BACKGROUND AND METHODOLOGY

• A regular survey of citizens is conducted to assess their satisfaction with the Winnipeg Police Service and their perceptions of crime and public safety in Winnipeg.

• A total of 600 Winnipeg citizens aged 18 years and over were interviewed by telephone between August 15 and 22, 2022 (including a pretest of the survey on August 10, 2022). The sample include both landlines and cell phone numbers.

• Because quotas were used to ensure a representative sample by age, gender, and region, weighting has not been applied to the data.

• The margin-of-error for this telephone survey of 600 adults is +/- 4.0%, 19 times out of 20. The margin-of-error is higher for sub-populations analyzed in these results.

• Where applicable and data available, this report compares the results of the 2022 survey with the results of previous citizen satisfaction surveys.

Notes:
• The percentages shown in this report may not add up to exactly 100%, due to rounding.
• Values less than 3% may not be shown in charts.
KEY FINDINGS
KEY FINDINGS

• **Citizens believe crime is increasing.** In 2022, 73% of citizens believe that crime has increased in the last year in Winnipeg. This is unchanged from 2019, but higher than the 28% to 34% who thought crime had increased in surveys in previous years. In addition, 43% believe crime has increased in their neighbourhood, which is the highest to date.

• **Property crimes seen as the most serious problem in neighbourhoods.** Amongst several types of neighbourhood problems, residents tend to rate property crimes as the most serious problem. These include such things as breaking and entering, stealing property from vehicles, and vandalism, graffiti, or damage to property.

• **Perceptions of police generally lower than past years.** In 2022, 55% of Winnipeggers rated the quality of the Winnipeg Police Service as excellent or good, which dropped from 64% in 2019 and is the lowest to date. In addition, ratings of other statements related to the WPS tend to be lower than previous years, including such aspects as confidence in the WPS (61% in 2022 from a high of 81% in 2015) and usually or always meeting expectations (60% in 2022 down from 70% in 2019).

• **Downtown safety an issue.** Perceptions of downtown safety decreased from 2019, with 8% feeling safe walking alone downtown at night. Men especially in 2022 feel less safe downtown (day and night)

• **Responding to calls is most important.** Responding quickly is seen as the most important aspect of policing for Winnipeggers in 2022; however, it is this activity the WPS is rated lowest (45% rate as excellent or good in 2022).
PROFILE OF RESPONDENTS
J1. In which of the following categories does your age fall?

J2. So that we can assign your answers to the correct region of the city, may I please have the first 3 characters of your postal code?

J3. What gender do you identify with?

**Age Distribution**
- 18 to 24 years old: 6%
- 25 to 34 years old: 24%
- 35 to 44 years old: 21%
- 45 to 54 years old: 18%
- 55 to 64 years old: 8%
- 65 to 74 years old: 14%
- 75 to 84 years old: 8%
- 85 or older: 3%

**Gender Distribution**
- Male: 55%
- Female: 45%
- Non-binary: 3%
- Prefer not to answer: 3%

**District Distribution**
- District 1: 11%
- District 2: 38%
- District 3: 19%
- District 4: 32%

**Location Distribution**
- Inner city: 75%
- Non-inner city: 25%
DEMOGRAPHICS (CONTINUED)

J4. Do you have a friend or relative who is a police officer?
J5. About how long have you lived in your neighbourhood?
J6. And how long have you lived in the City of Winnipeg?

Lived in neighbourhood / City of Winnipeg

- One year or less: Neighbourhood 6%, City of Winnipeg 1%
- 2 to 5 years: Neighbourhood 17%, City of Winnipeg 2%
- 6 to 10 years: Neighbourhood 9%, City of Winnipeg 18%
- 11 to 25 years: Neighbourhood 30%, City of Winnipeg 23%
- More than 25 years: Neighbourhood 29%, City of Winnipeg 64%
- Don’t know: Neighbourhood 1%, City of Winnipeg 1%

Police friend or relative

- Yes: 66%
- No: 33%
- No response: 1%
J7. In which of the following categories would you say your total household income before taxes, that is, the income of all persons living in the household, falls?

- Under $30,000: 8%
- $30,000 to $50,000: 14%
- $50,000 to $75,000: 15%
- $75,000 to $100,000: 18%
- $100,000 to $250,000: 25%
- More than $250,000: 4%
- Prefer not to answer: 18%

J8. What is the highest level of formal education you have achieved?

- High school or less: 22%
- Some college or university: 10%
- Completed college degree / diploma: 22%
- Completed university degree: 33%
- Completed university graduate degree: 10%
- Prefer not to answer: 3%
OVERALL PERCEPTIONS OF POLICE
OVERALL PERCEPTIONS OF POLICE FINDINGS

• Amongst several statements about the Winnipeg Police Service, Winnipeggers are most likely to agree that they would help the police if asked (89%) or have a moral duty to follow police orders (88%).

• Conversely, they are least likely to agree that the Winnipeg Police Service respond quickly to calls (50%) or police provide the same quality of service to all citizens (52%).

• Winnipeggers have a more positive view of the Winnipeg Police Service than policing overall in the country; almost as many say it is doing a very good/excellent (46%) job as average (42%). With that being said, Winnipeggers are also less positive about policing in Canada as a whole.

• Winnipeggers 18 to 34 years old tend to be less positive about the Winnipeg Police Service on many of the statements in this section relative to those 35 and older. In fact, positive sentiments toward the Winnipeg Police Service tend to increase as residents get older.

• There is also some indication that those living in the inner city of Winnipeg are less positive than those living in suburban Winnipeg, especially with the statement providing the same quality of service to all citizens.
A1. When you think about the Winnipeg Police Service, to what extent do you agree or disagree with each of the following statements?

<table>
<thead>
<tr>
<th>Statement</th>
<th>Agree strongly</th>
<th>Agree</th>
<th>Neither agree nor disagree</th>
<th>Disagree</th>
<th>Disagree strongly</th>
<th>No opinion</th>
</tr>
</thead>
<tbody>
<tr>
<td>I would help the police if asked</td>
<td>42%</td>
<td>48%</td>
<td>6%</td>
<td>3%</td>
<td></td>
<td></td>
</tr>
<tr>
<td>I feel a moral duty to follow police orders</td>
<td>38%</td>
<td>50%</td>
<td>7%</td>
<td>4%</td>
<td></td>
<td></td>
</tr>
<tr>
<td>I generally support how the police usually act</td>
<td>20%</td>
<td>58%</td>
<td>10%</td>
<td>9%</td>
<td></td>
<td></td>
</tr>
<tr>
<td>The police treat people with respect</td>
<td>19%</td>
<td>52%</td>
<td>14%</td>
<td>11%</td>
<td>3%</td>
<td></td>
</tr>
<tr>
<td>The police make decisions based on fact</td>
<td>18%</td>
<td>53%</td>
<td>15%</td>
<td>8%</td>
<td>3%</td>
<td></td>
</tr>
<tr>
<td>The police are dealing with the things that matter to people in this community</td>
<td>15%</td>
<td>53%</td>
<td>14%</td>
<td>13%</td>
<td>5%</td>
<td></td>
</tr>
<tr>
<td>The police provide the same quality of service to all citizens</td>
<td>14%</td>
<td>38%</td>
<td>15%</td>
<td>21%</td>
<td>11%</td>
<td></td>
</tr>
</tbody>
</table>

Total:
- Agree or agree strongly: 89%
- Agree: 88%
- Neither agree nor disagree: 78%
- Disagree: 71%
- Disagree strongly: 71%
- No opinion: 68%

39%: Inner city
POLICE EXCEEDING AUTHORITY

A2. About how often would you say that the police in your neighbourhood exceed their authority?

- Never/Almost never: 39%
- Rarely: 17%
- Sometimes: 16%
- Most of the time: 5%
- Always/Almost always: 4%
- No opinion: 20%

- Never/Almost never or rarely: 56%
- 37%: ≤$30K

2022:
- Never/Almost never: 39%
- Rarely: 17%
- Sometimes: 16%
- Most of the time: 5%
- Always/Almost always: 4%
- No opinion: 20%

2019:
- Never/Almost never: 44%
- Rarely: 21%
- Sometimes: 15%
- Most of the time: 4%
- Always/Almost always: 6%
- No opinion: 12%

Never/Almost never or rarely: 65%
AGREEMENT WITH RESOLVING AND RESPONDING

A3. In general, to what extent do you agree that the Winnipeg Police Service is effective at…?

Resolving crimes where violence is involved

- **2022**
  - Agree strongly: 14%
  - Agree: 50%
  - Neither agree nor disagree: 19%
  - Disagree: 10%
  - Disagree strongly: 3%

- **2019**
  - Agree strongly: 17%
  - Agree: 56%
  - Neither agree nor disagree: 16%
  - Disagree: 7%
  - Disagree strongly: 3%

Responding quickly to calls for assistance

- **2022**
  - Agree strongly: 11%
  - Agree: 40%
  - Neither agree nor disagree: 17%
  - Disagree: 19%
  - Disagree strongly: 8%
  - No opinion: 6%

- **2019**
  - Agree strongly: 11%
  - Agree: 47%
  - Neither agree nor disagree: 13%
  - Disagree: 17%
  - Disagree strongly: 5%
  - No opinion: 7%

Agree or agree strongly: 65% (55%: 18-34 years old)

55%: 18-34 years old
SATISFACTION WITH POLICE OVERALL

A4. Taking everything into account, how good a job do you think the police in this city are doing?
A5. Taking everything into account, how good a job do you think the police in this country are doing?

Excellent or very good:

City
- 2022: 11% Excellent, 34% Very good, 42% Average, 8% Poor, 4% Very poor, 13% No opinion
- 2019: 16% Excellent, 48% Very good, 28% Average, 5% Poor, 4% Very poor, 9% No opinion

Country
- 2022: 9% Excellent, 28% Very good, 46% Average, 8% Poor, 3% Very poor, 7% No opinion
- 2019: 13% Excellent, 48% Very good, 31% Average, 3% Poor, 5% Very poor, 8% No opinion

32%: 18-34 years old
26%: Inner city
36%
60%
CRIME AND SAFETY FINDINGS

• Three quarters (73%) of Winnipeggers believe that crime has increased in Winnipeg in the past year, which is unchanged from 2019, but more than double the proportion from surveys in previous years.

• However, fewer (43%) believe that crime has increased specifically in their neighbourhood, meaning most believe crime is increasing elsewhere. With that being said, the 43% is the highest to date and has been slowly increasing over time.

• 54% of Winnipeggers believe Winnipeg has more crime than other Canadian cities, which is practically unchanged from 2019 (55%).

• In terms of neighbourhood problems, people report that property-related crimes and drug use are the most serious problems in their neighbourhood, with the highest proportion of stealing property from their vehicle at 35%. Those living in the inner city of Winnipeg often rate problems as more serious in their neighbourhood.

• Winnipeggers feel much safer walking in their neighbourhood during the day or night than in downtown. There has been very little change in perceptions of walking in their neighbourhood, but Winnipeggers have felt less safe walking downtown (day or night) over time.

• About 13% of Winnipeggers say they were a victim of crime in the past year they did not report to the WPS (most often a property crime), virtually unchanged from 2019.
CHANGES IN WINNIPEG CRIME IN LAST YEAR

B1. Thinking of the last year or so, do you think that crime has increased, decreased, or remained about the same in the city of Winnipeg?

<table>
<thead>
<tr>
<th>Year</th>
<th>Increased</th>
<th>Remained same</th>
<th>Decreased</th>
<th>No opinion</th>
</tr>
</thead>
<tbody>
<tr>
<td>2022</td>
<td>73%</td>
<td>21%</td>
<td>3%</td>
<td>3%</td>
</tr>
<tr>
<td>2019</td>
<td>73%</td>
<td>22%</td>
<td>3%</td>
<td>3%</td>
</tr>
<tr>
<td>2017</td>
<td>55%</td>
<td>29%</td>
<td>9%</td>
<td>7%</td>
</tr>
<tr>
<td>2015</td>
<td>55%</td>
<td>28%</td>
<td>13%</td>
<td>4%</td>
</tr>
<tr>
<td>2013</td>
<td>53%</td>
<td>34%</td>
<td>10%</td>
<td>3%</td>
</tr>
</tbody>
</table>

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CRIME RATES COMPARED TO OTHER CITIES

B2. Still thinking of the last year or so, how do you think Winnipeg compares with other major Canadian cities in terms of the amount of crime? Would you say Winnipeg has…?

- Much less crime
- Less crime
- About the same amount of crime
- More crime
- Much more crime
- No opinion

<table>
<thead>
<tr>
<th>Year</th>
<th>Much less crime</th>
<th>Less crime</th>
<th>About the same amount of crime</th>
<th>More crime</th>
<th>Much more crime</th>
<th>No opinion</th>
</tr>
</thead>
<tbody>
<tr>
<td>2022</td>
<td>6%</td>
<td>35%</td>
<td>37%</td>
<td>17%</td>
<td>5%</td>
<td>7%</td>
</tr>
<tr>
<td>2019</td>
<td>6%</td>
<td>35%</td>
<td>43%</td>
<td>12%</td>
<td>4%</td>
<td>6%</td>
</tr>
<tr>
<td>2017</td>
<td>13%</td>
<td>41%</td>
<td>31%</td>
<td>6%</td>
<td>9%</td>
<td>14%</td>
</tr>
<tr>
<td>2015</td>
<td>13%</td>
<td>45%</td>
<td>30%</td>
<td>5%</td>
<td>6%</td>
<td>14%</td>
</tr>
<tr>
<td>2013</td>
<td>8%</td>
<td>43%</td>
<td>37%</td>
<td>9%</td>
<td>3%</td>
<td>9%</td>
</tr>
</tbody>
</table>

Less or much less crime:

- 7% Much less
- 15% Less or much less
- 3% No opinion
CHANGES IN NEIGHBOURHOOD CRIME RATES

B3. During the last year or so do you think that crime has increased, decreased or remained about the same in your neighbourhood?

- Increased
- Decreased
- Remained same
- No opinion

<table>
<thead>
<tr>
<th>Year</th>
<th>Increased</th>
<th>Decreased</th>
<th>Remained same</th>
<th>No opinion</th>
</tr>
</thead>
<tbody>
<tr>
<td>2013</td>
<td>7%</td>
<td>8%</td>
<td>74%</td>
<td>16%</td>
</tr>
<tr>
<td>2015</td>
<td>11%</td>
<td>67%</td>
<td>19%</td>
<td>19%</td>
</tr>
<tr>
<td>2017</td>
<td>10%</td>
<td>67%</td>
<td>19%</td>
<td>5%</td>
</tr>
<tr>
<td>2019</td>
<td>7%</td>
<td>49%</td>
<td>42%</td>
<td>3%</td>
</tr>
<tr>
<td>2022</td>
<td>7%</td>
<td>47%</td>
<td>43%</td>
<td>3%</td>
</tr>
</tbody>
</table>

34%: males

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A CULTURE OF SAFETY FOR ALL
PERCEPTIONS OF NEIGHBOURHOOD PROBLEMS

B4. I am now going to read you a few statements about the seriousness of various problems in your neighbourhood only. On a scale from 1 to 5 in which 1 is not at all serious, 2 is somewhat serious, 3 is serious, 4 is very serious, and 5 is extremely serious, how serious is...?

<table>
<thead>
<tr>
<th>Problem</th>
<th>Extremely or very serious</th>
</tr>
</thead>
<tbody>
<tr>
<td>Stealing property from cars</td>
<td>15%</td>
</tr>
<tr>
<td>Vandalism, graffiti or other deliberate damage to property or vehicles</td>
<td>12%</td>
</tr>
<tr>
<td>People using drugs</td>
<td>12%</td>
</tr>
<tr>
<td>People dealing drugs</td>
<td>9%</td>
</tr>
<tr>
<td>Traffic violations</td>
<td>8%</td>
</tr>
<tr>
<td>Robbery</td>
<td>7%</td>
</tr>
<tr>
<td>People hanging around on the streets</td>
<td>6%</td>
</tr>
<tr>
<td>Gang activity</td>
<td>6%</td>
</tr>
<tr>
<td>Breaking and entering into homes</td>
<td>5%</td>
</tr>
<tr>
<td>Disturbances in your community</td>
<td>5%</td>
</tr>
<tr>
<td>Assaults</td>
<td>5%</td>
</tr>
</tbody>
</table>

Extremely or very serious:

- 60%: District 1
- 51%: Inner city
- 41%: 35 – 54 year olds

Very serious:

- 54%: <$30K
- 40%: Inner city

Serious:

- 54%: District 1
- 52%: <$30K
- 43%: Inner city
- 20%: 55+

45%: District 1
- 41%: <$30K
- 32%: Inner city

28%: Inner city
- 10%: 55+

28%: District 1
- 14%: <$30K
- 14%: Inner city

28%: District 1
- 13%: <$30K
- 24%: Inner city

28%: 35-54 years old
- 10%: Inner city

33%: <$30K
- 29%: District 1
- 24%: Inner city

35%: District 1
- 30%: <$30K
- 26%: Inner city

Prepared by PRA Inc.
NEIGHBOURHOOD SAFETY DURING THE DAY

B5. How safe do you feel or would you feel walking alone in your neighbourhood during the day? Do you think it is...

<table>
<thead>
<tr>
<th>Year</th>
<th>Very Safe</th>
<th>Reasonably Safe</th>
<th>Somewhat Unsafe</th>
<th>Very Unsafe</th>
<th>No Opinion</th>
</tr>
</thead>
<tbody>
<tr>
<td>2017</td>
<td>67%</td>
<td>29%</td>
<td>3%</td>
<td>3%</td>
<td>No opinion</td>
</tr>
<tr>
<td>2019</td>
<td>60%</td>
<td>33%</td>
<td>5%</td>
<td>No Opinion</td>
<td>No opinion</td>
</tr>
<tr>
<td>2022</td>
<td>62%</td>
<td>32%</td>
<td>3%</td>
<td>3%</td>
<td>No opinion</td>
</tr>
</tbody>
</table>

Very or reasonably safe:

- 2017: 96%
- 2019: 93%
- 2022: 94%

87%: Inner city
NEIGHBOURHOOD SAFETY AT NIGHT

B6. How about walking alone after dark in your neighbourhood? Would you feel…?

<table>
<thead>
<tr>
<th>Year</th>
<th>Very safe</th>
<th>Reasonably safe</th>
<th>Somewhat unsafe</th>
<th>Very unsafe</th>
<th>No opinion</th>
</tr>
</thead>
<tbody>
<tr>
<td>2022</td>
<td>22%</td>
<td>37%</td>
<td>25%</td>
<td>14%</td>
<td>59%</td>
</tr>
<tr>
<td>2019</td>
<td>19%</td>
<td>43%</td>
<td>27%</td>
<td>11%</td>
<td>62%</td>
</tr>
<tr>
<td>2017</td>
<td>26%</td>
<td>43%</td>
<td>21%</td>
<td>8%</td>
<td>3%</td>
</tr>
</tbody>
</table>

Very or reasonably safe:

- 47%: Females
- 44%: $30K-$50K
- 44%: Inner city
- 35%: District 1
SAFETY WALKING ALONE IN NEIGHBOURHOOD AT NIGHT BY GENDER

<table>
<thead>
<tr>
<th>Year</th>
<th>Men</th>
<th>Women</th>
</tr>
</thead>
<tbody>
<tr>
<td>2015</td>
<td>84%</td>
<td>59%</td>
</tr>
<tr>
<td>2017</td>
<td>83%</td>
<td>55%</td>
</tr>
<tr>
<td>2019</td>
<td>71%</td>
<td>53%</td>
</tr>
<tr>
<td>2022</td>
<td>75%</td>
<td>47%</td>
</tr>
</tbody>
</table>

A CULTURE OF SAFETY FOR ALL

Prepared by PRA Inc.
DOWNTOWN SAFETY DURING THE DAY

B7. How safe do you feel or would you feel walking downtown alone during the day?

- Very safe
- Reasonably safe
- Somewhat unsafe
- Very unsafe
- No opinion

2022:
- Very safe: 11%
- Reasonably safe: 43%
- Somewhat unsafe: 25%
- Very unsafe: 19%
- No opinion: 55%

2019:
- Very safe: 15%
- Reasonably safe: 48%
- Somewhat unsafe: 24%
- Very unsafe: 12%
- No opinion: 63%

Very or reasonably safe: 49% of Females
DOWNTOWN SAFETY AT NIGHT

B8. How about walking alone downtown after dark? Would you feel…?

<table>
<thead>
<tr>
<th>Year</th>
<th>Very Safe</th>
<th>Reasonably Safe</th>
<th>Somewhat Unsafe</th>
<th>Very Unsafe</th>
<th>No Opinion</th>
</tr>
</thead>
<tbody>
<tr>
<td>2019</td>
<td>11%</td>
<td>31%</td>
<td>57%</td>
<td>0%</td>
<td>12%</td>
</tr>
<tr>
<td>2022</td>
<td>7%</td>
<td>19%</td>
<td>71%</td>
<td>0%</td>
<td>8%</td>
</tr>
</tbody>
</table>

Very or reasonably safe:

- 2019: 12%
- 2022: 8%
SAFETY WALKING ALONE DOWNTOWN BY GENDER

Downtown (day) - Males
76% 75% 65% 59% 50%
Downtown (day) - Females
78% 50%
Downtown (dark) - Males
19% 11% 5%
Downtown (dark) - Females
6%
UNREPORTED VICTIM OF CRIME

B9. During the last year were you the victim of a crime that you did not report?

<table>
<thead>
<tr>
<th>Year</th>
<th>No unreported crime</th>
<th>Victim of a crime did not report</th>
<th>No opinion</th>
</tr>
</thead>
<tbody>
<tr>
<td>2019</td>
<td>86%</td>
<td>14%</td>
<td>0%</td>
</tr>
<tr>
<td>2022</td>
<td>87%</td>
<td>13%</td>
<td>0%</td>
</tr>
</tbody>
</table>
### UNREPORTED VICTIM OF CRIME

**B10.1. Was this a personal or property related crime?**

**B10.2. Why didn’t you report this incident?**

#### Type of crime*

<table>
<thead>
<tr>
<th>Year</th>
<th>Personal (%)</th>
<th>Property (%)</th>
<th>Both (%)</th>
<th>No opinion (%)</th>
</tr>
</thead>
<tbody>
<tr>
<td>2022</td>
<td>20 (n=15)</td>
<td>63 (n=47)</td>
<td>17 (n=13)</td>
<td></td>
</tr>
<tr>
<td>2019</td>
<td>11</td>
<td>81</td>
<td>7</td>
<td></td>
</tr>
</tbody>
</table>

#### Reason for not reporting*

- I didn’t think the police could/would do anything: 44% (n = 33)
- Wasn’t serious enough to report: 32% (n = 24)
- Too inconvenient: 7% (n = 5)
- Other: 15% (n = 11)
- Don’t know/No opinion: 3% (n = 2)

---

* BASE: Those who were a victim of a crime that was not reported (2022, n=75; 2019, n=88).
CONTACT WITH POLICE
CONTACT WITH THE POLICE FINDINGS

• About one-quarter of Winnipeggers contacted the Winnipeg Police Service in the past year, while about one in 10 were contacted by the Winnipeg Police service in the past year. These results are very similar to 2019.

• The majority of those who contacted (about 6 in 10) or were contacted (about 7 in 10) by the Winnipeg Police Service in the past year are satisfied with the interaction.
### CITIZENS CONTACTING POLICE

**C1.** Excluding traffic related matters; during the last 12 months did you contact the Winnipeg Police Service for any reason?

**C2.** What is your level of satisfaction with your most recent contact with the Winnipeg Police?

#### Contacted WPS

<table>
<thead>
<tr>
<th>Year</th>
<th>Contacted WPS</th>
<th>Not Stated</th>
</tr>
</thead>
<tbody>
<tr>
<td>2022</td>
<td>72%</td>
<td>27%</td>
</tr>
<tr>
<td>2019</td>
<td>75%</td>
<td>25%</td>
</tr>
</tbody>
</table>

#### Satisfaction with contact*

<table>
<thead>
<tr>
<th>Year</th>
<th>Very satisfied</th>
<th>Satisfied</th>
<th>Neither satisfied nor dissatisfied</th>
<th>Dissatisfied</th>
<th>Very dissatisfied</th>
<th>No opinion</th>
</tr>
</thead>
<tbody>
<tr>
<td>2022</td>
<td>32%</td>
<td>27%</td>
<td>12%</td>
<td>20%</td>
<td>9%</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>2019</td>
<td>32%</td>
<td>35%</td>
<td>9%</td>
<td>11%</td>
<td>13%</td>
<td></td>
</tr>
</tbody>
</table>

* BASE: Those who contacted Winnipeg Police Service (2022, n=164; 2019, n=152).
CITIZENS CONTACTED BY POLICE

D1. Excluding traffic related matters, in the last 12 months did the Winnipeg Police Service contact you for any reason?

D2. What is your level of satisfaction with your most recent contact with the Winnipeg Police when they contacted you?

<table>
<thead>
<tr>
<th>Year</th>
<th>Contacted by WPS</th>
<th>Not contacted by WPS</th>
<th>Not stated</th>
</tr>
</thead>
<tbody>
<tr>
<td>2022</td>
<td>88%</td>
<td>11%</td>
<td>9%</td>
</tr>
<tr>
<td>2019</td>
<td>91%</td>
<td>9%</td>
<td>11%</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Year</th>
<th>Very satisfied or satisfied:</th>
</tr>
</thead>
<tbody>
<tr>
<td>2022</td>
<td>71%</td>
</tr>
<tr>
<td>2019</td>
<td>79%</td>
</tr>
</tbody>
</table>

* BASE: Those who were contacted by Winnipeg Police Service (2022, n=68; 2019, n=57).
COMPLAINTS
COMPLAINTS FINDINGS

• About 4% of Winnipeggers believe they had a reason to make a complaint about the conduct of a Winnipeg Police Service officer in the past year, unchanged from 2019.

• Amongst the 4%, 43% said they initiated a complaint, up from 22% in 2019; however, 33% of those who filed a complaint said they were satisfied with the response to their complaint.
COMPLAINTS ABOUT POLICE

E1. In the past 12 months, have you had any reason to make a complaint about the conduct of a Winnipeg Police officer?
E2. Did you proceed to make a complaint to the Police Service?
E3. Why did you decide not to make a complaint?

Have complaint with conduct of WPS

<table>
<thead>
<tr>
<th>Year</th>
<th>Had complaint in last year</th>
<th>No complaint</th>
</tr>
</thead>
<tbody>
<tr>
<td>2019</td>
<td>96%</td>
<td>4%</td>
</tr>
<tr>
<td>2022</td>
<td>97%</td>
<td>4%</td>
</tr>
</tbody>
</table>

Proceed with complaint*

<table>
<thead>
<tr>
<th>Year</th>
<th>Made complaint</th>
<th>Did not make complaint</th>
</tr>
</thead>
<tbody>
<tr>
<td>2019</td>
<td>22%</td>
<td>78%</td>
</tr>
<tr>
<td>2022</td>
<td>43% (n = 12)</td>
<td>57% (n = 9)</td>
</tr>
</tbody>
</table>

Reason for no complaint**

- Did not think anything would be done about it: 42% (n = 5)
- Was not that important: 17% (n = 2)
- Other: 25% (n = 3)
- Not stated: 17% (n = 2)

* BASE: Those who had reason for complaint (2022, n=21; 2019, n=27).
** BASE: Those who had reason but did not make a complaint (2022, n=12).
SATISFACTION WITH RESPONSE TO COMPLAINT

E4. What was your level of satisfaction with the response to your complaint?

- 11% (n = 1) Very satisfied
- 22% (n = 2) Satisfied
- 11% (n = 1) Neither dissatisfied nor satisfied
- 56% (n = 5) Dissatisfied
- Very dissatisfied

* BASE: Those who made a complaint (2022, n=9).
TRAFFIC
TRAFFIC FINDINGS

• The majority of Winnipeggers approve of the use of photo radar, especially in school zones. In fact, the proportion who approve with photo radar use in school zones has increased over time. There is some evidence to indicate that higher income households are less supportive of photo radar, which may be due to the fact they are most likely to report having received a photo radar ticket.

• One quarter of Winnipeggers believe the Winnipeg Police Service should be more strict about enforcing traffic laws; however, the majority (63%) believe there should be no change in how the WPS is enforcing these laws. However, over time there has been a slight shift in the proportion who say the WPS should be less strict.

• About 9% of Winnipeggers were stopped by the Winnipeg Police Service for a traffic violation, 5% were in a roadside check stop, and 1% were in a collision that required the WPS in the past year. The proportion who encountered a roadside check stop has been decreasing slightly over time.
USE OF PHOTO RADAR AND RED LIGHT CAMERAS

F1. Photo radar and red light cameras have been placed around the city to detect and fine the owners of speeding vehicles at schools and construction locations as well as to detect and fine the owners of vehicles that run red lights. Do you personally approve or disapprove of...? (% strongly or moderately approved)

- Drivers receiving fines for exceeding posted speed limits in school areas: 90%
- The use of photo radar cameras in school zones: 79%
- The use of photo radar cameras in other areas not near schools or construction, but which have had frequent collisions or traffic events: 76%
- The use of red light cameras at certain intersections: 81%
- The use of photo radar cameras in construction zones: 77%
- The use of photo radar cameras in other areas: 57%

Prepared by PRA Inc.
PHOTO RADAR OR RED LIGHT CAMERA TICKETING

F2. Has anyone in your household received a ticket due to an offense detected by a red light or photo radar camera? (% received ticket)

<table>
<thead>
<tr>
<th>Year</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>2013</td>
<td>61%</td>
</tr>
<tr>
<td>2015</td>
<td>61%</td>
</tr>
<tr>
<td>2017</td>
<td>62%</td>
</tr>
<tr>
<td>2019</td>
<td>70%</td>
</tr>
<tr>
<td>2022</td>
<td>64%</td>
</tr>
</tbody>
</table>

82%: >$100K
53%: 55+ years old

Prepared by PRA Inc.
Drivers receiving fines for exceeding posted speed limits in school areas

- Household received ticket: 88%
- Did not receive ticket: 93%

The use of photo radar cameras in school zones

- Household received ticket: 78%
- Did not receive ticket: 87%

The use of photo radar cameras in other areas not near schools or construction, but which have had frequent collisions or traffic events

- Household received ticket: 76%
- Did not receive ticket: 89%

The use of red light cameras at certain intersections

- Household received ticket: 74%
- Did not receive ticket: 85%

The use of photo radar cameras in construction zones

- Household received ticket: 75%
- Did not receive ticket: 83%

The use of photo radar cameras in other areas

- Household received ticket: 58%
- Did not receive ticket: 77%

Prepared by PRA Inc.

A CULTURE OF SAFETY FOR ALL
TRAFFIC COLLISIONS

F3. During the last 12 months were you involved in a traffic collision to which the Winnipeg Police attended?
F4. What was your level of satisfaction with the police when they attended?

Involved in traffic collision

- Yes: 1%
- No: 99%

Satisfaction with police attendance*

- Very satisfied: 25% (n = 1)
- Satisfied: 50% (n = 2)
- Neither dissatisfied nor satisfied: 25% (n = 1)

* BASE: Those who were involved in a traffic collision to which police attended (2022, n=4).
TRAFFIC VIOLATIONS

F5. During the last 12 months were you stopped by a Winnipeg Police Officer for a traffic violation?
F6. Would you say the police were…?

Stopped for traffic violation

- Yes: 91%
- No: 9%

Perception of police*

- Very fair: 20% (n = 10)
- Fair: 47% (n = 24)
- Unfair: 18% (n = 9)
- Very unfair: 12% (n = 6)
- No opinion

* BASE: Those who were stopped by police for a traffic violation (2022, n=51).
**ROAD-SIDE SPOT CHECKS**

**F7.** During the last 12 months were you stopped at a road-side spot check (formerly called Checkstop or Alert) enforced by the Winnipeg Police? (% yes)

**F8.** What was your level of satisfaction with the police at the last road-side spot check?

### Stopped at a road-side spot check

<table>
<thead>
<tr>
<th>Year</th>
<th>% Stopped</th>
</tr>
</thead>
<tbody>
<tr>
<td>2015</td>
<td>9%</td>
</tr>
<tr>
<td>2017</td>
<td>6%</td>
</tr>
<tr>
<td>2019</td>
<td>7%</td>
</tr>
<tr>
<td>2022</td>
<td>5%</td>
</tr>
</tbody>
</table>

### Satisfaction*

<table>
<thead>
<tr>
<th>Satisfaction Level</th>
<th>2022</th>
<th>2019</th>
<th>2017</th>
<th>2015</th>
</tr>
</thead>
<tbody>
<tr>
<td>Very satisfied</td>
<td>50%</td>
<td>30%</td>
<td>10%</td>
<td>7%</td>
</tr>
<tr>
<td>Satisfied</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Neither dissatisfied nor satisfied</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Dissatisfied</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Very dissatisfied</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

* BASE: Those who were stopped at a road-side spot check (2022, n=30).
PERCEPTIONS OF TRAFFIC ENFORCEMENT

F9. With respect to enforcing traffic laws, should the police be more strict, less strict or about the same as in the past?

<table>
<thead>
<tr>
<th>Year</th>
<th>More strict</th>
<th>About the same</th>
<th>Less strict</th>
<th>No opinion</th>
</tr>
</thead>
<tbody>
<tr>
<td>2022</td>
<td>25%</td>
<td>63%</td>
<td>10%</td>
<td>3%</td>
</tr>
<tr>
<td>2019</td>
<td>23%</td>
<td>67%</td>
<td>9%</td>
<td></td>
</tr>
<tr>
<td>2017</td>
<td>26%</td>
<td>62%</td>
<td>8%</td>
<td>4%</td>
</tr>
<tr>
<td>2015</td>
<td>27%</td>
<td>65%</td>
<td>6%</td>
<td>3%</td>
</tr>
<tr>
<td>2013</td>
<td>31%</td>
<td>59%</td>
<td>6%</td>
<td>3%</td>
</tr>
</tbody>
</table>

A CULTURE OF SAFETY FOR ALL
COMMUNICATION AND NEWS
COMMUNICATION AND NEWS FINDINGS

• Winnipeggers are most likely to get news about public safety from TV (34%) and online news sites (21%); however, they are most likely to get news directly from the Winnipeg Police Service through its press releases (47%) or press conferences (44%).

• Eight in 10 respondents say they have at least moderate trust in the Winnipeg Police Service for local public safety news, although the youngest group are least likely (74%) to say that they at least moderately trust in the Winnipeg Police Service.

• The majority believe that social media has a small (26%) or no impact (39%) on their perceptions of the Winnipeg Police Service, although younger Winnipeggers tend to feel it has more impact than other groups.
G1. What is your primary source for local public safety news?

- Television: 34%
- Online news website: 21%
- Facebook: 12%
- Newspaper: 9%
- Radio: 8%
- Twitter: 4%
- Online/social media: 3%
- Press release: 2%
- Word of mouth: 1%
- Other: 3%
- Unsure: 1%
- No opinion: 1%
SOCIAL MEDIA

G2. How much does social media content shape your opinion of the Winnipeg Police Service?

No or small impact:

- 39% No impact
- 26% Small impact
- 23% Moderate impact
- 11% Significant impact
- 65% Unsure/No opinion

38% <10 years in Wpg
52% 18-34 years old
G3. During the last 12 months, do you recall seeing Winnipeg Police Service news or communication on any of the following platforms?

- From their press releases: 47%
- From their press conferences: 44%
- From their Facebook page: 35%
- From their Twitter account: 24%
- From their Instagram account: 12%
- On their Sub Stack account: 3%
- None: 22%
- Unsure: 1%
- No opinion: 0%
TRUST IN NEWS FROM THE POLICE

G4. How trustworthy do you consider the Winnipeg Police Service to be as a source of local public safety news?

Completely: 36%
Moderately: 44%
Slightly: 13%
Not at all: 5%
Unsure/No opinion: 3%

74% of 18-34 years old moderately or completely trust the police.
GENERAL POLICING ISSUES AND SATISFACTION ISSUES
GENERAL ISSUES AND SATISFACTION FINDINGS

• When asked about the importance of 12 police activities, Winnipeggers put the most emphasis on *responding promptly to calls* (93%) and *conducting criminal investigations* (90%). Conversely, they put the least emphasis on *concentrated effort on intoxicated persons, panhandlers, and graffiti artists* (53%). The biggest change since 2019 is the importance of *community and diversity relations works* up from 61% in 2019 to 69%.

• Winnipeggers rate the Winnipeg Police Service similarly on seven of eight activities, except *promptly responding to calls* (45%) which is the only aspect where less than half rate as good or excellent. Ratings of all aspects are lower than 2019, except *being approachable to the public*.

• Almost 2 in 3 have at least some trust in the Winnipeg Police Service; however, this proportion has steadily decreased over time from 81% in 2015 to 64% in 2022.

• Almost 1 in 5 believe the Winnipeg Police Service is overfunded (19%) which is more than double the proportion from 2019 (9%). This compares to 37% who believe it is underfunded.
GENERAL ISSUES AND SATISFACTION FINDINGS

• Half (49%) of Winnipeggers believe there are too few police officers in the City of Winnipeg, more than five times the proportion who believe there are too many (8%). Previously, the majority believed that the number of officers was about right, but seemed to have diverged, as the proportion who believe there are too few and too many have increased over time.

• Six in 10 (60%) Winnipeggers say the Winnipeg Police Service usually or always meets their needs, values and expectations, down from 70% in 2019.

• More than half (55%) rate the Winnipeg Police Service as excellent or good; however, this proportion has declined over time from a high of 73% in 2017.
IMPORTANCE OF POLICE ACTIVITIES

H1. Please rate the importance of the following police activities to you on a scale from 1 to 5 in which 1 is not very important and 5 is extremely important. (% rated important [4 or 5 out of 5])

- Responding promptly to calls: 93%
- Conducting criminal investigations: 90%
- Concentrated effort on gang enforcement: 87%
- Crime prevention: 86%
- Concentrated effort on drug dealers: 82%
- Providing Victim Services: 81%
- Keeping peace and order on the streets: 77%
- Being visible on patrol: 78%
- Providing Crime Education and Safety in Schools: 74%
- Community and diversity relations work: 69%
- Traffic enforcement: 68%
- Concentrated effort on intoxicated persons, panhandlers and graffiti artists: 57%

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A CULTURE OF SAFETY FOR ALL
PERCEPTION OF POLICE ACTIVITIES

H2. Do you think, in general, the Winnipeg Police Service does an excellent, good, average, poor or very poor job of… (% rated excellent or good)

- Being professional
- Treating citizens with courtesy
- Being trustworthy
- Enforcing the laws
- Ensuring the safety of citizens in your area
- Being approachable to the public
- Treating people fairly
- Promptly responding to calls

A CULTURE OF SAFETY FOR ALL
Prepared by PRA Inc.
CONFIDENCE IN WINNIPEG POLICE SERVICE

H3. How much confidence do you have in the Winnipeg Police Service?

- 2022:
  - A great deal of confidence: 32%
  - Some confidence: 29%
  - An average amount of confidence: 27%
  - Not very much confidence: 9%
  - No confidence at all: 3%

- 2019:
  - A great deal of confidence: 36%
  - Some confidence: 28%
  - An average amount of confidence: 28%
  - Not very much confidence: 5%

- 2017:
  - A great deal of confidence: 24%
  - Some confidence: 55%
  - An average amount of confidence: 13%

- 2015:
  - A great deal of confidence: 33%
  - Some confidence: 48%
  - An average amount of confidence: 11%

Great or some confidence:
- 2022: 61%
- 2019: 64%
- 2017: 79%
- 2015: 81%

48%: 18-34 years old

Prepared by PRA Inc.
FUNDING OF WINNIPEG POLICE SERVICE

H4. How would you rate the level of funding received by the Winnipeg Police Service?

- 2022:
  - Under funded: 37%
  - Appropriately and adequately funded: 30%
  - Over funded: 19%
  - No opinion: 14%

- 2019:
  - Under funded: 39%
  - Appropriately and adequately funded: 40%
  - Over funded: 9%
  - No opinion: 13%

- 18-34 year olds: 22% under funded
- > 25 years in Winnipeg: 45% under funded
- Females: 41% under funded

A CULTURE OF SAFETY FOR ALL
NUMBER OF WINNIPEG POLICE OFFICERS

H5. How would you rate the number of officers in the City of Winnipeg?

<table>
<thead>
<tr>
<th>Year</th>
<th>Too few</th>
<th>About right</th>
<th>Too many</th>
<th>No opinion</th>
</tr>
</thead>
<tbody>
<tr>
<td>2022</td>
<td>49%</td>
<td>32%</td>
<td>8%</td>
<td>11%</td>
</tr>
<tr>
<td>2019</td>
<td>53%</td>
<td>34%</td>
<td>6%</td>
<td>7%</td>
</tr>
<tr>
<td>2017</td>
<td>35%</td>
<td>59%</td>
<td>3%</td>
<td>3%</td>
</tr>
<tr>
<td>2015</td>
<td>31%</td>
<td>60%</td>
<td>5%</td>
<td>4%</td>
</tr>
<tr>
<td>2013</td>
<td>37%</td>
<td>62%</td>
<td>4%</td>
<td>4%</td>
</tr>
</tbody>
</table>

18-34 year olds: 36% too few
> 25 years in Winnipeg: 57% too few
Females: 54% too few

A CULTURE OF SAFETY FOR ALL

Prepared by PRA Inc.
H6. How often does the Winnipeg Police Service meet your needs, values and expectations?

<table>
<thead>
<tr>
<th>Year</th>
<th>Always/Consistently</th>
<th>Usually</th>
<th>Sometimes</th>
<th>Occasionally</th>
<th>Rarely/Never</th>
<th>No opinion</th>
</tr>
</thead>
<tbody>
<tr>
<td>2022</td>
<td>30%</td>
<td>31%</td>
<td>19%</td>
<td>7%</td>
<td>9%</td>
<td>6%</td>
</tr>
<tr>
<td>2019</td>
<td>29%</td>
<td>41%</td>
<td>21%</td>
<td>4%</td>
<td>3%</td>
<td>3%</td>
</tr>
</tbody>
</table>

60% Usually or more often:

70%: 55+ years old
### OVERALL QUALITY OF WINNIPEG POLICE SERVICE

*H7. How would you rate the overall quality of police service in Winnipeg?*

<table>
<thead>
<tr>
<th>Year</th>
<th>Excellent</th>
<th>Good</th>
<th>Average</th>
<th>Poor</th>
<th>Very poor</th>
<th>No opinion</th>
</tr>
</thead>
<tbody>
<tr>
<td>2022</td>
<td>17%</td>
<td>39%</td>
<td>32%</td>
<td>9%</td>
<td>3%</td>
<td></td>
</tr>
<tr>
<td>2019</td>
<td>15%</td>
<td>50%</td>
<td>29%</td>
<td>5%</td>
<td></td>
<td></td>
</tr>
<tr>
<td>2017</td>
<td>17%</td>
<td>56%</td>
<td>22%</td>
<td>4%</td>
<td></td>
<td></td>
</tr>
<tr>
<td>2015</td>
<td>20%</td>
<td>52%</td>
<td>22%</td>
<td>4%</td>
<td></td>
<td></td>
</tr>
<tr>
<td>2013</td>
<td>18%</td>
<td>52%</td>
<td>24%</td>
<td>3%</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

- **Excellent or good:**
  - 2022: 55%
  - 2019: 64%
  - 2017: 73%
  - 2015: 72%
  - 2013: 70%

- **67% of respondents are 55+ years old.**
- **41% of respondents live in Inner City.**

*Prepared by PRA Inc.*

_A CULTURE OF SAFETY FOR ALL_
EXPERIENCES WITH 911
911 FINDINGS

• Top-of-mind 32% of Winnipeggers can identify the Winnipeg Police Service’s non-emergency line when asked for telephone lines available 24/7 for help. When asked specifically if they are aware of the line, the proportion increases to 65%.

• Although two thirds of Winnipeggers are aware of the line, almost 9 in 10 say they are at least somewhat confident about knowing when to use the non-emergency line versus calling 911.

• When calling 911, the most common thing Winnipeggers would say first is either *what the emergency is* (44%) or *their location* (33%).

• If they were accidentally to dial 911, 73% would stay on the line to tell the operator they made a mistake while 24% would hang up.
### Awareness of other telephone lines

<table>
<thead>
<tr>
<th>Awareness</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>No, can't think of any</td>
<td>43%</td>
</tr>
<tr>
<td>Non-emergency line (204-986-6222)</td>
<td>32%</td>
</tr>
<tr>
<td>Mental health/helplines</td>
<td>17%</td>
</tr>
<tr>
<td>311</td>
<td>5%</td>
</tr>
<tr>
<td>Other</td>
<td>11%</td>
</tr>
<tr>
<td>No response</td>
<td>1%</td>
</tr>
</tbody>
</table>

### Aware of non-emergency line

- Aware of non-emergency line: 65%
- Not aware: 35%
- No response: 1%
KNOWLEDGE OF WHO TO CALL

I3. Some situations call for 9-1-1 while for others, it’s more appropriate to call the non-emergency line. How confident are you that you would know when to call the non-emergency line instead of 9-1-1?

Very confident: 66%
Somewhat confident: 23%
Not very confident: 5%
Not at all confident: 5%
No opinion: 5%
INITIAL CONTACT WITH 9-1-1 OPERATOR

4. Let’s imagine you called 9-1-1 for help. What do you think would be the first thing you would tell the 9-1-1 operator when they answered?

- What the emergency is: 44%
- Your location: 33%
- Your name: 12%
- Need help/it is an emergency: 6%
- What type of assistance (police, fire, etc.): 2%
- Other: 1%
- No response: 2%
**ACCIDENTAL 9-1-1 CALLS**

What would you do if you accidentally dialed 9-1-1 from your landline or mobile phone? Would you be most likely to...

- **Stay on the phone and tell the operator there's no emergency**: 73%
- **Hang up quickly**: 24%
- **Unsure**: 3%
- **No response**: 0%

**Prepared by PRA Inc.**

**A CULTURE OF SAFETY FOR ALL**