



THE CITY OF WINNIPEG

BID OPPORTUNITY

BID OPPORTUNITY NO. 499-2010

PROVISION OF A PUBLIC OPINION TELEPHONE SURVEY

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PART B - BIDDING PROCEDURES

B1. CONTRACT TITLE

B1.1 PROVISION OF A PUBLIC OPINION TELEPHONE SURVEY

B2. SUBMISSION DEADLINE

B2.1 The Submission Deadline is 4:00 p.m. Winnipeg time, July 30, 2010.

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 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 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. CONFIDENTIALLY AND OWNERSHIP OF INFORMATION

B4.1 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.

B4.2 The Bidder shall not make any statement of fact or opinion regarding any aspect of the Request for Proposals to the media or any member of the public without the prior written authorization of the Contract Administrator.

B4.3 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.

B5. ADDENDA

B5.1 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.

- B5.2 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.
- B5.2.1 Addenda will be available on the Bid Opportunities page at The City of Winnipeg, Corporate Finance, Materials Management Division website at <http://www.winnipeg.ca/matmgt/bidopp.asp>
- B5.2.2 The Bidder is responsible for ensuring that he has received all addenda and is advised to check the Materials Management Division website for addenda regularly and shortly before the Submission Deadline, as may be amended by addendum.
- B5.3 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.

B6. SUBSTITUTES

- B6.1 The Work is based on the Plant, Materials and methods specified in the Bid Opportunity.
- B6.2 Substitutions shall not be allowed unless application has been made to and prior approval has been granted by the Contract Administrator in writing.
- B6.3 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.
- B6.4 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.
- B6.5 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.
- B6.6 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.
- B6.6.1 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.
- B6.7 If the Contract Administrator approves a substitute as an “approved equal”, any Bidder may use the approved equal in place of the specified item.

- B6.8 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.
- B6.9 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.
- B6.10 Notwithstanding B6.2 to B6.9, and in accordance with B7.5, deviations inconsistent with the Bid Opportunity document shall be evaluated in accordance with B14.1(a).

B7. BID SUBMISSION

- B7.1 The Bid shall consist of the following components:
- (a) Form A: Bid;
 - (b) Form B: Prices.
- B7.2 Further to B7.1, the Bidder should include the written correspondence from the Contract Administrator approving a substitute in accordance with B6.
- B7.3 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.
- B7.4 Bidders are advised not to include any information/literature except as requested in accordance with B7.1.
- B7.5 Bidders are advised that inclusion of terms and conditions inconsistent with the Bid Opportunity document, including the General Conditions, will be evaluated in accordance with B14.1(a)
- B7.6 The Bid may be submitted by mail, courier or personal delivery, or by facsimile transmission.
- B7.7 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 Division
185 King Street, Main Floor
Winnipeg MB R3B 1J1
- B7.7.1 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.
- B7.8 If the Bid is submitted by facsimile transmission, it shall be submitted to (204) 949-1178.
- B7.8.1 The Bidder is advised that the City cannot take responsibility for the availability of the facsimile machine at any time.
- B7.9 Bids submitted by internet electronic mail (e-mail) will not be accepted.

B8. BID

- B8.1 The Bidder shall complete Form A: Bid, making all required entries.
- B8.2 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.

B8.2.1 If a Bid is submitted jointly by two or more persons, each and all such persons shall identify themselves in accordance with B8.2.

B8.3 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.

B8.4 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.

B8.4.1 The name and official capacity of all individuals signing Form A: Bid should be printed below such signatures.

B8.4.2 All signatures shall be original.

B8.5 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.

B9. PRICES

B9.1 The Bidder shall state a price in Canadian funds for each item of the Work identified on Form B: Prices.

B9.1.1 Notwithstanding C11.1.1, 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.

B9.2 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.

B9.3 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.

B9.4 Prices from Non-Resident Bidders are subject to a Non-Resident Withholding Tax pursuant to the Income Tax Act (Canada).

B9.5 The Bidder shall state a separate price in Canadian funds for the following items of Work as specified on Form B: Prices:

- (a) Separate Price - Item No. 2 shall be the amount to be deducted from the price for Item No. 1 if the price exceeds the budgetary constraints.

B10. QUALIFICATION

B10.1 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. XXX

B10.2 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 Division website at <http://www.winnipeg.ca/matmgt/debar.stm>

B10.3 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);

B10.4 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.

B10.5 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.

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 Division website 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 Division website 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, or acceptable deviation therefrom (pass/fail);
 - (b) qualifications of the Bidder and the Subcontractors, if any, pursuant to B10 (pass/fail);
 - (c) Total Bid Price;
 - (d) economic analysis of any approved alternative pursuant to B6.
- 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), the Total Bid Price shall be the sum of the quantities multiplied by the unit prices for each item shown on Form B: Prices.
- 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 in accordance with B14 .
- 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 Division website at http://www.winnipeg.ca/matmgt/gen_cond.stm
- 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 the provision of a public opinion telephone survey

D2.2 The major components of the Work are as follows:

- (a) the telephone survey shall be completed in three (3) to four (4) consecutive Calendar Days.
- (b) the Contractor shall provide an electronic summary, including thematic coding of the answers to open-ended questions provided in SPSS (*.sav) format.
- (c) The contractor shall provide a preliminary electronic dataset in SPSS (*.sav) format after one-half of the surveys have been completed.
- (d) The contractor shall allow for the contract administrator to monitor surveys in-person or remotely as they are taking place.

D3. CONTRACT ADMINISTRATOR

D3.1 The Contract Administrator is:

Jeffrey Wyman
Research Analyst

Telephone No. (204) 986-7256

E-mail: jwyman@winnipeg.ca

D3.2 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.

D4. CONTRACTOR'S SUPERVISOR

D4.1 Further to C6.19, the Contractor shall employ and keep on the Work, at all times during the performance of the Work, a competent supervisor and assistants, if necessary, acceptable to the Contract Administrator. The supervisor shall represent the Contractor on the Site. The supervisor shall not be replaced without the prior consent of the Contract Administrator unless the supervisor proves to be unsatisfactory to the Contractor and ceases to be in his employ.

D4.2 Before commencement of Work, the Contractor shall identify his designated supervisor and any additional personnel representing the Contractor and their respective roles and responsibilities for the Work.

D4.2.1 Further to C5.5 Contract Administrator may give instructions or orders to the Contractor's supervisor and such instructions or orders shall be deemed to have been given to the Contractor.

D5. NOTICES

D5.1 Notwithstanding C22.3, 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 Financial Officer
Facsimile No.: (204) 949-1174

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.

D7. CONFIDENTIALITY AND OWNERSHIP OF INFORMATION

D7.1 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.

D7.2 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.

D7.3 The Contractor shall not make any statement of fact or opinion regarding any aspect of the Contract to the media or any member of the public without the prior written authorization of the Contract Administrator.

SCHEDULE OF WORK

D8. COMMENCEMENT

D8.1 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.

D8.2 The Contractor shall not commence any Work on the Site until:

- (a) the Contract Administrator has confirmed receipt and approval of:
 - (i) evidence of authority to carry on business specified in D6;
- (b) the Contractor has attended a meeting with the Contract Administrator, or the Contract Administrator has waived the requirement for a meeting.

D8.3 The Contractor shall commence the Work within twenty one (21) Calendar Days of the receipt of the Purchase Order.

D9. TOTAL PERFORMANCE

D9.1 The Contractor shall achieve Total Performance within four (4) consecutive Working Days of the commencement of the Work as specified in D8.

D9.2 When the Contractor or the Contract Administrator considers the Work to be totally performed, the Contractor shall arrange, attend and assist in the inspection of the Work with the Contract Administrator for purposes of verifying Total Performance. Any defects or deficiencies in the Work noted during that inspection shall be remedied by the Contractor at the earliest possible instance and the Contract Administrator notified so that the Work can be reinspected.

- D9.3 The date on which the Work has been certified by the Contract Administrator as being totally performed to the requirements of the Contract through the issue of a certificate of Total Performance is the date on which Total Performance has been achieved.

MEASUREMENT AND PAYMENT

D10. PAYMENT

- D10.1 Further to C11, the City may at its option pay the Contractor by direct deposit to the Contractor's banking institution.

D11. PAYMENT SCHEDULE

- D11.1 Further to C11, payment shall be in Canadian funds net thirty (30) Calendar Days after receipt and approval of the Contractor's invoice.

PART E - SPECIFICATIONS

GENERAL

E1. APPLICABLE SPECIFICATIONS AND DRAWINGS

- 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 B6.

E2. SERVICES

- E2.1 The Contractor shall conduct a public opinion telephone survey in accordance with the requirements hereinafter specified.
- E2.1.1 The Contractor shall survey a random sample of Winnipeg residents, by telephone, using the attached survey questionnaire.
- E2.1.2 The Contractor shall conduct ten (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.
- 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. These data will be complete with all value and variable names.
- E2.5 The ratio of males to females shall be equal to fifty-two (52) females for every forty-eight (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, 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.
 - (b) At least 10% of the total respondents must come from postal code areas R3A, R3B, R3C, R3E or R3G.
 - (c) At least 10% of the total respondents must come from postal code areas R2V or R2P.
 - (d) At least 8% of the total respondents must come from postal code areas R2X or R2W.
 - (e) The remaining respondents should be relatively equally divided between the following groupings: GROUP A = (R2E, R2G, R2K, R3W, R2L, R2C, R2H, R2J, R2M, R3X, R2N); GROUP B = (R2R, R3H, R3J, R3K, R2Y); GROUP C = (R3R, R3S, R3P, R3N, R3M, R3L, R3T, R3Y, R3V).
- E2.8 The total sample size shall be eight hundred (800) respondents or amount in accordance with B9.5(a).

E3. REPORTS

- E3.1 The contractor must include three electronic copies of the Survey instrument filled in to show the total number of respondents to each question, (a) by frequency, (b) by column percent and by (c) frequency and column percent.

WINNIPEG POLICE SERVICE 2010 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. Thinking of the last year or so – Do you think that crime has increased, decreased, or remained about the same in the city of Winnipeg?

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

2. Still thinking of the last year or so, 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

3. 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

4a. During 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 5)
- (3) Remained the same (skip to question 5)
- (9) No opinion (skip to question 5)

4b. Do you have any particular crime or crimes in mind?

5. 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

6. During the past year have you heard or received any information about crime in your neighbourhood?

- (1) No (skip to question 8)
- (2) Yes
- (9) DK (skip to question 8)

7. Did this information come from:

- (1) conversations with your neighbours?
- (2) newspapers, radio or television?
- (3) directly from the police in your neighbourhood?
- (4) From the Crimestat webpage?

7a. How accurately do you believe the media report the volume and severity of crime in Winnipeg?

- 1. Accurately – the media just reports the amount and types of crime in Winnipeg
- 2. Fairly accurately – the media overplays the amount and types of crime in Winnipeg a little
- 3. Fairly accurately – the media underplays the amount and types of crime in Winnipeg a little
- 4. Not accurately at all – the media overplays the amount and types of crime in Winnipeg a lot.
- 5. Not accurately at all – the media underplays the amount and types of crime in Winnipeg a lot.
- 6. Don't know/no opinion

8. 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

9. How about after dark? Would you feel...
- (1) Very safe
 - (2) Reasonably safe
 - (3) Somewhat safe
 - (4) Very unsafe
 - (9) No opinion
- 9a. What do you believe poses the greatest danger to your safety and that of your family?
1. Gang related violence
 2. Home invasion/robbery/break in
 3. Being involved in a traffic collision
 4. Domestic disturbances
 5. Random assault or robbery on the street
 6. I don't think any of these will happen to me
 7. Don't know/no opinion
10. The Winnipeg Police Service has placed mobile 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 moving significantly in excess of the posted speed limit. Do you personally approve or disapprove 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
11. 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 or disapprove 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
12. Would you personally approve or disapprove of the installation of photo radar cameras in other strategically selected areas that are neither school nor construction zones? Is that strongly or moderately?
- (1) Strongly approve
 - (2) Moderately approve
 - (3) Moderately disapprove
 - (4) Strongly disapprove
 - (9) No opinion
13. 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

14a. During the last year were you the victim of a crime that you did not report?

- (1) Yes
- (2) No (skip to question 15)
- (3) Refused to answer (skip to question 15)

14b. 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) I was directed to a Police Station/service center but the location was inconvenient
- (8) Other (record) _____
- (9) DK

2. CITIZENS WHO HAVE CONTACTED POLICE

15. Excluding traffic related matters, 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 (skip to question 28)
- (3) Refused to answer (skip to question 28)

16a. Thinking of your most recent contact, 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

16b. Why did you contact the police?

- (1) To report a crime or incident (skip to q17)
- (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)

16c. How satisfied were you 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 q16c to q28

17. 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
- (19) Vandalism

- (99) Other _____

18. Where did the crime/incident occur?

- (1) At home
- (2) In your yard/garage
- (3) In your neighbourhood
- (4) At/near work
- (5) At another residence
- (6) Elsewhere in Winnipeg
- (7) Outside Winnipeg
- (8) Other (night club, bar etc) _____
- (9) Refused

19a. Were you satisfied with the way the police operator handled your call?

- (1) Yes (skip to q20)
- (2) No
- (8) Not applicable (skip to q20)

19b. Why not? _____

20. How did the police respond?

- (1) Sent a car immediately (continue)
- (2) Sent a car later in the day (continue)
- (3) Sent a car the next day (skip to question 22a)
- (4) Handled immediately by phone (skip to question 22a).
- (5) Was called back by the WPS and the issue was handled over the phone (skip to question 22a)
- (6) Advised you to attend to a Service Center (skip to question 22a).
- (7) Other (specify) _____ (skip to question 22a)
- (8) Not applicable (skip to question 22a)

21a. Once you made your call, how long did it take for the police to arrive?

- (1) 15 minutes or less
- (2) 16 to 30 minutes
- (3) 31 to 60 minutes
- (4) 1-2 hours
- (5) 2-4 hours
- (6) 4-6 hours
- (7) More than 6 hours / Next day
- (8) Don't know
- (9) Not applicable

21b. 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

22a. As far as you are aware did the police investigate the matter you had reported?

- (1) Yes (continue)
- (2) No (skip to q23)
- (3) No opinion (skip to q23)
- (4) Not applicable (skip to q23)

22b. How would you describe the initial investigation: Would you say:

- | | | | |
|---|---------|--------|--------|
| 22b1) that the police talked with you and asked questions..... | (Yes) 1 | (No) 2 | (NA) 9 |
| 22b2) that the police checked the area for suspects or evidence.. | (Yes) 1 | (No) 2 | (NA) 9 |
| 22b3) that the police seized evidence | (Yes) 1 | (No) 2 | (NA) 9 |
| 22b4) that the police interviewed witnesses.... | (Yes) 1 | (No) 2 | (NA) 9 |

22c. Did you consider this initial investigation to be:

- (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

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

- (1) Yes (skip to q24b2)
- (2) No (continue)
- (3) Refused (skip to q25)
- (4) Not applicable (skip to q25)

24b1. Was that:

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

**All respondents answering q24b1 skip to q25

24b2. Was the information provided:

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

25. 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

26. Did anyone in the Police Service make you aware if anyone was arrested or charged as a result of the incident?

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

27. 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

28. 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 q32a)
- (3) Refused (skip to q32a)

29. Could you briefly describe the incident?

- (1) Contacted as a witness
- (2) As a part of an investigation
- (3) Contacted by victim services

- (9) Other _____

30. 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

31a. 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 q32a)
- (2) Average (skip to q32a)
- (3) Poor (continue)
- (4) No opinion (skip to q32a)
- (5) Not applicable (skip to q32a)

31b. Why do you say that? _____

32a. During the last year were you involved in a traffic collision that required police presence?

- (1) Yes
- (2) No (skip to q33a)

32b. Did the responding Police officer take your report at the scene?

- (1) Yes (skip to q32d)
- (2) No

32c. Did the responding Police officer advise you to make a report at a District Station or service center?

- (1) Yes
- (2) No

32d. 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

33a. During the last year were you stopped by a Winnipeg Police Officer for a traffic violation?

- (1) Yes
- (2) No (skip to q34a)

33b. Would you say the police were:

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

34a. 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 (skip to q35)

34b. 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 q35)
- (2) Average (skip to q35)
- (3) Poor (continue)
- (4) No opinion (skip to q35)

34c. Why do you say that? _____

4. CRIME PREVENTION

35. 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) Block Parents
- (2) Crime Stoppers
- (3) School Safety Program
- (4) Neighborhood Watch Program
- (5) Citizens for Crime Awareness (CFCA)
- (6) Other (specify) _____
- (9) No

36. Have you heard about the following programs? (ask each, if not mentioned in q35)

- | | | |
|--|---------|--------|
| 36.1 Block Parents | (1) Yes | (2) No |
| 36.2 Neighbourhood Watch Program | (1) Yes | (2) No |
| 36.3 Crimestoppers | (1) Yes | (2) No |
| 36.4 School safety program | (1) Yes | (2) No |
| 36.5 Take Action | (1) Yes | (2) No |
| 36.6 Counter Action | (1) Yes | (2) No |
| 36.7 Citizens on Patrol Program | (1) Yes | (2) No |
| 36.8 Citizens for Crime Awareness CFCA | (1) Yes | (2) No |
| 36.9 EWatch Program | (1) Yes | (2) No |

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

- | | | |
|--|---------|--------|
| 37.1 Block Parents | (1) Yes | (2) No |
| 37.2 Neighbourhood Watch Program | (1) Yes | (2) No |
| 37.3 Crimestoppers | (1) Yes | (2) No |
| 37.4 School safety program | (1) Yes | (2) No |
| 37.5 Take Action | (1) Yes | (2) No |
| 37.6 Counter Action | (1) Yes | (2) No |
| 37.7 Citizens on Patrol Program | (1) Yes | (2) No |
| 37.8 Citizens for Crime Awareness CFCA | (1) Yes | (2) No |
| 37.9 EWatch Program | (1) Yes | (2) No |

38a. Have you received any information concerning crime prevention in the last year?

- (1) Yes
- (2) No (skip to q39)
- (9) dk (skip to q39)

38b. Where have you heard about or obtained information on Crime Prevention?

- (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

5. COMPLAINTS

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

- (1) Yes (Continue)
- (2) No (skip to q47)
- (3) Maybe, don't know (skip to q47)

40. 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

41a. Have you had any occasion to complain about the conduct of a Winnipeg Police officer?

- (1) Yes (continue)
- (2) No (Skip to q47)

41b. Did you advise the Service or the officer of your complaint?

- (1) Yes (skip to q42)
- (2) No (continue)
- (3) Refused (skip to q47)

41c. Why not? _____

** skip all respondents who answered q41b to q47

42. 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

43a. Did you leave your name and address with the Winnipeg Police Service?

- (1) Yes (skip to q44a)
- (2) No (continue)
- (9) Refused (skip to q44a)

43b. Why not? _____

44a. Did the Service contact you about your complaint at a later time?

- (1) Yes (continue)
- (2) No (skip to q44c)

44b. How did the Police Service contact you?

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

44c. Were you satisfied with how the complaint was handled?

- (1) Very satisfied (skip to q45a)
- (2) Satisfied (skip to q45a)
- (3) Neither satisfied nor dissatisfied (skip to q45a)
- (4) Dissatisfied (continue)
- (5) Very dissatisfied (continue)
- (6) No opinion (skip to q45a)

44d. Why not? _____

45a. Did you file a formal complaint in writing to LERA?

- (1) Yes (continue)
- (2) No (skip to q46a)

45b. 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

46a. Have you had occasion to complain about any (other) aspect of the Winnipeg Police Service?

- (1) Yes (continue)
- (2) No (skip to q47)

46b. What was the nature of your complaint? _____

6. GENERAL POLICING ISSUES / SATISFACTION ISSUES

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

- (1) Yes
- (2) No

48. 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

49. 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

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

OPINION	GOOD	AVERAGE	POOR	NO
50a. Enforcing the laws..... (4)	(1)	(2)	(3)	
50b. Of promptly responding to calls.... (4)	(1)	(2)	(3)	
50c. Of being approachable and easy to Talk to..... (4)	(1)	(2)	(3)	
50d. Of supplying information to the public on ways to reduce crime... (4)	(1)	(2)	(3)	

51a. 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 (skip to q52)
- (3) Same (skip to q52)
- (4) No opinion (skip to q52)

51b. In your opinion, are there any particular traffic offenses that the police should concentrate on?

51c. In your opinion, in which of the following areas should the Winnipeg Police Service most concentrate their resources?

- 1. General Patrol
- 2. Criminal Investigations
- 3. Traffic enforcement
- 4. Crime prevention
- 5. Cracking down on gangs.
- 6. Cracking down on drug dealers
- 7. Community policing
- 8. Don't know/no opinion

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

- (1) By Phone
- (2) Internet
- (3) Go in person
- (4) Have a police officer come to my residence
- (9) dk

53. Would you consider reporting an event to the police at your convenience over the internet as opposed to waiting on hold to make a phone report or waiting for a planned police visit?

- (1) Yes that would be a good idea.
- (2) No, I'd prefer to speak with someone from the WPS.
- (9) Don't know/no opinion

54. What percent of Winnipeg Police officers do you think are involved in front-line general patrol duties?

- (1) 10-25%
- (2) 26-50%
- (3) 51-75%
- (4) 76% or more
- (9) Don't know/no opinion

55. 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

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

7. DEMOGRAPHIC INFORMATION

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

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

59. 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

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

- (1) Under \$30,000
- (2) \$30,001 - \$50,000
- (3) \$50,001 - \$75,000
- (4) \$75,001 - \$100,000
- (5) over \$100,000
- (9) Refused

61. 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

62. RECORD RESPONDENT'S SEX – DO NOT ASK

- (1) Male
- (2) Female

63. 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.