



THE CITY OF WINNIPEG

BID OPPORTUNITY

BID OPPORTUNITY NO. 503-2007

PROVISION OF PUBLIC OPINION TELEPHONE SURVEY

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PART B - BIDDING PROCEDURES

B1. CONTRACT TITLE

B1.1 PROVISION OF PUBLIC OPINION TELEPHONE SURVEY

B2. SUBMISSION DEADLINE

B2.1 The Submission Deadline is 4:00 p.m. Winnipeg time, July 16, 2007.

B2.2 Bids 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 D4.1.

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 promptly notify the Contract Administrator of the error, discrepancy or omission at least five (5) Business Days prior to the Submission Deadline.

B3.3 If the Bidder is unsure of the meaning or intent of any provision therein, the Bidder should request clarification as to the meaning or intent prior to the Submission Deadline.

B3.4 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.

B3.5 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.

B3.6 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 regularly and shortly before the Submission Deadline, as may be amended by addendum.

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 may 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 B14.
- 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 shall consist of the following components:
- (a) Form A: Bid;
 - (b) Form B: Prices; and

- (c) Experience and References, pursuant to B10;
- B6.2 Further to B6.1, the Bidder should include the written correspondence from the Contract Administrator approving a substitute in accordance with B5.
- B6.3 All components of the Bid 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.
- B6.4 Bidders are advised not to include any information/literature except as requested in accordance with B6.1.
- B6.5 Bidders are advised that inclusion of terms and conditions inconsistent with the Bid Opportunity document, including the General Conditions, may result in the Bid being determined to be non-responsive.
- B6.6 The Bid may be submitted by mail, courier or personal delivery, or by facsimile transmission.
- B6.7 If the Bid is submitted by mail, courier or personal delivery, it shall be enclosed and sealed in an envelope clearly marked with the Bid Opportunity number and the Bidder's name and address, and shall be submitted to:
The City of Winnipeg
Corporate Finance Department
Materials Management Branch
185 King Street, Main Floor
Winnipeg MB R3B 1J1
- B6.7.1 Samples or other components of the Bid 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.
- B6.8 If the Bid is submitted by facsimile transmission, it shall be submitted to (204) 949-1178.
- B6.8.1 The Bidder is advised that the City cannot take responsibility for the availability of the facsimile machine at any time.
- B6.9 Bids submitted by internet electronic mail (e-mail) will not be accepted.
- 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 and the Contract, when awarded, shall be both joint and several.

B8. PRICES

B8.1 The Bidder shall state the lump sum price in Canadian funds for the Work on Form B: Prices.

B8.1.1 Notwithstanding C11.1.2, the price 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.

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; and
- (b) be financially capable of carrying out the terms of the Contract; and
- (c) have all the necessary experience, capital, organization, and equipment to perform the Work in strict accordance with the terms and provisions of the Contract.

B9.2 The Bidder and any proposed Subcontractor (for the portion of the Work proposed to be subcontracted to them) shall:

- (a) be responsible and not be suspended, debarred or in default of any obligations 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>.

B9.3 The Bidder and/or any proposed Subcontractor (for the portion of the Work proposed to be subcontracted to them) shall:

- (a) have successfully carried out work similar in nature, scope and value to the Work; and
- (b) be fully capable of performing the Work required to be in strict accordance with the terms and provisions of the Contract; and
- (c) have a written workplace safety and health program, if required, pursuant to The Workplace Safety and Health Act (Manitoba);

B9.4 The Bidder shall 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.

- B9.5 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. EXPERIENCE AND REFERENCES

- B10.1 The Bidder should include descriptive literature and/or information demonstrating the following:
- (a) examples of past work demonstrating general ability to undertake the contract;
 - (b) a list of specific projects involving municipal government, emphasizing, in particular, work related to evaluation of services; and
 - (c) contact information for 3 past clients to serve as references.

B11. OPENING OF BIDS AND RELEASE OF INFORMATION

- B11.1 Bid Submissions will not be opened publicly.
- B11.2 Following the Submission Deadline, the names of the Bidders and their bid prices (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>.
- B11.3 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>.
- B11.4 The Bidder is advised that any information contained in any Bid may be released if required by City policy or procedures, The Freedom of Information and Protection of Privacy Act (Manitoba), or by other authorities having jurisdiction.

B12. IRREVOCABLE BID

- B12.1 The Bid(s) submitted by the Bidder shall be irrevocable for the time period specified in Paragraph 9 of Form A: Bid.
- B12.2 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 for the time period specified in Paragraph 9 of Form A: Bid.

B13. WITHDRAWAL OF BIDS

- B13.1 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.
- B13.1.1 Notwithstanding C22.5, 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.
- B13.1.2 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.
- B13.1.3 If a Bidder gives notice of withdrawal prior to the Submission Deadline, the Manager of Materials will:
- (a) retain the Bid until after the Submission Deadline has elapsed;
 - (b) open the Bid 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 B13.1.3(b), declare the Bid withdrawn.

B13.2 A Bidder who withdraws his Bid after the Submission Deadline but before his Bid has been released or has lapsed as provided for in B12.2 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.

B14. EVALUATION OF BIDS

B14.1 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 B9 (pass/fail);
- (c) Experience and References pursuant to B6.1(c)25%;
- (d) Total Bid Price.....75%;
- (e) economic analysis of any approved alternative pursuant to B5.

B14.2 Further to B14.1(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 or minor informalities or irregularities if the interests of the City so require.

B14.3 Further to B14.1(b), the Award Authority shall reject any Bid submitted by a Bidder who does not demonstrate, in his Bid or in other information required to be submitted, that he is responsible and qualified.

B14.4 Further to B14.1(c); Experience and References shall be evaluated based on the information submitted demonstrating ability or any other information or references obtained.

B14.4 Further to B14.1(d), the Total Bid Price shall be the lump sum price shown on Form B: Prices.

B14.4.1 If there is any discrepancy between the lump sum price written in figures and the lump sum price written in words, the price written in words shall take precedence.

B14.5 This Contract will be awarded as a whole.

B15. AWARD OF CONTRACT

B15.1 The City will give notice of the award of the Contract or will give notice that no award will be made.

B15.2 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.

B15.2.1 Without limiting the generality of B15.2, 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.

- B15.3 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.
- B15.3.1 Following the award of contract, a Bidder will be provided with information related to the evaluation of his Bid upon written request to the Contract Administrator.
- B15.4 Notwithstanding C4.1, the City will issue a Purchase Order to the successful Bidder in lieu of the execution of a Contract.
- B15.5 The Contract Documents, as defined in C1.1(n), 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

C0. GENERAL CONDITIONS

- C0.1 The *General Conditions for Supply of Services* (Revision 2007 04 12) are applicable to the Work of the Contract.
- C0.1.1 The *General Conditions for Supply 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>.
- C0.2 A reference in the Bid Opportunity to a section, clause or subclause with the prefix “**C**” designates a section, clause or subclause in the *General Conditions for Supply of Services*.

PART D - SUPPLEMENTAL CONDITIONS

GENERAL

D1. GENERAL CONDITIONS

D1.1 In addition to the *General Conditions for Supply of Services*, these Supplemental Conditions are applicable to the Work of the Contract.

D2. SCOPE OF WORK

D2.1 The Work to be done under the Contract shall consist of a public opinion telephone survey.

D3. DEFINITIONS

D3.1 When used in this Bid Opportunity:

(a) "**results**" means the report required to be submitted;

D4. CONTRACT ADMINISTRATOR

D4.1 The Contract Administrator is:

Georges Chartier
City Economist – CAO Secretariat
3rd floor, 510 Main Street
Winnipeg, MB R3B 1B9

Telephone No. (204) 986-4549

Facsimile No. (204) 949-1174

D4.2 At the pre-commencement meeting, the Contract Administrator will identify additional personnel representing the Contract Administrator and their respective roles and responsibilities for the Work.

D5. CONFIDENTIALITY AND OWNERSHIP OF INFORMATION

D5.1 Information provided to a Bidder by the City or acquired by a Bidder by way of further enquiries or through investigation is confidential. Such information shall not be used or disclosed in any way without the prior written authorization of the Contract Administrator. To the extent permitted, the City shall treat all bid submissions as confidential.

D5.2 The Bidder shall not make any statement of fact or opinion regarding any aspect of the Request for Quote to the media or any member of the public without the prior written authorization of the Contract Administrator.

D5.3 Information provided to the Contractor by the City or acquired by the Contractor during the course of the Work is confidential. Such information shall not be used or disclosed in any way without the prior written authorization of the Contract Administrator.

D5.4 The Contract, all deliverables produced or developed, and information provided to or acquired by the Contractor are the property of the City. The Contractor shall not disclose or appropriate to its own use, or to the use of any third party, all or any part thereof without the prior written consent of the Contract Administrator.

SUBMISSIONS

D6. AUTHORITY TO CARRY ON BUSINESS

- D6.1 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

D7. COMMENCEMENT

- D7.1 The Contractor shall not commence any Work until he is in receipt of a notice of award from the City authorizing the commencement of the Work.
- D7.2 The Survey shall be conducted in **August 2007, after the Civic Holiday weekend.**
- D7.3 The Contractor shall complete the Work and deliver the results to the Contract Administrator by **August 31st, 2007.**

MEASUREMENT AND PAYMENT

D8. PAYMENT

- D8.1 Further to C11, effective January 1, 2007 the City may at its option pay the Contractor by direct deposit to the Contractor's banking institution.

D9. PAYMENT SCHEDULE

- D9.1 Further to C11, payment shall be in Canadian funds net thirty (30) Calendar Days after receipt and approval of the Contractor's invoice.

WARRANTY

D10. WARRANTY

- D10.1 Warranty is as stated in C12.

PART E - SPECIFICATIONS

GENERAL

E1. APPLICABLE SPECIFICATIONS

- E1.1 These Specifications shall apply to the Work.
- E1.2 Bidders are reminded that requests for approval of substitutes as an approved equal or an approved alternative shall be made in accordance with B5.

E2. SERVICES

- E2.1 The Contractor shall conduct a telephone public opinion survey in accordance with the requirements hereinafter specified.
- E2.2 The Inner city and Non-inner city, for this survey, shall be defined by the first three digits of postal codes (FSA) using 2001 Census population counts for Winnipeg FSAs as follows:

Inner City			Non-Inner City	
R2H	15,478		R2C	30,854
R2L	14,501		R2G	33,209
R2W	27,210		R2J	24,651
R2X	15,827		R2K	32,222
R3A	4,136		R2M	37,828
R3B	11,037		R2N	22,495
R3C	17,827		R2P	23,189
R3E	18,338		R2R	18,568
R3G	25,051		R2V	28,982
R3L	20,059		R2Y	19,988
	<hr/>		R3H	128
	169,464	27%	R3J	27,259
			R3K	12,171
			R3M	21,981
			R3N	17,075
			R3P	15,489
			R3R	26,165
			R3S	474
			R3T	41,979
			R3V	6,322
			R3W	4,242
			R3X	6,581
			R3Y	6,603
			<hr/>	
			458,455	73%

E3. SURVEY

- E3.1 The Contractor shall conduct a public opinion telephone survey in accordance with the requirements hereinafter specified.
- E3.2 The Contractor shall survey a random sample of Winnipeg residents, by telephone, following proper survey methodology.
- E3.3 The survey instrument shall be in accordance with a previously administered questionnaire (attached), subject to possible minor modifications approved by the Contract Administrator.

E3.4 The Contractor shall review and field test the questionnaire prior to conducting the Survey.

E3.5 The total sample size shall be 600 respondents broken down as follows:

- | | | |
|------|----------------|-----------------|
| (i) | Inner city | 160 respondents |
| (ii) | Non-inner city | 440 respondents |

E4. REPORTS

E4.1 The Contractor shall provide the Contract Administrator with:

- (a) 1 bound copy of the full results providing data in accordance with E4.2 below;
- (b) 2 bound copies of the summary results containing data in accordance with E4.3 below;
- (c) an electronic version of the summary results and full results in a format compatible with Microsoft programs such as Excel and Word.

E4.2 The full data results must include the total responses to each question in terms of sheer numbers and percentages together with cross tabulations of those numbers and percentages according to “statistical” Questions 56 to 59 of the questionnaire, as well as inner city / non-inner city groupings; and male / female. In addition, results must include, for the “service satisfaction” Questions 4 to 36, cross tabulations according to the corresponding “use of selected service” Questions 38 to 46 (example Transit satisfaction cross tabbed against use of Transit).

E4.3 The summary results must include the Survey instrument filled in to show the total number of respondents to each question in terms of sheer numbers and percentages together with a short (approximately 4 to 5 pages) synopsis of the main conclusions arising from the Survey as well as an overview of the methodology.

E5. QUESTIONNAIRE

(N = 600)

RECORD # _ _ _

INTERVIEWER: _ _ _ PHONE: _ _ _ - _ _ _

GENDER: Male 1 Female 2

Hello, my name is _____ and I am calling from _____. We're an independent research firm, calling local residents to discuss City of Winnipeg issues. This survey is conducted by the City of Winnipeg.

For the purposes of this survey I need to speak with the person living in your household who is 18 or over and whose birthday will come next. Would that be you? **(IF NO, ASK TO SPEAK TO THE PERSON WHO DOES MEET THE REQUIREMENTS. IF THE PERSON WHO MEETS THE REQUIREMENTS IS NOT AT HOME, WE ASK FOR ANY PERSON WHO IS 18 OR OVER. IF NO ONE PRESENTLY AT HOME, THEN TERMINATE).**

Q1 Have you resided in the City of Winnipeg for at least one year? **IF NECESSARY ASK:**
Do you reside inside the City of Winnipeg boundaries, or do you pay taxes to the City of Winnipeg?

Yes 1
No..... 2 **TERMINATE**
Don't know / refused 9 **TERMINATE**

Section A - Quality of Life

Q2 In general, how would you rate the overall quality of life in Winnipeg today? **READ LIST**

Very Poor 1
Poor 2
Good..... 3
Very Good..... 4
Don't know / refused 9

Q3 In what way do you think that the quality of life in Winnipeg can be improved?
UNPROMPTED.

Open Ended Question (accept up to three answers)

Section B – Citizen Satisfaction with Services

Now, I'm going to read you a list of services that are provided by the City of Winnipeg. Please tell me whether you are very dissatisfied, somewhat dissatisfied, somewhat satisfied or very satisfied with each of the following services. **ROTATE.**

		Very dissatisfied	Somewhat dissatisfied	Somewhat satisfied	Very satisfied	dk/ref
Q4	Snow removal	1	2	3	4	9
Q5	City support for improving inner city housing	1	2	3	4	9
Q6	Fire Service response to fire incidents	1	2	3	4	9
Q7	Downtown renewal	1	2	3	4	9
Q8	Community planning	1	2	3	4	9
Q9	The City's effort in attracting businesses and major events	1	2	3	4	9
Q10	Condition of the major streets in the city such as Portage Ave or Pembina Hwy	1	2	3	4	9
Q11	Condition of residential streets in your neighbourhood	1	2	3	4	9
Q12	Management of rush hour traffic flow	1	2	3	4	9
Q13	The City's efforts to ensure restaurant health standards are met thru inspections	1	2	3	4	9
Q14	Sufficient enforcing of traffic laws	1	2	3	4	9
Q15	Police service efforts in crime control	1	2	3	4	9
Q16	Animal control	1	2	3	4	9
Q17	Insect control	1	2	3	4	9
Q18	Disaster planning & response for things like floods, tornadoes, train or airplane crashes	1	2	3	4	9
Q19	The City's efforts in preserving heritage buildings.	1	2	3	4	9
Q20	Garbage collection	1	2	3	4	9
Q21	The Recycling program	1	2	3	4	9

Q22	Quality of the drinking water	1	2	3	4	9
Q23	Protection from sewer back-up	1	2	3	4	9
Q24	Protection from river flooding	1	2	3	4	9
Q25	The City's support for arts, entertainment & culture	1	2	3	4	9
Q26	The City's efforts in keeping the city clean & beautiful	1	2	3	4	9
Q27	Condition of recreation facilities, such as pools, rinks, fields or community centres	1	2	3	4	9
Q28	Recreation programs	1	2	3	4	9
Q29	Condition of the park in your neighbourhood	1	2	3	4	9
Q30	Condition of major parks like Assiniboine or Kildonan	1	2	3	4	9
Q31	Public transit	1	2	3	4	9
Q32	Emergency medical response such as paramedics or ambulance	1	2	3	4	9
Q33	Regulating building and property development through zoning regulations and building permits	1	2	3	4	9
Q34	Police Service response to 911 calls	1	2	3	4	9
Q35	Fire Service efforts in fire and safety education	1	2	3	4	9
Q36	Libraries	1	2	3	4	9
Q37	In general, how satisfied are you overall with the services provided by the City of Winnipeg? Are you...? READ LIST					
	Very dissatisfied	1				
	Somewhat dissatisfied	2				
	Somewhat satisfied	3				
	or are you Very satisfied	4				
	Don't know / refused	9				

Section C - Use of Selected Services

- Q38 Have you visited a City Recreational **Facility** like a pool, arena or community centre in the past year?
- Yes1
No.....2
Don't know / refused9
- Q39 Have you or someone in your family participated in a City Recreational **Program** like swimming lessons, soccer or hockey in the past year?
- Yes1
No.....2
Don't know / refused9
- Q40 Have you visited your **Local** neighbourhood park in the past year?
- Yes1
No.....2
Don't know / refused9
- Q41 Have you visited a **Major** park like Assiniboine or Kildonan Park in the past year?
- Yes1
No.....2
Don't know / refused9
- Q42 Do you use the City Transit at least once a week?
- Yes1
No.....2
Don't know / refused9
- Q43 In the past year, have you personally used, or been involved in an incident where a medical emergency response like a paramedic or ambulance service was needed?
- Yes1
No.....2
Don't know / refused9
- Q44 In the past year, have you personally used, or been involved in an incident where a 911 call for police response was needed?
- Yes1
No.....2
Don't know / refused9
- Q45 Have you applied for a building permit in the past year?
- Yes1
No.....2
Don't know / refused9
- Q46 Have you visited a City library in the past year?
- Yes1
No.....2
Don't know / refused9

Section D - Value for Tax Dollars

Q47 Your property tax dollars are divided between the City and School Divisions. Approximately half of your property tax bill goes to the City to fund municipal services. Considering the services provided by the City, please rate the value you feel you receive from your property tax dollars. **READ LIST**

- Very Poor Value1
- Poor Value2
- Good Value3
- Very Good Value4
- Don't know / refused9

Section E - Customer Services (new section)

Q48 Have you contacted the City of Winnipeg in the last year?

- Yes1
- No.....2
- Don't know / refused9

Q49 How did you contact the City of Winnipeg? **READ LIST. CIRCLE ALL THAT APPLY.**

- In person.....1
- By mail.....2
- By telephone3
- By e-mail or internet4
- Don't know / refused9

Q50 How would you rate the experience? Were you...? **READ LIST**

- Very dissatisfied..... 1
- Somewhat dissatisfied..... 2
- Somewhat satisfied 3
- or were you Very satisfied 4
- Don't know / refused 9

I am going to read you a number of statements about the City. Thinking about your personal dealings with the City of Winnipeg and your general impressions, please tell me whether you strongly agree, somewhat agree, somewhat disagree, or strongly disagree.

	Strongly disagree	Somewhat Disagree	Somewhat Agree	Strongly agree	dk / ref
Q51 City staff are courteous, helpful, and knowledgeable.	1	2	3	4	9
Q52 The quality of service from the City is consistently high.	1	2	3	4	9
Q53 The City responds quickly to requests and concerns.	1	2	3	4	9
Q54 City staff are easy to get a hold of when I need them.	1	2	3	4	9

Q55 How could the City’s customer service be improved? **UNPROMPTED.**

Open Ended Question (accept up to three answers)

Section F – Statistical Questions

I just have a few questions for our statistical tabulations.

Q56 In what year were you born?

1987 to 1971 (18 to 34).....	1
1970 to 1951 (35 to 54).....	2
1950 or earlier (55 or older).....	3
Don’t know / refused	9

Q57 Do you rent or own your home?

Rent	1
Own.....	2
Don’t know / refused	9

Q58 What is the highest level of education you have completed?

Less than high school.....	1
Completed high school	2
Community college / technical / some university	3
University degree(s).....	4
Don’t know / refused	9

Q59 Would you say that your total household income before taxes is...? **READ LIST**

Less than \$30,000	1
Between \$30,000 and \$59,999.....	2
Between \$60,000 and \$79,999.....	3
More than \$80,000	4
Don’t know / refused	9

Q60 Can you please tell me the first three characters of your postal code : **Please ensure it is Letter, Number, Letter. R** ___ ___

Q60 And finally, can I confirm that your phone number is

___ ___ ___ - ___ ___ ___

Those are all the questions I have. The City of Winnipeg would like to thank-you for taking the time to participate in this survey.