



Royal Canadian Mounted Police Gendarmerie royale du Canada

# 2021-22 Canadians' Views of RCMP Policing Services

## Final Report

**Prepared for the Royal Canadian Mounted Police (RCMP)**

Supplier name: EKOS Research Associates

Contract number: M7594-224432/001/CY

Contract value: \$83,765.15

Contract Award Date: January 28, 2022

Delivery date: April 29, 2022

Registration number: POR 115-21

For more information on this report, please contact the RCMP at:

[SurveyCentreRCMP-CentresondageGRC@rcmp-grc.gc.ca](mailto:SurveyCentreRCMP-CentresondageGRC@rcmp-grc.gc.ca)

**Ce rapport est aussi disponible en français**

Canada

# Canadians' Views of RCMP Policing Services

## Final Report

Prepared for the Royal Canadian Mounted Police (RCMP)  
Supplier name: EKOS Research Associates  
April 29, 2022

This report summarizes results from a survey of 2,976 Canadians.

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

This publication may be reproduced for non-commercial purposes only. Prior written permission must be obtained from the RCMP. For more information on this report, please contact the RCMP at: [SurveyCentreRCMP-CentresondageGRC@rcmp-grc.gc.ca](mailto:SurveyCentreRCMP-CentresondageGRC@rcmp-grc.gc.ca)

**Catalogue number:**  
PS64-154/2022E-PDF

**International Standard Book Number (ISBN):**  
978-0-660-43039-3

### **Related publications (Final Report, French):**

**Catalogue Number:** PS64-154/2022F-PDF

**ISBN:** 978-0-660-43040-9

# TABLE OF CONTENTS

<b>Executive Summary .....</b>	<b>5</b>
<b>1. Background and Methodology .....</b>	<b>11</b>
1.1 Background and Objectives.....	11
1.2 Methodology .....	11
<b>2. Attitudes toward the RCMP .....</b>	<b>17</b>
2.1 Importance of RCMP’s contribution to public safety .....	17
2.2 Satisfaction with RCMP’s contribution to public safety .....	19
2.3 Impact on sense of safety.....	20
2.4 Core values of the RCMP .....	21
2.5 Views of the RCMP (general).....	26
2.6 Views of the RCMP (leadership).....	30
2.7 Views of the RCMP (transparency) .....	33
2.8 Views of the RCMP (sensitivity).....	36
2.9 Views of the RCMP (relationship with RCMP).....	40
2.10 Views of the RCMP (service) .....	42
2.11 Views of the RCMP (responsiveness) .....	44
2.12 Impact of the RCMP.....	47
2.13 Views on RCMP’s international activities .....	58
2.14 Views on Canada’s Firearm Program .....	59
2.15 Incidence of the RCMP exceeding their authority .....	60
<b>3. Contact with the RCMP.....</b>	<b>61</b>
3.1 Incidence of contact with the RCMP .....	61
3.2 Nature of contact with RCMP.....	63
3.3 Origin of contact with the RCMP.....	64
3.4 Views on contact with RCMP.....	65
3.5 Satisfaction with contact with RCMP .....	70

Appendix A: Questionnaires (English and French)



# 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. Early 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 2021/22 fiscal year, also used an online/telephone methodology. A total of 2,976 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 online panellists), we also conducted interviews by telephone. We completed 1,316 telephone interviews, and 1,660 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. Eight in ten (85 per cent) assign a high degree of importance to the RCMP's role in keeping Canadians safe, and just ten 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 when compared to last year.

Results further reveal that almost six in ten Canadians (57 per cent) are satisfied with how the RCMP fulfills its role in maintaining public safety, while three in ten (28 per cent) are dissatisfied. However, tracking reveals a drop in satisfaction with the RCMP's contribution to public safety over the past year.

Results reveal generally positive impressions of the RCMP. Three in five (61 per cent) agree that RCMP personnel demonstrate professionalism, while half say the RCMP is an organization with integrity (52 per cent). Half also believe that RCMP personnel are honest (51 per cent), and just under half feel RCMP personnel are respectful (49 per cent), objective (48 per cent), compassionate (47 per cent), and that the organization is accountable (47 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 six-point drop in the proportion of Canadians who believe the RCMP is an organization with integrity, and a five-point drop among those who see RCMP personnel as honest.

The RCMP receives mixed reviews when it comes to issues related to innovation and transparency. One in three Canadians (34 per cent) are satisfied with the level of information that the RCMP provides about its work, while a slightly larger proportion (42 per cent) express dissatisfaction in this area. One in three Canadians (34 per cent) agree that the RCMP is a forward-looking and innovative organization, and a slightly larger proportion – 39 per cent – disagree. Findings also reveal that half of Canadians (50 per cent) disagree with the idea that the RCMP is an open and transparent organization.

Survey results reveal that the RCMP receives fairly low marks on indicators related to sensitivity. Fewer than half of Canadians agree that the RCMP is an organization that is welcoming

and inclusive of people from various backgrounds, and that the RCMP treats people with a disability fairly. Four in ten agree that RCMP personnel reflect the cultural diversity in their community, and that the RCMP treats women fairly. Fewer than four in ten agree that the RCMP is sensitive to the needs of Canada's various cultures and groups, or that the RCMP treats members of LGBTQ2 communities fairly. Moreover, only one in three Canadians agree that the RCMP treats members of visible minority groups fairly, or that it treats Indigenous people fairly.

Despite concerns about sensitivity and worsening views on the RCMP in general, results suggest that the RCMP maintains a widely positive relationship with the public. A clear majority of Canadians (74 per cent) say they would help the RCMP if asked, seven in ten believe they have a moral obligation to follow police orders, and six in ten say they generally support the RCMP's actions.

Results 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 six in ten (59 per cent) express confidence in the RCMP's ability to handle threats to Canadian passenger aircraft effectively. More than half believe the RCMP resolves crimes where violence is involved (56 per cent), responds to national security threats effectively (56 per cent), diminishes the threat of organized crime (56 per cent), provides an adequate response to border threats (54 per cent), and mitigates the impact of serious crime (53 per cent). However, fewer than four in ten are satisfied with the RCMP's contribution to making Canadians more informed and resilient (39 per cent), and its efforts in fostering safer Indigenous communities (36 per cent). Only one in three (33 per cent) say the RCMP is advancing reconciliation with Canada's Indigenous peoples. Results reveal a decrease over the past year in the proportion of Canadians expressing positive views on the impact of the RCMP. For instance, there has been a 13-point drop among those who feel the RCMP is effectively responding to threats to national security, and a ten-point drop in the proportion who believe the RCMP is reducing the threat of organized crime.

Results also 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 (61 per cent) say the RCMP seldom exceeds its authority (including 33 per cent who say 'never' or 'almost never'). Almost one in four (22 per cent), however, feel the RCMP sometimes oversteps its boundaries, and one in five (17 per cent) believe the RCMP often or always oversteps its authority.

## Contact with RCMP<sup>1</sup>

One in four Canadians (26 per cent) indicate they have had direct contact with the RCMP in the past year. Of those who have had contact with the RCMP, almost one in four (23 per cent) indicate their contact involved a traffic offence or an accident, one in six (17 per cent) indicate a public disturbance, and one in seven report being victim of a crime, or a witness to a crime (15 per cent each).

Those who indicated they had contact with the RCMP were asked for their views on RCMP performance during this contact. Results are generally positive with more than eight in ten (86 per cent) agreeing that it was easy to get in touch with the RCMP, while similar proportions say RCMP personnel demonstrated professionalism (82 per cent), were courteous and respectful (81 per cent), and treated them fairly (81 per cent). Roughly seven in ten feel that RCMP personnel were knowledgeable and competent (73 per cent), delivered the service in a timely fashion (72 per cent), and provided all the information needed (68 per cent). Results are more mixed in terms of the RCMP going beyond minimum requirements in providing good service: 51 per cent feel the RCMP went beyond minimum service requirements, and 25 per cent disagree with this idea. These results have remained largely stable over the past few years, although there has been a slight decline in the proportion who feel RCMP personnel were knowledgeable, or provided them with all the information needed.

Those who indicated they had had contact with the RCMP were also asked to rate their overall satisfaction with the service they received from the RCMP. Seven in ten (69 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 majority of Canadians are satisfied with the RCMP's contribution to public safety, but satisfaction has declined since 2020/21. The RCMP scores reasonably well in terms of upholding many of its core principles, however, perceptions in this area have also deteriorated over the past year.

---

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



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 Canadians agree that the RCMP is an organization that is welcoming and inclusive of people from various backgrounds, and that the RCMP treats people with a disability fairly. Four in ten agree that RCMP personnel reflect the cultural diversity in their community, and that the RCMP treats women fairly. Fewer than four in ten agree that the RCMP treats members of LGBTQ2 communities fairly, and only one in three agree that the RCMP treats members of visible minority groups fairly, or that it treats Indigenous people fairly. 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.

Despite concerns about sensitivity and worsening views on the RCMP in general, results suggest that the RCMP maintains a widely positive relationship with the public. The majority of Canadians say they would help the RCMP if asked, believe they have a moral obligation to follow police orders, and say they generally support the RCMP's actions.

Results also reveal that those who have had contact with the RCMP express high levels of satisfaction with the service received, with RCMP personnel scoring well across virtually all of the performance indicators examined (e.g. courteousness, fairness, professionalism).



# 1. Background and Methodology

## 1.1 BACKGROUND AND OBJECTIVES

The Strategic Policy and External Relations business line of the RCMP is responsible for the development and implementation of a comprehensive results-based management system that feeds into the internal performance tracking as well as the overall TBS government reporting system. In an evidence-based environment, the RCMP requires sound assessments from the Canadian public to gauge current performance and set targets for improved performance.

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

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 2,976 Canadians were surveyed from February 14 to March 11, 2022. 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 online panellists), we also conducted interviews by telephone. Below we provide more detail on the methodology associated with both 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 1,316 telephone interviews, and 1,660 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).

<b>Margin of Error by Mode</b>				
<b>Province/Territory</b>	<b>Sample size</b>			<b>Margin of error (+/-, 19 times out of 20)</b>
	<b>Online</b>	<b>Phone</b>	<b>Total</b>	
Overall (phone and online)	n=1,660	n=1,316	n=2,976	1.8%
Telephone only	–	n=1,316	n=1,316	2.7%
<b>Margin of Error by Province/Territory</b>				
British Columbia	n=423	n=201	n=624	3.9%
Alberta	n=301	n=78	n=379	5.0%
Saskatchewan	n=66	n=68	n=134	8.5%
Manitoba	n=47	n=67	n=114	9.2%

<b>Margin of Error by Mode</b>				
<b>Province/Territory</b>	<b>Sample size</b>			<b>Margin of error (+/-, 19 times out of 20)</b>
	<b>Online</b>	<b>Phone</b>	<b>Total</b>	
Ontario	n=273	n=102	n=375	5.1%
Quebec	n=147	n=99	n=246	6.3%
New Brunswick	n=120	n=51	n=171	7.5%
Nova Scotia	n=199	n=52	n=251	6.2%
Prince Edward Island	n=20	n=51	n=71	11.7%
Newfoundland	n=61	n=48	n=109	9.4%
Yukon	n=1	n=220	n=221	6.6%
Northwest Territories	n=2	n=163	n=165	7.7%
Nunavut	-	n=116	n=116	9.1%

## Response Rate

The telephone response rate for this survey was 8.7 per cent. The response rate is calculated by dividing the in-scope responding (1,754) by the total (functional) sample (20,172) – see table below.

	<b>Total Numbers Attempted</b>	<b>35,603</b>
	<b>Invalid numbers</b>	<b>15,427</b>
	Blocked	314
	Business	612
	Duplicate	20
	Invalid	14,481
<b>U</b>	<b>Unresolved</b>	<b>11,089</b>
	No answer	0
	Callbacks	11,089
<b>IS</b>	<b>In-scope – Not responding</b>	<b>7,329</b>
	Household refusal	0
	Respondent refusal	7,329
	Selected respondent not available	0
	Qualified respondent break-off	0
<b>R</b>	<b>In-scope – Responding</b>	<b>1,754</b>
	Language problem	406
	Quota filled	19
	Other disqualify	13
	Completed interviews	1,316
	<b>Total (U + IS + R)</b>	<b>20,172</b>
	<b>RESPONSE RATE (R divided by Total)</b>	<b>8.7%</b>

The online response rate for this survey was 11.3 per cent. The online response rate is calculated as follows: a total of 14,718 email invitations were sent out, and 33 bounced back, for a total of 14,685 valid emails. A total of 1,660 cases were completed, so dividing 1,660 by 14,685 results in a response rate of 11.3 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)<sup>2</sup> 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)<sup>3</sup> 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

---

<sup>2</sup> 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>

<sup>3</sup> 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=2,976). 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 overall results, 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. Eight in ten (85 per cent) assign a high degree of importance to the RCMP's role in keeping Canadians safe, and just ten 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.

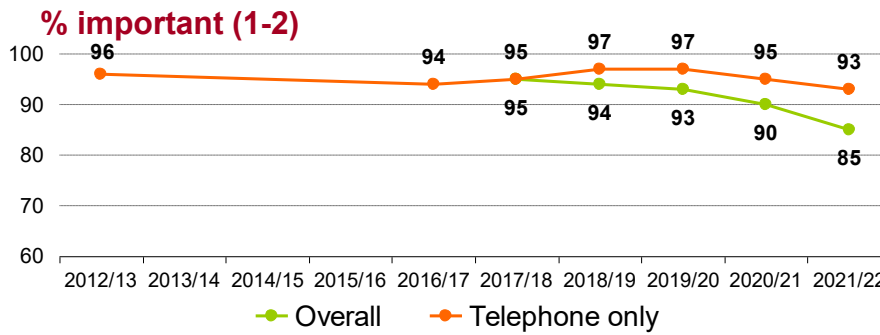
- Those who identify as LGBTQ2 are less likely to say the RCMP's efforts to ensure public safety are important (56 per cent, compared to 85 per cent on average).

Chart 1: Importance of RCMP's contribution to public safety

## Importance of RCMP's contribution to public safety

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

### Overall



Copyright 2022  
 No reproduction without permission

**BASE (overall):** Canadians; most recent data point Feb. 14-March 11, 2022, n=2,948, MOE +/- 1.8%, 19 times out of 20  
**BASE (phone):** Canadians; most recent data point Feb. 14-March 11, 2022, n=1,307, MOE +/- 2.7%, 19 times out of 20

## 2.2 SATISFACTION WITH RCMP'S CONTRIBUTION TO PUBLIC SAFETY

Results further reveal that almost six in ten Canadians (57 per cent) are satisfied with how the RCMP fulfills its role in maintaining public safety, while three in ten (28 per cent) are dissatisfied. One in six (15 per cent) are neither satisfied nor dissatisfied.

Tracking reveals a five-point drop in satisfaction with the RCMP's contribution to public safety over the past year (57 per cent, down from 62 per cent in 2020/21).

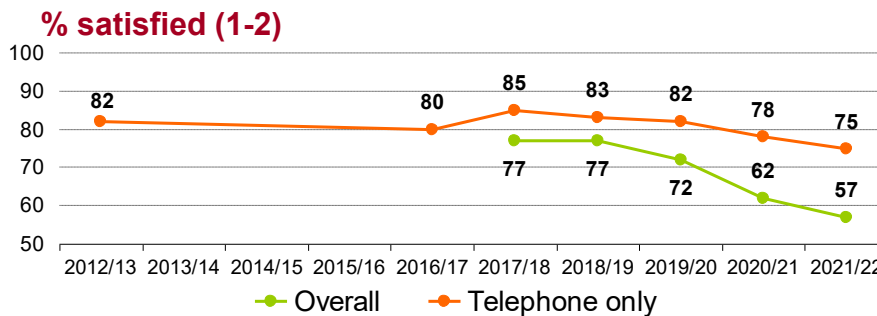
- Satisfaction rises progressively with age (from 37 per cent among those under the age of 35 to 79 per cent among those aged 65 and over).
- Satisfaction levels are higher in Atlantic Canada (65 per cent, compared to 57 per cent on average).
- Those who identify as LGBTQ2 are less likely to say they are satisfied with the RCMP's contribution to public safety (31 per cent, compared to 57 per cent on average).

Chart 2: Satisfaction with RCMP's contribution to public safety

### Satisfaction with RCMP's contribution to public safety

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

#### Overall



Copyright 2022  
BASE (overall): Canadians; most recent data point Feb. 14-March 11, 2022, n=2,948, MOE +/- 1.8%, 19 times out of 20  
 No reproduction without permission BASE (phone): Canadians; most recent data point Feb. 14-March 11, 2022, n=1,290, 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. The majority of Canadians (52 per cent) agree that they feel safer because of the RCMP, and only one in four (24 per cent) disagree with this notion.

However, tracking reveals a five-point drop in the proportion of Canadians who say they feel safer because of the RCMP over the past year (52 per cent, down from 57 per cent in 2020/21).

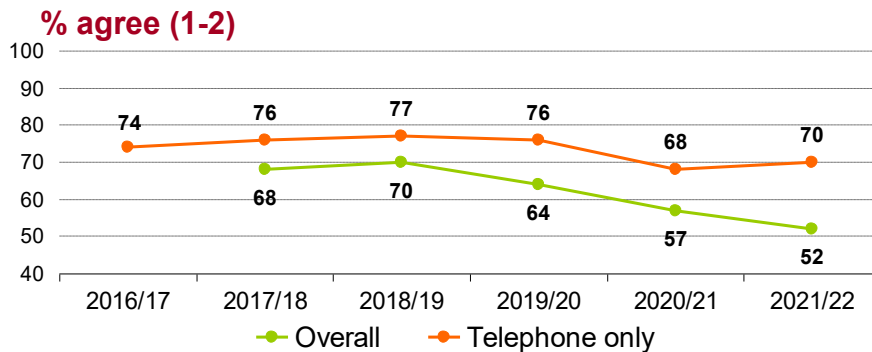
- Agreement with this idea rises with age (from 35 per cent among those under the age of 35 to 69 per cent among those aged 65 and over).
- Agreement is higher among those who live in Atlantic Canada (62 per cent, compared to 52 per cent nationally).
- Agreement is noticeably lower among those who identify as LGBTQ2 (25 per cent, compared to 52 per cent on average).

Chart 3: Impact of RCMP on sense of safety

### Impact of RCMP on sense of safety

Q. I feel safer because of the RCMP.

#### Overall



Copyright 2022  
No reproduction without permission

BASE (overall): Canadians; most recent data point Feb. 14-March 11, 2022, n=2,949, MOE +/- 1.8%, 19 times out of 20  
BASE (phone): Canadians; most recent data point, Feb. 14-March 11, 2022, n=1,303 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. Results reveal generally positive impressions of the RCMP.

Three in five (61 per cent) agree that RCMP personnel demonstrate professionalism, while half say the RCMP is an organization with integrity (52 per cent). Half also believe that RCMP personnel are honest (51 per cent), and just under half feel RCMP personnel are respectful (49 per cent), objective (48 per cent), compassionate (47 per cent), and that the organization is accountable (47 per cent). Few respondents (between 20 and 38 per cent) disagree with any of these ideas.

However, as with other results, tracking reveals a decrease in the proportion of Canadians with positive impressions of the RCMP. There is a six-point drop in the proportion of Canadians who believe the RCMP is an organization with integrity (52 per cent, down from 58 per cent in 2020/21), and a five-point drop among those who see RCMP personnel as honest (51 per cent, down from 56 per cent in 2020/21). Results also reveal a four-point drop in the proportion who perceive the RCMP as professional (61 per cent, down from 65 per cent in 2020/21), and among those who believe RCMP personnel are compassionate (47 per cent, down from 51 in 2020/21). Results also reveal a decrease in the proportion of Canadians who perceive the RCMP as an accountable organization (47 per cent, down from 50 per cent in 2020/21).

- Agreement with these statements generally increases with age. For instance, 42 per cent of those of those under the age of 35 agree that RCMP personnel demonstrate professionalism, a figure that rises to 77 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, 63 per cent described the RCMP as an organization with integrity, compared to 53 per cent of college graduates and 45 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, 19 per cent say the RCMP is an accountable organization, compared to 47 per cent on average, and 18 per cent say the RCMP treats people with respect, compared to 49 per cent on average.
- Indigenous respondents are somewhat less likely to perceive the RCMP as honest (41 per cent versus 51 per cent on average), or accountable (39 per cent versus 47 per cent).

Chart 4: Core values of the RCMP

## Core values of the RCMP

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

### Overall



Copyright 2022  
No reproduction without permission

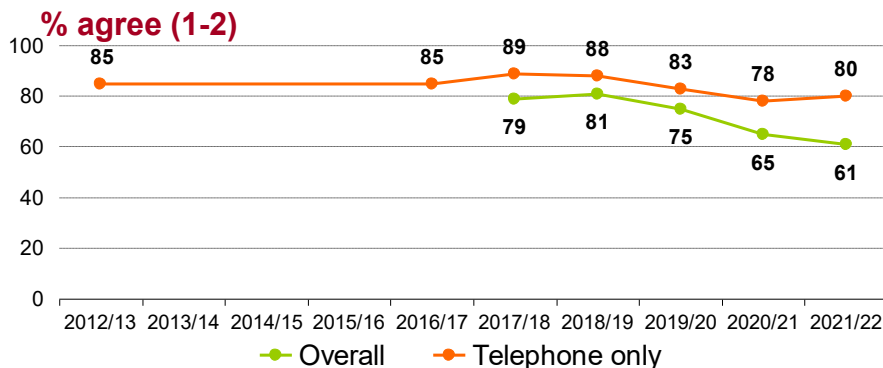
BASE (overall): Canadians; Feb. 14-March 11, 2022, n=2,664, MOE +/- 1.9%, 19 times out of 20

Chart 5: Core values: Professionalism

## 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:

**RCMP personnel demonstrate professionalism\***



\*Prior to 2021/2022, the statement read "The RCMP demonstrates professionalism in its work"

Copyright 2022  
No reproduction without permission

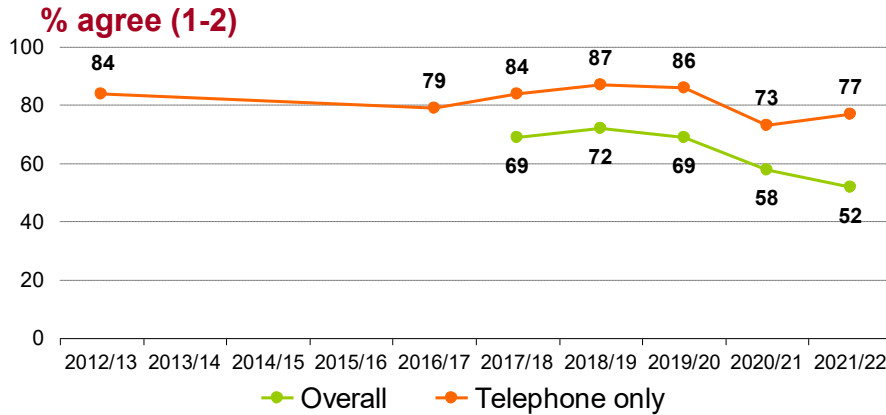
BASE (overall): Canadians; most recent data point Feb. 14-March 11, 2022, n=2,919, MOE +/- 1.8%, 19 times out of 20  
BASE (phone): Canadians; most recent data point Feb. 14-March 11, 2022, n=1,283, MOE +/- 2.7%, 19 times out of 20

Chart 6: Core values: Integrity

## Core values: Integrity

**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 an organization with integrity**



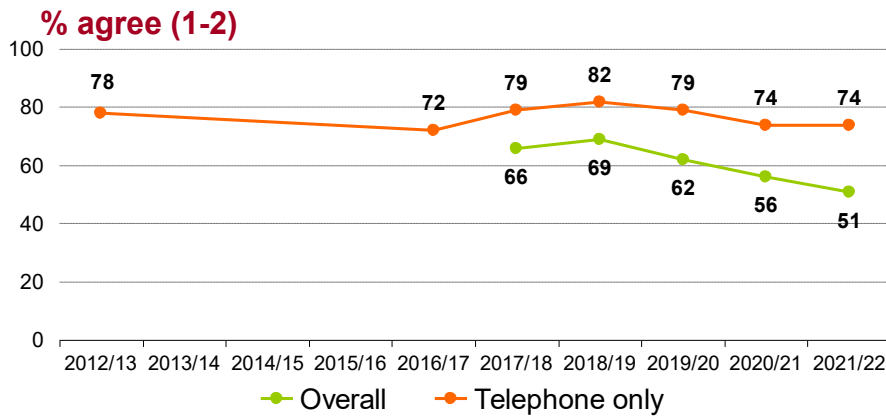
Copyright 2022 **BASE (overall):** Canadians; most recent data point Feb. 14-March 11, 2022, n=2,927, MOE +/- 1.8%, 19 times out of 20  
 No reproduction without permission **BASE (phone):** Canadians; most recent data point Feb. 14-March 11, 2022, n=1,283, MOE +/- 2.7%, 19 times out of 20

Chart 7: Core values: Honesty

## Core values: Honesty

**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:

**RCMP personnel are honest**



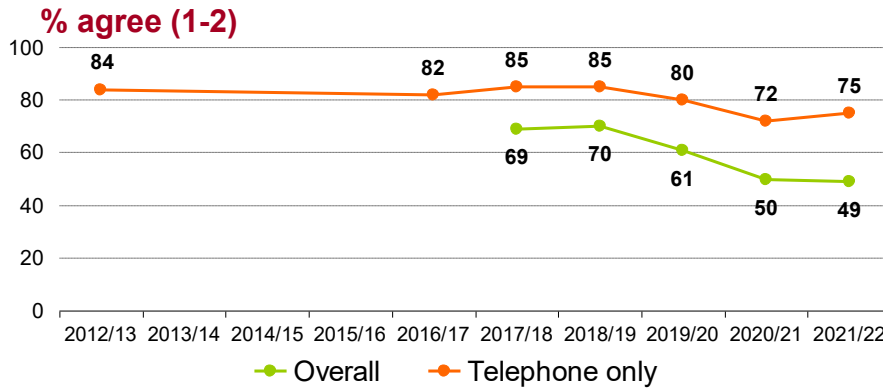
Copyright 2022 **BASE (overall):** Canadians; most recent data point Feb. 14-March 11, 2022, n=2,890, MOE +/- 1.8%, 19 times out of 20  
 No reproduction without permission **BASE (phone):** Canadians; most recent data point Feb. 14-March 11, 2022, n=1,272, MOE +/- 2.8%, 19 times out of 20

Chart 8: Core values: Respect

## 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:

**RCMP personnel treat people with respect\***



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

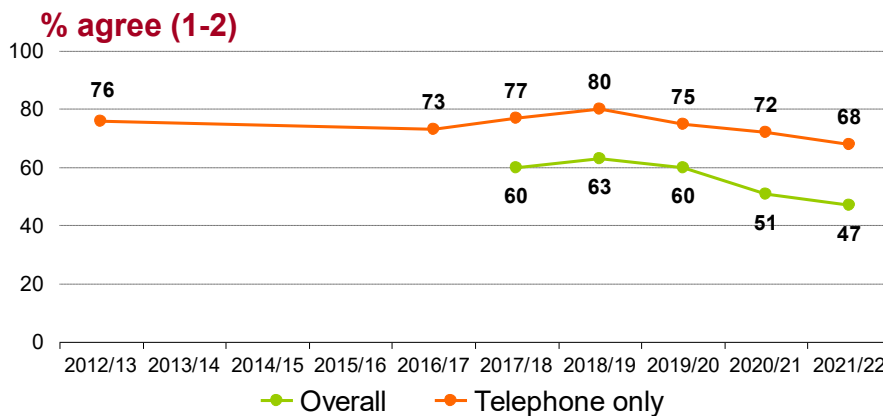
Copyright 2022 **BASE (overall):** Canadians; most recent data point Feb. 14-March 11, 2022, n=2,895, MOE +/- 1.8%, 19 times out of 20  
 No reproduction without permission: **BASE (phone):** Canadians; most recent data point Feb. 14-March 11, 2022, n=1,279, MOE +/- 2.7%, 19 times out of 20

Chart 9: Core values: Compassion

## Core values: Compassion

**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:

**RCMP personnel demonstrate compassion**



Copyright 2022 **BASE (overall):** Canadians; most recent data point Feb. 14-March 11, 2022, n=2,857, MOE +/- 1.8%, 19 times out of 20  
 No reproduction without permission: **BASE (phone):** Canadians; most recent data point Feb. 14-March 11, 2022, n=1,255, MOE +/- 2.8%, 19 times out of 20

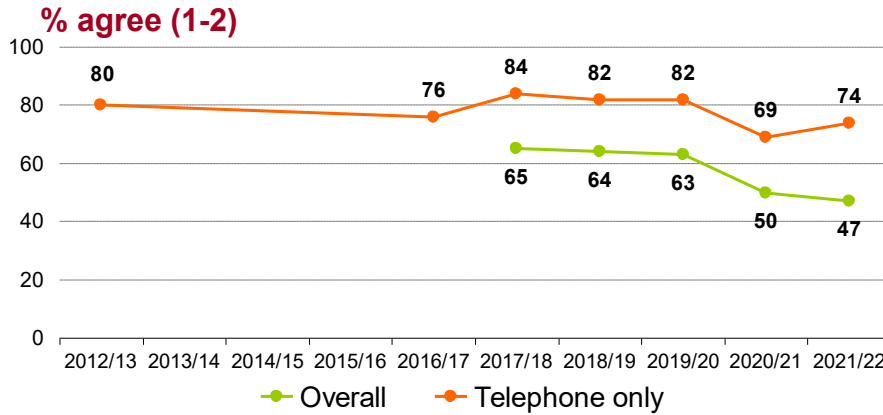


Chart 10: Core values: Accountability

## Core values: Accountability

**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 an accountable organization**



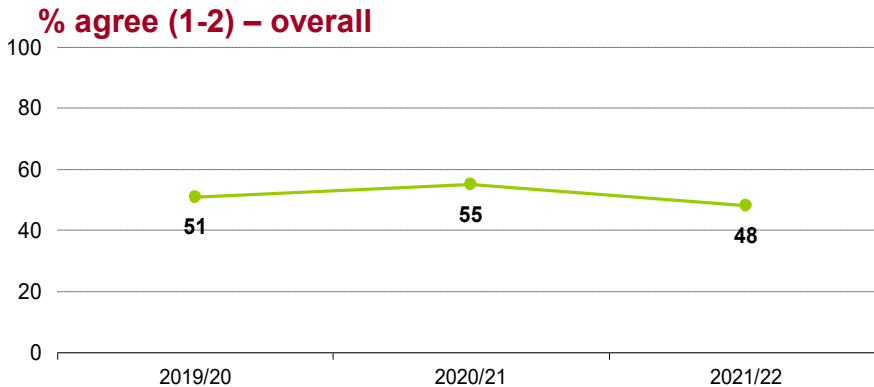
Copyright 2022 **BASE (overall):** Canadians; most recent data point Feb. 14-March 11, 2022, n=2,924, MOE +/- 1.8%, 19 times out of 20  
 No reproduction without permission **BASE (phone):** Canadians; most recent data point Feb. 14-March 11, 2022, n=1,283, MOE +/- 2.7%, 19 times out of 20

Chart 11: Objectivity

## 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**



Copyright 2022 **BASE (overall):** Canadians; most recent data point Feb. 14-March 11, 2022, n=2,664, MOE +/- 1.9%, 19 times out of 20  
 No reproduction without permission

## 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. Seven in ten Canadians (67 per cent) are satisfied with the RCMP's efforts to provide services in both official languages. More than half agree that the RCMP prioritizes quality service to the public (56 per cent), and express trust and confidence in the RCMP (53 per cent). Relatively few respondents (between seven and 29 per cent) disagree with these statements.

However, results also suggest the public perceive gaps in the RCMP's service offerings. Only about four in ten (37 per cent) say the RCMP provides the same quality of service to all citizens, and more than four in ten (46 per cent) disagree with this statement.

Tracking reveals a seven-point drop in the proportion of Canadians who express trust and confidence in the RCMP (53 per cent, down from 60 per cent in 2020/21), and a six-point drop in the proportion who agree that the RCMP prioritizes quality service (56 per cent, down from 62 per cent in 2020/21). Results also reveal a four-point drop among those who agree that the RCMP prioritizes bilingual services (67 per cent, down from 71 per cent in 2020/21), and a slight decrease in the proportion who agree that the RCMP provides the same quality of service to all citizens (37 per cent, down from 39 per cent in 2020/21).

- Belief that the RCMP places emphasis on providing quality service rises with age (from 39 per cent among those under the age of 35 to 77 per cent among those aged 65 and over). Similarly, the likelihood of expressing trust and confidence in the RCMP rises with age (from 34 per cent among those under 35 years of age to 73 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 (48 per cent, compared to 25 per cent among those under the age of 35).
- Those with high school education are more likely to agree with most of these statements. For example, 66 per cent believe the RCMP places an emphasis on providing quality service to the public, compared to 58 per cent of college graduates, and 49 per cent of those who hold university degrees.
- Those in the LGBTQ2 community express significantly less favourable views across the board (for example, just 9 per cent say the RCMP offers the same quality service to all citizens, compared to 37 per cent on average, and only 19 per cent express trust and confidence in the RCMP, compared to 53 on average).
- Indigenous respondents provide less favourable feedback in terms of the trust they place in the RCMP (40 per cent versus 53 per cent on average).

Chart 12: Views of the RCMP (general)

## Views of the RCMP (general)

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

### Overall

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)

Copyright 2022

No reproduction without permission

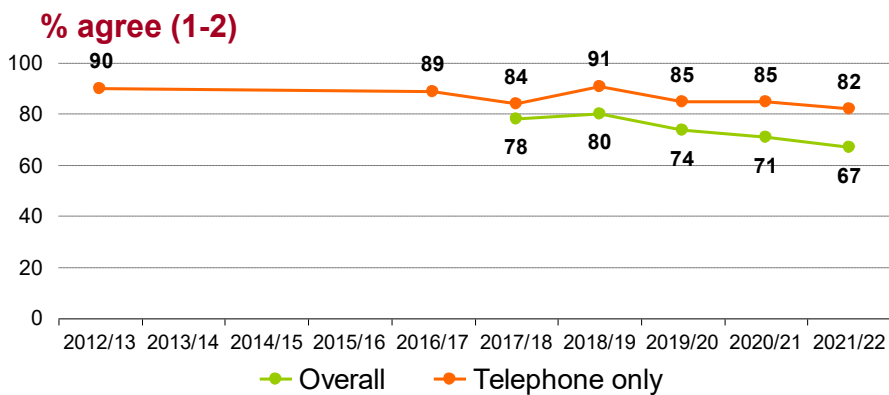
**BASE (overall):** Canadians; Feb. 14-March 11, 2022, n=2,948, MOE +/- 1.8%, 19 times out of 20

Chart 13: General views: Availability of services in English & French

## General views: Availability of services in English & French

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



Copyright 2022

No reproduction without permission

**BASE (overall):** Canadians; most recent data point Feb. 14-March 11, 2022, n=2,574, MOE +/- 1.9%, 19 times out of 20

**BASE (phone):** Canadians; most recent data point Feb. 14-March 11, 2022, n=1,188, MOE +/- 2.8%, 19 times out of 20

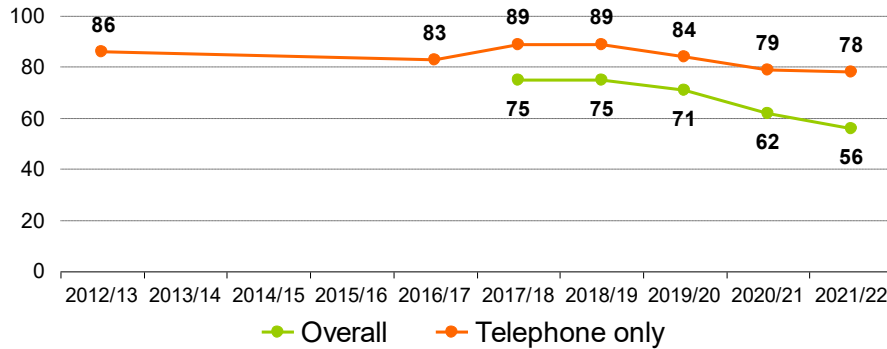
Chart 14: General views: Emphasis on quality service

## General views: Emphasis on quality service

**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 places an emphasis on providing quality service to the public**

**% agree (1-2)**



Copyright 2022  
No reproduction without permission

**BASE (overall):** Canadians; most recent data point Feb. 14-March 11, 2022, n=2,912 MOE +/- 1.8%, 19 times out of 20  
**BASE (phone):** Canadians; most recent data point Feb. 14-March 11, 2022, n=1,286, MOE +/- 2.7%, 19 times out of 20

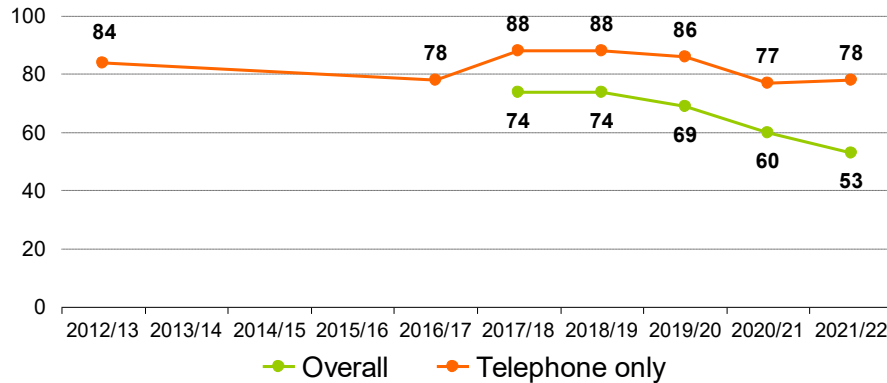
Chart 15: General views: Trust in the RCMP

## General views: Trust in the RCMP

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

**I have trust and confidence in the RCMP**

**% agree (1-2)**



Copyright 2022  
No reproduction without permission

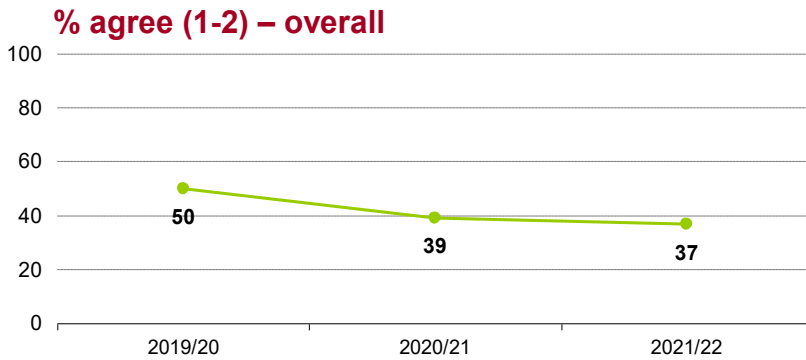
**BASE (overall):** Canadians; most recent data point Feb. 14-March 11, 2022, n=2,953, MOE +/- 1.8%, 19 times out of 20  
**BASE (phone):** Canadians; most recent data point Feb. 14-March 11, 2022, n=1,303, MOE +/- 2.7%, 19 times out of 20

Chart 16: General views: Quality of service across groups

## General views: Quality of service across groups

**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**



Copyright 2022  
No reproduction without permission **BASE (overall):** Canadians; most recent data point Feb. 14-March 11, 2022, n=2,890, MOE +/- 1.8%, 19 times out of 20

## 2.6 VIEWS OF THE RCMP (LEADERSHIP)

While Canadians have a fairly high degree of confidence in the RCMP in general, they award lower marks when it comes to the calibre of its leadership. Forty-one per cent of Canadians rate the RCMP's local leaders as effective (compared to 27 per cent who disagree), and slightly fewer (35 per cent) offer a positive appraisal of its national leaders (versus 37 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 (35 per cent, compared to 43 per cent in 2020/21). The proportion of Canadians who say they trust the RCMP's local leaders has also decreased somewhat over the past year (from 44 per cent to 41 per cent).

- Those aged 65 and over are more likely to express confidence in both the RCMP's national leaders (48 per cent, compared to 35 per cent on average) and its local leaders (58 per cent versus 41 per cent).
- Those with high school education are more likely to assign favourable ratings to RCMP's leadership at both the national level (44 per cent, compared to 35 per cent on average) and the local level (55 per cent versus 41 per cent).

Chart 17: Views of the RCMP (leadership)

## 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 (e.g., regional, municipal)



**BASE (overall):** Canadians; Feb. 14-March 11, 2022, n=2,550, MOE +/- 1.9%, 19 times out of 20

The RCMP has effective *NATIONAL* leaders



**BASE (overall):** Canadians; Feb. 14-March 11, 2022, n=2,537, MOE +/- 2.0%, 19 times out of 20

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

Copyright 2022  
No reproduction without permission

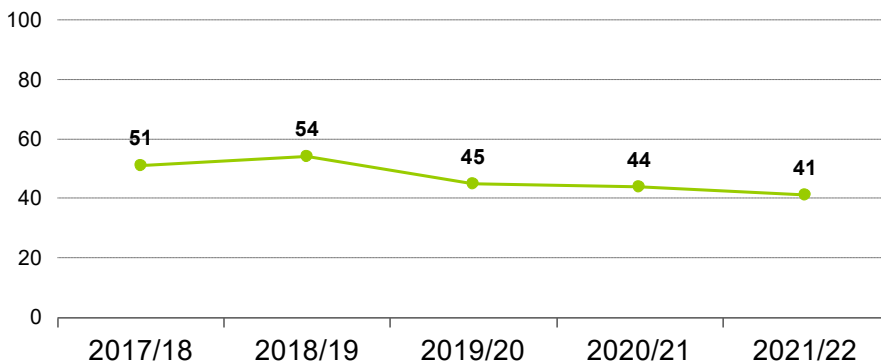
Chart 18: Leadership: Effectiveness of local leaders

## 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 2022  
No reproduction without permission    **BASE (overall):** Canadians; most recent data point Feb. 14-March 11, 2022, n=2,550, MOE +/- 1.9%, 19 times out of 20

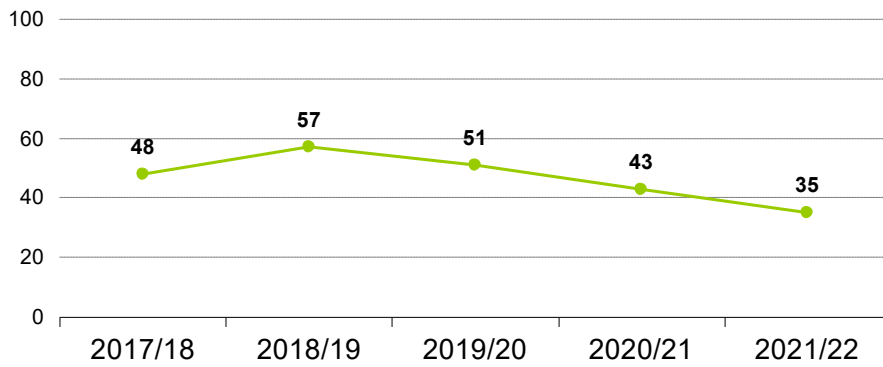
Chart 19: Leadership: Effectiveness of national leaders

## 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 2022  
No reproduction without permission **BASE (overall):** Canadians; most recent data point Feb. 14-March 11, 2022, n=2,537, MOE +/- 2.0%, 19 times out of 20



## 2.7 VIEWS OF THE RCMP (TRANSPARENCY)

The RCMP receives mixed reviews when it comes to issues related to transparency and innovation. One in three Canadians (34 per cent) are satisfied with the level of information that the RCMP provides about its work, while a slightly larger proportion (42 per cent) express dissatisfaction in this area. One in three Canadians (34 per cent) agree that the RCMP is a forward-looking and innovative organization, and a slightly larger proportion – 39 per cent – disagree.

Findings also reveal that half of Canadians (50 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 five-point drop in the proportion of Canadians who agree the RCMP is an open and transparent organization (25 per cent, down from 30 per cent in 2020/21), and a four-point drop among those who feel the RCMP provides adequate information about its work (34 per cent, compared to 38 per cent in 2020/21). The proportion of Canadians who consider the RCMP a forward-looking, innovative organization has remained largely stable over the past year.

- Those aged 65 and over are more apt to agree that the RCMP is a transparent organization (35 per cent, compared to 25 per cent on average).
- The likelihood of expressing favourable views of the RCMP in terms of its transparency declines with educational attainment. For example, 37 per cent of high school educated respondents deem the RCMP an open and transparent organization, a figure that declines to just 19 per cent among university graduates.
- Those in the LGBTQ2 community give the RCMP poorer marks in terms of transparency. For example, 6 per cent believe the RCMP to be open and transparent, compared to 25 per cent on average.

Chart 20: Views of the RCMP (transparency)

## Views of the RCMP (transparency)

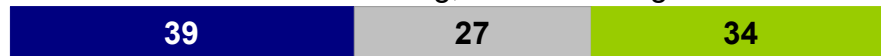
Q. For each of the following statements about the RCMP's performance, please indicate whether you strongly agree, agree, neither agree nor disagree, disagree, or strongly disagree:

### Overall

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)

Copyright 2022  
No reproduction without permission

BASE (overall): Canadians; Feb. 14-March 11, 2022, n=2,845, MOE +/- 1.8%, 19 times out of 20

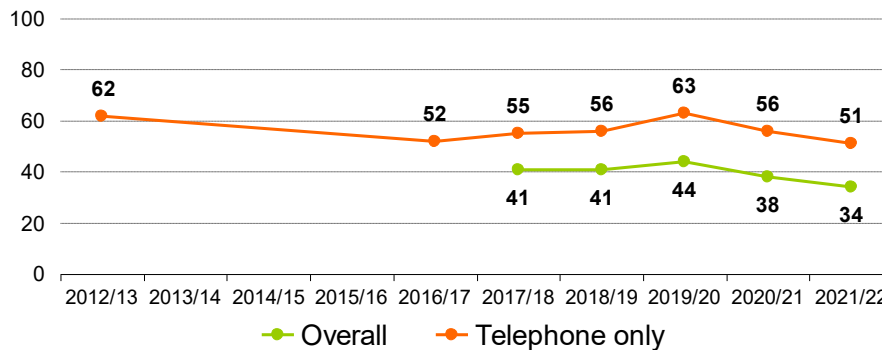
Chart 21: Transparency: Communication with public

## Transparency: Communication with public

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 Canadians with adequate information about its work**

### % agree (1-2)



Copyright 2022  
No reproduction without permission

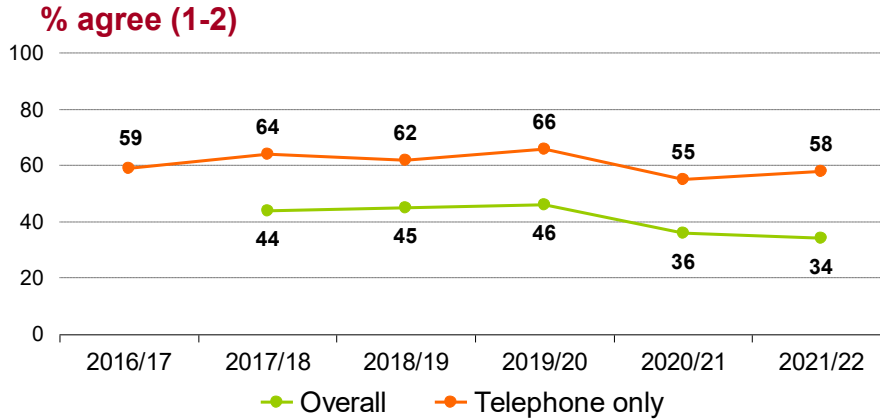
BASE (overall): Canadians; most recent data point Feb. 14-March 11, 2022, n=2,843, MOE +/- 1.8%, 19 times out of 20  
BASE (phone): Canadians; most recent data point Feb. 14-March 11, 2022, n=1,232, MOE +/- 2.8%, 19 times out of 20

Chart 22: Transparency: Innovation

## Transparency: Innovation

**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 a forward-looking, innovative organization**



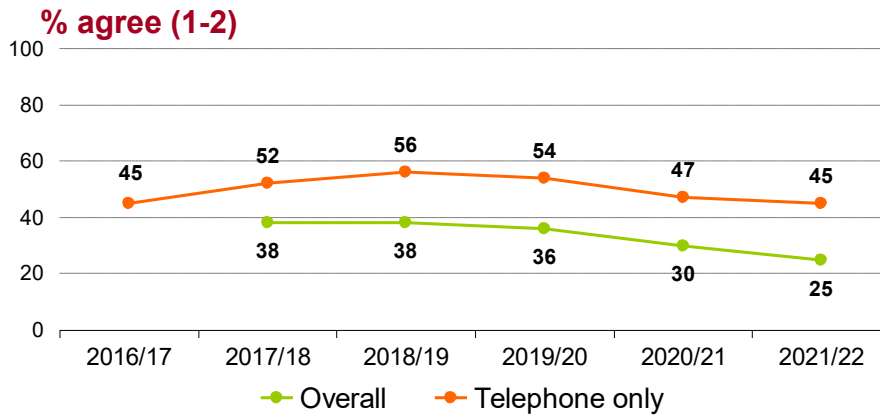
Copyright 2022  
 No reproduction without permission  
**BASE (overall):** Canadians; most recent data point Feb. 14-March 11, 2022, n=2,684, MOE +/- 1.9%, 19 times out of 20  
**BASE (phone):** Canadians; most recent data point Feb. 14-March 11, 2022, n=1,170, MOE +/- 2.9%, 19 times out of 20

Chart 23: Transparency: Openness

## Transparency: Openness

**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 an open and transparent organization**



Copyright 2022  
 No reproduction without permission  
**BASE (overall):** Canadians; most recent data point Feb. 14-March 11, 2022, n=2,845, MOE +/- 1.8%, 19 times out of 20  
**BASE (phone):** Canadians; most recent data point Feb. 14-March 11, 2022, n=1,244, MOE +/- 2.8%, 19 times out of 20

## 2.8 VIEWS OF THE RCMP (SENSITIVITY)

The RCMP receives fairly low marks on indicators related to sensitivity. Fewer than half of Canadians agree that the RCMP is an organization that is welcoming and inclusive of people from various backgrounds (47 per cent, compared to 31 per cent who disagree), and that the RCMP treats people with a disability fairly (47 per cent, compared to 25 per cent who disagree). Four in ten agree that RCMP personnel reflect the cultural diversity in their community (41 per cent, compared to 28 per cent who disagree), and that the RCMP treats women fairly (41 per cent, compared to 36 per cent who disagree). Fewer than four in ten agree that the RCMP is sensitive to the needs of Canada's various cultures and groups (39 per cent), or that the RCMP treats members of LGBTQ2 communities fairly (37 per cent). Only one in three agree that the RCMP treats members of visible minority groups fairly (35 per cent), or that it treats Indigenous people fairly (30 per cent)

Tracking reveals general stability in agreement over the past year across these issues.

- When it comes to the broader indicators of sensitivity, the likelihood of offering a positive appraisal of the RCMP rises with age. For example, 26 per cent of those under the age of 35 believe the RCMP is sensitive to the needs of different cultures and groups, compared to 49 per cent of those aged 65 and over.
- Agreement with these statements consistently declines with educational attainment. For example, 46 per cent of high school graduates feel the RCMP treats members of visible minority groups fairly, compared to 25 per cent of university graduates.
- LGBTQ2 respondents are significantly less likely to agree with these statements. Of particular note, just 11 per cent agree that the RCMP treats members of LGBTQ2 communities fairly, compared to 37 per cent on average.
- Indigenous respondents are somewhat more likely to agree that the RCMP treats Indigenous peoples fairly (35 per cent, compared to 30 per cent on average).
- Those with a disability are less likely to agree that the RCMP treats people with a disability fairly (40 per cent, compared to 47 per cent on average).

Chart 24: Views of the RCMP (sensitivity) (i)

## Views of the RCMP (sensitivity) (i)

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 an organization that is welcoming and inclusive of people from various backgrounds



The RCMP treats people with a disability fairly



RCMP personnel reflect the cultural diversity in my community



The RCMP treats women fairly



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

Copyright 2022

No reproduction without permission

BASE (overall): Canadians; Feb. 14-March 11, 2022, n=2,723, MOE +/- 1.9%, 19 times out of 20

Chart 25: Views of the RCMP (sensitivity) (ii)

## Views of the RCMP (sensitivity) (ii)

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

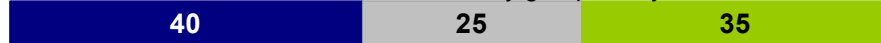
The RCMP is sensitive to the needs of different cultures and groups



The RCMP treats members of LGBTQ2 communities fairly



The RCMP treats members of visible minority groups fairly



The RCMP treats Indigenous peoples fairly



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

Copyright 2022

No reproduction without permission

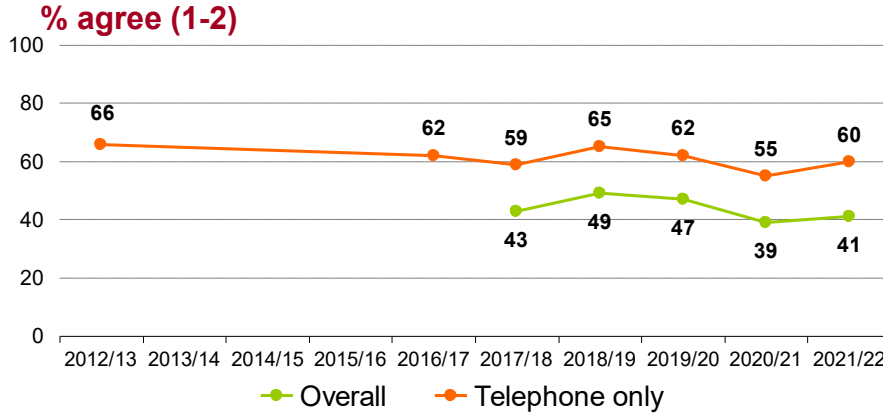
BASE (overall): Canadians; Feb. 14-March 11, 2022, n=2,723, MOE +/- 1.9%, 19 times out of 20

Chart 26: Sensitivity: Treatment of women

## Sensitivity: Treatment of women

**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 women fairly**



Copyright 2022  
No reproduction without permission

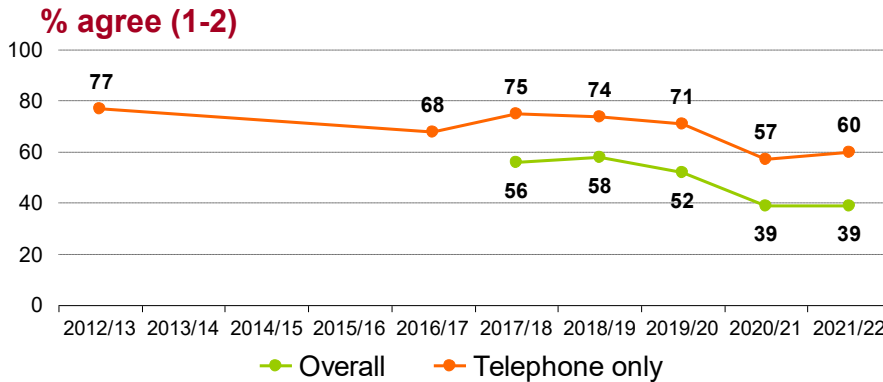
**BASE (overall):** Canadians; most recent data point Feb. 14-March 11, 2022, n=2,762, MOE +/- 1.9%, 19 times out of 20  
**BASE (phone):** Canadians; most recent data point Feb. 14-March 11, 2022, n=1,210, MOE +/- 2.8%, 19 times out of 20

Chart 27: Sensitivity: Sensitivity to the needs of different groups

## Sensitivity: Sensitivity to the needs of different groups

**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 sensitive to the needs of different cultures and groups**



Copyright 2022  
No reproduction without permission

**BASE (overall):** Canadians; most recent data point Feb. 14-March 11, 2022, n=2,762, MOE +/- 1.9%, 19 times out of 20  
**BASE (phone):** Canadians; most recent data point Feb. 14-March 11, 2022, n=1,216, MOE +/- 2.8%, 19 times out of 20

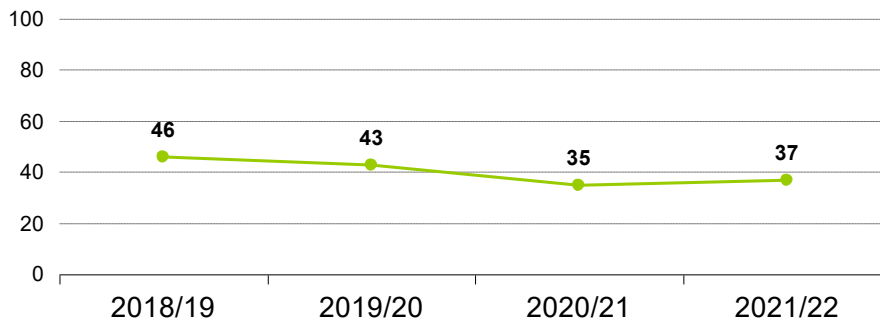
Chart 28: Sensitivity: Sensitivity to LGBTQ2 needs

## Sensitivity: Sensitivity to LGBTQ2 needs

**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 members of LGBTQ2 communities fairly\***

**% agree (1-2) – overall**



\*Prior to 2021/2022, the statement read "The RCMP is sensitive to the needs of LGBTQ2 communities"

Copyright 2022 No reproduction without permission **BASE (overall):** Canadians; most recent data point Feb. 14-March 11, 2022, n=2,439, MOE +/- 2.0%, 19 times out of 20

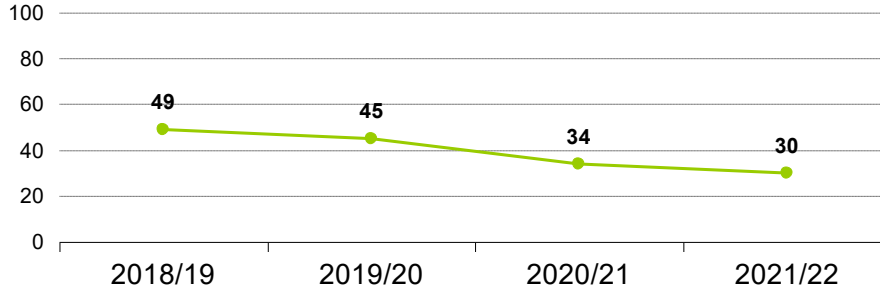
Chart 29: Sensitivity: Sensitivity to Indigenous cultural needs

## Sensitivity: Sensitivity to Indigenous cultural needs

**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 Indigenous peoples fairly\***

**% agree (1-2) – overall**



\*Prior to 2021/2022, the statement read "The RCMP is respectful to the cultural needs of Indigenous people"

Copyright 2022 No reproduction without permission **BASE (overall):** Canadians; most recent data point Feb. 14-March 11, 2022, n=2,723, 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 in general, results suggest that the RCMP maintains a widely positive relationship with the public. A clear majority of Canadians (74 per cent) say they would help the RCMP if asked, while seven in ten believe they have a moral obligation to follow police orders, and six in ten (61 per cent) say they generally support the RCMP's actions. On a less positive note, fewer than half would encourage friends and family to consider the RCMP as a career path (45 per cent), and roughly the same proportion believe that the RCMP is dealing with things that matter to their community (43 per cent).

As with many other issues, tracking reveals a decline over the past year across all these issues. There has been an eight-point drop in the proportion of Canadians who would help the RCMP if asked (74 per cent, down from 82 per cent last year). There has been a seven-point drop among those who feel a moral duty to follow police orders (70 per cent, down from 77 per cent last year), and among those who feel the RCMP is dealing with the things that matter to people in their community (43 per cent, down from 50 per cent in 2020/21). Results also reveal a decrease in the proportion of Canadians who generally support how the RCMP usually acts (61 per cent, compared to 67 per cent in 2020/21), and among those who would encourage friends and family members to apply to the RCMP (45 per cent, compared to 50 per cent in 2020/21).

- Women are more apt to express a sense of duty when it comes to following police orders (76 per cent, compared to 66 per cent of men).
- Agreement with these statements is positively correlated with age. For example, 38 per cent of those under the age of 35 agree that they generally support how the RCMP usually acts, a figure that rises to 81 per cent among those aged 65 and over.
- The likelihood of agreeing to all these statements declines with educational attainment. For instance, 55 per cent of those with high school education say they would encourage friends and family members to apply to the RCMP, a figure that declines to 36 per cent among university graduates.
- Residents of Atlantic Canada are more likely to say they are generally supportive of how the RCMP conducts itself (67 per cent, compared to 61 per cent on average), and that they feel a moral duty to follow police orders (76 per cent versus 70 per cent).
- Members of Canada's LGBTQ2 communities consistently express a dimmer view of their relationship with the RCMP (for example, just 25 per cent of LGBTQ2 respondents say they generally support how the RCMP usually acts, compared to 61 per cent on average).
- Those with disabilities are less likely to say they would help the RCMP if asked (68 per cent, compared to 74 per cent on average).

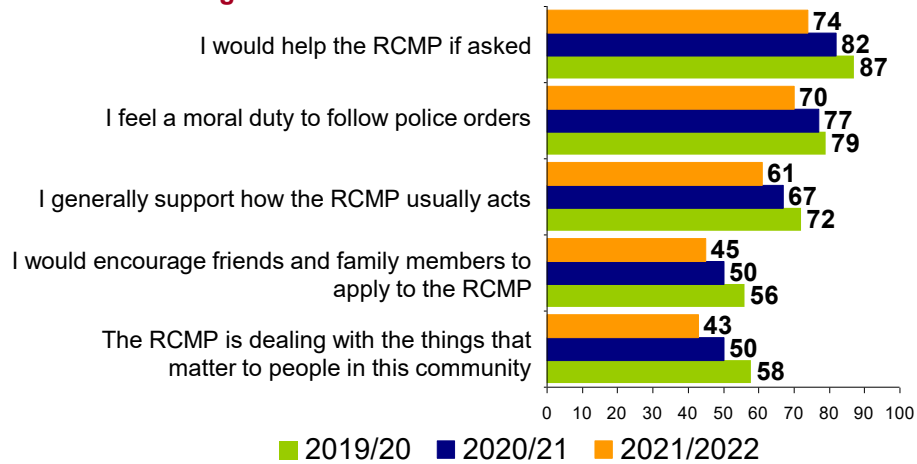


Chart 30: Tracking Relationship with RCMP

## 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:

**Overall – % agree**



Copyright 2022  
No reproduction without permission

**BASE (overall):** Canadians; most recent data point Feb. 14-March 11, 2022, n=2,945, MOE +/- 1.8%, 19 times out of 20

## 2.10 VIEWS OF THE RCMP (SERVICE)

Outside of Ontario and Quebec, where residents deal primarily with their province's respective police services rather than the RCMP, respondents rate the RCMP quite favourably in terms of visibility. Overall, fewer than half (45 per cent) agree that RCMP personnel have a visible presence in their community; however, this figure jumps to 73 per cent outside of Central Canada.

Tracking reveals that the proportion who feel RCMP personnel have a visible presence in their community has declined over the past year.

- Agreement with the idea that RCMP personnel have a visible presence in their community rises progressively with age. For example 41 per cent of those younger than 35 agree with this idea, compared to 51 per cent of those 65 years of age and older.
- High school graduates are somewhat more likely to agree that the RCMP is visibly present in their community (52 per cent, compared to 45 per cent on average).
- Regionally, the proportion of Canadians who agree that the RCMP is visible in their community is much higher in British Columbia (73 per cent), Atlantic Canada (70 per cent), and the Prairies (66 per cent) compared to Central Canada (29 per cent).

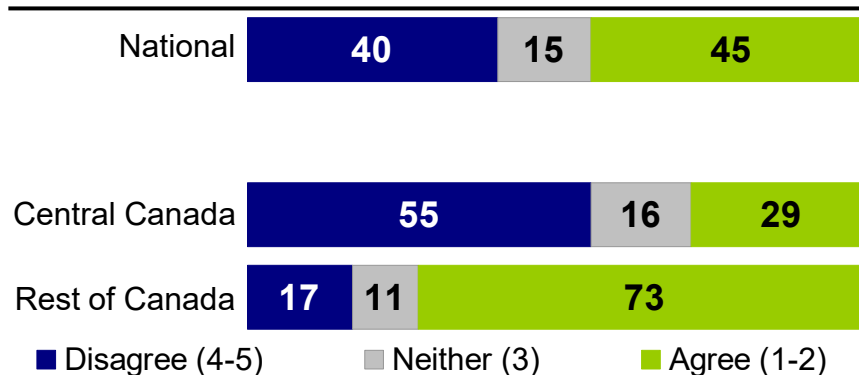
Chart 31: Views of the RCMP (service) by region

### Views of the RCMP (service) by region

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

#### Overall

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



Copyright 2022  
No reproduction without permission

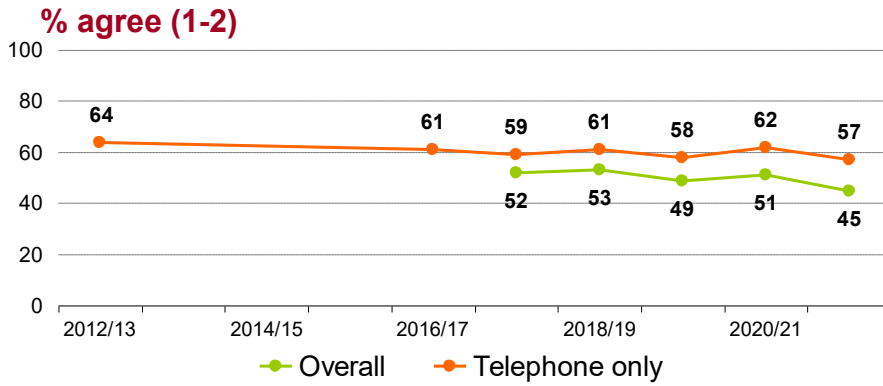
**BASE (overall):** Canadians; Feb. 14-March 11, 2022, n=2,867, MOE +/- 1.8%, 19 times out of 20

Chart 32: Service: Visible presence

## Service: Visible presence

**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 personnel have a visible presence in my community/province/territory**



Copyright 2022 **BASE (overall):** Canadians; most recent data point Feb. 14-March 11, 2022, n=2,867, MOE +/- 1.8%, 19 times out of 20  
No reproduction without permission **BASE (phone):** Canadians; most recent data point Feb. 14-March 11, 2022, n=1,274, MOE +/- 2.8%, 19 times out of 20

## 2.11 VIEWS OF THE RCMP (RESPONSIVENESS)

Turning to views on responsiveness, results reveal that Canadians express mixed views of the RCMP in this area. Fewer than half agree that the RCMP is quick to respond to calls for assistance (46%), or that the RCMP rapidly adapts to new and emerging priorities (41%).

Tracking reveals that the proportion of Canadians who believe that the RCMP is effective at responding quickly to calls for assistance has declined by 20 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.

Tracking also reveals that the proportion of Canadians who agree that the RCMP rapidly adapts to new and emerging priorities has declined somewhat over the past year.

- Those aged 65 and over are more apt to agree that the RCMP responds quickly to calls for assistance (60 per cent versus 46 per cent), and that the RCMP rapidly adapts to emerging priorities (54 per cent, compared to 41 per cent on average).
- Agreement with both statements declines with educational attainment. For instance, 55 per cent of respondents with a high school level education believe the RCMP responds quickly to calls for assistance, compared to 39 per cent of university graduates.
- Atlantic Canadians are more likely to say the RCMP rapidly adapts to new and emerging priorities (46 per cent, compared to 41 per cent on average).
- Those in LGBTQ2 communities rate the RCMP more poorly along both measures; 18 per cent say the RCMP is keeping up with evolving priorities (compared to 41 per cent on average) and 18 per cent believe the organization responds to calls in a timely manner (versus 46 per cent).
- Indigenous respondents are less likely to express positive views on the RCMP's response time (39 per cent, compared to 46 per cent on average).

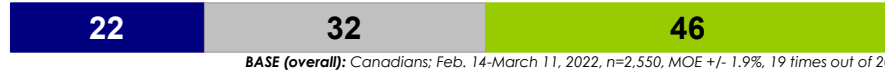
Chart 33: Views of the RCMP (responsiveness)

## Views of the RCMP (responsiveness)

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

### Overall

The RCMP is effective at responding quickly to calls for assistance



**BASE (overall):** Canadians; Feb. 14-March 11, 2022, n=2,550, MOE +/- 1.9%, 19 times out of 20

The RCMP rapidly adapts to new and emerging priorities



**BASE (overall):** Canadians; Feb. 14-March 11, 2022, n=2,564, MOE +/- 1.9%, 19 times out of 20

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

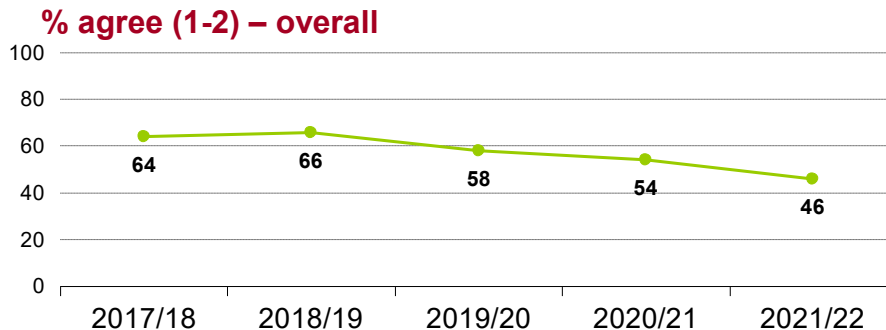
Copyright 2022  
No reproduction without permission

Chart 34: Responsiveness: Effectiveness of response

## Responsiveness: Effectiveness of response

**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 responding quickly to calls for assistance\***



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

Copyright 2022  
No reproduction without permission    **BASE (overall):** Canadians; most recent data point Feb. 14-March 11, 2022, n=2,550 MOE +/- 1.9%, 19 times out of 20

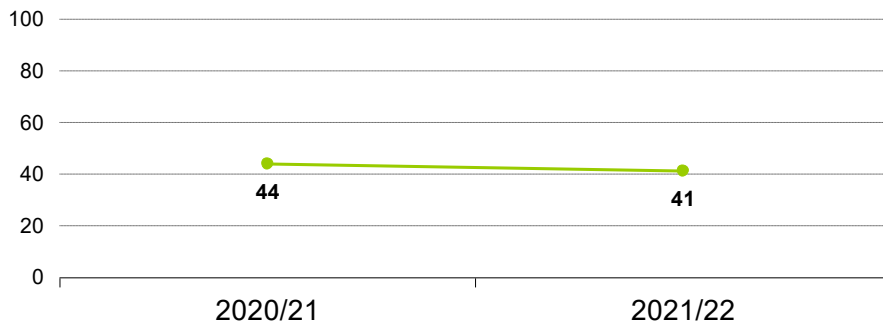
Chart 35: Responsiveness: Adapting to new and emerging priorities

## Responsiveness: Adapting to new and emerging priorities

**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 rapidly adapts to new and emerging priorities**

**% agree (1-2) – overall**



Copyright 2022  
No reproduction without permission **BASE (overall):** Canadians; most recent data point Feb. 14-March 11, 2022, n=2,564 MOE +/- 1.9%, 19 times out of 20

## 2.12 IMPACT OF THE RCMP

Results 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 six in ten (59 per cent) express confidence in the RCMP's ability to handle threats to Canadian passenger aircraft effectively. More than half believe the RCMP resolves crimes where violence is involved (56 per cent), responds to national security threats effectively (56 per cent), diminishes the threat of organized crime (56 per cent), provides an adequate response to border threats (54 per cent), and mitigates the impact of serious crime (53 per cent). Just over half (52 per cent) believe the RCMP is effective at reducing the production, sale and distribution of illegal drugs.

Fewer than half believe the RCMP is responding to cybercrime threats effectively (47 per cent), contributing to traffic safety in their province or territory (45 per cent), countering radicalization of individuals to violent extremism (44 per cent), addressing youth involvement in crime as offenders (43 per cent), and lessening the impact of economic crime (43 per cent). Four in ten Canadians are satisfied with RCMP efforts to combat online fraud and scams (41 per cent), and to address youth involvement in crime as victims (40 per cent). Fewer than four in ten are satisfied with the RCMP's contribution to making Canadians more informed and resilient (39 per cent), and its efforts in fostering safer Indigenous communities (36 per cent). Only one in three (33 per cent) say the RCMP is advancing reconciliation with Canada's Indigenous peoples.

Results reveal a decrease in the proportion of Canadians expressing positive views on the impact of the RCMP over the past year. There has been a 13-point drop in the proportion who feel the RCMP is effectively responding to threats to national security (56 per cent, compared to 69 per cent in 2020/21), and the radicalization of individuals to violent extremism (44 per cent, down from 57 per cent in 2020/21). There is a ten-point drop among those who believe the RCMP is reducing the threat of organized crime (56 per cent, compared to 66 per cent last year), and serious crime (53 per cent, down from 63 per cent in 2020/21). Findings also reveal a nine-point drop in the proportion of Canadians who agree that the RCMP is effectively responding to threats at the border (54 per cent, compared to 63 per cent in 2020/21). There has also been a decrease in agreement that the RCMP is reducing the production, sale and distribution of illegal drugs (52 per cent, down from 60 per cent in 2020/21), effectively responding to cybercrime threats (47 per cent, compared to 55 per cent last year), contributing to traffic safety in their province or territory (45 per cent, compared to 53 per cent in 2020/21), reducing the impact of economic crime (43 per cent, compared to 51 per cent in 2020/21), and effectively addressing online fraud and scams (41 per cent, down from 47 per cent last year).

- 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 (62 per cent, compared to 52 per cent of men), border security (60 per cent, compared to 49 per cent of men), and reducing the production, sale and distribution of illegal drugs (59 per cent versus 46 per cent).
- Those aged 65 and over are consistently more likely to express a positive opinion of the impact of the RCMP. For example, 55 per cent agree that the RCMP is effective at reducing the overall impact of economic crime, compared to 43 per cent on average.
- On most of the indicators tested, those with high school education are more likely to provide a positive assessment of the RCMP. For example, 51 per cent agree that the RCMP is effectively addressing online scams, compared to 41 per cent on average.
- Members of LGBTQ2 communities and, to a lesser extent, those who identify as Indigenous are consistently less likely to agree with these statements. For instance, 19 per cent of LGBTQ2 respondents and 33 per cent of Indigenous respondents believe the RCMP is addressing youth involvement in crime as victims, compared to 40 per cent on average.



Chart 36: Impact of the RCMP

## Impact of the RCMP

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

### Overall



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

Copyright 2022  
No reproduction without permission

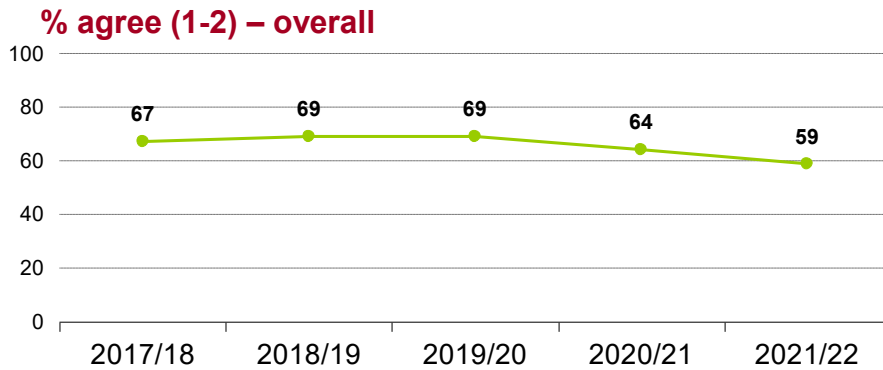
BASE (overall): Canadians; Feb. 14-March 11, 2022, n=2,709, MOE +/- 1.9%. 19 times out of 20

Chart 37: Impact: Threats to passenger aircraft

## 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**



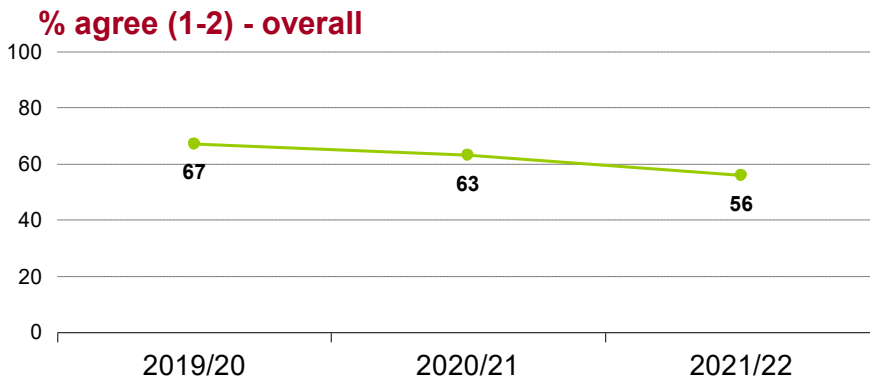
Copyright 2022  
No reproduction without permission **BASE (overall):** Canadians; most recent data point Feb. 14-March 11, 2022, n=2,205, MOE +/- 2.1%, 19 times out of 20

Chart 38: Impact: Violent crimes

## Impact: Violent crimes

**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**



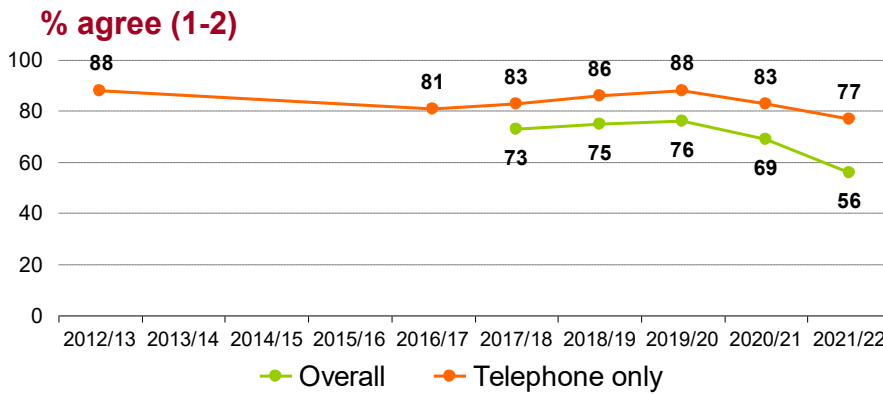
Copyright 2022  
No reproduction without permission **BASE (overall):** Canadians; most recent data point Feb. 14-March 11, 2022, n=2,663, MOE +/- 1.9%, 19 times out of 20

Chart 39: Impact: National security

## Impact: National security

**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 national security**



Copyright 2022  
No reproduction without permission

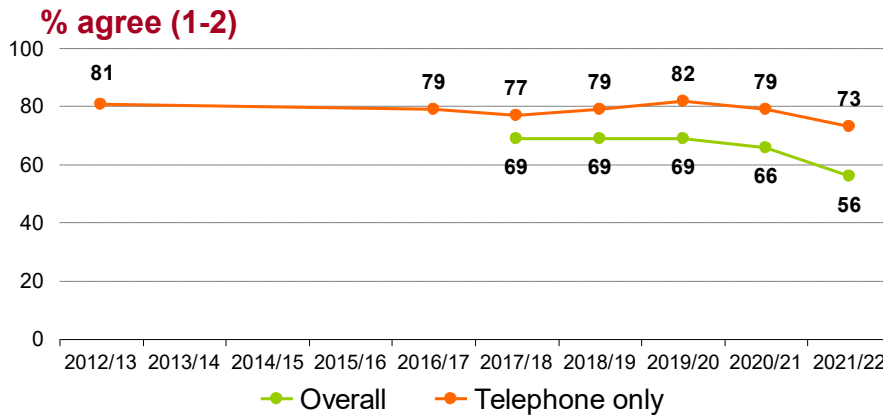
**BASE (overall):** Canadians; most recent data point Feb. 14-March 11, 2022, n=2,601, MOE +/- 1.9%, 19 times out of 20  
**BASE (phone):** Canadians; most recent data point Feb. 14-March 11, 2022, n=1,155, MOE +/- 2.9%, 19 times out of 20

Chart 40: Impact: Organized crime

## Impact: Organized crime

**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:

**Reducing the threat and impact of organized crime**



Copyright 2022  
No reproduction without permission

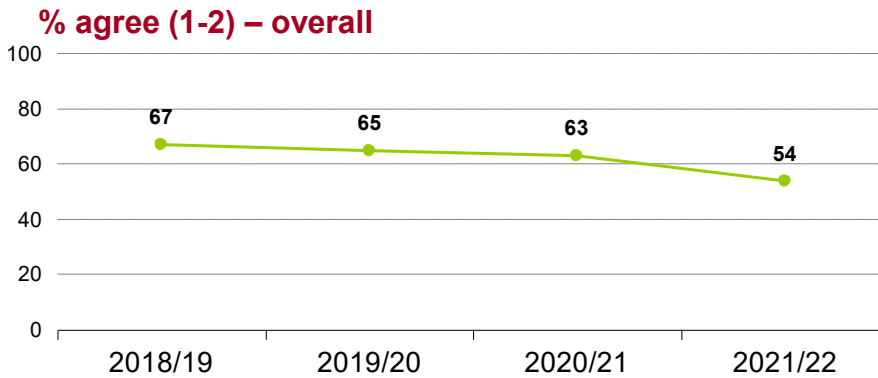
**BASE (overall):** Canadians; most recent data point Feb. 14-March 11, 2022, n=2,682, MOE +/- 1.9%, 19 times out of 20  
**BASE (phone):** Canadians; most recent data point Feb. 14-March 11, 2022, n=1,194, MOE +/- 2.8%, 19 times out of 20

Chart 41: Impact: Border security

## Impact: Border security

**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 at the border between the ports of entry**



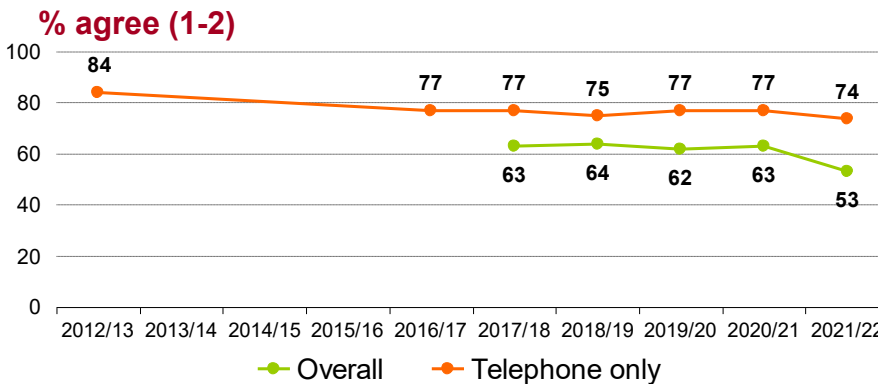
Copyright 2022  
No reproduction without permission **BASE (overall):** Canadians; most recent data point Feb. 14-March 11, 2022, n=2,559, MOE +/- 1.9%, 19 times out of 20

Chart 42: Impact: Serious crimes

## Impact: Serious crimes

**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 threat and impact of serious crime, such as murder, sexual assault, robbery, and arson**



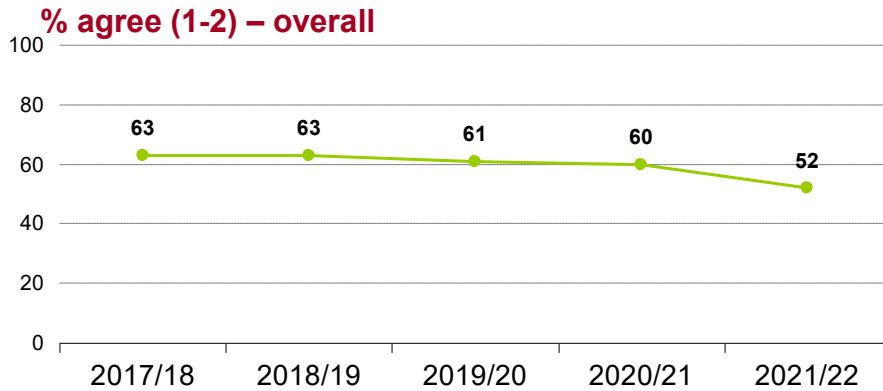
Copyright 2022  
No reproduction without permission **BASE (overall):** Canadians; most recent data point Feb. 14-March 11, 2022, n=2,709, MOE +/- 1.9%, 19 times out of 20  
**BASE (phone):** Canadians; most recent data point Feb. 14-March 11, 2022, n=1,227, MOE +/- 2.8%, 19 times out of 20

Chart 43: Impact: Production, sale and distribution of illegal drugs

## 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**



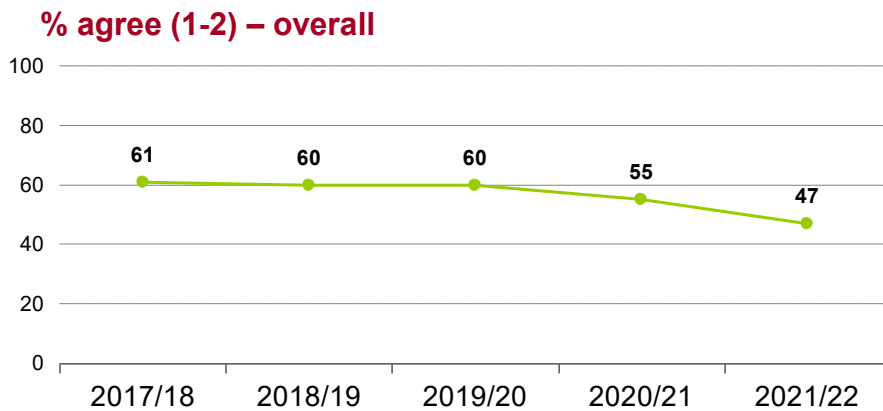
Copyright 2022  
No reproduction without permission **BASE (overall):** Canadians; most recent data point Feb. 14-March 11, 2022, n=2,694, MOE +/- 1.9%, 19 times out of 20

Chart 44: Impact: Cybercrime threats

## 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**



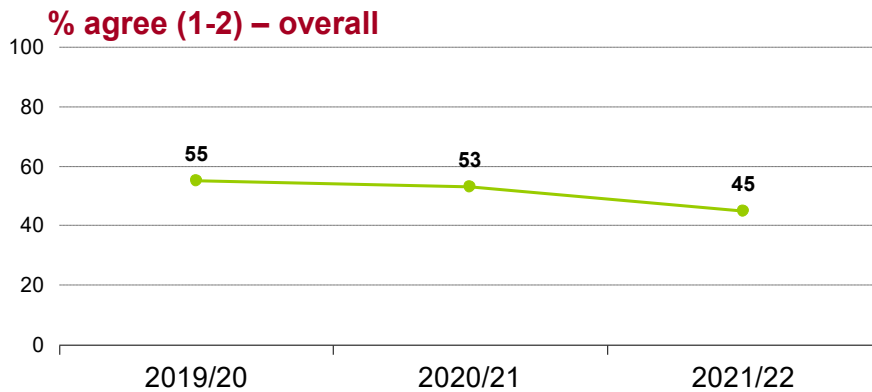
Copyright 2022  
No reproduction without permission **BASE (overall):** Canadians; most recent data point Feb. 14-March 11, 2022, n=2,400, MOE +/- 2.0%, 19 times out of 20

Chart 45: Impact: Traffic safety

## Impact: Traffic safety

**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**



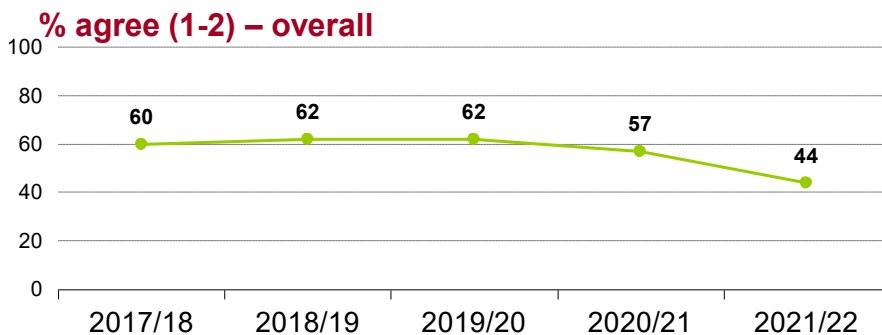
Copyright 2022  
No reproduction without permission **BASE (overall):** Canadians; most recent data point Feb. 14-March 11, 2022, n=2,722, MOE +/- 1.9%, 19 times out of 20

Chart 46: Impact: Radicalization

## 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 of individuals to violent extremism\***



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

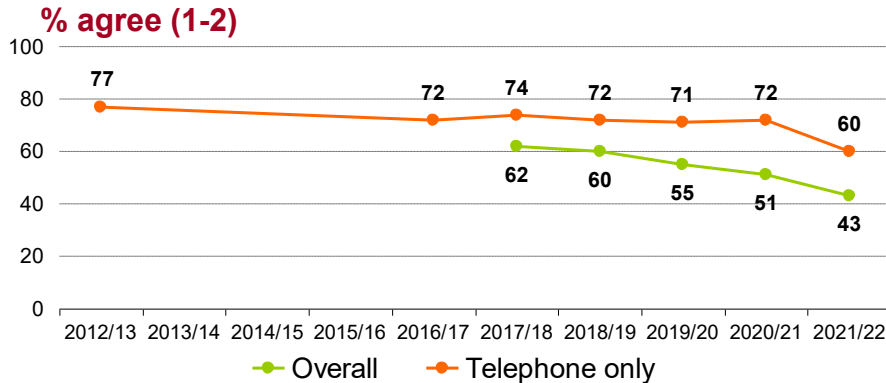
Copyright 2022  
No reproduction without permission **BASE (overall):** Canadians; most recent data point Feb. 14-March 11, 2022, n=2,531, MOE +/- 2.0%, 19 times out of 20

Chart 47: Impact: Economic crime

## Impact: Economic crime

**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 impact of economic crime\***



\*Prior to 2019/2020, respondents were prompted with specific examples of economic crime

Copyright 2022  
No reproduction without permission

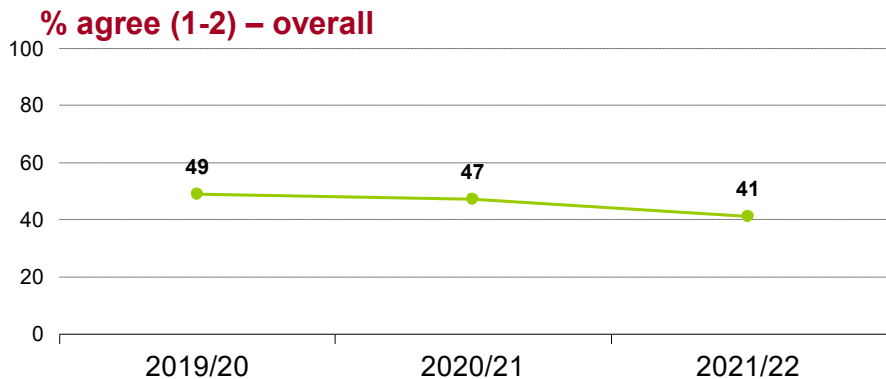
**BASE (overall):** Canadians; most recent data point Feb. 14-March 11, 2022, n=2,508, MOE +/- 2.0%, 19 times out of 20  
**BASE (phone):** Canadians; most recent data point Feb. 14-March 11, 2022, n=1,122, MOE +/- 2.9%, 19 times out of 20

Chart 48: Impact: Online scams

## Impact: Online scams

**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 fraud and scams**



\*Prior to 2021/2022, the statement read "The RCMP is effectively addressing online scams"

Copyright 2022  
No reproduction without permission

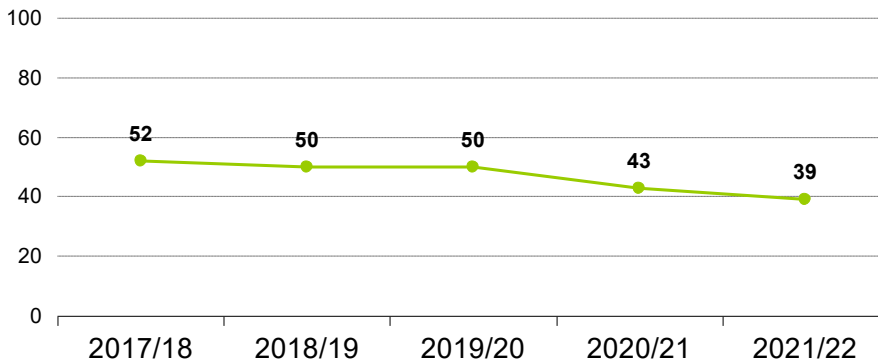
**BASE (overall):** Canadians; most recent data point Feb. 14-March 11, 2022, n=2,517, MOE +/- 2.0%, 19 times out of 20

Chart 49: Impact: Resilience of Canadians

## 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**



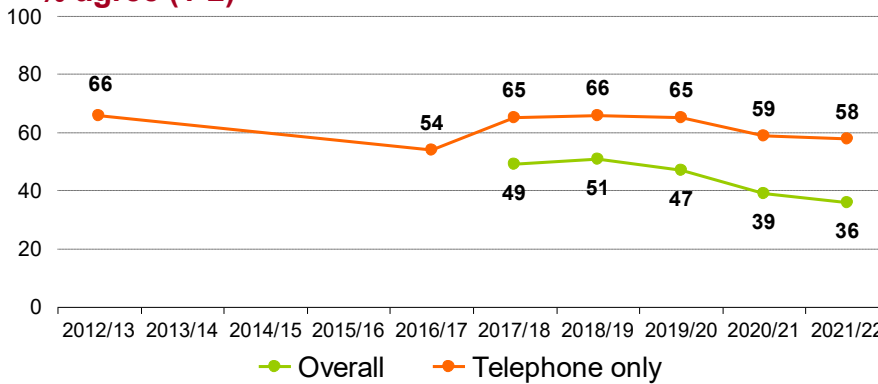
Copyright 2022 No reproduction without permission **BASE (overall):** Canadians; most recent data point Feb. 14-March 11, 2022, n=2,602, MOE +/- 1.9%, 19 times out of 20

Chart 50: Impact: Safety of Indigenous communities

## Impact: Safety of Indigenous communities

**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 safer Indigenous communities**

**% agree (1-2)**



Copyright 2022 No reproduction without permission **BASE (overall):** Canadians; most recent data point Feb. 14-March 11, 2022, n=2,589, MOE +/- 1.9%, 19 times out of 20  
**BASE (phone):** Canadians; most recent data point Feb. 14-March 11, 2022, n=1,159, MOE +/- 2.9%, 19 times out of 20

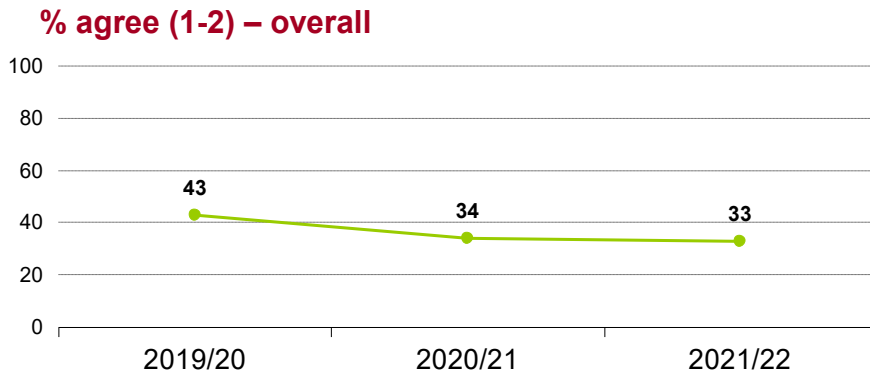


Chart 51: Impact: Reconciliation with Indigenous peoples

## Impact: Reconciliation with Indigenous peoples

**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**



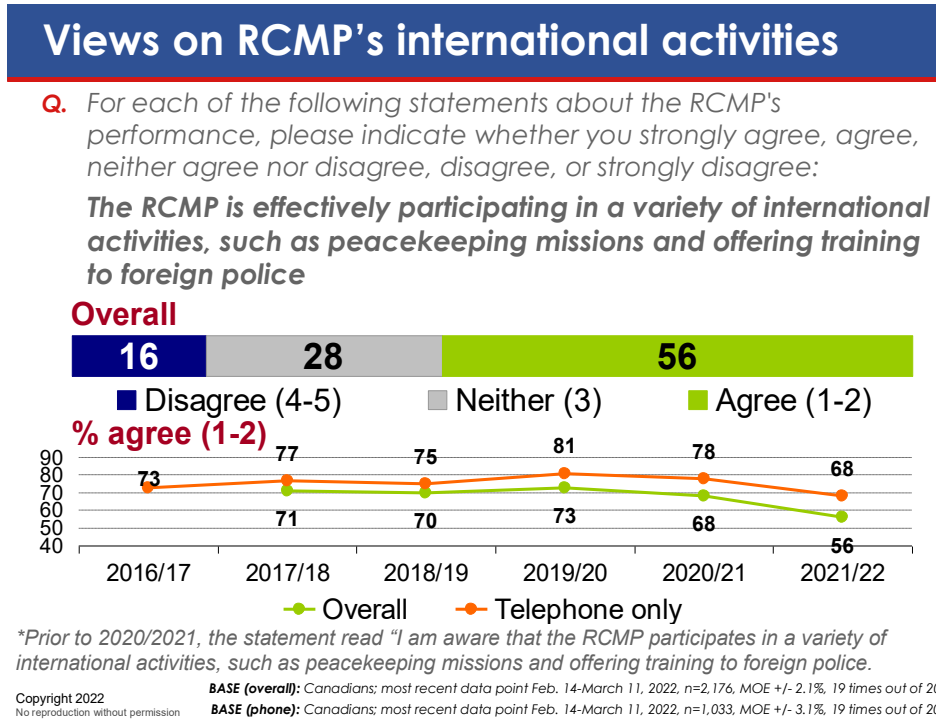
Copyright 2022  
No reproduction without permission **BASE (overall):** Canadians; most recent data point Feb. 14-March 11, 2022, n=2,520, MOE +/- 2.0%, 19 times out of 20

## 2.13 VIEWS ON RCMP'S INTERNATIONAL ACTIVITIES

Results also reveal that over half of Canadians (56 per cent) believe the RCMP effectively participates in activities such as peacekeeping and training foreign police, and only one in six (16 per cent) disagree with this idea. Tracking suggests a 17-point drop in agreement since 2019/20, 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.

- Agreement with this idea rises progressively with age (from 38 per cent among those under the age of 35 to 72 per cent of those ages 65 and over), and declines with educational attainment (from 63 per cent among high school educated to 49 per cent among university graduates).
- Agreement is higher in Atlantic Canada (66 per cent, compared to 56 per cent on average).
- LGBTQ2 respondents are less likely to agree with this idea (29 per cent, compared to 56 per cent on average).

Chart 52: Views on RCMP's international activities



## 2.14 VIEWS ON CANADA'S FIREARM PROGRAM

When asked about the impact of Canada's firearms program, most Canadians (56 per cent) agree that the firearms program contributes to public safety in Canada, and fewer than one in three (28 per cent) disagree.

- Belief that Canada's firearms program contributes to public safety is higher among women and residents of Atlantic Canada (63 per cent each).

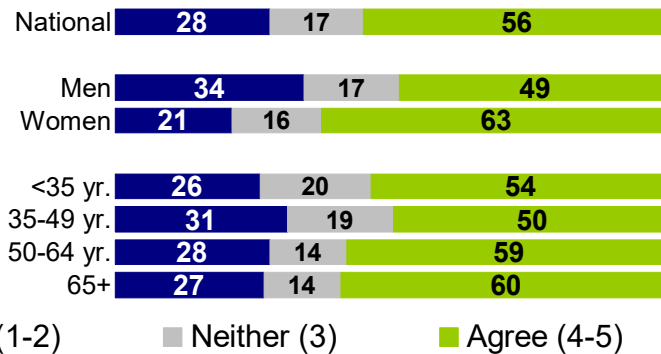
Chart 53: Canada's firearms program

### Canada's firearms program

**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:

**Canada's firearms program contributes to public safety in Canada**

#### Overall



Copyright 2022  
No reproduction without permission

**BASE (overall):** Canadians; Feb. 14-March 11, 2022, n=2,760, MOE +/- 1.9%, 19 times out of 20

## 2.15 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 (61 per cent) say the RCMP seldom exceeds its authority (including 33 per cent who say 'never' or 'almost never'). Almost one in four (22 per cent), however, feel the RCMP sometimes oversteps its boundaries, and one in five (17 per cent) believe the RCMP often or always oversteps its authority.

Tracking reveals a decrease in the proportion of Canadians who feel the RCMP exceeds their authority; 39 per cent currently feel the RCMP oversteps its authority, compared to 42 per cent in 2020/21.

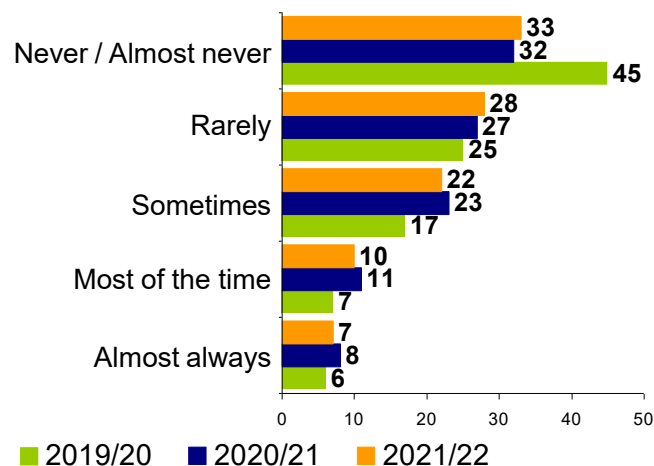
- Those aged younger than 35 are more apt to agree that the RCMP exceeds their authority almost always or most of the time (26 per cent).
- Those who identify as Indigenous (31 per cent), visible minorities (26 per cent), those with a disability (30 per cent), and those in LGBTQ2 communities (39 per cent) are also more likely to believe that the RCMP regularly exceeds their authority.

Chart 54: Incidence of the RCMP exceeding 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?

**Overall – unweighted**



Copyright 2022  
No reproduction without permission

**BASE (overall):** Canadians; most recent data point Feb. 14-March 11, 2022, n=2,249, MOE +/- 2.1%, 19 times out of 20

## 3. Contact with the RCMP

This section looks at the incidence of recent contact with RCMP, the reasons behind these contacts, and client satisfaction with the contact along a number of key measures. In order to remain consistent with past iterations of this survey, the figures reported in this section are unweighted. 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. One in four (26 per cent) indicate yes, while the majority (73 per cent) say no.

Tracking suggests that contact with the RCMP has declined somewhat over the past few years.

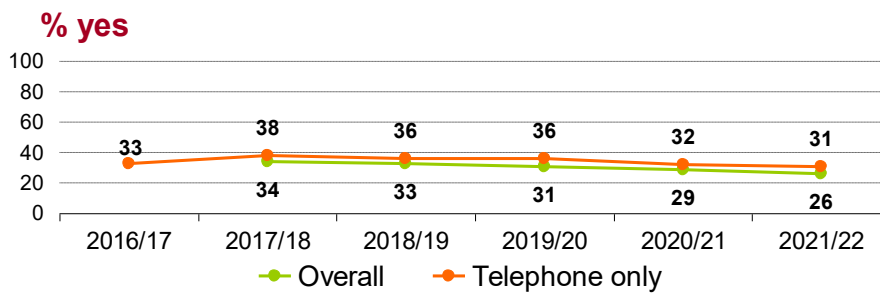
- Regionally, those in Central Canada are far less likely to report contact (six per cent, compared to 26 per cent on average).
- Indigenous respondents are more likely to have had direct contact with the RCMP (44 per cent, compared to 26 per cent on average).

Chart 55: Incidence of contact with the RCMP

## Incidence of contact with the RCMP

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

### Overall – unweighted



Copyright 2022  
No reproduction without permission

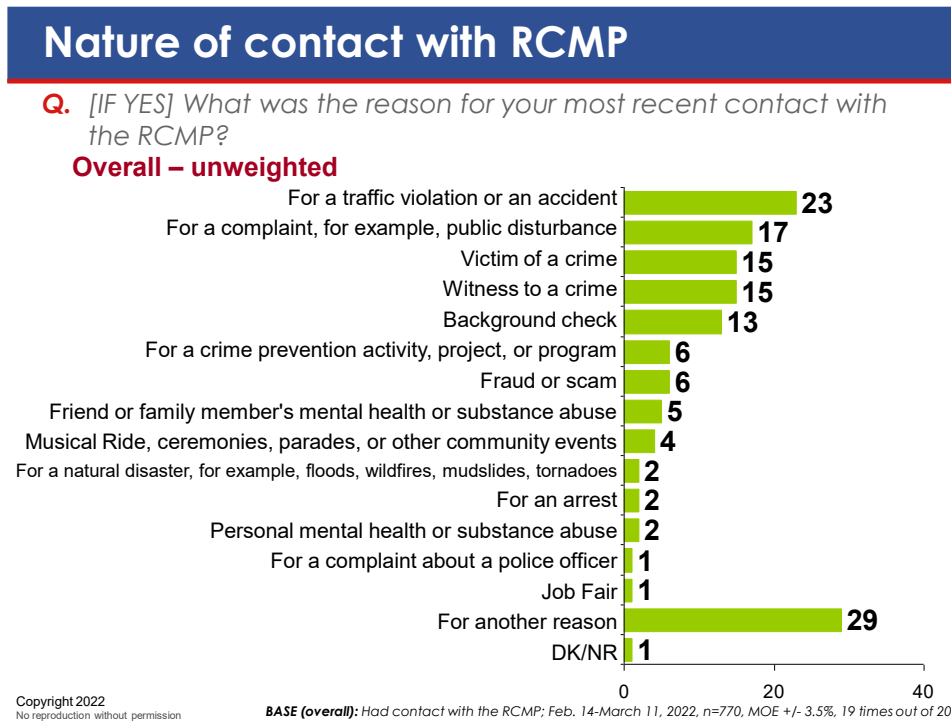
**BASE (overall):** Canadians; Feb. 14-March 11, 2022, n=2,976, MOE +/- 1.8%, 19 times out of 20  
**BASE (phone):** Canadians; Feb. 14-March 11, 2022, n=1,316, MOE +/- 2.7%, 19 times out of 20

## 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. Almost one in four (23 per cent) indicate their contact involved a traffic offence or an accident, one in six (17 per cent) indicate a public disturbance, and one in seven report being victim of a crime, or a witness to a crime (15 per cent each).

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

Chart 56: Nature of contact with RCMP

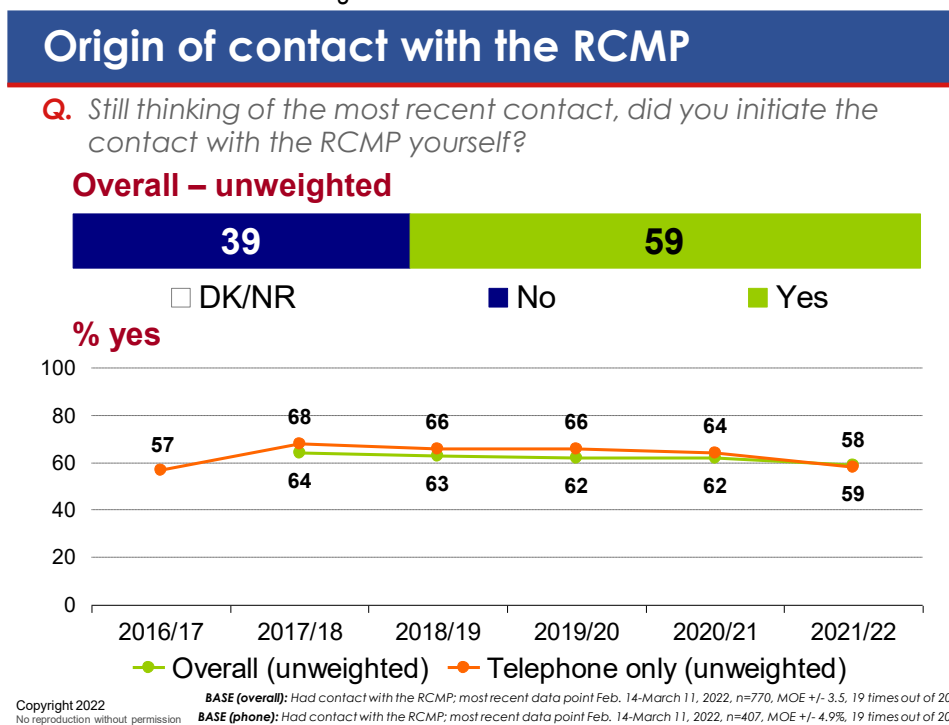


### 3.3 ORIGIN OF CONTACT WITH THE RCMP

Those who indicated they had contact with the RCMP in the past year were asked if they had initiated the contact. Most (59 per cent) indicate that they did initiate the contact, while about four in ten (39 per cent) did not.

Tracking reveals that the proportion who initiated contact with the RCMP has declined somewhat over the past few years.

Chart 57: Origin of contact with the RCMP





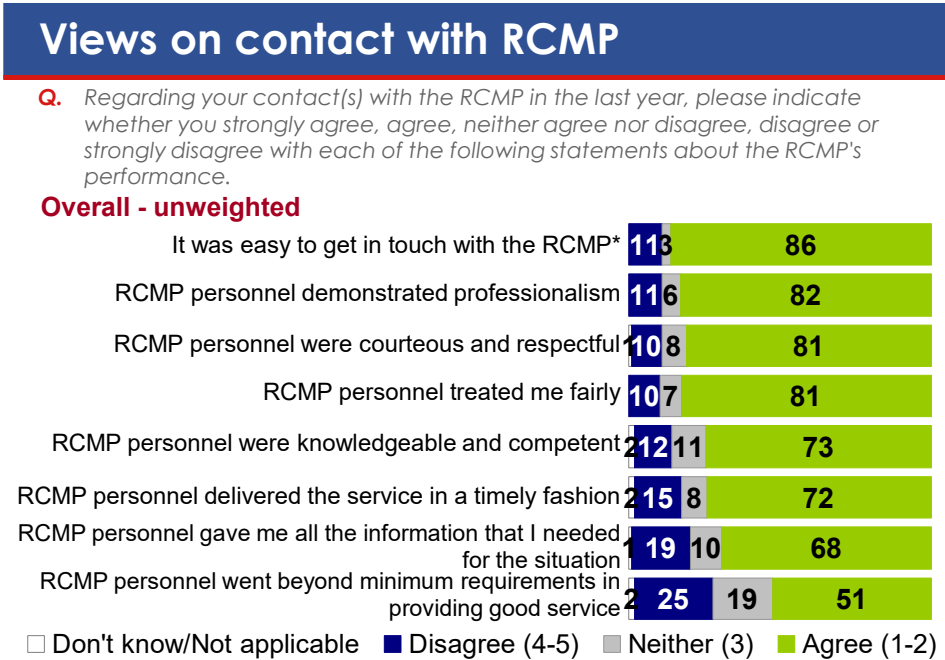
### 3.4 VIEWS ON CONTACT WITH RCMP

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 (86 per cent) agreeing that it was easy to get in touch with the RCMP, while similar proportions say RCMP personnel demonstrated professionalism (82 per cent), were courteous and respectful (81 per cent), and treated them fairly (81 per cent). Roughly seven in ten feel that RCMP personnel were knowledgeable and competent (73 per cent), delivered the service in a timely fashion (72 per cent), and provided all the information needed (68 per cent). Results are more mixed in terms of the RCMP going beyond minimum requirements in providing good service: 51 per cent feel the RCMP went beyond minimum service requirements, and 25 per cent disagree with this idea.

Tracking reveals that these results have remained largely stable over the past few years, although there has been a decline in the proportion who feel RCMP personnel were knowledgeable, or provided them with all the information needed.

- Agreement with many of these statements rises with age: for instance, 91 per cent of those aged 65 and over believe that RCMP personnel were courteous and respectful in their contact, compared to 67 per cent of those under the age of 35.

Chart 58: Views on contact with RCMP



\*Asked only of those who initiated contact with the RCMP (n=457, MOE +/- 4.6%, 19 times out of 20)  
 Copyright 2022  
 No reproduction without permission **BASE (overall):** Had contact with the RCMP; Feb. 14-March 11, 2022, n=770, MOE +/- 3.5%, 19 times out of 20

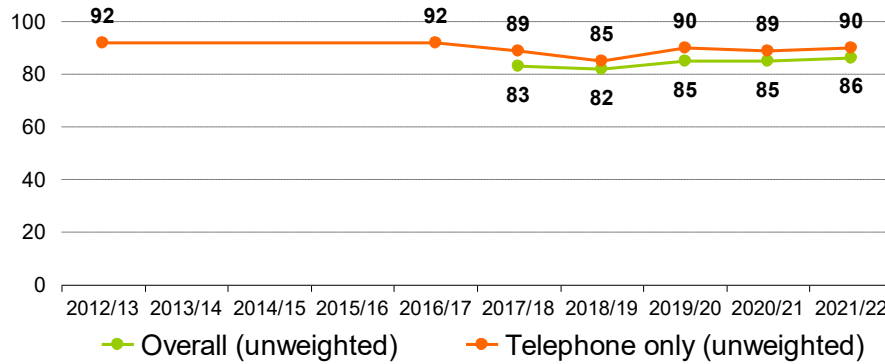
Chart 59: Views on contact with RCMP: Ease of contact

## Views on contact with RCMP: Ease of contact

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

**It was easy to get in touch with the RCMP**

**% agree (1-2)**



Copyright 2022

No reproduction without permission

**BASE (overall):** Initiated contact with the RCMP; most recent data point Feb. 14-March 11, 2022, n=457, MOE +/- 4.6%, 19 times out of 20

**BASE (phone):** Initiated contact with the RCMP; most recent data point Feb. 14-March 11, 2022, n=236, MOE +/- 6.4%, 19 times out of 20

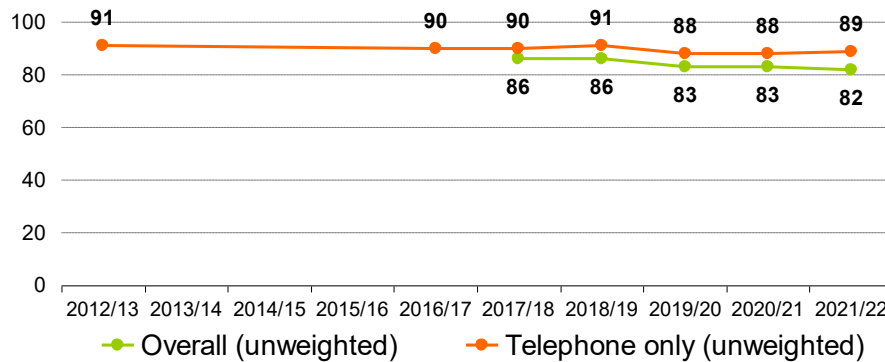
Chart 60: Views on contact with RCMP: Professionalism

## Views on contact with RCMP: Professionalism

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

**RCMP personnel demonstrated professionalism**

**% agree (1-2)**



Copyright 2022

No reproduction without permission

**BASE (overall):** Had contact with the RCMP; most recent data point Feb. 14-March 11, 2022, n=770, MOE +/- 3.5%, 19 times out of 20

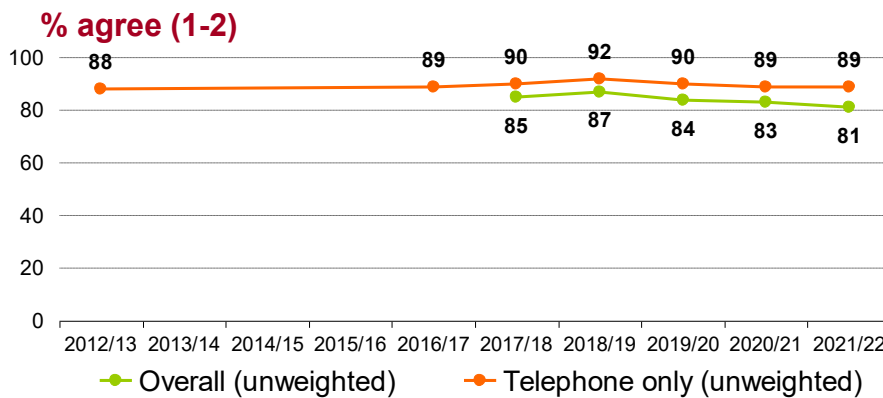
**BASE (phone):** Had contact with the RCMP; most recent data point Feb. 14-March 11, 2022, n=407, MOE +/- 4.9%, 19 times out of 20

Chart 61: Views on contact with RCMP: Courtesy and respect

## Views on contact with RCMP: Courtesy and respect

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

**RCMP personnel were courteous and respectful**



Copyright 2022

No reproduction without permission

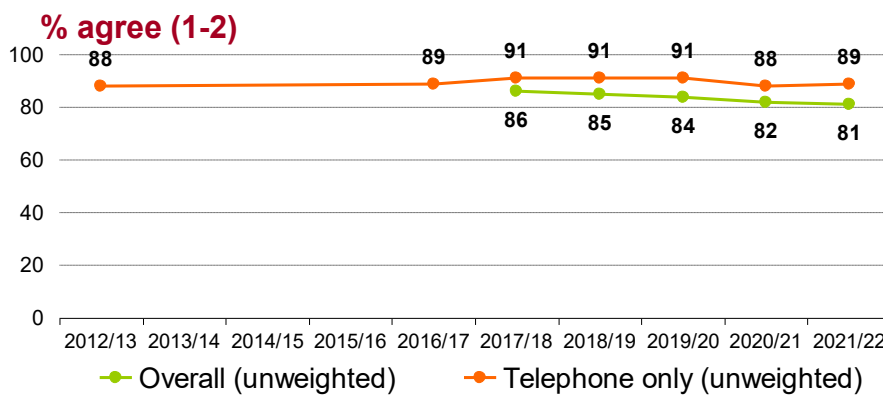
**BASE (overall):** Had contact with the RCMP; most recent data point Feb. 14-March 11, 2022, n=770, MOE +/- 3.5%, 19 times out of 20  
**BASE (phone):** Had contact with the RCMP; most recent data point Feb. 14-March 11, 2022, n=407, MOE +/- 4.9%, 19 times out of 20

Chart 62: Views on contact with RCMP: Fairness

## Views on contact with RCMP: Fairness

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

**RCMP personnel treated me fairly**



Copyright 2022

No reproduction without permission

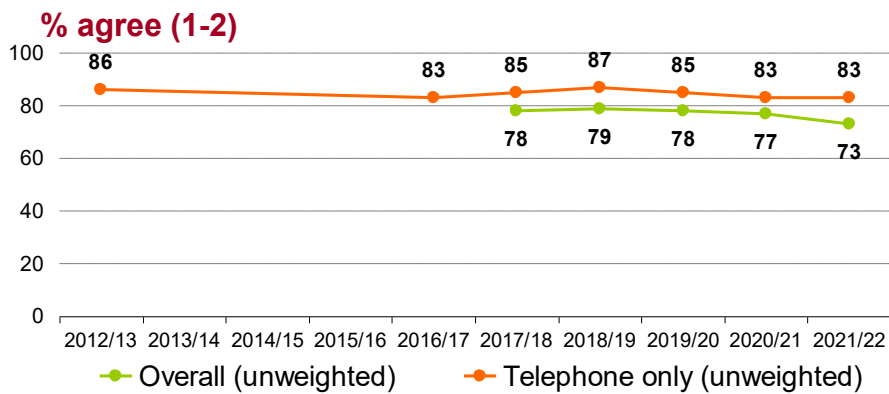
**BASE (overall):** Had contact with the RCMP; most recent data point Feb. 14-March 11, 2022, n=770, MOE +/- 3.5%, 19 times out of 20  
**BASE (phone):** Had contact with the RCMP; most recent data point Feb. 14-March 11, 2022, n=407, MOE +/- 4.9%, 19 times out of 20

Chart 63: Views on contact with RCMP: Knowledge and competence

## Views on contact with RCMP: Knowledge and competence

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

**RCMP personnel were knowledgeable and competent**



Copyright 2022

No reproduction without permission

**BASE (overall):** Had contact with the RCMP; most recent data point Feb. 14-March 11, 2022, n=770, MOE +/- 3.5%, 19 times out of 20

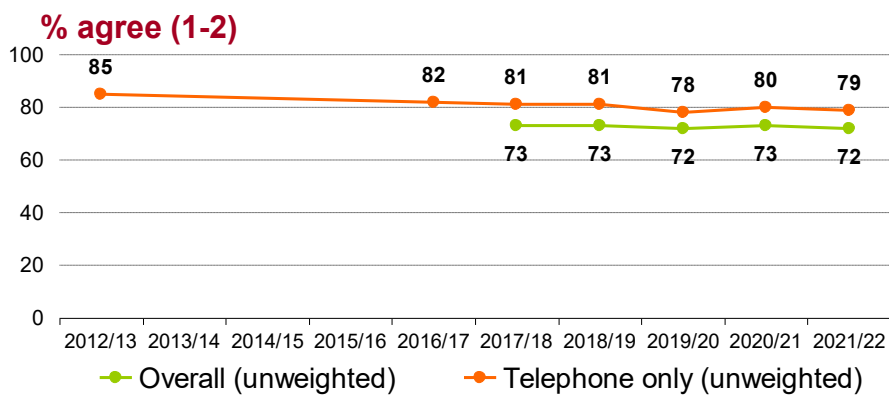
**BASE (phone):** Had contact with the RCMP; most recent data point Feb. 14-March 11, 2022, n=407, MOE +/- 4.9%, 19 times out of 20

Chart 64: Views on contact with RCMP: Timeliness

## Views on contact with RCMP: Timeliness

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

**RCMP personnel delivered the service in a timely fashion**



Copyright 2022

No reproduction without permission

**BASE (overall):** Had contact with the RCMP; most recent data point Feb. 14-March 11, 2022, n=770, MOE +/- 3.5%, 19 times out of 20

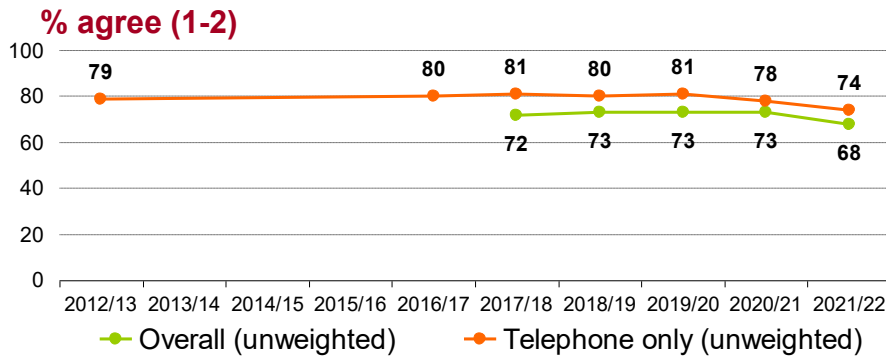
**BASE (phone):** Had contact with the RCMP; most recent data point Feb. 14-March 11, 2022, n=407, MOE +/- 4.9%, 19 times out of 20

Chart 65: Views on contact with RCMP: Receipt of needed information

## Views on contact with RCMP: Receipt of needed information

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

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



Copyright 2022

No reproduction without permission

**BASE (overall):** Had contact with the RCMP; most recent data point Feb. 14-March 11, 2022, n=770, MOE +/- 3.5%, 19 times out of 20

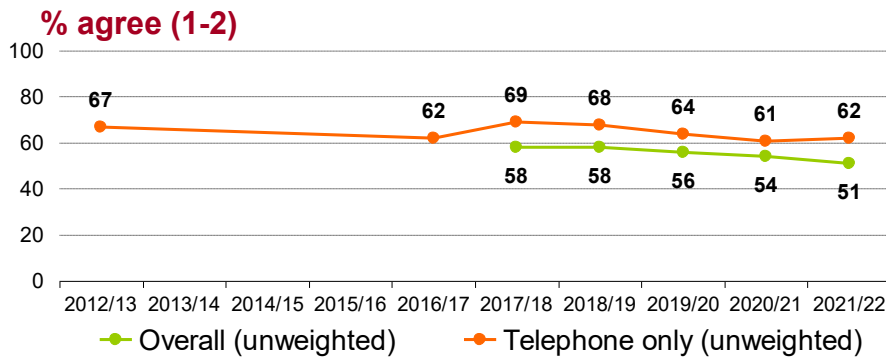
**BASE (phone):** Had contact with the RCMP; most recent data point Feb. 14-March 11, 2022, n=407, MOE +/- 4.9%, 19 times out of 20

Chart 66: Views on contact with RCMP: Incidence of exceeding basic requirements

## Views on contact with RCMP: Incidence of exceeding basic requirements

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

**RCMP personnel went beyond minimum requirements in providing good service**



Copyright 2022

No reproduction without permission

**BASE (overall):** Had contact with the RCMP; most recent data point Feb. 14-March 11, 2022, n=770, MOE +/- 3.5%, 19 times out of 20

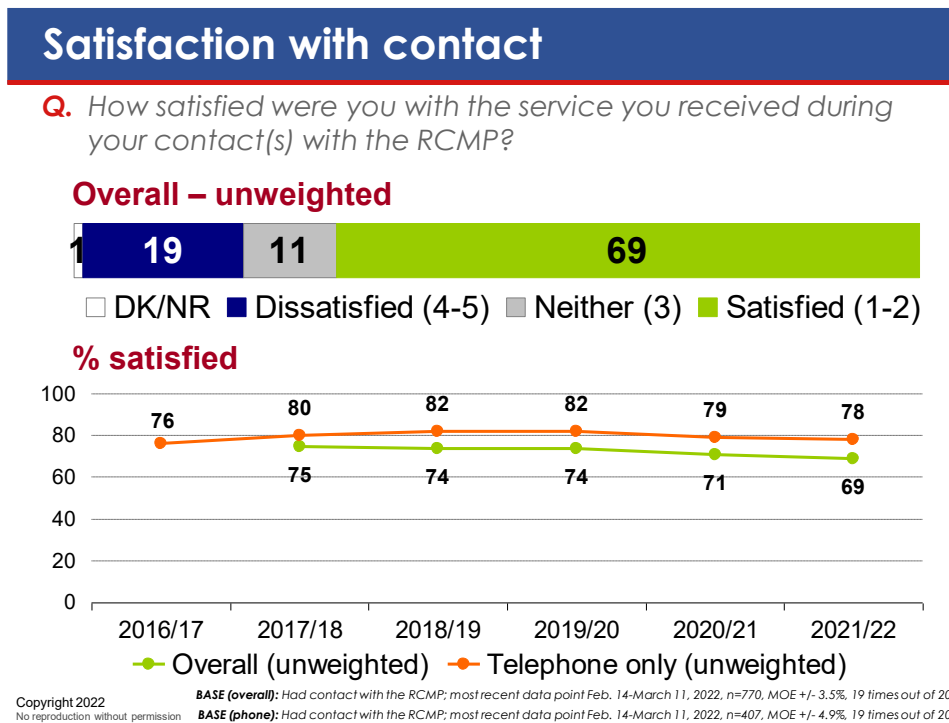
**BASE (phone):** Had contact with the RCMP; most recent data point Feb. 14-March 11, 2022, n=407, MOE +/- 4.9%, 19 times out of 20

### 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 (69 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 two points since 2020/21.

Chart 67: Satisfaction with contact



APPENDIX A  
QUESTIONNAIRE (ENGLISH AND FRENCH)

**WINTRO**

**WEB INTRO**

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

Please rest 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 takes about 15 minutes to complete and is registered with the Canadian Research Insights Council's (CRIC) Research Verification Service.

To verify that the survey is legitimate, you can contact the RCMP Survey Centre at SurveycentreRCMP-CentresondageGRC@rcmp-grc.gc.ca

**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

**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]**

RCMP personnel demonstrate professionalism.

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]**

RCMP personnel treat 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

**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

**RELQ5L [0,1]**

The RCMP has effective **local** leaders (e.g., regional, municipal).

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 an organization that is welcoming and inclusive of people from different backgrounds.

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

**SENQ5VV [0,1]**

The RCMP treats members of visible minority groups fairly.		
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 treats members of LGBTQ2 communities fairly.

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

**SENQ5XX [0,1]**

The RCMP treats people with a disability fairly.

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 offenders.

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

**PRIQ5EF [0,1]**

The RCMP is addressing youth involvement in crime as victims.

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 of individuals 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

**PRIQ5OO [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 frauds and 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]**

The RCMP is effectively participating 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

**PRIQ5WW [0,1]**

Canada's firearms program contributes to public safety in Canada.

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 [0,16]**

If... Q7 = 1

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

Select all that apply.

For a traffic violation or an accident.....	2	
Victim of a crime .....	7	
Witness to a crime.....	8	
Fraud or scam.....	9	
For an arrest .....	10	
Friend or family member's mental health or substance abuse.....	11	
Personal mental health or substance abuse .....	12	
For a complaint, for example, public disturbance.....	3	
For a complaint about a police officer .....	13	
For a natural disaster, for example, floods, wildfires, mudslides, tornadoes.....	4	
For a crime prevention activity, project, or program .....	5	
Background check .....	14	
Job Fair .....	15	
Musical Ride, ceremonies, parades, or other community events .....	16	
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

**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	
Another gender.....	3	
Prefer not to answer.....	99	X

**Q14 [0,4]**

Do you identify as...

Select all that apply.		
A person with a disability.....	1	
A member of a visible minority group.....	2	
An Indigenous person (Inuk (Inuit), First Nations, Metis).....	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

**Q4 [0,1]**

Is the RCMP your local policing service?

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

**QFSA [0,1]**

Please indicate the first three characters of your postal code.

77 .....	77
----------	----

**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 du public canadien 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 d'enjeux et de défis clés ayant une incidence sur la société, notamment les services de police.

Ayez l'assurance 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.

Il faut environ 15 minutes pour répondre au sondage lequel est enregistré auprès du service de vérification de la recherche du Conseil de recherche et d'intelligence marketing Canadien (CRIC).

Si vous souhaitez vous assurer que cette étude est légitime, vous pouvez communiquer avec le Centre de sondage de la GRC à : [SurveycentreRCMP-CentresondageGRC@rcmp-grc.gc.ca](mailto:SurveycentreRCMP-CentresondageGRC@rcmp-grc.gc.ca).

### 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

### 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]

Le personnel de la GRC fait preuve de professionnalisme.

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]**

Le personnel de 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

**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

**RELQ5L [0,1]**

La GRC a des dirigeants **locaux** efficaces (p. ex., à l'échelle régionale ou municipale).

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 une organisation accueillante et inclusive des personnes d'origines différentes.		
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 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

**RELQ5Q [0,1]**

La GRC s'occupe de questions qui sont importantes aux yeux des gens de ma 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 traite les peuples autochtones 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

**SENQ5VV [0,1]**

La GRC traite les membres des minorités visibles 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

**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 traite les membres des communautés LGBTQ2S 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

**SENQ5XX [0,1]**

La GRC traite les personnes ayant un handicap 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

**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 aborde la délinquance chez les jeunes du point de vue des contrevenants.

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

**PRIQ5EF [0,1]**

La GRC aborde la délinquance chez les jeunes du point de vue des victimes.

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 des gens 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

**PRIQ5OO [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 et les arnaques 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 efficacement 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

**PRIQ5WW [0,1]**

Le programme des armes à feu du Canada contribue à la sécurité publique au 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

**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 [0,16]**

Si... Q7 = 1

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

Sélectionnez toutes les réponses pertinentes.

Pour une infraction au code de la route ou un accident.....	2	
Victime d'un crime .....	7	
Témoin d'un crime.....	8	
Fraude ou arnaque .....	9	
Pour une arrestation.....	10	
En raison de l'abus d'alcool ou d'autres drogues, ou de la santé mentale d'un(e) ami(e) ou d'un membre de votre famille .....	11	
En raison de problème personnel de santé mentale ou de toxicomanie.....	12	
Pour une plainte, par exemple pour trouble de l'ordre public.....	3	
Pour une plainte à l'endroit d'un(e) agent(e) de police .....	13	
Pour une catastrophe naturelle, comme une inondation, un feu incontrôlé, une coulée de boue ou une tornade. ....	4	
Pour une activité, un projet ou un programme de prévention criminelle .....	5	
Vérification de casier judiciaire.....	14	
Salon de l'emploi .....	15	
Carrousel, cérémonie, parade ou autre événement communautaire .....	16	
Pour une autre raison.....	6	
Je ne sais pas .....	99	X

**Q9 [0,1]**

Si... 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**

Si... 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]**

Si... 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]**

Si... 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]**

Si... 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]**

Si... 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]**

Si... 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]**

Si... 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]**

Si... 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]**

Si... 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]**

Si... 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

**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 genre.....	3	
Préfère ne pas répondre .....	99	X

**Q14 [0,4]**

Vous identifiez-vous comme...

Sélectionnez toutes les réponses pertinentes.

Une personne ayant un handicap .....	1	
Un membre d'une minorité visible.....	2	
Une personne autochtone (Inuit(e), membre d'un Première Nation, Métis(se)) .....	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

**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

**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

**QFSA [0,1]**

Veillez indiquer les trois premiers caractères de votre code postal.

77 .....	77
----------	----

**THNK**

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