalization to violent extremism declined by five points over the past year; however, the question was phrased differently for the most recent survey and this shift may reflect changes in the wording rather than changes in public attitudes.

per cent of men), border security (67 per cent, compared to 60 per cent of men), and reducing the production, sale and distribution of illegal drugs (64 per cent versus 57 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, 61 per cent agree that the RCMP is effective at reducing the overall impact of economic crime, compared to 51 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, 58 per cent agree that the RCMP is effectively addressing online scams, compared to 47 per cent on average.
- Regionally, British Columbia residents convey a less favourable outlook on most of the items tested (for instance, 52 per cent believe the RCMP adequately responds to reducing organized crime, compared to 66 per cent on average).
- 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, 31 per cent of LGBTQ2 respondents and 43 per cent of Indigenous respondents believe the organization is effectively responding to radicalization to violent extremism, compared to 57 per cent on average.



Overall



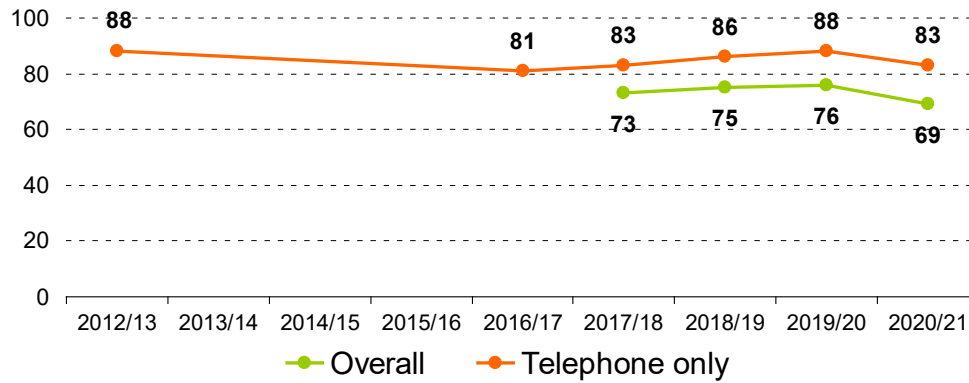
■ Disagree (4-5)
 ■ Neither (3)
 ■ Agree (1-2)

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BASE (overall): Canadians; Jan. 18 - Feb. 1, 2021, n=2,951, MOE +/- 1.8%, 19 times out of 20

The RCMP is effectively responding to threats to national security

% agree (1-2)

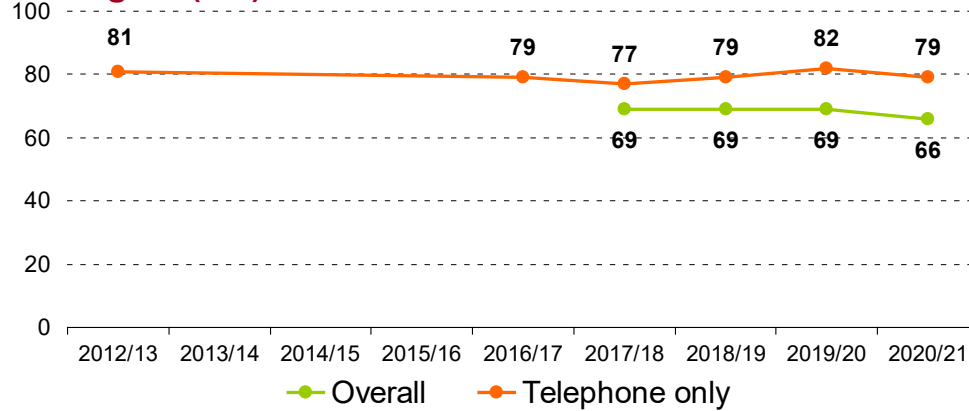


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BASE (overall): Canadians; most recent data point Jan. 18- Feb. 1, 2021, n=2,498, MOE +/- 1.9%, 19 times out of 20
BASE (phone): Canadians; most recent data point Jan. 18- Feb. 1, 2021, n=1,121, MOE +/- 2.6%, 19 times out of 20

Reducing the threat and impact of organized crime

% agree (1-2)



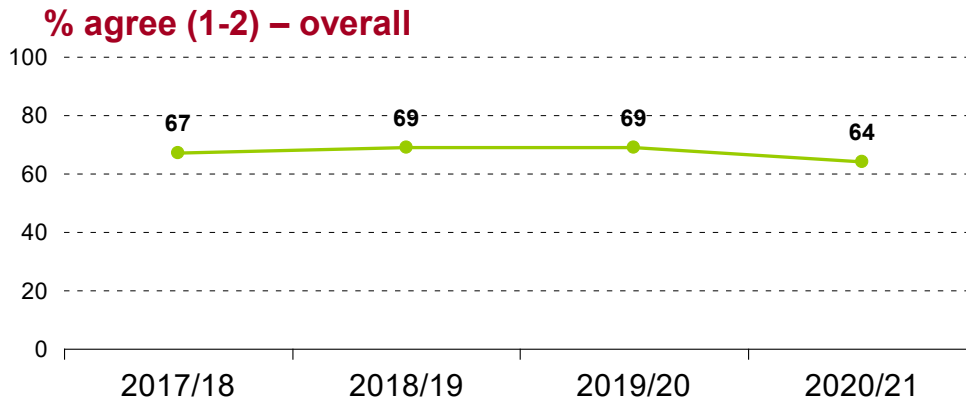
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BASE (overall): Canadians; most recent data point Jan. 18- Feb. 1, 2021, n=2,633, MOE +/- 1.9%, 19 times out of 20
BASE (phone): Canadians; most recent data point Jan. 18- Feb. 1, 2021, n=1,184, MOE +/- 2.8%, 19 times out of 20

Impact: Threats to passenger aircraft

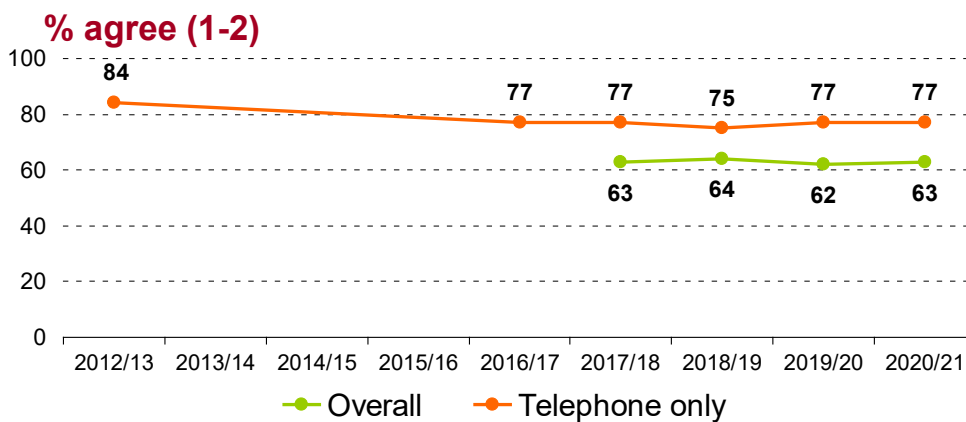
Q. For each of the following statements about the RCMP's performance, please indicate whether you strongly agree, agree, neither agree nor disagree, disagree, or strongly disagree:

The RCMP is effectively responding to threats to Canadian passenger aircraft



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No reproduction without permission **BASE (overall):** Canadians; most recent data point Jan. 18- Feb. 1, 2021, n=2,129, MOE +/- 2.1%, 19 times out of 20

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



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No reproduction without permission **BASE (overall):** Canadians; most recent data point Jan. 18- Feb. 1, 2021, n=2,670, MOE +/- 1.9%, 19 times out of 20
BASE (phone): Canadians; most recent data point Jan. 18- Feb. 1, 2021, n=1,208, MOE +/- 2.8%, 19 times out of 20

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 effective at resolving crimes where violence is involved



BASE (overall): Canadians; Jan. 18- Feb. 1, 2021, n=2,654, MOE +/- 1.9%, 19 times out of 20

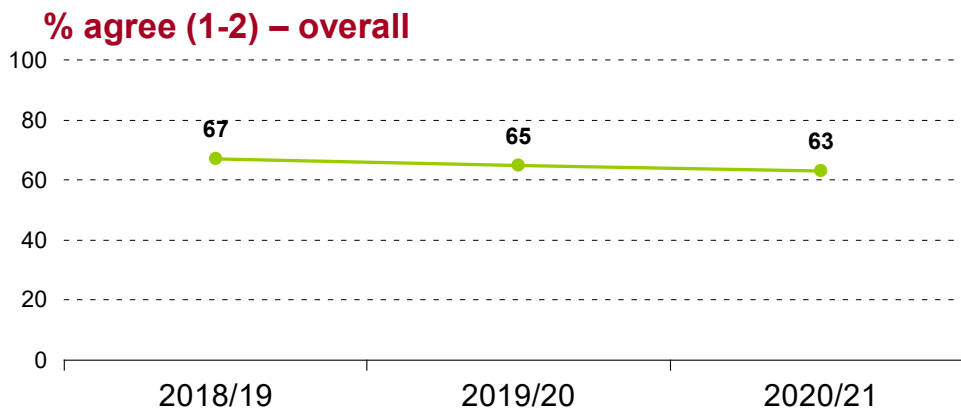


BASE (overall): Canadians; Jan. 9- Feb. 27, 2020, n=2,988, MOE +/- 1.8%, 19 times out of 20

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

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

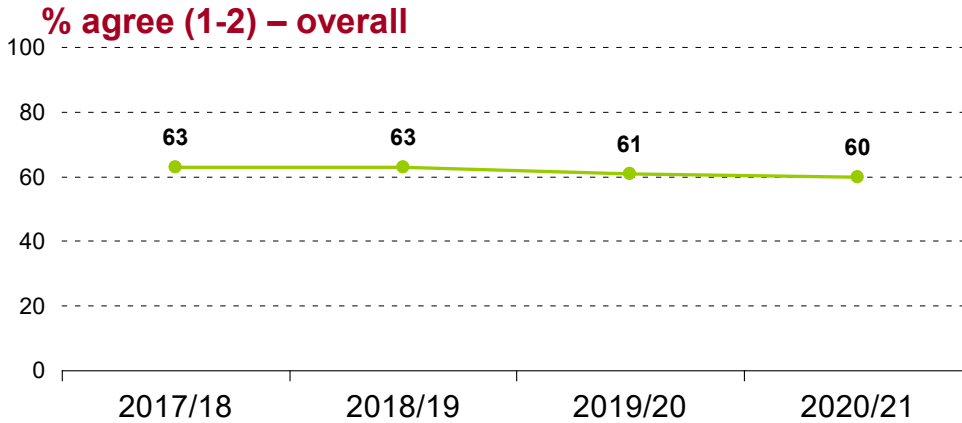


Copyright 2021
No reproduction without permission **BASE (overall):** Canadians; most recent data point Jan. 18- Feb. 1, 2021, n=2,395, MOE +/- 2.0%, 19 times out of 20

Impact: Production, 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 production, sale and distribution of illegal drugs

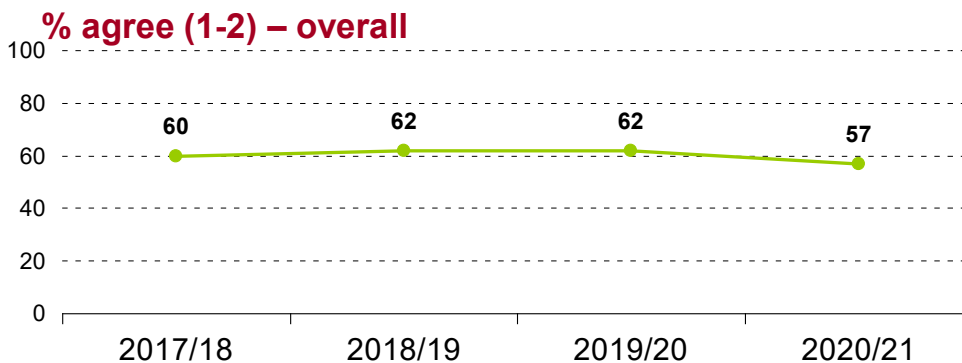


Copyright 2021
No reproduction without permission **BASE (overall):** Canadians; most recent data point Jan. 18- Feb. 1, 2021, n=2,664, MOE +/- 1.9%, 19 times out of 20

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 to radicalization to violent extremism*



*Prior to 2020/2021, the statement read "RCMP is effectively responding by countering radicalization to violence"

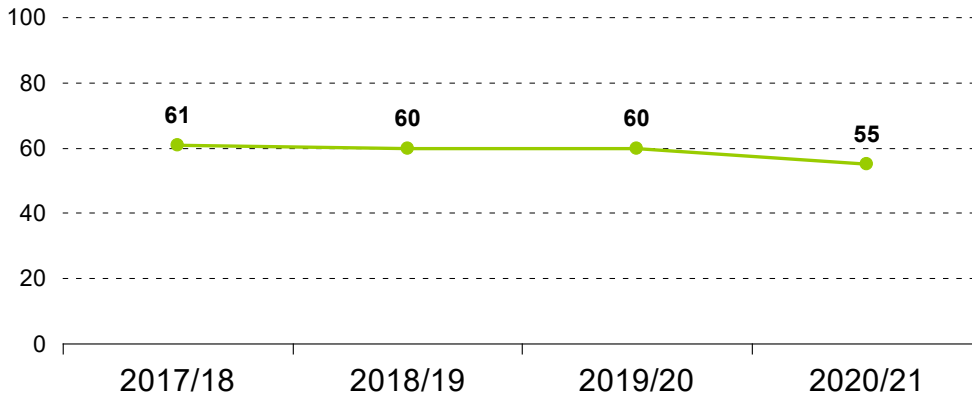
Copyright 2021
No reproduction without permission **BASE (overall):** Canadians; most recent data point Jan. 18- Feb. 1, 2021, n=2,430, MOE +/- 1.9%, 19 times out of 20

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



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No reproduction without permission **BASE (overall):** Canadians; most recent data point Jan. 18- Feb. 1, 2021, n=2,370, MOE +/- 2.0%, 19 times out of 20

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 contributing to traffic safety in my province or territory



BASE (overall): Canadians; Jan. 18- Feb. 1, 2021, n=2,661, MOE +/- 1.9%, 19 times out of 20

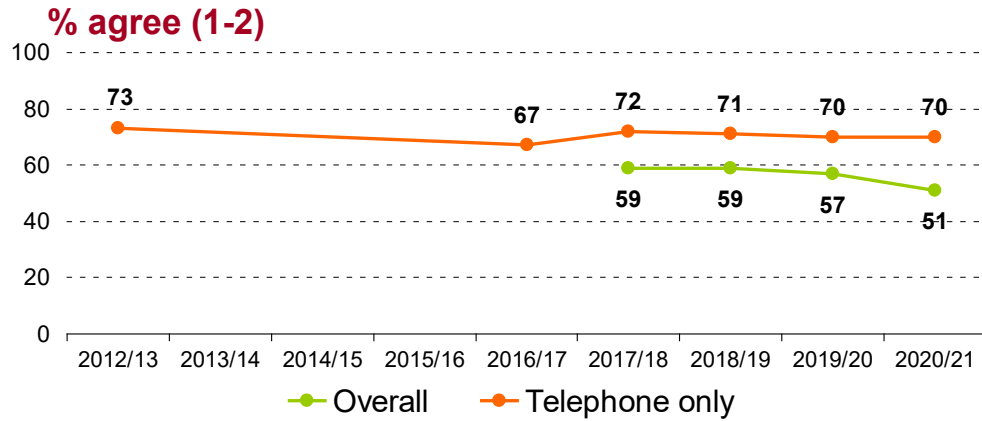


BASE (overall): Canadians; Jan. 9- Feb. 27, 2020, n=2,988, MOE +/- 1.8%, 19 times out of 20

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

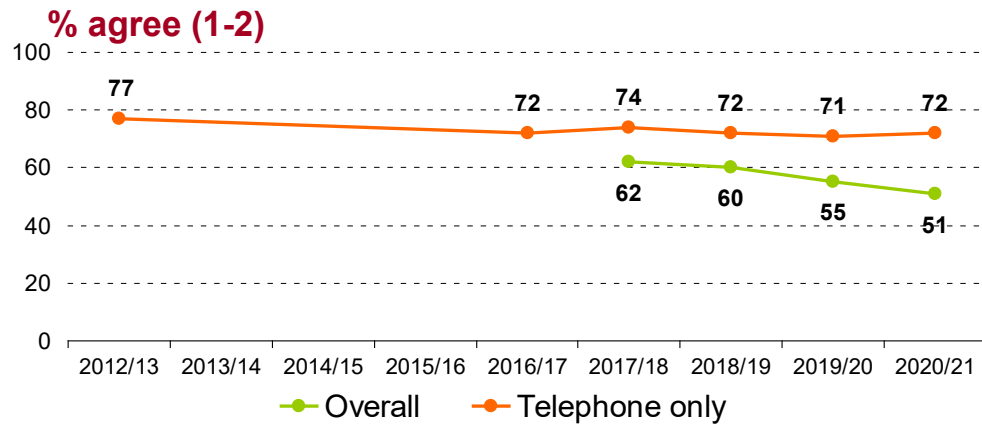
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The RCMP is addressing youth involvement in crime as both victims and offenders



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BASE (overall): Canadians; most recent data point Jan. 18- Feb. 1, 2021, n=2,273, MOE +/- 2.0%, 19 times out of 20
BASE (phone): Canadians; most recent data point Jan. 18- Feb. 1, 2021, n=1,096, MOE +/- 2.2%, 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. 18- Feb. 1, 2021, n=2,431, MOE +/- 1.9%, 19 times out of 20
BASE (phone): Canadians; most recent data point Jan. 18- Feb. 1, 2021, n=1,114, MOE +/- 2.2%, 19 times out of 20

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 addressing online scams



BASE (overall): Canadians; Jan. 18- Feb. 1, 2021, n=2,497, MOE +/- 1.9%, 19 times out of 20



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

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

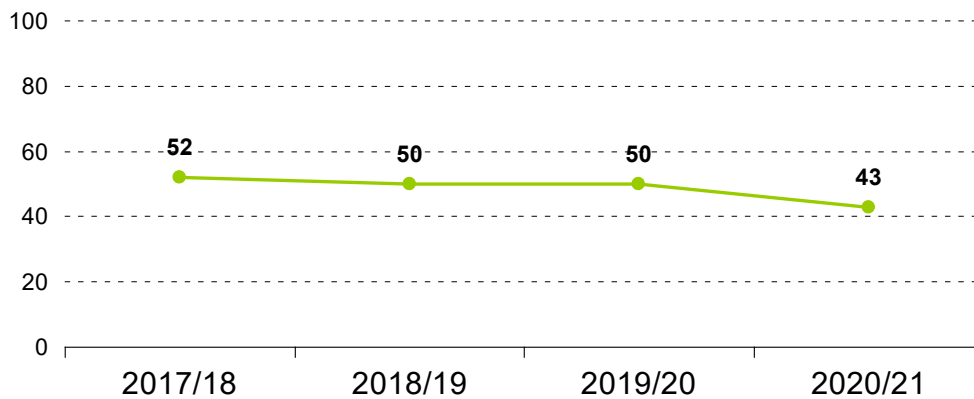
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Impact: Resilience of Canadians

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:

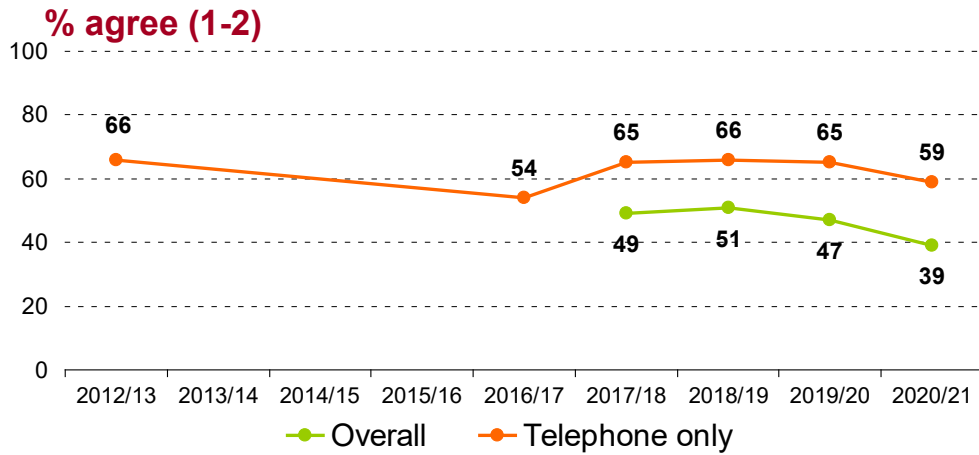
Is contributing to more informed and resilient Canadians

% agree (1-2) – overall



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No reproduction without permission **BASE (overall):** Canadians; most recent data point Jan. 18- Feb. 1, 2021, n=2,552, MOE +/- 1.9%, 19 times out of 20

The RCMP is contributing to safer Indigenous communities



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BASE (overall): Canadians; most recent data point Jan. 18- Feb. 1, 2021, n=2,589, MOE +/- 1.9%, 19 times out of 20
BASE (phone): Canadians; most recent data point Jan. 18- Feb. 1, 2021, n=1,178, MOE +/- 2.8%, 19 times out of 20

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 advancing reconciliation with Indigenous peoples of Canada



BASE (overall): Canadians; Jan. 18- Feb. 1, 2021, n=2,496, MOE +/- 1.9%, 19 times out of 20



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

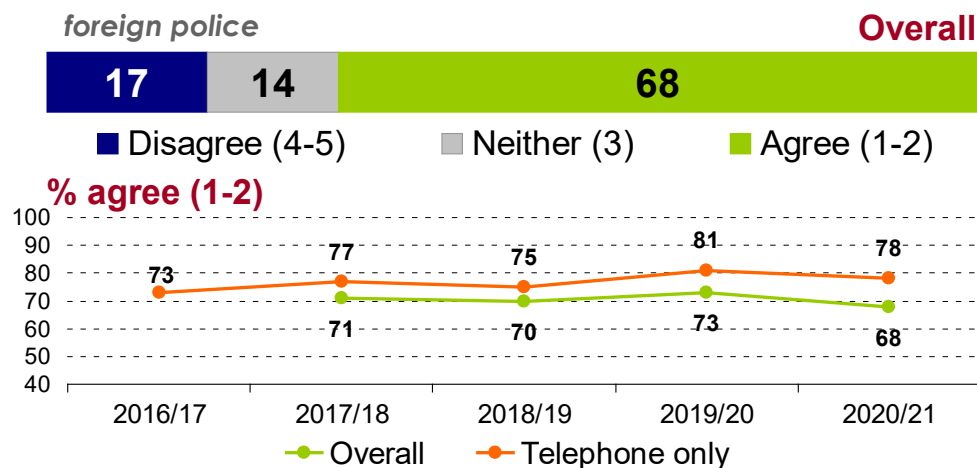
■ Disagree (4-5) ■ Neither (3) ■ Agree (1-2)

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2.13 AWARENESS OF RCMP'S INTERNATIONAL ACTIVITIES

Results suggest broad awareness of the RCMP's international undertakings. Seven in ten (68 per cent) say they are aware that the RCMP participates in activities such as peacekeeping and training foreign police, and only one in six (17 per cent) say they are not aware that the RCMP engages in these activities. Tracking suggests a modest erosion 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 54 per cent among those under the age of 35 to 82 per cent of those aged 65 and over) and declines with educational attainment (from 70 per cent among high school educated to 66 per cent among university graduates).
- Awareness is higher in Atlantic Canada (76 per cent, compared to 68 per cent on average).
- LGBTQ2 respondents are comparatively less familiar with these activities (52 per cent, compared to 68 per cent on average).



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BASE (overall): Canadians; most recent data point Jan. 18- Feb. 1, 2021, n=2,543, MOE +/- 1.9%, 19 times out of 20
BASE (phone): Canadians; most recent data point Jan. 18- Feb. 1, 2021, n=1,137, MOE +/- 2.9%, 19 times out of 20

2.14 INCIDENCE OF THE RCMP EXCEEDING THEIR AUTHORITY

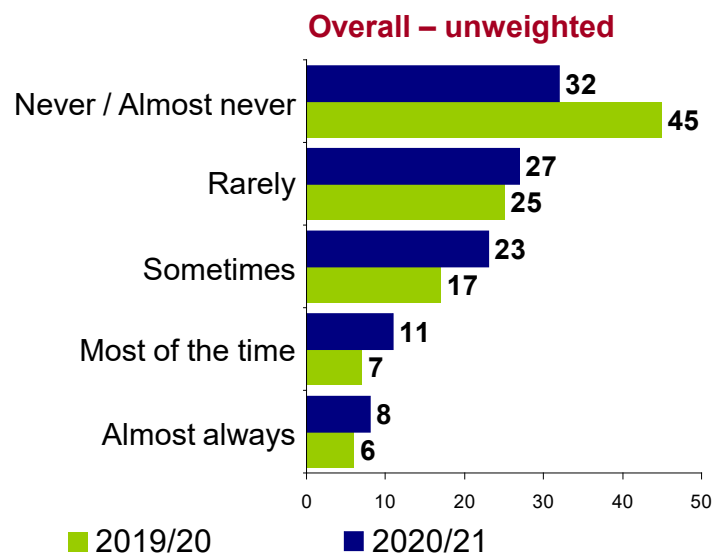
Results reveal that most Canadians believe the RCMP generally acts within their authority, although a significant minority believe the organization exceeds their authority at times. Six in ten (59 per cent) say the RCMP seldom exceeds its authority (including 32 per cent who say never or almost never). Almost one in four (23 per cent), however, feel the RCMP sometimes oversteps its boundaries, and one in five (19 per cent) believe the RCMP often or always oversteps its authority.

Tracking reveals an increase in the proportion of Canadians who feel the RCMP exceeds their authority; 42 per cent currently feel the RCMP oversteps its authority, compared to 30 per cent in 2019/20.

- Those aged younger than 35 are more apt to agree that the RCMP exceeds their authority almost always or most of the time (27 per cent).
- Those who identify as Indigenous (34 per cent), visible minorities (34 per cent), and those in the LGBTQ2 community (30 per cent) are also more likely to believe that the RCMP regularly exceeds their authority.

Incidence of the RCMP exceeding their authority

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



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3. Contact with the RCMP

This section looks at incidence of recent contact with the 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. This ensures that demographic groups that have less contact with the RCMP, e.g. residents of Quebec and Ontario, do not have their perspectives overemphasized.

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

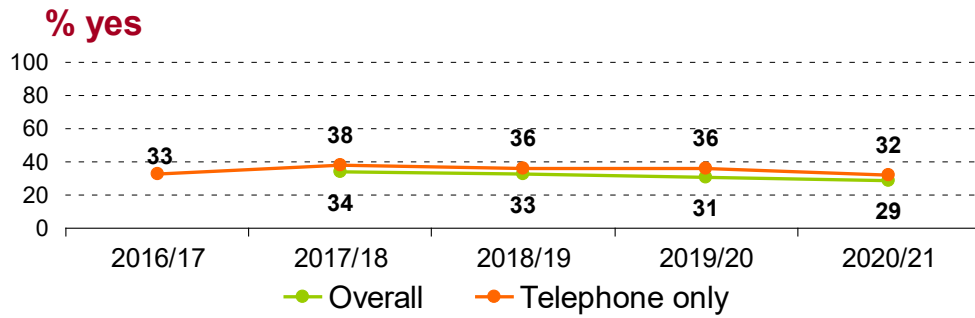
Respondents were asked if they have had any direct contact with the RCMP in the past year. Three in ten (29 per cent) indicate yes, while the majority (70 per cent) say no.

These results have remained largely stable over the past few years.

- Regionally, those in Central Canada are far less likely to report contact (six per cent, compared to 29 per cent on average).
- Indigenous respondents are more likely to have had direct contact with the RCMP (40 per cent, compared to 29 per cent on average).



Overall – unweighted



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BASE (overall): Canadians; Jan. 18- Feb. 1, 2021, n=2,988, MOE +/- 1.8%, 19 times out of 20
BASE (phone): Canadians; Jan. 18- Feb. 1, 2021, n=1,313, MOE +/- 2.7%, 19 times out of 20

3.2 NATURE OF CONTACT WITH RCMP

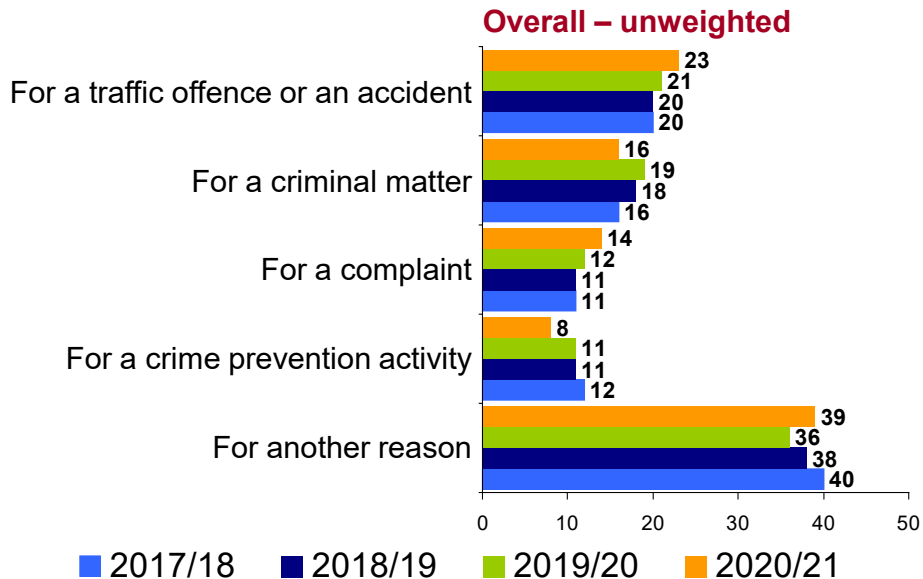
Those who indicated they had had contact with the RCMP in the past year were asked the reason for their most recent contact. Responses varied, with almost one in four (23 per cent) indicating their contact involved a traffic offence or an accident, one in six (16 per cent) a criminal matter, and one in seven (14 per cent) a complaint. Eight per cent say the contact involved a crime prevention activity.

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

- Regionally, those who reside in the Prairies are more apt to attribute their contact to a traffic offence or accident (32 per cent, compared to 23 per cent on average).

Nature of contact with RCMP

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



Copyright 2021
 No reproduction without permission **BASE (overall):** Had contact with the RCMP; most recent data point Jan. 18- Feb. 1, 2021, n=866, MOE +/- 3.3%, 19 times out of 20

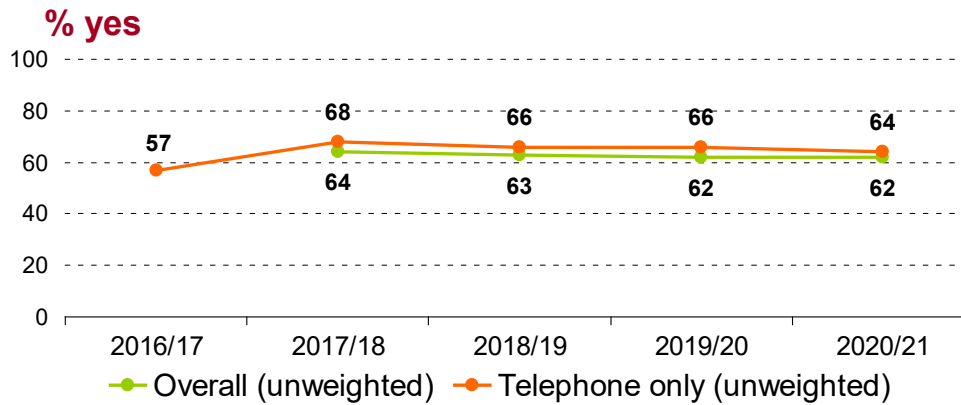
3.3 ORIGIN OF CONTACT WITH THE RCMP

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 (37 per cent) did not.

Tracking reveals that the proportion who initiated contact with the RCMP has remained largely unchanged over the past few years, although it is up seven points since 2016/2017.



Overall – unweighted



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BASE (overall): Had contact with the RCMP; most recent data point Jan. 18- Feb. 1, 2021, n=866, MOE +/- 3.3, 19 times out of 20
BASE (phone): Had contact with the RCMP; most recent data point Jan. 18- Feb. 1, 2021, n=422, MOE +/- 4.7%, 19 times out of 20

3.4 VIEWS ON CONTACT WITH RCMP

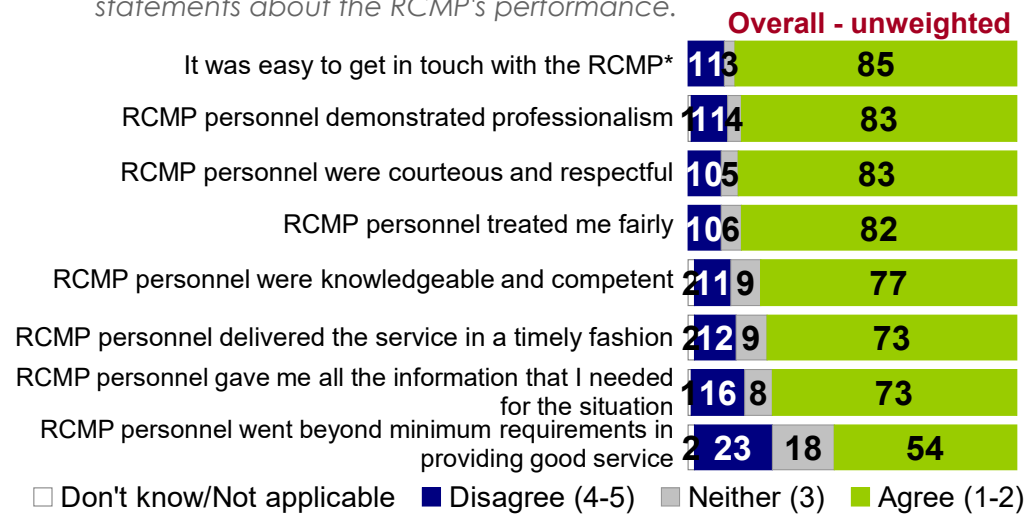
Those who indicated they had contact with the RCMP in the past year were then asked for their views on RCMP performance during this contact. Results are generally positive with more than eight in ten (85 per cent) agreeing that it was easy to get in touch with the RCMP, while similar proportions say RCMP personnel demonstrated professionalism (83 per cent), were courteous and respectful (83 per cent), and treated them fairly (82 per cent). Roughly three-quarters feel that RCMP personnel were knowledgeable and competent (77 per cent), delivered the service in a timely fashion (73 per cent), and provided all the information needed (73 per cent). Results are more mixed in terms of the RCMP going beyond minimum requirements in providing good service: 54 per cent feel the RCMP went beyond minimum service requirements, and 23 per cent disagree with this idea.

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

- Agreement rises with age: 89 per cent of those aged 65 and over believe that RCMP personnel were courteous and respectful, compared to 74 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.



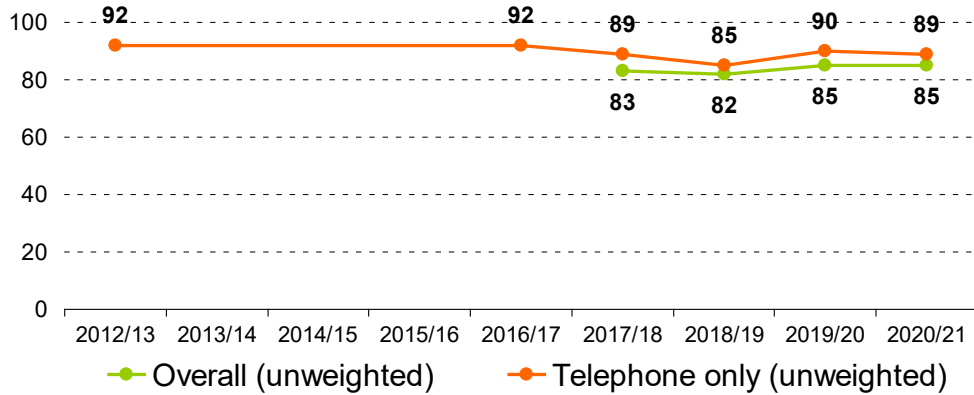
*Asked only of those who initiated contact with the RCMP (n=534, MOE +/- 4.2%, 19 times out of 20)

Copyright 2021 No reproduction without permission **BASE (overall):** Had contact with the RCMP; Jan. 18- Feb. 1, 2021, n=866, MOE +/- 3.3%, 19 times out of 20



It was easy to get in touch with the RCMP

% agree (1-2)



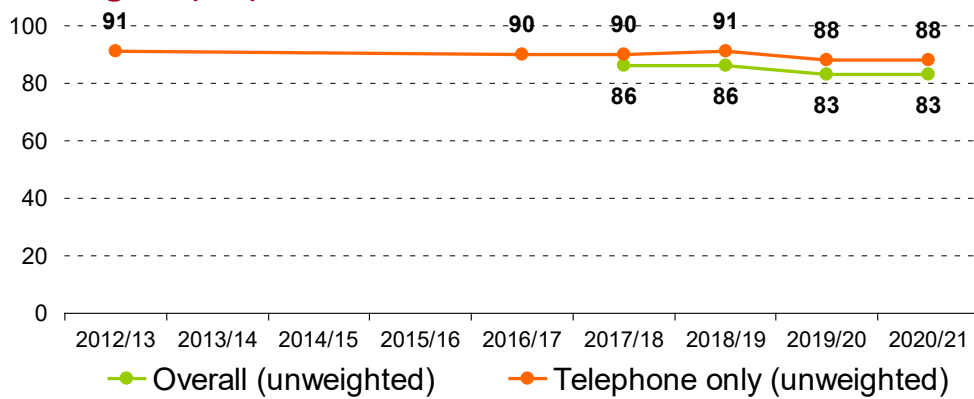
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BASE (overall): Initiated contact with the RCMP; most recent data point Jan. 18- Feb. 1, 2021, n=534, MOE +/- 4.2%, 19 times out of 20
BASE (phone): Initiated contact with the RCMP; most recent data point Jan. 18- Feb. 1, 2021, n=272, MOE +/- 5.9%, 19 times out of 20



RCMP personnel demonstrated professionalism

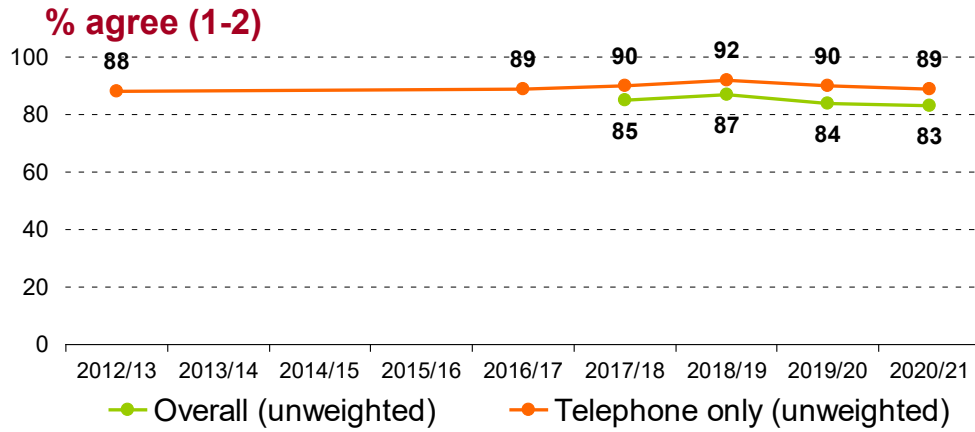
% agree (1-2)



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BASE (overall): Had contact with the RCMP; most recent data point Jan. 18- Feb. 1, 2021, n=866, MOE +/- 3.3%, 19 times out of 20
BASE (phone): Had contact with the RCMP; most recent data point Jan. 18- Feb. 1, 2021, n=422, MOE +/- 4.7%, 19 times out of 20

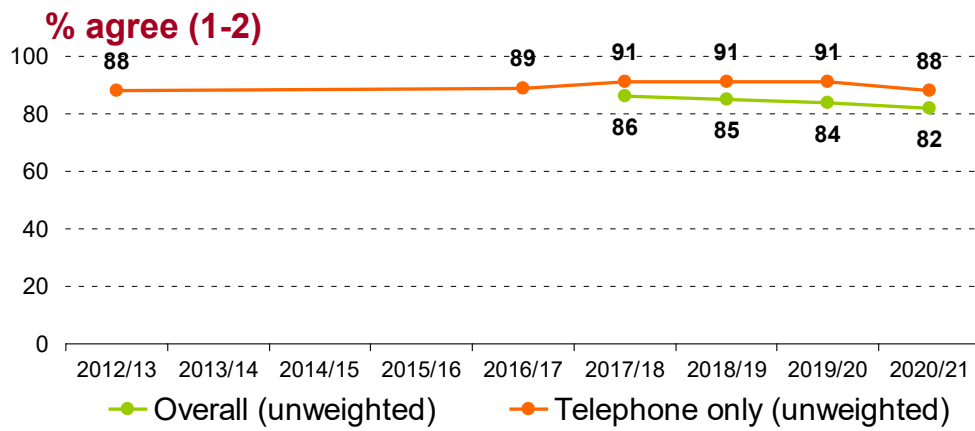
RCMP personnel were courteous and respectful



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BASE (overall): Had contact with the RCMP; most recent data point Jan. 18- Feb. 1, 2021, n=866, MOE +/- 3.3%, 19 times out of 20
BASE (phone): Had contact with the RCMP; most recent data point Jan. 18- Feb. 1, 2021, n=422, MOE +/- 4.7%, 19 times out of 20

RCMP personnel treated me fairly

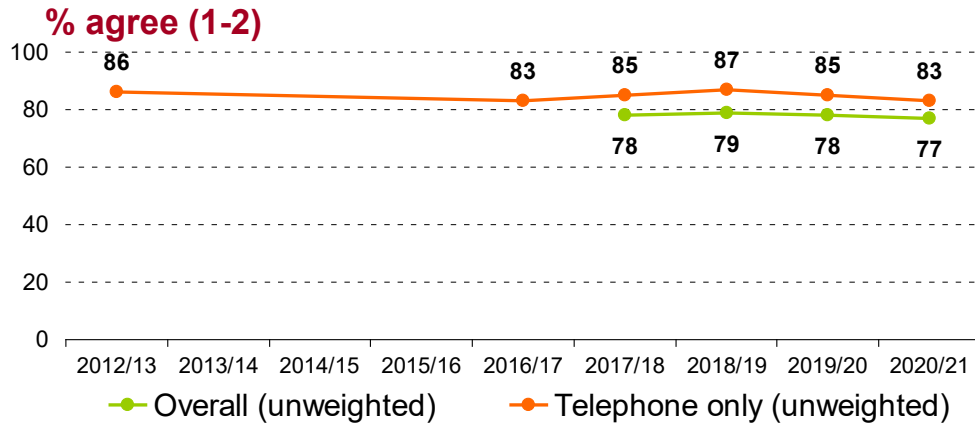


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BASE (overall): Had contact with the RCMP; most recent data point Jan. 18- Feb. 1, 2021, n=866, MOE +/- 3.3%, 19 times out of 20
BASE (phone): Had contact with the RCMP; most recent data point Jan. 18- Feb. 1, 2021, n=422, MOE +/- 4.7%, 19 times out of 20

the following statements about the RCMP's performance:

RCMP personnel were knowledgeable and competent

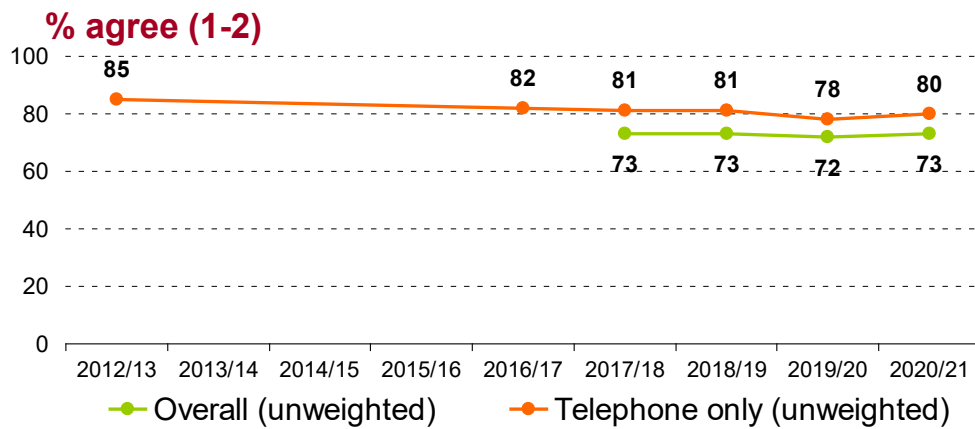


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BASE (overall): Had contact with the RCMP; most recent data point Jan. 18- Feb. 1, 2021, n=866, MOE +/- 3.3%, 19 times out of 20
BASE (phone): Had contact with the RCMP; most recent data point Jan. 18- Feb. 1, 2021, n=422, MOE +/- 4.7%, 19 times out of 20

the following statements about the RCMP's performance:

RCMP personnel delivered the service in a timely fashion

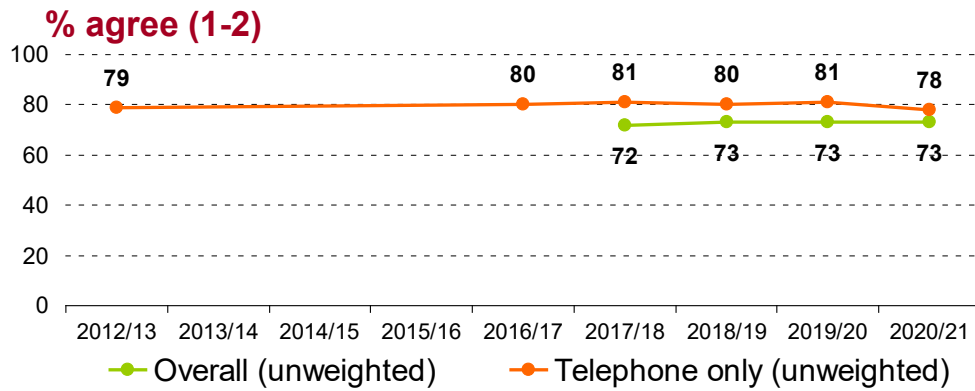


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BASE (overall): Had contact with the RCMP; most recent data point Jan. 18- Feb. 1, 2021, n=866, MOE +/- 3.3%, 19 times out of 20
BASE (phone): Had contact with the RCMP; most recent data point Jan. 18- Feb. 1, 2021, n=422, MOE +/- 4.7%, 19 times out of 20

the following statements about the RCMP's performance.

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

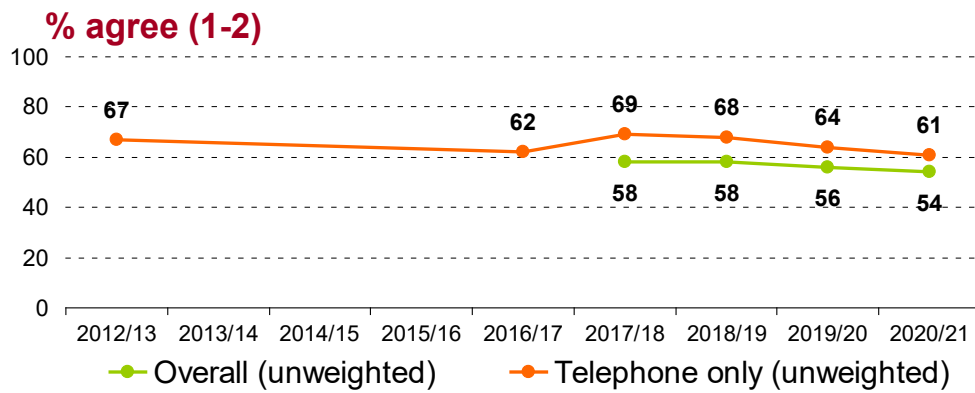


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BASE (overall): Had contact with the RCMP; most recent data point Jan. 18- Feb. 1, 2021, n=866, MOE +/- 3.3%, 19 times out of 20
BASE (phone): Had contact with the RCMP; most recent data point Jan. 18- Feb. 1, 2021, n=422, MOE +/- 4.7%, 19 times out 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 (overall): Had contact with the RCMP; most recent data point Jan. 18- Feb. 1, 2021, n=866, MOE +/- 3.3%, 19 times out of 20
BASE (phone): Had contact with the RCMP; most recent data point Jan. 18- Feb. 1, 2021, n=422, MOE +/- 4.7%, 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. Seven in ten (71 per cent) expressed satisfaction, and only 19 per cent were dissatisfied.

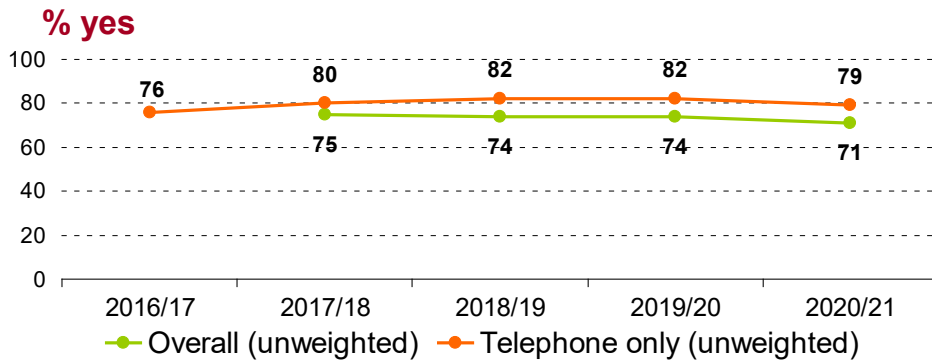
Tracking reveals a slight drop in satisfaction over the past year. The proportion of Canadians who indicated satisfaction with the services they received from the RCMP is down 3 points from 2019/20.



Overall – unweighted



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



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APPENDIX A
QUESTIONNAIRE (ENGLISH AND FRENCH)

WINTRO

WEB INTRO

We are conducting a study on behalf of the Royal Canadian Mounted Police (RCMP) to determine the level of satisfaction with specific aspects of the RCMP's performance. Your perspective is particularly important given the increasing discussion in the past year of important issues and challenges affecting society, including policing.

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.

To verify that the survey is legitimate, you can contact Dr. James Lea from the RCMP at 613-282-7047.

Q1 [0,1]

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

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

Q2 [0,1]

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

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

Q3 [0,1]

I feel safer because of the RCMP.

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

Q4 [0,1]

Is the RCMP your local policing service?

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

PQ5

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

GENERAL

Q5A [0,1]

The RCMP demonstrates professionalism in its work.

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

Q5B [0,1]

The RCMP is an organization with integrity.

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

Q5C [0,1]

RCMP personnel are honest.

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

Q5D [0,1]

RCMP personnel demonstrate compassion.

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

Q5E [0,1]

The RCMP is an accountable organization.

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

Q5F [0,1]

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 [0,1]

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

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

Q5H [0,1]

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 [0,1]

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

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

Q5K [0,1]

I have trust and confidence in the RCMP.

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

Q5KK [0,1]

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 [0,1]

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 [0,1]

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 [0,1]

The RCMP provides Canadians with adequate information about its work.

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

RELQ5O [0,1]

The RCMP is an open and transparent organization.

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

RELQ5P [0,1]

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

RELQ5U [0,1]

RCMP personnel reflect the cultural diversity in my community.

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

RELQ5Q [0,1]

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 [0,1]

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 [0,1]

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 [0,1]

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 [0,1]

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

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

SENQ5V [0,1]

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 [0,1]

The RCMP treats women fairly.

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

SENQ5X [0,1]

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

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

PQ5Y

SERVICE AND RESPONSIVENESS

RESQ5Y [0,1]

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

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

RESQ5AA [0,1]

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 [0,1]

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 [0,1]

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 [0,1]

The RCMP is a forward-looking, innovative organization.

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

PQ5EE

PRIORITIES OF THE RCMP

PRIQ5EE [0,1]

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

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

PRIQ5FF [0,1]

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

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

PRIQ5GG [0,1]

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

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

PRIQ5HH [0,1]

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 [0,1]

The RCMP is effectively responding to threats to national security.

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

PRIQ5JJ [0,1]

The RCMP is effectively responding to radicalization to violent extremism.

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

PRIQ5KK [0,1]

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

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

PRIQ5LL [0,1]

The RCMP is contributing to safer Indigenous communities.

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

PRIQ5MM [0,1]

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 [0,1]

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 [0,1]

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 [0,1]

The RCMP is effectively responding to cybercrime threats.

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

PRIQ5QQ [0,1]

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 [0,1]

The RCMP is reducing the production, 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 [0,1]

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

PRIQ5UU [0,1]

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

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

PRIQ5VV [0,1]

The RCMP rapidly adapts to new and emerging priorities.

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

Q6 [0,1]

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 [0,1]

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

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

Q8 [0,1]

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 [0,1]

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 [0,1]

If... Q9 = 1

It was easy to get in touch with the RCMP.

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

Q10B [0,1]

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 [0,1]

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 [0,1]

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 [0,1]

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 [0,1]

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 [0,1]

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 [0,1]

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 [0,1]

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 [0,1]

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 [0,1]

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

- Less than High School diploma or equivalent 2
- High School diploma or equivalent 3
- 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 [0,4]

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 communities 4
- None of the above 5 X
- Don't know / Prefer not to answer 99 X

Q15 [0,1]

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

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

Q16 [0,1]

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

Yes.....	1	
No	2	
Sometimes	3	
Don't know	98	X
Prefer not to answer.....	99	X

Q17 [0,1]

What is your gender?

(Refers to current gender which may be different from sex assigned at birth and may be different from what is indicated on legal documents.)

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

QPROV

In which province or territory do you live?

Newfoundland and Labrador	1	
Prince Edward Island.....	2	
Nova Scotia	3	
New Brunswick.....	4	
Quebec.....	5	
Ontario.....	6	
Manitoba.....	7	
Saskatchewan	8	
Alberta.....	9	
British Columbia	10	
Yukon	11	
Northwest Territories.....	12	
Nunavut	13	
None of the above.....	99	SX

THNK

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

WINTRO

WEB INTRO

Nous menons un sondage pour le compte de la Gendarmerie royale du Canada (GRC) afin de déterminer le taux de satisfaction par rapport à différents aspects du rendement de la GRC. Votre opinion est particulièrement importante compte tenu du débat que suscitent de plus en plus des enjeux et des défis ayant une incidence sur la société, notamment les services de police, depuis un an.

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 vous souhaitez vous assurer que cette étude est légitime, vous pouvez communiquer avec le Dr James Lea, de la GRC, au 613-282-7047.

Q1 [0,1]

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

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

Q2 [0,1]

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

- | | | |
|---|----|---|
| Très satisfait(e) | 1 | |
| Plutôt satisfait(e)..... | 2 | |
| Ni satisfait(e) ni insatisfait(e) | 3 | |
| Plutôt insatisfait(e)..... | 4 | |
| Très insatisfait(e) | 5 | |
| Je ne sais pas..... | 99 | X |

Q3 [0,1]

Je me sens plus en sécurité grâce à la GRC.

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

Q4 [0,1]

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 [0,1]

La GRC fait preuve de professionnalisme dans son travail.

Tout à fait d'accord.....	1	
D'accord.....	2	
Ni d'accord ni en désaccord.....	3	
En désaccord.....	4	
Tout à fait en désaccord.....	5	
Je ne sais pas/ Pas de réponse.....	99	XS

Q5B [0,1]

La GRC est une organisation intègre.

Tout à fait d'accord.....	1	
D'accord.....	2	
Ni d'accord ni en désaccord.....	3	
En désaccord.....	4	
Tout à fait en désaccord.....	5	
Je ne sais pas/ Pas de réponse.....	99	XS

Q5C [0,1]

Le personnel de la GRC est honnête.

Tout à fait d'accord.....	1	
D'accord.....	2	
Ni d'accord ni en désaccord.....	3	
En désaccord.....	4	
Tout à fait en désaccord.....	5	
Je ne sais pas/ Pas de réponse.....	99	XS

Q5D [0,1]

Le personnel de la GRC fait preuve de compassion.

Tout à fait d'accord	1	
D'accord.....	2	
Ni d'accord ni en désaccord	3	
En désaccord.....	4	
Tout à fait en désaccord.....	5	
Je ne sais pas/ Pas de réponse	99	XS

Q5E [0,1]

La GRC est une organisation responsable.

Tout à fait d'accord	1	
D'accord.....	2	
Ni d'accord ni en désaccord	3	
En désaccord.....	4	
Tout à fait en désaccord.....	5	
Je ne sais pas/ Pas de réponse	99	XS

Q5F [0,1]

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 [0,1]

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

Tout à fait d'accord	1	
D'accord.....	2	
Ni d'accord ni en désaccord	3	
En désaccord.....	4	
Tout à fait en désaccord.....	5	
Je ne sais pas/ Pas de réponse	99	XS

Q5H [0,1]

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 [0,1]

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

Tout à fait d'accord	1	
D'accord.....	2	
Ni d'accord ni en désaccord	3	
En désaccord.....	4	
Tout à fait en désaccord.....	5	
Je ne sais pas/ Pas de réponse	99	XS

Q5K [0,1]

J'ai confiance en la GRC.

Tout à fait d'accord	1	
D'accord.....	2	
Ni d'accord ni en désaccord	3	
En désaccord.....	4	
Tout à fait en désaccord.....	5	
Je ne sais pas/ Pas de réponse	99	XS

Q5KK [0,1]

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 [0,1]

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 [0,1]

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 [0,1]

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 [0,1]

La GRC est une organisation ouverte et transparente.

Tout à fait d'accord	1	
D'accord.....	2	
Ni d'accord ni en désaccord	3	
En désaccord.....	4	
Tout à fait en désaccord.....	5	
Je ne sais pas/ Pas de réponse	99	XS

RELQ5P [0,1]

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

RELQ5U [0,1]

Le personnel de la GRC reflète la diversité culturelle de ma collectivité.

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 [0,1]

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 [0,1]

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 [0,1]

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 [0,1]

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 [0,1]

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

Tout à fait d'accord	1	
D'accord.....	2	
Ni d'accord ni en désaccord	3	
En désaccord.....	4	
Tout à fait en désaccord.....	5	
Je ne sais pas/ Pas de réponse	99	XS

SENQ5V [0,1]

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 [0,1]

La GRC traite les femmes équitablement.

Tout à fait d'accord	1	
D'accord.....	2	
Ni d'accord ni en désaccord	3	
En désaccord.....	4	
Tout à fait en désaccord.....	5	
Je ne sais pas/ Pas de réponse	99	XS

SENQ5X [0,1]

La GRC est sensible aux besoins des communautés 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

SERVICE ET RÉCEPTIVITÉ

RESQ5Y [0,1]

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

Tout à fait d'accord	1	
D'accord.....	2	
Ni d'accord ni en désaccord	3	
En désaccord.....	4	
Tout à fait en désaccord.....	5	
Je ne sais pas/ Pas de réponse	99	XS

RESQ5AA [0,1]

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 [0,1]

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 [0,1]

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 [0,1]

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

Tout à fait d'accord	1	
D'accord.....	2	
Ni d'accord ni en désaccord	3	
En désaccord.....	4	
Tout à fait en désaccord.....	5	
Je ne sais pas/ Pas de réponse	99	XS

PQ5EE

PRIORITÉS DE LA GRC

PRIQ5EE [0,1]

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

Tout à fait d'accord	1	
D'accord.....	2	
Ni d'accord ni en désaccord.....	3	
En désaccord.....	4	
Tout à fait en désaccord.....	5	
Je ne sais pas/ Pas de réponse	99	XS

PRIQ5FF [0,1]

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

Tout à fait d'accord	1	
D'accord.....	2	
Ni d'accord ni en désaccord.....	3	
En désaccord.....	4	
Tout à fait en désaccord.....	5	
Je ne sais pas/ Pas de réponse	99	XS

PRIQ5GG [0,1]

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

Tout à fait d'accord	1	
D'accord.....	2	
Ni d'accord ni en désaccord.....	3	
En désaccord.....	4	
Tout à fait en désaccord.....	5	
Je ne sais pas/ Pas de réponse	99	XS

PRIQ5HH [0,1]

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 [0,1]

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 [0,1]

La GRC réagit efficacement à la radicalisation à l'extrémisme violent.

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 [0,1]

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

Tout à fait d'accord	1	
D'accord.....	2	
Ni d'accord ni en désaccord	3	
En désaccord.....	4	
Tout à fait en désaccord.....	5	
Je ne sais pas/ Pas de réponse	99	XS

PRIQ5LL [0,1]

La GRC contribue à accroître la sûreté des communautés autochtones.

Tout à fait d'accord	1	
D'accord.....	2	
Ni d'accord ni en désaccord	3	
En désaccord.....	4	
Tout à fait en désaccord.....	5	
Je ne sais pas/ Pas de réponse	99	XS

PRIQ5MM [0,1]

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 [0,1]

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 [0,1]

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 [0,1]

La GRC intervient efficacement dans les cas de menaces cybercriminelles.

Tout à fait d'accord	1	
D'accord.....	2	
Ni d'accord ni en désaccord	3	
En désaccord.....	4	
Tout à fait en désaccord.....	5	
Je ne sais pas/ Pas de réponse	99	XS

PRIQ5QQ [0,1]

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 [0,1]

La GRC réduit la production, la vente et la distribution de drogues illégales.

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 [0,1]

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

PRIQ5UU [0,1]

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

PRIQ5VV [0,1]

La GRC s'adapte rapidement à de nouvelles priorités.

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 [0,1]

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 [0,1]

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

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

Q8 [0,1]

If... Q7 = 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 [0,1]

If... Q7 = 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 = 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 [0,1]

If... Q9 = 1

Il a été facile de joindre la GRC.

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

Q10B [0,1]

If... Q7 = 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 [0,1]

If... Q7 = 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 [0,1]

If... Q7 = 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 [0,1]

If... Q7 = 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 [0,1]

If... Q7 = 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 [0,1]

If... Q7 = 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 [0,1]

If... Q7 = 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 [0,1]

If... Q7 = 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 [0,1]

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 [0,1]

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

Études secondaires non terminées	2	
Diplôme d'études secondaires ou l'équivalent	3	
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 [0,4]

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 d'une communauté LGBTQ2	4	
Aucune de ces réponses	5	X
Je ne sais pas / Préfère ne pas répondre	99	X

Q15 [0,1]

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

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

Q16 [0,1]

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

Oui.....	1	
Non.....	2	
Parfois.....	3	
Je ne sais pas.....	98	X
Préfère ne pas répondre.....	99	X

Q17 [0,1]

Quel est votre genre?

(Fait allusion à votre genre actuel, qui peut différer du sexe à la naissance ou de ce qui est indiqué sur des documents juridiques.)

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

QPROV

Dans quelle province ou quel territoire habitez-vous?

Terre-Neuve-et-Labrador.....	1	
Île-du-Prince-Édouard.....	2	
Nouvelle-Écosse.....	3	
Nouveau-Brunswick.....	4	
Québec.....	5	
Ontario.....	6	
Manitoba.....	7	
Saskatchewan.....	8	
Alberta.....	9	
Colombie-Britannique.....	10	
Yukon.....	11	
Territoire du Nord-Ouest.....	12	
Nunavut.....	13	
Aucune de ces provinces ou territoires.....	99	SX

THNK

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