



Royal Canadian Mounted Police
Gendarmerie royale du Canada

2022-23 Canadians' Views of RCMP Policing Services

Final Report

Prepared for the Royal Canadian Mounted Police (RCMP)

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This report summarizes results from a survey of 3,227 Canadians.

Cette publication est aussi disponible en français sous le titre : Sondage d'opinion auprès des Canadiens sur les services de police de la GRC.

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TABLE OF CONTENTS

Executive Summary	5
1. Background and Methodology	11
1.1 Background and Objectives	11
1.2 Methodology.....	11
2. Attitudes toward the RCMP.....	17
2.1 Importance of RCMP’s contribution to public safety	17
2.2 Satisfaction with RCMP’s contribution to public safety	19
2.3 Impact on sense of safety	20
2.4 Core values of the RCMP	21
2.5 Views of the RCMP (general)	25
2.6 Views of the RCMP (sensitivity)	29
2.7 Views of the RCMP (responsiveness).....	33
2.8 Impact of the RCMP	36
2.9 Views on RCMP’s international activities	45
2.10 Views on Canada’s Firearm Program	46
2.11 Main source of information	47
3. Contact with the RCMP	48
3.1 Incidence of contact with the RCMP	48
3.2 Origin of contact with the RCMP	50
3.3 Views on contact with RCMP	51
3.4 Satisfaction with contact with RCMP.....	56
English Questionnaire	59
French Questionnaire	72

EXECUTIVE SUMMARY

Background and Methodology

The RCMP has been conducting surveys of the Canadian public since 2003 to assess Canadians' opinions on quality of service, professionalism, sensitivity, community involvement, visibility, value of partnerships, and communication. Early editions of the survey were conducted by telephone. However, due to the challenges and costs associated with telephone surveys, and to reach a broader audience, in the 2017/18 fiscal year, the RCMP started to conduct the survey using an online/telephone methodology with the same representativeness used in the previous (telephone only) samples.

The current research, for the 2022/23 fiscal year, also used an online/telephone methodology. A total of 3,227 Canadians were surveyed. As in previous surveys, the sample was drawn from across Canada and was weighted more heavily toward areas policed by the RCMP. The sample was stratified to ensure roughly equal representation from five regions (North, British Columbia, Prairies, Central, and Atlantic). We surveyed roughly 500 residents in the North, and about 675 in each of the other four regions.

The current survey was conducted primarily online (using our probability based online panel, *Probit*); however, to help with tracking previous survey results (which were also conducted using a hybrid methodology), and to ensure we could collect information from the North (which has a very limited number of online panellists), we also conducted interviews by telephone. We completed 1,445 telephone interviews, and 1,782 cases were collected online. Results were weighted by region, gender, and age to ensure that the sample is representative of the Canadian population 18 years of age and older.

Survey Findings

Outlined below are key findings from this study. The remainder of this report describes survey results in more detail.

Attitudes to the RCMP

Survey findings reveal that Canadians place a great deal of importance on the RCMP's contribution to public safety. Eight in ten (86 per cent) assign a high degree of importance to the RCMP's role in keeping Canadians safe, and just ten per cent say the RCMP's efforts to ensure public safety are of little or no importance. Tracking suggests that the perceived importance of the RCMP's contribution to public safety is stable over the past year, but is down somewhat over the past several years.

Results further reveal that six in ten Canadians (62 per cent) are satisfied with how the RCMP fulfills its role in maintaining public safety, while one in four (24 per cent) are dissatisfied. Tracking reveals a five-point increase in satisfaction with the RCMP's contribution to public safety over the past year, back to 2021/22 levels, but down from previous years.

Results reveal generally positive impressions of the RCMP. Three in five (58 per cent) agree that RCMP personnel serve with excellence, while half say the RCMP is an organization with integrity (51 per cent). Half also believe that RCMP personnel are respectful (53 per cent), and compassionate (50 per cent), and just under half feel the organization is accountable (46 per cent). Tracking reveals a slight increase in the proportion of Canadians who believe that RCMP personnel treat people with respect (up four points), and demonstrate compassion (up three points) since 2021/22.

The RCMP receives mixed, but improving, marks on indicators related to sensitivity. Half of Canadians agree that the RCMP is an organization that is welcoming and inclusive of people from various backgrounds (54 per cent), and that the RCMP treats people with a disability fairly (50 per cent). Just under half agree that RCMP personnel reflect the cultural diversity in their community (47 per cent), and that the RCMP treats women fairly (46 per cent). Four in ten agree that the RCMP is sensitive to the needs of Canada's various cultures and groups (45 per cent), that the RCMP treats members of racialized groups fairly (41 per cent), and that the RCMP treats members of 2SLGBTQI+ communities fairly (40 per cent). One in three agree that the RCMP treats

Indigenous people fairly (35 per cent). Tracking reveals an increase in agreement over the past year across all of these issues.

Turning to views on responsiveness, findings reveal that over half of Canadians agree that the RCMP is quick to respond to calls for assistance (54 per cent), and this is up eight points since 2021/22. Four in ten agree that the RCMP rapidly adapts to new and emerging priorities (41 per cent - identical to last year).

Impact of the RCMP

Results reveal generally positive impressions of the impact of the RCMP on Canadians, although findings also suggest room for improvement in some areas, particularly Indigenous matters. Almost six in ten feel the RCMP effectively responds to national security threats (59 per cent), diminishes the threat of organized crime (57 per cent), provides an adequate response to border threats (54 per cent), and mitigates the impact of serious crime (54 per cent). Just over half believe the RCMP is contributing to traffic safety in their province or territory (52 per cent), reducing the production, sale and distribution of illegal drugs (51 per cent), and lessening the impact of economic crime (51 per cent). Half believe the RCMP is responding to cybercrime threats effectively (50 per cent), and just under half are satisfied with RCMP efforts to combat online fraud and scams (46 per cent), and address youth involvement in crime as offenders (43 per cent). Only about one in three are satisfied with the RCMP's efforts in fostering safer Indigenous communities (36 per cent), and advancing reconciliation with Canada's Indigenous peoples (35 per cent).

Tracking reveals an increase over the past year in the proportion of Canadians expressing positive views on the impact of the RCMP across several of these issues. For example, there has been a three-point increase in the proportion who feel the RCMP is effectively responding to threats to national security, and a seven-point increase among those who believe the RCMP is reducing the impact of economic crime. As with many other results, while RCMP approval levels are up since 2021/22, they are down from previous years.

Contact with RCMP¹

When asked to identify their main source of information about the RCMP, local/national media was mentioned most often (69 per cent), followed distantly by social media (9 per cent).

One in four Canadians (27 per cent) indicate they have had direct contact with the RCMP. Tracking suggests that contact with the RCMP has remained largely stable over the past several years.

Those who indicated they had contact with the RCMP in the past year were asked for their views on RCMP performance during this contact. Results are generally positive with more than eight in ten (82 per cent) agreeing that it was easy to get in touch with the RCMP, while similar proportions say RCMP personnel were courteous and respectful (81 per cent), demonstrated professionalism (80 per cent), and treated them fairly (80 per cent). Roughly seven in ten feel that RCMP personnel were knowledgeable and competent (73 per cent), delivered the service in a timely fashion (67 per cent), and expressed trust and confidence in the RCMP personnel with whom they interacted (67 per cent). Results are more mixed in terms of the RCMP going beyond minimum requirements in providing good service: 52 per cent feel the RCMP went beyond minimum service requirements, and 24 per cent disagree with this idea. Tracking reveals that these results have remained largely stable over the past few years, although there has been a decline in the proportion who feel it was easy to get in touch with the RCMP, and that the service was delivered in a timely fashion.

Those who indicated they had had contact with the RCMP in the past year were also asked to rate their overall satisfaction with the service they received from the RCMP. Seven in ten (67 per cent) expressed satisfaction, and only 20 per cent were dissatisfied.

¹ In order to remain consistent with past iterations of this survey, the figures reported in this section are unweighted.

Conclusions

Results reveal that the majority of Canadians are satisfied with the RCMP's contribution to public safety, and the organization scores reasonably well in terms of upholding many of its core principles (professionalism, integrity, accountability). Overall, attitudes towards the RCMP have improved somewhat over the past year, but are down from previous years.

Findings reveal mixed, but improving, views on issues related to sensitivity. Half of Canadians agree that the RCMP is an organization that is welcoming and inclusive of people from various backgrounds, and that the RCMP treats people with a disability fairly. Just under half agree that RCMP personnel reflect the cultural diversity in their community, and that the RCMP treats women fairly. Tracking reveals an increase in agreement across all of these issues since 2021/22. On a less positive note, only one in three agree that the RCMP treats Indigenous people fairly, and the RCMP receives consistently poor ratings from the 2SLGBTQI+ community on virtually every indicator.

Results also reveal that those who have had contact with the RCMP express high levels of satisfaction with the service received, with RCMP personnel scoring well across virtually all of the performance indicators examined, e.g. courteousness, fairness, professionalism.

1. Background and Methodology

1.1 BACKGROUND AND OBJECTIVES

The Strategic Policy and External Relations business line of the RCMP is responsible for the development and implementation of a comprehensive results-based management system that feeds into the internal performance tracking as well as the overall TBS government reporting system. In an evidence-based environment, the RCMP requires sound assessments from the Canadian public to gauge current performance and set targets for improved performance.

The RCMP has been conducting surveys of the Canadian public since 2003 to assess public opinions on quality of service, professionalism, sensitivity, community involvement, visibility, and communication.

Before 2017, this survey was conducted by telephone. However, due to the challenges and costs associated with telephone surveys, and to reach a broader audience, in the 2017/18 fiscal year, the RCMP started to conduct the survey using an online/telephone methodology with the same representativeness used in the previous (telephone only) samples.

1.2 METHODOLOGY

The current research also involved conducting an online/telephone survey. A total of 3,227 Canadians were surveyed from January 12 to February 9, 2023. As in previous surveys, the sample was drawn from across Canada and was weighted more heavily toward areas policed by the RCMP. The sample was stratified to ensure roughly equal representation from five regions (North, British Columbia, Prairies, Central, and Atlantic). We surveyed roughly 500 residents in the North, and about 675 in each of the other four regions.

The survey was conducted primarily online using our probability based online panel, *Probit*. However, to help with tracking previous survey results (which were conducted by telephone), and to ensure we could collect information from the North (which has a very limited number of online panellists), we also conducted interviews by

telephone. Below we provide more detail on the methodology associated with both online and telephone components of the research.

Probit Panel (Online Sample)

We used our probability-based online panel, *Probit*, for the online completions. *Probit* is an online research panel that has been designed by EKOS to provide statistically representative data. Our panel offers complete coverage of the Canadian population (Internet, phone, cell phone), random recruitment (participants are recruited randomly, they do not opt themselves into our panel), and equal probability sampling. All respondents to our panel are recruited by telephone using random digit dialling, and their demographic information is confirmed by live interviewers.

The distribution of the recruitment process for our panel mirrors the actual population in Canada (as defined by Statistics Canada). As such, our panel can be considered representative of the general public (survey results from our online panel support confidence intervals and margin of error estimates, which is unique in Canada). The overall panel size is roughly 100,000 Canadian households. Random stratified samples are drawn from the panel database for individual research assignments.

Telephone Sample

EKOS relies on Survey Sample for the sample requirements of our telephone surveys. The software uses the most up-to-date directories as they become available and is updated quarterly. It samples by Random Digit Dial (RDD) methodology and checks its samples against published phone lists to divide the sample into "Directory Listed" (DL) and "Directory Not Listed" (DNL) RDD components. The flexibility of this software allows one to sample within specific regions or cities. One can sample according to population representativeness or stipulate stratification parameters, as required. Once the sample is determined for a specific survey, the numbers are imported into our Computer Assisted Telephone Interview (CATI) system and quotas are set for individual characteristics.

We completed 1,445 telephone interviews, and 1,782 cases were collected online. Results were weighted by region, gender, and age to ensure that the sample is representative of the Canadian population 18 years of age and older. Outlined below is the sample breakdown and margin of error (MOE) across mode and province/territory (please note the margins of error are for overall totals).

Margin of Error by Mode				
Province/Territory	Sample size			Margin of error (+/-, 19 times out of 20)
	Online	Phone	Total	
Overall (phone and online)	n=1,782	n=1,445	n=3,227	1.7%
Telephone only	–	n=1,445	n=1,445	2.6%
Margin of Error by Province/Territory				
British Columbia	n=444	n=244	n=688	3.7%
Alberta	n=282	n=144	n=426	4.8%
Saskatchewan	n=91	n=52	n=143	8.2%
Manitoba	n=77	n=47	n=124	8.8%
Ontario	n=277	n=128	n=405	4.9%
Quebec	n=167	n=108	n=275	5.9%
New Brunswick	n=130	n=70	n=200	6.9%
Nova Scotia	n=197	n=92	n=289	5.8%
Prince Edward Island	n=38	n=25	n=63	12.4%
Newfoundland	n=79	n=53	n=132	8.6%
Yukon	0	n=224	n=224	6.6%
Northwest Territories	0	n=168	n=168	7.6%
Nunavut	0	n=90	n=90	10.4%

Response Rate

The telephone response rate for this survey was 6.9 per cent. The response rate is calculated by dividing the in-scope responding (1,821) by the total (functional) sample (26,449) – see table below.

	Total Numbers Attempted		59,215
	Invalid numbers		32,766
	Blocked	821	
	Business	1,141	
	Duplicate	15	
	Invalid	30,789	
U	Unresolved		14,759
	No answer	0	
	Callbacks	14,759	
IS	In-scope – Not responding		9,869
	Household refusal	0	
	Respondent refusal	9,869	
	Selected respondent not available	0	
	Qualified respondent break-off	0	
R	In-scope – Responding		1,821
	Language problem	349	
	Quota filled	7	
	Other disqualify	20	
	Completed interviews	1,445	
		Total (U + IS + R)	26,449
		RESPONSE RATE (R divided by Total)	6.9%

The online response rate for this survey was 11.8 per cent. The online response rate is calculated as follows: a total of 15,120 email invitations were sent out, and 58 bounced back, for a total of 15,062 valid emails. A total of 1,782 cases were completed, so dividing 1,782 by 15,062 results in a response rate of 11.8 per cent.

Note to the Reader

The current survey was conducted using what was referred to in the RCMP's 2017/18 survey of the public as a "hybrid" methodology (online and telephone). Starting in 2018/19, this methodology was referred to as the "overall" results. Overall results are tracked to the 2017/18 survey, which also used an online and telephone methodology; however, given that previous surveys (before the 2017/18 fiscal year) were conducted solely by telephone, only telephone results are tracked for earlier years.

It should be noted that online results tend to be generally less positive than telephone results – this is due to a mode effect (social desirability bias) that is exhibited in all telephone/online surveys. Social desirability bias occurs when individuals provide different responses in the presence of an interviewer to appear in a more favourable light.

Schonlau et al. (2004)² studied mode effects between online and telephone surveys. This study found evidence of social desirability bias among telephone respondents for sensitive questions. In particular, this study found that telephone respondents were far more likely to rate their health as "excellent" as opposed to merely "very good".

Greene et al. (2008)³ conducted a meta-analysis of four health related studies that contrasted the results of online and telephone studies. All of these studies revealed evidence of social desirability bias among telephone respondents.

Given the subject matter in the survey (views on a national symbol of Canada – the RCMP), it appears that telephone respondents did not want to be as critical of the RCMP as those who completed the survey through a self-administered, online survey (with no interviewer involved).

² Schonlau M, Zapert K, Simon LP et al. "A Comparison between Responses from a Propensity-Weighted Web Survey and an Identical RDD Survey". *Social Science Computer Review* (2004), Vol. 22, No. 1: pp. 128–38. Available online at: <http://goo.gl/uRXtPD>

³ Greene J, Speizer H, Wiitala W. "Telephone and Web: Mixed-Mode Challenge". *Health Services Research* (February 2008), Vol. 43 (1 Pt 1): pp. 230–248. Available online at: <http://goo.gl/3QsRA6>

Please also note that most of the questions in this survey asked respondents to respond using five-point scales, e.g. where one means strongly disagree, five means strongly agree, and the midpoint, three, means neither disagree nor agree. Responses of one to two and four to five are aggregated when discussing the findings in this report.

2. Attitudes toward the RCMP

Please note that, throughout this report, overall results refer to findings from both the telephone and online interviews (n=3,227). Overall results are tracked to the 2017/18 fiscal year survey (which also used an online and telephone methodology); however, given that previous surveys (before the 2017/18 fiscal year) were conducted solely by telephone, only telephone results are tracked for earlier years. Also, please note that throughout the report any discussion of tracking is referring to overall results, unless otherwise specified.

In this section, figures are based on valid responses only (in other words, the figures are adjusted to exclude those who skipped a given question).

2.1 IMPORTANCE OF RCMP'S CONTRIBUTION TO PUBLIC SAFETY

Survey findings reveal that Canadians place a great deal of importance on the RCMP's contribution to public safety. Eight in ten (86 per cent) assign a high degree of importance to the RCMP's role in keeping Canadians safe, and just ten per cent say the RCMP's efforts to ensure public safety are of little or no importance.

Tracking suggests that the perceived importance of the RCMP's contribution to public safety is stable over the past year, but is down somewhat over the past several years.

- Those who identify as 2SLGBTQI+ are less likely to say the RCMP's efforts to ensure public safety are important (66 per cent, compared to 86 per cent on average).

Chart 1: Importance of RCMP's contribution to public safety

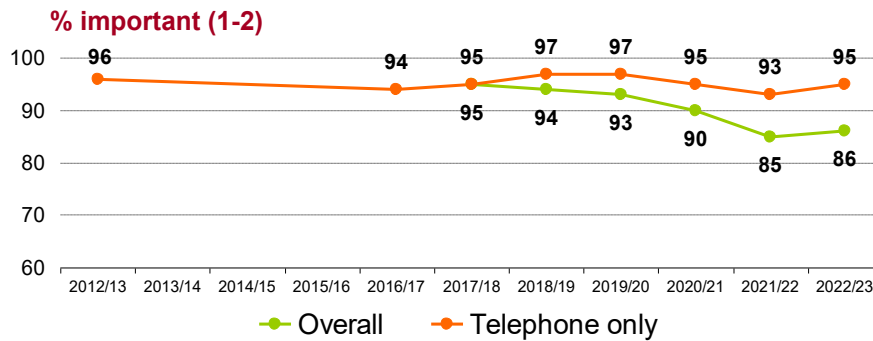
Importance of RCMP's contribution to public safety

Q. How **important** is the RCMP's contribution to keeping Canadians safe?

Overall



■ Not important (4-5) ■ Neither (3) ■ Important (1-2)



BASE (overall): Canadians; most recent data point Jan. 12-Feb. 9, 2023, n=3,173, MOE +/- 1.7%, 19 times out of 20
BASE (phone): Canadians; most recent data point Jan. 12-Feb. 9, 2023, n=1,028, MOE +/- 2.6%, 19 times out of 20

2.2 SATISFACTION WITH RCMP'S CONTRIBUTION TO PUBLIC SAFETY

Results further reveal that six in ten Canadians (62 per cent) are satisfied with how the RCMP fulfills its role in maintaining public safety, while one in four (24 per cent) are dissatisfied. One in seven (14 per cent) are neither satisfied nor dissatisfied.

Tracking reveals a five-point increase in satisfaction with the RCMP's contribution to public safety over the past year, back to 2021/22 levels, but down from previous years.

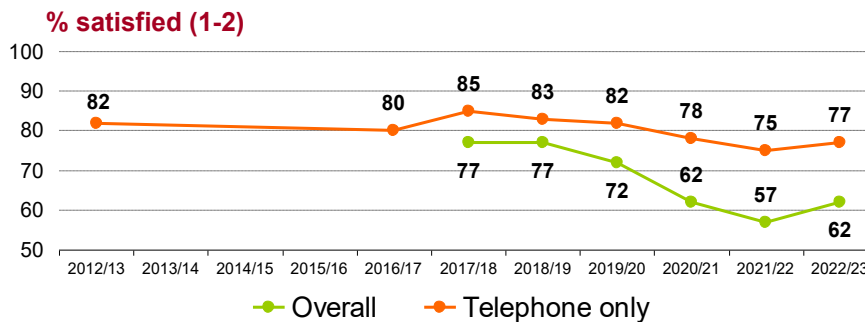
- Satisfaction rises progressively with age (from 48 per cent among those under the age of 35 to 76 per cent among those aged 65 and over).
- Women (65 per cent) and those with high school education (69 per cent) also express higher satisfaction levels.
- Those who identify as 2SLGBTQI+ are less likely to say they are satisfied with the RCMP's contribution to public safety (32 per cent, compared to 62 per cent on average).

Chart 2: Satisfaction with RCMP's contribution to public safety

Satisfaction with RCMP's contribution to public safety

Q. How **satisfied** are you with the RCMP's contribution to keeping Canadians safe?

Overall



BASE (overall): Canadians; most recent data point Jan. 12-Feb. 9, 2023, n=3,139, MOE +/- 1.7%, 19 times out of 20

BASE (phone): Canadians; most recent data point Jan. 12-Feb. 9, 2023, n=1,002, MOE +/- 2.6%, 19 times out of 20

2.3 IMPACT ON SENSE OF SAFETY

Results reveal that the RCMP is seen as having a positive impact on the public’s personal sense of safety. The majority of Canadians (56 per cent) agree that they feel safer because of the RCMP, and only one in five (21 per cent) disagree with this notion.

Tracking reveals a five-point increase in the proportion of Canadians who say they feel safer because of the RCMP over the past year (back to 2020/21 levels, but down from previous years).

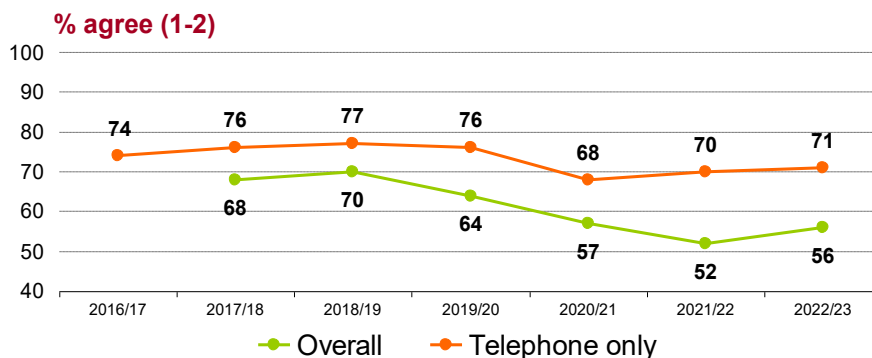
- Agreement with this idea rises with age (from 43 per cent among those under the age of 35 to 68 per cent among those aged 65 and over).
- Agreement is higher among those who live in the Prairies (62 per cent, compared to 56 per cent nationally).
- Agreement is noticeably lower among those who identify as 2SLGBTQI+ (29 per cent, compared to 56 per cent on average).

Chart 3: Impact of RCMP on sense of safety

Impact of RCMP on sense of safety

Q. I feel safer because of the RCMP.

Overall



BASE (overall): Canadians; most recent data point Jan. 12-Feb. 9, 2023, n=3,181, MOE +/- 1.7%, 19 times out of 20
BASE (phone): Canadians; most recent data point, Jan. 12-Feb. 9, 2023, n=1,017 MOE +/- 2.6%, 19 times out of 20

2.4 CORE VALUES OF THE RCMP

Respondents were presented with a series of statements regarding the five core values of the RCMP (serve with excellence, act with integrity, take responsibility, show respect, and demonstrate compassion), and asked for their views on the RCMP's performance in each of these areas. Results reveal generally positive impressions of the RCMP.

Three in five (58 per cent) agree that RCMP personnel serve with excellence, while half say the RCMP is an organization that acts with integrity (51 per cent). Half also believe that RCMP personnel show respect (53 per cent) and demonstrate compassion (50 per cent). Just under half feel the organization takes responsibility (46 per cent). Few respondents (between 19 and 34 per cent) disagree with any of these ideas.

Tracking reveals a slight increase in the proportion of Canadians who believe that RCMP personnel treat people with respect (up four points), and demonstrate compassion (up three points) since 2021/22.

- Agreement with these statements generally increases with age. For instance, 38 per cent of those under the age of 35 agree that RCMP personnel serve with excellence, a figure that rises to 72 per cent among those aged 65 and over.
- Those with a high school education are consistently more likely to assign positive ratings to the RCMP. For example, 59 per cent described the RCMP as an organization with integrity, compared to 51 per cent of college graduates and 46 per cent of respondents with a university degree.
- Women are more than men likely to agree with these statements. For instance, 51 per cent of women feel the RCMP is an accountable organization, compared to 41 per cent of men.
- Those who identify as 2SLGBTQI+ are consistently less likely to provide a positive appraisal of the RCMP. For instance, 24 per cent say the RCMP personnel demonstrate compassion, compared to 50 per cent on average, and 26 per cent say the RCMP treats people with respect, compared to 53 per cent on average.
- Indigenous and racialized respondents are also less likely to express positive views of RCMP performance across many of these issues.

Chart 4: Core values of the RCMP

Core values of the RCMP

Q. For each of the following statements about the RCMP's performance, please indicate whether you strongly agree, agree, neither agree nor disagree, disagree, or strongly disagree:



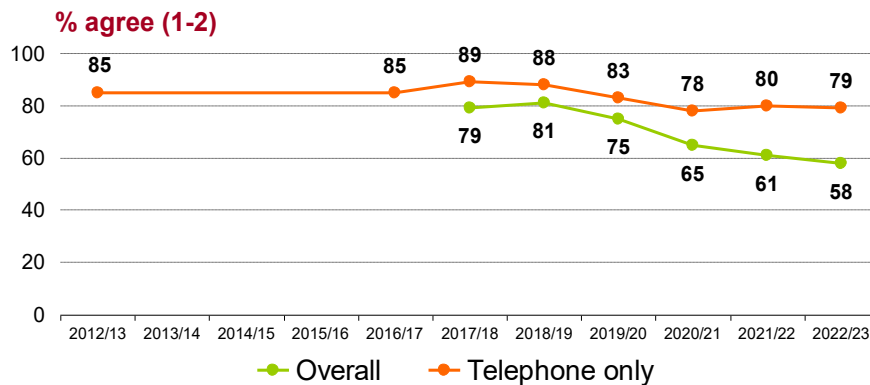
BASE (overall): Canadians; Jan. 12-Feb. 9, 2023, n=2,664, MOE +/- 1.9%, 19 times out of 20

Chart 5: Core values: Serve with excellence

Core values: Serve with excellence

Q. For each of the following statements about the RCMP's performance, please indicate whether you strongly agree, agree, neither agree nor disagree, disagree, or strongly disagree:

RCMP personnel serve with excellence*



*Prior to 2021/2022, the statement read "The RCMP demonstrates professionalism in its work"

BASE (overall): Canadians; most recent data point Jan. 12-Feb. 9, 2023, n=3,104, MOE +/- 1.7%, 19 times out of 20

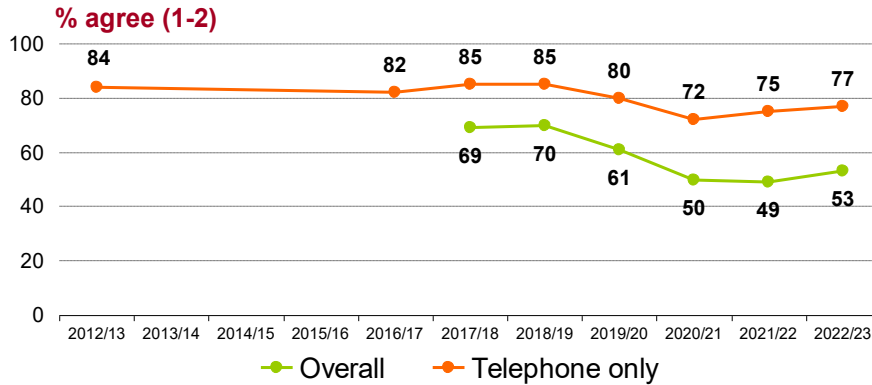
BASE (phone): Canadians; most recent data point Jan. 12-Feb. 9, 2023, n=956, MOE +/- 2.6%, 19 times out of 20

Chart 6: Core values: Show respect

**Core values:
Show respect**

Q. For each of the following statements about the RCMP's performance, please indicate whether you strongly agree, agree, neither agree nor disagree, disagree, or strongly disagree:

RCMP personnel treat people with respect*



*Prior to 2019/2020, the statement read "RCMP personnel demonstrate respect"

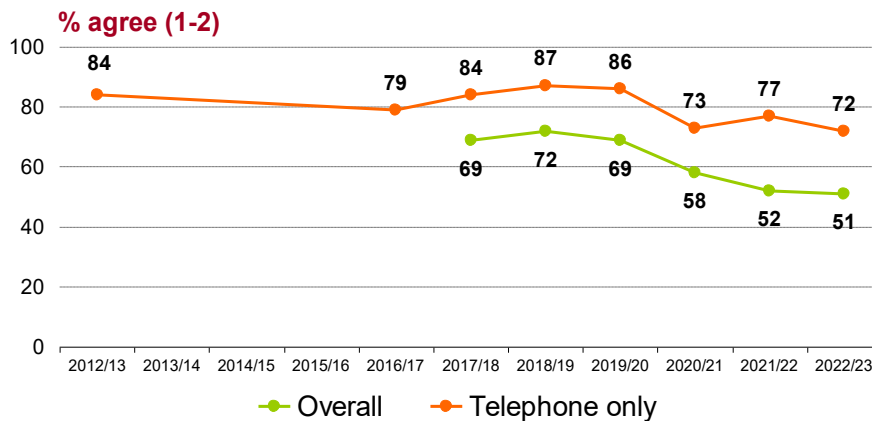
BASE (overall): Canadians; most recent data point Jan. 12-Feb. 9, 2023, n=3,118, MOE +/- 1.8%, 19 times out of 20
BASE (phone): Canadians; most recent data point Jan. 12-Feb. 9, 2023, n=967, MOE +/- 2.6%, 19 times out of 20

Chart 7: Core values: Act with integrity

**Core values:
Act with integrity**

Q. For each of the following statements about the RCMP's performance, please indicate whether you strongly agree, agree, neither agree nor disagree, disagree, or strongly disagree:

The RCMP is an honest organization that acts with integrity



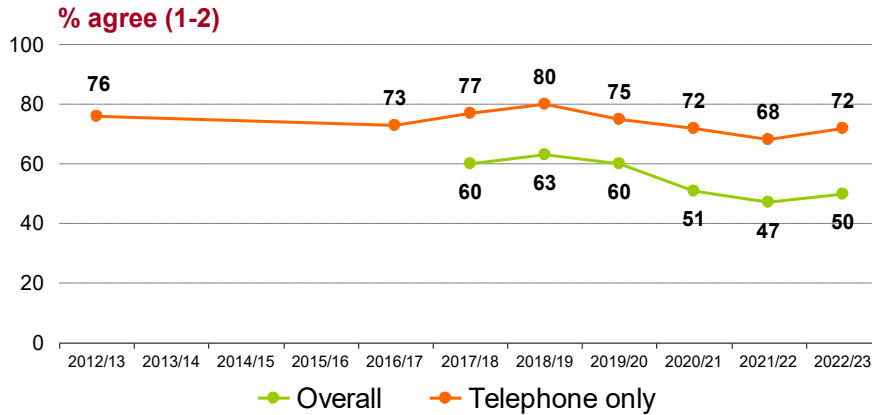
BASE (overall): Canadians; most recent data point Jan. 12-Feb. 9, 2023, n=3,159, MOE +/- 1.7%, 19 times out of 20
BASE (phone): Canadians; most recent data point Jan. 12-Feb. 9, 2023, n=989, MOE +/- 2.6%, 19 times out of 20

Chart 8: Core values: Demonstrate compassion

Core values: Demonstrate compassion

Q. For each of the following statements about the RCMP's performance, please indicate whether you strongly agree, agree, neither agree nor disagree, disagree, or strongly disagree:

RCMP personnel demonstrate compassion



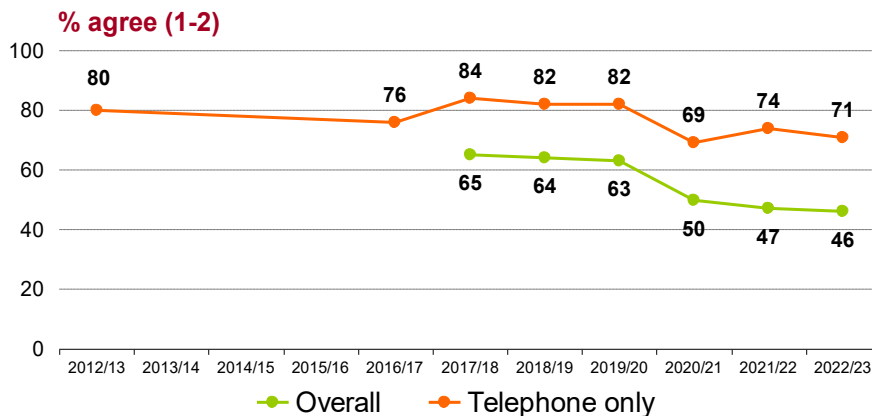
BASE (overall): Canadians; most recent data point Jan. 12-Feb. 9, 2023, n=3,085, MOE +/- 1.8%, 19 times out of 20
 BASE (phone): Canadians; most recent data point Jan. 12-Feb. 9, 2023, n=940, MOE +/- 2.7%, 19 times out of 20

Chart 9: Core values: Take responsibility

Core values: Take responsibility

Q. For each of the following statements about the RCMP's performance, please indicate whether you strongly agree, agree, neither agree nor disagree, disagree, or strongly disagree:

The RCMP is an accountable organization that takes responsibility



BASE (overall): Canadians; most recent data point Jan. 12-Feb. 9, 2023, n=3,160, MOE +/- 1.7%, 19 times out of 20
 BASE (phone): Canadians; most recent data point Jan. 12-Feb. 9, 2023, n=993, MOE +/- 2.6%, 19 times out of 20

2.5 VIEWS OF THE RCMP (GENERAL)

Respondents were presented with four general statements about the RCMP and asked to rate the extent to which they agree or disagree with each one. More than half agree that the RCMP prioritizes quality service to the public (58 per cent), and express trust and confidence in the RCMP (58 per cent). Half of Canadians say they would encourage friends and family to apply to the RCMP (50 per cent), and one in three (36 per cent) agree that the RCMP is a forward-looking and innovative organization.

Tracking reveals a five-point increase over the past year in the proportion of Canadians who express trust and confidence in the RCMP, and who would encourage others to apply to the RCMP. Results also reveal a two-point increase since 2021/22 in the proportion who agree that the RCMP prioritizes quality service, and who feel the RCMP is a forward-looking organization. However, as with many other findings, agreement with these ideas is down from earlier years.

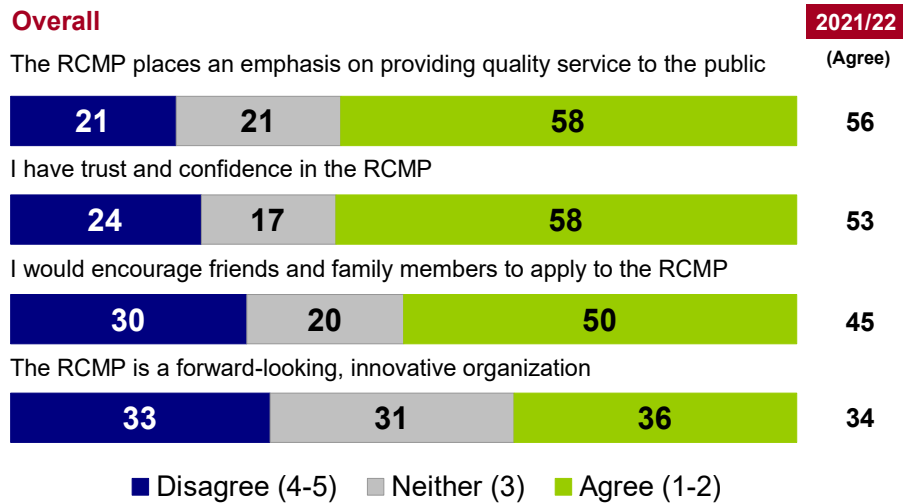
- Belief that the RCMP places emphasis on providing quality service rises with age (from 39 per cent among those under the age of 35 to 70 per cent among those aged 65 and over). Similarly, the likelihood of expressing trust and confidence in the RCMP rises with age (from 47 per cent among those under 35 years of age to 71 per cent among those 65 and over).
- Those with high school education are more likely to agree that the RCMP places an emphasis on providing quality service to the public (67 per cent), compared to 52 per cent of college graduates, and 49 per cent of those who hold university degrees.
- Residents of Central Canada (53 per cent), women (53 per cent), those 50-64 years of age (61 per cent), and those with high school education (58 per cent) are more likely say they would encourage friends and family to apply to the RCMP.
- Women (41 per cent), those aged 65 and over (48 per cent), and those with high school education (46 per cent) are more apt to agree that the RCMP is a forward-looking organization.
- Those in the 2SLGBTQI+ community express significantly less favourable views on these issues (for example, only 30 per cent express trust and confidence in the RCMP, compared to 58 per cent on average).

- Indigenous respondents also provide less favourable feedback on these issues (for example, only 39 per cent express trust in the RCMP (compared to 58 per cent on average).

Chart 10: Views of the RCMP (general)

Views of the RCMP (general)

Q. For each of the following statements about the RCMP's performance, please indicate whether you strongly agree, agree, neither agree nor disagree, disagree, or strongly disagree:



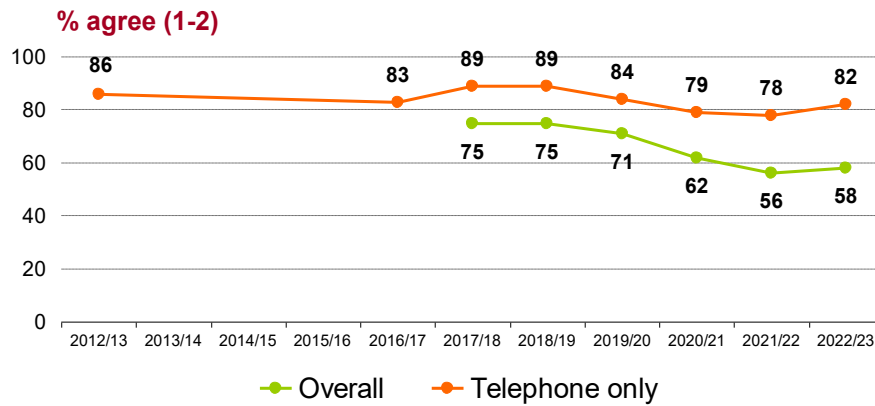
BASE (overall): Canadians; Jan. 12-Feb. 9, 2023, n=3,173, MOE +/- 1.8%, 19 times out of 20

Chart 11: General views: Emphasis on quality service

**General views:
Emphasis on quality service**

Q. For each of the following statements about the RCMP's performance, please indicate whether you strongly agree, agree, neither agree nor disagree, disagree, or strongly disagree:

The RCMP places an emphasis on providing quality service to the public



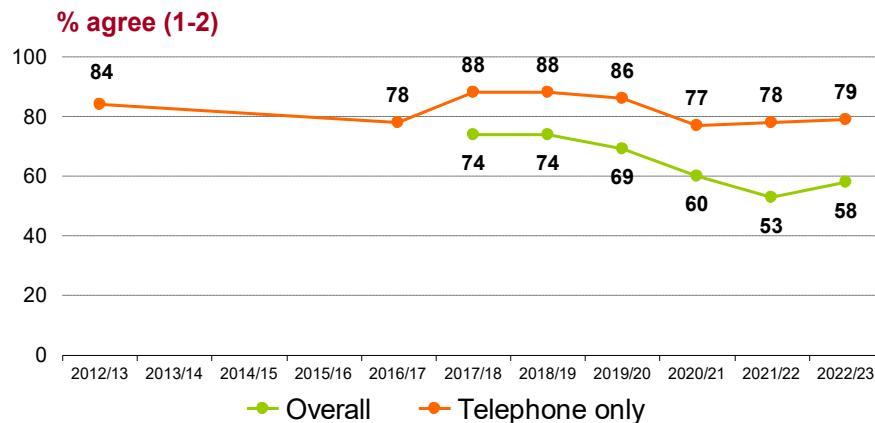
BASE (overall): Canadians; most recent data point Jan. 12-Feb. 9, 2023, n=3,117 MOE +/- 1.8%, 19 times out of 20
BASE (phone): Canadians; most recent data point Jan. 12-Feb. 9, 2023, n=981, MOE +/- 2.6%, 19 times out of 20

Chart 12: General views: Trust in the RCMP

**General views:
Trust in the RCMP**

Q. For each of the following statements about the RCMP's performance, please indicate whether you strongly agree, agree, neither agree nor disagree, disagree, or strongly disagree:

I have trust and confidence in the RCMP



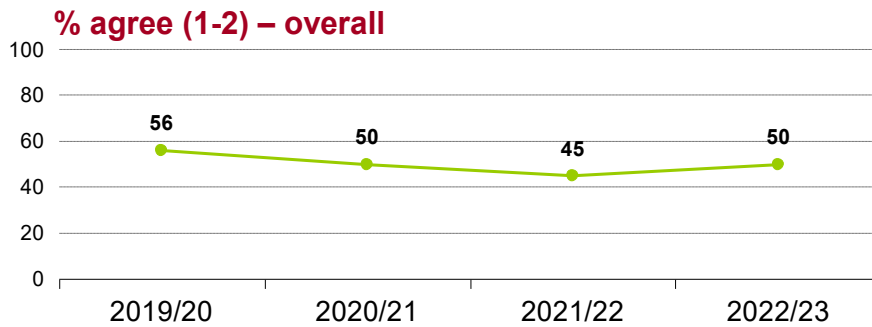
BASE (overall): Canadians; most recent data point Jan. 12-Feb. 9, 2023, n=3,178, MOE +/- 1.8%, 19 times out of 20
BASE (phone): Canadians; most recent data point Jan. 12-Feb. 9, 2023, n=1,022, MOE +/- 2.1%, 19 times out of 20

Chart 13: General views: Encourage family/friends to apply

**General views:
Encourage family/friends to apply**

Q. For the following statement about the RCMP's performance, please indicate whether you strongly agree, agree, neither agree nor disagree, disagree, or strongly disagree:

I would encourage friends and family members to apply to the RCMP



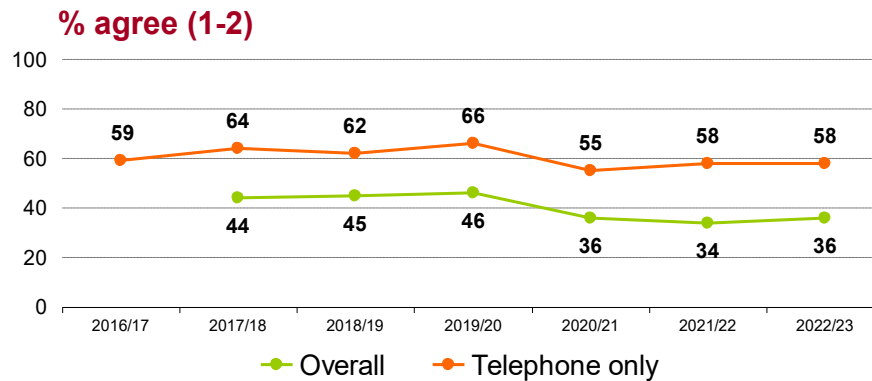
BASE (overall): Canadians; most recent data point Jan. 12-Feb. 9, 2023, n=3,146, MOE +/- 1.8%, 19 times out of 20

Chart 14: General views: Forward-looking, innovative organization

**General views:
Forward-looking, innovative organization**

Q. For each of the following statements about the RCMP's performance, please indicate whether you strongly agree, agree, neither agree nor disagree, disagree, or strongly disagree:

The RCMP is a forward-looking, innovative organization



BASE (overall): Canadians; most recent data point Jan. 12-Feb. 9, 2023, n=3,000, MOE +/- 1.9%, 19 times out of 20

BASE (phone): Canadians; most recent data point Jan. 12-Feb. 9, 2023, n=883, MOE +/- 2.9%, 19 times out of 20

2.6 VIEWS OF THE RCMP (SENSITIVITY)

The RCMP receives mixed, but improving, marks on indicators related to sensitivity. Half of Canadians agree that the RCMP is an organization that is welcoming and inclusive of people from various backgrounds (54 per cent), and that the RCMP treats people with a disability fairly (50 per cent). Just under half agree that RCMP personnel reflect the cultural diversity in their community (47 per cent), and that the RCMP treats women fairly (46 per cent). Four in ten agree that the RCMP is sensitive to the needs of Canada's various cultures and groups (45 per cent), that the RCMP treats members of racialized groups fairly (41 per cent), and that the RCMP treats members of 2SLGBTQI+ communities fairly (40 per cent). Only one in three agree that the RCMP treats Indigenous people fairly (35 per cent)

Tracking reveals an increase in agreement over the past year across all of these issues.

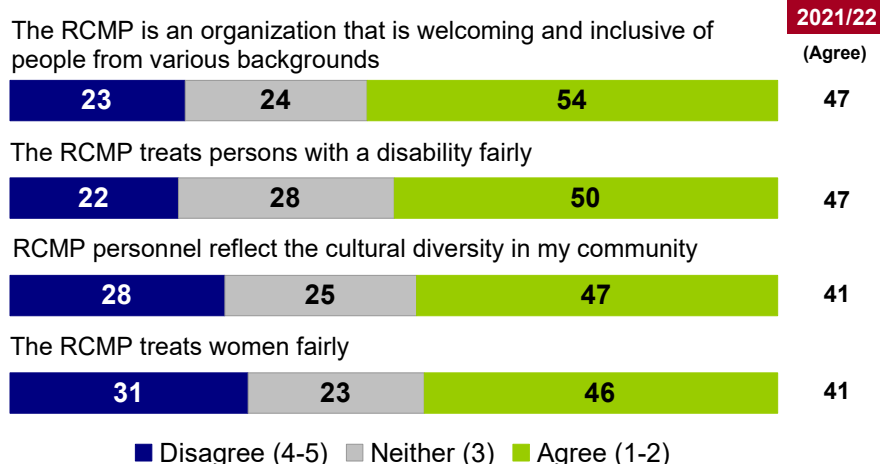
- When it comes to the broader indicators of sensitivity, the likelihood of offering a positive appraisal of the RCMP rises with age. For example, 36 per cent of those under the age of 35 believe the RCMP is welcoming and inclusive of people from various backgrounds, compared to 65 per cent of those aged 65 and over.
- Agreement with these statements consistently declines with educational attainment. For example, 53 per cent of high school graduates feel the RCMP is sensitive to the needs of different cultures and groups, compared to 38 per cent of university graduates.
- 2SLGBTQI+ respondents are significantly less likely to agree with these statements. Of particular note, just 20 per cent agree that the RCMP treats members of 2SLGBTQI+ communities fairly, compared to 40 per cent on average.
- Those from a racialized group are less likely to agree that the RCMP treats racialized groups fairly (29 per cent, compared to 41 per cent on average).

Chart 15: Views of the RCMP (sensitivity) (i)

Views of the RCMP (sensitivity) (i)

Q. For each of the following statements about the RCMP's performance, please indicate whether you strongly agree, agree, neither agree nor disagree, disagree, or strongly disagree:

Overall



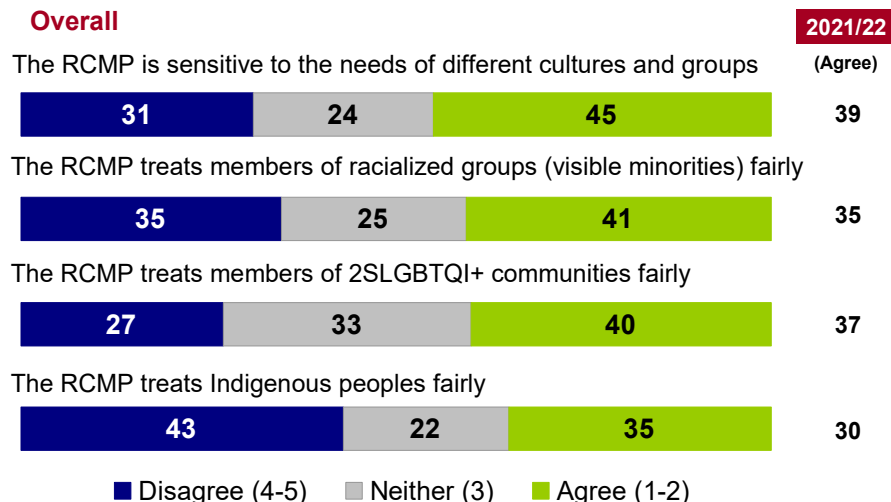
BASE (overall): Canadians; Jan. 12-Feb. 9, 2023, n=3,046, MOE +/- 1.8%, 19 times out of 20

Chart 16: Views of the RCMP (sensitivity) (ii)

Views of the RCMP (sensitivity) (ii)

Q. For each of the following statements about the RCMP's performance, please indicate whether you strongly agree, agree, neither agree nor disagree, disagree, or strongly disagree:

Overall



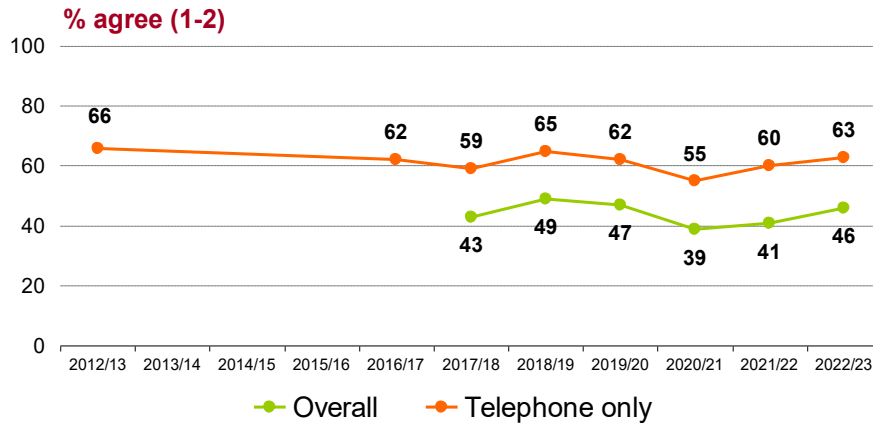
BASE (overall): Canadians; Jan. 12-Feb. 9, 2023, n=3,063, MOE +/- 1.8%, 19 times out of 20

Chart 17: Sensitivity: Treatment of women

**Sensitivity:
Treatment of women**

Q. For each of the following statements about the RCMP's performance, please indicate whether you strongly agree, agree, neither agree nor disagree, disagree, or strongly disagree:

The RCMP treats women fairly



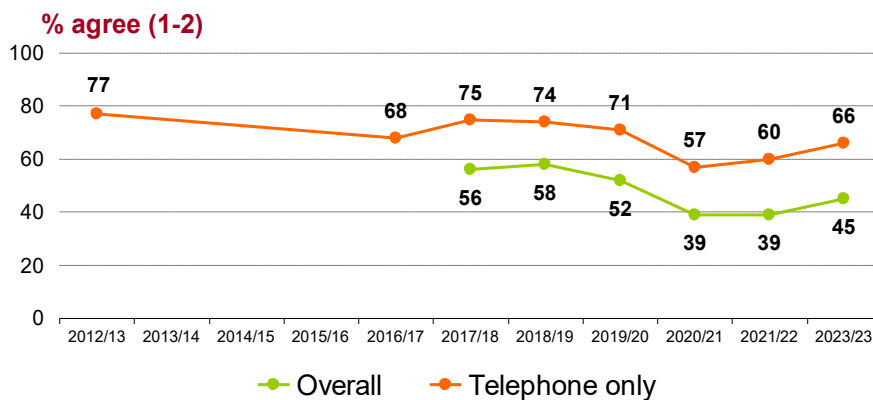
BASE (overall): Canadians; most recent data point Jan. 12-Feb. 9, 2023, n=3,067, MOE +/- 1.8%, 19 times out of 20
BASE (phone): Canadians; most recent data point Jan. 12-Feb. 9, 2023, n=932, MOE +/- 2.5%, 19 times out of 20

Chart 18: Sensitivity: Sensitivity to the needs of different groups

**Sensitivity:
Sensitivity to the needs of different groups**

Q. For each of the following statements about the RCMP's performance, please indicate whether you strongly agree, agree, neither agree nor disagree, disagree, or strongly disagree:

The RCMP is sensitive to the needs of different cultures and groups



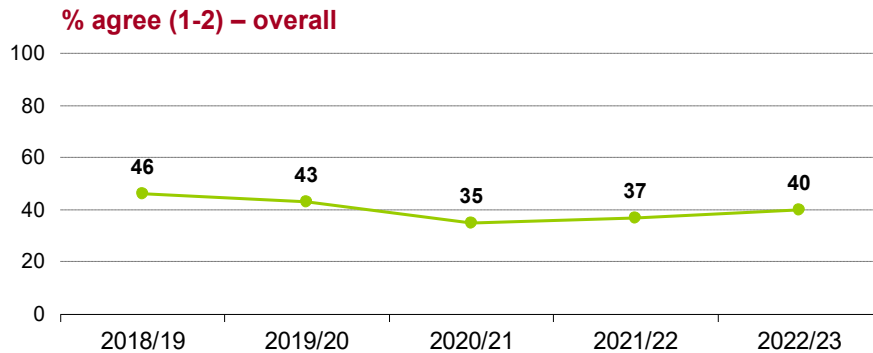
BASE (overall): Canadians; most recent data point Jan. 12-Feb. 9, 2023, n=3,063, MOE +/- 1.8%, 19 times out of 20
BASE (phone): Canadians; most recent data point Jan. 12-Feb. 9, 2023, n=915, MOE +/- 2.4%, 19 times out of 20

Chart 19: Sensitivity: Sensitivity to 2SLGBTQI+ needs

**Sensitivity:
Sensitivity to 2SLGBTQI+ needs**

Q. For each of the following statements about the RCMP's performance, please indicate whether you strongly agree, agree, neither agree nor disagree, disagree, or strongly disagree:

The RCMP treats members of 2SLGBTQI+ communities fairly*



*Prior to 2021/2022, the statement read "The RCMP is sensitive to the needs of LGBTQ2 communities"

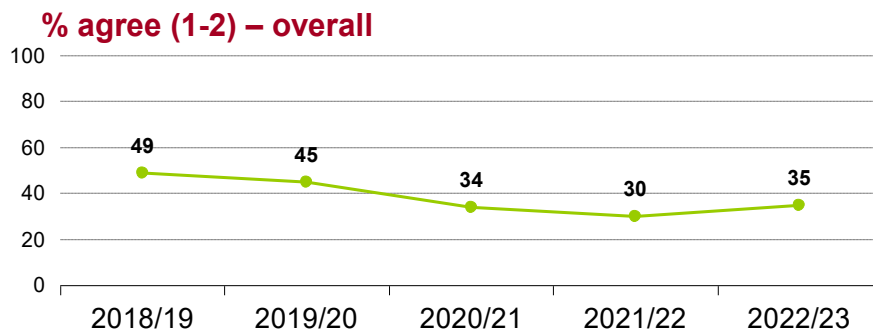
BASE (overall): Canadians; most recent data point Jan. 12-Feb. 9, 2023, n=2,795, MOE +/- 1.9%, 19 times out of 20

Chart 20: Sensitivity: Sensitivity to Indigenous peoples cultural needs

**Sensitivity:
Sensitivity to Indigenous peoples cultural needs**

Q. For each of the following statements about the RCMP's performance, please indicate whether you strongly agree, agree, neither agree nor disagree, disagree, or strongly disagree:

The RCMP treats Indigenous peoples fairly*



*Prior to 2021/2022, the statement read "The RCMP is respectful to the cultural needs of Indigenous people"

BASE (overall): Canadians; most recent data point Jan. 12-Feb. 9, 2023, n=2,795, MOE +/- 1.9%, 19 times out of 20

2.7 VIEWS OF THE RCMP (RESPONSIVENESS)

Turning to views on responsiveness, results reveal that Canadians express mixed, but improving, views of the RCMP in this area. Just over half agree that the RCMP is quick to respond to calls for assistance (54 per cent), but this is up eight points since 2021/22.

Four in ten agree that the RCMP rapidly adapts to new and emerging priorities (41 per cent - identical to last year).

- Those aged 65 and over are more apt to agree that the RCMP responds quickly to calls for assistance (64 per cent versus 54 per cent on average), and that the RCMP rapidly adapts to emerging priorities (47 per cent, compared to 41 per cent on average).
- Agreement with both statements declines with educational attainment. For instance, 47 per cent of respondents with a high school level education believe the RCMP rapidly adapts to emerging priorities, compared to 31 per cent of university graduates.
- Those in 2SLGBTQ+ communities rate the RCMP more poorly along both measures.
- Indigenous respondents are less likely to express positive views on the RCMP's response time (39 per cent, compared to 54 per cent on average).

Chart 21: Views of the RCMP (responsiveness)

Views of the RCMP (responsiveness)

Q. For each of the following statements about the RCMP's performance, please indicate whether you strongly agree, agree, neither agree nor disagree, disagree, or strongly disagree:

Overall

The RCMP is effective at responding quickly to calls for assistance

2021/22
(Agree)



BASE (overall): Canadians; Jan. 12-Feb. 9, 2023, n=2,893, MOE +/- 1.8%, 19 times out of 20

The RCMP rapidly adapts to new and emerging priorities



BASE (overall): Canadians; Jan. 12-Feb. 9, 2023, n=2,901, MOE +/- 1.8%, 19 times out of 20

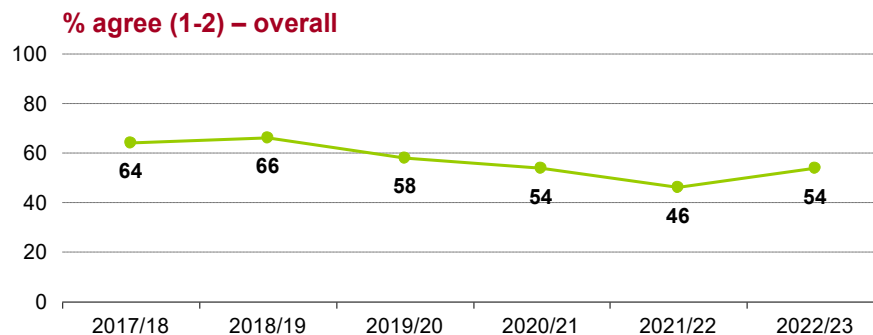
■ Disagree (4-5) ■ Neither (3) ■ Agree (1-2)

Chart 22: Responsiveness: Effectiveness of response

Responsiveness: Effectiveness of response

Q. For each of the following statements about the RCMP's performance, please indicate whether you strongly agree, agree, neither agree nor disagree, disagree, or strongly disagree:

The RCMP is effective at responding quickly to calls for assistance*



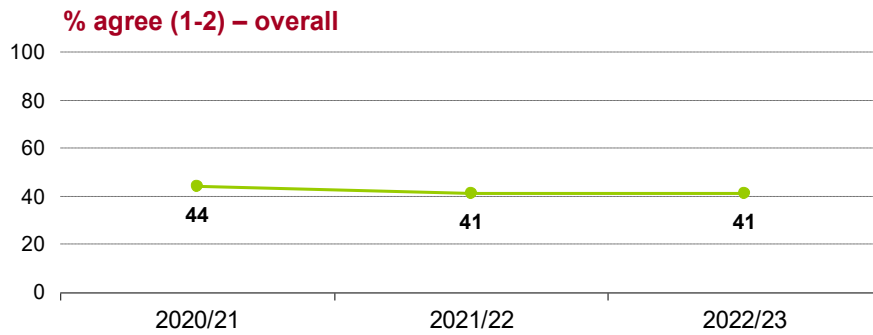
BASE (overall): Canadians; most recent data point Jan. 12-Feb. 9, 2023, n=2,893 MOE +/- 1.9%, 19 times out of 20

Chart 23: Responsiveness: Adapting to new and emerging priorities

Responsiveness: Adapting to new and emerging priorities

Q. For each of the following statements about the RCMP's performance, please indicate whether you strongly agree, agree, neither agree nor disagree, disagree, or strongly disagree:

The RCMP rapidly adapts to new and emerging priorities



BASE (overall): Canadians; most recent data point Jan. 12-Feb. 9, 2023, n=2,901 MOE +/- 1.8%, 19 times out of 20

2.8 IMPACT OF THE RCMP

Results reveal generally positive impressions of the impact of the RCMP on Canadians, although findings also suggest room for improvement in some areas, particularly Indigenous matters. Almost six in ten feel the RCMP effectively responds to national security threats (59 per cent), diminishes the threat of organized crime (57 per cent), provides an adequate response to border threats (54 per cent), and mitigates the impact of serious crime (54 per cent).

Just over half believe the RCMP is contributing to traffic safety in their province or territory (52 per cent), reducing the production, sale and distribution of illegal drugs (51 per cent), and lessening the impact of economic crime (51 per cent).

Half believe the RCMP is responding to cybercrime threats effectively (50 per cent), and just under half are satisfied with RCMP efforts to combat online fraud and scams (46 per cent), and address youth involvement in crime as offenders (43 per cent). Only about one in three are satisfied with the RCMP's efforts in fostering safer Indigenous communities (36 per cent), and advancing reconciliation with Canada's Indigenous peoples (35 per cent).

Results reveal an increase in the proportion of Canadians expressing positive views on the impact of the RCMP over the past year across several of these issues. There has been a three-point increase in the proportion who feel the RCMP is effectively responding to threats to national security, a seven-point increase among those who believe the RCMP is reducing the impact of economic crime, and who feel the RCMP is contributing to traffic safety in their province or territory. Results also reveal a five-point increase in belief that the RCMP is effectively addressing online fraud and scams.

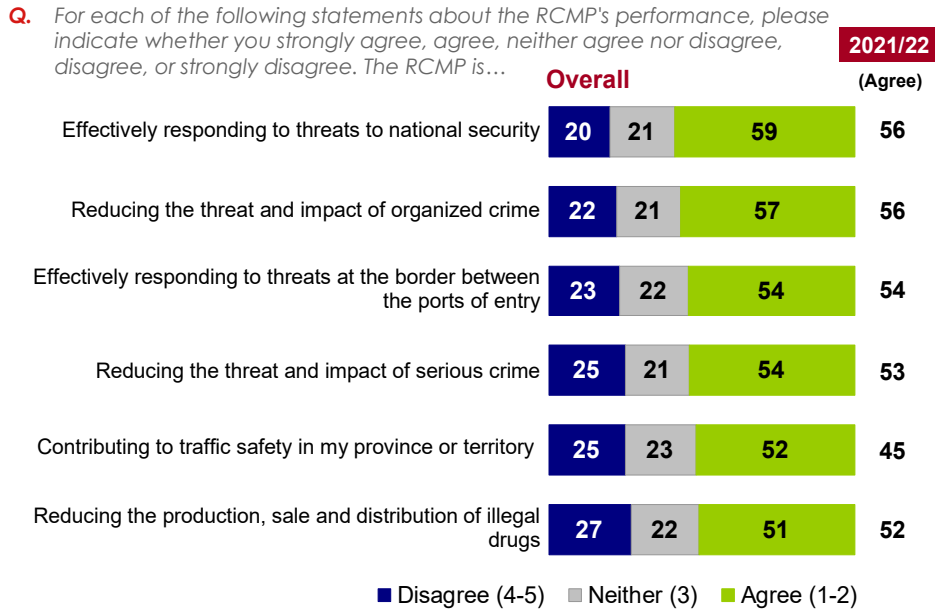
As with many other results, while RCMP approval levels are up since 2021/22, they are down from previous years.

- Compared to men, women convey a greater sense of confidence in the RCMP on most of the indicators tested, particularly when it comes to national security (65 per cent, compared to 55 per cent of men), economic crime (57 per cent compared to 46 per cent), border security (61 per cent, compared to 49 per cent of men), and reducing the production, sale and distribution of illegal drugs (57 per cent versus 47 per cent).

- Those aged 65 and over are consistently more likely to express a positive opinion of the impact of the RCMP. For example, 66 per cent agree that the RCMP is effective at reducing the threat and impact of organized crime, compared to 57 per cent on average.
- On many of the indicators tested, those with high school education are more likely to provide a positive assessment of the RCMP. For example, 54 per cent agree that the RCMP is effectively addressing online scams, compared to 46 per cent on average.
- Members of 2SLGBTQI+ communities and, to a lesser extent, those who identify as Indigenous are consistently less likely to agree with these statements. For instance, 28 per cent of 2SLGBTQI+ respondents and 44 per cent of Indigenous respondents believe the RCMP is reducing the threat and impact of serious crime, compared to 54 per cent on average.

Chart 24: Impact of the RCMP (i)

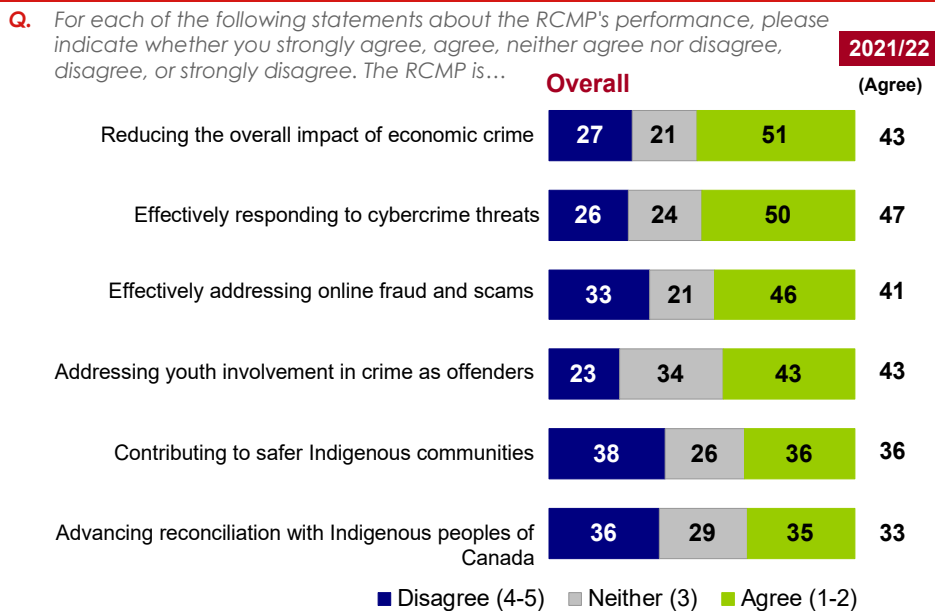
Impact of the RCMP (i)



BASE (overall): Canadians; Jan. 12-Feb. 9, 2023, n=2,987, MOE +/- 1.8%, 19 times out of 20

Chart 25: Impact of the RCMP (ii)

Impact of the RCMP (ii)



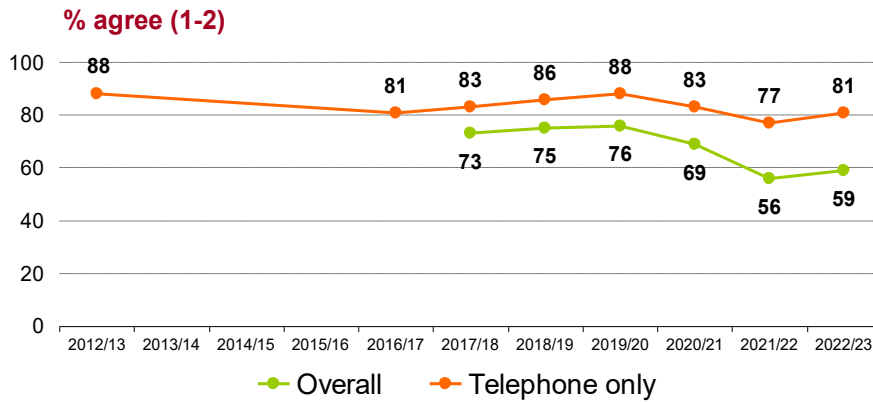
BASE (overall): Canadians; Jan. 12-Feb. 9, 2023, n=2,799, MOE +/- 1.8%, 19 times out of 20

Chart 26: Impact: National security

**Impact:
National security**

Q. For each of the following statements about the RCMP's performance, please indicate whether you strongly agree, agree, neither agree nor disagree, disagree, or strongly disagree:

The RCMP is effectively responding to threats to national security



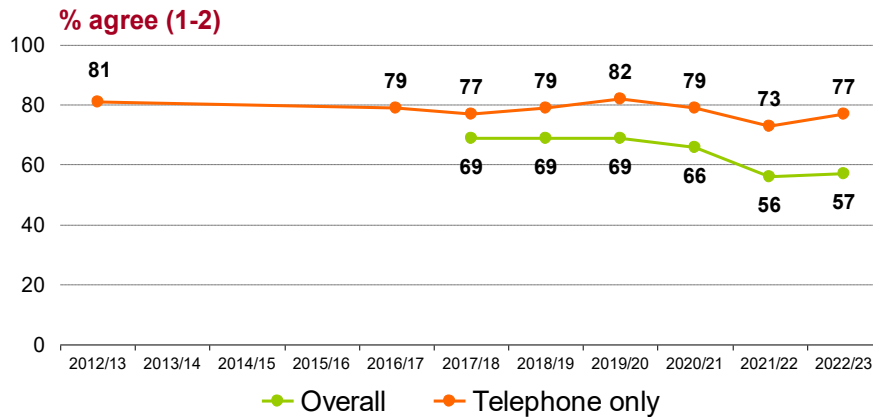
BASE (overall): Canadians; most recent data point Jan. 12-Feb. 9, 2023, n=2,987, MOE +/- 1.8%, 19 times out of 20
BASE (phone): Canadians; most recent data point Jan. 12-Feb. 9, 2023, n=908, MOE +/- 2%, 19 times out of 20

Chart 27: Impact: Organized crime

**Impact:
Organized crime**

Q. For each of the following statements about the RCMP's performance, please indicate whether you strongly agree, agree, neither agree nor disagree, disagree, or strongly disagree:

Reducing the threat and impact of organized crime



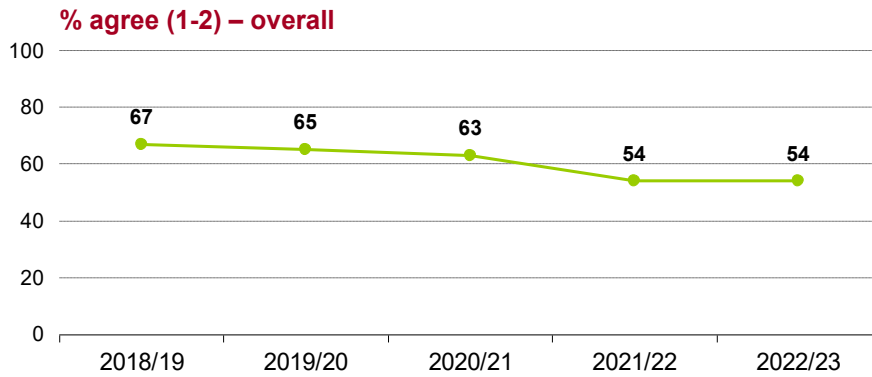
BASE (overall): Canadians; most recent data point Jan. 12-Feb. 9, 2023, n=3,063, MOE +/- 1.8%, 19 times out of 20
BASE (phone): Canadians; most recent data point Jan. 12-Feb. 9, 2023, n=930, MOE +/- 2.2%, 19 times out of 20

Chart 28: Impact: Border security

**Impact:
Border security**

Q. For each of the following statements about the RCMP's performance, please indicate whether you strongly agree, agree, neither agree nor disagree, disagree, or strongly disagree:

The RCMP is effectively responding to threats at the border between the ports of entry



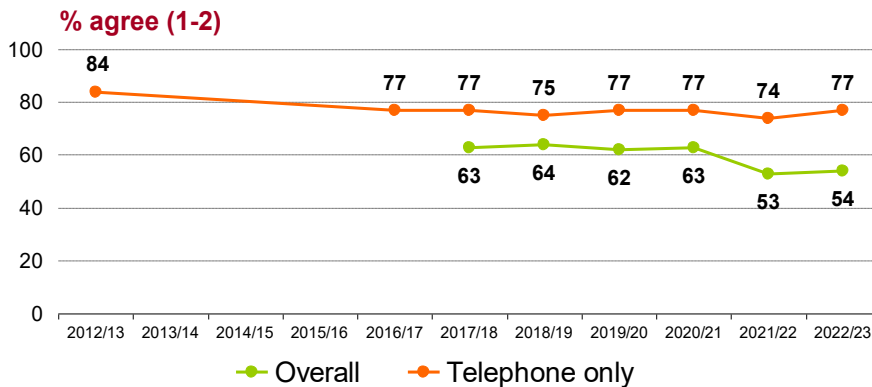
BASE (overall): Canadians; most recent data point Jan. 12-Feb. 9, 2023, n=2,934, MOE +/- 1.9%, 19 times out of 20

Chart 29: Impact: Serious crimes

**Impact:
Serious crimes**

Q. For each of the following statements about the RCMP's performance, please indicate whether you strongly agree, agree, neither agree nor disagree, disagree, or strongly disagree:

The RCMP is reducing the threat and impact of serious crime, such as murder, sexual assault, robbery, and arson



BASE (overall): Canadians; most recent data point Jan. 12-Feb. 9, 2023, n=3,076, MOE +/- 1.8%, 19 times out of 20

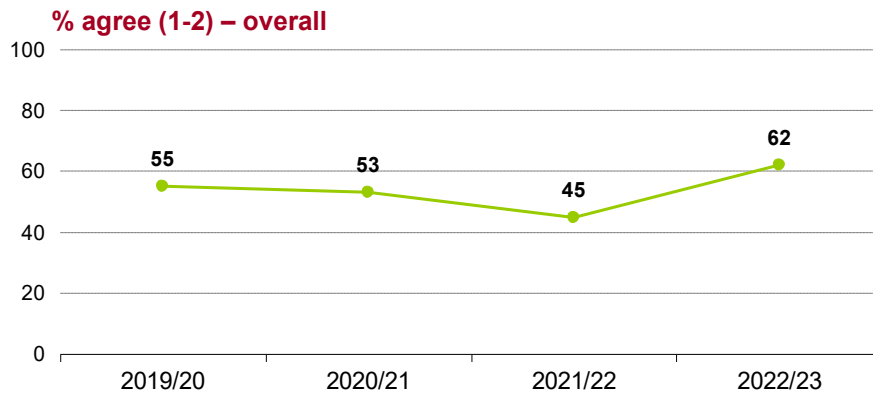
BASE (phone): Canadians; most recent data point Jan. 12-Feb. 9, 2023, n=935, MOE +/- 2.2%, 19 times out of 20

Chart 30: Impact: Traffic safety

**Impact:
Traffic safety**

Q. For each of the following statements about the RCMP's performance, please indicate whether you strongly agree, agree, neither agree nor disagree, disagree, or strongly disagree:

The RCMP is contributing to traffic safety in my province or territory



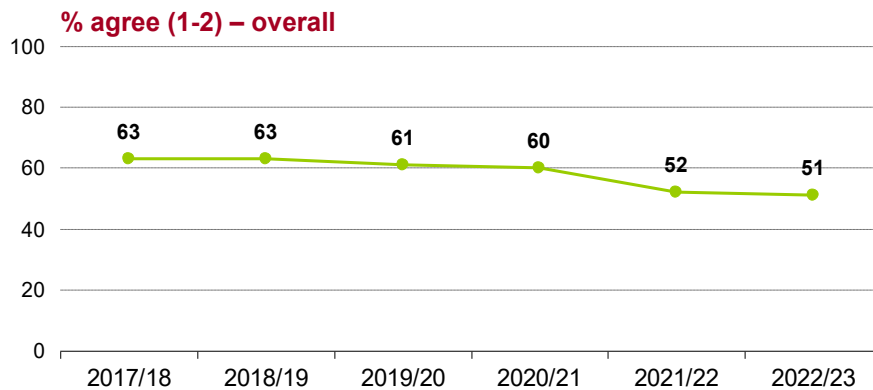
BASE (overall): Canadians; most recent data point Jan. 12-Feb. 9, 2023, n=2,799, MOE +/- 1.9%, 19 times out of 20

Chart 31: Impact: Production, sale and distribution of illegal drugs

**Impact:
Production, sale and distribution of illegal drugs**

Q. For each of the following statements about the RCMP's performance, please indicate whether you strongly agree, agree, neither agree nor disagree, disagree, or strongly disagree:

The RCMP is reducing the production, sale and distribution of illegal drugs



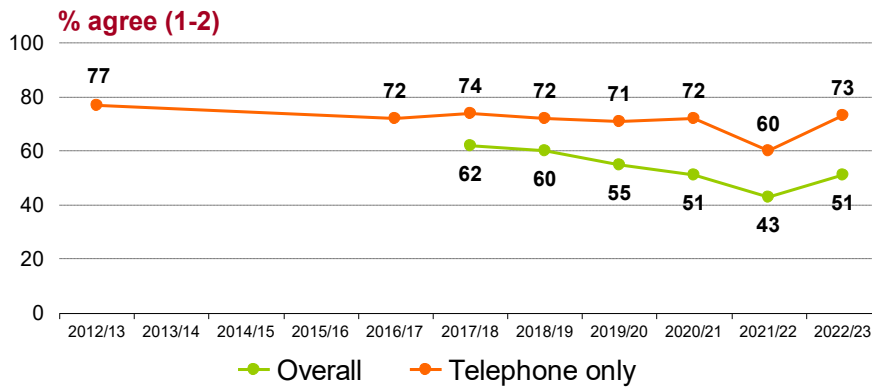
BASE (overall): Canadians; most recent data point Jan. 12-Feb. 9, 2023, n=3,033, MOE +/- 1.8%, 19 times out of 20

Chart 32: Impact: Economic crime

**Impact:
Economic crime**

Q. For each of the following statements about the RCMP's performance, please indicate whether you strongly agree, agree, neither agree nor disagree, disagree, or strongly disagree:

The RCMP is reducing the overall impact of economic crime, such as money laundering, stock market (capital market) fraud, and serious organized fraud.



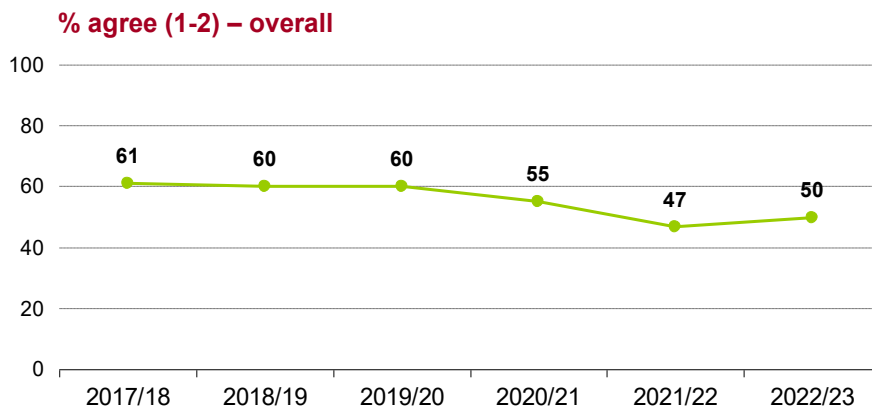
BASE (overall): Canadians; most recent data point Jan. 12-Feb. 9, 2023, n=2,967, MOE +/- 1.8%, 19 times out of 20
BASE (phone): Canadians; most recent data point Jan. 12-Feb. 9, 2023, n=898, MOE +/- 2.2%, 19 times out of 20

Chart 33: Impact: Cybercrime threats

**Impact:
Cybercrime threats**

Q. For each of the following statements about the RCMP's performance, please indicate whether you strongly agree, agree, neither agree nor disagree, disagree, or strongly disagree:

The RCMP is effectively responding to cybercrime threats



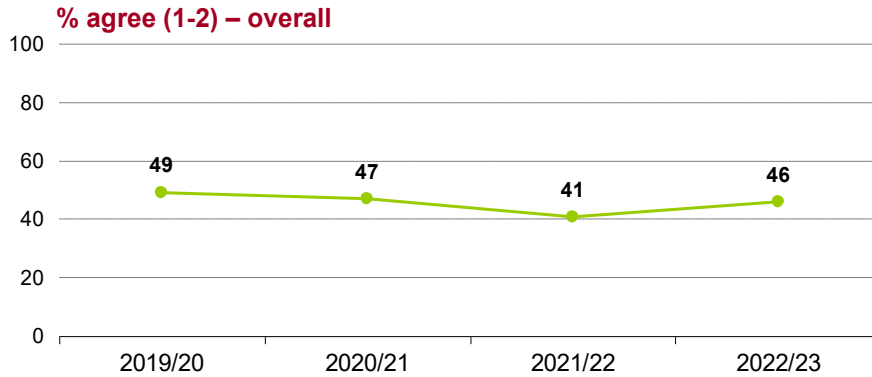
BASE (overall): Canadians; most recent data point Jan. 12-Feb. 9, 2023, n=2,869, MOE +/- 1.9%, 19 times out of 20

Chart 34: Impact: Online scams

**Impact:
Online scams**

Q. For each of the following statements about the RCMP's performance, please indicate whether you strongly agree, agree, neither agree nor disagree, disagree, or strongly disagree:

The RCMP is effectively addressing online fraud and scams



*Prior to 2021/2022, the statement read "The RCMP is effectively addressing online scams"

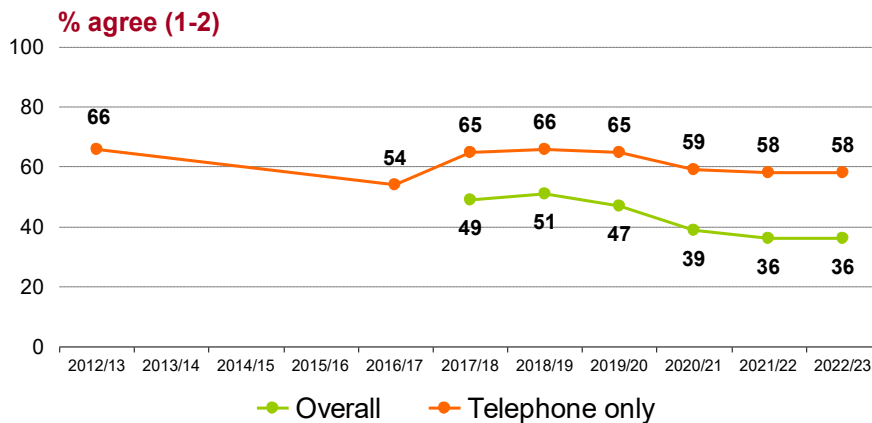
BASE (overall): Canadians; most recent data point Jan. 12-Feb. 9, 2023, n=2,940, MOE +/- 1.8%, 19 times out of 20

Chart 35: Impact: Safety of Indigenous communities

**Impact:
Safety of Indigenous communities**

Q. For each of the following statements about the RCMP's performance, please indicate whether you strongly agree, agree, neither agree nor disagree, disagree, or strongly disagree:

The RCMP is contributing to safer Indigenous communities



BASE (overall): Canadians; most recent data point Jan. 12-Feb. 9, 2023, n=2,946, MOE +/- 1.8%, 19 times out of 20

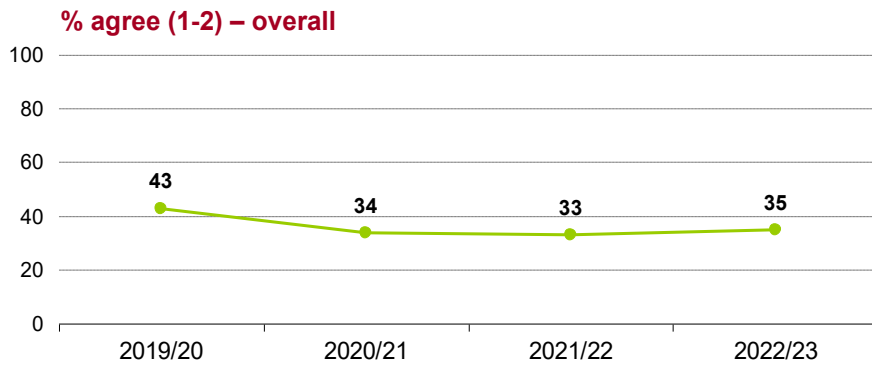
BASE (phone): Canadians; most recent data point Jan. 12-Feb. 9, 2023, n=852, MOE +/- 2.5%, 19 times out of 20

Chart 36: Impact: Reconciliation with Indigenous peoples

Impact: Reconciliation with Indigenous peoples

Q. For each of the following statements about the RCMP's performance, please indicate whether you strongly agree, agree, neither agree nor disagree, disagree, or strongly disagree:

The RCMP is advancing reconciliation with Indigenous peoples of Canada



BASE (overall): Canadians; most recent data point Jan. 12-Feb. 9, 2023, n=2,913, MOE +/- 1.8%, 19 times out of 20

2.9 VIEWS ON RCMP'S INTERNATIONAL ACTIVITIES

Results also reveal that over half of Canadians (56 per cent) believe the RCMP effectively participates in activities such as peacekeeping and training foreign police, and only one in six (15 per cent) disagree with this idea. These results are stable over the past year.

- Agreement with this idea rises progressively with age (from 41 per cent among those under the age of 35 to 70 per cent of those ages 65 and over), and declines with educational attainment (from 65 per cent among high school educated to 53 per cent among university graduates).
- Agreement is higher in Atlantic Canada (60 per cent, compared to 56 per cent on average).
- 2SLGBTQI+ respondents are less likely to agree with this idea (37 per cent, compared to 56 per cent on average).

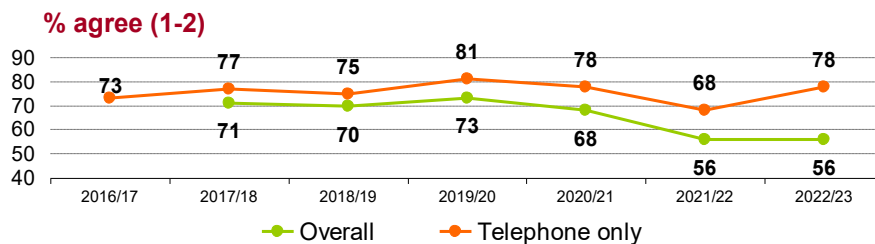
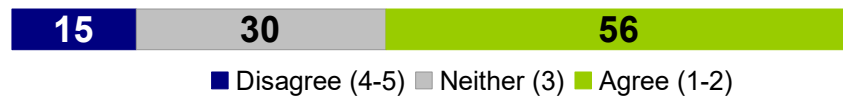
Chart 37: Views on RCMP's international activities

Views on RCMP's international activities

Q. For each of the following statements about the RCMP's performance, please indicate whether you strongly agree, agree, neither agree nor disagree, disagree, or strongly disagree:

The RCMP is effectively participating in a variety of international activities, such as peacekeeping missions and offering training to foreign police

Overall



*Prior to 2020/2021, the statement read "I am aware that the RCMP participates in a variety of international activities, such as peacekeeping missions and offering training to foreign police."

BASE (overall): Canadians; most recent data point Jan. 12-Feb. 9, 2023, n=2,580, MOE +/- 2%, 19 times out of 20

BASE (phone): Canadians; most recent data point Jan. 12-Feb. 9, 2023, n=771, MOE +/- 3%, 19 times out of 20

2.10 VIEWS ON CANADA'S FIREARM PROGRAM

When asked about the impact of Canada's firearms program, most Canadians (55 per cent) agree that the firearms program contributes to public safety in Canada, and fewer than one in three (30 per cent) disagree. These results have remained largely stable since 2021/22.

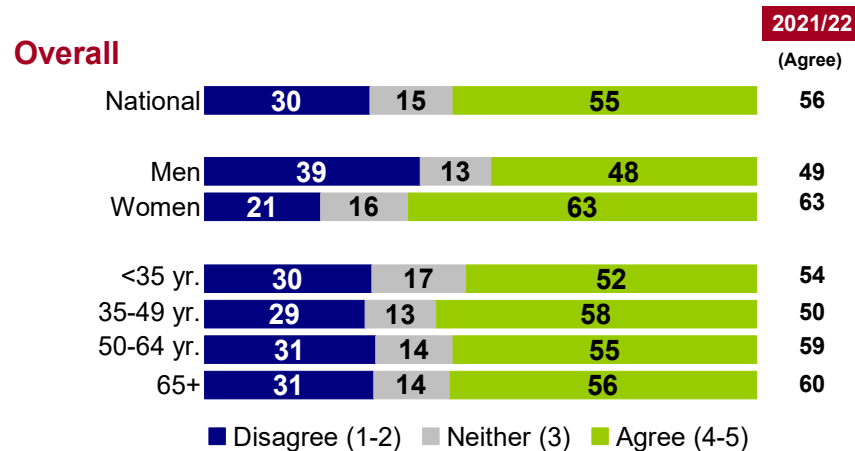
- Belief that Canada's firearms program contributes to public safety is higher among women (63 per cent) and residents of Central Canada (57 per cent).

Chart 38: Canada's firearms program

Canada's firearms program

Q. For each of the following statements about the RCMP's performance, please indicate whether you strongly agree, agree, neither agree nor disagree, disagree, or strongly disagree:

Canada's firearms program contributes to public safety in Canada



BASE (overall): Canadians; Jan. 12-Feb. 9, 2023, n=3,080 MOE +/- 1.8%, 19 times out of 20

2.11 MAIN SOURCE OF INFORMATION

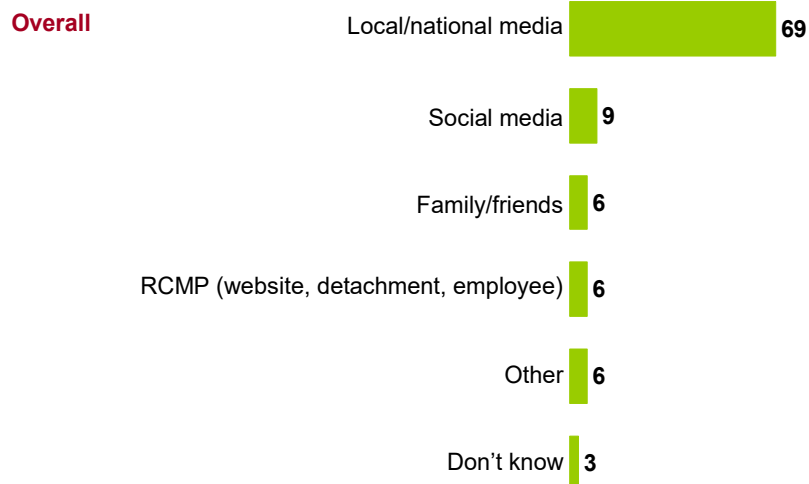
Canadians were asked to identify their main source of information about the RCMP. Local/national media was mentioned most often (69 per cent), followed distantly by social media (9 per cent).

- Those 65 years of age and older (79 per cent) and those with university education (74 per cent) are most likely to mention local/national media.
- Those 18-34 years of age (16 per cent) and 2SLGBTQI+ respondents (15 per cent) are particularly likely to identify social media as their main source of information about the RCMP.

Chart 39: Main source of information

Main source of information

Q. What is your main source of information about the RCMP?



BASE (overall): Canadians; Jan. 12-Feb. 9, 2023, n=3,227, MOE +/- 1.7%, 19 times out of 20

3. Contact with the RCMP

This section looks at the incidence of recent contact with RCMP, as well as client satisfaction with the contact along a number of key measures. In order to remain consistent with past iterations of this survey, the figures reported in this section are unweighted. This ensures that demographic groups that have less contact with the RCMP, e.g., residents of Quebec and Ontario, do not have their perspectives overemphasized.

Note that “DK/NR” – or “Don’t know/No response” – is used to denote those respondents who did not provide a response to a question.

3.1 INCIDENCE OF CONTACT WITH THE RCMP

Respondents were asked if they have had any direct contact with the RCMP in the past year. One in four (27 per cent) indicate yes, while the majority (72 per cent) say no.

Tracking suggests that contact with the RCMP has remained largely stable over the past year.

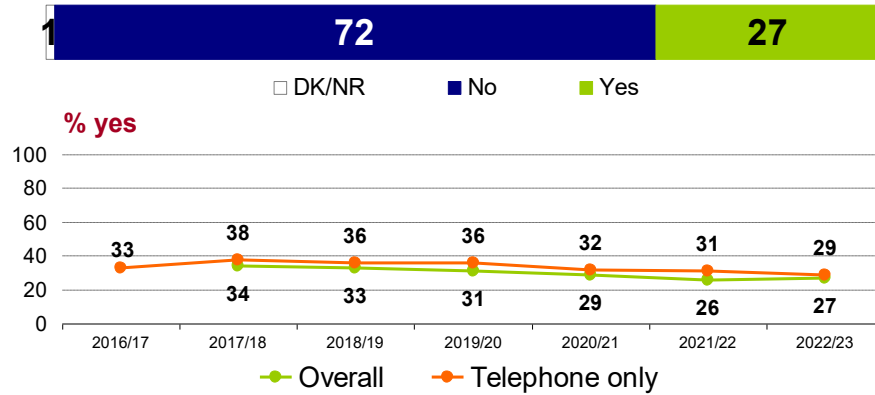
- Regionally, those in Central Canada are less likely to report contact (10 per cent, compared to 27 per cent on average).
- Men (30 per cent), those 18-49 years of age (35 per cent), and Indigenous respondents (38 per cent) are more likely to have had direct contact with the RCMP.

Chart 40: Incidence of contact with the RCMP

Incidence of contact with the RCMP

Q. In the past year, did you have any direct contact with the RCMP, such as reporting a crime, being stopped for a traffic offence or accident, seeking information, or any other reason?

Overall – unweighted



BASE (overall): Canadians; Jan. 12-Feb. 9, 2023, n=3,227, MOE +/- 1.7%, 19 times out of 20

BASE (phone): Canadians; Jan. 12-Feb. 9, 2023, n=1,445, MOE +/- 2.6%, 19 times out of 20

3.2 ORIGIN OF CONTACT WITH THE RCMP

Those who indicated they had contact with the RCMP in the past year were asked if they had initiated the contact. Most (65 per cent) indicate that they did initiate the contact, while about one in three (35 per cent) did not.

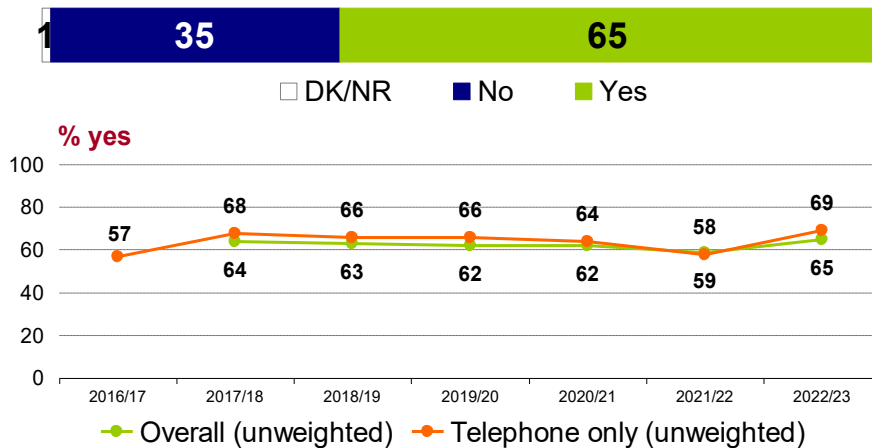
Tracking reveals that the proportion who initiated contact with the RCMP has increased over the past year.

Chart 41: Origin of contact with the RCMP

Origin of contact with the RCMP

Q. Still thinking of the most recent contact, did you initiate the contact with the RCMP yourself?

Overall – unweighted



BASE (overall): Had contact with the RCMP; most recent data point Jan. 12-Feb. 9, 2023, n=882, MOE +/- 3.3, 19 times out of 20
BASE (phone): Had contact with the RCMP; most recent data point Jan. 12-Feb. 9, 2023, n=414, MOE +/- 4.8%, 19 times out of 20

3.3 VIEWS ON CONTACT WITH RCMP

Those who indicated they had contact with the RCMP in the past year were asked for their views on RCMP performance during this contact. Results are generally positive with more than eight in ten (82 per cent) agreeing that it was easy to get in touch with the RCMP, while similar proportions say RCMP personnel were courteous and respectful (81 per cent), demonstrated professionalism (80 per cent), and treated them fairly (80 per cent). Roughly seven in ten feel that RCMP personnel were knowledgeable and competent (73 per cent), delivered the service in a timely fashion (67 per cent), and expressed trust and confidence in the RCMP personnel with whom they interacted (67 per cent). Results are more mixed in terms of the RCMP going beyond minimum requirements in providing good service: 52 per cent feel the RCMP went beyond minimum service requirements, and 24 per cent disagree with this idea.

Tracking reveals that these results have remained largely stable over the past few years, although there has been a decline in the proportion who feel it was easy to get in touch with the RCMP, and that RCMP personnel delivered the service in a timely fashion.

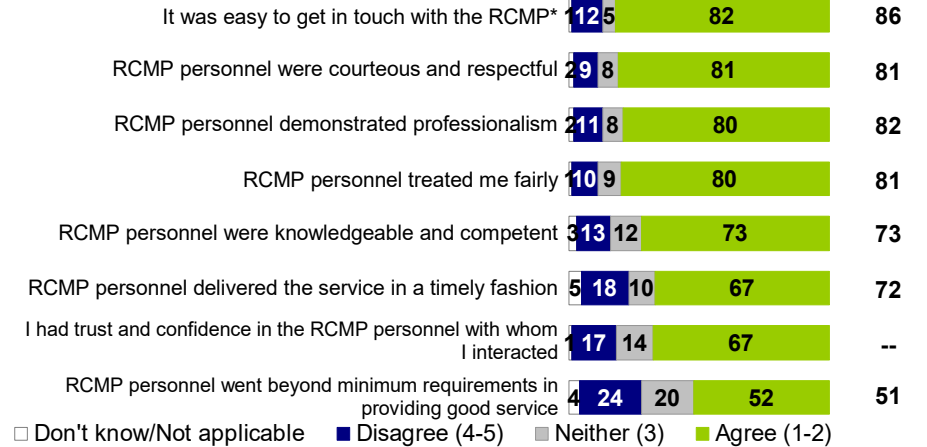
- Women and those 65 years of age and older are particularly likely to agree with many of these statements.
- Conversely, agreement with these statements is consistently lower among 2SLGBTQI+ respondents.

Chart 42: Views on contact with RCMP

Views on contact with RCMP

Q. Regarding your contact(s) with the RCMP in the last year, please indicate whether you strongly agree, agree, neither agree nor disagree, disagree or strongly disagree with each of the following statements about the RCMP's performance.

Overall - unweighted



*Asked only of those who initiated contact with the RCMP (n=457, MOE +/- 4.6%, 19 times out of 20)

BASE (overall): Had contact with the RCMP; Jan. 12-Feb. 9, 2023, n=882, MOE +/- 3.3%, 19 times out of 20

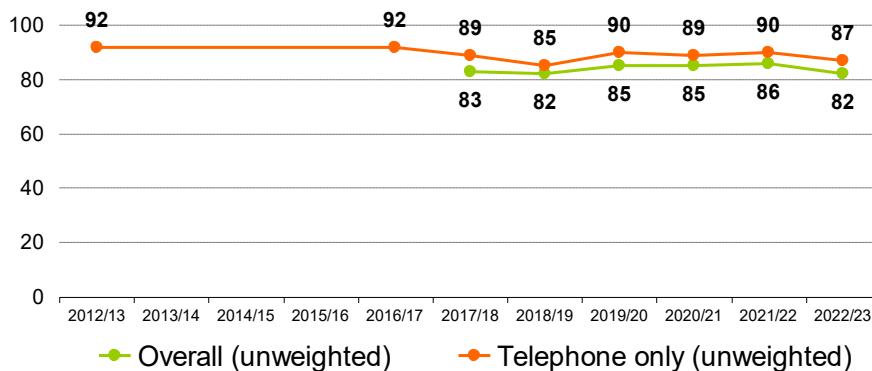
Chart 43: Views on contact with RCMP: Ease of contact

Views on contact with RCMP: Ease of contact

Q. Regarding your contact(s) with the RCMP in the last year, please indicate whether you strongly agree, agree, neither agree nor disagree, disagree or strongly disagree with each of the following statements about the RCMP's performance.

It was easy to get in touch with the RCMP

% agree (1-2)



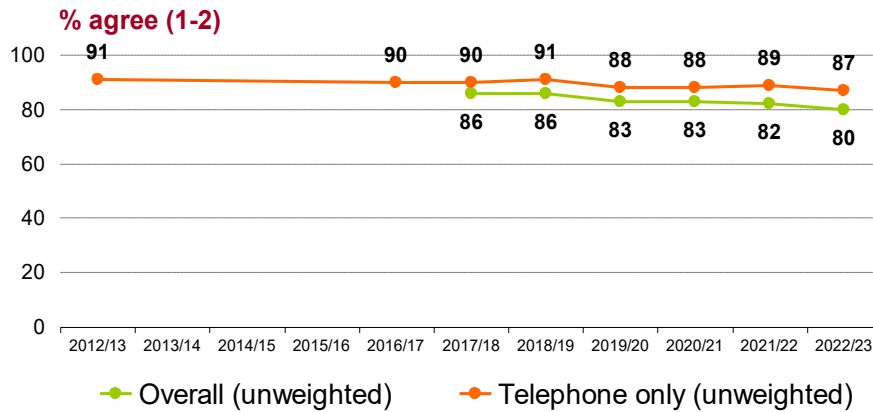
BASE (overall): Initiated contact with the RCMP; most recent data point Jan. 12-Feb. 9, 2023, n=569, MOE +/- 4.1%, 19 times out of 20
 BASE (phone): Initiated contact with the RCMP; most recent data point Jan. 12-Feb. 9, 2023, n=287, MOE +/- 5.8%, 19 times out of 20

Chart 44: Views on contact with RCMP: Professionalism

**Views on contact with RCMP:
Professionalism**

Q. Regarding your contact(s) with the RCMP in the last year, please indicate whether you strongly agree, agree, neither agree nor disagree, disagree or strongly disagree with each of the following statements about the RCMP's performance.

RCMP personnel demonstrated professionalism



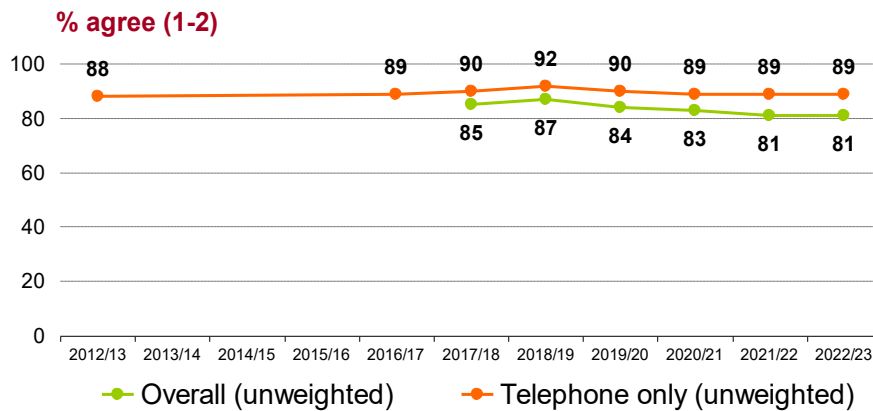
BASE (overall): Had contact with the RCMP; most recent data point Jan. 12-Feb. 9, 2023, n=882, MOE +/- 3.3%, 19 times out of 20
BASE (phone): Had contact with the RCMP; most recent data point Jan. 12-Feb. 9, 2023, n=414, MOE +/- 4.8%, 19 times out of 20

Chart 45: Views on contact with RCMP: Courtesy and respect

**Views on contact with RCMP:
Courtesy and respect**

Q. Regarding your contact(s) with the RCMP in the last year, please indicate whether you strongly agree, agree, neither agree nor disagree, disagree or strongly disagree with each of the following statements about the RCMP's performance.

RCMP personnel were courteous and respectful



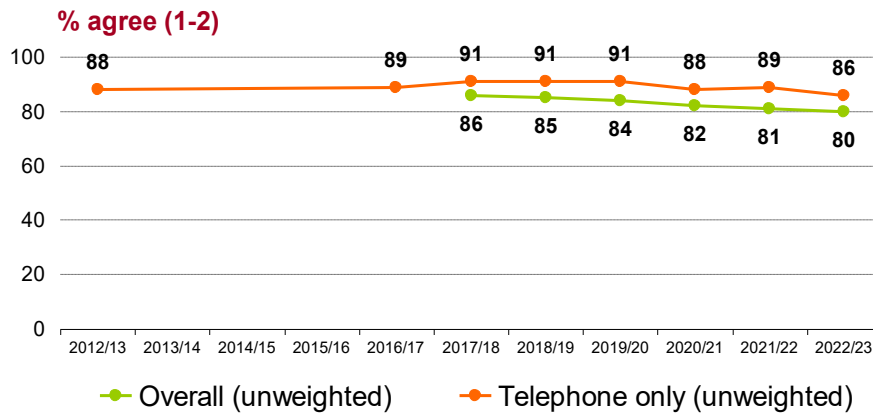
BASE (overall): Had contact with the RCMP; most recent data point Jan. 12-Feb. 9, 2023, n=882, MOE +/- 3.3%, 19 times out of 20
BASE (phone): Had contact with the RCMP; most recent data point Jan. 12-Feb. 9, 2023, n=414, MOE +/- 4.8%, 19 times out of 20

Chart 46: Views on contact with RCMP: Fairness

**Views on contact with RCMP:
Fairness**

Q. Regarding your contact(s) with the RCMP in the last year, please indicate whether you strongly agree, agree, neither agree nor disagree, disagree or strongly disagree with each of the following statements about the RCMP's performance.

RCMP personnel treated me fairly



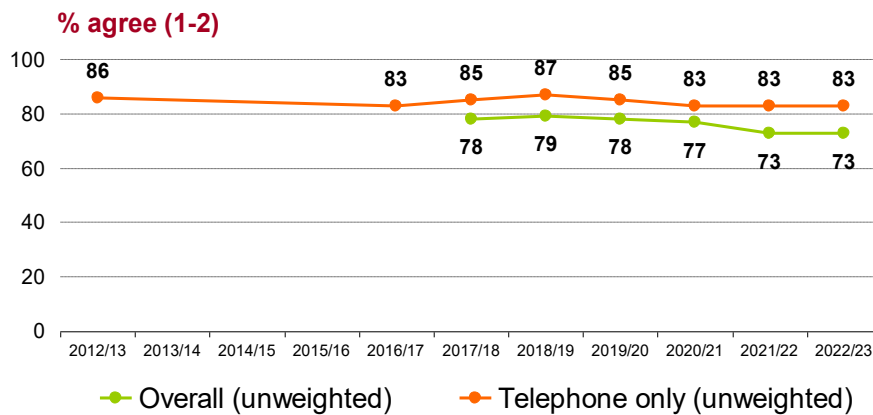
BASE (overall): Had contact with the RCMP; most recent data point Jan. 12-Feb. 9, 2023, n=882, MOE +/- 3.3%, 19 times out of 20
BASE (phone): Had contact with the RCMP; most recent data point Jan. 12-Feb. 9, 2023, n=414, MOE +/- 4.8%, 19 times out of 20

Chart 47: Views on contact with RCMP: Knowledge and competence

**Views on contact with RCMP:
Knowledge and competence**

Q. Regarding your contact(s) with the RCMP in the last year, please indicate whether you strongly agree, agree, neither agree nor disagree, disagree or strongly disagree with each of the following statements about the RCMP's performance.

RCMP personnel were knowledgeable and competent



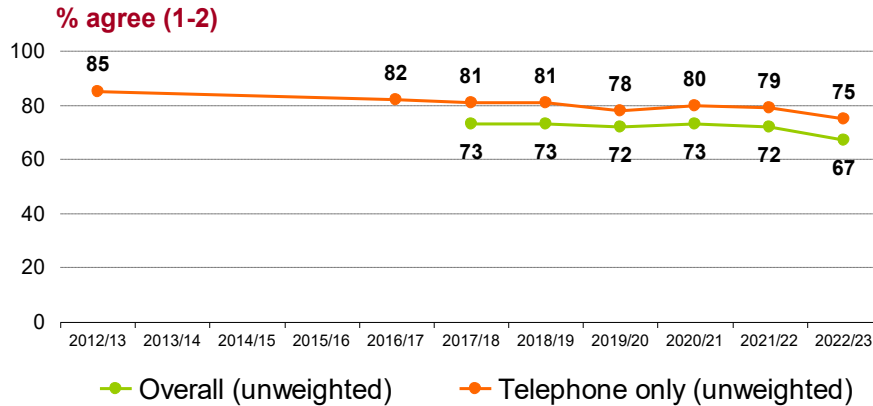
BASE (overall): Had contact with the RCMP; most recent data point Jan. 12-Feb. 9, 2023, n=882, MOE +/- 3.3%, 19 times out of 20
BASE (phone): Had contact with the RCMP; most recent data point Jan. 12-Feb. 9, 2023, n=414, MOE +/- 4.8%, 19 times out of 20

Chart 48: Views on contact with RCMP: Timeliness

**Views on contact with RCMP:
Timeliness**

Q. Regarding your contact(s) with the RCMP in the last year, please indicate whether you strongly agree, agree, neither agree nor disagree, disagree or strongly disagree with each of the following statements about the RCMP's performance.

RCMP personnel delivered the service in a timely fashion



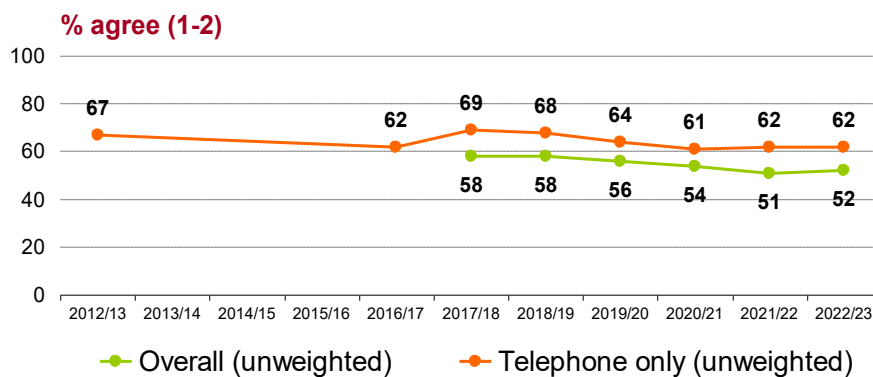
BASE (overall): Had contact with the RCMP; most recent data point Jan. 12-Feb. 9, 2023, n=882, MOE +/- 3.3%, 19 times out of 20
BASE (phone): Had contact with the RCMP; most recent data point Jan. 12-Feb. 9, 2023, n=414, MOE +/- 4.8%, 19 times out of 20

Chart 49: Views on contact with RCMP: Incidence of exceeding basic requirements

**Views on contact with RCMP:
Incidence of exceeding basic requirements**

Q. Regarding your contact(s) with the RCMP in the last year, please indicate whether you strongly agree, agree, neither agree nor disagree, disagree or strongly disagree with each of the following statements about the RCMP's performance.

RCMP personnel went beyond minimum requirements in providing good service



BASE (overall): Had contact with the RCMP; most recent data point Jan. 12-Feb. 9, 2023, n=882, MOE +/- 3.3%, 19 times out of 20
BASE (phone): Had contact with the RCMP; most recent data point Jan. 12-Feb. 9, 2023, n=414, MOE +/- 4.8%, 19 times out of 20

3.4 SATISFACTION WITH CONTACT WITH RCMP

Those who indicated they had had contact with the RCMP in the past year were also asked to rate their overall satisfaction with the service they received from the RCMP. Seven in ten (67 per cent) expressed satisfaction, and only 20 per cent were dissatisfied.

Tracking reveals a slight drop in satisfaction over the past several years.

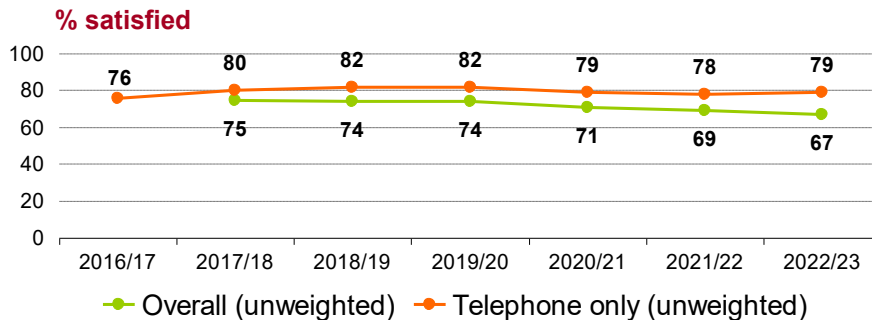
- Women (73 per cent), those with high school education (77 per cent), and those 65 years of age and older (79 per cent) express higher levels of satisfaction with the service received from the RCMP.
- Conversely, 2SLGBTQI+ respondents express the lowest levels of satisfaction with RCMP service (39 per cent).

Chart 50: Satisfaction with contact

Satisfaction with contact

Q. How satisfied were you with the service you received during your contact(s) with the RCMP?

Overall – unweighted



BASE (overall): Had contact with the RCMP; most recent data point Jan. 12-Feb. 9, 2023. n=882, MOE +/- 3.3%, 19 times out of 20
BASE (phone): Had contact with the RCMP; most recent data point Jan. 12-Feb. 9, 2023. n=414, MOE +/- 4.8%, 19 times out of 20

APPENDIX A
QUESTIONNAIRES (ENGLISH & FRENCH)

ENGLISH QUESTIONNAIRE

WINTRO

We are conducting a survey on behalf of the Royal Canadian Mounted Police (RCMP) to determine the Canadian public's level of satisfaction with specific aspects of the RCMP's performance. On this 150th anniversary of the RCMP, we greatly welcome your feedback to help them know where it is meeting your needs and where it can improve.

Please rest assured that we are not selling or soliciting anything. The survey is voluntary and your responses will be kept entirely confidential and anonymous.

The survey takes about 10 minutes to complete.

To verify that the survey is legitimate, you can contact Dr. James Lea from the RCMP by email at SurveycentreRCMP-CentresondageGRC@rcmp-grc.gc.ca

Q1 [0,1]

How important is the RCMP's contribution to keeping Canadians safe?

Very important	1
Somewhat important	2
Neither important nor unimportant	3
Somewhat unimportant	4
Not at all important	5
Don't know	99

Q2 [0,1]

How satisfied are you with the RCMP's contribution to keeping Canadians safe?

Very satisfied	1
Somewhat satisfied	2
Neither satisfied nor dissatisfied	3
Somewhat dissatisfied	4
Very dissatisfied	5
Don't know	99

Q3 [0,1]

I feel safer because of the RCMP.

Strongly agree	1
Agree	2
Neither agree nor disagree	3
Disagree	4
Strongly disagree	5
Don't know	99

PQ5

For each of the following statements about the RCMP's performance, please indicate whether you strongly agree, agree, neither agree nor disagree, disagree, or strongly disagree.

GENERAL

Q5A [0,1]

RCMP personnel serve with excellence.

Strongly agree	1
Agree	2
Neither agree nor disagree	3
Disagree	4
Strongly disagree	5
Don't know/ No response	99

Q5B [0,1]

The RCMP is an honest organization that acts with integrity.

Strongly agree	1
Agree	2
Neither agree nor disagree	3
Disagree	4
Strongly disagree	5
Don't know/ No response	99

Q5D [0,1]

RCMP personnel demonstrate compassion.

Strongly agree	1
Agree	2
Neither agree nor disagree	3
Disagree	4
Strongly disagree	5
Don't know/ No response	99

Q5E [0,1]

The RCMP is an accountable organization that takes responsibility.

Strongly agree	1
Agree	2
Neither agree nor disagree	3
Disagree	4
Strongly disagree	5
Don't know/ No response	99

Q5F [0,1]

RCMP personnel treat people with respect.	
Strongly agree	1
Agree	2
Neither agree nor disagree	3
Disagree	4
Strongly disagree	5
Don't know/ No response	99

Q5G [0,1]

The RCMP places an emphasis on providing quality service to the public.	
Strongly agree	1
Agree	2
Neither agree nor disagree	3
Disagree	4
Strongly disagree	5
Don't know/ No response	99

Q5K [0,1]

I have trust and confidence in the RCMP.	
Strongly agree	1
Agree	2
Neither agree nor disagree	3
Disagree	4
Strongly disagree	5
Don't know/ No response	99

Q5KK [0,1]

I would encourage friends and family members to apply to the RCMP.	
Strongly agree	1
Agree	2
Neither agree nor disagree	3
Disagree	4
Strongly disagree	5
Don't know/ No response	99

PQ5L

RELATIONSHIP WITH THE RCMP

RELQ5P [0,1]

The RCMP is an organization that is welcoming and inclusive of people from different backgrounds.

Strongly agree	1
Agree	2
Neither agree nor disagree	3
Disagree	4
Strongly disagree	5
Don't know/ No response	99

RELQ5U [0,1]

RCMP personnel reflect the cultural diversity in my community.

Strongly agree	1
Agree	2
Neither agree nor disagree	3
Disagree	4
Strongly disagree	5
Don't know/ No response	99

PQ5U

SENSITIVITY

SENQ5U [0,1]

The RCMP is sensitive to the needs of different cultures and groups.

Strongly agree	1
Agree	2
Neither agree nor disagree	3
Disagree	4
Strongly disagree	5
Don't know/ No response	99

SENQ5V [0,1]

The RCMP treats Indigenous peoples fairly.

Strongly agree	1
Agree	2
Neither agree nor disagree	3
Disagree	4
Strongly disagree	5
Don't know/ No response	99

SENQ5VV [0,1]

The RCMP treats members of racialized groups (visible minorities) fairly.

Strongly agree	1
Agree	2
Neither agree nor disagree	3
Disagree	4
Strongly disagree	5
Don't know/ No response	99

SENQ5W [0,1]

The RCMP treats women fairly.	
Strongly agree	1
Agree	2
Neither agree nor disagree	3
Disagree	4
Strongly disagree	5
Don't know/ No response	99

SENQ5X [0,1]

The RCMP treats members of 2SLGBTQI+ communities fairly.	
Strongly agree	1
Agree	2
Neither agree nor disagree	3
Disagree	4
Strongly disagree	5
Don't know/ No response	99

SENQ5XX [0,1]

The RCMP treats persons with a disability fairly.	
Strongly agree	1
Agree	2
Neither agree nor disagree	3
Disagree	4
Strongly disagree	5
Don't know/ No response	99

PQ5Y

SERVICE AND RESPONSIVENESS

RESQ5AA [0,1]

The RCMP is effective at responding quickly to calls for assistance.	
Strongly agree	1
Agree	2
Neither agree nor disagree	3
Disagree	4
Strongly disagree	5
Don't know/ No response	99

RESQ5BB [0,1]

The RCMP is contributing to traffic safety in my province or territory.	
Strongly agree	1
Agree	2
Neither agree nor disagree	3
Disagree	4
Strongly disagree	5
Don't know/ No response	99

RESQ5DD [0,1]

The RCMP is a forward-looking, innovative organization.	
Strongly agree	1
Agree	2
Neither agree nor disagree	3
Disagree	4
Strongly disagree	5
Don't know/ No response	99

PQ5EE

PRIORITIES OF THE RCMP

PRIQ5EE [0,1]

The RCMP is addressing youth involvement in crime as offenders.	
Strongly agree	1
Agree	2
Neither agree nor disagree	3
Disagree	4
Strongly disagree	5
Don't know/ No response	99

PRIQ5FF [0,1]

The RCMP is reducing the threat and impact of organized crime.	
Strongly agree	1
Agree	2
Neither agree nor disagree	3
Disagree	4
Strongly disagree	5
Don't know/ No response	99

PRIQ5GG [0,1]

The RCMP is reducing the threat and impact of serious crime, such as murder, sexual assault, robbery, and arson.	
Strongly agree	1
Agree	2
Neither agree nor disagree	3
Disagree	4
Strongly disagree	5
Don't know/ No response	99

PRIQ5II [0,1]

The RCMP is effectively responding to threats to national security.	
Strongly agree	1
Agree	2
Neither agree nor disagree	3
Disagree	4
Strongly disagree	5
Don't know/ No response	99

PRIQ5LL [0,1]

The RCMP is contributing to safer Indigenous communities.	
Strongly agree	1
Agree	2
Neither agree nor disagree	3
Disagree	4
Strongly disagree	5
Don't know/ No response	99

PRIQ5MM [0,1]

The RCMP is advancing reconciliation with Indigenous peoples of Canada.	
Strongly agree	1
Agree	2
Neither agree nor disagree	3
Disagree	4
Strongly disagree	5
Don't know/ No response	99

PRIQ5OO [0,1]

The RCMP is reducing the overall impact of economic crime, such as money laundering, stock market (capital market) fraud, and serious organized fraud.	
Strongly agree	1
Agree	2
Neither agree nor disagree	3
Disagree	4
Strongly disagree	5
Don't know/ No response	99

PRIQ5PP [0,1]

The RCMP is effectively responding to cybercrime threats.	
Strongly agree	1
Agree	2
Neither agree nor disagree	3
Disagree	4
Strongly disagree	5
Don't know/ No response	99

PRIQ5QQ [0,1]

The RCMP is effectively addressing online frauds and scams.	
Strongly agree	1
Agree	2
Neither agree nor disagree	3
Disagree	4
Strongly disagree	5
Don't know/ No response	99

PRIQ5RR [0,1]

The RCMP is reducing the production, sale, and distribution of illegal drugs.

Strongly agree	1
Agree	2
Neither agree nor disagree	3
Disagree	4
Strongly disagree	5
Don't know/ No response	99

PRIQ5SS [0,1]

The RCMP is effectively responding to threats at the border between the ports of entry.

Strongly agree	1
Agree	2
Neither agree nor disagree	3
Disagree	4
Strongly disagree	5
Don't know/ No response	99

PRIQ5UU [0,1]

The RCMP is effectively participating in a variety of international activities, such as peacekeeping missions and offering training to foreign police.

Strongly agree	1
Agree	2
Neither agree nor disagree	3
Disagree	4
Strongly disagree	5
Don't know/ No response	99

PRIQ5VV [0,1]

The RCMP rapidly adapts to new and emerging priorities.

Strongly agree	1
Agree	2
Neither agree nor disagree	3
Disagree	4
Strongly disagree	5
Don't know/ No response	99

PRIQ5WW [0,1]

Canada's firearms program contributes to public safety in Canada.

Strongly agree	1
Agree	2
Neither agree nor disagree	3
Disagree	4
Strongly disagree	5
Don't know/ No response	99

Q6 [0,1]

What is your main source of information about the RCMP?

Local/national media (newspapers, radio, television news)	1
Social media (Facebook, Twitter, Reddit, YouTube)	2
Family/friends	3
RCMP (website, detachment, employee)	4
Other	5
Don't know	99

Q7 [0,1]

In the past year, did you have any direct contact with the RCMP, such as reporting a crime, being stopped for a traffic offence or accident, seeking information, or any other reason?

Yes	1
No	2
Don't know	99

Q9 [0,1]

Did you initiate the contact with the RCMP yourself?

Yes	1
No	2
Don't know	99

PQ10

Regarding your contact(s) with the RCMP in the last year, please indicate whether you strongly agree, agree, neither agree nor disagree, disagree or strongly disagree with each of the following statements about the RCMP's performance.

If a statement does not apply, select "Not applicable".

Q10A [0,1]

It was easy to get in touch with the RCMP.

Strongly agree	1
Agree	2
Neither agree nor disagree	3
Disagree	4
Strongly disagree	5
Not applicable	98
Don't know	99

Q10B [0,1]

RCMP personnel treated me fairly.

Strongly agree	1
Agree	2
Neither agree nor disagree	3
Disagree	4
Strongly disagree	5
Not applicable	98

Don't know 99

Q10C [0,1]

RCMP personnel demonstrated professionalism.

Strongly agree 1
Agree 2
Neither agree nor disagree 3
Disagree 4
Strongly disagree 5
Not applicable 98
Don't know 99

Q10D [0,1]

RCMP personnel were courteous and respectful.

Strongly agree 1
Agree 2
Neither agree nor disagree 3
Disagree 4
Strongly disagree 5
Not applicable 98
Don't know 99

Q10E [0,1]

RCMP personnel were knowledgeable and competent.

Strongly agree 1
Agree 2
Neither agree nor disagree 3
Disagree 4
Strongly disagree 5
Not applicable 98
Don't know 99

Q10F [0,1]

RCMP personnel delivered the service in a timely fashion.

Strongly agree 1
Agree 2
Neither agree nor disagree 3
Disagree 4
Strongly disagree 5
Not applicable 98
Don't know 99

Q10G [0,1]

RCMP personnel went beyond minimum requirements in providing good service.

Strongly agree 1
Agree 2
Neither agree nor disagree 3
Disagree 4
Strongly disagree 5
Not applicable 98

Don't know	99
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Q10H [0,1]

I had trust and confidence in the RCMP personnel with whom I interacted.

Strongly agree	1
Agree	2
Neither agree nor disagree	3
Disagree	4
Strongly disagree	5
Not applicable	98
Don't know	99

Q11 [0,1]

How satisfied were you with the service you received during your contact(s) with the RCMP?

Very satisfied	1
Somewhat satisfied	2
Neither satisfied nor dissatisfied	3
Somewhat dissatisfied	4
Very dissatisfied	5
Don't know	99

Q12 [0,1]

In which of the following age categories do you belong?

18-34 years	1
35-49 years	2
50-64 years	3
65 years or older	4
Prefer not to answer	99

Q13 [0,1]

What is the highest level of formal education that you have completed?

Less than High School diploma or equivalent	2
High School diploma or equivalent	3
Registered Apprenticeship or other trades certificate or diploma	5
College, CEGEP or other non-university certificate or diploma	6
University certificate or diploma below Bachelor's level	7
Bachelor's degree	8
Post graduate degree above bachelor's level	9
Prefer not to answer	99

Q17 [0,1]

What is your gender?

(Refers to current gender which may be different from sex assigned at birth and may be different from what is indicated on legal documents.)

Male	1
Female	2
Another gender	3

Prefer not to answer 99

Q14 [0,4]

Do you identify as...

Select all that apply.

A person with a disability	1
A member of a racialized group (visible minorities)	2
An Indigenous person (Inuk (Inuit), First Nations, Metis)	3
A member of the 2SLGBTQI+ communities	4
None of the above	5
Don't know / Prefer not to answer	99

QMINORA [0,7]

RACIALIZED

Which racial group do you identify with?

Select all racial groups that apply

Black	1
East / Southeast Asian	2
Latino / Latina / Latinx	3
Middle Eastern	4
South Asian	5
White	6
Another racial group	7
Prefer not to answer	99

QMINORB [0,3]

INDIGENOUS

You indicated that you identify as an Indigenous person. Please indicate which of the following apply to you.

Select all that apply.

Inuk (Inuit)	1
First Nations	2
Metis	3
Prefer not to answer	99

Q15 [0,1]

Which of the following best describes the community you live in:

Population up to 1,000	1
Population of 1,001 to 5,000	2
Population of 5,001 to 15,000	3
Population of 15,001 to 30,000	4
Population of 30,001 to 100,000	5
Population over 100,000	6
Don't know	99

Q16 [0,1]

Do you live in an Indigenous community, settlement or reserve?

Yes	1
No	2
Sometimes	3
Don't know	98
Prefer not to answer	99

Q4 [0,1]

Is the RCMP your local policing service?

Yes	1
No	2
Partially	3
Don't know	99

QPROV

In which province or territory do you live?

Newfoundland and Labrador	1
Prince Edward Island	2
Nova Scotia	3
New Brunswick	4
Quebec	5
Ontario	6
Manitoba	7
Saskatchewan	8
Alberta	9
British Columbia	10
Yukon	11
Northwest Territories	12
Nunavut	13
None of the above	99

QFSA [0,1]

Please indicate the first three characters of your postal code.

77	77
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THNK

Thank you very much for taking the time to complete this survey.

FRENCH QUESTIONNAIRE

WINTRO

Nous menons un sondage pour le compte de la Gendarmerie royale du Canada (GRC) afin de déterminer le taux de satisfaction du public canadien par rapport à différents aspects du rendement de la GRC. À l'occasion de son 150e anniversaire de la GRC, nous accueillons chaleureusement tout commentaire pouvant aider la GRC à connaître les domaines où elle répond à vos besoins et ceux où elle pourrait s'améliorer.

Ayez l'assurance que nous ne faisons pas de vente ni de sollicitation pour quoi que ce soit. Le sondage est effectué sur une base volontaire, et vos réponses demeureront entièrement anonymes et confidentielles.

Il faut environ 10 minutes pour répondre au sondage.

Si vous souhaitez vous assurer que cette étude est légitime, vous pouvez communiquer par courriel avec le Dr James Lee, de la GRC à SurveycentreRCMP-CentresondageGRC@rcmp-grc.gc.ca.

Q1 [0,1]

Quelle est l'importance de la contribution de la GRC à la sécurité des Canadiens?

Très importante	1
Plutôt importante	2
Ni importante ni sans importance	3
Peu importante	4
Sans aucune importance	5
Je ne sais pas	99

Q2 [0,1]

Quelle est votre satisfaction à l'égard de la contribution de la GRC à la sécurité des Canadiens?

Très satisfait(e)	1
Plutôt satisfait(e)	2
Ni satisfait(e) ni insatisfait(e)	3
Plutôt insatisfait(e)	4
Très insatisfait(e)	5
Je ne sais pas	99

Q3 [0,1]

Je me sens plus en sécurité grâce à la GRC.

Tout à fait d'accord	1
D'accord	2
Ni en accord ni en désaccord	3
En désaccord	4
Tout à fait en désaccord	5

PQ5

Pour chacun des énoncés suivants au sujet du rendement de la GRC, veuillez indiquer si vous êtes tout à fait d'accord, d'accord, ni d'accord ni en désaccord, en désaccord ou tout à fait en désaccord.

GÉNÉRAL

Q5A [0,1]

Le personnel de la GRC fait preuve d'excellence dans la prestation de ses services.

Tout à fait d'accord	1
D'accord	2
Ni d'accord ni en désaccord	3
En désaccord	4
Tout à fait en désaccord	5
Je ne sais pas/ Pas de réponse	99

Q5B [0,1]

La GRC est une organisation honnête qui agit de façon intègre.

Tout à fait d'accord	1
D'accord	2
Ni d'accord ni en désaccord	3
En désaccord	4
Tout à fait en désaccord	5
Je ne sais pas/ Pas de réponse	99

Q5D [0,1]

Le personnel de la GRC fait preuve de compassion.

Tout à fait d'accord	1
D'accord	2
Ni d'accord ni en désaccord	3
En désaccord	4
Tout à fait en désaccord	5
Je ne sais pas/ Pas de réponse	99

Q5E [0,1]

La GRC est une organisation responsable qui s'acquitte de ses responsabilités.

Tout à fait d'accord	1
D'accord	2
Ni d'accord ni en désaccord	3
En désaccord	4
Tout à fait en désaccord	5
Je ne sais pas/ Pas de réponse	99

Q5F [0,1]

Le personnel de la GRC traite les gens avec respect.	
Tout à fait d'accord	1
D'accord	2
Ni d'accord ni en désaccord	3
En désaccord	4
Tout à fait en désaccord	5
Je ne sais pas/ Pas de réponse	99

Q5G [0,1]

La GRC s'efforce de fournir un service de qualité au public.	
Tout à fait d'accord	1
D'accord	2
Ni d'accord ni en désaccord	3
En désaccord	4
Tout à fait en désaccord	5
Je ne sais pas/ Pas de réponse	99

Q5K [0,1]

J'ai confiance en la GRC.	
Tout à fait d'accord	1
D'accord	2
Ni d'accord ni en désaccord	3
En désaccord	4
Tout à fait en désaccord	5
Je ne sais pas/ Pas de réponse	99

Q5KK [0,1]

J'encouragerais des amis et des membres de la famille à se postuler à la GRC.	
Tout à fait d'accord	1
D'accord	2
Ni d'accord ni en désaccord	3
En désaccord	4
Tout à fait en désaccord	5
Je ne sais pas/ Pas de réponse	99

PQ5L

RELATION AVEC LA GRC

RELQ5P [0,1]

La GRC est une organisation accueillante et inclusive des personnes d'origines différentes.	
Tout à fait d'accord	1
D'accord	2
Ni d'accord ni en désaccord	3
En désaccord	4
Tout à fait en désaccord	5
Je ne sais pas/ Pas de réponse	99

RELQ5U [0,1]

Le personnel de la GRC reflète la diversité culturelle de ma communauté.	
Tout à fait d'accord	1
D'accord	2
Ni d'accord ni en désaccord	3
En désaccord	4
Tout à fait en désaccord	5
Je ne sais pas/ Pas de réponse	99

PQ5U

SENSIBILITÉ

SENQ5U [0,1]

La GRC est sensible aux besoins des différents groupes et cultures.	
Tout à fait d'accord	1
D'accord	2
Ni d'accord ni en désaccord	3
En désaccord	4
Tout à fait en désaccord	5
Je ne sais pas/ Pas de réponse	99

SENQ5V [0,1]

La GRC traite les peuples autochtones équitablement.	
Tout à fait d'accord	1
D'accord	2
Ni d'accord ni en désaccord	3
En désaccord	4
Tout à fait en désaccord	5
Je ne sais pas/ Pas de réponse	99

SENQ5VV [0,1]

La GRC traite les membres des groupes racisés (minorités visibles) équitablement.	
Tout à fait d'accord	1
D'accord	2
Ni d'accord ni en désaccord	3
En désaccord	4
Tout à fait en désaccord	5
Je ne sais pas/ Pas de réponse	99

SENQ5W [0,1]

La GRC traite les femmes équitablement.	
Tout à fait d'accord	1
D'accord	2
Ni d'accord ni en désaccord	3
En désaccord	4
Tout à fait en désaccord	5
Je ne sais pas/ Pas de réponse	99

SENQ5X [0,1]

La GRC traite les membres de la communauté 2ELGBTQI+ équitablement.	
Tout à fait d'accord	1
D'accord	2
Ni d'accord ni en désaccord	3
En désaccord	4
Tout à fait en désaccord	5
Je ne sais pas/ Pas de réponse	99

SENQ5XX [0,1]

La GRC traite les personnes ayant un handicap équitablement.	
Tout à fait d'accord	1
D'accord	2
Ni d'accord ni en désaccord	3
En désaccord	4
Tout à fait en désaccord	5
Je ne sais pas/ Pas de réponse	99

PQ5Y

SERVICE ET RÉCEPTIVITÉ

RESQ5AA [0,1]

La GRC est efficace lorsque vient le temps de réagir rapidement à des appels d'aide.	
Tout à fait d'accord	1
D'accord	2
Ni d'accord ni en désaccord	3
En désaccord	4
Tout à fait en désaccord	5
Je ne sais pas/ Pas de réponse	99

RESQ5BB [0,1]

La GRC contribue à la sécurité routière dans ma province ou dans mon territoire.	
Tout à fait d'accord	1
D'accord	2
Ni d'accord ni en désaccord	3
En désaccord	4
Tout à fait en désaccord	5
Je ne sais pas/ Pas de réponse	99

RESQ5DD [0,1]

La GRC est une organisation innovatrice et tournée vers l'avenir.	
Tout à fait d'accord	1
D'accord	2
Ni d'accord ni en désaccord	3
En désaccord	4
Tout à fait en désaccord	5
Je ne sais pas/ Pas de réponse	99

PQ5EE

PRIORITÉS DE LA GRC

PRIQ5EE [0,1]

La GRC aborde la délinquance chez les jeunes du point de vue des contrevenants.

Tout à fait d'accord	1
D'accord	2
Ni d'accord ni en désaccord	3
En désaccord	4
Tout à fait en désaccord	5
Je ne sais pas/ Pas de réponse	99

PRIQ5FF [0,1]

La GRC réduit la menace et les répercussions du crime organisé.

Tout à fait d'accord	1
D'accord	2
Ni d'accord ni en désaccord	3
En désaccord	4
Tout à fait en désaccord	5
Je ne sais pas/ Pas de réponse	99

PRIQ5GG [0,1]

La GRC réduit la menace et les répercussions des crimes graves tels que les meurtres, les agressions sexuelles, les vols qualifiés et les incendies criminels.

Tout à fait d'accord	1
D'accord	2
Ni d'accord ni en désaccord	3
En désaccord	4
Tout à fait en désaccord	5
Je ne sais pas/ Pas de réponse	99

PRIQ5II [0,1]

La GRC réagit de façon efficace à des menaces à la sécurité nationale.

Tout à fait d'accord	1
D'accord	2
Ni d'accord ni en désaccord	3
En désaccord	4
Tout à fait en désaccord	5
Je ne sais pas/ Pas de réponse	99

PRIQ5LL [0,1]

La GRC contribue à accroître la sûreté des communautés autochtones.

Tout à fait d'accord	1
D'accord	2
Ni d'accord ni en désaccord	3
En désaccord	4
Tout à fait en désaccord	5
Je ne sais pas/ Pas de réponse	99

PRIQ5MM [0,1]

La GRC fait avancer la réconciliation avec les peuples autochtones du Canada.

Tout à fait d'accord	1
D'accord	2
Ni d'accord ni en désaccord	3
En désaccord	4
Tout à fait en désaccord	5
Je ne sais pas/ Pas de réponse	99

PRIQ5OO [0,1]

La GRC réduit les conséquences globales des crimes économiques, comme le blanchiment d'argent, les fraudes dans le marché boursier (marché financier) et les fraudes organisées d'envergure.

Tout à fait d'accord	1
D'accord	2
Ni d'accord ni en désaccord	3
En désaccord	4
Tout à fait en désaccord	5
Je ne sais pas/ Pas de réponse	99

PRIQ5PP [0,1]

La GRC intervient efficacement dans les cas de menaces cybercriminelles.

Tout à fait d'accord	1
D'accord	2
Ni d'accord ni en désaccord	3
En désaccord	4
Tout à fait en désaccord	5
Je ne sais pas/ Pas de réponse	99

PRIQ5QQ [0,1]

La GRC traite efficacement les fraudes et les arnaques en ligne.

Tout à fait d'accord	1
D'accord	2
Ni d'accord ni en désaccord	3
En désaccord	4
Tout à fait en désaccord	5
Je ne sais pas/ Pas de réponse	99

PRIQ5RR [0,1]

La GRC réduit la production, la vente et la distribution de drogues illégales.

Tout à fait d'accord	1
D'accord	2
Ni d'accord ni en désaccord	3
En désaccord	4
Tout à fait en désaccord	5
Je ne sais pas/ Pas de réponse	99

PRIQ5SS [0,1]

La GRC réagit de façon efficace à des menaces à la frontière entre différents points d'entrée.

Tout à fait d'accord	1
D'accord	2
Ni d'accord ni en désaccord	3
En désaccord	4
Tout à fait en désaccord	5
Je ne sais pas/ Pas de réponse	99

PRIQ5UU [0,1]

Je sais que la GRC participe efficacement à un éventail d'activités internationales, comme des missions de maintien de la paix et la prestation de formations à des corps policiers étrangers.

Tout à fait d'accord	1
D'accord	2
Ni d'accord ni en désaccord	3
En désaccord	4
Tout à fait en désaccord	5
Je ne sais pas/ Pas de réponse	99

PRIQ5VV [0,1]

La GRC s'adapte rapidement à de nouvelles priorités.

Tout à fait d'accord	1
D'accord	2
Ni d'accord ni en désaccord	3
En désaccord	4
Tout à fait en désaccord	5
Je ne sais pas/ Pas de réponse	99

PRIQ5WW [0,1]

Le programme des armes à feu du Canada contribue à la sécurité publique au Canada.

Tout à fait d'accord	1
D'accord	2
Ni d'accord ni en désaccord	3
En désaccord	4
Tout à fait en désaccord	5
Je ne sais pas/ Pas de réponse	99

Q6 [0,1]

Quelle est votre principale source d'information sur la GRC?

Médias locaux ou nationaux (journaux, actualités à la radio ou à la télévision)	1
Médias sociaux (Facebook, Twitter, Reddit, YouTube)	2
Famille et amis	3
GRC (site Web, détachement, employés)	4
Autre	5
Je ne sais pas	99

Q7 [0,1]

Au cours de la dernière année, avez-vous eu un ou des contacts directs avec la GRC, par exemple pour signaler un crime, lors d'une infraction au code de la route ou d'un accident, pour obtenir de l'information ou pour d'autres raisons?

Oui	1
Non	2
Je ne sais pas	99

Q9 [0,1]

Aviez-vous contacté vous-même la GRC?

Oui	1
Non	2
Je ne sais pas	99

PQ10

Au sujet de vos contacts avec la GRC pendant la dernière année, veuillez indiquer si vous êtes tout à fait d'accord, d'accord, ni d'accord ni en désaccord, en désaccord ou tout à fait en désaccord avec chacun des énoncés suivants sur le rendement de la GRC.

Si un énoncé ne s'applique pas, sélectionnez « Ne s'applique pas ».

Q10A [0,1]

Il a été facile de joindre la GRC.

Tout à fait d'accord	1
D'accord	2
Ni en accord ni en désaccord	3
En désaccord	4
Tout à fait en désaccord	5
Ne s'applique pas	98
Je ne sais pas	99

Q10B [0,1]

Le personnel de la GRC m'a traité(e) équitablement.

Tout à fait d'accord	1
D'accord	2
Ni en accord ni en désaccord	3
En désaccord	4
Tout à fait en désaccord	5
Ne s'applique pas	98
Je ne sais pas	99

Q10C [0,1]

Le personnel de la GRC a fait preuve de professionnalisme.

Tout à fait d'accord	1
D'accord	2
Ni en accord ni en désaccord	3
En désaccord	4

Tout à fait en désaccord	5
Ne s'applique pas	98
Je ne sais pas	99

Q10D [0,1]

Le personnel de la GRC a été courtois et respectueux.

Tout à fait d'accord	1
D'accord	2
Ni en accord ni en désaccord	3
En désaccord	4
Tout à fait en désaccord	5
Ne s'applique pas	98
Je ne sais pas	99

Q10E [0,1]

Le personnel de la GRC était bien informé et compétent.

Tout à fait d'accord	1
D'accord	2
Ni en accord ni en désaccord	3
En désaccord	4
Tout à fait en désaccord	5
Ne s'applique pas	98
Je ne sais pas	99

Q10F [0,1]

Le personnel de la GRC a fourni le service dans des délais raisonnables.

Tout à fait d'accord	1
D'accord	2
Ni en accord ni en désaccord	3
En désaccord	4
Tout à fait en désaccord	5
Ne s'applique pas	98
Je ne sais pas	99

Q10G [0,1]

Le personnel de la GRC a fait plus que le minimum pour fournir un bon service.

Tout à fait d'accord	1
D'accord	2
Ni en accord ni en désaccord	3
En désaccord	4
Tout à fait en désaccord	5
Ne s'applique pas	98
Je ne sais pas	99

Q10H [0,1]

J'avais confiance dans l'employé ou les employés de la GRC avec qui j'ai interagi.

Tout à fait d'accord	1
D'accord	2
Ni en accord ni en désaccord	3
En désaccord	4

Tout à fait en désaccord	5
Ne s'applique pas	98
Je ne sais pas	99

Q11 [0,1]

Dans quelle mesure avez-vous été satisfait(e) du service reçu?

Très satisfait(e)	1
Plutôt satisfait(e)	2
Ni satisfait(e) ni insatisfait(e)	3
Plutôt insatisfait(e)	4
Très insatisfait(e)	5
Je ne sais pas	99

Q12 [0,1]

Auquel des groupes d'âge suivants appartenez-vous?

18 à 34 ans	1
35 à 49 ans	2
50 à 64 ans	3
65 ans et plus	4
Préfère ne pas répondre	99

Q13 [0,1]

Quel est le niveau de scolarité le plus élevé que vous avez atteint?

Études secondaires non terminées	2
Diplôme d'études secondaires ou l'équivalent	3
Apprenti inscrit ou autre certificat ou diplôme de formation professionnelle	5
Diplômes d'études collégiales, de cégep ou autre certificat ou diplôme non universitaire	6
Certificat universitaire ou diplôme inférieur au baccalauréat	7
Baccalauréat	8
Grade universitaire supérieur au baccalauréat	9
Préfère ne pas répondre	99

Q17 [0,1]

Quel est votre genre?

(Fait allusion à votre genre actuel, qui peut différer du sexe à la naissance ou de ce qui est indiqué sur des documents juridiques.)

Homme	1
Femme	2
Autre genre	3
Préfère ne pas répondre	99

Q14 [0,4]

Vous identifiez-vous comme...

Sélectionnez toutes les réponses pertinentes.

Une personne ayant un handicap	1
Un(e) membre d'un groupe racisé (minorité visible)	2

Une personne autochtone (Inuit(e), membre d'un Première Nation, Métis(se))	3
Un(e) membre d'une communauté 2ELGBTQI+	4
Aucune de ces réponses	5
Je ne sais pas / Préfère ne pas répondre	99

QMINORA [0,7]

RACIALIZED

À quel groupe racial vous identifiez-vous

Choisissez le groupe racial pertinent

Noir	1
Est-asiatique / Asiatique du Sud-Est	2
Latino / Latina / Latinx	3
Moyen-oriental	4
Sud-asiatique	5
Blanc	6
Autre groupe racial	7
Préfère ne pas répondre	99

QMINORB [0,3]

INDIGENOUS

Vous avez affirmé vous identifier comme une personne autochtone. Veuillez indiquer laquelle des catégories suivantes s'applique à vous.

Sélectionnez toutes les réponses pertinentes.

Inuit(e)	1
Membre d'un Première Nation	2
Métis(se)	3
Préfère ne pas répondre	99

Q15 [0,1]

Quel est le nombre d'habitants de la communauté où vous vivez?

1 000 habitants ou moins	1
De 1 001 à 5 000 habitants	2
De 5 001 à 15 000 habitants	3
De 15 001 à 30 000 habitants	4
De 30 001 à 100 000 habitants	5
Plus de 100 000 habitants	6
Je ne sais pas	99

Q16 [0,1]

Demeurez-vous dans une communauté, une colonie ou une réserve autochtone?

Oui	1
Non	2
Parfois	3
Je ne sais pas	98
Préfère ne pas répondre	99

Q4 [0,1]

La GRC est-elle votre service de police local?

Oui	1
Non	2
En partie	3
Je ne sais pas	99

QPROV

Dans quelle province ou quel territoire habitez-vous?

Terre-Neuve-et-Labrador	1
Île-du-Prince-Édouard	2
Nouvelle-Écosse	3
Nouveau-Brunswick	4
Québec	5
Ontario	6
Manitoba	7
Saskatchewan	8
Alberta	9
Colombie-Britannique	10
Yukon	11
Territoire du Nord-Ouest	12
Nunavut	13
Aucune de ces provinces ou territoires	99

QFSA [0,1]

Veuillez indiquer les trois premiers caractères de votre code postal.

77	77
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THNK

Merci beaucoup d'avoir pris le temps de répondre à ce sondage.