



**THE CITY OF WINNIPEG**

# **BID OPPORTUNITY**

**BID OPPORTUNITY NO. 23-2013**

**PROVISION OF PUBLIC OPINION TELEPHONE SURVEY**

## TABLE OF CONTENTS

### PART A - BID SUBMISSION

Form A: Bid	1
Form B: Prices	4

### PART B - BIDDING PROCEDURES

B1. Contract Title	1
B2. Submission Deadline	1
B3. Enquiries	1
B4. Addenda	1
B5. Substitutes	1
B6. Bid Submission	2
B7. Bid	3
B8. Prices	4
B9. Qualification	4
B10. Opening of Bids and Release of Information	4
B11. Irrevocable Bid	5
B12. Withdrawal of Bids	5
B13. Evaluation of Bids	5
B14. Award of Contract	6

### PART C - GENERAL CONDITIONS

C0. General Conditions	1
------------------------	---

### PART D - SUPPLEMENTAL CONDITIONS

#### General

D1. General Conditions	1
D2. Scope of Work	1
D3. Definitions	1
D4. Contract Administrator	1
D5. Ownership of Information, Confidentiality and Non Disclosure	1
D6. Notices	2

#### Submissions

D7. Authority to Carry on Business	2
------------------------------------	---

#### Schedule of Work

D8. Commencement	2
------------------	---

#### Measurement and Payment

D9. Invoices	2
D10. Payment	3
D11. Payment Schedule	3

### PART E - SPECIFICATIONS

#### General

E1. Applicable Specifications and Drawings	1
E2. Services	1
E3. Survey Duration	1
E4. Delivery	2
E5. Survey	2

## **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, February 4, 2013 .

### **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 Division website at <http://www.winnipeg.ca/matmgt/bidopp.asp>

B4.2.2 The Bidder is responsible for ensuring that he/she 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.

B4.3 The Bidder shall acknowledge receipt of each addendum in Paragraph 9 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/she 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 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.
- B5.10 Notwithstanding B5.2 to B5.9, and in accordance with B6.5, deviations inconsistent with the Bid Opportunity document shall be evaluated in accordance with B13.1(a).

## **B6. BID SUBMISSION**

- B6.1 The Bid shall consist of the following components:
- (a) Form A: Bid;
  - (b) Form B: Prices;
- 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, 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, will be evaluated in accordance with B13.1(a).
- 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 Division  
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 11 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 and the corporate seal, if the corporation has one, should be affixed;
- (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 should be printed below such signatures.

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.

B8.2 Payments to Non-Resident Contractors are subject to Non-Resident Withholding Tax pursuant to the Income Tax Act (Canada).

## **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 Division website at <http://www.winnipeg.ca/matmgt/debar.stm>

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).

## **B10. OPENING OF BIDS AND RELEASE OF INFORMATION**

B10.1 Bids will not be opened publicly.

B10.2 Following the Submission Deadline, the names of the Bidders and their Total 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/>

- 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 Division website at <http://www.winnipeg.ca/matmgt/>
- B10.4 The Bidder is advised that any information contained in any Bid 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 10 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 10 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 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.
- 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 11 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 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 11 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, or acceptable deviation therefrom (pass/fail);
  - (b) qualifications of the Bidder and the Subcontractors, if any, pursuant to B9 (pass/fail);
  - (c) Total Bid Price 100% ;

(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 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.

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 or in other information required to be submitted, that he/she is responsible and qualified.

B13.4 Further to B13.1(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.

B13.4 Further to B13.1(c), the Total Bid Price shall be the lump sum price shown on Form B: Prices.

B13.5 This Contract will be awarded as a whole.

#### **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 in accordance with B13.

B14.3.1 Following the award of contract, a Bidder will be provided with information related to the evaluation of his/her Bid upon written request to the Contract Administrator.

B14.4 Notwithstanding C4 and Paragraph 6 of Form A: Bid, 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 C1.1(n)(ii), 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](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 Public Opinion Telephone Survey

#### D3. DEFINITIONS

D3.1 When used in this Bid Opportunity:

- (a) " **Bidder**" means any person submitting a Bid for the Work;
- (b) "**may**" indicates an allowable action or feature which will not be evaluated;
- (c) "**must**" or "**shall**" indicates a mandatory requirement which will be evaluated on a pass/fail basis;
- (d) "**Bid**" means the offer contained in the Proposal Submission;
- (e) "**Bid Submission**" means that portion of the Bid Opportunity which must be completed or provided and submitted by the Submission Deadline in order to constitute a responsive Bid;
- (f) "**Bid Opportunity**" means the Bid Submission, the Bidding Procedures, these General Conditions, the Supplemental Conditions, the Specifications, the Drawings and all addenda;
- (g) "**should**" indicates a desirable action or feature which will be evaluated on a relative scale.

#### D4. CONTRACT ADMINISTRATOR

D4.1 The Contract Administrator is:

Jeffrey Wyman  
Research Analyst

Telephone No. 204 986-7256

D4.2 Bids Submissions must be submitted to the address in B6.6.

D4.3 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. OWNERSHIP OF INFORMATION, CONFIDENTIALITY AND NON DISCLOSURE

D5.1 The Contract, all deliverables produced or developed, and information provided to or acquired by the Contractor are the property of the City and shall not be appropriated for the Contractors own use, or for the use of any third party.

D5.2 The Contractor shall not make any public announcements or press releases regarding the Contract, without the prior written authorization of the Contract Administrator.

- D5.3 The following shall be confidential and shall not be disclosed by the Contractor to the media or any member of the public without the prior written authorization of the Contract Administrator;
- (a) information provided to the Contractor by the City or acquired by the Contractor during the course of the Work;
  - (b) the Contract, all deliverables produced or developed; and
  - (c) any statement of fact or opinion regarding any aspect of the Contract.
- D5.4 A Contractor who violates any provision of D5 may be determined to be in breach of Contract Notices.

## **D6. NOTICES**

- D6.1 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 facsimile number:
- The City of Winnipeg  
Chief Financial Officer  
Facsimile No.: 204 949-1174

## **SUBMISSIONS**

### **D7. AUTHORITY TO CARRY ON BUSINESS**

- D7.1 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**

### **D8. COMMENCEMENT**

- D8.1 The Contractor shall not commence any Work until he/she 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 D7;

## **MEASUREMENT AND PAYMENT**

### **D9. INVOICES**

- D9.1 Further to C11, the Contractor shall submit an invoice for each portion of work performed to:
- The City of Winnipeg  
Corporate Finance - Accounts Payable  
4th Floor, Administration Building, 510 Main Street  
Winnipeg MB R3B 1B9  
Facsimile No.: 204 949-0864  
Email: [CityWpgAP@winnipeg.ca](mailto:CityWpgAP@winnipeg.ca)
- D9.2 Invoices must clearly indicate, as a minimum:
- (a) the City's purchase order number;

- (b) date of delivery;
- (c) delivery address;
- (d) type and quantity of work performed;
- (e) the amount payable with GST and MRST shown as separate amounts; and
- (f) the Contractor's GST registration number.

D9.3 The City will bear no responsibility for delays in approval of invoices which are improperly submitted.

D9.4 Bids Submissions must be submitted to the address in B6.6.

**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 B5.

#### **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 survey in E5.
  - (b) The Contractor shall conduct 40 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.
- E2.5 The ratio of females to males shall be equal to fifty-two (52) females for every forty-eight (48) males.
- E2.6 Respondents shall be citizens of Winnipeg, eighteen (18) years of age and older.
- E2.7 Respondents shall be proportional to:
- (i) 18 to 34 years of age = 30%,
  - (ii) 35 to 54 years of age = 38%,
  - (iii) 55 years of age or older = 32%.
- E2.8 For the purposes of this survey, respondents shall not reside in any postal code area other than:
- (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. and,
  - (b) a minimum of 9% of the completed surveys must come from postal code grouping of R3A, R3B, R3C, R3E and R3G. A minimum of 5% of the completed surveys must come from postal code grouping of R2W and R2X.

#### **E3. SURVEY DURATION**

- E3.1 Once the Contractor has begun to field the survey, they shall not exceed the following:
- (a) 600 surveys = 4 days;
  - (b) 500 surveys = 3 days; or
  - (c) 400 surveys = 3 days.

**E4. DELIVERY**

E4.1 The Work shall be completed and the electronic results submitted in accordance with E2.4.

**E5. SURVEY**

**WINNIPEG POLICE SERVICE  
2012 PUBLIC OPINION SURVEY**

PHONE NO. \_\_\_\_\_

HELLO, MY NAME IS \_\_\_\_\_, FROM \_\_\_\_\_ CALLING ON BEHALF OF THE WINNIPEG POLICE SERVICE. WE ARE CONDUCTING A SURVEY OF WINNIPEGERS' 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.

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

**A. CRIME AND SAFETY**

A1. 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

A2. 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

A3. 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

A4.1. 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 A5)
- (3) Remained the same (skip to question A5)
- (9) No opinion (skip to question A5)

A4.2. Do you have any particular crime or crimes in mind?

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A5. Please rate the seriousness of the following problems as they pertain to your neighbourhood on a scale from 1 to 5 in which 1 is not very serious and 5 is extremely serious.

	Importance scale	extremely	very	serious	somewhat	Not very	dk
		5	4	3	2	1	9
A5.1	Break and enter to homes						
A5.2	Vandalism						
A5.3	Traffic violations						
A5.4	Assaults						
A5.5	Gang violence						
A5.6	drug problems /dealers						
A5.7	Noise and disturbances						
A5.8	prostitution						
A5.9	Intoxicated persons						
A5.10	Police harassment						
A5.11	Youth Crime						
A5.12	Theft from cars						

A6. 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

A7. 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

A8. How about after dark? Would you feel...

- (1) Very safe
- (2) Reasonably safe
- (3) Somewhat safe
- (4) Very unsafe
- (9) No opinion

A9.1. During the last year were you the victim of a crime that you did not report?

- (1) Yes
- (2) No (skip to question B1)
- (3) Refused to answer (skip to question B1)

A9.2. Why didn't you report this incident (do not read)?

- (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

## B. COMMUNICATIONS

B1. Have you heard of the police service crime information web page called Crimestat?

- (1) Yes
- (2) No (skip to question B4)
- (3) Refused to answer (skip to question B4)

B2. Have you accessed the Crimestat web page?

- (1) Yes
- (2) No (skip to question B4)
- (3) Refused to answer (skip to question B4)

B3. Did you find the Crimestat web page helpful for finding the information you were looking for?  
Would that be ...?

- (1) Very helpful
- (2) Somewhat helpful
- (3) Not very helpful
- (4) Not at all helpful
- (5) Don't know

B4. Have you heard of the new police Citizen Online Reporting Program? This program allows you to report a minor crime via the internet and have your information reviewed by a police officer.

- (1) Yes
- (2) No (skip to question B7)
- (3) Refused to answer (skip to question B7)

B5. Have you accessed the Citizen Online Reporting Program?

- (1) Yes
- (2) No (skip to question B7)
- (3) Refused to answer (skip to question B7)

B6. Were you satisfied with your experience of reporting to the police through this program?

- (1) Very satisfied

- (2) Somewhat satisfied
- (3) neutral
- (4) Not very satisfied
- (5) Not at all satisfied
- (6) Don't know

B7. How would you prefer to report a crime to the police (do not read)?

- (1) By Phone
- (2) Over the Internet
- (3) Go in person
- (4) Have a police officer come to my residence
- (9) Don't Know

B8. The Police Service has a number of ways in which it may provide information to the public about crime and safety concerns. Which of the following methods would be of interest to you personally?

- (1) Winnipeg Police Service web page
- (2) Winnipeg Police Service on Facebook
- (3) Updates on local television news programs
- (4) Updates on local radio news programs
- (5) WPS on twitter
- (6) RSS Feed
- (7) Press Conferences on Youtube

### C. INITIATIVES

C1. Are you aware that the Winnipeg Police Service created an Auxiliary Cadet program in 2010?

- (1) Yes
- (2) No
- (3) Refused to answer

C2. The primary purpose of the cadet program is to take over some low-risk duties from police service officers to free up officer time. Do you approve of this program? Is that strongly or moderately?

- (1) Highly approve
- (2) Somewhat approve
- (3) Neutral
- (4) Somewhat disapprove
- (5) Highly disapprove
- (6) Don't know

#### D. CITIZENS WHO HAVE CONTACTED POLICE

D1. Excluding traffic related matters, during the last year did **you** contact the Winnipeg Police Service for any reason?

**ONLY INCLUDE INCIDENTS WHERE THE RESPONDENT CONTACTED THE POLICE SERVICE. 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 E1)
- (3) Refused to answer (skip to question E1)

D2.1. Thinking of your most recent contact, how did you contact the police? (**read choices**)

- (1) Called 911
- (2) Called the dispatch center (986-6222)
- (3) Called a District Police Station or Service Center
- (4) Went in person to a District Police Station or Service Center
- (5) Through personal contact/on street/informal/special events
- (6) By fax/email
- (7) Through the internet via the Citizen Online Reporting Program (skip to question E1)
- (8) Other
- (9) Refused/Not stated

D2.2. Why did you contact the police?

- (1) To report a crime or incident (skip to question D3)
- (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)

D2.3. 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 question D2.3 to question E1 \*\*

D3. 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 \_\_\_\_\_

D4. 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

D5.1. Were you satisfied with the way the police operator handled your call?

- (1) Yes (skip to question D6.1)
- (2) No (continue)

(8) Not applicable (skip to question D6.1)

D5.2. Why not?

- (1) They did not seem interested in my call
- (2) They were unprofessional
- (3) It was too time consuming
- (4) Don't know
- (5) Other \_\_\_\_\_

D6.1. 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 D6.3)
  - (4) Handled immediately by phone (skip to question D10).
  - (5) Was called back by the WPS and the issue was handled over the phone (skip to question D10)
  - (6) Advised you to attend to a Service Center (skip to question D10).
  - (7) Other (specify) \_\_\_\_\_ (skip to question D10)
- (8) Not applicable (skip to question D10)

D6.2. 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) Never showed up
- (9) Don't know
- (10) Not applicable

D6.3. 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

D7. As far as you are aware did the police investigate the matter you had reported?

- (1) Yes (continue)
- (2) No (skip to question D10)
- (3) Don't Know (skip to question D10)
- (4) No opinion (skip to question D10)
- (5) Not applicable (skip to question D10)

D8. How would you describe the initial investigation: Would you say:

- |   |         |        |        |
|---|---------|--------|--------|
| D8.1) that the police talked with you and asked questions.....    | (Yes) 1 | (No) 2 | (NA) 9 |
| D8.2) that the police checked the area for suspects or evidence.. | (Yes) 1 | (No) 2 | (NA) 9 |
| D8.3) that the police seized evidence                             | (Yes) 1 | (No) 2 | (NA) 9 |
| D8.4) that the police interviewed witnesses....                   | (Yes) 1 | (No) 2 | (NA) 9 |

D9. Did you consider this initial investigation to be:

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

D10. 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

D11.1. Did police provide you with information about the progress or outcome of the investigation at a later time?

- (1) Yes (skip to question D11.3)
- (2) No (continue)
- (3) Refused (skip to question D12)
- (4) Not applicable (skip to question D12)

D11.2. Was that:

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

**\*\*All respondents answering question D11.2 skip to question D12 \*\***

D11.3. Was the information provided:

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

D12. 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

D13. 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

D14. 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

### E. CITIZENS CONTACTED BY POLICE

E1. 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 question F1)
- (3) Refused (skip to question F1)

E2. Could you briefly describe the incident?

- (1) Contacted as a witness
- (2) As a part of an investigation
- (3) Contacted by victim services
- (4) Looking for a Charitable Contribution
- (9) Other \_\_\_\_\_

E3. 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

E4.1. 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 question F1)
- (2) Average (skip to question F1)
- (3) Poor (continue)
- (4) No opinion (skip to question F1)
- (5) Not applicable (skip to question F1)

E4.2. Why do you say that? \_\_\_\_\_

## F. CRIME PREVENTION

F1. 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) Neighbourhood watch program
- (3) Crime Stoppers
- (4) School Safety Program
- (5) Take Action
- (6) Citizens on patrol
- (7) Citizens for Crime Awareness (CFCA)
- (8) EWatch
- (9) Other (specify) \_\_\_\_\_
- (10) No

F2. Have you heard about the following programs? (ask each, if not mentioned in F1)

- |  |         |        |
|--|---------|--------|
| F2.1 Block Parents                     | (1) Yes | (2) No |
| F2.2 Neighbourhood Watch Program       | (1) Yes | (2) No |
| F2.3 Crimestoppers                     | (1) Yes | (2) No |
| F2.4 School safety program             | (1) Yes | (2) No |
| F2.5 Take Action                       | (1) Yes | (2) No |
| F2.7 Citizens on Patrol Program        | (1) Yes | (2) No |
| F2.8 Citizens for Crime Awareness CFCA | (1) Yes | (2) No |
| F2.9 EWatch Program                    | (1) Yes | (2) No |

F3. Do you or anyone in your household participate in any of the following programs? (ask if they said "yes" in F1 or F2)

- |  |         |        |
|--|---------|--------|
| F3.1 Block Parents                     | (1) Yes | (2) No |
| F3.2 Neighbourhood Watch Program       | (1) Yes | (2) No |
| F3.3 Crimestoppers                     | (1) Yes | (2) No |
| F3.4 School safety program             | (1) Yes | (2) No |
| F3.5 Take Action                       | (1) Yes | (2) No |
| F3.6 Counter Action                    | (1) Yes | (2) No |
| F3.7 Citizens on Patrol Program        | (1) Yes | (2) No |
| F3.8 Citizens for Crime Awareness CFCA | (1) Yes | (2) No |
| F3.9 EWatch Program                    | (1) Yes | (2) No |

F4. Have you received any information concerning crime prevention in the last year?

- (1) Yes
- (2) No (skip to question G1)
- (9) don't know (skip to question G1)

F5. 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

F6. In your opinion, who is primarily responsible for your personal safety and security?

- a. The Government of Canada
- b. The Government of Manitoba
- c. The City of Winnipeg
- d. The Winnipeg Police Service
- e. Yourself

## G. COMPLAINTS

G1. Have you had any occasion to complain about the conduct of a Winnipeg Police officer in the past year?

- (1) Yes (continue)
- (2) No (Skip to question H1)

G2.1. Did you proceed to make a complaint to the Police Service?

- (1) Yes (skip to question G3)
- (2) No (continue)
- (3) Refused (skip to question G3)

G2.2. Why not? \_\_\_\_\_

\*\* skip all respondents who answered question g2.2 to question H1 \*\*

G3. Did you complain ...?

- (1) By letter
- (2) By telephone
- (3) In person
- (4) To the officer at the time
- (5) Other (specify)
- (6) Could not say
- (7) Refused to answer

G4. Did the Service contact you about your complaint at a later time?

- (1) Yes (continue)
- (2) No (skip to question G7)

G5. How did the Police Service contact you?

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

G6.1. Were you satisfied with how the complaint was handled?

- (1) Very satisfied (skip to question G7)
- (2) Satisfied (skip to question G7)
- (3) Neither satisfied nor dissatisfied (skip question G7)
- (4) Dissatisfied (continue)
- (5) Very dissatisfied (continue)
- (6) No opinion (skip to question G7)

G6.2. Why not? \_\_\_\_\_

G7. Did you file a formal complaint in writing to the Law Enforcement Review Agency (LERA)?

- (1) Yes
- (2) No

G8. Have you had concerns about any (other) aspect of the Winnipeg Police Service?

- (1) Yes (continue)
- (2) No (skip to question H1)

G10. What was the nature of your complaint? \_\_\_\_\_

## H. TRAFFIC ISSUES

H1. The Winnipeg Police Service has placed mobile photo-radar cameras to detect and fine the owners of speeding vehicles at school and construction locations throughout the city. 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

H2. The Winnipeg Police Service has installed red light cameras at certain intersections to detect and fine the owners of vehicles that run red lights. 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

H2.1 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 but which have had frequent collisions or traffic events? Is that strongly or moderately?

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

H3. Would you personally approve or disapprove of the installation of photo radar cameras in other selected areas at the discretion of the Police Service – regardless of school and construction zones? Is that strongly or moderately?

- (5) Strongly approve
- (6) Moderately approve
- (7) Moderately disapprove
- (8) Strongly disapprove

(9) No opinion

H4. Has anyone in your household received a ticket due to an offense detected by a red light or photo radar camera?

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

H5.1. During the last year were you involved in a traffic collision that required police presence?

- (1) Yes
- (2) No (skip to question H6.1)

H5.2. Did the responding Police officer take your report at the scene?

- (1) Yes
- (2) No

H5.3. 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

H6.1. During the last year were you stopped by a Winnipeg Police Officer for a traffic violation?

- (1) Yes
- (2) No (skip to question H7.1)

H6.2. Would you say the police were:

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

H7.1. 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 H8)

H7.2. 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 question H8)
- (2) Average (skip to question H8)
- (3) Poor (continue)
- (4) No opinion (skip to question H8)

H7.3. Why do you say that? \_\_\_\_\_

H8. 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 question I1)
- (3) Same (skip to question I1)
- (4) No opinion (skip to question I1)

H9. In your opinion, are there any particular traffic offenses that the police should concentrate on?  
\_\_\_\_\_

**I. GENERAL POLICING ISSUES / SATISFACTION ISSUES**

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

- (1) Yes
- (2) No

12. 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

13. Do you have a friend or relative who is a police officer?

- (1) Yes
- (2) No
- (9) Refused

14. Please rate the importance of the following police activities on a scale from 1 to 5 in which 1 is not very important and 5 is extremely important.

	Importance scale	extremely	highly	important	somewhat	Not very	dk
		5	4	3	2	1	9
I4.1	Being visible on patrol						
I4.2	Criminal Investigations						
I4.3	Traffic enforcement						
I4.4	Crime prevention						
I4.5	Cracking down on gangs						
I4.6	Cracking down on drug dealers						
I4.7	Responding promptly to calls						
14.8	Cracking down on street people like panhandlers and graffiti artists.						
I4.9	Keeping peace and order on the streets						

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

		GOOD	AVERAGE	POOR	NO OPINION
15.1.	enforcing the laws.....	(1)	(2)	(3)	(4)
15.2.	promptly responding to calls....	(1)	(2)	(3)	(4)
15.3.	being approachable and easy to talk to	(1)	(2)	(3)	(4)
		(2)	(3)	(4)	
15.4.	supplying information to the public on ways to reduce crime...	(1)	(2)	(3)	(4)

16. In general, what is your feeling about the professionalism of the Winnipeg Police Service? Do you feel the level of professionalism is ...?

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

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

- (7) Excellent
- (8) Good
- (9) Average
- (10) Poor
- (11) Very poor
- (12) No opinion

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

\_\_\_\_\_

## J. DEMOGRAPHIC INFORMATION

J1. About how long have you lived in your neighbourhood?

1. One year or less
2. 2-5 years
3. 6-10 years
4. 11-25 years
5. More than 25 years
6. Don't know

J2. And how long have you lived in The City of Winnipeg?

1. One year or less
2. 2-5 years
3. 6-10 years
4. 11-25 years
5. More than 25 years
6. Don't know

J3. 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

J4. 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) \$100,001 - \$250,000
- (6) \$ more than \$250,000
- (9) Refused

J5. 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

J6. RECORD RESPONDENT'S SEX – DO NOT ASK

- (1) Male
- (2) Female

**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**