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National Justice Survey 2025-26 Methodological Report

Prepared for Department of Justice Canada (JUS)

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Supplier Name: Advanis Inc.
February 2026

This public opinion research report presents the methodological details for the 2025-26 National Justice Survey conducted by Advanis Inc. on behalf of Department of Justice Canada ("Justice Canada"). The survey was administered with 4,369 Canadians between November 6th and December 15th, 2025.

*Cette publication est aussi disponible en français sous le titre : **Sondage national sur la justice 2025-26***

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EXECUTIVE SUMMARY

BACKGROUND AND OBJECTIVES

The National Justice Survey (NJS) is a national public opinion research study conducted periodically by the Department of Justice Canada (“JUS”). The survey collects information on the views, knowledge, concerns, and priorities of Canadians on important justice-related issues. Results of the study are used to inform ongoing and future policy development, departmental reporting, communications, and public engagement on important justice-related issues.

The objective of the 2025-26 NJS was to collect information on the following:

- a) performance measurement data for departmental reporting and JUS’ State of the Criminal Justice System initiative;
- b) legal aid;
- c) overrepresentation of Black people and Indigenous people in the CJS;
- d) access to justice including use of technology and AI, remote appearances;
- e) the family justice system; and
- f) victims’ issues.

In addition to questions on the topic areas outlined above, the survey included questions on key demographic characteristics of respondents (e.g., gender, age, ethno-cultural group, Indigenous identity, income, employment).

METHODOLOGY

The 2025-26 National Justice Survey was conducted online with 4,369 people aged 18 years and older living in each of Canada’s provinces and territories from November 6 to December 15, 2025. Respondents from a pre-profiled database recruited randomly via telephone were sent SMS or email invites to participate in the study. The average survey length was 17 minutes. The survey data were weighted to replicate, as closely as possible, the Canadian population, aged 18 years or older by age, gender, region, highest level of education completed, Indigenous identity and ethno-cultural identity¹ using data from the 2021 Census of Population. Respondents were offered the survey in the official language of their choice.

¹ Based on Visible Minority population, Statistics Canada. 2022. Canada [Country] (table). Census Profile. 2021 Census. Statistics Canada Catalogue no. 98-401-X2021001

An oversampling of Indigenous, Black, and racialized ethno-cultural respondents was employed as an important step towards responding to the growing calls for public sector organizations to improve efforts to collect disaggregated data, and to understand justice issues through an intersectional lens.

The quantitative survey instrument and all methodical information that would be required to replicate the research initiative, can be found in Appendix A. Tabulated results from the quantitative survey are provided in English and French under separate covers.

CONTRACT VALUE

The value of this contract, including HST, is \$124,648.88.

POLITICAL NEUTRALITY REQUIREMENT

Political neutrality certification

I hereby certify as a Senior Officer of Advanis that the deliverables fully comply with the Government of Canada political neutrality requirements outlined in the Communications Policy of the Government of Canada and Procedures for Planning and Contracting Public Opinion Research.

Specifically, the deliverables do not contain any reference to electoral voting intentions, political party preferences, standings with the electorate, or ratings of the performance of a political party or its leader.

Signed: 

Nicolas Toutant, Vice-President, Research and Evaluation
Advanis
nicolas.toutant@advanis.ca

SAMPLING PLAN

Advanis used its General Population Random Sample (GPRS), which is a pre-profiled database of approximately 750,000 Canadians to find potential respondents. Advanis' GPRS recruits people living in Canada using random digit telephone dialing (including both landline and cell phone numbers) to collect a random sample of potential respondents.

From this randomly generated population sample, two more random samples were taken to populate the study sample: the first from the general population, and the second from those who have been identified as belonging to Indigenous, Black, or other racialized ethno-cultural groups. The random samples were generated in November 2025.

An oversampling of Indigenous respondents and respondents from racialized ethno-cultural groups was required to compare responses of Indigenous and racialized people, to those of White people (see Table 1). A minimum of 500 completed survey was targeted from Black respondents, and 300 completed surveys was targeted from each of: East/Southeast Asian, South/West Asian, Middle Eastern or North African, Latinx, First Nations, Inuk (Inuit) and Métis respondents.²

The final sample was weighted to known population proportions, resulting in a sample that is reasonably generalizable to the Canadian population. Data were collected through an online survey of approximately 17 minutes.

² These categories largely correspond to those in the 2021 Census, however some categories were combined to allow for a large enough sample to be able to analyse the data.

Table 1: Sample Frame by Indigenous and ethno-cultural identity

Indigenous identity and ethno-cultural identity	Sample Frame	Targeted surveys
First Nations	2283	300
Métis	1970	300
Inuk (Inuit)	121	30*
Black	4635	500
East or Southeast Asian	2223	300
Latinx	2831	300
Middle Eastern or North African	1982	300
South Asian	3287	300
White	4862	1,600
Unknown	4811	-
Total	29,005	4,000

* Best effort, based on low incidence in general population

PRETEST AND INVITATIONS

CATI RECRUIT

Advanis used a CATI (Computer Assisted Telephone Interviewing) survey to recruit potential participants to participate in the online survey. Potential participants pulled from Advanis' GPRS sample were randomly called and were asked if they agreed to participate in an online study. Those who agreed were sent an invitation via SMS and, in a few cases, via email. Overall, 15,331 people agreed to participate in the online survey. Invitations were also sent if the interviewer reached a potential participant's voicemail and the respondent had previously given Advanis permission to send them invites directly.

EMAIL AND SMS INVITES/REMINDERS

Invitations were sent by SMS and email. After sending the initial invitation, a reminder message was sent every three days to potential respondents who had not completed the survey and who had not previously been screened out of the survey. A maximum of four reminder messages were sent.

SURVEY PRE-TEST AND DATA COLLECTION

A test pre-launch was conducted on November 6-7th, 2025. The pre-test was completed by 38 respondents in English, and 16 respondents in French. Respondents were asked to provide feedback on the survey instrument, including any suggestions that would improve the survey for

others. The average completion length was 21 minutes. Advanis provided JUS with drop-out rates and completion times by question to inform edits that would address the length of the questionnaire.

The following questions were removed from the questionnaire prior to administering a second pre-test on November 12, 2025: YCJS5, AJ6, AJ7, FJ2, FJ4, FJ5, FJ8, and FJ9. These questions are listed in the Appendix for reference.

A decision was also made to split-sample the following questions, where it was important to collect data, but lower bases sizes could be tolerated: OCJS2, OCJS4, OCJS5, OCJS5, OCJS6, OCJS7, VT2, and VC2. The survey instrument in the Appendix details how these questions were administered among a sample of respondents, where 'Version 1' and 'Version 2' indicate questions that were asked of different samples of respondents.

A second pre-test was completed on November 10, 2025 to confirm the average survey length had been reduced. Participant data from the pre-test phase was kept in the final data. Surveys also had a unique number embedded in the hyperlink to eliminate the possibility of duplicate responses from one participant.

COMPLETED INTERVIEWS

RESULTS

Table 2 below shows the details of initial invitations sent, unopened surveys, screened out applicants, as well as complete and incomplete surveys. The response rate, calculated as the number of in-scope responding units divided by the sum of unresolved units, in-scope non-responding units, and in-scope responding units, was 29%. Response rates for this type of survey and methodology generally range between 20% and 40%, depending on the subject matter and survey length. The overall response rate was similar to that of the 2025 National Justice Survey (27.6%).

Table 2: Results

Disposition	
Total Email Invitations Issued (SMS/Email)	15,331
Invalid (incomplete/incorrect email address, email invitation bounce backs)	39
Total in-scope units	15,292
Total in-scope - non-responding units	10,855
Total unresolved units (no response at all)	10,483
Qualified respondent break-off (incomplete)	372
Total in-scope - responding units	4,437
Over quota	0
Other disqualified	68
Completed surveys	4,369
Response Rate (<i>in-scope responding / total in-scope units</i>)	29.0%

MARGIN OF ERROR

Recruitment using Advanis' General Population Random Sample panel was probabilistic as such, the margin of error can be reported. The margin of error for a sample of 4,369 is +/- 1.5 at the 95% Confidence Interval. The sample sizes and associated margin of error at the 95% Confidence Interval for the indigenous identities and ethno-cultural identities sampled groups is detailed in Table 3.

Table 3: Margin of Error by sampled groups

Indigenous identity and ethno-cultural identity*	Sample	Margin of Error
First Nations	314	+/- 5.5
Métis	305	+/- 5.6
Inuk (Inuit)**	14	-
Black	567	+/- 4.2
East or Southeast Asian	334	+/- 5.4
Latinx	319	+/- 5.5
Middle Eastern or North African	334	+/- 5.4
South Asian	329	+/- 5.4
White	1844	+/- 2.3

*Note that margin of Error was not calculated for those identifying as being from multiple groups; due to the heterogeneity of these categories, it was not possible to determine weights based on representation in the Canadian population.

** Responses for those who identify as Inuit were grouped with other Indigenous identities for analysis

The data reported was weighed to replicate, as closely as possible, the Canadian population, aged 18 years or older by age, gender, region, highest level of education, and Indigenous identity and ethno-cultural identity³ using data from the 2021 Census of Population.

COMPLETES AND TARGETS

Overall, 15,331 people were invited to participate in the online survey, 12,724 (83%) in English, and 2,606 (17%) in French. The average survey length was 17 minutes. In total, 4,369 surveys were completed, 3,698 (85%) in English, and 671 (15%) in French. The number of completed surveys per ethno-cultural and Indigenous identity group matched approximately the number of completed surveys targeted by Justice Canada, with the exception of respondents identifying as Inuk (Inuit). This is due the smaller size of the Inuit population, as well as more difficulty in reaching this group.

³ Based on *Visible Minority population, Statistics Canada. 2022. Canada [Country] (table). Census Profile. 2021 Census. Statistics Canada Catalogue no. 98-401-X2021001*. Some categories were combined to allow for a large enough sample to be able to analyse the data.

Table 4: Number of Completes and Targeted Number of Completes

Indigenous identity and ethno-cultural identity*	Completed surveys	Target
First Nations	314	300
Métis	305	300
Inuk (Inuit)	14	30
Multiple Indigenous identities	111	
Black	567	500
East or Southeast Asian	334	300
Latinx	319	300
Middle Eastern or North African	334	300
South Asian	329	300
White	1844	1600
More than one of the groups above	199	
Prefer to self-identify as:	49	
Prefer not to answer	158	
Total	4369	4000

* The categories for ethno-cultural identity were based on the 2021 Census with some categories combined to achieve ns that could be used for analysis. See Weighting section below for more information on these categories.

** Best effort, based on low incidence in general population

A total of 68 respondents were screened out of the online survey for being under the age of 18 or refusing to provide their age. Respondents who identified as more than one of the ethno-cultural groups listed, 'Prefer to self-identify as:', or chose not to indicate their ethno-cultural group were allowed to continue. 'Prefer to self-identify as:' mentions were later evaluated and coded to existing categories, where applicable. A total of 51 cases were recoded using this approach which followed the Statistics Canada guidelines for defining the [*Visible minority of person*](#).

NON-RESPONSE BIAS

Non-response bias occurs when non-responders differ in a meaningful way from respondents, and this difference impacts the information gathered. It is difficult to assess the presence of non-response bias since information about why non-responders did not participate is usually unavailable. That said, one way to gauge the potential impacts of non-response bias is to evaluate if the sample is representative by comparing the respondents' characteristics and gauge if they reflect known population characteristics. Where possible, we can check the distribution of respondents across various demographics (for example, age and gender) and geographic categories and compare those distributions against known population characteristics. If the

variation is fairly small and we have no reason to believe there are other factors impacting respondents' willingness to participate, we can conclude the likelihood of non-response bias impacting the information gathered in the survey is minimal. This is the case with the current survey.

Several strategies were employed to increase response rates and reduce the effects of non-response bias. This includes:

- Recruiting respondents by telephone (cellular).
- Outpulsing a local phone number (rather than a toll-free number) which increases pick-up rates (reducing call screening).
- Systematically setting the next call date and time based on the outcome of the current call, which ensures each respondent is called methodically across days of the week and times of the day. Especially for respondents that are difficult to reach, this maximizes the likelihood of reaching them.
- Sending an SMS text message to recruits, which assures a seamless transition from the telephone survey to the online survey, as receipt can be confirmed in real time and encourages respondents to complete the survey as soon as the call ends.
- Collecting both email address and telephone number for recruitment so if the email address does bounce, we can contact them via SMS message if they agree.
- Offering the survey in both official languages to maximize ease of completion.

WEIGHTING

Overall, 4,369 online surveys were completed during data collection, 3,698 (85%) in English, and 671 (15%) in French. The final data were weighted by age, gender, region, highest level of education completed, and Indigenous identity and ethno-cultural identity to align with 2021 Census of Population estimates as closely as possible. The population proportions were sourced from [Statistics Canada. Census Profile. 2021 Census. Statistics Canada Catalogue no. 98-401-X2021001](#) and Advanis applied the weights to the survey database. Detailed weights are available in the data set.

WEIGHTING APPROACH AND METHODOLOGY

A pre-weighting analysis following the 2023, 2024/25, and 2025/26 administrations of the National Justice Survey had evaluated the representativeness of the sample population by age, gender, region, highest level of education completed, Indigenous identity and ethno-cultural identity. Further analysis was conducted to understand which respondent characteristics had a greater

impact in overall perceptions of the justice system. These characteristics were given a more important consideration (relative to other weighting factors) in the final weighting approach.

Based on this analysis, the following factors were identified to be prioritized in the weighting scheme:

1. **Age:** 18-34, 35-54, 55+
2. **Gender:** Men+, Women+
 - a. After a review and subsequent back coding of self-identified responses (i.e., open-ended responses), the remaining 112 respondents who identified as a non-binary person, a two-spirit person, who preferred to self-identify but did not provide additional information, or chose not to answer were randomly assigned to Men+ or Women+ categories for the purposes of weighting and crosstabulation. Data for these populations could not be weighted due to the absence of reference data.
3. **Region**⁴: British Columbia, Ontario, Quebec, and the Rest of Canada (i.e., all other provinces and territories combined, including those who chose not to answer)⁵.
4. **Indigenous identity and ethno-cultural identity:**
 - a. First Nations, Métis, and Inuk;
 - b. Black (e.g., African/African descent, Afro-Caribbean, Afro-Latino/Afro-Latina/Afro-Latinx);
 - c. White (e.g., European/European descent);
 - d. Latino/Latina/Latinx (e.g., non-white Latin American descent)
 - e. South Asian/South Asian descent (e.g., Indian, Pakistani, Sri Lankan)
 - f. Middle Eastern or North African/Middle Eastern or North African descent (e.g., Afghan, Iranian, Lebanese, Egyptian, Algerian, Saudi Arabian, Turkish, Iraqi, Yemeni, Jordanian);
 - g. East Asian/East Asian descent (e.g., Chinese, Japanese, Korean) or Southeast Asian/Southeast Asian descent (e.g., Filipino, Vietnamese, Cambodian, Laotian, Thai);

⁴ Region was reported in place of PT to allow for a sufficient number of responses for the analysis of the data.

⁵ Since the provinces and territories making up the group "Rest of Canada" were well represented proportionally to the Canadian population, the fact they were grouped together did not negatively impact the national representation of the sample.

h. More than one of the groups above, prefer to self-identify and those who chose not to answer.

5. **Highest level of education completed:** University degree or higher, less than university degree or those who chose not to answer.

The same weighting factors were applied in the 2023, 2024/25, and 2025/26 results to ensure comparability across years of study. Analysis by other respondent characteristics (or by other groupings of the above weighting factors) should be done with caution and may not be representative of the analyzed population.

ESTIMATING POPULATION PROPORTIONS

The population proportions were sourced from [Statistics Canada. Census Profile. 2021 Census. Statistics Canada Catalogue no. 98-401-X2021001](#). Since census data does not include counts that align with the proposed weighting scheme, the following process was used to develop reasonable estimates of the population by age, gender, region, highest level of education completed, Indigenous identity and ethno-cultural identity:

1. Population counts for age, gender, and region were used to create 24 unique segments of the population. [**Example:** Age 18-34| Man+| British Columbia]
2. Population counts for Indigenous identity and ethno-cultural identity by region were then used to estimate population counts for each of the 96 unique segments of the population. [**Example:** Age 18-34| Man+| British Columbia| First Nations, Métis, or Inuk (Inuit)]
3. Finally, national statistics for the highest level of education completed were used to further sub-divide the population segments by education, resulting in 192 segments in total. [**Example:** Age 18-34|Man+|British Columbia |First Nations, Métis, or Inuk (Inuit)|University Degree or higher]

Population estimates for these 192 segments of the population were then compared to the surveyed population. When sample counts were insufficient to accurately weight the data, one or more elements of the group were aggregated to increase the size of the segment. For example, the following segments were combined into one segment:

- Age 18-34 | Woman+ | British Columbia | White | University graduate
- Age 18-34 | Woman+ | British Columbia | White | Less than University degree

Decisions regarding which elements to combine were based on the factors previously determined as having less impact on overall perceptions of the justice system. In the example above, it was determined that removing the education weighting factor would be less likely to affect results than combining these segments across age or gender categories.

The result of this approach is that data may not align exactly with all marginal populations, but the data will be more reliable when comparing sub-segments of the population. The final weighting scheme included 182 unique segments, with weights in the range of 0.06 to 4.13.

COMPARABILITY OF 2022, 2023 AND 2024/2025 AND 2025/26 RESULTS

The 2022, 2023, 2024/25, and 2025/26 National Justice Survey data are weighted by the same factors (age, gender, region, highest level of education completed, Indigenous identity and ethno-cultural identity) so comparisons can be made between the three. As is the case with any random samples of the population, analysts should demonstrate caution when analyzing and comparing smaller sub-segments of the population, in consideration of the smaller base size and the process used for estimating population proportions that are not provided in the national census data (e.g., ethno-cultural identity by age and gender). When comparing results relating to confidence and other perceptions of the Canadian justice system, it should also be noted that the 2023, 2024/25, and 2025/26 National Justice surveys included a labeled midpoint on rating scales, but the 2022 survey did not. The midpoints were added to help increase the accuracy of the ratings.

APPENDIX A: QUANTITATIVE INSTRUMENTS

Justice 2025-2026

Government of Canada (Non-protected)

Generated on 2026-02-10 at 17:25:45 MT



Languages: English, French

Section Login page

wcag, LoginTCH, record

Page Login page

wcag Show if OfferWCAG (custom: <<current_mode_is("web")>> and <<offer_wcag()>>)

Thank you for taking the time to complete this survey about justice issues of interest to Canadians.

Si vous préférez répondre au sondage en français, veuillez cliquer sur français.

This survey is voluntary but your input is valuable to us, and the survey will take **about 20 minutes** to complete. If you get interrupted while doing the survey, you **can click on the same link** to pick up right where you left off.

The Government of Canada has contracted an independent public opinion research company, [Advanis \(opens in a new window\) \(http://advanis.net\)](http://advanis.net), to conduct this research on their behalf. This survey uses Advanis's [TellCityHall \(opens in a new window\) \(http://www.tellcityhall.ca\)](http://www.tellcityhall.ca) data collection methodology. You have completed a survey for us in the past, and indicated then that you might participate in public policy studies in the future. Your personal information is treated with the highest standards of confidentiality by Advanis. Survey answers will be grouped with other participant responses, and your personal information will only be used for the purposes stated in the survey. We will not use this information for any purposes other than those consistent with market research requirements and guidelines.

This survey is registered with the Canadian Research Insights Council's (CRIC) Research Verification Service. The project verification number is: 20251031-AD276 . Click [here \(opens in a new window\) \(https://www.canadianresearchinsightscouncil.ca/rvs/home/\)](https://www.canadianresearchinsightscouncil.ca/rvs/home/) to verify the legitimacy of this survey.

- 1 If you require a screen reader or assistive device to complete this survey, check this box to access a compatible version
- 2 Start Survey

Section Survey Questions

AGE1, AGE2, Term2, GENDR, INDIG, ETHN, ETHN2, BORNCAN, AGEKAN, PC1, PC2, YCJS1, YCJS2, YCJS3, YCJS4, YCJS6, OCJS1, OCJS2, OCJS3, OCJS4, OCJS5, OCJS6, OCJS7, LA1, LA2, LA3, LA4, AJ1, AJ2, AJ3, AJ4, AJ5, VT1, VT2, VC1, VC2, VC3, VC4, IJ1, IJ2, RJ1, RJ2, FJ1, FJ3, FJ6, FJ7, DMC1, DMC2, DMC3, DMC4, DMC5, DMC6, DMC7

Page Demographic questions

AGE1

In what year were you born?

Minimum: 1900, Maximum: 2025

.8 Prefer not to answer

AGE2 Show if Born in 2007 or Not Answered ((AGE1 = 2007) OR (AGE1 = Prefer not to answer) OR (AGE1 = Not Answered))

In which of the following age categories do you belong?

- 1 Less than 18 years old
- 2 18 to 24
- 3 25 to 34
- 4 35 to 44
- 5 45 to 54
- 6 55 to 64
- 7 65 or older
- 99 Prefer not to answer

Term2 Show if Under 18 or No Answer (((AGE1 > 2007) OR (AGE2 = 1)) OR (AGE2 = 99))

Those are all the questions we have for you today. Thank you for your interest in this survey, but you must be 18 or older to participate. We thank you very much for taking the time to participate, it is greatly appreciated.

This study was hosted by market and social research firm:



ADVANIS

(<http://www.advanis.ca>)

using our data collection method:



If you'd like to see results from other studies conducted by Advanis via TellCityHall, please visit [tellcityhall.ca/surveys](http://www.tellcityhall.ca/surveys.html) (<http://www.tellcityhall.ca/surveys.html>).

© 2025 Privacy Policy (<http://www.tellcityhall.ca/privacy.html>) CRIC Pledge (<https://www.canadianresearchinsightscouncil.ca/wp-content/uploads/2020/09/CRIC-Pledge-to-Canadians.pdf>)

Status Code: 501

GENDR

I identify as:

- 1 A woman
- 2 A man
- 3 A non-binary person
- 4 A two-spirit person
- 5 Prefer to self-identify as: _____
- 99 Prefer not to answer

INDIG

I identify as:

- 1 First Nations
- 2 Inuk
- 3 Métis
- 4 More than one of the above
- 5 None of the above
- 99 Prefer not to answer

ETHN

(if Do not identify as Indigenous (INDIG = 5,99)) I identify as:

(if Identify as indigenous (INDIG = 1,2,3,4)) Do you also identify as any of the following?

- 1 Black (African/African descent, Afro-Caribbean, Afro-Latino/Afro-Latina/Afro-Latinx)
- 2 White (e.g., European/European descent)
- 3 Latino/Latina/Latinx (e.g., non-white Latin American descent)
- 4 South Asian/South Asian descent (e.g., Indian, Pakistani, Sri Lankan)
- 5 Middle Eastern or North African/Middle Eastern or North African descent (e.g., Afghan, Iranian, Lebanese, Egyptian, Algerian, Saudi Arabian, Turkish, Iraqi, Yemeni, Jordanian)

- 6 East Asian/ East Asian descent (e.g., Chinese, Japanese, Korean)
- 7 Southeast Asian/Southeast Asian descent (e.g., Filipino, Vietnamese, Cambodian, Laotian, Thai)
- 8 More than one of the groups above
- 9 Prefer to self-identify as: _____
- 11 None of the above *(Show if Identify as indigenous (INDIG = 1,2,3,4))*
- 99 Prefer not to answer

ETHN2 *Show if Identify as Black (ETHN = 1)*

I identify as:

Please select one.

- 1 Black African
- 2 Black Caribbean
- 3 Black Latin
- 4 Black North American
- 5 Prefer to self-identify as: _____
- 6 Prefer not to answer

BORNCAN

Were you born in Canada?

- 1 Yes
- 2 No
- 8 Prefer not to answer

AGECAN *Show if Born Outside Canada (BORNCAN = 2)*

How old were you when you came to Canada?

- 1 Less than 18 years old
- 2 18 to 24
- 3 25 to 34 *(Show if Age at least 25 ((AGE1 between 1900 and 2000) OR (AGE2 = 3,4,5,6,7)))*
- 4 35 to 44 *(Show if Age at least 35 ((AGE1 between 1900 and 1990) OR (AGE2 = 4,5,6,7)))*
- 5 45 to 54 *(Show if Age at least 45 ((AGE1 between 1900 and 1980) OR (AGE2 = 5,6,7)))*
- 6 55 to 64 *(Show if Age at least 55 ((AGE1 between 1900 and 1970) OR (AGE2 = 6,7)))*
- 7 65 or older *(Show if Age at least 65 ((AGE1 between 1900 and 1960) OR (AGE2 = 7)))*
- 8 Prefer not to answer

Page Public Confidence in the Criminal Justice System

PC1

How would you describe your level of awareness of the role of the following area in the criminal justice system?

1. Police *
2. Courts *
3. Corrections *

*Levels marked with * are randomized*

- 1 1 - Not aware at all
- 2 2
- 3 3 - Moderately aware
- 4 4
- 5 5 - Very aware
- 99 Don't know

PC2

How confident are you that the Canadian criminal justice system is...

1. Fair to all people *
2. Accessible to all people *

*Levels marked with * are randomized*

- 1 1 - Not at all confident
- 2 2
- 3 3 - Moderately confident
- 4 4
- 5 5 - Very confident
- 99 Don't know

Page Youth Criminal Justice System

YCJS1

In the previous section, we asked you to tell us about your awareness of and confidence in the Canadian criminal justice system as a whole. This next section asks similar questions about the **youth** criminal justice system, specifically.

Select the right arrow to continue.

YCJS2

How would you describe your level of awareness of the youth criminal justice system?

- 1 1 - Not aware at all
- 2 2
- 3 3 - Moderately aware
- 4 4
- 5 5 - Very aware
- 99 Don't know

YCJS3

What sources would you be most likely to use to access information about the youth criminal justice system in Canada?

Select all that apply

- 1 Family or friends *
- 2 Popular culture (television/movies/radio/magazine) *
- 3 Government websites or publications *
- 4 Non-governmental websites, Apps, or publications *
- 7 Social media *
- 8 Victim services *
- 9 Community organizations *
- 5 Legal professional
- 6 Other professional (mediator, mental health professional, parent information)
- 10 Other (please specify) _____
- 99 Don't know *(Exclusive)*

*Levels marked with * are randomized*

YCJS4

Have you ever tried to access information about the youth criminal justice system in Canada?

Select all that apply

- 1 Yes, on federal government websites
- 2 Yes, through other sources
- 3 No *(Exclusive)*

YCJS6

How confident are you that the Canadian youth criminal justice system is...

1. Fair to all people *
2. Accessible to all people *

*Levels marked with * are randomized*

- 1 1 - Not at all confident
- 2 2
- 3 3 - Moderately confident
- 4 4
- 5 5 - Very confident
- 99 Don't know

Page Overrepresentation in the criminal justice system (CJS)

OCJS1

Overrepresentation in the criminal justice system refers to a situation where a group of people who share a particular characteristic or identity are involved in the CJS (such as being arrested, held in jail, or sentenced) **more often than you'd expect**, based on how many people from that group exist in the general population.

Select the right arrow to continue.

OCJS2

How would you describe your level of awareness of...

1. The overrepresentation of Indigenous people in the criminal justice system as accused/offenders * *(Show if Version1 (version = 1))*
2. The overrepresentation of Indigenous people in the criminal justice system as victims/survivors * *(Show if Version2 (version = 2))*
3. The overrepresentation of Black people in the criminal justice system as accused/offenders * *(Show if Version1 (version = 1))*
4. The overrepresentation of Black people in the criminal justice system as victims/survivors * *(Show if Version2 (version = 2))*

*Levels marked with * are randomized*

- 1 1 - Not aware at all
- 2 2
- 3 3 - Moderately aware
- 4 4
- 5 5 - Very aware
- 99 Don't know

OCJS3

Overrepresentation of Black people in the criminal justice system

Black people are overrepresented in the criminal justice system both as accused/offenders and as victims/survivors. For example,

In 2015/2016, Black adults and youth were twice as likely to be accused by the police of criminal offences in comparison to the general population.

In 2022–2023 Black people made up about **four (4) percent** of the total Canadian population, but **nine (9) percent** of the federal prison population.

In 2024 Black people were **more likely to be victims/survivors** of police-reported hate crimes out of all those that targeted a race or ethnicity (**37 percent** of incidents).

Select the right arrow to continue.

OCJS4 *Show if Version1 (version = 1)*

In your opinion, why are Black people overrepresented as **accused/offenders** in the Canadian criminal justice system?

Please do not enter personally identifying information (e.g., name, email address, phone number, mailing address), as anything you enter may be shared with the sponsor of this research.

- .8 Prefer not to answer
- .9 Don't know

OCJS5 *Show if Version2 (version = 2)*

In your opinion, why are Black people overrepresented as **victims/survivors** in the Canadian criminal justice system?

Please do not enter personally identifying information (e.g., name, email address, phone number, mailing address), as anything you enter may be shared with the sponsor of this research.

- ₋₈ Prefer not to answer
 ₋₉ Don't know

OCJS6 *Show if Version1 (version = 1)*

To what extent does the fact that there is overrepresentation of Black people as **accused/offenders** in the criminal justice system affect your view of the fairness of the criminal justice system?

- ₁ 1 - Not at all
 ₂ 2
 ₃ 3 - Moderately
 ₄ 4
 ₅ 5 - Very much
 ₉₉ Don't know

OCJS7 *Show if Version2 (version = 2)*

To what extent does the fact that there is overrepresentation of Black people as **victims/survivors** in the criminal justice system affect your view of the fairness of the criminal justice system?

- ₁ 1 - Not at all
 ₂ 2
 ₃ 3 - Moderately
 ₄ 4
 ₅ 5 - Very much
 ₉₉ Don't know

Page Legal Aid

LA1

How important do you consider each of the following areas of public spending?

1. Law enforcement (e.g., police services) *
2. Criminal courts (adult and youth) *
3. Correctional services (e.g., prisons, parole, probation) *
4. Legal aid services [(Legal aid services in Canada are mainly for people with low incomes. These services would include, provision of information, advice from a lawyer or representation in court.)] for low-income people *
5. Victim services [(Victim services are government-funded supports that assist victims of crime with emotional support, information, and practical help during and sometimes after their involvement with the justice system. Provided by police, courts, government, and community agencies, these services aim to reduce the impact of crime, support recovery, and help victims participate in the justice process] for victims of crime *

*Levels marked with * are randomized*

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

LA2

Access to justice involves enabling all Canadians to obtain the information and assistance they need to help prevent legal issues from arising and help them to resolve such issues efficiently, affordably, and fairly, either through informal resolution mechanisms, where possible, or the formal justice system, when necessary.

Select the right arrow to continue.

LA3

(if Is WCAG (wcag = 1)) In your view, how important are legal aid programs (Legal aid programs provide assistance to individuals who cannot afford to pay for a lawyer to address serious legal problems. These programs offer legal representation for people accused of crimes, as well as for those involved in family-related issues, immigration and refugee matters, and other civil legal problems) in ensuring access to justice within the Canadian criminal justice system?

(if Default) In your view, how important are legal aid programs ** in ensuring access to justice within the Canadian criminal justice system?

- 1 1 - Not at all important
- 2 2

- 3 3 - Neither important nor unimportant
- 4 4
- 5 5 - Very important
- 99 Don't know

LA4

To what extent do you disagree or agree with the following statements?

1. The government should spend the resources necessary to provide low-income people with legal representation if they are charged with a crime *
2. Having a lawyer represent you is essential to having a fair trial *
3. Knowing that legal assistance exists for low-income people makes me feel more confident in the fairness of Canada's justice system *

*Levels marked with * are randomized*

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

Page Access to Justice

AJ1

How comfortable would you be using video conferencing platforms (e.g., Zoom, MS Teams, Google Meet) for what would normally be in-person legal meetings, mediation, or court sessions?

- 1 1 - Not at all comfortable
- 2 2
- 3 3 - Moderately comfortable
- 4 4
- 5 5 - Very comfortable
- 99 Don't know

AJ2

If you have used a video-conferencing platform in the context of a legal matter, how satisfied were you with your experience?

- 1 1 - Not satisfied at all
- 2 2
- 3 3 - Moderately satisfied

- 4 4
- 5 5 - Very satisfied
- 99 Don't know
- 97 Never used video conferencing in this context

AJ3

The term legal assistance includes provision of information about the law, the problem or the process, provision of basic advice. This term does not include being represented by a lawyer or other legal professional.

Select the right arrow to continue.

AJ4

(if Is WCAG (wcag = 1)) How comfortable would you be communicating with an AI tool, such as a chatbot (a computer program designed to simulate conversation with human users, especially over the internet.), to get legal assistance?

(if Default) How comfortable would you be communicating with an AI tool, such as a chatbot ***, to get legal assistance?

- 1 1 - Not at all comfortable
- 2 2
- 3 3 - Moderately comfortable
- 4 4
- 5 5 - Very comfortable
- 99 Don't know

AJ5

If you have used an AI tool, such as a chatbot for legal assistance, how satisfied were you with your experience?

- 1 1 - Not satisfied at all
- 2 2
- 3 3 - Moderately satisfied
- 4 4
- 5 5 - Very satisfied
- 99 Don't know
- 97 Never used AI tools for legal assistance

Page Virtual Testimony

VT1

Criminal proceedings in Canada are, by default, held in person before criminal courts. The *Criminal Code* provides exceptions to this rule by permitting certain individuals – such as accused persons, witnesses, judges, and counsel – to appear remotely by videoconference or audioconference at certain stages of the process.

Select the right arrow to continue.

VT2

PROGRAMMER NOTE: Split sample - respondents asked 3 out of 5 statements.

To what extent do you disagree or agree that...

1. Allowing a victim or witness to testify virtually affects your confidence in the judge and/or jury's ability to assess their credibility. *
2. Allowing a victim or witness to testify virtually is an important tool for the courts to improve access to justice. *
3. Allowing a judge or justice of the peace to participate virtually in criminal proceedings would undermine the seriousness or legitimacy of the proceedings. *
4. Allowing an accused person to participate virtually in criminal proceedings is an important tool for the courts to improve access to justice. *
5. Limiting public virtual attendance at criminal proceedings to prevent disruptions (e.g., Zoom bombings [\[\[when a person unexpectedly infiltrates and disrupts a video conference call.\]\]\]\) impacts the fairness of the accused's trial. *](#)

*Levels marked with * are randomized*

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

Page Victims of Crime

VC1

Prior to taking this survey, how would you describe your level of awareness of the *Canadian Victims Bill of Rights*?

- 1 1 - Not aware at all
- 2 2
- 3 3 - Moderately aware

- 4 4
- 5 5 - Very aware
- 99 Don't know

VC2

PROGRAMMER NOTE: Split sample - respondents asked 2 out of 3 statements.

To what extent do you disagree or agree with the following statements.

1. Allowing communities to present a Community Impact Statement (CIS) [(A CIS allows the community to explain how they have been impacted by the crime as part of the sentencing process)] for the court to consider when deciding an offender's sentence is an important part of the criminal justice process. *
2. Not releasing a victim or witness' identity through a publication ban [(A publication ban is an order the Court makes that prevents anyone from publishing, broadcasting, or sending any information that could identify a victim, witness, or other person who participates in the criminal justice system.))] would decrease my confidence in the criminal justice system. *
3. Allowing a victim to request restitution [(A restitution order is an order made by the Court as part of an offender's sentence. It requires the offender to pay the victim for financial losses the victim suffered because of the offender's crime.))] is an important tool for the courts to help address the harm done to a victim by the offender. *

*Levels marked with * are randomized*

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

VC3

What sources would you be most likely to access for information on the criminal justice system?

Select all that apply

- 1 Family or friends *
- 2 Popular culture (television/movies/radio/magazine) *
- 3 Government websites or publications *
- 4 Non-governmental websites, Apps, or publications *
- 7 Social media *
- 8 Victim services *
- 9 Community organizations *
- 10 Spiritual advisor such as an Elder, minister, rabbi or imam *
- 5 Legal professional
- 6 Other professional (e.g. mediator, health professional)

- 11 Other (please specify) _____
- 99 Don't know (Exclusive)

*Levels marked with * are randomized*

VC4

If you were a victim of crime, where would you most likely go to access supports?

Select all that apply

- 1 Family *
- 2 Friends *
- 3 Government *
- 4 Health care professionals *
- 5 Police *
- 6 Victim services *
- 7 Community-based organization *
- 8 Spiritual advisor such as an Elder, minister, rabbi or imam *
- 9 Lawyer/legal services *
- 10 Would depend on the severity of the crime
- 11 Other (please specify) _____
- 99 Don't know (Exclusive)

*Levels marked with * are randomized*

Page Indigenous Justice

IJ1

Now, turning to Indigenous justice.

Indigenous communities have indicated that the revitalization of Indigenous customs, culture, language and an effort to support the rebuilding of Indigenous legal systems and processes is a priority.

Select the right arrow to continue.

IJ2

To what extent do you disagree or agree that Indigenous peoples in Canada should be able to administer their own systems of justice, including enforcing Indigenous laws and by-laws on their lands.

- 1 1 - Strongly disagree

- 2 2
- 3 3 - Neither disagree nor agree
- 4 4
- 5 5 - Strongly agree
- 99 Don't know

Page Restorative justice

RJ1

A restorative justice (RJ) process provides a supportive and safe opportunity for communication between those who are affected by an offence (victims, offenders, and community). The goal of RJ is to repair harm, including by emphasizing victims' healing and promoting meaningful accountability of offenders.

The process is only used in cases where an offender has accepted responsibility for the offence and both the victim and the offender have voluntarily agreed to participate. A RJ process can be offered at any stage of the criminal justice process (pre-charge, post-charge, pre-sentence, during incarceration and post-sentence).

There are many different types of RJ processes. Skilled facilitators guide these processes.

Select the right arrow to continue.

RJ2

Provided that both the victim and the offender want to take part in the process, which of the following types of offences should be eligible for a restorative justice process?

Select all that apply

- 1 Sexual assault (sexual violence) *
- 2 Intimate partner violence (including domestic violence) *
- 3 Homicide *
- 4 Assault *
- 5 Robbery *
- 7 Property offences (e.g., theft, vandalism) *
- 8 Administration of justice offences (e.g., breach of probation, fail to appear) *
- 9 Any crime motivated by hate *
- 6 Other offences against a person (e.g., uttering threats, criminal harassment)
- 10 None of the above *(Exclusive)*
- 99 Don't know *(Exclusive)*

*Levels marked with * are randomized*

Page Family Justice

FJ1

The family justice system in Canada extends beyond the courts and includes family justice services such as parent education sessions, supervised access, and family dispute resolution services. Issues such as divorce, parenting (custody and access), child and spousal support, as well as division of property are all handled by the family justice system.

Select the right arrow to continue.

FJ3

In what way(s) have you been involved in the family justice system?

Select all that apply

- 1 As a person who experienced/is experiencing separation or divorce without a child/children (18 or under) involved *
- 2 As a person who experienced/is experiencing separation or divorce with children (18 or under) involved *
- 3 As a person who experienced/is experiencing separation or divorce with a dependent child(ren) (19 and over) involved *
- 4 As a child of parents who separated or divorced *
- 5 None of the above *(Exclusive)*
- 99 Don't know *(Exclusive)*

*Levels marked with * are randomized*

FJ6

(if Is WCAG (wcag = 1)) In your view, how important are legal aid programs (Legal aid programs provide assistance to individuals who cannot afford to pay for a lawyer to address serious legal problems. These programs offer legal representation for people accused of crimes, as well as for those involved in family-related issues, immigration and refugee matters, and other civil legal problems) in ensuring access to justice within the Canadian family justice system?

(if Default) In your view, how important are legal aid programs *?* in ensuring access to justice within the Canadian family justice system?

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

FJ7

What sources would you be most likely to access for information on the family justice system?

Select all that apply

- 1 Family or friends *
- 2 Popular culture (television/movies/radio/magazine) *
- 3 Government websites or publications *
- 4 Non-governmental websites, Apps, or publications *
- 7 Social media
- 8 Family law information and resource centre *
- 9 Community organizations *
- 5 Legal professional
- 6 Other professional (e.g. mediator, health professional)
- 10 Other (specify): _____
- 99 Don't know (Exclusive)

*Levels marked with * are randomized*

Page Demographic questions continued

DMC1

Have you been involved with the **criminal justice system** in the past two years?

Select all that apply

- 1 Yes, testifying as a witness in criminal court
- 2 Yes, as a jury member chosen to participate in a criminal trial
- 3 Yes, as the victim/survivor of a crime
- 4 Yes, after being charged with a crime
- 5 Yes, knowing someone as victim/accused
- 6 Yes, working or volunteering in the criminal justice or related area
- 7 Yes, other: _____
- 8 No (Exclusive)
- 8 Prefer not to answer

DMC2

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

- 1 Less than high school diploma or its equivalent
- 2 High school diploma or a high school equivalency certificate
- 3 Trades certificate or diploma

- 4 College, CEGEP or other non-university certificate or diploma (other than trades certificates or diplomas)
- 5 University certificate or diploma below the bachelor's level
- 6 Bachelor's degree (e.g., B.A., B.A. (Hons), B.Sc., B.Ed., LL.B.)
- 7 University certificate, diploma or degree above the bachelor's level
- 8 Prefer not to answer

DMC3

Which of the following categories best describes your total household income? That is, the total income of **all persons** in your household, before taxes?

- 1 Under \$20,000
- 2 \$20,000 to just under \$40,000
- 3 \$40,000 to just under \$60,000
- 4 \$60,000 to just under \$80,000
- 5 \$80,000 to just under \$100,000
- 6 \$100,000 to just under \$120,000
- 7 \$120,000 to just under \$150,000
- 8 \$150,000 and above
- 8 Prefer not to answer

DMC4

Which of the following categories best describes your current employment status?

- 1 Working full-time, that is, 30 or more hours per week
- 2 Working part-time, that is, less than 30 hours per week
- 3 Self-employed
- 4 Unemployed, but looking for work
- 5 A student attending school full-time
- 6 Retired
- 7 Not in the workforce (disability, full-time homemaker, unemployed and not looking for work)
- 8 Not listed
- 8 Prefer not to answer

DMC5

In what type of community do you live?

- 1 Urban (town, city, suburb)
- 2 Rural (small or sparsely populated community, with fewer than 5,000 or so residents, usually with considerable open/farmland surrounding it)

- 3 Remote (at least 2 hour drive from an urban centre and lacks reliable transportation links)
- 4 On reserve
- 5 None of the above
- 8 Prefer not to answer

DMC6

What are the first three characters of your postal code?

Please enter your first 3 digits in the format of A1A.

- 8 Prefer not to answer

DMC7 *Show if No FSA (DMC6 = Prefer not to answer)*

In which province or territory do you live?

- 1 Yukon
- 2 British Columbia
- 3 Northwest Territories
- 4 Alberta
- 5 Saskatchewan
- 6 Nunavut
- 7 Manitoba
- 8 Ontario
- 9 Quebec
- 10 New Brunswick
- 11 Nova Scotia
- 12 Prince Edward Island
- 13 Newfoundland & Labrador
- 99 Prefer not to answer

APPENDIX B: QUESTIONS OMITTED FOLLOWING PRE-TEST

YCJS5

Was information about the youth criminal justice system in Canada on **federal government websites...**

1. Easy to find *
2. Easy to understand *

*Levels marked with * are randomized*

- 1 Yes
- 0 No
- 99 Don't know

AJ6

What other technology, if any, have you used to access legal assistance?

Please do not enter personally identifying information (e.g., name, email address, phone number, mailing address), as anything you enter may be shared with the sponsor of this research.

-
- .8 Prefer not to answer
 - .9 Don't know
 - 5 Not Applicable/None

AJ7

How satisfied were you with your experience of the technology used ?

- 1 1 - Not satisfied at all
- 2 2
- 3 3 - Moderately satisfied
- 4 4
- 5 5 - Very satisfied
- 99 Don't know

FJ2

Have you been involved in the family justice system in Canada within the past two years?

- 1 Yes
- 2 No

FJ4

What were the issues you need(ed) to address through the family justice system?

Select all that apply

- 1 Obtain divorce *
- 2 Parenting *
- 3 Child support *
- 4 Spousal support *
- 5 Relocation *
- 6 Family violence *
- 7 Division of assets *
- 8 Other (please specify) _____

*Levels marked with * are randomized*

FJ5

Did you have legal representation at any time during your involvement with the family justice system?

- 1 Yes
- 2 No
- 99 Prefer not to answer

FJ8

Have you ever tried to access information about the family justice system in Canada?

Select all that apply

- 1 Yes, on federal government websites
- 2 Yes, through other sources
- 3 No *(Exclusive)*

FJ9

Was information about the family justice system in Canada on **federal government websites...**

- 1. Easy to find *
- 2. Easy to understand *

*Levels marked with * are randomized*

- 1 Yes
- 2 No
- 99 Don't know