



Royal Canadian Mounted Police
Gendarmerie royale du Canada

2022-23 Canadians' Views of RCMP Policing Services

Summary

Prepared for the Royal Canadian Mounted Police (RCMP)

Supplier name: EKOS Research Associates

Contract number: M7594-232920

Contract value: \$92,500.90

Contract Award Date: December 23, 2022

Delivery date: April 19, 2023

Registration number: POR 102-22

For more information on this report, please contact the RCMP at:

SurveyCentreRCMP-CentresondageGRC@rcmp-grc.gc.ca

Ce rapport est aussi disponible en français



Canadians' Views of RCMP Policing Services

Summary

Prepared for the Royal Canadian Mounted Police (RCMP)
Supplier name: EKOS Research Associates
April 19, 2023

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.

This publication may be reproduced for non-commercial purposes only. Prior written permission must be obtained from the RCMP. For more information on this report, please contact the RCMP at: SurveyCentreRCMP-CentresondageGRC@rcmp-grc.gc.ca

Catalogue number: PS64-154/2023E-PDF

International Standard Book Number (ISBN): 978-0-660-48135-7

Related publications (Final Report, French):

Catalogue Number: PS64-154/2023F-PDF

ISBN: 978-0-660-48136-4

© His Majesty the King in Right of Canada

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.