



THE CITY OF WINNIPEG

BID OPPORTUNITY

BID OPPORTUNITY NO. 79-2006

PROVISION OF PUBLIC OPINION SURVEY

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PART B - BIDDING PROCEDURES

B1. PROJECT TITLE

B1.1 PROVISION OF PUBLIC OPINION SURVEY

B2. SUBMISSION DEADLINE

B2.1 The Submission Deadline is 12:00 noon Winnipeg time, March 1, 2006.

B2.2 Bid Submissions determined by the Manager of Materials to have been received later than the Submission Deadline will not be accepted and will be returned upon request.

B2.3 The Contract Administrator or the Manager of Materials may extend the Submission Deadline by issuing an addendum at any time prior to the time and date specified in B2.1.

B3. ENQUIRIES

B3.1 All enquiries shall be directed to the Contract Administrator identified in D3.1.

B3.2 If the Bidder finds errors, discrepancies or omissions in the Bid Opportunity, or is unsure of the meaning or intent of any provision therein, the Bidder shall notify the Contract Administrator of the error, discrepancy or omission, or request a clarification as to the meaning or intent of the provision at least five (5) Business Days prior to the Submission Deadline.

B3.3 Responses to enquiries which, in the sole judgment of the Contract Administrator, require a correction to or a clarification of the Bid Opportunity will be provided by the Contract Administrator to all Bidders by issuing an addendum.

B3.4 Responses to enquiries which, in the sole judgment of the Contract Administrator, do not require a correction to or a clarification of the Bid Opportunity will be provided by the Contract Administrator only to the Bidder who made the enquiry.

B3.5 The Bidder shall not be entitled to rely on any response or interpretation received pursuant to B3 unless that response or interpretation is provided by the Contract Administrator in writing.

B4. ADDENDA

B4.1 The Contract Administrator may, at any time prior to the Submission Deadline, issue addenda correcting errors, discrepancies or omissions in the Bid Opportunity, or clarifying the meaning or intent of any provision therein.

B4.2 The Contract Administrator will issue each addendum at least two (2) Business Days prior to the Submission Deadline, or provide at least two (2) Business Days by extending the Submission Deadline.

B4.2.1 Addenda will be available on the Bid Opportunities page at The City of Winnipeg, Corporate Finance, Materials Management Branch internet site at <http://www.winnipeg.ca/matmgt>.

B4.2.2 The Bidder is responsible for ensuring that he has received all addenda and is advised to check the Materials Management Branch internet site for addenda shortly before submitting his Bid.

B4.3 The Bidder shall acknowledge receipt of each addendum in Paragraph 8 of Form A: Bid. Failure to acknowledge receipt of an addendum may render a Bid non-responsive.

B5. SUBSTITUTES

- B5.1 The Work is based on the Plant, Materials and methods specified in the Bid Opportunity.
- B5.2 Substitutions shall not be allowed unless application has been made to and prior approval has been granted by the Contract Administrator in writing.
- B5.3 Requests for approval of a substitute will not be considered unless received in writing by the Contract Administrator at least five (5) Business Days prior to the Submission Deadline.
- B5.4 The Bidder shall ensure that any and all requests for approval of a substitute:
- (a) provide sufficient information and details to enable the Contract Administrator to determine the acceptability of the Plant, Material or method as either an approved equal or alternative;
 - (b) identify any and all changes required in the applicable Work, and all changes to any other Work, which would become necessary to accommodate the substitute;
 - (c) identify any anticipated cost or time savings that may be associated with the substitute;
 - (d) certify that, in the case of a request for approval as an approved equal, the substitute will fully perform the functions called for by the general design, be of equal or superior substance to that specified, is suited to the same use and capable of performing the same function as that specified and can be incorporated into the Work, strictly in accordance with the proposed work schedule and the dates specified in the Supplemental Conditions for Substantial Performance and Total Performance;
 - (e) certify that, in the case of a request for approval as an approved alternative, the substitute will adequately perform the functions called for by the general design, be similar in substance to that specified, is suited to the same use and capable of performing the same function as that specified and can be incorporated into the Work, strictly in accordance with the proposed work schedule and the dates specified in the Supplemental Conditions for Substantial Performance and Total Performance.
- B5.5 The Contract Administrator, after assessing the request for approval of a substitute, may in his sole discretion grant approval for the use of a substitute as an “approved equal” or as an “approved alternative”, or may refuse to grant approval of the substitute.
- B5.6 The Contract Administrator will provide a response in writing, at least two (2) Business Days prior to the Submission Deadline, only to the Bidder who requested approval of the substitute.
- B5.6.1 The Bidder requesting and obtaining the approval of a substitute shall be entirely responsible for disseminating information regarding the approval to any person or persons he wishes to inform.
- B5.7 If the Contract Administrator approves a substitute as an “approved equal”, any Bidder may use the approved equal in place of the specified item.
- B5.8 If the Contract Administrator approves a substitute as an “approved alternative”, any Bidder bidding that approved alternative shall base his Total Bid Price upon the specified item but may also indicate an alternative price based upon the approved alternative. Such alternatives will be evaluated in accordance with B13.
- B5.9 No later claim by the Contractor for an addition to the Total Bid Price because of any other changes in the Work necessitated by the use of an approved equal or an approved alternative will be considered.

B6. BID SUBMISSION

- B6.1 The Bid Submission consists of the following components:
- (a) Form A: Bid;
 - (b) Form B: Prices;
- B6.2 All components of the Bid Submission shall be fully completed or provided, and submitted by the Bidder no later than the Submission Deadline, with all required entries made clearly and completely in ink, to constitute a responsive Bid.
- B6.3 The Bid Submission shall be submitted enclosed and sealed in an envelope clearly marked with the Bid Opportunity number and the Bidder's name and address.
- B6.3.1 Samples or other components of the Bid Submission which cannot reasonably be enclosed in the envelope may be packaged separately, but shall be clearly marked with the Bid Opportunity number, the Bidder's name and address, and an indication that the contents are part of the Bidder's Bid Submission.
- B6.4 Bid Submissions submitted by facsimile transmission (fax) or internet electronic mail (e-mail) will not be accepted.
- B6.5 Bid Submissions shall be submitted to:
- The City of Winnipeg
Corporate Finance Department
Materials Management Branch
185 King Street, Main Floor
Winnipeg MB R3B 1J1

B7. BID

- B7.1 The Bidder shall complete Form A: Bid, making all required entries.
- B7.2 Paragraph 2 of Form A: Bid shall be completed in accordance with the following requirements:
- (a) if the Bidder is a sole proprietor carrying on business in his own name, his name shall be inserted;
 - (b) if the Bidder is a partnership, the full name of the partnership shall be inserted;
 - (c) if the Bidder is a corporation, the full name of the corporation shall be inserted;
 - (d) if the Bidder is carrying on business under a name other than his own, the business name and the name of every partner or corporation who is the owner of such business name shall be inserted.
- B7.2.1 If a Bid is submitted jointly by two or more persons, each and all such persons shall identify themselves in accordance with B7.2.
- B7.3 In Paragraph 3 of Form A: Bid, the Bidder shall identify a contact person who is authorized to represent the Bidder for purposes of the Bid.
- B7.4 Paragraph 10 of Form A: Bid shall be signed in accordance with the following requirements:
- (a) if the Bidder is a sole proprietor carrying on business in his own name, it shall be signed by the Bidder;
 - (b) if the Bidder is a partnership, it shall be signed by the partner or partners who have authority to sign for the partnership;
 - (c) if the Bidder is a corporation, it shall be signed by its duly authorized officer or officers;

- (d) if the Bidder is carrying on business under a name other than his own, it shall be signed by the registered owner of the business name, or by the registered owner's authorized officials if the owner is a partnership or a corporation.

B7.4.1 The name and official capacity of all individuals signing Form A: Bid shall be printed below such signatures.

B7.4.2 All signatures shall be original.

B7.5 If a Bid is submitted jointly by two or more persons, the word "Bidder" shall mean each and all such persons, and the undertakings, covenants and obligations of such joint Bidders in the Bid Submission and the Contract, when awarded, shall be both joint and several.

B8. PRICES

B8.1 The Bidder shall state a price in Canadian funds for each item of the Work identified on Form B: Prices.

B8.1.1 Notwithstanding GC.9.01(1), prices on Form B: Prices shall not include the Goods and Services Tax (GST) or Manitoba Retail Sales Tax (MRST, also known as PST), which shall be extra where applicable.

B8.2 The quantities listed on Form B: Prices are to be considered approximate only. The City will use said quantities for the purpose of comparing Bids.

B8.3 The quantities for which payment will be made to the Contractor are to be determined by the Work actually performed and completed by the Contractor, to be measured as specified in the applicable Specifications.

B8.4 Bidders shall submit prices for one or more of the following:

- (a) Separate Price - Item No. 1 shall be the amount to be **Option 1 for 600** respondents and shall be the Option the City intends to award in accordance with B13.6 of the Bidding Procedures;
- (b) Separate Price - Item No. 2 shall be **Option 2, 500** respondents, the number that the contract will be reduced to if budgetary constraints require;
- (c) Separate Price - Item No. 3 shall be **Option 3, 400** respondents, the number of respondents that the contract will be reduced to if budgetary constraints require.

B9. QUALIFICATION

B9.1 The Bidder shall:

- (a) undertake to be in good standing under The Corporations Act (Manitoba), or properly registered under The Business Names Registration Act (Manitoba), or otherwise properly registered, licensed or permitted by law to carry on business in Manitoba, or if the Bidder does not carry on business in Manitoba, in the jurisdiction where the Bidder does carry on business;
- (b) be responsible and not be suspended, debarred or in default of any obligation to the City;
- (c) be financially capable of carrying out the terms of the Contract;
- (d) have all the necessary experience, capital, organization, and equipment to perform the Work in strict accordance with the terms and provisions of the Contract;
- (e) have successfully carried out work, similar in nature, scope and value to the Work;
- (f) employ only Subcontractors who:

- (i) are responsible and not suspended, debarred or in default of any obligation to the City (a list of suspended or debarred individuals and companies is available on the Information Connection page at The City of Winnipeg, Corporate Finance, Materials Management Branch internet site at <http://www.winnipeg.ca/matmgt>); and
 - (ii) have successfully carried out work similar in nature, scope and value to the portion of the Work proposed to be subcontracted to them, and are fully capable of performing the Work required to be done in accordance with the terms of the Contract;
 - (g) have a written workplace safety and health program in accordance with The Workplace Safety and Health Act (Manitoba);
- B9.2 The Bidder shall be prepared to submit, within three (3) Business Days of a request by the Contract Administrator, proof satisfactory to the Contract Administrator of the qualifications of the Bidder and of any proposed Subcontractor.
- B9.3 The Bidder shall provide, on the request of the Contract Administrator, full access to any of the Bidder's equipment and facilities to confirm, to the Contract Administrator's satisfaction, that the Bidder's equipment and facilities are adequate to perform the Work.

B10. OPENING OF BIDS AND RELEASE OF INFORMATION

- B10.1 Bid Submissions will be opened publicly, after the Submission Deadline has elapsed, in the office of the Corporate Finance Department, Materials Management Branch, or in such other office as may be designated by the Manager of Materials.
- B10.1.1 Bidders or their representatives may attend.
- B10.2 After the public opening, the names of the Bidders and their Total Bid Prices as read out (unevaluated, and pending review and verification of conformance with requirements) will be available on the Closed Bid Opportunities (or Public/Posted Opening & Award Results) page at The City of Winnipeg, Corporate Finance, Materials Management Branch internet site at <http://www.winnipeg.ca/matmgt>.
- B10.3 After award of Contract, the name(s) of the successful Bidder(s) and the Contract Amount(s) will be available on the Closed Bid Opportunities (or Public/Posted Opening & Award Results) page at The City of Winnipeg, Corporate Finance, Materials Management Branch internet site at <http://www.winnipeg.ca/matmgt>.
- B10.4 The Bidder is advised that any information contained in any Bid Submission may be released if required by City policy or procedures, by The Freedom of Information and Protection of Privacy Act (Manitoba), by other authorities having jurisdiction, or by law.

B11. IRREVOCABLE BID

- B11.1 The Bid(s) submitted by the Bidder shall be irrevocable for the time period specified in Paragraph 9 of Form A: Bid.
- B11.2 The acceptance by the City of any Bid shall not release the Bids of the next two lowest evaluated responsive Bidders and these Bidders shall be bound by their Bids on such Work until a Contract for the Work has been duly executed and the performance security furnished as herein provided, but any Bid shall be deemed to have lapsed unless accepted within the time period specified in Paragraph 9 of Form A: Bid.

B12. WITHDRAWAL OF BIDS

- B12.1 A Bidder may withdraw his Bid without penalty by giving written notice to the Manager of Materials at any time prior to the Submission Deadline.
- B12.1.1 Notwithstanding GC.7.06(2), the time and date of receipt of any notice withdrawing a Bid shall be the time and date of receipt as determined by the Manager of Materials.
- B12.1.2 The City will assume that any one of the contact persons named in Paragraph 3 of Form A: Bid or the Bidder's authorized representatives named in Paragraph 10 of Form A: Bid, and only such person, has authority to give notice of withdrawal.
- B12.1.3 If a Bidder gives notice of withdrawal prior to the Submission Deadline, the Manager of Materials shall:
- (a) retain the Bid Submission until after the Submission Deadline has elapsed;
 - (b) open the Bid Submission to identify the contact person named in Paragraph 3 of Form A: Bid and the Bidder's authorized representatives named in Paragraph 10 of Form A: Bid; and
 - (c) if the notice has been given by any one of the persons specified in B12.1.3(b), declare the Bid withdrawn.
- B12.2 A Bidder who withdraws his Bid after the Submission Deadline but before his Bid has been released or has lapsed as provided for in B11.2 shall be liable for such damages as are imposed upon the Bidder by law and subject to such sanctions as the Chief Administrative Officer considers appropriate in the circumstances. The City, in such event, shall be entitled to all rights and remedies available to it at law.

B13. EVALUATION OF BIDS

- B13.1 Award of the Contract shall be based on the following bid evaluation criteria:
- (a) compliance by the Bidder with the requirements of the Bid Opportunity (pass/fail);
 - (b) qualifications of the Bidder and the Subcontractors, if any, pursuant to B8.1 (pass/fail);
 - (c) Total Bid Price, pursuant to B13.4;
 - (d) economic analysis of any approved alternative pursuant to B5.
- B13.2 Further to B13.1(a), the Award Authority may reject a Bid as being non-responsive if the Bid Submission is incomplete, obscure or conditional, or contains additions, deletions, alterations or other irregularities. The Award Authority may reject all or any part of any Bid, or waive technical requirements if the interests of the City so require.
- B13.3 Further to B13.1(b), the Award Authority shall reject any Bid submitted by a Bidder who does not demonstrate, in his Bid Submission or in other information required to be submitted, that he is responsible and qualified.
- B13.4 Further to B13.1(c), the Bid Price shall be the lump sum price shown on Form B: Prices **Option 1**, adjusted, if necessary, as follows:
- (a) if the lowest evaluated responsive Bid submitted by a responsible and qualified Bidder is within the budgetary provision for the Work, no adjustment will be made; or
 - (b) if the lowest evaluated responsive Bid submitted by a responsible and qualified Bidder exceeds the budgetary provision for the Work, the lump sum prices of all responsive Bids submitted by responsible and qualified Bidders will be evaluated using Option 2 – then Option 3. until a Evaluated Bid Price within the budgetary provision is achieved, i.e., Bid Price = Lump Sum Price – **Option No. 1** - Separate Price No. 2 - . **Option No.2.** - Separate Price No. 3 - **Option No. 3.**

- B13.5 This Contract may be awarded on the basis of:
- (a) Option 1 – 600 respondents ; or
 - (b) Option 2 – 500 respondents ; or
 - (c) Option 3 – 400 respondents ,
- as identified on Form B: Prices. Each option will be evaluated in accordance with the specified evaluation criteria.
- B13.6 The City intends to award **Option 1** – 600 respondents.
- B13.6.1 Notwithstanding B8.1, the Bidder may, but is not required to, bid on all options.
- B13.6.2 The City shall have the right to choose the Option that is in its best interests. If the Bidder has not bid on all Options, he shall have no claim against the City if his partial Bid is rejected in favour of an award of the Contract on the basis of an Option upon which he has not bid.

B14. AWARD OF CONTRACT

- B14.1 The City will give notice of the award of the Contract or will give notice that no award will be made.
- B14.2 The City will have no obligation to award a Contract to a Bidder, even though one or all of the Bidders are determined to be responsible and qualified, and the Bids are determined to be responsive.
- B14.2.1 Without limiting the generality of B14.2, the City will have no obligation to award a Contract where:
- (a) the prices exceed the available City funds for the Work;
 - (b) the prices are materially in excess of the prices received for similar work in the past;
 - (c) the prices are materially in excess of the City's cost to perform the Work, or a significant portion thereof, with its own forces;
 - (d) only one Bid is received; or
 - (e) in the judgment of the Award Authority, the interests of the City would best be served by not awarding a Contract.
- B14.3 Where an award of Contract is made by the City, the award shall be made to the responsible and qualified Bidder submitting the lowest evaluated responsive Bid.
- B14.4 Notwithstanding GC.3.01 and GC.3.02, the City will issue a Purchase Order to the successful Bidder in lieu of the execution of a Contract.
- B14.5 The Contract Documents, as defined in GC.1.01(7), in their entirety shall be deemed to be incorporated in and to form a part of the Purchase Order notwithstanding that they are not necessarily attached to or accompany said Purchase Order.

PART C - GENERAL CONDITIONS

C1. GENERAL CONDITIONS

C1.1 The *General Conditions for Provision of Services* (Revision 1996 02 05) are applicable to the Work of the Contract.

C1.1.1 The *General Conditions for Provision of Services* are available on the Information Connection page at The City of Winnipeg, Corporate Finance, Materials Management Branch internet site at <http://www.winnipeg.ca/matmgt>.

PART D - SUPPLEMENTAL CONDITIONS

GENERAL

D1. GENERAL CONDITIONS

- D1.1 In addition to the *General Conditions for Provision of Services*, these Supplemental Conditions are applicable to the Work of the Contract.
- D1.2 The General Conditions are amended by striking out "The City of Winnipeg Act" wherever it appears in the General Conditions and substituting "The City of Winnipeg Charter".
- D1.3 The General Conditions are amended by striking out "Board of Commissioners" or "Commissioner" wherever it appears in the General Conditions and substituting the "Chief Administrative Officer".
- D1.4 The General Conditions are amended by striking out "Tender Package" wherever it appears in the General Conditions and substituting "Bid Opportunity".
- D1.5 The General Conditions are amended by striking out "Tender Submission" wherever it appears in the General Conditions and substituting "Bid Submission".
- D1.6 The General Conditions are amended by striking out "Bidding Instructions" wherever it appears in the General Conditions and substituting "Bidding Procedures".

D2. DEFINITIONS

- D2.1 When used in this Bid Opportunity:
- (a) "**Business Day**" means any Calendar Day, other than a Saturday, Sunday, or a Statutory or Civic Holiday;
 - (b) "**Submission Deadline**" and "**Time and Date Set for the Final Receipt of Bids**" mean the time and date set out in the Bidding Procedures for final receipt of Bids;

D3. CONTRACT ADMINISTRATOR

- D3.1 The Contract Administrator is:
- Jeff Wyman
Research Analyst - Winnipeg Police Service
Organizational Development Division #32 P.O. Box 1680, Winnipeg, MB R3C 2Z7
Telephone No. (204) 986-7256
Facsimile No. (204) 986-7257

D4. NOTICES

- D4.1 GC.7.06 is hereby amended to delete reference to "registered mail" and to replace same with "ordinary mail".
- D4.2 GC.7.06 is further amended hereby to include delivery by facsimile transmission (fax) as an acceptable means of delivering notices, consents, approvals, statements, authorizations, documents or other communications required or permitted to be given under this Contract. Deliveries by fax will be deemed to have been received on the day of delivery, if a business day, or if not a business day, on the business day next following the day of delivery.

- D4.3 Further to GC.7.06, all notices, consents, approvals, statements, authorizations, documents or other communications to the City, except as expressly otherwise required in D4.4, D4.5 or elsewhere in the Contract, shall be sent to the attention of the Contract Administrator at the address or facsimile number identified in D3.1.
- D4.4 All notices of appeal to the Chief Administrative Officer shall be sent to the attention of the Chief Financial Officer at the following address or facsimile number:
The City of Winnipeg
Chief Administrative Officer Secretariat
Administration Building, 3rd Floor
510 Main Street
Winnipeg MB R3B 1B9
Facsimile No.: (204) 949-1174
- D4.5 All notices, requests, nominations, proposals, consents, approvals, statements, authorizations, documents or other communications required to be submitted or returned to the City Solicitor shall be sent to the following address or facsimile number:
The City of Winnipeg
Corporate Services Department
Legal Services Division
185 King Street, 3rd Floor
Winnipeg MB R3B 1J1
Facsimile No.: (204) 947-9155

SUBMISSIONS

D5. AUTHORITY TO CARRY ON BUSINESS

- D5.1 The Contractor shall be in good standing under The Corporations Act (Manitoba), or properly registered under The Business Names Registration Act (Manitoba), or otherwise properly registered, licensed or permitted by law to carry on business in Manitoba, or if the Contractor does not carry on business in Manitoba, in the jurisdiction where the Contractor does carry on business, throughout the term of the Contract, and shall provide the Contract Administrator with evidence thereof upon request.

SCHEDULE OF WORK

D6. COMMENCEMENT

- D6.1 The Contractor shall not commence any Work until he is in receipt of a Purchase Order authorizing the commencement of the Work and until the Contract Administrator and the Contractor have agreed to the dates the survey will be in the field or the Contract Administrator has waived the requirement.

WARRANTY

D7. WARRANTY

- D7.1 Further to GC.10.01, if a defect or deficiency prevents the full and normal use or operation of the Work or any portion thereof, for purposes of calculating the warranty period, time shall be deemed to cease to elapse for the defective or deficient portion, and for any portion of the Work whose use or operation is prevented by such defect or deficiency, as of the date on which the defect or deficiency is observed or the use or operation is prevented and shall begin to run

again when the defect or deficiency has been corrected or the Work may be used or operated to the satisfaction of the Contract Administrator.

- D7.2 Notwithstanding GC.10.01, GC.10.02 and D7.1, if any law of Manitoba or of the jurisdiction in which the Work was manufactured requires, or if the manufacturer provides, a longer warranty period or a warranty which is more extensive in its nature, then the provisions of such law or manufacturer's warranty shall apply.

PART E - SPECIFICATIONS

GENERAL

E1. GENERAL

E1.1 These Specifications shall apply to the Work.

E2. SERVICES

E2.1 The Contractor shall conduct a telephone opinion survey in accordance with the requirements hereinafter specified:

- (a) The Contractor shall survey a random sample of Winnipeg residents, by telephone, using the attached survey questionnaire.
- (b) The Contractor shall conduct 10 surveys as a pre-test, with the Contract Administrator able to remotely monitor the completions.

E2.2 The Contractor shall conduct the survey using a Computer Assisted Telephone Interviewing (CATI) system or if a CATI system is not used, the contractor shall code, keypunch and verify the survey responses.

E2.3 The Contractor shall provide a preliminary raw data set in Statistical package for the Social Sciences (SPSS) format when half of the surveys have been completed.

E2.4 The Contractor shall provide the contract administrator with a computer file containing the final data in Statistical package for the Social Sciences (SPSS) format.

E2.5 The ratio of males to females shall be equal to 52 females for every 48 males.

E2.6 Respondents shall be citizens of Winnipeg, age 18 years and older.

E2.7 For the purposes of this survey, respondents should not reside in any postal code area other than (City of Winnipeg codes):

- (a) R2Y, R3K, R3J, R3H, R2R, R2P, R2V, R4A, R3G, R3E, R2X, R3C, R3B, R3A, R2W, R3L, R3M, R3N, R3P, R3R, R3S, R3T, R3Y, R3V, R2N, R3X, R2M, R2J, R2H, R2L, R2K, R3W, R2C, R2G, R2E.

E3. SURVEY DURATION

E3.1 Once the Contractor has begun to field the survey, they shall not exceed the following:

- (a) 600 surveys = 6 days;
- (b) 500 surveys = 5 days; or
- (c) 400 surveys = 4 days;

E4. DELIVERY

E4.1 The Work shall be completed and the electronic results submitted within 4 weeks from receiving notification of award.

E5. SAMPLE SURVEY

**WINNIPEG POLICE SERVICE
2006 PUBLIC OPINION SURVEY**

PHONE NO. _____

HELLO, MY NAME IS _____, FROM _____ CALLING ON BEHALF OF THE WINNIPEG POLICE SERVICE. WE ARE CONDUCTING A SURVEY OF WINNIPEGGERS' ATTITUDES REGARDING THE WINNIPEG POLICE SERVICE. THIS TELEPHONE NUMBER HAS BEEN RANDOMLY SELECTED TO PARTICIPATE IN THIS SURVEY. I CAN ASSURE YOU THAT YOUR REPLIES ARE KEPT IN THE STRICTEST OF CONFIDENCE. IF YOU DO NOT WISH TO PARTICIPATE, WE WILL TERMINATE THE INTERVIEW NOW.

ARE YOU 18 OR OLDER? IF NOT, IS THERE SOMEONE THERE WHO IS 18 OR OLDER I CAN SPEAK WITH? (START AGAIN FROM HELLO WITH NEW PERSON)

FIRST OF ALL I WOULD LIKE TO ASK YOU A FEW QUESTIONS ABOUT YOUR NEIGHBORHOOD IN GENERAL.

1. GENERAL INFORMATION

1. Do you think your neighbourhood is an area with a high amount of crime, an average amount of crime, or a low amount of crime?

- (1) High
- (2) Average
- (3) Low
- (9) No opinion

2a. In the last year or two do you think that crime has increased, decreased or remained about the same in your neighbourhood?

- (1) Increased
- (2) Decreased (skip to question 3)
- (3) Remained the same (skip to question 3)
- (9) No opinion (skip to question 3)

2b. Do you have any particular crime or crimes in mind?

3. What about the City of Winnipeg as a whole – Do you think that crime has increased, decreased, or remained about the same in Winnipeg?

- (1) Increased
- (2) Decreased
- (3) Remained the same
- (9) No opinion

4. How do you think your neighbourhood compares with the rest of Winnipeg in terms of the amount of crime? Would you say your neighbourhood has (Read Categories):

- (1) Much more crime
- (2) More crime
- (3) About the same amount of crime
- (4) Less crime
- (5) Much less crime

- (9) No opinion
5. How do you think Winnipeg compares with other major Canadian cities in terms of the amount of crime? Would you say Winnipeg has (Read Categories):
- (1) Much more crime
(2) More crime
(3) About the same amount of crime
(4) Less crime
(5) Much less crime
(9) No opinion
6. How much information do you get about crime in your neighbourhood from each of the following sources? First, do you get a great deal, some, or no information at all about crime from conversations with your neighbours?
- (1) Great deal
(2) Some
(3) None
7. A great deal, some, or no information from newspapers, radio or television?
- (1) Great deal
(2) Some
(9) None
8. A great deal, some or no information directly from the police in your neighbourhood?
- (1) Great deal
(2) Some
(9) None
9. A great deal, some or no information directly from the internet?
- (1) Great deal
(2) Some
(9) None
10. How safe do you feel or would you feel walking alone in your neighbourhood during the day?
- (1) Very safe
(2) Reasonably safe
(3) Somewhat safe
(4) Very unsafe
(9) No opinion
11. How about after dark? Would you feel.....
- (1) Very safe
(2) Reasonably safe
(3) Somewhat safe
(4) Very unsafe
(9) No opinion

12a. The Winnipeg Police Service has installed photo-radar cameras to detect speeding drivers at school and construction locations throughout the city. The registered owners of offending vehicles are being assessed fines for every occasion in which their car is detected traveling in excess of the posted speed limit. Do you personally approve of the installation of these cameras? Is that strongly or moderately?

- (1) Strongly approve
- (2) Moderately approve
- (3) Moderately disapprove
- (4) Strongly disapprove
- (5) No opinion

12b. The Winnipeg Police Service has installed red light cameras at certain intersections to detect drivers who run red lights. The registered owners of offending vehicles are being assessed fines for every occasion in which their car clearly runs a red light. Do you personally approve of the installation of these cameras? Is that strongly or moderately?

- (1) Strongly approve
- (2) Moderately approve
- (3) Moderately disapprove
- (4) Strongly disapprove
- (9) No opinion

12c. Has anyone in your household received a ticket due to an infraction detected by a red light or photo radar camera?

- (1) yes
- (2) no
- (3) not sure

13a. During the last year did **you** contact the Winnipeg Police Service for any reason?

ONLY INCLUDE INCIDENTS WHERE THE RESPONDENT CALLED THE POLICE SERVICE OR REPORTED THE INCIDENT IN PERSON. DO NOT INCLUDE INCIDENTS WHERE THE POLICE CONTACTED THE RESPONDENT OR TRAFFIC RELATED INCIDENTS IN THIS SECTION.

- (1) Yes (continue)
- (2) No (complete q13b and (if qualified) q13c then skip to question 29)
- (3) Refused to answer (complete q13b and (if qualified) q13c then skip to question 29)

13b. During the last year were you the victim of a crime that you did not report?

- (1) Yes (continue)
- (2) No (skip to question 29)
- (3) Refused to answer (skip to question 29)

13c. Why didn't you report this incident?

- (1) Too inconvenient
- (2) Too embarrassing
- (3) Didn't want my insurance premiums to increase
- (4) Wasn't serious enough to report
- (5) I didn't think the police could/would do anything about it
- (6) I didn't know how to contact the police
- (7) Other (record) _____

(8) DK

2. CITIZENS WHO HAVE CONTACTED POLICE

14a. How did you contact the police? (read choices)

- (1) Called 911
- (2) Called dispatch center (986-6222)
- (3) Called a District Police Station
- (4) Called a Police Service Center
- (5) Went in person to a District Police Station
- (6) Went in person to a Police Service Center
- (7) Personal contact/on street/informal
- (8) By fax/email
- (9) Other
- (10) Refused/Not stated

14b. Why did you contact the police?

- (1) To report a crime or incident (skip to q14)
- (2) To ask for information (continue)
- (3) To ask for protection of person or property (continue)
- (4) To ask about or request educational programs (continue)
- (5) Lost and found enquiries (continue)

14c. Were you satisfied with the way the police operator handled your call?

- (1) Very satisfied
- (2) Satisfied
- (3) Neither satisfied nor dissatisfied
- (4) Dissatisfied
- (5) Very dissatisfied
- (6) No opinion

** Skip all respondents who answered q13d to q29

14d. Could you briefly describe the incident and the offences committed?

- (1) Break and Enter
- (2) Theft under \$5000
- (3) Theft of vehicle
- (4) Noise complaint
- (5) Harassment
- (6) Theft from vehicle
- (7) Willful damage/vandalism/mischief
- (8) Assault
- (9) Trespass
- (10) Robbery
- (11) Fighting
- (12) Motor vehicle accident
- (13) Drug offenses
- (14) Domestic dispute
- (15) Suspicious person

- (16) Suicide/sudden death
 - (17) Neighbour disputes
 - (18) Vehicular offenses/incidents

 - (99) Other _____
15. Where did the crime/incident occur?
- (1) At home/garage/yard
 - (2) In your neighbourhood
 - (3) At/near work
 - (4) Other residence
 - (5) Elsewhere in Winnipeg
 - (6) Outside Winnipeg
 - (7) Other (specify) _____
 - (9) Refused
- 16a. Were you satisfied with the way the police operator handled your call?
- (1) Yes (skip to q17)
 - (2) No
 - (8) Not applicable (skip to q17)
- 16b. Why not? _____
17. How did the police respond?
- (1) Sent a car immediately
 - (2) Sent a car later
 - (3) Handled only by phone (skip to question 20).
 - (4) Advised you to attend to a Service Center (skip to question 20).
 - (5) Other (specify) _____
 - (8) Not applicable
18. Once you made your call, how long did it take for the police to arrive?
- (1) 5 minutes or less
 - (2) 5 to 15 minutes
 - (3) 16 to 30 minutes
 - (4) 31 to 60 minutes
 - (5) 1-2 hours
 - (6) 2-4 hours
 - (7) 4-6 hours
 - (8) More than 6 hours / Next day
 - (9) Don't know
 - (10) Not applicable
19. As far as you were concerned, how acceptable was the length of time it took for the police to arrive? (Read categories):
- (1) Acceptable
 - (2) Somewhat acceptable
 - (3) Not very acceptable
 - (4) Definitely unacceptable
 - (5) No opinion

(6) Not applicable

20. As far as you are aware did the police investigate the matter you had reported?

- (1) Yes (continue)
- (2) No (skip to q29)
- (3) Not that I am aware of (skip to q29)
- (4) No opinion (skip to q29)
- (5) Not applicable (skip to q29)

21. How would you describe the initial investigation: Would you say:

- | | |
|---------------------------------------------------------------|-----------------------|
| 21a) that the police talked with you and asked questions..... | (No) 1 (Yes) 2 (NA) 9 |
| 21b) that the police looked around.... | (No) 1 (Yes) 2 (NA) 9 |
| 21c) that the police dealt with any suspects.... | (No) 1 (Yes) 2 (NA) 9 |

22. Was this initial investigation:

- (1) Satisfactory
- (2) Not very satisfactory
- (3) Definitely not satisfactory
- (4) No opinion
- (5) Not applicable

23. In general, for this incident, were the police very courteous, somewhat courteous, or not at all courteous?

- (1) Very courteous
- (2) Somewhat courteous
- (3) Not at all courteous
- (4) No opinion
- (5) Not applicable

24. Did police provide you with information about the progress or outcome of the investigation at a later time?

- (1) Yes (skip to q25b)
- (2) No
- (3) Refused
- (4) Not applicable

25a. Was that:

- (1) Satisfactory
- (2) Not very satisfactory
- (3) Definitely not satisfactory
- (4) No opinion
- (5) Not applicable

**All respondents answering q25a skip to q26

25b. Was the information provided:

- (1) Satisfactory
- (2) Not very satisfactory
- (3) Definitely not satisfactory

- (4) No opinion
- (5) Not applicable

26. Did they provide you with information or advise you about ways to prevent the offence in the future?

- (1) Yes
- (2) No
- (3) Refused
- (4) Not applicable

27. Do you know if anyone was arrested or charged as a result of the incident?

- (1) Yes
- (2) No
- (3) Not applicable

28. Overall, do you think the police did a good job, an average job, or a poor job of handling the incident?

- (1) Good
- (2) Average
- (3) Poor
- (4) No opinion
- (5) Not applicable

3. CONTACTED BY POLICE

29. Excluding traffic related matters, in the last year did the Winnipeg Police Service **contact you** for any reason?

- (1) Yes (continue)
- (2) No (skip to q33)
- (3) Refused (skip to q33)

30. Could you briefly describe the incident?

- (1) Contacted as a witness
- (2) As a part of an investigation
- (4) Other _____

31. How did you feel after speaking with police about this incident.

DO NOT READ CATEGORIES

- (1) Satisfied
- (2) Embarrassed
- (3) Frightened; Scared; Nervous
- (4) Unhappy; upset
- (5) Very angry
- (6) Other (specify) _____
- (7) Refused

(8) Not applicable

32a. Overall, do you think the police did a good job, an average job, or a poor job of handling this incident?

- (1) Good (skip to q33)
- (2) Average (skip to q33)
- (3) Poor (continue)
- (4) No opinion (skip to q33)
- (5) Not applicable (skip to q33)

32b. Why? _____

33. During the last year were you involved in a traffic collision that required police presence?

- (1) Yes
- (2) No

34. Do you think the police did a good job, an average job, or a poor job of handling the incident?

- (1) Good
- (2) Average
- (3) Poor
- (4) No opinion

35. During the last year were you stopped by a Winnipeg Police Officer for a traffic violation?

- (1) Yes
- (2) No

36. Would you say the police were:

- (1) Very fair
- (2) Reasonably fair
- (3) Somewhat fair
- (4) Unfair
- (5) Very unfair
- (6) No opinion

37. During the last year were you stopped at a road-side spot check (called Checkstop – formerly “alert”) enforced by the Winnipeg Police?

- (1) Yes
- (2) No

38. Do you think the police did a good job, an average job, or a poor job of handling this spot check?

- (1) Good (skip to q39)
- (2) Average (skip to q39)
- (3) Poor (continue)
- (4) No opinion (skip to q39)

38a. Why do you say that? _____

4. CRIME PREVENTION

39. In connection with crime prevention can you tell me the names of any crime prevention programs being carried out in Winnipeg?

****DO NOT READ NAMES (after each answer prompt: "any others?")**

- (1) Operation Identification
- (2) Block Parents
- (3) Crime Stoppers
- (4) School Safety Program
- (5) Neighborhood Watch Program
- (6) Other (specify)
- (7) No

40. Have you heard about the following programs? (ask each, if not mentioned in q39)

- | | | | |
|-------|-----------------------------|---------|--------|
| 40.1 | Block Parents | (1) Yes | (2) No |
| 40.2 | Operation Identification | (1) Yes | (2) No |
| 40.3 | Neighbourhood Watch Program | (1) Yes | (2) No |
| 40.4 | Crimestoppers | (1) Yes | (2) No |
| 40.5 | School safety program | (1) Yes | (2) No |
| 40.6 | Take Action | (1) Yes | (2) No |
| 40.7 | Take Action in Schools | (1) Yes | (2) No |
| 40.8 | Counter Action | (1) Yes | (2) No |
| 40.9 | Combat Auto Theft | (1) Yes | (2) No |
| 40.10 | Stolen Auto Captain Program | (1) Yes | (2) No |
| 40.11 | Citizens on Patrol Program | (1) Yes | (2) No |

41. Do you or anyone in your household participate in the program?

- | | | | |
|-------|-----------------------------|---------|--------|
| 41.1 | Block Parents | (1) Yes | (2) No |
| 41.2 | Operation Identification | (1) Yes | (2) No |
| 41.3 | Neighbourhood Watch Program | (1) Yes | (2) No |
| 41.4 | Crimestoppers | (1) Yes | (2) No |
| 41.5 | School safety program | (1) Yes | (2) No |
| 41.6 | Take Action | (1) Yes | (2) No |
| 41.7 | Take Action in Schools | (1) Yes | (2) No |
| 41.8 | Counter Action | (1) Yes | (2) No |
| 41.9 | Combat Auto Theft | (1) Yes | (2) No |
| 41.10 | Stolen Auto Captain Program | (1) Yes | (2) No |
| 41.11 | Citizens on Patrol Program | (1) Yes | (2) No |

42a. Where did you first hear about or obtain information on Crime Prevention for your area?

- (1) Winnipeg Police Service or a WPS officer
- (2) Shopping mall booths
- (3) Newspaper
- (4) Community groups
- (5) Schools
- (6) Radio
- (7) Television
- (8) Pamphlets/stickers
- (9) Neighbours/friends/relatives
- (10) Internet web site
- (11) Other (Be specific) _____
- (12) I've never heard or had any information

(99) Don't know/can't remember

42b. Is there any, or additional, information about crime or criminal activity in your community you would like to know?

- (1) Yes (continue)
- (2) No (skip to q43)
- (9) Don't know (skip to q43)

42c. How would you like to receive this information?

5. COMPLAINTS

43. Have you heard of the citizen complaint procedure in the Law Enforcement Review Act (LERA)?

- (1) Yes (Continue)
- (2) No (skip to q45)
- (3) Maybe, don't know (skip to q45)

44. Where did you hear about it?

- (1) Winnipeg Police
- (2) Shopping mall booths
- (3) Newspaper
- (4) Community groups
- (5) Schools
- (6) Radio
- (7) Television
- (8) Pamphlets/stickers
- (9) Neighbours/friends/relatives
- (10) Other (Be specific) _____
- (11) Don't know/can't remember

45. Have you had any occasion to complain about the conduct of a Winnipeg Police officer?

- (1) Yes (continue)
- (2) No (Skip to q52a)

46a. Did you advise the Service or the officer of your complaint?

- (1) Yes (skip to q47)
- (2) No (continue)
- (3) Refused (skip to q52a)

46b. Why not? _____

** skip all respondents who answered q46b to q52a

47. Did you complain ...?

- (1) By letter to the Service
- (2) By telephone to the Service
- (3) In person
- (4) To the police officer at the time of the incident

- (5) To another police officer at the time of the incident
- (6) Other (specify)
- (7) Could not say
- (8) Refused to answer

48a. Did you leave your name and address with the Winnipeg Police Service?

- (1) Yes (skip to q49a)
- (2) No (continue)
- (9) Refused (skip to q49a)

48b. Why not? _____

49a. Did the Service contact you about your complaint at a later time?

- (1) Yes (continue)
- (2) No (skip to q50a)

49b. How did the Police Service contact you?

- (1) By mail
- (2) By telephone
- (3) In person
- (4) Other (specify) _____
- (5) Refused

50a. Were you satisfied with how the complaint was handled?

- (1) Very satisfied (skip to q51a)
- (2) Satisfied (skip to q51a)
- (3) Neither satisfied nor dissatisfied (skip to q51a)
- (4) Dissatisfied (continue)
- (5) Very dissatisfied (continue)
- (6) No opinion (skip to q51a)

50b. Why not? _____

51a. Did you file a formal complaint in writing to LERA?

- (1) Yes (continue)
- (2) No (skip to q52a)

51b. Were you satisfied with how LERA dealt with your complaint?

- (1) Very satisfied
- (2) Satisfied
- (3) Neither satisfied nor dissatisfied
- (4) Dissatisfied
- (5) Very dissatisfied
- (6) No opinion

52a. Have you had occasion to complain about any (other) aspect of the Winnipeg Police Service?

- (1) Yes
- (2) No

52b. What was the nature of your complaint? _____

6. COMMUNITY POLICING

53. Thinking about the number of police you see in your neighbourhood, would you say there are too many, too few, or about the right number?

- (1) Too many
- (2) Too few
- (3) About right
- (4) No opinion

54. Do you know where the district police station is for your area?

- (1) Yes
- (2) No

55. Do you know where the police service center is for your area?

- (1) Yes
- (2) No

56a. Have you visited a Police service center in the past two years?

- (1) Yes
- (2) No (skip to q57)

56b. What was the purpose of your visit to a service center?

- (1) To report a local crime.
- (2) To report a crime from a different neighbourhood.
- (3) To give information about people/activity in the neighbourhood.
- (4) To request information.
- (5) Other _____

56c. How did you get to the Service Center?

- (1) Walked
- (2) Drove myself
- (3) Someone else drove me
- (4) Taxi
- (5) Bus
- (9) Other

56d. In your opinion, what is the main purpose of the Police Service Centers?

- (1) To take neighbourhood crime reports
- (2) To take overall crime reports.
- (3) To assemble information about people/activity in the neighbourhood.
- (4) To free up cruiser cars for more important duties
- (5) To monitor the activities of criminals in the neighbourhood.
- (6) To deter crime in the neighbourhood.
- (7) To serve as a base of operations for the police in the neighbourhood.

- (9) DK, no idea
- 56e. In general, what is your feeling about the quality of service provided by the police service center?
- (1) Excellent
 - (2) Good
 - (3) Average
 - (4) Poor
 - (5) Very Poor
 - (9) DK/No opinion
57. Do you know what the term **Neighborhood Foot Patrol** refers to?
- (1) Yes
 - (2) No (explain that it is a officer on foot, "walking a beat", in a neighbourhood)
58. Do you know if you have a Neighborhood Foot Patrol in your area?
- (1) Yes (continue)
 - (2) No (skip to q61)
 - (9) Refused (skip to q61)
59. How often do you see your Neighbourhood Foot Patrol Officer?
- (1) Every day.
 - (2) Every week day.
 - (3) Every weekend.
 - (4) A couple/few times a week.
 - (5) Once a week or so.
 - (6) A couple/few times a month.
 - (7) Once a month or so.
 - (8) Rarely.
 - (9) Never.
60. In your opinion, what is the main purpose of the Neighbourhood Foot patrol?
- (1) To take neighbourhood crime reports
 - (2) To take overall crime reports.
 - (3) To assemble information about people/activity in the neighbourhood.
 - (4) To free up cruiser cars for more important duties
 - (5) To monitor the activities of criminals in the neighbourhood.
 - (6) To deter crime in the neighbourhood.
 - (7) To talk with or interact with citizens in the neighbourhood.
 - (9) DK, no idea

7. GENERAL POLICING ISSUES / SATISFACTION ISSUES

61. Do you know any of the police officers working for the Winnipeg Police Service? That is, do you have a friend or relative who is a police officer?
- (1) Yes
 - (2) No
 - (9) Refused

62. Do you think the Winnipeg Police Service does a good job, an average job or a poor job of:

OPINION	GOOD	AVERAGE	POOR	NO
62a. Enforcing the laws..... (4)	(1)	(2)	(3)	
62b. Of promptly responding to calls.... (4)	(1)	(2)	(3)	
62c. Of being approachable and easy to Talk to..... (4)	(1)	(2)	(3)	
62d. Of supplying information to the public				
62e. On ways to reduce crime... (4)	(1)	(2)	(3)	

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

- (1) More (continue)
- (2) Less (continue)
- (3) Same (skip to q56)
- (4) No opinion (skip to q56)

64. In your opinion, are there any particular traffic offenses that the police should concentrate on?

65. How would you prefer to report a crime to the police?

- (1) phone the Winnipeg Police Service general number 986-6222
- (2) phone a district station
- (3) phone a service center
- (4) report over the internet
- (5) go in person to the Public Safety Building
- (6) go in person to a police district station
- (7) go in person to a service center
- (8) have a police officer come to my residence
- (9) dk

66. Is it important to you to report your incident or situation to a police officer, or would you be willing to talk to a volunteer?

- (1) I would insist on talking to an officer.
- (2) I would prefer to talk to an officer.
- (3) Either would be fine.
- (4) I would prefer to talk to a volunteer.
- (5) It would depend on the circumstances of my situation.
- (6) It may depend on the gender of the officer and the volunteer.

67a. Have you paid for a criminal records check in the past two years, or do you anticipate requesting a criminal records check in the next two years?

- (1) Yes (continue)
- (2) No (skip to q68)
- (9) DK (continue)

67b. Would you be willing to pay a surcharge for an expedited criminal records check if this option was available?

- (1) Yes (continue)
- (2) No (skip to q68)
- (9) DK (continue)

68. In general, what is your feeling about the quality of police service in Winnipeg? Do you feel the quality of police service is:

- (1) Excellent
- (2) Good
- (3) Average
- (4) Poor
- (5) Very poor
- (6) No opinion

69. What improvements would you like to see made in regards to policing in your community?

8. DEMOGRAPHIC INFORMATION

70. About how long have you lived in your neighbourhood?

71. And how long have you lived in The City of Winnipeg?

72. In which of the following categories may I put your age?

- (1) 18-24 years.
- (2) 25-34 years.
- (3) 35-44 years.
- (4) 45-54 years.
- (5) 55-64 years.
- (6) 65-74 years.
- (7) 75-84 years.
- (8) 85 or older.
- (9) refused/ns

73. In which of the following categories would you say your **total household income** (all persons living in the household) falls?

- (1) Under \$20,000
- (2) \$20,000 - \$29,000
- (3) \$30,000 - \$39,999
- (4) \$40,000 - \$49,999
- (5) \$50,000 - \$59,999
- (6) \$60,000 - \$69,999
- (7) \$70,000 - \$79,999
- (8) over \$79,999

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

- (1) Less than high school
- (2) Completed high school
- (3) Some college or university

- (4) Completed college degree/diploma
- (5) Completed university degree
- (6) Completed university graduate degree

75. RECORD RESPONDENT'S SEX – DO NOT ASK

- (1) Male
- (2) Female

76. May I please have the first 3 digits of your postal code?

THIS CONCLUDES THE QUESTIONNAIRE AND ONCE AGAIN I CAN ASSURE YOU THAT YOUR REPLIES ARE KEPT IN THE STRICTEST OF CONFIDENCE. THANK YOU FOR YOUR COOPERATION.