



**THE CITY OF WINNIPEG**

# **BID OPPORTUNITY**

**BID OPPORTUNITY NO. 452-2015**

**WINNIPEG POLICE SERVICE PUBLIC OPINION TELEPHONE SURVEY**

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## **PART B - BIDDING PROCEDURES**

### **B1. CONTRACT TITLE**

B1.1 WINNIPEG POLICE SERVICE PUBLIC OPINION TELEPHONE SURVEY

### **B2. SUBMISSION DEADLINE**

B2.1 The Submission Deadline is 4:00 p.m. Winnipeg time, June 23, 2015.

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

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

### **B3. ENQUIRIES**

B3.1 All enquiries shall be directed to the Contract Administrator identified in D4.

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. CONFIDENTIALITY**

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. The use and disclosure of the confidential information shall not apply to information which:

- (a) was known to the Bidder before receipt hereof; or
- (b) becomes publicly known other than through the Bidder; or
- (c) is disclosed pursuant to the requirements of a governmental authority or judicial order.

B4.2 The Bidder shall not make any statement of fact or opinion regarding any aspect of the Bid Opportunity to the media or any member of the public without the prior written authorization 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/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.
- 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/her 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, to the Bidder who requested approval of the substitute.
- B6.6.1 The Contract Administrator will issue an Addendum, disclosing the approved materials, equipment, methods and products to all potential Bidders. The Bidder requesting and obtaining the approval of a substitute shall be responsible for disseminating information regarding the approval to any person or persons he/she 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/her 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 B15.
- 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 B15.1(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 B15.1(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/her own name, his/her 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/her 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/her 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/her 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 the lump sum price in Canadian funds for the Work on Form B: Prices.

B9.1.1 Notwithstanding C11.1.3, the price on Form B: Prices shall not include the Goods and Services Tax (GST) or Manitoba Retail Sales Tax (MRST, also known as PST), which shall be extra where applicable.

B9.2 Payments to Non-Resident Contractors are subject to Non-Resident Withholding Tax pursuant to the Income Tax Act (Canada).

## **B10. DISCLOSURE**

B10.1 Various Persons provided information or services with respect to this Work. In the City's opinion, this relationship or association does not create a conflict of interest because of this full disclosure. Where applicable, additional material available as a result of contact with these Persons is listed below.

B10.2 The Persons are:

- (a) N/A

## **B11. QUALIFICATION**

B11.1 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.

B11.2 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>

B11.3 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);

B11.4 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.

B11.5 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.

## **B12. OPENING OF BIDS AND RELEASE OF INFORMATION**

B12.1 Bid Submissions will not be opened publicly.

B12.2 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/>

B12.3 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/>

B12.4 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.

## **B13. IRREVOCABLE BID**

B13.1 The Bid(s) submitted by the Bidder shall be irrevocable for the time period specified in Paragraph 9 of Form A: Bid.

B13.2 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.

#### **B14. WITHDRAWAL OF BIDS**

B14.1 A Bidder may withdraw his/her Bid without penalty by giving written notice to the Manager of Materials at any time prior to the Submission Deadline.

B14.1.1 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.

B14.1.2 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.

B14.1.3 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 B14.1.3(b), declare the Bid withdrawn.

B14.2 A Bidder who withdraws his/her Bid after the Submission Deadline but before his/her Bid has been released or has lapsed as provided for in B13.2 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.

#### **B15. EVALUATION OF BIDS**

B15.1 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 B11 (pass/fail);
- (c) Total Bid Price;
- (d) economic analysis of any approved alternative pursuant to B6;

B15.2 Further to B15.1(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.

B15.3 Further to B15.1(b), the Award Authority shall reject any Bid submitted by a Bidder who does not demonstrate, in his/her Bid or in other information required to be submitted, that he/she is responsible and qualified.

B15.4 Further to B15.1(c), the Total Bid Price shall be the lump sum price shown on Form B: Prices.

#### **B16. AWARD OF CONTRACT**

B16.1 The City will give notice of the award of the Contract or will give notice that no award will be made.

- B16.2 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.
- B16.2.1 Without limiting the generality of B16.2, 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.
- B16.3 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 B15 .
- B16.3.1 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.
- B16.4 Notwithstanding C4.1, the City may issue a Purchase Order to the successful Bidder in lieu of the execution of a Contract.
- B16.5 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 providing a telephone survey of Winnipeg Police Services with City of Winnipeg residents.

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

- (a) Administer a pre-test of 40 completed surveys;
- (b) Contract Administrator to review sample survey results, and the Contract Administrator may adjust survey questions if necessary;
- (c) Administer the balance of the Survey;
- (d) Compile and format survey results in SPSS (Statistics Package for the Social Sciences) format. Results shall be sent in electronic form to the Contract Administrator within 5 Business Days of completing the survey.

#### **D3. DEFINITIONS**

D3.1 When used in this Bid Opportunity:

- (a) "FSA" means Forward Sortation Area as defined by Canada Post.

#### **D4. CONTRACT ADMINISTRATOR**

D4.1 The Contract Administrator is:

Jeff Wyman  
Research Analyst  
Organizational Development & Support, Division 32  
Winnipeg Police Service  
Winnipeg, MB  
  
Telephone No. 204- 986-7256  
Email: jwyman@winnipeg.ca

D4.2 Before commencement of Work, the Contract Administrator will identify any additional personnel representing the Contract Administrator and their respective roles and responsibilities for the Work.

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. CONTRACTOR'S SUPERVISOR**

D5.1 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/her employ.

D5.2 Before commencement of Work, the Contractor shall identify his/her designated supervisor and any additional personnel representing the Contractor and their respective roles and responsibilities for the Work.

D5.2.1 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.

## **D6. OWNERSHIP OF INFORMATION, CONFIDENTIALITY AND NON DISCLOSURE**

D6.1 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.

D6.2 The Contractor shall not make any public announcements or press releases regarding the Contract, without the prior written authorization of the Contract Administrator.

D6.3 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.

D6.4 A Contractor who violates any provision of D6 may be determined to be in breach of Contract.

## **D7. NOTICES**

D7.1 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**

### **D8. AUTHORITY TO CARRY ON BUSINESS**

D8.1 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**

### **D9. COMMENCEMENT**

D9.1 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.

D9.2 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 D8;

- (b) the Contractor has attended a meeting with the Contract Administrator, or the Contract Administrator has waived the requirement for a meeting.

## **MEASUREMENT AND PAYMENT**

### **D10. INVOICES**

- D10.1 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)

- D10.2 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.

- D10.3 The City will bear no responsibility for delays in approval of invoices which are improperly submitted.

### **D10.4 Bids Submissions must be submitted to the address in B7.7.**

### **D11. PAYMENT**

- D11.1 Further to C11, the City may at its option pay the Contractor by direct deposit to the Contractor's banking institution.

### **D12. PAYMENT SCHEDULE**

- D12.1 Further to C11, payment shall be in Canadian funds net thirty (30) Calendar Days after receipt and approval of the Contractor's invoice.

## **WARRANTY**

### **D13. WARRANTY**

- D13.1 Notwithstanding C12, Warranty does not apply to this Contract.

## 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 telephone opinion survey in accordance with the requirements hereinafter specified.
- E2.2 The Contractor shall administer the survey using a local telephone number that will appear on a prospective respondent's call display.
- E2.3 The Contractor shall survey a random sample of Winnipeg residents, by telephone, using the attached survey questionnaire.
- E2.4 The Contractor shall conduct the survey using a Computer Assisted Telephone Interviewing (CATI) or comparable system.
- E2.5 The ratio of males to females shall be equal to 52 females for every 48 males.
- E2.6 Respondents shall be citizens of Winnipeg, age 18 years and older.
- E2.7 Respondents shall be proportional to: 18-34 years = 30%, 35-54 years = 38%, 55 years or older = 32%.
- E2.8 For the purposes of this survey, respondents should not reside in any postal code area other than (City of Winnipeg codes).
- E2.8.1 The percentage of respondents by postal code should correspond as follows:
- | <u>Percent of Total Respondents</u> | <u>Postal Code Grouping</u>                                     |
|-------------------------------------|-----------------------------------------------------------------|
| 11%                                 | R3A, R3B, R3C, R3G & R3E                                        |
| 32%                                 | R2Y, R3K, R3J, R3H, R3M, R3L, R3N, R3P, R3R, R3S, R3T, R3Y, R3V |
| 21%                                 | R2R, R2P, R2V, R2X, R2W                                         |
| 36%                                 | R2N, R3X, R2M, R2J, R2H, R2L, R2K, R3W, R2C, R2G, R2E           |
- E2.9 Work shall commence within forty-five (45) Calendar Days from Award of Contract as follows:  
(a) Work shall take place during 4 consecutive days.
- E2.10 The Contractor shall complete the portion of the Work identified in D2.2(a) and deliver the preliminary results as outlined in D2.2(b) to the Contract Administrator not later than 15:00 pm the day after the pre-test.
- E2.11 The Contract Administrator will confirm with the Contractor if any changes to the survey questions will be made or whether to the Survey can proceed without changes to the questions within twenty-four (24) hours.
- E2.12 The Contractor shall provide the Contract Administrator with a computer file containing the final data in Statistical package for the Social Sciences (SPSS) format.

- E2.13 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.
- E2.14 The Contractor shall provide the contract administrator with a computer file containing the final data in Statistical package for the Social Sciences (SPSS) format.

### E3. SAMPLE QUESTIONNAIRE

RECORD # \_ \_ \_

INTERVIEWER: \_ \_ \_

PHONE: \_ \_ \_ - \_ \_ \_ - \_ \_ \_

GENDER: Male.....1 Female..... 2

Hello, my name is \_\_\_\_\_ and I'm calling on behalf of the City of Winnipeg. Your telephone number has been randomly selected and to make sure we talk to a variety of people, I need to speak to a person in your home, 18 years of age or older. Would that be you?

Yes → Continue.....1

Respondent coming to the Phone.....2 =>**INTRODUCTION**

No – Person not Available → Set Callback.....3

No Response → TERMINATE.....9 =>**TERMINATE**

Today we are talking to residents about their opinion regarding the Winnipeg Police Service. The survey will take approximately 20 minutes to complete. I can assure you that your replies are kept in the strictest confidence.

First of all, I would like to ask you a few questions about your neighbourhood in general. May I please have the first 3 digits of your postal code:

**(ENSURE IT IS A LETTER, NUMBER, LETTER)** R \_ \_ \_

Part A is about 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 A4)**
- (3) Remained the same **(SKIP TO A4)**
- (9) No opinion **(SKIP TO A4)**

A4.2 Do you have any particular crime or crimes in mind? **(ENTER VERBATIM WHAT RESPONDER SAYS. DO NOT PROMPT.)** \_\_\_\_\_

A5 I am now going to read you a few statements about the seriousness of various problems. Please respond as they pertain to your neighbourhood. On a scale from 1 to 5 in which 1 is not very serious, 2 is somewhat serious, 3 is serious, 4 is very serious, and 5 is extremely serious **(REPEAT SCALE IF NECESSARY)**.

		Not very serious	Somewhat serious	Serious	Very Serious	Extremely Serious
A5.1	Break and enter to homes?	1	2	3	4	5
A5.2	Vandalism, graffiti or other deliberate damage to property or vehicles?	1	2	3	4	5
A5.3	Traffic violations?	1	2	3	4	5
A5.4	Assaults?	1	2	3	4	5
A5.5	Gang violence?	1	2	3	4	5
A5.6	People using or dealing drugs?	1	2	3	4	5
A5.7	Noisy neighbours or loud parties?	1	2	3	4	5
A5.8	Prostitution?	1	2	3	4	5
A5.9	People being drunk or rowdy in public places?	1	2	3	4	5
A5.10	Robbery?	1	2	3	4	5
A5.11	Police harassment?	1	2	3	4	5
A5.12	Theft from cars?	1	2	3	4	5
A5.13	People hanging around on the streets?	1	2	3	4	5
A5.14	People being harassed because of their skin colour, ethnic origin or religion?	1	2	3	4	5

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 unsafe
- (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 How about downtown? How safe do you feel or would you feel walking downtown alone during the day?
- (1) Very safe
  - (2) Reasonably safe
  - (3) Somewhat unsafe
  - (4) Very unsafe
  - (9) No opinion
- A10 How about downtown after dark? Would you feel:
- (1) Very safe
  - (2) Reasonably safe
  - (3) Somewhat unsafe
  - (4) Very unsafe
  - (9) No opinion
- A11.1 While waiting for or using public transportation alone after dark do you feel...
- (1) Very worried
  - (2) Somewhat worried
  - (3) Not at all worried about your safety from crime
  - (4) Never use public transit after dark
  - (9) No opinion
- A11.2 If you felt safer from crime, would you use public transportation alone after dark more often?
- (1) Yes
  - (2) No
  - (9) Don't know, refused to answer
- A12.1 During the last year were you the victim of a crime that you did not report?
- (1) Yes
  - (2) No **(SKIP TO QUESTION B1)**
  - (9) Refused to answer **(SKIP TO QUESTION B1)**
- A12.2 Was this a personal or property related event?
- (1) Personal
  - (2) Property
  - (9) Refused to answer
- A12.3 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) \_\_\_\_\_
  - (9) Don't Know

Part B is about Communications

- B1 Have you heard of the police Citizen Online Reporting option that 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)**
  - (9) Refused to answer **(SKIP TO QUESTION B7)**
- B2 Have you accessed the Citizen Online Reporting option?
- (1) Yes
  - (2) No **(SKIP TO QUESTION B7)**
  - (9) Refused to answer **(SKIP TO QUESTION B7)**
- B3 Were you satisfied with your experience of reporting to the police in this manner?
- (1) Very satisfied
  - (2) Somewhat satisfied
  - (3) Neutral
  - (4) Not very satisfied
  - (5) Not at all satisfied
  - (9) Don't know
- B4 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
- B5 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? **[READ LIST]**
- (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
  - (9) None

Part C is about Citizens Who Have Contacted Police

C1 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 D1)**
- (9) Refused to answer **(SKIP TO QUESTION D1)**

C2.1 Thinking of your most recent contact, how did you contact the police? **(ALLOW RESPONSE, THEN PROBE WITH CHOICES IF NECESSARY)**

- (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/sent a letter
- (7) Through the internet via the Citizen Online Reporting Program **(SKIP TO QUESTION D1).**
- (8) Other
- (9) Refused/Not stated

C2.2 Why did you contact the police?

- (1) To report a crime or incident **(SKIP TO QUESTION C3)**
- (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)**
- (6) Other general enquiries **(CONTINUE)**

C2.3 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
- (9) No opinion

**\*\* SKIP ALL RESPONDENTS WHO ANSWERED QUESTION C2.3 TO QUESTION D1 \*\***

C3 Could you briefly describe the incident and/or the offences committed? **(DO NOT READ)**

- (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
- (20) Refused to answer **(SKIP TO D1)**
- (99) Other \_\_\_\_\_

- C3.1 Were you a **(READ FROM LIST)** of/to this incident
- (1) Victim **(SKIP TO C.4)**
  - (2) Witness **(SKIP TO C.4)**
  - (3) Observer **(CONTINUE)**
  - (0) Other **(DO NOT READ/PLEASE SPECIFY) (CONTINUE TO C.3.2)**
  - (9) Don't Know/Not stated **(CONTINUE TO C.3.2)**

- C3.2 Did you expect some sort of follow-up from the police as a result of your report?
- (1) Yes **(CONTINUE TO C.4)**
  - (2) No **(SKIP TO D1)**
  - (9) Don't Know/Not Stated **(SKIP TO D1)**

- C4 Where did the crime/incident occur? **(READ IF NECESSARY)**
- (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

- C5.1 Were you satisfied with the way the police operator handled your call?
- (1) Yes **(SKIP TO QUESTION C6)**
  - (2) No **(CONTINUE)**
  - (9) Not applicable **(SKIP TO QUESTION C6)**

- C5.2 Why not?
- (1) They did not seem interested in my call
  - (2) They were unprofessional
  - (3) I was on hold for too long/too long to pick up
  - (4) It was too time consuming overall
  - (5) Don't know
  - (6) Other \_\_\_\_\_

- C6.1 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 C6.3)**
  - (4) Handled immediately by phone **(SKIP TO QUESTION C10)**
  - (5) Was called back by the WPS and the issue was handled over the phone **(SKIP TO QUESTION C10)**

- (6) Advised you to attend to a police station **(SKIP TO QUESTION C10)**
- (7) Other (specify) \_\_\_\_\_ **(SKIP TO QUESTION C10)**
- (8) Not applicable **(SKIP TO QUESTION C10)**

C6.2 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

C6.3 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

C7 As far as you are aware did the police investigate the matter you had reported?

- (1) Yes **(CONTINUE)**
- (2) No **(SKIP TO QUESTION C10)**
- (3) Don't Know **(SKIP TO QUESTION C10)**
- (4) No opinion **(SKIP TO QUESTION C10)**
- (5) Not applicable **(SKIP TO QUESTION C10)**

C8 How would you describe the initial investigation: Would you say:

	Yes	No	N/A
C8.1 That the police talked with you and asked questions	1	2	9
C8.2 That the police checked the area for suspects or evidence	1	2	9
C8.3 That the police seized evidence	1	2	9
C8.4 That the police interviewed witnesses	1	2	9

C9 Did you consider this initial investigation to be:

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

C10 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
- (9) No opinion
- (5) Not applicable

C11.1 Did police provide you with information about the progress or outcome of the investigation at a later time?

- (1) Yes **(SKIP TO QUESTION C11.3)**
- (2) No **(CONTINUE)**
- (3) Refused **(SKIP TO QUESTION C12)**
- (4) Not applicable **(SKIP TO QUESTION C12)**

C11.2 Was that:

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

**\*\*ALL RESPONDENTS ANSWERING QUESTION C11.2 SKIP TO QUESTION C12 \*\***

C11.3 Was the information provided:

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

C12. 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

C13. Did anyone in the Police Service ever make you aware if anyone was arrested or charged as a result of the incident?

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

C14. 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

Part D is about Citizens Who Have Been Contacted by Police

D1 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 E1)**
- (3) Refused **(SKIP TO QUESTION E1)**

D2 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 \_\_\_\_\_

- D3 How did you feel after speaking with police about this incident.
- (1) Completely satisfied/happy/no problems (**POSITIVE COMMENT**)
  - (2) All right/no big deal (**SOMEWHAT POSITIVE COMMENT**)
  - (3) Somewhat unhappy/unsatisfied (**SOMEWHAT NEGATIVE COMMENT**)
  - (4) Unhappy/upset/embarrassed (**NEGATIVE COMMENT**)
  - (5) Not relevant to my situation
  - (7) Refused
  - (8) Not applicable

- D4.1 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**)

D4.2 Why do you say that? \_\_\_\_\_

Part E is about Crime Prevention

E1 The Police Service has been involved with and supports a number of initiatives offering crime prevention help to Winnipeg residents. Have you heard about the following programs or activities? (ask each)

		Yes	No
E1.1	Crimestoppers	1	2
E1.2	School safety program (child crossing guards at schools)	1	2
E1.3	Crime awareness presentations by WPS personnel	1	2
E1.4	“Checking in” in association with Hockey Winnipeg	1	2
E1.5	Citizens on Patrol Program	1	2
E1.6	EWatch Program	1	2
E1.7	Crimestat	1	2

E2 Do you or anyone in your household participate in or access any of the following programs or options? (**ASK IF THEY SAID “YES” TO ANY OF THE PROGRAMS IN E1**)

		Yes	No
E1.1	Crimestoppers	1	2
E1.2	School safety program (child crossing guards at schools)	1	2
E1.3	Crime awareness presentations by WPS personnel	1	2
E1.4	“Checking in” in association with Hockey Winnipeg	1	2
E1.5	Citizens on Patrol Program	1	2
E1.6	EWatch Program	1	2
E1.7	Crimestat	1	2

Part F is about Complaints

F1.0 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 G1)**

F2.1 Did you proceed to make a complaint to the Police Service?

- (1) Yes **(SKIP TO QUESTION F3)**
- (2) No **(CONTINUE)**
- (3) Refused **(SKIP TO QUESTION F3)**

F2.2 Why not? \_\_\_\_\_

**\*\* SKIP ALL RESPONDENTS WHO ANSWERED QUESTION F2.2 TO QUESTION G1 \*\***

F3 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
- (9) Refused to answer

F4.1 Did the Service contact you about your complaint at a later time?

- (1) Yes **(CONTINUE)**
- (2) No **(SKIP TO QUESTION F5)**

F4.2 How did the Police Service contact you?

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

F4.3 Were you satisfied with how the complaint was handled?

- (1) Very satisfied **(SKIP TO QUESTION F7)**
- (2) Satisfied **(SKIP TO QUESTION F7)**
- (3) Neither satisfied nor dissatisfied **(SKIP QUESTION F7)**
- (4) Dissatisfied **(CONTINUE)**
- (5) Very dissatisfied **(CONTINUE)**
- (6) No opinion **(SKIP TO QUESTION F7)**

F4.4 Why were you not satisfied? \_\_\_\_\_

F5 Did you file a formal complaint in writing to the Law Enforcement Review Agency (LERA)?

- (1) Yes
- (2) No

F6 Have you had concerns about any (other) aspect of the Winnipeg Police Service?

- (1) Yes **(CONTINUE)**
- (2) No **(SKIP TO SECTION G)**

F7 What was the nature of your concern? \_\_\_\_\_

Part G is about Traffic Issues

- G1 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
  - (9) No opinion
- G2 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
- G3 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
  - (9) Refused
- G4 In accordance with new provincial legislation, the City of Winnipeg has created new speed reduction zones near schools and the police have been fining drivers caught exceeding posted speeds during or near school hours. Do you personally approve or disapprove of using speed enforcement tools in these zones? Is that strongly or moderately?
- (1) Strongly approve
  - (2) Moderately approve
  - (3) Moderately disapprove
  - (4) Strongly disapprove
  - (9) No opinion
- G5 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
- G6 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

G7.1 During the last year were you involved in a traffic collision that required police presence?

- (1) Yes
- (2) No **(SKIP TO QUESTION G8.1)**

G7.2 Did the responding Police officer take your report at the scene?

- (1) Yes
- (2) No

G7.3 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
- (9) No opinion

G8.1 During the last year were you stopped by a Winnipeg Police Officer for a traffic violation?

- (1) Yes
- (2) No **(SKIP TO QUESTION G9)**

G8.2 Would you say the police were:

- (1) Very fair
- (2) Fair
- (3) Unfair
- (4) Very unfair
- (9) No opinion

G9.1 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 G10)**

G9.2 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 G10)**
- (2) Average **(SKIP TO QUESTION G10)**
- (3) Poor **(CONTINUE)**
- (9) No opinion **(SKIP TO QUESTION G10)**

G9.3 Why do you say that? \_\_\_\_\_

G10 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 SECTION H)**
- (3) Same **(SKIP TO SECTION H)**
- (9) No opinion **(SKIP TO SECTION H)**

G11 In your opinion, are there any particular traffic offenses that the police should concentrate on? \_\_\_\_\_

H. Part H is about General Policing Issues and Satisfaction Issues

H1 Do you know where the district police station is for your area?  
 (1) Yes  
 (2) No

H2 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  
 (9) No opinion

H3 Do you have a friend or relative who is a police officer?  
 (1) Yes  
 (2) No  
 (9) Refused

H4 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.

		Not Very Important	Somewhat Important	Important	Highly Important	Extremely Important	D/K
H4.1	Being visible on patrol	1	2	3	4	5	9
H4.2	Conducting criminal investigations	1	2	3	4	5	9
H4.3	Traffic enforcement	1	2	3	4	5	9
H4.4	Crime prevention	1	2	3	4	5	9
H4.5	Concentrated effort on gang enforcement	1	2	3	4	5	9
H4.6	Concentrated effort on drug dealers	1	2	3	4	5	9
H4.7	Responding promptly to calls	1	2	3	4	5	9
H4.8	Concentrated effort on intoxicated persons, panhandlers and graffiti artists	1	2	3	4	5	9
H4.9	Keeping peace and order on the streets	1	2	3	4	5	9

H5 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
H5.1	Enforcing the laws	1	2	3	9
H5.2	Promptly responding to calls	1	2	3	9
H5.3	Being approachable to the public on ways to reduce crime	1	2	3	9
H5.4	Supplying information to the public on ways to reduce crime	1	2	3	9
H5.5	Ensuring the safety of citizens in your area	1	2	3	9
H5.6	Treating people fairly	1	2	3	9

- H6 In general, what is your feeling about the professionalism of the Winnipeg Police Service? Do you feel the level of professionalism is? **(READ ANSWERS)**
- (1) Excellent
  - (2) Good
  - (3) Average
  - (4) Poor
  - (5) Very poor
  - (9) No opinion
- H7 In general, what is your feeling about the level of courtesy offered by members of the Winnipeg Police Service? Do you feel the level of courtesy is? **(READ ANSWERS)**
- (1) Excellent
  - (2) Good
  - (3) Average
  - (4) Poor
  - (5) Very poor
  - (9) No opinion
- H8 Do you feel the Winnipeg Police Service is trustworthy?
- (1) Absolutely
  - (2) Usually
  - (3) Sometimes
  - (3) Not really
  - (4) Not at all
  - (9) No opinion
- H9 How much confidence do you have in the police?
- (1) A great deal of confidence
  - (2) Some confidence
  - (3) Not very much confidence
  - (4) No confidence at all
  - (9) No opinion
- H10 In general, what is your feeling about the overall quality of police service in Winnipeg? Do you feel the quality of police service is? **(READ ANSWERS)**
- (1) Excellent
  - (2) Good
  - (3) Average
  - (4) Poor
  - (5) Very poor
  - (9) No opinion
- H11 What improvements would you like to see made in regards to policing in your community? \_\_\_\_\_

Part J is about 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
- (9) 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
- (9) 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.